

***Campaspe Shire Council***

# ***2024 Annual Community Satisfaction Survey***

***May 2024***





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## Executive summary

### ***Survey methodology and aims:***

Metropolis Research conducted this, Council's second independent *Annual Community Satisfaction Survey* as a random sample telephone interview of 400 respondents drawn proportionally from across the 10 districts comprising the Campaspe Shire.

The surveying was undertaken from the 6<sup>th</sup> till the 27<sup>th</sup> of March 2024, and obtained a response rate of 22% (i.e., 22% of residents invited to participate took the opportunity to participate). This is a typical response rate for random sample telephone surveys such as this.

The core aims of the research was to measure community satisfaction with 26 Council services and facilities, aspects of Council's governance and leadership performance, aspects of Council's customer service, and the performance of Council "across all areas of responsibility".

The survey also measured the importance to the community of the 26 individual services and facilities, explored the top issues that the community feel need to be addressed for residents of the Campaspe Shire.

The survey has the capacity to explore a range of other issues each year to meet the current information needs of Council, and this year the survey included questions on community awareness of the elected Council, preferred methods of receiving information and engaging with both Council (the organisation) as well as elected Councillors.

### ***Satisfaction with the performance of Council:***

The key finding from the survey this year was that [satisfaction with the overall performance](#) of Campaspe Shire Council increased measurably this year, up seven percent to 5.6 out of 10.

This was a "poor", up from an "extremely poor" level of satisfaction.

This included 19% (up from 12%) "very satisfied" respondents (i.e., rated satisfaction at eight or more), and 27% (down from 38%) "dissatisfied" (i.e., less than five out of 10).

These results reflect a substantial improvement in community satisfaction with Campaspe Shire Council following on from the two unusually low results recorded in 2022 (with the previous provider) and 2023 (immediately following the flooding event).

As outlined below, the survey this year reported a broad-based improvement in community satisfaction with Campaspe Shire Council's performance, including:

- Overall satisfaction (up 7%)
- Aspects of governance and leadership (up 6%)
- Satisfaction with services and facilities (up 3%)



This overall satisfaction result was notably (4%) higher than the regional Victorian councils' average of 5.2 and somewhat higher than the large shire councils' average of 5.2, as recorded in the *Governing Regional Victoria* survey conducted independently by Metropolis Research.

It is noted, however, that satisfaction with Campaspe Shire Council (and regional Victorian councils as a group) remains measurably and significantly lower than the average satisfaction with the 31 metropolitan Melbourne municipalities of 7.0 in *Governing Melbourne*.

There was meaningful variation in satisfaction with Council's overall performance observed by different groups of respondents, as follows:

- ***Somewhat to notably more satisfied than the municipal average*** – included respondents from Campaspe West, Lockington-Gunbower and District, Stanhope and District, Echuca Southeast, Kyabram West, Kyabram East, and Echuca Central, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, two-parent families with young children, older sole person and couple households, one parent families, younger couples, new and newer residents (less than five years in the Shire), respondents from multilingual households, and respondents who had not contacted Council in the last year.
- ***Somewhat to notably less satisfied than the municipal average*** – included respondent from Echuca and Surrounds, Echuca West, Tongala and District, Rochester, and Rushworth and District, adults (aged 35 to 44 years), respondents who had contacted Council in the last 12 months, two-parent families with youngest child aged 5 to 12 years, two-parent families with adults only, middle-aged sole person and couple households, younger sole person households, long-term residents (10 years or more in the shire), and respondents who had contacted Council in the last year.

In 2024, 16% (up from 8%) of respondents considered that Campaspe Shire Council's [overall performance](#) had improved, whilst 17% (down from 23%) considered that it had deteriorated in the last 12 months.

These results again confirm a substantial improvement in community sentiment regarding the performance of Campaspe Shire Council.

When asked why they were dissatisfied with Council's overall performance, the most common reasons were related to the perceived unequal treatment between urban and rural areas (30 comments), general negative comments (28 comments), Council's communication, engagement, and visibility (20), various council services and facilities (18), Council management and governance (11), and roads and traffic (10).

A total of 310 of the 400 respondents (78% up from 70%) nominated at least one thing [Council should do to improve its performance](#), with the three most prominent areas being improved communication and consultation (37% up from 31%), Council governance and performance, and accountability (14%, stable), and road maintenance and repairs (8% down from 14%).

The strong improvement in overall satisfaction this year was reflected in measurable improvements in [satisfaction with aspects of governance and leadership](#), with the average satisfaction with the six core aspects of governance and leadership improving six percent to 5.4 out of 10.





This was notably higher than the regional Victorian average of 5.1, but lower than the metropolitan Melbourne average of 6.9 out of 10.

These governance and leadership aspects included Council performance meeting environmental responsibilities (6.5 up from 6.0), Council representation, lobbying, and advocacy (5.7 up from 5.2), community consultation and engagement (5.6 up from 4.9), Council understanding community needs (5.4), responsiveness to local community needs (5.4 up from 4.9), making decisions in the interests of the community (5.3 up from 4.7), maintaining community trust and confidence (5.2 up from 4.7), and providing value for money infrastructure and services that meet community needs (5.1 up from 4.5).

Satisfaction with Council's [customer service](#) remained stable this year, with overall satisfaction with the customer service experience stable at 6.0 out of 10 or "solid".

Whilst this was higher than the regional Victorian Councils' average of 5.4, it remains measurably and significantly below the metropolitan Melbourne average of 7.1.

Customer service was one of very few areas of Council performance that did not report an increase in satisfaction this year. This was despite the fact that satisfaction with how well communicates and engages with the community improved by seven percent. Customer service can more strongly reflect the views of those in the community who have had cause to interact with Council on specific issues, which can tend to lead to lower levels of satisfaction.

When asked to nominate (in open-text format) the [issues of importance for Campaspe Shire](#) at the moment, the most significant issues that appear to negatively impact on satisfaction with Council's overall performance (for those who raise the issues) were as follows:

- **Road maintenance and repairs** – 48% of respondents nominated road related issues this year. This was clearly the dominant issue in the Shire, and reinforced in several sections of this report, including the extremely poor satisfaction with both [sealed local roads](#) (4.5 out of 10), and [unsealed local roads](#) (4.8). Given the extent of community concern with these issues, they were clearly negatively impacting on community satisfaction with Council, with respondents who nominated road related issues five percent less satisfied with Council's overall performance than the respondents who did not nominate roads as a top three issue.
- **Infrastructure and other facilities** – including sports and recreation facilities (10%), footpaths (10%), drains (8%), and parks, gardens, and open spaces (8%). There were increases in the proportion of respondents nominating each of these issues this year, and most appeared to be negative influences on overall satisfaction with Council for the respondents who nominated these issues.
- **Council performance, governance, and leadership** – this included communication and consultation (6%), Council rates, fees, and charges (5%), the perceived unequal treatment between urban and rural areas (5%), and Council governance, performance, and accountability (5%), which were clearly a significant negative influence on overall satisfaction with the performance of Campaspe Shire Council for the respondents who raise them. These results reflect the modest but improving levels of satisfaction with aspects of Council's [governance and leadership](#) performance.



- **Economic development of the area, including tourism (6% up from 1%)** - which appears to be a more prominent issue in Campaspe than the regional Victorian average. Most of the views expressed in relation to economic development and tourism were supportive of increased tourism and development, although there were several voices in opposition.
- **Flooding related issues** – which included flooding prevention (4% up from 3%), flooding issues not further defined (3% down from 4%), flooding warning and response (2% down from 3%), and flooding recovery, repairs, and assistance (1% down from 8%). Clearly the immediate concerns around flood recovery have diminished, although there remain some in the community who feel that issues around prevention, early warning and other flooding issues.

These results show significant community concern around sealed and unsealed local roads, which will include both Council as well as some state government-maintained roads.

The average satisfaction with the 26 included Council services and facilities was 6.9 out of 10 this year, up an average of three percent on the 6.6 recorded last year.

The average satisfaction with these services and facilities was three percent higher than the regional Victorian councils' average of 6.6, although it remains below the metropolitan Melbourne average of 7.6 or "very good".

Satisfaction with Council's services and facilities can best be summarised as follows:

- **Excellent** – for the local library, weekly garbage collection, fortnightly regular recycling collection, fortnightly green waste and organics collection, and sports ovals and other local sporting facilities.
- **Very Good** – for services for children from birth to 5 years of age, services for seniors, arts and cultural events, programs, and activities, and outdoor and indoor pools.
- **Good** – for the provision and maintenance of parks, gardens, and open spaces, services for people with disability, Council's website, animal management, on and off-road bike paths, the provision and maintenance of street trees, the waste transfer station / tip, services for youth, emergency management and response, and public toilets.
- **Solid** – for the *Campaspe Times*.
- **Poor** – for footpath maintenance and repairs.
- **Very Poor** – for drains maintenance and repair.
- **Extremely Poor** – for the maintenance and repair of both sealed and unsealed local roads.

There were notable increases in satisfaction this year with:

- **Community support services** - including for seniors (up 10%), people with disability (up 7%), youth (up 5%) and children from birth to 5 years of age (up 3%).
- **Infrastructure and facilities** - including sealed local roads (up 6%), unsealed local roads (up 6%), on and off-road bike paths (up 6%), drains (up 4%), and sports ovals and other sporting facilities (up 4%).





- **Kerbside collection services** – including regular garbage collection (up 4%), regular recycling (up 3%).
- **Council's website** - (up 4%).

The only services and facilities to record a small decline this year were the *Campaspe Times* (down 2%) and the local library (down 2% but remains at an “excellent” level).

A total of 21% of respondents reported that they could identify the [current Mayor of Campaspe Shire Council](#), with 17% correctly identifying Cr. Rob Amos.

When asked if they could further name another Councillor, 38% reported that they could, with 31% then correctly naming a current Campaspe Shire Councillor.

The most preferred ways for [Council to communicate with and inform the community](#) about Council news, information, and events remain a printed newsletter delivered to by mail (42%), social media (32%), an emailed newsletter (31%), and advertising in local newspapers (30%).

The most common ways that respondents would prefer to [engage with Council](#) was via face-to-face interactions (40%), by telephone (37%), and by email (30%).

When asked for the [preferred ways of engaging with a Councillor](#), the most common methods were email (31%), telephone (29%), at private face-to-face meetings (27%), at other public meetings (23%), and at Council meetings (22%).



## Introduction

Metropolis Research Pty Ltd was commissioned by Campaspe Shire Council to undertake this, its second *Annual Community Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment on a range of additional issues of concern in the municipality.

The *Campaspe Shire Council - 2024 Annual Community Satisfaction Survey* comprises the following:

- Satisfaction with Council's overall performance.
- Satisfaction with aspects of governance and leadership.
- Satisfaction with aspects of Council's customer service.
- Importance of and satisfaction with 24 Council services and facilities.
- Issues of importance for the Shire of Campaspe 'at the moment'.
- Most important thing that Council should do to improve its performance.
- Mayor and Councillor recognition.
- Communication and engagement with Council and Councillors.
- Respondent profile.

## Rationale

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment, and involvement.

The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

The *Annual Community Satisfaction Survey* provides in-depth coverage of Council services and facilities as well as additional community issues and expectations.

This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the Campaspe Shire community.

In addition, the *Annual Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed.



For example, the *Annual Community Satisfaction Survey* includes data on age structure, gender, language spoken at home, disability, period of residence, and household structure.

### ***Methodology, response rate and statistical strength***

The *Annual Community Survey* was conducted as a telephone interview of 400 respondents drawn randomly but proportionally from across the 10 districts comprising the Campaspe Shire.

The surveying was undertaken from the 6<sup>th</sup> till the 27<sup>th</sup> of March 2024, which was consistent with the 2023 timing.

All surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.

Several (up to approximately four) attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 400 surveys were conducted from a random sample of 8,665 residential telephone numbers, including mostly mobile phone numbers but also including landlines where available.

The sample of residential telephone numbers was pre-weighted by district population, to ensure that each district contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result.

This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

Of the 8,665 telephone numbers, the following results were obtained:

- No answer - 6,586
- Refused - 1,430
- Call back another time - 249.
- **Completed - 400.**

This provides a response rate of 22%, reflecting the proportion of individuals who were invited to participate in the research, down just marginally on the 2023 response rate of 25%.

The 95% confidence interval (margin of error) of these results is plus or minus 4.8% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 45.2% and 54.8%.





This is based on a total sample size of 400 respondents, and an underlying population of the Campaspe Shire of 38,543 (2021 ERP).

## ***Governing Melbourne and Governing Regional Victoria***

*Governing Melbourne* is a survey conducted annually by Metropolis Research since 2010, and *Governing Regional Victoria* from 2023.

The *Governing Melbourne* research is conducted as a door-to-door, interview style survey of approximately 15 minutes duration, conducted of a sample of approximately 800 respondents drawn in equal numbers from every municipality in metropolitan Melbourne.

*Governing Regional Victoria* commenced in 2023 and was conducted as a random sample telephone survey of approximately 15 minutes duration, conducted of a sample of approximately 400 respondents drawn proportionally from across all municipalities in regional Victoria.

These two surveys provide an objective, consistent and reliable basis on which to compare the results of the *Campaspe Shire Council – 2024 Annual Community Satisfaction Survey*. They are not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

## ***Glossary of terms***

### *Measurable and statistically significant*

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because all sample survey results are subject to a margin of error or an area of uncertainty.

### *Significant result*

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

### *Marginal / somewhat / notable*

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.



In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment.

### *95% confidence interval*

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls, based on a one-sample t-test.

The margin of error around percentage results presented in this report at the municipal level is plus or minus 4.8%.

### *Satisfaction categories*

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- **Excellent** - scores of 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



### Small areas (precincts and districts)

The results of this report are presented at both the municipal and precinct level.

The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council.

Selected results in this report are also provided at the district level, which whilst based on only a very small sample size, provide some more detailed insight into the variation in views across the municipality.

The precincts used for this report are based on groups of districts across the municipality, which comprise the 10 districts as outlined in the *Community Profile* linked via the Council website, as follows:

**Precincts and Districts**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Precinct	District	Unweighted	
		Number	Percent
Echuca and Surrounds	Echuca West	68	17%
	Echuca Central	58	15%
	Echuca South-East	29	7%
	<b>Total</b>	<b>155</b>	<b>39%</b>
Campaspe West	Lockington-Gunbower and District	40	10%
	Rochester	31	8%
	<b>Total</b>	<b>71</b>	<b>18%</b>
Campaspe East	Rushworth and District	26	7%
	Tongala and District	41	10%
	Kyabram East	33	8%
	Kyabram West	46	12%
	Stanhope and District	28	7%
	<b>Total</b>	<b>174</b>	<b>44%</b>
<b>Campaspe Shire</b>		<b>400</b>	<b>100%</b>





## Council's overall performance

Respondents were asked:

*"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Council across all areas of responsibility?"*

Satisfaction with the performance of Council 'across all areas of responsibility' or "overall performance" increased measurably this year, up seven percent to 5.6 out of 10.

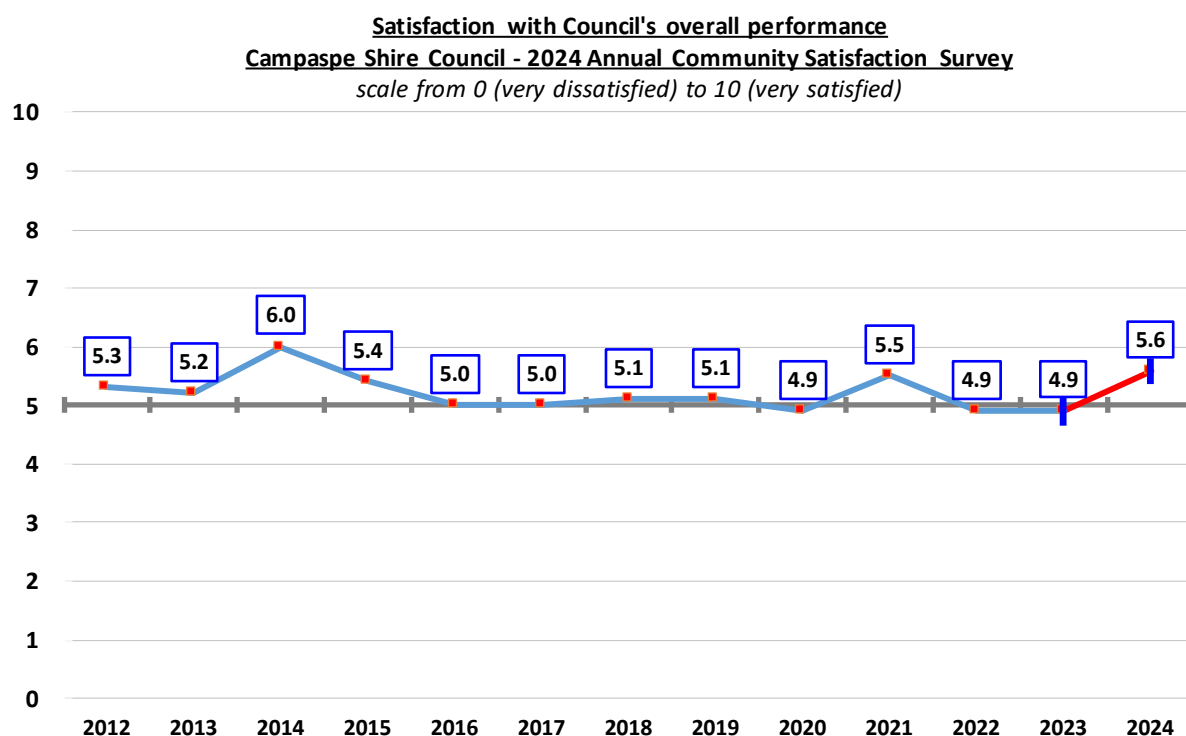
This was a "poor", up from an "extremely poor" level of satisfaction.

This result was, however, the second highest score recorded for the Campaspe Shire Council (the best being 6.0 back in 2013) and was notably (4%) higher than the long-term average satisfaction since 2013 of 5.2 out of 10.

Metropolis Research notes that in the 2023 report reference was made to the substantial impact of the flood event that occurred prior to the survey last year, and the impact of that flood event on community satisfaction with the performance of Council.

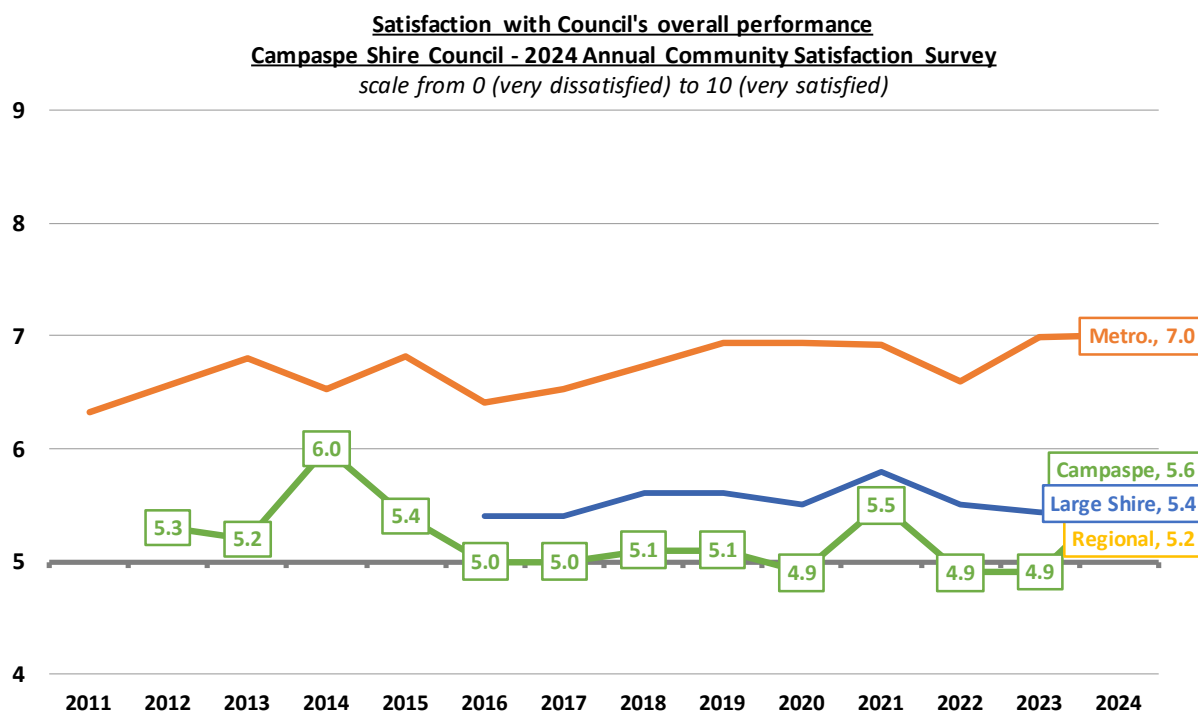
This impact would have been partly influenced by the direct performance of Council in managing and responding to the flood event, but also, more generally, in reflecting a less positive outlook from the Campaspe community, which would have flowed through into lower satisfaction scores.

Clearly, the 2024 results reflect a significant improvement in satisfaction following on from the two unusually low results in 2022 and 2023.



By way of comparison, this result was notably (4%) than the average of all regional Victorian municipalities, and marginally (2%) higher than the average of the large rural shires.

Both of these comparisons were sourced from the 2023/24 *Governing Regional Victoria* survey conducted independently by Metropolis Research using the same random sample telephone survey method.



The following sections of this report discuss in detail a range of factors that were likely to be impacting on overall satisfaction with Campaspe Shire Council, with some of the key themes from the research this year including the following:

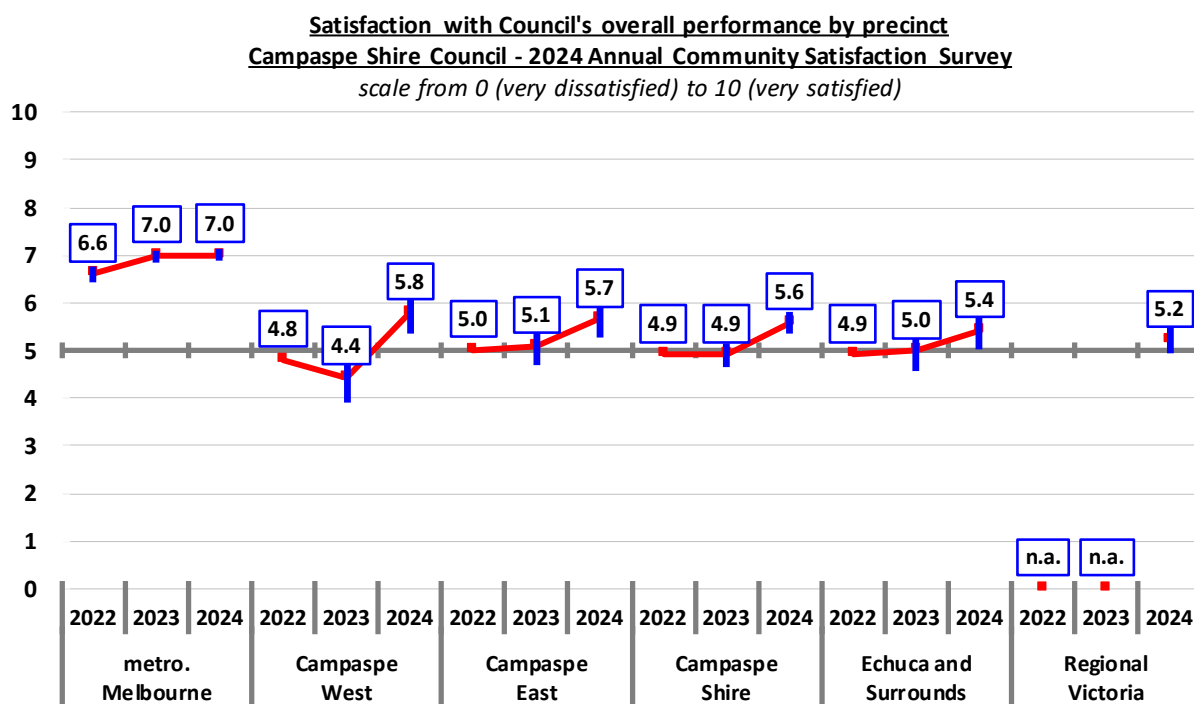
1. **Roads and other infrastructure** – including most notably the maintenance and provision of sealed and to a lesser extent unsealed local roads as well as other infrastructure such as drains and footpaths.
2. **Council's governance and management performance** – these included issues around Council's communication, its priorities, management, and governance, Council rates, fees, and charges, as well as a focus by some on the perceived unequal treatment of urban and rural areas of the Shire.
3. **Economic development and tourism** – whilst not one of the critical issues for the community, six percent nominated this as an issue to address, with most in favor of Council support for tourism in the Shire, this included issues focused on the Port.
4. **Flooding event** – the impact of the flooding event on community satisfaction with Campaspe Shire Council has clearly diminished significantly this year, although it was still raised as an issue by some in the community, with a particular focus looking forward to flood prevention measures.



## Overall performance by precinct and district

There was no statistically significant variation in satisfaction with Council's overall performance observed across the three precincts comprising the Campaspe Shire, with respondents from all three precincts, on average, rating satisfaction at "poor" to "very poor" levels. Respondents from all three precincts, however, rated satisfaction higher than the regional Victorian average of 5.2 out of 10.

It is, however, noted that respondents from Campaspe West and Campaspe East were marginally more satisfied than respondents from Echuca and Surrounds.



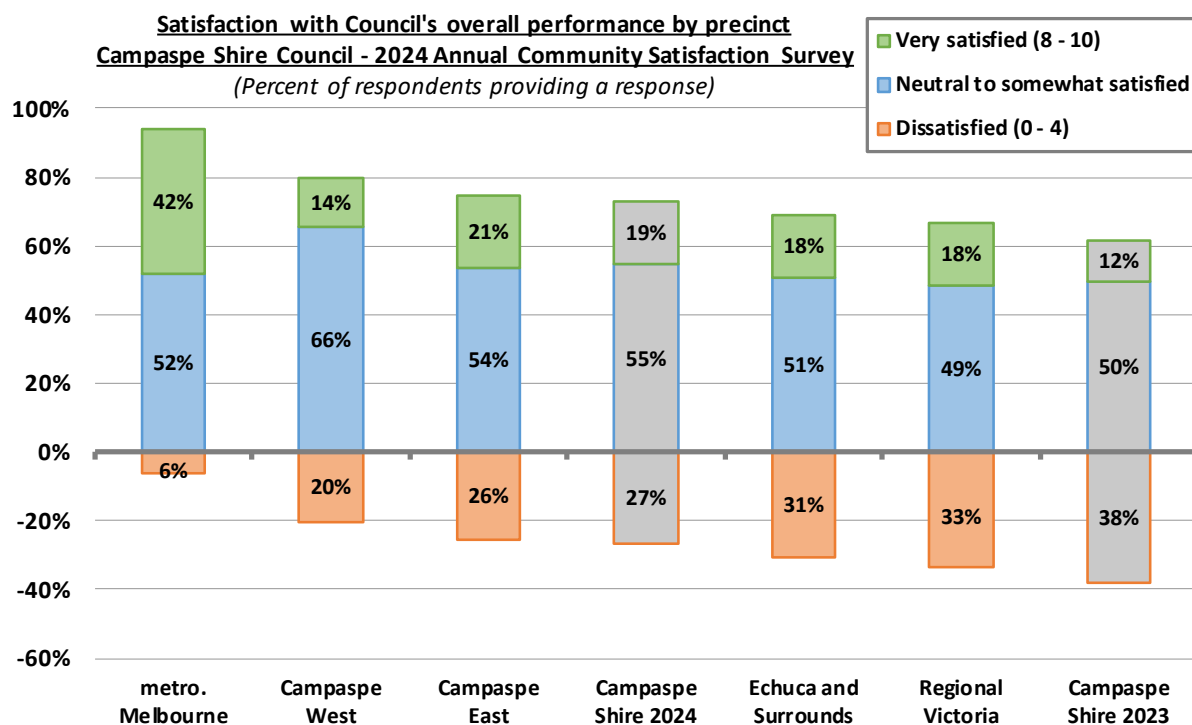
The following graph provides a breakdown of satisfaction into the proportion of respondents who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

There was a substantial increase this year in the proportion of respondents who were "very satisfied", up from 12% last year to 19%. Of most interest was the decline in the proportion of "dissatisfied" respondents, which declined from an unusually high 38% last year to 27% this year.

Consistent with the higher average satisfaction score, there were more "very satisfied" and fewer "dissatisfied" respondents in the Campaspe Shire than the regional Victorian average.

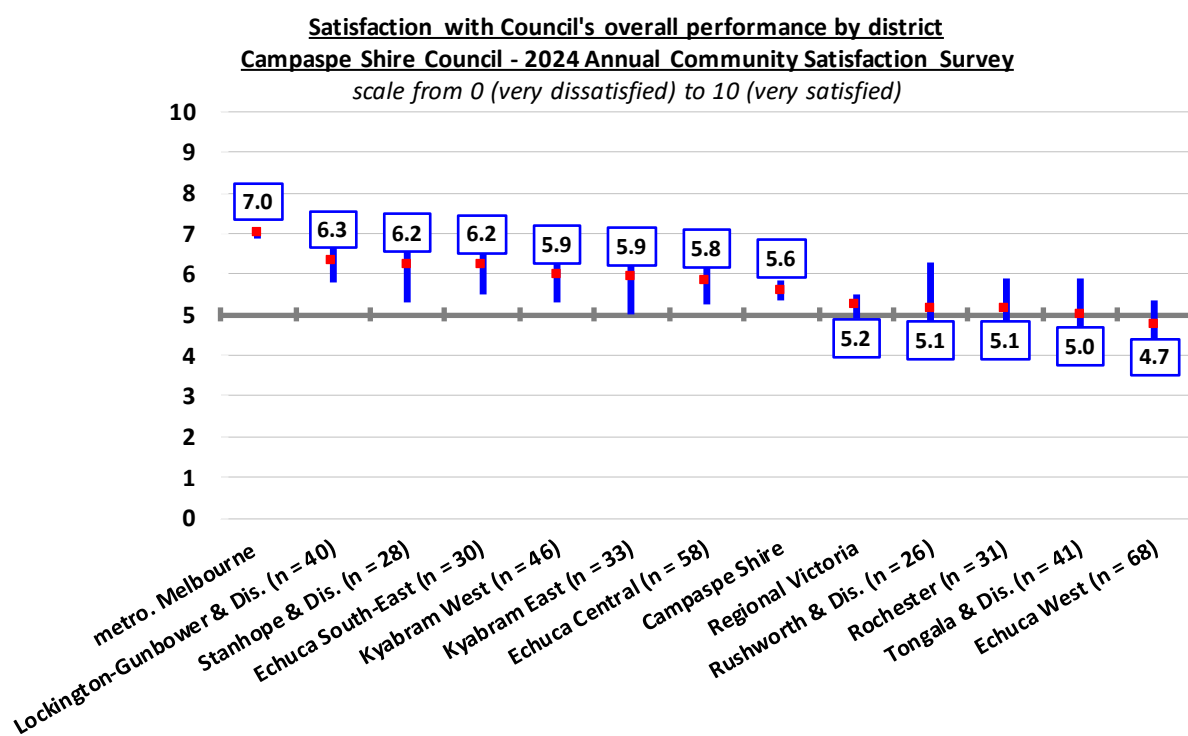
Metropolis Research draws attention to the almost one-third (31%) of respondents from Echuca and Surrounds who were "dissatisfied" with Council's overall performance. This suggests a significant group within the community who have concerns around Council performance.





The following graph provides a comparison of satisfaction with Council's overall performance for respondents from each of the 10 districts that comprise the Campaspe Shire.

Whilst the small sample size at the district level should be borne in mind when interpreting these results, it is noted that 40 respondents from Lockington-Gunbower and District were measurably more satisfied than average and at a "solid" level. By contrast, 68 respondents from Echuca West were measurably less satisfied than average, at an "extremely poor" level.



## **Overall performance by respondent profile**

The following section provides a comparison of satisfaction with Council's overall performance by respondent profile.

This includes age structure, gender, language spoken at home, household structure, period of residence in the Shire, and whether respondents had contacted Council in the last 12 months.

There was some notable variation in satisfaction observed by respondent profile, as follows:

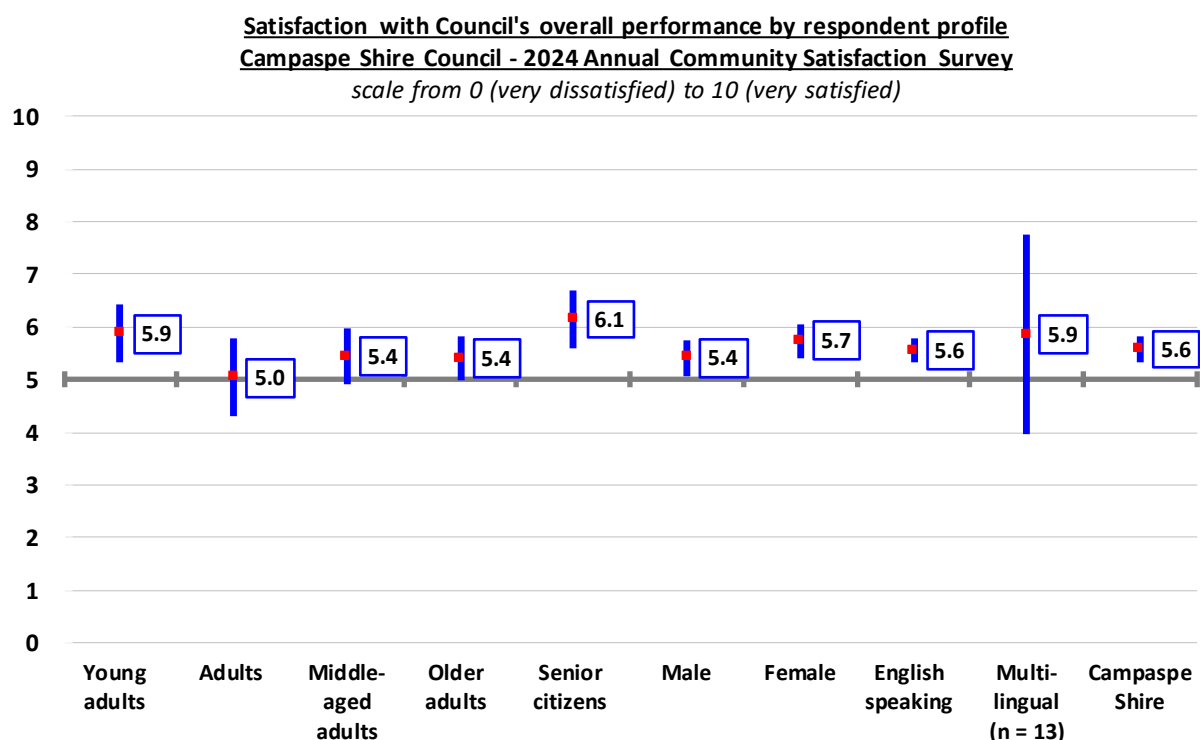
- **Somewhat to notably more satisfied than the municipal average** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, two-parent families with young children, older sole person and couple households, one parent families, younger couples, new and newer residents (less than five years in the Shire), respondents from multilingual households, and respondents who had not contacted Council in the last year.
- **Somewhat to notably less satisfied than the municipal average** – included adults (aged 35 to 44 years), respondents who had contacted Council in the last 12 months, two-parent families with youngest child aged 5 to 12 years, two-parent families with adults only, middle-aged sole person and couple households, younger sole person households, long-term residents (10 years or more in the shire), and respondents who had contacted Council in the last year.

Metropolis Research notes that in relation to whether respondents had contacted Council in the last 12 months, it is always found that respondents who had contacted their local council in the last 12 months were less satisfied than respondents who had not contacted Council.

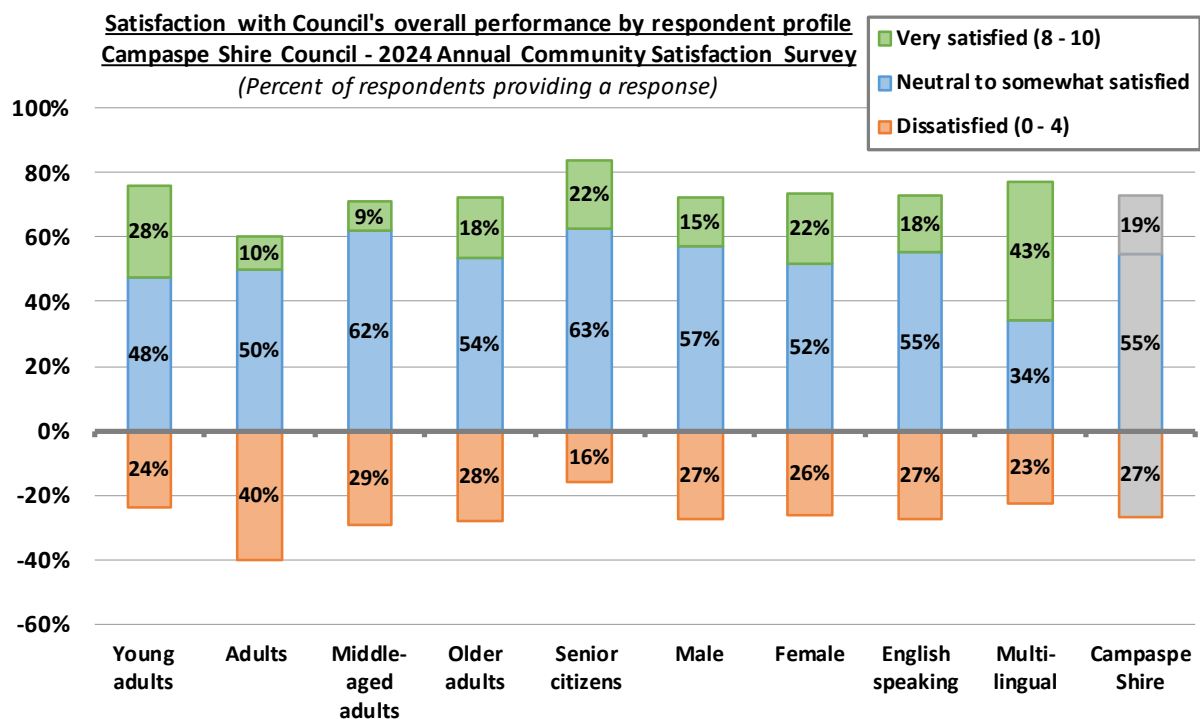
This clearly reflects the fact that many, but not all, of the respondents who had contacted Council were seeking a solution to an issue of some sort. This means that they tend to be less satisfied than those who did not have an issue about which they needed to engage with Council.

This finding is also reflected in the issues to address results, where it was found that respondents who did not nominate any issues to address rated satisfaction with Council's overall performance 13% higher than the average of all respondents.

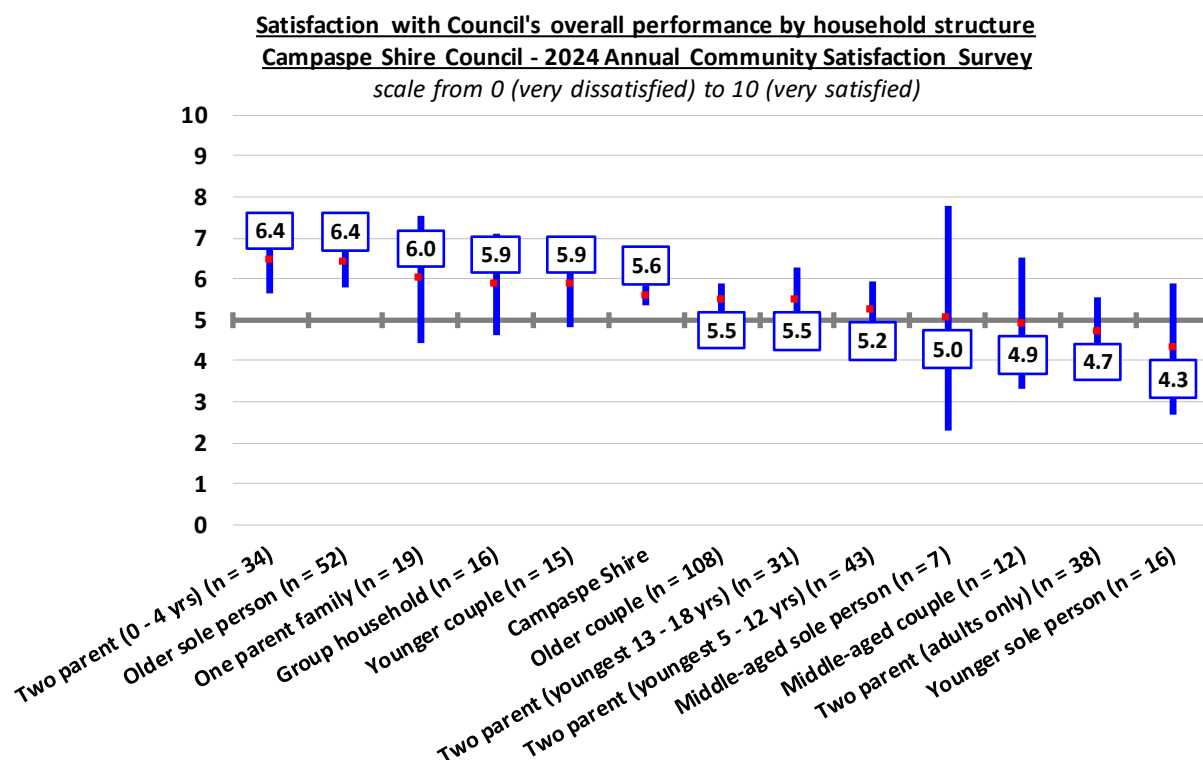




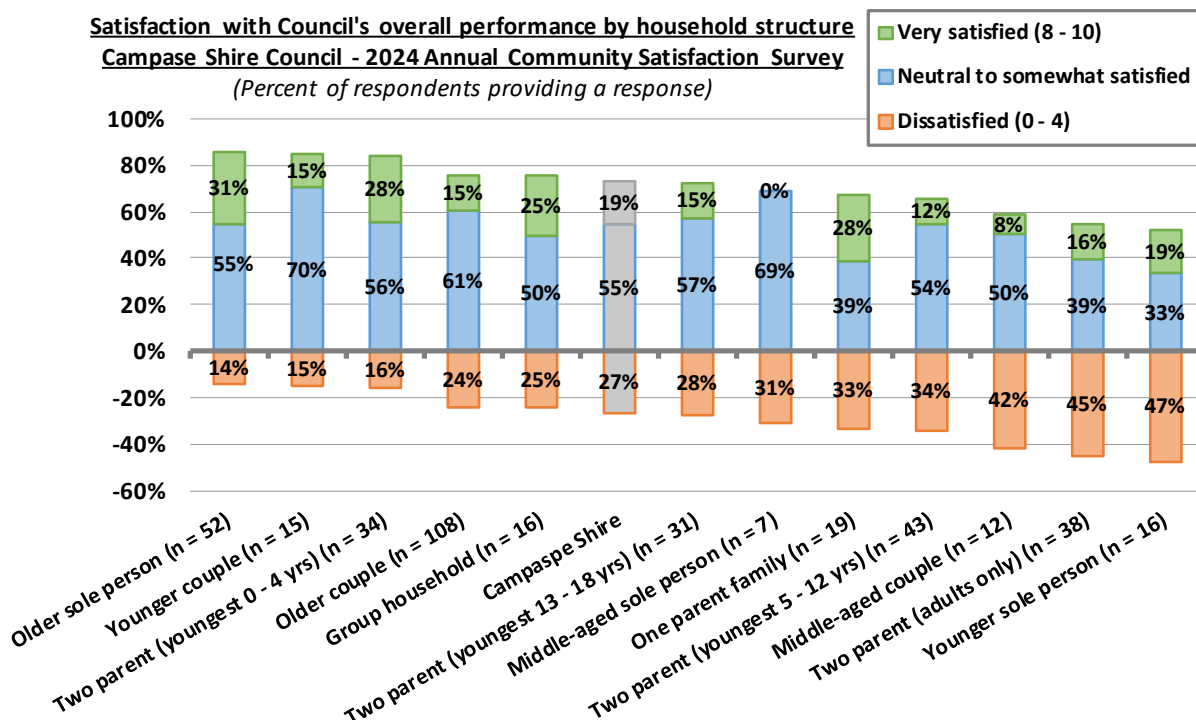
It is noted that 43% of the respondents from multilingual households were “very satisfied” with Council’s overall performance, whilst 40% of adults (aged 35 to 44 years) were dissatisfied.

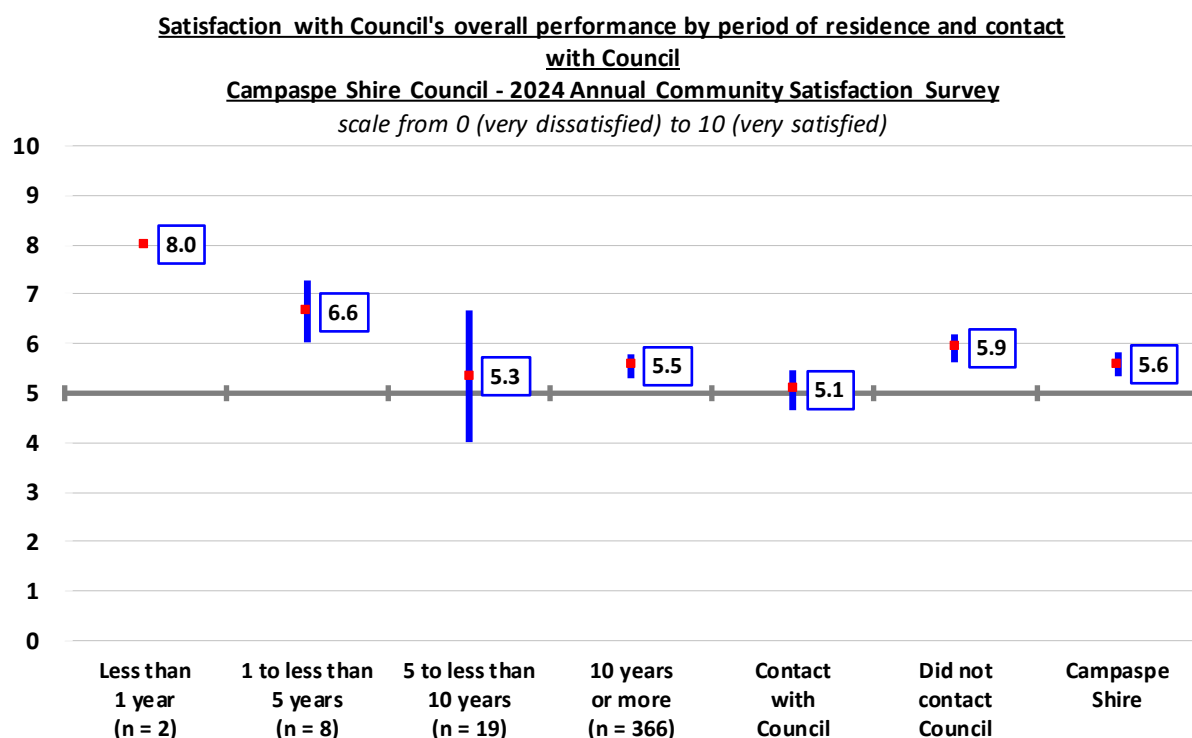




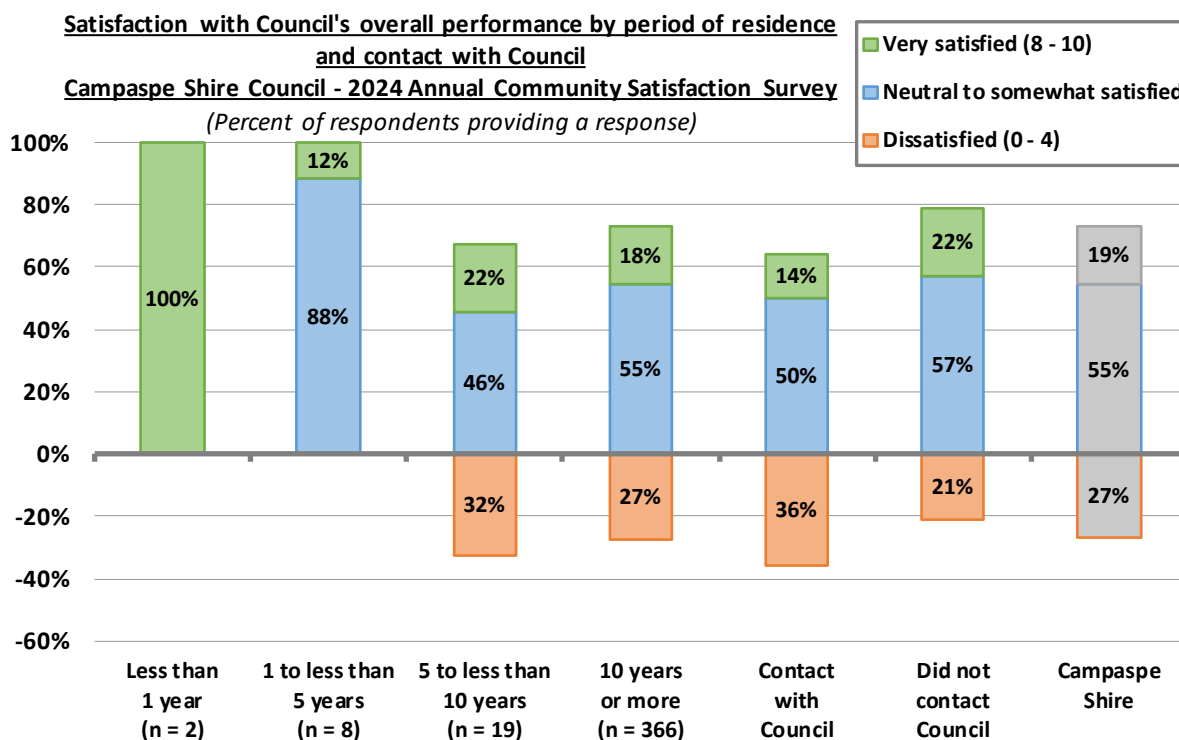


It is noted that 31% of the 52 respondents from older sole person households were “very satisfied” with Council’s overall performance, whilst more than a third of the respondents from one-parent families (33%), two-parent families with school aged children (34%), middle-aged couples (42%), two parent families with adults only at home (45%), and younger sole person households (47%) were dissatisfied.





It is noted that none of the 10 respondents who had lived in the Shire for less than five years were “dissatisfied” with Council’s overall performance, whilst more than one-third (36%) of respondents who had contacted Council in the last 12 months were dissatisfied.



## ***Relationship between issues and satisfaction with Council's overall performance***

The following graph displays the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the Campaspe Shire 'at the moment', with a comparison to the overall satisfaction score of all respondents (5.6), as well as a comparison to the 68 respondents who did not nominate any issues to address (6.9).

The detailed analysis of the top issues to address for the Campaspe Shire 'at the moment' is discussed in the [Current Issues to address](#) section of this report.

The aim of this data is to explore the relationship between the issues nominated by respondents and their satisfaction with the Council's overall performance.

The data does not prove a causal relationship between the issue and satisfaction with Council's overall performance but does provide meaningful insight into whether these issues are likely to be exerting a positive or negative influence on these respondents' satisfaction with Council's overall performance.

Clearly the number of respondents nominating each of these 12 issues varied substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

Metropolis Research notes that 68 respondents (17% of the total sample) did not have any issues they felt needed to be addressed 'at the moment' in Campaspe Shire. Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council's overall performance 13% higher than the municipal average of 5.6.

The most significant issue impacting on satisfaction with Campaspe Shire Council was road maintenance and repairs, with 193 of the 400 respondents (48%) nominating road issues.

Whilst the respondents who nominated roads as an issue, on average, rated satisfaction only somewhat (3%) lower than the municipal average at 5.3, the fact that this group comprises almost half of the total sample means they had a notable impact on overall satisfaction.

The verbatim comments that were categorised as "road maintenance and repair" related issues are included in the [Issues to Address](#) section of this report, with many referring to the perception of insufficient road maintenance and repairs, as well as some comments relating to the impact of flooding on the road network.

The other areas that were clearly negative influences on satisfaction with Council for the respondents who raised the issues included the perceived unequal treatment between rural and urban areas of the Shire, aspects of Council's governance and management performance, communication and consultation with the community, and Council rates, fees, and charges. These issues were all identified last year, with a few more respondents raising rates this year and a few less raising governance and performance issues.



The respondents who nominated each of these issues were notably to measurably less satisfied with Council's overall performance than the municipal average, strongly suggesting that these issues exerted a significant negative influence on satisfaction for the respondents who nominated them.

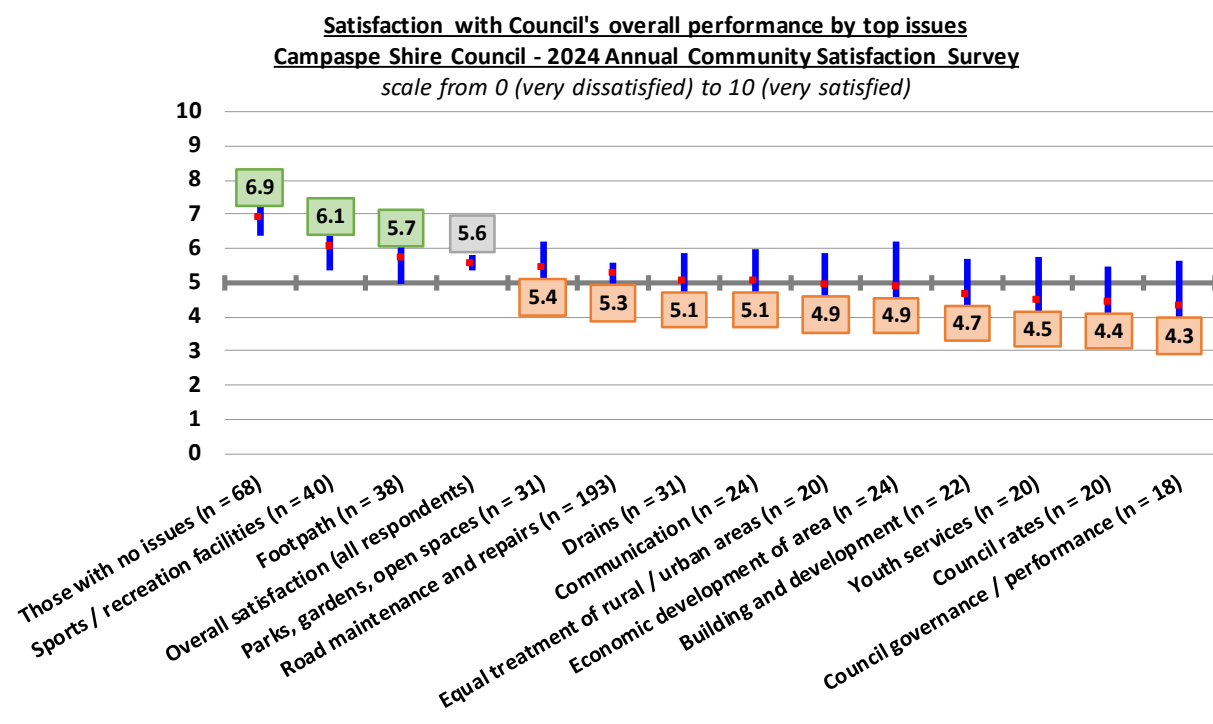
These Campaspe Shire results do highlight a significant level of concern expressed by a relatively small (approximately 5%) proportion of the community in relation to Council's governance and leadership performance.

This reflects their satisfaction with how the council performs as an organisation providing services, programs, and facilities, whilst also reflecting community views around the performance of the elected council.

This includes in relation to both accountability and governance related issues as well as the policy and funding decisions made by the Council.

This is discussed in more detail in the [Governance and Leadership](#) section of this report, which shows also shows a broader lower level of satisfaction with aspects of governance and leadership performance over time.

The four other issues that appeared to exert a notably negative influence on overall satisfaction (for those raising the issues) included youth services (20 respondents), planning and development (22 respondents), economic development of the area including tourism and the Port (24 respondents), drains (31 respondents), and parks, gardens, and open spaces (31 respondents).





The following table provides an alternative means of exploring the relationship between issues to address for Campaspe and overall satisfaction with Council.

The table provides the proportion of respondents dissatisfied with Council's overall performance who nominated each of the top 15 issues, compared to the proportion of all respondents who nominated each issue.

Metropolis Research notes that road maintenance repair related issues were nominated by a significant proportion of both all respondents and dissatisfied respondents.

Respondents who were dissatisfied with Council's overall performance were marginally more likely than the municipal average, to nominate Council rates, fees, and charges; waste transfer station; youth activities; Council governance, performance, and accountability; and cycling and walking paths.

Metropolis Research notes, however, that these variations were relatively minor, which does reflect the fact that overall satisfaction was relatively modest at 5.6 out of 10.

**Top issues for Campaspe of respondents' dissatisfied with overall performance**

**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**

*(Number and percent of total respondents who dissatisfied with overall performance)*

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Roads maintenance and repairs	59	40%	48%
Council rates / fees / charges	10	7%	5%
Waste transfer station / the Tip	10	7%	4%
Youth activities, services and facilities	10	7%	5%
Council governance, performance, accountability	9	6%	5%
Bikes, cycling / walking tracks	9	6%	3%
Equal treatment of rural / urban areas	9	6%	5%
Parks, gardens and open spaces	8	5%	8%
Drains maintenance and repairs	8	5%	8%
Communication and consultation	8	5%	6%
Footpath maintenance and repairs	8	5%	10%
Sports and recreation facilities	8	5%	10%
Economic development of area / tourism	8	5%	6%
Building, housing, planning and development	7	5%	6%
Provision, maintenance of general infrastructure	7	5%	4%
All other issues (36 separately identified issues)	66	45%	62%
<b>Total responses</b>	<b>244</b>		<b>775</b>
<i>Respondents identifying at least one issue</i>	<i>97</i>		<i>331</i>
<i>(percent of total respondents)</i>	<i>(95%)</i>		<i>(83%)</i>

## Reasons for dissatisfaction with overall performance

A total of 158 comments (down from 183) were received from respondents dissatisfied with Council's overall performance.

These comments have been broadly categorised as outlined in the following table.

Consistent with the analysis throughout this report, the main issues raised by respondents this year were similar to those from last year, including the perceived unequal treatment of rural and urban areas (19% of responses up from 13%), generally negative comments (18% up from 11%), communication and consultation (13%) and various Council services and facilities (11% up from 8%).

There was a significant decline this year in the proportion of respondents who were dissatisfied with Council's overall performance due to the flooding event, down from 13% last year to two percent this year.

It is also noted that the proportion of respondents raising concerns around Council governance, management and accountability declined somewhat this year, consistent with the increase in satisfaction with [governance and leadership](#).

**Reasons for dissatisfaction with Council's overall performance**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number of percent of responses)*

Issue	2024		2023
	Number	Percent	Percent
Equal treatment of rural / urban areas	30	19%	13%
General negative	28	18%	11%
Communication, engagement, visibility	20	13%	13%
Council services and facilities	18	11%	8%
Council governance, management	11	7%	9%
Roads and traffic management	10	6%	5%
Financial management and priorities	7	4%	3%
Community focus	6	4%	6%
Cleanliness, maintenance, and beautification	5	3%	4%
Parks, gardens, trees and open spaces	4	3%	3%
Council customer service and responsiveness	4	3%	2%
Flood prevention, management and response	3	2%	13%
Planning, housing and development	3	2%	1%
Rates, fees and charges	2	1%	6%
Other	7	4%	3%
<b>Total</b>	<b>158</b>	<b>100%</b>	<b>183</b>

The verbatim comments are included as an appendix to this report.



## Change in Council's overall performance

Respondents were asked:

*"Over the past 12 months, do you think Council's overall performance has improved, deteriorated or stayed the same?"*

Consistent with the significant improvement in satisfaction with Council's overall performance, the proportion of respondents who considered that Council's overall performance had improved in the last 12 months doubled, up from eight percent to 16%. The proportion of respondents who considered that Council's overall performance had deteriorated in the last 12 months declined by six percent to 17%.

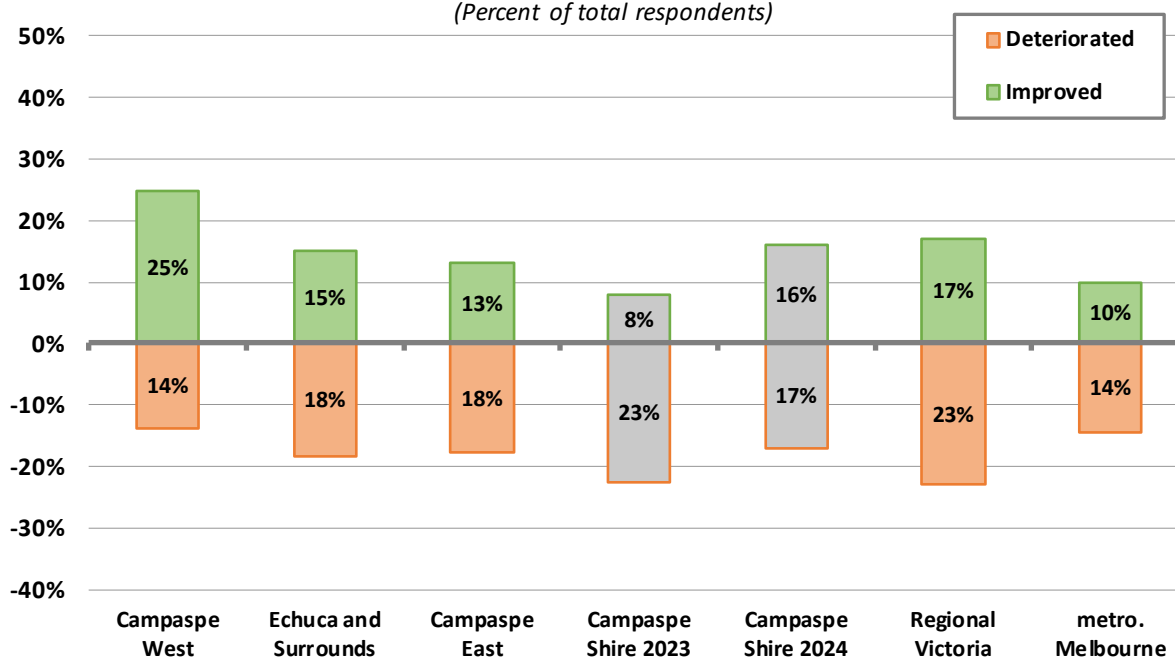
These results were somewhat more positive than the regional Victorian average.

**Change in overall performance**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

Response	2024		2023
	Number	Percent	
Improved	63	16%	8%
Stayed the same	208	52%	58%
Deteriorated	69	17%	23%
Can't say	60	15%	12%
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>

Respondents from Campaspe West were the most likely to consider that Council's performance had improved in the last 12 months.

**Change in Council's overall performance by precinct**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Percent of total respondents)



## Reasons for view about the change in Council's overall performance

Respondents were asked:

*"What makes you feel that way?"*

Respondents were provided an open-ended opportunity to outline why they felt that Council performance had improved, stayed the same, or deteriorated over the last 12 months.

Readers are encouraged to read the verbatim comments to understand the nuance of community views, however, in general terms, the key reasons outlined by respondents were as follows:

- **Performance had improved (57 comments)** – the main reasons were related to improvements in Council governance and management including the new CEO (13 comments), improvements related to floods / emergency management (10), improvements in communication / consultation and the provision of information (6), improvements to community services and activities (5), improved responsiveness of Council (5), and improvements in relation to roads (4).
- **Performance had stayed the same (156 comments)** – the main reasons were related to the perception that no major improvements had been made, or they hadn't seen any improvements (80 comments), views around communication / consultation and information provision (11), comments around roads (4), comments around responsiveness (5), comments around perceived unequal treatment between rural and town issues (5), and comments around flood and emergency management (3).
- **Performance had deteriorated (86 comments)** – the main reasons were related to Council governance and management performance (17 comments), community services and activities (13), perceived unequal treatment between rural and town issues (9 comments), issues with roads (7), communication / consultation and information (6), and general negative comments (9).

The verbatim responses received from respondents are included as an appendix to this report.





## Governance and leadership

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of Council’s performance?”*

Respondents were asked to rate their satisfaction with seven aspects of Council’s leadership and governance performance.

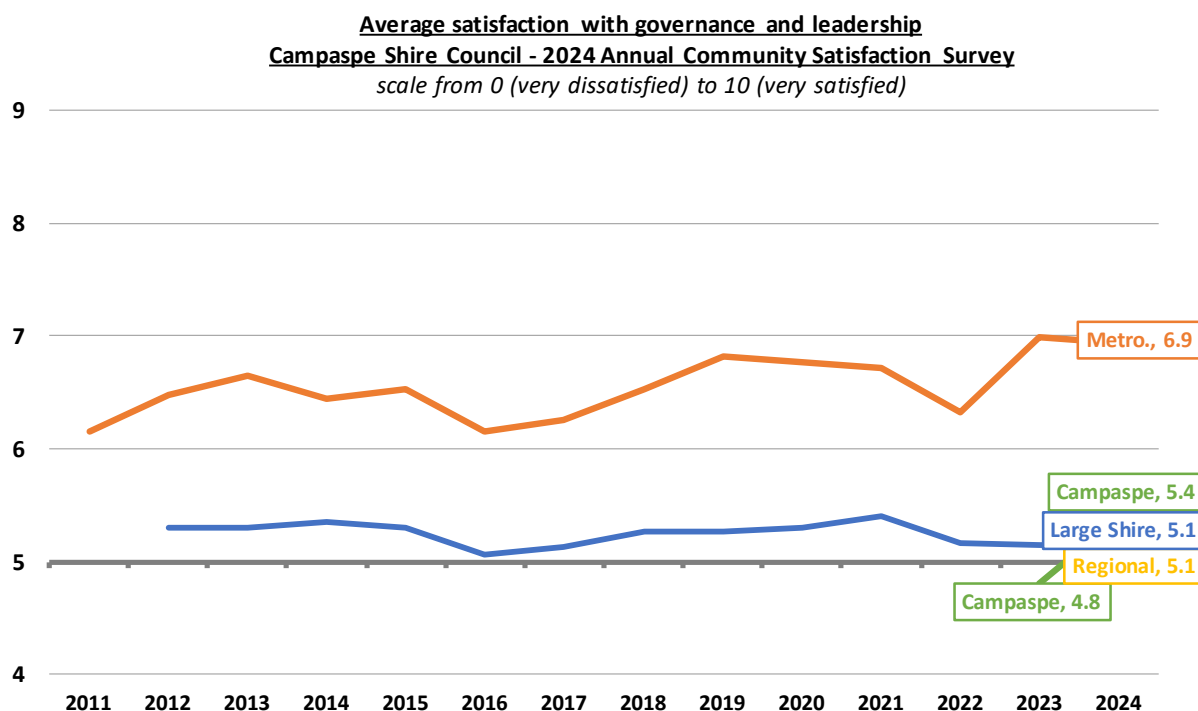
Metropolis Research notes that six of these seven aspects are considered core aspects of governance and leadership.

These include representation, responsiveness, engagement, maintaining trust, making decisions, and providing value for money.

The average satisfaction with these six core aspects of governance and leadership was 5.4 out of 10 or “poor”, up six percent on the 4.8 or “extremely poor” recorded last year.

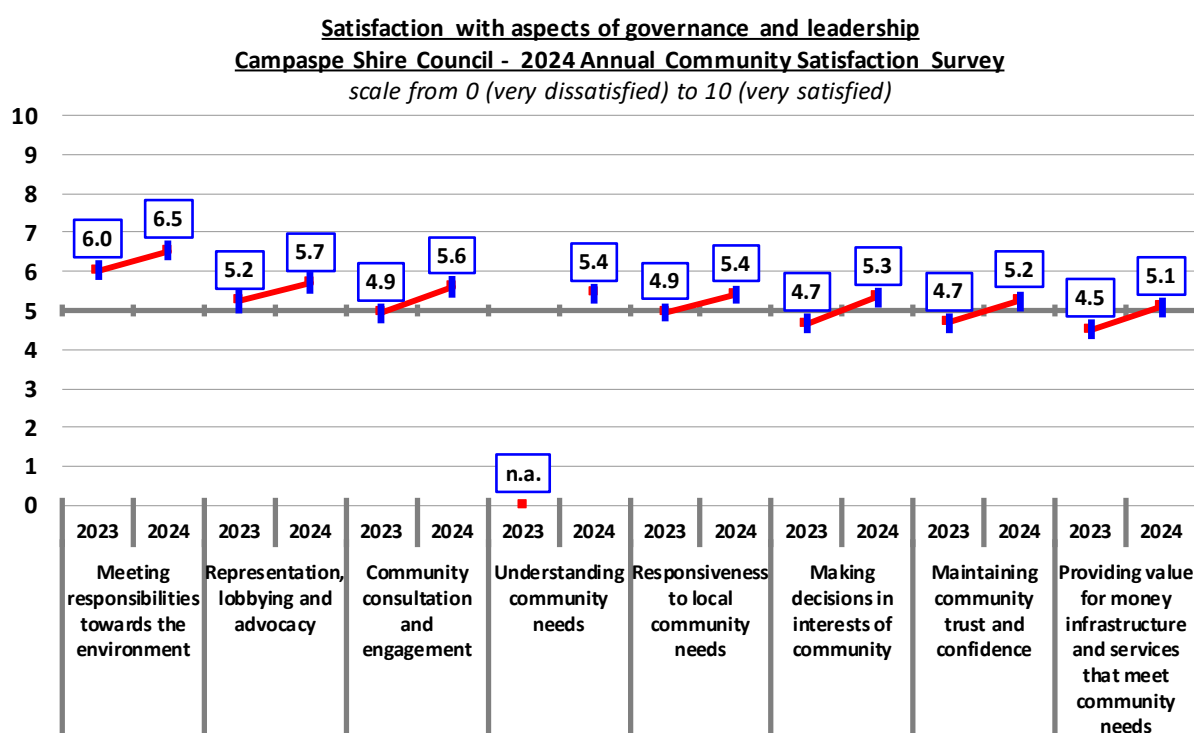
This result was notably higher than the regional Victoria and large shires’ average satisfaction with the same six core aspects of governance and leadership of 5.1 out of 10, although it remains measurably and significantly below the metropolitan Melbourne average of 6.9 or “good”.

These results clearly confirm that satisfaction with local government providing good governance and community leadership remains significantly lower in regional Victoria than in metropolitan Melbourne. Within this paradigm, it appears that the Campaspe Shire was performing relatively well, at higher than regional Victorian levels.



The average satisfaction with all seven aspects of governance and leadership that were included in both years improved this year, with all but one improving by a statistically significant degree. Satisfaction with Council’s representation, lobbying, and advocacy improved five percent, but this was not statistically significant.

These results continue to suggest substantial community concern around how the Council represents, engages with, and responds to the needs of the Campaspe community. This reflects community sentiment in relation to both the performance of the organisation providing services and facilities, as well as the performance of the elected Council representing the community.

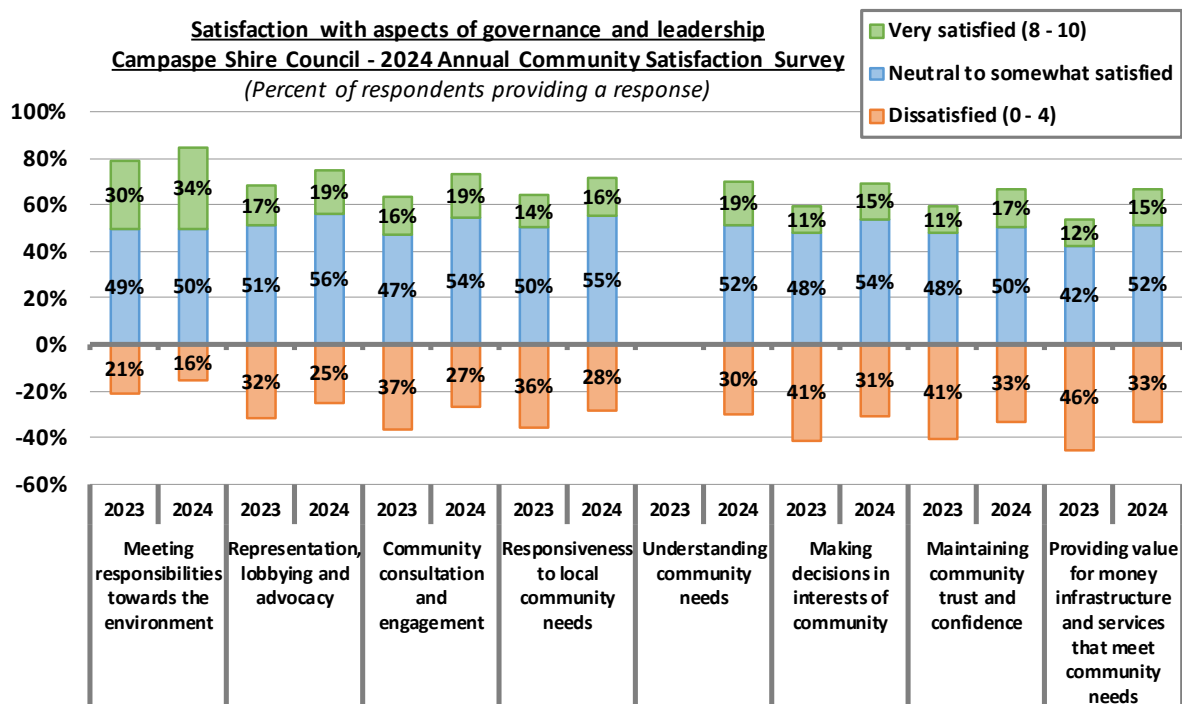


The following graph provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

It is noted that there was a small increase in the proportion of respondents who were “very satisfied” with each of these aspects of governance and leadership this year, and a substantial decline in the proportion who were “dissatisfied”.

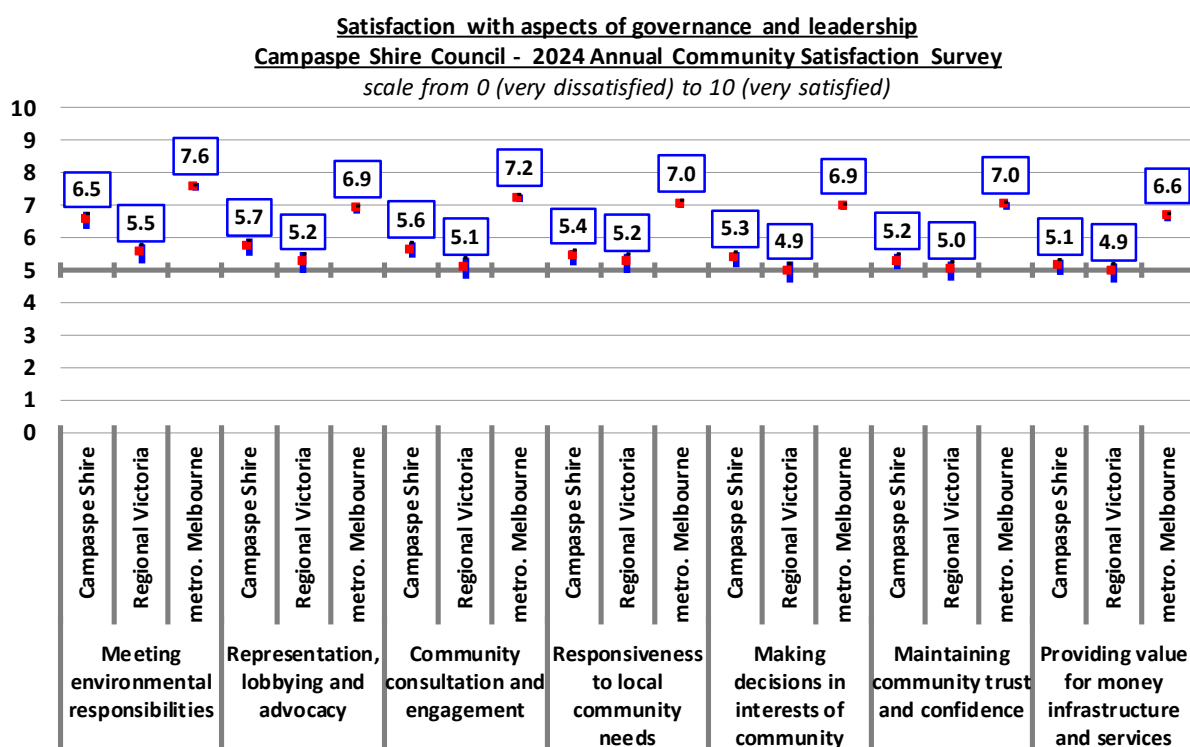
The fact that relatively few respondents were “very satisfied” with most of these aspects of governance and leadership suggests continued modest levels of satisfaction with Council’s performance in providing good governance and community leadership.





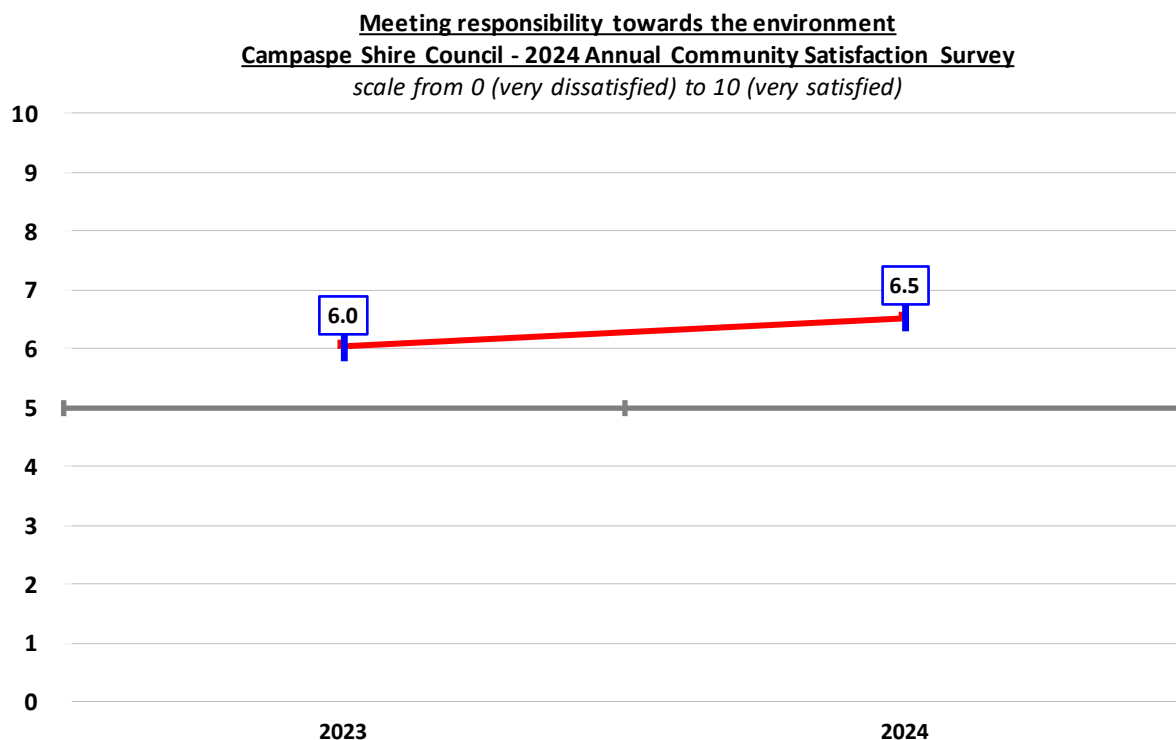
When compared to the metropolitan Melbourne and regional Victorian results from the two independent surveys conducted by Metropolis Research, particular attention is drawn to the fact that the Campaspe Shire Council reported marginally higher satisfaction with each of these aspects than the regional Victorian councils' average, and a 10% higher satisfaction with Council's performance meeting responsibilities towards the environment.

Satisfaction remains, however, measurably below the metropolitan Melbourne average. This variation strongly suggests that satisfaction with local government in regional Victoria remains significantly below the metropolitan Melbourne results.

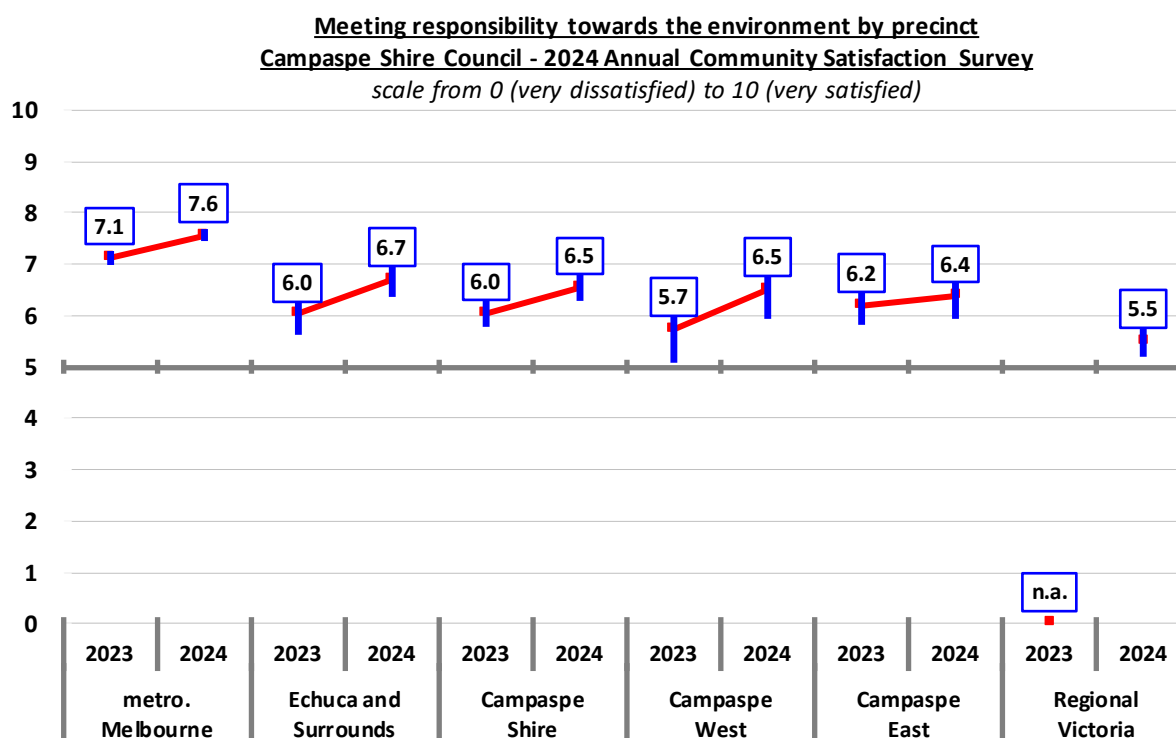


## Meeting responsibilities towards the environment

Satisfaction with Council’s performance meeting its responsibilities towards the environment increased measurably this year, up five percent to 6.5 out of 10, which was a “good”, up from a “solid” level.

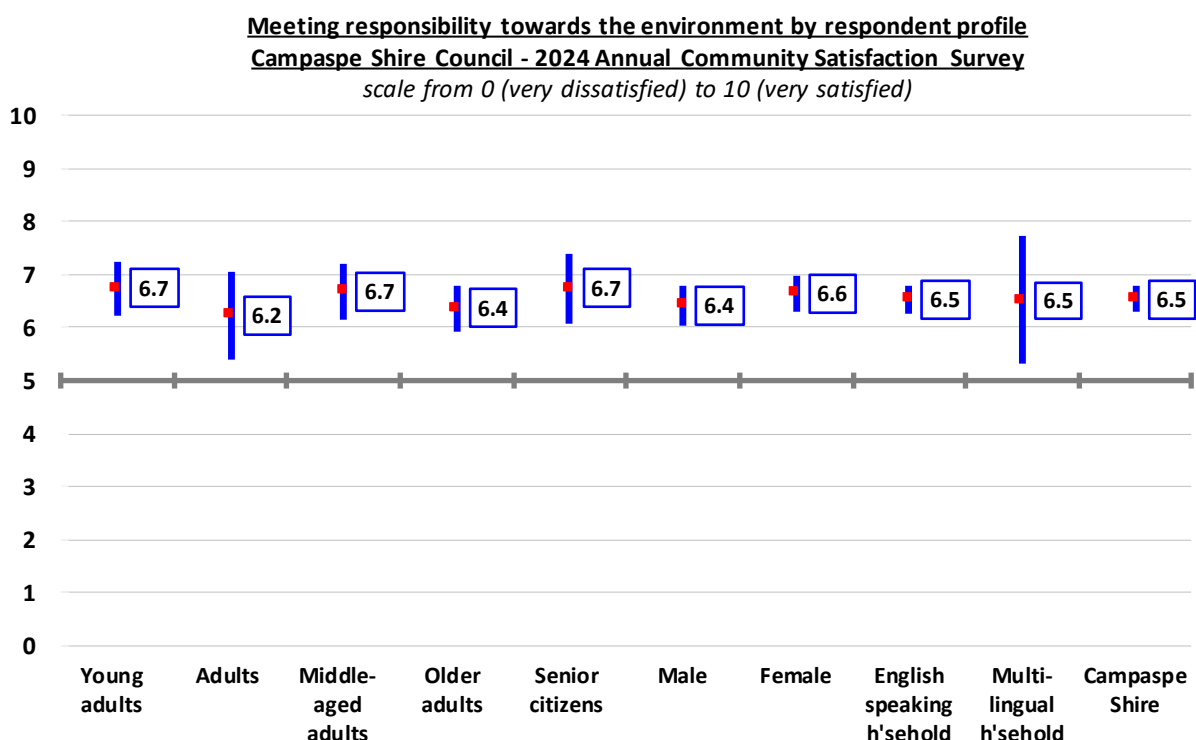


There was no statistically significant variation in this result observed across the Shire.





Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that adults (aged 35 to 44 years) were the least satisfied, and at a “solid” rather than a “good” level.



### Reasons for dissatisfaction with meeting environmental responsibilities

The following table provides the verbatim comments received from respondents dissatisfied with Council's performance meeting its responsibilities towards the environment. Many of these comments were related to a lack of knowledge or perceived lack of Council activities in this space, with many other comments more general comments about poor performance.

**Reasons for dissatisfaction with Council meeting its responsibilities towards the environment**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

Reason	Number
I'm not sure what they do	5
Because they don't do anything around here / not doing well / doing poorly / room for improvement	4
Don't think they do enough / compared to other towns / more can be done	4
I don't think they follow through with all their promises / fail to commit to promises	2
Rubbish on the roads	2
They do not do anything for our area	2
A lot of talk but no action	1
Anywhere along the Murray River, the nature is not maintained	1
Are they really sustainable?	1
Because the Council is not prioritising the environment	1

Council does what they want to do	1
Even trees that fell weren't taken care of for a long time	1
Fear mongering about climate change. Blaming everything on climate change and overspending on unnecessary things and resources	1
General cleanliness is not taken care of	1
How they managed the floods in October 2022	1
I don't feel at all in touch with what is going on in the wider shire of the Council	1
I don't know if there is much cleaning up going on. Campaspe River for example	1
I don't think Campaspe Shire are forward thinkers about it	1
I don't think it's really necessary for them to drive the agenda	1
I don't think that's part of Council's responsibility	1
I have to follow the rules of water but not the Council itself	1
I just think much more could be done in Rushworth in terms of environment	1
I used to own a sawmill, but we got closed down because they were closing the forest	1
I wish they could help us with the flood, Rochester, and Echuca	1
I'm fighting them about the development of the property across from us. There's too much dust and chemicals. They make too much noise and it's been going on for 2 years. I've been dismissed by the planning department	1
Local lake never refilled	1
More can be done with water restoration	1
No reason	1
Not good or bad	1
Not quick to act immediately after the flood	1
Not satisfied with the current level of responsibility	1
Overgrown trees	1
Recycling bin collection is going to landfill without anyone's knowledge	1
Roadside grass and trees	1
Some things are done well, and some are not	1
The Council is only focused on Echuca	1
The Council's priorities are wrong	1
The drain stinks	1
The river, they clean the river for turtles, they have race but yet logs are there randomly	1
The waste disposal is bad because the waste transfer station is too expensive so there's lots of rubbish in the bush	1
There's a lot of wastage in Labor	1
They are involved too much in it rather than focusing on other areas	1
They can maintain bushland a lot better	1
They do nothing to maintain the lake, and there is a lot of bird community and they do not do anything	1
They don't care	1
They have not fixed my drainage	1
They really have no idea	1
They waste money doing nothing	1
They're a disgrace. The rates are too high	1
They're not providing enough support to the voluntary groups that manage the natural environment	1
Very poor, the town is suffering	1
We reported clearing of weeds that the Council did not take care of	1
When they built the new bridge, they tore down so many greens. They planted new ones but don't maintain them	1

Total

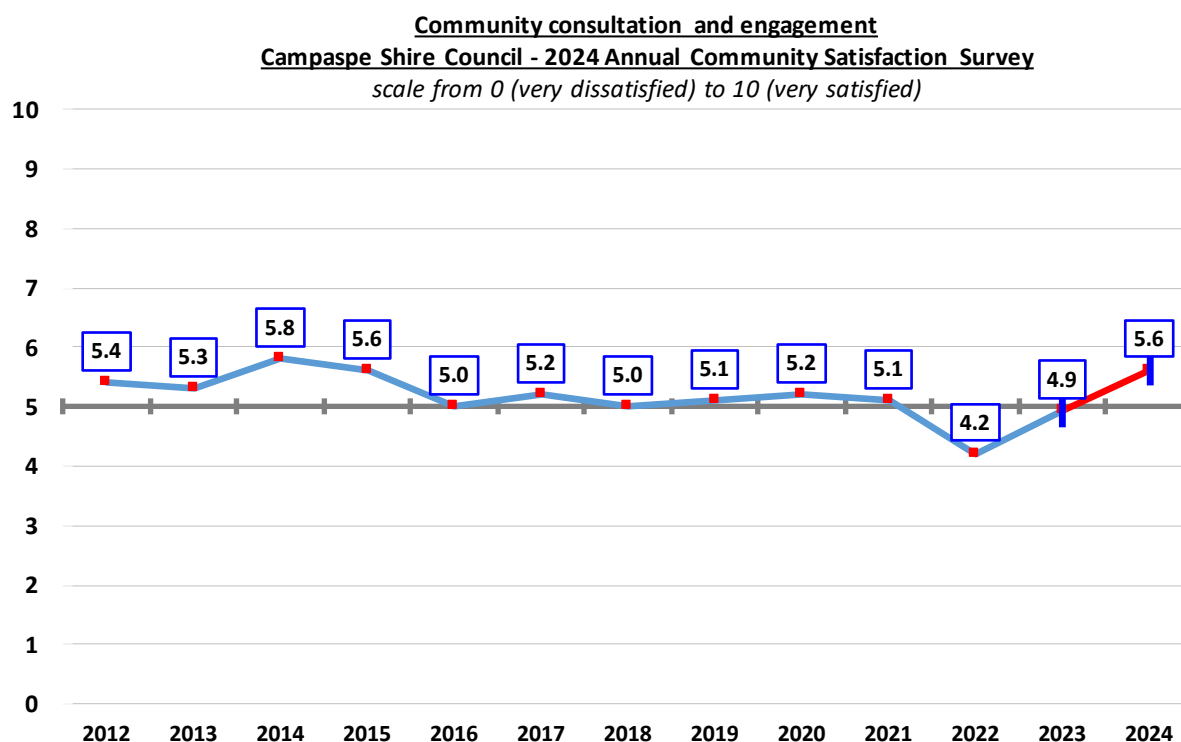
66



## Community consultation and engagement

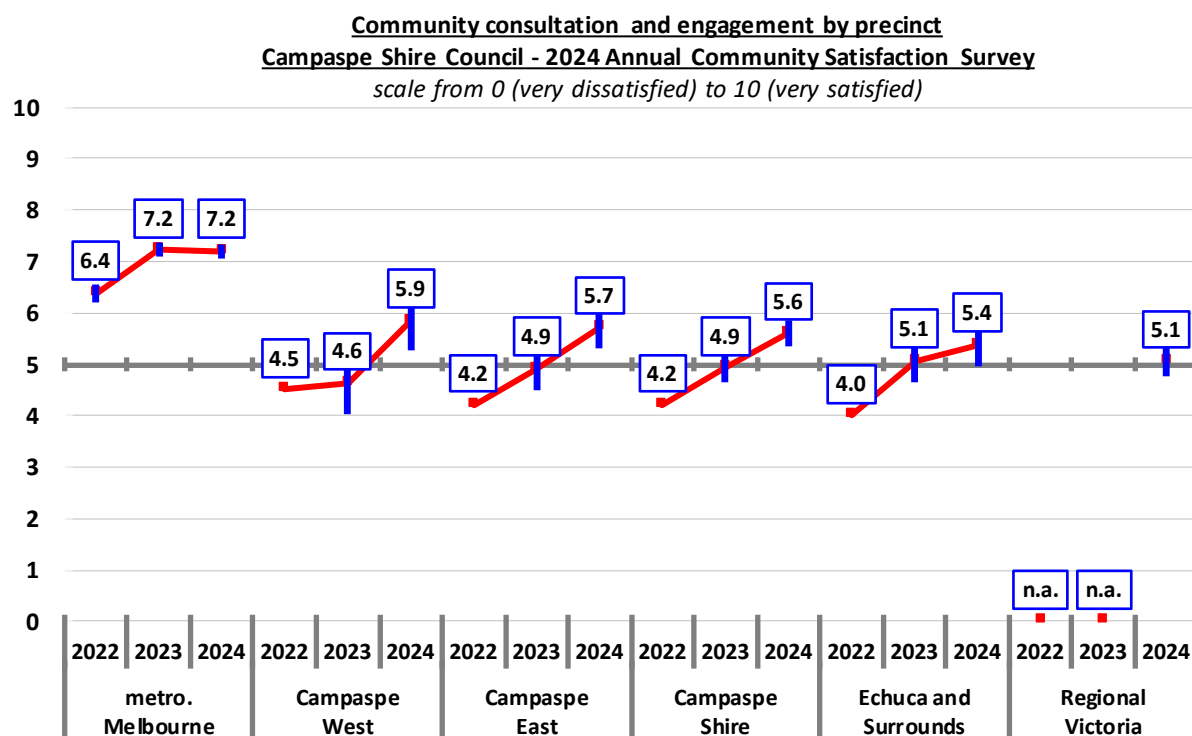
Satisfaction with Council’s community consultation and engagement improved strongly again this year, recovering all the ground lost in 2022, to be 5.6 out of 10 this year.

This was an improvement from an “extremely poor” to a “poor” level of satisfaction and was above the long-term average satisfaction since 2012 of 5.2 out of 10 or “very poor”.

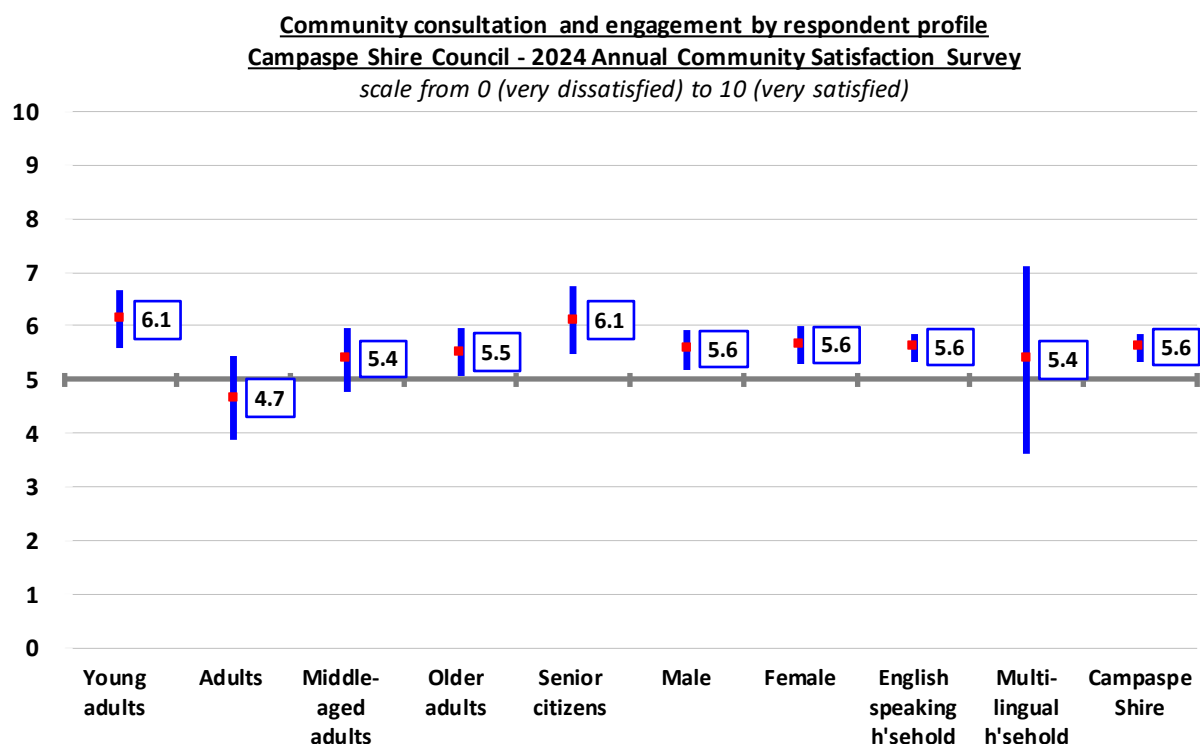


There were notable improvements in satisfaction with this aspect of governance and leadership across all three precincts, with no statistically significant variation observed across the Shire.





There was notable variation in this result observed by respondent profile. Young adults (aged 18 to 34 years) were notably more satisfied than average and at a “solid” level, whilst adults (aged 35 to 44 years) were notably less satisfied and at an “extremely poor” level.



## Reasons for dissatisfaction with consultation and engagement

The following table outlines the 125 comments received from respondent dissatisfied with Council's community consultation and engagement performance.

These comments covered a range of issues, although most were related to a perceived lack of consultation / listening to the community (56 comments), a perceived lack of communication and information provision (18 comments), perceived poor or slow response (14 comments), and a perceived lack of awareness in the community about Council / lack of visibility of Council in the community (11 comments).

**Reasons for dissatisfaction with Council's performance in community consultation and engagement**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Lack of / little consultation / don't listen</i>	
Engagement / consultation with the community is not good / there is very little	20
Because they never listen to the community / don't hear what they need	10
A lot of things have been done and not consulted / Council has consulted but not listened / Council does what they want	4
No one does it / they don't do it I think	2
They go ahead and do things without consultation	2
Because there is no community consultation with Rochester community	1
Because they're cutting out the community from having discussions with them	1
I don't think they engage with the community in my area	1
I don't think they listen to what the people want. They hold meetings	1
I think they engage with themselves and not enough with the community	1
I've never been consulted about anything	1
No public meetings recently	1
There was a lack of consultation and negotiation with the rate payers or the people that it affects	1
They don't plan things	1
They don't take any advice	1
They held a meeting with me, and they called it off right before the meeting. I have personal opinions about a bike path	1
They make a lot of decisions without including the public	1
They need to consult more with rate payers	1
They show but they don't take the community response seriously	1
They shut down everything that community needs	1
We never got any consultations regarding billboards being put up back when Covid started	1
They would not support the Tourist Bureau and closed it	1
I felt like I got dismissed by the Council when I called them	1
<b>Total</b>	<b>56</b>





<i>Lack of communication / information</i>	
Do a bit more communication to the public / poor communication / need more	7
We never hear from the Council / regarding matters raised with the Council / never been contacted by them	4
I ring up about the roads and no one gets back to me	1
Just with what's going on in Rushworth, it's hard to be updated without being on a computer	1
Lack of transparency	1
The rely too heavily on the internet which makes it difficult to access information	1
They don't say what they are doing / aren't very informative	1
They lack a variety of different avenues to access key information	1
They're overstaffed and no accountability	1

**Total** **18**

<i>Poor / slow response</i>	
The lack of responsiveness to the issues / they do nothing	3
They don't really follow through with their promises / say a lot without doing much / good at consultation but not following through	2
Small swimming pools response wasn't great	1
The Council doesn't want to know about problems	1
The drain and the service of no one doing anything	1
They don't follow up with the consultation	1
They removed the toilets from the grounds. They handed over maintenance to the football club and the toilets were demolished	1
Too much negotiation and engagement from Council but no proper action on river	1
Very slack	1
It doesn't happen. I attended a community meeting run by the Council which was run very well. I have not seen anything change since then	1
You complain to them, and they don't do anything about it	1

**Total** **14**

<i>Lack of awareness in community about Council / Lack of accessibility / visibility</i>	
I have never seen anyone from the Council in our community / we rarely see them	3
I don't know anything going on / you don't see what is happening	2
I don't feel that it's inclusive	1
I don't really engage with them	1
I've never seen the Council and I don't know who would be one	1
They don't provide anything that's meaningful	1
Too hard to get someone to talk to	1
All their attempts are hidden behind too many obstacles, an application needs to be submitted to even talk to a Council member	1

**Total** **11**



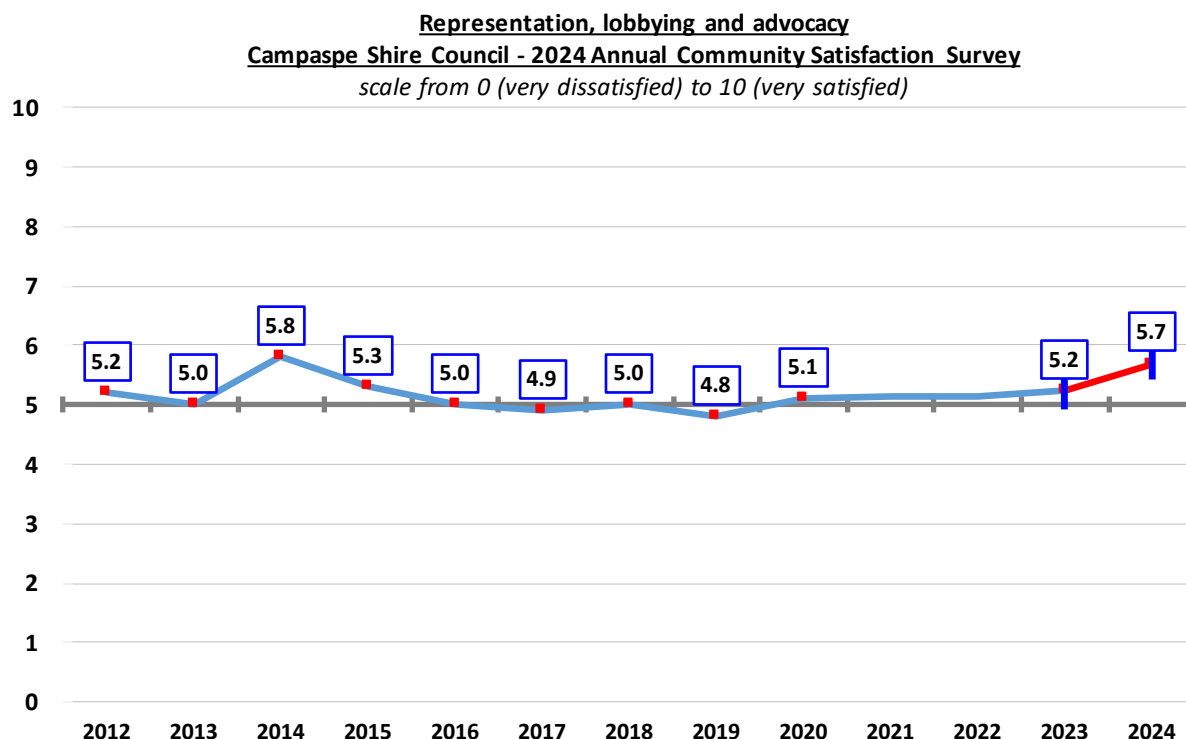
<i>Governance and management</i>	
I feel the Council has forgotten the people	1
They don't care. They are only in it for the money	1
They make the decisions with the options that they prefer	1
They waste too much money	1
Too much focus on political agendas	1
<b>Total</b>	<b>5</b>
<i>Poor response to / communication through the floods</i>	
During flood, absolute disgrace, no communication	1
The floods showed the Council isn't very helpful	1
They did a bad thing in flooding. There was a terrible response from Council in flood times	1
We are still struggling with floods. They don't have enough action	1
<b>Total</b>	<b>4</b>
<i>Focus on Echuca / tourism and not the other areas</i>	
Generally, they are focused about tourists and not on locals	1
They could focus less on Echuca and more on regional areas	1
They don't include us in Corop	1
They have almost forgotten about small towns	1
<b>Total</b>	<b>4</b>
<i>Other</i>	
Could be improved / is a bit poor	2
Not maintaining the roads	2
They are doing a poor job	2
Not good sports and information centre	1
The current CEO is making good forward changes providing for those who are injured. In reflection to personal circumstances, I feel like things are moving forward	1
They are not doing what they need to be doing	1
They disregard the trees, and nothing's been done	1
Too many people in the office	1
Rates high for bins so people dumped rubbish on side roads	1
Little support	1
<b>Total</b>	<b>13</b>
<b>Total</b>	<b>125</b>



## Representation, lobbying and advocacy

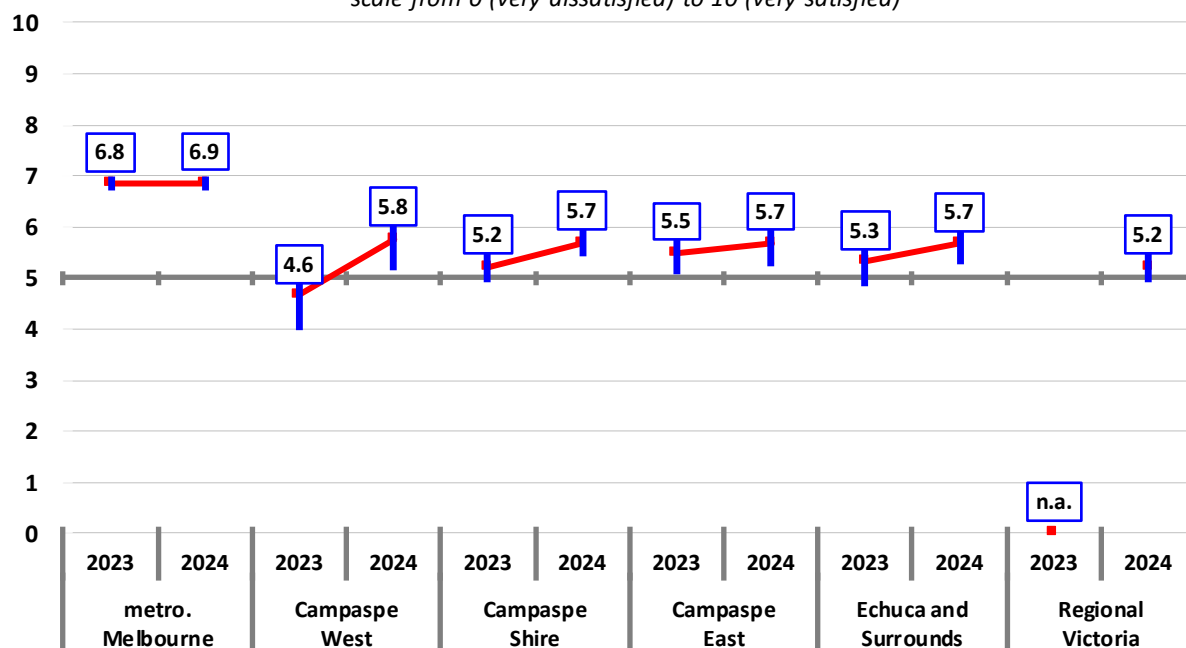
Satisfaction with Council’s representation, lobbying, and advocacy increased notably this year, up five percent to 5.7 out of 10, which was a “poor”, up from a “very poor” level of satisfaction.

This result was notably above the long-term average satisfaction since 2012 of 5.2 out of 10 or “very poor”.



There was no statistically significant variation in this result observed across the municipality, with respondents from all three precincts rating satisfaction at “poor” levels of satisfaction.

**Representation, lobbying and advocacy by precinct**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was notable variation in this result observed by respondent profile, with adults (aged 35 to 44 years) notably less satisfied than average and at a “very poor” level. By contrast, senior citizens (aged 75 years and over) were measurably more satisfied than average and at a “solid” level.

**Representation, lobbying and advocacy by respondent profile**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

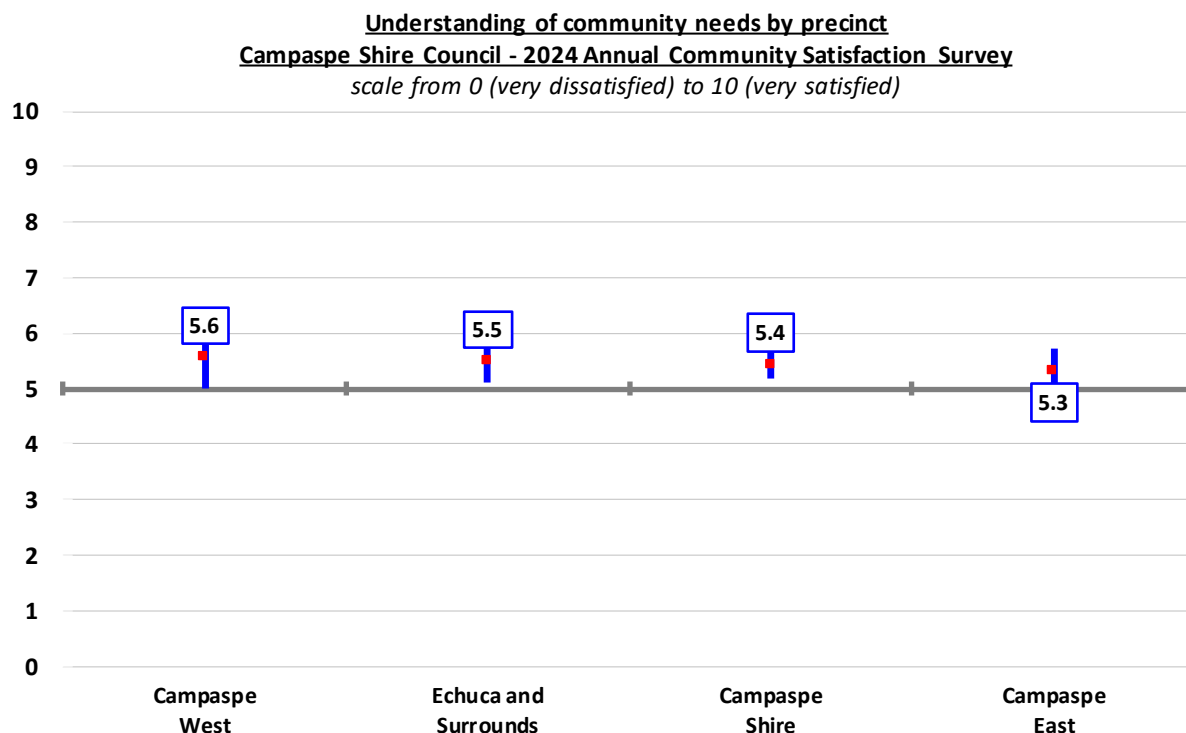


## Understanding of community needs

Satisfaction with Council’s understanding of community needs was 5.3 out of 10, or a “very poor” level of satisfaction.

There was no statistically significant variation in this result observed across the municipality.

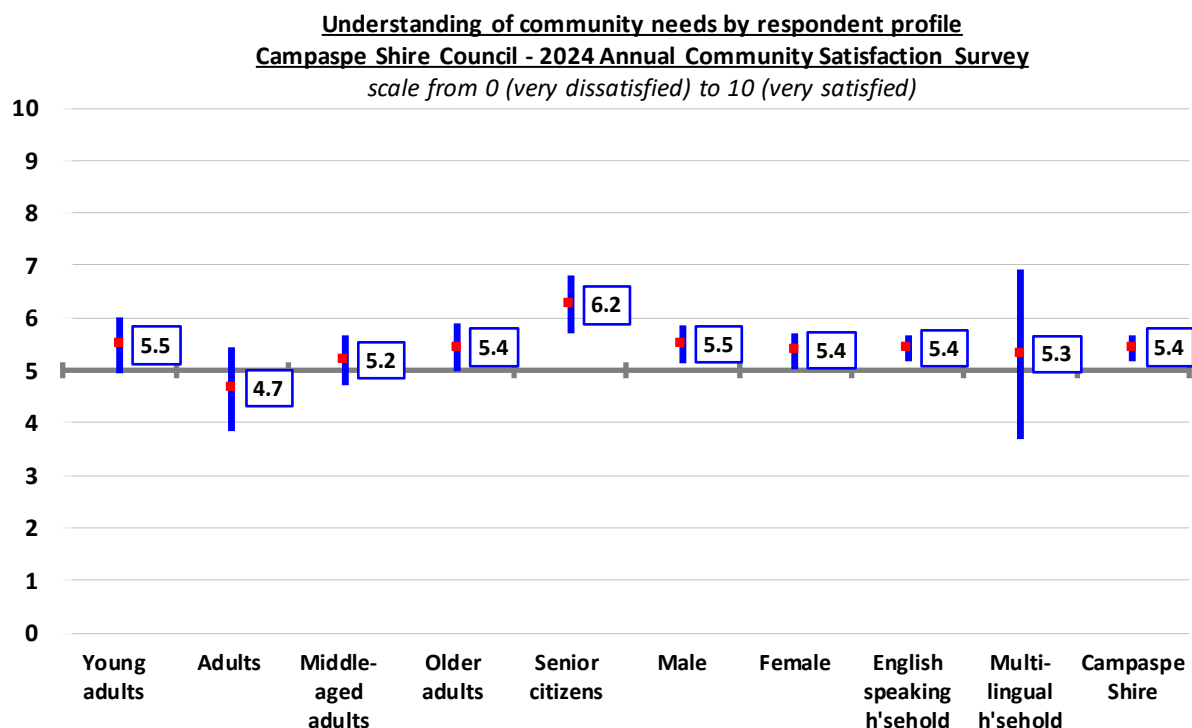
This question was not included in either *Governing Melbourne* or *Governing Regional Victoria* and therefore no comparison results were available.



There was notable variation in this result observed by respondent profile, with adults (aged 35 to 44 years) notably less satisfied than average and at an “extremely poor” level. By contrast, senior citizens (aged 75 years and over) were measurably more satisfied than average and at a “solid” level.

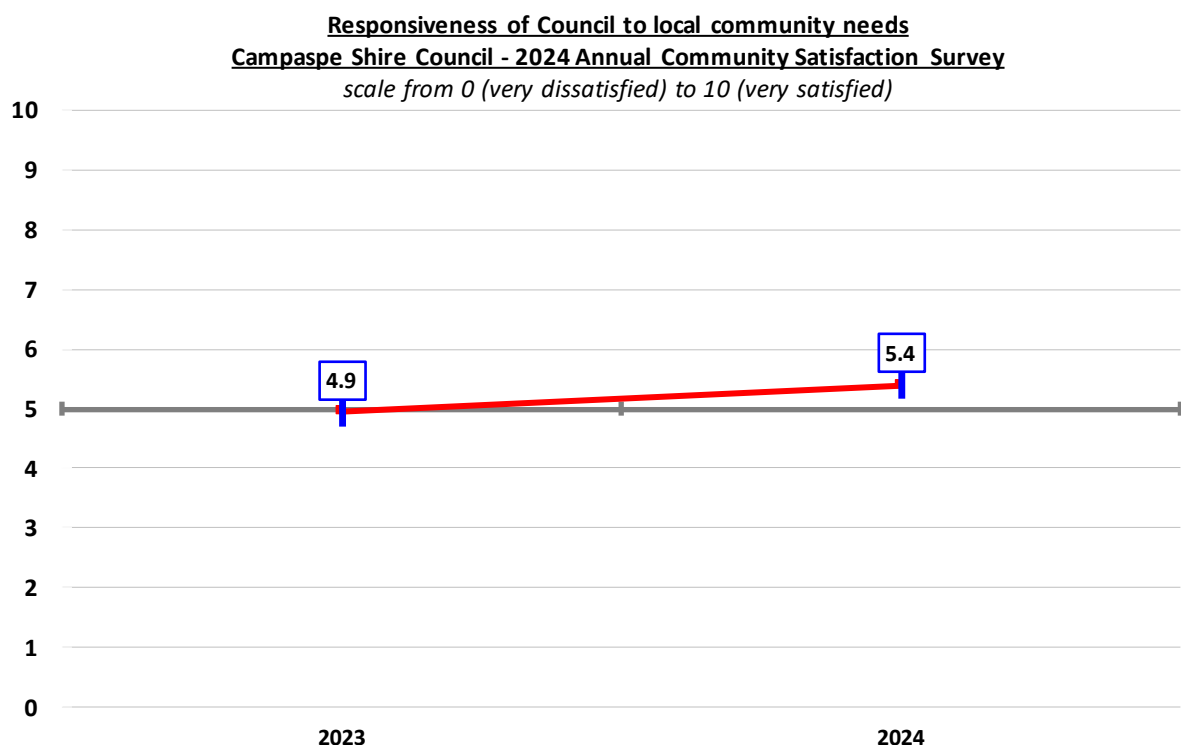




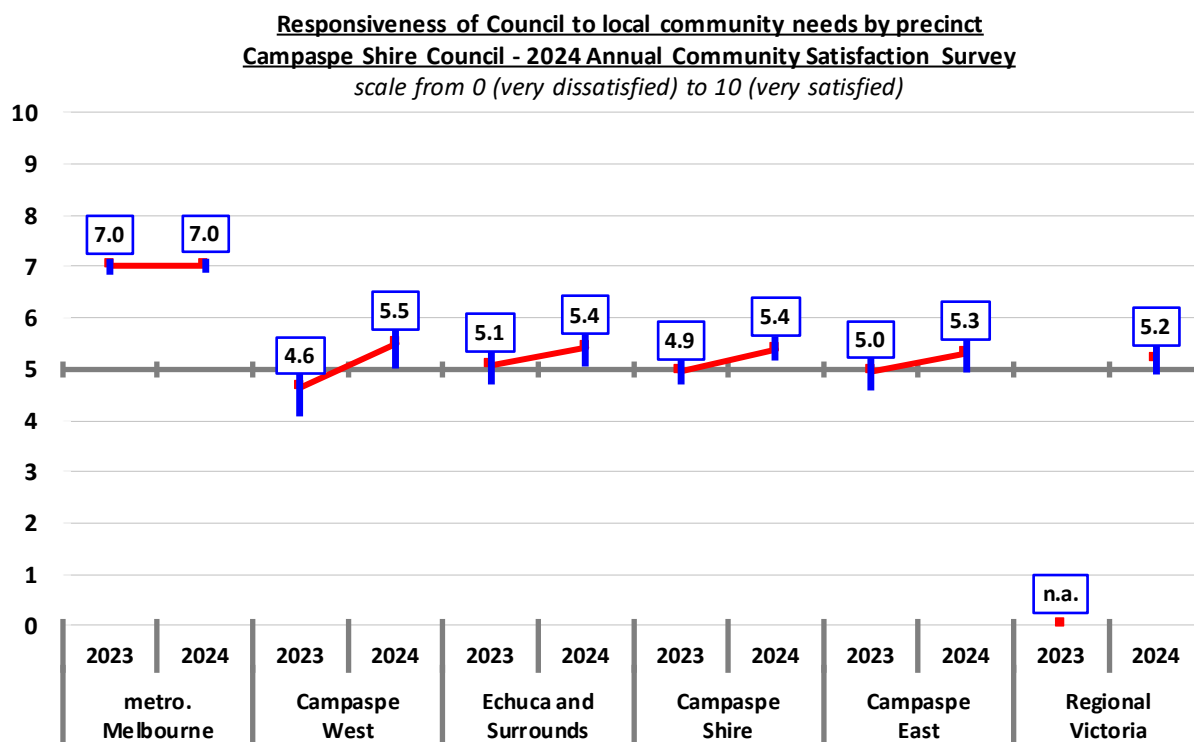


### Responsiveness of Council to local community needs

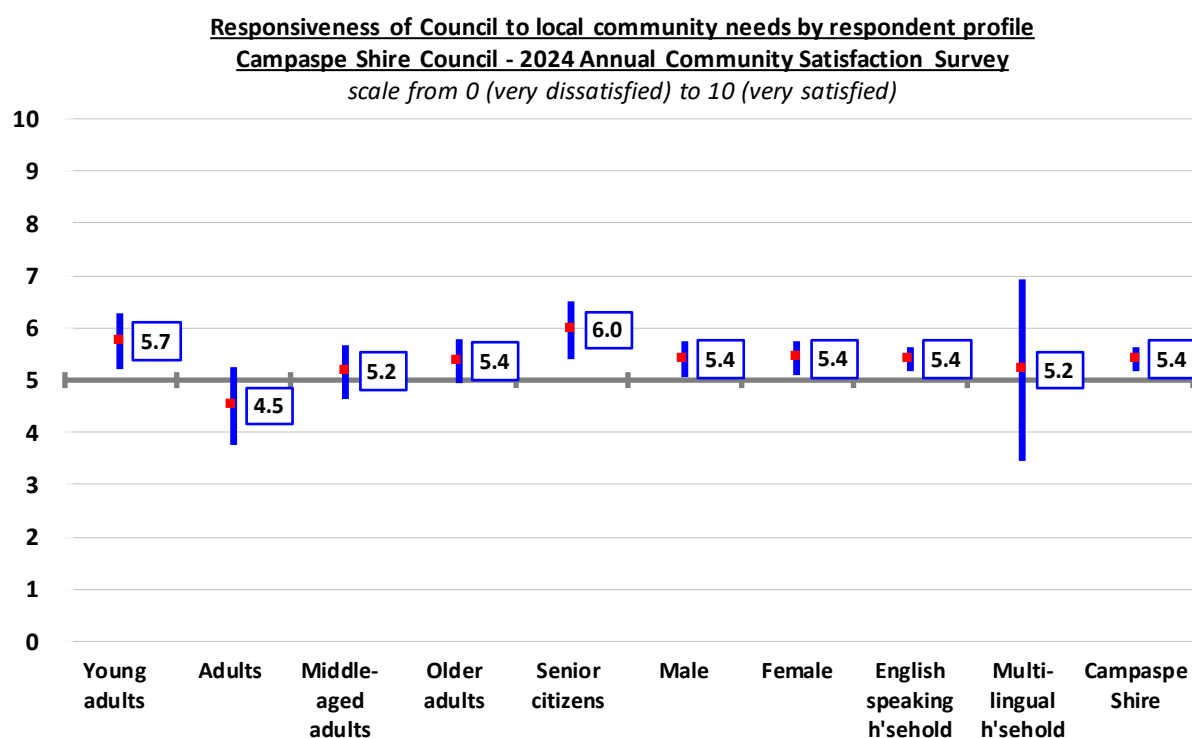
Satisfaction with the responsiveness of Council to local community needs increased notably this year, up five percent to 5.4 out of 10, which was a “very poor”, up from an “extremely poor” level of satisfaction.



There was no statistically significant variation in this result observed across the municipality, with respondents from all three precincts rating satisfaction at “very poor” levels.

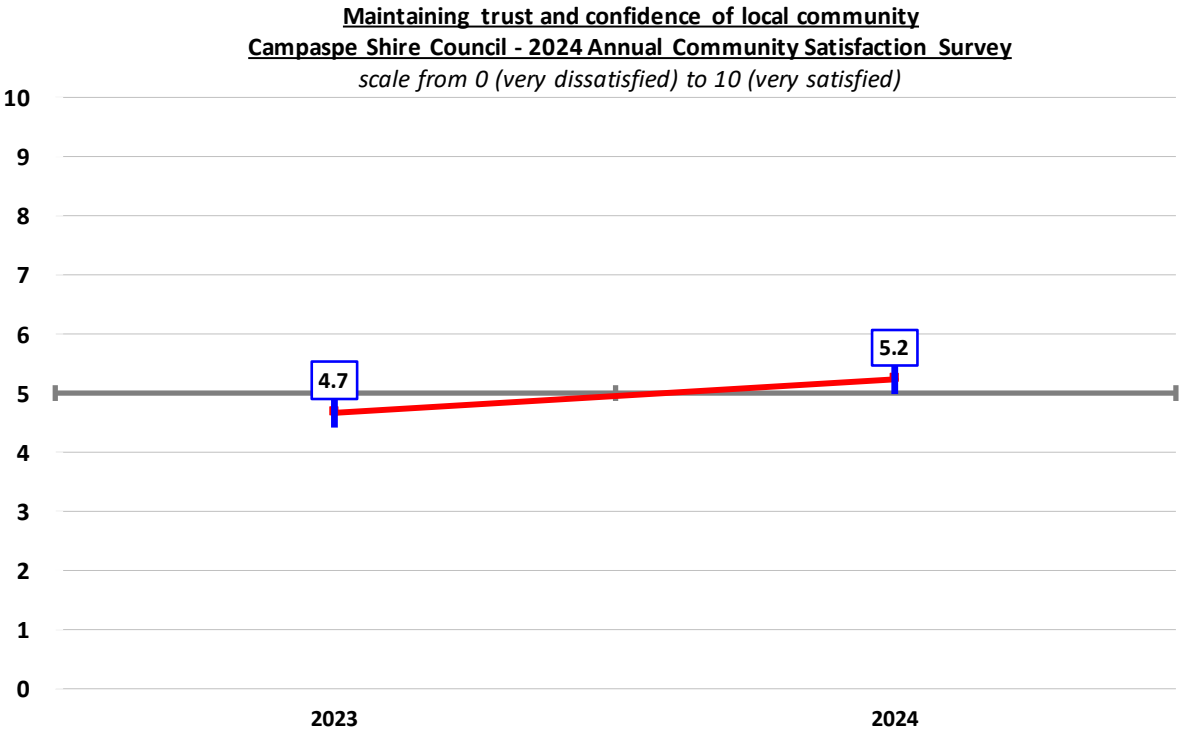


There was notable variation in this result observed by respondent profile, with adults (aged 35 to 44 years) notably less satisfied than average and at an “extremely poor” level. By contrast, senior citizens (aged 75 years and over) were notably more satisfied than average and at a “solid” level.

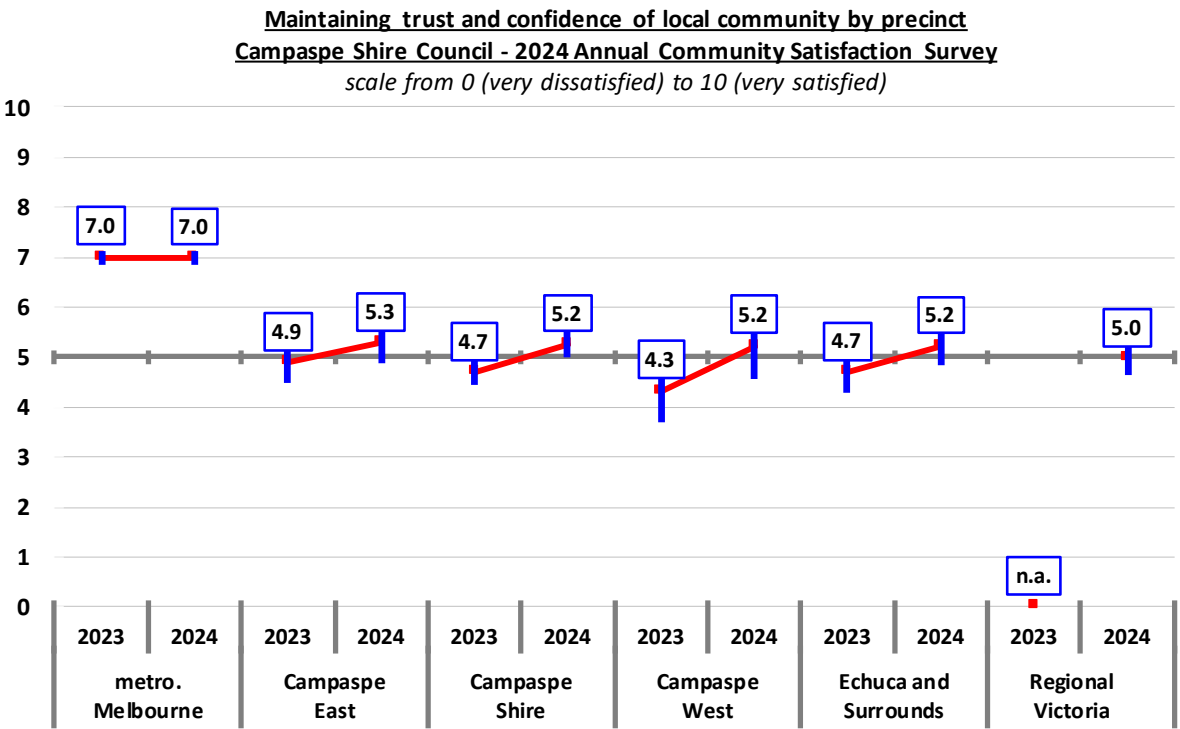


**Maintaining trust and confidence of local community**

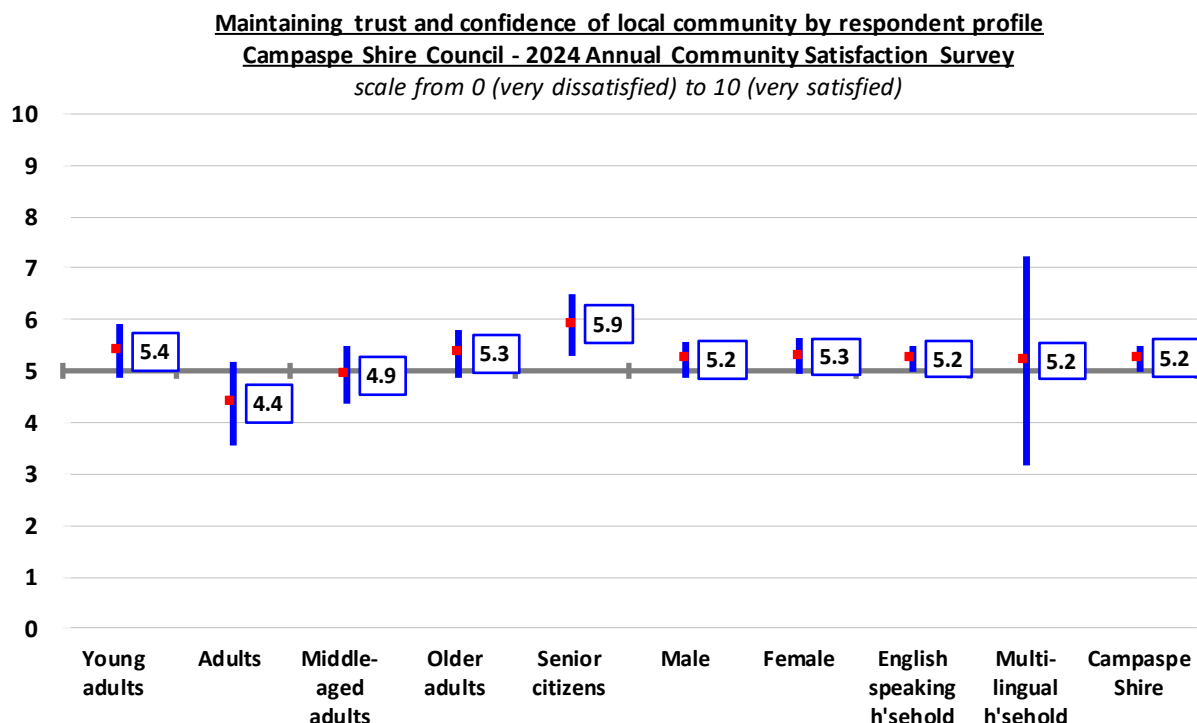
Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased notably this year, up five percent to 5.2 out of 10, which was a “very poor”, up from an “extremely poor” level of satisfaction.



There was no statistically significant variation in this result observed across the municipality, with respondents from all three precincts rating satisfaction at “very poor” levels.



There was notable variation in this result observed by respondent profile, with adults (aged 35 to 44 years) notably less satisfied than average and at an “extremely poor” level. By contrast, senior citizens (aged 75 years and over) were notably more satisfied than average and at a “poor” level.



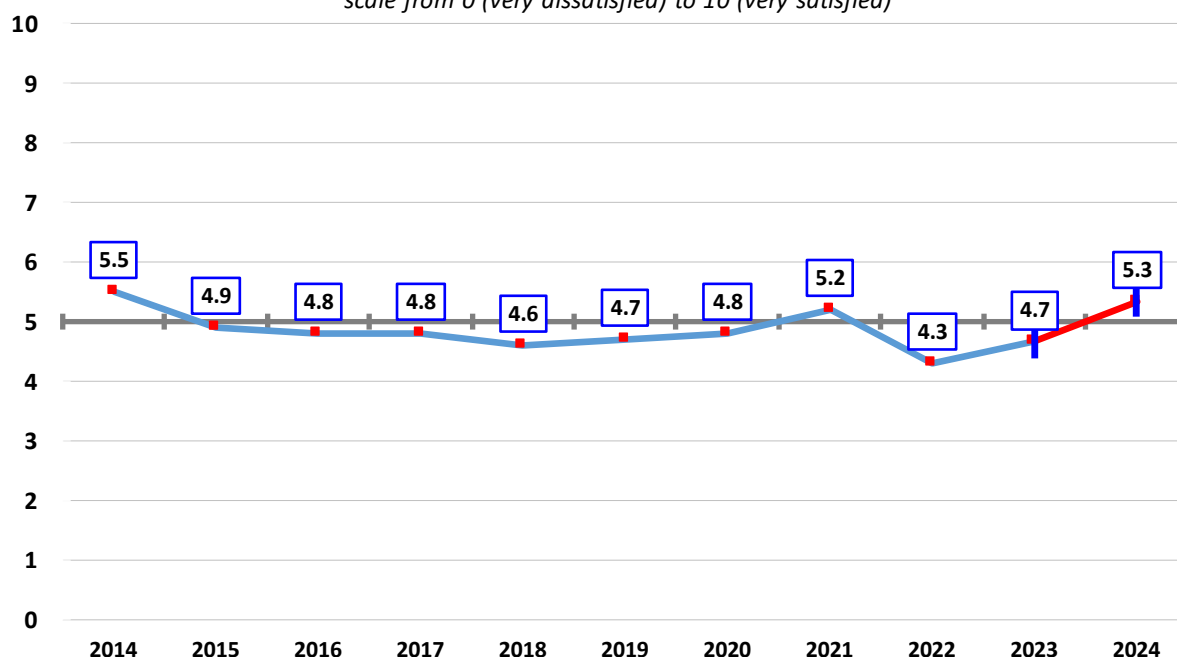
### ***Making decisions in the interests of the community***

Satisfaction with Council’s performance making decisions in the interests of the community increased notably this year, up six percent to 5.3 out of 10, which was a “very poor”, up from an “extremely poor” level.

This result recovered all the ground lost in 2022 and was notably above the long-term average satisfaction since 2014 of 4.9 out of 10, or “extremely poor”.

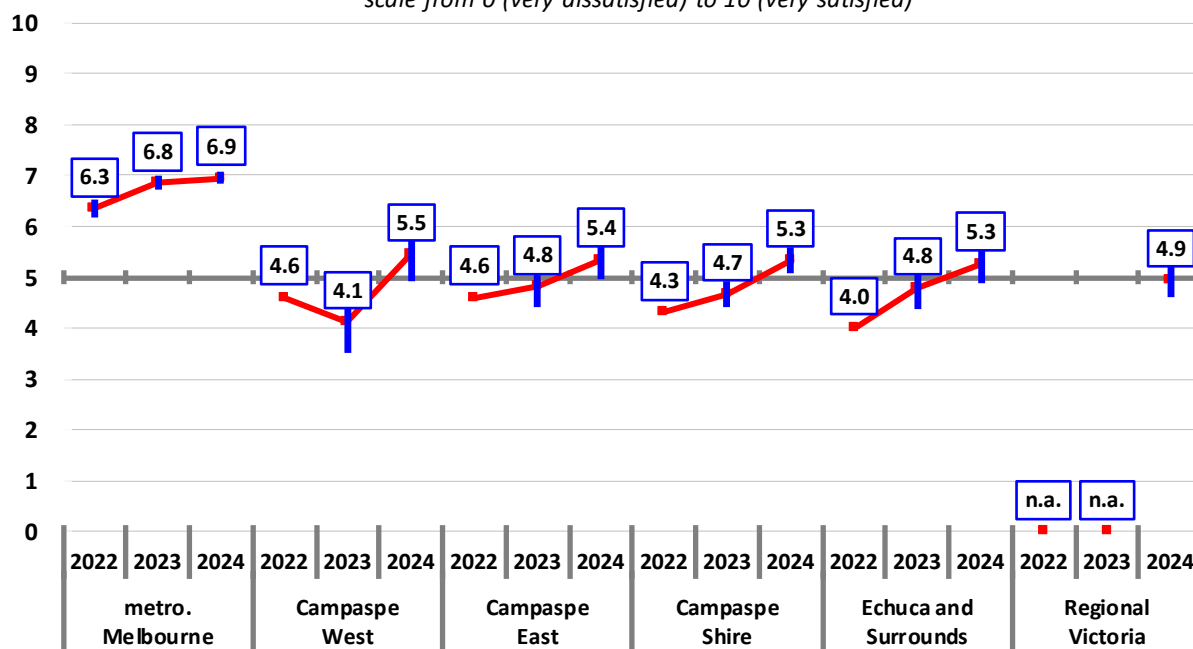


**Making decisions in the best interests of the community**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



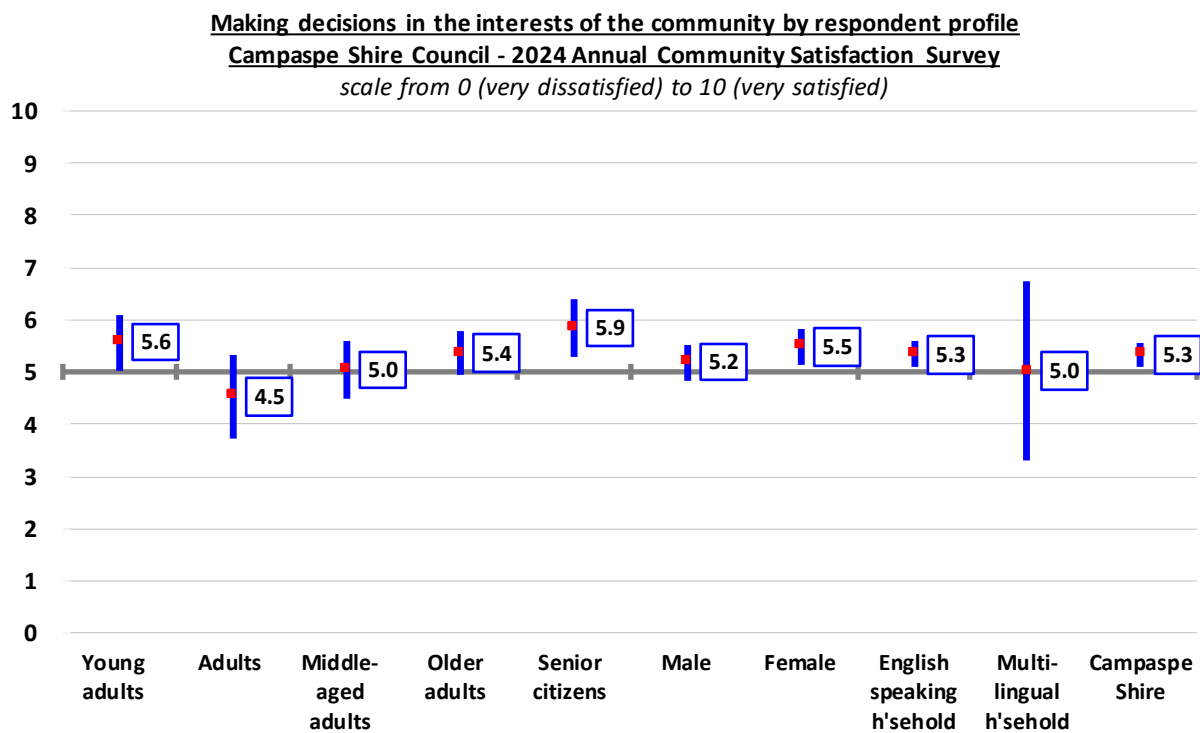
There was no statistically significant variation in this result observed across the municipality, with respondents from two of the three precincts rating satisfaction at “very poor” levels, and Campaspe West respondents rating satisfaction at a “poor” level.

**Making decisions in the interests of the community by precinct**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





There was notable variation in this result observed by respondent profile, with adults (aged 35 to 44 years) notably less satisfied than average and at an “extremely poor” level. By contrast, senior citizens (aged 75 years and over) were notably more satisfied than average and at a “poor” level.



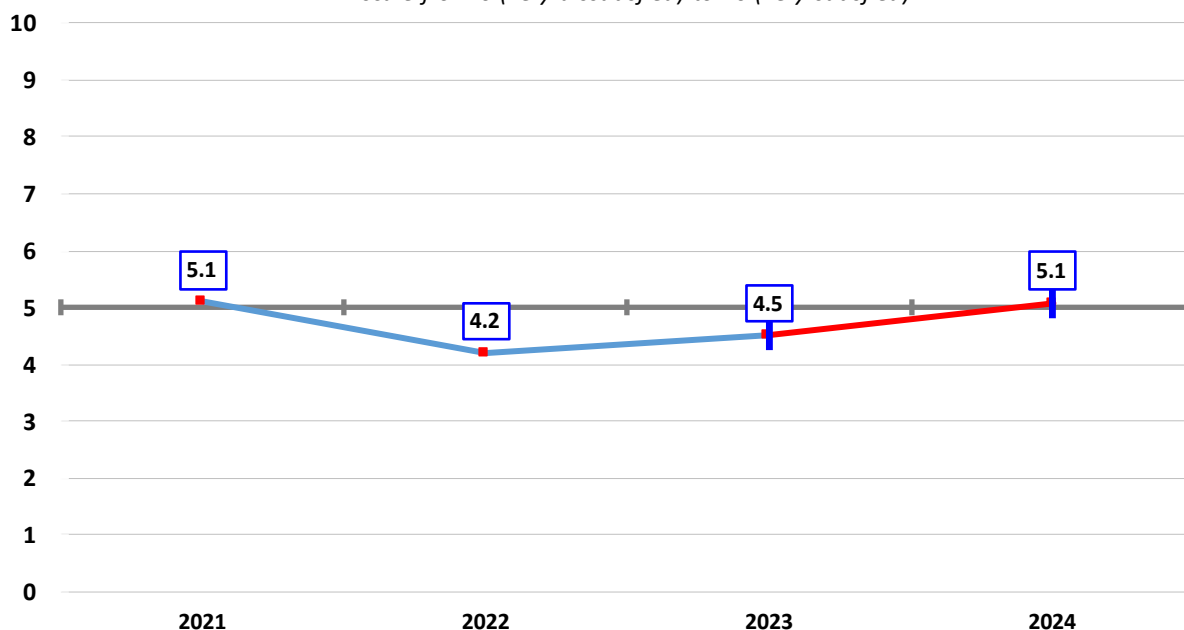
### ***Providing value for money infrastructure and services that meet community needs***

Satisfaction with Council’s performance providing value for money infrastructure and services that meet community needs increased notably this year, up six percent to 5.1 out of 10, which was a “very poor”, up from an “extremely poor” level.

This result fully recovers the ground lost in 2022 and was marginally above the long-term average since 2021 of 4.8 out of 10, or “extremely poor”.

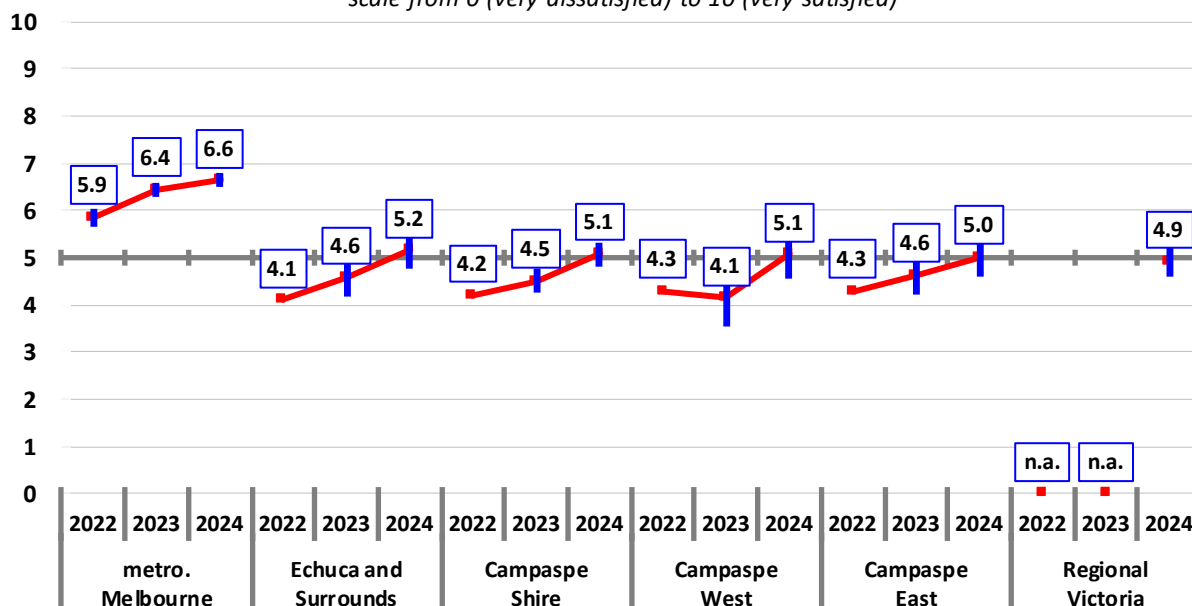


**Providing value for money infrastructure and services that meet community needs**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

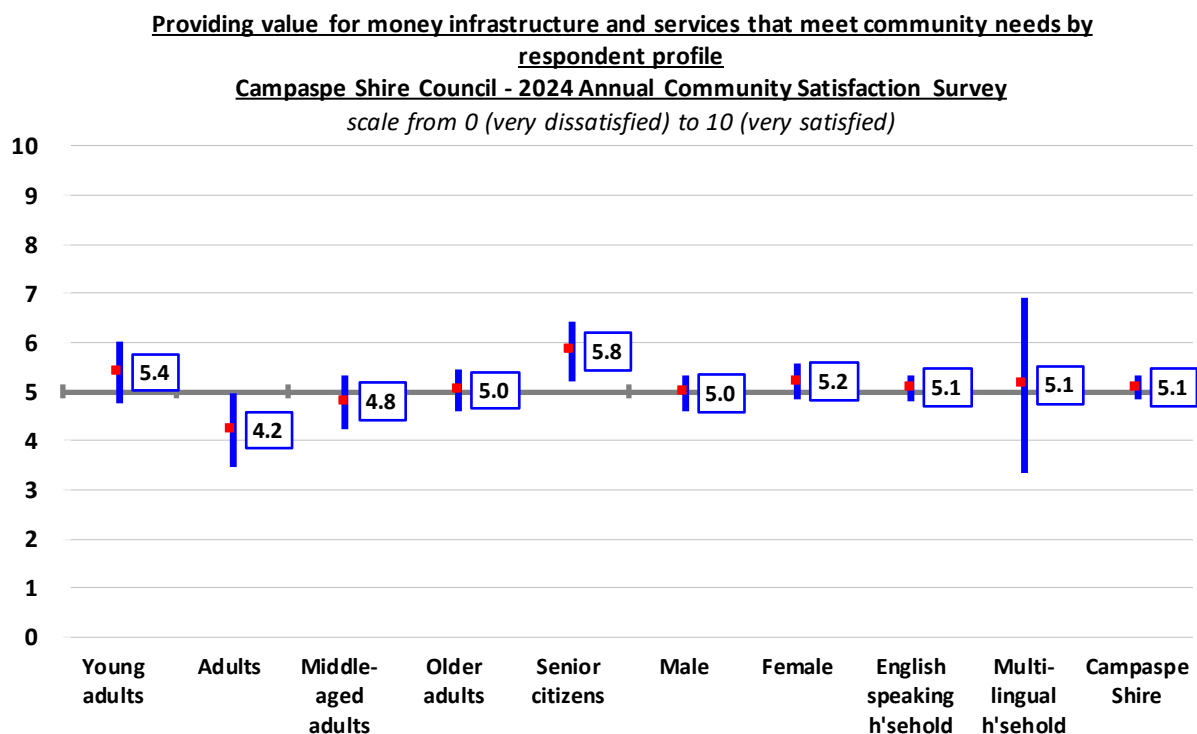


There was no statistically significant variation in this result observed across the municipality, with respondents from all three precincts rating satisfaction at “very poor” levels.

**Providing value for money infrastructure and services that meet community needs by precinct**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was notable variation in this result observed by respondent profile, with adults (aged 35 to 44 years) notably less satisfied than average and at an “extremely poor” level. By contrast, senior citizens (aged 75 years and over) were notably more satisfied than average and at a “poor” level.



## Customer service

### Contact with Council in the last 12 months

Respondents were asked:

*"Have you contacted Campaspe Shire Council in the last 12 months?"*

Consistent with the result recorded last year, 39% (down from 42%) of respondents reported that they had contacted Campaspe Shire Council in the last 12 months.

Metropolis Research notes that this result was significantly higher than the metropolitan Melbourne average of 19% and somewhat higher than the regional Victoria average of 33%.

**Contacted Council in the last twelve months**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Response	2024		2023
	Number	Percent	
Yes	154	39%	42%
No	246	62%	58%
Not stated	0		2
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>

## Form of contact

Respondents who had contacted were asked:

*“When you last contacted the Council, was it?”*

The most common method of contacting Council remained telephone during office hours with almost half (49%) using that method. This was down somewhat on the 59% recorded last year.

Visits in person (21%) and email (20% up from 13%) were the other two common methods of contacting Council.

**Form of contact with Campaspe Shire Council**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of respondents contacting Council providing a response)*

Method	2024		2023
	Number	Percent	
Telephone ( <i>during office hours</i> )	76	49%	59%
Visit in person	32	21%	21%
Email	31	20%	13%
Website	6	4%	2%
Webchat	4	3%	1%
Social media ( <i>e.g. Facebook</i> )	3	2%	0%
Mail	2	1%	1%
Not stated	0		1
<b>Total</b>	<b>154</b>	<b>100%</b>	<b>166</b>

## Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Campaspe Shire Council?”*

The 154 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with six aspects of customer service, including overall satisfaction with the customer service experience.

The previous community satisfaction survey program (2012 to 2022) included only a single measure of satisfaction with customer service, that being overall satisfaction with the customer service experience.

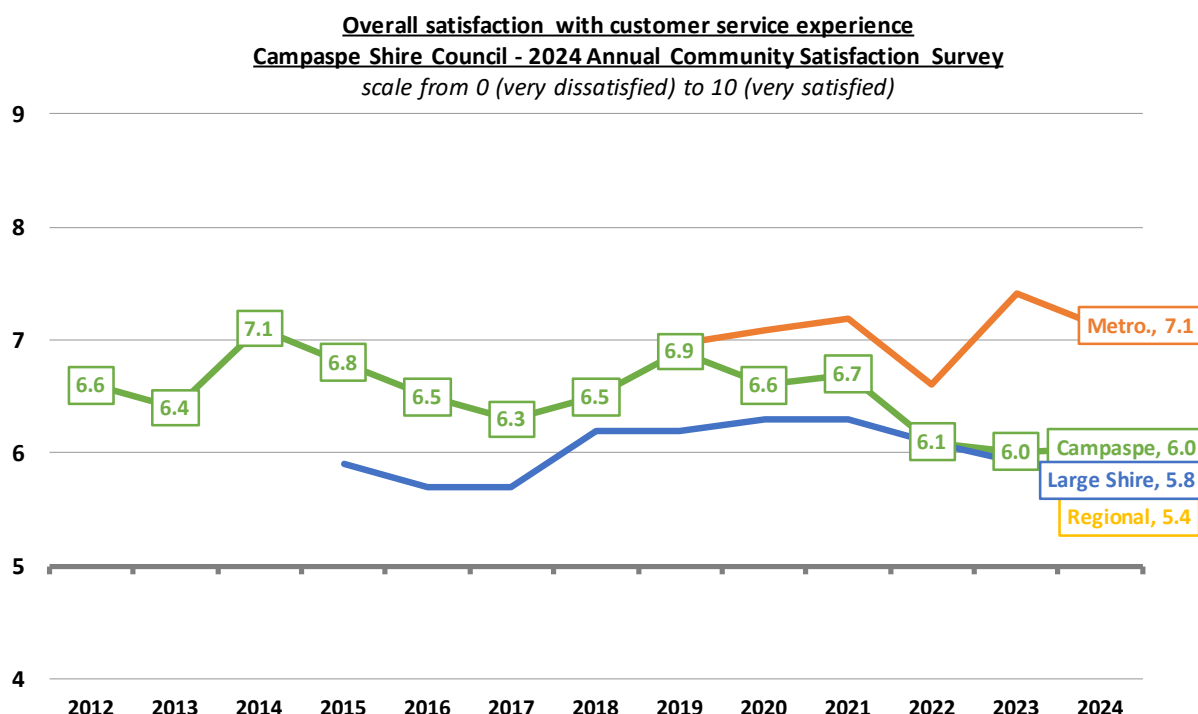


Satisfaction with the customer service experience remained stable this year at 6.0 out of 10, which remains a “solid” level of satisfaction.

This follows the nine percent decline in satisfaction recorded in 2022 and remains five percent below the long-term average satisfaction with customer service since 2012 of 6.5, or a “good” level of satisfaction.

These results clearly suggest that satisfaction with Council’s customer service has yet to recover from the unusually low result recorded in 2022.

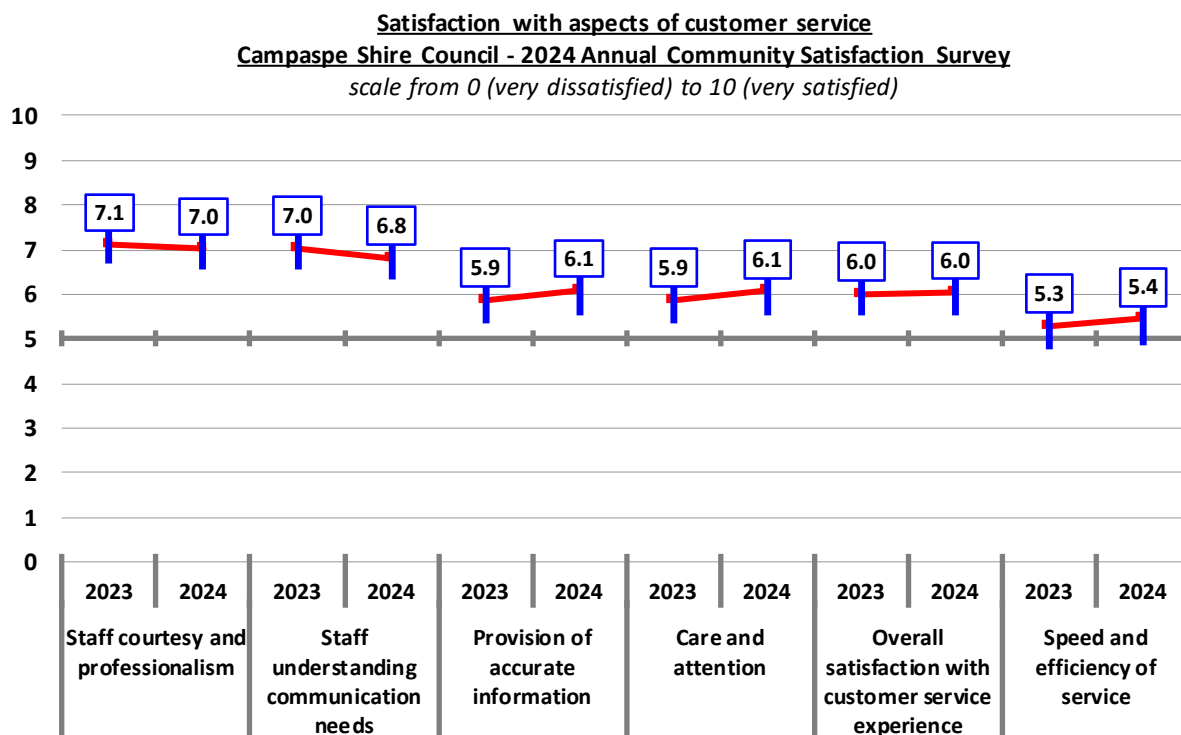
Despite this, overall satisfaction with the customer service experience remains marginally higher than the large shire councils’ average of 5.8 and notably higher than the regional Victorian average of 5.4 out of 10. It remains, however, measurably lower than the metropolitan Melbourne average of 7.1.



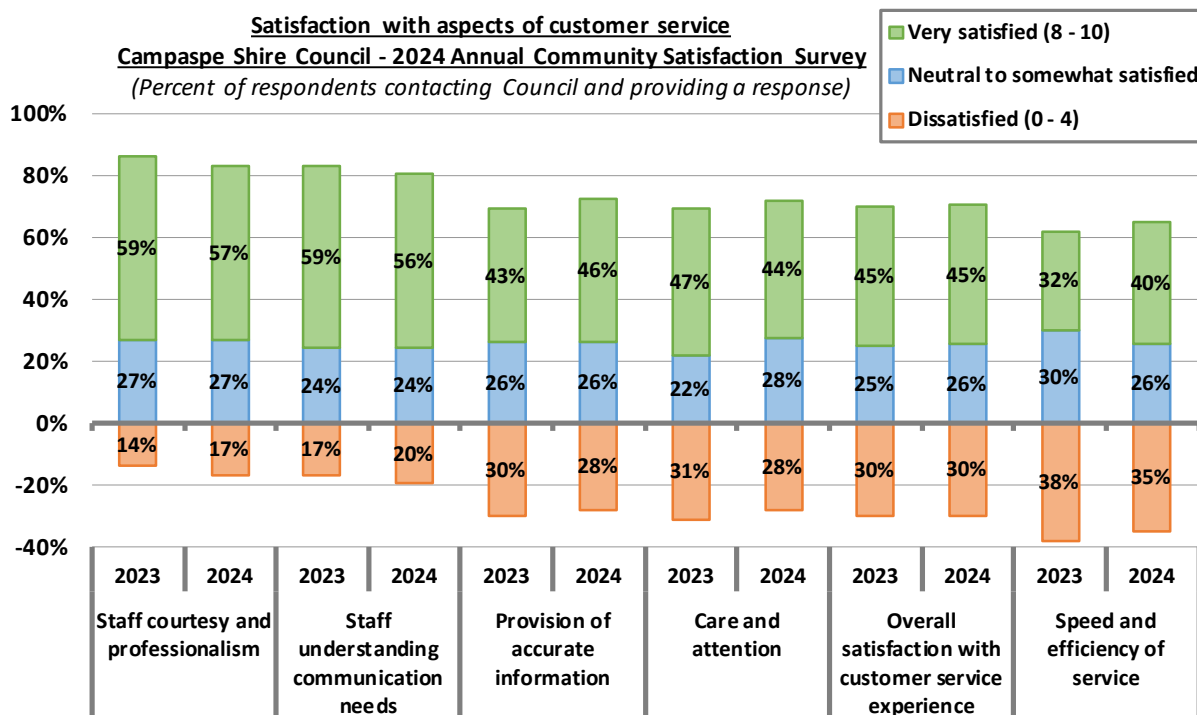
Satisfaction with the six included aspects of customer service all remained relatively stable this year, with satisfaction best summarised as follows:

- **Good** – for staff courtesy and professionalism and staff understanding communication needs.
- **Solid** – for the provision of accurate information, care and attention to enquiry, and overall satisfaction with the customer service experience.
- **Very Poor** – for the speed and efficiency of service.



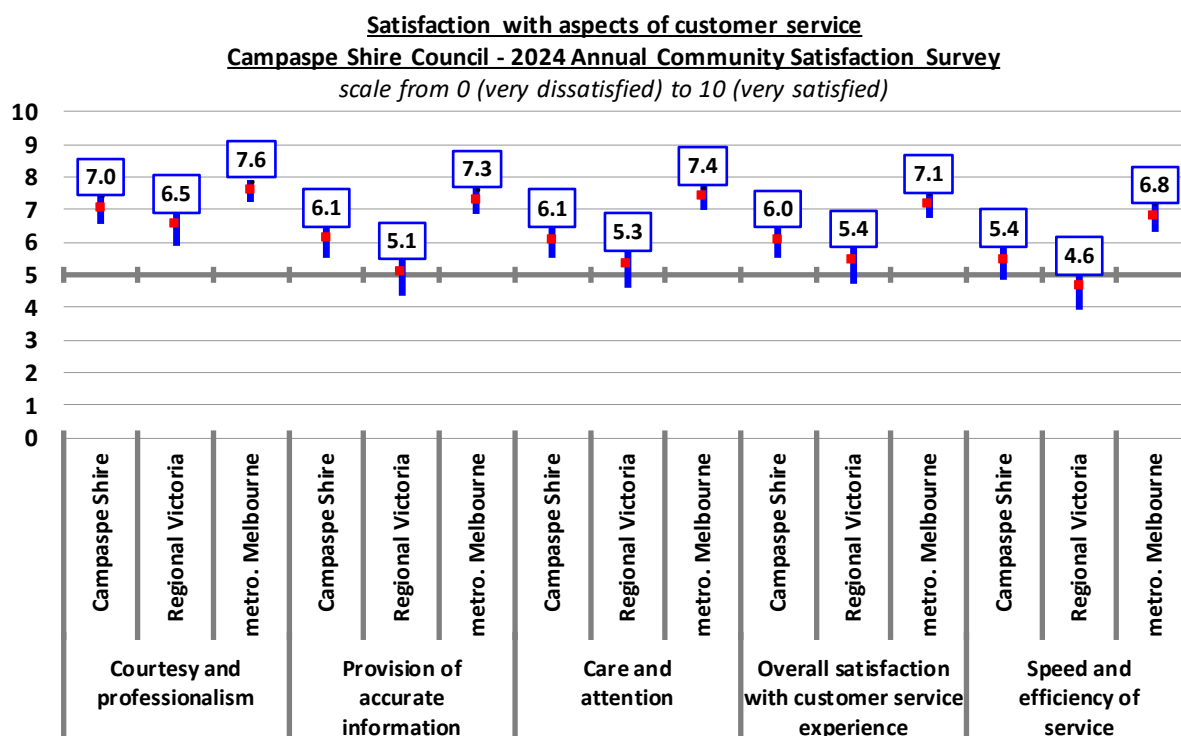


Whilst approximately half of the respondents who had contacted Council were “very satisfied” with five of the six aspects, it is noted that 35% were dissatisfied with the speed and efficiency of service, and almost one-third were dissatisfied with the provision of information, care and attention, and overall satisfaction with the customer service experience.



The following graph provides a comparison of these results against the regional Victorian and metropolitan Melbourne results from *Governing Regional Victoria* and *Governing Melbourne*.

Satisfaction with aspects of customer service and overall satisfaction with the customer service experience was somewhat higher in the Campaspe Shire than the regional Victorian average, but measurably and significantly lower than the metropolitan Melbourne average.



The following graph provides a comparison of satisfaction with aspects of customer service by the method of contacting Council.

Of most interest in these results was the fact that respondents who visited Council in person, on average, reported significantly higher satisfaction with most aspects of customer service, including notably, staff understanding language needs (18% higher than telephone contacts), and care and attention to enquiry (14% higher than telephone contacts).

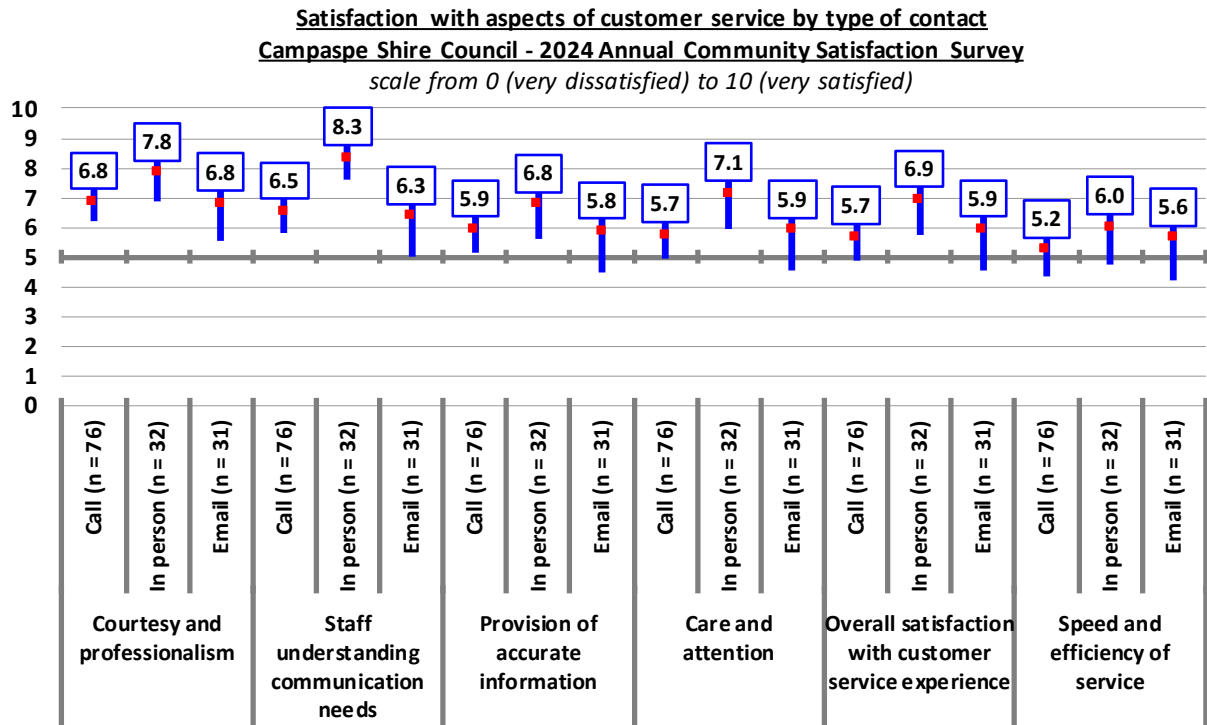
Overall satisfaction with the customer service experience was 12% higher for those who visited Council in person than those who telephoned Council and 10% higher than those who emailed Council.

This basic pattern of people who visit Council in person reporting higher levels of satisfaction with customer service is commonly observed by Metropolis Research.

Conversely, the higher proportion of respondents contacting Council by email poses challenges for Council in maintaining high levels of customer service by this different method.

It was observed by Metropolis Research that contacts by email spiked significantly during the pandemic, and in some municipalities, has remained significantly higher than pre-pandemic levels.





## Council services and facilities

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.”*

The annual community survey in 2024 included importance of and satisfaction scores for 24 Council provides services and facilities.

Respondents were asked to rate the importance to the community of each of these 24 services and facilities.

These services were split into two groups, 11 core services and facilities for which all respondents were asked to rate satisfaction, and then 13 client-based services that not all respondents would have used.

Respondents were asked if they or a member of their household had used these services and facilities, and then asked to rate satisfaction with those that they or a member of their household had used in the last 12 months.

With the exception of the maintenance and repair of sealed local roads, the previous survey program (2012 to 2022) did not include importance or satisfaction with any of these services and facilities, and therefore no time-series comparisons are available.

Metropolis Research provides comparisons to the metropolitan Melbourne and regional Victorian average in this report from the *Governing Melbourne* and *Governing Regional Victoria* research.

### ***Importance of Council services and facilities***

The average importance of these 24 services and facilities was 8.6 out of 10, down just one percent on the average importance of the same list of services in 2023.

This result was marginally lower than the metropolitan Melbourne average of 8.7, and marginally higher than the regional Victorian average of 8.5 out of 10.

As is outlined at the right-hand side of the graph with the shading of these services, the top nine services and facilities were all measurably more important than the average of all 24 services and facilities (8.6), whilst the bottom five were measurably less important than the average of all 24, as follows:

- ***Measurably more important than the average of all 24*** – included the weekly garbage collection, emergency management and response, support services for people with disability, fortnightly regular recycling collection, services for children from birth to 5 years of age, public toilets, support services for seniors, the waste transfer station / tip, and services for youth.



- **Measurably less important than the average of all 24** – included the *Campaspe Times*, arts and cultural events, programs, and activities, Council's website, the provision and maintenance of street trees, and animal management.

Metropolis Research notes that this pattern of higher-than-average importance for kerbside collection services and community support services, and lower-than-average importance for communication, arts, and cultural services and facilities, is well established across local government. This includes across metropolitan Melbourne as well as regional Victoria, and elsewhere, over many years.

**Importance of selected Council services and facilities**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2024 Lower	2024 Mean	2024 Upper	2023	2024 Metro.*	2024 Reg.*
<b>Above average</b>	Weekly regular garbage collection service	393	9.3	<b>9.4</b>	9.5	9.4	9.1	9.3
	Emergency management and response	392	9.3	<b>9.4</b>	9.5	9.2	8.7	9.2
	Support services for people with disability	375	9.2	<b>9.3</b>	9.4	9.1	8.9	9.2
	Fortnightly regular recycling collection	390	9.1	<b>9.2</b>	9.4	9.3	9.1	9.2
	Services for children from birth to 5 yrs of age	364	9.1	<b>9.2</b>	9.4	9.1	8.9	9.1
	Public toilets	393	9.1	<b>9.2</b>	9.3	9.1	8.7	9.0
	Support services for seniors	382	9.1	<b>9.2</b>	9.3	9.0	8.9	9.1
	Waste Transfer Stations / the "Tip"	381	9.0	<b>9.1</b>	9.2	8.8	8.8	8.9
	Services for youth	365	8.9	<b>9.0</b>	9.1	8.8	8.8	8.9
<b>Average importance</b>	Sports ovals, other local sporting facilities	383	8.8	<b>9.0</b>	9.1	9.0	8.7	8.9
	Outdoor and indoor pools	377	8.6	<b>8.8</b>	9.0	8.8	8.6	8.4
	Drains maintenance and repairs	388	8.5	<b>8.7</b>	8.9	8.7	8.8	8.5
	Prov., maint. of parks, gardens, open spaces	396	8.5	<b>8.7</b>	8.8	8.8	8.9	8.4
	Fortnightly green waste, organics collection	335	8.5	<b>8.7</b>	8.9	8.6	8.9	8.2
	Maintenance, repairs of sealed local roads	399	8.4	<b>8.6</b>	8.8	8.9	9.0	8.6
	Maintenance, repair of unsealed local roads	383	8.4	<b>8.6</b>	8.8	8.6	n.a.	8.2
	Local library	374	8.3	<b>8.5</b>	8.7	8.6	8.8	8.4
	Footpath maintenance and repairs	376	8.3	<b>8.5</b>	8.7	8.7	8.8	8.5
<b>Below average</b>	On and off-road bike paths	372	8.1	<b>8.3</b>	8.5	8.3	8.6	7.8
	Animal management	376	7.8	<b>8.0</b>	8.2	8.1	8.7	8.2
	Provision and maintenance of street trees	385	7.8	<b>8.0</b>	8.2	8.3	8.7	8.1
	Council's website	363	7.7	<b>7.9</b>	8.1	7.7	8.6	7.8
	Arts and cultural events, programs, activities	376	7.6	<b>7.8</b>	8.0	8.2	8.3^	7.7
	The <i>Campaspe Times</i> community newsletter	367	6.0	<b>6.3</b>	6.6	7.0	8.1	6.1
Average importance of Council services			8.5	<b>8.6</b>	8.8	8.7	8.7	8.5

(\*) 2024 metropolitan Melbourne and Regional Victoria averages from Governing Melbourne

(^) is the average of "provision of public art" and "Council's festivals and events"



## ***Satisfaction with Council services and facilities***

The average satisfaction with the 24 included services and facilities increased notably this year, up three percent to 6.9 out of 10, which remains a “good” level of satisfaction.

By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with 22 of these 24 services and facilities of 7.6 out of 10, or “very good”.

Importantly, however, the average satisfaction with the same group of 24 services and facilities was notably (3%) higher than the regional Victorian average of 6.6 out of 10, or “good”.

Metropolis Research notes that, whilst direct comparison between satisfaction with services and facilities across metropolitan Melbourne municipalities and a regional municipality is not a like-for-like comparison, it is still valid to understand the difference in community satisfaction with service delivery, regardless of the reasons why satisfaction may be lower in the regional councils.

For example, it is noted that satisfaction with the local library service was notably (4%) higher in Campaspe Shire (8.6) than the metropolitan Melbourne average (8.2).

By contrast, satisfaction with the maintenance and repair of sealed local roads was measurably and significantly (25%) lower in Campaspe Shire (4.5) than the metropolitan Melbourne average (7.0) but was marginally higher than the regional Victorian average of 4.4.

Clearly, for some services such as local roads, the nature of the infrastructure provision issues is different in the regional council, and a significant variation in satisfaction is not unexpected. This does, however, point to a long-standing funding and service delivery gap between regional and urban municipalities, which may point to a need for increased advocacy on behalf of the local community with state and federal governments to assist in closing the gap.

## **Categorisation of satisfaction with services and facilities**

Satisfaction with these 24 services and facilities can best be summarised as follows:

- **Excellent** – for the local library, weekly garbage collection, fortnightly regular recycling collection, fortnightly green waste and organics collection, and sports ovals and other local sporting facilities.
- **Very Good** – for services for children from birth to 5 years of age, services for seniors, arts and cultural events, programs, and activities, and outdoor and indoor pools.
- **Good** – for the provision and maintenance of parks, gardens, and open spaces, services for people with disability, Council’s website, animal management, on and off-road bike paths, the provision and maintenance of street trees, the waste transfer station / tip, services for youth, emergency management and response, and public toilets.



- **Solid** – for the *Campaspe Times*.
- **Poor** – for footpath maintenance and repairs.
- **Very Poor** – for drains maintenance and repair.
- **Extremely Poor** – for the maintenance and repair of both sealed and unsealed local roads.

Metropolis Research notes the very significant spread of satisfaction scores for these 24 services and facilities, from the high of 8.6 for the local library to just 4.5 for the maintenance and repair of sealed local roads.

Particular attention is drawn to the fact that the services and facilities of most concern were major infrastructure such as roads, drains, and footpaths.

**Satisfaction with selected Council services and facilities**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and index score scale 0 - 10)*

	Service/facility	Number	2024 Lower	2024 Mean	2024 Upper	2023	2024 Metro.*	2024 Reg.*
<b>Above average</b>	Local library	162	8.3	<b>8.6</b>	8.9	8.8	8.2	8.4
	Weekly regular garbage collection service	386	8.4	<b>8.6</b>	8.8	8.2	8.2	8.0
	Fortnightly regular recycling collection	379	8.4	<b>8.5</b>	8.7	8.2	8.2	8.0
	Fortnightly green waste, organics collection	236	8.2	<b>8.4</b>	8.7	8.2	8.1	7.6
	Sports ovals, other local sporting facilities	218	7.5	<b>7.8</b>	8.0	7.3	7.9	7.8
<b>Average satisfaction</b>	Services for children from birth to 5 yrs of age	69	7.1	<b>7.7</b>	8.3	7.4	7.6	8.0
	Services for seniors	68	7.1	<b>7.6</b>	8.1	6.7	7.7	6.9
	Arts and cultural events, programs, activities	129	7.1	<b>7.4</b>	7.7	7.1	7.7^	7.0
	Outdoor and indoor pools	179	6.9	<b>7.3</b>	7.7	7.0	7.7	7.3
	Prov., maint. of parks, gardens, open spaces	387	7.0	<b>7.2</b>	7.4	6.9	7.9	7.1
	Services for people with disability	59	6.5	<b>7.1</b>	7.8	6.5	7.4	5.7
	Council's website	174	6.6	<b>7.0</b>	7.3	6.6	7.6	6.3
	Animal management	329	6.7	<b>7.0</b>	7.2	6.8	7.7	6.8
	On and off-road bike paths	159	6.4	<b>6.8</b>	7.2	6.2	7.4	7.0
	Provision and maintenance of street trees	371	6.5	<b>6.7</b>	7.0	6.5	7.4	6.4
	Waste Transfer Stations / the "Tip"	288	6.2	<b>6.6</b>	6.9	6.5	7.7	7.0
	Services for youth	29	5.7	<b>6.5</b>	7.3	6.0	7.5	6.2
	Emergency management and response	351	6.2	<b>6.5</b>	6.8	6.2	7.4	7.1
	Public toilets	276	6.2	<b>6.5</b>	6.8	6.2	6.9	6.0
	The <i>Campaspe Times</i> community newsletter	330	5.8	<b>6.1</b>	6.4	6.2	7.5	5.5
<b>Below average</b>	Footpath maintenance and repairs	368	5.5	<b>5.8</b>	6.0	5.5	7.3	6.1
	Drains maintenance and repairs	378	4.9	<b>5.2</b>	5.5	4.8	7.4	5.5
	Maintenance, repair of unsealed local roads	360	4.5	<b>4.8</b>	5.1	4.2	n.a.	4.3
	Maintenance, repairs of sealed local roads	398	4.2	<b>4.5</b>	4.7	3.9	7.0	4.4
<b>Average satisfaction of Council services</b>			<b>6.6</b>	<b>6.9</b>	<b>7.3</b>	<b>6.6</b>	<b>7.6</b>	<b>6.6</b>

(\*) 2024 metropolitan Melbourne and Regional Victoria averages from Governing Melbourne

(^) is the average of "provision of public art" and "Council's festivals and events"

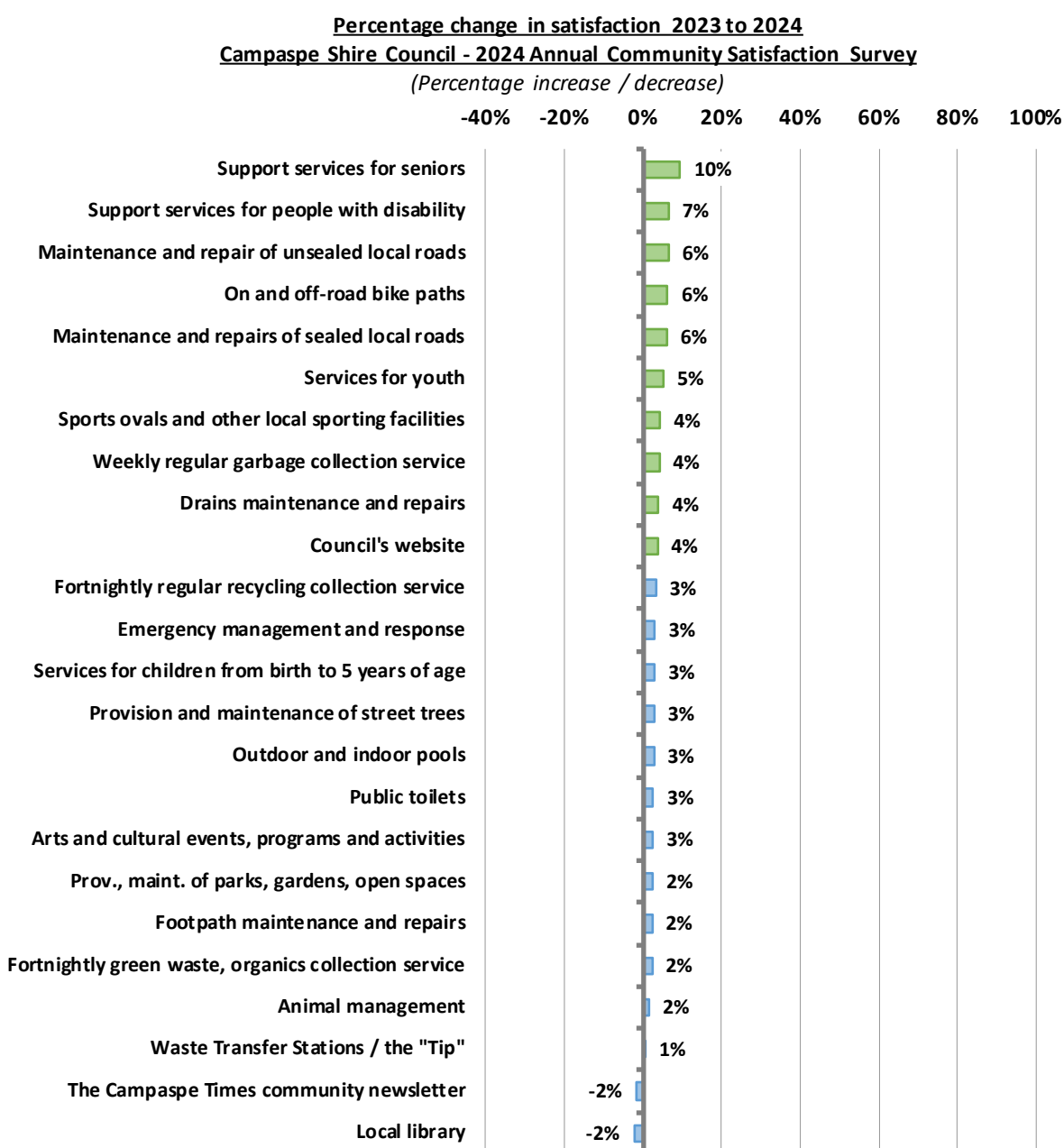


## Change in satisfaction between 2023 and 2024

Of the 24 included services and facilities, the average satisfaction with 22 improved at least marginally this year, whilst satisfaction with just two services and facilities declined.

There were substantial improvements in satisfaction with sealed and unsealed local roads, bike paths, drains, the website, sports ovals and other local outdoor sporting facilities, and community services (for children, youth, seniors, and people with disability) although these were off relatively small sample sizes.

Satisfaction with local library and the *Campaspe Times* both declined marginally, down by two percent this year.



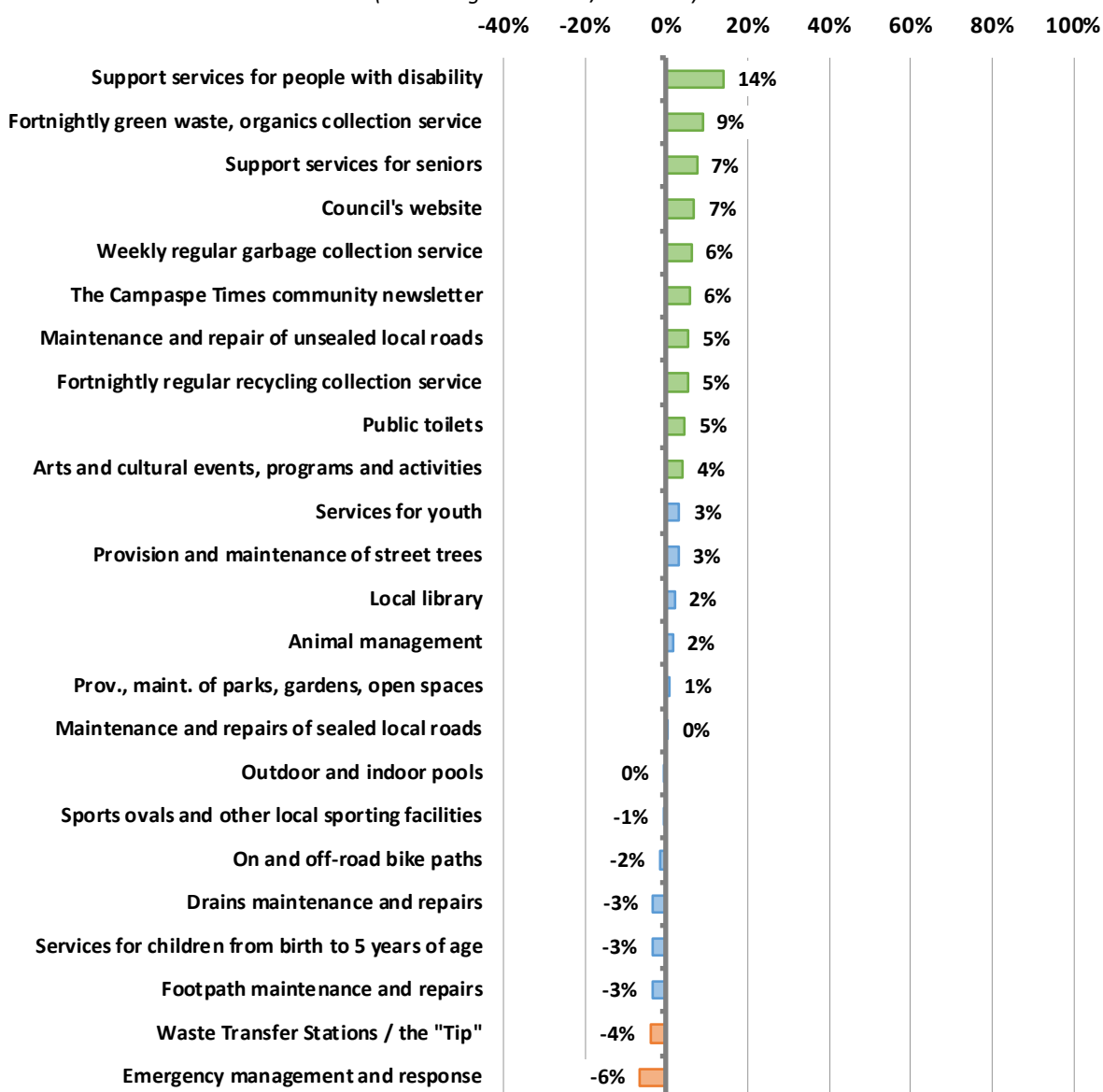
## Variation in satisfaction between Campaspe and Regional Victoria average

When compared to the regional Victorian results sourced from *Governing Regional Victoria*, satisfaction with 15 was at least marginally higher in the Campaspe Shire, whilst satisfaction with seven was at least marginally lower in the Campaspe Shire.

The key findings from these results were the degree to which Campaspe Shire was performing better than the regional Victorian average for kerbside collection services, and some of the community services.

By contrast, the main area where Campaspe Shire Council was underperforming the regional Victorian average was in relation to emergency management and response. Clearly this result reflects the impact of natural events such as flooding on the Campaspe community, which was not felt uniformly across regional Victoria.

**Difference in satisfaction between Campaspe and Regional Victoria average**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Percentage increase / decrease)



## Percentage satisfaction results

The following table provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Approximately half or more of the respondents providing a satisfaction score were “very satisfied” with 17 of the 24 services and facilities, with more than three-quarters “very satisfied” with the local library, regular garbage collection, regular recycling, and green waste and organics collection.

By contrast, approximately one-fifth or more of the respondents providing a satisfaction score were “dissatisfied” with eight of the 24 services and facilities, including sealed local roads, unsealed local roads, drains, footpaths, emergency management and response, the waste transfer station / tip, the *Campaspe Times*, and public toilets.

**Satisfaction with selected Council services and facilities**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Local library	5%	9%	86%	0	162
Weekly regular garbage collection service	4%	12%	83%	14	400
Fortnightly regular recycling collection service	4%	14%	82%	21	400
Fortnightly green waste and organics collection service	3%	19%	78%	2	237
Sports ovals and other local sporting facilities	4%	32%	65%	3	220
Services for people with disability	17%	20%	63%	1	60
Services for children from birth to 5 years of age	16%	23%	62%	1	70
Outdoor and indoor pools	13%	27%	60%	0	179
Arts and cultural events, programs and activities	5%	39%	56%	2	131
Provision and maint. of parks, gardens, open spaces	10%	35%	55%	13	400
Services for seniors	5%	40%	55%	1	69
Emergency management and response	23%	29%	49%	49	400
Council's website	14%	37%	49%	0	174
Animal management	11%	41%	48%	71	400
Waste Transfer Stations / the "Tip"	21%	32%	46%	1	289
On and off-road bike paths	15%	40%	46%	1	160
Provision and maintenance of street trees	16%	39%	45%	29	400
Public toilets	20%	44%	37%	3	278
The Campaspe Times community newsletter	22%	43%	35%	70	400
Services for youth	16%	51%	33%	1	30
Footpath maintenance and repairs	28%	41%	31%	32	400
Drains maintenance and repairs	36%	40%	24%	22	400
Maintenance and repair of unsealed local roads	41%	42%	17%	40	400
Maintenance and repairs of sealed local roads	46%	41%	13%	2	400



## Satisfaction by respondent profile

The following table provides a comparison of average satisfaction with the 24 included services and facilities by respondent profile, including age structure, gender, and language spoken at home. A more detailed discussion of the variation in satisfaction by respondent profile is provided in the individual services section of this report, however, in general terms, it is noted that:

- **Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over)** – respondents tended to be more satisfied than average with many services and facilities.
- **Adults (aged 35 to 44 years)** – respondents tended to be less satisfied than average with many services and facilities. This is a somewhat unusual result when compared to metropolitan results over many years.
- **Gender** – female respondents were marginally more satisfied than male respondents.
- **Language spoken at home** – 14 respondents from multilingual households were less satisfied with many services and facilities than respondents from English speaking households.

### Average satisfaction with selected Council services and facilities by respondent profile

#### Campaspe Shire Council - 2024 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Service/facility	18 - 34 years	35 - 44 years	45 - 54 years	55 - 74 years	75 yrs or over	Male	Female	English speaking	Multi- lingual
Maintenance and repairs of sealed local roads	5.0	4.1	4.1	4.2	5.0	4.5	4.5	4.4	5.0
Maintenance and repair of unsealed local roads	4.9	4.2	4.7	4.6	5.7	4.7	4.9	4.8	5.0
Drains maintenance and repairs	6.3	4.6	4.4	4.8	5.8	5.3	5.0	5.1	6.7
Footpath maintenance and repairs	6.4	5.5	6.0	5.4	5.5	5.9	5.6	5.8	5.2
Weekly regular garbage collection service	8.9	8.3	8.1	8.6	9.0	8.7	8.5	8.6	8.3
Fortnightly regular recycling collection service	8.8	8.4	8.0	8.5	8.9	8.5	8.6	8.5	8.3
Provision and maintenance of street trees	7.4	6.6	6.9	6.3	6.8	6.7	6.8	6.8	6.3
Provision & maint. of parks, gardens, open spaces	7.3	6.9	7.3	7.1	7.3	7.2	7.2	7.2	7.3
Animal management	7.1	6.5	6.9	6.8	7.6	7.0	6.9	7.0	6.8
Emergency management and response	7.0	5.8	5.9	6.4	7.3	6.6	6.4	6.5	6.1
The Campaspe Times community newsletter	6.2	5.1	5.5	6.2	7.1	5.8	6.4	6.1	6.6
Council's website	7.4	6.6	7.0	6.6	8.1	6.8	7.1	7.0	5.2
Fortnightly green waste/organics collection service	8.5	7.8	8.2	8.5	9.0	8.2	8.7	8.4	8.6
Waste Transfer Stations / the "Tip"	7.0	5.9	6.8	6.4	6.7	6.7	6.4	6.6	5.6
Local library	8.4	9.0	8.4	8.5	9.2	8.0	9.0	8.6	8.7
Sports ovals and other local sporting facilities	8.2	7.1	7.6	7.7	8.3	7.6	8.0	7.8	7.6
Public toilets	6.0	5.8	6.5	6.8	7.4	6.7	6.2	6.4	7.2
On and off-road bike paths	7.5	5.8	6.8	6.6	7.5	6.5	7.1	6.8	6.4
Outdoor and indoor pools	7.9	6.5	7.7	7.0	6.5	7.2	7.3	7.3	6.6
Services for children from birth to 5 years of age	8.3	7.9	6.9	6.4	8.8	7.2	8.1	7.7	7.2
Services for youth	8.3	7.1	5.5	5.6	6.0	6.5	6.5	6.6	4.8
Services for seniors	6.3	6.0	6.3	8.0	8.1	7.5	7.8	7.7	4.3
Services for people with disability	8.6	4.8	6.9	7.1	7.4	6.9	7.3	7.2	3.3
Arts and cultural events, programs and activities	7.2	6.3	7.8	7.3	8.3	7.4	7.4	7.4	5.0
Average satisfaction	7.3	6.4	6.7	6.7	7.4	6.8	7.0	6.9	6.3
Total respondents	85	50	64	142	58	195	204	383	14



## Satisfaction with Council providing services and facilities that are inclusive and accessible for all in the community

Respondents were asked:

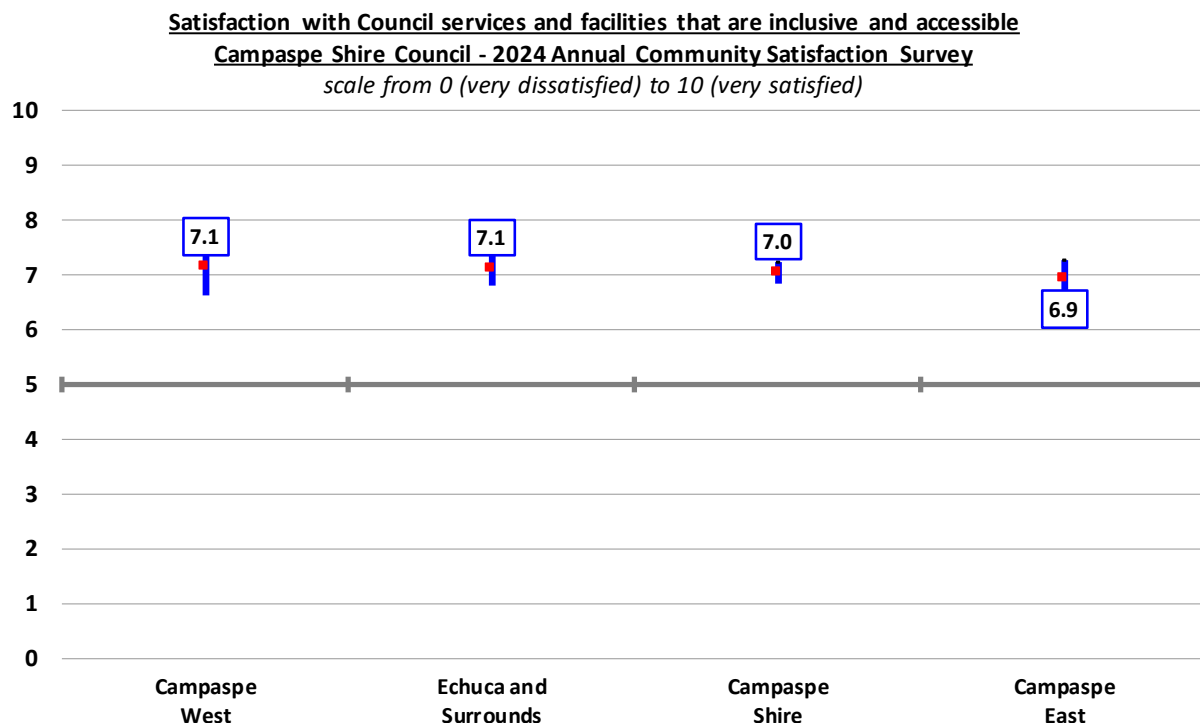
*“Thinking about all these services and facilities, how satisfied are you with Council providing services and facilities that are inclusive and accessible for all in the community? If satisfaction rated less than 6, why do you say that?”*

This question relating to satisfaction with Council ‘providing services and facilities that are inclusive and accessible for all in the community’ was included in the survey program for the first time this year.

The average satisfaction with this aspect of Council performance was 7.0 out of 10, or a “good” level of satisfaction.

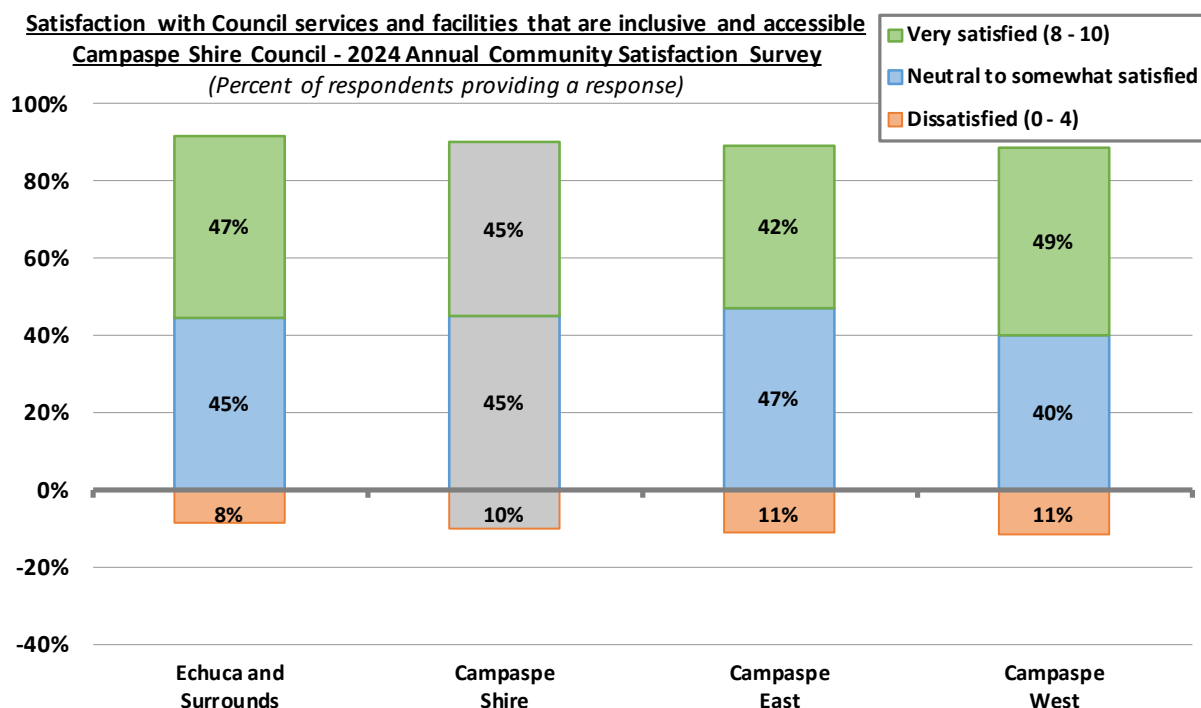
This result was only marginally (1%) higher than the average satisfaction with the 24 included Council services and facilities of 6.9 out of 10. This result was, however, measurably and significantly higher than satisfaction with Council’s overall performance of 5.6 out of 10.

Metropolis Research suggests that this result shows that the community was relatively satisfied with Council services and facilities and feel that the provision of these services and facilities is generally inclusive and accessible for all in the community.

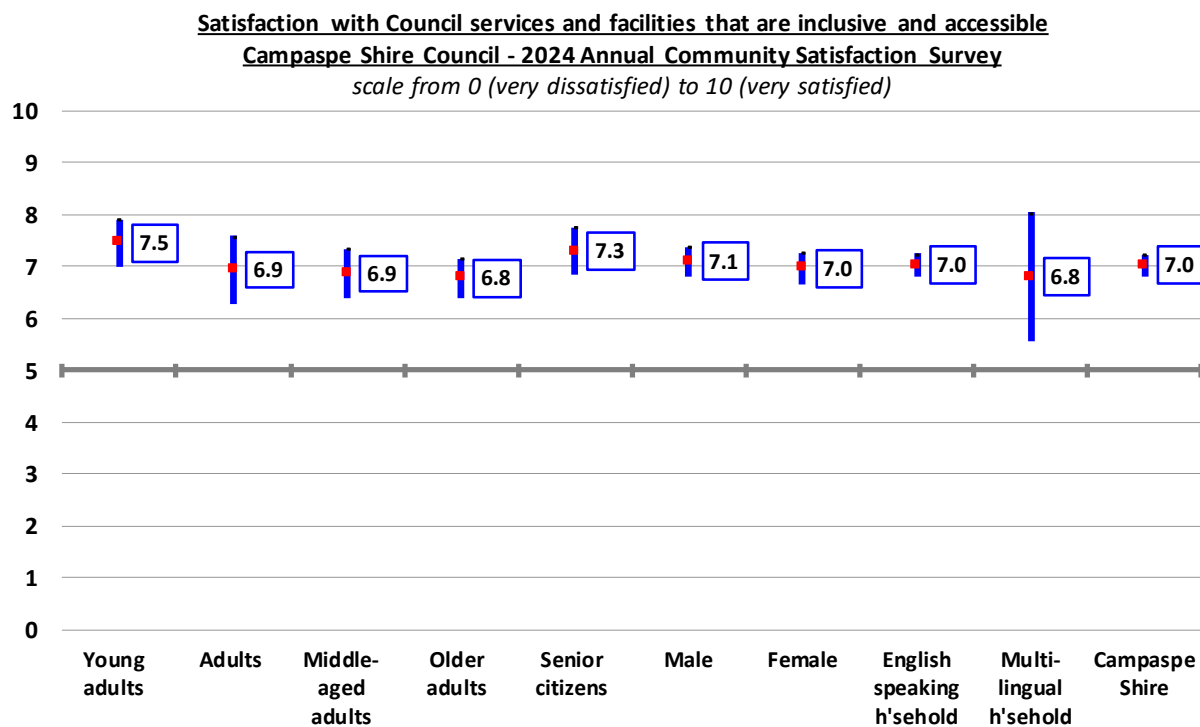


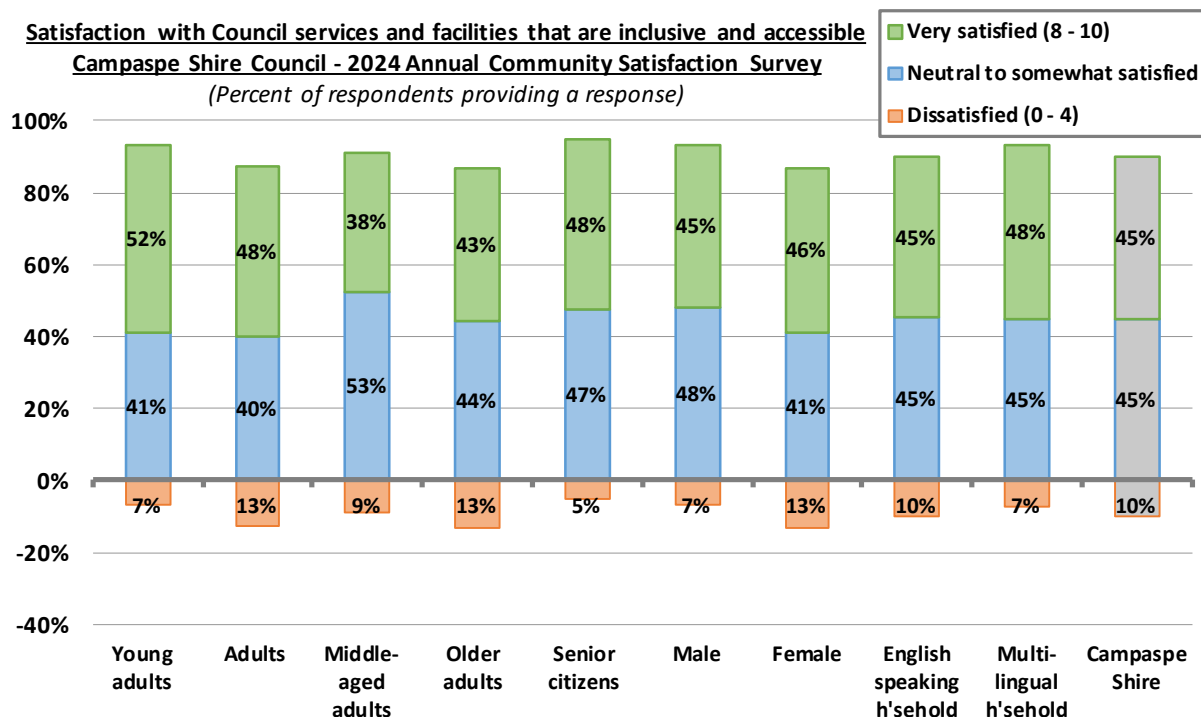
A total of 11% of respondents, who provided a score, were dissatisfied with the degree to which Council provides services and facilities that are inclusive and accessible to all in the community, whilst almost half (49%) were “very satisfied”.





There was no statistically significant variation in this result observed by respondent profile, although it is noted that young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were somewhat more satisfied than average and at “very good” levels, whilst older adults (aged 60 to 74 years) were the least satisfied, but still at a “good” level.





The following table outlines the 43 comments received from respondents dissatisfied with Council providing services and facilities that are inclusive and accessible.

Most of these comments were not directly related to perceived lack of accessibility or inclusiveness, rather most were focused on perceived poor performance and insufficient provision.

**Reasons for dissatisfaction with Council services that are inclusive and accessible for all in the community**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number of responses)

Reason	Number
All money is spent on Echuca / areas outside Echuca are forgotten	3
They can do a lot better / doesn't do enough	3
Because there are minimal activities	1
Below standards	1
Campaspe Shire is bad compared to other neighbouring Council	1
Council doesn't care about local people and only pays attention to the tourists	1
Disorganised	1
Drain on Boulton St is an open drain for 35 years and there is wastewater draining out from the park. They promised to fix it, but it is still not fixed after 30 years	1
Everything in town is poor	1
Facilities are not provided in Kyabram	1
I don't think there is enough of them	1
I don't think they are all inclusive and accessible for all members of the community	1
I haven't heard of any disability related programs	1
I think they put their money into the wrong areas	1



Just my experience (does not want to elaborate)	1
Lack of services and facilities in the shire	1
Lots of shops closing down	1
Main public toilets are shut for so long	1
No inclusiveness for Rochester	1
Not a lot getting better	1
Nothing is in Rochester	1
Registration expensive	1
Roads aren't very good	1
The amenities are very poorly kept	1
The LGBT community, the disabled or elderly are not supported	1
The parks haven't been updated and money should be spent on upgrading them	1
The services are behind the times, and not up to date	1
There are no services to access	1
There is no contact or information on how to access services	1
There's nothing happening in this end of the Shire	1
They are reasonably inclusive	1
They don't listen and don't care	1
They don't put enough money towards youth	1
They need to pay more attention to the outer areas	1
Town is building a road, and it gets hard to travel and get to the servo and the supermarket	1
Victorian roads terrible, potholes, need ages to fix	1
We don't call it Campaspe Shire we call it Echuca	1
We have meetings but they don't follow up on anything	1
We need more accessible facilities	1
<b>Total</b>	<b>43</b>

### ***Importance and satisfaction cross tabulation***

The following graph provides a cross-tabulation of the average importance of each of the 24 included Council services and facilities against the average satisfaction with each.

The grey crosshairs represent the average importance (8.6) and satisfaction (6.9) with the 24 Council services and facilities as recorded in the Campaspe survey this year.

Services and facilities located in the top right-hand quadrant were therefore more important than average, and of higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant were those of most concern as they were of higher-than-average importance but received lower than average satisfaction scores.

Metropolis Research notes that many of the higher-than-average importance services also recorded higher than average satisfaction (e.g., regular garbage and recycling collections), but this was not the case for all higher-than-average importance services (e.g., emergency management and response, public toilets, waste transfer station, and youth services).

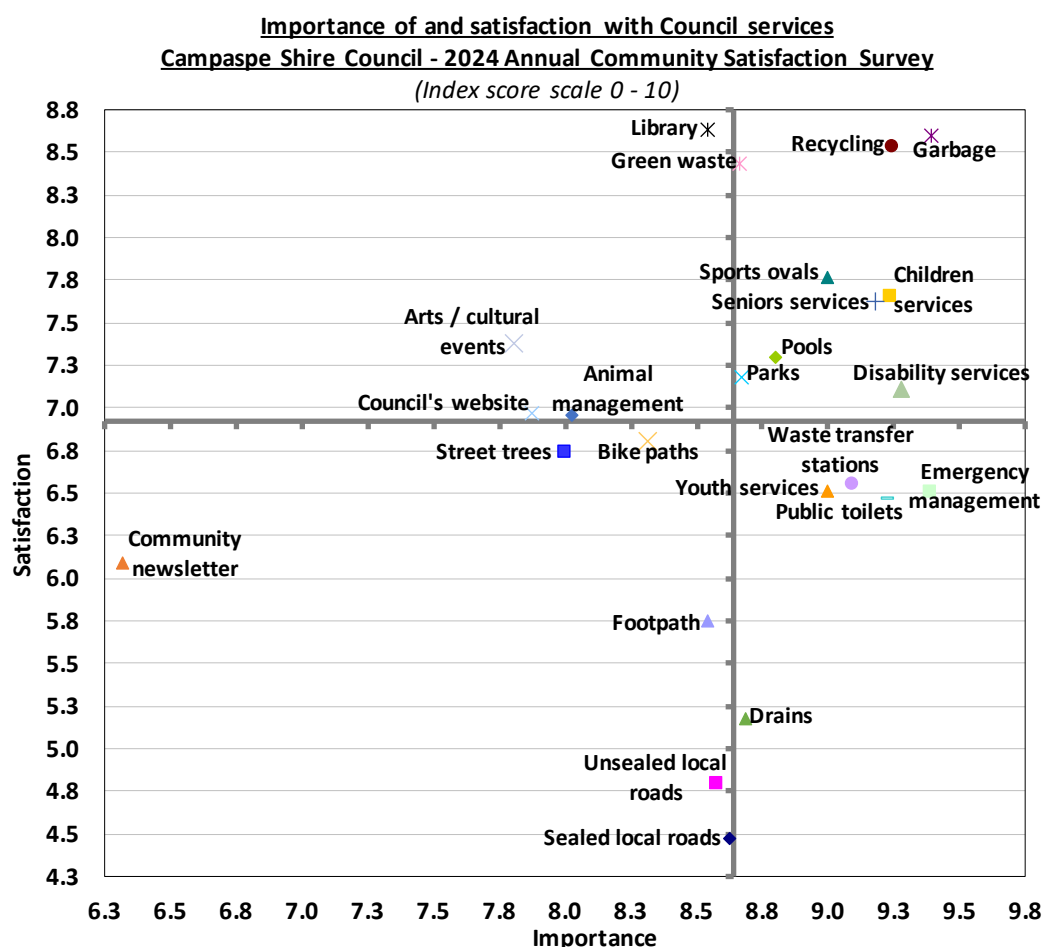
This does point to some areas of Council service delivery with which improvements in satisfaction may result in improvements in overall satisfaction with Council.



The services and facilities in the lower right-hand quadrant are those that were more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

Some points to note from these results:

- **Kerbside collection services** – the three kerbside collection services all received higher-than-average satisfaction scores, although only two were of higher-than-average importance.
- **Community services** – these were all higher-than-average importance, and three of the four received somewhat higher-than-average satisfaction scores (the exception being youth services).
- **Sports and recreation** – these were of higher-than-average importance and received higher than satisfaction scores, despite some community concerns around local pool closures.
- **Communication** – both services were of average or somewhat lower-than-average importance and the *Campaspe Times* received a notably lower-than-average satisfaction.
- **Services and facilities of most concern** – included most notably and significantly the maintenance and repair of both sealed and unsealed local roads, but also included the provision and maintenance of drains and footpaths. To a lesser extent, other services of concern also included services for youth, public toilets, the waste transfer station / tip, emergency management and response, bike paths, and the *Campaspe Times*.



## ***Satisfaction by broad service areas***

Metropolis Research has created a standard set of broad service areas for use in comparing average satisfaction with results from *Governing Melbourne*.

The following graph provides the average satisfaction with the eight broad service areas for the Shire of Campaspe, with a comparison to the metropolitan Melbourne 2024 averages.

The breakdown of services and facilities into these broad service areas is as follows:

- **Infrastructure** – includes drains maintenance and repairs, provision and maintenance of street trees, and public toilets.
- **Waste and recycling** – include weekly regular garbage collection service, fortnightly regular recycling collection service, fortnightly green waste and organics collection service, and Waste Transfer Stations / the 'Tip'.
- **Recreation and culture** – include local library, sports ovals and other local sporting facilities, outdoor and indoor pools, and arts and cultural events, programs, and activities.
- **Community services** – includes services for children from birth to 5 years of age, services for youth, services for seniors, and services for people with disability.
- **Enforcement** – includes animal management.
- **Communication** – includes the *Campaspe Times* community newsletter, and Council's website.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, maintenance and repair of unsealed local roads, footpath maintenance and repairs, on and off-road bike paths.
- **Parks and gardens** – include the provision and maintenance of parks, gardens, open spaces.
- **Emergency** – includes emergency management and response.

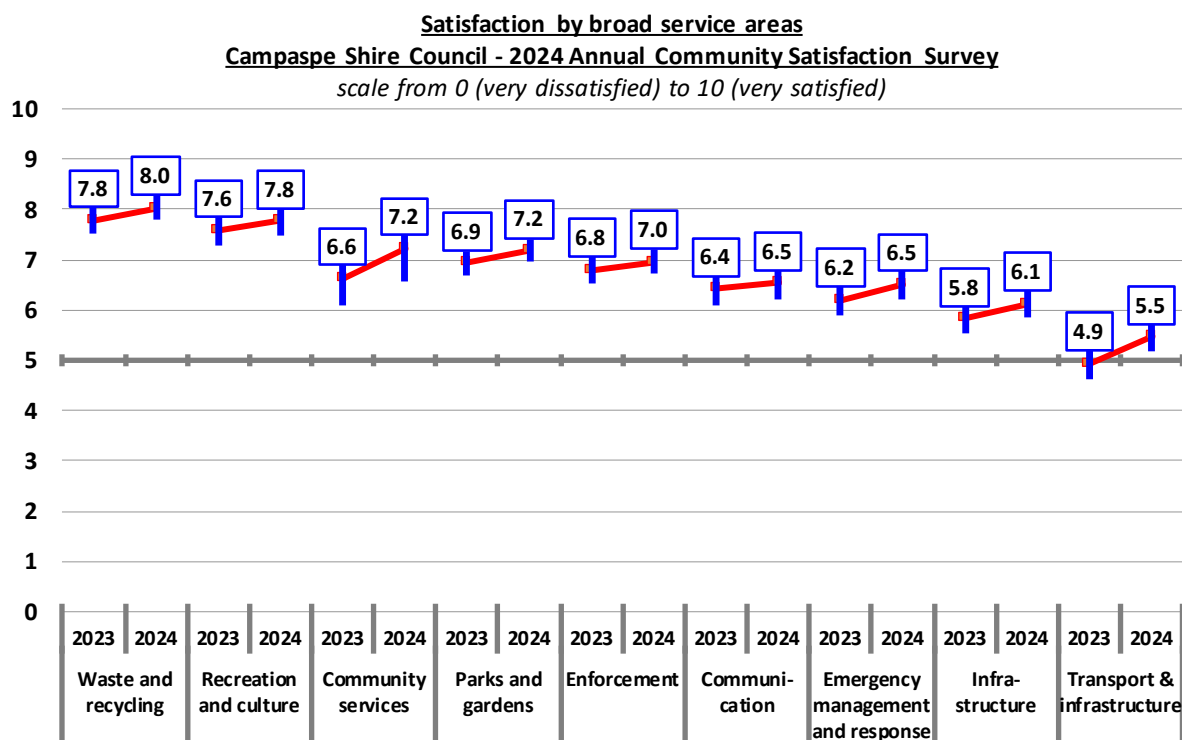
Satisfaction with all nine broad service areas increased somewhat this year, with the largest increase being for community services (up 6%) and transport infrastructure (up 6%).

Satisfaction with the nine broad service areas can best be summarised as follows:

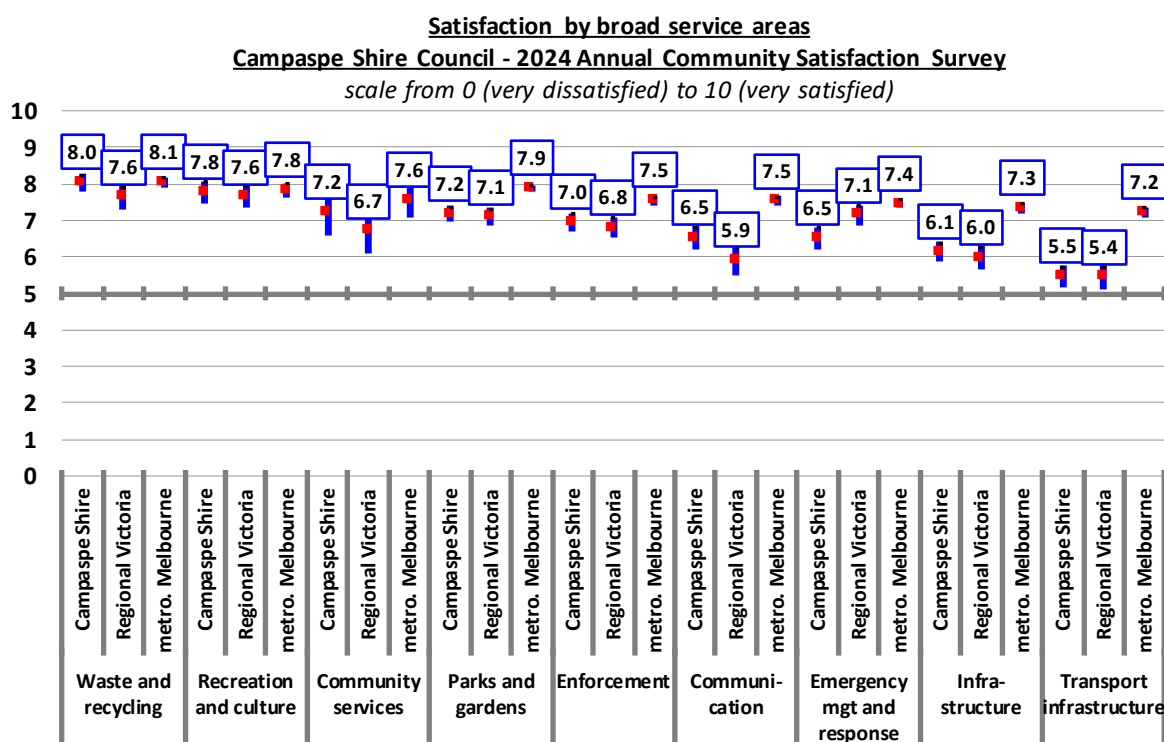
- **Excellent** – for waste and recycling services, and recreation and culture services and facilities.
- **Good** – for community services, parks and gardens, enforcement, communication, and emergency management and response.
- **Solid** – for infrastructure (up from "poor").
- **Poor** – for transport infrastructure (up from "extremely poor").

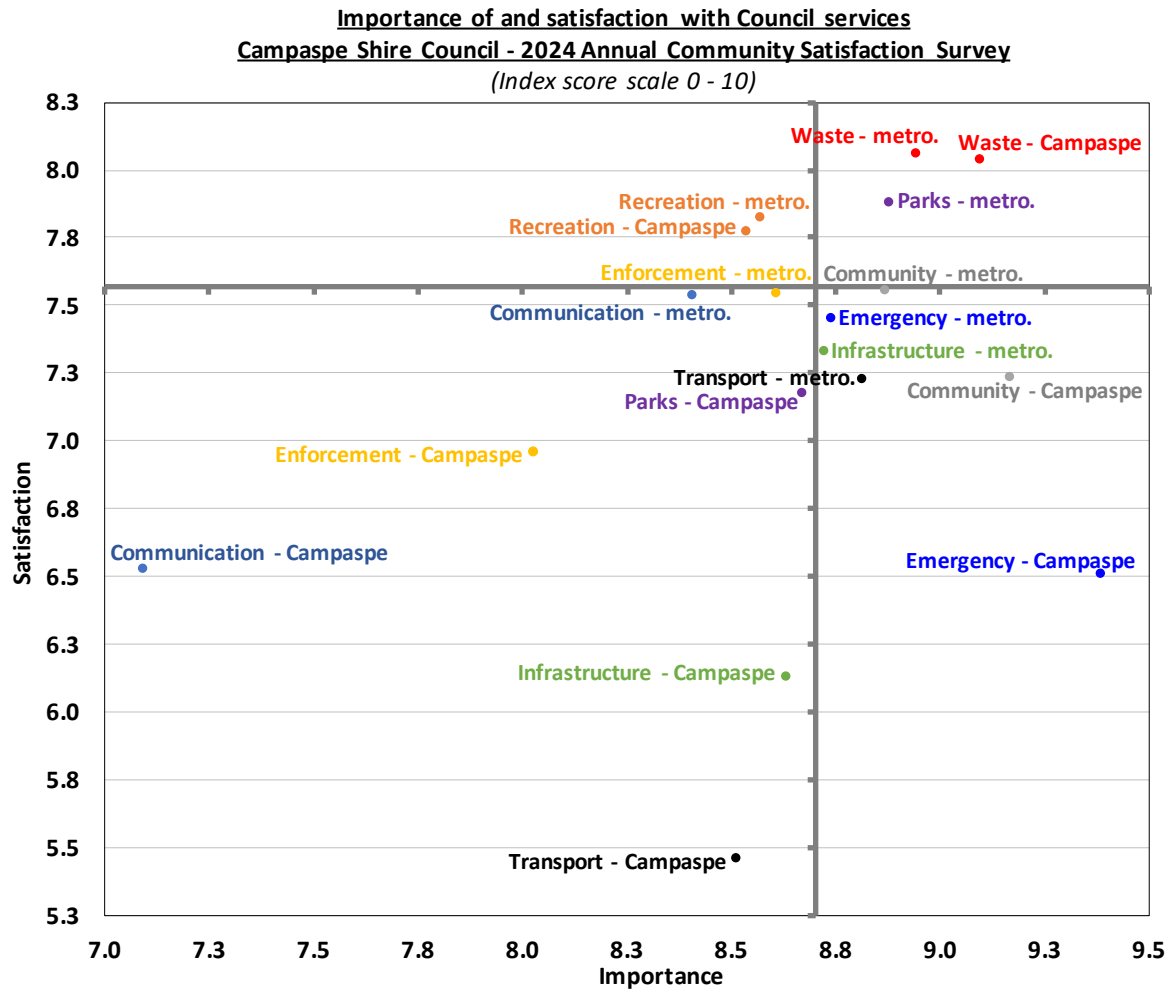


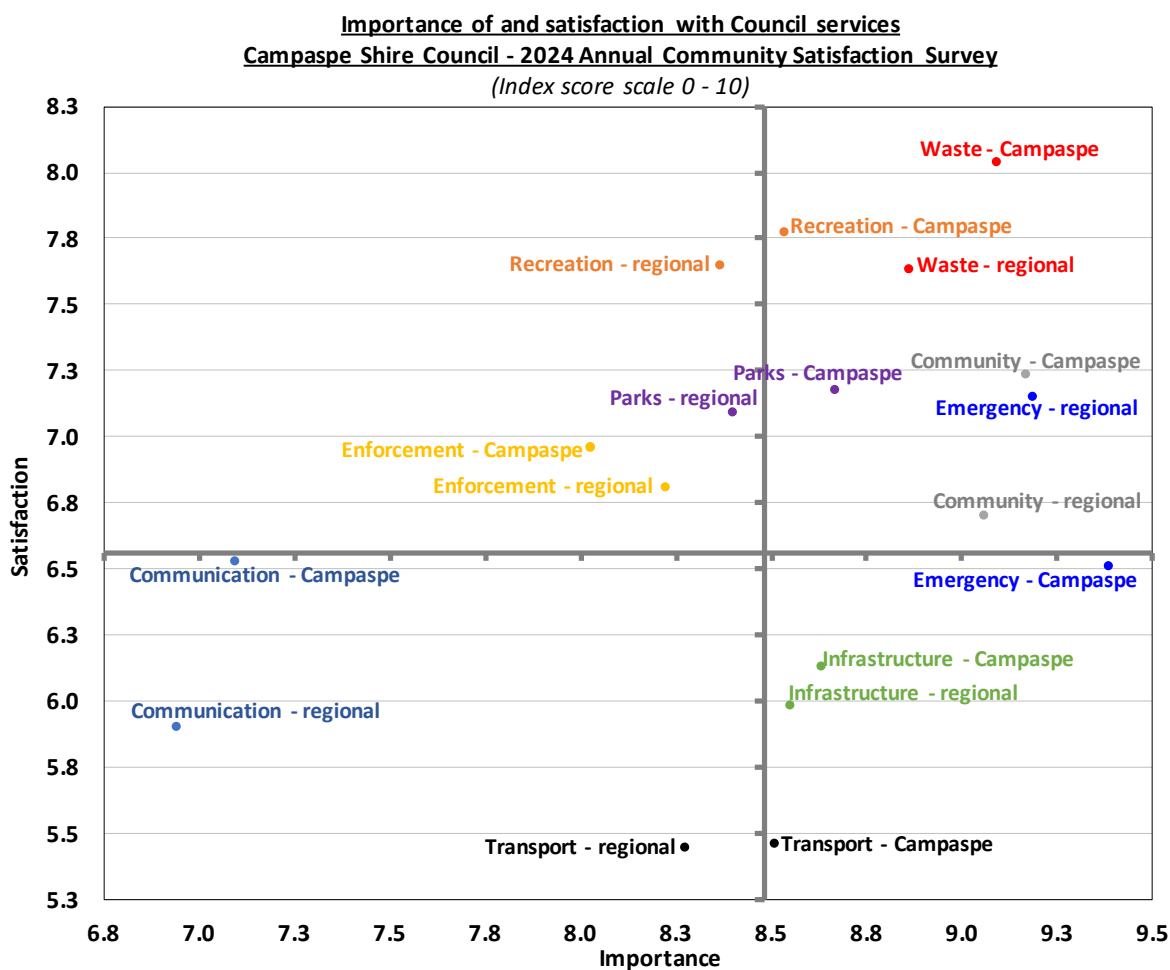




The following graph provides a comparison to the metropolitan Melbourne and regional Victorian results as sourced from *Governing Melbourne* and *Governing Regional Victoria*. Satisfaction with all nine broad service areas was lower in Campaspe than the metropolitan Melbourne average, but satisfaction with eight of the nine was higher than the regional Victorian average. The exception to this was emergency management and response, which was six percent lower in the Campaspe Shire than regional Victoria (6.5 compared to 7.1).







## Satisfaction by Council department

The breakdown of services and facilities into Council department was as follows:

- **Waste services** – include weekly regular garbage collection service, fortnightly regular recycling collection service, fortnightly green waste and organics collection service, and Waste Transfer Stations / the 'Tip'.
- **Parks and gardens** – include provision and maintenance of street trees, the provision and maintenance of parks, gardens, open spaces, and public toilets.
- **Communication** – includes the *Campaspe Times*, and Council's website.
- **Engagement** – includes services for youth, and arts and cultural events, programs, and activities.
- **Works** – includes the maintenance and repair of both sealed and unsealed local roads, drains and footpath maintenance and repairs.
- **Community Care** – includes local library, services for children from birth to 5 years of age, services for seniors, and services for people with disabilities.



- **Recreation and culture** – include sports ovals and other local sporting facilities, on and off-road bike paths, and outdoor and indoor pools.
- **Emergency management** – includes emergency management and response.
- **Animal management** – includes animal management.

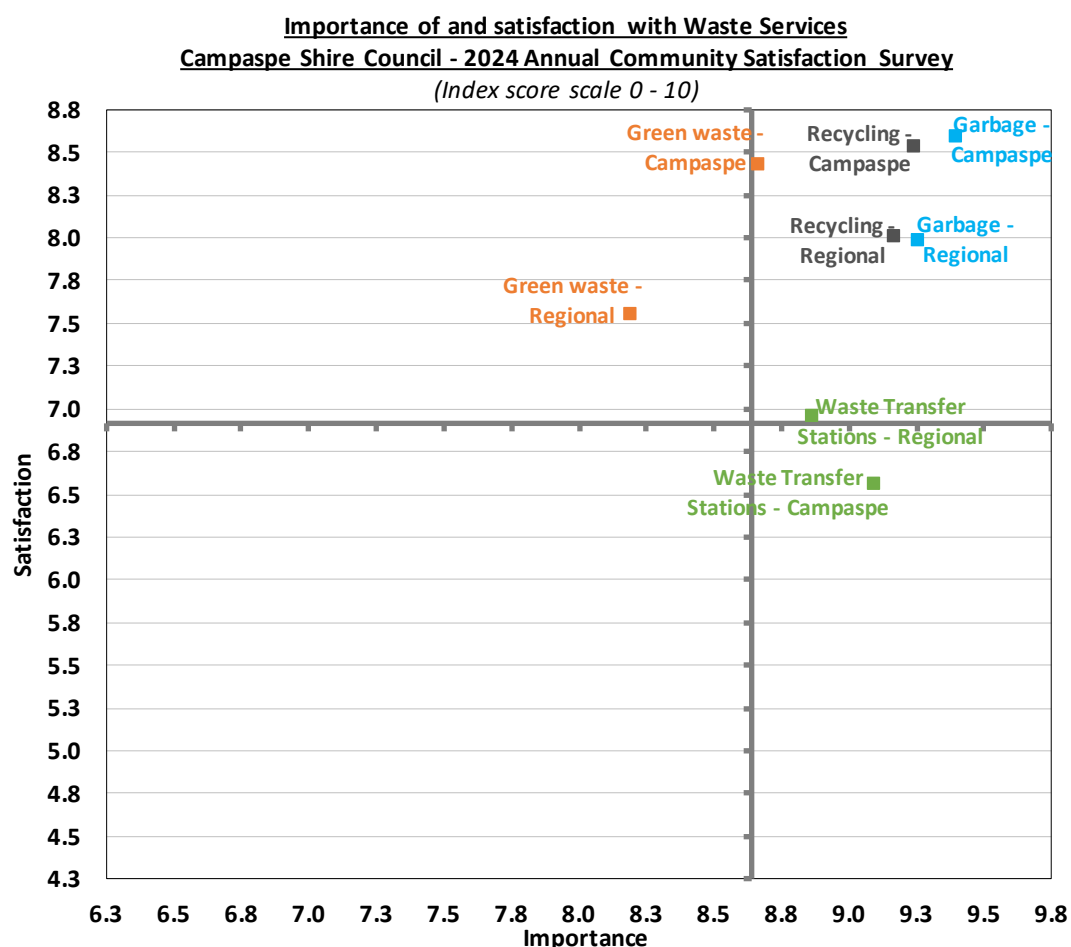
## Waste Services

There were four services from the Waste Services Department of Council included in the survey this year, including the three kerbside collections, and the waste transfer station.

The following graph provides a crosstabulation of the average importance of and satisfaction with these services and facilities. The crosshairs represent the average importance and satisfaction of all 24 services and facilities.

The three kerbside collection services were all higher-than-average importance to the Campaspe community, and all received a satisfaction score measurably higher than the average of all 24 services and facilities.

Satisfaction with the kerbside collection services was also higher in the Campaspe Shire than the regional Victorian average.



Prior to the commencement of the new survey program in 2023, the previous survey program included a more generic question asking satisfaction with “how well Council manages waste management”.

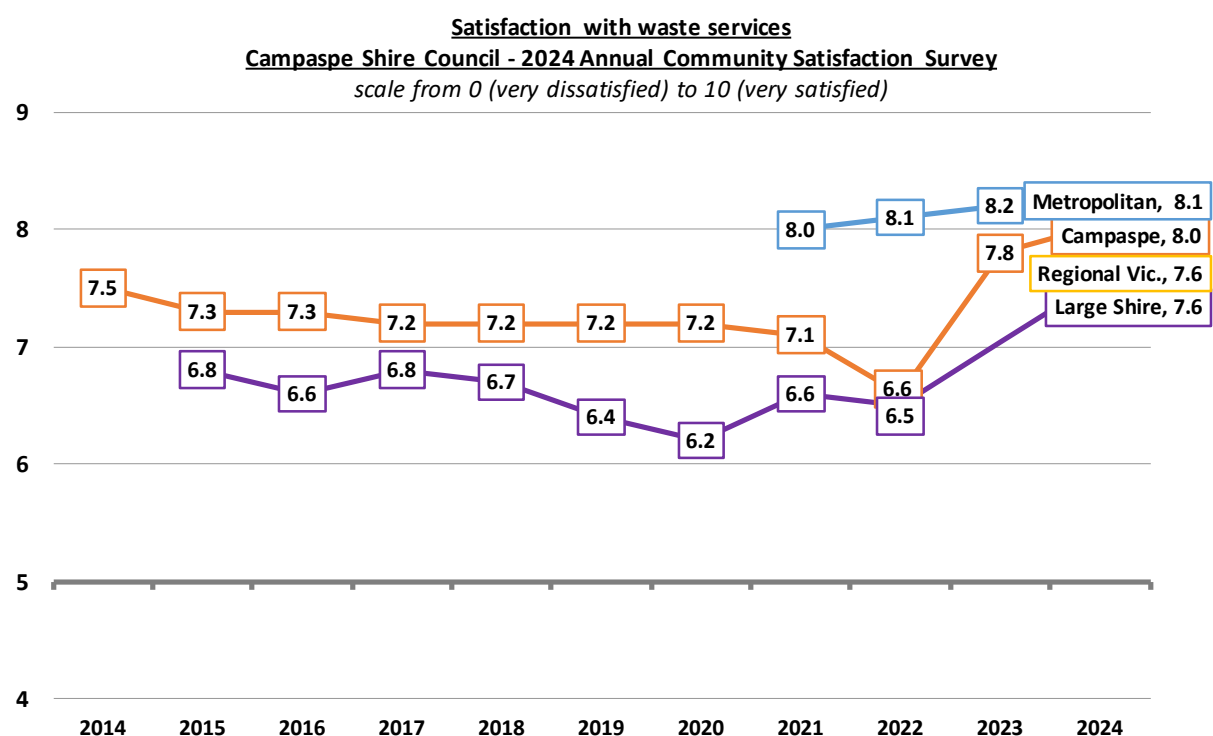
The average satisfaction with this more general statement was significantly lower than the average satisfaction with the kerbside collection services and the waste transfer station as a combined set of waste services.

This result was clear in the following graph, which showed a 12% increase in satisfaction with waste management between 2022 and 2023, although it is noted that the 2022 result was unusually low for the Campaspe Shire when compared to the historical results.

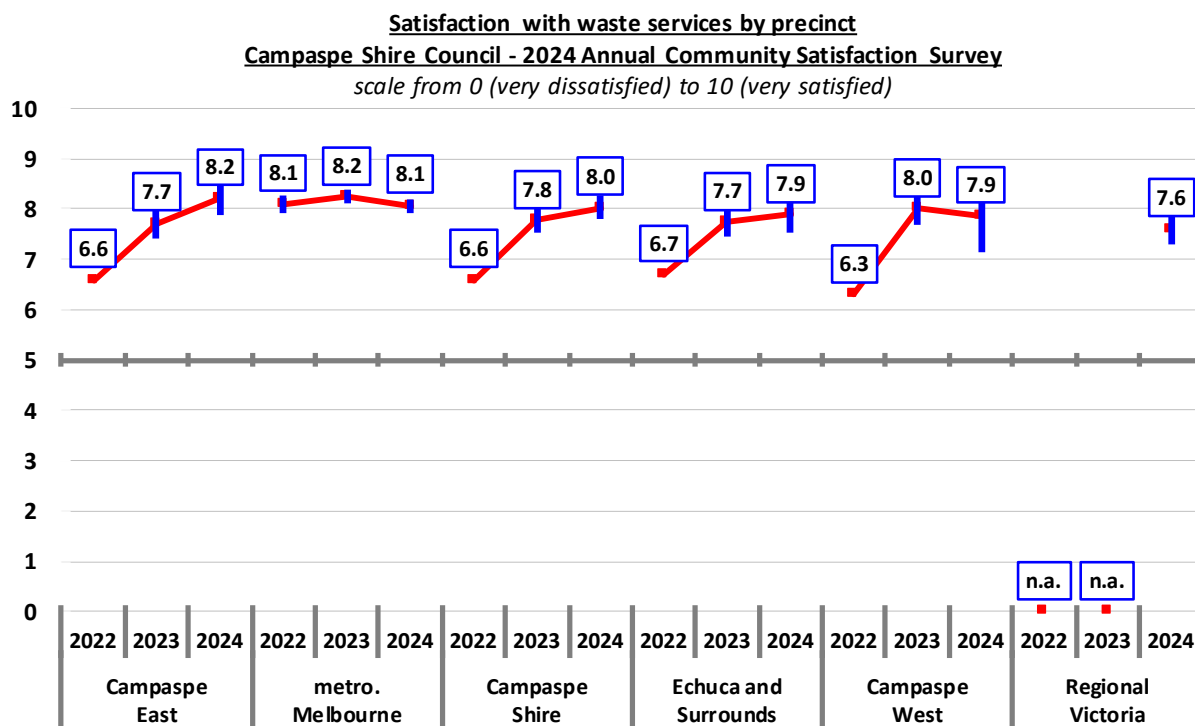
Satisfaction with waste management increased again this year, up a further two percent to 8.0 out of 10 or an “excellent” level of satisfaction.

This result was notably (4%) higher than the regional Victorian and large shire councils’ average of 7.6 and was only marginally (1%) lower than the metropolitan Melbourne average of 8.1 out of 10.

These are significant results for the Campaspe Shire, which strongly suggest very high levels of community satisfaction with the performance of Council providing waste management services.



There was no meaningful variation in satisfaction with waste management services observed across the Campaspe Shire, with respondents from all three precincts rating satisfaction at “excellent” levels.



### Weekly regular garbage collection service (red bin)

The weekly regular garbage collection was the most important of the 24 included services and facilities, with an average importance of 9.4 out of 10, and one of nine that were measurably more important than the average of all 24 (8.6).

Satisfaction with the regular garbage collection service increased notably this year, up four percent to 8.6 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the regular garbage collection 2<sup>nd</sup> in terms of satisfaction this year, and one of five that received a satisfaction score measurably higher than the average of all 24 (6.9).

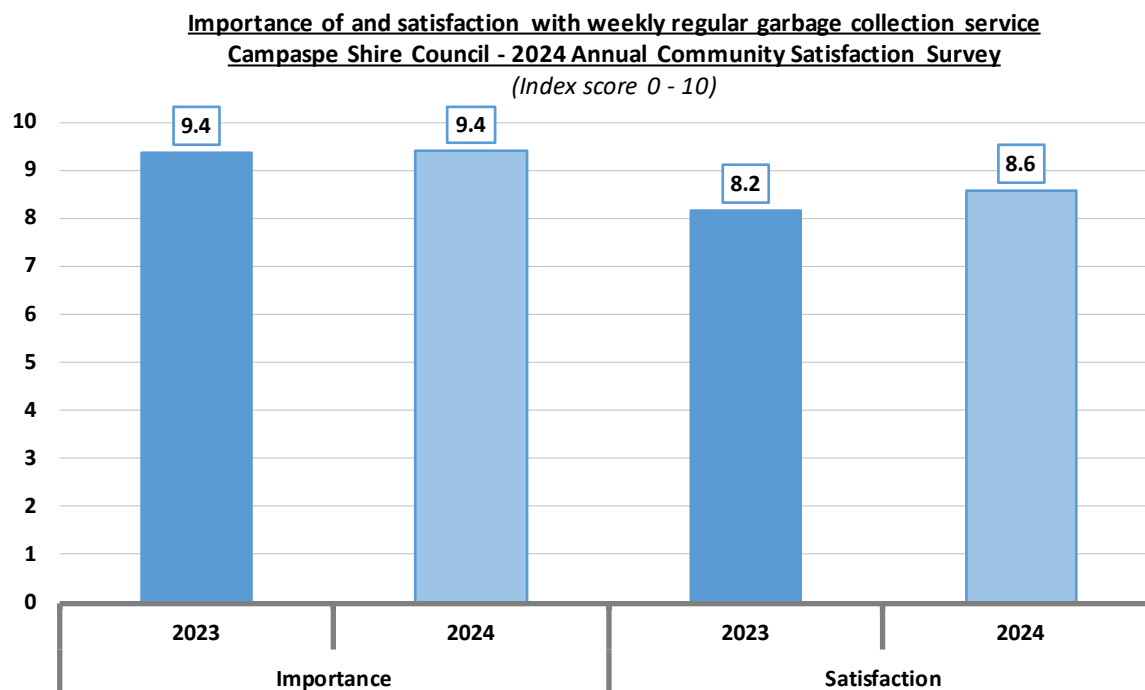
This result comprised 83% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 386 of the 400 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 54 years) somewhat less satisfied than average. However, it is important to note that respondents from all age groups, gender, and language spoken at home rated satisfaction at “excellent” levels.

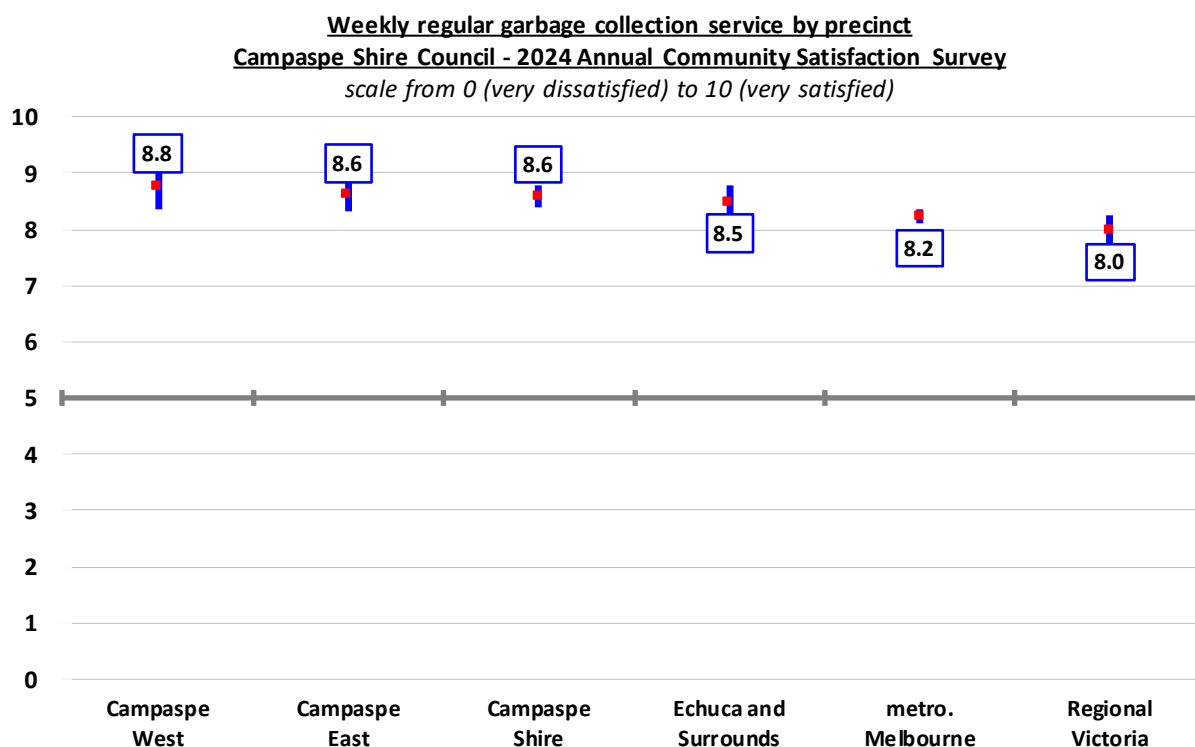
By way of comparison, satisfaction was measurably (6%) higher than the regional Victorian average satisfaction with “regular garbage collection” of 8.0 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.







There was no statistically significant variation in this result observed across the municipality, with respondents from all three precincts rating satisfaction with the weekly regular garbage collection service at “excellent” levels of more than eight out of 10.



### Fortnightly regular recycling collection service (yellow bin)

The fortnightly regular recycling collection was the 4<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 9.2 out of 10, and one of nine that were measurably more important than the average of all 24 (8.6).

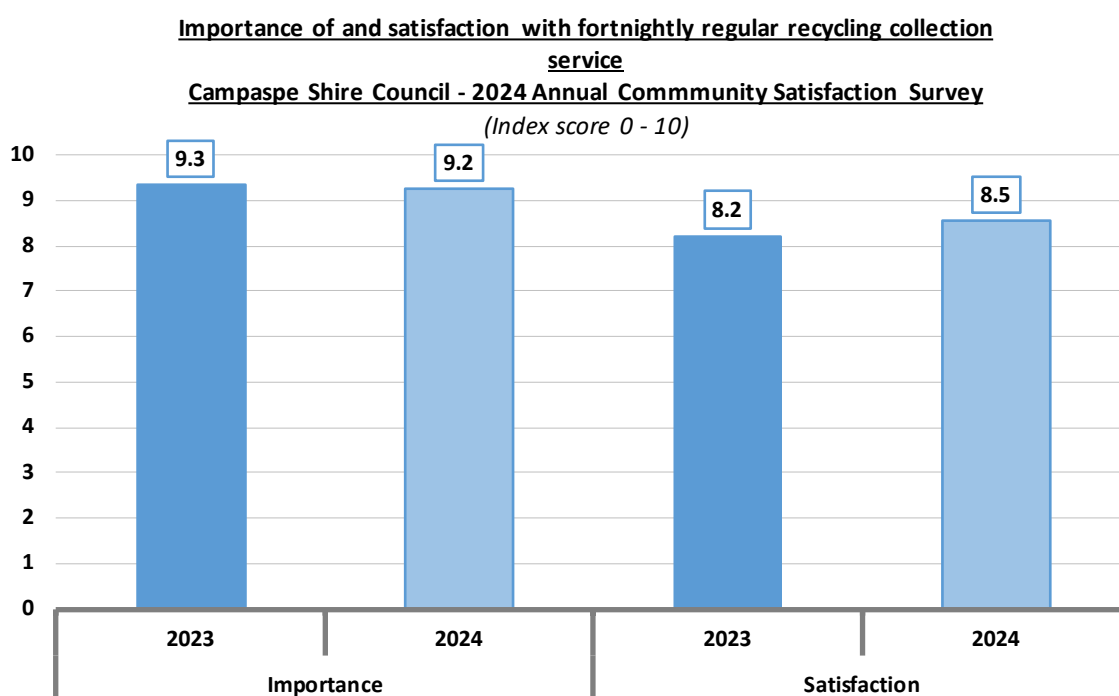
Satisfaction with the regular recycling collection service increased somewhat this year, up three percent to 8.5 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the regular recycling collection 3<sup>rd</sup> in terms of satisfaction this year, and one of five that received a satisfaction score measurably higher than the average of all 24 (6.9).

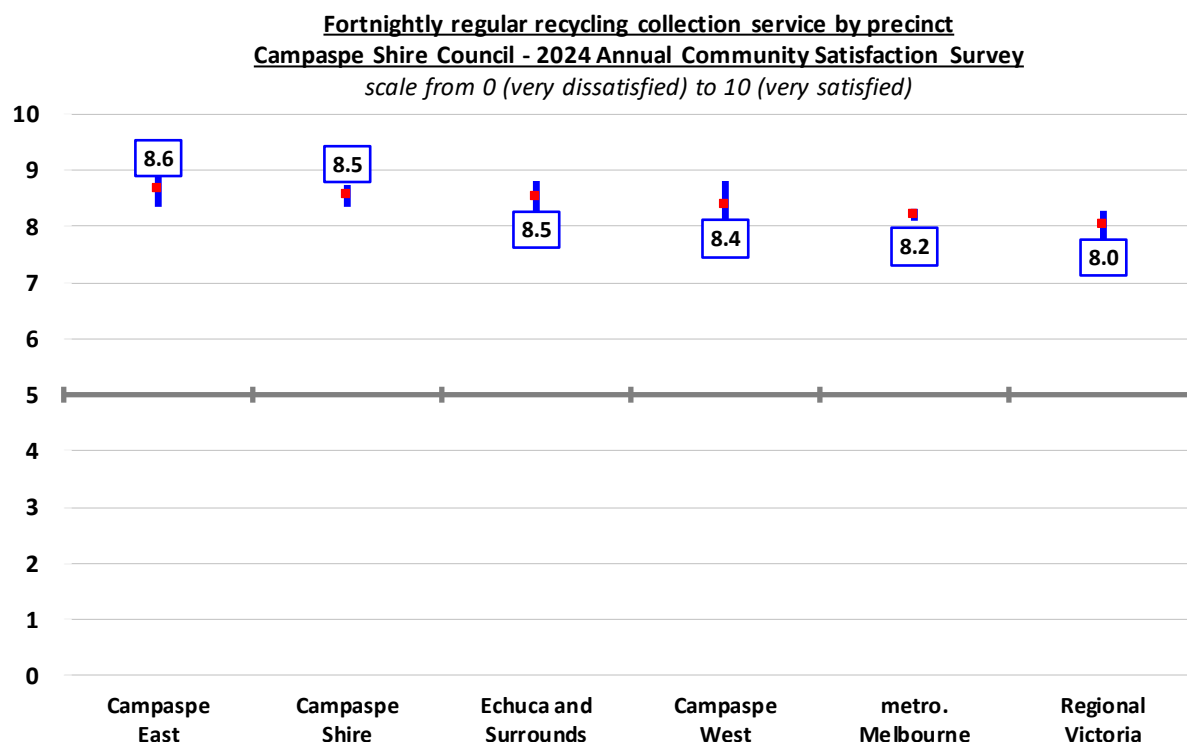
This result comprised 82% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 379 of the 400 respondents who provided a satisfaction score.

There was no substantive variation in satisfaction observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, satisfaction was measurably (5%) higher than the regional Victorian average satisfaction with “regular recycling collection” of 8.0 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



There was no statistically significant variation in this result observed across the municipality, with respondents from all three precincts rating satisfaction with the weekly regular recycling collection service at “excellent” levels of more than eight out of 10.



### Fortnightly green waste and organics collection service (green bin)

The fortnightly green waste and organics collection service was the 14<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with the green waste and organics collection service increased marginally this year, up two percent to 8.4 out of 10, which remains an “excellent” level of satisfaction.

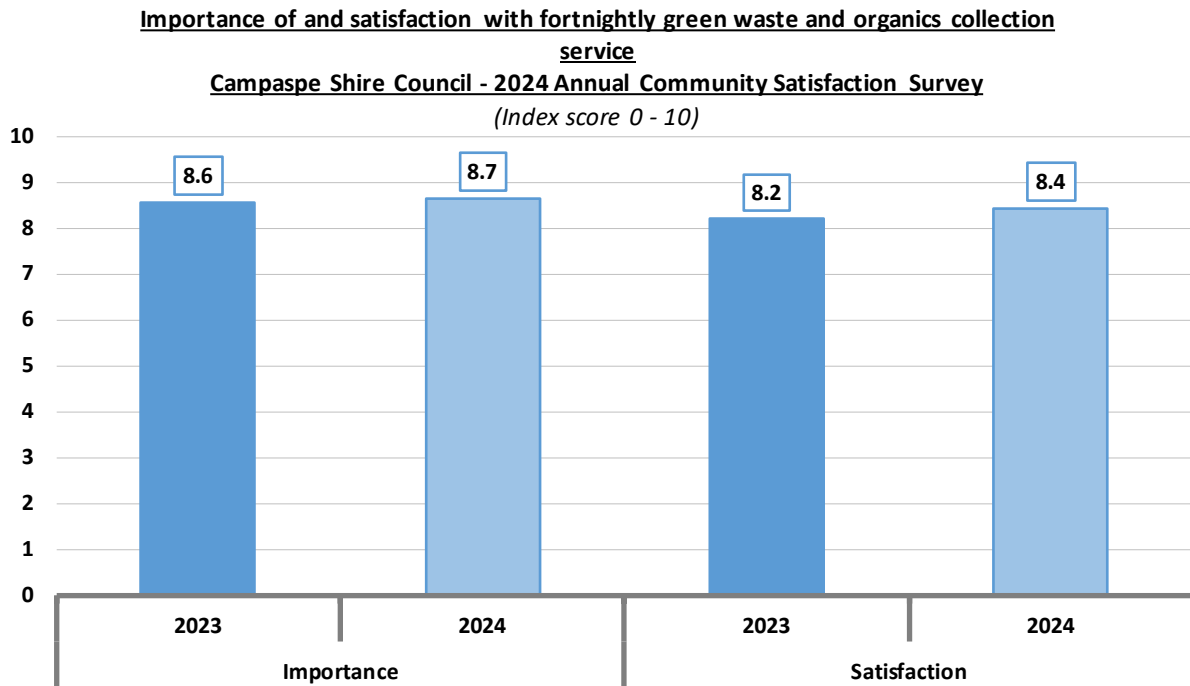
This result ranks the green waste and organics collection 4<sup>th</sup> in terms of satisfaction this year, and one of five that received a satisfaction score measurably higher than the average of all 24 (6.9).

This result comprised 78% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 235 of the 237 respondents (59%) from households who had used these services in the last 12 months.

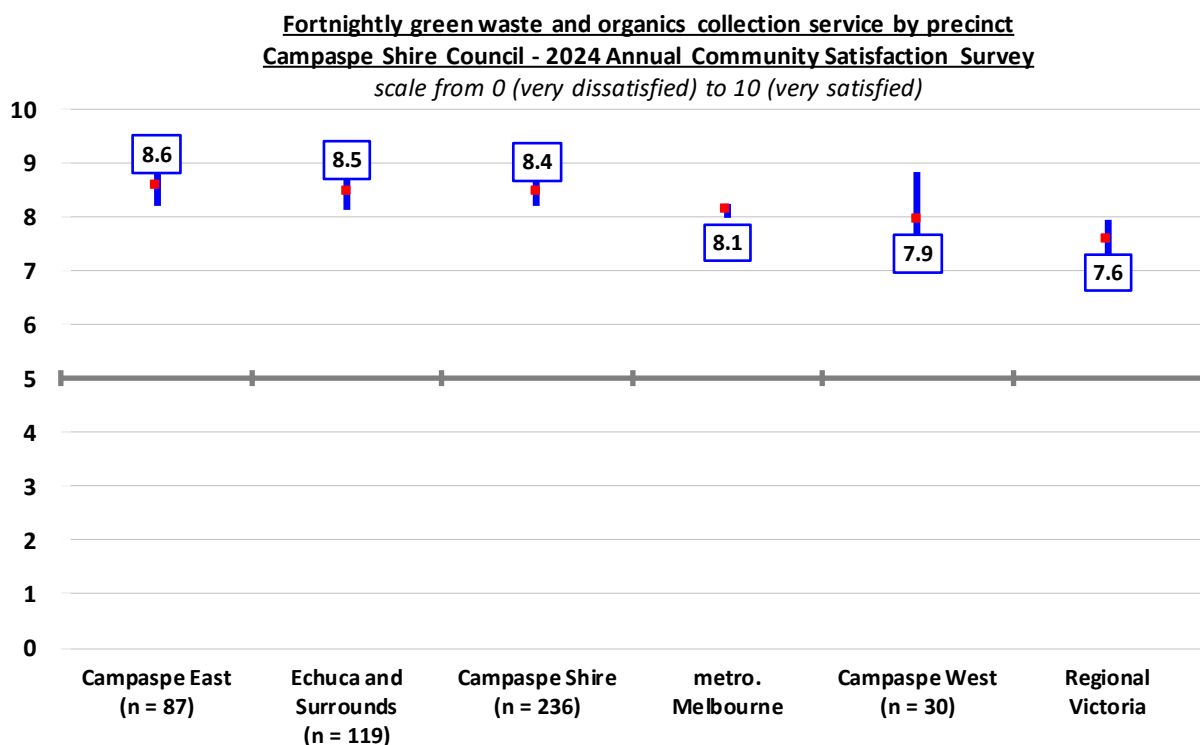
There was no substantive variation in satisfaction observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels, although it was noted that adults (aged 35 to 44 years) were somewhat less satisfied than average, and female respondents were somewhat more satisfied than male respondents.

By way of comparison, satisfaction was measurably and significantly (8%) higher than the regional Victorian average satisfaction with “green waste collection” of 7.6 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.





There was no statistically significant variation in this result observed across the municipality, with respondents from all three precincts rating satisfaction with the green waste and organics collection service at “excellent” levels of more than eight out of 10.



## Waste Transfer Stations / the 'Tip'

The waste transfer station / the tip was the 8<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 9.1 out of 10, and one of nine that were measurably more important than the average of all 24 (8.6).

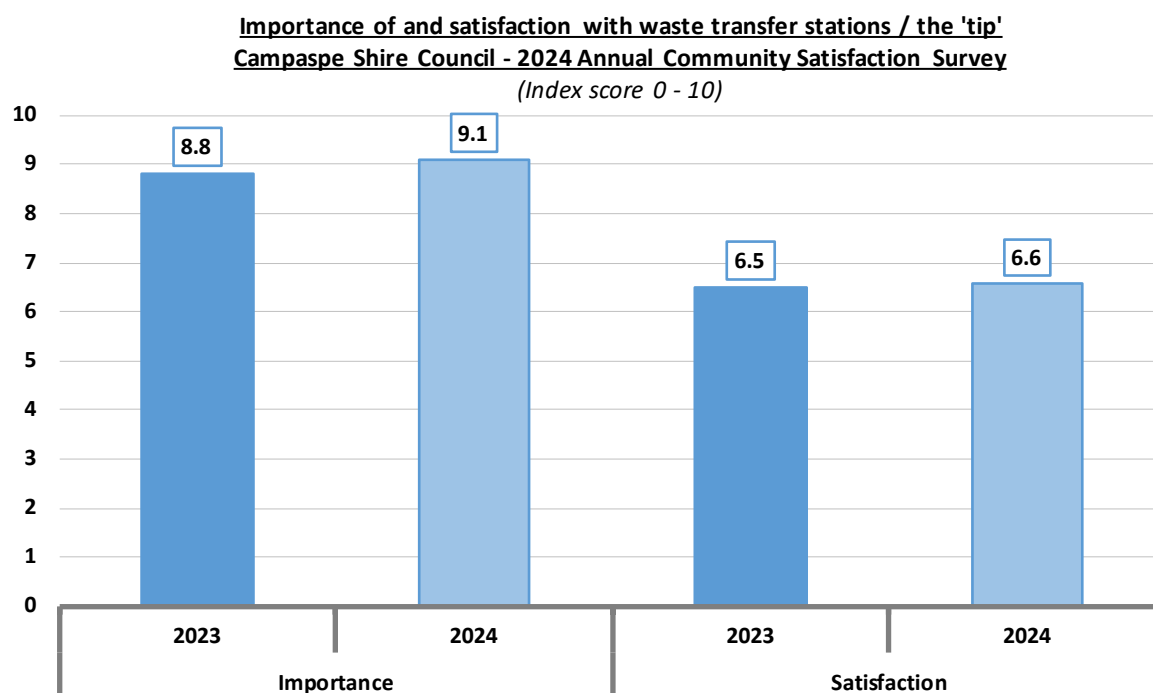
Satisfaction with the waste transfer station increased marginally this year, up one percent to 6.6 out of 10, which remains a “good” level of satisfaction.

This result ranks the waste transfer station 16<sup>th</sup> in terms of satisfaction this year.

This result comprised 46% “very satisfied” and 21% dissatisfied respondents, based on a total sample of 288 of the 289 respondents (72%) from households who had used these services in the last 12 months.

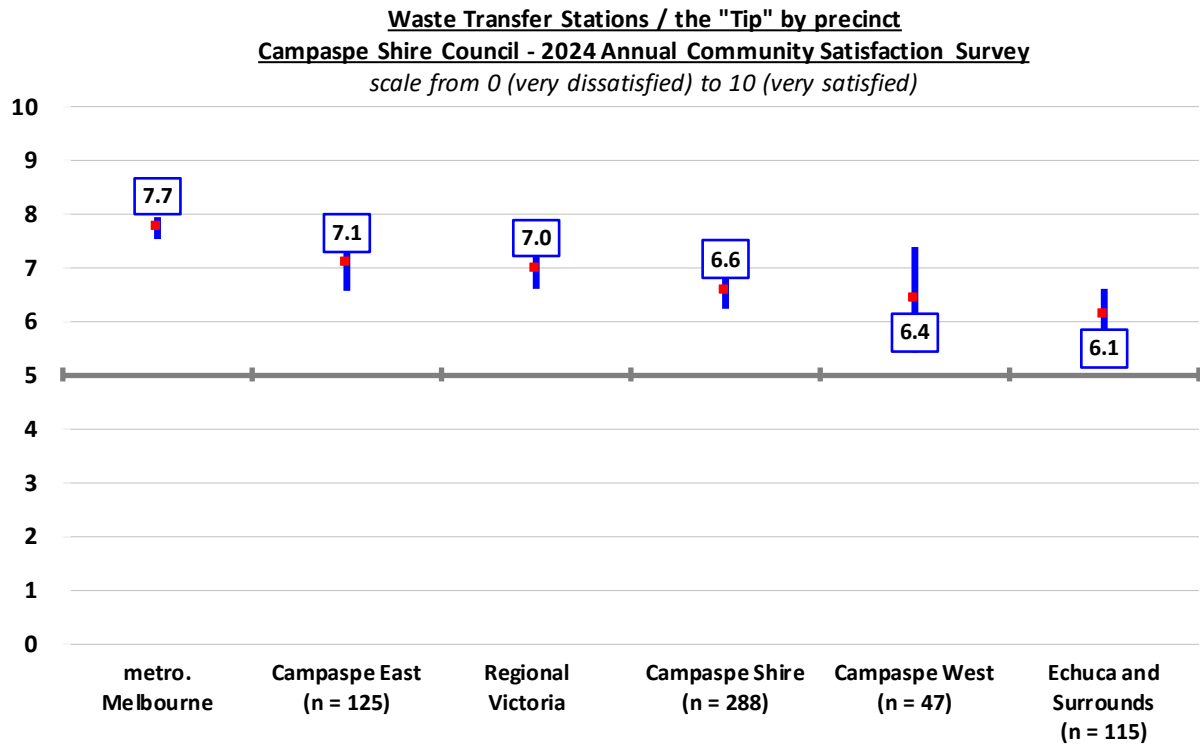
There was some variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) notably less satisfied than average, and respondents from multilingual households notably less satisfied than respondents from English speaking households.

By way of comparison, satisfaction was notably (4%) lower than the regional Victorian average satisfaction with “waste transfer station / the tip” of 7.0 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Echuca and Surrounds were notably less satisfied than average and at a “solid” rather than a “good” level of satisfaction.







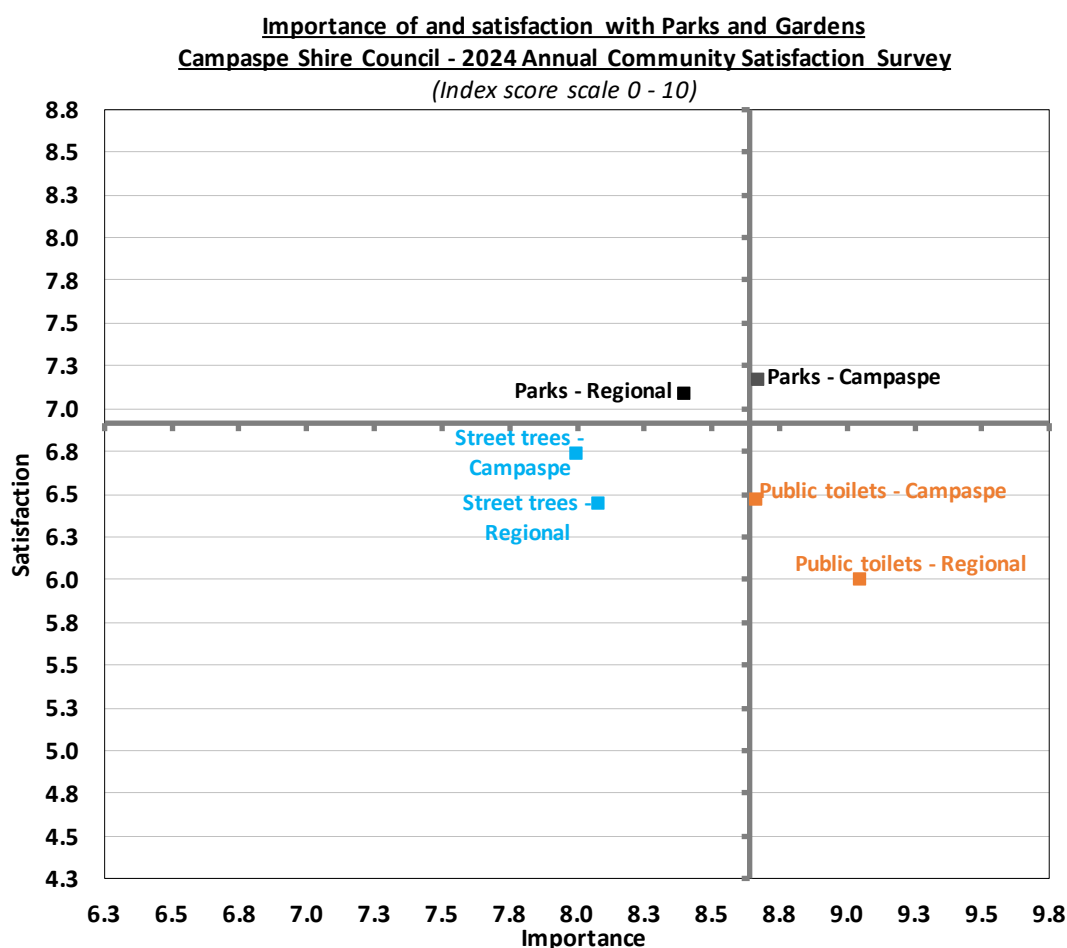
## Parks and Gardens

There were three services and facilities from the Parks and Gardens department of Council included in the 2024 survey as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these services and facilities. The crosshairs represent the average importance and satisfaction of all 24 services and facilities.

It is noted that all three of these services received satisfaction scores marginally to somewhat higher than the regional Victorian averages.

Satisfaction with public toilets, however, was notably lower than the average satisfaction with all 24 services and facilities in Campaspe Shire and was one of the worst performing services and facilities this year, although still receiving a “good” satisfaction score of 6.5 out of 10.



## Provision and maintenance of street trees

The provision and maintenance of street trees was the 21<sup>st</sup> most important of the 24 included services and facilities, with an average importance of 8.0 out of 10, and one of five that were measurably less important than the average of all 24 (8.6).

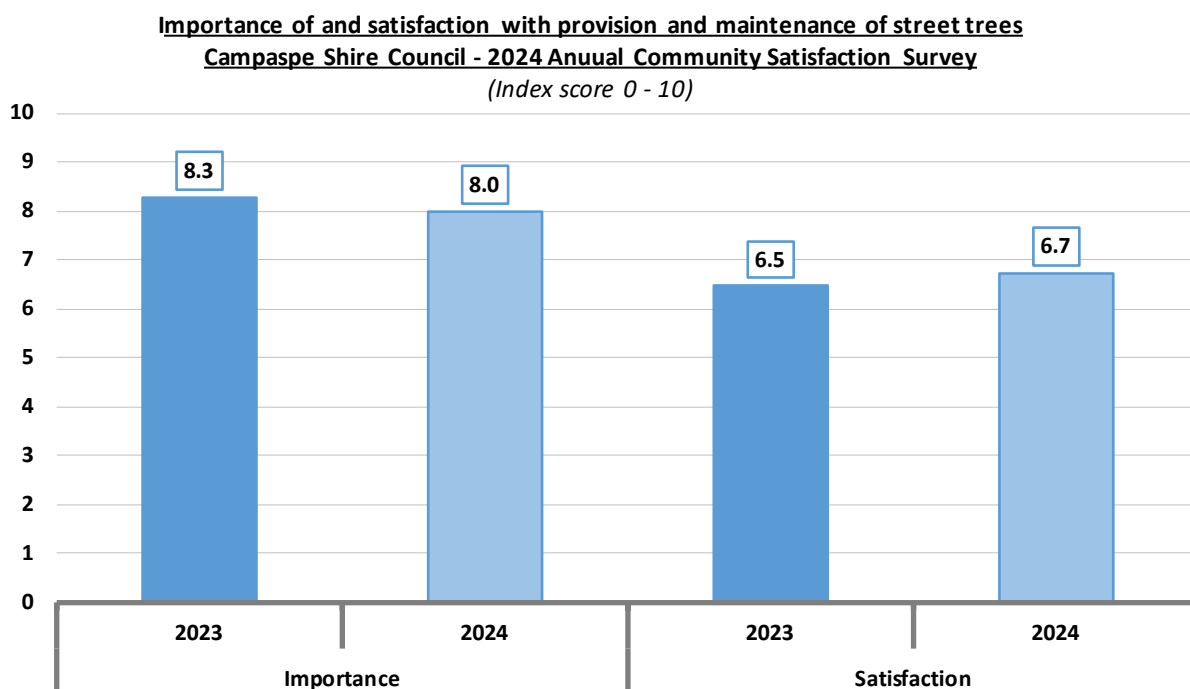
Satisfaction with street trees increased marginally this year, up two percent to 6.7 out of 10, which remains a “good” level of satisfaction.

This result ranks street trees 15<sup>th</sup> in terms of satisfaction this year.

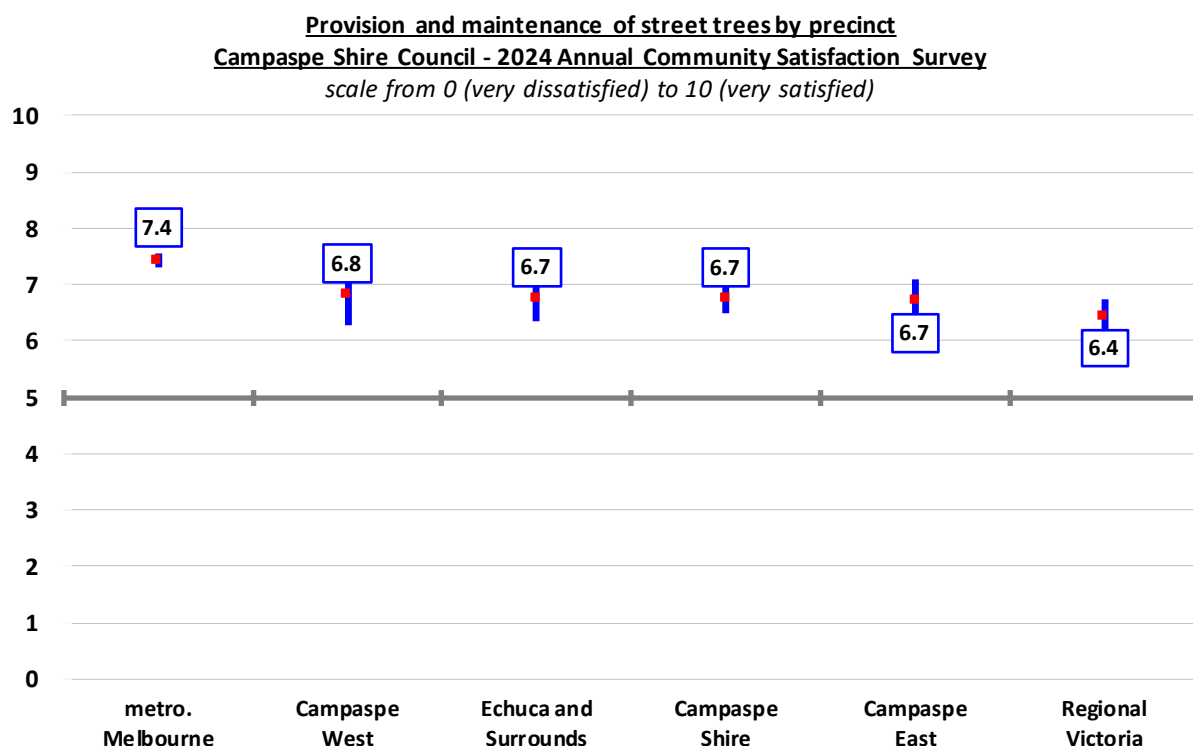
This result comprised 45% “very satisfied” and 16% dissatisfied respondents, based on a total sample of 371 of the 400 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average and older adults (aged 45 to 54 years) notably less satisfied than average. Respondents from English speaking households were notably more satisfied than respondents from multilingual households.

By way of comparison, satisfaction was somewhat (3%) higher than the regional Victorian average satisfaction with “the provision and maintenance of street trees” of 6.4 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



There was no statistically significant variation in satisfaction with street trees observed across the municipality, with respondents from all three precincts rating satisfaction at “good” levels of satisfaction.



## Provision and maintenance of parks, gardens, and open spaces

The provision and maintenance of parks, gardens, and open spaces was the 13<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with parks, gardens, and open spaces increased marginally this year, up three percent to 7.2 out of 10, which remains a “good” level of satisfaction.

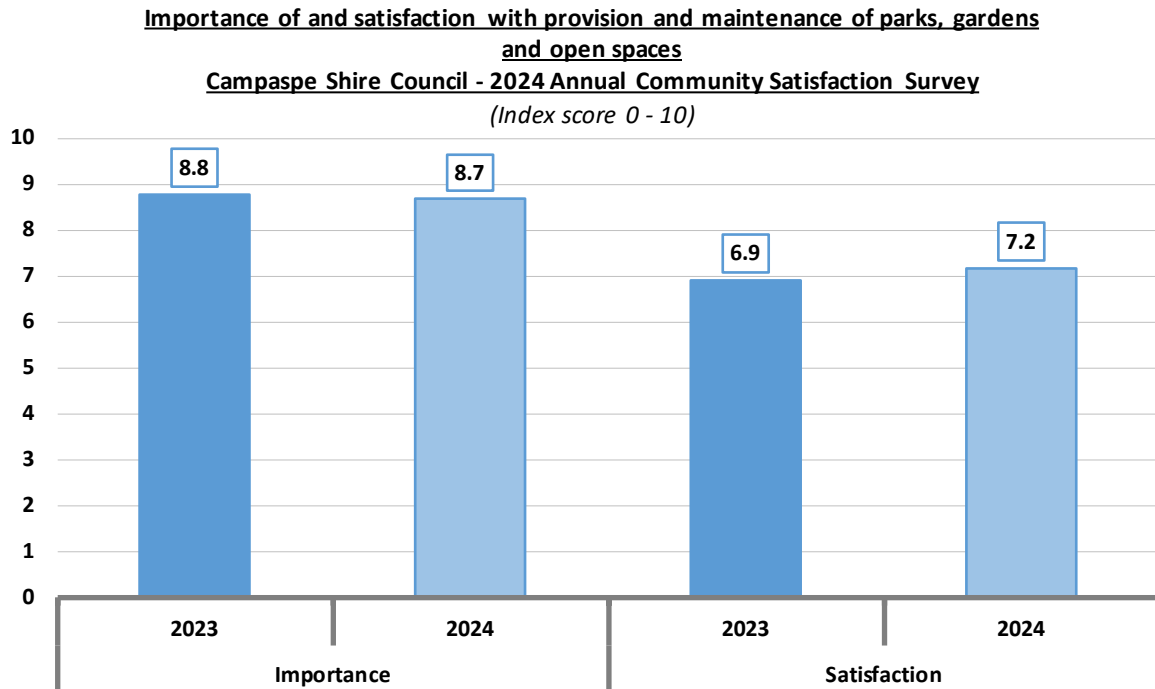
This result ranks parks, gardens, and open spaces 10<sup>th</sup> in terms of satisfaction this year.

This result comprised 55% “very satisfied” and 10% dissatisfied respondents, based on a total sample of 387 of the 400 respondents who provided a satisfaction score this year.

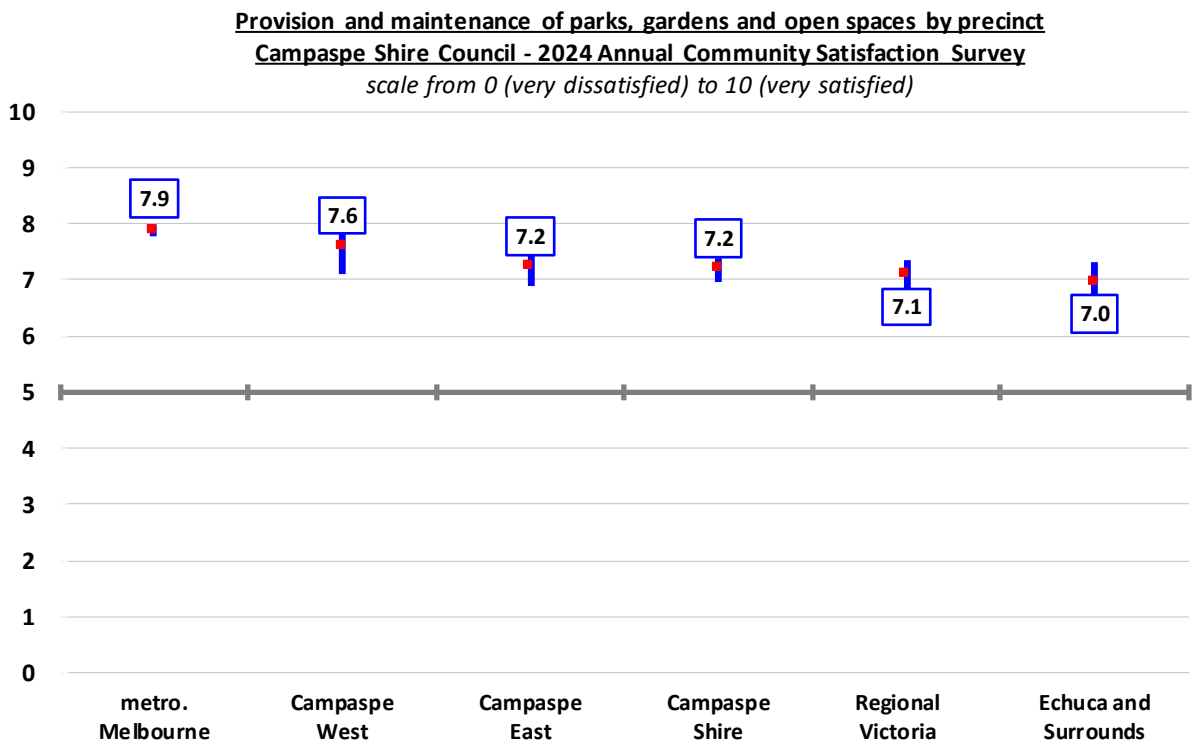
There was no substantive variation in satisfaction observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “good” levels.

By way of comparison, satisfaction was marginally (1%) higher than the regional Victorian average satisfaction with “the provision and maintenance of parks, gardens, and open spaces” of 7.1 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.





There was no statistically significant variation in satisfaction with parks, gardens, and open spaces observed across the municipality, although respondents from Campaspe West rated satisfaction notably higher than average and at a “very good” level of satisfaction.



## Public toilets

Public toilets were the 6<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 9.2 out of 10, and one of nine that were measurably more important than the average of all 24 (8.6).

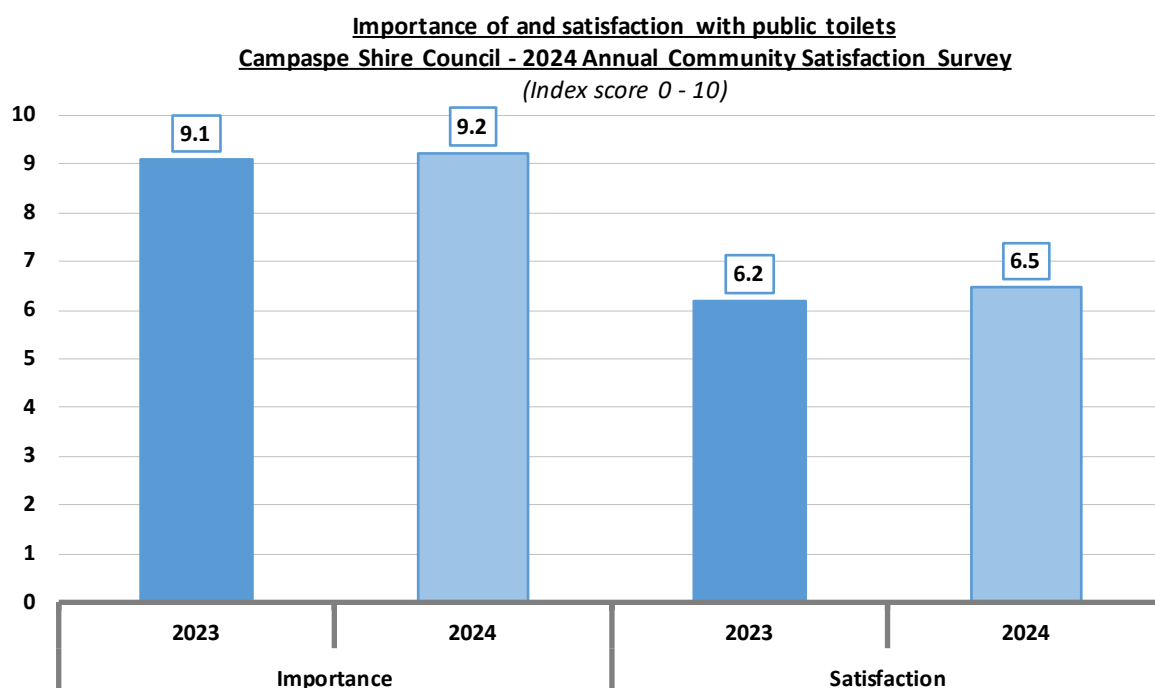
Satisfaction with public toilets increased somewhat this year, up three percent to 6.5 out of 10, which was a “good”, up from a “solid” level of satisfaction.

This result ranks public toilets 19<sup>th</sup> in terms of satisfaction this year.

This result comprised 37% “very satisfied” and 20% dissatisfied respondents, based on a total sample of 275 of the 278 respondents (70%) from households who had used these facilities in the last 12 months.

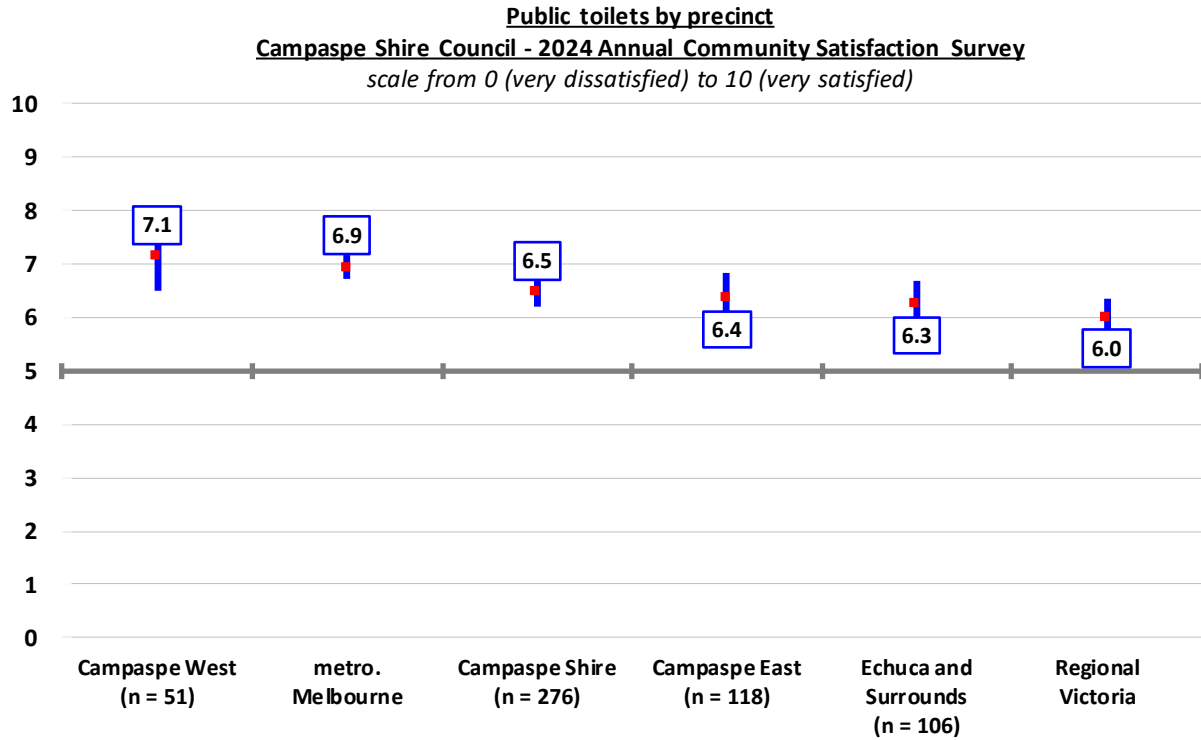
There was some variation in satisfaction observed by respondent profile, with young adults and adults (aged 18 to 44 years) somewhat less, and senior citizens somewhat more satisfied than average. Male respondents were notably more satisfied than females, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction was notably (5%) higher than the regional Victorian average satisfaction with “public toilets” of 6.0 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Campaspe East and Echuca and Surrounds rated satisfaction at “solid” rather than “good” levels of satisfaction.







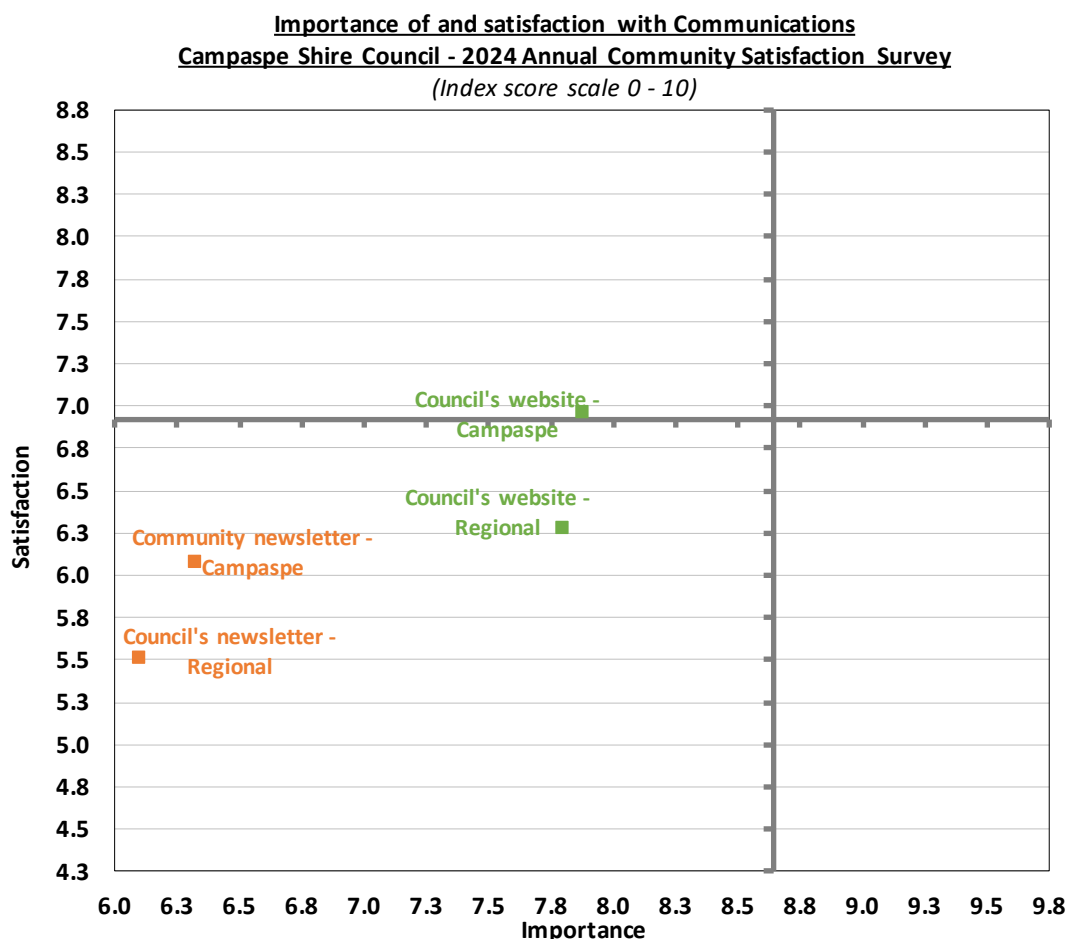
## Communications

There were two services and facilities from the Communications department of Council included in the 2024 survey as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these services and facilities. The crosshairs represent the average importance and satisfaction of all 24 services and facilities.

Both the communication services were of lower-than-average importance, which was consistent with results observed elsewhere.

Satisfaction with both these services was also lower than average, although both recorded satisfaction scores somewhat higher than the regional Victorian average.



### The *Campaspe Times* community newsletter

The *Campaspe Times* was the least important of the 24 included services and facilities, with an average importance of 6.3 out of 10, and one of five that were measurably less important than the average of all 24 (8.6).



Metropolis Research notes the unusually large decline in importance for this publication this year. This result, however, was consistent with the regional Victorian average importance for the council regular printed newsletter of 6.1 out of 10.

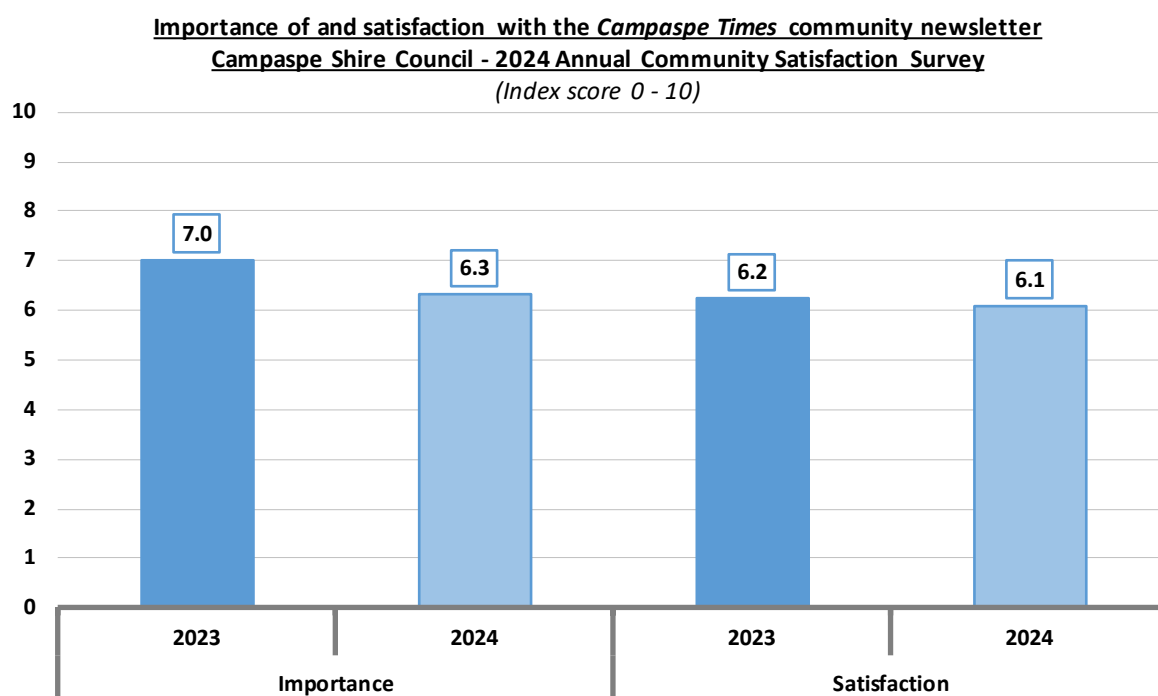
Satisfaction with the *Campaspe Times* declined marginally this year, down two percent to 6.1 out of 10, which remains a “solid” level of satisfaction.

This result ranks the *Campaspe Times* 20<sup>th</sup> in terms of satisfaction this year, and one of five that received a satisfaction score measurably lower than the average of all 24 (6.9).

This result comprised 35% “very satisfied” and 22% dissatisfied respondents, based on a total sample of 330 of the 400 respondents who provided a satisfaction score this year.

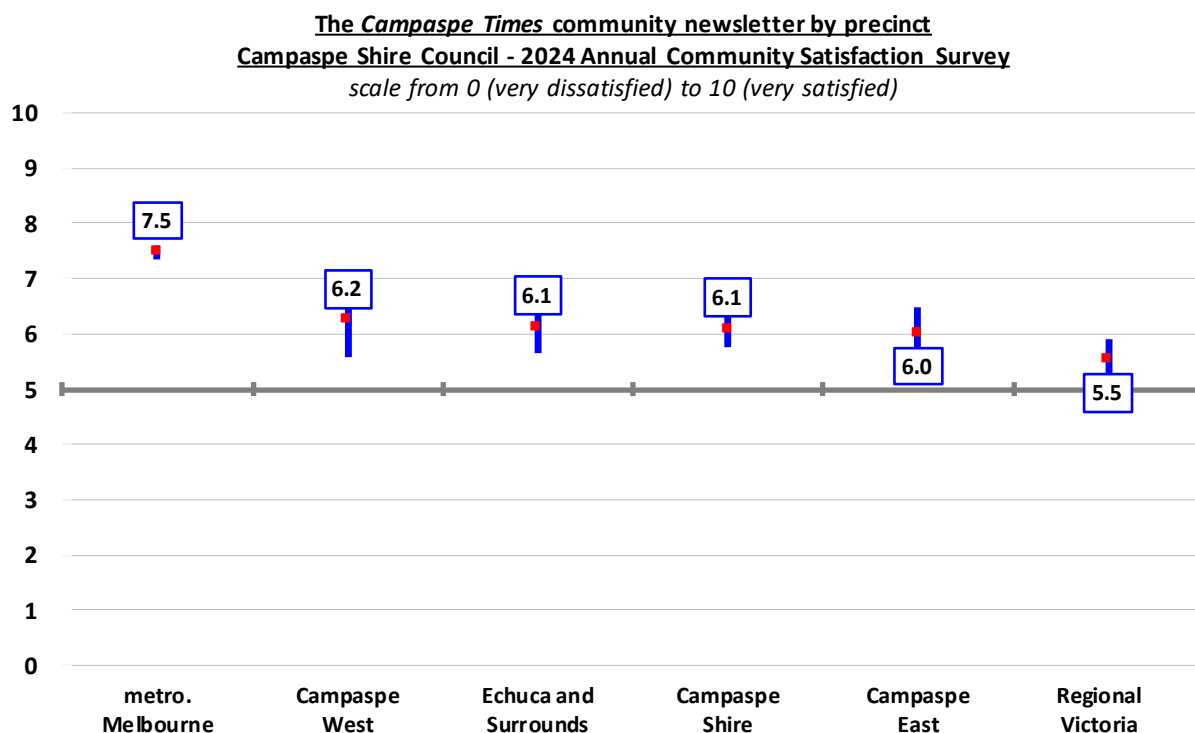
There was some variation in satisfaction observed by respondent profile, with adults and middle-aged adults (aged 35 to 54 years) notably less satisfied, and senior citizens notably more satisfied than average. Female respondents were notably more satisfied than males, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction was notably (5%) higher than the regional Victorian average satisfaction with “Council’s regular printed newsletter” of 5.5 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



There was no statistically significant variation in satisfaction with the *Campaspe Times* observed across the municipality, with respondents from all three precincts rating satisfaction at “solid” levels.





## Council's website

The Council website was the 22<sup>nd</sup> most important of the 24 included services and facilities, with an average importance of 7.9 out of 10, and one of five that were measurably less important than the average of all 24 (8.6).

Satisfaction with the website increased notably this year, up four percent to 7.0 out of 10, which remains a “good” level of satisfaction.

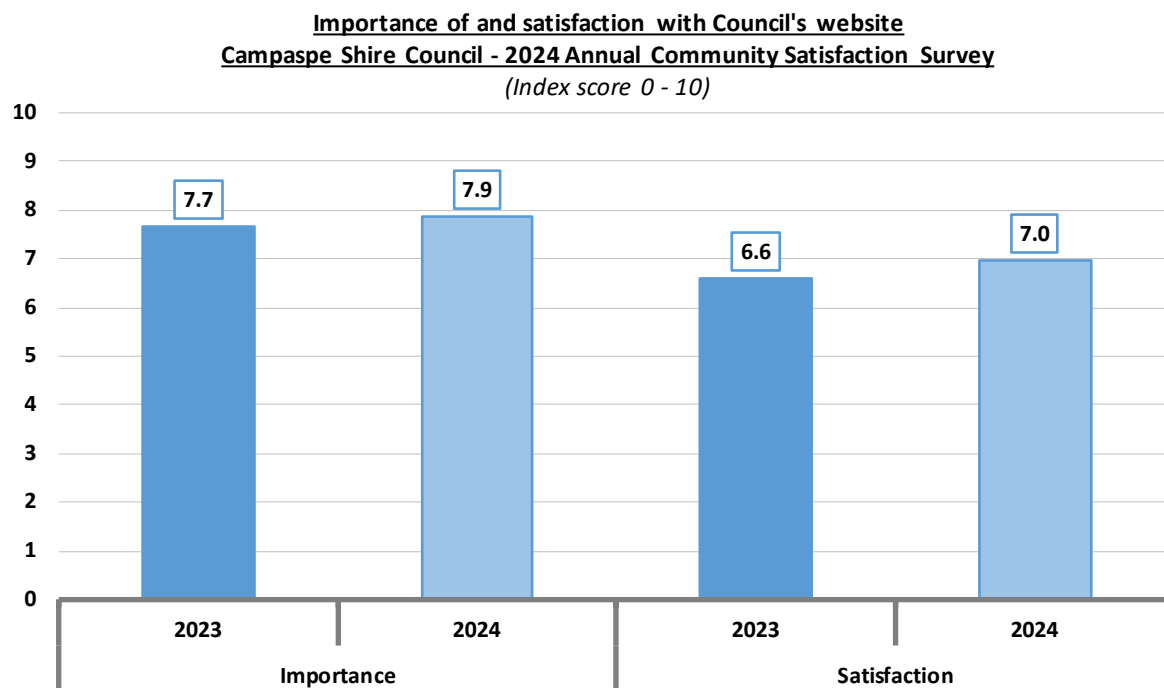
This result ranks the website 12<sup>th</sup> in terms of satisfaction this year.

This result comprised 49% “very satisfied” and 14% dissatisfied respondents, based on a total sample of 174 of the 174 respondents (44%) from households who had used the website in the last 12 months.

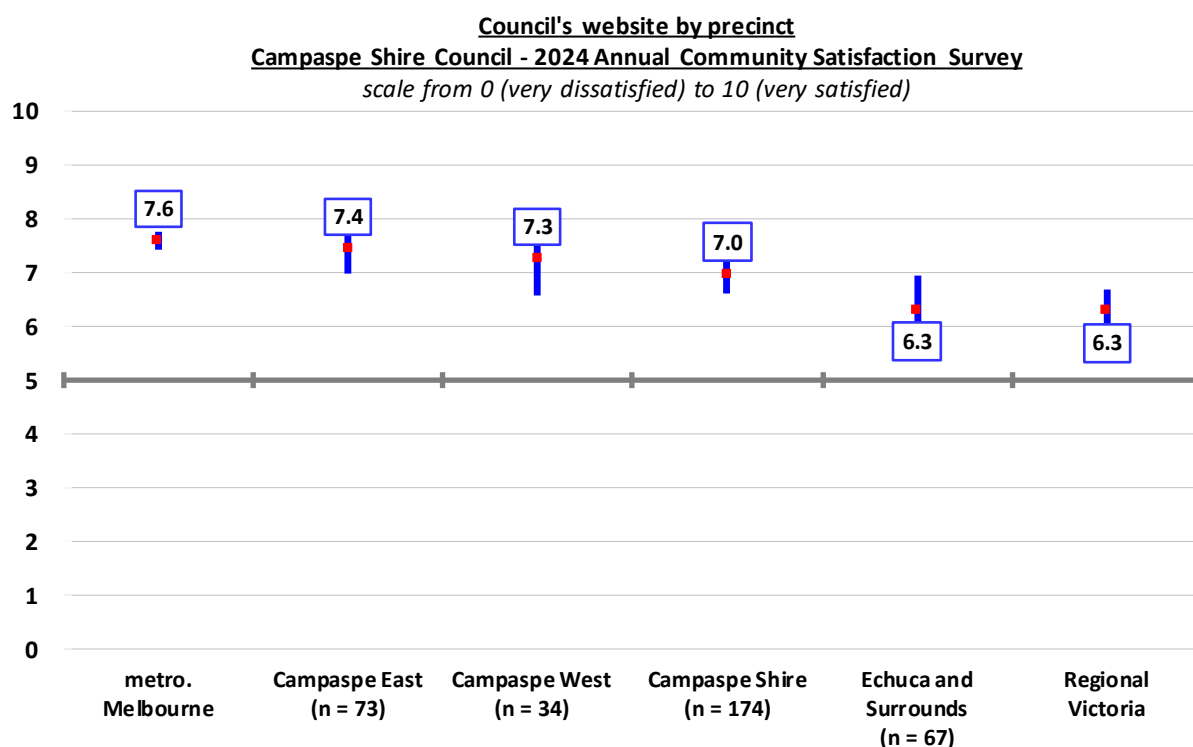
There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average, and respondents from English speaking households notably more satisfied than respondents from multilingual households.

By way of comparison, satisfaction was measurably (7%) higher than the regional Victorian average satisfaction with “Council’s website” of 6.3 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.





Whilst there was no statistically significant variation in satisfaction with the website observed across the municipality, respondents from Echuca and Surrounds were somewhat less satisfied than average and at a “solid” rather than a “good” level.



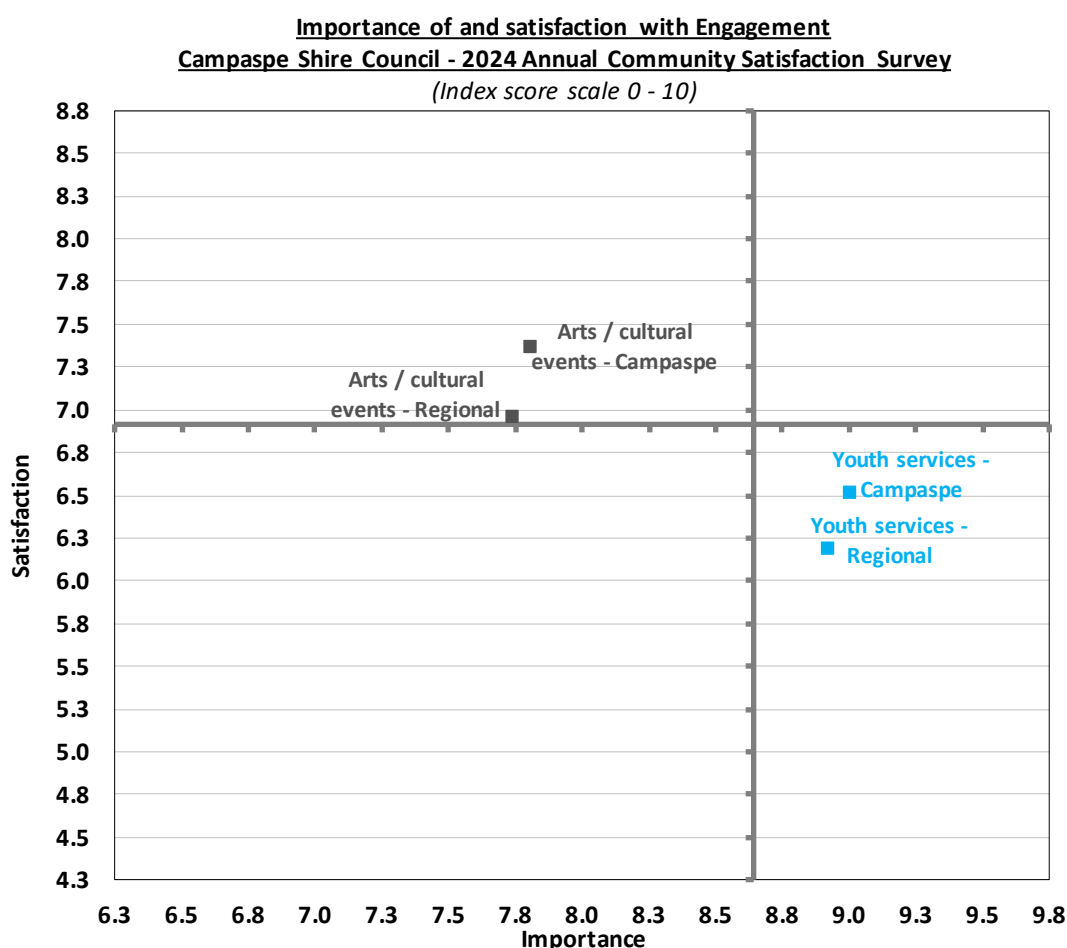
## Engagement

There were two services and facilities from the Engagement department of Council included in the 2024 survey as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these services and facilities. The crosshairs represent the average importance and satisfaction of all 24 services and facilities.

Both engagement services received marginally higher satisfaction scores in Campaspe Shire than the regional Victorian average, although satisfaction with youth services was lower than the Campaspe average satisfaction with all services and facilities (6.9).

It is noted that arts and cultural events were of lower-than-average importance, which was consistent with results observed elsewhere over many years. These services are always considered less important than services like community services and kerbside collections, although it is important to note that they are still important nonetheless (7.8 out of 10).



## Services for youth

Services for youth were the 9<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 9.0 out of 10, and one of nine that were measurably more important than the average of all 24 (8.6).

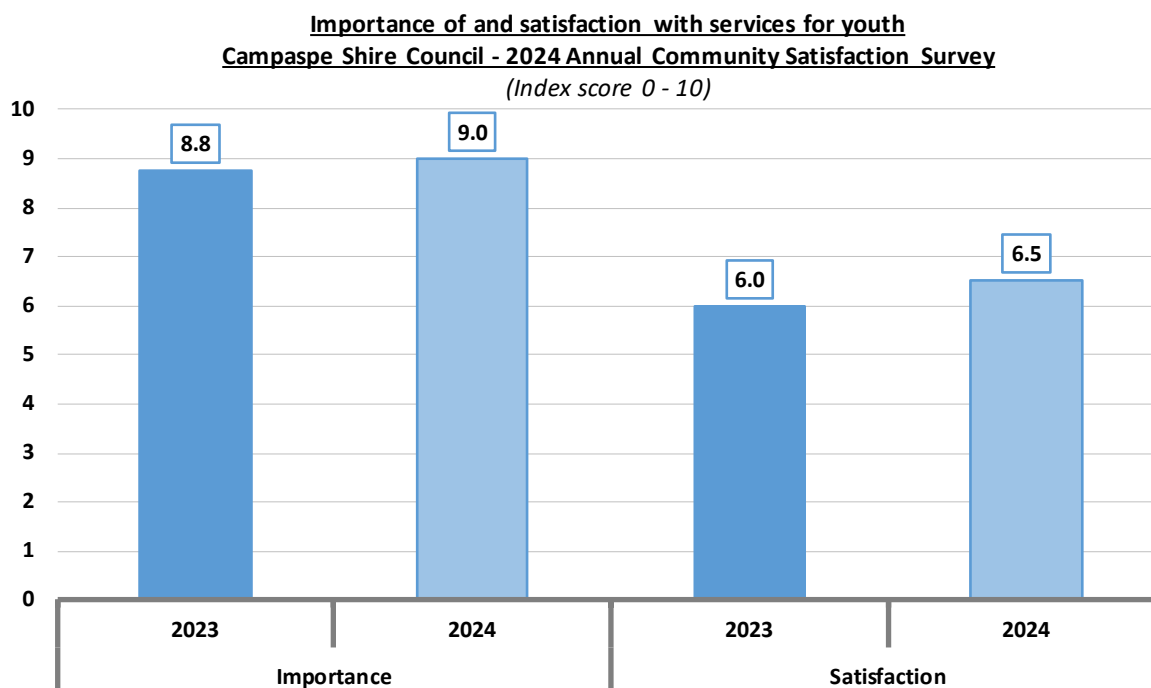
Satisfaction with services for youth increased notably this year, up five percent to 6.5 out of 10, which was a “good”, up from a “solid” level of satisfaction.

This result ranks services for youth 17<sup>th</sup> in terms of satisfaction this year.

This result comprised 33% “very satisfied” and 16% dissatisfied respondents, based on a total sample of 29 of the 30 respondents (8%) from households who had used the website in the last 12 months.

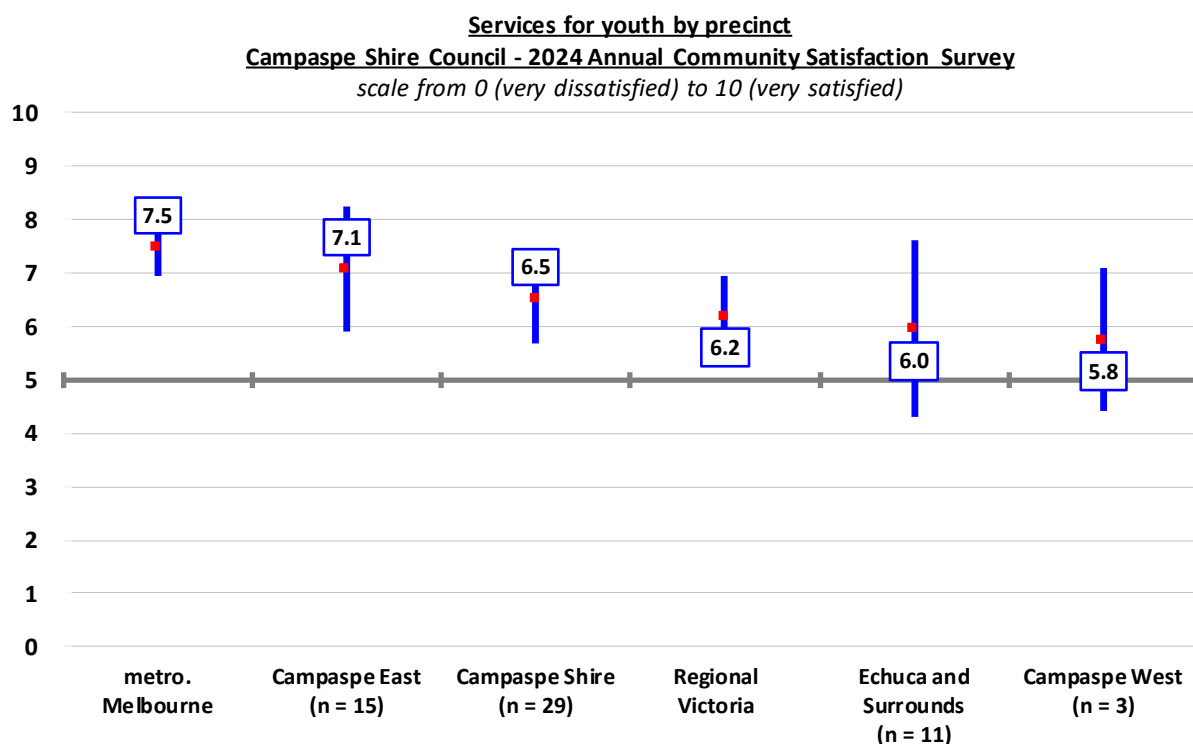
Given the small sample size of just 29 respondents, there was no meaningful variation in satisfaction observed by respondent profile.

By way of comparison, satisfaction was somewhat (3%) higher than the regional Victorian average satisfaction with “services for youth” of 6.2 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



Given the small sample size of just 29 respondents, there was no meaningful variation in satisfaction observed across the municipality.





## Arts and cultural events, programs, and activities

Arts and cultural events, programs, and activities were the 23<sup>rd</sup> most important of the 24 included services and facilities, with an average importance of 7.8 out of 10, and one of five that were measurably less important than the average of all 24 (8.6).

Satisfaction with arts and cultural events, programs, and activities increased somewhat this year, up three percent to 7.4 out of 10, which was a “good” level of satisfaction.

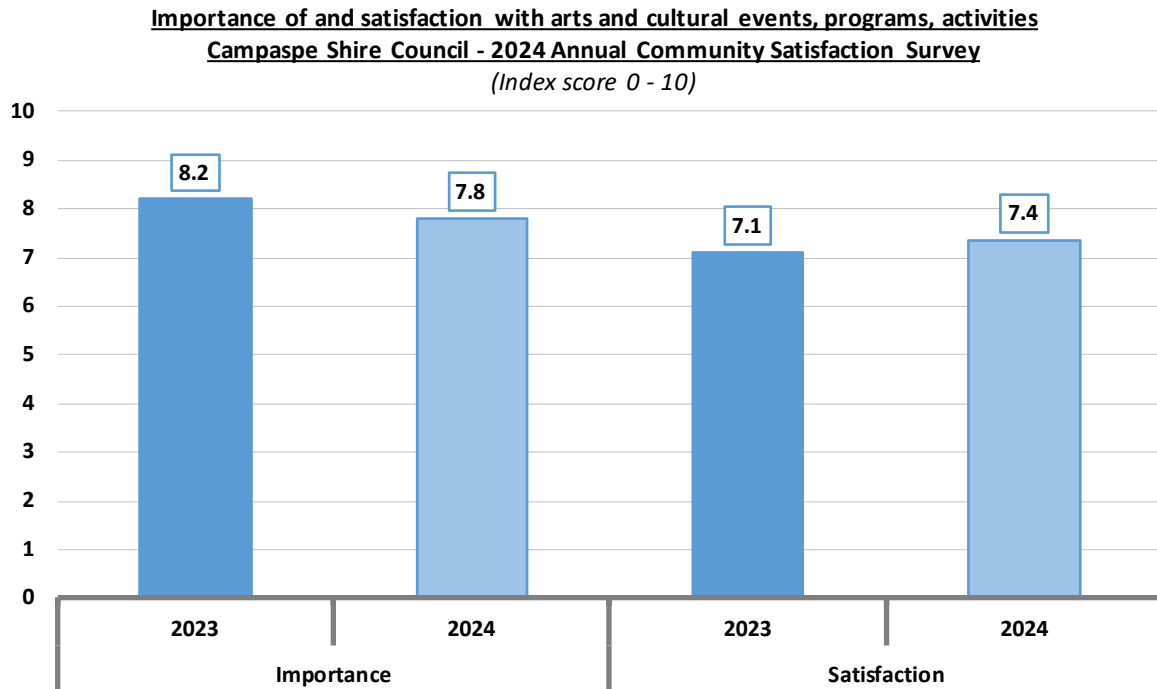
This result ranks these services 8<sup>th</sup> in terms of satisfaction this year.

This result comprised 56% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 129 of the 131 respondents (33%) from households who had used the website in the last 12 months.

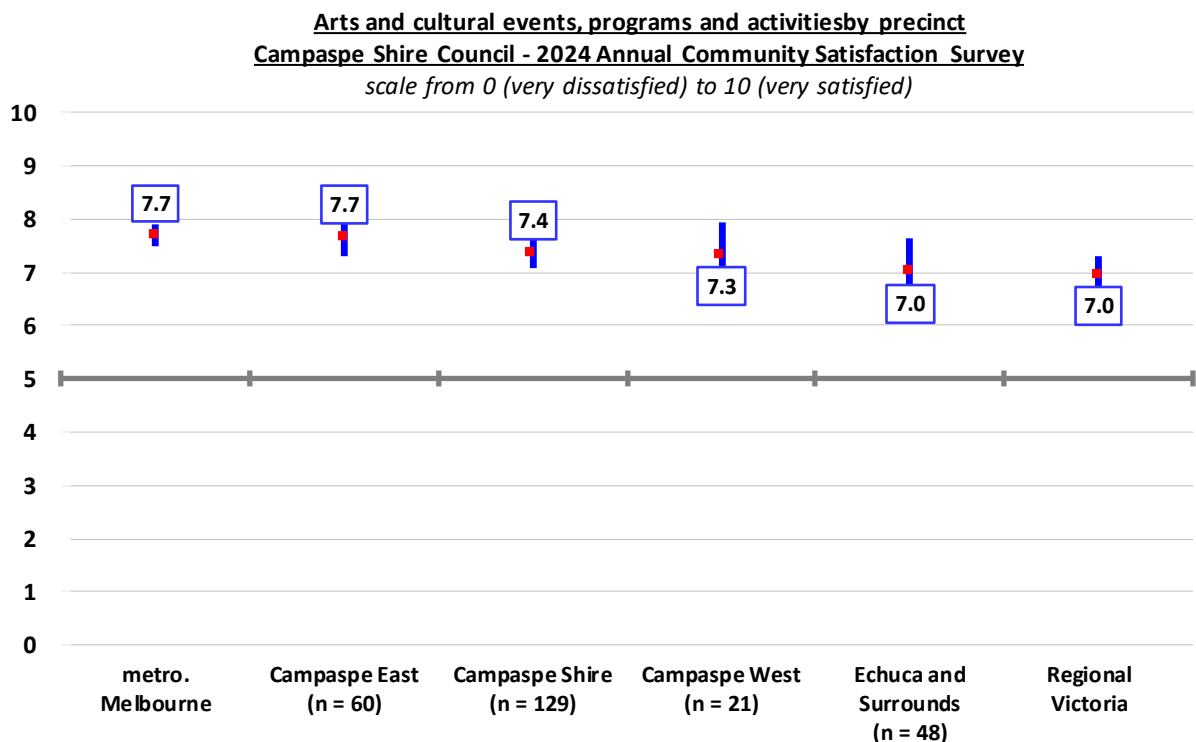
There was some variation in this result observed by respondent profile, with adults (aged 35 to 44 years) notably less satisfied and senior citizens (aged 75 years and over) notably more satisfied than average. Respondents from English speaking households were notably more satisfied than respondents from multilingual households.

By way of comparison, satisfaction was notably (4%) higher than the regional Victorian average satisfaction with “arts and cultural events, programs, and activities” of 7.0 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.





There was no statistically significant variation in satisfaction observed across the municipality, although it is noted that 60 respondents from Campaspe East were somewhat more satisfied and at a “very good” rather than a “good” level of satisfaction.



## Works

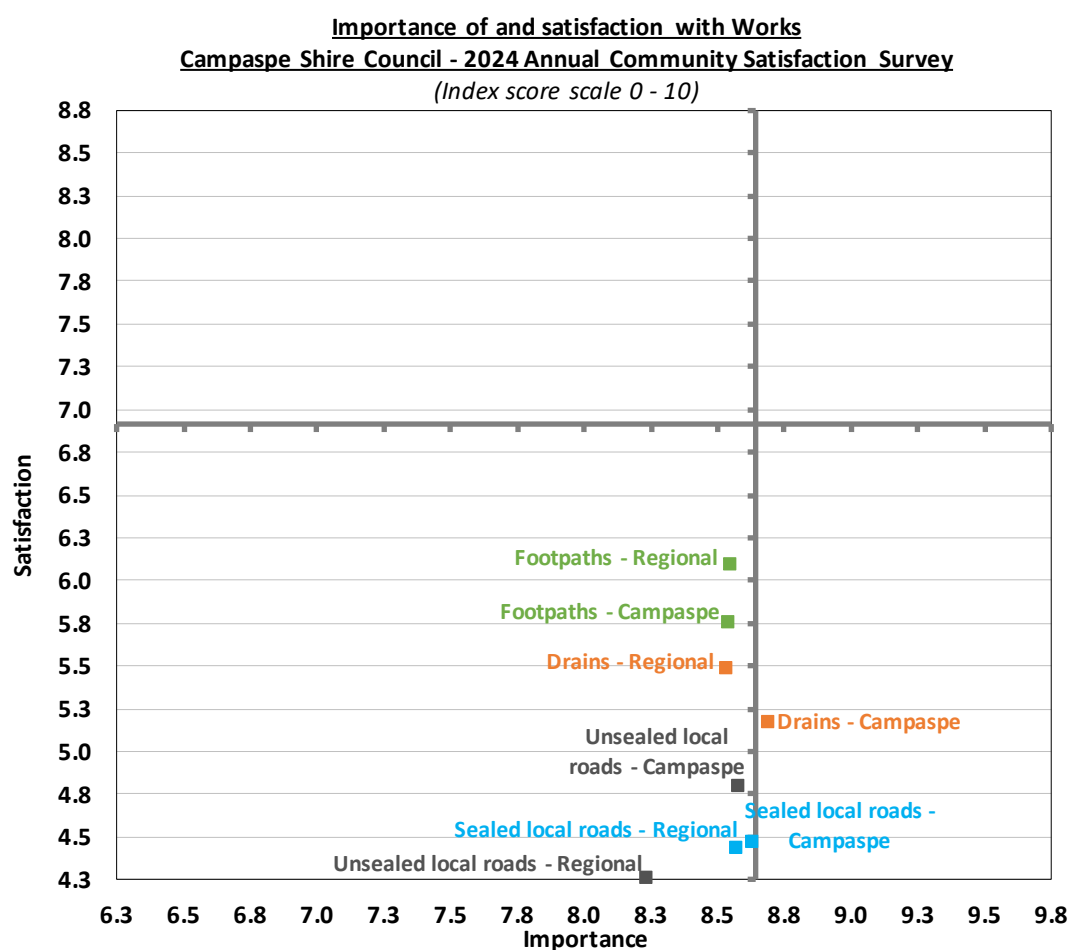
There were four services and facilities from the Works department of Council included in the 2024 survey as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these services and facilities. The crosshairs represent the average importance and satisfaction of all 24 services and facilities.

All these services and facilities were of approximately average importance, consistent with the regional Victorian average.

All four of the Works department services and facilities received significantly lower than average satisfaction scores, varying from “solid” for footpaths to “extremely poor” for sealed and unsealed local roads.

Metropolis Research notes, however, that satisfaction with sealed and unsealed local roads as well as footpaths were all marginally higher in the Campaspe Shire than the regional Victorian average. Satisfaction with drains maintenance and repairs, however, was somewhat (3%) lower than the regional Victorian average.



## Maintenance and repair of sealed local roads

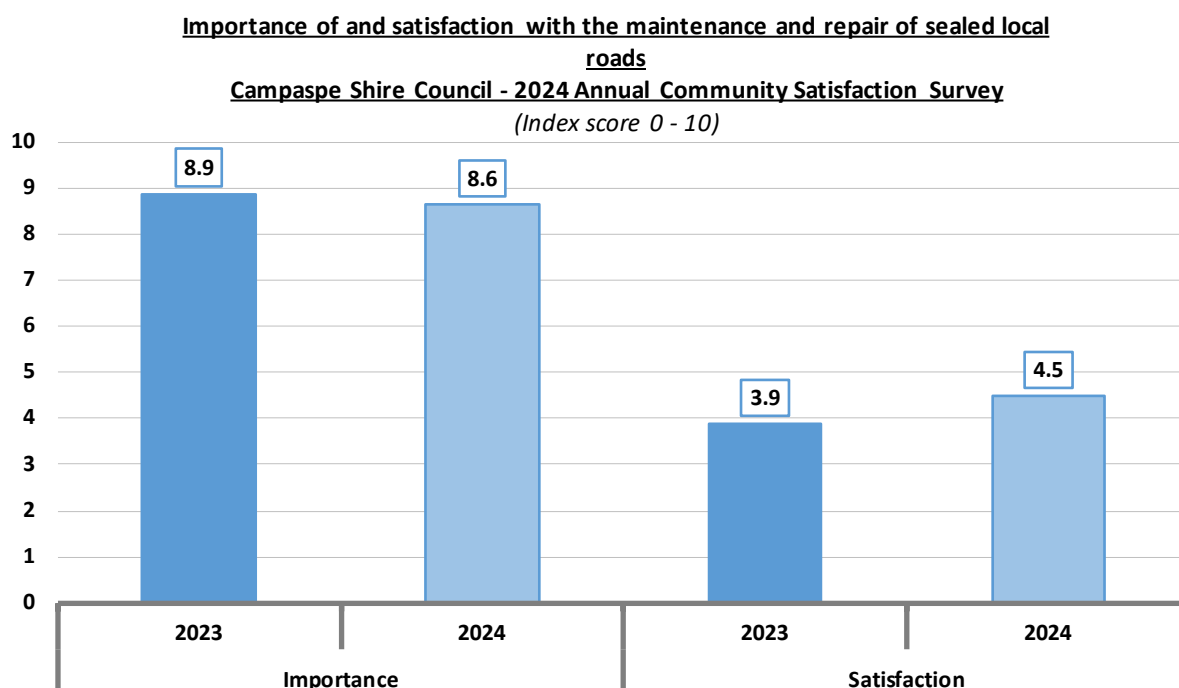
The maintenance and repair of sealed local roads was the 15<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with sealed local roads increased measurably this year, up six percent to 4.5 out of 10, although it remains at an “extremely poor” level.

Despite this measurable improvement in satisfaction this year, this result ranks sealed local roads last (24<sup>th</sup>) in terms of satisfaction this year, and one of five that recorded a satisfaction score measurably lower than the average of all 24 (6.9).

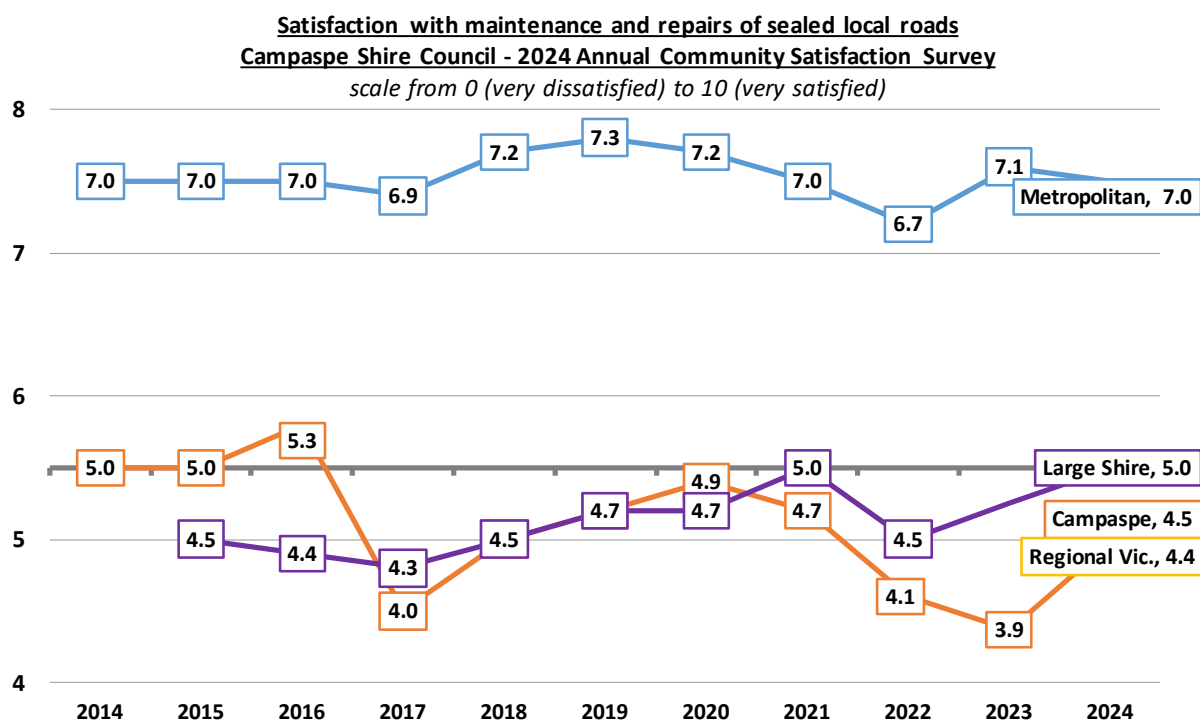
This result comprised just 13% “very satisfied” and 46% dissatisfied respondents, based on a total sample of 398 of the 400 respondents who provided a satisfaction score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) somewhat more satisfied than average although still at “very poor” levels.

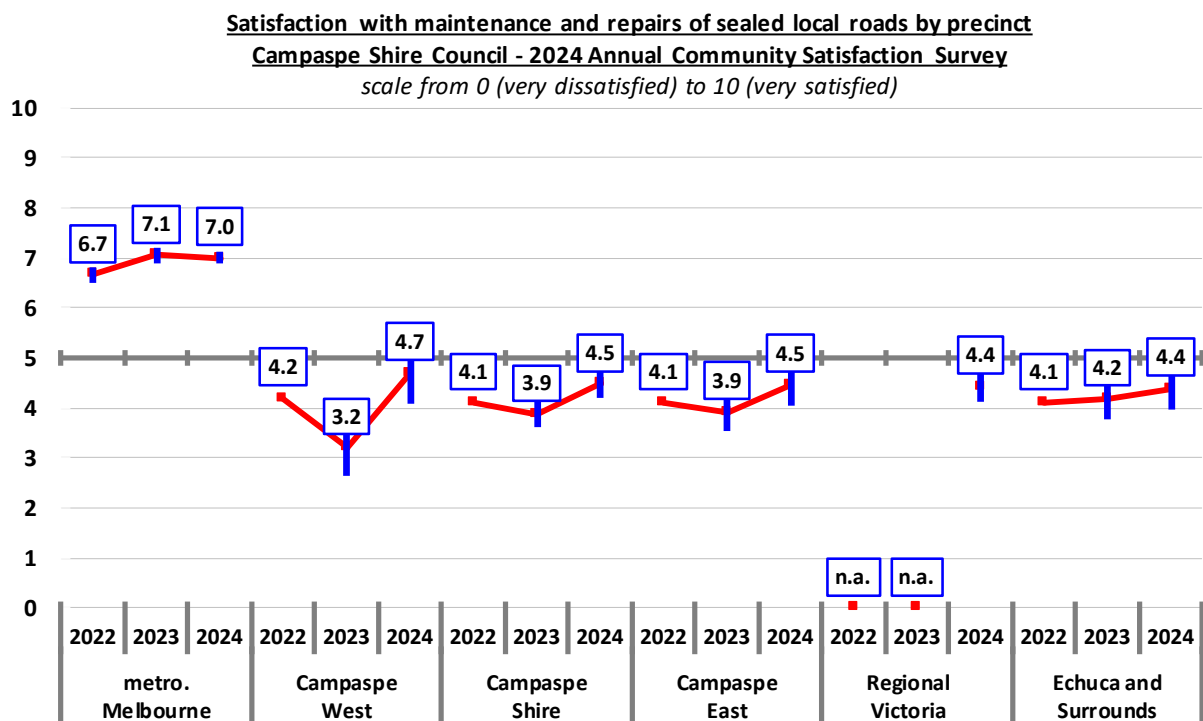


By way of comparison, satisfaction was marginally (1%) higher than the regional Victorian average satisfaction with “the maintenance and repair of sealed local roads” of 4.4 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.

Satisfaction with the maintenance and repair of sealed local roads in 2024 was almost identical to the long-term average satisfaction since 2014 of 4.6 out of 10.



There was no statistically significant variation in this result observed across the municipality, with respondents from all three precincts rating satisfaction at “extremely poor” levels of less than five out of 10.



## Maintenance and repair of unsealed local roads

The maintenance and repair of unsealed local roads was the 16<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 8.6 out of 10.

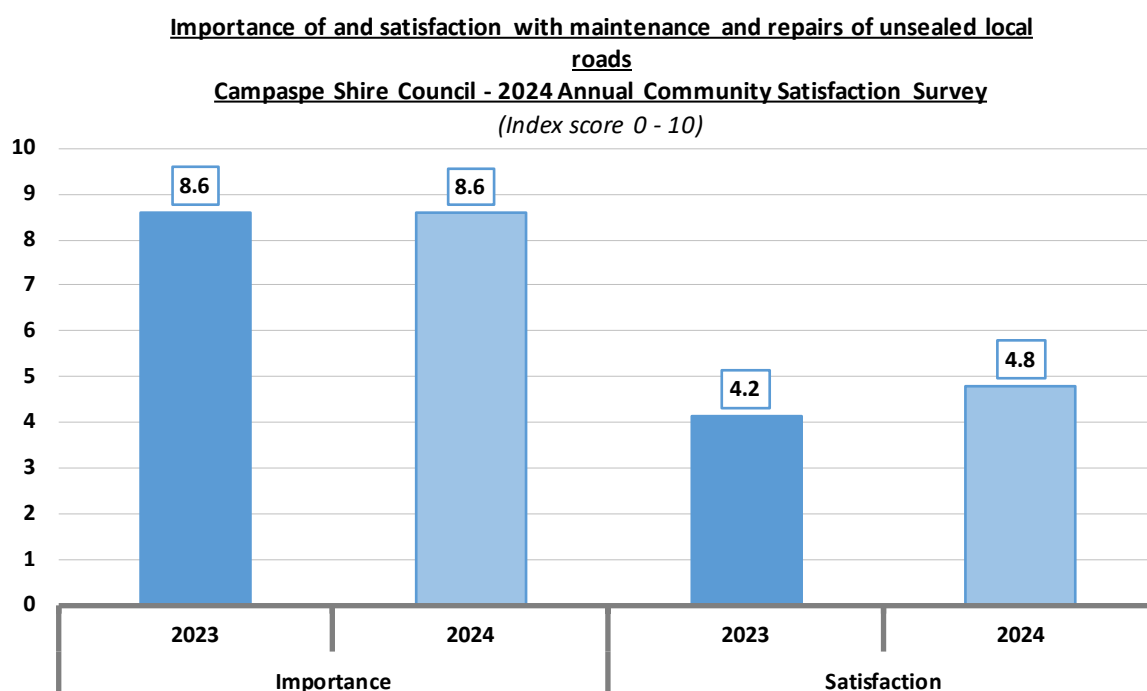
Satisfaction with unsealed local roads increased measurably this year, up six percent to 4.8 out of 10, although it remains at an “extremely poor” level.

Despite this measurable improvement in satisfaction this year, this result ranks unsealed local roads 23<sup>rd</sup> in terms of satisfaction this year, and one of five that recorded a satisfaction score measurably lower than the average of all 24 (6.9).

This result comprised 17% “very satisfied” and 41% dissatisfied respondents, based on a total sample of 360 of the 400 respondents who provided a satisfaction score this year.

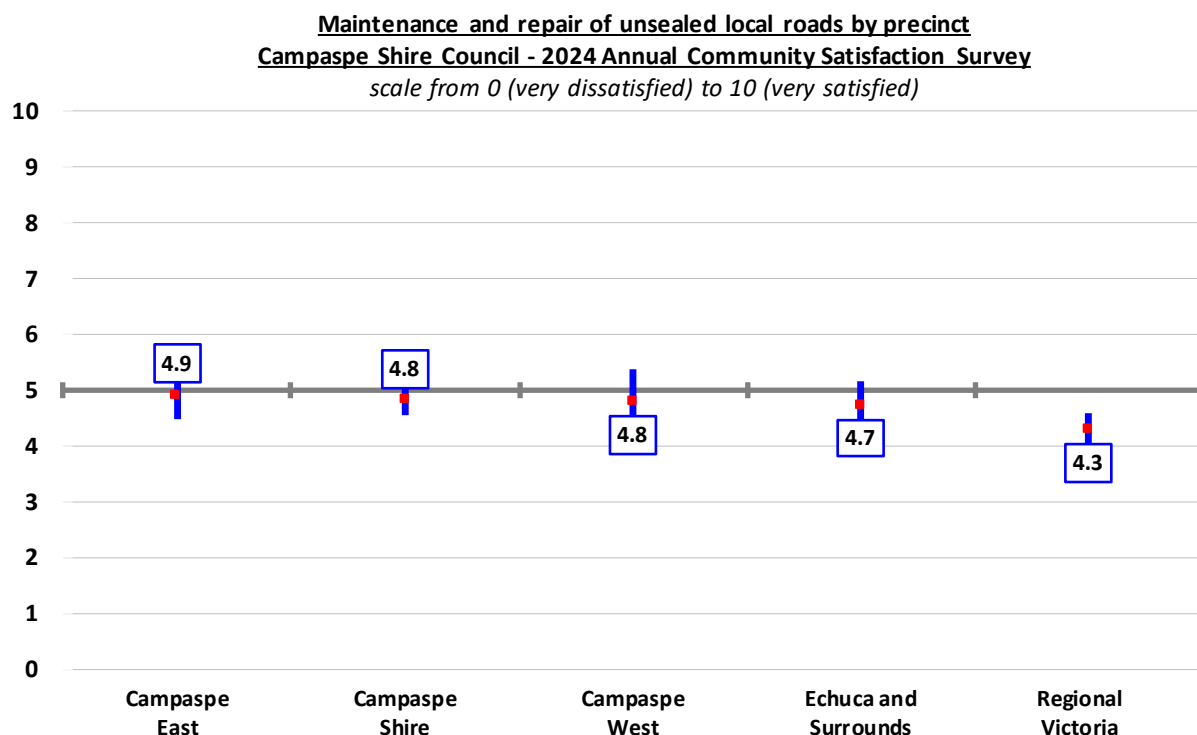
There was some variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) notably less satisfied than average and senior citizens (aged 75 years and over) notably more satisfied than average although still at a “poor” level.

By way of comparison, satisfaction was notably (5%) higher than the regional Victorian average satisfaction with “the maintenance and repair of unsealed local roads” of 4.3 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



There was no statistically significant variation in this result observed across the municipality, with respondents from all three precincts rating satisfaction at “extremely poor” levels of less than five out of 10.





### ***Reasons for dissatisfaction with the maintenance and repair of local roads***

The following table outlines the 71 reasons for dissatisfaction and 207 locations of concern in relation to sealed and unsealed local roads.

Most of the comments were related to the perception that the roads were not adequately maintained, including potholes and similar issues.

There were a significant number of individual streets, roads, and highways identified as of concern to respondents, from across the municipality.

It is important to note that many of these roads were the responsibility of the state government rather than the Campaspe Shire Council. This is important as it highlights the fact that the low level of satisfaction with the maintenance and repair of sealed local roads must be read in terms of community satisfaction with all local roads, rather than just those managed by Council.

### **Reasons for dissatisfaction with maintenance and repairs of sealed local roads**

#### **Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**

*(Number of responses)*

Reason	Number
All of them / all bad	7
Lots of potholes	6

The roads are really bad / not good	5
All the gravel roads	3
Nothing seems to happen	3
They are not maintaining them / very little maintenance	3
All over Campaspe Shire	2
In general, they are bad	2
The roads don't get repaired	2
After the floods, the roads haven't been repaired since then	1
Completely broken down. Many roads in Campaspe are bad	1
Some are worse	1
I can't name the roads. Maybe near Kyabram	1
In general, east side roads are bad	1
In general half of the roads are bad	1
In general, they are ridiculous and need improvements after the floods	1
Intersection of roads	1
It takes 6 months to repair a single pothole	1
It takes a long time for them to get back to it	1
Just don't think roads are good enough	1
Live on a dead road. They don't repair them good enough	1
Lot of roads need a road. Kyabram and Echuca. Lots of money spent on it but in surrounding areas don't spend much money on them	1
Lots of potholes. They put up a sign instead of repairing them	1
Main highways going in and out of town have potholes	1
Major highways	1
Many roads	1
Most roads around Rochester	1
Most roads between Kyabram and Echuca	1
Most roads in Rushworth have potholes and gravel	1
Mostly main roads	1
Not now	1
Not very good at all	1
Nothing gets done, everything	1
Plenty	1
Potholes and the drains on roads are not cleaned. Service roads as well	1
Roads near hospitals	1
Roads with gravel covering need maintenance	1
Some of the street roads in Echuca Central are not maintained	1
The roads overall in VIC are just okay	1
There are some roads which are a bit rough	1
There are back roads with bitumen	1
They do certain streets, but they do not do the ones which need it most. They just patch up and do not fix things permanently	1
They don't really care about it	1
Too many to name between Kyabram and the whole	1
All unsealed have heavy traffic with no maintenance	1
All the service roads are bad	1
Dangerous while driving	1
<b>Total</b>	<b>71</b>



Specific locations identified by respondents	
High St	18
Echuca-Kyabram Road	8
Murray Valley Highway	8
Ogilvie Ave / lots of potholes	8
Packenham St	6
Hume St	4
Lockington Rd	4
Northern Highway	4
Albion St / too many potholes	3
Bangerang Rd / pretty dangerous	3
Diggora Rd / got potholes	3
Graham Rd	3
Hovell St / damaged and has potholes	3
McEwan Rd	3
McKenzie Rd	3
Murchison Rd	3
The Highway / dangerous	3
Wharparilla Dr / hasn't been maintained by the Council for 10 years	3
At the front of my house the road is not good / Restdown Rd	2
Echuca-Nanneella Road	2
Goulburn Rd	2
Hall Rd	2
Hansen St	2
Hotham St	2
Kyabram Rd	2
Midland Highway	2
Northern Highway from Echuca to Rochester	2
Poplar St	2
Prairie Rd	2
Rochester Rd / has many potholes	2
Singer Rd / needs a centre line	2
Sturt St / drainage problem	2
All around Kyabram northeast	1
All roads around Echuca	1
Allan St	1
Anderson Rd	1
Anstruther St	1
Bamawm Rd	1
Bendigo-Murchison Rd	1
Bendigo-Rushworth Rd	1
Between Kyabram and Echuca	1
Bowen St	1
Breen Ave	1
Bridge Rd	1
Browns Rd	1
Butcher St	1
Campaspe St	1
Cantwell Rd	1



Capewell Rd	1
Cooma Rd	1
Corner Finlay Rd and Trevaskis Rd	1
Curr Rd	1
Darling St	1
Doherty Rd	1
Doyle St	1
Echuca West has bad roads	1
Echuca West school road	1
Everard Rd	1
Fraser Rd	1
Gunbower Rd	1
Heathcote-Rochester Road	1
Highett Rd	1
Homan St	1
Hopwood St	1
In Bamawm, most roads are cracked and have potholes	1
Jacaranda Ave	1
Johns Rd	1
Kamarooka-Milloo Rd	1
Kennedy St	1
Kyabram-Rochester Road	1
Kyabram-Shepparton Rd	1
Lake Rd	1
Lloyd St	1
Lockington Rd has too high grass	1
McColl Rd	1
McCormick Rd	1
McKinlay St	1
Middleton Rd	1
Minor St	1
Mitchell St	1
Moora Rd	1
Morton St	1
Most of the roads in Rochester including the main road	1
Most of the streets in Echuca West are patched instead of maintenance	1
Mt Terricks Rd	1
Mundara Rd	1
My road has potholes and had to change my car wheels due to the damage (Bamawm Rd)	1
Nanneella Rd	1
Northern Highway roundabout is dangerous	1
Odonnell Rd	1
Prairie Rd	1
Redman St, Echuca	1
Road has potholes and concrete edges are torn (Bamawm Rd)	1
Roads between Colbinabbin-Rushworth are shocking	1
Roads from Kyabram to Tongala	1
Roads from Rochester	1
Rushworth-Bendigo Road	1
Rushworth-Tatura Rd	1



School road at Corop	1
Service St roundabout McKenzie Rd	1
Service street of Northern Highway is pretty bad, it should be taken care of	1
Simms St	1
Sinclair Rd	1
Something Creek Rd. It's from Echuca to Kyabram	1
South Boundary Rd	1
South end of Cohen St	1
South Lake Rd	1
Stawell St	1
Sullivan Rd	1
Tamara Rd	1
Terrible: Echuca Rd, dangerous	1
The main road that leads to Echuca	1
The Northern Highway that goes to Elmore as well	1
The road that comes off the Northern Highway	1
Tongala Rd	1
Vic roads in the shire	1
Walker Rd	1
Western Rd	1
Whroo Rd	1
Wild Oak Dr	1
West School Rd	1
<b>Total</b>	<b>207</b>
<b>Total</b>	<b>278</b>

## Drains maintenance and repairs

Drains maintenance and repairs was the 12<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with drains increased notably this year, up four percent to 5.2 out of 10, was a “very poor”, up from an “extremely poor” level of satisfaction.

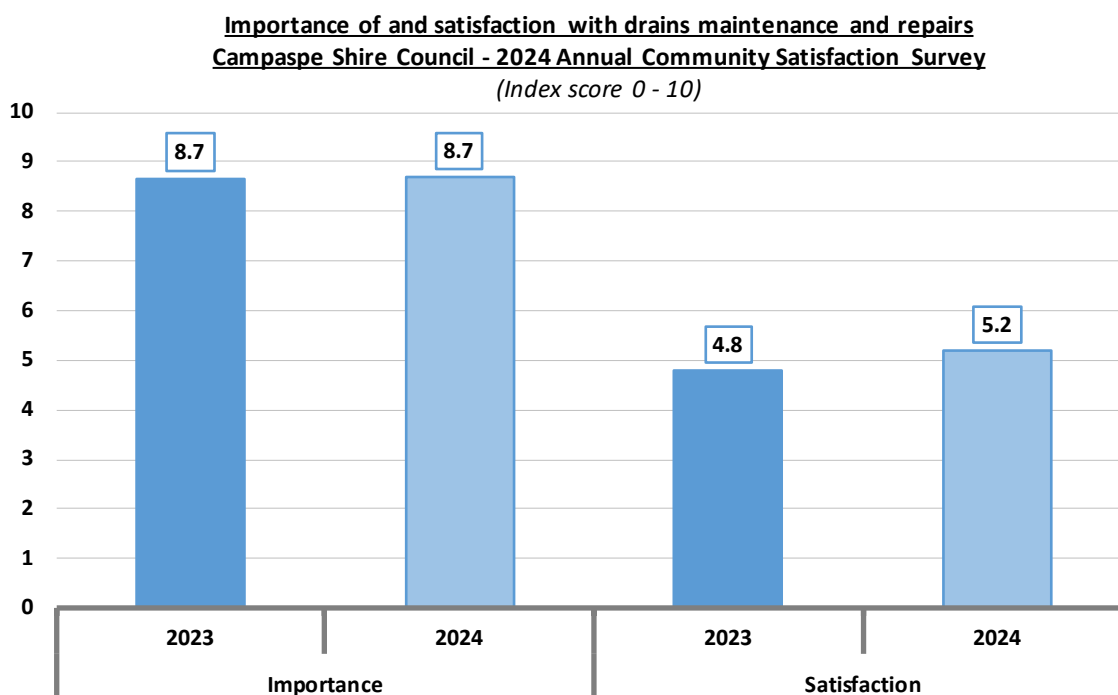
Despite the improvement in satisfaction this year, this result ranks drains 22<sup>nd</sup> in terms of satisfaction this year, and one of five that recorded a satisfaction score measurably lower than the average of all 24 (6.9).

This result comprised 24% “very satisfied” and 36% dissatisfied respondents, based on a total sample of 398 of the 400 respondents who provided a satisfaction score this year.

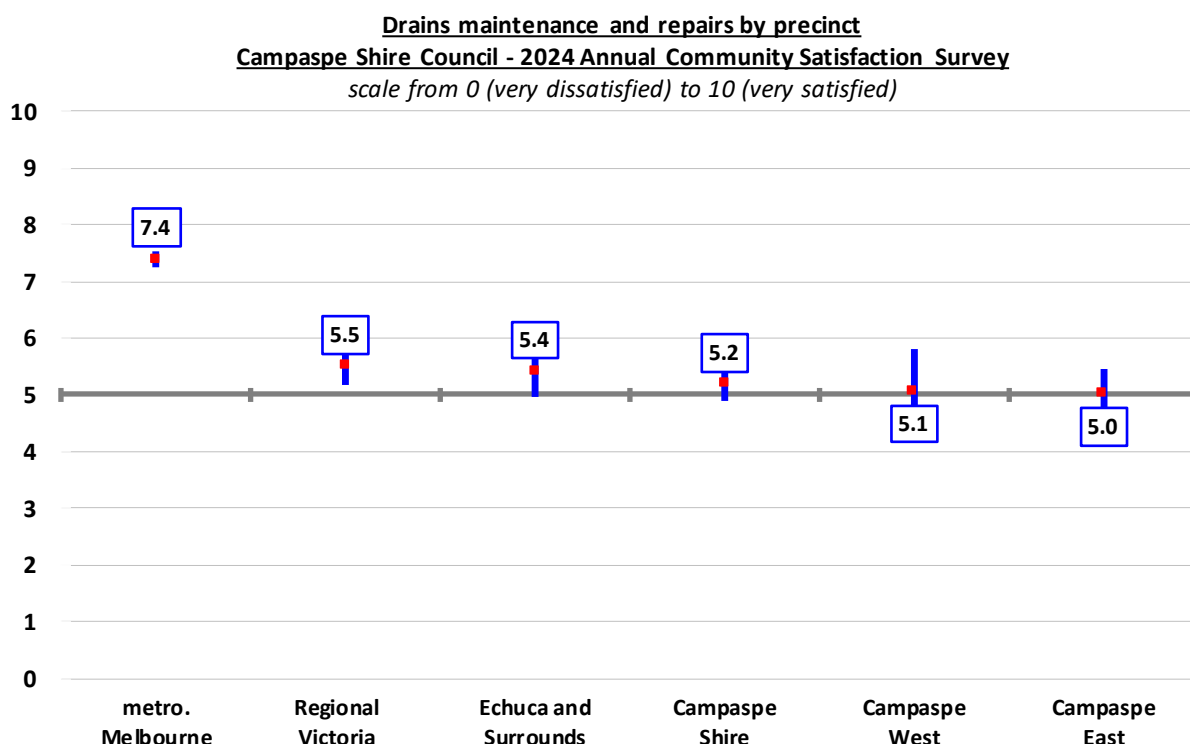
There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably less satisfied than average, and young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) notably more satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.



By way of comparison, satisfaction was somewhat (3%) lower than the regional Victorian average satisfaction with “drains maintenance and repair” of 5.5 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



There was no statistically significant variation in satisfaction observed across the municipality, with respondents from all three precincts rating satisfaction at “very poor” levels.





## Footpath maintenance and repairs

Footpath maintenance and repairs was the 18<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 8.5 out of 10.

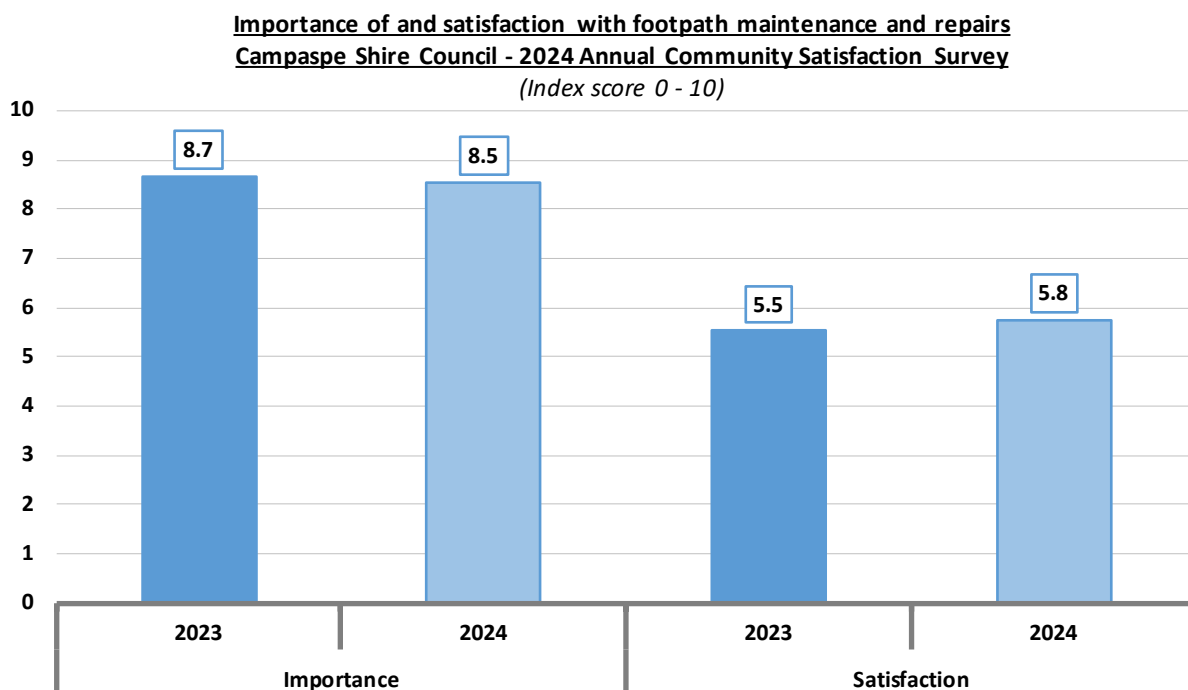
Satisfaction with footpaths increased somewhat this year, up three percent to 5.8 out of 10, which remains a “poor” level of satisfaction.

Despite the improvement in satisfaction this year, this result ranks footpaths 21<sup>st</sup> in terms of satisfaction this year, and one of five that recorded a satisfaction score measurably lower than the average of all 24 (6.9).

This result comprised 31% “very satisfied” and 28% dissatisfied respondents, based on a total sample of 368 of the 400 respondents who provided a satisfaction score this year.

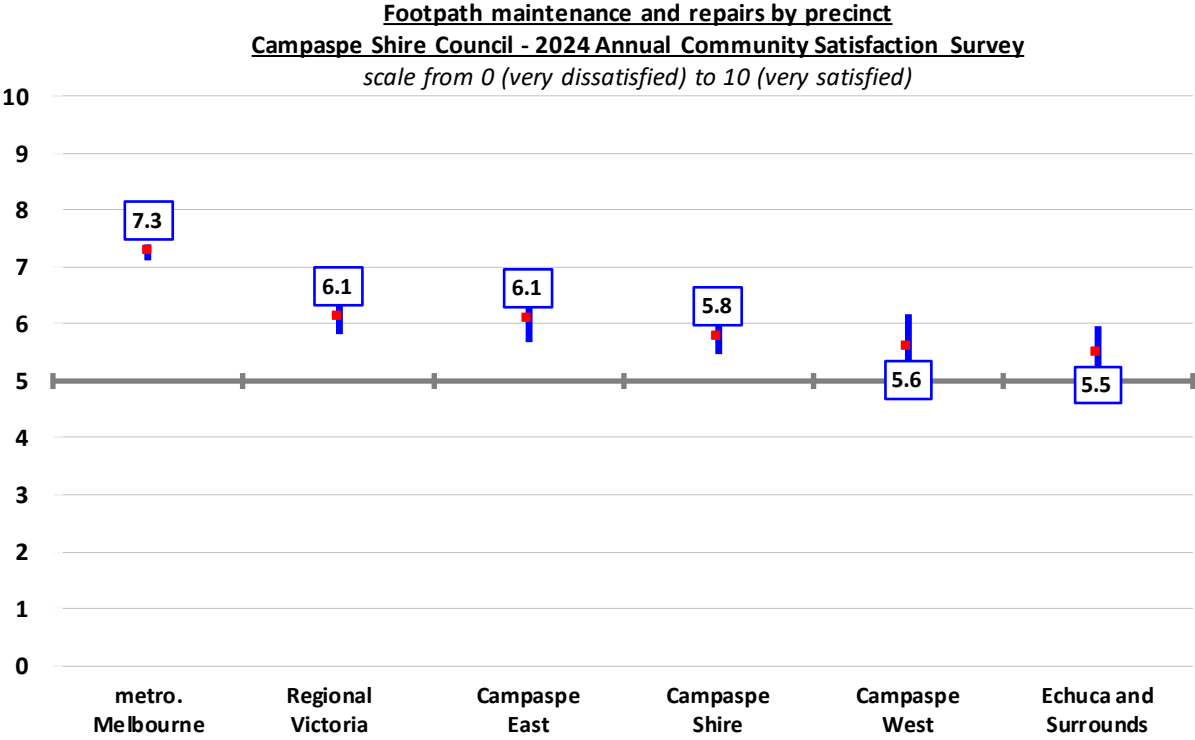
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average.

By way of comparison, satisfaction was somewhat (3%) lower than the regional Victorian average satisfaction with “footpath maintenance and repair” of 5.5 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



There was no statistically significant variation in satisfaction with footpaths observed across the municipality, although it is noted that respondents from Campaspe East rated satisfaction at a “solid” rather than a “poor” level of satisfaction.





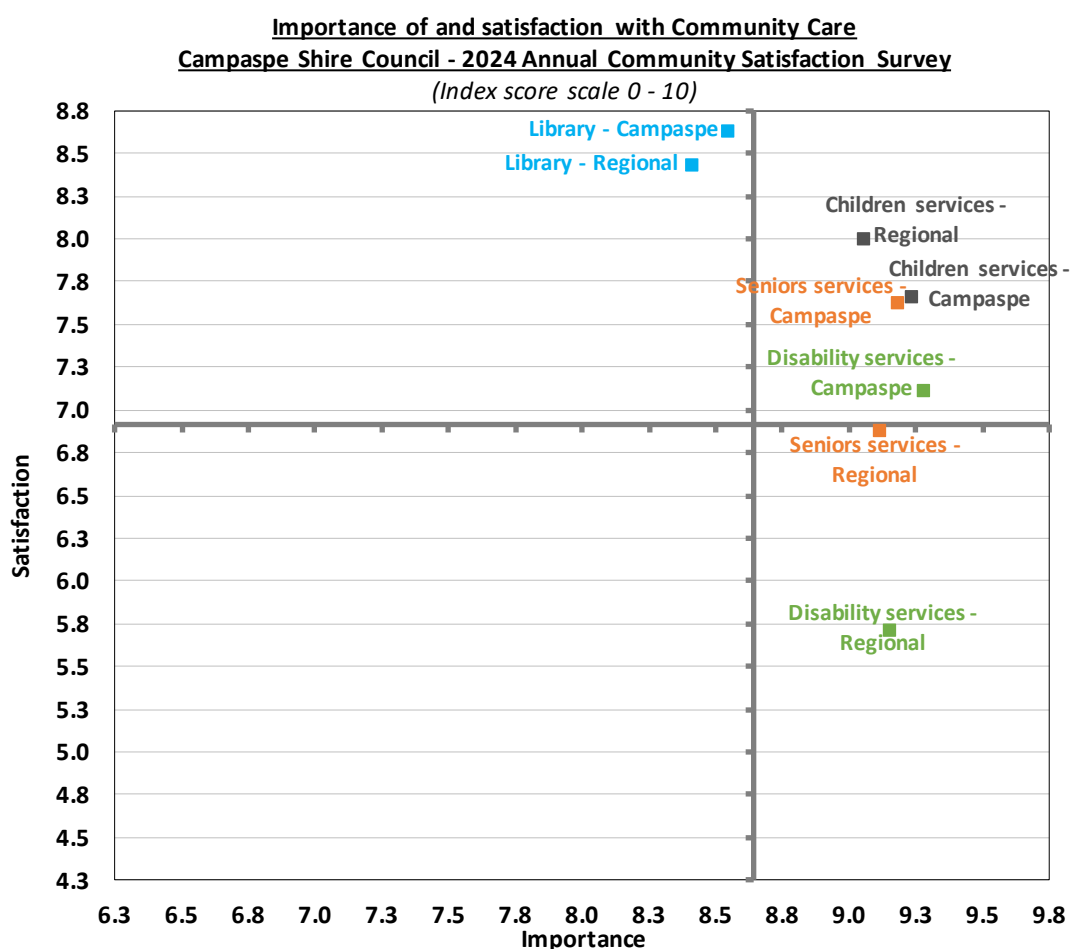
## Community Care

There were four services and facilities from the Community Care department of Council included in the 2024 survey as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these services and facilities. The crosshairs represent the average importance and satisfaction of all 24 services and facilities.

All four of the community services (services for children, youth, seniors, and people with disability) were of higher-than-average importance and all received higher than average satisfaction scores this year. It is noted that satisfaction with services for people with disability and services for seniors reported higher satisfaction in Campaspe Shire than the regional Victorian average.

Library services reported significantly higher than average satisfaction, and marginally higher than the regional Victorian average. Libraries were, however, of marginally lower than average importance, which was a result that Metropolis Research has observed elsewhere across Victoria in recent years.



## Local library

Local libraries were the 17<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 8.5 out of 10.

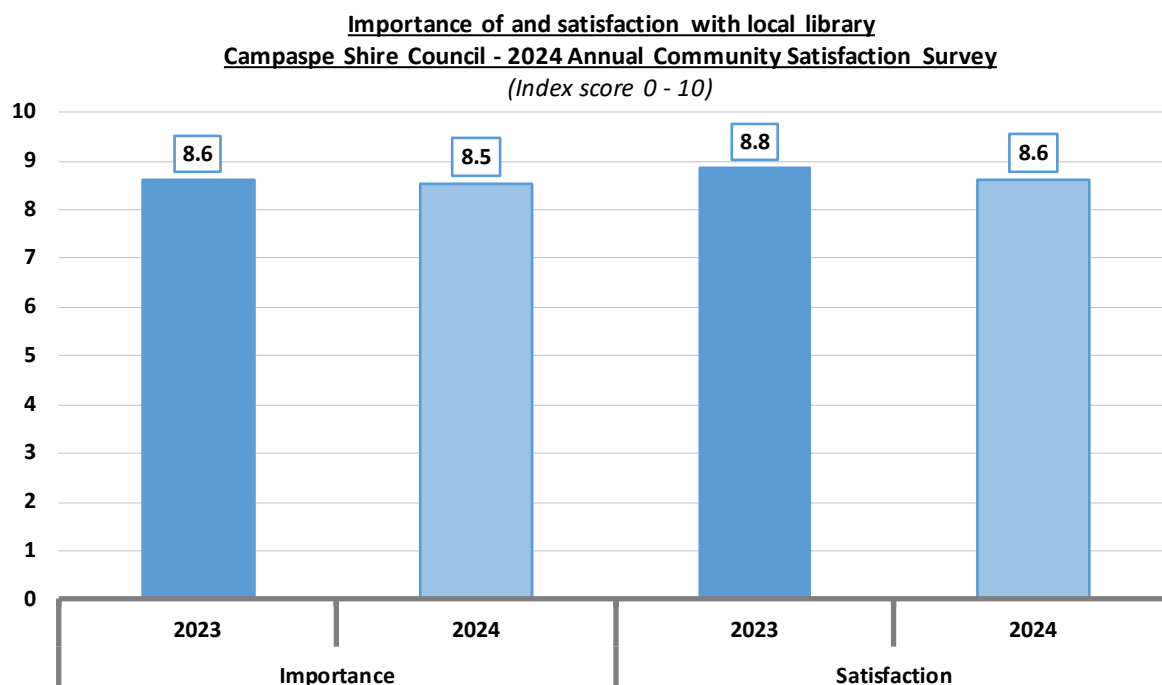
Satisfaction with local libraries declined marginally this year, down two percent to 8.6 out of 10, although it remains at an “excellent” level of satisfaction.

Despite the marginal decline this year, this result ranks local libraries 1<sup>st</sup> in terms of satisfaction this year, and one of five that recorded a satisfaction score measurably higher than the average of all 24 (6.9).

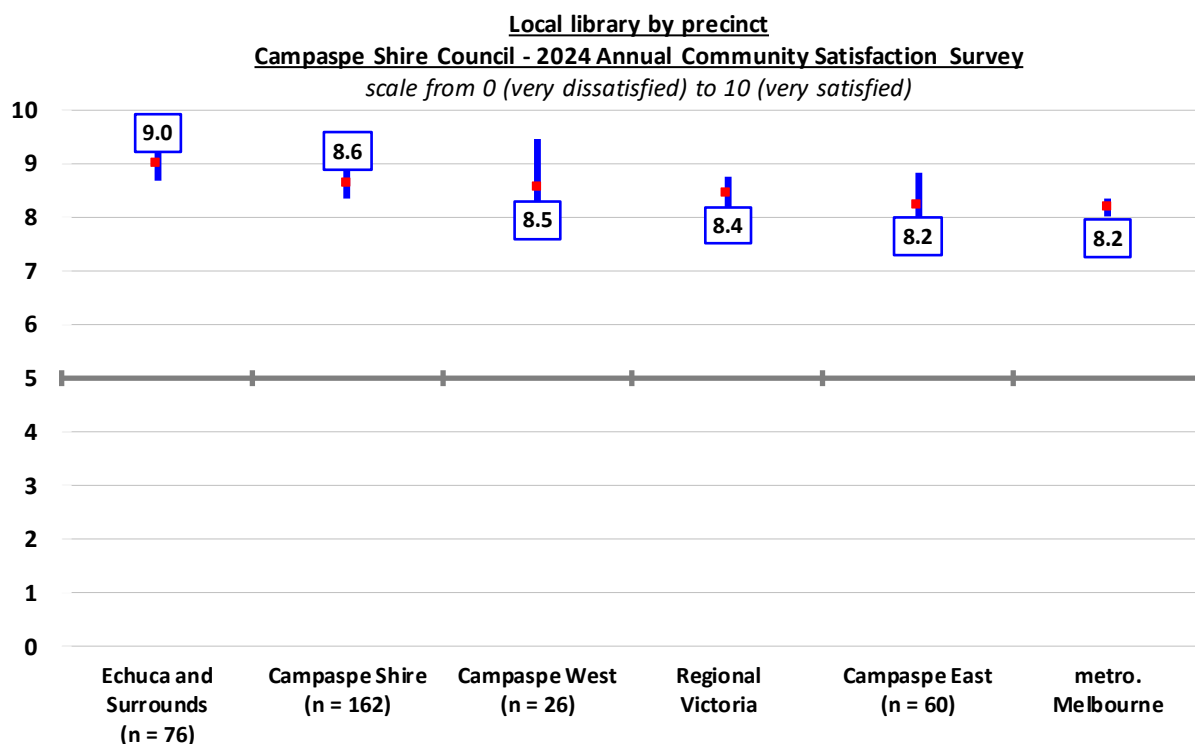
This result comprised 86% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 162 of the 162 respondents (41%) from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, satisfaction was marginally (2%) higher than the regional Victorian average satisfaction with “local library” of 8.4 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



There was no statistically significant variation in satisfaction with footpaths observed across the municipality, with respondents from all three precincts rating satisfaction at “excellent” levels.



## Services for children from birth to 5 years of age

Services for children from birth to five years of age were the 5<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 9.2 out of 10, and one of nine that were measurably more important than the average of all 24 (8.6).

Satisfaction with services for children increased somewhat this year, up three percent to 7.7 out of 10, although it remains at a “very good” level of satisfaction.

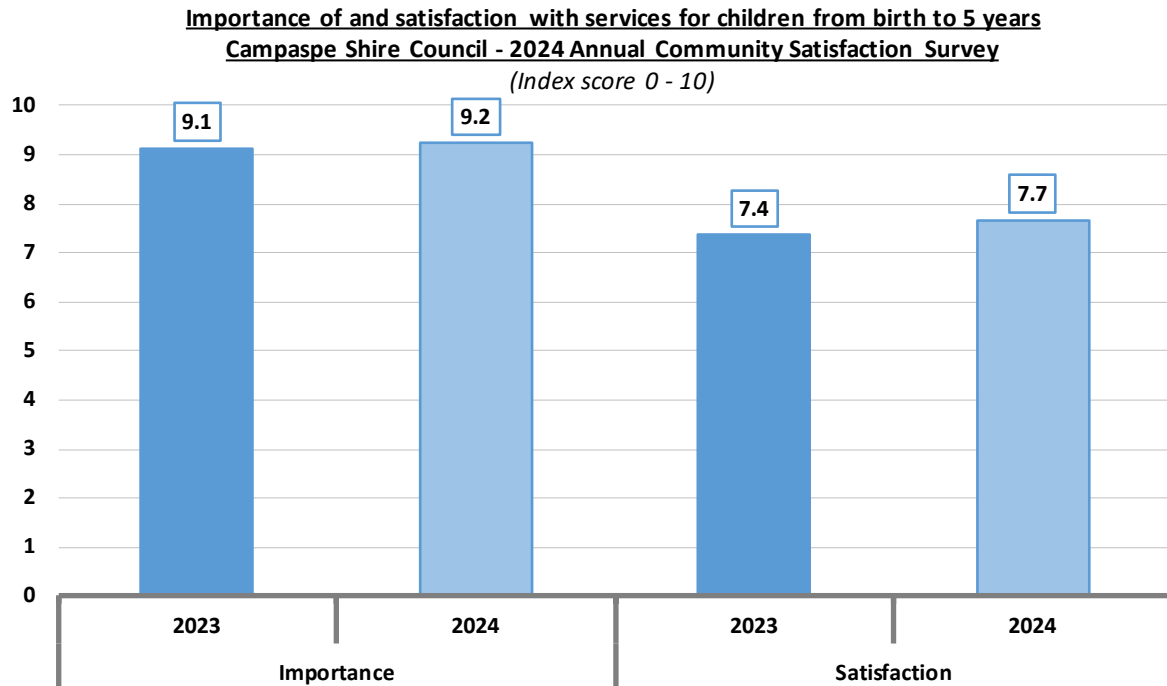
This result ranks services for children 6<sup>th</sup> in terms of satisfaction this year.

This result comprised 62% “very satisfied” and 16% dissatisfied respondents, based on a total sample of 69 of the 70 respondents (18%) from households who had used these facilities in the last 12 months.

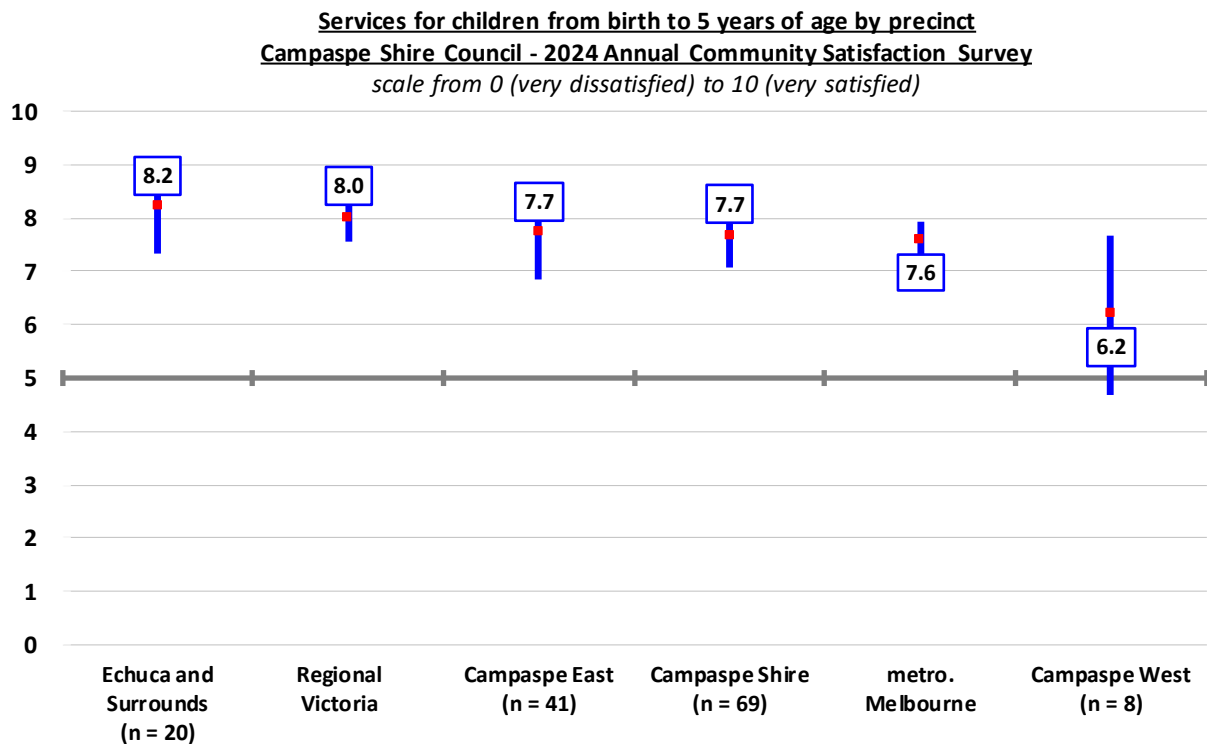
Given the small sample of 69 respondents, there was no meaningful variation in satisfaction observed by respondent profile. It is noted, however, that the 27 respondents from two-parent families with youngest child aged 0 to 4 years (8.5) and five one-parent families (8.9) both rated satisfaction at “excellent” levels.

By way of comparison, satisfaction was somewhat (3%) lower than the regional Victorian average satisfaction with “services for children from birth to five years of age” of 8.0 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.





Given the small sample of 69 respondents, there was no meaningful variation in satisfaction observed across the municipality.



## Services for seniors

Services for seniors were the 7<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 9.2 out of 10, and one of nine that were measurably more important than the average of all 24 (8.6).

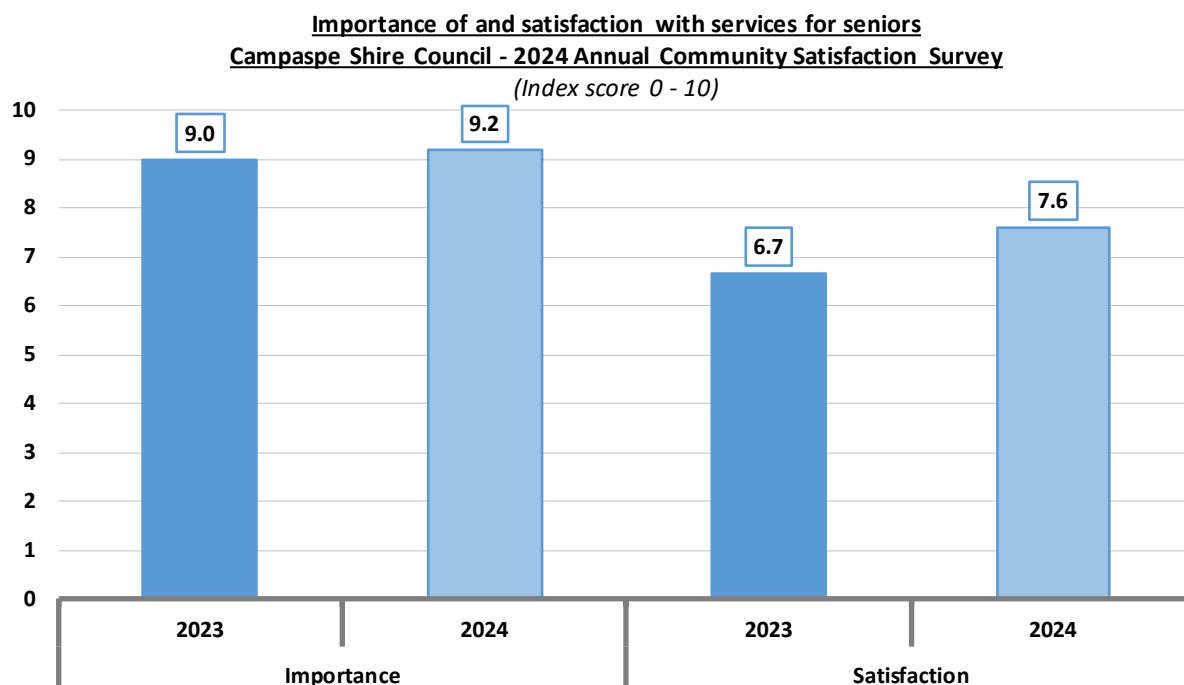
Satisfaction with services for seniors increased measurably this year, up 10% to 7.6 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This result ranks services for seniors 7<sup>th</sup> in terms of satisfaction this year.

This result comprised 55% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 68 of the 69 respondents (17%) from households who had used these facilities in the last 12 months.

Given the small sample of 69 respondents, there was no meaningful variation in satisfaction observed by respondent profile, although older adults and senior citizens (aged 60 years and over) both rated satisfaction at “excellent” levels, as did 28 respondents from older couple households (8.0) and 16 respondents from older sole person households (8.4).

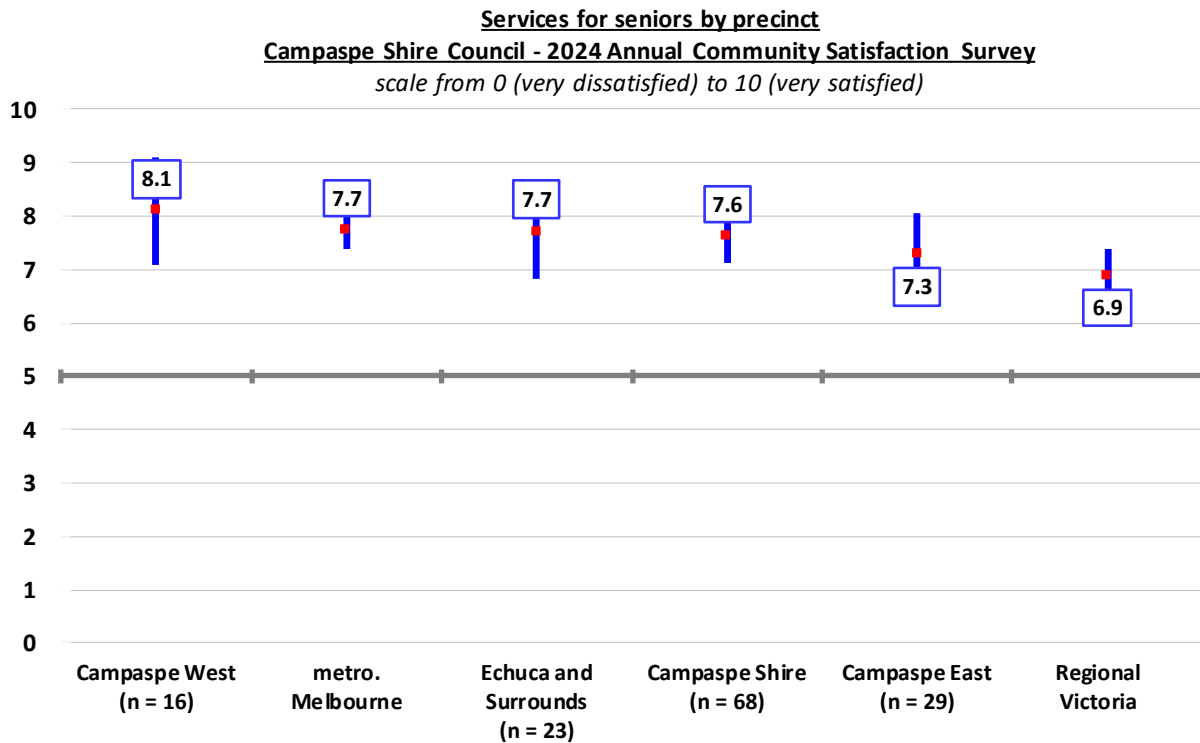
By way of comparison, satisfaction was notably (7%) higher than the regional Victorian average satisfaction with “services for seniors” of 6.9 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



Given the small sample of 69 respondents, there was no meaningful variation in satisfaction observed across the municipality.







## Support services for people with disability

Support services for people with disability were the 3<sup>rd</sup> most important of the 24 included services and facilities, with an average importance of 9.3 out of 10, and one of nine that were measurably more important than the average of all 24 (8.6).

Satisfaction with services for people with disability increased notably this year, up seven percent to 7.1 out of 10, although it remains at a “good” level of satisfaction.

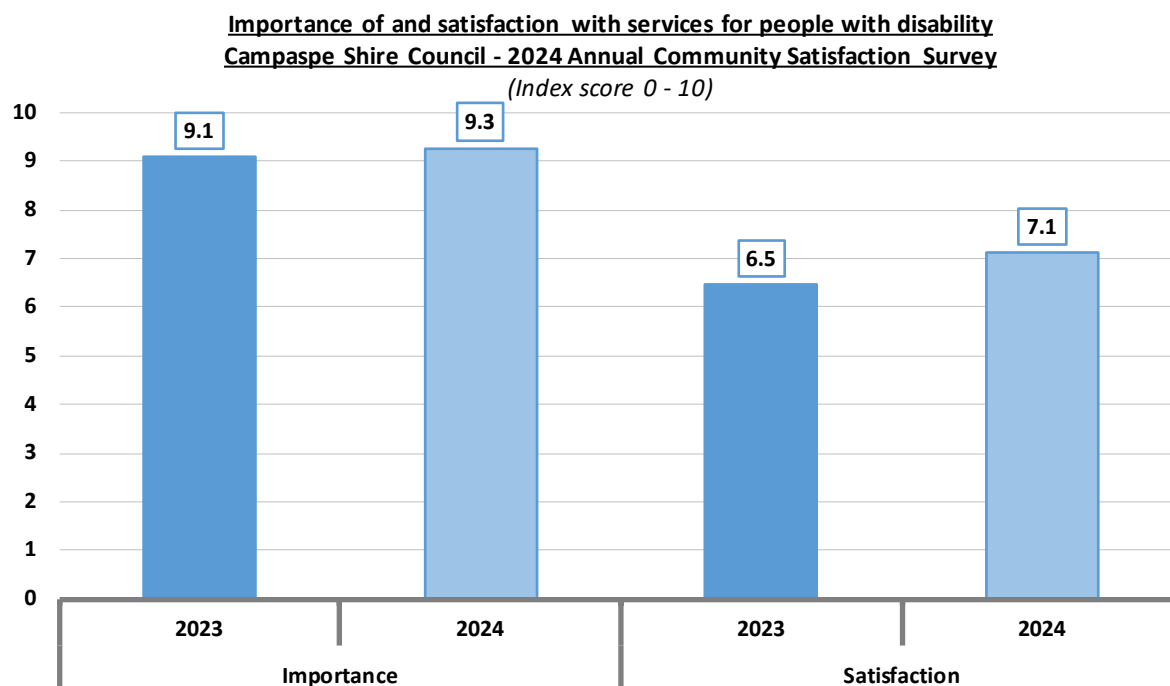
This result ranks services for people with disability 11<sup>th</sup> in terms of satisfaction this year.

This result comprised 63% “very satisfied” and 17% dissatisfied respondents, based on a total sample of 59 of the 60 respondents (15%) from households who had used these facilities in the last 12 months.

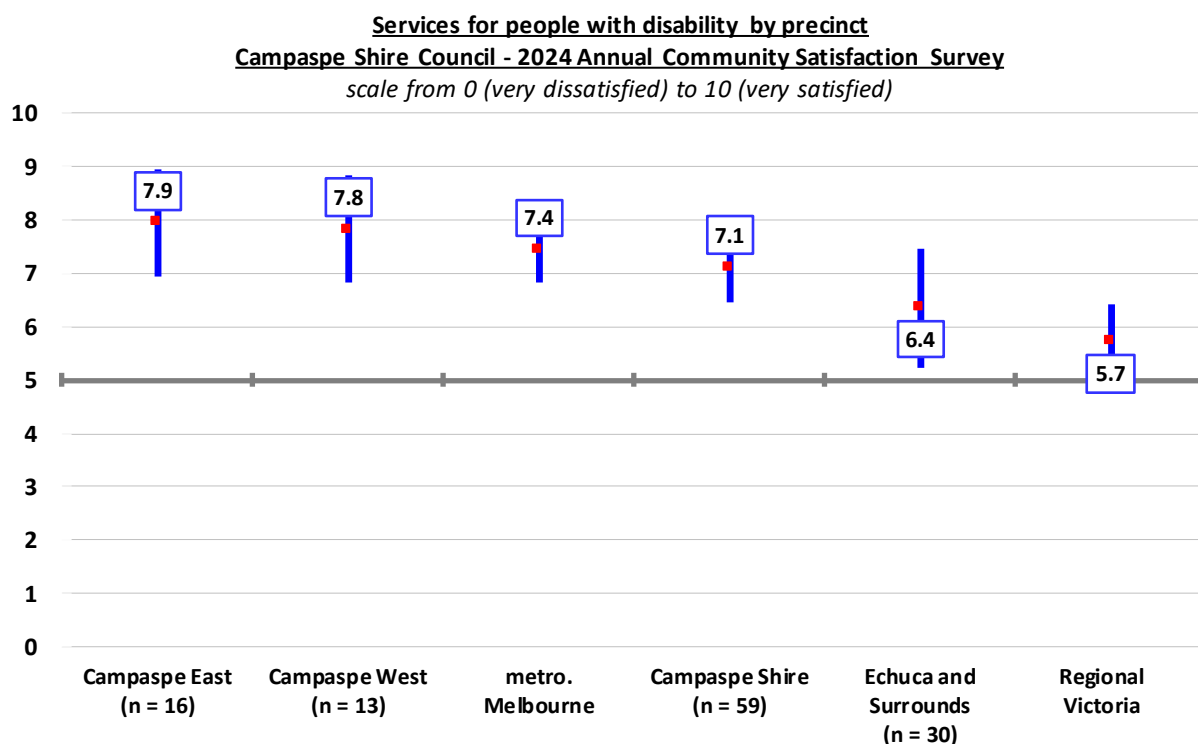
Given the small sample of 59 respondents, there was no meaningful variation in satisfaction observed by respondent profile.

By way of comparison, satisfaction was notably (14%) higher than the regional Victorian average satisfaction with “services for people with disability” of 5.7 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.





Given the small sample of 69 respondents, there was no meaningful variation in satisfaction observed across the municipality.

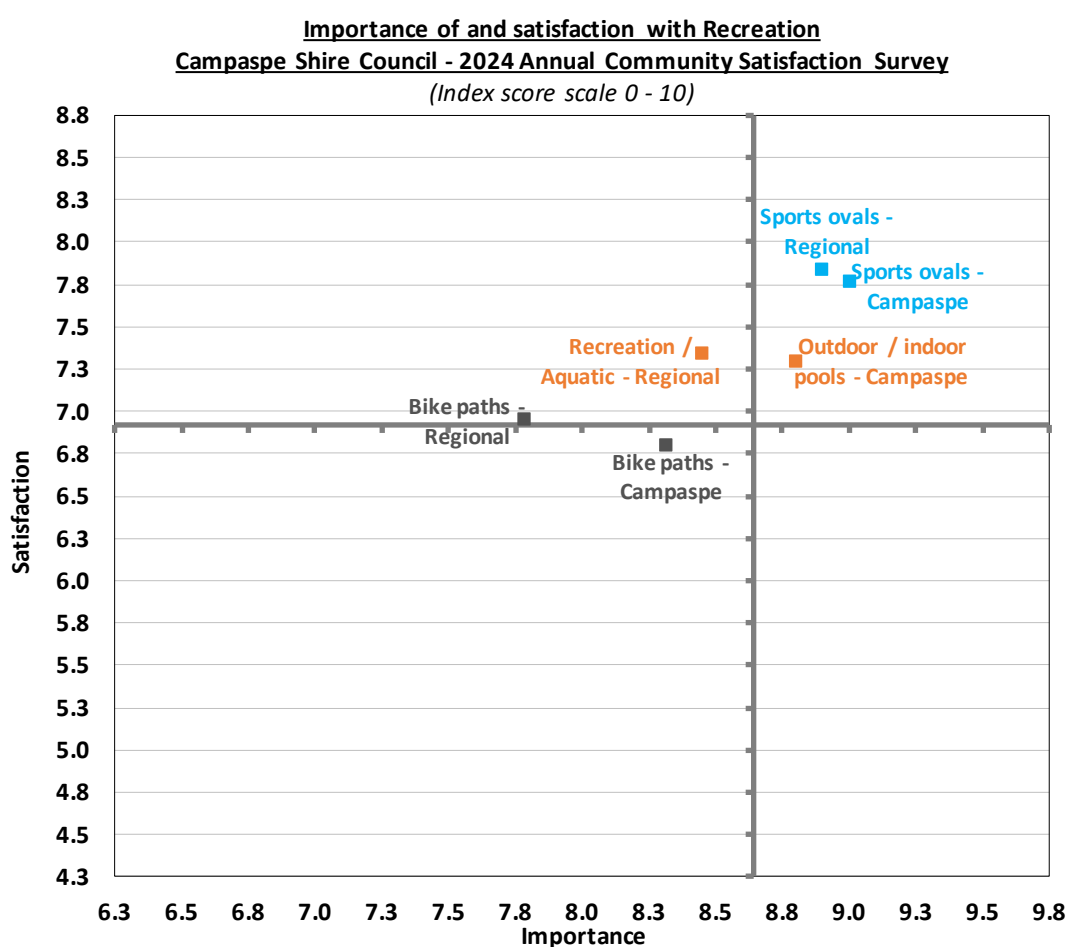


## Recreation

There were three services and facilities from the Recreation department of Council included in the 2024 survey as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these services and facilities. The crosshairs represent the average importance and satisfaction of all 24 services and facilities.

All three of these services and facilities recorded similar satisfaction scores as the regional Victorian results, although both bike paths and outdoor / indoor pools were somewhat more important to Campaspe Shire respondents than the regional Victorian average.



### Sports ovals and other local sporting facilities (including activities)

Sports ovals and other local sporting facilities (including activities) were the 10<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 9.0 out of 10.

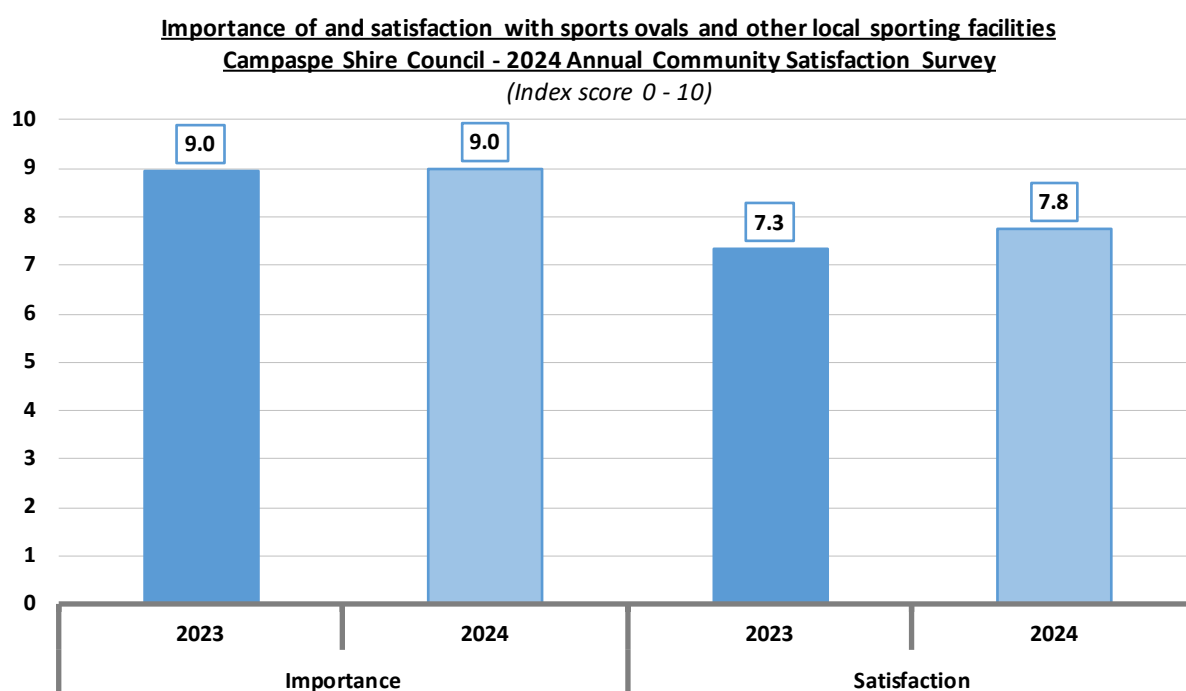
Satisfaction with these facilities increased notably this year, up four percent to 7.8 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This result ranks these facilities 5<sup>th</sup> in terms of satisfaction this year, and one of five that received a satisfaction score measurably higher than the average of all 24 (6.9).

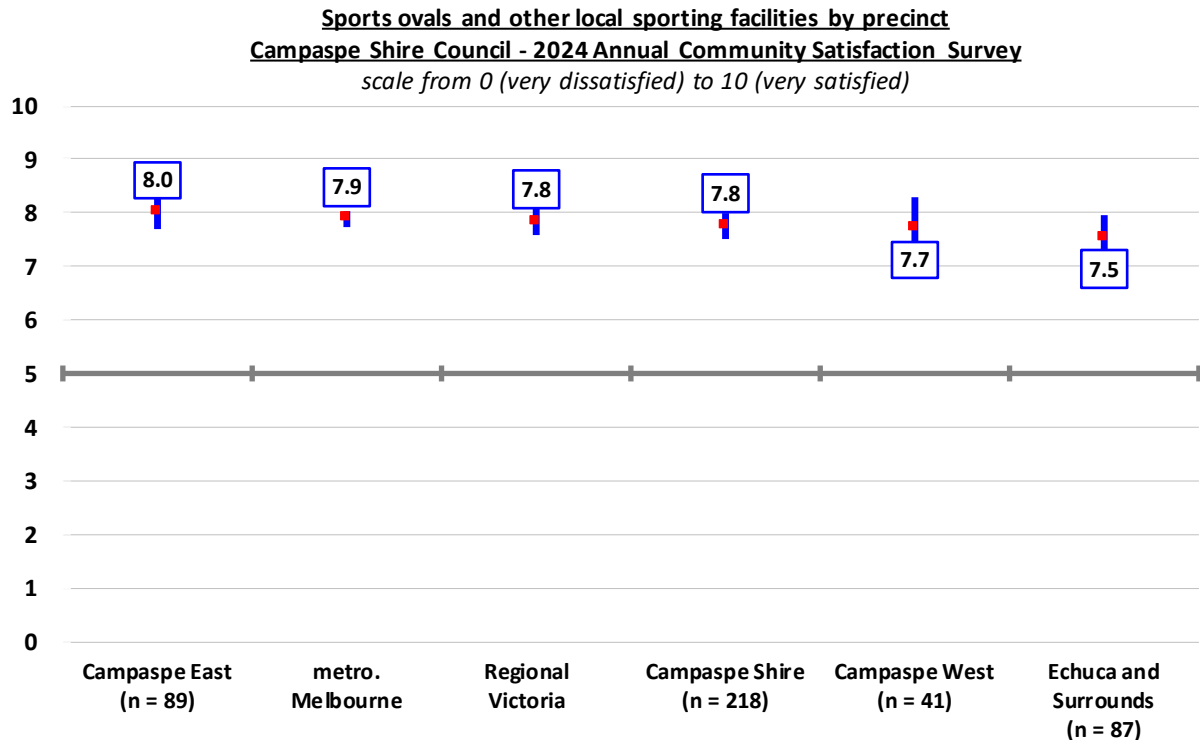
This result comprised 65% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 217 of the 220 respondents (55%) from households who had used these facilities in the last 12 months.

There was some variation observed by respondent profile, with adults (aged 35 to 44 years) somewhat less satisfied than average.

By way of comparison, satisfaction was identical to the regional Victorian average satisfaction with “sports ovals and other outdoor sporting facilities” of 7.8 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 87 respondents from Echuca and Surrounds rated satisfaction at a “very good” rather than an “excellent” level of satisfaction.



## On and off-road bike paths

On and off-road bike paths were the 19<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 8.3 out of 10.

Satisfaction with these facilities increased notably this year, up six percent to 6.8 out of 10, which was a “good”, up from a “solid” level of satisfaction.

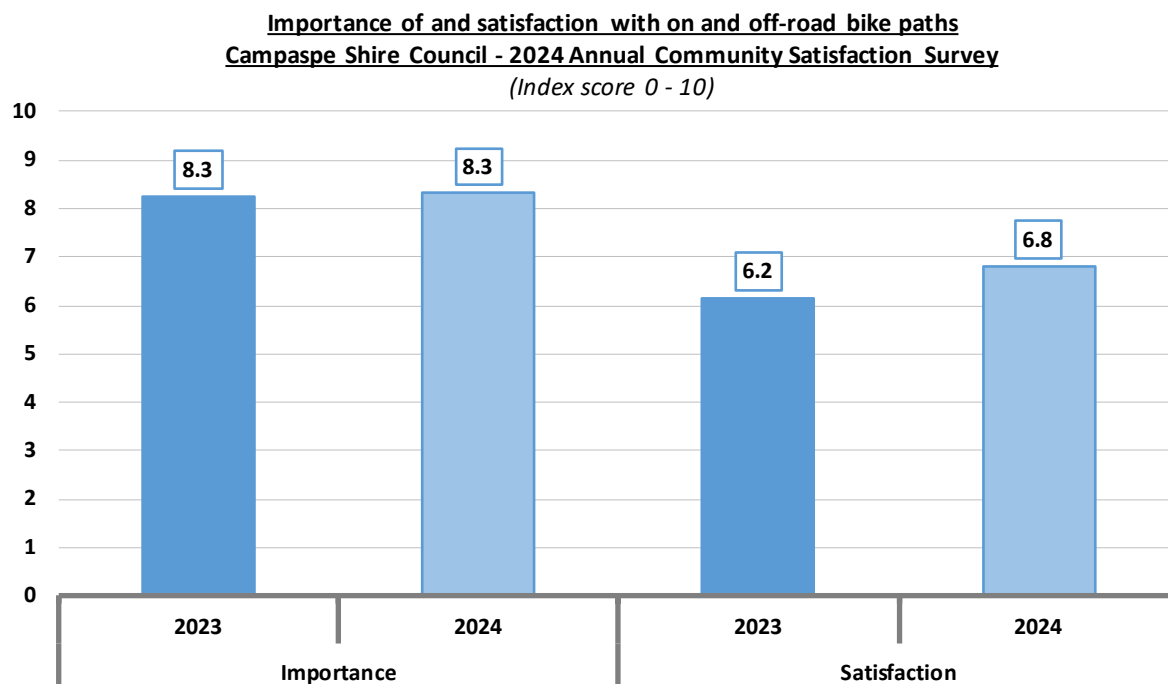
This result ranks these facilities 14<sup>th</sup> in terms of satisfaction this year.

This result comprised 46% “very satisfied” and 15% dissatisfied respondents, based on a total sample of 159 of the 160 respondents (40%) from households who had used these facilities in the last 12 months.

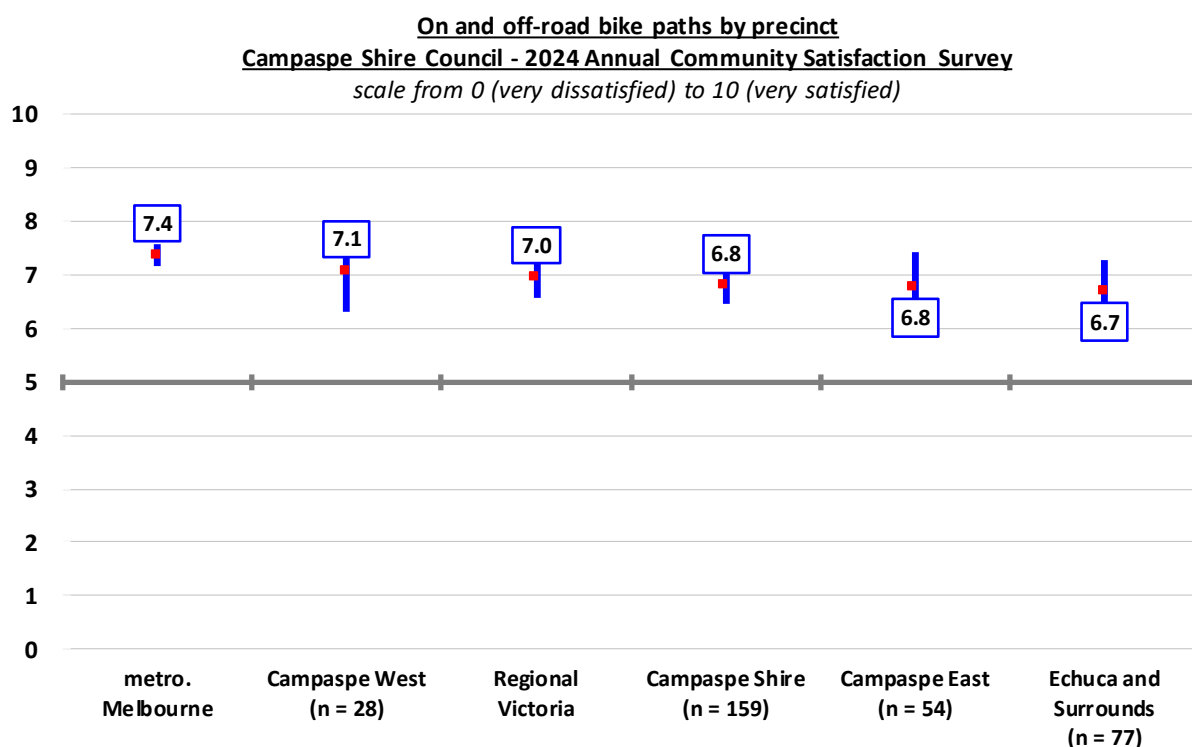
There was some variation observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were somewhat more satisfied than average, whilst adults (aged 35 to 44 years) were somewhat less satisfied. Female respondents were notably more satisfied than male respondents.

By way of comparison, satisfaction was marginally (2%) lower than the regional Victorian average satisfaction with “on and off-road bike paths including shared paths” of 7.0 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.





There was no statistically significant variation in this result observed across the municipality, with respondents from all three precincts rating satisfaction at “good” levels.



## Outdoor and indoor pools

Outdoor and indoor pools were the 11<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with outdoor and indoor pools increased somewhat this year, up three percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

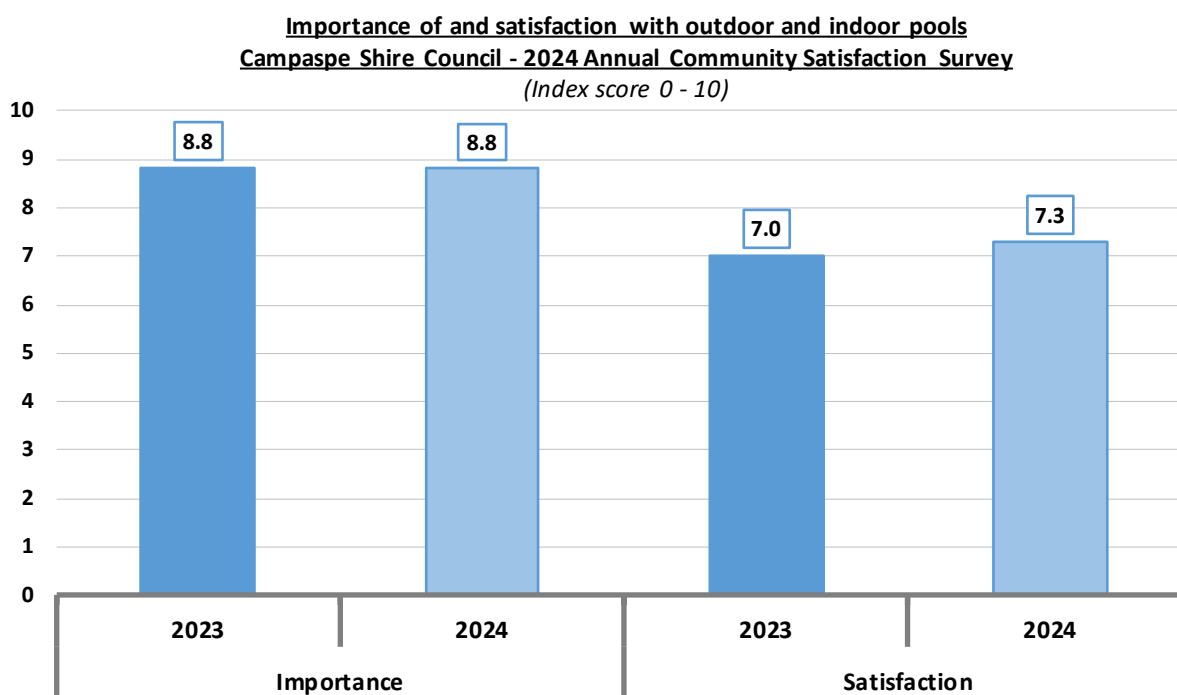
This result ranks outdoor and indoor pools 9<sup>th</sup> in terms of satisfaction this year.

Metropolis Research notes that 10% of respondents nominated sports and recreation facilities as one of the top three [issues to address](#) at the moment. Many of these responses related to concerns around public [outdoor pool closures](#) in some locations.

This result comprised 60% “very satisfied” and 13% dissatisfied respondents, based on a total sample of 179 of the 179 respondents (45%) from households who had used these facilities in the last 12 months.

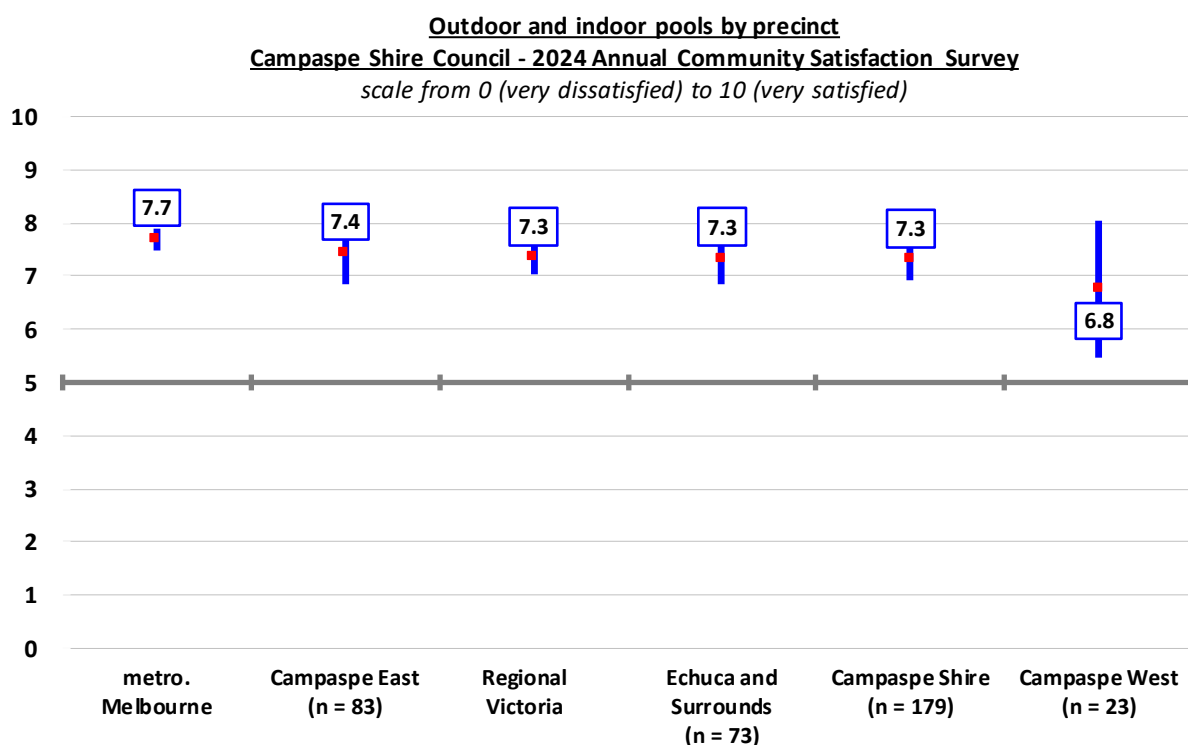
There was some variation observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, and adults (aged 35 to 44 years) and senior citizens (aged 75 years and over) somewhat less satisfied than average.

By way of comparison, satisfaction was identical to the regional Victorian average satisfaction with “outdoor and indoor pools” of 7.3 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.





There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Campaspe West were somewhat less satisfied than average and at a “good” rather than a “very good” level.



Emergency management

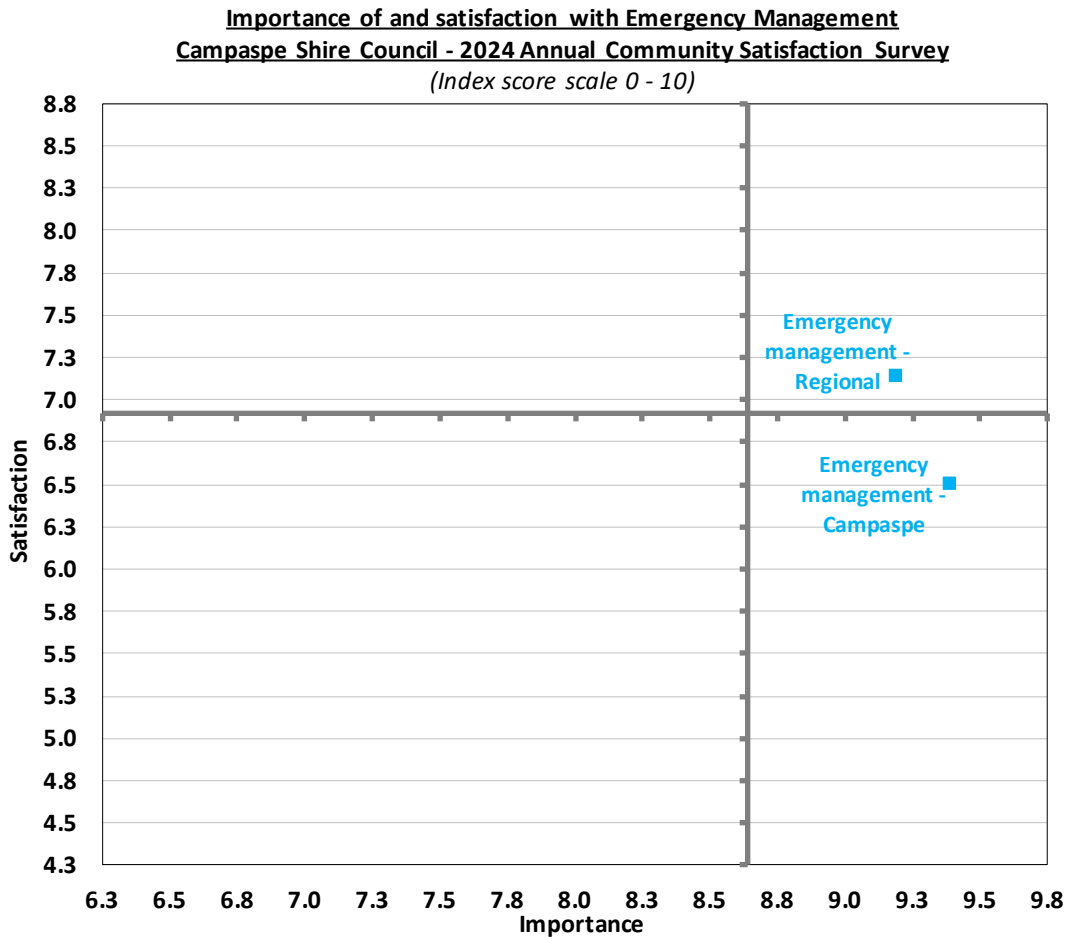
There was only one service from the Emergency Management department of Council included in the 2024 survey as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with this service. The crosshairs represent the average importance and satisfaction of all 24 services and facilities.

Emergency management and response was of higher-than-average importance but received a somewhat lower than average satisfaction score.

It is also noted that satisfaction with emergency management and response was six percent below the regional Victorian average.

This result clearly reflects the recent events, which were not experienced evenly across regional Victoria.



## Emergency management and response

Emergency management and response was the 2<sup>nd</sup> most important of the 24 included services and facilities, with an average importance of 9.4 out of 10 and one of nine that were measurably more important than the average of all 24 (8.6).

Satisfaction with emergency management and response increased somewhat this year, up three percent to 6.5 out of 10, which was a “good”, up from a “solid” level of satisfaction.

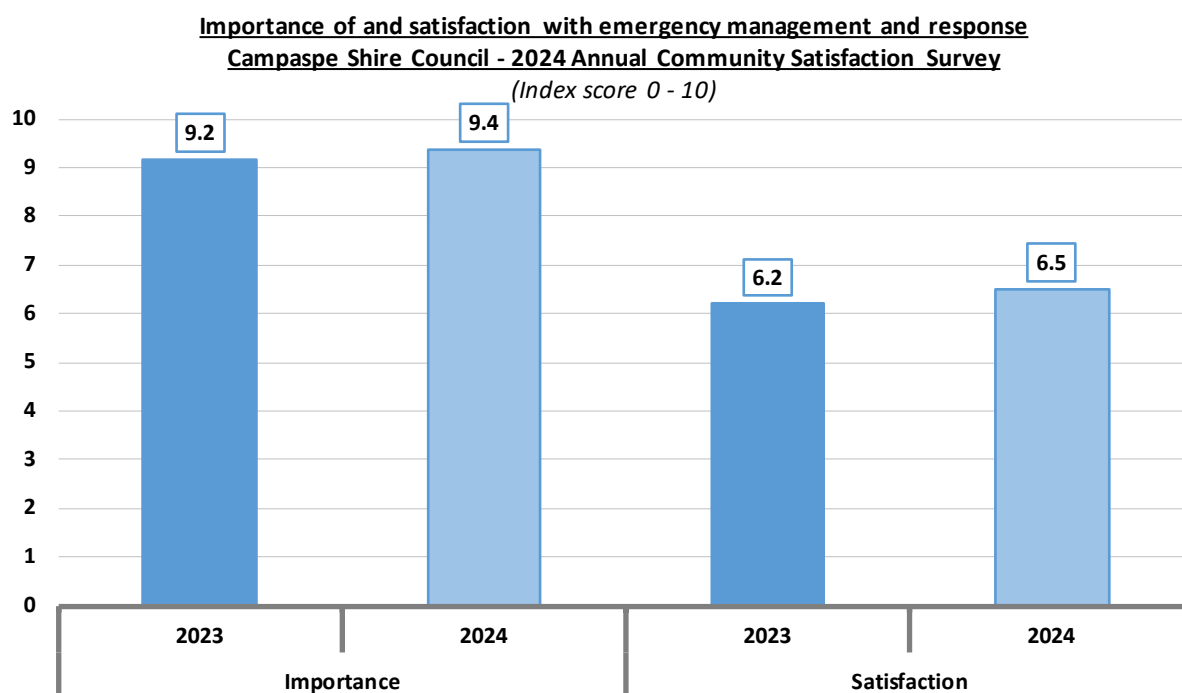
This result ranks these services 18<sup>th</sup> in terms of satisfaction this year.

It is noted that issues around flooding, including flood prevention (4%), flooding issues n.f.d (3%), flood warning and response (2%), and flooding recovery, repairs, and assistance (1% down from 8%) were still nominated by some as a top three [issue to address](#). The impact of the flood events will likely be felt through somewhat lower than average satisfaction with Council’s emergency management and response.

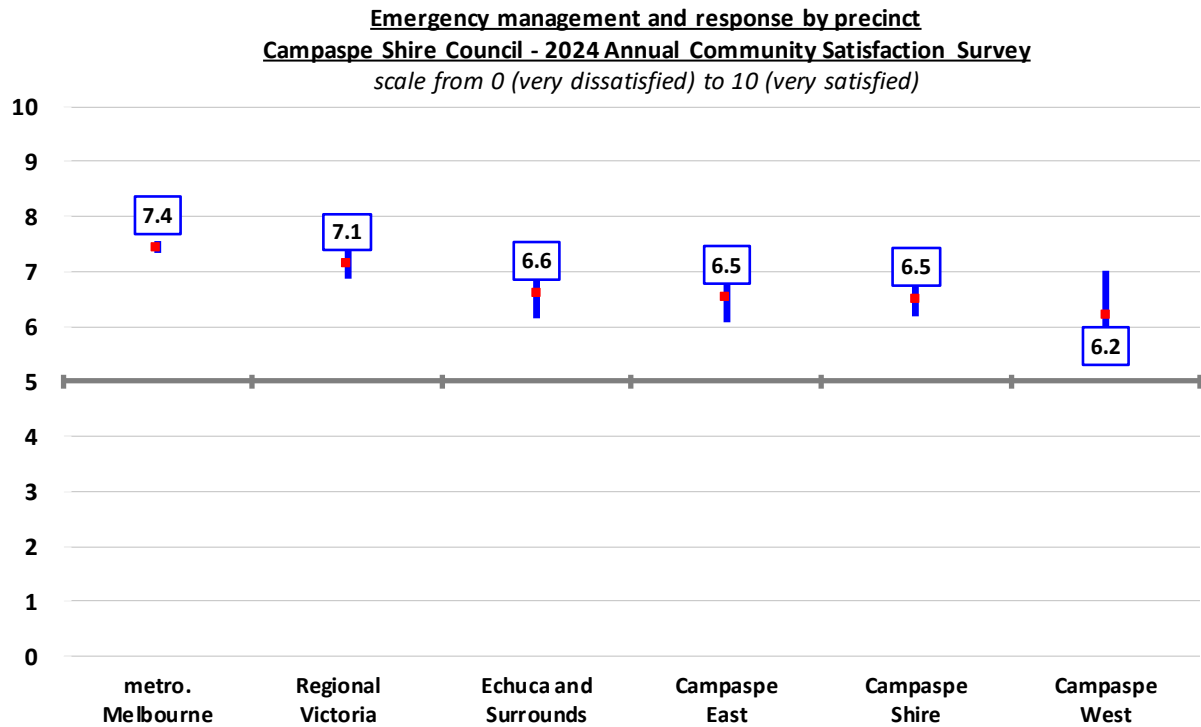
This result comprised 49% “very satisfied” and 23% dissatisfied respondents, based on a total sample of 351 of the 400 respondents who provides a satisfaction score this year.

There was some variation observed by respondent profile, with adults and middle-aged adults (aged 35 to 54 years) were somewhat less satisfied than average, whilst senior citizens (aged 75 years and over) were somewhat more satisfied.

By way of comparison, satisfaction was notably (6%) lower than the regional Victorian average satisfaction with “emergency management and response” of 7.1 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Campaspe West were somewhat less satisfied than average, and at a “solid”, rather than a “good” level of satisfaction.

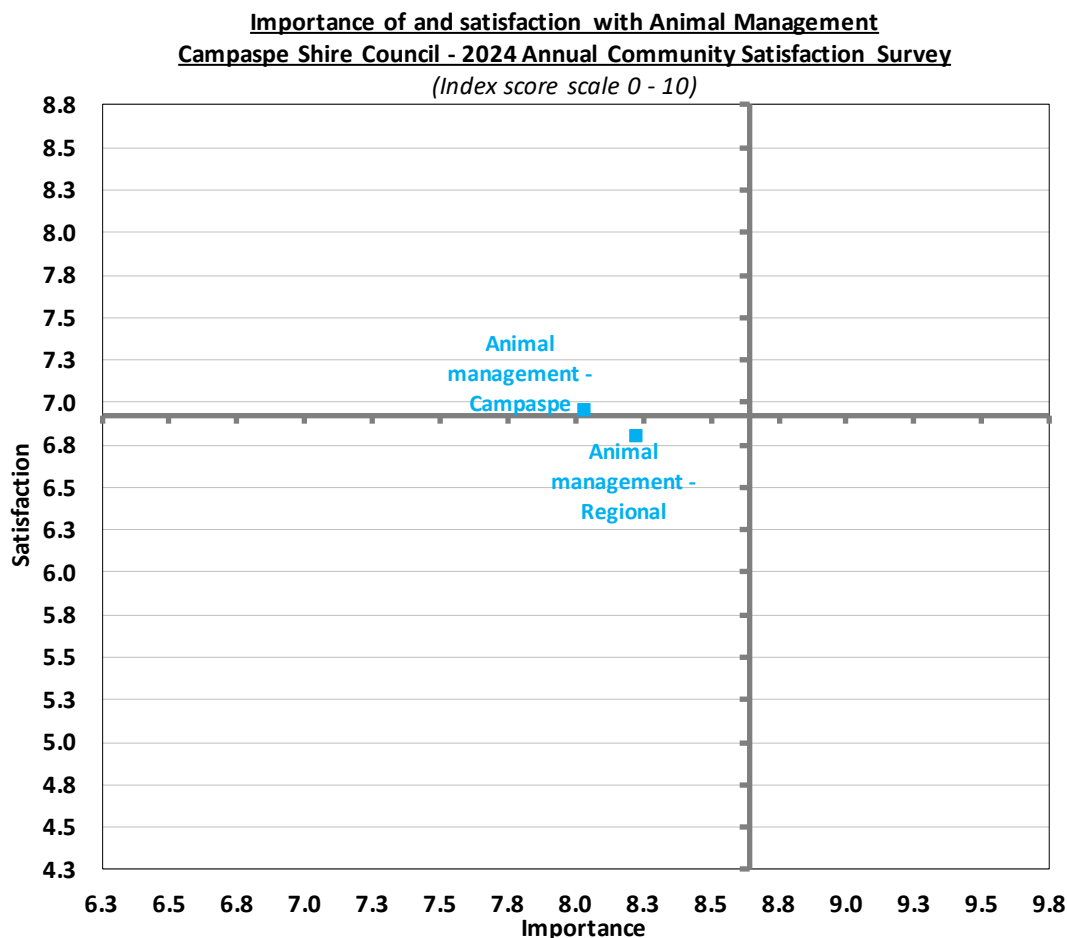


## Animal management

There was only one service from the Animal Management department of Council included in the 2024 survey as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with this service. The crosshairs represent the average importance and satisfaction of all 24.

Animal management was of somewhat lower than average importance again this year but received a marginally higher satisfaction score than the regional Victorian average.



## Animal management

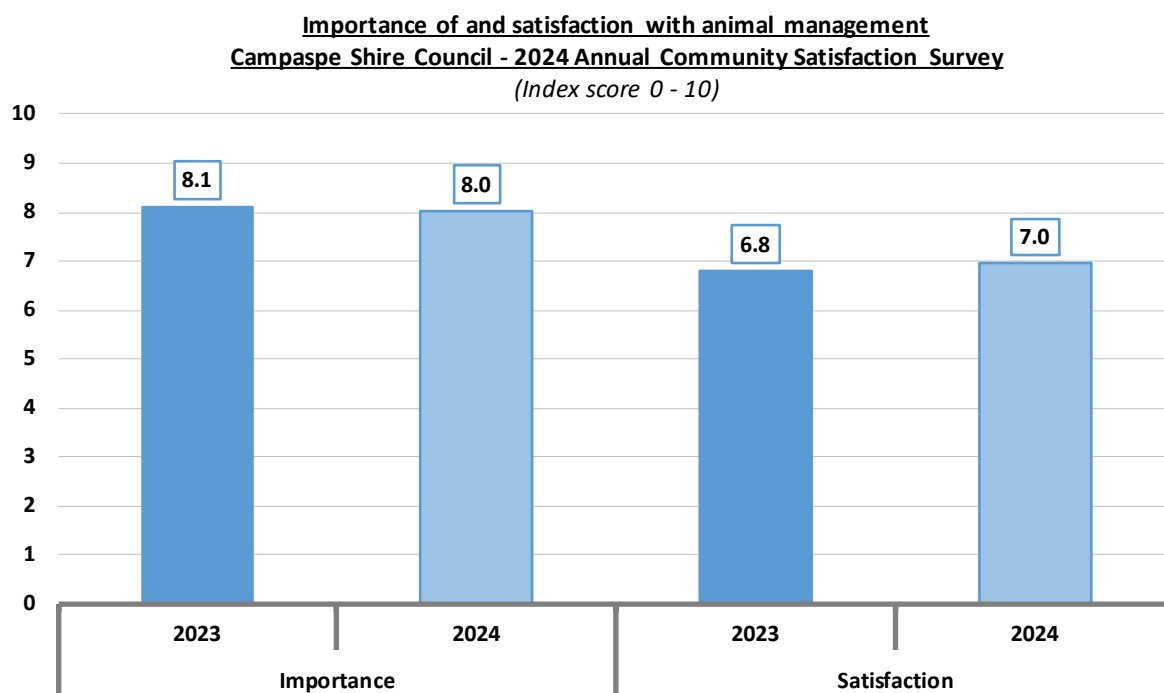
Animal management was the 20<sup>th</sup> most important of the 24 included services and facilities, with an average importance of 8.0 out of 10 and one of five that were measurably less important than the average of all 24 (8.6).

Satisfaction with animal management increased marginally this year, up two percent to 7.0 out of 10, which remains a “good” level of satisfaction. This result ranks animal management 13<sup>th</sup> in terms of satisfaction this year.

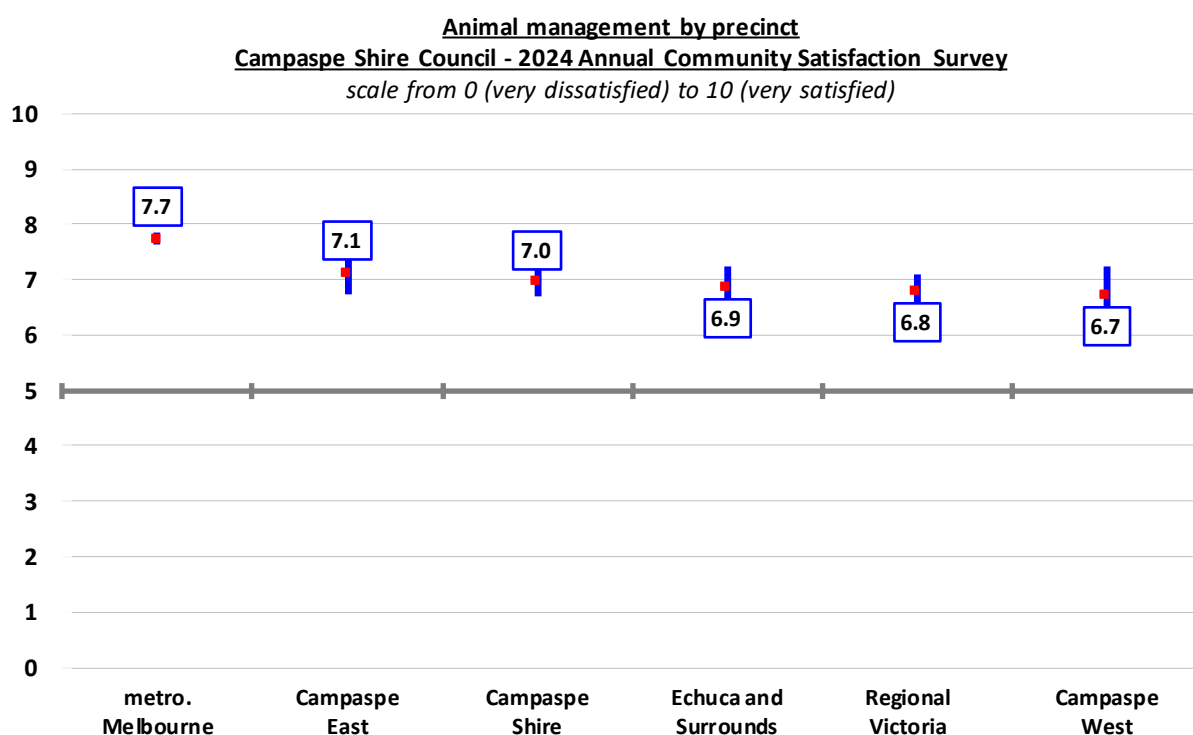
This result comprised 48% “very satisfied” and 11% dissatisfied respondents, based on a total sample of 329 of the 400 respondents who provides a satisfaction score this year.

There was some variation observed by respondent profile, with adults (aged 35 to 44 years) somewhat less, and senior citizens (aged 75 years and over) somewhat more satisfied.

By way of comparison, satisfaction was marginally (2%) higher than the regional Victorian average satisfaction with “animal management” of 6.8 out of 10, as recorded in the 2023/24 *Governing Regional Victoria* survey.



There was no statistically significant variation in this result observed across the municipality, with respondents from all three precincts rating satisfaction at “good” levels.



## Current issues for the Shire of Campaspe

Respondents were asked:

*“Can you please list what you consider to be the top three issues for the Campaspe Shire at the moment?”*

This question relating to the top issues for the Campaspe Shire at the moment was not included in the previous (pre-2023) annual community satisfaction survey program and therefore only limited time series results are available (2023 and 2024).

Metropolis Research highlights the importance of this question as a critical component of the *Annual Community Survey* program.

This question provides meaningful insight into the range of issues currently front-of-mind in the community and allows for analysis into how these issues may be impacting on community satisfaction with the performance of Council.

This is important in identifying the areas for which increased attention from Council may positively impact on community satisfaction. This may be through direct improvements to the functioning of Council or changes to service delivery, but also areas that may benefit from additional Council advocacy on behalf of the community with other levels of government.

Comparisons are provided this year, both to the regional Victorian and the metropolitan Melbourne results, as sourced from the *Governing Melbourne* and *Governing Regional Victoria* surveys.

Metropolis Research commenced in the 2023/24 financial year conducting the *Governing Regional Victoria* survey. This survey was conducted by telephone and included respondents from all regional Victorian municipalities.

Respondents were asked to identify what they considered to be the top three issues for the Campaspe Shire ‘at the moment’.

It is important to bear in mind that these responses were not exclusively complaints about the performance of Council, nor do they only reflect services, facilities, and issues within the specific remit of the Campaspe Shire Council. Some of the issues that respondents nominate are generally or primarily the responsibility of other levels of government.

More than four-fifths (83% up from 77%) of the 400 respondents provided a total of 775 responses, at an average approximately 2.3 issues per respondent.

This was a similar proportion than recorded for Regional Victoria (81%) but was significantly higher than the metropolitan Melbourne average (50% in 2024).

This result is consistent with the significantly lower overall satisfaction score for local government across regional Victoria than the metropolitan Melbourne average, suggesting that there were more residents in Regional Victoria who had issues in their local community that they felt needed to be addressed than was the case across metropolitan Melbourne.





Respondents who feel there are issues to address always report lower satisfaction with local government than respondents who do not feel there are issues to address in their local area or community.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and in future, change over time.

There were three groups of issues that dominated the issues for Campaspe Shire again this year, and were clearly the most prominent influences on overall satisfaction, as follows:

- **Road maintenance and repairs** – 48% of respondents nominated road related issues this year. This was clearly the dominant issue in the Shire, and reinforced in several sections of this report, including the extremely poor satisfaction with both [sealed local roads](#) (4.5 out of 10), and [unsealed local roads](#) (4.8). Given the extent of community concern with these issues, they were clearly negatively impacting on community satisfaction with Council, with respondents who nominated road related issues five percent less satisfied with Council's overall performance than the respondents who did not nominate roads as a top three issue.
- **Infrastructure and other facilities** – including sports and recreation facilities (10%), footpaths (10%), drains (8%), and parks, gardens, and open spaces (8%). There were increases in the proportion of respondents nominating each of these issues this year, and most appeared to be negative influences on overall satisfaction with Council for the respondents who nominated these issues.
- **Council performance, governance, and leadership** – this included communication and consultation (6%), Council rates, fees, and charges (5%), the perceived unequal treatment between urban and rural areas (5%), and Council governance, performance, and accountability (5%), which were clearly a significant negative influence on overall satisfaction with the performance of Campaspe Shire Council for the respondents who raise them. These results reflect the modest but improving levels of satisfaction with aspects of Council's [governance and leadership](#) performance.

Other issues that were evident in these results this year to a lesser extent, but which were likely to exert a negative influence on respondents' satisfaction with Council's overall performance included:

- **Economic development of the area, including tourism (6% up from 1%)** - which appears to be a more prominent issue in Campaspe than the regional Victorian average. Most of the views expressed in relation to economic development and tourism were supportive of increased tourism and development, although there were still several voices in opposition.
- **Flooding related issues** – which included flooding prevention (4% up from 3%), flooding issues not further defined (3% down from 4%), flooding warning and response (2% down from 3%), and flooding recovery, repairs, and assistance (1% down from 8%). Clearly the immediate concerns around flood recovery have diminished, although there remain some in the community who feel that issues around prevention, early warning and other flooding issues.



### ***Variation in issues to address between 2023 and 2024***

There was some variation in the top issues to address nominated by respondents this year compared to last year, as follows:

- ***Notably more nominated in 2024 than in 2023*** – included roads (48% up from 38%), footpaths (10% up from 5%), drains (8% up from 3%), economic development of the area (6% up from 1%), planning and development (6% up from 3%), youth services and facilities (5% up from 1%), and elderly services and facilities (4% up from 1%).
- ***Notably less nominated in 2024 than in 2023*** – included flooding recovery, repairs, and assistance (1% down from 8%).

### ***Variation between the Campaspe Shire and the regional Victoria average:***

There was some variation in the top issues to address in the Campaspe Shire compared to the regional Victorian average, as recorded in Governing Regional Victoria, as follows:

- ***Notably more commonly nominated in the Campaspe Shire*** – included sports and recreation facilities (10% compared to 7%), footpaths (10% compared to 7%), drains (8% compared to 2%), parks, gardens, and open spaces (8% compared to 3%), economic development of the area including tourism (6% compared to 0%), equal treatment of rural / urban areas (5% compared to 1%), youth services and facilities (5% compared to 2%), public toilets (4% compared to 0%), flooding prevention (4% compared to 0%), beautification of the area and livability (3% compared to 0%), flooding issues not further defined (3% compared to 0%), flooding warning and response (2% compared to 0%), and flooding recovery, repairs, and assistance (1% compared to 0%).
- ***Notably less commonly nominated in the Campaspe Shire*** – included building, housing, planning, and development (6% compared to 10%), traffic management (2% compared to 6%), and environment, sustainability, and climate change (1% compared to 6%).



**Top issues for Campaspe Shire at the moment**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

Response	2024		2023	2024 Metro.*	2024 Reg.Vic.*
	Number	Percent			
Roads maintenance and repairs	193	48%	38%	7%	49%
Sports and recreation facilities	40	10%	8%	1%	7%
Footpath maintenance and repairs	38	10%	5%	4%	7%
Drains maintenance and repairs	31	8%	3%	1%	2%
Parks, gardens and open spaces	31	8%	5%	6%	3%
Communication and consultation	24	6%	6%	2%	7%
Economic development of area / tourism	24	6%	1%	0%	0%
Building, housing, planning and development	22	6%	3%	2%	10%
Council rates / fees / charges	20	5%	3%	6%	5%
Equal treatment of rural / urban areas	20	5%	7%	n.a.	1%
Youth activities, services and facilities	20	5%	1%	0%	2%
Council governance, performance, accountability	18	5%	7%	2%	5%
Elderly services and facilities	17	4%	1%	0%	5%
Provision, maintenance of general infrastructure	17	4%	4%	1%	5%
Waste transfer station / the Tip	17	4%	3%	0%	2%
Public toilets	16	4%	3%	0%	0%
Flooding prevention (e.g. levy, banks, etc)	14	4%	3%	n.a.	n.a.
Bikes, cycling / walking tracks	13	3%	3%	1%	2%
Beautification of area / liveability	12	3%	4%	0%	0%
Flooding issues (not further defined)	12	3%	4%	n.a.	n.a.
Health and medical issues / services	12	3%	1%	1%	5%
Rubbish and waste issues inc garbage	12	3%	1%	6%	3%
Provision and maintenance of street trees	8	2%	2%	6%	3%
Bushfire / emergency issues	7	2%	1%	0%	4%
Children activities and facilities	7	2%	1%	1%	2%
Flooding warning and response	7	2%	3%	n.a.	n.a.
Traffic management	7	2%	1%	14%	6%
Disabled services and facilities	6	2%	1%	0%	0%
Parking	6	2%	2%	7%	3%
Public transport	6	2%	1%	1%	3%
Community activities / centres / arts and culture	5	1%	1%	0%	1%
Environment, sustainability and climate change	5	1%	1%	0%	6%
Flooding recovery, repairs, assistance	5	1%	8%	n.a.	n.a.
Homeless / beggars	5	1%	0%	1%	1%
Provision and maintenance of community facilities	5	1%	1%	0%	1%
Quality and provision of community services	5	1%	2%	0%	1%
Safety, policing, crime	5	1%	2%	2%	2%
Support for local business	5	1%	0%	0%	1%
All other issues (28 separately identified issues)	58	15%	11%	26%	37%
<b>Total responses</b>	<b>775</b>		<b>625</b>	<b>765</b>	<b>617</b>
<i>Respondents identifying at least one issue</i>	<i>331</i> <i>(83%)</i>		<i>308</i> <i>(77%)</i>	<i>391</i> <i>(50%)</i>	<i>264</i> <i>(81%)</i>

(\*) 2024 metropolitan Melbourne and Regional Victoria averages from Governing Melbourne



## Issues by precinct

There was some variation in the top issues for Campaspe Shire to address observed across the municipality, as follows:

- **Echuca and surrounds** – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces, and economic development / tourism related issues.
- **Campaspe West** – respondents were somewhat more likely than average to nominate sports and recreation facilities, equal treatment of rural / urban areas, flood prevention and issues.
- **Campaspe East** – respondents were somewhat more likely than average to nominate roads, public toilets, elderly services, and services for youth.

The impact of the flooding event was still evident to a lesser extent than last year in Campaspe West.

**Top issues for Campaspe Shire at the moment by precinct**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

<b>Echuca and Surrounds</b>		<b>Campaspe West</b>	
Roads maintenance and repairs	42%	Roads maintenance and repairs	51%
Parks, gardens and open spaces	13%	Sports and recreation facilities	19%
Footpath maintenance and repairs	13%	Equal treatment of rural / urban areas	11%
Economic development of area / tourism	11%	Footpath maintenance and repairs	9%
Building, housing, planning, development	8%	Drains maintenance and repairs	7%
Drains maintenance and repairs	7%	Communication and consultation	7%
Communication and consultation	7%	Flooding prevention (e.g. levy, banks, etc)	7%
Council rates / fees / charges	7%	Building, housing, planning, development	6%
Waste transfer station / the Tip	5%	Flooding n.f.d	6%
Prov., mainten. of general infrastructure	5%	Economic development of area / tourism	6%
All other issues	79%	All other issues	64%
Respondents identifying an issue	129 (83%)	Respondents identifying an issue	59 (84%)

<b>Campaspe East</b>		<b>Campaspe Shire</b>	
Roads maintenance and repairs	52%	Roads maintenance and repairs	48%
Sports and recreation facilities	12%	Sports and recreation facilities	10%
Drains maintenance and repairs	9%	Footpath maintenance and repairs	10%
Footpath maintenance and repairs	7%	Drains maintenance and repairs	8%
Public toilets	7%	Parks, gardens and open spaces	8%
Elderly services and facilities	6%	Communication and consultation	6%
Parks, gardens and open spaces	6%	Economic development of area / tourism	6%
Youth activities, services and facilities	6%	Building, housing, planning, development	6%
Communication and consultation	5%	Council rates / fees / charges	5%
Council rates / fees / charges	5%	Equal treatment of rural / urban areas	5%
All other issues	79%	All other issues	83%
Respondents identifying an issue	143 (82%)	Respondents identifying an issue	331 (83%)



## Issues by district

The following tables provide a comparison of the top issues for Campaspe Shire for respondents from each of the 10 districts comprising the municipality.

Attention is drawn to the very small sample size for these individual districts, which means caution should be exercised in over-interpreting variation in the issues results at the district level.

These results have been provided to allow for some analysis of the finer-grain variation in the prominence of these issues across the Shire, with attention drawn to the following:

- **Lockington-Gunbower and district** (40 respondents) – were somewhat more likely than average to nominate communication and consultation, and flooding n.f.d.
- **Echuca West** (68 respondents) – were somewhat more likely than average to nominate footpaths, parks and gardens, Council rates, planning and development, economic development / tourism, and health and medical services and facilities.
- **Echuca Central** (58 respondents) - were somewhat more likely than average to nominate parks and gardens, drains, economic development / tourism, and general infrastructure.
- **Echuca Southeast** (29 respondents) – were somewhat more likely than average to nominate elderly services and facilities, safety, policing, crime, and homelessness issues.
- **Rushworth and district** (26 respondents) – were somewhat more likely than average to nominate roads, public toilets, and heritage protection.
- **Tongala and district** (41 respondents) – were somewhat more likely than average to nominate equal treatment of rural / urban areas, children’s facilities and activities, youth services and facilities, and flooding prevention.
- **Kyabram East** (33 respondents) – were somewhat more likely than average to nominate roads and the waste transfer station / tip.
- **Kyabram West** (46 respondents) – were somewhat more likely than average to nominate drains and sports and recreation facilities.
- **Rochester** (31 respondents) – were somewhat more likely than average to nominate sports and recreation facilities.
- **Stanhope and district** (28 respondents) – were somewhat more likely than average to nominate sports and recreation facilities, elderly services and facilities, general infrastructure, environment, sustainability and climate change, and community activities, arts, and culture.





**Top issues for Campaspe Shire at the moment by district**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<b>Lockington-Gunbower and District</b>		<b>Echuca West</b>	
Roads maintenance and repairs	55%	Roads maintenance and repairs	41%
Communication and consultation	13%	Footpath maintenance and repairs	19%
Building, housing, planning, development	10%	Parks, gardens and open spaces	15%
Footpath maintenance and repairs	8%	Council rates / fees / charges	12%
Flooding n.f.d	8%	Building, housing, planning, development	12%
Equal treatment of rural / urban areas	8%	Economic development of area / tourism	12%
Parks, gardens and open spaces	5%	Communication and consultation	7%
Street lighting	5%	Health and medical issues / services	7%
Safety, policing, crime	5%	Youth activities, services and facilities	7%
Provision and maintenance of street trees	5%	Bikes, cycling / walking tracks	7%
All other issues	68%	All other issues	82%
Respondents identifying an issue	32 (80%)	Respondents identifying an issue	60 (88%)

<b>Echuca Central</b>		<b>Echuca South-East</b>	
Roads maintenance and repairs	43%	Roads maintenance and repairs	43%
Parks, gardens and open spaces	16%	Footpath maintenance and repairs	13%
Drains maintenance and repairs	16%	Waste transfer station / the Tip	13%
Economic development of area / tourism	12%	Communication and consultation	10%
Prov., mainten. of general infrastructure	9%	Elderly services and facilities	10%
Council governance and performance	7%	Safety, policing, crime	7%
Beautification of area / liveability	7%	Homeless / beggars	7%
Building, housing, planning, development	5%	Economic development of area / tourism	7%
Footpath maintenance and repairs	5%	Equal treatment of rural / urban areas	7%
Waterways management	5%	Council rates / fees / charges	3%
All other issues	62%	All other issues	50%
Respondents identifying an issue	48 (83%)	Respondents identifying an issue	21 (70%)

<b>Rushworth and District</b>		<b>Tongala and District</b>	
Roads maintenance and repairs	81%	Roads maintenance and repairs	46%
Public toilets	19%	Equal treatment of rural / urban areas	15%
Footpath maintenance and repairs	15%	Children activities and facilities	12%
Sports and recreation facilities	12%	Youth activities, services and facilities	10%
Heritage protection / character	8%	Communication and consultation	7%
Education and schools	4%	Flooding prevention (e.g. levy, banks, etc)	7%
Parks, gardens and open spaces	4%	Public toilets	7%
Disabled services and facilities	4%	Parks, gardens and open spaces	5%
Drains maintenance and repairs	4%	Parking	5%
Communication and consultation	4%	Council rates / fees / charges	5%
All other issues	62%	All other issues	61%
Respondents identifying an issue	23 (89%)	Respondents identifying an issue	32 (79%)



**Top issues for Campaspe Shire at the moment by district**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

<b>Kyabram East</b>		<b>Kyabram West</b>	
Roads maintenance and repairs	61%	Roads maintenance and repairs	43%
Parks, gardens and open spaces	12%	Drains maintenance and repairs	17%
Drains maintenance and repairs	12%	Sports and recreation facilities	17%
Waste transfer station / the Tip	9%	Footpath maintenance and repairs	11%
Council rates / fees / charges	6%	Communication and consultation	7%
Health and medical issues / services	6%	Council rates / fees / charges	7%
Sports and recreation facilities	6%	Council governance and performance	7%
Public toilets	6%	Rubbish and waste issues inc garbage	7%
Community activities / arts and culture	6%	Bikes, cycling / walking tracks	7%
Education and schools	3%	Education and schools	4%
All other issues	64%	All other issues	65%
Respondents identifying an issue	27 (84%)	Respondents identifying an issue	35 (76%)

<b>Rochester</b>		<b>Stanhope and District</b>	
Roads maintenance and repairs	45%	Roads maintenance and repairs	43%
Sports and recreation facilities	35%	Sports and recreation facilities	21%
Equal treatment of rural / urban areas	16%	Elderly services and facilities	21%
Drains maintenance and repairs	13%	Prov., mainten. of general infrastructure	11%
Flooding prevention (e.g. levy, banks, etc)	13%	Environment,sustainability,climate change	11%
Footpath maintenance and repairs	10%	Community activities / arts and culture	11%
Youth activities, services and facilities	6%	Parks, gardens and open spaces	7%
Prov., maintenance of community facilities	6%	Building, housing, planning, development	7%
Council customer service / responsiveness	6%	Provision and maintenance of street trees	7%
Council governance and performance	6%	Youth activities, services and facilities	7%
All other issues	45%	All other issues	71%
Respondents identifying an issue	27 (88%)	Respondents identifying an issue	25 (91%)

<b>Campaspe Shire</b>		<b>Regional Victoria</b>	
Roads maintenance and repairs	48%	Roads maintenance and repairs	49%
Sports and recreation facilities	10%	Building, housing, planning, development	10%
Footpath maintenance and repairs	10%	Communication, consultation, prov. of info.	7%
Drains maintenance and repairs	8%	Footpath maintenance and repairs	7%
Parks, gardens and open spaces	8%	Sports and recreation facilities	7%
Communication and consultation	6%	Environment,sustainability,climate change	6%
Economic development of area / tourism	6%	Traffic management	6%
Building, housing, planning, development	6%	Elderly services and facilities	5%
Council rates / fees / charges	5%	Council rates, fees, and charges	5%
Equal treatment of rural / urban areas	5%	Health and medical issues / services	5%
All other issues	83%	All other issues	83%
Respondents identifying an issue	331 (83%)	Respondents identifying an issue	264 (81%)





## Issues by respondent profile

There was also some notable variation in the top issues for Campaspe Shire observed by respondent profile, including age structure, gender, and language spoken at home, as follows:

- **Male** – respondents were somewhat more likely than female respondents to nominate roads.
- **Female** – respondents were somewhat more likely than male respondents to nominate footpaths, parks, gardens, and open spaces, youth services and facilities, and public toilets.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to nominate roads.
- **Multilingual household** (19 respondents) – respondents were somewhat more likely than respondents from English speaking respondents to nominate communication and consultation, building, housing, planning and development issues, cycling and / or walking paths, and economic development of the area including tourism.
- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to nominate roads, footpaths, parks, gardens, and open spaces, and equal treatment of rural / urban areas.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to nominate sports and recreation facilities, parks, gardens, and open spaces, drains, communication and consultation, Council rates, fees, and charges, youth services and facilities, equal treatment of rural / urban areas, cycling and / or walking paths, and economic development of the area including tourism.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to nominate roads.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to nominate elderly services and facilities, and public transport.



**Top issues for Campaspe Shire at the moment by respondent profile**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<b>Male</b>		<b>Female</b>	
Roads maintenance and repairs	51%	Roads maintenance and repairs	46%
Sports and recreation facilities	10%	Footpath maintenance and repairs	14%
Drains maintenance and repairs	8%	Parks, gardens and open spaces	11%
Economic development of area / tourism	7%	Sports and recreation facilities	10%
Communication and consultation	7%	Youth activities, services and facilities	7%
Council rates / fees / charges	6%	Drains maintenance and repairs	7%
Building, housing, planning, development	6%	Equal treatment of rural / urban areas	6%
Elderly services and facilities	5%	Public toilets	6%
Footpath maintenance and repairs	5%	Communication and consultation	5%
Council governance and performance	5%	Building, housing, planning, development	5%
All other issues	68%	All other issues	91%
Respondents identifying an issue	155 (80%)	Respondents identifying an issue	175 (86%)

<b>English speaking</b>		<b>Multi-lingual</b>	
Roads maintenance and repairs	49%	Roads maintenance and repairs	36%
Sports and recreation facilities	10%	Communication and consultation	14%
Footpath maintenance and repairs	10%	Building, housing, planning, development	14%
Parks, gardens and open spaces	8%	Bikes, cycling / walking tracks	14%
Drains maintenance and repairs	8%	Economic development of area / tourism	14%
Communication and consultation	6%	Education and schools	7%
Economic development of area / tourism	6%	Parks, gardens and open spaces	7%
Council rates / fees / charges	5%	Parking	7%
Building, housing, planning, development	5%	Drains maintenance and repairs	7%
Youth activities, services and facilities	5%	Public transport	7%
All other issues	84%	All other issues	57%
Respondents identifying an issue	319 (83%)	Respondents identifying an issue	11 (77%)



**Top issues for Campaspe Shire at the moment by respondent profile**

**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Young adults (18 to 34 years)</b>		<b>Adults (35 to 44 years)</b>	
Roads maintenance and repairs	55%	Roads maintenance and repairs	42%
Footpath maintenance and repairs	16%	Sports and recreation facilities	16%
Parks, gardens and open spaces	13%	Parks, gardens and open spaces	12%
Sports and recreation facilities	9%	Drains maintenance and repairs	12%
Equal treatment of rural / urban areas	9%	Communication and consultation	12%
Public toilets	7%	Council rates / fees / charges	12%
Drains maintenance and repairs	6%	Youth activities, services and facilities	12%
Building, housing, planning, development	6%	Equal treatment of rural / urban areas	12%
Prov., mainten. of general infrastructure	6%	Bikes, cycling / walking tracks	10%
Economic development of area / tourism	6%	Economic development of area / tourism	10%
All other issues	66%	All other issues	68%
Respondents identifying an issue	68 (80%)	Respondents identifying an issue	44 (87%)
<b>Middle aged adults (45 to 54 years)</b>		<b>Older adults (55 to 74 years)</b>	
Roads maintenance and repairs	42%	Roads maintenance and repairs	54%
Sports and recreation facilities	13%	Footpath maintenance and repairs	10%
Drains maintenance and repairs	11%	Communication and consultation	8%
Parks, gardens and open spaces	8%	Sports and recreation facilities	8%
Elderly services and facilities	6%	Drains maintenance and repairs	8%
Council rates / fees / charges	6%	Council governance and performance	6%
Prov., mainten. of general infrastructure	6%	Economic development of area / tourism	6%
Council governance and performance	6%	Parks, gardens and open spaces	6%
Bikes, cycling / walking tracks	6%	Building, housing, planning, development	5%
Building, housing, planning, development	5%	Tip	5%
All other issues	80%	All other issues	77%
Respondents identifying an issue	53 (83%)	Respondents identifying an issue	121 (85%)
<b>Senior citizens (75 years and over)</b>		<b>Campaspe Shire</b>	
Roads maintenance and repairs	38%	Roads maintenance and repairs	48%
Footpath maintenance and repairs	12%	Sports and recreation facilities	10%
Elderly services and facilities	7%	Footpath maintenance and repairs	10%
Sports and recreation facilities	7%	Drains maintenance and repairs	8%
Drains maintenance and repairs	5%	Parks, gardens and open spaces	8%
Communication and consultation	5%	Communication and consultation	6%
Building, housing, planning, development	5%	Economic development of area / tourism	6%
Public transport	5%	Building, housing, planning, development	6%
Tip	5%	Council rates / fees / charges	5%
Economic development of area / tourism	5%	Equal treatment of rural / urban areas	5%
All other issues	76%	All other issues	83%
Respondents identifying an issue	45 (78%)	Respondents identifying an issue	331 (83%)



## Key issues verbatim comments

### Road maintenance and repairs

The following table outlines the verbatim responses categorised into “road maintenance and repairs, including roadworks” this year.

Most of these relate to the perceived lack of adequate maintenance of roads, including both state and local government managed roads.

**Top issues regarding "roads maintenance and repair"**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number of total responses)

Comment	Number
<i>Road maintenance and repairs</i>	
Roads	64
Road maintenance / repair / fixing	56
Better maintenance for the side of the roads / slashing at verges	4
All the roads need maintenance	2
Low quality road maintenance / work on roads better	2
Roads are not good / not well maintained	2
General in Rochester	1
Grade the roads that were flooded	1
Issues with the roads need to be repaired	1
Large potholes	1
Main streets as well as residential streets	1
Maintenance and repairs of sealed roads	1
Maintenance of the gravelled road	1
More attention for road maintenance given the rates we pay owning big farming lands given it's only one household	1
Most roads around Rochester are not maintained	1
Not well maintained across Echuca	1
Patches on potholes. They wear out pretty quick	1
Providing good roads	1
Repair the roads that are rough	1
Repairing holes in the roads	1
Road maintenance needed more from Council and state government	1
Road repair crucial	1
Roads are deteriorated	1
Road maintenance across Echuca	1
Road maintenance across Kyabram	1
Roads should be taken care of more in general	1
Shoulders of the main roads in Rushworth needs to be addressed	1
<b>Total</b>	<b>151</b>

<i>Conditions of roads</i>	
Road condition / quality	19
Potholes	7
Better monitoring and repairing of potholes	1
Condition is not very good	1
Damaged roads	1
Road conditions between Kyabram and other parts of Campaspe	1
Road's need patching up	1
Too much damage	1
<b>Total</b>	<b>32</b>
<i>Specific roads</i>	
High St is filled with potholes / needs proper maintenance	2
Poplar St is filled with potholes / needs proper maintenance	2
Repair of the Kyabram / Echuca Road	2
Complete the grading on Fraser Rd	1
Diggora Rd	1
Dirt road near Balaclava Mine is shocking and needs grading	1
Fixing of McCormick Rd and the corner of Edis St. They are filled with potholes	1
Hotham St	1
Hovell St needs maintenance	1
Pakenham St	1
Proper repair of the Wild Oat Drive Rd	1
Restdown Rd	1
Rochester to Echuca	1
Sullivan Rd	1
The Northern Highway that goes to Elmore as well	1
The roads like Scobie Rd are dangerous with lots of potholes and they need repair	1
<b>Total</b>	<b>19</b>
<i>Rural / dirt roads</i>	
All the rural roads should be maintained / repaired / improved	5
Maintenance of unsealed / dirt roads	3
Condition of rural roads is disastrous	1
Dirt roads need grading (Kyabram East)	1
Lots of country roads have no slashing	1
<b>Total</b>	<b>11</b>
<b>Total responses (some responses have been split into multiple issues)</b>	<b>213</b>



## Flooding related issues

The following table outlines the verbatim responses categorised into flood prevention, flooding issues not further defined, flooding recovery, repairs, and assistance, and flood warning and response.

**Top issues regarding "flooding related issues"**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number of total responses)*

<i>Comment</i>	<i>Number</i>
<i>Flooding prevention (e.g. levy, banks, etc)</i>	
Flood planning / preparation / prevention	7
Flood mitigation	4
Because we're a flood prone area, they should make changes for future floodings	1
Flood mitigation because if the Council doesn't help the community of Rochester, there would not be a Rochester as the people would move away due to such flooding risks	1
Future floods in Echuca area	1
Lack of flood preparation	1
Levy bank should be improved	1
We don't want to get flooded again	1
<b>Total</b>	<b>17</b>
<i>Flooding issues (not further defined)</i>	
Floods / flood issues / flooding of town	4
Flood management	2
Flooding has to be a priority	1
Having no program to fix problems in the community like the flooding which hasn't been addressed in the last 16 months	1
Rochester flood situation	1
The dam in the Shire needs attention	1
Water	1
<b>Total</b>	<b>11</b>
<i>Flooding recovery, repairs, assistance</i>	
Flood victims are not managed	1
Impact of flooding from 2022 - very slow	1
infrastructure that was destroyed by the floods, like the bush and the roads	1
Lack of support and resources given to Rochester, during the floods all resources were provided to Echuca while Rochester suffered	1
Supporting flood affected communities	1
Supporting flooding area	1
<b>Total</b>	<b>6</b>

<i>Flooding warning and response</i>	
Response to floods	1
The Campaspe flood study should be taken care of	1
The flooding response could have been done a lot better by the Council	1
Flood response needs improvement. Lots of things could have been done better	1
They need to address the floods more	1
<b>Total</b>	<b>5</b>
<i>Other</i>	
In Rochester	1
Step up for Rochester	1
<b>Total</b>	<b>2</b>

### Economic development of area / tourism

There were 24 issues categorised as “economic development of the area including tourism” this year, with the verbatim comments outlined in the following table.

Almost half of these comments were supportive of increased tourism and tourism related activities in the Shire, with just one response being opposed to increased tourism.

There were several comments related to the Port, including seven generally in support of increased attention to the Port, and one response of the view that the Port receives too much Council spending.

**Top issues regarding "economic development of area / tourism"**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Comment</i>	<i>Number</i>
Support tourism into the town / need more tourist activities / improve tourism	10
Port area needs more tourism attraction	2
The management of / look after the port area	2
Attract businesses to the areas outside of Echuca	1
Port area	1
Raking the port	1
Small sightseeing areas in regional areas can be improved	1
Stop spending money at the port	1
The port area could be lightened up with more activities and events	1
They should come up with bike paths	1
Too much attention paid to tourists	1
Using the port precinct	1
<b>Total</b>	<b>23</b>





## Sports and recreation facilities

There were 41 issues categorised as “sports and recreation facilities” this year, with the verbatim comments outlined in the following table.

Most of these comments related to concerns around the closure of local outdoor swimming pools and the maintenance of swimming pools.

There were several other issues related to other sporting facilities, including mostly around the maintenance of facilities.

**Sports and recreation facilities related issues**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number of total responses)*

<i>Comment</i>	<i>Number</i>
Keeping the pools open	7
Community swimming pools.	5
Maintenance of outdoor pools	3
Sporting facilities	2
Better managed sporting facilities	1
Bring back the pool	1
Bring back the swimming pool in Rochester	1
Echuca footy oval.	1
Keeping the Kybram swimming pool open	1
Lack of sporting facilities for junior sport	1
Lights in Gunbower tennis club netball club.	1
Maintaining and keeping the pool open longer for kids	1
Outdoor swimming pool	1
Pool access. The pool hasn't been opened in two years and still haven't decided for Rochester	1
Pool for Rochester needs replacement	1
Pool hours are not good.	1
Pools, make sure they are working.	1
Poor quality of sporting facilities	1
Small towns need swimming pool, hand them to community if	1
Sport facilities are outdated	1
Swimming pool, including the change rooms and toilets. Pool is not in good condition	1
Swimming pool and community toilets.	1
Swimming pool closed in Rochester	1
Swimming pool hasn't been fixed since the flood	1
Swimming pool, they have 5000000 dollars but doing nothing about them.	1
Upgrading the Kyabram pool	1
We don't want to lose sporting facilities.	1
<b>Total</b>	<b>41</b>



## Most important thing Council should do to improve its performance

Respondents were asked:

*“What is the most important thing Campaspe Shire Council should do to improve its performance?”*

This question relating to the most important thing that Council should do to improve its performance was not included in the previous survey program and therefore only limited time series results are available (2023 and 2024).

This question was also not included in the *Governing Melbourne* or *Governing Regional Victoria* research undertaken independently by Metropolis Research.

A total of 310 of the 400 respondents (78% up from 70%) nominated at least one thing Council should do to improve its performance, with the three most prominent areas being improved communication and consultation (37% up from 31%), Council governance and performance, and accountability (14%, stable), and road maintenance and repairs (8% down from 14%).

Metropolis Research notes that these results reflect some of the top issues as reported in the [Issues to Address](#) section of this report, although it is noteworthy that whilst the issues to address included specific service areas including sports and recreation facilities, footpaths, drains, and parks, gardens, and open spaces, respondents focused more on Council performance around communication, consultation, engagement, management, and accountability areas.

It is noted that road related issues were only nominated as the most important thing Council should do to improve performance by 14% of respondents, compared to 48% who nominated it as a top three issue.

The prominence of suggestions around Council performance, accountability, communication, consultation, financial priorities, equal treatment of rural / urban areas do highlight the importance some in the community place on these aspects of Council performance.

This is a theme developed in several sections of this report, including the relatively modest satisfaction with overall performance, aspects of governance and leadership and satisfaction with aspects of customer service.



**Most important thing Campaspe Shire Council should do to improve its performance****Campaspe Shire Council - 2024 Annual Community Satisfaction Survey***(Number and percent of total respondents)*

Response	2024		2023
	Number	Percent	
Communication, consultation, provision of information	115	37%	31%
Council governance, performance and accountability	43	14%	14%
Roads maintenance and repairs	26	8%	14%
Equal treatment of rural / urban areas	19	6%	4%
Look after community / community needs	13	4%	2%
Financial issues and priorities for Council	11	4%	6%
Council visibility / presence	7	2%	2%
Community activities / centres / arts and culture	6	2%	0%
Council customer service / responsiveness	5	2%	3%
Council rates / fees / charges	5	2%	1%
Building, housing, planning and development issues	4	1%	0%
Economic development of area / tourism	4	1%	0%
General positive	4	1%	0%
Tip	4	1%	0%
Disability services and facilities	3	1%	0%
Drains maintenance and repairs	3	1%	1%
Flooding recovery, repairs, assistance	3	1%	2%
Support for local business	3	1%	0%
Cleanliness and maintenance of area incl. rubbish	2	1%	2%
Community support	2	1%	1%
Elderly services and facilities	2	1%	0%
Footpath maintenance and repairs	2	1%	0%
Parks, gardens and open spaces	2	1%	1%
Animal management	1	0%	0%
Beautification of area / liveability	1	0%	1%
Bike, cycling / walking tracks	1	0%	0%
Flooding - prevention (e.g. levy, banks, etc)	1	0%	1%
Flooding n.f.d	1	0%	0%
Flooding warning, immediate response	1	0%	0%
Focus on core / basic areas and needs	1	0%	0%
Hard rubbish collection	1	0%	0%
Homeless / beggars	1	0%	0%
Parking	1	0%	1%
Provision and maintenance of community facilities	1	0%	0%
Provision and maintenance of general infrastructure	1	0%	0%
Provision and maintenance of street trees	1	0%	1%
Quality and provision of community services	1	0%	1%
Rubbish and waste issues inc garbage	1	0%	0%
Sports and recreation facilities maintenance	1	0%	2%
Youth activities, services and facilities	1	0%	1%
Other issues	5	2%	5%
Not stated	90		119
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>



There was some variation in these results observed across the municipality, as follows:

- **Echuca and Surrounds** – respondents were somewhat more likely than average to nominate Council governance and performance.
- **Campaspe West** – respondents were somewhat more likely than average to nominate looking after the community and community needs.
- **Campaspe East** – respondents were somewhat more likely than average to nominate road maintenance and repairs, and the equal treatment of rural and urban areas.

**Most important thing Campaspe Shire Council should do to improve its performance by precinct**

**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b><i>Echuca and Surrounds</i></b>		<b><i>Campaspe West</i></b>	
Communication, consultation, prov. of info	38%	Communication, consultation, prov. of info	39%
Council governance and performance	19%	Roads maintenance and repairs	10%
Roads maintenance and repairs	4%	Look after community / community needs	7%
Community activities / centres / arts	3%	Equal treatment of rural / urban areas	6%
Council visibility / presence	3%	Council governance and performance	4%
General positive	3%	Disabled services and facilities	4%
Council rates / fees / charges	2%	Community support	4%
Financial issues and priorities for Council	2%	Financial issues and priorities for Council	3%
Economic development of area / tourism	2%	Parks, gardens and open spaces	3%
Elderly services and facilities	2%	Flooding recovery, repairs, assistance	3%
All other issues	20%	All other issues	16%
<b>Total</b>	<b>37</b>	<b>Total</b>	<b>70</b>

<b><i>Campaspe East</i></b>		<b><i>Campaspe Shire</i></b>	
Communication, consultation, prov. of info	36%	Communication, consultation, prov. of info	37%
Council governance and performance	13%	Council governance and performance	14%
Roads maintenance and repairs	12%	Roads maintenance and repairs	8%
Equal treatment of rural / urban areas	11%	Equal treatment of rural / urban areas	6%
Look after community / community needs	5%	Look after community / community needs	4%
Financial issues and priorities for Council	5%	Financial issues and priorities for Council	4%
Council customer service / responsiveness	3%	Council visibility / presence	2%
Support for local business	2%	Community activities / centres / arts	2%
Council visibility / presence	2%	Council customer service / responsiveness	2%
Community activities / centres / arts	1%	Council rates / fees / charges	2%
All other issues	12%	All other issues	19%
<b>Total</b>	<b>174</b>	<b>Total</b>	<b>400</b>



## Mayor and Councillor Recognition

Respondents were asked:

*“Can you name the current Mayor of Campaspe Shire Council? / Can you name another Councillor?  
Who is it?”*

This question relating to respondents’ awareness of the current Mayor and / or any other Councillor was included in the survey program for the first time this year.

Of the 400 respondents, 79 (21%) believed that they could name the current Mayor and 146 (38%) believed they could name another Councillor.

**Current Mayor and Councillor of Campaspe Shire Council**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Response	Current Mayor		Councillor	
	Number	Percent	Number	Percent
Yes	79	21%	146	38%
No	303	79%	235	62%
Not stated	18		19	
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>	<b>100%</b>

Of the 79 respondents who reported that they could name the current Mayor, 69 (or 17% of the 21%) correctly identified Cr. Rob Amos, with a handful naming other current Councillors.

Of the 146 respondents who reported that they could name another Councillor, 125 (or 31% of the 38%) correctly identified a current Campaspe Shire Councillor, with Cr. Paul Jarman the most named.

Metropolis Research notes that the proportion of respondents who could correctly identify the current Mayor was consistent with results observed in several other municipalities in metropolitan Melbourne for whom Metropolis Research has asked a similar question.

In one municipality it was found that the long-term average awareness of the current Mayor from 2005 to 2024 was 18%, with that average dropping from around 23% over the period from 2005 to 2010.

Metropolis Research has not previously asked the question about whether respondents could name another current Councillor of the municipality, and therefore has no comparison results to provide context around this result.

It would be our expectation, however, that many in the community who are not significantly engaged with the local council would be more likely to be able to name the current Mayor than they would necessarily be able to name other Councillors. This will be due to the greater exposure of the Mayor, particularly in local news, but also as the face of Council in a wider context, for example in state news stories and similar situations.



**Name current Mayor / another Councillor of Campaspe Shire Council**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

Response	Current Mayor		Another Councillor	
	Number	Percent	Number	Percent
Cr. Rob Amos	69	17%	2	0%
Cr. Paul Jarman	3	1%	42	10%
Cr. Adrian Weston	2	1%	25	6%
Cr. Daniel Mackrell	1	0%	14	3%
Cr. John Zobec	1	0%	9	2%
Cr. Chrissy Weller	1	0%	7	2%
Cr. Tony Marwood	0	0%	17	4%
Cr. Leanne Pentreath	0	0%	5	1%
Cr. Colleen Gates	0	0%	4	1%
Other	2	1%	20	5%
Not stated	321	80%	255	64%
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>	<b>100%</b>

## Communication and engagement with Council or Councillors

### ***Preferred ways to communicate and inform about Council news, information and events***

Respondents were asked:

*“What, if any, are all the ways you would prefer Council to communicate and inform you about Council news, information, and events?”*

Respondents were again in 2024, asked to nominate all the methods by which they would prefer Council to communicate and inform them about Council news, information, and events.

Consistent with the results recorded last year, 93% (up from 91%) were able to nominate at least one preferred method of communication, at an average of approximately two methods per respondent.

There was relatively little meaningful variation in these results observed this year, with the most nominated method again being a printed newsletter delivered via the mail, with 42% (down from 43%) nominating this method.

Metropolis Research notes that this result was somewhat higher than is currently being observed in several metropolitan Melbourne municipalities.





It is also noted that 30% (up from 28%) of respondents preferred that Council communicate with them via the local newspaper.

These results reinforce the significance of both the printed and delivered newsletter as well as local newspapers to the Campaspe community.

**Preferred ways to communicate and inform about Council news, information and events**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Response	2024		2023
	Number	Percent	
A printed newsletter delivered via the mail	168	42%	43%
Social media (e.g., Facebook)	127	32%	34%
A newsletter delivered via email	122	31%	36%
Advertising in the local newspapers	121	30%	28%
Public forums / meetings	59	15%	19%
SMS / text messages	54	14%	20%
Council's website	47	12%	18%
Other	11	3%	3%
<b>Total responses</b>	<b>709</b>		<b>802</b>
<i>Respondents identifying at least one way</i>	<i>372</i> <i>(93%)</i>		<i>364</i> <i>(91%)</i>

Having noted the importance of the regular printed newsletter, it is also important to note that almost one-third of respondents also preferred Council communicate with them via social media (32%), and an emailed newsletter (31% down from 36%), with 14% preferring SMS and 12% (down from 18%) preferring the website.

These results confirm that the Campaspe community, whilst exhibiting a strong preference that information continues to be provided to the community via traditional methods of printed material delivered to their homes, many in the community also prefer more modern methods such as social media, email, website, and SMS.

Metropolis Research notes that there exists some preference for more direct methods of communication that require Council to have additional private information on residents. For example, email newsletters (31%) require the resident to provide Council with an email address, and SMS (12%) requires Council to know the residents' mobile phone number.

It is likely that with Council providing appropriate opportunities for residents to opt-in to these direct communication methods, the utilisation of these methods of communication would likely increase.

It is also important to note when engaging in that process, that using an opt-in approach to providing information by these direct methods would be important, as these results clearly show that the majority of the community did not express a preference to receive information via these direct methods.





Whilst not all of the residents who did not express a preference for a direct method of communication by Council would be dissatisfied if they were to receive these direct communications, it is highly likely that a sub-set of these residents would be dissatisfied if they were to receive direct communication via these methods without their prior consent.

## Preferred communication and information methods by precinct

There was no substantial variation in the preferred methods of communication and information about Council news, information, and events by precinct.

It is noted, however, that the 64 respondents from Campaspe West were marginally less likely to have nominated at least one method and were a little less likely to prefer each of the methods listed. This result likely reflects a slightly lower level of engagement with Council by residents of Campaspe West.

Whilst respondents in Campaspe West were marginally less likely to prefer communication and information from Council (91%) than the municipal average, they did report a slightly higher than average overall satisfaction score with Council (5.8 compared to 5.6).

Conversely, the respondents from Echuca and Surrounds were the most likely to prefer to receive communication and information from Council (96%), whilst they reported the lowest overall satisfaction with Council (5.4 compared to 5.6).

**Preferred ways to communicate and inform about Council news, information, events by precinct**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<i>Response</i>	<i>Echuca and Surrounds</i>	<i>Campaspe West</i>	<i>Campaspe East</i>	<i>Campaspe Shire</i>
A printed newsletter delivered via the mail	43%	39%	43%	42%
Social media (e.g., Facebook)	33%	24%	34%	32%
A newsletter delivered via email	31%	31%	30%	31%
Advertising in the local newspapers	33%	23%	30%	30%
Public forums / meetings	16%	11%	15%	15%
SMS / text messages	13%	9%	16%	14%
Council's website	15%	7%	10%	12%
Other	3%	0%	3%	3%
<b>Total responses</b>	<b>291</b>	<b>100</b>	<b>317</b>	<b>709</b>
<i>Respondents identifying at least one way</i>	<i>149</i> <i>(96%)</i>	<i>64</i> <i>(91%)</i>	<i>159</i> <i>(92%)</i>	<i>372</i> <i>(93%)</i>



## Preferred communication and information methods by respondent profile

There was some variation in the preferred methods of communication and information observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to prefer social media.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to prefer social media, an emailed newsletter, and public forums / meetings.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to prefer social media, an emailed newsletter, and SMS / text messages.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to prefer advertising in the local newspaper and Council’s website.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to prefer a printed newsletter delivered via the mail, and advertising in the local newspaper.
- **Female** – respondents were somewhat more likely than male respondents to prefer a printed newsletter delivered via the mail.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to prefer a printed newsletter delivered via the mail, advertising in the local newspapers, and SMS / text messages.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to prefer an emailed newsletter, and public forums / meetings.

These results confirm significant variation in preferred methods by age structure. This result is commonly observed, with younger respondents tending to be more likely to prefer methods like social media, whilst older respondents were more likely to prefer printed communications.



**Preferred ways to communicate and inform about Council news, information, events by respondent profile**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<i>Response</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>
A printed newsletter delivered via the mail	39%	30%	38%	45%	57%
Social media (e.g., Facebook)	42%	44%	45%	23%	10%
A newsletter delivered via email	24%	38%	41%	32%	19%
Advertising in the local newspapers	20%	28%	27%	36%	40%
Public forums / meetings	0%	22%	13%	18%	16%
SMS / text messages	12%	14%	20%	11%	14%
Council's website	6%	8%	14%	15%	10%
Other	2%	0%	3%	3%	3%
<b>Total responses</b>	<b>128</b>	<b>92</b>	<b>129</b>	<b>260</b>	<b>99</b>
<i>Respondents identifying at least one way</i>	83 (97%)	44 (87%)	61 (95%)	132 (93%)	52 (90%)

<i>Response</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>	<i>Campaspe Shire</i>
A printed newsletter delivered via the mail	33%	51%	43%	14%	42%
Social media (e.g., Facebook)	30%	34%	32%	29%	32%
A newsletter delivered via email	29%	32%	30%	43%	31%
Advertising in the local newspapers	31%	29%	31%	14%	30%
Public forums / meetings	15%	14%	15%	21%	15%
SMS / text messages	14%	13%	14%	7%	14%
Council's website	12%	11%	12%	7%	12%
Other	3%	2%	3%	0%	3%
<b>Total responses</b>	<b>325</b>	<b>382</b>	<b>687</b>	<b>19</b>	<b>709</b>
<i>Respondents identifying at least one way</i>	171 (89%)	190 (93%)	357 (92%)	13 (93%)	372 (93%)

## ***Preferred ways to engage with Council***

Respondents were asked:

*“What, if any, are all the ways you would prefer to engage with Council (the organisation)?”*

This question relating to preferred methods of engaging with Council (the organisation) was included in the survey program for the first time this year.

The overwhelming majority (90%) of respondents nominated at least one method by which they would prefer to engage with Council, at an average of approximately two methods per respondent.



The most preferred methods of engaging with Council were via face-to-face meetings (40%), by telephone (37%), and by email (30%).

**Preferred ways to engage with Council**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Response	2024	
	Number	Percent
Face-to-face	160	40%
Phone	146	37%
Email	118	30%
Online (website / webchat)	69	17%
Social media	61	15%
Council meetings	54	14%
Letter	50	13%
SMS	20	5%
Other	4	1%
<b>Total responses</b>	<b>682</b>	
<i>Respondents identifying at least one way</i>	<i>360</i>	<i>(90%)</i>

### Preferred methods of engaging by precinct

There was relatively little significant variation in this result observed across the municipality, although it is noted that respondents from Campaspe West (85%) were the least likely to nominate a preferred method of engaging with Council.

They were somewhat less likely to prefer all but one of the methods, but a little more likely to prefer face-to-face than average (44% compared to 40%).

This result was consistent with Campaspe West respondents being less likely than average to prefer to receive communication and information from Council.

Respondents from Echuca and Surrounds were more likely than average to prefer email.



**Preferred ways to engage with Council by precinct**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<i>Response</i>	<i>Echuca and Surrounds</i>	<i>Campaspe West</i>	<i>Campaspe East</i>	<i>Campaspe Shire</i>
Face-to-face	44%	44%	35%	40%
Phone	42%	26%	36%	37%
Email	40%	19%	25%	30%
Online (website / webchat)	19%	7%	20%	17%
Social media	14%	10%	19%	15%
Council meetings	15%	13%	13%	14%
Letter	15%	6%	13%	13%
SMS	6%	3%	5%	5%
Other	1%	4%	0%	2%
<b>Total responses</b>	<b>305</b>	<b>94</b>	<b>287</b>	<b>686</b>
<i>Respondents identifying at least one way</i>	<i>146 (94%)</i>	<i>60 (85%)</i>	<i>155 (89%)</i>	<i>360 (90%)</i>

### Preferred method of engagement with Council by respondent profile

There was some variation in the preferred methods of engaging with Council observed by respondent profile, as follows:

- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to prefer to engage by email and by social media.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to prefer to engage online via website / webchat, social media, and by SMS.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to prefer to engage by face-to-face meetings, by telephone, and by letter.
- **Male** – respondents were somewhat more likely than female respondents to prefer to engage at face-to-face meetings, by email, and at Council meetings.
- **Female** – respondents were somewhat more likely than male respondents to prefer to engage via social media.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to prefer engagement at Council meetings, by letter, and by SMS.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to prefer to engage at face-to-face meetings, by email, and online via website / webchat.



**Preferred ways to engage with Council by respondent profile**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

<i>Response</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>
Face-to-face	38%	38%	27%	43%	53%
Phone	33%	28%	42%	34%	48%
Email	31%	40%	36%	27%	16%
Online (website / webchat)	21%	20%	25%	16%	3%
Social media	16%	20%	28%	12%	3%
Council meetings	18%	12%	13%	13%	12%
Letter	5%	6%	13%	15%	21%
SMS	2%	4%	11%	4%	5%
Other	0%	2%	2%	1%	2%
<b>Total responses</b>	<b>142</b>	<b>86</b>	<b>125</b>	<b>236</b>	<b>97</b>
<i>Respondents identifying at least one way</i>	78 (91%)	44 (87%)	58 (91%)	126 (89%)	55 (94%)

<i>Response</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>	<i>Campaspe Shire</i>
Face-to-face	46%	34%	37%	50%	40%
Phone	35%	37%	37%	36%	37%
Email	33%	26%	29%	50%	30%
Online (website / webchat)	17%	18%	16%	50%	17%
Social media	12%	19%	15%	14%	15%
Council meetings	16%	11%	14%	7%	14%
Letter	12%	13%	13%	7%	13%
SMS	5%	5%	5%	0%	5%
Other	0%	2%	1%	0%	2%
<b>Total responses</b>	<b>345</b>	<b>340</b>	<b>655</b>	<b>29</b>	<b>686</b>
<i>Respondents identifying at least one way</i>	175 (90%)	185 (91%)	346 (90%)	13 (93%)	360 (90%)

### ***Preferred ways to communicate with Councillors***

Respondents were asked:

*“How would you prefer to communicate with your Councillor or Councillors?”*

This question relating to preferred methods of engaging with Councillors was included in the survey program for the first time this year.



The overwhelming majority (87%) of respondents nominated at least one method by which they would prefer to engage with Councillors, at an average of a little less than two methods per respondent.

The most common methods by which respondents would prefer to engage with their Councillor or Councillors was by email (31%), by telephone (29%), and at private face-to-face meetings (27%).

Approximately one-quarter of respondents preferred to engage with Councillors at council meetings and other public meetings.

**Preferred ways to communicate with Councillors**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Response	2024	
	Number	Percent
Email	122	31%
Telephone	116	29%
At private face-to-face meetings	109	27%
At other public meetings	93	23%
At Council meetings	89	22%
Social media	45	11%
Letter	42	11%
SMS	23	6%
Other	4	1%
<b>Total responses</b>	<b>643</b>	
<i>Respondents identifying at least one way</i>	<b>348</b> <i>(87%)</i>	

Consistent with the results for preferred methods of communication and information from Council and preferred methods of engagement with Council, respondent from Campaspe West were the least likely to nominate at least one method by which they would prefer to engage with Councillors (77% compared to municipal average of 87%).

This apparently lower level of engagement with Council, both the organisation and elected Councillors, from respondents in Campaspe West needs to be understood in concert with the fact that respondents from Campaspe West were, on average, slightly more satisfied with Council's overall performance than the municipal average (5.8 compared to 5.6 out of 10).

This reflects the fact that respondents who were more satisfied than average, may well be, at least in part, slightly less engaged with Council and therefore less keen to receive communication or information from, or engage with Council as they felt there was less necessity to engage or less to engage about, given their higher satisfaction.





**Preferred ways to communicate with Councillors by precinct**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<i>Response</i>	<i>Echuca and Surrounds</i>	<i>Campaspe West</i>	<i>Campaspe East</i>	<i>Campaspe Shire</i>
Email	33%	21%	32%	31%
Telephone	35%	26%	25%	29%
At private face-to-face meetings	26%	30%	28%	27%
At other public meetings	24%	19%	24%	23%
At Council meetings	25%	23%	20%	22%
Social media	10%	6%	15%	11%
Letter	10%	7%	13%	11%
SMS	4%	6%	7%	6%
Other	0%	3%	1%	1%
<b>Total responses</b>	<b>261</b>	<b>97</b>	<b>286</b>	<b>643</b>
<i>Respondents identifying at least one way</i>	<i>143 (92%)</i>	<i>54 (77%)</i>	<i>151 (87%)</i>	<i>348 (87%)</i>

### Preferred method of engagement with Councillors by respondent profile

There was some variation in the preferred methods of engaging with Councillors observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to prefer engagement at Council meetings and other public meetings.
- **Adults and middle-aged (aged 35 to 59 years)** – respondents were somewhat more likely than average to prefer to engage by email.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to prefer engagement at private face-to-face meetings, by letter, and by SMS.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to prefer to engage by telephone, at private face-to-face meetings, by letter, and by SMS.
- **Male** – respondents were somewhat more likely than female respondents to prefer engagement at private face-to-face meetings.
- **Female** – respondents were somewhat more likely than male respondents to prefer to engage by email and telephone.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to prefer engagement at private face-to-face meetings, at Council meeting and other public meetings, and by letter.



**Preferred ways to communicate with Councillors by respondent profile**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<i>Response</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>
Email	27%	38%	44%	29%	17%
Telephone	19%	26%	33%	28%	45%
At private face-to-face meetings	21%	18%	20%	35%	36%
At other public meetings	31%	20%	14%	23%	26%
At Council meetings	29%	14%	13%	25%	26%
Social media	13%	14%	11%	11%	7%
Letter	9%	0%	5%	15%	17%
SMS	2%	2%	5%	8%	9%
Other	5%	0%	0%	0%	0%
<b>Total responses</b>	<b>135</b>	<b>66</b>	<b>92</b>	<b>245</b>	<b>106</b>
<i>Respondents identifying at least one way</i>	73 (86%)	40 (80%)	55 (87%)	126 (88%)	53 (92%)

<i>Response</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>	<i>Campaspe Shire</i>
Email	27%	34%	30%	36%	31%
Telephone	27%	31%	29%	29%	29%
At private face-to-face meetings	30%	25%	28%	14%	27%
At other public meetings	24%	23%	24%	14%	23%
At Council meetings	24%	21%	23%	7%	22%
Social media	10%	13%	11%	7%	11%
Letter	9%	12%	11%	0%	11%
SMS	7%	5%	6%	7%	6%
Other	2%	0%	1%	0%	1%
<b>Total responses</b>	<b>311</b>	<b>332</b>	<b>627</b>	<b>15</b>	<b>643</b>
<i>Respondents identifying at least one way</i>	165 (85%)	182 (89%)	346 (91%)	16 (85%)	348 (87%)



## Respondent profile

The following section provides the demographic profile of respondents to the *Campaspe Shire Council – 2024 Annual Community Satisfaction Survey*.

### Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results for the Campaspe Shire. Consistent with the telephone methodology, the underlying sample under-represented younger adults and over-represented older adults and senior citizens. The weighting corrected this skew.

**Age structure**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Age	2024 (unweighted)		2024 (weighted)	2023
	Number	Percent		
Young adults (18 - 34 years)	33	8%	21%	22%
Adults (35 - 44 years)	45	11%	13%	13%
Middle-aged adults (45 - 54 yrs)	67	17%	16%	16%
Older adults (55 - 74 years)	174	44%	36%	35%
Senior citizens (75 years and over)	81	20%	15%	15%
Not stated	0		0	3
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>	<b>400</b>

### Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results for the Campaspe Shire.

**Gender**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Gender	2024 (unweighted)		2024 (weighted)	2023
	Number	Percent		
Man	178	45%	49%	49%
Woman	221	55%	51%	51%
Non-binary	1	0%	0%	0%
Prefer another term	0	0%	0%	n.a.
Prefer not to say / not stated	0		0	4
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>	<b>400</b>



## Language spoken at home

Consistent with the 2023 results and the 2021 Census, most respondents spoke English at home, and approximately five percent were from households that spoke a language other than English at home.

**Language spoken at home**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Language	2024		2023
	Number	Percent	
English	383	96%	95%
Portuguese	2	1%	0%
Spanish	2	1%	1%
German	1	0%	1%
Albanian	1	0%	1%
Croatian	1	0%	0%
Dutch	1	0%	0%
Italian	1	0%	0%
Sign Languages n.f.d.	1	0%	0%
Tagalog (Filipino)	1	0%	1%
Turkish	1	0%	1%
Yoruba	1	0%	1%
Other Languages n.f.d.	2	1%	1%
Not stated	2		2
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>

## Housing situation

Consistent with the 2023 results, most respondents reported that they owned their home, with 15% reporting that they were renting their home.

**Housing situation**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Situation	2024		2023
	Number	Percent	
Own this home / mortgage (paying-off home)	328	83%	85%
Renting this home	61	15%	12%
Other arrangement	8	2%	3%
Not stated	3		6
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>



## Household structure

The sample included a good cross section of household structure, including 34% couple households without children (including a mix of younger and older couples), 37% two-parent families (with a mix of age of children), 19% sole person households, five percent one-parent families (with a mix of ages of children), and four percent group households.

**Household structure**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Structure	2024		2023
	Number	Percent	
<b>Two parent family total</b>	<b>146</b>	<b>37%</b>	<b>36%</b>
youngest child 0 - 4 years	34	9%	7%
youngest child 5 - 12 years	43	11%	10%
youngest child 13 - 18 years	31	8%	8%
adult children only	38	10%	11%
<b>One parent family</b>	<b>20</b>	<b>5%</b>	<b>5%</b>
youngest child 0 - 4 years	0	0%	1%
youngest child 5 - 12 years	10	3%	2%
youngest child 13 - 18 years	3	1%	1%
adult children only	7	2%	1%
Group household	16	4%	7%
Sole person household	75	19%	14%
Couple only household	135	34%	37%
Extended or multiple families	3	1%	1%
Not stated	5		4
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>

## Period of residence

The overwhelming majority (85%) of respondents providing a response had lived in Campaspe Shire for 10 years or more, with just two new residents (less than one year in Campaspe).

**Period of residence in the Shire of Campaspe**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Period	2024		2023
	Number	Percent	
Less than 1 year	2	1%	1%
1 to less than 5 years	8	2%	3%
5 to less than 10 years	19	5%	12%
10 years or more	366	93%	85%
Not stated	5		3
<b>Total</b>	<b>400</b>	<b>100%</b>	<b>400</b>

## Previous Council / location

Of the 10 newer residents (less than five years in Campaspe), nine did not provide a response as to their previous municipality of residence.

**Previous Council**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
(Number of respondents living in the Shire of Campaspe for less than 5 yrs)

Council	2024	
	Number	Percent
Greater Geelong	1	100%
Not stated	9	
<b>Total</b>	<b>10</b>	<b>100%</b>



## General comments

The following tables outline the general comments received from respondents at the conclusion of the survey this year.

There were 74 general comments received this year, up on the 47 last year.

The most common issues raised in the general comments related to communication, consultation, and engagement (14 comments), community facilities, services, and activities (8 comments), comments about roads (8 comments), Council governance and management (7 comments), and comments related specifically to flooding issues (7 comments).

**General comments**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total responses)*

Comment	2024		2023
	Number	Percent	Percent
Communication, consultation and engagement	14	19%	15%
Community facilities / services / activities	8	11%	17%
Roads	8	11%	9%
Council governance and management	7	9%	6%
Flooding	7	9%	4%
Parks, gardens, open spaces and tree maintenances	4	5%	6%
Bikes and walking paths	3	4%	2%
Planning and development issues	3	4%	2%
Comments relating to this survey	2	3%	4%
Equal treatment of rural / urban areas	2	3%	2%
General positive comments	1	1%	6%
Rates / financial management	1	1%	6%
Waste management	1	1%	4%
Cleanliness and aesthetics of area	1	1%	2%
Footpaths	1	1%	2%
Sports / ovals / leisure centres	0	0%	4%
Animal management	0	0%	2%
Environment, climate change and bio-diversity	0	0%	2%
Parking	0	0%	2%
Other	11	15%	0%
<b>Total</b>	<b>74</b>	<b>100%</b>	<b>47</b>

The following table outlines the verbatim comments received from respondents this year.





**General comments**

**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Communication, consultation, and engagement</i>	
Communication with constituents needs to improve / communication is poor	2
Listen to the community	2
I need someone to respond to complaints about flooding and drains maintenance in Koala Ct, Kyabram to help fix it	1
I think the Campaspe Shire Council have some staff that have a poor manner to people, and it is very disappointing that we are getting this service when we are paying money	1
I was just wondering how long until my call to the Council will be returned, they said they are going to refer us to someone but never returned the call	1
More community engagement	1
More variety of communicating events	1
Return phone calls	1
Surveys done to how and what the residents want. How would you actually like to be represented. They need to be more accessible	1
The requests should be responded to quickly	1
They need to connect more with the business	1
They should come out of their offices and look into what is happening in reality	1
<b>Total</b>	<b>14</b>
<i>Community facilities / services / activities</i>	
I like to see more services for community houses in Rushworth in terms of internet for oldies. They should teach these courses in our remote community. They have a course, but it is on Tuesday, it should be after hours and not during business hours. Technology is racing so fast and evolving and the oldies are struggling with that	1
Elderly in nursing homes don't need tip passes, swap out for a pool pass	1
Get the information centre back	1
Start thinking about the elderly, better bus times for elderly	1
The Echuca airport runway needs fixing, as well	1
They closed the Tourism Bureau	1
They should look after infrastructure, more for the future	1
They should provide a building for doctors in outer parts of Echuca	1
<b>Total</b>	<b>8</b>



<i>Roads</i>	
Fix the roads	4
Fix the roads outside of Echuca	1
I want to see someone fixing the roads	1
They have narrowed Moora Road, and it is dangerous now to turn to that road for the upcoming traffic. They haven't thought about the trucks, they should have consulted the community for it as it is done without thinking about and talking to the community	1
Yes, fix the 'damn' street	1
<b>Total</b>	<b>8</b>

<i>Council governance and management</i>	
Control of Rochester	1
Getting a way to get rid of Council and hire people based on performance	1
Sack them all	1
Simple requests take too long	1
The councillors are over paid	1
To me the Council today is run by bureaucrats	1
Years ago, the Council represented the facilities	1
<b>Total</b>	<b>7</b>

<i>Flooding</i>	
Focus on flooding and natural ways to prevent that	1
Get people back to their homes that were affected by floods	1
I just don't want to get flooded again. If it does, I am leaving	1
More help for whole community after floods	1
Response to flood was bad, more planning needed, and quicker response needed	1
The roads are flooding all the time, they've come to fix it, but it isn't fixed	1
They don't listen to people's advice on floods and water logging	1
<b>Total</b>	<b>7</b>

<i>Parks, gardens, open spaces, and tree maintenances</i>	
Council should send some staff to 208 Anstruther St to cut down the overgrown tree so that I can ride my bike. It only takes 20 minutes, and they never do this	1
If only they could get rid of these trees because they drop nuts on the floor and it's a safety hazard	1
Parks and sporting facilities need more water to make the grass green and lush and mow regularly	1
The Council should provide fencing around the parks to improve safety	1
<b>Total</b>	<b>4</b>



<i>Bikes / walking paths</i>	
A walking track out of town would be good	1
No bike track for kids towards the Echuca village	1
There are not enough bike tracks, and they don't loop	1
<b>Total</b>	<b>3</b>
<i>Planning and development issues</i>	
The bridge was put in the wrong place	1
The drainage in this town is bad. They don't properly fix pipe bursts when the pipe should be replaced	1
They need to focus more building the town	1
<b>Total</b>	<b>3</b>
<i>Comments relating to this survey</i>	
I hope we have more frequent surveys in the future	1
Listen to the feedback provided in these surveys please	1
<b>Total</b>	<b>2</b>
<i>Equal treatment of rural / urban areas</i>	
Funding for smaller communities within the shire	1
Rushworth also exists and we need more help	1
<b>Total</b>	<b>2</b>
<i>Cleanliness and aesthetics of area</i>	
Cleaning of the public toilet in the Kyabram town hall	1
<b>Total</b>	<b>1</b>
<i>Footpaths</i>	
There are not enough footpaths	1
<b>Total</b>	<b>1</b>
<i>General positive comments</i>	
All good thanks	1
<b>Total</b>	<b>1</b>



<i>Rates / financial management</i>	
There's not much ROI with the rates	1
<b>Total</b>	<b>1</b>
<i>Waste management</i>	
Green waste pickup in spring and summer months should be weekly	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Councillors are too old	1
Everything is done in reports these days	1
Have business manager to get new businesses	1
I am just really disappointed in the Shire	1
I keep getting declined in regard to volunteering and work experience. There are also no youth groups in Echuca	1
Improvement on rail roads	1
Pretty unhappy with the latest revamp of Main St, they have just done a very thin layer which won't last long. They should have done a better job for accessibility of shops for seniors	1
Promote the town as much as possible	1
The Council needs to support small businesses in the area	1
The Easter parade is impacted by these road works, which is useless as they did not work well roads	1
They need to improve	1
<b>Total</b>	<b>11</b>
<b>Total</b>	<b>74</b>



## Appendix One: verbatim reasons for dissatisfaction with Council's overall performance

The following table displays the verbatim comments received from respondents who were dissatisfied with Council's overall performance.

**Reasons for dissatisfaction with Council's overall performance**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Equal treatment of rural / urban areas</i>	
Because Echuca takes priority / focus is only on Echuca	6
All money / resources go to Echuca	3
The Council doesn't do much for our area	2
All sent to Echuca all small towns are ignored	1
Because I live in one of the small communities. They don't listen to us	1
Because there's a real discrepancy between Rochester and Echuca	1
Don't look after our town, Echuca is getting everything	1
I just feel living in Rochester is very behind, Echuca has better facilities like pools	1
I'm sick of them spending all the money on the port	1
It could be better, but they failed the community of Rochester and small towns	1
It is all based on what's important in Echuca and no attention is given to other rural areas	1
Need to help outside the centre	1
The Council does not care about us since we are on the end of the Shire	1
The Council has not been good to Kyabram	1
The Council needs to utilise their funds in an efficient way. We are living in Echuca still receive good treatment, but the outlier community needs to get better services	1
The Council only provides services for Echuca, and we do not get any in this town	1
The Council thinks about only the port but not about surrounding areas	1
There's a massive shift of focus on Echuca which means Kyabram hasn't received the attention it deserves	1
They do nothing for Corop	1
They don't facilitate anything in local communities here apart from Echuca	1
They focus more on the central areas rather than the outlines. Living in the outer part of Kyabram we receive all services last	1
We don't see anything in Rushworth that involves the community. Everything happens in Echuca	1
<b>Total</b>	<b>30</b>
<i>General negative</i>	
I think they could do better / improve	3
They are slack / horrendous / good for nothing	3
They do a bad / rotten / terrible / job	3
They do nothing	3



Because there's things that need to be done that aren't. It's hard to volunteer through their system	1
Because they don't do anything or care about the community	1
Hate the Council	1
I have never had a single good experience, hard to get on with	1
I think they need to do more for the town. Paid for services but didn't get output	1
Last 4 years, following political agendas	1
Not much happens	1
The Council does many things minimally like consultation and acting like they act for the community, but they actually do not follow through	1
The effort of the Council is extremely poor	1
There are so many things the Council is not doing	1
They are going backwards	1
They are lacking in many departments	1
They don't impress me at all	1
They don't perform well	1
They just care about themselves	1
They're an uncooperative, uncommunicative, and arrogant Council	1
<b>Total</b>	<b>28</b>

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*Communication, engagement, visibility*

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They don't listen to the community / rate payers	2
Don't see them doing what Council is supposed to do	1
I don't see anything going on, as to what they say	1
I don't see them	1
I don't think the community knows what they are doing	1
I don't think the Council is engaged with the community	1
Improve and listen to community members	1
It is very hard to get someone to listen	1
Mainly there is too much uncertainty in terms of whatever they do as they don't consult much of the community. They did road works without consultation from community	1
My experience with the Council has been horrible. They brush off the issues that I've brought up	1
Need to improve communication	1
Not enough consultation when making decisions	1
Some things are done by their own accord but things that the community asks are not considered	1
The Council takes 2 weeks to respond to requests	1
The Shire officers are very courteous and helpful. However, there is a lack of communication with the public	1
There's a battle for everything. They need to listen to us more	1
There are things they make up excuses not to do. They talk to you like a politician	1
They do what they do and don't listen to us	1
They're not forthcoming in letting you know what's going on	1
<b>Total</b>	<b>20</b>



<i>Council services and facilities</i>	
Closing the pool	2
Council is spending money on ovals which is good but should also pay attention to other facilities	1
Fix the drain	1
I am 32 with autism and I have no engagement in the community. There nothing for me in the community to participate in. All disability activities have the age cut off for 18 years or younger	1
Maintenance of facilities in the town is poor	1
No playgrounds for kids	1
Some things Council is good at like garbage collection	1
Stormwater drains never cleaned out	1
The swimming pools are all bad	1
There rubbish pickup is very consistent and efficient, and they always maintain the ovals	1
There's a lot of things that need to be fixed, like having a pool	1
They are doing a poor job with the drainage and others	1
They are doing a poor job with the footpaths	1
They closed everything down. We have to travel very far every day	1
They don't do anything for this community, they closed off boat rentals	1
They don't seem to get on to things, but it never gets done. The community wanted a swimming pool but there isn't one. It's been 3 years since they've done nothing about the pool	1
They want your money, but they don't come to look at issues like pipes	1
<b>Total</b>	<b>18</b>
<i>Council governance, management</i>	
General gut feeling that Campaspe Shire is very slow to react	1
I feel the Council can do a lot more than they are currently doing	1
I just don't think they are very well managed; they don't actually care about the community and focus only on tourism	1
Nothing gets done and still the same	1
Nothing seems to get done. More employees and less things are done like footpaths	1
Perception of the Council toeing the line too much, driven by policy over individual needs	1
Sometimes they are not doing what they should do	1
Taking on responsibilities that they shouldn't be taking on and rate payers are	1
The Council needs to do better because I believe they are not working	1
There is a lot more to be done	1
Wasted their time on the wrong thing. Like road maintenance isn't focused on	1
<b>Total</b>	<b>11</b>





<i>Roads and traffic management</i>	
Roads are in poor / bad condition	3
Services like roads are poor	1
Council is stupid and they won't spend money on good roads. The officers are nice, but they can't do anything	1
Parking - useless, should lower parking fees around the town, roads	1
Roads needs fixing	1
They are doing a poor job with the roads	1
They don't fix the roads	1
They haven't repaired the roads, and when they do, it's not done properly	1
<b>Total</b>	<b>10</b>
<i>Financial management and priorities</i>	
Not spending money	1
There is no regard from staff about the cost of anything	1
They are only in it for the money	1
They claim to have no money for the community but give themselves pay rises each year	1
They don't spend their money wisely	1
They waste too much money	1
We don't get value for money	1
<b>Total</b>	<b>7</b>
<i>Community focus</i>	
I don't think they are really taking notice of what the community wants	1
They don't do anything for the community and need much improvement	1
They don't meet anyone's needs	1
They don't provide anything to the community unlike neighbouring Councils	1
They're more worried about tourism and making money than caring for the people in the town	1
I think the Council doesn't listen to what the public wants. They put too much money towards tourism and not enough towards the local needs	1
<b>Total</b>	<b>6</b>
<i>Cleanliness, maintenance, and beautification</i>	
Aquatic Reserve maintenance and renovation was slow	1
Fixing up gutters and all that are not done	1
There is no beautification	1
They are not doing anything, can't even mow the weeds	1
Things aren't maintained like they used to be. For example, the lawns need to be mowed by us	1
<b>Total</b>	<b>5</b>



<i>Parks, gardens, trees, and open spaces</i>	
Every year less and less river access	1
Just need one decent park	1
Parks and gardens are lousy for a touristy town	1
They should improve the river condition	1
<b>Total</b>	<b>4</b>
<i>Council customer service and responsiveness</i>	
Staff made mistake and brushed it off	1
They are being very poor in following up	1
They don't seem to respond to the public, do not direct or guide on how to access the system	1
They've undergone some restructuring, but I'm not satisfied because they fail to respond in a timely manner	1
<b>Total</b>	<b>4</b>
<i>Flood prevention, management, and response</i>	
Flooding issue	1
Slow flood recovery and work is stalled	1
The response to the floods was not good enough	1
<b>Total</b>	<b>3</b>
<i>Planning, housing, and development</i>	
Challenges in building permits	1
Housing, infrastructure, but no forward planning for community to live	1
They're just slack in planning permits	1
<b>Total</b>	<b>3</b>
<i>Rates, fees, and charges</i>	
For the rates I don't get any satisfaction	1
They charge far too much for areas they don't do anything in	1
<b>Total</b>	<b>2</b>



<i>Other</i>	
Been busy with floods, can't say much	1
Big area hard to meet everyone's needs	1
Change	1
Don't really have much to do with Council	1
Slightly going down	1
There are too many kids on the road	1
They are being very poor in youth crime	1
<b>Total</b>	<b>7</b>
<b>Total</b>	<b>158</b>

## Appendix Two: reasons for view about change in performance

The following table outlines the verbatim responses received from respondents as to the reasons for their view about the change in Council performance over the last 12 months.

**Reasons why Council's overall performance has "improved"**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Communication to / interaction with community is better	3
I think that it's changed due to better employees / better people on the Council	3
They did alright / a good job with the floods / were more prepared and proactive than last time	3
A few things are being done visibly / they are getting out there and doing some things	2
A little improvement in efficiency / response time better	2
Councillors' appearance in public seems comforting that they are capable	1
Experience with floods has influenced that	1
I have noticed some actions and projects that are ongoing and personally I have gotten responses to some enquiries	1
I think the Council is doing better	1
I think the new mayor has greater awareness of the needs of the people	1
I think they are trying to be more community oriented	1
It seems a lot more organised around the town	1
I've seen they've provided and are still in the process of providing greater services to the community of Rochester	1
Just more activities and things for people to do	1
Last year I would've rated them 0.5 this time I rated them 1	1
Leadership is changing and the new leaders are trying	1
Local sporting bodies have improved	1
New libraries	1
On social media I have seen they are reaching out to more people	1
The Council is doing check-ups	1



The Council is improving every day because to me, they are trying their best	1
The flood is gone	1
The infrastructure has been upgraded	1
The new CEO has come in and rectified a lot of the issues. His attention to detail has been quite good	1
The parks look really good	1
The pools are still open	1
The provision of services is improving	1
The roads are being done	1
The roads are getting fixed	1
There have been few improvements under the new Mayor	1
They assisted us	1
They fixed the drainage	1
They have a bit more attention since the flooding	1
They have changed some upper level of management and improved responses to flood	1
They have improved with the rubbish service	1
They have instigated the recovery hub	1
They keep on top of their stuff	1
They seem to be coming together	1
They were bit relaxed during the floods, but they are better now	1
They're doing more for the smaller towns	1
They're doing their best and dealing with Rochester with the floods, helping people to go back to their homes	1
They've done a lot for the footy grounds	1
They've got a new CEO and there's more inclusiveness	1
Things are getting done and it's not taking years, like they fixed the bridge and they're doing the main street in Rushworth	1
Things are getting done, like the customer service is really good	1
Things I read and hear from people	1
We are getting work on the main street. The Council office is being renovated	1
We have had floods and all and here in Kyabram there was nothing bad	1
You see a lot of new things put up in the parks	1
<b>Total performance improved comments</b>	<b>57</b>



**Reasons why Council's overall performance has "stayed the same"**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Council services seem to be the same / don't see changes / improvements / haven't noticed anything significant	66
Haven't seen anything either improved or gone bad	6
All sent to Echuca, all small towns are ignored / only focus on town not rural areas	4
Roads are not getting fixed	2
Areas need improving	1
Because I'm not seeing them commit to the ambitions that they originally set out to achieve	1
Everything is good and it has been that way	1
Fixing up gutters and all that are not being done	1
For the rates I don't get any satisfaction	1
Haven't noticed any negative change	1
Haven't seen many improvements except for Echuca	1
I don't have a lot of dealings with the Council but everything they do is fine	1
I don't involve myself that much with them, so I don't know	1
I don't see anything going on, as to what they say	1
I don't think the community is looked after or consulted	1
I don't think they are really taking notice of what the community wants	1
I feel that the Council only focuses on Echuca. Everyone else misses out. All towns should be treated the same	1
I have never really cared	1
I have no complaints	1
I haven't seen many changes happening; it is more community changes than Council	1
I keep hearing the same complaints for the past 2 years	1
I probably don't get involved too much	1
I work out of town. I get back only after sunset. I can't comment on their work or improvements	1
I would like to see the presentation of the town improved rapidly	1
In some things there is improvement, other things it's gone down	1
It was a disaster contacting Council regarding planning permits and building permits because they were declined	1
Just Council inactivity	1
Last year they were very slow on response	1
My dealings with Council have been negative	1
No playgrounds for us	1
Not actively seeing any communication or improving it is all just the same	1
Not much to do with their activities	1
Nothing actually happened in outer communities	1
Nothing changed be it roads / garbage collection / footpaths	1
Nothing has changed or improved- like roads, garbage collection	1
Nothing major has impacted on my life	1
Nothing seems to get done in regard to what the local community wants	1
Older people aren't happy with Council	1
Other Councils do better	1
Same discussions I don't see any changes	1



Same topic coming up all the time	1
Slow flood recovery and work is stalled	1
Slow to see improvements	1
South end of High St, the nature strip and inside the block where the sewage pump is, is left in terrible condition which gives off a bad smell	1
Stagnant in my area for the Council it seems	1
Still a lot of issues in the community that the Council needs to pay attention to	1
Still useless	1
The building permits and building inspectors make it difficult to construct new houses.	1
There's always hiccups and irritations along the way	1
The Council is very good with the park's maintenance, but other things remain the same	1
The flood damage to the roads hasn't been taken care of	1
The info centre has shut down	1
The quality of the outdoor areas has stayed the same	1
There is nothing extra so can't say they have improved	1
There is nothing really	1
There are always issues	1
There's been calls for different things and initiatives, but I haven't heard about anything being improved	1
There's been infrastructure that should've been implemented	1
There's more they could be doing for community engagement	1
They can do a little more here and there	1
They concentrate on things that they should not	1
They could have done more in aspects of floods, road maintenance	1
They could improve a lot	1
They did not resolve my problem that will only take 20 minutes only for 18 months	1
They don't do much maintenance other than grading of roads	1
They don't fix things and we never get answers	1
They don't listen or engage with the community, in terms of what we need in the community	1
They don't listen to anybody and do the same things as ten years ago	1
They don't listen to small community	1
They don't want to listen to our needs	1
They just don't change things I asked for, like getting footpaths	1
They just don't contact you in any way. They're just non existent	1
They're not performing	1
Things aren't going better	1
Very hard to get growth or progress in the community	1
We are waiting for permit to build a commercial shed, it's very slow	1
We can request things, but they don't do anything about it. It's like we don't matter	1
We don't get a lot of answers on things in the community like roads and floods	1
We don't get a lot of news	1
We don't see any changes that suit the community	1
We have the highest labour cost and rates keep going up	1
We have the highest multipliers for land rates	1
You do not get much feedback from the Council	1
<b>Total performance stayed the same comments</b>	<b>156</b>



**Reasons why Council's overall performance has "deteriorated"**  
**Campaspe Shire Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Not maintaining footpaths / paths / walking paths are poor / getting worse	5
Roads are atrocious / getting worse	5
Flood victims are not helped / lack of help and support during floods / slow flood response / we seem forgotten after flood	4
I feel like they used to listen a lot more / don't listen to the community / elected councillors / people are being ignored	4
Pool has never reopened / closure of community swimming pools / not maintained	4
Council only focuses on Echuca / only Echuca gets services	3
It has never been good, but it is worse now / things have worsened	3
No improvements made over the years / nothing seems to improve	3
Paying more rates but not getting any more services	2
They are not looking after drainage / drains are blocked	2
They don't do anything for this community	2
Abandoning the other towns	1
Because I feel the Council has forgotten us totally	1
Because service provision and delivery has become very bad	1
Because the efforts of the Council have turned rotten compared to last year	1
Councillors are mainly up to themselves	1
Councillors are standing in elections for self-gain and not betterment of community	1
Don't spend money on right things	1
Due to weather conditions and they have more work to do with flooding	1
Elderly people fall over from the bad footpaths	1
Everything that's been going on. They put parking meters in front of Aldi. We're being ripped off. It isn't good for the elderly people too	1
Everything's going up in price	1
Footpaths cannot be walked past because of grasses	1
I feel we are unseen	1
I have never had a single good experience, hard to get on with	1
I see a lot of people are unhappy with the Council. There's a lot of complaints from people, especially in online forums	1
Information centre closure	1
Infrastructure is poor	1
It was very well run but now nothing gets done	1
It's hard to drive through town	1
Lack of day care for children	1
Money not spent around this town in the past 12 months	1
More employees and less things done	1
Neglected the rural and are not interested with the farming community	1
No major changes have occurred	1
Population is growing, more houses but shops are not being built and more businesses are being closed and limiting multiple businesses	1
Roads after the floods, they are very bad in Rochester	1
Services decline for elderly	1





Some of the regions are disgraceful	1
The Council is only concerned with increasing rates now rather than providing services compared to last year	1
The lack of consultation in decisions	1
The whole community feels like that since the flood	1
Their services have worsened, that is how I feel	1
There is bullying within the Council	1
There's a lot of uncertainty with the restructuring	1
They are not getting ahead in several areas	1
They are not providing support in information offices	1
They closed off boat rental	1
They do more for out-of-town pools but haven't fixed Rochester pool	1
They don't care for their employees' mental health and wellbeing	1
They don't even know the needs of rural Council	1
They don't have any care for the community	1
They don't put the community first	1
They don't understand what they need to do	1
They only care about tourists and tend to ignore the needs of the local community	1
They used COVID 'BS' to avoid their responsibilities	1
Things are not put up to scratch	1
Too many issues	1
Unfortunately, when Rochester was hit by the flood at the same time as Echuca and while Echuca received aid by the Council the community of Rochester never received help	1
We don't know who's making decisions	1
<b>Total performance deteriorated comments</b>	<b>86</b>

## Appendix Three: survey form



## Campaspe Shire Council - 2024 Annual Community Satisfaction Survey



Hi my name is \_\_\_\_\_ from Metropolis Research and I am calling on behalf of Campaspe Shire Council.

Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

We are hoping to speak to people aged between 15-34 to ensure we have good representation of all age groups within our community, but are happy to speak to anyone in the household.

**1**

**Have you contacted Campaspe Shire Council in the last 12 months?**

Yes (*continue*)

1

No (*go to Q.4*)

2

**2**

**When you last contacted the Council, was it?**

(*Please circle one only*)

Visit in person

1

Social media (*e.g. Facebook*)

6

Telephone (*during office hours*)

2

Webchat

7

Telephone (*after hours service*)

3

Directly with a Councillor

8

Mail

4

Website

9

Email

5

**3**

**On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Campaspe Shire Council?**

1. Care and attention to you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
2. The provision of accurate information or referred to relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
3. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
4. Staff courtesy and professionalism	0	1	2	3	4	5	6	7	8	9	10	99
5. Staff understanding of your communication needs or requirements	0	1	2	3	4	5	6	7	8	9	10	99
6. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

**On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.**

1. Maintenance and repairs of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<b><i>Are there any roads of particular concern?:</i></b>													
2. Maintenance and repairs of unsealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Weekly regular garbage collection service (Red bin)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Fortnightly regular recycling collection service (Yellow bin)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision and maintenance of parks, gardens, and open spaces	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Emergency management and response (e.g., Council response to Fire, Flood, Drought emergencies)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. The Campaspe Times community newsletter	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

**On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?**

*(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)*

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
2. Fortnightly green waste and organics collection service (Green bin)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
3. Waste Transfer Stations / the 'Tip'	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
4. Local library	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
5. Sports ovals and other local sporting facilities (including activities)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
6. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
7. On and off-road bike paths (including shared pathways)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
8. Outdoor and indoor pools	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
9. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, immunisation, playgroups, kinder)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Services for youth	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Services for seniors	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

5

12. Services for people with disability	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
13. Arts and cultural events, programs and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

6

**Thinking about all these services and facilities, how satisfied are you with Council providing services and facilities that are inclusive and accessible for all in the community?**

1. Inclusiveness and accessibility	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction rated less than 6, why do you say that?												

7

**On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?**

1. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:												
2. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
Reasons for rating satisfaction less than 6:												
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	99
4. Council's understanding of community needs	0	1	2	3	4	5	6	7	8	9	10	99
5. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
6. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
7. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
8. Council's performance in providing value for money infrastructure and services that meet the needs of the whole community	0	1	2	3	4	5	6	7	8	9	10	99

8

And on the same scale, please rate your satisfaction with the performance of Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
------------------------	---	---	---	---	---	---	---	---	---	---	----	----

If satisfaction rated less than 6, why do you say that?

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9

Over the past 12 months, do you think Council's overall performance has?

Improved	1	Deteriorated	3
Stayed the same	2	Don't know, can't say	9

What makes you feel that way?

--

10

Can you please list what you consider to be the top three issues for the Campaspe Shire at the moment?

Issue One:	
Issue Two:	
Issue Three:	

11

What is the most important thing Campaspe Shire Council should do to improve its performance?

Improvement:	
--------------	--

12

Can you name the current Mayor of Campaspe Shire Council?

Yes	1	No	2
-----	---	----	---

Who is it?

--

13

Can you name another Councillor?

Yes	1	No	2
-----	---	----	---

Who is it?

--

14

**What, if any, are all the ways you would prefer Council to communicate and inform you about council news, information, and events?**

*(please circle as many as appropriate)*

Social media (e.g., Facebook)	1	SMS / text messages	5
A printed newsletter delivered via the mail	2	Council's website	6
A newsletter delivered via email	3	Public forums / meetings	7
Advertising in the local newspapers	4	Other: _____	8

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**What, if any, are all the ways you would prefer to engage with Council (the organisation)?**

*(please circle as many as appropriate)*

Online (website / webchat)	1	Face-to-face	6
Social media	2	Letter	7
Email	3	Council meetings	8
Phone	4	Other: _____	9
SMS	5		

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**How would you prefer to communicate with your Councillor or Councillors?**

*(please circle as many as appropriate)*

At Council meetings	1	SMS	6
At other public meetings	2	Letter	7
At private face-to-face meetings	3	Social media	8
Email	4	Other: _____	9
Telephone	5		

17

**Please indicate which of the following best describes you.**

15 - 19 Years	1	45 - 54 Years	4
20 - 34 Years	2	55 - 74 Years	5
35 - 44 Years	3	75 Years or Over	6

18

**With which gender do you identify?**

Man	1	Prefer another term: _____	4
Woman	2	Prefer not to say	9
Non-binary	3		

19

**Do any members of this household speak a language other than English at home?**

English only	1	Other _____	2
--------------	---	-------------	---



20

**What is the structure of this household?**

Two parent family ( <i>youngest 0 - 4 yrs</i> )	<b>1</b>	One parent family ( <i>youngest 13-18</i> )	<b>7</b>
Two parent family ( <i>youngest 5 – 12 yrs</i> )	<b>2</b>	One parent family ( <i>adult child only</i> )	<b>8</b>
Two parent family ( <i>youngest 13 - 18 yrs</i> )	<b>3</b>	Group household	<b>9</b>
Two parent family ( <i>adult child only</i> )	<b>4</b>	Sole person household	<b>10</b>
One parent family ( <i>youngest 0 - 4 yrs</i> )	<b>5</b>	Couple only household	<b>11</b>
One parent family ( <i>youngest 5 – 12 yrs</i> )	<b>6</b>	Other ( <i>specify</i> ): _____	<b>12</b>

21

**Which of the following best describes the current housing situation of this household?**

Own this home / mortgage (paying off home)	<b>1</b>	Other arrangement	<b>3</b>
Renting this home	<b>2</b>		

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**How long have you lived in the Campaspe Shire?**

Less than 1 year	<b>1</b>	5 to less than 10 years	<b>3</b>
1 to less than 5 years	<b>2</b>	10 years or more	<b>4</b>

If less than 5 years, what was your previous Council

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**Do you have any further comments you would like to make?**


**Thank you for your time**  
**Your feedback is most appreciated**

Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.