

Greater Shepparton 2025/26 Community Satisfaction Survey - Quarter Four Year to Date results

Question	Sample (n=)	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	Change	
OP1. Overall performance		502	805	803	805	800	801	801	600	601	1	
		62	62	62	59	64	63	60	64	65		
REP1. Leadership		60	60	58	57	60	61	59	62	64	2	
REP2. Trust		57	59	57	54	58	57	57	60	61	1	
REP3. Financial management		51	53	51	46	53	53	51	55	54	-1	
OVL5V. Overall services and facilities		68	68	67	65	67	64	64	67	65	-2	
REP5. Overall reputation		60	61	58	56	60	60	60	61	63	2	
CE1_1. Lobbying on behalf of the community		59	57	54	51	55	54	53	56	57	1	
CE1_2. Community consultation and engagement		57	55	54	52	53	53	52	54	55	1	
CE1_3. Decisions made in the interest of the community		54	53	52	51	53	51	52	55	56	1	
CS3. Customer service over the last 12 months		71	71	72	67	66	65	65	70	74	4	
VM2_1. Annual property rates are fair and reasonable		48	50	49	42	47	49	47	49	49	0	
VM2_2. Fees for other services being fair and reasonable		52	56	53	50	54	55	53	57	54	-3	
VM2_3. Invoicing is clear & correct		69	74	76	72	76	75	74	77	77	0	
VM2_4. Payment arrangements are fair & reasonable		67	72	70	63	70	71	70	73	72	-1	
VM3. Overall value for money		54	57	54	49	52	53	52	56	54	-2	
RF1_1. The condition of sealed local roads in your area.		55	57	57	57	55	44	48	49	49	0	
RF1_2. How well footpaths are maintained		61	62	61	61	62	60	61	63	61	-2	
RF1_3. Provision of dedicated cycle ways		61	61	62	61	64	61	61	64	66	2	
RF1_4. Availability of car parks		50	52	54	55	57	58	59	60	61	1	
RF3. Overall roads, footpaths and cycle ways		58	59	61	61	61	55	57	60	58	-2	
WW1_1. Fortnightly red bin (rubbish) collection*		85	84	83	81	82	76	55	54	53	-1	
WW1_2. Fortnightly yellow bin (recycle) collection*		82	82	80	76	80	76	68	75	73	-2	
WW1_3. Weekly green bin (FOGO - Food Organics and Garden Organics) collection		-	-	-	-	-	-	66	76	79	3	
WW1_4. Transfer station		66	65	66	62	68	70	68	68	68	0	
WW2. Overall waste services		78	77	76	73	76	73	61	67	66	-1	
PR1_1. Parks and reserves		78	77	76	74	77	75	74	74	75	1	
PR1_2. Streetscapes, garden beds and trees		74	73	72	70	72	72	72	70	73	3	
PR1_3. Sports fields		81	81	82	79	81	78	76	79	79	0	
PR1_4. Playgrounds		76	76	76	74	74	73	72	71	72	1	
PR2. Overall provision and maintenance of parks and reserves		77	77	76	74	76	74	74	74	74	0	
FE1_1. Library		81	80	77	75	76	78	79	82	80	-2	
FE1_2. Leisure Complex		76	76	73	70	72	72	71	73	73	0	
FE1_3. Public Swimming Pool		76	75	74	70	74	73	73	72	74	2	
FE1_4. Provision and maintenance of community facilities and venues for hire		71	72	69	66	69	68	68	69	68	-1	
FE1_5. Arts and cultural activities		71	70	68	65	70	72	72	74	73	-1	
FE1_6. Events and festivals		75	73	73	68	74	74	74	76	75	-1	
FE1_7. Public toilets		53	55	56	56	57	56	57	54	49	-5	
FE2. Overall facilities and events		68	70	70	68	71	70	70	72	70	-2	
CC1_1. Immunisations		83	83	80	77	79	78	79	78	79	1	
CC1_2. Maternal and Child Health		79	79	77	71	73	71	74	73	75	2	
CC2. Overall family and child care services		78	79	78	72	73	71	74	74	76	2	
HE1_1. Aged services, support and activities		70	70	67	64	65	64	64	67	66	-1	
HE1_2. Disability services and activities		66	69	66	63	63	62	64	65	66	1	
HE2. Overall aged and disability care services		68	70	67	64	65	63	65	66	66	0	
RS1_1. Town planning		51	52	51	49	50	52	51	55	52	-3	
RS1_2. Building control		53	52	54	52	51	55	54	54	52	-2	
RS1_3. Enforcement of local laws		60	62	65	58	63	63	64	66	63	-3	
RS1_4. Animal management		66	69	67	65	67	66	67	68	66	-2	
RS1_5. Public health		71	71	70	67	69	67	69	72	69	-3	
RS2. Overall regulatory services		65	66	64	60	61	63	63	65	63	-2	
OP3. Overall Council Direction		64	60	57	57	61	60	57	59	61	2	
COV1_1. The COVID-19 information provided by Council being clear and easy to understand		-	-	-	52	-	-	-	-	-		
COV2_1. Council support of communities during COVID-19		-	-	-	55	-	-	-	-	-		
CS6_1. How easy it was to make your enquiry or request					72	69	70	71	72	77	5	
CS6_2. How long it took to resolve the matter					57	59	57	55	59	66	7	
CS6_3. The information provided being accurate					64	65	67	61	67	71	4	
CS6_4. How well Council handled your request or enquiry					61	62	61	58	65	69	4	

* Text updated

WW1_1. Weekly household rubbish collection by Council

WW1_2. Recycling collection