

# Colac Otway Shire Council

## Community Satisfaction Report 2026

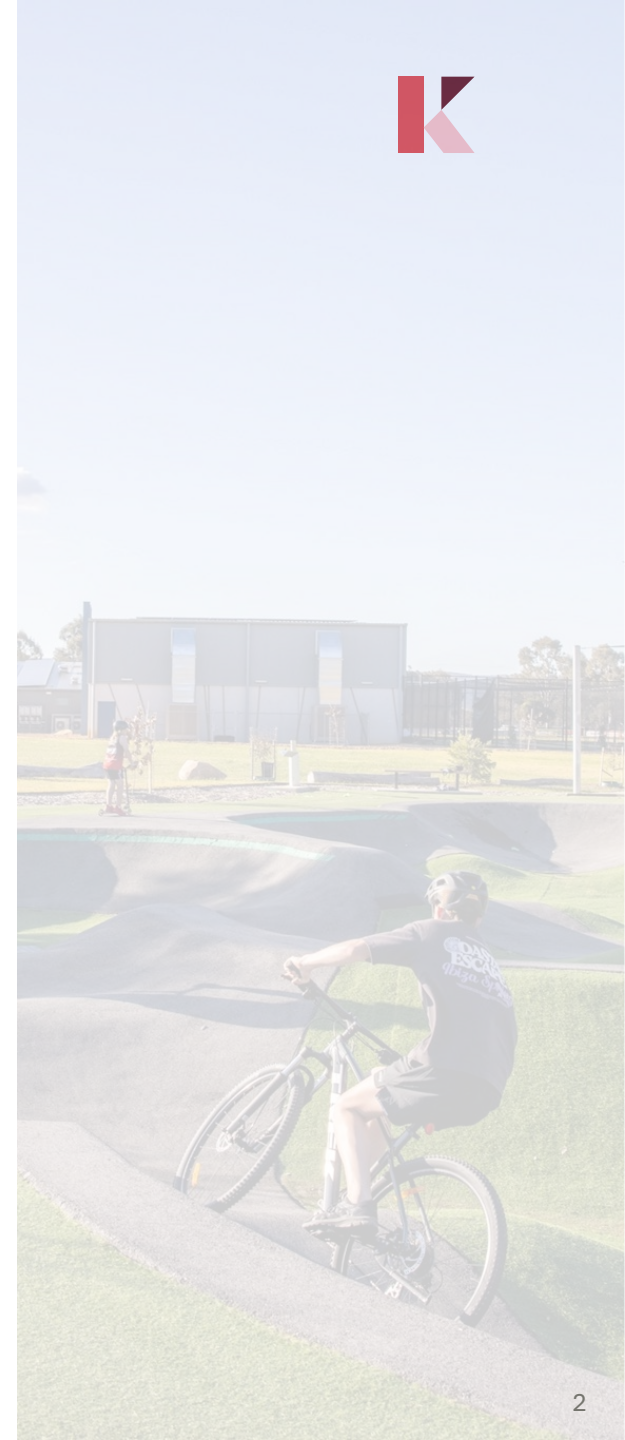


**Klein**

Coordinated by the Department of Government  
Services on behalf of Victorian councils

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# Executive Summary





# Colac Otway SC Community Satisfaction

**55**  
Overall Performance  
+8 since last year

**58** State Performance  
+4 vs last year

**53** Large Shire Performance  
+4 vs last year

## Key Takeouts



Colac Otway Shire Council's Overall Performance, as well as most key measures, increased significantly in 2026.

Overall performance increased across all age groups, particularly amongst residents aged 50+.

## Top performing areas

- 75 Libraries\*
- 70 Emergency and disaster management\*
- 68 Waste management\*

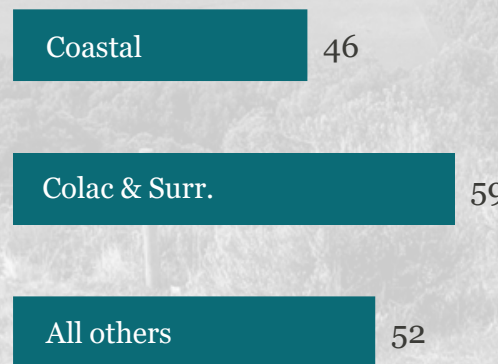
## Lowest performing areas

- 35 Maintenance of unsealed roads
- 45 Condition of sealed local streets\*
- 46 Planning

**56**  
+5

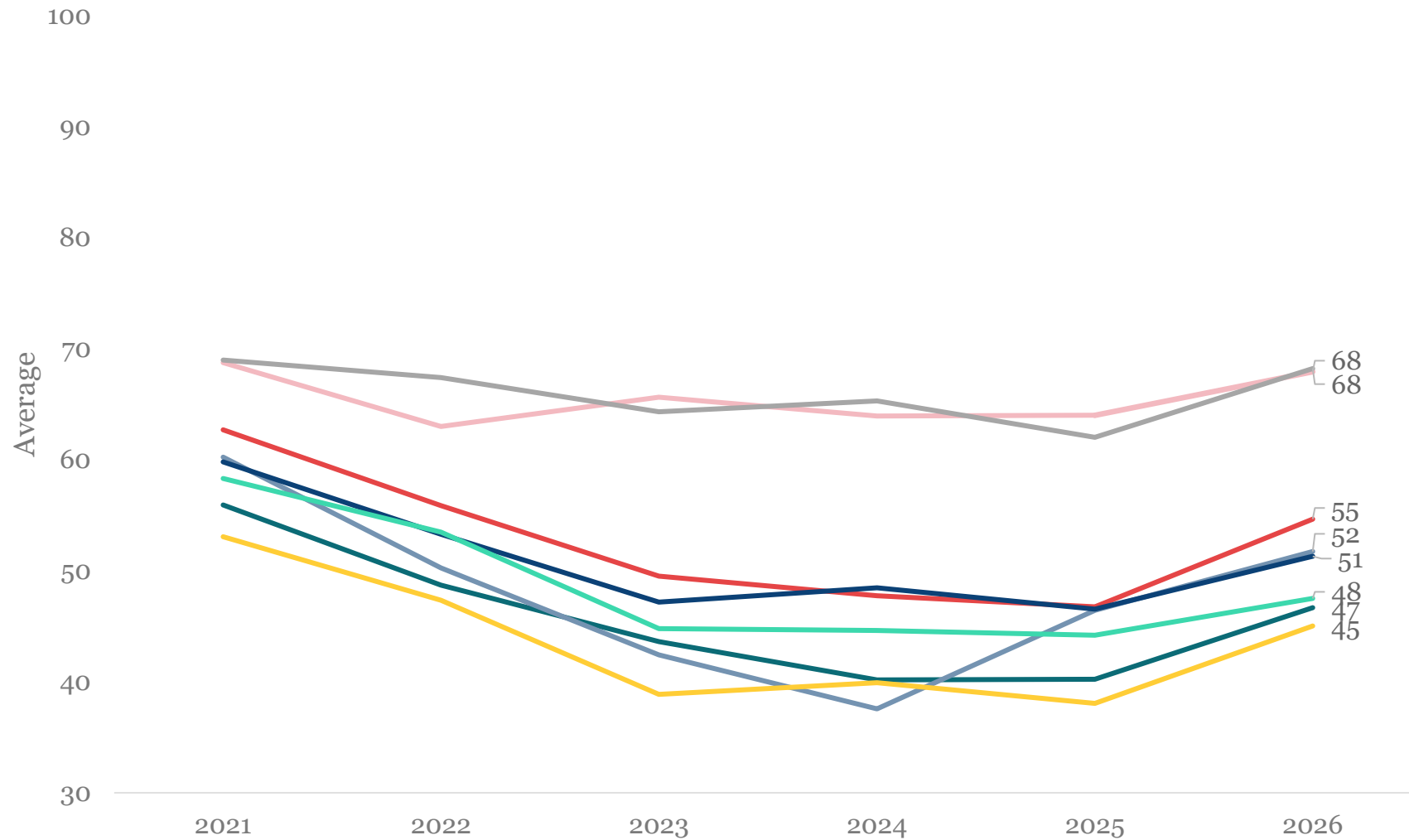
**54**  
+11

Aged 18-34	54	+5
Aged 35-49	53	+7
Aged 50-64	53	+10
Aged 65+	57	+10





# Core Measures by Year



*Change on Previous Year*

- +8** Overall Performance
- +6** Spending Public Funds\*
- +5** Direction of council
- +4** Customer Service
- +5** Opportunities to give feedback\*
- +6** Waste Management\*
- +3** Making Decisions\*
- +7** Sealed local Streets\*

Changed questions are marked with an asterisk.

# LGV Core Summary



		Colac Otway SC 2026	Chg vs 2025	State 2026	Chg vs 2025	Large Shire 2026	Chg vs 2025
<b>Overall Performance</b> <i>Overall Performance of Council</i>		55	<b>+8</b>	58	<b>+4</b>	53	<b>+4</b>
<b>Spending Public Funds*</b> <i>Spending public funds... in ways that benefit the community</i>		47	<b>+6</b>	51	<b>+4</b>	46	<b>+3</b>
<b>General Direction</b> <i>Views on direction of council's performance</i>		52	<b>+5</b>	48	<b>+2</b>	47	<b>+3</b>
<b>Customer Service</b> <i>...on most recent contact, rate Council for Customer Service</i>		68	<b>+4</b>	68	<b>+2</b>	66	<b>+1</b>
<b>Opportunities to Give Feedback*</b> <i>Opportunities offered by Council to give your feedback on key local issues</i>		51	<b>+5</b>	55	<b>+5</b>	54	<b>+6</b>
<b>Waste management*</b> <i>Waste Management including garbage, recyclables and green waste</i>		68	<b>+6</b>	72	<b>+6</b>	69	<b>+7</b>
<b>Making decisions*</b> <i>Making decisions in the interest of the community</i>		48	<b>+3</b>	52	<b>+3</b>	49	<b>+3</b>
<b>Sealed local streets*</b> <i>Condition of sealed local streets</i>		45	<b>+7</b>	54	<b>+9</b>	47	<b>+7</b>



# Performance of Council Services – Summary by Service Area

## Governance, Engagement & Advocacy

Service	2026	vs LY
Advocating for the community*	53	<b>+10</b>
Opportunities to give feedback*	51	<b>+5</b>
Making decisions in the interest of the community*	48	+3

## Infrastructure & Maintenance

Service	2026	vs LY
The appearance of public areas	61	+3
Condition of sealed local streets*	45	<b>+7</b>
Maintenance of unsealed roads	35	+2

## Community Services & Support

Service	2026	vs LY
Waste management*	68	<b>+6</b>
Family support services	68	<b>+9</b>
Elderly support services	61	+2

## Community Facilities & Recreation

Service	2026	vs LY
Libraries*	75	NA
Recreational facilities	64	+2
Arts Centres*	61	NA

## Planning & Development

Service	2026	vs LY
Emergency and disaster management	70	<b>+8</b>
Enforcement of local laws and regulations*	58	-4
Environmental sustainability	58	<b>+6</b>
Planning	46	NA



Changed questions are marked with an asterisk.

# Executive Summary – Key Strengths of Colac Otway Shire Council



Council performs above benchmarks in these key areas



## Direction of Council

At 52, this measure sits four points above the State average and five points above the Large Shire group, and has improved five points year-on-year. It is the only headline measure where Council sits above both benchmarks.



## Customer Service

At 68 this measure matches the State average and sits two pts above the Large Shire group, with a four-point year-on-year lift. Among residents who contacted Council in the last 12 months, manner and helpfulness are the most positively mentioned themes.



## Advocating for the community

Performance of 53 represents a ten-point year-on-year improvement, the largest gain across all service areas measured. The lift is broad-based rather than concentrated in one sub-group.



## Environmental sustainability

At 58, this service area has improved six points year-on-year, equal to the State trend and one of the strongest gains in the report. It sits in the moderate-influence band on the Influence vs. Performance matrix.



## Libraries

A score of 75 makes Libraries the highest-rated service across the service areas measured in this report. The result is consistent across age, gender and location sub-groups.

# Executive Summary – Key Opportunities for Council to Address



Priority service areas where Council can lift performance



## Condition of sealed local streets

At 45, this is the largest negative gap to the State benchmark across the service delivery aspects tracked (-9 points) and a high-influence priority on the Influence vs. Performance matrix. Coastal residents rate this service at 37, thirteen points below Colac & Surrounds residents on 50.



## Planning

At 46, Planning is the lowest-scoring importance-ranked service area in the report and sits among the highest-influence drivers of overall sentiment. Coastal residents rate it at 38 versus 50 for Colac & Surrounds, the widest geographic gap on any priority service measured.



## Opportunities to give feedback

Performance of 51 sits four points below the State average and three below the Large Shire group, on a service the Influence vs. Performance matrix identifies as one of the most influential drivers. Coastal residents again rate this lower than Colac & Surrounds residents (43 vs. 54).



## Making decisions in the interest of the community

At 48 this measure sits four points below the State average and is identified by the Influence vs. Performance matrix as a high-influence priority. Open-ended responses point to representation and community consultation as the dominant concerns.



## Spending public funds

At 47, this headline measure sits four points below the State average of 51 despite a six-point year-on-year improvement. It remains the lowest-scoring of the three core perception measures (Overall, Direction, Spending).

# Executive Summary – Recommendations



Four priorities to consolidate gains and address known gaps

## **Consolidate broad-based performance gains**

Overall Performance has improved eight points to 55, now five points above the Large Shire group, with every headline measure tracking upward; this is a pleasingly reversal of the long-term trend. Council should consolidate this momentum by communicating where performance has lifted and what is driving the change, particularly among groups whose improvement has been weakest.

## **Prioritise sealed local streets, especially coastal**

Sealed local streets carries the largest negative State benchmark gap among headline measures (-9 points) and is rated 37 by Coastal residents versus 50 by Colac & Surrounds residents. Council should maintain this as a primary service investment and reporting priority, with a visible focus on coastal road conditions.

## **Strengthen how Council shows it is listening**

Planning, Opportunities to give feedback and Making decisions in the interests of the community all sit four or more points below the State benchmark, all rank as high-influence drivers, and all show Coastal residents rating five to eleven points lower than Colac & Surrounds residents. Council should treat these three as a connected programme of work focused on visible consultation, transparent decision-making and timely feedback.

## **Close the coastal–inland satisfaction gap**

Coastal residents rate Overall Performance at 46 against 59 for Colac & Surrounds residents, the widest geographic gap measured in the report, and the pattern repeats on every high-influence service. A targeted programme of coastal engagement, service-presence visibility and tailored communication should accompany the priority-service work above.

# Summary of Approach





# About the LGV CSS program

What the program is

Program overview

The **LGV Community Satisfaction Survey (CSS)** is a state-wide program that measures how residents rate the performance of their local council. It provides councils with an independent, consistent and comparable view of community perceptions across key service and performance areas, helping them to:

Understand strengths and areas for improvement

1

Track performance over time

3

Benchmark against similar councils and the wider sector

2

Support planning, service improvement and community accountability

4

The LGV CSS program provides a common framework for understanding and benchmarking council performance from the community perspective.

# About Klein

What the program is and Klein's role in its next phase

## Klein's appointment to the program

Klein is the newly appointed and Government-endorsed provider for the LGV CSS program. Our appointment through a robust and competitive procurement process provides confidence in the strength of the approach and the quality of delivery.



## A new phase for the program

As the new provider, Klein brings energy, curiosity and a modern perspective — helping to refresh the program while maintaining the integrity, comparability and credibility that councils rely on.

Independent. Comparable. Credible. Refreshed for the program's next phase.

The LGV CSS program provides a common framework for understanding and benchmarking council performance from the community perspective.



## About Klein

- 30 years' experience in community and customer satisfaction tracking.
- Diverse expertise in public-sector, local-government and stakeholder engagement, as well as commercial clients.
- Proven in managing large tracking programs.
- A “safe set of hands” - independent, transparent, and responsive.

# Explanation of Survey Metrics

How the key survey measures should be interpreted



## Key metrics included in this report

This report includes a range of measures to understand how residents view Council's performance, services and role in the community.

**Key Performance:** Measures overall views of Council, including overall performance, value for money and direction.

**Core measures:** Covers key areas such as decision-making in the interests of the community, waste management, opportunities to give feedback, and the condition of sealed local streets.

**Importance of council services:** Measures how important different services are to residents.

**Performance:** Measures how residents rate Council's performance in each area over the past 12 months.

**Experience:** Measures whether residents or anyone in their household has used particular services in the past 12 months.



## Service reporting categories

For ease of interpretation, service results are grouped into the following categories

**Governance, Engagement & Advocacy**

**Infrastructure & Maintenance**

**Community Facilities & Recreation**

**Community Services & Support**

**Planning & Growth**



## Note on interpretation

Residents may rate Council based on either direct experience or broader perceptions. Both are valuable, as they help show not only how services are experienced, but also how Council is seen by the wider community.

This report includes a range of measures to understand how residents view Council's performance, services and role in the community.



## How results are reported

Results are typically shown for

**Total Council sample**

**Demographic sub-groups within the Council** such as age, gender and region

**Similar councils** for benchmarking

**State-wide** results for broader comparison





# Benchmarking and comparison

How Council's results are interpreted in context

<b>Why Benchmarking matters</b>	Benchmarking helps put Council's results into context by comparing performance with relevant peers, historical results and key resident groups.
<b>What it helps show</b>	<p>Benchmarking helps answer four key questions:</p> <ul style="list-style-type: none"> <li>• How is Council performing overall?</li> <li>• How is Council performing compared with all participating councils?</li> <li>• How is Council performing compared with similar councils?</li> <li>• Which results reflect Council-specific issues versus broader sector-wide patterns?</li> </ul>
<b>Important note</b>	Comparisons are based on a common methodology and question set. Where differences are observed, significance testing is used to identify whether Council is <i>meaningfully above or below</i> benchmark.

## Benchmark comparisons used in reporting

Comparator	What it helps show
<b>State-wide average</b>	How Council compares with all participating councils across the program
<b>Council group average</b>	How Council compares with similar councils, providing the most relevant peer context
<b>Previous years</b>	Whether performance is improving, stable or declining over time
<b>Resident sub-groups</b>	Which groups score higher or lower, and where perceptions differ across the community



Colac Otway Shire Council is classified as a **Large Shire** council. The **Large Shire** group includes: Bass Coast, Corangamite, East Gippsland, Mitchell, Moira, Mount Alexander, Moyne, Southern Grampians, Surf Coast, Swan Hill Rural.



# Mixed method control

How online surveying was introduced while maintaining comparability

Methodology change

## Why online was added

In 2026, the LGV CSS program introduced online surveying via social media recruitment alongside the traditional CATI (telephone) methodology.

Online was added to broaden participation and improve the representativeness of the sample, rather than relying only on residents who are reachable by phone.

This also provides greater access to younger, digitally engaged and other harder-to-reach residents.

CATI remains a core part of the methodology; online has been added to improve coverage and respondent mix.


## How the mixed method approach is controlled

**Same questionnaire and measurement framework**  
Telephone and online respondents answer the same questions, using the same scales and core question order.

**Mode review before merging**  
Each response is flagged as telephone or online, allowing results to be checked by mode before they are combined.

**Comparison of results**  
Klein reviews demographic profiles and key results across modes to identify whether any meaningful differences are present.

**Integrated weighting**  
Once verified, telephone and online results are combined and weighted together to align with ABS population benchmarks.



**What this means**  
The mixed method approach improves access, engagement and representativeness, while the control process helps maintain continuity and comparability with previous CATI-only results.

Online was introduced to improve reach and representation, with controls applied to preserve comparability and produce a single combined dataset.

# Enhanced Questions

Question wording review and comparability assessment



## CORE MEASURES



In consultation with Local Government Victoria and participating councils, a number of questions used in the Community Satisfaction Survey were reviewed and updated to improve clarity and relevance.

As wording changes can affect comparability with historical results, a split-sample approach was used to assess the impact of the main revisions. One group received the historic wording and another received the enhanced wording.

The following table summarises the changes made and the extent to which the revised wording affected results.

Enhanced Wording	Historic Wording	Estimated Impact	Outcome
How would you rate [COUNCIL NAME] at spending public funds on infrastructure and services in ways that benefit the community	How would you rate [COUNCIL NAME] at providing good value for money in infrastructure and services provided to your community?	N/A	<b>Not tested.</b> The historic question focused on perceptions of value for money, while the revised measure assesses perceptions of how effectively council directs public funds to generate community benefit. As these are related but not equivalent concepts, direct trend comparability was not assumed.
The opportunities offered by [NAME OF COUNCIL] to give your feedback or engage on key local issues.	Community consultation and engagement	+1pts	<b>No material impact detected.</b> Results are considered comparable.
Condition of sealed local streets in your area. This includes local streets but does NOT include highways and major arterial roads such as [INSERT UP THREE LOCAL EXAMPLES].	The condition of suburban sealed local roads in your area. This includes local streets and roads managed by your council but excluding highways and main roads that are managed by VicRoads.	+2pts	<b>No material impact detected.</b> Added specificity does not appear to have materially changed responses.
Waste management including the collection of garbage, recyclables and green waste	Waste management	+6pts	<b>Material impact detected;</b> revised wording appears to have increased positive ratings likely by making the measure more concrete and inclusive.
Making decisions in the interest of the community	Decisions made in the interest of the community	-1pt	<b>No material impact detected.</b> Results are considered comparable.
Advocating for, and representing the community to government and other organisations	Lobbying on behalf of the community	+2pts	<b>No material impact detected.</b> Results are considered comparable.
Developing and promoting local tourism	Tourism Development	-3pts	<b>No material impact detected.</b> Movement appears within expected variation.
Developing and promoting the local economy	Business and community development	-3pts	<b>No material impact detected.</b> Movement appears within expected variation.
Enforcement of local laws and Council regulations	Enforcement of local laws	-5pts	<b>Potential material impact detected.</b> Expanded reference to “Council regulations” may have broadened respondents’ frame of reference and contributed to lower ratings.
The condition of footpaths in your area	The condition of local streets and footpaths in your area	+2pts	<b>No material impact detected.</b> Revised wording appears comparable.
Keeping the community informed on council services, events and programs	Informing the community	+3pts	<b>No material impact detected.</b> Revised wording appears comparable.

Changed questions are marked with an asterisk.

# Enhanced Methodology

The incorporation of Online and comparability assessment



In 2026, the LGV CSS program expanded beyond its traditional CATI (telephone interviewing) approach, with online surveying via social media recruitment available as an option for councils.

This reflected a desire to modernise the program while retaining the consistency and comparability of the long-standing methodology.

Where used, online broadened participation and improved the representativeness of the sample, particularly by improving access to younger, digitally engaged and other harder-to-reach residents.

Index Score	Score Impact	Impact of including Online
Overall Performance	0 pts	<b>No material impact detected.</b> Movement appears within expected variation
Spending Public Funds	-1 pts	<b>No material impact detected.</b> Movement appears within expected variation
General Direction	-1 pts	<b>No material impact detected.</b> Movement appears within expected variation
Customer Service	-1 pts	<b>No material impact detected.</b> Movement appears within expected variation
Consultation/Engagement	-1 pts	<b>Material impact detected;</b> the introduction of online approach may have allowed respondents to be more critical.
Waste management	0 pts	<b>No material impact detected.</b> Movement appears within expected variation
Making decisions	-2 pts	<b>Material impact detected;</b> the introduction of online approach may have allowed respondents to be more critical.
Sealed local streets	0 pts	<b>No material impact detected.</b> Movement appears within expected variation



After weighting for demographic differences, CATI and online results were broadly aligned.

Any remaining differences were generally small and mostly within expected variation. **Importantly**, the differences observed are generally small and not statistically significant, supporting a combined dataset that improves reach while maintaining comparability.



# How to interpret results

Statistical significance and margin of error



## Statistical significance

Statistical significance testing at the 95% confidence level has been applied to key comparisons in this report.

Where a difference is highlighted, it is unlikely to be due to chance alone. Where no difference is highlighted, the results should be treated as broadly similar.

95%

## Reading the charts and tables

-  Up arrow or green text = significantly higher
-  Down arrow or red text = significantly lower
-  Circle / marker or black text = not statistically significant, but may still be noteworthy

## Approximate margins of error used in this report

All survey results are subject to a margin of error, which varies depending on sample size.

Sub-Group	Sample	Margin of error
Colac Otway SC	506	+/-4.4 pts
State	17,730	+/-0.7 pts
Large Shire	4,770	+/-1.4 pts
18 to 34	68	+/-11.9 pts
35 to 49	118	+/-9.0 pts
50 to 64	140	+/-8.3 pts
65+	180	+/-7.3 pts
Male	222	+/-6.6 pts
Female	284	+/-5.8 pts
Coastal	94	+/-10.1 pts
Colac & Surr.	244	+/-6.3 pts
All Others	168	+/-7.6 pts

Larger groups have a smaller margin of error; smaller groups have a larger one.

Margins of error are approximate and are shown to support interpretation of key results and sub-groups.

# Why the sample size is appropriate

## Understanding the Sample



### Sample size

This survey includes enough interviews to give a reliable overall picture of community views.



### Margin of error

All surveys have a small amount of natural variation. A bigger sample reduces this (and Councils have the option to increase sample size), but the improvement in accuracy becomes smaller as sample size increases.



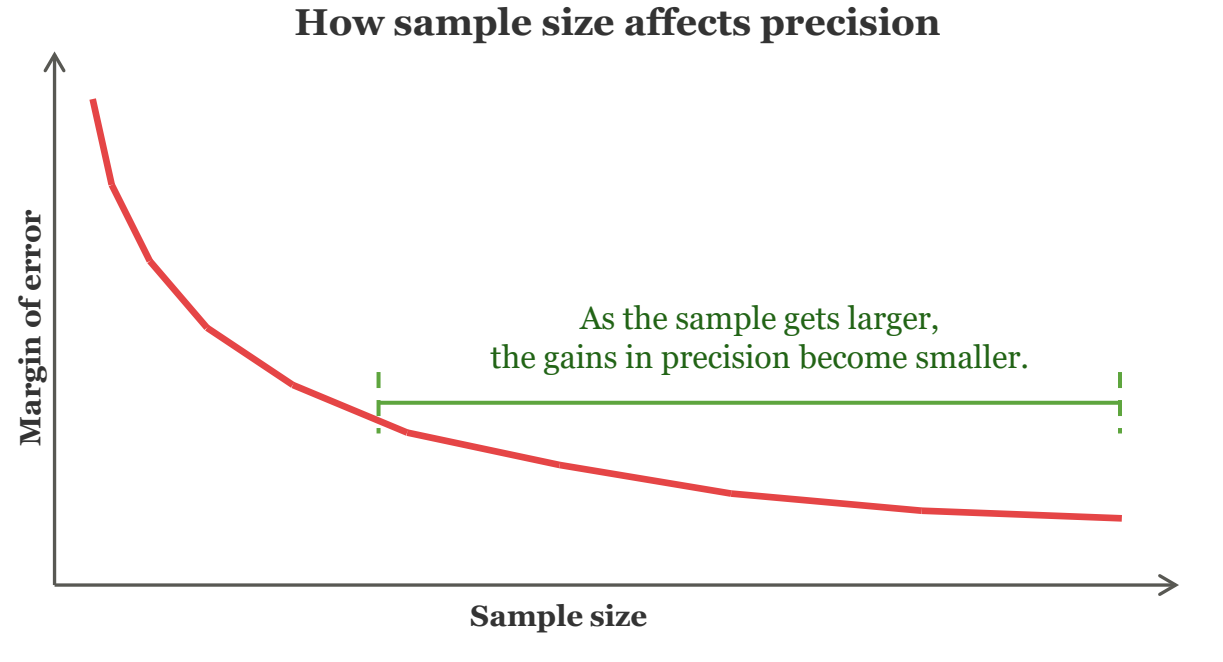
### Confidence level

We use the standard "95% confidence level". In simple terms, this means we can be highly confident the survey gives a trustworthy picture of wider community views.



### Statistical significance

In our analysis, we test whether differences and movements in scores are large enough to be meaningful, rather than just normal survey variation. These are highlighted through the report.



### What this means

Larger samples can improve precision, but after a point they are unlikely to materially change the overall story.

# How weighting is used

<p><b>What weighting does</b></p>	<p>Weighting adjusts the final results so the achieved sample more closely reflects the actual community profile.</p>
<p><b>Why it matters</b></p>	<p>Some groups can be a little over- or under-represented in the raw sample. Weighting helps ensure no group has too much or too little influence on the final results.</p>
<p><b>How to read the table</b></p>	<p>“Unweighted” shows the profile of the achieved sample. “Weighted” shows the profile after adjustment. Each council receives its own weighting table.</p>

## Sample weighting

Age	Unweighted	Weighted
<b>18-24</b>	4%	7%
<b>25-34</b>	9%	16%
<b>35-49</b>	23%	22%
<b>50-64</b>	28%	24%
<b>65+</b>	36%	32%
<b>NET</b>	100%	100%

Gender	Unweighted	Weighted
<b>Male</b>	44%	49%
<b>Female</b>	56%	51%
<b>NET</b>	100%	100%



Weighting improves representativeness, but it does not change what respondents said. It simply helps ensure that each group is reflected in the right proportion in the final results.

# Comparative Benchmarks



In addition to the core LGV questions, each council was able to select additional service areas to assess. As a result, the number of councils in the benchmark for each questions varies. The following are the number of councils for each service area assessed within this report. Where there is only one other council in the benchmark, we have not provided a benchmark and labelled it as NA.

Performance	State	Large Shire
Planning	1	1
Libraries*	17	4
Art centres*	12	3
Elderly support services	8	4
Family support services	12	4
Emergency and disaster management	14	5
Community events and cultural activities *	15	7
Environmental sustainability	19	7
Enforcement of local laws and regulations*	16	5
Recreational facilities	20	6
The appearance of public areas	23	7
Advocating for the community*	20	7
Maintenance of unsealed roads	15	6
Condition of sealed local streets*	38	11
Decisions in the interest of the community*	38	11
Opportunities to give feedback on key local issues*	38	11
Waste management*	38	11

Experienced	State	Large Shire
Planning	1	1



# How Performance Index Scores are Calculated

A simple guide to how 5-point ratings are converted into a 0 to 100 index

## In simple terms

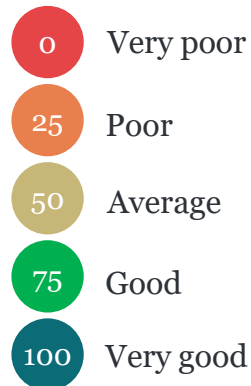
Performance is asked on a 5-point scale from Very poor to Very good.

Responses are then converted into an index from 0 to 100 so results can be compared consistently.

## Scale



## Index Values



Can't say is excluded from the calculation

## Worked example

Each response ‘% share’ is multiplied by its index value. The contributions are then summed to create the score.

Response	Index Value	Share	Contribution
Very good	100	25%	25.0
Good	75	30%	22.5
Average	50	20%	10.0
Poor	25	10%	2.5
Very poor	0	10%	0.0
Can't say	-	5%	Excluded
<b>Total index score</b>		<b>100%</b>	<b>60.0</b>

## How to interpret scores

Higher scores indicate stronger performance.

Band	Interpretation
85+	Very strong performance
75-84	Positive performance
50-74	Mixed or passable performance
40-49	Underperforming
<40	Clear community dissatisfaction

Direction in the past 12 months

The same principle is used for the Direction metric: Improved = 100, Stayed the same = 50, Deteriorated = 0. “Can't say” responses are excluded.

# How to read the results slide - Performance Distribution



## Guide to reading results

### What this slide shows

This slide shows the overall result, the distribution of responses, and how results vary across benchmarks and key sub-groups.

It helps the reader see:

- How Council is performing overall
- How the result compares with key benchmarks
- Which groups score higher or lower
- Whether the result has improved or declined over time

### What the table categories mean

**Council** - result for this Council

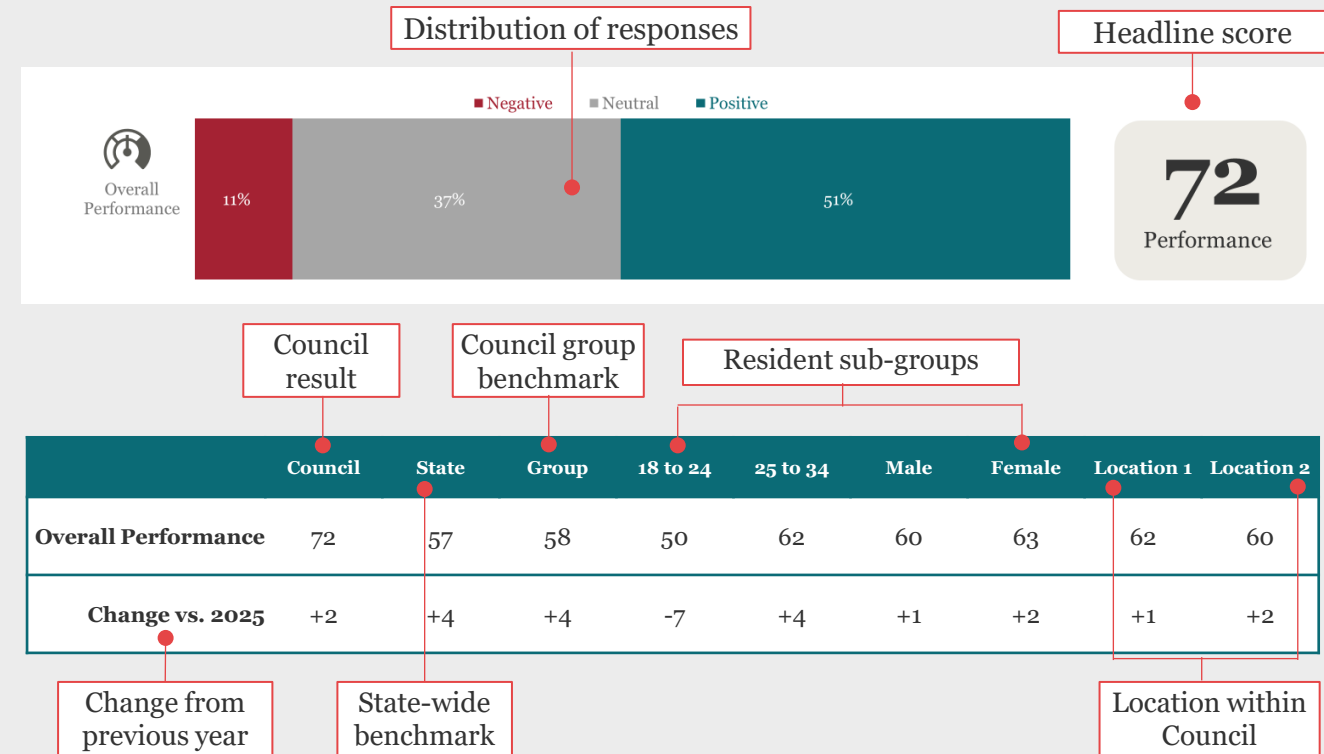
**State** - average across all participating Councils

**Group** - average for similar councils

**Age / gender / location columns** - results for key sub-groups within the Council area

**Change vs. previous year** - movement since last year

### Annotated example





# How to read the line chart slide - Performance

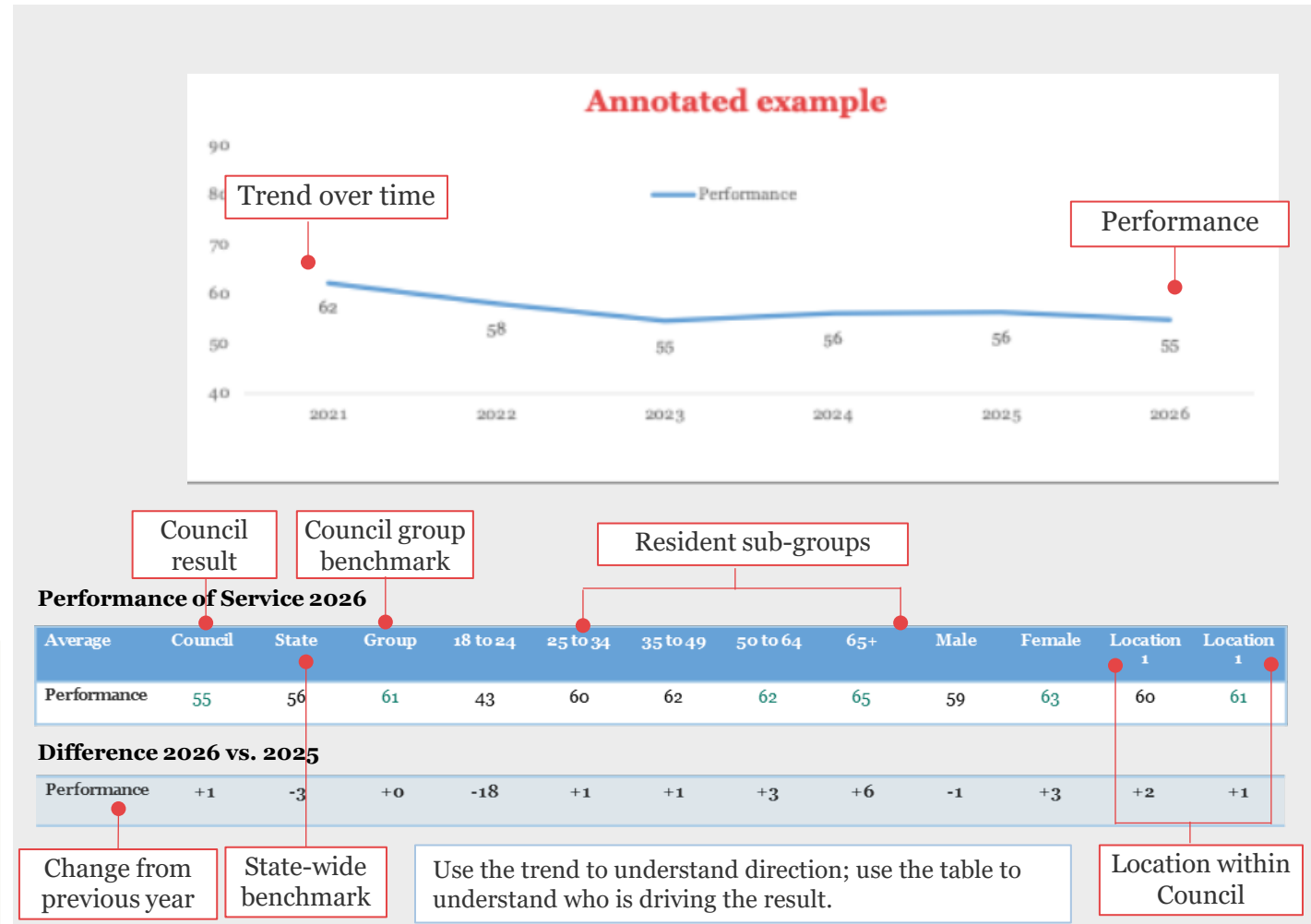
## Guide to reading results

### What this slide shows

- These slides show how importance and performance have changed over time, and how the current year result varies across benchmarks and sub-groups.
- The top chart shows the trend over time.
- The table below shows the current year results by benchmark and sub-group.
- The change table shows movement compared with the previous year.
- Importance = how much the area matters to the community
- Performance = how residents rate Council on that area

### Table categories

Council, State and Group provide benchmarks; age, gender and location columns show resident sub-groups.



# Fieldwork Summary

## Who?

Residents of Colac Otway Shire Council aged 18+

Minimum quotas of gender within age groups were applied during fieldwork. Post-survey weighting was then conducted to ensure accurate representation of the ABS age and gender profile of the council area.

## What?

11-minute survey

Conducted by Telephone and Online

## How Many?

n=506

n=303 Telephone recruited from sourced residential sample list

n=203 Online recruited via social media

## When?

Fieldwork conducted February/March 2026





# Key Performance Measures



# Overall Council Performance



## Overview



This section provides a summary of overall community perceptions of Council performance. It presents key headline metrics and a high-level view of how Council is performing across the municipality.

Specifically, this section includes:

- Overall performance score
- Perceptions of Council direction
- Views on how well Council spends public funds
- Benchmark comparisons (where applicable)
- Results by key subgroups (e.g. age, location)

Together, these results provide a clear snapshot of overall community sentiment and set the foundation for the deeper insights that follow in the report.

## Summary of results

### Key measures:

- Overall Performance reached 55 in 2026, increasing by 8 points from 2025 and indicating stronger community sentiment.
- Views of Council direction also strengthened, improving 5 points to 52 in 2026.
- Perceptions of Spending Public Funds also increased to 47 in 2026, up 6 points from 2025.

### Vs. Benchmarks

- Overall performance scores 55, sitting slightly below the State (58) and slightly above Large Shire (53).
- Council direction scores 52 and also tracks above the State (48) and Large Shire (47) benchmarks.
- Spending public funds to benefit the community scores 47, sitting below the State (51) and broadly in line with Large Shire (46).

### Sub-group differences:

- Residents aged 65+ were more positive all three measures, whilst residents 35 to 49 were generally less positive.
- Coastal precinct residents were less positive about overall performance, council direction and spending public funds.



# Performance Summary – At a Glance

## Council performance summary.

Results shown are index scores out of 100.



**55**

Overall  
Performance



**52**

Direction  
of Council

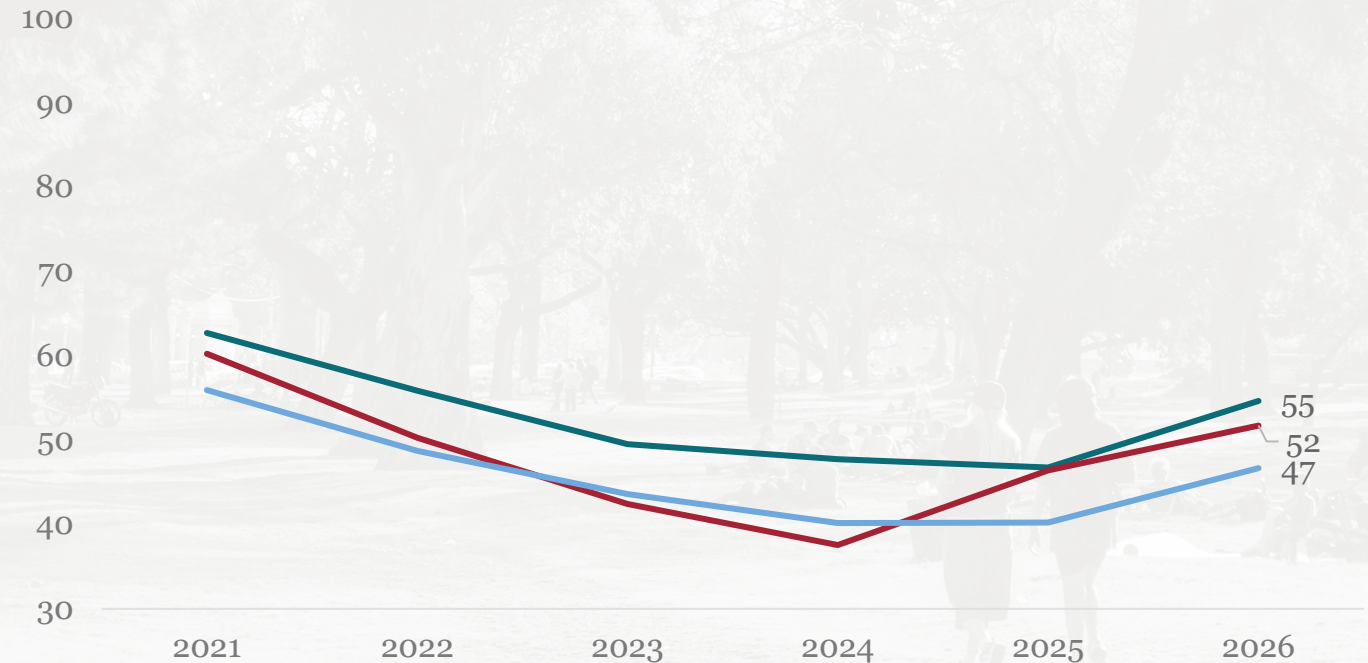


**47**

Spending Public  
Funds

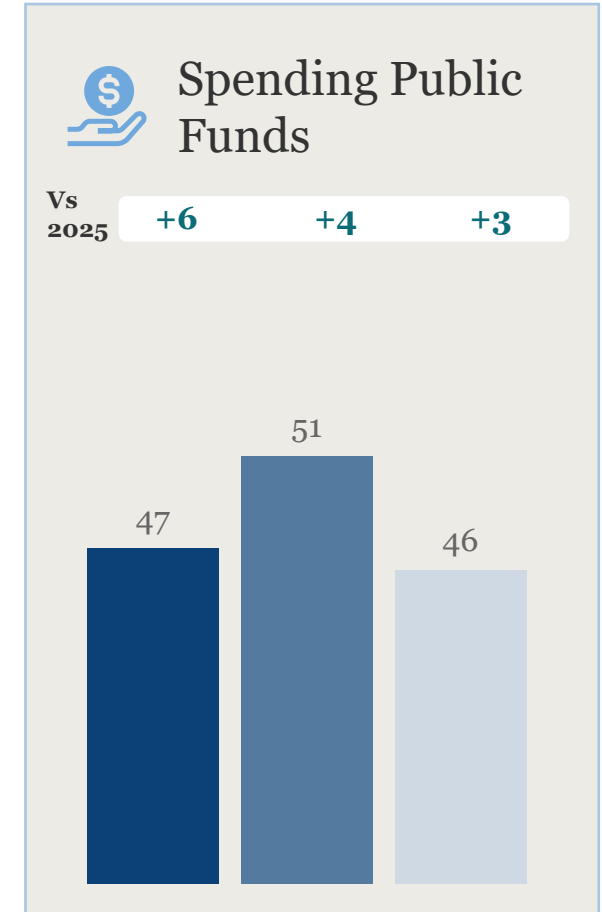
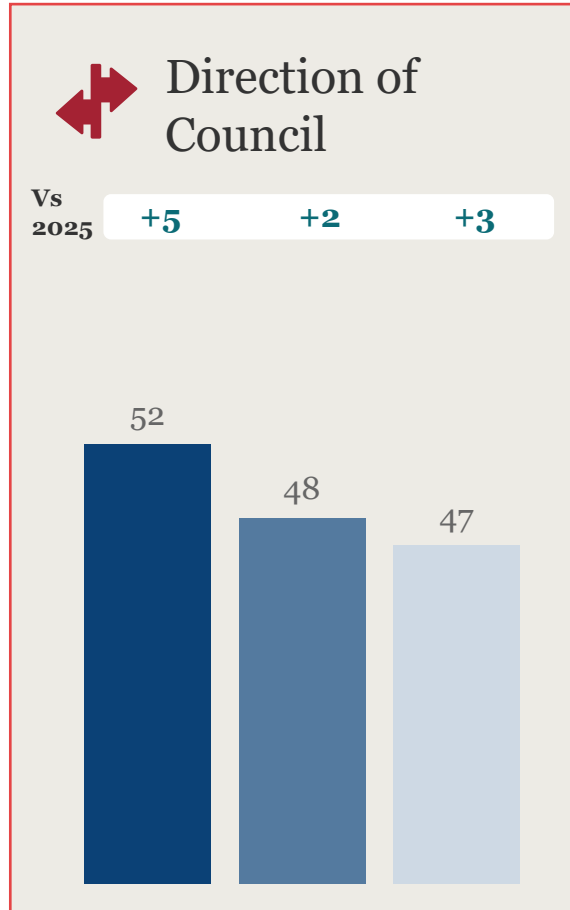
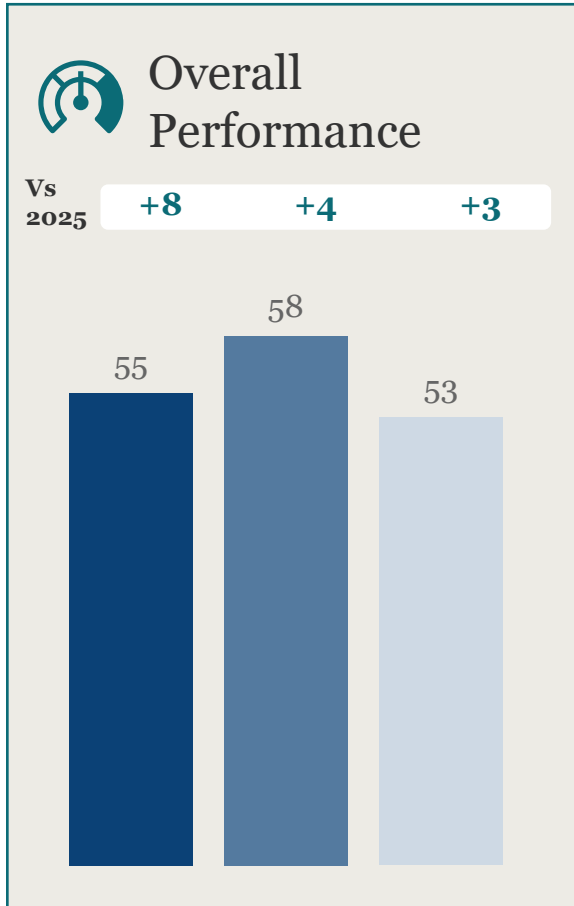


## Council Performance by Year



- Overall Council Performance
- Direction of Council
- Spending Funds to Benefit Community

# Overall Performance – Council vs. Benchmarks



■ Colac Otway ■ State ■ Large Shire



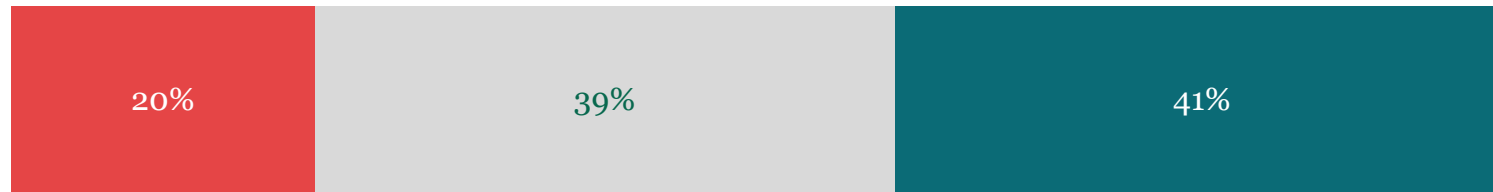
# Overall Performance – Distribution of Results 2026



These results show the distribution of responses for **Overall Performance** (categorized into negative, neutral and positive), and by sub-group to give deeper insight into community perceptions



■ Negative (very poor + poor)   ■ Neutral (average)   ■ Positive (good + very good)



**55**  
Score

	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac & Surr.	All Others
<b>Overall Performance</b>	55	58	53	54	53	53	57	54	56	46	59	52
<b>Change vs. 2025</b>	+8	+4	+4	+5	+7	+10	+10	+11	+5	+2	+10	+7

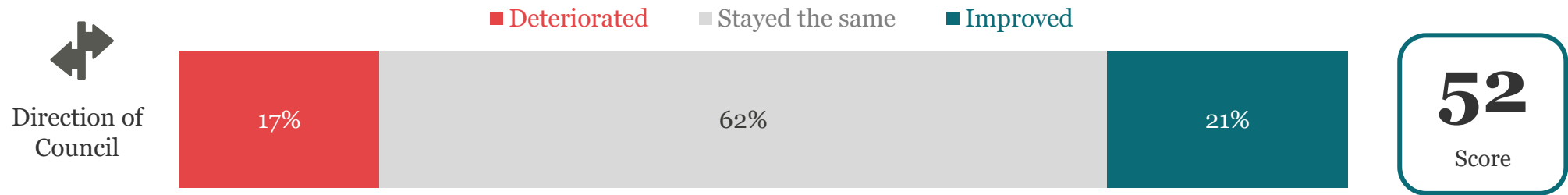
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Council, not just on one or two issues, BUT OVERALL across all responsibility areas? For base sizes, please refer to slide 19.



# Direction of Council – Distribution of Results 2026



These results show the distribution of responses for **Direction of Council** (improved, stayed the same, deteriorated), and by sub-group to give deeper insight into community perceptions



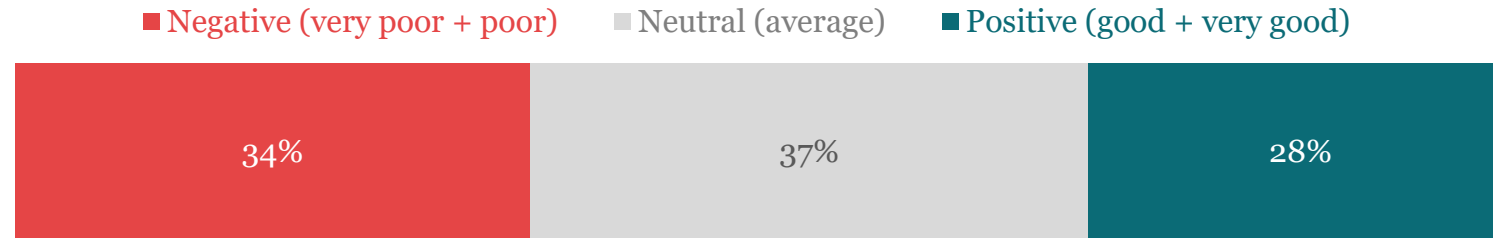
	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac & Surr.	All Others
<b>Direction of Council</b>	52	48	47	51	50	52	52	51	53	45	55	50
<b>Change vs. 2025</b>	<b>+5</b>	<b>+2</b>	<b>+3</b>	-1	+4	<b>+14</b>	+7	+6	+5	+1	<b>+8</b>	+3

Q6. Over the last 12 months, what is your view of the direction of Council's overall performance? For base sizes, please refer to slide 19.

# Spending Public Funds to Benefit Community – Distribution of Results 2026



These results show the distribution of responses for **Spending Public Funds** (categorised into positive, neutral and negative), and by sub-group to give deeper insight into community perceptions



**47**  
Score

	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac & Surr.	All Others
<b>Spending Funds</b>	47	51	46	43	42	45	53	46	47	37	49	49
<b>Change vs. 2025</b>	<b>+6</b>	<b>+4</b>	<b>+3</b>	+4	+4	+7	<b>+11</b>	<b>+11</b>	+2	+6	+2	<b>+11</b>

Q3b. How would you rate Council at spending public funds on infrastructure and services in ways that benefit the community? For base sizes, please refer to slide 19.



# Performance of Council Services



# Performance of Council Services



## Overview



This section provides a summary of community perceptions of performance across key Council service areas. It highlights how well residents believe Council is delivering services and where performance is strongest or may require improvement.

Specifically, this section includes:

- Performance ratings of Council services
- Trends over time

Council service areas are grouped into five key categories:

- Governance, Engagement & Advocacy
- Infrastructure, Waste & Maintenance
- Community Facilities & Recreation
- Community Services & Support
- Planning, Development and Growth

## Summary of results

### Key measures:

- Libraries was the strongest performing service area, scoring 75, followed by emergency and disaster management at 70.
- The lower service results were for maintenance of unsealed roads and condition of sealed local streets, scoring 35 and 45 respectively.
- Compared with 2025, advocating for the community recorded the strongest improvement, increasing by 10 points to 53.

### Vs. Benchmarks

- Compared with the State, emergency and disaster management (70 vs 63) and family support services (68 vs 61) performed more strongly for Council.
- Condition of sealed local streets sits notably below the State benchmark (45 vs 54).
- Against Large Shire, maintenance of unsealed roads reported the lowest relative score (35 vs 41).

### Sub-group differences:

- Residents aged 65+ were generally more positive on most service areas.
- Residents in Colac and surrounds were also more positive on most service areas, particularly on condition of sealed local streets, enforcement of local laws and regulations and planning.
- Coastal residents were generally less positive about most service areas compared to resident in other areas.

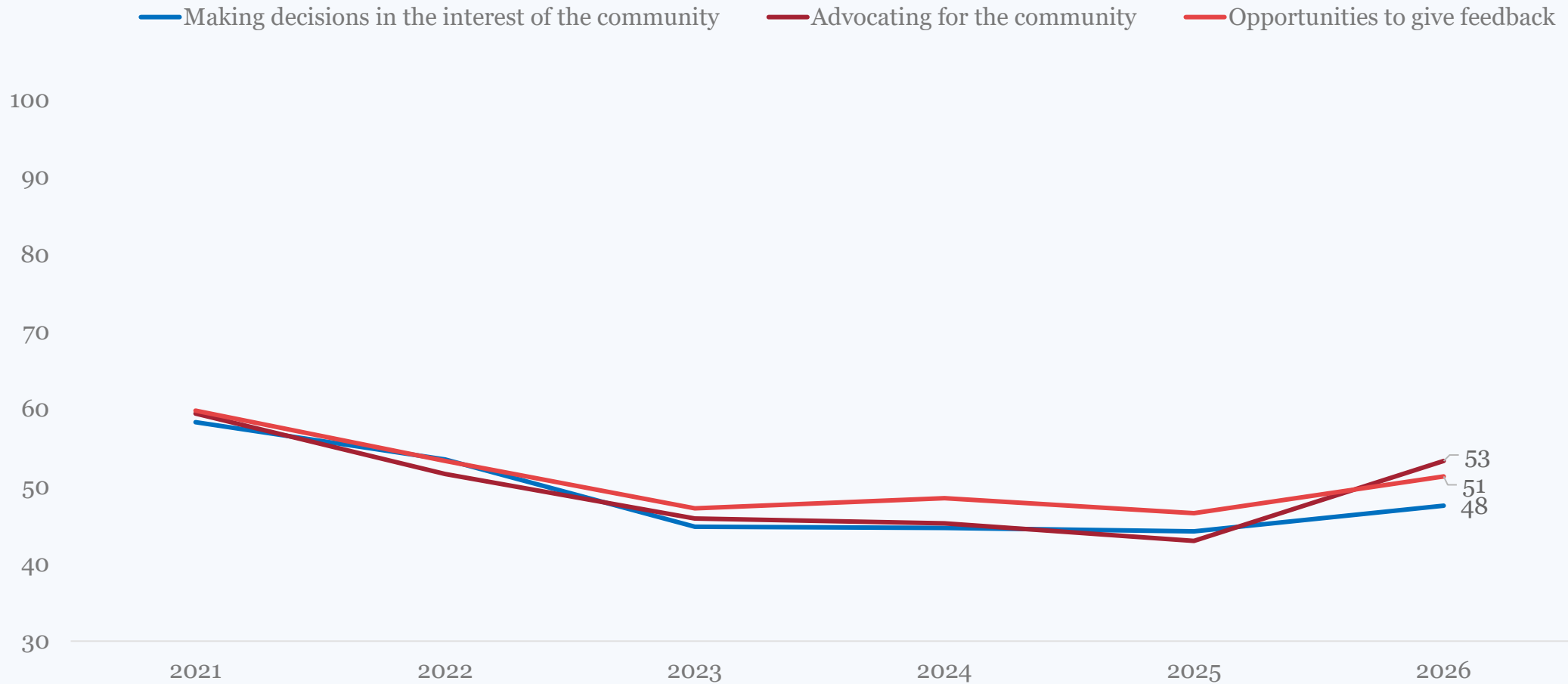


# Performance of Council Services – by Year

	Colac Otway SC 2026	Chg vs 2025	State 2026	Chg vs 2025	Large Shire 2026	Chg vs 2025
Libraries*	75	NA	75	NA	76	NA
Emergency and disaster management	70	<b>+8</b>	63	<b>-2</b>	67	<b>+2</b>
Waste management*	68	<b>+6</b>	72	<b>+6</b>	69	<b>+7</b>
Family support services, including services such as maternal child health and kindergartens	68	<b>+9</b>	61	-1	65	<b>+4</b>
Recreational facilities, such as leisure centres, recreation reserves, playgrounds etc.	64	+2	66	<b>-2</b>	62	<b>-3</b>
The appearance of public areas	61	+3	63	<b>-5</b>	65	-1
Elderly support services	61	+2	59	<b>-5</b>	64	+1
Art centres*	61	NA	64	NA	65	NA
Environmental sustainability	58	<b>+6</b>	61	+2	61	<b>+4</b>
Enforcement of local laws and regulations*	58	-4	56	<b>-3</b>	60	<b>+2</b>
Advocating for the community*	53	<b>+10</b>	54	<b>+4</b>	55	<b>+8</b>
Opportunities to give feedback on key local issues*	51	<b>+5</b>	55	<b>+5</b>	54	<b>+6</b>
Decisions in the interest of the community*	48	+3	52	<b>+3</b>	49	<b>+3</b>
Planning	46	NA	NA	NA	NA	NA
Condition of sealed local streets*	45	<b>+7</b>	54	<b>+9</b>	47	<b>+7</b>
Maintenance of unsealed roads	35	+2	42	<b>+4</b>	41	<b>+5</b>

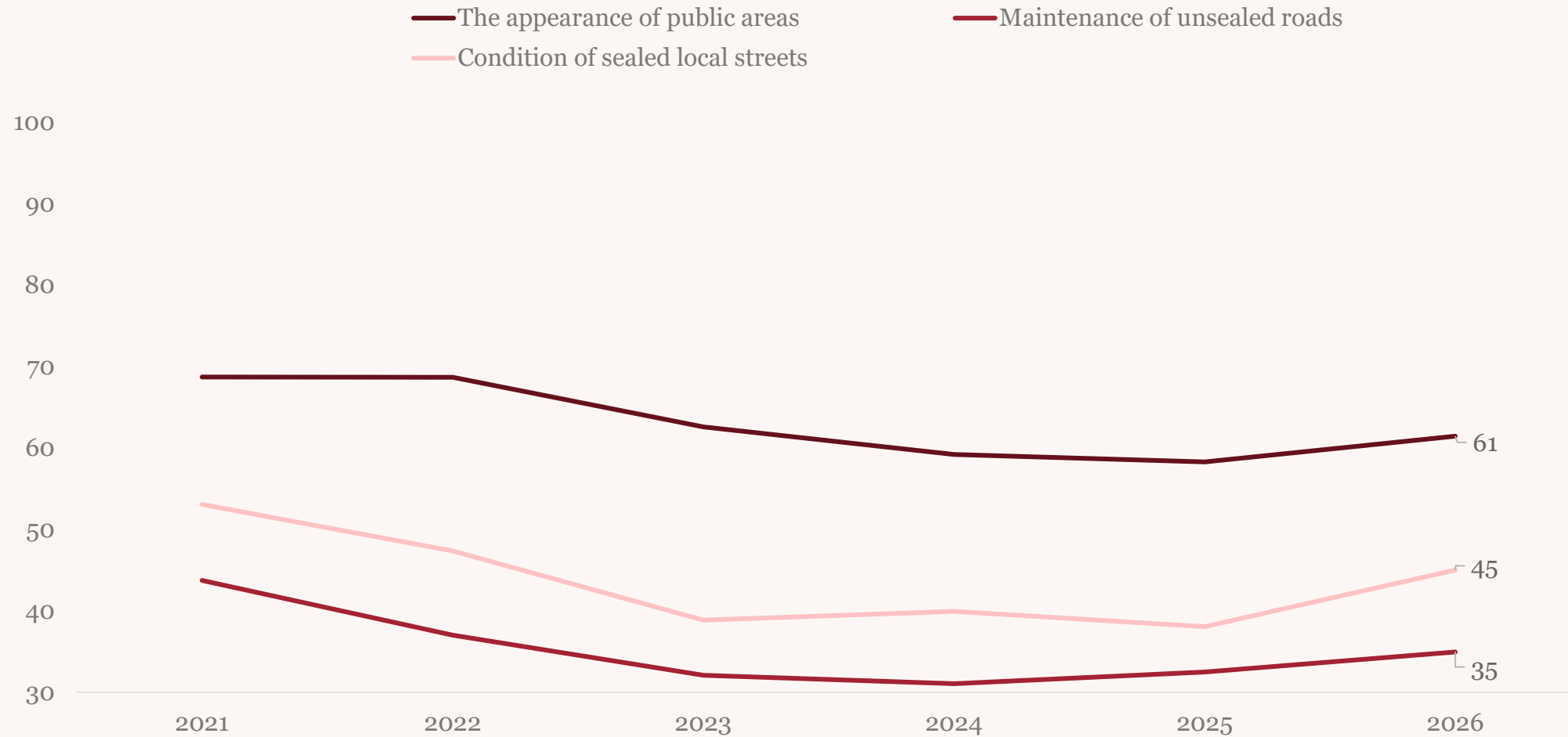
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19.

# Performance of Council Services – Governance, Engagement & Advocacy



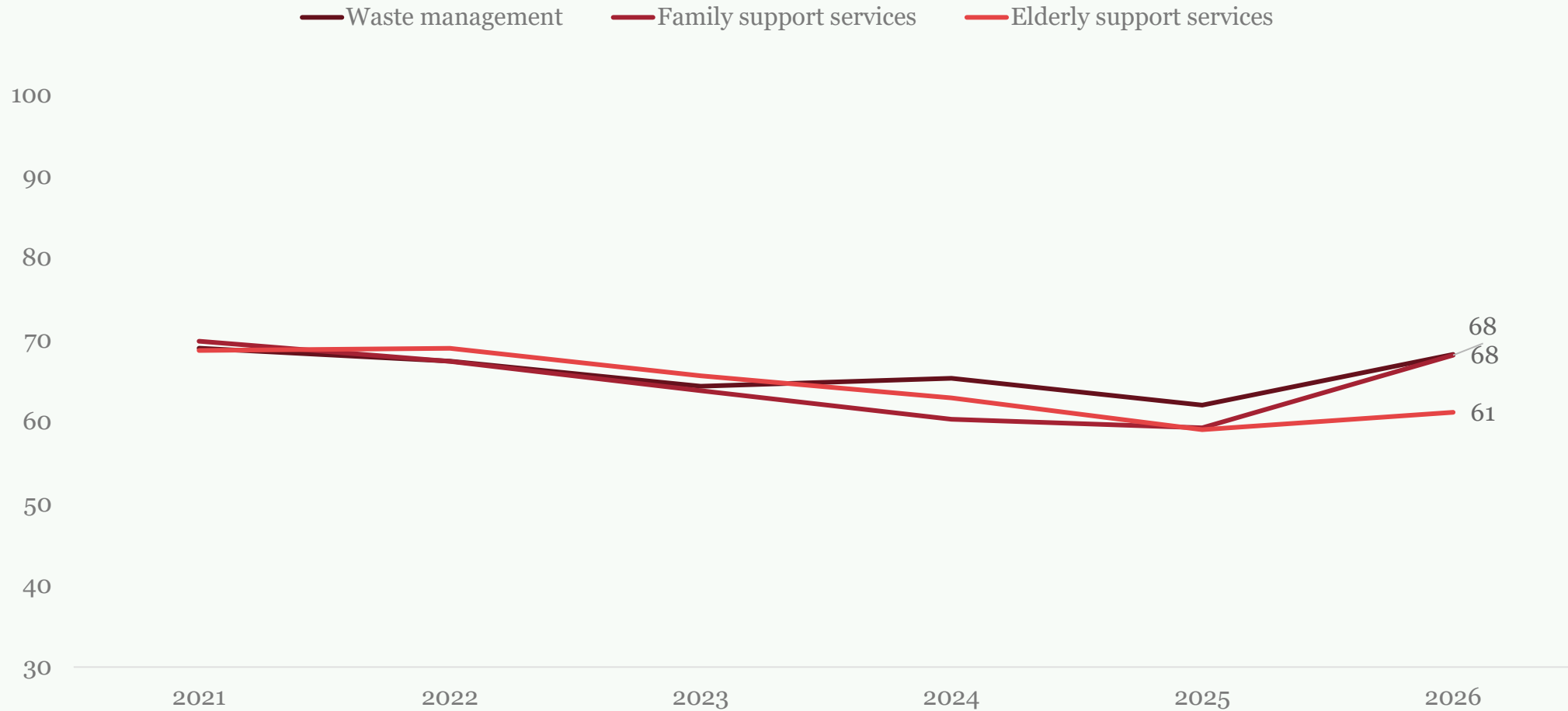
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19.

# Performance of Council Services – Infrastructure & Maintenance



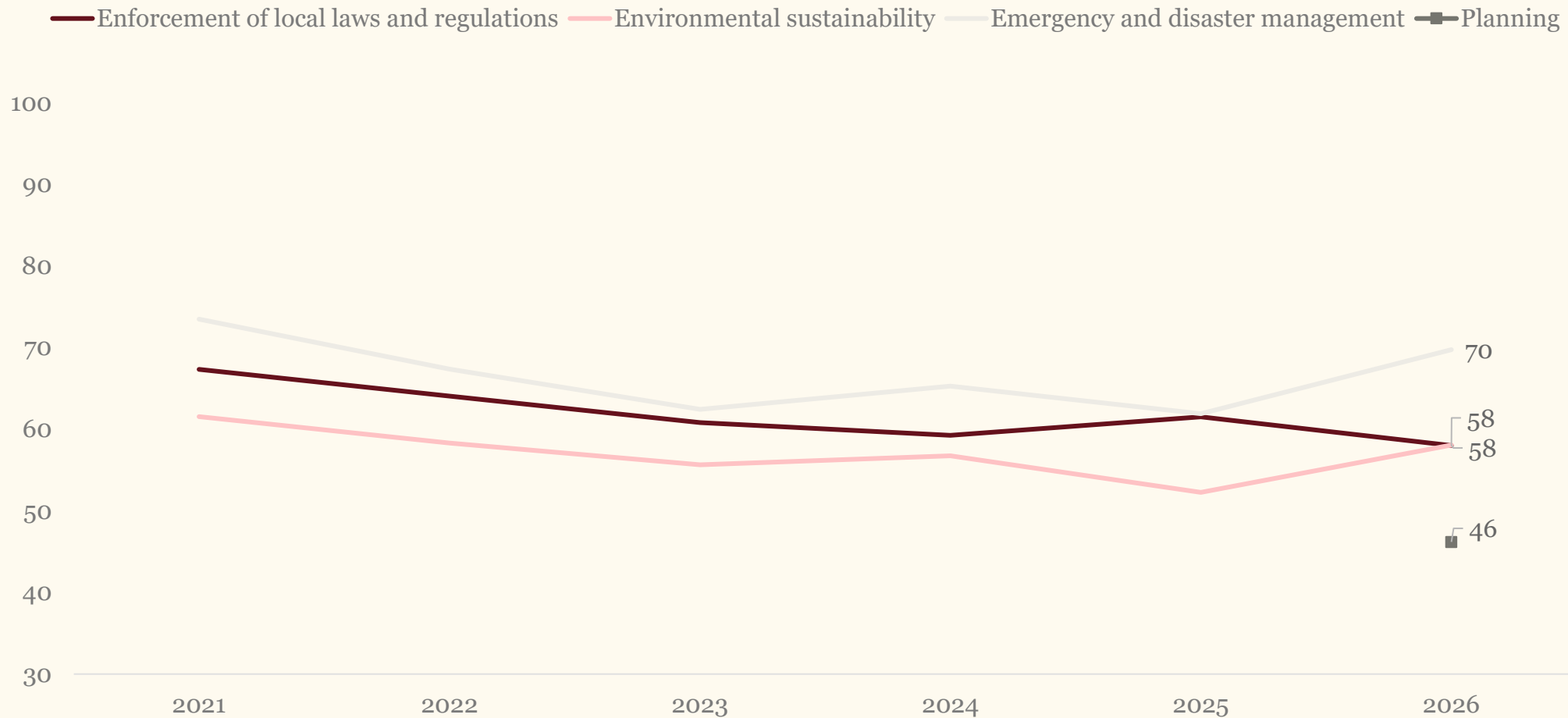
Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19.

# Performance of Council Services – Community Services & Support



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19.

# Performance of Council Services – Planning & Development



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19.



# Performance of Council Services – Community Facilities & Recreation



Q2. I would now like you to rate the performance of Council over the last 12 months. Firstly, how has Council performed on [SERVICE] over the last 12 months? For base sizes, please refer to slide 19.

# Influence-Performance Matrix

## Analysis Framework

### How to read the Matrix

The influence-performance matrix helps show which areas matter most, and where improvement is likely to have the greatest impact.

- **Influence**

is based on regression analysis, this indicates which attributes matter most to overall satisfaction. Derived influence is often preferred over asking directly (stated importance) because it uncovers subconscious drivers, hidden priorities, and actual behaviour. All aspects are important; some are more powerful at driving overall sentiment.

- **Performance**

is based on respondents' ratings of Council on each attribute.

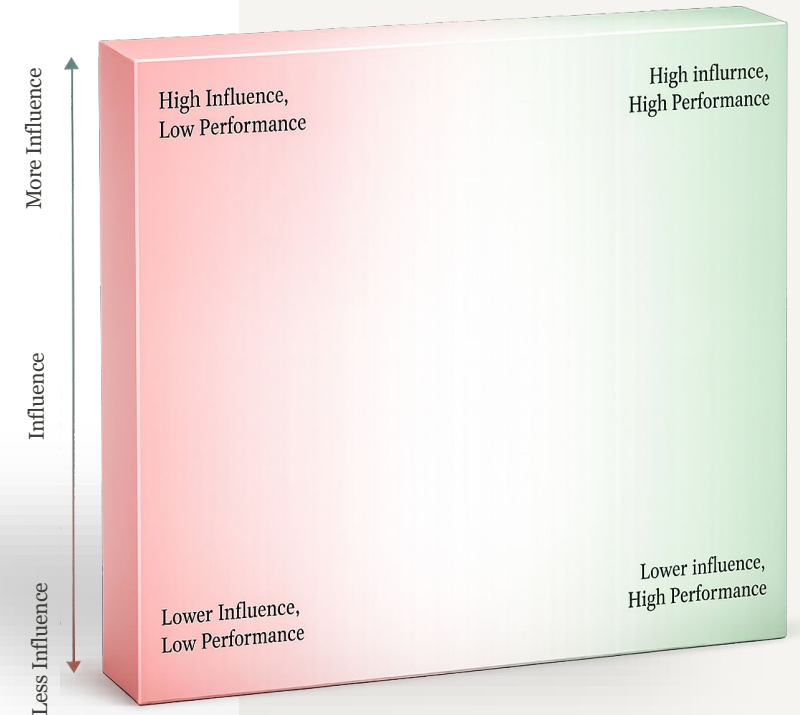
Together, these dimensions help identify priorities for action.

High influence, high performance - important areas where Council is performing well

High influence, lower performance - highest priorities for improvement.

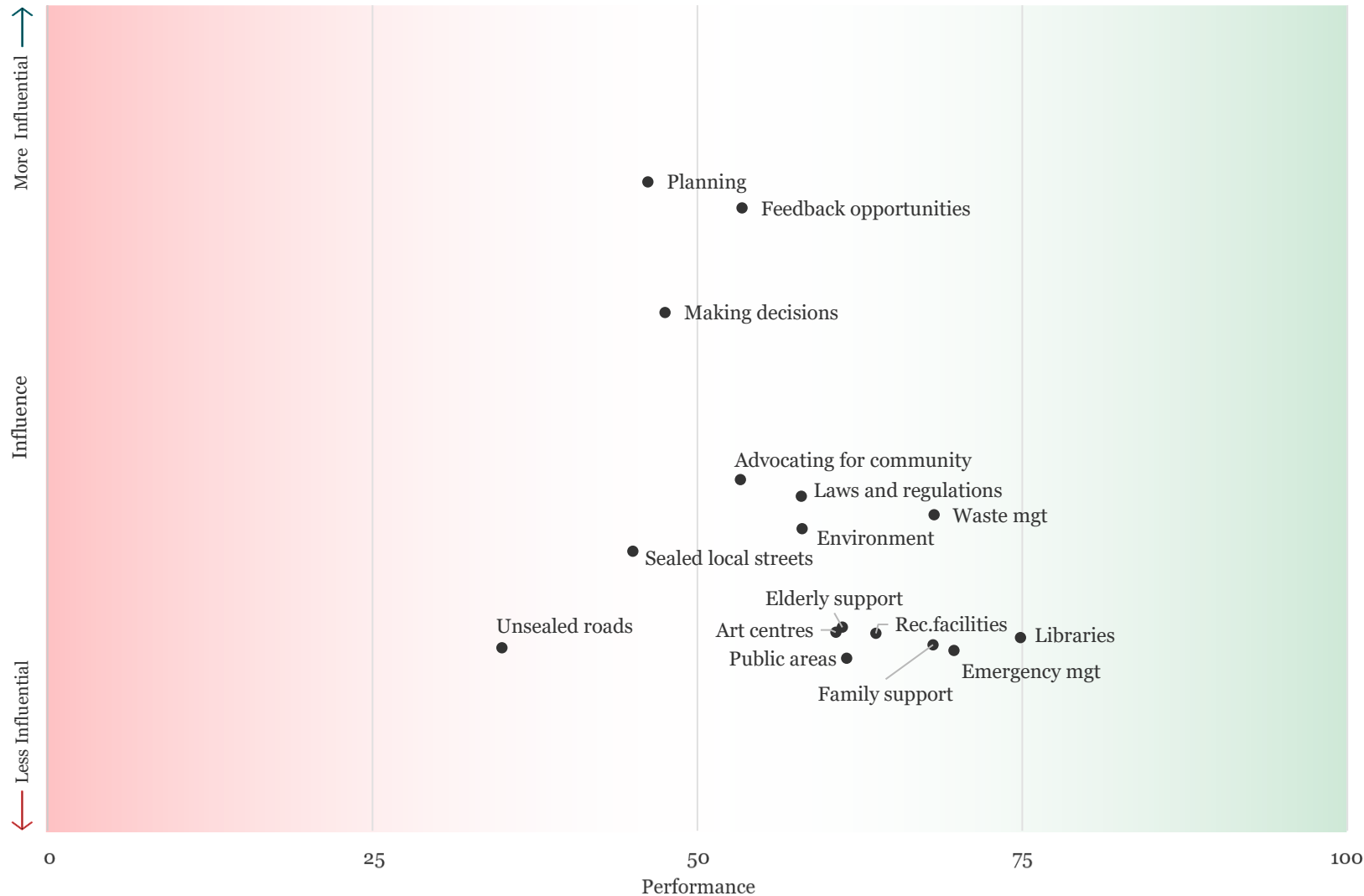
Lower influence, high performance - performing well, but less influential overall.

Lower influence, lower performance - lower priority areas for improvement.





# Influence vs. Performance – Service Delivery 2026



For Colac Otway, the strongest improvement levers are spread across planning, civic confidence and community voice, rather than being confined to one service category.

The strongest priority areas are:

- Planning
- Opportunities offered to give feedback on key local issues
- Making decisions in the interest of the community
- Advocating for and representing the community
- The condition of sealed local streets in the local area

Waste management sits in a stronger position and is moderately influential, so it should be protected while effort is directed to the higher-priority areas.

# Engagement with Council



# Engagement with Council



## Overview



This section provides an overview of how residents engage with Councils. It highlights the extent of contact with Council, satisfaction with customer service, and how engagement differs across the community.

Specifically, this section includes:

- Contact with the Council in the last 12 months
- Satisfaction with customer service
- Subgroup differences
- Preferred channels for accessing information

Together, these insights provide a clear view of how residents interact with Council, and opportunities to enhance the customer experience.

## Summary of results

### Key Performance:

- Around two-thirds of residents had contact with Council in the past 12 months (64%), which as decreased by 5 points from 2025.
- The customer service rating increased by 4 points to 68, indicating a positive shift in the service quality.

### Vs. Benchmarks

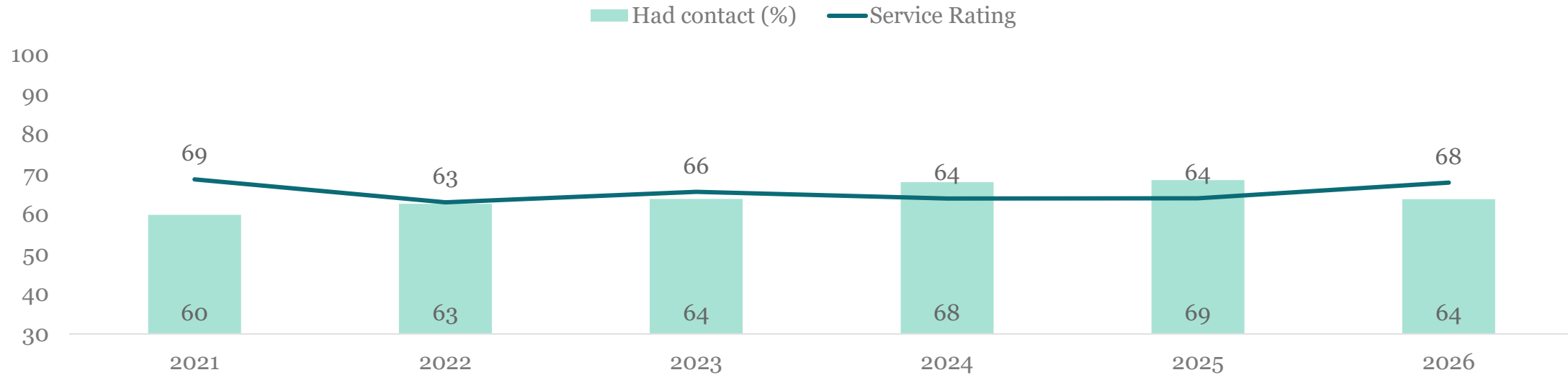
- Contact with Council sits above both the State (58%) and slightly above Large Shire (57%) benchmarks.
- Customer service is slightly on par with the State (68) and sits slightly above Large Shires (66).

### Sub-group differences:

- Residents aged 65+ were more likely to have had contact with Council, whilst residents aged 18-34 were the least likely.
- Residents aged 35-49 were the most positive about customer service.
- Coastal residents were more likely to have had contact with Council, however reported the lowest customer service rating compared to residents in other areas.



# Contact with Council and Satisfaction with Service During Contact



## Contact with Council and Customer Service Rating: 2026 by Demographic Groups

Average	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac & Surr.	All Others
Had contact (%)	64	58	57	55	63	66	69	60	67	70	62	63
Service Rating	68	68	66	68	70	67	67	64	71	60	70	69

## Difference 2026 vs. 2025

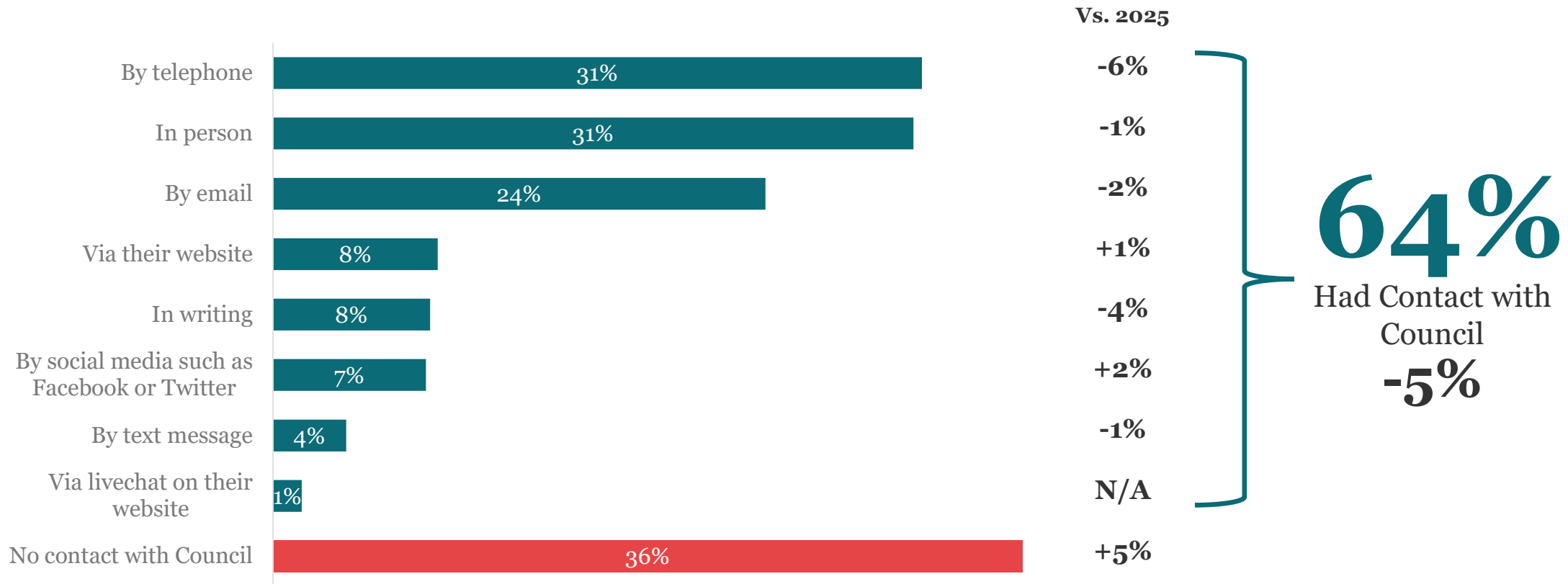
Had contact (%)	-5	-5	-6	-6	-17	-6	+4	-5	-4	+2	-7	-6
Service Rating	+4	+2	+1	+7	+4	+5	+2	NA	+2	NA	+3	+6

Q5. Over the last 12 months, have you or any member of your household had any contact with [INSERT COUNCIL NAME]? Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 19.

# Contact with Council in Last 12 Months



## Had Contact Council in Last 12 Months by Channel

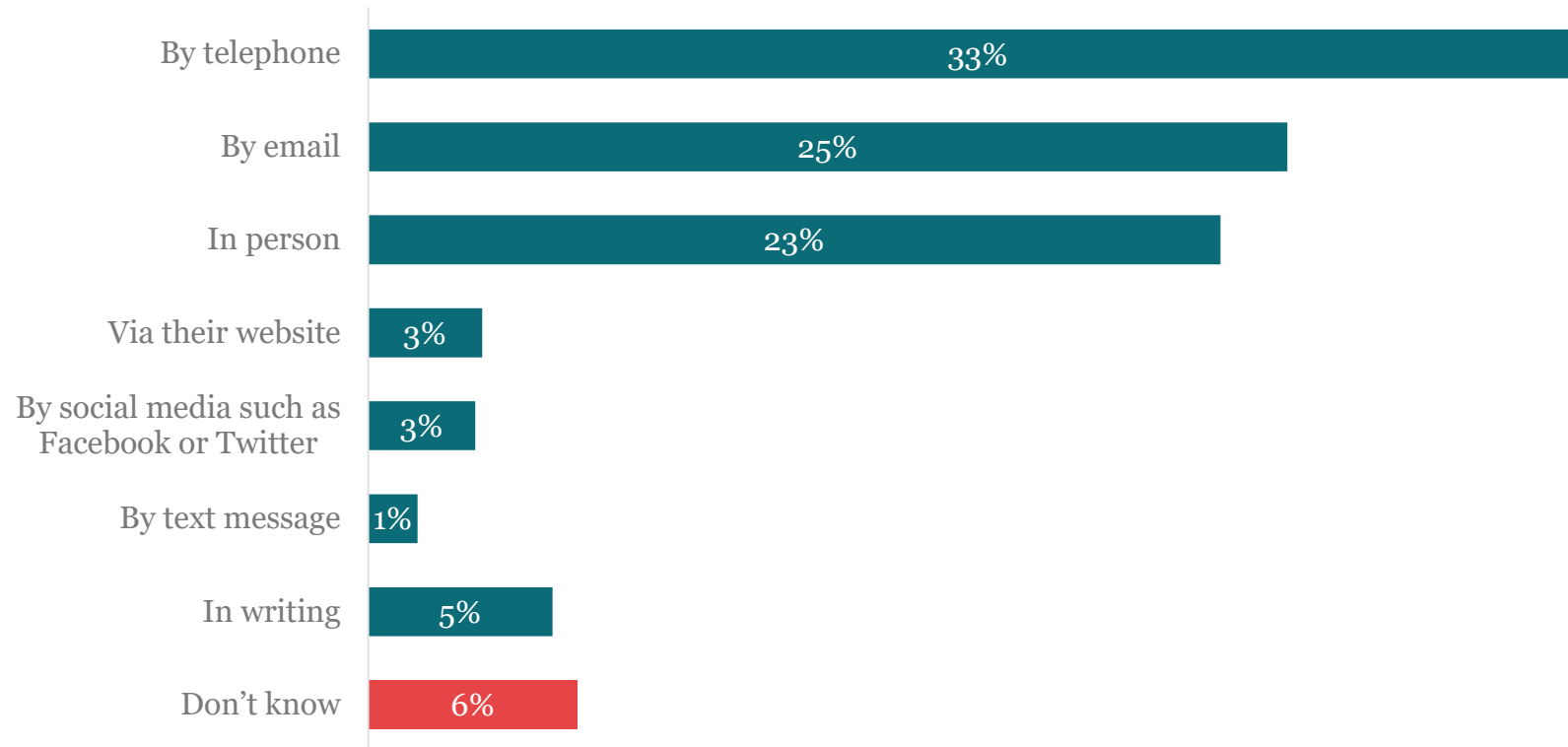


Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? For base sizes, please refer to slide 19.

# Most Recent Contact with Council



## Most Recent Contact with Council by Channel



Q5B. What was the method of contact for the most recent contact you had with Council? For base sizes, please refer to slide 19.

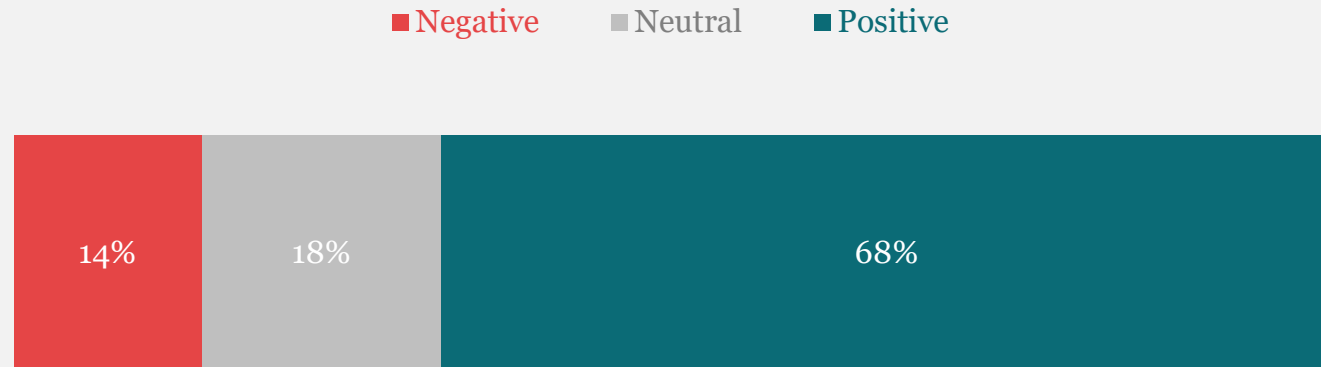
**Note:** Historic data not provided

# Satisfaction with Customer Service During Contact



**64%**  
Had Contact with Council

**-5%**  
Vs. 2025

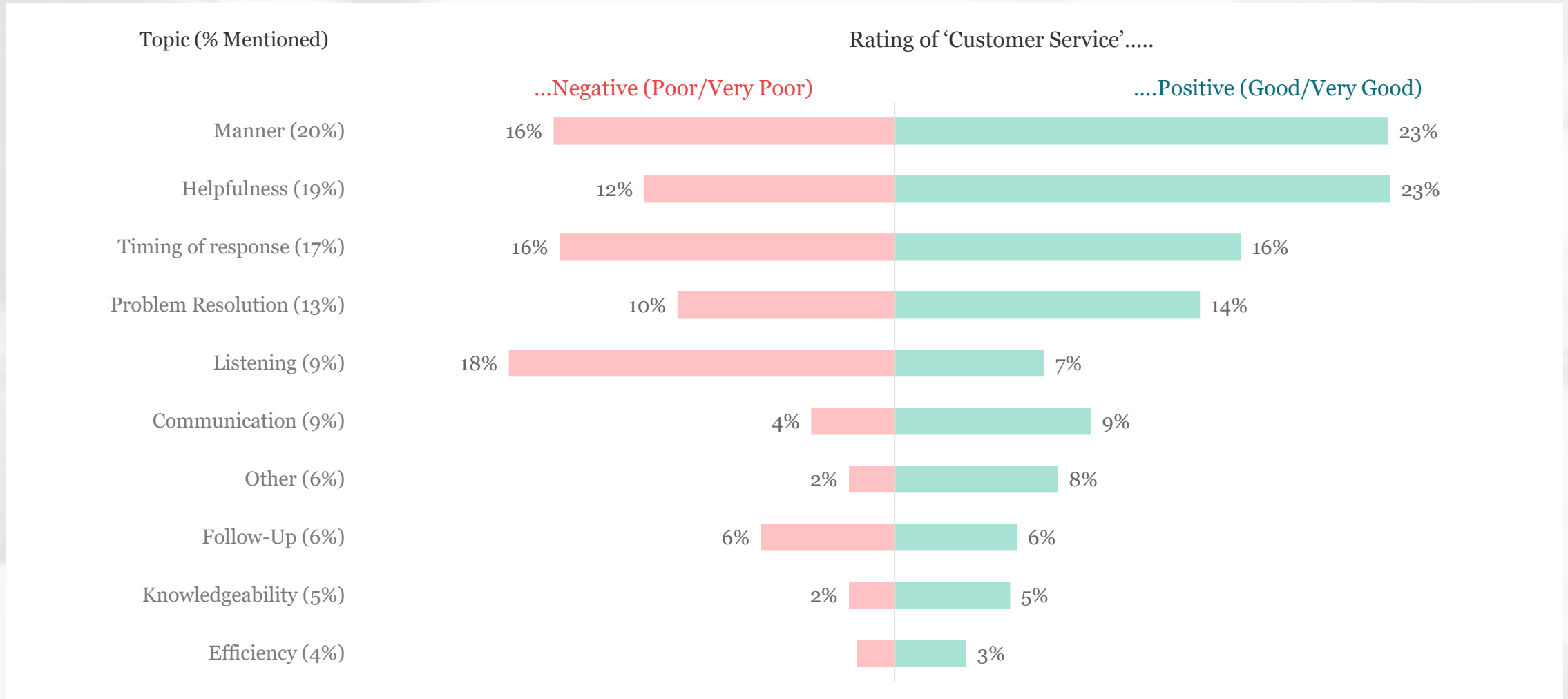


**68**  
Score

Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 19.



# Reasons for Rating Customer Service by Sentiment of Response



NQ38. Why did you give that rating for [CUSTOMER SERVICE DURING YOUR INTERACTION]? OPENCODED Q5C - Thinking of the most recent contact, how would you rate (NAME OF COUNCIL) for customer service. What does it mean the ACTUAL OUTCOME. Was it ...? For base sizes, please refer to slide 19.

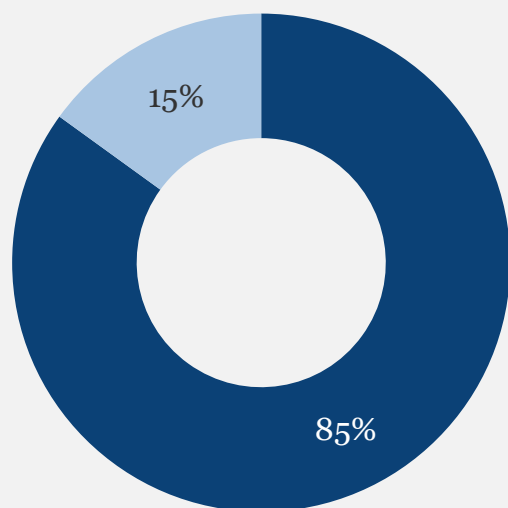
# Bespoke Questions



# Waste Management Services



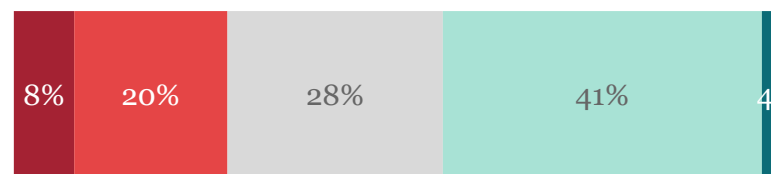
Waste management service provided



- Waste collection (e.g. kerbside collection of waste from bins)
- Waste drop-off at a central location

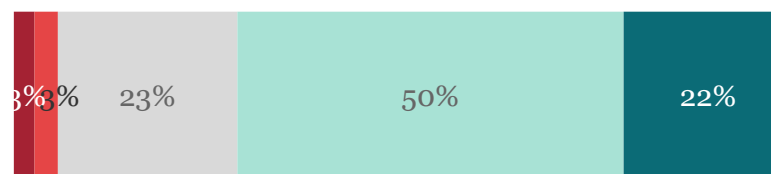
Performance of Waste Management

Waste drop-off at a central location



53

Waste collection (e.g. kerbside collection)



71

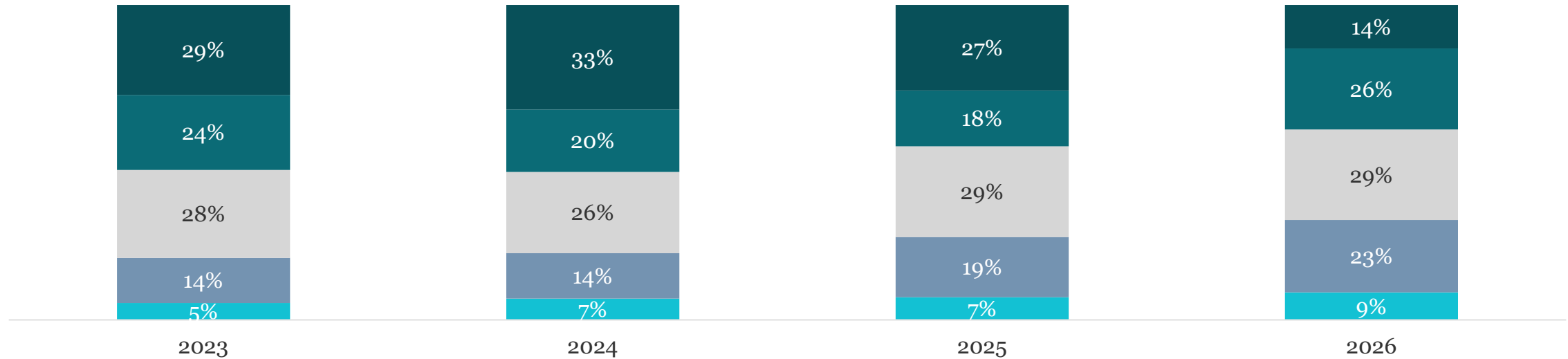
■ Very Poor ■ Poor ■ Average ■ Good ■ Very Good

BS24 - Which waste management service is provided to your household? Q2. how has Council performed on this over the last 12 months? Waste management including the collection of garbage, recyclables and green waste. For base sizes, please refer to slide 19.



# Preference for Investment in Services vs. Impact on Rates – by Year and Sub-group

■ Definitely prefer rates to rise 
 ■ Probably prefer rates to rise 
 ■ Don't know 
 ■ Probably prefer cuts in local services 
 ■ Definitely prefer cuts in local services



## Preference for Investment in Services vs. Impact on Rates by Sub-group

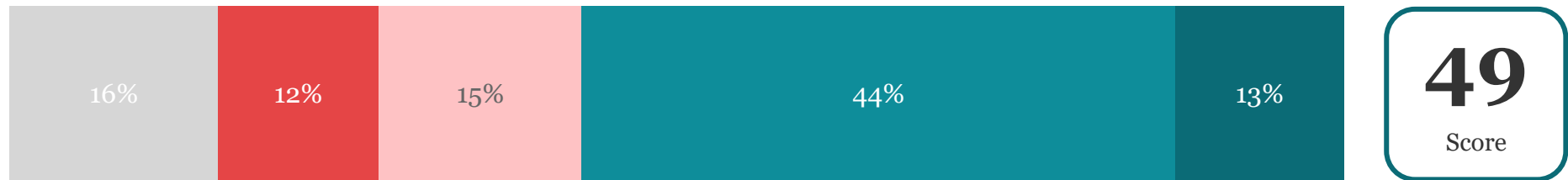
Column %	Colac Otway SC	18 to 34	35 to 49	50 to 64	65+	Male	Female	All Others	Coastal	Colac and Surrounds
<b>Definitely prefer rates to rise</b>	9%	9%	10%	10%	7%	9%	9%	10%	8%	9%
<b>Probably prefer rates to rise</b>	23%	17%	19%	28%	26%	22%	23%	24%	23%	22%
<b>Don't know</b>	29%	29%	27%	28%	31%	26%	31%	28%	28%	29%
<b>Probably prefer cuts in local services</b>	26%	27%	28%	24%	25%	26%	26%	27%	24%	25%
<b>Definitely prefer cuts in local services</b>	14%	18%	16%	11%	12%	17%	11%	11%	17%	15%

Q10 - If you had to choose between Council rate rises to improve local services OR cuts in local services to keep Council rates at the same level as they are now, would you prefer? For base sizes, please refer to slide 19.



# Is Council Heading the Right or Wrong Direction? – 2026 and Results by Sub-group

- Don't know
- Definitely wrong direction
- Probably wrong direction
- Probably Right Direction
- Definitely Right Direction



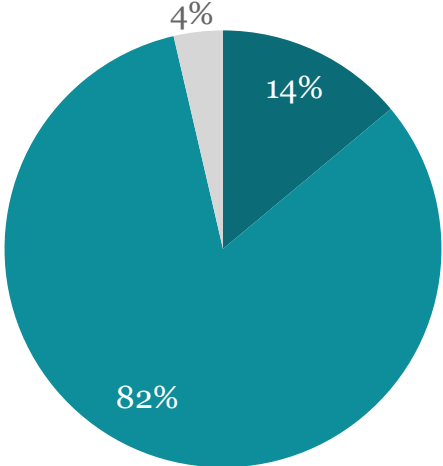
## Direction of Council by Sub-group

Score	Colac Otway SC	18 to 34	35 to 49	50 to 64	65+	Male	Female	All Others	Coastal	Colac and Surrounds
<b>Is Council heading in the right or the wrong direction?</b>	49	58	52	43	51	48	51	45	43	53



# Most Recent Contact with Council – 2026 and Results by Sub-group

■ Council contacted You   ■ You Contacted Council   ■ Don't know



## Most Recent Contact by Sub-group

Column %	Colac Otway SC	18 to 34	35 to 49	50 to 64	65+	Male	Female	All Others	Coastal	Colac and Surrounds
<b>Council contacted You</b>	14%	13%	17%	12%	14%	13%	15%	18%	15%	10%
<b>You Contacted Council</b>	82%	82%	81%	83%	83%	83%	82%	78%	82%	86%
<b>Don't know</b>	4%	5%	1%	5%	3%	4%	4%	4%	3%	4%

*NQ24 - Thinking about your most recent contact with council, was it because the council contacted you, or because you contacted the council? For base sizes, please refer to slide 19.*



# Rating of Customer Service When Contacted Council – 2026 and Results by Sub-group



## Rating of Service by Sub-group

Score	Colac Otway SC	18 to 34	35 to 49	50 to 64	65+	Male	Female	All Others	Coastal	Colac and Surrounds
<b>Rating of Service</b>	69	73	69	67	68	63	74	70	59	72
<b>Sample</b>	269	31	60	75	103	115	154	85	54	130

*IF CONTACTED COUNCIL NQ26 - How did you rate the customer service during the interactions Would you say that their performance on this has been Very Good, Good, Average, Poor or Very Poor? Base = AS ABOVE*

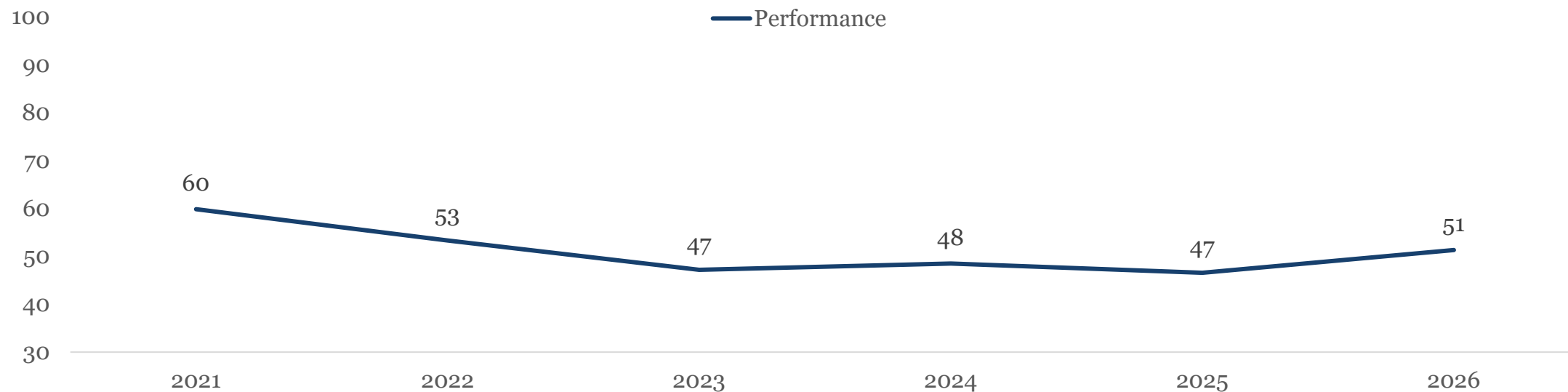


# Council Service Areas

Importance and Performance by Year and Demographic Groups



# Council Services – Opportunities to Give Feedback on Key Local Issues



## Performance of Service 2026

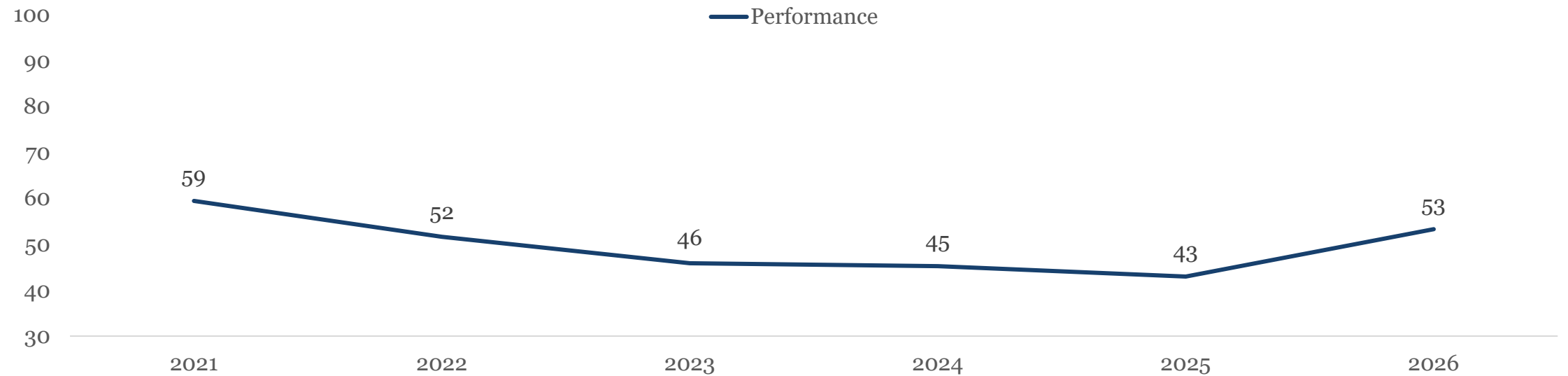
Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	51	55	54	49	50	50	55	51	52	43	54	52

## Difference 2026 vs. 2025

<b>Performance</b>	+5	+5	+6	-2	+5	+9	+7	+9	-	-	+5	+7
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The opportunities offered by Council to give your feedback on key local issues. For base sizes, please refer to slide 19.

# Council Services – Advocating for the Community



## Performance of Service 2026

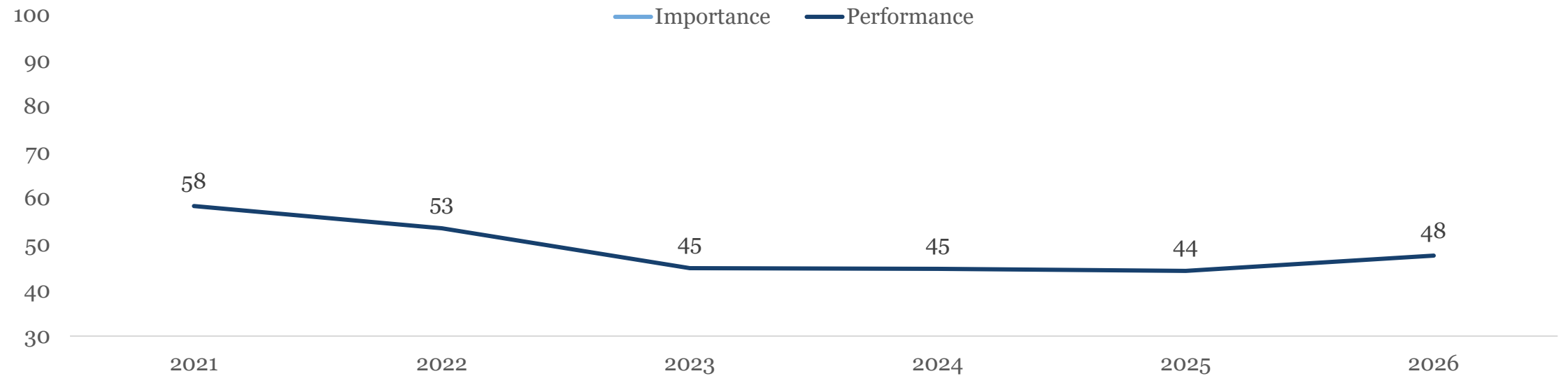
Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	53	54	55	53	50	53	56	52	54	48	57	51

## Difference 2026 vs. 2025

<b>Performance</b>	+10	+4	+8	+11	+10	+14	+9	+11	+10	+11	+10	+9
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Advocating for, and representing the community to government and other organisations. For base sizes, please refer to slide 19.

# Council Services – Making Decisions in Interest of Community



## Performance of Service 2026

Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	48	52	49	48	43	47	50	47	48	39	50	48

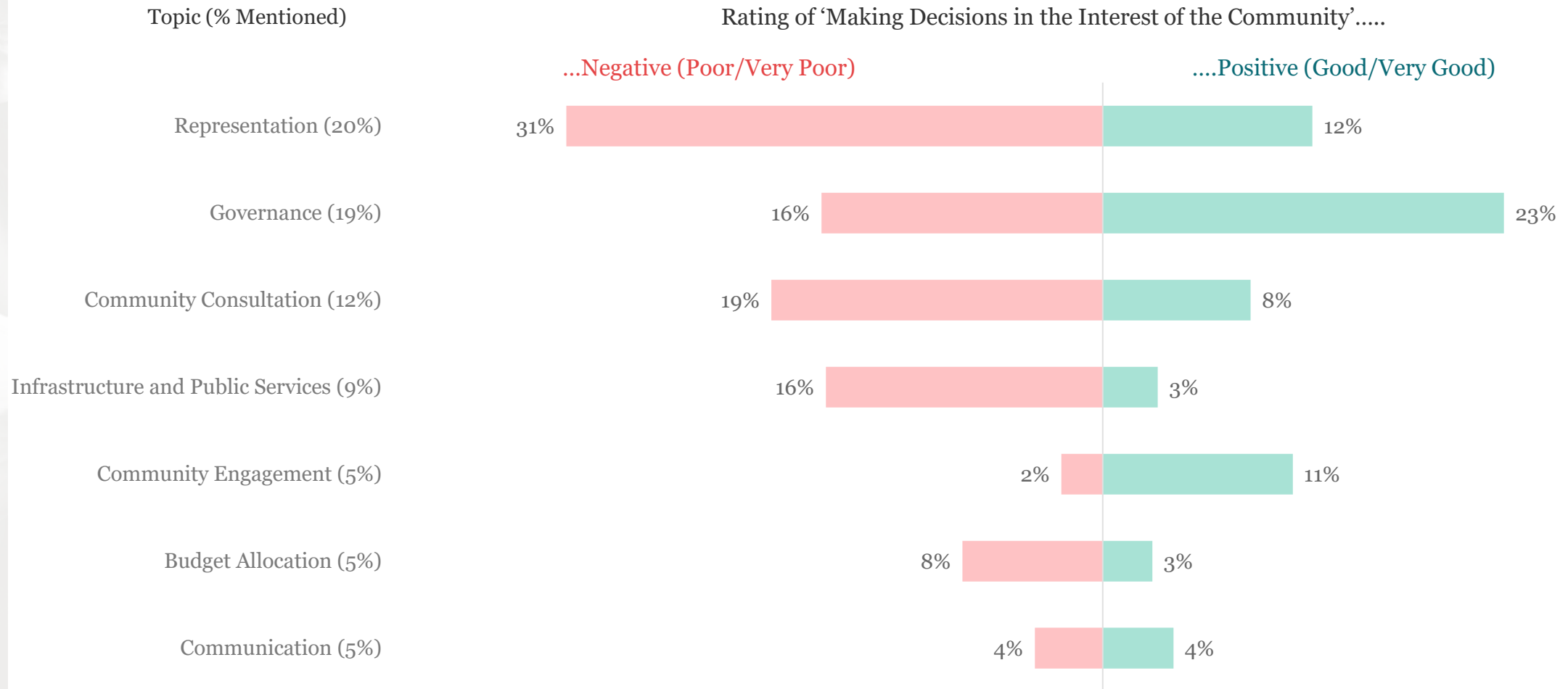
## Difference 2026 vs. 2025

<b>Performance</b>	+3	+3	+3	+1	-	+9	+5	+4	+2	-1	+3	+4
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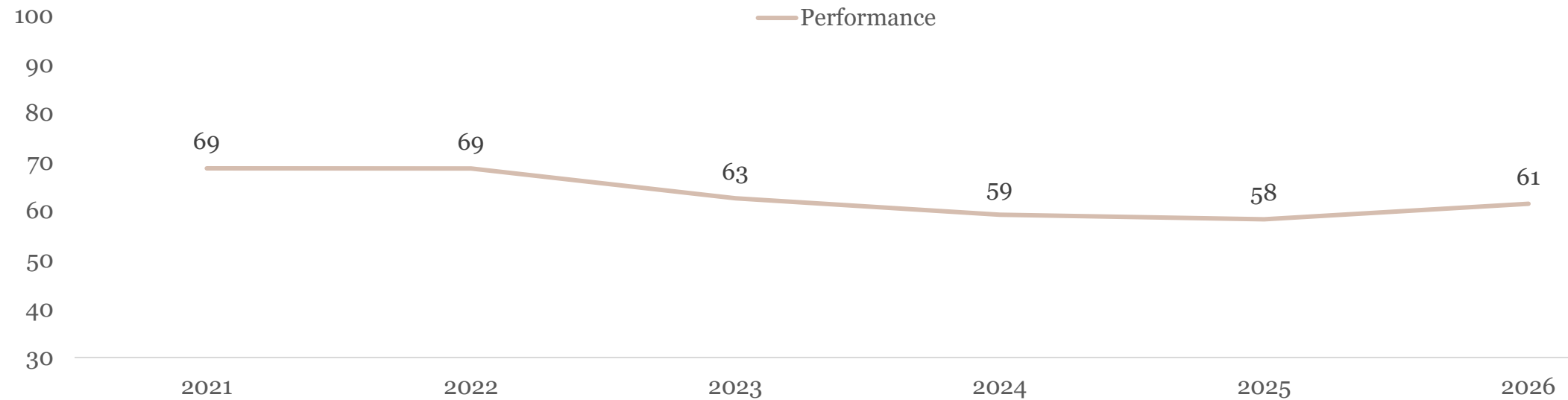
Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Making decisions in the interest of the community. For base sizes, please refer to slide 19.



# Reasons for Rating Making Decisions by Sentiment of Response



# Council Services – Appearance of Public Areas



## Performance of Service 2026

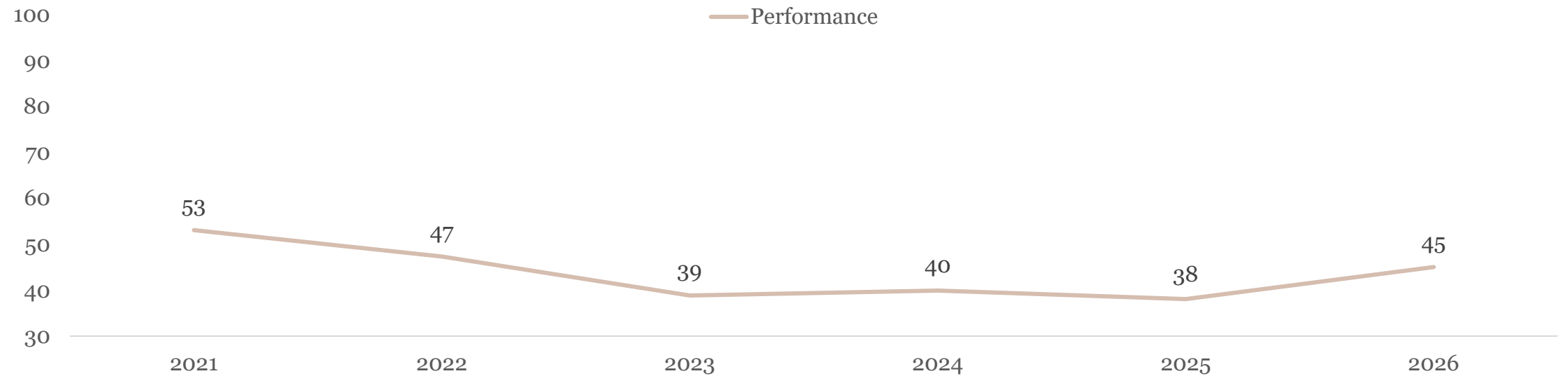
Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	61	63	65	60	59	61	65	61	62	53	66	60

## Difference 2026 vs. 2025

<b>Performance</b>	+3	-5	-1	+4	+6	+1	+3	+5	+1	-5	+7	+2
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? The appearance of public areas. For base sizes, please refer to slide 19.

# Council Services – Condition of Sealed Local Streets



## Performance of Service 2026

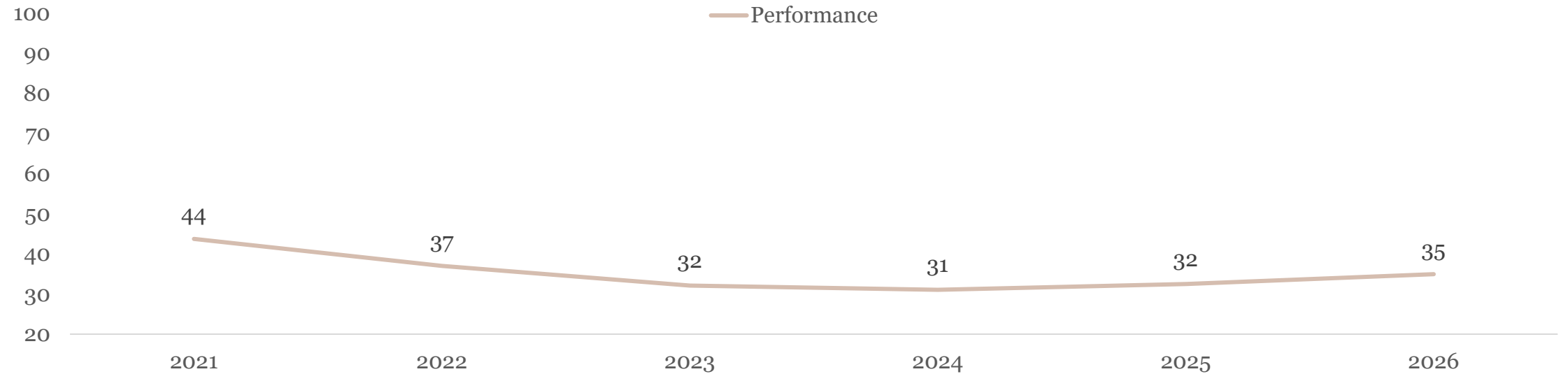
Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	45	53	47	44	42	45	48	42	48	37	50	42

## Difference 2026 vs. 2025

<b>Performance</b>	+7	+8	+7	-	+11	+9	+9	+6	+8	-	+8	+8
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Condition of sealed local streets in your area. For base sizes, please refer to slide 19.

# Council Services – Maintenance of Unsealed Roads



## Performance of Service 2026

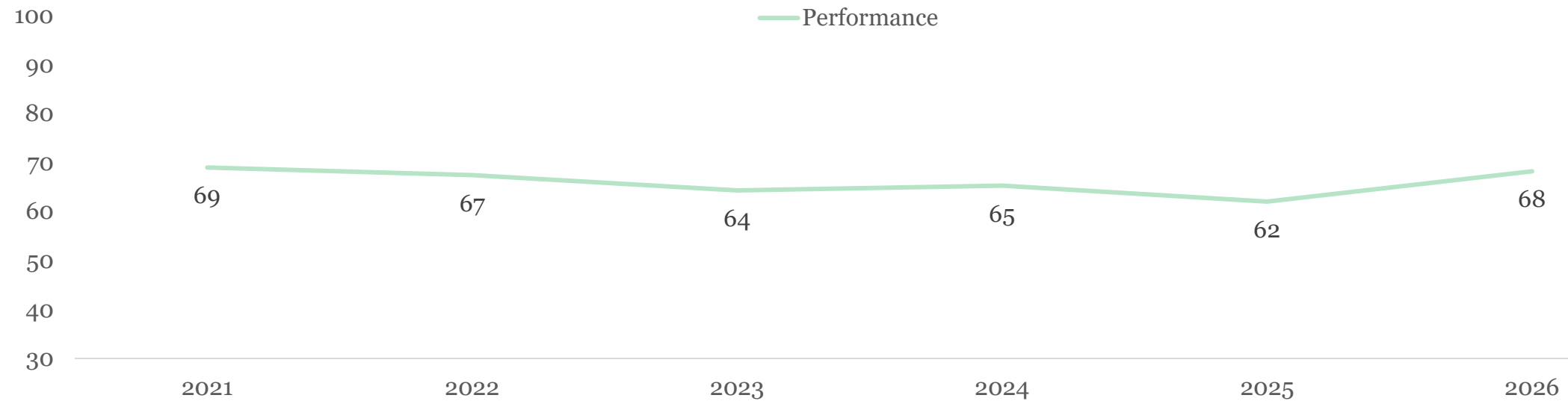
Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	35	42	41	34	34	33	38	34	35	30	38	33

## Difference 2026 vs. 2025

<b>Performance</b>	+2	+4	+5	-5	+4	+5	+6	+3	+2	-1	+3	+2
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Maintenance of unsealed roads in your area. For base sizes, please refer to slide 19.

# Council Services – Waste Management



## Performance of Service 2026

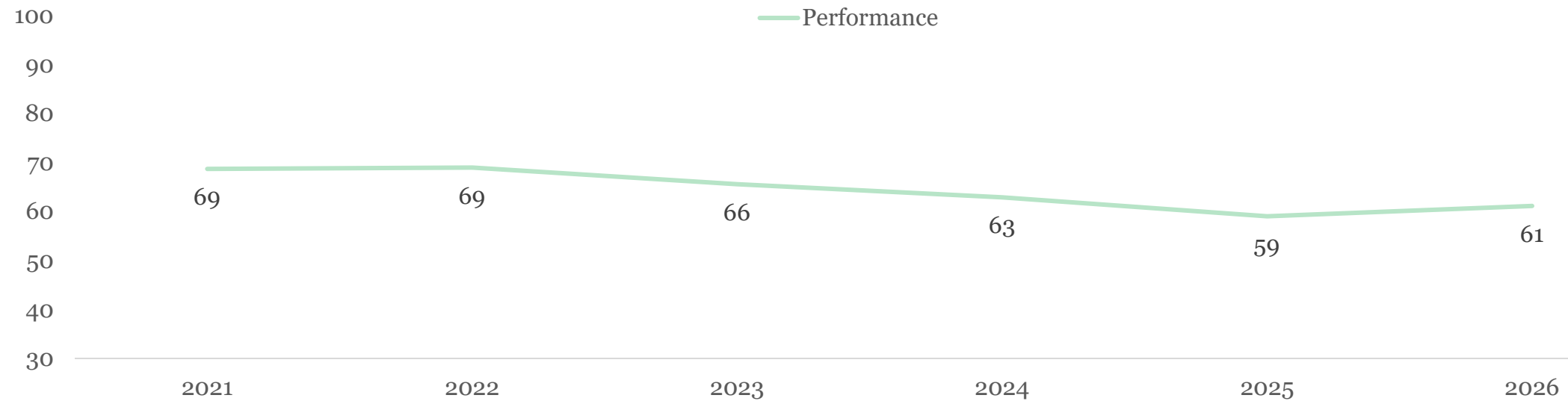
Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	68	72	69	68	69	67	69	67	69	63	75	63

## Difference 2026 vs. 2025

<b>Performance</b>	+6	+6	+7	+9	+9	+3	+5	+8	+5	+9	+6	+4
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Waste management including the collection of garbage, recyclables and green waste. For base sizes, please refer to slide 19.

# Council Services – Elderly Support Services



## Performance of Service 2026

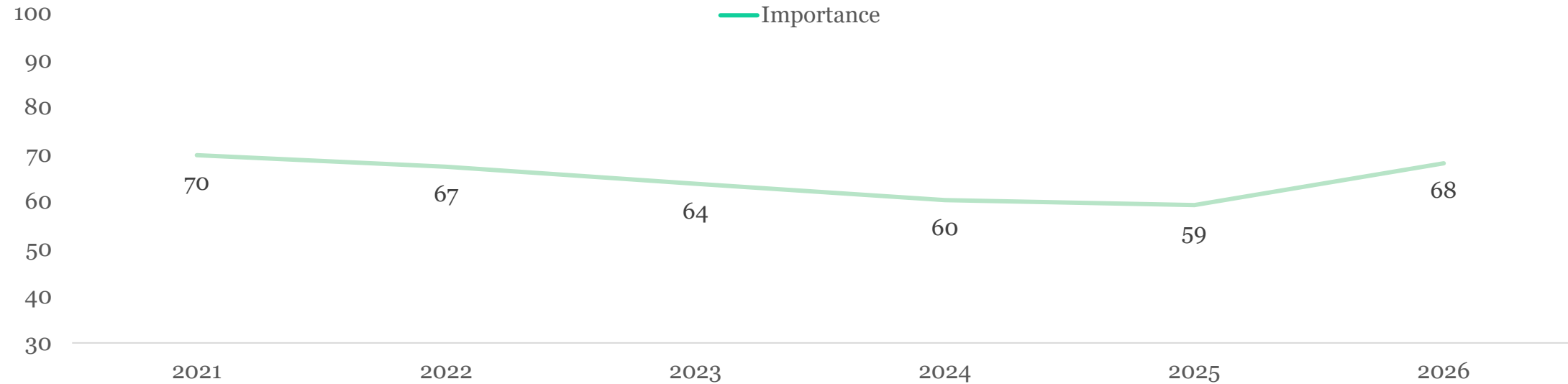
Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	61	59	64	59	63	62	61	64	59	63	62	59

## Difference 2026 vs. 2025

<b>Performance</b>	+2	<b>-5</b>	+1	+1	+5	+2	+2	+3	+1	<b>+11</b>	-	+1
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Elderly support services. For base sizes, please refer to slide 19.

# Council Services – Family Support Services



## Performance of Service 2026

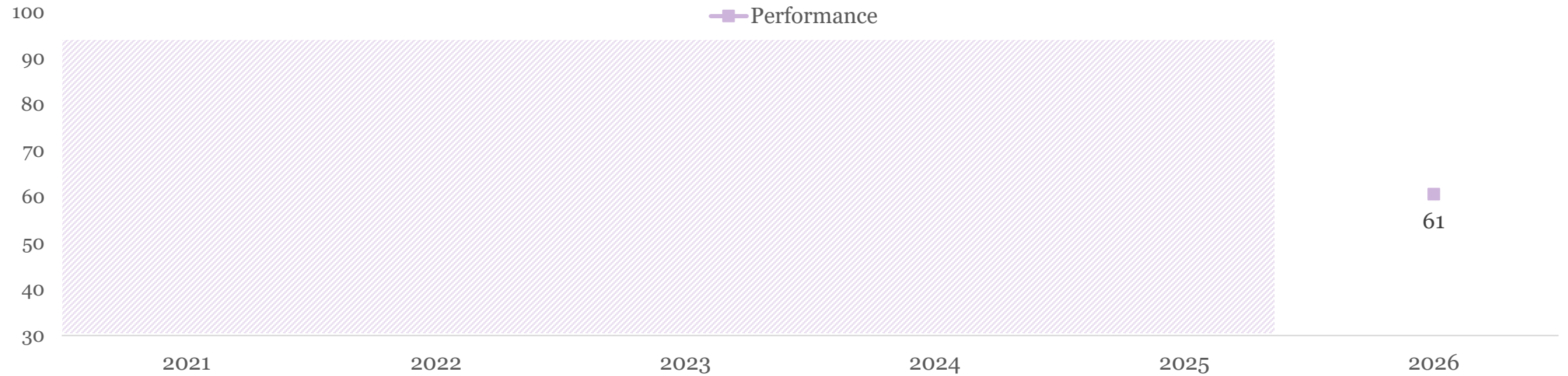
Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac & Surr.	All Others
<b>Performance</b>	68	61	65	66	68	70	69	67	70	61	68	60

## Difference 2026 vs. 2025

<b>Performance</b>	+9	-1	+4	+7	+14	+13	+5	+6	+12	+6	+5	+2
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Family support services. For base sizes, please refer to slide 19.

# Council Services – Art Centres



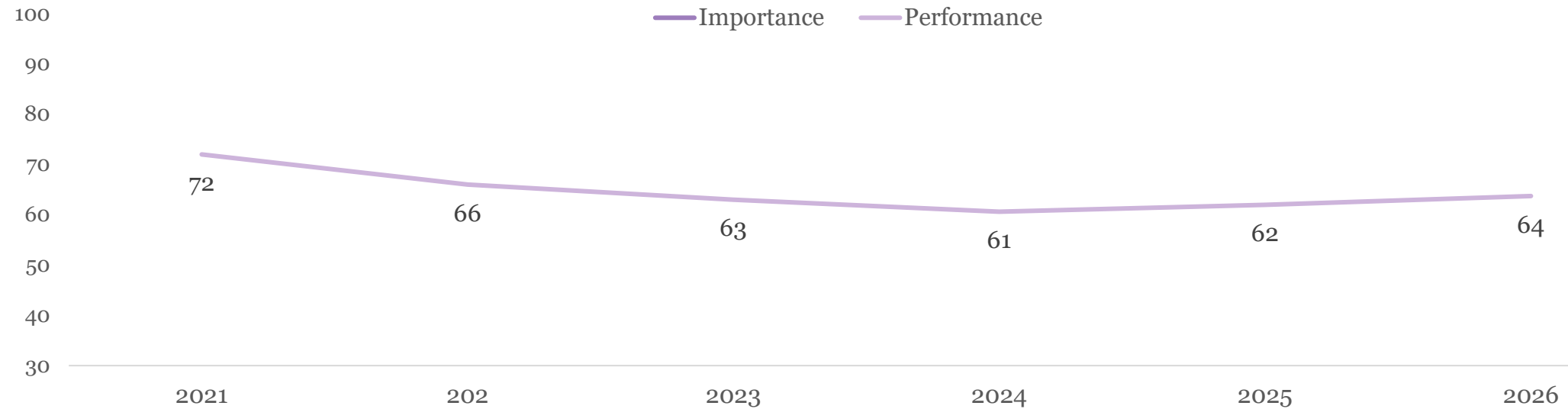
## Importance and Performance of Service 2026

Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	61	64	65	<b>53</b>	57	63	<b>66</b>	59	62	54	61	63

**Note:** Performance of art centres has not been historically asked

Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Arts centres. For base sizes, please refer to slide 19.

# Council Services – Recreational Facilities



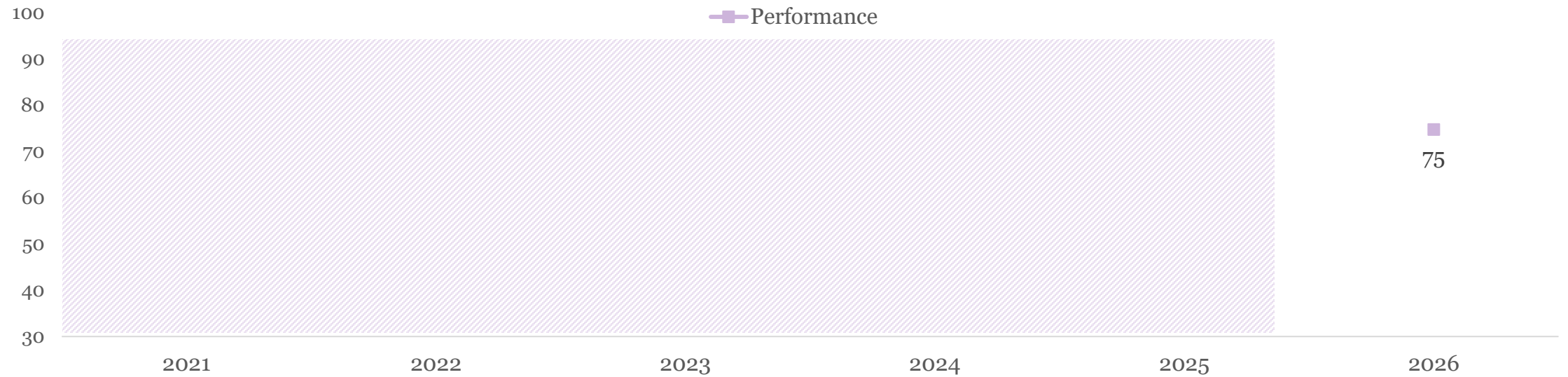
## Importance and Performance of Service 2026

Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac & Surr.	All Others
<b>Performance</b>	64	66	62	61	59	64	69	64	64	51	68	65

## Difference 2026 vs. 2025

<b>Performance</b>	+2	-2	-3	-4	+3	+6	+4	+4	-	-4	+1	+4
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Recreational facilities. For base sizes, please refer to slide 19.

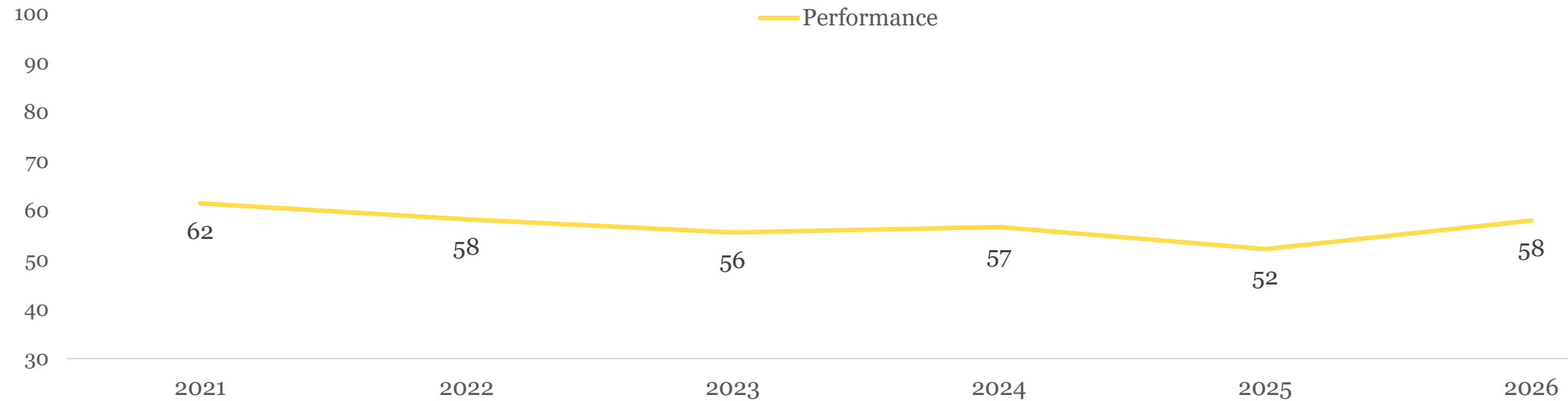


## Importance and Performance of Service 2026

Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	75	75	76	70	77	75	77	71	78	72	77	73

*Note: Performance of libraries has not been historically asked*

# Council Services – Environmental Sustainability



## Importance and Performance of Service 2026

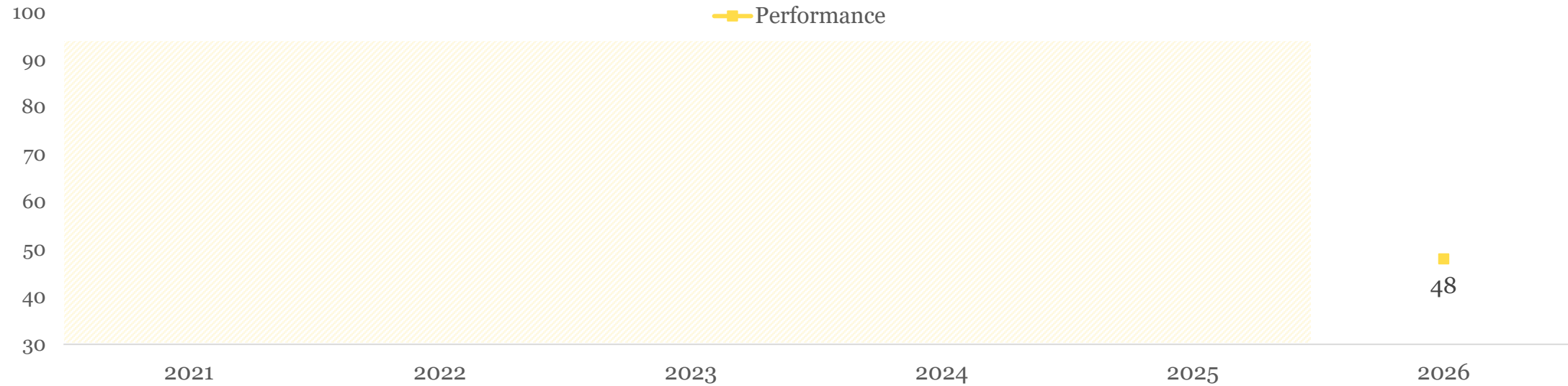
Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	58	61	61	57	59	55	60	60	57	50	63	55

## Difference 2026 vs. 2025

<b>Performance</b>	+6	+2	+4	+7	+3	+5	+9	+9	+3	+3	+7	+4
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Environmental sustainability. For base sizes, please refer to slide 19.

# Council Services – Planning - Performance

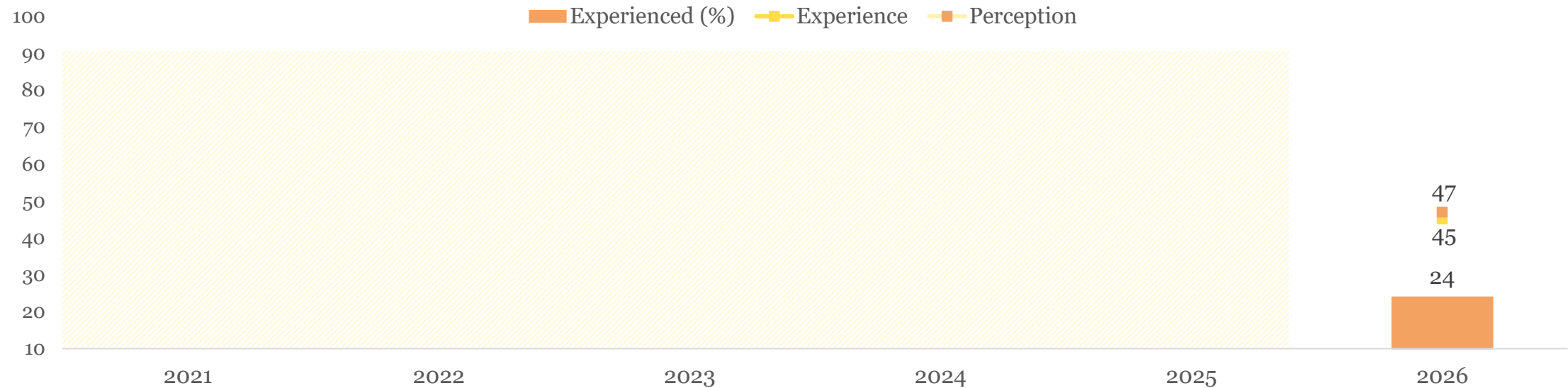


## Performance of Service 2026

Average	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac & Surr.	All Others
<b>Performance</b>	46	NA	NA	<b>52</b>	43	46	45	45	48	<b>38</b>	<b>50</b>	45

*Note: Planning has not been historically asked*

# Council Services – Planning – Experienced:Perception

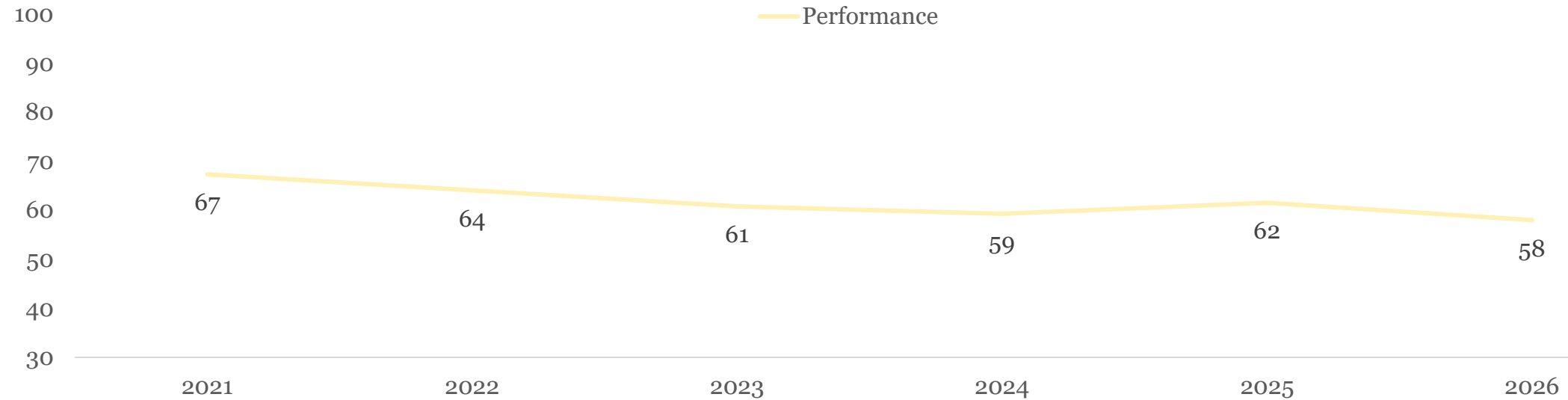


## Experience vs. Perception 2026

Average	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac & Surr.	All Others
<b>Experienced (%)</b>	24	NA	NA	28	25	24	21	25	23	21	24	25
<b>Experience</b>	45	NA	NA	53	37	51	40	44	47	<b>22</b>	<b>53</b>	44
<b>Perception</b>	47	NA	NA	51	45	44	47	45	48	43	49	45

*Note: Planning has not been historically asked*

# Council Services – Enforcement of Laws and Regulations



## Performance of Service 2026

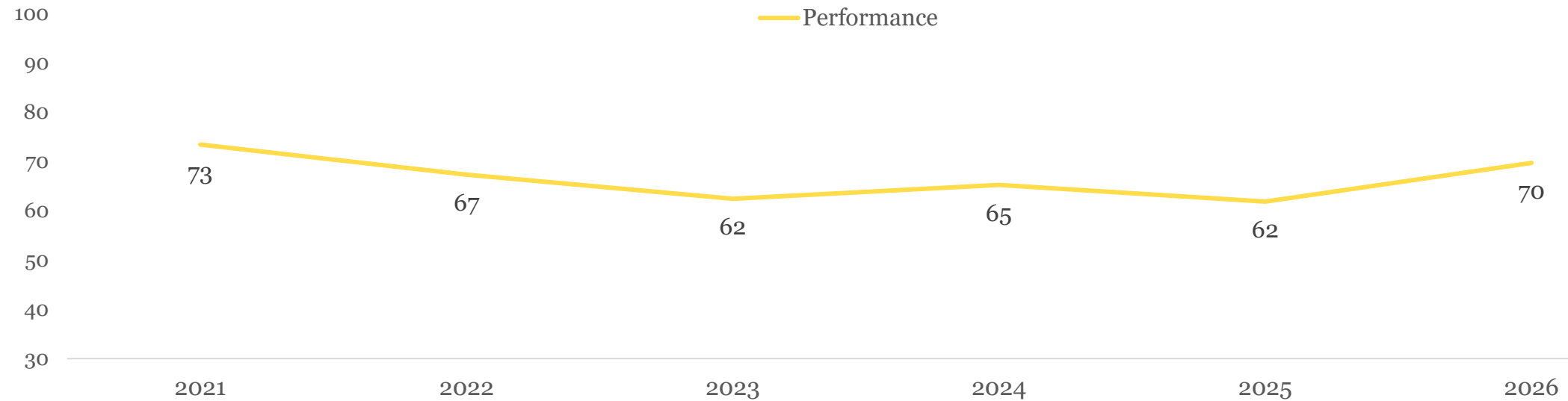
Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	58	56	60	61	58	57	57	56	60	48	63	56

## Difference 2026 vs. 2025

<b>Performance</b>	-4	-3	+2	-7	-2	-4	-2	-1	-6	-9	-2	-5
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Enforcement of local laws and Council regulations. For base sizes, please refer to slide 19.

# Council Services – Emergency and Disaster Management



## Importance and Performance of Service 2026

Score	Colac Otway SC	State	Large Shire	18 to 34	35 to 49	50 to 64	65+	Male	Female	Coastal	Colac and Surrounds	All Others
<b>Performance</b>	70	63	67	66	69	71	72	67	72	63	74	67

## Difference 2026 vs. 2025

<b>Performance</b>	+8	-2	+2	+5	+8	+9	+9	+11	+5	+2	+6	+12
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Emergency and disaster management. For base sizes, please refer to slide 19.



## Thank you

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