

Greater Shepparton 2024/25 Community Satisfaction Survey - Quarter Four Year to Date results

Question	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	Change	
	Sample (n=)									
OP1. Overall performance	62	62	62	59	64	63	60	64	4	
REP1. Leadership	60	60	58	57	60	61	59	62	3	
REP2. Trust	57	59	57	54	58	57	57	60	3	
REP3. Financial management	51	53	51	46	53	53	51	55	4	
OVLSV. Overall services and facilities	68	68	67	65	67	64	64	67	3	
REP5. Overall reputation	60	61	58	56	60	60	60	61	1	
CE1_1. Lobbying on behalf of the community	59	57	54	51	55	54	53	56	3	
CE1_2. Community consultation and engagement	57	55	54	52	53	53	52	54	2	
CE1_3. Decisions made in the interest of the community	54	53	52	51	53	51	52	55	3	
CS3. Customer service over the last 12 months	71	71	72	67	66	65	65	70	5	
VM2_1. Annual property rates are fair and reasonable	48	50	49	42	47	49	47	49	2	
VM2_2. Fees for other services being fair and reasonable	52	56	53	50	54	55	53	57	4	
VM2_3. Invoicing is clear & correct	69	74	76	72	76	75	74	77	3	
VM2_4. Payment arrangements are fair & reasonable	67	72	70	63	70	71	70	73	3	
VM3. Overall value for money	54	57	54	49	52	53	52	56	4	
RF1_1. The condition of sealed local roads in your area.	55	57	57	57	55	44	48	49	1	
RF1_2. How well footpaths are maintained	61	62	61	61	62	60	61	63	2	
RF1_3. Provision of dedicated cycle ways	61	61	62	61	64	61	61	64	3	
RF1_4. Availability of car parks	50	52	54	55	57	58	59	60	1	
RF3. Overall roads, footpaths and cycle ways	58	59	61	61	61	55	57	60	3	
WW1_1. Fortnightly red bin (rubbish) collection*	85	84	83	81	82	76	55	54	-1	
WW1_2. Fortnightly yellow bin (recycle) collection*	82	82	80	76	80	76	68	75	7	
WW1_3. Weekly green bin (FOGO - Food Organics and Garden Organics) collection	-	-	-	-	-	-	66	76	10	
WW1_4. Transfer station	66	65	66	62	68	70	68	68	0	
WW2. Overall waste services	78	77	76	73	76	73	61	67	6	
PR1_1. Parks and reserves	78	77	76	74	77	75	74	74	0	
PR1_2. Streetscapes, garden beds and trees	74	73	72	70	72	72	72	70	-2	
PR1_3. Sports fields	81	81	82	79	81	78	76	79	3	
PR1_4. Playgrounds	76	76	76	74	74	73	72	71	-1	
PR2. Overall provision and maintenance of parks and reserves	77	77	76	74	76	74	74	74	0	
FE1_1. Library	81	80	77	75	76	78	79	82	3	
FE1_2. Leisure Complex	76	76	73	70	72	72	71	73	2	
FE1_3. Public Swimming Pool	76	75	74	70	74	73	73	72	-1	
FE1_4. Provision and maintenance of community facilities and venues for hire	71	72	69	66	69	68	68	69	1	
FE1_5. Arts and cultural activities	71	70	68	65	70	72	72	74	2	
FE1_6. Events and festivals	75	73	73	68	74	74	74	76	2	
FE1_7. Public toilets	53	55	56	56	57	56	57	54	-3	
FE2. Overall facilities and events	68	70	70	68	71	70	70	72	2	
CC1_1. Immunisations	83	83	80	77	79	78	79	78	-1	
CC1_2. Maternal and Child Health	79	79	77	71	73	71	74	73	-1	
CC2. Overall family and child care services	78	79	78	72	73	71	74	74	0	
HE1_1. Aged services, support and activities	70	70	67	64	65	64	64	67	3	
HE1_2. Disability services and activities	66	69	66	63	63	62	64	65	1	
HE2. Overall aged and disability care services	68	70	67	64	65	63	65	66	1	
RS1_1. Town planning	51	52	51	49	50	52	51	55	4	
RS1_2. Building control	53	52	54	52	51	55	54	54	0	
RS1_3. Enforcement of local laws	60	62	65	58	63	63	64	66	2	
RS1_4. Animal management	66	69	67	65	67	66	67	68	1	
RS1_5. Public health	71	71	70	67	69	67	69	72	3	
RS2. Overall regulatory services	65	66	64	60	61	63	63	65	2	
OP3. Overall Council Direction	64	60	57	57	61	60	57	59	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	1	
CS6_2. How long it took to resolve the matter				57	59	57	55	59	4	
CS6_3. The information provided being accurate				64	65	67	61	67	6	
CS6_4. How well Council handled your request or enquiry				61	62	61	58	65	7	

* Text updated

WW1_1. Weekly household rubbish collection by Council

WW1_2. Recycling collection