

Whitehorse City Council

Community Satisfaction Report 2026

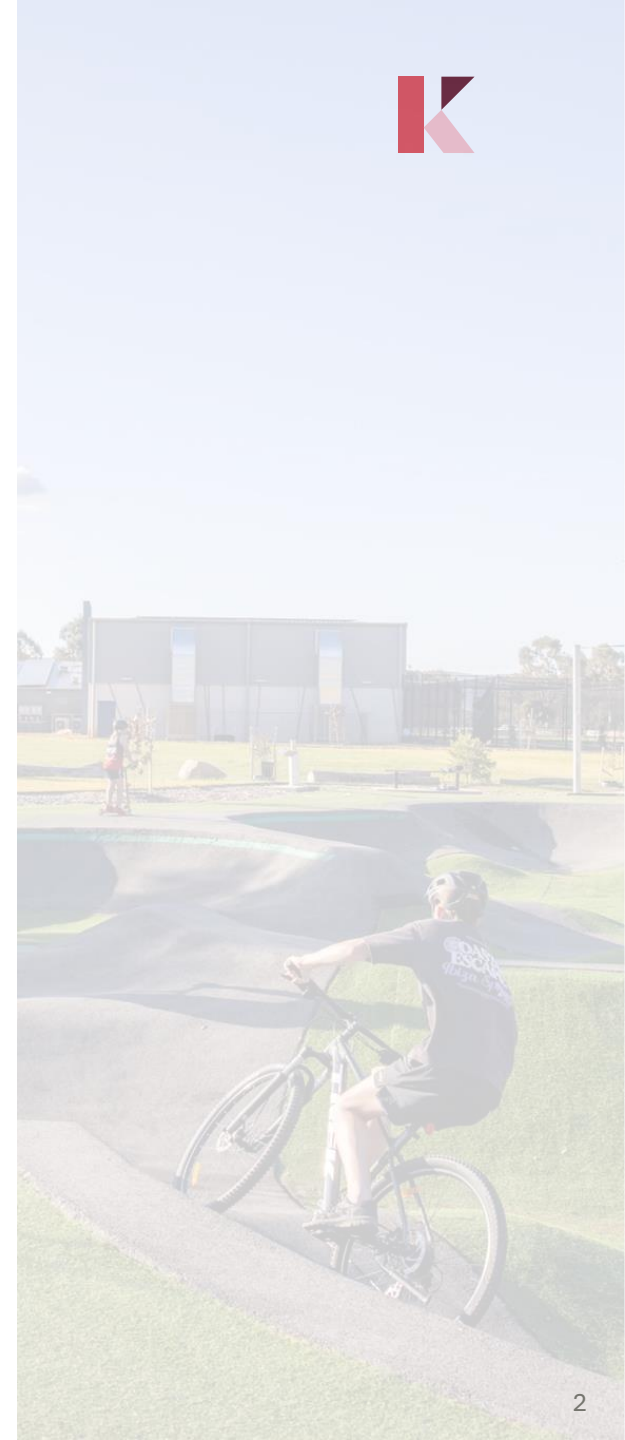


klein

Coordinated by the Department of Government
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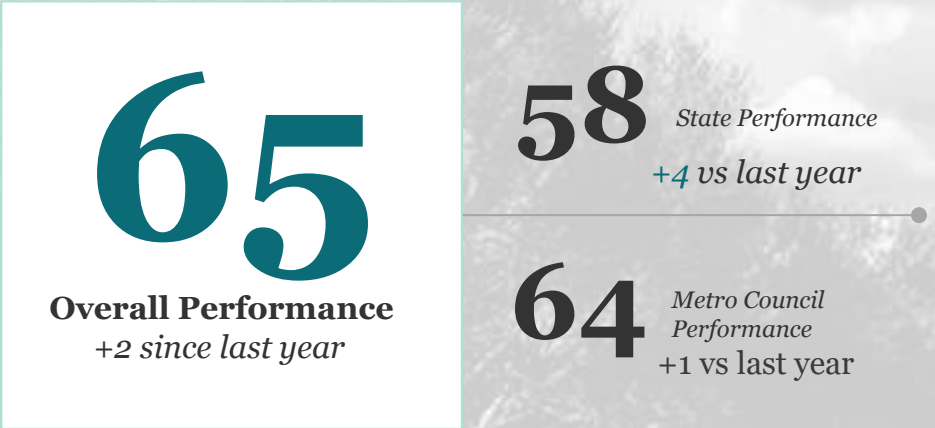
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Executive Summary



Whitehorse City Council Community Satisfaction



Key Takeouts

Whitehorse City Council’s overall performance is 65, similar to 2025 and significantly higher than the State average. Sentiment is consistent across ages and genders but slightly more positive amongst Nunawading East residents.

Top performing areas

77

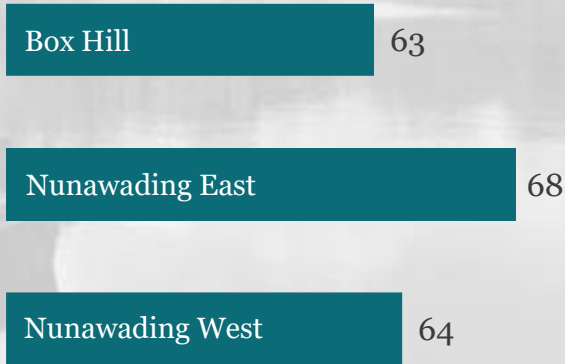
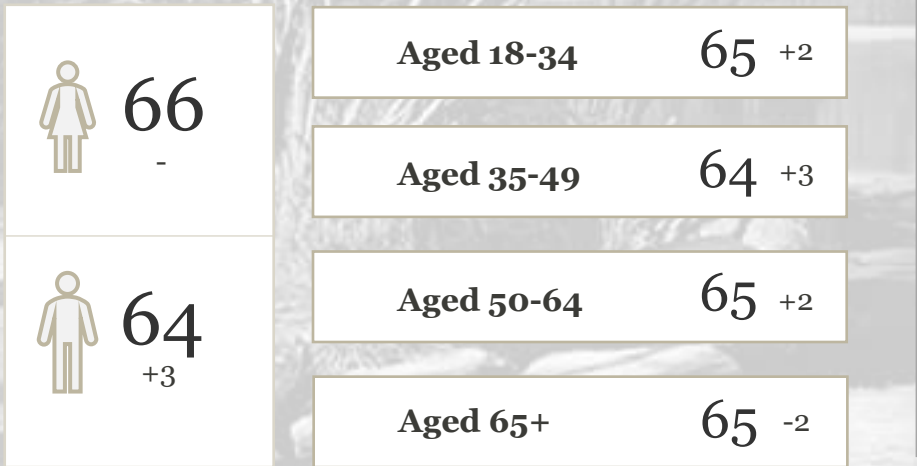
Libraries

74

Waste management*

71

Recreational facilities*



Lowest performing areas

49

Planning and building permits

57

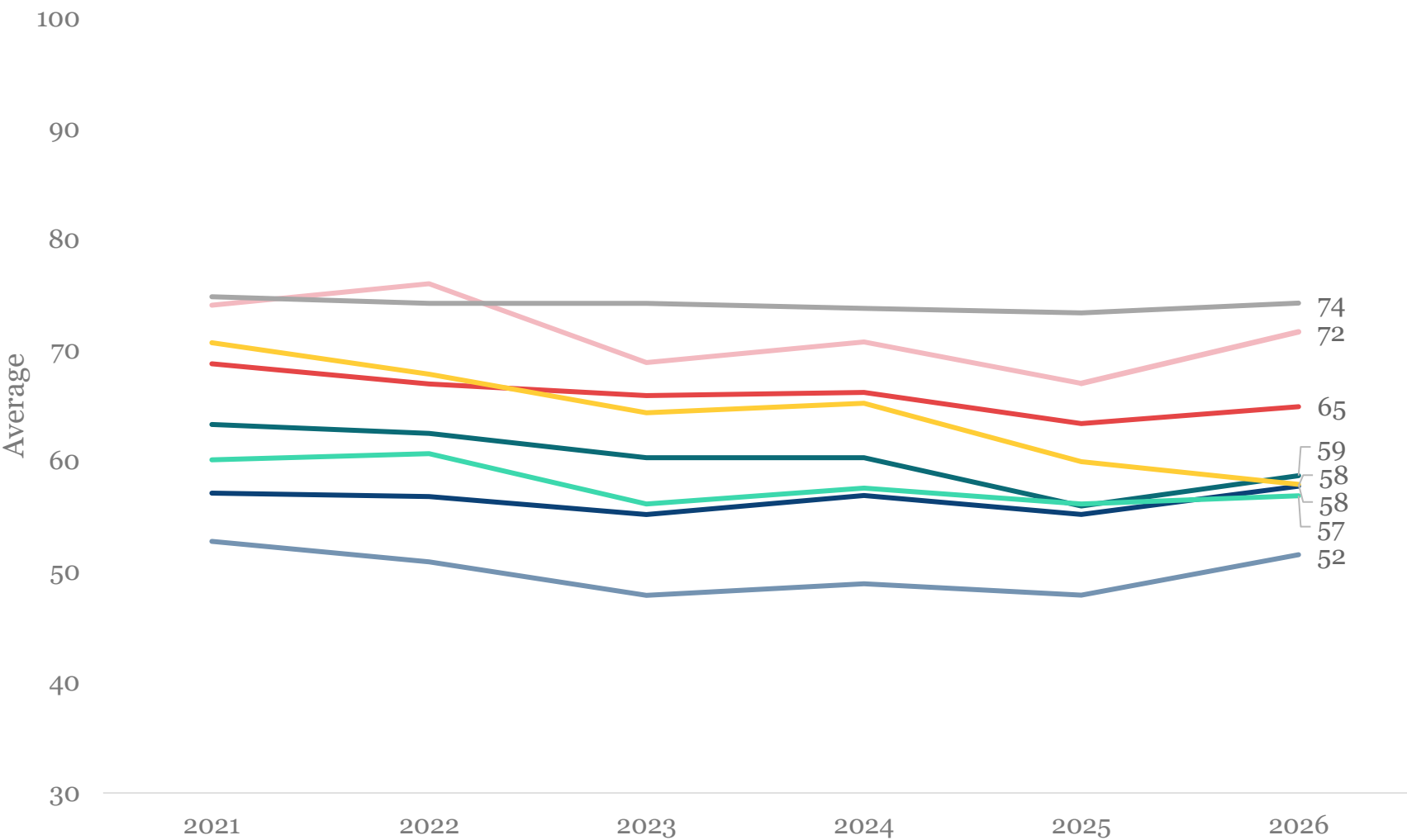
Making decisions*

57

Developing and promoting the local economy



LGV Core Measures by Year



Change on Previous Year

- +2** Overall Performance
- +3** Spending Public Funds*
- +4** Direction of council
- +5** Customer Service
- +3** Opportunities to give feedback*
- +1** Waste Management*
- +1** Making Decisions*
- 2** Sealed local Streets*

Changed questions are marked with an asterisk.

LGV Core Measures Summary



		Whitehorse CC 2026	Chg vs 2025	State 2026	Chg vs 2025	Metro 2026	Chg vs 2025
Overall Performance <i>Overall Performance of Council</i>		65	+2	58	+4	64	+1
Spending Public Funds* <i>Spending public funds... in ways that benefit the community</i>		59	+3	51	+4	58	+2
General Direction <i>Views on direction of council's performance</i>		52	+4	48	+2	50	+1
Customer Service <i>...on most recent contact, rate Council for Customer Service</i>		72	+5	68	+2	70	-1
Opportunities to Give Feedback* <i>Opportunities offered by Council to give your feedback on key local issues</i>		58	+3	55	+5	60	+3
Waste management* <i>Waste Management including garbage, recyclables and green waste</i>		74	+1	72	+6	74	+3
Making decisions* <i>Making decisions in the interest of the community</i>		57	+1	52	+3	58	+2
Sealed local streets* <i>Condition of sealed local streets</i>		58	-2	54	+9	61	+2

Performance of Council Services – Summary by Service Area

Governance, Engagement & Advocacy 			Infrastructure & Maintenance 			Community Services & Support 			Planning & Development 			Community Facilities & Recreation 		
Service	2026	vs LY	Service	2026	vs LY	Service	2026	vs LY	Service	2026	vs 2025	Service	2026	vs LY
Keeping the community informed	63	+5	The appearance of public areas	69	-	Waste management*	74	+1	Environmental sustainability	65	+2	Libraries*	77	NA
Advocating for the community*	58	+7	Condition of sealed local streets*	58	-2	Family support services	65	-	Enforcement of local laws and regulations*	60	-3	Recreational facilities	71	-3
Opportunities to give feedback*	58	+3				Enabling and encouraging a healthy community	64	NA	Developing and promoting the local economy*	57	NA	Community events and cultural activities*	71	+3
Making decisions in the interest of the community*	57	+1							Planning and building permits	49	-2	Arts Centres	69	NA

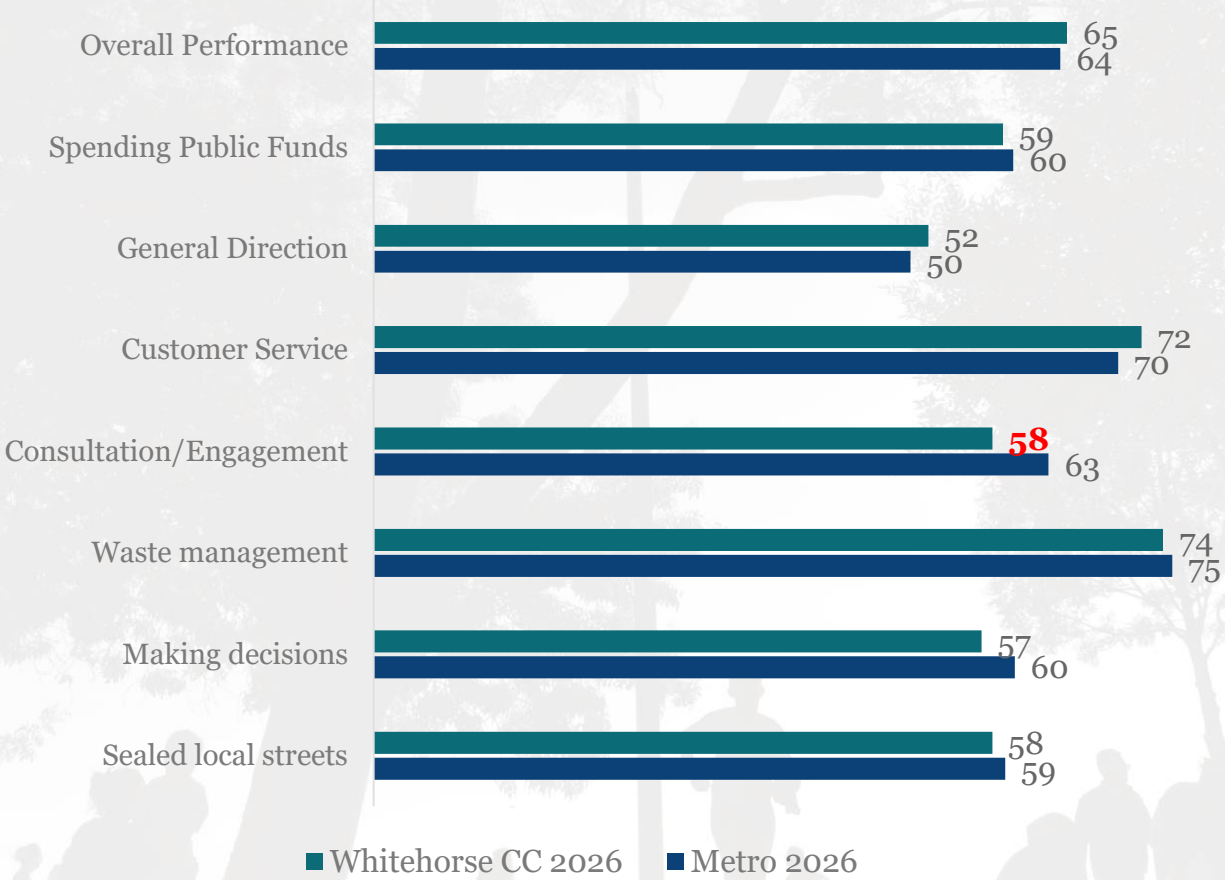
The ‘All Metro’ Benchmark

In addition to the Metro Benchmark that is referenced throughout this report (based on participating LGV metropolitan councils), Klein conducted a dedicated supplementary study across all Melbourne metropolitan council areas to create the ‘All Metro’ Benchmark.

The ‘All Metro’ Benchmark provides participating councils with a broader metropolitan reference point, grounded in a representative cross-section of metropolitan residents rather than only the councils participating in the LGV program.

The ‘All Metro’ Benchmark focuses on the LGV Core Measures, with interviewing conducted by telephone to maintain methodological consistency and support reliable, like-for-like comparison.

Comparison to The ‘All Metro’ Benchmark



Executive Summary – Key Strengths of Whitehorse City Council



Libraries lead resident satisfaction

Libraries are the highest-scoring service across the service areas measured in Whitehorse City Council's report, with residents rating performance at 77. Direct users rate the service even more strongly, and libraries continue to operate as one of Council's most valued community assets.



Waste management above peers and improving

Residents consistently rate waste management as one of the most important services Council delivers, and at 74 it sits as the second-highest performing service measured and four points above the State benchmark. Performance has held steady year-on-year while many peers have seen declines.



Public realm presentation outpaces benchmarks

At 69, the appearance of public areas sits six points above the State benchmark and three points above the Metro benchmark - one of Council's clearest positions of strength against peers across the services rated. Residents recognise this as a visible expression of how Council looks after the municipality.



Customer service rating outpaces benchmarks

Council's customer service rating has risen to 72, up five points year-on-year while the Metro average fell one point and the State rose only two. Of residents who contacted Council directly, this is the strongest year-on-year movement among the engagement measures tracked.

Executive Summary – Key Opportunities for Council to Address



Decision-making is the strongest perception lever

Making decisions in the community's interest scores 57 amongst the lowest-scoring high-influence services across the service areas measured, and a key driver of overall satisfaction. Open-ended feedback shows residents want greater transparency in how decisions are made, with Nunawading West notably more critical than other parts of the municipality.



Feedback channels lag what residents want

At 58, opportunities to give feedback on key local issues is one of the lowest-scoring high-influence services rated in this report. Residents aged 35-49 are notably less positive, and open-ended themes confirm community engagement and consultation as a frequently raised area for improvement.



Enforcement has slipped meaningfully year-on-year

Enforcement of local laws has declined four points to 60 which is the largest year-on-year decline among the high-influence services measured. The drop is most pronounced among residents aged 35-49, and the result has moved Council closer to the State average rather than maintaining its previous lead.



Visibility on the local economy is thin

Developing and promoting the local economy scores 57. It is a key driver of overall satisfaction with Council, and the score sits below where residents' priorities suggest it should be given the importance of economic vitality to the municipality.

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

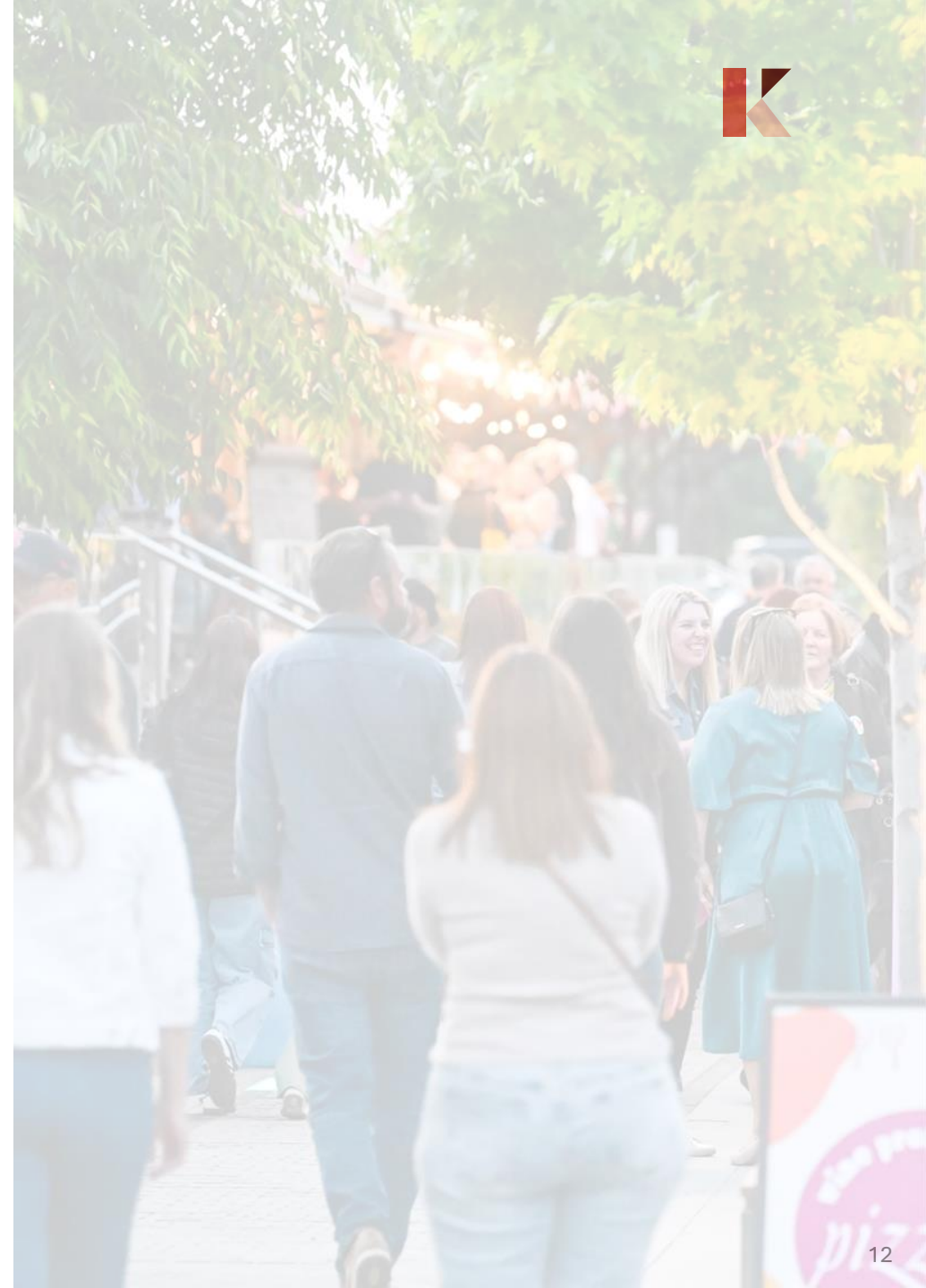
Benchmark against similar
councils and the wider sector

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, spending funds and direction.

Council Services: Measures perceptions of specific Council services and responsibilities, including areas such as waste management, libraries, roads, community engagement and planning.

LGV Core measures: The mandatory measures included in all councils participating in the Local Government Victoria CSS. These measures cover key areas such as the Key Measures, 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

Why Benchmarking matters	Benchmarking helps put Council's results into context by comparing performance with relevant peers, historical results and key resident groups.
What it helps show	Benchmarking helps answer four key questions: • How is Council performing overall? • How is Council performing compared with all participating councils? • How is Council performing compared with similar councils? • Which results reflect Council-specific issues versus broader sector-wide patterns?
Important note	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
State-wide average	How Council compares with all participating councils across the program
Council group average	How Council compares with similar councils, providing the most relevant peer context
Previous years	Whether performance is improving, stable or declining over time
Resident sub-groups	Which groups score higher or lower, and where perceptions differ across the community



Whitehorse City Council is classified as a **Metro** council. The **Metro** group includes: Boroondara, Hobsons Bay, Manningham, Melbourne, Monash, Port Phillip.

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.

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	Not tested. 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	No material impact detected. 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	No material impact detected. Added specificity does not appear to have materially changed responses.
Waste management including the collection of garbage, recyclables and green waste	Waste management	+6pts	Material impact detected; 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	No material impact detected. Results are considered comparable.
Advocating for, and representing the community to government and other organisations	Lobbying on behalf of the community	+2pts	No material impact detected. Results are considered comparable.
Developing and promoting local tourism	Tourism Development	-3pts	No material impact detected. Movement appears within expected variation.
Developing and promoting the local economy	Business and community development	-3pts	No material impact detected. Movement appears within expected variation.
Enforcement of local laws and Council regulations	Enforcement of local laws	-5pts	Potential material impact detected. 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	No material impact detected. Revised wording appears comparable.
Keeping the community informed on council services, events and programs	Informing the community	+3pts	No material impact detected. 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	No material impact detected. Movement appears within expected variation
Spending Public Funds	-1 pts	No material impact detected. Movement appears within expected variation
General Direction	-1 pts	No material impact detected. Movement appears within expected variation
Customer Service	-1 pts	No material impact detected. Movement appears within expected variation
Consultation/ Engagement	-1 pts	Material impact detected; the introduction of online approach may have allowed respondents to be more critical.
Waste management	0 pts	No material impact detected. Movement appears within expected variation
Making decisions	-2 pts	Material impact detected; the introduction of online approach may have allowed respondents to be more critical.
Sealed local streets	0 pts	No material impact detected. 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
Whitehorse CC	507	+/-4.4 pts
State	17,730	+/-0.7 pts
Metro	3,923	+/-1.6 pts
18 to 34	87	+/-10.5 pts
35 to 49	160	+/-7.7 pts
50 to 64	140	+/-8.3 pts
65+	120	+/-8.9 pts
Male	250	+/-6.2 pts
Female	257	+/-6.1 pts
Box Hill	163	+/-7.7 pts
Nunawading East	178	+/-7.3 pts
Nunawading West	166	+/-7.6 pts

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

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

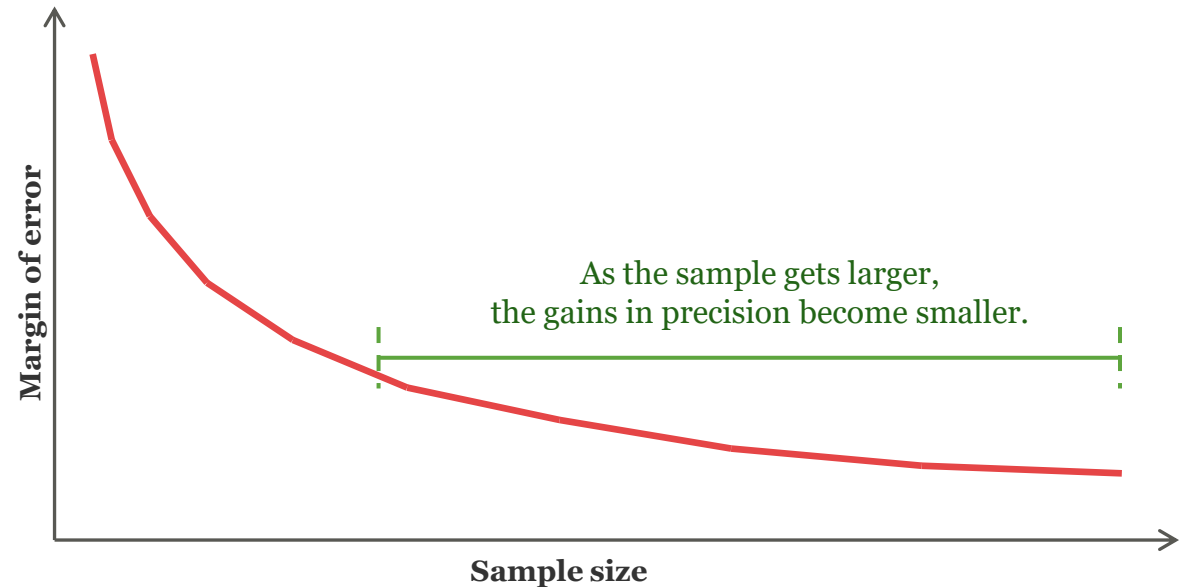
We use the standard "95% confidence level". In simple terms, this means we can be highly confident the survey gives a trustworthy picture of wider community views.



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.

How sample size affects precision



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

What weighting does	Weighting adjusts the final results so the achieved sample more closely reflects the actual community profile.
Why it matters	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.
How to read the table	“Unweighted” shows the profile of the achieved sample. “Weighted” shows the profile after adjustment. Each council receives its own weighting table.

Sample weighting

Age	Unweighted	Weighted
18-24	3%	5%
25-34	14%	24%
35-49	32%	25%
50-64	28%	24%
65+	24%	21%
NET	100%	100%

Gender	Unweighted	Weighted
Male	49%	48%
Female	51%	52%
NET	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	Metro
Art centres*	12	1
Enabling and encouraging a healthy community	3	2
Planning and building permits	12	1
Libraries*	17	2
Enforcement of local laws and regulations*	16	1
Advocating for the community*	20	1
Community events and cultural activities *	15	2
Environmental sustainability	19	3
Recreational facilities	20	3
Keeping the community informed	19	4
Family support services	12	1
The appearance of public areas	23	3
Condition of sealed local streets*	38	7
Decisions in the interest of the community*	38	7
Opportunities to give feedback on key local issues*	38	7
Waste management*	38	7
Developing and promoting the local economy*	11	2

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

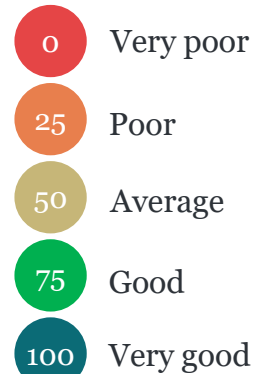
Performance is asked on a 5-point scale from Very poor to Very good.

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
Total index score		100%	60.0

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

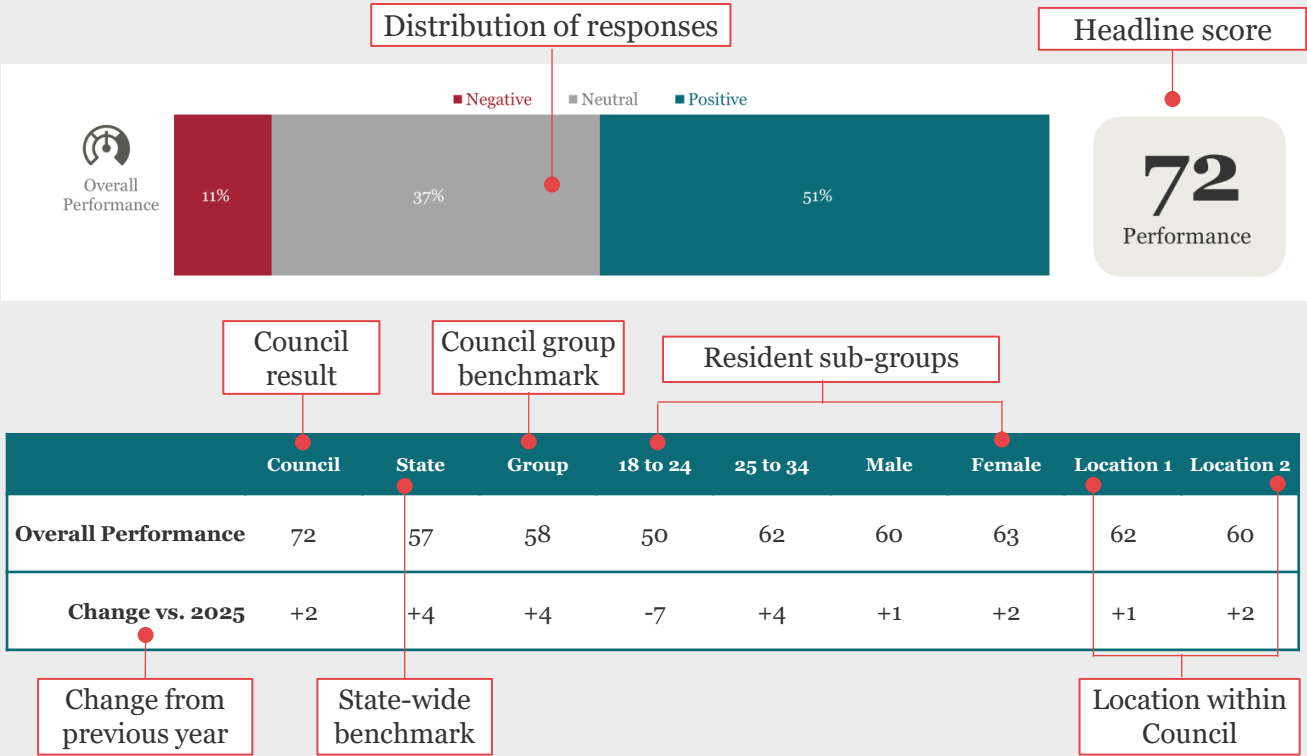
This slide shows the overall result, the distribution of responses, and how results vary across benchmarks and key sub-groups.

- 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



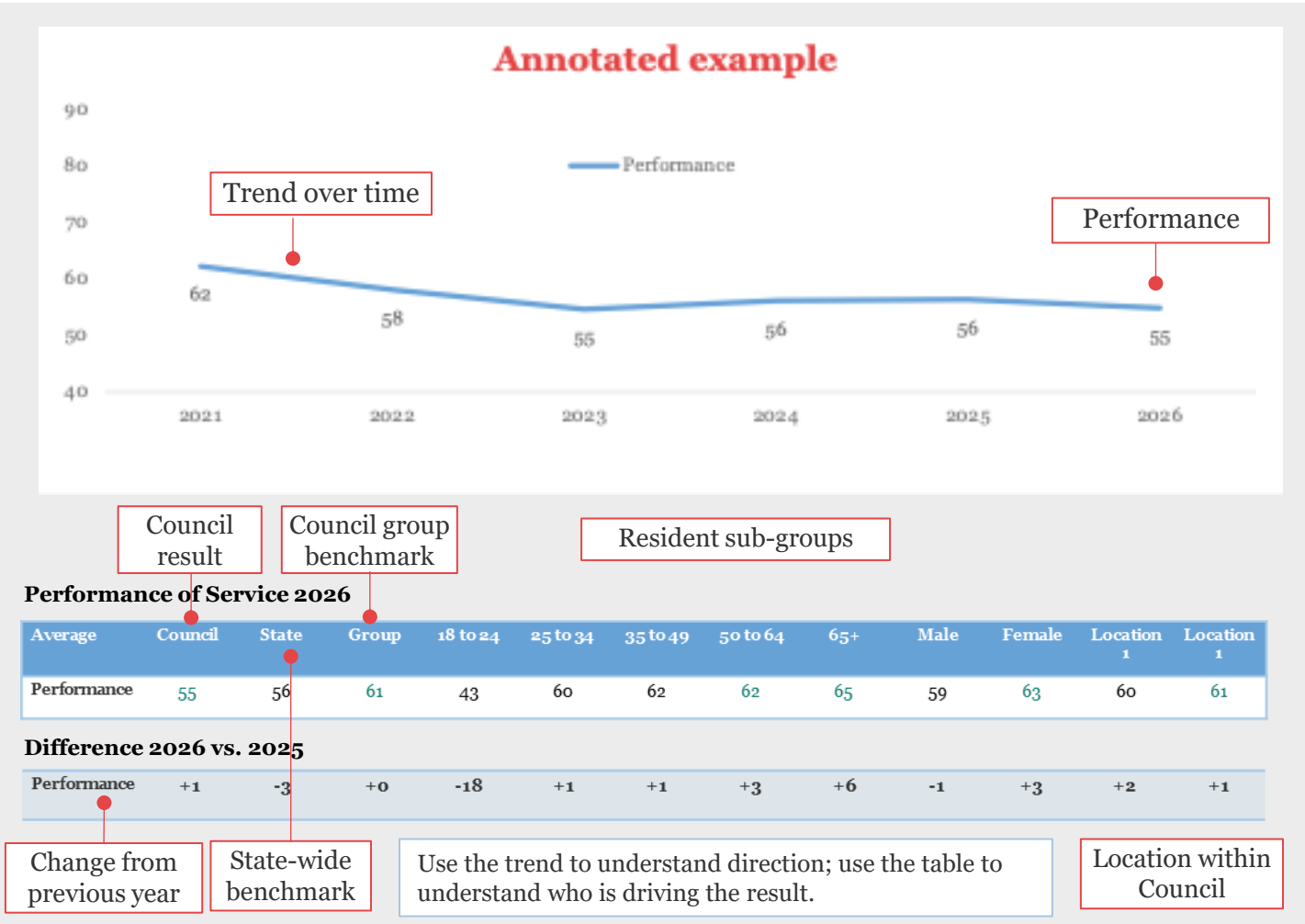
Guide to reading results

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 Whitehorse City 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?

15-minute survey
Conducted by Telephone and Online

How many?

n=507
n=307 Telephone recruited from sourced residential sample list
n=200 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:

- Community views of overall performance were slightly more positive in 2026, with the result increasing by 2 points to 65.
- Residents rated Council direction higher in 2026, with the result increasing by 4 points to 52.
- Compared with 2025, spending public funds to benefit the community increased by 3 points to 59.

Vs. Benchmarks

- Overall performance scores 65, sitting above the State (58) and broadly in line with Metro (64).
- Council direction scores 52, tracking above State (48) and Metro (50).
- Spending public funds to benefit the community scores 59, outperforming State (51) and relatively even with Metro (58).

Sub-group differences:

- Residents aged 50-64 were more positive on spending public funds to benefit the community.
- Nunawading East residents were more positive on overall performance, direction of Council and spending public funds to benefit the community.
- Nunawading West residents were more critical of Council direction.

Performance Summary – At a Glance



Council performance summary.
Results shown are index scores out of 100.



65

Overall
Performance



52

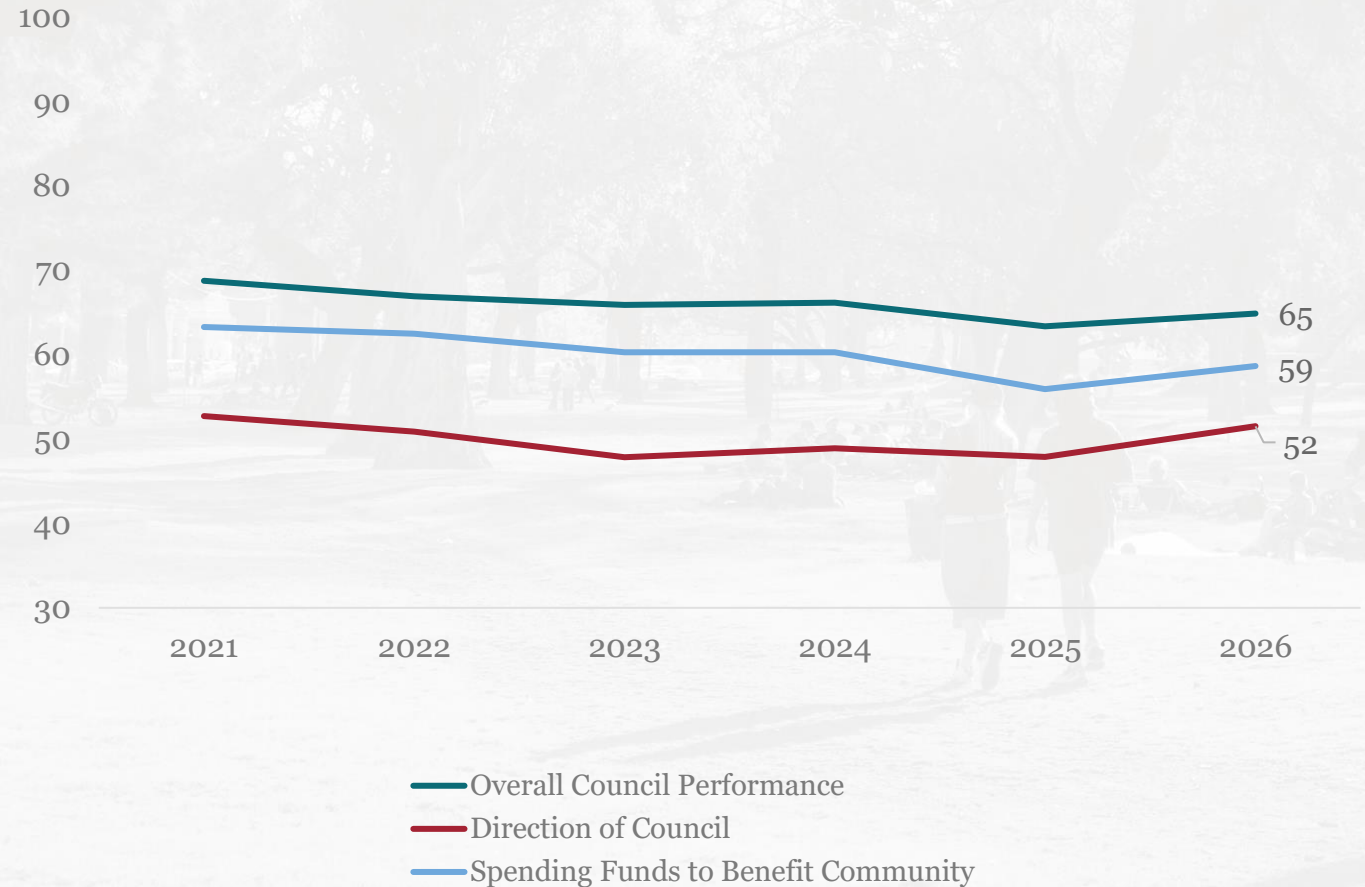
Direction
of Council



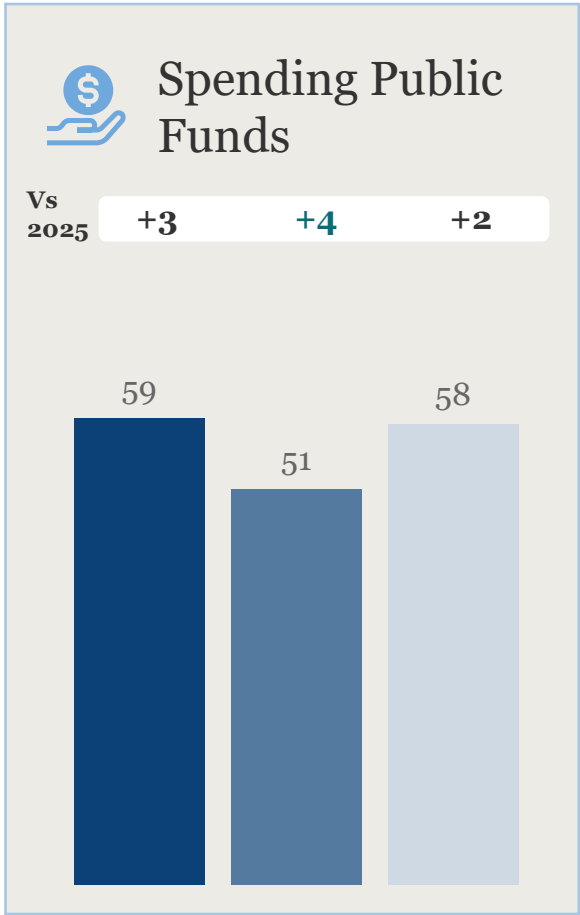
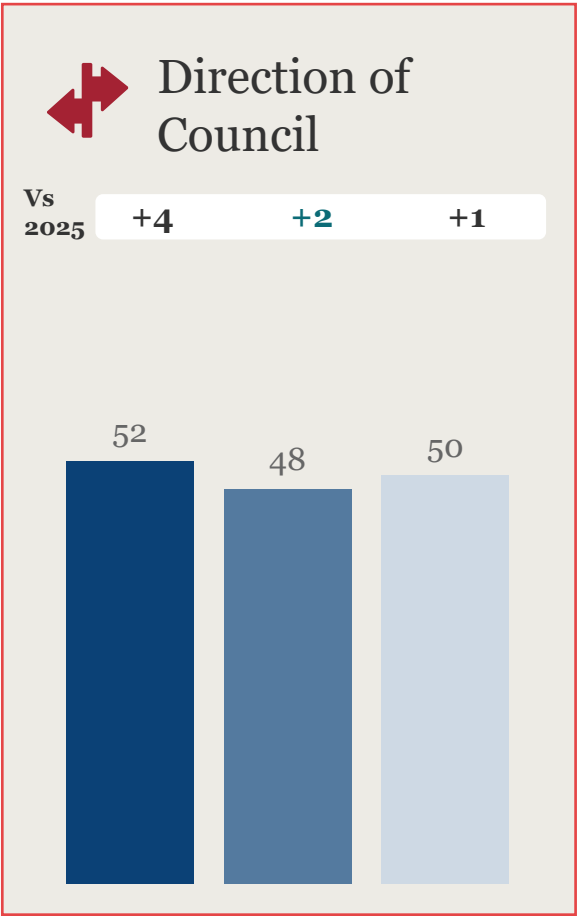
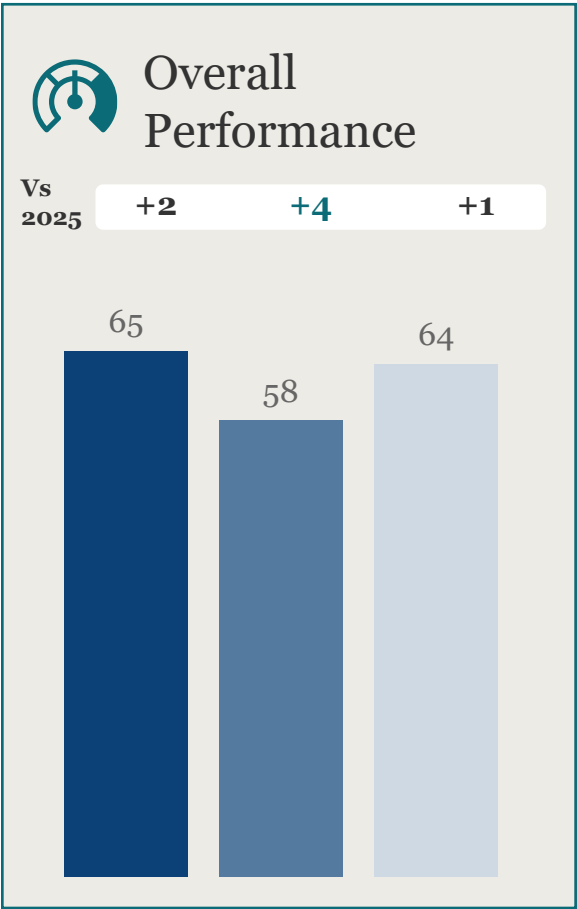
59

Spending Public
Funds

Council Performance by Year



Overall Performance – Council vs. Benchmarks

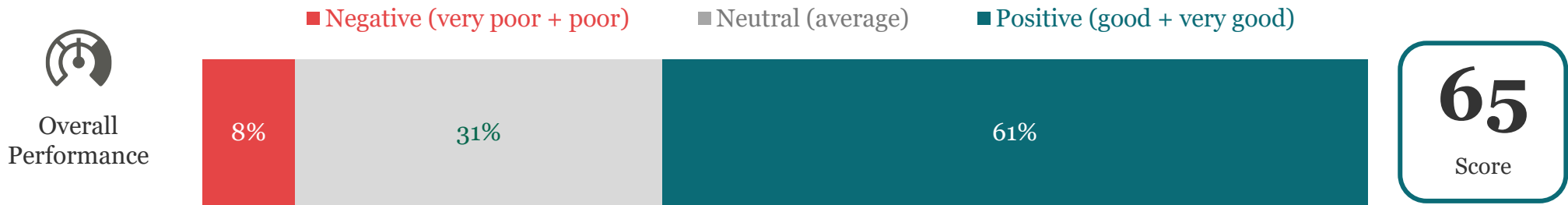


■ Whitehorse ■ State ■ Metro

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



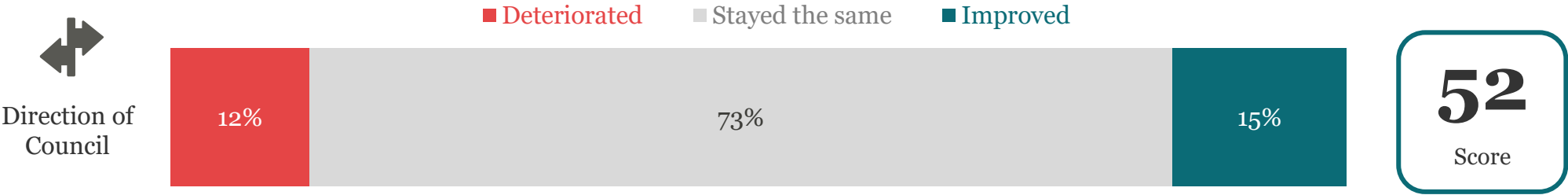
	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Overall Performance	65	58	64	65	64	65	65	64	66	63	68	64
Change vs. 2025	+2	+4	+1	+2	+3	+2	-2	+3	+0	-2	+3	+4

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 20.

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



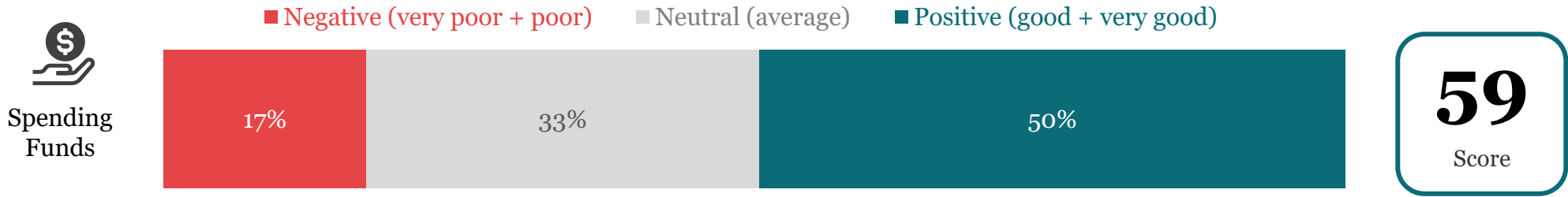
	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Direction of Council	52	48	50	54	50	49	53	51	52	51	52	51
Change vs. 2025	+4	+2	+1	+1	+4	+6	+5	+4	+3	+3	+4	+4

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 20.

Spending Public Funds to Benefit Community – Distribution of Results 2026



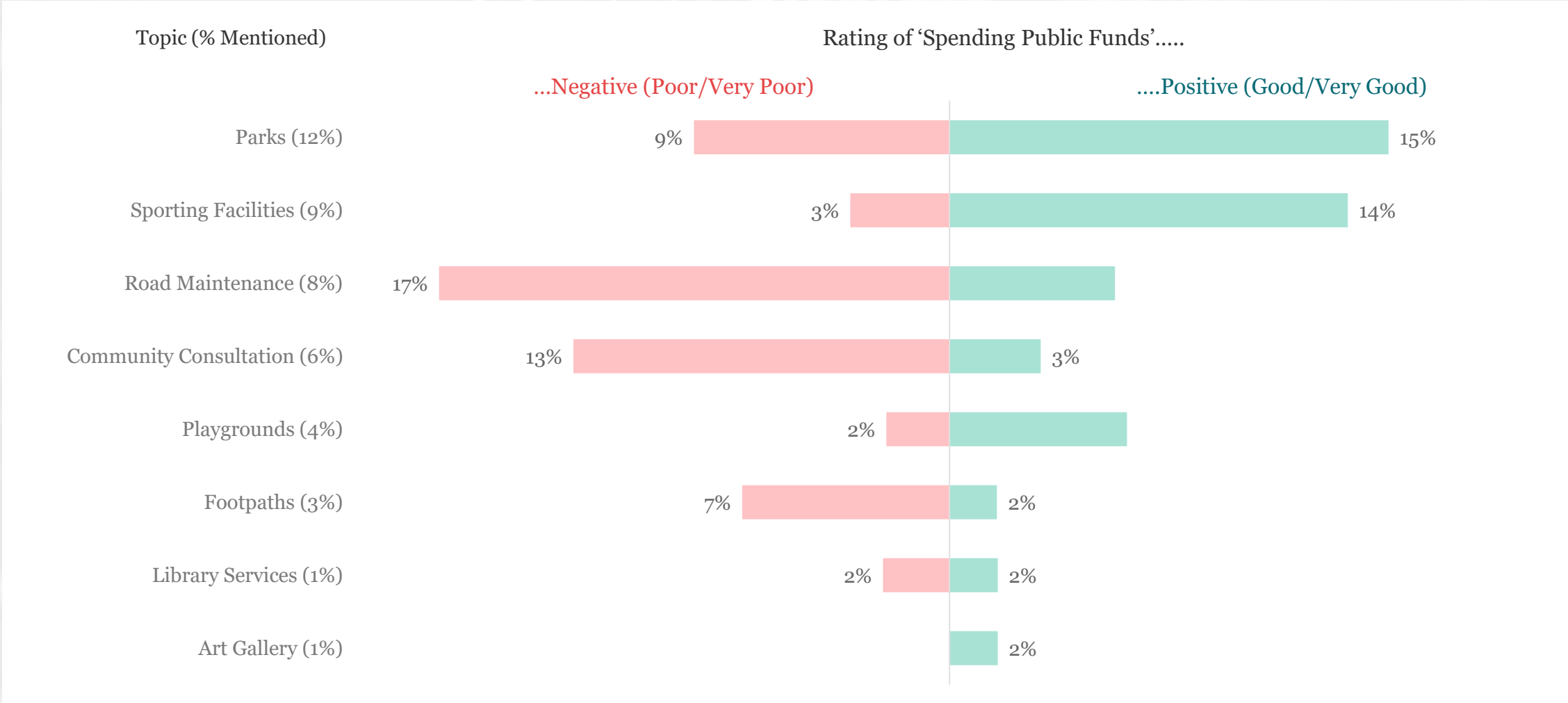
These results show the distribution of responses for **Spending Public Funds** (categorised into positive, natural and negative), and by sub-group to give deeper insight into community perceptions



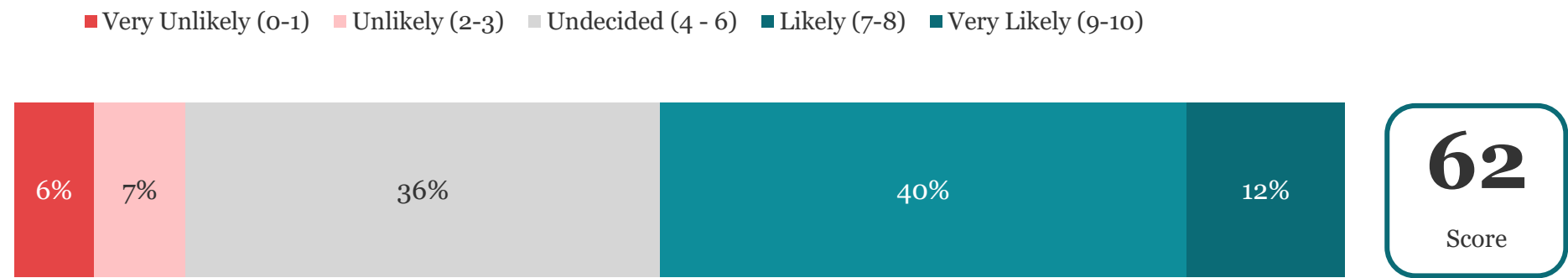
	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Spending Funds	59	51	58	59	56	62	58	57	60	56	61	58
Change vs. 2025	+3	+4	+2	+4	-	+8	-3	+4	+2	+1	+3	+4

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 20.

Reasons for Rating Spending Public Funds by Sentiment of Response



Likelihood to Speak Positively about Whitehorse CC – 2026 and Results by Sub-group



How likely are you to speak positively about Whitehorse City Council to a colleague or friend?

Score	Whitehorse CC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Likelihood to advocate	62	64	58	63	63	61	63	60	64	62

BQ5 - Using a scale of 0 to 10 where 0 is Very Unlikely and 10 is Very Likely, how likely are you to speak positively about Whitehorse City Council to a colleague or friend? For base sizes, please refer to slide 20.

Likelihood to Recommend Living in Whitehorse – 2026 and Results by Sub-group



Recommend Living in Council Area by Sub-group

Score	Whitehorse CC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Recommend Living in Council area	76	76	74	79	77	77	76	77	80	72

NQ32 - On a scale of 0-10, where 0 is not at all likely and 10 is very likely, how likely are you to recommend living in your local area if someone asks? For base sizes, please refer to slide 20.

Performance of Council Services



Overall Council Performance



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 77, followed by waste management at 74.
- Planning and building permits scored lowest, at 49.
- Compared with 2025, advocating for the community recorded the clearest improvement, increasing by 7 points to 58.

Vs. Benchmarks

- Compared with the State, the appearance of public areas performed more strongly for Council (69 vs 63).
- Compared with 2025, Council's result for condition of sealed local streets decreased by 2 points, while the State increased by 9 points and the Metro increased by 2 points.

Sub-group differences:

- 18-34 year olds were more positive on family support services and planning and building permits.
- Residents aged 35-49 were more negative on enforcement of local laws and regulations, family support services, and opportunities to give feedback on key local issues.
- Nunawading East residents gave higher ratings on advocating for the community, art centres, and condition of sealed local streets.

Performance of Council Services – by Year

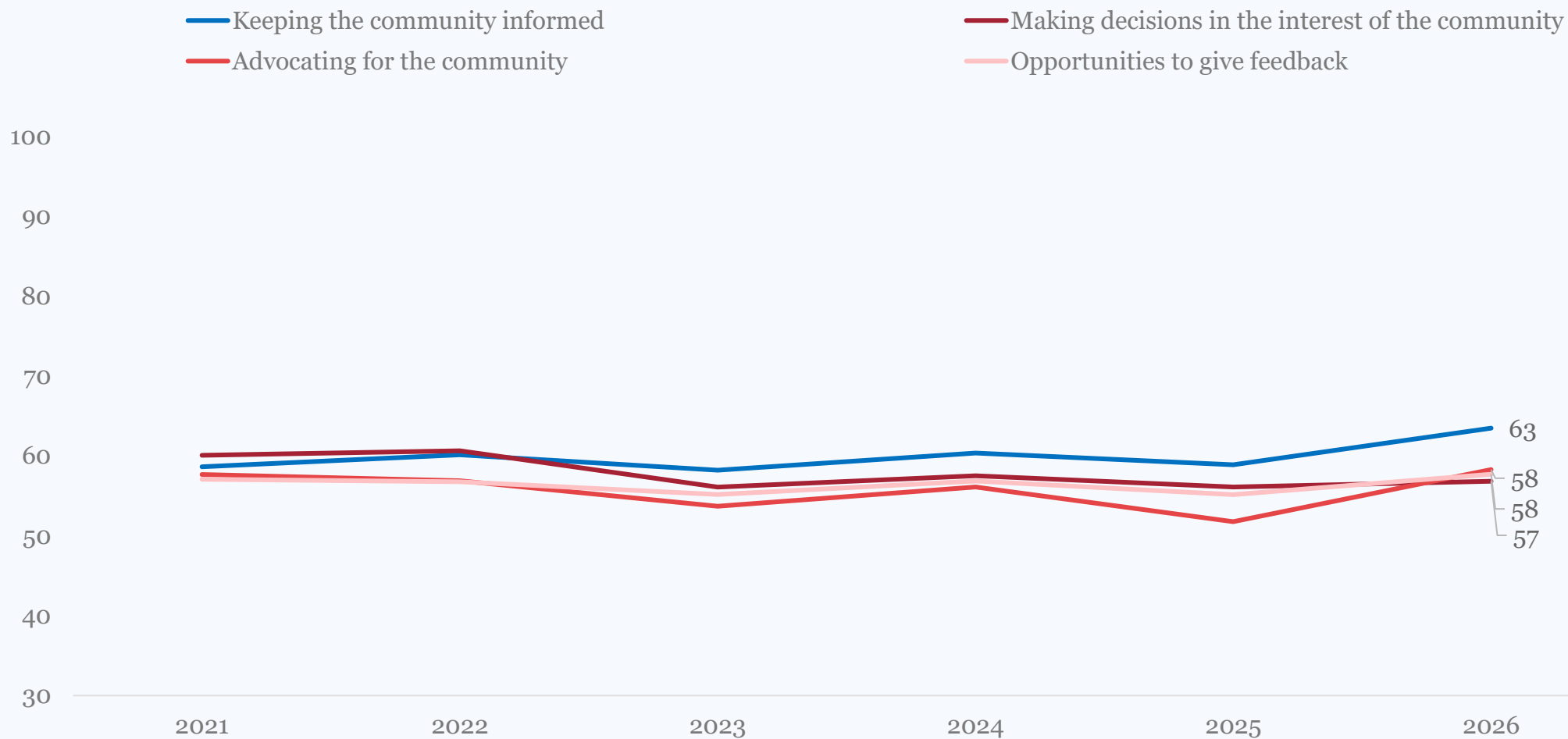


	Whitehorse CC 2026	Chg vs 2025	State 2026	Chg vs 2025	Metro 2026	Chg vs 2025
Libraries*	77	NA	75	NA	79	NA
Waste management*	74	+1	72	+6	74	+3
Recreational facilities	71	-3	66	-2	71	-4
Community events and cultural activities	71	+3	65	-	68	-1
Art centres*	69	NA	64	NA	NA	NA
The appearance of public areas	69	-	63	-5	70	-1
Family support services	65	-	61	-1	NA	NA
Environmental sustainability	65	+2	61	+2	66	+2
Enabling and encouraging a healthy community	64	NA	62	NA	63	NA
Keeping the community informed	63	+5	60	+4	64	+3
Enforcement of local laws and regulations*	60	-3	56	-3	NA	NA
Advocating for the community*	58	+7	54	+4	NA	NA
Condition of sealed local streets*	58	-2	54	+9	61	+2
Opportunities to give feedback on key local issues*	58	+3	55	+5	60	+3
Developing and promoting the local economy*	57	NA	54	-	56	-1
Decisions in the interest of the community*	57	+1	52	+3	58	+2
Planning and building permits	49	-2	48	+5	NA	NA

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 20.

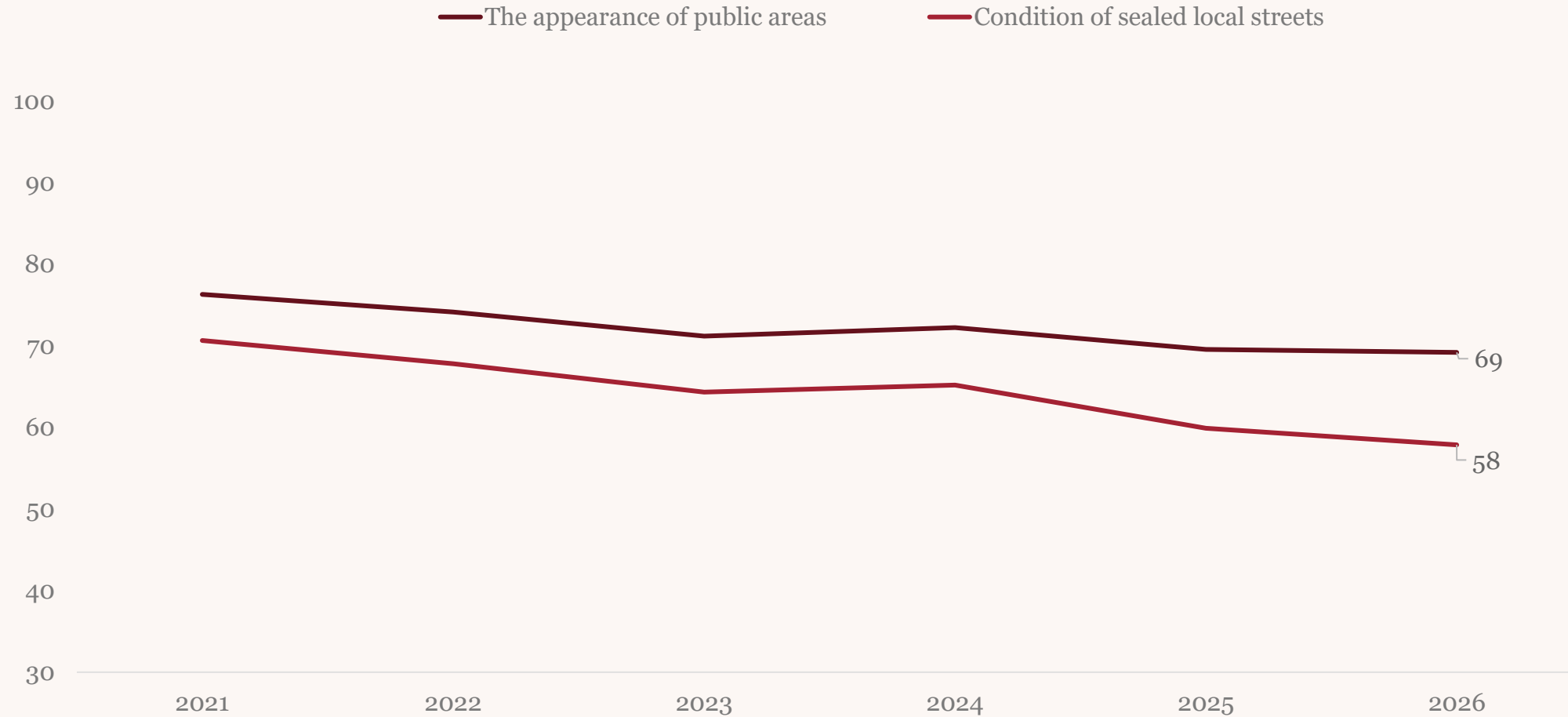


Performance of Council Services – Governance, Engagement & Advocacy



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 20.

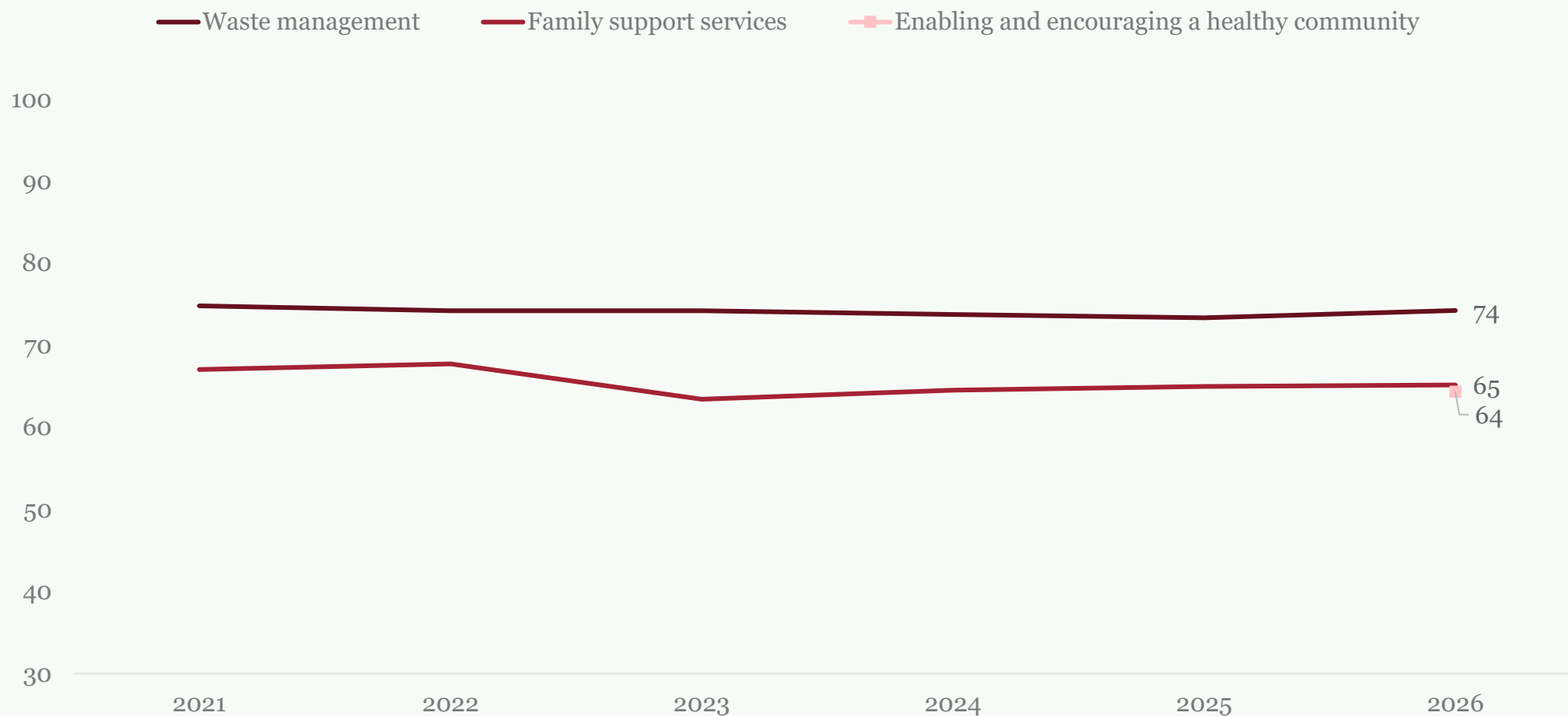
Performance of Council Services – Infrastructure & Maintenance



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 20.

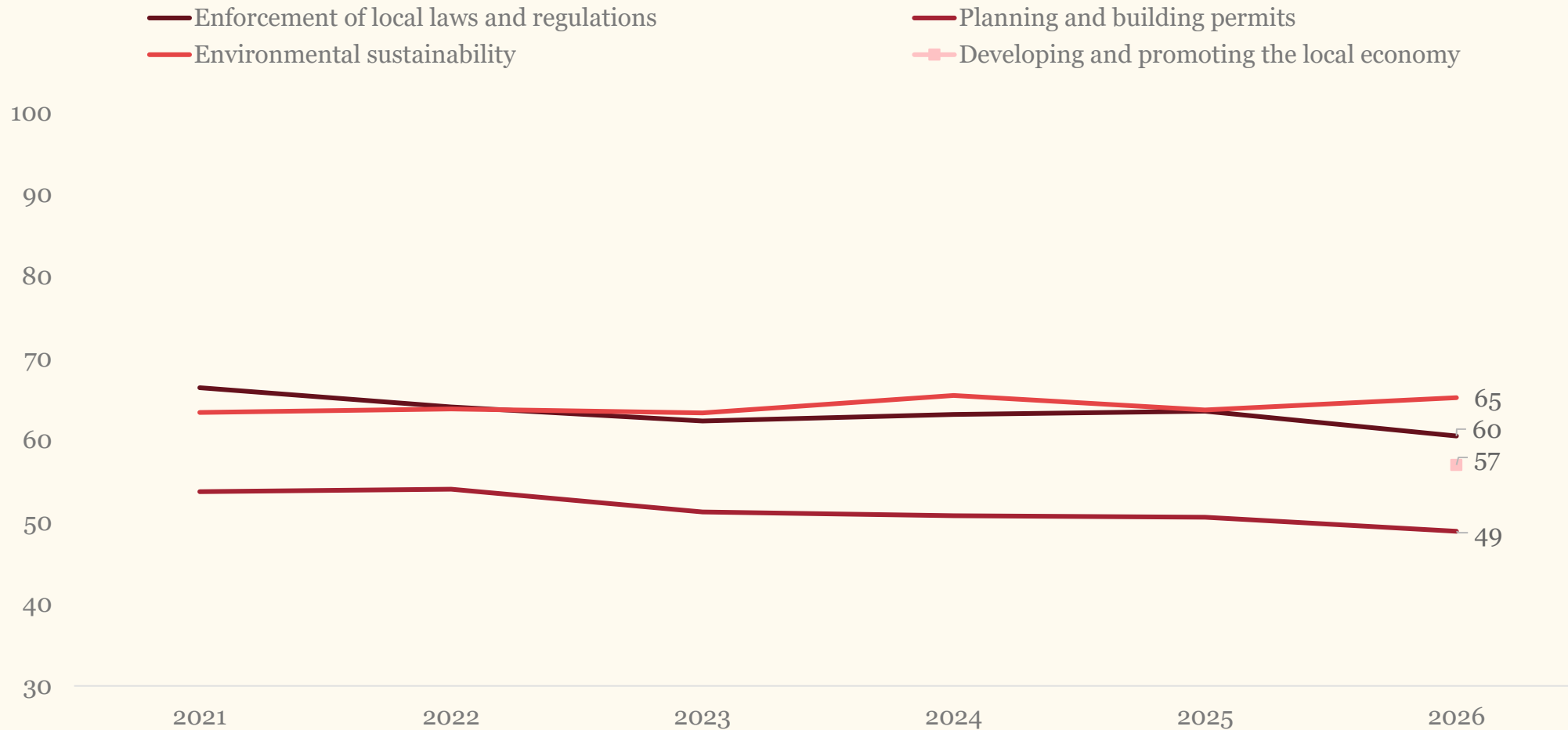


Performance of Council Services – Community Services & Support



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 20.

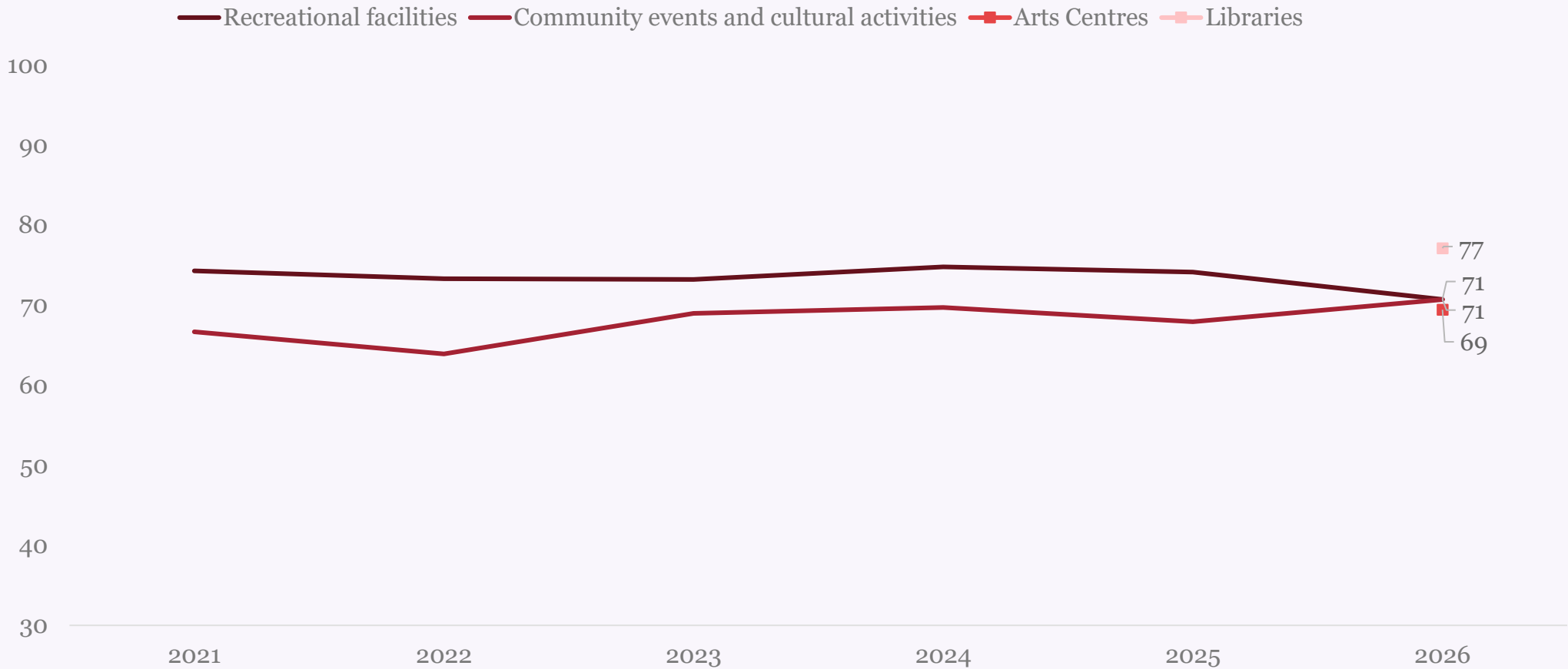
Performance of Council Services – Planning & Development



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 20.



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 20.

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.

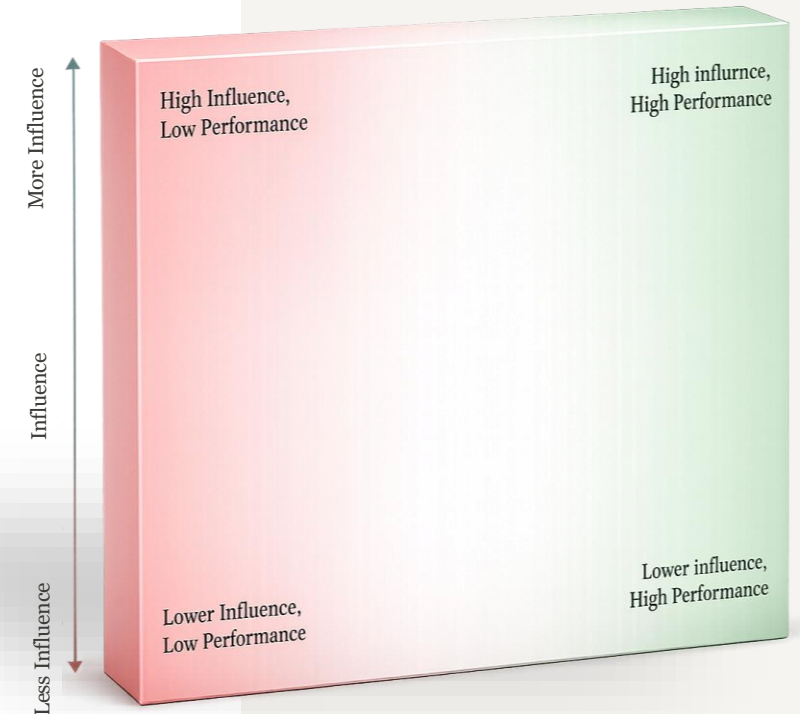
Together, these dimensions help identify priorities for action.

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

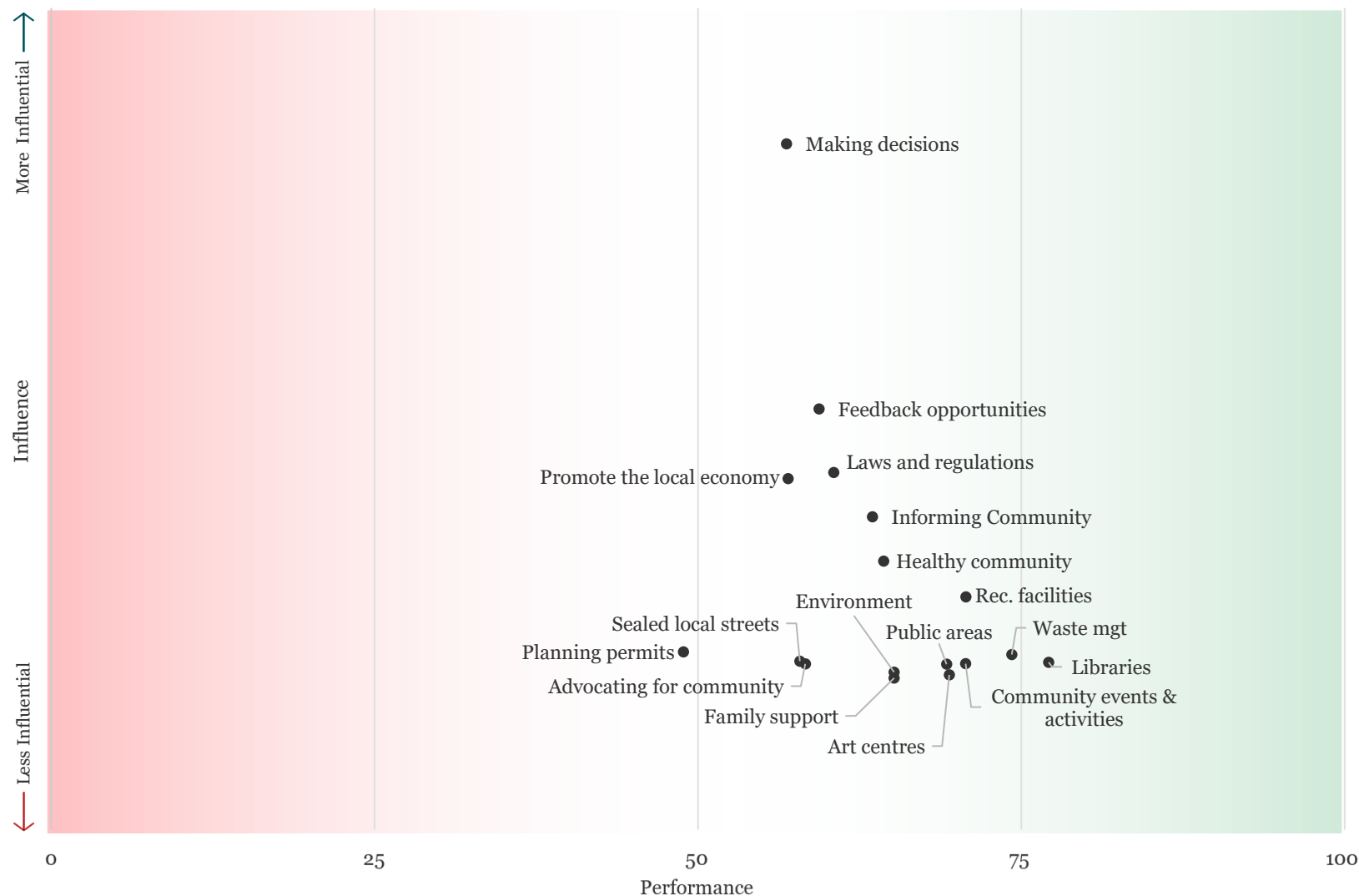
High influence, lower performance - highest priorities for improvement.

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



The chart points to a concentrated set of service areas most likely to shape broader community perceptions. The main priorities combine stronger influence with only moderate performance:

- Making decisions in the interest of the community
- Opportunities offered to give feedback on key local issues
- Enforcement of local laws and Council regulations
- Developing and promoting the local economy

Planning permits and the condition of sealed local streets have weaker scores, but lower influence, so are not the strongest perception levers.

Engagement with Council



Engagement with Council

Overview



This section provides an overview of how residents engage with Council services and their experiences when doing so. 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
- Importance and performance ratings, with comparisons between those who have contacted Council and those who have not
- Subgroup differences
- Preferred channels for accessing information

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

Summary of results

Key measures:

- More than half of residents had contact with Council in the past 12 months (59%), decreasing by 2 points from 2025.
- The customer service rating increased by 5 points to 72.
- Newsletter via social media was the most preferred channel for Council news and information at 31% of residents, despite a 10 point decrease. This was followed by newsletter via mail at 27%.

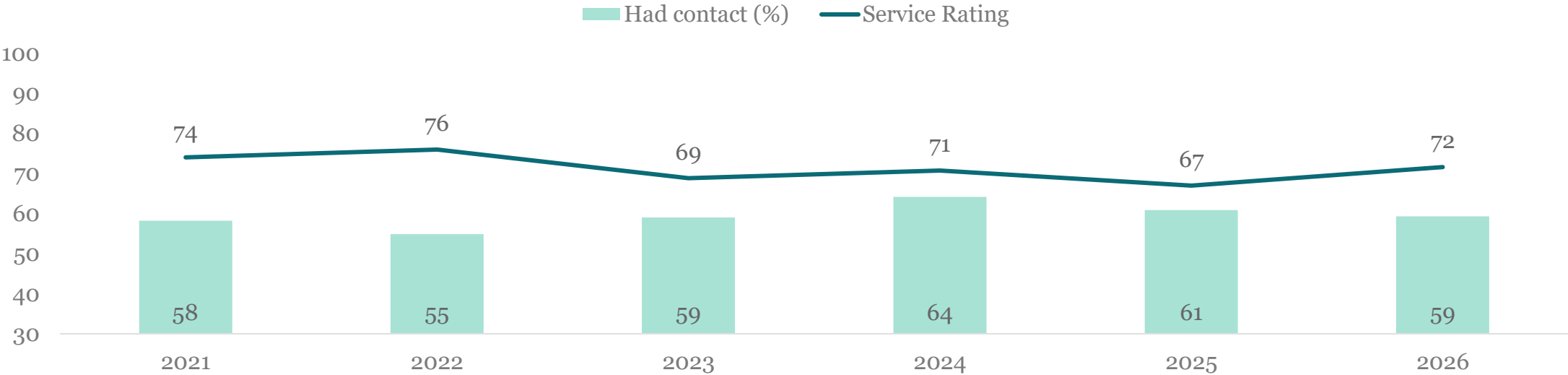
Vs. Benchmarks

- Council's contact rate decrease of 2 points was less than State (-5) and Metro (-6).
- Council's service rating growth of 5 points, outpacing State (+2) and Metro (-1).

Sub-group differences:

- Residents aged 65+ had much more contact with Council in 2026.
- Nunawading West residents had much less contact with Council, but a higher service rating.

Contact with Council and Satisfaction with Service During Contact



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

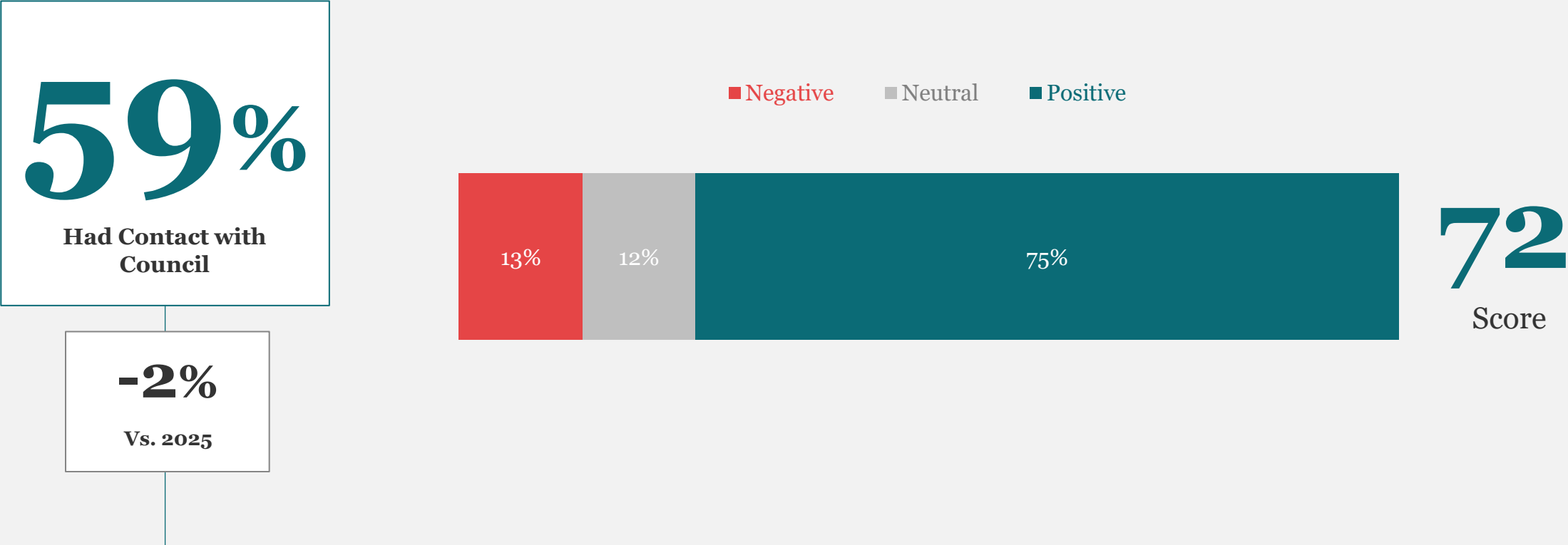
Average	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Had contact (%)	59	58	57	48	59	65	69	57	62	62	57	60
Service Rating	72	68	70	74	67	72	73	71	72	71	71	73

Difference 2026 vs. 2025

Had contact (%)	-2	-5	-6	-5	-7	-5	+17	-2	-2	-	-	-7
Service Rating	+5	+2	-1	+4	+1	+5	+6	+9	+1	+6	-	+7

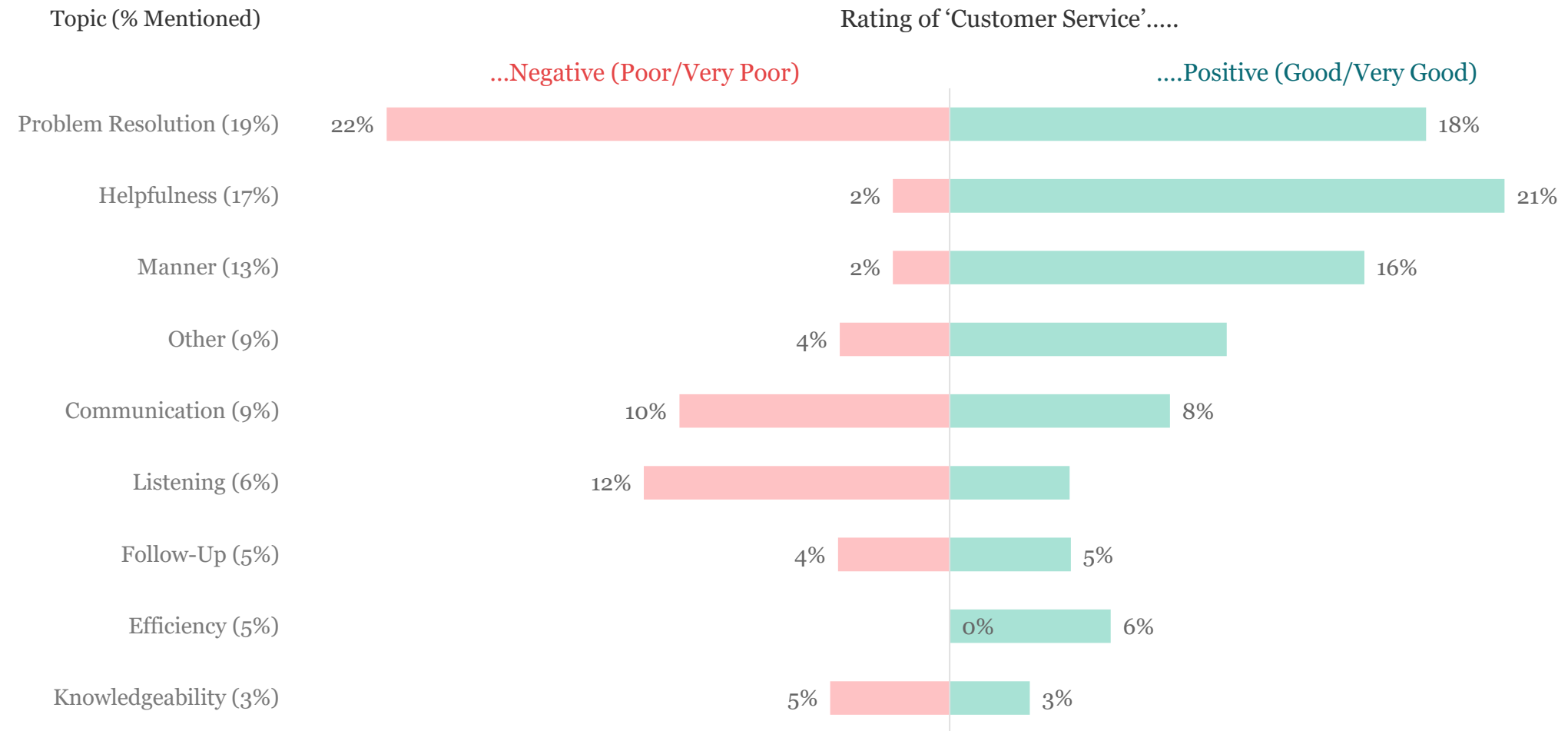
Q5. Over the last 12 months, have you or any member of your household had any contact with [INSERT COUNCIL NAME]? Q5A. Over the last 12 months, have you or any member of your household had any contact with Council in any of the following ways? Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 20.

Satisfaction with Customer Service During Contact

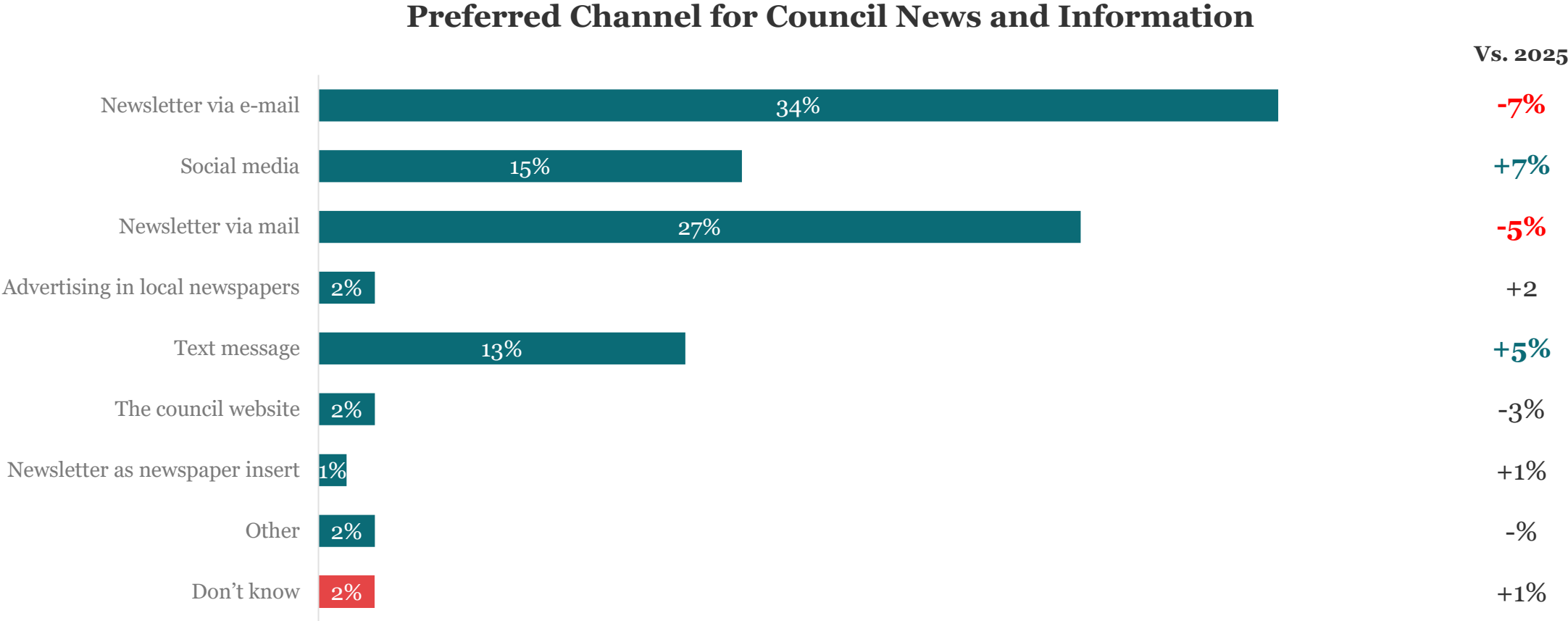


Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 20.

Reasons for Rating Customer Service by Sentiment of Response



Preferred Channel for Council News and Information 2026



Q13A. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you? For base sizes, please refer to slide 20.

Preferred Channel for Council News and Information 2026



Column %	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Newsletter via e-mail	31%	33%	36%	16%	30%	40%	44%	30%	32%	29%	29%	35%
Social media	16%	19%	16%	24%	19%	16%	2%	15%	17%	19%	19%	11%
Newsletter via mail	27%	21%	22%	26%	29%	22%	31%	28%	26%	26%	27%	28%
Advertising in local newspapers	2%	6%	3%	2%	0%	1%	4%	2%	1%	2%	2%	1%
Text message	15%	12%	13%	21%	14%	12%	10%	15%	15%	14%	15%	15%
The council website	2%	2%	1%	2%	2%	2%	0%	3%	1%	0%	2%	3%
Newsletter as newspaper insert	1%	2%	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%
Other	2%	2%	2%	2%	1%	2%	3%	2%	3%	3%	2%	2%
Don't know	2%	2%	2%	1%	2%	1%	3%	1%	2%	2%	1%	2%

Q13A. If Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate to you? For base sizes, please refer to slide 20.

Demographics and Profiling





Connection to Local Community – 2026 and Results by Sub-group

■ Not at all connected (0-1) ■ Not connected (2-3) ■ Moderately connected (4-6) ■ Connected (7-8) ■ Very connected (9-10)

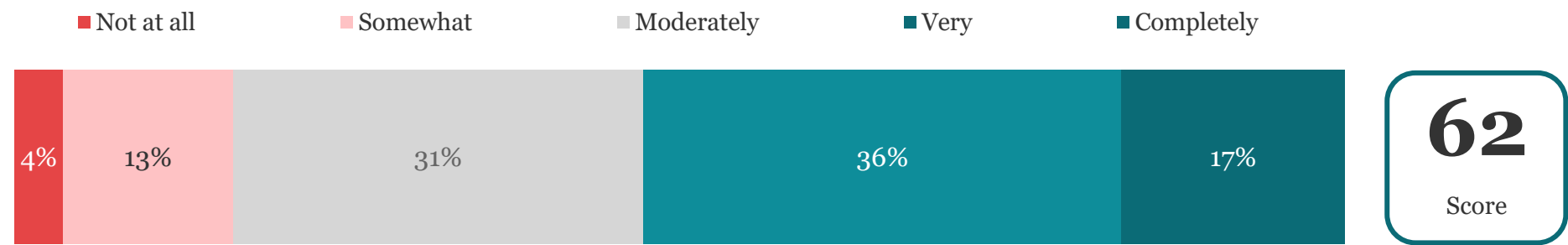


Connection to Local Community by Sub-group

Score	Whitehorse CC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Connection to local community	59	53	60	64	60	58	60	58	60	58

NQ27 - Using a scale from 0 to 10, where 0 is 'not at all' and 10 is 'very', how strongly do you feel a connection to, or part of your local community? For base sizes, please refer to slide 20.

Feeling of Safety in Local Area – 2026 and Results by Sub-group

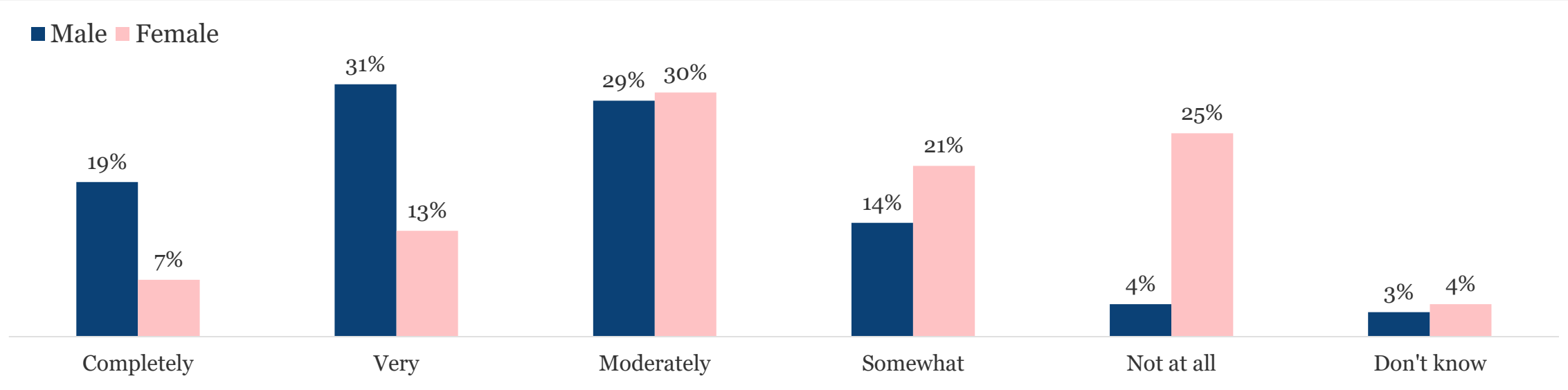
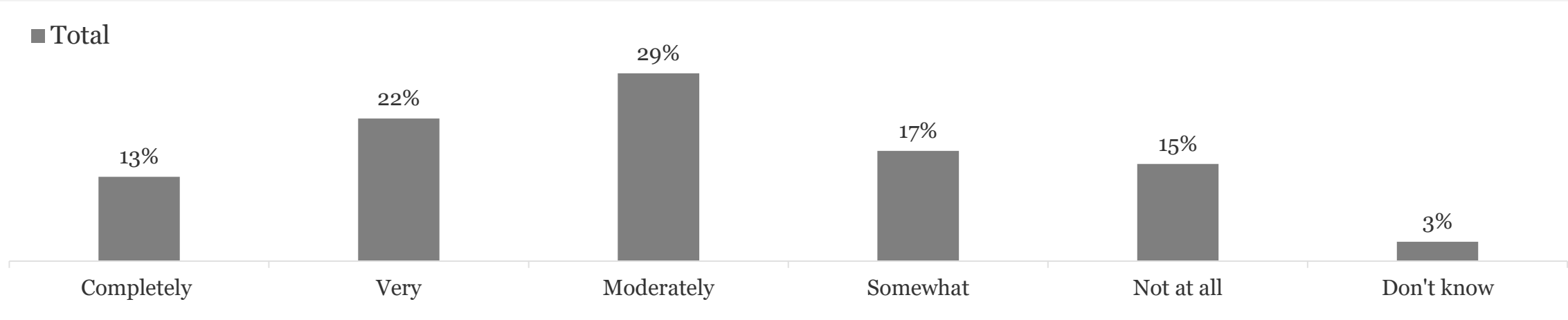


Feeling of Safety in Local Area by Sub-group

Score	Whitehorse CC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
How safe do you feel in your local area?	62	67	58	61	63	65	59	63	63	59

NQ28 - How safe do you feel in your local area? For base sizes, please refer to slide 20.

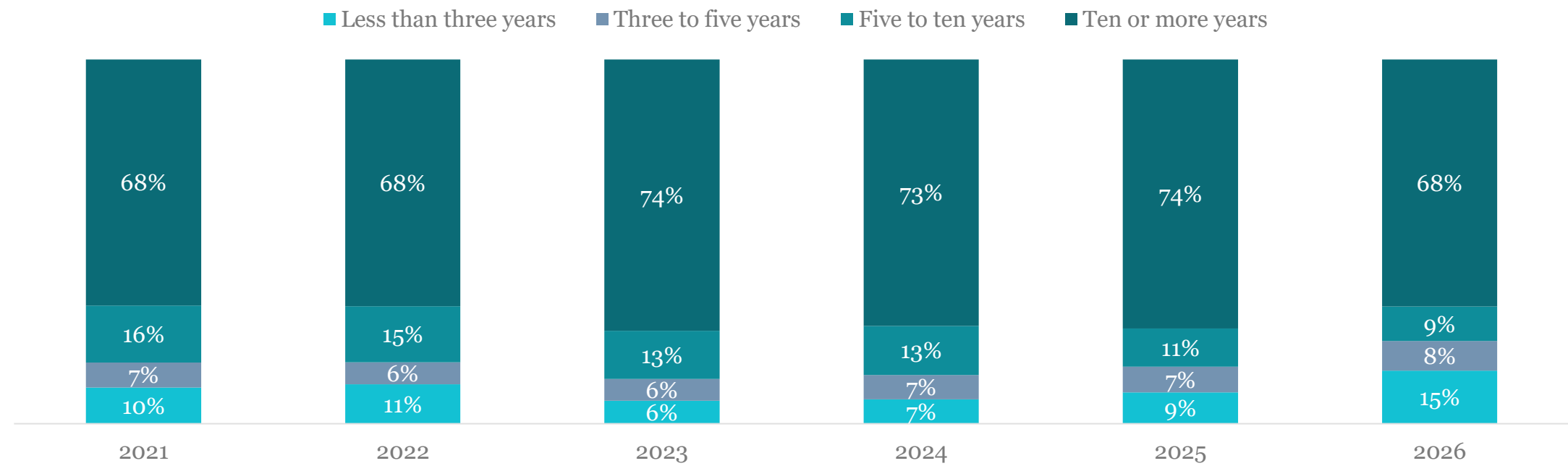
Safety After Dark



NQ29 - How safe do you feel walking in your local area after dark? Do you feel... For base sizes, please refer to slide 20.



Years Lived in Council Area – Results by Year and Sub-group



Years Lived in Council Area by Sub-group

Column %	Whitehorse CC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Less than three years	15%	33%	13%	3%	4%	18%	11%	19%	7%	18%
Three to five years	8%	14%	10%	5%	2%	9%	7%	4%	4%	16%
Five to ten years	9%	14%	15%	2%	5%	7%	12%	9%	11%	9%
Ten years or more	68%	40%	62%	89%	89%	66%	70%	68%	77%	57%

S5 - How long have you lived in this area? For base sizes, please refer to slide 20.

Household Structure – Results by Year



Column %	2021	2022	2023	2024	2025	2026
Living with partner with children <17 at home	25%	21%	28%	35%	29%	27%
Living with partner, no children	20%	25%	21%	15%	18%	23%
Single person living alone	19%	20%	17%	15%	14%	13%
Living with partner with children but none <17 at home	17%	16%	18%	20%	24%	14%
Single living with friends or housemates	13%	15%	11%	7%	9%	14%
Single living with children 16 or under	3%	2%	3%	6%	4%	4%
Do not wish to answer	3%	1%	3%	1%	1%	5%

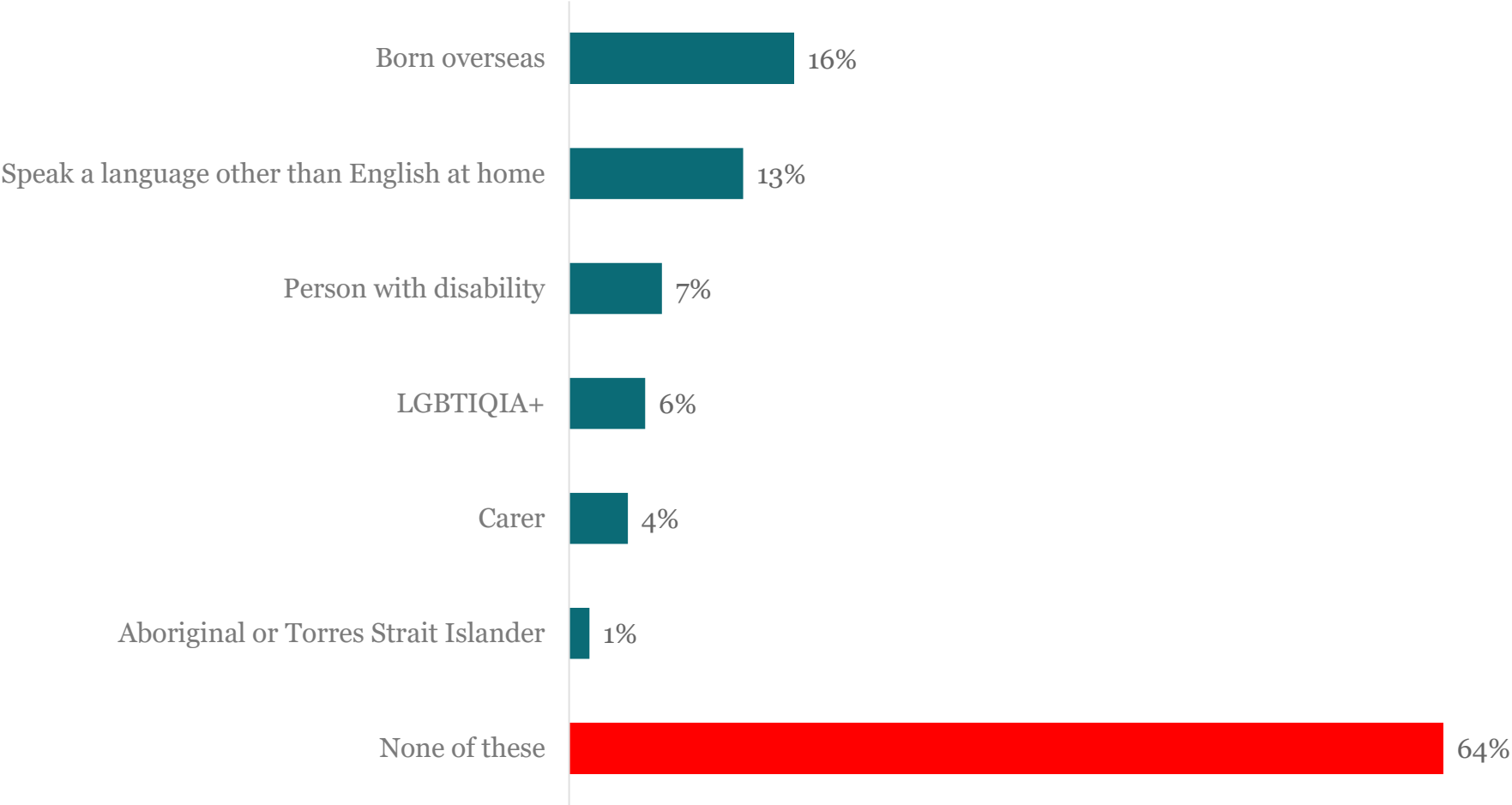
Household Structure – Results by Sub-group



Column %	Whitehorse CC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Living with partner with children <17 at home	27%	12%	57%	32%	5%	28%	26%	32%	27%	21%
Living with partner, no children	23%	26%	14%	15%	41%	24%	23%	21%	25%	23%
Single person living alone	13%	5%	10%	14%	27%	10%	16%	16%	9%	14%
Living with partner with children but none <17 at home	14%	3%	9%	31%	18%	16%	13%	13%	19%	12%
Single living with friends or housemates	14%	39%	2%	3%	4%	15%	12%	13%	9%	19%
Single living with children 16 or under	4%	6%	5%	4%	2%	4%	5%	3%	3%	7%
Do not wish to answer	5%	9%	3%	2%	3%	4%	6%	3%	7%	3%



Do You Identify as Any of the Following? – 2026 Results



NQ4oX - Do you identify as any of the following? For base sizes, please refer to slide 20.

Do You Identify as Any of the Following? – 2026 Results by Sub-group



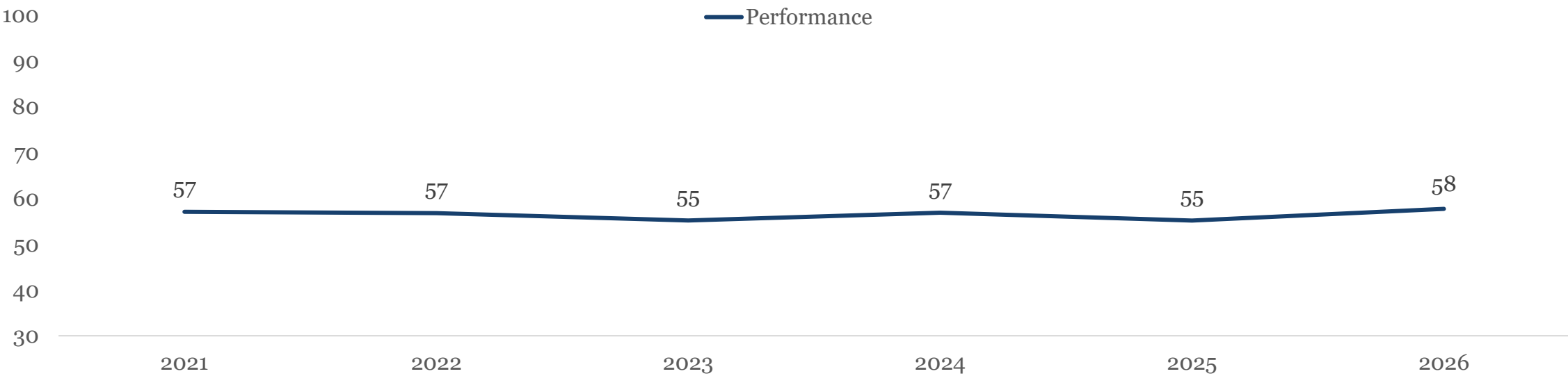
Column %	Whitehorse CC	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Born overseas	16%	16%	23%	10%	15%	19%	14%	21%	13%	15%
Speak a language other than English at home	13%	19%	17%	8%	3%	14%	12%	17%	11%	11%
Person with disability	7%	10%	5%	5%	6%	5%	8%	4%	6%	10%
LGBTIQIA+	6%	14%	4%	1%	1%	5%	6%	8%	3%	6%
Carer	4%	1%	5%	7%	4%	3%	5%	3%	5%	5%
Aboriginal or Torres Strait Islander	1%	2%	1%	2%	0%	1%	2%	1%	1%	2%
None of these	64%	53%	57%	76%	73%	65%	63%	62%	68%	61%

Council Service Areas

Performance by Year and Demographic Groups



Council Services – Opportunities to Give Feedback on Key Local Issues



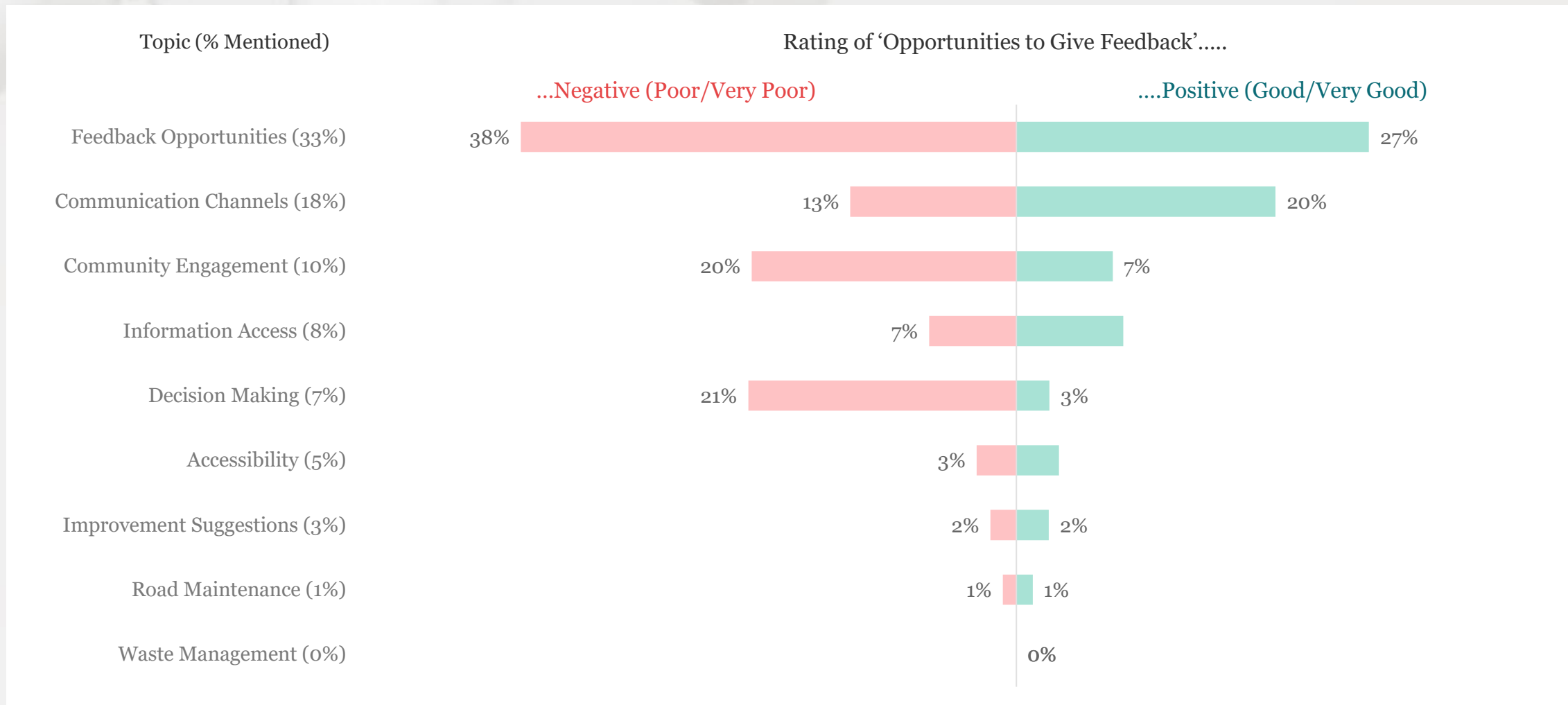
Performance of Service 2026

Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	58	55	60	58	53	61	60	58	58	55	61	57

Difference 2026 vs. 2025

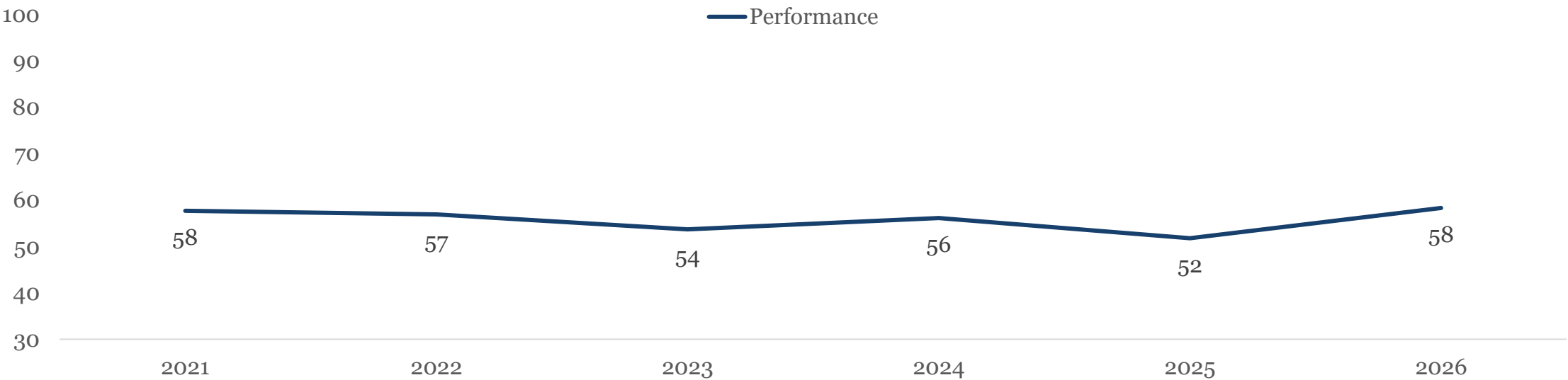
Performance	+3	+5	+3	+2	-3	+9	+2	+6	-0	-1	+5	+4
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Reasons for Rating Opportunities to Give Feedback by Sentiment of Response



NQ34. Why did you give that rating for [THE OPPORTUNITIES OFFERED BY COUNCIL TO GIVE YOUR FEEDBACK OR ENGAGE ON KEY LOCAL ISSUES]? OPEN CODED The opportunities offered by <COUNCIL> to give your feedback or engage on key local issues. For base sizes, please refer to slide 20.

Council Services – Advocating for the Community



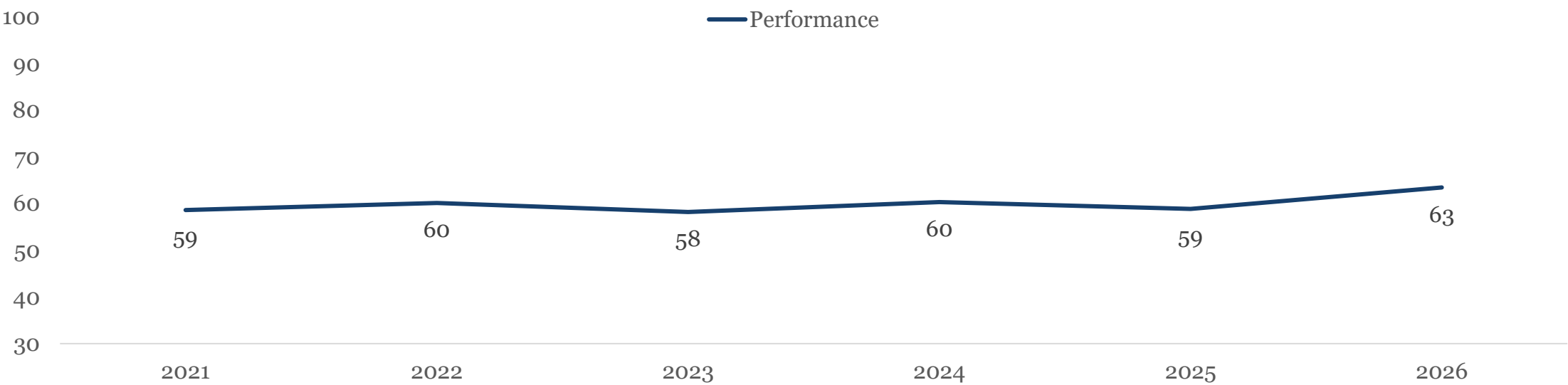
Performance of Service 2026

Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	58	54	NA	60	57	60	56	56	60	56	60	58

Difference 2026 vs. 2025

Performance	+7	+4	NA	+8	+2	+12	+2	+6	+7	+3	+7	+9
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Council Services – Keeping the Community Informed



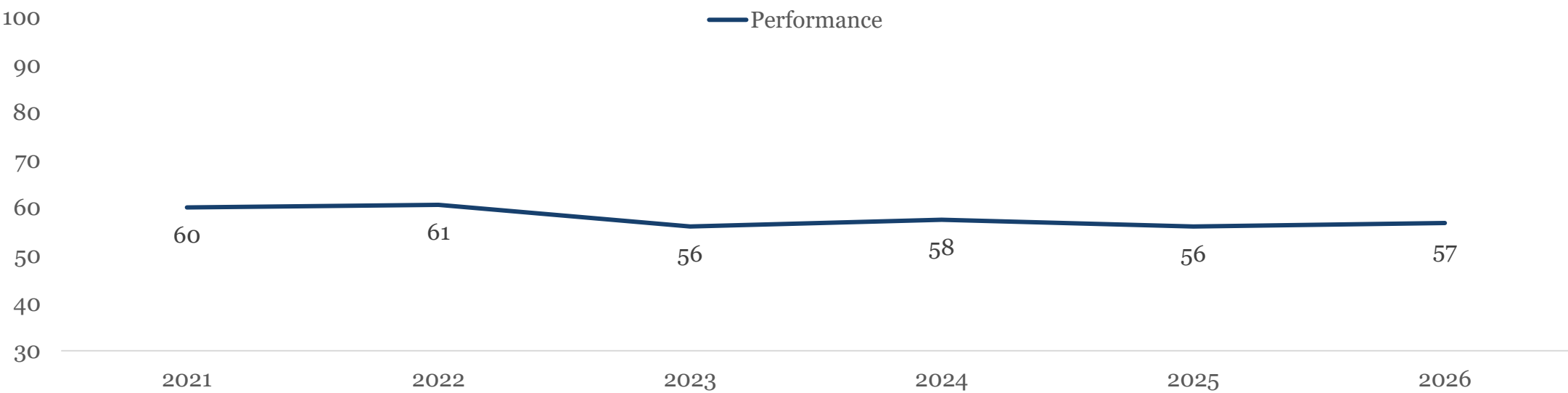
Performance of Service 2026

Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	63	60	64	61	62	66	66	62	65	60	68	62

Difference 2026 vs. 2025

Performance	+5	+4	+3	-2	+5	+9	+8	+5	+5	-1	+6	+8
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Council Services – Making Decisions in Interest of Community



Performance of Service 2026

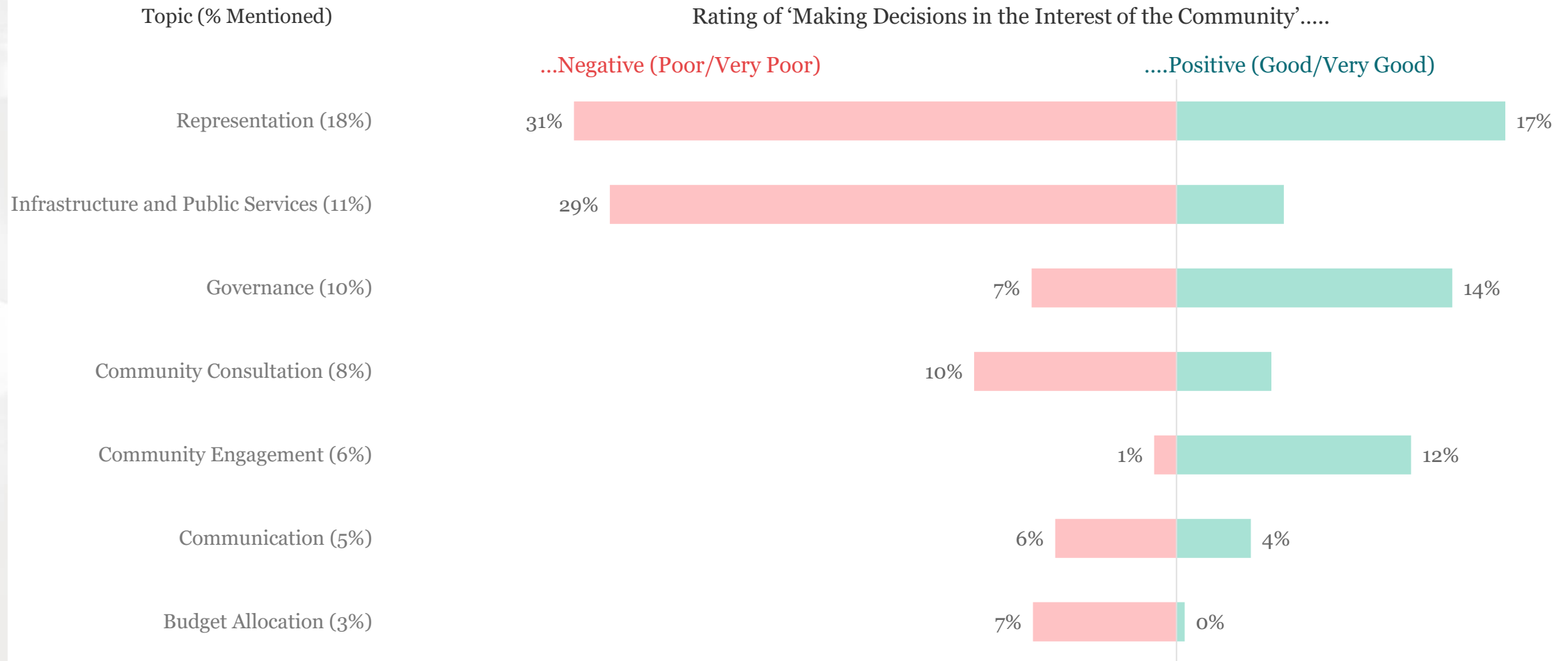
Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	57	52	58	56	54	59	58	57	56	54	59	58

Difference 2026 vs. 2025

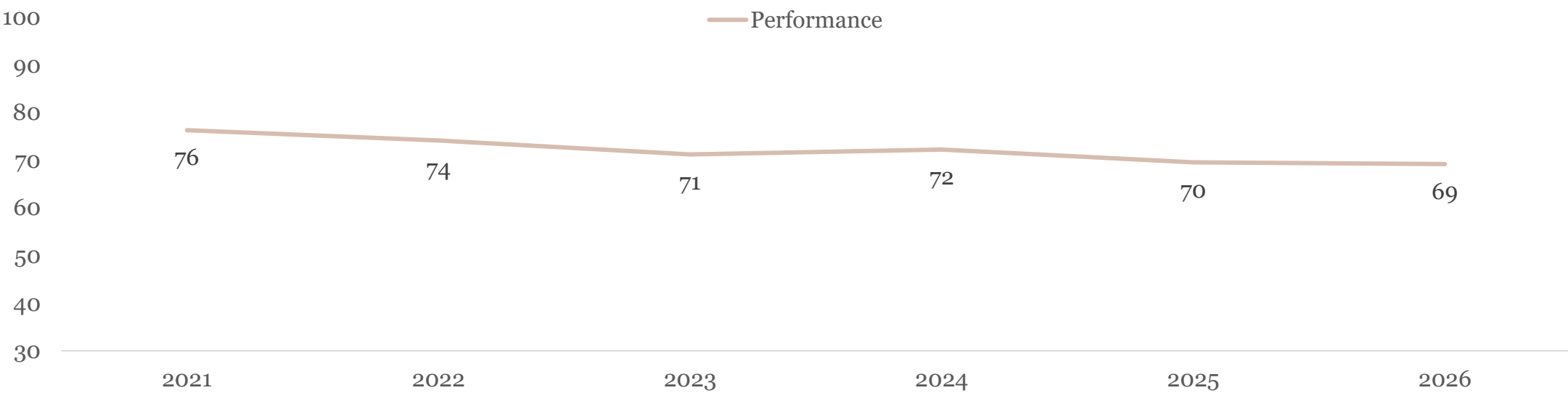
Performance	+1	+3	+2	-3	-2	+6	+1	+3	-1	-4	+1	+5
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Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Making decisions in the interest of the community. For base sizes, please refer to slide 20.

Reasons for Rating Making Decisions by Sentiment of Response



Council Services – Appearance of Public Areas



Performance of Service 2026

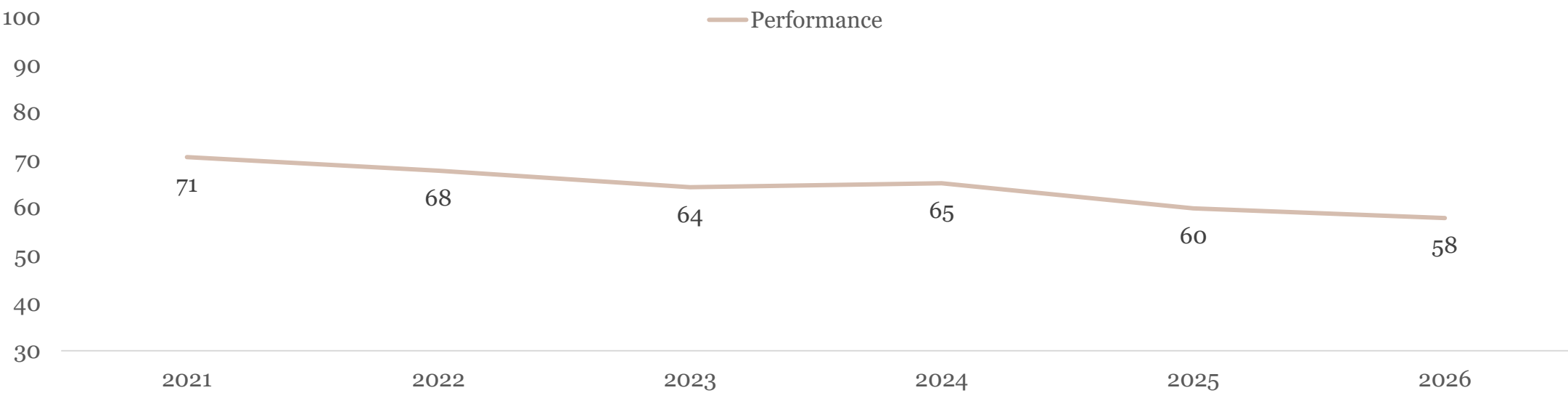
Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	69	63	70	69	67	72	69	70	68	69	72	67

Difference 2026 vs. 2025

Performance	-	-5	-1	-	-2	+2	-2	+2	-2	-4	-	+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? The appearance of public areas. For base sizes, please refer to slide 20.

Council Services – Condition of Sealed Local Streets



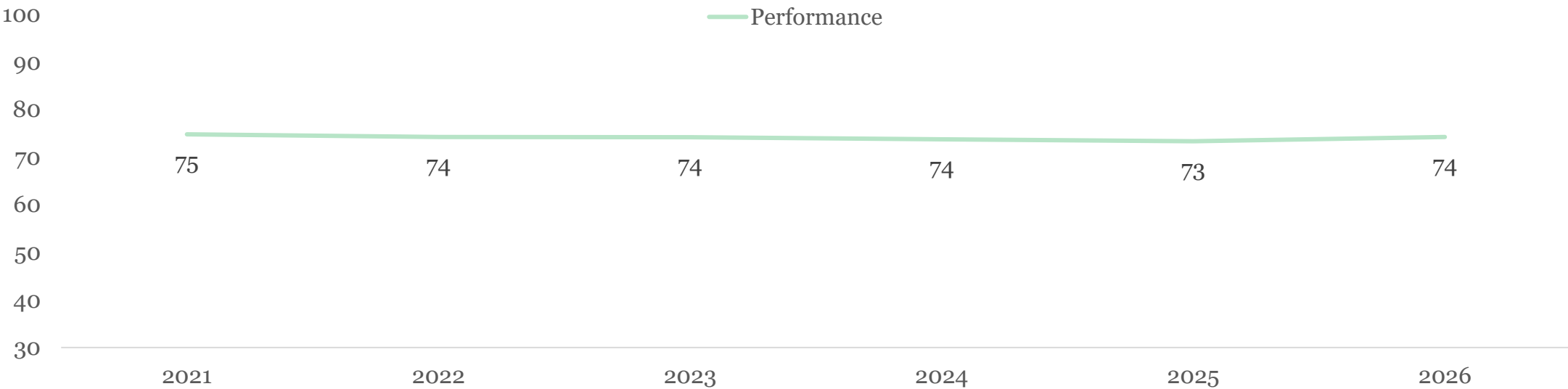
Performance of Service 2026

Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	58	54	61	59	55	58	59	57	59	59	61	54

Difference 2026 vs. 2025

Performance	-2	+9	+2	-4	-5	+1	+1	-1	-2	-4	-1	-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? Condition of sealed local streets in your area. For base sizes, please refer to slide 20.



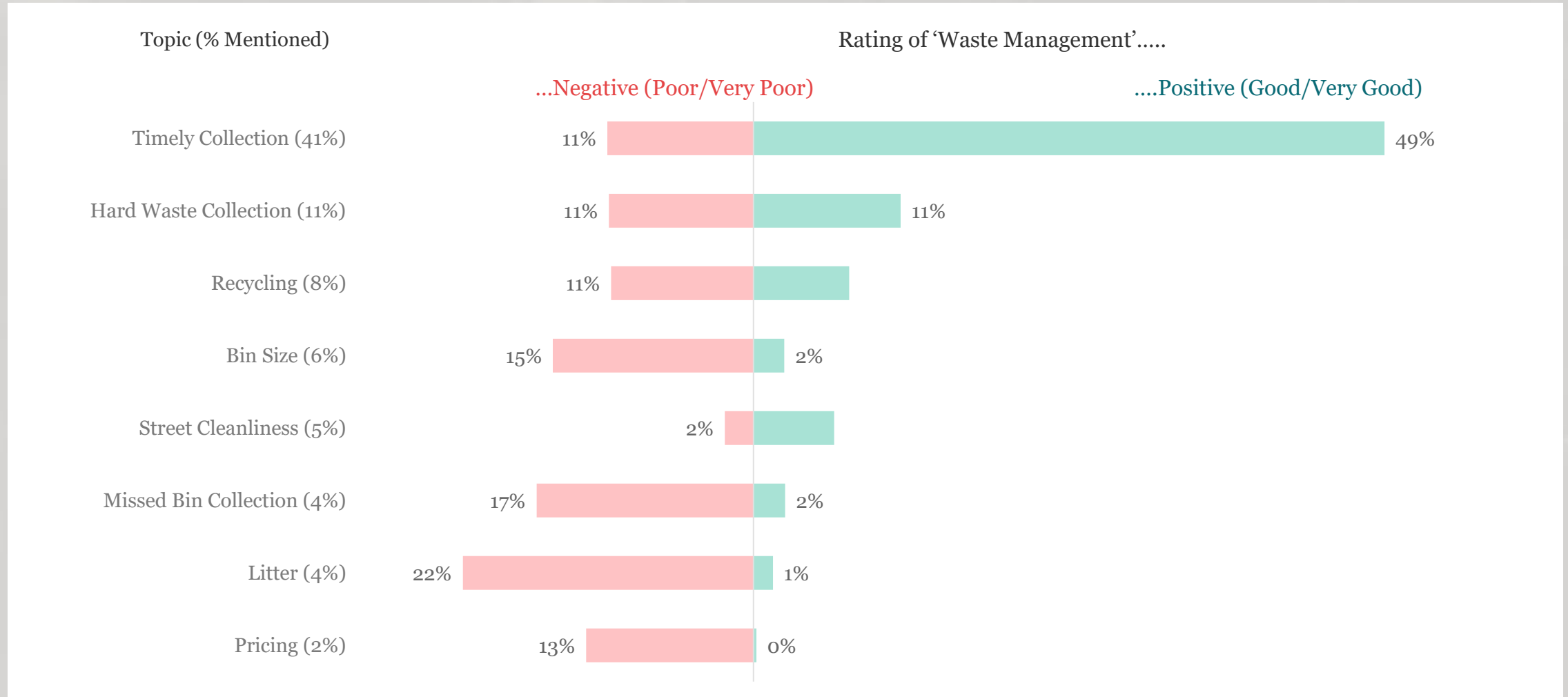
Performance of Service 2026

Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	74	72	74	74	72	77	74	75	73	73	76	74

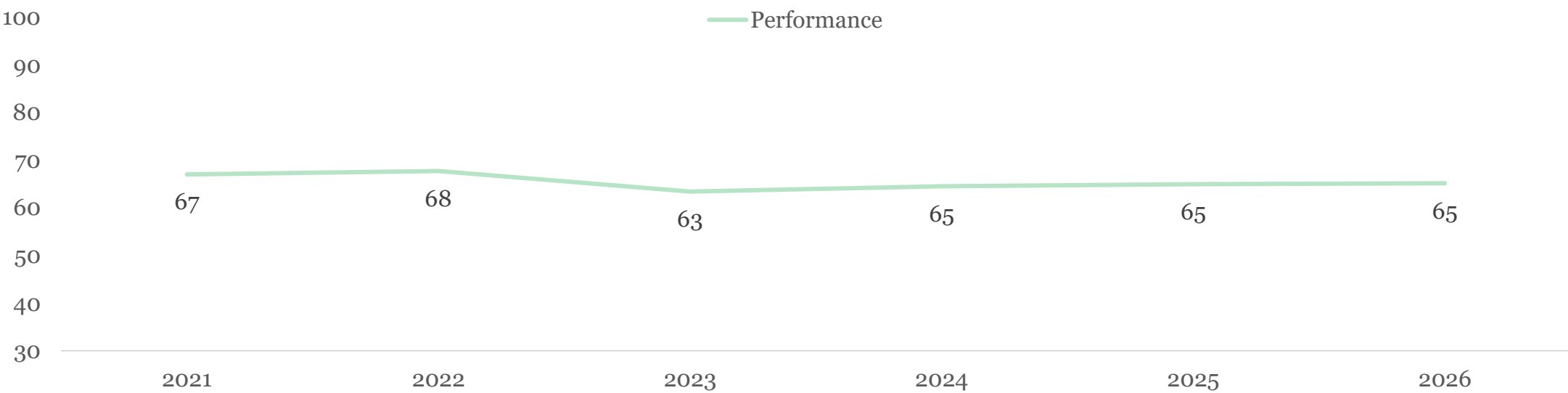
Difference 2026 vs. 2025

Performance	+1	+6	+3	+1	-2	+3	+1	+3	-	+1	-1	+3
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Reasons for Rating Waste Management by Sentiment of Response



Council Services – Family Support Services



Performance of Service 2026

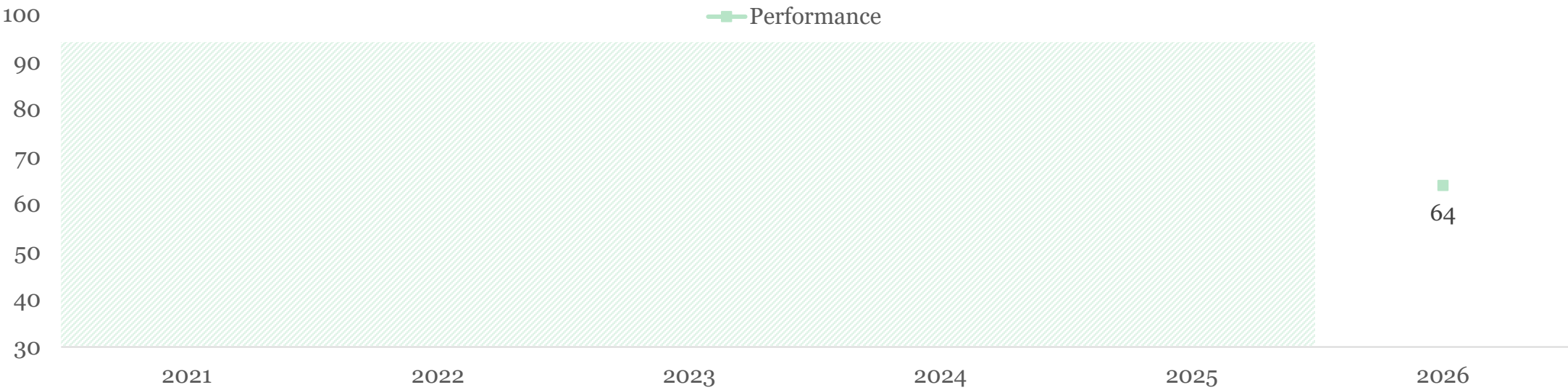
Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	65	61	NA	68	60	67	67	65	65	64	64	67

Difference 2026 vs. 2025

Performance	+1	-1	NA	-5	+3	+4	+3	+1	-	+1	-6	+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? Family support services. For base sizes, please refer to slide 20.

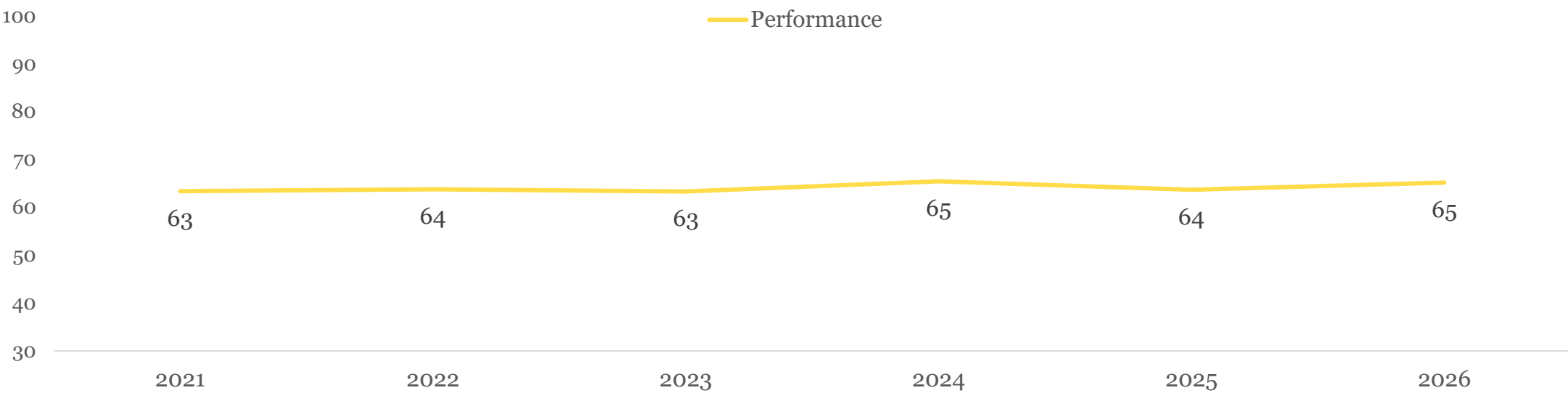
Council Services – Enabling & Encouraging a Healthy Community



Performance of Service 2026

Average	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	64	62	63	63	62	65	68	64	65	62	68	63

Note: Enabling & encouraging a healthy community has not been historically asked



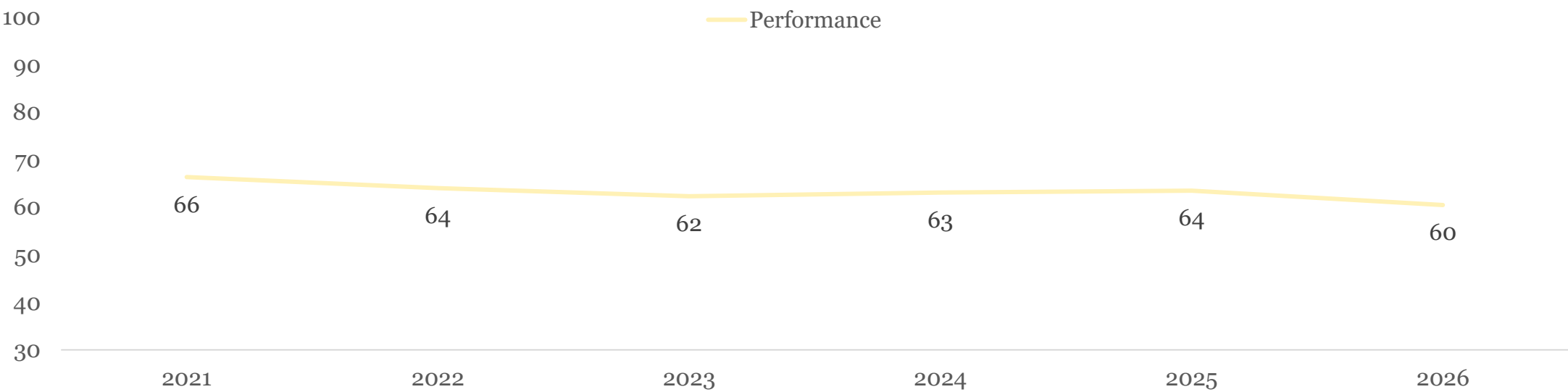
Performance of Service 2026

Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	65	61	66	65	65	67	65	66	64	65	67	63

Difference 2026 vs. 2025

Performance	+2	+2	+2	+2	+0	+3	+1	+3	-	+3	+1	+2
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Council Services – Enforcement of Laws and Regulations



Performance of Service 2026

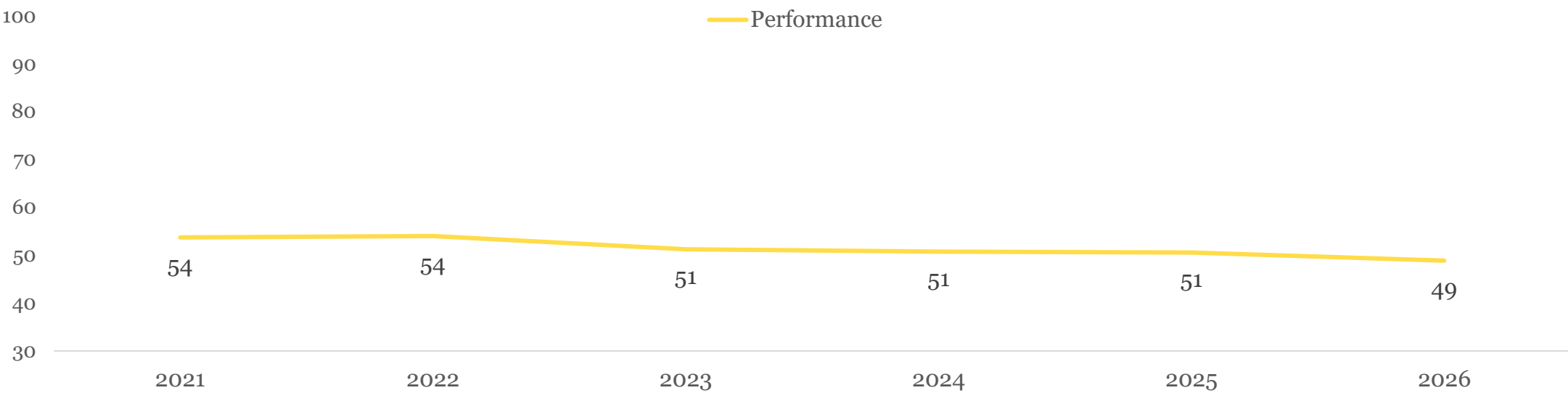
Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	60	56	NA	62	55	64	60	61	60	58	64	60

Difference 2026 vs. 2025

Performance	-3	-3	NA	-3	-7	+2	-3	-0	-5	-5	-3	-
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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 20.

Council Services – Planning and Building Permits



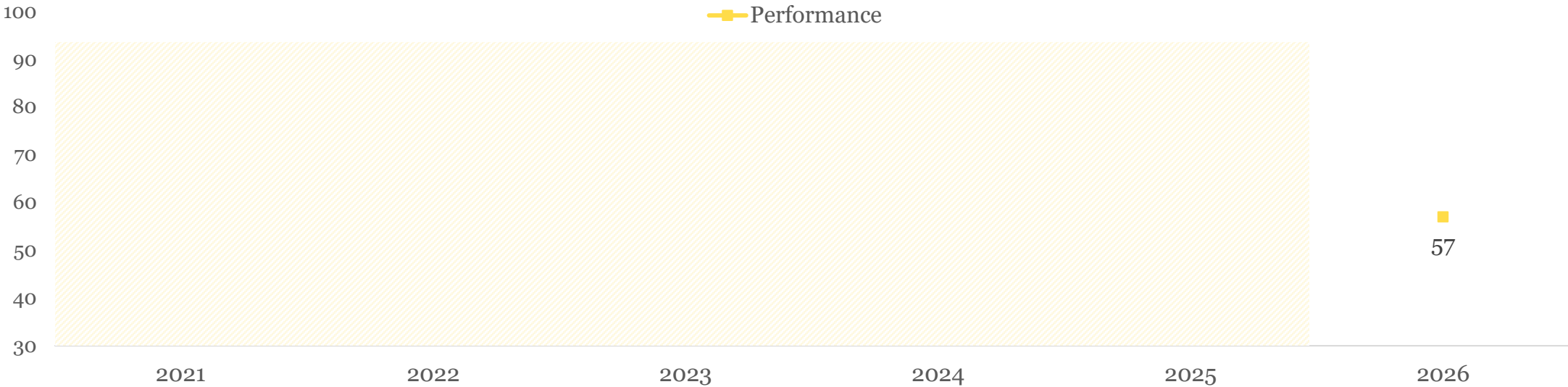
Performance of Service 2026

Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	49	48	NA	53	46	48	47	50	48	50	50	46

Difference 2026 vs. 2025

Performance	-2	+5	NA	-5	-4	+4	-1	-2	-1	-4	-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? Planning and building permits. For base sizes, please refer to slide 20.

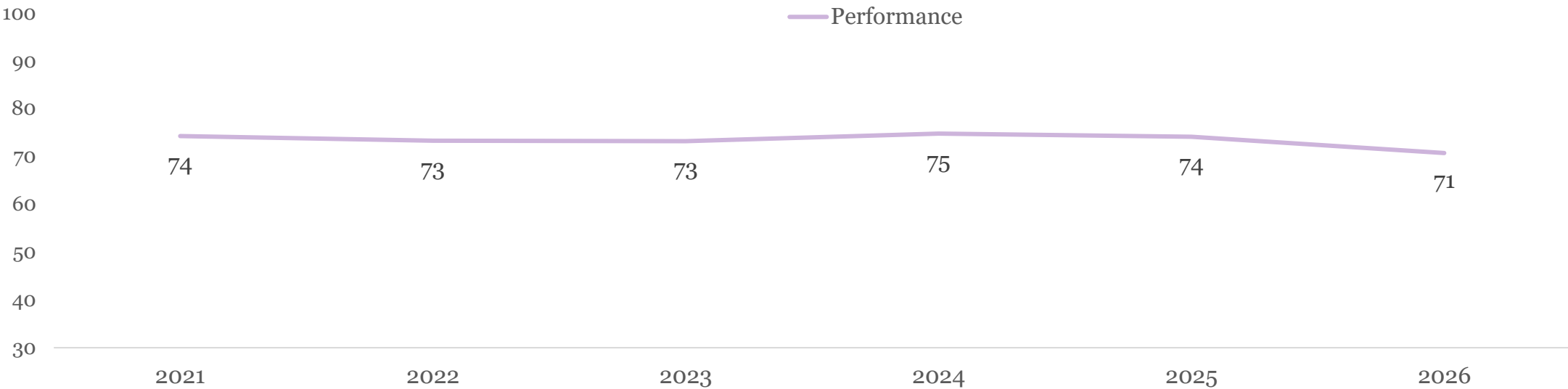


Performance of Service 2026

Average	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	57	54	56	56	55	58	59	56	58	54	59	58

Note: Developing and promoting the local economy has not been historically asked

Council Services – Recreational Facilities



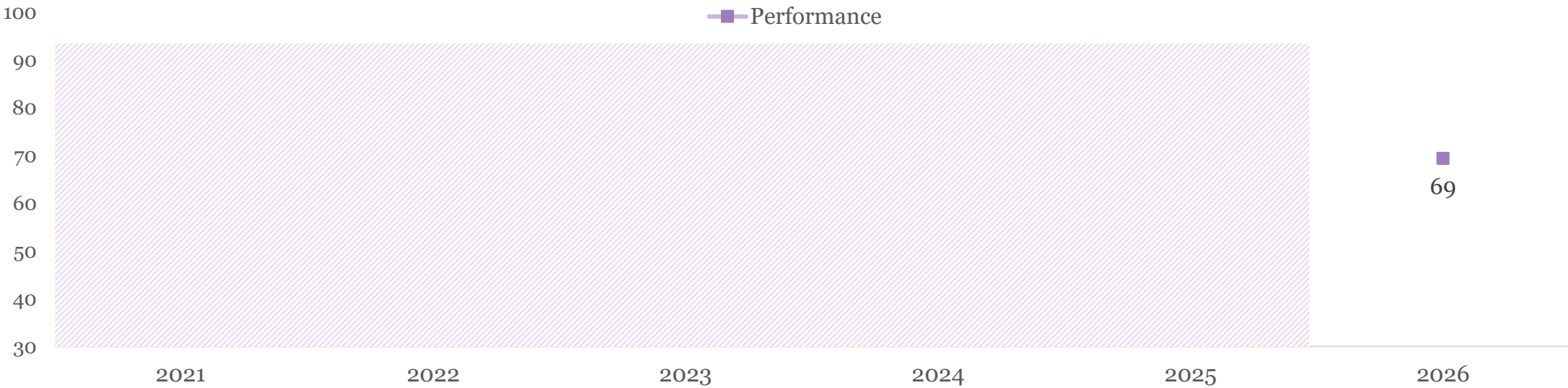
Performance of Service 2026

Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	71	66	71	71	65	75	73	70	71	69	71	71

Difference 2026 vs. 2025

Performance	-1	-2	-1	-2	+0	-2	-0	-4	+2	-5	-7	4
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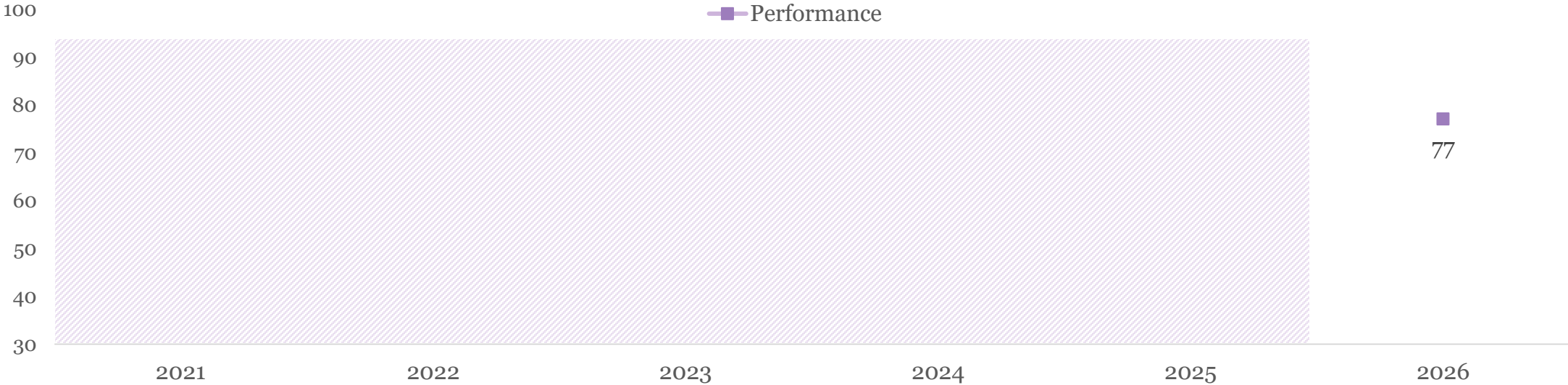
Q1. How important should this be as a responsibility for Council? Q2. how has Council performed on this over the last 12 months? Recreational facilities. For base sizes, please refer to slide 20.



Performance of Service 2026

Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	69	64	NA	66	67	72	74	66	72	65	74	68

Note: Performance of art centres has not been historically asked

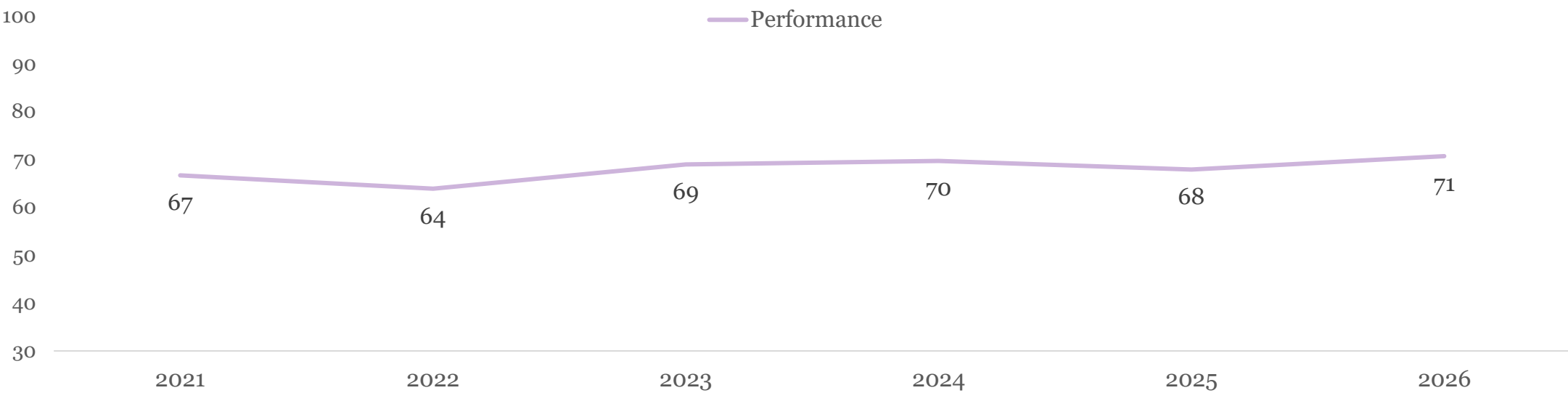


Performance of Service 2026

Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	77	75	79	75	77	78	80	76	78	76	79	76

Note: Performance of libraries has not been historically asked

Council Services – Community Events and Cultural Activities



Performance of Service 2026

Score	Whitehorse CC	State	Metro	18 to 34	35 to 49	50 to 64	65+	Male	Female	Box Hill	Nunawading East	Nunawading West
Performance	71	65	68	66	73	71	73	69	72	67	75	70

Difference 2026 vs. 2025

Performance	+3	-	-1	+1	+5	+3	+1	+3	+2	+1	+5	+3
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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? Community events and cultural activities. For base sizes, please refer to slide 20.



Thank you

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