

# Snap Send Solve



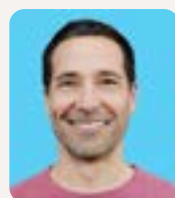
Better  
shared spaces.



# Community Satisfaction Index

2025 Annual Report

# Together, we make communities better



**Danny Gorog,**  
**Snap Send Solve**  
**Founder and CEO**

At Snap Send Solve, we believe every Australian deserves to live in a neighbourhood that is safe, clean and well cared for – and that improving it should be as simple as taking a photo.

What started as a simple tool to report potholes or graffiti has grown into something far more powerful: a national platform for civic participation, a trusted bridge between residents and local government and a reflection of what matters most to communities across Australia.

Using the Snap Send Solve app, members of the public can snap a photo and provide a description of anything needing attention in a public space – from a pothole, a broken street light, graffiti to flood or storm damage – and the appropriate council or service provider, or Solver, is alerted.

Our mission is to make it easy for people to engage with the services that shape their everyday lives – and to ensure that engagement leads to outcomes. Because when residents see solvers respond thoughtfully and consistently, public trust grows, community pride flourishes and the relationship between people and government is strengthened.

That trust is being rewarded. Over the past 12 months, Snap Send Solve users, or Snappers, submitted 1,394,193 reports and Solvers responded with an impressive 88% solve rate. This reflects the dedication of Solvers across the country – working to maintain the places we live, work and play.

At the same time, the way communities expect to interact with government is evolving. As technology transforms every aspect of life, people increasingly prefer accessible, digital channels that offer the same ease and efficiency they experience elsewhere. Snap Send Solve meets that need – and often surpasses other contact methods. Reports submitted through the app are more accurate, more actionable, and more complete – with geo-tagged locations and photo attachments in more than 90% of cases, far exceeding other channels.

This level of detail makes a meaningful difference. When Solvers receive clear reports with precise locations and supporting images, it becomes easier to assess the issue, plan a response and allocate resources effectively. These improvements in the quality of reporting help to support more informed decisions and stronger service outcomes over time. In short, better reports help enable better solving – for both communities and the teams that support them.

**Regards,**  
**Danny Gorog**

## About Snap Send Solve

-  **Founded 2011**
-  **More than 1 million Snappers across Australia and New Zealand**
-  **5 million total Snaps, or reports, across 16 categories**
-  **Helping 850 Solvers, including councils and other organisations**



**Get the Snap Send Solve app and start Snapping**

# 2025 Snap Send Solve Community Satisfaction Index

Welcome to the inaugural Snap Send Solve community satisfaction index annual report.

This report combines survey responses from more than 13,700 Australians with the report ratings of nearly 70,000 Snap Send Solve users to create the most definitive snapshot of how residents view their councils and the local issues that are most important to them.

Snap Send Solve plans to publish the community satisfaction index report annually to give residents a stronger voice about the performance of their councils, provide the councils themselves with invaluable data and insights, and offer an additional resource to guide the support provided by government and service providers.

Councils play such a critical role in supporting communities throughout Australia, and we believe the Snap Send Solve community satisfaction index is an important tool to help guide that work. Snap Send Solve will use the index and supporting data to directly assist councils in engaging with and meeting the needs of their residents.

This report is only possible because of the nearly one million Snap Send Solve users – we call them Snappers – who take the time to photograph and report issues that they see so councils and other services providers – the Solvers – can quickly and more effectively respond. Snap Send Solve encourages more Australians to download the Snap Send Solve app and play their part in making their neighbourhood an even better place to live.

Congratulations to all those councils whose residents and our Snappers have rated the best in the nation and in each state. **This report is only a high-level snapshot of the many insights that we have captured, and we will be reaching out to councils to offer them a more thorough briefing on the data that directly relates to their residents. For a full briefing councils should contact [index@snapsendsolve.com](mailto:index@snapsendsolve.com)**

In the meanwhile, we look forward to using this report and the critical data that our Snappers send us every day to improve our neighbourhoods and enhance community satisfaction with councils across Australia.

 **To view the index online go to [snapsendsolve.com/index-2025](https://snapsendsolve.com/index-2025)**

## About the 2025 Snap Send Solve Community Satisfaction Index

This index is one of the largest snapshots of the Australian community's views of council performance. It combines two rich streams of data:

- 201,200 ratings from 73,919 residents who reported issues on the Snap Send Solve app in 2024 or to May 2025, rating councils for overall resolution, fix quality, speed and communication. The real-time data helps balance memory fade or bias in the point-of-time survey;
- 13,721 survey ratings from respondents on overall satisfaction with their councils and their neighbourhood, and maintenance of services and

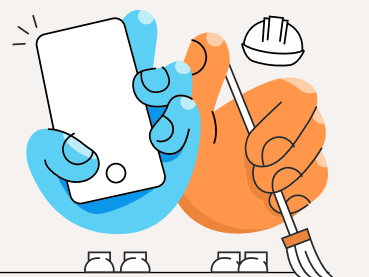
spaces. The dedicated survey that ran in April and May 2025 also asked Australians to nominate the council issues most important to them.

The index is weighted more heavily in favour of the survey results, with Snappers who provided in-app ratings counted once. It uses partial pooling as best statistical practice to stabilise small-council scores.

**For statistical reasons we excluded councils with low survey responses, typically regional municipalities. The index still covers councils servicing 97% of the metropolitan population and 88% of the total population.**



# 2025 Report Highlights



2025 Community Satisfaction Index

 **200,000 Snapper ratings**  
in 2024 and to May 2025 combined with  
**13,700 survey responses**

Index National  
Average

 **61.2%**

Highest  
Ranked State

 **WA 62.7%**

Highest Ranked Council

 **City of Mandurah WA 67.4%**

Highest Ranked CBD Council

 **City of Melbourne 65.5%**

Highest Ranked Metro Council

 **City of Port Adelaide  
Enfield 67.0%**

Index Metro  
Average

 **61.6%**

Index Regional  
Average

 **60.8%**

Highest Residents' Priority Nationally

 **Roads 46.4%**

Highest Metro Residents Priority

 **Parking and Traffic 45.6%**

Highest Regional Residents Priority

 **Roads 59.4%**





National

# Australians give their councils a 61.2% satisfaction rating

Australia has given councils a community satisfaction pass mark of a modest 61.2%, in a comprehensive report of Australians' views of how well their local government is performing and what their focus should be.

Western Australia topped the nation, with its councils recording an index score of 62.7%, followed by South Australia 62.1% and Tasmania 61.6%. The top-ranking council was City of Mandurah in Western Australia with a rating of 67.4%, followed by the City of Port Adelaide Enfield in South Australia 67.0% and the Whitehorse City Council in Victoria 66.8%.

Metropolitan residents at 61.6% were more satisfied with their council than their regional counterparts at 60.8%.

Although the nation's top scoring councils recorded similar ratings, the index provides

a clear statistical ranking. In fact, there was significant diversity across the rankings of all councils included in the index, with a 24% differentiation from highest to lowest. There was also a big variance across council scores within states, demonstrating the divergence in residents' views.

In a survey conducted in April and May 2025, residents also nominated the most important issue for their council. Nationally, respondents named roads as the number one issue, followed by parking and traffic and footpaths and cycling.

Metropolitan residents listed parking and traffic as the most important priority, while regional Australians named roads.

## State by State Index Score

	State	Index Score 0 - 100
	Australia Overall	61.2
1	Western Australia	62.7
2	South Australia	62.1
3	Tasmania	61.6
4	Northern Territory	61.5
5	Queensland	61.2
6	Victoria	60.9
7	New South Wales	60.5
8	Australian Capital Territory	55.5

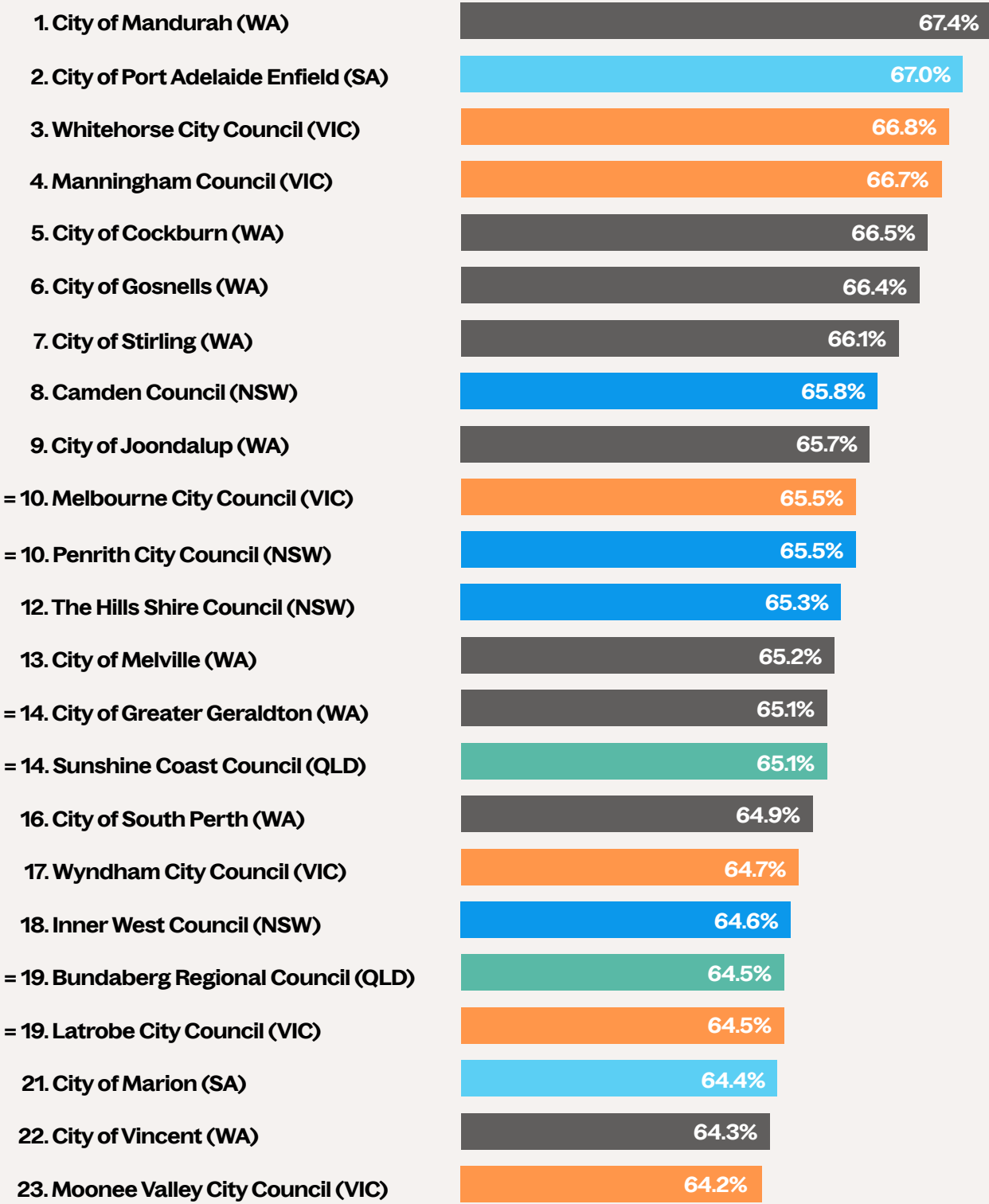


Before



After

## Snap Send Solve 2025 Community Satisfaction Index Top Ranked Councils Nationally





# National Top 5 Priorities Nominated by Residents



**Roads**

**46.4%**



**Footpaths  
and Cycling**

**45.6%**



**Parking  
and Traffic**

**42.1%**



**Parks and  
Gardens**

**39.7%**



**Bin and Rubbish  
Removal**

**32.4%**

Percentage of survey respondents who nominated the priority. Residents were able to nominate more than one priority.



## **Case Study: City of Mandurah**

“We’re absolutely thrilled to be recognised as the top-rated council in Australia in the 2025 Snap Send Solve Community Satisfaction Index. While we always look to improve, this recognition is credit to our hardworking staff and shows that our community values the service and support we provide.”

“Listening to our community and responding to their needs is at the heart of everything we do. Whether it’s through tools like Snap Send Solve, community consultations, or day-to-day conversations with residents, we take feedback seriously. We’re passionate about continuous improvement and making Mandurah people’s lives easier and more enjoyable.”

“This year we celebrated the completion of major upgrades to our beloved Eastern

Foreshore. They complement completed work along the waterfront, including a new skate park, nature playground, a unique estuary pool and more, all in the city’s heart. It’s wonderful to see our community enjoying these beautiful spaces, which in turn help boost our local economy.”

“Our vision is of a thriving city connected to its people and nature. We’re focused on delivering projects that support environmental protection, jobs, community wellbeing and quality public spaces. With nearly 400 parks, more than 600km of paths and over 140 playgrounds to care for, we’re working every day to make Mandurah an even better place to live, work and play.”

**Mayor Caroline Knight,  
City of Mandurah**







## New South Wales and ACT

# Camden named best performing council in New South Wales

New South Wales and ACT residents have marked their councils lower than other states in the inaugural community satisfaction index, with NSW scoring 60.5% and ACT 55.5% respectively.

Four NSW councils still ranked in the top 20, headed by Camden Council with 65.8%, followed by Penrith City 65.5%, The Hills Shire 65.3% and Inner West 64.6%.

Metropolitan NSW councils ranked higher for community satisfaction than regional NSW, scoring 61.3% compared to 59.4%.

Overall, NSW residents named parking and traffic issues as their top priority for councils

to address, followed closely by footpaths and cycling, and then roads. In regional NSW, roads ranked the highest priority.

This compares starkly with the priorities of residents in inner city council areas who ranked bin and rubbish collection as the highest priority.

In the ACT, which is its own self-governing territory, residents rated footpaths and cycling as their top priority, followed by parks and gardens, with improved parking and traffic ranking third.

## Case Study: Camden

“I’m delighted that Camden rated the top NSW council in the 2025 Community Satisfaction Index. The recognition reflects the hard work of our dedicated staff and the active support of our community, who report issues so Camden stays safe, clean and welcoming.

Camden is committed to ensuring concerns are addressed quickly and effectively. Tools like the Snap Send Solve app help residents and visitors share their feedback. They can also contact us on our website, on the phone, through social media, on live chat; or visit us in person. I thank residents for taking the time to provide feedback – it makes a real difference. Together, we are working to maintain and improve the quality of life across Camden.

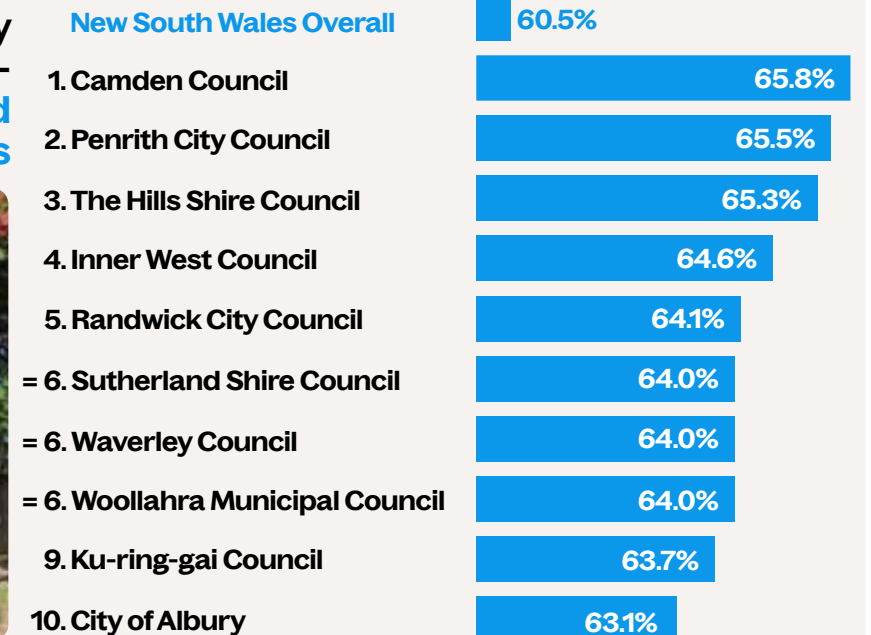
As NSW’s fastest growing municipality, with 32.9% growth in five years, we take pride in the major projects and services we are delivering for the community. Of particular note is the incredible Oran Park Leisure Centre, South West Sydney’s premier leisure and aquatic centre, which opened in October.

Looking ahead, our priorities remain the same – we are focused on our residents and improving amenities and services to best serve our community. We have a \$1 billion Capital Works program to deliver over the next four years, so we’re looking forward to big and exciting things.”

**Cr Ashleigh Cagney, Mayor of Camden**



## 2025 Community Satisfaction Index – Top Ranked New South Wales Councils



## Resident Priorities for Councils – New South Wales Regions

NSW/ACT Regions*	Better Roads	Better Parking and Traffic	Better Footpaths and Cycling	Better Parks and Gardens	Better Bin and Rubbish Removal	Cleaning up Graffiti and Vandalism	Better Sports and Recreation
<b>Australian Capital Territory Overall</b>	36.9%	43.4%	48.6%	44.3%	29.3%	29.6%	16.5%
Australian Capital Territory	36.9%	43.4%	48.6%	44.3%	29.3%	29.6%	16.5%
<b>New South Wales Overall</b>	48.0%	48.9%	48.6%	38.8%	33.8%	24.3%	18.4%
Capital Region	56.5%	36.1%	46.8%	41.4%	25.7%	21.6%	21.4%
Central Coast	56.8%	44.8%	49.4%	39.1%	27.6%	25.5%	21.6%
Coffs Harbour – Grafton	52.3%	42.3%	50.4%	43.3%	34.1%	32.9%	15.4%
Hunter Valley (excluding Newcastle)	56.0%	40.5%	48.3%	45.3%	31.1%	30.1%	19.1%
Illawarra	38.7%	44.1%	54.5%	42.7%	30.0%	29.7%	17.4%
Mid North Coast	57.7%	42.9%	51.0%	38.9%	28.9%	27.1%	15.0%
Murray	44.2%	42.0%	47.7%	37.0%	28.3%	29.3%	18.6%
Newcastle and Lake Macquarie	53.9%	42.4%	50.0%	39.1%	27.6%	24.9%	16.3%
Richmond – Tweed	49.6%	39.6%	45.6%	39.8%	28.9%	27.5%	14.7%
Riverina	46.9%	37.8%	47.3%	39.8%	31.5%	28.4%	16.4%
Southern Highlands and Shoalhaven	63.6%	34.8%	51.0%	37.4%	27.4%	21.2%	17.5%
Sydney – Baulkham Hills and Hawkesbury	52.6%	49.0%	44.3%	41.7%	27.2%	22.9%	19.8%
Sydney – Blacktown	47.5%	52.1%	48.0%	42.8%	34.2%	23.6%	21.7%
Sydney – City and Inner South	28.0%	41.7%	48.1%	34.5%	55.0%	32.2%	13.6%
Sydney – Eastern Suburbs	41.7%	49.0%	43.9%	35.8%	29.9%	22.9%	11.8%
Sydney – Inner South West	49.3%	57.7%	43.5%	40.2%	39.8%	25.8%	19.8%
Sydney – Inner West	37.4%	50.1%	47.4%	35.8%	39.2%	29.1%	12.0%
Sydney – North Sydney and Hornsby	41.0%	42.3%	50.5%	32.7%	28.4%	26.8%	18.2%
Sydney – Northern Beaches	53.7%	45.6%	43.4%	36.9%	34.0%	29.5%	17.2%
Sydney – Outer South West	47.5%	42.4%	44.2%	41.5%	35.8%	29.0%	18.3%
Sydney – Outer West and Blue Mountains	52.5%	45.7%	45.0%	39.8%	33.5%	32.1%	18.0%
Sydney – Parramatta	44.2%	52.7%	46.3%	40.5%	41.1%	23.0%	18.8%
Sydney – Ryde	40.0%	42.8%	47.8%	36.3%	32.3%	29.0%	16.7%
Sydney – South West	47.7%	51.7%	46.1%	47.7%	37.0%	25.3%	20.9%
Sydney – Sutherland	41.3%	51.6%	45.3%	38.1%	23.7%	31.9%	18.4%

Graphic shows percentage of surveyed residents who chose the particular priority. Residents were able to nominate more than one priority.

\*Australian Bureau of Statistics SA4 regions



## Queensland

# Sunshine Coast Council ranked best Queensland council

Sunshine Coast Council was voted the top ranked Queensland council by residents with a score of 65.1%, followed closely by another regional council Bundaberg Regional with 64.5% and Brisbane City third with 63.3%.

Overall, Queensland councils ranked fifth among states for community satisfaction, scoring 61.2%.

Queensland residents voted roads as the top priority for councils, scoring 55.7%, ahead of footpaths and cycling 48.8%, and parks and gardens 42.5%.

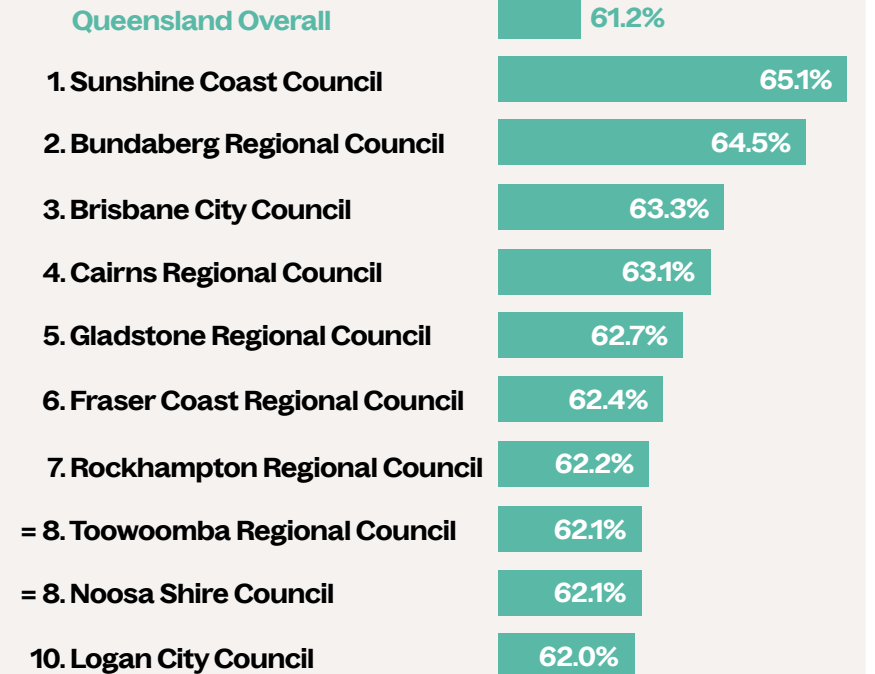
Residents in Ipswich, Mackay and Townsville regions were the most concerned about the state of their roads, while people in Brisbane's



south, as well as the Wide Bay area, rated footpaths and cycling as highest priority.

This trend reflected in the overall metropolitan and regional rankings, with Brisbane people nominating footpaths and cycling as their number one priority with 56.6%, while regional Queenslanders voted for roads with 58.1%.

## 2025 Community Satisfaction Index – Top Ranked Queensland Councils



## Resident Priorities for Councils – Queensland Regions

Queensland Regions*	Better Roads	Better Parking and Traffic	Better Footpaths and Cycling	Better Parks and Gardens	Better Bin and Rubbish Removal	Cleaning up Graffiti and Vandalism	Better Sports and Recreation
Queensland Overall	55.7%	40.0%	48.8%	42.5%	20.8%	19.3%	15.3%
Brisbane – East	51.9%	48.6%	48.4%	44.9%	30.8%	25.4%	17.5%
Brisbane – South	44.7%	43.5%	56.9%	42.0%	23.8%	19.2%	14.0%
Cairns	51.5%	36.1%	46.6%	37.1%	31.5%	28.9%	14.8%
Central Queensland	53.5%	35.8%	42.6%	41.8%	32.1%	20.7%	18.8%
Darling Downs – Maranoa	51.3%	38.4%	47.5%	41.2%	31.6%	26.1%	19.0%
Gold Coast	45.6%	48.5%	44.2%	36.7%	27.0%	27.3%	15.5%
Ipswich	63.4%	41.0%	48.1%	49.0%	27.9%	19.6%	15.0%
Logan – Beaudesert	57.4%	45.0%	48.6%	39.8%	29.0%	27.5%	14.6%
Mackay – Isaac – Whitsunday	60.6%	37.0%	47.6%	42.5%	27.3%	26.1%	19.3%
Moreton Bay – South	54.4%	41.5%	42.3%	43.3%	18.1%	24.4%	17.0%
Sunshine Coast	41.5%	48.7%	46.3%	37.2%	20.8%	22.6%	12.8%
Toowoomba	49.3%	39.9%	47.5%	35.9%	25.1%	24.0%	15.2%
Townsville	60.3%	32.0%	45.1%	43.6%	23.3%	22.7%	16.2%
Wide Bay	48.4%	36.5%	50.0%	38.1%	19.7%	17.7%	14.3%

Graphic shows percentage of surveyed residents who chose the particular priority. Residents were able to nominate more than one priority.

\*Australian Bureau of Statistics SA4 regions



## Case Study: Snapper Graeme Corrianne

“I live in Moreton Bay and used Snap Send Solve to report damage to cabling on a pole caused by strong wind. The problem was attended to in less than a day after my Snap Send Solve report. I had first tried dealing with the service providers directly and only got frustrated; councils and service providers need to be more organised than this.

**By comparison, Snap Send Solve seems to be very efficient.”**

**Graeme Corrianne, Moreton Bay Resident**







## Victoria

# Whitehorse and Manningham among top five highest rated councils nationally

Victorian councils lag the national average in the Snap Send Solve 2025 Community Satisfaction Index, with an average rating of 60.9%.

Despite overall ranking sixth among states, Whitehorse 66.8% and Manningham 66.7% are both among the top five highest rated individual councils across the country, with City of Melbourne finishing equal 10th, scoring 65.5%.

Regional councils collectively scored slightly higher than their metropolitan counterparts with an average rating of 61.2% versus 60.7%.

Roads was clearly rated the highest priority by residents, scoring 47.4%, particularly in outer metropolitan and regional areas including Mornington Peninsula, Hume, Geelong, Ballarat, Warrnambool and Southwest, Bendigo and Latrobe.

Conversely, Inner Melbourne residents bucked the trend, nominating graffiti and vandalism, scoring 51.1%, as their highest priority, followed by footpaths and cycling.

Rubbish and bins was nominated by residents as the biggest priority in North West Melbourne.



## Case Study: Whitehorse City

“Whitehorse City Council is committed to making things easier for our community, including by investing in technology to improve customer experience. Snap Send Solve is a great example of simplifying a process, making it easier to report an issue.

This is the third time our community has rated Whitehorse as the top-rated Victorian council on Snap Send Solve, and I’m pleased to see we’re also ranked among the top 3 Councils nationally.

It’s fantastic to see the community is utilising the app and receiving great service. These

results are a credit to our dedicated council officers for upholding such high standards.

Our residents take great pride in their neighbourhoods, resulting in a year-on-year increase in reports. In 2024, our teams responded to more than 24,000 reports via Snap Send Solve with the highest number related to dumped rubbish.

I’d like to thank our community for helping us make sure Whitehorse remains a great place to be.”

**Mayor Andrew Davenport,**  
**Whitehorse City Council**



## 2025 Community Satisfaction Index – Top Ranked Victorian Councils



Whitehorse City

### Victoria Overall

1. Whitehorse City Council

2. Manningham Council

3. City of Melbourne

4. Wyndham City Council

5. Latrobe City Council

6. Moonee Valley City Council

7. Maroondah City Council

8. Surf Coast Shire Council

9. City of Boroondara

10. City of Greater Dandenong

Index Score 0 - 100

60.9%

66.8%

66.7%

65.5%

64.7%

64.5%

64.2%

63.9%

63.5%

63.3%

63.2%

## Resident Priorities for Councils – Victorian Regions

Victorian Regions*	Better Roads	Better Parking and Traffic	Better Footpaths and Cycling	Better Parks and Gardens	Better Bin and Rubbish Removal	Cleaning up Graffiti and Vandalism	Better Sports and Recreation
Victoria Overall	47.4%	42.9%	42.6%	37.7%	38.1%	38.3%	16.1%
Ballarat	57.7%	35.3%	49.4%	38.9%	24.7%	38.0%	14.9%
Bendigo	51.2%	40.2%	46.1%	40.4%	32.3%	31.4%	14.8%
Geelong	58.3%	43.5%	44.5%	36.4%	31.3%	34.1%	18.8%
Hume	60.1%	39.2%	46.2%	34.9%	29.6%	26.3%	17.5%
Latrobe – Gippsland	58.3%	41.9%	40.2%	31.8%	25.5%	29.5%	18.1%
Melbourne – Inner	27.1%	43.0%	44.4%	35.5%	42.2%	51.1%	12.2%
Melbourne – Inner East	41.3%	47.2%	44.5%	38.4%	29.2%	37.4%	16.0%
Melbourne – Inner South	44.0%	44.2%	44.5%	35.6%	34.5%	32.3%	12.9%
Melbourne – North East	39.9%	41.9%	43.5%	43.9%	44.9%	37.8%	17.5%
Melbourne – North West	43.5%	49.1%	41.8%	40.0%	49.5%	37.8%	17.2%
Melbourne – Outer East	49.9%	38.1%	42.8%	35.5%	32.6%	39.0%	15.1%
Melbourne – South East	48.1%	44.7%	40.7%	42.5%	40.6%	33.9%	16.9%
Melbourne – West	46.0%	46.9%	42.4%	40.8%	40.1%	31.4%	19.3%
Mornington Peninsula	62.8%	35.5%	40.4%	34.4%	30.1%	43.4%	15.3%
North West	51.0%	36.5%	45.2%	36.1%	33.1%	32.7%	14.7%
Shepparton	51.2%	37.4%	44.7%	36.9%	33.6%	27.9%	16.2%
Warrnambool and South West	52.2%	40.6%	47.4%	37.4%	33.6%	27.9%	17.0%

Graphic shows percentage of surveyed residents who chose the particular priority. Residents were able to nominate more than one priority. \*Australian Bureau of Statistics SA4 regions





# City of Port Adelaide Enfield rated Australia's second best performing council

South Australia recorded the second highest Community Satisfaction Index ranking, scoring 62.1% overall.

It was led by the City of Port Adelaide Enfield which was rated the second best council in Australia, with a community satisfaction score of 67.0%. City of Marion was the other South Australian council to feature in the national rankings, with a score of 64.4%.

Metropolitan councils ranked slightly higher than regional South Australian councils, scoring 62.3% versus 60.1%.

Footpaths and cycling was voted by residents as the highest priority for South Australian councils, especially in Adelaide Central and Hills region, followed by parking and traffic in second place, with roads rating third. Roads was the highest priority in South East region of the state.

Parks and gardens ranked high among the priorities of residents in Adelaide's North and South regions.

## Case Study: Port Adelaide Enfield

“At the City of Port Adelaide Enfield, we pride ourselves on our quick response to community matters, so it's fantastic that our hard-working staff have been recognised in this way.

Our community plays a vital role as our eyes on the street and their active reporting is invaluable. By embracing technology like the Snap Send Solve app, our community can quickly raise an issue and provide an exact location, so we can find a solution and act as soon as possible.

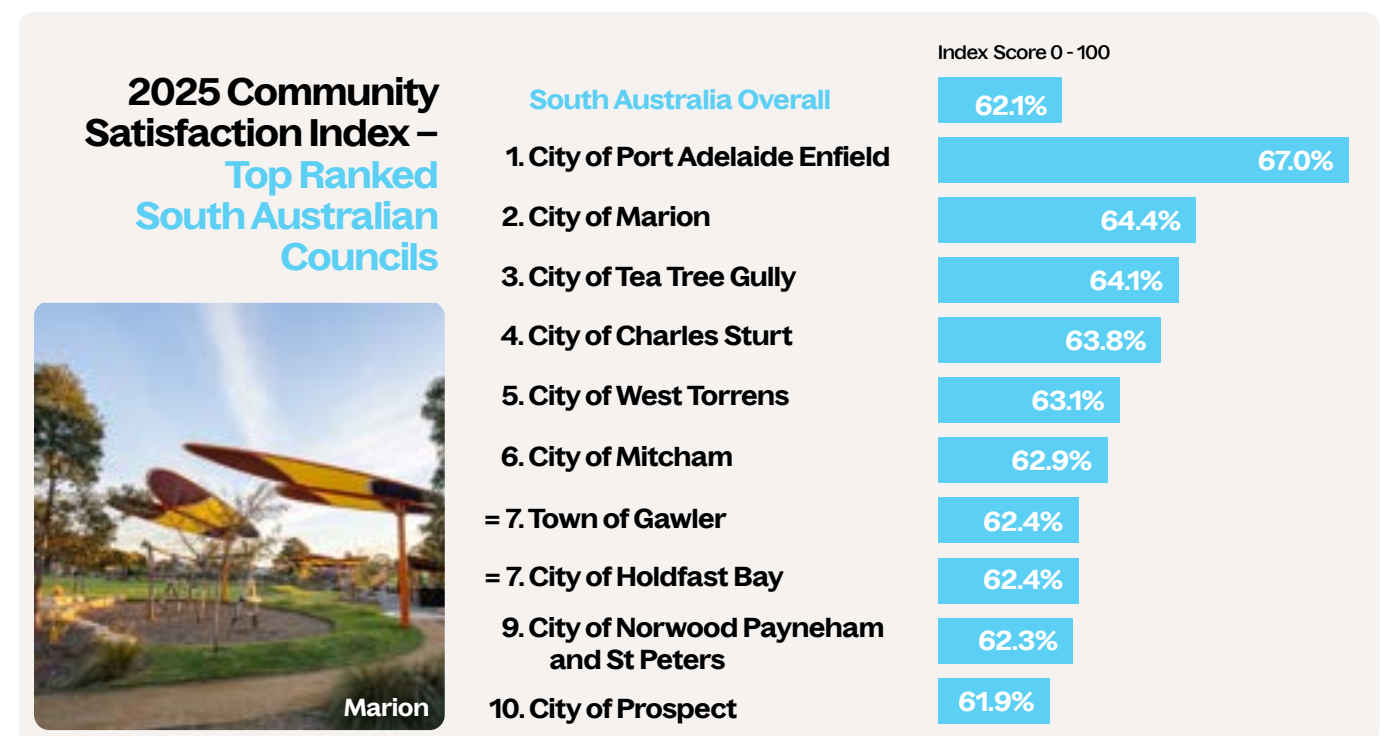
Their reports often feed into longer term planning too, especially regarding infrastructure

maintenance. For example, we may notice a spike in reported potholes in an area which will then feed into our longer-term asset management planning.

We are modernising how we do things across the entire organisation, including currently upgrading our back-end systems to a quicker, simpler, and all-in-one digital approach that will further improve the process.

Keep snapping and sending, and we'll keep solving!”

Claire Boan, City of Port Adelaide Enfield Mayor



## Resident Priorities for Councils – South Australian Regions

South Australian Regions*	Better Roads	Better Parking and Traffic	Better Footpaths and Cycling	Better Parks and Gardens	Better Bin and Rubbish Removal	Cleaning up Graffiti and Vandalism	Better Sports and Recreation
South Australia Overall	39.6%	42.8%	51.1%	39.0%	28.4%	24.5%	14.3%
Adelaide – Central and Hills	45.7%	44.6%	53.0%	37.2%	31.0%	25.2%	15.9%
Adelaide – North	42.7%	43.3%	48.9%	41.1%	30.4%	25.7%	15.3%
Adelaide – South	43.3%	43.1%	49.0%	41.7%	25.7%	31.0%	15.7%
Adelaide – West	32.9%	41.1%	45.4%	38.2%	32.3%	24.6%	14.3%
South Australia – South East	49.6%	40.8%	49.1%	36.8%	32.2%	25.7%	14.2%

Graphic shows percentage of surveyed residents who chose the particular priority. Residents were able to nominate more than one priority.

\*Australian Bureau of Statistics SA4 regions





# City of Mandurah – highest ranked council in Australia

Western Australia was the clear highest rated state in the inaugural Snap Send Solve community sentiment index, with an overall rating of 62.7%.

Not only did the City of Mandurah take the title as the highest ranked council in Australia with 67.4%, four other Western Australian councils feature in the top 10: City of Cockburn 66.5% finished fifth, City of Gosnells with 66.4% finished sixth, City of Stirling with 66.1% finished seventh and City of Joondalup with 65.7% was ranked ninth overall.

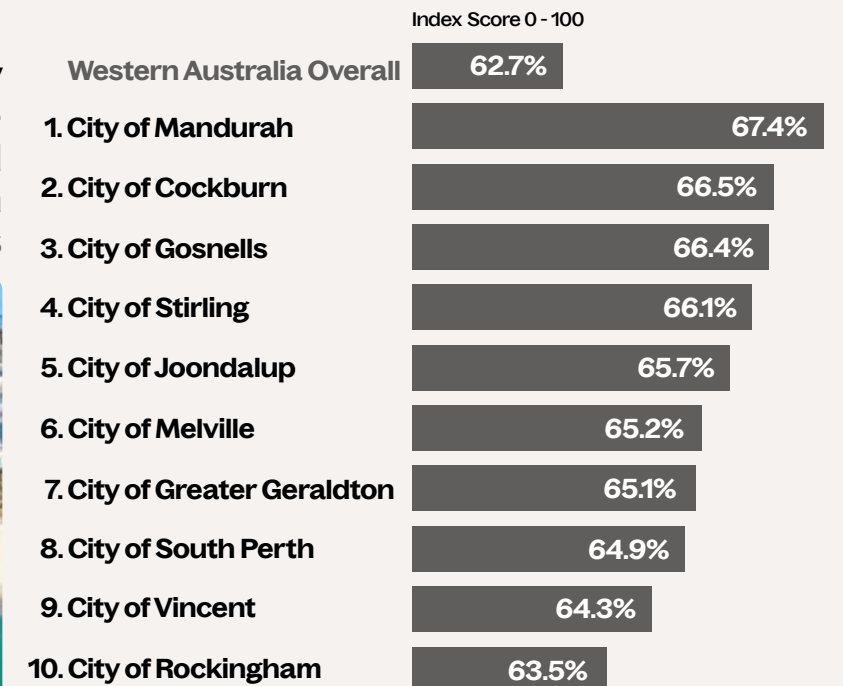
Western Australians signalled their love of open spaces, voting parks and gardens as

the highest priority for local government, with an overall rating of 45.1%. Parks and gardens rated highest in Perth's North East, South East and South West.

Metropolitan councils slightly outperformed regional WA councils, with scores of 63% compared to 62.1%.

Although roads were a lower priority for Western Australians overall, they still rated highly in both North and South outback regions of Australia's biggest state.

## 2025 Community Satisfaction Index – Top Ranked Western Australian Councils



## Resident Priorities for Councils – Western Australian Regions

Western Australian Regions*	Better Roads	Better Parking and Traffic	Better Footpaths and Cycling	Better Parks and Gardens	Better Bin and Rubbish Removal	Cleaning up Graffiti and Vandalism	Better Sports and Recreation
Western Australia Overall	21.8%	36.1%	39.3%	45.1%	35.0%	30.6%	18.0%
Bunbury	40.3%	39.4%	45.7%	37.4%	30.0%	25.2%	15.5%
Mandurah	34.8%	43.1%	43.0%	40.9%	29.7%	28.1%	15.6%
Perth – Inner	34.0%	41.5%	42.0%	32.7%	29.3%	35.3%	14.5%
Perth – North East	23.4%	39.3%	38.0%	47.0%	39.1%	28.3%	20.6%
Perth – North West	23.8%	35.9%	41.1%	42.9%	31.6%	34.4%	15.4%
Perth – South East	31.5%	38.7%	42.0%	46.7%	37.2%	25.5%	19.3%
Perth – South West	25.4%	38.3%	39.9%	44.0%	34.7%	34.2%	14.5%
Western Australia – Outback (North)	45.6%	37.3%	45.2%	42.7%	32.8%	33.2%	19.5%
Western Australia – Outback (South)	46.1%	35.6%	46.4%	43.0%	32.5%	30.4%	20.4%

Graphic shows percentage of surveyed residents who chose the particular priority. Residents were able to nominate more than one priority.

\*Australian Bureau of Statistics SA4 regions



## Case Study: Snapper Jean Mckay

“I live in Fremantle but I have used Snap Send Solve to resolve issues outside of my council area – as well as the immediacy of being able to send a photo, one of the benefits of the app is that it doesn't require knowledge of exactly which service provider or person to contact. I have reported damage to public amenities and dumped rubbish requiring collection and the councils involved have responded excellently – Jerramungup, Cockburn and East Fremantle.

**I encourage other residents to use Snap Send Solve because it means there's more eyes out in the community, it leads to action and gets results when problems occur. Councils seems to have processes in place to respond.”**

Jean Mckay, Fremantle Resident







## Tasmania

# Kingborough voted highest performing council

Tasmanian councils rated strongly in the community sentiment index, ranking third overall with an average rating of 61.6%.

While no Tasmanian council rated in the top 20 nationally, Kingborough was the highest rated council in the island state scoring 62.7%, with Launceston second with 62.5%, West Tamar Council third with 62.3% and Hobart City in fourth with 62.0%.

Tasmanian regional councils scored 61.8% compared to metropolitan councils with 61.3%.

Overall, residents rated footpaths and cycling as the top priority for their councils, led by



residents in the Launceston and North East region, as well as Hobart, followed by parks and Gardens. Alternatively, residents in the more rural West and North West regions nominated roads as their highest priority for councils, followed by parking and traffic.

## 2025 Community Satisfaction Index – Top Ranked Tasmanian Councils



Index Score 0 - 100

<b>Tasmania Overall</b>	<b>61.6%</b>
<b>1. Kingborough Council</b>	<b>62.7%</b>
<b>2. City of Launceston</b>	<b>62.5%</b>
<b>3. West Tamar Council</b>	<b>62.3%</b>
<b>4. City of Hobart</b>	<b>62.0%</b>
<b>5. Latrobe Council</b>	<b>61.8%</b>
<b>6. Glenorchy City</b>	<b>61.5%</b>
<b>7. Burnie City Council</b>	<b>60.8%</b>
<b>8. City of Clarence</b>	<b>59.2%</b>

## Resident Priorities for Councils – Tasmanian Regions

Tasmanian Regions*	Better Roads	Better Parking and Traffic	Better Footpaths and Cycling	Better Parks and Gardens	Better Bin and Rubbish Removal	Cleaning up Graffiti and Vandalism	Better Sports and Recreation
<b>Tasmania Overall</b>	42.3%	41.1%	50.7%	47.1%	27.0%	33.5%	17.6%
Hobart	45.4%	40.1%	51.8%	45.5%	28.7%	33.0%	18.3%
Launceston and North East	41.9%	42.8%	52.6%	46.1%	28.1%	31.5%	18.1%
West and North West	43.7%	42.3%	40.9%	41.8%	30.7%	32.2%	14.9%

Graphic shows percentage of surveyed residents who chose the particular priority. Residents were able to nominate more than one priority.

\*Australian Bureau of Statistics SA4 regions



## Case Study: Snapper John Laughlin

“I’ve used Snap Send Solve to report multiple potholes that were a danger to traffic, especially cyclists, and fallen trees that were blocking mountain bike and walking tracks. The app is great and so simple to use. You can tag the exact location and upload a photo so the receiver can see the exact nature of the problem and send the appropriate resources to solve it first time, without a preliminary inspection visit. My reports have gone to the right person each time and been solved within a day.

In my area the roads are split between council and state management and the walking tracks are managed by Parks and Wildlife, Clarence Council or private landowners. The app determines the appropriate service provider based on the location, saving a lot of time and hassle, and I don’t have to work out who is responsible. I’m a big fan and have got my wife using it too! If other residents used the Snap Send Solve app they could be part of the solution. It’s a very easy way to help your local community!”

**John Laughlin,**  
Clarence City Council Resident







## Northern Territory

# City of Darwin highest rated Top End council

Northern Territory councils overall ranked fourth nationally in the consumer sentiment index, with a rating of 61.5%.

The City of Darwin was the top rated Top End council, scoring 63.0%, with Katherine Town second with 61.5%, followed by Alice Springs with 59.9%.

With Darwin topping the poll, metropolitan residents clearly rated their councils higher than regional counterparts, with an average rating of 63.0% compared to 60.7%.



Footpaths and cycling was ranked highest priority for councils in the Northern Territory, followed by parks and gardens, and roads.



Darwin



## Case Study: Snapper Jenny Duggan

“I use Snap Send Solve because it is quick, easy and convenient when you are on the move. I’ve reported a wide range of issues – rubbish, abandoned trolleys, broken sprinklers, overgrown vegetation, public lights not working, damaged Telstra pits, graffiti on public buildings, leaking pipes and damaged street signs.

The responsible service providers have generally done a great job attending to the reports I’ve sent in. This includes Katherine council which does a good job, but like everyone they need more staff to keep up the good work!

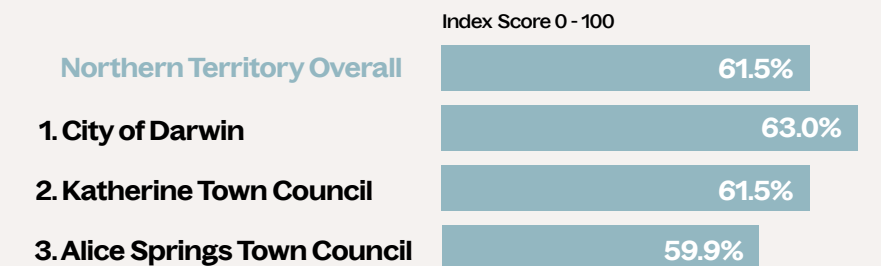
**I’d recommend others to use Snap Send Solve – it gets your issue directly to the right department and its quick and easy to use, even with gloves on!”**

**Jenny Duggan,  
Northern Territory Resident**



Katherine

## 2025 Community Satisfaction Index – Top Ranked Northern Territory Councils



## Resident priorities for Councils – Northern Territory Regions

Northern Territory Regions*	Better Roads	Better Parking and Traffic	Better Footpaths and Cycling	Better Parks and Gardens	Better Bin and Rubbish Removal	Cleaning up Graffiti and Vandalism	Better Sports and Recreation
Northern Territory Overall	36.1%	33.2%	51.6%	42.6%	32.0%	33.4%	18.4%
Darwin	37.5%	35.3%	51.6%	39.5%	30.0%	31.6%	17.5%
Northern Territory – Outback	42.0%	37.9%	46.9%	44.3%	34.8%	32.9%	18.0%

Graphic shows percentage of surveyed residents who chose the particular priority. Residents were able to nominate more than one priority.

\*Australian Bureau of Statistics SA4 regions



# Snap Send Solve – The year that was

Snap Send Solve experienced a year of significant growth to June 2025, thanks to the efforts of the many community-minded Snappers who used the app in Australia to make almost 1.4 million reports, up 22.7% year on year, to councils and other service providers.

Nationally, rubbish and bins recorded the most reports, 280,310, followed by parking and cars, 209,814, and abandoned trolleys, 159,456. While rubbish and bins attracted the most reports in Victoria, South Australia and Western Australia, issues with trees topped the list in Tasmania and the Northern Territory, parking and cars in NSW, abandoned trolleys in ACT and roads and signage in Queensland.

The fastest growing category was public transport, which covers issues related to everything from trains, buses, trams and even ferries, as well as stations, stops and thoroughfares. One of the newest forms of public transport, scooters, also contributed significantly to the rise in reports in this category.

Roads and signage, rubbish bins and graffiti and vandalism were the next fastest growing categories. Reports of issues with trees, noise pollution and pit and equipment grew the slowest in the year to June 2025.

## Solver: Yarra Valley Water

“Partnering with Snap Send Solve has made it easier for our customers to report any faults they see. It also provides us with useful visual information to help us respond to the problem. Snap Send Solve are always looking to improve the customer experience and ensure people can easily report faults/issues impacting their local community.

A major benefit we’ve seen from using Snap Send Solve is that people are much more likely to report minor leaks than if their only option was to call us. This often means we are able to fix a fault before it becomes a larger leak, and therefore helps us minimise any disruptions.

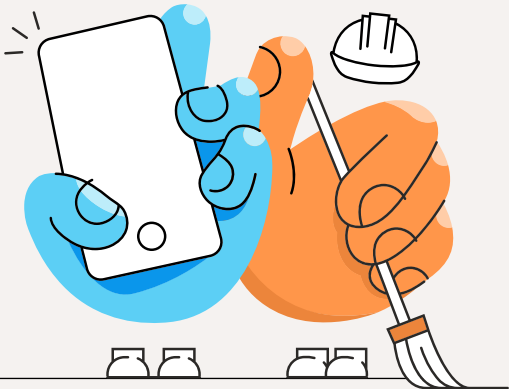
It is also easy triage reports to other authorities when not a YVW asset.

Last summer was particularly busy for us in terms of repairs. Conditions were hot and dry, which increases the likelihood of leaks and faults. Having a quick and easy way for people to report any faults through Snap Send Solve helped us to prioritise repairs during this period and ensured we could continue providing customers with the best service possible.”

**Stephen Pepping,**  
Yarra Valley Water Service  
Interactions Manager



Number of reports by Snappers  
to Snap Send Solve,  
12 months to June 2025  
**1,394,193 reports  
in Australia  
up 22.7% year on year**



## Most reports by category, nationally

 Rubbish and Bins  
**280,310**

 Parking and Cars  
**209,814**

 Abandoned Trolleys  
**159,456**

 Trees  
**153,702**

 Roads and Signage  
**100,173**



Top 5 reports by category, state by state

Australian Capital Territory

- 1. Abandoned Trolleys
- 2. Parking and Cars
- 3. Pit and Equipment
- 4. Rubbish and Bins
- 5. Trees

Northern Territory

- 1. Trees
- 2. Parks and Council Facilities
- 3. Rubbish and Bins
- 4. Roads and Signage
- 5. Parking and Cars

South Australia

- 1. Rubbish and Bins
- 2. Trees
- 3. Abandoned Trolleys
- 4. Parking and Cars
- 5. Pit and Equipment

Victoria

- 1. Rubbish and Bins
- 2. Parking and Cars
- 3. Trees
- 4. Abandoned Trolleys
- 5. Feedback and General Requests

New South Wales

- 1. Parking and Cars
- 2. Rubbish and Bins
- 3. Abandoned Trolleys
- 4. Roads and Signage
- 5. Trees

Queensland

- 1. Roads and Signage
- 2. Parking and Cars
- 3. Trees
- 4. Parks and Council Facilities
- 5. Rubbish and Bins

Tasmania

- 1. Trees
- 2. Parking and Cars
- 3. Water and Sewer
- 4. Roads and Signage
- 5. Rubbish and Bins

Western Australia

- 1. Rubbish and Bins
- 2. Parking and Cars
- 3. Abandoned Trolleys
- 4. Parks and Council Facilities
- 5. Trees



The hot list: Fastest growth in reports for the year to June 2025 compared to the previous 12 months, by percentage

👍 Public Transport	43.5%
👍 Roads and Signage	36.2%
👍 Rubbish and Bins	34.5%
👍 Graffiti and Vandalism	27.5%
👍 Parks and Council Facilities	27.1%
👍 Parking and Cars	26.7%
👍 Animals and Pests	24.3%

Slowest growing categories

👎 Community	21.3%
👎 Water and Sewer	20.7%
👎 Abandoned Trolleys	20.6%
👎 Pavement and Footpath	18.5%
👎 Trees	18.4%
👎 Noise and Pollution	14.0%
👎 Pit and Equipment	8.9%



Get the Snap Send Solve app and start Snapping





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Councils seeking  
a briefing or more  
information about this  
report can contact  
[index@snapsendsolve.com](mailto:index@snapsendsolve.com)

