LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY CARDINIA SHIRE COUNCIL

2017 RESEARCH REPORT

COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND PLANNING ON BEHALF OF VICTORIAN COUNCILS

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BACKGROUND AND OBJECTIVES



Welcome to the report of results and recommendations for the 2017 State-wide Local Government Community Satisfaction Survey for Cardinia Shire Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

The main objectives of the survey are to assess the performance of Cardinia Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING



This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Cardinia Shire Council.

Survey sample matched to the demographic profile of Cardinia Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 10% mobile phone numbers to cater to the diversity of residents within Cardinia Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Cardinia Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2017.

The 2017 results are compared with previous years, as detailed below:

- 2016, n=400 completed interviews, conducted in the period of 1st February 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May 30th June.

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

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

SURVEY METHODOLOGY AND SAMPLING



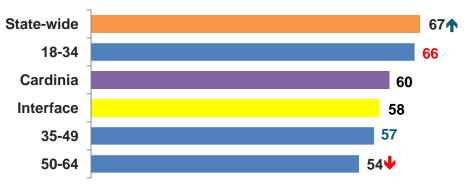
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- The state-wide result is significantly <u>higher</u> than the overall result for the council.
- The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2016. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2016.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2016.

Overall Performance – Index Scores (example extract only)



FURTHER INFORMATION



Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in Appendix B, including:

- Background and objectives
- Margins of error
- Analysis and reporting
- Glossary of terms

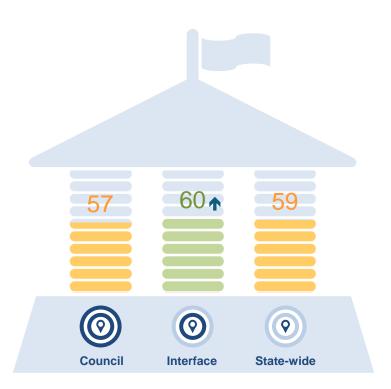
Contacts

For further queries about the conduct and reporting of the 2017 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

KEY FINDINGS & RECOMMENDATIONS



CARDINIA SHIRE COUNCIL



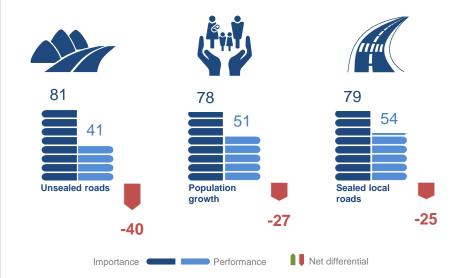
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT





OVERALL PERFORMANCE



The **overall performance index score of 57** for Cardinia Shire Council represents a three point **decline** on the 2016 result. This continues the downward trend in overall performance observed from the peak index score of 63 in 2014. Overall performance ratings have returned to their lowest level, equal to the 2012 index score.

- Cardinia Shire Council's overall performance is two points below the average rating for councils State-wide and is statistically significantly lower (at the 95% confidence interval) than the average rating for councils in the Interface group (index scores of 59 and 60 respectively).
- Perceptions of overall performance have decreased among all demographic and geographic subgroups with the exception of residents aged 50 to 64 years.
- Residents of the Growth area (index score of 60, down four points from 2016) and 18 to 34 year olds (index score of 58, down nine points from 2016) rate overall performance *significantly lower* in 2017.

Residents are three times as likely to rate Cardinia Shire Council's overall performance as 'good' (very good or good, 41%) than 'poor' (very poor or poor, 14%). Another 43% sit mid-scale providing an 'average' rating.

OVERVIEW OF CORE PERFORMANCE MEASURES



Review of the core performance measures (as shown on page 18) shows that Cardinia Shire Council's **performance on five of the seven measures has experienced a decline** compared to Council's own results in 2016 (although on four of these measures the decline is not significant).

- Overall council direction and customer service comprise the exceptions. In the case of council direction (index score of 51), Cardinia Shire Council's performance rating is equal to that of the 2016 result. Performance ratings in the area of customer service have improved (index score of 66, two points higher than 2016).
- Perceptions of consultation and engagement have declined significantly in the past 12 months, dropping five points to an index score of 49. This result is also significantly lower than the average ratings for councils State-wide and in the Interface group (index scores of 55 and 53 respectively).
- Cardinia Shire Council's **lobbying** performance (index score of 51) is also significantly lower than both the State-wide and Interface group council averages (both 54).

Cardinia Shire Council performs best in the area of **customer service** (index score of 66). **However, the current rating remains lower than that achieved in the past** (index score of 73 in 2015 and 2013).

- Two thirds (65%) of Cardinia Shire Council residents have had recent contact with Council.
- Over a quarter (28%) rate Council's customer service as 'very good', with a further 34% rating customer service as 'good'. There are no significant differences in perceptions of customer service by demographic or geographic sub-groups.

AREAS WHERE COUNCIL IS PERFORMING WELL



Beyond customer service, another area where Cardinia Shire Council is well regarded is waste management. With a performance index score of 70, it is the highest rated individual service area among residents. This is despite experiencing a *significant* four point decline on the 2016 result.

- This decline has been driven by *significantly lower* ratings in 2017 among women (index score of 68, down 7 points from 2016), 18 to 34 year olds (67, down 8 points) and residents from the Southern Rural area (59, down 17 points). This latter group rate Council performance of waste management *significantly lower* than Council's average on this measure, suggesting this is the area to look to implement performance improvement strategies.
- Waste management has consistently been rated highest of the individual service areas. It is also considered one of the more important service areas (importance index score of 78).
- The current result is on par with the State-wide and Interface group averages (performance index score of 71 for each).

Emergency and disaster management (performance index score of 67) is another area where Council is rated more highly compared to other areas. It is the second highest performing individual service area tested and is considered the most important area (importance index of 82). While important, only 9% of residents have personally used this service area.

As with waste management, residents of the Southern Rural area (index score of 60) rate this service area *significantly lower* than Council's average.

Recreational facilities performs third among individual service areas (performance index of 65), just behind emergency and disaster management. However recreational facilities are rated as lower in importance (importance index of 72), although it has much higher usage (61% of residents have personally used this service area).

AREAS IN NEED OF ATTENTION



In addition to waste management (*previously mentioned*), significant declines in 2017 include five point drops on the measures of consultation and engagement (index score of 49), family support services (61), the appearance of public areas (61) and a four point drop on the enforcement of local laws (57).

- Performance ratings on all of these measures (and indeed almost all service levels) are at their lowest levels to date. Attention should be turned to these areas to ensure performance ratings do not decline further.
- Aside from the area of waste management, performance ratings on these measures are significantly below both State-wide and Interface council averages.

The area that stands out as being most in need of Council attention is **the maintenance of unsealed roads**. With a performance index score of 41, Council is seen to be **performing least well** in this service area. This result is *significantly lower* than the State-wide and Interface council averages (performance index scores of 44 and 45 respectively).

- Unsealed road maintenance ranks second highest in terms of importance (importance index score of 81).
- Feedback from residents on what they consider Council most needs to do to improve its performance in the next 12 months supports this finding, with unsealed road maintenance volunteered by 11% of residents.
- Southern Rural residents are particularly critical of performance in this area, rating performance significantly lower than the Council average, with an index score of 27. Conversely, residents in the Growth area (index score of 47) rate Council significantly higher.

FOCUS AREAS FOR COMING 12 MONTHS



For the coming 12 months, Cardinia Shire Council should pay particular attention to the service areas where stated importance exceeds rated performance by 20 or more points. Key priorities include:

- Unsealed roads maintenance (margin of 40 points)
- Population growth (margin of 27 points)
- Sealed local roads (margin of 25 points)
- Making community decisions (margin of 23 points)
- Local streets & footpaths (margin of 23 points)
- Consultation & engagement (margin of 22 points)
- Informing the community (margin of 20 points).

Consideration should also be given to residents of the Southern Rural and Hills areas, who appear to be most driving negative opinion in 2017.

On the positive side, Council should **maintain its relatively strong performance in the area of customer service**, and aim to shore up service areas that are currently rated higher than others, such as **waste management**, **emergency & disaster management** and **recreational facilities**.

It is also important to learn from what is working amongst other groups, especially residents in the Growth area, and use these lessons to build performance experience and perceptions in other areas.

FURTHER AREAS OF EXPLORATION



An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

SNAPSHOT OF KEY FINDINGS



Higher results in 2017

(Significantly higher result than 2016)

None applicable

Lower results in 2017

(Significantly <u>lower</u> result than 2016)

- Consultation and engagement
- Enforcement of local laws
- Family support services
- Appearance of public areas
- Waste management

Most favourably disposed towards Council

· 'Growth' residents

Least favourably disposed towards Council

- · 'Hills' residents
- 'Southern Rural' residents

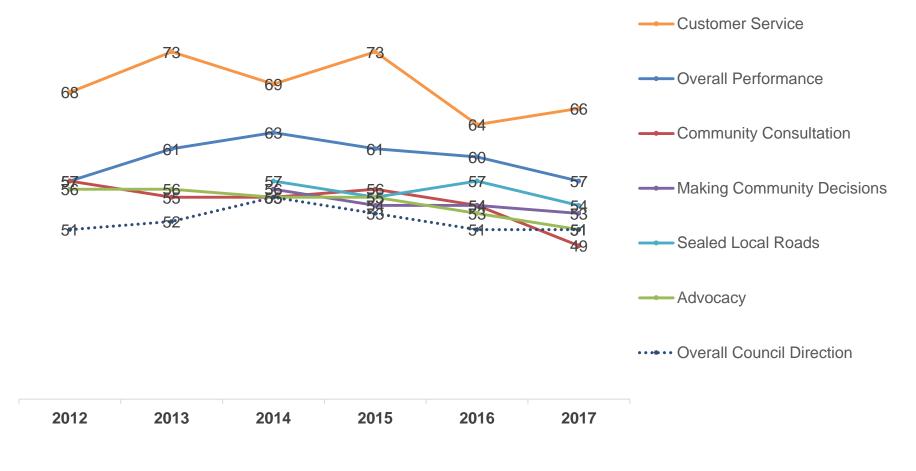
SUMMARY OF FINDINGS



2017 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS





2017 SUMMARY OF CORE MEASURES

DETAILED ANALYSIS



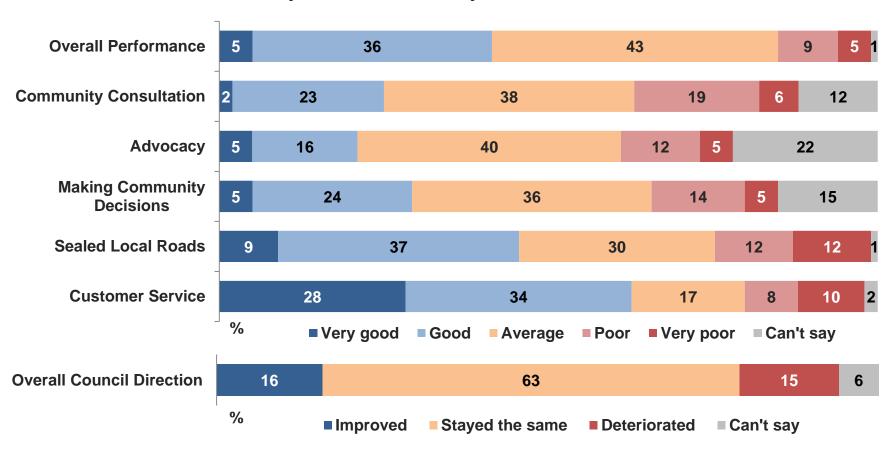
Performance Measures	Cardinia 2017	Cardinia 2016	Interface 2017	State- wide 2017	Highest score	Lowest score
OVERALL PERFORMANCE	57	60	60	59	Growth	Hills
COMMUNITY CONSULTATION (Community consultation and engagement)	49	54	53	55	Aged 18- 34 years	Hills
ADVOCACY (Lobbying on behalf of the community)	51	53	54	54	Growth, 35-49 years	Hills
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	53	54	55	54	Aged 18- 34 years, Growth	Hills
SEALED LOCAL ROADS (Condition of sealed local roads)	54	57	59	53	Aged 35- 49 years, Growth	Southern Rural
CUSTOMER SERVICE	66	64	69	69	Aged 65+ years	Hills
OVERALL COUNCIL DIRECTION	51	51	53	53	Aged 18- 34 years	Southern Rural

2017 SUMMARY OF KEY COMMUNITY SATISFACTION

PERCENTAGE RESULTS



Key Measures Summary Results

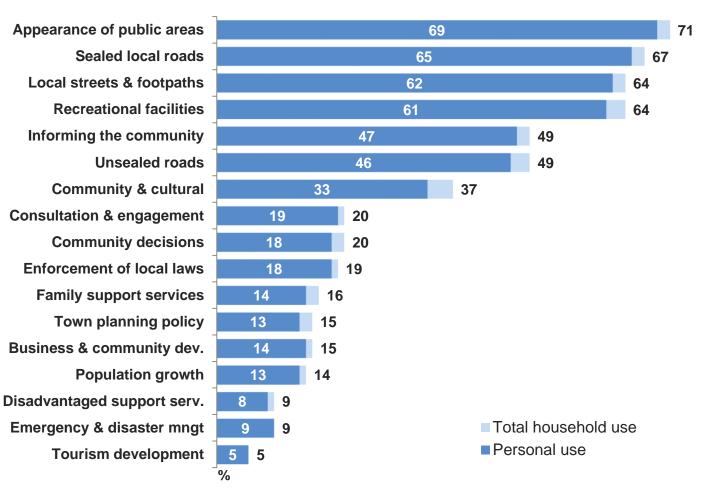


2017 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF

COUNCIL SERVICES PERCENTAGE RESULTS



Experience of Services



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council?

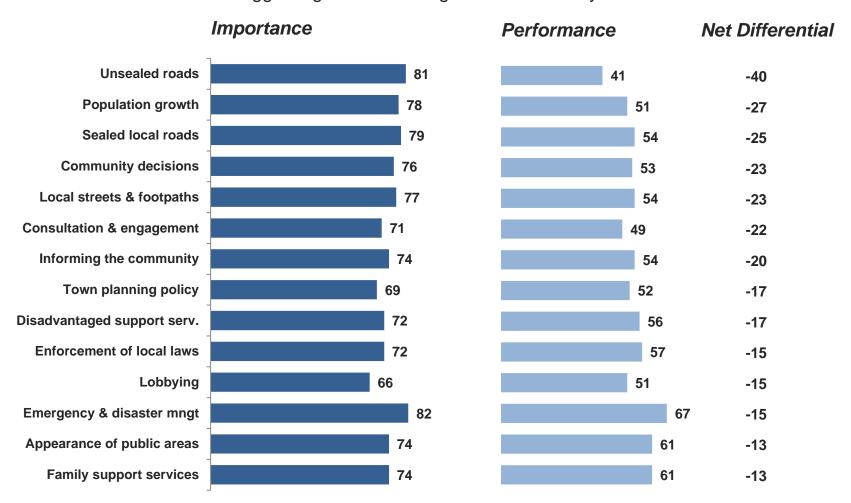
J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY

IMPORTANCE VS PERFORMANCE



Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary:



2017 IMPORTANCE SUMMARY

INDEX SCORES OVER TIME



	2017 Priority Area Imp	ortance	2016	2015	2014	2013	2012
Emergency & disaster mngt		82	83	81	n/a	n/a	n/a
Unsealed roads		81	80	83	78	81	n/a
Sealed local roads		79	79	79	78	n/a	n/a
Population growth		78	79	76	79	79	n/a
Waste management		78	80	77	78	81	n/a
Local streets & footpaths		77	78	77	77	82	n/a
Community decisions		76	77	77	77	n/a	n/a
Appearance of public areas		74	74	72	72	76	n/a
Informing the community		74	76	75	73	76	n/a
Family support services		74	75	76	72	74	n/a
Enforcement of local laws		72	73	70	72	75	n/a
Disadvantaged support serv.		72	73	n/a	n/a	n/a	n/a
Recreational facilities		72	73	72	71	74	n/a
Consultation & engagement		71	73	70	71	72	n/a
Town planning policy		69	72	71	72	75	n/a
Business & community dev.		68	70	67	69	n/a	n/a
Lobbying		66	68	66	68	69	n/a
Community & cultural	57		64	60	60	61	n/a
Tourism development	46		52	50	49	n/a	n/a

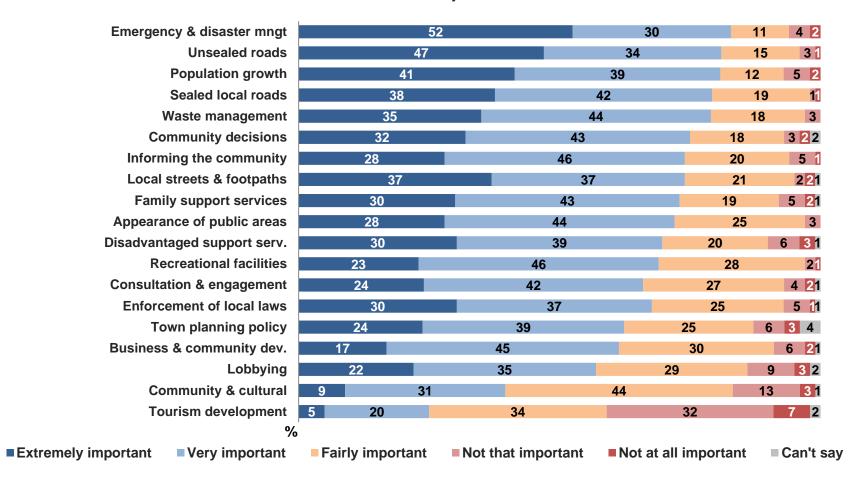
Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 4 Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS IMPORTANCE

DETAILED PERCENTAGES



Individual Service Areas Importance



2017 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME



	2017 Priority Area Pe	erformance	2016	2015	2014	2013	2012
Waste management		70	74	75	75	75	n/a
Emergency & disaster mngt		67	69	70	n/a	n/a	n/a
Recreational facilities		65	67	66	66	67	n/a
Community & cultural		63	64	66	66	64	n/a
Appearance of public areas		61	66	67	63	63	n/a
Family support services		61	66	66	64	67	n/a
Business & community dev.		59	60	63	63	n/a	n/a
Enforcement of local laws		57	61	64	61	65	n/a
Disadvantaged support serv.		56	58	n/a	n/a	n/a	n/a
Sealed local roads		54	57	55	57	n/a	n/a
Local streets & footpaths		54	57	57	56	51	n/a
Informing the community		54	55	59	58	58	n/a
Community decisions		53	54	54	56	n/a	n/a
Town planning policy		52	53	55	57	54	n/a
Lobbying		51	53	55	55	56	56
Population growth		51	53	57	57	54	n/a
Tourism development		50	53	53	51	n/a	n/a
Consultation & engagement		49	54	56	55	55	57
Unsealed roads	41		41	45	44	43	n/a

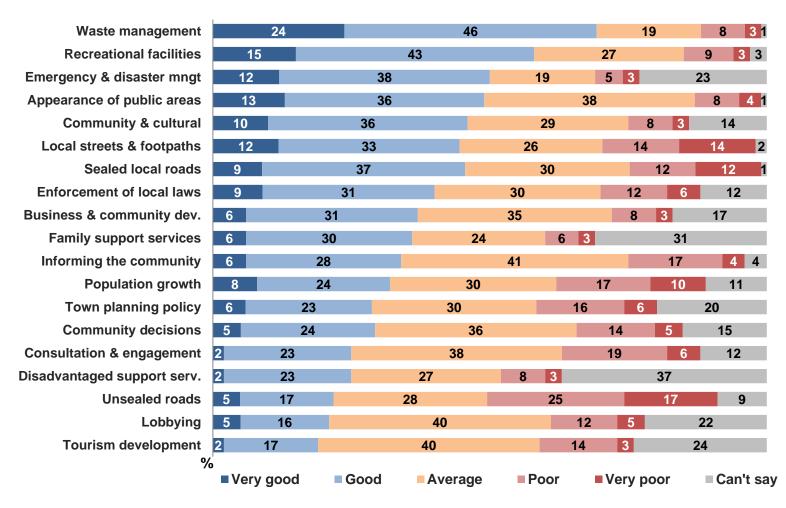
Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6 Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS PERFORMANCE

DETAILED PERCENTAGES



Individual Service Areas Performance



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

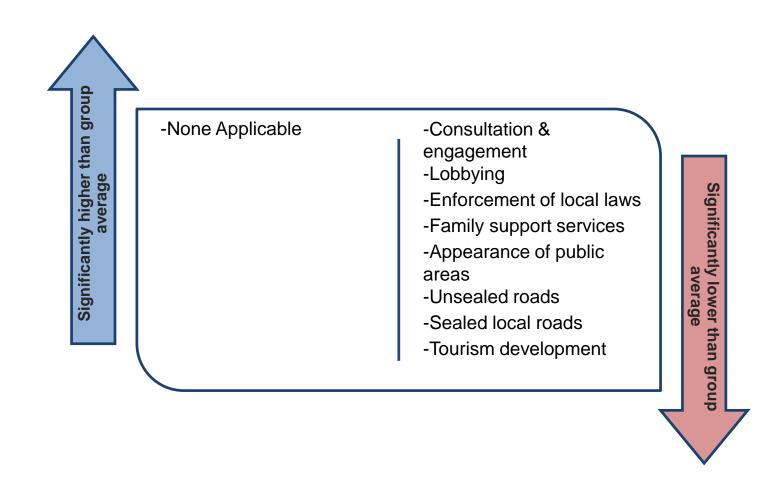


-None Applicable -Consultation & Significantly higher than state-wide engagement -Lobbying -Informing the community -Enforcement of local laws Significantly lower than average -Family support services -Disadvantaged support serv. -Recreational facilities average -Appearance of public areas -Community & cultural state-wide -Emergency & disaster mngt -Unsealed roads -Tourism development

INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE





2017 IMPORTANCE SUMMARY

BY COUNCIL GROUP



Top Three Most Important Service Areas

(Highest to lowest, i.e. 1. = most important)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural	
 Emergency & disaster mngt Unsealed roads Sealed roads 	 Waste management Community decisions Local streets & footpaths 	 Emergency & disaster mngt Population growth Local streets & footpaths 	 Community decisions Sealed roads Emergency & disaster mngt 	 Unsealed roads Sealed roads Emergency & disaster mngt 	 Emergency & disaster mngt Community decisions Waste management 	

Bottom Three Most Important Service Areas

(Lowest to highest, i.e. 1. = least important)

Cardinia Shire Council	Metropolitan Interface Regional Centres		Large Rural	Small Rural	
 Tourism development Community & cultural Lobbying 	 Bus/community dev./tourism Community & cultural Slashing & weed control 	 Tourism development Community & cultural Art centres & libraries 	 Art centres & libraries Community & cultural Planning permits 	 Art centres & libraries Community & cultural Traffic management 	 Community & cultural Art centres & libraries Tourism development

2017 PERFORMANCE SUMMARY

BY COUNCIL GROUP



Top Three Highest Performing Service Areas

(Highest to lowest, i.e. 1. = highest performance)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Waste management Emergency & disaster mngt Recreational facilities 	 Waste management Art centres & libraries Recreational facilities 	 Art centres & libraries Waste management Emergency & disaster mngt 	 Art centres & libraries Appearance of public areas Emergency & disaster mngt 	 Appearance of public areas Emergency & disaster mngt Art centres & libraries 	 Emergency & disaster mngt Art centres & libraries Community & cultural

Bottom Three Lowest Performing Service Areas

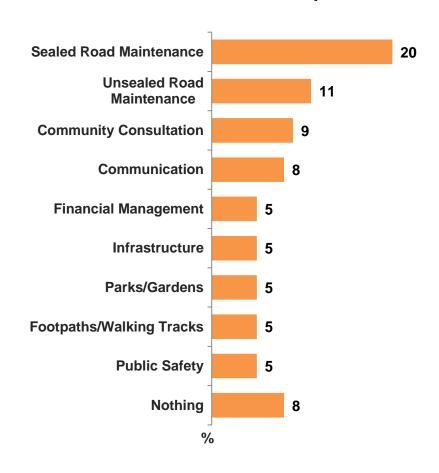
(Lowest to highest, i.e. 1. = lowest performance)

Cardinia Shire Council	Metropolitan Interface Regional Centres		Large Rural	Small Rural	
 Unsealed roads Consultation & engagement Tourism development 	 Planning permits Population growth Parking facilities 	 Unsealed roads Planning permits Population growth 	 Parking facilities Community decisions Unsealed roads 	 Unsealed roads Sealed roads Slashing & weed control 	 Unsealed roads Sealed roads Planning permits

2017 SERVICES TO IMPROVE DETAILED PERCENTAGES



2017 Areas for Improvement



AREAS FOR IMPROVEMENT

SUMMARY



AREAS FOR IMPROVEMENT

- Sealed Road Maintenance: 20% (up 4 points from 2016)
- Unsealed Road Maintenance: 11% (equal points on 2016)
- Community Consultation: 9% (up 2 points from 2016)

DETAILED FINDINGS



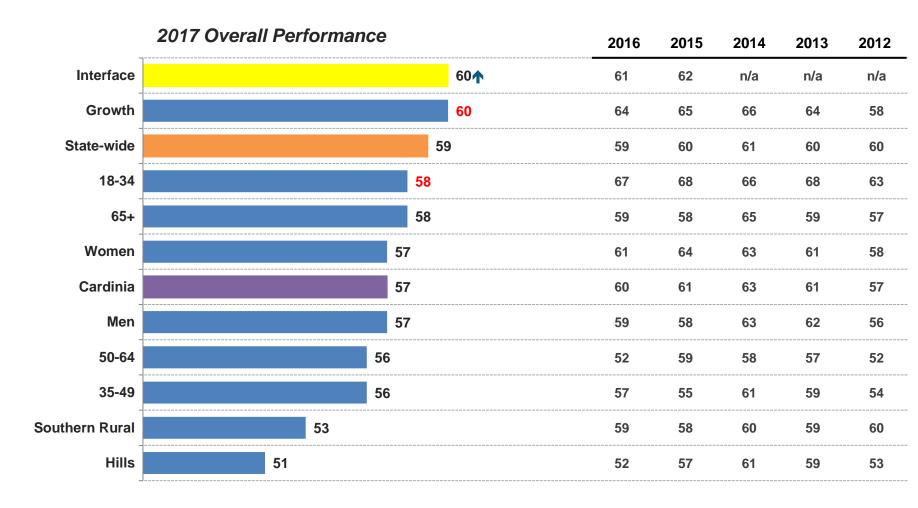
KEY CORE MEASURE OVERALL PERFORMANCE



OVERALL PERFORMANCE

INDEX SCORES





Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Cardinia Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6

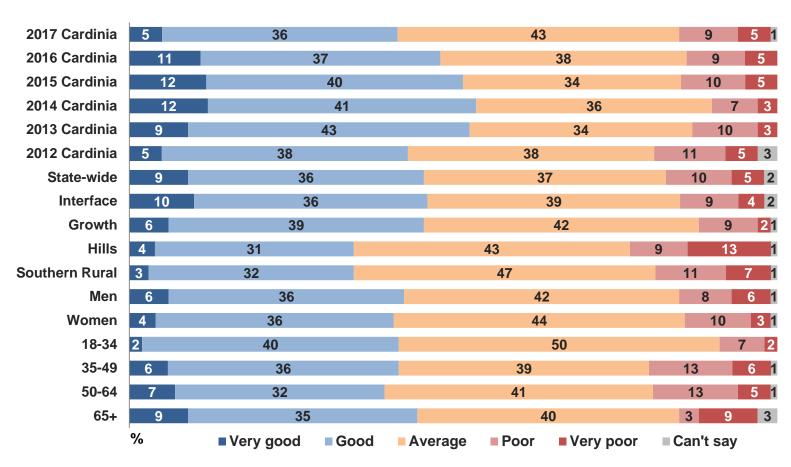
Note: Please see page 5 for explanation about significant differences

OVERALL PERFORMANCE

DETAILED PERCENTAGES



2017 Overall Performance



KEY CORE MEASURE CUSTOMER SERVICE



CONTACT LAST 12 MONTHS

SUMMARY



Overall contact with Cardinia Shire Council

• 65%, up 2 points on 2016

Most contact with Cardinia Shire Council

· 'Hills' residents

Aged 50-64 years

Least contact with Cardinia
Shire Council

Aged 18-34 years

Customer service rating

• Index score of 66, up 2 points on 2016

Most satisfied with customer service

Aged 65+ years

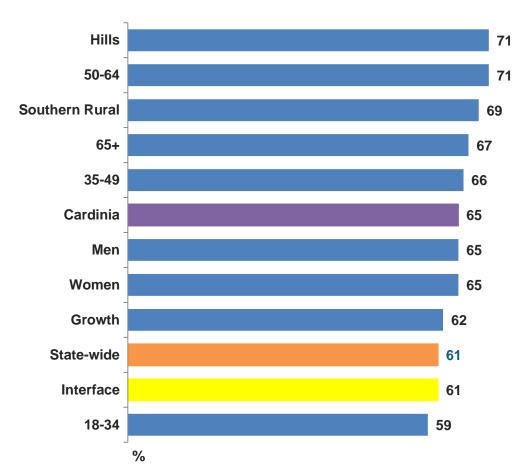
Least satisfied with customer service

· 'Hills' residents

2017 CONTACT WITH COUNCIL



2017 Contact with Council



Q5. Over the last 12 months, have you or any member of your household had any contact with Cardinia? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

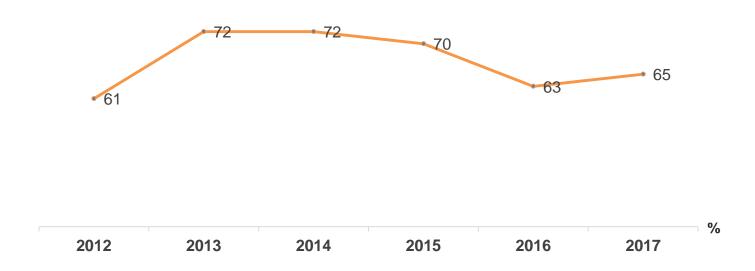
Base: All respondents. Councils asked state-wide: 49 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

2017 CONTACT WITH COUNCIL



2017 Contact with Council Have had contact

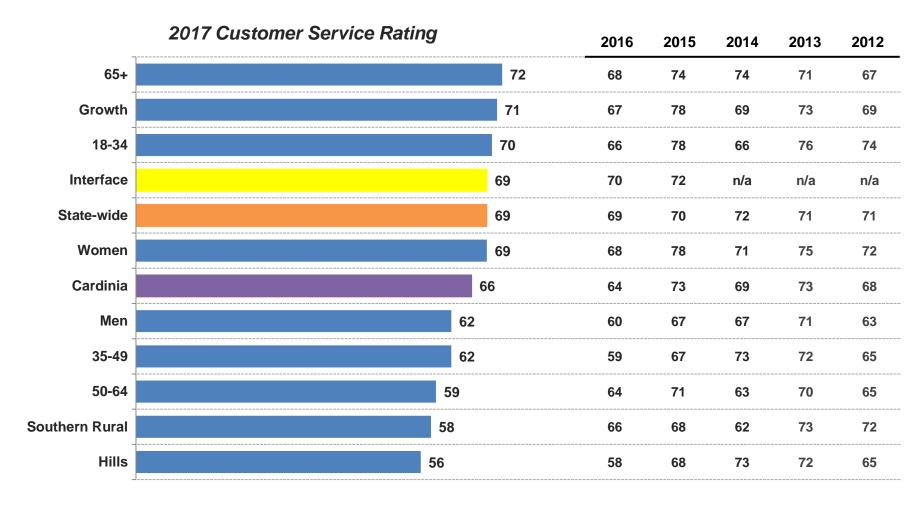


Q5. Over the last 12 months, have you or any member of your household had any contact with Cardinia? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

2017 CONTACT CUSTOMER SERVICE

INDEX SCORES





Q5c. Thinking of the most recent contact, how would you rate Cardinia Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 68 Councils asked group: 6

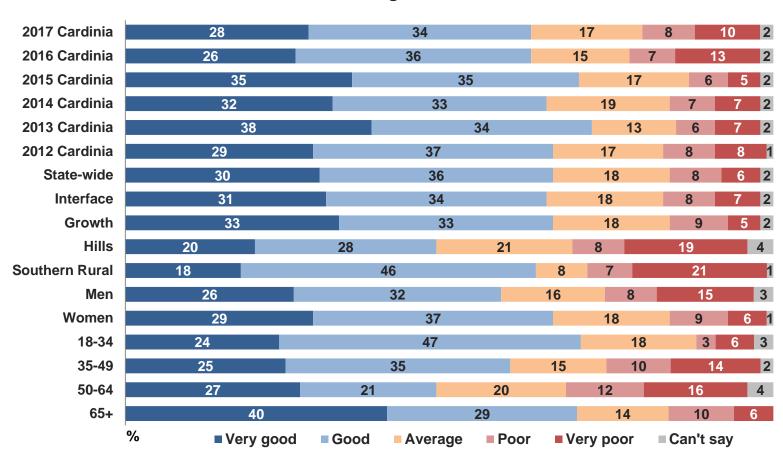
Note: Please see page 5 for explanation about significant differences

2017 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES



2017 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Cardinia Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months. Councils asked state-wide: 68 Councils asked group: 6

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS



COUNCIL DIRECTION

SUMMARY



Council Direction from Q6

- 63% stayed about the same, up 1 point on 2016
- 16% improved, down 1 point on 2016
- 15% deteriorated, down 1 point on 2016

Most satisfied with Council Direction from Q6

Aged 18-34 years

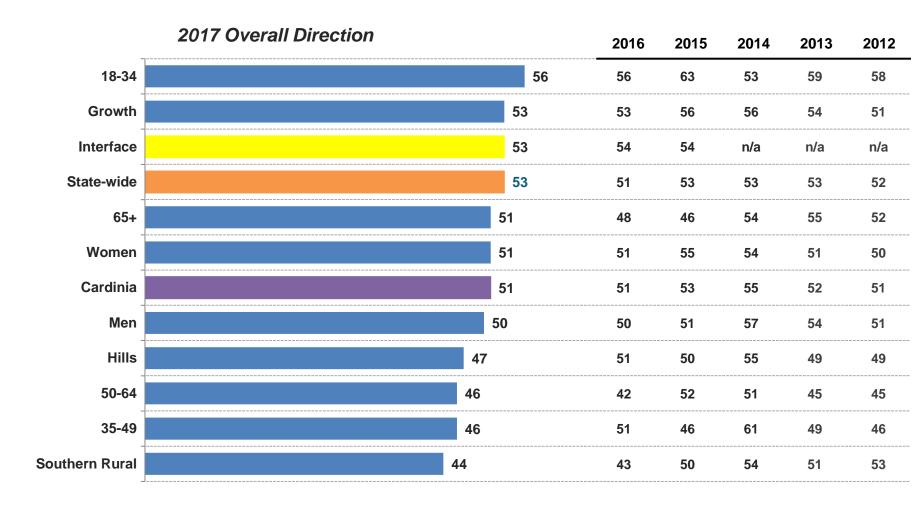
Least satisfied with Council Direction from Q6

· 'Southern Rural' residents

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

INDEX SCORES



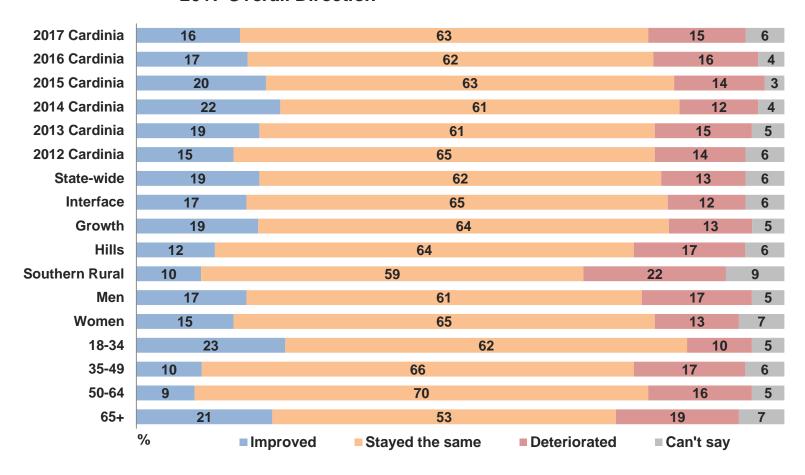


2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES



2017 Overall Direction



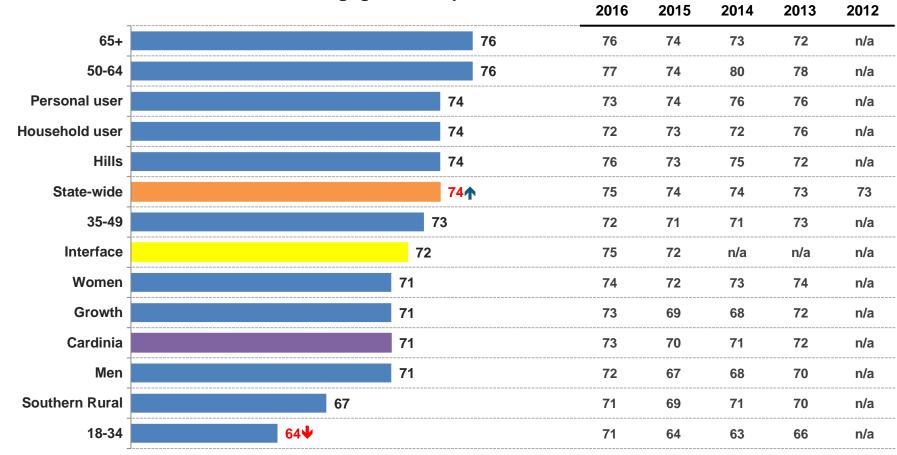
INDIVIDUAL SERVICE AREAS



IMPORTANCE INDEX SCORES



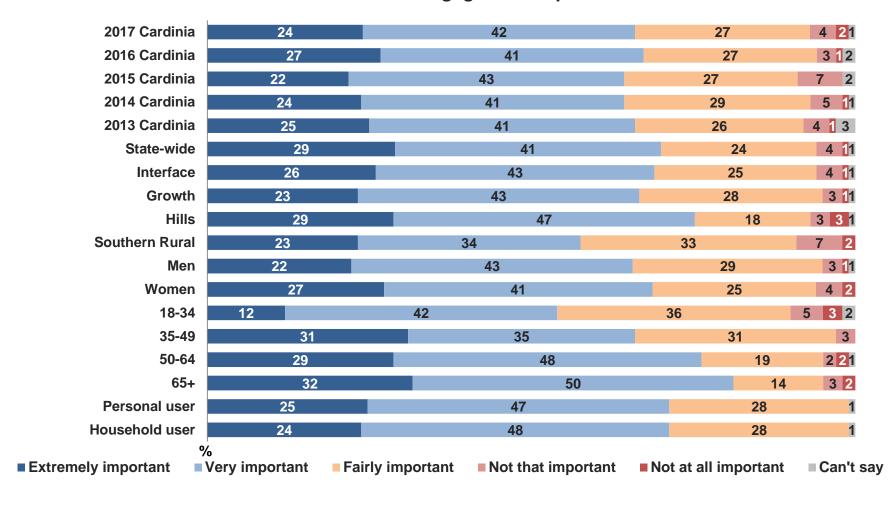
2017 Consultation and Engagement Importance



IMPORTANCE DETAILED PERCENTAGES



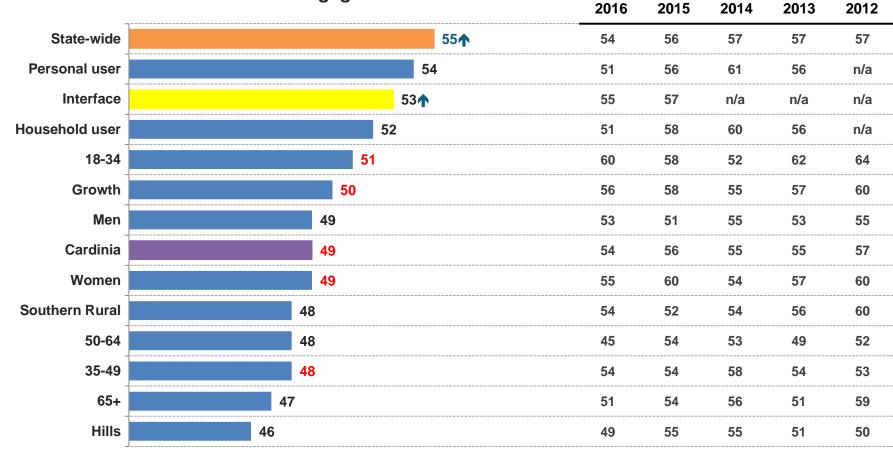
2017 Consultation and Engagement Importance



PERFORMANCE INDEX SCORES



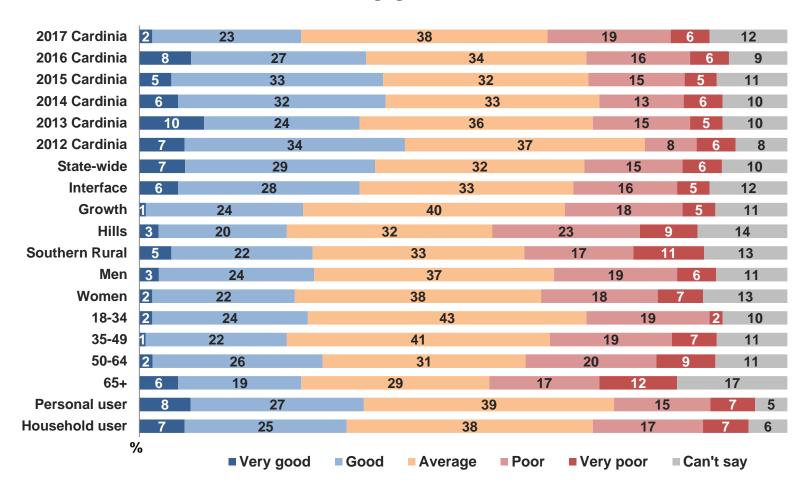
2017 Consultation and Engagement Performance



PERFORMANCE DETAILED PERCENTAGES



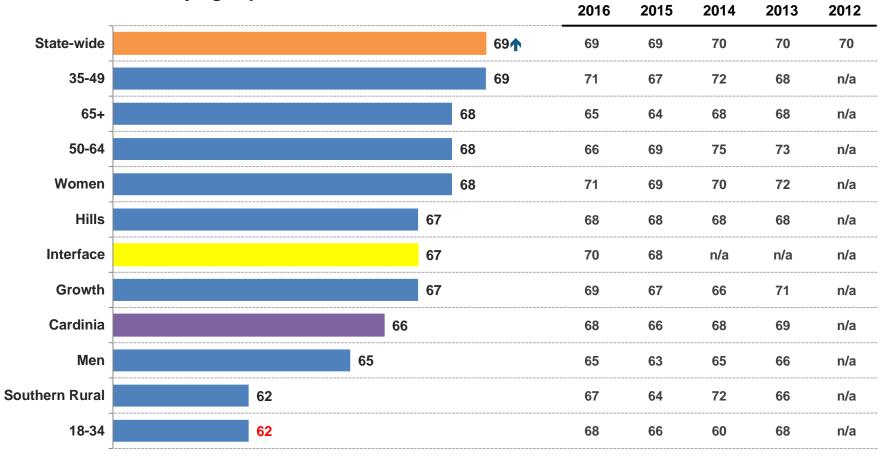
2017 Consultation and Engagement Performance



IMPORTANCE INDEX SCORES



2017 Lobbying Importance



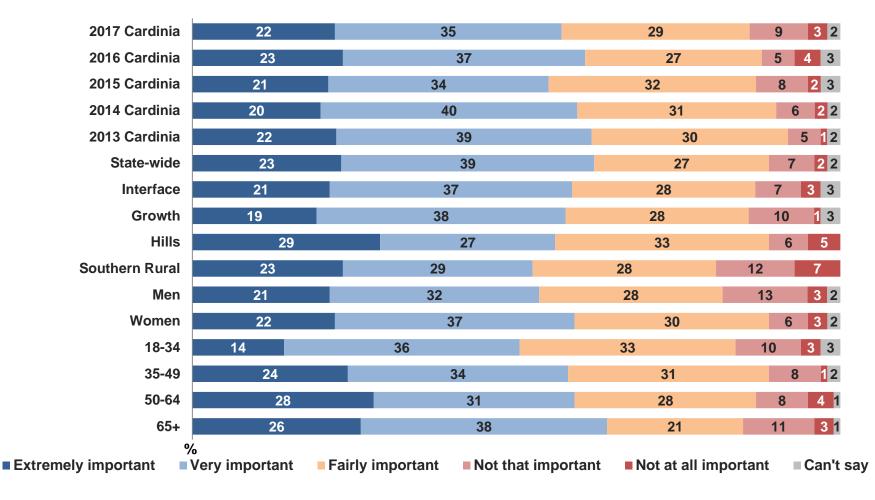
Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES



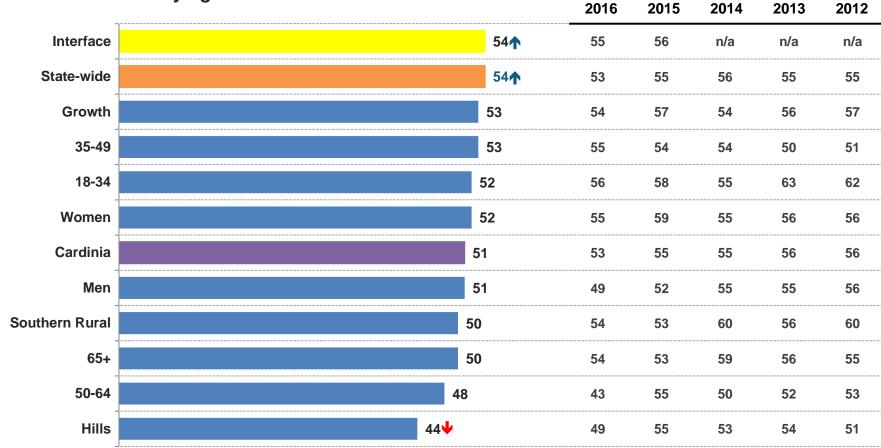
2017 Lobbying Importance



PERFORMANCE INDEX SCORES



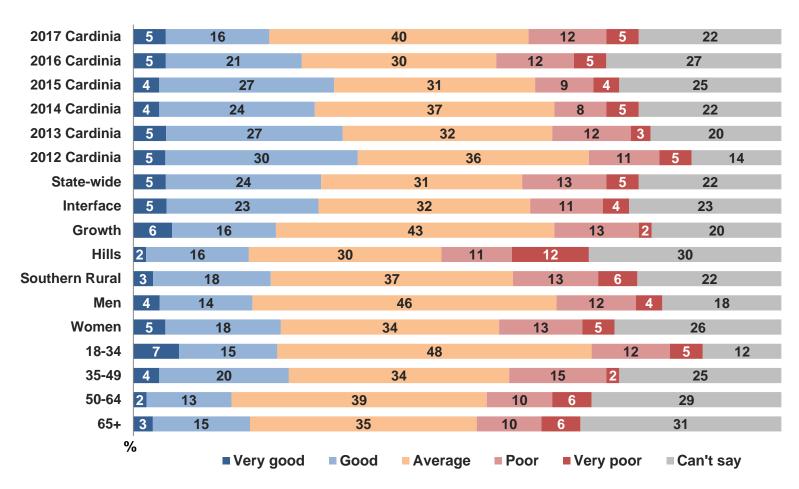




PERFORMANCE DETAILED PERCENTAGES



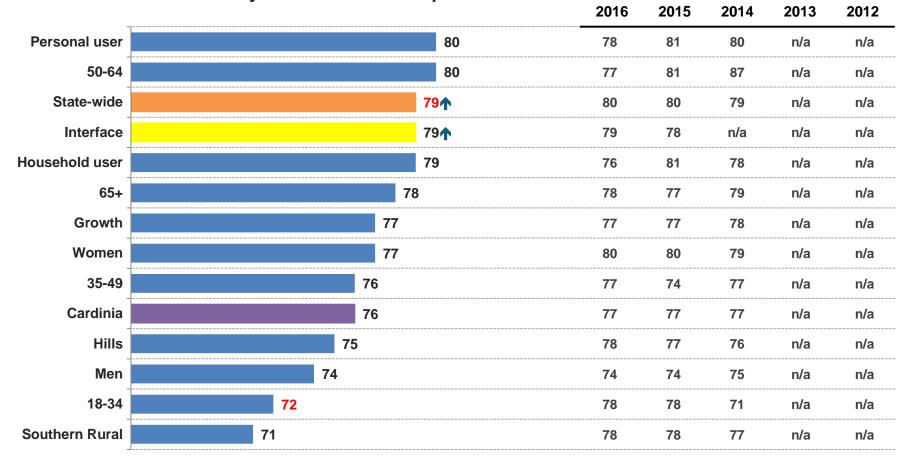
2017 Lobbying Performance



IMPORTANCE INDEX SCORES



2017 Community Decisions Made Importance



Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council?

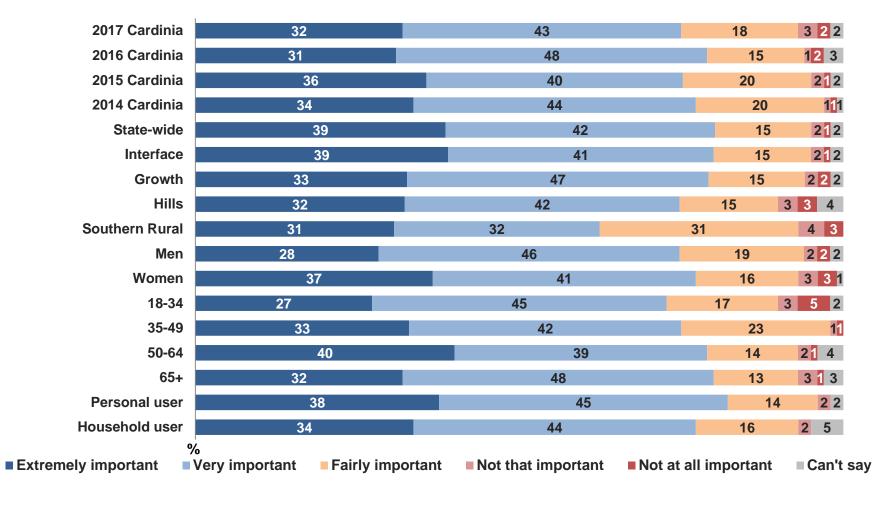
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

55

IMPORTANCE DETAILED PERCENTAGES

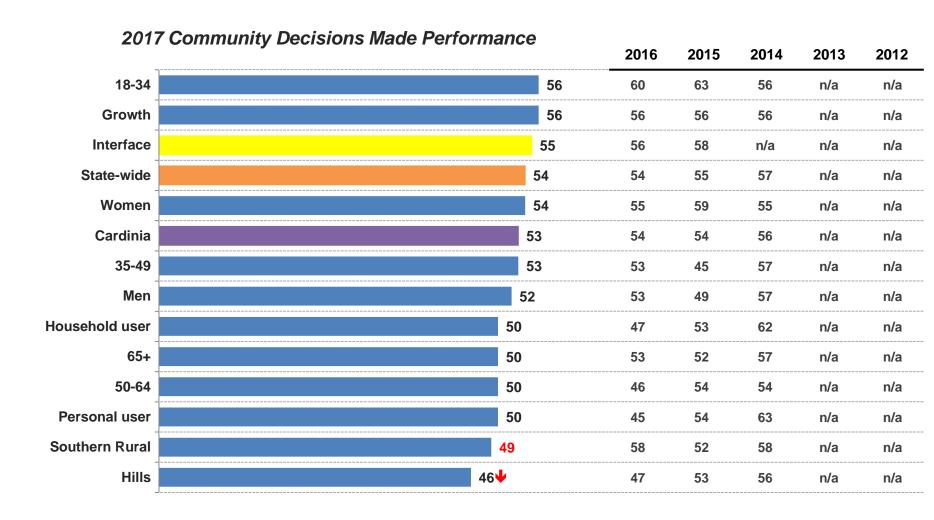


2017 Community Decisions Made Importance



PERFORMANCE INDEX SCORES





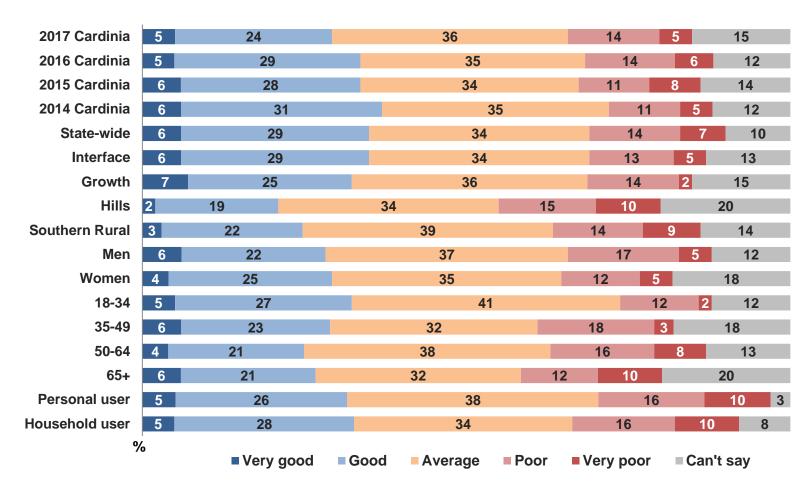
Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

PERFORMANCE DETAILED PERCENTAGES



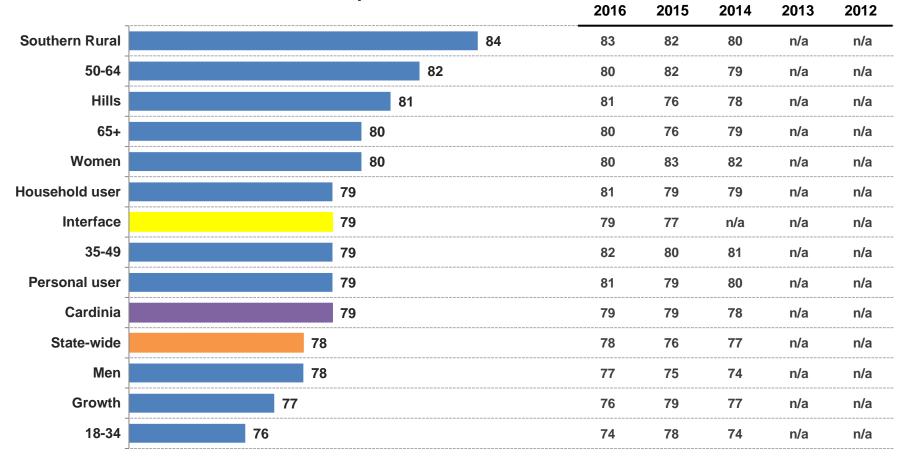
2017 Community Decisions Made Performance



IMPORTANCE INDEX SCORES



2017 Sealed Local Roads Importance



Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

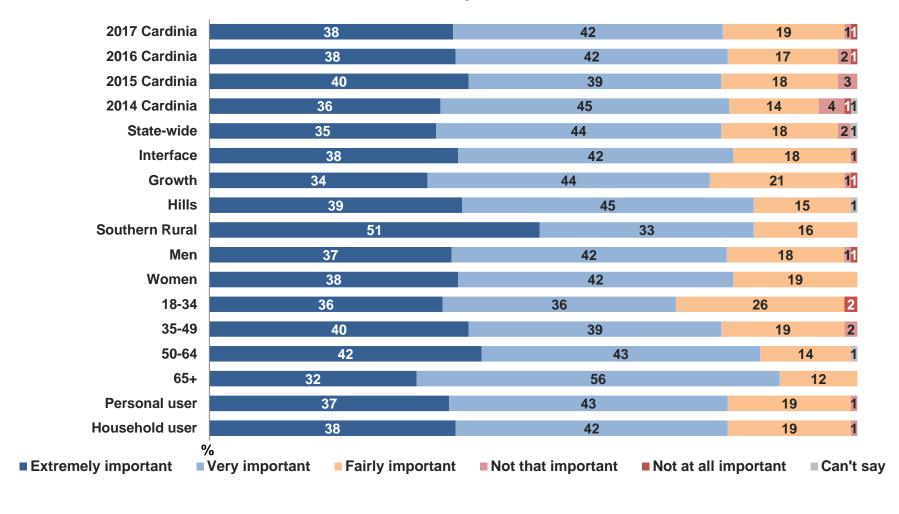
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES



2017 Sealed Local Roads Importance



2017 Sealed Local Roads Performance

PERFORMANCE INDEX SCORES

Cardinia

State-wide

Southern Rural

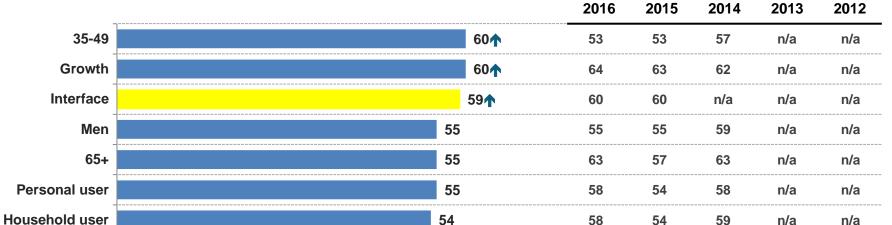
Women

18-34

Hills

50-64





54

54

53

53

49

46 \rightarrow

42\

57

51

54

60

61

51

46

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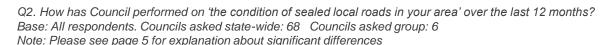
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55

56

52

45



n/a

n/a

n/a

n/a

n/a

n/a

n/a

57

61

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54

50

54

43

n/a

n/a

n/a

n/a

n/a

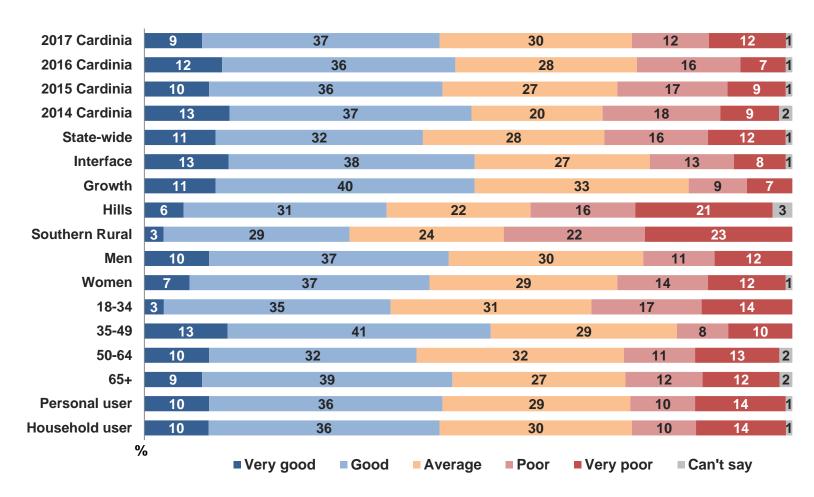
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n/a

PERFORMANCE DETAILED PERCENTAGES



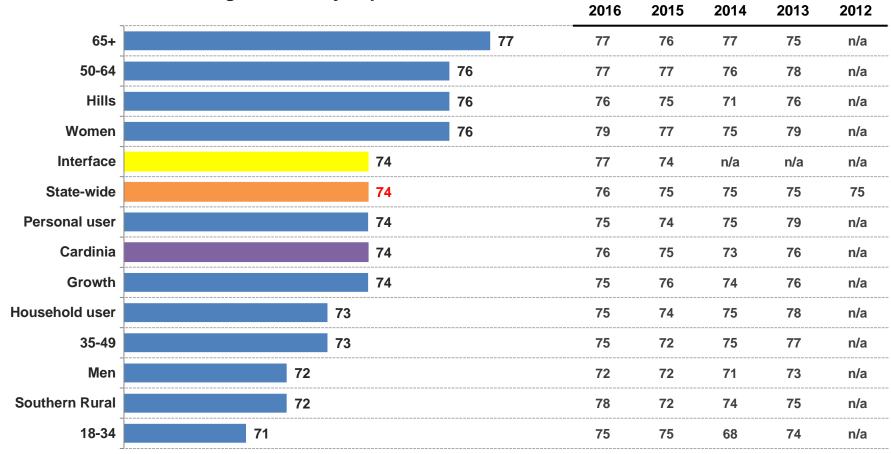
2017 Sealed Local Roads Performance



IMPORTANCE INDEX SCORES



2017 Informing Community Importance

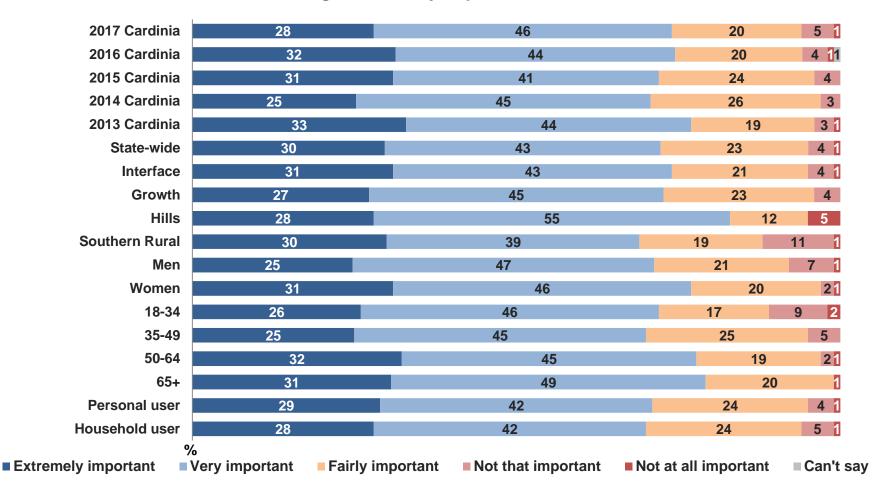


Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES

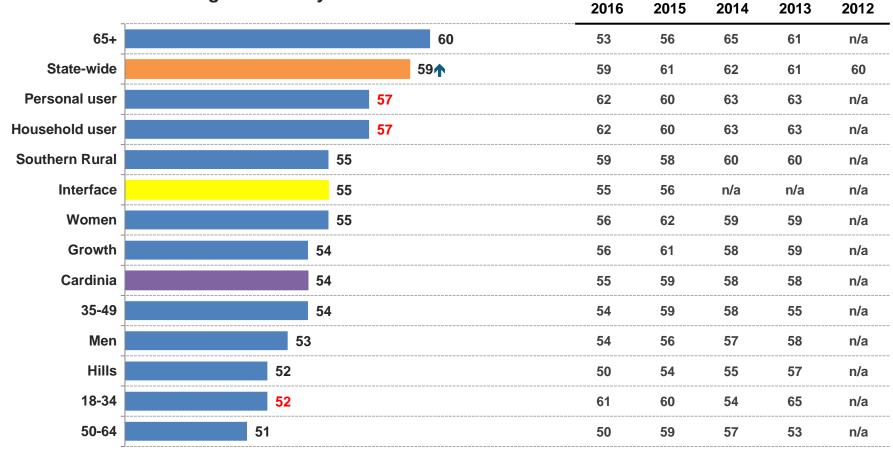


2017 Informing Community Importance



PERFORMANCE INDEX SCORES



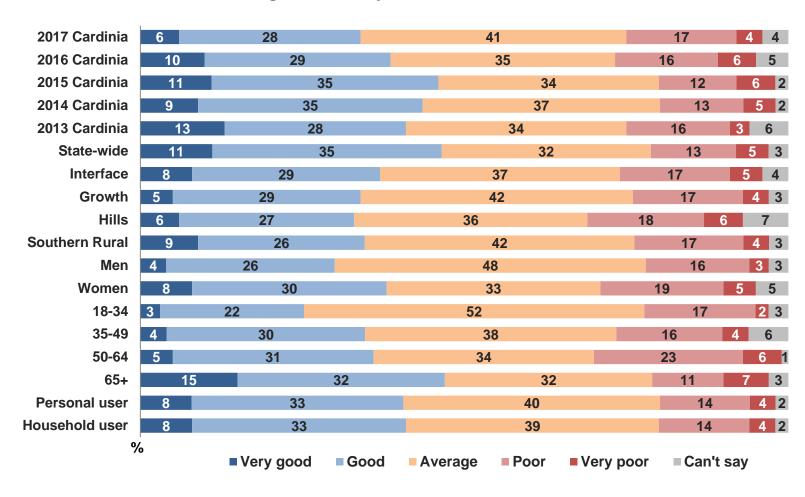


Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4 Note: Please see page 5 for explanation about significant differences

PERFORMANCE DETAILED PERCENTAGES



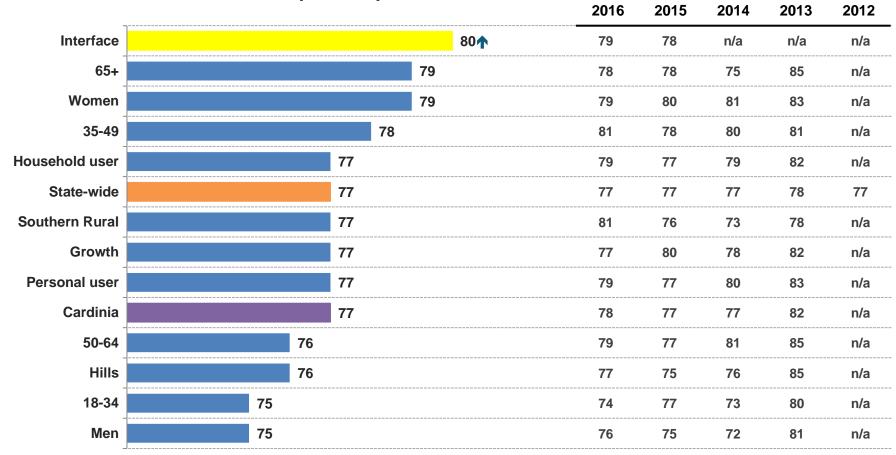
2017 Informing Community Performance



YOUR AREA IMPORTANCE INDEX SCORES



2017 Streets and Footpaths Importance



Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

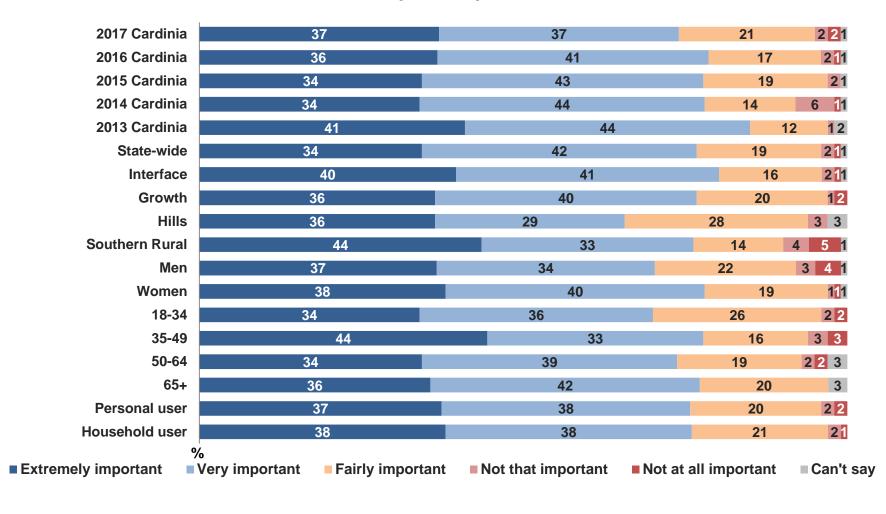
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

YOUR AREA IMPORTANCE DETAILED PERCENTAGES



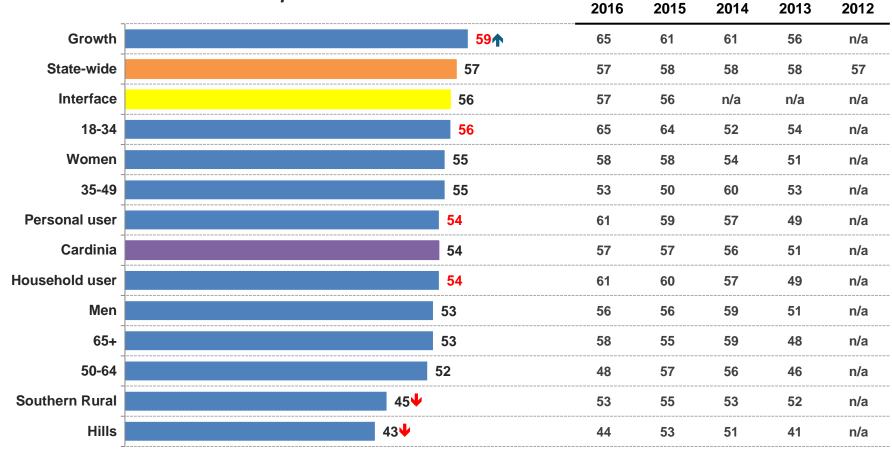
2017 Streets and Footpaths Importance



YOUR AREA PERFORMANCE INDEX SCORES



2017 Streets and Footpaths Performance



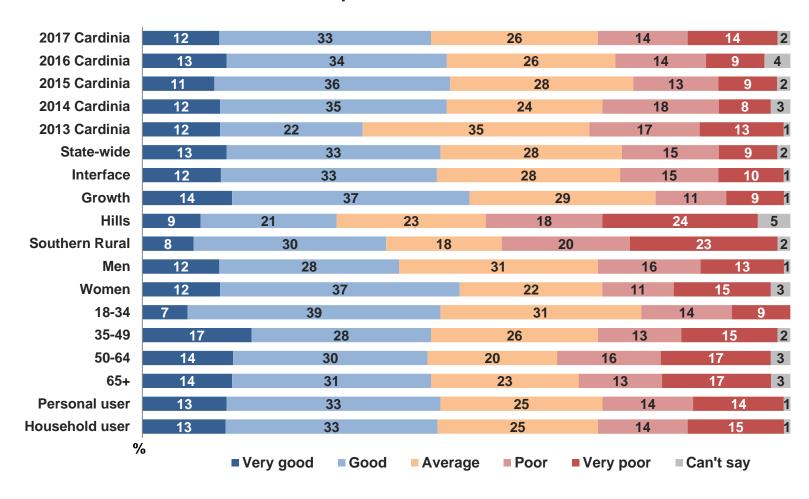
Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

YOUR AREA PERFORMANCE DETAILED PERCENTAGES



2017 Streets and Footpaths Performance

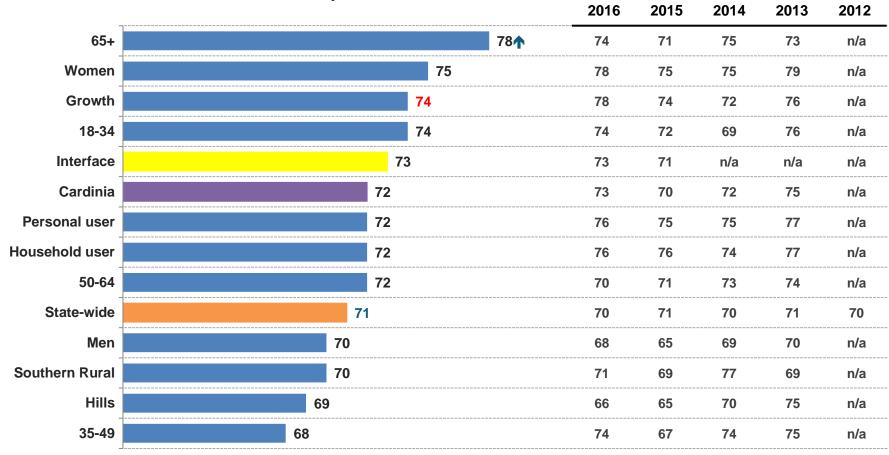


2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE INDEX SCORES



2017 Law Enforcement Importance



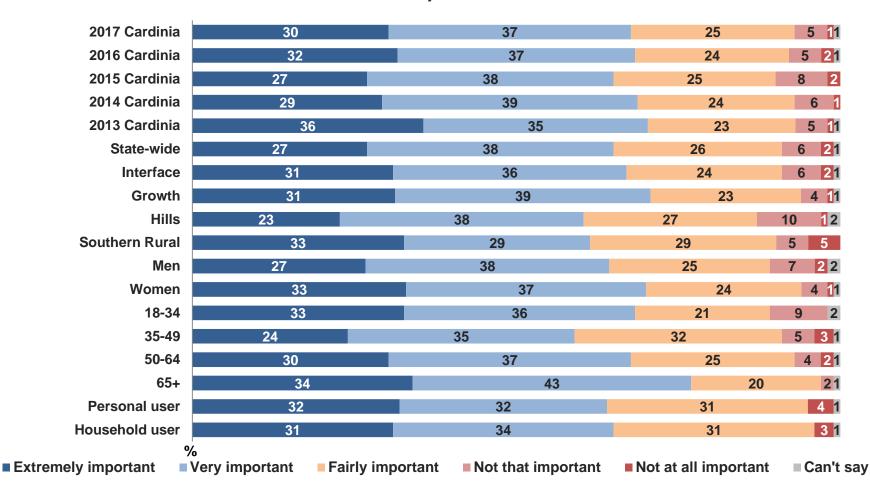
Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE DETAILED PERCENTAGES



2017 Law Enforcement Importance

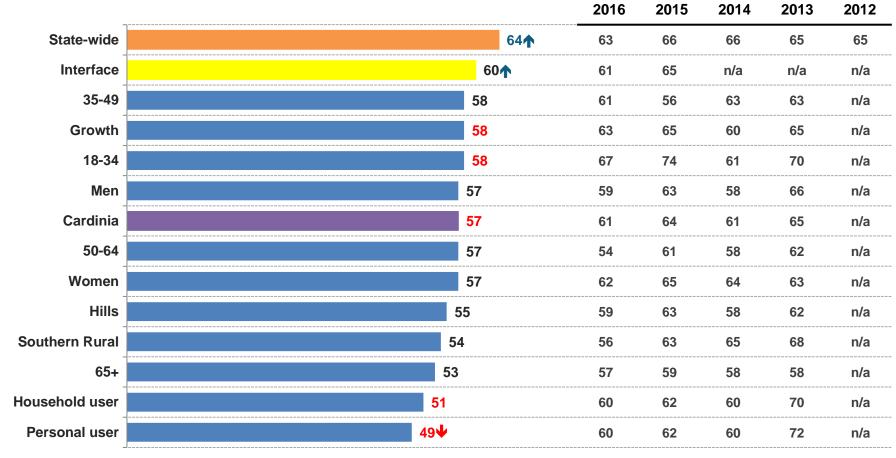


2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE INDEX SCORES



2017 Law Enforcement Performance



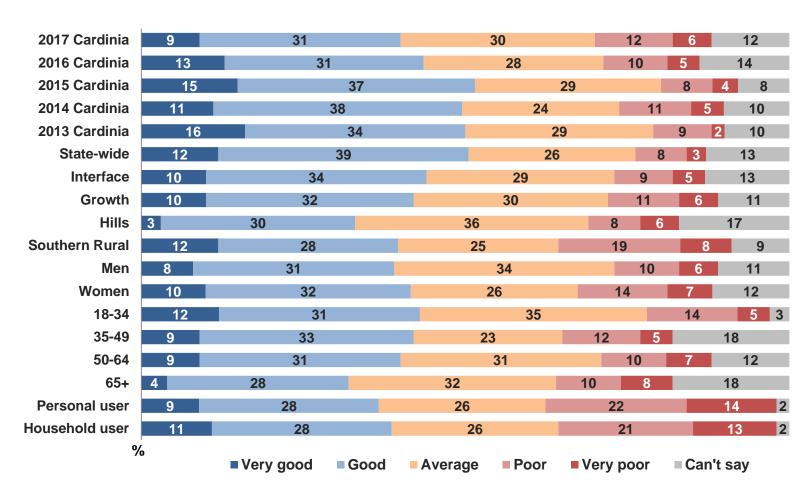
Q2. How has Council performed on 'enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES



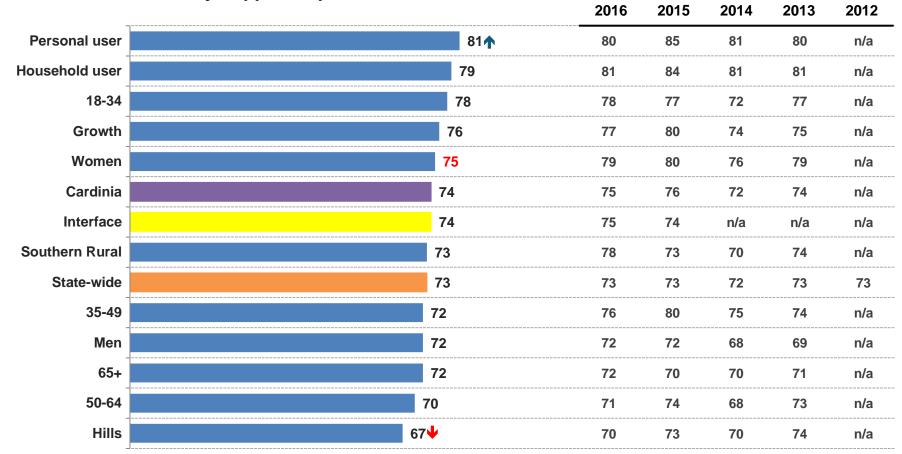
2017 Law Enforcement Performance



IMPORTANCE INDEX SCORES



2017 Family Support Importance

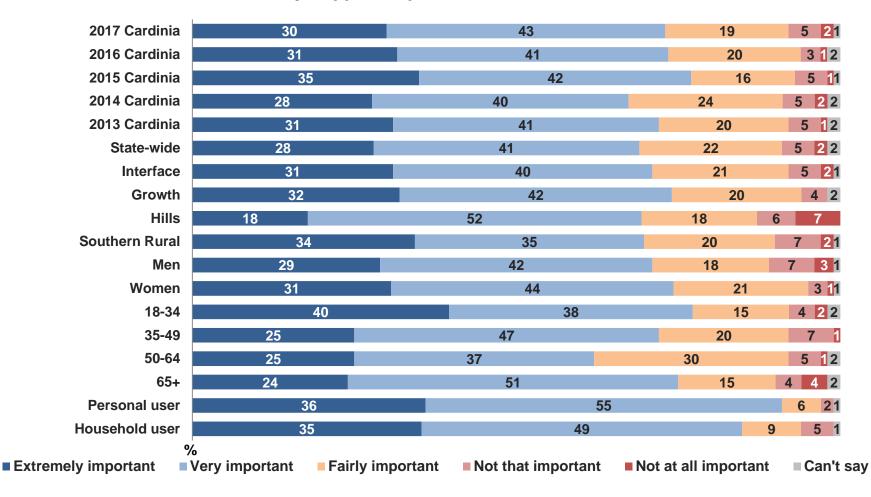


Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES



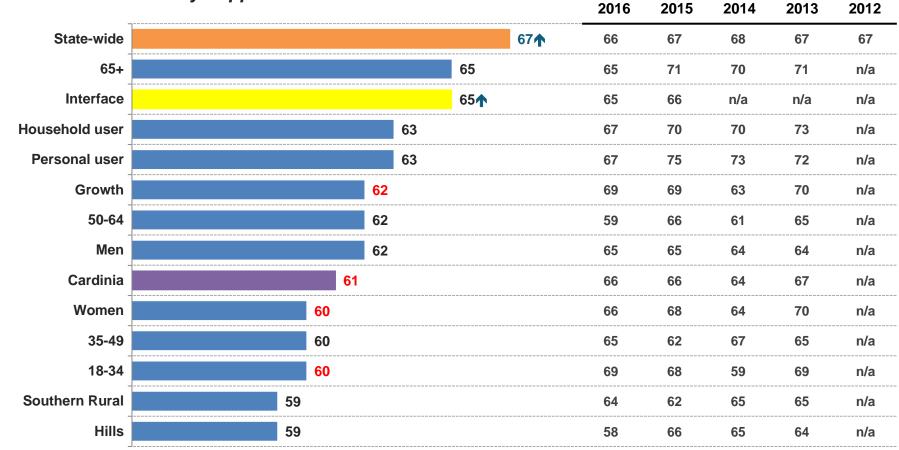
2017 Family Support Importance



PERFORMANCE INDEX SCORES



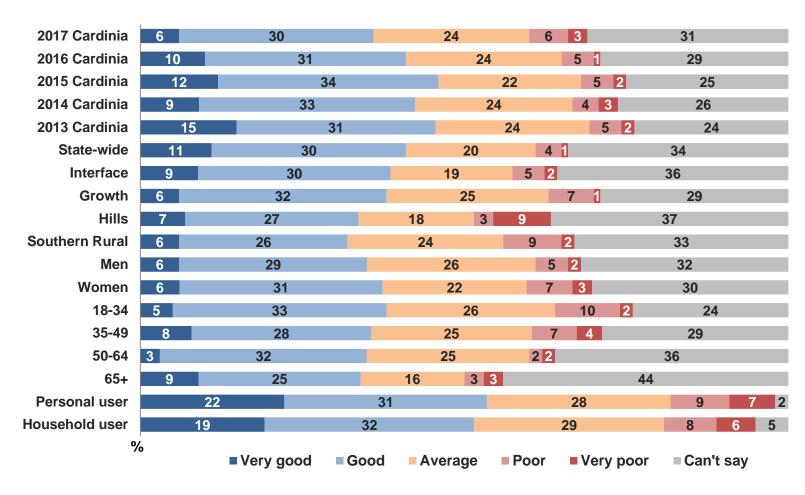
2017 Family Support Performance



PERFORMANCE DETAILED PERCENTAGES



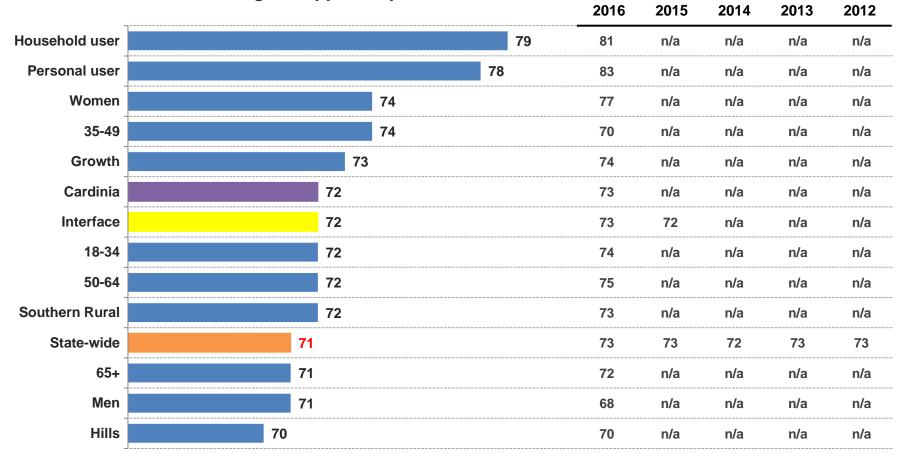
2017 Family Support Performance



IMPORTANCE INDEX SCORES



2017 Disadvantaged Support Importance



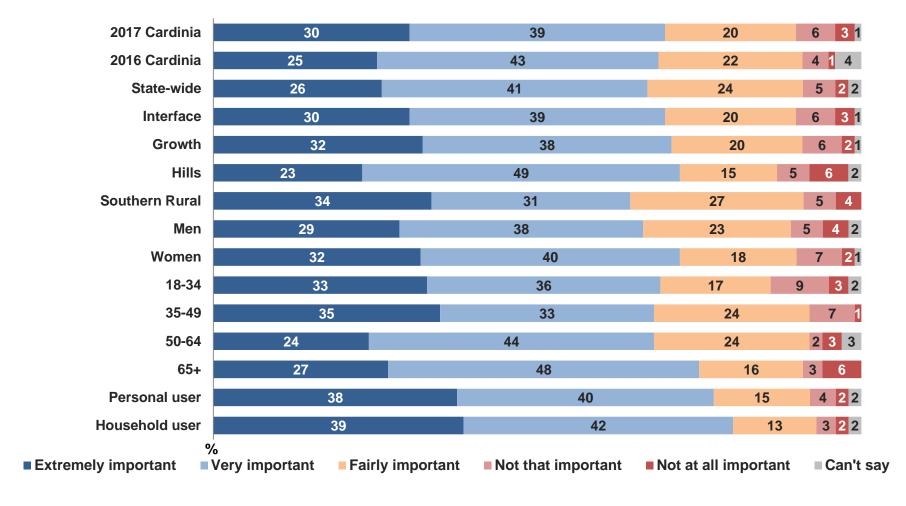
Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1

Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES



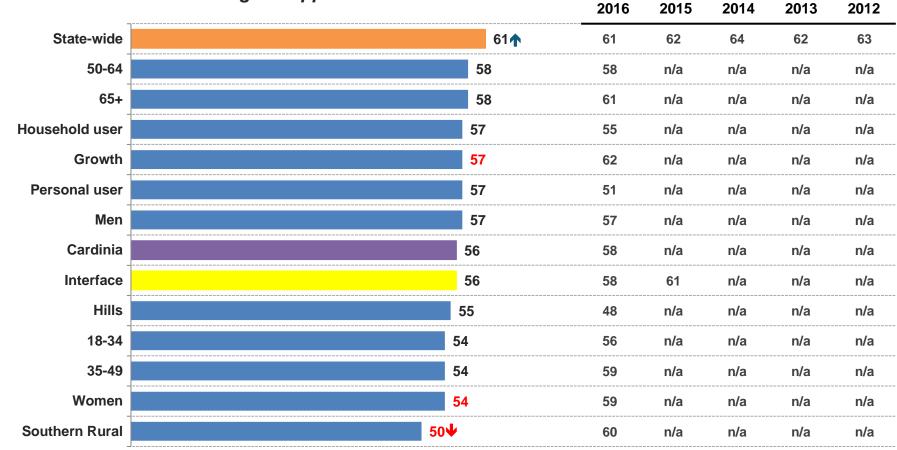
2017 Disadvantaged Support Importance



PERFORMANCE INDEX SCORES



2017 Disadvantaged Support Performance

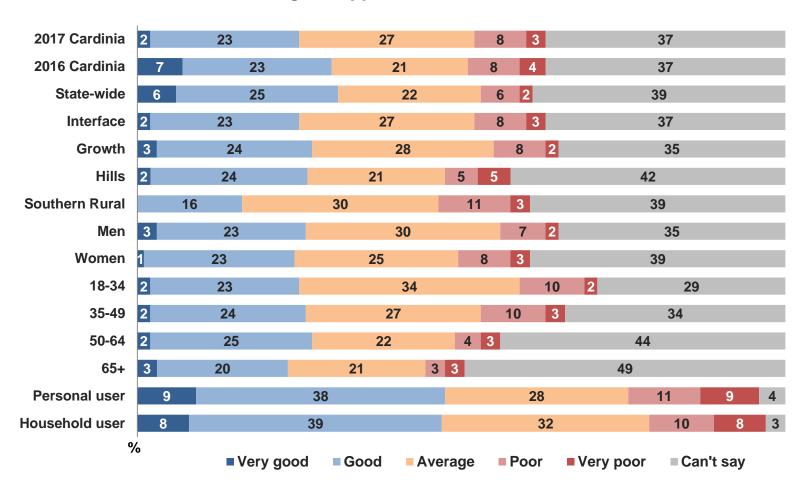


Q2. How has Council performed on 'disadvantaged support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 16 Councils asked group: 1 Note: Please see page 5 for explanation about significant differences

PERFORMANCE DETAILED PERCENTAGES



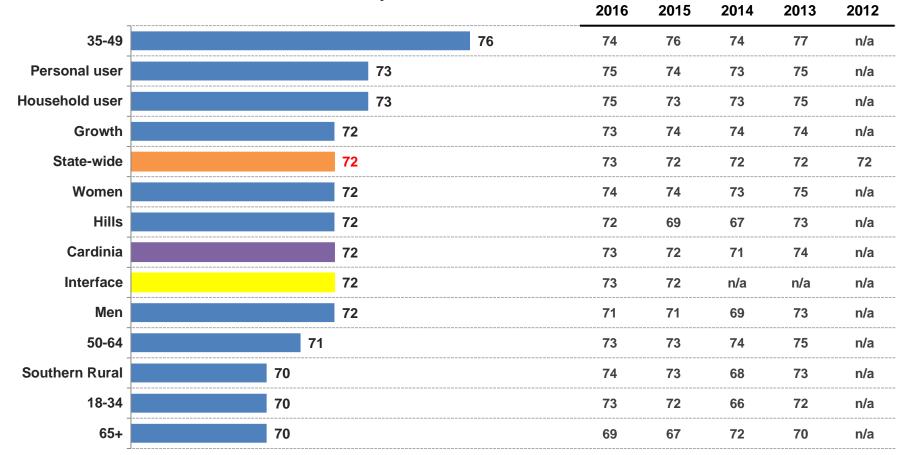
2017 Disadvantaged Support Performance



IMPORTANCE INDEX SCORES



2017 Recreational Facilities Importance

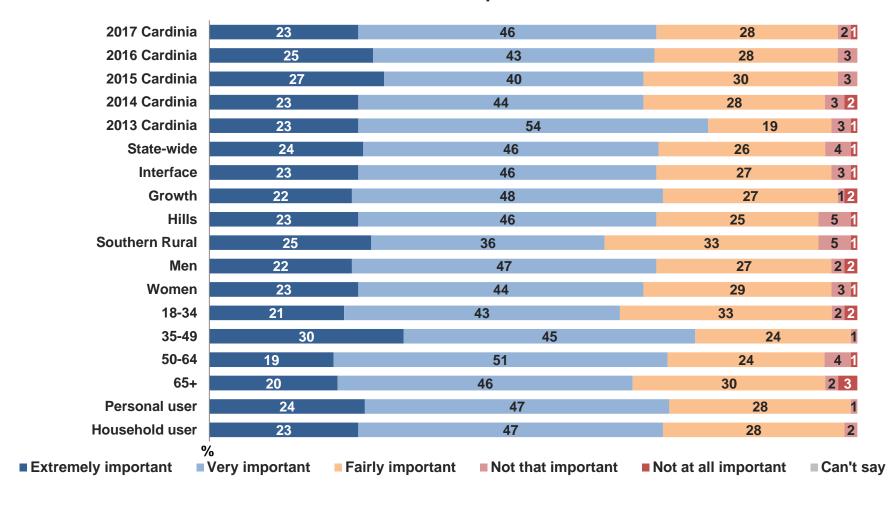


Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES



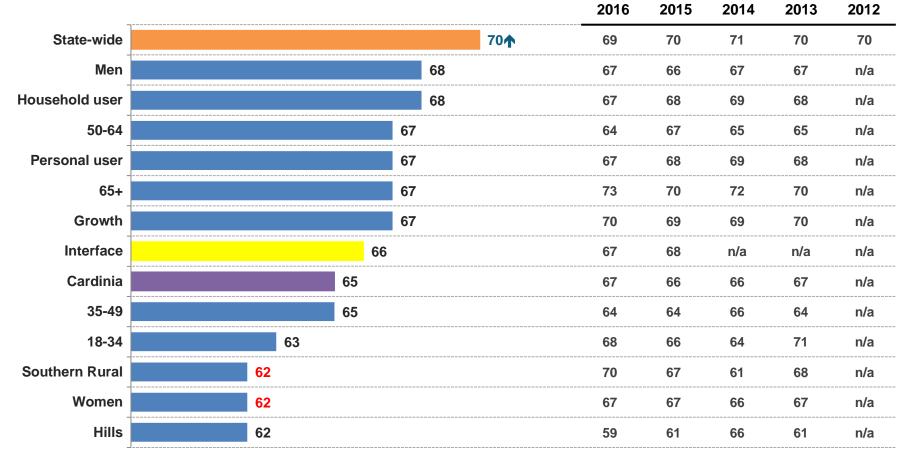
2017 Recreational Facilities Importance



PERFORMANCE INDEX SCORES



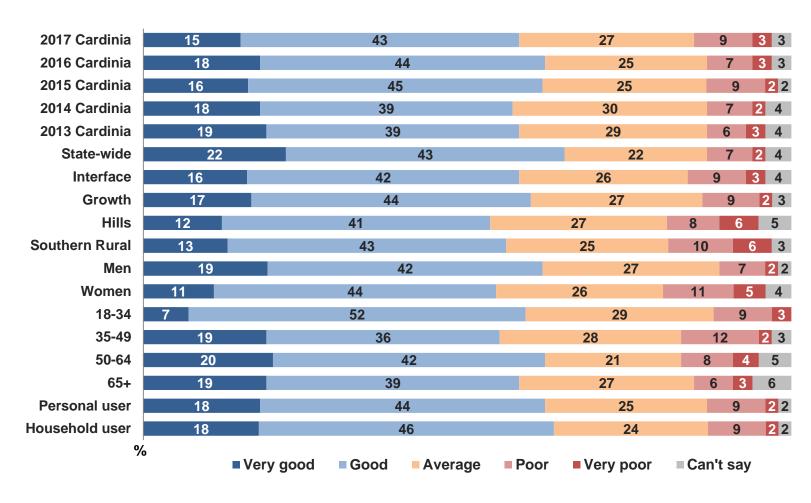
2017 Recreational Facilities Performance



PERFORMANCE DETAILED PERCENTAGES



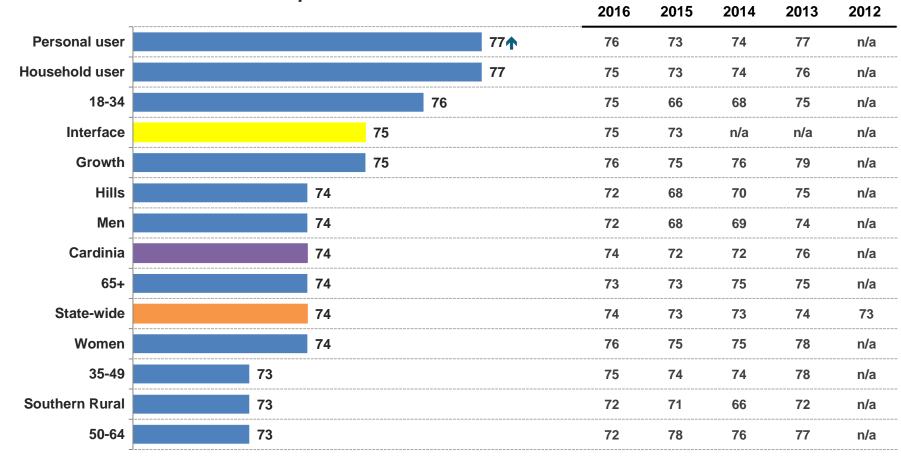
2017 Recreational Facilities Performance



IMPORTANCE INDEX SCORES



2017 Public Areas Importance

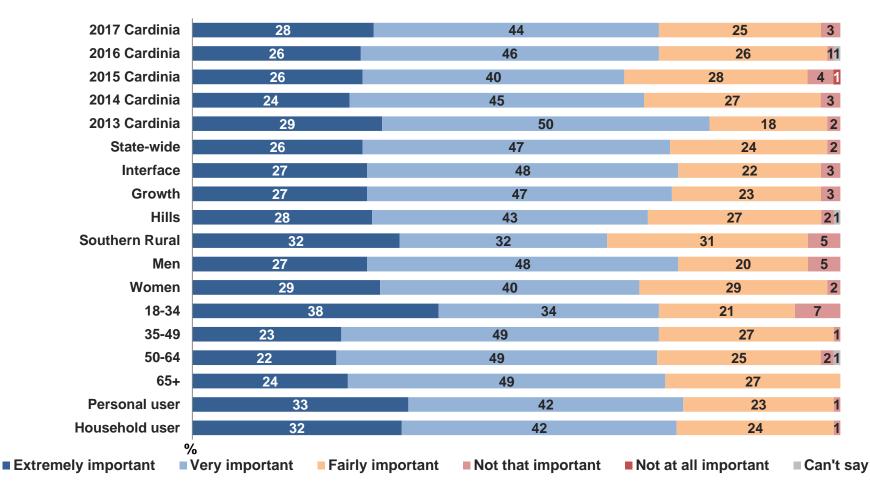


Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES



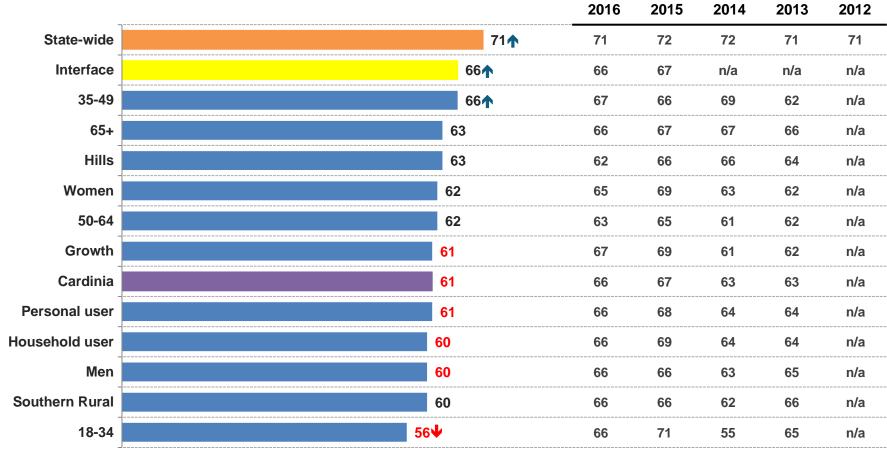
2017 Public Areas Importance



PERFORMANCE INDEX SCORES



2017 Public Areas Performance

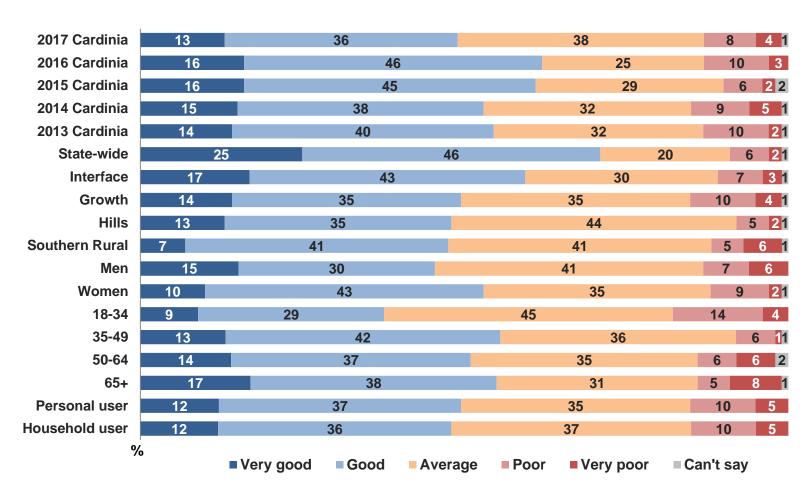


Q2. How has Council performed on 'the appearance of public areas' over the last 12 months? Base: All respondents. Councils asked state-wide: 39 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

PERFORMANCE DETAILED PERCENTAGES



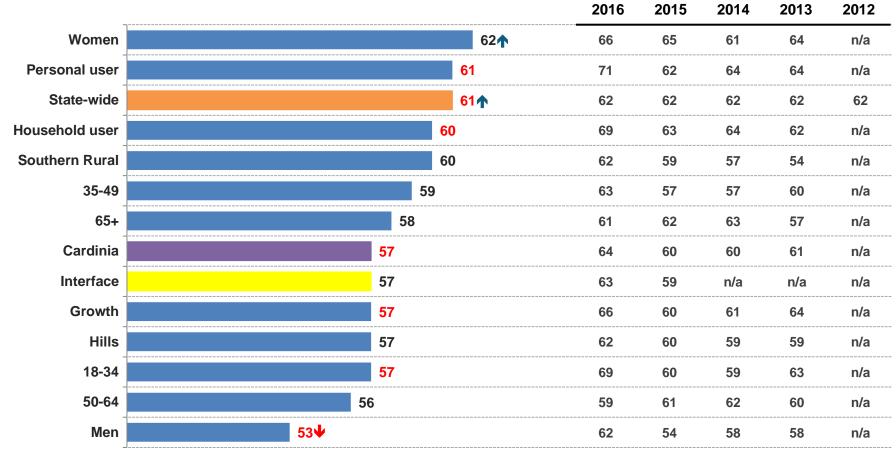
2017 Public Areas Performance



IMPORTANCE INDEX SCORES



2017 Community Activities Importance

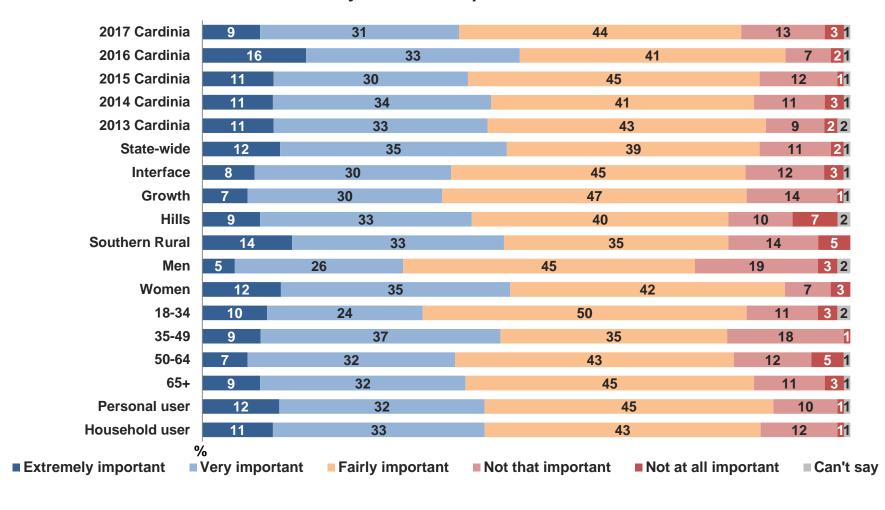


Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES



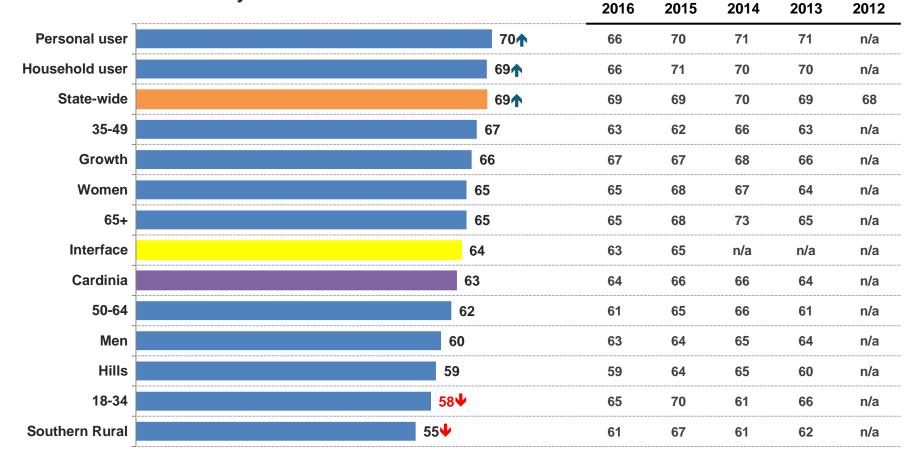
2017 Community Activities Importance



PERFORMANCE INDEX SCORES



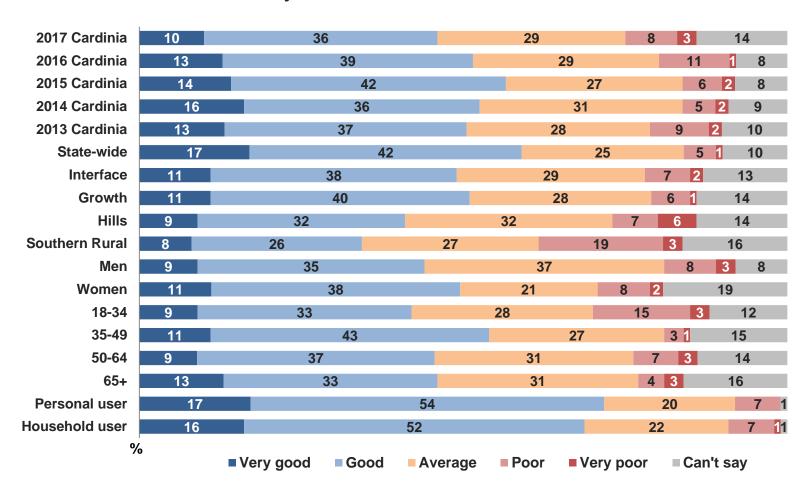
2017 Community Activities Performance



PERFORMANCE DETAILED PERCENTAGES



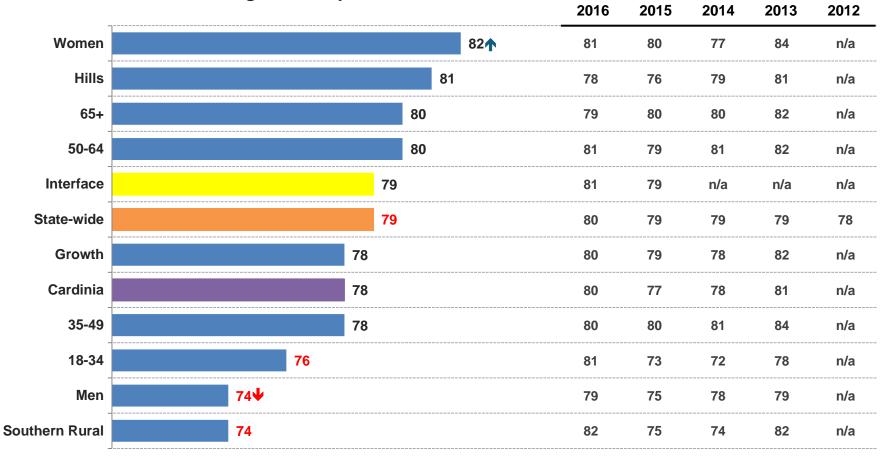
2017 Community Activities Performance



IMPORTANCE INDEX SCORES



2017 Waste Management Importance

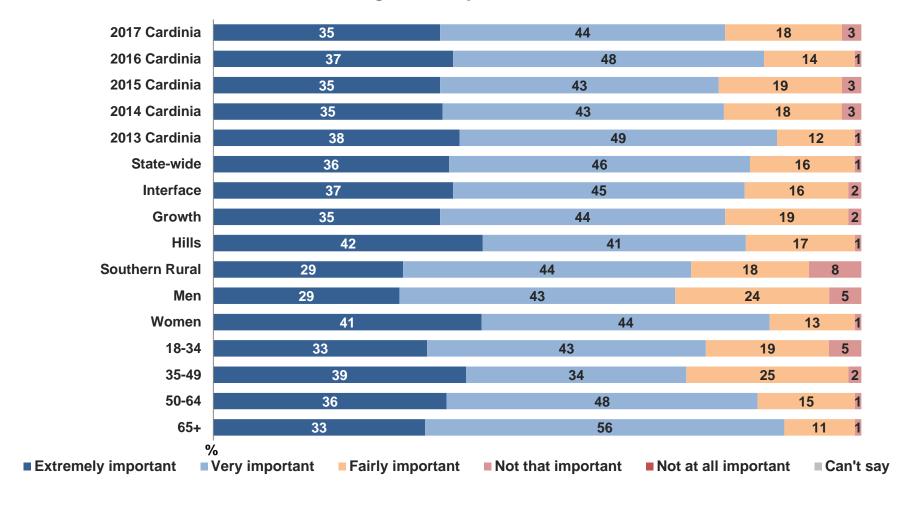


Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES



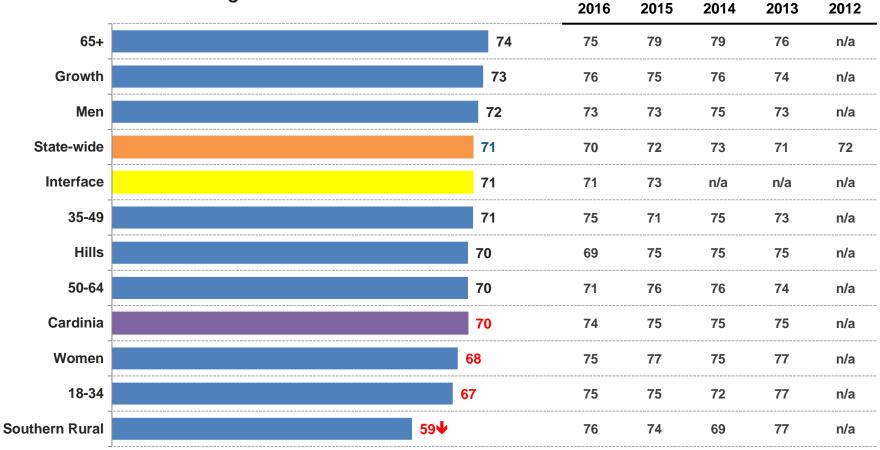
2017 Waste Management Importance



PERFORMANCE INDEX SCORES



2017 Waste Management Performance

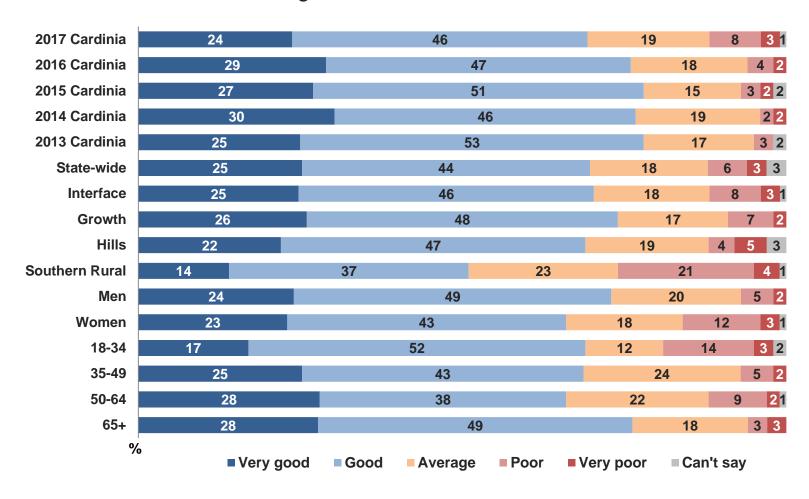


Q2. How has Council performed on 'waste management' over the last 12 months? Base: All respondents. Councils asked state-wide: 38 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

PERFORMANCE DETAILED PERCENTAGES



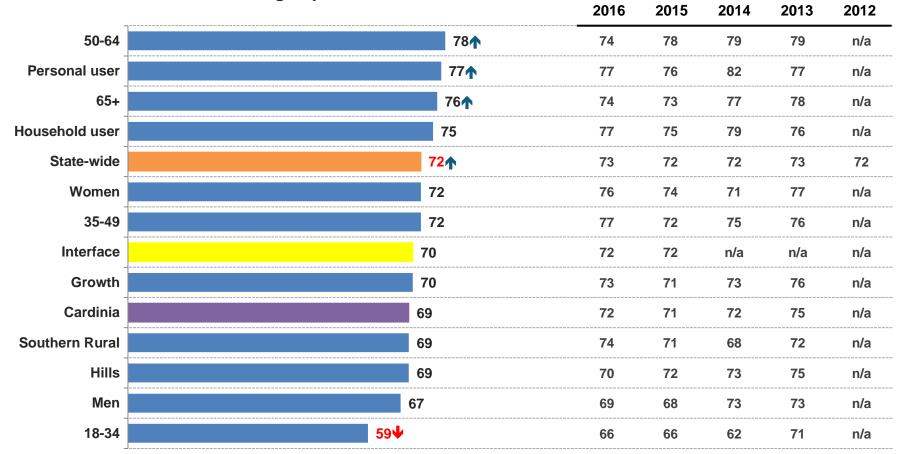
2017 Waste Management Performance



IMPORTANCE INDEX SCORES



2017 Town Planning Importance



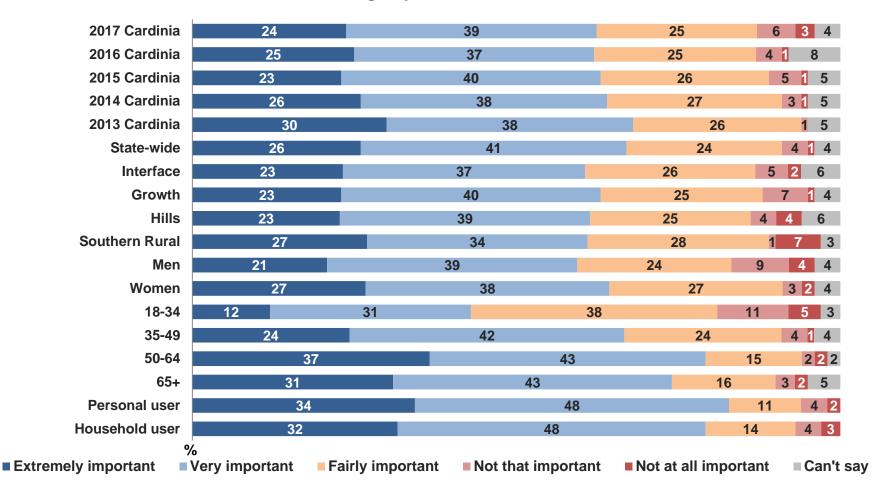
Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 16 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES



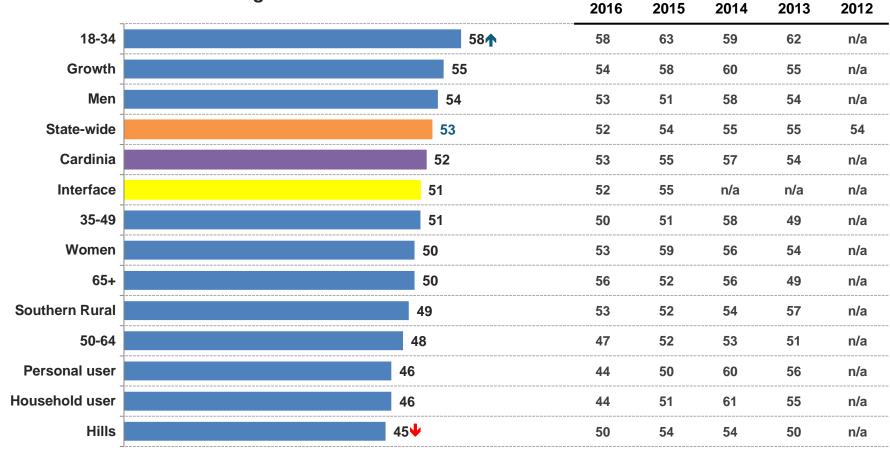
2017 Town Planning Importance



PERFORMANCE INDEX SCORES



2017 Town Planning Performance



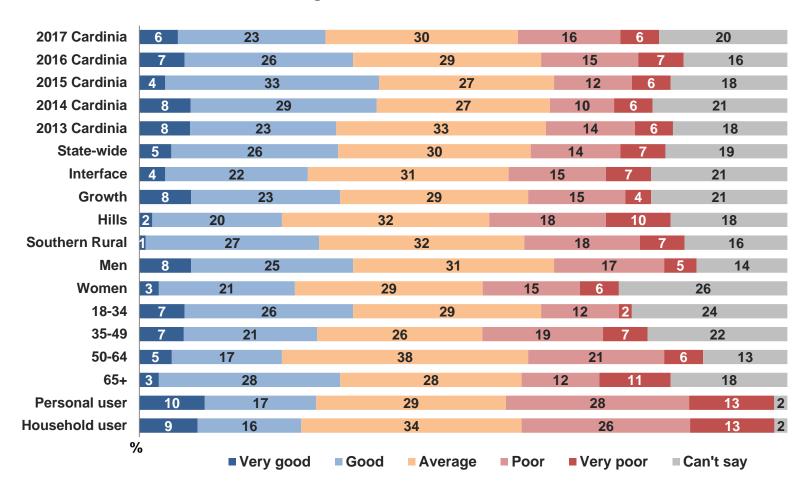
Q2. How has Council performed on 'council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

PERFORMANCE DETAILED PERCENTAGES



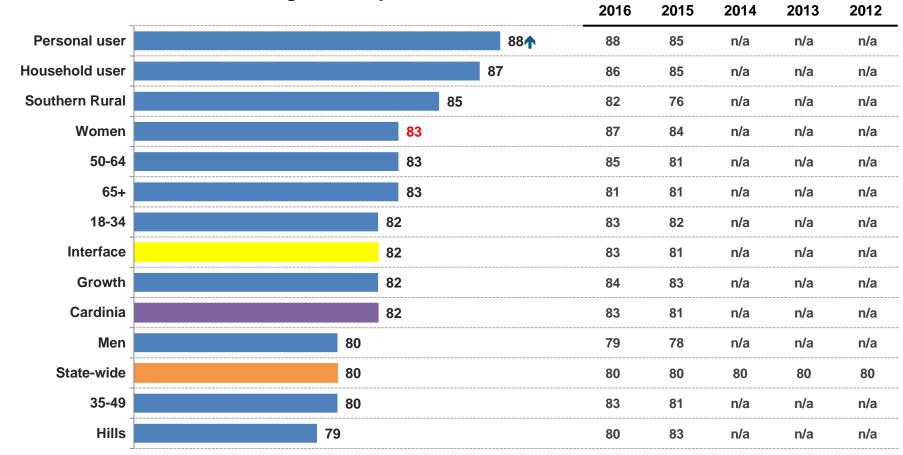
2017 Town Planning Performance



IMPORTANCE INDEX SCORES



2017 Disaster Management Importance



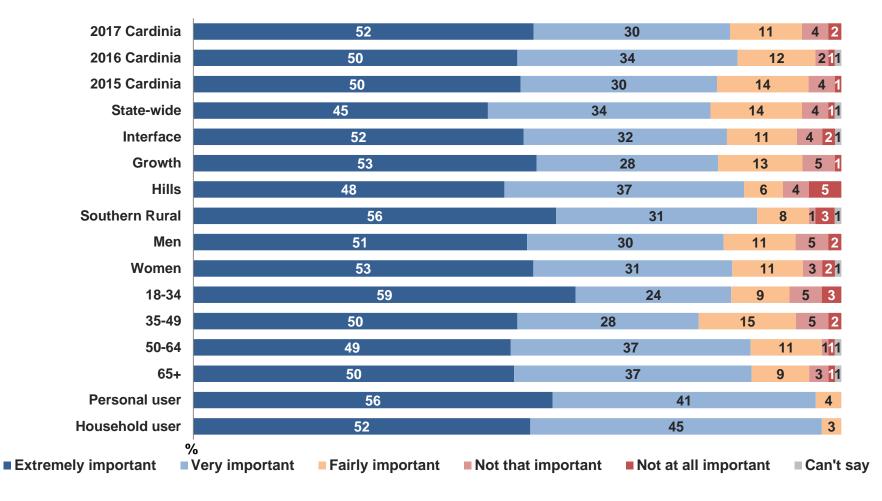
Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2

Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES



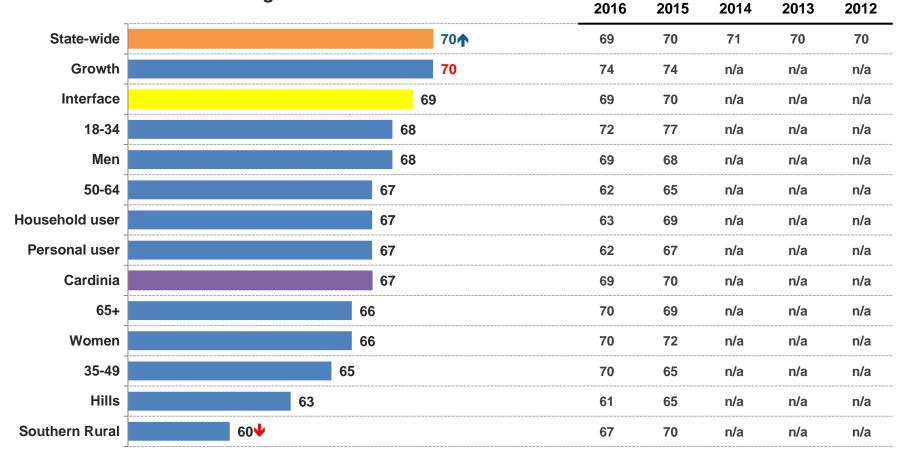
2017 Disaster Management Importance



PERFORMANCE INDEX SCORES



2017 Disaster Management Performance



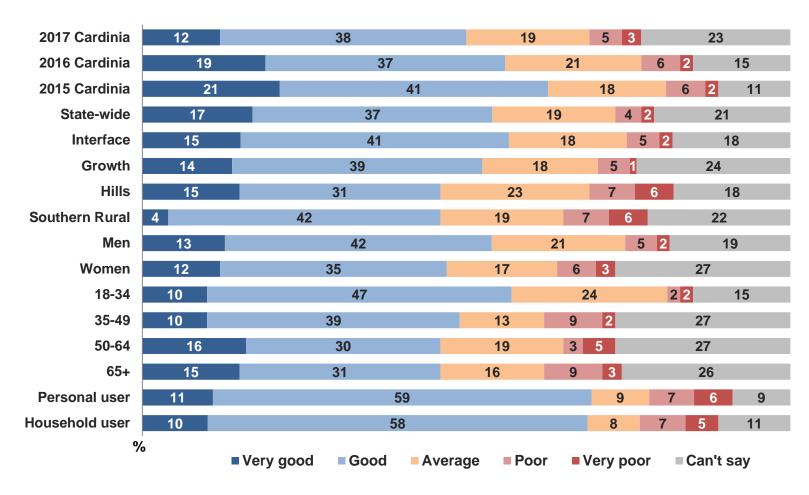
Q2. How has Council performed on 'emergency and disaster management' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 2

Note: Please see page 5 for explanation about significant differences

PERFORMANCE DETAILED PERCENTAGES



2017 Disaster Management Performance

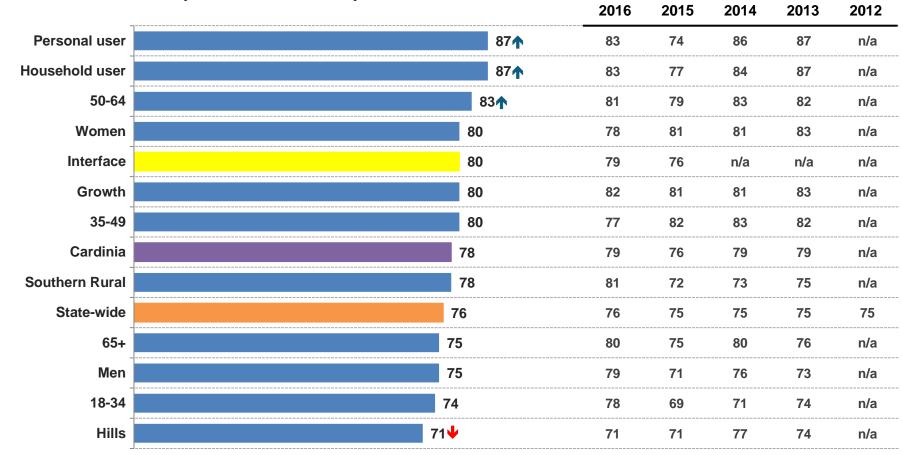


2017 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE INDEX SCORES



2017 Population Growth Importance



Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 15 Councils asked group: 2

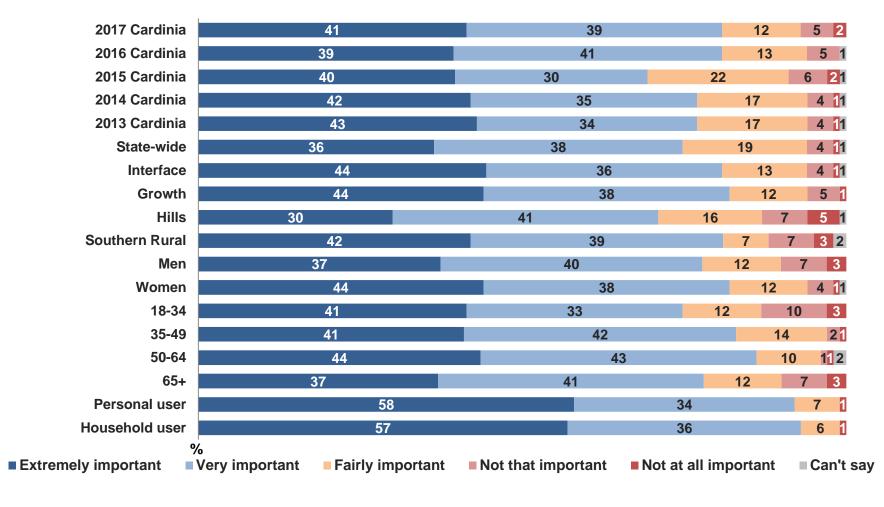
Note: Please see page 5 for explanation about significant differences

2017 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE DETAILED PERCENTAGES



2017 Population Growth Importance

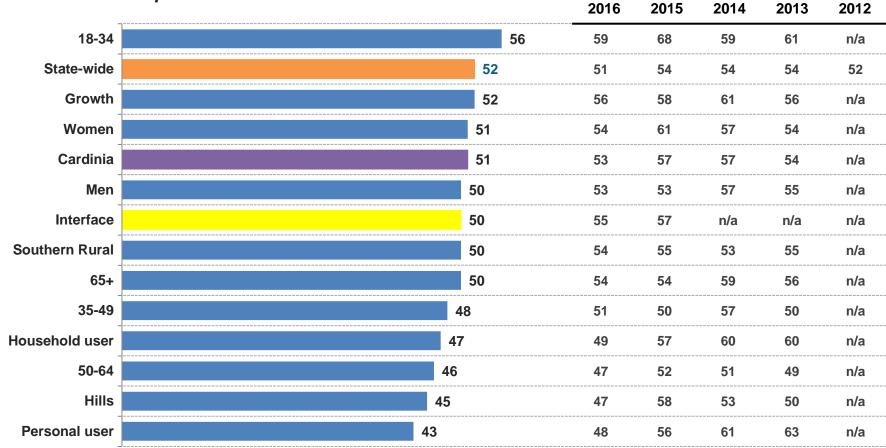


2017 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE INDEX SCORES



2017 Population Growth Performance



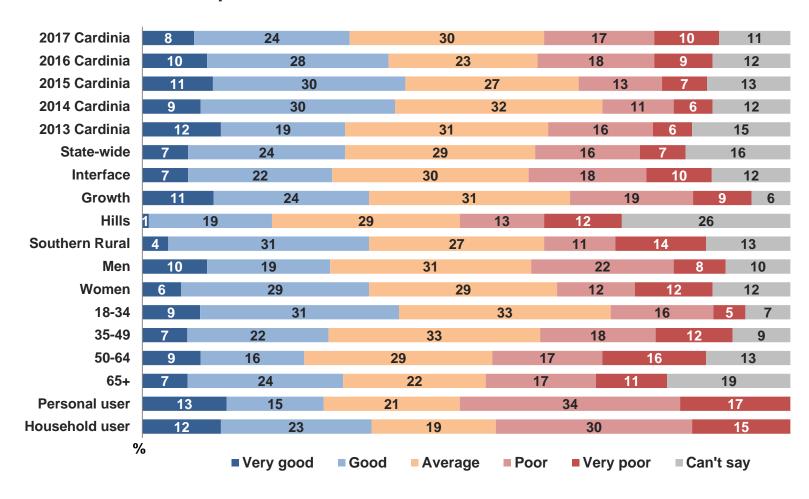
Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months? Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

2017 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE DETAILED PERCENTAGES



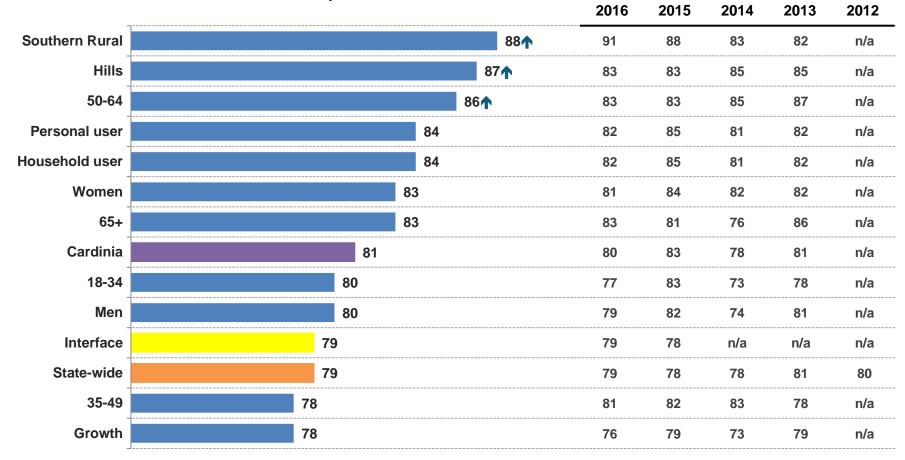
2017 Population Growth Performance



IMPORTANCE INDEX SCORES



2017 Unsealed Roads Importance



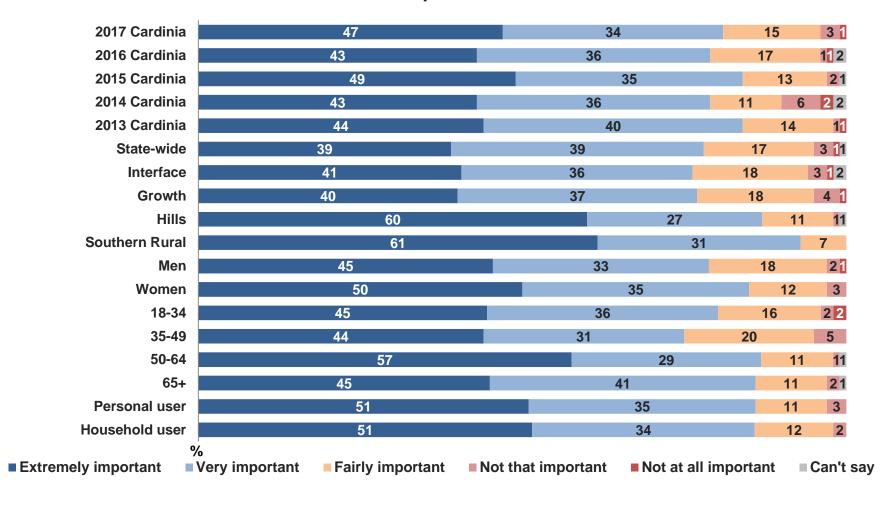
Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 13 Councils asked group: 2

Note: Please see page 5 for explanation about significant differences

IMPORTANCE DETAILED PERCENTAGES



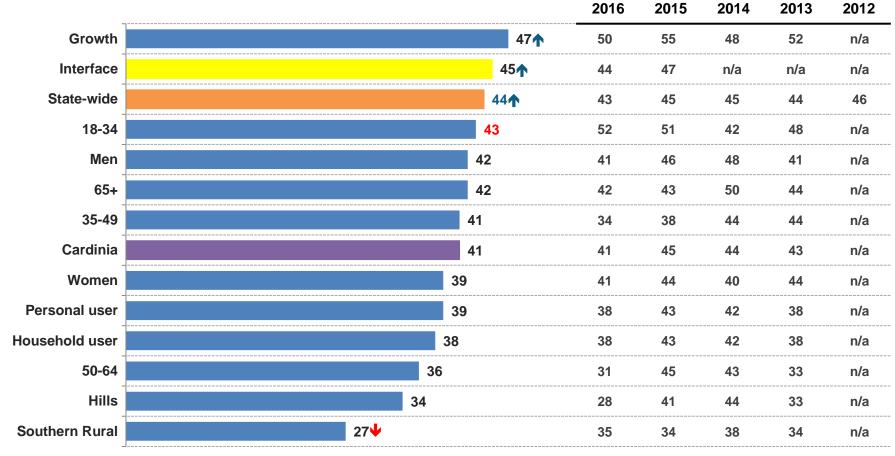
2017 Unsealed Roads Importance



PERFORMANCE INDEX SCORES



2017 Unsealed Roads Performance

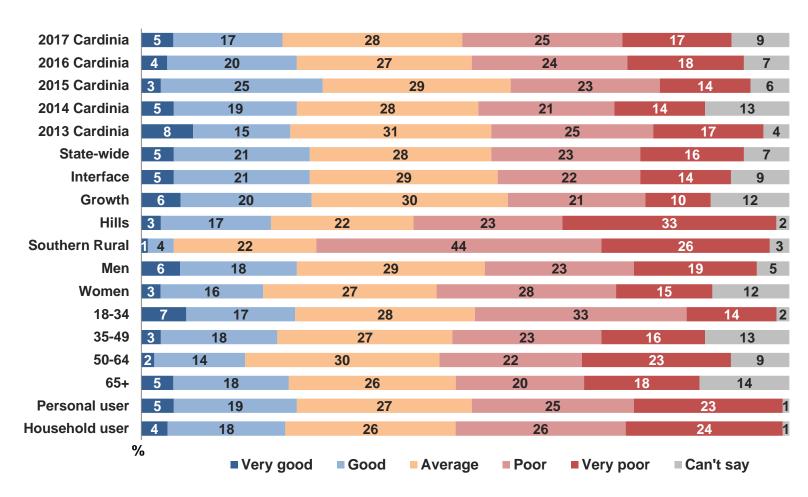


Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences

PERFORMANCE DETAILED PERCENTAGES



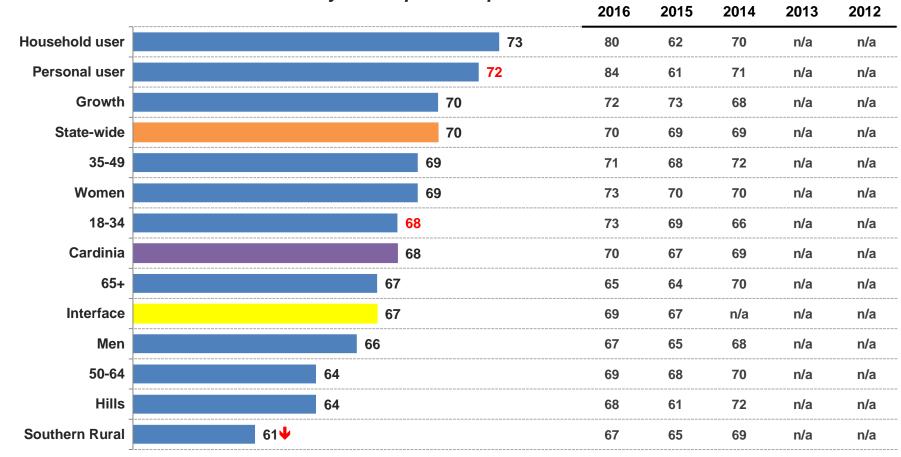
2017 Unsealed Roads Performance



IMPORTANCE INDEX SCORES



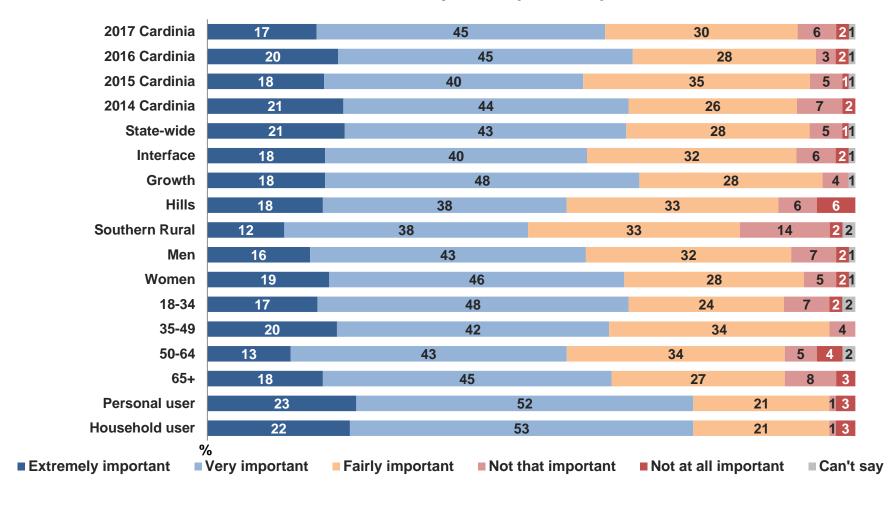
2017 Business/Community Development Importance



IMPORTANCE DETAILED PERCENTAGES



2017 Business/Community Development Importance



PERFORMANCE INDEX SCORES







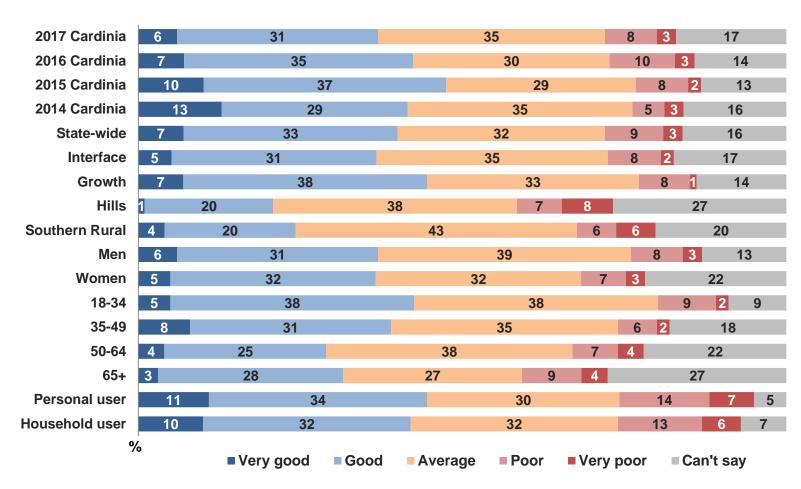
Q2. How has Council performed on 'business and community development' over the last 12 months? Base: All respondents. Councils asked state-wide: 12 Councils asked group: 2

Note: Please see page 5 for explanation about significant differences

PERFORMANCE DETAILED PERCENTAGES



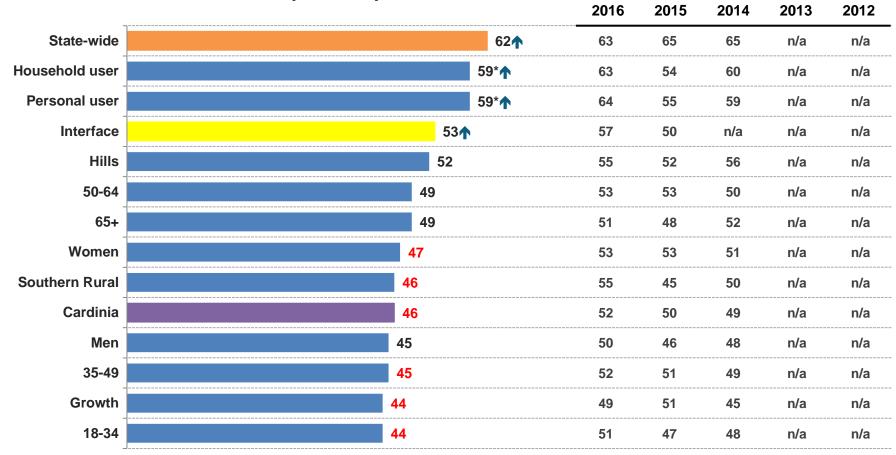
2017 Business/Community Development Performance



IMPORTANCE INDEX SCORES



2017 Tourism Development Importance



Q1. Firstly, how important should 'tourism development' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2

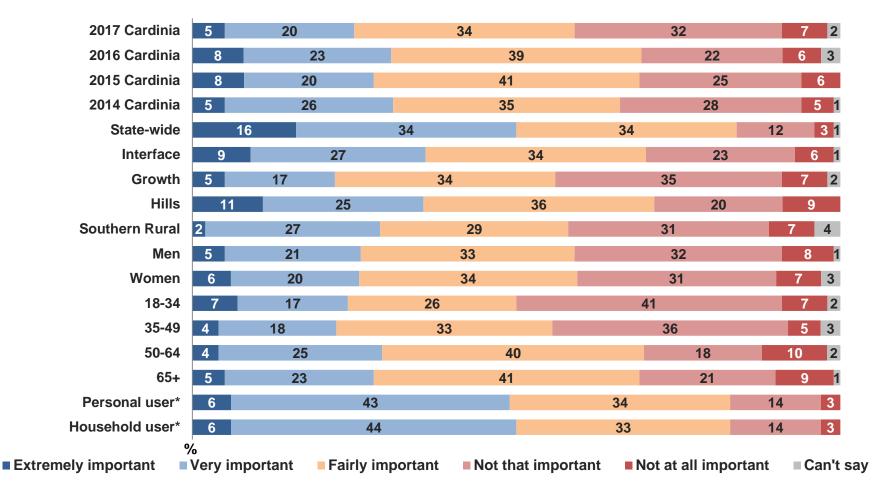
Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

IMPORTANCE DETAILED PERCENTAGES



2017 Tourism Development Importance

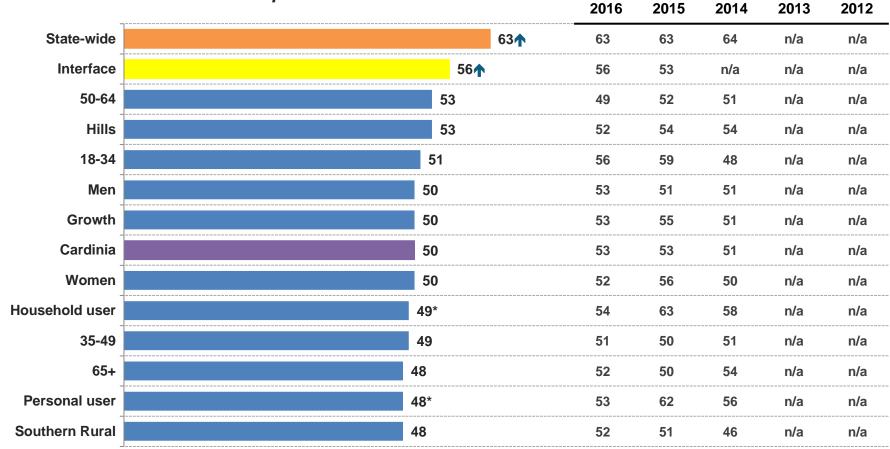


Q1. Firstly, how important should 'tourism development' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2 *Caution: small sample size < n=30

PERFORMANCE INDEX SCORES



2017 Tourism Development Performance



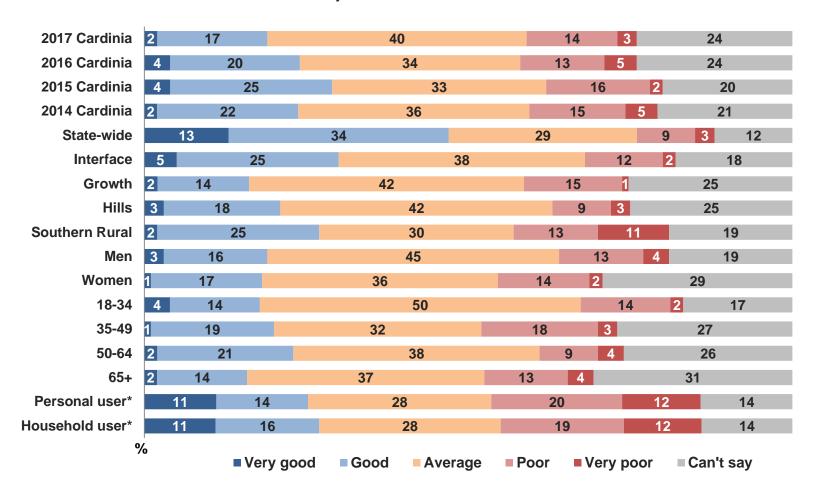
Q2. How has Council performed on 'tourism development' over the last 12 months? Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

PERFORMANCE DETAILED PERCENTAGES



2017 Tourism Development Performance



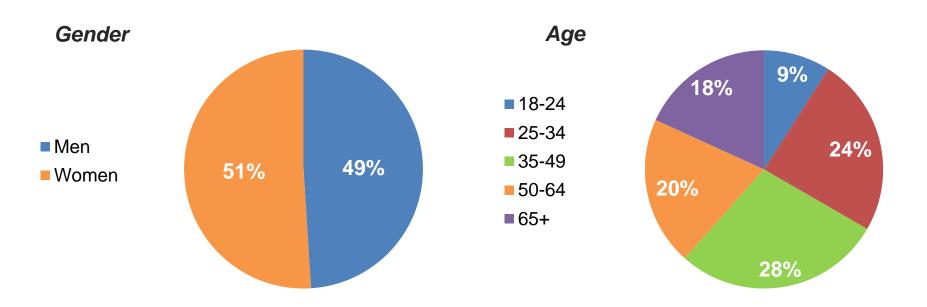
Q2. How has Council performed on 'tourism development' over the last 12 months? Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2 *Caution: small sample size < n=30

DETAILED DEMOGRAPHICS



2017 GENDER AND AGE PROFILE



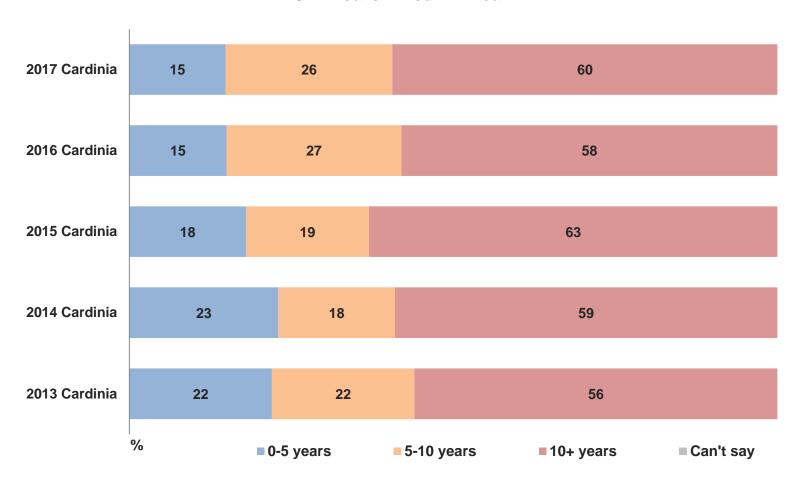


Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

2017 YEARS LIVED IN AREA



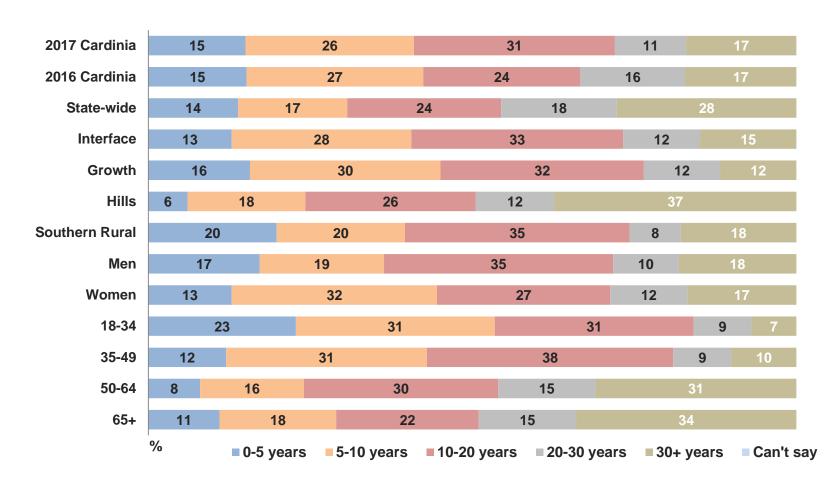
2017 Years Lived in Area



2017 YEARS LIVED IN AREA



2017 Years Lived in Area



APPENDIX A: DETAILED SURVEY TABULATIONS AVAILABLE IN SUPPLIED EXCEL FILE



APPENDIX B: FURTHER PROJECT INFORMATION



APPENDIX B: BACKGROUND AND OBJECTIVES



The survey was revised in 2012. As a result:

- ➤ The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Cardinia Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2017 have been made throughout this report as appropriate.**

APPENDIX B: MARGINS OF ERROR



The sample size for the 2017 State-wide Local Government Community Satisfaction Survey for Cardinia Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 66,000 people aged 18 years or over for Cardinia Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Cardinia Shire Council	400	400	+/-4.9
Men	194	196	+/-7.0
Women	206	204	+/-6.8
Growth	236	260	+/-6.4
Hills	95	75	+/-10.1
Southern Rural	69	65	+/-11.9
18-34 years	58	134	+/-13.0
35-49 years	91	114	+/-10.3
50-64 years	134	81	+/-8.5
65+ years	117	71	+/-9.1



All participating councils are listed in the state-wide report published on the DELWP website. In 2017, 68 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2017 vary slightly.

Council Groups

Cardinia Shire Council is classified as a Interface council according to the following classification list:

Metropolitan, Interface, Regional Centres, Large Rural & Small Rural

Councils participating in the Interface group are: Cardinia, Casey, Melton, Mornington Peninsula, Whittlesea and Yarra Ranges.

Wherever appropriate, results for Cardinia Shire Council for this 2017 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Interface group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%		INDEX SCORE 60



Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%		INDEX SCORE 56

APPENDIX B: INDEX SCORE IMPLICATIONS



Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication	
75 – 100	Council is performing very well in this service area	This service area is seen to be extremely important	
60 – 75	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important	
50 – 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important	
40 – 50	Council is performing poorly in this service area	This service area is seen to be somewhat important	
0 – 40	Council is performing very poorly in this service area	This service area is seen to be not that important	

APPENDIX B: INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION



The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z Score = (\$1 - \$2) / Sqrt ((\$3*2 / \$5) + (\$4*2 / \$6))$$

Where:

>\$1 = Index Score 1

>\$2 = Index Score 2

▶\$3 = unweighted sample count 1

>\$4 = unweighted sample count 1

⇒\$5 = standard deviation 1

▶\$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.



Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2017 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2017 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Reporting

Every council that participated in the 2017 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

The overall State-wide Local Government Community Satisfaction Report is available at https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey.

APPENDIX B: GLOSSARY OF TERMS



Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2017 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

Statewide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.

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John Scales
Managing Director

Mark Zuker Managing Director

