LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
CARDINIA SHIRE COUNCIL

2018 RESEARCH REPORT

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

JWSRESEARCH

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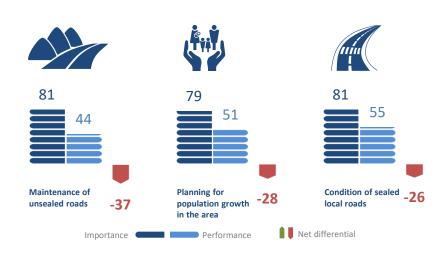
Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS

Waste management — 74

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TOP 3 AREAS FOR IMPROVEMENT

Maintenance of unsealed roads
81 / 44
-37

Planning for population growth in the area
79 / 51
-28

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81 / 55
-26

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BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2018 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 40% 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, 2018.

The 2018 results are compared with previous years, as detailed below:

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 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
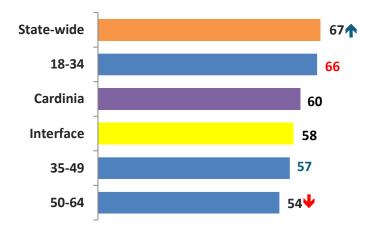
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in 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 <u>lower</u> than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2017. 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 2017.

- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

Overall Performance – Index Scores (example extract only)

	Index Score
State-wide	67 ↑
18-34	66
Cardinia	60
Interface	58
35-49	57
50-64	54 ↓

Note: Details on the calculations used to determine statistically significant differences may be found in Appendix B.

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 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

KEY FINDINGS & RECOMMENDATIONS
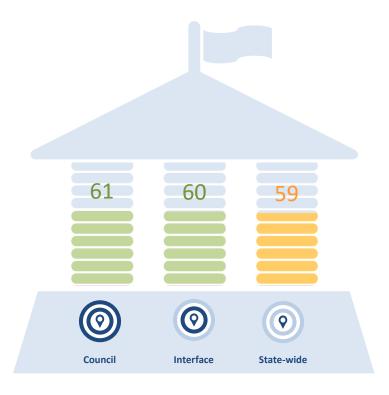
OVERALL PERFORMANCE

Cardinia Shire Council's **overall performance index score** *increased significantly* **– by four index points in the past year – to an index score of 61**. Overall performance ratings have fluctuated by a couple of points each year since 2012.

➢ Cardinia Shire Council's overall performance is in line with **the average ratings for councils State-wide and in the Interface group** (index scores of 59 and 60 respectively).

➢ Ratings gains are largely driven by statistically *significant increases* (at the 95% confidence interval) among **women** (index score of 65, eight points higher than 2017), **residents aged 35 to 49 years** (63, seven points higher)**,** and residents of the **Hills** (59, eight points higher).

➢ Women are also *significantly more* **favourable** in their view of Council's overall performance than residents overall, while **residents aged 50 to 64 years** are *significantly less* **favourable** (index score of 55).

Residents are much more likely to rate Council performance as 'very good' or 'good' (52%) than 'poor' or 'very poor' (12%). A further 35% sit mid-scale providing an 'average' rating.

| 61 | 60 | 59 |
| Council | Interface | State-wide |

OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

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Review of the core performance measures (as shown on page 19) shows that Cardinia Shire Council's **performance was either stable or increased** compared to Council's own results in 2017.

➢ Performance measures *increased significantly* in the areas of **overall performance** (index score of 61, four points higher than 2017) and **consultation and engagement** (55, six points higher). With an index score of 55 in the area of consultation and engagement, performance is back in line with previous years' ratings after declining between 2016 and 2017.

➢ Results are **in line with** average ratings for councils **State-wide** and in the **Interface group** with just a few exceptions.

➢ Council's performance in the area of **community decisions** (index score of 53) is *significantly lower* than the average rating for the Interface group (index score of 56). Council's performance in the area of **customer service** (index score of 65) is *significantly lower* than both the Interface group and State-wide averages for councils (index score of 70 for each).

Ratings on core measures are largely consistent across geographic areas with the exception of **sealed local roads**.

➢ **Growth areas residents** are *significantly more* favourable (index score of 60), while **the Hills** (index score of 48) and **Southern Rural** (index score of 44) residents are significantly less favourable in their impressions of sealed roads.

Customer service (index score of 65) is a top performing area for Cardinia Shire Council. It is the highest rated core performance measure and the third highest rated service area overall. However, it is only one of a handful of service areas where Council performs *significantly lower* than State-wide and Interface group averages (index score of 70 for each).

Seven in ten (69%) Cardinia Shire Council residents have had recent contact with Council.

➤ **Residents aged 50 to 64 years (76%) have had the most contact with Council**; however this same group rates Council lowest on most core measures.

Customer service, with an index score of 65, is a **positive result** for Council. Perceptions of customer service have been stable since 2016, but results are still lower than peak levels achieved in 2015 and 2013 (index score of 73 in both years).

➤ Three in ten (30%) rate Council's customer service as 'very good', with a further 31% rating customer service as 'good', similar to 2017 results.

Perceptions of customer service are relatively consistent across all demographic groups, meaning there is no particular cohort that Council should focus its attention on. Rather, Council should aim to improve customer service across all groups.

Newsletters, sent via email (34%) and mail (34%), are the preferred way for Council to inform residents about news, information and upcoming events. **Demand for mailed newsletters has trended down since 2013** (declining fourteen percentage points), **while preferences for emailed newsletters has trended up** (increasing fourteen percentage points).

➤ Interest in advertising in local newspapers (4%) has also waned since 2013 (declining nine percentage points), while interest in text messages has quadrupled (now 12%).

➤ Adults aged under 50 years are almost as likely to express interest in newsletters sent via mail (30%) as email (33%) in 2018, reflecting an eighteen point decline in demand for mailed, and a twelve point increase in emailed communications among this group. Virtually all interest in text messages occurs among adults under 50 years of age (18%).

➤ Adults aged over 50 years are also less interested in receiving a newsletter via mail than previously (40%, eight points lower than 2013), though they still prefer mail to email communications (35%, eighteen points higher than 2013).

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AREAS WHERE COUNCIL IS PERFORMING WELL

Waste management is the area where Cardinia Shire Council has **performed most strongly** (index score of 74). Indeed, waste management was one of the most frequently mentioned **best things** about Council (mentioned by 9% of residents). Performance in the area of waste management *increased significantly* in the past year from an index score of 70 in 2017.

➤ Perceptions *increased significantly* among Southern Rural residents (index score of 76, seventeen points higher than 2017) and women (76, eight points higher).

➤ Three-quarters of residents (73%) rate Council's performance in the area of waste management as 'very good' or 'good'.

➤ Council is rated *significantly higher* than both the State-wide and Interface group averages in this area (index scores of 70 and 68 respectively).

➤ Waste management is rated the most important council responsibility relative to other areas evaluated (importance index score of 82).

Another area where Cardinia Shire Council is well regarded is emergency and disaster management. With a performance index score of 69, this service area is rated second highest among residents.

➤ More than half of residents (56%) rate Council's performance in this area as 'very good' or 'good'.

➤ Residents who have experience with these services rate Council highest (index score of 74).

➤ Emergency and disaster management is rated almost equal to waste management in terms of importance (importance index score of 81).

Recreational facilities (performance index score of 68) is another area where Council is rated more highly compared to other service areas. Indeed, 17% of residents mention recreational and sporting facilities and 13% mention parks and gardens as the **best aspects** of council life. Two-thirds (66%) of residents have used council facilities.

It is important to note that Council *improved significantly* in its performance in seven service areas in the past year: **waste management, appearance of public areas, family support services, business and community development, consultation and engagement, disadvantaged support services and tourism development**.

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Perceptions of Council did not experience any *significant declines* in ratings in the past year. This is a positive result for Council, particularly given that Cardinia Shire Council performs *significantly below* the Interface group average in only a handful of areas (customer service, local streets and footpaths, community decisions, and tourism development).

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 44, Council is seen to be **performing poorly** in this service area. This is *significantly lower* than the Interface group average (performance index score of 48).

➢ Two in five residents (41%) rate Council performance in this service area as 'very poor' or 'poor'.

➢ Similar to perceptions of sealed roads, residents of the **Hills** (index score of 36) and **Southern Rural** (index score of 33) areas have *significantly less* favourable impressions of performance in this area, while Growth areas (index score of 49) residents have *significantly more* favourable impressions than residents overall.

➢ The importance of this service area is evidenced by a high index score of 81.

Population growth (index score of 50) is the second lowest rated service area. Performance has declined seven index points in this area since 2014.

Notwithstanding these results, if forced to choose, a majority (54%) of residents would prefer service cuts to keep rates at current levels to rate rises to improve services (29%). A further 16% 'can't say'.

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 more than 10 points. Key priorities include:

➢ **Unsealed roads** (margin of 37 points)

➢ **Planning for population growth** (margin of 28 points)

➢ **Sealed roads** (margin of 26 points)

➢ **Condition of local streets and footpaths** (margin of 24 points)

➢ **Consultation and engagement** (margin of 16 points)

➢ **Enforcement of local laws** (margin of 13 points)

➢ **Emergency and disaster management** (margin of 12 points).

Consideration should also be given to residents aged 50 to 64 years, who appear to be most driving negative opinion in 2018.

On the positive side, Council should **maintain its relatively strong performance in the area of waste management, recreational facilities, and appearance of public areas** and continue its upwards trajectory in the area of **consultation and engagement**.

The **regression analysis on pages 32-36** shows the individual service areas that have the strongest influence on the overall performance rating are:

➢ Decisions made in the interest of the community
➢ Lobbying on behalf of the community.

Good communication and transparency with residents about decisions the Council has made in the Cardinia community's interest, any lobby wins as well as improved maintenance of unsealed roads could help improve opinion in these areas and drive up overall opinion of the Council's performance.

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 2018
(Significantly <u>higher</u> result than 2017)

- Overall performance
- Consultation & engagement
- Waste management
- Appearance of public areas
- Family support services
- Business & community development
- Disadvantaged support services
- Tourism development

Lower results in 2018
(Significantly <u>lower</u> result than 2017)

- *No significant change*

Most favourably disposed towards Council

- Various

Least favourably disposed towards Council

- Aged 50-64 years
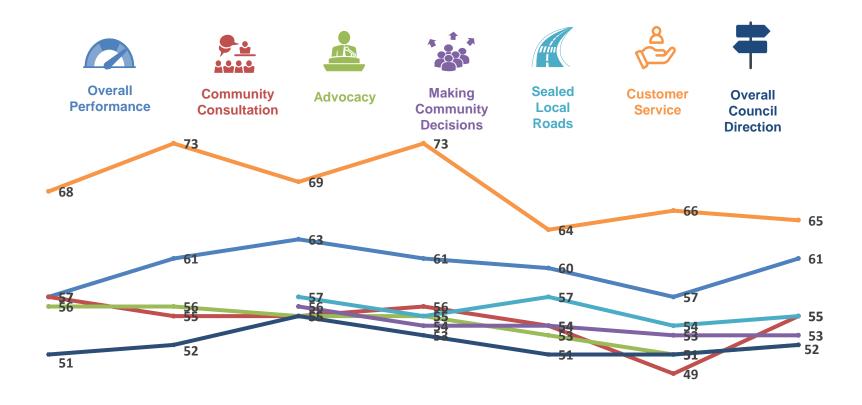
SUMMARY OF FINDINGS

2018 SUMMARY OF CORE MEASURES
INDEX SCORE RESULTS

Overall Performance · Community Consultation · Advocacy · Making Community Decisions · Sealed Local Roads · Customer Service · Overall Council Direction

	2012	2013	2014	2015	2016	2017	2018
Customer Service	68	73	69	73	64	66	65
Overall Performance	57	61	63	61	60	57	61
Sealed Local Roads			57		57	54	55
Community Consultation	57	55	56	56	54	49	55
Advocacy	56	56	55	55	53	51	53
Making Community Decisions			55	54		53	53
Overall Council Direction	51	52	55	53	51	51	52

2018 SUMMARY OF CORE MEASURES
DETAILED ANALYSIS
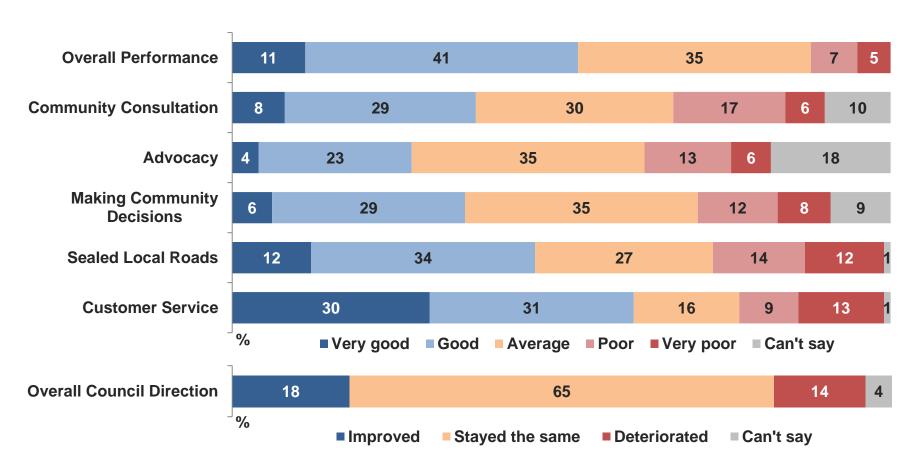
Performance Measures	Cardinia 2018	Cardinia 2017	Interface 2018	State-wide 2018	Highest score	Lowest score
OVERALL PERFORMANCE	**61**	57	60	59	Women	Aged 50-64 years
COMMUNITY CONSULTATION (Community consultation and engagement)	**55**	49	56	55	Aged 18-34 years	Aged 50-64 years
ADVOCACY (Lobbying on behalf of the community)	**52**	51	54	54	Growth	Aged 50-64 years
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	**53**	53	56	54	Women	Aged 50-64 years
SEALED LOCAL ROADS (Condition of sealed local roads)	**55**	54	57	53	Growth	Southern Rural
CUSTOMER SERVICE	**65**	66	70	70	Aged 65+ years	Aged 35-49 years
OVERALL COUNCIL DIRECTION	**52**	51	53	52	Women	Aged 50-64 years, Men

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Key Measures Summary Results

Measure	Very good	Good	Average	Poor	Very poor	Can't say
Overall Performance	11	41	35	7	5	
Community Consultation	8	29	30	17	6	10
Advocacy	4	23	35	13	6	18
Making Community Decisions	6	29	35	12	8	9
Sealed Local Roads	12	34	27	14	12	1
Customer Service	30	31	16	9	13	1

%
■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Measure	Improved	Stayed the same	Deteriorated	Can't say
Overall Council Direction	18	65	14	4

%
■ Improved ■ Stayed the same ■ Deteriorated ■ Can't say

2018 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS

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Experience of Services

Service	Personal use	Total household use
Appearance of public areas	76	79
Sealed local roads	77	78
Local streets & footpaths	74	75
Recreational facilities	66	71
Unsealed roads	60	61
Community & cultural	42	47
Enforcement of local laws	23	24
Consultation & engagement	19	22
Business & community dev.	17	20
Family support services	12	18
Population growth	18	18
Emergency & disaster mngt	12	14
Disadvantaged support serv.	7	10
Tourism development	8	8

%

☐ Total household use
■ Personal use

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?
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4

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:

	Importance	**Performance**	**Net Differential**
Unsealed roads	81	44	-37
Population growth	79	50	-28
Sealed local roads	81	55	-26
Local streets & footpaths	80	55	-24
Consultation & engagement	71	55	-16
Enforcement of local laws	73	60	-13
Emergency & disaster mngt	81	69	-12

2018 IMPORTANCE SUMMARY
INDEX SCORES OVER TIME

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2018 Priority Area Importance

	2018	2017	2016	2015	2014	2013	2012
Waste management	82	78	80	77	78	81	n/a
Emergency & disaster mngt	81	82	83	81	n/a	n/a	n/a
Sealed local roads	81	79	79	79	78	n/a	n/a
Unsealed roads	81	81	80	83	78	81	n/a
Local streets & footpaths	80	77	78	77	77	82	n/a
Population growth	79	78	79	76	79	79	n/a
Appearance of public areas	76	74	74	72	72	76	n/a
Recreational facilities	73	72	73	72	71	74	n/a
Enforcement of local laws	73	72	73	70	72	75	n/a
Family support services	73	74	75	76	72	74	n/a
Consultation & engagement	71	71	73	70	71	72	n/a
Disadvantaged support serv.	69	72	73	n/a	n/a	n/a	n/a
Business & community dev.	68	68	70	67	69	n/a	n/a
Community & cultural	59	57	64	60	60	61	n/a
Tourism development	51	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: 28 Councils asked group: 2
Note: Please see page 6 for explanation of significant differences.

Individual Service Areas Importance

Service Area	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
Waste management	41	46	12			
Sealed local roads	43	43	11	2	2	
Unsealed roads	46	37	12	4	1	
Emergency & disaster mngt	48	34	12	3	2	1
Local streets & footpaths	40	41	16	2	1	
Population growth	45	33	14	5	1	1
Appearance of public areas	29	46	22			2
Recreational facilities	26	44	24	5		
Enforcement of local laws	30	39	23	5	2	
Family support services	30	38	23	5		
Disadvantaged support serv.	20	46	23	6	2	2
Consultation & engagement	25	39	29	5	1	1
Business & community dev.	18	42	31	6	1	2
Community & cultural	11	34	39	12	3	1
Tourism development	8	23	37	26	5	

%

■ Extremely important   ■ Very important   ■ Fairly important   ■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 2

2018 PERFORMANCE SUMMARY
INDEX SCORES OVER TIME

2018 Priority Area Performance

Priority Area	2018	2017	2016	2015	2014	2013	2012
Waste management	74	70	74	75	75	75	n/a
Emergency & disaster mngt	69	67	69	70	n/a	n/a	n/a
Recreational facilities	68	65	67	66	66	67	n/a
Appearance of public areas	67	61	66	67	63	63	n/a
Community & cultural	66	63	64	66	66	64	n/a
Family support services	65	61	66	66	64	67	n/a
Business & community dev.	64	59	60	63	63	n/a	n/a
Disadvantaged support serv.	61	56	58	n/a	n/a	n/a	n/a
Enforcement of local laws	60	57	61	64	61	65	n/a
Local streets & footpaths	55	54	57	57	56	51	n/a
Consultation & engagement	55	49	54	56	55	55	57
Sealed local roads	55	54	57	55	57	n/a	n/a
Tourism development	55	50	53	53	51	n/a	n/a
Community decisions	53	53	54	54	56	n/a	n/a
Lobbying	52	51	53	55	55	56	56
Population growth	50	51	53	57	57	54	n/a
Unsealed roads	44	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: 64 Councils asked group: 6
Note: Please see page 6 for explanation of significant differences.

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Individual Service Areas Performance

Service Area	Very good	Good	Average	Poor	Very poor	Can't say
Waste management	31	42	16	6	3	1
Appearance of public areas	15	49	26	9		1
Recreational facilities	25	36	24	10	2	3
Emergency & disaster mngt	18	38	20	4	4	17
Community & cultural	13	41	29	4	3	10
Business & community dev.	11	38	29	6	3	13
Local streets & footpaths	15	31	26	16	12	
Sealed local roads	12	34	27	14	12	1
Enforcement of local laws	13	30	28	16	3	10
Family support services	11	28	24	6	1	30
Consultation & engagement	8	29	30	17	6	10
Disadvantaged support serv.	5	29	22	7	2	35
Community decisions	6	29	35	12	8	9
Population growth	9	25	27	20	11	8
Tourism development	5	26	32	14	3	20
Unsealed roads	9	19	26	22	19	4
Lobbying	4	23	35	13	6	18

%

■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

INDIVIDUAL SERVICE AREAS SUMMARY
COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

Significantly <u>Higher</u> than State-wide Average

- Waste management
- Business & community dev.

Significantly <u>Lower</u> than State-wide Average

- Enforcement of local laws
- Appearance of public areas
- Community & cultural
- Tourism development

INDIVIDUAL SERVICE AREAS SUMMARY
COUNCIL'S PERFORMANCE VS GROUP AVERAGE

Significantly <u>Higher</u> than Group Average

- Waste management

Significantly <u>Lower</u> than Group Average

- Local streets & footpaths
- Unsealed roads
- Making community decisions
- Tourism development

2018 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
1. Waste management 2. Emergency & disaster mngt 3. Sealed roads	1. Waste management 2. Emergency & disaster mngt 3. Community decisions	1. Traffic management 2. Emergency & disaster mngt 3. Waste management	1. Emergency & disaster mngt 2. Sealed roads 3. Community decisions	1. Sealed roads 2. Unsealed roads 3. Emergency & disaster mngt	1. Emergency & disaster mngt 2. Waste management 3. Community decisions

Bottom Three Least Important Service Areas
(Lowest to highest, i.e. 1. = least important)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Tourism development 2. Community & cultural 3. Business & community dev.	1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control	1. Tourism development 2. Community & cultural 3. Bus/community dev./tourism	1. Community & cultural 2. Art centres & libraries 3. Lobbying	1. Community & cultural 2. Art centres & libraries 3. Traffic management	1. Community & cultural 2. Art centres & libraries 3. Tourism development

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2018 PERFORMANCE SUMMARY
BY COUNCIL GROUP

Top Three Performing Service Areas
(Highest to lowest, i.e. 1. = highest performance)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Waste management 2. Emergency & disaster mngt 3. Recreational facilities	1. Art centres & libraries 2. Waste management 3. Recreational facilities	1. Art centres & libraries 2. Emergency & disaster mngt 3. Recreational facilities	1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt	1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas	1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas

Bottom Three Performing Service Areas
(Lowest to highest, i.e. 1. = lowest performance)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
1. Unsealed roads 2. Population growth 3. Lobbying	1. Population growth 2. Planning permits 3. Town planning policy	1. Unsealed roads 2. Population growth 3. Traffic management	1. Parking facilities 2. Community decisions 3. Unsealed roads	1. Unsealed roads 2. Sealed roads 3. Planning permits	1. Unsealed roads 2. Sealed roads 3. Population growth

REGRESSION ANALYSIS

To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's opinion on overall council performance. The *independent variables* would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the *dependent variable* would be overall performance.

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables. Therefore, we can test perceptions of council's overall performance to investigate which set of areas are influencing respondents' opinions.

In the chart of the regression results, the horizontal axis represents the council performance index for each area of responsibility. Areas plotted on the right-side have a higher performance index than those on the left.

The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance.

Therefore areas of responsibility located near the top of the following chart are more likely to have an impact on respondent's overall rating, than the areas closest to the axis.

The regressions are shown on the following three charts. The first chart shows a regression analysis of *all* the service areas chosen by the Council. However, this model should be interpreted with caution because some of the data are not normally distributed and not all items have linear correlations.
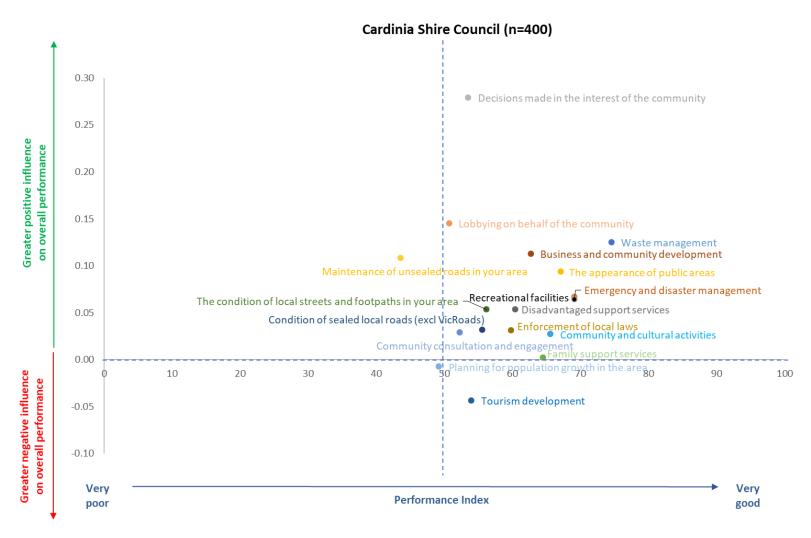
Therefore, in the charts that follow, a significant regression model of fewer items with a Standardised Beta score close to or higher than ±0.1 was run to determine the key predictors that have a moderate to strong influence on overall performance perceptions. The third chart is an enlarged version of the second chart, with key findings highlighted.

The results are then discussed according to the findings of these key service areas. Some findings from the full regression list may be included in the discussion if they are of interest.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE
ALL SERVICE AREAS

JWS RESEARCH

Cardinia Shire Council (n=400)

The multiple regression analysis model of all question items above has an R-squared value of 0.590 and adjusted R-square value of 0.571, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 32.29). However, this model should be interpreted with caution because the data were not normally distributed and not all items had reasonably linear correlations. We recommend you use the regression model of six factors which were determined after conducting exploratory factor analysis on the following two slides.

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Cardinia Shire Council (n=400)

The performance questions were analysed using Exploratory Factor Analysis to determine six factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.581 and adjusted R-square value of 0.573, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 67.83).

33

Cardinia Shire Council (n=400)

Greater positive influence on overall performance

Greater negative influence on overall performance

Focus on this area satisfactorily to ensure that negative perceptions do not have an overly negative impact on community perceptions

Decisions made in the interest of the community

Key positive influence on overall rating and should remain a focus - but currently performing 'well' here.

Lobbying on behalf of the community

Maintenance of unsealed roads in your area

The appearance of public areas

Waste management

Business and community development

Emergency and disaster management

Recreational facilities

Key negative influence on overall rating and should remain a focus - but currently performing 'poorly' here. Improvements will have a substantial influence on overall perceptions

Very poor

Performance Index

Very good

The performance questions were analysed using Exploratory Factor Analysis to determine six factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.581 and adjusted R-square value of 0.573, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 67.83).

34

The individual service areas that have the strongest influence on the overall performance rating are:

➢ Decisions made in the interest of the community
➢ Lobbying on behalf of the community

Other key areas with a positive influence on overall performance include:

➢ Waste management
➢ The appearance of public areas
➢ Business and community development
➢ Emergency and disaster management
➢ Recreation facilities
➢ Council's general town planning

In terms of the key service areas, waste management has the strongest positive performance index and a positive influence on the overall performance rating. Currently, Cardinia Shire Council is performing *very well* in this area (performance index of 74) and, while it should remain a focus, there is greater work to be done elsewhere.

Cardinia Shire Council's decisions made in the community's interest and lobbying have lower (though still positive) performance ratings overall. Continuing efforts in these areas has the capacity to lift Cardinia Shire Council's overall performance rating. These areas are among the Council's lower rated performance areas (performance indices of 53 and 52).

Maintenance of unsealed roads has the lowest performance rating (44), and is an area with which has a potentially strong influence on overall performance perceptions if addressed.

While tourism development does not have a strong influence on perceptions, its influence is negative. Reasons for this could be explored further because the performance index, while still positive, is on the lower side (55).

Good communication and transparency with residents about decisions the Council has made in the Cardinia community's interest, any lobby wins as well as improved maintenance of unsealed roads could help improve opinion in these areas and drive up overall opinion of the Council's performance.

2018 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES

2018 Best Aspects

Aspect	%
Recreational/Sporting Facilities	17
Parks and Gardens	13
Waste Management	9
Public Areas	6
Customer Service	6
Community Facilities	5
Road/Street Maintenance	5
Community/Public Events/Activities	5
Location	5

%

Q16. Please tell me what is the ONE BEST thing about Cardinia Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 1

DETAILED FINDINGS

KEY CORE MEASURE
OVERALL PERFORMANCE
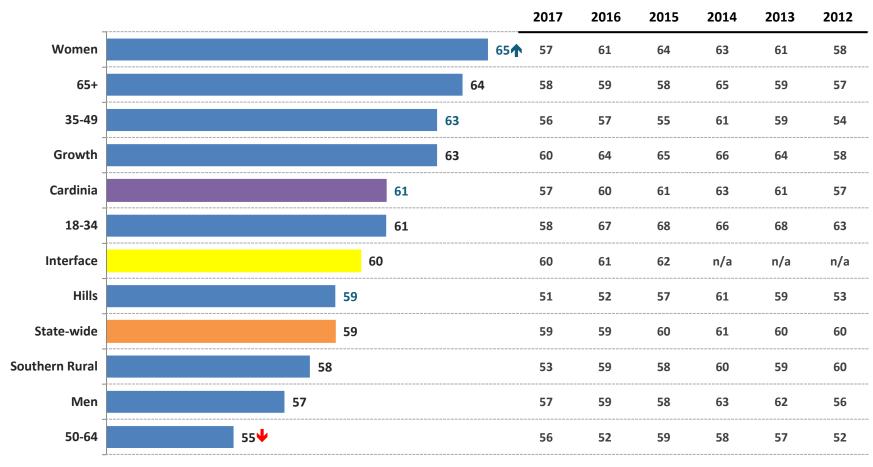
OVERALL PERFORMANCE
INDEX SCORES

2018 Overall Performance

	2018	2017	2016	2015	2014	2013	2012
Women	65 ↑	57	61	64	63	61	58
65+	64	58	59	58	65	59	57
35-49	63	56	57	55	61	59	54
Growth	63	60	64	65	66	64	58
Cardinia	61	57	60	61	63	61	57
18-34	61	58	67	68	66	68	63
Interface	60	60	61	62	n/a	n/a	n/a
Hills	59	51	52	57	61	59	53
State-wide	59	59	59	60	61	60	60
Southern Rural	58	53	59	58	60	59	60
Men	57	57	59	58	63	62	56
50-64	55 ↓	56	52	59	58	57	52

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: 64 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

2018 Overall Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	11	41	35	7	5	
2017 Cardinia	5	36	43	9	5	1
2016 Cardinia	11	37	38	9	5	
2015 Cardinia	12	40	34	10	5	
2014 Cardinia	12	41	36	7	3	
2013 Cardinia	9	43	34	10	3	
2012 Cardinia	5	38	38	11	5	3
State-wide	9	37	36	11	5	2
Interface	9	39	36	9	5	2
Growth	13	43	32	6	6	1
Hills	9	38	40	6	6	1
Southern Rural	8	35	40	13	3	
Men	7	38	39	7	8	
Women	15	43	31	7	3	1
18-34	12	44	31	3	10	
35-49	13	42	33	8	4	
50-64	3	38	40	13	5	2
65+	15	35	40	8	1	1

% ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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: 64 Councils asked group: 6

KEY CORE MEASURE
CUSTOMER SERVICE

CONTACT LAST 12 MONTHS
SUMMARY
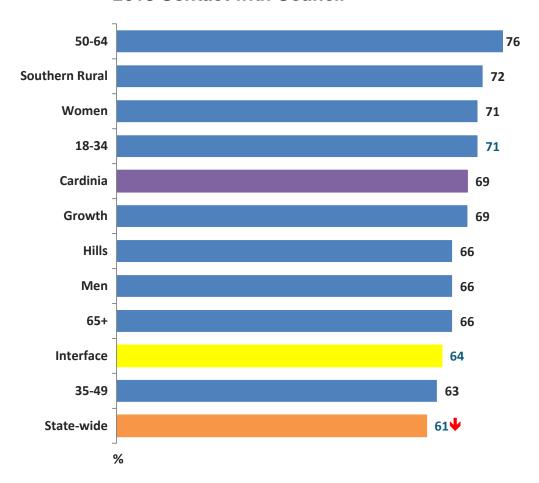
Overall contact with Cardinia Shire Council	• 69%, up 4 points on 2017
Most contact with Cardinia Shire Council	• Aged 50-64 years
Least contact with Cardinia Shire Council	• Aged 35-49 years
Customer service rating	• Index score of 65, down 1 point on 2017
Most satisfied with customer service	• Aged 65+ years
Least satisfied with customer service	• Aged 35-49 years

2018 CONTACT WITH COUNCIL

JWS RESEARCH

2018 Contact with Council

Category	Value
50-64	76
Southern Rural	72
Women	71
18-34	71
Cardinia	69
Growth	69
Hills	66
Men	66
65+	66
Interface	64
35-49	63
State-wide	61 ⬇

%

Q5. Over the last 12 months, have you or any member of your household had any contact with Cardinia Shire Council? 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: 43 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 CONTACT WITH COUNCIL

2018 Contact with Council

Have had contact
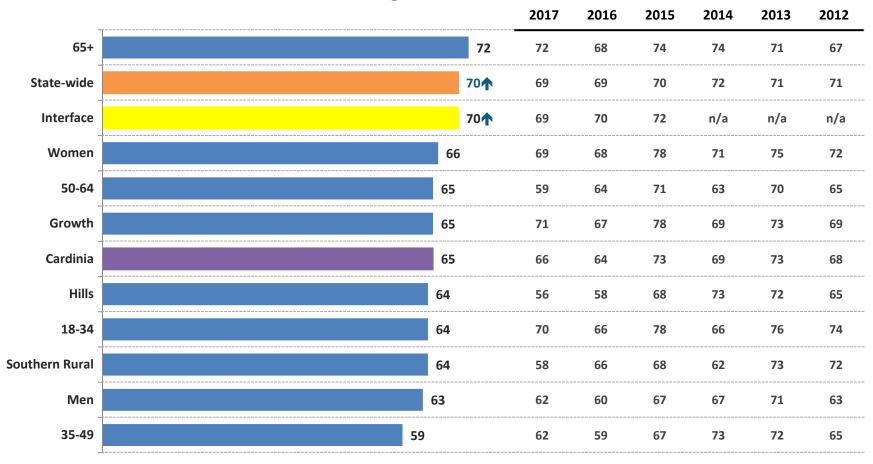
	2012	2013	2014	2015	2016	2017	2018
	61	72	72	70	63	65	69

%

Q5. Over the last 12 months, have you or any member of your household had any contact with Cardinia Shire Council? 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: 43 Councils asked group: 4

2018 CONTACT CUSTOMER SERVICE
INDEX SCORES

2018 Customer Service Rating

	2018	2017	2016	2015	2014	2013	2012
65+	72	72	68	74	74	71	67
State-wide	70↑	69	69	70	72	71	71
Interface	70↑	69	70	72	n/a	n/a	n/a
Women	66	69	68	78	71	75	72
50-64	65	59	64	71	63	70	65
Growth	65	71	67	78	69	73	69
Cardinia	65	66	64	73	69	73	68
Hills	64	56	58	68	73	72	65
18-34	64	70	66	78	66	76	74
Southern Rural	64	58	66	68	62	73	72
Men	63	62	60	67	67	71	63
35-49	59	62	59	67	73	72	65

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: 64 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

2018 Customer Service Rating

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	30	31	16	9	13	1
2017 Cardinia	28	34	17	8	10	2
2016 Cardinia	26	36	15	7	13	2
2015 Cardinia	35	35	17	6	5	2
2014 Cardinia	32	33	19	7	7	2
2013 Cardinia	38	34	13	6	7	2
2012 Cardinia	29	37	17	8	8	1
State-wide	31	36	18	8	6	1
Interface	32	35	16	8	7	2
Growth	29	35	15	7	13	1
Hills	35	22	19	14	10	
Southern Rural	31	28	19	8	13	1
Men	31	29	17	7	15	1
Women	30	33	15	10	10	2
18-34	32	31	10	10	15	2
35-49	25	26	28	3	18	
50-64	25	40	13	12	9	1
65+	38	31	14	12	4	1

%

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: 64 Councils asked group: 6

KEY CORE MEASURE
COUNCIL DIRECTION INDICATORS

JWS RESEARCH

COUNCIL DIRECTION
SUMMARY

Council direction
- 65% stayed about the same, up 2 points on 2017
- 18% improved, up 2 points on 2017
- 14% deteriorated, down 1 point on 2017

Most satisfied with council direction
- Women
- Aged 18-34 years

Least satisfied with council direction
- Men
- Aged 50-64 years

Rates vs services trade-off
- 30% prefer rate rise
- 54% prefer service cuts
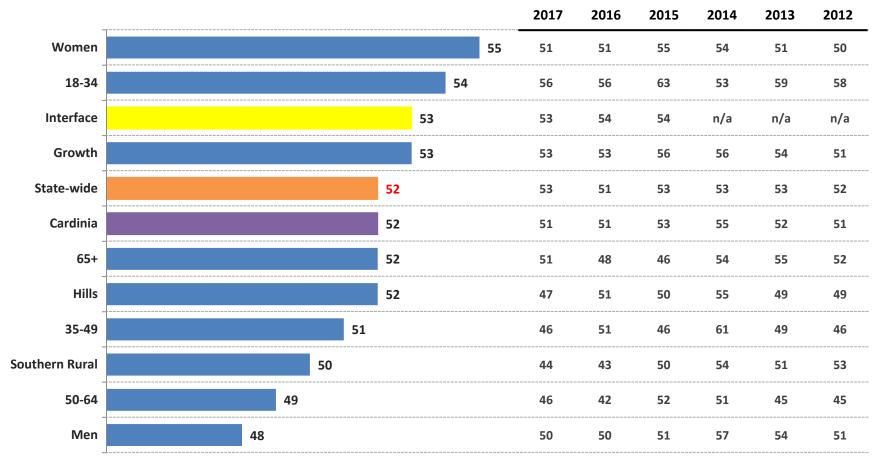
2018 Overall Direction

	2018	2017	2016	2015	2014	2013	2012
Women	55	51	51	55	54	51	50
18-34	54	56	56	63	53	59	58
Interface	53	53	54	54	n/a	n/a	n/a
Growth	53	53	53	56	56	54	51
State-wide	52	53	51	53	53	53	52
Cardinia	52	51	51	53	55	52	51
65+	52	51	48	46	54	55	52
Hills	52	47	51	50	55	49	49
35-49	51	46	51	46	61	49	46
Southern Rural	50	44	43	50	54	51	53
50-64	49	46	42	52	51	45	45
Men	48	50	50	51	57	54	51

Q6. Over the last 12 months, what is your view of the direction of Cardinia Shire Council's overall performance?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

49

2018 Overall Direction

	Improved	Stayed the same	Deteriorated	Can't say
2018 Cardinia	18	65	14	4
2017 Cardinia	16	63	15	6
2016 Cardinia	17	62	16	4
2015 Cardinia	20	63	14	3
2014 Cardinia	22	61	12	4
2013 Cardinia	19	61	15	5
2012 Cardinia	15	65	14	6
State-wide	19	60	15	5
Interface	19	63	13	5
Growth	20	62	15	4
Hills	14	71	10	5
Southern Rural	16	67	16	1
Men	13	67	16	4
Women	22	63	12	3
18-34	22	63	13	2
35-49	18	62	15	5
50-64	12	69	15	4
65+	15	68	12	5

%

■ Improved   ■ Stayed the same   ■ Deteriorated   ■ Can't say

Q6. Over the last 12 months, what is your view of the **direction** of Cardinia Shire Council's *overall performance*?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 RATES/SERVICE TRADE OFF
DETAILED PERCENTAGES

2018 Rate Rise v Service Cut

	Definitely prefer rate rise	Probably prefer rate rise	Probably prefer service cuts	Definitely prefer service cuts	Can't say
2018 Cardinia	9	20	27	27	16
State-wide	9	23	24	24	19
Interface	9	20	27	27	16
Growth	10	19	30	25	16
Hills	7	22	26	29	15
Southern Rural	11	24	16	32	17
Men	13	20	24	30	13
Women	6	21	30	25	19
18-34	13	18	32	30	7
35-49	11	24	19	29	18
50-64	5	16	34	24	22
65+	5	23	26	22	23

%

■ Definitely prefer rate rise ■ Probably prefer rate rise ■ Probably prefer service cuts ■ Definitely prefer service cuts ■ Can't say

Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1

COMMUNICATIONS

COMMUNICATIONS
SUMMARY

Overall preferred forms of communication

- Newsletter sent via mail (34%)
- Newsletter sent via email (34%)

Preferred forms of communication among over 50s

- Newsletter sent via mail (40%)
- Newsletter sent via email (35%)

Preferred forms of communication among under 50s

- Newsletter sent via email (33%)
- Newsletter sent via mail (30%)

Note: Website and text message formats again did not rate as highly as other modes of communication, although further analysis is recommended to understand the demographic preference profiles of the various different forms of communication.

2018 BEST FORMS OF COMMUNICATION

2018 Best Form

Advertising in a Local Newspaper	Council Newsletter via Mail	Council Newsletter via Email	Council Newsletter as Local Paper Insert	Council Website	Text Message	Other	Can't Say

2013: 48, 20, 13, 9, 4, 3, 2, 1

2018: 34, 34, 12, 7, 5, 4, 3, 2

Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2
Note: 'Council newspaper via mail' also 34%.
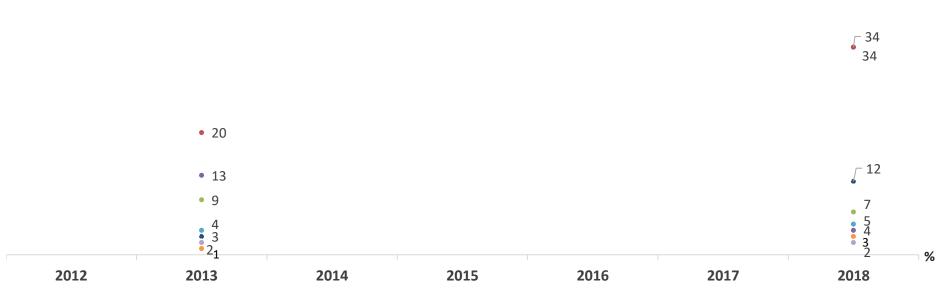
2018 BEST FORMS OF COMMUNICATION: UNDER 50S

JWS RESEARCH

2018 Under 50s Best Form

Advertising in a Local Newspaper

Council Newsletter via Mail

Council Newsletter via Email

Council Newsletter as Local Paper Insert

Council Website

Text Message

Other

Can't Say

2012	2013	2014	2015	2016	2017	2018

2013:
- 48
- 21
- 11
- 7
- 5
- 4
- 1

2018:
- 33
- 30
- 18
- 5
- 4
- 4
- 3
- 2

%
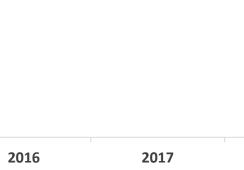
Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged under 50. Councils asked state-wide: 26 Councils asked group: 2
Note: 'Council newsletter as an insert' is also 4% in 2018.

55

2018 BEST FORMS OF COMMUNICATION: OVER 50S

2018 Over 50s Best Form

Advertising in a Local Newspaper	Council Newsletter via Mail	Council Newsletter via Email	Council Newsletter as Local Paper Insert	Council Website	Text Message	Other	Can't Say

2012   **2013**   **2014**   **2015**   **2016**   **2017**   **2018**

- 48 (2013)
- 17 (2013)
- 16 (2013)
- 12 (2013)
- 5 (2013)
- 2 (2013)

- 40 (2018)
- 35 (2018)
- 11 (2018)
- 6 (2018)
- 3 (2018)
- 3 (2018)
- 2 (2018)

%

Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
Base: All respondents aged over 50. Councils asked state-wide: 26 Councils asked group: 2
Note: 'Text message' is also 3% in 2018.

INDIVIDUAL SERVICE AREAS

2018 COMMUNITY CONSULTATION AND ENGAGEMENT
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Consultation and Engagement Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	78 ↑	76	77	74	80	78	n/a
Southern Rural	77 ↑	67	71	69	71	70	n/a
Personal user	76	74	73	74	76	76	n/a
Household user	75	74	72	73	72	76	n/a
State-wide	74 ↑	74	75	74	74	73	73
Women	73	71	74	72	73	74	n/a
65+	72	76	76	74	73	72	n/a
Cardinia	71	71	73	70	71	72	n/a
Interface	70	72	75	72	n/a	n/a	n/a
Growth	70	71	73	69	68	72	n/a
Hills	70	74	76	73	75	72	n/a
35-49	69	73	72	71	71	73	n/a
Men	69	71	72	67	68	70	n/a
18-34	68	64	71	64	63	66	n/a

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 Consultation and Engagement Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	25	39	29	5	1	1
2017 Cardinia	24	42	27	4	2	1
2016 Cardinia	27	41	27	3	1	2
2015 Cardinia	22	43	27	7		2
2014 Cardinia	24	41	29	5	1	1
2013 Cardinia	25	41	26	4	1	3
State-wide	30	40	24	4	1	1
Interface	26	38	29	6	1	1
Growth	23	40	30	6	1	1
Hills	27	35	31	6	2	
Southern Rural	32	44	22			2
Men	22	41	29	7	1	
Women	28	38	28	3	1	1
18-34	22	34	37	7		
35-49	19	47	26	7	1	
50-64	37	40	18	2	1	2
65+	29	37	27	3	2	2
Personal user	34	47	13	4	2	
Household user	32	46	13	6	2	

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 COMMUNITY CONSULTATION AND ENGAGEMENT
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Consultation and Engagement Performance

	2018	2017	2016	2015	2014	2013	2012
18-34	62 ↑	51	60	58	52	62	64
Household user	59	52	51	58	60	56	n/a
Women	57	49	55	60	54	57	60
35-49	57	48	54	54	58	54	53
Growth	57	50	56	58	55	57	60
Personal user	56	54	51	56	61	56	n/a
Interface	56	53	55	57	n/a	n/a	n/a
Cardinia	55	49	54	56	55	55	57
State-wide	55	55	54	56	57	57	57
Southern Rural	55	48	54	52	54	56	60
Men	53	49	53	51	55	53	55
Hills	51	46	49	55	55	51	50
65+	49	47	51	54	56	51	59
50-64	45 ↓	48	45	54	53	49	52

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

2018 Consultation and Engagement Performance

Category	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	8	29	30	17	6	10
2017 Cardinia	2	23	38	19	6	12
2016 Cardinia	8	27	34	16	6	9
2015 Cardinia	5	33	32	15	5	11
2014 Cardinia	6	32	33	13	6	10
2013 Cardinia	10	24	36	15	5	10
2012 Cardinia	7	34	37	8	6	8
State-wide	8	30	32	15	7	9
Interface	7	30	32	13	5	12
Growth	10	31	27	17	5	11
Hills	3	24	31	23	3	15
Southern Rural	9	30	39	8	11	3
Men	8	25	33	17	7	10
Women	8	33	26	17	4	11
18-34	11	39	22	15	1	12
35-49	10	29	34	16	4	7
50-64	2	22	37	20	12	8
65+	7	19	30	19	9	15
Personal user	16	29	27	18	9	1
Household user	16	34	25	16	8	1

%   ■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 LOBBYING ON BEHALF OF THE COMMUNITY
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Lobbying Performance

	2018	2017	2016	2015	2014	2013	2012
Growth	55	53	54	57	54	56	57
Interface	54	54	55	56	n/a	n/a	n/a
18-34	54	52	56	58	55	63	62
Women	54	52	55	59	55	56	56
State-wide	54	54	53	55	56	55	55
35-49	53	53	55	54	54	50	51
65+	52	50	54	53	59	56	55
Cardinia	52	51	53	55	55	56	56
Men	49	51	49	52	55	55	56
Southern Rural	48	50	54	53	60	56	60
Hills	47	44	49	55	53	54	51
50-64	43 ↓	48	43	55	50	52	53

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

2018 Lobbying Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	4	23	35	13	6	18
2017 Cardinia	5	16	40	12	5	22
2016 Cardinia	5	21	30	12	5	27
2015 Cardinia	4	27	31	9	4	25
2014 Cardinia	4	24	37	8	5	22
2013 Cardinia	5	27	32	12	3	20
2012 Cardinia	5	30	36	11	5	14
State-wide	5	24	32	13	5	20
Interface	5	24	32	11	5	23
Growth	5	25	33	14	4	19
Hills	3	18	34	16	9	21
Southern Rural	3	21	46	9	13	9
Men	3	21	36	15	7	17
Women	6	24	33	12	5	19
18-34	6	26	38	13	5	12
35-49	5	25	35	8	9	18
50-64	2	14	32	23	8	22
65+	4	22	31	13	5	25

%   ■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

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2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Community Decisions Made Performance

	2018	2017	2016	2015	2014	2013	2012
Women	58 ⬆	54	55	59	55	n/a	n/a
65+	56	50	53	52	57	n/a	n/a
Interface	56 ⬆	55	56	58	n/a	n/a	n/a
35-49	56	53	53	45	57	n/a	n/a
Growth	54	56	56	56	56	n/a	n/a
State-wide	54	54	54	55	57	n/a	n/a
Cardinia	53	53	54	54	56	n/a	n/a
18-34	53	56	60	63	56	n/a	n/a
Hills	52	46	47	53	56	n/a	n/a
Southern Rural	52	49	58	52	58	n/a	n/a
Men	49	52	53	49	57	n/a	n/a
50-64	47	50	46	54	54	n/a	n/a

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: 64 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY
PERFORMANCE DETAILED PERCENTAGES

2018 Community Decisions Made Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	6	29	35	12	8	9
2017 Cardinia	5	24	36	14	5	15
2016 Cardinia	5	29	35	14	6	12
2015 Cardinia	6	28	34	11	8	14
2014 Cardinia	6	31	35	11	5	12
State-wide	6	30	34	14	7	9
Interface	6	32	33	11	6	12
Growth	7	31	32	14	8	8
Hills	6	22	36	9	10	16
Southern Rural	2	29	47	10	9	3
Men	5	24	38	14	12	8
Women	8	34	33	10	5	10
18-34	3	38	32	12	10	5
35-49	8	32	34	11	8	6
50-64	3	14	45	13	9	16
65+	11	23	34	12	6	14

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: 64 Councils asked group: 6

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Sealed Local Roads Importance

	2018	2017	2016	2015	2014	2013	2012
Hills	87 ↑	81	81	76	78	n/a	n/a
Southern Rural	86 ↑	84	83	82	80	n/a	n/a
Women	83	80	80	83	82	n/a	n/a
65+	83	80	80	76	79	n/a	n/a
Interface	82	79	79	77	n/a	n/a	n/a
35-49	81	79	82	80	81	n/a	n/a
Cardinia	81	79	79	79	78	n/a	n/a
50-64	81	82	80	82	79	n/a	n/a
Personal user	80	79	81	79	80	n/a	n/a
Household user	80	79	81	79	79	n/a	n/a
18-34	80	76	74	78	74	n/a	n/a
Men	80	78	77	75	74	n/a	n/a
State-wide	80	78	78	76	77	n/a	n/a
Growth	78	77	76	79	77	n/a	n/a

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: 2
Note: Please see page 6 for explanation about significant differences.

2018 Sealed Local Roads Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	43	43	11	2	2	
2017 Cardinia	38	42	19		1	1
2016 Cardinia	38	42	17		2	1
2015 Cardinia	40	39	18		3	
2014 Cardinia	36	45	14	4	1	1
State-wide	38	44	15		2	
Interface	45	41	12		1	1
Growth	37	46	13	2	2	
Hills	56	36	7		1	
Southern Rural	53	38	8		1	
Men	42	41	13	2	2	
Women	45	45	8	2		1
18-34	41	46	8	1	3	
35-49	45	38	13	2	1	
50-64	43	41	15		1	
65+	44	45	8	3		
Personal user	42	44	11	2	2	
Household user	41	44	11	2	2	

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

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: 2

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Sealed Local Roads Performance

	2018	2017	2016	2015	2014	2013	2012
Growth	60 ↑	60	64	63	62	n/a	n/a
65+	59	55	63	57	63	n/a	n/a
Interface	57	59	60	60	n/a	n/a	n/a
Women	56	53	60	55	54	n/a	n/a
Household user	55	54	58	54	59	n/a	n/a
Personal user	55	55	58	54	58	n/a	n/a
Cardinia	55	54	57	55	57	n/a	n/a
35-49	55	60	53	53	57	n/a	n/a
Men	53	55	55	55	59	n/a	n/a
State-wide	53	53	54	55	55	n/a	n/a
50-64	53	54	51	55	61	n/a	n/a
18-34	53	49	61	56	50	n/a	n/a
Hills	48 ↓	46	51	52	54	n/a	n/a
Southern Rural	44 ↓	42	46	45	43	n/a	n/a

Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Sealed Local Roads Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	12	34	27	14	12	1
2017 Cardinia	9	37	30	12	12	1
2016 Cardinia	12	36	28	16	7	1
2015 Cardinia	10	36	27	17	9	1
2014 Cardinia	13	37	20	18	9	2
State-wide	11	31	28	17	12	1
Interface	12	37	27	15	8	1
Growth	15	39	25	9	11	
Hills	6	29	28	20	14	2
Southern Rural	5	22	33	24	16	
Men	13	29	31	13	15	
Women	11	39	24	15	10	1
18-34	11	32	29	14	15	
35-49	14	36	18	16	15	1
50-64	12	28	32	15	12	1
65+	9	41	33	11	5	1
Personal user	13	33	26	15	12	1
Household user	13	34	26	15	12	1

%

Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Streets and Footpaths Importance

	2018	2017	2016	2015	2014	2013	2012
Hills	83	76	77	75	76	85	n/a
35-49	81	78	81	78	80	81	n/a
Southern Rural	81	77	81	76	73	78	n/a
Interface	80	80	79	78	n/a	n/a	n/a
Men	80	75	76	75	72	81	n/a
50-64	80	76	79	77	81	85	n/a
Cardinia	80	77	78	77	77	82	n/a
18-34	80	75	74	77	73	80	n/a
Household user	79	77	79	77	79	82	n/a
Women	79	79	79	80	81	83	n/a
Personal user	79	77	79	77	80	83	n/a
Growth	78	77	77	80	78	82	n/a
65+	78	79	78	78	75	85	n/a
State-wide	78	77	77	77	77	78	77

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: 21 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

JWS RESEARCH

2018 Streets and Footpaths Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	40	41	16	2		1
2017 Cardinia	37	37	21	2	2	1
2016 Cardinia	36	41	17	2	1	1
2015 Cardinia	34	43	19	2		1
2014 Cardinia	34	44	14	6	1	1
2013 Cardinia	41	44	12	1		2
State-wide	35	43	18	3		1
Interface	40	41	17	1		
Growth	36	43	17	2		1
Hills	47	37	14	2		1
Southern Rural	44	36	16	3		1
Men	38	44	15	1		2
Women	41	39	17	3		
18-34	42	38	18	3		
35-49	44	36	17	2		1
50-64	37	46	15	1		1
65+	33	49	13	4		2
Personal user	40	39	17	2		
Household user	41	39	17	2		

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

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: 21 Councils asked group: 2

2018 Streets and Footpaths Performance

	2018	2017	2016	2015	2014	2013	2012
65+	60	53	58	55	59	48	n/a
Interface	59 ↑	56	57	56	n/a	n/a	n/a
State-wide	58	57	57	58	58	58	57
Women	58	55	58	58	54	51	n/a
Growth	58	59	65	61	61	56	n/a
Household user	58	54	61	60	57	49	n/a
Personal user	58	54	61	59	57	49	n/a
35-49	57	55	53	50	60	53	n/a
Cardinia	55	54	57	57	56	51	n/a
Southern Rural	54	45	53	55	53	52	n/a
18-34	52	56	65	64	52	54	n/a
50-64	52	52	48	57	56	46	n/a
Men	52	53	56	56	59	51	n/a
Hills	48	43	44	53	51	41	n/a

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: 30 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

2018 Streets and Footpaths Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	15	31	26	16	12	
2017 Cardinia	12	33	26	14	14	2
2016 Cardinia	13	34	26	14	9	4
2015 Cardinia	11	36	28	13	9	2
2014 Cardinia	12	35	24	18	8	3
2013 Cardinia	12	22	35	17	13	1
State-wide	14	34	28	14	7	2
Interface	14	38	25	15	8	1
Growth	17	32	27	13	11	
Hills	9	25	27	21	16	1
Southern Rural	15	34	18	20	14	
Men	14	27	26	16	16	
Women	16	34	26	15	9	1
18-34	16	28	21	20	15	
35-49	18	29	28	12	13	1
50-64	9	31	32	17	11	
65+	16	37	27	13	7	1
Personal user	18	30	26	16	10	
Household user	18	30	25	16	9	1

%

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: 30 Councils asked group: 4

JWS RESEARCH

2018 Law Enforcement Importance

	2018	2017	2016	2015	2014	2013	2012
Personal user	76	72	76	75	75	77	n/a
Household user	76	72	76	76	74	77	n/a
Southern Rural	76	70	71	69	77	69	n/a
Women	75	75	78	75	75	79	n/a
65+	74	78	74	71	75	73	n/a
18-34	74	74	74	72	69	76	n/a
Interface	74	73	73	71	n/a	n/a	n/a
Growth	74	74	78	74	72	76	n/a
Cardinia	73	72	73	70	72	75	n/a
35-49	71	68	74	67	74	75	n/a
Men	71	70	68	65	69	70	n/a
State-wide	71	71	70	71	70	71	70
50-64	70	72	70	71	73	74	n/a
Hills	69	69	66	65	70	75	n/a

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

JWS RESEARCH

2018 Law Enforcement Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	30	39	23	5	2	1
2017 Cardinia	30	37	25	5	1	1
2016 Cardinia	32	37	24	5	2	1
2015 Cardinia	27	38	25	8	2	
2014 Cardinia	29	39	24	6	1	
2013 Cardinia	36	35	23	5	1	1
State-wide	27	37	27	6	2	1
Interface	33	38	21	6	2	1
Growth	30	42	20	4	2	1
Hills	24	37	29	10		
Southern Rural	39	29	27	3	1	1
Men	29	36	28	5	3	
Women	32	42	18	6	1	1
18-34	30	43	22	3	2	
35-49	30	35	24	9	1	1
50-64	31	32	28	6	3	
65+	30	43	20	4	2	2
Personal user	36	36	21	5	1	
Household user	37	35	22	5	1	

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 Law Enforcement Performance

	2018	2017	2016	2015	2014	2013	2012
Women	65 ↑	57	62	65	64	63	n/a
State-wide	64 ↑	64	63	66	66	65	65
35-49	62	58	61	56	63	63	n/a
Interface	61	60	61	65	n/a	n/a	n/a
Hills	61	55	59	63	58	62	n/a
Growth	60	58	63	65	60	65	n/a
Cardinia	60	57	61	64	61	65	n/a
65+	59	53	57	59	58	58	n/a
18-34	59	58	67	74	61	70	n/a
Household user	59	51	60	62	60	70	n/a
Personal user	58	49	60	62	60	72	n/a
50-64	58	57	54	61	58	62	n/a
Southern Rural	56	54	56	63	65	68	n/a
Men	55 ↓	57	59	63	58	66	n/a

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 Law Enforcement Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	13	30	28	16	3	10
2017 Cardinia	9	31	30	12	6	12
2016 Cardinia	13	31	28	10	5	14
2015 Cardinia	15	37	29	8	4	8
2014 Cardinia	11	38	24	11	5	10
2013 Cardinia	16	34	29	9	2	10
State-wide	12	39	25	8	3	12
Interface	12	35	27	12	3	11
Growth	15	28	29	17	2	10
Hills	9	35	30	9	4	14
Southern Rural	12	32	21	18	8	10
Men	8	29	31	19	5	9
Women	17	32	25	12	2	12
18-34	12	35	26	22	2	4
35-49	18	28	27	14	4	9
50-64	9	32	23	14	5	17
65+	10	25	36	9	2	17
Personal user	14	36	23	18	7	1
Household user	15	35	24	18	7	1

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4

2018 FAMILY SUPPORT SERVICES
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Family Support Importance

	2018	2017	2016	2015	2014	2013	2012
Women	77 ↑	75	79	80	76	79	n/a
Southern Rural	77	73	78	73	70	74	n/a
Interface	76 ↑	74	75	74	n/a	n/a	n/a
Household user	75	79	81	84	81	81	n/a
Personal user	75	81	80	85	81	80	n/a
18-34	74	78	78	77	72	77	n/a
State-wide	74	73	73	73	72	73	73
35-49	73	72	76	80	75	74	n/a
Growth	73	76	77	80	74	75	n/a
Cardinia	73	74	75	76	72	74	n/a
50-64	72	70	71	74	68	73	n/a
65+	70	72	72	70	70	71	n/a
Hills	69	67	70	73	70	74	n/a
Men	68 ↓	72	72	72	68	69	n/a

Q1. Firstly, how important should 'family support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 FAMILY SUPPORT SERVICES
IMPORTANCE DETAILED PERCENTAGES

2018 Family Support Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	30	38	23	5	2	1
2017 Cardinia	30	43	19	5	2	1
2016 Cardinia	31	41	20	3	1	2
2015 Cardinia	35	42	16	5	1	1
2014 Cardinia	28	40	24	5	2	2
2013 Cardinia	31	41	20	5	1	2
State-wide	30	40	23	5	1	2
Interface	34	40	21	3	1	1
Growth	31	38	23	5	2	1
Hills	25	40	23	7	4	1
Southern Rural	35	37	24	2	2	
Men	25	35	28	8	2	1
Women	36	41	19	2	2	1
18-34	34	35	25	3		2
35-49	28	44	21	7		
50-64	35	33	23	4	5	1
65+	23	40	24	6	2	5
Personal user	31	46	15	1	5	1
Household user	32	45	17	1	4	1

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'family support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 FAMILY SUPPORT SERVICES
PERFORMANCE INDEX SCORES

2018 Family Support Performance

	2018	2017	2016	2015	2014	2013	2012
Southern Rural	67	59	64	62	65	65	n/a
Interface	67	65	65	66	n/a	n/a	n/a
Household user	67	63	67	70	70	73	n/a
State-wide	66	67	66	67	68	67	67
65+	65	65	65	71	70	71	n/a
Growth	65	62	69	69	63	70	n/a
Women	65	60	66	68	64	70	n/a
18-34	65	60	69	68	59	69	n/a
Cardinia	65	61	66	66	64	67	n/a
Personal user	65	63	67	75	73	72	n/a
35-49	64	60	65	62	67	65	n/a
Men	64	62	65	65	64	64	n/a
50-64	63	62	59	66	61	65	n/a
Hills	61	59	58	66	65	64	n/a

Q2. How has Council performed on 'family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 FAMILY SUPPORT SERVICES
PERFORMANCE DETAILED PERCENTAGES

2018 Family Support Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	11	28	24	6	1	30
2017 Cardinia	6	30	24	6	3	31
2016 Cardinia	10	31	24	5	1	29
2015 Cardinia	12	34	22	5	2	25
2014 Cardinia	9	33	24	4	3	26
2013 Cardinia	15	31	24	5	2	24
State-wide	11	31	21	4	2	32
Interface	11	33	21	4	2	30
Growth	12	26	28	4	2	29
Hills	5	30	19	11		36
Southern Rural	13	35	19	4	3	26
Men	10	22	27	6		35
Women	11	34	22	5	3	25
18-34	15	25	25	6	3	26
35-49	11	29	28	7	1	25
50-64	4	32	23	6		35
65+	7	28	21	2	2	41
Personal user	20	40	15	13	6	6
Household user	20	41	21	9	4	5

%

Q2. How has Council performed on 'family support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4

2018 Disadvantaged Support Importance

	2018	2017	2016	2015	2014	2013	2012
Personal user	80*↑	78	83	n/a	n/a	n/a	n/a
Household user	78↑	79	81	n/a	n/a	n/a	n/a
Southern Rural	76↑	72	73	n/a	n/a	n/a	n/a
Women	74↑	74	77	n/a	n/a	n/a	n/a
65+	72	71	72	n/a	n/a	n/a	n/a
State-wide	72↑	71	73	73	72	73	73
Interface	72↑	72	73	72	n/a	n/a	n/a
Hills	70	70	70	n/a	n/a	n/a	n/a
Cardinia	69	72	73	n/a	n/a	n/a	n/a
50-64	69	72	75	n/a	n/a	n/a	n/a
35-49	69	74	70	n/a	n/a	n/a	n/a
18-34	68	72	74	n/a	n/a	n/a	n/a
Growth	67	73	74	n/a	n/a	n/a	n/a
Men	65	71	68	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

2018 DISADVANTAGED SUPPORT SERVICES
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Disadvantaged Support Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	20	46	23	6	2	2
2017 Cardinia	30	39	20	6	3	1
2016 Cardinia	25	43	22	4	1	4
State-wide	27	41	24	4	1	2
Interface	24	45	22	5	2	2
Growth	14	51	23	6	3	2
Hills	23	38	30	7		3
Southern Rural	38	34	17	6	2	3
Men	16	43	26	9	5	2
Women	23	49	21	4		3
18-34	21	44	21	11	2	1
35-49	13	55	24	4	2	2
50-64	25	39	25	4	5	3
65+	24	42	25	3	1	5
Personal user*	39	46	8		4	2
Household user	30	52	10		3	5

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2
*Caution: small sample size < n=30

2018 DISADVANTAGED SUPPORT SERVICES
PERFORMANCE INDEX SCORES

2018 Disadvantaged Support Performance

	2018	2017	2016	2015	2014	2013	2012
Men	65↑	57	57	n/a	n/a	n/a	n/a
18-34	64	54	56	n/a	n/a	n/a	n/a
Growth	62	57	62	n/a	n/a	n/a	n/a
Interface	62	56	58	61	n/a	n/a	n/a
65+	62	58	61	n/a	n/a	n/a	n/a
Cardinia	61	56	58	n/a	n/a	n/a	n/a
35-49	61	54	59	n/a	n/a	n/a	n/a
State-wide	61	61	61	62	64	62	63
Hills	60	55	48	n/a	n/a	n/a	n/a
Southern Rural	59	50	60	n/a	n/a	n/a	n/a
Women	59	54	59	n/a	n/a	n/a	n/a
50-64	57	58	58	n/a	n/a	n/a	n/a
Household user	55	57	55	n/a	n/a	n/a	n/a
Personal user	53*	57	51	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.
*Caution: small sample size < n=30

JWS RESEARCH

2018 Disadvantaged Support Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	5	29	22	7	2	35
2017 Cardinia	2	23	27	8	3	37
2016 Cardinia	7	23	21	8	4	37
State-wide	6	25	23	6	2	38
Interface	6	26	22	6	2	38
Growth	6	30	22	7	1	34
Hills	2	27	20	7		43
Southern Rural	7	31	23	7	5	27
Men	6	30	22	4	1	36
Women	4	28	22	10	2	33
18-34	8	33	17	8	1	33
35-49	6	32	24	9	1	28
50-64	2	24	26	6	3	40
65+	4	25	23	2	2	43
Personal user*	4	34	29	13	9	10
Household user	3	41	25	12	8	11

%

Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4
*Caution: small sample size < n=30

2018 RECREATIONAL FACILITIES
IMPORTANCE INDEX SCORES

2018 Recreational Facilities Importance

	2018	2017	2016	2015	2014	2013	2012
Personal user	77 ↑	73	75	74	73	75	n/a
Household user	76	73	75	73	73	75	n/a
35-49	75	76	74	76	74	77	n/a
Southern Rural	75	70	74	73	68	73	n/a
Women	74	72	74	74	73	75	n/a
Hills	74	72	72	69	67	73	n/a
Interface	74	72	73	72	n/a	n/a	n/a
Cardinia	73	72	73	72	71	74	n/a
State-wide	73	72	73	72	72	72	72
65+	73	70	69	67	72	70	n/a
Growth	72	72	73	74	74	74	n/a
50-64	72	71	73	73	74	75	n/a
18-34	72	70	73	72	66	72	n/a
Men	72	72	71	71	69	73	n/a

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 RECREATIONAL FACILITIES
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Recreational Facilities Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	26	44	24	5		
2017 Cardinia	23	46	28	2	1	
2016 Cardinia	25	43	28	3		
2015 Cardinia	27	40	30	3		
2014 Cardinia	23	44	28	3	2	
2013 Cardinia	23	54	19	3	1	
State-wide	25	46	25	3	1	
Interface	26	46	24	3		
Growth	26	42	25	5		1
Hills	26	47	22	4		
Southern Rural	27	47	24	2		
Men	28	39	26	7		
Women	25	49	23	2	1	
18-34	29	38	26	7		
35-49	26	50	22	2		
50-64	25	43	28	4		
65+	23	47	23	5		2
Personal user	33	43	19	3		
Household user	32	43	21	4		

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

2018 RECREATIONAL FACILITIES
PERFORMANCE INDEX SCORES

2018 Recreational Facilities Performance

	2018	2017	2016	2015	2014	2013	2012
Women	72	62	67	67	66	67	n/a
Household user	70	68	67	68	69	68	n/a
Personal user	70	67	67	68	69	68	n/a
Growth	70	67	70	69	69	70	n/a
65+	70	67	73	70	72	70	n/a
State-wide	69	70	69	70	71	70	70
35-49	69	65	64	64	66	64	n/a
Cardinia	68	65	67	66	66	67	n/a
50-64	68	67	64	67	65	65	n/a
Interface	68	66	67	68	n/a	n/a	n/a
Southern Rural	67	62	70	67	61	68	n/a
18-34	67	63	68	66	64	71	n/a
Men	65	68	67	66	67	67	n/a
Hills	64	62	59	61	66	61	n/a

Q2. How has Council performed on 'recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 Recreational Facilities Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	25	36	24	10	2	3
2017 Cardinia	15	43	27	9	3	3
2016 Cardinia	18	44	25	7	3	3
2015 Cardinia	16	45	25	9	2	2
2014 Cardinia	18	39	30	7	2	4
2013 Cardinia	19	39	29	6	3	4
State-wide	22	42	22	7	3	4
Interface	22	40	23	8	3	4
Growth	27	36	23	9	2	3
Hills	19	35	28	13	3	3
Southern Rural	25	37	22	9	5	3
Men	18	36	29	10	2	4
Women	32	35	19	9	3	2
18-34	30	28	21	17	3	2
35-49	26	35	25	8	2	3
50-64	20	44	26	4	4	2
65+	20	43	24	5	2	6
Personal user	29	35	23	9	3	2
Household user	28	38	23	8	2	1

%

Q2. How has Council performed on 'recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4

2018 THE APPEARANCE OF PUBLIC AREAS
IMPORTANCE INDEX SCORES

2018 Public Areas Importance

	2018	2017	2016	2015	2014	2013	2012
18-34	78	76	75	66	68	75	n/a
Hills	77	74	72	68	70	75	n/a
Household user	77	77	75	73	74	76	n/a
Personal user	77	77	76	73	74	77	n/a
Interface	76	75	75	73	n/a	n/a	n/a
Men	76	74	72	68	69	74	n/a
Growth	76	75	76	75	76	79	n/a
Cardinia	76	74	74	72	72	76	n/a
35-49	76	73	75	74	74	78	n/a
Women	76	74	76	75	75	78	n/a
50-64	75	73	72	78	76	77	n/a
State-wide	74 ⬇	74	74	73	73	74	73
65+	74	74	73	73	75	75	n/a
Southern Rural	73	73	72	71	66	72	n/a

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?
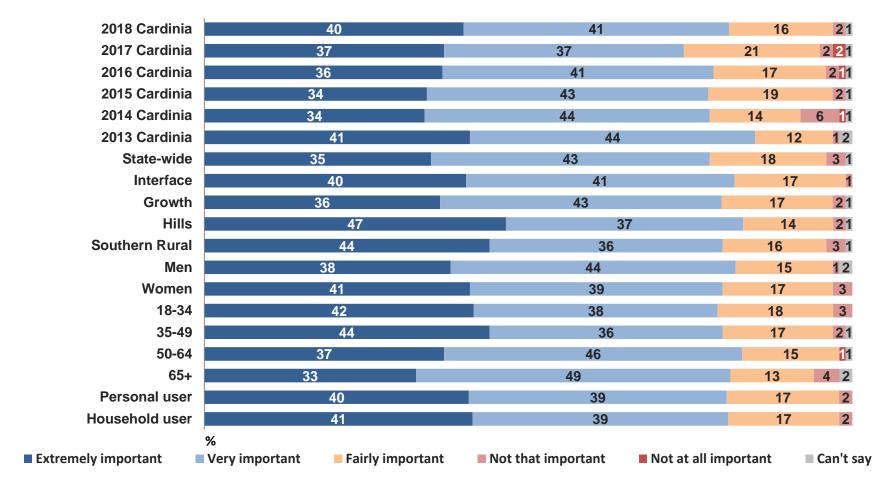*Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2*
Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Public Areas Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	29	46	22	2		
2017 Cardinia	28	44	25	3		
2016 Cardinia	26	46	26	11		
2015 Cardinia	26	40	28	4	1	
2014 Cardinia	24	45	27	3		
2013 Cardinia	29	50	18	2		
State-wide	26	46	24	2		
Interface	30	47	21	2		
Growth	30	46	21	3		
Hills	30	49	21			
Southern Rural	25	45	28	2		
Men	30	45	23	2		
Women	28	47	22	2		
18-34	38	38	21	3		
35-49	27	50	22	1		
50-64	28	48	22	3		
65+	21	54	24	1		
Personal user	33	42	22	2		
Household user	33	43	22	2		

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

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2018 THE APPEARANCE OF PUBLIC AREAS
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Public Areas Performance

	2018	2017	2016	2015	2014	2013	2012
State-wide	71 ↑	71	71	72	72	71	71
Growth	68	61	67	69	61	62	n/a
50-64	68	62	63	65	61	62	n/a
Personal user	68	61	66	68	64	64	n/a
65+	68	63	66	67	67	66	n/a
Women	68	62	65	69	63	62	n/a
Household user	68	60	66	69	64	64	n/a
Interface	68	66	66	67	n/a	n/a	n/a
Cardinia	67	61	66	67	63	63	n/a
18-34	66	56	66	71	55	65	n/a
Hills	65	63	62	66	66	64	n/a
35-49	65	66	67	66	69	62	n/a
Men	65	60	66	66	63	65	n/a
Southern Rural	60 ↓	60	66	66	62	66	n/a

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Public Areas Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	15	49	26	9		1
2017 Cardinia	13	36	38	8	4	1
2016 Cardinia	16	46	25	10	3	
2015 Cardinia	16	45	29	6	2	2
2014 Cardinia	15	38	32	9	5	1
2013 Cardinia	14	40	32	10	2	1
State-wide	24	45	21	6	2	1
Interface	17	49	24	7	3	
Growth	18	49	24	7	2	
Hills	9	52	28	8	1	1
Southern Rural	9	40	34	16	1	
Men	12	49	28	9	2	
Women	17	48	24	9	1	
18-34	16	46	24	11	2	
35-49	11	50	28	11		
50-64	19	46	28	3	4	1
65+	13	53	27	6	1	
Personal user	16	49	26	7	1	
Household user	16	49	26	7	1	

%   ■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 4

J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 COMMUNITY AND CULTURAL ACTIVITIES
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Community Activities Importance

	2018	2017	2016	2015	2014	2013	2012
Women	63 ↑	62	66	65	61	64	n/a
Personal user	62	61	71	62	64	64	n/a
18-34	62	57	69	60	59	63	n/a
Household user	62	60	69	63	64	62	n/a
Interface	61	57	63	59	n/a	n/a	n/a
Southern Rural	61	60	62	59	57	54	n/a
State-wide	61	61	62	62	62	62	62
Growth	60	57	66	60	61	64	n/a
35-49	60	59	63	57	57	60	n/a
Cardinia	59	57	64	60	60	61	n/a
65+	58	58	61	62	63	57	n/a
Hills	56	57	62	60	59	59	n/a
Men	55	53	62	54	58	58	n/a
50-64	54	56	59	61	62	60	n/a

Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY AND CULTURAL ACTIVITIES
IMPORTANCE DETAILED PERCENTAGES

2018 Community Activities Importance

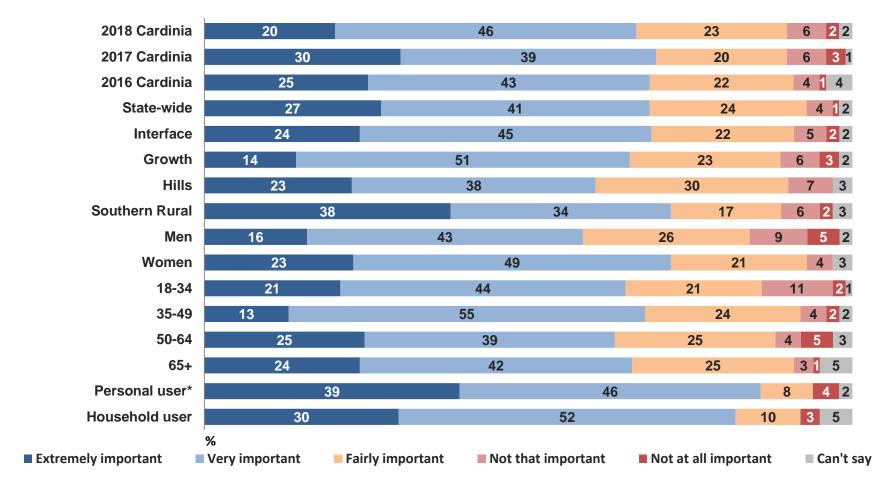|	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	11	34	39	12	3	1
2017 Cardinia	9	31	44	13	3	1
2016 Cardinia	16	33	41	7	2	1
2015 Cardinia	11	30	45	12	1	1
2014 Cardinia	11	34	41	11	3	1
2013 Cardinia	11	33	43	9	2	2
State-wide	12	34	40	10	2	1
Interface	13	35	39	10	3	1
Growth	10	38	36	12	3	
Hills	5	33	43	15	3	
Southern Rural	21	18	46	8	4	2
Men	9	30	39	17	5	1
Women	12	38	40	8	2	
18-34	14	34	38	14		
35-49	8	42	34	12	4	
50-64	7	29	43	11	9	1
65+	11	28	45	11	3	2
Personal user	13	35	40	8	3	
Household user	12	37	40	9	2	

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 Community Activities Performance

	2018	2017	2016	2015	2014	2013	2012
Personal user	71 ↑	70	66	70	71	71	n/a
Household user	70 ↑	69	66	71	70	70	n/a
State-wide	69 ↑	69	69	69	70	69	68
Growth	68	66	67	67	68	66	n/a
65+	68	65	65	68	73	65	n/a
Interface	67	64	63	65	n/a	n/a	n/a
35-49	67	67	63	62	66	63	n/a
Women	67	65	65	68	67	64	n/a
Cardinia	66	63	64	66	66	64	n/a
18-34	66	58	65	70	61	66	n/a
Men	64	60	63	64	65	64	n/a
Hills	62	59	59	64	65	60	n/a
Southern Rural	61	55	61	67	61	62	n/a
50-64	61	62	61	65	66	61	n/a

Q2. How has Council performed on 'community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

2018 Community Activities Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	13	41	29	4	3	10
2017 Cardinia	10	36	29	8	3	14
2016 Cardinia	13	39	29	11	1	8
2015 Cardinia	14	42	27	6	2	8
2014 Cardinia	16	36	31	5	2	9
2013 Cardinia	13	37	28	9	2	10
State-wide	17	42	25	5	2	9
Interface	14	42	27	5	2	10
Growth	15	43	28	3	3	9
Hills	11	36	30	6	4	13
Southern Rural	7	36	34	6	4	13
Men	10	40	31	3	4	12
Women	15	41	28	5	2	9
18-34	14	45	26	4	5	6
35-49	15	39	31	5	1	9
50-64	8	33	36	4	4	16
65+	13	42	27	2	2	13
Personal user	18	51	23	3	1	3
Household user	19	50	22	2	4	3

% ▪ Very good ▪ Good ▪ Average ▪ Poor ▪ Very poor ▪ Can't say

Q2. How has Council performed on 'community and cultural activities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

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J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 WASTE MANAGEMENT
IMPORTANCE INDEX SCORES

2018 Waste Management Importance

	2018	2017	2016	2015	2014	2013	2012
65+	85	80	79	80	80	82	n/a
Interface	84	79	81	79	n/a	n/a	n/a
Men	84	74	79	75	78	79	n/a
Hills	83	81	78	76	79	81	n/a
35-49	83	78	80	80	81	84	n/a
Cardinia	82	78	80	77	78	81	n/a
Growth	82	78	80	79	78	82	n/a
50-64	82	80	81	79	81	82	n/a
State-wide	81	79	80	79	79	79	78
Southern Rural	81	74	82	75	74	82	n/a
Women	81	82	81	80	77	84	n/a
18-34	80	76	81	73	72	78	n/a

Q1. Firstly, how important should 'waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 WASTE MANAGEMENT
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Waste Management Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	41	46	12			
2017 Cardinia	35	44	18	3		
2016 Cardinia	37	48	14	1		
2015 Cardinia	35	43	19	3		
2014 Cardinia	35	43	18	3		
2013 Cardinia	38	49	12	1		
State-wide	42	43	13	1		
Interface	46	43	10			
Growth	41	45	14			
Hills	43	49	7	2		
Southern Rural	40	45	14	1		
Men	45	46	9			
Women	39	46	15	1		
18-34	34	51	15			
35-49	46	41	13			
50-64	43	44	12	2		
65+	47	45	7	1		

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

2018 Waste Management Performance

	2018	2017	2016	2015	2014	2013	2012
35-49	77	71	75	71	75	73	n/a
65+	77	74	75	79	79	76	n/a
Southern Rural	76	59	76	74	69	77	n/a
Women	76	68	75	77	75	77	n/a
Hills	74	70	69	75	75	75	n/a
Cardinia	74	70	74	75	75	75	n/a
Growth	73	73	76	75	76	74	n/a
50-64	72	70	71	76	76	74	n/a
Men	72	72	73	73	75	73	n/a
18-34	71	67	75	75	72	77	n/a
State-wide	70⬇	71	70	72	73	71	72
Interface	68⬇	71	71	73	n/a	n/a	n/a

Q2. How has Council performed on 'waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4
Note: Please see page 6 for explanation about significant differences.

2018 Waste Management Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	31	42	16	6	3	1
2017 Cardinia	24	46	19	8	3	1
2016 Cardinia	29	47	18	4		2
2015 Cardinia	27	51	15	3	2	2
2014 Cardinia	30	46	19		2	2
2013 Cardinia	25	53	17	3		2
State-wide	24	45	18	7	3	2
Interface	22	44	18	10	5	1
Growth	31	42	17	7	2	1
Hills	30	44	16	5	3	3
Southern Rural	35	42	16	2	3	2
Men	28	44	18	6	4	
Women	34	41	15	6	1	2
18-34	30	38	18	9	4	1
35-49	36	44	12	4	3	1
50-64	28	42	20	6	3	1
65+	30	47	16	4		2

%

Very good   **Good**   **Average**   **Poor**   **Very poor**   **Can't say**

Q2. How has Council performed on 'waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4

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J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 EMERGENCY AND DISASTER MANAGEMENT
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Disaster Management Importance

	2018	2017	2016	2015	2014	2013	2012
Personal user	85	88	88	85	n/a	n/a	n/a
Household user	84	87	86	85	n/a	n/a	n/a
Women	84	83	87	84	n/a	n/a	n/a
Interface	84 ↑	82	83	81	n/a	n/a	n/a
50-64	84	83	85	81	n/a	n/a	n/a
Southern Rural	82	85	82	76	n/a	n/a	n/a
18-34	82	82	83	82	n/a	n/a	n/a
Hills	81	79	80	83	n/a	n/a	n/a
State-wide	81	80	80	80	80	80	80
Cardinia	81	82	83	81	n/a	n/a	n/a
Growth	81	82	84	83	n/a	n/a	n/a
35-49	80	80	83	81	n/a	n/a	n/a
65+	79	83	81	81	n/a	n/a	n/a
Men	78	80	79	78	n/a	n/a	n/a

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

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2018 EMERGENCY AND DISASTER MANAGEMENT
IMPORTANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Disaster Management Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	48	34	12	3	2	1
2017 Cardinia	52	30	11	4	2	
2016 Cardinia	50	34	12	2	1	1
2015 Cardinia	50	30	14	4	1	
State-wide	48	33	14	3	1	1
Interface	53	33	10	2	1	1
Growth	48	34	12	3	2	1
Hills	50	30	15	3	1	1
Southern Rural	45	41	9	3	1	1
Men	45	33	14	4	3	1
Women	51	35	10	2		1
18-34	51	32	15	1		2
35-49	49	31	11	6	2	1
50-64	50	37	8	1	2	2
65+	40	41	13	4	1	2
Personal user	58	27	14			1
Household user	53	33	13			1

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2

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J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 Disaster Management Performance

	2018	2017	2016	2015	2014	2013	2012
Household user	74	67	63	69	n/a	n/a	n/a
Personal user	74	67	62	67	n/a	n/a	n/a
Women	71	66	70	72	n/a	n/a	n/a
State-wide	71	70	69	70	71	70	70
35-49	71	65	70	65	n/a	n/a	n/a
Interface	70	69	69	70	n/a	n/a	n/a
50-64	70	67	62	65	n/a	n/a	n/a
Growth	69	70	74	74	n/a	n/a	n/a
Cardinia	69	67	69	70	n/a	n/a	n/a
Hills	68	63	61	65	n/a	n/a	n/a
65+	68	66	70	69	n/a	n/a	n/a
Southern Rural	67	60	67	70	n/a	n/a	n/a
18-34	67	68	72	77	n/a	n/a	n/a
Men	66	68	69	68	n/a	n/a	n/a

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

2018 EMERGENCY AND DISASTER MANAGEMENT
PERFORMANCE DETAILED PERCENTAGES

2018 Disaster Management Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	18	38	20	4	4	17
2017 Cardinia	12	38	19	5	3	23
2016 Cardinia	19	37	21	6	2	15
2015 Cardinia	21	41	18	6	2	11
State-wide	18	39	19	4	2	18
Interface	17	39	19	3	2	20
Growth	17	39	21	3	3	17
Hills	17	42	13	6	5	18
Southern Rural	24	27	24	4	6	15
Men	13	40	19	5	4	17
Women	23	35	20	2	4	17
18-34	13	47	13	5	5	17
35-49	25	35	18	3	6	13
50-64	15	37	27	1	1	20
65+	19	27	27	4	2	20
Personal user	32	42	13	4	6	4
Household user	30	47	11	3	5	3

%   ■ Very good   ■ Good   ■ Average   ■ Poor   ■ Very poor   ■ Can't say

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

2018 PLANNING FOR POPULATION GROWTH IN THE AREA
IMPORTANCE INDEX SCORES

JWS RESEARCH

2018 Population Growth Importance

	2018	2017	2016	2015	2014	2013	2012
50-64	84	83	81	79	83	82	n/a
Growth	82	80	82	81	81	83	n/a
Household user	81	87	83	77	84	87	n/a
Personal user	81	87	83	74	86	87	n/a
65+	81	75	80	75	80	76	n/a
Men	79	75	79	71	76	73	n/a
35-49	79	80	77	82	83	82	n/a
Cardinia	79	78	79	76	79	79	n/a
Interface	79	80	79	76	n/a	n/a	n/a
Southern Rural	79	78	81	72	73	75	n/a
Women	79	80	78	81	81	83	n/a
State-wide	77	76	76	75	75	75	75
18-34	75	74	78	69	71	74	n/a
Hills	69 ↓	71	71	71	77	74	n/a

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: 12 Councils asked group: 1
Note: Please see page 6 for explanation about significant differences.

2018 Population Growth Importance

Category	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	45	33	14	5	1	1
2017 Cardinia	41	39	12	5	2	
2016 Cardinia	39	41	13	5	1	
2015 Cardinia	40	30	22	6	2	1
2014 Cardinia	42	35	17	4	1	1
2013 Cardinia	43	34	17	4	1	1
State-wide	39	36	18	4	1	1
Interface	45	33	14	5	1	1
Growth	48	37	10	4	1	
Hills	32	30	22	12	3	1
Southern Rural	51	21	21	3	3	1
Men	46	32	13	6	1	1
Women	44	34	15	4	2	
18-34	37	37	19	5	2	
35-49	48	30	10	9	2	1
50-64	56	25	14	3	1	1
65+	44	38	13	3	1	1
Personal user	45	36	13	5	1	
Household user	46	36	12	5	1	

%

■ Extremely important   ■ Very important   ■ Fairly important   ■ Not that important   ■ Not at all important   ■ Can't say

Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?
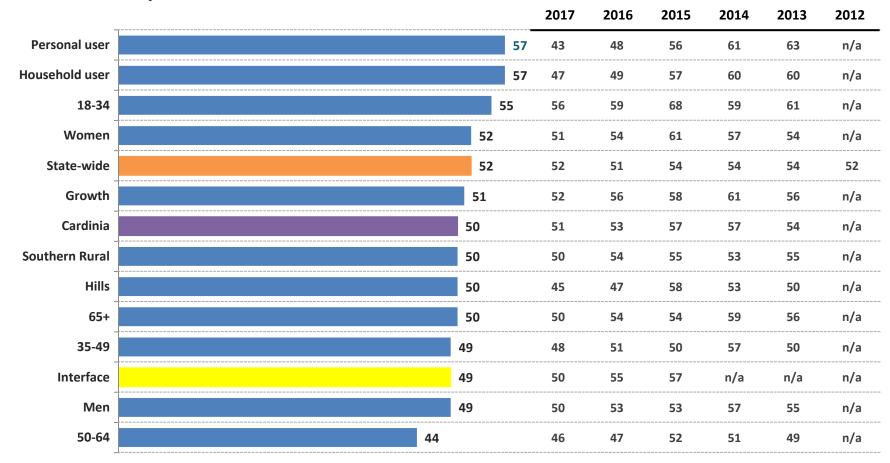*Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1*

2018 PLANNING FOR POPULATION GROWTH IN THE AREA
PERFORMANCE INDEX SCORES

2018 Population Growth Performance

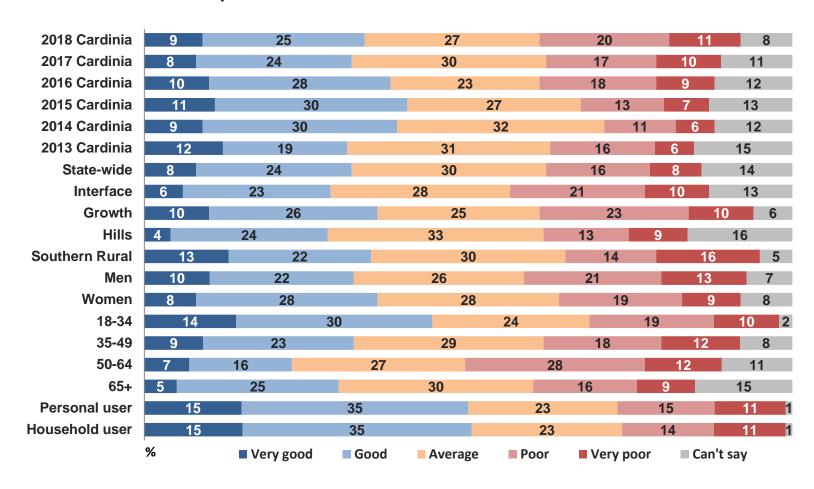|	2018	2017	2016	2015	2014	2013	2012
Personal user	57	43	48	56	61	63	n/a
Household user	57	47	49	57	60	60	n/a
18-34	55	56	59	68	59	61	n/a
Women	52	51	54	61	57	54	n/a
State-wide	52	52	51	54	54	54	52
Growth	51	52	56	58	61	56	n/a
Cardinia	50	51	53	57	57	54	n/a
Southern Rural	50	50	54	55	53	55	n/a
Hills	50	45	47	58	53	50	n/a
65+	50	50	54	54	59	56	n/a
35-49	49	48	51	50	57	50	n/a
Interface	49	50	55	57	n/a	n/a	n/a
Men	49	50	53	53	57	55	n/a
50-64	44	46	47	52	51	49	n/a

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: 14 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 PLANNING FOR POPULATION GROWTH IN THE AREA
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Population Growth Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	9	25	27	20	11	8
2017 Cardinia	8	24	30	17	10	11
2016 Cardinia	10	28	23	18	9	12
2015 Cardinia	11	30	27	13	7	13
2014 Cardinia	9	30	32	11	6	12
2013 Cardinia	12	19	31	16	6	15
State-wide	8	24	30	16	8	14
Interface	6	23	28	21	10	13
Growth	10	26	25	23	10	6
Hills	4	24	33	13	9	16
Southern Rural	13	22	30	14	16	5
Men	10	22	26	21	13	7
Women	8	28	28	19	9	8
18-34	14	30	24	19	10	2
35-49	9	23	29	18	12	8
50-64	7	16	27	28	12	11
65+	5	25	30	16	9	15
Personal user	15	35	23	15	11	1
Household user	15	35	23	14	11	1

%   ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

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: 14 Councils asked group: 2

JWS RESEARCH

2018 Unsealed Roads Importance

	2018	2017	2016	2015	2014	2013	2012
Southern Rural	89 ↑	88	91	88	83	82	n/a
Hills	89 ↑	87	83	83	85	85	n/a
Household user	84	84	82	85	81	82	n/a
Personal user	84	84	82	85	81	82	n/a
50-64	83	86	83	83	85	87	n/a
65+	82	83	83	81	76	86	n/a
35-49	82	78	81	82	83	78	n/a
Women	82	83	81	84	82	82	n/a
Cardinia	81	81	80	83	78	81	n/a
Interface	81	79	79	78	n/a	n/a	n/a
Men	80	80	79	82	74	81	n/a
State-wide	80	79	79	78	78	81	80
18-34	79	80	77	83	73	78	n/a
Growth	77 ↓	78	76	79	73	79	n/a

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: 1
Note: Please see page 6 for explanation about significant differences.

2018 Unsealed Roads Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	46	37	12	4	1	
2017 Cardinia	47	34	15	3	1	
2016 Cardinia	43	36	17	1	1	2
2015 Cardinia	49	35	13	2	1	
2014 Cardinia	43	36	11	6	2	2
2013 Cardinia	44	40	14	1	1	
State-wide	43	38	15	3	1	1
Interface	46	37	12	4	1	
Growth	35	43	15	6	1	
Hills	63	29	8			
Southern Rural	67	23	9	1		
Men	44	40	10	6	1	1
Women	48	34	15	3		
18-34	38	44	12	5		
35-49	52	30	10	6	1	1
50-64	53	31	14	3		
65+	44	38	14	2	2	
Personal user	48	40	9	1		
Household user	48	40	9	1		

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

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: 1

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Unsealed Roads Performance

	2018	2017	2016	2015	2014	2013	2012
Growth	49 ↑	47	50	55	48	52	n/a
Interface	48 ↑	45	44	47	n/a	n/a	n/a
65+	46	42	42	43	50	44	n/a
Women	45	39	41	44	40	44	n/a
18-34	44	43	52	51	42	48	n/a
Cardinia	44	41	41	45	44	43	n/a
35-49	44	41	34	38	44	44	n/a
State-wide	43	44	43	45	45	44	46
Men	42	42	41	46	48	41	n/a
Household user	41	38	38	43	42	38	n/a
Personal user	41	39	38	43	42	38	n/a
50-64	39	36	31	45	43	33	n/a
Hills	36 ↓	34	28	41	44	33	n/a
Southern Rural	33 ↓	27	35	34	38	34	n/a

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: 21 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

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2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA
PERFORMANCE DETAILED PERCENTAGES

JWS RESEARCH

2018 Unsealed Roads Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	9	19	26	22	19	4
2017 Cardinia	5	17	28	25	17	9
2016 Cardinia	4	20	27	24	18	7
2015 Cardinia	3	25	29	23	14	6
2014 Cardinia	5	19	28	21	14	13
2013 Cardinia	8	15	31	25	17	4
State-wide	5	19	28	24	17	7
Interface	7	23	27	20	11	12
Growth	12	23	24	21	14	6
Hills	6	11	28	26	26	2
Southern Rural	2	13	30	22	32	1
Men	10	17	27	20	23	3
Women	8	21	26	25	15	5
18-34	15	16	22	26	20	1
35-49	7	24	27	19	22	2
50-64	2	18	31	24	19	6
65+	9	18	28	20	15	11
Personal user	10	17	21	30	21	1
Household user	10	17	21	30	21	1

%

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: 21 Councils asked group: 3

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2018 BUSINESS AND COMMUNITY DEVELOPMENT
IMPORTANCE INDEX SCORES

2018 Business/Community Development Importance

	2018	2017	2016	2015	2014	2013	2012
Household user	76↑	73	80	62	70	n/a	n/a
Personal user	75↑	72	84	61	71	n/a	n/a
Southern Rural	72	61	67	65	69	n/a	n/a
18-34	70	68	73	69	66	n/a	n/a
35-49	69	69	71	68	72	n/a	n/a
State-wide	69	70	70	69	69	n/a	n/a
Growth	69	70	72	73	68	n/a	n/a
Women	68	69	73	70	70	n/a	n/a
Interface	68	67	69	67	n/a	n/a	n/a
Cardinia	68	68	70	67	69	n/a	n/a
Men	68	66	67	65	68	n/a	n/a
50-64	66	64	69	68	70	n/a	n/a
65+	64	67	65	64	70	n/a	n/a
Hills	63	64	68	61	72	n/a	n/a

Q1. Firstly, how important should 'business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 Business/Community Development Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	18	42	31	6	1	2
2017 Cardinia	17	45	30	6	2	1
2016 Cardinia	20	45	28	3	2	1
2015 Cardinia	18	40	35	5	1	1
2014 Cardinia	21	44	26	7	2	
State-wide	21	40	31	5	1	1
Interface	19	40	33	6	1	1
Growth	16	45	31	5		3
Hills	14	40	34	9	3	
Southern Rural	30	34	29	5	2	1
Men	21	39	31	8	1	1
Women	15	46	32	4	1	3
18-34	16	50	28	4		3
35-49	23	38	31	7	1	1
50-64	15	44	32	7	1	1
65+	15	35	37	7	2	3
Personal user	33	33	31		1	3
Household user	33	35	29		1	2

%

■ Extremely important ■ Very important ■ Fairly important ■ Not that important ■ Not at all important ■ Can't say

Q1. Firstly, how important should 'business and community development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2

2018 BUSINESS AND COMMUNITY DEVELOPMENT
PERFORMANCE INDEX SCORES

2018 Business/Community Development Performance

	2018	2017	2016	2015	2014	2013	2012
Household user	70 ↑	57	59	63	67	n/a	n/a
Personal user	70 ↑	57	59	62	68	n/a	n/a
Women	67	59	60	64	64	n/a	n/a
18-34	66	60	62	67	63	n/a	n/a
Growth	65	62	62	65	66	n/a	n/a
65+	65	56	61	61	64	n/a	n/a
35-49	64	61	60	60	63	n/a	n/a
Cardinia	64	59	60	63	63	n/a	n/a
Interface	63	59	58	63	n/a	n/a	n/a
Southern Rural	61	53	61	61	55	n/a	n/a
Hills	60	49	54	60	61	n/a	n/a
Men	60	59	60	61	61	n/a	n/a
State-wide	60 ↓	60	60	60	62	n/a	n/a
50-64	55 ↓	56	55	59	59	n/a	n/a

Q2. How has Council performed on 'business and community development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 3
Note: Please see page 6 for explanation about significant differences.

2018 Business/Community Development Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	11	38	29	6	3	13
2017 Cardinia	6	31	35	8	3	17
2016 Cardinia	7	35	30	10	3	14
2015 Cardinia	10	37	29	8	2	13
2014 Cardinia	13	29	35	5	3	16
State-wide	7	34	30	10	3	15
Interface	8	38	28	6	2	17
Growth	12	41	26	5	4	12
Hills	7	32	33	7	3	19
Southern Rural	10	33	39	7	2	10
Men	10	34	33	5	6	12
Women	11	42	26	6		15
18-34	14	48	20	1	7	8
35-49	10	38	35	6	1	11
50-64	3	28	33	16	1	19
65+	12	29	34	5	1	20
Personal user	19	45	26	5	2	4
Household user	20	45	27	4	1	3

% ■ Very good ■ Good ■ Average ■ Poor ■ Very poor ■ Can't say

Q2. How has Council performed on 'business and community development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 3

2018 Tourism Development Importance

	2018	2017	2016	2015	2014	2013	2012
State-wide	61 ↑	62	63	65	65	n/a	n/a
Hills	57	52	55	52	56	n/a	n/a
Household user	54	59	63	54	60	n/a	n/a
Personal user	53	59	64	55	59	n/a	n/a
50-64	52	49	53	53	50	n/a	n/a
Men	52	45	50	46	48	n/a	n/a
35-49	51	45	52	51	49	n/a	n/a
Southern Rural	51	46	55	45	50	n/a	n/a
Cardinia	51	46	52	50	49	n/a	n/a
Interface	51	53	57	50	n/a	n/a	n/a
65+	50	49	51	48	52	n/a	n/a
18-34	50	44	51	47	48	n/a	n/a
Women	50	47	53	53	51	n/a	n/a
Growth	49	44	49	51	45	n/a	n/a

Q1. Firstly, how important should 'tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 6 Councils asked group: 1
Note: Please see page 6 for explanation about significant differences.

2018 TOURISM DEVELOPMENT
IMPORTANCE DETAILED PERCENTAGES

2018 Tourism Development Importance

	Extremely important	Very important	Fairly important	Not that important	Not at all important	Can't say
2018 Cardinia	8	23	37	26	5	2
2017 Cardinia	5	20	34	32	7	2
2016 Cardinia	8	23	39	22	6	3
2015 Cardinia	8	20	41	25	6	
2014 Cardinia	5	26	35	28	5	1
State-wide	16	32	35	13	3	1
Interface	8	23	37	26	5	2
Growth	5	22	38	30	4	2
Hills	16	28	32	19	6	
Southern Rural	9	19	40	21	6	4
Men	10	24	34	26	5	2
Women	6	22	40	26	4	1
18-34	8	24	32	36		1
35-49	9	25	32	25	6	4
50-64	7	24	44	18	6	1
65+	8	18	48	18	7	2
Personal user	7	21	46	23		2
Household user	7	23	45	22		2

%

Q1. Firstly, how important should 'tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 6 Councils asked group: 1

2018 TOURISM DEVELOPMENT
PERFORMANCE INDEX SCORES

JWS RESEARCH

2018 Tourism Development Performance

	2018	2017	2016	2015	2014	2013	2012
Personal user	70↑	48	53	62	56	n/a	n/a
Household user	69↑	49	54	63	58	n/a	n/a
State-wide	63↑	63	63	63	64	n/a	n/a
Interface	61↑	56	56	53	n/a	n/a	n/a
Hills	59	53	52	54	54	n/a	n/a
65+	57	48	52	50	54	n/a	n/a
18-34	56	51	56	59	48	n/a	n/a
35-49	55	49	51	50	51	n/a	n/a
Women	55	50	52	56	50	n/a	n/a
Cardinia	55	50	53	53	51	n/a	n/a
Men	54	50	53	51	51	n/a	n/a
Southern Rural	54	48	52	51	46	n/a	n/a
Growth	53	50	53	55	51	n/a	n/a
50-64	47↓	53	49	52	51	n/a	n/a

Q2. How has Council performed on 'tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2
Note: Please see page 6 for explanation about significant differences.

2018 Tourism Development Performance

	Very good	Good	Average	Poor	Very poor	Can't say
2018 Cardinia	5	26	32	14	3	20
2017 Cardinia	2	17	40	14	3	24
2016 Cardinia	4	20	34	13	5	24
2015 Cardinia	4	25	33	16	2	20
2014 Cardinia	2	22	36	15	5	21
State-wide	12	37	26	11	3	11
Interface	7	38	26	11	2	15
Growth	4	23	32	16	2	22
Hills	4	37	30	7	4	18
Southern Rural	9	24	32	14	7	14
Men	6	24	37	13	5	16
Women	4	28	28	15	2	23
18-34	6	32	33	16	3	10
35-49	4	28	35	10	4	19
50-64	2	16	32	20	4	27
65+	5	24	27	11	2	31
Personal user	20	51	14	13	2	
Household user	19	48	16	13	5	

Q2. How has Council performed on 'tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2

DETAILED DEMOGRAPHICS

JWS RESEARCH

2018 GENDER AND AGE PROFILE

Gender

- Men
- Women

51% 49%

Age

- 18-24
- 25-34
- 35-49
- 50-64
- 65+

7%
26%
29%
17%
21%
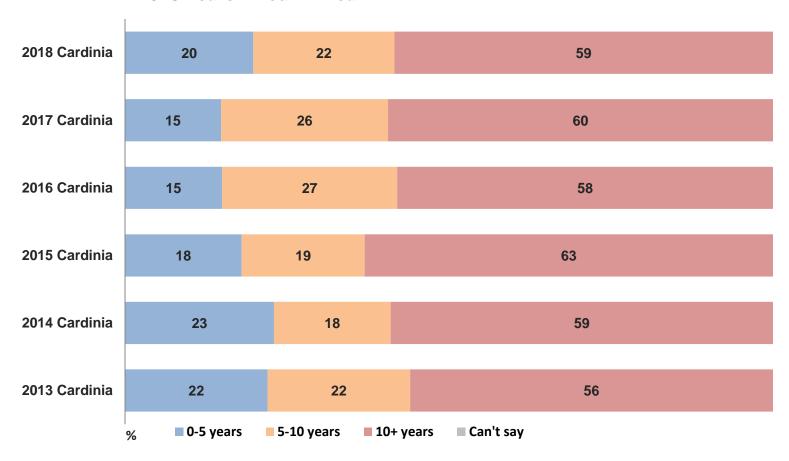
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

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J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 YEARS LIVED IN AREA

2018 Years Lived in Area

	0-5 years	5-10 years	10+ years
2018 Cardinia	20	22	59
2017 Cardinia	15	26	60
2016 Cardinia	15	27	58
2015 Cardinia	18	19	63
2014 Cardinia	23	18	59
2013 Cardinia	22	22	56

% ■ 0-5 years ■ 5-10 years ■ 10+ years ■ Can't say

S5. How long have you lived in this area?/How long have you owned a property in this area?
Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1

2018 YEARS LIVED IN AREA

2018 Years Lived in Area

Category	0-5 years	5-10 years	10-20 years	20-30 years	30+ years
2018 Cardinia	20	22	28	14	16
2017 Cardinia	15	26	31	11	17
2016 Cardinia	15	27	24	16	17
State-wide	12	15	23	21	29
Interface	20	22	28	14	16
Growth	25	28	27	9	10
Hills	11	10	36	20	24
Southern Rural	9	12	19	28	33
Men	21	23	24	18	16
Women	19	21	32	11	17
18-34	33	24	23	13	6
35-49	18	30	33	13	6
50-64	7	12	37	16	28
65+	11	14	23	15	38

%   ■ 0-5 years   ■ 5-10 years   ■ 10-20 years   ■ 20-30 years   ■ 30+ years   ■ Can't say

S5. How long have you lived in this area?/How long have you owned a property in this area?
Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1
Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years","20-30 years" and "30+ years". As such, this chart presents the last three years of data only.

APPENDIX A:
DETAILED SURVEY TABULATIONS
AVAILABLE IN SUPPLIED EXCEL FILE

JWS RESEARCH

APPENDIX B:
FURTHER PROJECT INFORMATION

JWS RESEARCH

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 2012-2018 have been made throughout this report as appropriate.**

APPENDIX B:
MARGINS OF ERROR

JWS RESEARCH

The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Cardinia Shire Council was 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 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 71,000 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	184	195	+/-7.2
Women	216	205	+/-6.7
Growth	235	253	+/-6.4
Hills	95	86	+/-10.1
Southern Rural	70	61	+/-11.8
18-34 years	65	134	+/-12.2
35-49 years	106	114	+/-9.6
50-64 years	101	67	+/-9.8
65+ years	128	85	+/-8.7

APPENDIX B:
ANALYSIS AND REPORTING

All participating councils are listed in the State-wide report published on the DELWP website. In 2018, 64 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 2012-2018 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 2018 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.

APPENDIX B:
ANALYSIS AND REPORTING

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 2018 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 2018 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX B:
ANALYSIS AND REPORTING

Reporting

Every council that participated in the 2018 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 http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey.

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

CSS: 2018 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.

State-wide 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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