



2019 Local Government Community Satisfaction Survey

Cardinia Shire Council

Coordinated by the Department of
Environment, Land, Water and Planning
on behalf of Victorian councils

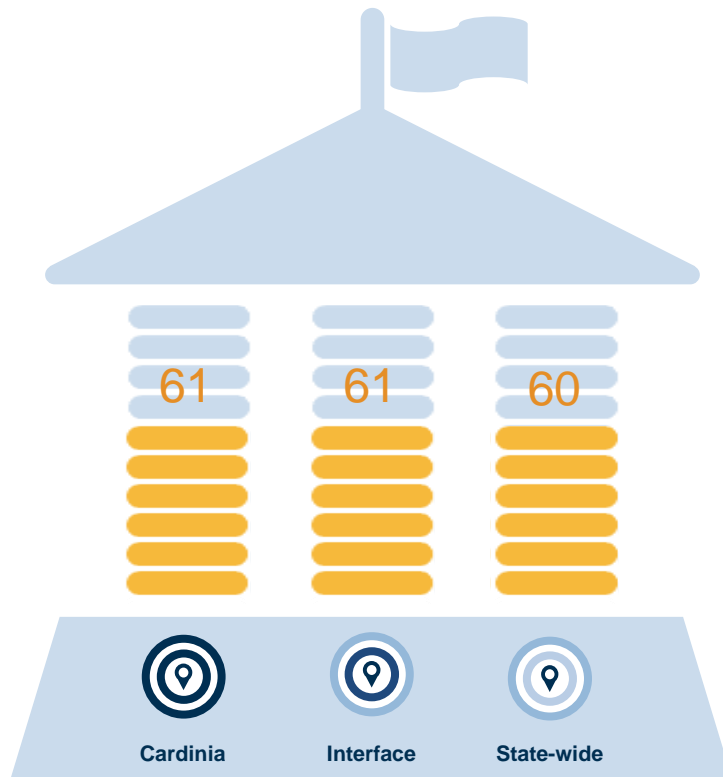


Contents

<u>Background and objectives</u>	<u>4</u>	<u>Art centres and libraries</u>	<u>84</u>
<u>Key findings and recommendations</u>	<u>6</u>	<u>Waste management</u>	<u>88</u>
<u>Summary of findings</u>	<u>13</u>	<u>Emergency and disaster management</u>	<u>92</u>
<u>Detailed findings</u>	<u>28</u>	<u>Planning for population growth</u>	<u>96</u>
<u>Overall performance</u>	<u>29</u>	<u>Maintenance of unsealed roads</u>	<u>100</u>
<u>Customer service</u>	<u>32</u>	<u>Business and community development</u>	<u>104</u>
<u>Communication</u>	<u>37</u>	<u>Tourism development</u>	<u>108</u>
<u>Council direction</u>	<u>42</u>	<u>Detailed demographics</u>	<u>112</u>
<u>Individual service areas</u>	<u>47</u>	<u>Appendix A: Index scores, margins of error and significant differences</u>	<u>117</u>
<u>Community consultation and engagement</u>	<u>48</u>	<u>Appendix B: Further project information</u>	<u>122</u>
<u>Lobbying on behalf of the community</u>	<u>52</u>		
<u>Decisions made in the interest of the community</u>	<u>54</u>		
<u>Condition of sealed local roads</u>	<u>56</u>		
<u>Informing the community</u>	<u>60</u>		
<u>Condition of local streets and footpaths</u>	<u>64</u>		
<u>Enforcement of local laws</u>	<u>68</u>		
<u>Family support services</u>	<u>72</u>		
<u>Recreational facilities</u>	<u>76</u>		
<u>Appearance of public areas</u>	<u>80</u>		



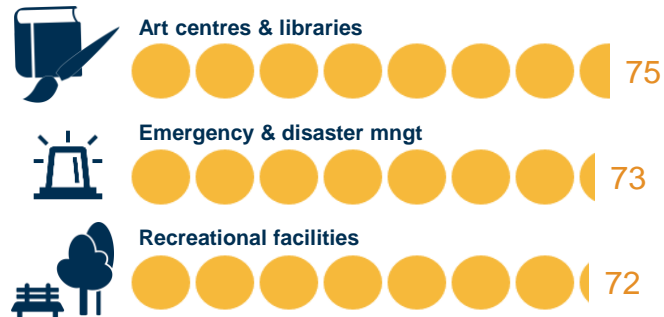
Cardinia Shire Council – at a glance



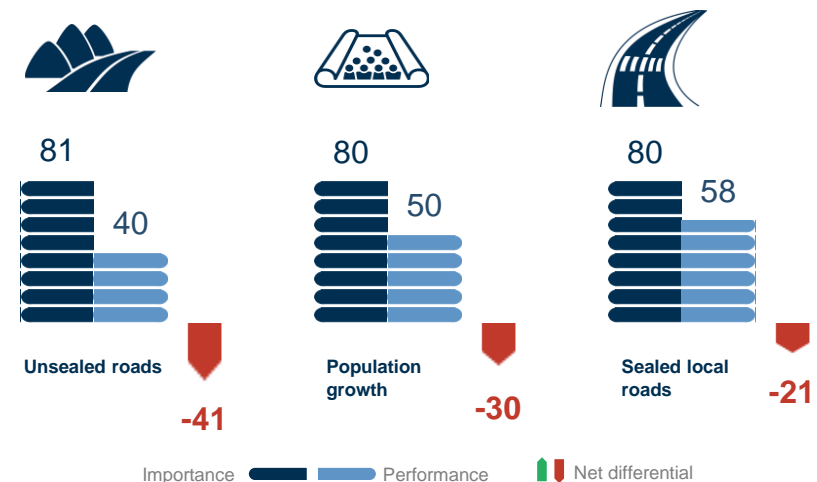
Overall Council performance

Results shown are index scores out of 100.

Top 3 performing areas



Top 3 areas for improvement



A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night-time image of the United States, showing city lights and road networks. The 'W' is positioned on the right side of the slide, with its leftmost vertical stroke extending towards the center.

Background and objectives



Background and objectives

The Victorian Community Satisfaction Survey (CSS) creates a vital interface between the council and their community.

Held annually, the CSS asks the opinions of local people about the place they live, work and play and provides confidence for councils in their efforts and abilities.

Now in its twentieth year, this survey provides insight into the community's views on:

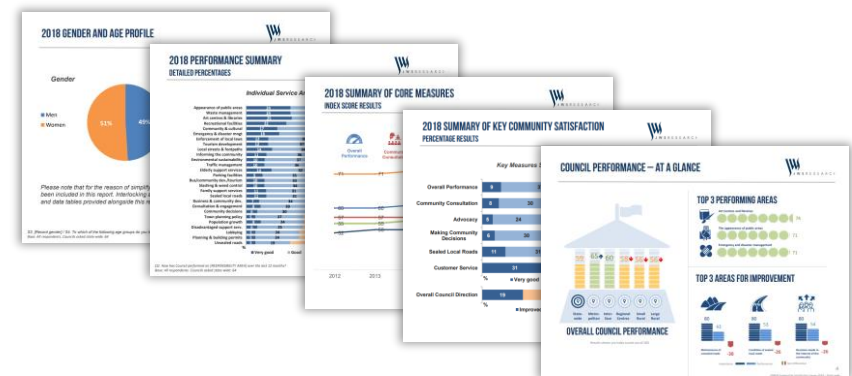
- councils' overall performance with benchmarking against State-wide and council group results
- community consultation and engagement
- advocacy and lobbying on behalf of the community
- customer service, local infrastructure, facilities and
- overall council direction.

When coupled with previous data, the survey provides a reliable historical source of the community's views since 1998. A selection of results from the last seven years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 20 years

Each year the CSS data is used to develop the State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 20 years of results, the CSS offers councils a long-term, consistent measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

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.





Key findings and recommendations



Overall performance

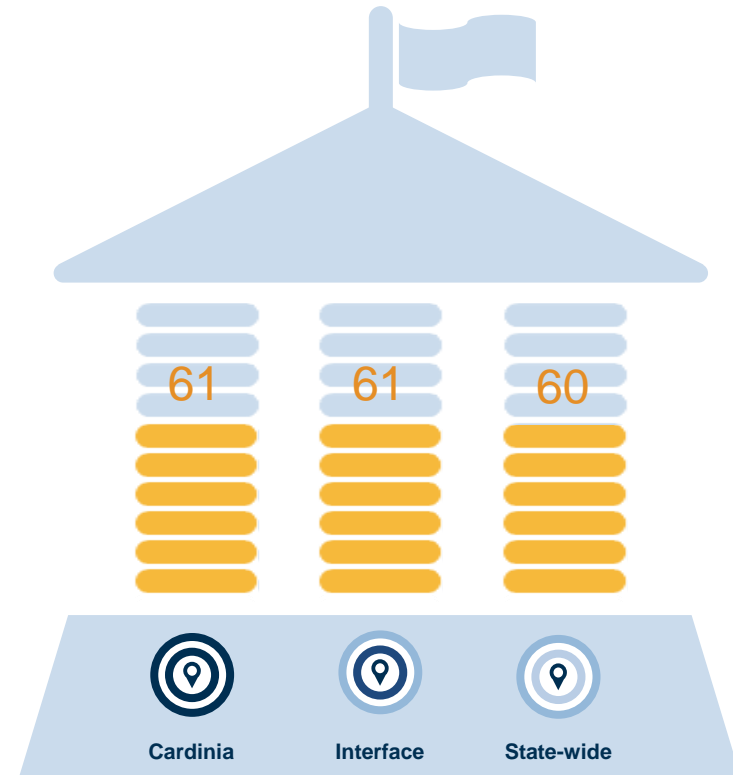
The overall performance index score of 61 for Cardinia Shire Council is unchanged from the 2018 result, and Council has maintained its ratings gain from 2017 to 2018. Overall performance is within two index points of Council's peak result of 63 achieved in 2014.

Cardinia Shire Council's overall performance is rated similar to the average rating for councils State-wide and in the Interface group (index scores of 60 and 61 respectively).

- Residents aged 18 to 34 years (index score of 67) rate council highest for overall performance compared to other demographic and geographic groups, and significantly higher (at the 95% confidence interval) than the Council average.

Half of residents rate Cardinia Shire Council's overall performance as 'very good' or 'good' (52%), compared to 15% who rate it as 'very poor' or 'poor'. A further 33% sit mid-scale, rating Council's overall performance as 'average'.

Overall Council performance



Results shown are index scores out of 100.



Customer contact and service

Contact with council

Two-thirds of Cardinia Shire Council residents (66%) have had contact with Council in the last 12 months. This result is lower, but not significantly different, to 2018 (69%).

- Residents aged 35 to 49 years had the most contact with Council (72%) in 2019.
- Conversely, residents aged 18 to 34 years had the least contact with council (59%). Rate of contact decreased significantly among this group within the last year (down 12 points from 2018).

Overall, newsletters sent via mail (33%) and email (29%) are considered the best way for Council to inform residents about news, information and upcoming events.

- Residents aged 50 years and over prefer a print newsletter sent via mail (42%) to email newsletters (27%), while younger residents aged under 50 years divide more equally in their newsletter preferences (27% for mail and 30% for email).
- Another 18% of residents under 50 years of age prefer to receive Council updates via social media.

Customer service

Cardinia Shire Council's customer service index of 65 is the same as the result for 2018, remaining eight points down on Council's highest result of 73 achieved in 2013 and 2015. Performance on this measure is rated significantly lower than the State-wide average for councils and in line with the Interface group average (index scores of 71 and 69 respectively).

Just under two-thirds of residents rate Council's customer service as 'very good' or 'good' (63%), compared to 19% who rate it 'very poor' or 'poor'. A further 16% provide an 'average' rating, in line with 2018 ratings.

- There are no significant differences across the demographic or geographic cohorts on this measure compared to the 2019 Council average, or compared to last year's results.



Top performing areas and areas for improvement

Top performing areas

The top performing service areas for Cardinia Shire Council are:

- Art centres and libraries (index score of 75)
- Emergency and disaster management (index score of 73, a significant increase of four points from 2018)
- Recreational facilities (index score of 72, a significant increase of four points)
- Waste management (index score of 72).

Council's performance remained relatively consistent across most service areas from 2018, increasing significantly on the two measures mentioned above, with no significant ratings declines.

- Perceptions improved significantly from 2018 on emergency and disaster management and recreational facilities among residents of Growth Areas, residents aged 18 to 34 years and men.
- Residents aged 65+ years also improved significantly in their impressions of recreational facilities.

Council performs in line with Interface group averages on all but two measures where it performs significantly lower – namely unsealed roads and the maintenance of local streets and footpaths.

Areas for improvement

It is a positive result that Council did not experience any significant declines in ratings in the past year.

Unsealed roads is the area that stands out as most in need of Council attention. With a performance index score of 40, Council rates lowest in this service area. Council performance in this area is four index points lower than in 2018, though this is not considered a significant decline. Council performs significantly lower than the State-wide and Interface group averages on this measure (index scores of 44 and 50 respectively).

Just under one in five residents volunteer unsealed road maintenance (19%) or sealed road maintenance (17%) as council areas most in need of improvement.

Planning for population growth (index score of 50) is Council's second lowest performing service area after unsealed roads.

With an index score of 56, local streets and footpaths is the only other area (other than unsealed roads) where Council performance rates significantly lower than the Interface group average (index score of 60).



Influences on perceptions of overall performance

The individual service areas that have the strongest influence on the overall performance rating (based on regression analysis) are:

- Decisions made in the interest of the community
- The condition of sealed local roads
- The appearance of public areas.

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

- Business and community development
- Community consultation and engagement
- Informing the community.

Looking at key service areas only, arts centres and libraries has the highest performance index and a moderately positive influence on the overall performance rating. Currently, Cardinia Shire Council is performing *well* in this area (performance index of 75) and, while it should remain a focus, there is greater work to be done elsewhere.

The appearance of public areas has a strong influence on overall performance ratings, but as Council is also performing well here (index score of 69), there is not much room for improvement.

Waste management and emergency management also have high performance ratings, but have a low to moderate influence on the overall performance rating.

Cardinia Shire Council's decisions made in the community's interest, community consultation and engagement, condition of sealed local roads as well as how well it informs the community have lower (though still positive) performance ratings overall. Continuing efforts in these areas has the capacity to lift Council's overall performance rating. (These areas have performance indices of 55 to 58.)

Council's planning for population growth and maintenance of unsealed roads have the lowest performance ratings (50 and 40 respectively) and are two areas that could have a strong positive influence on overall performance perceptions if attended to.

Good communication and transparency with residents about decisions the Council has made in the community's interest and its planning for population growth as well as improved community consultation and engagement and maintenance of unsealed roads all could help drive up overall opinion of the Council's performance.



Focus areas for coming 12 months

In terms of priorities for the year ahead, Cardinia Shire Council should focus on maintaining and improving performance in the individual service areas that most influence perception of overall performance and that have index scores with scope for improvement:

- Decisions made in the interest of the community
- Consultation and engagement
- Condition of sealed local roads
- Maintenance of unsealed roads
- Planning for population growth.

Council should also focus attention on service areas where current performance levels are low and remain significantly lower than the Interface group council average, being unsealed roads and the maintenance of local streets and footpaths.

Hypothetical trade-off

In a hypothetical situation, if forced to choose, residents tend to prefer service cuts to keep rates at current levels (46%) against the alternative of rate rises to improve service quality (33%). One in five (21%) 'can't say' at this time.

It is important to note that a perception gap exists in many of the aforementioned areas in terms of perceived importance exceeding performance by 15 or more points, including:

- Unsealed roads (margin of 41 points)
- Planning for population growth (margin of 30 points)
- Sealed local roads (margin of 21 points)
- Local streets and footpaths (margin of 21 points)
- Consultation and engagement (margin of 15 points).

More generally, consideration should also be given to residents aged 50 to 64 years and residents of the Southern Rural and Hills regions, who appear to be driving negative opinion in a number of areas in 2019.

- It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents aged 18 to 34 years, and use these lessons to build on performance experience and perceptions.

On the positive side, Council should look to build upon its improved performance on emergency and disaster management and recreational facilities.



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

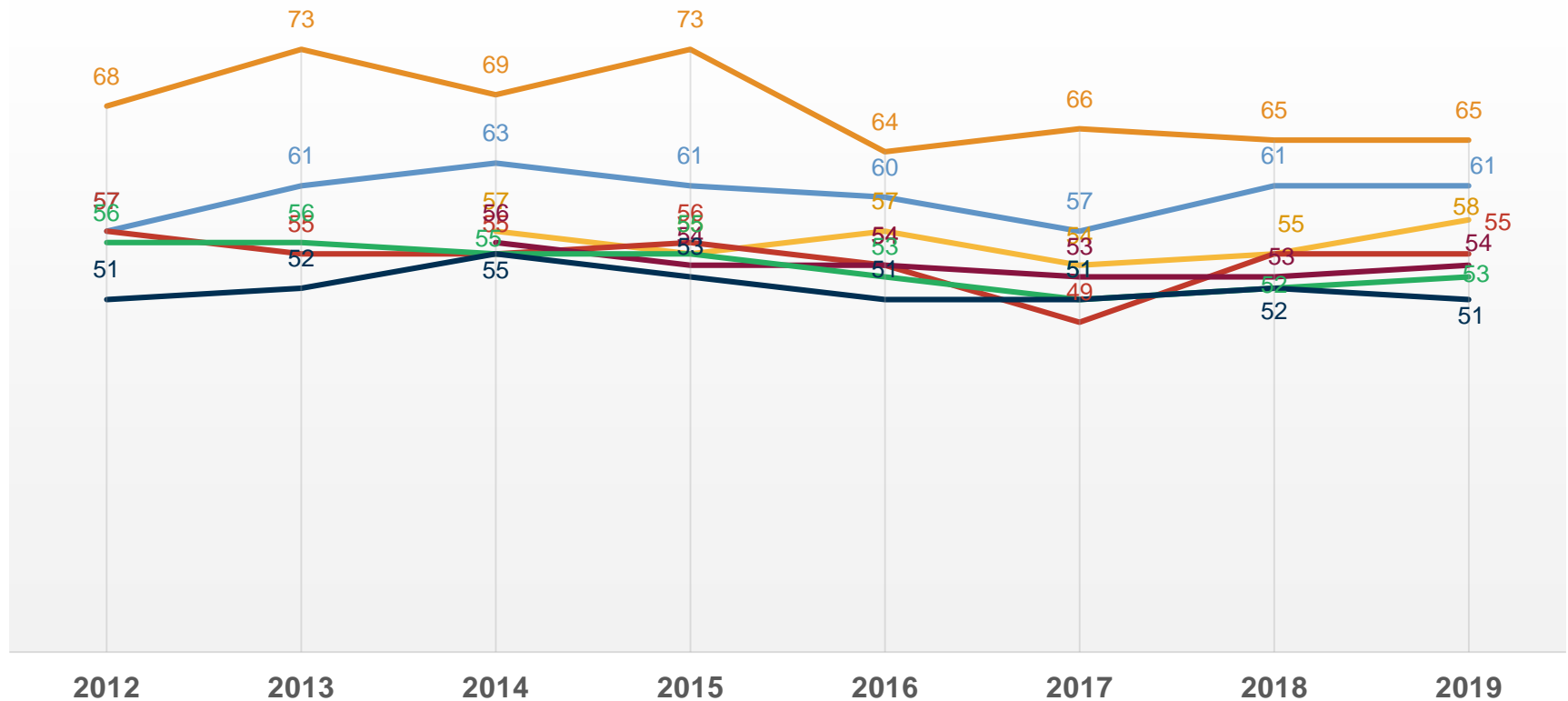
A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night image of the Earth, showing city lights and landmasses. The 'W' is positioned on the right side of the slide, with its leftmost vertical stroke extending towards the center.

Summary of findings



Summary of core measures

Index scores





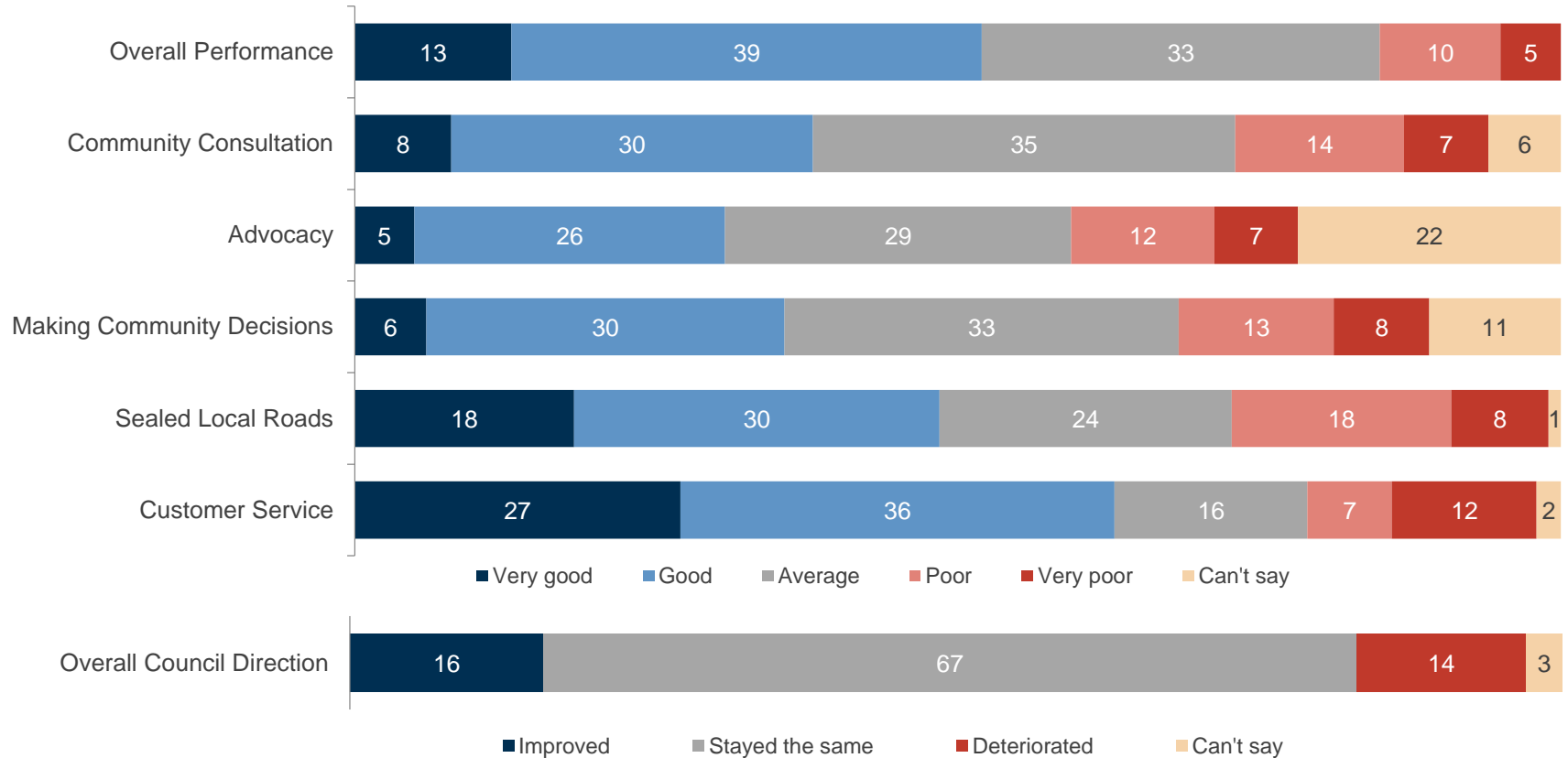
Summary of core measures

Performance Measures	Cardinia 2019	Cardinia 2018	Interface 2019	State- wide 2019	Highest score	Lowest score
Overall Performance	61	61	61	60	Aged 18-34 years	Aged 50-64 years
Community Consultation (Community consultation and engagement)	55	55	55	56	Aged 18-34 years	Aged 50-64 years
Advocacy (Lobbying on behalf of the community)	53	52	54	54	Aged 18-34 years	Aged 50-64 years
Making Community Decisions (Decisions made in the interest of the community)	54	53	55	55	Aged 18-34 years	Aged 50-64 years
Sealed Local Roads (Condition of sealed local roads)	58	55	60	56	Growth	Southern Rural
Customer Service	65	65	69	71	Aged 65+ years	Men, Southern Rural
Overall Council Direction	51	52	54	53	Aged 18-34 years	Hills



Summary of key community satisfaction

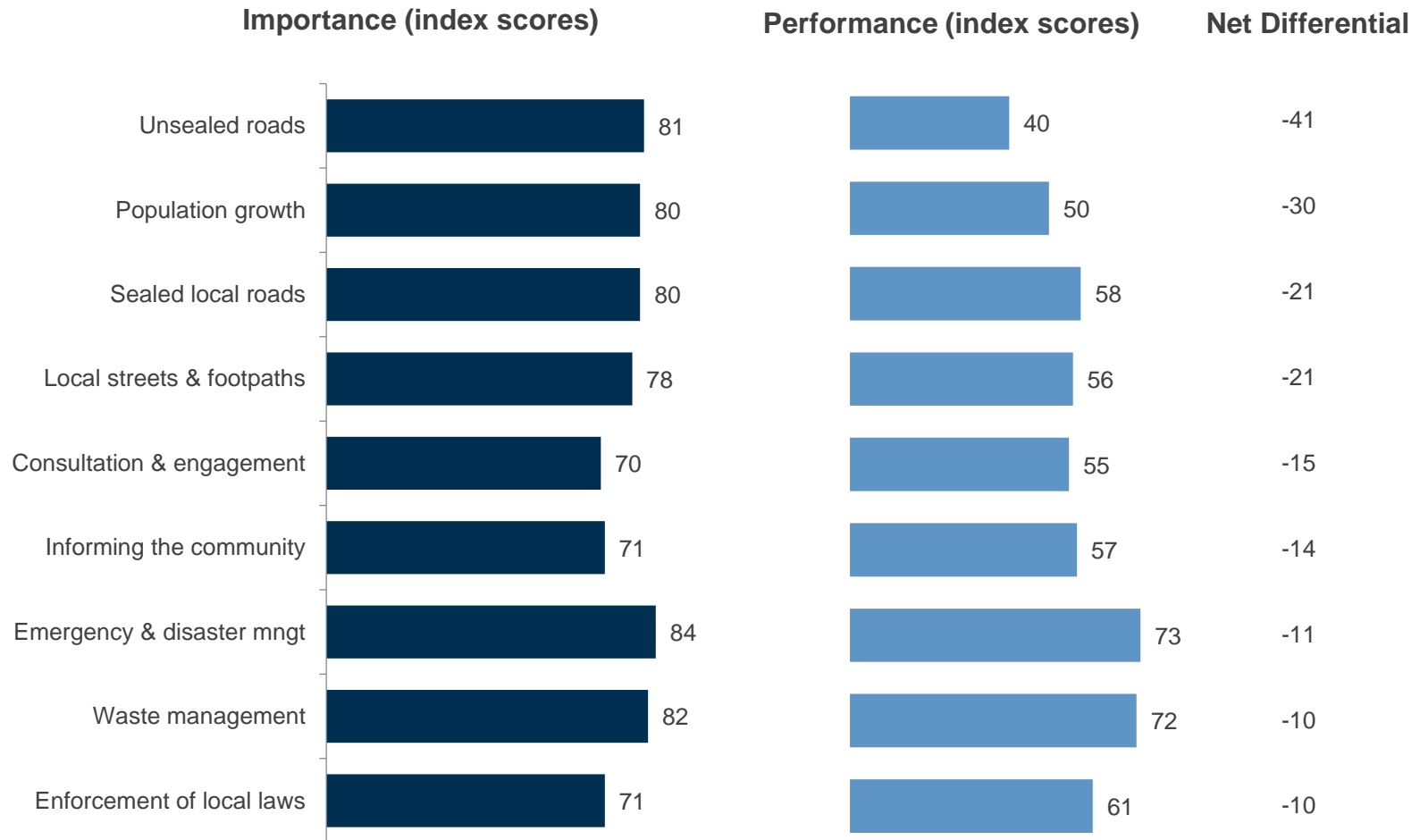
Key measures summary results (%)





Individual service areas importance vs performance

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





Regression analysis explained

We use regression analysis to investigate which individual service areas, such as community consultation, condition of sealed local roads, etc. (the independent variables) are influencing respondent perceptions of overall council performance (the dependent variable).

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart 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 service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.
- The charts are based on unweighted data, which means the service performance indices in the regression charts may vary by +/- 1-2 points on the indices reported in charts and tables elsewhere in this report.

The regressions are shown on the following two charts.

1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service areas with a weak influence on overall performance (i.e. a low Standardised Beta Coefficient) have been excluded from the analysis.

Key insights from this analysis are derived from the second chart.



Influence on overall performance: all service areas

2019 regression analysis (all service areas)

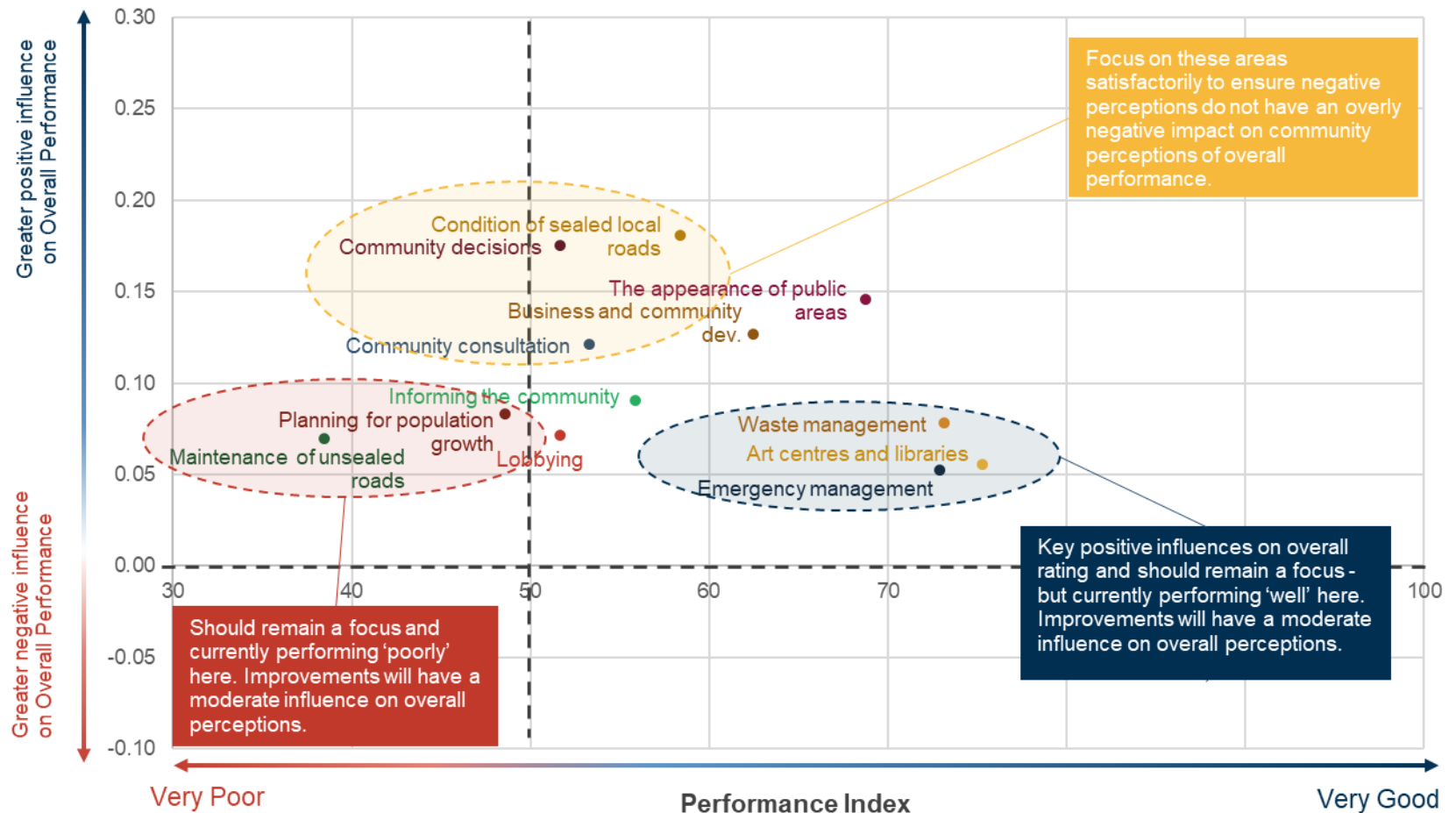


The multiple regression analysis model above (all service areas) has an R-squared value of 0.627 and adjusted R-square value of 0.611, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 37.90$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2019 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.626 and adjusted R-square value of 0.615, which means that 63% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 54.17$.



Individual service area importance

2019 individual service area importance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	84	81	82	83	81	n/a	n/a	n/a
Waste management	82	82	78	80	77	78	81	n/a
Unsealed roads	81	81	81	80	83	78	81	n/a
Population growth	80	79	78	79	76	79	79	n/a
Sealed local roads	80	81	79	79	79	78	n/a	n/a
Local streets & footpaths	78	80	77	78	77	77	82	n/a
Appearance of public areas	72	76	74	74	72	72	76	n/a
Family support services	72	73	74	75	76	72	74	n/a
Informing the community	71	n/a	74	76	75	73	76	n/a
Enforcement of local laws	71	73	72	73	70	72	75	n/a
Recreational facilities	70	73	72	73	72	71	74	n/a
Consultation & engagement	70	71	71	73	70	71	72	n/a
Business & community dev.	65	68	68	70	67	69	n/a	n/a
Art centres & libraries	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tourism development	47	51	46	52	50	49	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

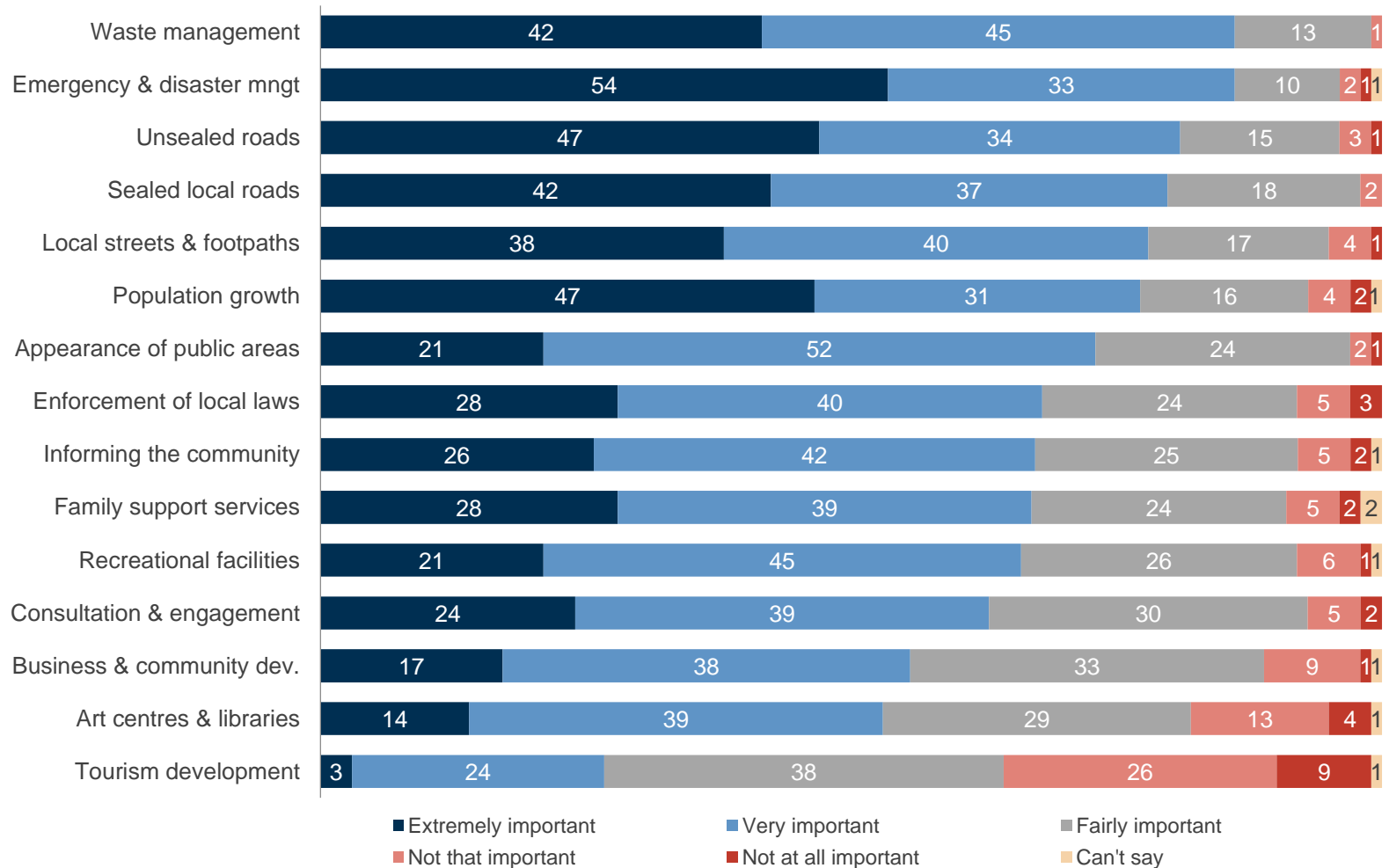
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Individual service area importance

2019 individual service area importance (%)





Individual service area performance

2019 individual service area performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Emergency & disaster mngt	73	69	67	69	70	n/a	n/a	n/a
Recreational facilities	72	68	65	67	66	66	67	n/a
Waste management	72	74	70	74	75	75	75	n/a
Appearance of public areas	69	67	61	66	67	63	63	n/a
Family support services	67	65	61	66	66	64	67	n/a
Business & community dev.	64	64	59	60	63	63	n/a	n/a
Enforcement of local laws	61	60	57	61	64	61	65	n/a
Sealed local roads	58	55	54	57	55	57	n/a	n/a
Informing the community	57	n/a	54	55	59	58	58	n/a
Tourism development	57	55	50	53	53	51	n/a	n/a
Local streets & footpaths	56	55	54	57	57	56	51	n/a
Consultation & engagement	55	55	49	54	56	55	55	57
Community decisions	54	53	53	54	54	56	n/a	n/a
Lobbying	53	52	51	53	55	55	56	56
Population growth	50	50	51	53	57	57	54	n/a
Unsealed roads	40	44	41	41	45	44	43	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

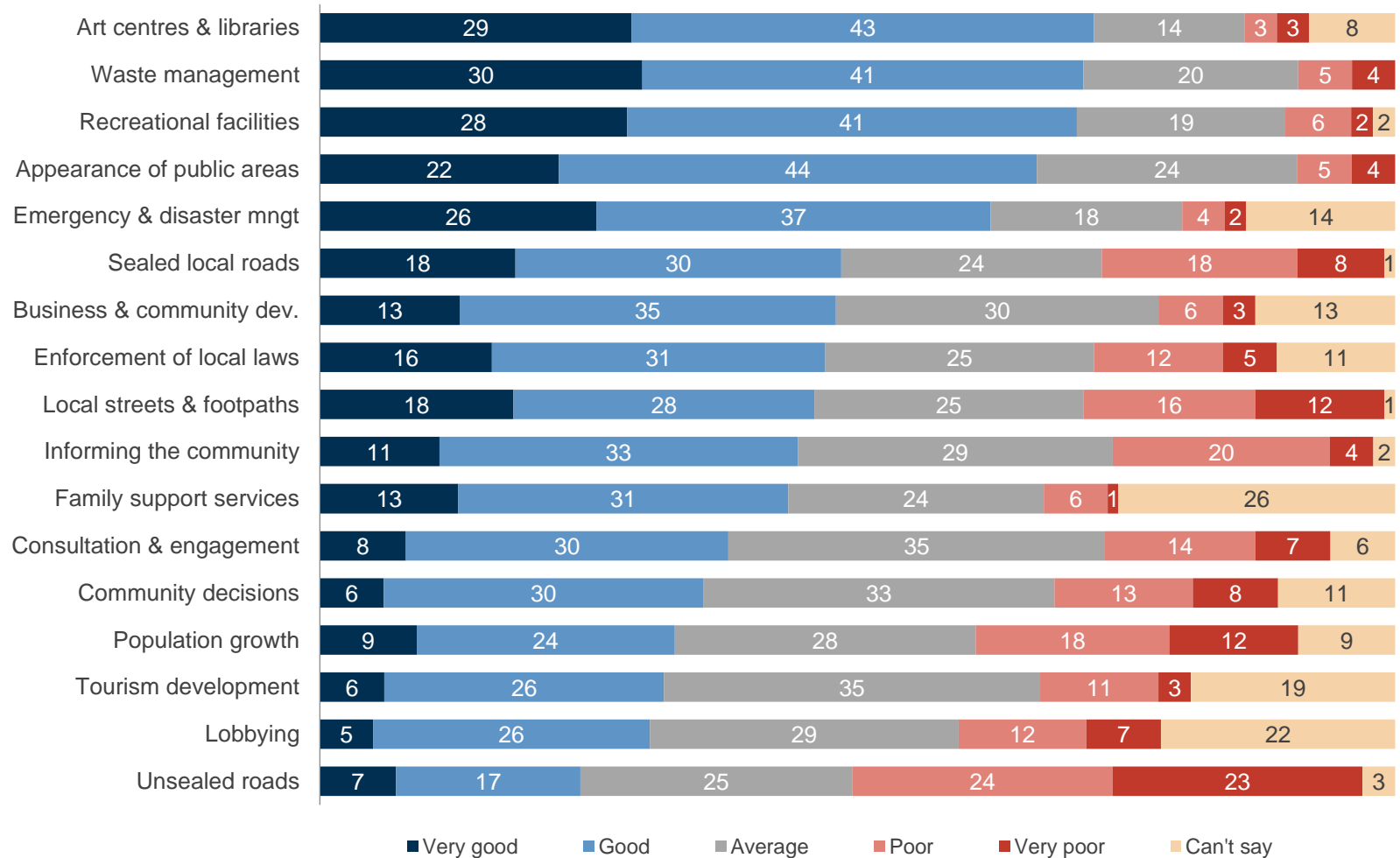
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 5

Note: Please see Appendix A for explanation of significant differences.



Individual service area performance

2019 individual service area performance (%)



Individual service area performance vs State-wide average



Significantly Higher than State-wide Average

- Waste management
- Business & community dev.

Significantly Lower than State-wide Average

- Informing the community
- Enforcement of local laws
- Appearance of public areas
- Unsealed roads
- Tourism development



Individual service area performance vs group average

Significantly Higher than Group Average

- Not applicable

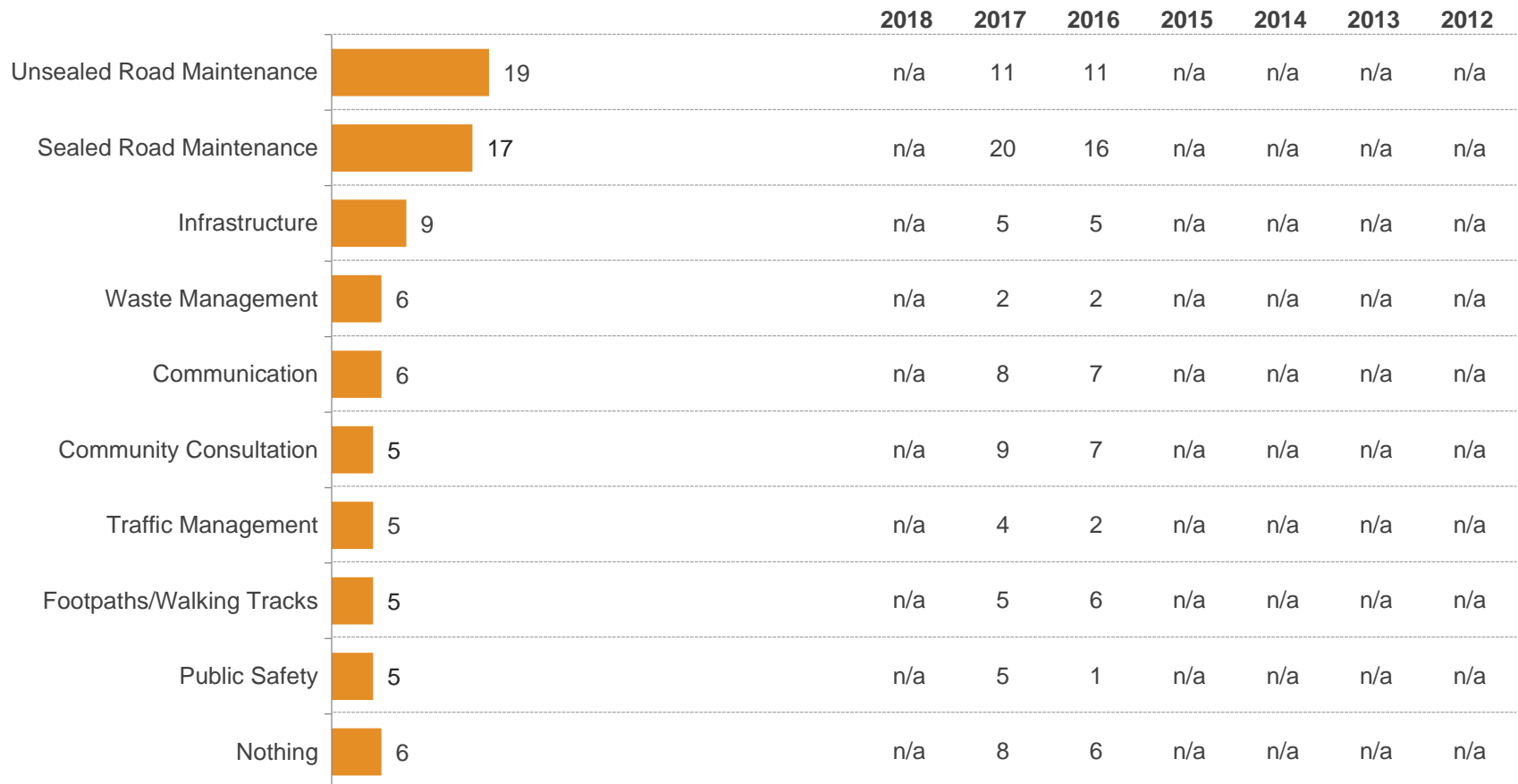
Significantly Lower than Group Average

- Local streets & footpaths
- Unsealed roads



Areas for improvement

2019 areas for improvement (%) - Top mentions only -



Q17. What does Cardinia Shire Council MOST need to do to improve its performance?

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 4

Note: Significant differences have not been applied to this chart.

A verbatim listing of responses to this question can be found within the accompanying dashboard.

DETAILED FINDINGS



Overall performance



Overall performance

2019 overall performance (index scores)

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

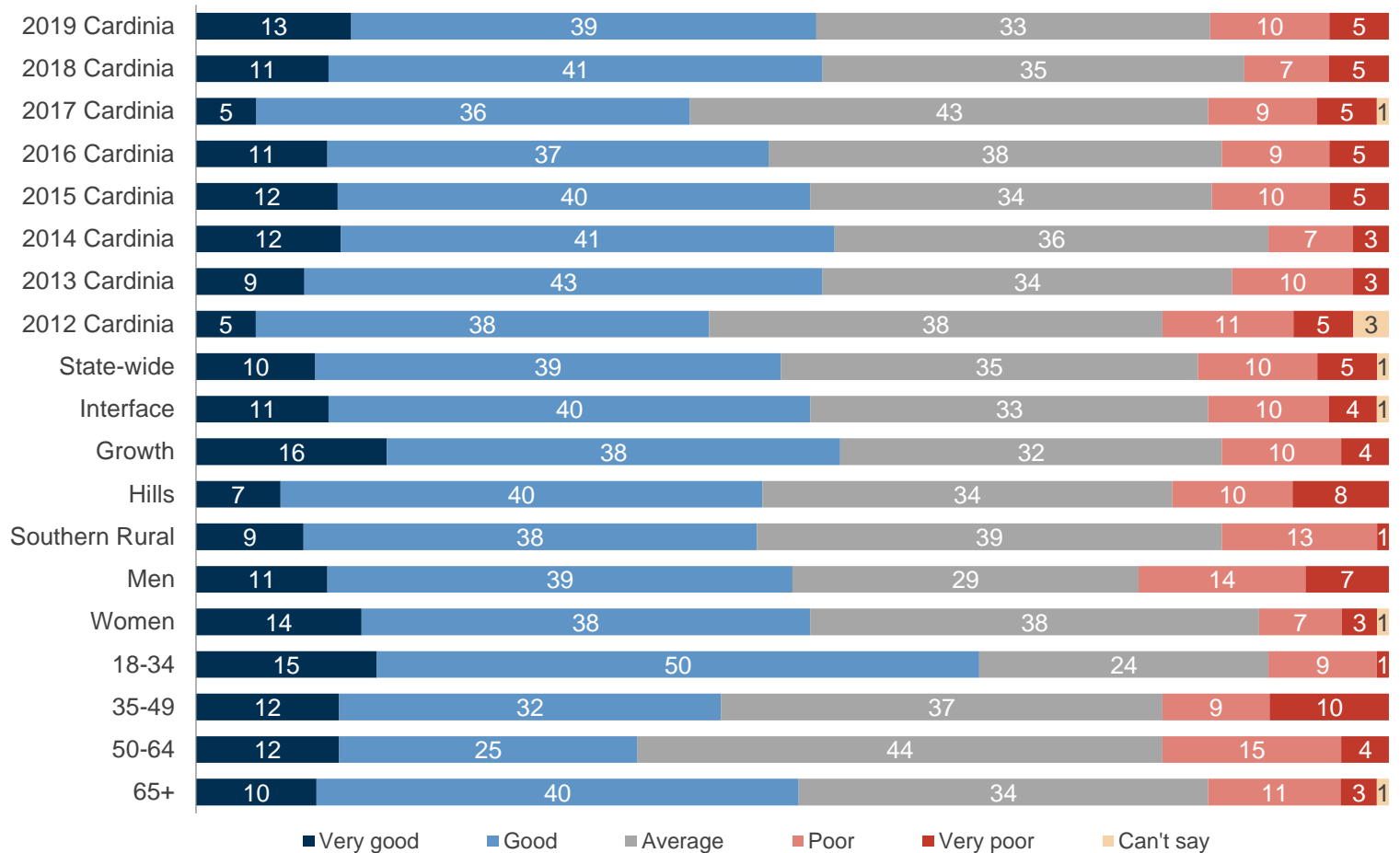
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 5

Note: Please see Appendix A for explanation of significant differences.



Overall performance

Overall performance (%)



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: 63 Councils asked group: 5

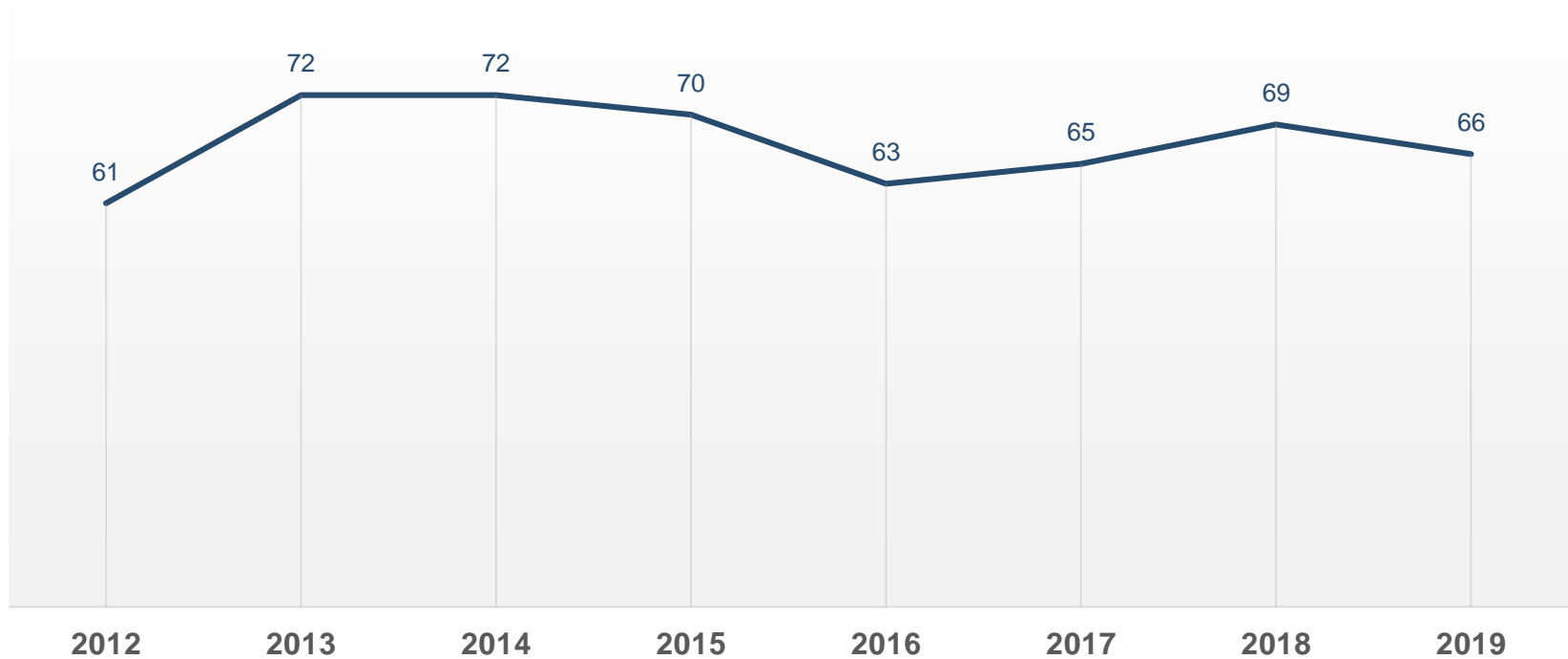


Customer service



Contact with council

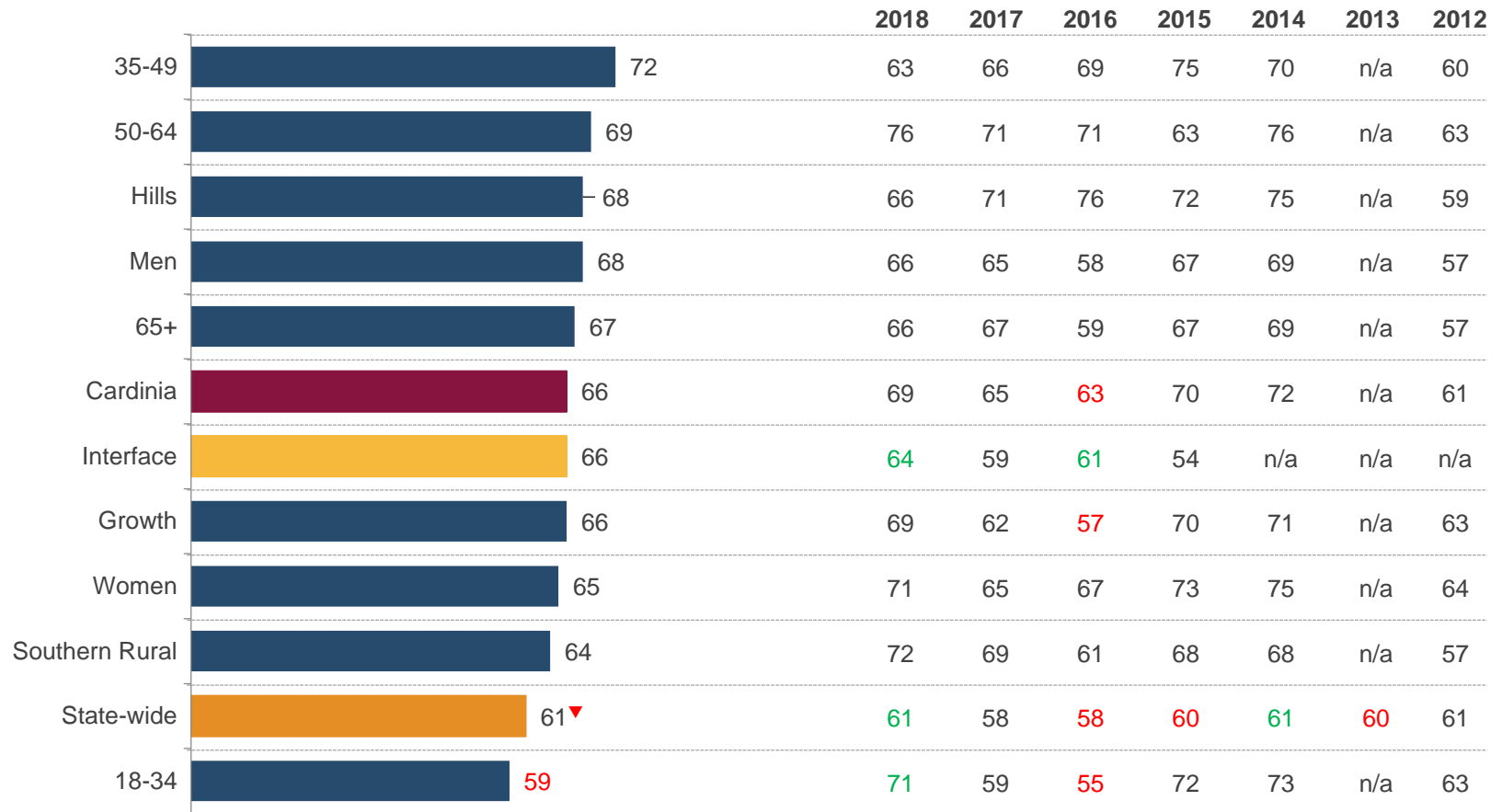
2019 contact with council (%)
Have had contact





Contact with council

2019 contact with council (%)



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: 38 Councils asked group: 3

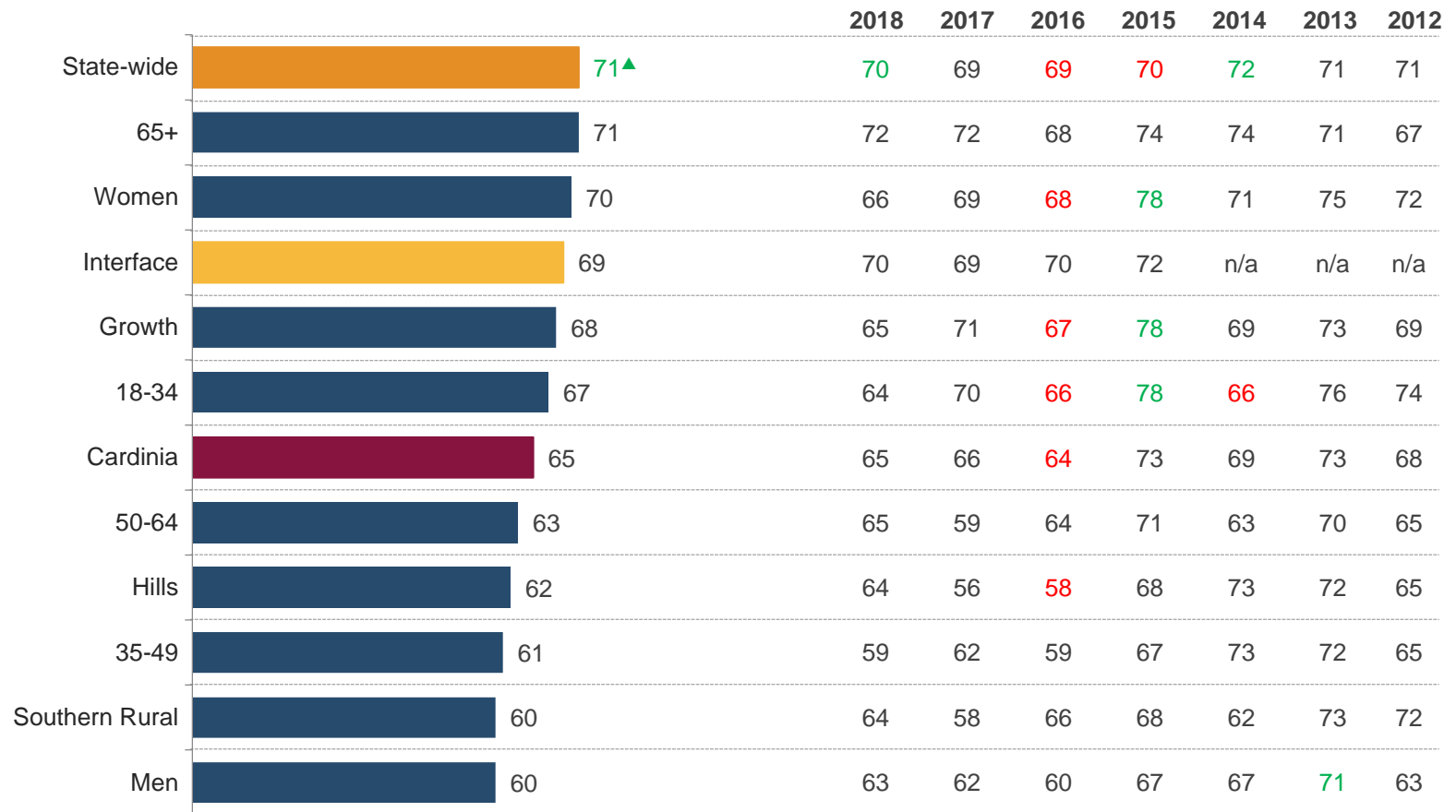
Note: Please see Appendix A for explanation of significant differences.

Note: Some data may be missing for 2012 or 2013 due to a change in demographic analysis.



Customer service rating

2019 customer service rating (index scores)



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

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

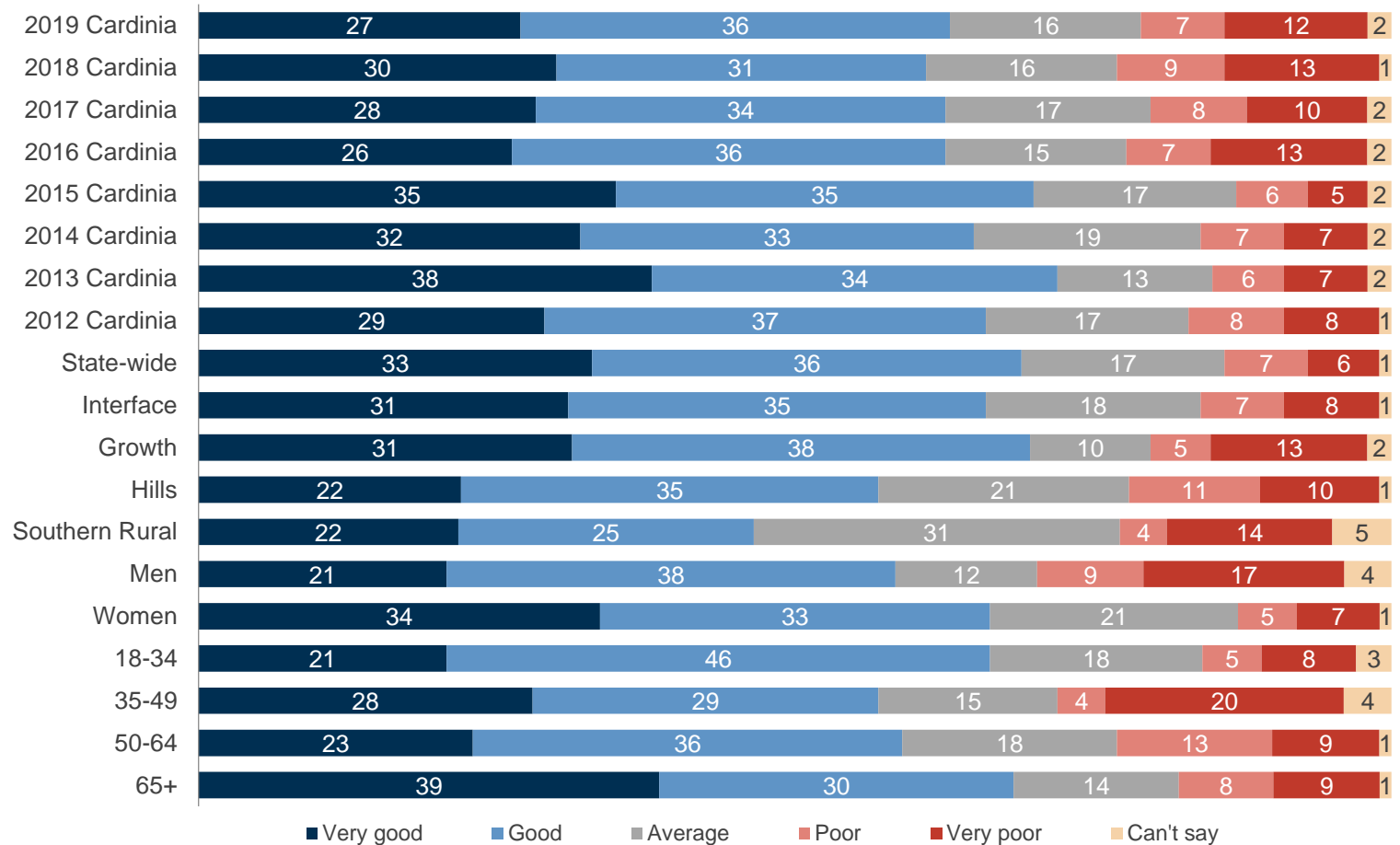
Councils asked state-wide: 63 Councils asked group: 5

Note: Please see Appendix A for explanation of significant differences.



Customer service rating

Customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Cardina 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: 63 Councils asked group: 5

A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night view of the Earth, showing glowing city lights and a network of white lines representing roads or communication paths. The 'W' is positioned on the right side of the slide, with its leftmost stroke extending towards the center.

Communication



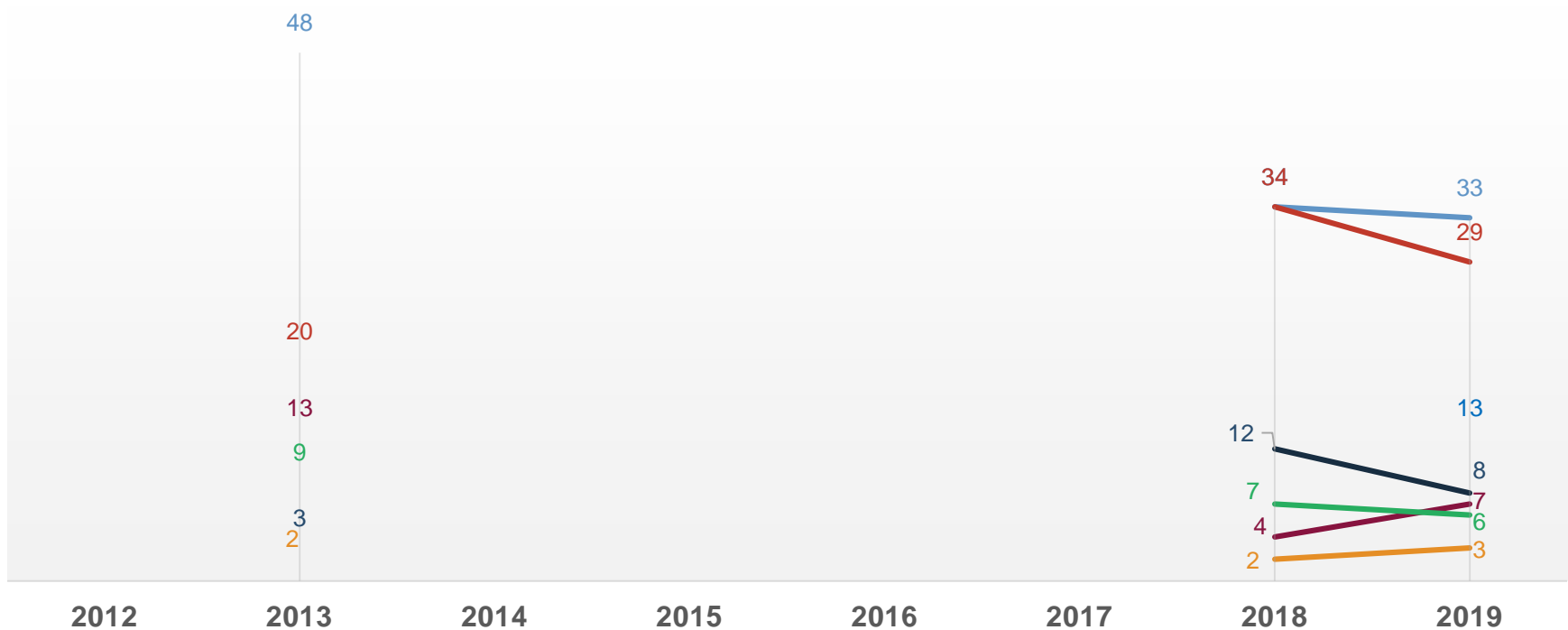
Communication summary

Overall preferred forms of communication	<ul style="list-style-type: none"> • Newsletter sent via mail (33%)
Preferred forms of communication among over 50s	<ul style="list-style-type: none"> • Newsletter sent via mail (42%)
Preferred forms of communication among under 50s	<ul style="list-style-type: none"> • Newsletter sent via email (30%)
Greatest change since 2018	<ul style="list-style-type: none"> • Newsletter sent via email (-5) • NEW ADDITION IN 2019: Social Media



Best form of communication

2019 best form of communication (%)



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: 31 Councils asked group: 2



Best form of communication: under 50s

2019 under 50s best form of communication (%)



Advertising in
a Local
Newspaper



Council
Newsletter
via Mail



Council
Newsletter
via Email



Council
Newsletter as
Local Paper Insert



Council
Website



Text
Message



Social
Media

48

21

11

7

5

1

2012

2013

2014

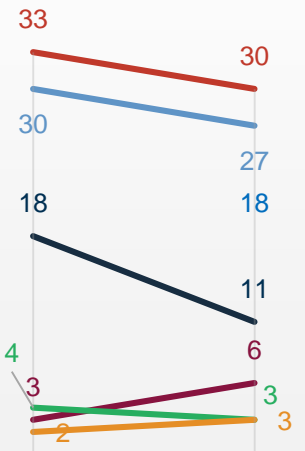
2015

2016

2017

2018

2019



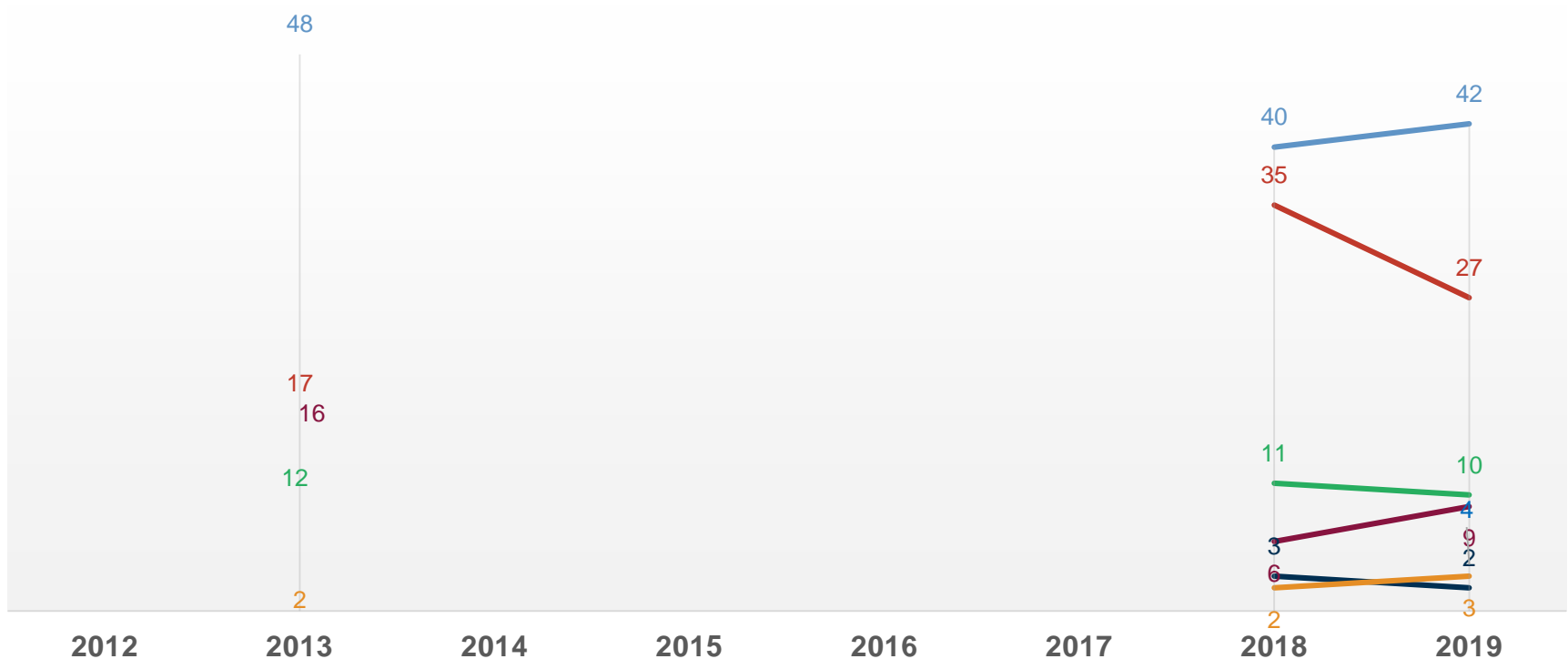
Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged under 50. Councils asked state-wide: 31 Councils asked group: 2



2019 best form of communication: over 50s

2019 over 50s best form of communication (%)



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: 31 Councils asked group: 2



Council direction



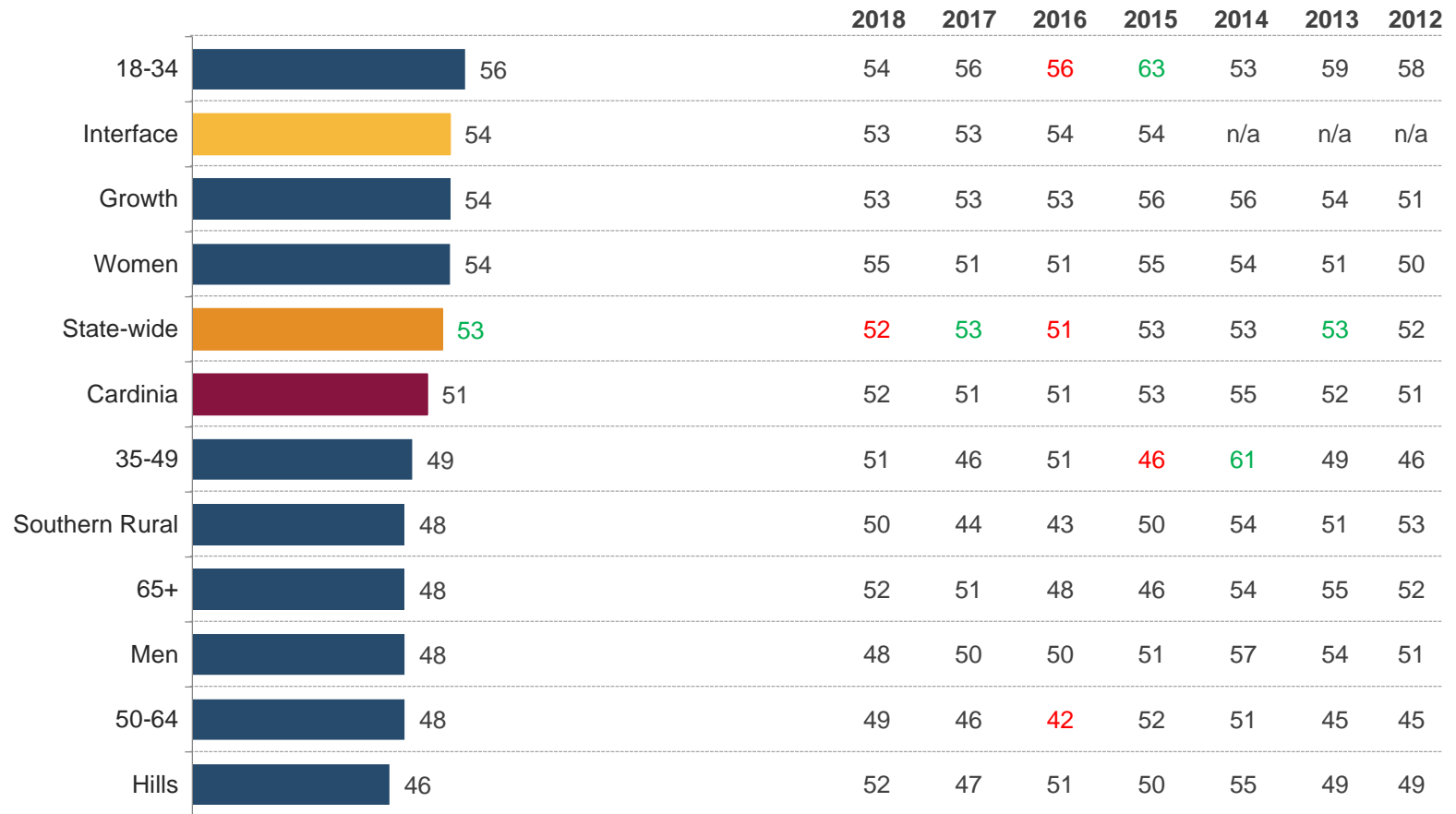
Council direction summary

Council direction	<ul style="list-style-type: none"> • 67% stayed about the same, up 2 points on 2018 • 16% improved, down 2 points on 2018 • 14% deteriorated, equal points on 2018
Most satisfied with Council direction	<ul style="list-style-type: none"> • Aged 18-34 years
Least satisfied with Council direction	<ul style="list-style-type: none"> • Hills residents
Rates vs services trade-off	<ul style="list-style-type: none"> • 33% prefer rate rise, up 3 points on 2018 • 46% prefer service cuts, down 8 points on 2018



Overall council direction last 12 months

2019 overall direction (index scores)



Q6. Over the last 12 months, what is your view of the direction of Cardinia Shire Council's overall performance?

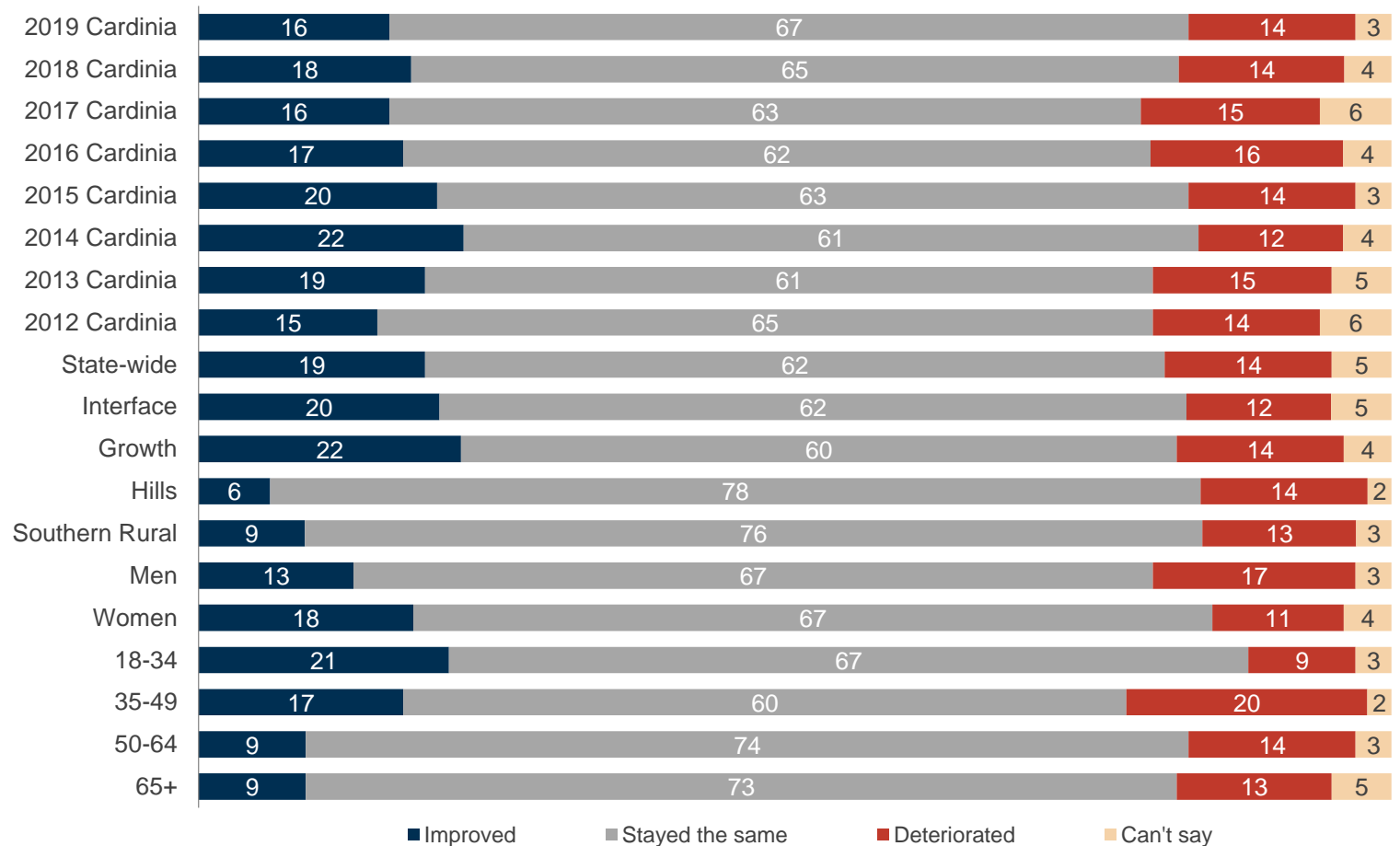
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 5

Note: Please see Appendix A for explanation of significant differences.



Overall council direction last 12 months

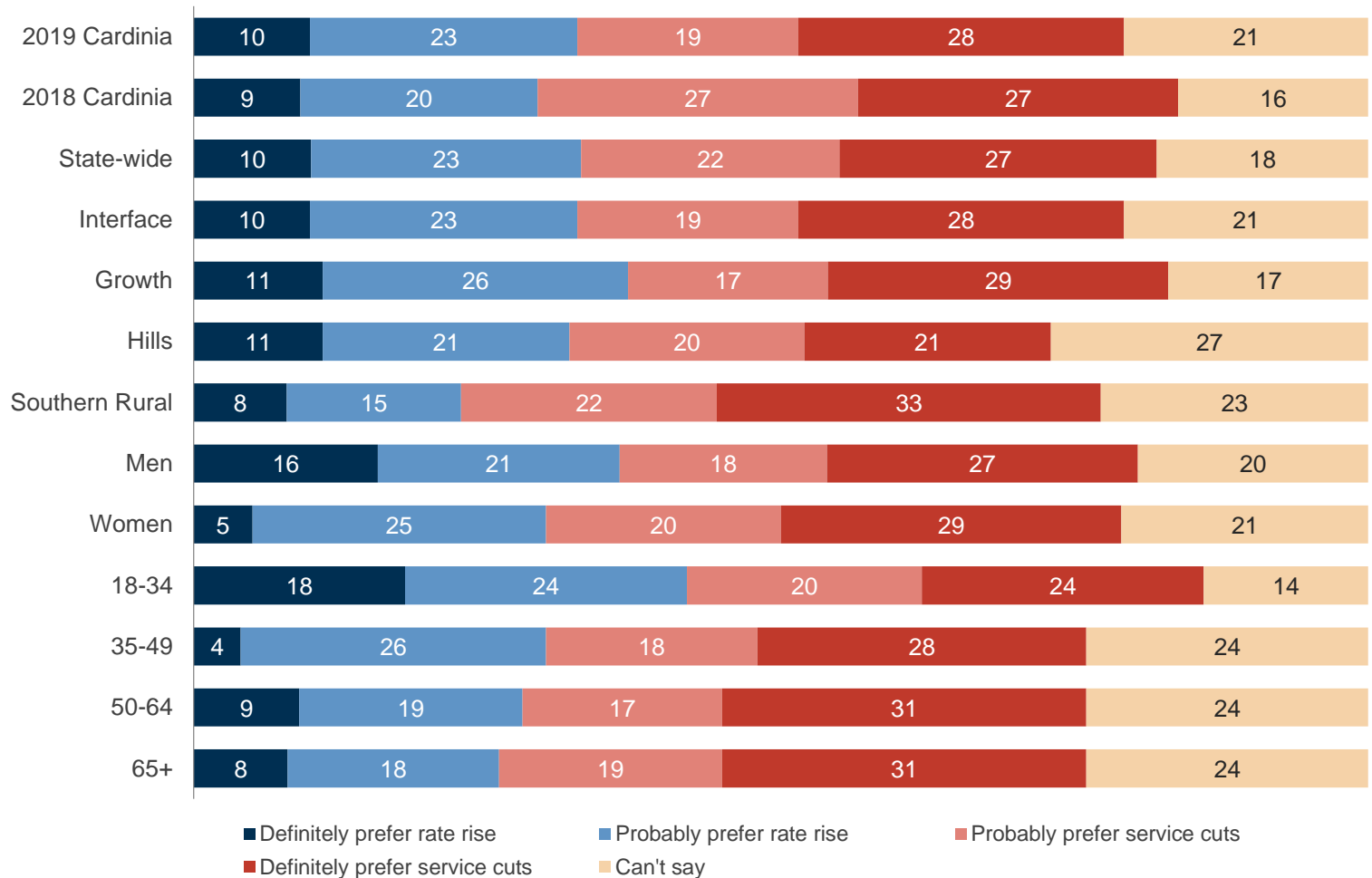
2019 overall council direction (%)





Rates / services trade-off

2019 rates / services trade-off (%)



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

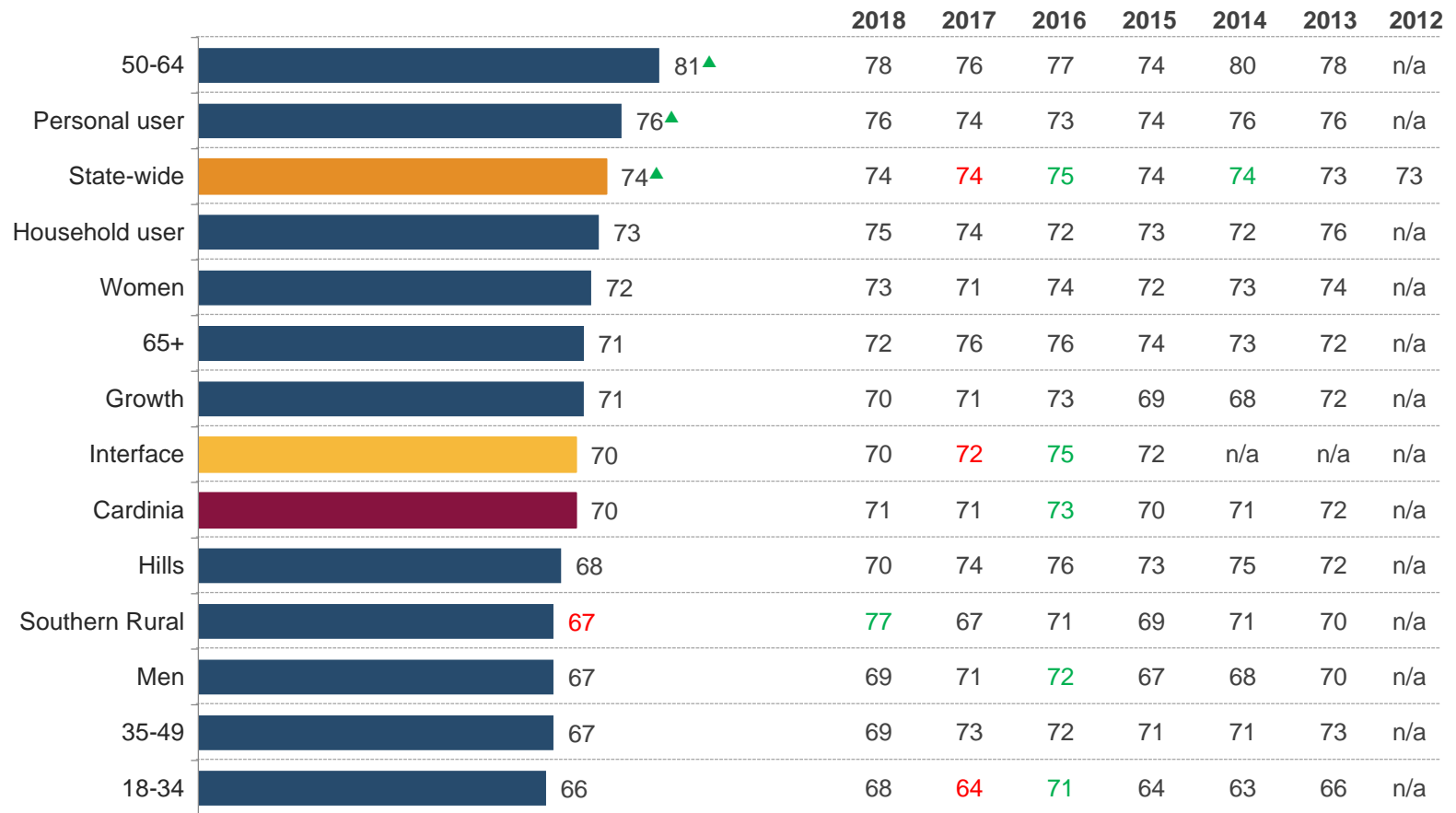
A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite image of the Western United States, showing state boundaries and major cities. The letter is dark blue and occupies the right half of the slide.

Individual service areas



Community consultation and engagement importance

2019 Consultation and engagement importance (index scores)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?

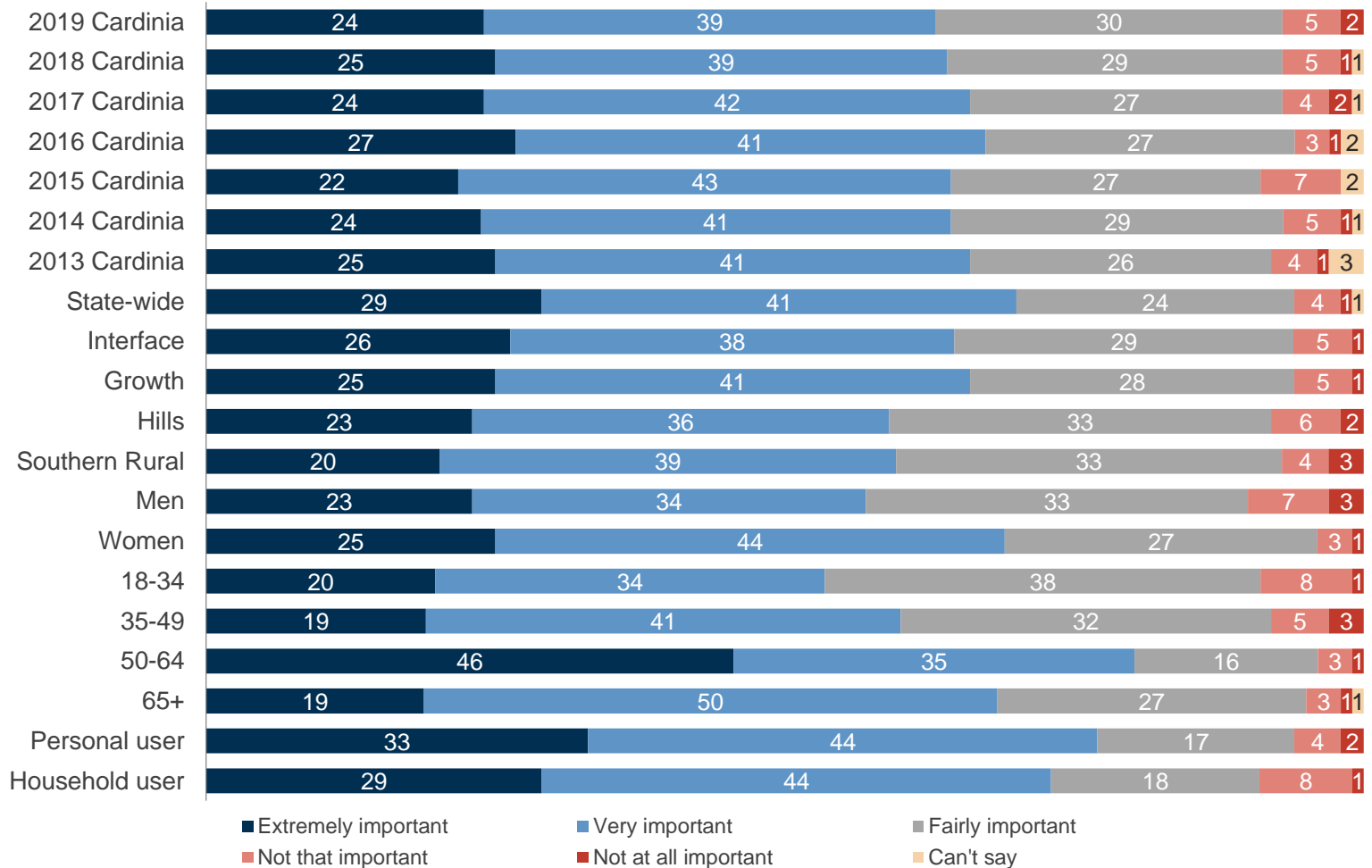
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance

2019 Consultation and engagement importance (%)





Community consultation and engagement performance

2019 Consultation and engagement performance (index scores)

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

Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?

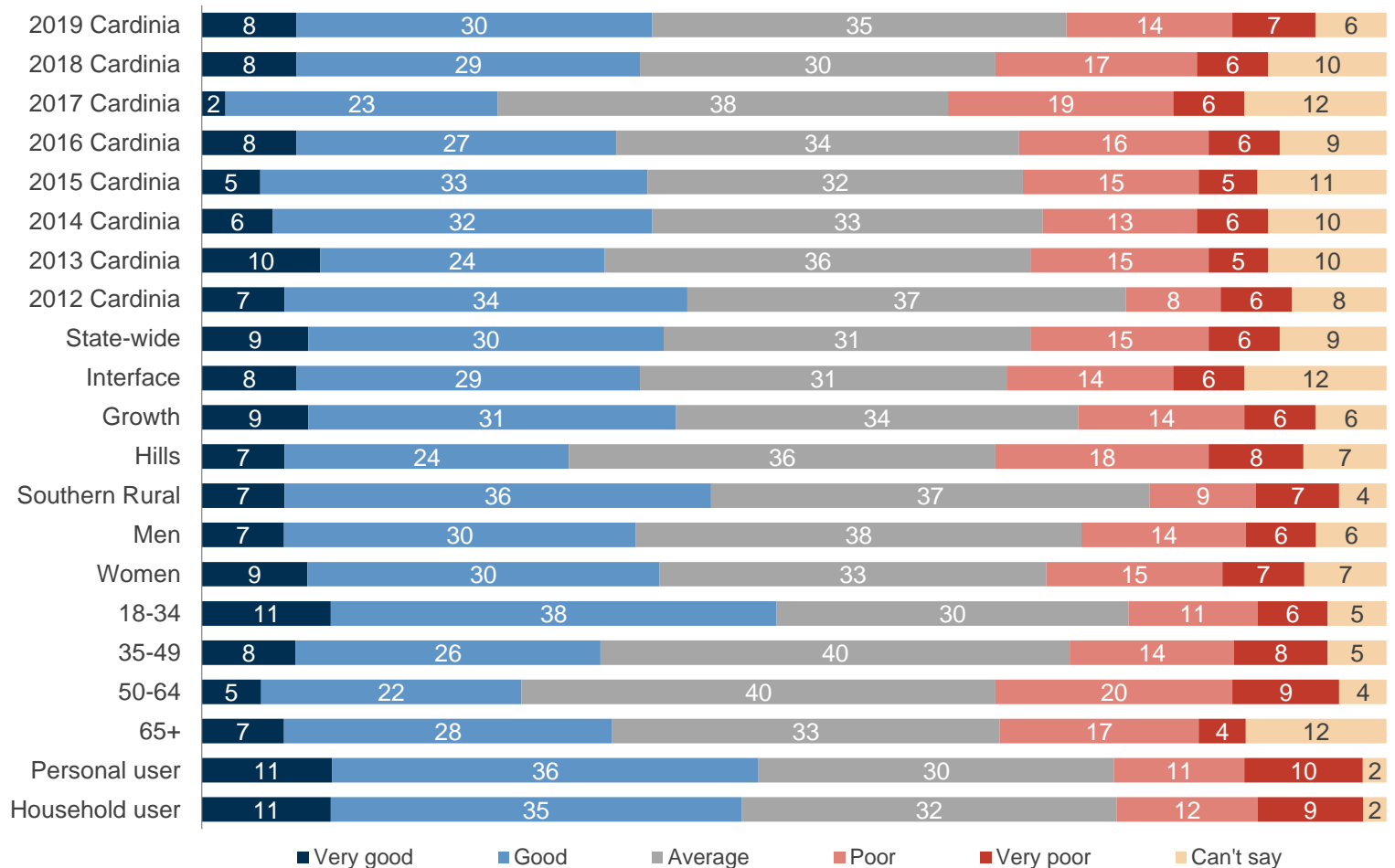
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 5

Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance

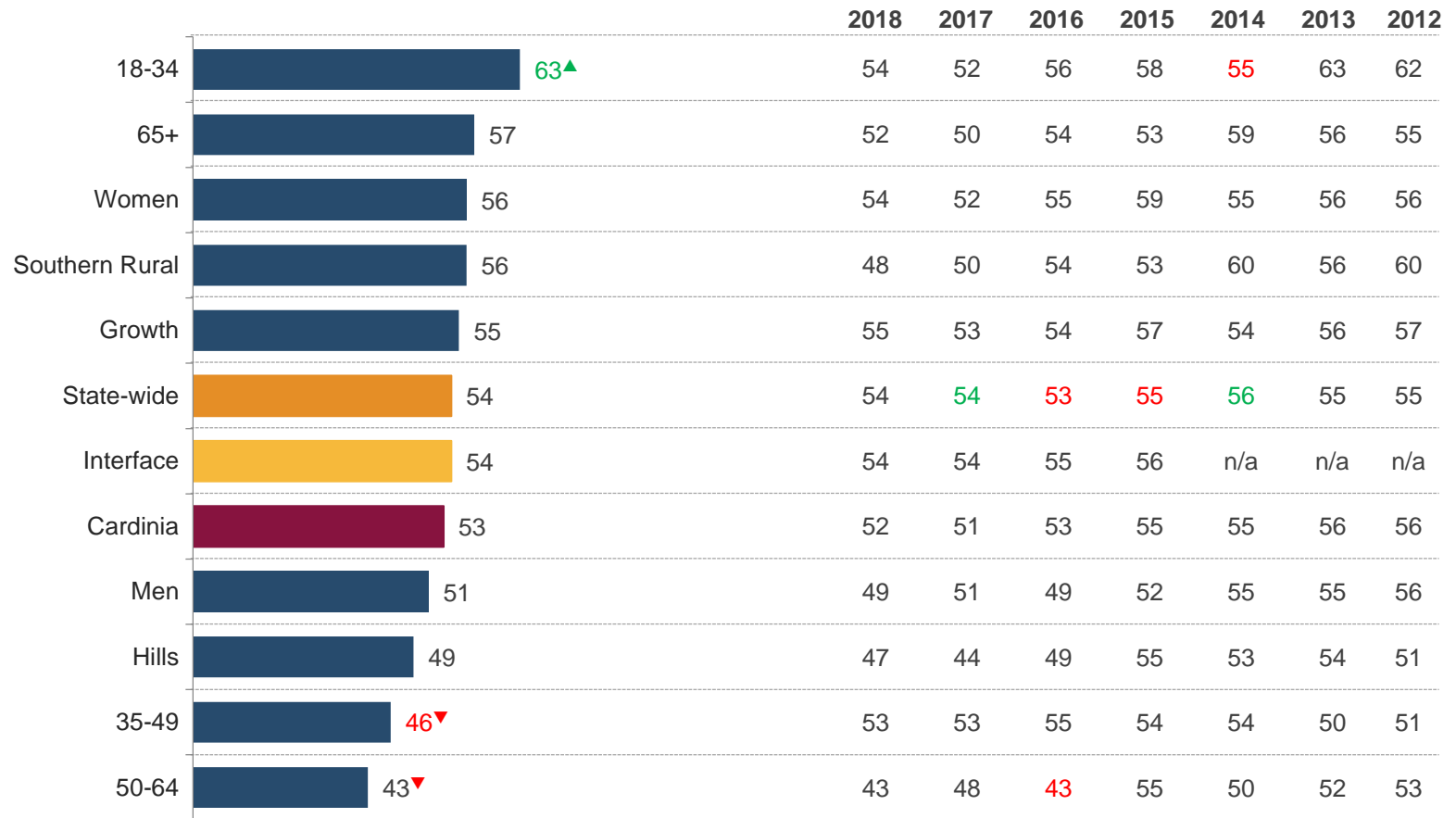
2019 Consultation and engagement performance (%)





Lobbying on behalf of the community performance

2019 Lobbying performance (index scores)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?

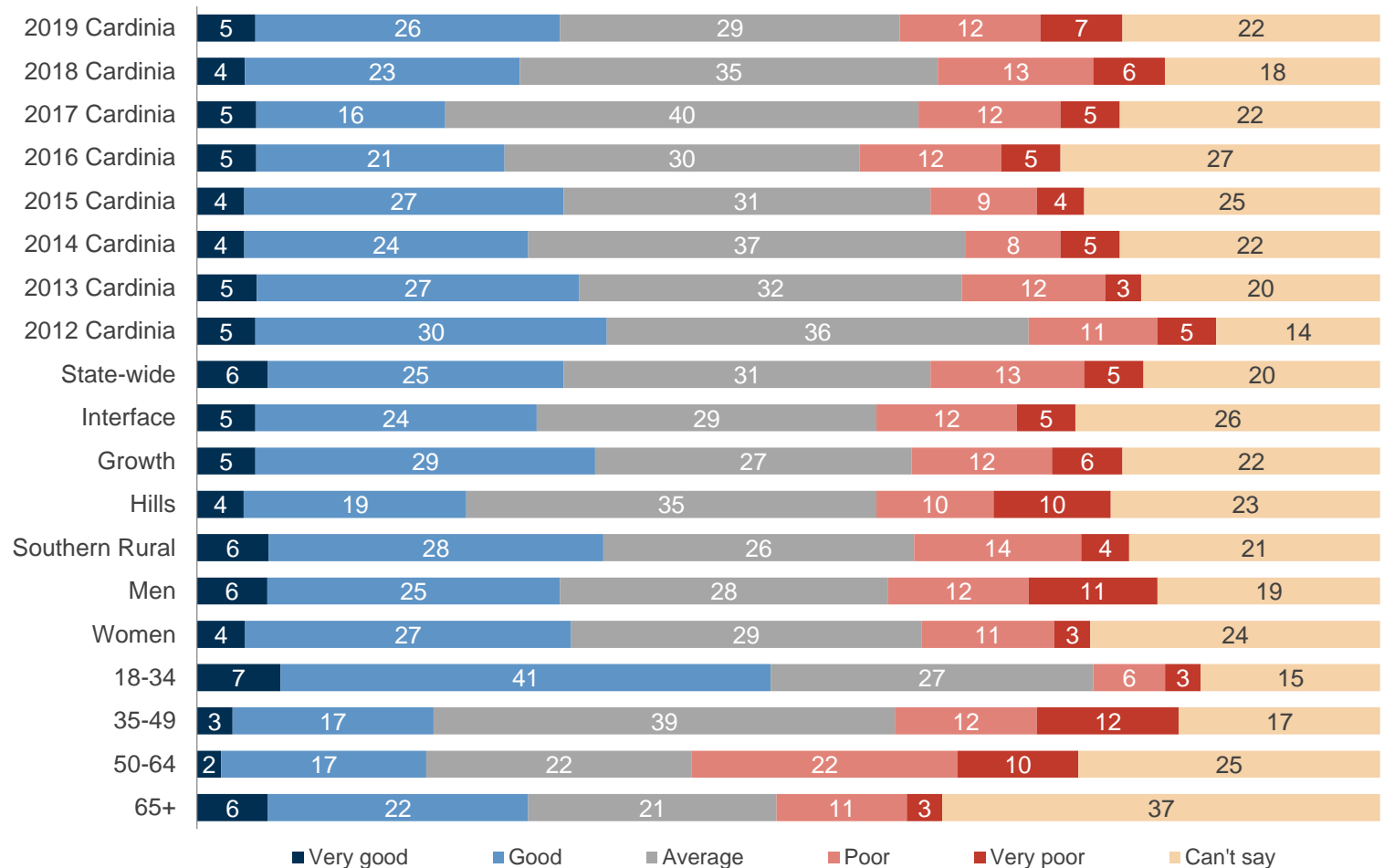
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 5

Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance

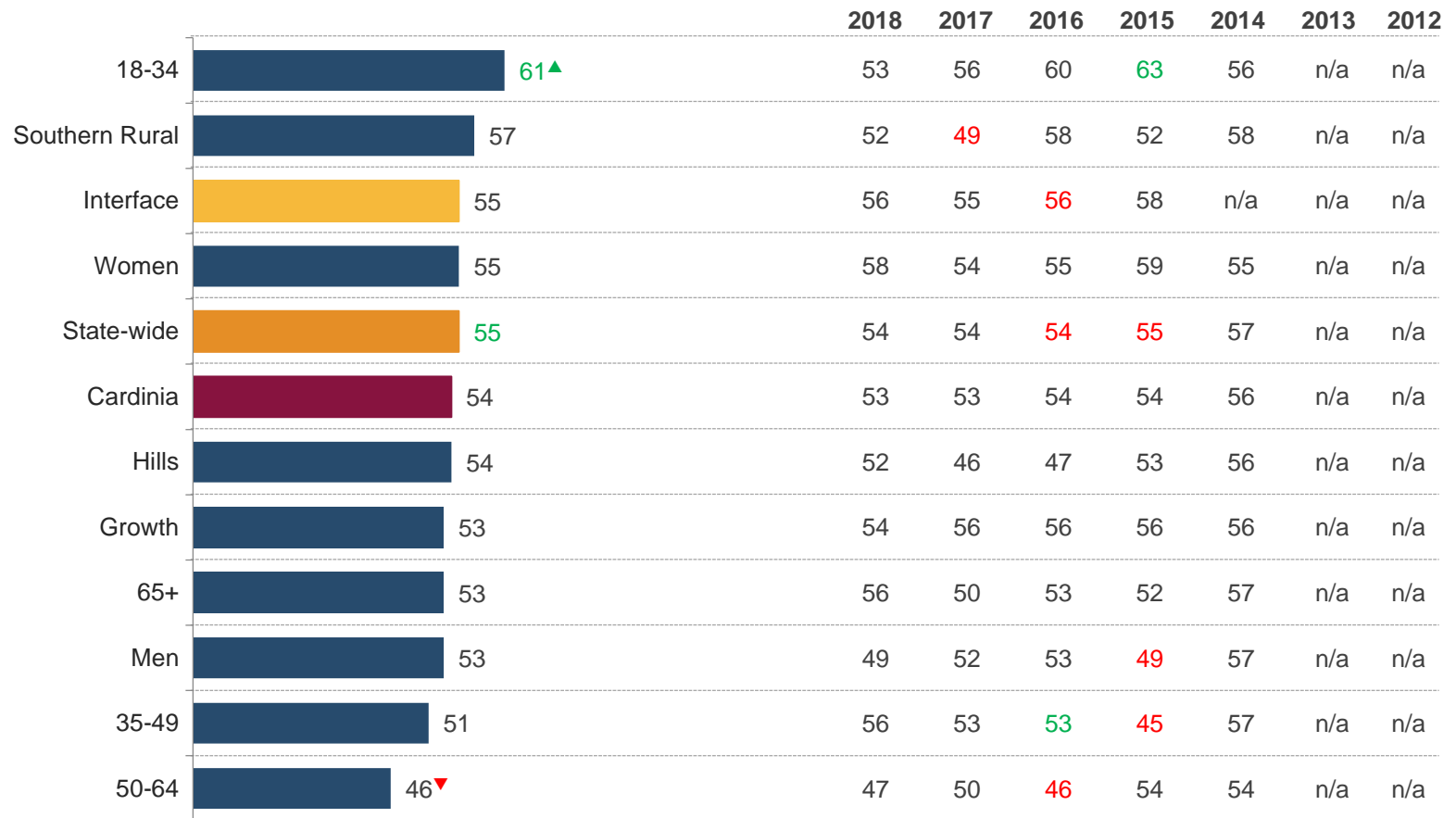
2019 Lobbying performance (%)



Decisions made in the interest of the community performance



2019 Community decisions made performance (index scores)



Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

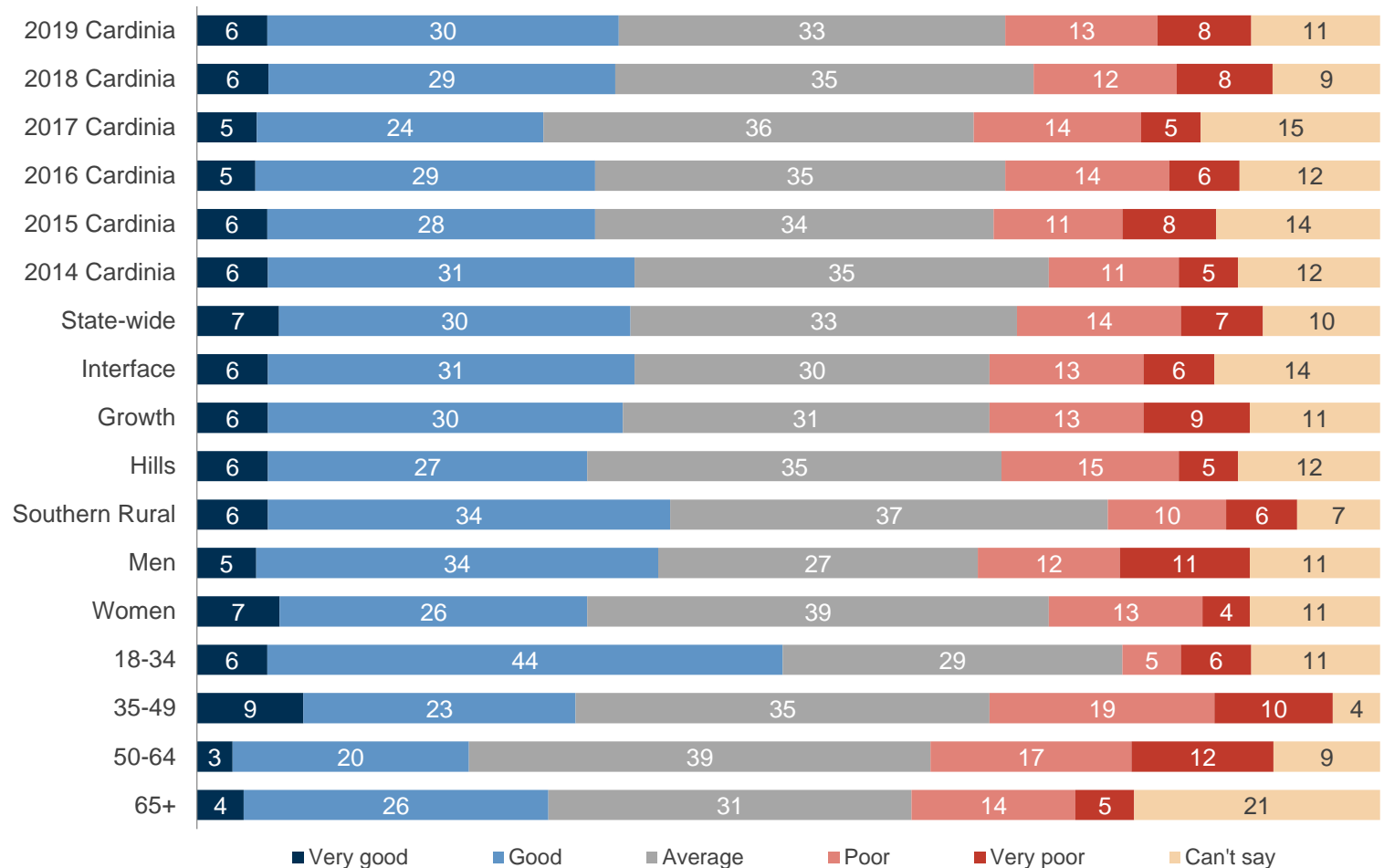
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 5

Note: Please see Appendix A for explanation of significant differences.

Decisions made in the interest of the community performance



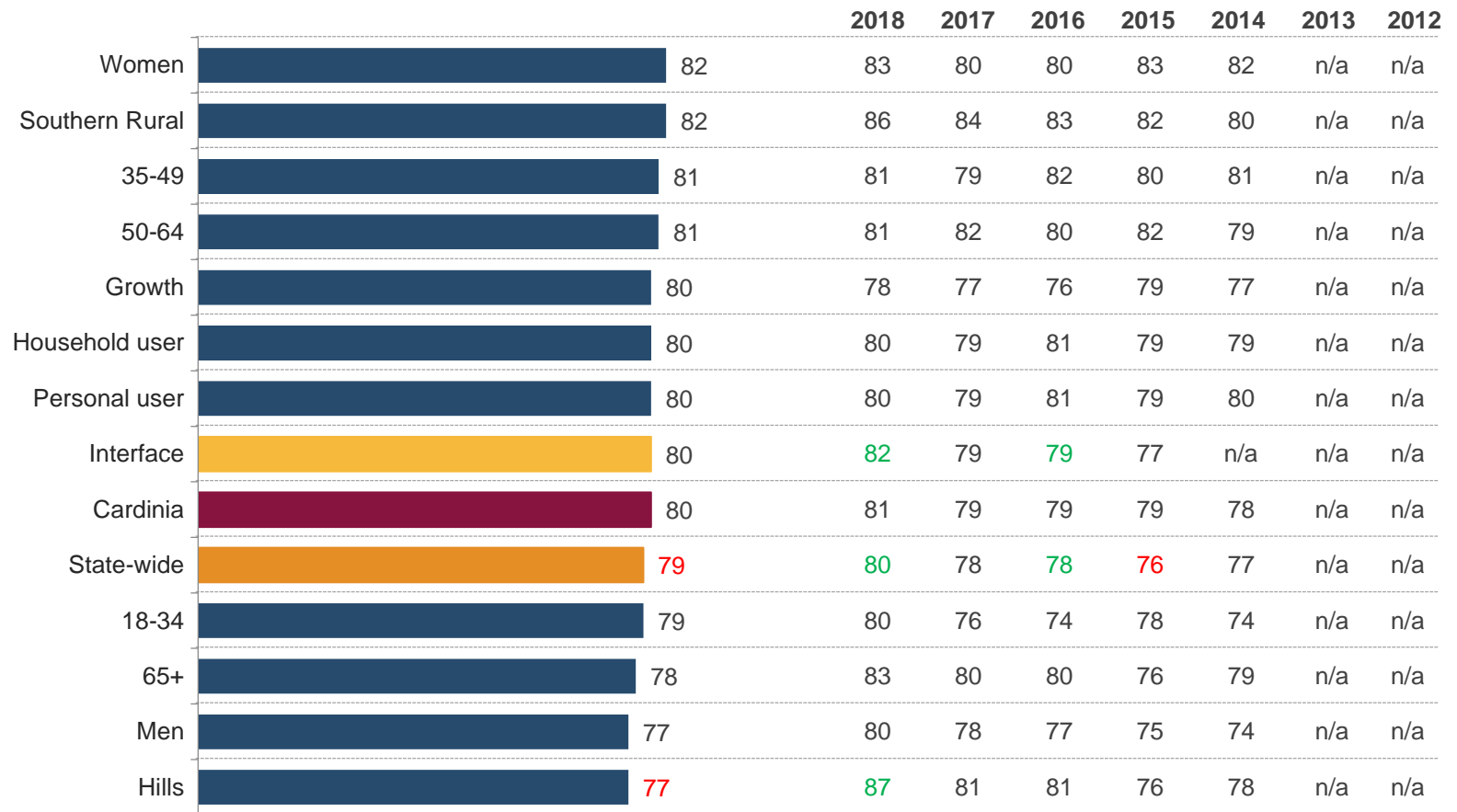
2019 Community decisions made performance (%)



The condition of sealed local roads in your area importance



2019 Sealed local roads importance (index scores)



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

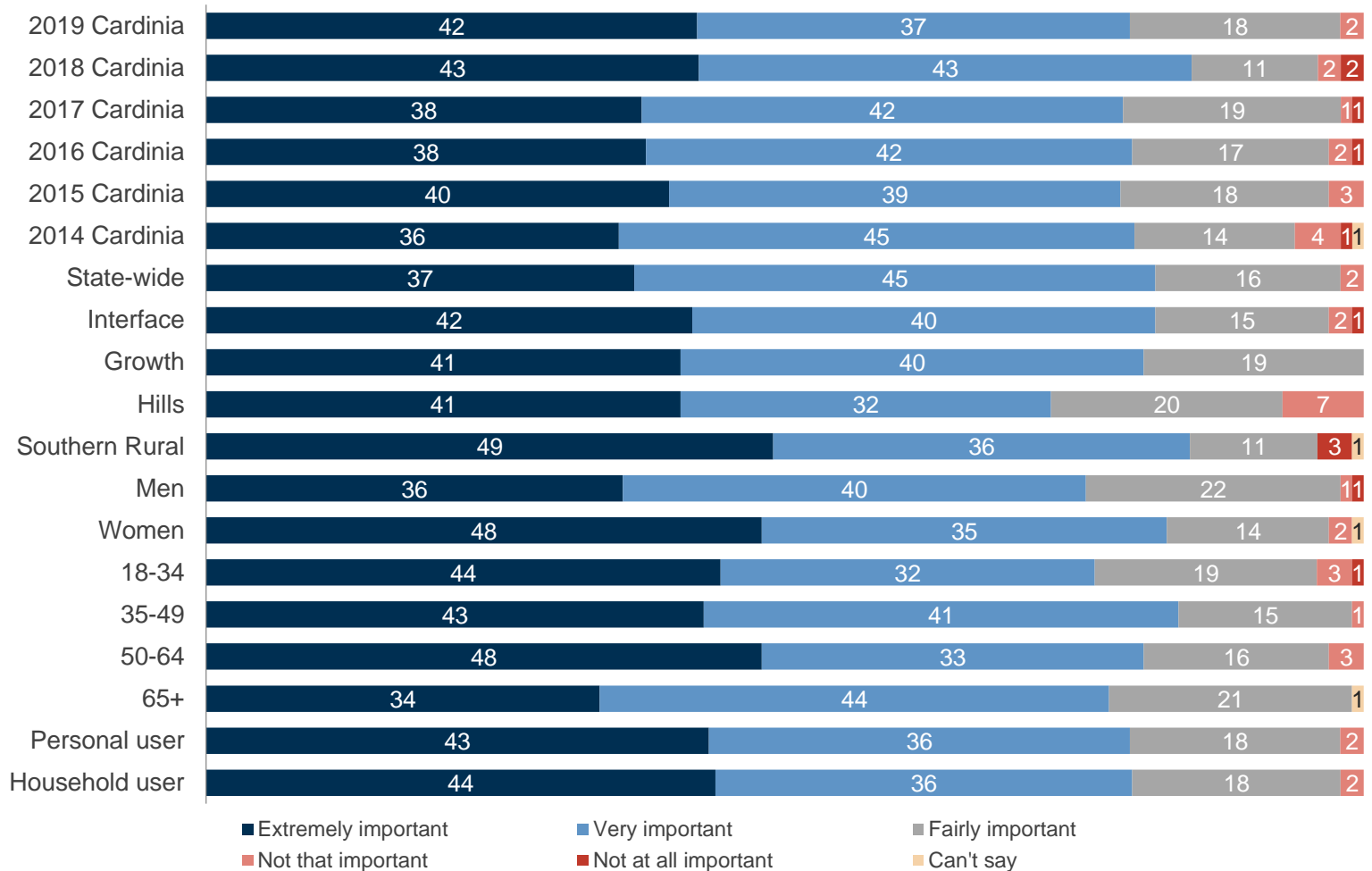
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area importance



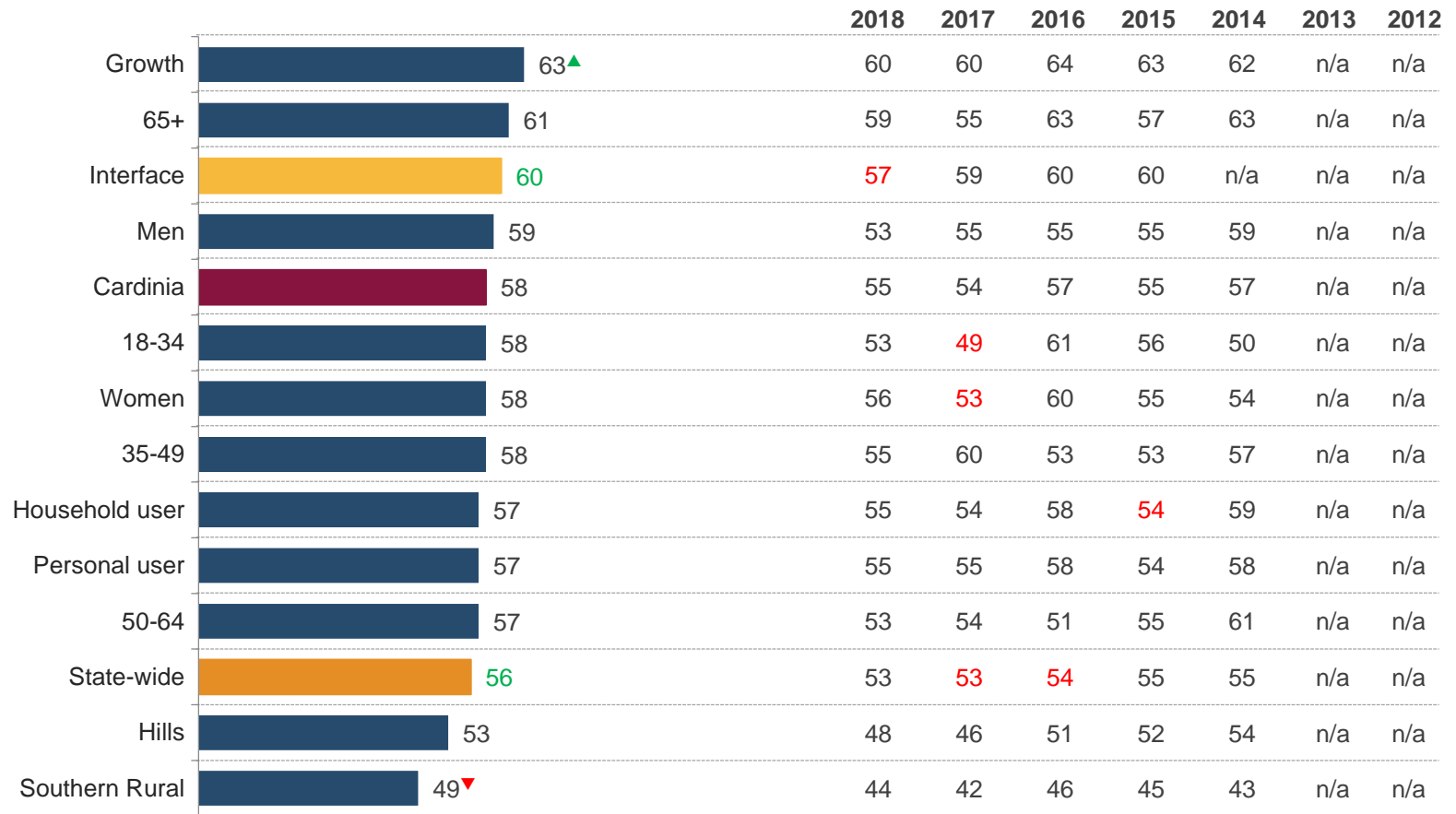
2019 Sealed local roads importance (%)



The condition of sealed local roads in your area performance



2019 Sealed local roads performance (index scores)



Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months?

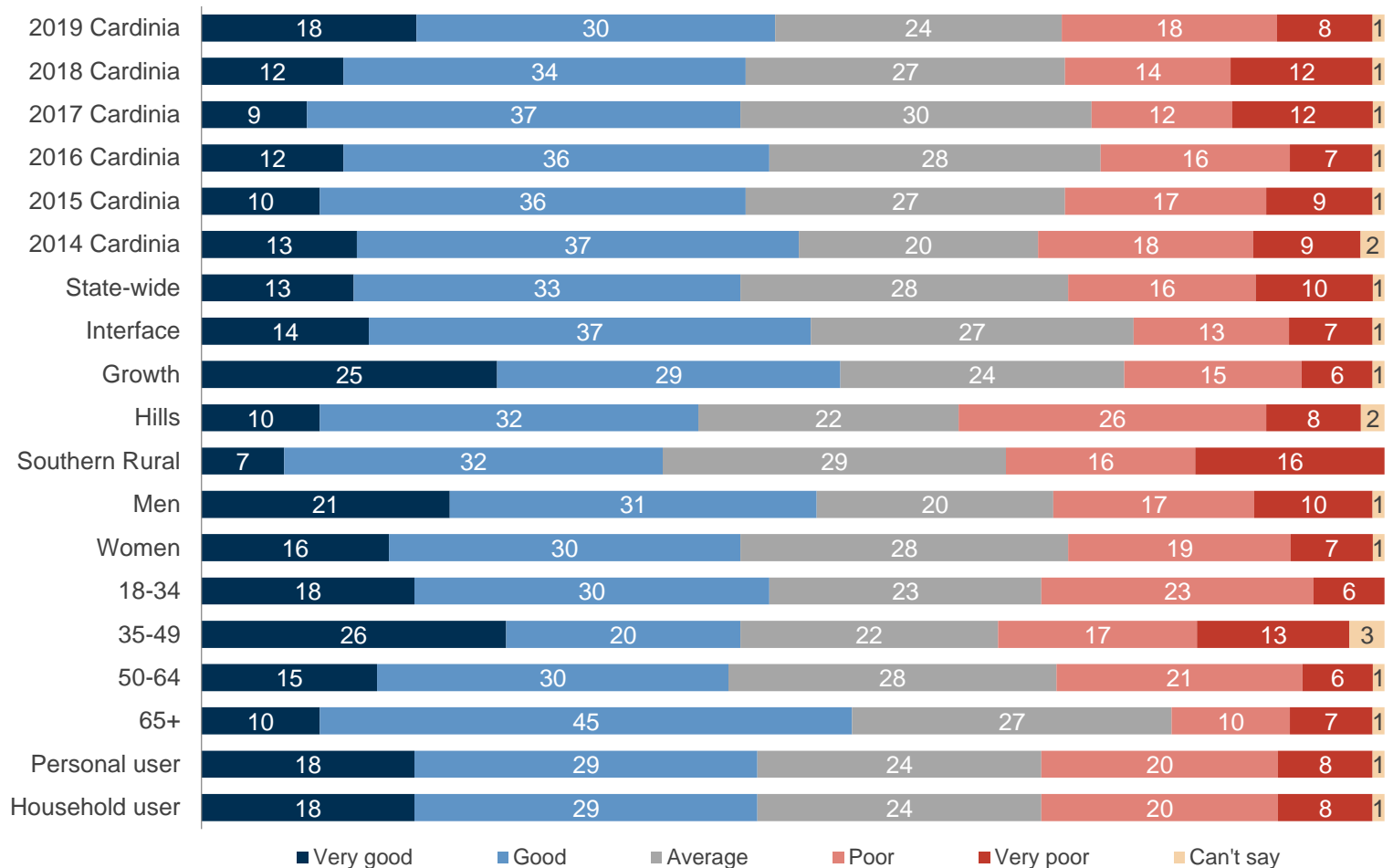
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 5

Note: Please see Appendix A for explanation of significant differences.

The condition of sealed local roads in your area performance



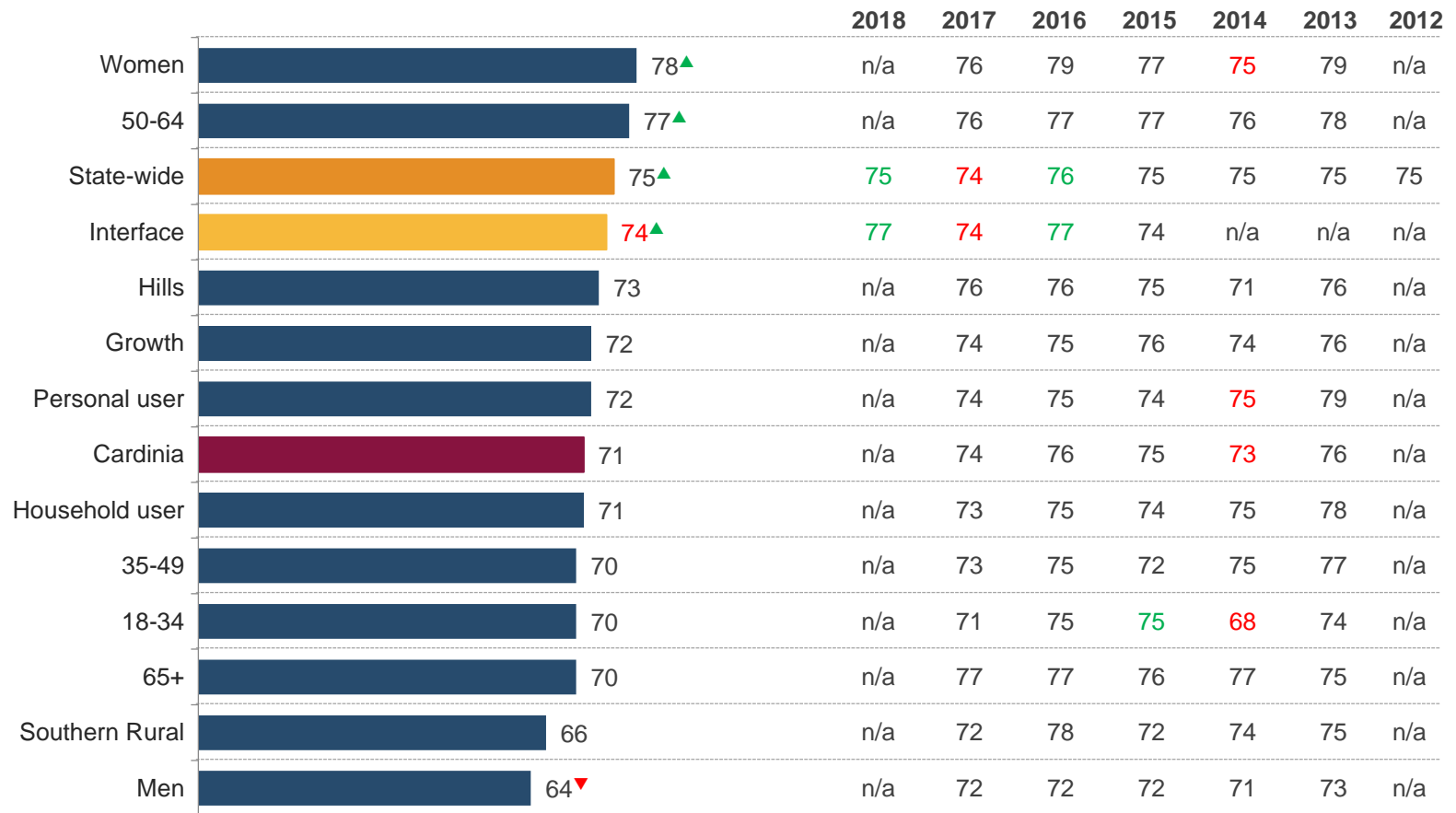
2019 Sealed local roads performance (%)





Informing the community importance

2019 Informing community importance (index scores)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?

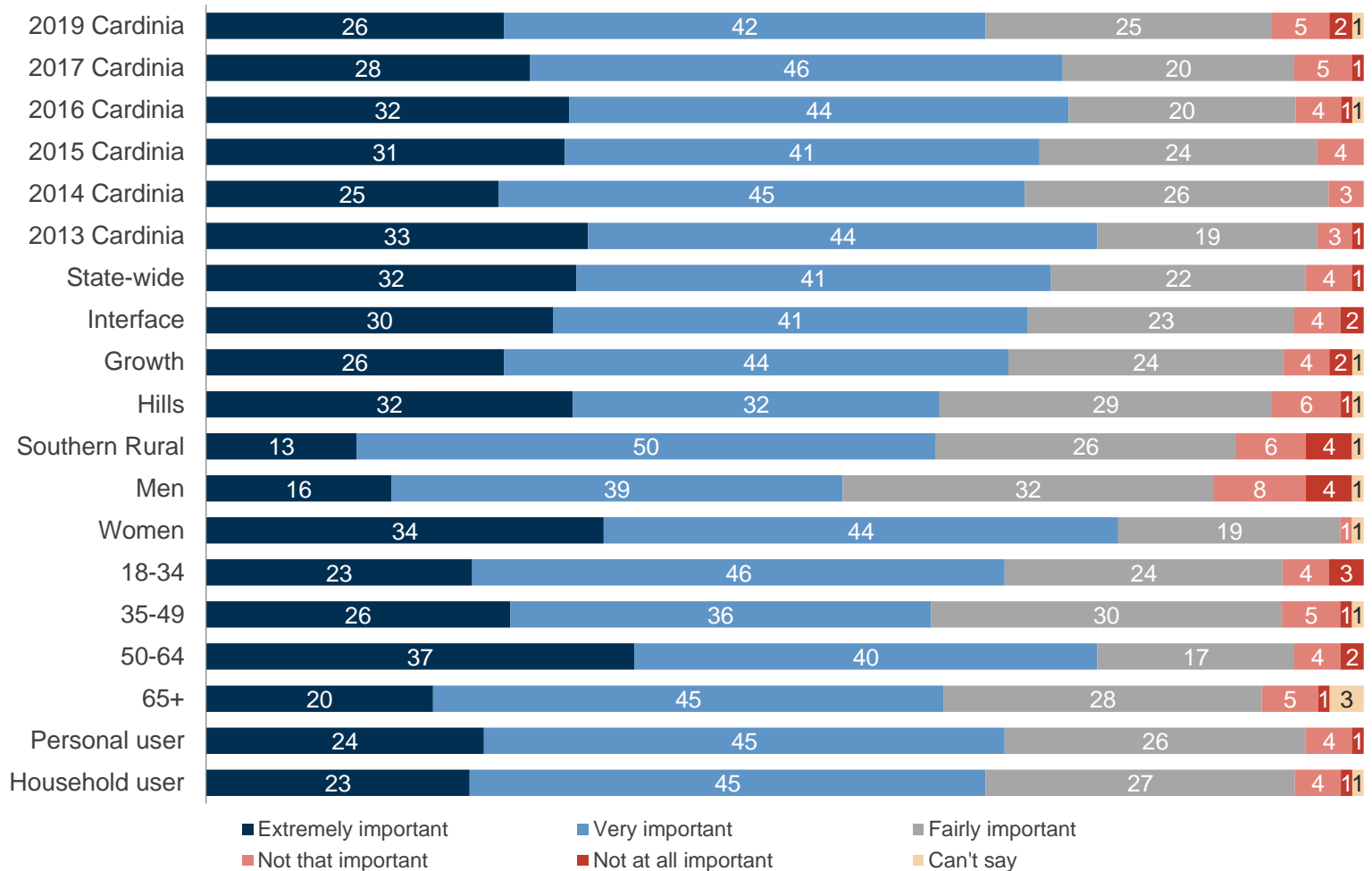
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Informing the community importance

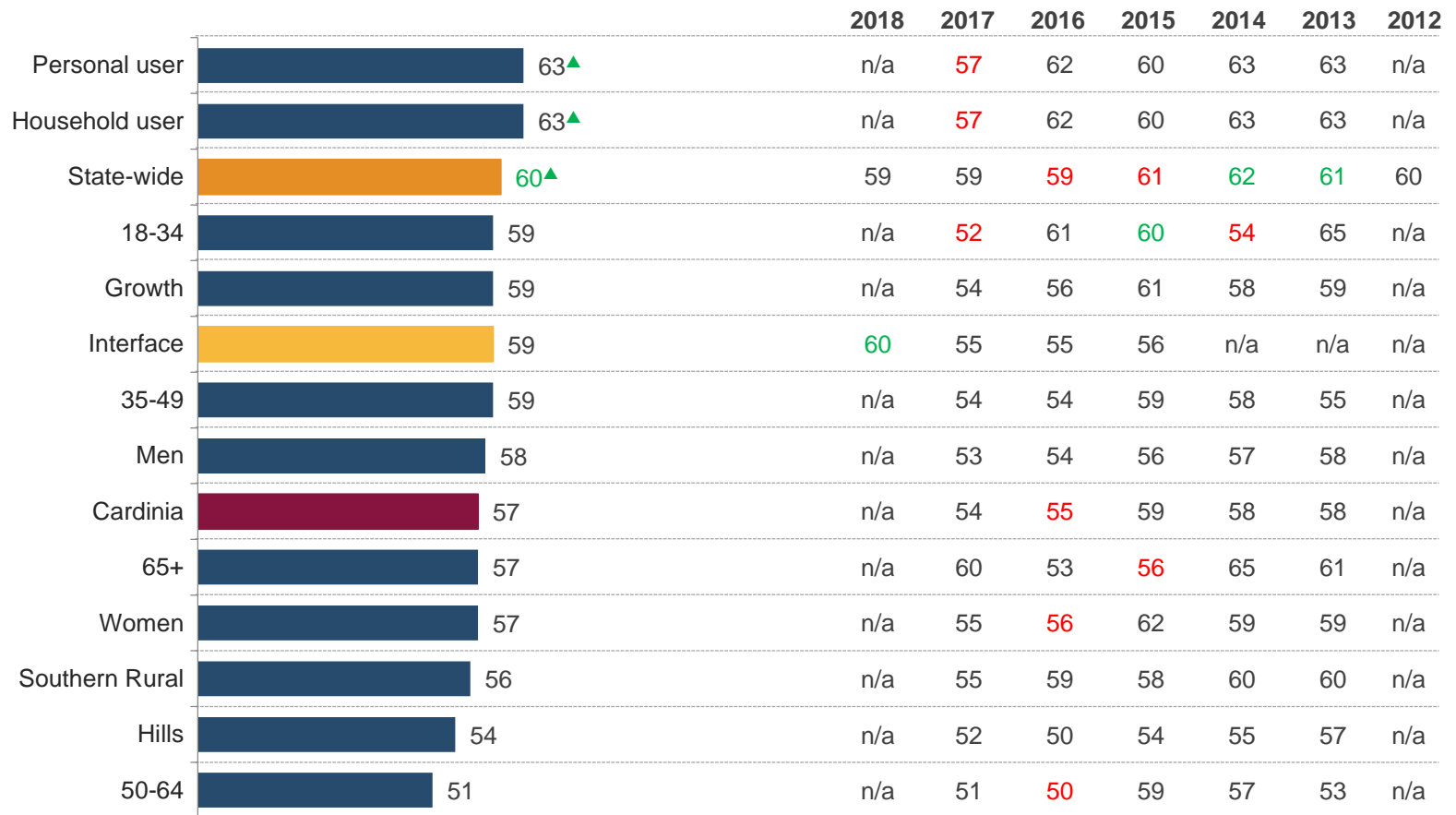
2019 Informing community importance (%)





Informing the community performance

2019 Informing community performance (index scores)



Q2. How has Council performed on 'Informing the community' over the last 12 months?

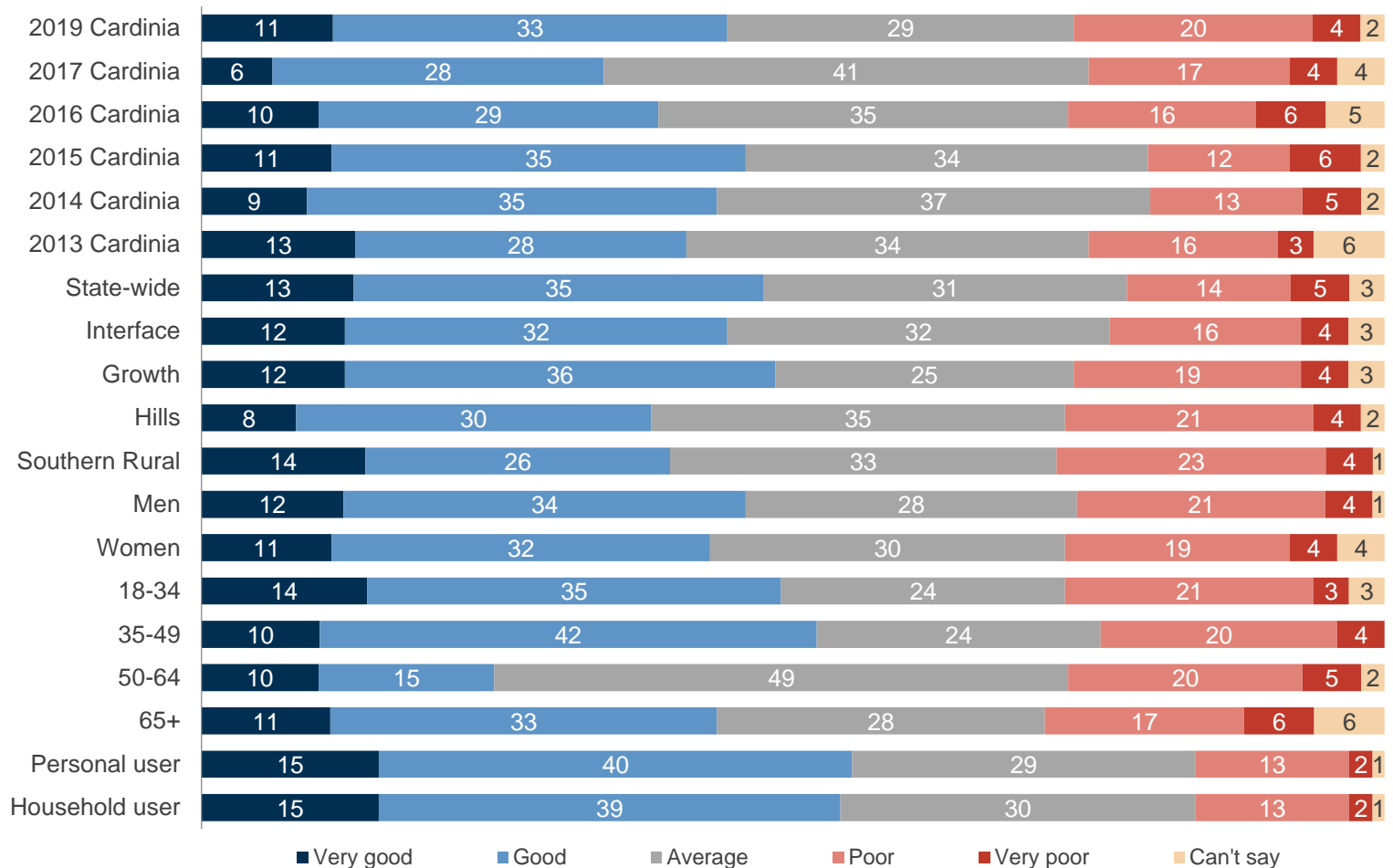
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 3

Note: Please see Appendix A for explanation of significant differences.



Informing the community performance

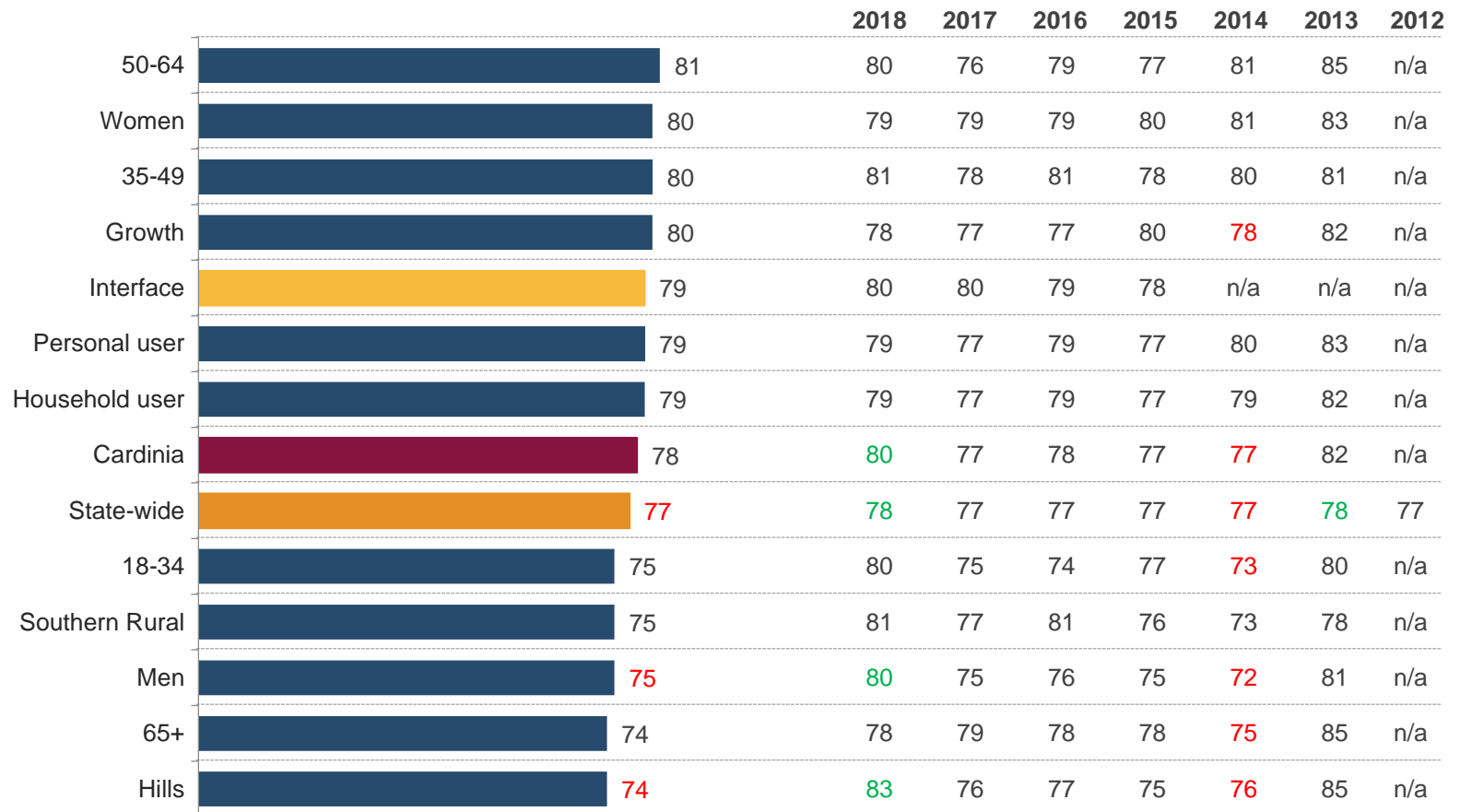
2019 Informing community performance (%)



The condition of local streets and footpaths in your area importance



2019 Streets and footpaths importance (index scores)



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

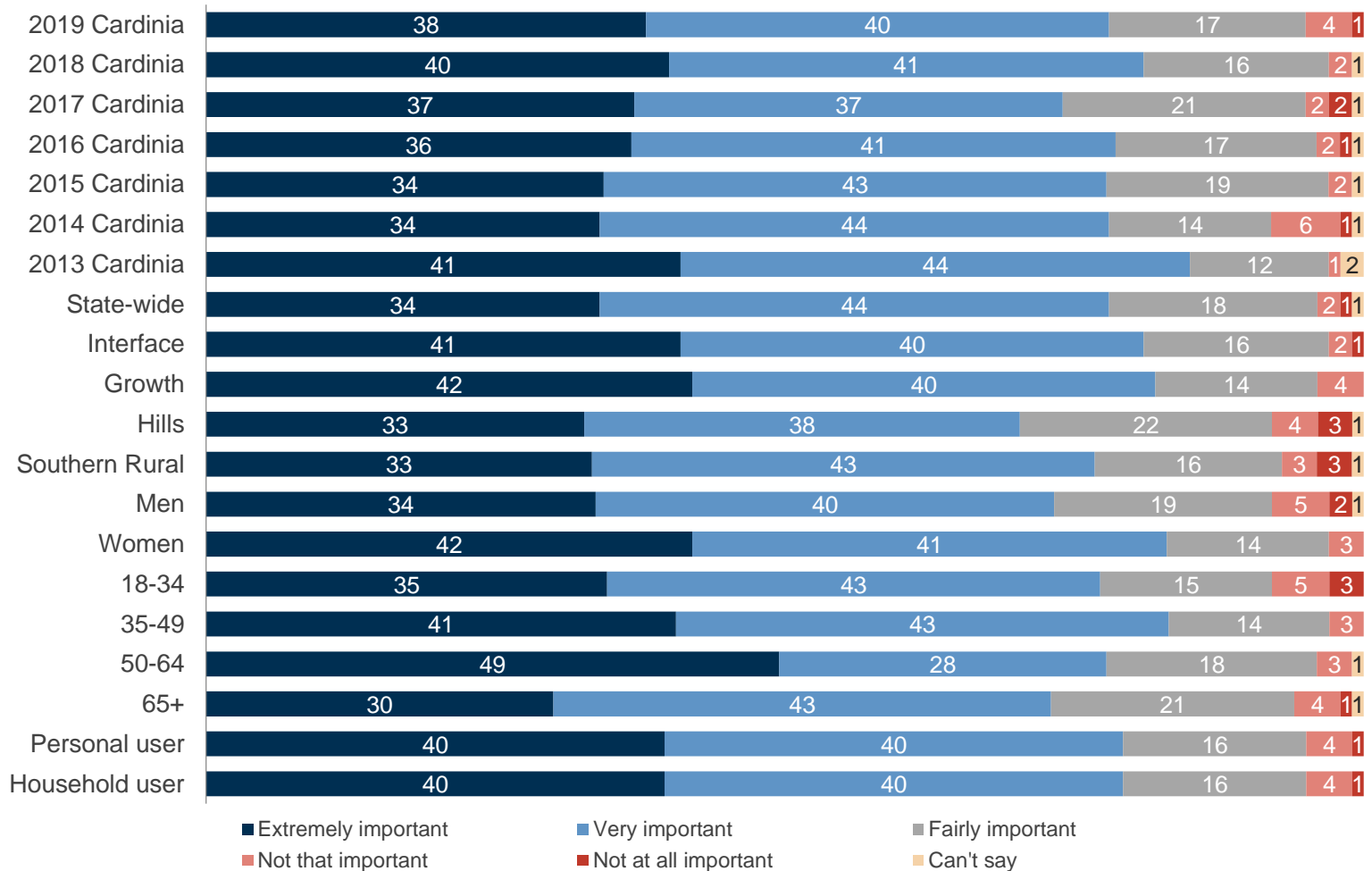
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area importance



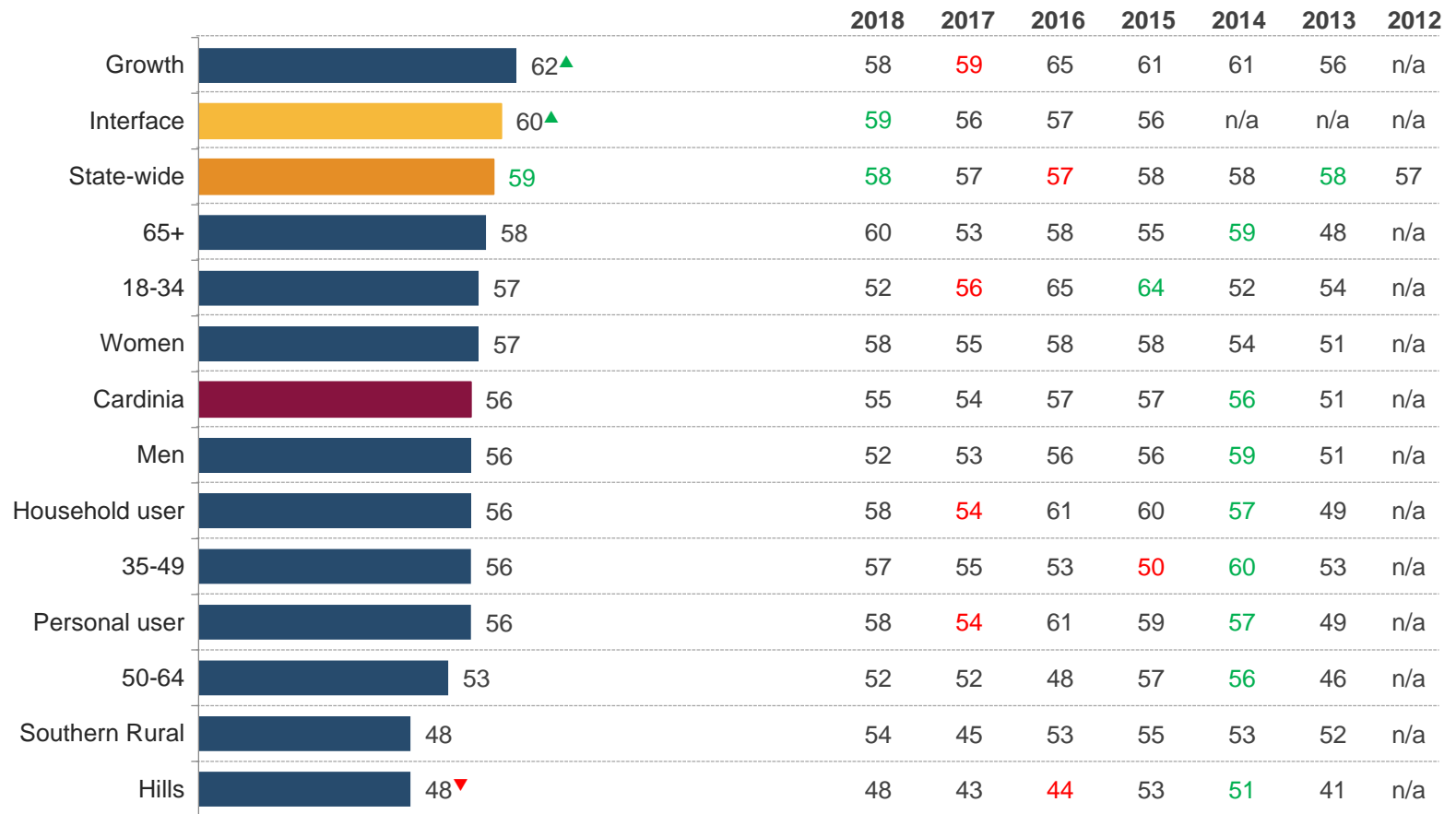
2019 Streets and footpaths importance (%)



The condition of local streets and footpaths in your area performance



2019 Streets and footpaths performance (index scores)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?

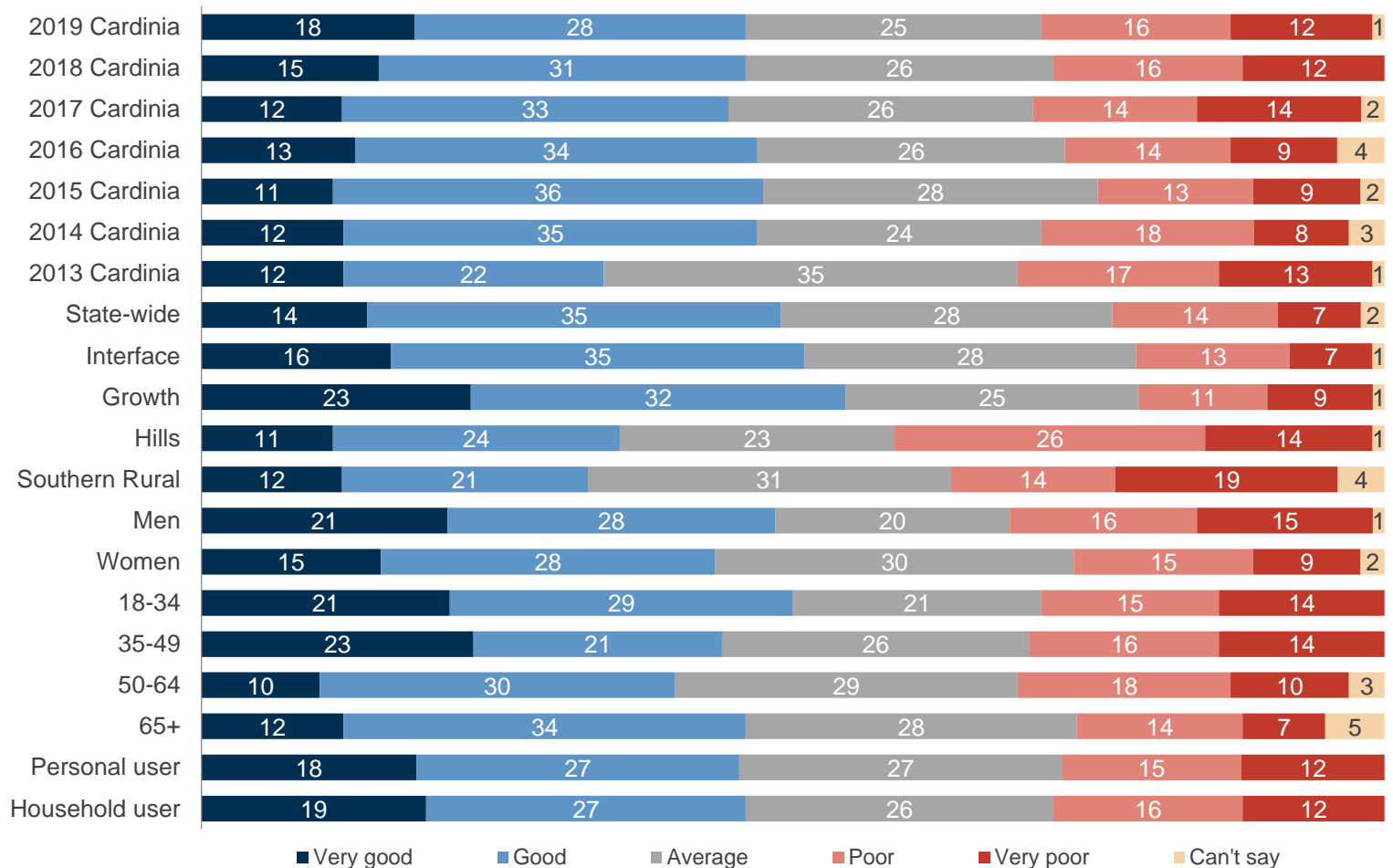
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 4

Note: Please see Appendix A for explanation of significant differences.

The condition of local streets and footpaths in your area performance



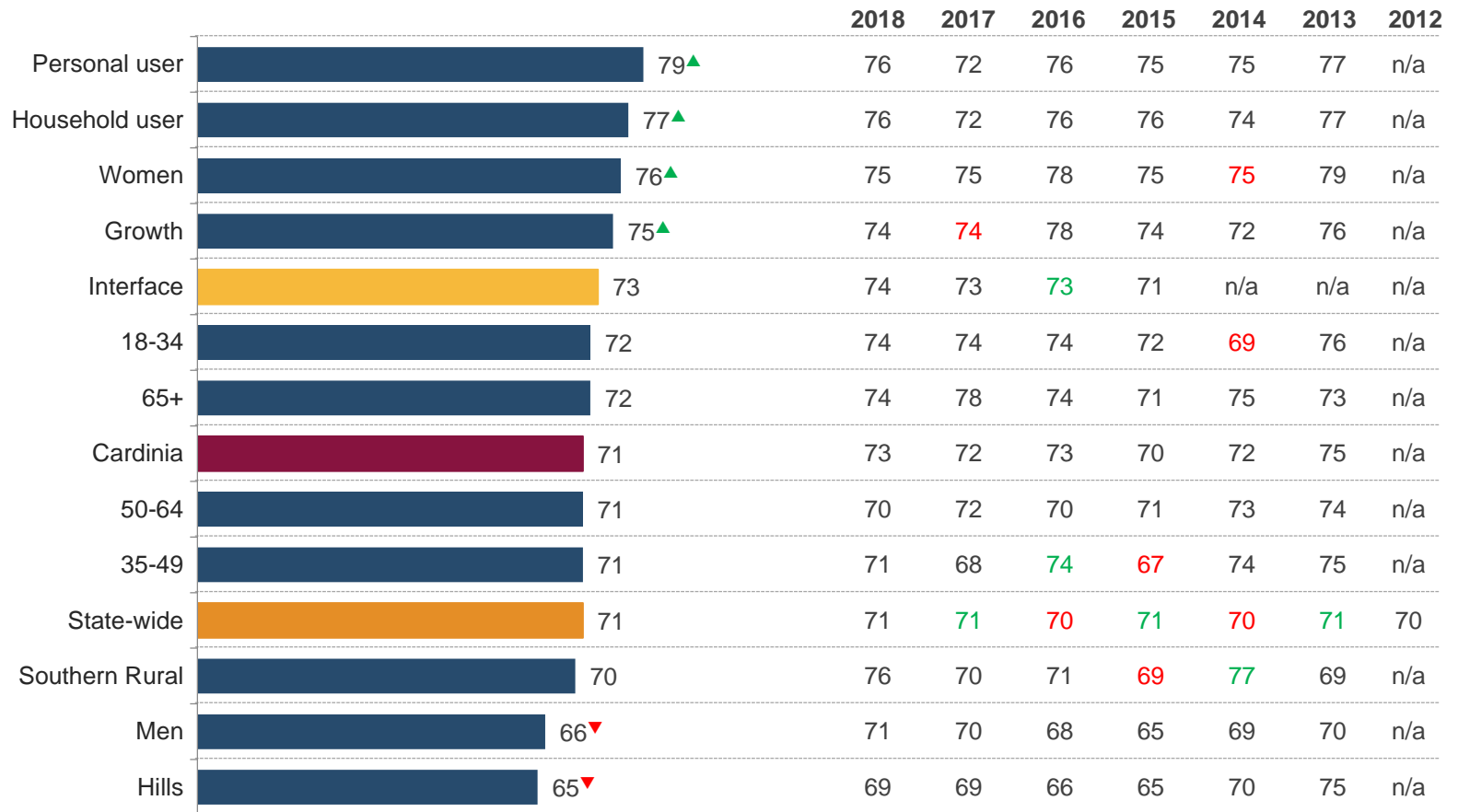
2019 Streets and footpaths performance (%)





Enforcement of local laws importance

2019 Law enforcement importance (index scores)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?

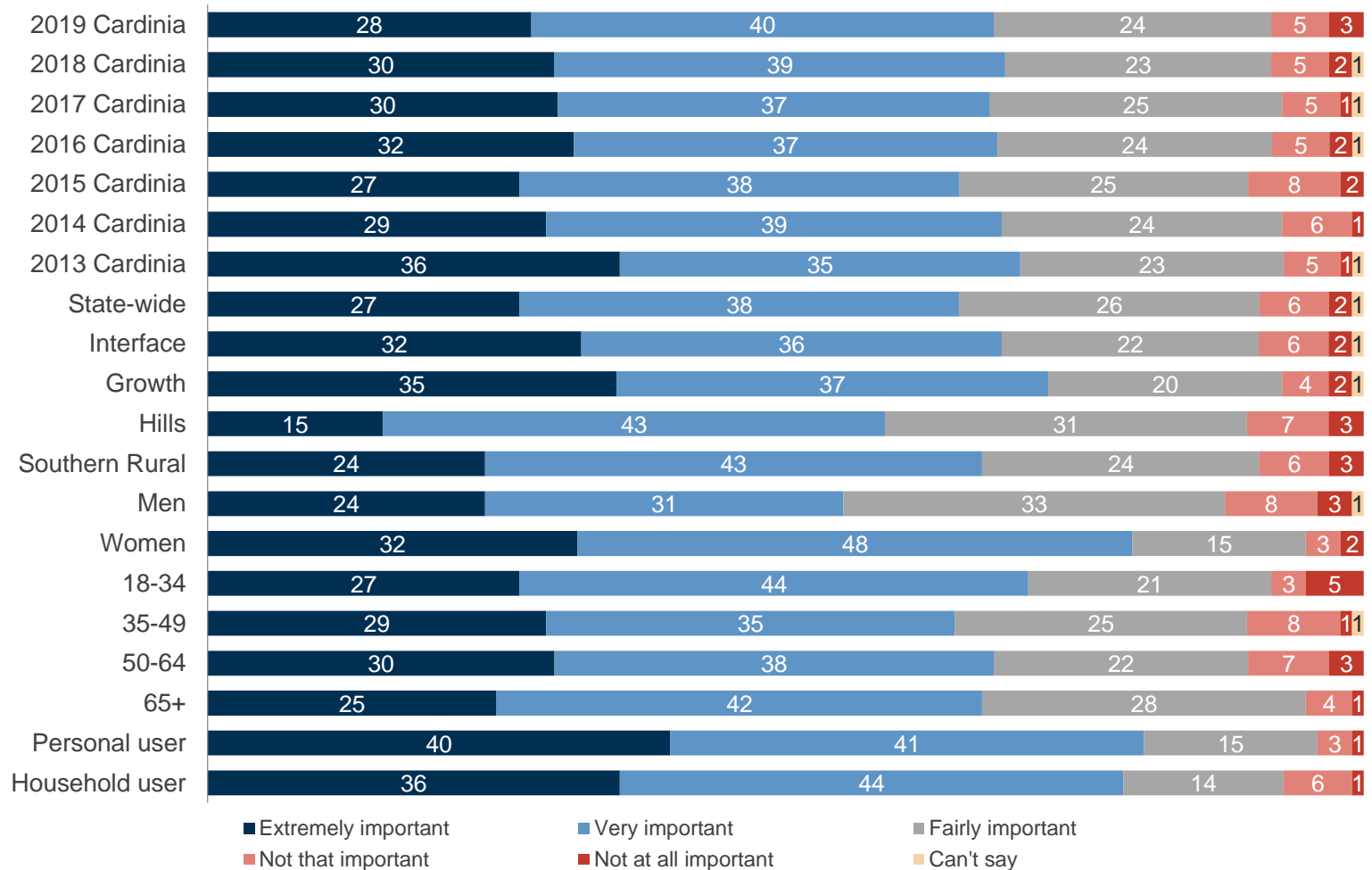
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance

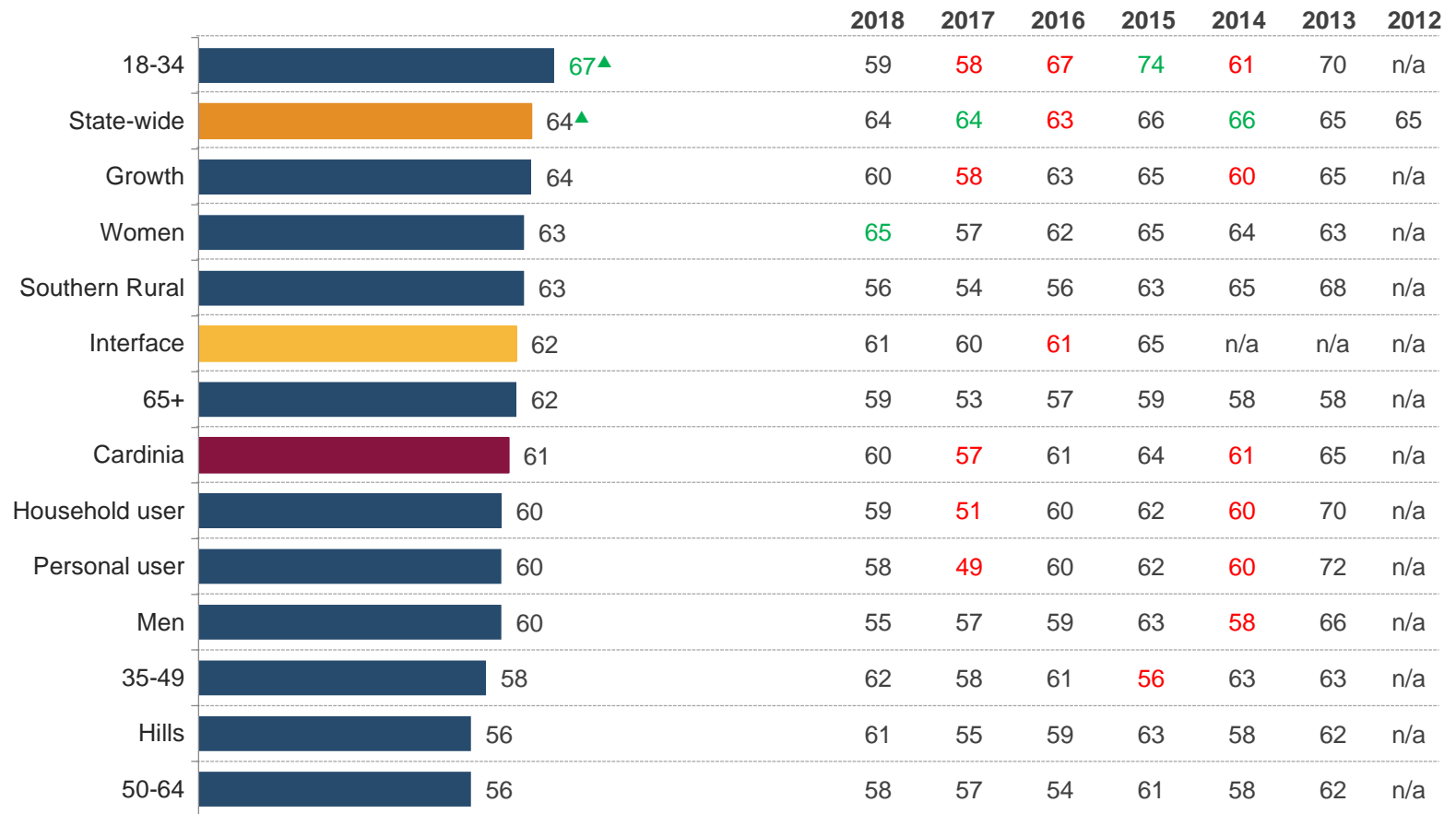
2019 Law enforcement importance (%)





Enforcement of local laws performance

2019 Law enforcement performance (index scores)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?

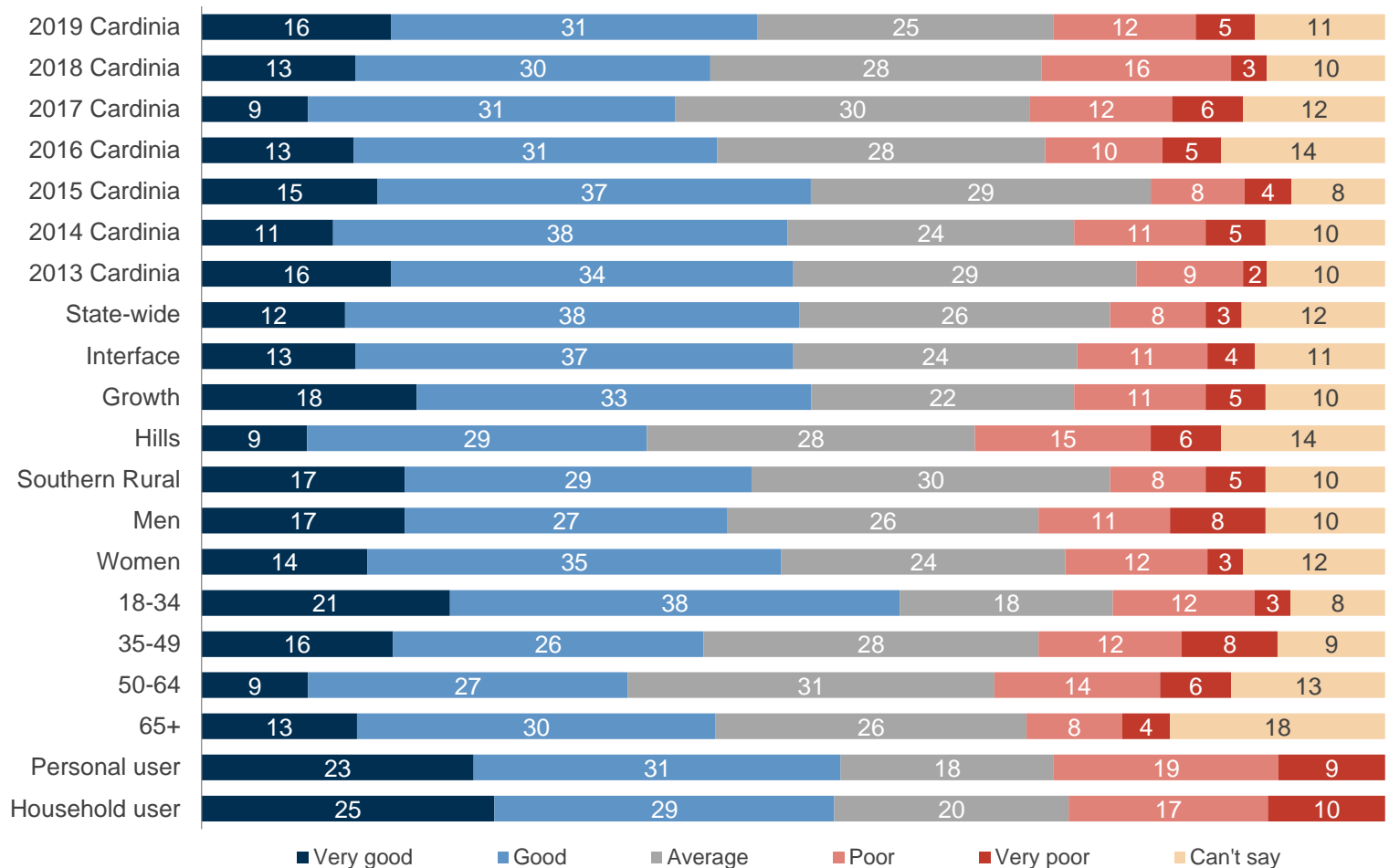
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 4

Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance

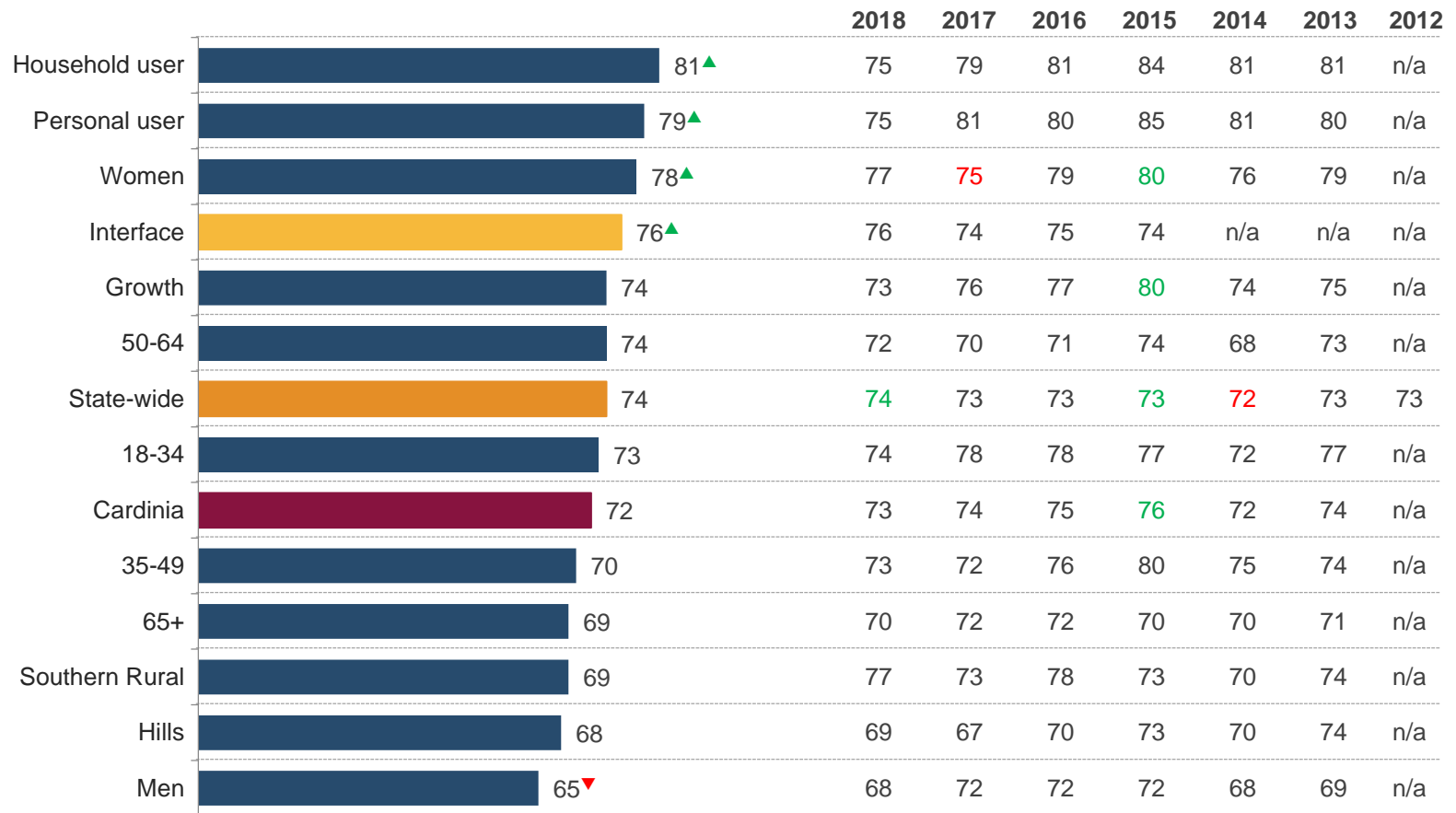
2019 Law enforcement performance (%)





Family support services importance

2019 Family support importance (index scores)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?

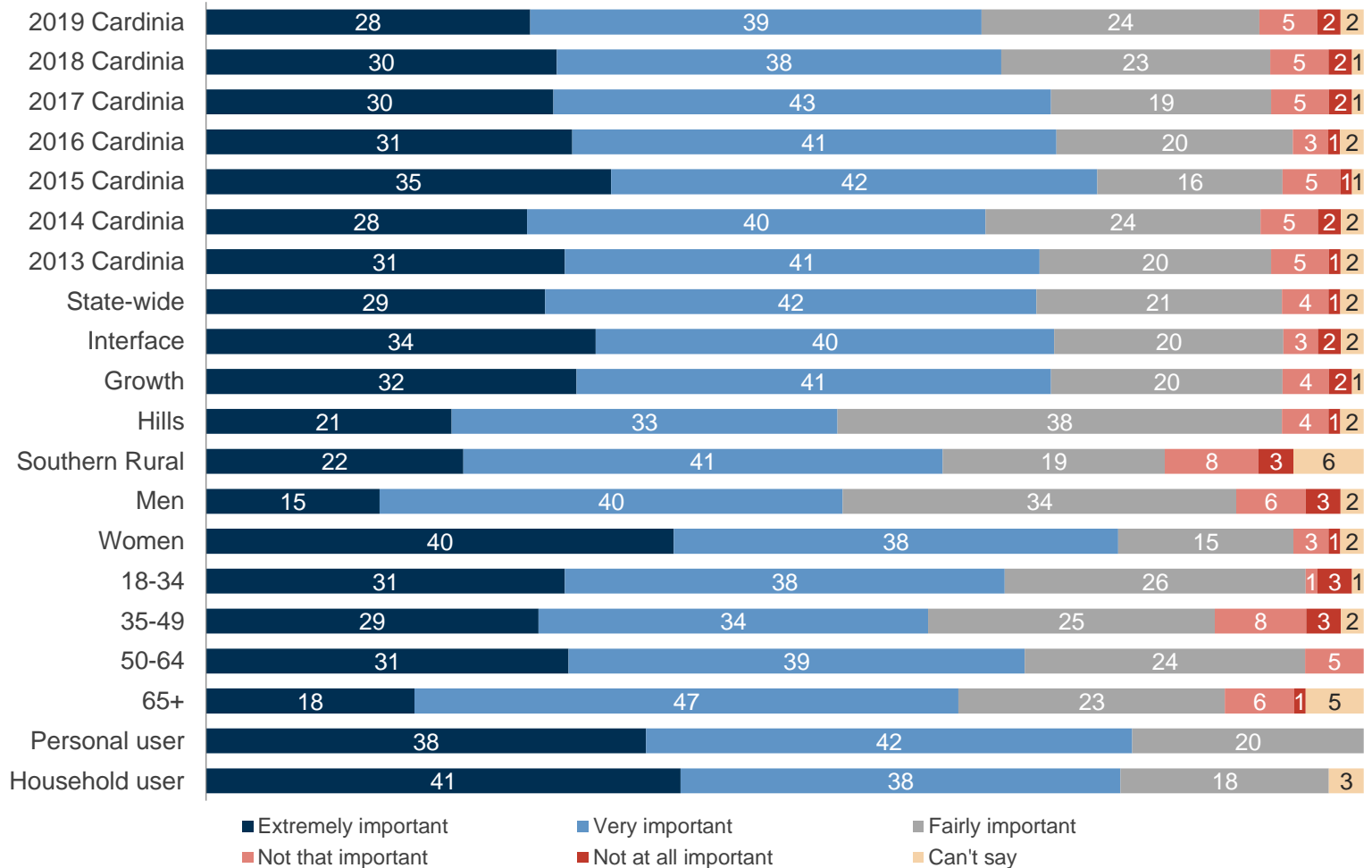
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Family support services importance

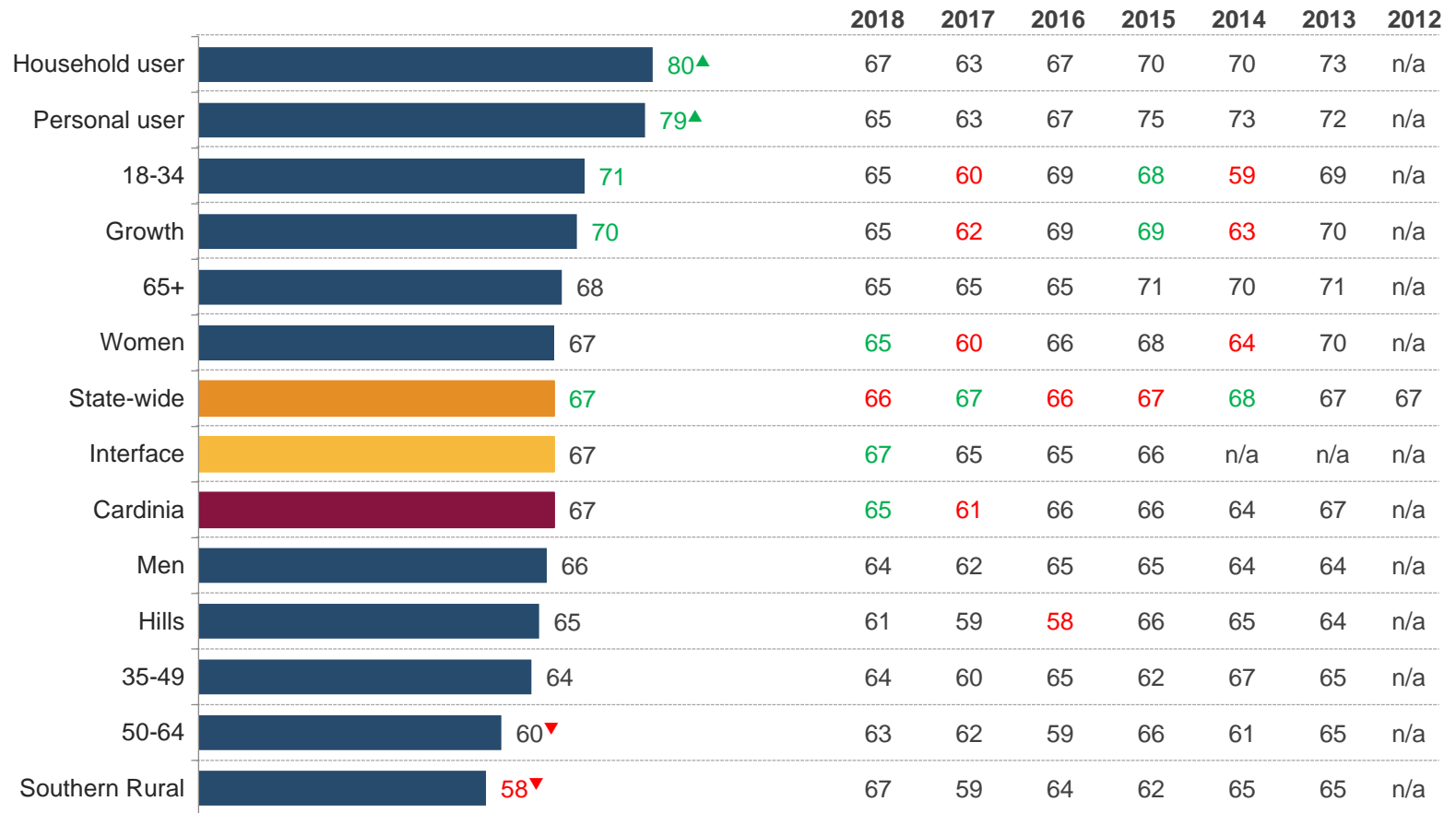
2019 Family support importance (%)





Family support services performance

2019 Family support performance (index scores)



Q2. How has Council performed on 'Family support services' over the last 12 months?

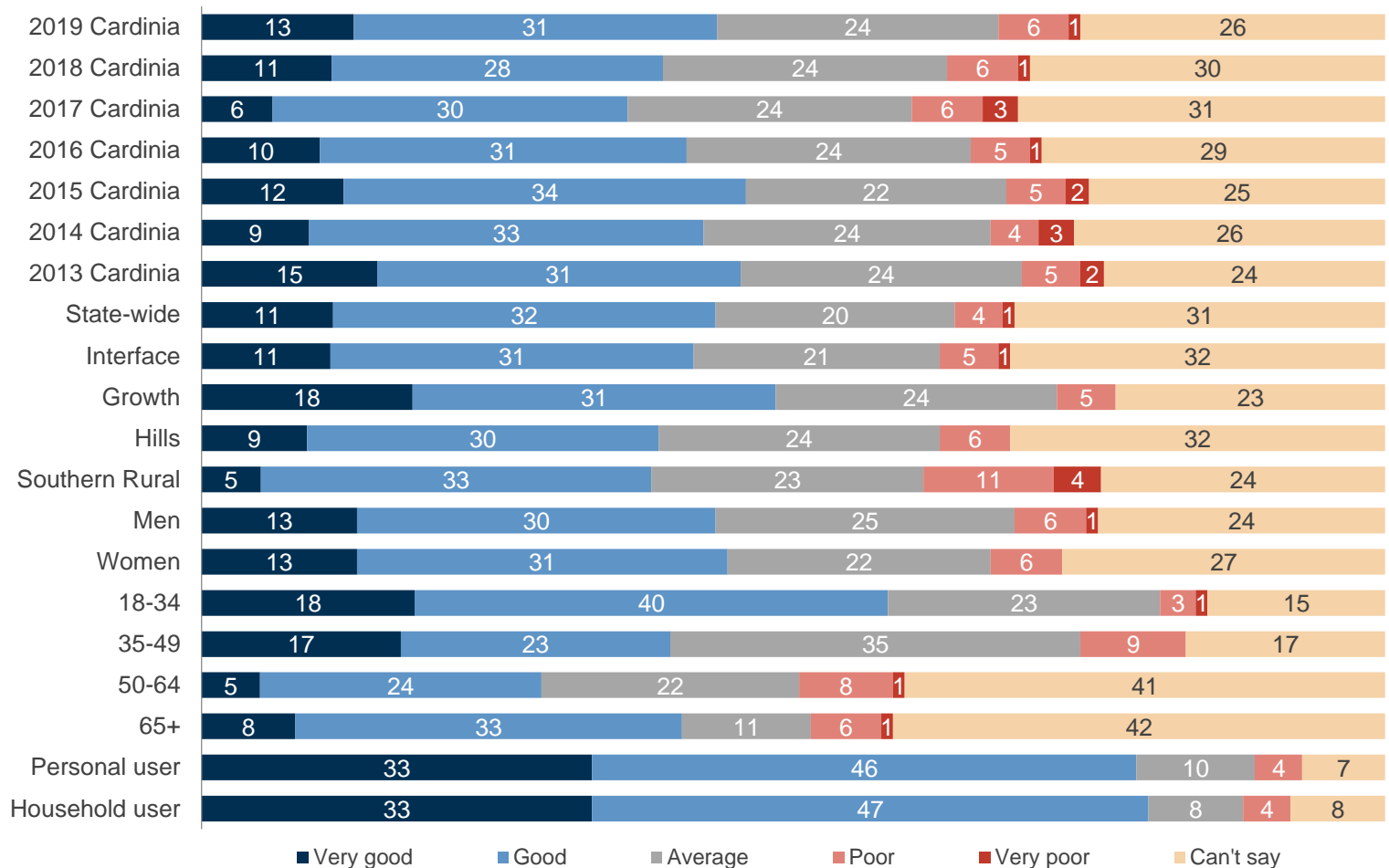
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 4

Note: Please see Appendix A for explanation of significant differences.



Family support services performance

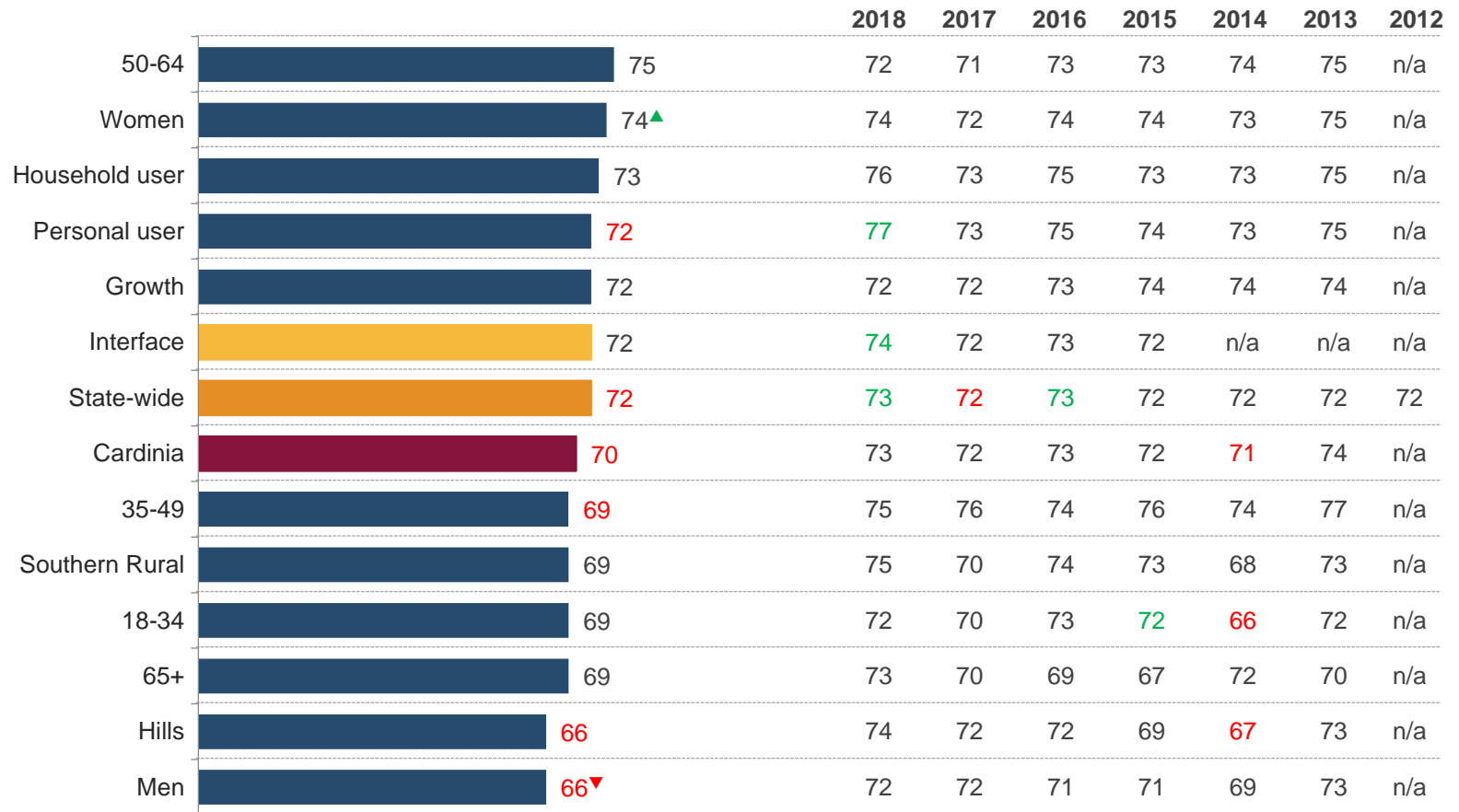
2019 Family support performance (%)





Recreational facilities importance

2019 Recreational facilities importance (index scores)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?

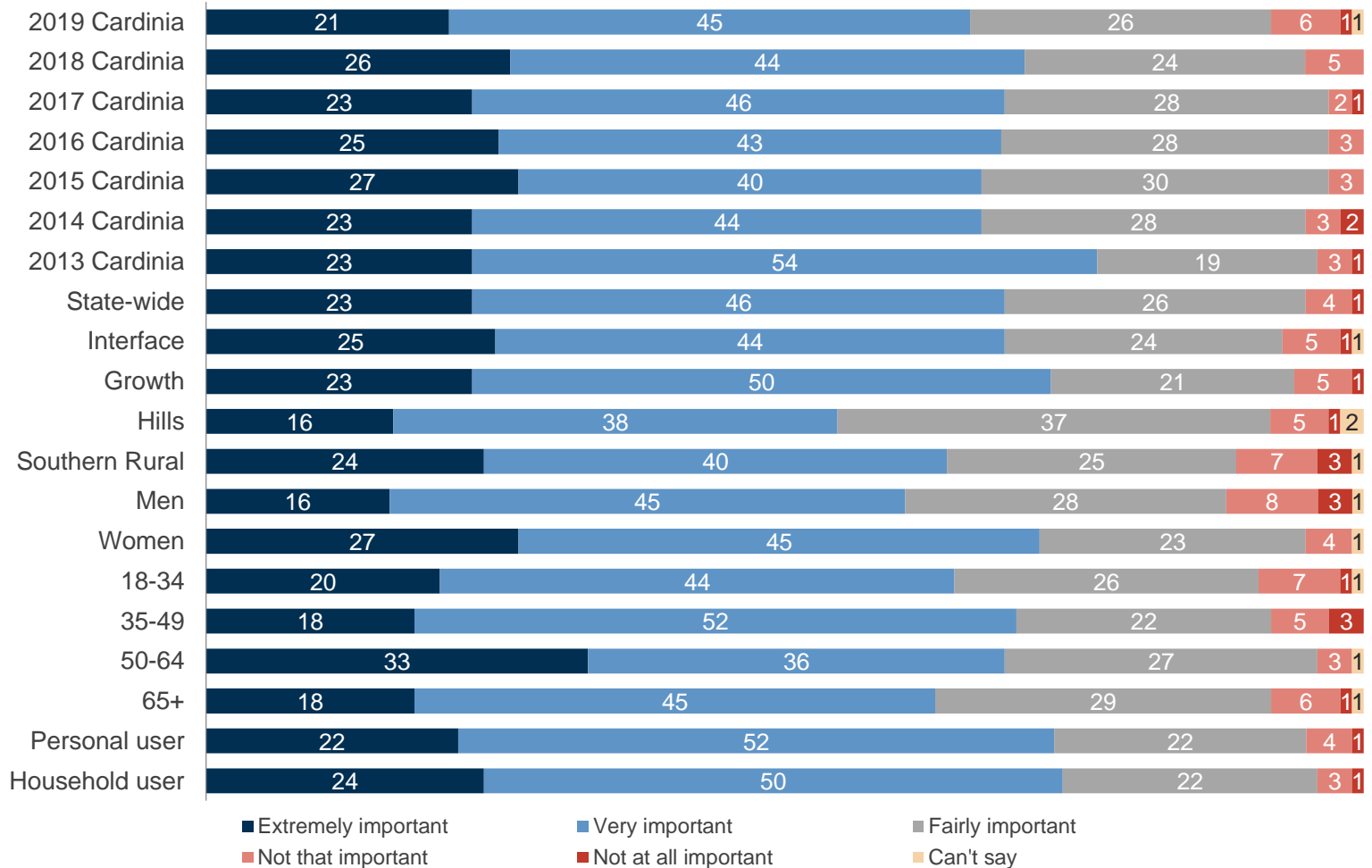
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance

2019 Recreational facilities importance (%)





Recreational facilities performance

2019 Recreational facilities performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
65+	77▲	70	67	73	70	72	70	n/a
18-34	75	67	63	68	66	64	71	n/a
Personal user	75	70	67	67	68	69	68	n/a
Growth	75	70	67	70	69	69	70	n/a
Household user	74	70	68	67	68	69	68	n/a
Women	73	72	62	67	67	66	67	n/a
Cardinia	72	68	65	67	66	66	67	n/a
Men	72	65	68	67	66	67	67	n/a
State-wide	70	69	70	69	70	71	70	70
Hills	70	64	62	59	61	66	61	n/a
Interface	70	68	66	67	68	n/a	n/a	n/a
50-64	69	68	67	64	67	65	65	n/a
35-49	67	69	65	64	64	66	64	n/a
Southern Rural	66	67	62	70	67	61	68	n/a

Q2. How has Council performed on 'Recreational facilities' over the last 12 months?

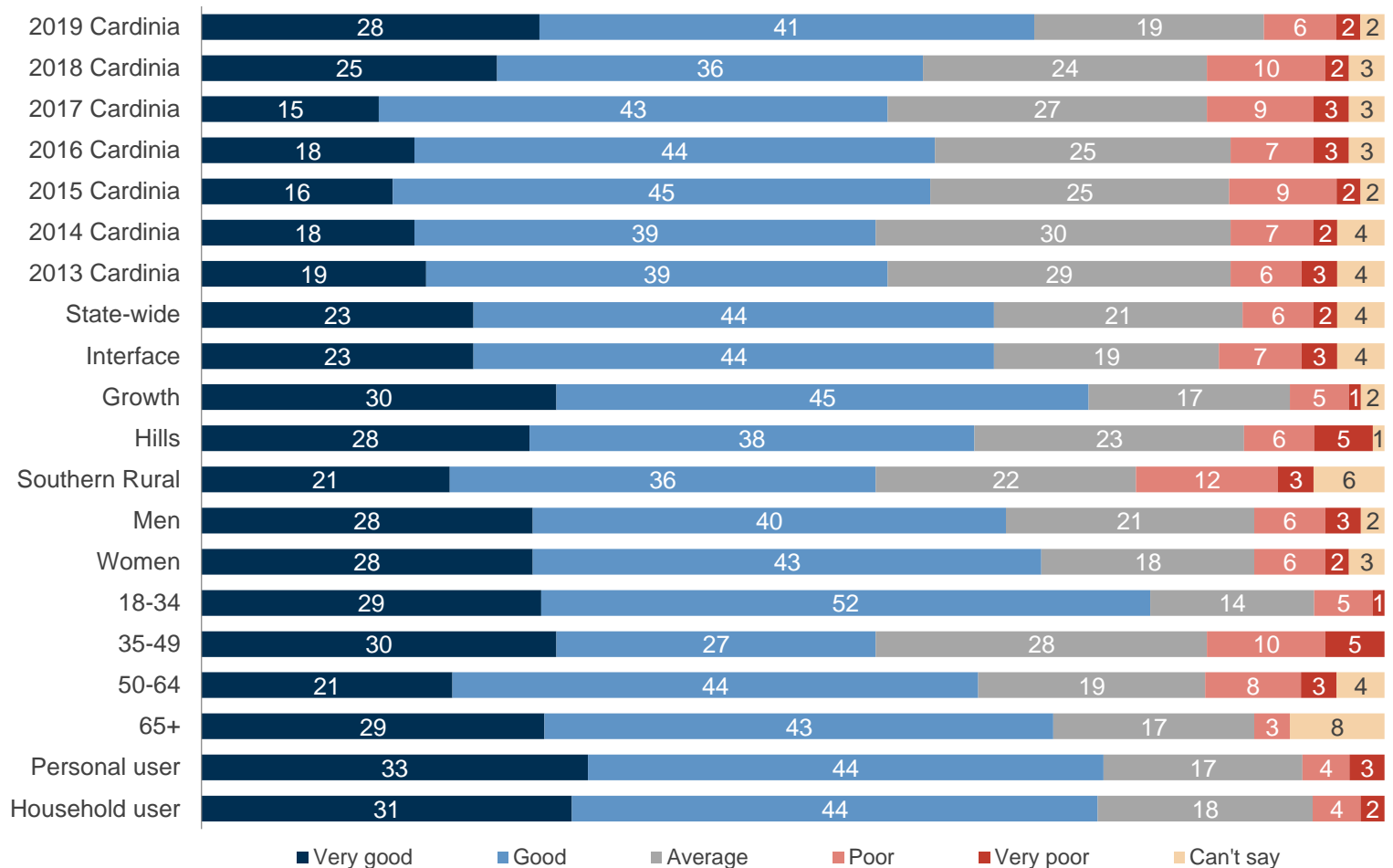
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 4

Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance

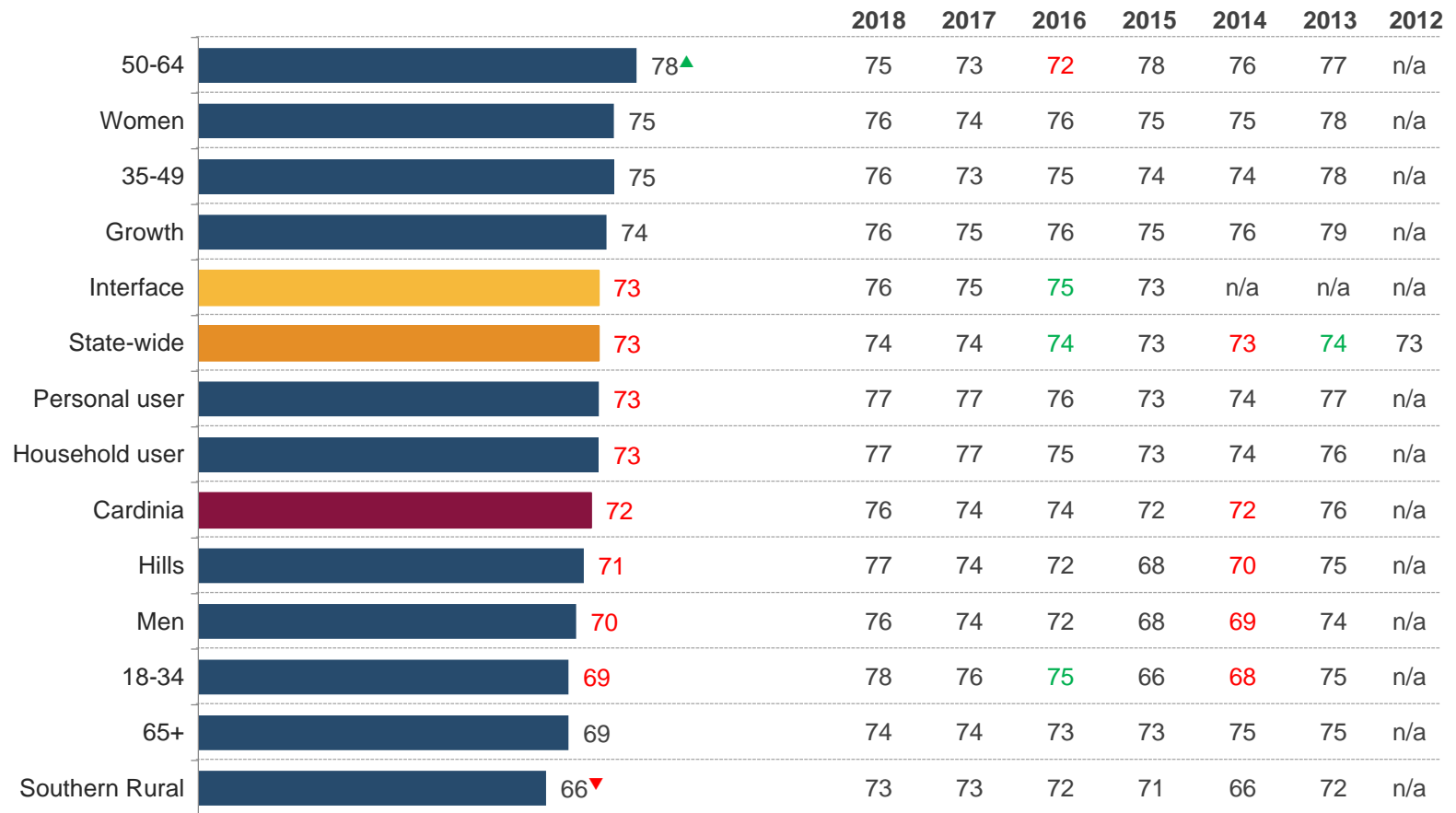
2019 Recreational facilities performance (%)





The appearance of public areas importance

2019 Public areas importance (index scores)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?

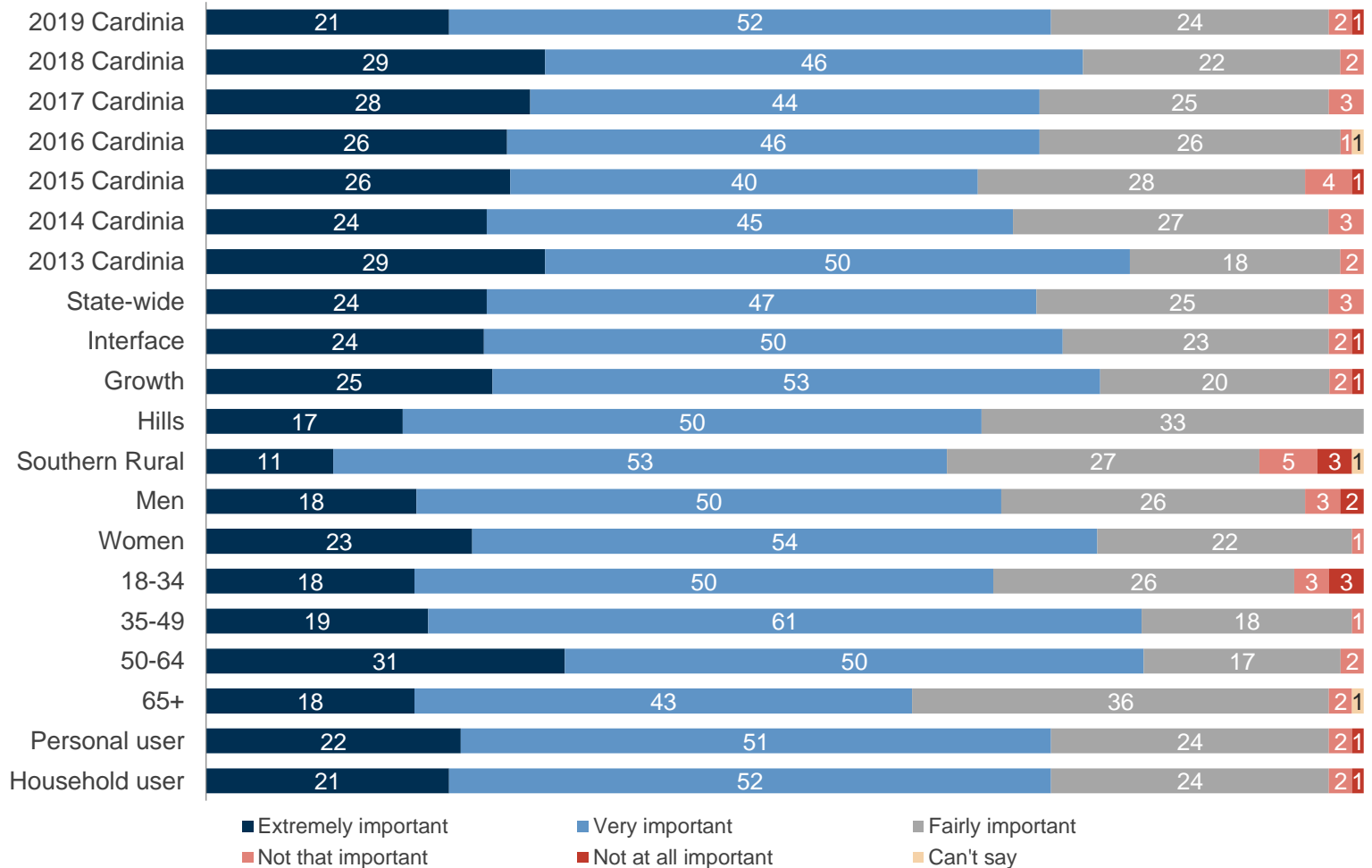
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance

2019 Public areas importance (%)





The appearance of public areas performance

2019 Public areas performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
State-wide	72▲	71	71	71	72	72	71	71
18-34	72	66	56	66	71	55	65	n/a
Hills	72	65	63	62	66	66	64	n/a
65+	72	68	63	66	67	67	66	n/a
Southern Rural	71	60	60	66	66	62	66	n/a
Women	70	68	62	65	69	63	62	n/a
Household user	69	68	60	66	69	64	64	n/a
Personal user	69	68	61	66	68	64	64	n/a
Cardinia	69	67	61	66	67	63	63	n/a
Interface	69	68	66	66	67	n/a	n/a	n/a
Men	68	65	60	66	66	63	65	n/a
Growth	67	68	61	67	69	61	62	n/a
50-64	66	68	62	63	65	61	62	n/a
35-49	64	65	66	67	66	69	62	n/a

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?

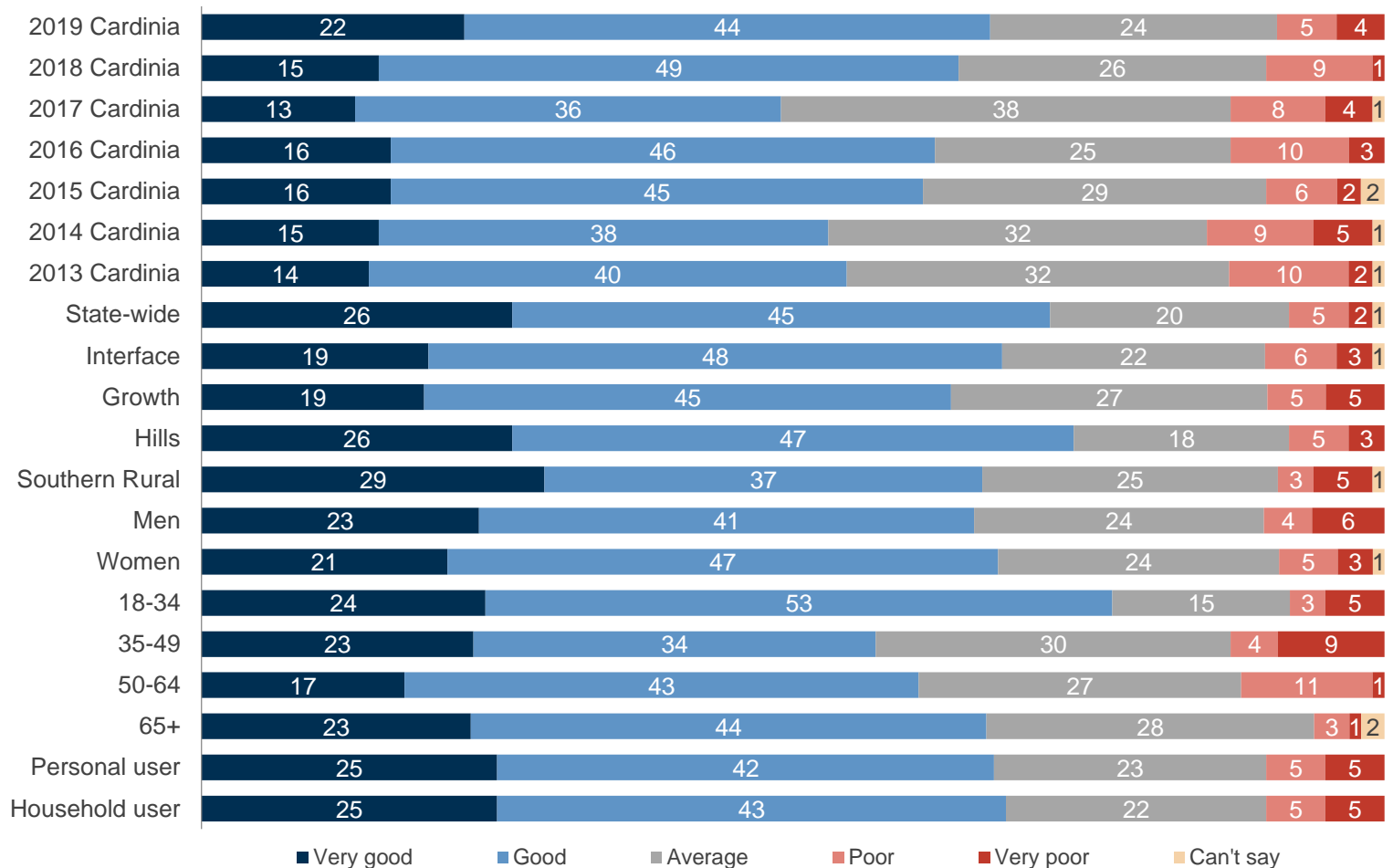
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 4

Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance

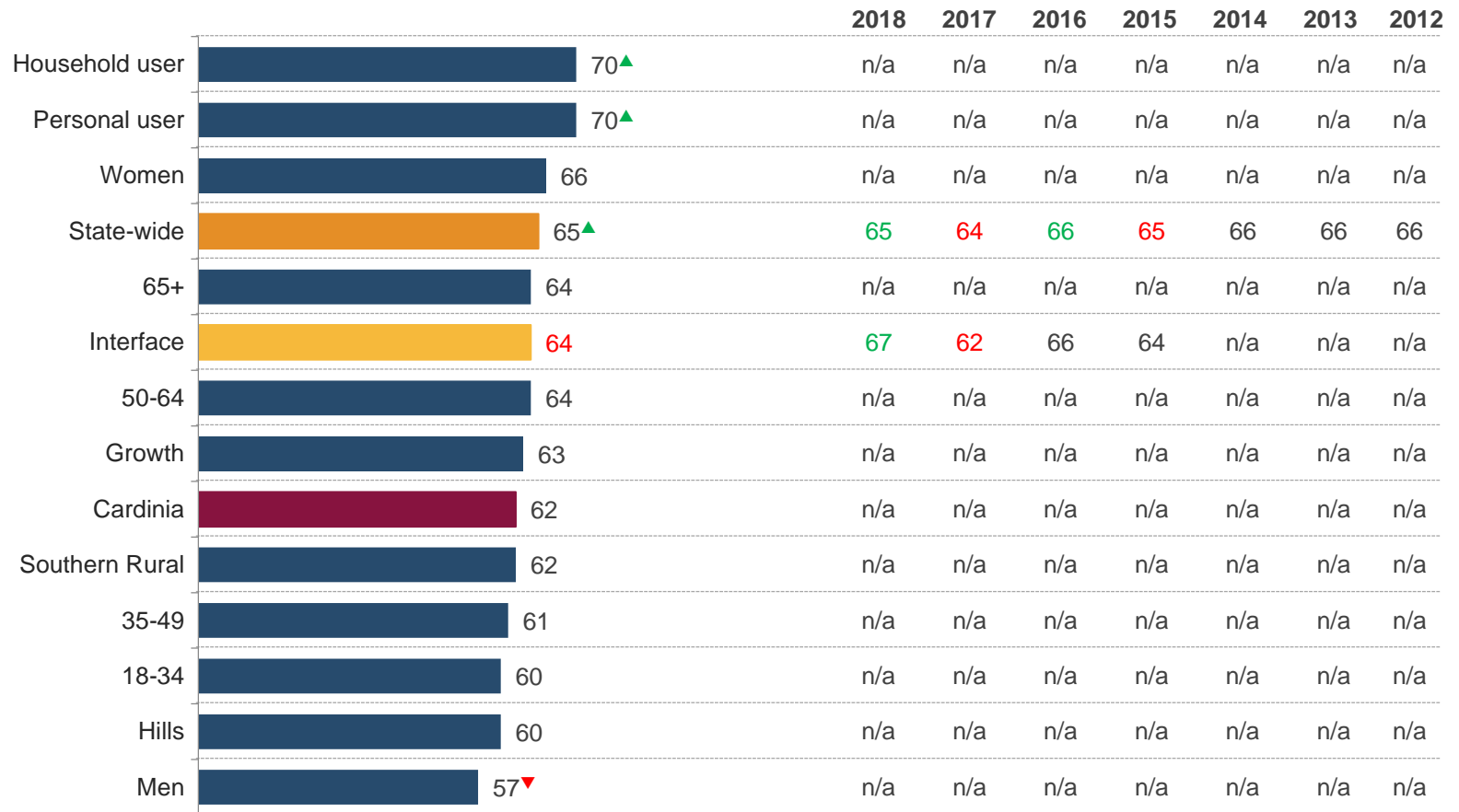
2019 Public areas performance (%)





Art centres and libraries importance

2019 Art centres and libraries importance (index scores)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?

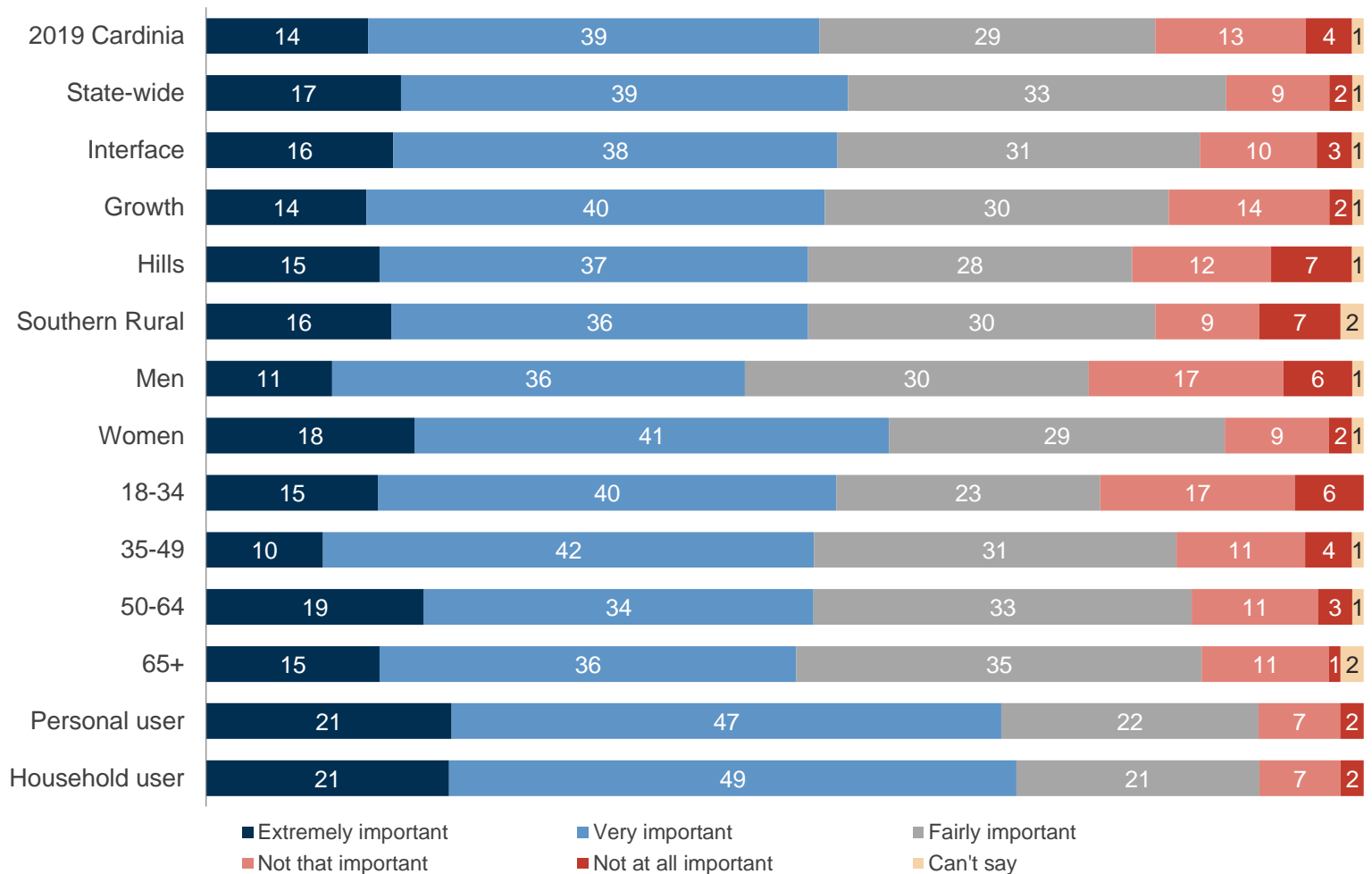
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance

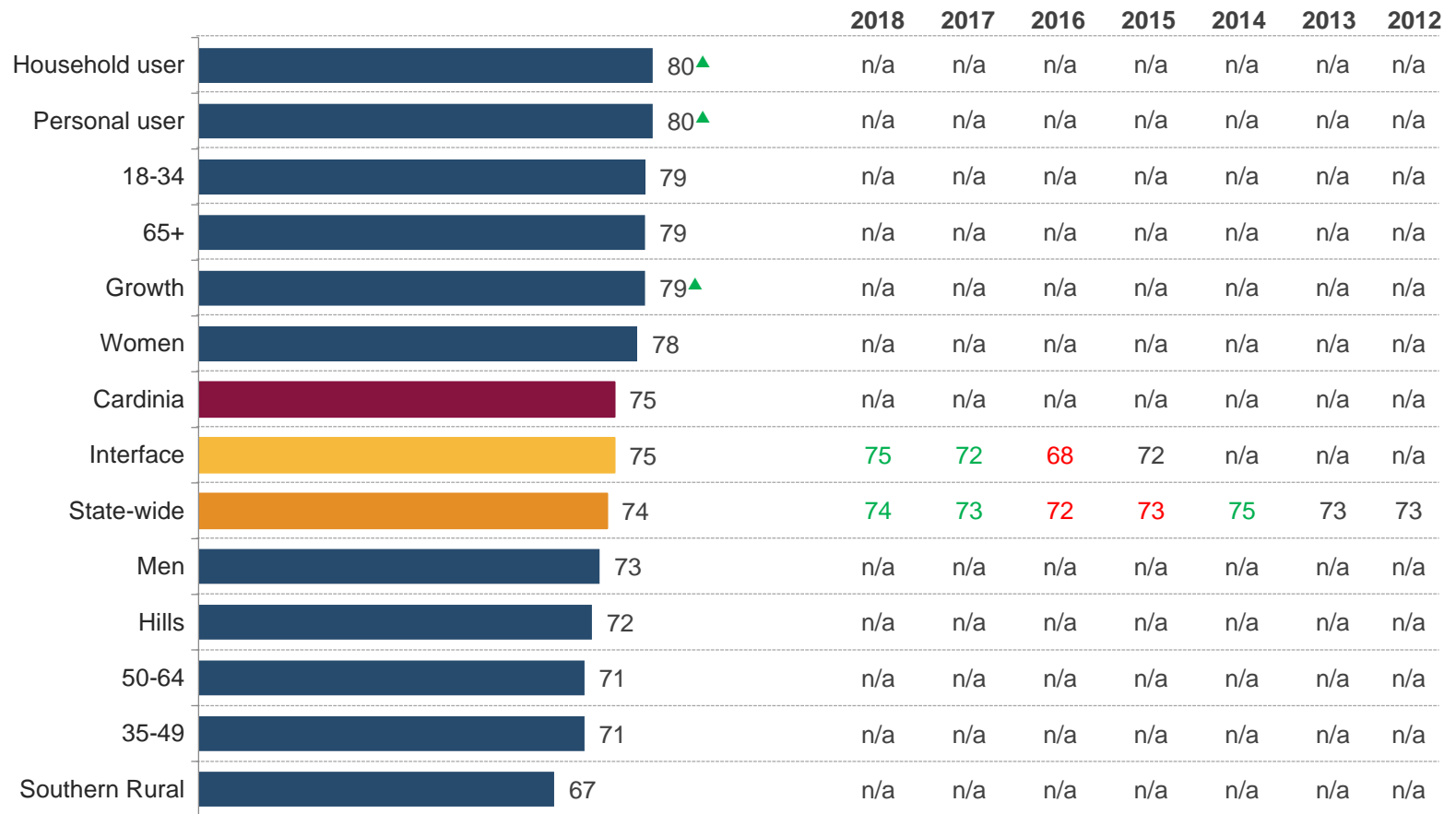
2019 Art centres and libraries importance (%)





Art centres and libraries performance

2019 Art centres and libraries performance (index scores)



Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?

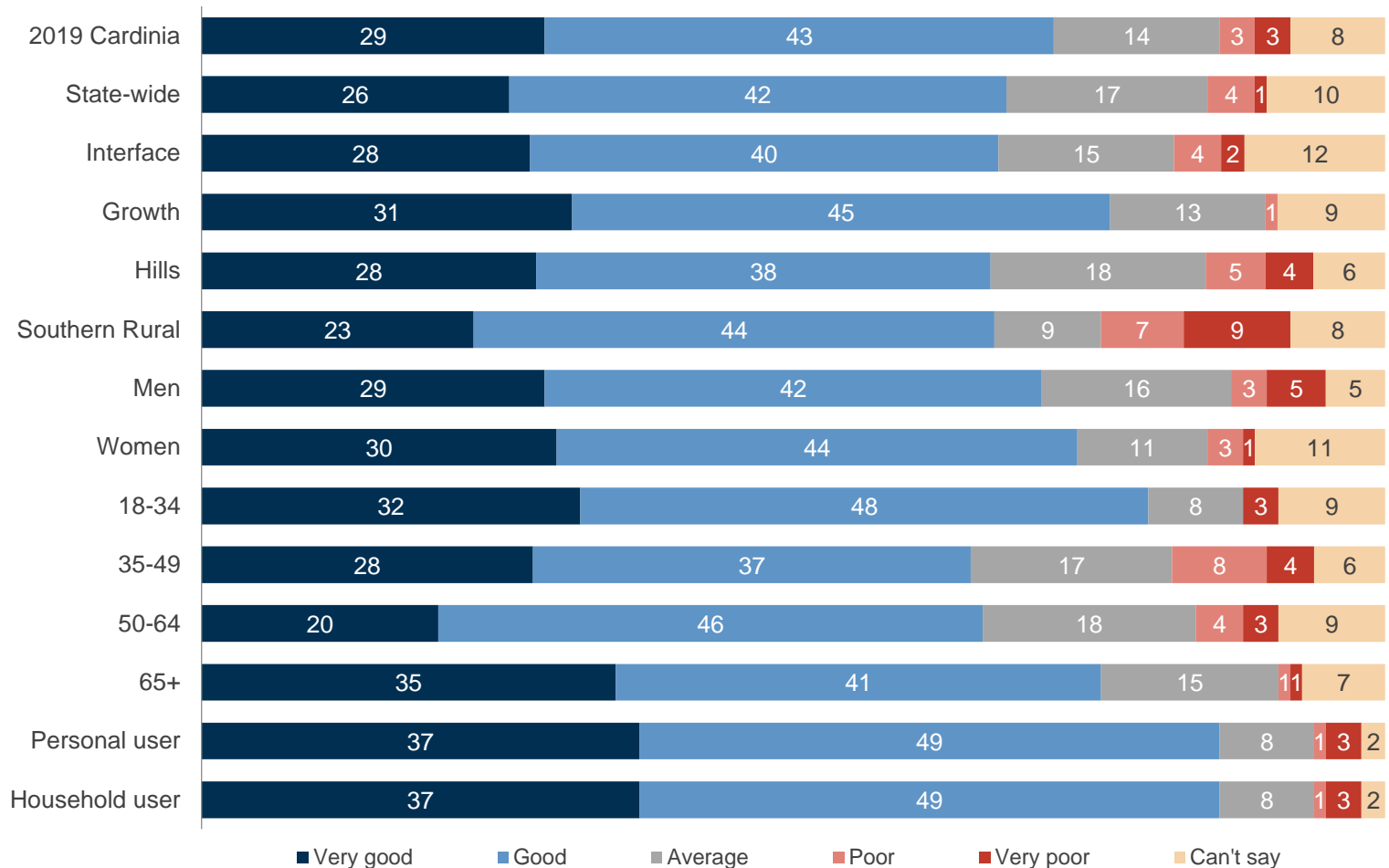
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4

Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance

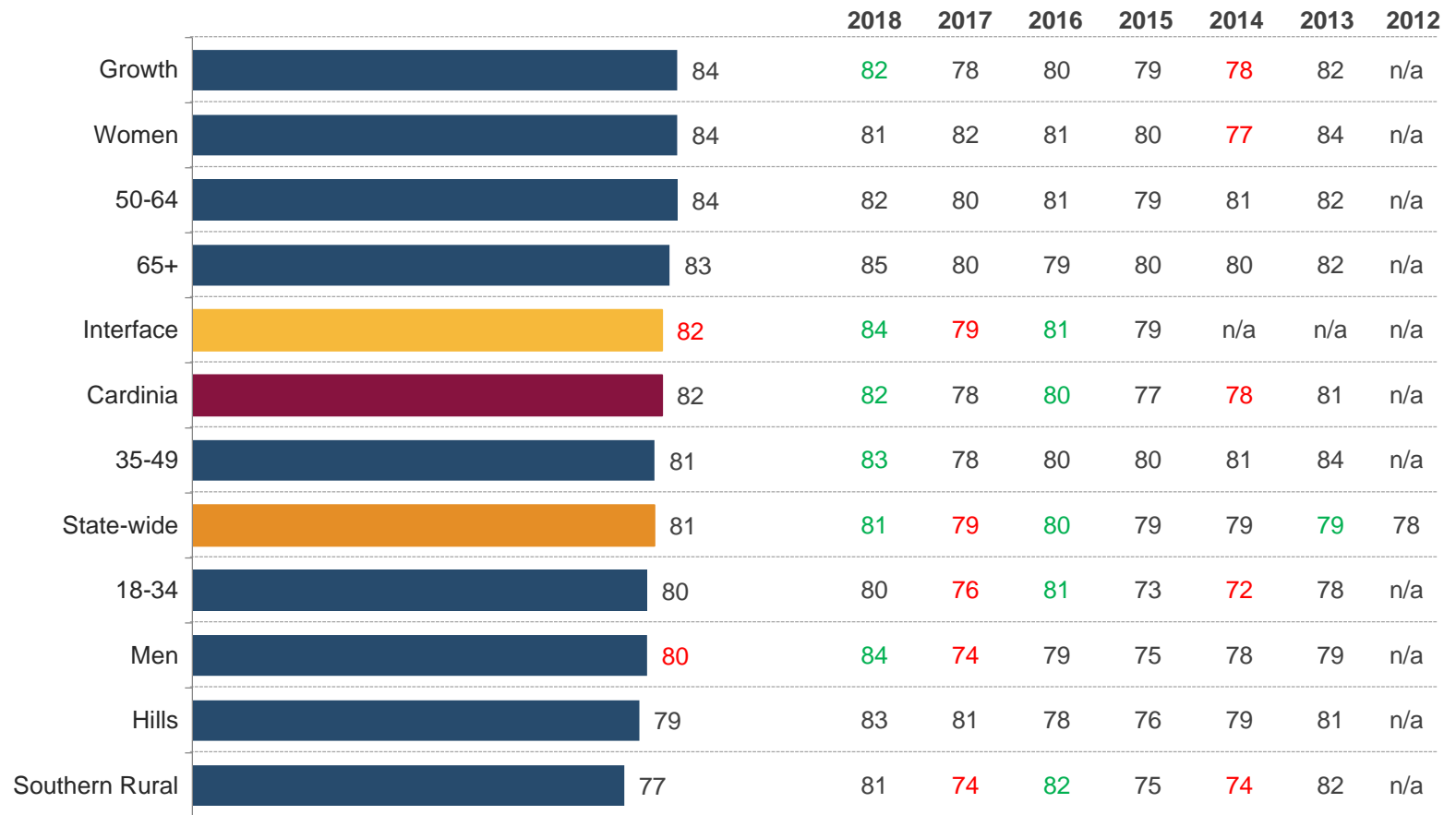
2019 Art centres and libraries performance (%)





Waste management importance

2019 Waste management importance (index scores)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?

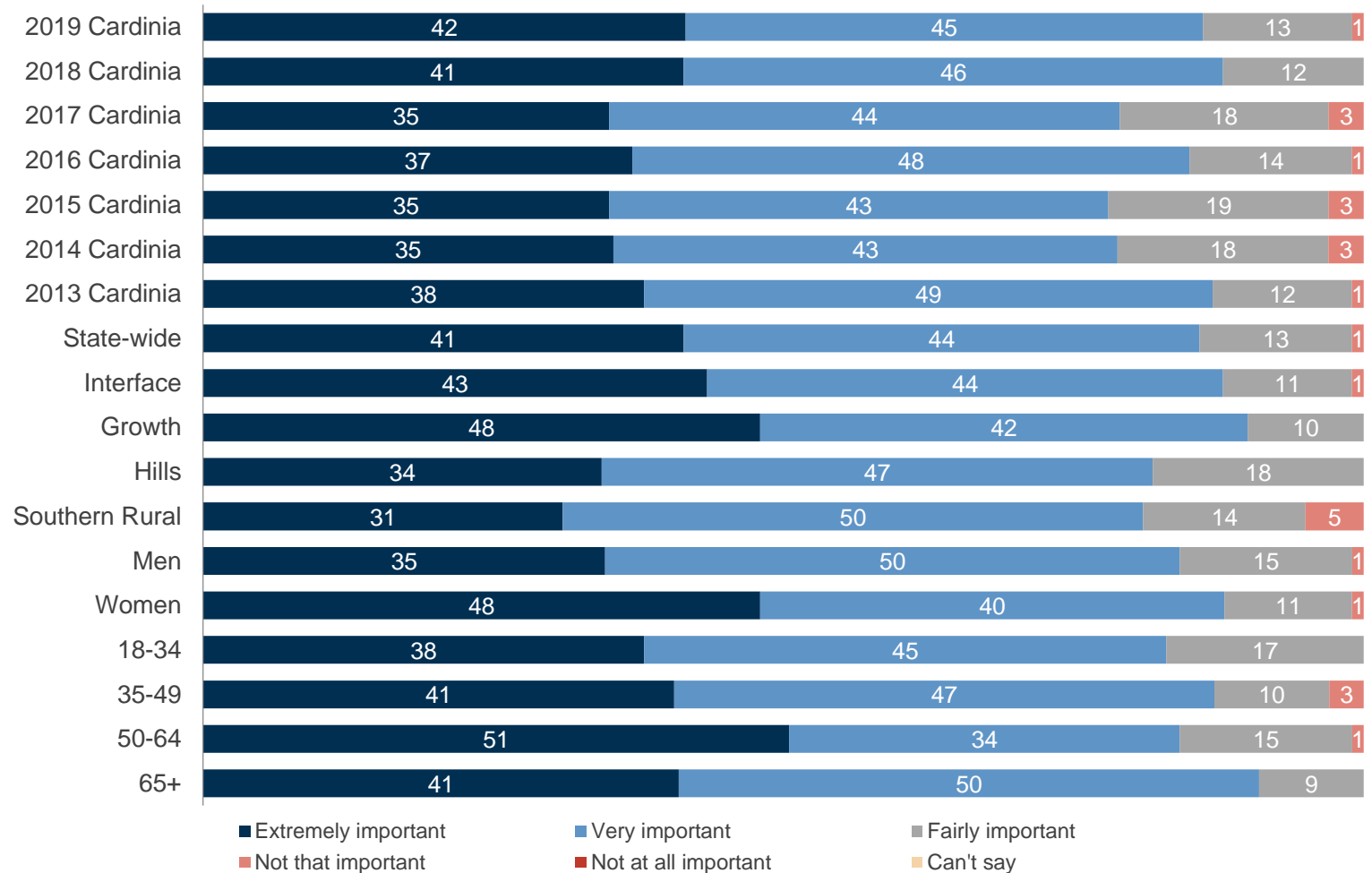
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Waste management importance

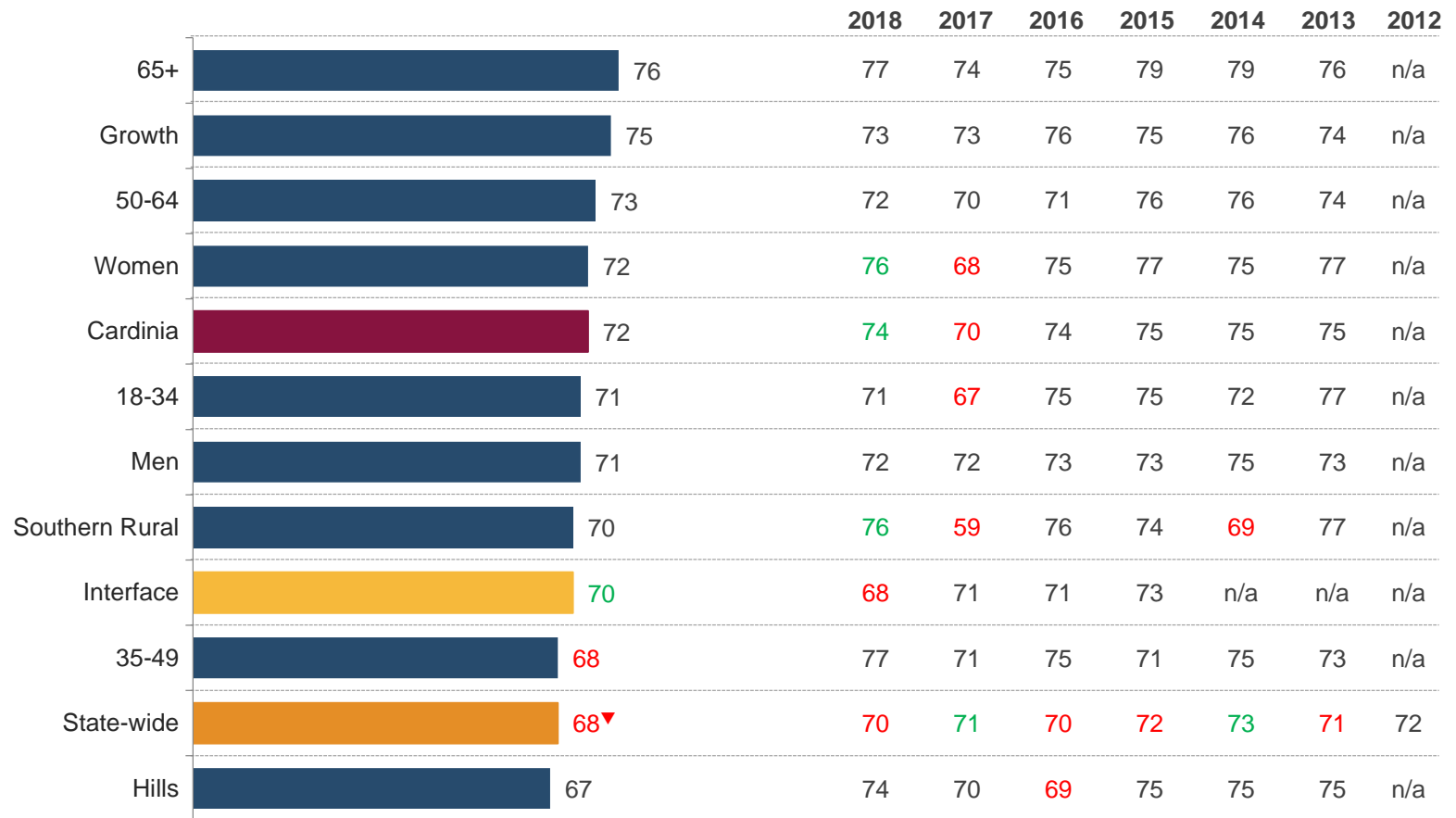
2019 Waste management importance (%)





Waste management performance

2019 Waste management performance (index scores)



Q2. How has Council performed on 'Waste management' over the last 12 months?

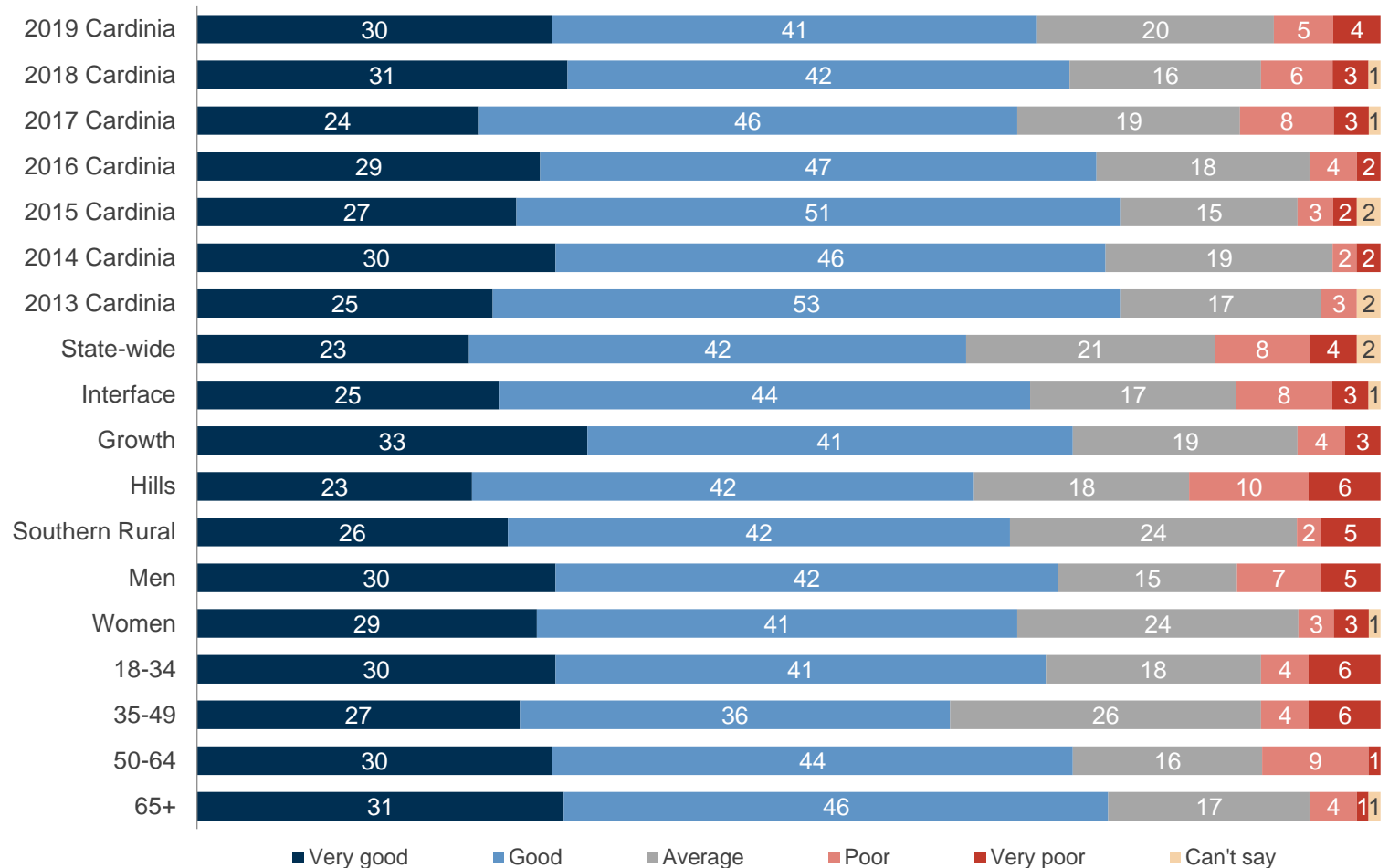
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 4

Note: Please see Appendix A for explanation of significant differences.



Waste management performance

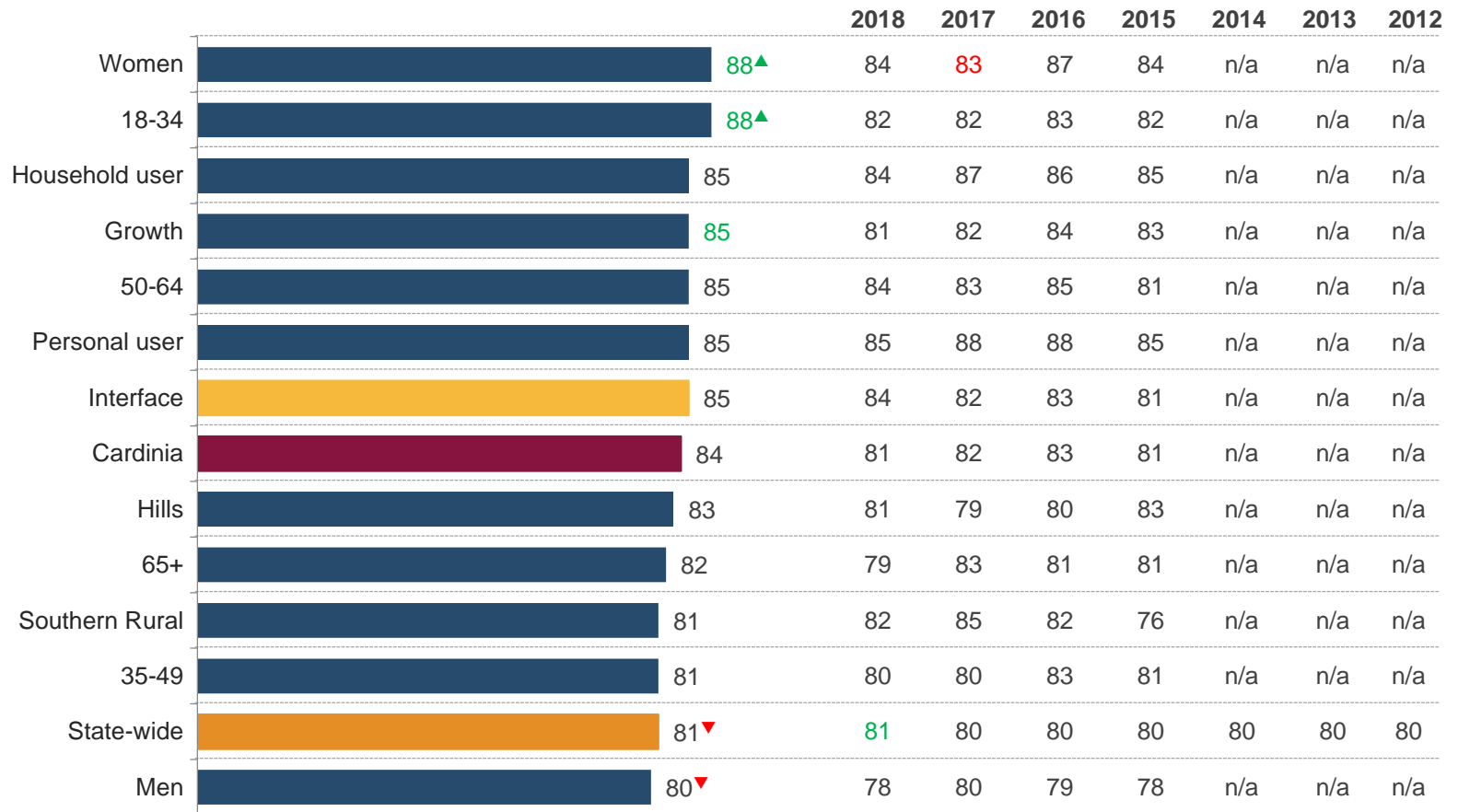
2019 Waste management performance (%)





Emergency and disaster management importance

2019 Emergency and disaster management importance (index scores)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?

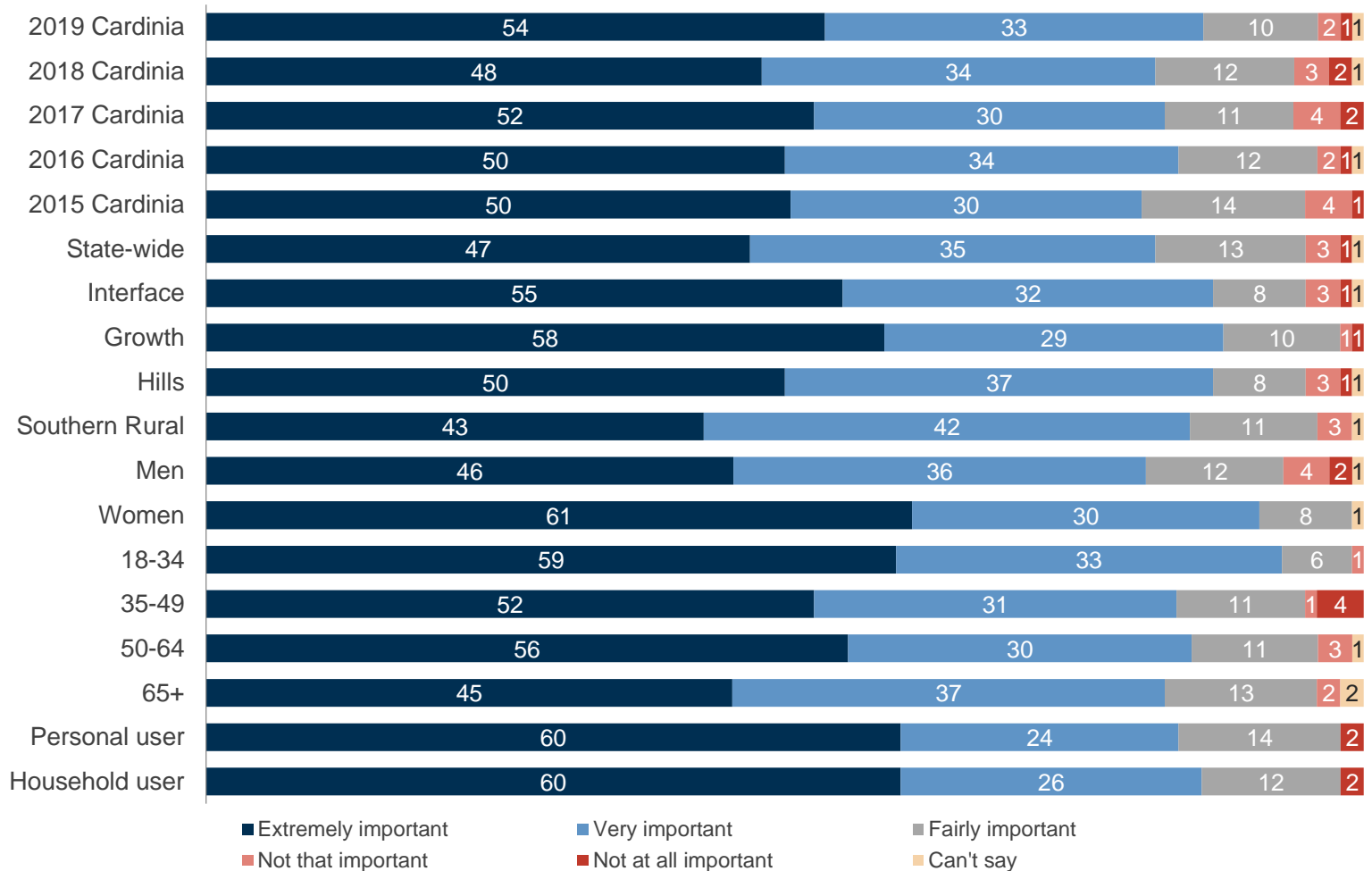
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance

2019 Emergency and disaster management importance (%)





Emergency and disaster management performance

2019 Emergency and disaster management performance (index scores)

		2018	2017	2016	2015	2014	2013	2012
Personal user	77	74	67	62	67	n/a	n/a	n/a
Household user	77	74	67	63	69	n/a	n/a	n/a
Growth	75	69	70	74	74	n/a	n/a	n/a
Women	75	71	66	70	72	n/a	n/a	n/a
65+	75	68	66	70	69	n/a	n/a	n/a
35-49	74	71	65	70	65	n/a	n/a	n/a
Southern Rural	73	67	60	67	70	n/a	n/a	n/a
Cardinia	73	69	67	69	70	n/a	n/a	n/a
Interface	73	70	69	69	70	n/a	n/a	n/a
18-34	73	67	68	72	77	n/a	n/a	n/a
State-wide	72	71	70	69	70	71	70	70
Men	71	66	68	69	68	n/a	n/a	n/a
50-64	70	70	67	62	65	n/a	n/a	n/a
Hills	69	68	63	61	65	n/a	n/a	n/a

Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?

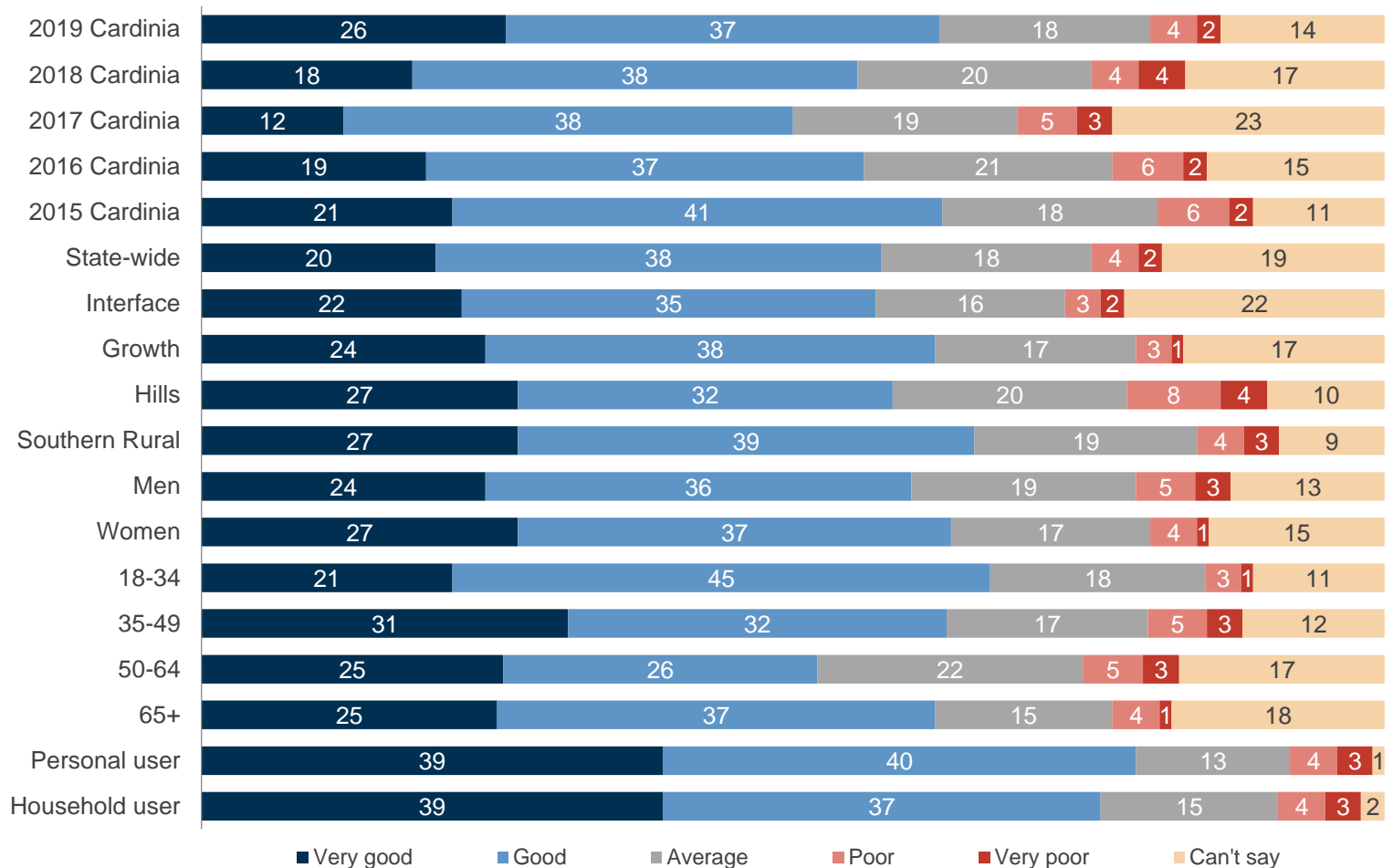
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 3

Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance

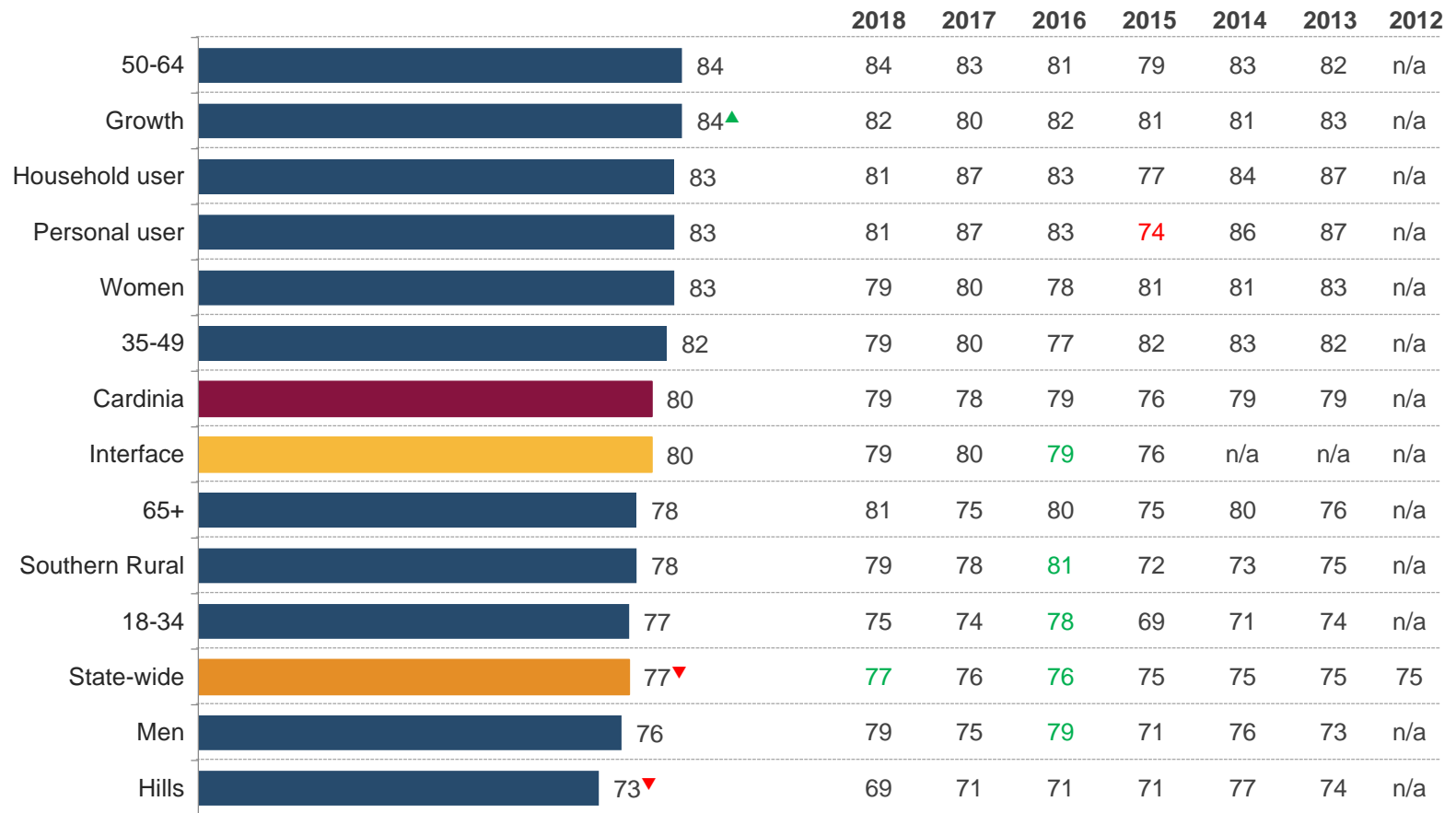
2019 Emergency and disaster management performance (%)





Planning for population growth in the area importance

2019 Population growth importance (index scores)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?

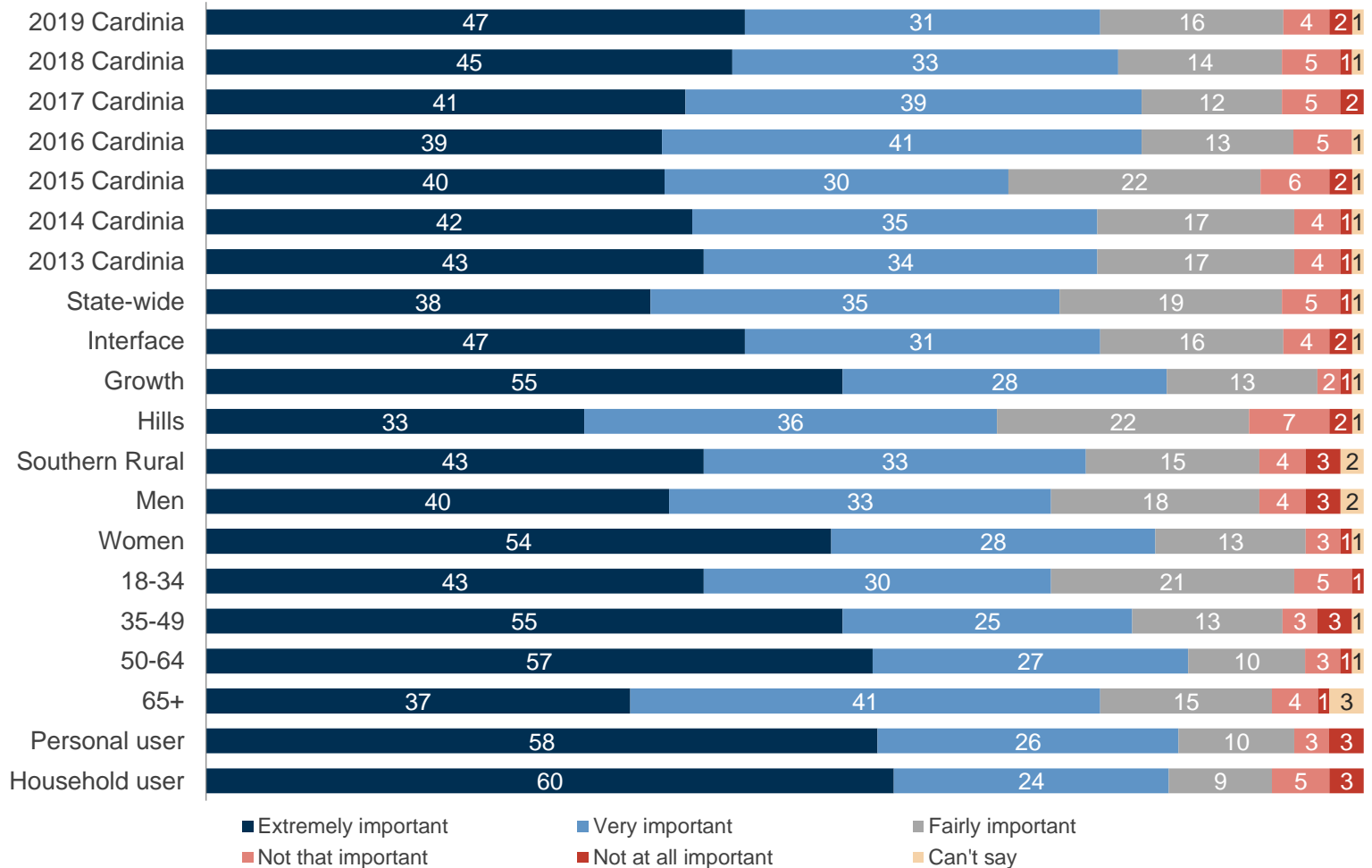
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 1

Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance

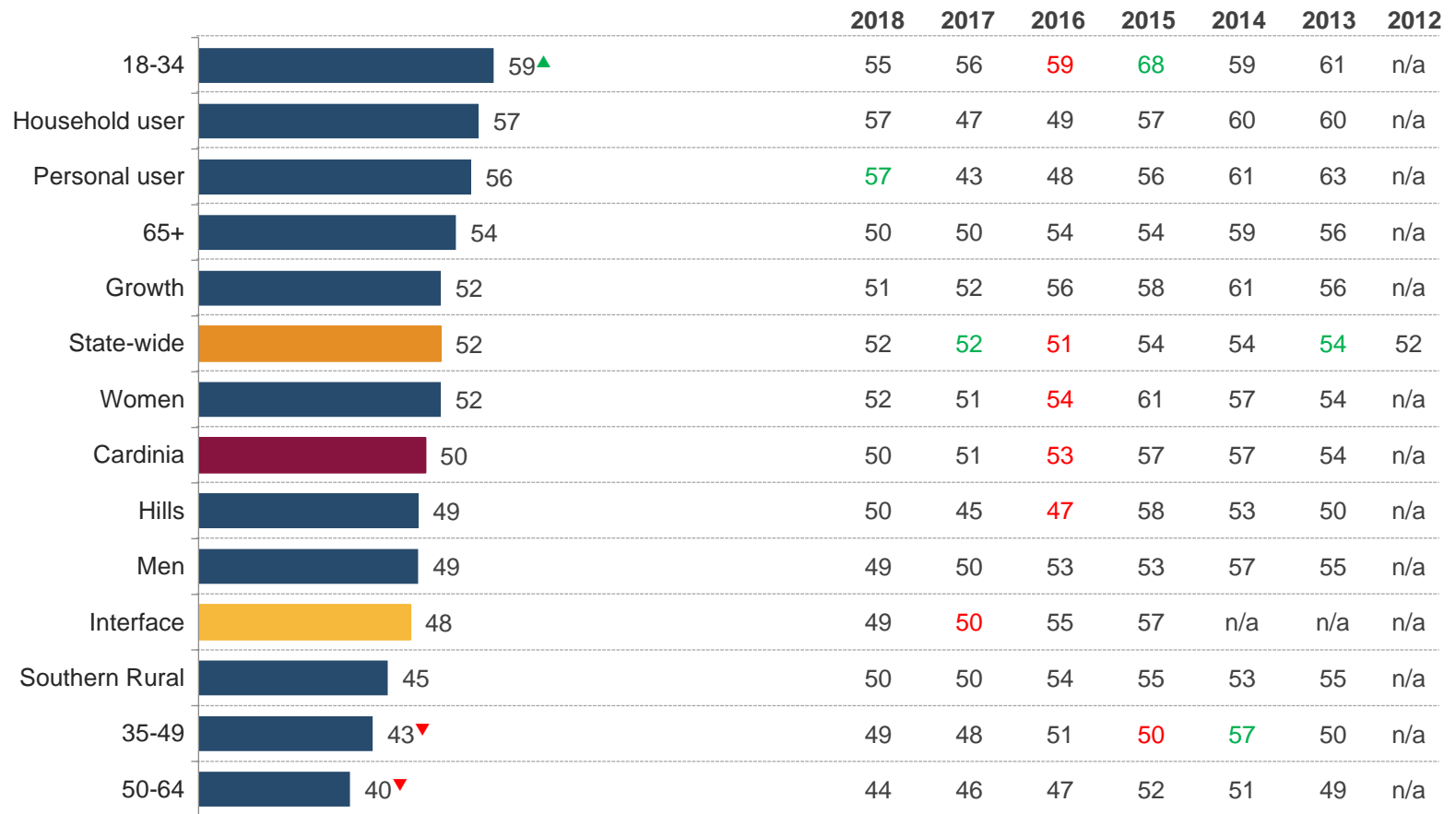
2019 Population growth importance (%)





Planning for population growth in the area performance

2019 Population growth performance (index scores)



Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months?

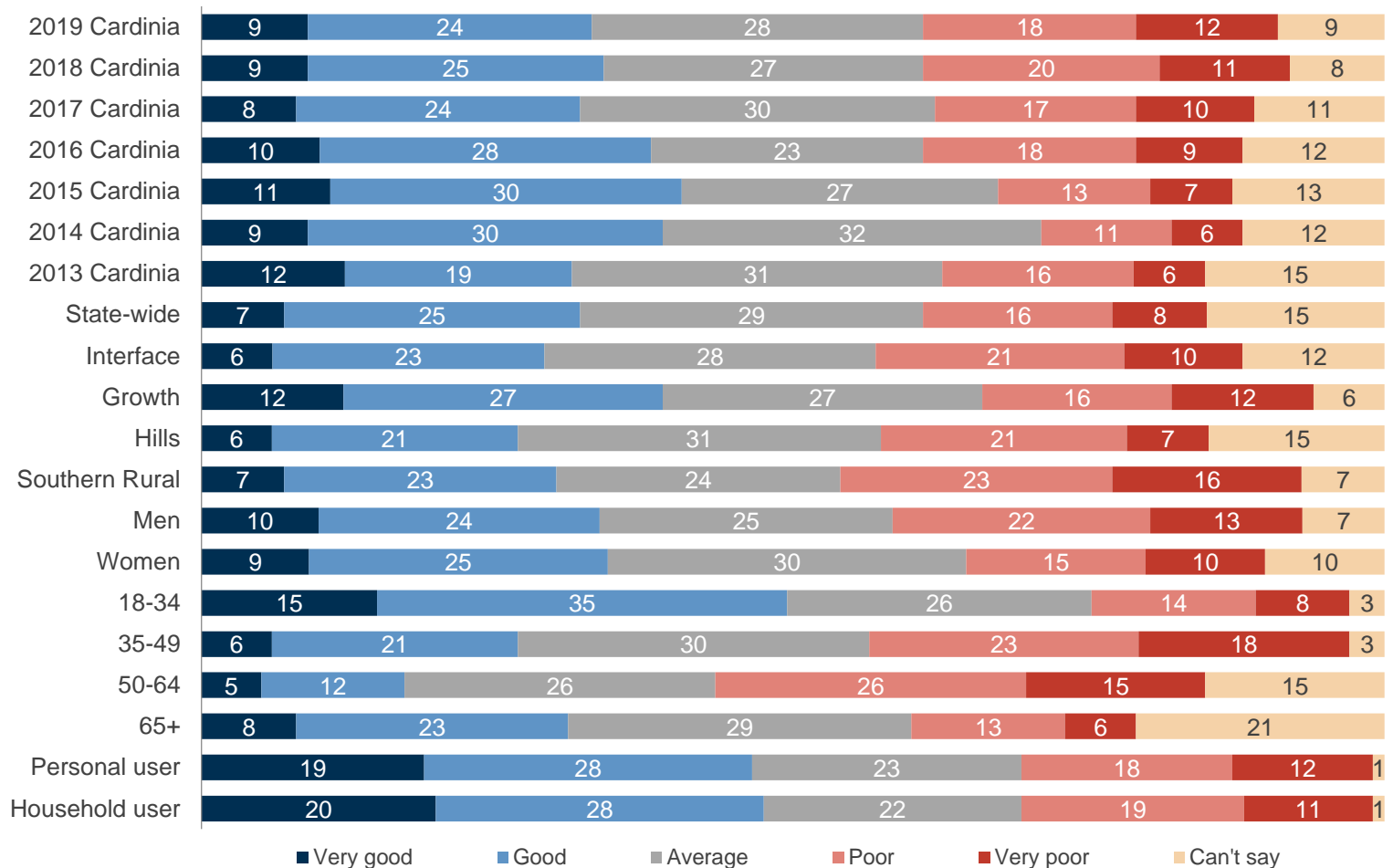
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance

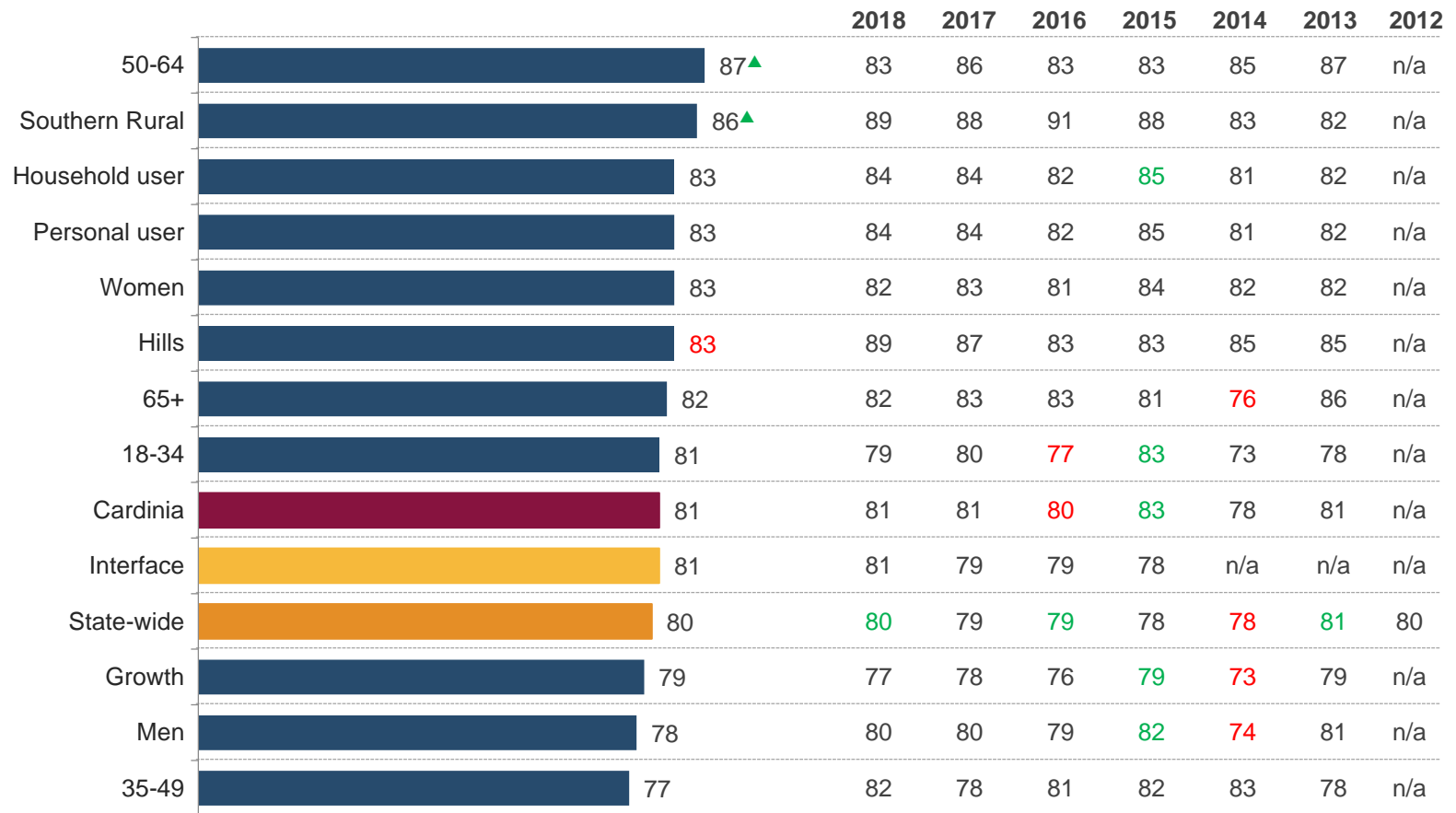
2019 Population growth performance (%)





Maintenance of unsealed roads in your area importance

2019 Unsealed roads importance (index scores)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?

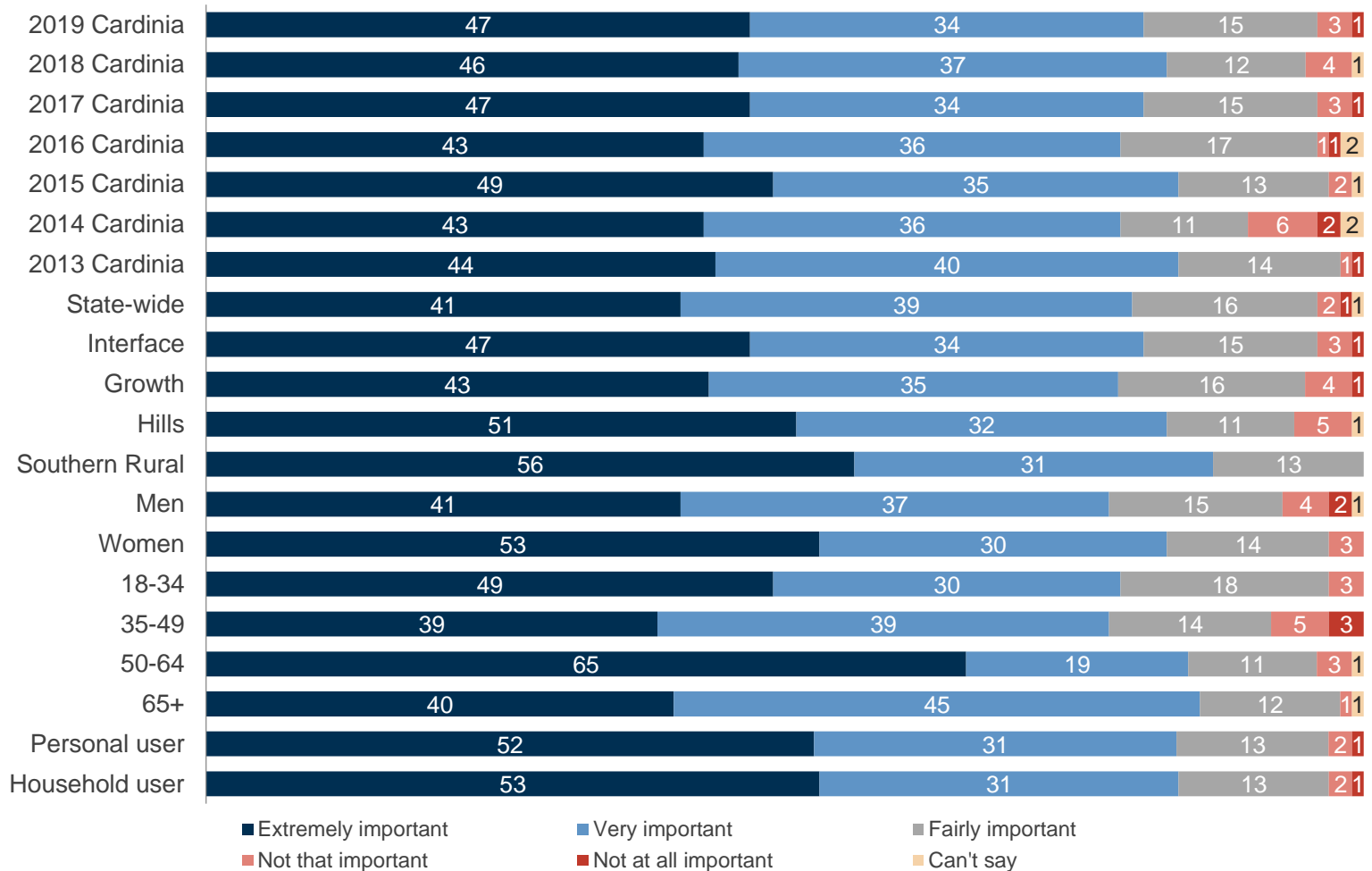
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 1

Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance

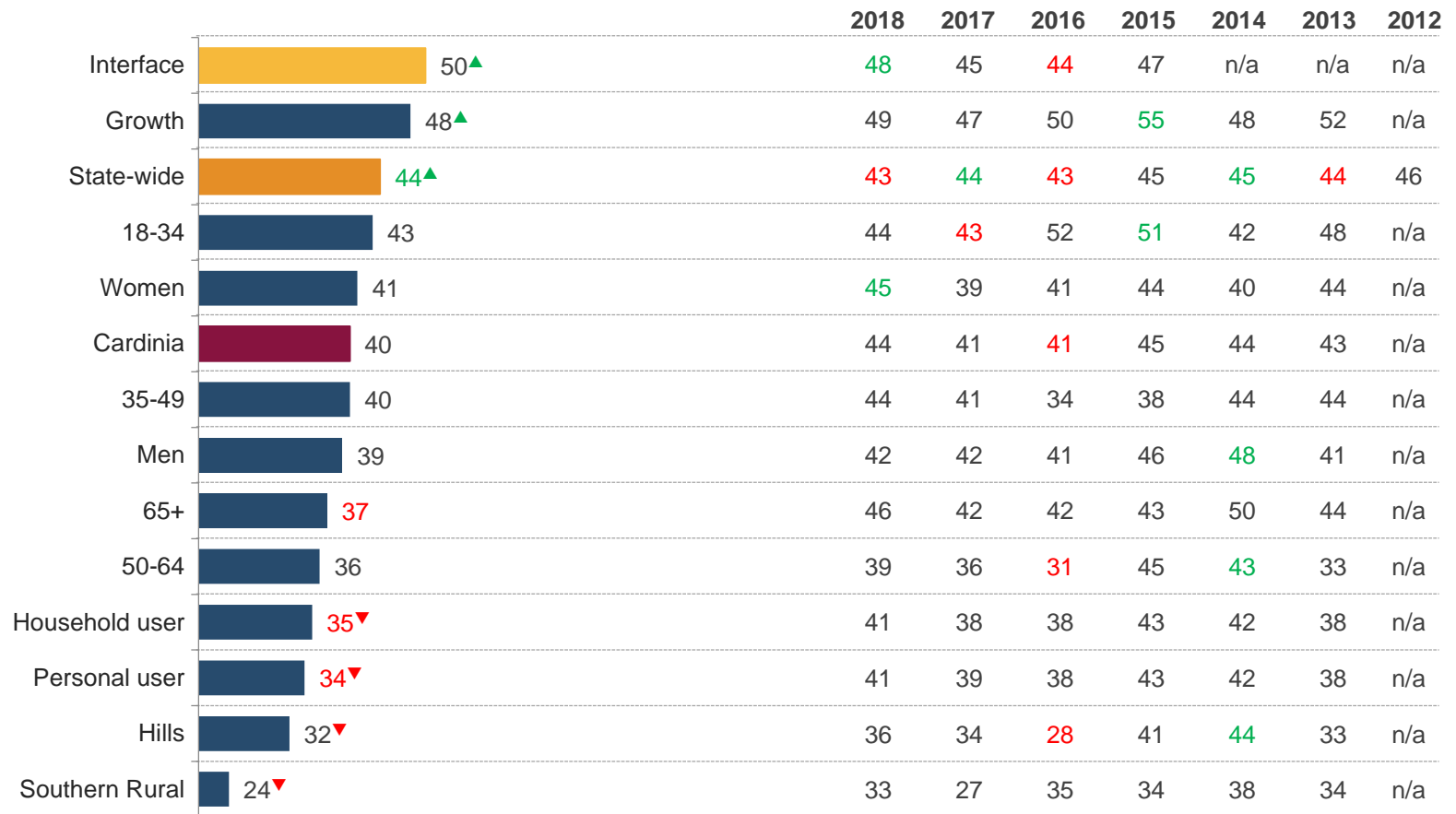
2019 Unsealed roads importance (%)





Maintenance of unsealed roads in your area performance

2019 Unsealed roads performance (index scores)



Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months?

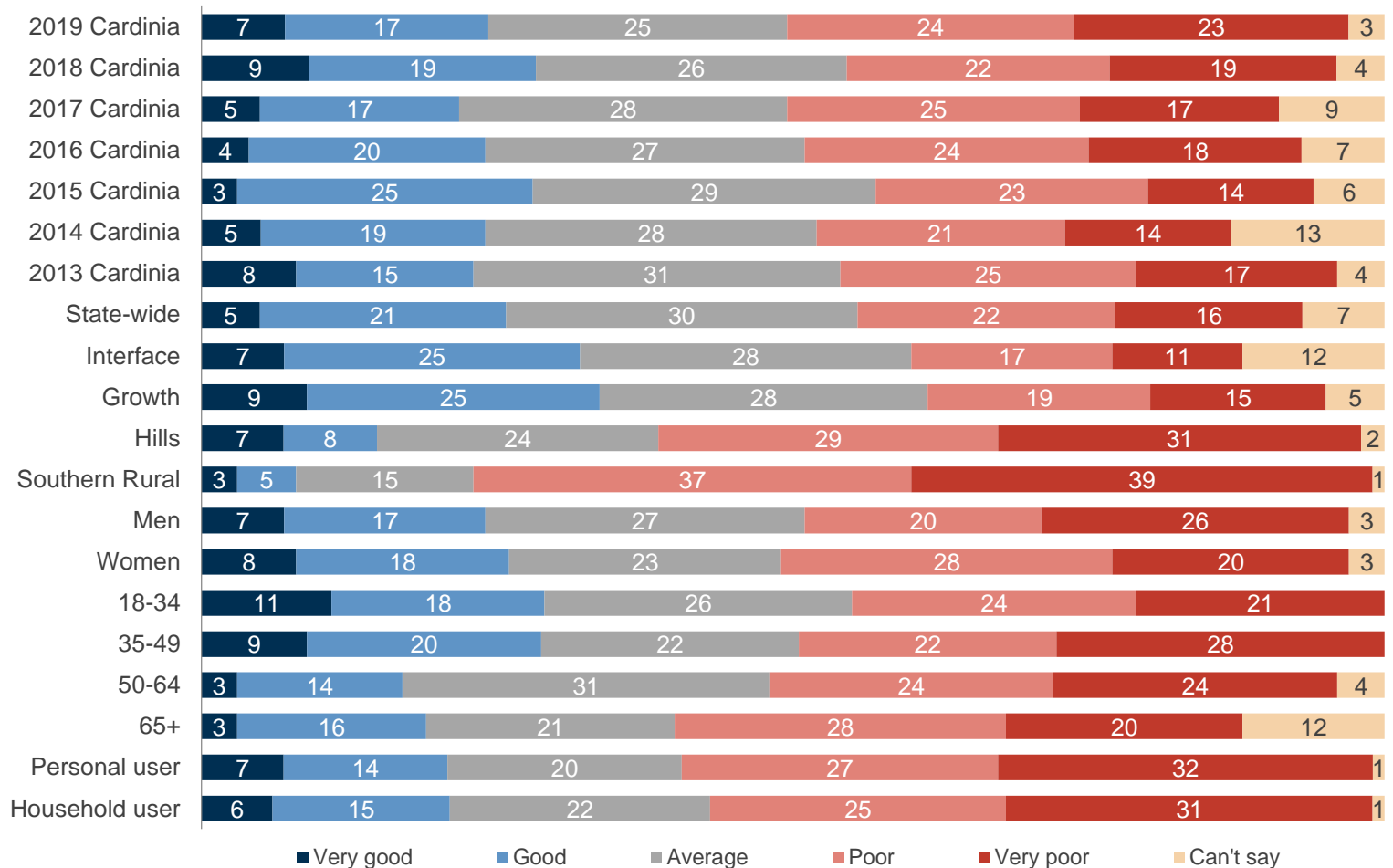
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance

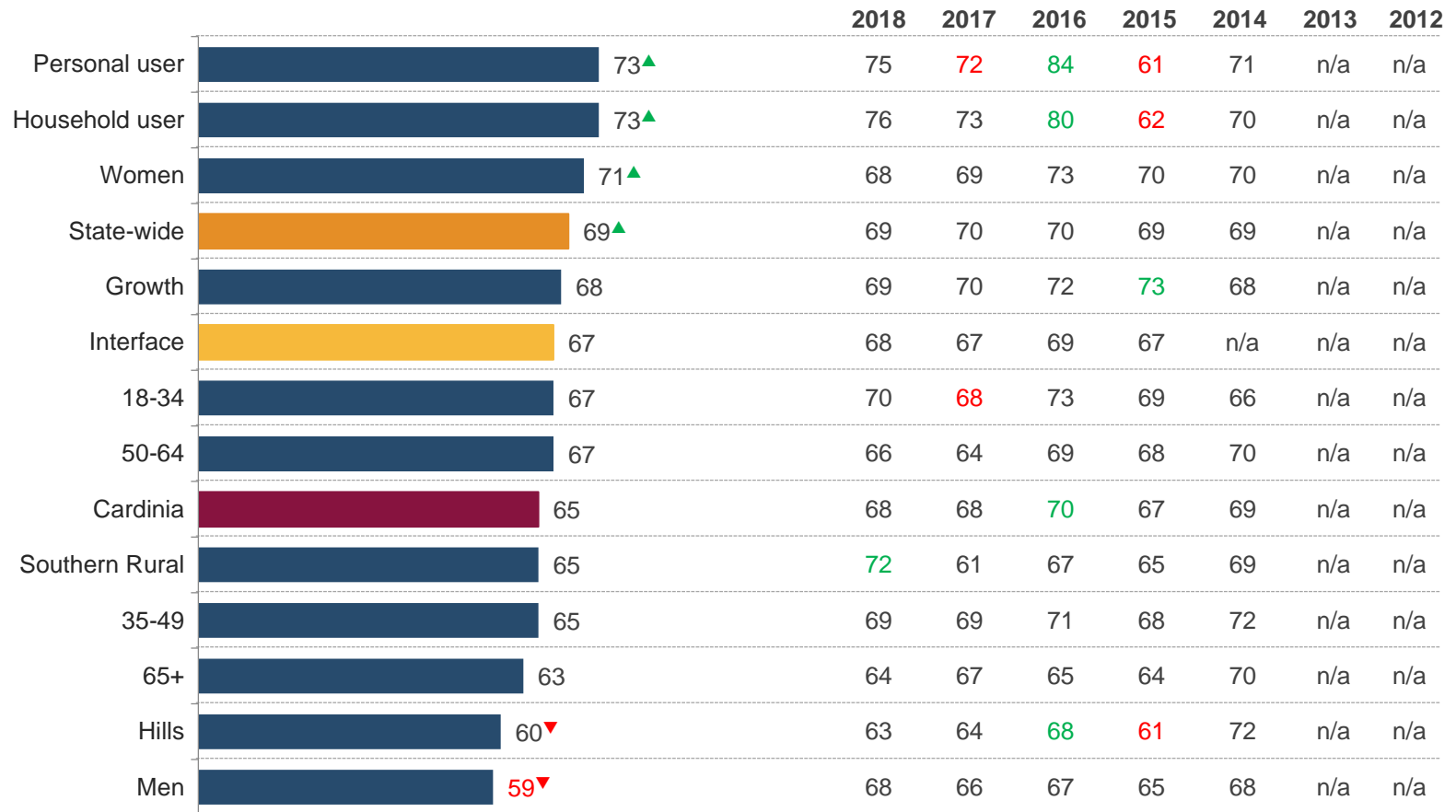
2019 Unsealed roads performance (%)





Business and community development importance

2019 Business/community development importance (index scores)



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

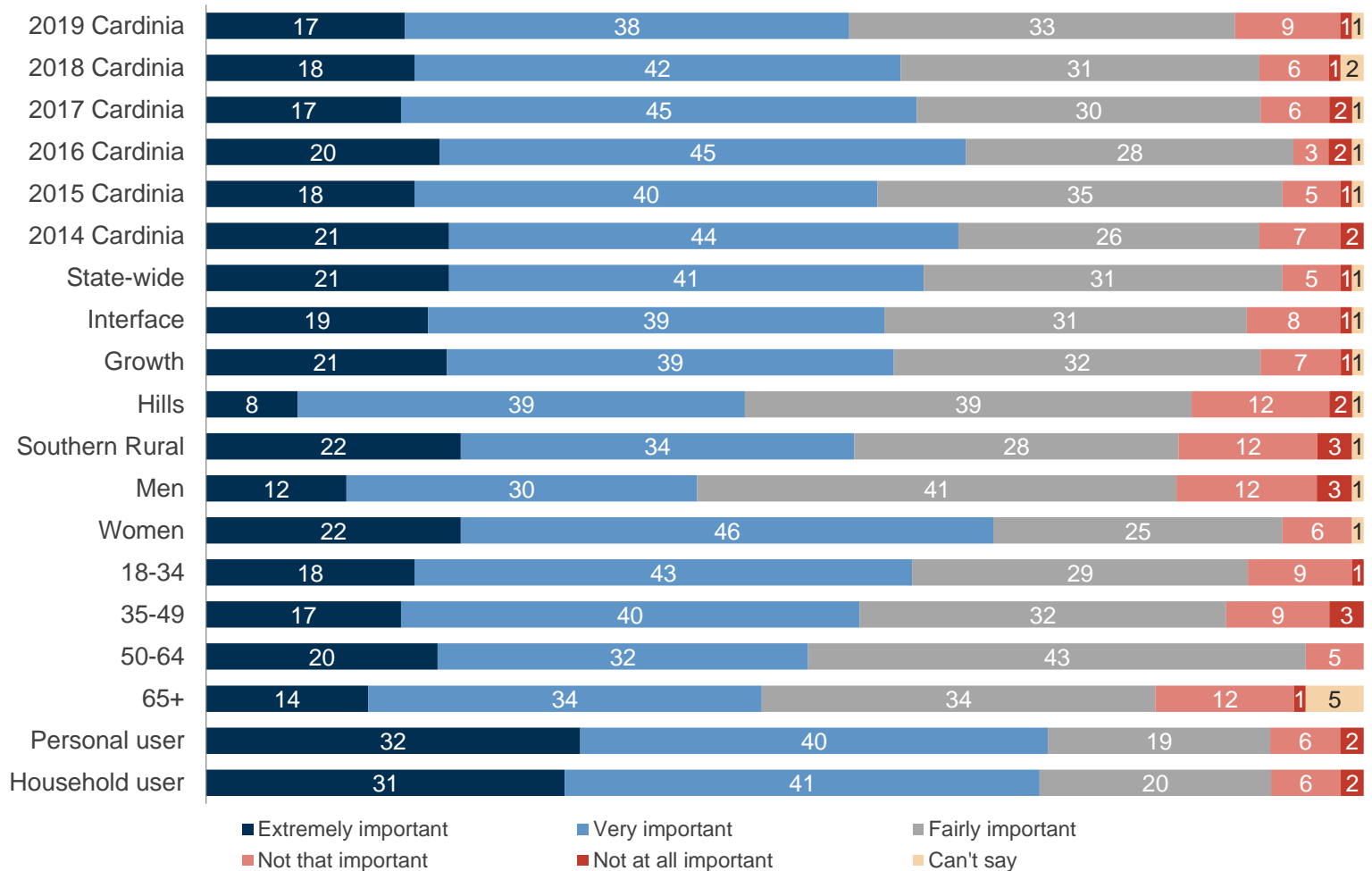
Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Business and community development importance

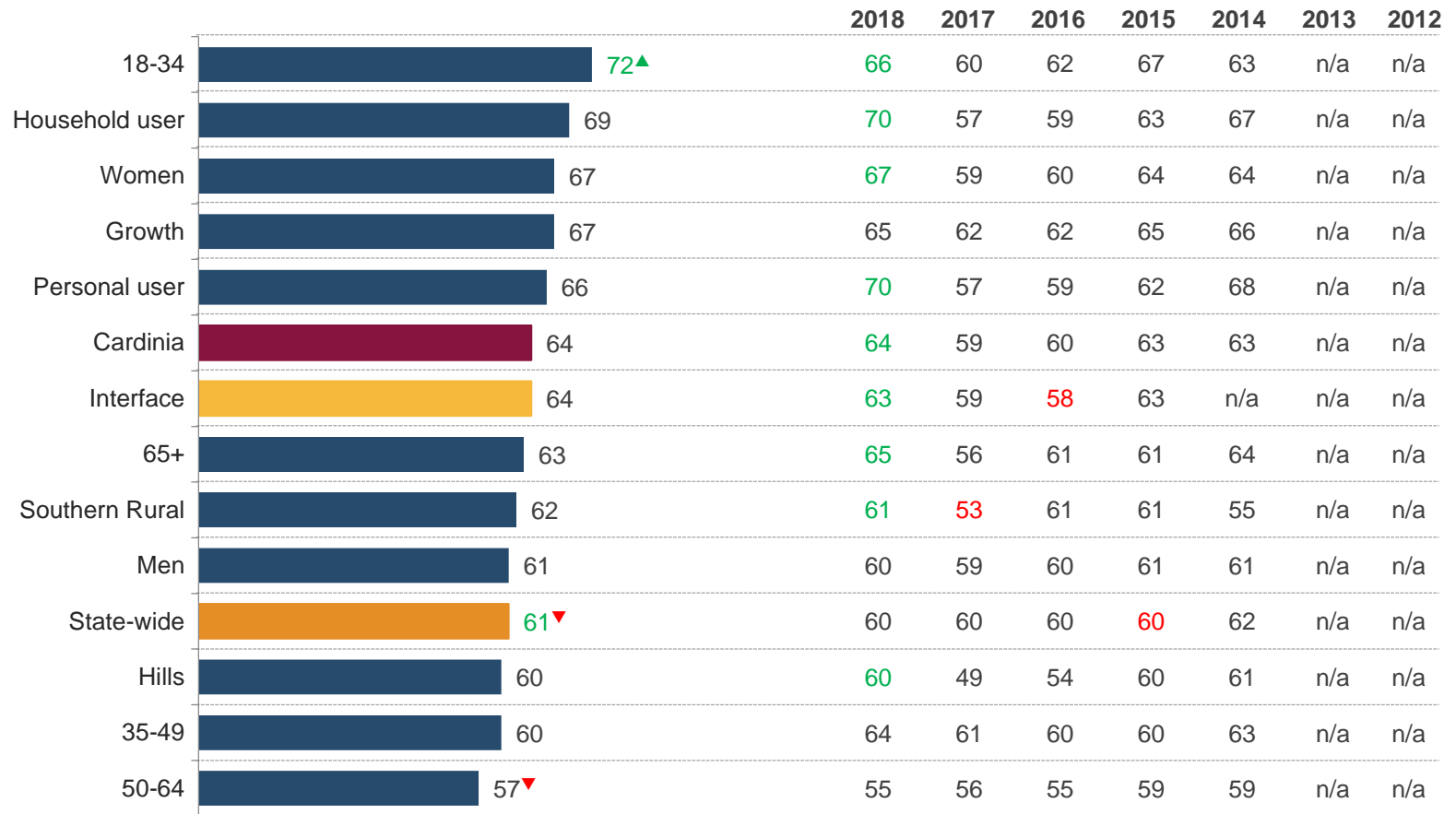
2019 Business/community development importance (%)





Business and community development performance

2019 Business/community development performance (index scores)



Q2. How has Council performed on 'Business and community development' over the last 12 months?

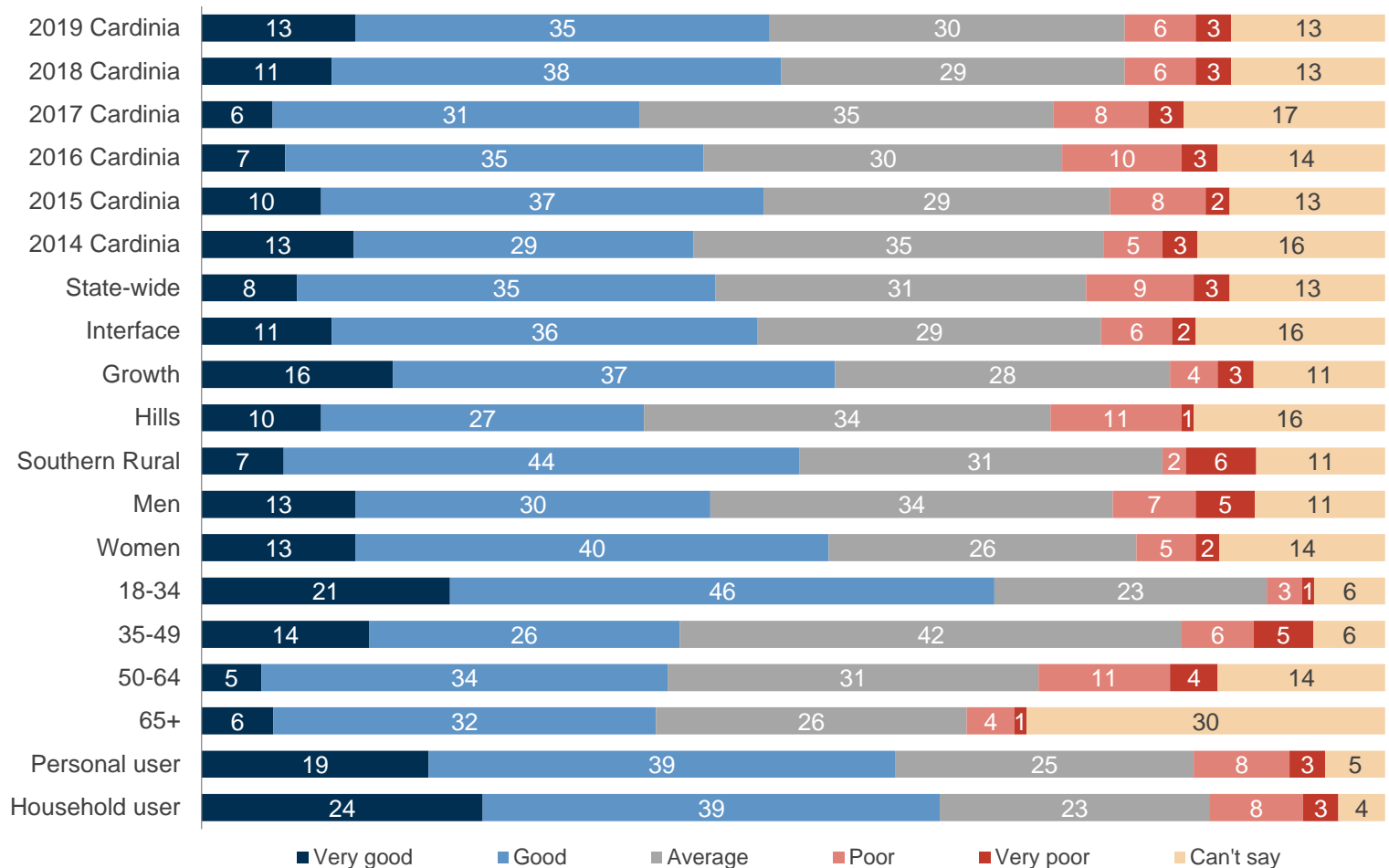
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 3

Note: Please see Appendix A for explanation of significant differences.



Business and community development performance

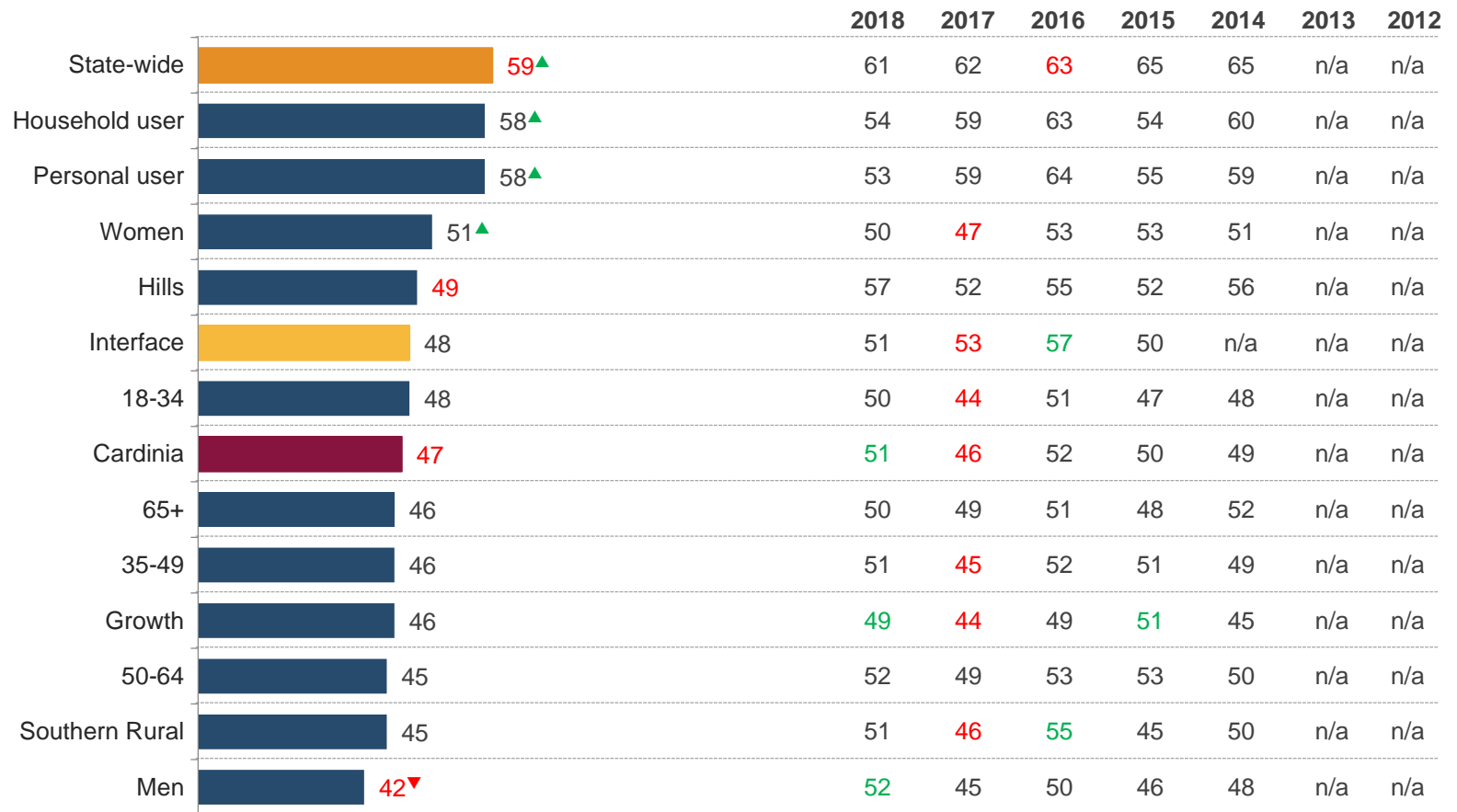
2019 Business/community development performance (%)





Tourism development importance

2019 Tourism development importance (index scores)



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

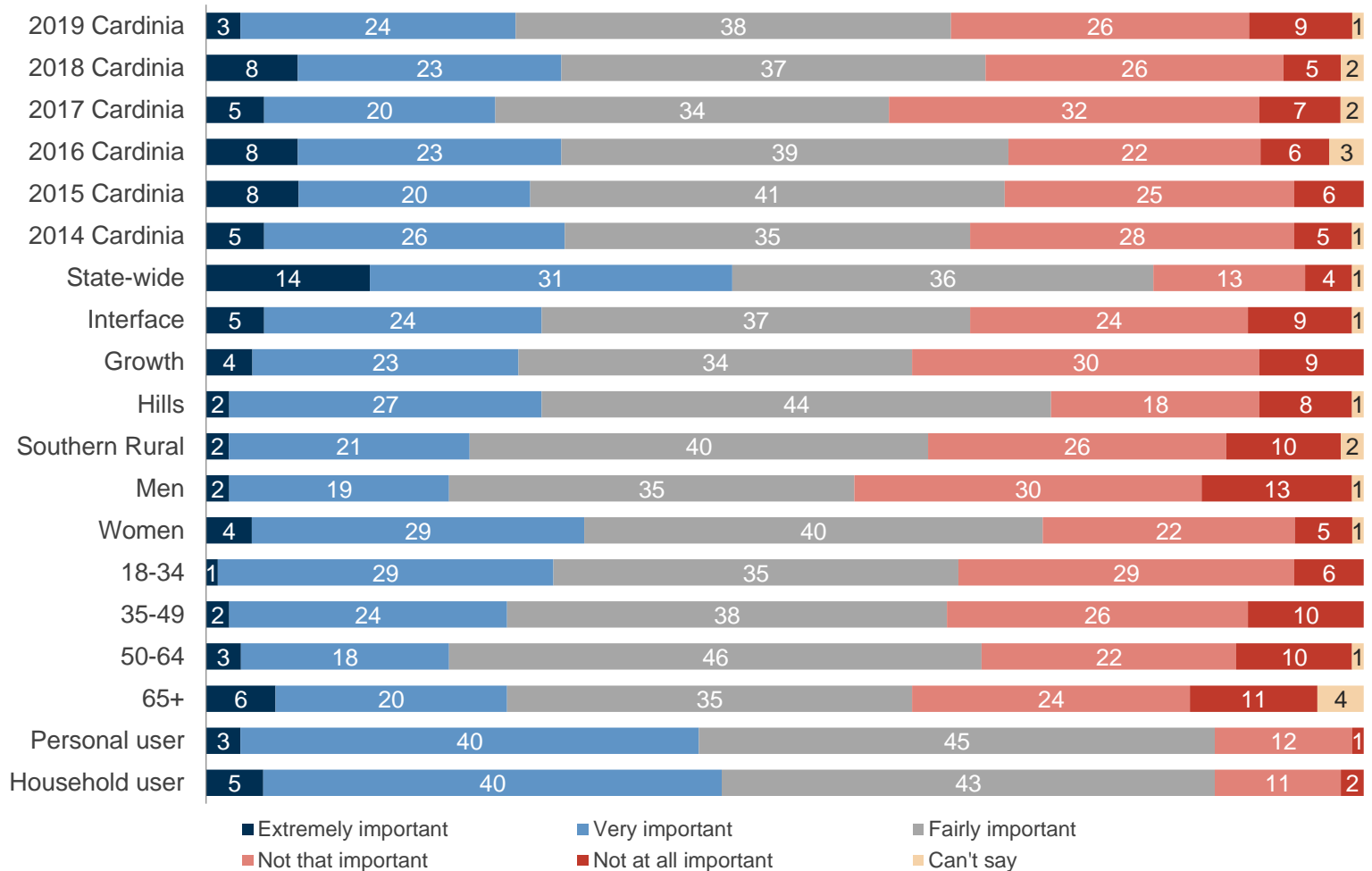
Base: All respondents. Councils asked state-wide: 9 Councils asked group: 2

Note: Please see Appendix A for explanation of significant differences.



Tourism development importance

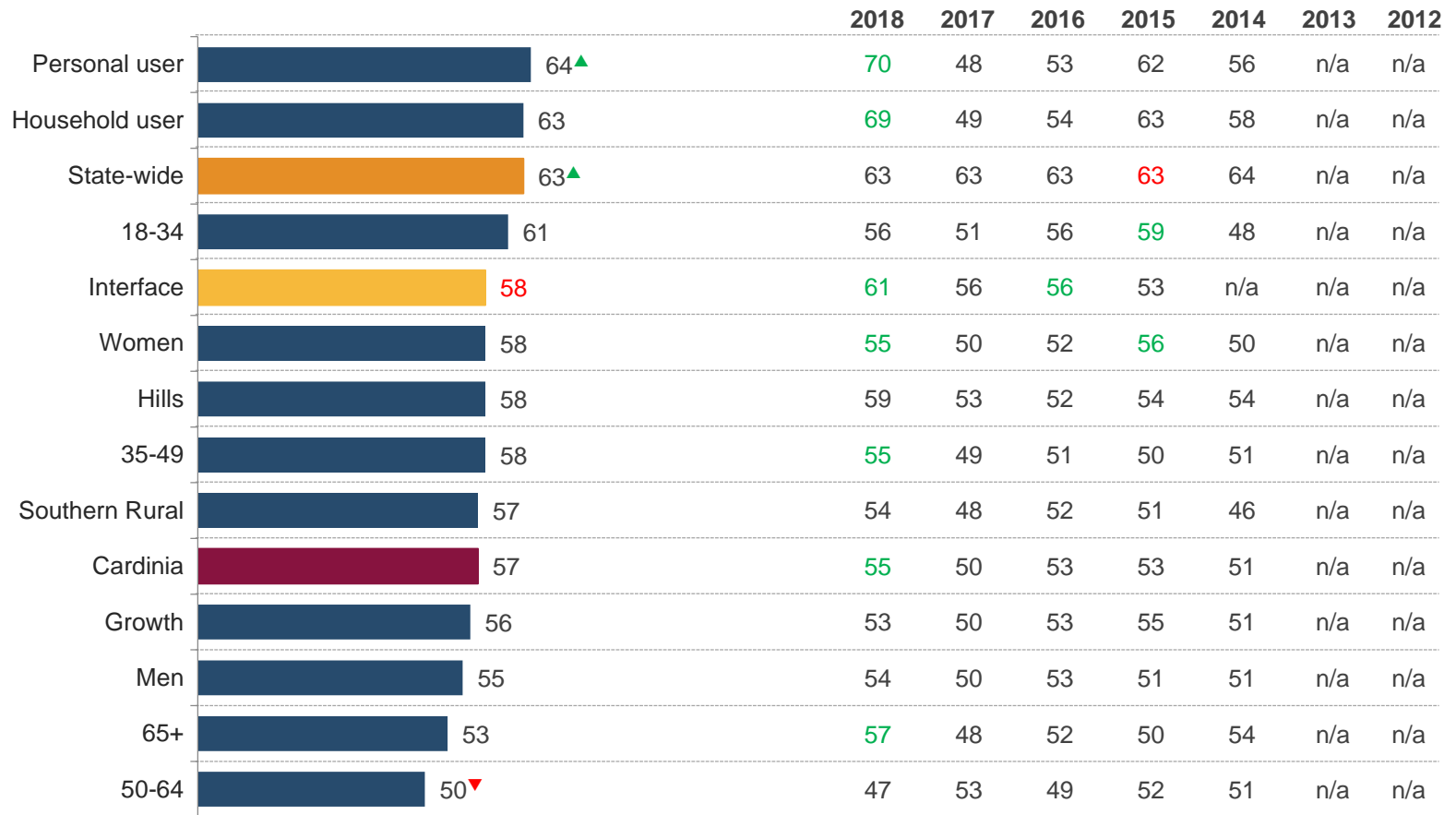
2019 Tourism development importance (%)





Tourism development performance

2019 Tourism development performance (index scores)



Q2. How has Council performed on 'Tourism development' over the last 12 months?

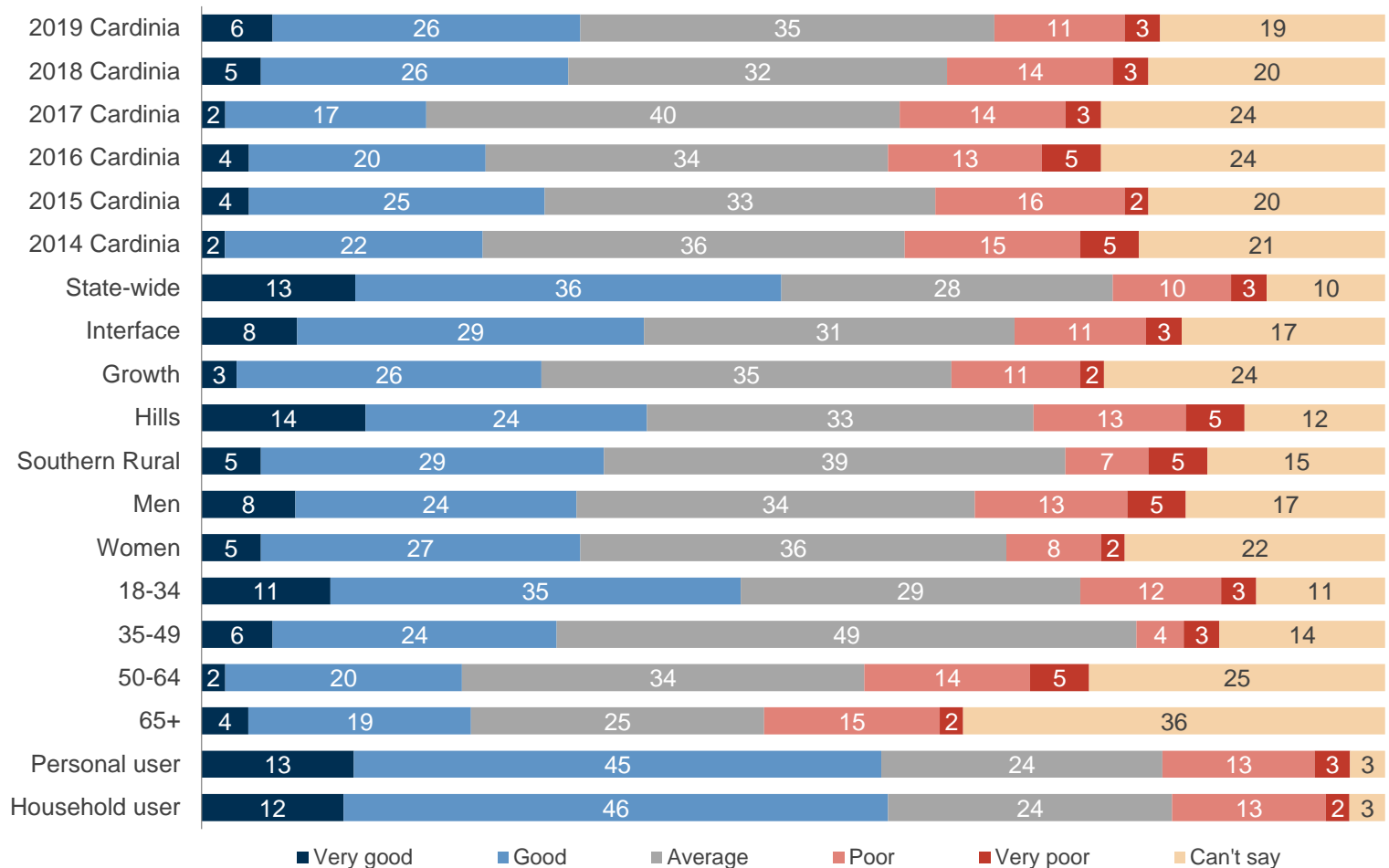
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 3

Note: Please see Appendix A for explanation of significant differences.



Tourism development performance

2019 Tourism development performance (%)



A large, stylized letter 'W' that serves as a background graphic. It is filled with a satellite night-time image of the United States, showing city lights and a network of roads. The 'W' is positioned on the right side of the page, with its leftmost stroke extending towards the center.

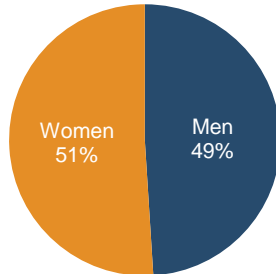
Detailed demographics



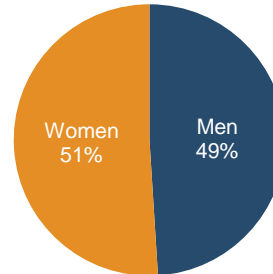
Gender and age profile

2019 gender

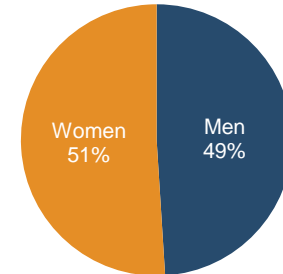
Cardinia



Interface

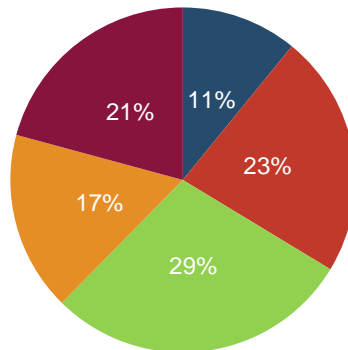


State-wide

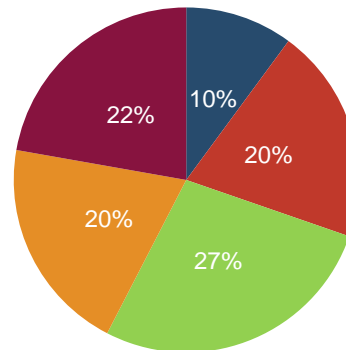


2019 age

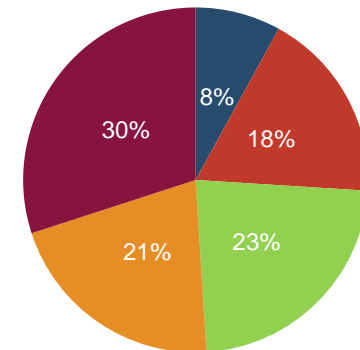
Cardinia



Interface



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?

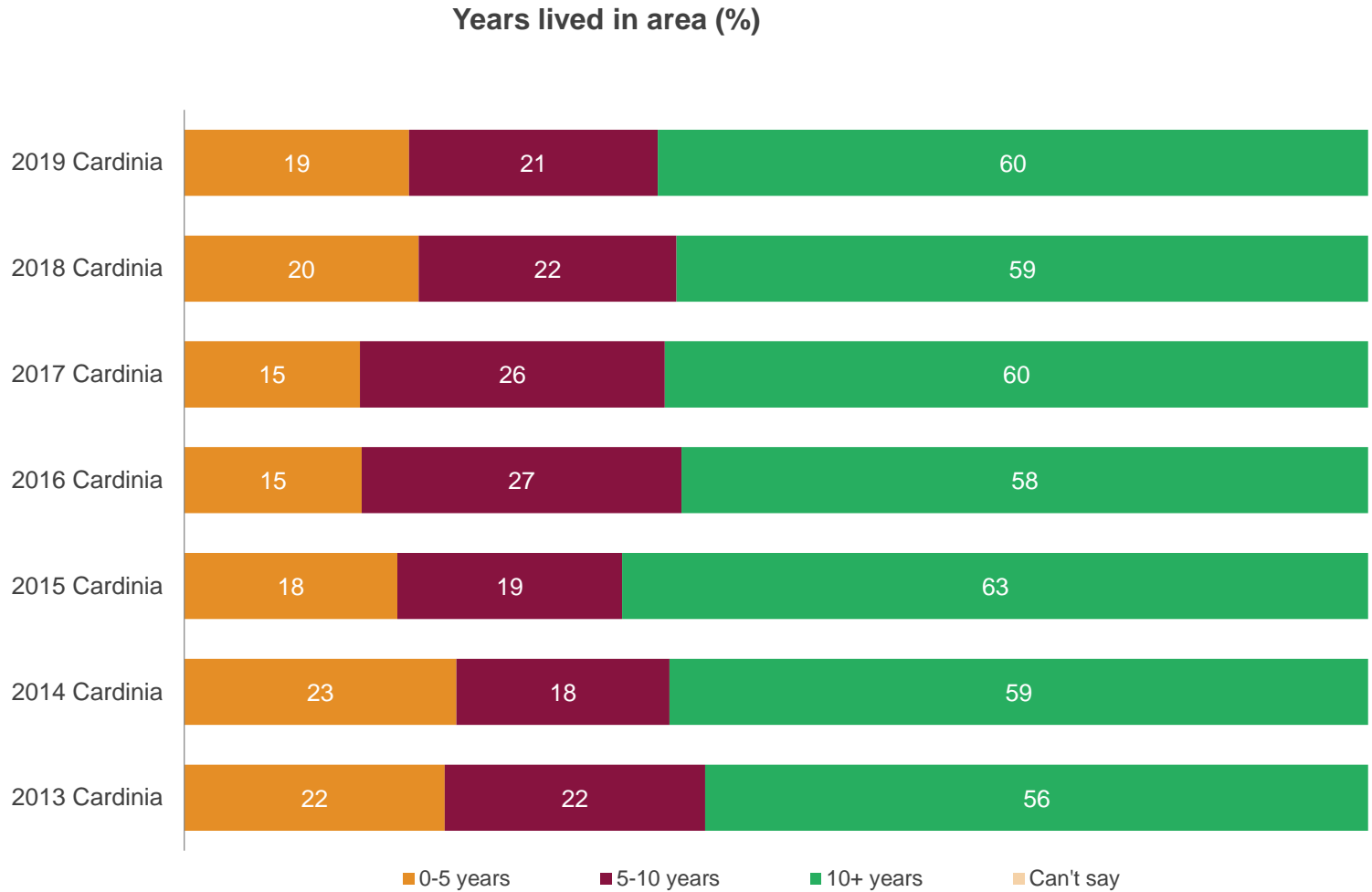
Base: All respondents. Councils asked state-wide: 63 Councils asked group: 5

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.



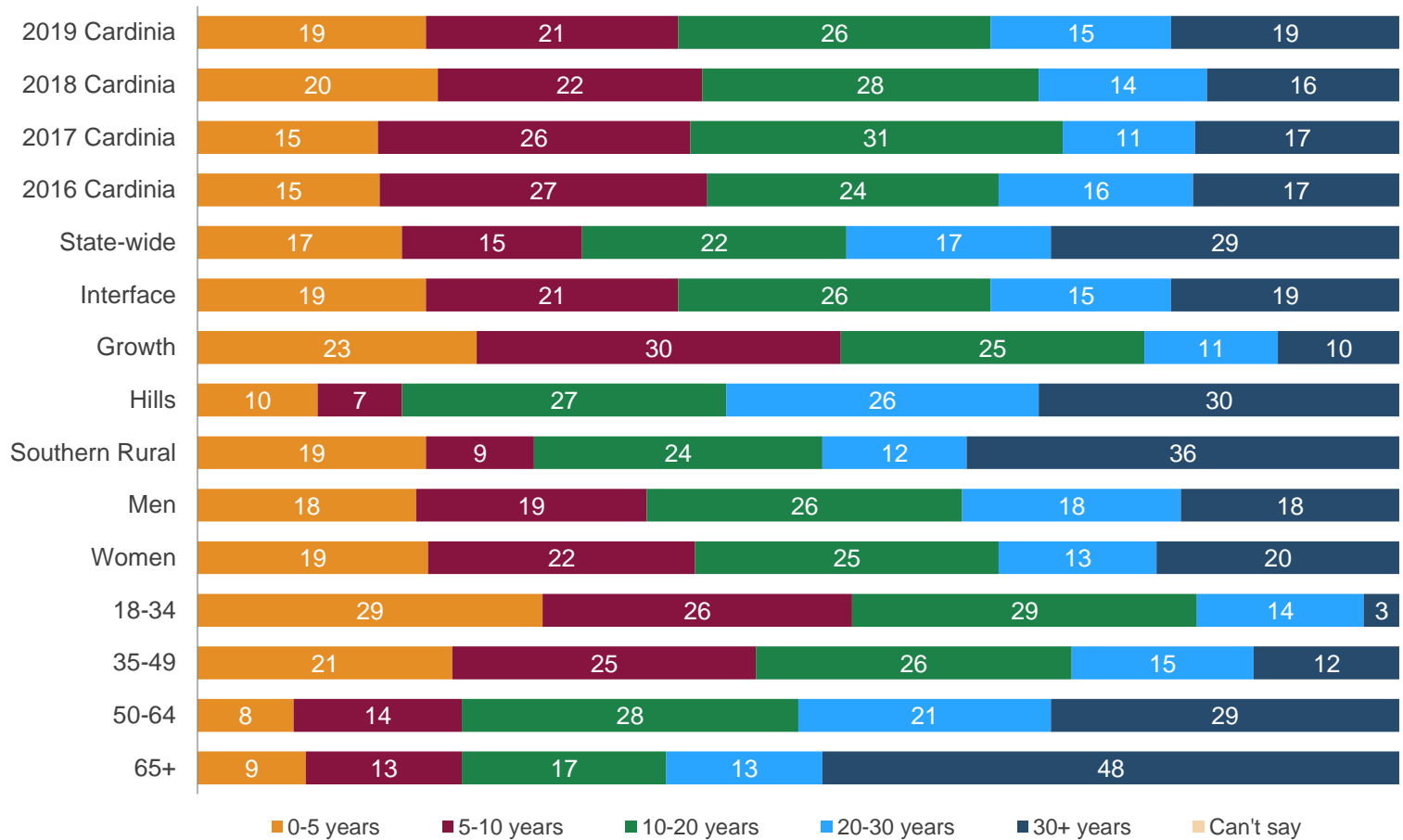
Years lived in area





Years lived in area

Years lived in area (%)



S5. How long have you lived in this area?/How long have you owned a property in this area?

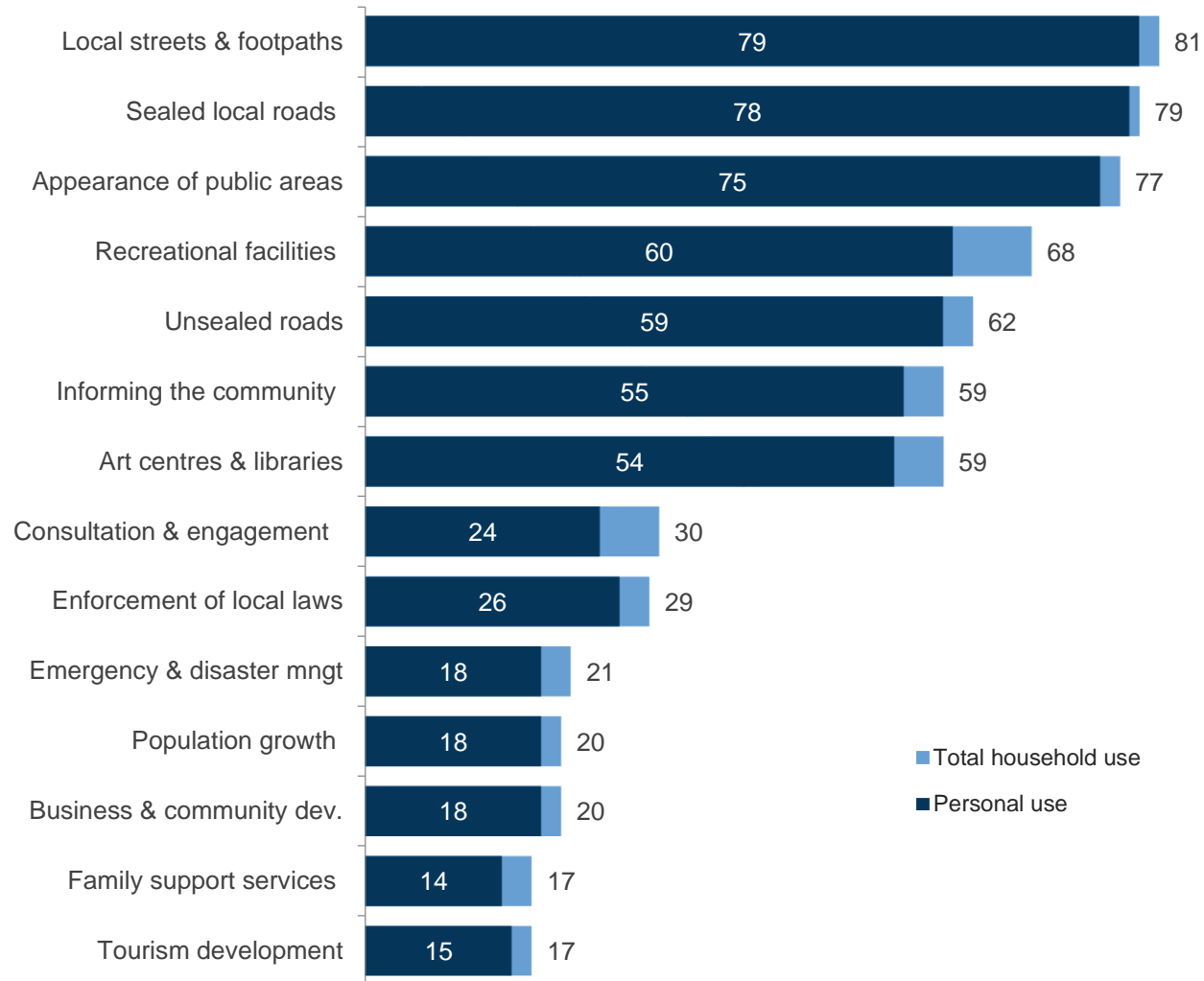
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 1

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 four years of data only.

Personal and household use and experience of council services



2019 personal and household use and experience of services (%)





Appendix A: Index scores, margins of error and significant differences



Appendix A: Index Scores

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.

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
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

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 A: Margins of error

The sample size for the 2019 State-wide Local Government Community Satisfaction Survey for Cardinia Shire Council was n=401. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=401 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 74,500 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	401	400	+/-4.9
Men	176	196	+/-7.4
Women	225	204	+/-6.5
Growth	212	230	+/-6.7
Hills	118	108	+/-9.1
Southern Rural	71	62	+/-11.7
18-34 years	66	134	+/-12.2
35-49 years	80	114	+/-11.0
50-64 years	117	70	+/-9.1
65+ years	138	82	+/-8.4



Appendix A: Significant difference reporting notation

Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing green (▲) 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:

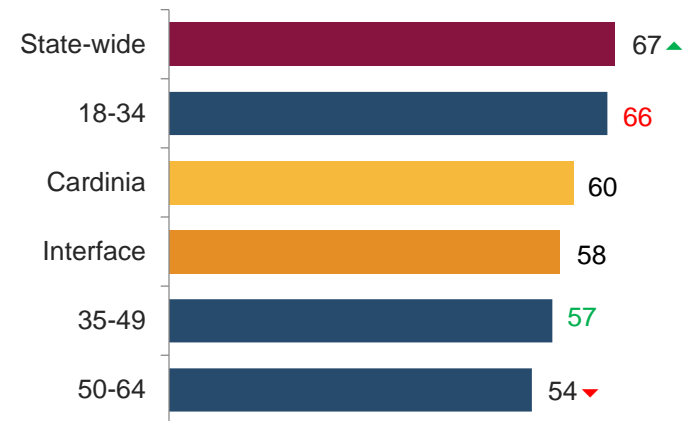
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2018.

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 2018.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2018.

**Overall Performance – Index Scores
(example extract only)**





Appendix A: Index score significant difference calculation

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

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$5^2 / \$3) + (\$6^2 / \$4))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 2
- \$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: Further project information



Appendix B: Further information

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

- Survey methodology and sampling
- Analysis and reporting
- Glossary of terms

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2019 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:

admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2019 results are compared with previous years, as detailed below:

- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 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.

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=401 completed interviews were achieved in Cardinia Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2019.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2019, 63 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 2012-2019 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 2019 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.



Appendix B: Analysis and reporting

2012 survey revision

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 2012-2019 have been made throughout this report as appropriate.



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 2019 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 2019 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 2019 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>.



Appendix B: Glossary of terms

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

CSS: 2019 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

THERE ARE OVER 6 MILLION PEOPLE IN VICTORIA...

FIND OUT WHAT THEY'RE THINKING.



Contact us
03 8685 8555



Follow us
@JWSResearch

John Scales
Managing Director
jscales@jwsresearch.com

Mark Zuker
Managing Director
mzucker@jwsresearch.com

Katrina Cox
Director of Client Services
kcox@jwsresearch.com



J W S R E S E A R C H