## LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY CARDINIA SHIRE COUNCIL

## **2016 RESEARCH REPORT**

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

JWSRESEARCH



- Background and objectives
- Survey methodology and sampling
- Further information
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- Detailed findings
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  - Key core measure: Customer service
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  - Individual service areas
  - Detailed demographics
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Welcome to the report of results and recommendations for the 2016 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 and participating councils have a range of 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.





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

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

A total of n=400 completed interviews were achieved in Cardinia Shire Council. Survey fieldwork was conducted in the period of 1<sup>st</sup> February – 30<sup>th</sup> March, 2016.

The 2016 results are compared with previous years, as detailed below:

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



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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:

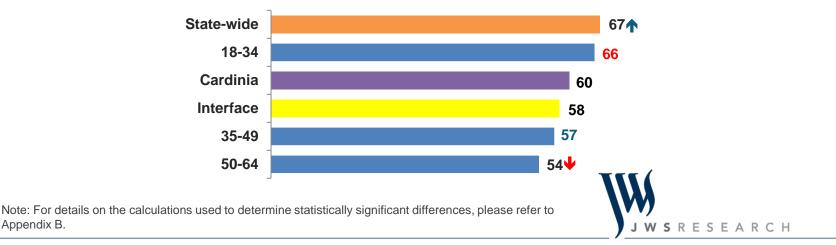
The state-wide result is significantly higher than the overall result for the council.  $\geq$ 

Appendix B.

The result among 50-64 year olds is significantly lower than for the overall result for the council.  $\geq$ 

Further, results shown in blue and red indicate significantly higher or lower results than in 2015. 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  $\geq$ in 2015.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in  $\geq$ 2015.



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



#### **Further Information**

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

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

#### Contacts

For further queries about the conduct and reporting of the 2016 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



# **KEY FINDINGS & RECOMMENDATIONS**



- Across most core and individual service measures, performance was relatively **stable** between 2015 and 2016, generally moving only one or two points in either direction. Ratings declined significantly in only a couple of areas.
  - Examining the core measures, Customer Service is the only measure to experience any real decline in the past year, dropping **nine index points** from 73 in 2015 to 64 this year.
  - Cardinia Shire Council's performance on core measures is either consistent with or lower than Interface councils average. Council significantly trails the Interface average on the measures of Sealed Local Roads (index score of 57, 3 index points lower than the Interface average), **Overall Council Direction** (51, 3 points lower than the Interface) and **Customer Service** (64, 6 points lower than the Interface).
  - > Performance ratings are **consistent with State-wide averages** for most core measures. The exceptions are Customer Service (where performance is 5 index points below the State-wide average) and Sealed Local Roads (where performance is 3 points above the State-wide average).





- The Overall Performance index score of 60 is one point lower than the 2015 result. While results are stable for most demographic and geographic groups, there are generational and geographic differences in Overall Performance ratings worth noting:
  - Residents view Council performance differently depending on area of residence. Growth areas (64) rate Overall Performance highest, whilst residents of the Hills (52) rate Overall Performance lowest.
  - Residents aged 18-34 years olds (67) rate Overall Performance higher than their older cohorts; and give a significantly higher rating than the Council average.
- Of the core measures, Overall Council Direction has the lowest performance rating (index score of 51). This appears to be largely a result of neutral rather than negative impressions of Council performance.
  - A majority of residents (62%) believe Council's Overall Direction stayed the same over the previous year, compared with 17% who believe it improved, and 16% who say it deteriorated.





- Customer Service remains Council's highest rating core measure (index score of 64). However, it is noted that performance ratings on this measure decreased nine points in 2016 a statistically significant decline, and one observed across every demographic and geographic group.
  - One-quarter (26%) rate Council's Customer Service as 'very good', with a further 36% rating Customer Service as 'good' (15% 'average' and 20% 'very poor' or 'poor'). Notably, 'very good' ratings declined by nine percentage points in 2016.
  - The largest declines are observed among women (-10), residents in Growth areas (-11), residents aged 18-34 (-12) and residents of the Hills (-10).
- On a positive note, performance on Sealed Local Roads improved two points in 2016 (57, up from 55 in 2015).
  - It is noted that growth areas residents (64) are much more satisfied with the condition of Sealed Local Roads than their counterparts in the Hills (51) and the Southern Rural areas of Council (46).





- Performance ratings on Lobbying (index score of 53) have higher levels of 'don't know' responses than other core measures (27%). This suggests that a lot of the community is not hearing what Council is doing in this area.
  - Residents aged 35-49 (31% don't know) and men (32%) are the least familiar with Council's advocacy efforts.
- Reactions to individual service areas lean positively. Of the 15 services where performance was evaluated in 2016 (in addition to the core measures), Council received positive ratings (an index score of 60 or higher) on eight of them. Council received a below-average rating (below 50) in one area Unsealed Roads (41).
  - Council performance decreased significantly in only three areas Unsealed Roads (41, -4 points from 2015), Population Growth (53, -4) and Informing the Community (55, -4).
  - Council performs best on Waste Management (74), Emergency and Disaster Management (69), Recreational Facilities (67), Appearance of Public Areas (66) and Family Support Services (66).
  - Performance is weakest on Unsealed Roads (41), Tourism Development (53) Town Planning Policy (53) and Population Growth (53), in addition to the core measure of Lobbying (53).



### **KEY FINDINGS AND RECOMMENDATIONS**

In general, Council should pay attention to service areas where residents stated importance exceeds rated performance by 10 points or more:

- > Maintenance of unsealed roads (margin of 39 points)
- > Planning for population growth (margin of 26 points)
- > **Community decisions** (margin of 23 points)
- > Maintenance of sealed roads (margin of 22 points)
- Informing the community (margin of 21 points)
- > Local streets and footpaths (margin of 21 points)
- Consultation and engagement (margin of 19 points)
- > **Town planning policy** (margin of 19 points)
- Lobbying (margin of 15 points)
- > **Disadvantaged support** (margin of 15 points)
- > Emergency and disaster management (margin of 14 points)
- > Enforcement of local laws (margin of 12 points)
- > Business and community development (margin of 10 points).





- Residents are most likely to cite sealed road maintenance (16%), unsealed road maintenance (11%), community consultation (7%), financial management (7%), drainage (7%) and communication (7%) as the key areas for improvement for Council.
- Residents aged 18-34 and residents of Growth areas are generally the most satisfied resident groups. These are the groups Council can leverage to understand what is working, in order to further consolidate their positive views of Council.
- Conversely, Council should pay extra attention to areas and cohorts where it is underperforming in comparison with other areas and cohorts. Residents aged 50-64 years and residents of the Hills are generally more critical of Council in 2016 compared with other resident segments.





- 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, or 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 the responses of the key gender and age groups, especially any target groups identified.
- A complimentary 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.



### **KEY FINDINGS AND RECOMMENDATIONS**

Higher results in 2016	<ul> <li>None significant</li> </ul>	
Lower results in 2016	<ul><li>Customer service</li><li>Informing the community</li></ul>	<ul><li>Population growth</li><li>Unsealed roads</li></ul>
Most favourably disposed towards Council	<ul><li>18-34 year olds</li><li>Growth areas</li></ul>	
Least favourably disposed towards Council	<ul><li> 50-64 year olds</li><li> Hills residents</li></ul>	

# **SUMMARY OF FINDINGS**

### 2016 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

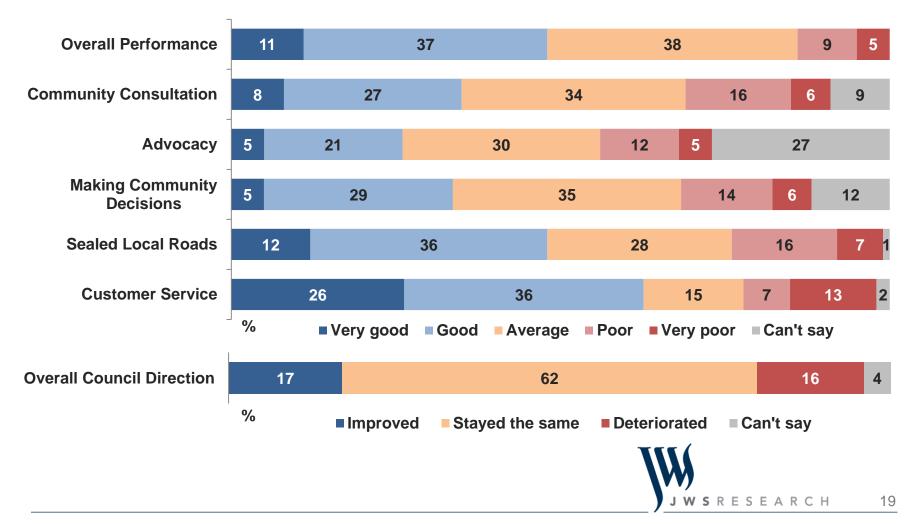
Performance Measures	Cardinia 2012	Cardinia 2013	Cardinia 2014	Cardinia 2015	Cardinia 2016	Interface 2016	State- wide 2016
OVERALL PERFORMANCE	57	61	63	61	60	61	59
COMMUNITY CONSULTATION (Community consultation and engagement)	57	55	55	56	54	55	54
<b>ADVOCACY</b> (Lobbying on behalf of the community)	56	56	55	55	53	55	53
<b>MAKING COMMUNITY</b> <b>DECISIONS</b> (Decisions made in the interest of the community)	n/a	n/a	56	54	54	56	54
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	57	55	57	60	54
CUSTOMER SERVICE	68	73	69	73	64	70	69
OVERALL COUNCIL DIRECTION	51	52	55	53	51	54	51

### 2016 SUMMARY OF CORE MEASURES DETAILED ANALYSIS

Performance Measures	Cardinia 2016	vs Cardinia 2015	vs Interface 2016	vs State- wide 2016	Highest score	Lowest score		
OVERALL PERFORMANCE	60	1 point Iower	1 point Iower	1 point higher	18-34 year olds	Hills and 50-64 year olds		
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	54	2 points lower	1 point Iower	Equal	18-34 year olds	50-64 year olds		
<b>ADVOCACY</b> (Lobbying on behalf of the community)	53	2 points lower	2 points lower	Equal	18-34 year olds	50-64 year olds		
<b>MAKING COMMUNITY</b> <b>DECISIONS</b> (Decisions made in the interest of the community)	54	Equal	2 points lower	Equal	18-34 year olds	Personal user		
SEALED LOCAL ROADS (Condition of sealed local roads)	57	2 points higher	3 points lower	3 points higher	Growth	Southern Rural		
CUSTOMER SERVICE	64	9 points lower	6 points lower	5 points lower	Women, 65+ year olds	Hills		
OVERALL COUNCIL DIRECTION	51	2 points lower	3 points lower	Equal	18-34 year olds	50-64 year olds		
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### 2016 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

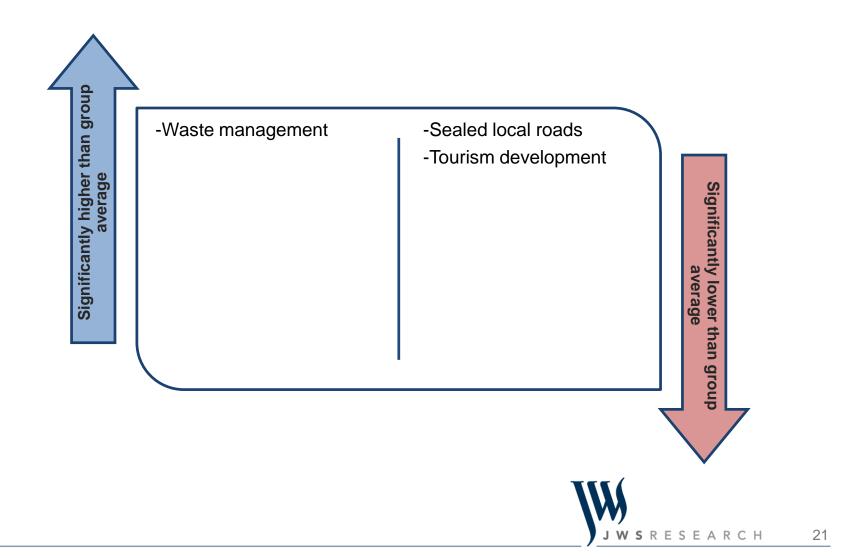
#### Key Measures Summary Results



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



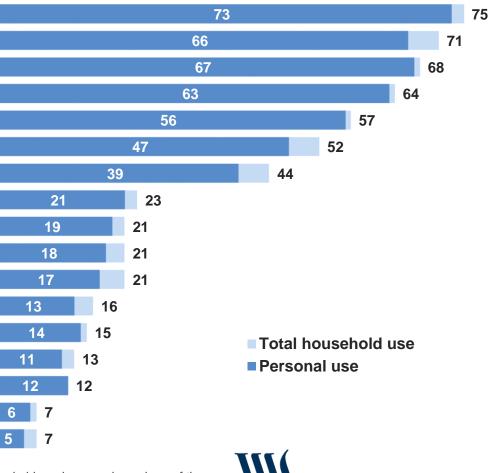
### INDIVIDUAL SERVICE AREAS SUMMARY COUNCIL'S PERFORMANCE VS GROUP AVERAGE



### 2016 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS

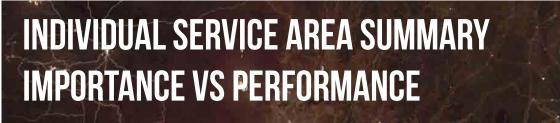
#### The appearance of public areas **Recreational facilities** The condition of local streets and footpaths Condition of sealed local roads Maintenance of unsealed roads in your area Informing the community **Community & cultural activities** Enforcement of local laws Decisions made in the interest of the community Council's general town planning policy **Community consultation and engagement** Family support services Planning for population growth **Business & community development Emergency & disaster management Tourism development Disadvantaged support services**

#### Experience of Services



Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Base: All respondents. Councils asked state-wide: 14

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

Service	Importance	Performance	Net differential
Maintenance of unsealed roads	80	41	-39
Planning for population growth	79	53	-26
Making decisions in the interest of the community	77	54	-23
Maintenance of sealed roads	79	57	-22
Informing the community	76	55	-21
Condition of local streets & footpaths	78	57	-21
Consultation & engagement	73	54	-19
Town planning policy	72	53	-19
Lobbying on behalf of the community	68	53	-15
Disadvantaged support services	73	58	-15
Emergency & disaster management	83	69	-14
Enforcement of local laws	73	61	-12
Business & community development	70	60	-10

### **2016 IMPORTANCE SUMMARY**

	2016 Priority Area Importance		2015	2014	2013	2012
Emergency & disaster mngt		83	81	n/a	n/a	n/a
Unsealed roads		80	83	78	81	n/a
Waste management		80	77	78	81	n/a
Population growth		79	76	79	79	n/a
Sealed roads		79	79	78	n/a	n/a
Local streets & footpaths		78	77	77	82	n/a
Community decisions		77	77	77	n/a	n/a
Informing the community		76	75	73	76	n/a
Family support services		75	76	72	74	n/a
Appearance of public areas		74	72	72	76	n/a
Consultation & engagement	7	73	70	71	72	n/a
Enforcement of local laws	7	73	70	72	75	n/a
Disadvantaged support serv.	7	73	n/a	n/a	n/a	n/a
Recreational facilities	7	73	72	71	74	n/a
Town planning policy	72	2	71	72	75	n/a
Business & community dev.	70		67	69	n/a	n/a
Lobbying	68		66	68	69	n/a
Community & cultural	64		60	60	61	n/a
Tourism development	52		50	49	n/a	n/a



Base: All respondents. Councils asked state-wide: 69 Note: Please see page 5 for explanation of significant differences



NCE SUMMARY			C.		
2016 Priority Area Performance	2015	2014	2012	2012	

	2016 Priority Area Performance	l.	2015	2014	2013	2012
Waste management		74	75	75	75	n/a
Emergency & disaster mngt		69	70	n/a	n/a	n/a
Recreational facilities		67	66	66	67	n/a
Appearance of public areas		66	67	63	63	n/a
Family support services		66	66	64	67	n/a
Community & cultural		64	66	66	64	n/a
Enforcement of local laws	6	1	64	61	65	n/a
Business & community dev.	60		63	63	n/a	n/a
Disadvantaged support serv.	58		n/a	n/a	n/a	n/a
Local streets & footpaths	57		57	56	51	n/a
Sealed roads	57		55	57	n/a	n/a
Informing the community	55		59	58	58	n/a
Community decisions	54		54	56	n/a	n/a
Consultation & engagement	54		56	55	55	57
Population growth	53		57	57	54	n/a
Town planning policy	53		55	57	54	n/a
Lobbying	53		55	55	56	56
Tourism development	53		53	51	n/a	n/a
Unsealed roads	41		45	44	43	n/a



Base: All respondents. Councils asked state-wide: 69 Note: Please see page 5 for explanation of significant differences



#### **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
<ol> <li>Emergency &amp; disaster mngt</li> <li>Unsealed roads</li> <li>Waste management</li> </ol>	<ol> <li>Waste management</li> <li>Community decisions</li> <li>Elderly support services</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Waste management</li> <li>Local streets &amp; footpaths</li> </ol>	<ol> <li>Community decisions</li> <li>Emergency &amp; disaster mngt</li> <li>Waste management</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Unsealed roads</li> <li>Elderly support services</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Community decisions</li> <li>Sealed roads</li> </ol>

#### **Bottom Three Most Important Service Areas**

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

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Tourism development</li> <li>Community &amp; cultural</li> <li>Lobbying</li> </ol>	<ol> <li>Bus/community dev./tourism</li> <li>Community &amp; cultural</li> <li>Slashing &amp; weed control</li> </ol>	<ol> <li>Tourism development</li> <li>Community &amp; cultural</li> <li>Bus/community dev./tourism</li> </ol>	<ol> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> <li>Lobbying</li> </ol>	<ol> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> <li>Tourism development</li> </ol>	<ol> <li>Traffic management</li> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> </ol>
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#### Top Three Most Performance Service Areas

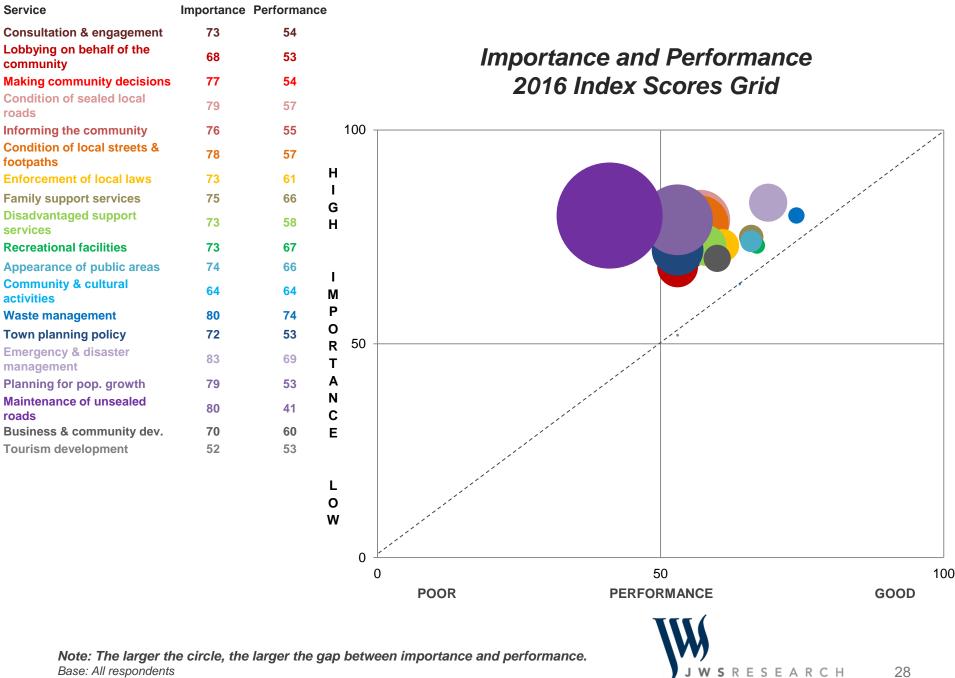
(Highest to lowest, i.e. 1. = highest performance)

Cardinia Shire Council	Metropolitan	Interface Regional Centres		Regional Centres Large Rural	
<ol> <li>Waste</li></ol>	<ol> <li>Waste</li></ol>	<ol> <li>Waste</li></ol>	<ol> <li>Art centres &amp;</li></ol>	<ol> <li>Art centres &amp;</li></ol>	<ol> <li>Appearance of</li></ol>
management <li>Emergency &amp;</li>	management <li>Art centres &amp;</li>	management <li>Emergency &amp;</li>	libraries <li>Appearance of</li>	libraries <li>Emergency &amp;</li>	public areas <li>Art centres &amp;</li>
disaster mngt <li>Recreational</li>	libraries <li>Recreational</li>	disaster mngt <li>Art centres &amp;</li>	public areas <li>Tourism</li>	disaster mngt <li>Appearance of</li>	libraries <li>Emergency &amp;</li>
facilities	facilities	libraries	development	public areas	disaster mngt

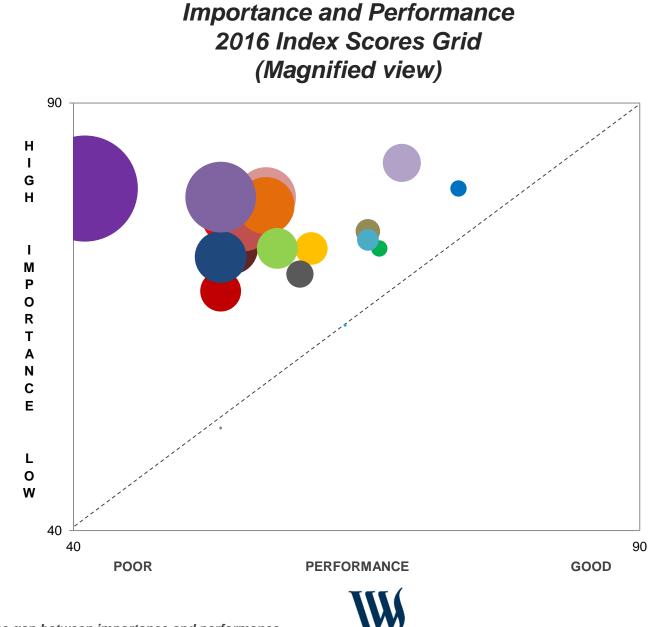
#### **Bottom Three Most Performance Service Areas**

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

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Unsealed roads</li> <li>Tourism development</li> <li>Lobbying</li> </ol>	<ol> <li>Planning permits</li> <li>Population growth</li> <li>Town planning policy</li> </ol>	<ol> <li>Unsealed roads</li> <li>Planning permits</li> <li>Town planning policy</li> </ol>	<ol> <li>Community decisions</li> <li>Lobbying</li> <li>Consultation &amp; engagement</li> </ol>	<ol> <li>Unsealed roads</li> <li>Sealed roads</li> <li>Population growth</li> </ol>	<ol> <li>Unsealed roads</li> <li>Town planning policy</li> <li>Planning permits</li> </ol>
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*Note: The larger the circle, the larger the gap between importance and performance. Base: All respondents* 

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#### -Sealed road maintenance

- -Unsealed road maintenance
- -Community consultation
- -Financial management
- -Drainage
- -Communication





# **DETAILED FINDINGS**

## KEY CORE MEASURE OVERALL PERFORMANCE



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

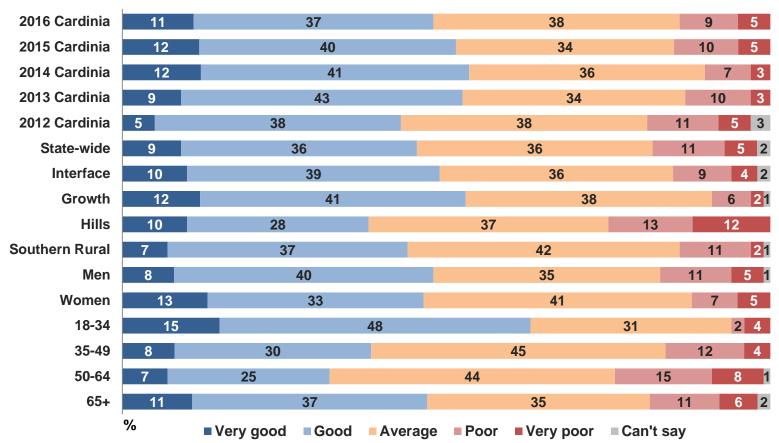
Base: All respondents. Councils asked state-wide: 69 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences



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### **OVERALL PERFORMANCE DETAILED PERCENTAGES**

#### 2016 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: 69 Councils asked group: 6

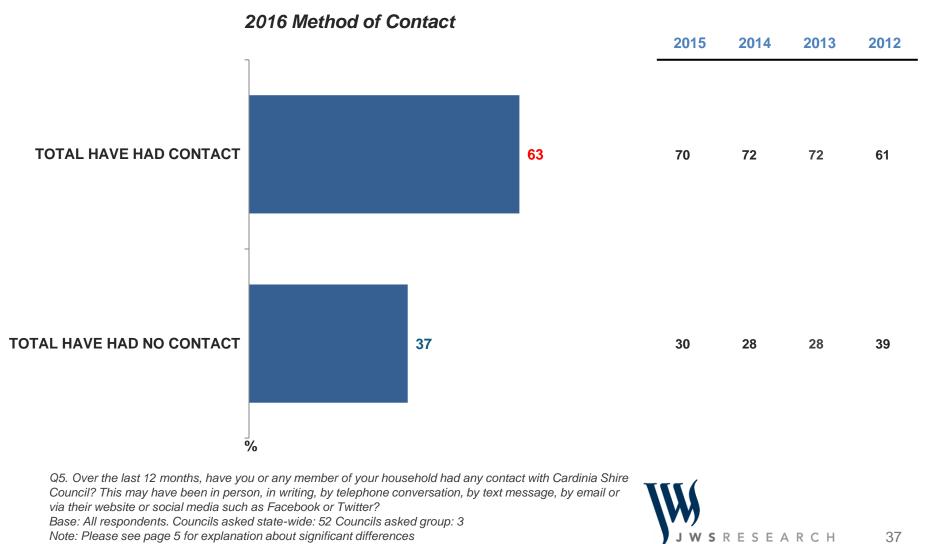


## **KEY CORE MEASURE CUSTOMER SERVICE**

### CONTACT LAST 12 MONTHS SUMMARY

Overall contact with Cardinia Shire Council	<ul> <li>63%, down 7 points on 2015</li> </ul>
Most contact with Cardinia Shire Council	• Hills
Least contact with Cardinia Shire Council	Aged 18-34 years
Customer Service rating	<ul> <li>Index score of 64, down 9 points on 2015</li> </ul>
Most satisfied with Customer Service	<ul><li>Aged 65+ years</li><li>Women</li></ul>
Least satisfied with Customer Service	<ul><li>Hills</li><li>Aged 35-49 years</li></ul>







	2016 Customer Service Rating		2015	2014	2013	2012
Interface		70∱	72	n/a	n/a	n/a
State-wide		69∱	70	72	71	71
Women		68	78	71	75	72
65+		68	74	74	71	67
Growth		67	78	69	73	69
Southern Rural		66	68	62	73	72
18-34		66	78	66	76	74
Cardinia		64	73	69	73	68
50-64		64	71	63	70	65
Men		60	67	67	71	63
35-49		59	67	73	72	65
Hills		58	68	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: 69 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences



### **2016 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES**

#### 2016 Customer Service Rating

2016 Cardinia	26		36		1	5	7		13	2
2015 Cardinia	35		35			1	17	(	6 5	2
2014 Cardinia	32		33			19		7	7	2
2013 Cardinia	38			34		1	3	6	7	2
2012 Cardinia	29		37			17		8	8	1
State-wide	30		36			17		8	6	2
Interface	31		38			16		7	7	2
Growth	23		44			13	Ç	)	7	4
Hills	24	3	32		17	5		21		1
Southern Rural	36		23		19		8		13	1
Men	20	3	9		15		9		16	1
Women	30		34			16	6		10	4
18-34	30		40			7	3	17		3
35-49	19	35			22		7	1	4	3
50-64	25		36		18	3	7		12	2
65+	32		33			14		14		6
	<sup>'%</sup> ■ Very good	Good	Average	Poor	■ Very po	or ∎0	Can't s	ay		

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: 69 Councils asked group: 6





## KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

#### **COUNCIL DIRECTION SUMMARY**

Council Direction over last 12 months	<ul> <li>62% stayed about the same, down 1 point on 2015</li> <li>17% improved, down 3 points on 2015</li> <li>16% deteriorated, up 2 points on 2015</li> </ul>
Most satisfied with Council Direction	Aged 18-34 years
Least satisfied with Council Direction	<ul><li>Aged 50-64 years</li><li>Southern Rural</li></ul>





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

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: 69 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences



### 2016 OVERALL COUNCIL DIRECTION LAST 12 MONTHS DETAILED PERCENTAGES

#### 2016 Overall Direction

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				6
State-wide	18		62				5
Interface	19		64				6
Growth	19		64				4
Hills	20		60				2
Southern Rural	9		62		22		7
Men	18		60			18	4
Women	17		65			15	4
18-34	22		65			11	2
35-49	15		68			12	5
50-64	10		60		25		5
65+	20		52		23		5
	%	Improved	Stayed the same	Deteriorated	Car	n't say	
				/			

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

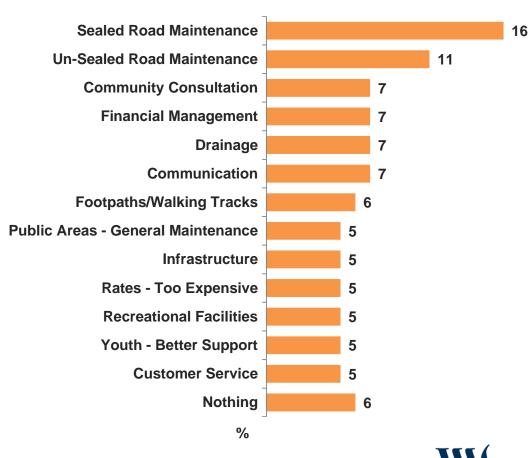
Base: All respondents. Councils asked state-wide: 69 Councils asked group: 6

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# **AREAS FOR IMPROVEMENT**

### 2016 SERVICES TO IMPROVE DETAILED PERCENTAGES

#### 2016 Areas for Improvement



Q17. What does Cardinia Shire Council MOST need to do to improve its performance? Base: All respondents. Councils asked state-wide: 37 Councils asked group: 3

SRESEARCH

# **INDIVIDUAL SERVICE AREAS**

### 2016 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES

2016 Consultatio	2016 Consultation and Engagement Importance						2014	2013	2012
50-64					77	74	80	78	n/a
Hills				76		73	75	72	n/a
65+				76		74	73	72	n/a
State-wide				75		74	74	73	73
Interface				75		72	n/a	n/a	n/a
Women			74			72	73	74	n/a
Cardinia		73				70	71	72	n/a
Growth		73				69	68	72	n/a
Personal user		73				74	76	76	n/a
Men		72				67	68	70	n/a
35-49		72				71	71	73	n/a
Household user		72				73	72	76	n/a
Southern Rural	71					69	71	70	n/a
18-34	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: 25 Councils asked group: 3 Note: Please see slide 5 for explanation about significant differences



### 2016 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE DETAILED PERCENTAGES

#### 2016 Consultation and Engagement Importance

2016 Cardinia	27	41	27	3 1 2
2015 Cardinia	22	43	27	72
2014 Cardinia	24	41	29	5 11
2013 Cardinia	25	41	26	4 1 3
State-wide	32	41	22	3 1 2
Interface	31	40	24	32
Growth	26	43	26	212
Hills	35	36	25	3 11
Southern Rural	19	44	31	2 4
Men	24	43	27	213
Women	30	40	27	3 1
18-34	24	35	35	2 4
35-49	28	39	29	4 1
50-64	30	49	1	9 2
65+	29	49	17	3 1 2
Personal user	29	39	27	2 2
Household user	26	44	26	2 2
	%			
Extremely important	Very important	Fairly important Not that import	tant Not at all important	t ∎Can't s

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 3



W S R E S E A R C H

2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

2016 Consultation	on and Engagement Performance		2015	2014	2013	2012
18-34		60个	58	52	62	64
Growth		56	58	55	57	60
Interface		55	57	n/a	n/a	n/a
Women		55	60	54	57	60
Cardinia		54	56	55	55	57
State-wide		54	56	57	57	57
Southern Rural		54	52	54	56	60
35-49		54	54	58	54	53
Men		53	51	55	53	55
65+		51	54	56	51	59
Personal user		51	56	61	56	n/a
Household user		51	58	60	56	n/a
Hills	4	9	55	55	51	50
50-64	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: 69 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



### 2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES

#### 2016 Consultation and Engagement Performance

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				8 6	8	
State-wide	8	29		32		15	7	10
Interface	7	29		32		14	5	13
Growth	8	30		33		15	5	9
Hills	7	22		35		19	10	7
Southern Rural	7	26		35		13	6	14
Men	6	27		34		17	6	11
Women	9	27		34		14	7	8
18-34	11	33			31		11 4	9
35-49	5	30		39			14	6 6
50-64	5	17	3	36	2	2	11	9
65+	8	21		29	20		8	14
Personal user	10	25		33		17	1	2 4
Household user	8	26		35		18		10 3
	%	Very good	Good	Average	Poor	/ery poor	Can't	say
					M			

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months? Base: All respondents. Councils asked state-wide: 69 Councils asked group: 6

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2014

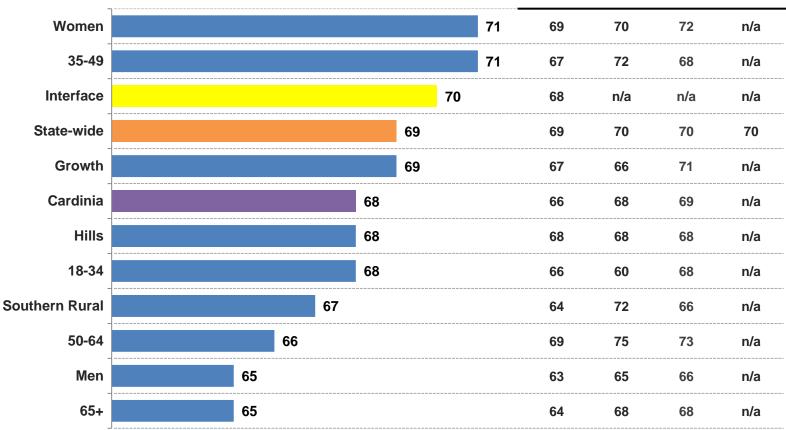
2013

2012

2015

### 2016 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE INDEX SCORES

#### 2016 Lobbying Importance



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



### 2016 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

#### 2016 Lobbying Importance

2016 Cardinia	23	37	27	5 4 3
2015 Cardinia	21	34	32	8 2 3
2014 Cardinia	20	40	31	6 2 2
2013 Cardinia	22	39	30	5 12
State-wide	24	38	27	6 2 3
Interface	25	38	26	6 2 3
Growth	23	40	28	3 4 2
Hills	26	33	28	6 5 2
Southern Rural	19	35	26	9 2 10
Men	20	37	28	5 7 4
Women	26	38	27	6 1 3
18-34	22	37	33	2 4 2
35-49	30	35	24	6 3 3
50-64	20	37	26	7 6 4
65+	16	41	25	8 4 6
Extremely important	ˈ% ■ Very important	Fairly important Not that im	portant INot at all imp	ortant ■Can't



Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 3

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### 2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES

#### 2016 Lobbying Performance 18-34 Interface n/a n/a n/a Women 35-49 Growth Southern Rural 65+ Cardinia State-wide Hills Men 43₩ 50-64

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 69 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



WSRESEARCH

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#### 2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

#### 2016 Lobbying Performance

2016 Cardinia	5	21			30	1	2	5	27	
2015 Cardinia	4	2	7		31		9	4	25	
2014 Cardinia	4	24			37			8 5	22	2
2013 Cardinia	5		27		32			12	3 2	20
2012 Cardinia	5		30		3	86		11	5	14
State-wide	5	23	}		31		13	5	22	2
Interface	6	2	3		32		10	4	25	
Growth	6	21			30		12	5	26	
Hills	4	16		31		13	7		29	
Southern Rural	3	27	,		27		12	5	26	
Men	4	16		30		13	6		32	
Women	7		26		30		1	2 5	2	1
18-34	7		22		31		11	4	24	
35-49	4	25			27	9	5		31	
50-64	2	15		28		21		9	25	
65+	7	18			33		11	5	26	
	%	■ Ve	ery good	Good	Average	Poo	or 🔳 '	very poo	or ∎Can't	say
							711			
Council performed on	Council performed on 'lobbying on behalf of the community' over the last 12 months?									

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 69 Councils asked group: 6

### 2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY IMPORTANCE INDEX SCORES

2016 Communit	y Decisions Made Importance		2015	2014	2013	2012	
State-wide			80个	80	79	n/a	n/a
Women			80	80	79	n/a	n/a
Interface		79		78	n/a	n/a	n/a
Hills		78		77	76	n/a	n/a
Southern Rural		78		78	77	n/a	n/a
18-34		78		78	71	n/a	n/a
65+		78		77	79	n/a	n/a
Personal user		78		81	80	n/a	n/a
Cardinia	77			77	77	n/a	n/a
Growth	77			77	78	n/a	n/a
35-49	77			74	77	n/a	n/a
50-64	77			81	87	n/a	n/a
Household user	76			81	78	n/a	n/a
Men	74			74	75	n/a	n/a

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



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

### **2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES**

#### 2016 Community Decisions Made Importance

2016 Cardinia	31	48	15 12 3
2015 Cardinia	36	40	20 212
2014 Cardinia	34	44	20 11
State-wide	39	42	14 212
Interface	38	42	<b>15 21</b> 3
Growth	30	48	14 12 4
Hills	34	48	14 1 <mark>2</mark> 2
Southern Rural	31	47	16 1 4
Men	25	52	15 1 3 3
Women	37	45	14 1 3
18-34	28	56	13 2 2
35-49	32	45	15 1 3 4
50-64	34	43	17 3 3
65+	34	44	15 1 <mark>1</mark> 5
Personal user	37	45	11 4 2
Household user	33	46	15 5 2
	%		
Extremely important	Very important Fairly in	nportant Not that important Not	t at all important Can't sa

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### 2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES

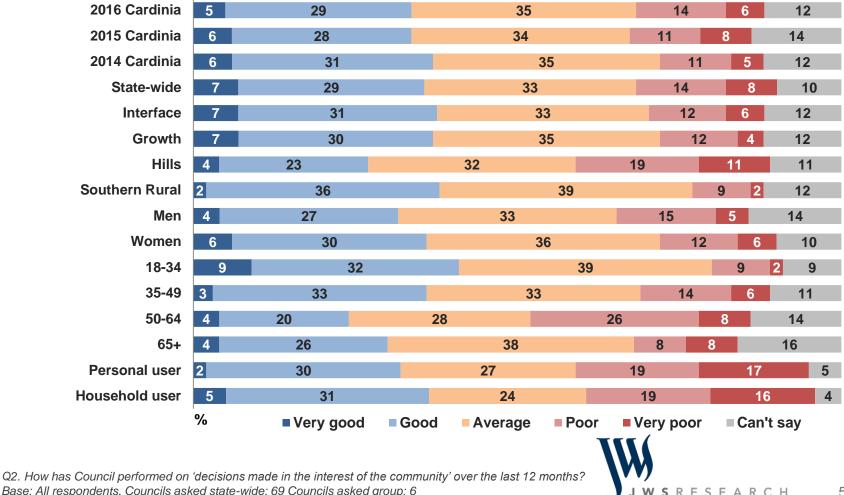
2016 Community	/ Decisions Made Performance		2015	2014	2013	2012
18-34		60个	63	56	n/a	n/a
Southern Rural		58	52	58	n/a	n/a
Interface		56	58	n/a	n/a	n/a
Growth		56	56	56	n/a	n/a
Women		55	59	55	n/a	n/a
Cardinia		54	54	56	n/a	n/a
State-wide		54	55	57	n/a	n/a
Men		53	49	57	n/a	n/a
35-49		53	45	57	n/a	n/a
65+		53	52	57	n/a	n/a
Hills		47↓	53	56	n/a	n/a
Household user		47¥	53	62	n/a	n/a
50-64	4	6♥	54	54	n/a	n/a
Personal user	45	;↓	54	63	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: 69 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



### **2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Community Decisions Made Performance

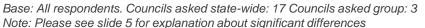


WSRESEARCH

## 2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA IMPORTANCE INDEX SCORES

2016 Sealed Loc	al Roads Importance		2015	2014	2013	2012
Southern Rural	8	83	82	80	n/a	n/a
35-49	82		80	81	n/a	n/a
Hills	81		76	78	n/a	n/a
Personal user	81		79	80	n/a	n/a
Household user	81		79	79	n/a	n/a
Women	80		83	82	n/a	n/a
50-64	80		82	79	n/a	n/a
65+	80		76	79	n/a	n/a
Cardinia	79		79	78	n/a	n/a
Interface	79		77	n/a	n/a	n/a
State-wide	78		76	77	n/a	n/a
Men	77		75	74	n/a	n/a
Growth	76		79	77	n/a	n/a
18-34	74		78	74	n/a	n/a

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





## **2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES**

#### 2016 Sealed Local Roads Importance

				_
2016 Cardinia	38	42	17	21
2015 Cardinia	40	39	18	3
2014 Cardinia	36	45	14	4 11
State-wide	34	46	16	3 11
Interface	38	43	15	21
Growth	29	49	18	21
Hills	47	36	13	23
Southern Rural	51	30	18	1
Men	35	43	17	3 2
Women	41	41	17	11
18-34	26	46	26	2
35-49	50	36	10	13
50-64	41	41	15	111
65+	38	46	12	2 <mark>1</mark> 1
Personal user	42	45	11	21
Household user	42	44	11	21
	%			
Extremely important	Very important Fairly import	tant Not that important Not at all in	mportant	Can't

Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3

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2014

2013

2012

2015

### 2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

#### 2016 Sealed Local Roads Performance

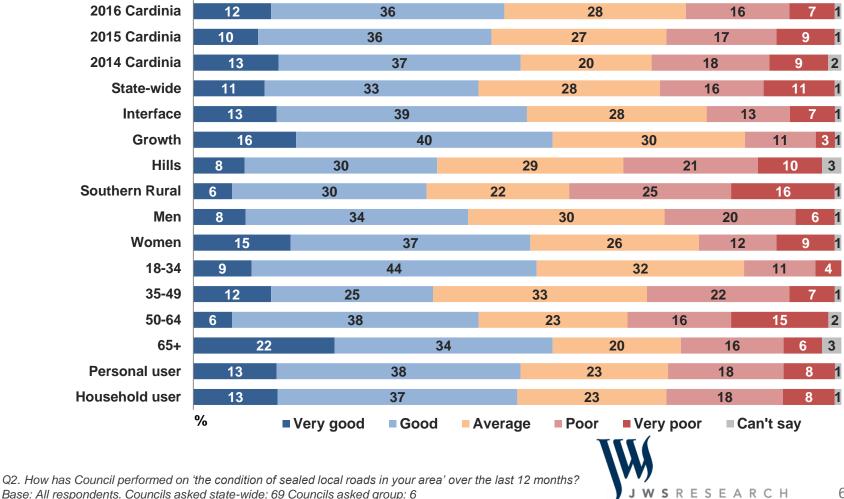
		_		_		
Growth		64个	63	62	n/a	n/a
65+		63	57	63	n/a	n/a
18-34		61	56	50	n/a	n/a
Interface		60个	60	n/a	n/a	n/a
Women		60	55	54	n/a	n/a
Personal user		58	54	58	n/a	n/a
Household user		58	54	59	n/a	n/a
Cardinia		57	55	57	n/a	n/a
Men		55	55	59	n/a	n/a
State-wide	5	4₩	55	55	n/a	n/a
35-49	53	3	53	57	n/a	n/a
Hills	51	•	52	54	n/a	n/a
50-64	51		55	61	n/a	n/a
Southern Rural	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: 69 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



### 2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

#### 2016 Sealed Local Roads Performance



### 2016 INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES

2016 Informing (	Community Importance			_	2015	2014	2013	2012
Women				79	77	75	79	n/a
Southern Rural			78	3	72	74	75	n/a
Interface			77		74	n/a	n/a	n/a
50-64			77		77	76	78	n/a
65+			77		76	77	75	n/a
Cardinia		76			75	73	76	n/a
State-wide		76			75	75	75	75
Hills		76			75	71	76	n/a
Growth	75				76	74	76	n/a
18-34	75				75	68	74	n/a
35-49	75				72	75	77	n/a
Personal user	75				74	75	79	n/a
Household user	75				74	75	78	n/a
Men	72↓				72	71	73	n/a

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 25 Councils asked group: 3 Note: Please see slide 5 for explanation about significant differences



### 2016 INFORMING THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

2016 Informing Community Importance

		• •	
2016 Cardinia	32	44	20 4 11
2015 Cardinia	31	41	24 4
2014 Cardinia	25	45	26 3
2013 Cardinia	33	44	19 3 1
State-wide	33	42	20 4 11
Interface	35	40	20 3 1
Growth	31	42	23 4 1
Hills	30	48	16 3 2
Southern Rural	36	41	15 4 1 4
Men	25	48	18 7 12
Women	38	40	21 1
18-34	28	50	15 6 2
35-49	30	40	26 3 1
50-64	39	36	22 12
65+	34	45	16 4 <mark>1</mark> 1
Personal user	32	39	25 21
Household user	31	42	23 4 1
	%		
Extremely important	Very important Fairly i	mportant Not that important	Not at all important Can't



Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 25 Councils asked group: 3

### 2016 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES

2016 Informing	Community Performance		2015	2014	2013	2012
Personal user		62	60	63	63	n/a
Household user		62个	60	63	63	n/a
18-34		61	60	54	65	n/a
State-wide		<b>59</b>	61	62	61	60
Southern Rural		59	58	60	60	n/a
Growth		56	61	58	59	n/a
Women		56	62	59	59	n/a
Cardinia		55	59	58	58	n/a
Interface		55	56	n/a	n/a	n/a
Men		54	56	57	58	n/a
35-49		54	59	58	55	n/a
65+		53	56	65	61	n/a
Hills	50		54	55	57	n/a
50-64	50		59	57	53	n/a

Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 37 Councils asked group: 3 Note: Please see slide 5 for explanation about significant differences



### **2016 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Informing Community Performance

2016 Cardinia	10	29	-		35		16	6	5	
2015 Cardinia	11	35			34			2	<b>6 2</b>	
2014 Cardinia	9	35			37			13 5 2		
2013 Cardinia	13	28			34			3	6	
State-wide	12		35		31			5	4	
Interface	9	30			35		16	6	4	
Growth	12	28			35		15	6	4	
Hills	4	25		39			18	8	6	
Southern Rural	11	3	5		28		18	2	5	
Men	8	32			33		17	6	5	
Women	12	26			37		15	6	5	
18-34	15		32		31		13	4	6	
35-49	8	27			38		17	6	3	
50-64	7	25		31		22		9	7	
65+	5	28		4	1		15	7	4	
Personal user	11		41			35		7	4 2	
Household user	11		39			33		9 4	4 3	
	%	Very good	Good	Average	Poor	Very p	oor ∎Ca	an't say		
Q2. How has Council performed on	Q2. How has Council performed on 'informing the community' over the last 12 months?									
Base: All respondents. Councils asked state-wide: 37 Councils asked group: 3 JWSRESEARCH 60							66			

#### 2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES

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

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: 27 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



#### 2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES

#### 2016 Streets and Footpaths Importance

2016 Cardinia	36	41	17	2 11
2015 Cardinia	34	43	19	21
2014 Cardinia	34	44	14	6 <mark>1</mark> 1
2013 Cardinia	41	44	12	2 12
State-wide	34	43	18	212
Interface	39	43	14	211
Growth	31	48	16	3 11
Hills	38	36	19	3 2 2
Southern Rural	50	28	19	2 1
Men	34	42	17	4 21
Women	38	41	18	1 <mark>1</mark> 1
18-34	24	50	22	4
35-49	48	32	15	131
50-64	40	40	14	222
65+	37	41	16	3 1 2
Personal user	40	38	18	21
Household user	39	40	17	21
	%			
Extremely important	Very important Fairly important	Not that important Not at all	important	■Can't s

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: 27 Councils asked group: 4

W S R E S E A R C H

#### 2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES

2016 Streets and	I Footpaths Performance			:	2015	2014	2013	2012
Growth			6	65↑	61	61	56	n/a
18-34			e	65个	64	52	54	n/a
Personal user			61		59	57	49	n/a
Household user			61		60	57	49	n/a
Women		Ę	58		58	54	51	n/a
65+		Ę	58		55	59	48	n/a
Cardinia		5	7		57	56	51	n/a
State-wide		5	7		58	58	58	57
Interface		5	7		56	n/a	n/a	n/a
Men		56	5		56	59	51	n/a
Southern Rural		53			55	53	52	n/a
35-49		53			50	60	53	n/a
50-64		48♥			57	56	46	n/a
Hills	4	4♥			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: 34 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences

#### **2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Streets and Footpaths Performance

2016 Cardinia	13	34			26			9	4		
2015 Cardinia	11	36			28			9	2		
2014 Cardinia	12	35			24			8	3		
2013 Cardinia	12	22		35			18 17	13	1		
State-wide	12	34			28		14	8	3		
Interface	10	37			27			8	3		
Growth	19	41			27			6	6 2		
Hills	5	23 27		7	29			14	2		
Southern Rural	6	31		24		12	12	14			
Men	10	35	;	27	26	12	14	8	6		
Women	10	33			20			10	-		
18-34	15	46			27				4 2		
		27		07	27		04	8			
35-49	12						21	9 17	4		
50-64		29			30		14 13		2		
65+	17	_	28		23			11	8		
Personal user	17	37			21		14	8			
Household user	17		37		21		14	3	2		
	%	Very good	Good	Average	Poor	Very p	oor C	an't say			
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 ask		JWSF	RESEA	RСН	70						

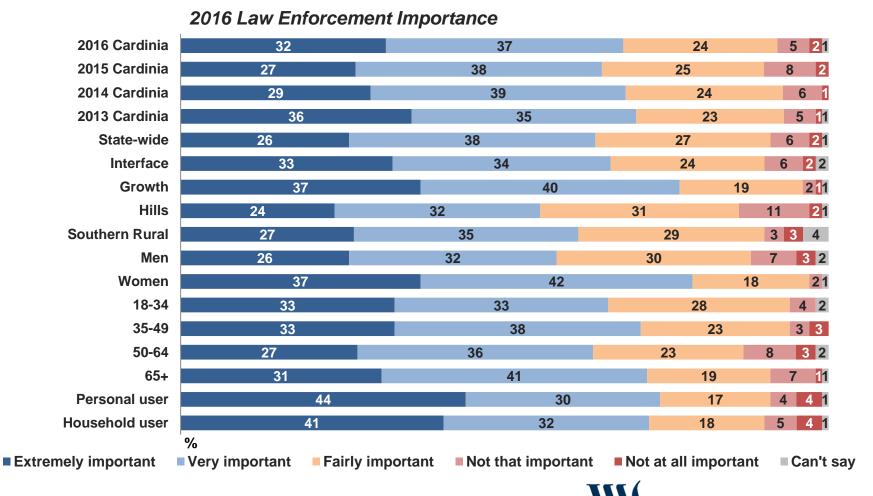
### 2016 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES

2016 Law Enford	ement Importance		2015	2014	2013	2012
Growth		78	74	72	76	n/a
Women		78	75	75	79	n/a
Personal user	76		75	75	77	n/a
Household user	76		76	74	77	n/a
18-34	74		72	69	76	n/a
35-49	74		67	74	75	n/a
65+	74		71	75	73	n/a
Cardinia	73		70	72	75	n/a
Interface	73		71	n/a	n/a	n/a
Southern Rural	71		69	77	69	n/a
State-wide	70↓		71	70	71	70
50-64	70		71	73	74	n/a
Men	684		65	69	70	n/a
Hills	664		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: 21 Councils asked group: 3 Note: Please see slide 5 for explanation about significant differences



## 2016 ENFORCEMENT OF LOCAL LAWS IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

## 2016 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES

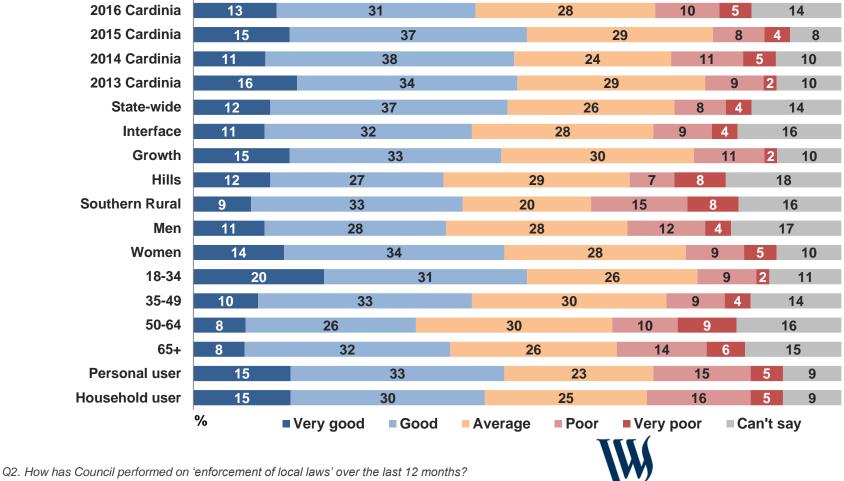
#### 2016 Law Enforcement Performance 18-34 n/a State-wide Growth n/a Women n/a Cardinia n/a Interface n/a n/a n/a 35-49 n/a Personal user n/a Household user n/a Hills n/a Men n/a 65+ n/a Southern Rural n/a 50-64 n/a

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked state-wide: 31 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



#### 2016 ENFORCEMENT OF LOCAL LAWS PERFORMANCE DETAILED PERCENTAGES

#### 2016 Law Enforcement Performance



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

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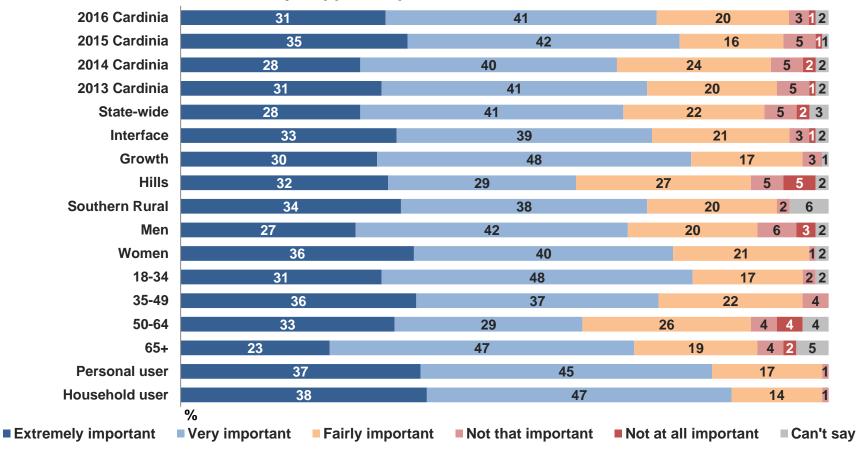
# 2016 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Family Support Importance	2015	2014	2013	2012
Household user 81	1∱ 84	81	81	n/a
Personal user 80	85	81	80	n/a
Women 79∱	80	76	79	n/a
Southern Rural 78	73	70	74	n/a
18-34 78	77	72	77	n/a
Growth 77	80	74	75	n/a
35-49 76	80	75	74	n/a
Cardinia 75	76	72	74	n/a
Interface 75	74	n/a	n/a	n/a
State-wide 73	73	72	73	73
Men 72	72	68	69	n/a
65+ 72	70	70	71	n/a
50-64 71	74	68	73	n/a
Hills 70	73	70	74	n/a

Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 25 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



# 2016 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES



2016 Family Support Importance

Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 25 Councils asked group: 2

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2014

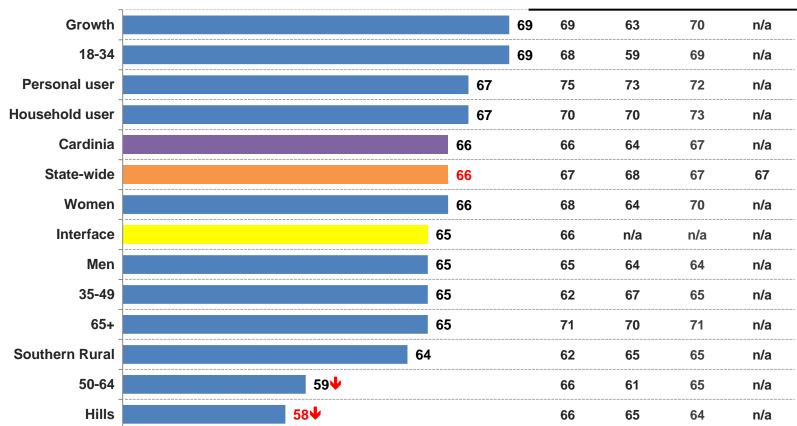
2013

2012

2015

## 2016 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES

#### 2016 Family Support Performance

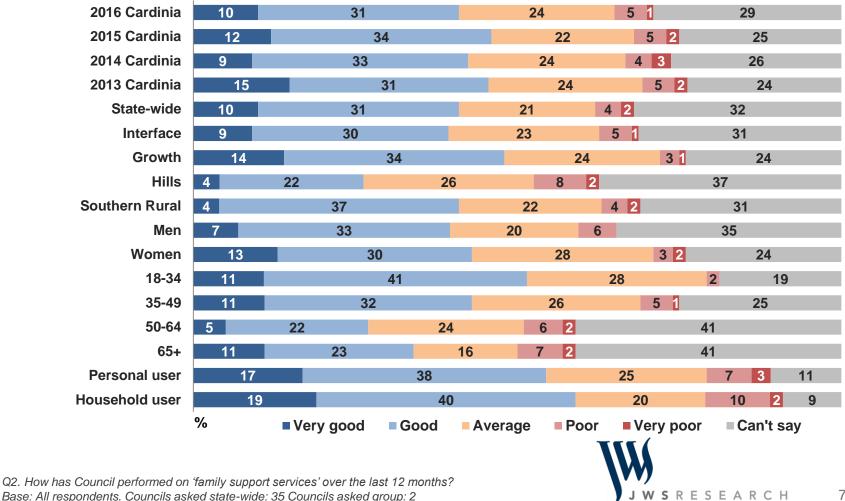


Q2. How has Council performed on 'family support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 35 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



### 2016 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

#### 2016 Family Support Performance



### 2016 DISADVANTAGED SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Disadvanta	ged Support Importance	2015	2014	2013	2012
Personal user	83	* <b>↑</b> n/a	n/a	n/a	n/a
Household user	811	n/a	n/a	n/a	n/a
Women	77∱	n/a	n/a	n/a	n/a
50-64	75	n/a	n/a	n/a	n/a
Growth	74	n/a	n/a	n/a	n/a
18-34	74	n/a	n/a	n/a	n/a
Cardinia	73	n/a	n/a	n/a	n/a
State-wide	73	73	72	73	73
Interface	73	72	n/a	n/a	n/a
Southern Rural	73	n/a	n/a	n/a	n/a
65+	72	n/a	n/a	n/a	n/a
Hills	70	n/a	n/a	n/a	n/a
35-49	70	n/a	n/a	n/a	n/a
Men	684	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: 13 Councils asked group: 1 Note: Please see slide 5 for explanation about significant differences \*Caution: small sample size < n=30

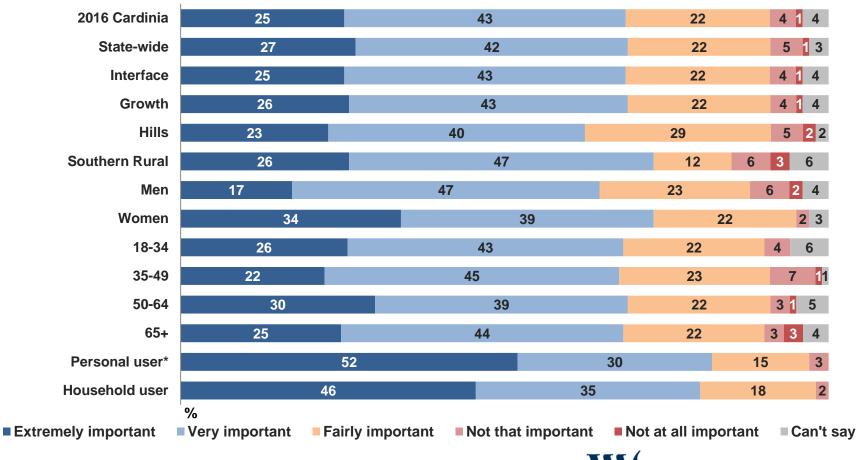


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## 2016 DISADVANTAGED SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2016 Disadvantaged Support Importance



Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 13 Councils asked group: 1 \*Caution: small sample size < n=30

#### 2016 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES

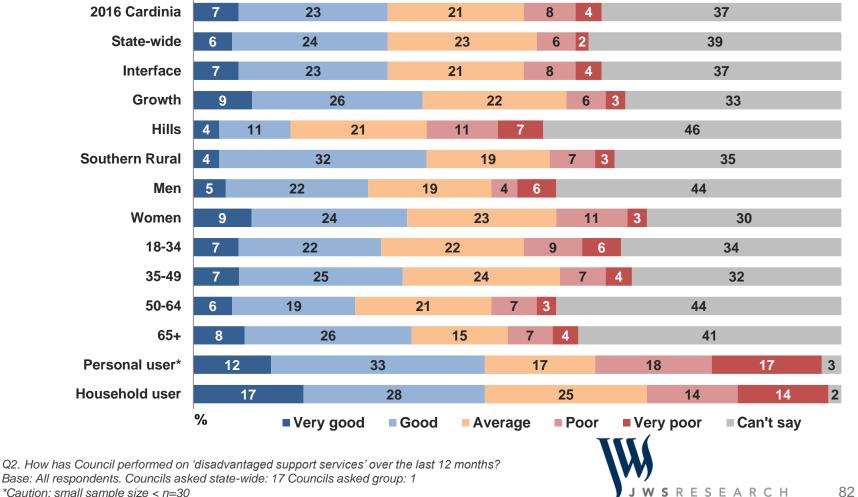
#### 2016 Disadvantaged Support Performance 2015 2014 2013 2012 Growth 62 n/a n/a n/a n/a State-wide **61** 62 64 62 63 65+ 61 n/a n/a n/a n/a Southern Rural 60 n/a n/a n/a n/a 59 Women n/a n/a n/a n/a 35-49 59 n/a n/a n/a n/a Cardinia 58 n/a n/a n/a n/a Interface 58 n/a 61 n/a n/a 50-64 58 n/a n/a n/a n/a 57 Men n/a n/a n/a n/a 18-34 56 n/a n/a n/a n/a Household user 55 n/a n/a n/a n/a Personal user 51\* n/a n/a n/a n/a Hills 48 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: 1 Note: Please see slide 5 for explanation about significant differences \*Caution: small sample size < n=30



## **2016 DISADVANTAGED SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Disadvantaged Support Performance



\*Caution: small sample size < n=30

## 2016 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES

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

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 29 Councils asked group: 3 Note: Please see slide 5 for explanation about significant differences



## 2016 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES

#### 2016 Recreational Facilities Importance

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		45		24	4 11
Interface	27		44		25	4 11
Growth	24		45		27	3
Hills	27		38		31	22
Southern Rural	27		45		24	4
Men	22		46		27	4 1
Women	28		40		29	2
18-34	28		37		33	2
35-49	25		50		23	3
50-64	28		42		26	3 1
65+	19	45	5		28	6 11
Personal user	29		46		23	2
Household user	28		45		24	3
	%			Not a	t all important	
Extremely important	Very important	Fairly important	Not that important		t all important	■Can't say

## 2016 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES

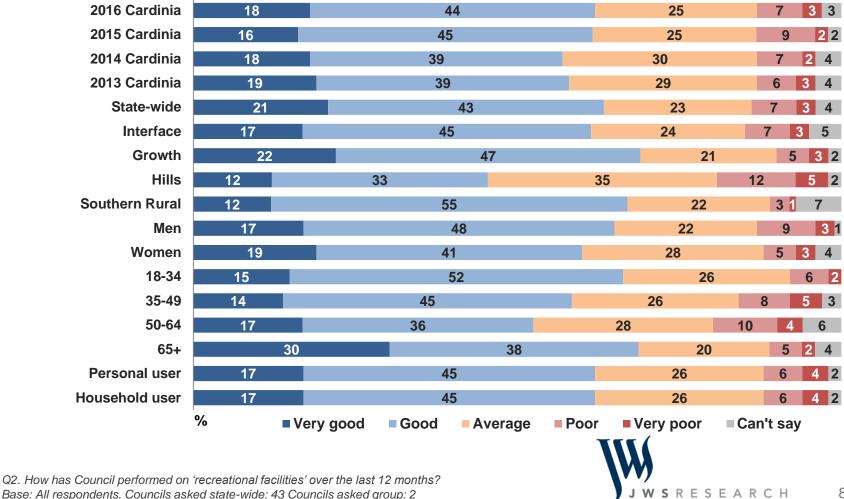
#### 2016 Recreational Facilities Performance 65+ n/a Growth n/a Southern Rural n/a State-wide 18-34 n/a Cardinia n/a Interface n/a n/a n/a Men n/a Women n/a Personal user n/a Household user n/a 35-49 n/a 50-64 n/a 59♥ Hills n/a

Q2. How has Council performed on 'recreational facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 43 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



#### **2016 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Recreational Facilities Performance



# 2016 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES

2016 Public Area	as Importance					2015	2014	2013	2012
Growth					76	75	76	79	n/a
Women					76	75	75	78	n/a
Personal user					76	73	74	77	n/a
Interface				75		73	n/a	n/a	n/a
18-34				75		66	68	75	n/a
35-49				75		74	74	78	n/a
Household user				75		73	74	76	n/a
Cardinia			74			72	72	76	n/a
State-wide			74			73	73	74	73
65+		73				73	75	75	n/a
Hills	72					68	70	75	n/a
Southern Rural	72					71	66	72	n/a
Men	72					68	69	74	n/a
50-64	72					78	76	77	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: 27 Councils asked group: 3 Note: Please see slide 5 for explanation about significant differences



# 2016 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE DETAILED PERCENTAGES

#### 2016 Cardinia 2015 Cardinia 4 1 2014 Cardinia 2013 Cardinia State-wide Interface Growth Hills Southern Rural Men Women 18-34 35-49 50-64 65+ Personal user Household user %

2016 Public Areas Importance

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: 27 Councils asked group: 3

2014

2013

2012

2015

## 2016 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES

#### 2016 Public Areas Performance

			2013	2014	2013	2012
State-wide		71♠	72	72	71	71
Growth		67	69	61	62	n/a
35-49		67	66	69	62	n/a
Cardinia		66	67	63	63	n/a
Interface		66	67	n/a	n/a	n/a
Southern Rural		66	66	62	66	n/a
Men		66	66	63	65	n/a
18-34		66	71	55	65	n/a
65+		66	67	67	66	n/a
Personal user		66	68	64	64	n/a
Household user		66	69	64	64	n/a
Women	65	5	69	63	62	n/a
50-64	63		65	61	62	n/a
Hills	62		66	66	64	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: 37 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



## 2016 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES

#### 2016 Public Areas Performance

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 21
State-wide	24	46	21	6 21
Interface	16	44	29	8 21
Growth	17	49	23	9 2
Hills	17	37	31	9 6 1
Southern Rural	12	52	23	11 11
Men	15	50	22	12 11
Women	17	43	29	7 4
18-34	15	50	22	94
35-49	16	50	24	9 1
50-64	13	41	32	11 2
65+	20	38	26	9 4 2
Personal user	18	43	26	9 3
Household user	18	44	27	9 3
	%	Very good Good Average	■ Poor ■ Very poor ■ 0	Can't say
Q2. How has Council performed on	'the appearance of	f public areas' over the last 12 months?	W	

Base: All respondents. Councils asked state-wide: 37 Councils asked group: 2

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## 2016 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES

2016 Community	Activities Importance		2015	2014	2013	2012
Personal user		71	62	64	64	n/a
18-34	6	69 <b>个</b>	60	59	63	n/a
Household user	6	69 <b>个</b>	63	64	62	n/a
Growth	66		60	61	64	n/a
Women	66		65	61	64	n/a
Cardinia	64		60	60	61	n/a
Interface	63		59	n/a	n/a	n/a
35-49	63		57	57	60	n/a
State-wide	62		62	62	62	62
Hills	62		60	59	59	n/a
Southern Rural	62		59	57	54	n/a
Men	62		54	58	58	n/a
65+	61		62	63	57	n/a
50-64	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: 21 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



# **2016 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE DETAILED PERCENTAGES**

#### 2016 Community Activities Importance 2016 Cardinia 2015 Cardinia 2014 Cardinia 3 1 2013 Cardinia State-wide Interface Growth Hills Southern Rural Men 3 1 Women 4 1 18-34 35-49 50-64 65+ 4 1 Personal user Household user 3 1 % 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: 21 Councils asked group: 2

### 2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES

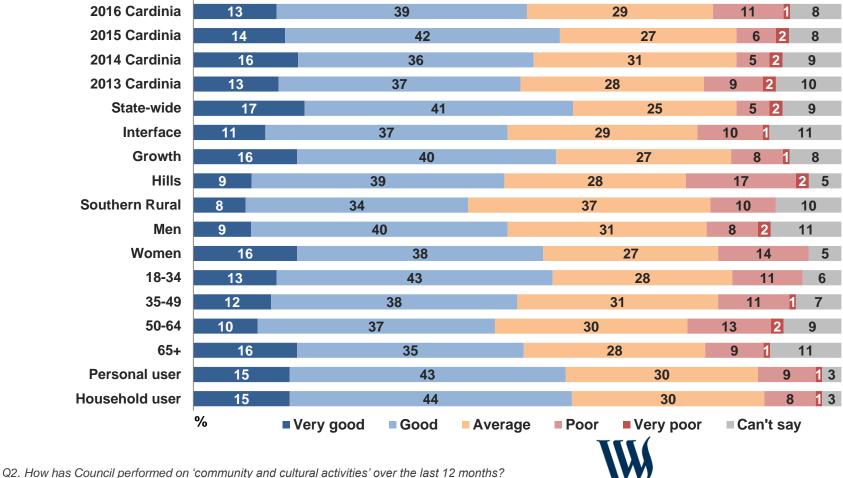
2016 Communit	y Activities Performance				:	2015	2014	2013	2012
State-wide					69 <b>个</b>	69	70	69	68
Growth				67		67	68	66	n/a
Personal user				66		70	71	71	n/a
Household user				66		71	70	70	n/a
Women				65		68	67	64	n/a
18-34				65		70	61	66	n/a
65+				65		68	73	65	n/a
Cardinia			64			66	66	64	n/a
Interface			63			65	n/a	n/a	n/a
Men			63			64	65	64	n/a
35-49			63			62	66	63	n/a
Southern Rural		61				67	61	62	n/a
50-64		61				65	66	61	n/a
Hills	59					64	65	60	n/a

Q2. How has Council performed on 'community and cultural activities' over the last 12 months? Base: All respondents. Councils asked state-wide: 29 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



### 2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE DETAILED PERCENTAGES

#### 2016 Community Activities Performance



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

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# 2016 WASTE MANAGEMENT IMPORTANCE INDEX SCORES

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

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 31 Councils asked group: 3 Note: Please see slide 5 for explanation about significant differences



## 2016 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

2016 Cardinia 2015 Cardinia 2014 Cardinia 2013 Cardinia State-wide Interface Growth Hills 3 1 Southern Rural Men Women 18-34 35-49 50-64 65+ % Extremely important Very important Fairly important Not that important Not at all important Can't say

2016 Waste Management Importance

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 31 Councils asked group: 3

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# 2016 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

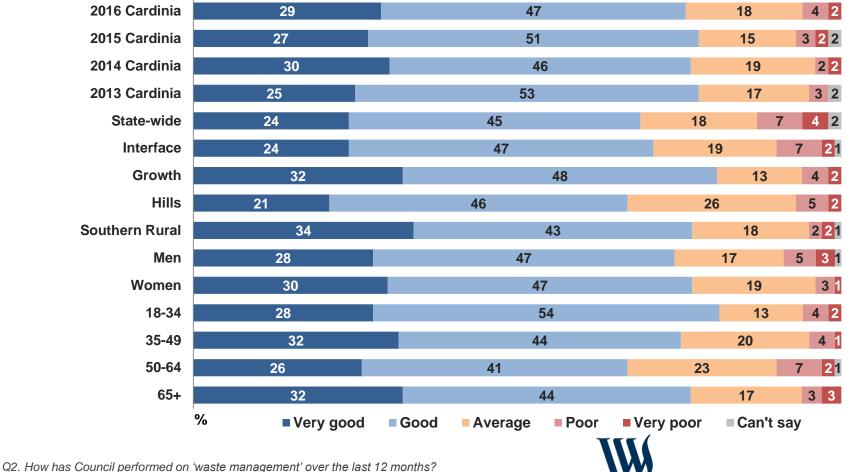
#### 2016 Waste Management Performance 2015 2014 2013 2012 Growth 76 75 76 74 n/a Southern Rural 76 74 69 77 n/a Women 75 77 75 77 n/a 18-34 75 75 72 77 n/a 35-49 75 71 75 73 n/a 65+ 75 79 79 76 n/a Cardinia 74 75 75 75 n/a Men 73 75 73 73 n/a 71 Interface 73 n/a n/a n/a 50-64 71 76 76 74 n/a 70↓ State-wide 72 73 71 72 69↓ Hills 75 75 75 n/a

Q2. How has Council performed on 'waste management' over the last 12 months? Base: All respondents. Councils asked state-wide: 41 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



#### 2016 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

#### 2016 Waste Management Performance



Base: All respondents. Councils asked state-wide: 41 Councils asked group: 2

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# 2016 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE INDEX SCORES

2016 Town Plann	ning Importance		2015	2014	2013	2012
35-49		77	72	75	76	n/a
Personal user		77	76	82	77	n/a
Household user		77	75	79	76	n/a
Women		76	74	71	77	n/a
Southern Rural	7	74	71	68	72	n/a
50-64	7	74	78	79	79	n/a
65+	7	74	73	77	78	n/a
State-wide	73		72	72	73	72
Growth	73		71	73	76	n/a
Cardinia	72		71	72	75	n/a
Interface	72		72	n/a	n/a	n/a
Hills	70		72	73	75	n/a
Men	69		68	73	73	n/a
18-34	664		66	62	71	n/a

Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3 Note: Please see slide 5 for explanation about significant differences



# 2016 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE DETAILED PERCENTAGES

#### 2016 Town Planning Importance

2016 Cardinia	25		37		25	4 1 8
2015 Cardinia	23		40		26	5 1 5
2014 Cardinia	26		38		27	3 1 5
2013 Cardinia	30		38		26	1 5
State-wide	27		40		24	4 1 5
Interface	26		38		23	4 2 7
Growth	26		38			21 9
Hills	22		40		25	7 1 5
Southern Rural	29		32		26	
Men	21	36	6	26	6	2 9
Women	30		39		23	2 6
18-34	9	42		31	2 2	13
35-49	38		30		24	4 4
50-64	32		40		17	7 1 4
65+	28		38		22	3 1 8
Personal user	39		36		18	6 1
Household user	38		37		19	5 1
	%					
Extremely important	Very important	Fairly important	Not that import	rtant Not	at all importa	nt ∎Can't

Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 19 Councils asked group: 3

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# 2016 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX SCORES

2016 Town Plan	ning Performance		2015	2014	2013	2012
18-34		58	63	59	62	n/a
65+		56	52	56	49	n/a
Growth		54	58	60	55	n/a
Cardinia		53	55	57	54	n/a
Southern Rural		53	52	54	57	n/a
Men		53	51	58	54	n/a
Women		53	59	56	54	n/a
State-wide		52	54	55	55	54
Interface		52	55	n/a	n/a	n/a
Hills		50	54	54	50	n/a
35-49		50	51	58	49	n/a
50-64	4	7	52	53	51	n/a
Personal user	44		50	60	56	n/a
Household user	44	1	51	61	55	n/a

Q2. How has Council performed on 'council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



### 2016 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE DETAILED PERCENTAGES

#### 2016 Town Planning Performance

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

Q2. How has Council performed on 'council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 2

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## 2016 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES

2016 Disaster M	anagement Importance		2015	2014	2013	2012
Personal user		88	85	n/a	n/a	n/a
Women	87	7↑	84	n/a	n/a	n/a
Household user	86		85	n/a	n/a	n/a
50-64	85		81	n/a	n/a	n/a
Growth	84		83	n/a	n/a	n/a
Cardinia	83		81	n/a	n/a	n/a
Interface	83		81	n/a	n/a	n/a
18-34	83		82	n/a	n/a	n/a
35-49	83		81	n/a	n/a	n/a
Southern Rural	82		76	n/a	n/a	n/a
65+	81		81	n/a	n/a	n/a
State-wide	80¥		80	80	80	80
Hills	80		83	n/a	n/a	n/a
Men	794		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 slide 5 for explanation about significant differences



# **2016 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES**

2016 Cardinia

#### 211 50 34 12 2015 Cardinia 50 14 4 1 30 State-wide 45 36 14 3 11 50 Interface 33 11 212 Growth 49 38 11 Hills 51 28 15 3 3 Southern Rural 51 30 9 3 3 4 43 36 12 Men 4 3 2 Women 57 31 11 18-34 44 39 11 2 4 35-49 53 31 14 50-64 57 12 21 28 65+ 49 35 9 4 3 Personal user 59 32 9 Household user 56 35 8 % Extremely important Very important Fairly important Not at all important

2016 Disaster Management Importance

Not that important

Can't say

11

1

11

1



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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2014

2013

2012

2015

#### 2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

#### 2016 Disaster Management Performance

				2010	2011	2010	2012
Growth			74	74	n/a	n/a	n/a
18-34			72	77	n/a	n/a	n/a
Women		7	0	72	n/a	n/a	n/a
35-49		7	0	65	n/a	n/a	n/a
65+		7	0	69	n/a	n/a	n/a
Cardinia		69	)	70	n/a	n/a	n/a
State-wide		69	•	70	71	70	70
Interface		69	)	70	n/a	n/a	n/a
Men		69	)	68	n/a	n/a	n/a
Southern Rural		67		70	n/a	n/a	n/a
Household user		63		69	n/a	n/a	n/a
50-64		62♥		65	n/a	n/a	n/a
Personal user		62		67	n/a	n/a	n/a
Hills	6	51♥		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: 23 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences

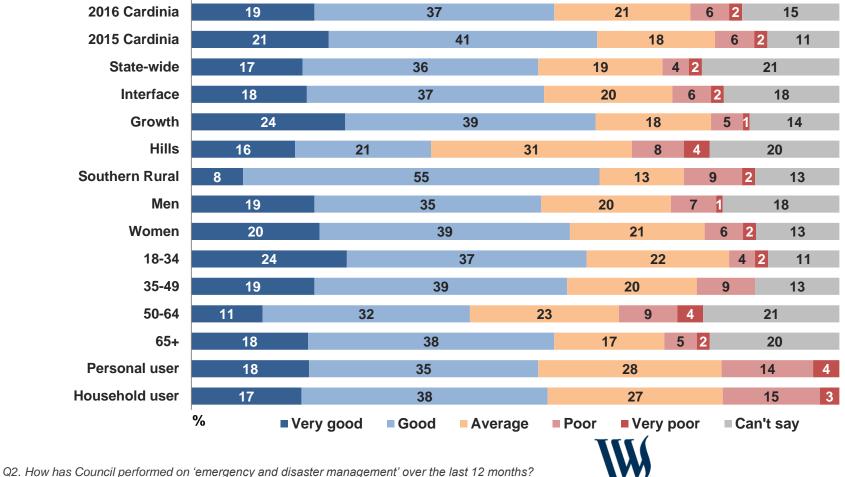


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### 2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

#### 2016 Disaster Management Performance



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

# 2016 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE INDEX SCORES

2016 Population (	Growth Importance			2015	2014	2013	2012
Personal user		8	83	74	86	87	n/a
Household user			83	77	84	87	n/a
Growth		82		81	81	83	n/a
Southern Rural		81		72	73	75	n/a
50-64		81		79	83	82	n/a
65+		80		75	80	76	n/a
Cardinia		79		76	79	79	n/a
Interface		79		76	n/a	n/a	n/a
Men		79		71	76	73	n/a
Women		78		81	81	83	n/a
18-34		78		69	71	74	n/a
35-49	77			82	83	82	n/a
State-wide	76↓			75	75	75	75
Hills	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: 14 Councils asked group: 2

Note: Please see slide 5 for explanation about significant differences



# **2016 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE DETAILED PERCENTAGES**

#### 2016 Population Growth Importance

2016 Cardinia	39	41	13	5 1
2015 Cardinia	40	30	22	6 21
2014 Cardinia	42	35	17	4 11
2013 Cardinia	43	34	17	4 11
State-wide	35	37	20	5 12
Interface	42	37	14	5 11
Growth	46	38	13	3 1
Hills	25	47	17 1	10 11
Southern Rural	42	40	8 4	4 1 4
Men	39	43	11	5 12
Women	40	38	16	5 1
18-34	33	50	9	6 2
35-49	40	36	20	5
50-64	50	31	11	6 21
65+	39	41	13	3 1 3
Personal user	56	27	8	9
Household user	55	29	7	9
	%			
Extremely important	Very important Fairly important	Not that important	all important	Can't s
		/		

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: 14 Councils asked group: 2



say

### 2016 PLANNING FOR POPULATION GROWTH IN THE AREA PERFORMANCE INDEX SCORES

#### 2016 Population Growth Performance 18-34 n/a Growth n/a Interface n/a n/a n/a Southern Rural n/a Women n/a 65+ n/a Cardinia n/a Men n/a State-wide 35-49 n/a Household user n/a Personal user n/a 47₩ Hills n/a 50-64 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: 16 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



### 2016 PLANNING FOR POPULATION GROWTH IN THE AREA PERFORMANCE DETAILED PERCENTAGES

#### 2016 Population Growth Performance

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	e		15
State-wide	6	23		30		16	8		16
Interface	10	28		2	7		16	7	11
Growth	15		30		21		17	11	6
Hills	2	24	2	7	2	21	9		18
Southern Rural	7	24		26		17	4	23	
Men	11	28		21		20		9	12
Women	10	27		26		15		9	12
18-34	13		33		18		20	4	11
35-49	8	30		25		17		13	8
50-64	9	19		26	2	20	13		14
65+	10	23		28		12	9		19
Personal user	12	30		2	20	14		23	
Household user	11	33			19	13		24	
	%	Very good	Good	Average	Poor	Very	poor	Can't	say
					-	W			

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: 16 Councils asked group: 2

## 2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Importance index scores

2016 Unsealed F	Roads Importance	2015	2014	2013	2012
Southern Rural	91/	88	83	82	n/a
Hills	83	83	85	85	n/a
50-64	83	83	85	87	n/a
65+	83	81	76	86	n/a
Personal user	82	85	81	82	n/a
Household user	82	85	81	82	n/a
Women	81	84	82	82	n/a
35-49	81	82	83	78	n/a
Cardinia	80	83	78	81	n/a
State-wide	79	78	78	81	80
Interface	79	78	n/a	n/a	n/a
Men	79	82	74	81	n/a
18-34	77	83	73	78	n/a
Growth	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: 14 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



## 2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Importance detailed percentages

2016 Unsealed Roads Importance

2016 Cardinia	43	36	17	112
2015 Cardinia	49	35	13	21
2014 Cardinia	43	36	11 6	22
2013 Cardinia	44	40	14	11
State-wide	40	37	17	3 1 2
Interface	42	35	18	3 1 2
Growth	31	40	22	213
Hills	52	32	13	121
Southern Rural	67		28	5
Men	38	41	18	111
Women	48	31	15	212
18-34	33	43	20	22
35-49	51	26	20	12
50-64	48	34	11	11 4
65+	44	41	11	112
Personal user	46	38	14	11
Household user	45	40	13	11
	%			•
Extremely important	Very important Fairly important	Not that important	important	Can't



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: 14 Councils asked group: 2

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### 2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

#### 2016 Unsealed Roads Performance 18-34 n/a Growth n/a Interface n/a n/a n/a State-wide 65+ n/a Cardinia n/a Men n/a Women n/a Personal user n/a Household user n/a Southern Rural n/a 35-49 n/a 31♥ 50-64 n/a 28♥ Hills 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: 17 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



### 2016 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

#### 2016 Unsealed Roads Performance

2016 Cardinia	4		20		2	7		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		20			29		2	22		16		7
Interface	3		23			29			23		14	ļ	9
Growth	6		24			32			17		9	12	
Hills	1	14		15		3	86			3	2		2
Southern Rural	2	16			27			29			25		1
Men	4		21		2	26		24			19		7
Women	4		19		27	,		25		·	18		8
18-34	6			30			35	5		18		8	4
35-49	1	15		2	22		3	1		24			7
50-64	3	10		24			27			29			7
65+	5		20		21			21		20		13	
Personal user	4		20		24			27			24		2
Household user	4		19		24			27			23		1
	%		Ver	y good	Good	Ave	rage	Poor	Very	ooor	Can't	say	
Q2. How has Council performed on	'mainte	nance					-	V	W			-	

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

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### 2016 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES

ommunity Development Importance		2015	2014	2013	2012
	84	61	71	n/a	n/a
	80个	62	70	n/a	n/a
73		70	70	n/a	n/a
73		69	66	n/a	n/a
72		73	68	n/a	n/a
71		68	72	n/a	n/a
70		67	69	n/a	n/a
70		69	69	n/a	n/a
69		67	n/a	n/a	n/a
69		68	70	n/a	n/a
68		61	72	n/a	n/a
67		65	69	n/a	n/a
67		65	68	n/a	n/a
65		64	70	n/a	n/a
	73         73         73         73         73         72         71         70         70         69         69         69         63         67         67	84♠         80♠         73         73         73         72         71         70         69         69         69         67         67	84 ♠ $61$ 80 ♠ $62$ 73       70         73 $69$ 72       73         71 $68$ 70 $67$ 70 $69$ 69 $67$ 69 $67$ 69 $68$ 61 $67$ 67 $65$ 67 $65$	$84 \uparrow$ $61$ $71$ $80 \uparrow$ $62$ $70$ $73$ $70$ $70$ $73$ $69$ $66$ $72$ $73$ $68$ $71$ $68$ $72$ $70$ $67$ $69$ $70$ $67$ $69$ $70$ $67$ $69$ $70$ $69$ $69$ $69$ $67$ $n/a$ $69$ $68$ $70$ $68$ $61$ $72$ $68$ $61$ $72$ $67$ $65$ $69$ $67$ $65$ $69$ $67$ $65$ $69$ $67$ $65$ $69$	84♠       61       71       n/a         80♠       62       70       n/a         73       70       70       n/a         73       69       66       n/a         72       73       68       n/a         71       68       72       n/a         70       67       69       n/a         70       67       69       n/a         69       67       n/a       n/a         68       61       72       n/a         67       65       69       n/a         67       65       69       n/a         67       65       68       n/a

Q1. Firstly, how important should 'business and community development' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 6 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



## 2016 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

#### 2016 Business/Community Development Importance

	1	_				
2016 Cardinia	20	4	15	28		3 21
2015 Cardinia	18	40	35		5 11	
2014 Cardinia	21	4	26		7 2	
State-wide	22		43	27		4 12
Interface	20	42		30		5 12
Growth	21		49		26	111
Hills	19	43		29		6 <mark>2</mark> 1
Southern Rural	19	38		35		6 <mark>2</mark> 1
Men	15	49		28		3 3 1
Women	26		41	2	9	3 1
18-34	18		52		28	2
35-49	25		42	2	8	4 1
50-64	21	41	l 📕	31		4 2
65+	16	43		28	8	4 2
Personal user		50		36	1	3 1
Household user		43	37		18	2
	%					
Extremely important	Very important	Fairly important	Not that important	Not at all im	portant	Can't
			_	(		



Q1. Firstly, how important should 'business and community development' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 6 Councils asked group: 2

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### 2016 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES

2016 Business/C	Community Development Perfo	ormance		2015	2014	2013	2012
Growth			62	65	66	n/a	n/a
18-34			62	67	63	n/a	n/a
Southern Rural		61		61	55	n/a	n/a
65+		61		61	64	n/a	n/a
Cardinia		60		63	63	n/a	n/a
State-wide		60		60	62	n/a	n/a
Men		60		61	61	n/a	n/a
Women		60		64	64	n/a	n/a
35-49		60		60	63	n/a	n/a
Personal user		59		62	68	n/a	n/a
Household user		59		63	67	n/a	n/a
Interface	58			63	n/a	n/a	n/a
50-64	55			59	59	n/a	n/a
Hills	54♥			60	61	n/a	n/a

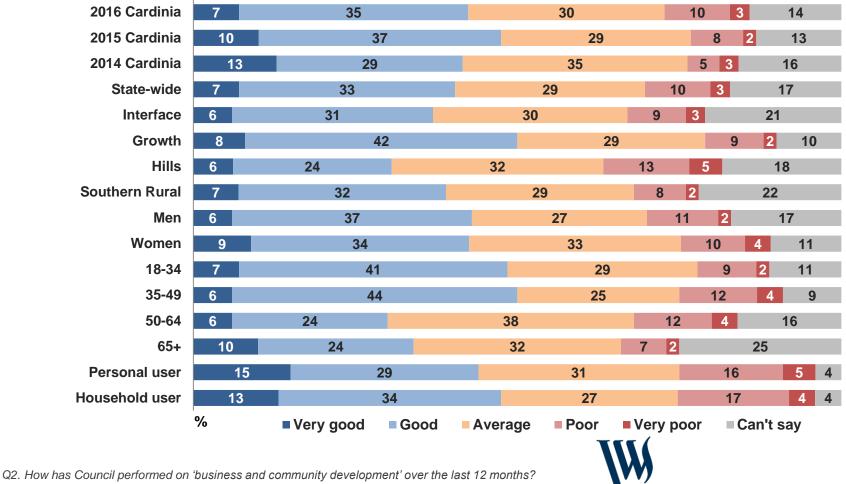
Q2. How has Council performed on 'business and community development' over the last 12 months? Base: All respondents. Councils asked state-wide: 13 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



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### 2016 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

#### 2016 Business/Community Development Performance



Base: All respondents. Councils asked state-wide: 13 Councils asked group: 2

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### 2016 TOURISM DEVELOPMENT IMPORTANCE INDEX SCORES

2016 Tourism Developmen	t Importance			2015	2014	2013	2012
Personal user		(	<b>6</b> 4*	55	59	n/a	n/a
State-wide		6	3∱	65	65	n/a	n/a
Household user		6	3*	54	60	n/a	n/a
Interface		57∱		50	n/a	n/a	n/a
Hills		55		52	56	n/a	n/a
Southern Rural		55		45	50	n/a	n/a
Women		53		53	51	n/a	n/a
50-64		53		53	50	n/a	n/a
Cardinia		52		50	49	n/a	n/a
35-49		52		51	49	n/a	n/a
18-34		51		47	48	n/a	n/a
65+		51		48	52	n/a	n/a
Men		50		46	48	n/a	n/a
Growth		49		51	45	n/a	n/a

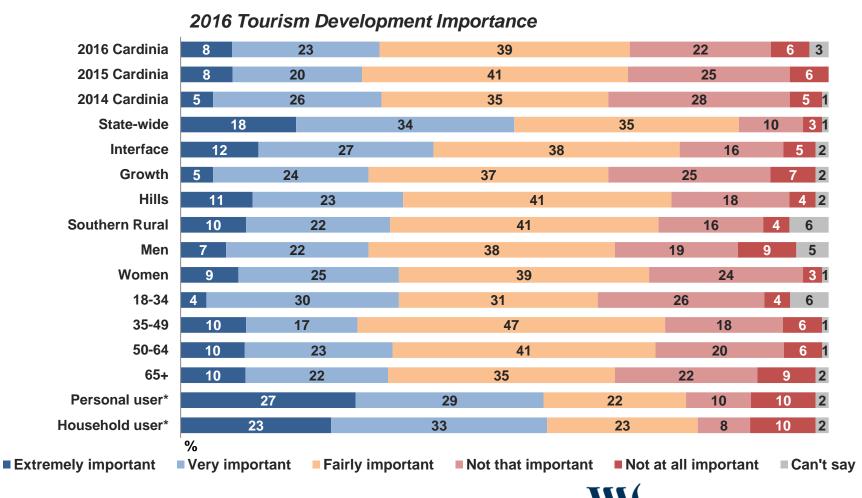
Q1. Firstly, how important should 'tourism development' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 6 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences \*Caution: small sample size < n=30



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### 2016 TOURISM DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES



Q1. Firstly, how important should 'tourism development' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 6 Councils asked group: 2 \*Caution: small sample size < n=30

### 2016 TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES

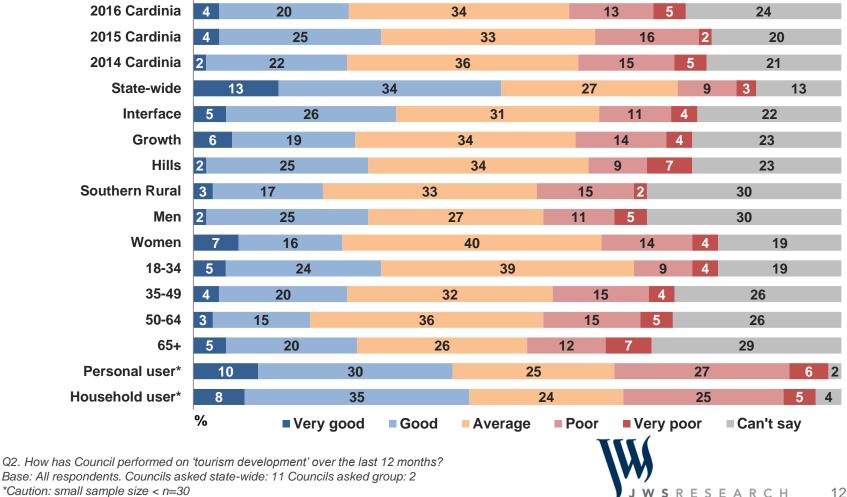
#### 2016 Tourism Development Performance 2015 2014 2013 2012 State-wide 63 63 64 n/a n/a Interface 56 53 n/a n/a n/a 18-34 56 59 48 n/a n/a Household user 54\* 58 63 n/a n/a Cardinia 53 53 51 n/a n/a Growth 53 55 51 n/a n/a Men 53 51 51 n/a n/a Personal user 53\* 62 56 n/a n/a Hills 52 54 54 n/a n/a Southern Rural 52 51 46 n/a n/a Women 52 56 50 n/a n/a 52 65+ 50 54 n/a n/a 35-49 51 50 51 n/a n/a 50-64 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: 11 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences \*Caution: small sample size < n=30



### **2016 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES**

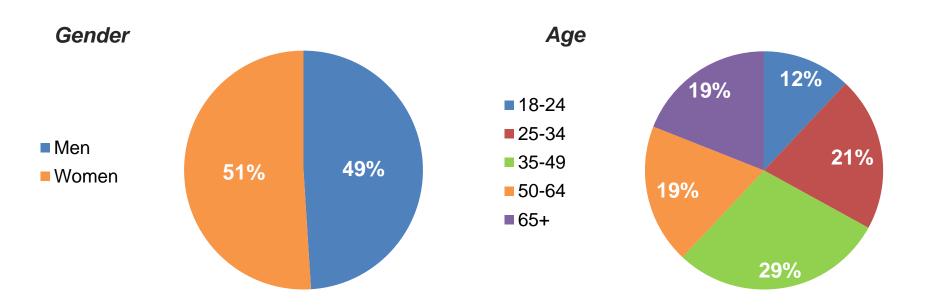
#### 2016 Tourism Development Performance



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# **DETAILED DEMOGRAPHICS**

### 2016 GENDER AND AGE PROFILE



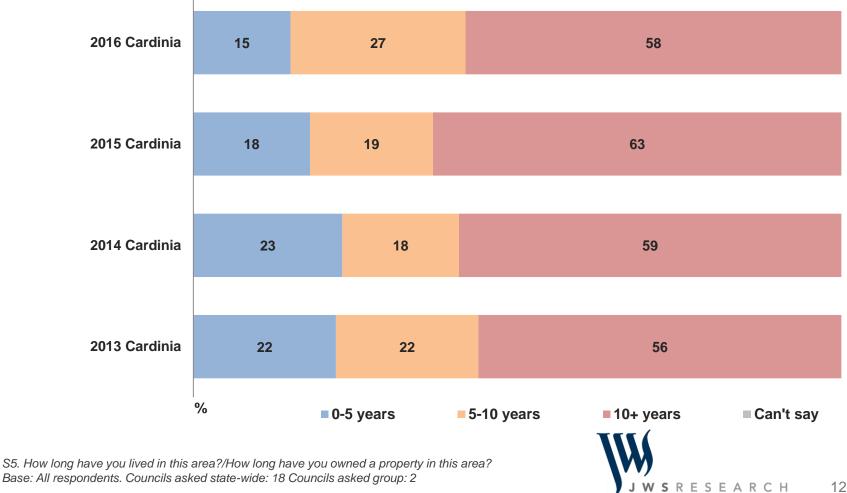
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong? Base: All respondents. Councils asked state-wide: 69 Councils asked group: 6





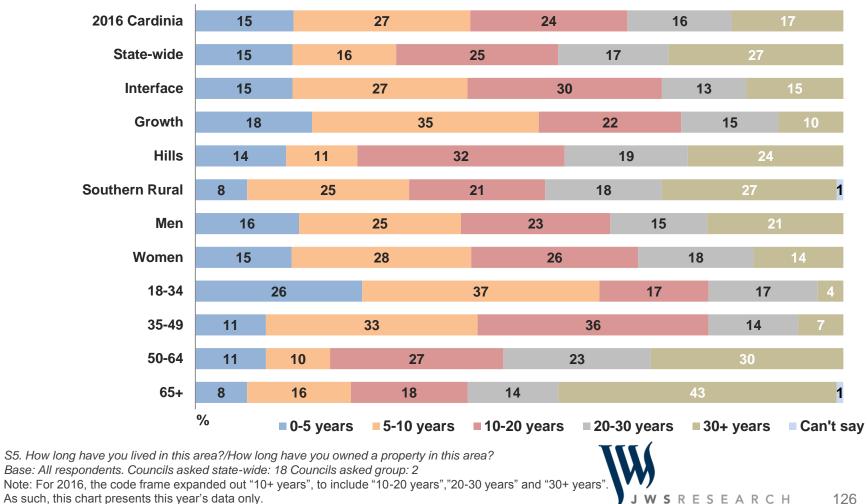
#### 2016 Years Lived in Area



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#### 2016 Years Lived in Area



As such, this chart presents this year's data only.

# APPENDIX A: DETAILED SURVEY TABULATIONS

## **AVAILABLE IN SUPPLIED EXCEL FILE**

# APPENDIX B: FURTHER PROJECT INFORMATION

### APPENDIX B: BACKGROUND AND OBJECTIVES

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2016 have been made throughout this report as appropriate.** 





The sample size for the 2016 State-wide Local Government Community Satisfaction Survey for Cardinia Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 63,000 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	193	196	+/-7.1
Women	207	204	+/-6.8
Growth	196	219	+/-7.0
Hills	120	110	+/-9.0
Southern Rural	84	71	+/-10.7
18-34 years	54	133	+/-13.5
35-49 years	80	115	+/-11.0
50-64 years	133	76	+/-8.5
65+ years	133	76	+/-8.5

All participating councils are listed in the state-wide report published on the DELWP website. In 2016, 69 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 2012-2016 vary slightly.

### **Council Groups**

Cardinia Shire Council is classified as an 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 2016 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 benchmark 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%		<b>INDEX SCORE 60</b>

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





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

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

Where:

\$1 = Index Score 1
\$2 = Index Score 2
\$3 = unweighted sample count 1
\$4 = unweighted sample count 1
\$5 = standard deviation 1
\$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

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



### **Core, Optional and Tailored Questions**

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2016 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 2016 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



### Reporting

Every council that participated in the 2016 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 <a href="http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey">http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey</a>.



### APPENDIX B: GLOSSARY OF TERMS

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

**CSS**: 2016 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.

