



2020 Local Government Community Satisfaction Survey

Cardinia Shire Council

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





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Background and objectives

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

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

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

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

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

Serving Victoria for 21 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 21 years of results, the CSS offers councils a long-term measure of how they are performing – essential for councils that work over the long term to provide valuable services and infrastructure to their communities.

Participation in the State-wide Local Government Community Satisfaction Survey is optional.

Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.



Key findings and recommendations



Cardinia Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Cardinia 57



State-wide 58



Interface 56

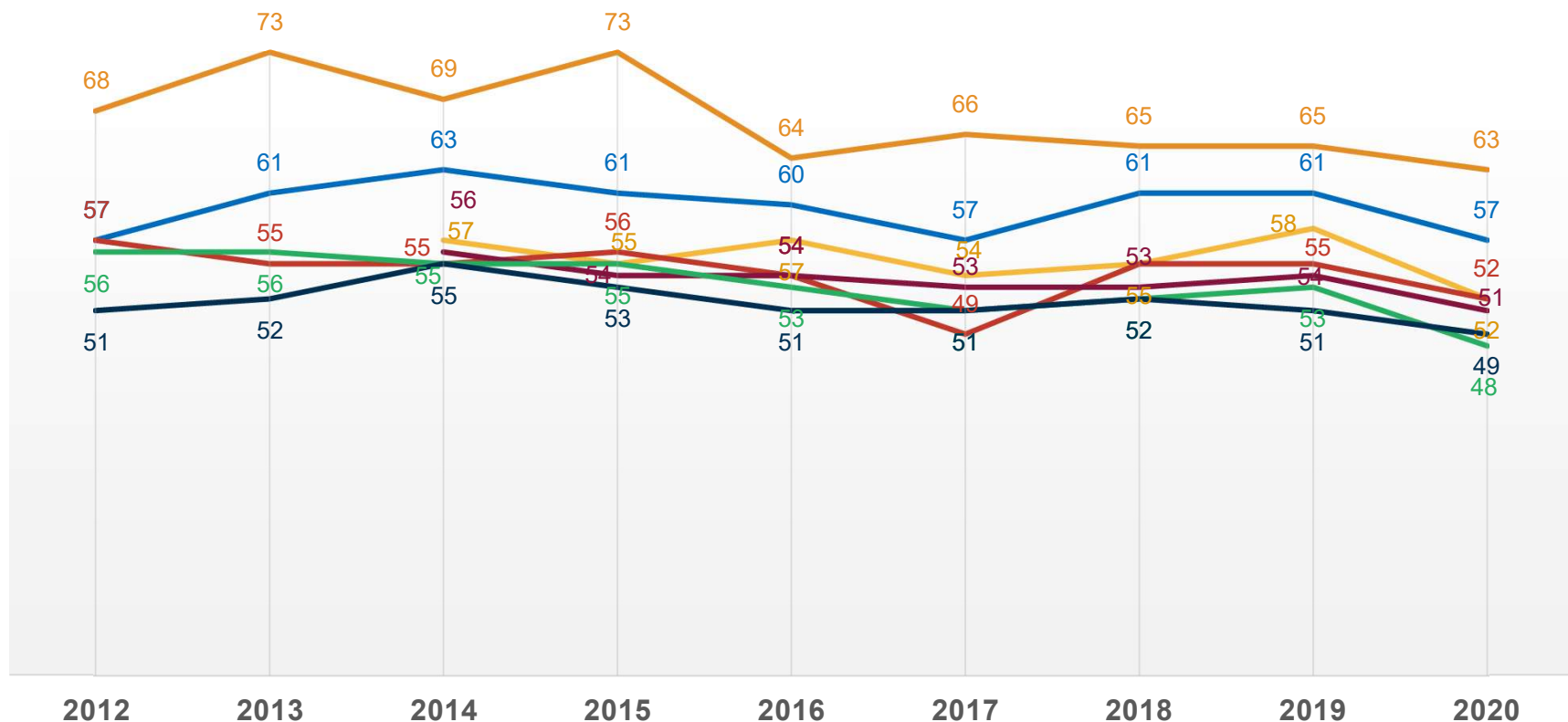
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	None	<div> Appearance of public areas </div> <div> Enforcement of local laws </div> <div> Local streets & footpaths </div>
Compared to group average	None	<div> Unsealed roads </div> <div> Lobbying </div> <div> Family support services </div>



Summary of core measures

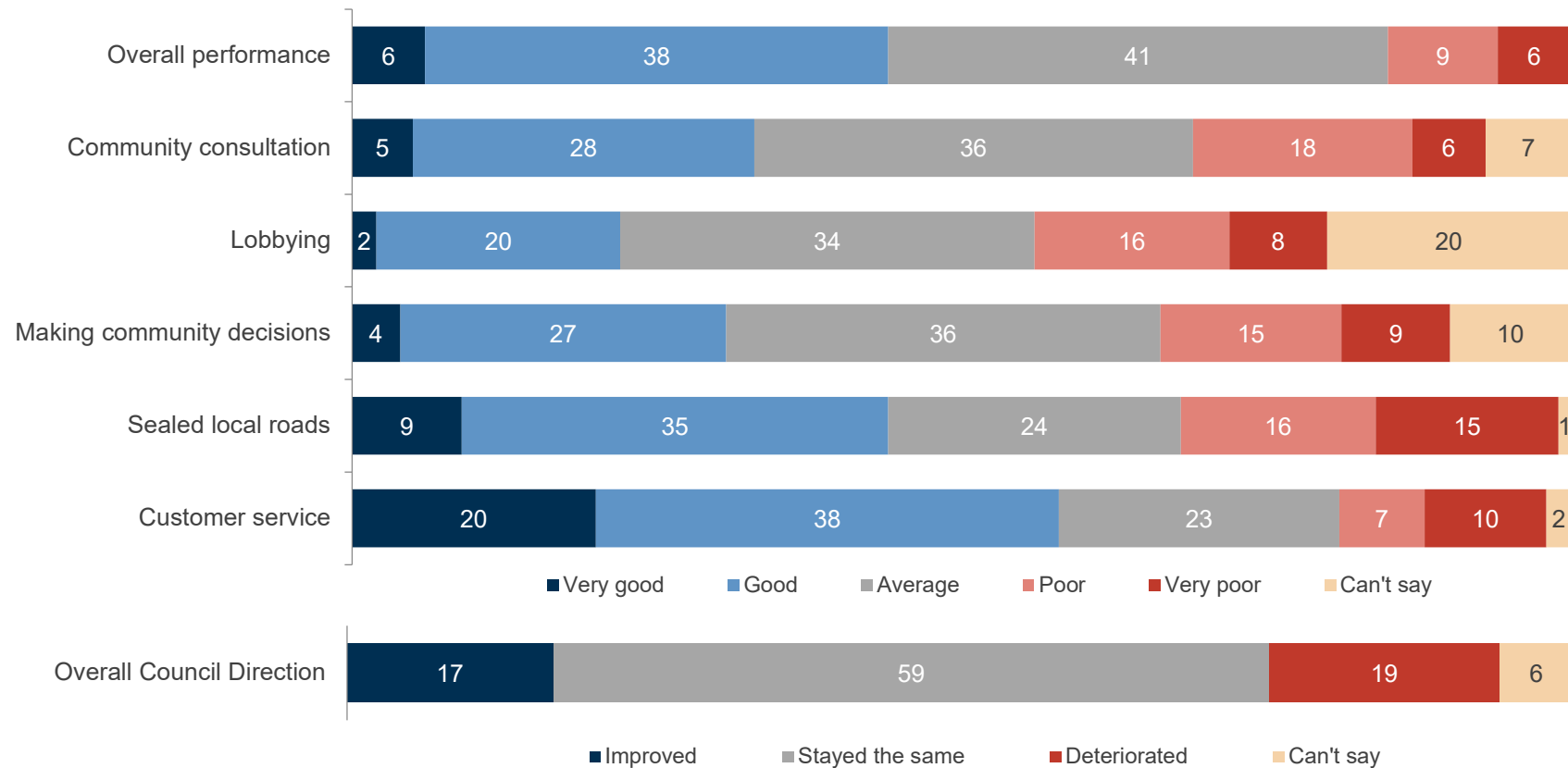
Index scores









Summary of core measures

Core measures summary results (%)





Summary of Cardinia Shire Council performance

Services	Cardinia 2020	Cardinia 2019	Interface 2020	State-wide 2020	Highest score	Lowest score
 Overall performance	57	61	56	58	Aged 65+ years	Aged 50-64 years, Southern Rural residents
 Overall council direction	49	51	48	51	Aged 65+ years	Aged 50-64 years
 Customer service	63	65	68	70	Aged 65+ years	Aged 18-34 years
 Art centres & libraries	71	75	71	74	Personal Users	Aged 18-34 years
 Recreational facilities	67	72	67	70	Aged 65+ years	Southern Rural residents, Aged 18-34 years, Women
 Community & cultural	66	-	66	68	Personal Users	Aged 18-34 years
 Appearance of public areas	64	69	65	72	Aged 65+ years	Southern Rural residents, Aged 50-64 years
 Waste management	64	72	65	65	Aged 65+ years	Aged 18-34 years
 Emergency & disaster mngt	64	73	66	68	Aged 65+ years	Aged 18-34 years
 Family support services	60	67	63	66	Aged 65+ years	Aged 18-34 years

Significantly **higher** / **lower** than Cardinia Shire Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.



Summary of Cardinia Shire Council performance

Services	Cardinia 2020	Cardinia 2019	Interface 2020	State-wide 2020	Highest score	Lowest score
Business & community dev.	58	64	60	59	Aged 65+ years	Aged 50-64 years
Enforcement of local laws	56	61	59	63	Men, Aged 65+ years, Aged 35-49 years	Aged 50-64 years
Environmental sustainability	55	-	56	60	Aged 35-49 years, Aged 65+ years	Aged 18-34 years
Informing the community	54	57	57	59	Aged 65+ years	Aged 50-64 years
Consultation & engagement	52	55	53	55	Users	Aged 50-64 years
Local streets & footpaths	52	56	54	58	Growth residents	Hills residents
Sealed local roads	52	58	55	54	Aged 65+ years	Southern Rural residents
Community decisions	51	54	52	53	Aged 65+ years	Aged 50-64 years, Southern Rural residents
Lobbying	48	53	51	53	Aged 65+ years	Southern Rural residents
Population growth	45	50	46	51	Aged 65+ years	Southern Rural residents
Unsealed roads	38	40	43	44	Aged 65+ years	Southern Rural residents

Significantly **higher** / **lower** than Cardinia Shire Council 2020 result at the 95% confidence interval.
Please see Appendix A for explanation of significant differences and index scores.



Focus areas for the next 12 months

Overview

Cardinia Shire Council's performance is largely in line with the broader Interface council group in 2020. However, community perceptions of Council performance have declined significantly over the past year across the majority of individual service areas and overall. As a result, many of Council's performance ratings are now at their lowest point to date.

Key influences on perceptions of overall performance

Council should focus on maintaining and improving performance in service areas that most influence perceptions of overall performance: sealed roads, family support, business and community development, decisions made in the community interest, informing the community, unsealed roads, waste management and the appearance of public areas. As Council's lower performing areas, road maintenance and community decisions should be targeted for improvement to help shore up positive overall perceptions of Council.

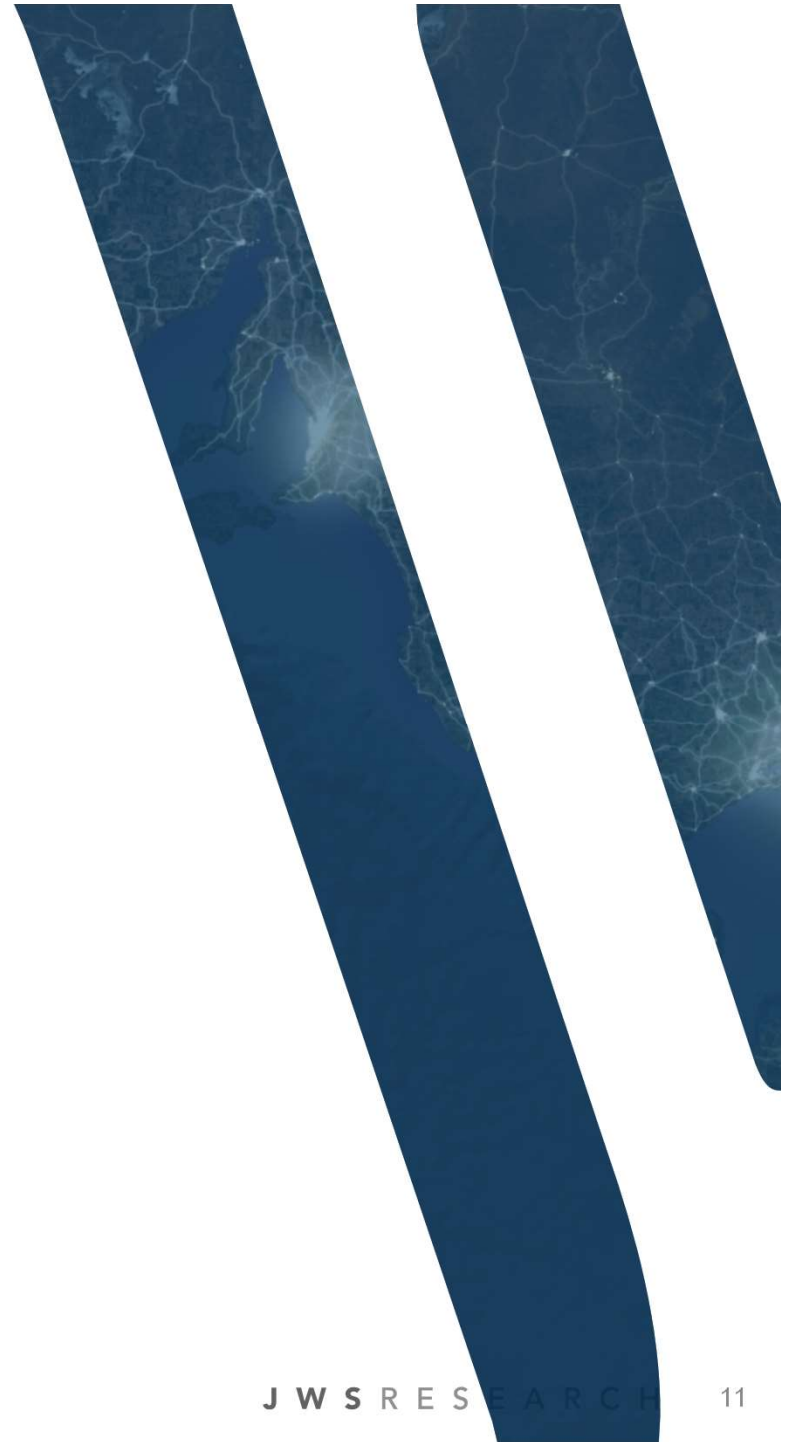
Comparison to state and area grouping

Council performs in line with the Interface group average on most individual service areas (13 out of 18) and in line with the State-wide average in five areas. It also performs in line with the group and State-wide average on overall Council performance and overall direction. However, across the balance of individual service areas and on customer service, Council performs significantly below the group or State average.

Regaining positive community sentiment

Council should look to shore up community opinion by strengthening its efforts in influential and higher performing areas such as waste management and public areas. It should also attend to resident concerns about road maintenance and Council acting in the community's interest – also important and influential areas but currently among Council's worst performing. Some attention to customer service, which is down slightly this year, may also help in returning Council to the more positive ratings seen in past years.

DETAILED FINDINGS



Overall performance





Overall performance

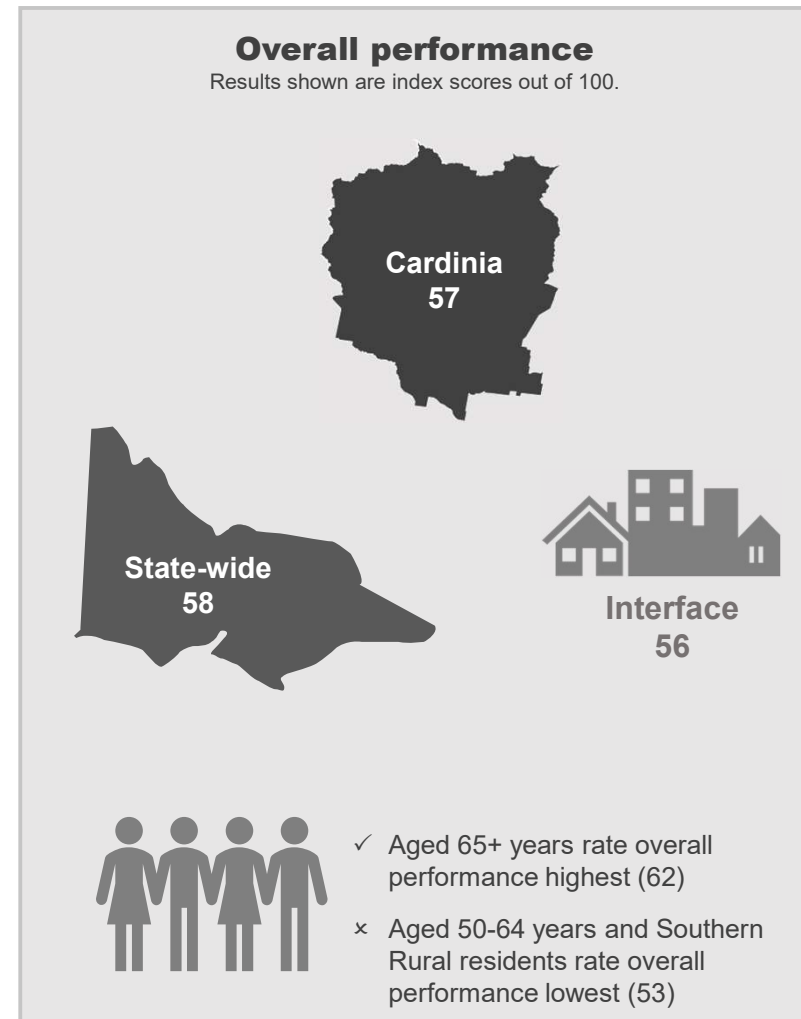
The overall performance index score of 57 for Cardinia Shire Council represents a statistically significant (at the 95% confidence interval) decrease of four points on the 2019 result.

- After improving from an index score of 57 in 2017 to 61 in both 2018 and 2019, Council has been unable to maintain this more positive sentiment in 2020.
- Contributing to this decrease are significant declines among women (index score of 59, down five points) and 18 to 34 year olds (index score of 59, down eight points).

Council's overall performance is rated in line with the average rating for councils State-wide and in the Interface group (index score of 58 and 56 respectively).

- Older residents aged 65+ years provide Council's highest performance rating overall (index score of 62) while 50 to 64 year olds provide the lowest (index score of 53).

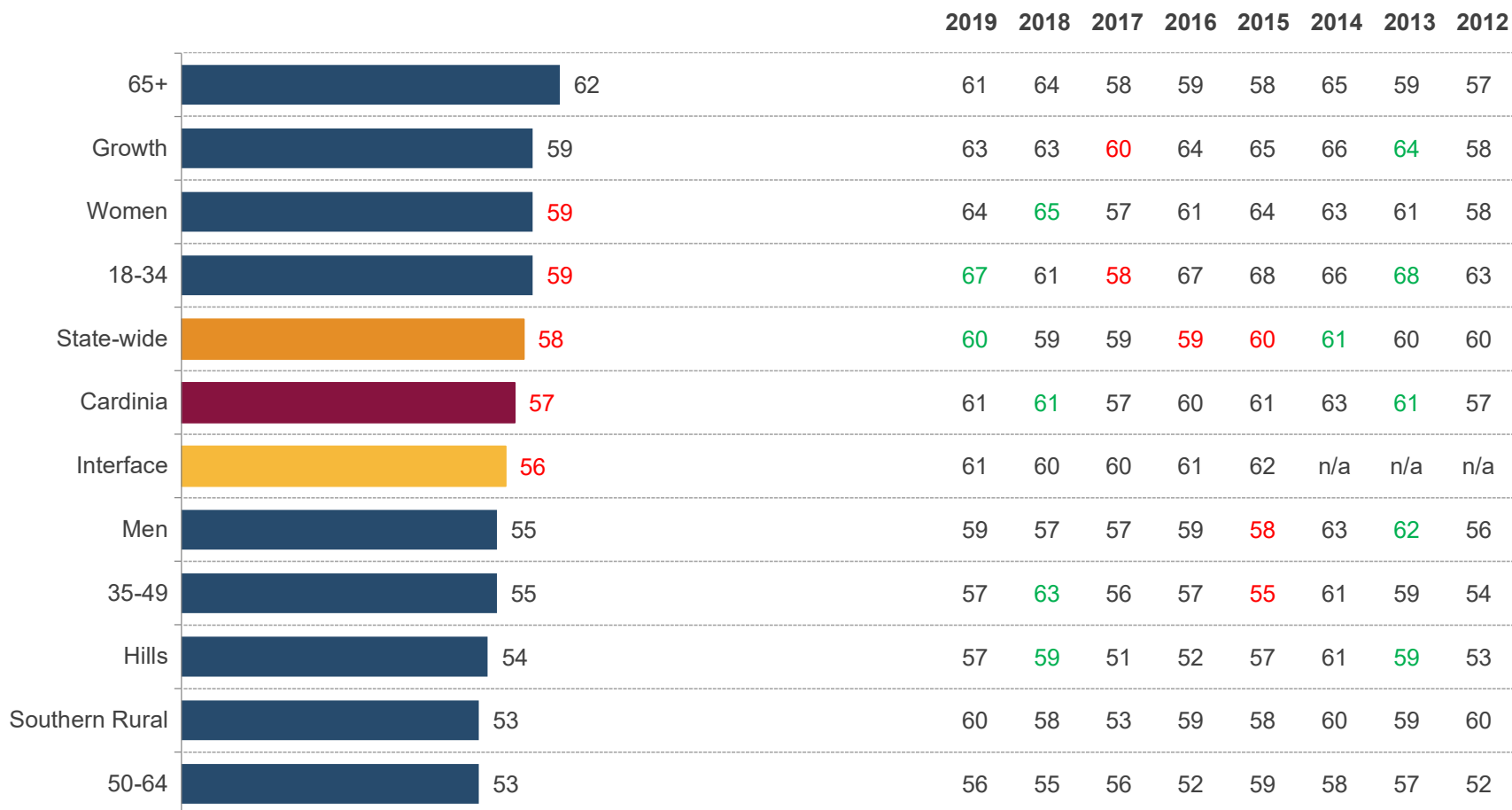
Almost three times as many residents rate Cardinia Shire Council's overall performance as 'very good' or 'good' (44%) as those who rate it as 'very poor' or 'poor' (15%). A further 41% sit mid-scale, rating Council's overall performance as 'average'.





Overall performance

2020 overall performance (index scores)



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Cardinia Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

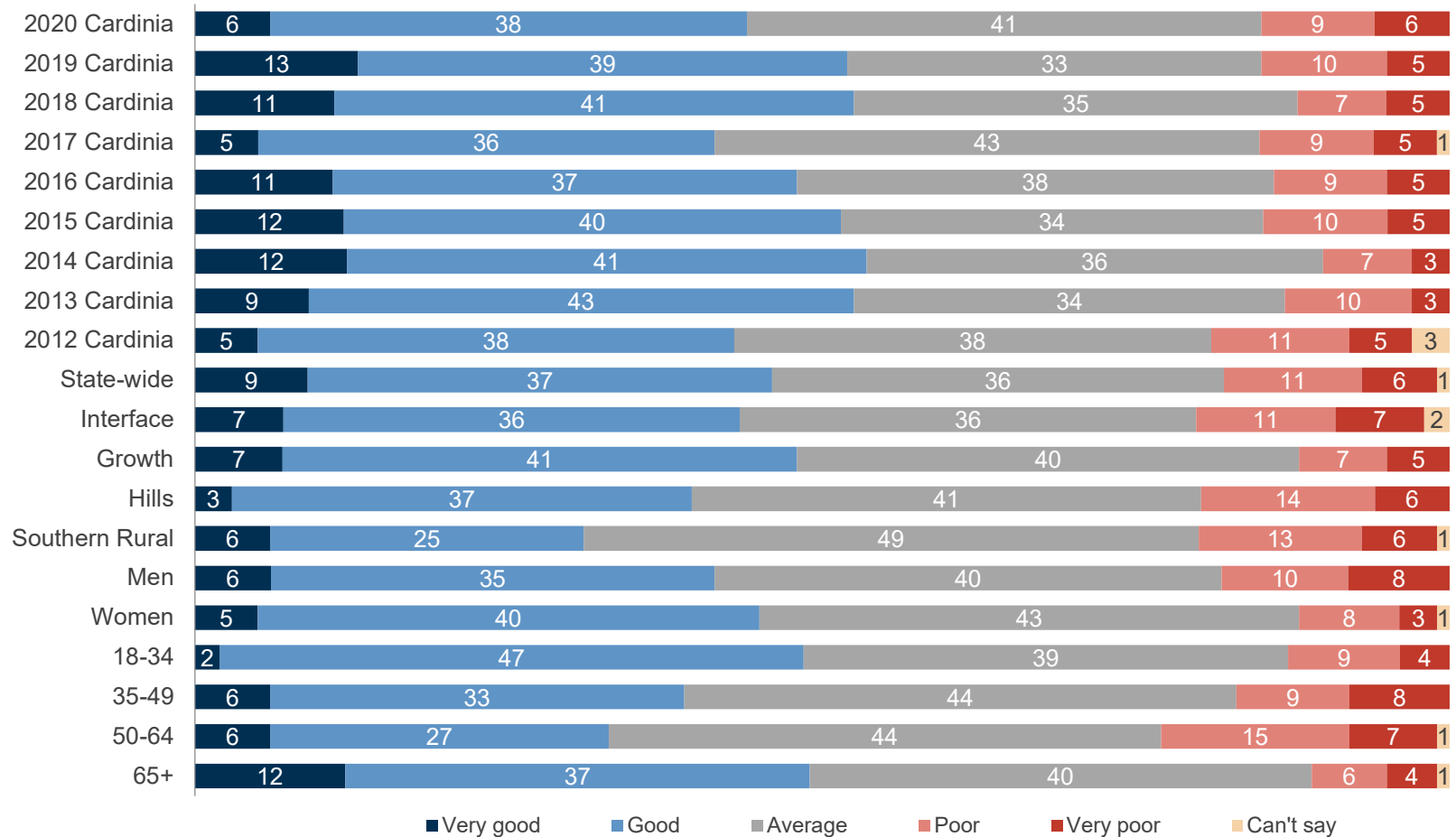
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5

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



Overall performance

2020 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: 62 Councils asked group: 5



Top performing service areas

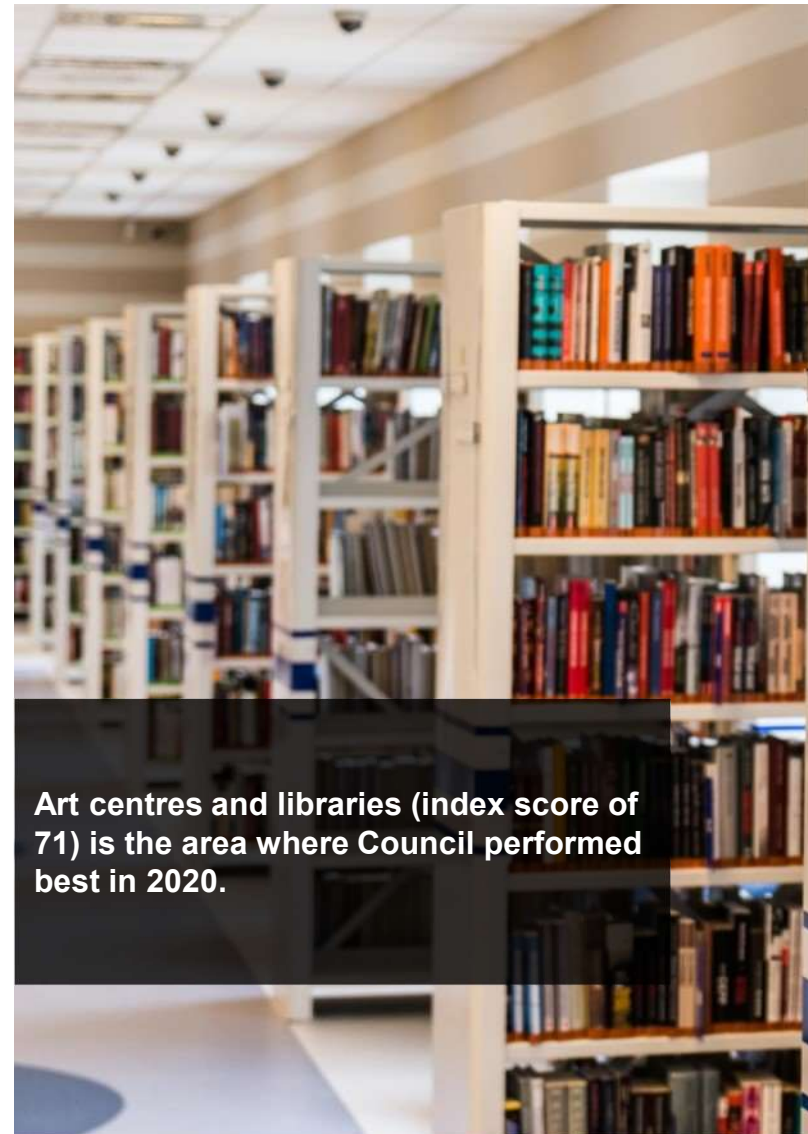
Perceptions of Cardinia Shire Council performance have declined significantly in 2020 across most of its better performing service areas. A focus on these areas over the next 12 months will help to recover the more positive community perceptions seen in previous years.

Art centres and libraries continue to be Council's best performing area in 2020 (index score of 71, down four points), followed by recreational facilities (index score of 67, down five points) and community and cultural activities (index score of 66, not measured in 2019).

- Contributing to these decreases on art centres and libraries and recreational facilities are significant declines over the last year among women, 18 to 34 year olds, Growth area residents and service users.
- However, recreational/ sporting facilities are most often cited as the best thing about Council (12% of residents).

Emergency management, waste management and the appearance of public areas also remain among Council's better performing service areas (index score of 64 each, all down from 2019). Opinion declined significantly on emergency and waste management in Growth areas, and on public areas among Southern Rural residents.

While Council performs in line with the Interface group average for these service areas, it performs below the State-wide average on art centres and libraries, recreational facilities, public areas and emergency management.



Art centres and libraries (index score of 71) is the area where Council performed best in 2020.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the areas of unsealed roads (index score of 38) and population growth (index score of 45).

Cardinia Shire Council continues to rate lowest – relative to its performance in other areas – on unsealed roads (index score of 38). Rated performance has declined steadily over the past two years (from a score of 44 in 2018) and is now at its lowest level.

- Council continues to rate lowest among Southern Rural residents (index score of 28, significantly lower than the Council-wide average).
- Growth area residents (index score of 43) still rate performance higher than the Council-wide average however perceptions have declined five points among this group to their lowest level yet.

Council's other poorer performing areas are population growth and lobbying (index score of 45 and 48 respectively – each down five points from 2019 to their lowest rating yet).

- Perceptions of Council performance have declined among Growth area and Southern Rural residents and younger residents aged 18 to 34 years – the latter two groups providing Council's poorest ratings on these areas.

Council rates below the Interface group and State-wide averages, except on population growth where it is line with the group average.



Individual service area performance

2020 individual service area performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Art centres & libraries	71	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	67	72	68	65	67	66	66	67	n/a
Community & cultural	66	n/a	66	63	64	66	66	64	n/a
Waste management	64	72	74	70	74	75	75	75	n/a
Appearance of public areas	64	69	67	61	66	67	63	63	n/a
Emergency & disaster mngt	64	73	69	67	69	70	n/a	n/a	n/a
Family support services	60	67	65	61	66	66	64	67	n/a
Business & community dev.	58	64	64	59	60	63	63	n/a	n/a
Enforcement of local laws	56	61	60	57	61	64	61	65	n/a
Environmental sustainability	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	54	57	n/a	54	55	59	58	58	n/a
Consultation & engagement	52	55	55	49	54	56	55	55	57
Sealed local roads	52	58	55	54	57	55	57	n/a	n/a
Local streets & footpaths	52	56	55	54	57	57	56	51	n/a
Community decisions	51	54	53	53	54	54	56	n/a	n/a
Lobbying	48	53	52	51	53	55	55	56	56
Population growth	45	50	50	51	53	57	57	54	n/a
Unsealed roads	38	40	44	41	41	45	44	43	n/a

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

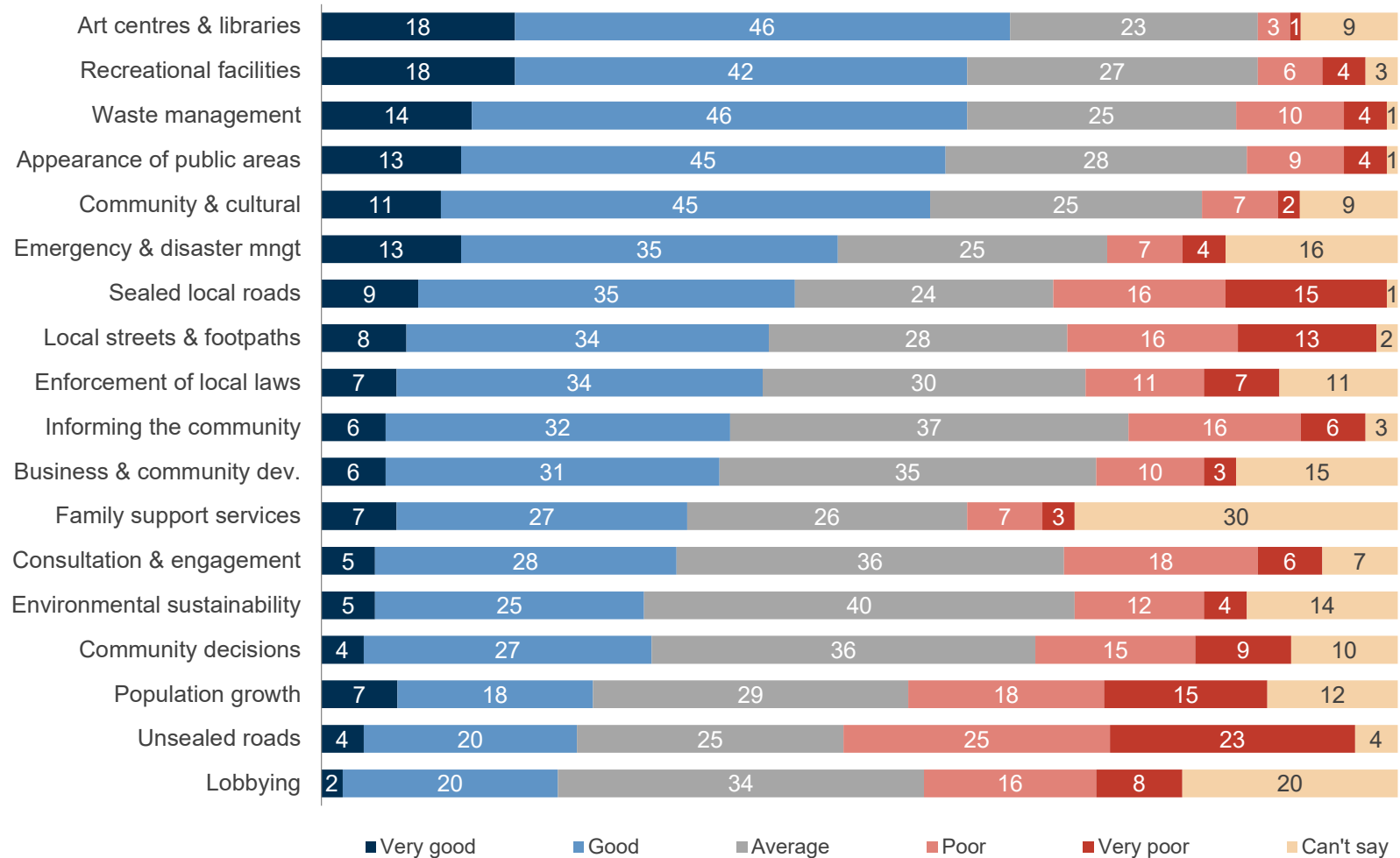
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5

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



Individual service area performance

2020 individual service area performance (%)





Individual service area importance

		2020 individual service area importance (index scores)								
			2019	2018	2017	2016	2015	2014	2013	2012
Emergency & disaster mngt	82		84	81	82	83	81	n/a	n/a	n/a
Waste management	82		82	82	78	80	77	78	81	n/a
Unsealed roads	81		81	81	81	80	83	78	81	n/a
Population growth	80		80	79	78	79	76	79	79	n/a
Sealed local roads	80		80	81	79	79	79	78	n/a	n/a
Local streets & footpaths	77		78	80	77	78	77	77	82	n/a
Family support services	75		72	73	74	75	76	72	74	n/a
Environmental sustainability	73		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Enforcement of local laws	73		71	73	72	73	70	72	75	n/a
Appearance of public areas	73		72	76	74	74	72	72	76	n/a
Informing the community	72		71	n/a	74	76	75	73	76	n/a
Recreational facilities	71		70	73	72	73	72	71	74	n/a
Consultation & engagement	71		70	71	71	73	70	71	72	n/a
Business & community dev.	67		65	68	68	70	67	69	n/a	n/a
Art centres & libraries	62		62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	61		n/a	59	57	64	60	60	61	n/a

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

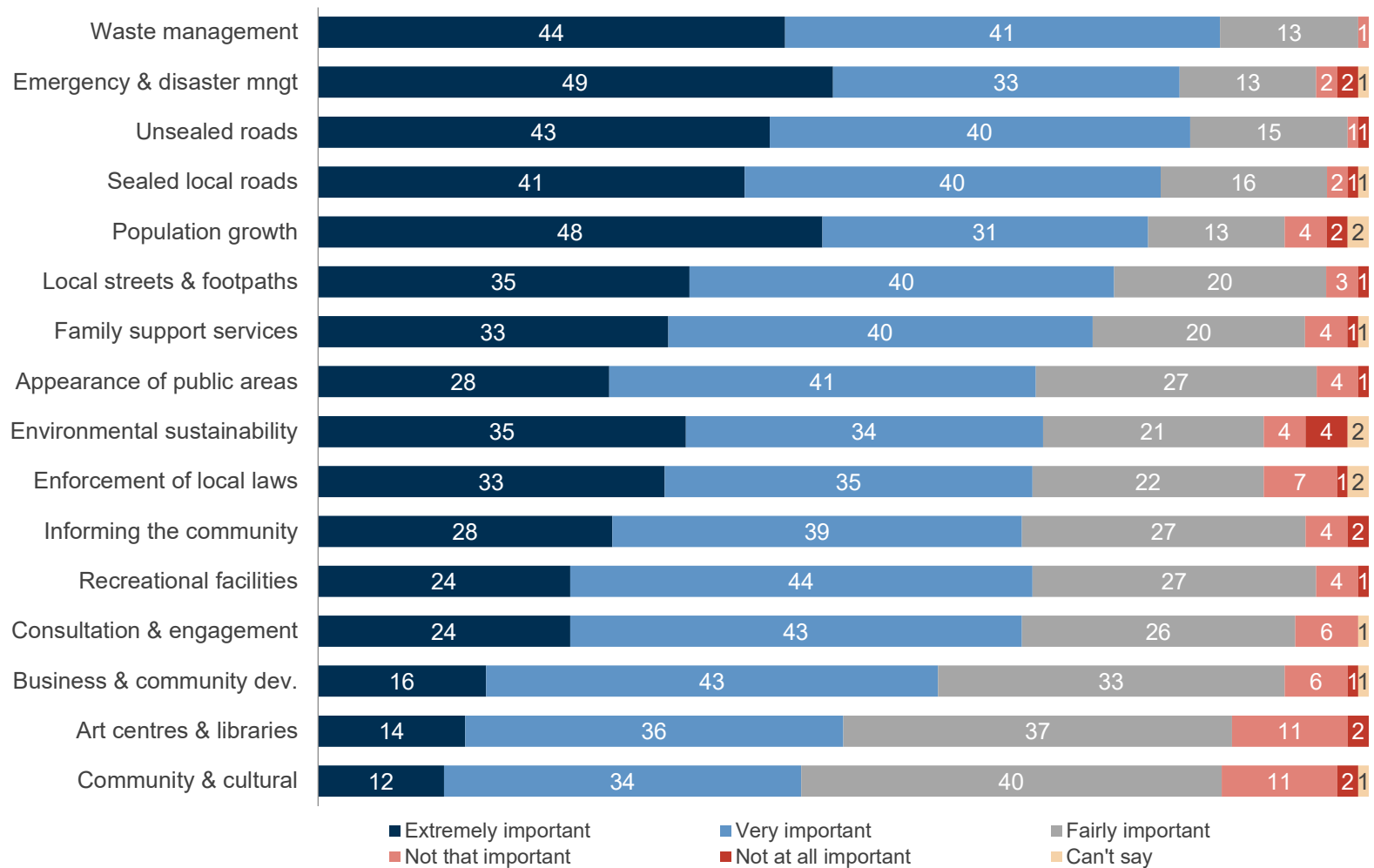
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 2

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



Individual service area importance

2020 individual service area importance (%)

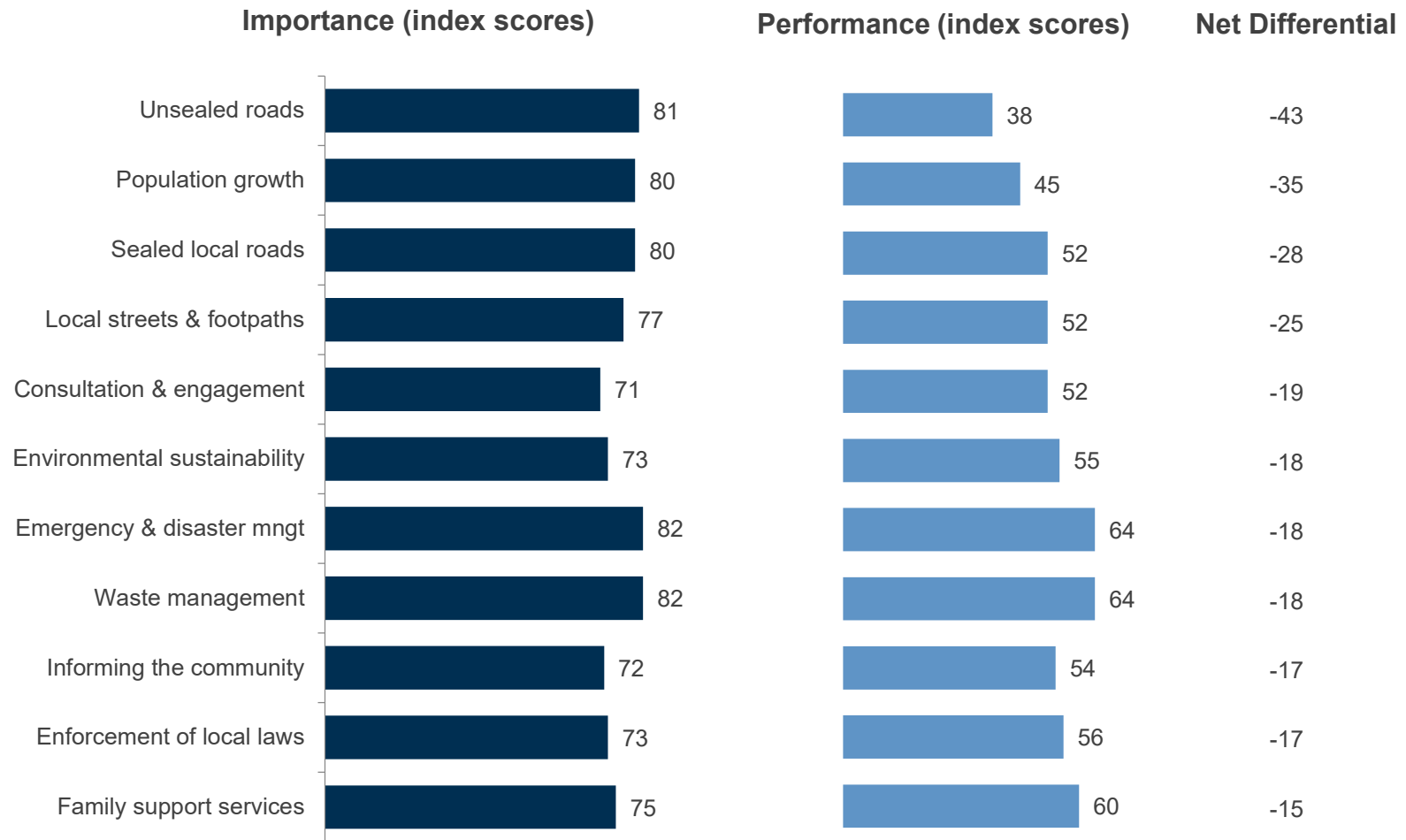


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 2



Individual service areas importance vs performance

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



Note: Net differentials are calculated based on the un-rounded importance and performance scores, then rounded to the nearest whole number.



Influences on perceptions of overall performance

The individual service area that has the strongest influence on the overall performance rating (based on regression analysis) is:

- The condition of sealed local roads (excluding VicRoads).

Local sealed roads are currently one of Cardinia Shire Council's lower performing areas and a focus on improving their condition will help to improve resident perceptions of Council's overall performance.

Following on from that, other individual service areas with a moderate to strong influence on the overall performance rating are:

- Family support services
- Business and community development
- Decisions made in the interest of the community
- Informing the community
- Maintenance of unsealed roads
- Waste management
- The appearance of public areas.

Looking at these key service areas, waste management and the appearance of public areas have the highest performance index (64 for each) and a moderate positive influence on the overall performance rating, therefore maintaining these positive results should remain a focus.

Other service areas that have a positive influence on overall perceptions, but perform relatively less well, are informing the community and community decisions (performance index scores of 54 and 51 respectively).

Good communication and transparency with residents about decisions made in the community's interest can help shore up positive perceptions of Council overall.

However, most in need of attention is Council's maintenance of unsealed roads, which is poorly rated (performance index of 38) and a moderate influence on the overall performance rating.

It is therefore important to attend to resident concerns about unsealed and sealed local roads to help improve overall perceptions of Council's performance.



Regression analysis explained

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

In the charts that follow:

- The horizontal axis represents the council performance index for each individual service. Service areas appearing on the right-side of the chart have a higher performance index than those on the left.
- The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each service area to the model. Service areas near the top of the chart have a greater positive effect on overall performance ratings than service areas located closer to the axis.

The regressions are shown on the following two charts.

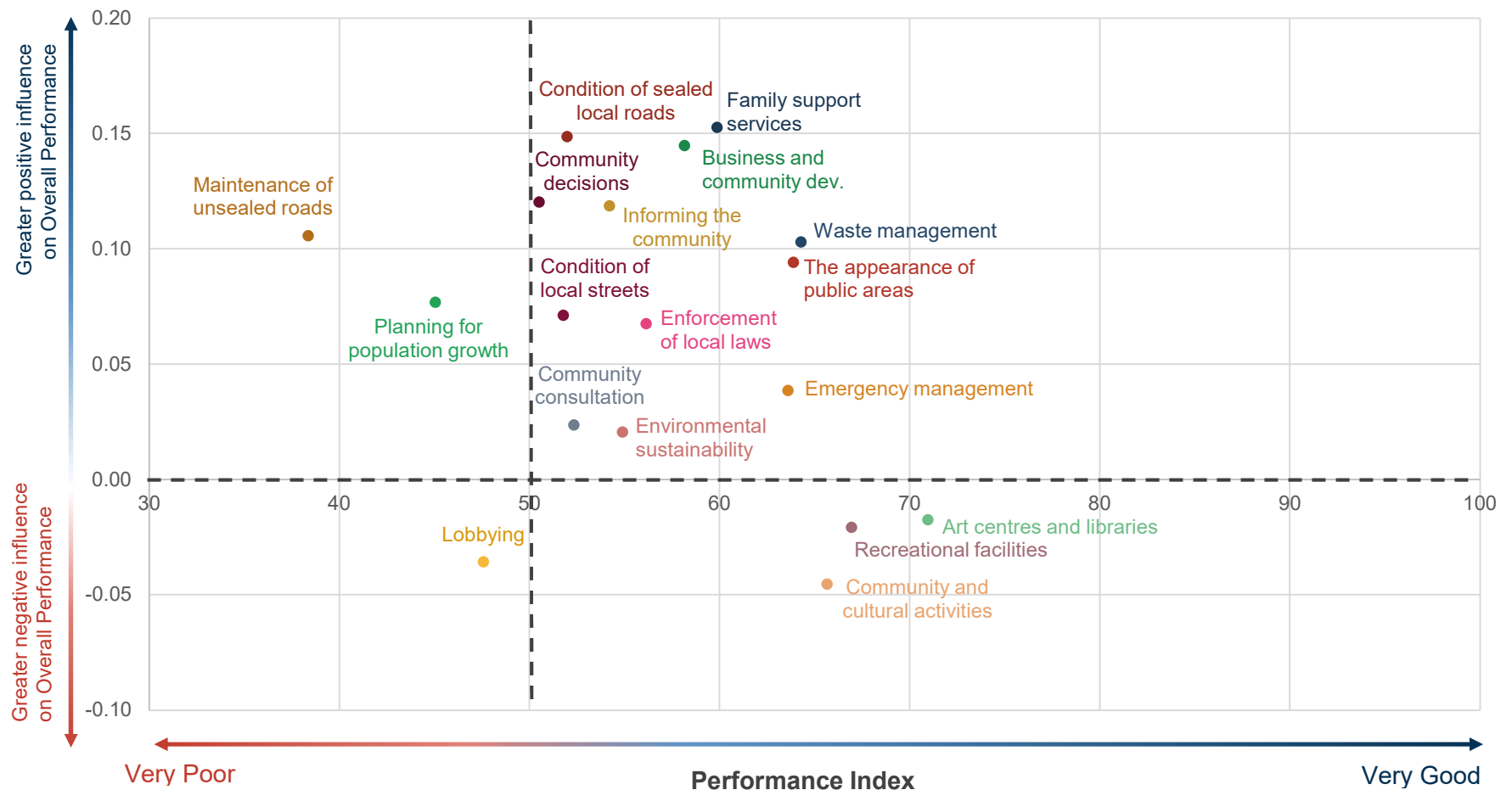
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2020 regression analysis (all service areas)

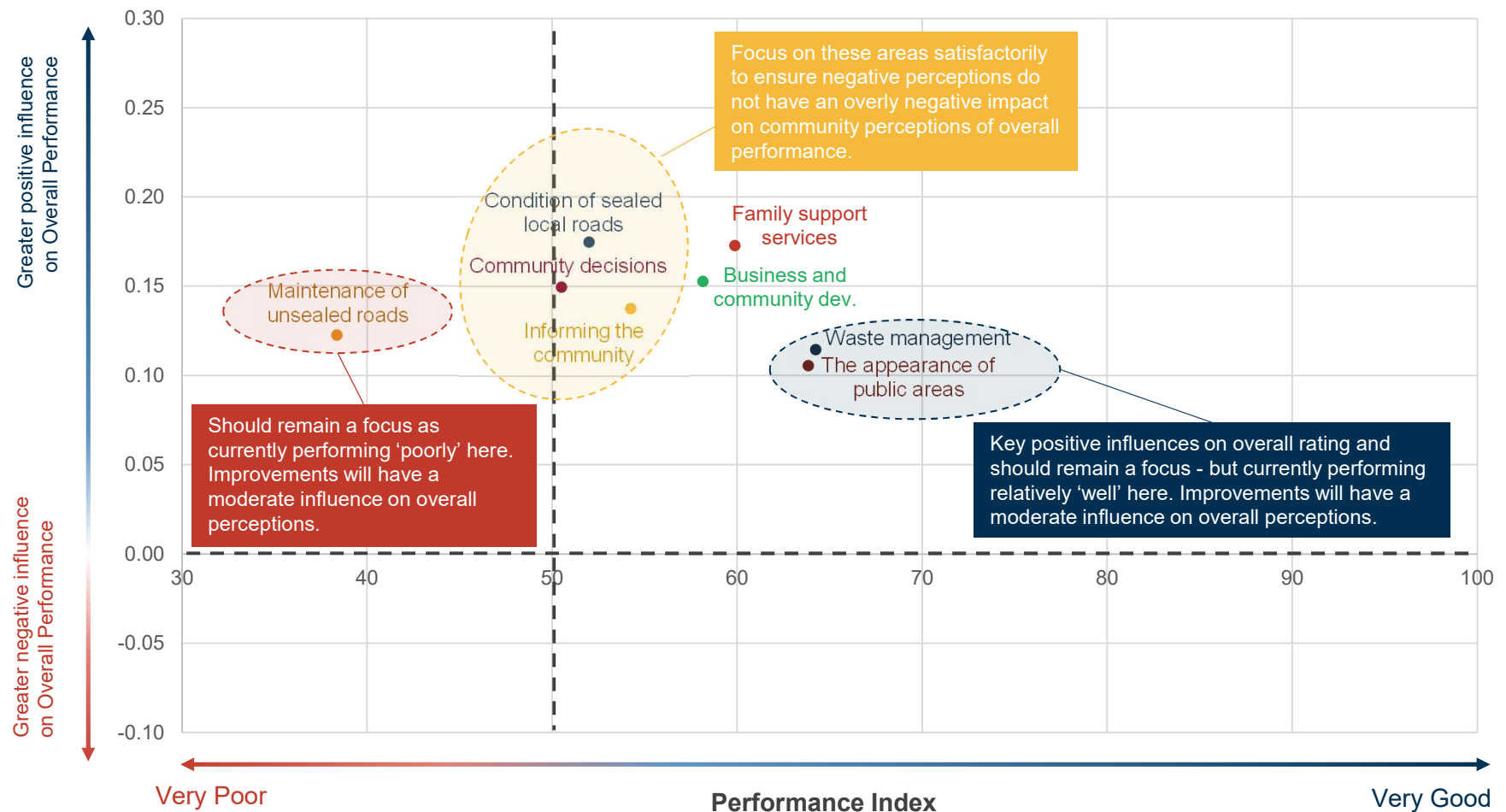


The multiple regression analysis model above (all service areas) has an R-squared value of 0.535 and adjusted R-square value of 0.513, which means that 54% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 24.4$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

2020 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R-squared value of 0.520 and adjusted R-square value of 0.510, which means that 52% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 52.9$.



Best things about Council

2020 best things about Council (%) - Top mentions only -



Q16. Please tell me what is the ONE BEST thing about Cardinia Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 1

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

Customer service





Contact with council and customer service

Contact with council

Two-thirds of Cardinia Shire Council residents (66%) have had contact with Council in the last 12 months, unchanged from last year.



Among those residents who have had contact with Council, 58% provide a positive customer service rating of 'very good' or 'good', including 20% of residents who rate Council's customer service as 'very good'.

Customer service

Cardinia Shire Council's customer service index of 63 is down slightly on its 2019 result (index score of 65) and is now at its lowest point to date.

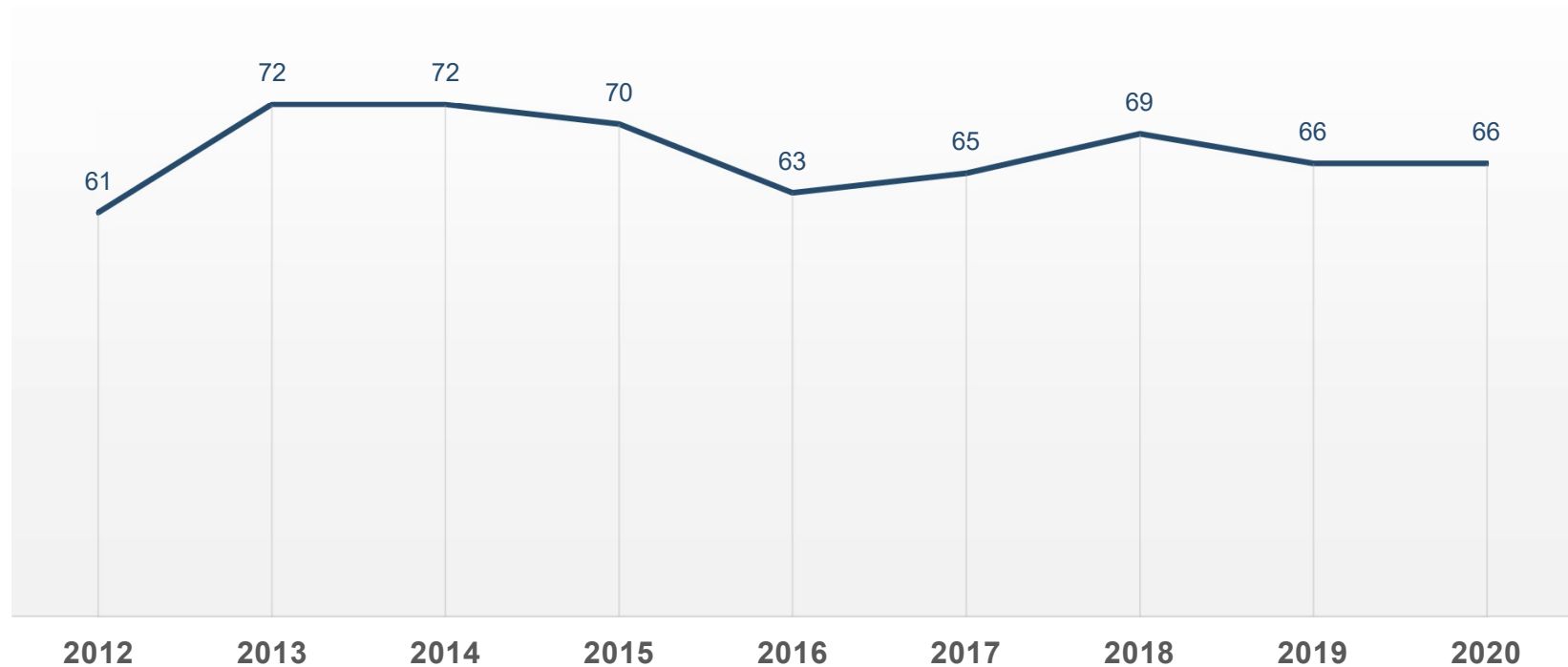
- Council is rated significantly lower than the State-wide and Interface group averages (index score of 70 and 68 respectively).
- Perceptions among younger residents aged 18 to 34 years have decreased significantly over the past year (index score of 55, down 12 points) to their lowest point to date and are significantly lower than the Council-wide average.

However, among those residents who have had contact with Council, more than half (58%) provide a positive customer service rating of 'very good' or 'good'.



Contact with council

2020 contact with council (%)
Have had contact

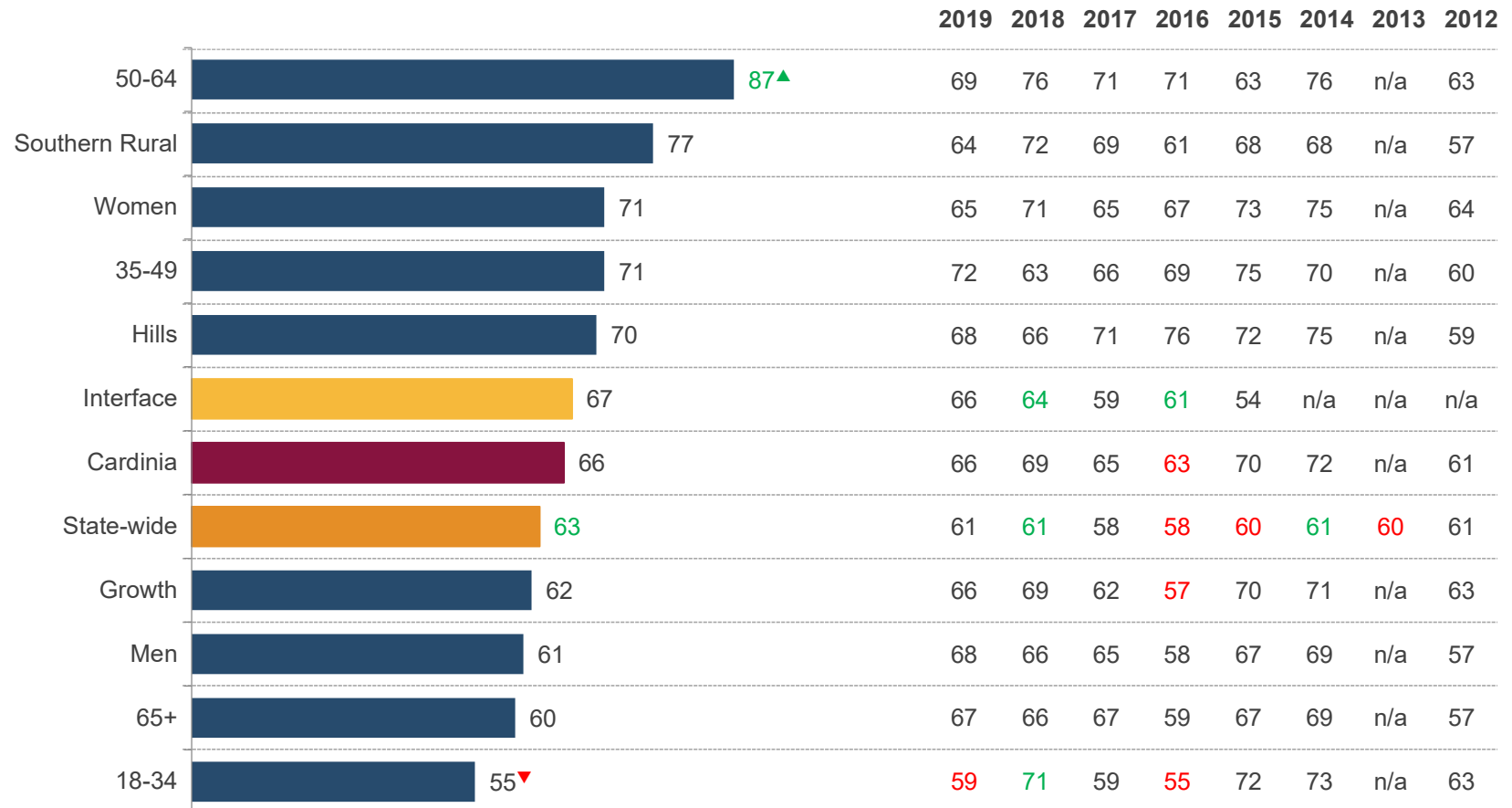


Q5. Over the last 12 months, have you or any member of your household had any contact with Cardinia Shire Council?
This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 3



Contact with council

2020 contact with council (%)



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

Base: All respondents. Councils asked state-wide: 36 Councils asked group: 3

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

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



Customer service rating

2020 customer service rating (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	70▲	71	70	69	69	70	72	71	71
Interface	68▲	69	70	69	70	72	n/a	n/a	n/a
65+	66	71	72	72	68	74	74	71	67
35-49	66	61	59	62	59	67	73	72	65
Women	65	70	66	69	68	78	71	75	72
50-64	65	63	65	59	64	71	63	70	65
Growth	65	68	65	71	67	78	69	73	69
Cardinia	63	65	65	66	64	73	69	73	68
Hills	61	62	64	56	58	68	73	72	65
Men	60	60	63	62	60	67	67	71	63
Southern Rural	58	60	64	58	66	68	62	73	72
18-34	55▼	67	64	70	66	78	66	76	74

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.

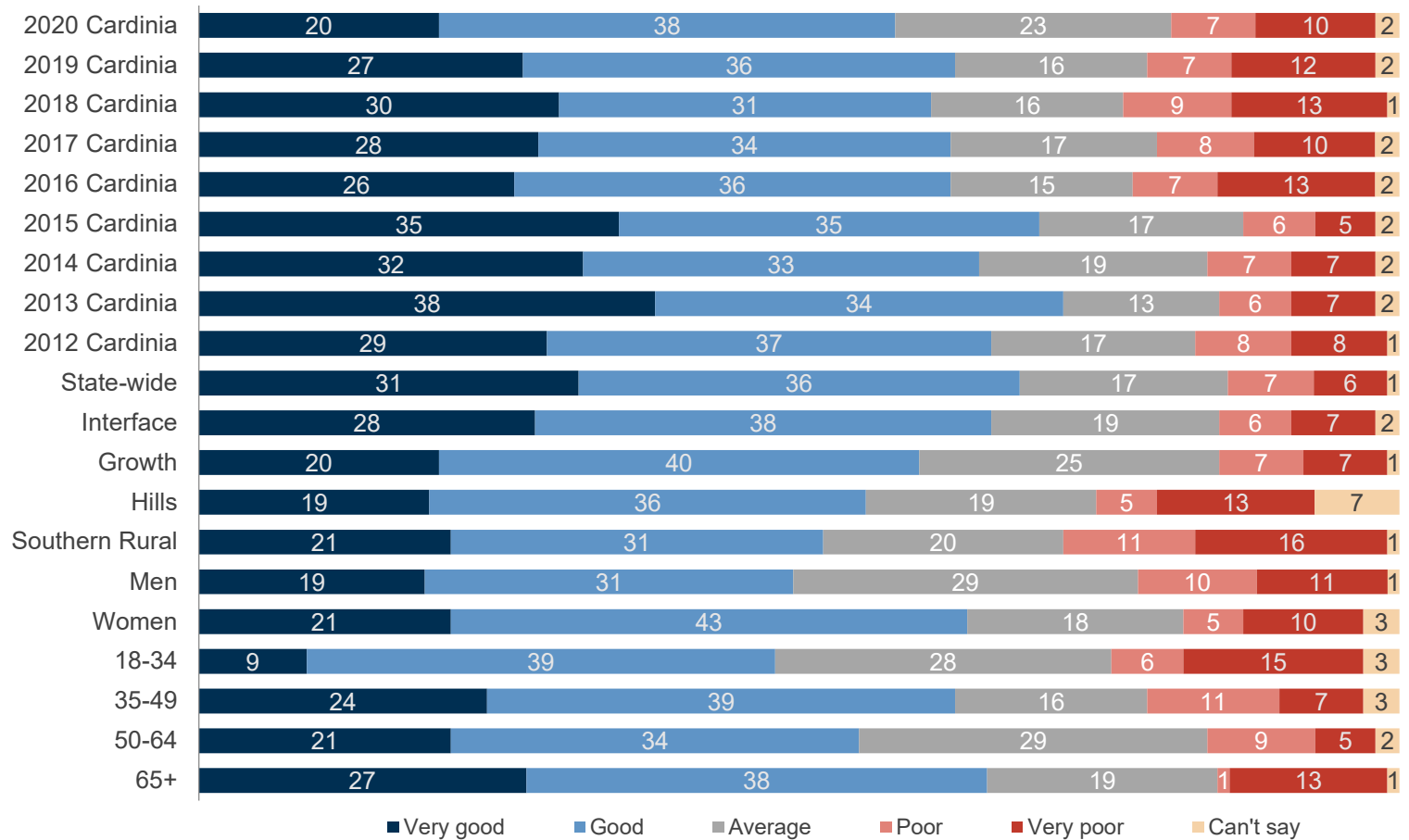
Councils asked state-wide: 62 Councils asked group: 5

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



Customer service rating

2020 customer service rating (%)



Q5c. Thinking of the most recent contact, how would you rate Cardinia Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 62 Councils asked group: 5



Communication

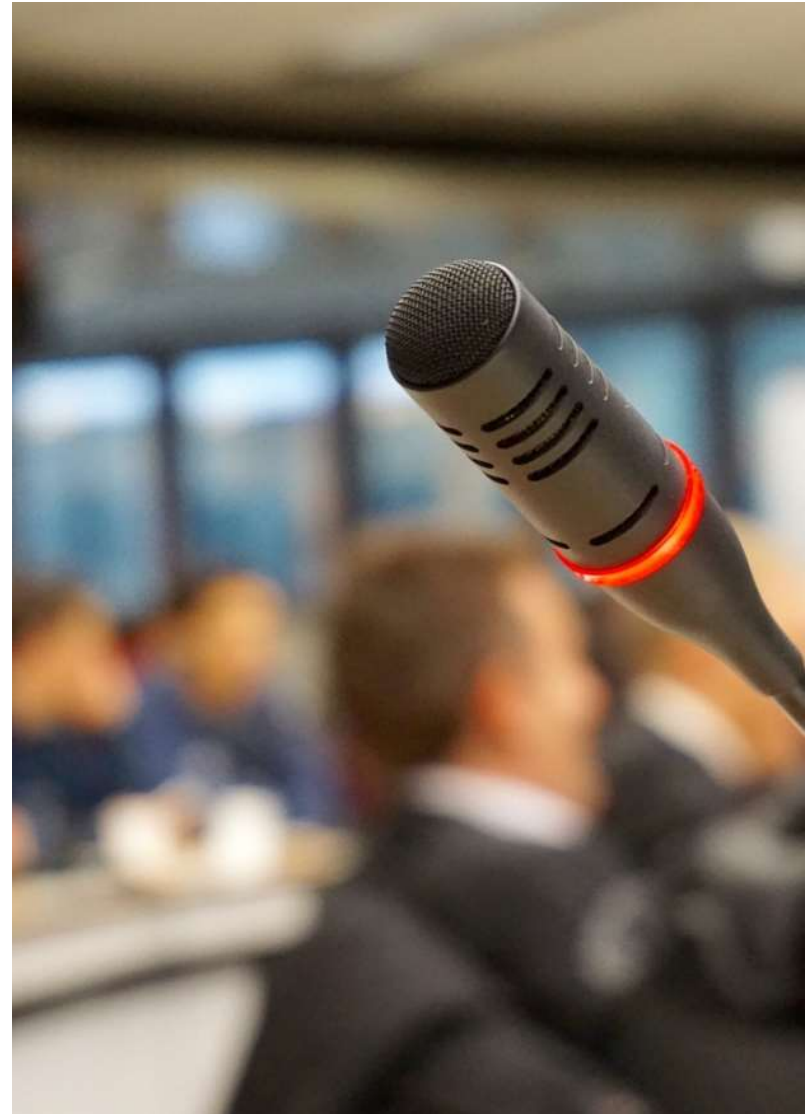


Communication

The preferred form of communication from Cardinia Shire Council remains a newsletter sent via mail (33%) or email (29%).

These are now followed by social media contact (18%), driven by increased interest among the under 50s this year.

- Preferred forms of communication among the under 50s are social media (28%) and Council newsletters via email (27%) or mail (26%). However, preference for social media contact is up 10 points in the last year, while preference for newsletters via email or mail continues its steady decline.
- In contrast, Council newsletters sent via mail (44%) hold firm as the preferred form of communication among the over 50s, ahead of emailed newsletters (33%).





Best form of communication

2020 best form of communication (%)



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

Base: All respondents. Councils asked state-wide: 33 Councils asked group: 2

Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2020 under 50s best form of communication (%)



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

Base: All respondents aged under 50. Councils asked state-wide: 33 Councils asked group: 2

Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2020 over 50s best form of communication (%)



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

Base: All respondents aged over 50. Councils asked state-wide: 33 Councils asked group: 2

Note: 'Social Media' was included in 2019.



Council direction



Council direction

Perceptions of the direction of Cardinia Shire Council's overall performance are down slightly on its 2019 result but its index score of 49 is its lowest to date.

- Contributing to this is a significant decline among female residents over the past year (index score of 47, down seven points).

Almost six in ten residents (59%) believe the direction of Council's overall performance has stayed the same over the past 12 months, down eight points from 2019.

- 19% believe it has deteriorated (up five points) and only 17% believe it has improved (similar to 16% in 2019).
- Most satisfied with the direction of Council performance are residents aged 65+ years, and least satisfied are those aged 35 to 64 years and Southern Rural residents.

On the trade off between cost versus quality of Council services, there continues to be a clear preference for service cuts to maintain current rate levels (46%) over rate rises to improve services (34%). Opinion is little changed from 2019 (47% prefer service cuts versus 33% prefer rate rises).





Overall council direction last 12 months

2020 overall direction (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	54	48	52	51	48	46	54	55	52
18-34	51	56	54	56	56	63	53	59	58
State-wide	51	53	52	53	51	53	53	53	52
Men	50	48	48	50	50	51	57	54	51
Growth	50	54	53	53	53	56	56	54	51
Cardinia	49	51	52	51	51	53	55	52	51
Interface	48	54	53	53	54	54	n/a	n/a	n/a
Women	47	54	55	51	51	55	54	51	50
Hills	47	46	52	47	51	50	55	49	49
Southern Rural	46	48	50	44	43	50	54	51	53
35-49	45	49	51	46	51	46	61	49	46
50-64	44	48	49	46	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?

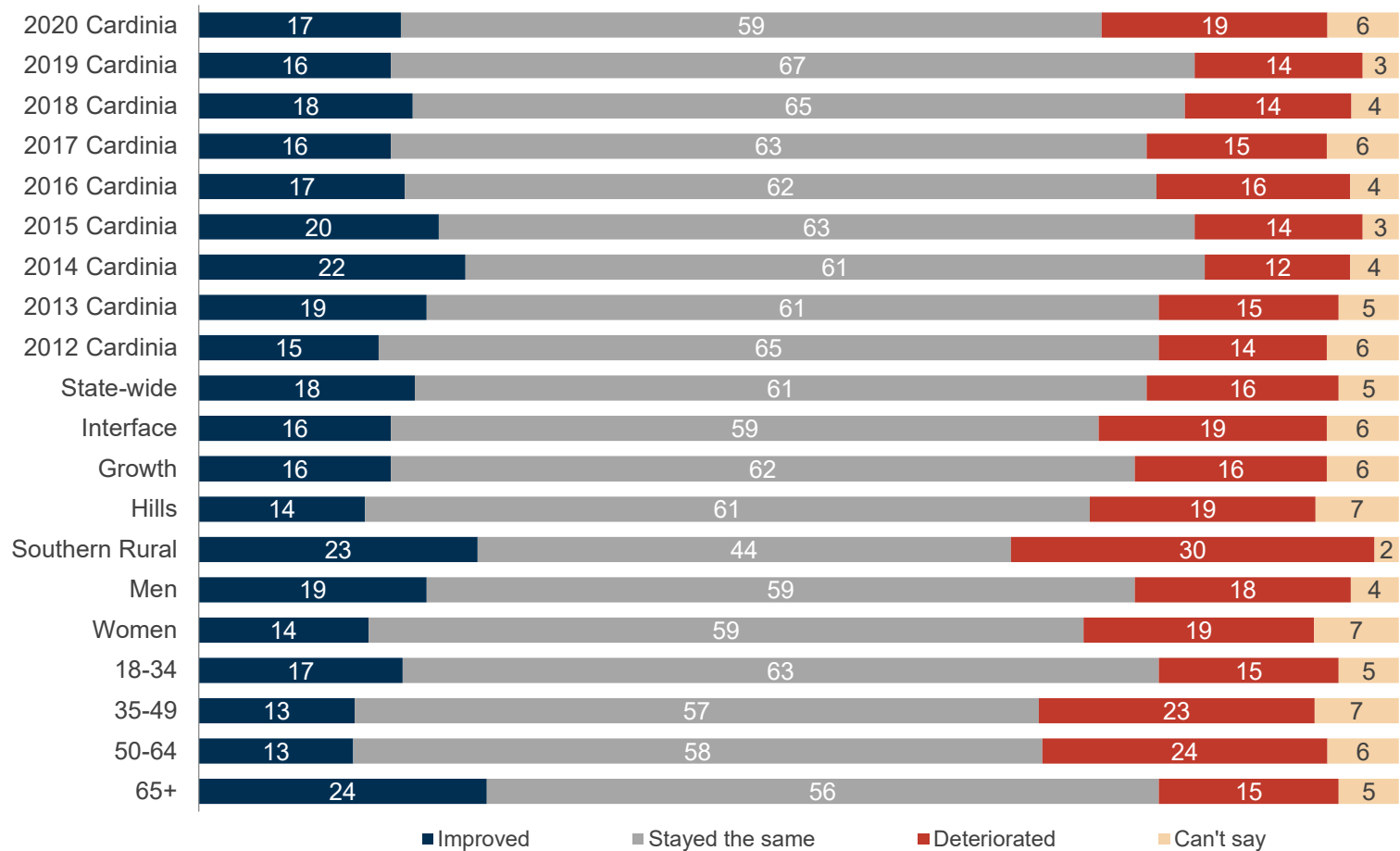
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5

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



Overall council direction last 12 months

2020 overall council direction (%)

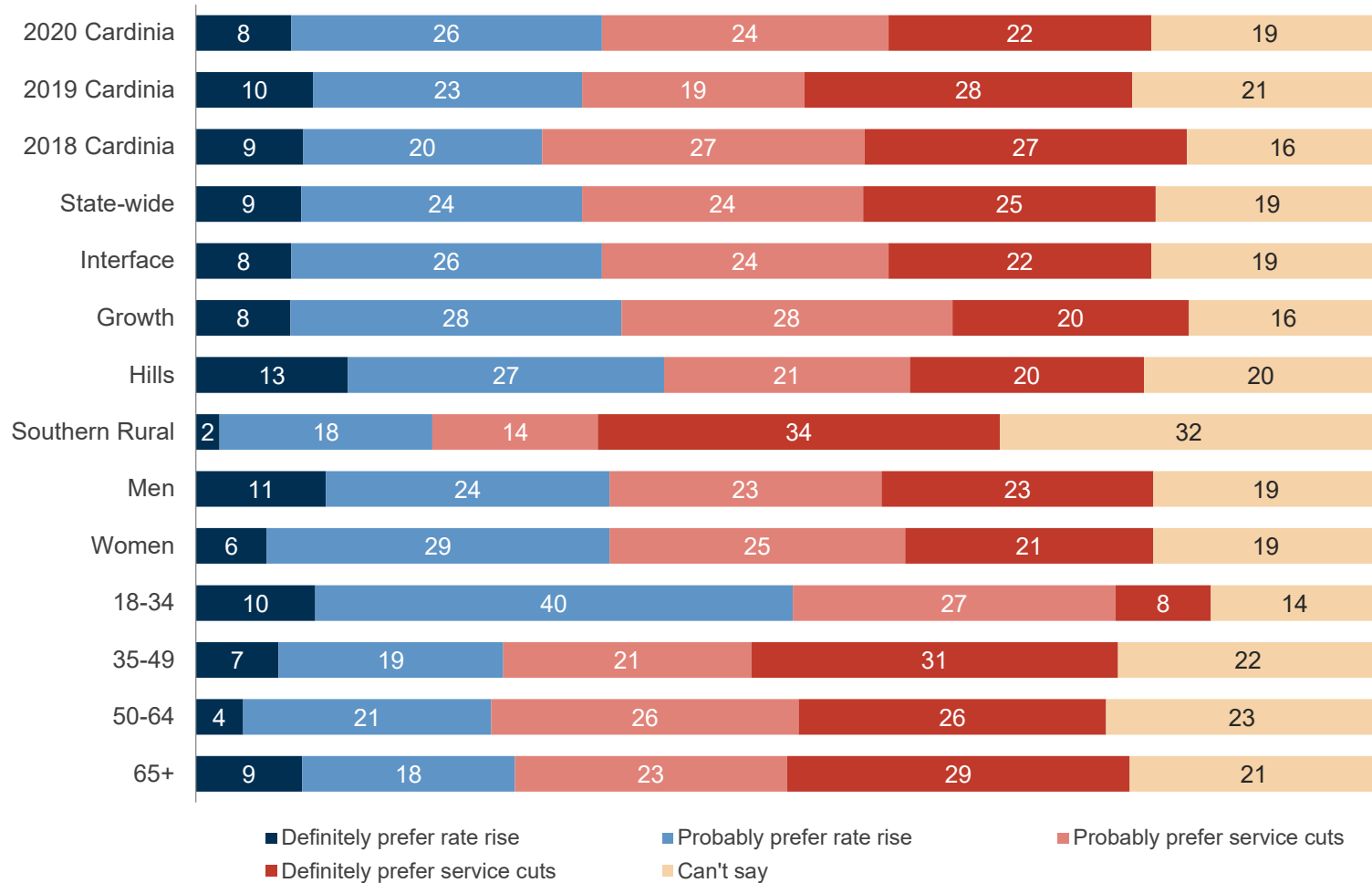


Q6. Over the last 12 months, what is your view of the direction of Cardinia Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5



Rates / services trade-off

2020 rates / services trade-off (%)



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?

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



Individual service areas



Community consultation and engagement importance



2020 consultation and engagement importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Household user	78▲	73	75	74	72	73	72	76	n/a
Personal user	78▲	76	76	74	73	74	76	76	n/a
65+	76▲	71	72	76	76	74	73	72	n/a
Hills	76▲	68	70	74	76	73	75	72	n/a
50-64	76	81	78	76	77	74	80	78	n/a
Women	74	72	73	71	74	72	73	74	n/a
State-wide	74▲	74	74	74	75	74	74	73	73
35-49	72	67	69	73	72	71	71	73	n/a
Interface	72	70	70	72	75	72	n/a	n/a	n/a
Cardinia	71	70	71	71	73	70	71	72	n/a
Growth	70	71	70	71	73	69	68	72	n/a
Men	68	67	69	71	72	67	68	70	n/a
Southern Rural	66	67	77	67	71	69	71	70	n/a
18-34	65▼	66	68	64	71	64	63	66	n/a

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

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

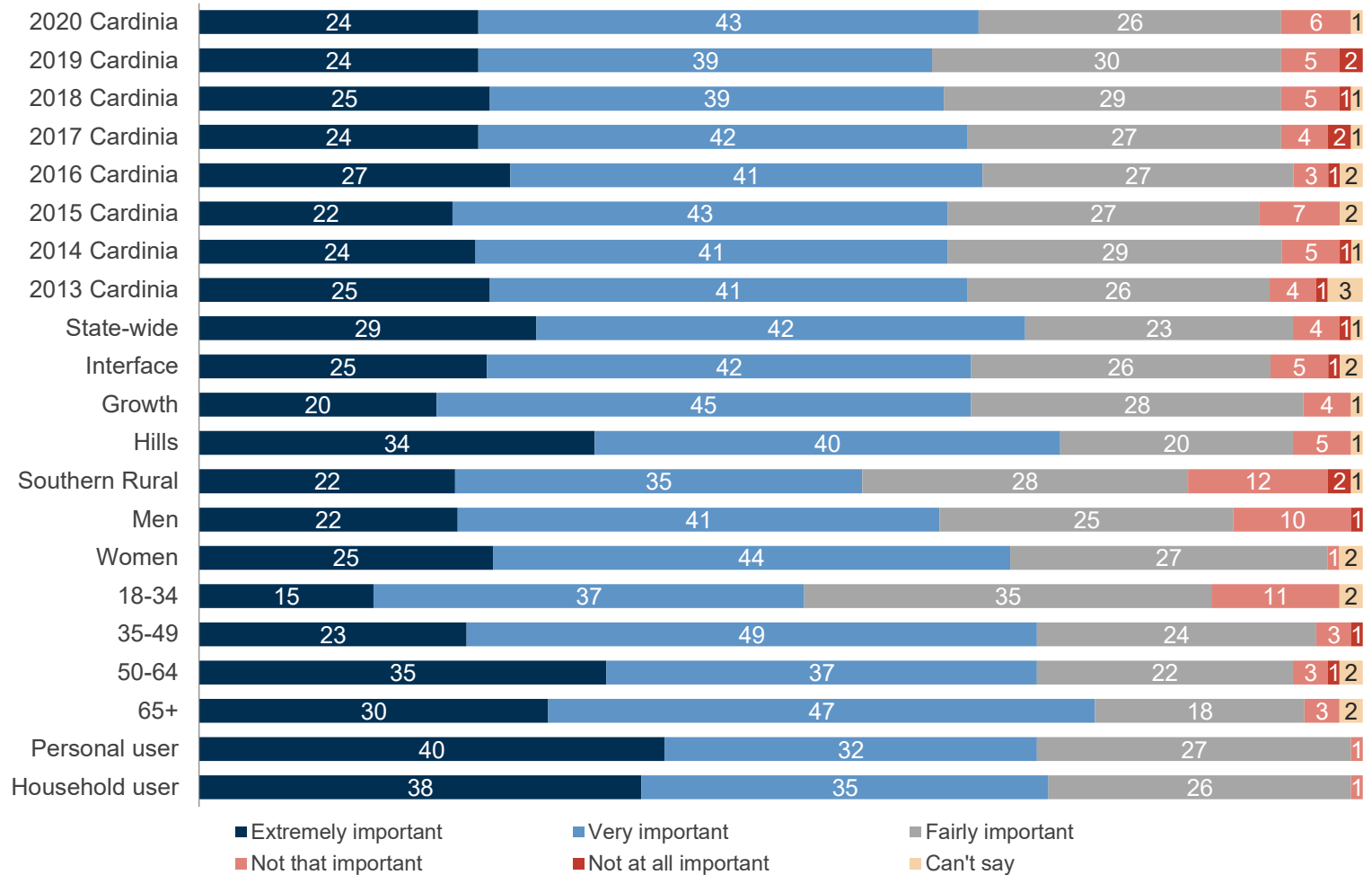
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2020 consultation and engagement importance (%)



Q1. Firstly, how important should 'Community consultation and engagement' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 2



Community consultation and engagement performance



2020 consultation and engagement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Household user	56	57	59	52	51	58	60	56	n/a
Personal user	56	57	56	54	51	56	61	56	n/a
35-49	55	53	57	48	54	54	58	54	53
State-wide	55▲	56	55	55	54	56	57	57	57
65+	54	55	49	47	51	54	56	51	59
Interface	53	55	56	53	55	57	n/a	n/a	n/a
Growth	53	56	57	50	56	58	55	57	60
Hills	53	51	51	46	49	55	55	51	50
Men	52	55	53	49	53	51	55	53	55
Cardinia	52	55	55	49	54	56	55	55	57
Women	52	55	57	49	55	60	54	57	60
18-34	51	60	62	51	60	58	52	62	64
Southern Rural	50	57	55	48	54	52	54	56	60
50-64	49	49	45	48	45	54	53	49	52

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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5

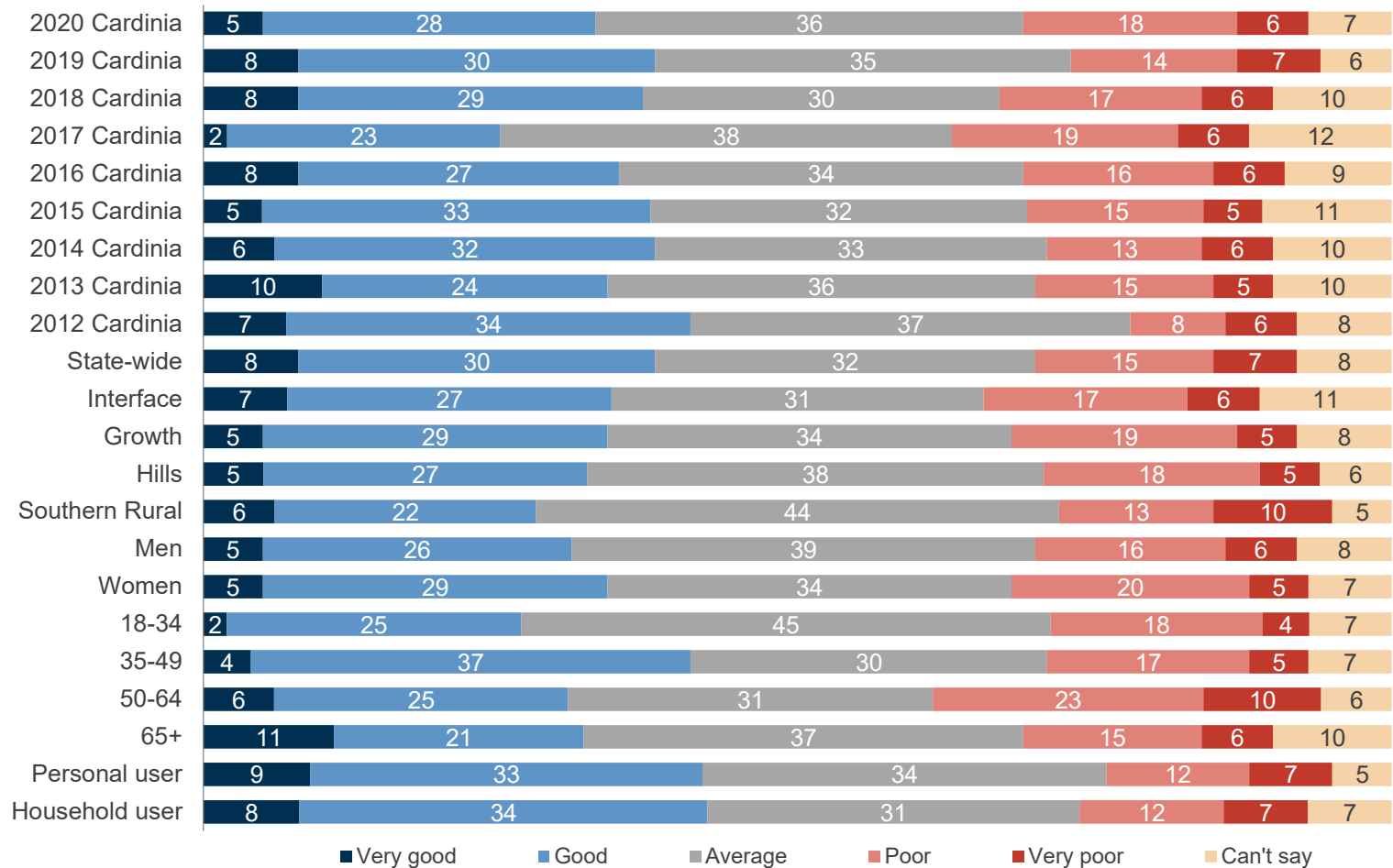
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2020 consultation and engagement performance (%)



Q2. How has Council performed on 'Community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5



Lobbying on behalf of the community performance



2020 lobbying performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	54▲	57	52	50	54	53	59	56	55
State-wide	53▲	54	54	54	53	55	56	55	55
Interface	51▲	54	54	54	55	56	n/a	n/a	n/a
Growth	50	55	55	53	54	57	54	56	57
Cardinia	48	53	52	51	53	55	55	56	56
Men	48	51	49	51	49	52	55	55	56
Women	48	56	54	52	55	59	55	56	56
35-49	47	46	53	53	55	54	54	50	51
Hills	46	49	47	44	49	55	53	54	51
18-34	45	63	54	52	56	58	55	63	62
50-64	45	43	43	48	43	55	50	52	53
Southern Rural	41	56	48	50	54	53	60	56	60

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

Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5

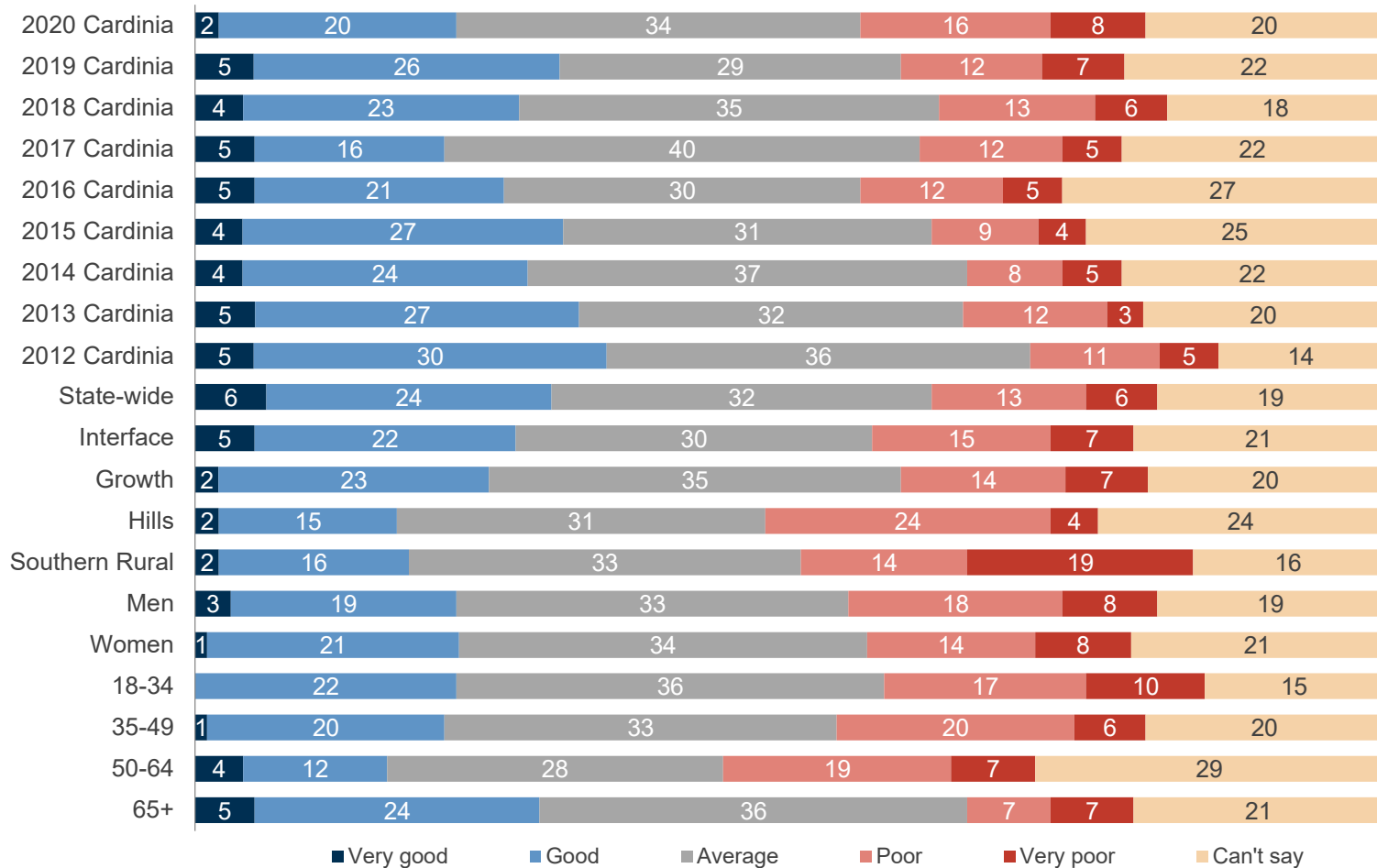
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2020 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5

Decisions made in the interest of the community performance



2020 community decisions made performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	56	53	56	50	53	52	57	n/a	n/a
State-wide	53	55	54	54	54	55	57	n/a	n/a
Interface	52	55	56	55	56	58	n/a	n/a	n/a
Women	52	55	58	54	55	59	55	n/a	n/a
Growth	51	53	54	56	56	56	56	n/a	n/a
Hills	51	54	52	46	47	53	56	n/a	n/a
Cardinia	51	54	53	53	54	54	56	n/a	n/a
35-49	50	51	56	53	53	45	57	n/a	n/a
18-34	50	61	53	56	60	63	56	n/a	n/a
Men	49	53	49	52	53	49	57	n/a	n/a
Southern Rural	46	57	52	49	58	52	58	n/a	n/a
50-64	46	46	47	50	46	54	54	n/a	n/a

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

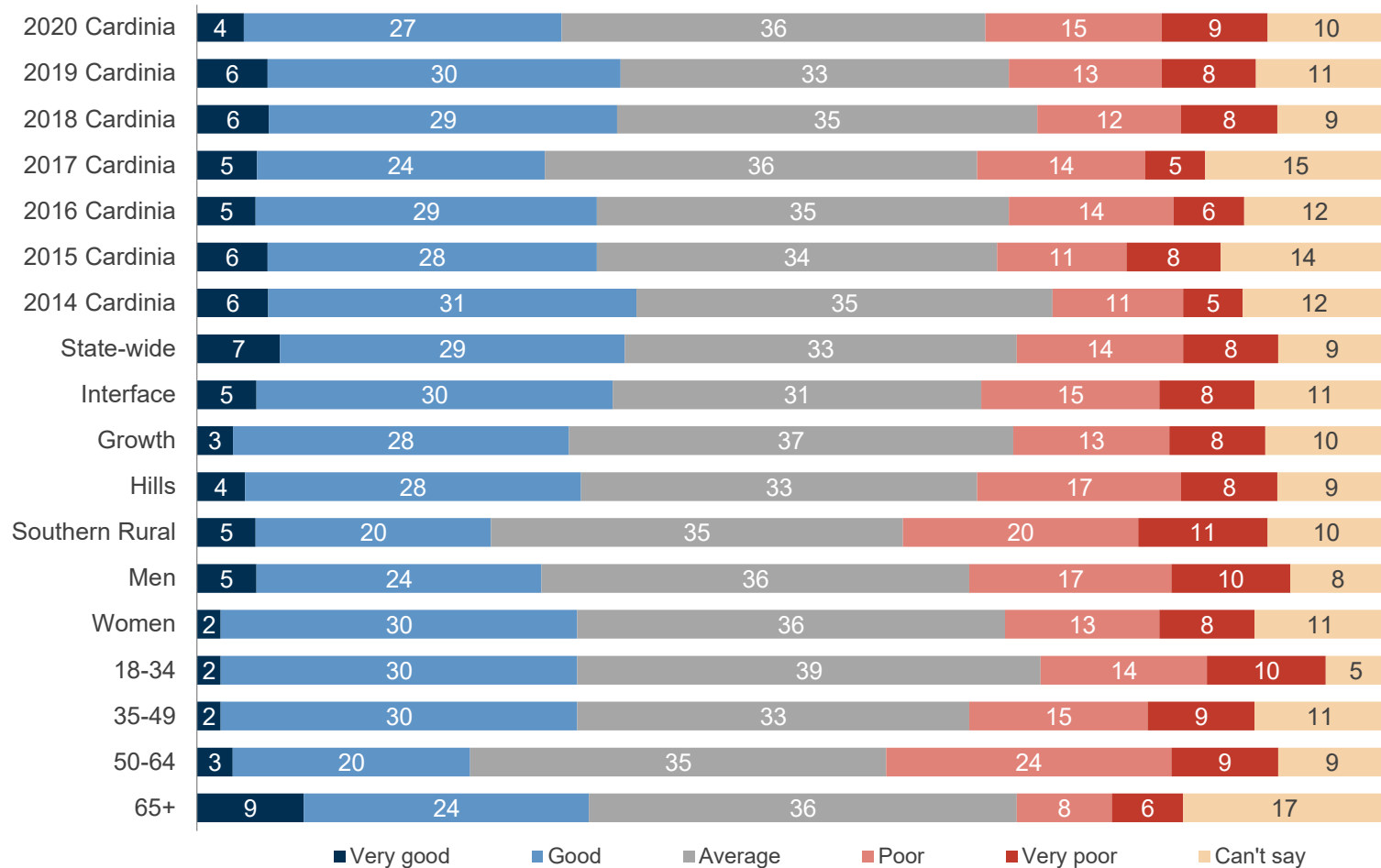
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5

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

Decisions made in the interest of the community performance



2020 community decisions made performance (%)



The condition of sealed local roads in your area importance



2020 sealed local roads importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Hills	82	77	87	81	81	76	78	n/a	n/a
35-49	82	81	81	79	82	80	81	n/a	n/a
50-64	82	81	81	82	80	82	79	n/a	n/a
Southern Rural	81	82	86	84	83	82	80	n/a	n/a
65+	81	78	83	80	80	76	79	n/a	n/a
Interface	81	80	82	79	79	77	n/a	n/a	n/a
Women	81	82	83	80	80	83	82	n/a	n/a
Household user	81	80	80	79	81	79	79	n/a	n/a
Cardinia	80	80	81	79	79	79	78	n/a	n/a
Personal user	80	80	80	79	81	79	80	n/a	n/a
Men	80	77	80	78	77	75	74	n/a	n/a
Growth	79	80	78	77	76	79	77	n/a	n/a
State-wide	79	79	80	78	78	76	77	n/a	n/a
18-34	78	79	80	76	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?

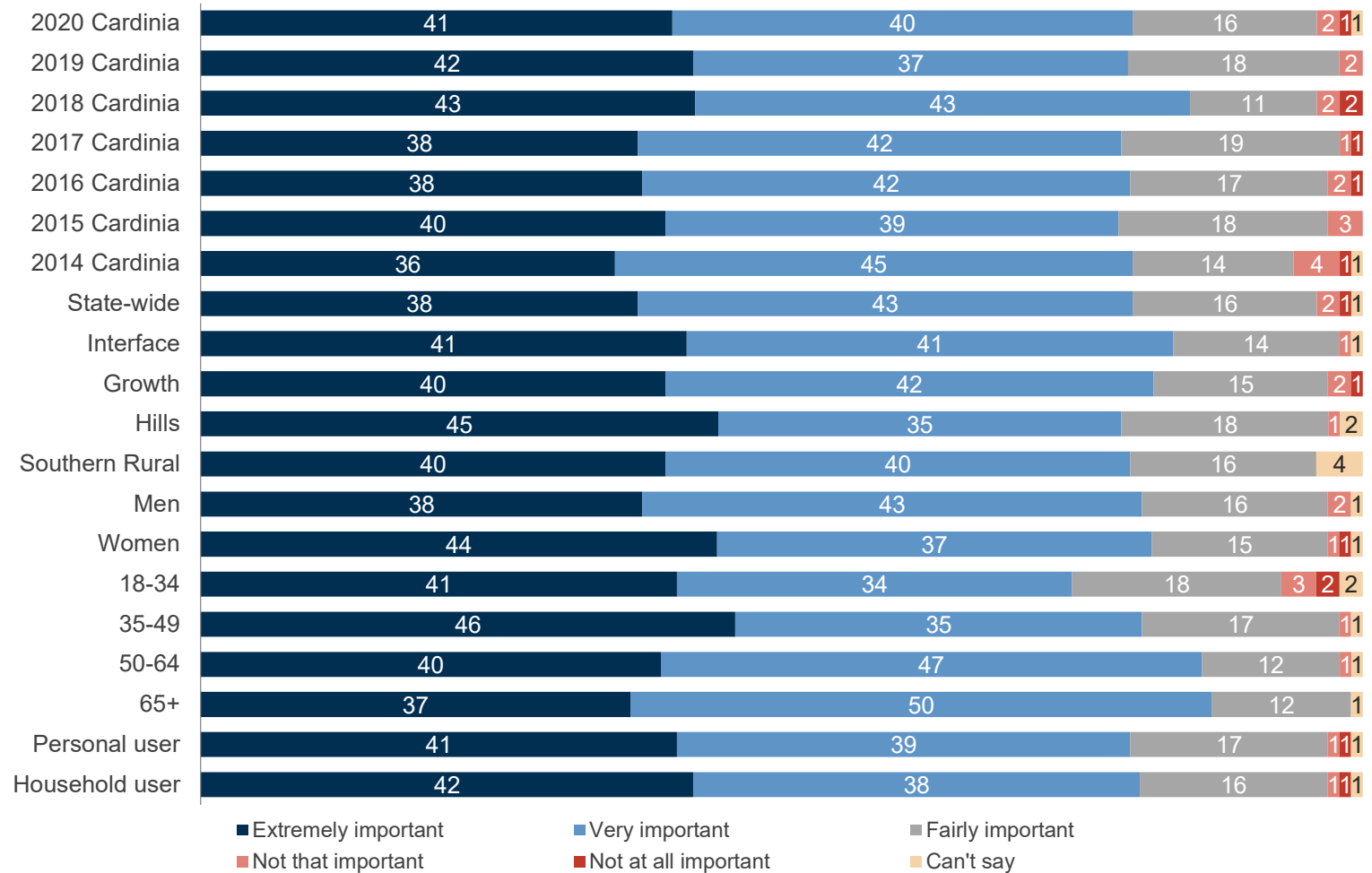
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2

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

The condition of sealed local roads in your area importance



2020 sealed local roads importance (%)



Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2

The condition of sealed local roads in your area performance



2020 sealed local roads performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	58	61	59	55	63	57	63	n/a	n/a
Growth	57▲	63	60	60	64	63	62	n/a	n/a
Men	56	59	53	55	55	55	59	n/a	n/a
Interface	55	60	57	59	60	60	n/a	n/a	n/a
State-wide	54	56	53	53	54	55	55	n/a	n/a
35-49	52	58	55	60	53	53	57	n/a	n/a
Cardinia	52	58	55	54	57	55	57	n/a	n/a
Personal user	52	57	55	55	58	54	58	n/a	n/a
Household user	52	57	55	54	58	54	59	n/a	n/a
18-34	50	58	53	49	61	56	50	n/a	n/a
Women	48	58	56	53	60	55	54	n/a	n/a
50-64	48	57	53	54	51	55	61	n/a	n/a
Hills	45▼	53	48	46	51	52	54	n/a	n/a
Southern Rural	43	49	44	42	46	45	43	n/a	n/a

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

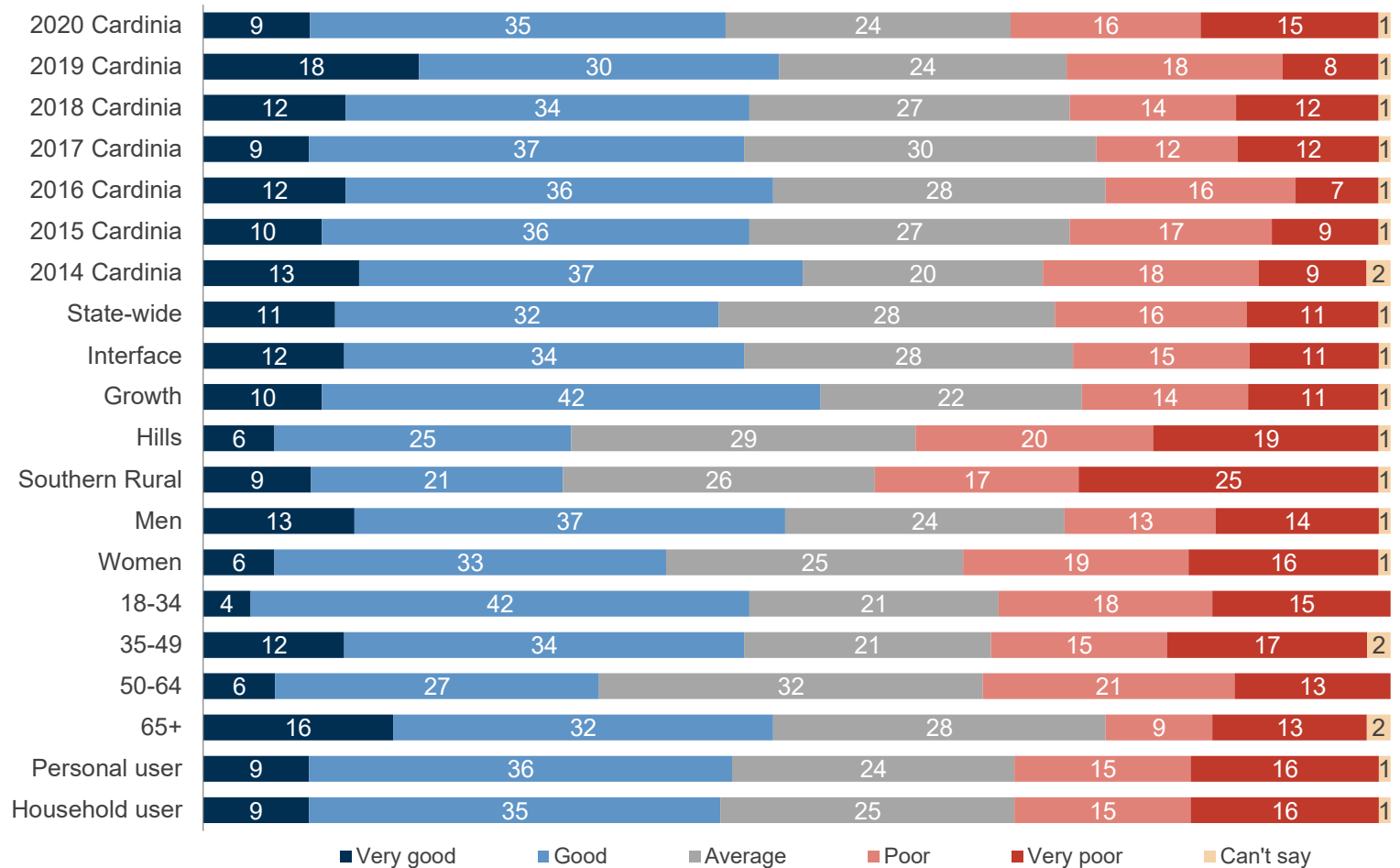
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5

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

The condition of sealed local roads in your area performance



2020 sealed local roads performance (%)





Informing the community importance



2020 informing community importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	77	77	n/a	76	77	77	76	78	n/a
Personal user	75	72	n/a	74	75	74	75	79	n/a
State-wide	75▲	75	75	74	76	75	75	75	75
Interface	74	74	77	74	77	74	n/a	n/a	n/a
Household user	74	71	n/a	73	75	74	75	78	n/a
65+	74	70	n/a	77	77	76	77	75	n/a
Hills	74	73	n/a	76	76	75	71	76	n/a
Women	73	78	n/a	76	79	77	75	79	n/a
35-49	73	70	n/a	73	75	72	75	77	n/a
Growth	72	72	n/a	74	75	76	74	76	n/a
Cardinia	72	71	n/a	74	76	75	73	76	n/a
Men	70	64	n/a	72	72	72	71	73	n/a
18-34	66▼	70	n/a	71	75	75	68	74	n/a
Southern Rural	64▼	66	n/a	72	78	72	74	75	n/a

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

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

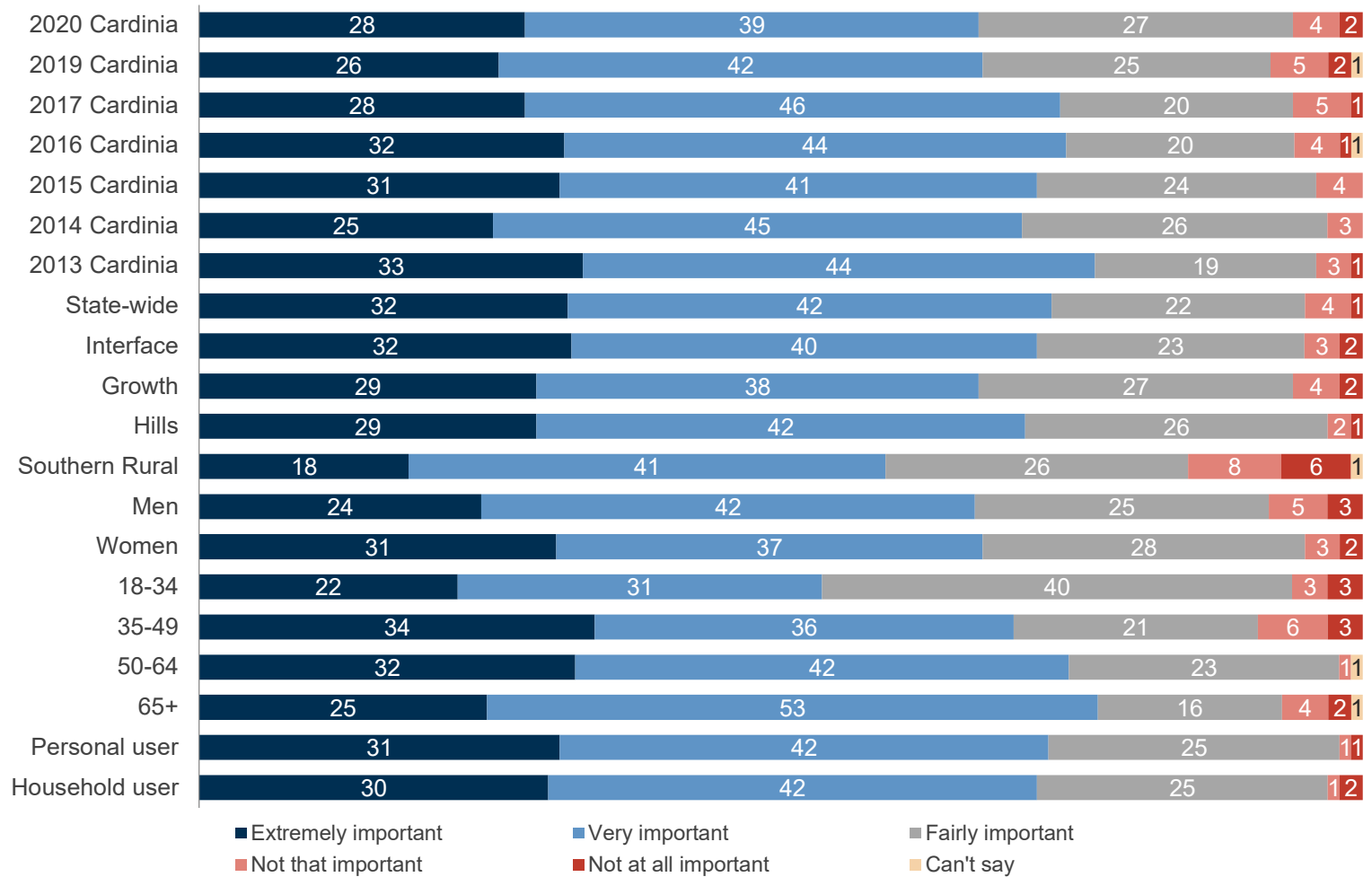
Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2020 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2



Informing the community performance



2020 informing community performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	61▲	57	n/a	60	53	56	65	61	n/a
State-wide	59▲	60	59	59	59	61	62	61	60
Personal user	57	63	n/a	57	62	60	63	63	n/a
Interface	57▲	59	60	55	55	56	n/a	n/a	n/a
Household user	57	63	n/a	57	62	60	63	63	n/a
Women	55	57	n/a	55	56	62	59	59	n/a
Growth	55	59	n/a	54	56	61	58	59	n/a
Cardinia	54	57	n/a	54	55	59	58	58	n/a
35-49	54	59	n/a	54	54	59	58	55	n/a
Southern Rural	54	56	n/a	55	59	58	60	60	n/a
Men	53	58	n/a	53	54	56	57	58	n/a
18-34	53	59	n/a	52	61	60	54	65	n/a
Hills	53	54	n/a	52	50	54	55	57	n/a
50-64	48	51	n/a	51	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: 33 Councils asked group: 3

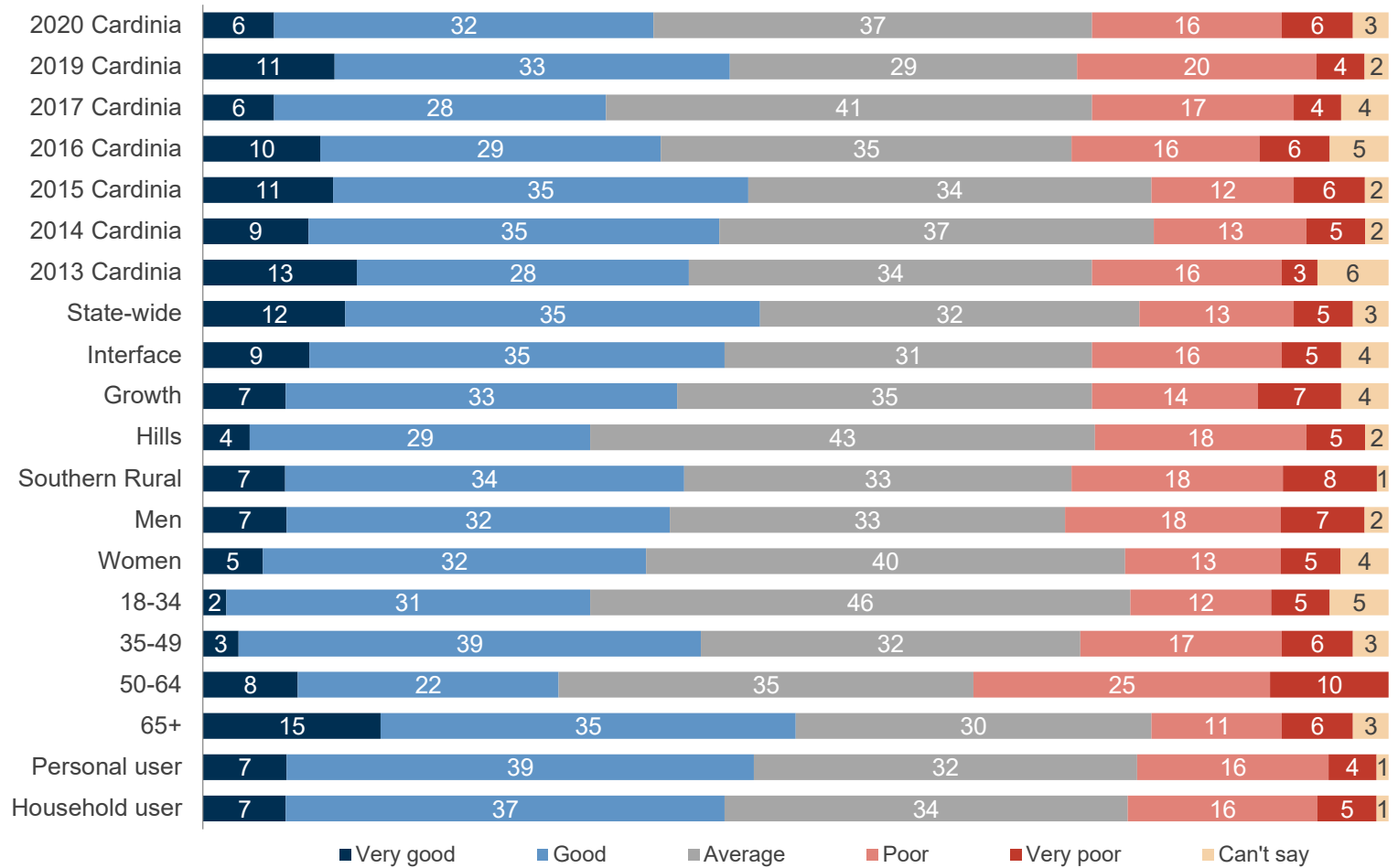
Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2020 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 33 Councils asked group: 3

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	80	80	81	78	81	78	80	81	n/a
65+	80	74	78	79	78	78	75	85	n/a
Interface	79	79	80	80	79	78	n/a	n/a	n/a
State-wide	78	77	78	77	77	77	77	78	77
Southern Rural	78	75	81	77	81	76	73	78	n/a
Women	78	80	79	79	79	80	81	83	n/a
Hills	78	74	83	76	77	75	76	85	n/a
50-64	77	81	80	76	79	77	81	85	n/a
Cardinia	77	78	80	77	78	77	77	82	n/a
Personal user	76	79	79	77	79	77	80	83	n/a
Growth	76	80	78	77	77	80	78	82	n/a
Household user	75	79	79	77	79	77	79	82	n/a
Men	75	75	80	75	76	75	72	81	n/a
18-34	71▼	75	80	75	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?

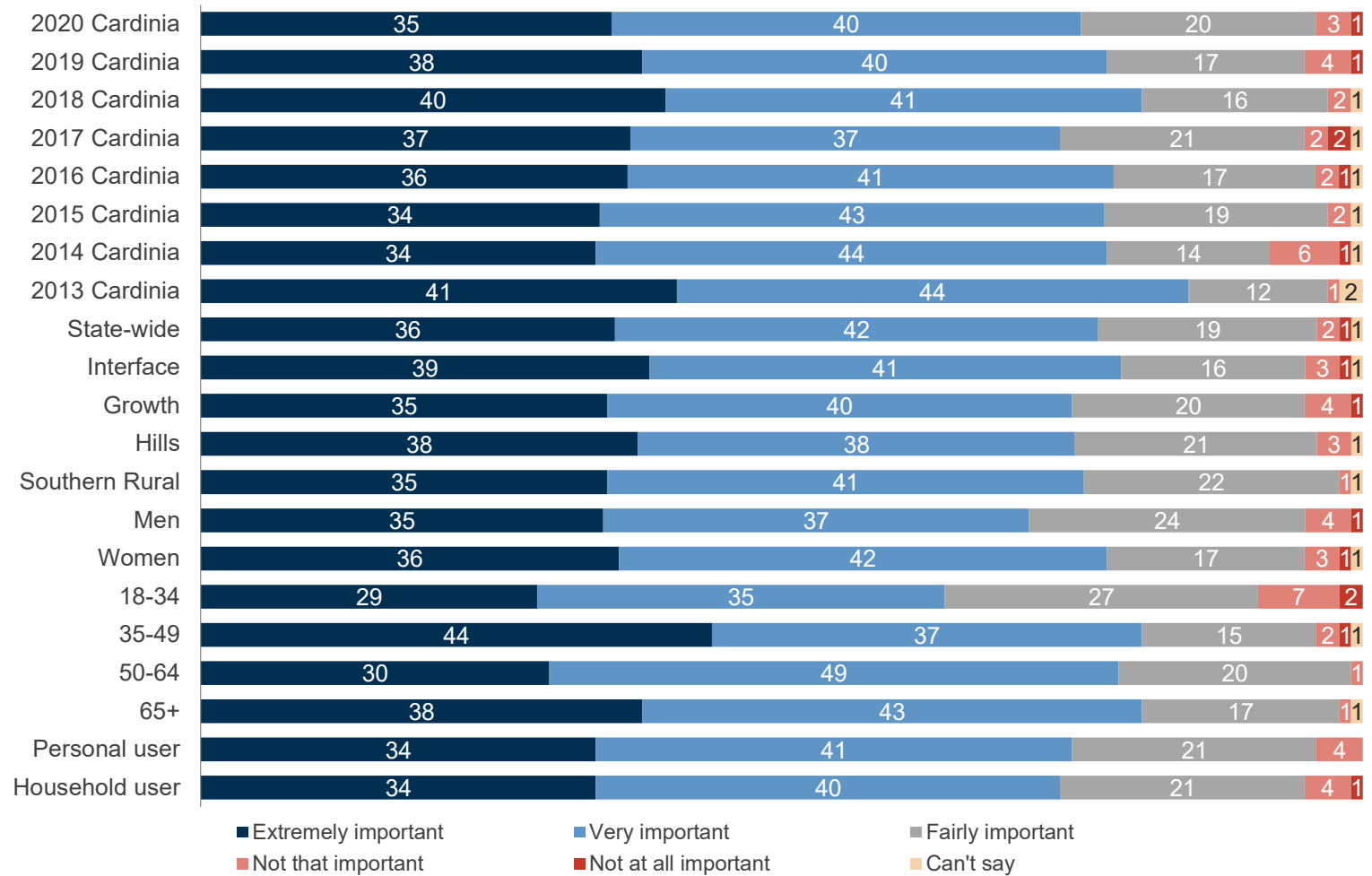
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 2

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

The condition of local streets and footpaths in your area importance



2020 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 2

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	58▲	59	58	57	57	58	58	58	57
Growth	55	62	58	59	65	61	61	56	n/a
Interface	54	60	59	56	57	56	n/a	n/a	n/a
Women	54	57	58	55	58	58	54	51	n/a
18-34	53	57	52	56	65	64	52	54	n/a
65+	53	58	60	53	58	55	59	48	n/a
Household user	52	56	58	54	61	60	57	49	n/a
35-49	52	56	57	55	53	50	60	53	n/a
Personal user	52	56	58	54	61	59	57	49	n/a
Cardinia	52	56	55	54	57	57	56	51	n/a
Men	50	56	52	53	56	56	59	51	n/a
50-64	48	53	52	52	48	57	56	46	n/a
Southern Rural	47	48	54	45	53	55	53	52	n/a
Hills	46	48	48	43	44	53	51	41	n/a

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

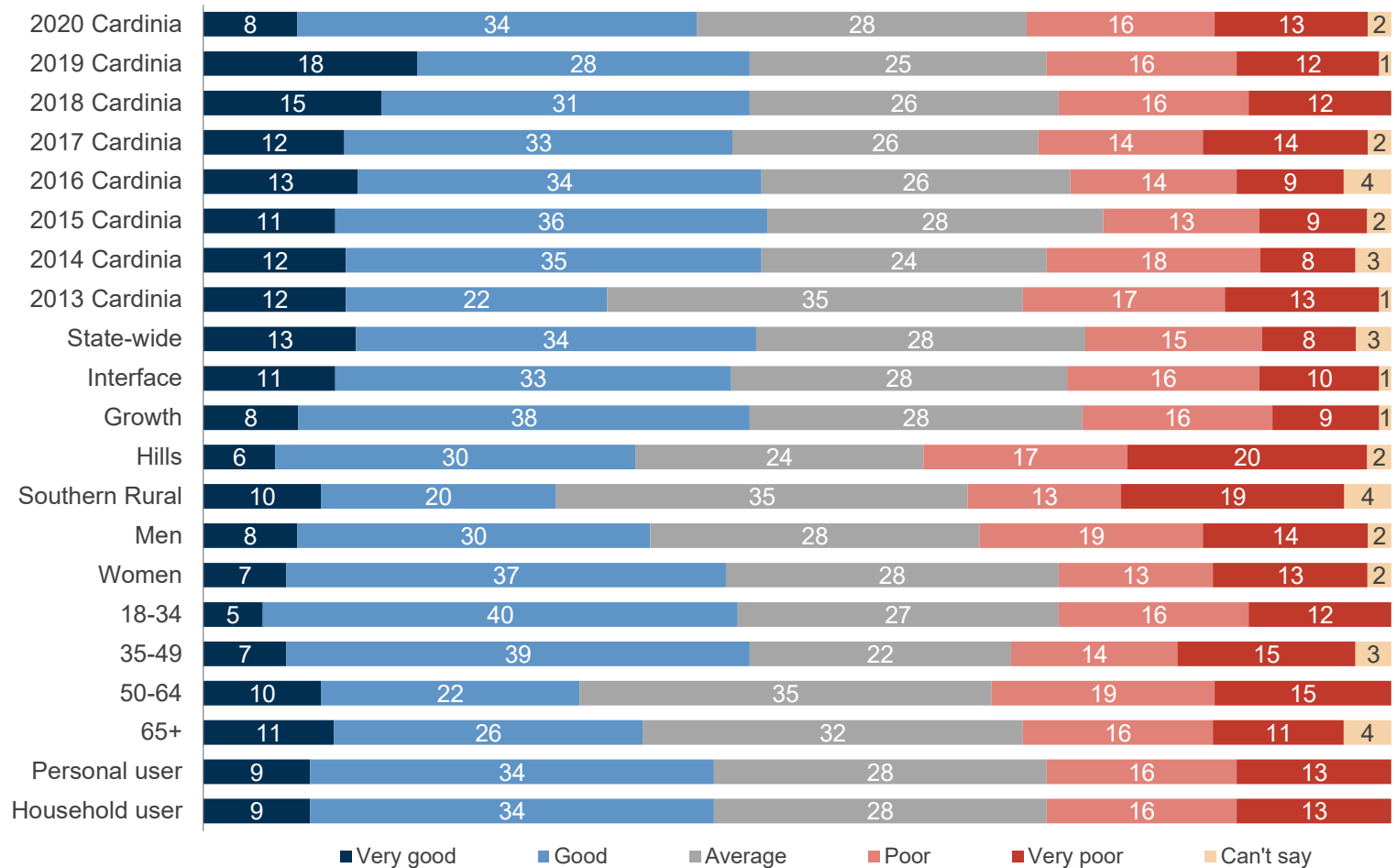
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 3

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

The condition of local streets and footpaths in your area performance



2020 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 3



Enforcement of local laws importance



2020 law enforcement importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Household user	78	77	76	72	76	76	74	77	n/a
Women	78▲	76	75	75	78	75	75	79	n/a
Personal user	77	79	76	72	76	75	75	77	n/a
65+	76	72	74	78	74	71	75	73	n/a
Growth	74	75	74	74	78	74	72	76	n/a
18-34	74	72	74	74	74	72	69	76	n/a
Interface	73	73	74	73	73	71	n/a	n/a	n/a
Cardinia	73	71	73	72	73	70	72	75	n/a
Hills	72	65	69	69	66	65	70	75	n/a
35-49	72	71	71	68	74	67	74	75	n/a
50-64	71	71	70	72	70	71	73	74	n/a
Southern Rural	70	70	76	70	71	69	77	69	n/a
State-wide	70▼	71	71	71	70	71	70	71	70
Men	68▼	66	71	70	68	65	69	70	n/a

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

Base: All respondents. Councils asked state-wide: 22 Councils asked group: 2

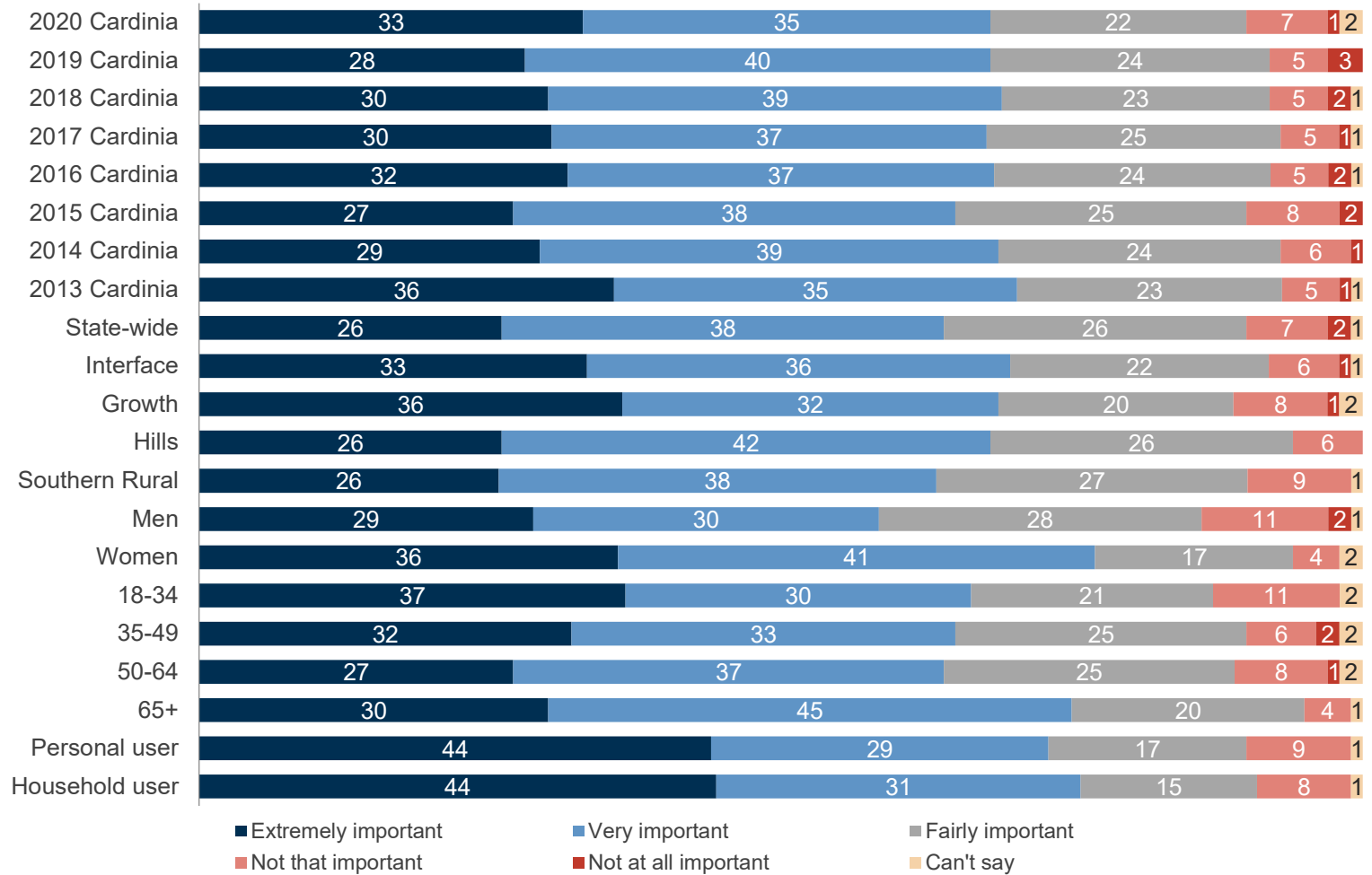
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2020 law enforcement importance (%)



Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 2



Enforcement of local laws performance



2020 law enforcement performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	63▲	64	64	64	63	66	66	65	65
Interface	59▲	62	61	60	61	65	n/a	n/a	n/a
Men	58	60	55	57	59	63	58	66	n/a
65+	58	62	59	53	57	59	58	58	n/a
35-49	58	58	62	58	61	56	63	63	n/a
Growth	57	64	60	58	63	65	60	65	n/a
Cardinia	56	61	60	57	61	64	61	65	n/a
18-34	56	67	59	58	67	74	61	70	n/a
Southern Rural	55	63	56	54	56	63	65	68	n/a
Household user	55	60	59	51	60	62	60	70	n/a
Women	54	63	65	57	62	65	64	63	n/a
Personal user	54	60	58	49	60	62	60	72	n/a
Hills	53	56	61	55	59	63	58	62	n/a
50-64	51	56	58	57	54	61	58	62	n/a

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

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 3

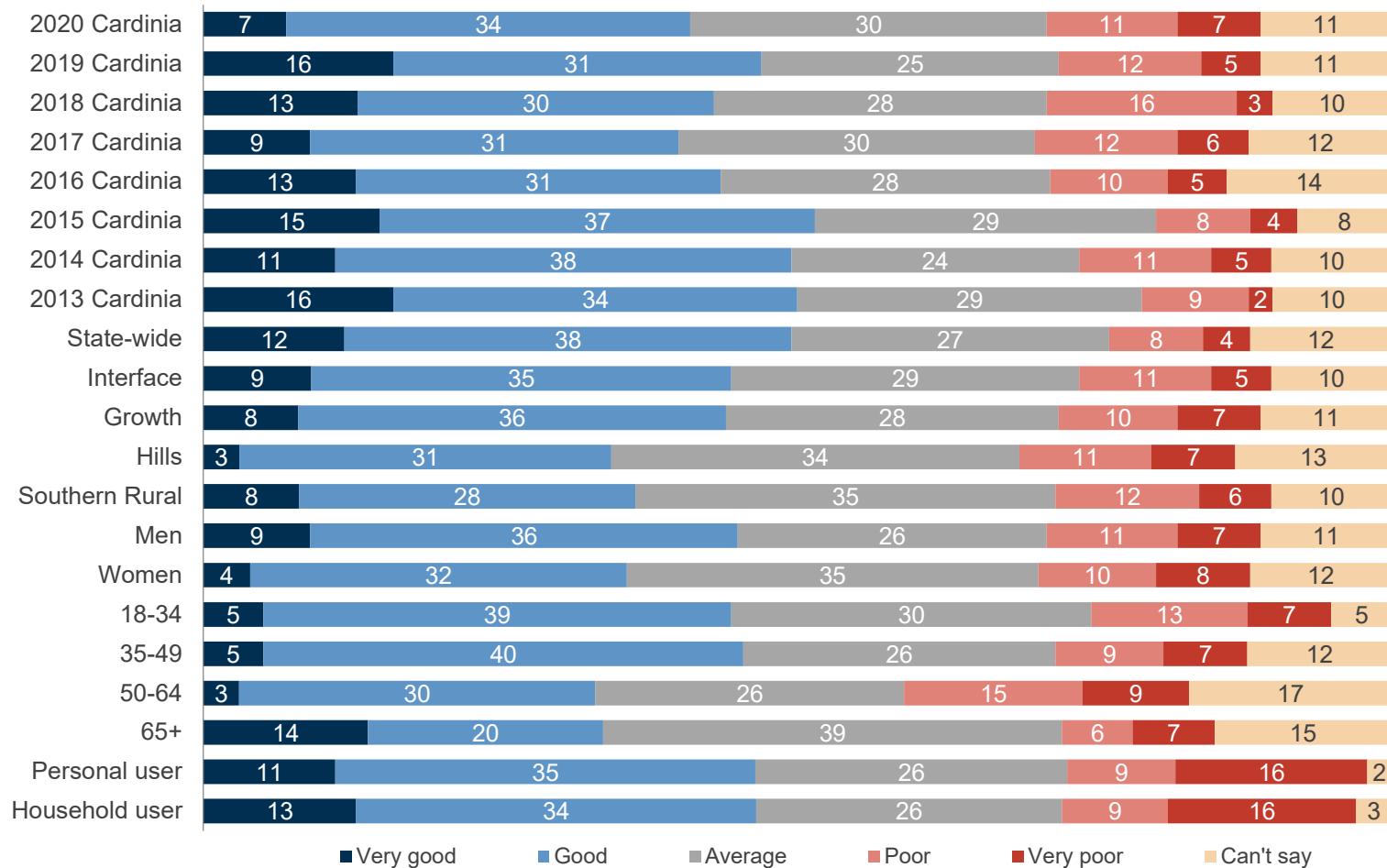
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2020 law enforcement performance (%)



Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 3



Family support services importance



2020 family support importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Personal user	86▲	79	75	81	80	85	81	80	n/a
Household user	85▲	81	75	79	81	84	81	81	n/a
Women	80▲	78	77	75	79	80	76	79	n/a
Growth	77	74	73	76	77	80	74	75	n/a
18-34	77	73	74	78	78	77	72	77	n/a
Interface	77	76	76	74	75	74	n/a	n/a	n/a
Cardinia	75	72	73	74	75	76	72	74	n/a
35-49	75	70	73	72	76	80	75	74	n/a
65+	75	69	70	72	72	70	70	71	n/a
State-wide	75	74	74	73	73	73	72	73	73
Hills	74	68	69	67	70	73	70	74	n/a
50-64	72	74	72	70	71	74	68	73	n/a
Men	70▼	65	68	72	72	72	68	69	n/a
Southern Rural	68▼	69	77	73	78	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: 19 Councils asked group: 2

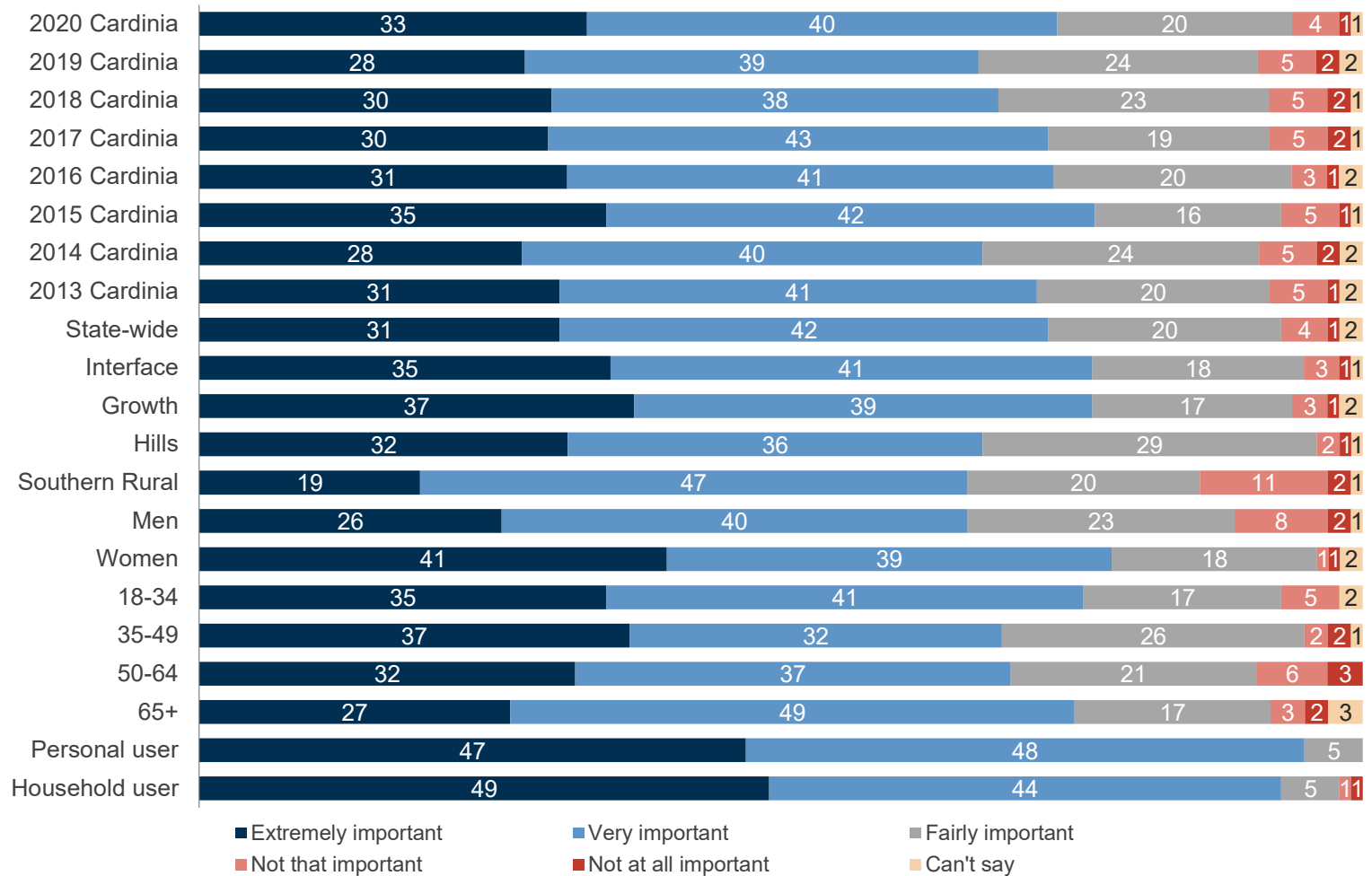
Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2020 family support importance (%)



Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2



Family support services performance



2020 family support performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	66▲	67	66	67	66	67	68	67	67
65+	65	68	65	65	65	71	70	71	n/a
35-49	64	64	64	60	65	62	67	65	n/a
Interface	63▲	67	67	65	65	66	n/a	n/a	n/a
Southern Rural	63	58	67	59	64	62	65	65	n/a
Household user	63	80	67	63	67	70	70	73	n/a
Personal user	62	79	65	63	67	75	73	72	n/a
Women	61	67	65	60	66	68	64	70	n/a
Growth	61	70	65	62	69	69	63	70	n/a
Cardinia	60	67	65	61	66	66	64	67	n/a
Men	59	66	64	62	65	65	64	64	n/a
50-64	58	60	63	62	59	66	61	65	n/a
Hills	56	65	61	59	58	66	65	64	n/a
18-34	55▼	71	65	60	69	68	59	69	n/a

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

Base: All respondents. Councils asked state-wide: 30 Councils asked group: 3

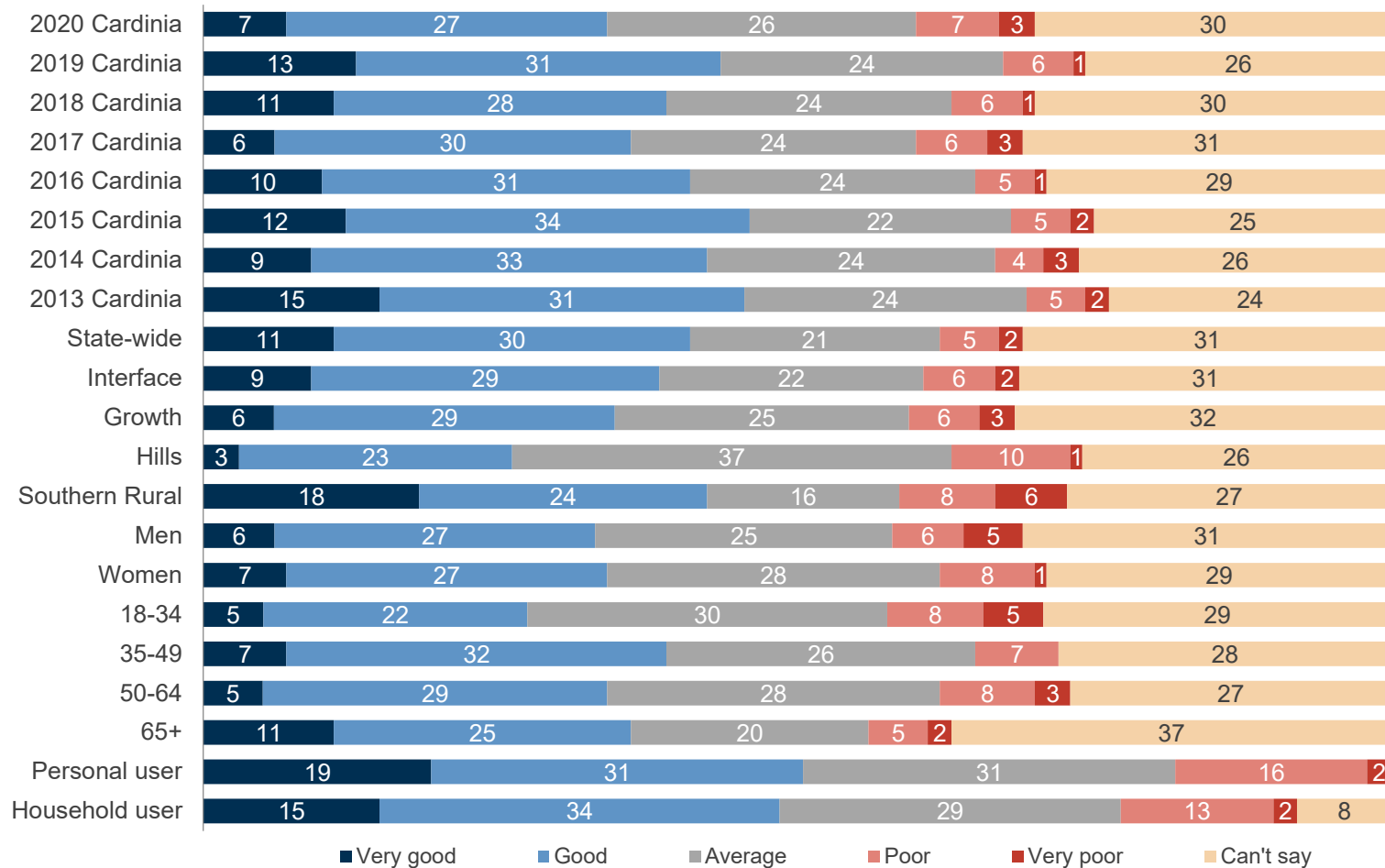
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2020 family support performance (%)





Recreational facilities importance



2020 recreational facilities importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
35-49	75	69	75	76	74	76	74	77	n/a
Women	74	74	74	72	74	74	73	75	n/a
Interface	73	72	74	72	73	72	n/a	n/a	n/a
State-wide	72	72	73	72	73	72	72	72	72
Growth	72	72	72	72	73	74	74	74	n/a
Household user	72	73	76	73	75	73	73	75	n/a
Personal user	72	72	77	73	75	74	73	75	n/a
Hills	72	66	74	72	72	69	67	73	n/a
Cardinia	71	70	73	72	73	72	71	74	n/a
65+	71	69	73	70	69	67	72	70	n/a
50-64	71	75	72	71	73	73	74	75	n/a
18-34	69	69	72	70	73	72	66	72	n/a
Men	69	66	72	72	71	71	69	73	n/a
Southern Rural	66	69	75	70	74	73	68	73	n/a

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

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

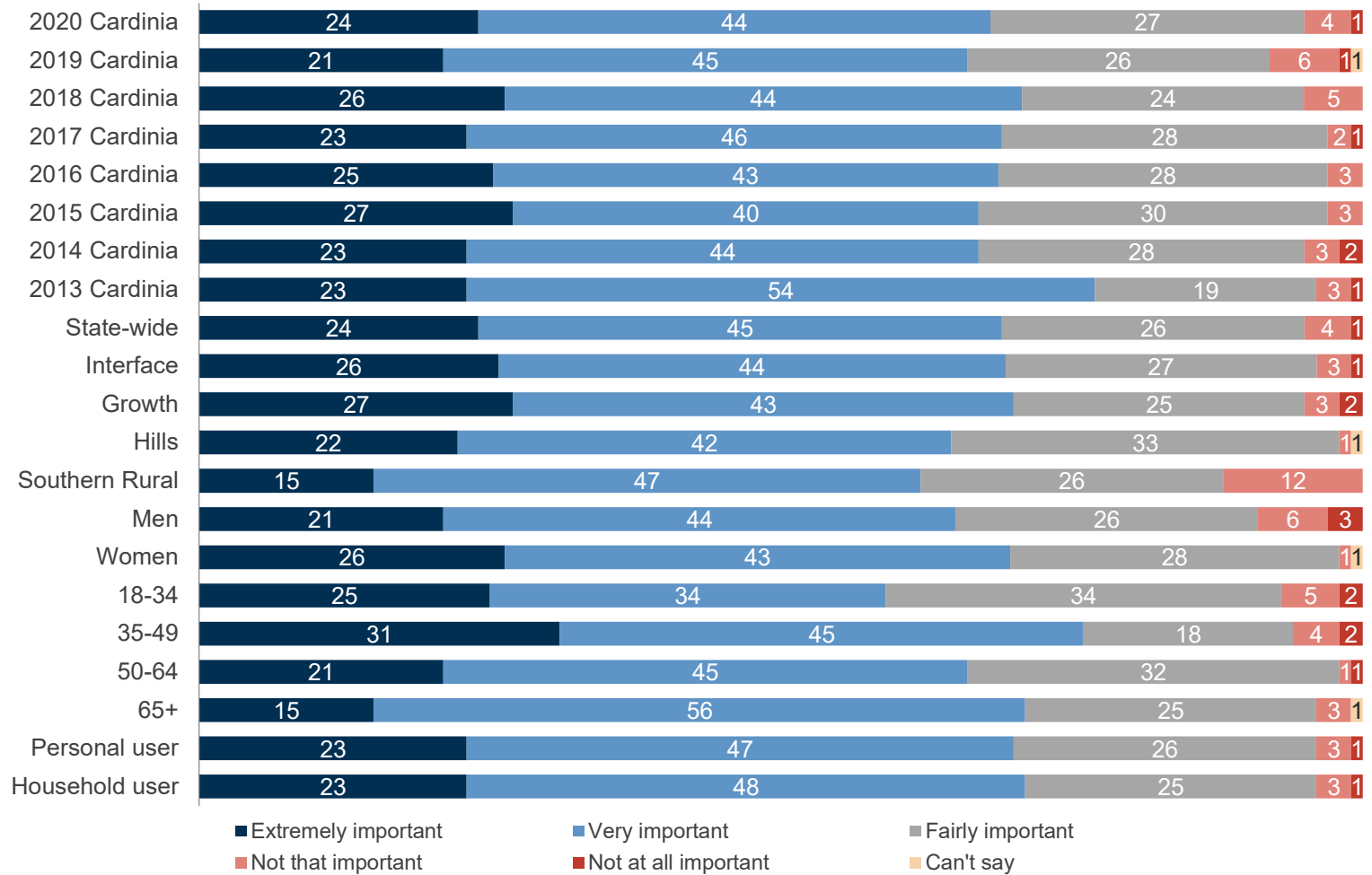
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2020 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 2



Recreational facilities performance



2020 recreational facilities performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	72	77	70	67	73	70	72	70	n/a
State-wide	70▲	70	69	70	69	70	71	70	70
Men	70	72	65	68	67	66	67	67	n/a
50-64	68	69	68	67	64	67	65	65	n/a
Hills	68	70	64	62	59	61	66	61	n/a
Growth	67	75	70	67	70	69	69	70	n/a
Interface	67	70	68	66	67	68	n/a	n/a	n/a
Personal user	67	75	70	67	67	68	69	68	n/a
Cardinia	67	72	68	65	67	66	66	67	n/a
Household user	67	74	70	68	67	68	69	68	n/a
35-49	66	67	69	65	64	64	66	64	n/a
Women	64	73	72	62	67	67	66	67	n/a
18-34	64	75	67	63	68	66	64	71	n/a
Southern Rural	64	66	67	62	70	67	61	68	n/a

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

Base: All respondents. Councils asked state-wide: 39 Councils asked group: 3

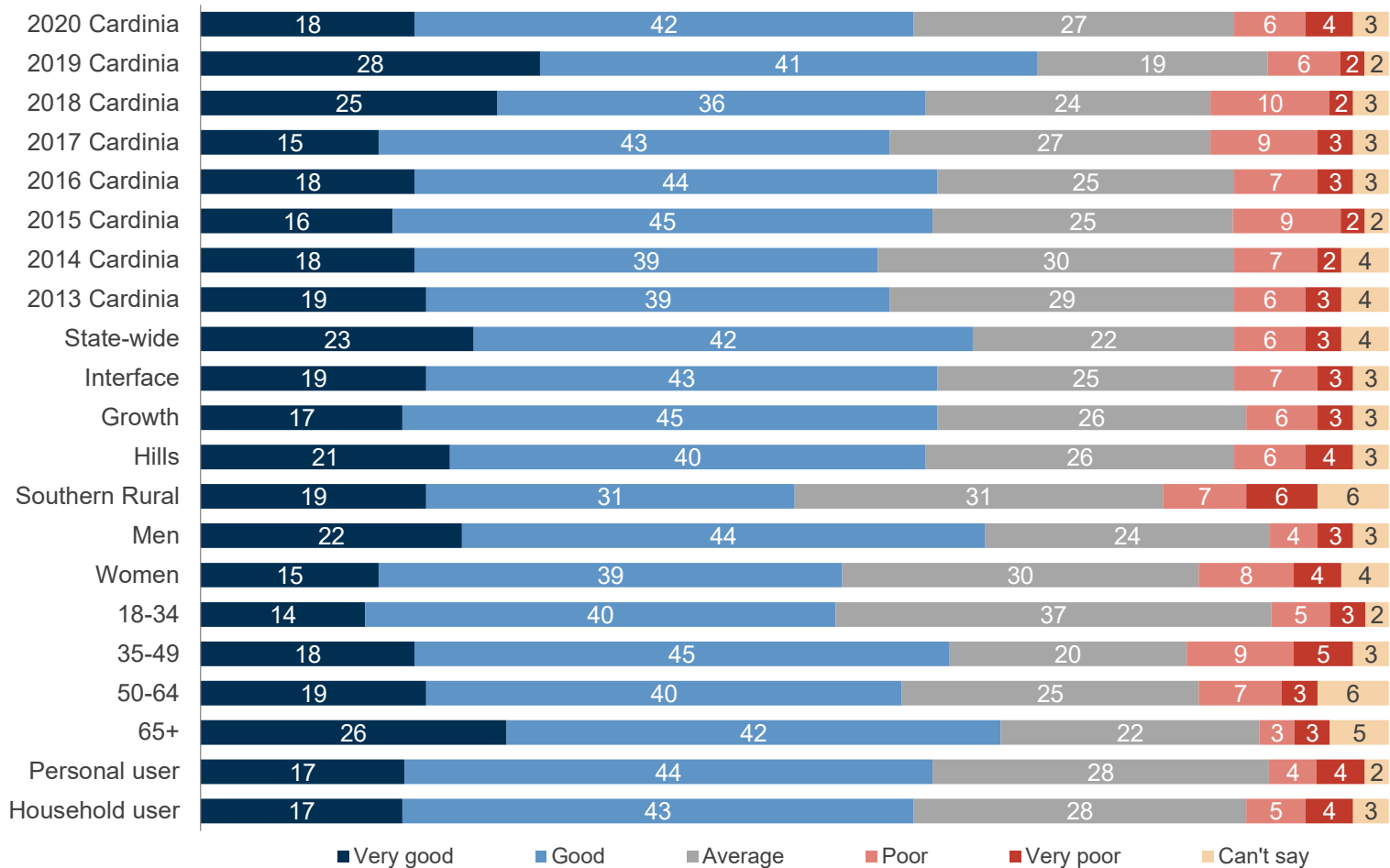
Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2020 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 3



The appearance of public areas importance



2020 public areas importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
50-64	78	78	75	73	72	78	76	77	n/a
35-49	75	75	76	73	75	74	74	78	n/a
Growth	75	74	76	75	76	75	76	79	n/a
Interface	75	73	76	75	75	73	n/a	n/a	n/a
Women	74	75	76	74	76	75	75	78	n/a
Personal user	74	73	77	77	76	73	74	77	n/a
Household user	74	73	77	77	75	73	74	76	n/a
State-wide	74	73	74	74	74	73	73	74	73
65+	73	69	74	74	73	73	75	75	n/a
Cardinia	73	72	76	74	74	72	72	76	n/a
Hills	72	71	77	74	72	68	70	75	n/a
Men	72	70	76	74	72	68	69	74	n/a
18-34	69	69	78	76	75	66	68	75	n/a
Southern Rural	67	66	73	73	72	71	66	72	n/a

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

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 2

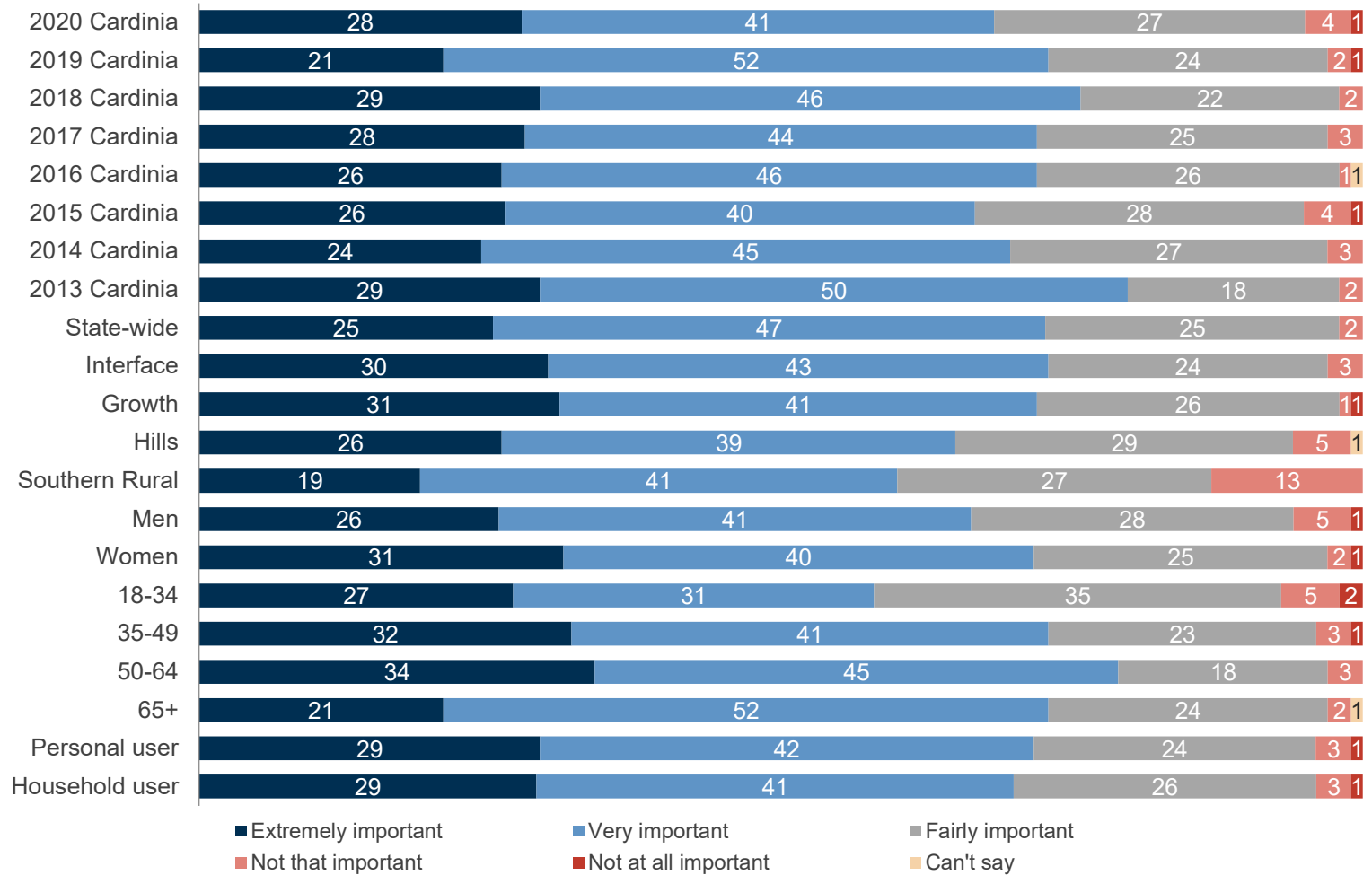
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2020 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 2



The appearance of public areas performance



2020 public areas performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	72▲	72	71	71	71	72	72	71	71
65+	69	72	68	63	66	67	67	66	n/a
Hills	67	72	65	63	62	66	66	64	n/a
Interface	65	69	68	66	66	67	n/a	n/a	n/a
Women	64	70	68	62	65	69	63	62	n/a
Personal user	64	69	68	61	66	68	64	64	n/a
Cardinia	64	69	67	61	66	67	63	63	n/a
35-49	64	64	65	66	67	66	69	62	n/a
Household user	64	69	68	60	66	69	64	64	n/a
Growth	64	67	68	61	67	69	61	62	n/a
Men	63	68	65	60	66	66	63	65	n/a
18-34	62	72	66	56	66	71	55	65	n/a
50-64	61	66	68	62	63	65	61	62	n/a
Southern Rural	61	71	60	60	66	66	62	66	n/a

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

Base: All respondents. Councils asked state-wide: 38 Councils asked group: 3

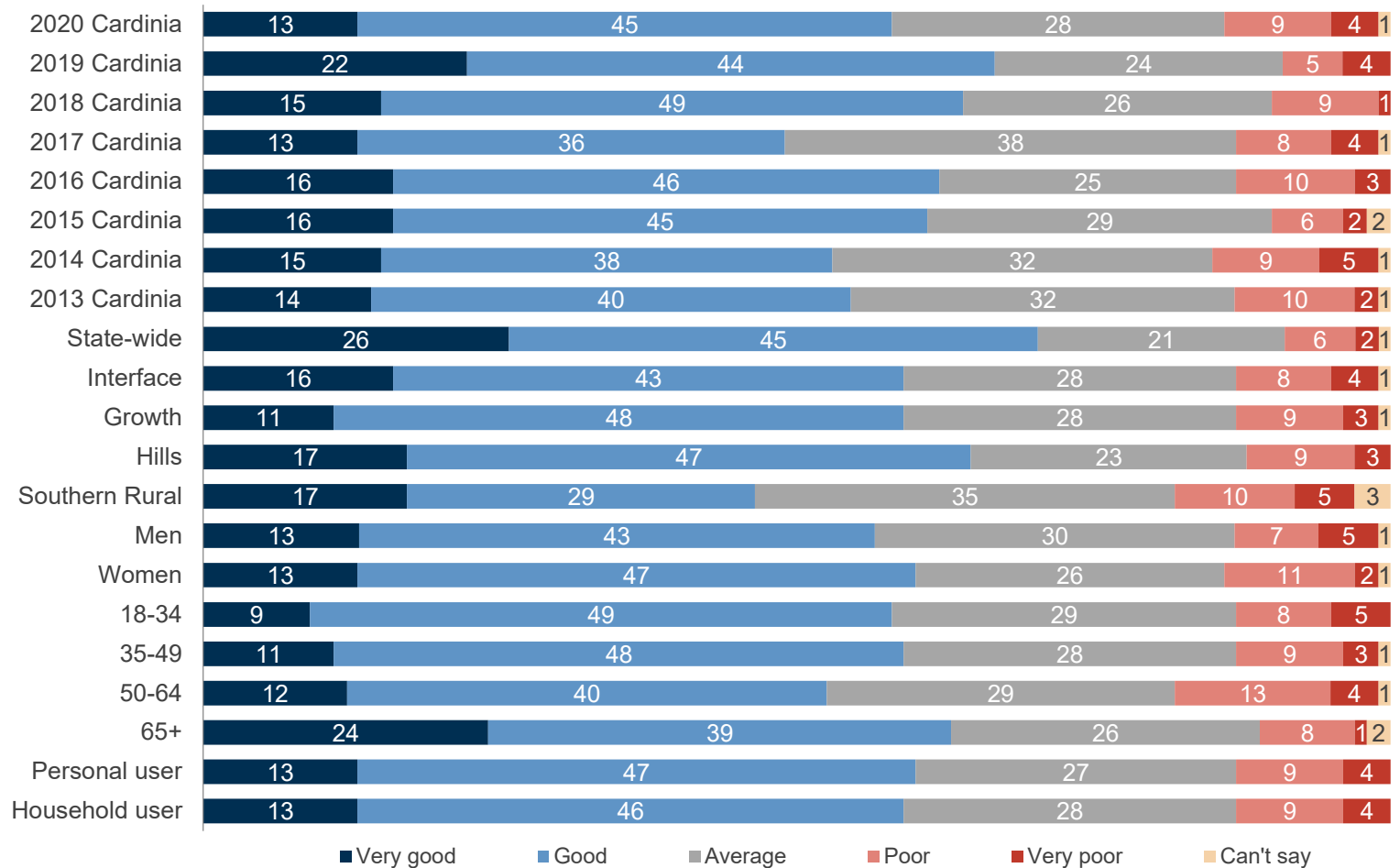
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2020 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 3



Art centres and libraries importance



2020 art centres and libraries importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Personal user	68▲	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	68▲	70	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	68▲	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	67	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	65	66	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	65▲	65	65	64	66	65	66	66	66
Interface	64	64	67	62	66	64	n/a	n/a	n/a
Growth	62	63	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cardinia	62	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	61	61	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	61	64	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	59	60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	59	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Southern Rural	52▼	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2

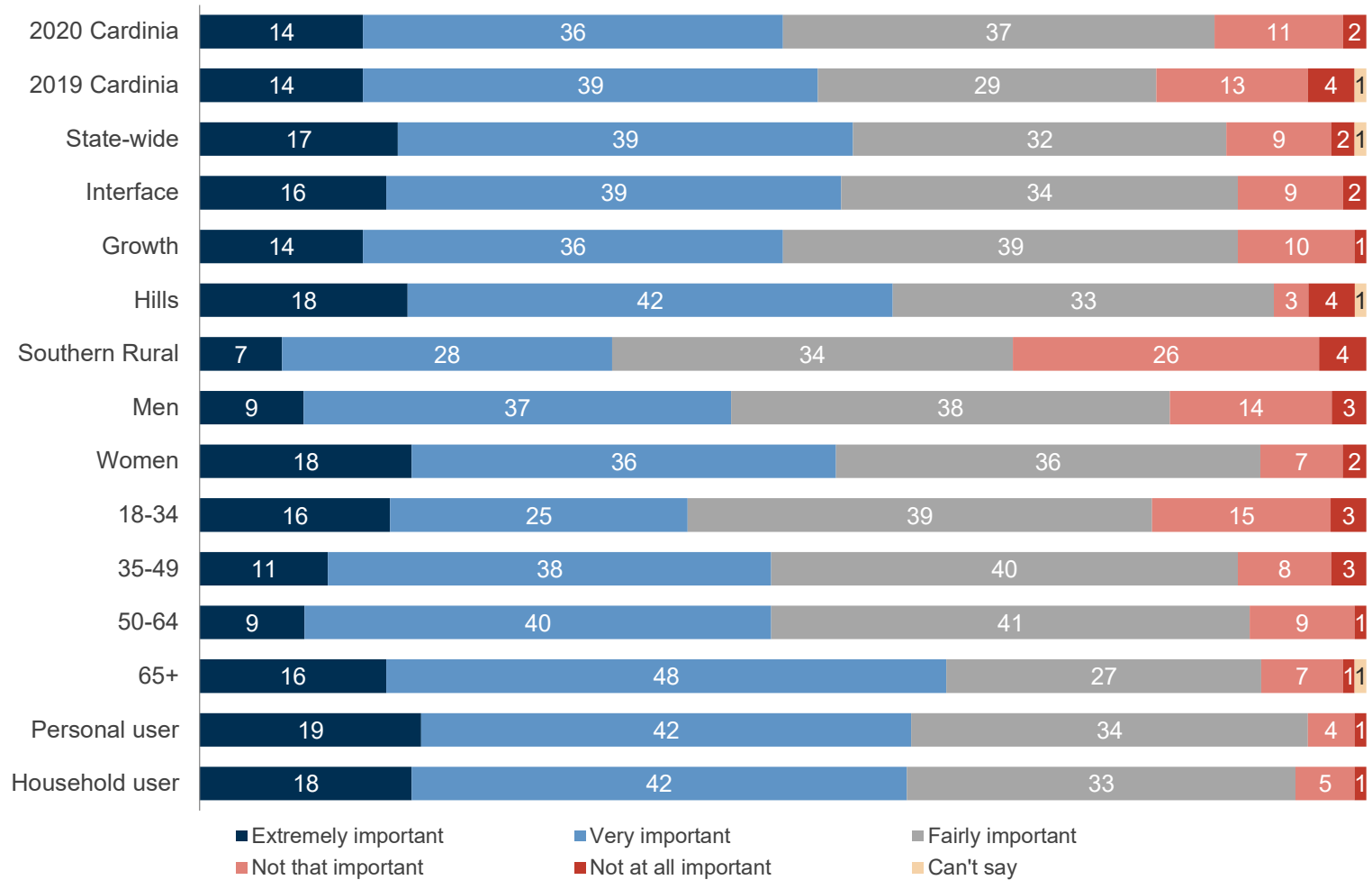
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2020 art centres and libraries importance (%)



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



Art centres and libraries performance



2020 art centres and libraries performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Personal user	77▲	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	76▲	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	76▲	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	75▲	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74▲	74	74	73	72	73	75	73	73
Women	73	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	71	75	75	72	68	72	n/a	n/a	n/a
Cardinia	71	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Growth	70	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Southern Rural	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	64▼	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 3

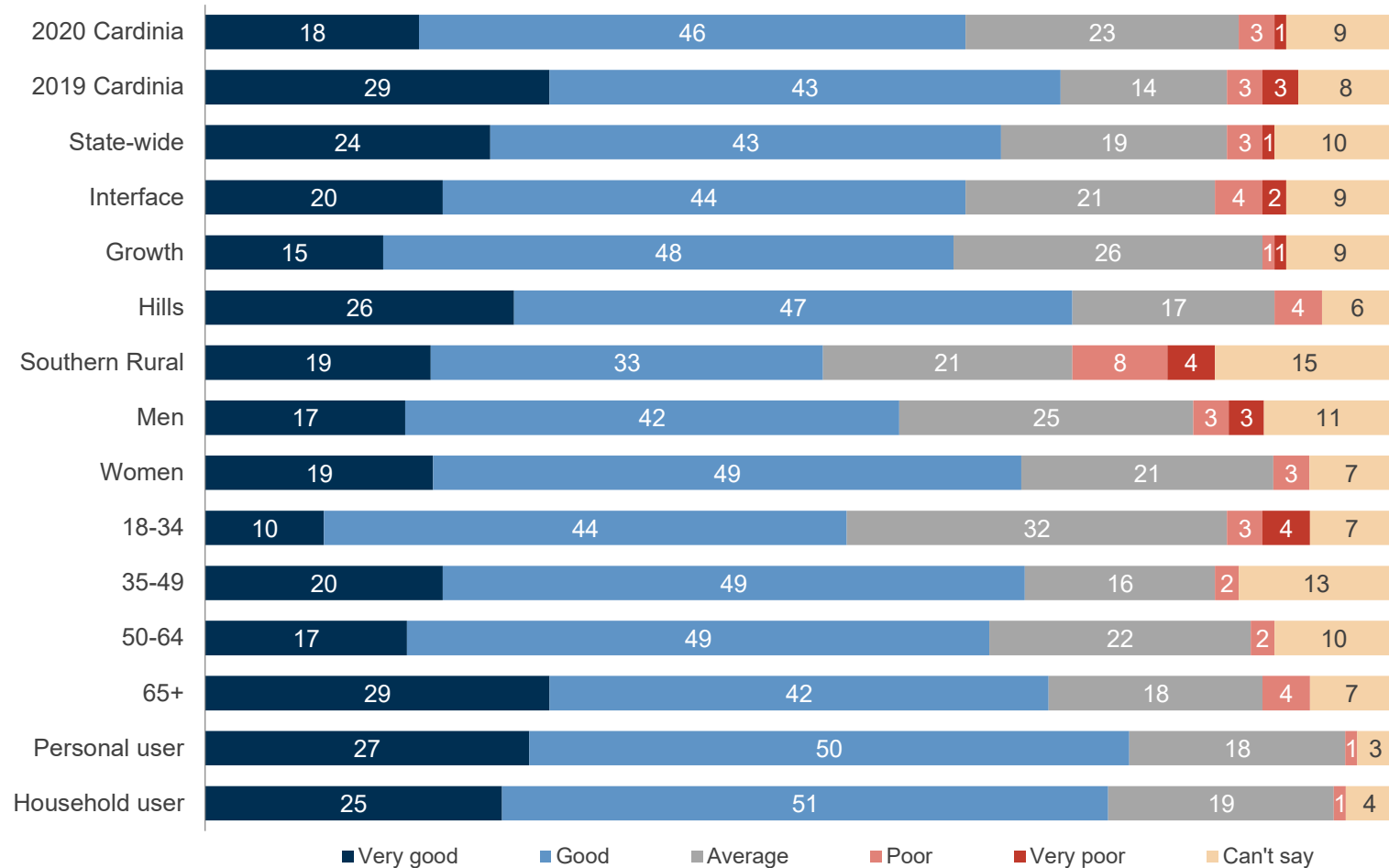
Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2020 art centres and libraries performance (%)





Community and cultural activities importance



2020 community and cultural activities importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Personal user	66▲	n/a	62	61	71	62	64	64	n/a
Women	65▲	n/a	63	62	66	65	61	64	n/a
Household user	64	n/a	62	60	69	63	64	62	n/a
Hills	64	n/a	56	57	62	60	59	59	n/a
65+	63	n/a	58	58	61	62	63	57	n/a
35-49	62	n/a	60	59	63	57	57	60	n/a
Growth	62	n/a	60	57	66	60	61	64	n/a
Interface	62	62	61	57	63	59	n/a	n/a	n/a
State-wide	62	61	61	61	62	62	62	62	62
Cardinia	61	n/a	59	57	64	60	60	61	n/a
18-34	60	n/a	62	57	69	60	59	63	n/a
50-64	60	n/a	54	56	59	61	62	60	n/a
Men	57▼	n/a	55	53	62	54	58	58	n/a
Southern Rural	54▼	n/a	61	60	62	59	57	54	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

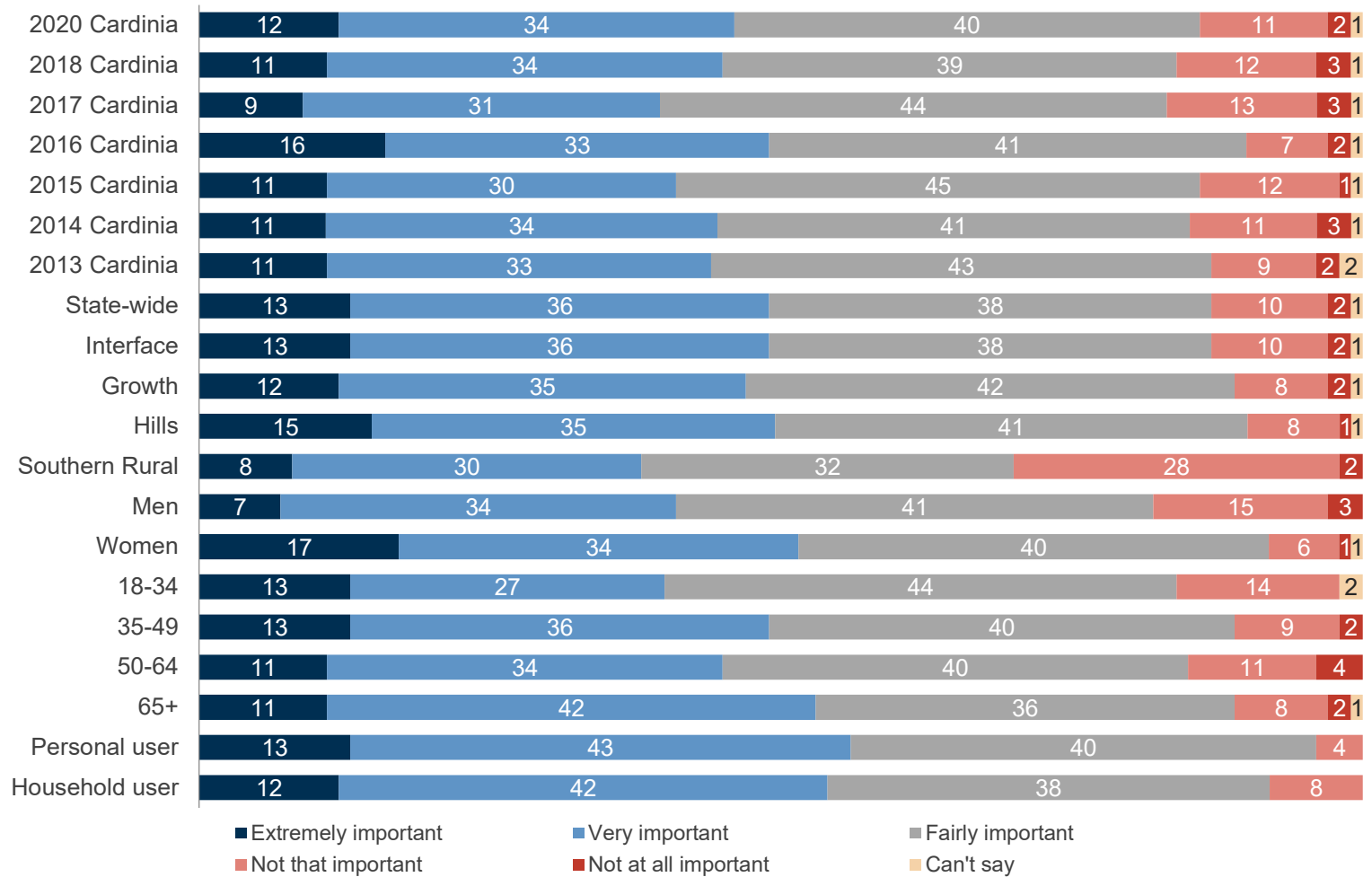
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2020 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2



Community and cultural activities performance



2020 community and cultural activities performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Personal user	73▲	n/a	71	70	66	70	71	71	n/a
Household user	71▲	n/a	70	69	66	71	70	70	n/a
35-49	69	n/a	67	67	63	62	66	63	n/a
65+	69	n/a	68	65	65	68	73	65	n/a
State-wide	68	69	69	69	69	69	70	69	68
Interface	66	68	67	64	63	65	n/a	n/a	n/a
Women	66	n/a	67	65	65	68	67	64	n/a
Growth	66	n/a	68	66	67	67	68	66	n/a
Hills	66	n/a	62	59	59	64	65	60	n/a
50-64	66	n/a	61	62	61	65	66	61	n/a
Cardinia	66	n/a	66	63	64	66	66	64	n/a
Men	65	n/a	64	60	63	64	65	64	n/a
Southern Rural	64	n/a	61	55	61	67	61	62	n/a
18-34	61▼	n/a	66	58	65	70	61	66	n/a

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

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 3

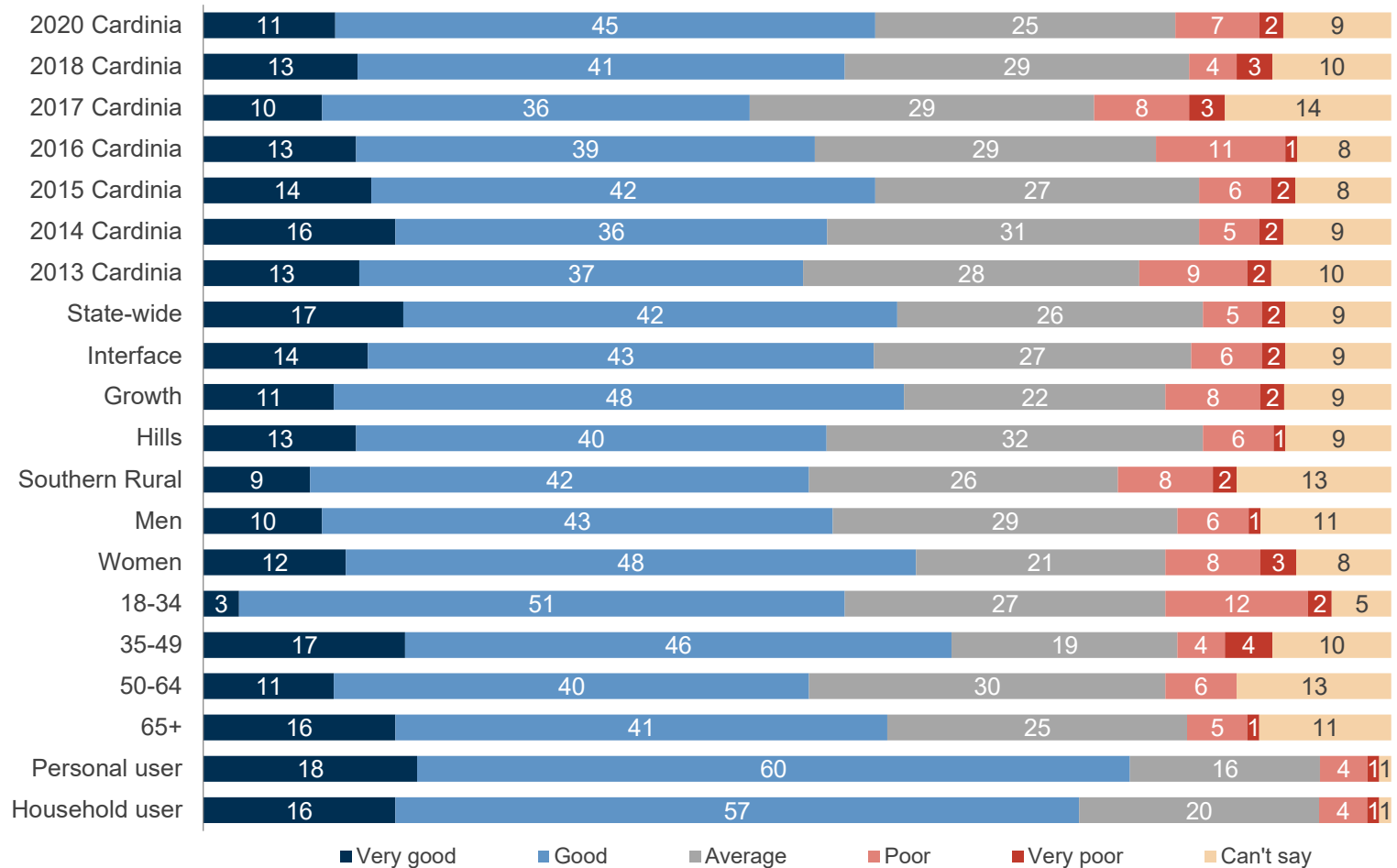
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2020 community and cultural activities performance (%)





Waste management importance



2020 waste management importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Women	84	84	81	82	81	80	77	84	n/a
Hills	84	79	83	81	78	76	79	81	n/a
Interface	83	82	84	79	81	79	n/a	n/a	n/a
35-49	82	81	83	78	80	80	81	84	n/a
Growth	82	84	82	78	80	79	78	82	n/a
State-wide	82	81	81	79	80	79	79	79	78
18-34	82	80	80	76	81	73	72	78	n/a
Cardinia	82	82	82	78	80	77	78	81	n/a
65+	81	83	85	80	79	80	80	82	n/a
50-64	81	84	82	80	81	79	81	82	n/a
Men	79	80	84	74	79	75	78	79	n/a
Southern Rural	76▼	77	81	74	82	75	74	82	n/a

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

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

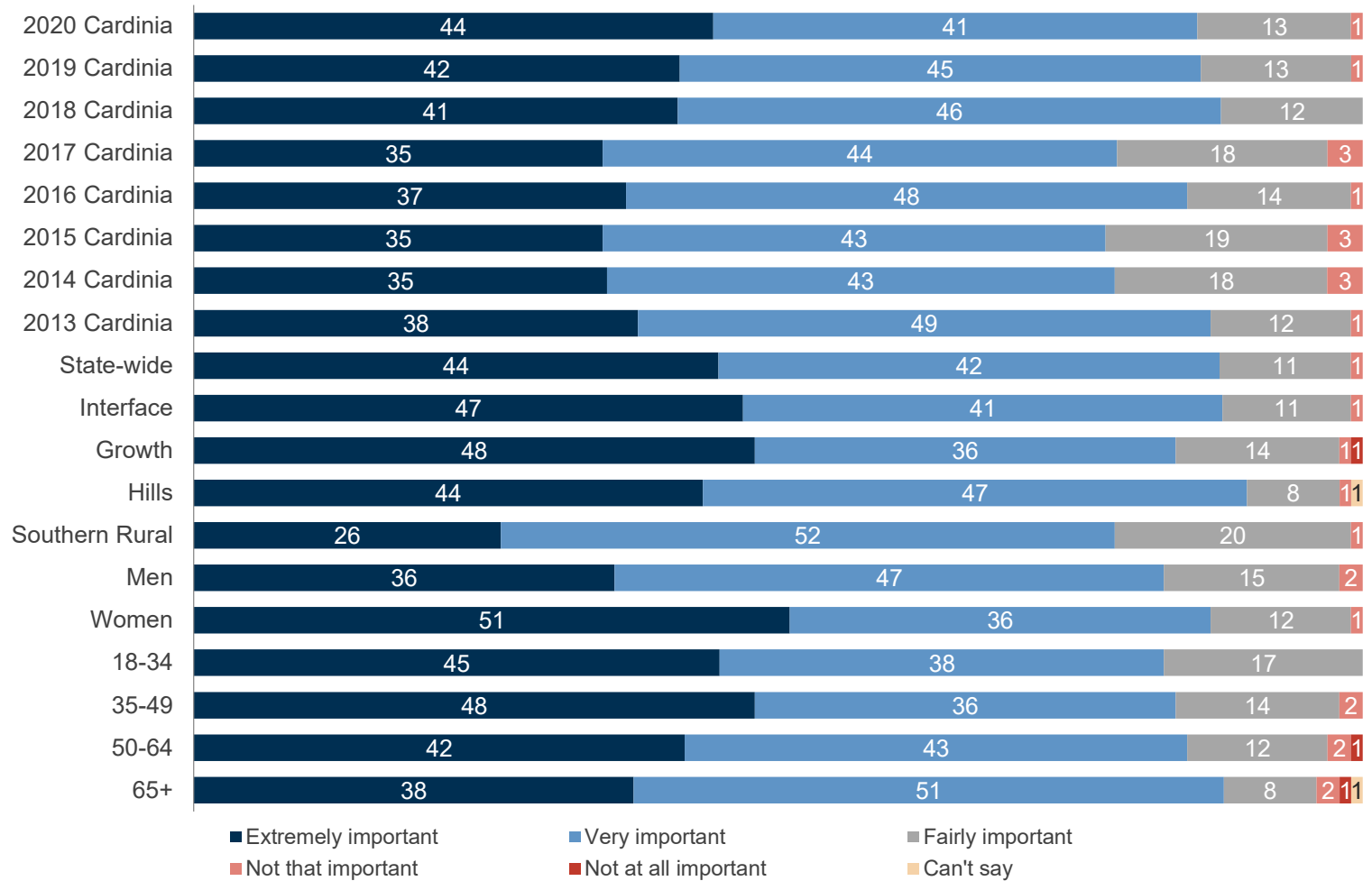
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2020 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 2



Waste management performance



2020 waste management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	73▲	76	77	74	75	79	79	76	n/a
Hills	67	67	74	70	69	75	75	75	n/a
50-64	67	73	72	70	71	76	76	74	n/a
State-wide	65	68	70	71	70	72	73	71	72
Men	65	71	72	72	73	73	75	73	n/a
Interface	65	70	68	71	71	73	n/a	n/a	n/a
Cardinia	64	72	74	70	74	75	75	75	n/a
35-49	64	68	77	71	75	71	75	73	n/a
Women	64	72	76	68	75	77	75	77	n/a
Southern Rural	64	70	76	59	76	74	69	77	n/a
Growth	63	75	73	73	76	75	76	74	n/a
18-34	58▼	71	71	67	75	75	72	77	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: 3

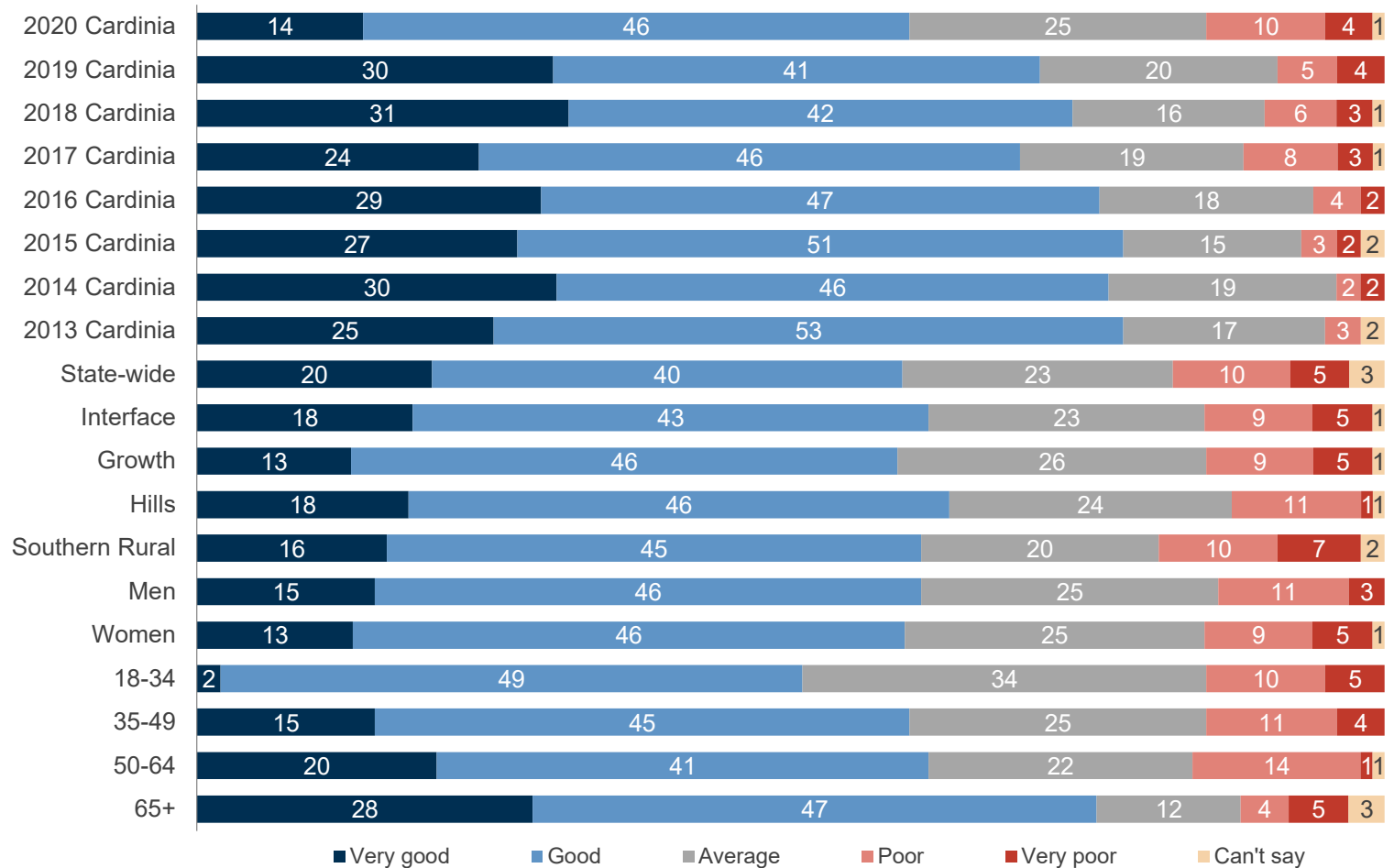
Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2020 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 41 Councils asked group: 3



Environmental sustainability importance



2020 environmental sustainability importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Household user	81▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	81▲	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74	74	73	72	73	73	73	72	71
35-49	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cardinia	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	73	n/a	n/a	72	77	71	n/a	n/a	n/a
Growth	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Southern Rural	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 1

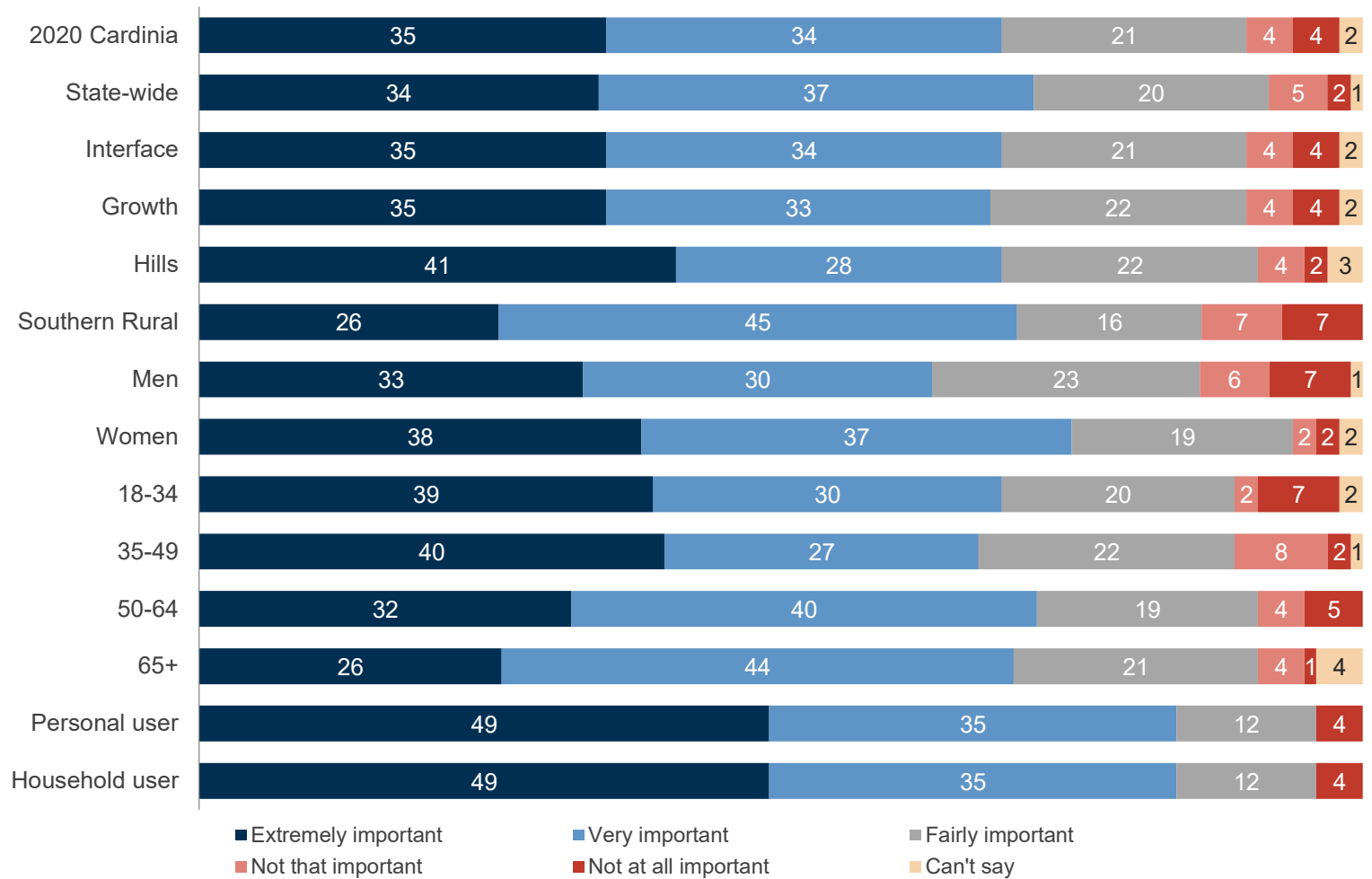
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2020 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 1



Environmental sustainability performance



2020 environmental sustainability performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	60▲	62	63	64	63	64	64	64	64
35-49	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Growth	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	56	60	64	62	60	63	n/a	n/a	n/a
Personal user	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cardinia	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Southern Rural	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	50▼	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?

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

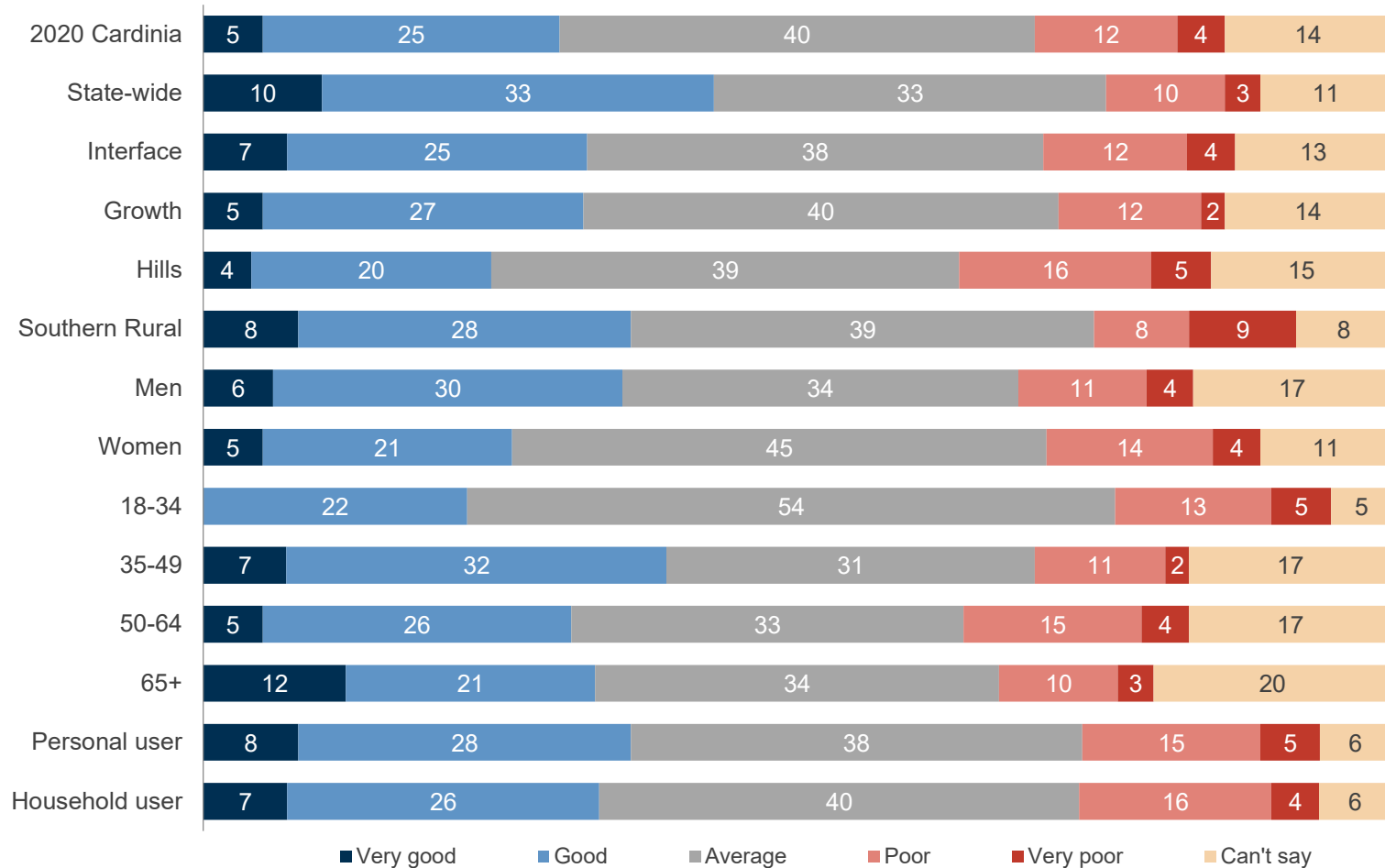
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2020 environmental sustainability performance (%)





Emergency and disaster management importance



2020 emergency and disaster management importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Household user	87▲	85	84	87	86	85	n/a	n/a	n/a
Personal user	87	85	85	88	88	85	n/a	n/a	n/a
35-49	84	81	80	80	83	81	n/a	n/a	n/a
Interface	83	85	84	82	83	81	n/a	n/a	n/a
Women	83	88	84	83	87	84	n/a	n/a	n/a
Hills	83	83	81	79	80	83	n/a	n/a	n/a
Cardinia	82	84	81	82	83	81	n/a	n/a	n/a
Growth	82	85	81	82	84	83	n/a	n/a	n/a
18-34	82	88	82	82	83	82	n/a	n/a	n/a
50-64	81	85	84	83	85	81	n/a	n/a	n/a
Men	81	80	78	80	79	78	n/a	n/a	n/a
Southern Rural	81	81	82	85	82	76	n/a	n/a	n/a
State-wide	80	81	81	80	80	80	80	80	80
65+	80	82	79	83	81	81	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: 16 Councils asked group: 2

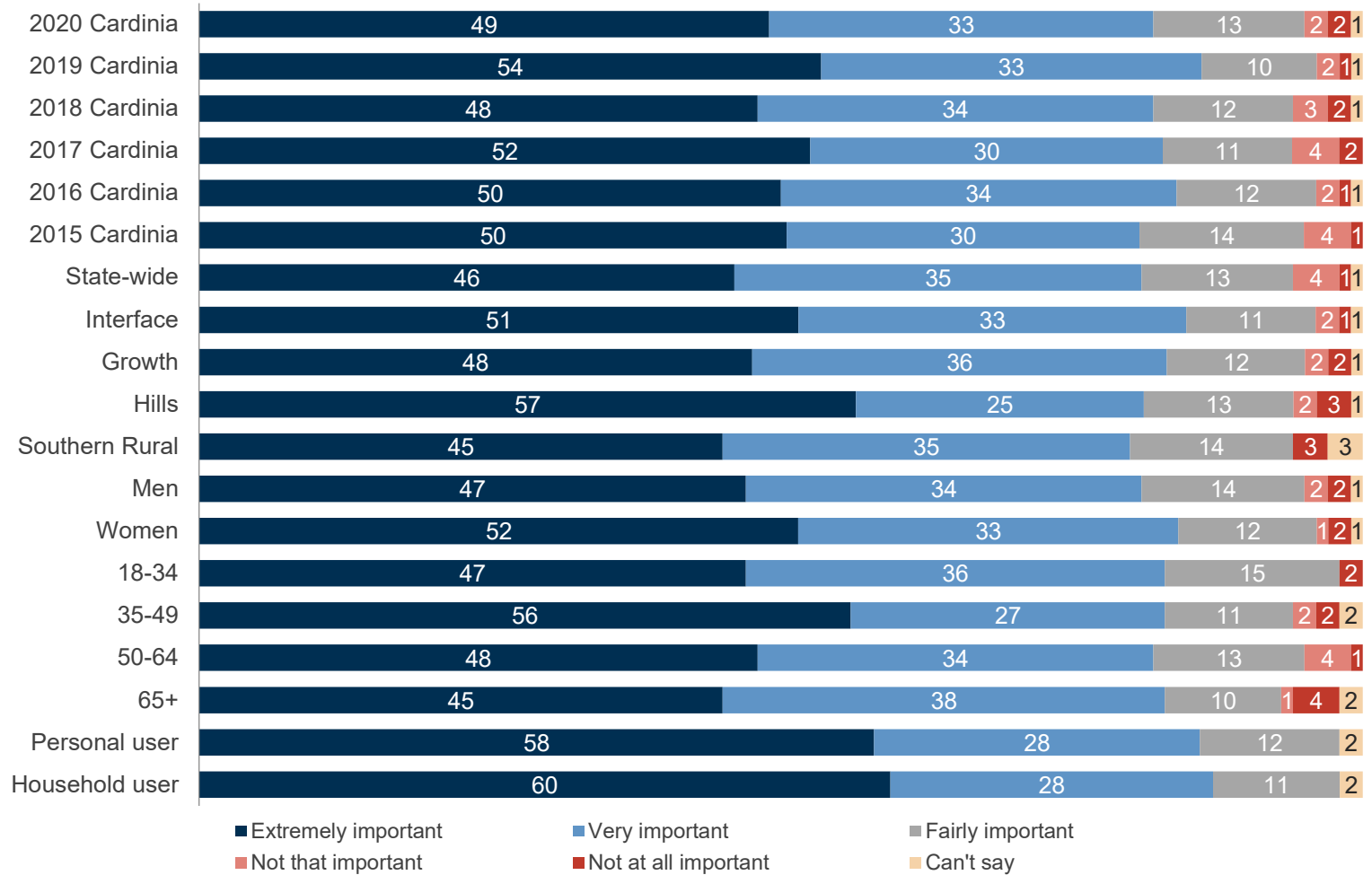
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2020 emergency and disaster management importance (%)



Q1. Firstly, how important should 'Emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 2



Emergency and disaster management performance



2020 emergency and disaster management performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
State-wide	68▲	72	71	70	69	70	71	70	70
65+	67	75	68	66	70	69	n/a	n/a	n/a
Interface	66	73	70	69	69	70	n/a	n/a	n/a
35-49	66	74	71	65	70	65	n/a	n/a	n/a
Men	64	71	66	68	69	68	n/a	n/a	n/a
Growth	64	75	69	70	74	74	n/a	n/a	n/a
Cardinia	64	73	69	67	69	70	n/a	n/a	n/a
50-64	64	70	70	67	62	65	n/a	n/a	n/a
Hills	63	69	68	63	61	65	n/a	n/a	n/a
Southern Rural	63	73	67	60	67	70	n/a	n/a	n/a
Women	63	75	71	66	70	72	n/a	n/a	n/a
Personal user	60	77	74	67	62	67	n/a	n/a	n/a
Household user	60	77	74	67	63	69	n/a	n/a	n/a
18-34	59▼	73	67	68	72	77	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: 3

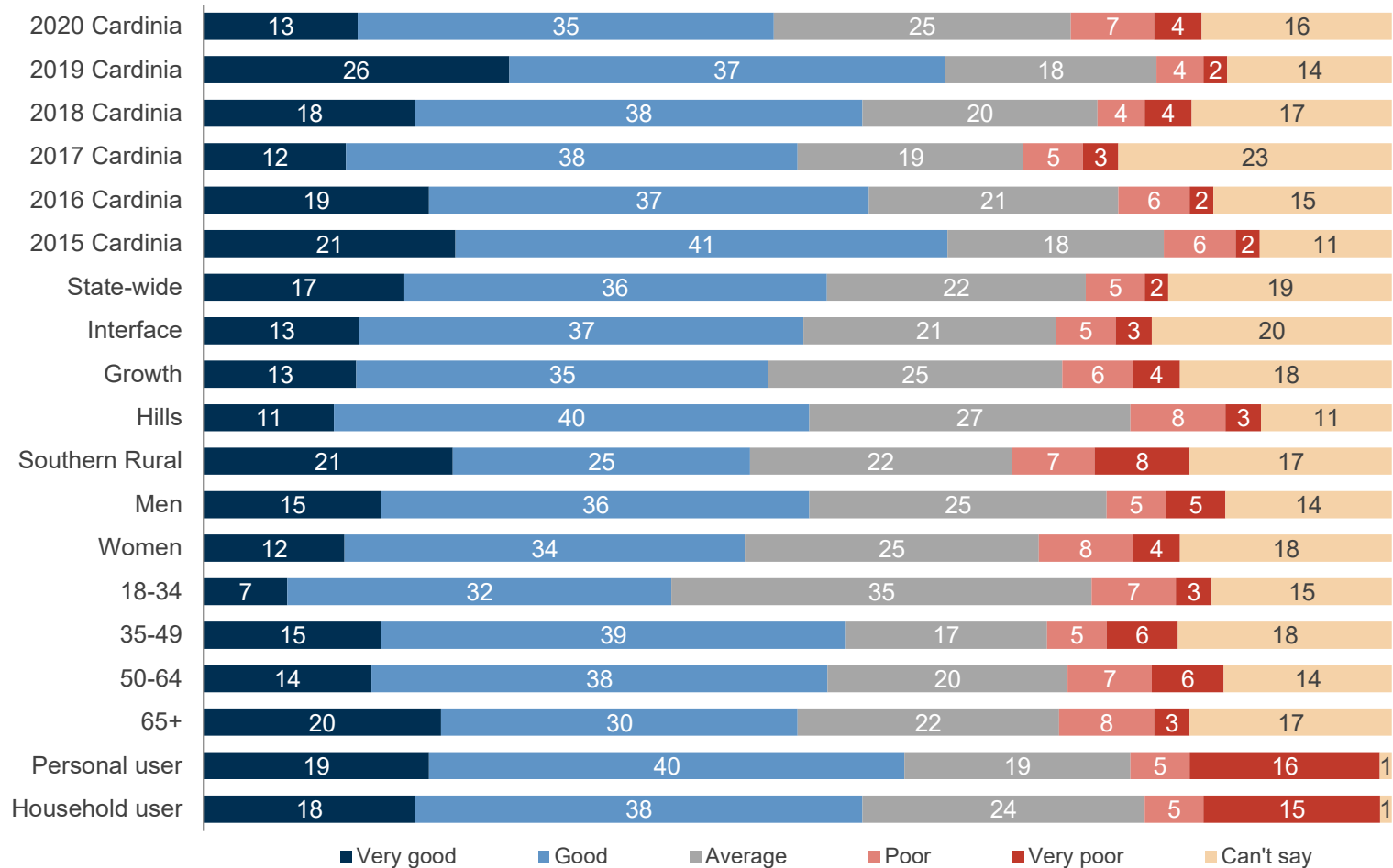
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2020 emergency and disaster management performance (%)





Planning for population growth in the area importance



2020 population growth importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Household user	84	83	81	87	83	77	84	87	n/a
35-49	84	82	79	80	77	82	83	82	n/a
Growth	83	84	82	80	82	81	81	83	n/a
Men	83	76	79	75	79	71	76	73	n/a
Personal user	83	83	81	87	83	74	86	87	n/a
65+	82	78	81	75	80	75	80	76	n/a
Southern Rural	81	78	79	78	81	72	73	75	n/a
Cardinia	80	80	79	78	79	76	79	79	n/a
Interface	80	80	79	80	79	76	n/a	n/a	n/a
50-64	78	84	84	83	81	79	83	82	n/a
Women	78	83	79	80	78	81	81	83	n/a
18-34	77	77	75	74	78	69	71	74	n/a
State-wide	76	77	77	76	76	75	75	75	75
Hills	73	73	69	71	71	71	77	74	n/a

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

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

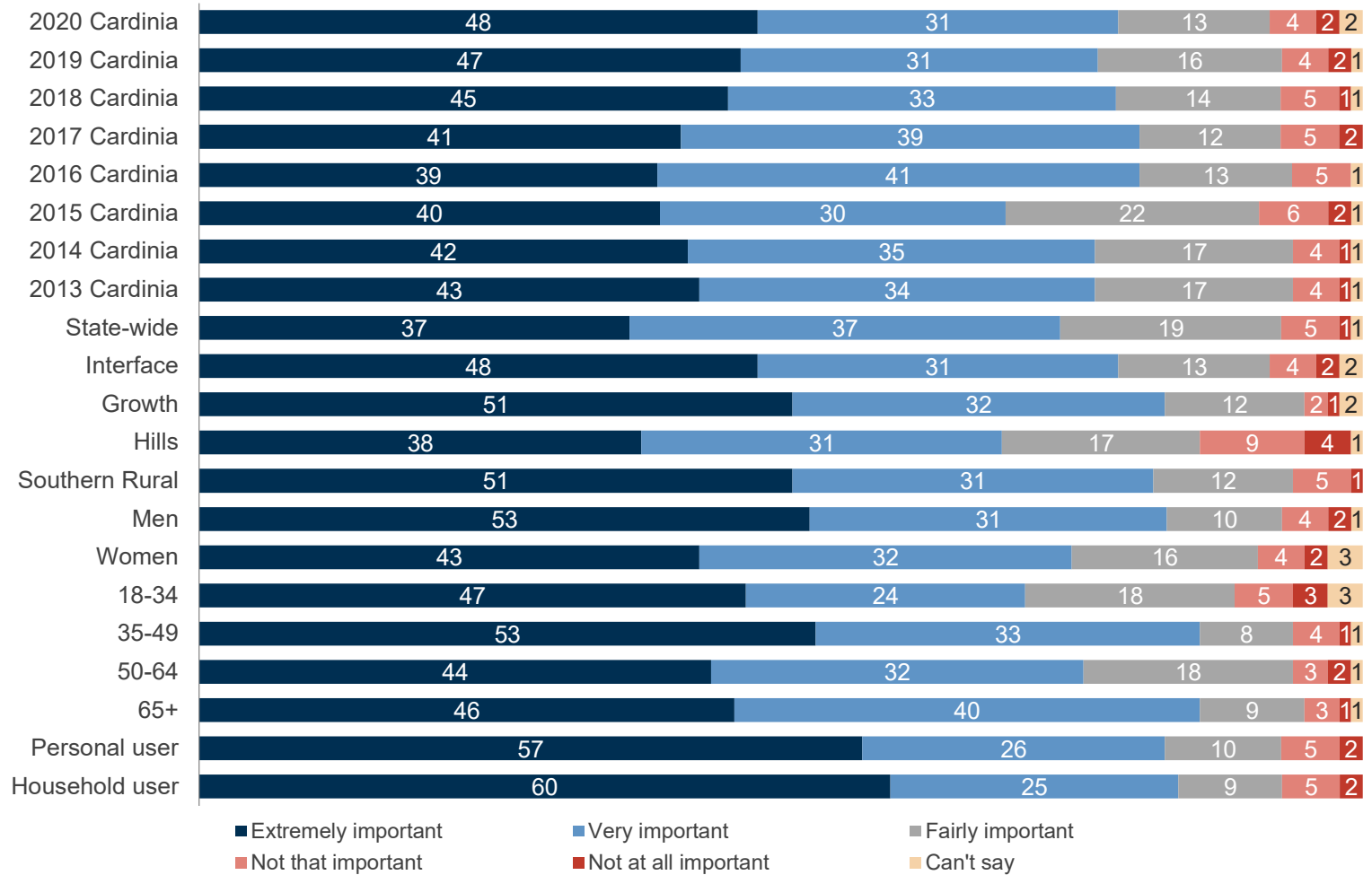
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2020 population growth importance (%)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 1



Planning for population growth in the area performance



2020 population growth performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	51	54	50	50	54	54	59	56	n/a
State-wide	51▲	52	52	52	51	54	54	54	52
Hills	49	49	50	45	47	58	53	50	n/a
Women	47	52	52	51	54	61	57	54	n/a
35-49	47	43	49	48	51	50	57	50	n/a
Interface	46	48	49	50	55	57	n/a	n/a	n/a
Growth	45	52	51	52	56	58	61	56	n/a
Cardinia	45	50	50	51	53	57	57	54	n/a
50-64	44	40	44	46	47	52	51	49	n/a
Men	42	49	49	50	53	53	57	55	n/a
Personal user	42	56	57	43	48	56	61	63	n/a
Household user	42	57	57	47	49	57	60	60	n/a
18-34	41	59	55	56	59	68	59	61	n/a
Southern Rural	38	45	50	50	54	55	53	55	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

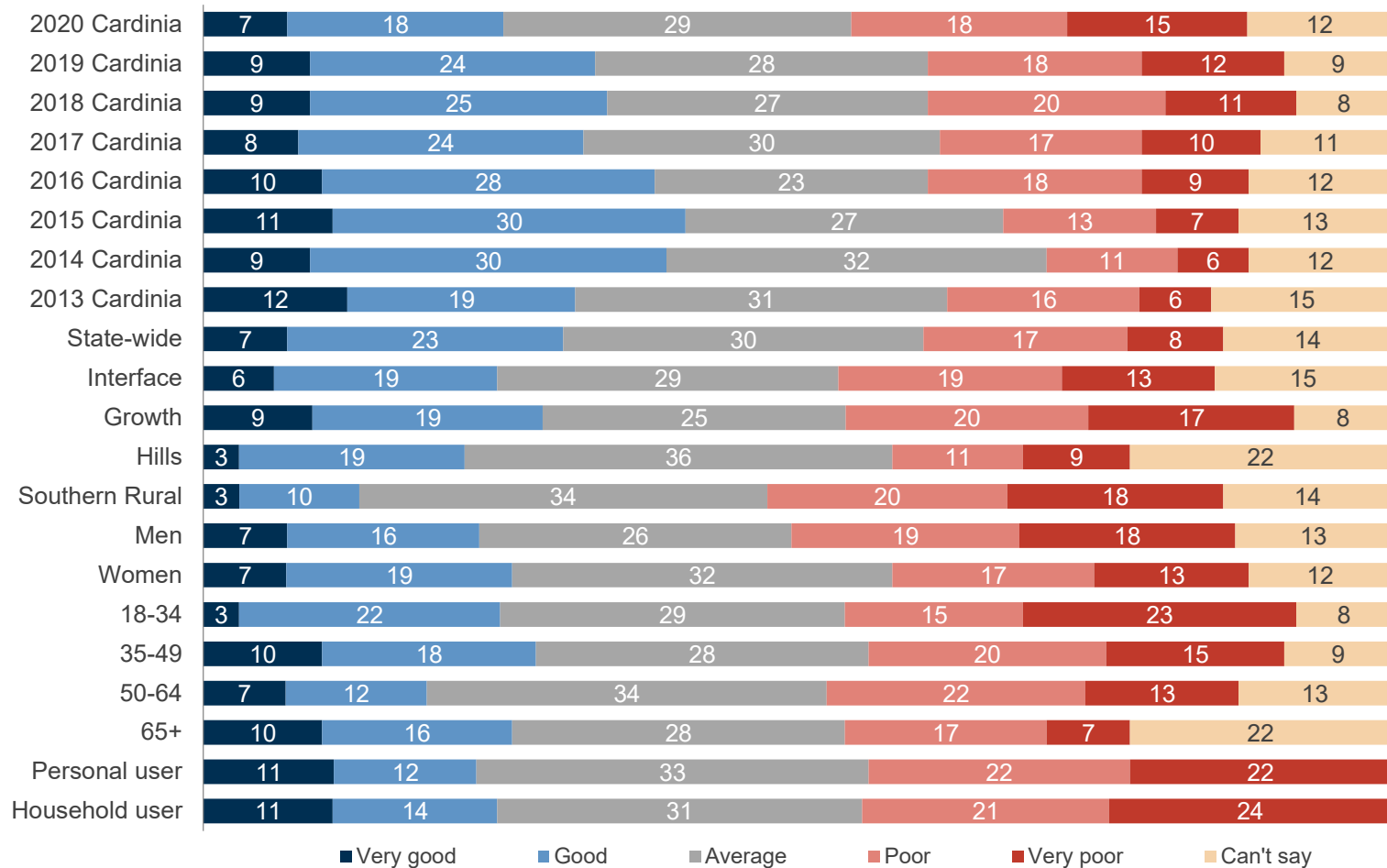
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2020 population growth performance (%)





Maintenance of unsealed roads in your area importance



2020 unsealed roads importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Southern Rural	86▲	86	89	88	91	88	83	82	n/a
Hills	85	83	89	87	83	83	85	85	n/a
Personal user	83	83	84	84	82	85	81	82	n/a
Household user	83	83	84	84	82	85	81	82	n/a
65+	83	82	82	83	83	81	76	86	n/a
50-64	83	87	83	86	83	83	85	87	n/a
Women	82	83	82	83	81	84	82	82	n/a
35-49	82	77	82	78	81	82	83	78	n/a
Cardinia	81	81	81	81	80	83	78	81	n/a
Interface	81	81	81	79	79	78	n/a	n/a	n/a
Men	80	78	80	80	79	82	74	81	n/a
State-wide	80	80	80	79	79	78	78	81	80
18-34	79	81	79	80	77	83	73	78	n/a
Growth	78	79	77	78	76	79	73	79	n/a

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

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1

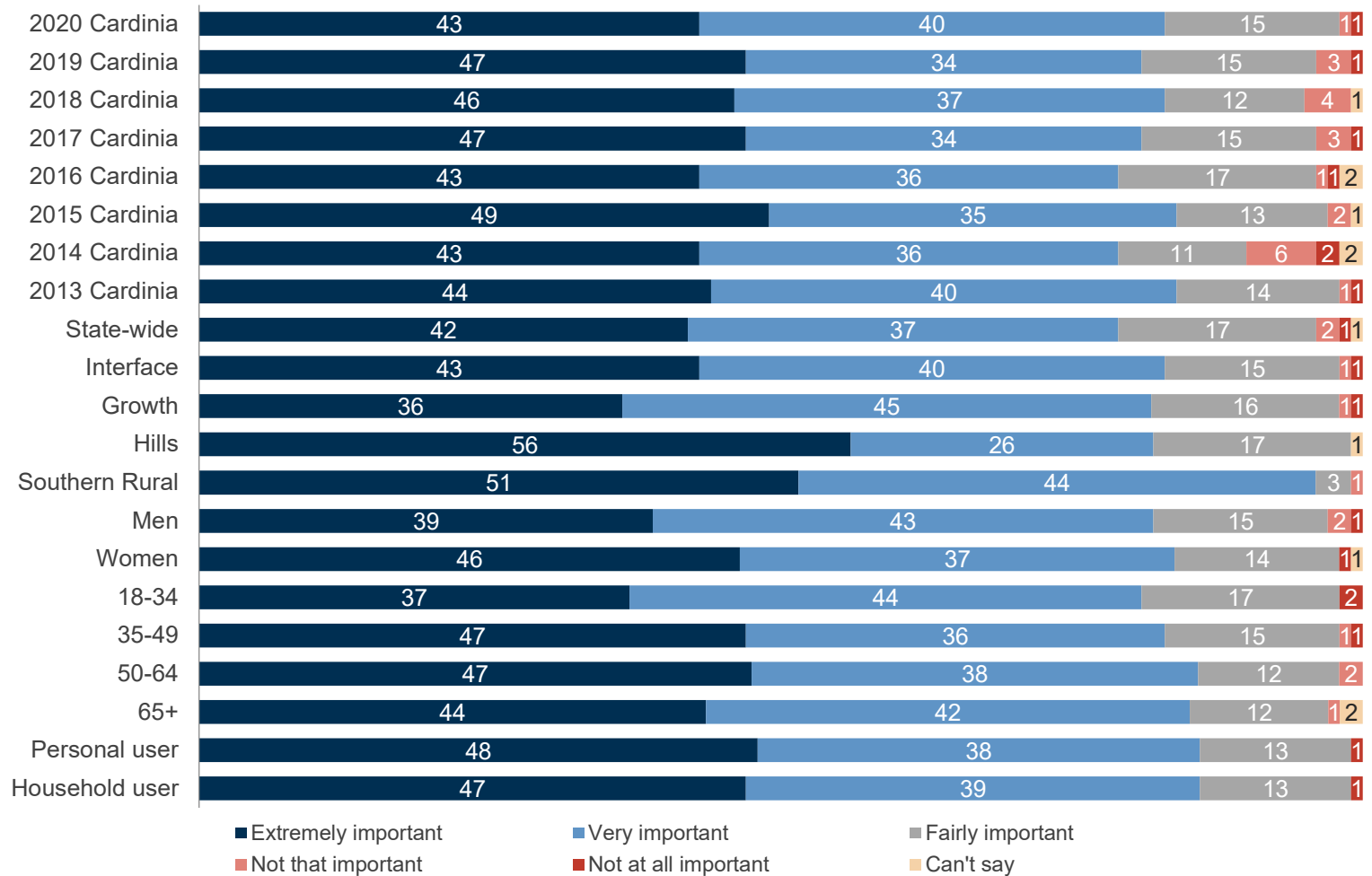
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2020 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1



Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	44	37	46	42	42	43	50	44	n/a
State-wide	44▲	44	43	44	43	45	45	44	46
Growth	43▲	48	49	47	50	55	48	52	n/a
Interface	43▲	50	48	45	44	47	n/a	n/a	n/a
Women	40	41	45	39	41	44	40	44	n/a
35-49	40	40	44	41	34	38	44	44	n/a
Cardinia	38	40	44	41	41	45	44	43	n/a
Men	37	39	42	42	41	46	48	41	n/a
18-34	37	43	44	43	52	51	42	48	n/a
Household user	34	35	41	38	38	43	42	38	n/a
Personal user	34	34	41	39	38	43	42	38	n/a
50-64	33	36	39	36	31	45	43	33	n/a
Hills	33	32	36	34	28	41	44	33	n/a
Southern Rural	28▼	24	33	27	35	34	38	34	n/a

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

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 2

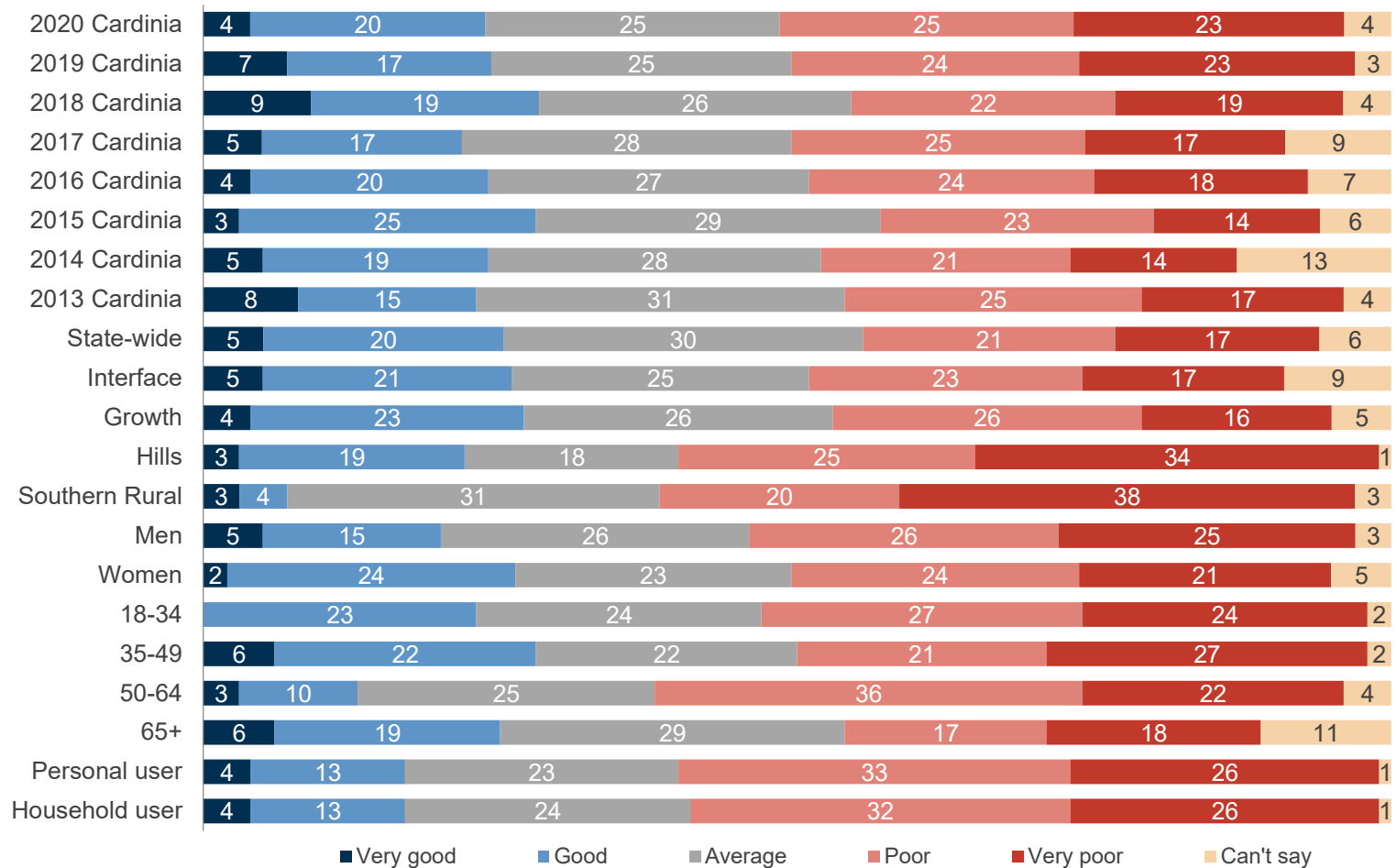
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2020 unsealed roads performance (%)





Business and community development importance



2020 business/community development importance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
Southern Rural	70	65	72	61	67	65	69	n/a	n/a
State-wide	69	69	69	70	70	69	69	n/a	n/a
Interface	69	67	68	67	69	67	n/a	n/a	n/a
35-49	69	65	69	69	71	68	72	n/a	n/a
50-64	68	67	66	64	69	68	70	n/a	n/a
Men	67	59	68	66	67	65	68	n/a	n/a
Cardinia	67	65	68	68	70	67	69	n/a	n/a
Women	67	71	68	69	73	70	70	n/a	n/a
Growth	67	68	69	70	72	73	68	n/a	n/a
65+	66	63	64	67	65	64	70	n/a	n/a
Hills	66	60	63	64	68	61	72	n/a	n/a
18-34	66	67	70	68	73	69	66	n/a	n/a
Household user	65	73	76	73	80	62	70	n/a	n/a
Personal user	65	73	75	72	84	61	71	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 8 Councils asked group: 2

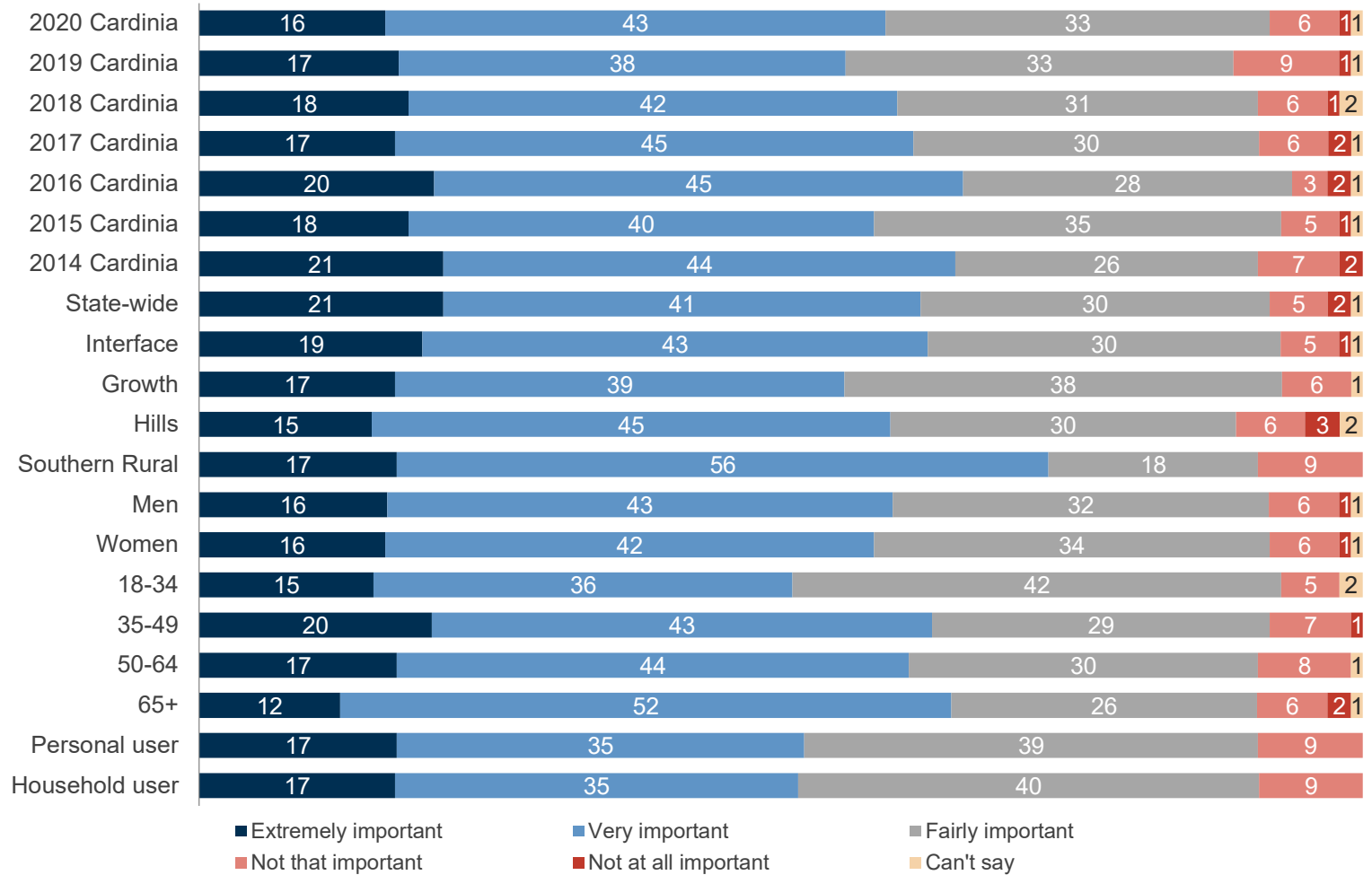
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2020 business/community development importance (%)



Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 8 Councils asked group: 2



Business and community development performance



2020 business/community development performance (index scores)

		2019	2018	2017	2016	2015	2014	2013	2012
65+	60	63	65	56	61	61	64	n/a	n/a
Interface	60	64	63	59	58	63	n/a	n/a	n/a
Growth	59	67	65	62	62	65	66	n/a	n/a
Personal user	59	66	70	57	59	62	68	n/a	n/a
Household user	59	69	70	57	59	63	67	n/a	n/a
35-49	59	60	64	61	60	60	63	n/a	n/a
State-wide	59	61	60	60	60	60	62	n/a	n/a
Men	59	61	60	59	60	61	61	n/a	n/a
18-34	59	72	66	60	62	67	63	n/a	n/a
Cardinia	58	64	64	59	60	63	63	n/a	n/a
Women	58	67	67	59	60	64	64	n/a	n/a
Hills	57	60	60	49	54	60	61	n/a	n/a
Southern Rural	55	62	61	53	61	61	55	n/a	n/a
50-64	53	57	55	56	55	59	59	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 12 Councils asked group: 3

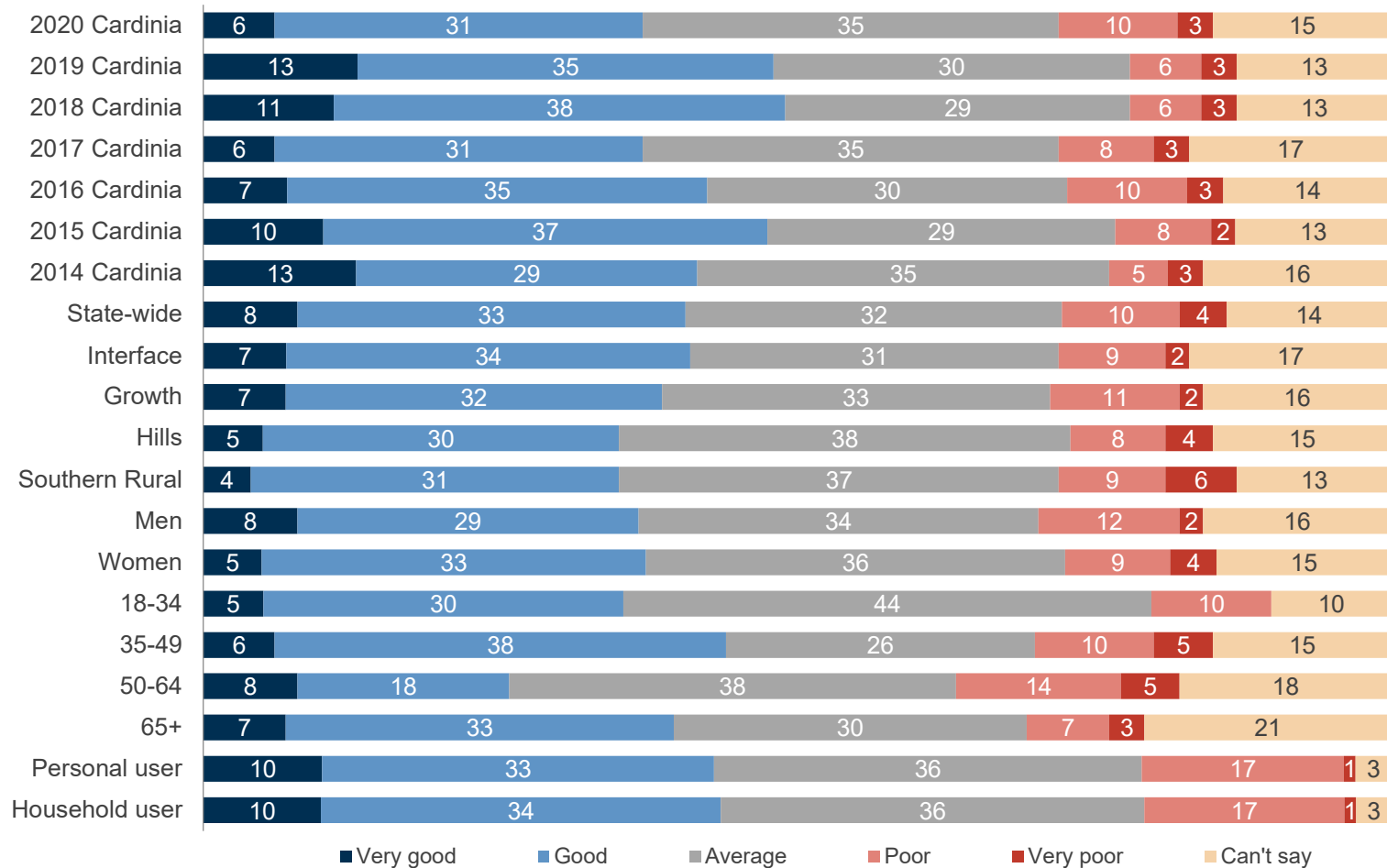
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2020 business/community development performance (%)



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



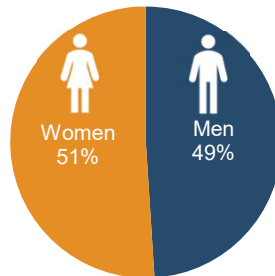
Detailed demographics



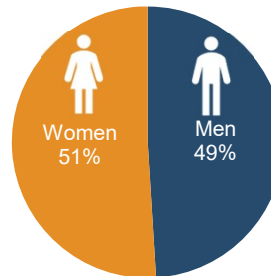
Gender and age profile

2020 gender

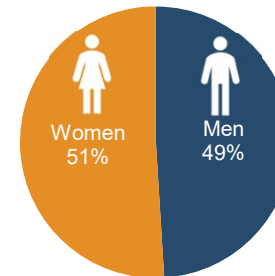
Cardinia



Interface

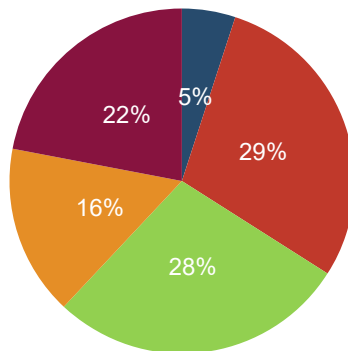


State-wide

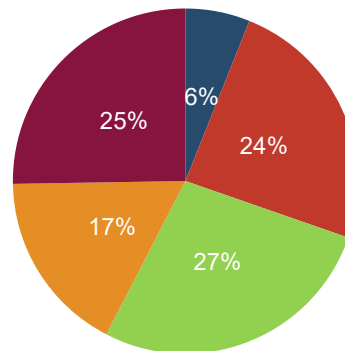


2020 age

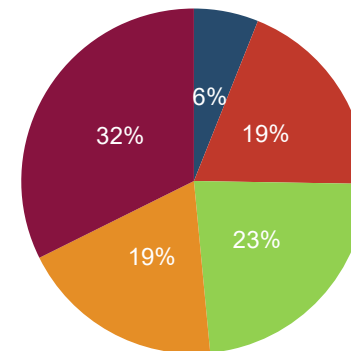
Cardinia



Interface



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

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

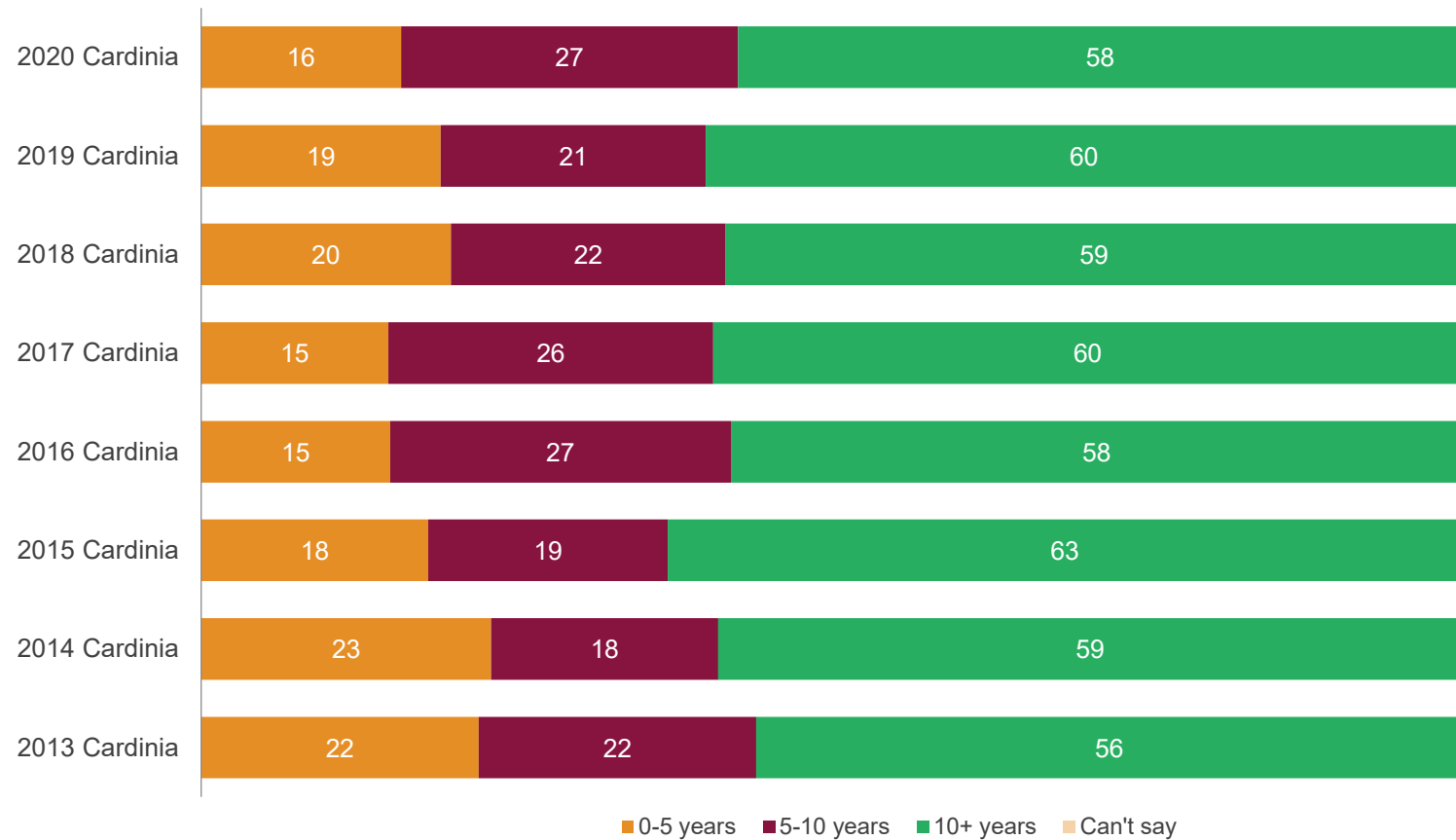
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5

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



Years lived in area

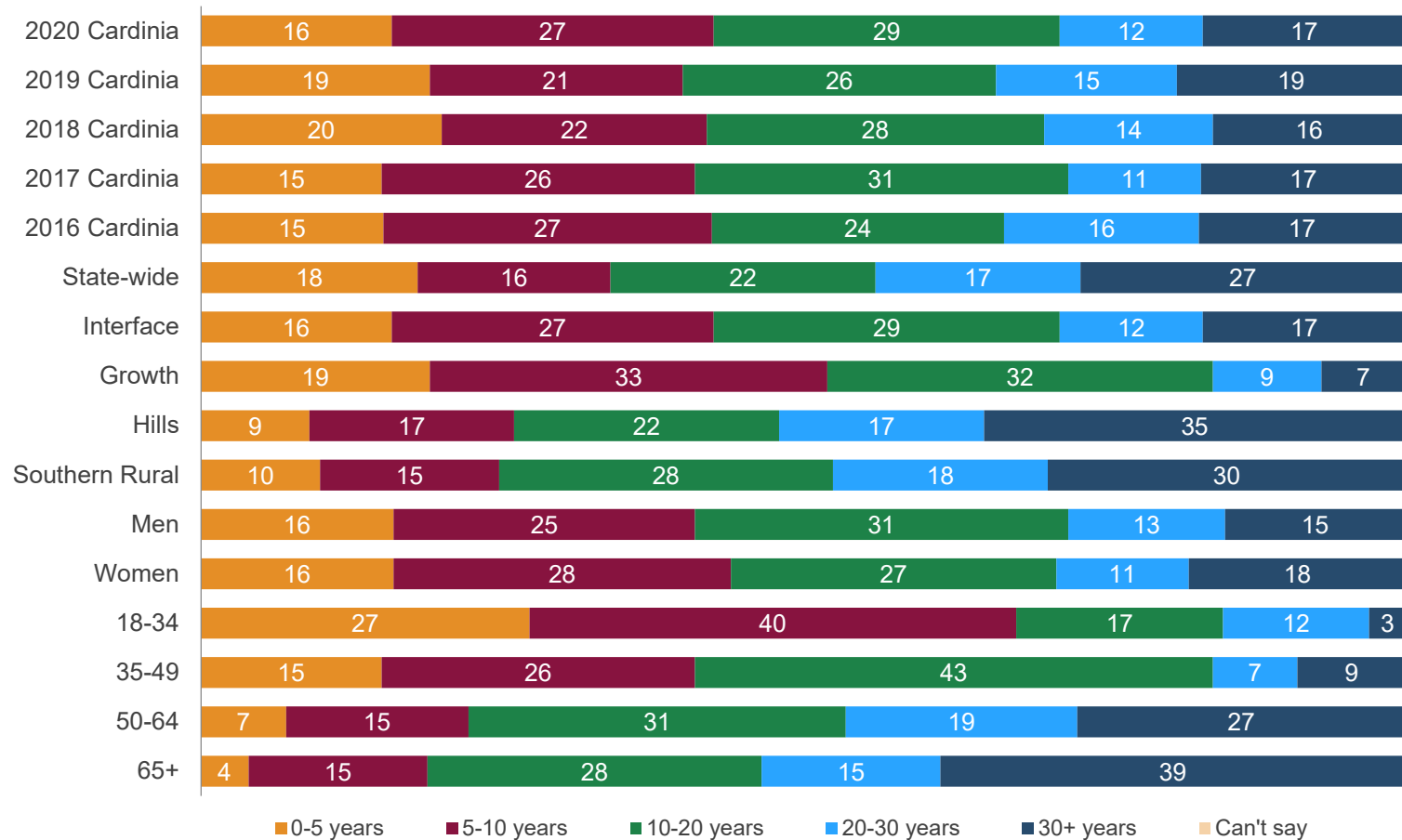
2020 years lived in area (%)





Years lived in area

2020 years lived in area (%)



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

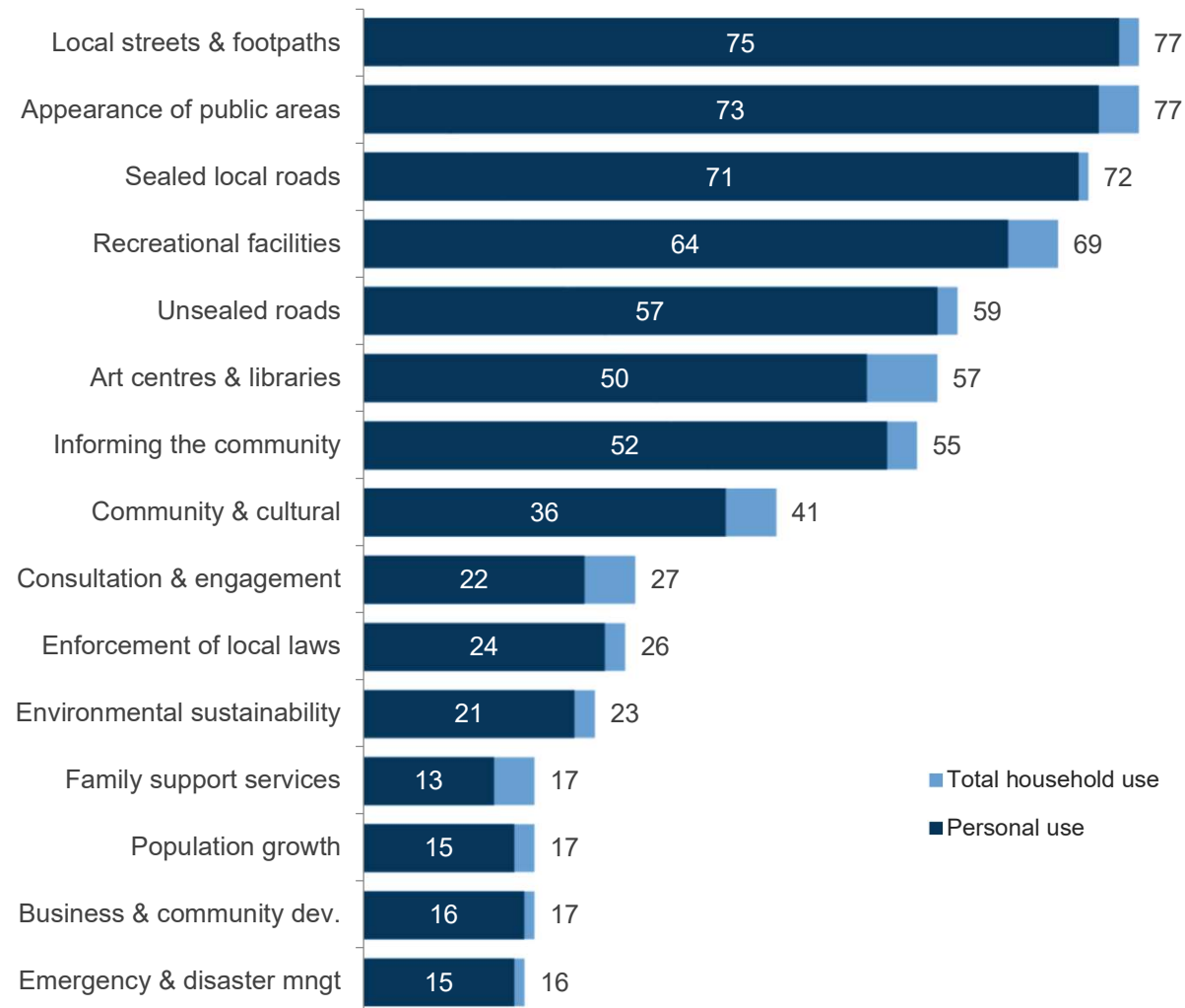
Base: All respondents. Councils asked state-wide: 11 Councils asked group: 1

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last five years of data only.


Personal and household use and experience of council services



2020 personal and household use and 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: 12 Councils asked group: 3



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2020 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 78,100 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	181	195	+/-7.3
Women	219	205	+/-6.6
Growth	225	250	+/-6.5
Hills	109	93	+/-9.4
Southern Rural	66	57	+/-12.2
18-34 years	59	135	+/-12.9
35-49 years	100	113	+/-9.8
50-64 years	103	65	+/-9.7
65+ years	138	87	+/-8.4

Appendix A: Significant difference reporting notation



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

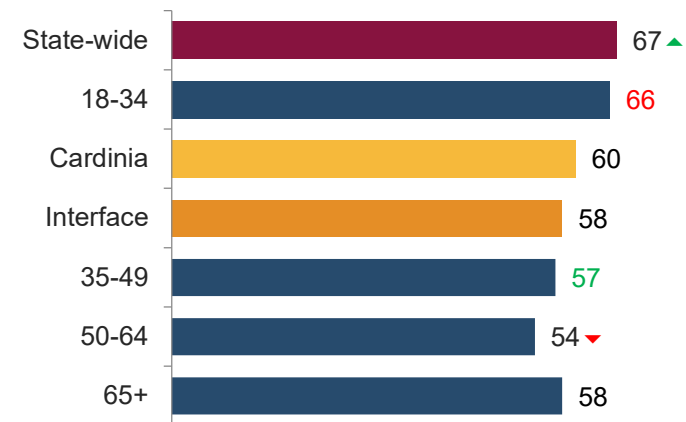
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in green and red indicate significantly higher or lower results than in 2019. Therefore in the example below:

- The result among 35-49 year olds in the council is **significantly higher** than the result achieved among this group in 2019.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2019.

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



Appendix A: Index score significant difference calculation



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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

Appendix B: Further project information





Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2020 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on

(03) 8685 8555 or via email:
admin@jwsresearch.com



Appendix B: Survey methodology and sampling

The 2020 results are compared with previous years, as detailed below:

- 2020, n=400 completed interviews, conducted in the period of 30th January – 22nd March.
- 2019, n=401 completed interviews, conducted in the period of 1st February – 30th March.
- 2018, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

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

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

Survey sample matched to the demographic profile of Cardinia Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 60% 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 30th January – 22nd March, 2020.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2020, 62 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 2012-2020 vary slightly.

Council Groups

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

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

Councils participating in the Interface group are:

- Cardinia, Casey, Melton, Mornington Peninsula, Whittlesea and Yarra Ranges.

Wherever appropriate, results for Cardinia Shire Council for this 2020 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Interface group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

Appendix B: 2012 survey revision



The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2020 have been made throughout this report as appropriate.



Appendix B:

Core, optional and tailored questions

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 2020 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 2020 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

Appendix B: Analysis and reporting



Reporting

Every council that participated in the 2020 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the State government is supplied with this State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed, which is available at:

<http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

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.



Appendix B: Glossary of terms

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

CSS: 2020 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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