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 Statewide 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



J00858 Community Satisfaction Survey 2020 – Cardinia Shire Council

Cardinia Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Cardinia 57

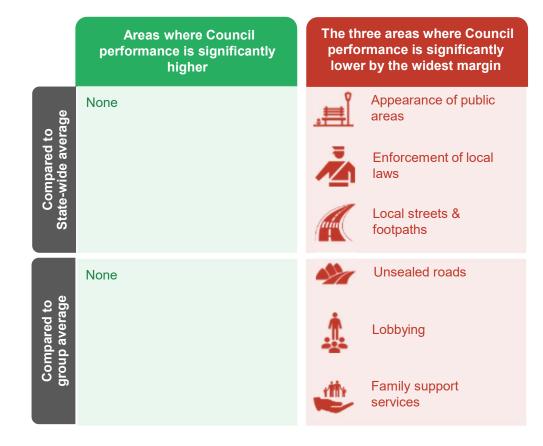


State-wide 58



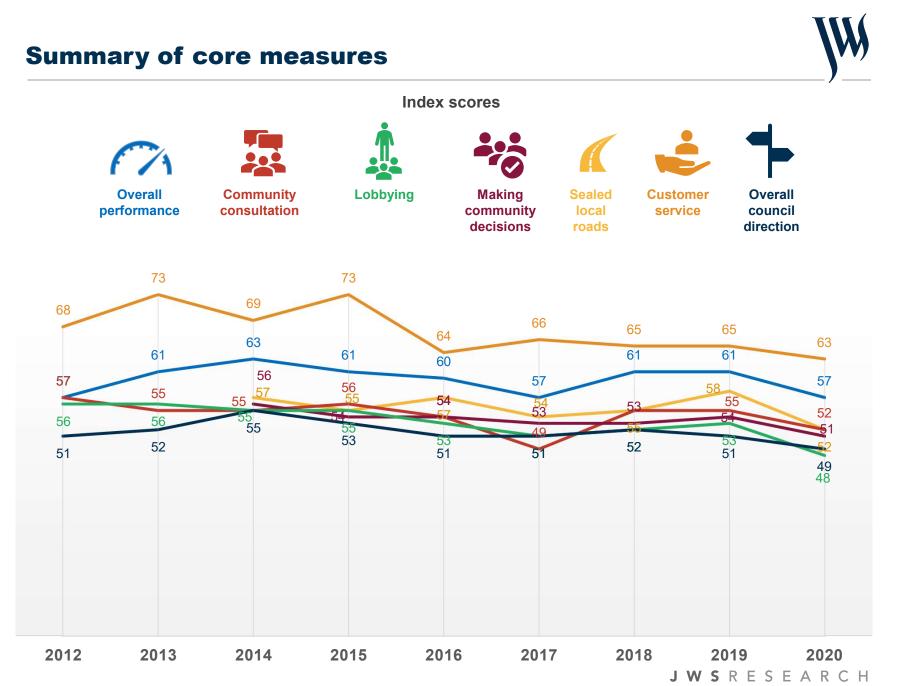
Interface 56

Council performance compared to State-wide and group averages



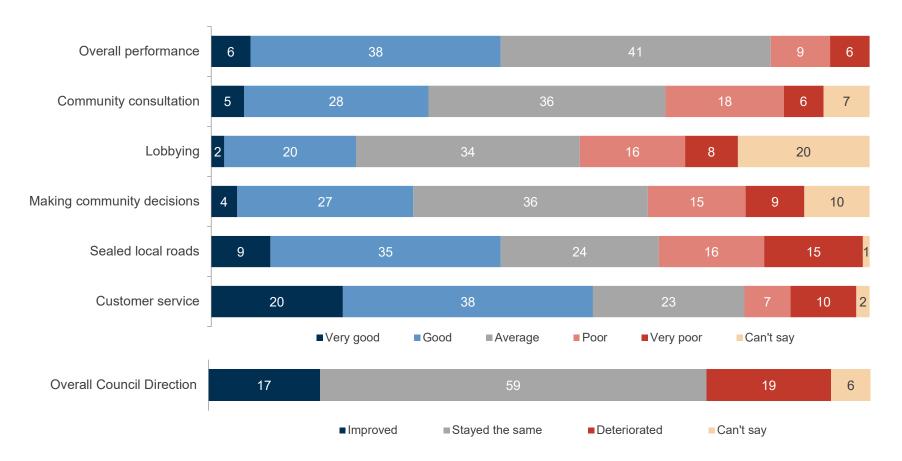


J00858 Community Satisfaction Survey 2020 - Cardinia Shire Council



Summary of core measures





Core measures summary results (%)

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Summary of Cardinia Shire Council performance

Services	5	Cardinia 2020	Cardinia 2019	Interface 2020	State-wide 2020	Highest score	Lowest score
(M	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
Ż	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
<u>.</u>	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
直	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	5	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
1	Enforcement of local laws	56	61	59	63	Men, Aged 65+ years, Aged 35- 49 years	Aged 50-64 years
û	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
hile	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
<u>.</u>	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



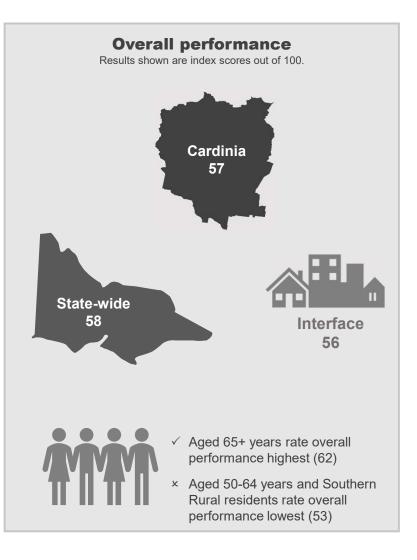
The overall performance index score of 57 for Cardinia Shire Council represents a statistically significant (at the 95% confidence interval) decrease of four points on the 2019 result.

- 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'.



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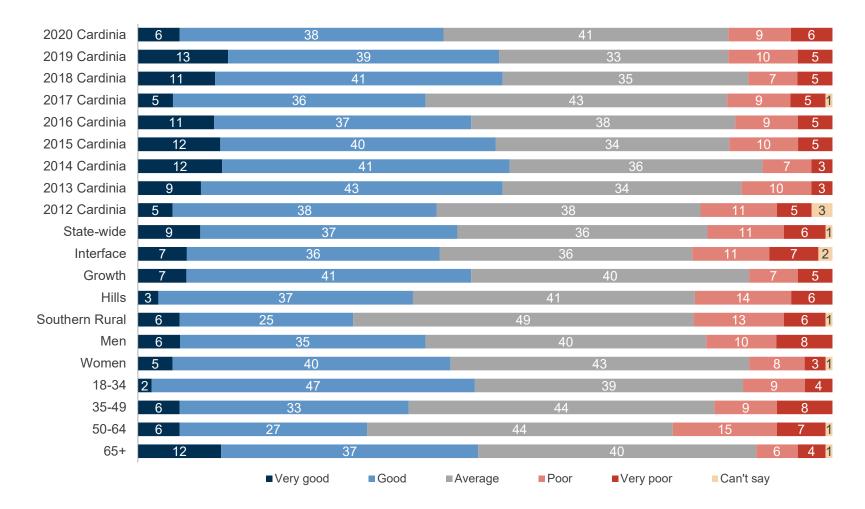
2019 2018 2017 2016 2015 2014 2013 2012 65+ Growth Women 18-34 State-wide Cardinia Interface n/a n/a n/a Men 35-49 Hills Southern Rural 50-64

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

Overall performance

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Top performing service areas



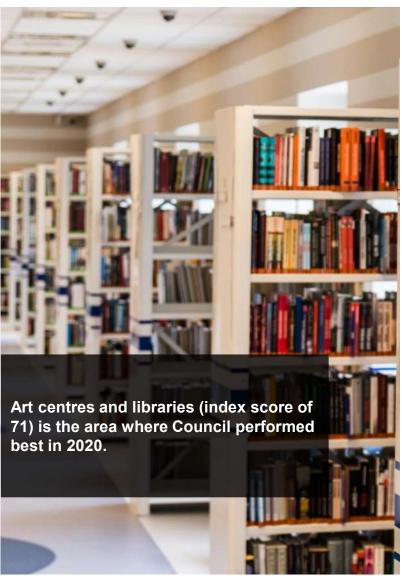
Perceptions of Cardinia Shire Council performance have declined significantly in 2020 across most of its better performing service areas. A focus on these areas over the next 12 months will help to recover the more positive community perceptions seen in previous years.

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).

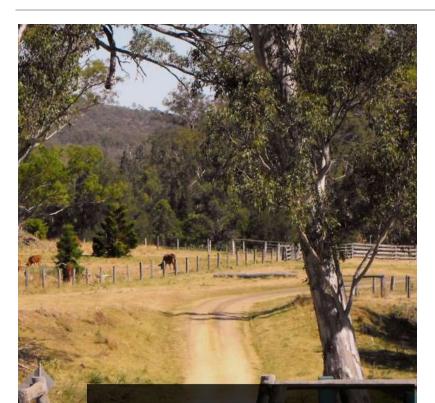
Emergency management, waste management and the appearance of public areas also remain among Council's better performing service areas (index score of 64 each, all down from 2019). Opinion declined significantly on emergency and waste management in Growth areas, and on public areas among Southern Rural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

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



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 Statewide 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						
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							
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		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.

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Individual service area performance



2020 individual service area performance (%)

Art centres & libraries	18	46				23	3	1 9
Recreational facilities	18	42				27	(6 4 3
Waste management	14		46			25	1	0 <mark>4</mark> 1
Appearance of public areas	13		45			28		9 4 <mark>1</mark>
Community & cultural	11		45			25	7 2	2 9
Emergency & disaster mngt	13	35			25	7 4	4	16
Sealed local roads	9	35		24		16		15 <mark>1</mark>
Local streets & footpaths	8	34		28		16		13 2
Enforcement of local laws	7	34		30		11	7	11
Informing the community	6	32		37			16	6 3
Business & community dev.	6	31	35			10	3	15
Family support services	7	27	26		7	3	30	
Consultation & engagement	5	28		36		18		6 7
Environmental sustainability	5 2	5		40		12	4	14
Community decisions	4 2	7		36		15	9	10
Population growth	7 18		29		18	15		12
Unsealed roads	4 20		25		25		23	4
Lobbying	2 20		34		16	8	2	.0
	■Very good	Good	Avera	ge 🗖	Poor	■Very poor		Can't say

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5 **J W S** R **E S E A R C H** 19

Individual service area importance



				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		7	7	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							
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						
Community & cultural	61			n/a	59	57	64	60	60	61	n/a

2020 individual service area importance (index scores)

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 (%)

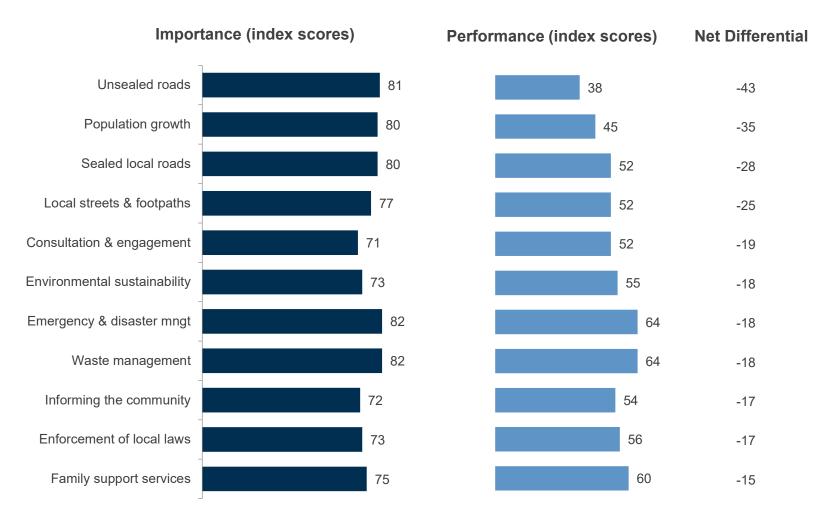
Waste management	44		41		13 <mark>1</mark>		
ergency & disaster mngt	49		33				
Unsealed roads	43		40				
Sealed local roads	41		40	16	2 <mark>1</mark> 1		
Population growth	48		31	13	4 2 2		
ocal streets & footpaths	35	40		20	3 1		
Family support services	33	40		20	4 <mark>1</mark> 1		
pearance of public areas	28	41		27	4 1		
ironmental sustainability	35	34		21	4 4 2		
nforcement of local laws	33	35		22	7 <mark>1</mark> 2		
nforming the community	28	39		27	4 2		
Recreational facilities	24	44		27	<mark>4</mark> 1		
sultation & engagement	24	43		26	6 <mark>1</mark>		
iness & community dev.	16	43	33		6 <mark>1</mark> 1		
Art centres & libraries	14 3	6	37		11 2		
Community & cultural	12 34		40		11 <mark>2</mark> 1		
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly ■ Can't s	important say			

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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.

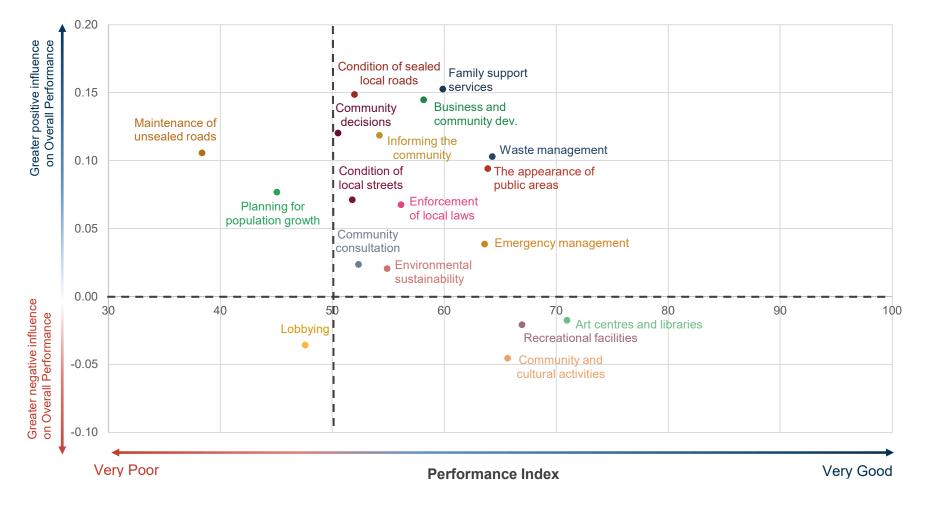
Key insights from this analysis are derived from the second chart.

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Influence on overall performance: all service areas



2020 regression analysis (all service areas)



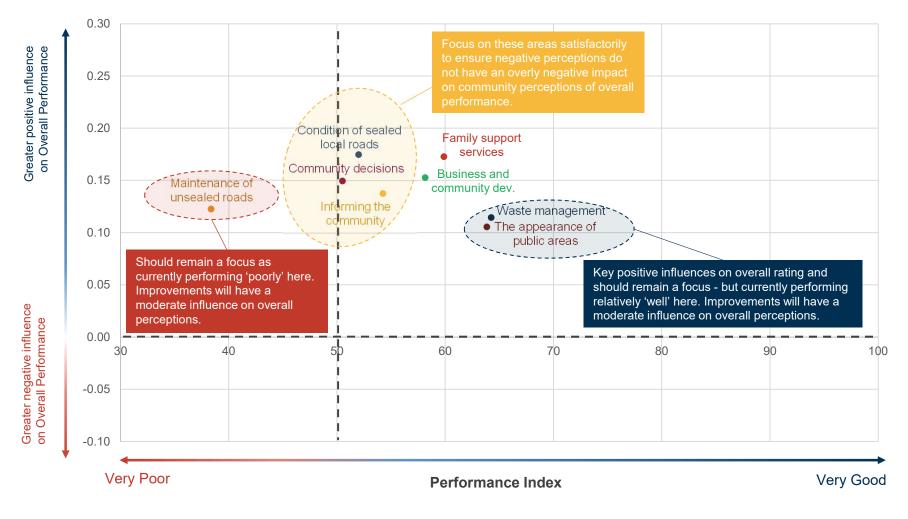
The multiple regression analysis model above (all service areas) has an R-squared value of 0.535 and adjusted R-square value of 0.513, which means that 54% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically 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.

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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



Recreational/Sporting Facilities Parks and Gardens **Customer Service** 8 Road/Street Maintenance 6 Waste Management 6 Family Support Services Library/Libraries/Mobile Library/Facilities/Services/Staff 4 Beach/Foreshore/Waterfront/Lake/River/Creek/Port 3 **Community Support Services** 3 3 Planning Generally Good - Overall/No Complaints 3 Community/Public Events/Activities 3 Youth/Kids 3

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

12

11

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.



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 Statewide 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.

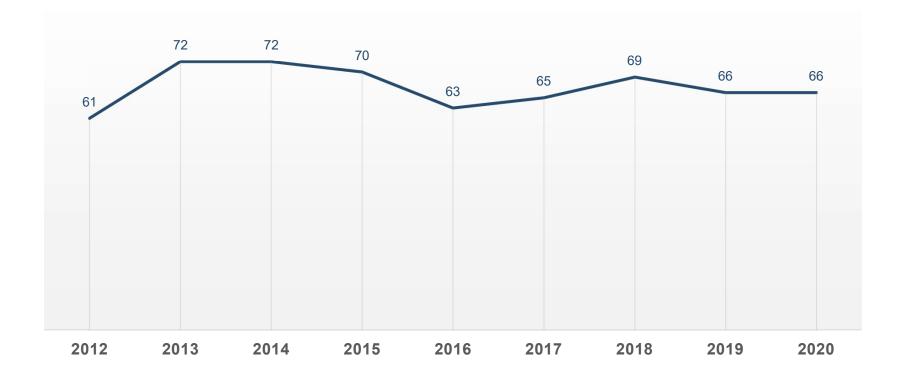
However, among those residents who have had contact with Council, more than half (58%) provide a positive customer service rating of 'very good' or 'good'.

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Contact with council



2020 contact with council (%) Have had contact



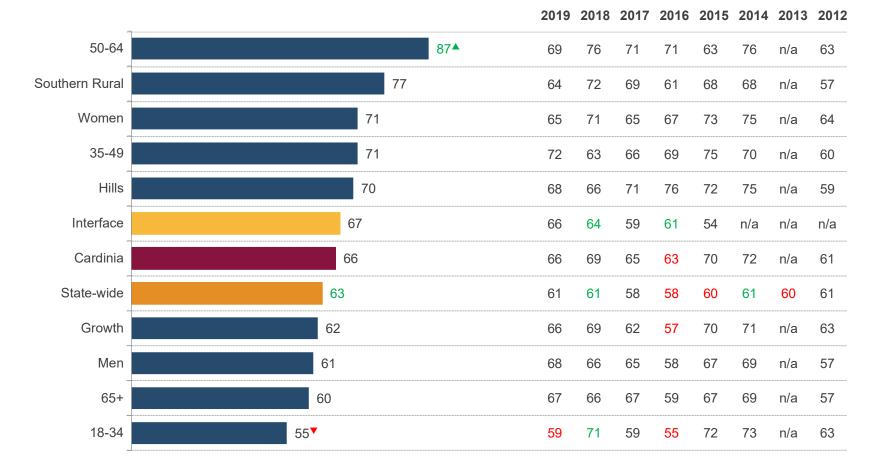
Q5. Over the last 12 months, have you or any member of your household had any contact with Cardinia Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

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

J00858 Community Satisfaction Survey 2020 - Cardinia Shire Council



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)

			2010	2010	2017	2010	2010	2014	2010	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	6	65	70	66	69	68	78	71	75	72
50-64	6	65	63	65	59	64	71	63	70	65
Growth	6	65	68	65	71	67	78	69	73	69
Cardinia	63	3	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	58		64	58	66	68	62	73	72
18-34	55▼		67	64	70	66	78	66	76	74
-										

2019 2018 2017 2016 2015 2014 2013 2012

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.

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Customer service rating

2020 Cardinia 20 23 10 2 2019 Cardinia 27 2 2018 Cardinia 30 2017 Cardinia 28 2 2016 Cardinia 26 36 2 2015 Cardinia 35 2 2014 Cardinia 32 2013 Cardinia 38 34 2012 Cardinia 29 State-wide 31 Interface 28 Growth 20 Hills 19 Southern Rural 21 16 Men 19 Women 43 3 21 10 18-34 0 3 15 35-49 24 3 50-64 21 34 2 65+ 27 13 Poor Can't say Very good Good Average Very poor

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.

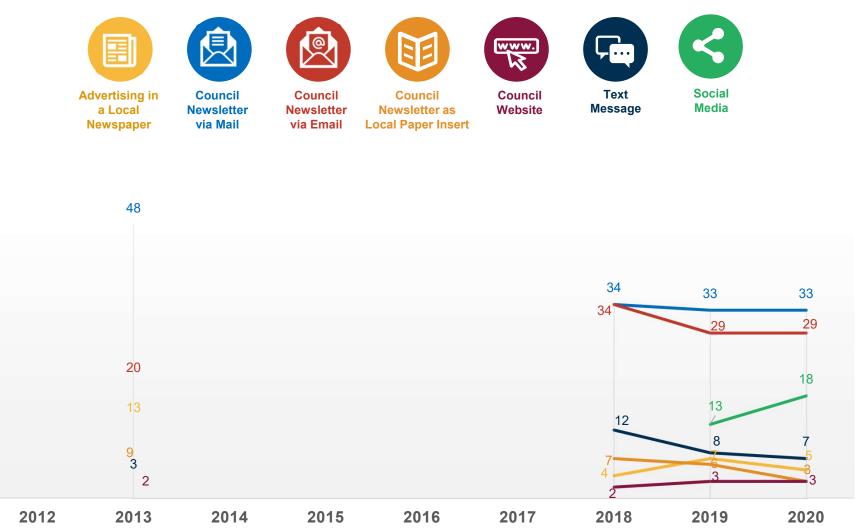
- Preferred forms of communication among the <u>under</u> <u>50s</u> are social media (28%) and Council newsletters via email (27%) or mail (26%). However, preference for social media contact is up 10 points in the last year, while preference for newsletters via email or mail continues its steady decline.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



J00858 Community Satisfaction Survey 2020 – Cardinia Shire Council

Best form of communication

2020 best form of communication (%)

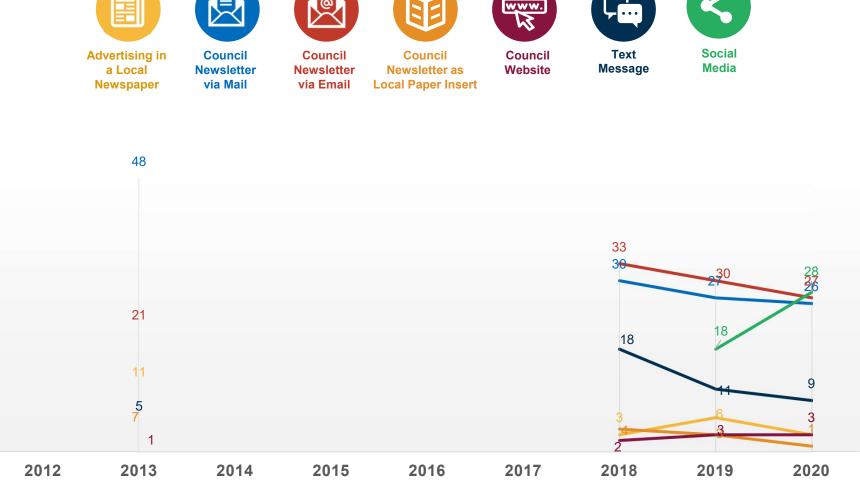


Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

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 (%)



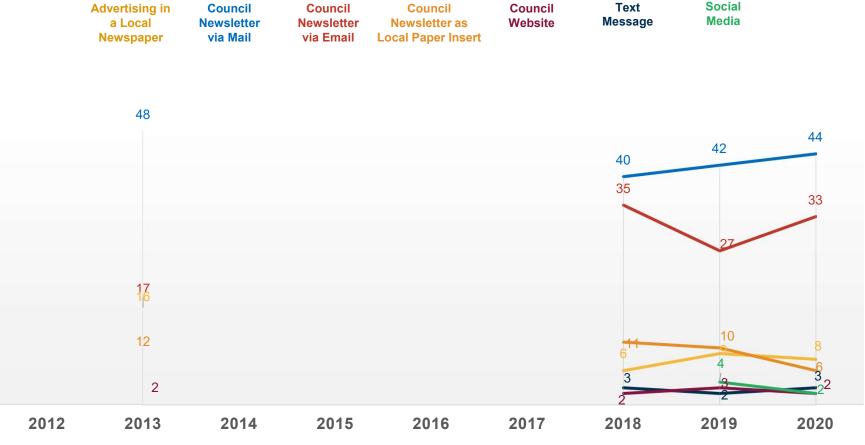
Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?.

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 (%)

<u>www.</u>



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



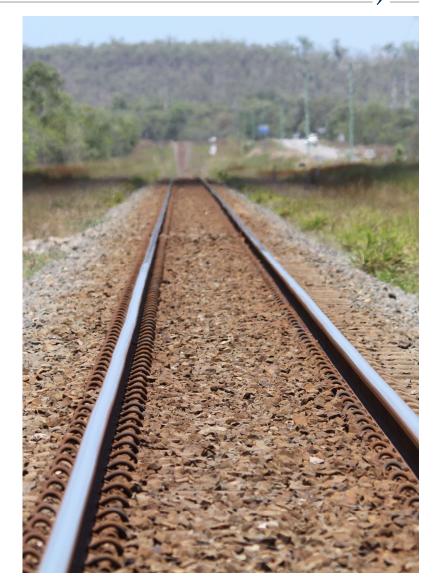
Perceptions of the direction of Cardinia Shire Council's overall performance are down slightly on its 2019 result but its index score of 49 is its lowest to date.

 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.

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Overall council direction last 12 months

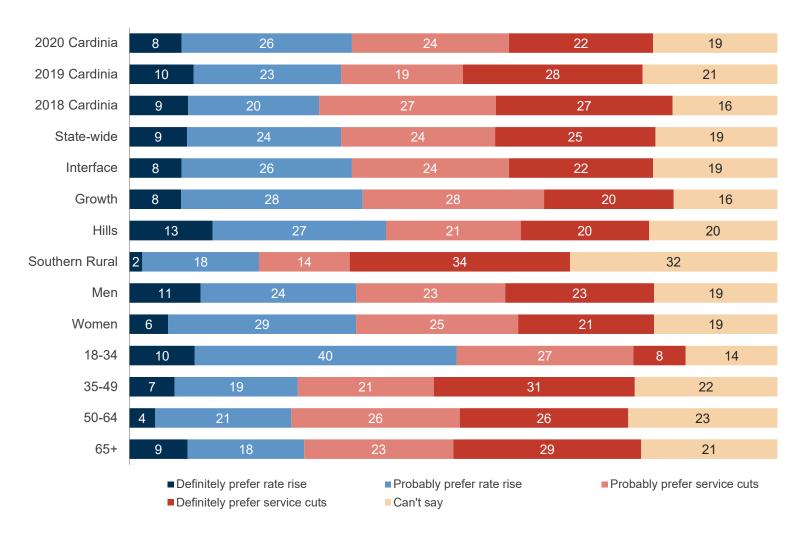


2020 overall council direction (%)

2020 Cardinia	17		59		19	6
2019 Cardinia	16		67		14	3
2018 Cardinia	18		65		14	4
2017 Cardinia	16		63		15	6
2016 Cardinia	17		62		16	4
2015 Cardinia	20		63		14	3
2014 Cardinia	22		61		12	4
2013 Cardinia	19		61		15	5
2012 Cardinia	15		65		14	6
State-wide	18		61		16	5
Interface	16		59		19	6
Growth	16		62		16	6
Hills	14		61		19	7
Southern Rural	23		44		30	2
Men	19		59		18	4
Women	14		59		19	7
18-34	17		63		15	5
35-49	13		57		23	7
50-64	13		58		24	6
65+	24		56		15	5
		■ Improved	■ Stayed the same	Deteriorated	Can't say	



Rates / services trade-off



2020 rates / services trade-off (%)

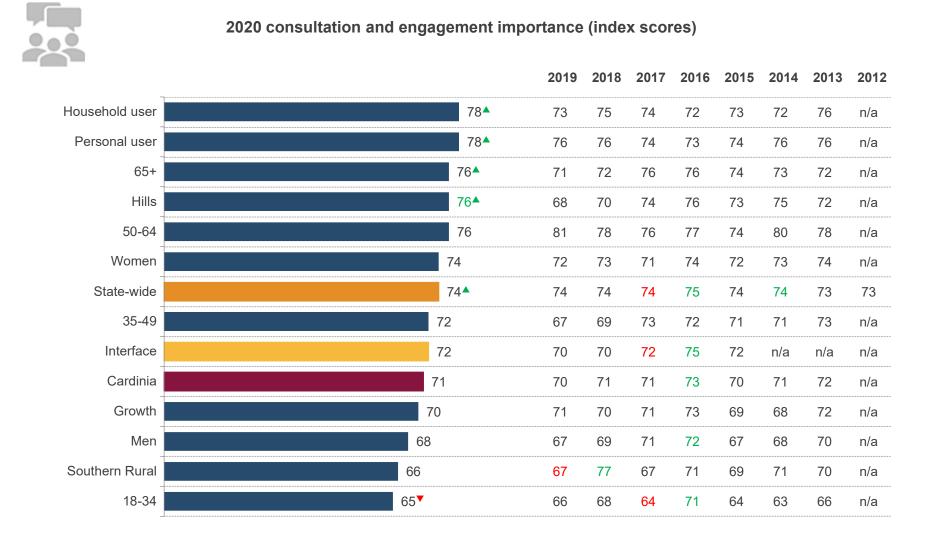
Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now? Base: All respondents. Councils asked state-wide: 13 Councils asked group: 1

Individual service areas



W

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



Community consultation and engagement importance

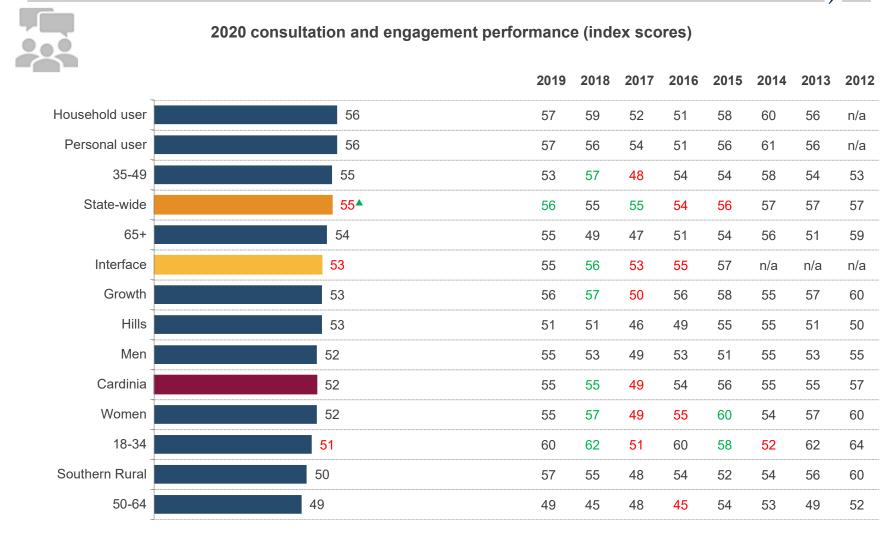
2020 consultation and engagement importance (%)

2020 Cardinia	24	43			26	6 1
2019 Cardinia	24	39		3	0	52
2018 Cardinia	25	39		29	5 <mark>11</mark>	
2017 Cardinia	24	42			27	4 21
2016 Cardinia	27	41			27	312
2015 Cardinia	22	43		2	7	7 2
2014 Cardinia	24	41			29	5 <mark>1</mark> 1
2013 Cardinia	25	41			26	4 1 3
State-wide	29	42			23	4 <mark>1</mark> 1
Interface	25	42			26	5 12
Growth	20	45			28	4 1
Hills	34		40		20	5 1
Southern Rural	22	35		28		12 21
Men	22	41		25		10 <mark>1</mark>
Women	25	44			27	12
18-34	15	37		35		11 2
35-49	23	49			24	31
50-64	35		37		22	3 1 2
65+	30		47		18	32
Personal user	40		32		27	1
Household user	38		35		26	1
	 Extremely important Not that important 	■ Very important ■ Not at all important		rly important n't say		

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



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.

W

Community consultation and engagement performance



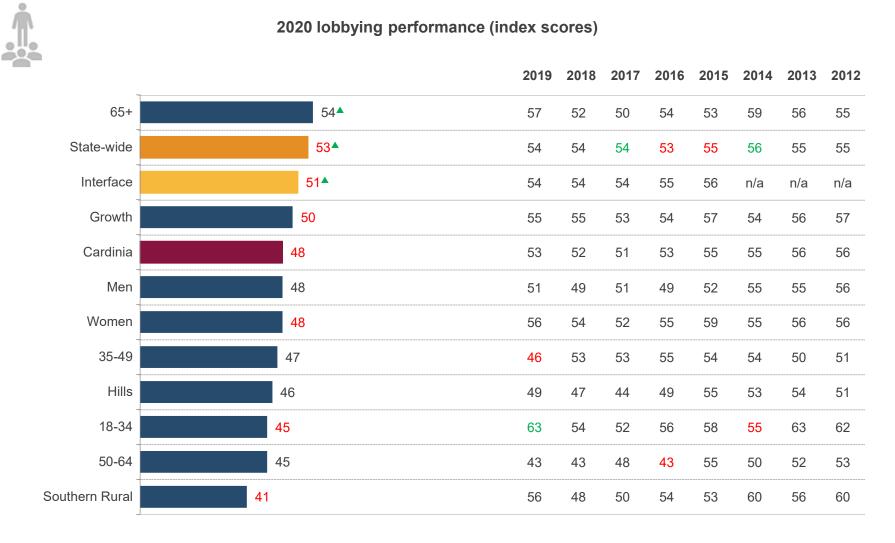
2020 Cardinia	5	28		36		18	6	7
2019 Cardinia	8	30			35	14	7	6
2018 Cardinia	8	29		30		17	6	10
2017 Cardinia	2	23		38		19	6	12
2016 Cardinia	8	27		34		16	6	9
2015 Cardinia	5	33			32	15	5	11
2014 Cardinia	6	32			33	13	6	10
2013 Cardinia	10	24		36	3	15	5	10
2012 Cardinia	7	34			37		8 6	8
State-wide	8	30			32	15	7	8
Interface	7	27		31		17	6	11
Growth	5	29		34		19	5	8
Hills	5	27		38		18	5	6
Southern Rural	6	22		44		13	10	5
Men	5	26		39		16	6	8
Women	5	29		34		20	5	7
18-34	2	25		45		18	4	7
35-49	4	37			30	17	5	7
50-64	6	25		31		23	10	6
65+	11	21		37		15	6	10
Personal user	9	33			34		2 7	5
Household user	8	34			31	12	7	7
		■Very good	■ Good	Average	Poor	■Very poor	Can't sa	y

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

W

Lobbying on behalf of the community 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 Note: Please see Appendix A for explanation of significant differences.

Lobbying on behalf of the community performance

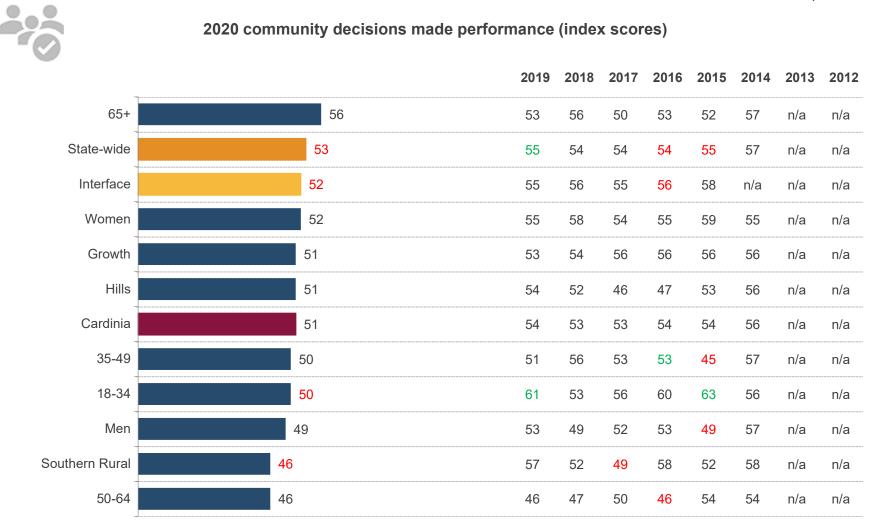


2020 lobbying	performance (%)
---------------	-----------------

2020 Cardinia	2	20		34		16	8	20
2019 Cardinia	5	26	29			12	7	22
2018 Cardinia	4	23		35		13	6	18
2017 Cardinia	5	16		40		12	5	22
2016 Cardinia	5	21		30		12 5	5	27
2015 Cardinia	4	27		31		9	4	25
2014 Cardinia	4	24		37		8	5	22
2013 Cardinia	5	27		32		1	2 3	20
2012 Cardinia	5	30			36		11	5 14
State-wide	6	24		32		13	6	19
Interface	5	22		30		15	7	21
Growth	2	23		35		14	7	20
Hills	2	15	31			24	4	24
Southern Rural	2	16	33		14	1	19	16
Men	3	19		33		18	8	19
Women	1	21		34		14	8	21
18-34		22		36		17	10	15
35-49	1	20		33		20	6	20
50-64	4	12	28		19	7		29
65+	5	24		36		7	7	21
		■Very good	Good	Average	P	oor V	ery poor	Can't say

Decisions made in the interest of the community performance





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.

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Decisions made in the interest of the community performance



2020 community decisions made performance (%)

2020 Cardinia	4	27		36		15	9	10
2019 Cardinia	6	30		33		13	8	11
2018 Cardinia	6	29		3	5	12	8	9
2017 Cardinia	5	24		36		14	5	15
2016 Cardinia	5	29		35		14	6	12
2015 Cardinia	6	28		34		11	8	14
2014 Cardinia	6	31			35	11	5	12
State-wide	7	29		33	3	14	8	9
Interface	5	30		31		15	8	11
Growth	3	28		37		13	8	10
Hills	4	28		33		17	8	9
Southern Rural	5	20		35		20	11	10
Men	5	24		36		17	10	8
Women	2	30		36		13	8	11
18-34	2	30		39		14	1	0 5
35-49	2	30		33		15	9	11
50-64	3	20		35		24	9	9
65+	9	24		36		86		17
		■Very good	Good	Average	Poor	Very poor	Can't	say

The condition of sealed local roads in your area importance



2020 sealed local roads importance (index scores) Hills n/a n/a 35-49 n/a n/a 50-64 n/a n/a Southern Rural n/a n/a 65+ n/a n/a Interface n/a n/a n/a Women n/a n/a Household user n/a n/a Cardinia n/a n/a Personal user n/a n/a Men n/a n/a Growth n/a n/a State-wide n/a n/a 18-34 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 Cardinia 41 2 11 42 2019 Cardinia 2018 Cardinia 43 43 2017 Cardinia 38 42 2016 Cardinia 38 42 2015 Cardinia 40 2014 Cardinia 36 45 State-wide 38 43 41 Interface 41 Growth 40 42 Hills 45 2 Southern Rural 40 40 4 38 Men 43 Women 44 37 18-34 41 34 35-49 46 50-64 40 47 65+ 37 Personal user 41 39 Household user 42 111 Extremely important Very important Fairly important Not that important Not at all important Can't say

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

1



	2020 sealed local roads performanc	ex sco	res)						
		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 Cardinia	9		35		24	1	6	15 1
2019 Cardinia	18	3	30		24		18	8
2018 Cardinia	12		34		27		14	12
2017 Cardinia	9		37		30		12	12
2016 Cardinia	12		36		28		1	6 7
2015 Cardinia	10		36		27		17	9
2014 Cardinia	13		37		20		18	9 2
State-wide	11		32		28		16	11
Interface	12		34		28		15	11
Growth	10		42		22		14	11
Hills	6	25		29		20		19 1
Southern Rural	9	21		26	17	7		25
Men	13		37		24		13	14
Women	6	33		25	5	19		16 1
18-34	4	4	2		21	1	8	15
35-49	12		34		21	15		17 2
50-64	6	27		32		2	21	13
65+	16		32		28		9	13 2
Personal user	9		36		24	1	5	16 1
							_	
Household user	9		35		25	1	5	16 1

2020 sealed local roads performance (%)

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

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 (%)

2020 Cardinia	28	39	27	4 2
2019 Cardinia	26	42	25	5 21
2017 Cardinia	28	46	20	5 1
2016 Cardinia	32	44	20	4 11
2015 Cardinia	31	41	24	4
2014 Cardinia	25	45	26	3
2013 Cardinia	33	44	19	3 1
State-wide	32	42	22	4 1
Interface	32	40	23	32
Growth	29	38	27	4 2
Hills	29	42	26	21
Southern Rural	18	41	26 8	6 <mark>1</mark>
Men	24	42	25	5 3
Women	31	37	28	3 2
18-34	22	31	40	3 3
35-49	34	36	21	6 3
50-64	32	42	23	11
65+	25	53	16	4 21
			0.5	
Personal user	31	42	25	11
Personal user Household user	31 30	42 42	25	12

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) 65+ n/a n/a State-wide 59▲ Personal user n/a n/a Interface n/a n/a n/a Household user n/a n/a Women n/a n/a Growth n/a n/a Cardinia n/a n/a 35-49 n/a n/a Southern Rural n/a n/a Men n/a n/a 18-34 n/a n/a Hills n/a n/a 50-64 n/a 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



	1							
2020 Cardinia	6	32			37		16	6 3
2019 Cardinia	11		33		29			4 2
2017 Cardinia	6	28			41			4 4
2016 Cardinia	10	29)		35		16	6 5
2015 Cardinia	11		35		34		12	6 2
2014 Cardinia	9		35		37		13	52
2013 Cardinia	13		28		34		16	3 6
State-wide	12		35		32		13	5 3
Interface	9		35		31		16	5 4
Growth	7	33			35		14	7 4
Hills	4	29			43		18	52
Southern Rural	7	34			33		18	8 <mark>1</mark>
Men	7	32			33		18	7 2
Women	5	32			40		13	5 4
18-34	2	31			46		12	5 5
35-49	3	39			32		17	6 3
50-64	8	22		35		25		10
65+	15		35		30)	11	6 3
Personal user	7		39		32		16	4 1
Household user	7	3	37		34		16	5 <mark>1</mark>
		■Very good	Good	■Average	Poor	■Very poor	Can'	t say

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) 35-49 n/a 65+ n/a Interface n/a n/a n/a State-wide Southern Rural n/a Women n/a Hills n/a 50-64 n/a Cardinia n/a Personal user n/a Growth n/a Household user n/a Men n/a 18-34 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 (%)

2020 Cardinia	35	40		20	3 1
2019 Cardinia	38		40	17	4 1
2018 Cardinia	40		41	16	21
2017 Cardinia	37	37		21	221
2016 Cardinia	36	Le la constante de la constante	17	2 11	
2015 Cardinia	34	43	43		
2014 Cardinia	34	44	44		
2013 Cardinia	41		44	12	12
State-wide	36	42	2	19	2 <mark>1</mark> 1
Interface	39		41	16	3 11
Growth	35	40	20	4 1	
Hills	38	38	21	31	
Southern Rural	35	41		22	11
Men	35	37		24	4 1
Women	36	4	2	17	3 <mark>1</mark> 1
18-34	29	35		27	7 2
35-49	44		37	15	2 11
50-64	30	49		20	1
65+	38		43	17	11
Personal user	34	41		21	4
Household user	34	40		21	4 1
	Extremely importantNot that important	Very importantNot at all important	 Fairly important Can't say 		

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

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The condition of local streets and footpaths in your area performance





2020 streets and footpaths performance (%)

2020 Cardinia	8	34			28			16		13	2		
2019 Cardinia	18	3	28			25		16		12	1		
2018 Cardinia	15		31			26		16		12			
2017 Cardinia	12		33			26		26		14	1	4	2
2016 Cardinia	13		34		26		14			9	4		
2015 Cardinia	11		36		28			13		9	2		
2014 Cardinia	12		35		24			18		8	3		
2013 Cardinia	12	22			35			17		13	1		
State-wide	13		34			28		15		8	3		
Interface	11		33			28		16		10	1		
Growth	8		38			28		16		9	1		
Hills	6	30			24		17		20		2		
Southern Rural	10	20			35		13		19		4		
Men	8	30			28			19	-	4	2		
Women	7	3	7			28		13		13	2		
18-34	5	40)			27		16		12			
35-49	7		39			22		14	15		3		
50-64	10	22			35			19		15			
65+	11	26			32			16	1	1	4		
Personal user	9	3	34			28		16		13			
Household user	9	3	34			28		16		13			
		■Very good	Good	■Ave	rage	Poor	Very	poor	Can't	say			

Enforcement of local laws importance



	2020 law enforcem	ient importanc								
7			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 (%)

2020 Cardinia	33	35	22	7 12
2019 Cardinia	28	40	24	5 3
2018 Cardinia	30	39	23	521
2017 Cardinia	30	37	25	5 1 <mark>1</mark>
2016 Cardinia	32	37	24	5 21
2015 Cardinia	27	38	25	8 2
2014 Cardinia	29	39	24	6 <mark>1</mark>
2013 Cardinia	36	35	23	5 <mark>1</mark> 1
State-wide	26	38	26	7 21
Interface	33	36	22	6 <mark>1</mark> 1
Growth	36	32	20	8 12
Hills	26	42	26	6
Southern Rural	26	38	27	9 1
Men	29	30	28	11 <mark>2</mark> 1
Women	36	41	17	4 2
18-34	37	30	21	11 2
35-49	32	33	25	6 2 2
50-64	27	37	25	8 <mark>1</mark> 2
65+	30	45	20	4 <mark>1</mark>
Personal user	44	29	17	9 1
Household user	44	31	15	8 <mark>1</mark>
	 Extremely important Not that important 		airly important an't say	

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

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5

2

3

2020 Cardinia 34 11 2019 Cardinia 11 2018 Cardinia 10 2017 Cardinia 12 2016 Cardinia 14 2015 Cardinia 15 37 2014 Cardinia 38 2013 Cardinia 34 16 20 10 State-wide 12 12 27 Interface 35 29 10 Growth 36 28 11 Hills 13 3 Southern Rural 10 28 Men 36 11 26 Women 12 Δ 32 18-34 35-49 5 26 12 50-64 17 3 65+ 14 15 Personal user 16 Household user

34

Good

■Average

Poor

Very poor

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

13

■Very good

16

Can't say

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		72	70	71	74	68	73	n/a
Men		70▼		68	72	72	72	68	69	n/a
Southern Rural	68	3▼	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

1



2020 family support importance (%)

2020 Cardinia	33	40		20	4 <mark>1</mark> 1
2019 Cardinia	28	39		24	5 2 2
2018 Cardinia	30	38		23	5 21
2017 Cardinia	30	43		19	5 21
2016 Cardinia	31	41	41		
2015 Cardinia	35	42	42		
2014 Cardinia	28	40	40		
2013 Cardinia	31	41		20	5 12
State-wide	31	42		20	4 <mark>1</mark> 2
Interface	35	41		18	3 <mark>1</mark> 1
Growth	37	39		17	312
Hills	32	36		29	<mark>2 1</mark> 1
Southern Rural	19	47		20	11 2 <mark>1</mark>
Men	26	40		23	8 <mark>2</mark> 1
Women	41		39	18	112
18-34	35	41		17	52
35-49	37	32		26	221
50-64	32	37		21	6 3
65+	27	49		17	3 2 3
Personal user	47		48		5
Household user	49		44		5 <mark>11</mark>
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly importa ■ Can't say	nt	

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



111 i

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 (%)

2020 Cardinia	7	27			26	7	3	30	
2019 Cardinia	13		31			24	6 <mark>1</mark>	26	
2018 Cardinia	11	28	}		24		6 1	30	
2017 Cardinia	6	30			24	6	3	31	
2016 Cardinia	10	3	1		24		5 1	29	
2015 Cardinia	12		34			22	52	25	
2014 Cardinia	9	3	3		2	24	4 3	26	
2013 Cardinia	15		31			24	52	24	ļ
State-wide	11	3	30		21		5 2	31	
Interface	9	29			22	6	2	31	
Growth	6	29			25	6	3	32	
Hills	3	23		3	7		10 <mark>1</mark>	26	
Southern Rural	18		24		16	8	6	27	
Men	6	27		4	25	6	5	31	
Women	7	27			28		8 1	29	
18-34	5	22		30		8	5	29	
35-49	7	32			26		7	28	
50-64	5	29			28		8 3	27	
65+	11	25			20	52		37	
Personal user	19	9	3′	1			31		16 2
Household user	15		34			29		13	2 8
		■Very good	Good	■Ave	erage	Poor	Very poor	or Car	't say

Recreational facilities importance

·j.



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

۲



2020 recreational facilities importance (%)

2020 Cardinia	24	44		27	4 1
2019 Cardinia	21	45		26	6 <mark>1</mark> 1
2018 Cardinia	26	44		24	5
2017 Cardinia	23	46		28	21
2016 Cardinia	25	43		28	3
2015 Cardinia	27	40		30	3
2014 Cardinia	23	44		28	32
2013 Cardinia	23	54		19	31
State-wide	24	45		26	4 1
Interface	26	44		27	31
Growth	27	43		25	32
Hills	22	42		33	11
Southern Rural	15	47		26	12
Men	21	44		26	6 3
Women	26	43		28	11
18-34	25	34		34	5 2
35-49	31	45		18	4 2
50-64	21	45		32	11
65+	15	56		25	31
Personal user	23	47		26	3 1
Household user	23	48		25	31
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly importa ■ Can't say	ant	

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



j.	2020 recreational facilities perform	ance (ind	dex so	ores)					
		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 (%)

2020 Cardinia	18	42		27	6 4 3
2019 Cardinia	28	41		19	6 2 2
2018 Cardinia	25	36		24	10 2 3
2017 Cardinia	15	43		27	9 3 3
2016 Cardinia	18	44		25	7 3 3
2015 Cardinia	16	45		25	9 2 2
2014 Cardinia	18	39		30	7 2 4
2013 Cardinia	19	39		29	6 3 4
State-wide	23	42		22	6 3 4
Interface	19	43		25	7 3 3
Growth	17	45		26	6 3 3
Hills	21	40		26	6 4 3
Southern Rural	19	31		31	7 6 6
Men	22	44		24	4 3 3
Women	15	39		30	8 4 4
18-34	14	40		37	5 3 2
35-49	18	45		20	9 5 3
50-64	19	40		25	7 3 6
65+	26	42		22	3 3 5
Personal user	17	44		28	4 4 2
Household user	17	43		28	5 4 3
	■Very good	Good Average	Poor	■Very poor	Can't say

The appearance of public areas importance



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

2020 public areas importance (index scores)

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

The appearance of public areas importance



<u>,</u>#

2020 public areas importance (%)

2020 Cardinia	28	41		27	4 1
2019 Cardinia	21	52		24	21
2018 Cardinia	29	46	22	2	
2017 Cardinia	28	44		25	3
2016 Cardinia	26	46		26	11
2015 Cardinia	26	40		28	4 1
2014 Cardinia	24	45		27	3
2013 Cardinia	29	50		18	3 2
State-wide	25	47		25	2
Interface	30	43		24	3
Growth	31	41		26	11
Hills	26	39		29	5 1
Southern Rural	19	41	2	7	13
Men	26	41		28	5 1
Women	31	40		25	21
18-34	27	31		35	52
35-49	32	41		23	3 1
50-64	34	45		18	3
65+	21	52		24	21
Personal user	29	42		24	3 1
Household user	29	41		26	3 1
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly importa ■ Can't say	nt	

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) State-wide 65+ n/a Hills n/a Interface n/a n/a n/a Women n/a Personal user n/a Cardinia n/a 35-49 n/a Household user n/a Growth n/a Men n/a 18-34 n/a 50-64 n/a Southern Rural 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.

J W S R E S E A R C H 79

The appearance of public areas performance



<u>,</u>#

2020 public areas performance (%)

2020 Cardinia	13	45			28	9 4 1
2019 Cardinia	22		44		24	5 4
2018 Cardinia	15		49		26	9 1
2017 Cardinia	13	36			38	8 4 1
2016 Cardinia	16	4	46		25	10 3
2015 Cardinia	16	4	5		29	6 <mark>2</mark> 2
2014 Cardinia	15	38			32	9 5 1
2013 Cardinia	14	40			32	10 21
State-wide	26		45		2	1 <u>6</u> 21
Interface	16	43			28	8 4 <mark>1</mark>
Growth	11	48			28	9 3 1
Hills	17		47		23	9 3
Southern Rural	17	29		35	5	10 5 3
Men	13	43			30	7 5 1
Women	13	47			26	11 21
18-34	9	49			29	8 5
35-49	11	48			28	9 3 1
50-64	12	40			29	13 4 1
65+	24		39		26	8 <mark>1</mark> 2
Personal user	13	47			27	9 4
Household user	13	46			28	9 4
	■Very go	od Good	Average	Poor	■Very poor	Can't say

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months? Base: All respondents. Councils asked state-wide: 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						
Household user		68▲	70	n/a						
65+		68▲	64	n/a						
Hills		67	60	n/a						
Women		65	66	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	6	2	63	n/a						
Cardinia	6	2	62	n/a						
35-49	6		61	n/a						
50-64	6		64	n/a						
18-34	59		60	n/a						
Men	59		57	n/a						
Southern Rural	52▼		62	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 Cardinia 14 2 2019 Cardinia 14 4 State-wide 17 21 16 Interface 2 Growth 14 36 Hills 18 4 Southern Rural 4 7 Men 9 3 18 Women 2 18-34 16 35-49 11 3 50-64 9 65+ 16 19 Personal user 4 18 Household user 5 1 Extremely important Very important Fairly important Not that important Not at all important Can't say

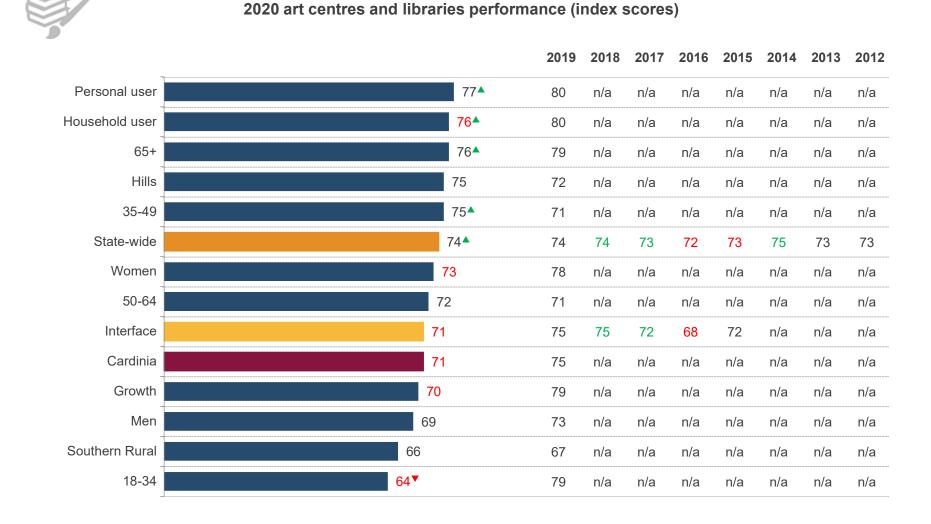
2020 art centres and libraries importance (%)

Not that important

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





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 Cardinia 18 9 3 1 2019 Cardinia 29 3 3 8 24 State-wide 10 3 1 20 44 Interface 2 9 15 Growth 9 11 26 Hills 6 17 4 Southern Rural 19 15 Δ 17 Men 11 3 19 Women 7 18-34 10 4 35-49 20 13 50-64 17 10 65+ 29 7 Personal user 27 3 Household user 25 4 ■Very good Poor Can't say Good ■Average Very poor

2020 art centres and libraries performance (%)

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

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 (%)

2020 Cardinia	12	34		40		11	21
2018 Cardinia	11	34	3	9		12	3 1
2017 Cardinia	9	31	44			13	3 1
2016 Cardinia	16	33		41		7	21
2015 Cardinia	11	30	45			12	11
2014 Cardinia	11	34	L	1		11	3 1
2013 Cardinia	11	33		43		9	22
State-wide	13	36		38		10	21
Interface	13	36		38		10	21
Growth	12	35		42		8	21
Hills	15	35		41		8	11
Southern Rural	8	30	32		28		2
Men	7	34	41			15	3
Women	17	34		40		6	<mark>1</mark> 1
18-34	13	27	44			14	2
35-49	13	36		40		9	2
50-64	11	34	Ĺ	10		11	4
65+	11	42		36		8	21
Personal user	13	43		40			4
Household user	12	42		38			8

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	1▲ 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 (%)

2020 Cardinia	11		45			25	7	2	9
2018 Cardinia	13		41			29	4	3	10
2017 Cardinia	10		36		29		8 3		14
2016 Cardinia	13		39			29	11	1	8
2015 Cardinia	14		42			27	6	2	8
2014 Cardinia	16		36			31	5	2	9
2013 Cardinia	13		37			28	9	2	10
State-wide	17		4	2		26	5	2	9
Interface	14		43			27	6	2	9
Growth	11		48			22	8	2	9
Hills	13		40			32	6	6 1	9
Southern Rural	9		42			26	8 2		13
Men	10		43			29	6	1	11
Women	12		48			21	8	3	8
18-34	3		51			27	1	2	2 5
35-49	17			46		19	4	4	10
50-64	11		40			30	6		13
65+	16		41	1		25	5	1	11
Personal user	18			60			16		4 <mark>1</mark> 1
Household user	16			57			20		4 <mark>1</mark> 1
		■Very good	Good	Average	Poor	Very poo	or Ca	an't sa	у

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

Waste management importance



2020 waste management importance (index scores) Women n/a Hills n/a Interface n/a n/a n/a 35-49 n/a Growth n/a State-wide 18-34 n/a Cardinia n/a 65+ n/a 50-64 n/a Men n/a Southern Rural 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 (%)

2020 Cardinia	44	41	13 <mark>1</mark>
2019 Cardinia	42	45	13 1
2018 Cardinia	41	46	12
2017 Cardinia	35	44	18 3
2016 Cardinia	37	48	14 <mark>1</mark>
2015 Cardinia	35	43	19 3
2014 Cardinia	35	43	18 3
2013 Cardinia	38	49	12 1
State-wide	44	42	11 1
Interface	47	41	11 1
Growth	48	36	14 <mark>11</mark>
Hills	44	47	8 <mark>11</mark>
Southern Rural	26	52	20 1
Men	36	47	15 2
Women	51	36	12 1
18-34	45	38	17
35-49	48	36	14 2
50-64	42	43	12 21
65+	38	51	8 <mark>2 1</mark> 1
	Extremely importantNot that important	Very importantFairly importantNot at all importantCan't say	

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





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 Cardinia	14	46	25	10 4 1
2019 Cardinia	30	41		20 5 4
2018 Cardinia	31	42		16 6 3 <mark>1</mark>
2017 Cardinia	24	46		19 8 3 <mark>1</mark>
2016 Cardinia	29	47		18 4 2
2015 Cardinia	27	51		15 322
2014 Cardinia	30	46		19 22
2013 Cardinia	25	53		17 32
State-wide	20	40	23	10 5 3
Interface	18	43	23	9 5 <mark>1</mark>
Growth	13	46	26	9 5 <mark>1</mark>
Hills	18	46	24	11 1 <mark>1</mark>
Southern Rural	16	45	20	10 7 2
Men	15	46	25	11 3
Women	13	46	25	9 <mark>5</mark> 1
18-34	2	49	34	10 5
35-49	15	45	25	11 4
50-64	20	41	22	14 <mark>1</mark> 1
65+	28	47		12 4 5 3
	■Very good	Good Average	Poor Very poor	Can't say

2020 waste management performance (%)

Environmental sustainability importance



2020 environmental sustainability importance (index scores) 2013 2019 2018 2017 2016 2015 2014 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 72 73 73 74 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



23

2020 environmental sustainability importance (%)

2020 Cardinia	35	34		21	4 4 2
State-wide	34	37		20	5 2 <mark>1</mark>
Interface	35	34		21	4 4 2
Growth	35	33		22	4 4 2
Hills	41	28		22	4 2 3
Southern Rural	26	45		16	7 7
Men	33	30	23	6	6 7 <mark>1</mark>
Women	38	37		19	222
18-34	39	30		20	2 7 2
35-49	40	27		22	8 2 <mark>1</mark>
50-64	32	40		19	4 5
65+	26	44		21	4 1 4
Personal user	49		35		12 4
Household user	49		35		12 4
	 Extremely important Not that important 		Fairly important Can't say		

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

2



2020 environmental sustainability performance (index scores) 2019 2018 2017 2016 2015 2014 2013 2012

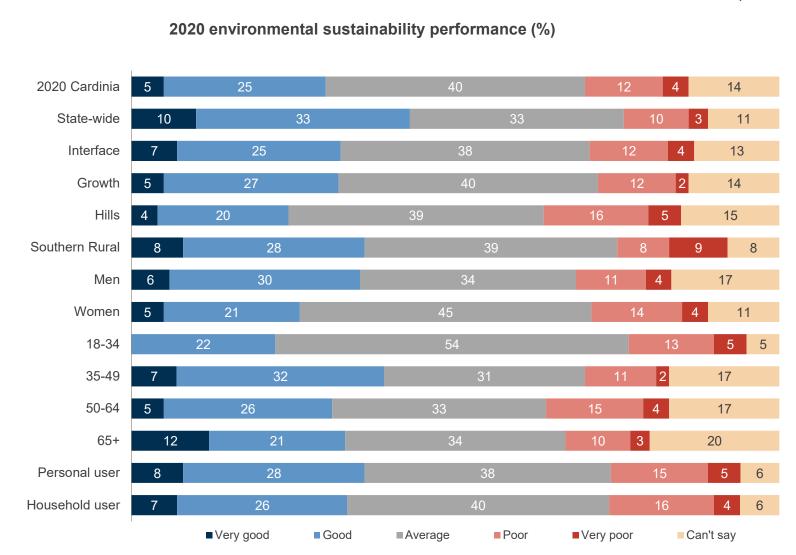
State-wide	60▲	62	63	64	63	64	64	64	64
35-49	59	n/a							
65+	59	n/a							
Men	57	n/a							
Growth	56	n/a							
Interface	56	60	64	62	60	63	n/a	n/a	n/a
Personal user	55	n/a							
Cardinia	55	n/a							
Southern Rural	55	n/a							
Household user	54	n/a							
50-64	54	n/a							
Women	53	n/a							
Hills	51	n/a							
18-34	50	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.

J W S R E S E A R C H 95

Environmental sustainability performance





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

W

Emergency and disaster management importance

1 /

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	8	30	81	81	80	80	80	80	80	80
65+	8	30	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 (%)

2020 Cardinia	49		33	13 221	1
2019 Cardinia	5	4	33	10 211	1
2018 Cardinia	48		34	12 3 2 1	1
2017 Cardinia	52	2	30	11 4 2	
2016 Cardinia	50		34	12 211	1
2015 Cardinia	50		30	14 4 1	1
State-wide	46		35	13 4 1 1	1
Interface	51		33	11 <mark>21</mark> 1	1
Growth	48		36	12 221	1
Hills		57	25	13 231	1
Southern Rural	45		35	14 3 3	
Men	47		34	14 221	1
Women	52		33	12 121	1
18-34	47		36	15 2	
35-49		56	27	11 222	
50-64	48		34	13 4 1	1
65+	45		38	10 1 4 2	
Personal user		58	28	12 2	
Household user		60	28	11 2	
	Extremely importantNot that important	■ Very important ■ Not at all important	 Fairly important Can't say 		

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

W

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	ļ	71	66	68	69	68	n/a	n/a	n/a
Growth	64	1	75	69	70	74	74	n/a	n/a	n/a
Cardinia	64	1	73	69	67	69	70	n/a	n/a	n/a
50-64	64	1	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.

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Emergency and disaster management performance

2020 emergency and disaster management performance (%)

2020 Cardinia	13	35		25	7 4	16
2019 Cardinia	26		37		18 4	2 14
2018 Cardinia	18	38		20	4 4	17
2017 Cardinia	12	38		19	5 3	23
2016 Cardinia	19	37		21	6	2 15
2015 Cardinia	21		41		18	6 2 11
State-wide	17	36		22	52	19
Interface	13	37		21	53	20
Growth	13	35		25	6 4	18
Hills	11	40		27	3	3 11
Southern Rural	21	25		22	7 8	17
Men	15	36		25	5	5 14
Women	12	34		25	8 4	18
18-34	7	32		35	7	3 15
35-49	15	39		17	5 6	18
50-64	14	38		20	7	6 14
65+	20	30		22	83	17
Personal user	19	4	0		19 5	16 1
Household user	18	38		24	4 5	15 1
	■Very go	od Good	Average	Poor	Very poor	Can't say

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



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

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2020 population growth importance (%)

2020 Cardinia	48		3	31	1	3	4 2 2
2019 Cardinia	47		31		1	6	4 21
2018 Cardinia	45		33			14	5 1 <mark>1</mark>
2017 Cardinia	41		39			12	5 2
2016 Cardinia	39		41			13	5 1
2015 Cardinia	40		30		22		6 <mark>2</mark> 1
2014 Cardinia	42		35		1	7	4 11
2013 Cardinia	43		34		1	7	4 11
State-wide	37		37		19		5 <mark>1</mark> 1
Interface	48		3	31	1	3	4 2 2
Growth	51			32		12	212
Hills	38		31		17	9	4 1
Southern Rural	51			31		12	5 1
Men	53			31		10	4 21
Women	43		32		16		4 2 3
18-34	47		24		18	5	33
35-49	53			33		8	4 11
50-64	44		32		1	8	3 21
65+	46			40		9	3 <mark>1</mark> 1
Personal user		57		26		10	5 2
Household user		60		25		9	52
	 Extremely important Not that important 	Very importantNot at all important		airly important Can't say			

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



Planning for population growth in the area performance

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

2020 population growth performance (index scores)

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months? Base: All respondents. Councils asked state-wide: 16 Councils asked group: 2 Note: Please see Appendix A for explanation of significant differences.

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Planning for population growth in the area performance



2020 Cardinia	7	18		29		18	15	12
2019 Cardinia	9	24		28		18	12	9
2018 Cardinia	9	25		27		20	1	1 8
2017 Cardinia	8	24		30		17	10	11
2016 Cardinia	10	28		23	3	18	9	12
2015 Cardinia	11	3	0		27		13 7	13
2014 Cardinia	9	30			32		11 6	12
2013 Cardinia	12	19		31		16	6	15
State-wide	7	23		30		17	8	14
Interface	6	19		29		19	13	15
Growth	9	19		25		20	17	8
Hills	3	19		36		11	9	22
Southern Rural	3 10		34		20		18	14
Men	7	16	2	6	19		18	13
Women	7	19		32		17	13	12
18-34	3	22		29		15	23	8
35-49	10	18		28		20	15	9
50-64	7	12	34	1		22	13	13
65+	10	16		28		17	7	22
Personal user	11	12		33		22		22
Household user	11	14		31		21		24
		■Very good	Good	■Average	Poo	or Ver	ry poor C	an't say

2020 population growth performance (%)

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months? Base: All respondents. Councils asked state-wide: 16 Councils asked group: 2



Maintenance of unsealed roads in your area importance



			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	7	'8	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 (%)

2020 Cardinia	43	40		15	11
2019 Cardinia	47	34		15	3 1
2018 Cardinia	46	37		12	4 1
2017 Cardinia	47	34		15	3 1
2016 Cardinia	43	36		17	112
2015 Cardinia	49	35		13	21
2014 Cardinia	43	36	11	6	22
2013 Cardinia	44	40		14	11
State-wide	42	37		17	2 <mark>1</mark> 1
Interface	43	40		15	11
Growth	36	45		16	11
Hills	56	26		17	1
Southern Rural	51	44			3 1
Men					
	39	43		15	21
Women	39 46	43 37		15 14	2 1 11
Women 18-34					
Women 18-34 35-49	46	37		14	11
Women 18-34	46 37	37 44		14 17	11 2
Women 18-34 35-49	46 37 47	37 44 36		14 17 15	11 2 11
Women 18-34 35-49 50-64	46 37 47 47	37 44 36 38		14 17 15 12	11 2 11 2
Women 18-34 35-49 50-64 65+	46 37 47 47 47 44	37 44 36 38 42		14 17 15 12 12	11 2 11 2 12

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



		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 Cardinia	4	20		25		25			23		4
2019 Cardinia	7	17		25			24		23		3
2018 Cardinia	9	19	26		6		22		19		4
2017 Cardinia	5	17		28			25		17		9
2016 Cardinia	4	20	27			24		18		7	
2015 Cardinia	3	25	29			23		14		6	
2014 Cardinia	5	19		28		21			14		13
2013 Cardinia	8	15		31		25				17	4
State-wide	5	20		30						17	6
Interface	5	21		25			23		1	7	9
Growth	4	23		26			26			16	5
Hills	3	19	18	3		25			34	4	1
Southern Rural	3 4		31		20				38		3
Men	5	15		26		2	26			25	3
Women	2	24		23			24	4		21	5
18-34		23		24			27		24		2
35-49	6	22		22		21			27		2
50-64	3	10	25			36			22		4
65+	6	19		29		17			18		11
Personal user	4	13	23			33	33			26	1
Household user	4	13	24			32				26	1
		■Very good	■ Go	od	Average	verage Poor		■Very p	ooor	oor Can't say	

2020 unsealed roads performance (%)

Q2. How has Council performed on 'Maintenance of unsealed roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 2

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.

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W

Business and community development importance



2020 business/community development importance (%)

2020 Cardinia	16	43	33	6 <mark>1</mark> 1
2019 Cardinia	17	38	33	9 <mark>1</mark> 1
2018 Cardinia	18	42	31	6 <mark>1</mark> 2
2017 Cardinia	17	45	30	6 <mark>2</mark> 1
2016 Cardinia	20	45	28	321
2015 Cardinia	18	40	35	5 <mark>1</mark> 1
2014 Cardinia	21	44	26	7 2
State-wide	21	41	30	521
Interface	19	43	30	5 <mark>1</mark> 1
Growth	17	39	38	6 1
Hills	15	45	30	6 3 2
Southern Rural	17	56	18	9
Men	16	43	32	6 <mark>1</mark> 1
Women	16	42	34	6 <mark>1</mark> 1
18-34	15	36	42	52
35-49	20	43	29	7 1
50-64	17	44	30	8 1
65+	12	52	26	6 <mark>2</mark> 1
Personal user	17	35	39	9
Household user	17	35	40	9
	 Extremely important Not that important 	Very importantNot at all important	■ Fairly important ■ Can't say	

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

J00858 Community Satisfaction Survey 2020 - Cardinia Shire Council

W

Business and community development performance



2020 business/community development performance (%)

2020 Cardinia	6	31		35		10	3	15
2019 Cardinia	13	35			30		6 3	13
2018 Cardinia	11		38		29		6 3	13
2017 Cardinia	6	31			35		3	17
2016 Cardinia	7	3	5		30	10	3	14
2015 Cardinia	10		37		29		8 2	13
2014 Cardinia	13		29		35	5	5 3	16
State-wide	8	33	3		32	10	4	14
Interface	7	34			31	9	2	17
Growth	7	32			33		2	16
Hills	5	30			38		4	15
Southern Rural	4	31			37		6	13
Men	8	29			34	12	2	16
Women	5	33			36		4	15
18-34	5	30			44		10	10
35-49	6	3	8		26	10	5	15
50-64	8	18		38		14	5	18
65+	7	33	33		30			21
Personal user	10		33		36		17	7 13
Household user	10		34	36		36		7 13
		■Very good	Good	Averag	e Poor	Very poor	Ca	n't say

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

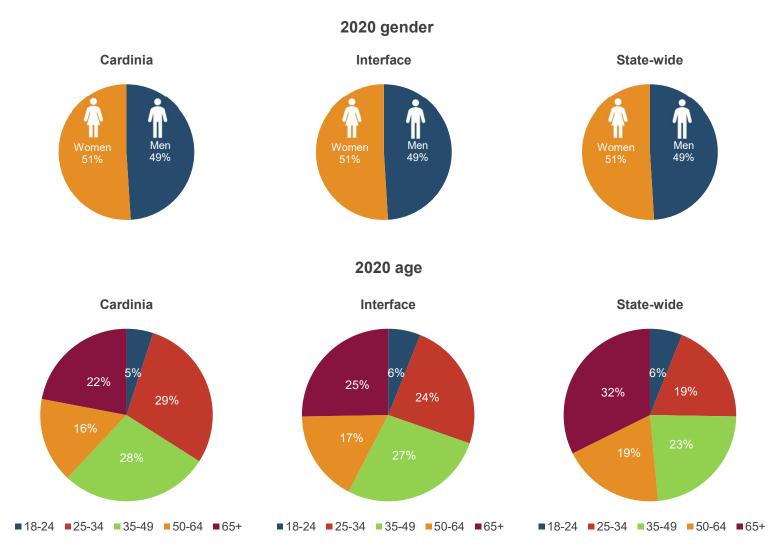
Detailed demographics



J00858 Community Satisfaction Survey 2020 - Cardinia Shire Council

Gender and age profile





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

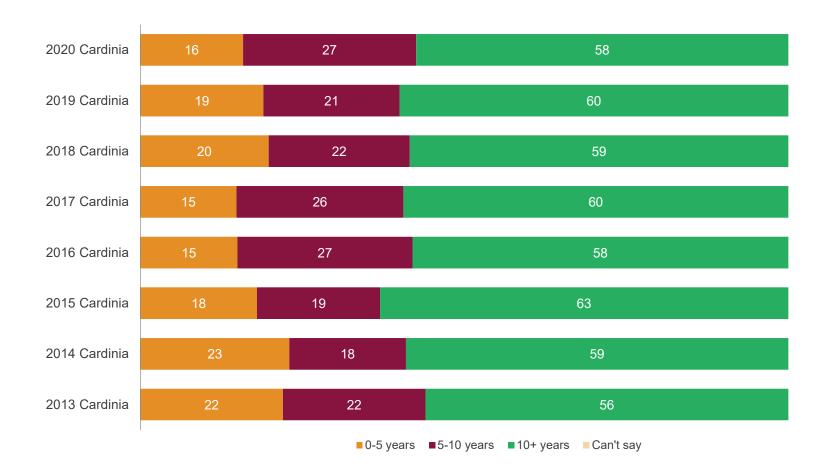
Base: All respondents. Councils asked state-wide: 62 Councils asked group: 5

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.

J00858 Community Satisfaction Survey 2020 – Cardinia Shire Council



Years lived in area



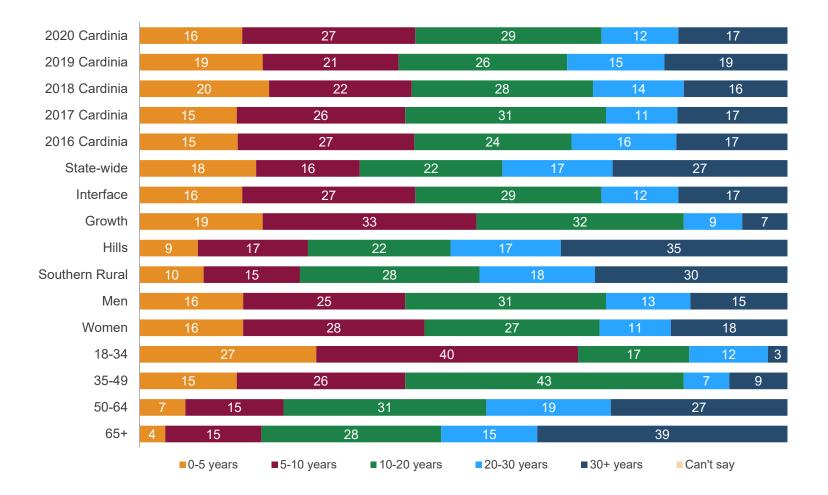
2020 years lived in area (%)

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

J00858 Community Satisfaction Survey 2020 – Cardinia Shire Council



Years lived in area



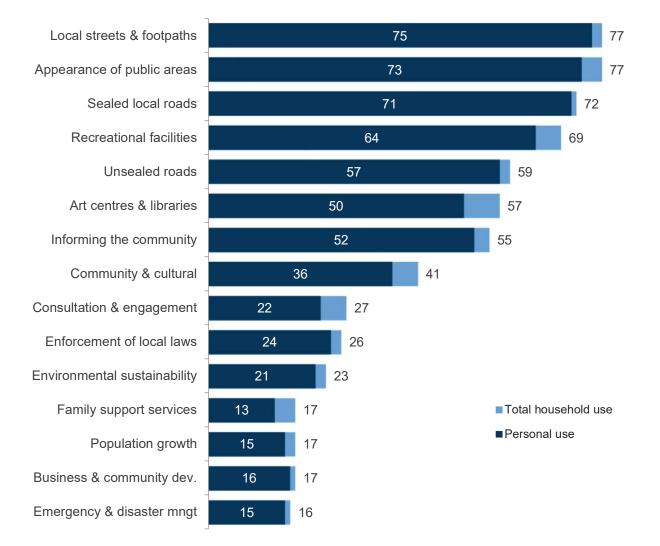
2020 years lived in area (%)

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.

J00858 Community Satisfaction Survey 2020 - Cardinia Shire Council

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 statewide 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 (\checkmark) and downward directing red arrows (\checkmark).

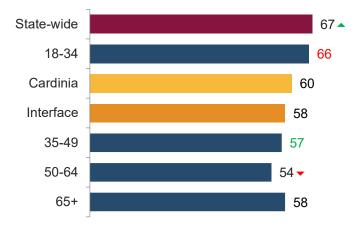
Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- 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 Score = (\$1 - \$2) / Sqrt ((\$5² / \$3) + (\$6² / \$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/localgovernment/strengthening-councils/council-communitysatisfaction-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 subgroup 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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