



2021 Local Government Community Satisfaction Survey

Cardinia Shire Council

Coordinated by the Department of Jobs,
Precincts and Regions 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-second year, this survey provides insight into the community's views on:

- councils' overall performance, with benchmarking against State-wide and council group results
- value for money in services and infrastructure
- community consultation and engagement
- decisions made in the interest of the community
- customer service, local infrastructure, facilities, services 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 ten years shows that councils in Victoria continue to provide services that meet the public's expectations.

Serving Victoria for 22 years

Each year the CSS data is used to develop this State-wide report which contains all of the aggregated results, analysis and data. Moreover, with 22 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.

A large, stylized letter 'W' graphic that spans the right side of the page. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a neural network or a complex data structure. The background of the 'W' is a lighter blue gradient.

Key findings and recommendations



Cardinia Shire Council – at a glance

Overall council performance

Results shown are index scores out of 100.



Cardinia 61



State-wide 61



Interface 59

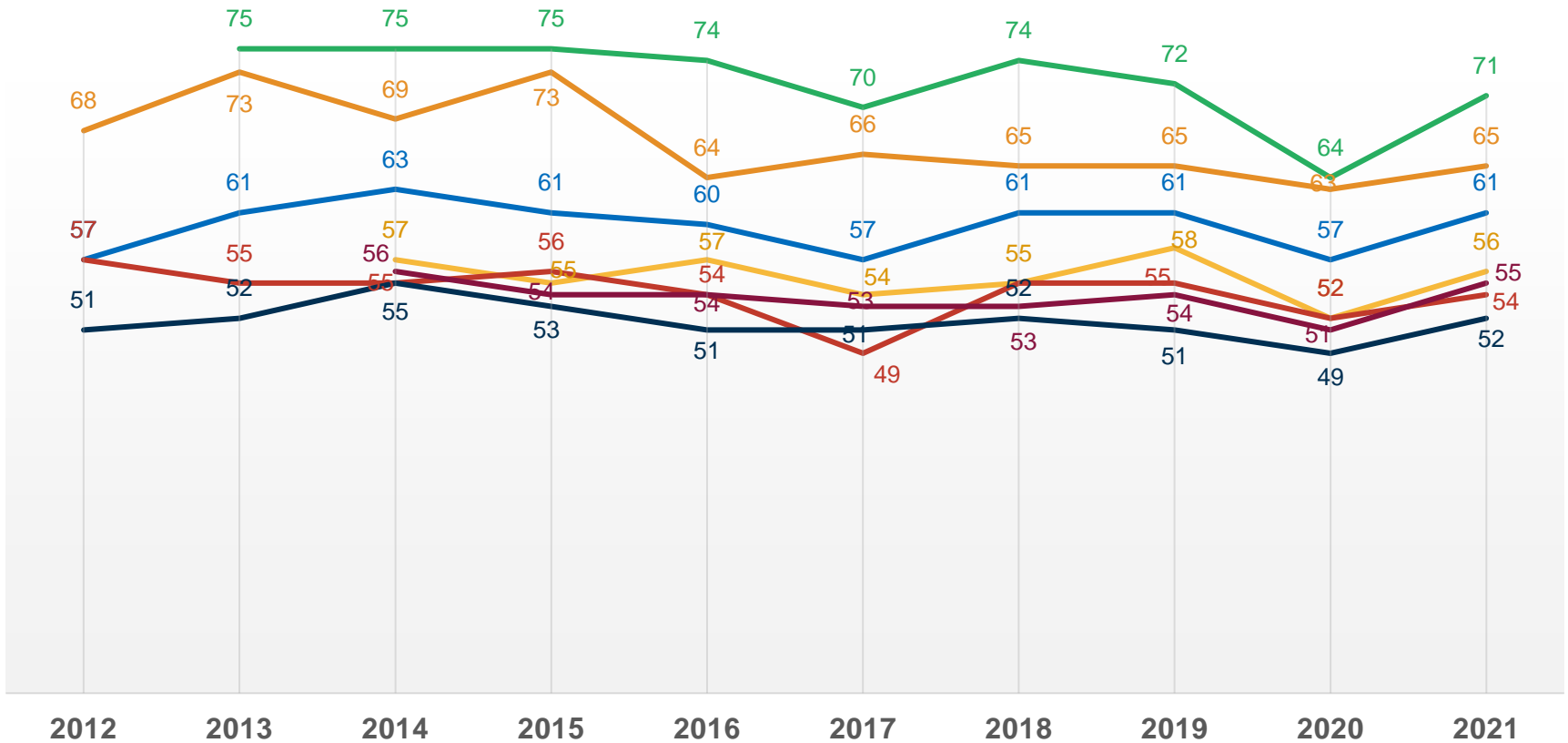
Council performance compared to State-wide and group averages

	Areas where Council performance is significantly higher	The three areas where Council performance is significantly lower by the widest margin
Compared to State-wide average	None	<ul style="list-style-type: none"> Population growth Lobbying Appearance of public areas
Compared to group average	None	<ul style="list-style-type: none"> Unsealed roads Lobbying Family support services



Summary of core measures

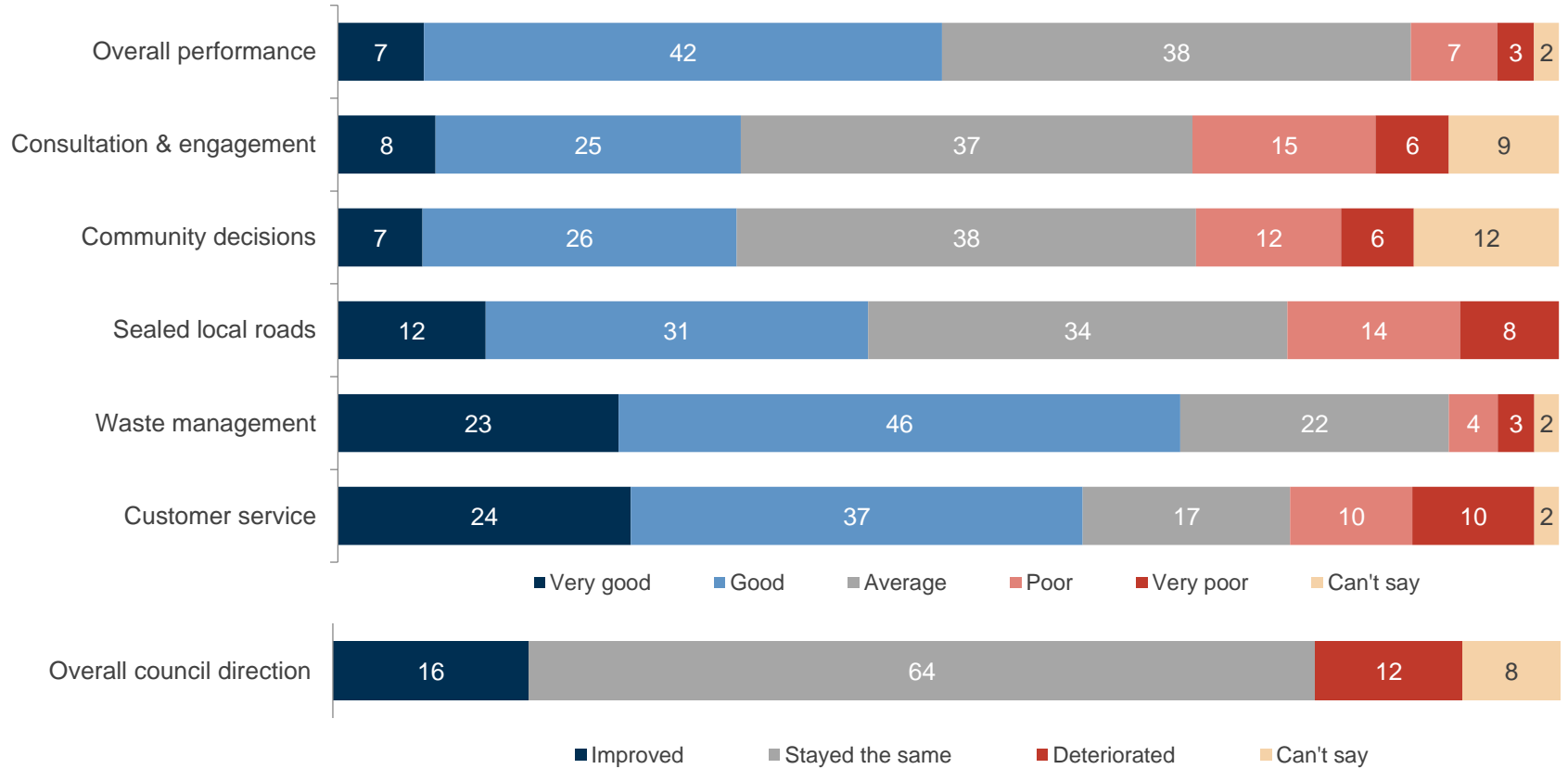
Index scores















Summary of core measures

Core measures summary results (%)















Summary of Cardinia Shire Council performance

Services	Cardinia 2021	Cardinia 2020	Interface 2021	State-wide 2021	Highest score	Lowest score
 Overall performance	61	57	59	61	Aged 18-34 years	Aged 50-64 years
 Value for money	54	-	54	54	Aged 18-34 years	Aged 50-64 years
 Overall council direction	52	49	50	53	Aged 18-34 years	Aged 50-64 years
 Customer service	65	63	68	70	Aged 18-34 years	Southern Rural residents
 Waste management	71	64	71	69	Aged 18-34 years	Aged 50-64 years
 Art centres & libraries	70	71	71	73	Aged 65+ years	Aged 18-34 years
 Recreational facilities	69	67	68	71	Aged 65+ years	Southern Rural residents
 Emergency & disaster mngt	69	64	69	71	Aged 18-34 years	Aged 50-64 years
 Appearance of public areas	68	64	68	73	Aged 18-34 years	Aged 50-64 years
 Environmental sustainability	63	55	62	62	Aged 18-34 years	Aged 65+ years





Summary of Cardinia Shire Council performance

Services		Cardinia 2021	Cardinia 2020	Interface 2021	State-wide 2021	Highest score	Lowest score
	Family support services	62	60	65	66	Men	Aged 50-64 years
	Community & cultural	61	66	62	65	Aged 18-34 years	Aged 50-64 years
	Enforcement of local laws	61	56	63	64	Aged 18-34 years	Aged 50-64 years
	Business & community dev.	60	58	61	60	Aged 18-34 years	Aged 50-64 years
	Local streets & footpaths	57	52	58	59	Aged 18-34 years	Hills residents
	Sealed local roads	56	52	57	57	Aged 65+ years	Hills residents
	Informing the community	56	54	58	60	Aged 18-34 years	Aged 50-64 years
	Community decisions	55	51	55	56	Aged 18-34 years	Aged 50-64 years
	Consultation & engagement	54	52	53	56	Aged 18-34 years	Aged 50-64 years
	Lobbying	49	48	52	55	Southern Rural residents	Aged 50-64 years



Summary of Cardinia Shire Council performance

Services		Cardinia 2021	Cardinia 2020	Interface 2021	State-wide 2021	Highest score	Lowest score
	Population growth	47	45	47	53	Aged 65+ years	Aged 35-49 years
	Unsealed roads	43	38	47	45	Aged 18-34 years	Southern Rural residents



Focus areas for the next 12 months

Overview

Perceptions of Council's performance on many service areas evaluated have significantly improved over the past year, recovering from significant declines seen last year. This is likely to have contributed to a significant four-point improvement in perceptions of Council's overall performance (index score of 61). The only service area to experience a significant decline in ratings this year is community and cultural activities (index score of 61), which has dropped five points to its lowest point to date.

Key influences on perceptions of overall performance

Cardinia Shire Council should focus on improving performance in the individual service areas that most influence perceptions of overall performance. Attention should be paid to planning for population growth and lobbying, where performance is poorly rated, but which have a moderate-to-strong influence on overall performance. Council should also aim to improve performance on community decisions and the condition of sealed roads, where performance is moderate but which have a strong influence on overall performance.

Comparison to state and area grouping

Two areas that stand out as needing attention are unsealed roads and lobbying, which are two of Council's lowest rated service areas and two of only three areas that are rated significantly lower than the Interface group average (along with family support services). Lobbying and family support services are also rated significantly lower than the State-wide average. In general, Council is rated in-line with the Interface group average on most measures, but significantly below the State-wide average on nine out of 21 measures.

Maintain gains achieved to date

Over the past 12 months, Council has seen a number of significant improvements, recovering losses seen on most measures in 2020. Council should look to consolidate and build on its current position, with a view to ensuring perceptions are, at a minimum, maintained. The strongest improvements this year were on environmental sustainability (index score of 63, up eight points) and waste management (index score of 71, up seven points).

DETAILED FINDINGS



Overall performance



Overall performance

The overall performance index score of 61 for Cardinia Shire Council represents a significant four-point improvement on the 2020 result.

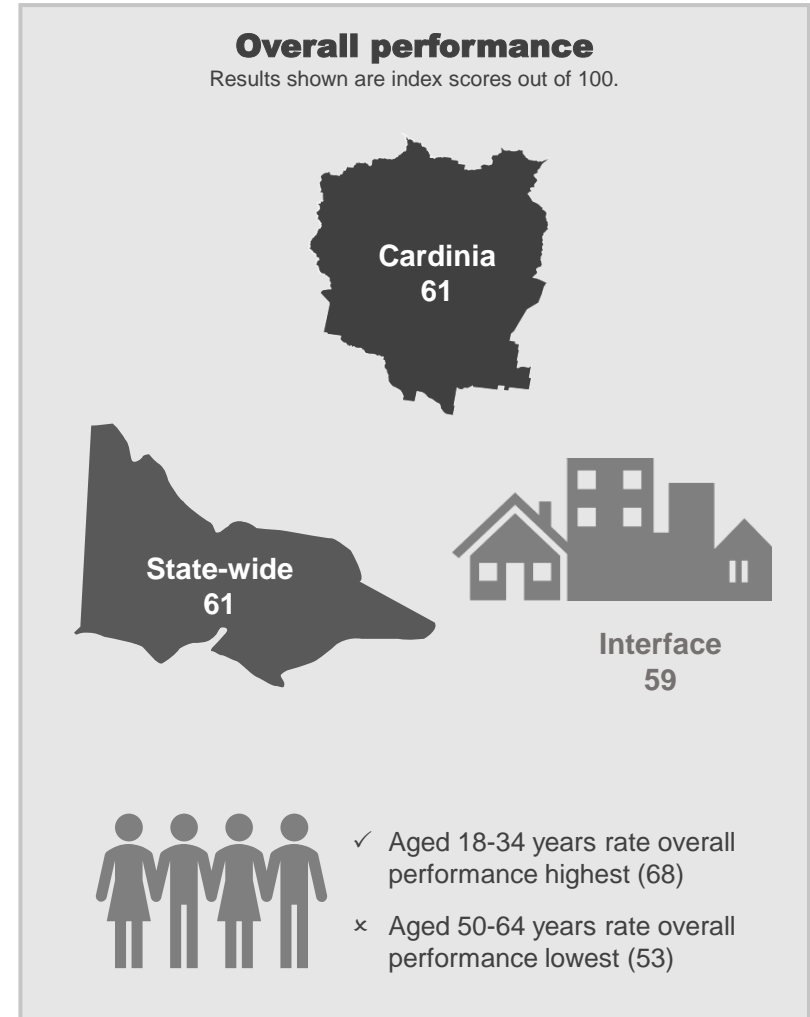
- Overall performance is now back in line with results seen across 2015-16 and 2018-19.

Cardinia Shire Council's overall performance is rated in line with the Interface group and the State-wide averages for councils (index scores of 59 and 61 respectively), both of which also recorded significant ratings increases this year.

Perceptions of overall performance are statistically significantly higher (at the 95% confidence interval) among people aged 18 to 34 years (index score of 68) and significantly lower among people aged 50 to 64 years (53).

- Ratings among people aged 18 to 34 years, men and residents in the Hills area have improved significantly in the last 12 months.

More than a third of residents (37%) rate the value for money they receive from Council for services and infrastructure provided to their community as 'very good' or 'good'. This is more than the proportion who rate Council as 'very poor' or 'poor' (21%). A further 37% rate Council as 'average' in terms of providing value for money.





Overall performance

2021 overall performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	68▲	59	67	61	58	67	68	66	68	63
Men	62	55	59	57	57	59	58	63	62	56
Growth	62	59	63	63	60	64	65	66	64	58
Cardinia	61	57	61	61	57	60	61	63	61	57
State-wide	61	58	60	59	59	59	60	61	60	60
Hills	61	54	57	59	51	52	57	61	59	53
Women	60	59	64	65	57	61	64	63	61	58
65+	60	62	61	64	58	59	58	65	59	57
Interface	59	56	61	60	60	61	62	n/a	n/a	n/a
Southern Rural	58	53	60	58	53	59	58	60	59	60
35-49	57	55	57	63	56	57	55	61	59	54
50-64	53▼	53	56	55	56	52	59	58	57	52

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

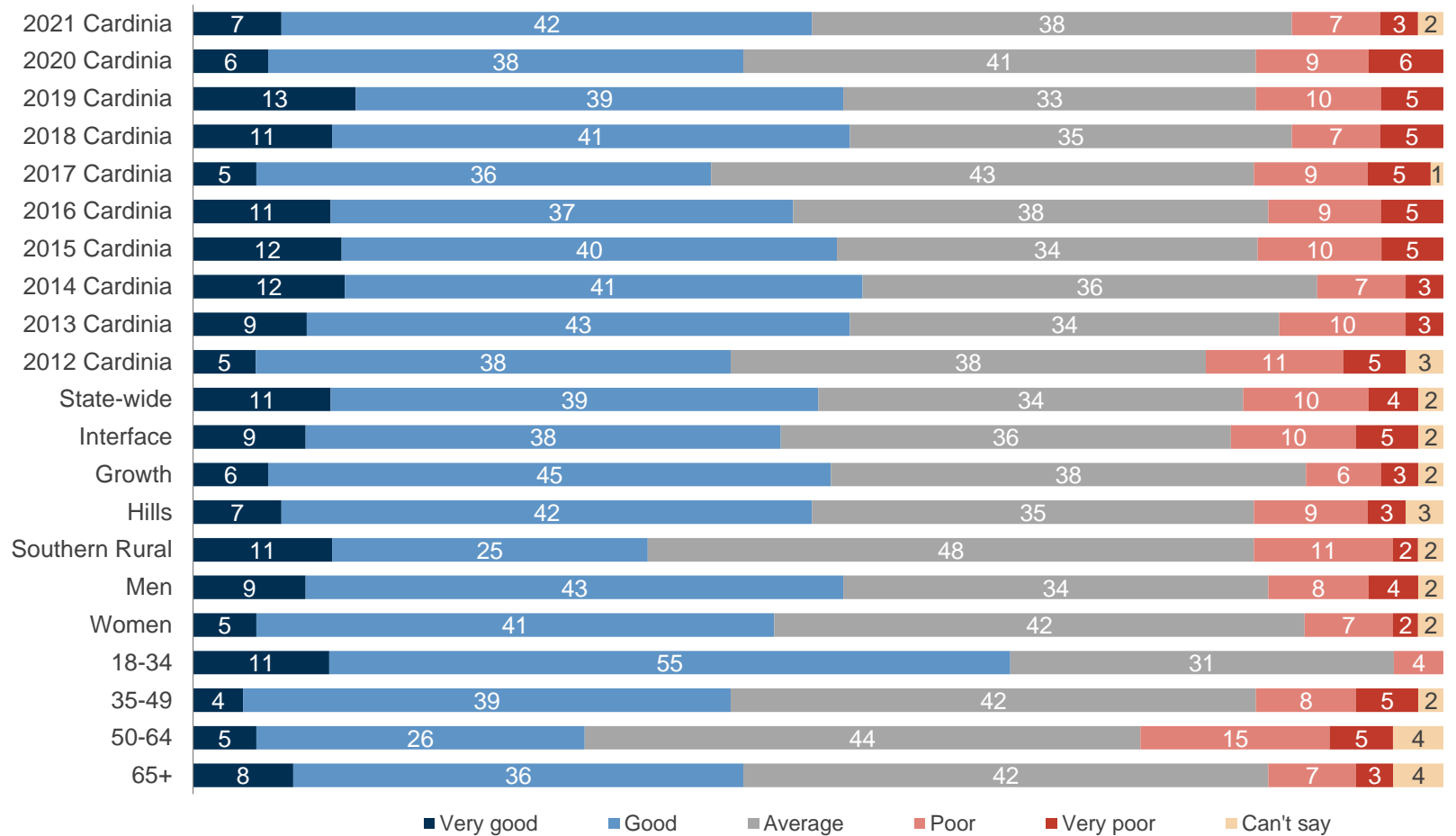
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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



Overall performance

2021 overall performance (%)

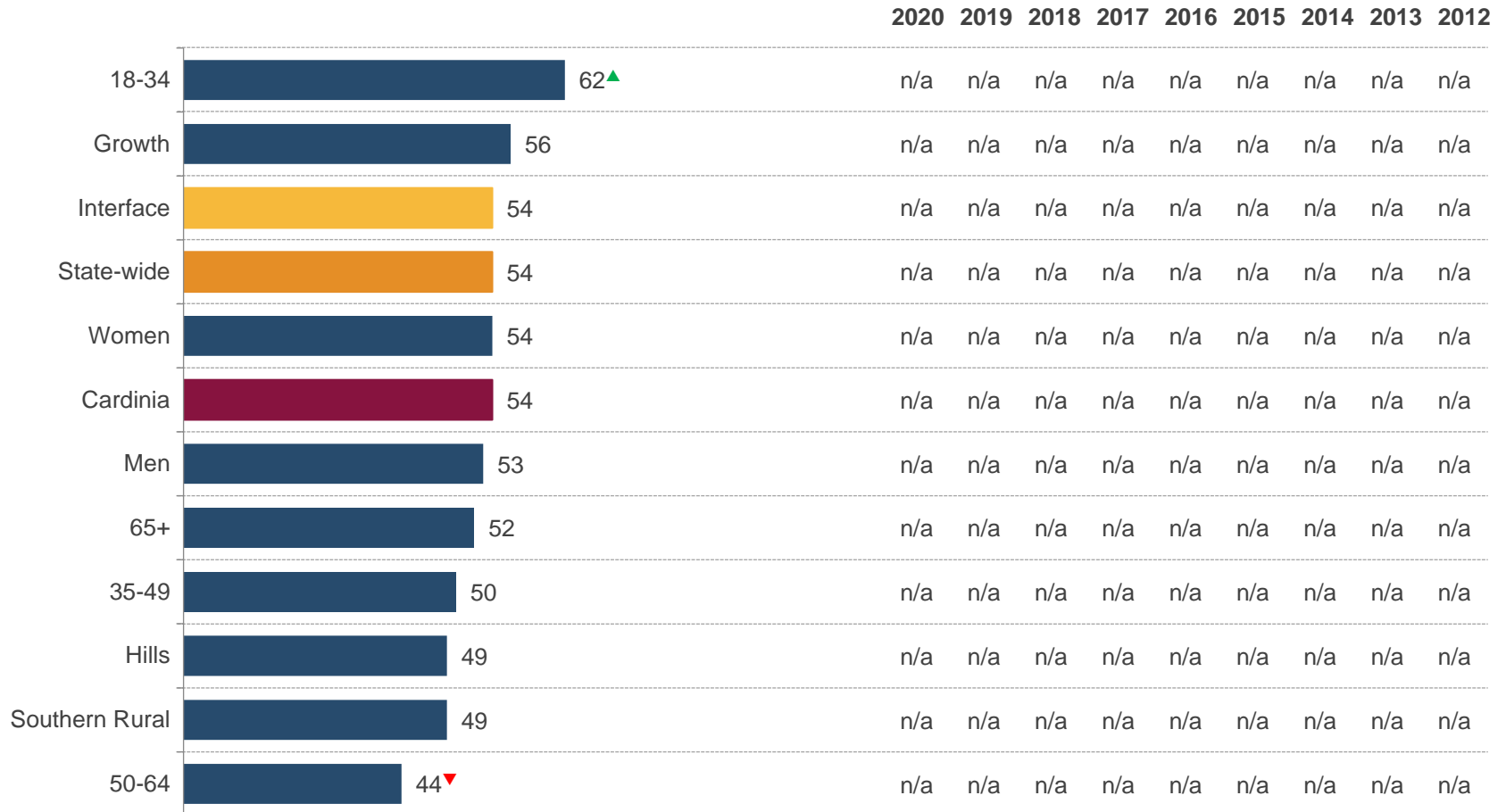


Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Cardinia Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5



Value for money in services and infrastructure

2021 value for money (index scores)



Q3b. How would you rate Cardinia Shire Council at providing good value for money in infrastructure and services provided to your community?

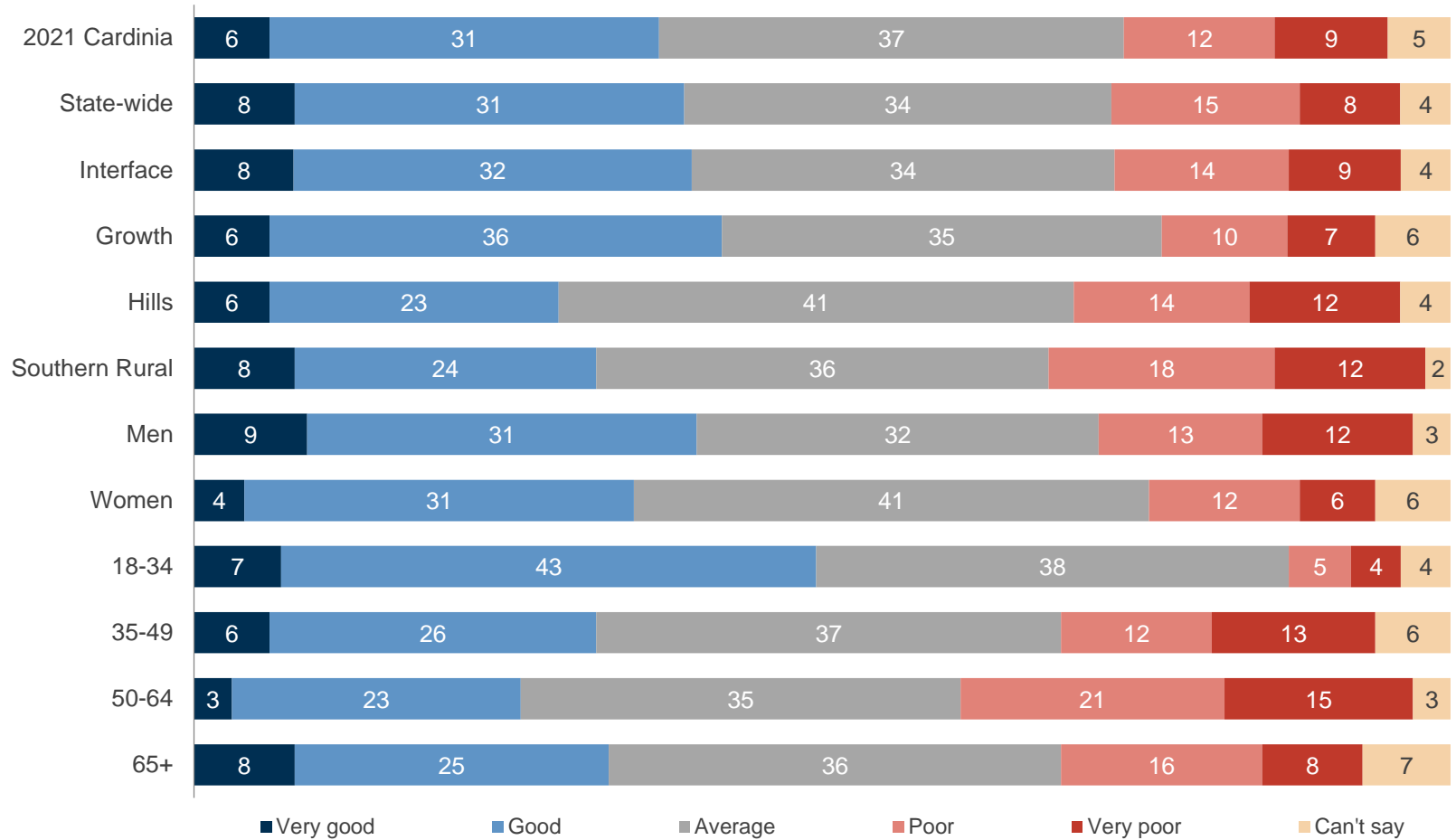
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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



Value for money in services and infrastructure

2021 value for money (%)



Q3b. How would you rate Cardinia Shire Council at providing good value for money in infrastructure and services provided to your community?

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5



Top performing service areas

Waste management (index score of 71) is where Council performed best in 2021, improving by a significant seven index points from 2020 (but noting this is in line with a significant increase on waste management in the Interface group).

- Council performs in line with the Interface and State-wide average on this measure. Perceptions among younger residents aged 18 to 34 years are significantly higher than the Council average.
- Ratings among people aged 18 to 34 years, men, women and residents in the Growth area have improved significantly in the last 12 months.

Art centres and libraries, recreational facilities, emergency and disaster management and the appearance of public areas are the next highest rated areas (index scores of 70, 69, 69 and 68 respectively).

- Ratings on emergency and disaster management and the appearance of public areas have improved significantly since 2020.
- Council performs in line with the Interface average on all four measures, but significantly below the State-wide average on art centres and libraries and the appearance of public areas.

Council's most improved measure is environmental sustainability (index score of 63, up eight points).



Waste management (index score of 71) is the area where Council performed best in 2021.



Low performing service areas



Council rates lowest – relative to its performance in other areas – in the area of maintenance of unsealed roads (index score of 43).

Community and cultural activities (performance index of 61, down five points) is the only area that experienced a statistically significant decline in 2021 (but noting this is in line with a significant decline on this measure State-wide and in the Interface group).

Council rates lowest – relative to its performance in other areas – in the area of unsealed roads (index score of 43).

- Positively, performance perceptions on this measure have increased significantly, following trend decline since 2018. Ratings are now back closer to previous highs seen in 2014-15 and 2018.
- However, while Council rates in line with the State-wide average, Council performs significantly below the Interface group average. Further, on unsealed roads there is the largest differential for any service on rated importance versus perceived performance.
- One in ten name unsealed road maintenance (9%) as an area in need of improvement, second only to sealed road maintenance (16%).
- Perceptions of unsealed roads differ by area, suggesting the issue may be localised, with ratings among residents in the Southern Rural and Hills areas (index scores of 36 and 40) lower than those in the Growth area (index score of 46).



Individual service area performance

2021 individual service area performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Waste management	71	64	72	74	70	74	75	75	75	n/a
Art centres & libraries	70	71	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Recreational facilities	69	67	72	68	65	67	66	66	67	n/a
Emergency & disaster mngt	69	64	73	69	67	69	70	n/a	n/a	n/a
Appearance of public areas	68	64	69	67	61	66	67	63	63	n/a
Environmental sustainability	63	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Family support services	62	60	67	65	61	66	66	64	67	n/a
Community & cultural	61	66	n/a	66	63	64	66	66	64	n/a
Enforcement of local laws	61	56	61	60	57	61	64	61	65	n/a
Business & community dev.	60	58	64	64	59	60	63	63	n/a	n/a
Local streets & footpaths	57	52	56	55	54	57	57	56	51	n/a
Sealed local roads	56	52	58	55	54	57	55	57	n/a	n/a
Informing the community	56	54	57	n/a	54	55	59	58	58	n/a
Community decisions	55	51	54	53	53	54	54	56	n/a	n/a
Consultation & engagement	54	52	55	55	49	54	56	55	55	57
Lobbying	49	48	53	52	51	53	55	55	56	56
Population growth	47	45	50	50	51	53	57	57	54	n/a
Unsealed roads	43	38	40	44	41	41	45	44	43	n/a

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

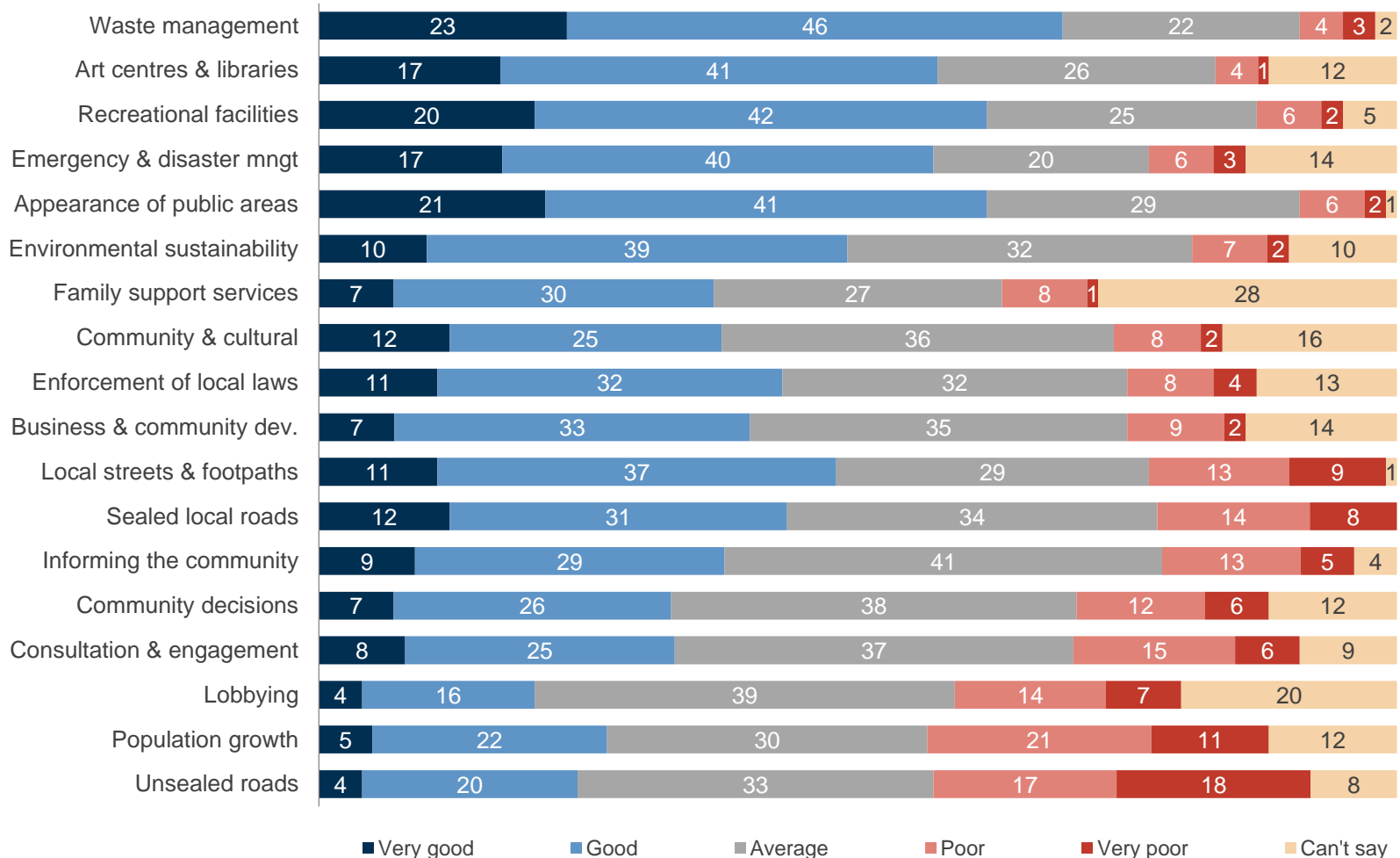
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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



Individual service area performance

2021 individual service area performance (%)



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5



Individual service area importance

2021 individual service area importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Sealed local roads	84	80	80	81	79	79	79	78	n/a	n/a
Local streets & footpaths	82	77	78	80	77	78	77	77	82	n/a
Waste management	82	82	82	82	78	80	77	78	81	n/a
Emergency & disaster mngt	82	82	84	81	82	83	81	n/a	n/a	n/a
Unsealed roads	82	81	81	81	81	80	83	78	81	n/a
Population growth	82	80	80	79	78	79	76	79	79	n/a
Environmental sustainability	77	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Informing the community	77	72	71	n/a	74	76	75	73	76	n/a
Appearance of public areas	76	73	72	76	74	74	72	72	76	n/a
Family support services	76	75	72	73	74	75	76	72	74	n/a
Recreational facilities	74	71	70	73	72	73	72	71	74	n/a
Enforcement of local laws	72	73	71	73	72	73	70	72	75	n/a
Consultation & engagement	72	71	70	71	71	73	70	71	72	n/a
Business & community dev.	69	67	65	68	68	70	67	69	n/a	n/a
Art centres & libraries	66	62	62	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Community & cultural	62	61	n/a	59	57	64	60	60	61	n/a

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

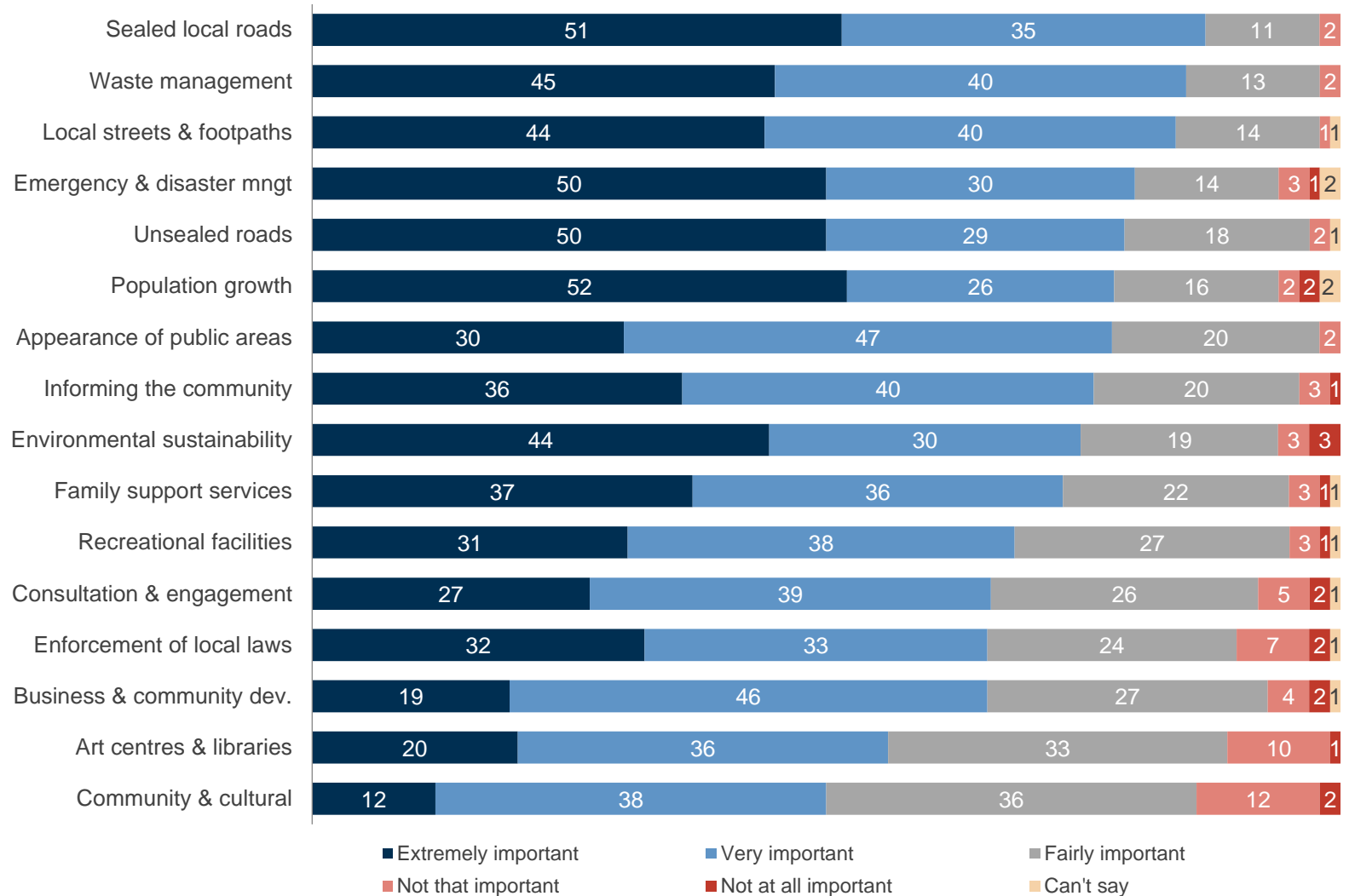
Base: All respondents. Councils asked state-wide: 34 Councils asked group: 2

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



Individual service area importance

2021 individual service area importance (%)

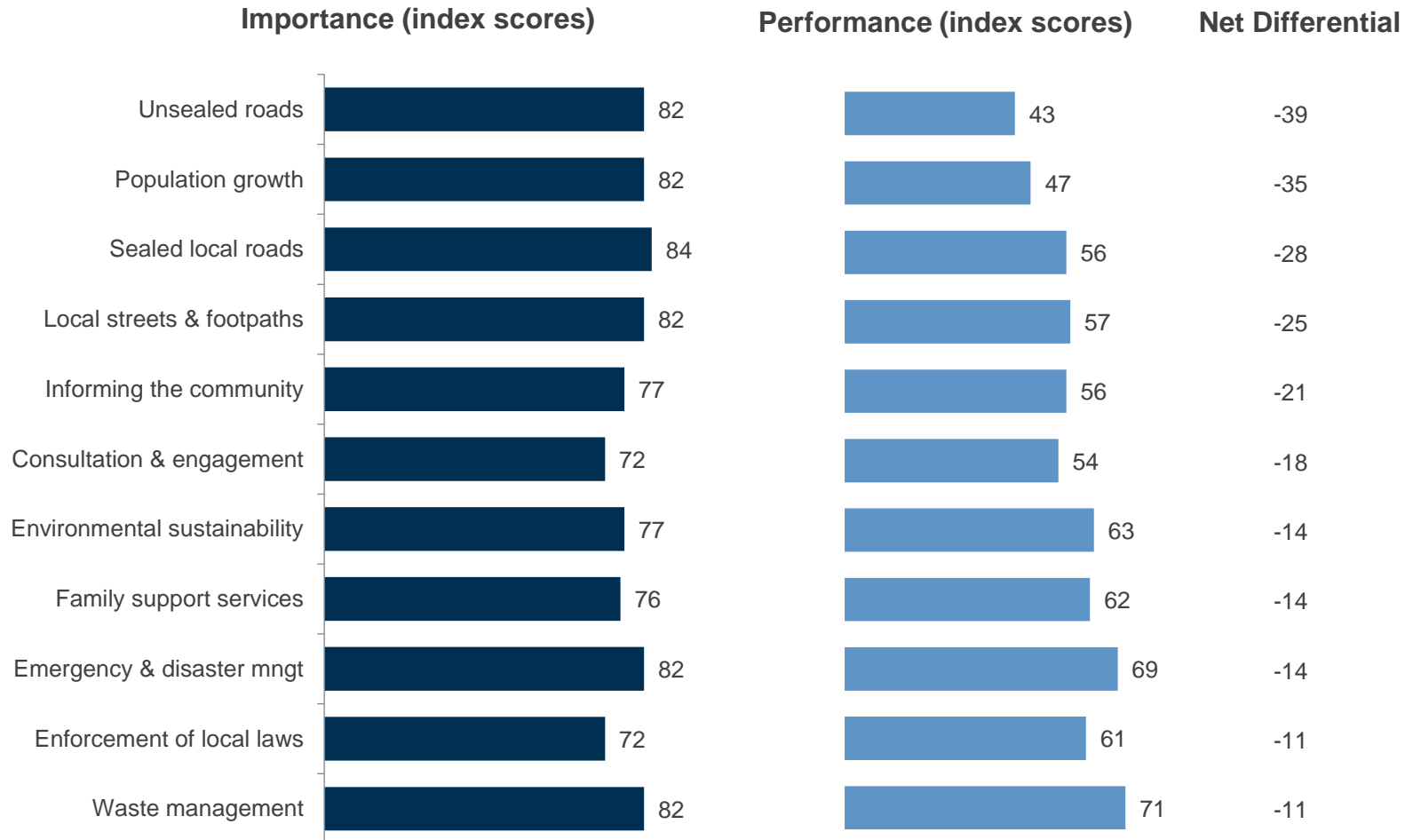


Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 2



Individual service areas importance vs performance

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





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:

- Decisions made in the interest of the community.

Good communication and transparency with residents about decisions Council has made in the community's interest provides the greatest opportunity to drive up overall opinion of Council's performance.

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

- The condition of sealed local roads
- Lobbying on behalf of the community
- Planning for population growth
- The appearance of public areas
- Business and community development.

Looking at these key service areas only, the appearance of public areas has a high performance index (68) and Council also performs relatively well in the area of business and community development (60). Both service areas have a moderate influence on the overall performance rating and maintaining these

positive results should remain a focus but there is greater work to be done elsewhere.

The condition of sealed local roads has a strong influence on overall perceptions but Council is performing relatively less well in this area (performance index score of 56).

Continuing to ensure that sealed local roads are well maintained will help lift perceptions of Council's overall performance.

However, most in need of attention is Council's planning for population growth and lobbying on behalf of the community. Both are poorly rated (performance index of 47 and 49 respectively) and have a moderate-to-strong influence on overall community opinion.

Demonstrating Council plans to manage population growth and efforts to advance and defend local interests in this area can also help shore up positive opinion of Council.



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.

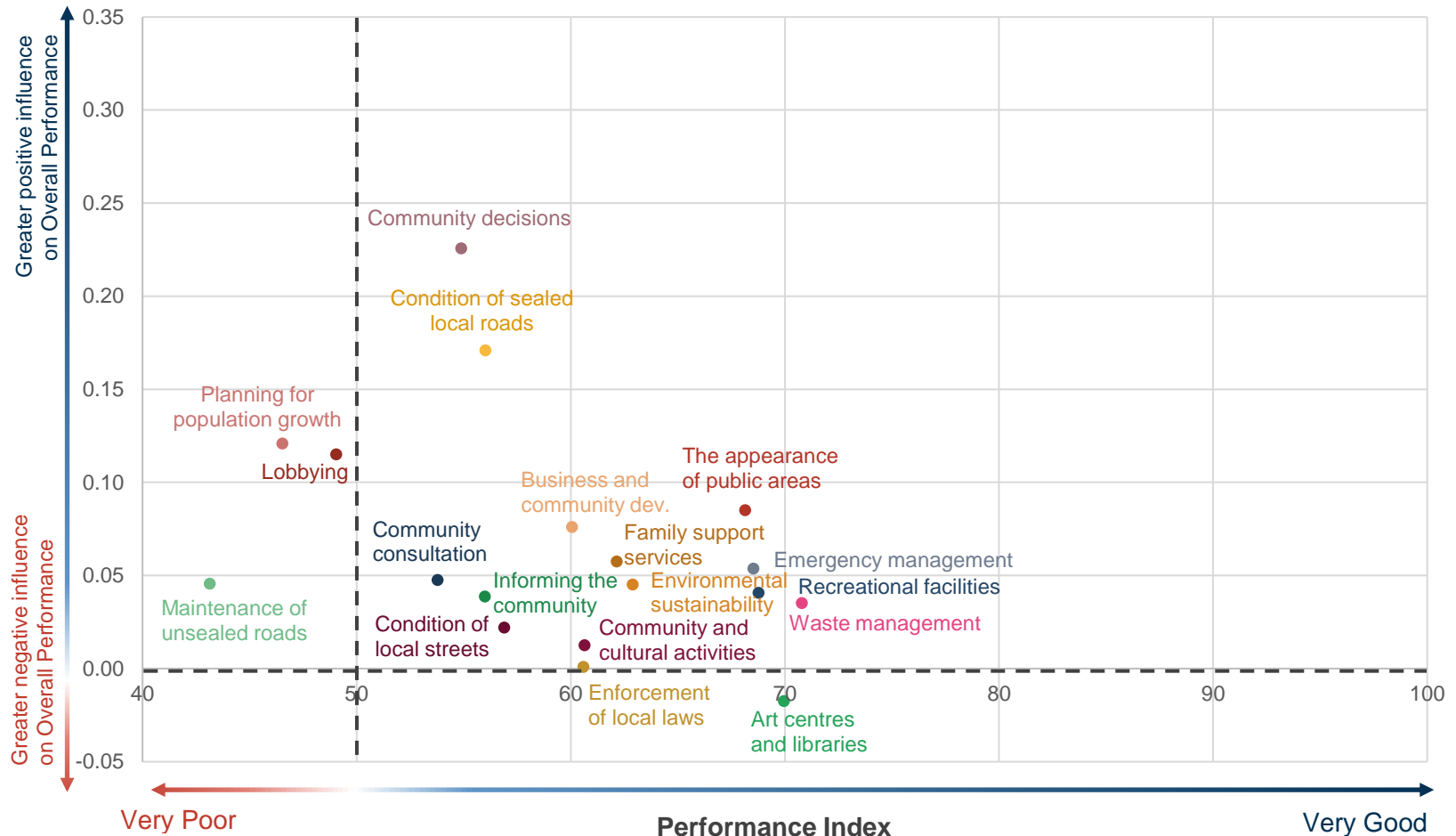
1. **The first chart** shows the results of a regression analysis of *all* individual service areas selected by Council.
2. **The second chart** shows the results of a regression performed on a smaller set of service areas, being those with a moderate-to-strong influence on overall performance. Service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

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



Influence on overall performance: all service areas

2021 regression analysis (all service areas)



The multiple regression analysis model above (all service areas) has an R^2 value of 0.598 and adjusted R^2 value of 0.579, which means that 60% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 31.42$. This model should be interpreted with some caution as some data is not normally distributed and not all service areas have linear correlations.



Influence on overall performance: key service areas

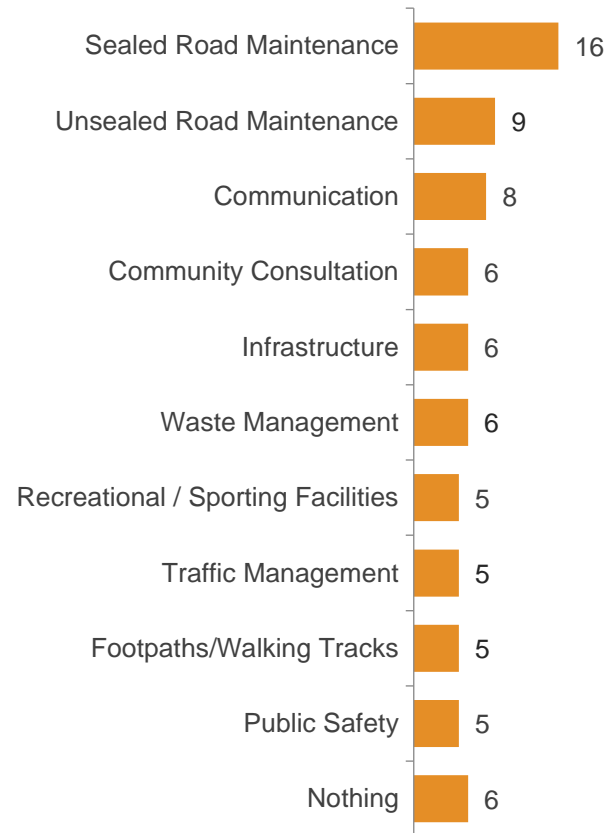
2021 regression analysis (key service areas)



The multiple regression analysis model above (reduced set of service areas) has an R² value of 0.576 and adjusted R² value of 0.570, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at p = 0.0001, F = 89.10.



Areas for improvement



Q17. What does Cardinia Shire Council MOST need to do to improve its performance?
 Base: All respondents. Councils asked state-wide: 45 Councils asked group: 3
 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 Council residents (67%) have had contact with Council in the last 12 months. Rate of contact is one percentage point higher than last year and significantly higher than the rate of contact State-wide and in the Interface group.

Residents in the Southern Rural area have the least amount of contact with Council, while rate of contact among 50 to 64 year olds, previously the highest contact group, dropped significantly in the last year.



Among those residents who have had contact with Council, 61% provide a positive customer service rating of 'very good' or 'good', including 24% of residents who rate Council's customer service as 'very good'.

Customer service

Council's customer service index of 65 represents a two-point improvement on the 2020 result. This is not a significant change, but the customer service index score is back similar to results seen across 2016 to 2019, although not back to the peak rating of 73 recorded in 2013 and 2015.

Customer service is rated in line with the Interface group average but significantly lower than the State-wide average (index scores of 68 and 70 respectively).

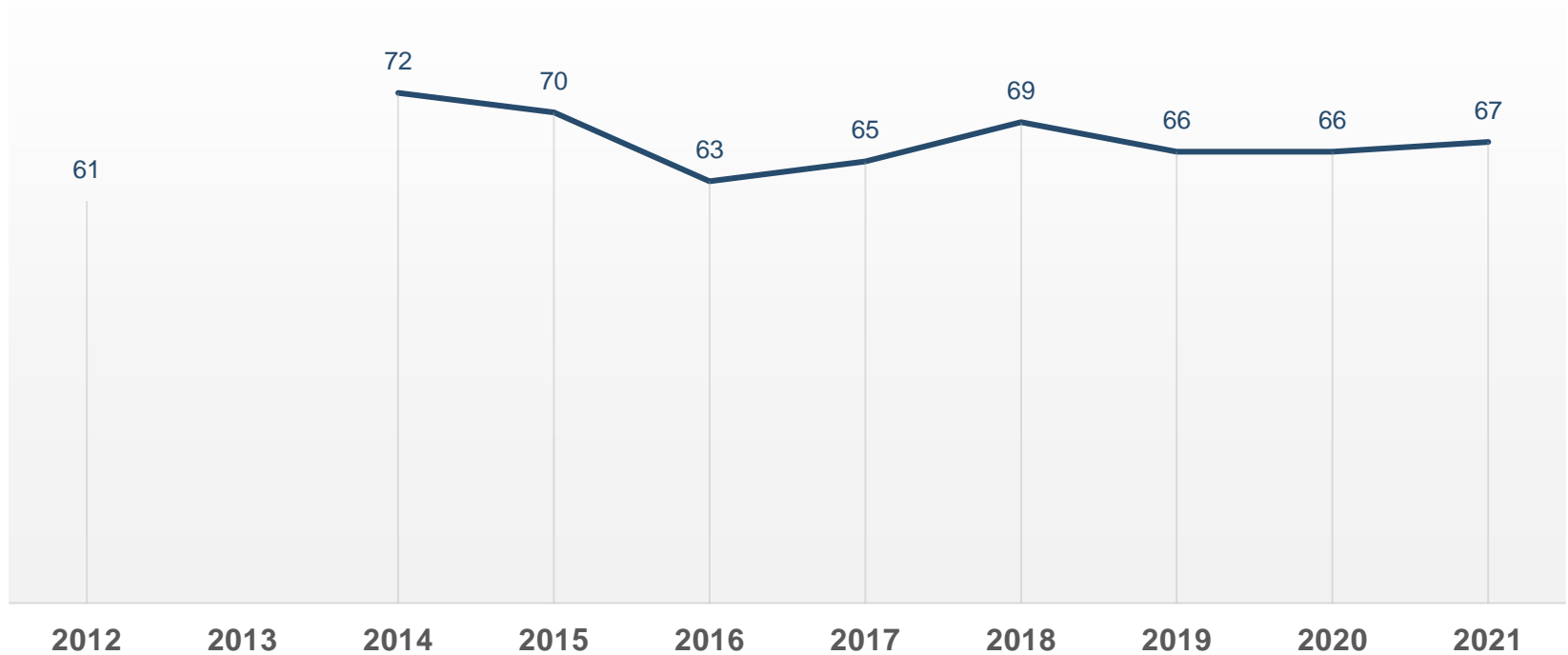
Among those residents who have had contact with Council, six in ten (61%) provide a positive customer service rating of 'very good' or 'good'.

- After a significant decline in 2020, perceptions of customer service among residents aged 18 to 34 years have improved significantly this year.
- Notably, customer service ratings are lowest among Southern Rural residents (index score of 55). This may warrant some extra attention.



Contact with council

2021 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: 39 Councils asked group: 4



Contact with council

2021 contact with council (%)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	72	71	72	63	66	69	75	70	n/a	60
Growth	68	62	66	69	62	57	70	71	n/a	63
Cardinia	67	66	66	69	65	63	70	72	n/a	61
Hills	67	70	68	66	71	76	72	75	n/a	59
Men	67	61	68	66	65	58	67	69	n/a	57
Women	67	71	65	71	65	67	73	75	n/a	64
18-34	66	55	59	71	59	55	72	73	n/a	63
50-64	66	87	69	76	71	71	63	76	n/a	63
65+	63	60	67	66	67	59	67	69	n/a	57
State-wide	61	63	61	61	58	58	63	61	n/a	61
Interface	61	67	66	64	59	61	62	n/a	n/a	n/a
Southern Rural	61	77	64	72	69	61	68	68	n/a	57

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?

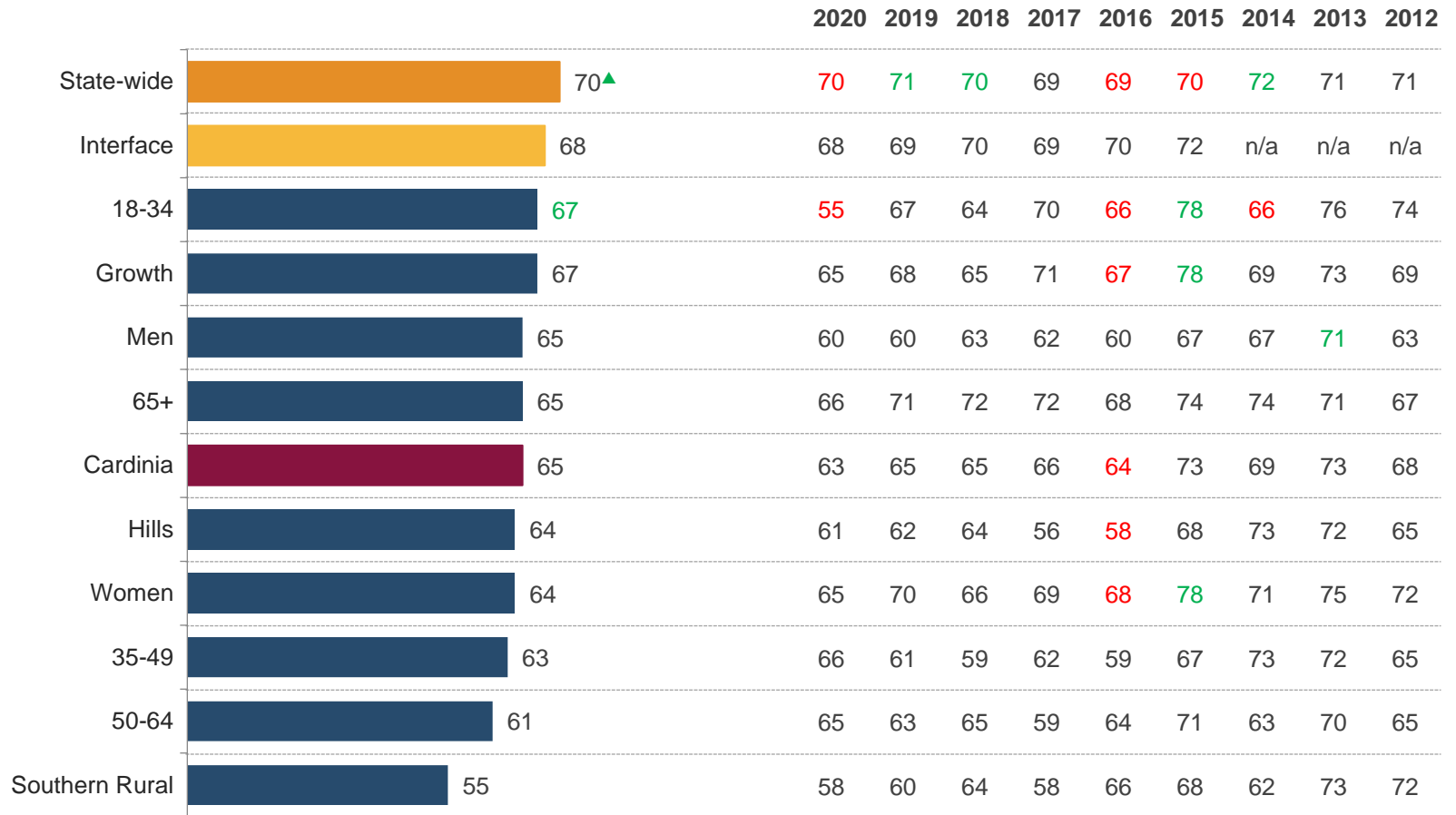
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 4

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



Customer service rating

2021 customer service rating (index scores)

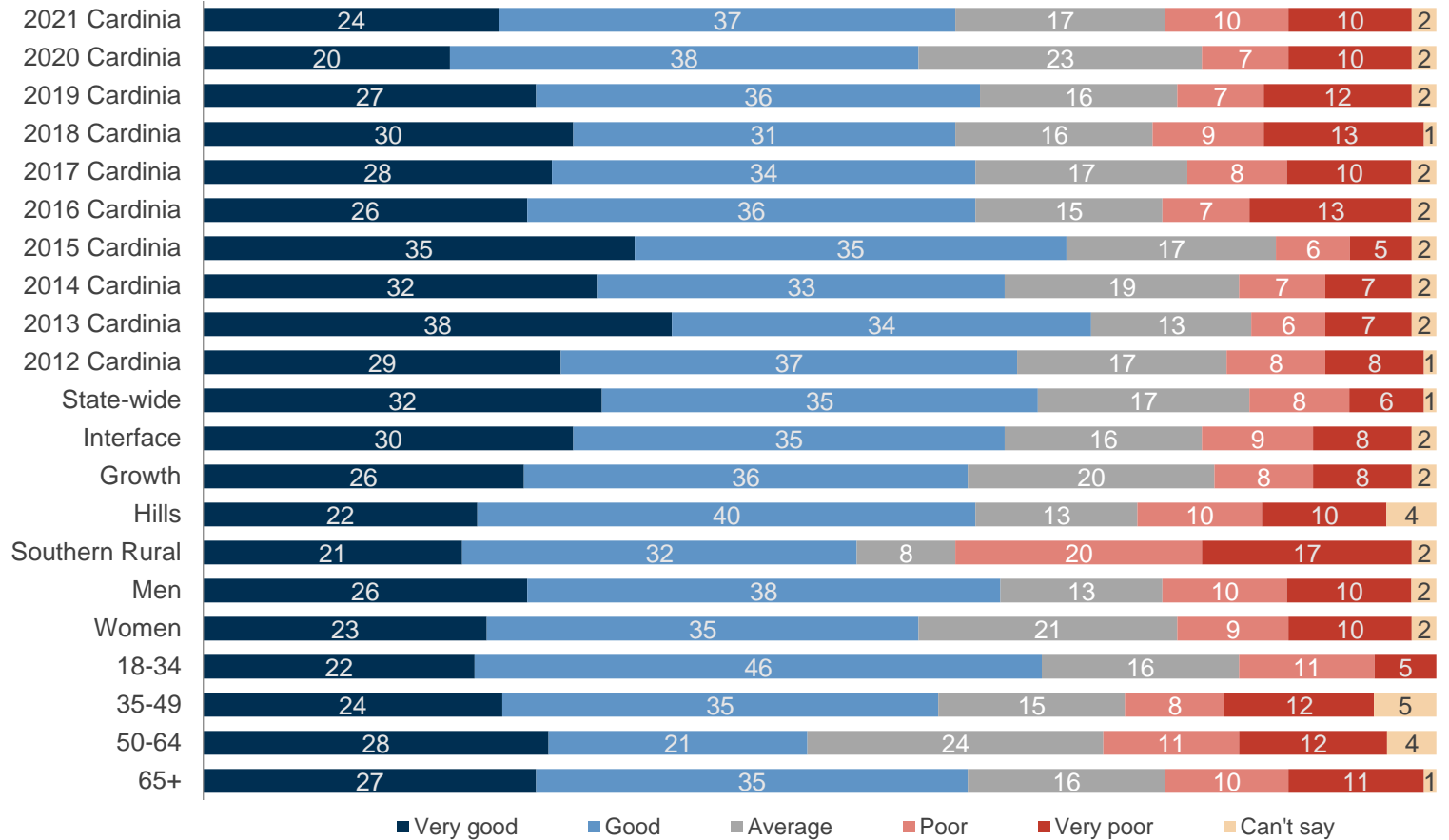


Q5c. Thinking of the most recent contact, how would you rate Cardinia Shire Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 66 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Customer service rating

2021 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: 66 Councils asked group: 5



Communication

Communication

The preferred form of communication from Council is newsletters sent via mail (32%) followed by newsletters sent via email (24%).

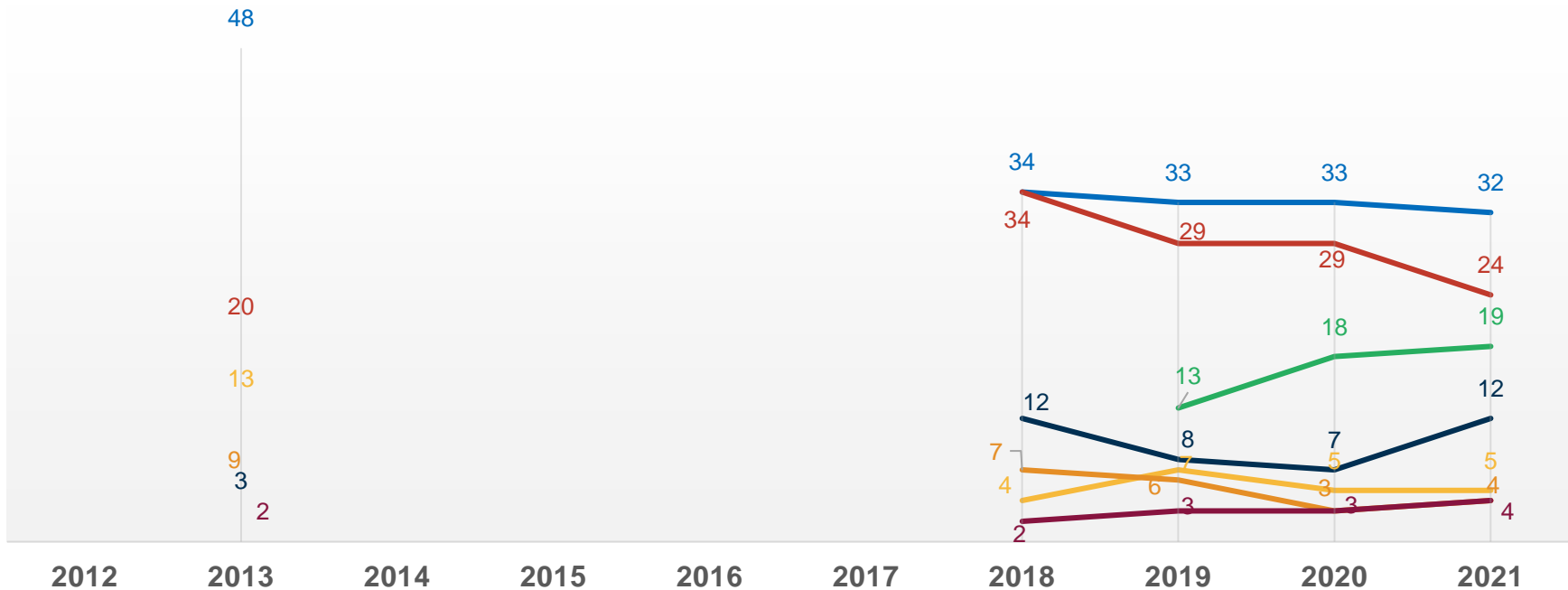
- Notably, preference for newsletters sent via email dropped five percentage points in the last year and is down 10 points since 2018.
- By contrast preference for social media has increased from 13% in 2019 to 19% this year.
- The preferred forms of communication among residents aged under 50 years are social media (27%) and newsletters sent via mail (26%), now taking precedence over newsletters sent via email (20%, down seven points this year). There is also growing support for text messages (17%, up eight points).
- The preferred forms of communication among residents aged over 50 years continues to be newsletters sent via mail (41%) or email (29%).





Best form of communication

2021 best form of communication (%)

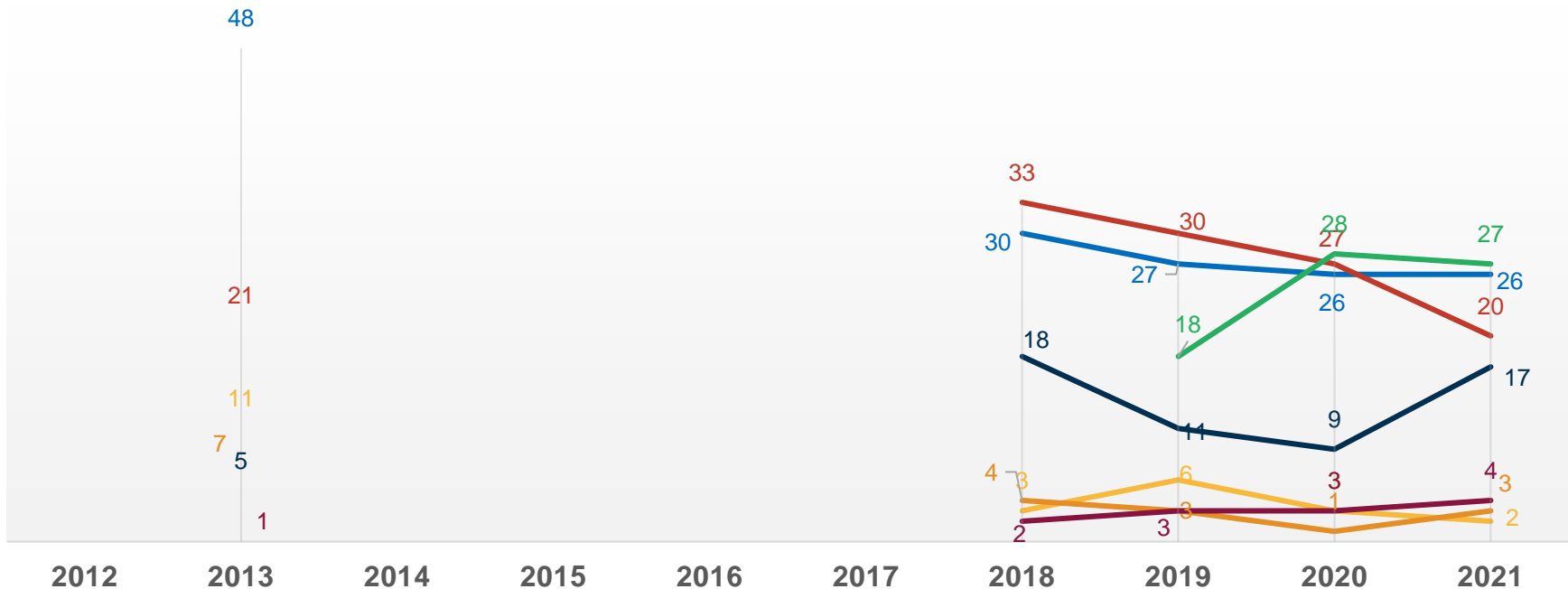


Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 2
 Note: 'Social Media' was included in 2019.



Best form of communication: under 50s

2021 under 50s best form of communication (%)

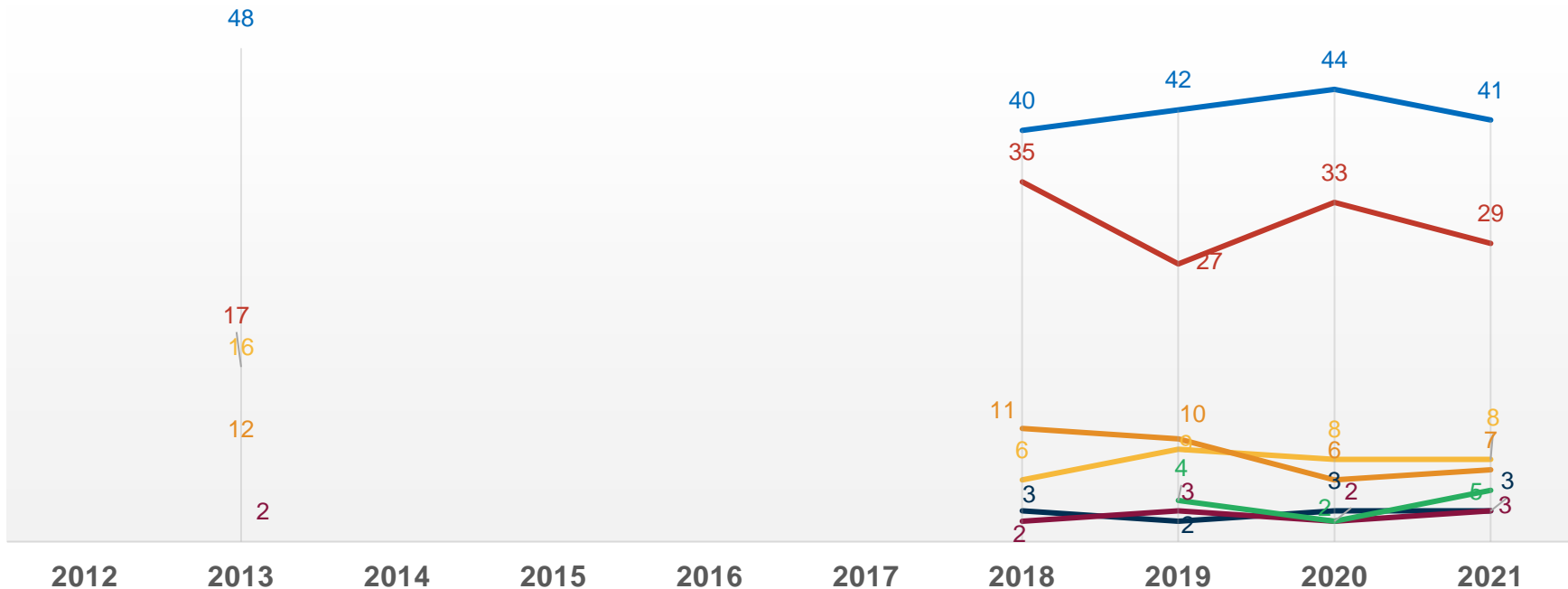


Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked state-wide: 35 Councils asked group: 2
 Note: 'Social Media' was included in 2019.



Best form of communication: over 50s

2021 over 50s best form of communication (%)



Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged over 50. Councils asked state-wide: 35 Councils asked group: 2
 Note: 'Social Media' was included in 2019.



Council direction



Council direction

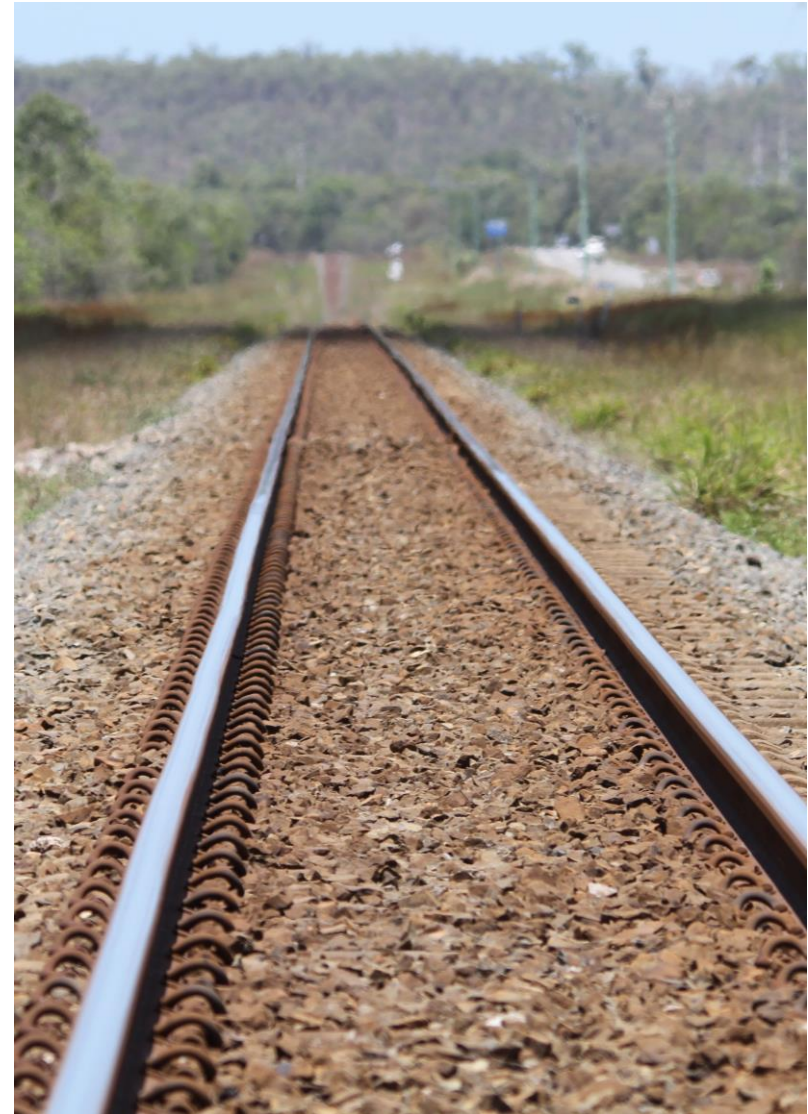
Perceptions of Council's overall direction have improved by three points to an index score of 52, although this is not a significant rise and is still below the peak rating of 55 in 2014.

Over the last 12 months, 64% of people believe the direction of Council's overall performance has stayed the same, up five percentage points on 2020.

- 16% believe the direction has improved, down one point on 2020. Fewer residents (12%) believe it has deteriorated, down seven points on 2020.
- The most satisfied with Council direction are younger residents aged 18 to 34 years, significantly higher than the Council average. The least satisfied with Council direction are residents aged 50 to 64 years, significantly lower than the Council average.
- Perceptions among women and residents aged 18 to 49 years have improved significantly over the past 12 months.

Most residents (61%) believe Council is generally heading in the 'right' direction compared to 28% who think Council is heading in the 'wrong' direction.

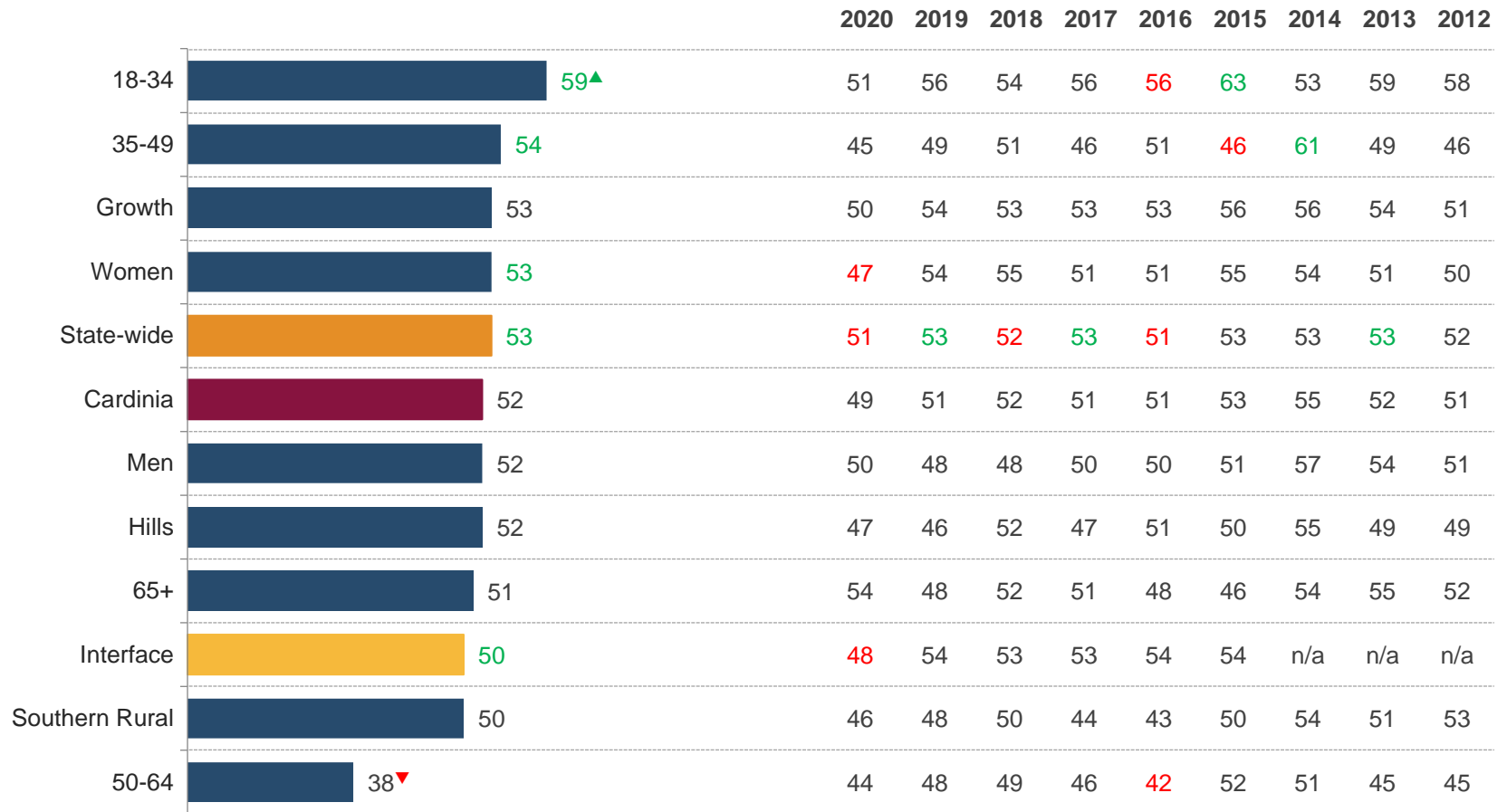
On balance, more residents prefer service cuts to keep Council rates at the same level as they are now (46%) than those who prefer rate rises to improve local services (29%).





Overall council direction last 12 months

2021 overall council direction (index scores)



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

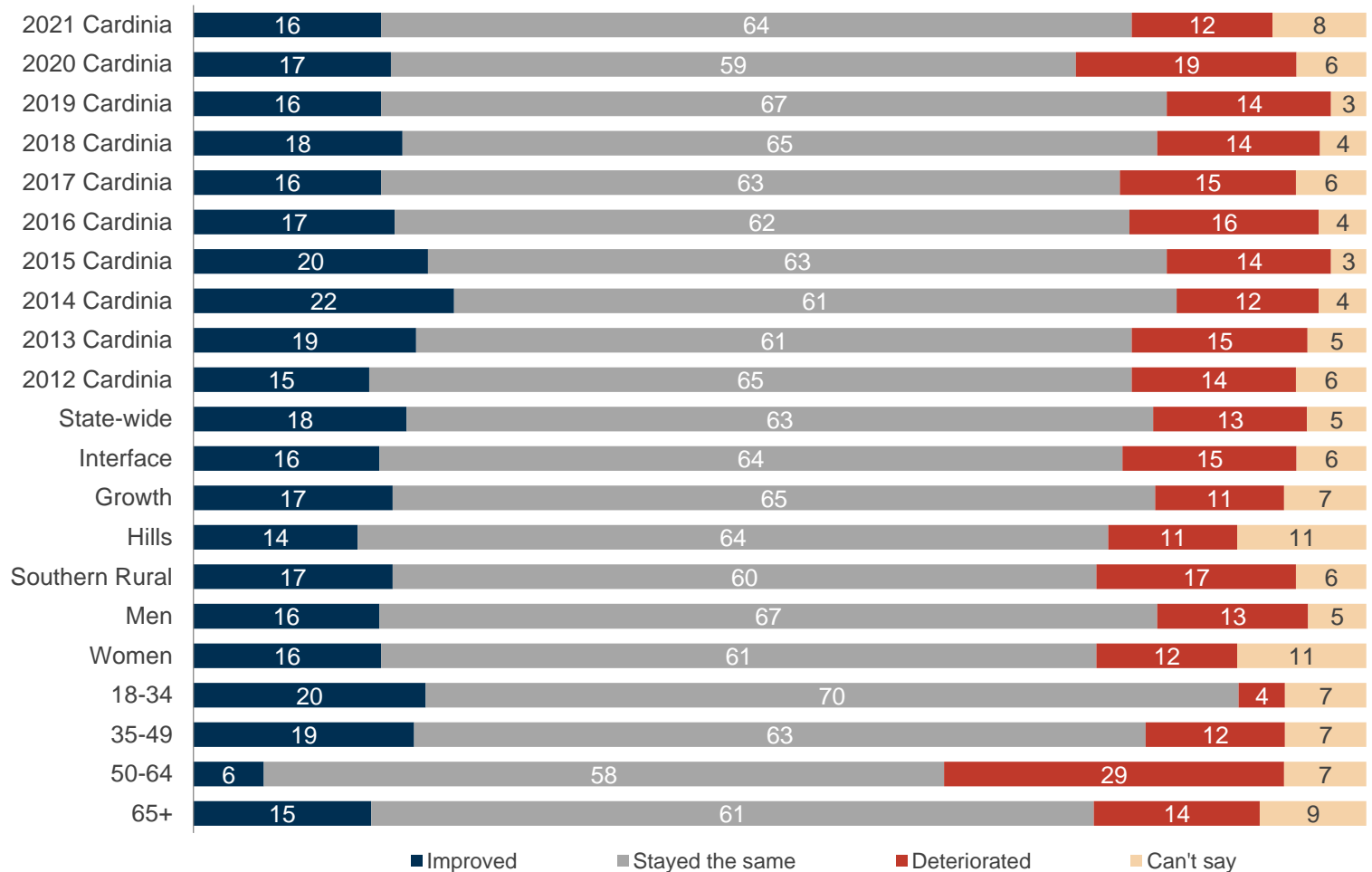
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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



Overall council direction last 12 months

2021 overall council direction (%)

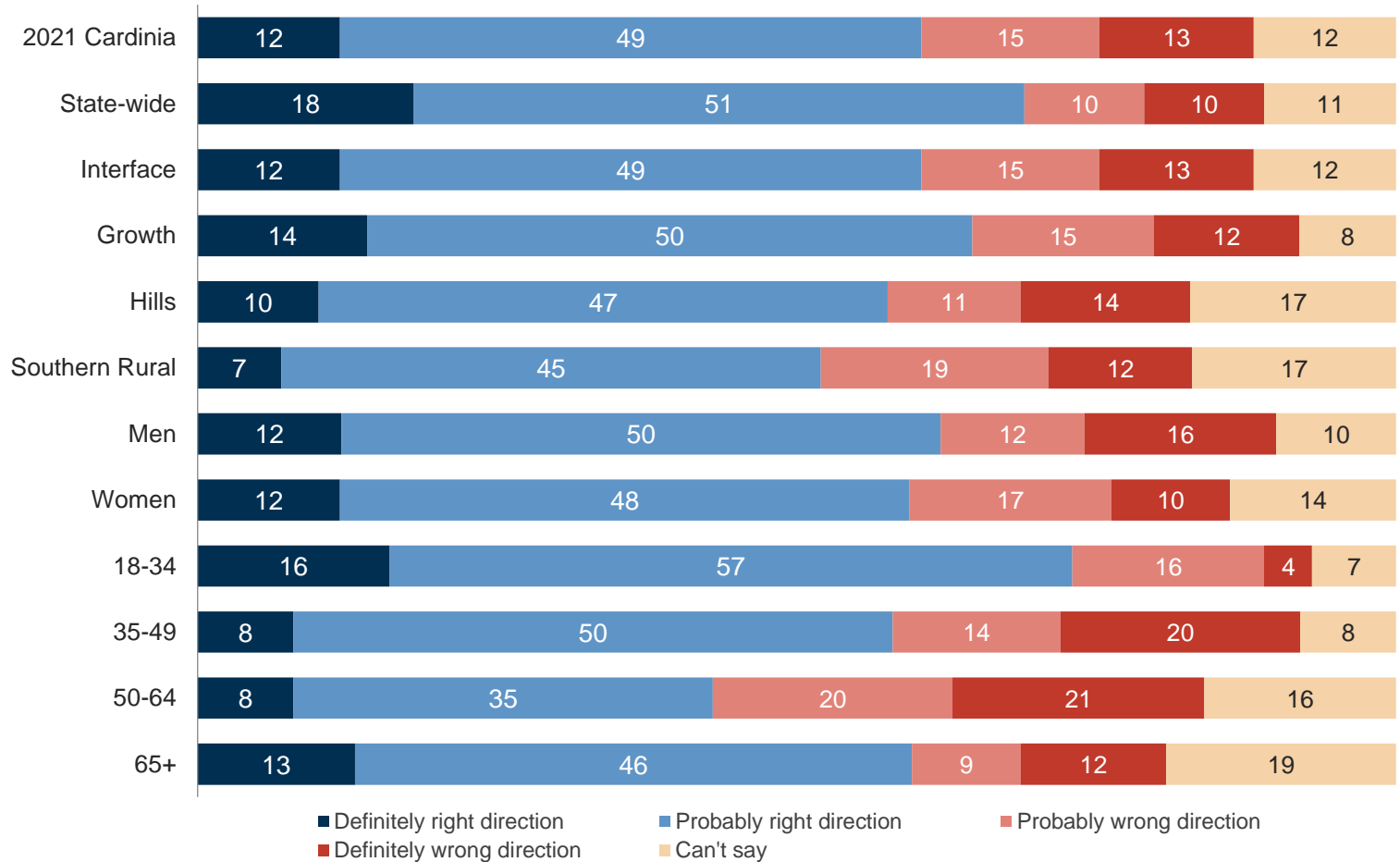


Q6. Over the last 12 months, what is your view of the direction of Cardinia Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5



Right / wrong direction

2021 right / wrong direction (%)

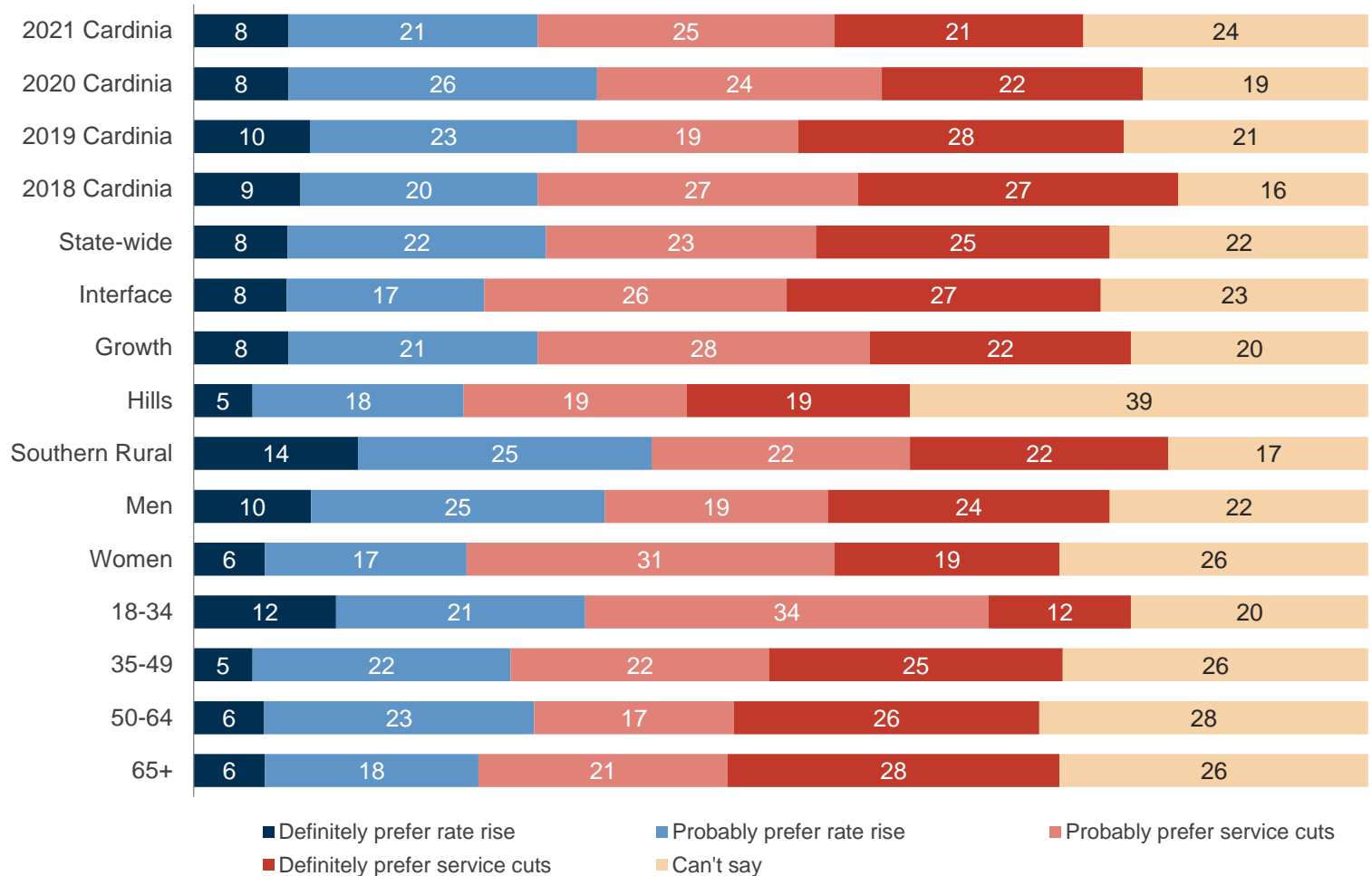


Q8. Would you say your local Council is generally heading in the right direction or the wrong direction?
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 1



Rates / services trade-off

2021 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: 16 Councils asked group: 2

A large, stylized letter 'W' graphic that serves as a background element. The 'W' is filled with a dark blue color and contains a glowing, intricate network pattern of white and light blue lines, resembling a fiber optic or data network. The 'W' is positioned on the right side of the page, extending from the top to the bottom.

Individual service areas



Community consultation and engagement importance



2021 consultation and engagement importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Personal user	79▲	78	76	76	74	73	74	76	76	n/a
Household user	77▲	78	73	75	74	72	73	72	76	n/a
50-64	77	76	81	78	76	77	74	80	78	n/a
State-wide	75▲	74	74	74	74	75	74	74	73	73
Women	75	74	72	73	71	74	72	73	74	n/a
Hills	75	76	68	70	74	76	73	75	72	n/a
35-49	74	72	67	69	73	72	71	71	73	n/a
65+	73	76	71	72	76	76	74	73	72	n/a
Interface	72	72	70	70	72	75	72	n/a	n/a	n/a
Cardinia	72	71	70	71	71	73	70	71	72	n/a
Growth	71	70	71	70	71	73	69	68	72	n/a
Southern Rural	70	66	67	77	67	71	69	71	70	n/a
Men	68	68	67	69	71	72	67	68	70	n/a
18-34	66▼	65	66	68	64	71	64	63	66	n/a

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

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

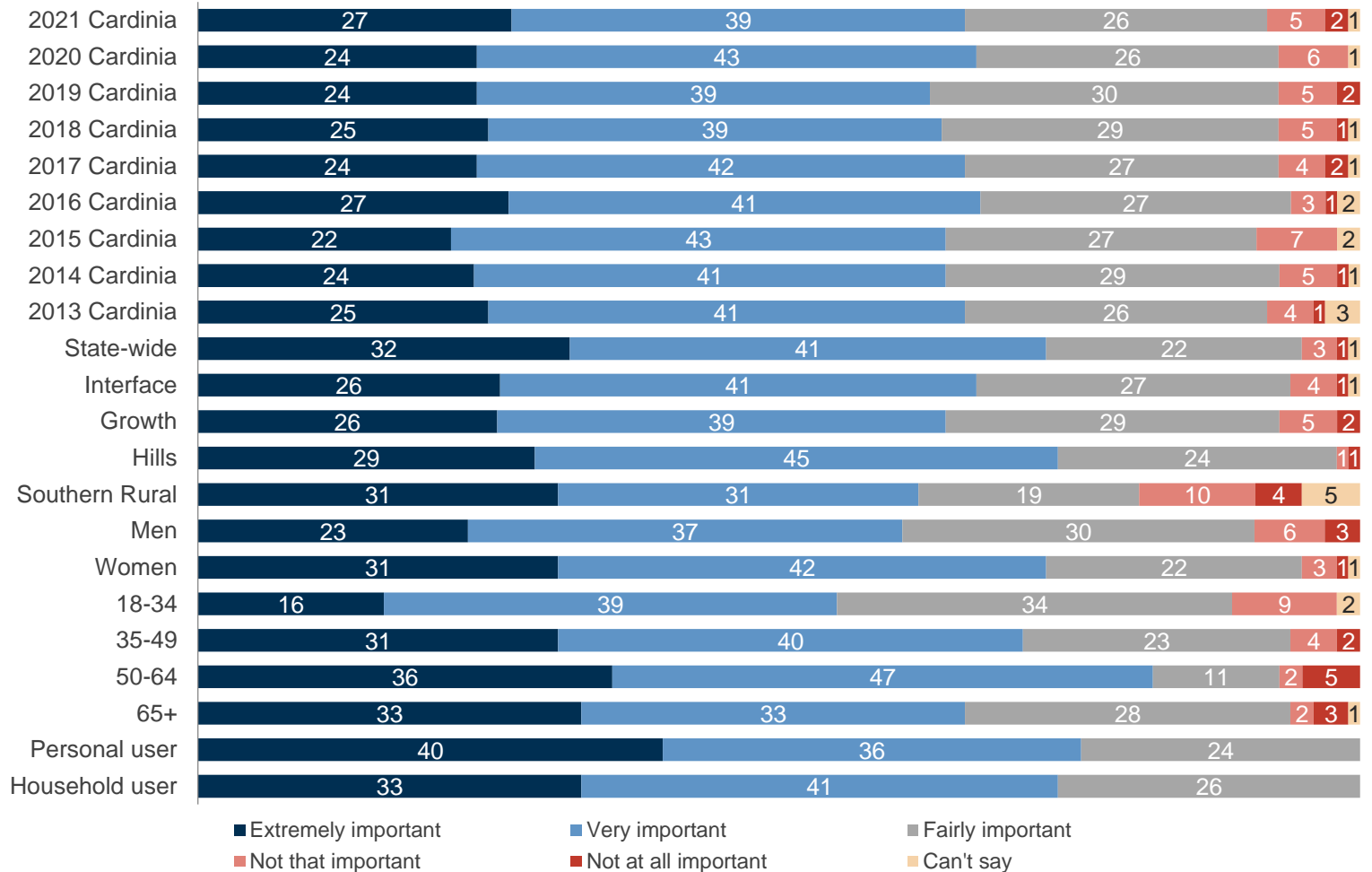
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement importance



2021 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: 29 Councils asked group: 2



Community consultation and engagement performance



2021 consultation and engagement performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	62▲	51	60	62	51	60	58	52	62	64
Household user	62▲	56	57	59	52	51	58	60	56	n/a
Personal user	60	56	57	56	54	51	56	61	56	n/a
Southern Rural	56	50	57	55	48	54	52	54	56	60
State-wide	56	55	56	55	55	54	56	57	57	57
Men	55	52	55	53	49	53	51	55	53	55
Growth	54	53	56	57	50	56	58	55	57	60
Cardinia	54	52	55	55	49	54	56	55	55	57
Interface	53	53	55	56	53	55	57	n/a	n/a	n/a
Women	53	52	55	57	49	55	60	54	57	60
Hills	53	53	51	51	46	49	55	55	51	50
65+	52	54	55	49	47	51	54	56	51	59
35-49	51	55	53	57	48	54	54	58	54	53
50-64	44▼	49	49	45	48	45	54	53	49	52

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

Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

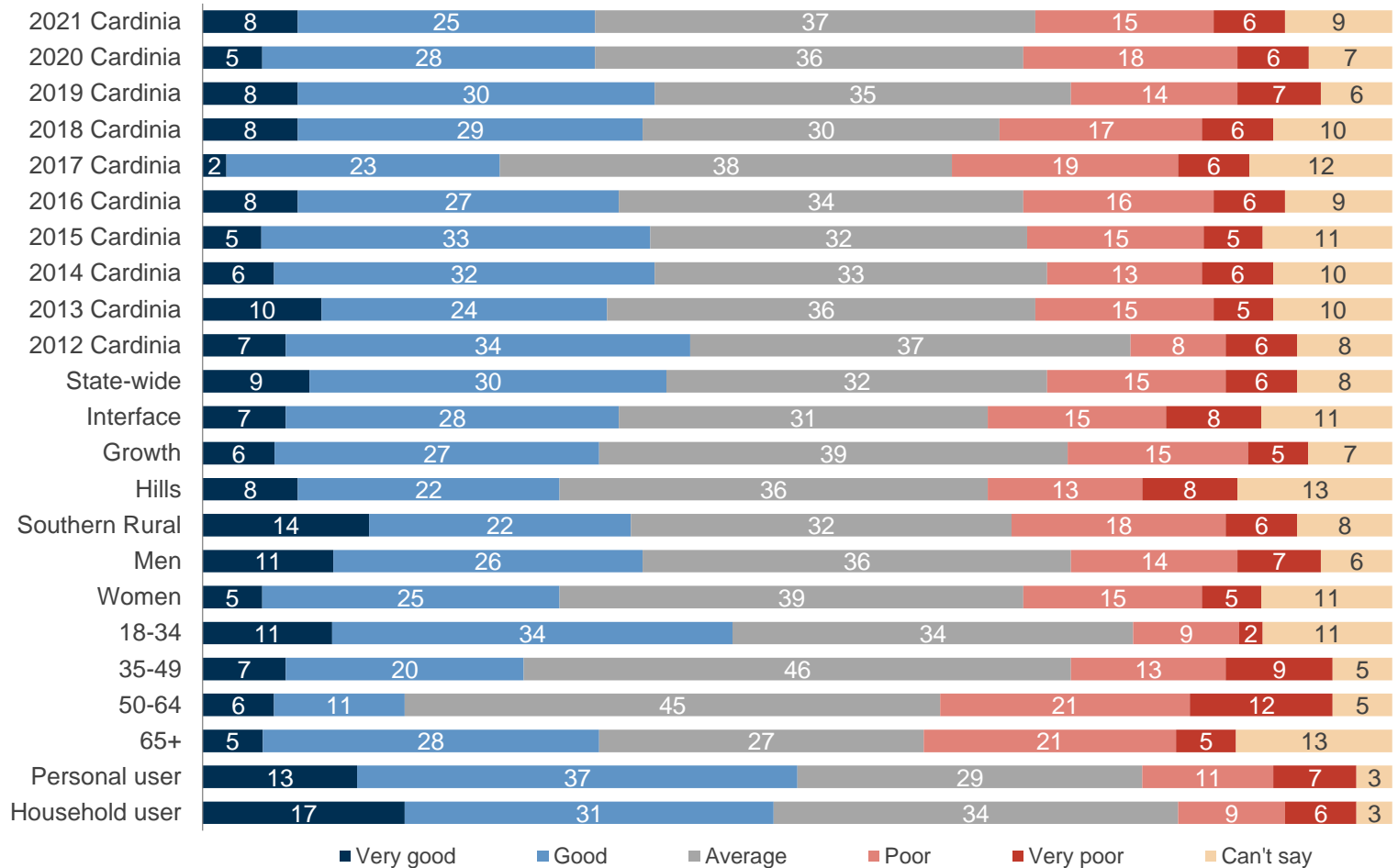
Note: Please see Appendix A for explanation of significant differences.



Community consultation and engagement performance



2021 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: 66 Councils asked group: 5



Lobbying on behalf of the community performance



2021 lobbying performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Southern Rural	55	41	56	48	50	54	53	60	56	60
State-wide	55▲	53	54	54	54	53	55	56	55	55
18-34	54▲	45	63	54	52	56	58	55	63	62
Interface	52▲	51	54	54	54	55	56	n/a	n/a	n/a
Men	50	48	51	49	51	49	52	55	55	56
Growth	50	50	55	55	53	54	57	54	56	57
Cardinia	49	48	53	52	51	53	55	55	56	56
Women	48	48	56	54	52	55	59	55	56	56
35-49	48	47	46	53	53	55	54	54	50	51
65+	47	54	57	52	50	54	53	59	56	55
Hills	44▼	46	49	47	44	49	55	53	54	51
50-64	43	45	43	43	48	43	55	50	52	53

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

Base: All respondents. Councils asked state-wide: 51 Councils asked group: 5

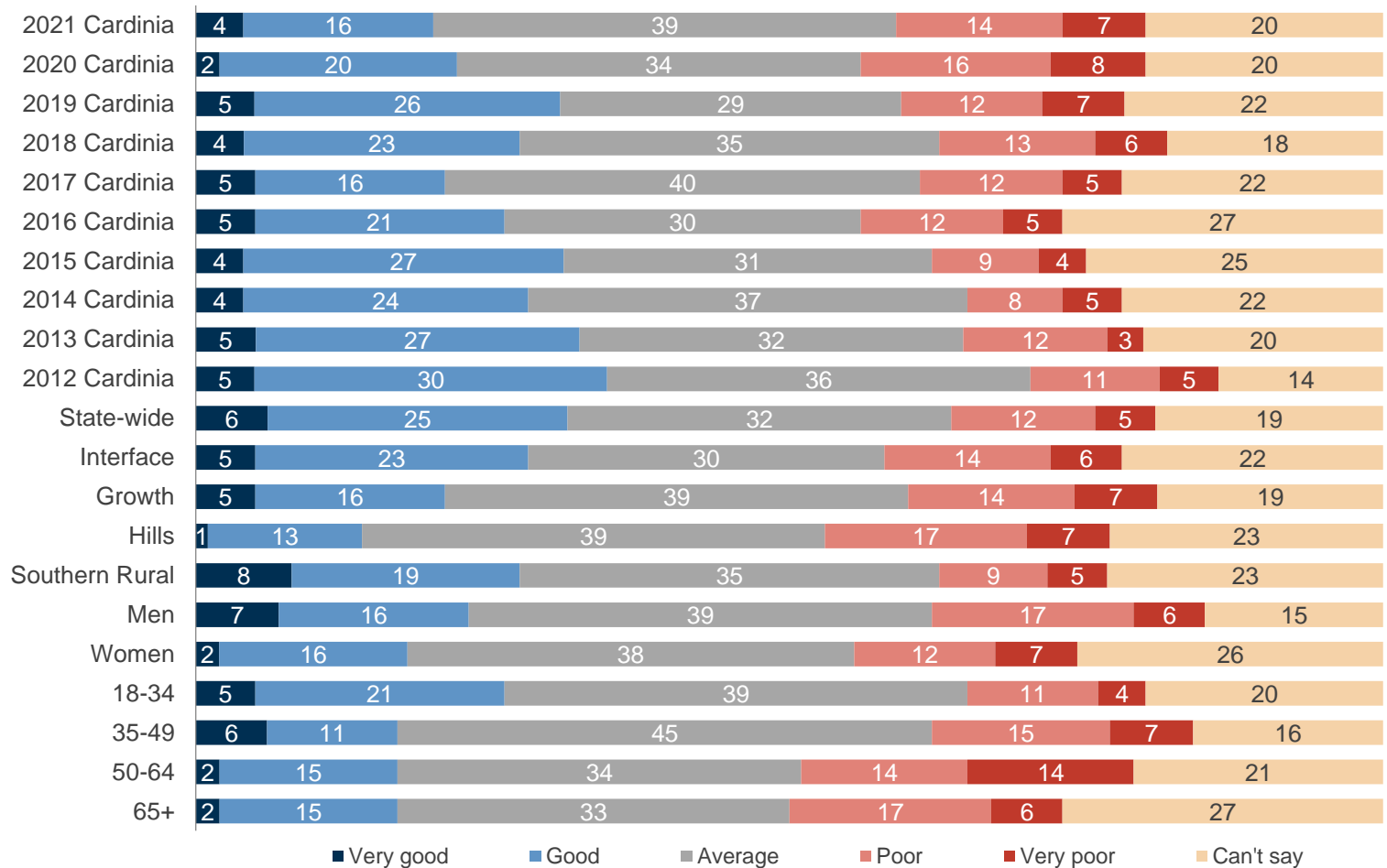
Note: Please see Appendix A for explanation of significant differences.



Lobbying on behalf of the community performance



2021 lobbying performance (%)



Q2. How has Council performed on 'Lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 51 Councils asked group: 5

Decisions made in the interest of the community performance



2021 community decisions made performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	62▲	50	61	53	56	60	63	56	n/a	n/a
State-wide	56	53	55	54	54	54	55	57	n/a	n/a
Hills	56	51	54	52	46	47	53	56	n/a	n/a
Interface	55	52	55	56	55	56	58	n/a	n/a	n/a
Men	55	49	53	49	52	53	49	57	n/a	n/a
Growth	55	51	53	54	56	56	56	56	n/a	n/a
Cardinia	55	51	54	53	53	54	54	56	n/a	n/a
Women	54	52	55	58	54	55	59	55	n/a	n/a
35-49	53	50	51	56	53	53	45	57	n/a	n/a
Southern Rural	52	46	57	52	49	58	52	58	n/a	n/a
65+	52	56	53	56	50	53	52	57	n/a	n/a
50-64	46▼	46	46	47	50	46	54	54	n/a	n/a

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

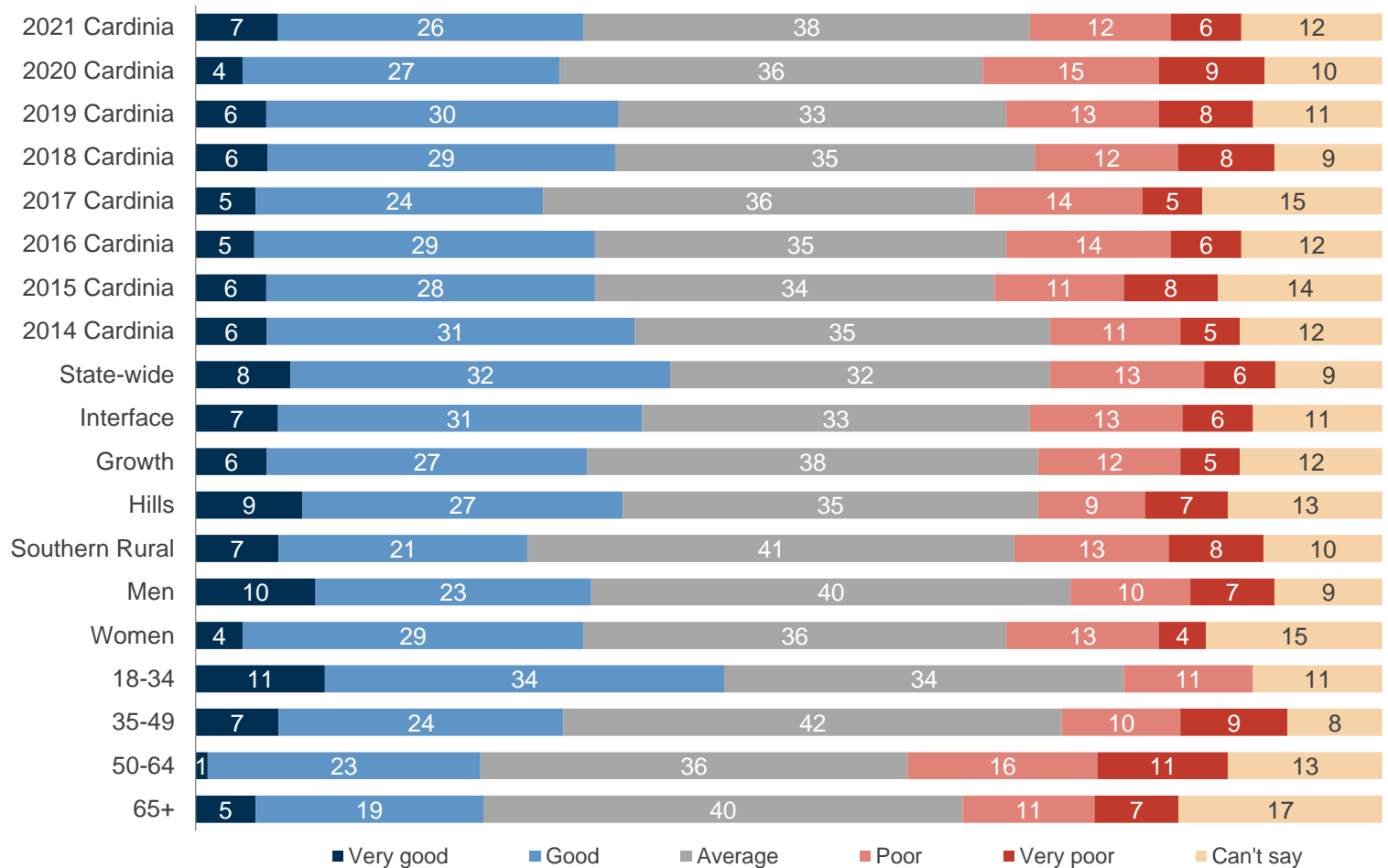
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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

Decisions made in the interest of the community performance



2021 community decisions made 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: 66 Councils asked group: 5

The condition of sealed local roads in your area importance



2021 sealed local roads importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Hills	85	82	77	87	81	81	76	78	n/a	n/a
18-34	85	78	79	80	76	74	78	74	n/a	n/a
Personal user	85	80	80	80	79	81	79	80	n/a	n/a
Women	84	81	82	83	80	80	83	82	n/a	n/a
35-49	84	82	81	81	79	82	80	81	n/a	n/a
Household user	84	81	80	80	79	81	79	79	n/a	n/a
Growth	84	79	80	78	77	76	79	77	n/a	n/a
Cardinia	84	80	80	81	79	79	79	78	n/a	n/a
65+	83	81	78	83	80	80	76	79	n/a	n/a
Men	83	80	77	80	78	77	75	74	n/a	n/a
Interface	82	81	80	82	79	79	77	n/a	n/a	n/a
50-64	81	82	81	81	82	80	82	79	n/a	n/a
Southern Rural	80	81	82	86	84	83	82	80	n/a	n/a
State-wide	79	79	80	78	78	76	77	n/a	n/a	

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

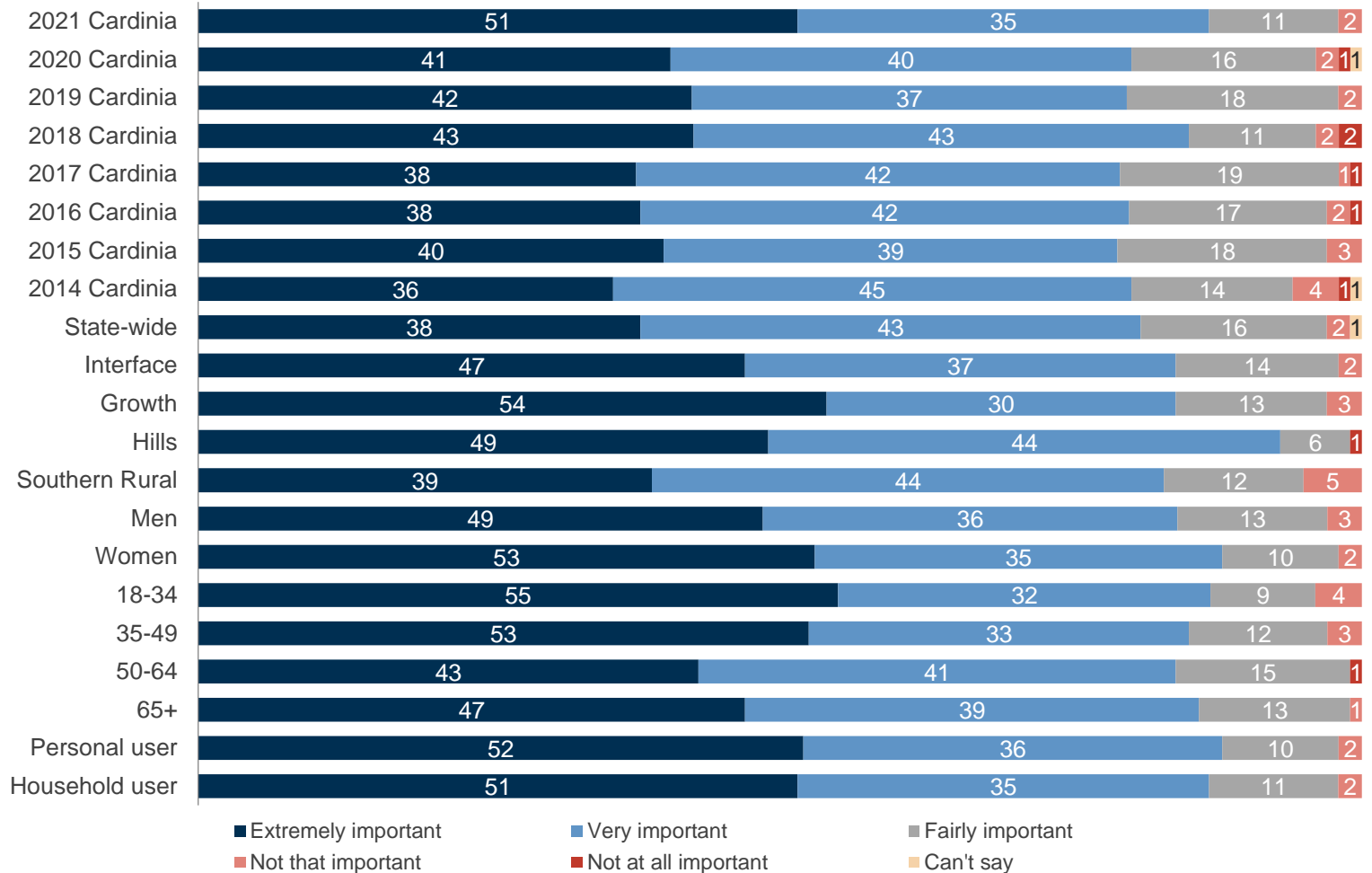
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 2

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

The condition of sealed local roads in your area importance



2021 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: 24 Councils asked group: 2

The condition of sealed local roads in your area performance



2021 sealed local roads performance (index scores)

	2020	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
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
Personal user	52	57	55	55	58	54	58	n/a	n/a
Women	48	58	56	53	60	55	54	n/a	n/a
Southern Rural	43	49	44	42	46	45	43	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

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

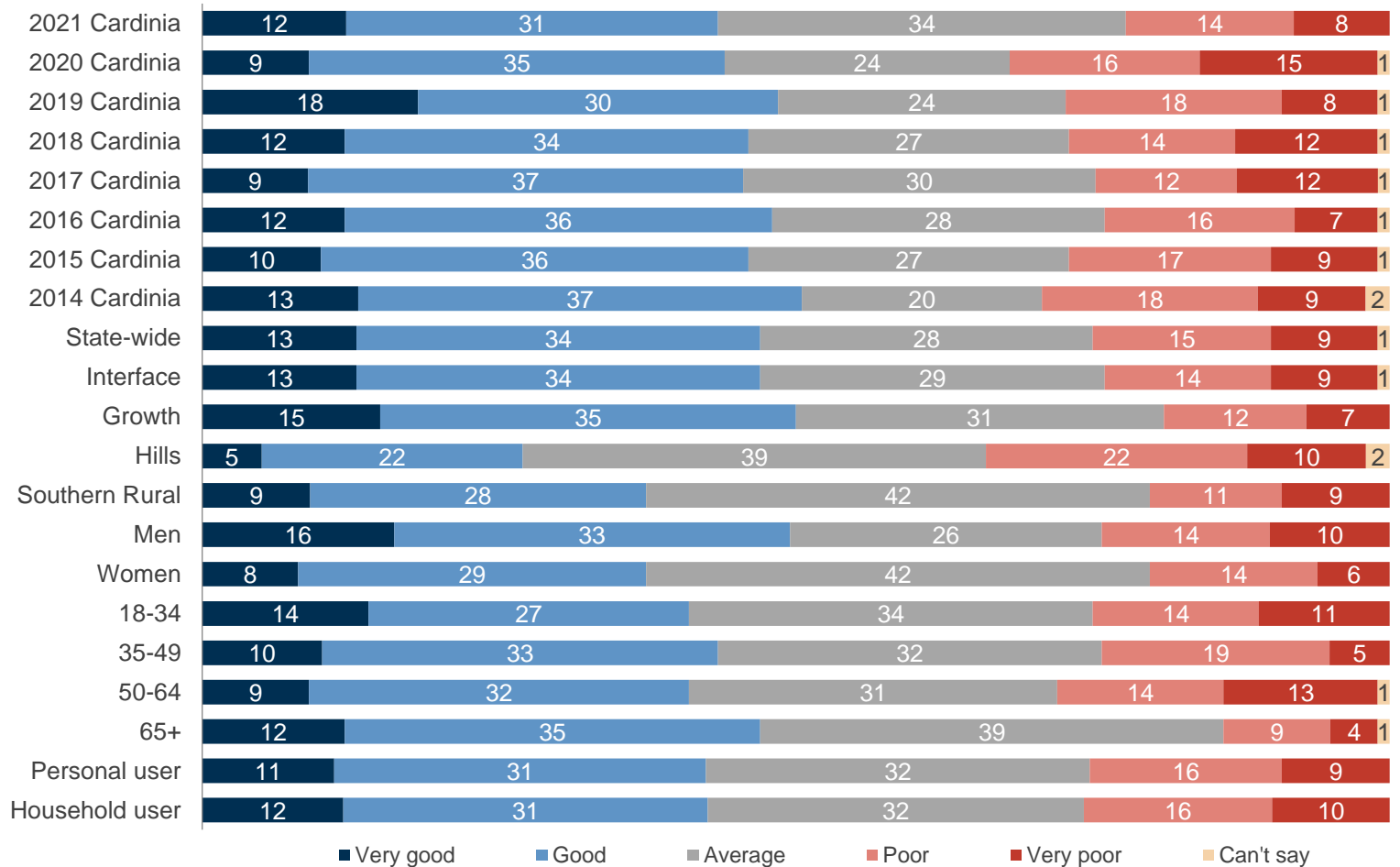
Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5

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

The condition of sealed local roads in your area performance



2021 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: 66 Councils asked group: 5



Informing the community importance



2021 informing community importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	80	66	70	n/a	71	75	75	68	74	n/a
Women	79	73	78	n/a	76	79	77	75	79	n/a
Hills	78	74	73	n/a	76	76	75	71	76	n/a
50-64	78	77	77	n/a	76	77	77	76	78	n/a
Southern Rural	78	64	66	n/a	72	78	72	74	75	n/a
65+	77	74	70	n/a	77	77	76	77	75	n/a
Interface	77	74	74	77	74	77	74	n/a	n/a	n/a
Household user	77	74	71	n/a	73	75	74	75	78	n/a
Cardinia	77	72	71	n/a	74	76	75	73	76	n/a
State-wide	77	75	75	75	74	76	75	75	75	75
Personal user	77	75	72	n/a	74	75	74	75	79	n/a
Growth	76	72	72	n/a	74	75	76	74	76	n/a
Men	74	70	64	n/a	72	72	72	71	73	n/a
35-49	73	73	70	n/a	73	75	72	75	77	n/a

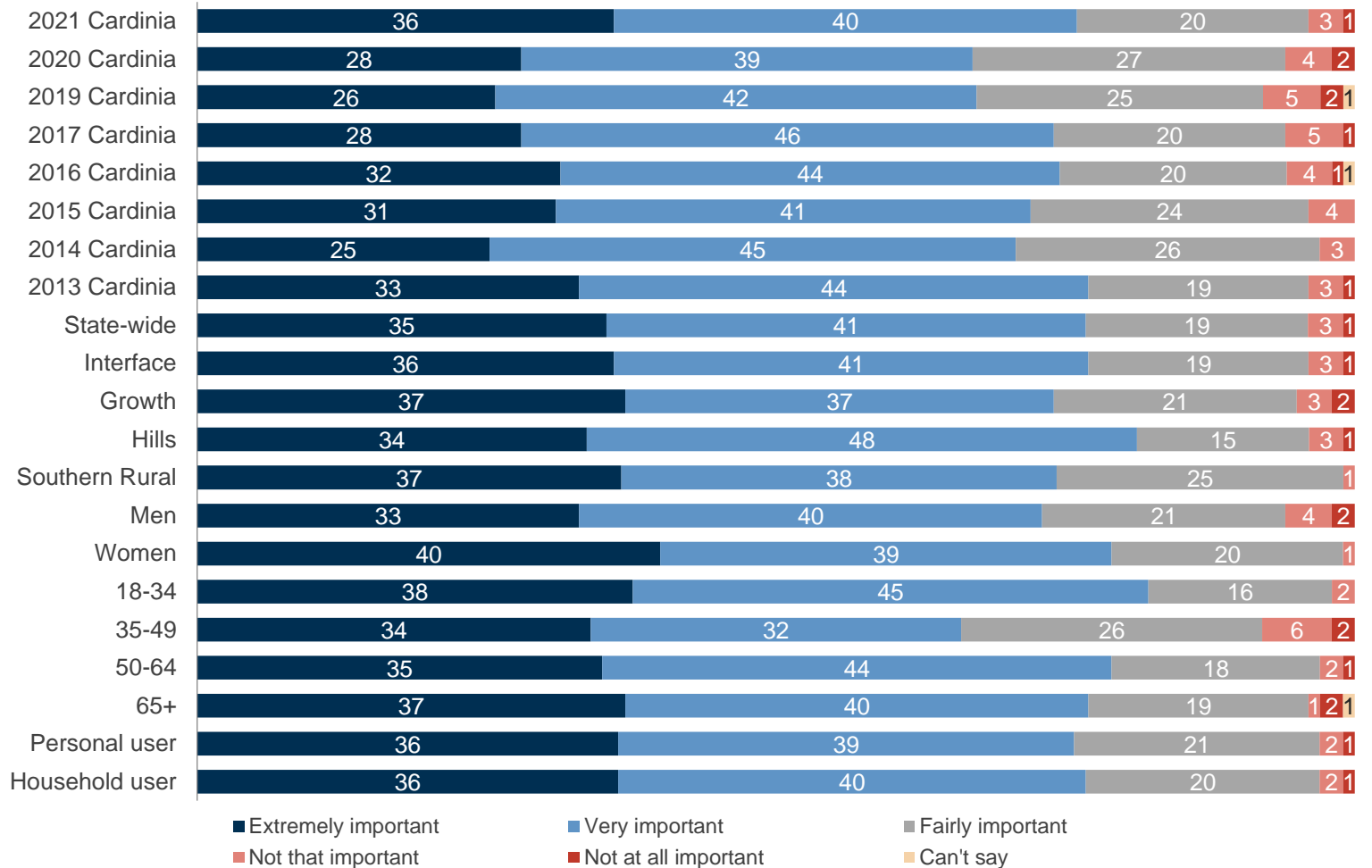
Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Informing the community importance



2021 informing community importance (%)



Q1. Firstly, how important should 'Informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 2



Informing the community performance



2021 informing community performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	62▲	53	59	n/a	52	61	60	54	65	n/a
State-wide	60▲	59	60	59	59	61	62	61	60	
Household user	59	57	63	n/a	57	62	60	63	63	n/a
Personal user	59	57	63	n/a	57	62	60	63	63	n/a
Interface	58	57	59	60	55	55	56	n/a	n/a	n/a
Men	57	53	58	n/a	53	54	56	57	58	n/a
Hills	57	53	54	n/a	52	50	54	55	57	n/a
Southern Rural	57	54	56	n/a	55	59	58	60	60	n/a
Cardinia	56	54	57	n/a	54	55	59	58	58	n/a
65+	56	61	57	n/a	60	53	56	65	61	n/a
Growth	55	55	59	n/a	54	56	61	58	59	n/a
Women	55	55	57	n/a	55	56	62	59	59	n/a
35-49	54	54	59	n/a	54	54	59	58	55	n/a
50-64	45▼	48	51	n/a	51	50	59	57	53	n/a

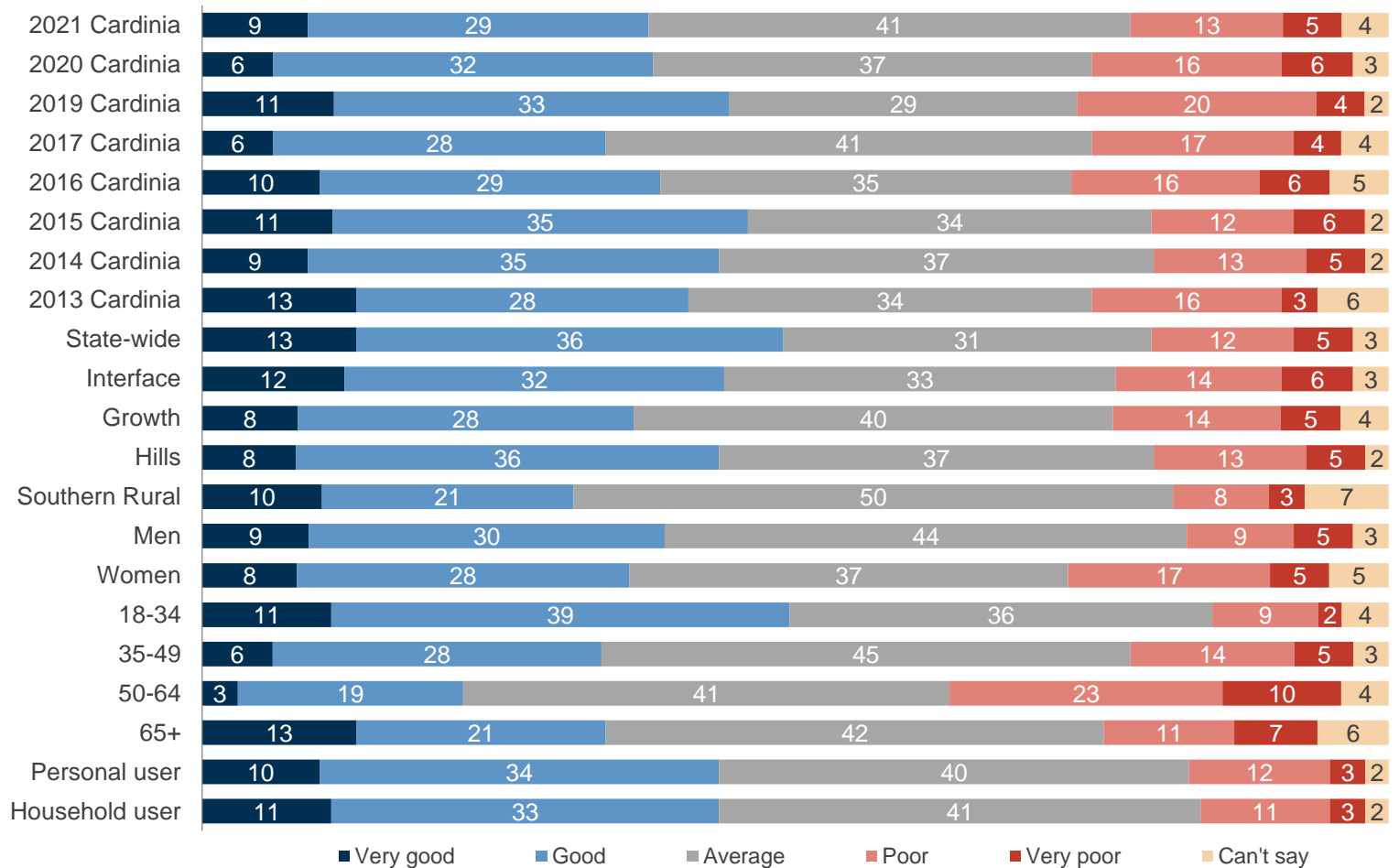
Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Informing the community performance



2021 informing community performance (%)



Q2. How has Council performed on 'Informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 3

The condition of local streets and footpaths in your area importance



2021 streets and footpaths importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	85	80	80	81	78	81	78	80	81	n/a
Women	84	78	80	79	79	79	80	81	83	n/a
Growth	84	76	80	78	77	77	80	78	82	n/a
Interface	82	79	79	80	80	79	78	n/a	n/a	n/a
Cardinia	82	77	78	80	77	78	77	77	82	n/a
Household user	82	75	79	79	77	79	77	79	82	n/a
65+	82	80	74	78	79	78	78	75	85	n/a
Personal user	82	76	79	79	77	79	77	80	83	n/a
50-64	82	77	81	80	76	79	77	81	85	n/a
Men	80	75	75	80	75	76	75	72	81	n/a
Hills	80	78	74	83	76	77	75	76	85	n/a
18-34	80	71	75	80	75	74	77	73	80	n/a
State-wide	79▼	78	77	78	77	77	77	77	78	77
Southern Rural	79	78	75	81	77	81	76	73	78	n/a

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

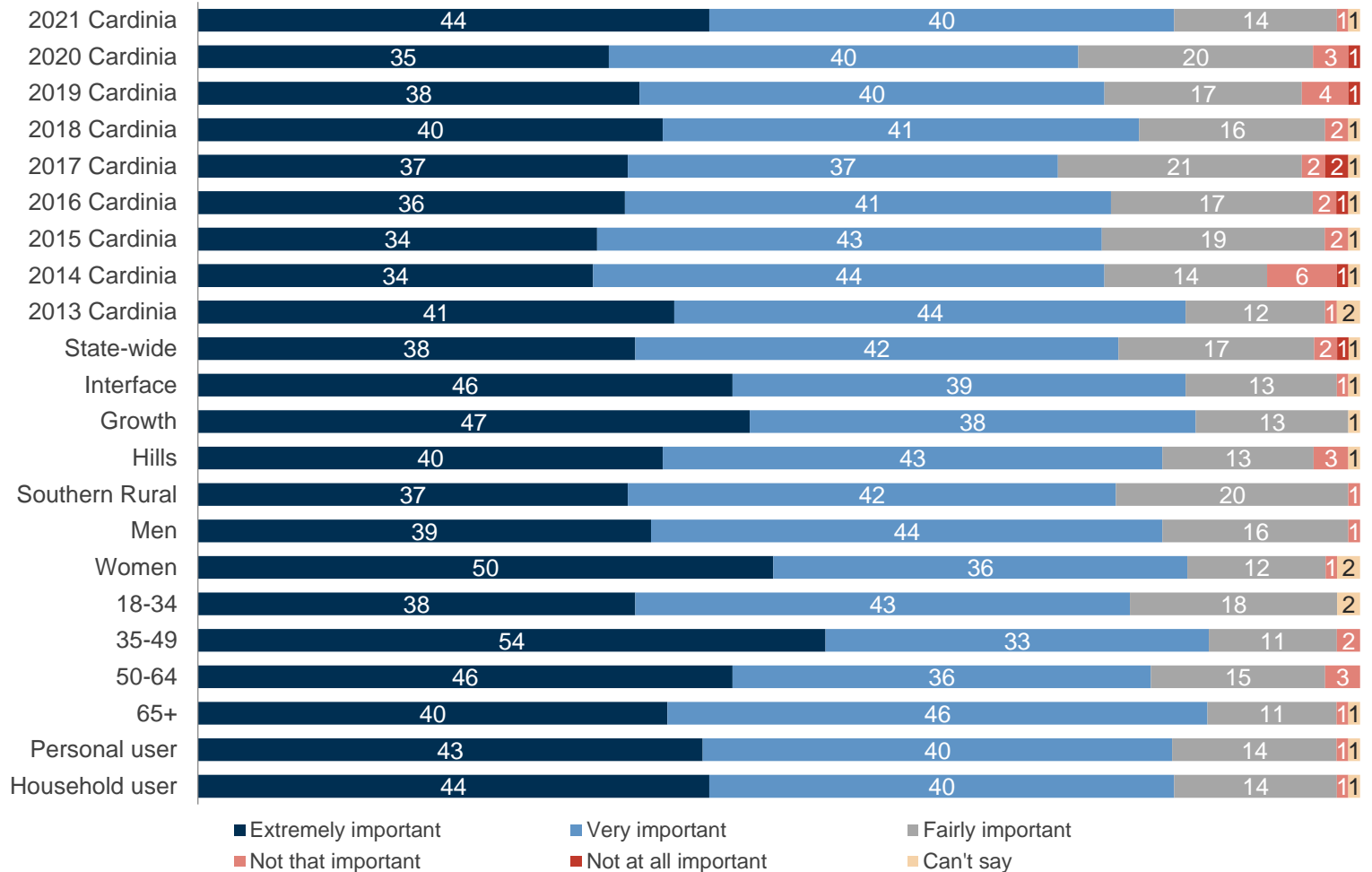
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 2

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

The condition of local streets and footpaths in your area importance



2021 streets and footpaths importance (%)



Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 2

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	53	57	52	56▲	65	64	52	54	n/a
Growth	55	62	58	59	65	61	61	56	n/a
Men	50	56	52	53	56	56	59	51	n/a
State-wide	58	59	58	57	57	58	58	58	57
Interface	54	60	59	56	57	56	n/a	n/a	n/a
Cardinia	52	56	55	54	57	57	56	51	n/a
Personal user	52	56	58	54	61	59	57	49	n/a
Household user	52	56	58	54	61	60	57	49	n/a
65+	53	58	60	53	58	55	59	48	n/a
Southern Rural	47	48	54	45	53	55	53	52	n/a
Women	54	57	58	55	58	58	54	51	n/a
35-49	52	56	57	55	53	50	60	53	n/a
50-64	48	53	52	52	48	57	56	46	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?

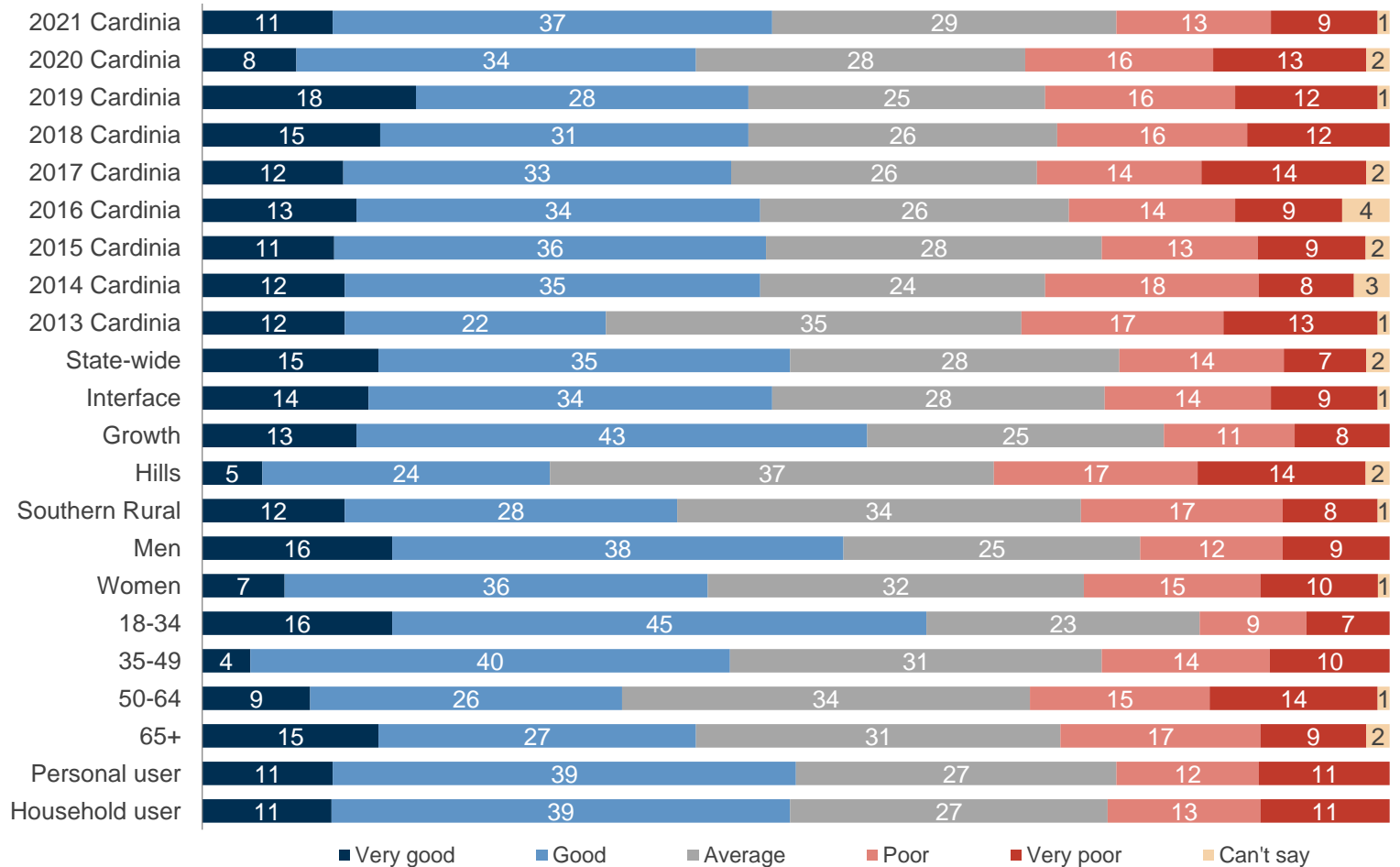
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 3

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

The condition of local streets and footpaths in your area performance



2021 streets and footpaths performance (%)



Q2. How has Council performed on 'The condition of local streets and footpaths in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 3



Enforcement of local laws importance



2021 law enforcement importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Personal user	78	77	79	76	72	76	75	75	77	n/a
Household user	77	78	77	76	72	76	76	74	77	n/a
18-34	75	74	72	74	74	74	72	69	76	n/a
Women	74	78	76	75	75	78	75	75	79	n/a
Growth	74	74	75	74	74	78	74	72	76	n/a
65+	74	76	72	74	78	74	71	75	73	n/a
Interface	73	73	73	74	73	73	71	n/a	n/a	n/a
Cardinia	72	73	71	73	72	73	70	72	75	n/a
Hills	70	72	65	69	69	66	65	70	75	n/a
Men	70	68	66	71	70	68	65	69	70	n/a
State-wide	70	70	71	71	71	70	71	70	71	70
35-49	69	72	71	71	68	74	67	74	75	n/a
50-64	69	71	71	70	72	70	71	73	74	n/a
Southern Rural	67	70	70	76	70	71	69	77	69	n/a

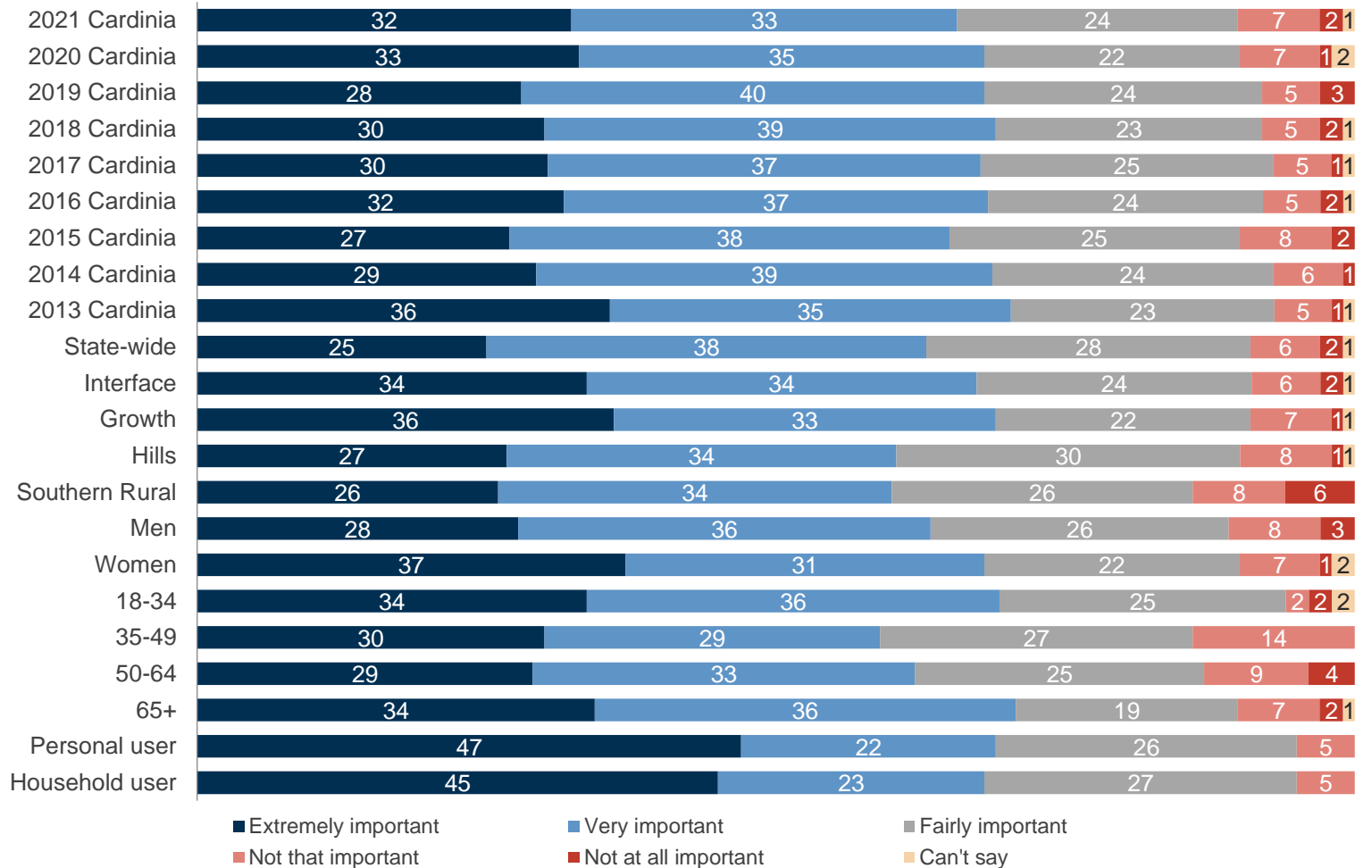
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws importance



2021 law enforcement importance (%)



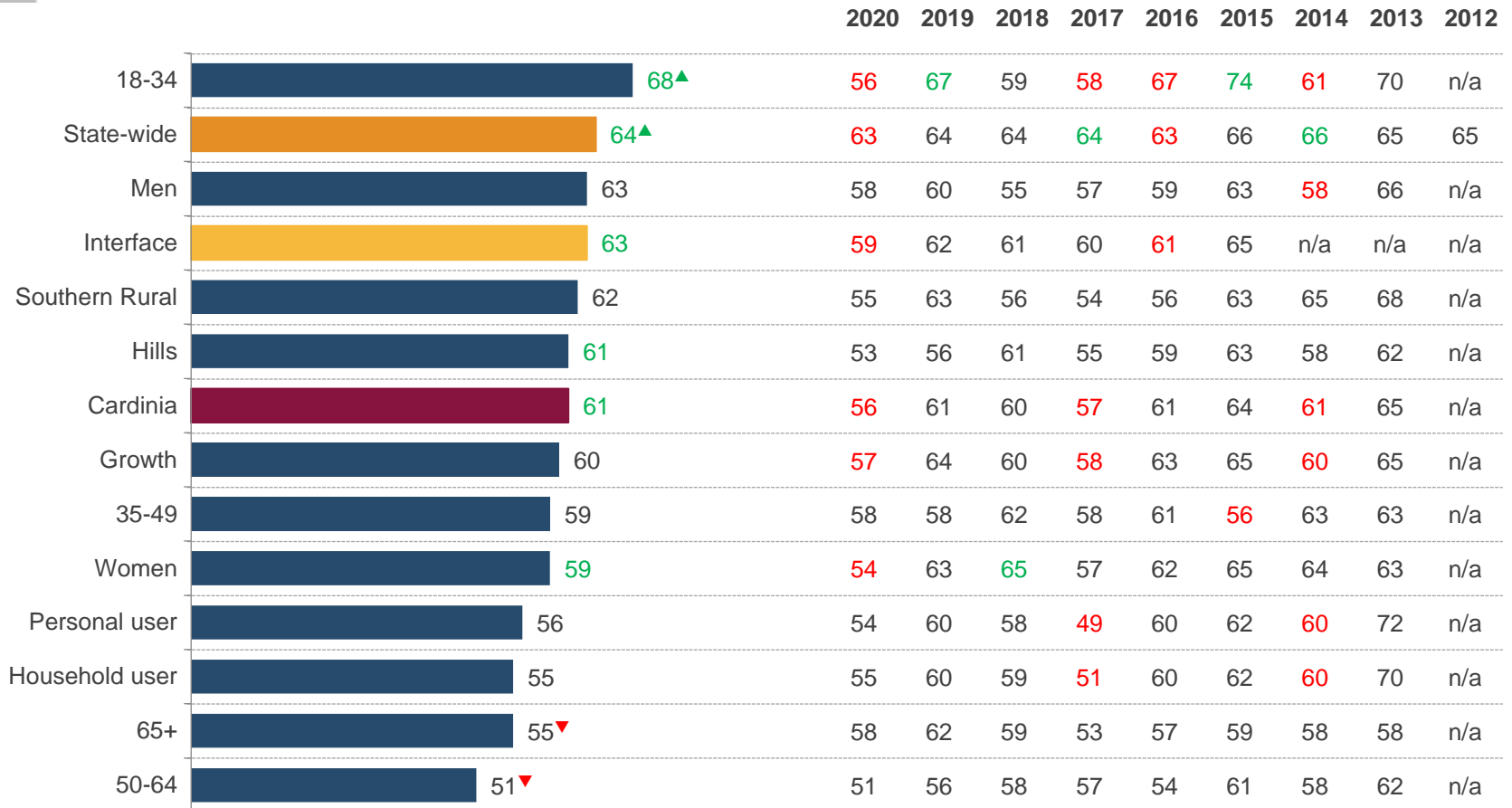
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 2



Enforcement of local laws performance



2021 law enforcement performance (index scores)



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

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

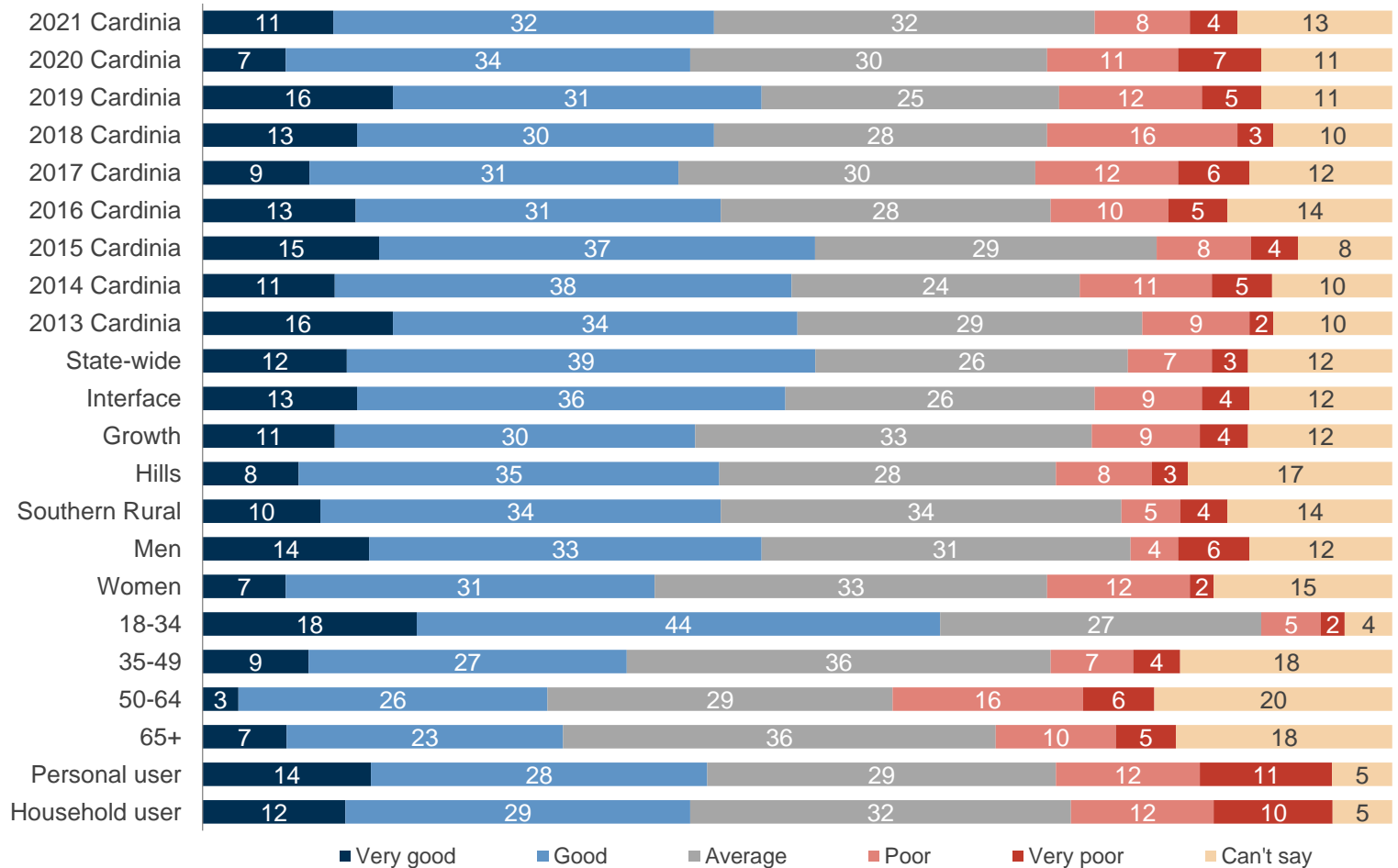
Note: Please see Appendix A for explanation of significant differences.



Enforcement of local laws performance



2021 law enforcement performance (%)



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



Family support services importance



2021 family support importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Household user	86▲	85	81	75	79	81	84	81	81	n/a
Personal user	86▲	86	79	75	81	80	85	81	80	n/a
Women	82▲	80	78	77	75	79	80	76	79	n/a
18-34	80	77	73	74	78	78	77	72	77	n/a
Growth	79	77	74	73	76	77	80	74	75	n/a
Interface	78	77	76	76	74	75	74	n/a	n/a	n/a
35-49	78	75	70	73	72	76	80	75	74	n/a
State-wide	76	75	74	74	73	73	73	72	73	73
Cardinia	76	75	72	73	74	75	76	72	74	n/a
Hills	73	74	68	69	67	70	73	70	74	n/a
50-64	73	72	74	72	70	71	74	68	73	n/a
65+	71	75	69	70	72	72	70	70	71	n/a
Men	70▼	70	65	68	72	72	72	68	69	n/a
Southern Rural	68▼	68	69	77	73	78	73	70	74	n/a

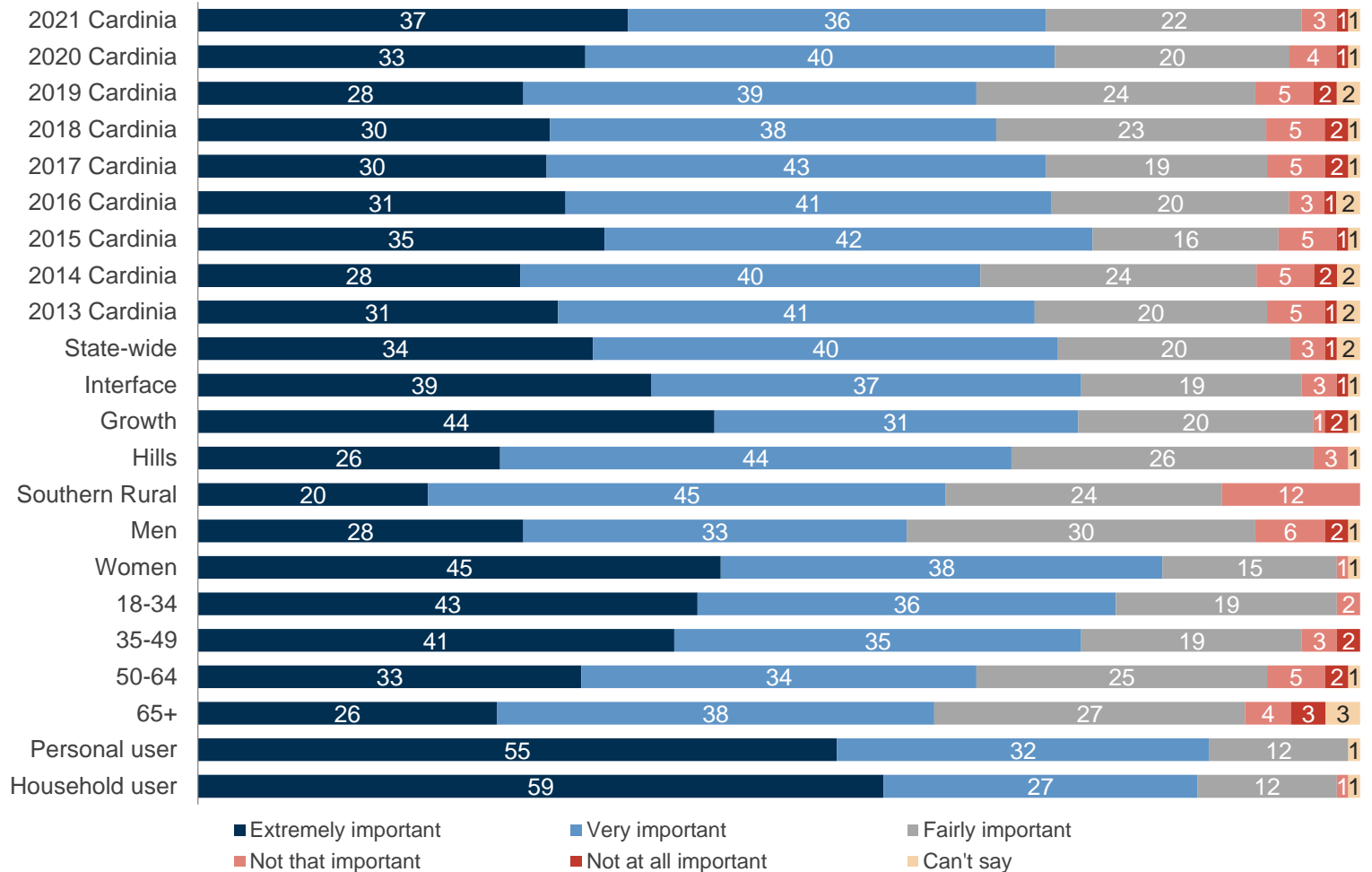
Q1. Firstly, how important should 'Family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Family support services importance



2021 family support importance (%)



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



Family support services performance



2021 family support performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Personal user	67	62	79	65	63	67	75	73	72	n/a
State-wide	66▲	66	67	66	67	66	67	68	67	67
Men	66▲	59	66	64	62	65	65	64	64	n/a
Household user	65	63	80	67	63	67	70	70	73	n/a
Interface	65▲	63	67	67	65	65	66	n/a	n/a	n/a
35-49	64	64	64	64	60	65	62	67	65	n/a
Hills	63	56	65	61	59	58	66	65	64	n/a
65+	63	65	68	65	65	65	71	70	71	n/a
Cardinia	62	60	67	65	61	66	66	64	67	n/a
Growth	62	61	70	65	62	69	69	63	70	n/a
18-34	61	55	71	65	60	69	68	59	69	n/a
Southern Rural	60	63	58	67	59	64	62	65	65	n/a
Women	59	61	67	65	60	66	68	64	70	n/a
50-64	58	58	60	63	62	59	66	61	65	n/a

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

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 3

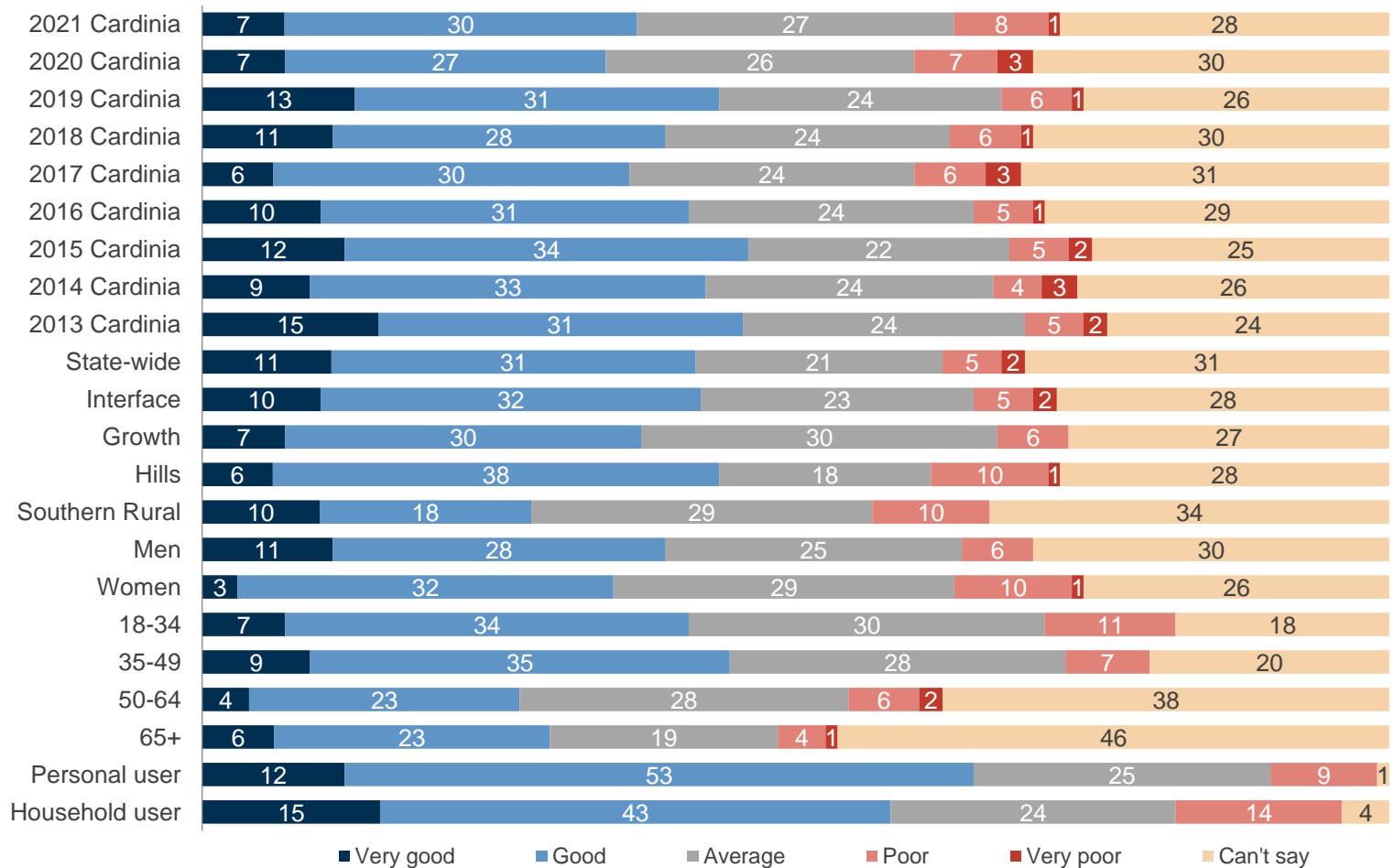
Note: Please see Appendix A for explanation of significant differences.



Family support services performance



2021 family support performance (%)



Q2. How has Council performed on 'Family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 3



Recreational facilities importance



2021 recreational facilities importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
35-49	78	75	69	75	76	74	76	74	77	n/a
Personal user	77	72	72	77	73	75	74	73	75	n/a
Household user	77	72	73	76	73	75	73	73	75	n/a
Women	75	74	74	74	72	74	74	73	75	n/a
Interface	75	73	72	74	72	73	72	n/a	n/a	n/a
Growth	75	72	72	72	72	73	74	74	74	n/a
Hills	74	72	66	74	72	72	69	67	73	n/a
Cardinia	74	71	70	73	72	73	72	71	74	n/a
50-64	74	71	75	72	71	73	73	74	75	n/a
State-wide	74	72	72	73	72	73	72	72	72	72
Men	73	69	66	72	72	71	71	69	73	n/a
18-34	72	69	69	72	70	73	72	66	72	n/a
Southern Rural	71	66	69	75	70	74	73	68	73	n/a
65+	71	71	69	73	70	69	67	72	70	n/a

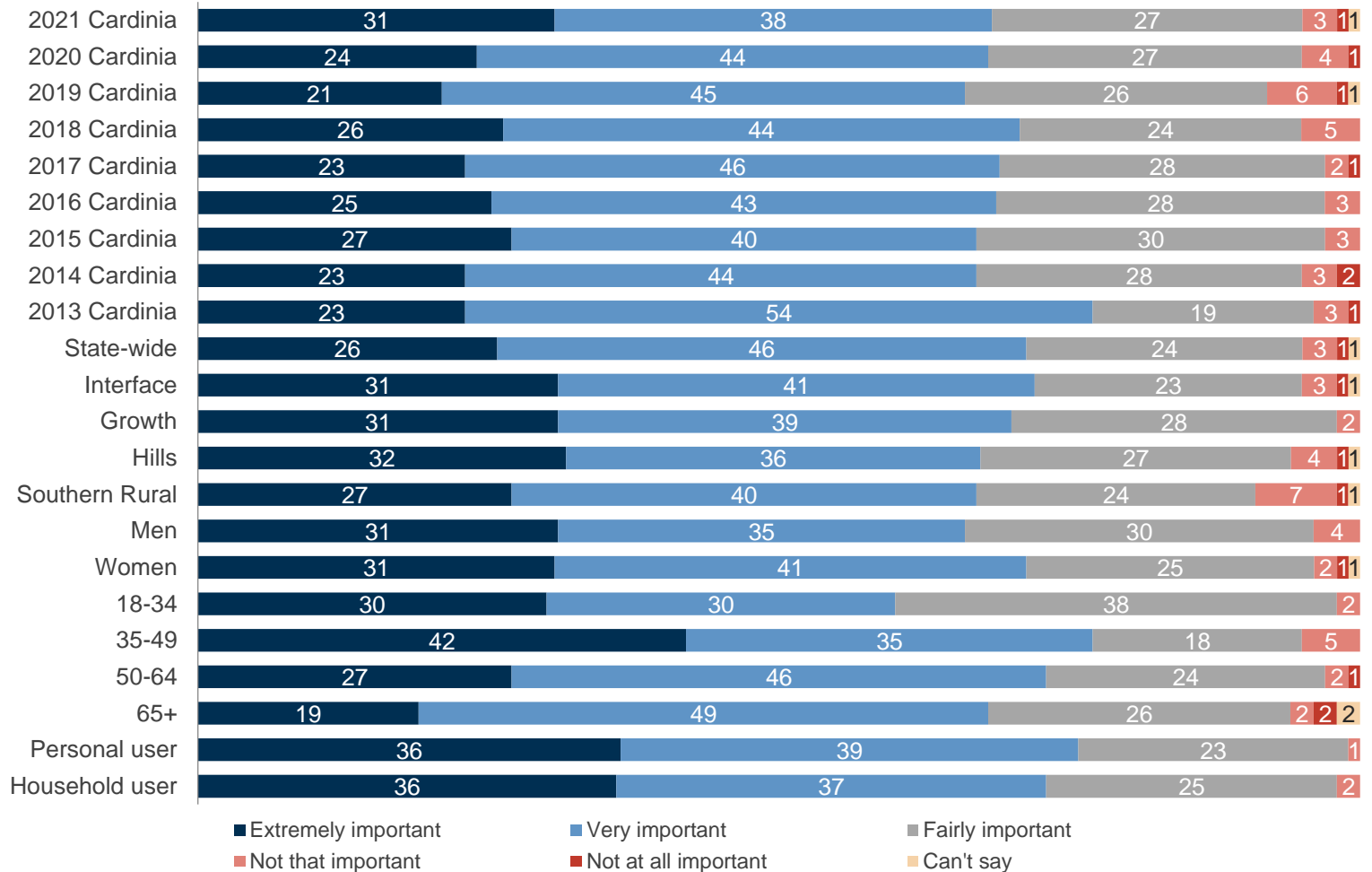
Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities importance



2021 recreational facilities importance (%)



Q1. Firstly, how important should 'Recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 33 Councils asked group: 2



Recreational facilities performance



2021 recreational facilities performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
65+	71	72	77	70	67	73	70	72	70	n/a
State-wide	71	70	70	69	70	69	70	71	70	70
Growth	71	67	75	70	67	70	69	69	70	n/a
Men	71	70	72	65	68	67	66	67	67	n/a
Personal user	70	67	75	70	67	67	68	69	68	n/a
18-34	69	64	75	67	63	68	66	64	71	n/a
Cardinia	69	67	72	68	65	67	66	66	67	n/a
Household user	68	67	74	70	68	67	68	69	68	n/a
Interface	68	67	70	68	66	67	68	n/a	n/a	n/a
Hills	67	68	70	64	62	59	61	66	61	n/a
35-49	67	66	67	69	65	64	64	66	64	n/a
50-64	67	68	69	68	67	64	67	65	65	n/a
Women	67	64	73	72	62	67	67	66	67	n/a
Southern Rural	62	64	66	67	62	70	67	61	68	n/a

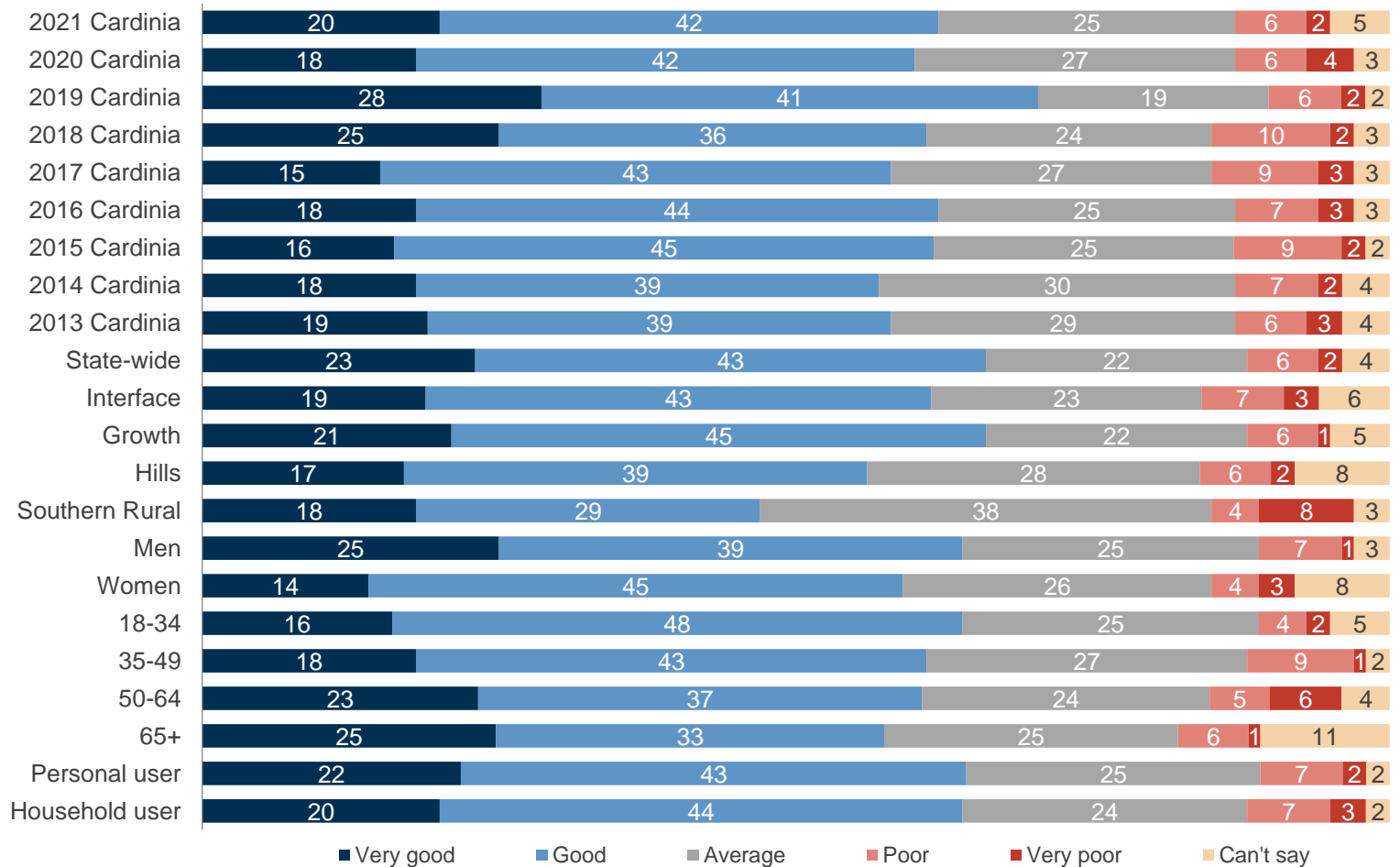
Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Recreational facilities performance



2021 recreational facilities performance (%)



Q2. How has Council performed on 'Recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 42 Councils asked group: 3



The appearance of public areas importance



2021 public areas importance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
Women	78	74	75	76	74	76	75	75	78	n/a
Hills	77	72	71	77	74	72	68	70	75	n/a
Personal user	77	74	73	77	77	76	73	74	77	n/a
35-49	77	75	75	76	73	75	74	74	78	n/a
18-34	77	69	69	78	76	75	66	68	75	n/a
Household user	77	74	73	77	77	75	73	74	76	n/a
Interface	77	75	73	76	75	75	73	n/a	n/a	n/a
Growth	77	75	74	76	75	76	75	76	79	n/a
Cardinia	76	73	72	76	74	74	72	72	76	n/a
50-64	76	78	78	75	73	72	78	76	77	n/a
State-wide	75	74	73	74	74	74	73	73	74	73
Men	74	72	70	76	74	72	68	69	74	n/a
65+	74	73	69	74	74	73	73	75	75	n/a
Southern Rural	73	67	66	73	73	72	71	66	72	n/a

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

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

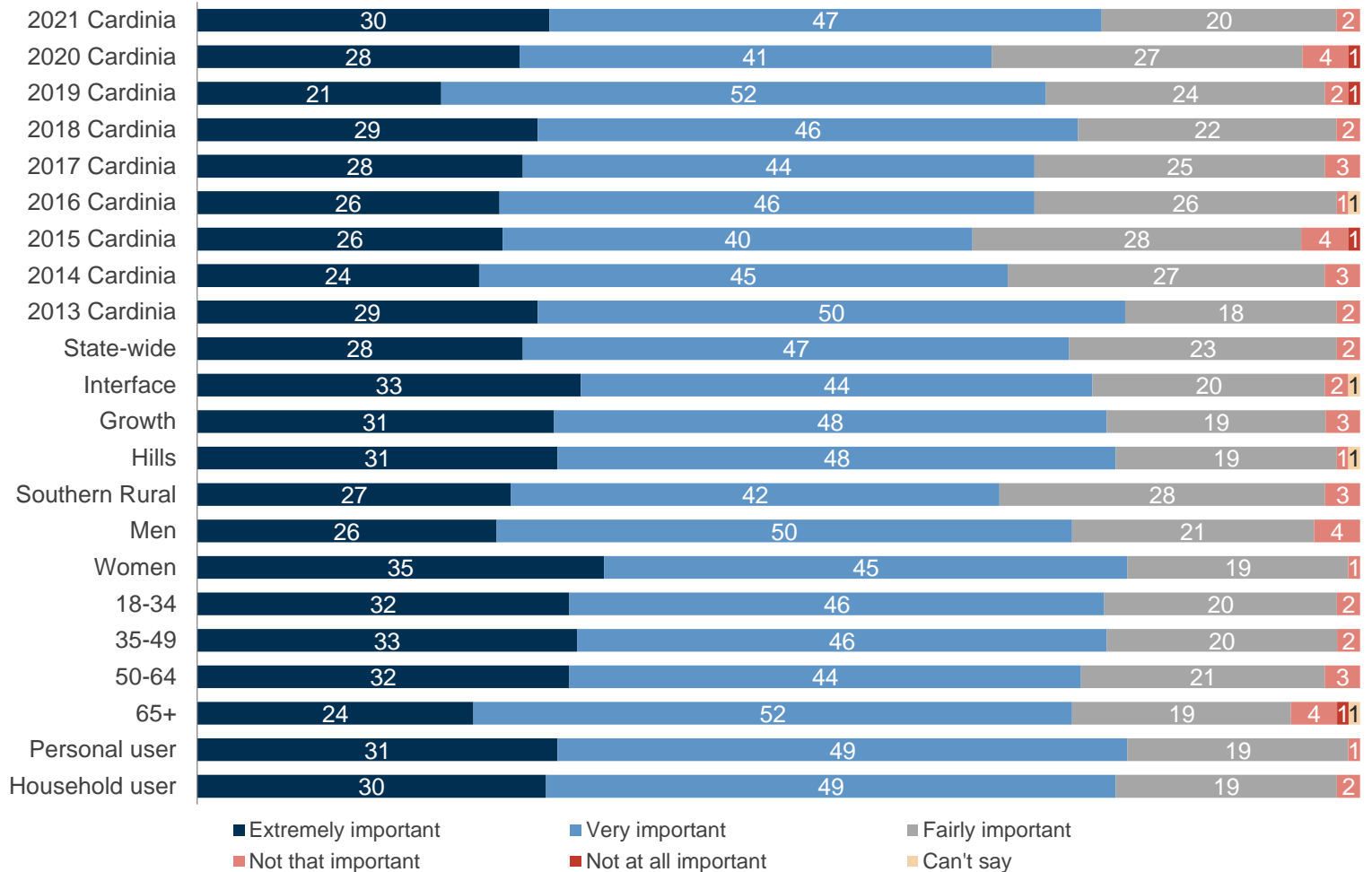
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas importance



2021 public areas importance (%)



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 2



The appearance of public areas performance



2021 public areas performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	74▲	62	72	66	56	66	71	55	65	n/a
State-wide	73▲	72	72	71	71	71	72	72	71	71
Men	70	63	68	65	60	66	66	63	65	n/a
Personal user	69	64	69	68	61	66	68	64	64	n/a
Growth	69	64	67	68	61	67	69	61	62	n/a
Household user	69	64	69	68	60	66	69	64	64	n/a
Cardinia	68	64	69	67	61	66	67	63	63	n/a
Hills	68	67	72	65	63	62	66	66	64	n/a
Interface	68	65	69	68	66	66	67	n/a	n/a	n/a
35-49	67	64	64	65	66	67	66	69	62	n/a
65+	67	69	72	68	63	66	67	67	66	n/a
Women	67	64	70	68	62	65	69	63	62	n/a
Southern Rural	66	61	71	60	60	66	66	62	66	n/a
50-64	60▼	61	66	68	62	63	65	61	62	n/a

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

Base: All respondents. Councils asked state-wide: 40 Councils asked group: 3

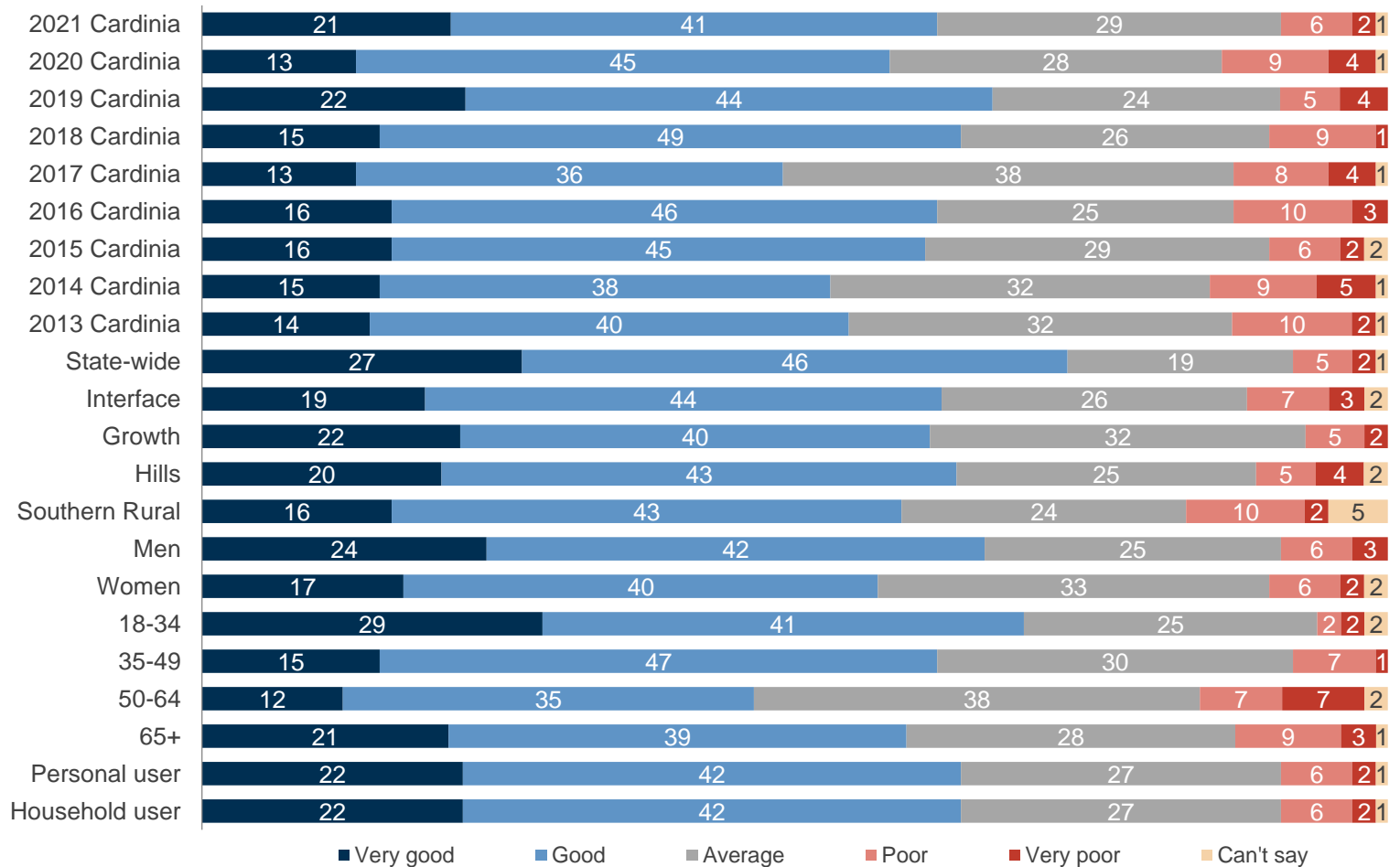
Note: Please see Appendix A for explanation of significant differences.



The appearance of public areas performance



2021 public areas performance (%)



Q2. How has Council performed on 'The appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 3



Art centres and libraries importance



2021 art centres and libraries importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Personal user	76▲	68	70	n/a	n/a	n/a	n/a	n/a	n/a
Household user	73▲	68	70	n/a	n/a	n/a	n/a	n/a	n/a
Women	71▲	65	66	n/a	n/a	n/a	n/a	n/a	n/a
35-49	67	61	61	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	67	65	65	64	66	65	66	66	66
Hills	67	67	60	n/a	n/a	n/a	n/a	n/a	n/a
Interface	66	64	64	67	62	66	64	n/a	n/a
18-34	66	59	60	n/a	n/a	n/a	n/a	n/a	n/a
Cardinia	66	62	62	n/a	n/a	n/a	n/a	n/a	n/a
65+	65	68	64	n/a	n/a	n/a	n/a	n/a	n/a
Growth	65	62	63	n/a	n/a	n/a	n/a	n/a	n/a
Southern Rural	65	52	62	n/a	n/a	n/a	n/a	n/a	n/a
50-64	63	61	64	n/a	n/a	n/a	n/a	n/a	n/a
Men	60▼	59	57	n/a	n/a	n/a	n/a	n/a	n/a

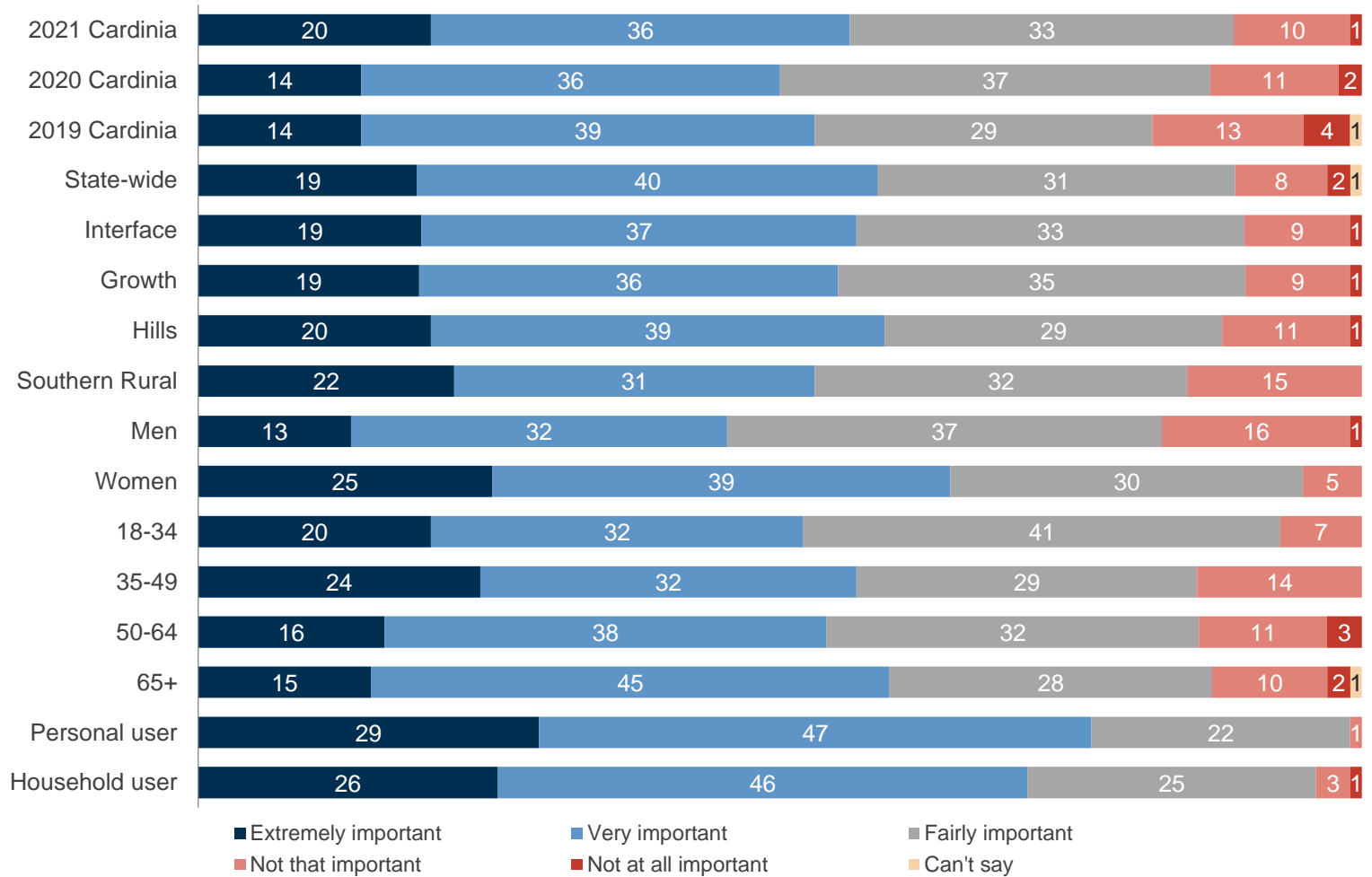
Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 2
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries importance



2021 art centres and libraries importance (%)



Q1. Firstly, how important should 'Art centres and libraries' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 2



Art centres and libraries performance



2021 art centres and libraries performance (index scores)

		2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	73▲	74	74	74	73	72	73	75	73	73
Personal user	73	77	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	73	76	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	72	73	78	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	72	76	80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	71	71	75	75	72	68	72	n/a	n/a	n/a
35-49	71	75	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Southern Rural	70	66	67	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	70	75	72	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cardinia	70	71	75	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Growth	70	70	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	69	72	71	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	68	69	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	68	64	79	n/a	n/a	n/a	n/a	n/a	n/a	n/a

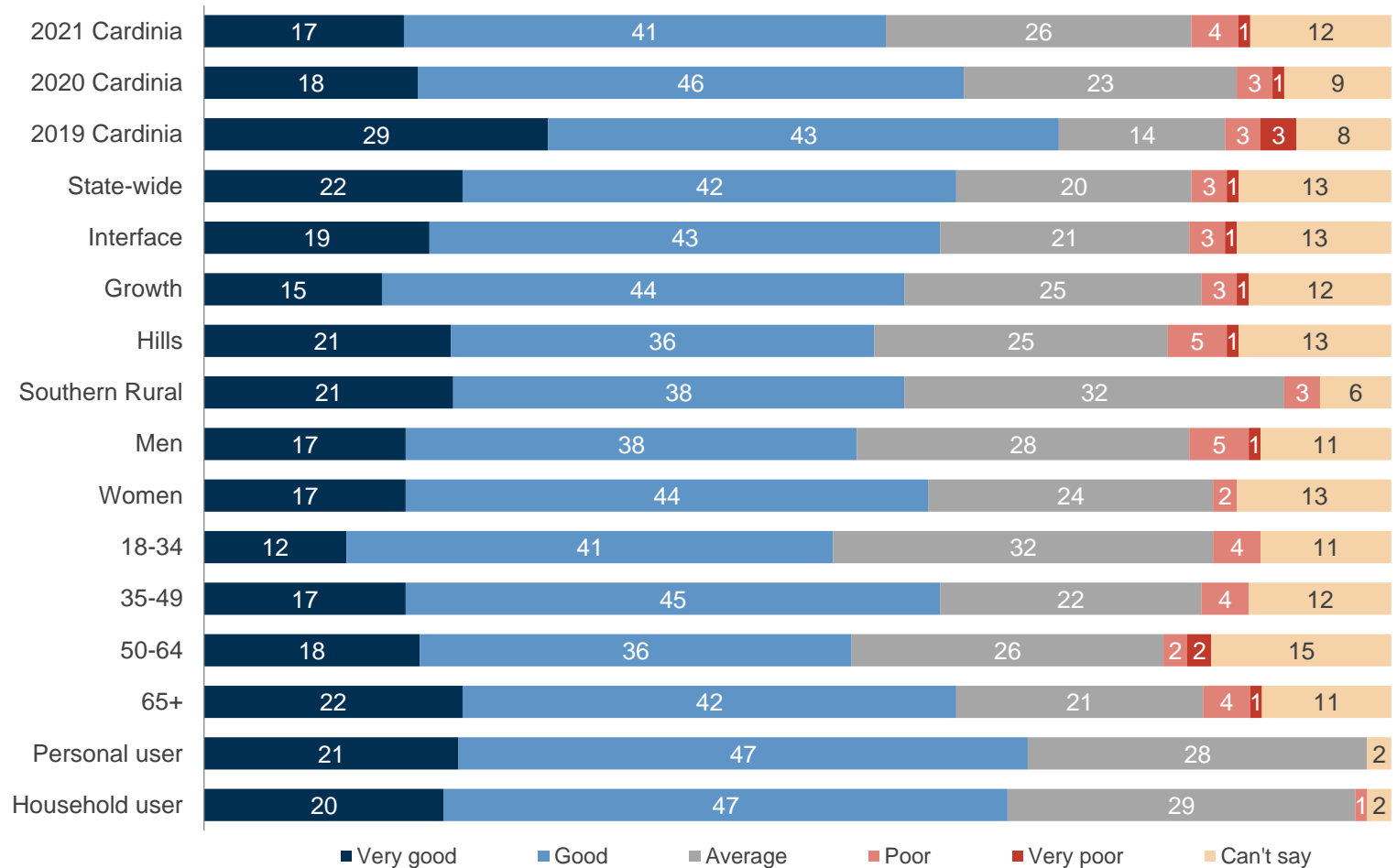
Q2. How has Council performed on 'Art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3
 Note: Please see Appendix A for explanation of significant differences.



Art centres and libraries performance



2021 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: 28 Councils asked group: 3



Community and cultural activities importance



2021 community and cultural activities importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Household user	69▲	64	n/a	62	60	69	63	64	62	n/a
Personal user	68▲	66	n/a	62	61	71	62	64	64	n/a
Women	66▲	65	n/a	63	62	66	65	61	64	n/a
35-49	64	62	n/a	60	59	63	57	57	60	n/a
State-wide	64	62	61	61	61	62	62	62	62	62
Hills	63	64	n/a	56	57	62	60	59	59	n/a
18-34	63	60	n/a	62	57	69	60	59	63	n/a
Interface	63	62	62	61	57	63	59	n/a	n/a	n/a
Cardinia	62	61	n/a	59	57	64	60	60	61	n/a
Growth	62	62	n/a	60	57	66	60	61	64	n/a
50-64	61	60	n/a	54	56	59	61	62	60	n/a
Southern Rural	60	54	n/a	61	60	62	59	57	54	n/a
65+	59	63	n/a	58	58	61	62	63	57	n/a
Men	57▼	57	n/a	55	53	62	54	58	58	n/a

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

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

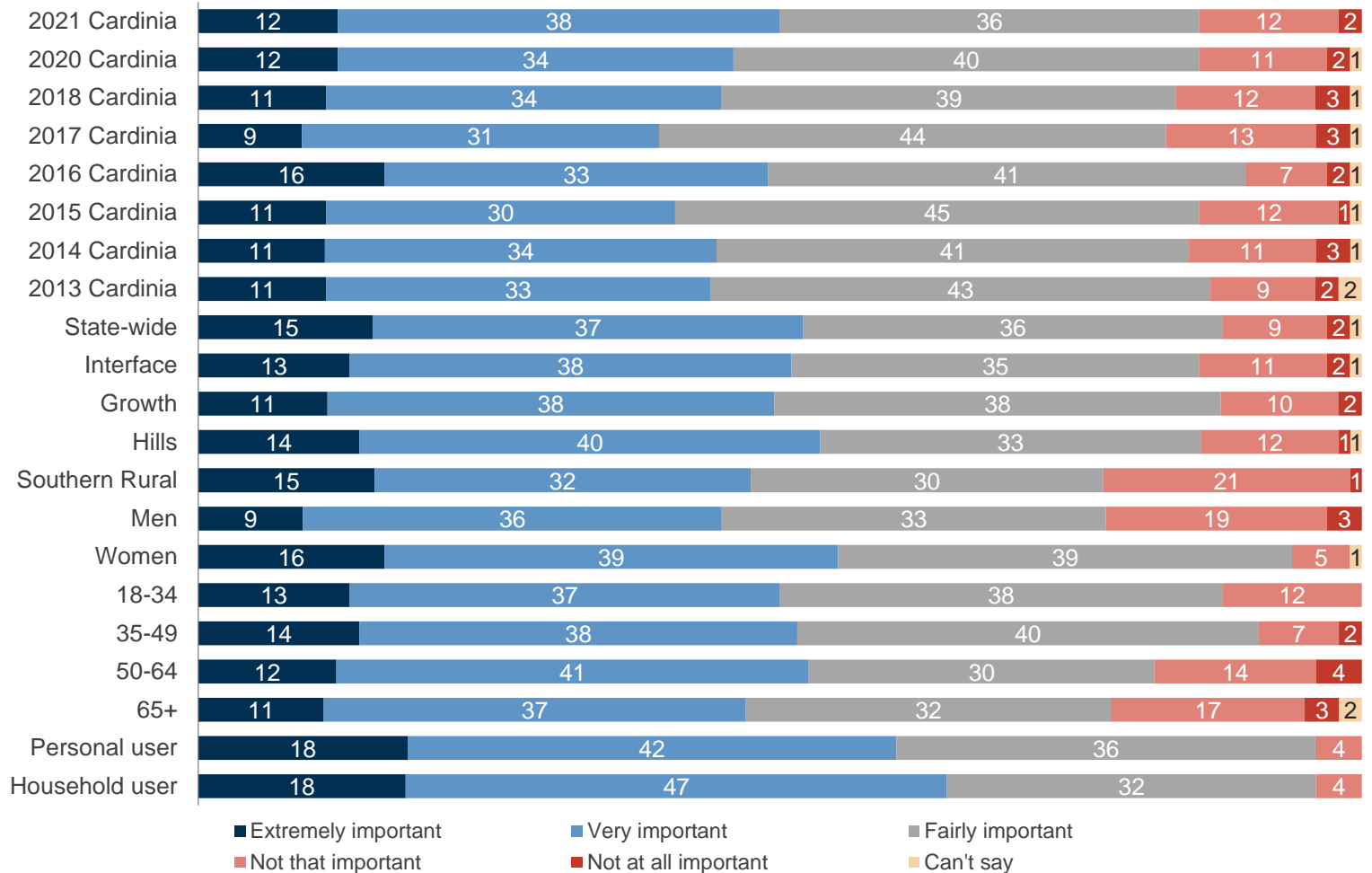
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities importance



2021 community and cultural activities importance (%)



Q1. Firstly, how important should 'Community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 2



Community and cultural activities performance



2021 community and cultural activities performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
State-wide	65▲	68	69	69	69	69	70	69	68	
18-34	65	61	n/a	66	58	65	70	61	66	n/a
Interface	62	66	68	67	64	63	65	n/a	n/a	n/a
Growth	62	66	n/a	68	66	67	67	68	66	n/a
65+	62	69	n/a	68	65	65	68	73	65	n/a
Men	61	65	n/a	64	60	63	64	65	64	n/a
Personal user	61	73	n/a	71	70	66	70	71	71	n/a
Cardinia	61	66	n/a	66	63	64	66	66	64	n/a
Household user	60	71	n/a	70	69	66	71	70	70	n/a
Women	60	66	n/a	67	65	65	68	67	64	n/a
Southern Rural	60	64	n/a	61	55	61	67	61	62	n/a
35-49	58	69	n/a	67	67	63	62	66	63	n/a
Hills	58	66	n/a	62	59	59	64	65	60	n/a
50-64	55	66	n/a	61	62	61	65	66	61	n/a

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

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3

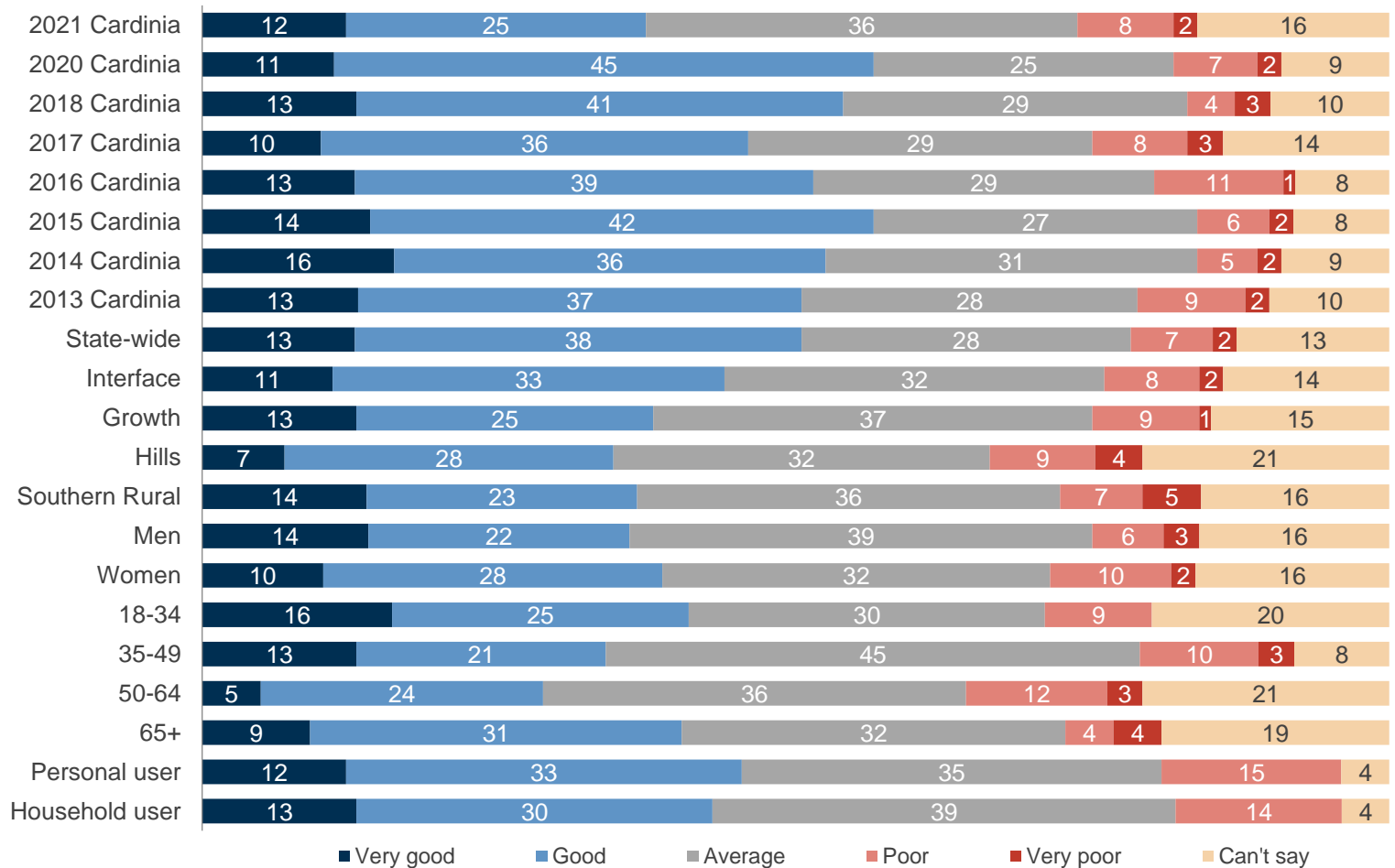
Note: Please see Appendix A for explanation of significant differences.



Community and cultural activities performance



2021 community and cultural activities performance (%)



Q2. How has Council performed on 'Community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3



Waste management importance



2021 waste management importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Women	83	84	84	81	82	81	80	77	84	n/a
Interface	83	83	82	84	79	81	79	n/a	n/a	n/a
50-64	83	81	84	82	80	81	79	81	82	n/a
35-49	83	82	81	83	78	80	80	81	84	n/a
Hills	83	84	79	83	81	78	76	79	81	n/a
Growth	83	82	84	82	78	80	79	78	82	n/a
State-wide	82	82	81	81	79	80	79	79	79	78
Cardinia	82	82	82	82	78	80	77	78	81	n/a
65+	82	81	83	85	80	79	80	80	82	n/a
18-34	81	82	80	80	76	81	73	72	78	n/a
Men	81	79	80	84	74	79	75	78	79	n/a
Southern Rural	79	76	77	81	74	82	75	74	82	n/a

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

Base: All respondents. Councils asked state-wide: 32 Councils asked group: 2

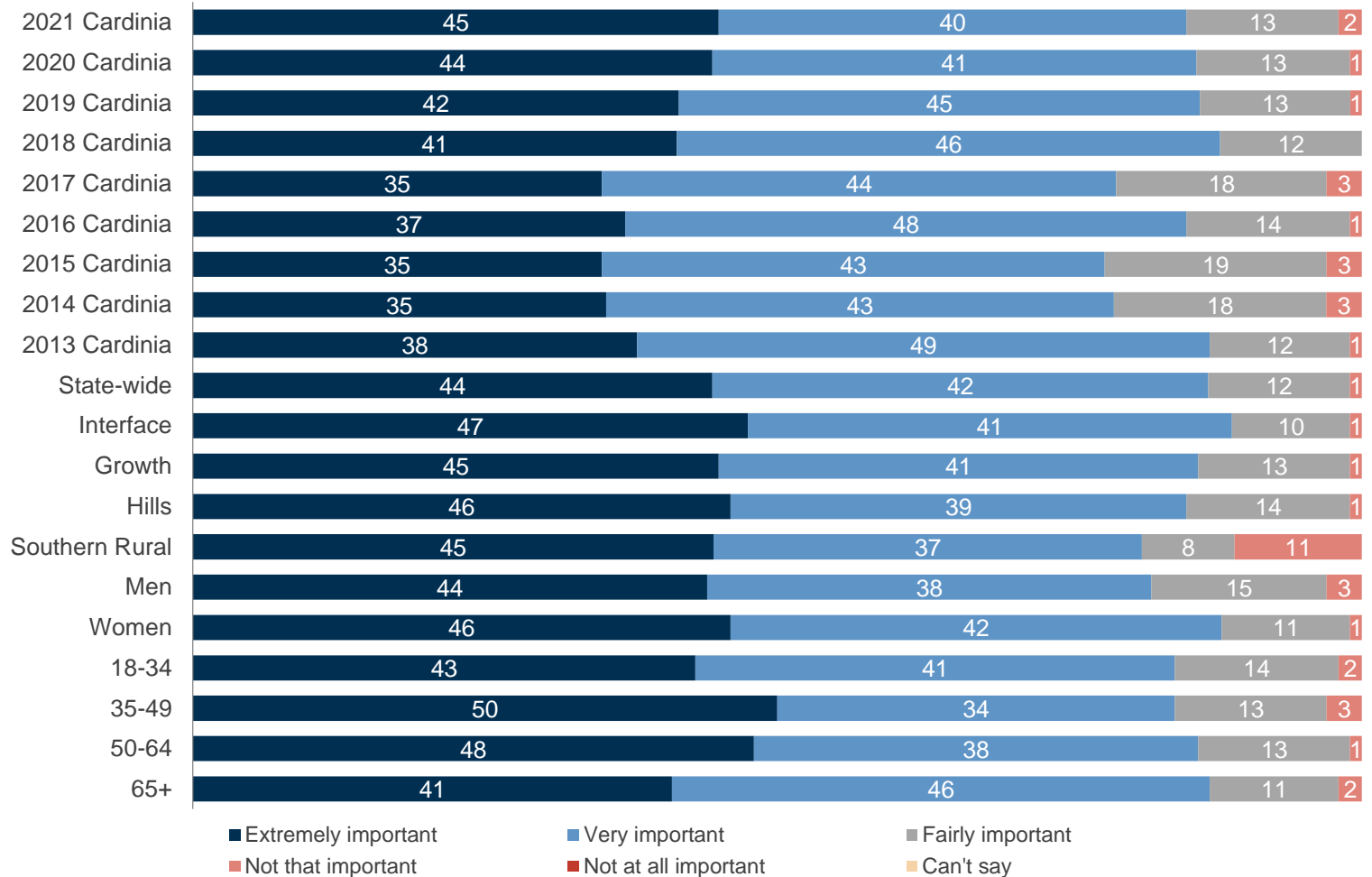
Note: Please see Appendix A for explanation of significant differences.



Waste management importance



2021 waste management importance (%)



Q1. Firstly, how important should 'Waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 2



Waste management performance



2021 waste management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	75▲	58	71	71	67	75	75	72	77	n/a
Men	71	65	71	72	72	73	73	75	73	n/a
Interface	71	65	70	68	71	71	73	n/a	n/a	n/a
Southern Rural	71	64	70	76	59	76	74	69	77	n/a
Growth	71	63	75	73	73	76	75	76	74	n/a
Cardinia	71	64	72	74	70	74	75	75	75	n/a
35-49	70	64	68	77	71	75	71	75	73	n/a
Women	70	64	72	76	68	75	77	75	77	n/a
Hills	70	67	67	74	70	69	75	75	75	n/a
State-wide	69	65	68	70	71	70	72	73	71	72
65+	68	73	76	77	74	75	79	79	76	n/a
50-64	67	67	73	72	70	71	76	76	74	n/a

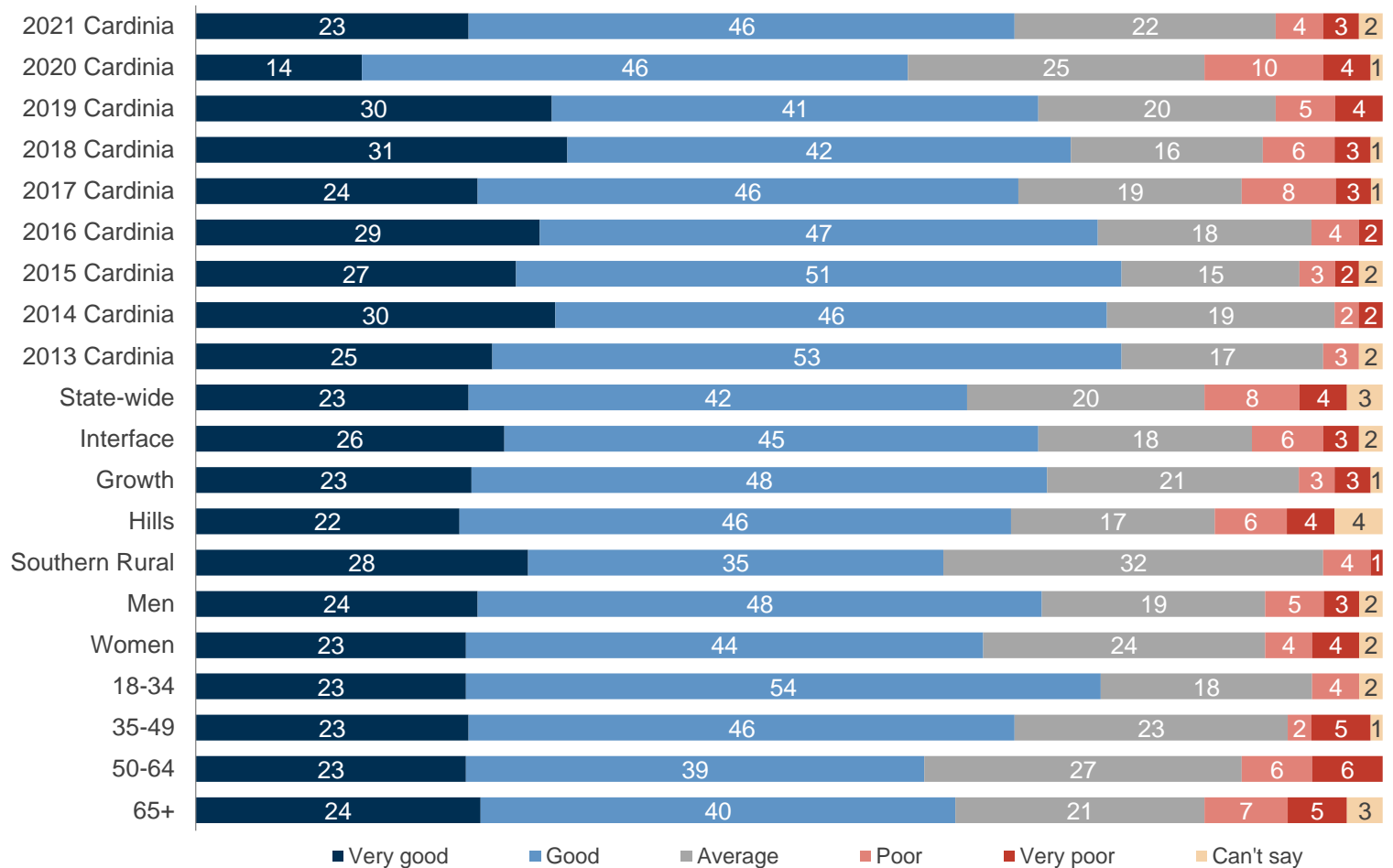
Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5
 Note: Please see Appendix A for explanation of significant differences.



Waste management performance



2021 waste management performance (%)



Q2. How has Council performed on 'Waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 66 Councils asked group: 5



Environmental sustainability importance



2021 environmental sustainability importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
Personal user	85▲	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	85▲	81	n/a	n/a	n/a	n/a	n/a	n/a	n/a
18-34	83▲	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	81	77	n/a	n/a	n/a	n/a	n/a	n/a	n/a
35-49	79	74	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Growth	78	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	78	76	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cardinia	77	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	77	73	n/a	n/a	72	77	71	n/a	n/a
Southern Rural	74	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	74▼	74	74	73	72	73	73	72	71
Men	74	69	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	74	73	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	70▼	73	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: 26 Councils asked group: 1

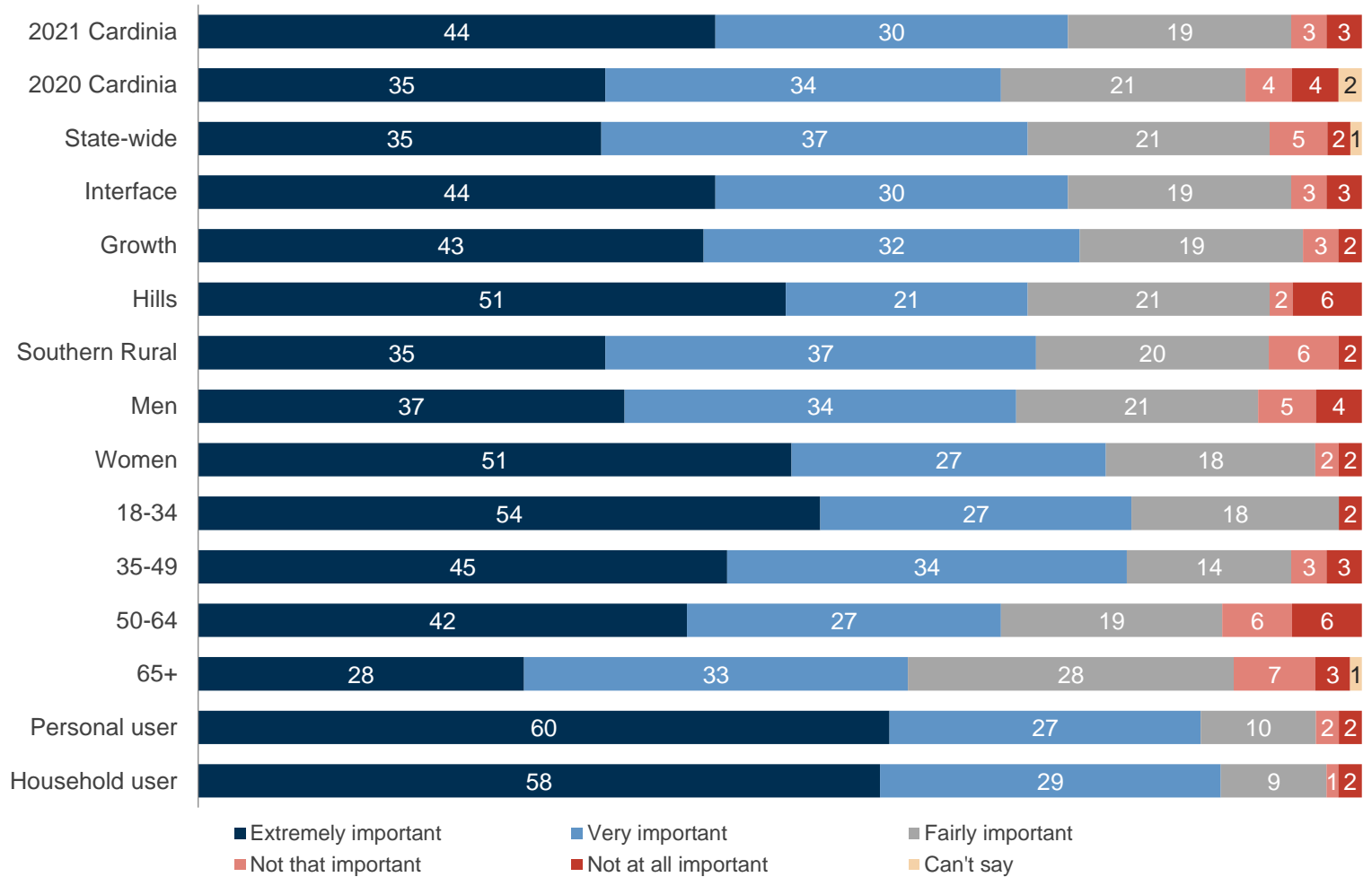
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability importance



2021 environmental sustainability importance (%)



Q1. Firstly, how important should 'Environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 1



Environmental sustainability performance



2021 environmental sustainability performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
18-34	71▲	50	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Household user	68▲	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Personal user	68▲	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Growth	64	56	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Men	63	57	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cardinia	63	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Women	63	53	n/a	n/a	n/a	n/a	n/a	n/a	n/a
State-wide	62	60	62	63	64	63	64	64	64
Southern Rural	62	55	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Interface	62	56	60	64	62	60	63	n/a	n/a
35-49	61	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hills	61	51	n/a	n/a	n/a	n/a	n/a	n/a	n/a
50-64	57▼	54	n/a	n/a	n/a	n/a	n/a	n/a	n/a
65+	56▼	59	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

Base: All respondents. Councils asked state-wide: 34 Councils asked group: 2

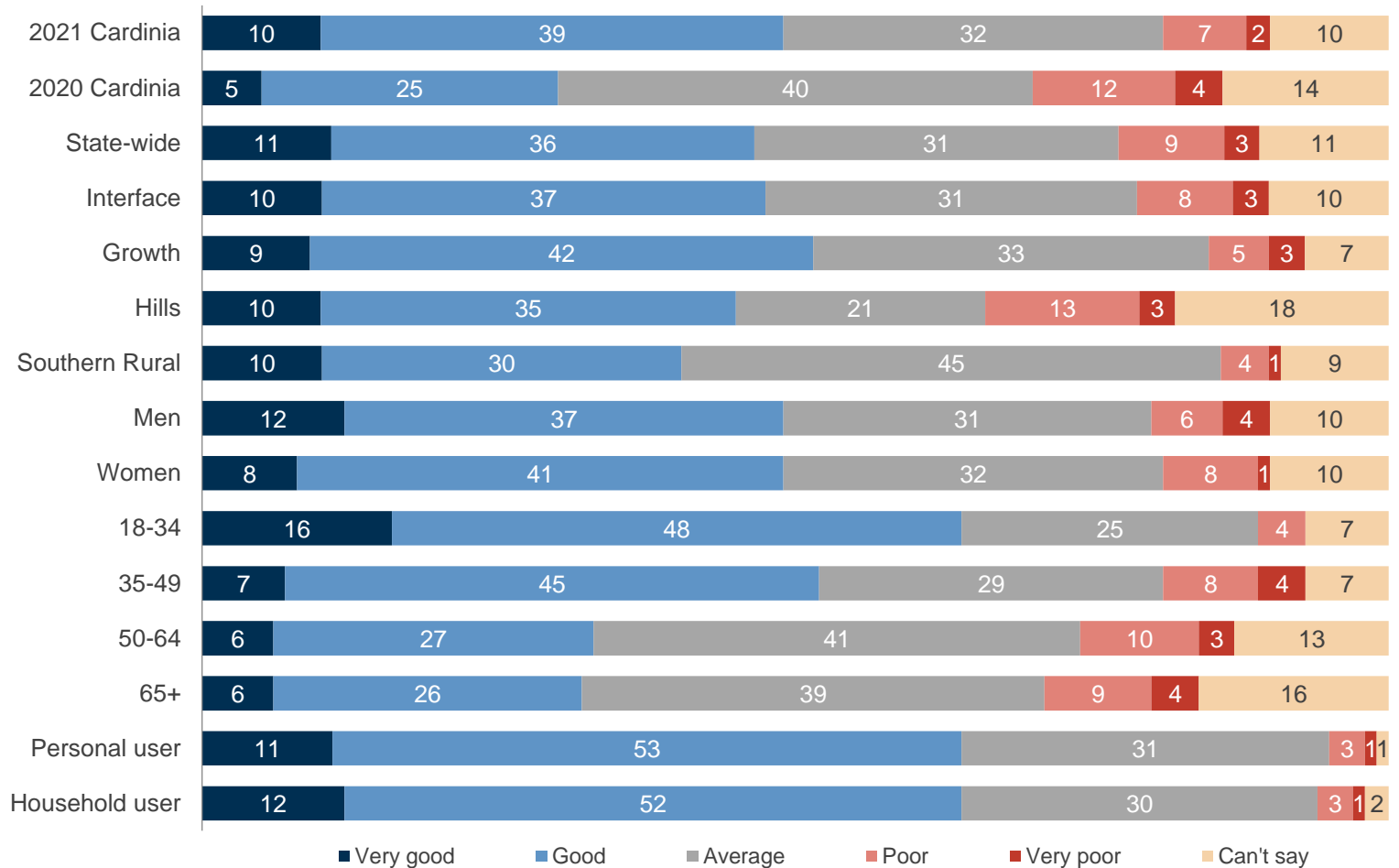
Note: Please see Appendix A for explanation of significant differences.



Environmental sustainability performance



2021 environmental sustainability performance (%)



Q2. How has Council performed on 'Environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 34 Councils asked group: 2



Emergency and disaster management importance



2021 emergency and disaster management importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Household user	91▲	87	85	84	87	86	85	n/a	n/a	n/a
Personal user	89▲	87	85	85	88	88	85	n/a	n/a	n/a
18-34	86▲	82	88	82	82	83	82	n/a	n/a	n/a
Hills	85	83	83	81	79	80	83	n/a	n/a	n/a
Women	85	83	88	84	83	87	84	n/a	n/a	n/a
Interface	83	83	85	84	82	83	81	n/a	n/a	n/a
Cardinia	82	82	84	81	82	83	81	n/a	n/a	n/a
35-49	82	84	81	80	80	83	81	n/a	n/a	n/a
Growth	82	82	85	81	82	84	83	n/a	n/a	n/a
State-wide	81	80	81	80	80	80	80	80	80	80
65+	81	80	82	79	83	81	81	n/a	n/a	n/a
Men	79	81	80	78	80	79	78	n/a	n/a	n/a
Southern Rural	78	81	81	82	85	82	76	n/a	n/a	n/a
50-64	76	81	85	84	83	85	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: 19 Councils asked group: 2

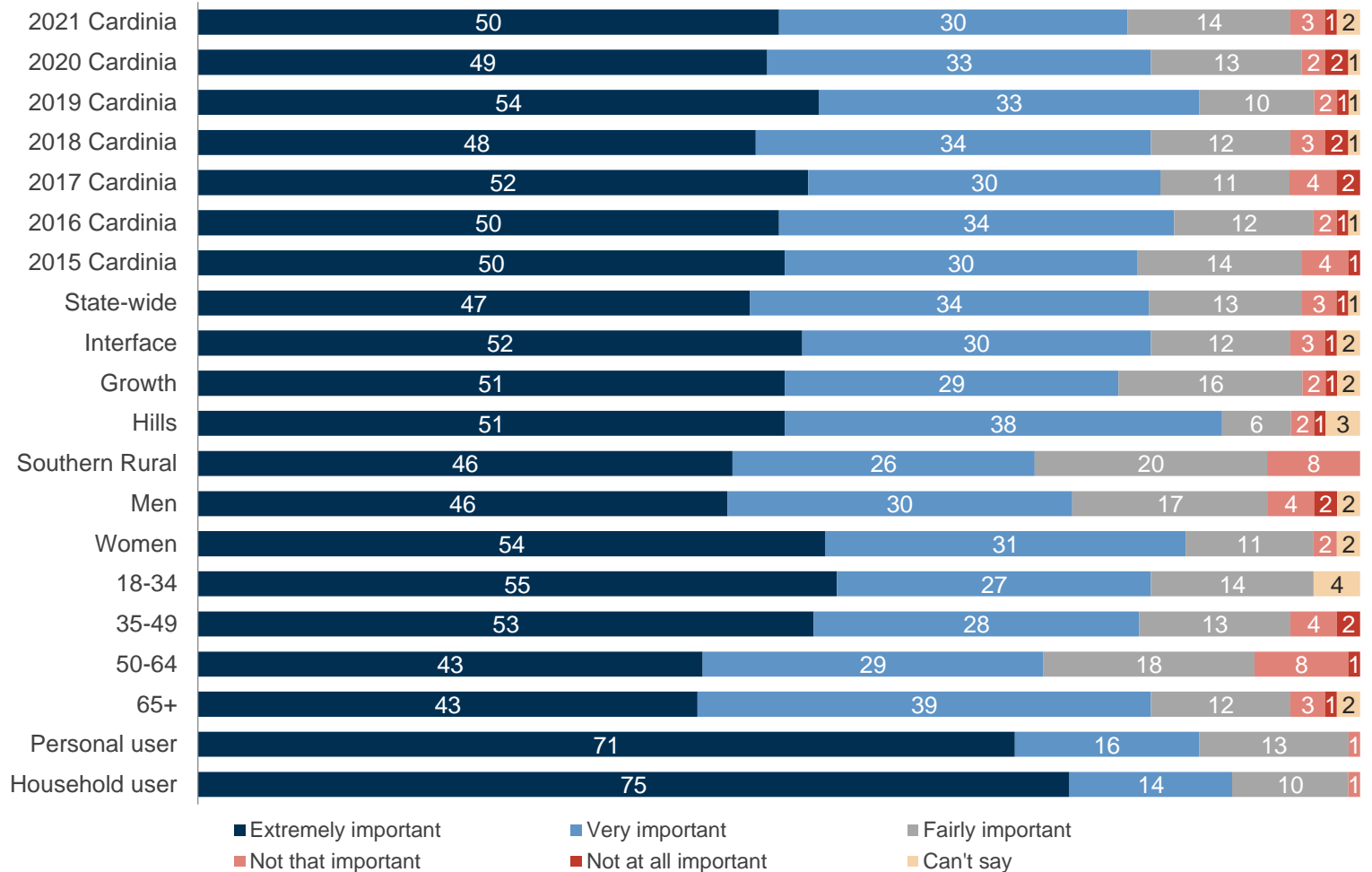
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management importance



2021 emergency and disaster management importance (%)



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



Emergency and disaster management performance



2021 emergency and disaster management performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	77▲	59	73	67	68	72	77	n/a	n/a	n/a
Household user	74	60	77	74	67	63	69	n/a	n/a	n/a
Personal user	71	60	77	74	67	62	67	n/a	n/a	n/a
State-wide	71	68	72	71	70	69	70	71	70	70
Women	70	63	75	71	66	70	72	n/a	n/a	n/a
Growth	70	64	75	69	70	74	74	n/a	n/a	n/a
Interface	69	66	73	70	69	69	70	n/a	n/a	n/a
Cardinia	69	64	73	69	67	69	70	n/a	n/a	n/a
Hills	69	63	69	68	63	61	65	n/a	n/a	n/a
Men	67	64	71	66	68	69	68	n/a	n/a	n/a
65+	65	67	75	68	66	70	69	n/a	n/a	n/a
35-49	65	66	74	71	65	70	65	n/a	n/a	n/a
Southern Rural	64	63	73	67	60	67	70	n/a	n/a	n/a
50-64	61▼	64	70	70	67	62	65	n/a	n/a	n/a

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

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

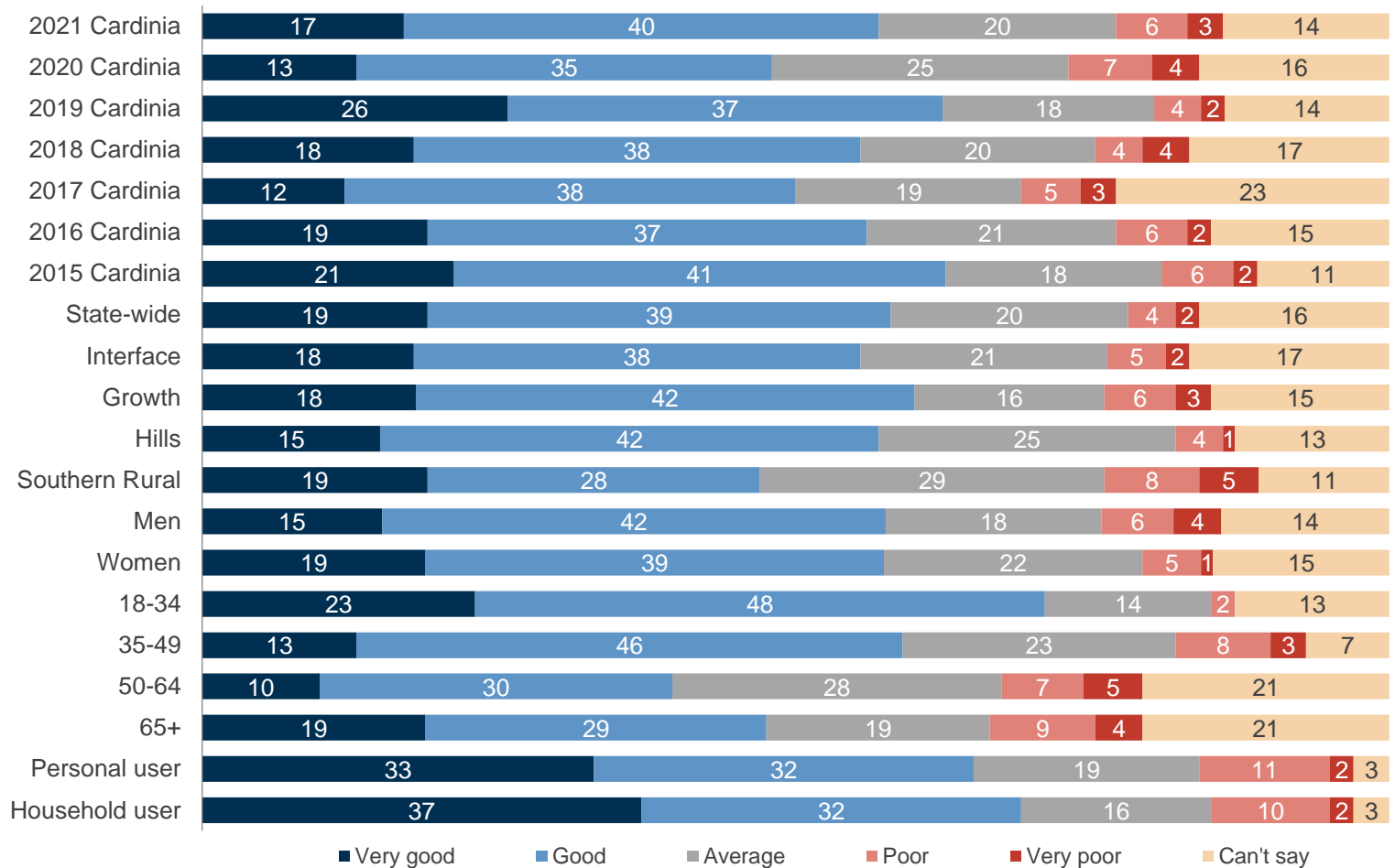
Note: Please see Appendix A for explanation of significant differences.



Emergency and disaster management performance



2021 emergency and disaster management performance (%)



Q2. How has Council performed on 'Emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 3



Planning for population growth in the area importance



2021 population growth importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Personal user	91▲	83	83	81	87	83	74	86	87	n/a
Household user	89▲	84	83	81	87	83	77	84	87	n/a
18-34	85	77	77	75	74	78	69	71	74	n/a
Growth	85	83	84	82	80	82	81	81	83	n/a
Men	83	83	76	79	75	79	71	76	73	n/a
35-49	83	84	82	79	80	77	82	83	82	n/a
Cardinia	82	80	80	79	78	79	76	79	79	n/a
Interface	82	80	80	79	80	79	76	n/a	n/a	n/a
Women	80	78	83	79	80	78	81	81	83	n/a
Southern Rural	78	81	78	79	78	81	72	73	75	n/a
65+	78	82	78	81	75	80	75	80	76	n/a
50-64	78	78	84	84	83	81	79	83	82	n/a
State-wide	76▼	76	77	77	76	76	75	75	75	75
Hills	75▼	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: 15 Councils asked group: 1

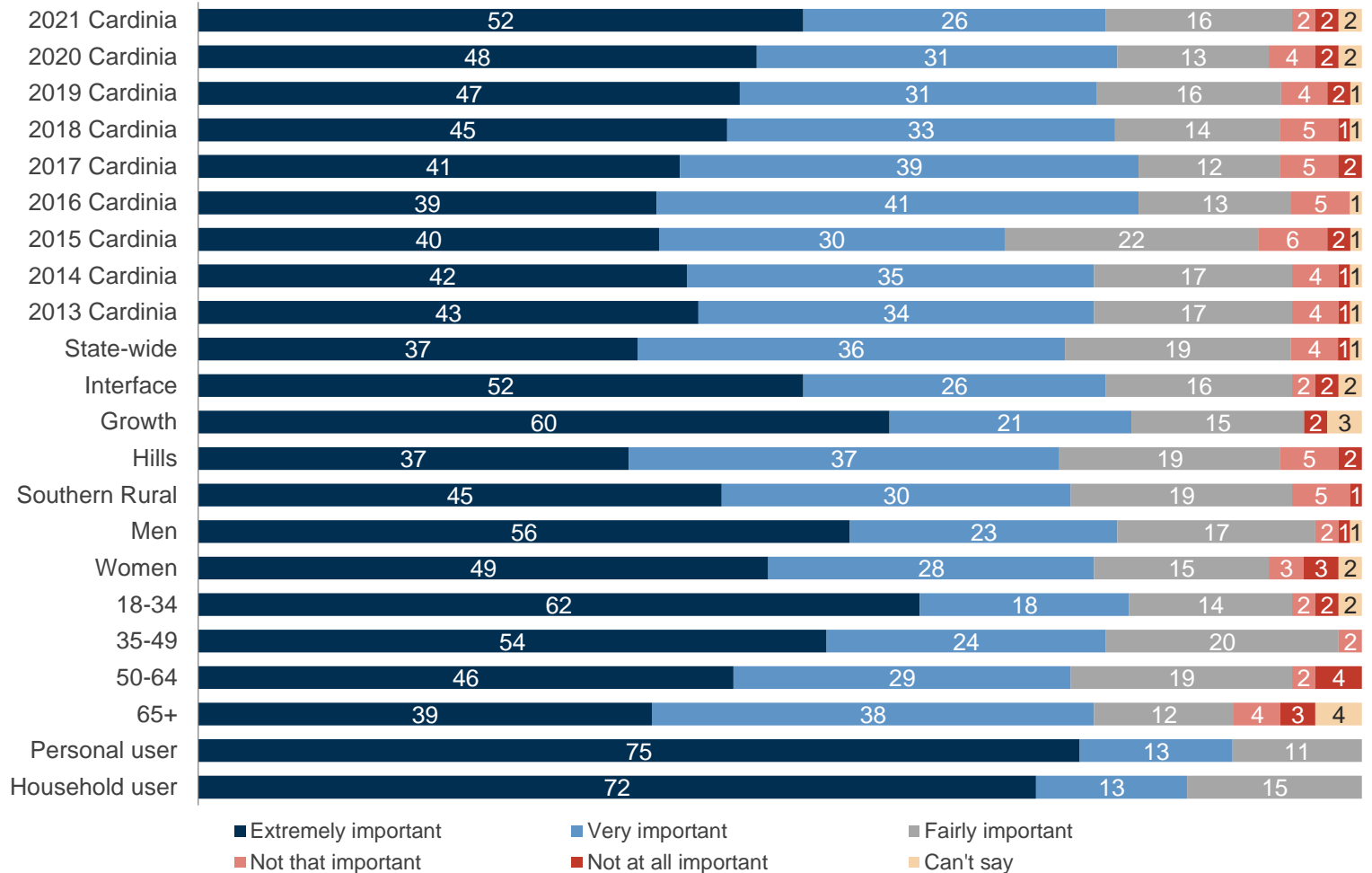
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area importance



2021 population growth importance (%)



Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1



Planning for population growth in the area performance



2021 population growth performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012
State-wide	53 [▲]	51	52	52	52	51	54	54	52
65+	51	51	54	50	50	54	54	59	n/a
Hills	50	49	49	50	45	47	58	53	n/a
18-34	49	41	59	55	56	59	68	59	n/a
Southern Rural	48	38	45	50	50	54	55	53	n/a
Men	48	42	49	49	50	53	53	57	n/a
Interface	47	46	48	49	50	55	57	n/a	n/a
Cardinia	47	45	50	50	51	53	57	57	n/a
50-64	46	44	40	44	44	46	47	52	n/a
Growth	45	45	52	51	52	56	58	61	n/a
Women	45	47	52	52	51	54	61	57	n/a
35-49	41 [▼]	47	43	49	48	51	50	57	n/a
Household user	39	42	57	57	47	49	57	60	n/a
Personal user	38	42	56	57	43	48	56	61	n/a

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

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

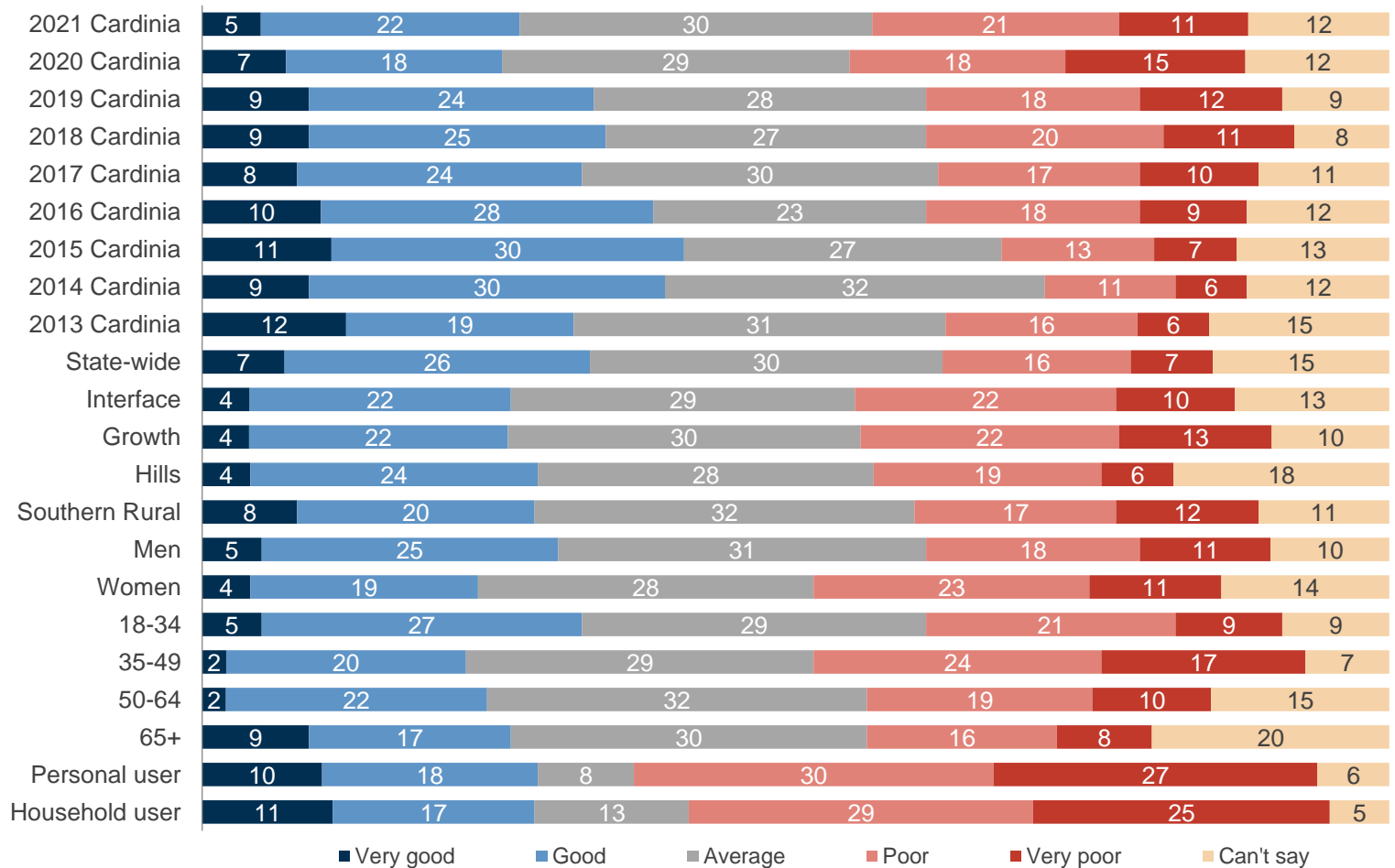
Note: Please see Appendix A for explanation of significant differences.



Planning for population growth in the area performance



2021 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: 18 Councils asked group: 2



Maintenance of unsealed roads in your area importance



2021 unsealed roads importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Southern Rural	88▲	86	86	89	88	91	88	83	82	n/a
Hills	87▲	85	83	89	87	83	83	85	85	n/a
35-49	86	82	77	82	78	81	82	83	78	n/a
Household user	84	83	83	84	84	82	85	81	82	n/a
Women	84	82	83	82	83	81	84	82	82	n/a
Personal user	83	83	83	84	84	82	85	81	82	n/a
65+	83	83	82	82	83	83	81	76	86	n/a
Cardinia	82	81	81	81	81	80	83	78	81	n/a
Interface	82	81	81	81	79	79	78	n/a	n/a	n/a
State-wide	81	80	80	80	79	79	78	78	81	80
Men	80	80	78	80	80	79	82	74	81	n/a
18-34	80	79	81	79	80	77	83	73	78	n/a
Growth	79	78	79	77	78	76	79	73	79	n/a
50-64	79	83	87	83	86	83	83	85	87	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: 16 Councils asked group: 1

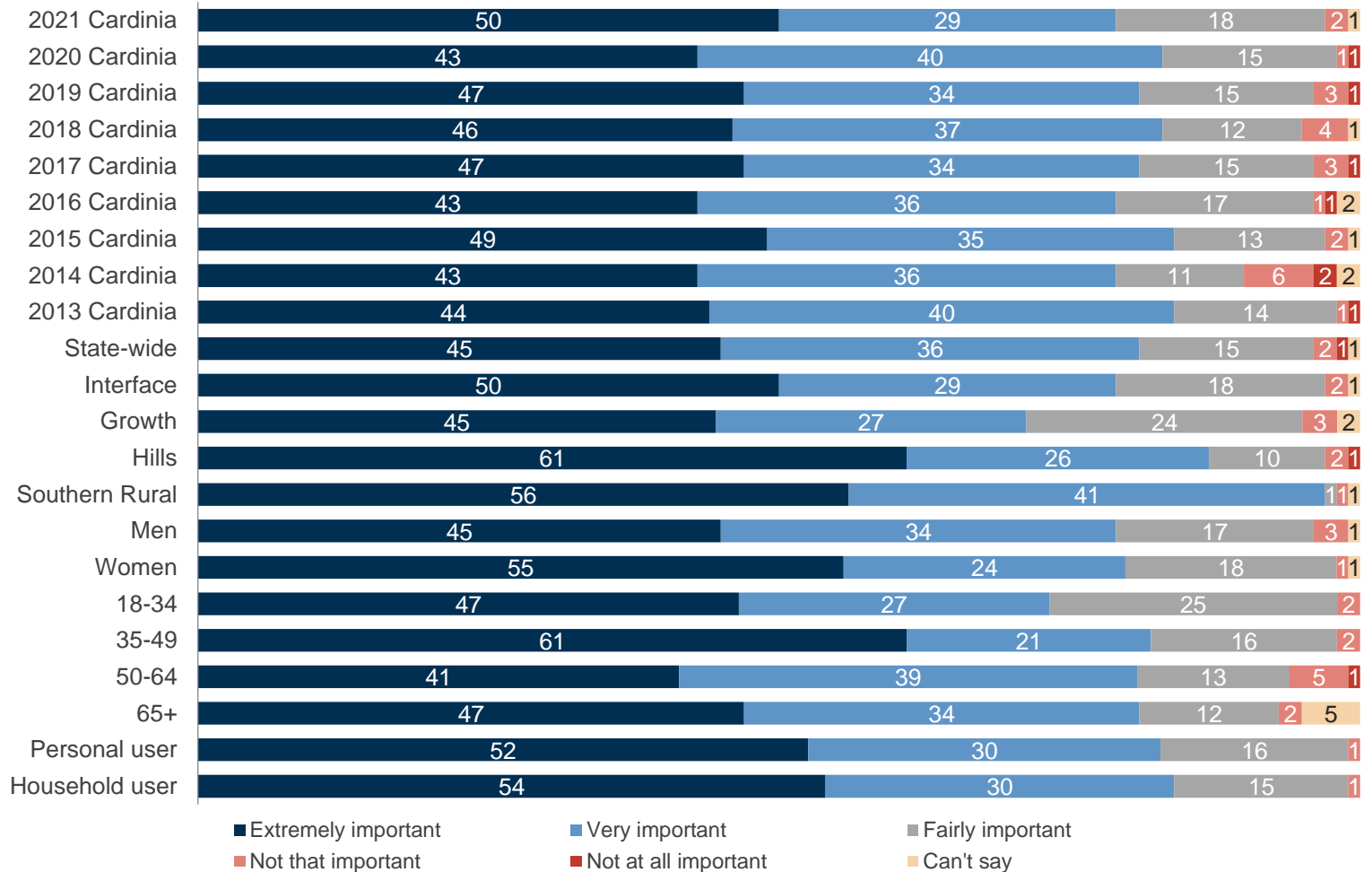
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area importance



2021 unsealed roads importance (%)



Q1. Firstly, how important should 'Maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 1



Maintenance of unsealed roads in your area performance



2021 unsealed roads performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Interface	47▲	43	50	48	45	44	47	n/a	n/a	n/a
18-34	47	37	43	44	43	52	51	42	48	n/a
Growth	46	43	48	49	47	50	55	48	52	n/a
State-wide	45	44	44	43	44	43	45	45	44	46
Men	45	37	39	42	42	41	46	48	41	n/a
65+	43	44	37	46	42	42	43	50	44	n/a
Cardinia	43	38	40	44	41	41	45	44	43	n/a
Household user	42	34	35	41	38	38	43	42	38	n/a
Women	41	40	41	45	39	41	44	40	44	n/a
35-49	41	40	40	44	41	34	38	44	44	n/a
Personal user	41	34	34	41	39	38	43	42	38	n/a
Hills	40	33	32	36	34	28	41	44	33	n/a
50-64	38	33	36	39	36	31	45	43	33	n/a
Southern Rural	36	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

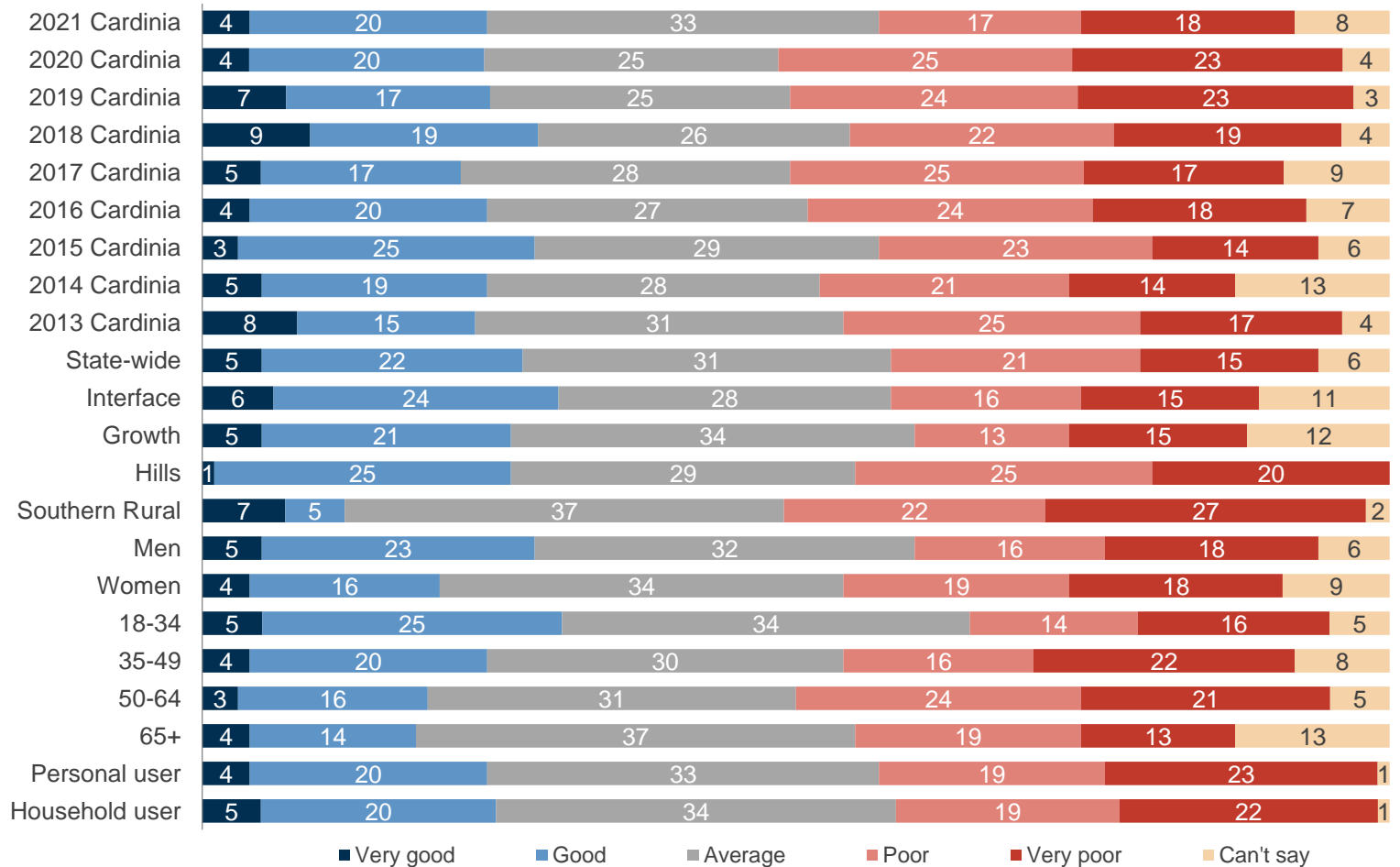
Note: Please see Appendix A for explanation of significant differences.



Maintenance of unsealed roads in your area performance



2021 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



2021 business/community development importance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
Household user	75 [▲]	65	73	76	73	80	62	70	n/a	n/a
18-34	75 [▲]	66	67	70	68	73	69	66	n/a	n/a
Personal user	75 [▲]	65	73	75	72	84	61	71	n/a	n/a
Women	72	67	71	68	69	73	70	70	n/a	n/a
Growth	71	67	68	69	70	72	73	68	n/a	n/a
Interface	70	69	67	68	67	69	67	n/a	n/a	n/a
State-wide	70	69	69	69	70	70	69	69	n/a	n/a
Cardinia	69	67	65	68	68	70	67	69	n/a	n/a
35-49	68	69	65	69	69	71	68	72	n/a	n/a
Hills	67	66	60	63	64	68	61	72	n/a	n/a
Men	66	67	59	68	66	67	65	68	n/a	n/a
Southern Rural	66	70	65	72	61	67	65	69	n/a	n/a
50-64	66	68	67	66	64	69	68	70	n/a	n/a
65+	65	66	63	64	67	65	64	70	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: 10 Councils asked group: 2

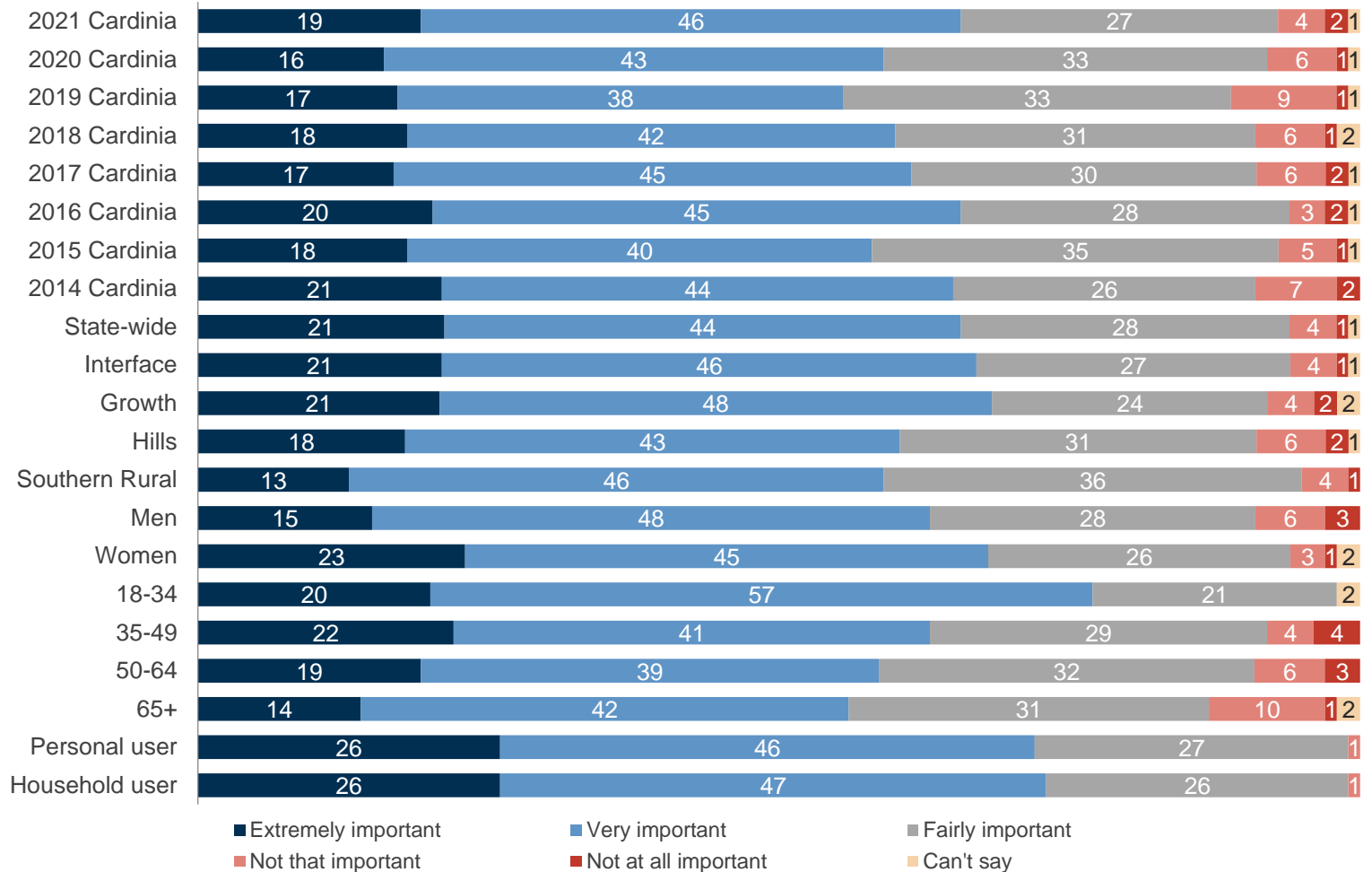
Note: Please see Appendix A for explanation of significant differences.



Business and community development importance



2021 business/community development importance (%)



Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2



Business and community development performance



2021 business/community development performance (index scores)

	2020	2019	2018	2017	2016	2015	2014	2013	2012	
18-34	67▲	59	72	66	60	62	67	63	n/a	n/a
Women	61	58	67	67	59	60	64	64	n/a	n/a
Southern Rural	61	55	62	61	53	61	61	55	n/a	n/a
Interface	61	60	64	63	59	58	63	n/a	n/a	n/a
Growth	60	59	67	65	62	62	65	66	n/a	n/a
State-wide	60	59	61	60	60	60	62	n/a	n/a	
Cardinia	60	58	64	64	59	60	63	63	n/a	n/a
Personal user	59	59	66	70	57	59	62	68	n/a	n/a
Household user	59	59	69	70	57	59	63	67	n/a	n/a
Men	59	59	61	60	59	60	61	61	n/a	n/a
Hills	58	57	60	60	49	54	60	61	n/a	n/a
65+	58	60	63	65	56	61	61	64	n/a	n/a
35-49	56	59	60	64	61	60	60	63	n/a	n/a
50-64	54▼	53	57	55	56	55	59	59	n/a	n/a

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

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

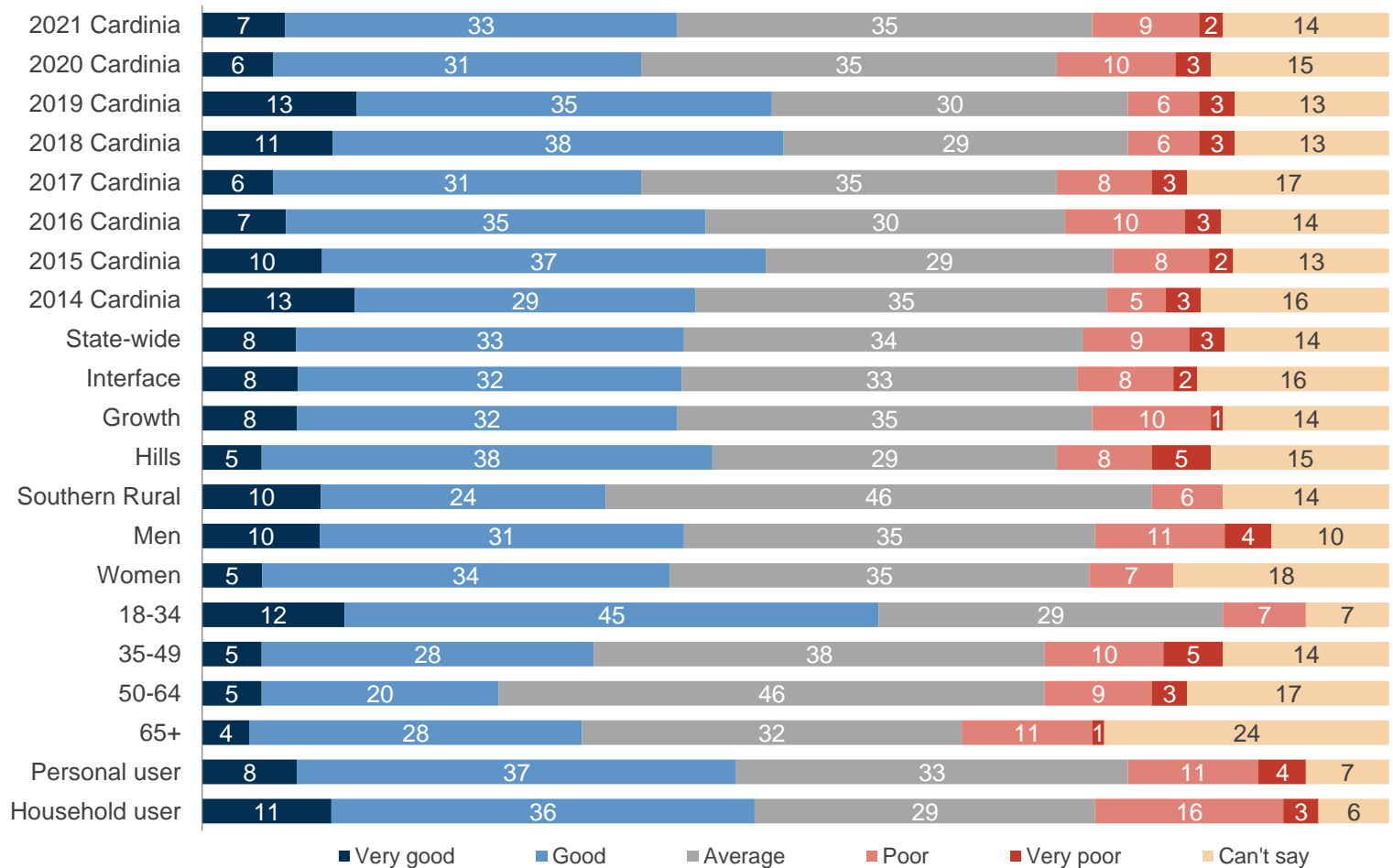
Note: Please see Appendix A for explanation of significant differences.



Business and community development performance



2021 business/community development performance (%)



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



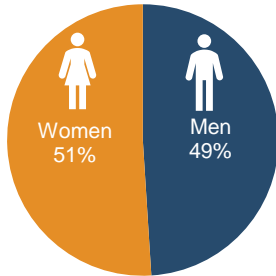
Detailed demographics



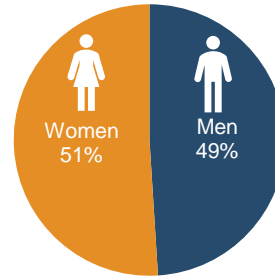
Gender and age profile

2021 gender

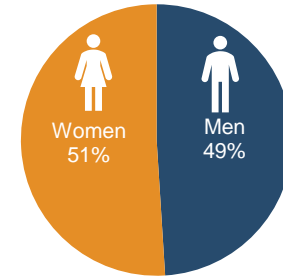
Cardinia



Interface

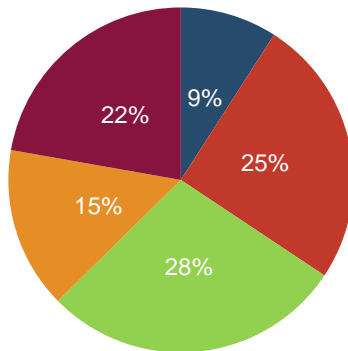


State-wide

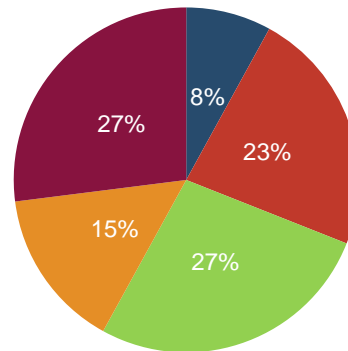


2021 age

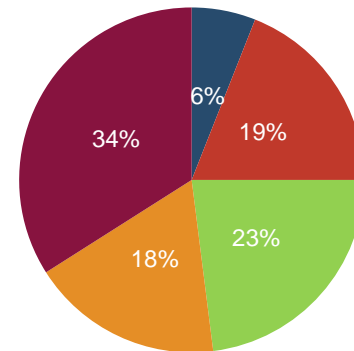
Cardinia



Interface



State-wide



■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

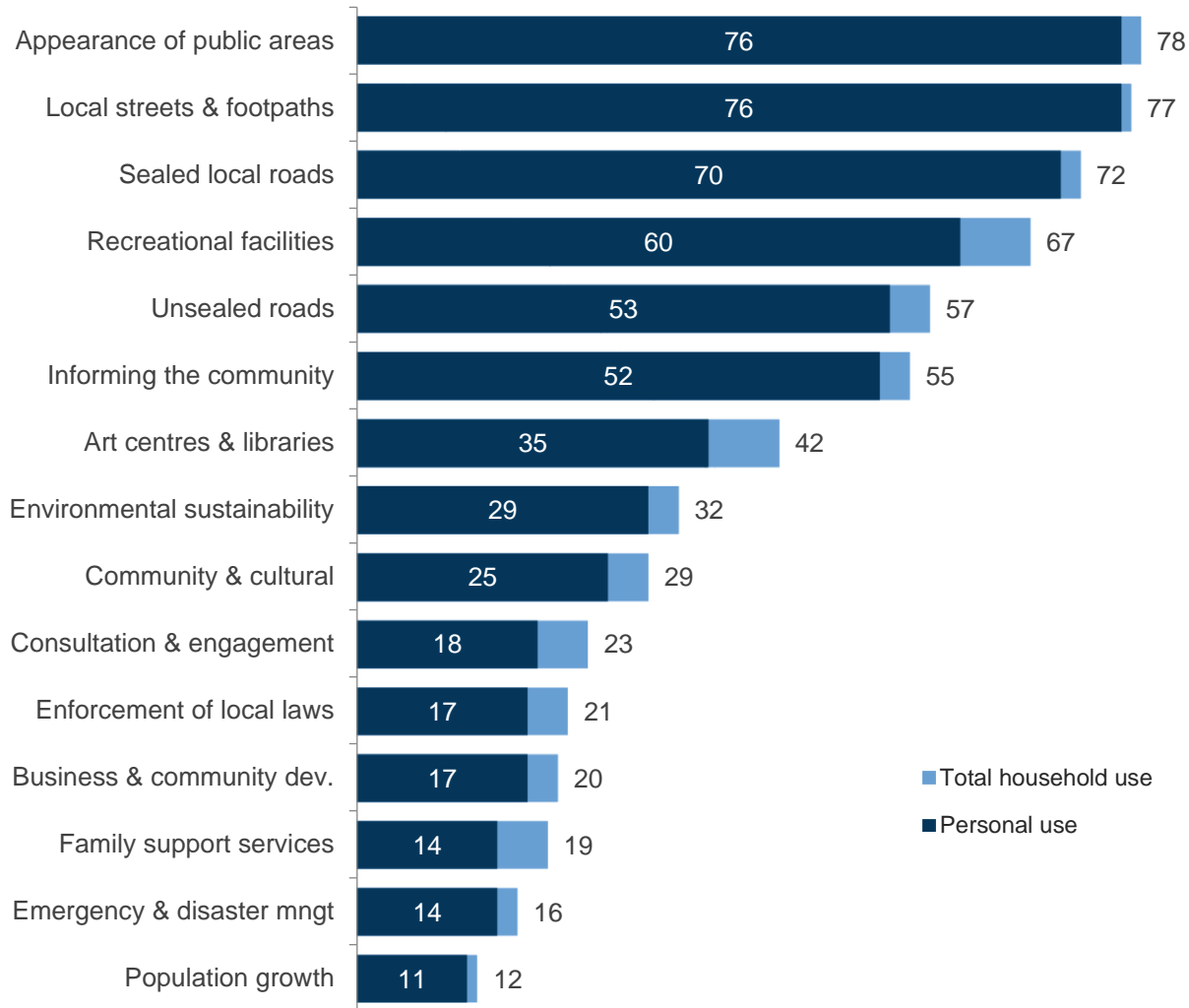
■ 18-24 ■ 25-34 ■ 35-49 ■ 50-64 ■ 65+

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked state-wide: 66 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.


Personal and household use and experience of council services



2021 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: 11 Councils asked group: 3



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



Appendix A: Index Scores

Index Scores

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

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

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

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

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



Appendix A: Margins of error

The sample size for the 2021 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 81,900 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	167	196	+/-7.6
Women	233	204	+/-6.4
Growth	231	253	+/-6.5
Hills	104	96	+/-9.7
Southern Rural	65	51	+/-12.2
18-34 years	56	137	+/-13.2
35-49 years	81	113	+/-11.0
50-64 years	107	61	+/-9.5
65+ years	156	90	+/-7.9



Appendix A: Significant difference reporting notation

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

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

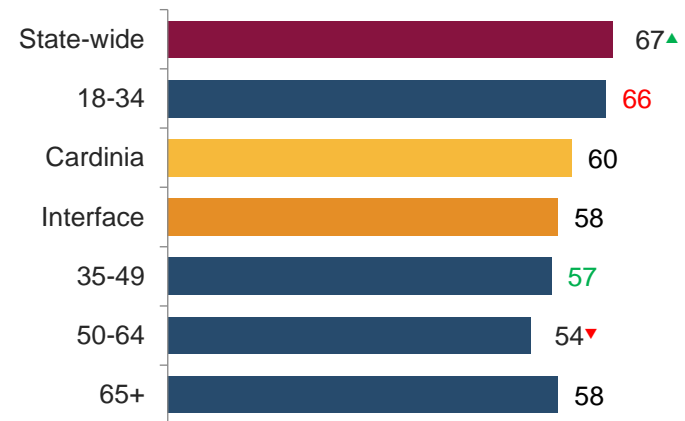
- ▲ The state-wide result is significantly higher than the overall result for the council.
- ▼ The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in green and red indicate significantly higher or lower results than in 2020.

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 2020.
- The result among 18-34 year olds in the council is **significantly lower** than the result achieved among this group in 2020.

**2021 overall performance (index scores)
(example extract only)**





Appendix A: Index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix B: Further project information



Appendix B: Further information

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

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

Detailed survey tabulations

Detailed survey tabulations are available in supplied Excel file.

Contacts

For further queries about the conduct and reporting of the 2021 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 2021 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 2nd February – 15th March, 2021.



Appendix B: Analysis and reporting

All participating councils are listed in the State-wide report published on the DELWP website. In 2021, 66 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 2012-2021 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 2021 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 2012-2021 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 2021 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)
- Value for money in services and infrastructure (Value for money)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Waste management

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 2021 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 2021 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:

<https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.



Appendix B: Glossary of terms

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

CSS: 2021 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

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

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

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