



Cardinia Shire Council

2022 Annual Community Satisfaction Survey

July 2022



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Cardinia Shire Council

Prepared by:

Metropolis Research
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Contact Details

This report was prepared by Metropolis Research Pty Ltd on behalf of the Cardinia Shire Council. For more information, please contact:

Dale Hubner
Managing Director
Metropolis Research Pty Ltd

P O Box 1357
CARLTON VIC 3053

(03) 9272 4600
d.hubner@metropolis-research.com

Porshia Sidhu
Senior Planning and Performance Analyst
Cardinia Shire Council

P O Box 7
PAKENHAM VIC 3810

(03) 5943 4256
P.Sidhu@cardinia.vic.gov.au



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Executive summary

Survey methodology and aims

Metropolis Research conducted this, Council's first independent *Annual Community Satisfaction Survey* primarily as a door-to-door, interview style survey of 816 residents in March to June 2022. Due to OH&S requirements, 84 surveys were conducted by telephone of residents living on isolated properties where it was not possible to attend in person.

The survey was conducted of randomly selected households drawn proportionally from across all 16 suburbs and localities comprising the Cardinia Shire, and the results were weighted by age and gender to reflect the profile of the Cardinia Shire community.

The core aims of the research was to measure community satisfaction with 36 Council services and facilities, aspects of Council's governance and leadership performance, aspects of Council's customer service, aspects of planning and housing development, and the performance of Council "across all areas of responsibility".

The survey also measured the importance to the community of the 36 individual services and facilities, explored the top issues that the community feel need to be addressed for residents of the Cardinia Shire "at the moment", and measured the perception of safety of the community in the public areas of the Cardinia Shire.

The survey has the capacity to explore a range of other issues each year to meet the current information needs of Council, and this year the survey included questions on community views around the funding of Council services and facilities, the aspects respondents like or value most about living in the Cardinia Shire, and their agreement with a range of statements about the Cardinia Shire community.

Key findings

The key finding from the survey this year was that satisfaction with the performance of Cardinia Shire Council overall was good, with 39.6% "very satisfied" and 9.5% dissatisfied.

Satisfaction with Council's governance and leadership was overall "good", satisfaction with customer service was overall "good", and satisfaction with services and facilities was mostly in the "very good" to "excellent" range, with only satisfaction with sealed and unsealed local roads and public toilets categorised as "solid".

There was substantial variation in satisfaction with Council observed across the municipality, with the growth area communities reporting significantly higher satisfaction than both the rural areas, and the Hills. The low levels of satisfaction recorded for the Hills community was a key characteristic of the results this year.

The issues that appear to be most negatively related to satisfaction with Council's overall performance were traffic management, street trees, planning and development, Council rates, drains, and of most importance, was issues around the provision and maintenance of both sealed and unsealed local roads.



Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Cardinia Shire Council was 6.81 out of 10, or a “good” level of satisfaction.

This result was somewhat higher than the metropolitan Melbourne average of 6.60, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the telephone methodology. Allowing for the slightly higher score typically recorded using the superior door-to-door methodology, this suggests that Cardinia Shire Council is reporting a similar level of satisfaction to the Melbourne average.

More than one-third (39.6%) of respondents providing a score were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), whilst 9.5% were “dissatisfied” (i.e., rated satisfaction at less than five).

The most significant finding from the survey this year was that there was measurable and significant variation in satisfaction observed across the municipality.

Respondents from the growth area precincts were notably more satisfied than average, with Officer / Beaconsfield respondents (7.24) the most satisfied. By contrast, respondents from the Rural precinct (6.34) were notably less satisfied than average and at a “solid” level, whilst respondents from the Hills precinct (5.70) were measurably and significantly less satisfied than average, and at a “poor” level of satisfaction, with 11.9% from the Hills “dissatisfied”.

There was also notable variation in satisfaction with Council’s overall performance observed by respondent profile, as follows:

- ***Notably more satisfied than average*** – includes young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), multilingual households, rental households, new and newer residents (less than five years in Cardinia Shire), two-parent families with children aged under 18 years, and younger sole person households.
- ***Notably less satisfied than average*** – includes older middle-aged adults (aged 55 to 64 years), households with disability, English speaking households, mortgagor households, long-term residents (10 years or more in Cardinia Shire), two-parent families with adult children only, one-parent families, middle-aged sole person, and middle-aged couple households.

When asked if [Council performance had changed in the last 12 months](#), 14.2% of respondents providing a response believed that Council’s overall performance had improved, almost double the proportion who considered that overall performance had deteriorated (7.6%).

Satisfaction with the six of the seven included aspects of [governance and leadership](#) were recorded at “good” levels, including Councils community consultation and engagement (6.80), performance meeting Council’s environmental responsibilities (6.80), maintaining community trust and confidence (6.64), representation, lobbying, and advocacy (6.58), responsiveness to local community needs (6.56), and making decisions in the interests of the community (6.53). More than one-third of respondents were “very satisfied” with each of these aspects, whilst no more than one-sixth were “dissatisfied”.



Satisfaction with Council providing value for rates was recorded at 6.09, or a “solid” level. One-third of respondents were “very satisfied” with this aspect, whilst 22.2% were “dissatisfied”.

Satisfaction with all these aspects of governance and leadership was somewhat higher than the metropolitan Melbourne average, which was a positive reflection on the governance and leadership performance of Cardinia Shire Council this year.

Approximately one-third (34.5%) of respondents had [contacted Council in the last 12 months](#), a result consistent with results observed elsewhere.

The most common methods of contacting Council were telephone during office hours (54.2%), email (17.5%), the website (9.7%), and visiting in person (9.1%). Metropolis Research notes that visits in person have been significantly lower over the last three years of the COVID-19 pandemic, across metropolitan Melbourne, and this has been a negative influence on satisfaction with the provision of customer service by local government.

[Satisfaction with the six aspects of customer service](#) was good, with results varying from “very good” for staff understanding the respondents’ communication needs (7.58), to a “solid” level for the speed and efficiency of service (6.46).

Overall satisfaction with the customer service experience was 6.93 or “good”, with 56.4% “very satisfied” and 18.3% “dissatisfied”.

These results were all marginally higher than the 2022 metropolitan Melbourne results.

The average satisfaction with the 36 included [Council services and facilities](#) was 7.49 out of 10, or a “very good” level of satisfaction. This marginally higher than the metropolitan Melbourne average satisfaction with 35 of these 36 services and facilities of 7.40.

The services and facilities recording the highest levels of satisfaction included the four kerbside collection services, including regular garbage (8.61), recycling (8.60), food and green waste (8.51), and the bookable hard rubbish (7.87), as well as the local library services (8.51), sports ovals and other local sporting facilities (8.02), the provision of public art centres (7.96), and community centres / neighbourhood houses (7.94).

Satisfaction with all these services and facilities were recorded at “excellent” levels, with more than two-thirds of respondents “very satisfied”, and less than four percent “dissatisfied”.

The services and facilities with the lowest levels of satisfaction were the maintenance and repair of both sealed (6.44) and unsealed (6.22) local roads, as well as public toilets (6.40). These three services and facilities were the only ones to report “solid” levels of satisfaction and with which approximately one-fifth of respondents were “dissatisfied”.

Metropolis Research notes that none of the 36 included services and facilities recorded a “poor” or lower level of satisfaction.



Funding priorities for Council

When asked if there were any areas of Council that respondents' felt [should receive more or less funding](#), a small number (90 respondents) nominated an area that they believe should receive additional funding, whilst just 16 nominated an area that should receive less.

The most common areas of Council that respondents felt should receive additional funding were infrastructure, with roads being the most nominated.

Planning, housing development, and population growth

Respondents were asked their satisfaction with three [aspects of planning and housing development](#): the design of public spaces (7.42 or "very good"), the appearance and quality of new developments (7.26 or "very good"), and the protection of local heritage (7.12 or "good"). More than half of the respondents providing a score were "very satisfied" with each of these three aspects, whilst less than 10% were "dissatisfied".

Satisfaction with all three of these aspects was measurably higher than the metropolitan Melbourne averages.

Respondents "dissatisfied" with planning and housing development outlined several reasons, including concerns around the density of new developments, some concerns around the quality and design of new housing, and the impact of new housing on existing communities.

Satisfaction with [planning for population growth by all levels of government](#) was 6.22 or "solid", somewhat higher than the metropolitan Melbourne average (5.99), and importantly, it was measurably higher than the growth area councils' average of 5.57.

Current issues for people living in the Cardinia Shire

When asked to nominate what they considered to be the top three [issues for people living in the Cardinia Shire "at the moment"](#), 65.2% nominated at least issue.

The three most common issues nominated by respondents were categorised into road maintenance and repairs (19.6%), traffic management (10.8%), and safety, policing, and crime related issues (8.2%).

It is particularly noted that a higher proportion of respondents nominated roads (19.9% compared to 13.1%), and safety, policing, and crime (8.2% compared to 4.5%) than the metropolitan Melbourne averages.

In relation to roads, it is noted that 41.3% of respondents from the Hills precinct and 37.7% of respondents from the Rural precinct nominated these issues. These are significant results that reinforce the importance of road related issues in these communities, and they were a substantive factor underpinning the lower overall satisfaction in the Rural and Hills precincts.



Aspects respondents like or value most about living in Cardinia

When asked to nominate what they [like or value most about living in Cardinia](#), almost three-quarters (71.5%) provided a response. The most common aspects that respondents like most about living in Cardinia Shire were categorised as it being a quiet / calm / peaceful area (19.9%), the community atmosphere / feel (13.6%), the parks, gardens, and open spaces (9.3%), the semi-rural / country feel (7.3%), and the natural environment / bushland (6.3%). These results varied notably across the Shire.

Perception of safety in the public areas of Cardinia Shire

Despite being the third most nominated issue to address for residents of the Cardinia Shire “at the moment”, the average [perception of safety of safety living in Cardinia Shire](#) was relatively high, with the overall perception of safety living in Cardinia Shire recorded at 7.96 out of 10, although it was somewhat lower in Pakenham (7.78).

The perception of safety in the public areas of the municipality was very high at 8.54 out of 10, with 81.6% feeling “very safe” (i.e., rated safety at eight or more), and 5.1% feeling “unsafe” (i.e., rated safety at less than five). This was almost identical to the metropolitan Melbourne average of 8.51.

The perception of safety in the public areas of the municipality at night was still relatively high at 7.19, with 50.7% feeling “very safe” and 24.3% “unsafe”. This was marginally higher than the metropolitan Melbourne average of 6.96. Female respondents felt 7.2% less safe at night than male respondents, a result consistent with the metropolitan Melbourne average.

The most common reasons why some respondents felt unsafe in Cardinia Shire related to issues / concerns about types of people, including “youths”, “hoons”, “louts”, the homeless, and drug and alcohol affected people. Other concerns were focused mostly on safety at night and lighting, and concerns about crime and the level of policing.

Sense of community statements

Respondents were asked their level of agreement with eight statements about Cardinia Shire and the community. The average agreement with seven of the eight statements was “strong”, with approximately half “strongly agreeing” (i.e., rating agreement at eight or more), and approximately 10% “disagreeing” (i.e., rating agreement at less than five).

These statements covered agreement that the Cardinia community protects natural areas (7.32), is a strong, healthy, and connected community (7.28), manages waste responsibly (7.28), is environmentally sustainable (7.18), has access to required transport modes (7.17), that local jobs are supported (7.16), and protects agricultural land (6.93).

The statement receiving the lowest agreement was that the local area is well planned with adequate infrastructure, with average agreement of 6.50, with 39.2% “strongly agreeing” and 19.9% “disagreeing”.



Introduction

Metropolis Research Pty Ltd was commissioned by Cardinia Shire Council to undertake this, its first independent *Annual Community Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment on a range of additional issues of concern in the municipality.

The survey explored the following:

- Satisfaction with Council's overall performance and change in performance.
- Satisfaction with aspects of Council's governance and leadership performance.
- Importance of and satisfaction with 36 Council services and facilities.
- Satisfaction with aspects of planning and development.
- Satisfaction with aspects of Council's customer service performance.
- Funding of Council services and facilities.
- Issues of importance for Council to address in the coming year and relationship with satisfaction with overall performance.
- Aspects respondents value most about living in the Cardinia Shire.
- Perception of safety in the public areas of the municipality.
- Aspects of the sense of community.
- Respondent profile.

Rationale

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and community feel and involvement. The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

The *Annual Community Satisfaction Survey* provides an in-depth coverage of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the Cardinia Shire.

In addition, the *Annual Customer Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed.



For example, the survey includes data on age structure, gender, language spoken at home, disability, period of residence in the Cardinia Shire, and household structure.

By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be identified.

Methodology and response rate

The survey was conducted as a door-to-door interview style survey of 900 households drawn proportionally from across all the suburbs / localities that comprise the municipality.

The survey fieldwork was conducted between the 5th of March and the 5th of June 2022. The longer than average fieldwork time taken to complete the project this year reflects labour shortages resulting from the COVID-19 pandemic. Typically, the fieldwork takes between four and six weeks, rather than the 13 weeks taken this year.

Trained Metropolis Research fieldwork staff conducted face-to-face interviews of approximately 20 minutes duration with randomly approached householders.

This methodology has produced highly consistent results in terms of the demographic profile of respondents, obtaining a sample of respondents that more closely reflects the underlying population of the municipality than can be obtained using the alternative telephone methodology.

Despite the inherent limitations of any voluntary data collection or consultation process where individual residents are not obliged to participate; the methodology developed by Metropolis Research over more than two decades provides the most effective means of including respondents from across the broad spectrum of the Cardinia community.

The sample was pre-weighted by suburb / locality population to ensure that each of the 16 suburbs / localities contributed proportionally to the overall municipal result. The final sample was then weighted by respondents' age and gender to reflect the age and gender profile of the Cardinia community, as reported in the 2016 *Census*. This two-stage process ensured that the municipal results effectively reflect the geographical and demographic makeup of the Cardinia community.

Due to OH&S issues, it was not possible to conduct 84 surveys in the southern rural, northern rural, and Pakenham balance localities of the Shire by the door-to-door methodology. These surveys were conducted by telephone.

A total of 5,837 households were approached to participate in the survey (4,398 door to door and 1,439 by telephone). Of these households, 3,316 were unattended when approached or telephoned, were therefore not invited to participate, and played no further part in the research.



A total of 1,621 refused the offer to participate in the research and 900 completed the survey.

This provides a response rate of 35.7% overall, with 38.4% for the door-to-door component, and 21.3% for the telephone component.

The margin of error of the municipal results presented in this report is plus or minus 3.25%, at the 50% level. In other words, if a yes / no question asked of the entire sample of 900 respondents were to obtain a result of 50% yes, it is 95% certain that the true value of this result is within the range of 46.75% and 53.25%.

This is based on a total sample size of 900 respondents, and an underlying population of the Cardinia Shire of approximately 119,000.

The margin of error increases as the sample size decreases, such as for the precinct results, and the breakdown of results for individual age groups, genders, and other sub-groupings for which results are provided. Each separate result has a different margin of error based on its unique sample size and the actual result.

By way of a guide, the margin of error is approximately 5.6% for the Pakenham results, approximately 8.4% for the other precinct results, and in the order of 4.6% for the gender results and varies from between approximately 6% and 10% for the age-based results.

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is usually conducted with a sample of 1,200 respondents, however, due to COVID-19 this year, the survey included a sample of 800 respondents.

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne, and then weighted by age and gender to reflect the profile of the metropolitan Melbourne community.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Cardinia Shire Council – 2022 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

This report provides comparisons against the metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the southeastern region (which includes Cardinia, Casey, Frankston, Greater Dandenong, Kingston, and the Mornington Peninsula).

There are also some comparisons against the growth area councils including Cardinia, Casey, Hume, Melton, Whittlesea, and Wyndham.



Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as presented in Council's Community Profile as published by i.d Consulting.

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 4.4%.



Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report and are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- **Excellent** - scores of 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



Council's overall performance

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Council across all areas of responsibility?”

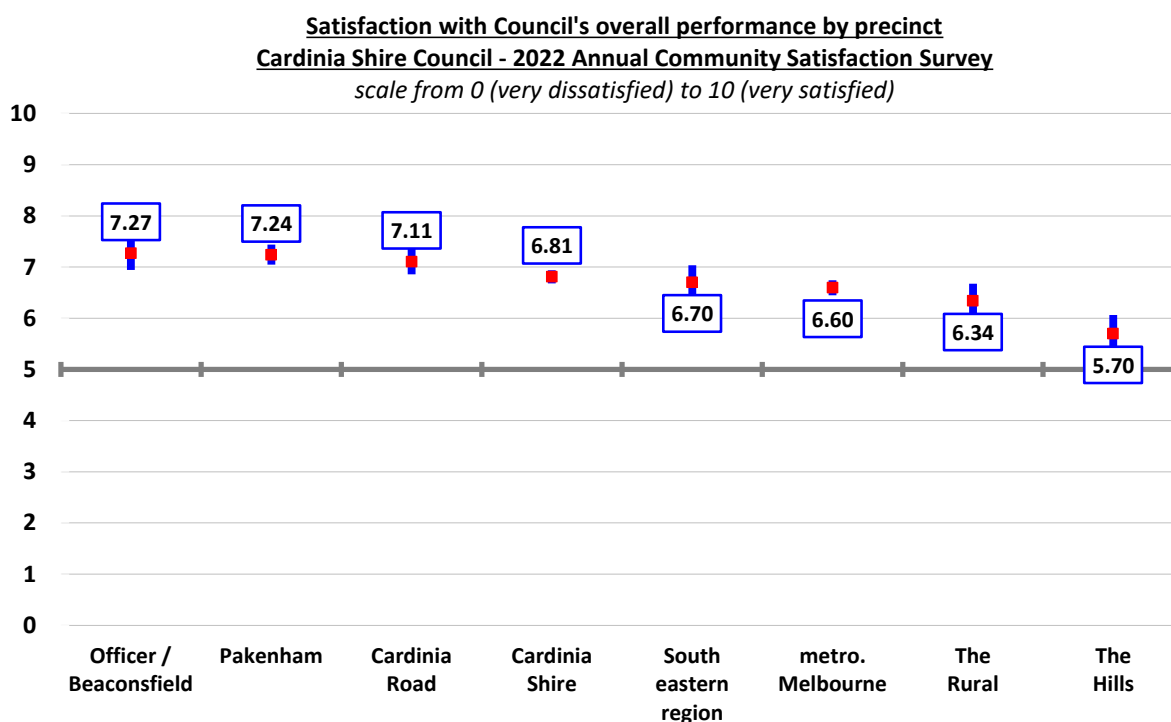
Satisfaction with the performance of Council across all areas of responsibility (overall performance) was recorded at 6.81 out of a potential 10, or a “good” level of satisfaction.

By way of comparison, this result was notably higher than the metropolitan Melbourne average of 6.60, and marginally higher than the southeastern region councils’ average of 6.70, both as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research using the telephone methodology in January 2022.

Whilst being higher in the Cardinia Shire than the two comparison areas, the variation was not statistically significant (or “measurable”) at the 95% confidence level.

There was measurable and significant variation in overall satisfaction with Council observed across the municipality, as follows:

- **Officer / Beaconsfield, Pakenham, Cardinia Road** – respondents from these three precincts were notably, but not measurably more satisfied than the municipal average, with Officer / Beaconsfield respondents rating satisfaction at a “very good” level.
- **Rural precinct** – respondents were notably, but not measurably less satisfied than average, and at a “solid” level of satisfaction.
- **The Hills precinct** – respondents were measurably and significantly less satisfied than average, and at a “poor” level of satisfaction.

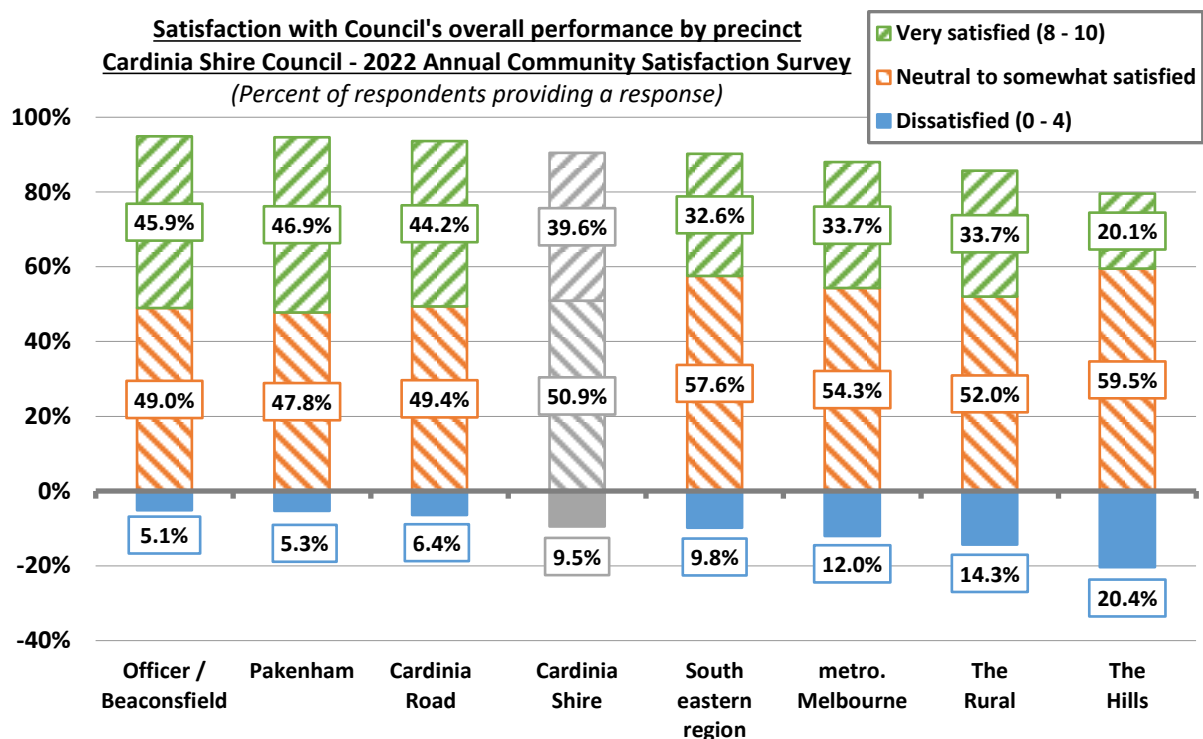


The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

It is noted that there were slightly more “very satisfied” respondents and slightly fewer “dissatisfied” respondents in the Cardinia Shire than either the metropolitan Melbourne or southeastern region councils.

There was significant variation observed across the municipality, with close to half of the respondents from the growth area precincts “very satisfied” with Council’s overall performance, compared to just one-fifth of respondents from the Hills precinct.

Particular attention is drawn to the fact that there were equally as many “dissatisfied” as “very satisfied” respondents in the Hills precinct. Metropolis Research notes that this is a very unusual result and suggests significant community concern with the overall performance of Council by residents in this precinct of the Cardinia Shire.

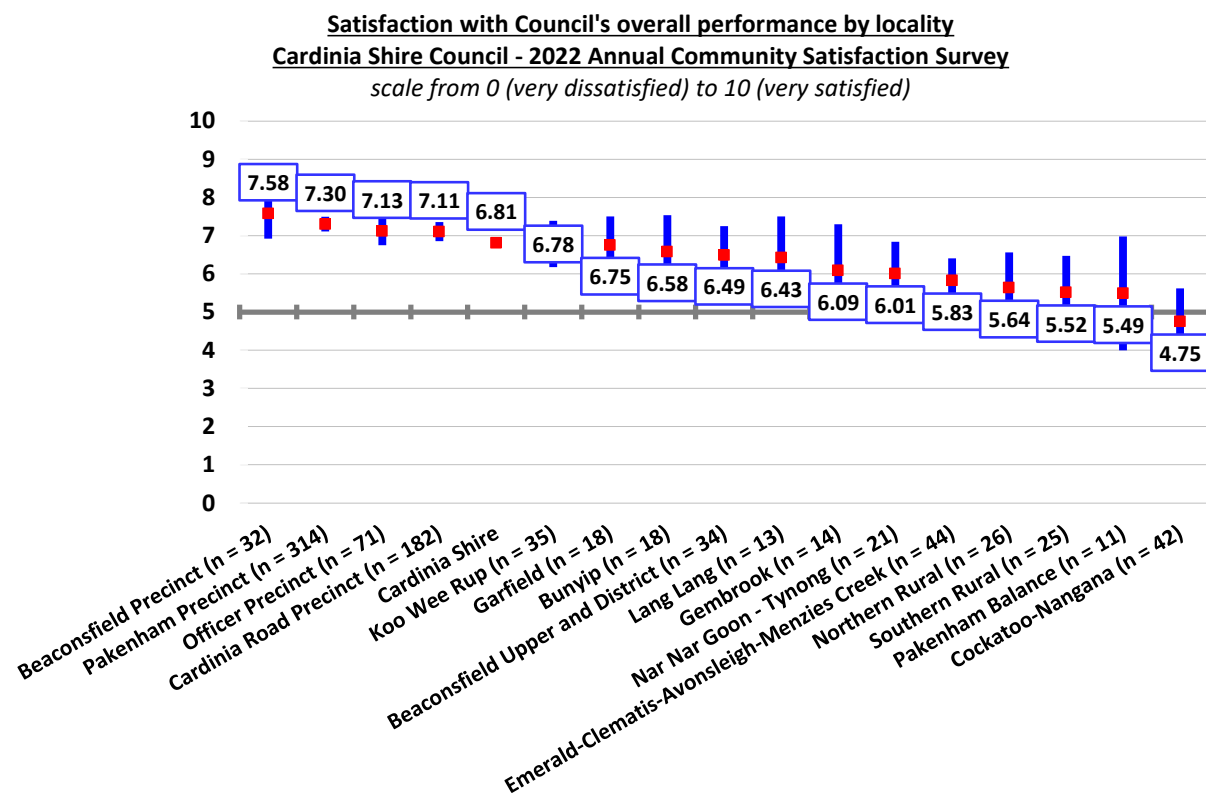


The following graph provides a more detailed breakdown of the average satisfaction with Council’s overall performance for respondents from each of the 16 localities comprising the Cardinia Shire. The details of these localities are consistent with Council’s *Community Profile*, as published by i.d. Consulting.

Whilst cognisant of the small sample size for some of these localities, these results do reinforce the view that residents of the growth areas of the municipality are substantially more satisfied with Council’s overall performance than residents of either the rural localities or the hills localities.

Of most concern is the “extremely poor” overall satisfaction score recorded by the 42 respondents from Cockatoo-Nangana, who, on average, rated satisfaction at just 4.75, or “dissatisfied”.

Metropolis Research notes that in our experience, it is unusual for communities to record average satisfaction scores of less than six out of 10, and extremely uncommon for communities to record average satisfaction scores of less than five.



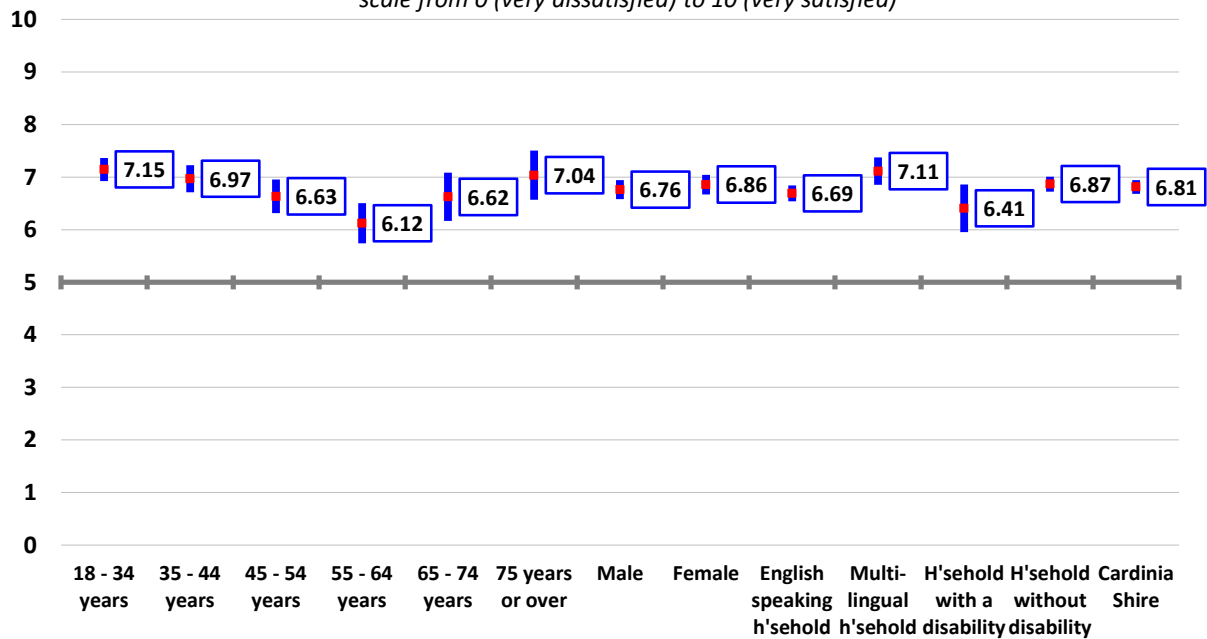
Satisfaction by respondent profile

The following section provides a breakdown of both the average and percentage results for satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, housing situation, period of residence in the Cardinia Shire, and household structure.

The following variations of note were observed:

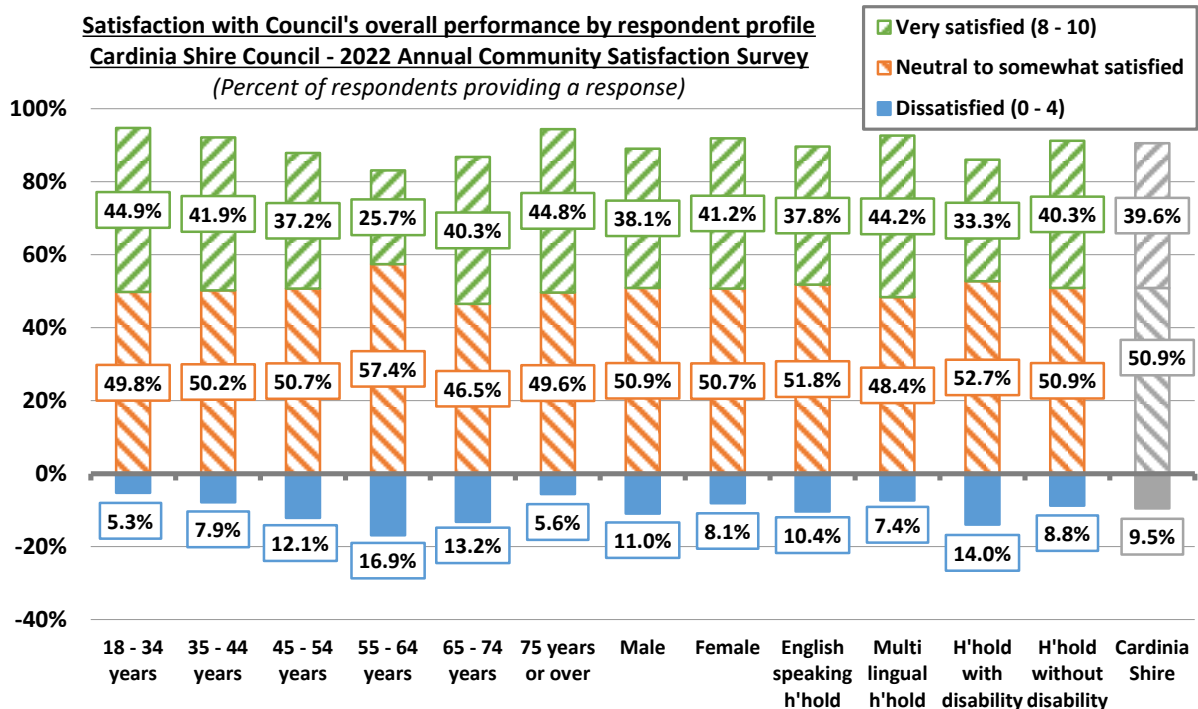
- **Notably more satisfied than average** – includes young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), multilingual households, rental households, new and newer residents (less than five years in Cardinia Shire), two-parent families with children aged under 18 years, and younger sole person households.
- **Notably less satisfied than average** – includes older middle-aged adults (aged 55 to 64 years), households with disability, English speaking households, mortgagor households, long-term residents (10 years or more in Cardinia Shire), two-parent families with adult children only, one-parent families, middle-aged sole person, and middle-aged couple households.

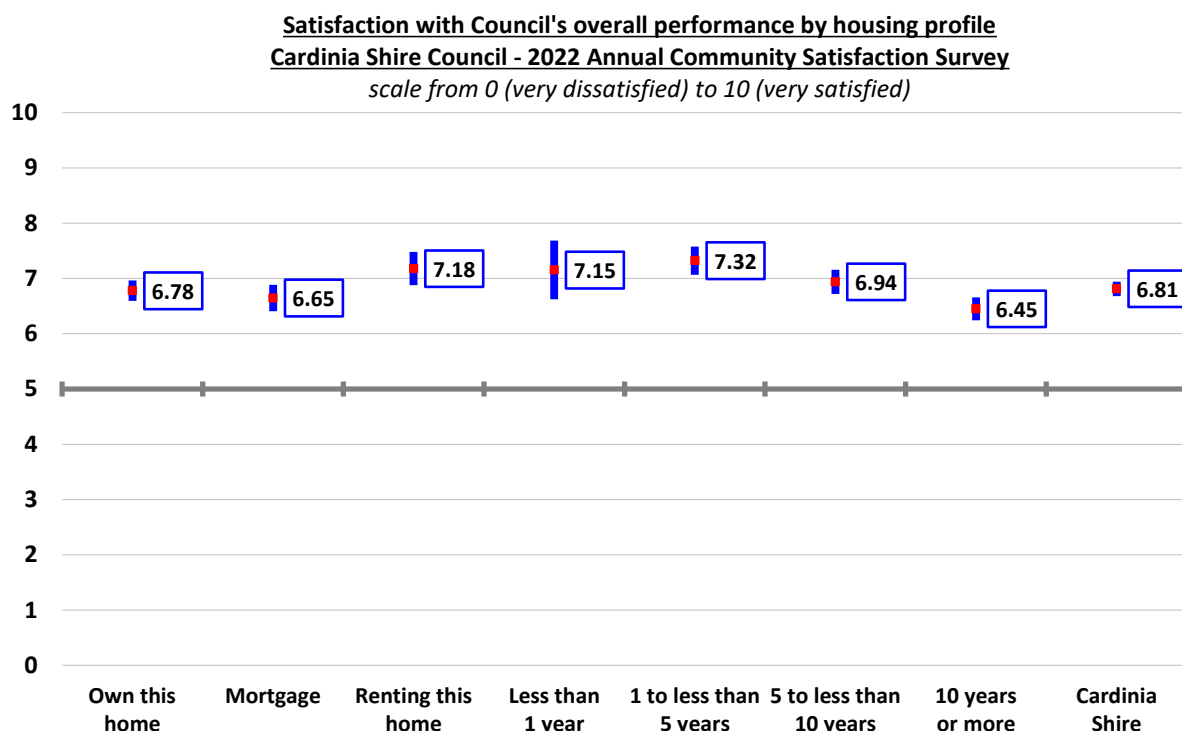
Satisfaction with Council's overall performance by respondent profile
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



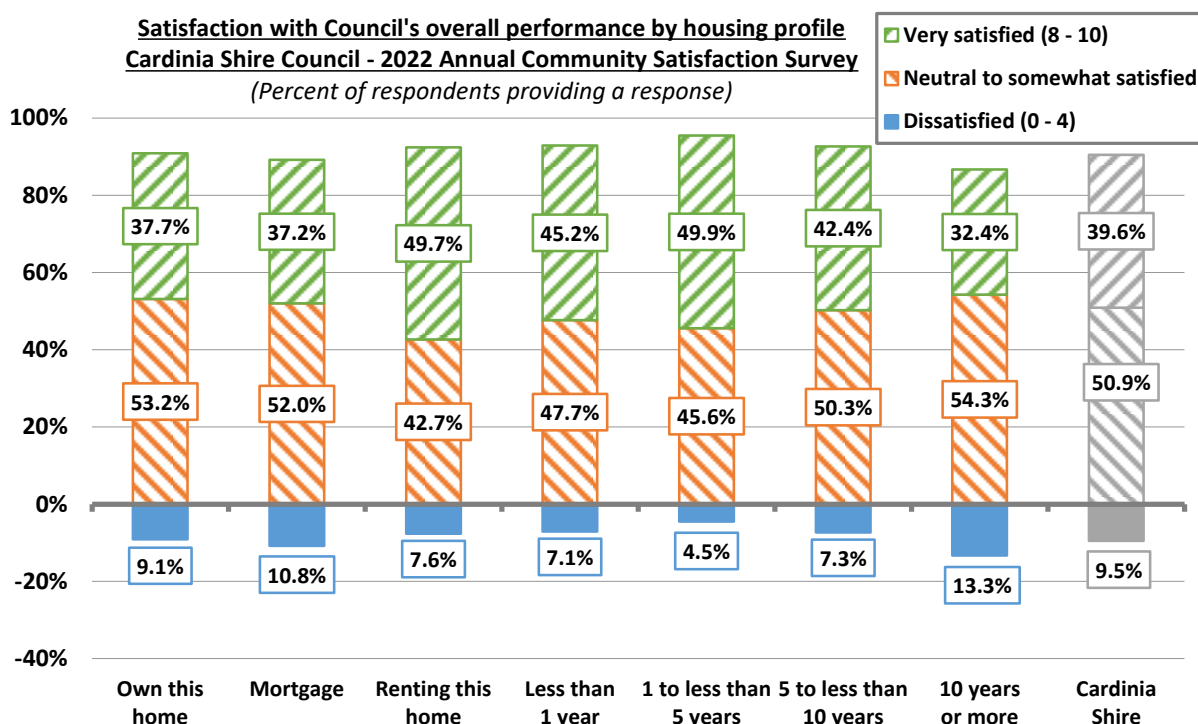
It is noted that 16.9% of older middle-aged adults (aged 55 to 64 years) and 14.0% of respondents from households with a member with disability were dissatisfied with Council's overall performance.

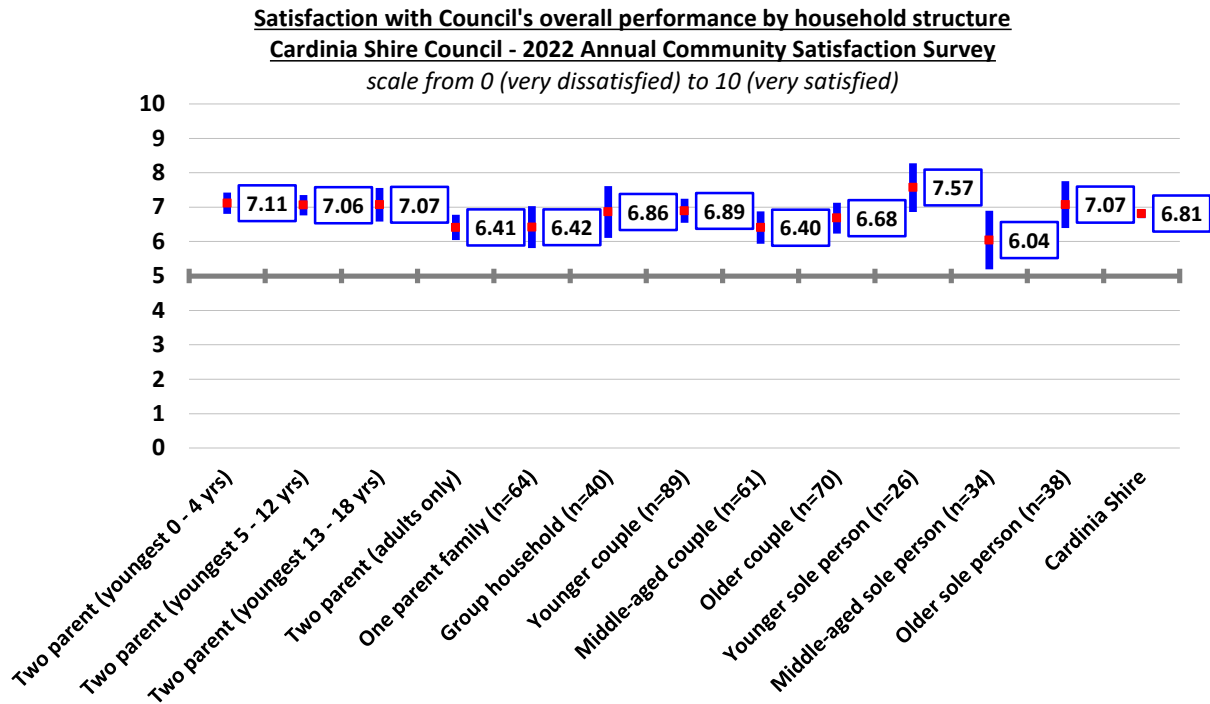
Satisfaction with Council's overall performance by respondent profile
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



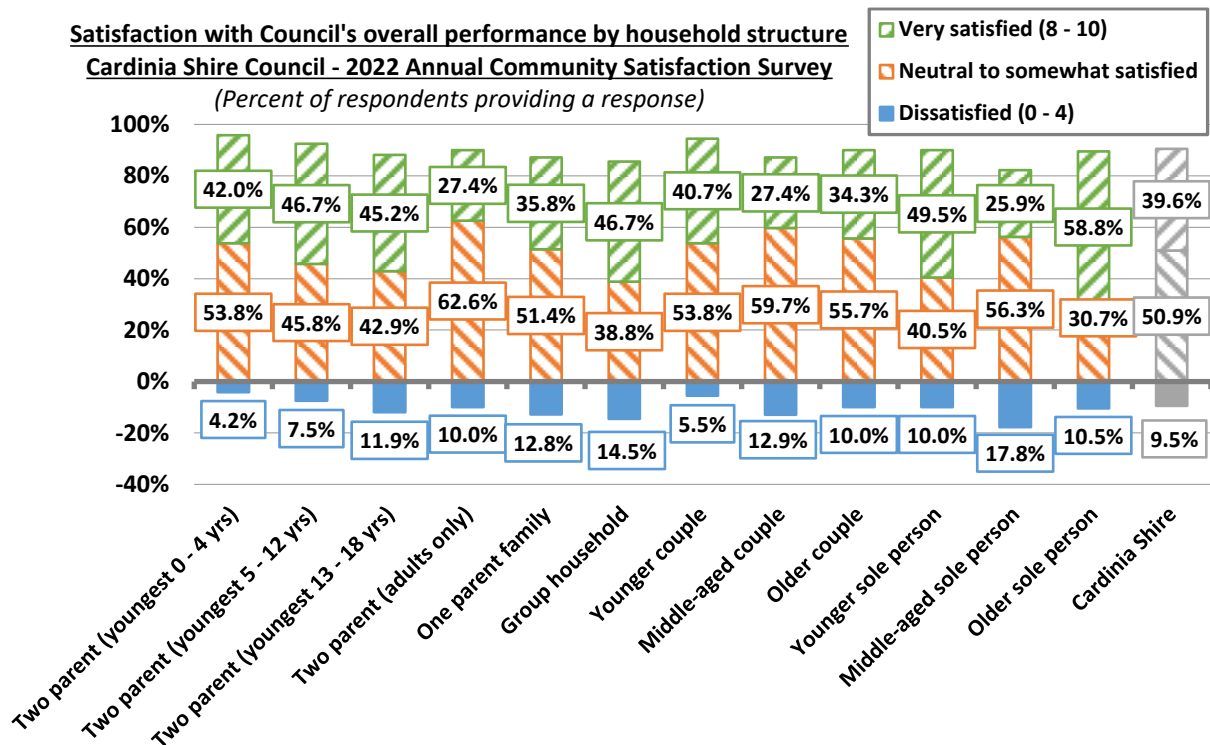


It is noted that 13.3% of long-term resident respondents of Cardinia Shire (10 years or more in the Shire) were dissatisfied with Council's overall performance.





It is noted that more than half of the 70 older sole person households were “very satisfied”, whilst 17.8% of middle-aged sole person households, and 14.5% of group households were dissatisfied with Council’s overall performance.



Satisfaction by perception of safety

Metropolis Research notes that the perception of safety was raised as a matter of concern by some respondents in response to a number of questions in the survey, including that 8.2% of respondents nominated “safety, policing, and crime” as one of the [top three issues to address](#), and that 4.7% of respondents felt unsafe in terms of their [overall safety living in Cardinia Shire](#).

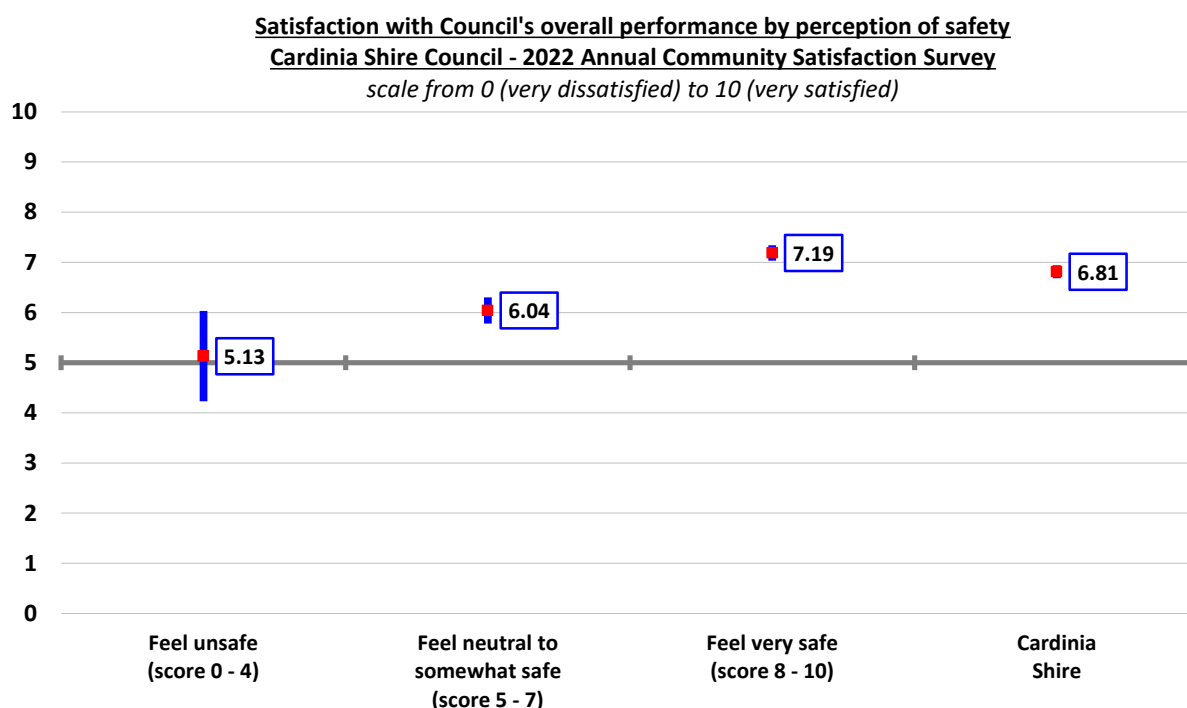
The following graph provides a comparison of satisfaction with Council’s overall performance by respondents who felt “very safe”, “neutral to somewhat safe”, and “unsafe” overall living in Cardinia.

There was a strong relationship between the perception of overall safety living in Cardinia Shire and satisfaction with Council’s overall performance.

It is important to note, however, that in the following section which explores the relationship between the top issues to address and overall satisfaction with Council, it is noted that, on average, the 74 respondents who nominated “safety, policing, and crime” issues reported an overall satisfaction with Council score of 6.82, consistent with the average of all respondents of 6.81.

This does suggest that whilst respondents who felt unsafe overall living in the Cardinia Shire were measurably less satisfied with Council’s overall performance, it does not necessarily follow that these respondents nominated safety related issues as one of the top three priorities to be addressed in the municipality.

This is reinforced by the fact that respondents from Pakenham felt the least safe overall living in Cardinia Shire (7.78 compared to average of 7.96), but they were notably more satisfied with Council’s overall performance than the municipal average.



Satisfaction by top issues for the Cardinia Shire

The following graph displays the average overall satisfaction score for respondents nominating each of the top 13 issues to address for the Cardinia Shire “at the moment”, with a comparison to the overall satisfaction score of all respondents (6.81), as well as a comparison to the 313 respondents who did not nominate any issues to address (7.19).

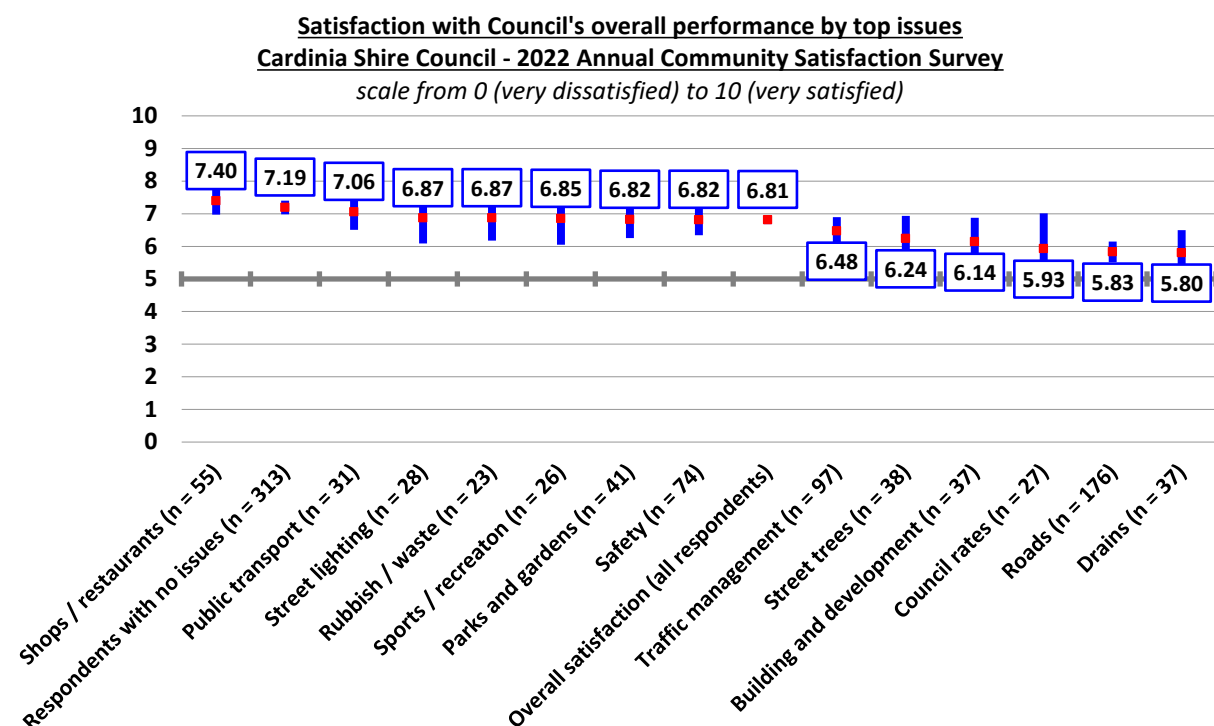
The detailed analysis of the top issues to address in the Cardinia Shire “at the moment” is discussed in the [Current Issues for the Cardinia Shire](#) section of this report.

The aim of this data is to explore the relationship between the issues nominated by respondents and their satisfaction with Council’s overall performance. The data does not prove a causal relationship between the issue and satisfaction with Council’s overall performance but does provide meaningful insight into whether these issues were likely to be exerting a positive or negative influence on these respondents’ satisfaction with Council’s overall performance.

Clearly the number of respondents nominating each of these 13 issues varies substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

It is worth noting that the 55 respondents who nominated issues with shops, restaurants, and similar facilities, were, on average, more satisfied with Council’s overall performance than respondents who did not have any issues to nominate.

Clearly respondents who do not feel there are any issues to address for the municipality will almost always be more satisfied with Council’s performance than respondents who believe there are issues to address.



Of most interest in the above graph is that it shows that the respondents who nominated issues with traffic management, street trees, planning and development, Council rates, roads, and drains were measurably less satisfied with Council's overall performance than the respondents who did not nominate any issues to address.

This strongly suggests that, for the respondents who nominate these issues, they were a significant negative influence on these respondents' satisfaction with Council's overall performance.

Of these issues, the most important was road maintenance and repairs related issues, given that 176 of the total sample of 900 respondents (19.6%) nominated these as a top three issue. This is particularly important for respondents from the Hills (41.3%) and the Rural (37.7%) precincts, given that such a significant proportion of respondents from these two precincts nominated these issues.

Taken together, these results reinforce the view that issues with roads (both sealed and unsealed) were a significant factor underpinning the lower overall satisfaction with Council by respondents from these two precincts.

The following table provides an alternative approach to looking at the relationship between overall satisfaction with Council and the issues to address.

Top issues for Cardinia of respondents' dissatisfied with overall performance

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Roads maintenance and repairs	32	40.0%	19.6%
Traffic management	12	15.0%	10.8%
Safety, policing, crime	9	11.3%	8.2%
Street trees provision and maintenance	7	8.8%	4.2%
Drains maintenance and repairs	6	7.5%	4.1%
Equal treatment of rural / urban areas	6	7.5%	1.0%
Building, housing, planning and development	5	6.3%	4.1%
Council rates	5	6.3%	3.0%
Communication, consultation and provision of information	4	5.0%	2.4%
Council governance, performance and accountability	4	5.0%	0.9%
Environment, sustainability and climate change	3	3.8%	1.4%
Footpath maintenance and repairs	3	3.8%	1.8%
Parks, gardens and open spaces	3	3.8%	4.6%
Street cleaning and maintenance	3	3.8%	4.2%
Street lighting	3	3.8%	3.1%
All other issues (39 separately identified issues)	49	61.3%	51.0%
Total responses	154		1,120
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>65 (80.8%)</i>		<i>587 (65.2%)</i>



These results show that respondents who were dissatisfied with Council's overall performance were substantially more likely to nominate the issues of roads (40% compared to 19.6%), street trees (8.8% compared to 4.4%), equal treatment between urban and rural areas (7.5% compared to 1.0%), council rates (6.3% compared to 3.0%), and Council governance and leadership performance (5.0% compared to 0.9%).

Metropolis Research notes that some of these issues were issues that were prominent in the issues nominated by respondents from the Hills and to a lesser extent the Rural precincts of Cardinia Shire.

Satisfaction by respondents dissatisfied with services

The following graph provides the average satisfaction with Council's overall performance of respondents dissatisfied with individual services and facilities.

Services and facilities with fewer than 10 dissatisfied respondents have been excluded from these results.

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 75 dissatisfied respondent), hence the relatively large 95% confidence interval around these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (6.81).

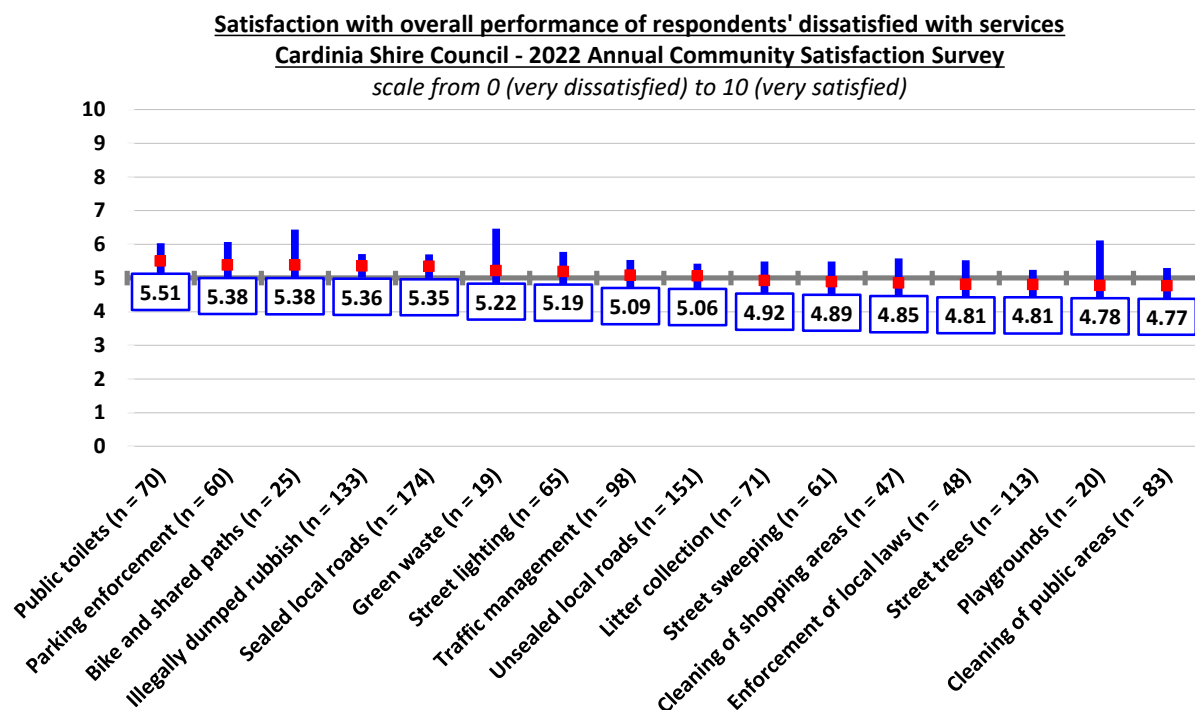
It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one service and facility were likely to be dissatisfied with several services and facilities and were also measurably less satisfied with Council's overall performance.

This reflects the fact that some (a small number) of respondents were dissatisfied with Council's performance, and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for many respondents who tended to provide the same satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the full range of services and facilities provided by Council.

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores this year were litter collection, street sweeping, cleaning of shopping area, enforcement of local laws, street trees, playgrounds, and the cleaning of public areas. Respondents who were dissatisfied with any of these services, on average, rated satisfaction with Council's overall performance at an "extremely poor" level.





Reasons for level of satisfaction with Council's overall performance

Respondents were asked:

"Why did you rate Council's overall performance at the level you did?"

Respondents were asked to outline the reasons why they rated satisfaction with Council's overall performance at the level that they did.

A little more than half (53.4%), or 481 of the 900 respondents provided a response to this open-ended question.

These comments have been broadly categorised by the issues raised, and then displayed in the following table, broken down by whether the respondents were "satisfied" (i.e., rated satisfaction at six or more), were "neutral" (i.e., rated satisfaction at five), or "dissatisfied" (i.e., rated satisfaction at less than five).

The verbatim comments received from respondents underpinning these results are included as an appendix to this report.

Of the 481 comments received, 39.2% were general statements about Council and the reason why the respondent rated satisfaction as they did. This includes 19.8% positive statements, 8.1% neutral statements, and 11.4% negative statements. Consistent with the fact that most respondents were satisfied with Council's overall performance, most of these statements were from satisfied respondents.



The issues that were most raised by respondents as the reasons why they rated satisfaction with Council's overall performance at the level they did included issues with roads, traffic, transport, and footpaths (10.0%), communication, consultation, and the provision of information (7.2%), customer service and responsiveness (7.1%), building, housing, planning and development (6.5%), and services and facilities (6.2%).

Most of the comments made in relation to these and the other issues raised were negative in nature.

Metropolis Research notes that the issues raised in response to this question were generally consistent with the top issues to address for residents of Cardinia Shire, as discussed in the [Current Issues for People Living in Cardinia](#) section of this report. This includes issues such as roads and traffic.

Reasons for rating of satisfaction with Council's overall performance
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(number and percent of total comments)

Reason for rating of satisfaction	Total comments		Comments by respondents who were:		
	Number	Percent	Satisfied (6 to 10)	Neutral (5)	Dissatisfied (0 to 4)
General statements	228	39.2%	196	21	11
positive	115	19.8%	115	0	0
neutral	47	8.1%	40	7	0
negative	66	11.4%	41	14	11
Roads, traffic, transport, and footpaths	58	10.0%	38	12	8
positive	5	0.9%	5	0	0
negative	53	9.1%	33	12	8
Communication, consultation, information	42	7.2%	25	7	10
positive	1	0.2%	1	0	0
neutral	6	1.0%	6	0	0
negative	35	6.0%	18	7	10
Customer service and responsiveness	41	7.1%	15	15	11
positive	10	1.7%	10	0	0
negative	31	5.3%	5	15	11
Building, planning, housing, development	38	6.5%	26	7	5
positive	5	0.9%	5	0	0
negative	33	5.7%	21	7	5
Services and facilities	36	6.2%	24	7	5
positive	5	0.9%	5	0	0
negative	31	5.3%	19	7	5



Environment, parks, open space, and trees	31	5.3%	22	2	7
positive	1	0.2%	1	0	0
negative	30	5.2%	21	2	7
Rates and financial management	28	4.8%	14	8	6
positive	0	0.0%	0	0	0
negative	28	4.8%	14	8	6
Governance, accountability, and reputation	27	4.6%	14	0	13
positive	2	0.3%	2	0	0
negative	25	4.3%	12	0	13
The hills and rural areas vs. growth areas	14	2.4%	7	3	4
positive	0	0.0%	0	0	0
negative	14	2.4%	7	3	4
Cleanliness and maintenance of area	14	2.4%	14	0	0
positive	5	0.9%	5	0	0
neutral	2	0.3%	2	0	0
negative	7	1.2%	7	0	0
Garbage and waste management	8	1.4%	8	0	0
positive	0	0.0%	0	0	0
neutral	0	0.0%	0	0	0
negative	8	1.4%	8	0	0
Infrastructure	6	1.0%	5	0	1
positive	1	0.2%	1	0	0
negative	5	0.9%	4	0	1
Parking	5	0.9%	4	0	1
positive	0	0.0%	0	0	0
negative	5	0.9%	4	0	1
COVID-19 related issues	3	0.5%	1	0	2
positive	0	0.0%	0	0	0
negative	3	0.5%	1	0	2
Safety, policing and crime	2	0.3%	1	1	0
positive	0	0.0%	0	0	0
neutral	1	0.2%	1	0	0
negative	1	0.2%	0	1	0
Total responses	581	100%	414	83	84



Change in Council's overall performance

Respondents were asked:

“Over the past 12 months, do you think Council’s overall performance has?”

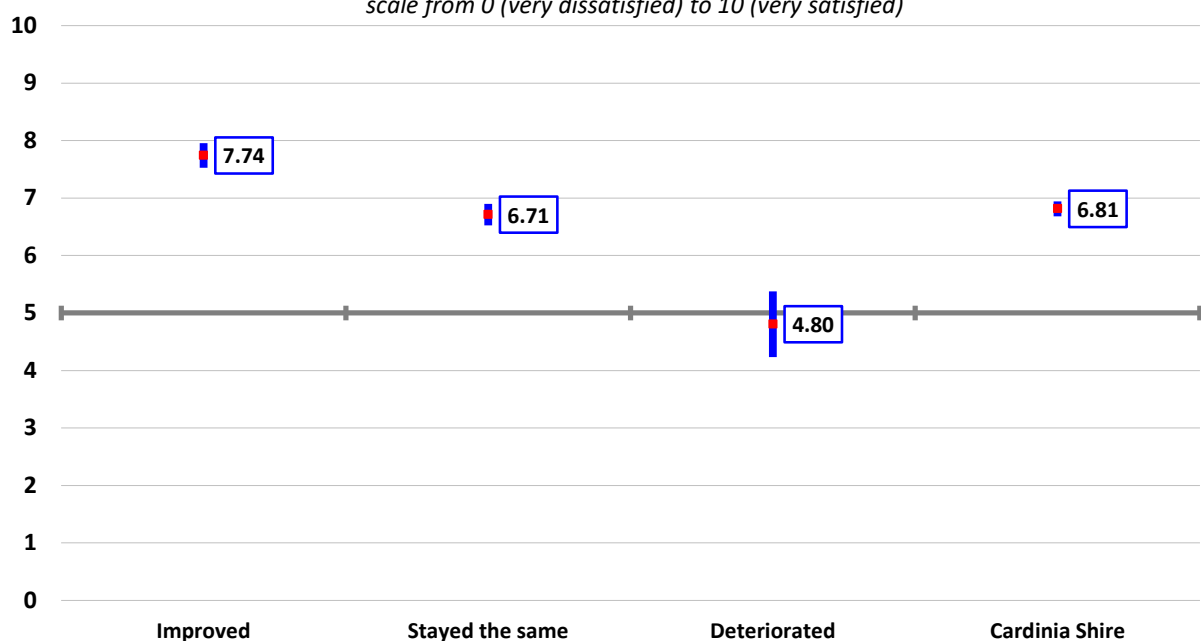
In 2022, a little less than one-sixth (14.2%) of respondents considered that Council’s overall performance had improved in the last 12 months, approximately double the 7.6% who considered that Council’s overall performance had deteriorated.

Change in overall performance
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2022	
	Number	Percent
Improved	128	14.2%
Stayed the same	391	43.4%
Deteriorated	68	7.6%
Can't say	313	34.8%
Total	900	100%

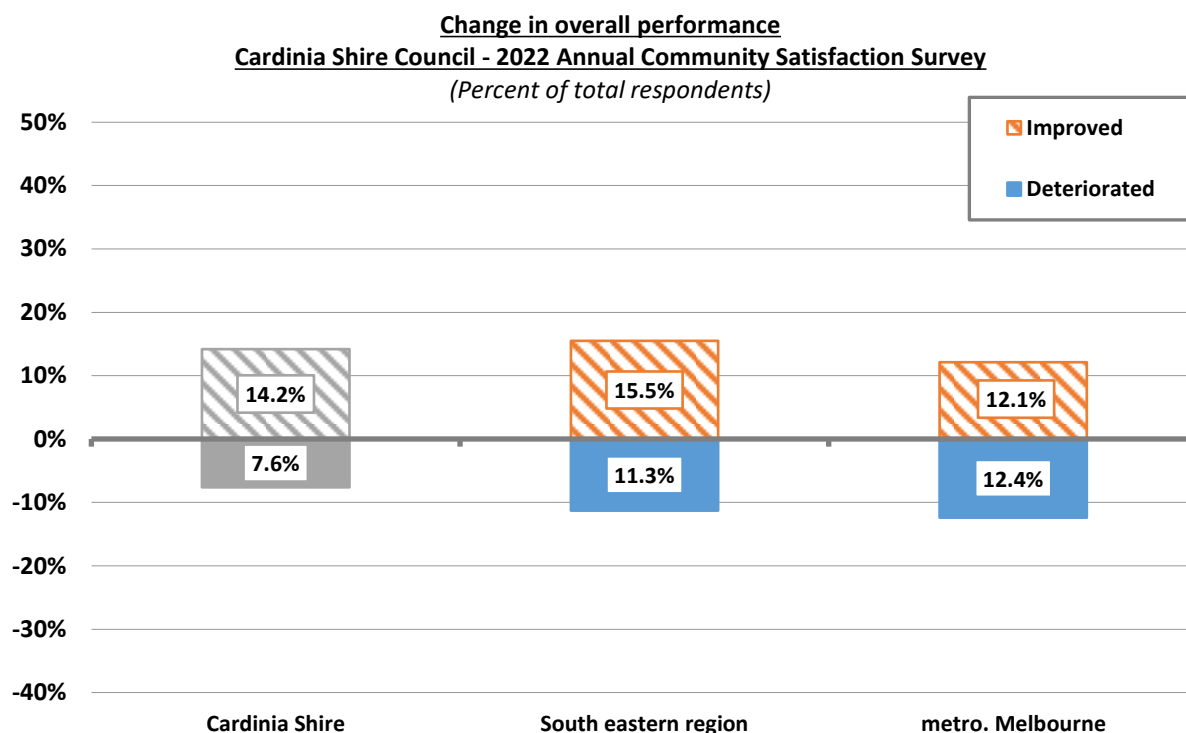
There was a clear relationship between the average overall satisfaction score and these results about the change in performance. Respondents who considered that Council’s overall performance had improved in the last 12 months were measurably more satisfied than average, and respondents who considered that Council’s performance had deteriorated were measurably and significantly less satisfied, and at an “extremely poor” level.

Satisfaction with Council's overall performance by change in overall performance
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The proportion of respondents who considered that Council’s overall performance had improved in the last 12 month was consistent with both the metropolitan Melbourne and southeastern region councils’ results from the 2022 *Governing Melbourne* research.

It is noted, however, that there were notably fewer respondents in the Cardinia Shire who considered that Council’s overall performance had deteriorated in the last 12 months than either the metropolitan Melbourne or southeastern region councils’ results.

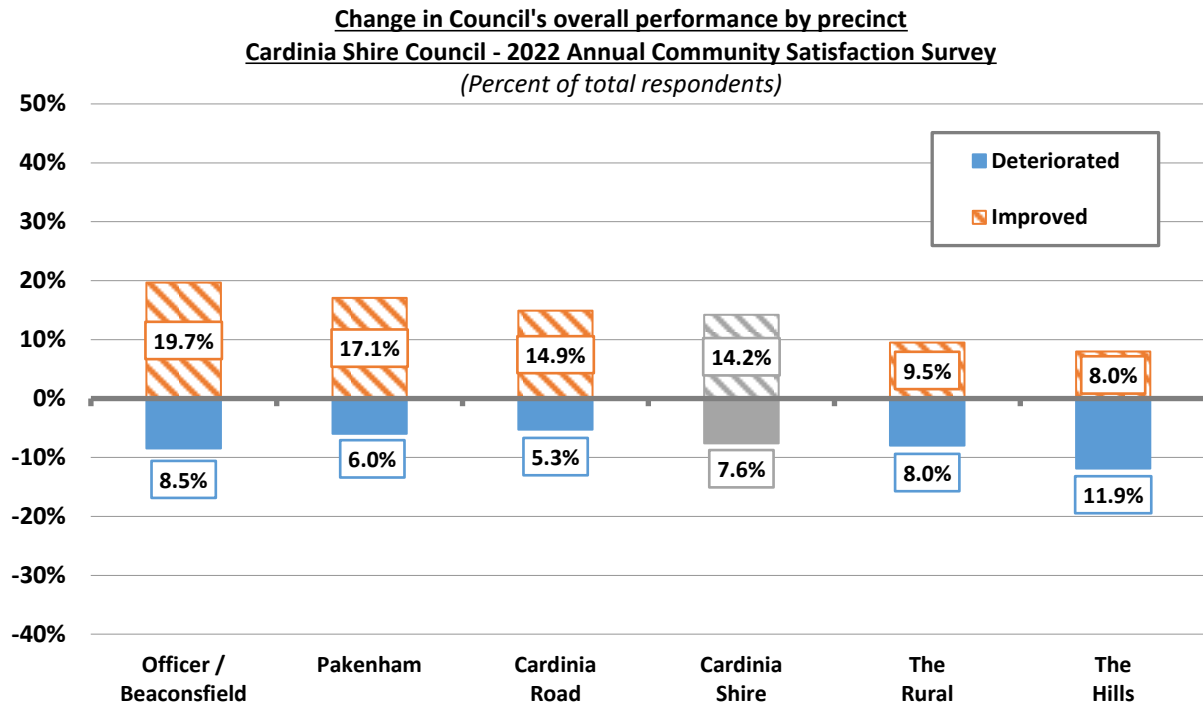


Consistent with the average overall satisfaction with Council results, there was notable variation in this result observed across the municipality.

Respondents from the three growth area precincts were more likely to consider that Council’s overall performance had improved in the last 12 months than respondents from the Rural or the Hills precinct.

It is also noted that there were more respondents in the Hills precinct who considered that Council’s overall performance had deteriorated in the last 12 months than the municipal average.





Reasons for change in Council's overall performance

Respondents were asked:

"Why do you say that?"

Respondents were asked to outline the reasons why they believed that Council's overall performance had improved, stayed the same, or deteriorated.

A total of 303 of the 900 respondents (33.7%) provided a response to this question, with the verbatim comments outlined in the following table.

The issues raised by respondents in response to this question were broadly consistent with the reasons for the rating of satisfaction with Council's overall performance discussed in the preceding section of this report, although there was some variation as follows:

- **Reasons why overall performance had improved** – includes general improvements (22), planning and development (22), roads / footpaths / transport / traffic (16), community services and facilities (13), and customer service / responsiveness related (12).
- **Reasons why overall performance had stayed the same** – includes no change (83), customer service / responsiveness (10), roads / footpaths / transport / traffic (9), and communication / consultation / engagement related (4).
- **Reasons why overall performance had deteriorated** – includes roads / footpaths / transport / traffic (10), community services / facilities (9), COVID-19 related (9), customer service / responsiveness (5), communication / consultation / engagement (4), parks, gardens, and open spaces (4), and waste management related (4).

Reasons why Council's overall performance improved / stayed the same / deteriorated in the last 12 months

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Improved	
General improvements / moving ahead / getting better / good job / trying	21
Developments / construction	16
Construction of new roads	7
Appears to be handling issues quickly / faster response	4
Make new / better parks	3
They have done footpaths and tracks	3
Garbage collections are better now	2
Has adapted to post COVID world pretty quick	2
Maintenance / repairs / upgrades increased	2
Most of the services are much more regular and efficient now	2
Public transport improved	2
The Council has incorporated some of the services we had requested for	2
The way they have delivered services through COVID has been great / proactive	2
They are making some new shopping centres	2
A fresher local environment	1
After the two storms, good in support the community Carramar Ct. And worked well with SES.	1
Should support local SES more	1
Aren't they supposed to?	1
As I said before they have improved as they are today but again not applicable to ours	1
Because of the recent developments	1
Bit hard to tell since just coming out of COVID but I feel its improved	1
Bus stops in this area (Station St)	1
Can see improvements yet a lot needs to be done in case of tree plantation, garbage pickup, litter collection and street lighting	1
Constant fixing / improvement of community services	1
Cutting trees	1
Frequent removal of dumped rubbish	1
Golf Court was developed in Pakenham	1
I mean they're not going backwards	1
I think they have improved a lot since I came here, everything now is easy to reach, and our family life become more convenience	1
More facilities coming online	1
More visual in community	1
New addition to their services, catering to our demands	1
New hub excellent; Emerald improved a lot	1
Noticed more things getting done for example new skate park	1
Our region is a developing area due to the Council's efforts	1
Planning on new developments	1
Resealed Rd Sycamore Ave	1
Steady growth in local business developments	1
Steady growth in recreational facilities etc.	1



Street maintenance improved	1
The population has massively increased, and the Council has accommodated to this growth perfectly	1
They've added a lot of new facilities, especially at the central area	1
We have a new public toilet and the new IGA	1
Total	98

Stayed the same

No change / difference / same	63
Because there are no improvements	20
I don't know / not sure	7
They are doing great / good / satisfied	4
Due to COVID it was hard for them to improve	3
Always been bad	2
Live here less than a year	2
Nothing much was done, have been complaining for years	2
They need to work on the roads	2
As a pensioner couple, we don't use many services so from our POV, nothing has changed	1
Be more transparent with the decisions they make. If they make promises to the community, they need to follow through	1
Couldn't see any improvements in shopping centre	1
COVID lockdowns	1
Depends on the staff, but in the main they have the right people in the right jobs	1
Due to the election, no one comes over	1
Everything is quite normal since the recovery of lock down and I have not seen anything really improved after that	1
Future planning for Emerald needed	1
Have not seen any community development around this area	1
I have not seen any improvement in areas like crime enforcement and traffic accidents	1
I reckon there's room for improvement and changes still needed to be made especially since COVID hit that the Council make to be more efficient	1
I still read newspapers every morning and seems like nothing pop up writing about what have the Cardinia Council have done so far	1
Knows the local members who have provided support	1
Lack of interest, not enough lobbying for funding	1
Need to be more proactive	1
No change despite raising our needs. Doesn't care for people's needs	1
No communication with the Council	1
No drains cleaned	1
Not all requirements are fulfilled, and I cannot say that they have improve on anything	1
Roadworks will be better but annoying	1
Sealed road is crucial	1
Skate park is required	1
Take long to resolve some of issues raised	1
The level of care and attention to the locals needs in Koo Wee Rup is not taken in the urgency level the community needs. They are far too slow to respond	1
The roads need to level up to the current traffic flow and the Council needs to improve them so it can cope with the future population growth in the area	1
There is quite a number of buildings and stuffs going on, but the area has not been changed much	1
There's a need for improvement. The Council delays resolving issues in Tynong	1



There's nothing being done by the Council with drugs and crime	1
They need to improve in communicating what services are	1
They need to improve on the roads and the planning of new infrastructure and whether the current volumes of the roads can actually cope with the demand	1
They need to improve on the roads before they consider in influencing the population growth by building new developments to cater and attract more into the area	1
They need to respond to the responses of those complaining and resolve them in a timely manner	1
Too many road issues regarding maintenance and repairs	1
Traffic congestion that cannot cope with the current and future population growth in the area	1
Whenever they are called to fix a problem, it takes up a month with constant calling	1
No focus on cockatoo	1
Total	141

Deteriorated

Cleaning and maintenance of roads	6
Couldn't do anything through COVID	6
Services have deteriorated / terrible / slow	4
Community engagement has gotten worse since the reopening after lockdown	2
Grass in parks / around the area aren't properly cut	2
Just keeps getting worse and never seen anything getting repaired or upgraded	2
Lots of hard rubbish	2
No planning of traffic management	2
Our interaction with the Council after the June storms was poor. Too much was left up to the volunteers to clean up	2
All services in general	1
Because of COVID we didn't get many services and it was chaotic. Not all Council's fault	1
Broken lights	1
Cleaning and maintenance of drains	1
Communication between departments and contractors is horrible	1
Council tries to push for suburb	1
COVID restrictions around sporting facilities were overbearing and not aligned with state laws or requirements, Council overly worried about litigation	1
Don't help when I need it	1
Don't listen to the community, it does what it wants to do	1
Graffiti	1
It's really dark if you go out at night as the lighting system has not been improved and I have some friends who live in this area too and they complain about the same thing, security, and lighting	1
Just a general view	1
Low hanging branches still haven't been dealt with	1
Management reasons and no proper allocation of funds	1
Maternal health has gone down	1
Maybe because of COVID, there has not much development that I see but, in my opinion, infrastructure here is ok	1
Messy street	1
Never gets better, always ineffective work	1
No changes	1
Not responding to issues	1
Only care about tourist but not the people	1
Overdevelopment	1
Parks not properly maintain as in the past	1



Rates too high but getting nothing in return	1
Rubbish	1
Rubbish collection getting worse	1
Stale Council, making same mistakes after years	1
Take freedom away, make things difficult. Should hear what people say in Cardinia	1
The Council thinks every neighbourhood in Pakenham wants to be developed. We don't	1
The rates are going up but all we get is bin collection	1
There are stray animals in the area	1
They do nothing	1
Toilet	1
Too political	1
Twelve months ago, they got someone do the roads which was great, but they changed them and are horrible anymore	1
Want free green bin	1
Total	64
Total responses	303



Governance and leadership

Respondents were asked:

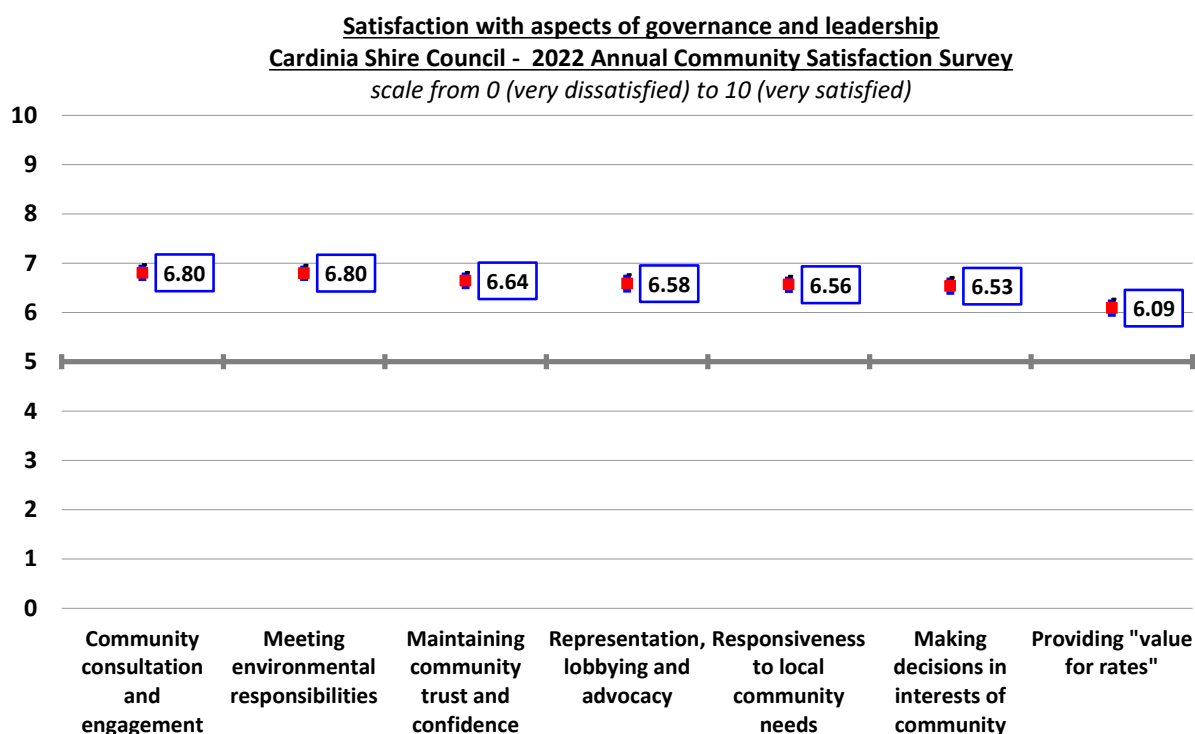
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following aspects of Council’s performance?”

Respondents were asked to rate their satisfaction with seven aspects of Council’s governance and leadership performance.

The average satisfaction with these seven aspects of governance and leadership was 6.54 out of a potential 10, or a “good” level of satisfaction.

By way of comparison, this average satisfaction with governance and leadership was notably, but not measurably higher than the metropolitan Melbourne average of 6.26 and the southeastern councils’ average of 6.32, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the telephone methodology.

Satisfaction with six of the seven aspects of governance and leadership were rated at “good” levels of satisfaction, whilst satisfaction with Council’s performance providing value for rates was rated at 6.09, or a “solid” level of satisfaction.

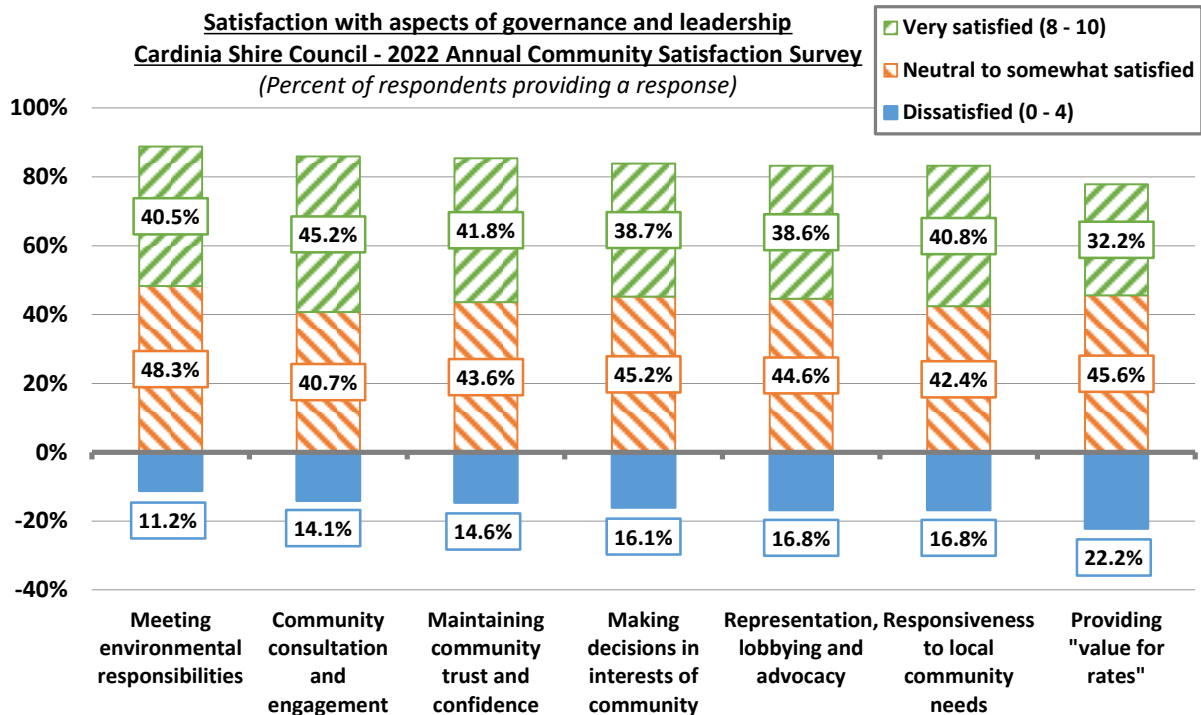


The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).



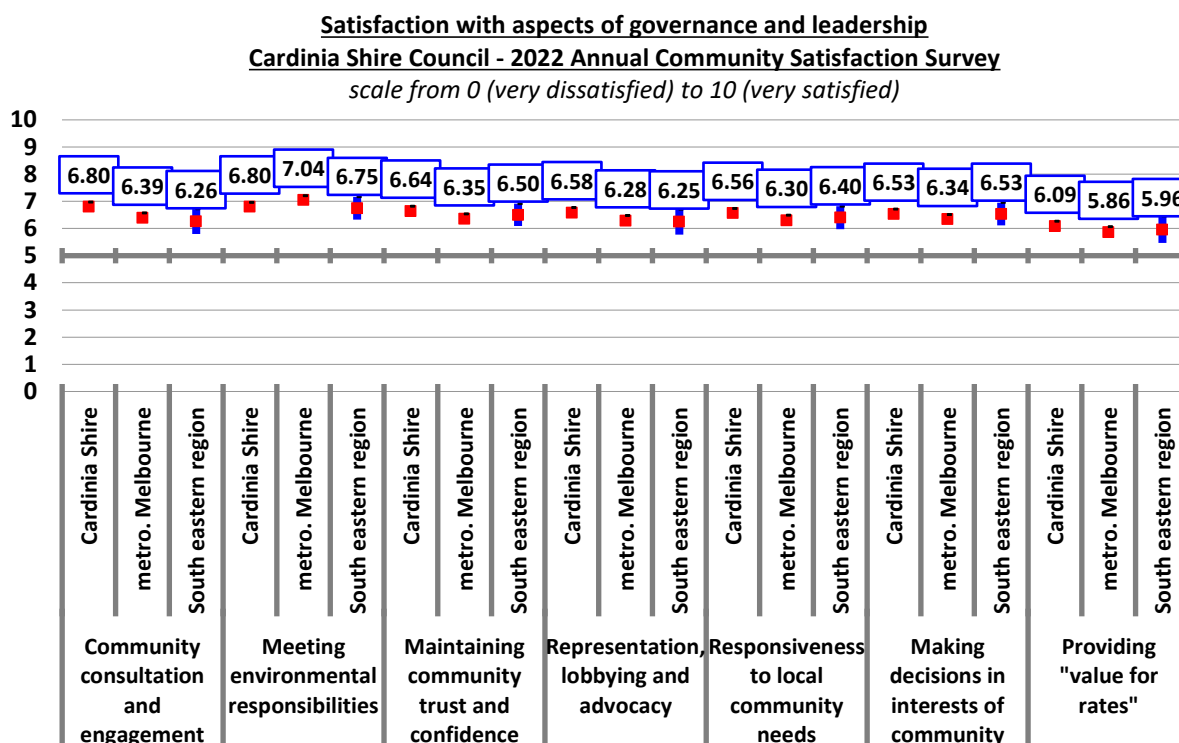
It is noted that approximately one-third or a little more of the respondents providing a satisfaction score were “very satisfied” with each of the seven aspects of governance and leadership.

By contrast, it is noted that more than one-fifth (22.2%) of respondents providing a response were “dissatisfied” with Council’s performance providing value for rates.



The following graph provides a comparison of satisfaction with each of the seven aspects against the metropolitan Melbourne and southeastern region councils’ average as recorded in *Governing Melbourne*.

Satisfaction with six of the seven aspects was somewhat higher in the Cardinia Shire, with only satisfaction with Council meeting its environmental responsibilities being marginally lower than the metropolitan Melbourne average, but marginally higher than the southeastern region councils’ average.



The following section provides a more detailed examination of satisfaction with each of the seven aspects of governance and leadership by precinct and by respondent profile (including age structure, gender, and language spoken at home).

In general terms, the following pattern of satisfaction was observed. It is important to note that in most cases, the variation was not statistically significant, but given the consistent pattern, attention is drawn to the following:

- **Commonly more satisfied than average** – includes respondents from Officer/Beaconsfield, Pakenham, and to a lesser extent Cardinia Road, young adults and adults (aged 18 to 44 years), senior citizens (aged 75 years and over), and respondents from multilingual households.
- **Commonly less satisfied than average** – respondents from the Hills precinct, and to a lesser extent the Rural precinct, older middle-aged adults (aged 55 to 64 years), and respondents from English speaking households.

Attention is drawn to the fact that respondents from the Hills precinct were measurably and significantly less satisfied than average with all seven aspects of governance and leadership.

Respondents from the Hills precinct were almost 25% less satisfied than the municipal average with Council's performance making decisions in the interests of the community (24.8%) and providing value for rates (24.1%).



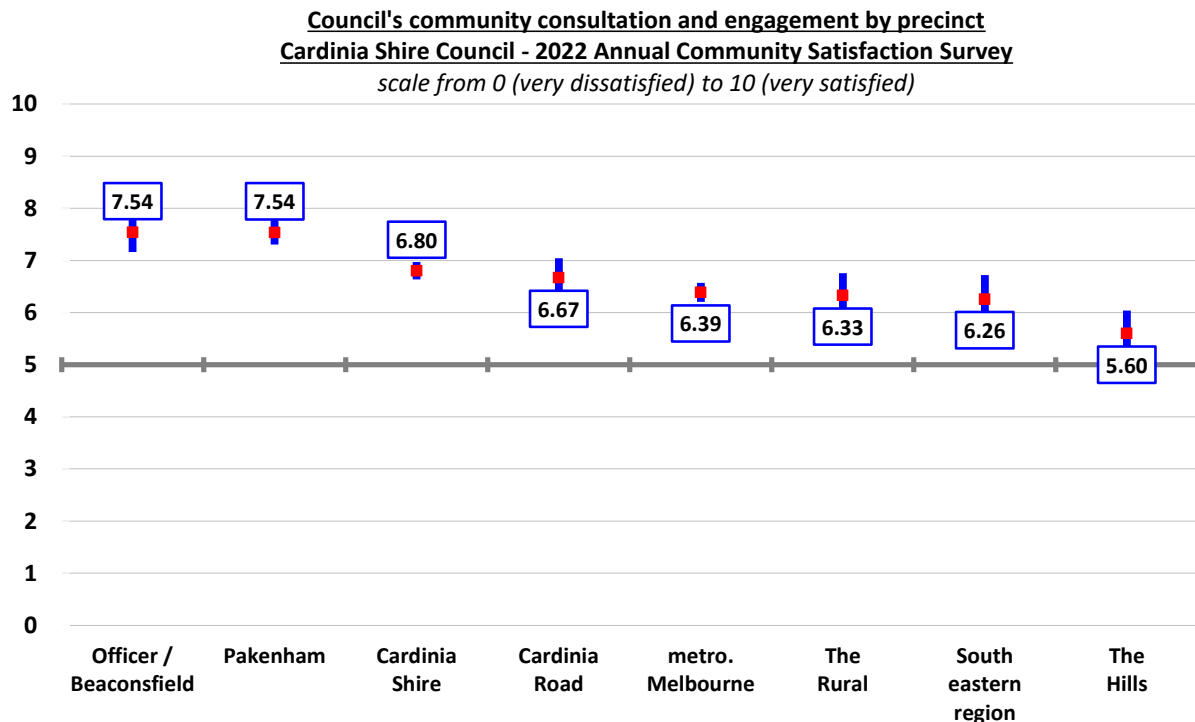
Community consultation and engagement

Satisfaction with Council’s community consultation and engagement was 6.80, or a “good” level of satisfaction. This result included 45.2% “very satisfied” respondents and 14.1% “dissatisfied”.

This result was measurably higher than the 2022 metropolitan Melbourne average of 6.39, and notably higher than the southeastern region council’s average of 6.26, as recorded in *Governing Melbourne*.

There was measurable and significant variation in satisfaction with Council’s community consultation and engagement performance observed across the municipality.

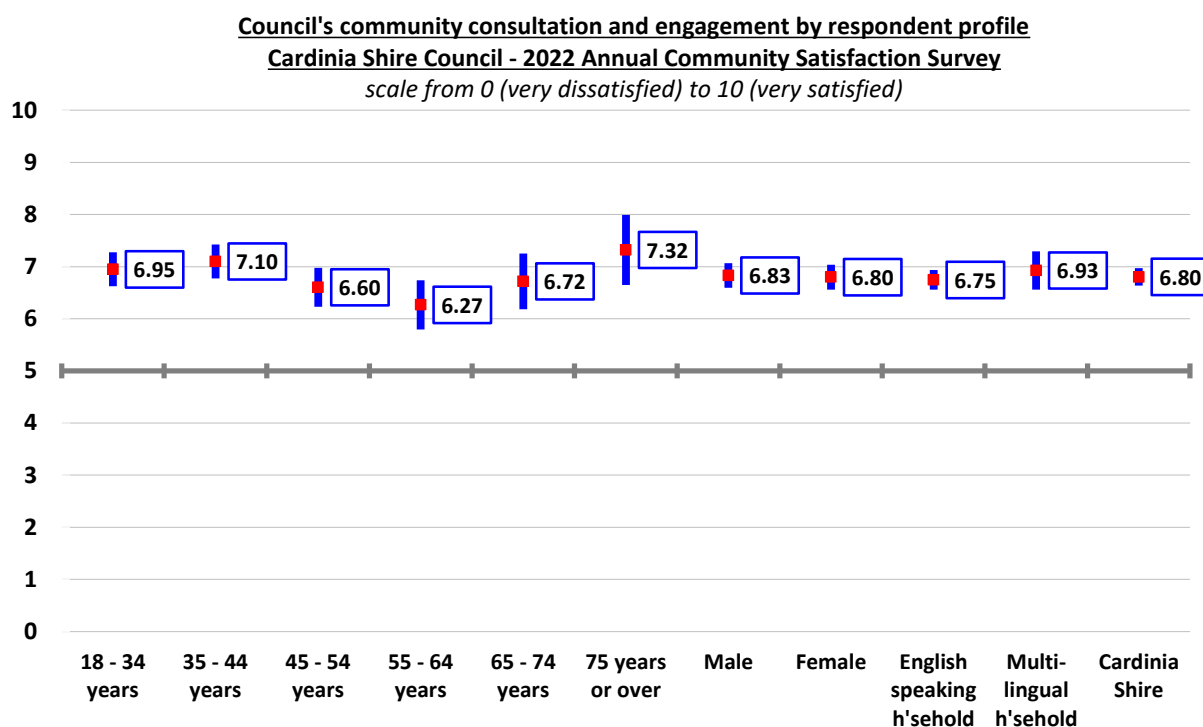
Respondents from Officer / Beaconsfield and Pakenham were measurably more satisfied than average and at “very good” levels, whilst respondents from the Hills were measurably less satisfied than average, and at a “poor” level.



Whilst not statistically significant, it is noted that older middle-aged adults (aged 55 to 64 years) were notably less satisfied than the municipal average, whilst senior citizens (aged 75 years and over) were notably, but not measurably more satisfied.

There was no meaningful variation observed by gender or language spoken at home.





Representation, lobbying and advocacy

Satisfaction with Council's representation, lobbying, and advocacy was 6.58, or a "good" level of satisfaction. This result included 38.6% "very satisfied" respondents and 16.8% "dissatisfied".

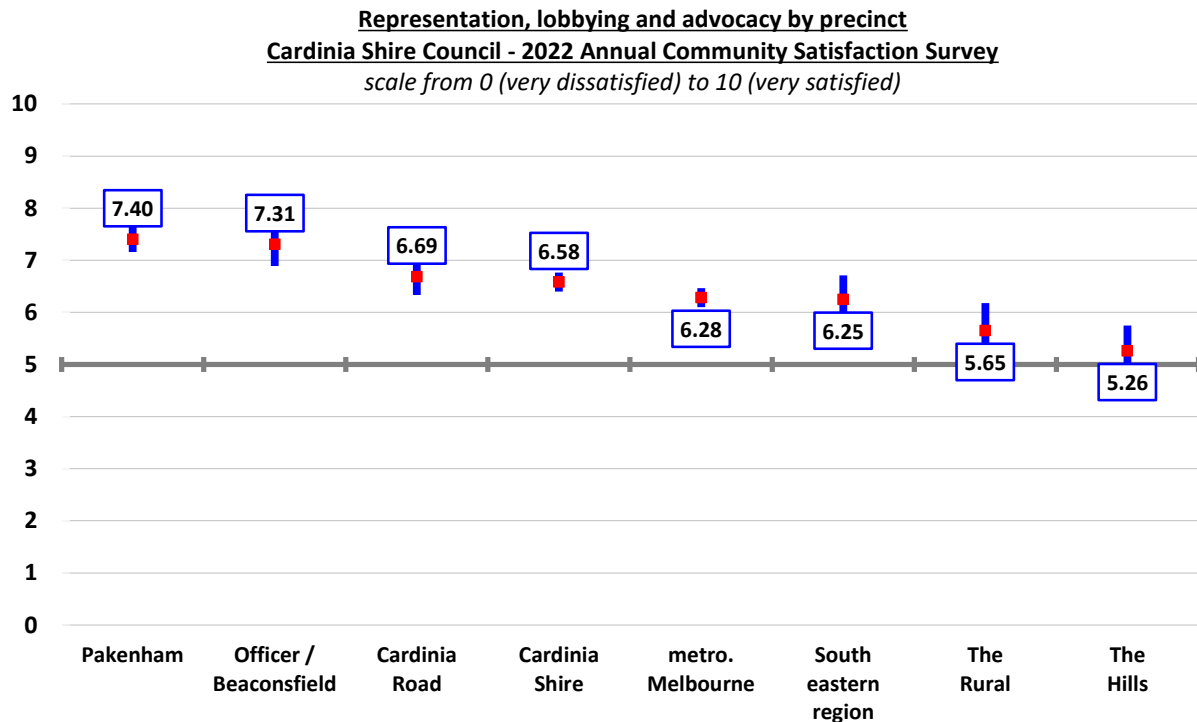
This result was measurably higher than the 2022 metropolitan Melbourne average of 6.28, and notably higher than the southeastern region council's average of 6.25, as recorded in *Governing Melbourne*.

There was measurable variation in this result observed across the municipality.

Respondents from Pakenham and Officer / Beaconsfield were measurably more satisfied than average, and at "very good" levels of satisfaction, whilst respondents from the Rural and the Hills precincts were measurably less satisfied than average, and at "poor" and "very poor" levels of satisfaction respectively.

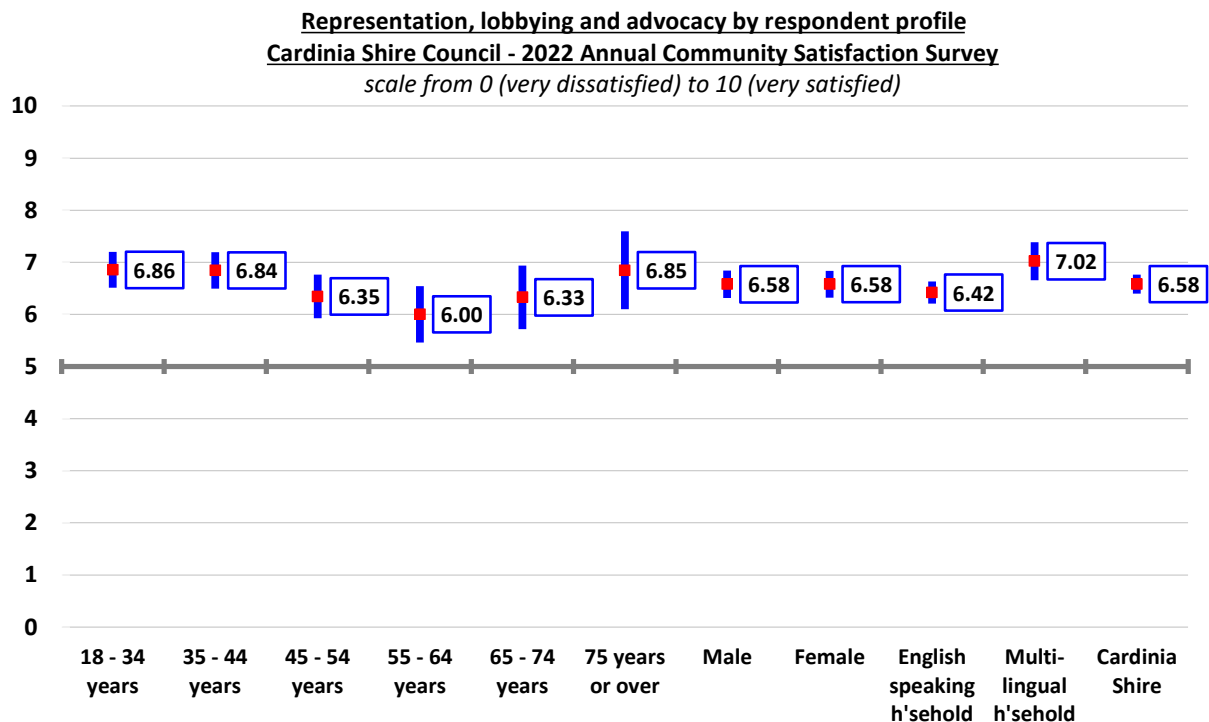
Particular attention is drawn to the fact that respondents from the Hills precinct were 20.1% less satisfied with Council representation, lobbying, and advocacy on behalf of the local community than the municipal average.





Whilst not statistically significant, it is noted that older middle-aged adults (aged 55 to 64 years) were notably less satisfied than the municipal average and at a “solid” level.

There was no meaningful variation observed by gender, however, it is noted that respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Responsiveness of Council to local community needs

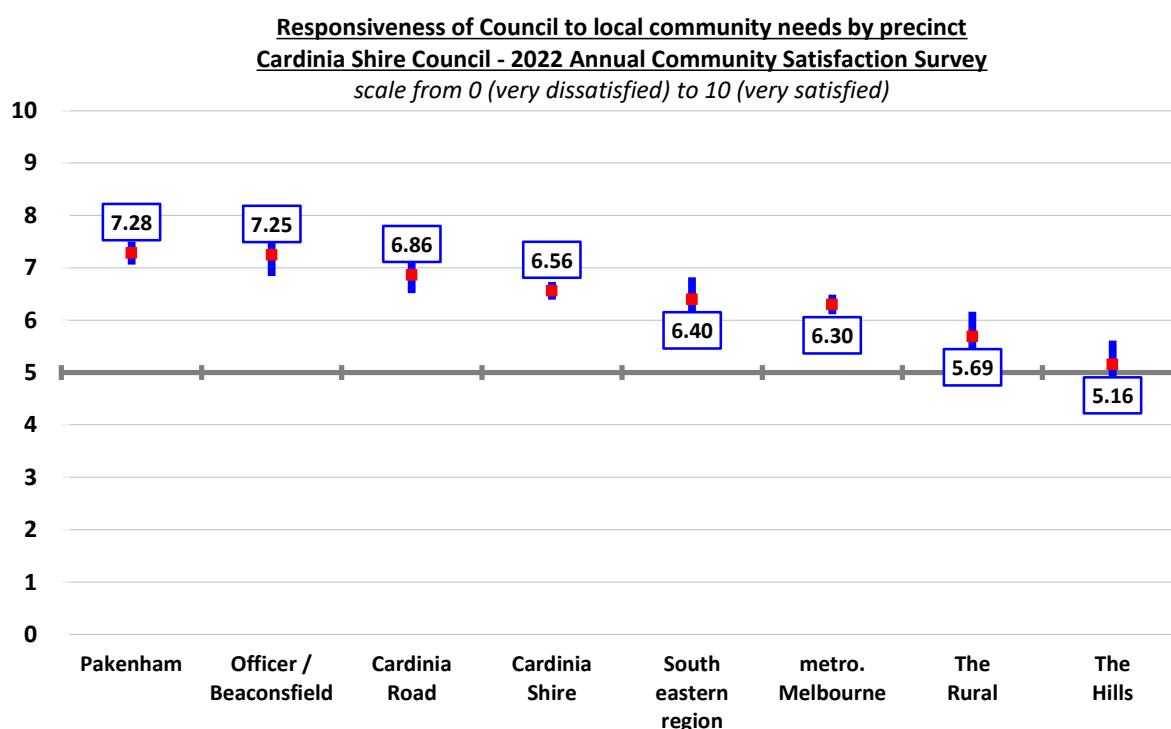
Satisfaction with the responsiveness of Council to local community needs was 6.56, or a “good” level of satisfaction. This result included 40.8% “very satisfied” respondents and 16.8% “dissatisfied”.

This result was notably, but not measurably higher than the 2022 metropolitan Melbourne average of 6.30, and the southeastern region council’s average of 6.40, as recorded in *Governing Melbourne*.

There was measurable variation in this result observed across the municipality.

Respondents from Pakenham and Officer / Beaconsfield were measurably more satisfied than average, and at “very good” levels of satisfaction, whilst respondents from the Rural and the Hills precincts were measurably less satisfied than average, and at “poor” and “very poor” levels of satisfaction respectively.

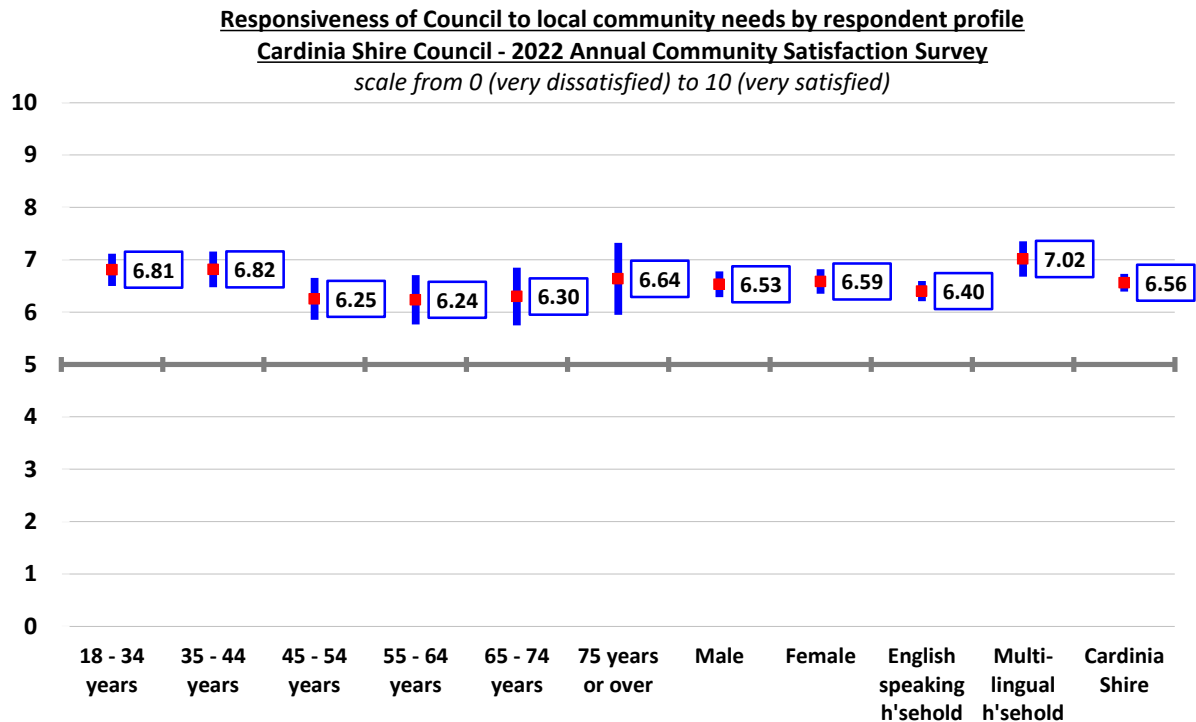
Particular attention is drawn to the fact that respondents from the Hills precinct were 21.3% less satisfied with the responsiveness of Council than the municipal average.



There was no statistically significant variation in satisfaction with this aspect of performance observed by the respondents’ age structure, although it is noted that middle-aged adults (aged 45 to 64 years) were marginally less satisfied than average.

There was no meaningful variation in this result observed by gender, however, it is noted that respondents from multilingual households were measurably more satisfied than respondents from English speaking households.





Making decisions in the interests of the community

Satisfaction with Council's performance making decisions in the interests of the community was 6.53, or a "good" level of satisfaction.

This result included 38.7% "very satisfied" respondents and 16.1% "dissatisfied".

This result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average of 6.34, and almost identical to the southeastern region council's average of 6.53, as recorded in *Governing Melbourne*.

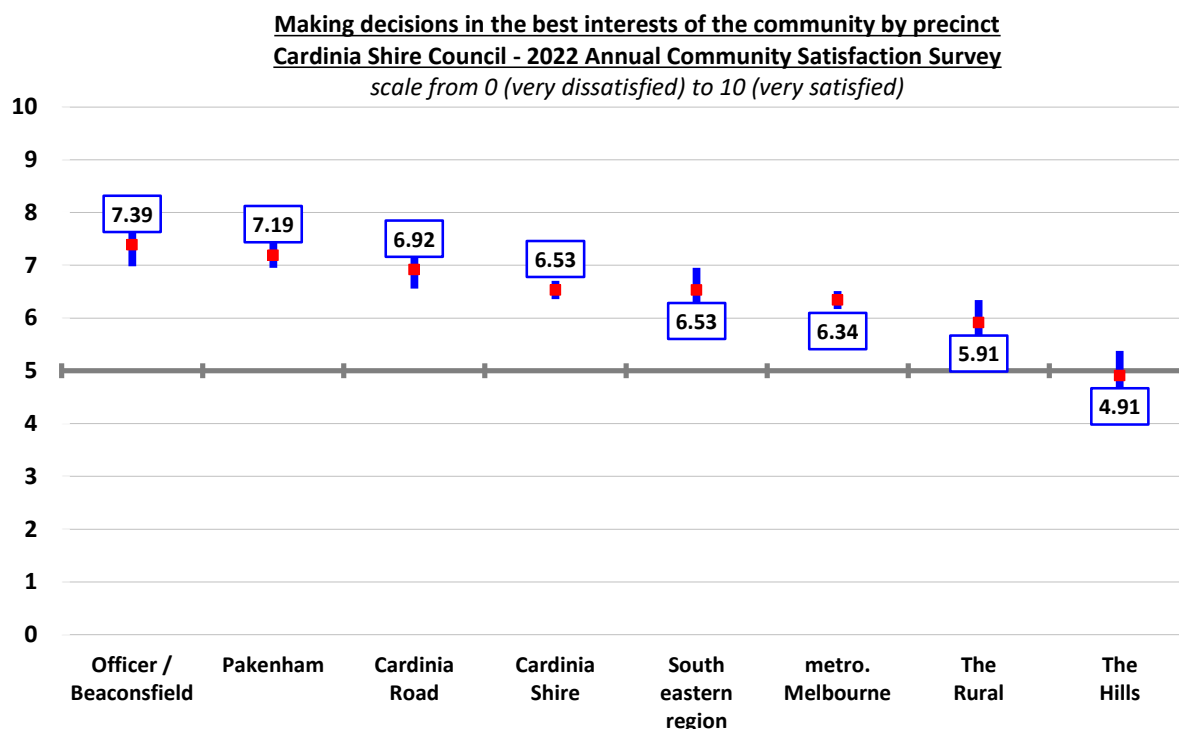
There was measurable variation in this result observed across the municipality.

Respondents from Pakenham and Officer / Beaconsfield were measurably more satisfied than average, with Officer / Beaconsfield respondents rating satisfaction at a "very good" level.

Respondents from the Rural and the Hills precincts were measurably less satisfied than average, and at "poor" and "extremely poor" levels of satisfaction respectively.

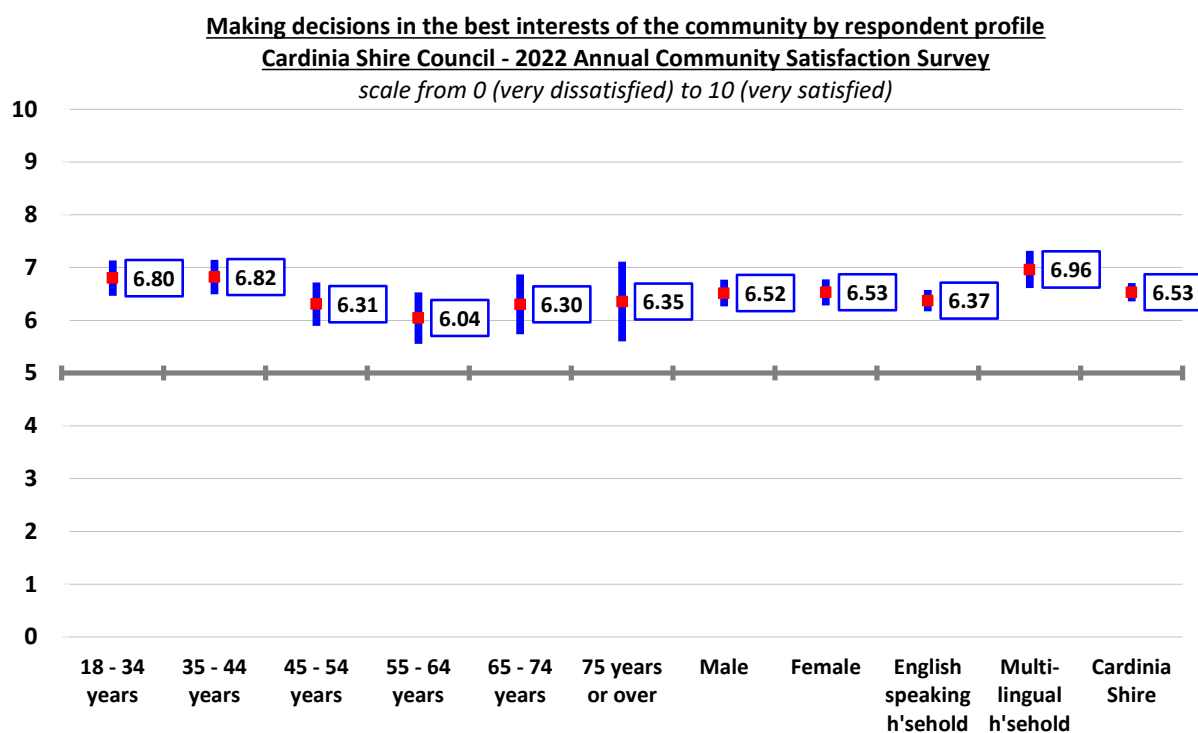
Particular attention is drawn to the fact that respondents from the Hills precinct were 24.8% less satisfied with Council performance making decisions in the interests of the community than the municipal average. Scores of less than five out of 10 are quite rare, and this result clearly reflects significant community concern about the relationship between the community of this precinct and Council.





There was no statistically significant variation in satisfaction with this aspect of performance observed by the respondents' age structure, although it is noted that older middle-aged adults (aged 55 to 64 years) were notably, but not measurably less satisfied than average.

There was no meaningful variation in this result observed by gender, however, it is noted that respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Maintaining trust and confidence of local community

Satisfaction with Council’s performance maintaining the trust and confidence of the local community was 6.64, or a “good” level of satisfaction.

This result included 41.8% “very satisfied” respondents and 14.6% “dissatisfied”.

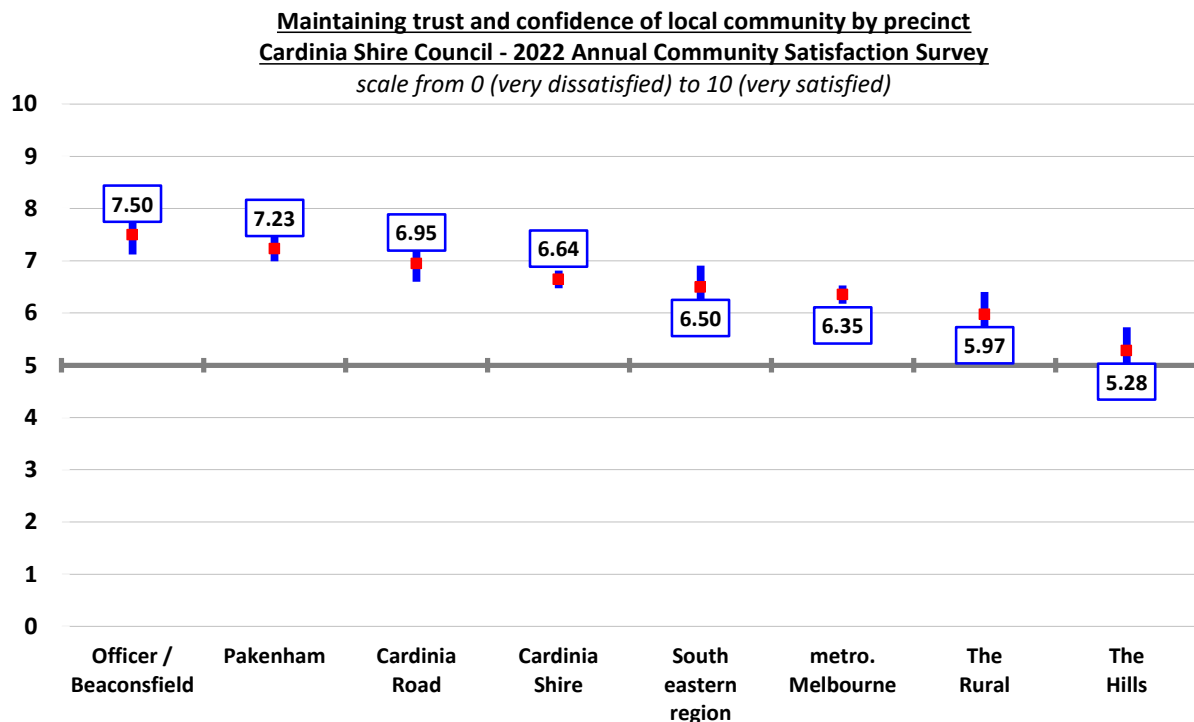
This result was notably, but not measurably higher than the 2022 metropolitan Melbourne average of 6.35, and marginally higher than the southeastern region council’s average of 6.50, as recorded in *Governing Melbourne*.

There was measurable variation in this result observed across the municipality.

Respondents from Pakenham and Officer / Beaconsfield were measurably more satisfied than average, with Officer / Beaconsfield respondents rating satisfaction at a “very good” level.

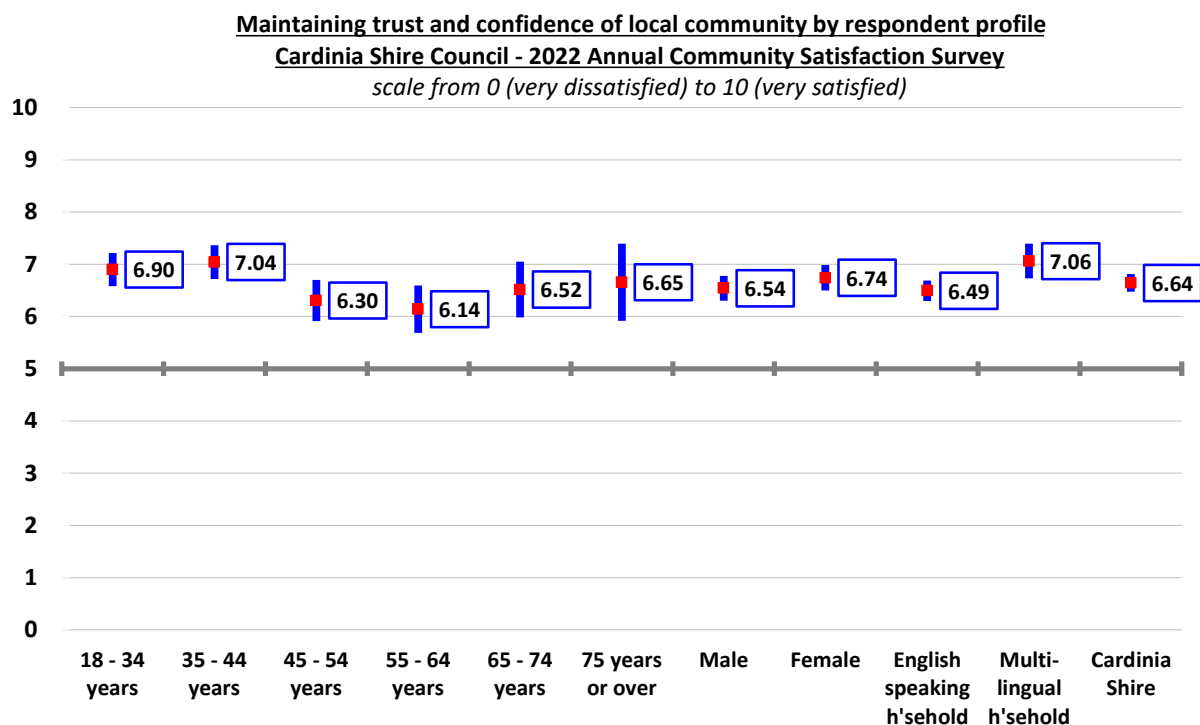
Respondents from the Rural and the Hills precincts were measurably less satisfied than average, and at “poor” and “very poor” levels of satisfaction respectively.

Particular attention is drawn to the fact that respondents from the Hills precinct were 20.5% less satisfied with Council performance maintaining the trust and confidence of the local community than the municipal average.



There was no statistically significant variation in satisfaction with this aspect of performance observed by the respondents' age structure, although it is noted that older middle-aged adults (aged 55 to 64 years) were notably, but not measurably less satisfied than average, whilst younger adults and adults (aged 18 to 44 years) were somewhat more satisfied than average.

There was no meaningful variation in this result observed by gender, however, it is noted that respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Providing “value for rates”

Satisfaction with Council's performance providing value for rates was 6.09, or a “solid” level of satisfaction.

This aspect of governance and leadership recorded the lowest average satisfaction of the seven included aspects and was 10.6% lower than satisfaction with Council's overall performance.

This result included 32.2% “very satisfied” respondents and 22.2% “dissatisfied”.

This result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average of 5.86 and the southeastern region council's average of 5.96 as recorded in *Governing Melbourne*.

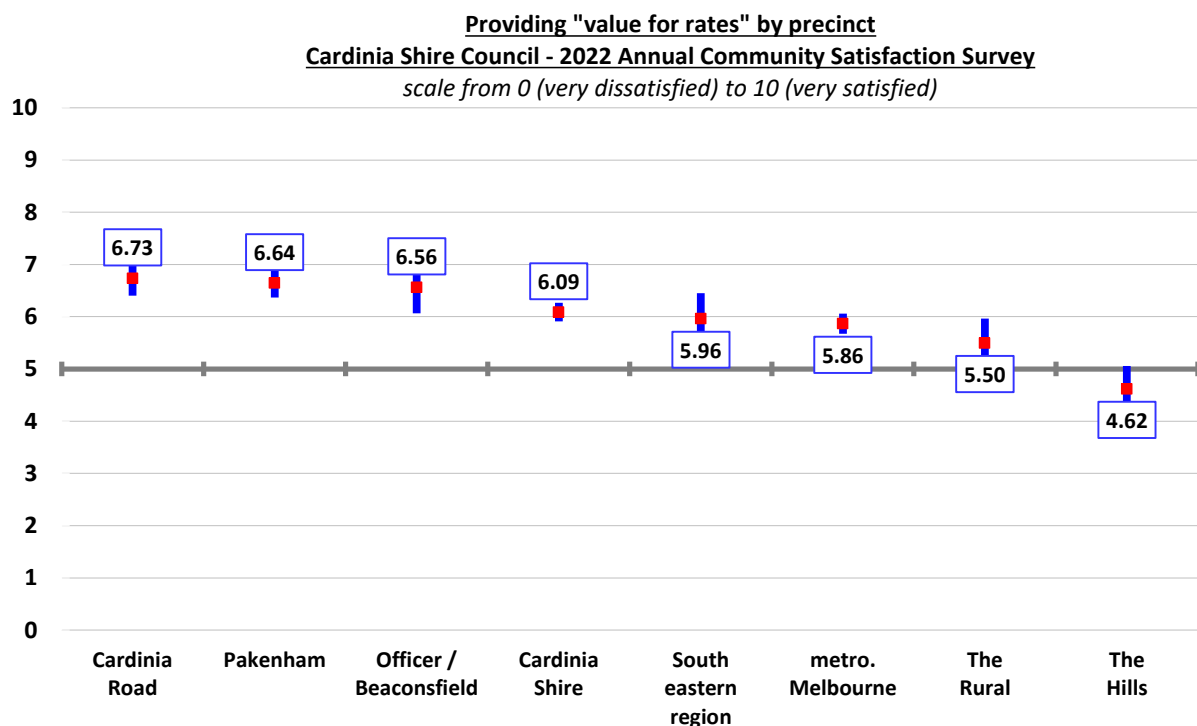
There was measurable variation in this result observed across the municipality.



Respondents from Cardinia Road and Pakenham were measurably more satisfied than average, whilst respondents from Officer / Beaconsfield were somewhat, but not measurably more satisfied, and all at “good” levels of satisfaction.

Respondents from the Rural precinct were notably but not measurably less satisfied, and respondents from the Hills precinct were measurably less satisfied than average, and at “poor” and “extremely poor” levels of satisfaction respectively.

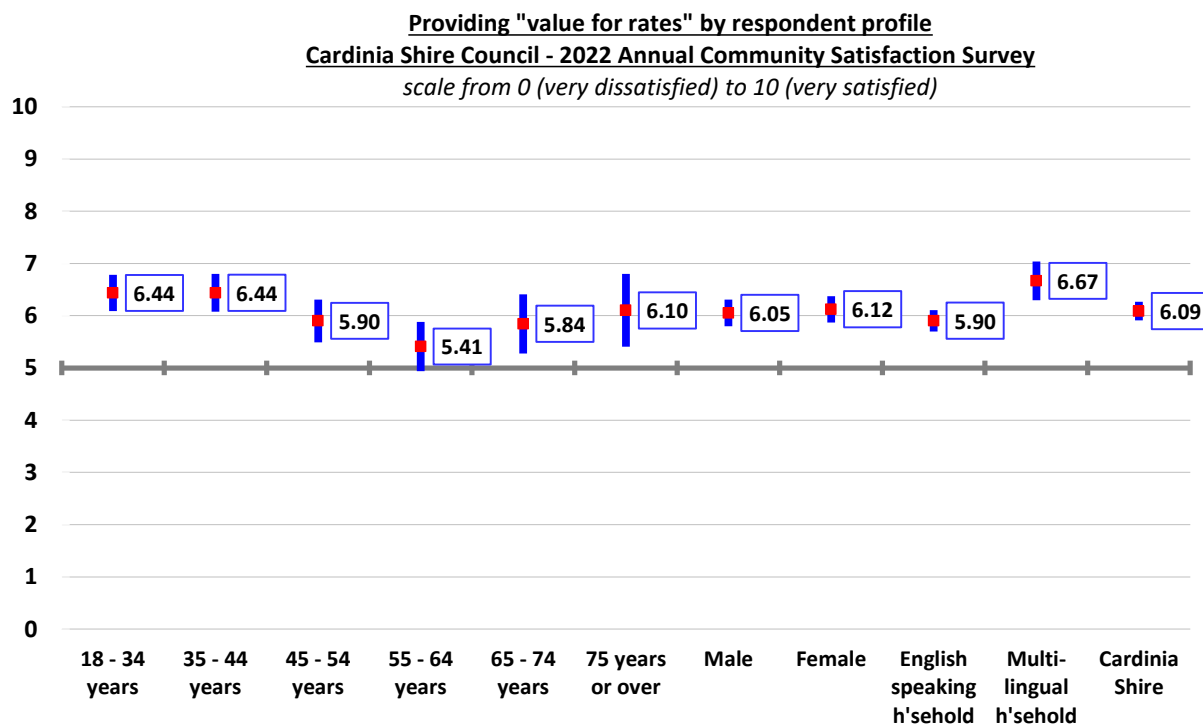
Particular attention is drawn to the fact that respondents from the Hills precinct were 20.5% less satisfied with Council performance maintaining the trust and confidence of the local community than the municipal average. This result clearly reflects significant community concern about the relationship between the community of this precinct and Council.



There was no statistically significant variation in satisfaction with this aspect of performance observed by the respondents’ age structure, although it is noted that older middle-aged adults (aged 55 to 64 years) were significantly, but not measurably less satisfied than average.

There was no meaningful variation in this result observed by gender, however, it is noted that respondents from multilingual households were measurably more satisfied than respondents from English speaking households, and at a “good” compared to a “poor” level of satisfaction.





Meeting responsibilities towards the environment

Satisfaction with Council's performance meeting its responsibilities towards the environment was 6.80, or a "good" level of satisfaction.

This result included 40.5% "very satisfied" and 11.2% "dissatisfied" respondents.

This result was marginally, but not measurably lower than the 2022 metropolitan Melbourne average of 7.04, but marginally higher than the southeastern region council's average of 6.80 as recorded in *Governing Melbourne*.

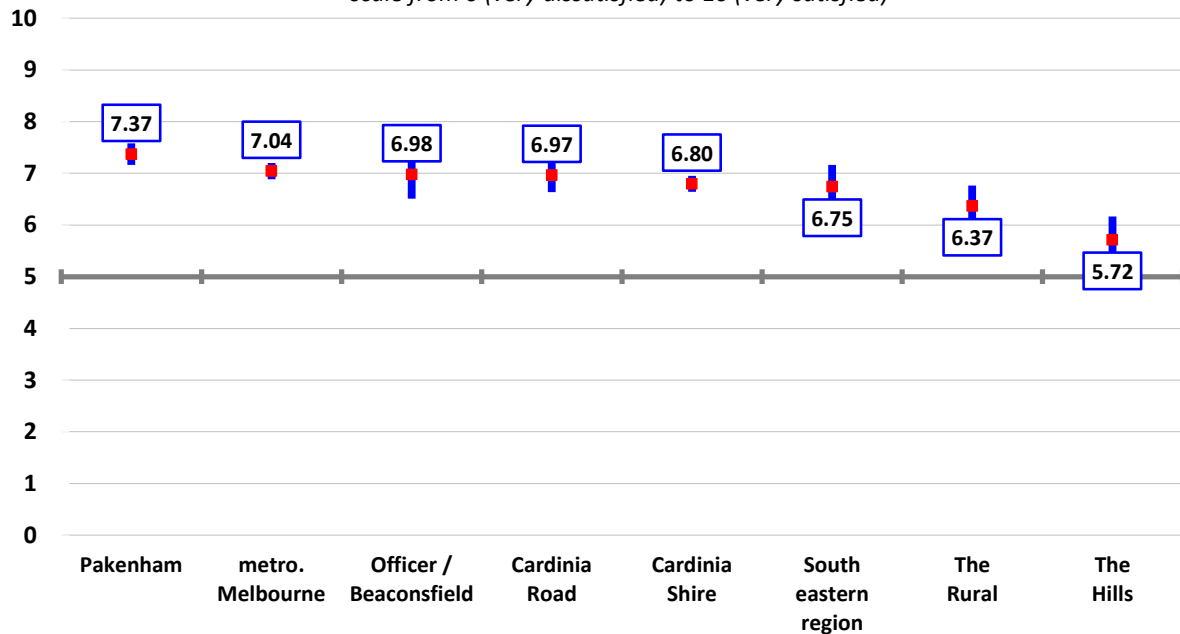
This was the only aspect of governance and leadership to record a lower level of satisfaction than the 2022 metropolitan Melbourne average satisfaction as recorded in *Governing Melbourne*.

It is worth noting that despite reporting a marginally lower satisfaction with Council meeting its environmental responsibilities, the issue of "environment, conservation, and climate change" were less commonly nominated as a top three issue to address in the Cardinia Shire than the metropolitan Melbourne average (1.4% compared to 2.6%). Bushfire prevention and management related issues were, however, nominated by 1.7% of respondents, and this may be a contributing factor in relation to satisfaction with this aspect of performance.

There was measurable variation in this result observed across the municipality. Respondents from Pakenham were measurably more satisfied than average, and at a "good" level of satisfaction, whilst respondents from the Hills precinct were measurably (15.9%) less satisfied than average, and at a "poor" level of satisfaction.



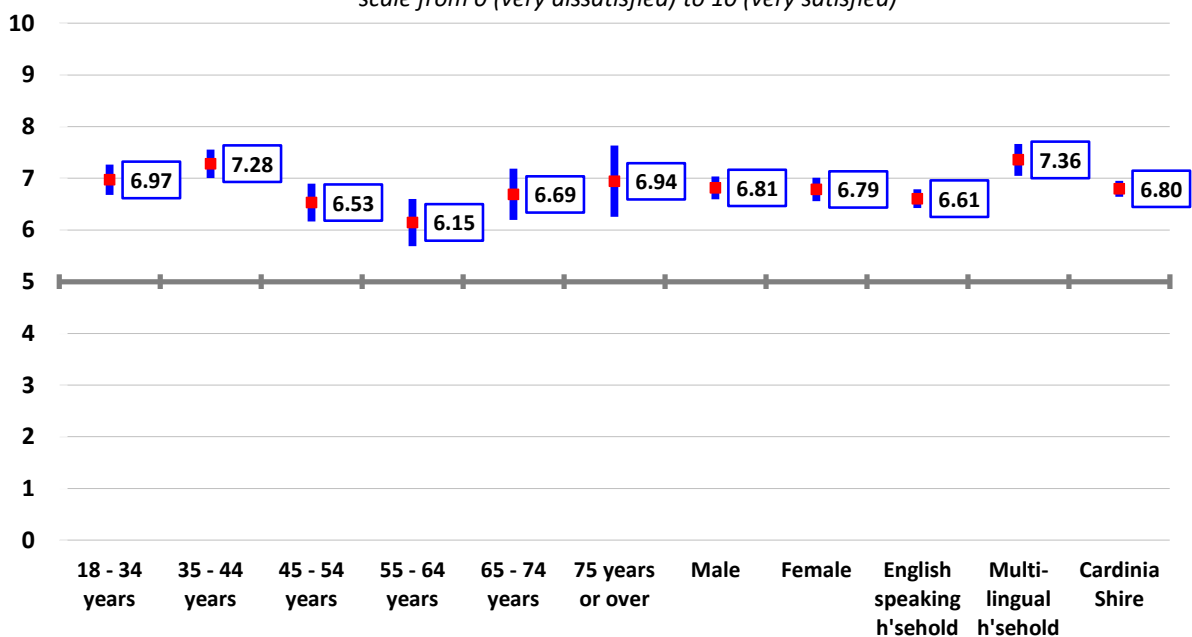
Meeting responsibility towards the environment by precinct
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with this aspect of performance observed by respondent profile. Adults (aged 35 to 44 years) were measurably more satisfied than average and at a “very good” level, whilst older middle-aged adults (aged 55 to 64 years) were measurably less satisfied, and at a “solid” level.

There was no variation by gender, however, respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

Meeting responsibility towards the environment by respondent profile
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Contact with Council

Contact with Council in the last two years

Respondents were asked:

“Have you had contact Cardinia Shire in the last 12 months?”

In 2022, a little more than one-third (34.5%) of respondents reported that they had contacted Council in the last 12 months.

This result is consistent with results observed elsewhere by Metropolis Research, and the 2022 metropolitan Melbourne average of 39.3%.

Contacted Council in the last twelve months
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022	
	Number	Percent
Yes	309	34.5%
No	586	65.5%
Not stated	5	
Total	900	100%

Forms of contact

Respondents who had contacted Council were asked:

“When you last contacted the Council, was it?”

A little more than half (54.2%) of the 309 respondents who had contacted Council in the last 12 months did so by telephone (during office hours), with a further 1.6% contacting Council by telephone after hours.

Attention is drawn to the fact that just 9.1% of respondents contacted Council by visiting in person.

In the experience of Metropolis Research over the last three years, contact by visiting in person results have been significantly lower than recorded pre-COVID-19. Typically, pre-COVID-19 results were in the order of one-fifth.



Method of contact with Council

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number and percent of respondents contacting Council providing a response)

Method	2021	
	Number	Percent
Telephone (during office hours)	167	54.2%
Email	54	17.5%
Website	30	9.7%
Visit in person	28	9.1%
Web request / online forms	7	2.3%
Telephone (after hours service)	5	1.6%
Mail	4	1.3%
Directly with a Councillor	4	1.3%
My Cardinia Web Portal	2	0.6%
Live chat	1	0.3%
Other	6	1.9%
Not stated	1	
Total	309	100%

Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

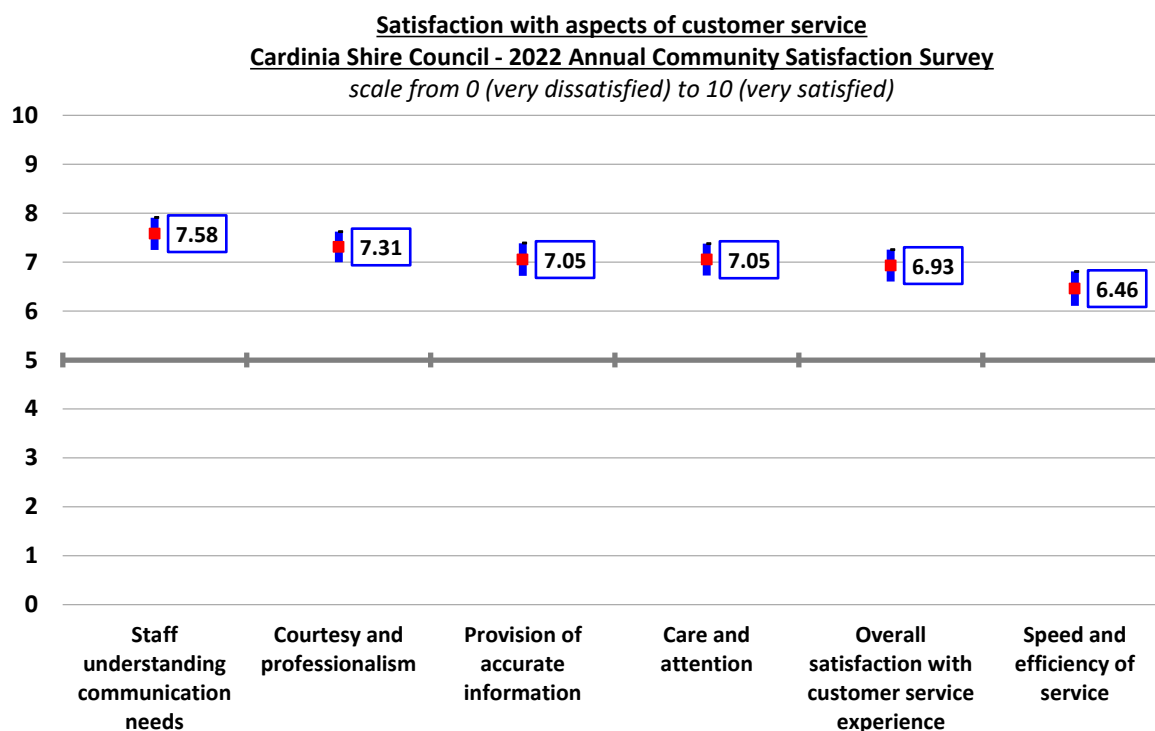
"On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Cardinia Shire Council?"

Respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with five aspects of customer service, as well as their overall satisfaction with the customer service experience.

Satisfaction with these six aspects of customer service can best be summarised as follows:

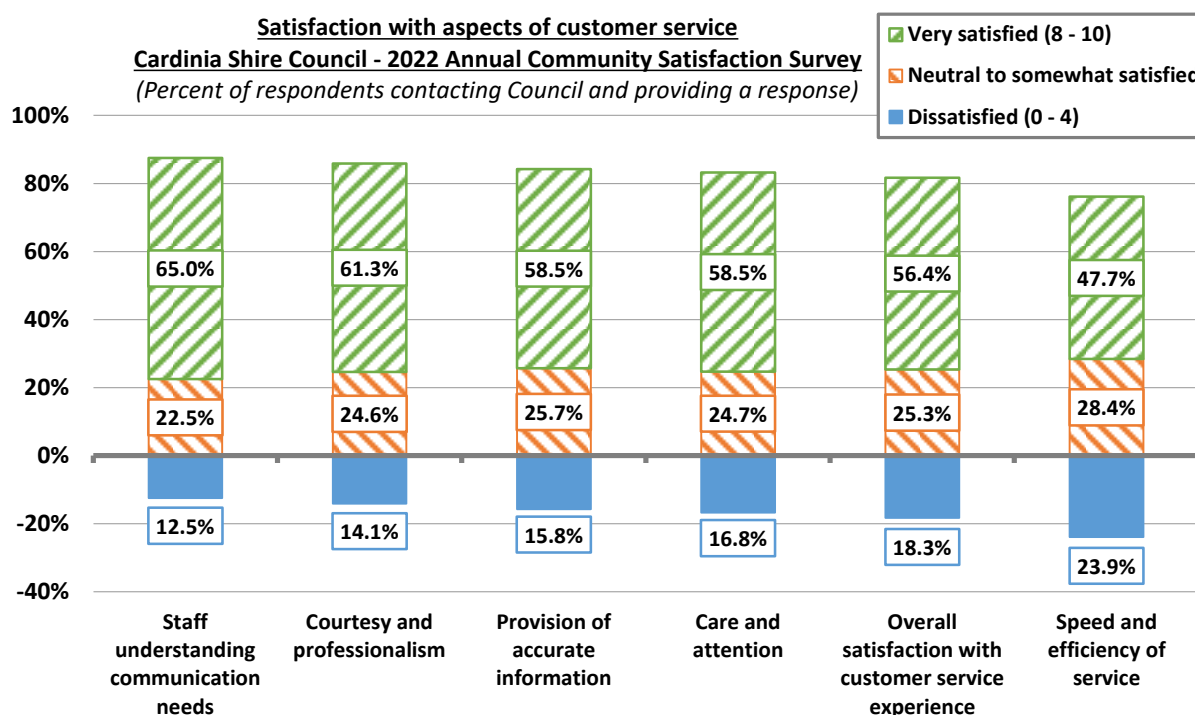
- **Very Good** – for staff understanding the respondents' communication needs, and for the courtesy and professionalism of staff. Approximately two-thirds of respondents were "very satisfied" with these two aspects, whilst a little more than 10% were "dissatisfied".
- **Good** – for the provision of accurate information, care and attention to enquiry, and overall satisfaction with the customer service experience. A little more than half of the respondents were "very satisfied" with each of these three aspects, whilst approximately one-sixth were "dissatisfied".
- **Solid** – for the speed and efficiency of service. A little less than half of the respondents were "dissatisfied" with this aspect, whilst almost one-quarter were "dissatisfied".





The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Between almost half to a little more than two-thirds of respondents were “very satisfied” with each of the six aspects of customer service. It is noted, however, that almost one-quarter (23.9%) of respondents providing a response were “dissatisfied” with the speed and efficiency of service.

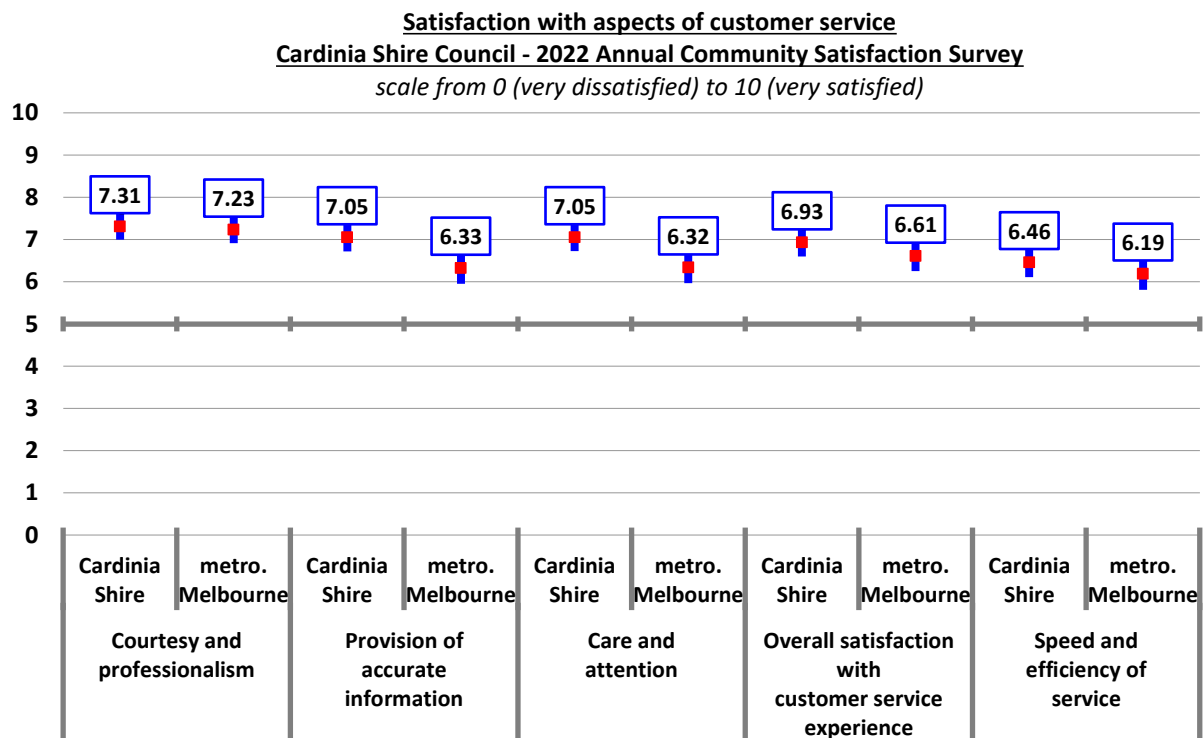


The following graph provides a comparison of satisfaction with five aspects of customer service against the metropolitan Melbourne average satisfaction, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the telephone methodology.

Governing Melbourne included “satisfaction with staff understanding language needs” for multilingual households only, rather than “satisfaction with staff understanding communication needs” for all respondents. Therefore, no comparison is available.

It is noted that satisfaction with the provision of accurate information, care and attention to enquiry, overall satisfaction with the customer service experience, and speed and efficiency of service were all marginally to notably higher in the Cardinia Shire than the metropolitan Melbourne.

Of these variations, satisfaction with the care and attention to enquiry and the provision of accurate information were statistically significant at the 95% confidence level.

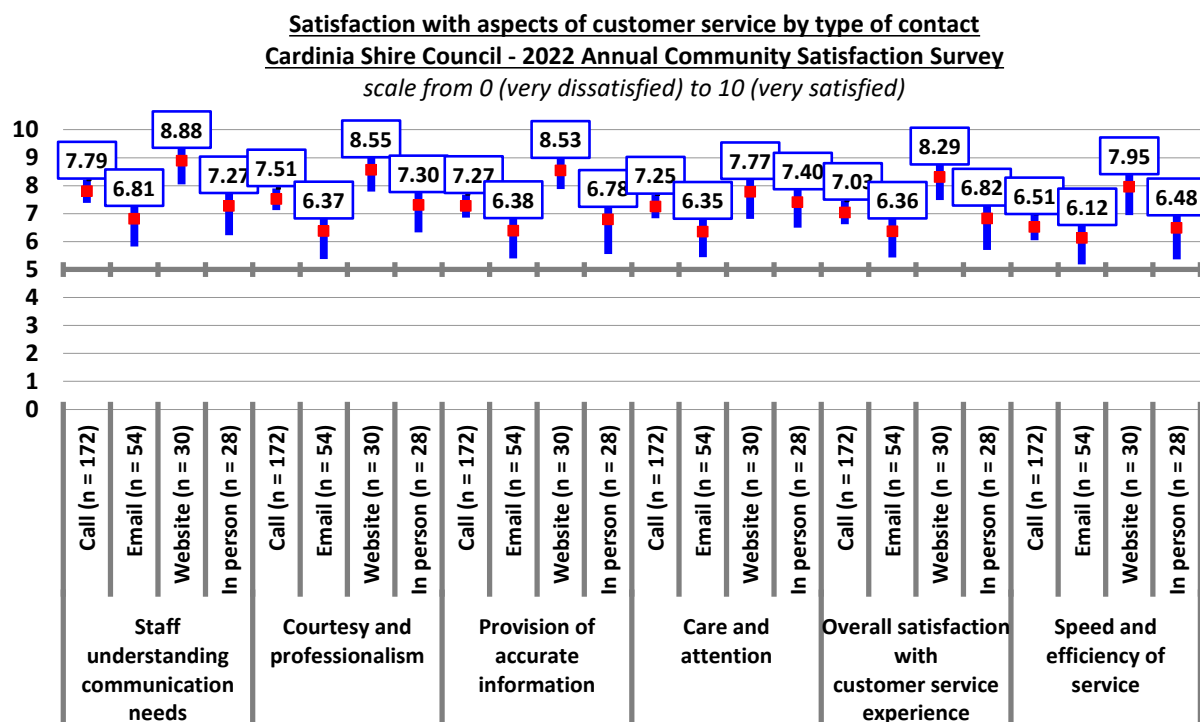


The following graph provides a comparison of satisfaction with the six aspects of customer service between respondents contacting Council by telephone, by email, via the website, and visiting in person.

It is noted that respondents who visited the Council website were notably more satisfied with each aspect of customer service than respondents who contacted Council by other methods.

By contrast, it is noted that respondents who emailed Council were, on average, notably, but not measurably less satisfied with each aspect of customer service than respondents who contacted Council by other methods.





The following section provides a comparison of satisfaction with each aspect of customer service by precinct and by respondent profile, including age structure, gender, and language spoken at home. Attention is drawn to the following:

- **Commonly more satisfied than average** – includes respondents from Pakenham, Officer / Beaconsfield, and the Rural precinct, younger adults (aged 18 to 34 years), and respondents from multilingual households.
- **Commonly less satisfied than average** – includes respondents from the Hills precinct, older middle-aged adults (aged 55 to 64 years), and respondents from English speaking households.

It is important to note that the lower satisfaction with customer service reported by respondents from the Hills precinct may well reflect to a greater extent, these respondents' lower overall satisfaction with the Cardinia Shire Council, rather than simply their satisfaction with the level of customer service that they experienced.

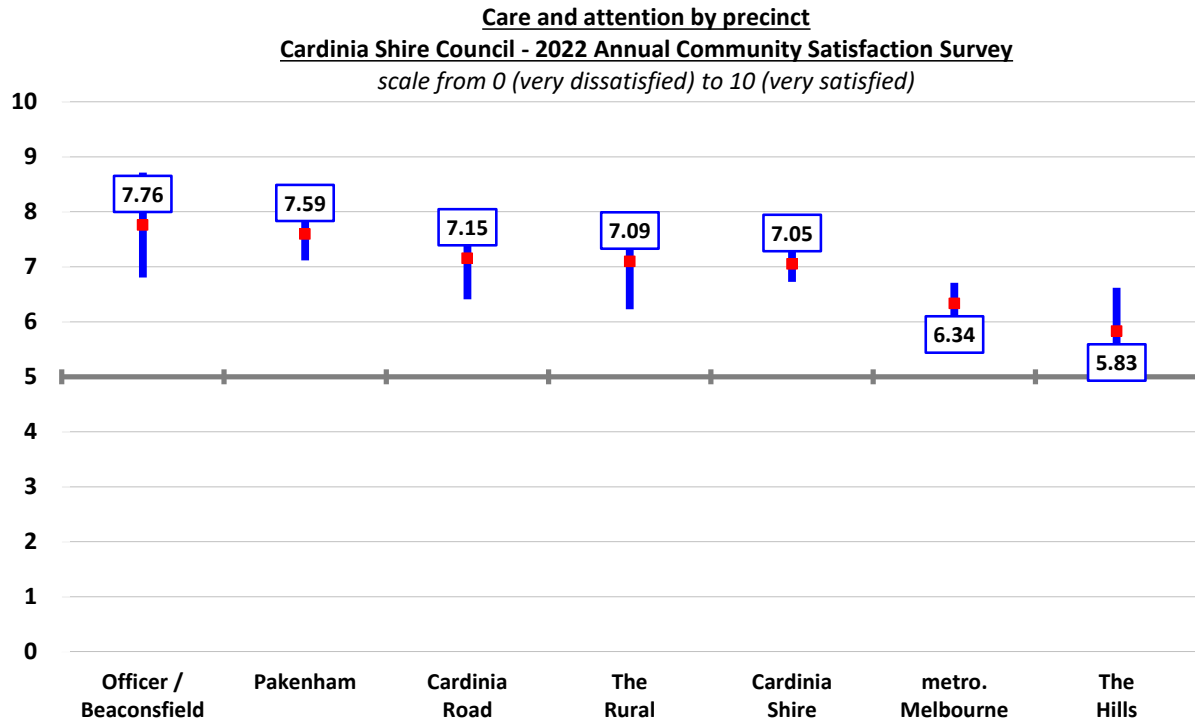
It is not possible to quantify this, however, given the overall pattern of satisfaction with the performance of Council across all areas of performance, including overall performance, governance and leadership, customer service, services and facilities, and other aspects, it is highly likely that this lower overall satisfaction has influenced satisfaction with all aspects of performance.

This effect may also be apparent, to a lesser extent, in relation to the lower satisfaction of older middle-aged adults (aged 55 to 64 years), as these respondents tend to be less satisfied with most aspects of Council performance. This effect has been well established and observed by Metropolis Research over many years and reflects lower levels of satisfaction with many aspects of life of middle-aged adults, particularly middle-aged men.

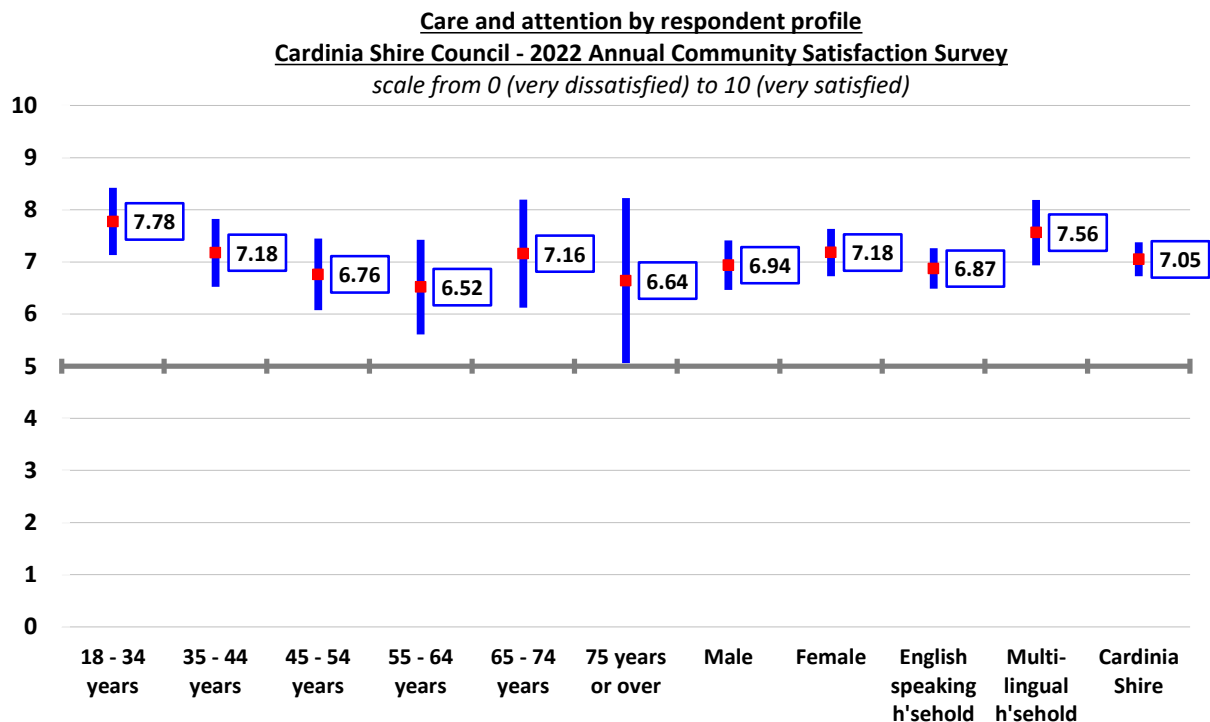


Care and attention

There was measurable variation in satisfaction observed across the municipality, with respondents from the Hills precinct measurably less satisfied than average.

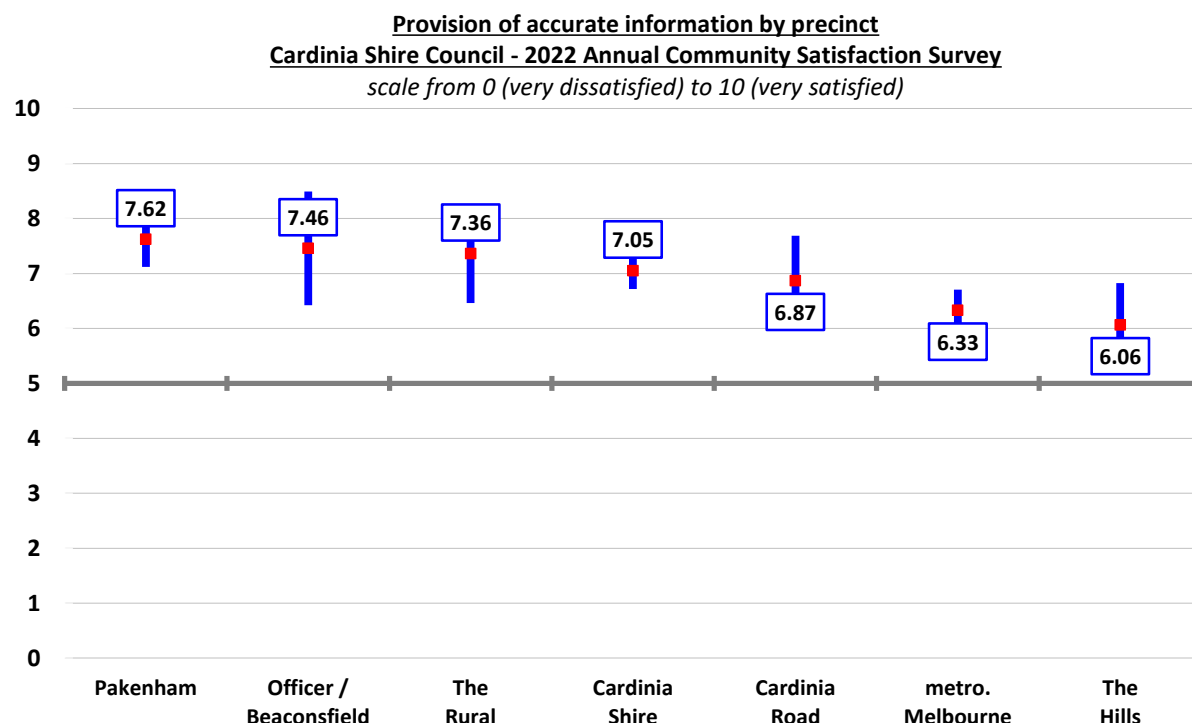


Whilst not statistically significant, it is noted that older middle-aged adults (aged 55 to 64 years) were the least satisfied, and young adults (aged 18 to 34 years) the most satisfied. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

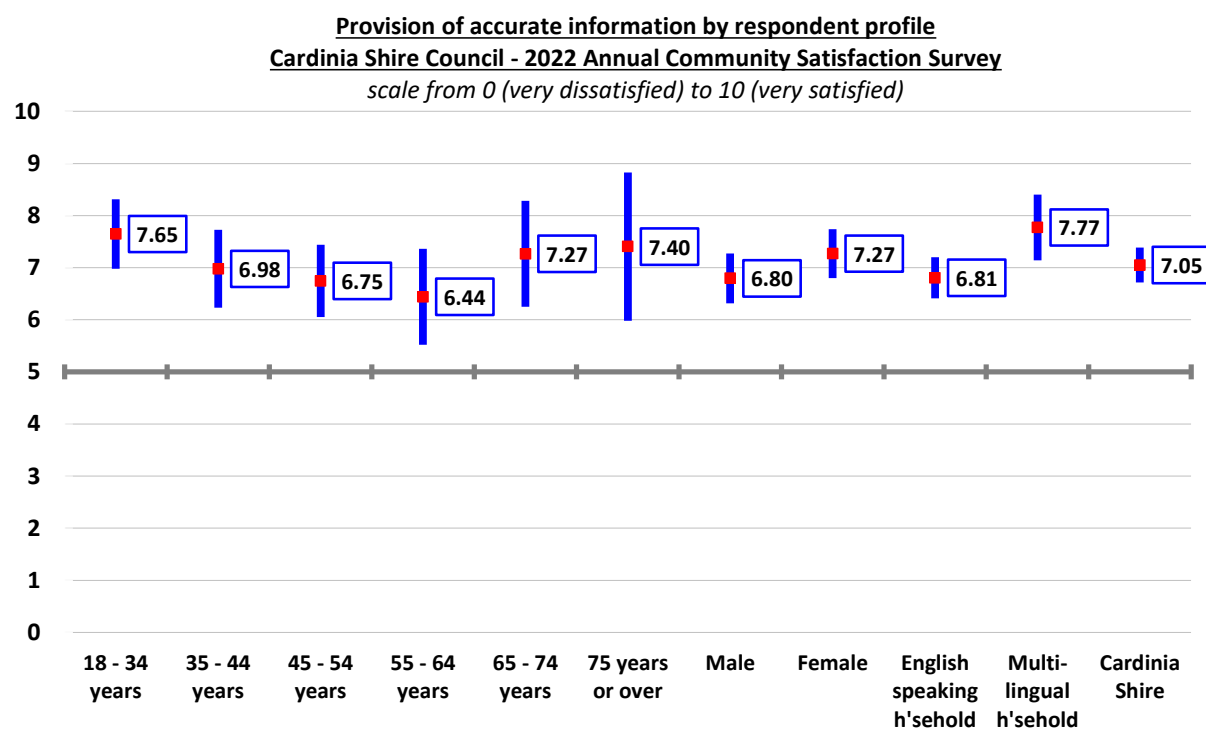


Provision of accurate information

Whilst not statistically significant, it is noted that respondents from the Hills precinct were notably less satisfied with the provision of accurate information than the municipal average.

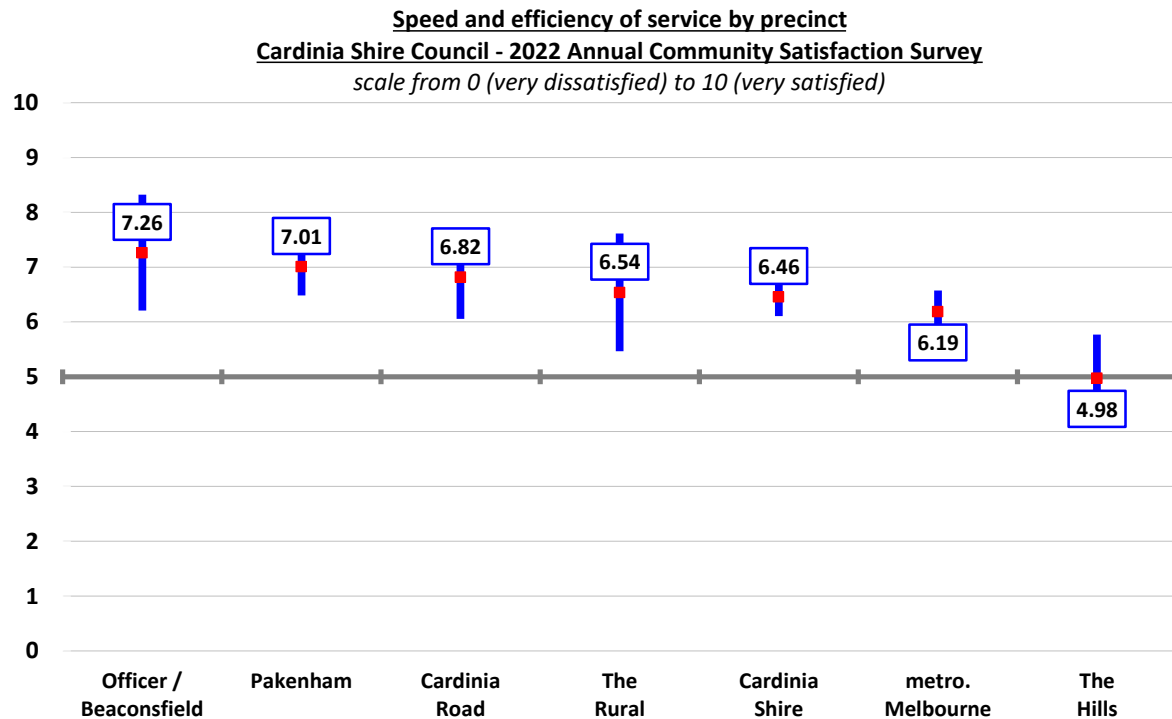


Whilst not statistically significant, it is noted that older middle-aged adults (aged 55 to 64 years) were the least satisfied, and young adults (aged 18 to 34 years) the most satisfied. Respondents from multilingual households were notably more satisfied than respondents from English speaking households, and female respondents more satisfied than males.

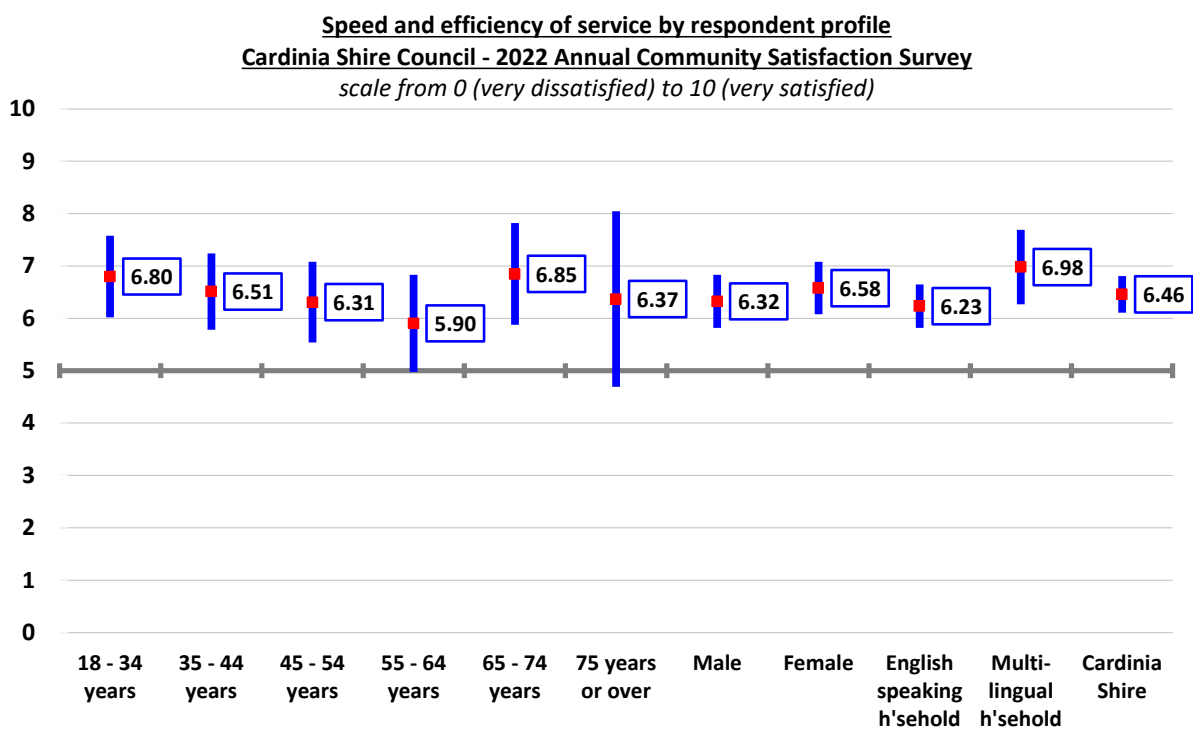


Speed and efficiency of service

There was measurable variation in satisfaction observed across the municipality, with respondents from the Hills precinct measurably less satisfied than average.

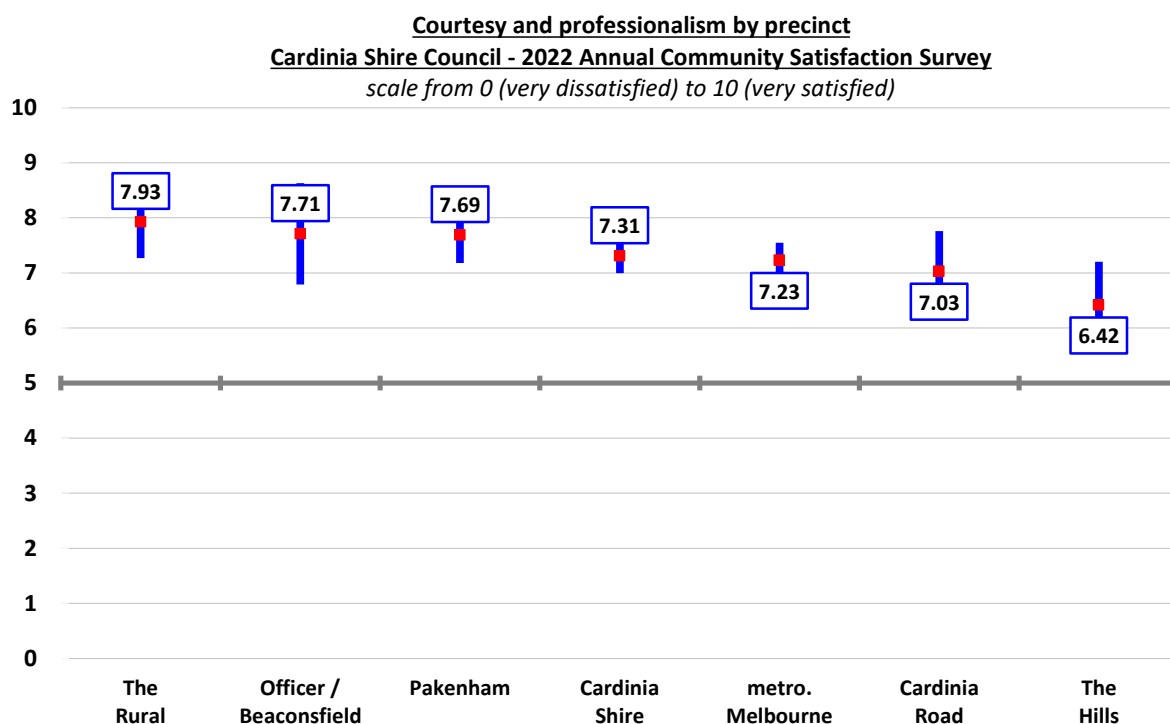


Whilst not statistically significant, it is noted that older middle-aged adults (aged 55 to 64 years) were the least satisfied, and at a “poor” level. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

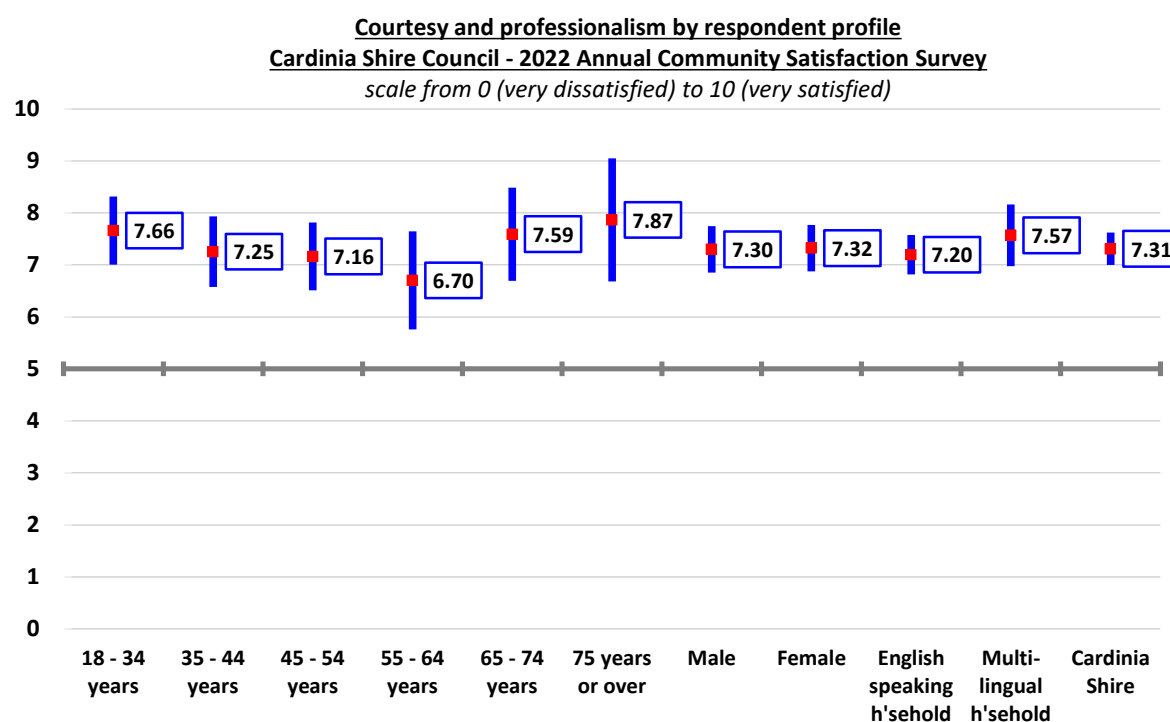


Courtesy and professionalism

Whilst not statistically significant, it is noted that respondents from the Hills precinct were notably less satisfied with staff courtesy and professionalism than the municipal average. It is highly unusual for there to be geographical variation in satisfaction with this aspect of customer service.

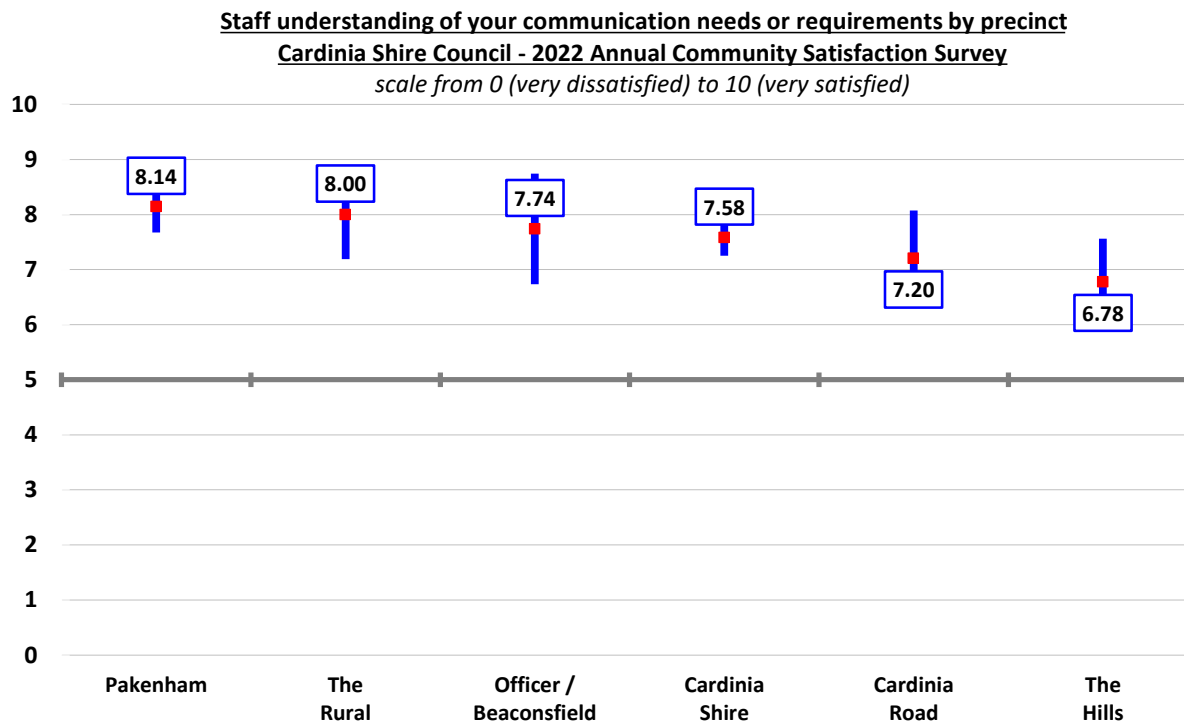


Whilst not statistically significant, it is noted that older middle-aged adults (aged 55 to 64 years) were the least satisfied, although still at a “good” level.

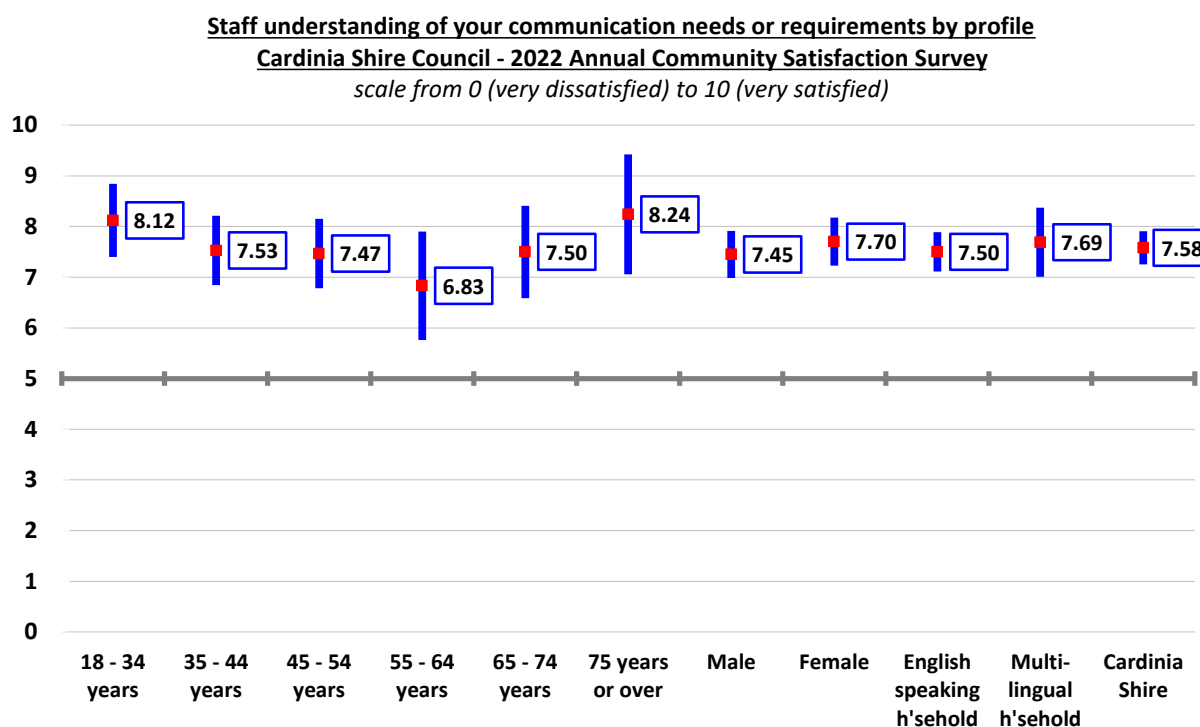


Staff understanding of your communication needs or requirements

Whilst not statistically significant, it is noted that respondents from the Hills precinct were notably less satisfied with this aspect of customer service than the municipal average.

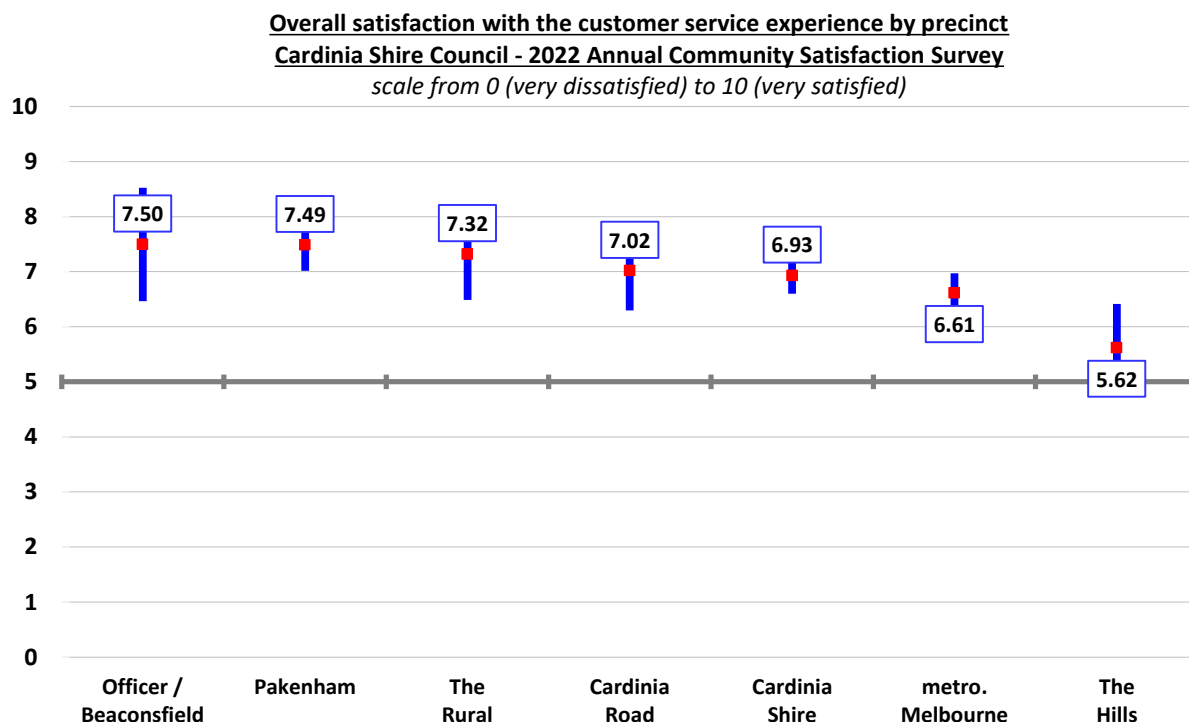


Whilst not statistically significant, it is noted that older middle-aged adults (aged 55 to 64 years) were the least satisfied, and at a “poor” level. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

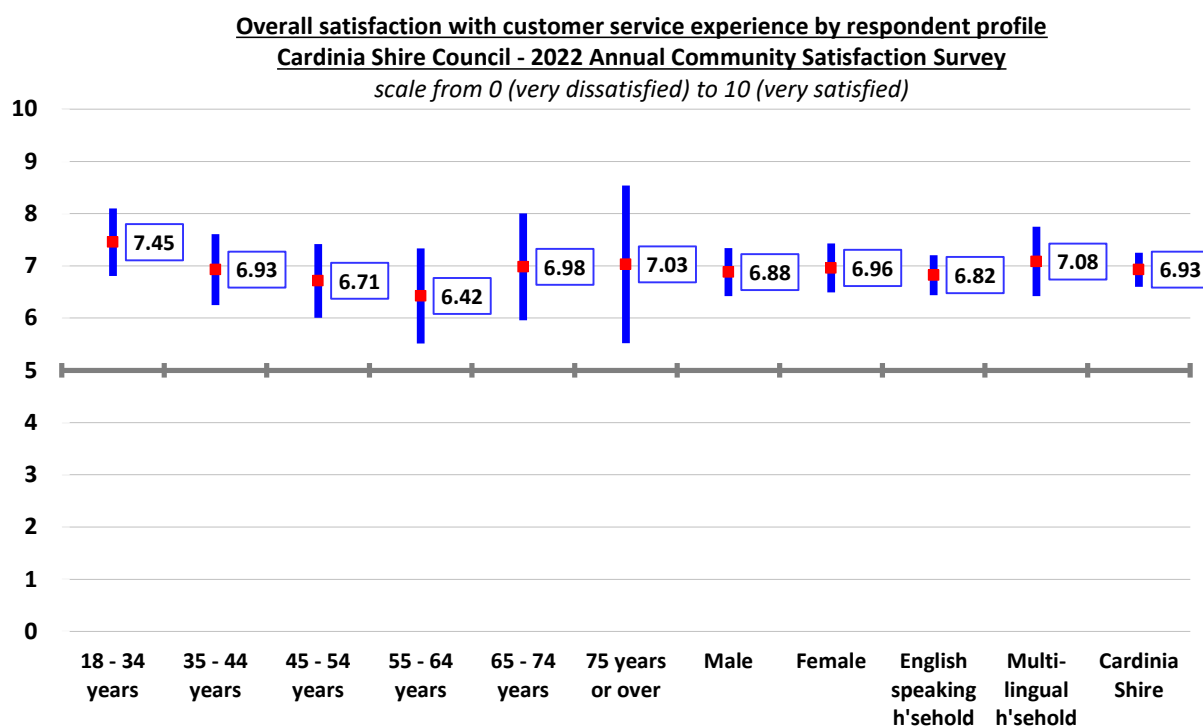


Overall satisfaction with the customer service experience

There was measurable variation in satisfaction observed across the municipality, with respondents from the Hills precinct measurably less satisfied than average, and at a “poor” level of satisfaction.



Overall satisfaction with the customer service experience was relatively consistent for respondents from all groups, although older middle-aged adults (aged 55 to 64 years) were marginally less satisfied than other respondents.



Importance of and satisfaction with Council services and facilities

Respondents were asked to rate the importance to the community of 36 Council provided services and facilities, and then their personal level of satisfaction with each of 21 services and facilities that all in the community will have used, and then their personal level of satisfaction with each of 15 other services and facilities that they or members of their household had used in the last 12 months.

Importance of Council services and facilities

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.”

The average importance of the 36 included services and facilities was 8.76 out of a potential 10, or a very high level of importance.

As outlined at the right-hand side of the following table, there were eight services and facilities that were measurably more important than the average of all services and facilities (8.76).

These services included all four of the kerbside collection services (garbage, recycling, FOGO, and hard rubbish), as well as support services for people with disability and services for seniors, the maintenance and repair of sealed local roads, and the provision and maintenance of parks and gardens.

There were eight services and facilities that were measurably less important, on average, than the average of all services and facilities.

This includes the enforcement of local laws, parking enforcement, street sweeping, community and cultural activities, environmental events, activities, and programs, Council’s activities promoting local economic development, Council communication activities, and the provision of public art centres.

Metropolis Research notes that this basic pattern of importance, whereby kerbside collection services and community services tend to be more important than average, and communication and consultation, arts and cultural, and enforcement services tend to be less important than average.

It is important to bear in mind when interpreting the variation in average importance of these 36 services and facilities, is that the least important service (parking enforcement), was still considered important, with an average importance score of 7.79 out of 10.

This reinforces the view that the Cardinia community values and considers important, the full range of services and facilities provided by the Council.



Importance of selected Council services and facilities
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2022 Mean	Upper	2022 Metro.*
Higher than average importance	Regular fortnightly recycling	872	9.23	9.30	9.37	9.26
	Regular weekly garbage collection	875	9.20	9.27	9.34	9.28
	Support services for people with disability	700	9.03	9.13	9.23	9.05
	Support services for seniors	708	9.01	9.10	9.20	8.93
	Fortnightly food and green waste collection service	812	8.94	9.05	9.15	8.77
	Bookable hard rubbish service	816	8.93	9.03	9.12	8.82
	Maintenance and repairs of sealed local roads	879	8.93	9.02	9.11	8.85
	Provision and maintenance of parks and gardens	863	8.88	8.97	9.05	8.90
Average importance	Services for children from birth to 5 years of age	712	8.85	8.96	9.07	8.87
	Provision and maintenance of playgrounds	782	8.82	8.92	9.02	8.85
	Litter collection in public areas	867	8.82	8.91	9.00	8.90
	Drains maintenance and repairs	872	8.81	8.91	9.00	8.73
	Public toilets	776	8.78	8.89	8.99	8.69
	Local library services	772	8.77	8.88	8.99	8.65
	Illegally dumped rubbish	856	8.77	8.87	8.97	8.80
	Recreation Centres and / or Aquatic Centres	756	8.77	8.87	8.97	8.68
	Sports ovals and other local sporting facilities	790	8.77	8.87	8.96	8.81
	Maintenance and cleaning of public areas	865	8.76	8.86	8.95	8.70
	Services for youth	690	8.74	8.85	8.96	8.76
	Local traffic management	864	8.72	8.82	8.92	8.70
	Maintenance and repair of unsealed local roads	752	8.69	8.80	8.91	n.a.
	Footpath maintenance and repairs	851	8.66	8.76	8.87	8.86
	Street lighting	856	8.64	8.76	8.87	8.78
	Provision and maintenance of street trees	875	8.65	8.75	8.86	8.62
	Maintenance and cleaning of strip shopping areas	866	8.63	8.73	8.83	8.63
	Animal management	796	8.61	8.72	8.83	8.36
	Community Centres / Neighbourhood Houses	699	8.56	8.67	8.79	8.45
	Bike and shared paths	767	8.48	8.60	8.72	8.64
Lower than average importance	Enforcement of local laws	824	8.35	8.47	8.58	8.54
	Street sweeping	825	8.31	8.44	8.57	8.42
	Community and cultural activities	720	8.31	8.44	8.56	8.25
	Environmental events, programs, and activities	768	8.21	8.34	8.46	8.74
	Council's activities promoting local eco. development	761	8.20	8.33	8.45	8.41
	Council communication activities	819	8.20	8.32	8.44	7.92 [^]
	Provision of public art centres	682	8.01	8.15	8.30	7.93
	Parking enforcement	805	7.61	7.79	7.96	7.79
<i>Average importance of Council services</i>			8.66	8.76	8.87	8.65

(*) 2022 metropolitan Melbourne average from Governing Melbourne

(^) combined of Council's regular printed newsletter and Council's website



Satisfaction with Council services and facilities

The average satisfaction with the 36 included services and facilities was 7.49 out of 10, or a “very good” level of satisfaction.

This average satisfaction was just marginally higher than the average satisfaction with 35 of the 36 services and facilities that were included in both this survey as well as *Governing Melbourne*. *Governing Melbourne* was conducted independently by Metropolis Research using the telephone methodology in January 2022.

As outlined at the right-hand side of the following table, there were eight services and facilities that received a measurably higher satisfaction than the average of all services and facilities (7.49), and eight that received a measurably lower than average satisfaction score, as follows:

- ***Measurably more important than the average of all services and facilities*** – includes regular weekly garbage collection, regular fortnightly recycling collection, local library services, fortnightly food and garden waste collection, sports ovals and other local sporting facilities, the provision of public art centres, community centres / neighbourhood houses, and the bookable hard rubbish collection service.
- ***Measurably less important than the average of all services and facilities*** – includes the provision and maintenance of street trees, environmental events, programs, and activities, Council activities promoting local economic development, drains maintenance and repairs, illegally dumped rubbish, the maintenance and repair of sealed local roads, public toilets, and the provision and maintenance of unsealed local roads.

Metropolis Research notes that this basic pattern of satisfaction, whereby satisfaction with the kerbside collection services tends to be higher than average, whilst satisfaction with roads tends to be lower than average is commonly observed across metropolitan Melbourne.

When compared to the 2022 metropolitan Melbourne average, as recorded in *Governing Melbourne*, there were 23 services and facilities that recorded a higher satisfaction score than the metropolitan Melbourne average, whilst 11 recorded a lower satisfaction score than the metropolitan Melbourne average.

Attention is drawn to the following variations of note from the metropolitan Melbourne average results:

- ***Notably higher satisfaction in Cardinia Shire than the metropolitan Melbourne average*** – includes the provision of public art centres (15.0% higher in Cardinia), parking enforcement (10.6% higher), footpath maintenance and repairs (8.7% higher), support services for people with disability (7.0% higher), local traffic management (5.2% higher), fortnightly food and green waste collection (3.8% higher), enforcement of local laws (3.6% higher), and regular fortnightly recycling (3.0% higher).
- ***Notably lower satisfaction in Cardinia Shire than the metropolitan Melbourne average*** – includes support services for seniors (4.2% lower in Cardinia), services for children from birth to five years of age (3.6% lower), maintenance and repair of sealed local roads (3.3% lower), the provision and maintenance of playgrounds (3.3% lower), and street lighting (3.0% lower).



Of these variations, public art centres, parking enforcement, footpaths, and local traffic management were statistically significant at the 95% confidence level.

Satisfaction with selected Council services and facilities
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2022 Mean	Upper	2022 Metro.*
Higher than average satisfaction	Regular weekly garbage collection	882	8.50	8.61	8.71	8.41
	Regular fortnightly recycling	880	8.49	8.60	8.70	8.35
	Local library services	338	8.34	8.51	8.67	8.49
	Fortnightly food and green waste collection service	662	8.35	8.47	8.59	8.16
	Sports ovals and other local sporting facilities	409	7.85	8.02	8.20	7.99
	Provision of public art centres	168	7.77	7.96	8.16	6.92
	Community Centres / Neighbourhood Houses	263	7.75	7.94	8.12	7.87
	Bookable hard rubbish service	548	7.68	7.87	8.05	7.99
Average satisfaction	Services for children from birth to 5 years of age	169	7.55	7.85	8.15	8.14
	Provision and maintenance of parks and gardens	846	7.71	7.83	7.96	7.70
	Recreation Centres and / or Aquatic Centres	366	7.65	7.83	8.00	7.97
	Community and cultural activities	273	7.61	7.80	7.99	7.76
	Provision and maintenance of playgrounds	436	7.60	7.78	7.96	8.04
	Animal management	746	7.51	7.66	7.81	7.60
	Bike and shared paths	397	7.39	7.58	7.78	7.40
	Maintenance and cleaning of strip shopping areas	856	7.40	7.53	7.65	7.40
	Street lighting	850	7.34	7.49	7.63	7.72
	Services for youth	117	7.12	7.47	7.81	7.30
	Street sweeping	803	7.31	7.46	7.60	7.45
	Enforcement of local laws	774	7.31	7.45	7.59	7.19
	Council communication activities	751	7.18	7.34	7.49	6.99 [^]
	Litter collection in public areas	857	7.20	7.34	7.47	7.26
	Footpath maintenance and repairs	838	7.18	7.33	7.48	6.74
	Parking enforcement	755	7.07	7.24	7.40	6.54
	Support services for seniors	79	6.62	7.20	7.77	7.51
	Local traffic management	856	7.00	7.15	7.30	6.80
	Maintenance and cleaning of public areas	857	7.01	7.15	7.29	7.00
	Support services for people with disability	67	6.45	7.14	7.82	6.67
Lower than average satisfaction	Provision and maintenance of street trees	874	6.91	7.07	7.23	7.12
	Environmental events, programs, and activities	656	6.85	7.02	7.19	7.04
	Council's activities promoting local eco. development	663	6.82	6.99	7.16	6.82
	Drains maintenance and repairs	843	6.80	6.97	7.15	7.07
	Illegally dumped rubbish	839	6.69	6.85	7.02	6.94
	Maintenance and repairs of sealed local roads	883	6.26	6.44	6.62	6.66
	Public toilets	386	6.15	6.40	6.64	6.33
	Maintenance and repair of unsealed local roads	722	6.03	6.22	6.42	n.a.
Average importance of Council services			7.29	7.49	7.68	7.40

(*) 2022 metropolitan Melbourne average from Governing Melbourne

(^) combined of Council's regular printed newsletter and Council's website



Percentage satisfied / dissatisfied with services and facilities

The following table provides a breakdown of satisfaction into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Attention is drawn to the fact that more than half of the respondents providing a satisfaction score were “very satisfied” with 30 of the 36 services and facilities, with two-thirds or more of respondents “very satisfied” with 10 services and facilities.

Particular attention is drawn to the fact that approximately one-fifth of respondents were “dissatisfied” with parking enforcement (19.3%), the maintenance and repair of sealed local roads (20.5%), the maintenance and repair of unsealed local roads (22.2%).



Satisfaction with selected Council services and facilities
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Regular weekly garbage collection	2.8%	14.9%	82.3%	18	900
Regular fortnightly recycling	2.4%	15.9%	81.7%	20	900
Local library services	2.3%	16.3%	81.4%	8	346
Fortnightly food and green waste collection service	2.9%	16.7%	80.4%	11	673
Sports ovals and other local sporting facilities	3.5%	25.8%	70.7%	6	415
Provision of public art centres	1.1%	30.0%	68.9%	6	174
Bookable hard rubbish service	8.9%	22.6%	68.5%	7	556
Services for children from birth to 5 years of age	6.5%	25.0%	68.5%	2	171
Provision and maintenance of parks and gardens	5.7%	27.9%	66.4%	54	900
Recreation Centres and / or Aquatic Centres	4.0%	29.6%	66.4%	8	375
Community Centres / Neighbourhood Houses	2.2%	33.1%	64.7%	3	267
Provision and maintenance of playgrounds	5.1%	31.7%	63.2%	12	448
Community and cultural activities	2.8%	34.4%	62.8%	7	279
Animal management	7.0%	31.3%	61.7%	154	900
Services for youth	8.7%	31.9%	59.4%	5	122
Bike and shared paths	6.8%	34.4%	58.8%	8	405
Street sweeping	7.7%	33.9%	58.4%	97	900
Street lighting	8.4%	34.6%	57.0%	50	900
Enforcement of local laws	6.5%	36.5%	57.0%	126	900
Maintenance and cleaning of strip shopping areas	5.8%	37.6%	56.6%	44	900
Footpath maintenance and repairs	10.1%	33.4%	56.5%	62	900
Council communication activities	8.7%	34.9%	56.4%	149	900
Support services for seniors	12.2%	32.5%	55.3%	3	82
Litter collection in public areas	8.6%	37.1%	54.3%	43	900
Support services for people with disability	14.6%	31.1%	54.3%	7	74
Provision and maintenance of street trees	13.4%	33.1%	53.5%	26	900
Drains maintenance and repairs	16.3%	31.1%	52.6%	57	900
Parking enforcement	8.5%	39.7%	51.8%	145	900
Local traffic management	12.4%	36.0%	51.6%	44	900
Maintenance and cleaning of public areas	10.2%	39.6%	50.2%	43	900
Council's activities promoting local eco. development	11.3%	39.8%	48.9%	237	900
Environmental events, programs, and activities	11.0%	40.4%	48.6%	244	900
Illegally dumped rubbish	16.8%	36.1%	47.1%	61	900
Maintenance and repairs of sealed local roads	20.5%	37.8%	41.7%	17	900
Maintenance and repair of unsealed local roads	22.2%	40.7%	37.1%	178	900
Public toilets	19.3%	44.1%	36.6%	10	396

Average satisfaction with services and facilities by respondent profile

The following table provides the average satisfaction with each of the 36 services and facilities by respondent profile, including age structure, gender, and language spoken at home.



Readers are advised to exercise some caution in the interpretation of these average satisfaction scores, given the relatively small sample size for some of these groups of respondents for some services and facilities. Where there were less than 10 respondents in a group (age or gender), no results have been published. These results are referred to in the analysis of satisfaction with each individual service and facility in the following section.

Average satisfaction with selected Council services and facilities
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

Service/facility	18 - 34 years	35 - 44 years	45 - 54 years	55 - 64 years	65 - 74 years	75 yrs or over	Male	Female	English speaking	Multi- lingual
Maintenance and repairs of sealed local roads	6.74	6.98	6.02	5.68	6.23	6.53	6.50	6.39	6.04	7.54
Maintenance and repair of unsealed local roads	6.51	6.58	6.02	5.78	5.73	6.20	6.24	6.22	5.94	7.14
Drains maintenance and repairs	7.51	7.34	6.37	6.41	6.45	7.07	6.97	6.99	6.65	7.92
Footpath maintenance and repairs	7.86	7.54	7.19	6.64	6.73	6.61	7.52	7.14	7.04	8.09
Maintenance and cleaning of public areas	7.47	7.43	6.97	6.69	6.81	6.73	7.23	7.08	6.98	7.68
Litter collection in public areas	7.48	7.58	7.31	6.92	7.11	7.31	7.37	7.31	7.16	7.87
Maintenance / cleaning of strip shopping areas	7.75	7.65	7.35	7.03	7.56	7.58	7.56	7.49	7.40	7.90
Illegally dumped rubbish	7.20	7.27	6.58	6.53	6.30	5.93	6.92	6.79	6.65	7.44
Provision and maintenance of street trees	7.50	7.31	6.52	6.58	7.03	6.72	7.11	7.01	6.90	7.51
Street lighting	7.59	7.32	7.27	7.40	7.51	8.18	7.51	7.46	7.39	7.71
Street sweeping	7.78	7.60	7.11	6.94	7.29	7.80	7.41	7.51	7.34	7.79
Regular weekly garbage collection	8.86	8.55	8.44	8.31	8.54	8.80	8.70	8.52	8.53	8.83
Regular fortnightly recycling	8.81	8.50	8.53	8.37	8.48	8.84	8.65	8.57	8.53	8.81
Provision / maintenance of parks and gardens	8.38	7.72	7.66	7.35	7.51	7.48	7.87	7.80	7.77	8.04
Animal management	8.04	7.58	7.49	7.23	7.54	7.85	7.82	7.55	7.67	7.66
Local traffic management	7.29	7.46	6.94	6.92	6.77	7.18	7.15	7.14	7.02	7.50
Parking enforcement	7.48	7.55	6.89	6.71	7.04	7.45	7.11	7.38	7.07	7.66
Enforcement of local laws	7.91	7.43	7.05	7.08	7.20	7.49	7.39	7.52	7.36	7.74
Council communication activities	7.64	7.37	7.31	6.88	7.06	7.29	7.22	7.45	7.26	7.52
Council's activities promoting eco. development	7.34	7.15	6.88	6.32	6.68	6.96	6.94	7.04	6.81	7.49
Environmental events, programs, and activities	7.29	7.20	6.75	6.63	6.89	7.06	6.87	7.15	6.88	7.41
Fortnightly food / green waste collection service	8.87	8.34	8.24	7.99	8.33	8.78	8.42	8.52	8.38	8.73
Bookable hard rubbish service	8.47	7.93	7.37	7.50	7.36	7.90	7.97	7.77	7.70	8.43
Local library services	8.77	8.45	8.27	8.19	8.67	8.67	8.49	8.51	8.44	8.71
Public toilets	6.66	6.05	6.06	6.52	7.05	6.52	6.49	6.33	6.27	6.82
Sports ovals and other local sporting facilities	8.50	7.58	7.81	8.07	7.94	8.57	8.02	8.02	7.99	8.13
Recreation Centres and / or Aquatic Centres	8.19	7.66	7.55	7.85	7.54	7.81	7.90	7.77	7.75	7.98
Provision and maintenance of playgrounds	7.88	7.73	7.76	7.63	7.59	8.12	7.81	7.75	7.54	8.32
Bike and shared paths	7.81	7.39	7.69	7.76	7.19	7.04	7.57	7.60	7.54	7.72
Community Centres / Neighbourhood Houses	8.24	7.98	7.52	7.66	8.06	8.48	7.86	7.99	7.87	8.17
Services for children from birth to 5 years of age	7.69	7.94	8.14	7.41	n.a.	n.a.	8.14	7.66	7.80	8.02
Services for youth	7.87	7.27	7.19	n.a.	n.a.	n.a.	7.55	7.41	7.27	7.87
Support services for seniors	8.18	7.78	6.04	7.04	7.10	7.61	7.42	7.01	6.96	8.14
Support services for people with disability	9.03	7.88	5.42	7.28	5.33	8.33	7.39	6.76	6.91	8.28
Provision of public art centres	7.84	8.09	7.90	7.78	8.10	8.14	7.74	8.16	7.97	8.02
Community and cultural activities	8.15	7.60	7.55	7.59	7.91	8.40	7.62	7.95	7.73	7.96
Average satisfaction	7.85	7.58	7.20	7.16	7.25	7.57	7.51	7.46	7.35	7.90
Total respondents	287	172	162	125	90	56	433	459	652	233



Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 36 included Council services and facilities against the average satisfaction with each service.

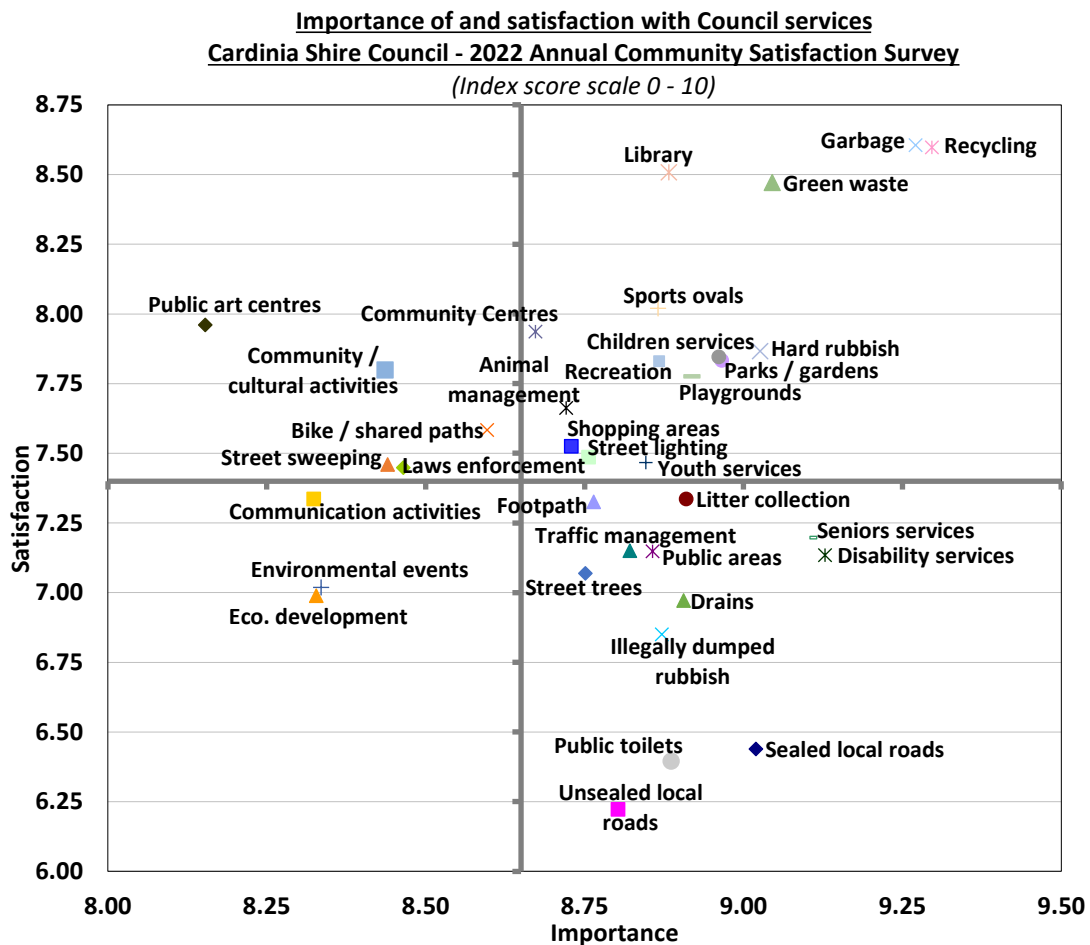
The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

Services and facilities located in the top right-hand quadrant are therefore more important than average and received higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant are those of most concern as they are of higher-than-average importance but received lower than average satisfaction scores.

A detailed discussion of the importance of and satisfaction with each service and facilities is provided in the following sections, but in summary, Metropolis Research notes the following:

- **Kerbside collection services** – all four kerbside collection services were of higher-than-average importance, and all received a higher-than-average satisfaction score.
- **Community support services** – whilst all four services (children, youth, persons with disability, and seniors) were of higher-than-average importance, only children and youth services received a higher-than-average satisfaction score.
- **Sports and recreation facilities and open spaces** – all four of these facilities including sports ovals, other local sporting facilities, recreation and aquatic centres, playgrounds, and parks and gardens were all of higher-than-average importance, and all received a higher-than-average satisfaction score.
- **Arts and cultural services and facilities** - tended to be of slightly lower-than-average importance, but most received a higher-than-average satisfaction score.
- **Infrastructure facilities** – most infrastructure facilities tended to be of approximately average importance, and most received approximately average satisfaction scores.
- **Communication services** – were of somewhat lower-than-average importance and received an average satisfaction score.
- **Services and facilities of most concern** – the services and facilities of most concern to the community include illegally dumped rubbish, public toilets, and most notably, both sealed and unsealed local roads. These three services and facilities were the only three of the 36 to record satisfaction scores categorised as “solid”. Roads does appear in several questions in this report to be significant areas of concern to a substantial proportion of the Cardinia community, with those in the Hills precinct most notably.





Satisfaction by broad service areas

The 36 included services and facilities have been broken down into ten broad service areas. The breakdown of services and facilities into these ten broad service areas is as follows:

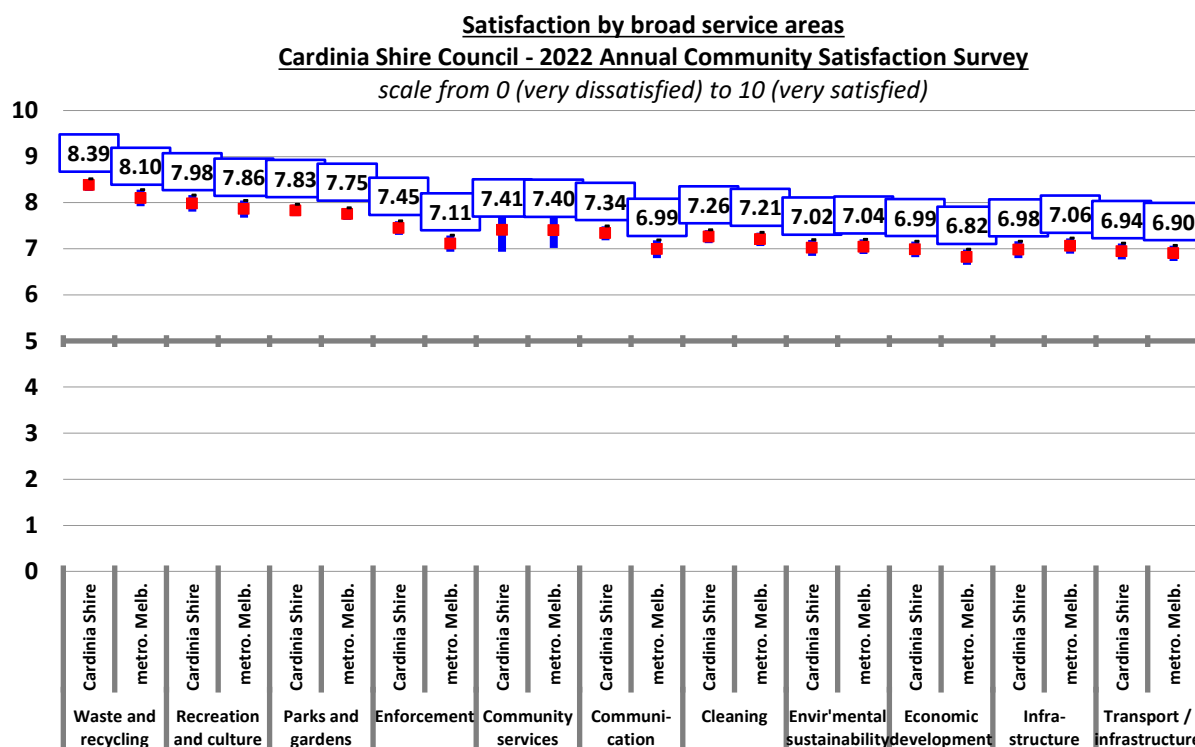
- **Infrastructure** – includes drains maintenance and repairs, provision and maintenance of street trees, street lighting, and public toilets.
- **Waste and recycling services** – includes regular weekly garbage collection, regular fortnightly recycling, fortnightly food and green waste collection service, and bookable hard rubbish service.
- **Recreation and culture** – include local library services, sports ovals and other local sporting facilities, recreation centres and / or aquatic centres, provision and maintenance of playgrounds, provision of public art centres, and community and cultural activities.
- **Community services** – includes services for children from birth to 5 years of age, services for youth, support services for seniors, and support services for people with disability.
- **Enforcement** – includes animal management, parking enforcement, and enforcement of local laws.
- **Communication** – includes Council communication activities.

- **Cleaning** – includes maintenance and cleaning of public areas, litter collection in public areas, maintenance and cleaning of strips shopping areas, illegally dumped rubbish, and street sweeping.
- **Transport infrastructure** – includes maintenance and repair of sealed local roads, maintenance and repair of unsealed local roads, footpath maintenance and repairs, local traffic management, and bike and shared paths.
- **Parks and gardens** – include the provision and maintenance of parks and gardens.
- **Environmental sustainability** – includes environmental events, programs, and activities.

The following graph provides a comparison of the average satisfaction with these 11 broad service areas between the Cardinia Shire and the metropolitan Melbourne average, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the telephone methodology.

It is noted that satisfaction with nine of the 11 areas was marginally higher for the Cardinia Shire than the metropolitan Melbourne average, although none of these variations were statistically significant.

Satisfaction with environmental sustainability and infrastructure were both very marginally lower in the Cardinia Shire. These are discussed in more detail in the following sections.

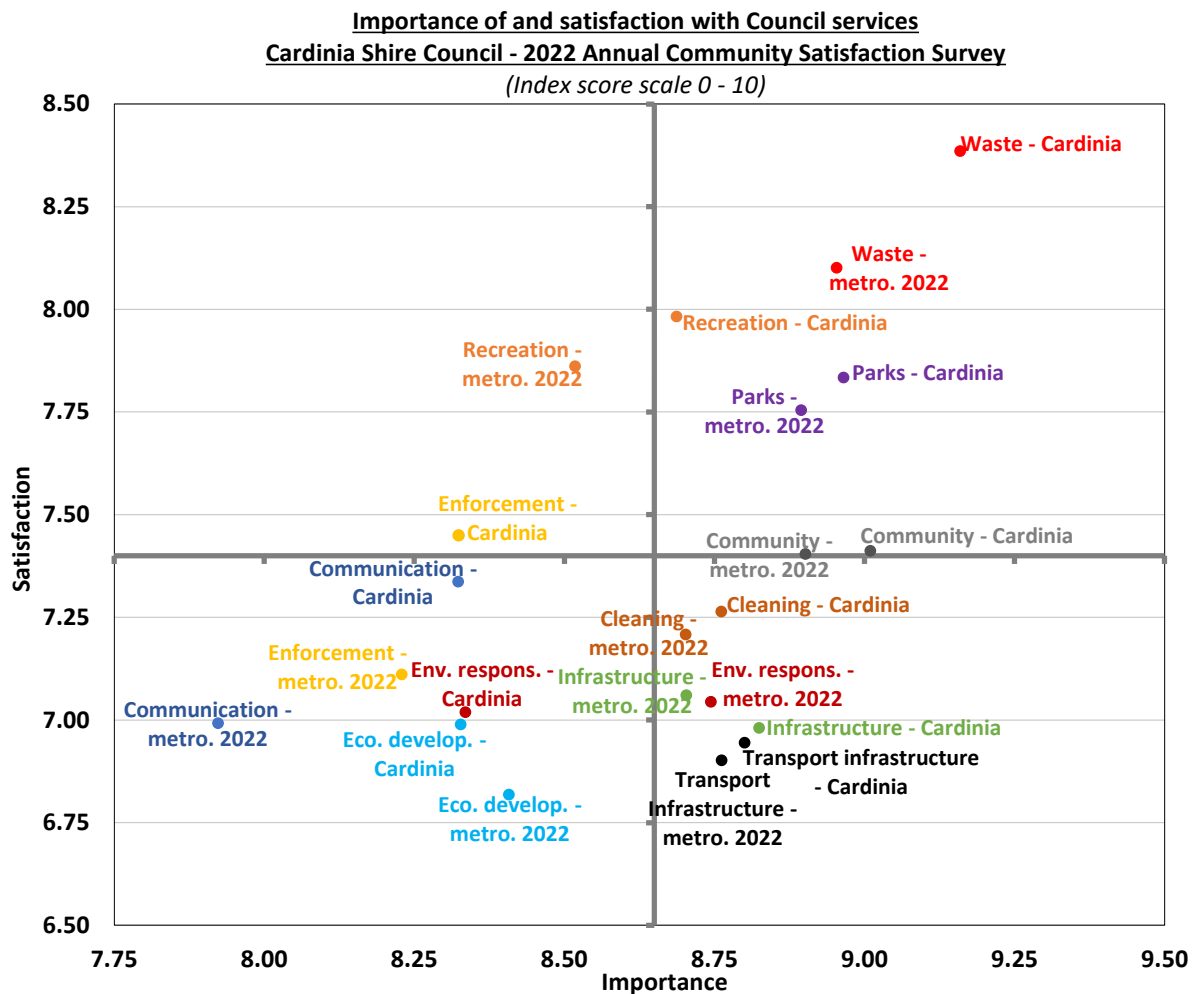


The following graph provides a comparison of the average importance of and satisfaction with these 11 broad service areas between the Cardinia Shire and the metropolitan Melbourne average.



Of most note is the higher-than-average satisfaction with waste collection services in the Cardinia Shire.

Metropolis Research notes that this result may well reflect, at least in part, the lower satisfaction with some of these services experienced in some municipalities as councils move over to the new bin collection systems. It has been observed that satisfaction with kerbside collection services can decline sharply but for a relatively limited period during the change to a new system.



Satisfaction by Council division

The following section of the report provides detailed results for each of the 36 included services and facilities, grouped by Council division.

Metropolis Research has broken the Infrastructure and Environment Division services and facilities into two groups (waste / cleaning and other), as well as the Liveable Communities Division into two groups (infrastructure / facilities, and community services).

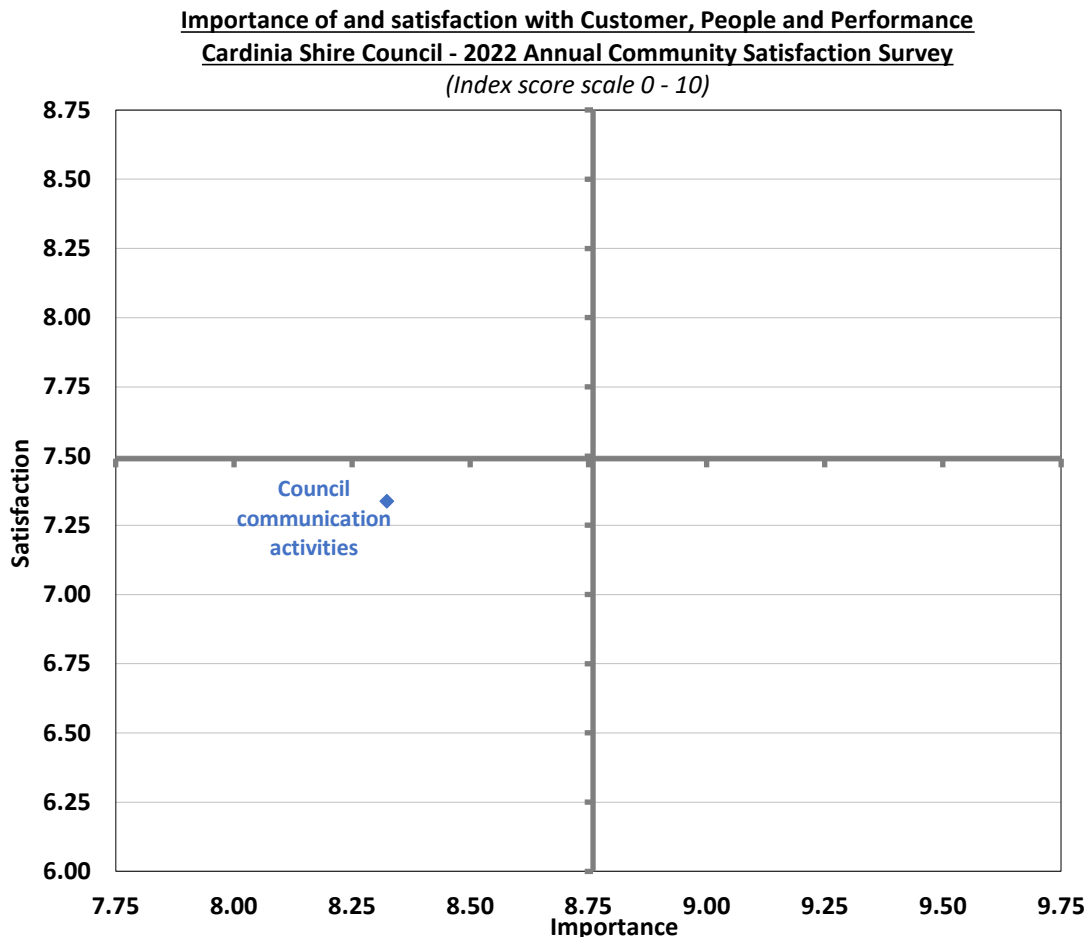
- ***Customer, People and Performance*** – includes Council communication activities, and environmental events, programs, and activities.
- ***Governance Facilities and Economy*** – includes animal management, parking enforcement, enforcement of local laws, Council's activity promoting local economic development, public toilets, provision of public art centres, and community and cultural activities.
- ***Infrastructure and Environmental (waste and cleaning)*** – include the maintenance and cleaning of public areas, litter collection in public areas, maintenance and cleaning of strip shopping areas, illegally dumped rubbish, regular weekly garbage collection, regular fortnightly recycling, fortnightly food and green waste service, and bookable hard rubbish service.
- ***Infrastructure and Environment (other)*** – includes maintenance and repair of sealed local roads, the maintenance and repair of unsealed roads, drains maintenance and repairs, footpath maintenance and repairs, provision and maintenance of street trees, street lighting, street sweeping, and local traffic management.
- ***Liveable Communities (infrastructure and facilities)*** – includes provision and maintenance of parks and gardens, local library services, sports ovals and other local sporting facilities, recreation and / or aquatic centres, provision and maintenance of playgrounds, bike and shared paths, and community centres / neighbourhood houses.
- ***Liveable Communities (community services)*** – includes services for children from birth to 5 years of age, services for youth, services for seniors, and services for people with disability.



Customer, People and Performance Division

There was just the one service from the Customer, People, and Performance Division included in the survey this year, that being “Council communication activities”.

This service was of lower-than-average importance, and received a marginally lower than average satisfaction score, as outlined in the following graph.



Metropolis Research notes that the term “Council communication activities” is broadly worded, and this is likely to be a factor underpinning the relatively muted scores this year.

Metropolis Research would recommend that a more informative approach would be to list the key communication services individually, including the website, the regular Council printed publication, and perhaps other services such as social media. This alternative approach would be consistent with the approach used in *Governing Melbourne*, as well as most other councils for which Metropolis Research conducts this research.

Traditionally, it is found that the council website tends to receive a somewhat higher satisfaction score than other communication services, and that meaningful variation in satisfaction with the various communication tools can be observed by respondent profile such as age structure and language spoken at home, as well as sometimes, geographically across the municipality.



Council communication activities

Council’s communication activities were the 34th most important of the 36 included services and facilities, with an average importance of 8.34. This result was notably higher than the metropolitan Melbourne average importance with the council website and regular printed newsletter of 7.92.

Satisfaction with Council communication activities was 7.34 out of 10, or a “very good” level of satisfaction.

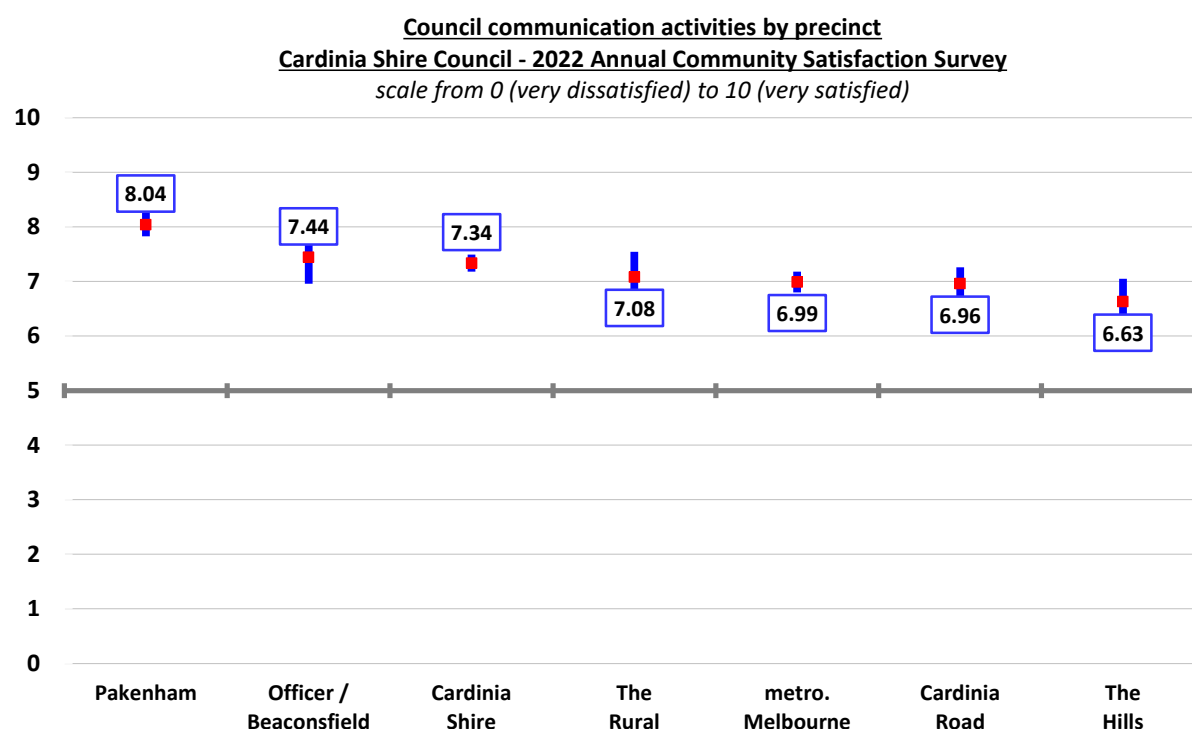
This ranks these services 21st in terms of satisfaction.

There was some variation observed by respondent profile, with older middle-aged adults (aged 55 to 64 years) somewhat less satisfied than average, female respondents were marginally more satisfied than males, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

There was measurable variation observed across the municipality, with respondents from Pakenham measurably more satisfied than average and at an “excellent” level, and respondents from the Hills measurably less satisfied and at a “good” level.

This result was comprised of 56.4% “very satisfied” respondents and 8.7% “dissatisfied”, based on a total sample of 751 of the 900 respondents.

By way of comparison, satisfaction with Council’s communication activities was notably, but not measurably higher than the metropolitan Melbourne average satisfaction with “Council’s website” and “Council’s regular printed newsletter” of 6.99, as recorded in the 2022 *Governing Melbourne* research.



Reasons for dissatisfaction with Council communication activities
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
No or slow response time, sometimes more than 2 months	4
No or very little communication from the Council to the residents	3
Rate notice not being sent out or sent out close to due date	3
We have no idea what is going on in our area, shows lack of communication from the Council	2
Closed out ticket raised before action taken when reached out to the Council to solve problems	1
The Council phone service is slow	1
Elder cannot go online only rely on people from RSL	1
I'm not on social media. This should be considered when communicating with the people	1
Website is not intuitive, needs better search function	1
Total	17



Governance Facilities and Economy Division

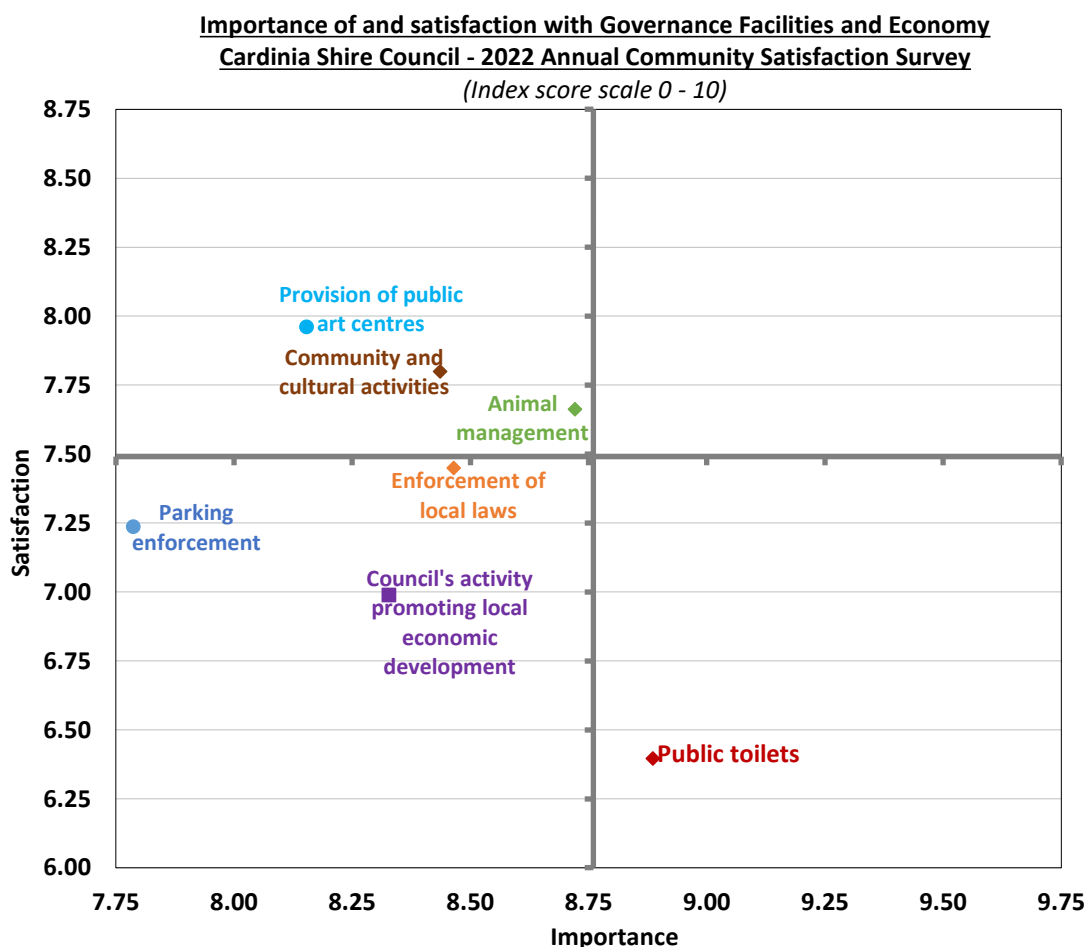
There were seven services and facilities from the Governance, Facilities, and Economy Division of Council included in the survey this year, as outlined in the following graph.

The crosshairs in the graph represent the average importance (8.76) and satisfaction (7.49) of all services and facilities in the Cardinia Shire this year.

It is noted that apart from public toilets, the six other service and facilities were all of average or lower-than-average importance. This is consistent with results observed elsewhere by Metropolis Research, whereby arts and cultural services and facilities tend to be of a lower-than-average importance to the community, but still important none-the-less.

The importance of enforcement services also tends to be of lower-than-average importance, reflecting the often lower-than-average satisfaction that they receive.

Council activities promoting local economic development also tend to record somewhat lower than average importance scores across most of metropolitan Melbourne, and average or marginally lower than average satisfaction. This reflects, at least in part, the relatively low levels of knowledge that many in the community have of Council's role in this policy area.



Animal management

Animal management was the 26th most important of the 36 included services and facilities this year, with an average importance of 8.72. It is noted, however, that this result was measurably higher than the metropolitan Melbourne average importance of 8.36, potentially reflecting the semi-rural nature of the Cardinia Shire.

Satisfaction with animal management was 7.66 out of 10, or a “very good” level of satisfaction.

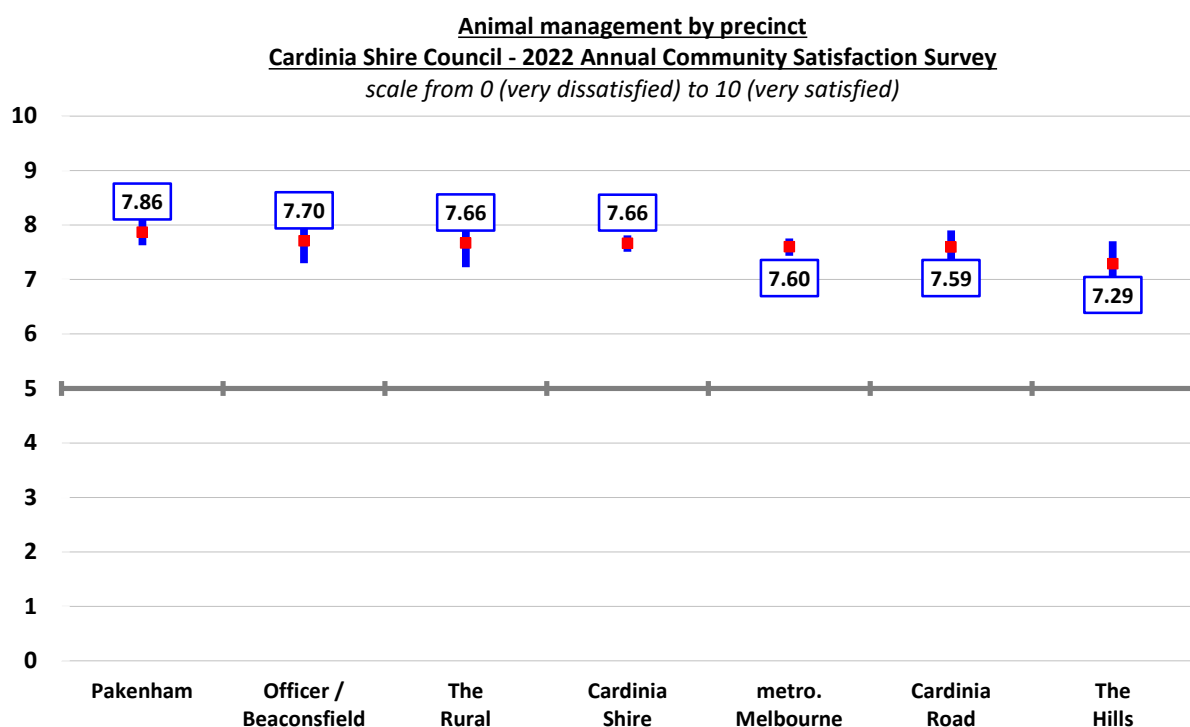
This ranks animal management 14th in terms of satisfaction.

There was some minor variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied than average, and male respondents notably more satisfied than female respondents.

As outlined in the following graph, there was no statistically significant variation observed across the municipality, although respondents from Pakenham rated satisfaction at an “excellent” level.

This result was comprised of 61.7% “very satisfied” respondents and seven percent “dissatisfied”, based on a total sample of 746 of the 900 respondents.

By way of comparison, this result was just barely higher than the metropolitan Melbourne average satisfaction with “animal management” of 7.60, as recorded in the 2022 *Governing Melbourne* research.



There were 21 comments received from respondents “dissatisfied” with animal management, as outlined in the following table.

A range of issues were raised by respondents, including comments about vermin, stray cats, dog-off leash issues, and livestock.

Reasons for dissatisfaction with animal management
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
A lot of rats & mice issue in and around the area	5
Animal management should be take care all animals and not just those with ID	2
A lot of cattle and other animals are crossing the roads especially at night without supervision	1
Bad animal control, stray cats coming in the house all the time	1
Barking dogs	1
Foxes roam around the creeks and parks in Pakenham	1
My dog got bitten by another dog. The Council should deal with it	1
No dog parks	1
Off-leashed or secured dog park in Emerald area should be built	1
Our neighbours' cats roam day & night and no one has done anything about it (Cohens Way)	1
People are not cleaning up after their dogs have defecated	1
Privacy issues as they tell people who complained	1
Slow response	1
Stacks of possums around Bastow CI	1
Toomuc Creek has unleashed dogs roaming around and no proper signage	1
Wombat at house, complained to the Council but no action from them (Meadowview Ln)	1
Total	21

Parking enforcement

Parking enforcement was the least important of the 36 included services and facilities this year, with an average importance of 7.79. This result was identical to the metropolitan Melbourne average importance.

Satisfaction with parking enforcement was 7.24 out of 10, or a “good” level of satisfaction.

This ranks animal management 24th in terms of satisfaction.

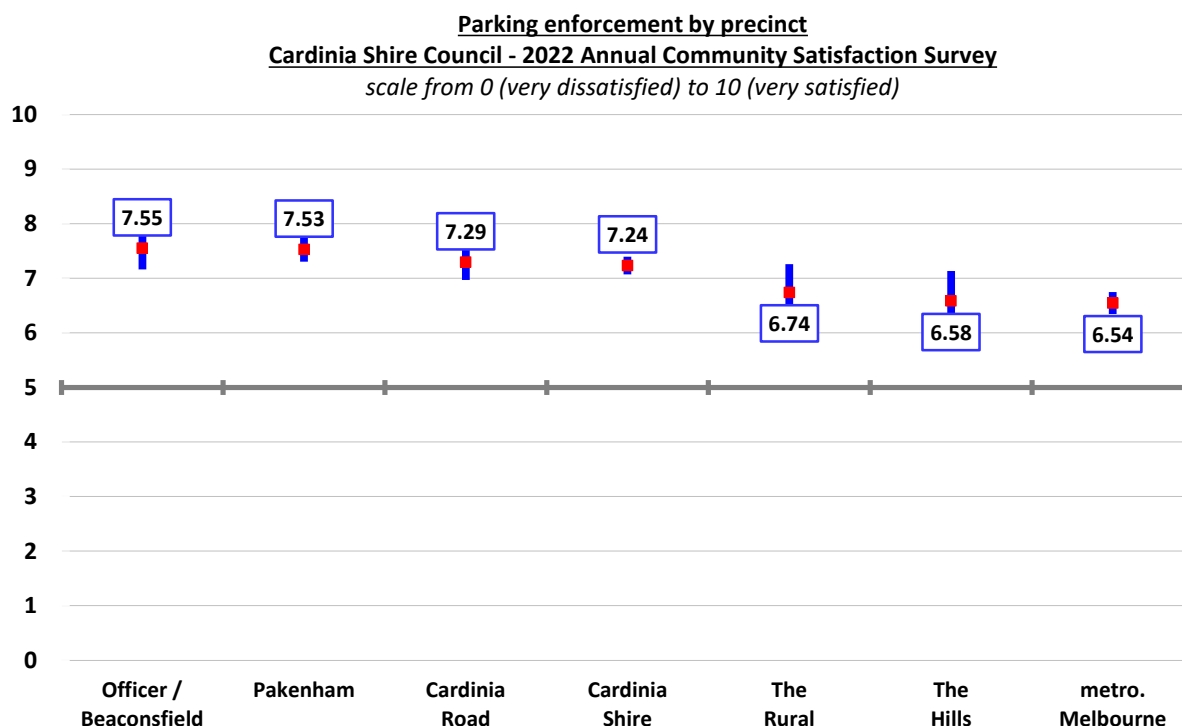
There was some variation observed by respondent profile, with middle-aged adults (aged 45 to 64 years) notably less satisfied than average, whilst female respondents were marginally more satisfied than males, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.



As outlined in the following graph, there was statistically significant variation observed across the municipality, with respondents from the Rural precinct notably less satisfied than average, and respondents from the Hills precinct measurably less satisfied than average.

This result was comprised of 51.8% “very satisfied” respondents and 8.5% “dissatisfied”, based on a total sample of 755 of the 900 respondents.

By way of comparison, this result was measurably and significantly higher than the metropolitan Melbourne average satisfaction with “parking enforcement” of 6.54, as recorded in the 2022 *Governing Melbourne* research.



There were nine comments received from respondents “dissatisfied” with parking enforcement, as outlined in the following table.

Reasons for dissatisfaction with parking enforcement
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Lack of parking area in housing area	2
A lot of non-residents park on my residential street	1
Cars park at the corner of the road creating a blind spot	1
Just too many cars and roads are not wide enough (Silver Gum Dr)	1
More parking for caravan to boost tourism in Emerald area	1
Parking at Arena Shopping Centre too tight not well designed	1
Parking in Pakenham Lakeside Primary School is not enough	1
There should be more parking facilities around shops	1
Total	9

Enforcement of local laws

The enforcement of local laws was the 29th most important of the 36 included services and facilities this year, with an average importance of 8.47. This result was consistent with the Metropolitan Melbourne average importance of 8.54.

Satisfaction with the enforcement of local laws was 7.45 out of 10, or a “very good” level of satisfaction.

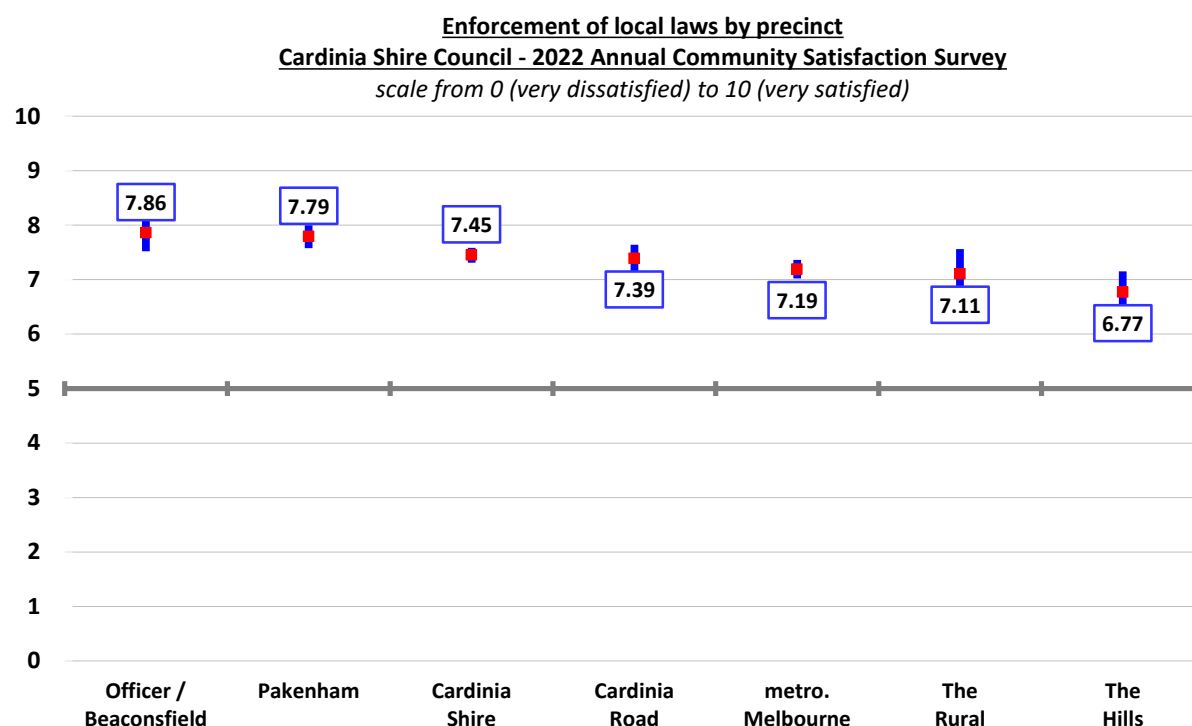
This ranks the enforcement of local laws 20th in terms of satisfaction.

There was some variation observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, and middle-aged adults (aged 45 to 64 years) somewhat less satisfied than average. Respondents from multilingual households somewhat more satisfied than respondents from English speaking households.

As outlined in the following graph, there was measurable variation observed across the municipality, with respondents from Pakenham measurably more satisfied and respondents from Officer / Beaconsfield notably more satisfied than average, and at “excellent” levels. Respondents from the Hills were measurably less satisfied than average, although still at a “good” level.

This result was comprised of 57.0% “very satisfied” respondents and 6.5% “dissatisfied”, based on a total sample of 774 of the 900 respondents.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “enforcement of local laws” of 7.19, as recorded in the 2022 *Governing Melbourne* research.



There were eight comments received from respondents “dissatisfied” with the enforcement of local laws, as outlined in the following table. It is noted that there was some confusion evident in relation to what constitutes local laws enforced by Council and law enforcement that is enforced by the Police.

Reasons for dissatisfaction with enforcement of local laws
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Lack of local enforcement and police	2
Fire restrictions not enforced e.g., specific burning off days, can't go outside on days when there's smoke. Needs better communication of rules regarding it to the community	1
Most people do not pay heed to noise regulations and kids ride bikes without helmets and in the middle of the streets	1
No fines for people who are speeding	1
People committing crimes and doing drugs	1
Stricter fines should be imposed for smoking in strictly non smoking areas	1
Teenagers gathering at night causing troubles	1
Total	8

Council's activity promoting local economic development

Council's activities promoting local economic development were the 33rd most important of the 36 included services and facilities, with an average importance of 8.33 out of 10. This result was just marginally lower than the 2022 metropolitan Melbourne average importance of 8.41.

Satisfaction with these services was 6.99 out of 10, or a “good” level of satisfaction, and was one of only eight services and facilities to record an average satisfaction score measurably lower than the average of all services and facilities (7.49).

This ranks these services 31st in terms of satisfaction.

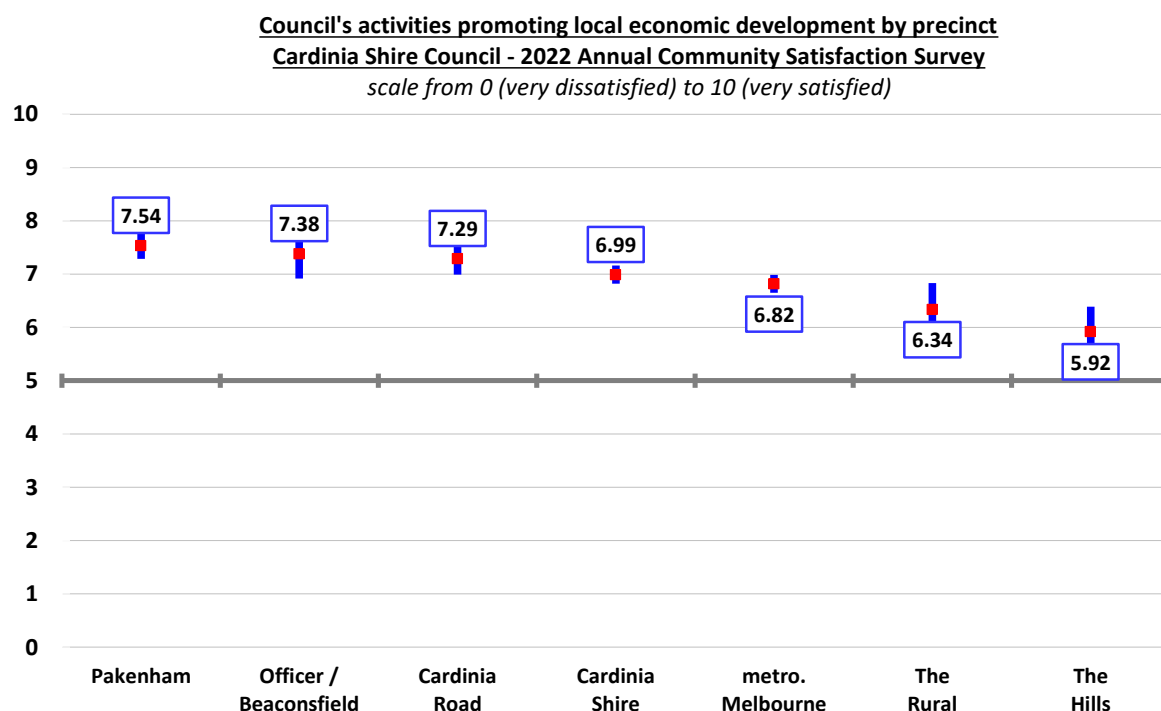
There was some variation observed by respondent profile, with older middle-aged adults (aged 55 to 64 years) notably less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

As outlined in the following graph, there was measurable variation observed across the municipality. Respondents from Pakenham were measurably more satisfied than average and at a “very good” level, whilst respondents from the Rural and the Hills precincts were measurably less satisfied than average, and at “solid” and “poor” levels of satisfaction.

This result was comprised of 48.9% “very satisfied” and 11.3% “dissatisfied” respondents, based on a total sample of 663 of the 900 respondents. This lower-than-average number of respondents providing a satisfaction score likely reflects lower levels of knowledge about this area of Council activity of some in the community.



By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “Council activities promoting local economic development”, as recorded in the 2022 *Governing Melbourne* research.



Public toilets

Public toilets were the 13th most important of the 36 included services and facilities, with an average importance of 8.89 out of 10. This result was somewhat higher than the metropolitan Melbourne average of 8.69.

Satisfaction with public toilets was 6.40 out of 10, or a “solid” level of satisfaction, and was one of only eight services and facilities to record an average satisfaction score measurably lower than the average of all services and facilities (7.49).

This ranks public toilets 35th in terms of satisfaction.

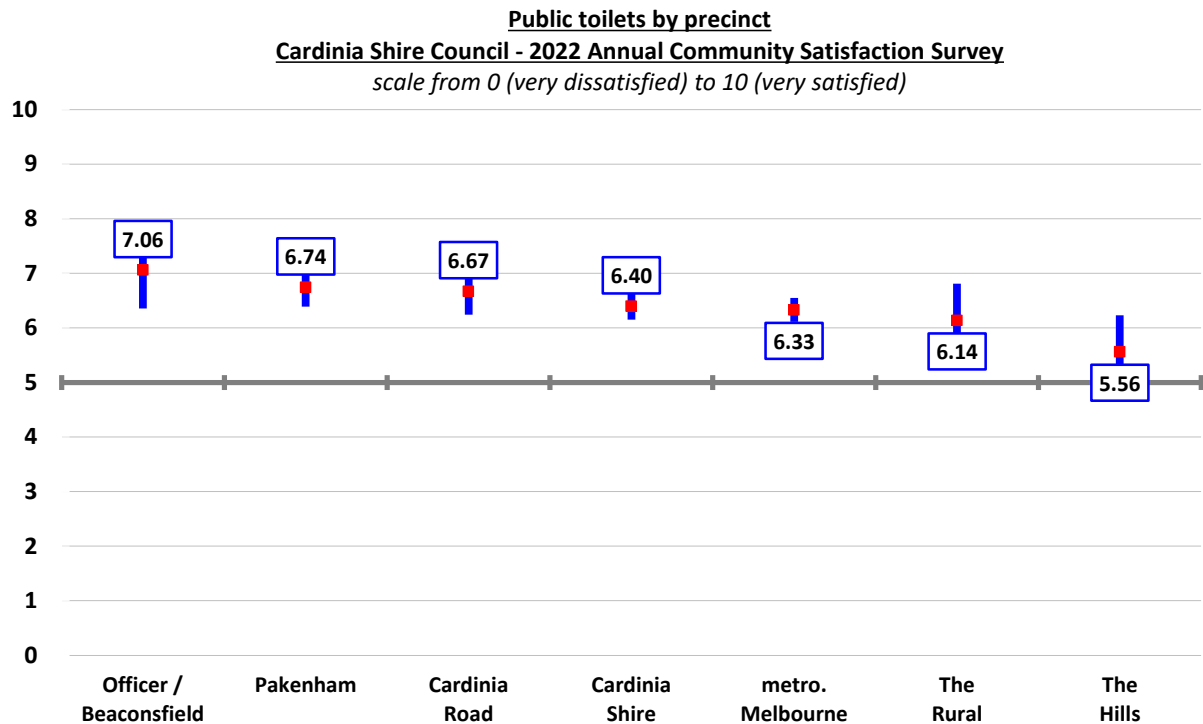
There was some variation observed by respondent profile, with adults and younger middle-aged adults (aged 35 to 54 years) somewhat less satisfied, older adults (aged 65 to 74 years) somewhat more satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

As outlined in the following graph, there was no statistically significant variation observed across the municipality, although it is noted that respondents from the Hills precinct rated satisfaction at a “poor” level of satisfaction.

This result was comprised of 36.6% “very satisfied” and 19.3% “dissatisfied”, based on a total sample of 386 of the 396 respondents (44.0%) of the 900 respondents who had used these facilities in the last 12 months.



By way of comparison, this result was very marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “public toilets” of 6.33, as recorded in the 2022 *Governing Melbourne* research.



There were 60 comments received from respondents “dissatisfied” with public toilets, as outlined in the following table.

Most of these comments related to a perception that public toilets were dirty or needed more or better cleaning and maintenance.

There were also several comments from respondents related to a perceived need for more public toilets in the municipality.



Reasons for dissatisfaction with public toilets
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Dirty	14
Need more proper and regular cleaning	14
Needs better maintenance	6
More public toilets needed	5
Emerald toilets are horrible	3
Not sanitary & clogged	3
Public toilets are scary and unsafe, not comfortable going there with my child	2
There are no public toilets near the park	2
Bad smell	1
Compared to what was available 25 years ago, public toilets may as well not exist. Toilet in Bunyip has no car parking	1
Except for the disability ones, public toilets around Garfield are not well maintained	1
Need more public toilets at parks and playgrounds	1
Need toilets near Henry Rd	1
Pretty old	1
The ones in Lang Lang at Dick Jones Reserve are always disgusting	1
There are not many public toilets here (Dianella Cl)	1
There is graffiti everywhere and is dark	1
They're often unclean, especially the ones by parks	1
Very varied, some are not clean enough and don't have adequate facilities for my 5 year old	1
Total	60

Provision of public art centres

The provision of public art centres was the 35th most important of the 36 included services and facilities, with an average importance of 8.15 out of 10. This result was marginally higher than the metropolitan Melbourne average importance of “provision of public art” of 7.93.

Satisfaction with the provision of public art centres was 7.96 out of 10, or an “excellent” level of satisfaction, and one of only six services and facilities to record an average satisfaction measurably higher than the average of all 36 services and facilities (7.49).

This ranks the provision of public art centres 6th in terms of satisfaction.

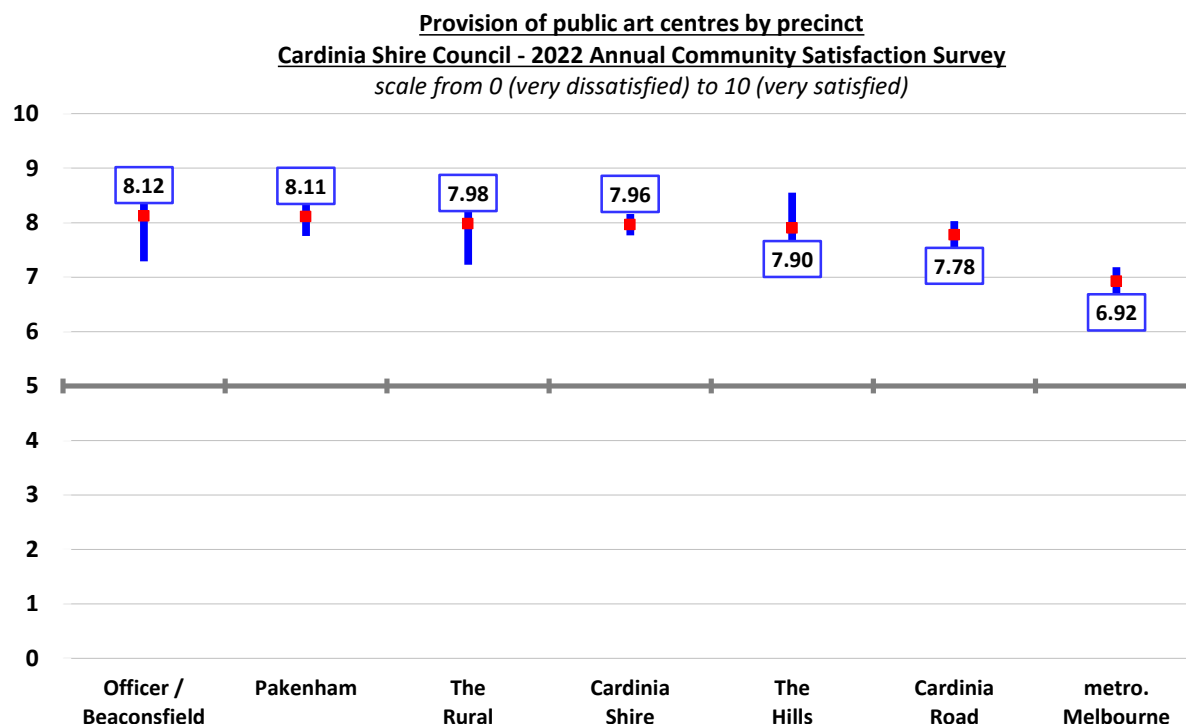
There was little meaningful variation in satisfaction with these facilities observed by respondent profile, although it is noted that female respondents were somewhat more satisfied than male respondents.

As outlined in the following graph, there was statistically significant variation in satisfaction observed across the municipality, with respondents from the Hills precinct measurably and significantly less satisfied than average, and at a “good” rather than the “excellent” level recorded in all other precincts comprising the Cardinia Shire.



This result was comprised 68.9% “very satisfied” respondents and just 1.1% “dissatisfied, based on a total sample of 168 of the 174 respondents (19.3%) who had used these facilities in the last 12 months.

By way of comparison, this result was significantly higher than the metropolitan Melbourne average satisfaction with the “provision of public art” of 6.92, as recorded in the 2022 *Governing Melbourne* research.



There were 10 comments received from respondents “dissatisfied” with the provision of public art centres, as outlined in the following table.

Reasons for dissatisfaction with provision of public art centres
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
There should be more and they should be unique	2
Bad design of the new hub	1
Emerald Hub needs to open at weekends for the public especially tourists when Art shows	1
I am not sure but based on news, I feel that they do not support such in the areas of arts and creation	1
Increase communication for people about them	1
It's not a necessity, it's a privilege	1
Print room ceiling has needed attention at Emerald Arts Society for many years	1
Should be evenly distributed. The nearest one to our street is too far	1
Should be more community activities	1

Total

10



Community and cultural activities

Community and cultural activities were the 31st most important of the 36 included services and facilities, with an average importance of 8.44 out of 10. This result was marginally higher than the metropolitan Melbourne average importance with “Council festivals and events” of 8.25.

Satisfaction with community and cultural activities was 7.80 out of 10, or an “excellent” level of satisfaction.

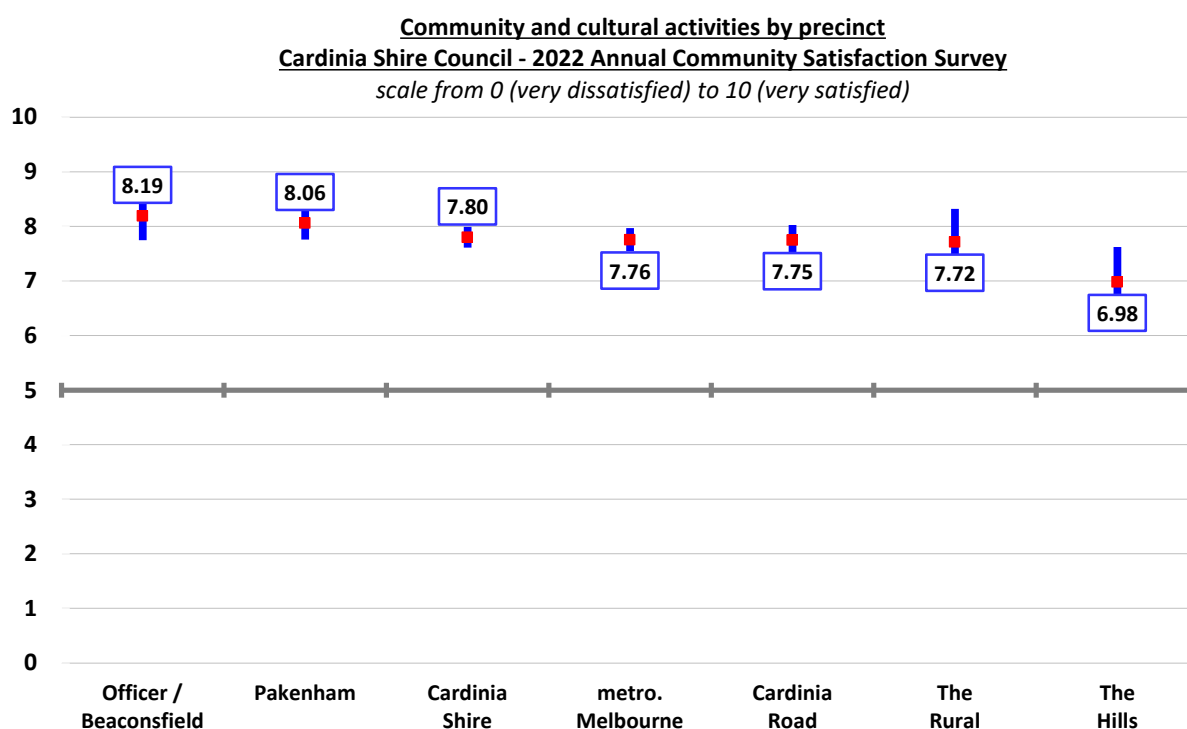
This ranks community and cultural activities 12th in terms of satisfaction.

There was little meaningful variation in this result observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) were somewhat more satisfied than average, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

As outlined in the following graph, there was no measurable variation in satisfaction with community and cultural activities observed across the municipality, although respondents from the Hills precinct were somewhat less satisfied than average and at a “good” level.

This result was comprised of 62.8% “very satisfied” respondents and just 2.8% “dissatisfied” respondents, based on a total sample of 264 of the 267 respondents (29.7%) who had used these services in the last 12 months.

By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with “Council festivals and events” of 7.76, as recorded in the 2022 *Governing Melbourne* research.



There were 22 comments received from respondents who were “dissatisfied” with community and cultural activities, as outlined in the following table.

There were a wide range of issues canvassed by a small number of respondents, including the view that there should be more activities, and concerns by some that the range of activities does not sufficiently reflect the diversity of the community.

Reasons for dissatisfaction with community and cultural activities
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Should have more community events for residents	6
Not aware of such facilities in the area	3
It's an inadequate act to invest finances into community activities	2
Prefer to have more events or classes organised by the Council instead of residents at their own expense	2
Considering the multicultural diverse population of our neighbourhood, there should be cultural activities for all cultural backgrounds, not just the majority ones	1
Does not cater to specific dietary requirements	1
Does not take into account the needs of people with a disability	1
More school services needed	1
Not enough outdoor activities around	1
Should bring a better variety of activities	1
Too much noise	1
Very limited to areas like Pakenham only	1
Zero community vibrancy	1
Total	22



Infrastructure and Environment Division (waste and cleaning)

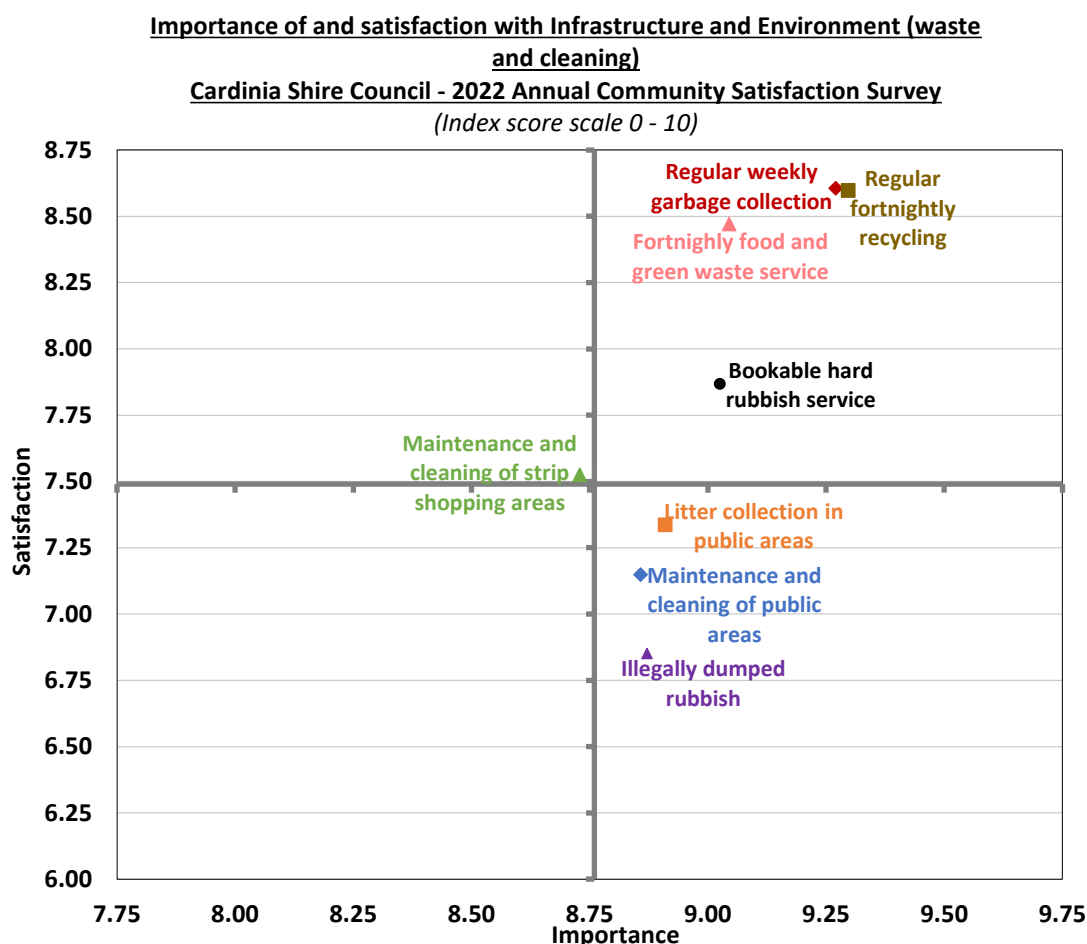
There were 17 services and facilities from the Infrastructure and Environment Division included in the survey this year, eight related to kerbside collection and cleaning, and nine related to other infrastructure (discussed in the following section).

The following graph provides a crosstabulation of the average importance and average satisfaction with these services and facilities. The crosshairs represent the average importance (8.76) and average satisfaction (7.49) of all 36 included Council services and facilities this year.

Attention is drawn to two important results. Firstly, the four kerbside collection services were all of higher-than-average importance, and all received higher-than-average satisfaction scores. This is an important result as it highlights the fact that Council is providing a high level of service to the community in relation to four of the eight services and facilities of most importance to the community.

The second important finding is that all the cleaning services were of average or higher-than-average importance, but most received only average to somewhat lower than average satisfaction.

Particular attention is drawn to illegally dumped rubbish, which received a measurably lower than average satisfaction score, although still in the “good” range.



Maintenance and cleaning of public areas

The maintenance and cleaning of public areas was the 18th most important of the 36 included services and facilities, with an average importance of 8.89 out of 10. This result was marginally higher than the metropolitan Melbourne average importance of 8.70.

Satisfaction with the maintenance and cleaning of public areas was 7.15 out of 10, or a “good” level of satisfaction.

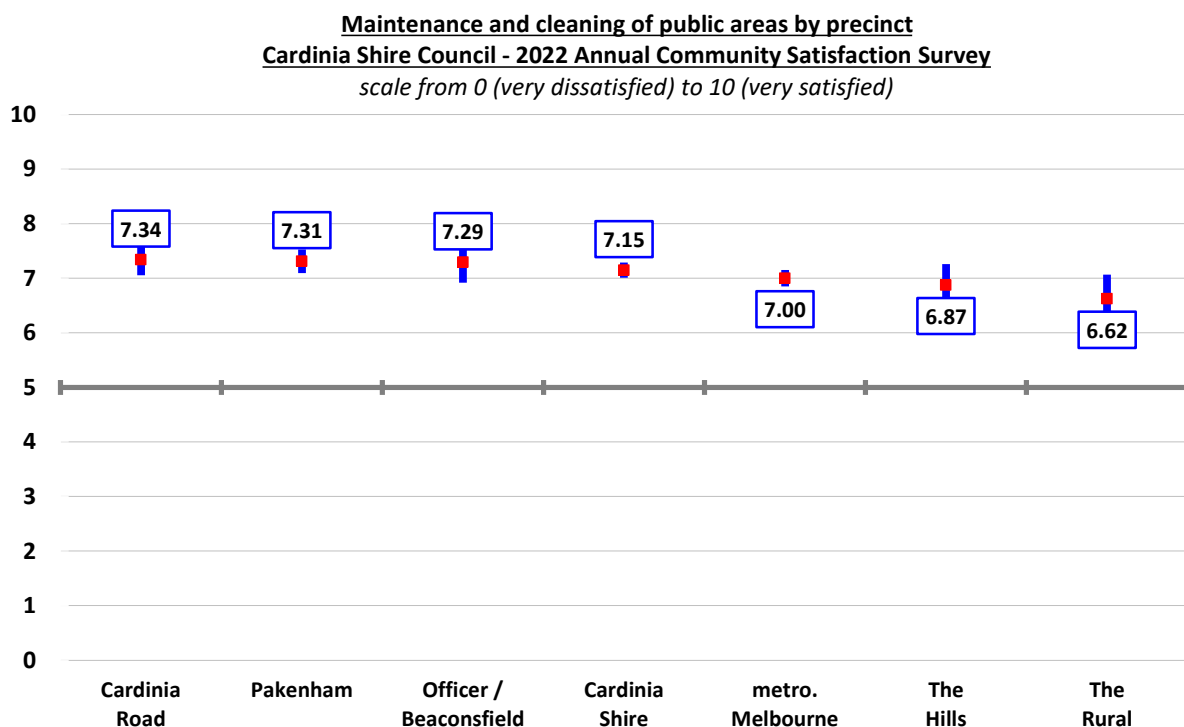
This ranks the maintenance and cleaning of public areas 27th in terms of satisfaction.

There was little meaningful variation in this result observed by respondent profile, although it is noted that respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

As outlined in the following graph, there was no statistically significant variation in satisfaction observed across the municipality.

This result was comprised of 50.2% “very satisfied” respondents and 10.2% “dissatisfied”, based on a total sample of 857 of the 900 respondents.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “maintenance and cleaning of public areas of 7.00, as recorded in the 2022 *Governing Melbourne* research.



There were 15 comments received from respondents who were “dissatisfied” with the maintenance and cleaning of public areas, as outlined in the following table.

Most of these comments relate to a perception that there is insufficient cleaning of public areas, including some comments around dirty public toilets, shopping areas, and public transport areas.

Reasons for dissatisfaction with maintenance and cleaning of public areas

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
More cleaning of litter off the street will be nice	5
More accessible toilets should be provided	2
Pakenham train station and the shopping centres next to station are not clean	2
Cleaning of public areas	1
Generally all major public areas need to be maintained and not just sprayed out. Trees are not handled properly at Memorial near Berwick	1
Most public spaces are filthy	1
Outskirts should be cleaned up	1
Public toilets must be cleaned	1
Unhygienic	1
Total	15

Litter collection in public areas

Litter collection in public areas was the 11th most important of the 36 included services and facilities, with an average importance of 8.91 out of 10. This result was marginally higher than the metropolitan Melbourne average importance of 8.73.

Satisfaction with litter collection in public areas was 7.34 out of 10, or a “very good” level of satisfaction.

This ranks the maintenance and cleaning of public areas 22nd in terms of satisfaction.

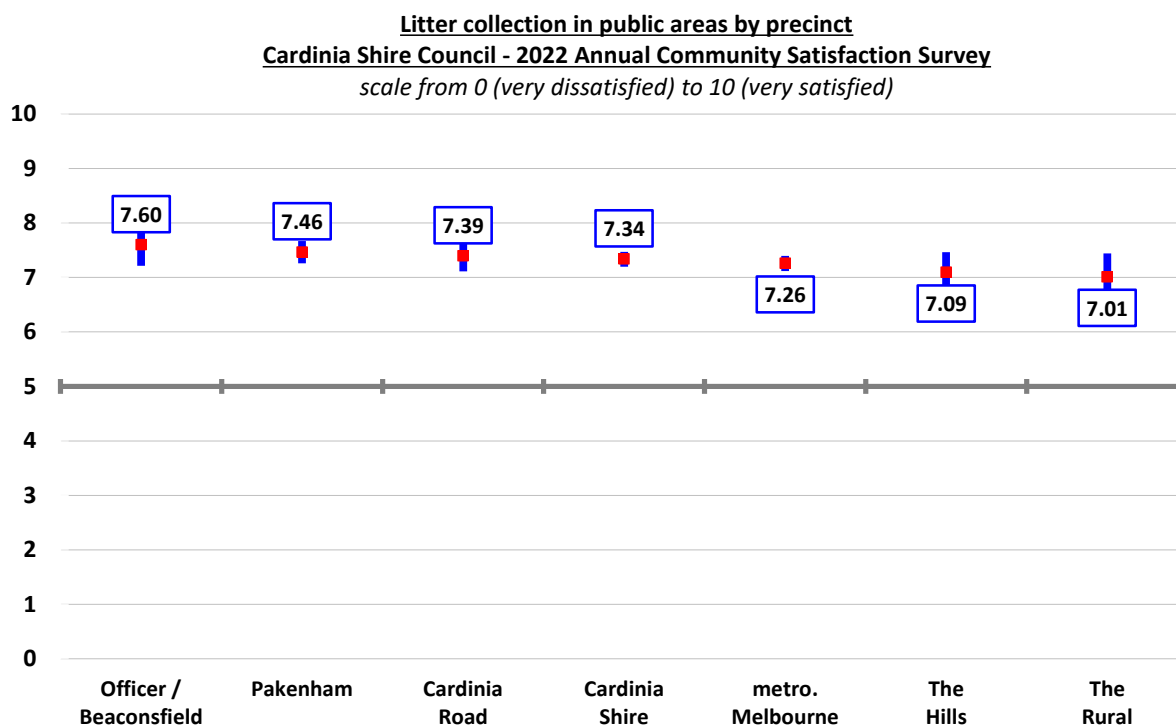
There was some variation observed by respondent profile, with older middle-aged adults (aged 55 to 64 years) somewhat less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

As outlined in the following graph, there was no statistically significant variation in satisfaction observed across the municipality.

This result was comprised of 54.3% “very satisfied” respondents and 8.6% “dissatisfied”, based on a total sample of 857 of the 900 respondents.



By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “litter collection in public areas of 7.26, as recorded in the 2022 *Governing Melbourne* research.



There were 11 comments received from respondents “dissatisfied” with litter collection in public areas, as outlined in the following table.

Most of the comments were related to a perception that there was too much rubbish in the public areas that required more frequent cleaning.

Reasons for dissatisfaction with litter collection in public areas
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Rubbish everywhere needs to be cleaned more often	4
Cleaning up of people's rubbish from households is disappointing the amount of times, it stays littered	3
Bins are not put back properly	1
Broken glasses	1
Like I was telling my friend who is a Councillor, some local parks are littered most of the time.	1
Perhaps surveillance could help minimise littering	1
Litter bins at public places to dump poo	1
Total	11

Maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 25th most important of the 36 included services and facilities, with an average importance of 8.73 out of 10. This result was marginally higher than the metropolitan Melbourne average importance of 8.63.

Satisfaction with the maintenance and cleaning of strip shopping areas was 7.53 out of 10, or a “very good” level of satisfaction.

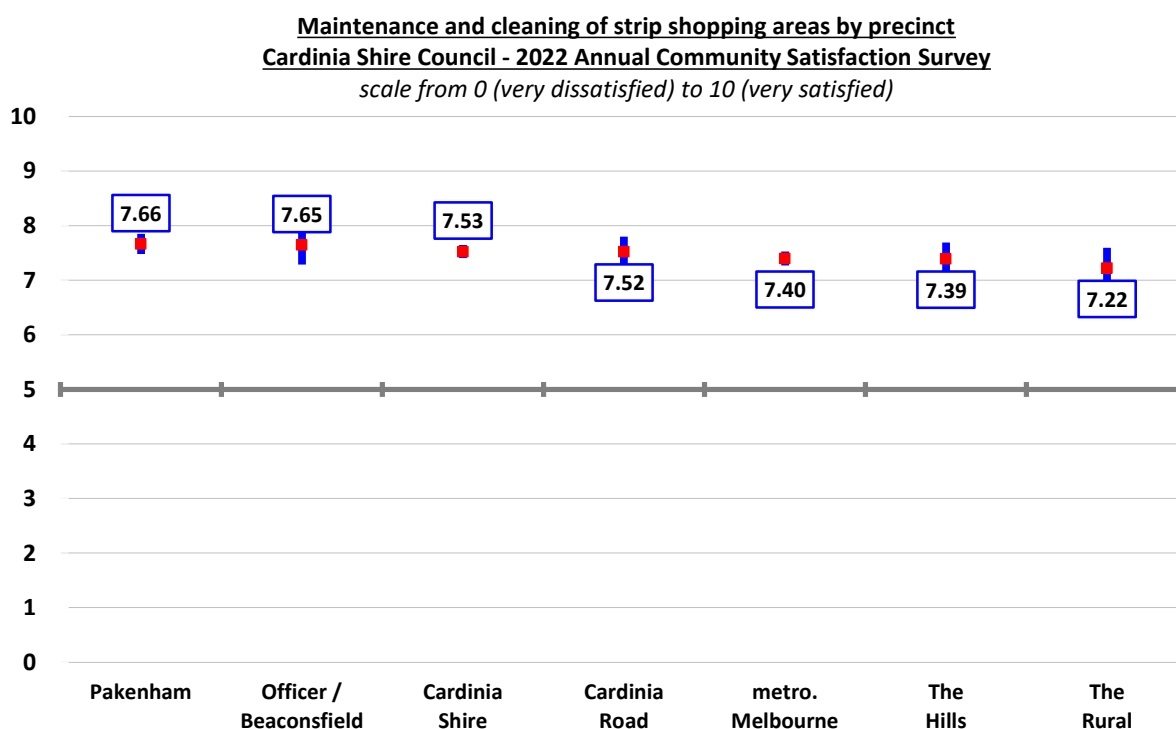
This ranks the maintenance and cleaning of public areas 16th in terms of satisfaction.

There was some variation observed by respondent profile, with older middle-aged adults (aged 55 to 64 years) somewhat less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

As outlined in the following graph, there was no statistically significant variation in satisfaction observed across the municipality.

This result was comprised of 56.6% “very satisfied” respondents and 5.8% “dissatisfied”, based on a total sample of 856 of the 900 respondents.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “maintenance and cleaning of strip shopping strips” of 7.40, as recorded in the 2022 *Governing Melbourne* research.



There was one comment received from respondents “dissatisfied” with the maintenance and cleaning of strip shopping areas, as outlined in the following table.



Reasons for dissatisfaction with maintenance and cleaning of strip shopping areas

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Lots of rubbish on grounds and benches and floor	2
No one can buy it because it's heritage and it's deteriorated because of that reason	1
Total	3

Illegally dumped rubbish

Illegally dumped rubbish was the 15th most important of the 36 included services and facilities, with an average importance of 8.87 out of 10. This result was almost identical to the metropolitan Melbourne average importance of 8.80.

Satisfaction with illegally dumped rubbish was 6.85 out of 10, or a “good” level of satisfaction, and one of only eight services and facilities to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.49).

This ranks illegally dumped rubbish 33rd in terms of satisfaction.

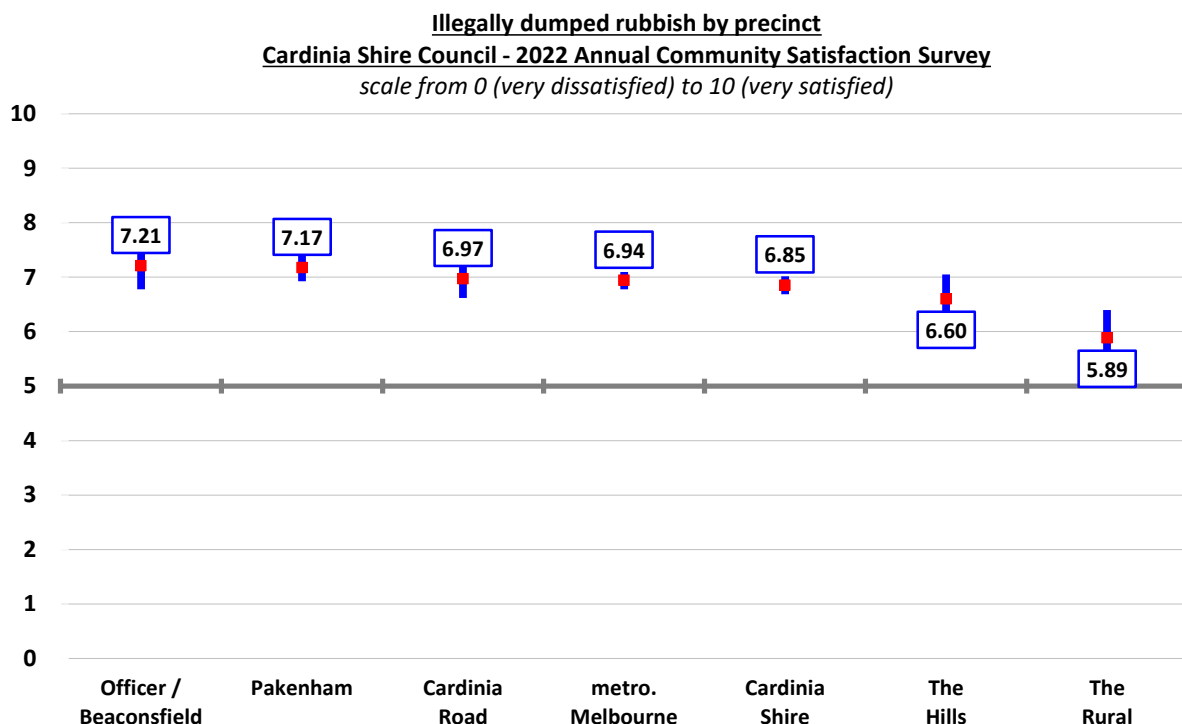
There was some variation observed by respondent profile, with older adults and senior citizens (aged 75 years and over) significantly less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

As outlined in the following graph, there was measurable variation in satisfaction observed across the municipality, with respondents from the Hills precinct measurably less satisfied than average, and at a “poor” level of satisfaction.

This result was comprised of 47.1% “very satisfied” respondents and 16.8% “dissatisfied”, based on a total sample of 839 of the 900 respondents. This is a substantial proportion of respondents who were “dissatisfied” with Council’s performance in this area.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “illegally dumped rubbish” of 6.94, as recorded in the 2022 *Governing Melbourne* research.





There were six comments received from respondents “dissatisfied” with illegally dumped rubbish, as outlined in the following table.

Reasons for dissatisfaction with illegally dumped rubbish
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Army Rd, Princes Hwy, Dore Rd has lot of dumped rubbish	1
I'm disappointed with the amount of dumped rubbish I see lying around	1
Most public spaces are littered with rubbish	1
Pakenham area and Cardinia has a lot of illegally dumped rubbish	1
The Council is not properly cleaning the illegally dumped rubbish	1
There is a dumped couch on Monash Fwy since last two months	1
Total	6



Regular weekly garbage collection

The regular weekly garbage collection was the 2nd most important of the 36 included services and facilities, with an average importance of 9.27 out of 10. This was almost identical to the metropolitan Melbourne average importance of 9.28.

Satisfaction with the regular garbage collection was 8.61 out of 10, or an “excellent” level of satisfaction, and one of only eight services to record a satisfaction score measurably higher than the average of all 36 services and facilities (7.49).

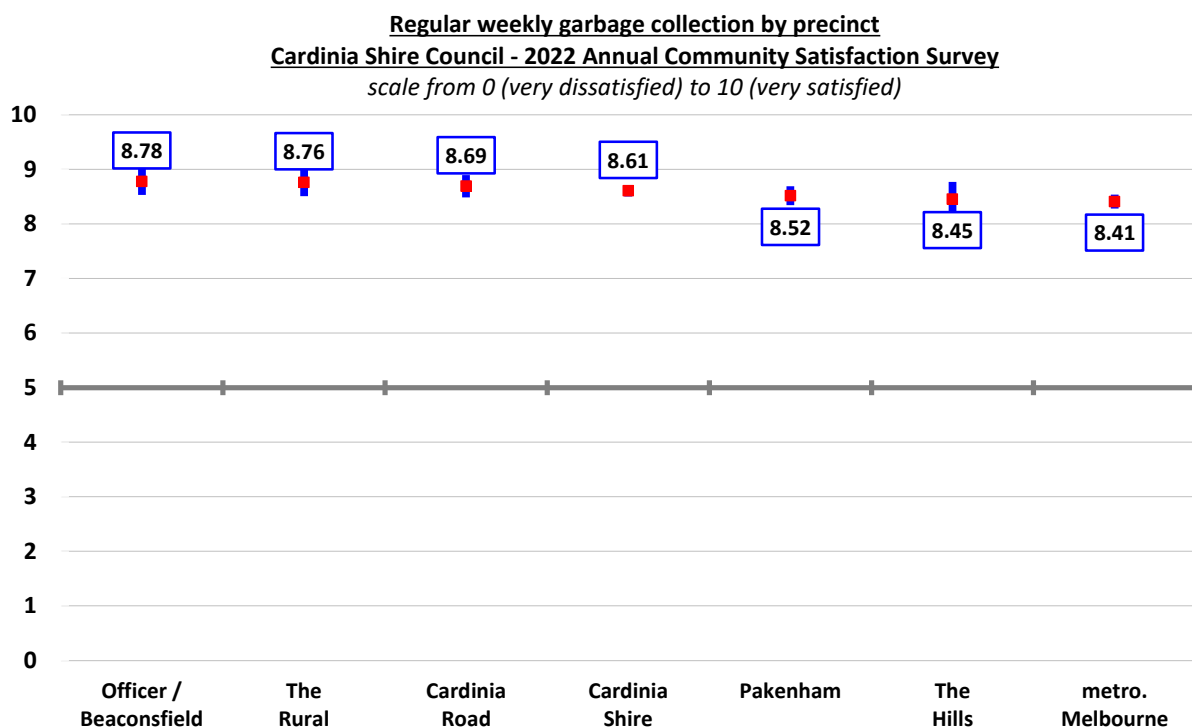
This ranks the regular garbage collection service first in terms of satisfaction.

There was no meaningful variation in satisfaction with the regular garbage collection observed by respondent profile, including age structure, gender, or language spoken at home.

As outlined in the following graph, there was no statistically significant variation in satisfaction observed across the municipality, with respondents in all precincts reporting an “excellent” level of satisfaction. This was one of very few services with which respondents from the Hills precinct were not notably or measurably less satisfied than the municipal average.

This result was comprised of 82.3% “very satisfied” respondents and just 2.8% “dissatisfied”, based on a total sample of 882 of the 900 respondents. This is a very substantial proportion of “very satisfied” respondents, reflecting a consistently excellent level of satisfaction across the community.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with the “regular garbage collection” of 8.41, as recorded in the 2022 *Governing Melbourne* research.



There were 13 comments received from respondents “dissatisfied” with the regular weekly garbage collection, as outlined in the following table.

Reasons for dissatisfaction with regular weekly garbage collection
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Not regular enough. Should do it more frequently	4
Collection of bin is in rush and bin is knocked off and not taken care of	3
Bins are sometimes missed and left out on streets	2
Needed especially in front of the houses on the local streets as there are lot of fallen leaves scattered on driveways	2
Timely garbage pickup collection is advisable	2
Total	13

Regular fortnightly recycling

The regular fortnightly recycling was the most important of the 36 included services and facilities, with an average importance of 9.30 out of 10. This was almost identical to the metropolitan Melbourne average importance of 9.26.

Satisfaction with the regular fortnightly recycling was 8.60 out of 10, or an “excellent” level of satisfaction, and one of only eight services to record a satisfaction score measurably higher than the average of all 36 services and facilities (7.49).

This ranks the regular fortnightly recycling service 2nd in terms of satisfaction.

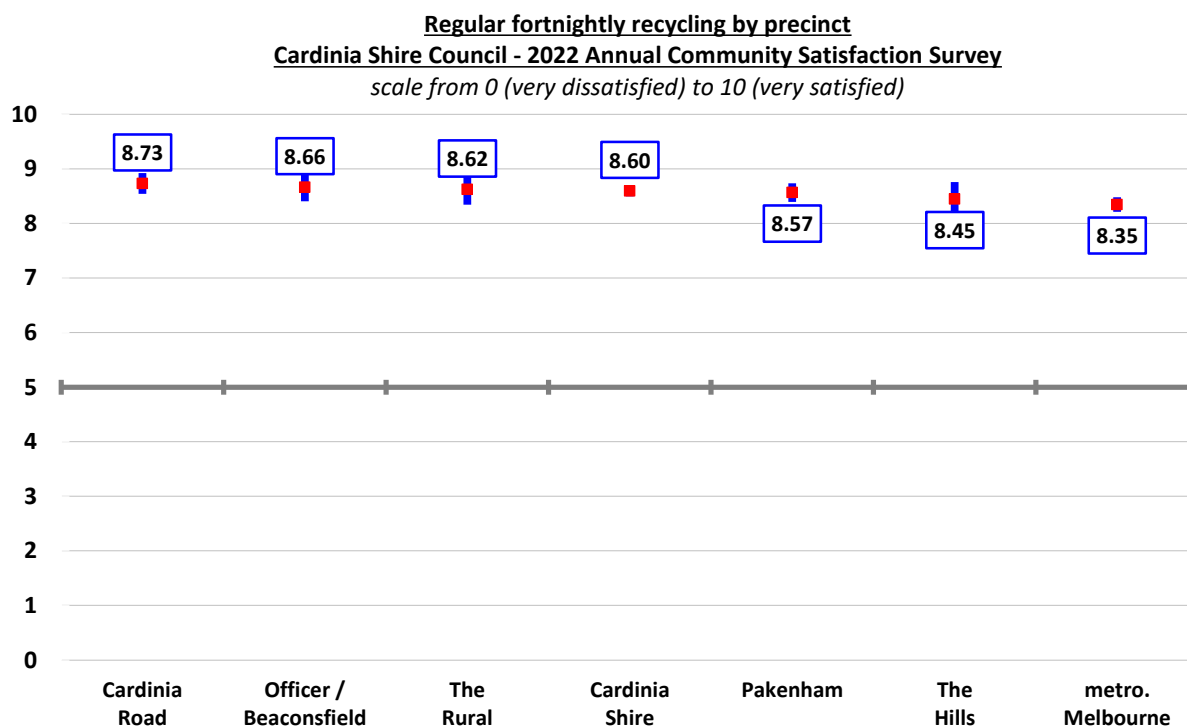
There was no measurable variation in satisfaction with the regular garbage collection observed by respondent profile, including age structure, gender, or language spoken at home.

As outlined in the following graph, there was no statistically significant variation in satisfaction observed across the municipality, with respondents from all precincts reporting an “excellent” level of satisfaction. This was one of very few services with which respondents from the Hills precinct were not notably or measurably less satisfied than the municipal average.

This result was comprised of 81.7% “very satisfied” respondents and just 2.4% “dissatisfied”, based on a total sample of 880 of the 900 respondents. This is a very substantial proportion of “very satisfied” respondents, reflecting a consistently excellent level of satisfaction across the community.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with the “regular recycling collection” of 8.35, as recorded in the 2022 *Governing Melbourne* research.





There were four comments received from respondents “dissatisfied” with the regular fortnightly recycling, as outlined in the following table.

Reasons for dissatisfaction with regular fortnightly recycling
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Would prefer weekly collection	3
Too confusing	1
Total	4

Fortnightly food and green waste service

The fortnightly food and garden waste service was the 5th most important of the 36 included services and facilities, with an average importance of 9.05 out of 10. This was marginally higher than the metropolitan Melbourne average importance of 8.77.

Satisfaction with the fortnightly food and green waste service was 8.47 out of 10, or an “excellent” level of satisfaction, and one of only eight services to record a satisfaction score measurably higher than the average of all 36 services and facilities (7.49).

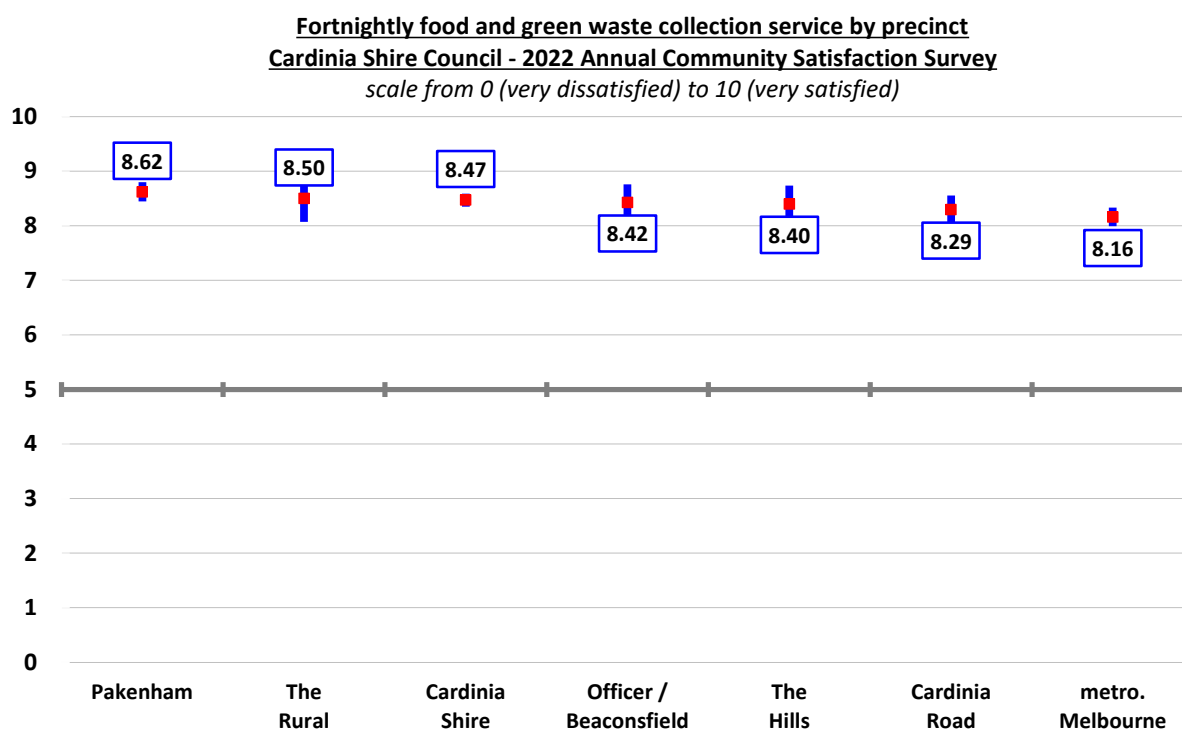
This ranks the fortnightly food and green waste collection service 4th in terms of satisfaction.

There was no measurable variation in satisfaction with the regular garbage collection observed by respondent profile, including age structure, gender, or language spoken at home.

As outlined in the following graph, there was no statistically significant variation in satisfaction observed across the municipality, with respondents from all precincts reporting an “excellent” level of satisfaction. This was one of very few services with which respondents from the Hills precinct were not notably or measurably less satisfied than the municipal average.

This result was comprised of 80.4% “very satisfied” respondents and just 2.9% “dissatisfied”, based on a total sample of 880 of the 900 respondents. This is a very substantial proportion of “very satisfied” respondents, reflecting a consistently excellent level of satisfaction across the community.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with the “green waste collection” of 8.16, as recorded in the 2022 *Governing Melbourne* research.



There were 15 comments received from respondents “dissatisfied” with the fortnightly green waste collection service, as outlined in the following table.

Whilst some of these comments were focused on the frequency of collection, a range of other issues were raised by a handful of respondents.



Reasons for dissatisfaction with fortnightly food and green waste collection service

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Requesting weekly collection	3
Green waste was not collected just because it's heavy (70 kg max)	2
I just don't see any of it but I would like to embrace this particular service	2
Too infrequent	2
Burning of green waste should not be encouraged. Collection will be preferred	1
Didn't take into consideration the elder people who can't take bins outside	1
Green bin collection service does not suit rural lifestyle area. Recommendation is, it's not feasible nor is it safe	1
Household needs a bigger bin, but we need to pay for a second one	1
They don't come to mow the outgrown grass in front of my house after several complaints (17 Hunt Way)	1
Too strict on garden waste	1
Total	15

Bookable hard rubbish service

The bookable hard rubbish service was the 6th most important of the 36 included services and facilities, with an average importance of 9.03 out of 10. This was marginally higher than the metropolitan Melbourne average importance of 8.82.

Satisfaction with the bookable hard rubbish service was 7.87 out of 10, or an “excellent” level of satisfaction, and one of only eight services to record a satisfaction score measurably higher than the average of all 36 services and facilities (7.49).

This ranks the bookable hard rubbish service 8th in terms of satisfaction.

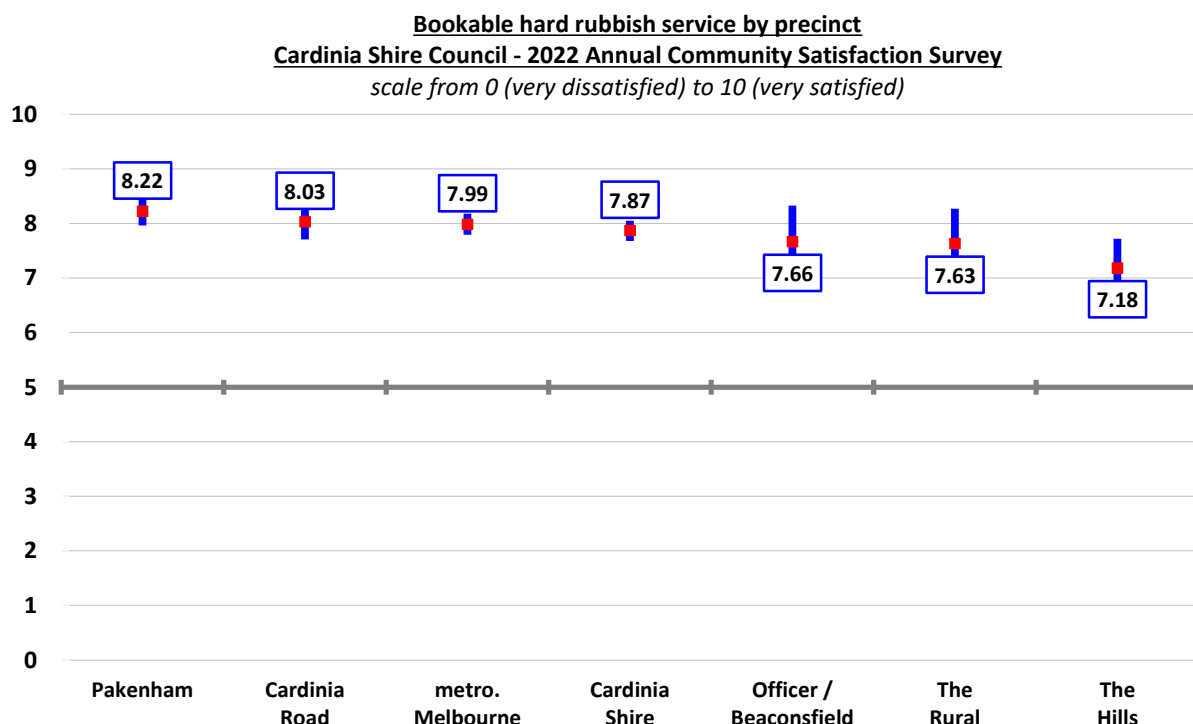
There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) somewhat more satisfied than average, and younger middle-aged adults (aged 45 to 54 years) and older adults (aged 65 to 74 years) somewhat less satisfied. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

As outlined in the following graph, there was no statistically significant variation in satisfaction observed across the municipality, although respondents from the Hills were notably less satisfied than average, and at a “good” level of satisfaction.

This result was comprised of 68.5% “very satisfied” respondents and 8.9% “dissatisfied”, based on a total sample of 549 of the 556 respondents (61.8%) who had used these services in the last 12 months.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with the “hard rubbish collection” of 7.99, as recorded in the 2022 *Governing Melbourne* research.





There were 56 comments received from respondents “dissatisfied” with the bookable hard rubbish collection service.

Many of these comments related to a preference for a fixed pick-up service rather than a bookable service, with some commenting on the perception that the bookable service means that there is rubbish out in the streets “all year around”.

There were also several comments around perceived difficulties in booking a timely pick-up, as well as a range of other issues in very small numbers.



Reasons for dissatisfaction with bookable hard rubbish service
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Prefer old - non - booking method	13
Prefer it to be once / twice a year than bookable	7
Bookable schedule makes the town look awful because rubbish is put out year round	5
Long response time - like 2 months	5
Taking too long to collect. Rubbish gets spread by the time it is picked up	5
Rubbish is never picked up	4
Can't arrange a pick-up, the process should be simpler	3
It should happen frequently rather than calling the Council	2
Provider takes cubic metres too seriously, does not pick up even a little bit of extra rubbish, small amounts get left behind to force second collections	2
Fine the residents despite not making arrangements on collection of the rubbish	1
I believe this is leading to more illegal dumping	1
I don't think its necessary but the service is acceptable	1
It does not accommodate the real needs	1
Last time we booked the service, everyone else dumped their rubbish on our pile and our stuff didn't get taken	1
Latta Rd is very dusty	1
Neighbours don't book hard rubbish and fill up in the streets (King St)	1
The type of rubbish is not separated enough into recyclable and non-recyclable. Waste disposal is not environmentally conscious	1
They forgot to pick it up and the Council had to be rung again to remind	1
This can be done on regular weekly basis instead of fortnightly	1
Total	56

Infrastructure and Environment Division (other)

There were 17 services and facilities from the Infrastructure and Environment Division included in the survey this year, nine related to infrastructure, and eight related to kerbside collection and cleaning services (discussed in the preceding section).

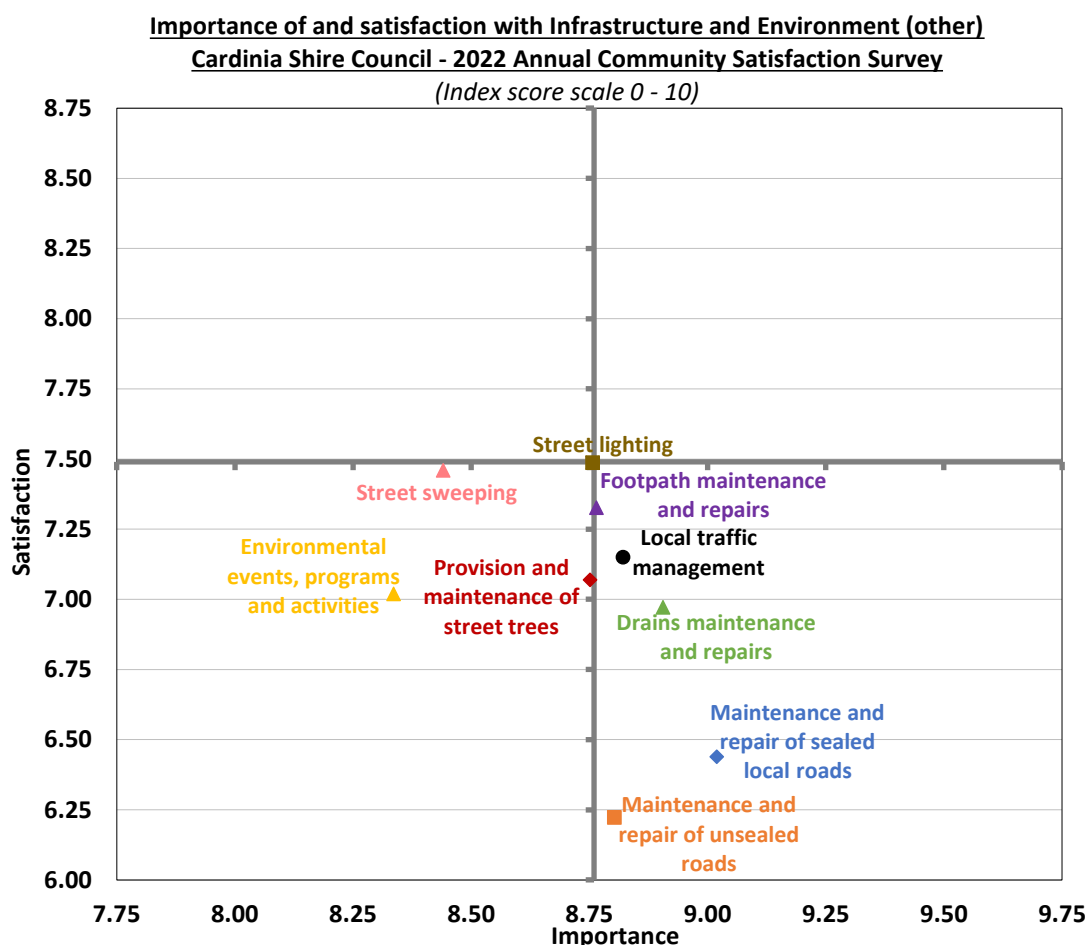
The following graph provides a crosstabulation of the average importance and average satisfaction with these services and facilities. The crosshairs represent the average importance (8.76) and average satisfaction (7.49) of all 36 included Council services and facilities this year.

The key finding from these results is that most of these services were of average to somewhat higher than average importance, but all received average or lower than average satisfaction.

Metropolis Research notes that five of the eight services and facilities to record satisfaction scores measurably lower than the average of all services and facilities (7.49) were from the Infrastructure and Environment Division.



Of significant note was the maintenance and repair of both sealed and unsealed local roads, which were two of only three services and facilities (the other being public toilets) that received “solid” levels of satisfaction.



These low satisfaction scores for sealed and unsealed roads were consistent with other results discussed in this report.

This includes the fact that “road maintenance and repairs” were the most common issues nominated by respondents to address for residents of the Cardinia Shire this year, including 41.3% of respondents from the Hills and 37.7% of respondents from the Rural precinct.

Respondents who nominated road maintenance and repair related issues were, on average, measurably and significantly less satisfied with Council’s overall performance than the municipal average (4.83 compared to 6.81), which strongly implies that road maintenance and repairs were a significant negative influence on overall satisfaction with Council for the respondents who nominated the issue.

Metropolis Research also notes that the 37 respondents who nominated “drains maintenance and repair” related issues were, on average, the least satisfied with Council’s overall performance, again suggesting that this issue was a significant negative influence on overall satisfaction for the respondents who nominated the issue.



A similar, but somewhat less strong relationship was observed for the respondents who nominated both “traffic management” and “street trees” related issues.

These results are discussed in more detail in the [Satisfaction by top issues for the Cardinia Shire](#) and [Current Issues for Cardinia Shire](#) sections of this report.

Taken together with the lower-than-average satisfaction scores and mostly somewhat higher-than-average importance scores, these results strongly suggest that the Cardinia community, and residents from the Hills and the Rural precincts most notably, identify roads, drains, street trees, and traffic management as important services that, for many residents, strongly impact on their satisfaction with the overall performance of the Cardinia Shire Council.

Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 7th most important of the 36 included services and facilities, with an average importance of 9.02 out of 10. This result was marginally higher than the metropolitan Melbourne average importance of 8.85.

Satisfaction with these facilities was 6.44 out of 10, or a “solid” level of satisfaction, and one of only eight services and facilities to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.49).

This ranks the maintenance and repair of sealed local roads 34th in terms of satisfaction.

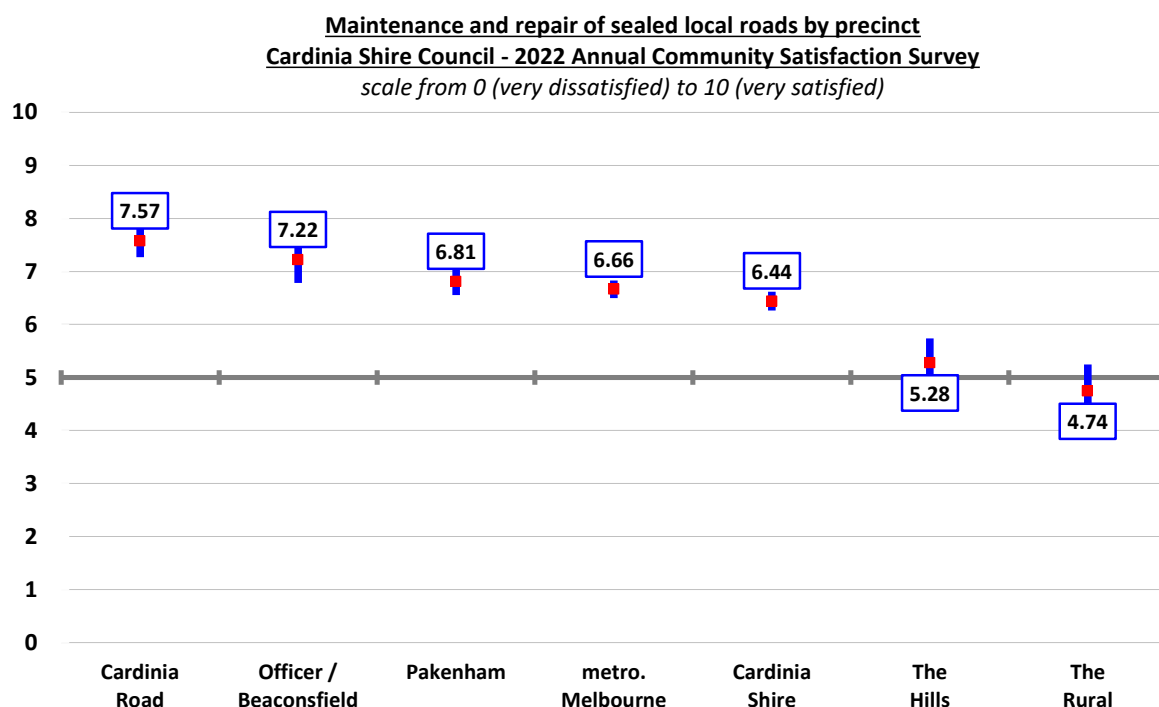
There was measurable variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) notably more satisfied than average, and older middle-aged adults (aged 55 to 64 years) significantly less satisfied than average and at a “poor” level. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

As outlined in the following graph, there was measurable variation in satisfaction observed across the municipality, with respondents from Cardinia Road and Officer / Beaconsfield measurably more satisfied than average, whilst respondents from the Rural and Hills precincts measurably less satisfied than average, and at “very poor” and “extremely poor” levels.

This result was comprised of 41.1% “very satisfied” respondents and 20.5% “dissatisfied”, based on a total sample of 883 of the 900 respondents. This is a substantial proportion of respondents who were “dissatisfied” with Council’s performance in this area.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “the maintenance and repair of sealed local roads” of 6.66, as recorded in the 2022 *Governing Melbourne* research.





There were 110 comments received from respondents “dissatisfied” with the maintenance and repair of sealed local roads, as well as a further 110 comments that outlined a specific location or area of concern.

Many of the comments received were focused on the perceived poor condition of some roads, with potholes being the most raised issue.

There were also several comments about the perceived need for more sealed roads, which draws attention to the specific issues in Cardinia Shire due to the existence of both sealed and unsealed local roads in some locations.

Reasons for dissatisfaction with maintenance and repairs of sealed local roads
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Potholes on local and main roads	36
No / poor maintenance and repairs	14
All local / main roads are terrible / patchy / bad	12
Lots of potholes that damages car undersides	4
More sealed roads needed	4
There are corrugations everywhere, roads need grading	4
Too much damage on the roads and it's not fixed or heavily delayed with their response to fixing them	4
Need more regular maintenance and repair	3
All the local and main road repairs are of low quality / slow maintenance	2
Generally, all roads are bad in fixing potholes. All are temporary and must come back for repair in around 4 months	2



Some of the cracks on the roads makes it uncomfortable when driving	2
The roads are not fixed properly, they're only patched. As soon as it rains, the roads become disgusting	2
All rural Cardinia, particularly the east end, receive appalling and slow maintenance and when things such as potholes are repaired, it is very poorly done	1
All the dust	1
Damages on the street in front of the house	1
Drainage	1
General wear and tear	1
Haven't seen too many problems. They are fine	1
I did some fixing myself as it was difficult for my car to get out as the road was too high at the end of my driveway	1
It's always under maintenance	1
Need more pathways	1
Not enough disabled parking, hard for the disabled to get around as the nature strips are overgrown	1
Parking lines go past my driveway opposite school	1
Potholes on dirt road	1
Rain comes across and drowns our driveway	1
Roads are not finished, promised for a long time but not actioned	1
Still have a dirt road, unsafe because there are no two-way roads	1
The roads need more work, trees need to be cut, there is power outage	1
There are too many potholes in the Cardinia region in general that have caused damaged to locals' and the passing through vehicles. The Council has refused to compensate us for these damages	1
Too many unsealed roads	1
Took 2 years to finish the repairs	1
Victoria roads are bad. The Council roads are okay	1
Water always drains into the gravel	1
Total	110

Specific locations

Koo Wee Rup Rd Pakenham is bad / poorly maintained / has lots of potholes	13
Bald Hill Rd has potholes and needs maintenance	7
Racecourse Rd has uneven roads, potholes and needs maintenance	6
Main St is not maintained and is full of potholes	5
Pakenham Rd has so many potholes, causes damaged tyres	3
Princes Hwy has potholes	3
Fire hazard at Emerald-Monbulk Rd, but no one accountable for it. The Council needs to clean up the trees, but instead are blaming VicRoads and other Councils	2
Healesville - Koo Wee Rup Rd	2
King St is very narrow and not well maintained	2
Lots of deep potholes on roundabout of Koo Wee Rup Rd - Bald Hill Rd, near McDonald's	2
Poplar Cres should be sealed as planned	2
Potholes especially on side roads in Manks Rd and Dalmore Rd causing damages	2
Too many car accidents on Koo Wee Rup Rd & Beaconsfield - Emerald Rd	2
Yarrabubba Rd badly corrugated and badly potholed, repairs are always poor and soon fail	2
Bad roads with many potholes (Wellington Rd and Neville Rd)	1
Belgrave Ave	1
Big pothole on corner of Meeking Dr and Princes Hwy	1
Cardinia Rd needs attention	1



Clyde Rd	1
Cockatoo roads are bad	1
Damaged due to rain (Princes Hwy)	1
Flett Rd needs to be maintained	1
Fogarty Rd isn't well maintained and is at a high risk for collision because of the delays in repairs in the area	1
Holly area Rd	1
I live in Bunyip, some of the roads are very poorly maintained and have lots of potholes	1
I think driving speed can be adjusted in the main road like Healesville Rd when cars just go out of the Princes Hwy	1
Kee Woo Rup Pakenham Road is awful, constant speed limit changes and intersections are dangerous	1
Lots of dips and potholes on Longwarry Rd between Longwarry and Bunyip causes damage to underside of my car which isn't very low sitting	1
Making residents pay for the sealed road and again paying to fix the roads in bad condition which have constant repairs (Emerald-Monbulk Rd)	1
Making side street into main road (Webster Way)	1
Maryknoll	1
McGregor Rd offramp was never built	1
Moore Rd badly corrugated and badly potholed, repairs are always poor and soon fail	1
Nar Nar Goon area badly corrugated and badly potholed, repairs are always poor and soon fail	1
Need some work and repair in Railway Ave, nothing was done in 5 years	1
No roads get paved, most roads are unsealed here in Gembrook, the sealed roads are only patched up, and when it rains, it washes out (Cockatoo roads)	1
Nobelius St needs better roads, I'm talking about hill roads, not the flat lands	1
Outside Nar Nar Goon post office - massive hump in road	1
Potholes at Wellington Rd which is constantly recurring	1
Potholes (Longwarry Rd to Pakenham)	1
Potholes and rocks everywhere Mortimer Rd	1
Potholes at Glenvista Ave, Nobelius St currently only fixed when someone complains	1
Potholes on Leppitt Rd which destroyed both my tyres	1
Potholes on Princes Fwy, Upper Beaconsfield Leppitt Rd	1
Potholes on Sunnyside Tce needs repairs	1
Potholes, cracked road and rubbish on the sides (Koo Wee Rup Rd and Princes Fwy)	1
Princes Hwy and some road in Officer area being sealed despite no issue	1
Princes Hwy between Gembrook Rd has a massive pothole near service station, and a number all along the road	1
Richards Rd - Nar Nar Goon is not maintained	1
Road near Bastow Cl & Duncan Dr poorly maintained, potholes not fixed properly, and the Council must come back before long to fix it again	1
Roads all full of potholes on McGregor Rd	1
Roads are always busy (Princess Fwy)	1
Roads are slippery (Coulson Rd)	1
Roads in Upper Beaconsfield always have potholes, poorly repaired and the Council must come back before long to fix it again	1
Rosebank Ln gets new tar put on every other day	1
Roundabout near Pakenham East is falling apart, lots of potholes	1
Sign at Carlisle Dr leaning over dangerously and is a hazard to drivers	1
Soldiers Rd is bad	1
The roads are terrible, Pakenham bypass is super sprayed, it should be sprayed with the right stuff as it comes back when it rains	1
The roads are too narrow and poorly maintained on the way out of Garfield and on Thirteen Mile Rd	1



There are potholes around Beaconsfield (don't want to specify) which has caused damages to my vehicle where two tyres had to be replaced	1
They are not good in maintaining roads, Koo Wee Rup Rd especially	1
They are ordinary especially near the swamp at Garfield	1
They are terrible (Henry St - John St)	1
They don't do anything, they repair, and it breaks down next day (Cockatoo and Gembrook)	1
Thompsons Rd	1
Too much traffic on Princes Hwy, Healesville - Koo Wee Rup Rd	1
Traffic congestion from Beaconsfield to Princes Hwy	1
Two cars blew out last Thursday on potholes (Leppitt Rd)	1
Uneven roads like Koo Wee Rup Rd	1
Upkeep of potholes is bad, guard rails are bad, near Cockatoo CFA	1
Total	110
Total	220

Maintenance and repair of unsealed roads

The maintenance and repair of unsealed local roads was the 21st most important of the 36 included services and facilities, with an average importance of 8.80 out of 10.

Satisfaction with these facilities was 6.22 out of 10, or a “solid” level of satisfaction, and one of only eight services and facilities to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.49).

This ranks the maintenance and repair of unsealed local roads 36th in terms of satisfaction.

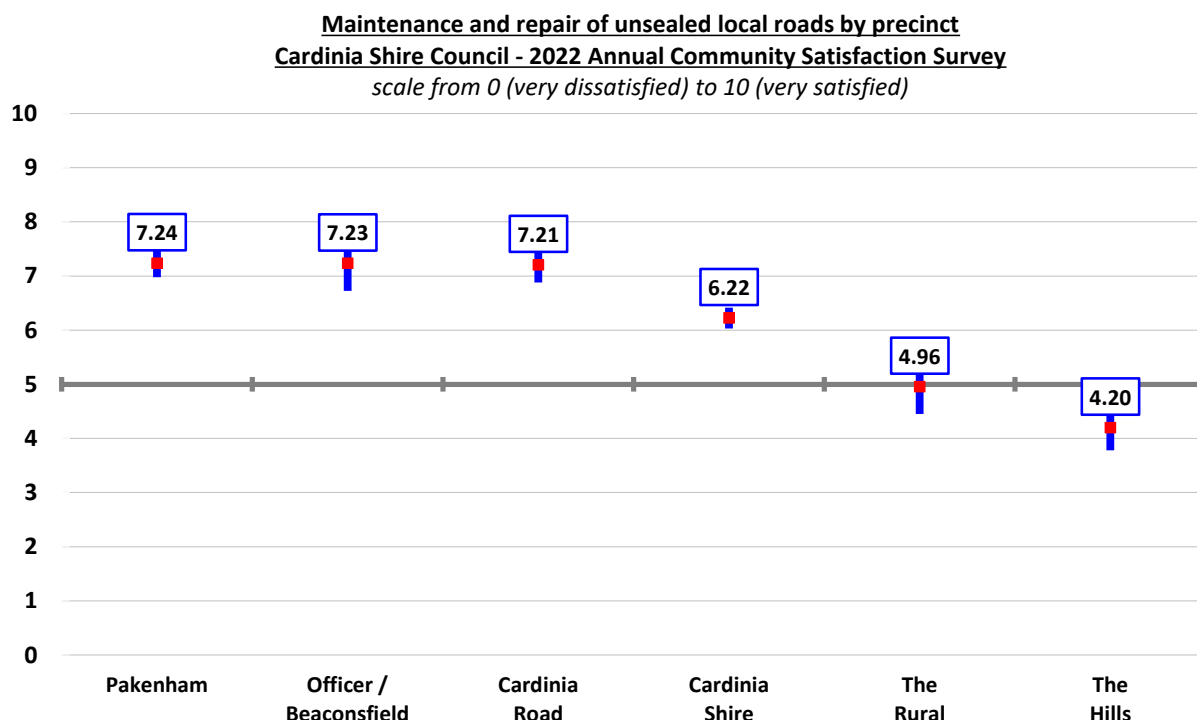
There was notable variation in satisfaction observed by respondent profile, with older middle-aged adults and older adults (aged 55 to 74 years) notably less satisfied than average and at “poor” levels. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

As outlined in the following graph, there was measurable variation in satisfaction observed across the municipality, with respondents from Cardinia Road, Officer / Beaconsfield, and Pakenham measurably more satisfied than average, whilst respondents from the Rural and Hills precincts measurably less satisfied than average, and at “extremely poor” levels.

This result was comprised of 37.1% “very satisfied” respondents and 22.2% “dissatisfied”, based on a total sample of 722 of the 900 respondents. This is a substantial proportion of respondents who were “dissatisfied” with Council’s performance in this area.

These facilities were not included in the 2022 *Governing Melbourne* research and therefore no comparison results are available.





There were 13 comments received from respondents “dissatisfied” with the maintenance and repair of unsealed local roads, as outlined in the following table.

Most of the comments related to a perceived lack of maintenance of unsealed local roads.

Reasons for dissatisfaction with maintenance and repairs of unsealed local roads
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
General unsealed roads not maintained well	3
Most roads are not sealed, or patched up	2
No response given when reported the Carramar Ct	2
Cockatoo and Gembrook have terrible roads	1
Creates a lot of mess	1
Potholes	1
Promised to have a sealed road at Elm Cres but not happening at all	1
Roads unsealed is appalling	1
Tivendale Rd maintenance	1
Total	13



Drains maintenance and repairs

Drains maintenance and repairs was the 12th most important of the 36 included services and facilities, with an average importance of 8.91 out of 10. This result was marginally higher than the metropolitan Melbourne average importance of 8.73.

Satisfaction with drains maintenance and repairs was 6.97 out of 10, or a “good” level of satisfaction, and one of only eight services and facilities to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.49).

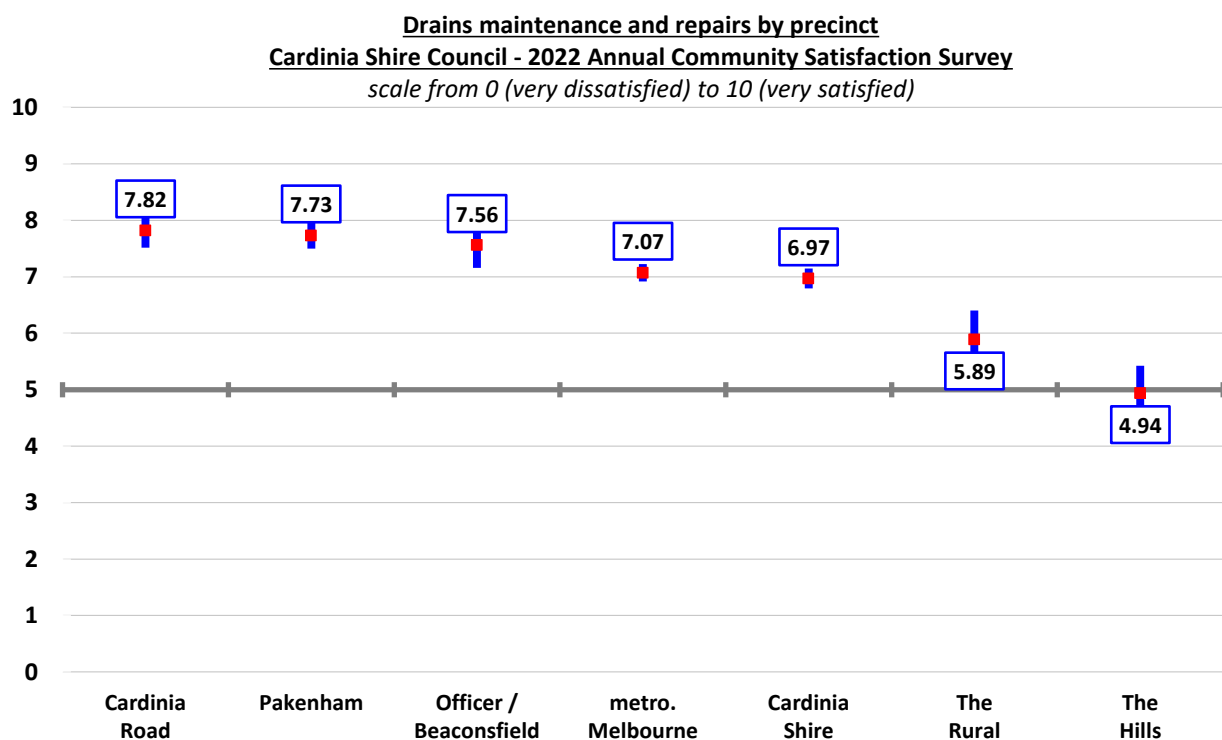
This ranks drains maintenance and repairs 32nd in terms of satisfaction.

There was variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged adults (aged 45 to 64 years) significantly less satisfied than average and at a “solid” level. Respondents from multilingual households measurably more satisfied than respondents from English speaking.

As outlined in the following graph, there was measurable variation in satisfaction observed across the municipality, with respondents from Cardinia Road, Officer / Beaconsfield, and Pakenham measurably more satisfied, whilst respondents from the Rural and Hills precincts were measurably less satisfied than average, and at “poor” and “extremely poor” levels.

This result was comprised of 52.6% “very satisfied” respondents and 16.3% “dissatisfied”, based on a total sample of 839 of the 900 respondents. This was a substantial proportion of “dissatisfied” respondents, given that the lower satisfaction was evident in only two precincts.

By way of comparison, this result was very marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “drains maintenance and repairs” of 7.07, as recorded in the 2022 *Governing Melbourne* research.



There were 22 comments received from respondents “dissatisfied” with drains maintenance and repairs, as outlined in the following table.

Reasons for dissatisfaction with drains maintenance and repairs
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Contractors are sloppy in cleaning up. Drains need to be cleaned instead of locals ending up having to attend to them	3
Drainage service on unsealed roads have water rising up to surface	2
Drains are clogged	2
Flood especially, housing area and Cardinia Road Station	2
Should be repaired before rainy season otherwise, rocks just flow through when raining	2
Backyard flooded as drainage near Parmentier Way is not designed properly	1
Because of trees roots, the drains are blocked	1
Blocked drains in housing area and Cardinia Road Station	1
Drain leakages especially on streets around the Lakeside Pakenham Lake	1
Drainages in Glenvista Ave and Sunnyside Tce are not managed well, need to be fixed instead of just putting rocks on it	1
Drains need a grate or cover, not safe for kids	1
Flooding issues in Sutherland Rd	1
I have never seen it maintained	1
Place floods up in Cockatoo	1
Sewage, no option provided to connect to the new sewage system, we have the old septic system	1
This destroys the roads	1
Total	22

Footpath maintenance and repairs

Footpath maintenance and repairs was the 22nd most important of the 36 included services and facilities, with an average importance of 8.76 out of 10. This result was just marginally lower than the metropolitan Melbourne average of 8.86.

Satisfaction with footpath maintenance and repairs was 7.33 out of 10, or a “very good” level of satisfaction.

This ranks footpath maintenance and repairs 23rd in terms of satisfaction.

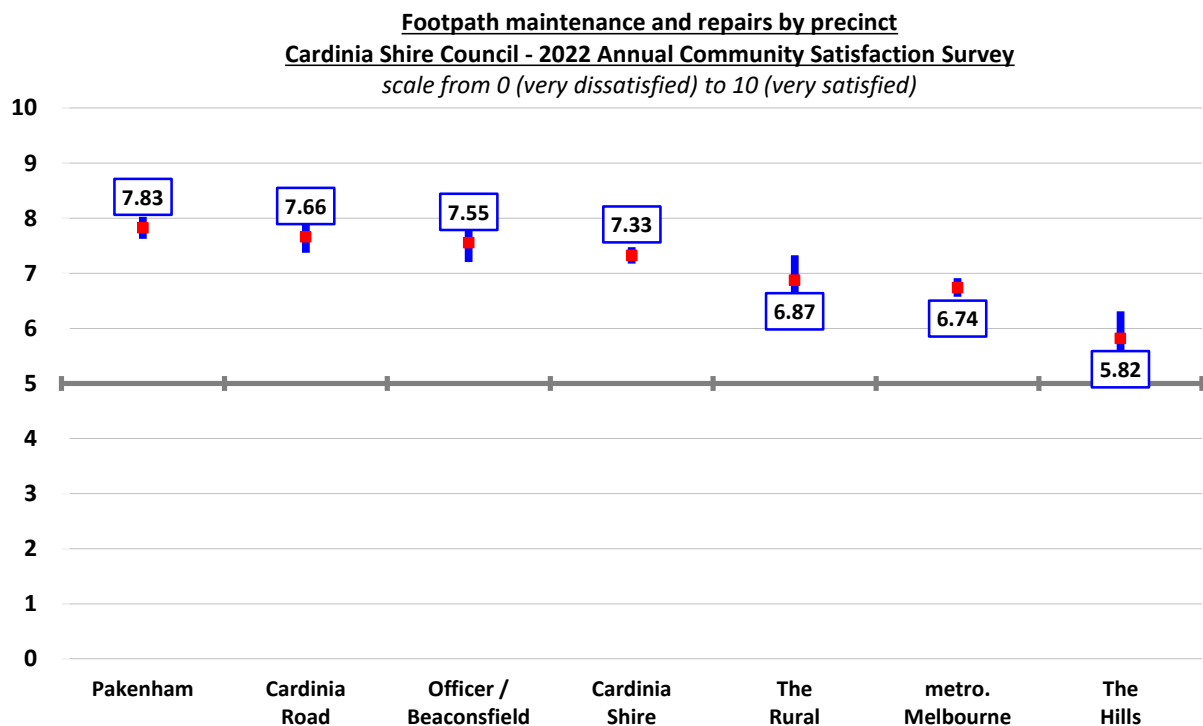
There was variation in satisfaction observed by respondent profile. Younger adults (aged 18 to 34 years) were notably more satisfied, whilst older middle-aged, older adults, and senior citizens (aged 55 years and over) were notably less satisfied. Male respondents were notably more satisfied than females, and respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



As outlined in the following graph, there was measurable variation observed across the municipality. Respondents from Pakenham were measurably more satisfied than average and at an “excellent” level, whilst respondents from the Hills were measurably and significantly less satisfied and at a “poor” level of satisfaction.

This result was comprised of 56.5% “very satisfied” and 10.1% “dissatisfied” respondents, based on a total sample of 838 of the 900 respondents.

By way of comparison, this result was notably, but not measurably higher than the metropolitan Melbourne average satisfaction with “footpath maintenance and repairs” of 6.74, as recorded in the 2022 *Governing Melbourne* research.



There were 27 comments received from respondents “dissatisfied” with footpath maintenance and repairs, as outlined in the following table. These comments were split between comments on perceived lack of maintenance and repairs, as well as some comments about the need for additional footpaths.



Reasons for dissatisfaction with footpath maintenance and repairs
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Need more footpaths	5
The footpaths need to be maintained regularly	5
Not flat, causes trip hazard. It is a struggle to go 1km without trip hazard	3
There are cracks in footpath which needs to be taken care of	3
Footpath sometimes filled with rubbish and broken glasses when near basketball court or parks	1
Lot of them don't join up or have safe access for crossing	1
Need footpath especially on big roads like Nobelius St and Emerald-Monbulk Rd	1
Need more in Cockatoo	1
Need more loop walk	1
Pedestrian button for the kids needed at crossing	1
Quite unsafe to walk especially when the transport services are down. I walk to Bunyip	1
The locals are constantly having to notify the Council when these should be maintained more frequently without request	1
There aren't any in Maryknoll	1
There should be footpath at Meadowview Ln to Nobelius St, currently it's just not safe to walk	1
They are slippery, not cleaned	1
Total	27

Provision and maintenance of street trees

The provision and maintenance of street trees was the 24th most important of the 36 included services and facilities, with an average importance of 8.75 out of 10. This result was almost identical to the metropolitan Melbourne average of 8.78.

Satisfaction with street trees was 7.07 out of 10, or a “good” level of satisfaction, and one of only eight services and facilities to record an average satisfaction score measurably lower than the average of all 36 services and facilities (7.49).

This ranks street trees 29th in terms of satisfaction.

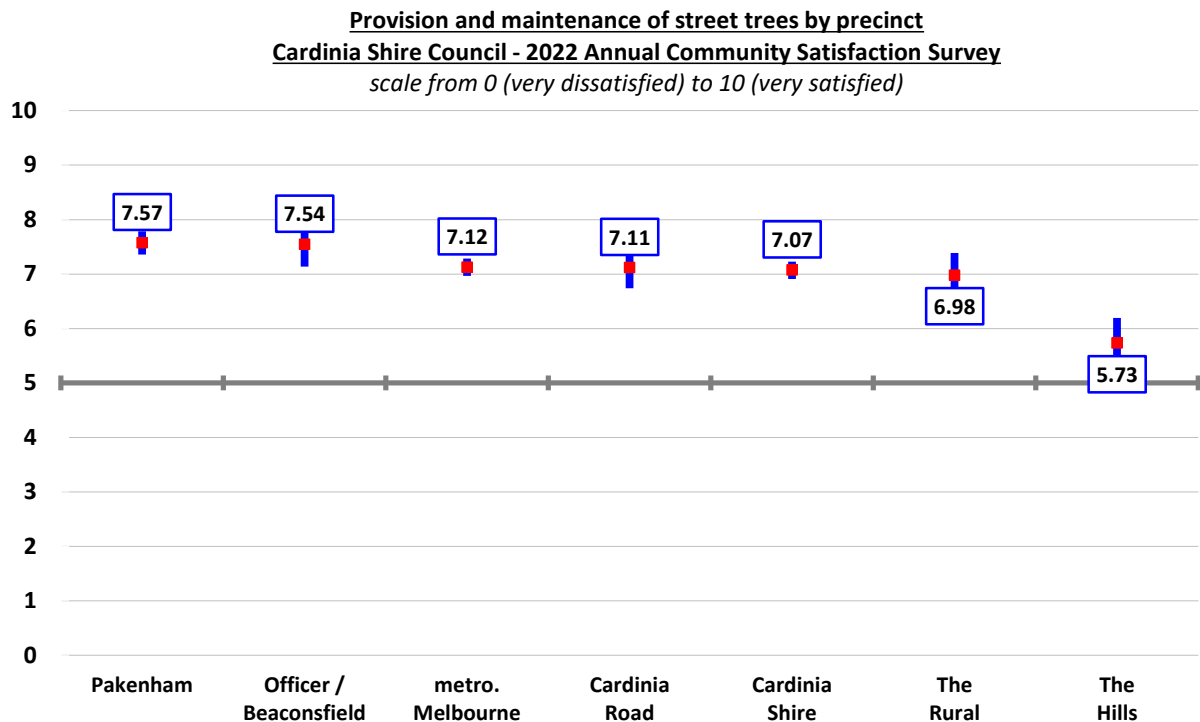
There was variation in satisfaction observed by respondent profile. Younger adults (aged 18 to 34 years) were notably more satisfied, whilst middle-aged adults (aged 45 to 64 years) were notably less satisfied than average. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

As outlined in the following graph, there was measurable variation observed across the municipality. Respondents from Pakenham were measurably more satisfied than average, whilst respondents from the Hills were measurably and significantly less satisfied and at a “poor” level of satisfaction.



This result was comprised of 53.5% “very satisfied” and 13.4% “dissatisfied” respondents, based on a total sample of 874 of the 900 respondents.

By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with “the provision and maintenance of street trees” of 7.12, as recorded in the 2022 *Governing Melbourne* research.



There were 38 comments received from respondents “dissatisfied” with the provision and maintenance of street trees, as outlined in the following table.

Whilst most of these comments were related to a perceived need for additional maintenance of street trees, including the removal of sick trees and dead / dangerous branches, there were also several comments around the choice of street trees.



Reasons for dissatisfaction with provision and maintenance of street trees

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Need to cut down overgrown trees that are cutting electricity lines on streets, roundabouts and in parks	9
Gum trees which produce sticky liquid/sap need to be maintained	3
Ill trees need to be removed	3
Need more tree maintenance	3
The Council is not addressing the issue where liquid from tree sap is damaging the cars of the residents, despite numerous complaints (Goulburn Pl)	3
Wrong type of trees that are not strong and can fall easily, requiring tedious management are planted	3
The Council should send people to check for fallen trees especially during or after storms	2
Chose wrong trees that are falling apart in Don Phillip Ct and Gembrook Park Rd	1
Gum trees hanging over residential area creates inconvenience impacting well being of residents. Claim has been lodged, but not being treated seriously (Shearwater Dr)	1
Lodged request to replace cut trees but slow response (Macquarie Cct)	1
No properly maintained trees (The Avenue)	1
Refused to mow the grass	1
Regular maintenance of trees is bad (Nobelius St)	1
The Council should cut trees even if they are healthy if they impact the health, well being and assets of the residents	1
Took really long	1
Trees are not being managed and has led to damages to residents houses (Meadowview Ln and Caroline Cres)	1
Trees in suburban areas are fine, but they are not maintained in country areas. There are a lot of dangerous tree limbs	1
Trees on the nature strip	1
Trees should be evergreen trees (Glenvista Ave)	1
Total	38

Street lighting

Street lighting was the 23rd most important of the 36 included services and facilities, with an average importance of 8.76 out of 10. This result was almost identical to the metropolitan Melbourne average of 8.78.

Satisfaction with street lighting was 7.49 out of 10, or a “very good” level of satisfaction.

This ranks street lighting 17th in terms of satisfaction.

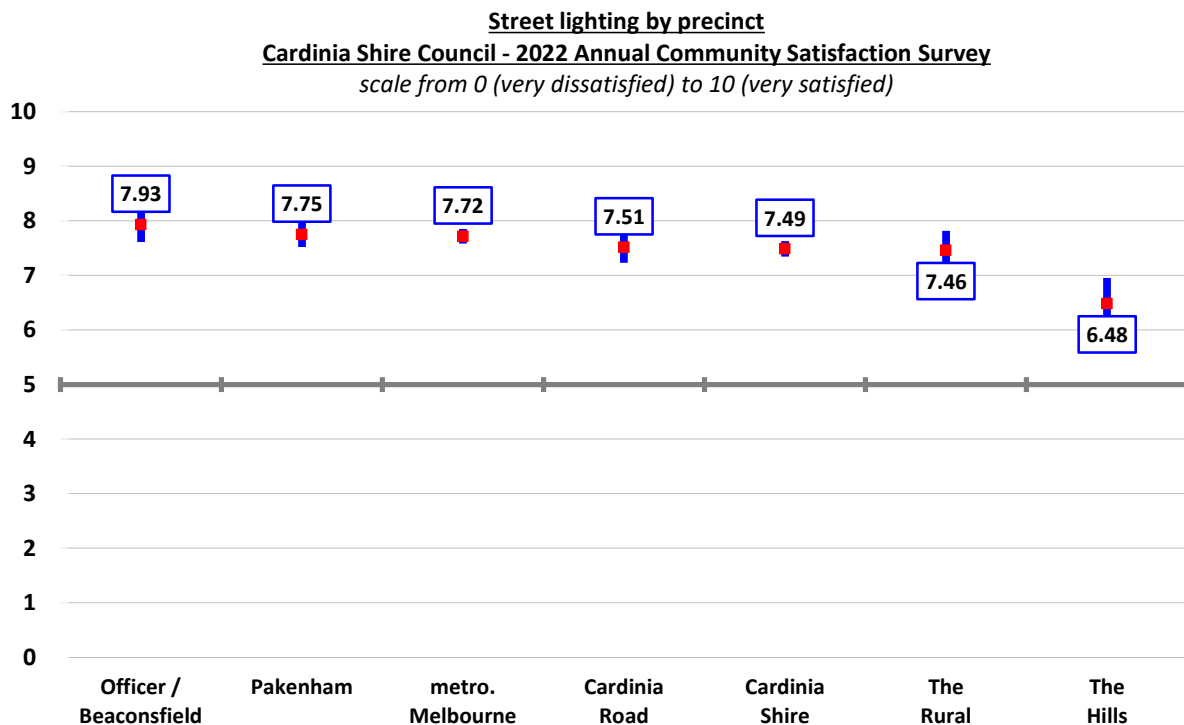
There was relatively little meaningful variation in satisfaction observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) were somewhat more satisfied than average.



As outlined in the following graph, there was measurable variation observed across the municipality, with respondents from the Hills precinct measurably and significantly less satisfied and at a “solid” level of satisfaction.

This result was comprised of 57.0% “very satisfied” and 8.4% “dissatisfied” respondents, based on a total sample of 850 of the 900 respondents.

By way of comparison, this result was marginally lower than the metropolitan Melbourne average satisfaction with “street lighting” of 7.72, as recorded in the 2022 *Governing Melbourne* research.



There were 28 comments received from respondents “dissatisfied” with street lighting, as outlined in the following table.

Many of these comments were focused on the perceived need for additional street lighting, although there were some comments about the need for maintenance of existing lighting.



Reasons for dissatisfaction with street lighting
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
More street lighting needed	9
Street light need to be maintained	3
Don't feel safe walking at night	2
Broken and area is gloomy in Toomuc Creek	1
Few streets with very few lights River Red Grove	1
I would like an another light behind Acorn Ln and Cardinia Road Station	1
Light at Darwin Way and Camdolle Cl is not enough	1
Meadowview Ln should have street lighting for safety	1
Near Lakeside Pakenham Lake not working	1
Need better lights on Pioneer Way	1
Need more lights in Leigh Dr too dark	1
Not too many, makes people feel insecure and dangerous	1
Over hanging pole may create hazard	1
Street light in Parmentier Way not working or not bright enough	1
Streetlight at Goulburn Pl should be more	1
There should be enough street lights to make sure people can see at night. Especially due to the ongoing construction nearby, there are a lot of vehicles travelling back and forth	1
When it is dark we are unable to see much due of working of few lights (Down this lane to station - Leighton Ave, Dianella Cl)	1
Total	28

Street sweeping

Street sweeping was the 30th most important of the 36 included services and facilities, with an average importance of 8.44 out of 10. This result was marginally higher than the metropolitan Melbourne average of 8.25.

Satisfaction with street sweeping was 7.46 out of 10, or a “very good” level of satisfaction.

This ranks street sweeping 19th in terms of satisfaction.

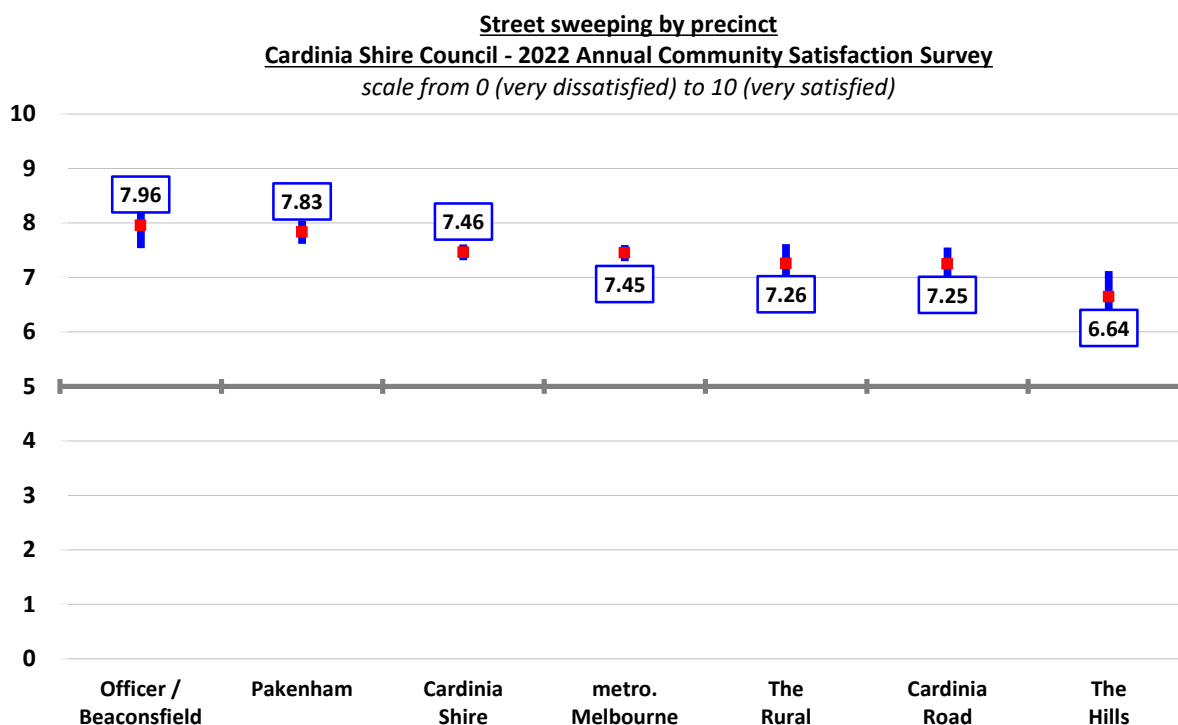
There was relatively little meaningful variation in satisfaction observed by respondent profile, although it is noted that older middle-aged adults (aged 55 to 64 years) were somewhat less satisfied than average.

As outlined in the following graph, there was measurable variation observed across the municipality, with respondents from the Hills precinct measurably and significantly less satisfied, although still at a “good” level of satisfaction.

This result was comprised of 58.4% “very satisfied” and 7.7% “dissatisfied” respondents, based on a total sample of 803 of the 900 respondents.



By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with “street sweeping” of 7.45, as recorded in the 2022 *Governing Melbourne* research.



There were six comments received from respondents “dissatisfied” with street sweeping, as outlined in the following table.

Reasons for dissatisfaction with street sweeping
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Has not been done regularly and been heavily neglected. It can be better	4
No street sweeping of pruning of trees at Carlisle Dr	1
Should be more often at Goulburn PI	1
Total	6

Local traffic management

Local traffic management was the 20th most important of the 36 included services and facilities, with an average importance of 8.82 out of 10. This result was marginally higher than the metropolitan Melbourne average of 8.70.

Satisfaction with local traffic management was 7.15 out of 10, or a “good” level of satisfaction.



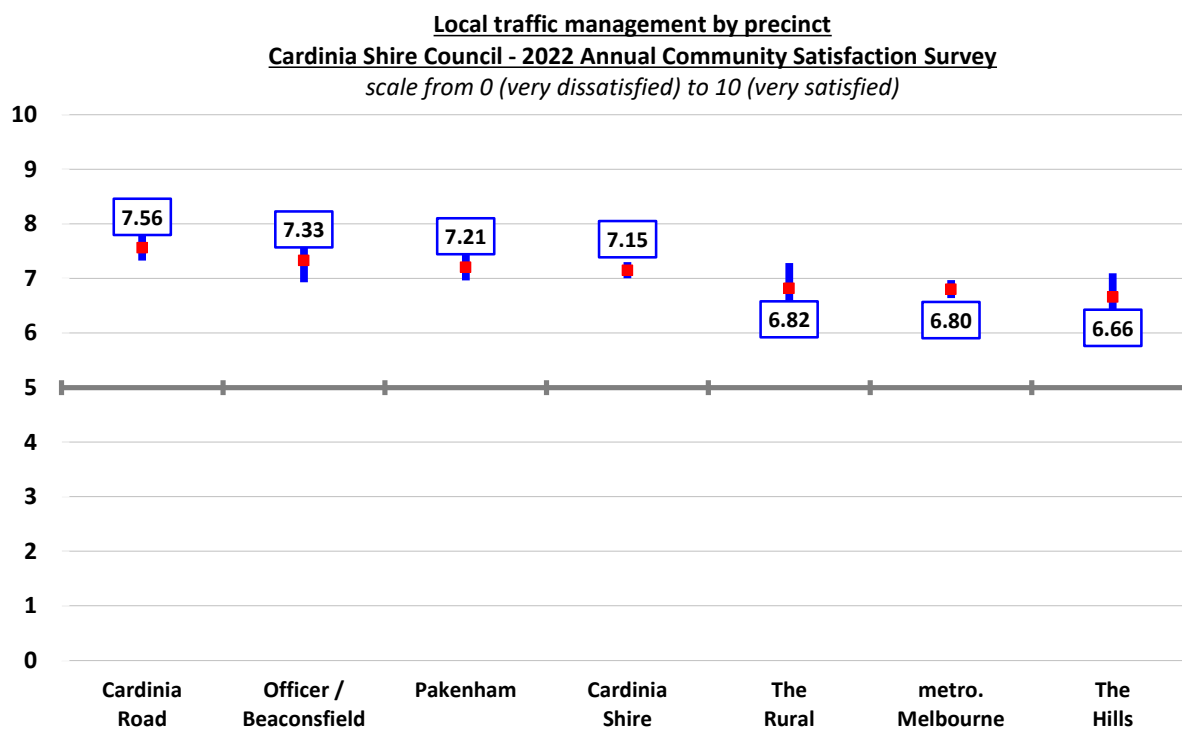
This ranks local traffic management 26th in terms of satisfaction.

There was relatively little meaningful variation in satisfaction observed by respondent profile, although it is noted that older adults (aged 65 to 74 years) were somewhat less satisfied than average, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

As outlined in the following graph, there was measurable variation observed across the municipality, with respondents from Cardinia Road precinct measurably more satisfied than average and at a “very good” level.

This result was comprised of 51.6% “very satisfied” and 12.4% “dissatisfied” respondents, based on a total sample of 856 of the 900 respondents.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “local traffic management” of 6.80, as recorded in the 2022 *Governing Melbourne* research.



There were 34 comments received from respondents “dissatisfied” with local traffic management, as outlined in the following table.

The issues raised by respondents included the speed of traffic, the level of traffic congestion, the condition of some roads (such as potholes).



Reasons for dissatisfaction with local traffic management
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Cars are going too fast	6
Traffic management including around public schools could be better	4
A lot of trucks speeding	3
Traffic is bad on main road	2
Bridge Rd traffic is bad	1
Congestion is horrible in Panorama Ave and Princes Hwy, Old Princes Hwy and Princes Link Hwy	1
Flooding on road near Timbertop Blvd resulting in blocking with no proper detour planned	1
Gets congested near highway	1
Intersection at Salisbury Rd has heavy traffic	1
Lawsons Rd intersection with high speed car and no regulation on it	1
No signs to slow down	1
Poor management, heavy congestion everyday on the corner of Oneil Rd and Princes Hwy	1
Reassess to avoid congestion	1
Road crossings needed in Gembrook, or traffic lights to make it safer	1
Schedule for roadwork should be planned better	1
Speed bumps near shopping areas causes a lot of traffic not properly placed	1
The Racecourse Rd is damaged with potholes	1
Too many people and too less infrastructure so traffic jams	1
Traffic around the football area is highly congested	1
Traffic between Clematis to Emerald Woolies is not managed well	1
Traffic congestion is getting more serious in Emerald area	1
Traffic is poor around King St / Henry St	1
With all states going up a lot of road only allow left turn creating unwanted congestion	1
Total	34

Environmental events, programs, and activities

Environmental events, programs, and activities were the 32nd most important of the 36 included services and facilities, with an average importance of 8.34 out of 10. This result was somewhat lower than the metropolitan Melbourne average of 8.74 for “Council meeting its responsibilities towards the environment”.

Satisfaction with these services was 7.02 out of 10, or a “good” level of satisfaction, and one of only eight services and facilities to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.49).

This ranks environmental events, programs, and activities 30th in terms of satisfaction.

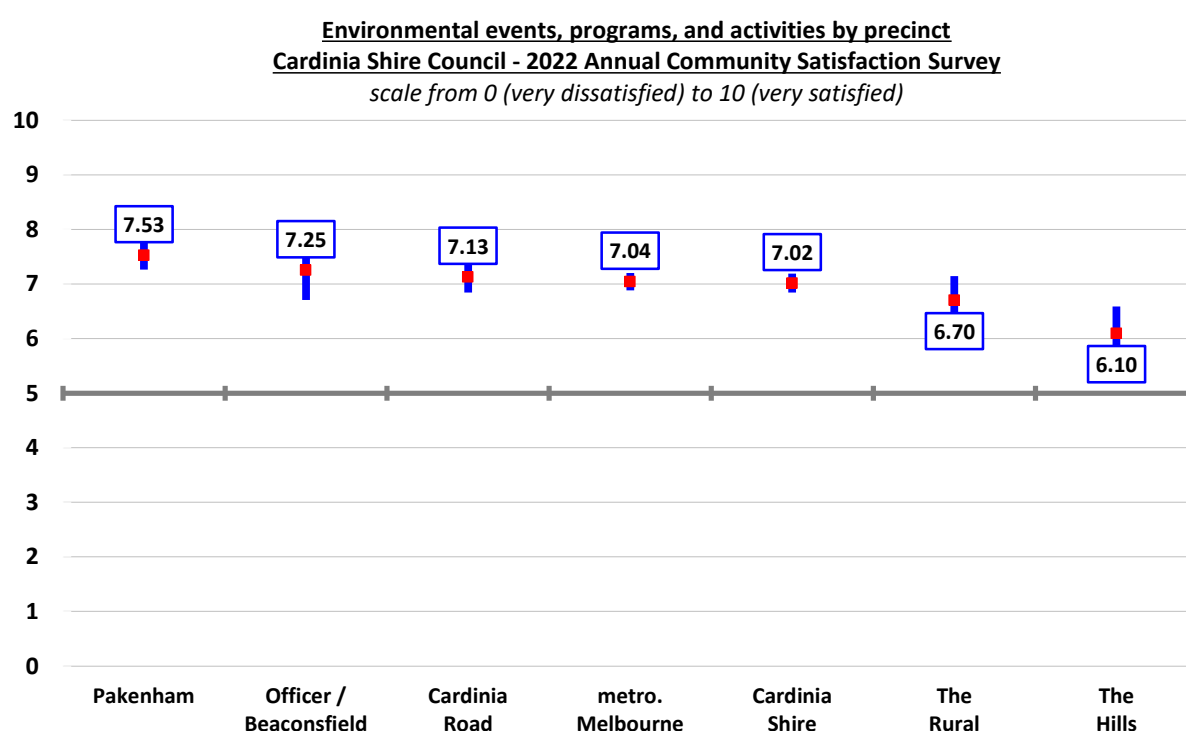
There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 64 years) notably less satisfied than average, and respondents from multilingual households somewhat more satisfied than respondents from English speaking.



As outlined in the following graph, there was measurable variation observed across the municipality, with respondents from the Hills precinct measurably less satisfied than average and at a “solid” level.

This result was comprised of 48.6% “very satisfied” and 11.0% “dissatisfied” respondents, based on a total sample of 656 of the 900 respondents. The relatively low number of respondents providing a satisfaction score reflects a lack of knowledge about this area of Council activity by some in the community.

By way of comparison, this result was almost identical to the metropolitan Melbourne average with “Council meeting its responsibilities towards the environment” of 7.04, as recorded in the 2022 *Governing Melbourne* research.



There were two comments received from respondents “dissatisfied” with these services, as outlined in the following table.

Reasons for dissatisfaction with environmental events, programs, and activities
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Lack of regulation is quite dangerous, fix up the fire plan	1
Unnecessary spending on these	1
Total	2



Liveable Communities Division (infrastructure and facilities)

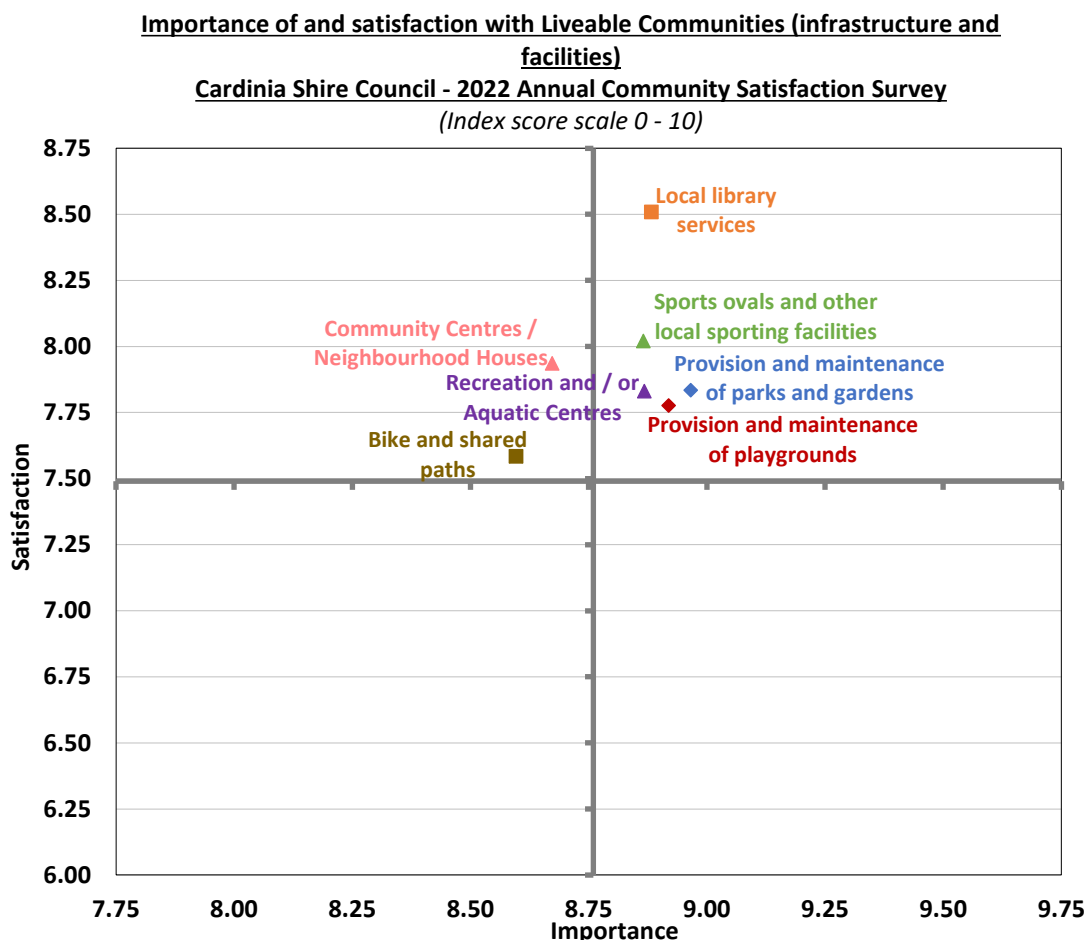
There were 11 services and facilities from the Liveable Communities Division included in the survey this year, with seven related to infrastructure and facilities and four related to community services which are discussed in the following section.

Five of the seven infrastructure and facilities from the Liveable Communities Division were of marginally higher than average importance, with Community Centres / Neighbourhood Houses, and bike and shared paths all of marginally lower than average importance.

All seven of these facilities received a higher-than-average satisfaction score, with three of these facilities (libraries, Community Centres / Neighbourhood Houses, and sports ovals and other local sporting facilities) receiving satisfaction scores measurably higher than the average of all 36 services and facilities (7.49).

These results clearly suggest that the community values the range of recreational facilities provided by Council and they are, on average, well satisfied with these facilities.

This is true for all of these services and facilities, but of most note in relation to the local library services, which received a satisfaction score that ranks these services 3rd, with only the regular garbage and regular recycling services receiving higher satisfaction scores.



Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 8th most important of the 36 included services and facilities, with an average importance of 8.97 out of 10. This result was marginally higher than the metropolitan Melbourne average of 8.90.

Satisfaction with these facilities was 7.83 out of 10, or an “excellent” level of satisfaction.

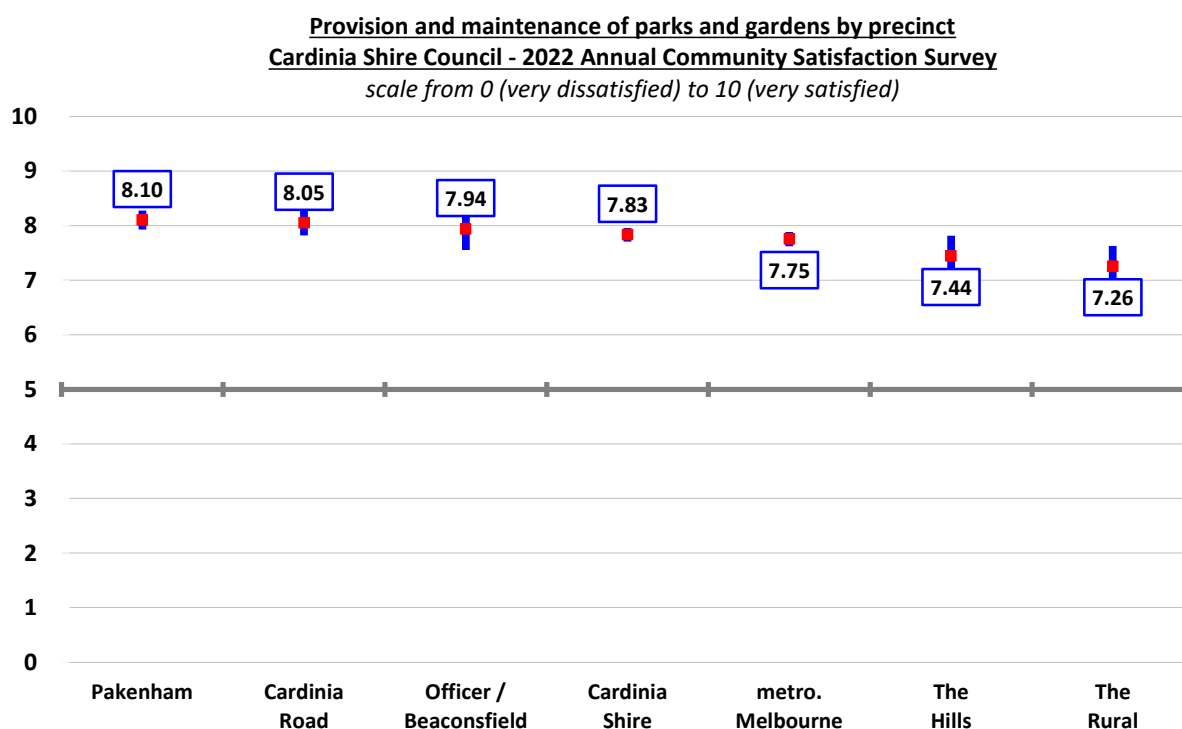
This ranks parks and gardens 10th in terms of satisfaction.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older middle-aged adults (aged 55 to 64 years) notably less satisfied than average.

As outlined in the following graph, there was measurable variation observed across the municipality, with respondents from Pakenham measurably more satisfied than average, and respondents the Rural precinct measurably less satisfied than average, although still at a “very good” level.

This result was comprised of 66.4% “very satisfied” and 5.7% “dissatisfied” respondents, based on a total sample of 846 of the 900 respondents.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average with the “provision and maintenance of parks and gardens” of 7.75, as recorded in the 2022 *Governing Melbourne* research.



There were 30 comments received from respondents “dissatisfied” with the provision and maintenance of parks and gardens, as outlined in the following table.



Most of these comments related to a perceived need for additional cleaning and maintenance, although a range of other issues were raised, including dog off-leash issues, and the need for additional open spaces, and the need for additional infrastructure.

Reasons for dissatisfaction with provision and maintenance of parks and gardens

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Clear rubbish more often especially after weekends	7
Lots of glass around	3
Grass is overgrown all the time	2
Not maintained properly	2
Parks needs a lot more attention, BBQs, water fountains and swings, etc	2
Bunyip State Park - grass is rarely mowed and often gets up to 3 feet high	1
Dog poop	1
Lake on the garden is dirty	1
Lots of dogs, need fence dog park	1
Near the lake, park is not maintained	1
Park behind Carrington Way isn't properly maintained, grass isn't regularly cut	1
Roof has been missing for more than 10 years	1
Sandpit and toilets needed in parks	1
Snakes are often hiding in the grass	1
The jetty has not been repaired for more than 3 years	1
There is no off-leash dog park	1
There's only one in the area and it's horrible	1
Too small	1
Park near Windermere Blvd is not properly cleaned	1
Total	30

Local library services

The local library services were the 14th most important of the 36 included services and facilities, with an average importance of 8.88 out of 10. This result was marginally higher than the metropolitan Melbourne average of 8.65.

Metropolis Research notes that the importance of local library services does appear to have declined marginally in recent years, particularly through COVID-19, but to a certain extent also prior to the pandemic.

Satisfaction with these facilities was 8.51 out of 10, or an “excellent” level of satisfaction.

This ranks local library services 3rd in terms of satisfaction.

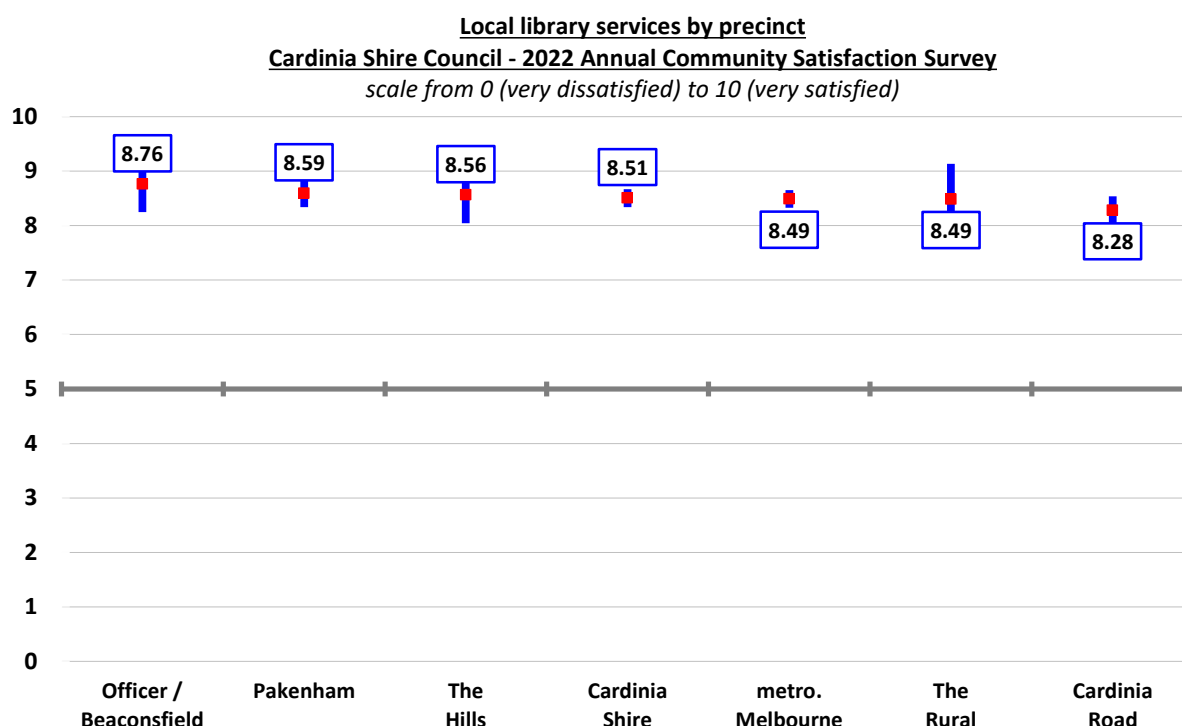
There was no measurable variation in satisfaction with local library services observed by respondent profile, with all age groups, gender, and respondents from both English speaking and multilingual households all rating satisfaction at an “excellent” level.



As outlined in the following graph, there was no measurable variation observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.

This result was comprised of 81.4% “very satisfied” and just 2.3% “dissatisfied” respondents, based on a total sample of 338 of the 346 respondents (38.4%) who had used these facilities in the last 12 months. This is a very high proportion of “very satisfied” respondents, reflecting wide-spread community satisfaction with these important local facilities.

By way of comparison, this result was almost identical to the metropolitan Melbourne average with the “local library” of 8.49, as recorded in the 2022 *Governing Melbourne* research.



There were seven comments received from respondents “dissatisfied” with local library services, as outlined in the following table.

Reasons for dissatisfaction with local library services
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Horrible experience with the library staff	2
Again, I don't see why it's necessary	1
Closest library is too far away	1
Need a new library near to Beaconsfield. We have a mobile library but no use	1
Noisy	1
Understaffed, takes too long to process my requirements	1

Total

7



Sports ovals and other local sporting facilities

Sports ovals and other local sporting facilities were the 17th most important of the 36 included services and facilities, with an average importance of 8.87 out of 10. This result was marginally higher than the metropolitan Melbourne average of 8.81.

Satisfaction with these facilities was 8.02 out of 10, or an “excellent” level of satisfaction, and one of only eight services and facilities to record a satisfaction score measurably higher than the average of all 36 services and facilities (7.49).

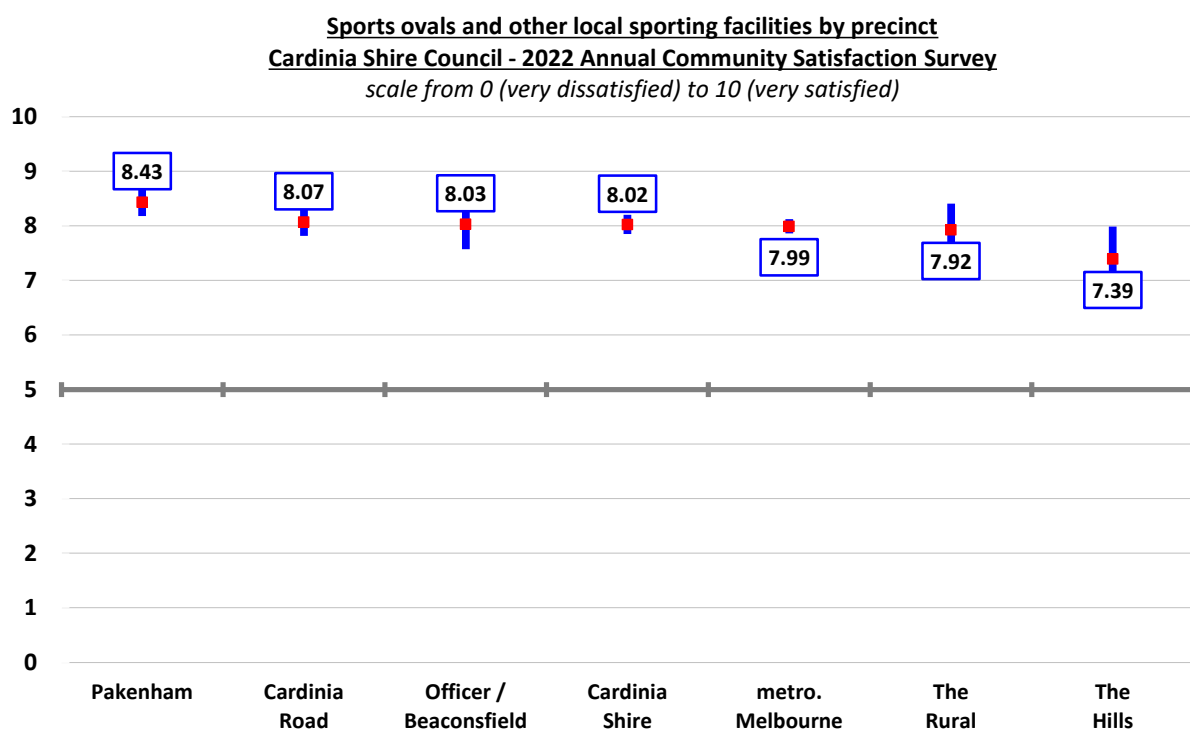
This ranks sports ovals and other local sporting facilities 5th in terms of satisfaction.

There was no measurable variation in satisfaction observed by respondent profile, with respondents of all age groups, genders, and respondents from both English speaking and multilingual households rating satisfaction at “excellent” levels.

As outlined in the following graph, there was measurable variation observed across the municipality, with respondents from Pakenham measurably more satisfied than average.

This result was comprised of 70.7% “very satisfied” and 3.5% “dissatisfied” respondents, based on a total sample of 409 of the 415 respondents (46.1%) who had used these facilities in the last 12 months.

By way of comparison, this result was almost identical to the metropolitan Melbourne average with the “sports ovals” of 7.99, as recorded in the 2022 *Governing Melbourne* research.



There were 27 comments received from respondents “dissatisfied” with sports ovals and other local sporting facilities, as outlined in the following table.

These comments were a mix of comments about the perceived need for additional facilities, comments about the perceived need for additional maintenance of existing facilities, and comments about the perceived need for improvements to infrastructure in existing facilities.

Reasons for dissatisfaction with sport ovals and other local sporting facilities

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Could improve the range of sport and aquatic facilities and upgrade	4
Ovals are not well maintained	3
More good quality sports ovals needed	2
Pakenham pool needs better maintenance and facilities	2
Cardinia Life stadium gets wet despite it being a closed space. It needs fixing	1
Cleanliness of tennis courts cause a fortune	1
During off season cricket nets gets locked by Pakenham	1
Expensive	1
Litter in local sporting facilities	1
Local cricket club doesn't have female toilets, it's separate from everything and not clean	1
Bunyip Football Club's child safety fence (in Nar Nar Goon) is very dangerous and inadequate	1
Need more drinking fountains in sporting facilities	1
Over-crowded	1
The Mountain Road Recreation Reserve needs serious upgrades	1
The site of Worrell Reserve in Emerald State/ Play space left in disrepair and the project has not begun	1
There should be a skate park for kids	1
Too many of them in Pakenham. Should focus on providing in other areas	1
We believe the Emerald Tennis Club needs an upgrade	1
We use Casey ARC or Ringwood or Belgrave as they are the most convenient	1
Yarrabubba Reserve has poor access to public and people running it are quite rude despite it being a public reserve	1
Total	27

Recreation and / or aquatic centres

Recreation and / or aquatic centres were the 16th most important of the 36 included services and facilities, with an average importance of 8.87 out of 10. This result was marginally higher than the metropolitan Melbourne average of 8.68.

Satisfaction with these facilities was 7.83 out of 10, or an “excellent” level of satisfaction.

This ranks recreation and / or aquatic centres 11th in terms of satisfaction.



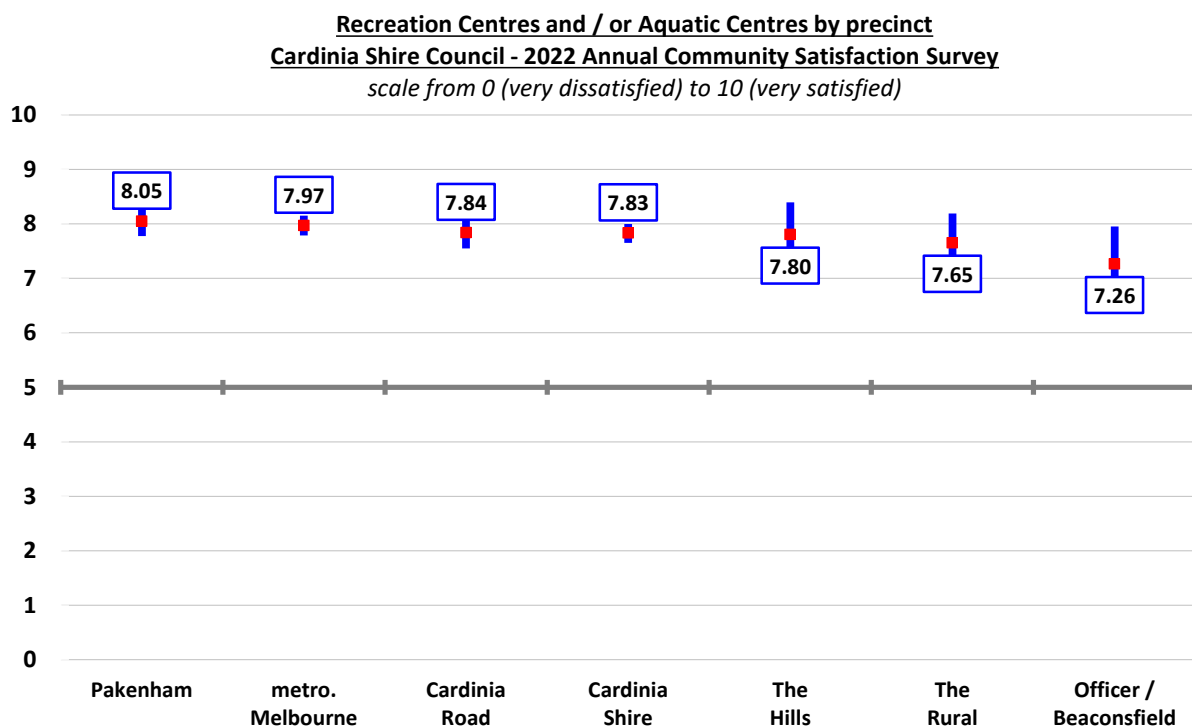
There was no measurable variation in satisfaction observed by respondent profile, with respondents from most age groups, gender, and both respondents from English speaking and multilingual households rating satisfaction at “excellent” levels. Adults (aged 35 to 44 years) and older adults (aged 65 to 74 years) both rated satisfaction at “very good” levels.

As outlined in the following graph, there was no measurable variation observed across the municipality.

Metropolis Research does note, however, that the 38 respondents from Officer / Beaconsfield using these facilities were somewhat, but not measurably less satisfied than average, and at a “very good” rather than an excellent” level of satisfaction.

This result was comprised of 66.4% “very satisfied” and 4.0% “dissatisfied” respondents, based on a total sample of 367 of the 375 respondents (41.7%) who had used these facilities in the last 12 months.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average with the “recreation and / or aquatic centres” of 7.97.



There were eight comments received from respondents “dissatisfied” with recreation centres and / or aquatic centres, as outlined in the following table.



Reasons for dissatisfaction with recreation centres and / or aquatic centres

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Aquatic centres should be open after hours too	1
Build a roofed swimming pool	1
Drive to the beach, an abomination in financial managerialism	1
Gyms should be within walking distance	1
Need recreation centres that have hydro pools for disabled, pools need to be heated	1
There should be a free Council provided gym	1
These facilities are not important nor are they essential for the community, all it is, is a poor investment into entertainment and comfortability	1
Too expensive	1
Total	8

Provision and maintenance of playgrounds

The provision and maintenance of playgrounds were the 10th most important of the 36 included services and facilities, with an average importance of 8.92 out of 10. This result was marginally higher than the metropolitan Melbourne average of 8.85.

Satisfaction with these facilities was 7.78 out of 10, or an “excellent” level of satisfaction.

This ranks playgrounds 13th in terms of satisfaction.

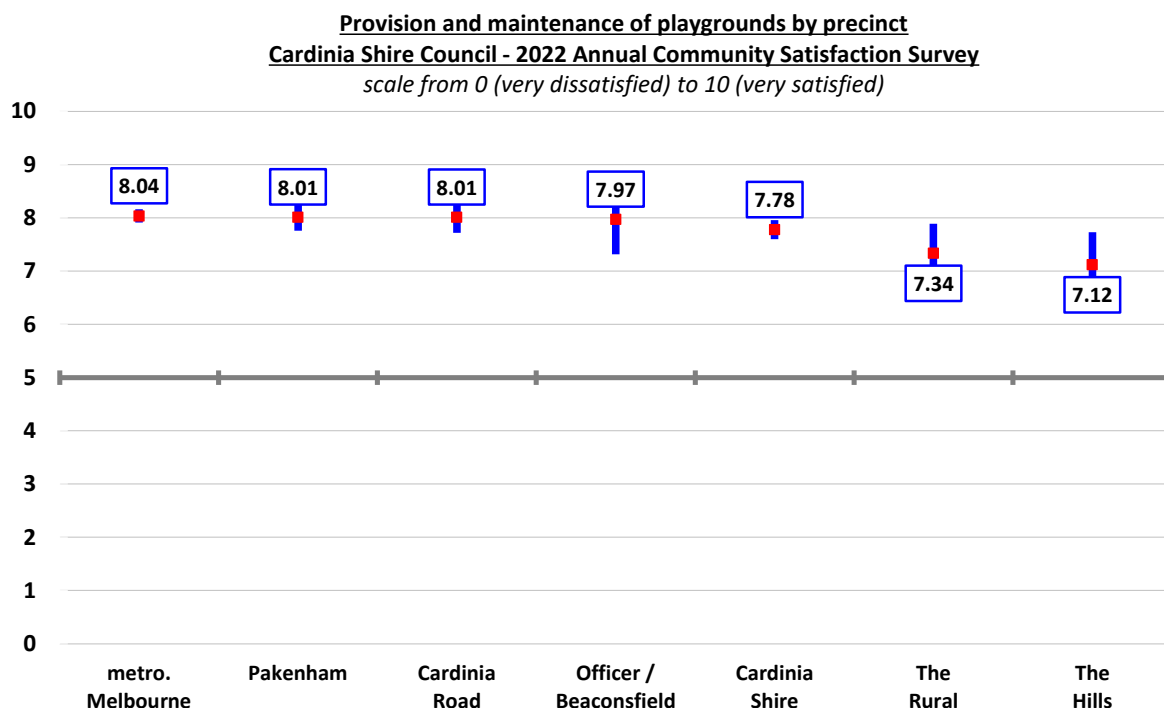
There was notable variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

As outlined in the following graph, there was no measurable variation observed across the municipality although respondents from the Hills precinct were somewhat less satisfied, although still at a “good” level of satisfaction.

This result was comprised of 63.2% “very satisfied” and 5.1% “dissatisfied” respondents, based on a total sample of 436 of the 448 respondents (49.8%) who had used these facilities in the last 12 months.

By way of comparison, this result was marginally lower than the metropolitan Melbourne average with the “provision and maintenance of playgrounds” of 8.04, as recorded in the 2022 *Governing Melbourne* research.





There were 26 comments received from respondents “dissatisfied” with the provision and maintenance of playgrounds, as outlined in the following table. Many of these comments were focused on the perceived need for additional maintenance of existing playgrounds, although there were also several focused on the perceived need for additional playgrounds.

Reasons for dissatisfaction with provision and maintenance of playgrounds
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
Need more playgrounds	4
Needs better maintenance	4
Grass is not cut nearly often enough. There used to be a local community member who kept it cut but the Council told him he was not allowed to do it anymore and now it doesn't happen	2
Playgrounds around the area need upgrades	2
The play equipment is old, dirty and unsafe	2
Equipment has not be upgraded and is unsafe at playground at Eagle Dr near the oval	1
Need more equipment at the parks	1
Playground in Windermere was vandalised and slow process to fix	1
Playground near Army Rd not managed properly	1
Playgrounds in Bunyip are few and have poor facilities compared to other precincts	1
Playgrounds should include adult too	1
Sandalwood Drive Playground is not exactly close from a walking distance and needs a better outlook	1
Should have more playground in the Emerald area	1
Should have more shade	1
The playground on Berwick St has loose belts on the swings, it's dangerous	1
Too little infrastructure playgrounds here, everything goes to Officer and Pakenham	1
Wider variety of playground rides needed	1

Total

26

Bike and shared paths

Bike and shared paths were the 28th most important of the 36 included services and facilities, with an average importance of 8.60 out of 10. This result was almost identical to the metropolitan Melbourne average of 8.64.

Satisfaction with these facilities was 7.58 out of 10, or a “very good” level of satisfaction.

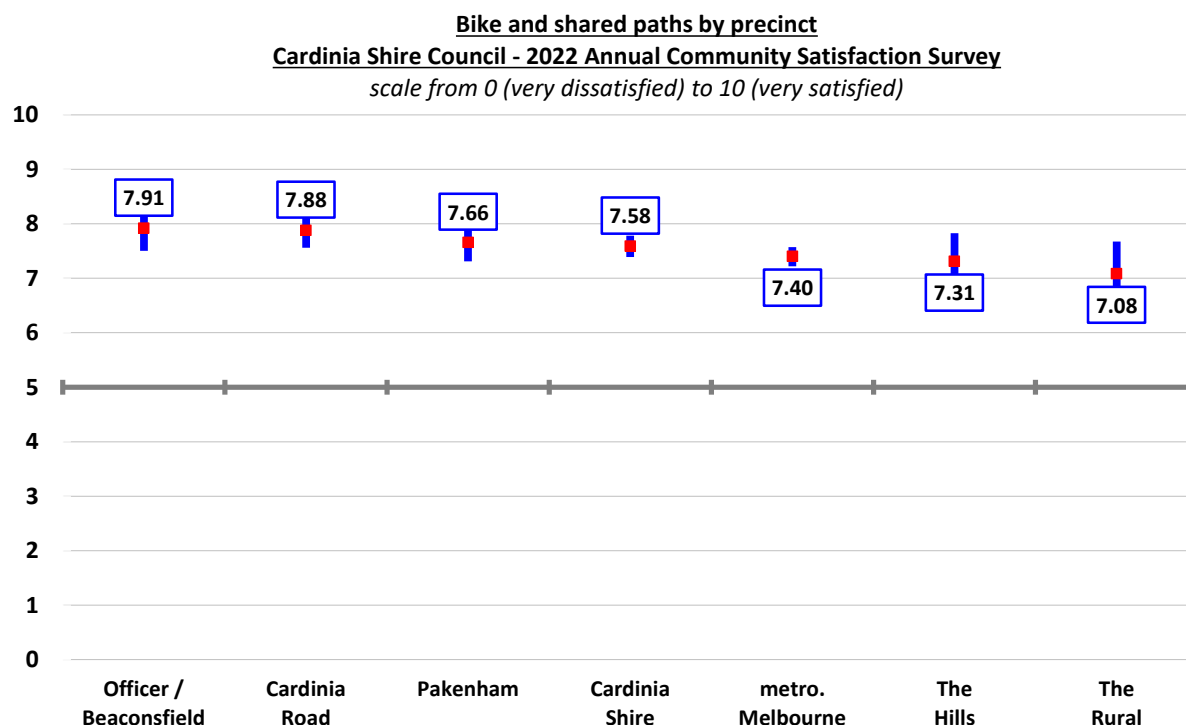
This ranks bike and shared paths 15th in terms of satisfaction.

There was no notable variation in satisfaction observed by respondent profile.

As outlined in the following graph, there was no measurable variation observed across the municipality although respondents from the Rural precinct were somewhat less satisfied, although still at a “good” level of satisfaction.

This result was comprised of 58.8% “very satisfied” and 6.8% “dissatisfied” respondents, based on a total sample of 397 of the 405 respondents (45.0%) who had used these facilities in the last 12 months.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average with the “bike paths and shared pathways” of 7.40, as recorded in the 2022 *Governing Melbourne* research.



There were 33 comments received from respondents who were “dissatisfied” with bike paths and shared paths, as outlined in the following table.



Many of these comments were focused on the perceived need for more bike lanes and paths, including dedicated bike lanes, as well as wider or better bike lanes or paths, and the links between existing paths and lanes.

There were a range of other issues raised by a handful of respondents, including the behaviour of motorists and cyclists, and the safety of bike lanes and paths.

Reasons for dissatisfaction with bike and shared paths
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Need more proper and dedicated bike lanes	6
Lanes need to be wider	4
Roads are narrow and cars can overtake cycles dangerously unsafe to bike	3
Bike riders as not using their bells and passing too fast, risky for pedestrians	2
There should be education about on & off-road bike path and road rules related to it	2
To upkeep and redo the condition of bike paths	2
Bike lane and walking trails should be available in the Emerald non-CBD areas	1
Bike path from Arena Shopping Centre to Bridge Rd has not been completed even after 8 years	1
Bike path from Cockatoo to Gembrook is fantastic, but Woori Yallock Rd to Cockatoo is very dangerous	1
Cardinia Lakes Shopping Centre needs bike paths	1
Cleanliness needs to be improved on bike paths in Pakenham	1
It is unsafe at night on Toomuc Creek Linear Reserve tracks/trail, behind Broadbent Way, needs more lighting	1
Need a new bike path from Pakenham road to Emerald-Cockatoo	1
Not enough room on the roads for bikes outside of Pakenham	1
Path in Pepi's Land in Emerald still has many weeds along the fence line	1
Should have skate path	1
The bike paths are aimed at people	1
There are a lot of animals from both sides, I reckon it is a bit dangerous	1
Track on Western Port between primary suburb and top hill has been maintained by residents and all of us are getting too old to do it. The Council should do it from now on	1
Transport links between the paths	1
Total	33



Community Centres / Neighbourhood Houses

Community Centres / Neighbourhood Houses were the 27th most important of the 36 included services and facilities, with an average importance of 8.67 out of 10. This result was marginally higher than the metropolitan Melbourne average of 8.45.

Satisfaction with these facilities was 7.94 out of 10, or an “excellent” level of satisfaction, and one of only eight services and facilities to record a satisfaction score measurably higher than the average satisfaction of all 36 services and facilities (7.49).

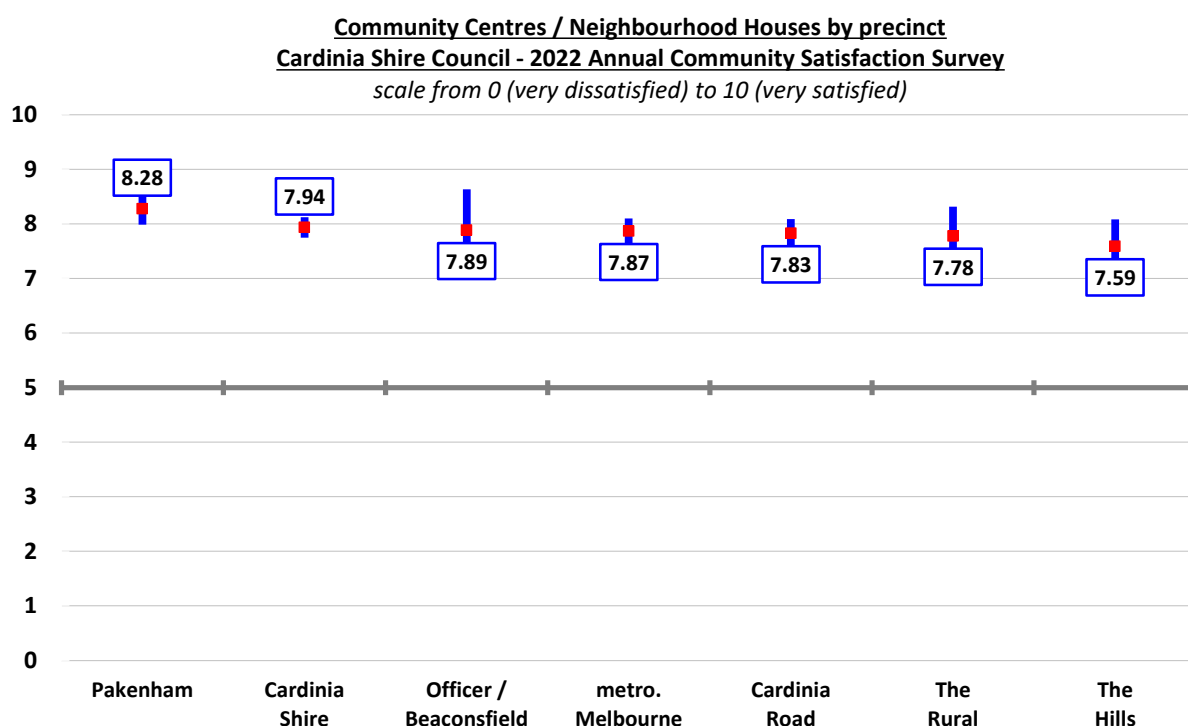
This ranks playgrounds 13th in terms of satisfaction.

There was notable variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

As outlined in the following graph, there was no measurable variation observed across the municipality although respondents from the Hills precinct were somewhat less satisfied, although still at a “good” level of satisfaction.

This result was comprised of 63.2% “very satisfied” and 5.1% “dissatisfied” respondents, based on a total sample of 436 of the 448 respondents (49.8%) who had used these facilities in the last 12 months.

By way of comparison, this result was marginally lower than the metropolitan Melbourne average with the “provision and maintenance of playgrounds” of 8.04, as recorded in the 2022 *Governing Melbourne* research.



Liveable Communities Division (community services)

There were 11 services and facilities from the Liveable Communities Division included in the survey this year, with four related to community services discussed in this section, and seven related to infrastructure and facilities and which are discussed in the following section.

All four of the community services relating to children, youth, persons with disability, and seniors were of higher-than-average importance.

Whilst services for children received a higher-than-average satisfaction score, it is noted that the other three community services received average, or marginally lower than average satisfaction scores.

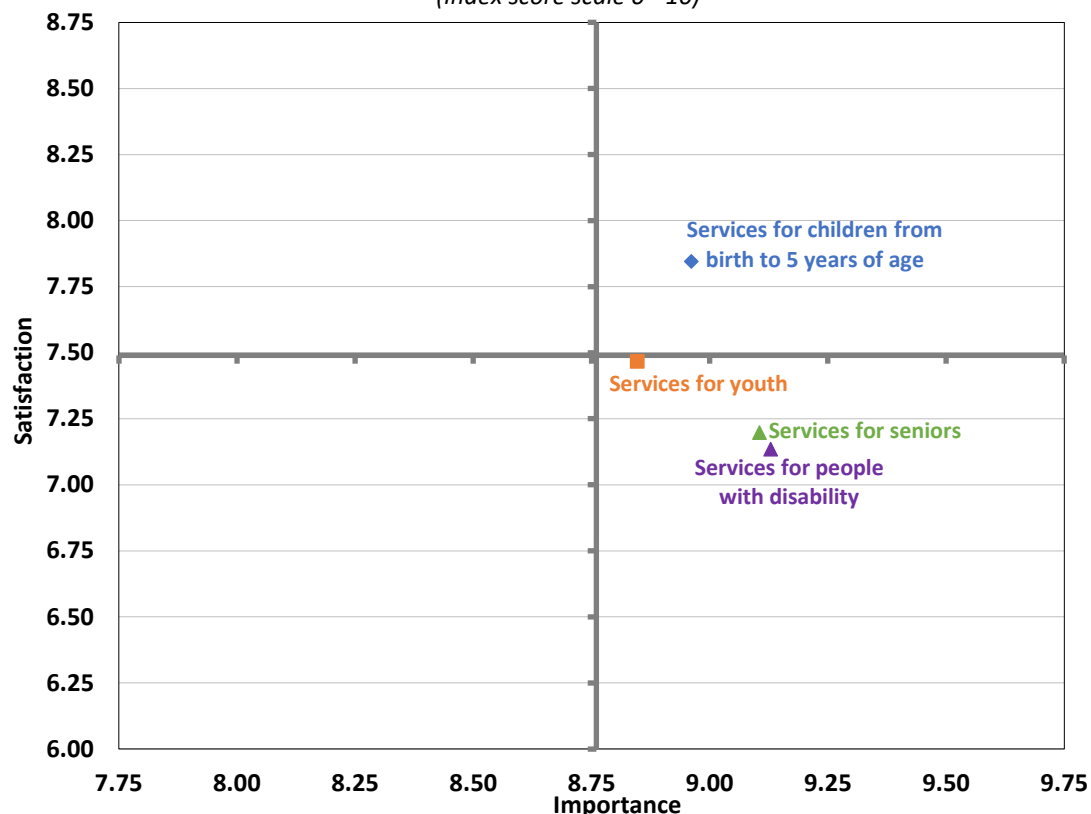
It is important to bear in mind that all four recorded “good” or better levels of satisfaction.

Metropolis Research does note that over the three years of the COVID-19 pandemic, satisfaction with services for seniors and persons with disability have proved somewhat variable. Metropolis Research also notes that these services and facilities were used by a relatively small proportion of the total sample of respondents, and therefore exploration of variation across the municipality by precinct and respondent profile is more problematic. It is also noted that these results are subject to a greater degree of variability over time than services and facilities that are used by a substantially larger proportion of the community.

Importance of and satisfaction with Liveable Communities (community services)

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Index score scale 0 - 10)



Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 9th most important of the 36 included services and facilities, with an average importance of 8.96 out of 10. This result was marginally lower than the metropolitan Melbourne average of 8.87.

Satisfaction with services for children was 7.85 out of 10, or an “excellent” level of satisfaction.

This ranks services for children 9th in terms of satisfaction.

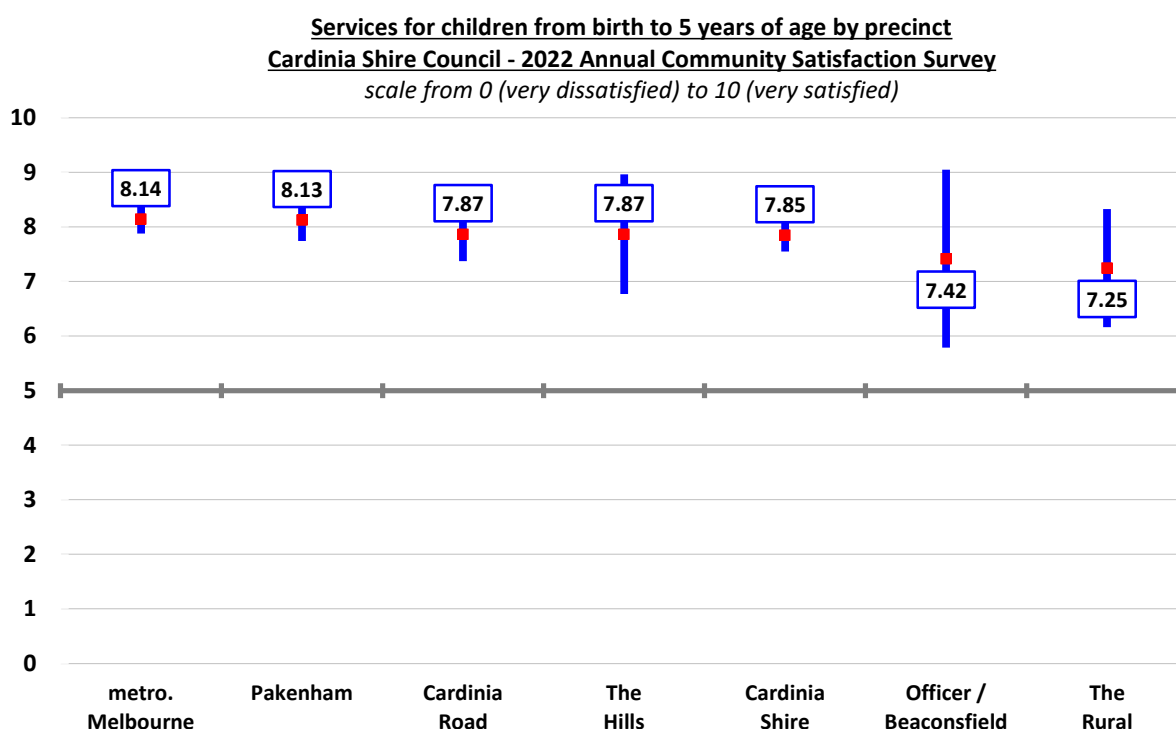
Cognisant of the small sample size for these services, there was no meaningful variation in satisfaction observed by respondent profile.

When examined by the respondents’ household structure, it is noted that the 69 respondents from two-parent families with youngest child aged 0 to 4 years rated satisfaction at 7.96, the 36 respondents from two-parent families with youngest child aged 5 to 12 years rated satisfaction at 8.03, and the 16 respondents from one-parent families with youngest child aged 0 to 4 years rated satisfaction at 7.38.

As outlined in the following graph, there was no measurable variation observed across the municipality.

This result was comprised of 68.5% “very satisfied” and 6.5% “dissatisfied” respondents, based on a total sample of 169 of the 171 respondents (19.0%) who had used these facilities in the last 12 months.

By way of comparison, this result was marginally but not measurably lower than the metropolitan Melbourne average with the “services for children” of 8.14, as recorded in the 2022 *Governing Melbourne* research.



There were five comments received from respondents who were “dissatisfied” with services for children aged from birth to five years of age, as outlined in the following table.

Reasons for dissatisfaction with services for children from birth to 5 years of age
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
I don't feel like there is many	1
Not enough health centres, locations are too far away and hours are too limited	1
Service too short for working parent	1
The kinder is not good enough	1
There are available services like toilets to change nappies, but it's not so clean and is full of unpleasant smell	1
Total	5

Services for youth

Services for youth were the 19th most important of the 36 included services and facilities, with an average importance of 8.85 out of 10. This result was marginally higher than the metropolitan Melbourne average of 8.76.

Satisfaction with services for youth was 7.47 out of 10, or a “very good” level of satisfaction.

This ranks services for youth 18th in terms of satisfaction.

Cognisant of the small sample size for these services, there was no meaningful variation in satisfaction observed by respondent profile.

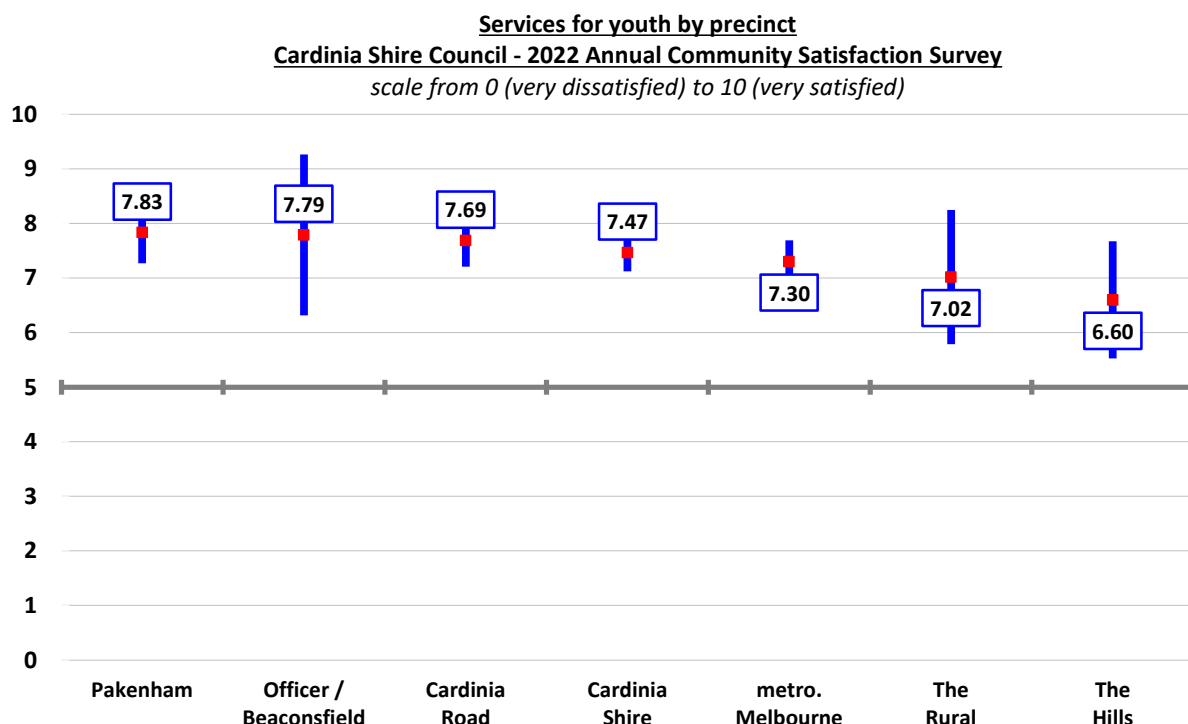
When examined by the respondents’ household structure, it is noted that the 36 respondents from two-parent families with youngest child aged 5 to 12 years rated satisfaction at 7.48, the 14 respondents from two-parent families with youngest child aged 13 to 18 years rated satisfaction at 7.26, and the 12 respondents from one-parent families with youngest child aged 13 to 18 years rated satisfaction at 6.67.

As outlined in the following graph, there was no measurable variation observed across the municipality.

This result was comprised of 59.4% “very satisfied” and 8.7% “dissatisfied” respondents, based on a total sample of 117 of the 122 respondents (13.6%) who had used these facilities in the last 12 months.

By way of comparison, this result was marginally but not measurably higher than the metropolitan Melbourne average with the “services for youth” of 7.30, as recorded in the 2022 *Governing Melbourne* research.





There were just two comments received from respondents “dissatisfied” with services for youth, as outlined in the following table. Both of these comments focused on the need to additional activities to “get youth off the streets”.

Reasons for dissatisfaction with services for youth
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
They are not doing enough activities for youth to get them off the streets	2
Total	2

Services for seniors

Services for seniors were the 4th most important of the 36 included services and facilities, with an average importance of 9.10 out of 10. This result was marginally higher than the metropolitan Melbourne average of 8.93.

Satisfaction with services for seniors was 7.20 out of 10, or a “good” level of satisfaction.

This ranks services for seniors 25th in terms of satisfaction.



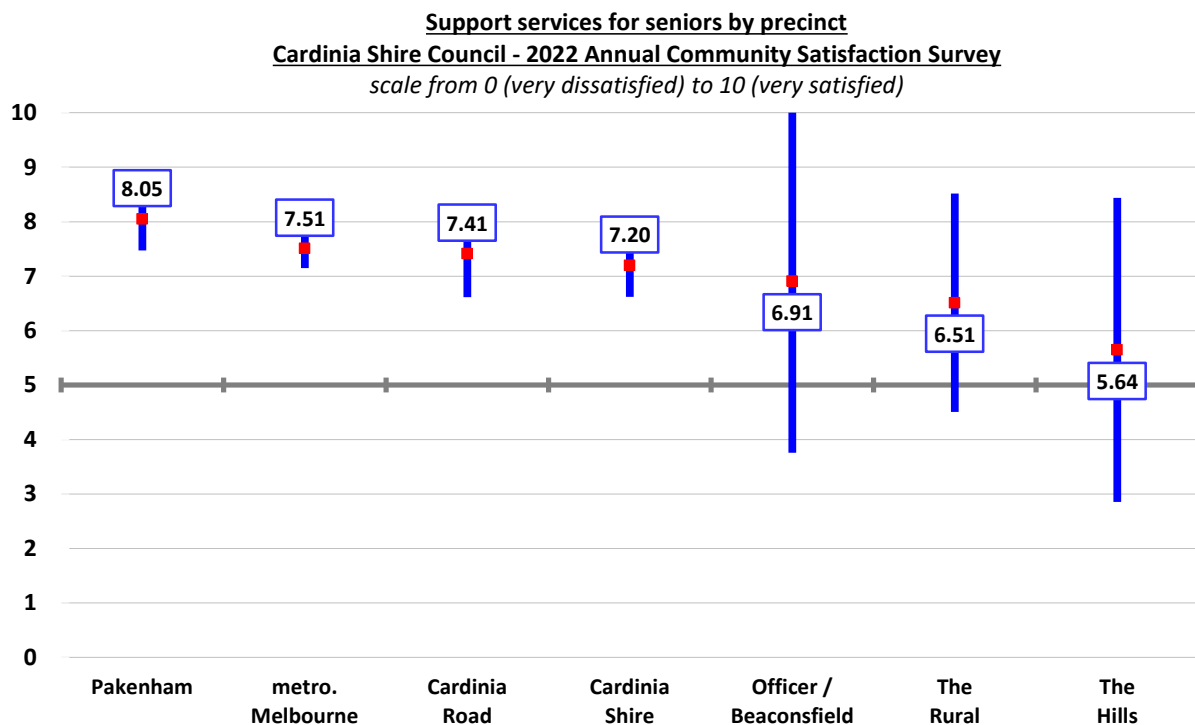
Cognisant of the small sample size for these services, there was no measurable variation in satisfaction observed by respondent profile, although younger middle-aged adults (aged 45 to 54 years) were somewhat less satisfied.

When examined by the respondents' household structure, it is noted that the 11 respondents from older couple households rated satisfaction at 8.36, and the seven older sole person household respondents rated satisfaction at 7.38.

As outlined in the following graph, there was no measurable variation observed across the municipality.

This result was comprised of 55.3% "very satisfied" and 12.2% "dissatisfied" respondents, based on a total sample of 79 of the 82 respondents (9.1%) who had used these facilities in the last 12 months.

By way of comparison, this result was marginally but not measurably lower than the metropolitan Melbourne average with the "services for seniors" of 7.51, as recorded in the 2022 *Governing Melbourne* research.



There were eight comments received from respondents "dissatisfied" with services for seniors, as outlined in the following table.



Reasons for dissatisfaction with support services for seniors
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Very expensive and very few	3
Bikers should be advised to be more considerate of elderly people walking instead of zooming past	1
I can't find activities for my mom who is old like I do in Casey	1
More carers for groups needed not individuals	1
My mother and father had an assessment for support and have not heard anything after over 2 years	1
Too many hoons that I can't even get someone in to clean parents' (aged 80s) house	1
Total	8

Services for people with disability

Services for persons with disability were the 3rd most important of the 36 included services and facilities, with an average importance of 9.13 out of 10. This result was marginally higher than the metropolitan Melbourne average of 9.05.

Satisfaction with services for persons with disability was 7.14 out of 10, or a “good” level of satisfaction.

This ranks services for persons with disability 28th in terms of satisfaction.

Cognisant of the small sample size for these services, there was no measurable variation in satisfaction observed by respondent profile.

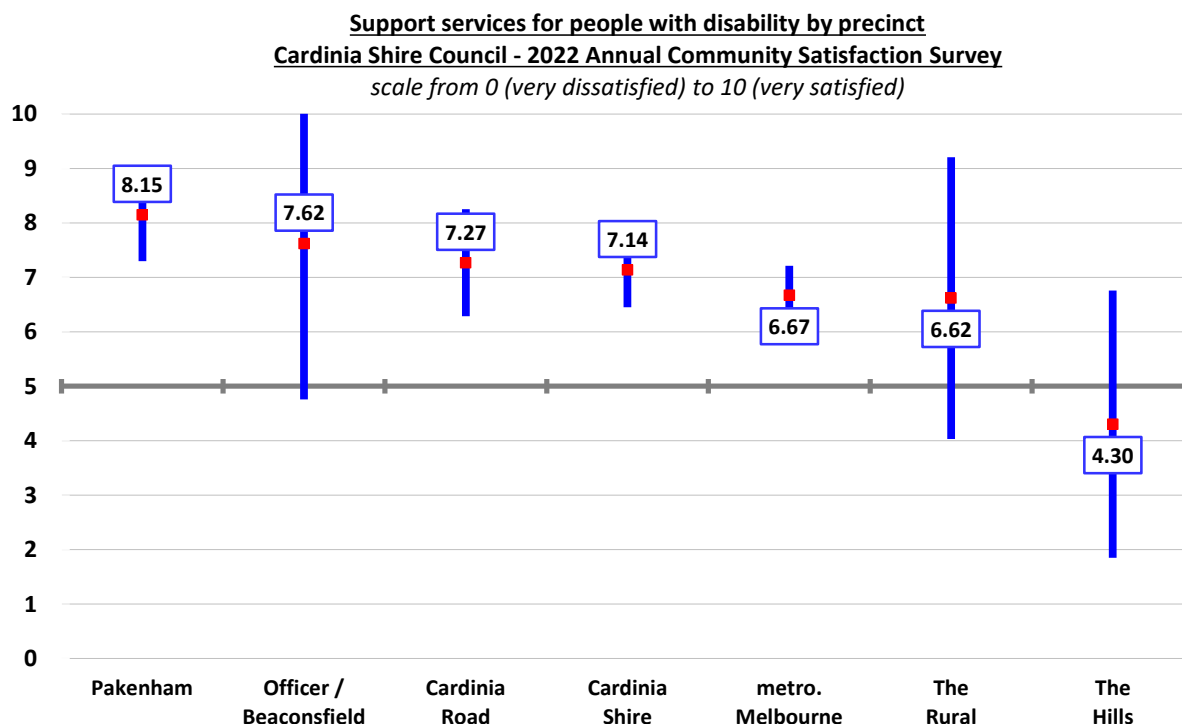
It is noted that respondents from households with a member with disability rated satisfaction at 7.13.

As outlined in the following graph, there was no measurable variation observed across the municipality, due in large part to the very small sample size for these services.

This result was comprised of 54.3% “very satisfied” and 14.6% “dissatisfied” respondents, based on a total sample of 67 of the 74 respondents (8.2%) who had used these facilities in the last 12 months.

By way of comparison, this result was notably but not measurably higher than the metropolitan Melbourne average with the “services for persons with disability” of 6.67, as recorded in the 2022 *Governing Melbourne* research. This variation was not significant, however, given the very small sample size of just 67 respondents.





There were 10 comments received from respondents “dissatisfied” with support services for people with a disability, as outlined in the following table.

Reasons for dissatisfaction with support services for people with disability
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Not enough services for people with disability, the services are basically non existent. Need to have more meaningful programs	4
Existing facilities should be upgraded for disabilities group	1
I am not aware of any	1
Mental health support is not available. Needed to book someone in and had an over 8 week waiting list	1
Not enough parking for disability people, can't get through the doors, hard to get on trains	1
Onus is left on friends and family	1
Poor access to shops in Main St for the disabled	1
Total	10

Comments on other services (not included elsewhere)

There were 20 comments received from respondents “dissatisfied” with other services and facilities not specifically included in the survey, as well as some more general comments about Council services and facilities, all as outlined in the following table.

Reasons for dissatisfaction with all other services
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Service</i>	<i>Reason</i>	<i>Number</i>
All / in general / not specific service	I've lived here my entire life and it looks nothing like how it did before. The Council is ripping this area of it's natural beauty	1
	None are satisfactory	1
	None of the maintenance or services mentioned here are being done in the area	1
	Not enough 24 hour convenience stores	1
	Poor services	1
	Support services aren't efficient	1
	Unnecessary service that is non essential	1
Building, planning / development	Country being turned into housing	1
	Larger community coming to this Council, needs to consider infrastructure	1
	Limiting subdivisions	1
	To hard to get building permit	1
Shops / entertainment venues	More cafes will be better	1
	No cinema, restaurants and night life	1
	Not enough shops for the locals and they have to travel to fountain gate to get what they require	1
	Not much entertainment outlets	1
Public transport	Good if you can upgrade Beaconsfield train station	1
	Too many bus replacement, should improve train services	1
Postal service	Need postal services here	1
Schools	Not enough colleges	1
	Should be more schools	1



Funding priorities for Council

Respondents were asked:

“Thinking about all the services, facilities, and activities provided by Council, are there any areas of Council that you feel should receive more funding, and any that you feel should receive less funding?”

There was a total of 90 comments received from respondents as to areas of Council services, facilities, or activities that they believe should receive additional funding. These responses have been broadly categorised, with the verbatim comments outlined in the following table.

In summary, these results reflect the issues raised by respondents in the [Current Issues for people living in the Cardinia Shire](#) section of this report, where a more detailed breakdown is provided by precinct and by respondent profile.

In response to this question, the most common areas that respondents believe should receive additional funding include road maintenance, repairs, and upgrades (14 responses), street trees (5 responses), drains (4 responses), and the maintenance of existing assets including amenities over new assets (3 responses).

Areas of Council that should receive more funding
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Infrastructure</i>	
Road maintenance and repairs	14
Drain maintenance	4
Footpath maintenance	2
Maintenance of street lighting	2
Footpaths on both sides of the road	1
Grading / sealing of unsealed roads	1
Lighting systems in the street	1
Maintaining existing assets, including road	1
More street lighting	1
New road at Deveney St entrance	1
Roads, because we still have dirt roads, service roads	1
<i>Waste and recycling</i>	
Garbage collection	1
Green bin for all household	1
Hard rubbish collection	1
Increasing frequency of yellow bin	1
More funds in segregation of rubbish type	1

<i>Community services</i>	
Disability services	2
Activities for kids	1
Community support	1
Disability support services for young adults	1
Maternal services	1
Men's health	1
Mental health	1
Services for senior people	1
Services for women	1
Youth services	1
<i>Parks, gardens, bushland, open spaces, playgrounds</i>	
Maintenance of street trees	5
Parks	2
Gardening or landscape	1
Maintained and provision of parks	1
Maintaining existing assets, including parks	1
Maintenance of nature strips	1
More bushes	1
Playground for kids in Emerald area	1
Playgrounds	1
<i>Other facilities</i>	
Maintaining existing assets, including amenities	3
Affordable amenities	1
All the services	1
Sport and recreation facilities and engagement	1
Arts centres	1
Education and events or cultural festivals	1
<i>Council management, communication, and consultation</i>	
Community consultation	1
Customer service	1
Fast track building permit and planning permit	1
Get people with real qualification and stay in community	1
Shire Council workers being accountable	1
<i>Cleaning and maintenance</i>	
Beautification	1
Cleanliness of public space	1
Overall town maintenance in Garfield	1



<i>Other priorities</i>	
Bushfire precautions / hazard maintenance	2
Environment related initiative	1
Equestrian facility	1
Farm is being unaffordable	1
Look after the farmers	1
More facilities outside of Pakenham	1
Pension schemes	1
Police station and guards	1
Public transport	1
Road safety	1
Safety	1
Safety for kids	1
Shopping malls	1
Social justice	1
Total	90

There were only 16 responses received from respondents in relation to areas of Council that they believe should receive less funding.

Areas of Council that should receive less funding
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Climate change	1
Community functions	1
Council should be shut down	1
Councillors pockets	1
Emerald	1
Environmental events	1
Leisure centre in winter	1
Overdesigned facility buildings, build practical buildings that do the job needed	1
Pakenham	1
Parks (we already have enough)	1
Programs for youth	1
Public toilets	1
Puffing Billy	1
Recreation reserves	1
Roads - New / resurface	1
Spend less on cultural centres	1
Total	16



Planning and housing development

Satisfaction with aspects of planning and housing development

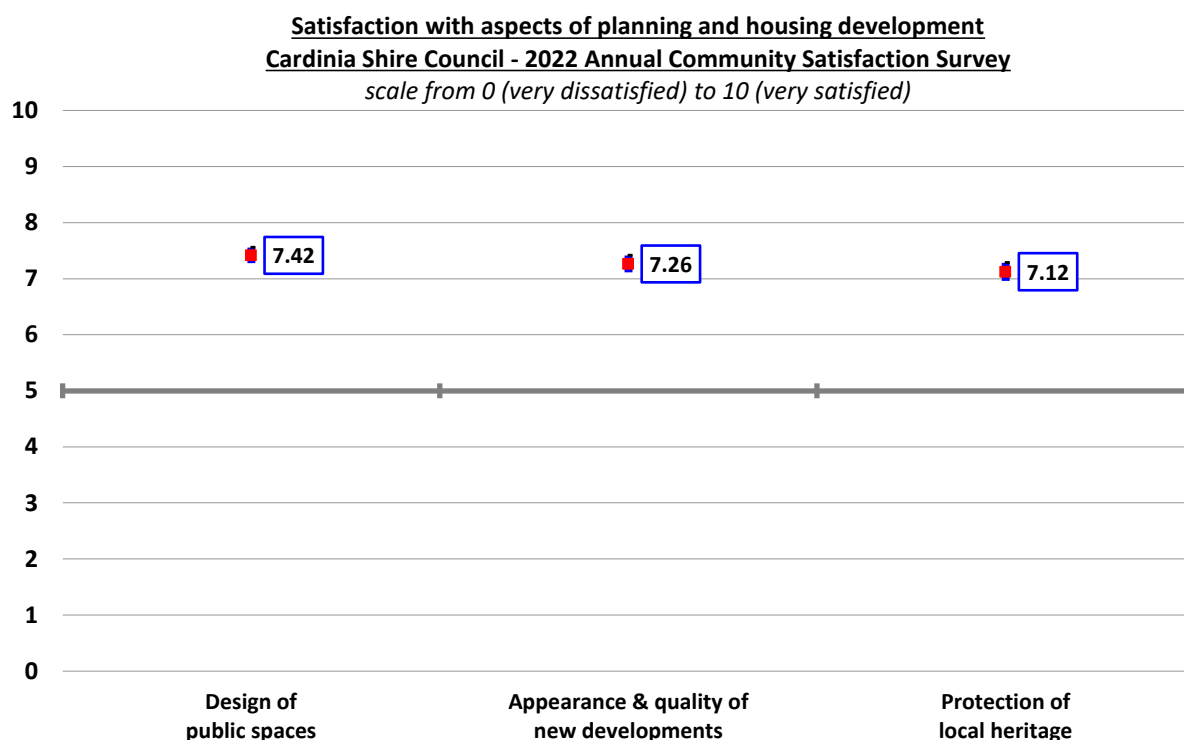
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of the planning and development in your local area?”

All respondents were asked to rate their satisfaction with three planning and development outcomes, including the design of public spaces, the appearance and quality of new developments, and the protection of local heritage.

Average satisfaction with the design of public spaces and the appearance and quality of new developments were both rated at “very good” levels, whilst satisfaction with the protection of local heritage was rated at a “good” level.

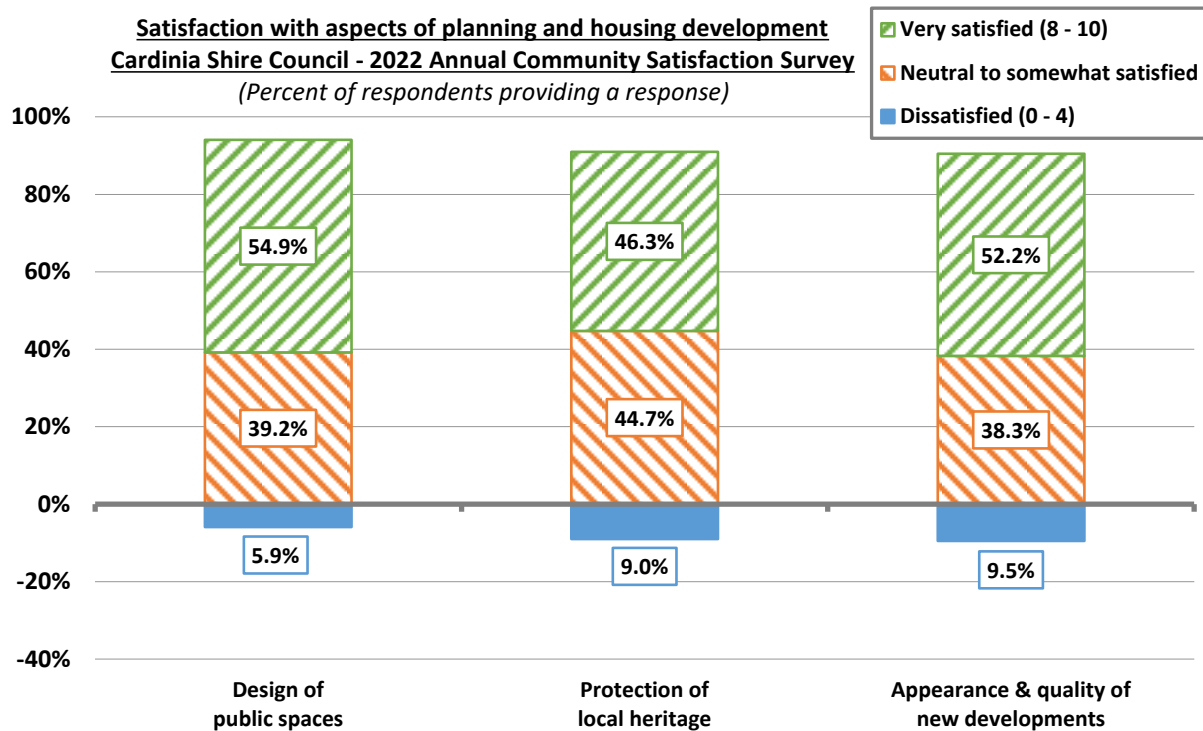
Metropolis Research notes that these are very good results for planning and development, reflecting significant community satisfaction with this area of Council performance.



The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).



Approximately half of the respondents providing a satisfaction score were “very satisfied” with each of the three aspects of planning and development, whilst less than 10% were dissatisfied.

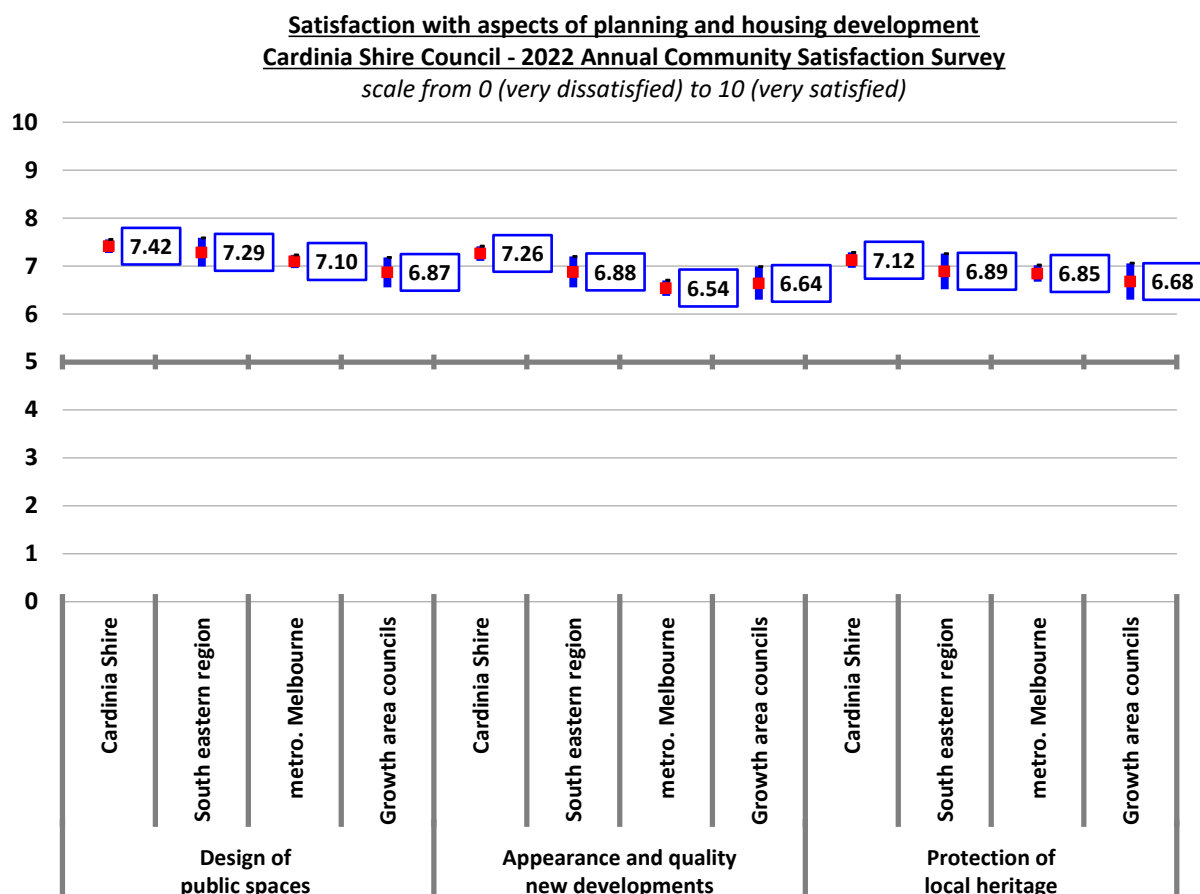


The following graph provides a comparison of these results against the metropolitan Melbourne, southeastern region councils', and growth area councils' satisfaction scores, as recorded in the 2022 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2022, using the telephone methodology.

Metropolis Research notes that satisfaction with each of the three aspects of planning and housing development was marginally higher in the Cardinia Shire than the southeastern region councils' average, notably higher than the metropolitan Melbourne average, and measurably higher than the growth area councils' averages.

These results reinforce the finding that the Cardinia community, as a whole, was well satisfied with Council's performance in relation to core planning and development outcomes.



Appearance and quality of new developments

There was measurable variation in satisfaction with the appearance and quality of new developments observed across the municipality.

Respondents from the growth area precincts were more satisfied with these planning and development outcomes than respondents from the Rural and most notably, the Hills precinct.

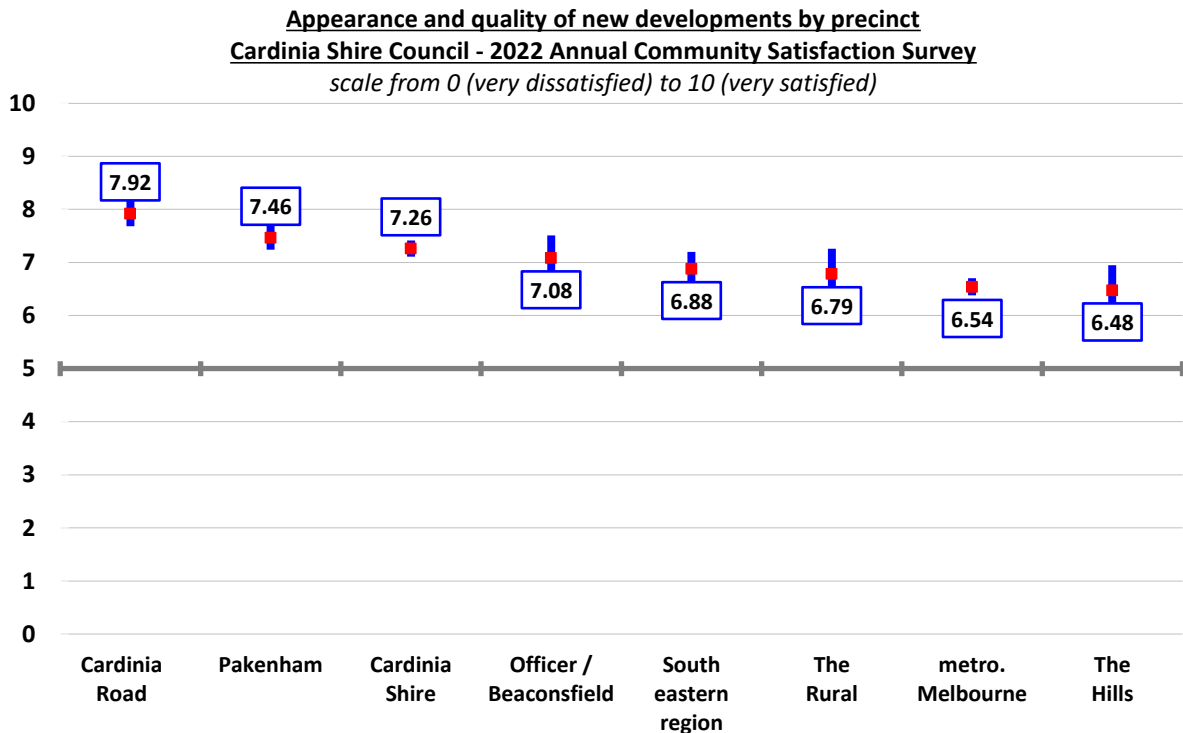
Respondents from Cardinia Road precinct were measurably more satisfied than average, and at an “excellent” level, whilst respondents from Pakenham were somewhat more satisfied and at a “very good” level.

These are very strong results, which reflect significant community satisfaction in the growth areas with the appearance and quality of new developments in their local area.

Satisfaction was somewhat more muted for respondents from Officer / Beaconsfield, at 7.08, which was a “good” level of satisfaction.

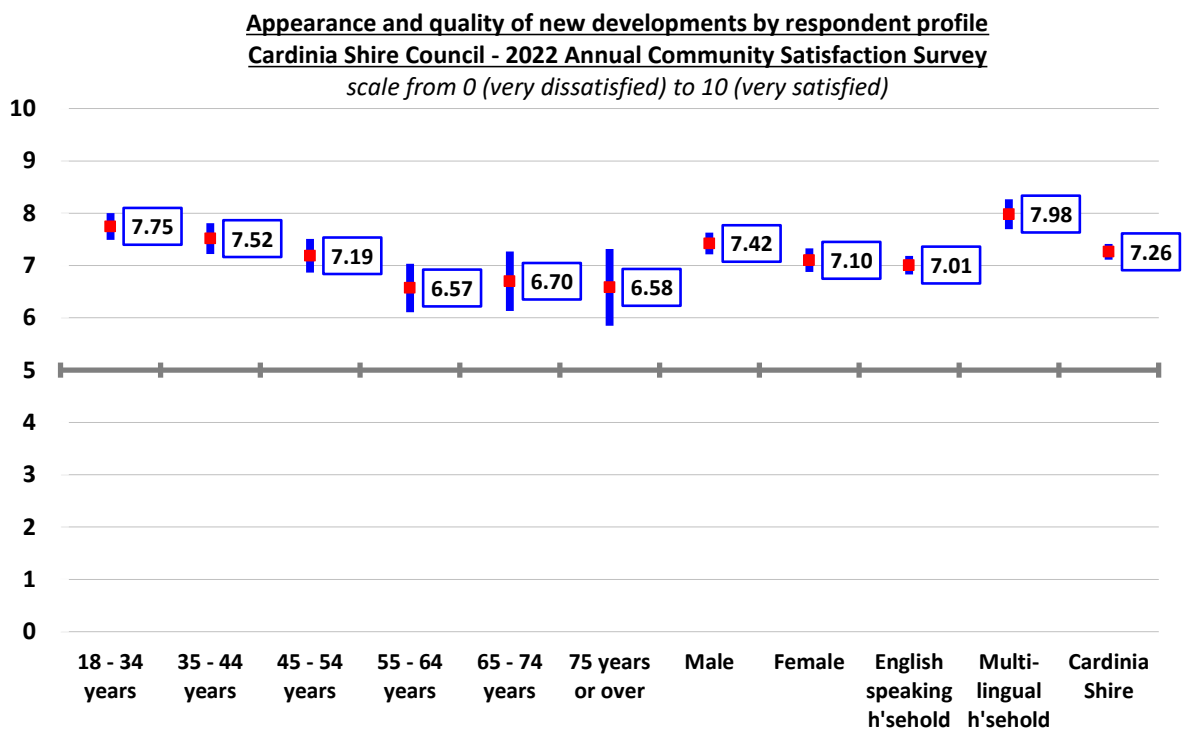
By contrast, respondents from the Hills precinct were measurably and significantly less satisfied than average, and at a “solid” level of satisfaction.





There was measurable and significant variation in satisfaction with the appearance and quality of new developments observed by respondent profile, as follows:

- **Age structure** – satisfaction declined notably with age, from an “excellent” 7.75 for young adults (aged 18 to 34 years) to a low of 6.57 for older middle-aged adults (aged 55 to 64 years).
- **Gender** – male respondents were marginally but not measurably more satisfied than females.
- **Language spoken at home** – respondents from multilingual households were measurably and significantly more satisfied than respondents from English speaking households.



There was also measurable variation in satisfaction with the appearance and quality of new developments observed by housing situation and period of residence in the Shire. Homeowners and mortgagor households were notably less satisfied than rental households.

Satisfaction declined measurably with the period of residence in the Shire, with new residents measurably more satisfied than long-term residents (10 years or more in the Shire).



Examples of and comments about specific developments

There was a total of 66 general comments about the appearance and quality of new developments, as well as 30 comments referring to specific sites or areas of concern to respondents.

The verbatim comments are outlined in the following table.

The most common reasons why respondents were dissatisfied with the appearance and quality of new developments included concerns around high density or overdevelopment, the perception that housing blocks were too small, the perception that developments are too dense and closely packed, and comments about the perception that new developments were unappealing in a variety of ways.

In relation to the specific sites or areas of concern, it is noted that these were spread across the municipality, with some concern about developments in the non-urban areas, as well as some concerns around development within Pakenham.



Reason for dissatisfaction with the appearance and quality of new development

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
High density / overdevelopment	9
Blocks too small	8
Don't fit in with local aesthetics / destroys atmosphere	6
Ugly / bad design of homes and units	5
Are there any? / don't see much here	4
New housing mostly dogboxes / Legos	3
It's a small country town and there's new estates and we are losing the feeling of country like feeling	2
No community consultations being made for them	2
Not enough local spaces for recreation and there is not many parks	2
Roads are too small	2
Block all the view after construction. No consultation	1
Blocks too small/overcrowded, streets becoming double parked on both sides makes them too narrow/doesn't leave enough space for emergency services vehicles to access houses	1
Building a lot of areas with blocks too small, housing too close together, lowers quality of life for people living in the developments	1
Covering country in concrete	1
In general, the developments	1
Inadequate infrastructure to cope with it	1
Infrastructure quality is lagging	1
Long term strategic planning issues	1
Loss of opportunity	1
Most housing developments (new estates)	1
New estate houses too close together, cramped and right on top of each other. Not enough space to park outside garages without being on footpath	1
No consideration of roads and other services	1
No parking	1
No thoughts about the two storey town houses and how ugly they look	1
Not enough open space to grow trees	1
Not thinking about traffic and space it's all for the money	1
Oversize spending on these areas	1
The removal of farmlands for developments	1
The way they built everything all over the place, access to major amenities is very difficult	1
There are too many new houses being built in an area that already has high volumes of traffic. I feel that it will only get worse because there isn't much room to make more roads to cope with the growth	1
They have taken down most natural assets to replace them with tall buildings. It's becoming less country-like and more like the city	1
Too many subdivisions at the moment and all about the money	1
Worry about traffic congestion - and facilities	1
Total	66

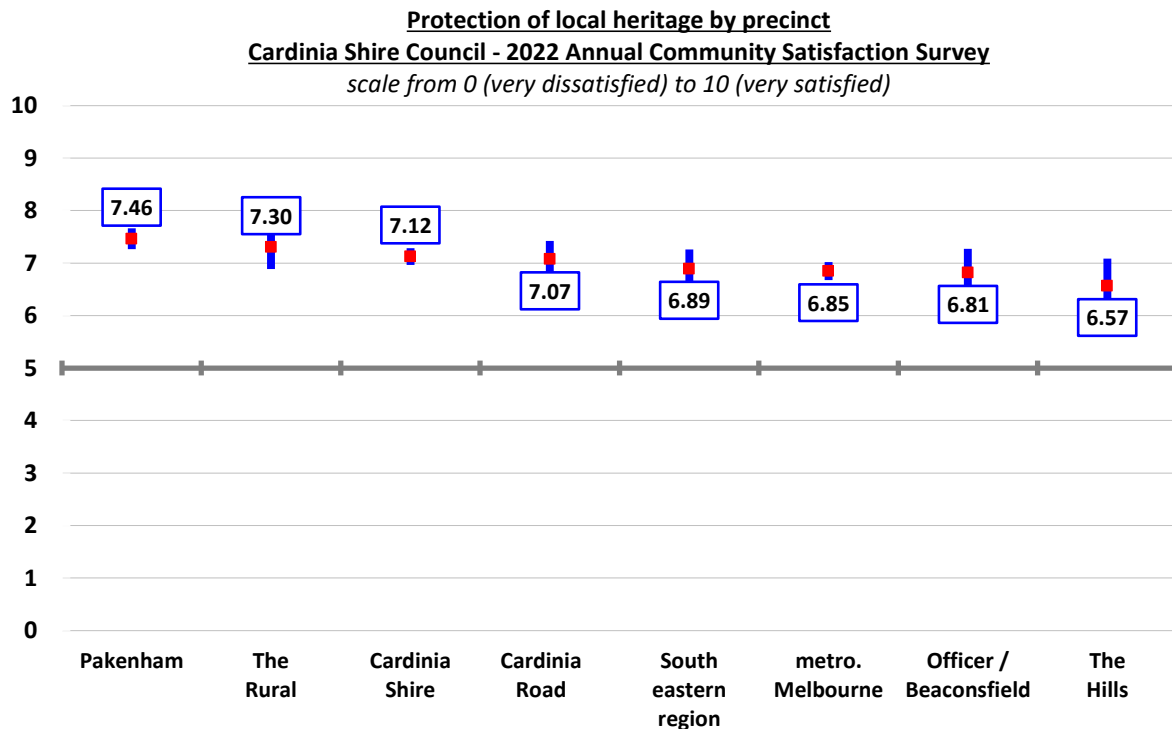


<i>Specific sites identified by respondents</i>	
The community hall in Emerald does not suit the area	3
Too many housing developments and blocks too small, lost its appeal (Silver Gum Drive)	2
Development in Sutherland Road	1
Development in Young Street, 6 years with a temporary fence	1
Because things approved will fit beautifully into the Officer area but not this neighbourhood (Sylvia Road)	1
Bigger developments in Officer and Toomuc Valley	1
Cramming more in small spaces in Gembrook	1
Design of townhouses is not right for Pakenham since we have the land size	1
Destroying the environment due to over population (Pakenham Central)	1
Development of service station near Beaconsfield promotes commercial and fast culture	1
I think they are too many units in small space (nearby the Pakenham station)	1
Jefferson Rd	1
Kings Rd Emerald. Traffic problem with all the new units	1
Little Saints childcare centre	1
Narrow road in near development housing area around Pakenham	1
Not enough room for parking and to have visitors over, especially in Koo Wee Rup housing estates	1
Pakenham Ahern Rd development is hazard but Council don't take any actions	1
Pakenham East has too much development going on	1
Pakenham South	1
Shops in Cardinia highway will add more traffic	1
The aged care facility	1
The development at the toilet block at the park looks more modern and does not fit in	1
The new housing in Gembrook	1
The nursing home doesn't fit into the environment, Salisbury House	1
The railway construction in corner of Pearson and Main St is poor and worst thing to put as it still part of the town and could have put further out	1
Town has no shop for books etc.	1
Ugly, one near Police Station on Lakeside Blvd	1
Total	30
Total	96



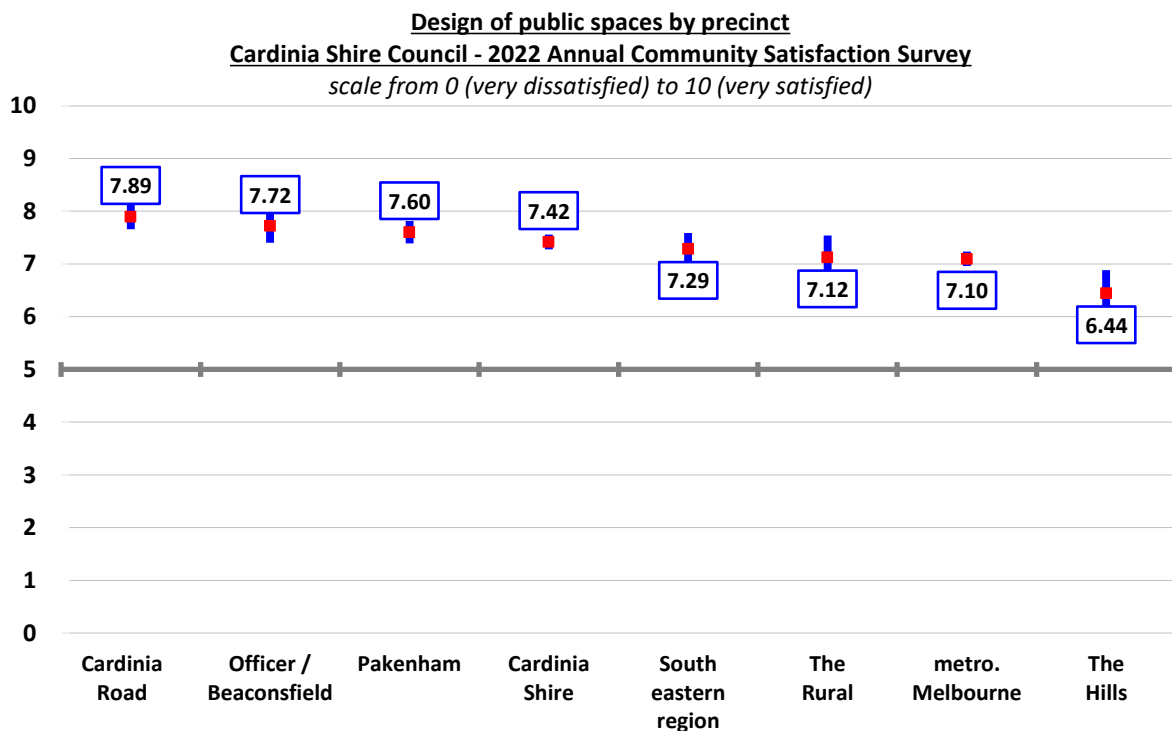
Protection of local heritage

Respondents from Pakenham were measurably more and respondents from the Hills precinct measurably less satisfied than average with the protection of local heritage.



Design of public spaces

Respondents from Cardinia Road were measurably, and respondents from the Hills measurably less satisfied than average with the design of public spaces.



Planning for population growth

Respondents were read the following preamble:

The State Government has planned for the population of Cardinia Shire to increase by approximately 50,000 more people by 2036, reaching approximately 178,000. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

Respondents were then asked:

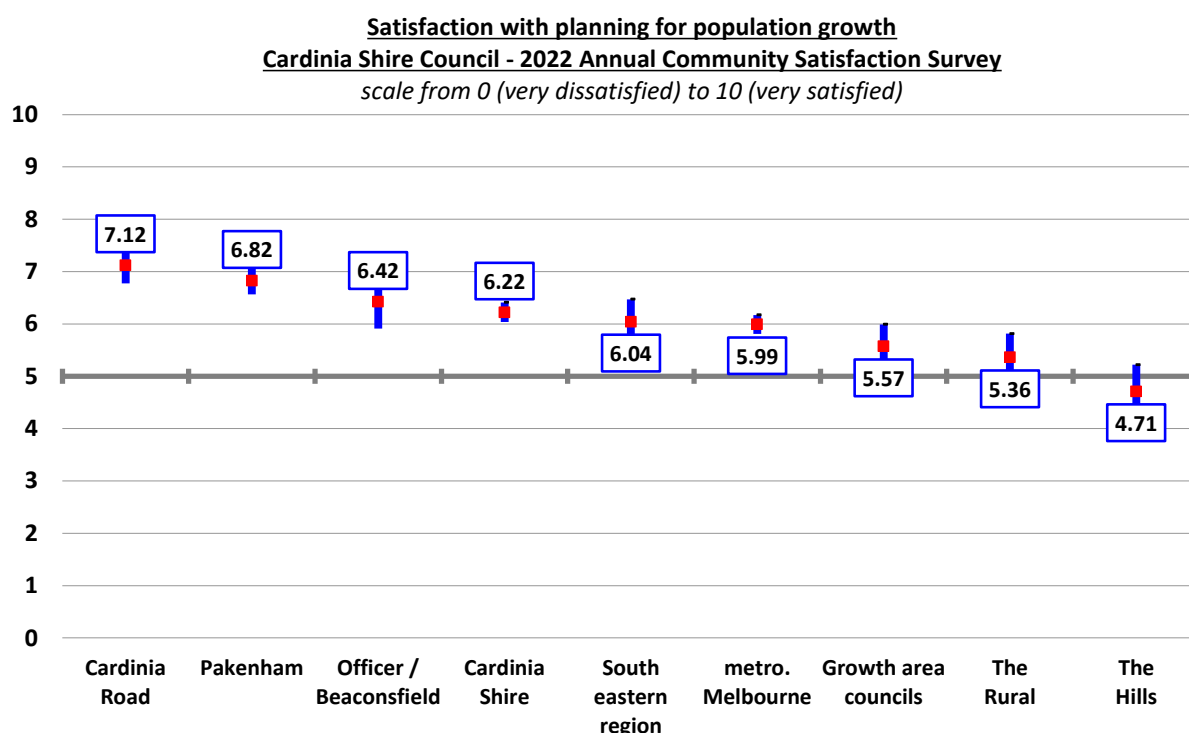
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth (by all levels of government). If rated less than 5, what concerns you most about population growth?”

Respondents were provided basic information on the projected population growth for the Cardinia Shire by 2036, and informed that planning for population growth was a shared responsibility between local and state government.

This was done, as it is unreasonable to expect the community to have sufficient information on planning responsibilities to be able to render a satisfaction with planning for population growth limited only to those aspects which are largely within the control of local government.

Satisfaction with planning for population growth was 6.22 out of 10, or a “solid” level.

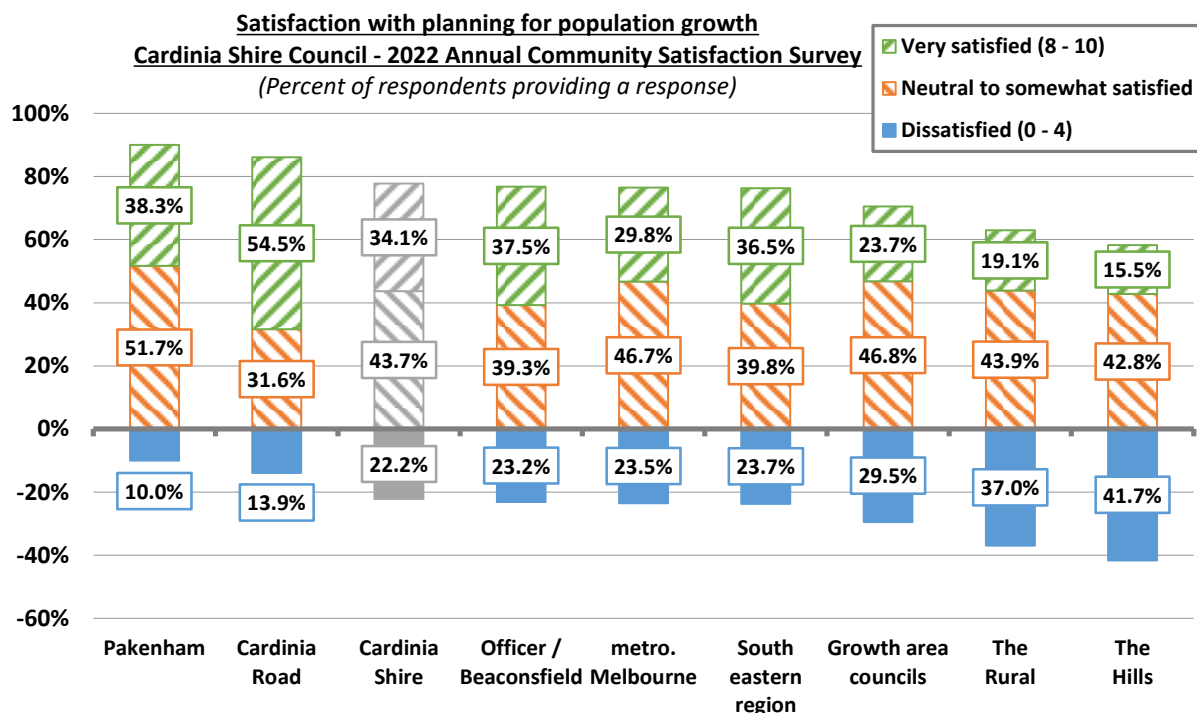
This result was measurably higher than the growth area councils’ average of 5.57, marginally higher than both the southeastern region councils’ average of 6.04 and the metropolitan Melbourne average of 5.99, as recorded in the 2022 *Governing Melbourne* research. *Governing Melbourne* was conducted independently by Metropolis Research in January 2022 using the telephone methodology.



There was measurable and significant variation in satisfaction with planning for population growth observed across the municipality, as follows:

- **Cardinia Road and Pakenham** – respondents were measurably and significantly more satisfied with planning for population growth than the municipal average.
- **The Rural and Hills precincts** – respondents were measurably less satisfied than average, and at “very poor” and “extremely poor” levels of satisfaction respectively.

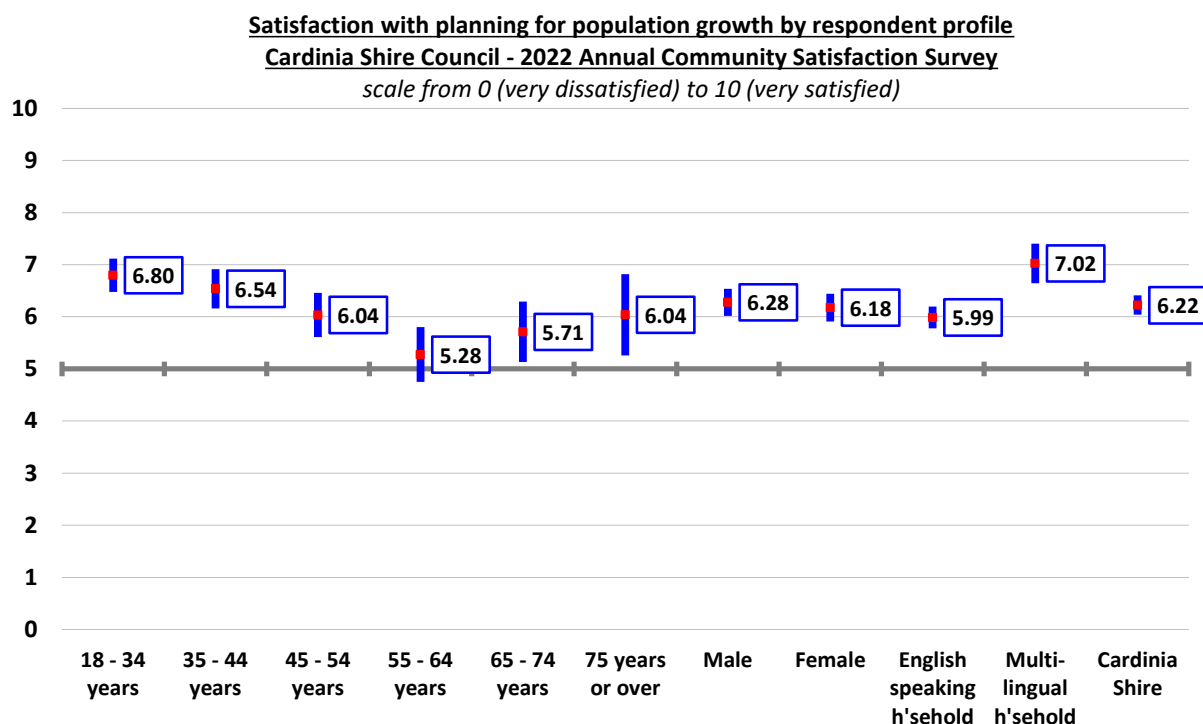
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction from five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).



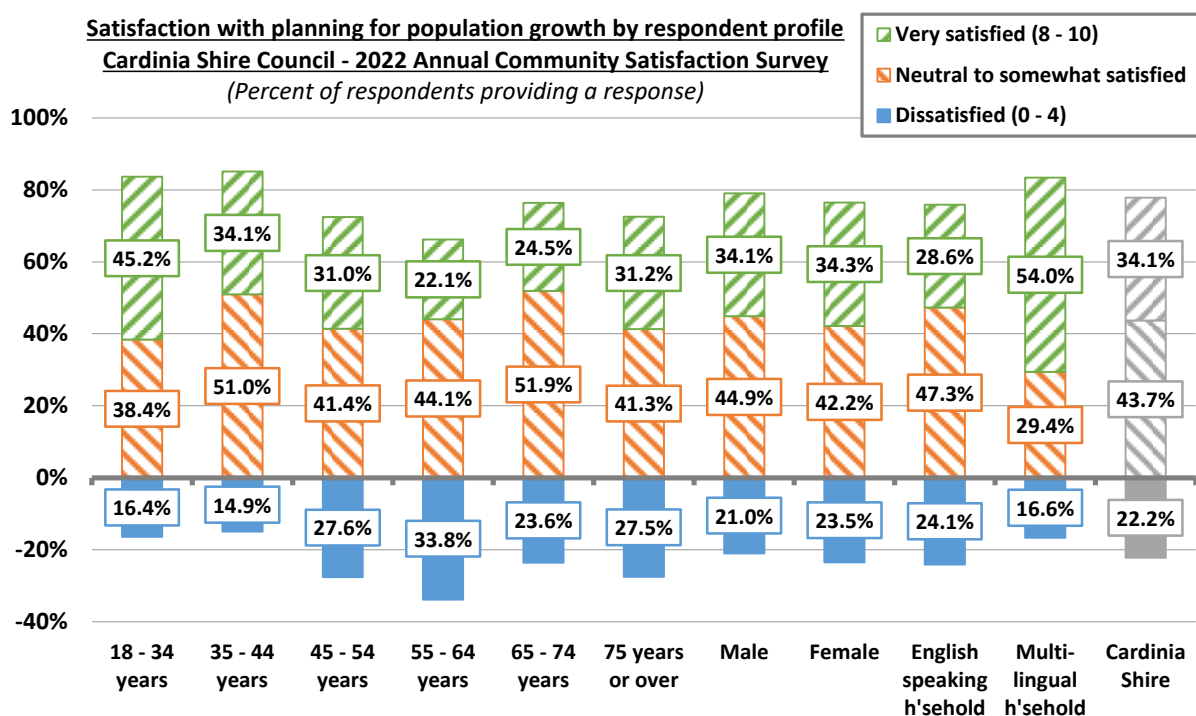
The following graphs provide a comparison of satisfaction with planning for population growth by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the Cardinia Shire, and household structure.

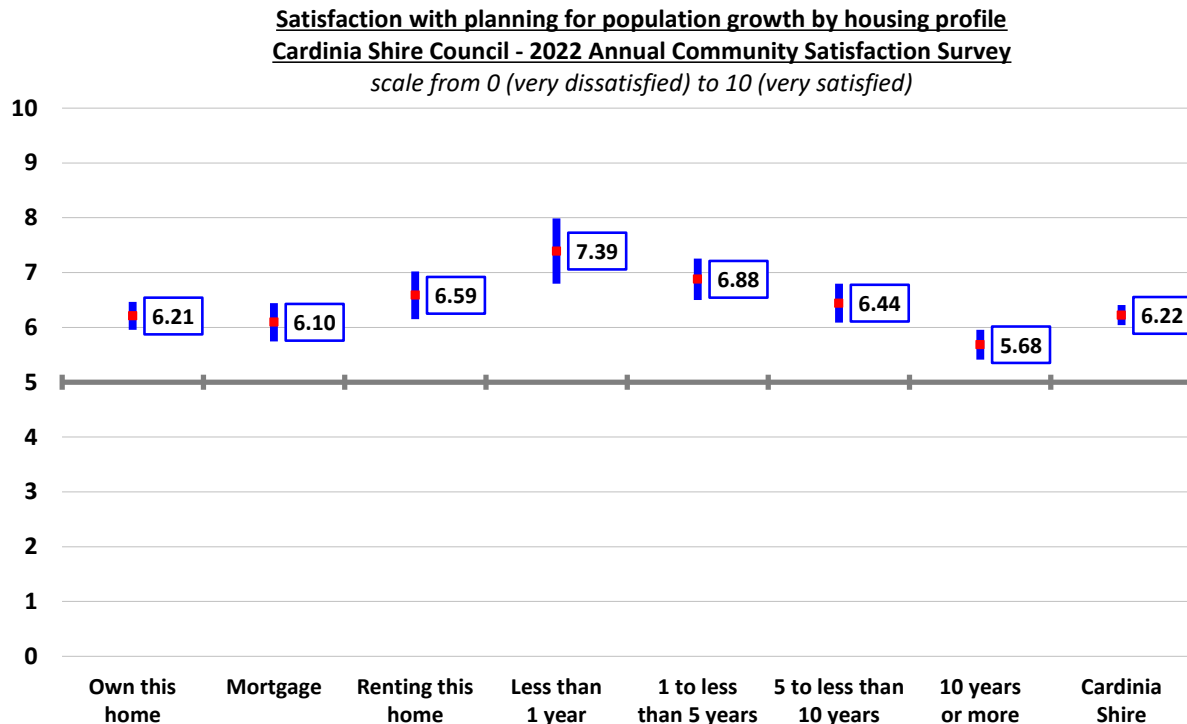
Attention is drawn to the following variations of note:

- **Notably more satisfied than average** – young adults and adults (aged 18 to 44 years), multilingual households, rental households, and new and newer residents (less than five years in the Cardinia Shire), two-parent families with youngest child aged 0 to 4 years, and two-parent families with youngest child aged 13 to 18 years, and group household respondents.
- **Notably less satisfied than average** – older middle-aged adults (aged 55 to 64 years), long-term residents (10 years or more in Cardinia Shire), and sole person household respondents.

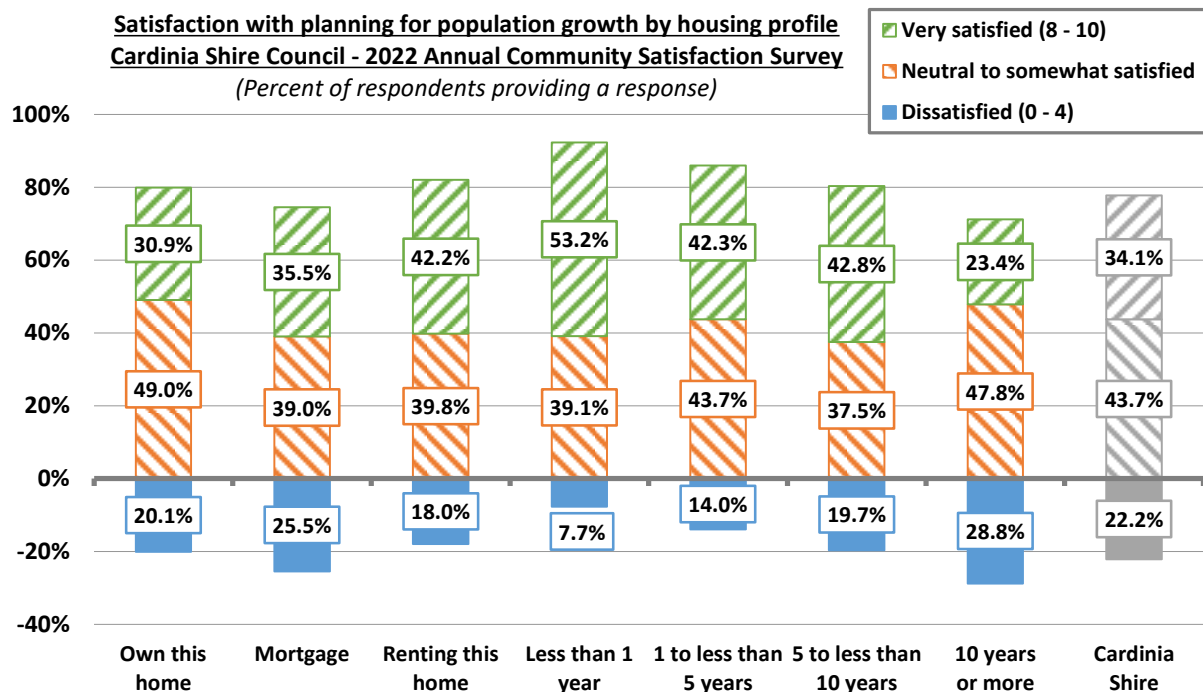


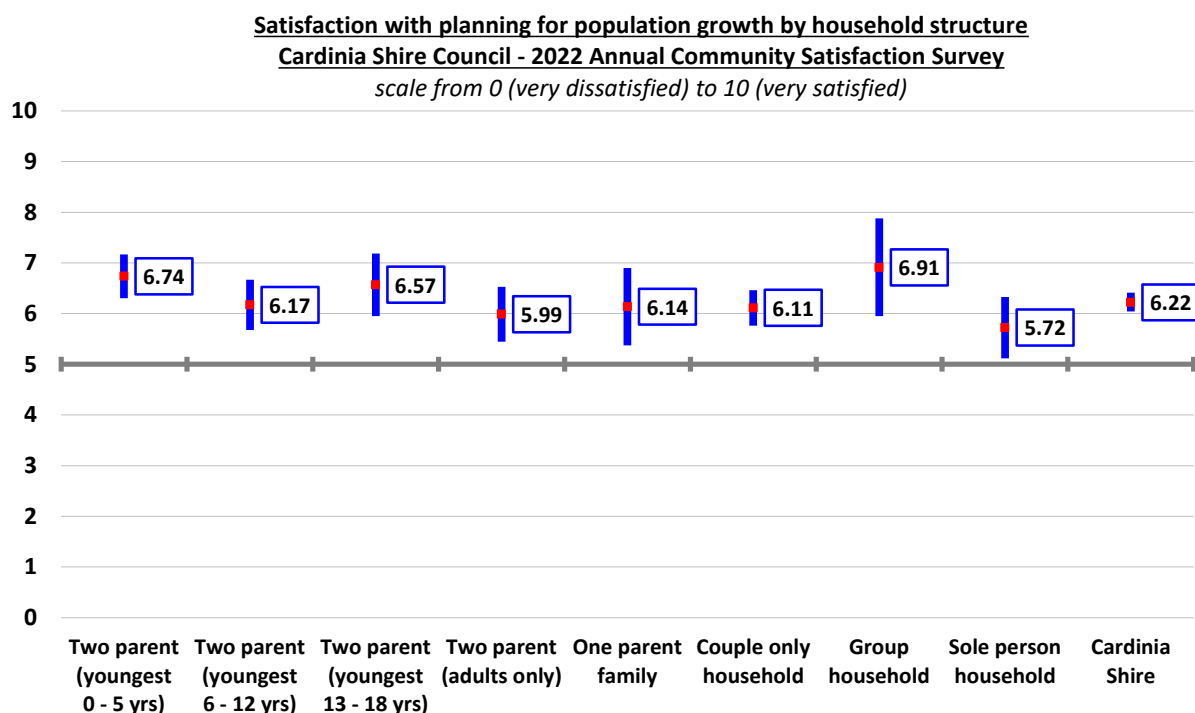
Particular attention is drawn to the fact that one-third of older middle-aged adults (aged 55 to 64 years) were dissatisfied with planning for population growth.



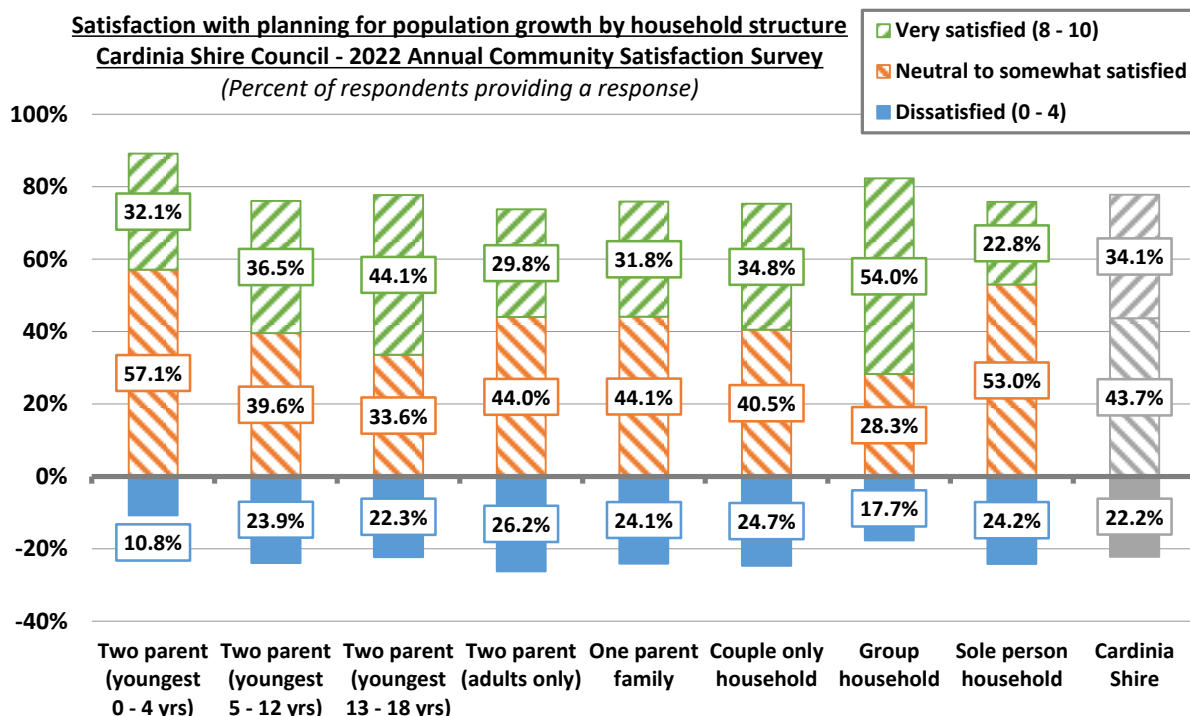


It is noted that one-quarter or more of mortgagor household respondents and long-term residents (10 years or more in the Cardinia Shire) were dissatisfied with planning for population growth. By contrast, more than half of the new residents (less than one year in the Cardinia Shire) were “very satisfied”.





There was relatively less variation in the percentage results based on household structure than was evident in relation to housing situation, period of residence, or age structure, although it is noted that more than half of the group household respondents were “very satisfied” with planning for population growth.



Reason for dissatisfaction with planning for population growth

There was a total of 220 comments received from respondents who were not satisfied with planning for population growth by all levels of government.

These comments have been broadly categorised as follows, with the verbatim comments included in the following table.

These comments have been summarised as follows:

- *Concerns around impact on parking, traffic, roads, and public transport* (71 comments).
- *Comments on planning and housing development* (33 comments).
- *Concerns around population number / speed of growth* (28 comments).
- *Concerns around the impact on services and facilities* (27 comments).
- *Concerns around impacts on infrastructure* (22 comments).
- *Concerns around impacts on habitat / environment / open spaces* (17 comments).
- *Concerns around safety and crime* (6 comments).
- *Concerns around loss of / impact on farming and agricultural land* (5 comments).
- *Other comments and concerns* (13 comments).

Metropolis Research notes that when this question has been asked elsewhere, the results are consistent with those observed for the Cardinia Shire.

Residents of growth area councils tend to be more concerned around the speed of growth and its impact on transport and other infrastructure, as well as access to services and facilities. This is clearly evident in these results, as some residents in growth areas are concerned that additional population may outstrip the development of additional infrastructure and impact on their access to services. Some services of most concern often focus on services for young children, as well as schools, and health services such as hospitals.

There were also a sizeable number of comments from respondents concerned about the nature of development occurring. This has been observed elsewhere in this report, including the preceding question on the appearance and quality of new developments. There clearly appear to be some in the Cardinia community who have some concerns about the nature of new housing stock being developed in parts of Cardinia.

Metropolis Research notes that the diverse nature of the Cardinia Shire in terms of three distinct areas (growth areas, rural, and the hills) brings with it a diversity of views about the impact of population growth, and this is evident in these results. For example, particular note is made of the comments by a small number of respondents about the impact of population growth on the natural environment of Cardinia.



Reasons for dissatisfaction with planning for population growth
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Parking, traffic, roads, and public transport</i>	
Traffic congestion	23
Roads not designed / keeping up with the growth	12
Poor / lack of public transport	5
Lack of roads infrastructure / no new roads	4
Roads and road networks	4
Lack of parking / already insufficient now	3
Concern of traffic congestion due to overpopulation	2
Increased toll, wear and tear on roads	2
Roads aren't wide enough	2
The roads are still unsealed	2
Build roads ready for the increase in traffic at the beginning, rather than a couple of years down the track having to cause so much disruption widening roads	1
Government has known housing and population growth was coming for 34 years ago (development project), but e.g. the Monash still being upgraded. Recent railway crossing removals good however	1
Having enough transport and road infrastructure for large develop infrastructure	1
Inadequate upgrade of roads	1
Need to consider public transport to support the growth	1
Not a lot of public transport in the area - travel to distance to get to somewhere -	1
Potential issue in creating sufficient road facilities to supporting growth	1
Roads are bad, no planning at all	1
The Council hasn't considered resolving the peak traffic issue due roadworks and damages or the volumes of traffic	1
The infrastructure for travelling to the city is terrible and does not meet the growth	1
Worried about the condition of roads and road planning in Officer, Pakenham etc.	1
Worried about traffic management in Officer, Pakenham etc.	1
Total	71
<i>Planning and housing development</i>	
It is growing too fast, too much	5
Too many houses / too dense	4
The number of developments being built versus how much space is available	2
Building houses for too low prices creating slums	1
Building too many slap-up houses	1
Can't rent out my houses due to the regulations	1
Development is too tiny for housing, reduced liveability, reduced lifestyles. All for the money	1
Don't want this to be like a city	1
Haven't planned properly and did not ask the community more about their wishes or opinions on the new developments	1
Home ownership, housing affordability, social housing	1



Housing blocks too small, no backyards	1
I don't like high rise building that's comes with population growth	1
Is there any planning? Need to work or more medium density development with public transport + walking / biking built into it	1
It's growing too fast and no forward thinking. They should have planned well, and the infrastructure hasn't kept up with the population growth	1
Lack of spacing between houses	1
Land developers are not doing it well	1
Need to start rezoning Council area to accommodate difference between precincts i.e., Pakenham	1
Not planning well at all	1
Overlays not allowing subdivisions. Very restrictive, minimum size 38 acres doesn't make sense as the properties are no longer sustainable	1
Ridiculous, issues are the building of apartments, destroying the landscape and views	1
Seem to pick cheapest possible land and subdivide as much as possible, housing getting further and further from stations and public transport	1
State have upgraded freeway more times than I can count. Planning?	1
There are too many subdivisions and development project	1
They are not thinking properly from a future perspective	1
Turning country to concrete	1
Total	33

Population

Overpopulation	12
Growing too fast / too much	3
The area becoming too congested and busy	2
We have enough people already / don't need more	2
Don't want any more people up in Cockatoo	1
Emerald population is too big and shouldn't be impacted by this statement	1
It's overpopulated now, and is changing the flavour of the area	1
Overcrowding, too many people per block	1
Rural areas overpopulated	1
They have completely dropped the ball on that and overpopulated Garfield	1
Too many people, this is country area, they are making it suburban	1
We cannot keep bringing people in when we don't have space	1
We had a big influx of people in this area and not sure if the Council could manage	1
Total	28

Services and facilities

Lack of facilities / not enough for existing population	4
Not enough amenities like medical, hospitals, doctors, health infrastructure etc.	4
Schools not keeping up with growth. More schools will be needed	4
More shops / shopping centres	3
Lack of services / not keeping up with the growth	2
Don't have the right plans, no hospital, no schools	1
I feel there is a lack of secondary schools to facilitate growth	1
I'm worried about density in terms of getting around and access to facilities like schools	1
Need to improve facilities as it is currently not supporting current needs	1
Need to increase facilities to support the growth. Plans always take longer compared to development. Rate should be distributed fairly to the level of developments	1



No swimming and other facilities	1
Shopping centres and their carparks too small	1
They haven't provided or reserved enough land to build facilities to accommodate so much growth	1
They keep building houses with no facilities	1
Updated facilities for recreation and family	1
Total	27

Infrastructure

Lack of / not enough infrastructure to support growth	12
Lack of infrastructure like roads	2
Capacity of infrastructure to cope with growth	1
Concerned about viability of infrastructure in short term	1
Council needs massive community centres to accommodate the large population growth	1
End up when infrastructure not ready when development is launched	1
Infrastructure is way too low on importance	1
Lack of infrastructure even for existing regional area	1
NBN, mobile phones don't work in many areas	1
They're just concerned about new buildings and worry about infrastructure later	1
Total	22

Habitat / environment / open spaces

Less green as more houses developed	6
Environmental impact	3
Animal management	1
Destruction of habitat. I think we should preserve habitat. Roads aren't ready for this	1
Loss of open spaces	1
Need to protect the environment	1
Overpopulation leads to environmental damages	1
Rainforest area	1
The effect on wildlife	1
Very poor, State Government lost opportunity to change the style of environment	1
Total	17

Safety / crime

Too many people, potential increase in crime rate	3
Safety of area decreasing with increasing population	1
Worried what kind of people coming in. Security	1
Worry about security. Increased police patrol will be good	1
Total	6



<i>Farm / agricultural land</i>	
Don't get rid of farming lands and block sizes are too small	1
Farmland disappearing and the loss of rural land to housing developments is very sad to see	1
Its taking up farmland and natural habitats. Not enough services	1
Losing a lot of grazing and food growing land	1
The level of growth intended isn't appropriate for the area given the size of the freeway, and development is destroying farmland that should be used for crops instead of housing	1
Total	5
<i>Other</i>	
I live in a small town and would like it to stay that way	2
Lack of employment in the Shire	2
Affordability for current residents	1
Changing demographics and community feel	1
Council has no qualifications	1
Leave us alone	1
No consultation for railway towns. Nothing changes during / after the panel hearing for Nar Nar Goon	1
No one is doing anything about it	1
People losing houses to developments such as train station	1
Rates distributed inequitably	1
They aren't managing the funds they are gaining from the development	1
Total	13
Total	222

Current issues for people living in the Cardinia Shire

Respondents were asked:

“Can you please list what you consider to be the top three issues for people living in Cardinia Shire at the moment?”

Respondents were asked to nominate what they considered to be the top three issues for people living in the Cardinia Shire “at the moment”.

Approximately two-thirds (65.2%) of respondents nominated an average of a little less than two issues each.

It is important to bear in mind that these responses are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Cardinia Shire Council. Many of the issues raised by respondents are suggestions for future actions rather than complaints about prior actions, and many are issues that are principally the responsibility of the state government.



Far and away, the most nominated issue to address for the Cardinia Shire at the moment related to “road maintenance and repairs”, with almost one-fifth (19.6%) of respondents nominating issues categorised into this category. This is a notably higher proportion than the metropolitan Melbourne average of 13.1%.

This includes issues around the condition of roads, including whether they are sealed or unsealed, the provision of local roads, and issues such as potholes.

A detailed breakdown of the verbatim comments categorised as “road maintenance and repairs” and broken down by precinct is included in the following section.

The second most nominated issue was “traffic management”, which includes issues around commuting times, congestion, and the management of traffic more broadly, other than the condition of roads. It is noted that this issue was less commonly nominated in the Cardinia Shire than the metropolitan Melbourne average of 15.3%.

It is also noted that pre-COVID-19, traffic management related issues were nominated by approximately one-fifth of respondents across metropolitan Melbourne and tended to be much higher than that in the growth areas, particularly in areas such as the City of Whittlesea and the City of Wyndham. It will be interesting to observe if traffic management increases as an issue in Cardinia Shire in the next few years, as the pandemic eases.

The third most nominated issues related to “safety, policing and crime”, with 8.2% of respondents raising these issues. It is noted that this result is approximately double the metropolitan Melbourne average of 4.5%.

When compared to the metropolitan Melbourne average, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the telephone methodology, the following variations of note were observed:

- **Notably more commonly nominated in the Cardinia Shire** – includes road maintenance and repairs (19.6% compared to 13.1%), safety, policing, and crime (8.2% compared to 4.5%), and shops, restaurants, bars, and entertainment venues (6.1% compared to 1.0%).
- **Notably less commonly nominated in the Cardinia Shire** – includes traffic management (10.8% compared to 15.3%), rubbish and waste issues (2.6% compared to 5.0%), parking (2.2% compared to 8.0%), cleanliness and maintenance (2.1% compared to 4.6%), and footpath maintenance and repairs (1.8% compared to 6.6%).

There were a range of issues that appear to be negatively related to overall satisfaction. In other words, respondents who nominated these issues were less satisfied with Council’s overall performance than the municipal average.

These issues include traffic management, street trees, planning and development, Council rates, road maintenance and repairs, and drains. This is discussed in more detail in the [Satisfaction by top issues for the Cardinia Shire](#) section of this report.



Top issues for Cardinia Shire at the moment
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2022		2022
	Number	Percent	Metro.*
Roads maintenance and repairs	176	19.6%	13.1%
Traffic management	97	10.8%	15.3%
Safety, policing, crime	74	8.2%	4.5%
Shops, restaurants, bars and entertainment venues	55	6.1%	1.0%
Parks, gardens and open spaces	41	4.6%	12.8%
Street trees provision and maintenance	38	4.2%	8.4%
Building, housing, planning and development	37	4.1%	6.4%
Drains maintenance and repairs	37	4.1%	2.1%
Public transport	31	3.4%	2.1%
Street lighting	28	3.1%	2.4%
Council rates	27	3.0%	2.5%
Sports and recreation facilities	26	2.9%	1.9%
Rubbish and waste issues inc garbage	23	2.6%	5.0%
Communication, consultation and provision of information	22	2.4%	1.8%
General infrastructure provision and maintenance	22	2.4%	1.8%
Animal management	21	2.3%	1.5%
Parking	20	2.2%	8.0%
Cleanliness and maintenance of area	19	2.1%	4.6%
Education and schools	18	2.0%	0.4%
Footpath maintenance and repairs	16	1.8%	6.6%
Health and medical issues / services	16	1.8%	1.0%
Bushfire / emergency issues	15	1.7%	1.0%
Environment, sustainability and climate change	13	1.4%	2.6%
Bikes, cycling / walking tracks	13	1.4%	2.6%
Public toilets	13	1.4%	2.1%
Children activities and facilities	11	1.2%	2.3%
Cost of living	11	1.2%	0.0%
Council customer service / responsiveness	11	1.2%	1.3%
Hard rubbish collection	11	1.2%	1.9%
Dog off-leash issues	10	1.1%	1.6%
Dumped rubbish	10	1.1%	2.4%
Noise	10	1.1%	0.4%
Street cleaning and maintenance	10	1.1%	2.9%
Equal treatment of rural / urban areas	9	1.0%	n.a.
Library services	9	1.0%	0.5%
Community activities / centres / arts and culture	8	0.9%	1.8%
Council governance, performance and accountability	8	0.9%	2.3%
All other issues (35 separately identified issues)	104	11.6%	17.0%
Total responses	1,120		1,167
<i>Respondents identifying at least one issue</i>	<i>587</i> <i>(65.2%)</i>		<i>555</i> <i>(69.4%)</i>

(*) 2022 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some notable variation in the top issues to address observed across the municipality, with attention drawn to the following:

- **The Hills precinct** – respondents were measurably more likely than average to nominate road maintenance and repairs, notably more likely to nominate bushfire management / prevention, and somewhat more likely to nominate street trees, and drains maintenance and repairs.
- **The Rural precinct** – respondents were measurably more likely than average to nominate road maintenance and repairs, notably more likely to nominate drains maintenance and repairs, and somewhat more likely to nominate Council rates, and environment, sustainability, and climate change related issues.
- **Pakenham** – respondents were somewhat more likely than average to nominate safety, policing, and crime, as well as health and medical services and issues.
- **Cardinia Road precinct** – respondents were notably more likely than average to nominate shops, restaurants, bars, and entertainment venues, and somewhat more likely to nominate safety, policing, and crime issues, street lighting, education and schools, and animal management.
- **Officer / Beaconsfield** – respondents were somewhat more likely than average to nominate sports and recreation facilities, and rubbish and waste issues.

Top issues for Cardinia Shire at the moment by precinct
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

The Hills		The Rural	
Roads maintenance and repairs	41.3%	Roads maintenance and repairs	37.7%
Traffic management	10.6%	Drains maintenance and repairs	10.0%
Street trees provision and maintenance	8.8%	Building, housing, planning, development	7.7%
Drains maintenance and repairs	8.1%	Traffic management	7.7%
Bushfire / emergency issues	6.3%	Council rates	6.2%
Building, housing, planning, development	5.0%	Safety, policing, crime	4.6%
Public transport	5.0%	Cleanliness and maintenance of area	3.8%
Street lighting	5.0%	Public transport	3.8%
Safety, policing, crime	5.0%	Envir., sustainability, climate change	3.8%
Parks, gardens and open spaces	3.8%	General infrastructure provision / mainten.	3.8%
All other issues	65.0%	All other issues	46.9%
Respondents identifying an issue	125 (78.4%)	Respondents identifying an issue	89 (68.7%)



Top issues for Cardinia Shire at the moment by precinct
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Pakenham	
Traffic management	12.9%
Roads maintenance and repairs	12.6%
Safety, policing, crime	12.3%
Shops, restaurants, entertainment venues	7.4%
Parks, gardens and open spaces	4.3%
Public transport	3.7%
Building, housing, planning, development	3.4%
Health and medical issues / services	3.1%
Rubbish and waste issues inc garbage	2.8%
General infrastructure provision / mainten.	2.8%
All other issues	44.9%
Respondents identifying an issue	192 (59.0%)

Cardinia Road	
Shops, restaurants, entertainment venues	11.5%
Traffic management	10.4%
Safety, policing, crime	8.8%
Parks, gardens and open spaces	8.2%
Roads maintenance and repairs	7.7%
Street lighting	6.0%
Street trees provision and maintenance	6.0%
Education and schools	4.9%
Animal management	4.9%
Communication, consultation, prov. of info.	3.3%
All other issues	57.1%
Respondents identifying an issue	120 (65.6%)

Officer / Beaconsfield	
Traffic management	9.7%
Sports and recreation facilities	6.8%
Building, housing, planning, development	5.8%
Rubbish and waste issues inc garbage	5.8%
Roads maintenance and repairs	4.9%
Education and schools	3.9%
Parking	3.9%
Footpath maintenance and repairs	3.9%
Safety, policing, crime	3.9%
Promote / improve community atmosphere	3.9%
All other issues	52.4%
Respondents identifying an issue	61 (59.4%)

Cardinia Shire	
Roads maintenance and repairs	19.6%
Traffic management	10.8%
Safety, policing, crime	8.2%
Shops, restaurants, bars and entertainment	6.1%
Parks, gardens and open spaces	4.6%
Street trees provision and maintenance	4.2%
Building, housing, planning, development	4.1%
Drains maintenance and repairs	4.1%
Public transport	3.4%
Street lighting	3.1%
All other issues	56.2%
Respondents identifying an issue	587 (65.2%)

South eastern region	
Roads maintenance and repairs	17.2%
Parks, gardens and open spaces	16.6%
Traffic management	16.6%
Street trees / nature strips	10.6%
Cleanliness and maintenance of area	6.6%
Rubbish and waste issues incl. garbage	6.6%
Public transport	5.3%
Safety, policing and crime	5.3%
Footpath maintenance and repairs	4.6%
Public toilets	4.0%
All other issues	36.4%
Respondents identifying an issue	98 (64.5%)

Metropolitan Melbourne	
Traffic management	15.3%
Roads maintenance and repairs	13.1%
Parks, gardens and open space	12.8%
Street trees / nature strips	8.4%
Car parking	8.0%
Footpath maintenance and repairs	6.6%
Building, housing, planning, development	6.4%
Rubbish and waste issues	5.0%
Cleanliness and maintenance of area	4.6%
Safety, policing and crime	4.5%
All other issues	61.3%
Respondents identifying an issue	555 (69.4%)



Issues by respondent profile

There was also some variation in the top issues to address observed by respondent profile, including age structure, gender, and language spoken at home.

It is noted that this variation was generally not statistically significant, however, it does provide some meaningful insight into how the issues of importance to the community varies for different types of residents.

Attention is drawn to the following:

- **Male** – respondents were somewhat more likely than females to nominate parks, gardens, and open spaces.
- **Female** – respondents were somewhat more likely than males to nominate shops, restaurants, bars, and entertainment venues.
- **English speaking household** – respondents were measurably more likely than respondents from multilingual households to nominate road maintenance and repairs, and somewhat more likely to nominate traffic management.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to nominate shops, restaurants, bars, and entertainment venues, parks, gardens, and open spaces, street lighting, and education and schools.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to nominate shops, restaurants, bars, and entertainment venues, and street lighting.
- **Younger middle-aged adults (aged 45 to 54 years)** – respondents were somewhat more likely than average to nominate Council rates
- **Older middle-aged adults (aged 55 to 64 years)** – respondents were somewhat more likely than average to nominate road maintenance and repairs, communication and consultation, and public transport.
- **Older adults (aged 65 to 74 years)** – respondents were somewhat more likely than average to nominate road maintenance and repairs, Council rates, communication and consultation, and Council customer service / responsiveness.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to nominate building, housing, planning, and development related issues.



Top issues for Cardinia Shire at the moment by respondent profile
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Male		Female	
Roads maintenance and repairs	20.8%	Roads maintenance and repairs	18.5%
Traffic management	12.0%	Traffic management	9.8%
Safety, policing, crime	7.9%	Safety, policing, crime	8.7%
Parks, gardens and open spaces	6.2%	Shops, restaurants, entertainment venues	7.6%
Building, housing, planning, development	5.5%	Street trees provision and maintenance	4.6%
Drains maintenance and repairs	5.1%	Drains maintenance and repairs	3.3%
Shops, restaurants, entertainment venues	4.6%	Building, housing, planning, development	3.1%
Street trees provision and maintenance	4.2%	Public transport	3.1%
Public transport	3.7%	Rubbish and waste issues inc garbage	3.1%
Sports and recreation facilities	3.7%	Parks, gardens and open spaces	2.8%
All other issues	55.0%	All other issues	57.7%
Respondents identifying an issue	293 (67.7%)	Respondents identifying an issue	291 (63.4%)

English speaking		Multi-lingual	
Roads maintenance and repairs	23.5%	Safety, policing, crime	9.9%
Traffic management	11.8%	Shops, restaurants, entertainment venues	9.4%
Safety, policing, crime	7.5%	Roads maintenance and repairs	9.0%
Shops, restaurants, entertainment venues	4.9%	Traffic management	8.6%
Building, housing, planning, development	4.1%	Parks, gardens and open spaces	7.7%
Drains maintenance and repairs	4.0%	Street trees provision and maintenance	5.6%
Street trees provision and maintenance	4.0%	Street lighting	5.2%
Parks, gardens and open spaces	3.5%	Building, housing, planning, development	4.7%
Public transport	3.4%	Drains maintenance and repairs	4.3%
Communication, consultation, prov. of info.	3.2%	Education and schools	3.9%
All other issues	56.7%	All other issues	57.5%
Respondents identifying an issue	438 (67.2%)	Respondents identifying an issue	142 (61.0%)



Top issues for Cardinia Shire at the moment by respondent profile
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

18 to 34 years	
Roads maintenance and repairs	19.2%
Safety, policing, crime	10.1%
Traffic management	8.7%
Shops, restaurants, entertainment venues	5.9%
Parks, gardens and open spaces	4.9%
Drains maintenance and repairs	3.5%
Sports and recreation facilities	3.1%
Health and medical issues / services	2.8%
Bushfire / emergency issues	2.8%
Street lighting	2.4%
All other issues	35.9%
Respondents identifying an issue	159 (55.5%)

35 to 44 years	
Roads maintenance and repairs	11.6%
Traffic management	10.5%
Shops, restaurants, entertainment venues	10.5%
Street lighting	6.4%
Safety, policing, crime	6.4%
Parks, gardens and open spaces	5.8%
Building, housing, planning, development	5.2%
Street trees provision and maintenance	4.7%
Animal management	4.1%
Sports and recreation facilities	4.1%
All other issues	58.7%
Respondents identifying an issue	114 (66.6%)

45 to 54 years	
Roads maintenance and repairs	22.8%
Traffic management	13.6%
Safety, policing, crime	8.6%
Drains maintenance and repairs	6.8%
Council rates	6.8%
Building, housing, planning, development	6.2%
Street trees provision and maintenance	6.2%
Public transport	4.9%
Rubbish and waste issues inc garbage	4.9%
Shops, restaurants, entertainment venues	4.9%
All other issues	67.9%
Respondents identifying an issue	125 (77.2%)

55 to 64 years	
Roads maintenance and repairs	24.8%
Traffic management	12.8%
Safety, policing, crime	8.8%
Street trees provision and maintenance	6.4%
Communication, consultation, prov. of info.	6.4%
Public transport	5.6%
Drains maintenance and repairs	4.8%
Building, housing, planning, development	4.0%
Shops, restaurants, entertainment venues	4.0%
Cleanliness and maintenance of area	3.2%
All other issues	74.4%
Respondents identifying an issue	94 (75.0%)

65 to 74 years	
Roads maintenance and repairs	23.3%
Traffic management	12.2%
Safety, policing, crime	6.7%
Council rates	5.6%
Building, housing, planning, development	5.6%
Street trees provision and maintenance	5.6%
Shops, restaurants, entertainment venues	5.6%
Communication, consultation, prov. of info.	5.6%
Animal management	4.4%
Council customer service / responsiveness	4.4%
All other issues	64.4%
Respondents identifying an issue	60 (67.1%)

75 years and over	
Roads maintenance and repairs	17.9%
Building, housing, planning, development	8.9%
Traffic management	8.9%
Parks, gardens and open spaces	5.4%
Drains maintenance and repairs	5.4%
Safety, policing, crime	5.4%
Street trees provision and maintenance	5.4%
Parking	3.6%
Council rates	3.6%
Public transport	3.6%
All other issues	48.2%
Respondents identifying an issue	31 (54.9%)



Road maintenance and repair related issues

The following table provides the verbatim comments categorised as “road maintenance and repairs”, broken down by precinct.

Metropolis Research notes that a significant proportion of the issues categorised into road maintenance and repairs were from respondents in the Hills and the Rural precincts. This reflects the higher-than-average proportion of respondents in these precincts nominating these issues

Top issues regarding "roads maintenance and repairs" by precinct
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Precinct	Issue	Number
The Hills (Total = 65)	Roads	14
	Road maintenance	7
	Unsealed / dirt roads	7
	Road maintenance, paving and sealing	6
	Road conditions to be improved	5
	Road maintenance and stormwater drain maintenance	3
	More sealed roads	2
	Unsealed road is a problem causing a lot of dust	2
	Fix potholes and dirt on unsealed roads	1
	Fix the road and drain maintenance in Elm Cres and Oak Ave. They are responsive, but the work is not done properly as the holes just comes back once it starts raining. Feel like they only maintain when requests are made	1
	Make more sealed roads as there are too many potholes, Joffre Parade	1
	More roads, better roads, better planning for roads	1
	Potholes in the roads	1
	Road condition for rural area should be reviewed and fixed up	1
	Road condition, potholes at sealed roads create issues with the resident cars	1
	Road safety and crossing for pedestrians	1
	Roads - unsealed roads - people speed	1
	Roads and access through the area	1
	Roads and infrastructure	1
	Road maintenance and more sealed roads	1
	Roads natural environment	1
	Roads needs to be fixed in Steane St	1
	Sealed local roads need major repairing and consistent maintenance	1
	Sealing dirt roads	1
	Sealing roads especially roads in the hills	1
	Uneven roads	1
	Unsealed roads and quality of roads	1



The Rural (Total = 50)	Road maintenance	14
	Roads have potholes everywhere	6
	Roads	5
	Roads and footpaths need improvement regarding cleanliness and the surfaces	3
	Roads are bad and uneven	2
	Better roads needed	1
	Koo Wee Rup Rd needs expansion and potholes need to be filled	1
	Money needs to be spent on the Main St	1
	No more estates until we get better roads	1
	Road along the quarry should be opened	1
	Road congestion	1
	Road maintenance around Main St is poor	1
	Road management	1
	Road management especially in Bunyip, Pakenham. Too many potholes and unevenness	1
	Road with no signage and police presence and drivers speeding, with high accident rate	1
	Roads are damaged and need work on	1
	Roads are horrible	1
	Road maintenance and safety	1
	Road maintenance poor and too many roadworks	1
	Roads receiving such poor maintenance, I want to see someone driving around and surveying rural areas weekly	1
	Roads requires maintenance (Garfield-Bunyip Highway)	1
	Sick of roadworks but understandable and necessary, traffic problems	1
	The maintenance of unsealed roads is an ongoing hazard for the locals and needs to be improved just like the other roads in the Cardinia region	1
	The roads maintenance and repairs need to attend to in a timely manner because it has caused a lot of damage to vehicles, and congestion due to the damaged and roadworks to repair the roads. Manks RD, Koo Wee Rup is one that needs urgent maintenance	1
	The roads need to be fixed. Tooradin Station Rd	1



Pakenham (Total = 43)	Road maintenance and upgrade	14
	Roads	11
	The roads have poor surfaces / potholes for locals to drive on	2
	Deveney St	1
	Koo Wee Rup Rd has potholes	1
	McGregor Rd is horrible with potholes and no repairs	1
	Potholes on the roads heading to the freeway	1
	Road bumps are abhorrent	1
	Road maintenance and construction	1
	Road maintenance for Koo Wee Rup Rd	1
	Road needs work on such as the highway with the potholes and unevenness	1
	Roads and traffic management	1
	Roads at Cockatoo area, damaging cars	1
	Roads need improvement in Cardinia Shire in general. Too many have uneven roads and potholes as well creating vehicle issues for locals and those passing through	1
	Roads need improvement. They need to be repaired, widened, and extended in a timely manner without adding additional costs as well as planned properly	1
	Roads, vehicles speeding in front of my house Windermere Blvd	1
	Some roads are poor and need maintenance (roads adjacent to Racecourse Rd)	1
	The roads are big, and the speed are high so needs to implement more traffic and road rules to ensure the safety of pedestrians and drivers	1
	The roads maintenance in the Cardinia region in general need to be improved especially those in Tynong North such as Fogarty Rd	1
Cardinia Road (Total = 13)	Roads needs more repairs and maintenance	3
	Potholes and damaged road	2
	Roads - lack of maintenance causing damage to cars	2
	Just some streets and traffic and road works happening too often	1
	Maintenance of public roads and trees	1
	Road maintenance is No 1. This is not done properly and consistently. Not as often as it should be	1
	Road quality needs to be improved	1
	Roads	1
	Un-serviced roads, both unsafe and ridiculous	1
Officer / Beaconsfield (Total = 5)	Main roads have no maintenance and shocking conditions (Princes Highway)	1
	Poor condition of roads	1
	Road maintenance	1
	Roads and roadworks	1
	Unsealed road maintenance mainly in cockatoo area	1

Total

176



Like or value most about living in Cardinia Shire

Respondents were asked:

“What do you like or value most about living in Cardinia Shire?”

Respondents were provided an open-ended opportunity to outline up to three aspects they value most about living in Cardinia.

A little less than three-quarters (71.5%) of respondents nominated at least one aspect that they value most about living in Cardinia Shire, at an average of a little less than two aspects each.

It is worth noting that there were slightly more respondents who chose to nominate an aspect that they value most about living in Cardinia Shire than nominated at least one issue they believe needs to be addressed in the Shire at the moment (71.5% compared to 65.2%).

The two aspects that respondents value most about living in Cardinia Shire were the quiet / calm / peaceful nature of the area (19.9%) and the community atmosphere / feel (13.6%).

Other significant aspects that respondents value about living in Cardinia Shire include the parks, gardens, and open spaces (9.3%), the semi-rural / country feel (7.3%), and the natural environment / bushland (6.3%).

There were a wide range of other aspects nominated by a relatively small proportion of respondents, covering the aspects related to housing, transport, council, the cost of living, and community / culture.

The verbatim responses that are included in each of these categorises are available on request.



Aspect like or value most about living in Cardinia Shire
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2022	
	Number	Percent
Quiet / calm / peaceful area	179	19.9%
Community atmosphere / feel	122	13.6%
Parks, gardens and open spaces	84	9.3%
Semi-rural / country feel	66	7.3%
Natural environment / bushland	57	6.3%
Accessibility / proximity to amenities	38	4.2%
Access / availability of public transport	36	4.0%
Good area / neighbourhood	36	4.0%
Safety	31	3.4%
Convenience / accessibility / proximity	28	3.1%
Shopping centres / shops / restaurants	28	3.1%
Sports and recreational services	25	2.8%
Clean and well maintained area	22	2.4%
Family / community oriented	20	2.2%
Beauty / aesthetics of the area	16	1.8%
Cultural diversity	14	1.6%
Good planning, housing	13	1.4%
Neighbourhood houses / other facilities	13	1.4%
Trees / street vegetation	13	1.4%
Less traffic	12	1.3%
Live / born here	12	1.3%
Close to family / friends	11	1.2%
Housing affordability	10	1.1%
Spacious area / big blocks / low density	10	1.1%
The hills / mountains	10	1.1%
School / education	9	1.0%
Walking / cycling tracks	9	1.0%
Community activities, festivals	8	0.9%
Council management / accountability / transparency	7	0.8%
Reasonable / value for rates	7	0.8%
Heritage protection	6	0.7%
Cost of living	5	0.6%
Good infrastructure	5	0.6%
Kids services and facilities	5	0.6%
Liveability / lifestyle	5	0.6%
Accessibility / proximity to city	4	0.4%
Business opportunities	4	0.4%
Roads	4	0.4%
All other issues (38 separately identified issues)	55	6.1%

Total responses **1,039**

Respondents identifying at least one aspect **643**
(71.5%)



Like / value most by precinct

There was some variation in the aspects respondents like most about living in Cardinia Shire observed by respondent profile, with attention drawn to the following:

- ***The Hills precinct*** – respondents were somewhat more likely than average to nominate community feel / atmosphere, semi-rural / country feel, natural environment / bushland, and the hills / mountains.
- ***The Rural precinct*** – respondents were measurably more likely than average to nominate quiet / calm / peaceful area, and somewhat more likely to nominate community atmosphere / feel, semi-rural / country feel.
- ***Cardinia Road precinct*** – respondents were measurably more likely than average to nominate quiet / calm / peaceful area, and somewhat more likely to nominate parks, gardens, and open spaces, access / availability of public transport, shopping centres / shops / restaurants, and sports and recreational services.
- ***Officer / Beaconsfield*** – respondents were somewhat more likely than average to nominate safety, good area / neighbourhood, and clean and well-maintained area.



Aspect like or value most about living in Cardinia Shire by precinct
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

The Hills		The Rural	
Community atmosphere / feel	18.1%	Quiet / calm / peaceful area	29.2%
Quiet / calm / peaceful area	16.9%	Community atmosphere / feel	18.5%
Semi-rural / country feel	15.0%	Semi-rural / country feel	16.2%
Natural environment / bushland	14.4%	Other issues	4.6%
Parks, gardens and open spaces	9.4%	Safety	3.8%
The hills / mountains	3.8%	Good area / neighbourhood	3.8%
Accessibility / proximity to amenities	3.1%	Parks, gardens and open spaces	3.1%
Trees / street vegetation	3.1%	Less traffic	3.1%
Good area / neighbourhood	2.5%	Convenience / accessibility / proximity	3.1%
Beauty / aesthetics of the area	2.5%	Neighbourhood houses / other facilities	3.1%
All other issues	20.6%	All other issues	25.4%
Respondents identifying an issue	116 (72.3%)	Respondents identifying an issue	88 (67.8%)

Pakenham / Pakenham Balance		Cardinia Road Precinct	
Quiet / calm / peaceful area	19.1%	Quiet / calm / peaceful area	26.4%
Community atmosphere / feel	13.2%	Parks, gardens and open spaces	13.7%
Parks, gardens and open spaces	9.5%	Access / availability of public transport	10.4%
Accessibility / proximity to amenities	5.8%	Community atmosphere / feel	9.9%
Convenience / accessibility / proximity	5.8%	Natural environment / bushland	7.7%
Semi-rural / country feel	4.9%	Shopping centres / shops / restaurants	7.1%
Good area / neighbourhood	4.6%	Sports and recreational services	6.0%
Natural environment / bushland	4.3%	Accessibility / proximity to amenities	4.4%
Family / community oriented	4.3%	Safety	3.8%
Access / availability of public transport	4.3%	Neighbourhood houses / other facilities	2.7%
All other issues	44.0%	All other issues	41.8%
Respondents identifying an issue	247 (76.2%)	Respondents identifying an issue	132 (72.6%)

Officer / Beaconsfield		Cardinia Shire	
Parks, gardens and open spaces	9.7%	Quiet / calm / peaceful area	19.9%
Community atmosphere / feel	7.8%	Community atmosphere / feel	13.6%
Safety	6.8%	Parks, gardens and open spaces	9.3%
Good area / neighbourhood	6.8%	Semi-rural / country feel	7.3%
Clean and well maintained area	5.8%	Natural environment / bushland	6.3%
Sports and recreational services	4.9%	Accessibility / proximity to amenities	4.2%
Cultural diversity	4.9%	Access / availability of public transport	4.0%
Quiet / calm / peaceful area	3.9%	Good area / neighbourhood	4.0%
Natural environment / bushland	3.9%	Safety	3.4%
Accessibility / proximity to amenities	3.9%	Convenience / accessibility / proximity	3.1%
All other issues	32.0%	All other issues	40.2%
Respondents identifying an issue	59 (57.8%)	Respondents identifying an issue	643 (71.5%)



Like / value most by respondent profile

There was some variation in these results observed by respondent profile, as follows:

- **Male** – respondents were somewhat more likely than females to nominate quiet / calm / peaceful area.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to nominate community atmosphere / feel, and semi-rural / country feel.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to nominate quiet / calm / peaceful area, access / availability of public transport, and natural environment / bushland.
- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to nominate quiet / calm / peaceful area, and safety.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to nominate parks, gardens, and open space areas.
- **Younger middle-aged adults (aged 45 to 54 years)** – respondents were somewhat more likely than average to nominate natural environment / bushland.
- **Older middle-aged adults (aged 55 to 64 years)** – respondents were somewhat more likely than average to nominate semi-rural / country feel.
- **Older adults (aged 65 to 74 years)** – respondents were somewhat more likely than average to nominate good area / neighbourhood.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to nominate quiet / calm / peaceful area, semi-rural / country feel, and good area / neighbourhood.



Aspect like or value most about living in Cardinia Shire by respondent profile

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Quiet / calm / peaceful area	21.9%	Quiet / calm / peaceful area	17.4%
Community atmosphere / feel	12.0%	Community atmosphere / feel	15.3%
Parks, gardens and open spaces	7.9%	Parks, gardens and open spaces	10.7%
Semi-rural / country feel	6.9%	Semi-rural / country feel	7.6%
Natural environment / bushland	5.3%	Natural environment / bushland	7.0%
Access / availability of public transport	4.6%	Accessibility / proximity to amenities	4.8%
Good area / neighbourhood	4.4%	Good area / neighbourhood	3.7%
Accessibility / proximity to amenities	3.7%	Safety	3.5%
Sports and recreational services	3.7%	Access / availability of public transport	3.3%
Convenience / accessibility / proximity	3.5%	Shopping centres / shops / restaurants	3.3%
All other issues	39.3%	All other issues	41.4%
Respondents identifying an issue	312 (72.1%)	Respondents identifying an issue	326 (71.0%)

English speaking		Multi-lingual	
Quiet / calm / peaceful area	17.5%	Quiet / calm / peaceful area	27.5%
Community atmosphere / feel	14.4%	Community atmosphere / feel	10.7%
Parks, gardens and open spaces	10.0%	Access / availability of public transport	9.0%
Semi-rural / country feel	9.2%	Parks, gardens and open spaces	8.6%
Natural environment / bushland	5.7%	Natural environment / bushland	8.6%
Accessibility / proximity to amenities	4.0%	Good area / neighbourhood	5.6%
Safety	3.7%	Accessibility / proximity to amenities	5.2%
Good area / neighbourhood	3.5%	Clean and well maintained area	4.3%
Sports and recreational services	3.1%	Shopping centres / shops / restaurants	4.3%
Convenience / accessibility / proximity	2.9%	Convenience / accessibility / proximity	3.4%
All other issues	38.7%	All other issues	41.6%
Respondents identifying an issue	466 (71.4%)	Respondents identifying an issue	171 (73.6%)

Aspect like or value most about living in Cardinia Shire by respondent profile

Cardinia Shire Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

18 to 34 years		35 to 44 years	
Quiet / calm / peaceful area	23.3%	Quiet / calm / peaceful area	20.3%
Community atmosphere / feel	15.3%	Parks, gardens and open spaces	13.4%
Parks, gardens and open spaces	8.0%	Community atmosphere / feel	10.5%
Safety	7.0%	Natural environment / bushland	6.4%
Access / availability of public transport	6.6%	Semi-rural / country feel	4.1%
Accessibility / proximity to amenities	5.9%	School / education	3.5%
Semi-rural / country feel	5.6%	Good planning, housing	3.5%
Convenience / accessibility / proximity	4.5%	Good area / neighbourhood	3.5%
Good area / neighbourhood	4.2%	Shopping centres / shops / restaurants	3.5%
Natural environment / bushland	3.8%	Clean and well maintained area	2.9%
All other issues	36.6%	All other issues	51.7%
Respondents identifying an issue	210 (73.4%)	Respondents identifying an issue	121 (70.3%)
45 to 54 years		55 to 64 years	
Quiet / calm / peaceful area	16.7%	Quiet / calm / peaceful area	14.4%
Community atmosphere / feel	13.6%	Community atmosphere / feel	12.0%
Parks, gardens and open spaces	11.1%	Parks, gardens and open spaces	10.4%
Natural environment / bushland	11.1%	Semi-rural / country feel	10.4%
Semi-rural / country feel	9.3%	Natural environment / bushland	5.6%
Accessibility / proximity to amenities	4.3%	Shopping centres / shops / restaurants	4.8%
Live / born here	3.1%	Convenience / accessibility / proximity	3.2%
Convenience / accessibility / proximity	3.1%	Access / availability of public transport	2.4%
Liveability / lifestyle	3.1%	Safety	2.4%
Access / availability of public transport	2.5%	Good planning, housing	2.4%
All other issues	34.6%	All other issues	38.4%
Respondents identifying an issue	120 (73.9%)	Respondents identifying an issue	87 (69.4%)
65 to 74 years		75 years and over	
Quiet / calm / peaceful area	17.8%	Quiet / calm / peaceful area	23.2%
Community atmosphere / feel	14.4%	Community atmosphere / feel	14.3%
Semi-rural / country feel	8.9%	Semi-rural / country feel	12.5%
Good area / neighbourhood	7.8%	Good area / neighbourhood	7.1%
Parks, gardens and open spaces	6.7%	Access / availability of public transport	3.6%
Natural environment / bushland	6.7%	Natural environment / bushland	3.6%
Sports and recreational services	5.6%	Good planning, housing	3.6%
Other issues	4.4%	Accessibility / proximity to amenities	3.6%
Shopping centres / shops / restaurants	4.4%	Trees / street vegetation	3.6%
Clean and well maintained area	3.3%	Convenience / accessibility / proximity	3.6%
All other issues	38.9%	All other issues	35.7%
Respondents identifying an issue	61 (68.4%)	Respondents identifying an issue	38 (68.5%)



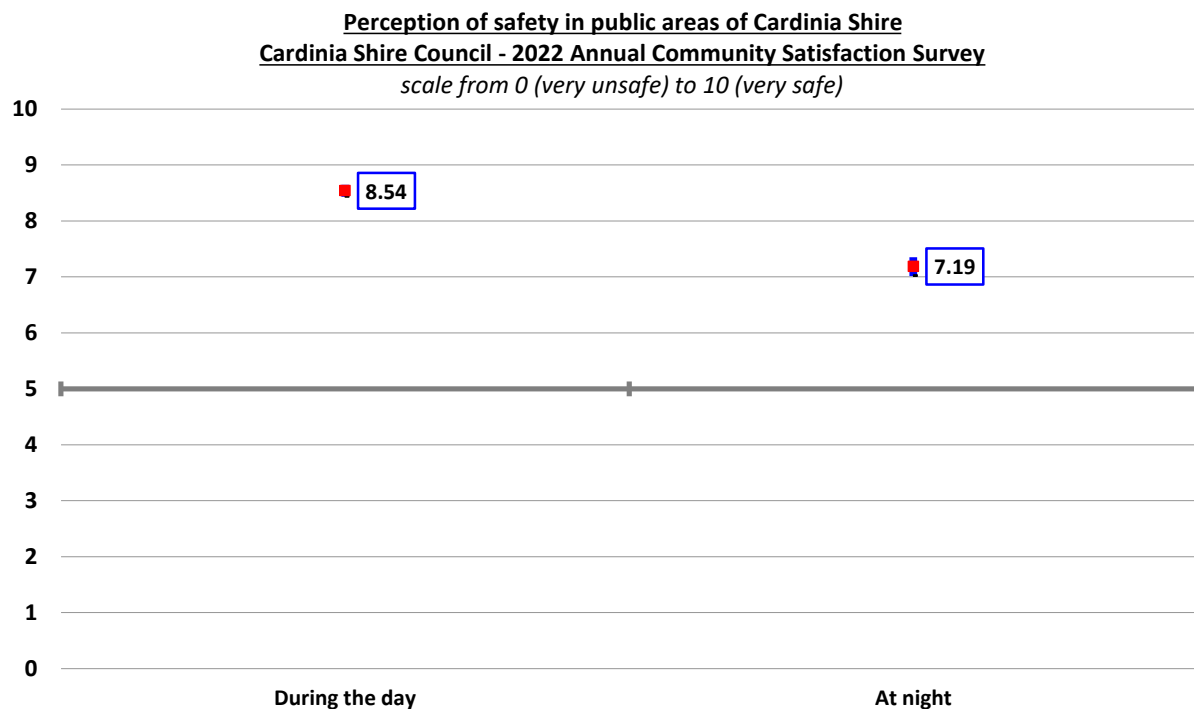
Safety in public areas

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in the public areas of Cardinia Shire?”

Respondents were asked to rate how safe they felt in the public areas of the Cardinia Shire during the day and at night.

On average, respondents felt very safe in the public areas of the Cardinia Shire during the day and moderately safe at night.



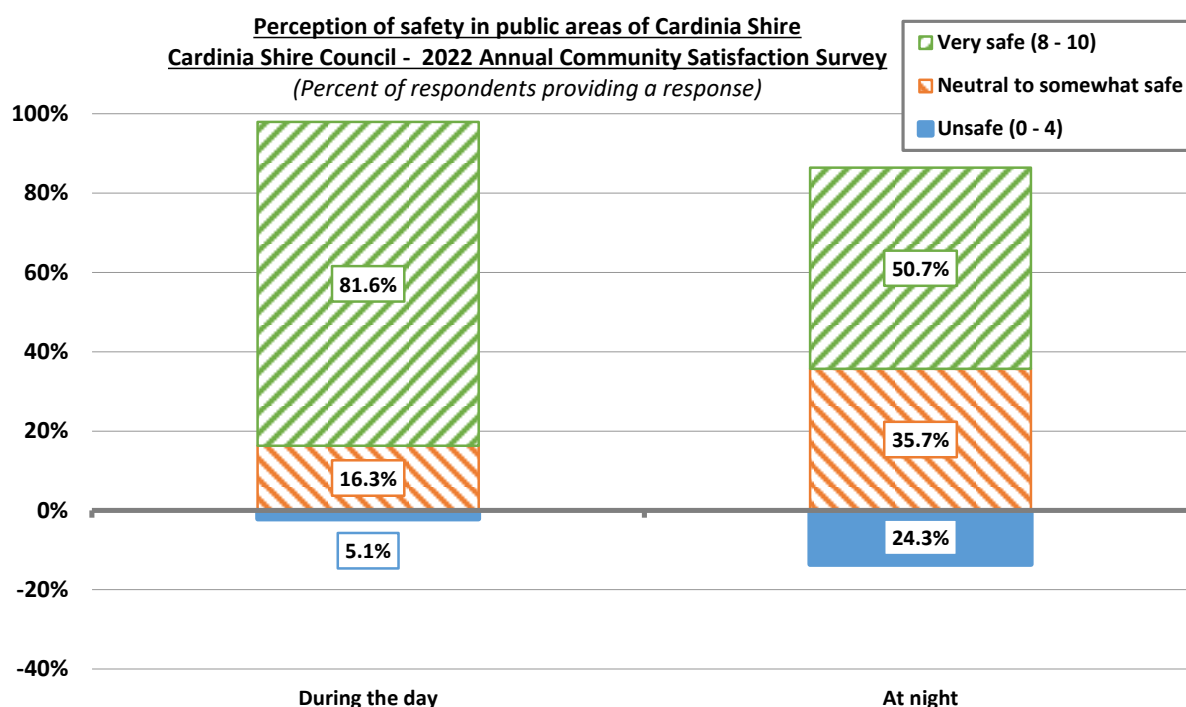
The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five).

It is noted that more than four-fifths of respondents felt “very safe” in the public areas of the Cardinia Shire during the day, whilst 5.1% felt unsafe.

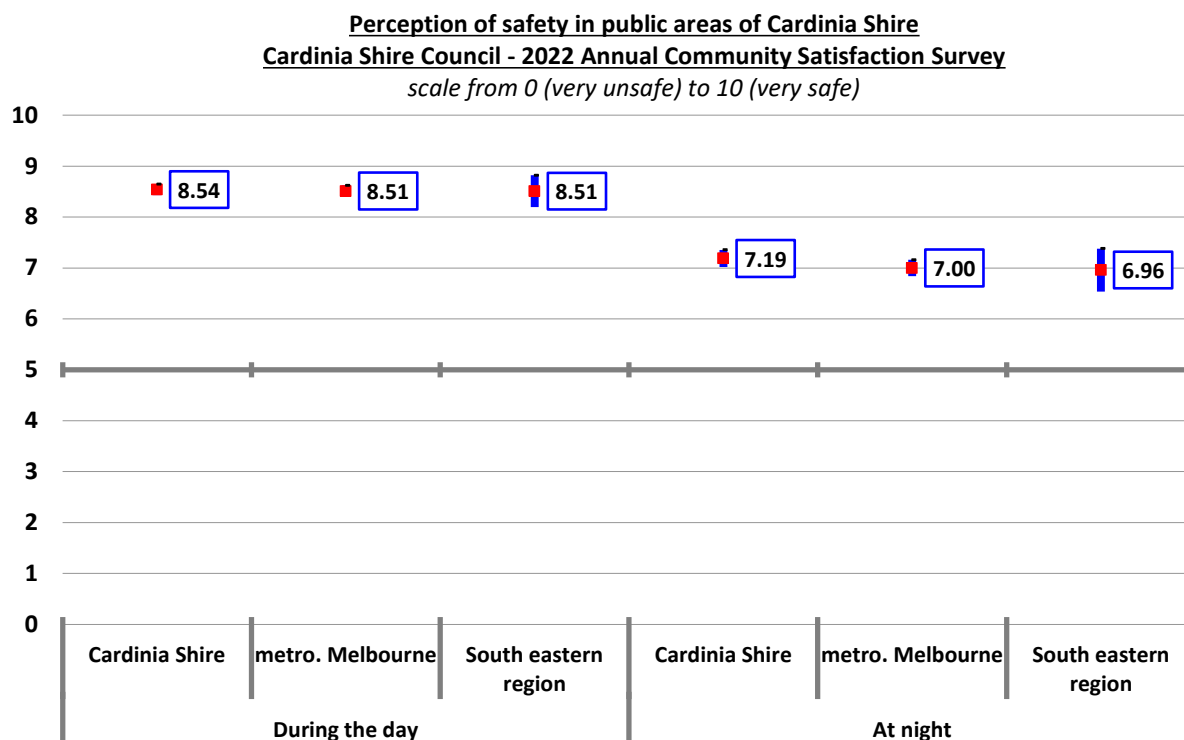
Half of the respondents felt “very safe” in the public areas of the municipality at night, whilst almost one-quarter felt “unsafe”.

Whilst, on average, respondents felt safe in the public areas of the municipality at night, it is of note that almost one-quarter did not feel safe.



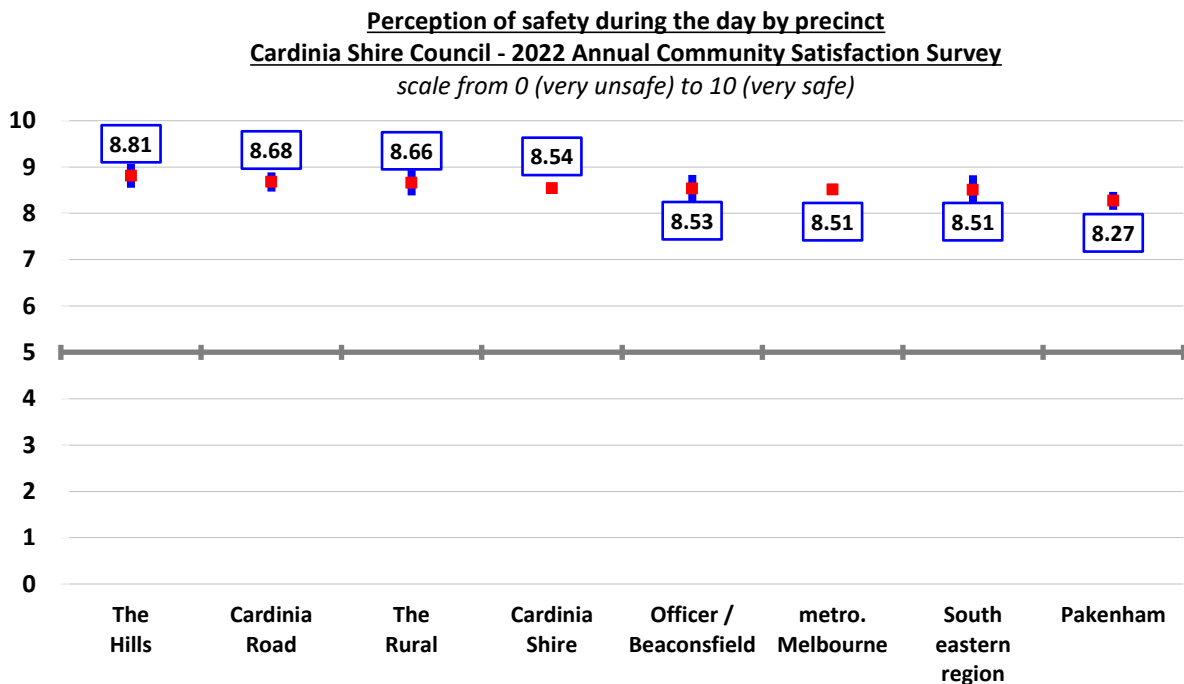


When compared to the metropolitan Melbourne and southeastern region councils' averages, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the telephone methodology, it is noted that respondents in the Cardinia Shire reported similar perceptions of safety both during the day and at night than both the comparison areas.

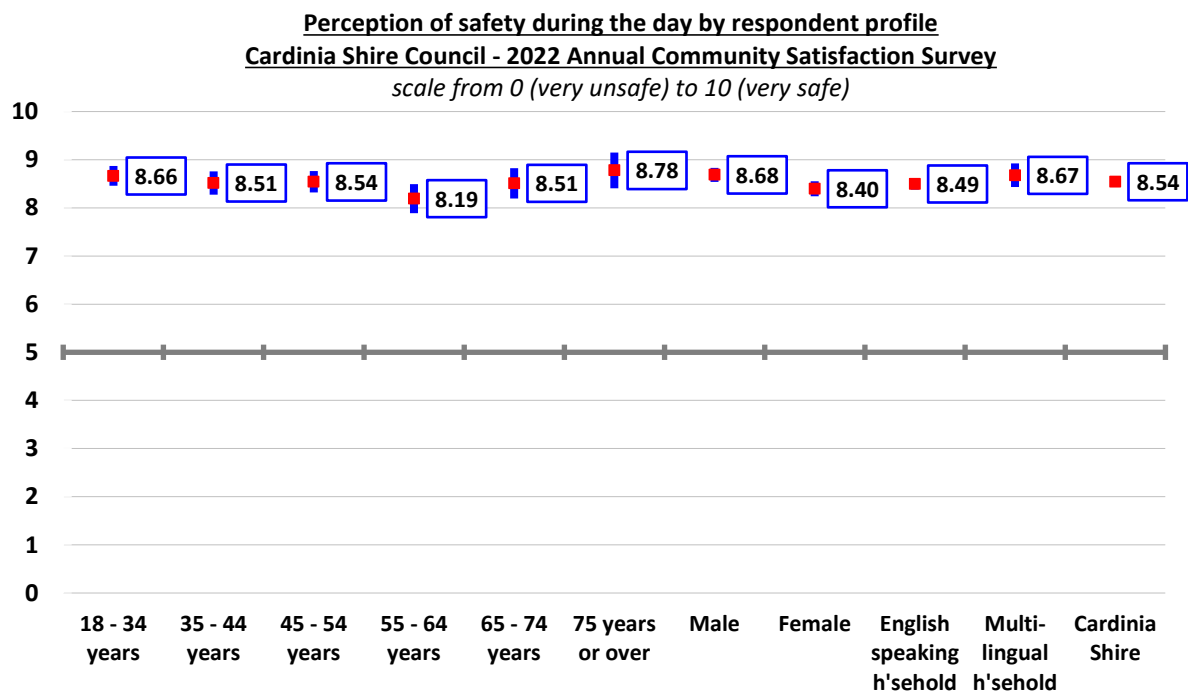


Safety during the day

Whilst there was no statistically significant variation observed, and respondents from all precincts rated the average perception of safety during the day at more than eight out of 10, it is noted that respondents from the Hills felt somewhat safer than average, whilst respondents from Pakenham felt somewhat less safe.



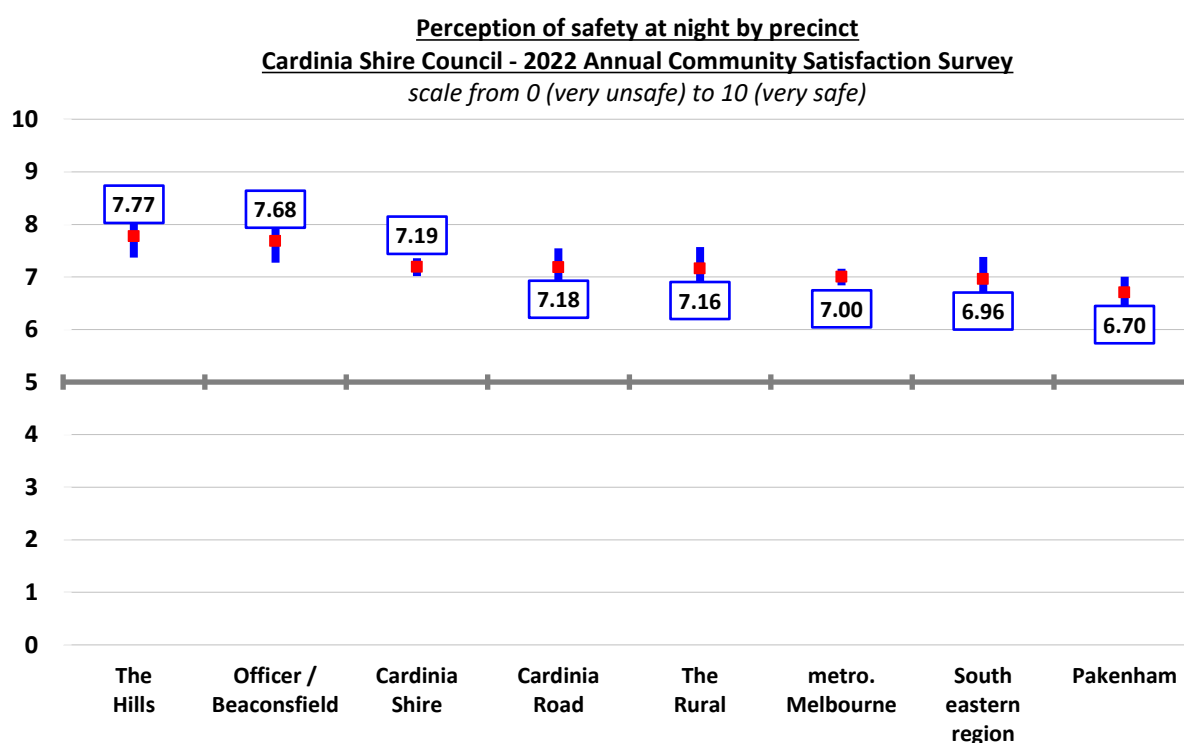
There was no statistically significant variation in the perception of safety during the day observed by respondents' age or language spoken at home, although it is noted that older middle-aged adults (aged 55 to 64 years) felt somewhat less safe than others, and male respondents felt measurably safer than female respondents.



Safety at night

There was statistically significant variation in the perception of safety in the public areas of the municipality at night observed, as follows:

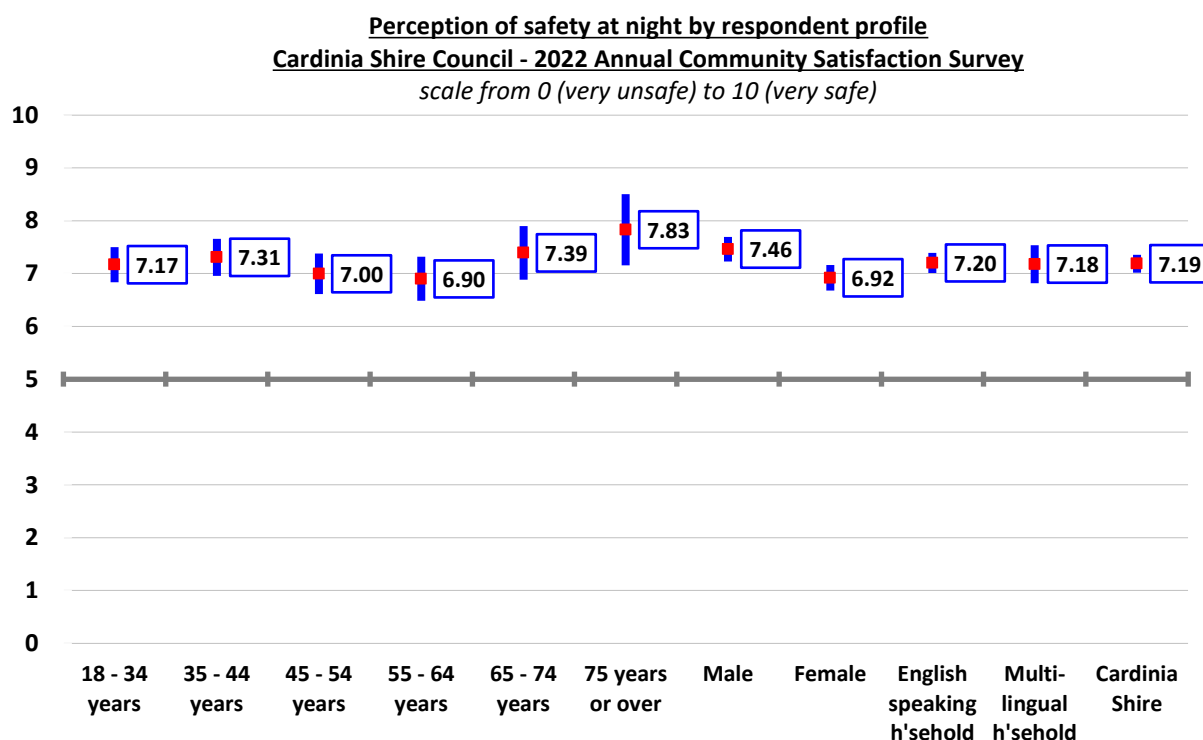
- **The Hills precinct** – respondents felt measurably safer than the municipal average.
- **Officer / Beaconsfield** – respondents felt notably, but not measurably safer than average.
- **Pakenham** – respondents felt measurably and significantly less safe than the municipal average.



There was also measurable and significant variation in the perception of safety in the public areas of the Cardinia Shire at night observed by respondent profile, as follows:

- **Senior citizens (aged 75 years and over)** – respondents felt notably, but not measurably safer than other respondents.
- **Gender** – female respondents felt measurably and significantly (7.2%) less safe in the public areas of the municipality at night than male respondents. Metropolis Research notes that this variation between male and female respondents was somewhat smaller than has been observed in some other municipalities over time.
- **Language spoken at home** – there was no meaningful variation in this result observed by language spoken at home. This is an important result, as it has often been observed in parts of metropolitan Melbourne that respondents from multilingual households can often feel less safe than respondents from English speaking households.





Reasons for feeling less safe

There was a total of 118 comments received from respondents who felt in the public areas of the Cardinia Shire. These comments have been broadly categorised, as outlined in the following table, with the verbatim comments following in the second table.

The most common concerns raised by respondents related to people (including “youths”, homeless, and “hoons”), the perception of safety at night / lighting issues, and concerns around crime and policing.

Reasons for not feeling safe in the public areas of Cardinia Shire
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2022	
	Number	Percent
People	37	31.4%
Perception of safety at night and lighting	25	21.2%
Crime and policing	19	16.1%
Violence and anti-social behaviour	10	8.5%
Drugs and alcohol	9	7.6%
Incidents / break-ins	8	6.8%
General perception of safety	6	5.1%
Being female	1	0.8%
Other	3	2.5%
Total	118	100%

Reasons for not feeling safe in the public areas of Cardinia Shire
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>People</i>	
Troublesome youth	6
Gangs and groups that are intimidating	5
Sudanese gangs	4
Because of homeless people	3
Filled with hoons and goons at night	3
Group of kids and youth	3
Aggressive groups of people	2
Strange people	2
Increased population - lot of people are getting around and I don't know what they are like	1
Multicultural people getting around in groups	1
People hanging around the railway station	1
People holding bottles and standing on the street	1
People smoking and drinking in groups	1
Teenagers walking up and down the streets, taking stuff out of letterboxes and trying to open car doors. It is caught on security tapes	1
The Council needs to put in road bumps on the street, some youth do burnouts at night	1
Too many Africans around	1
Young human beings hanging in parks and causing issues	1
Total	37
<i>Perception of safety at night and lighting</i>	
There are no / not enough streetlights	12
Young kids causing trouble at the night in the streets	4
At night I feel unsafe. The parking is too dark	1
Break-ins and robberies here at night	1
I'm an aged person I feel unsafe in most places after dark	1
Lakeside lights on the streets are not bright	1
Saturday night around pubs	1
Traffic at night, cars speeding	1
Walkways have bushes where people can hide at night	1
Well, I just wouldn't walk around at night, as I feel unsafe in general	1
Wouldn't go out at night, lots of thugs in the lake area, they come from the station	1
Total	25



<i>Crime and policing</i>	
Lack of police presence	8
High crime rate	6
Lack of police presence at night	2
Police station in Emerald is never manned, single police officer's patrol area is far too large	2
Lack of CCTV	1
Total	19
<i>Violence and anti-social behaviour</i>	
Dodgy people yelling	3
Sudanese community people shouting and beating people up	3
Have seen young people vandalising	2
African teenagers gathering in large groups wandering around the area and picking fights with anyone they see	1
Lack of respect towards people by youth	1
Total	10
<i>Drugs and alcohol</i>	
Druggies	7
Drug deals in primary school at night	1
Drunk kids in the area	1
Total	9
<i>Incidents / break-ins</i>	
I have experienced robbery in the past	3
Incident with Sudanese	1
It has been a couple of years, but a thief stole something from me	1
Not sure if they are unknown faces or residents in this area, but I hear some screaming, noises and sounds, doesn't feel safe to go out	1
One relative while waiting at bus stop, experienced harassment, and lewd exposure by an African descent	1
There have been break ins in shopping centres in the past few years and stuff has happened in supermarkets	1
Total	8
<i>General perception of safety</i>	
From the stories I have heard and social media	3
I feel insecure	2
When I'm away from home	1
Total	6



<i>Being female</i>	
At night, being a female, I feel unsafe	1
Total	1
<i>Other</i>	
Dangerous on road - vehicles	1
The road near my house is always busy when I want to cross	1
YMCA is becoming dangerous	1
Total	3
Total	118

Locations where respondents felt unsafe

The following table outlines the areas where respondents felt unsafe, broken down by precinct.

Location where respondents feel unsafe by precinct
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Precinct</i>	<i>Location</i>	<i>Number</i>
The Hills (Total = 13)	Pakenham	5
	Everywhere / general	2
	Emerald	1
	Have experienced robbery in the past	1
	No specific locations	1
	Not enough police presence	1
	Outside my house in Cockatoo	1
	Pakenham train station	1
The Rural (Total = 10)	Pakenham	2
	Cranbourne, Pakenham, and the outskirts	1
	Koo Wee Rup	1
	Main area of Pakenham and near shops	1
	Main street	1
	Mainly around shopping centres and daily stations and bus stops	1
	Pakenham and Cranbourne	1
	Pakenham train station	1
	Shopping area	1



Pakenham (Total = 34)	Near the train stations	6
	Shopping centres and supermarket	3
	35 Silver Gum Dr	1
	Around shopping centre and Pakenham marketplace	1
	Around the railway station, people hanging around	1
	Coles near Lakeside Blvd	1
	Everywhere	1
	I feel insecure	1
	King St	1
	Main St and other side of highway, shopping centre, fast food joints	1
	Main St Village way area	1
	Main St whole shopping street and around station area	1
	Main St	1
	McGregor Rd	1
	Most public places	1
	Pakenham	1
	Pakenham Railway Station	1
	Park	1
	Playground, train station	1
	Public areas, footy oval, walking tracks	1
	Public transport	1
	Silver Gum Dr	1
	The streets in general	1
	Thornhill Cct	1
	Town centre	1
	Train station at night	1
	Train station, Main St area	1

Cardinia Road (Total = 10)	Bus stops especially at night	1
	Cardinia St, village way shops	1
	Edenbrook Cct	1
	Everywhere around Pakenham	1
	Lakeside	1
	Local area	1
	Parks under the bridge	1
	Railway line	1
	Train station and shopping complex	1
	Westwood Gr	1

Officer / Beaconsfield (Total = 2)	In Cherrington Ave	1
	Lot of gang related incidents	1

Total

69



Overall safety living in Cardinia

Respondents were asked:

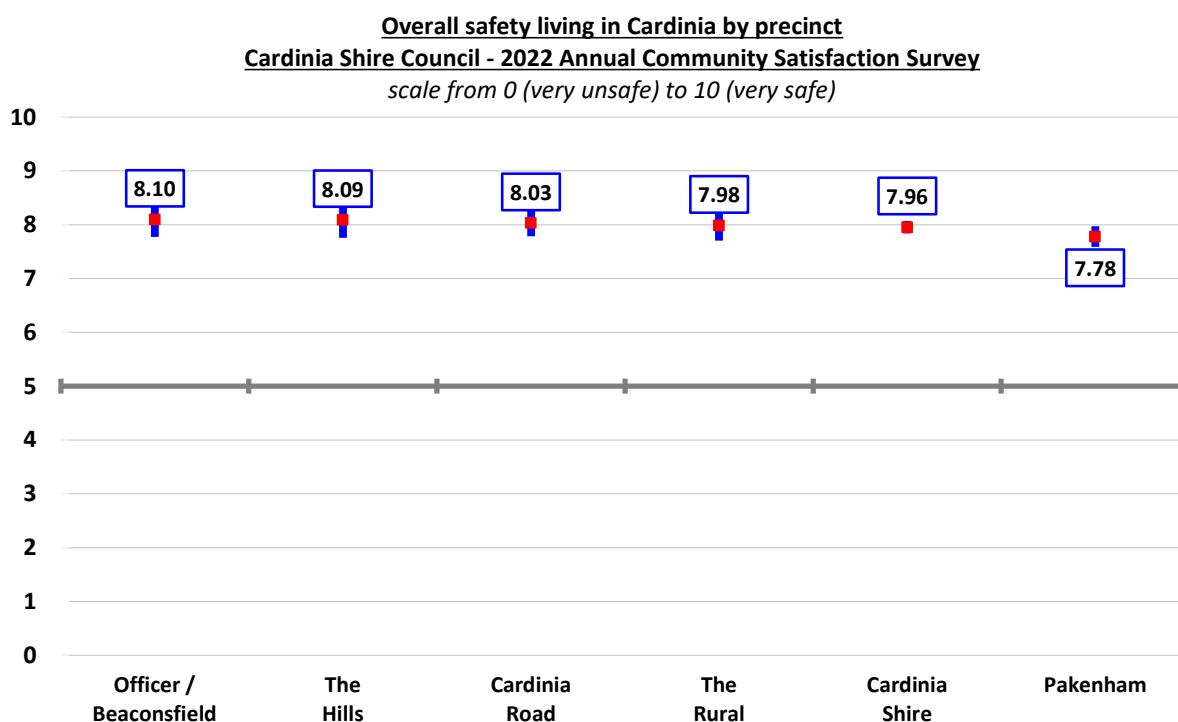
“On a scale of 0 (very unsafe) to 10 (very safe), how safe or unsafe do you feel living in Cardinia?”

After being asked to rate their perception of safety in the public areas of the Cardinia Shire during the day and at night, respondents were further asked how safe or unsafe they felt living in Cardinia.

The average perception of safety living in Cardinia was 7.96 out of 10, a result that was marginally lower than the perception of safety during the day and marginally higher than the perception of safety at night.

This question was not included for other municipalities for whom Metropolis Research conducts this research, or in *Governing Melbourne*, and therefore no comparison results can be provided. The previous sections on the perception of safety, however, provide meaningful comparisons.

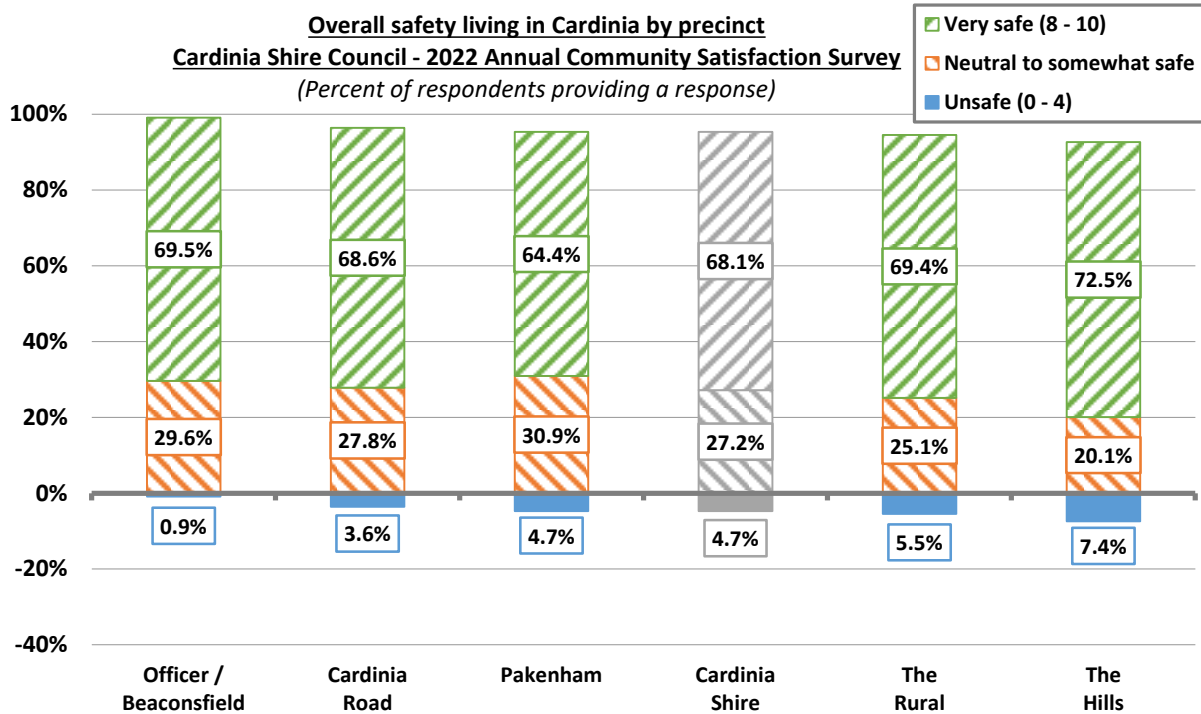
Whilst there was no statistically significant variation in the perception of safety living in Cardinia Shire observed across the municipality, it is noted that respondents from Pakenham felt notably, but not measurably less safe than respondents in other precincts.



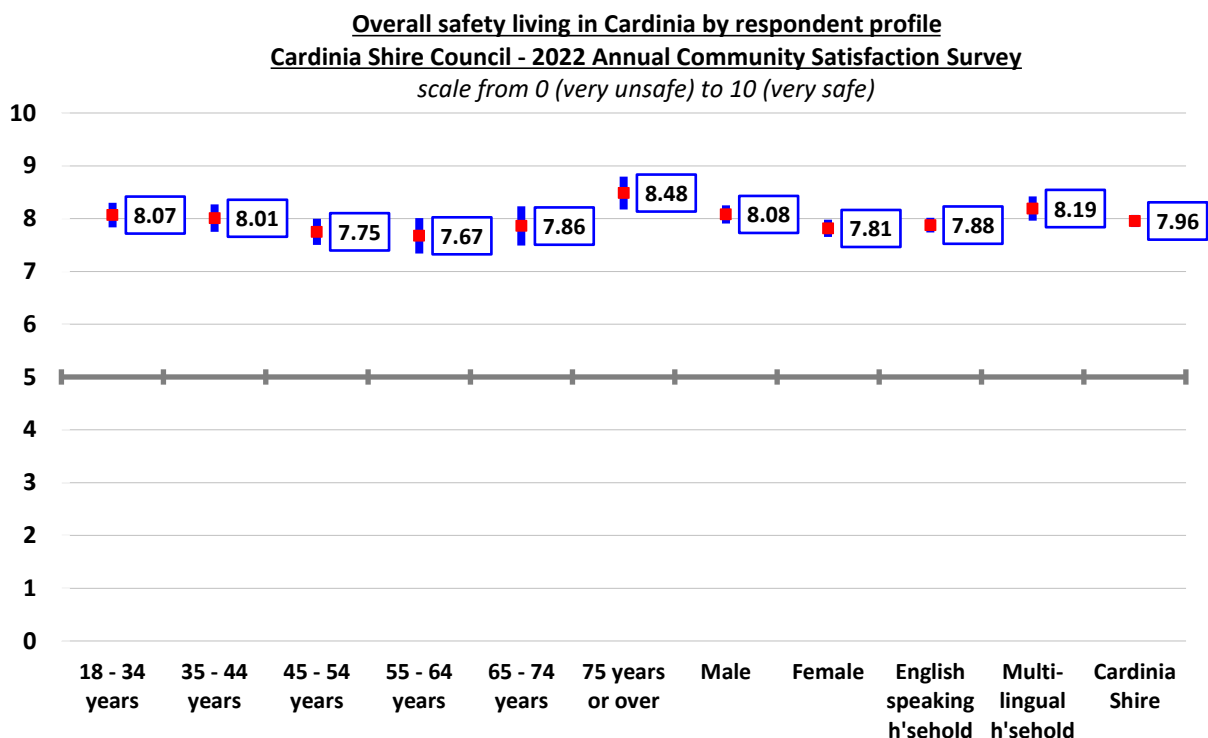
The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five).



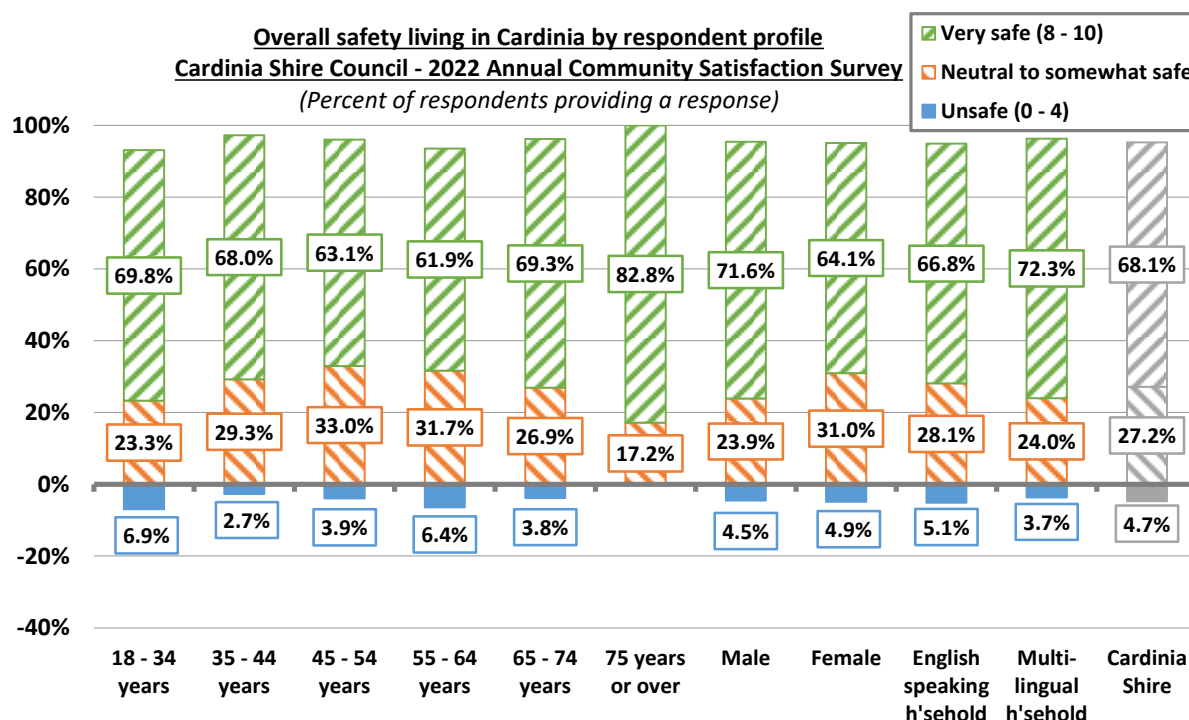
It is noted that more than two-thirds of respondents from four of the five precincts providing a score felt “very safe” living in Cardinia, whilst a little less than two-thirds of the respondents from Pakenham felt “very safe”. It is also noted that 7.4% of respondents from the Hills precinct felt “unsafe” living in Cardinia.



Apart from senior citizens (aged 75 years and over), who felt measurably safer living in Cardinia than other respondents, there was no other measurable variation in this result observed. It is noted that male respondents felt marginally safer than females.



Apart from senior citizens (aged 75 years and over), 82.8% of whom felt “very safe” living in Cardinia, approximately two-thirds of respondents felt “very safe”, whilst approximately five percent felt unsafe.



Sense of community

Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.”

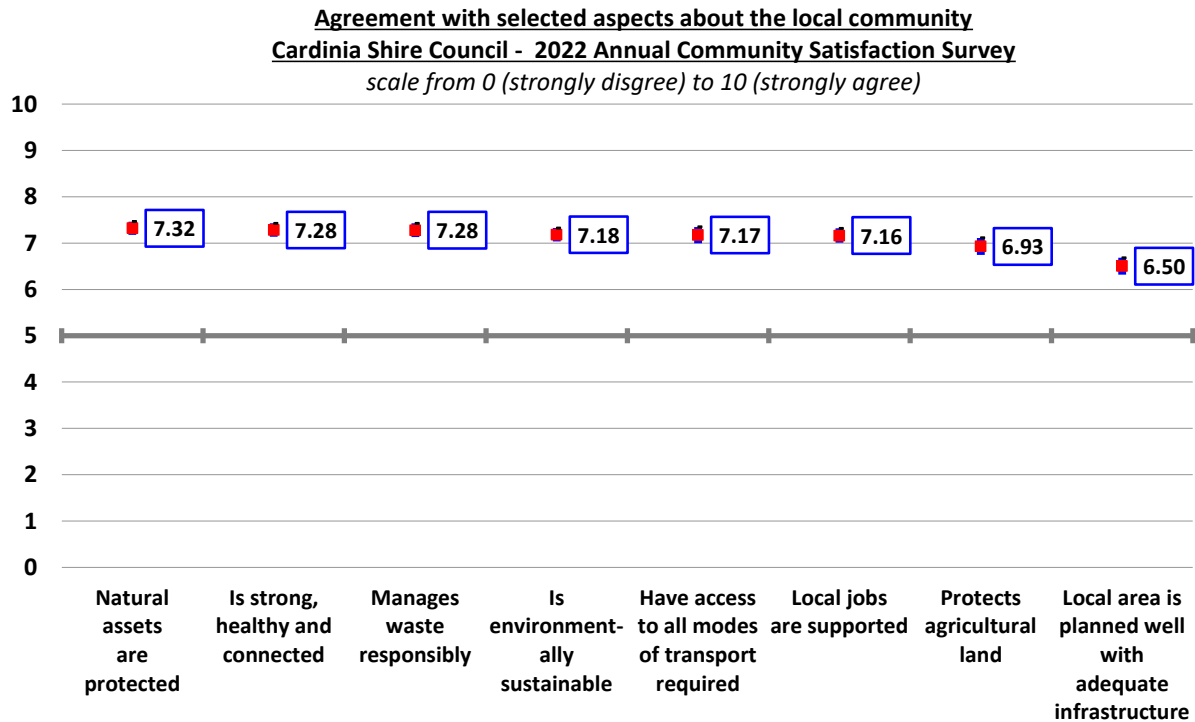
Respondents were asked to rate their agreement with eight statements about the local Cardinia community.

The wording of these statements was unique to this Cardinia Shire survey, and therefore no comparison results are available from other councils for whom Metropolis Research has completed similar research, nor from the *Governing Melbourne* research conducted independently by Metropolis Research.

Metropolis Research advises some caution in the interpretation of these results, given that some of these statements were relatively vaguely worded, with no distinction between “the community” and “council”, for example in relation to environmental sustainability, the management of waste, and the protection of agricultural land.

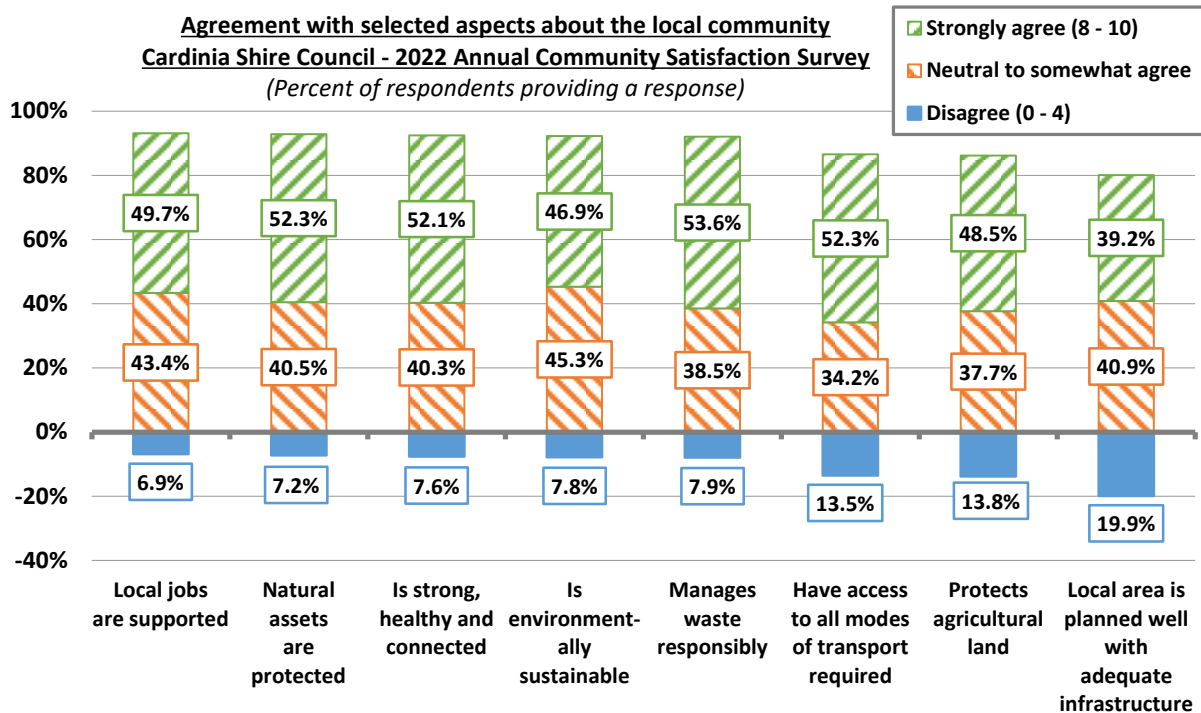
On average, respondents “strongly agreed” with six of the eight statements, and were moderately in agreement with the two other statements about protecting agricultural land (6.93) and that the local area is planned well with adequate infrastructure.





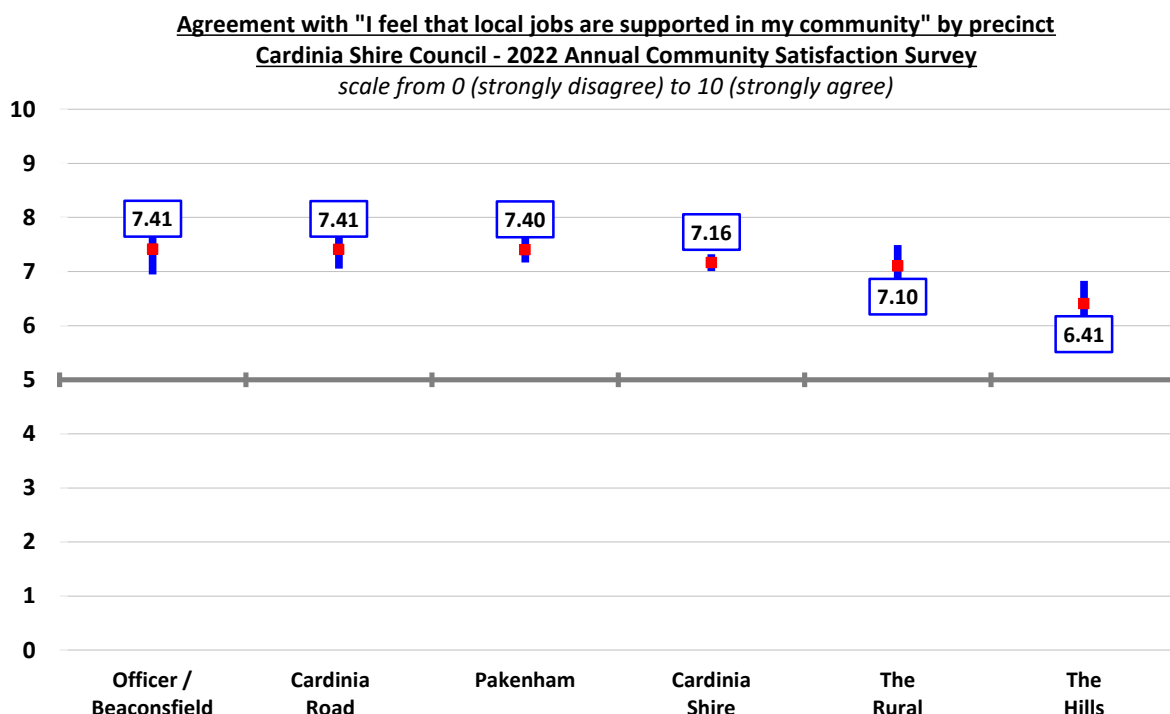
The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement at less than five).

Whilst approximately half of the respondents providing a score “strongly agreed” with seven of the eight statements, it is noted that less than half “strongly agreed” that the local area is planned well with adequate infrastructure, whilst approximately one-fifth “disagreed”.

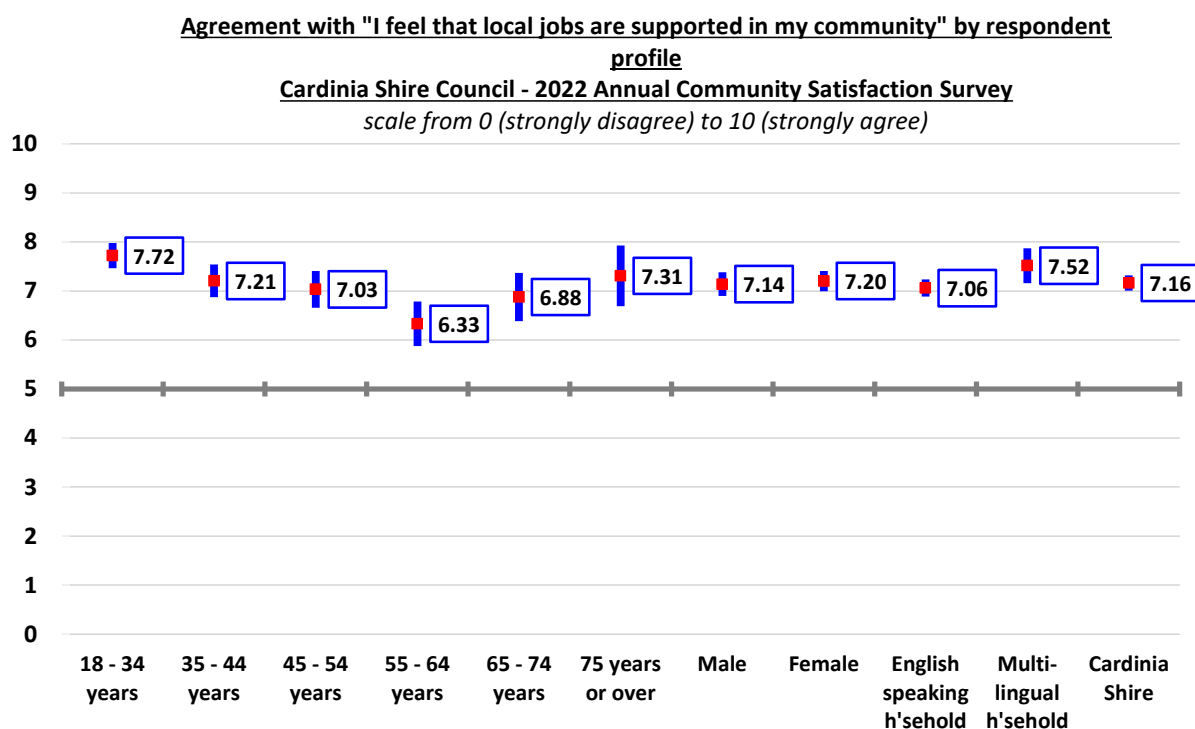


Local jobs are supported in my community

There was measurable variation in agreement that local jobs are supported in the community, with respondents from the Hills precinct measurably less in agreement than average.

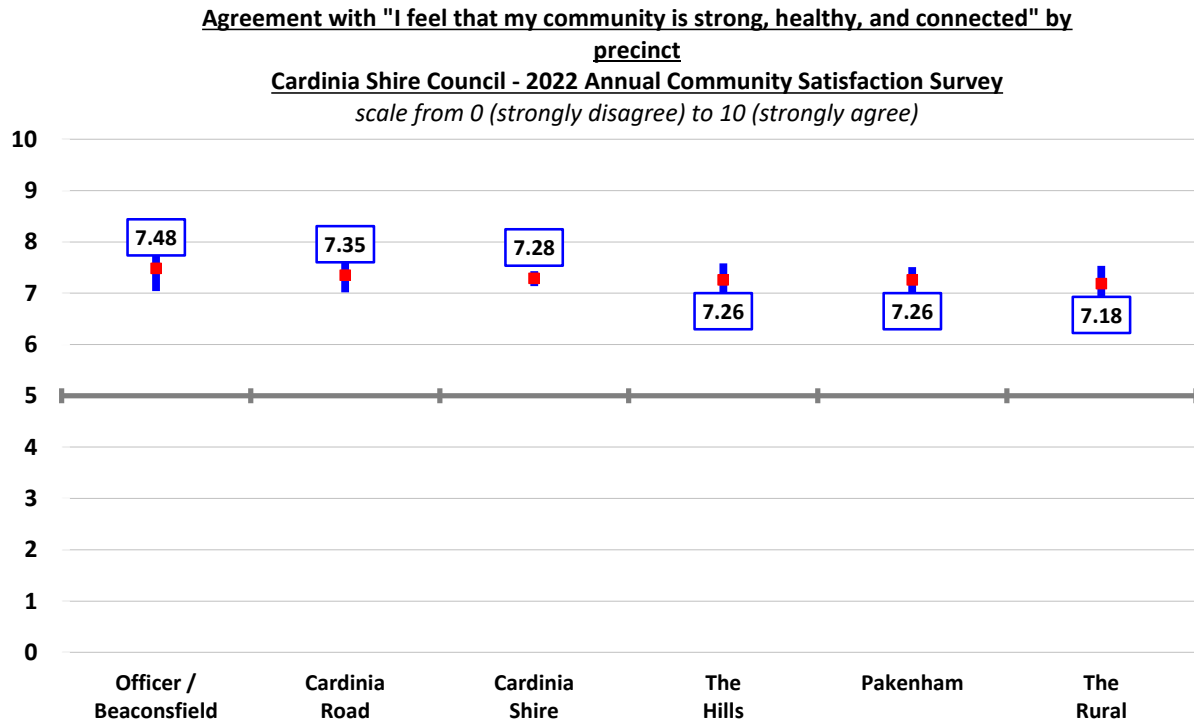


There was also some measurable variation observed by respondent profile, with older middle-aged adults (aged 55 to 64 years) measurably less in agreement, and respondents from multilingual households notably more in agreement than respondents from English speaking households.

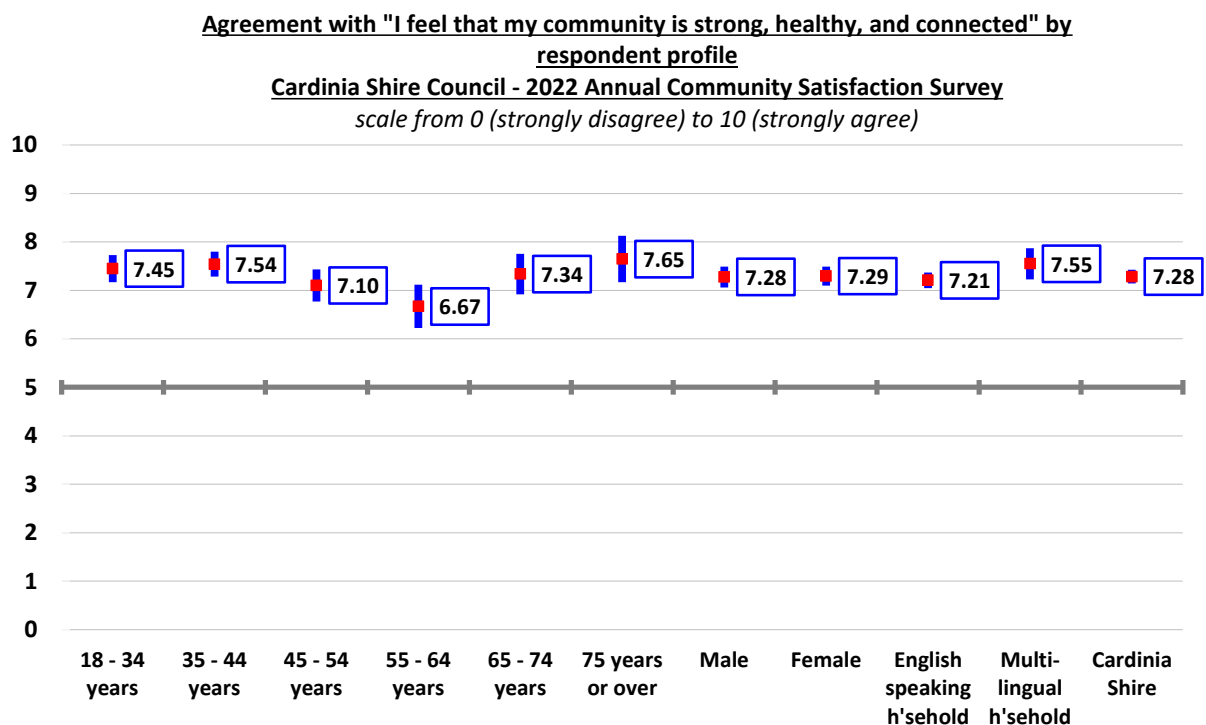


My community is strong, healthy, and connected

There was no measurable variation in average agreement that the community is strong, healthy, and connected observed across the municipality.

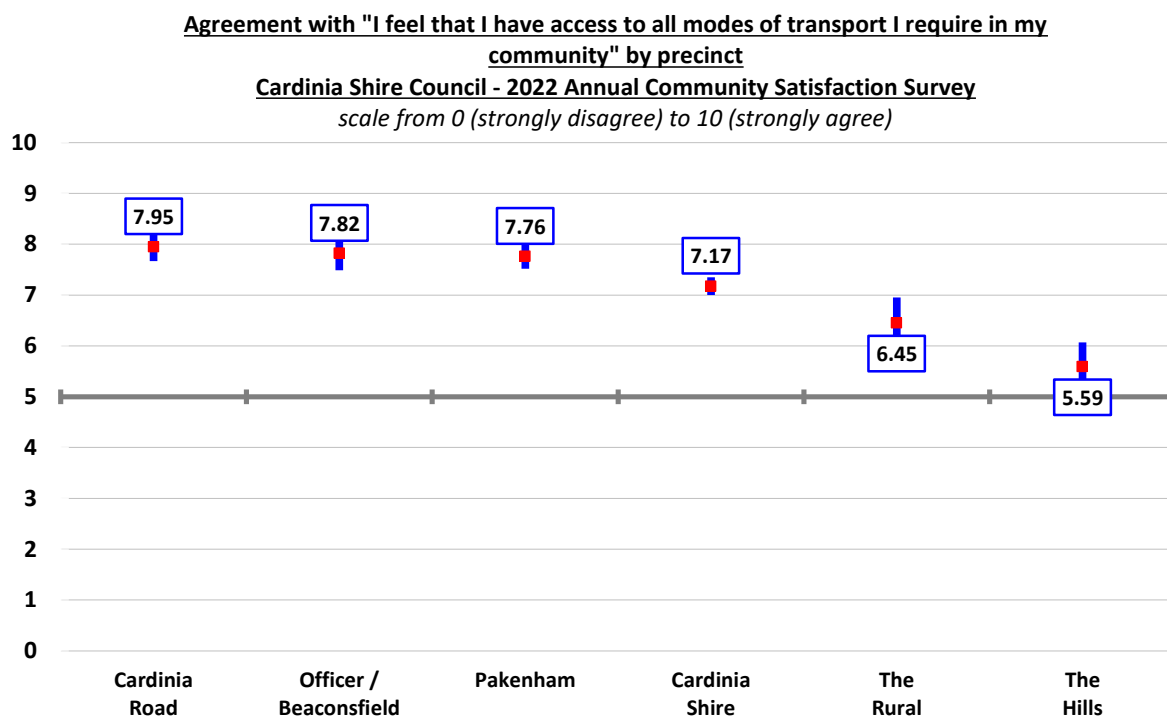


There was some measurable variation observed by respondent profile, with older middle-aged adults (aged 55 to 64 years) measurably less in agreement than the municipal average.

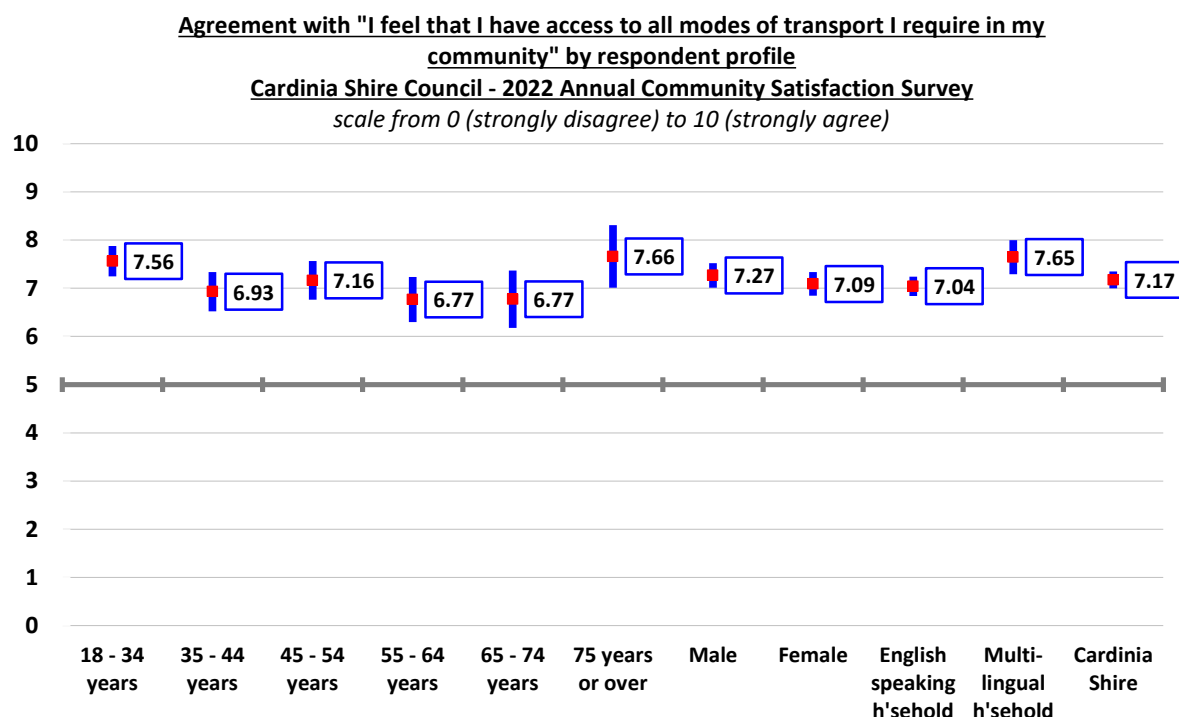


I have access to all modes of transport I require in my community

There was measurable variation in agreement that respondents have access to all modes of transport that they require in their community, with respondents from the three growth area precincts measurably more in agreement, and respondents from the Rural and Hills precincts measurably less in agreement.

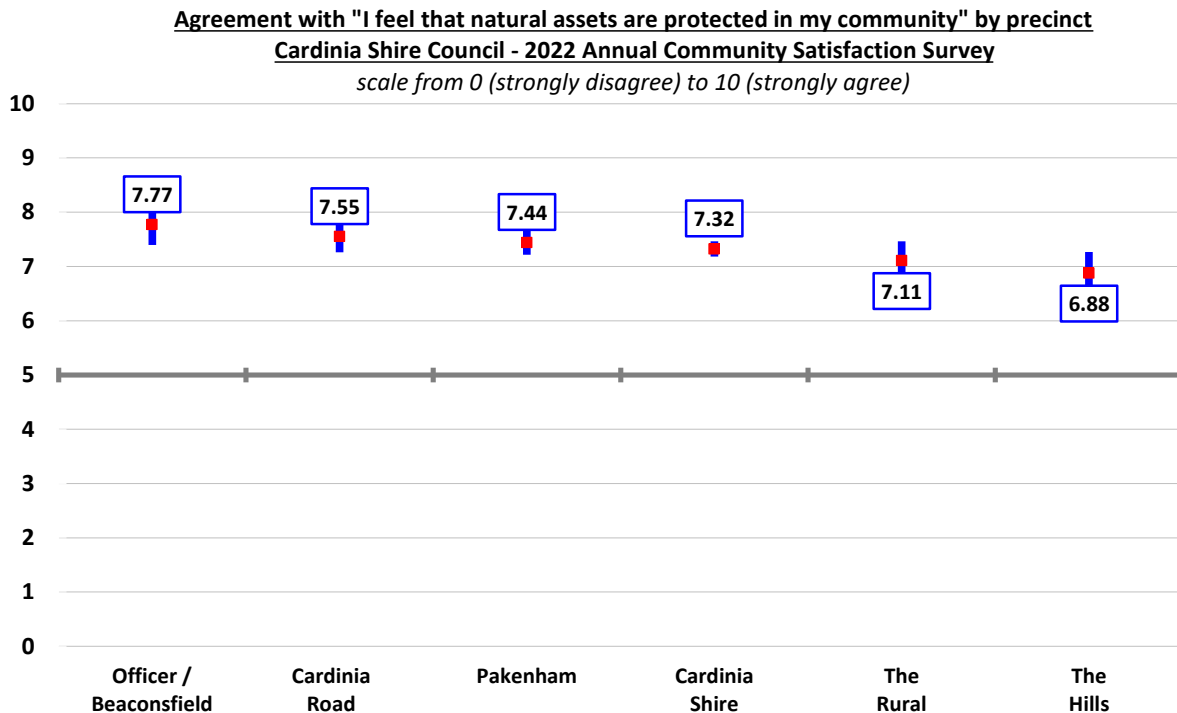


There was measurable variation by profile, with respondents from multilingual households measurably more in agreement than respondents from English speaking households.

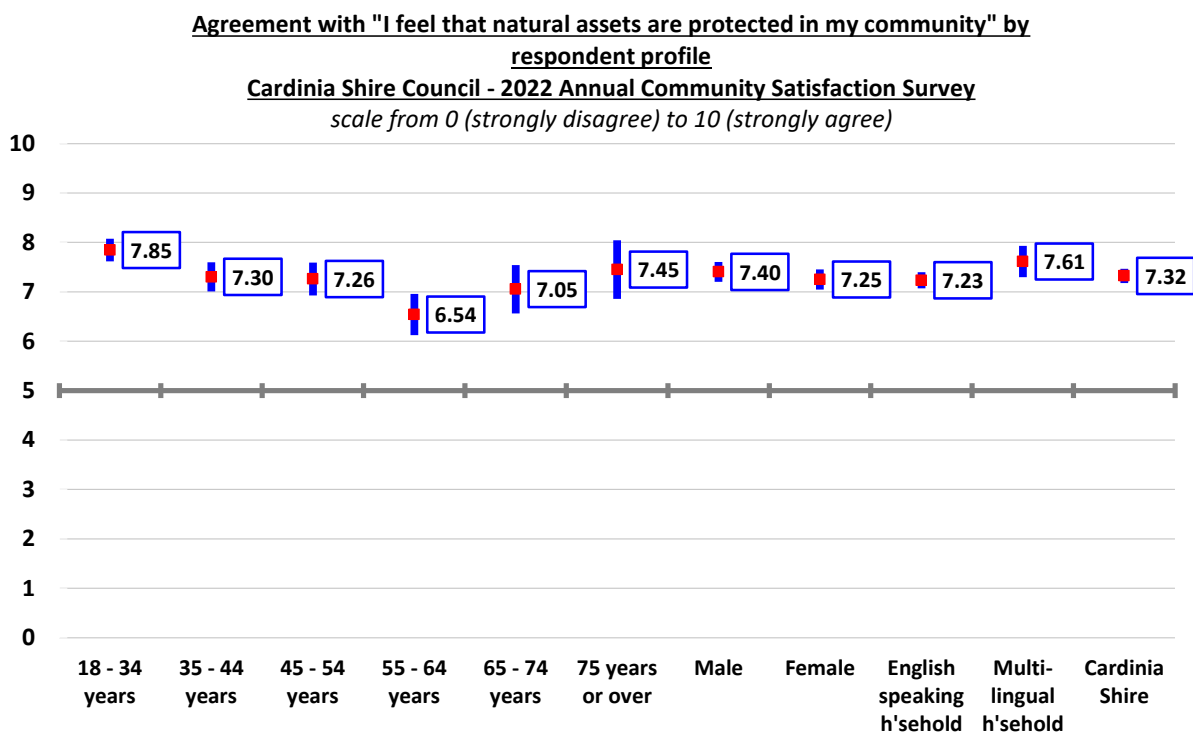


Natural assets are protected in my community

There was no statistically significant variation in average agreement that natural assets are protected in the community, although respondents from the Hills precinct were notably less in agreement than the municipal average.

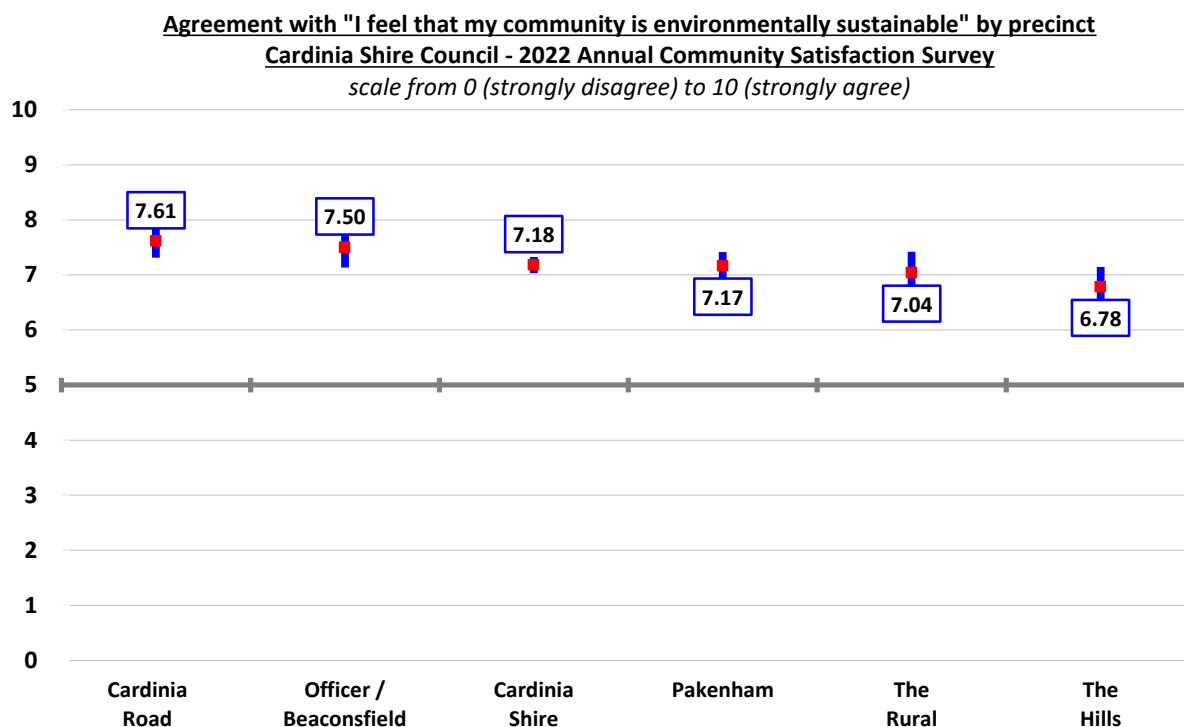


There was measurable variation observed by profile, with older middle-aged adults (aged 55 to 64 years) measurably less in agreement than average, and respondents from multilingual households notably more in agreement than those from English speaking households.

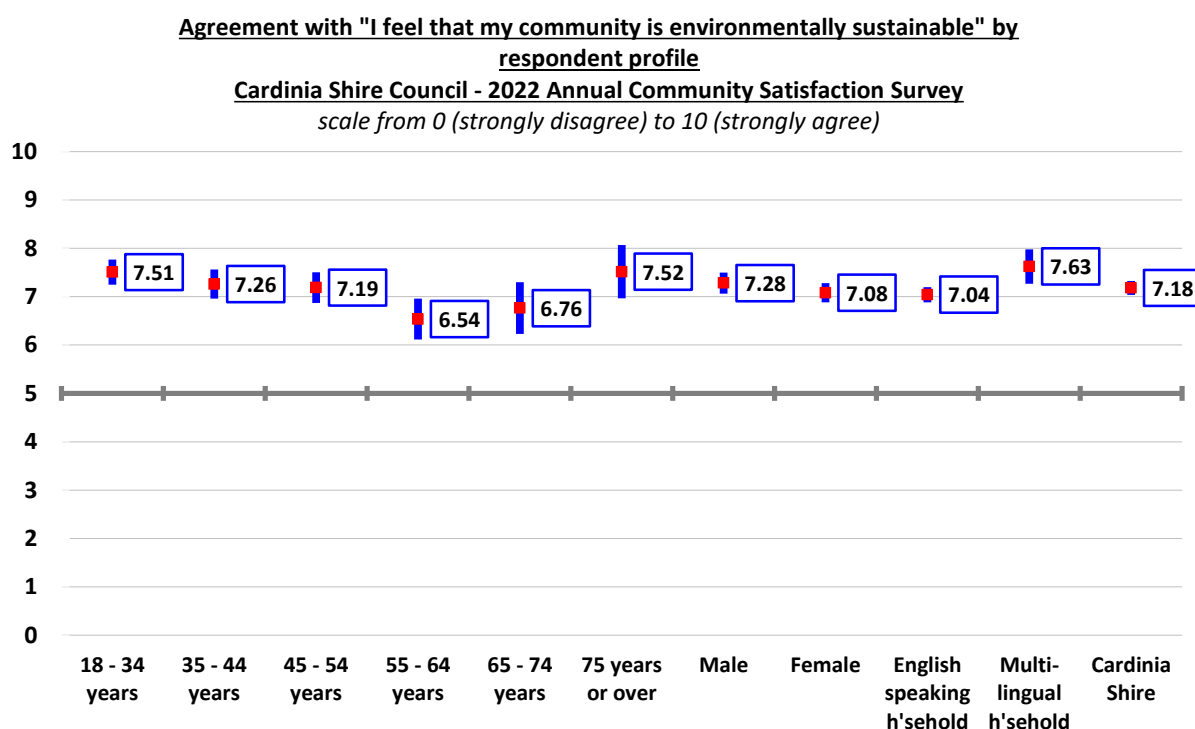


My community is environmentally sustainable

There was no measurable variation in average agreement that the community is environmentally sustainable observed across the municipality, although respondents from the Hills precinct were somewhat less in agreement than the municipal average.

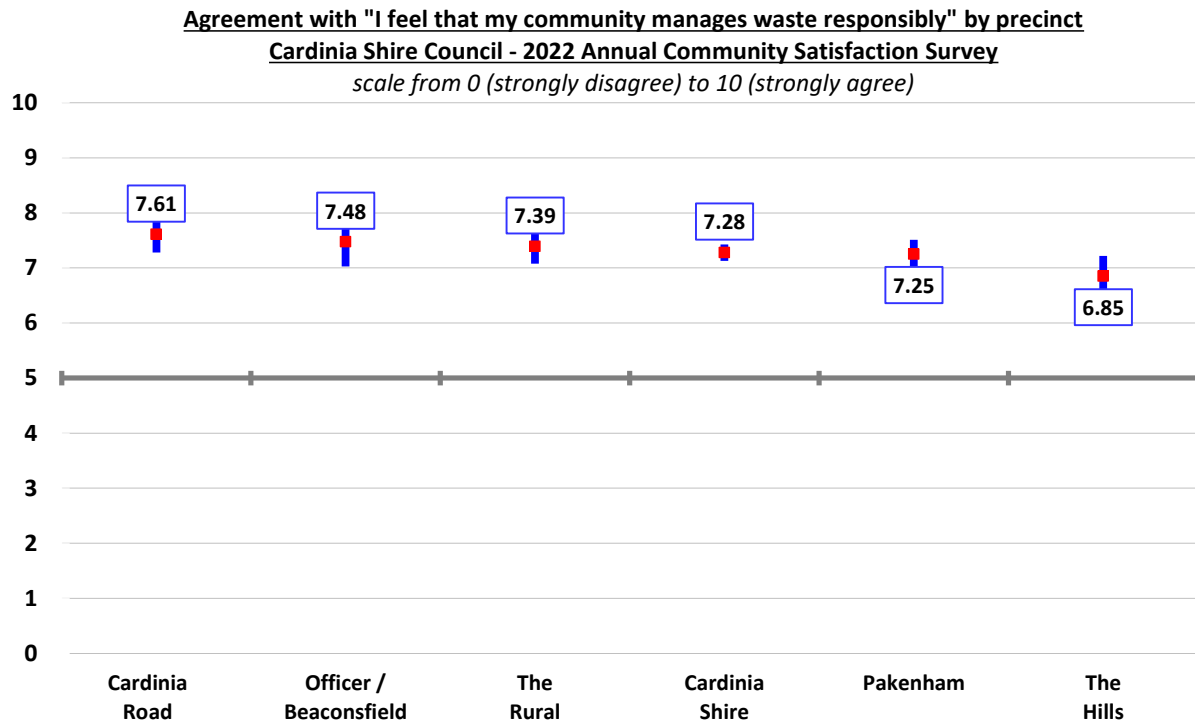


There was measurable variation observed by profile, with older middle-aged adults (aged 55 to 64 years) measurably less in agreement than average, and respondents from multilingual households notably more in agreement than those from English speaking households.

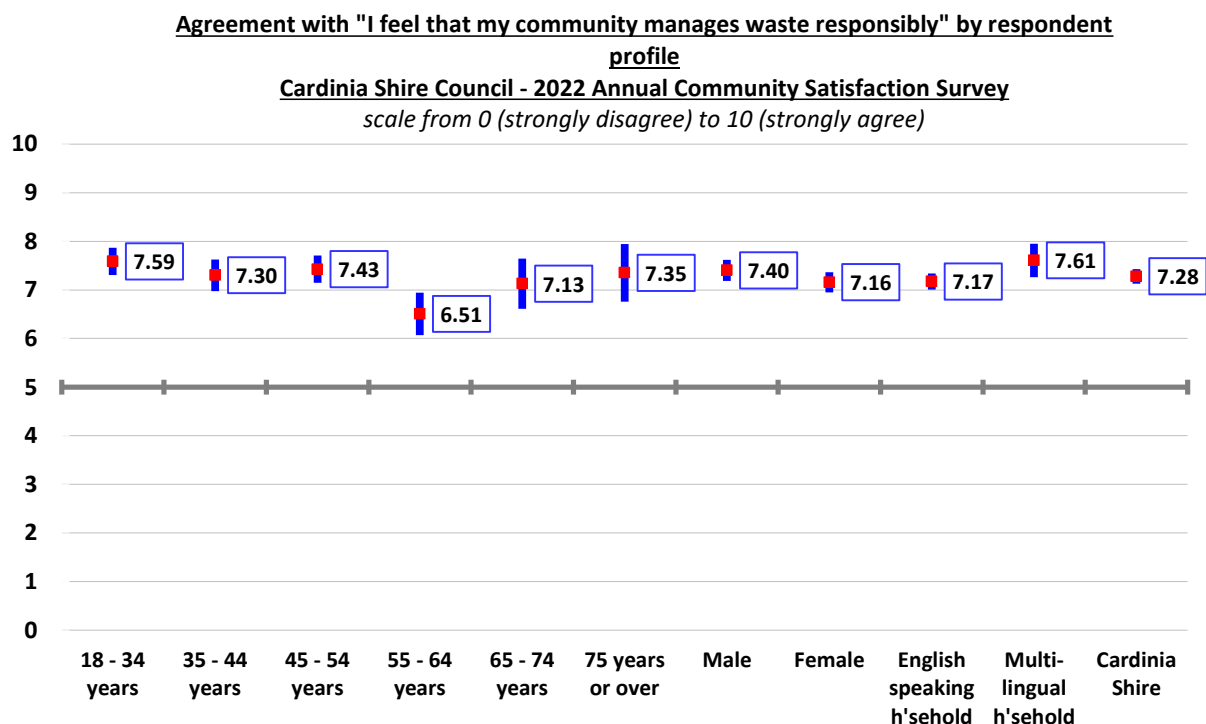


My community manages waste responsibly

There was no measurable variation in average agreement that the community manages waste responsibility observed across the municipality, although respondents from the Hills precinct were somewhat less in agreement than the municipal average.

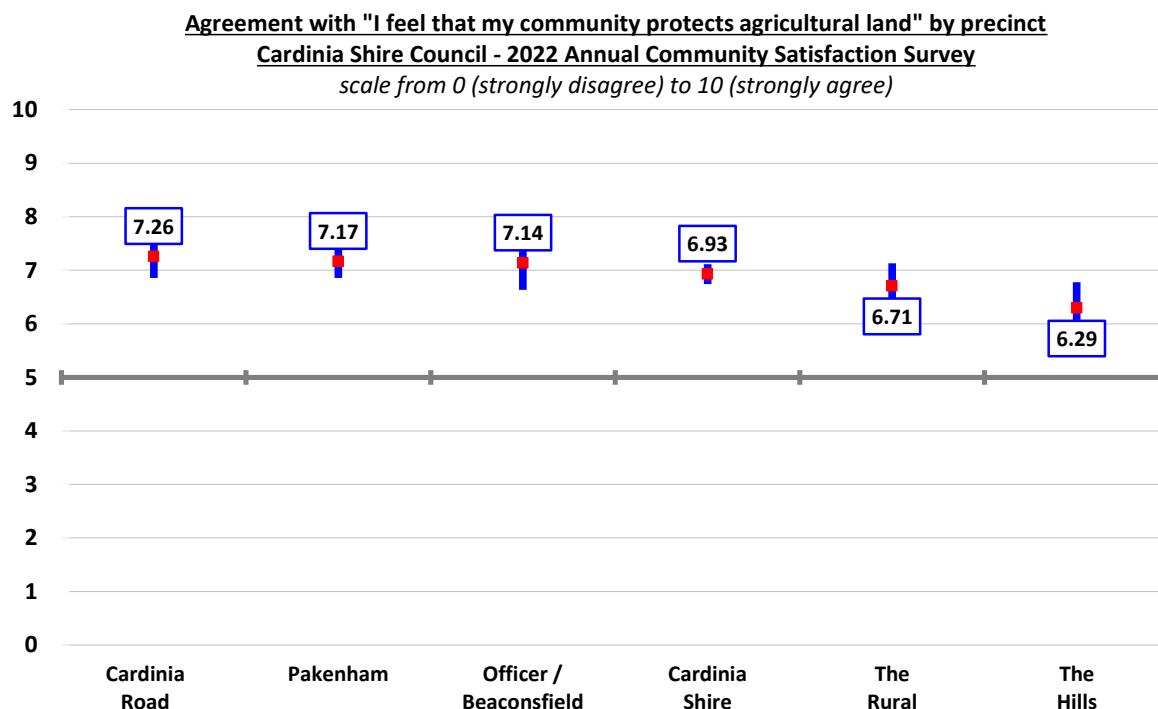


There was measurable variation observed by profile, with older middle-aged adults (aged 55 to 64 years) measurably less in agreement than average.

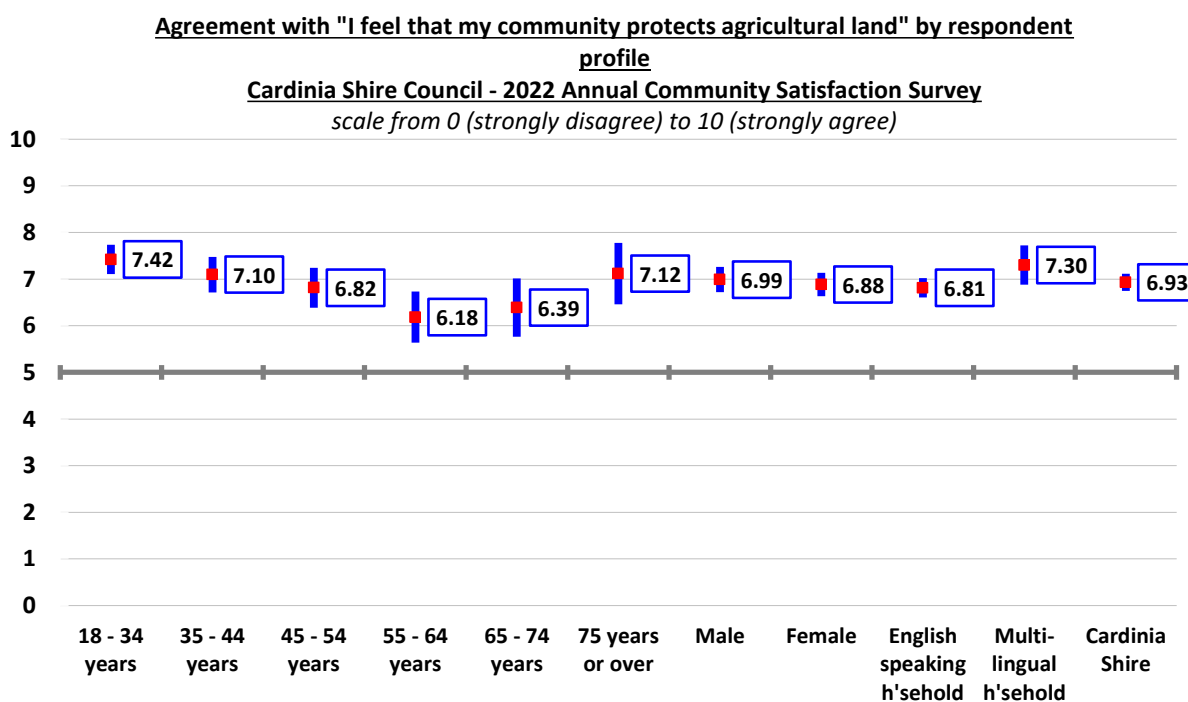


My community protects agricultural land

There was no measurable variation in average agreement that the community protects agricultural land observed across the municipality, although respondents from the Hills precinct were notably less in agreement than the municipal average.



There was measurable variation observed by profile, with young adults (aged 18 to 34 years) measurably more in agreement, and older middle-aged adults (aged 55 to 64 years) notably less in agreement. Multilingual household respondents were notably more in agreement than respondents from English speaking households.



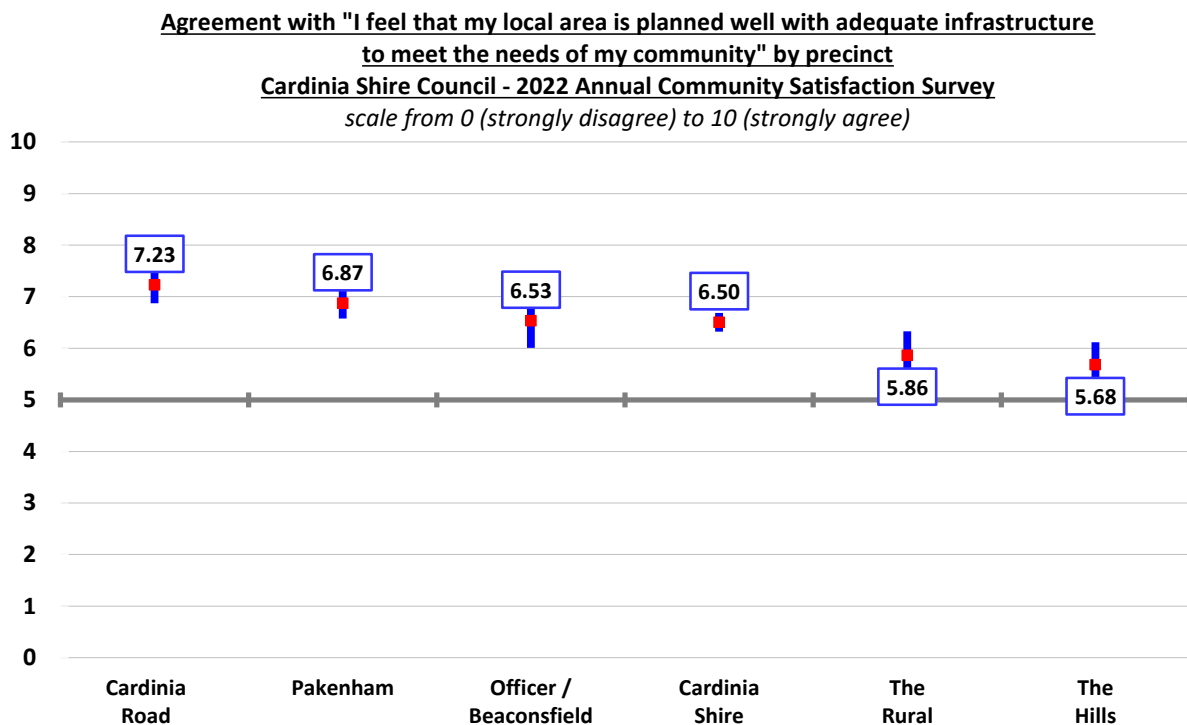
My local area is planned well with adequate infrastructure to meet the needs of my community

There was measurable variation in average agreement that the local area is planned well with adequate infrastructure to meet the needs of the community, as follows:

- **Cardinia Road precinct** – respondents were measurably more in agreement than the municipal average.
- **The Rural and the Hills precinct** – respondents were measurably and significantly less in agreement than the municipal average.

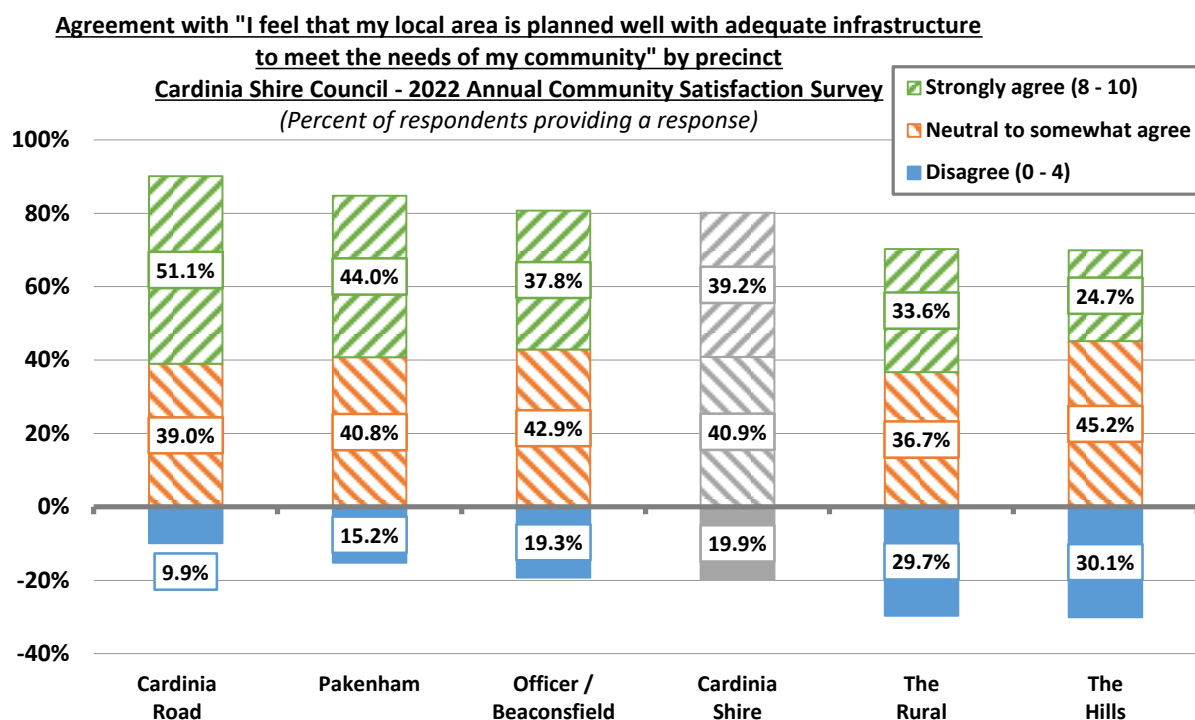
This is an important result that reinforces many of the other results discussed throughout this report, that being that the respondents from the Hills precinct in particular, and to a much lesser extent respondents from the Rural precinct have concerns about the provision of infrastructure and services geographically across the municipality.

This is evident in many results throughout the report, including satisfaction with a range of services and facilities, overall satisfaction, reasons for dissatisfaction, as well as the issues to address for the Cardinia Shire.



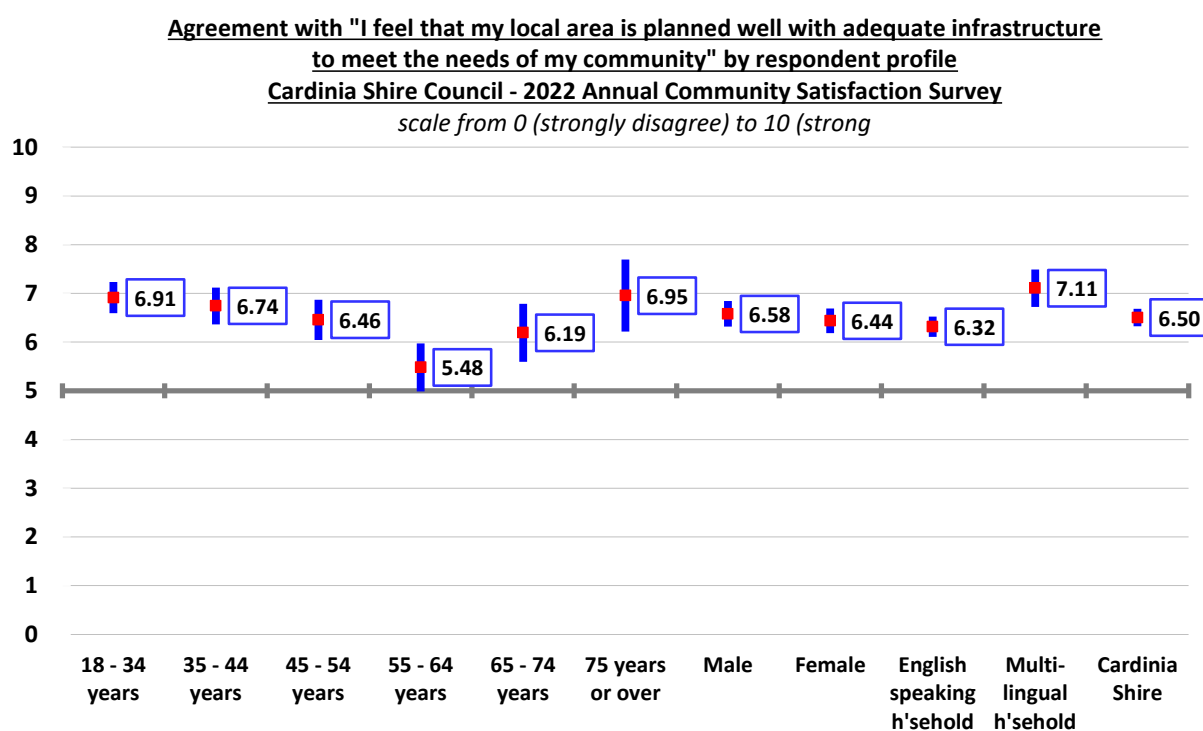
The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement at less than five).

It is noted that more than half of the respondents providing a score from Cardinia Road precinct “strongly agreed” that their local area is well planned with adequate infrastructure. By contrast, however, almost one-third of the respondents from both the Rural and the Hills precincts “disagreed” with this statement.



There was also measurable variation in agreement with this statement observed by respondent profile, as follows:

- **Older middle-aged adults (aged 55 to 64 years)** – respondents were measurably and significantly less in agreement than the municipal average.
- **Language spoken at home** – respondents from multilingual households were measurably and significantly more in agreement than respondents from English speaking households.



Respondent profile

The following section provides the demographic profile of respondents to the *Cardinia Shire Council – 2022 Annual Community Satisfaction Survey*. These questions have been included in the survey for two purposes; to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other questions in the survey.

Age structure

The database of 900 respondents was weighted by age and gender to reflect the 2016 *Census* results. It is noted, however, that the underlying sample represented at least 40% of the underlying proportion for each age group.

Age structure
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Age	2022 (unweighted)		2022 (weighted)
	Number	Percent	
18 - 34 years	157	17.6%	32.1%
35 - 44 years	206	23.1%	19.2%
45 - 54 years	177	19.8%	18.2%
55 - 64 years	144	16.1%	14.1%
65 - 74 years	135	15.1%	10.1%
75 years and over	73	8.2%	6.3%
Not stated	8		8
Total	900	100%	900

Gender

The sample was weighted by age and gender to reflect the 2016 *Census*.

Gender
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Gender	2022	
	Number	Percent
Male	433	48.5%
Female	459	51.4%
Non-binary	1	0.1%
Prefer to self-describe	0	0.0%
Prefer not to say	7	
Total	900	100%



Language spoken at home

A little more than one-quarter of respondents were from households that spoke a language other than English at home.

Language spoken at home
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2022	
	Number	Percent
English	652	73.3%
Hindi	38	4.3%
Sinhalese	22	2.5%
Mandarin	20	2.2%
Punjabi	16	1.8%
Italian	12	1.3%
Greek	9	1.0%
Arabic	8	0.9%
Dutch	8	0.9%
Spanish	8	0.9%
Urdu	8	0.9%
Chinese, n.f.d	7	0.8%
German	6	0.7%
Tamil	6	0.7%
Tagalog (Filipino)	5	0.6%
French	4	0.4%
Nepali	4	0.4%
Amharic	3	0.3%
Bengali	3	0.3%
Cantonese	3	0.3%
Croatian	3	0.3%
Gujarati	3	0.3%
Indonesian	3	0.3%
Russian	3	0.3%
African Languages	2	0.2%
Auslan	2	0.2%
Khmer	2	0.2%
Malayalam	2	0.2%
Shona	2	0.2%
Teluga	2	0.2%
Multiple	3	0.4%
All other languages (20 separately identified)	20	2.2%
Not stated	11	
Total	900	100%



Disability

Ten percent of respondents were from households with at least one member with disability.

Household member with a permanent or long-term disability
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Disability	2022	
	Number	Percent
Yes	88	10.6%
No	740	89.4%
Prefer not to say	72	
Total	900	100%

Household structure

The sample included a good cross-section of household structures, with approximately half being two-parent families, one-quarter couple households, one-tenth sole person households, eight percent one-parent families, five percent group households, and two percent extended or multiple family households.

Household structure
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2022	
	Number	Percent
Two parent family total	424	47.6%
youngest child 0 - 4 years	131	14.7%
youngest child 5 - 12 years	135	15.2%
youngest child 13 - 18 years	69	7.8%
adult children only	89	10.0%
One parent family	68	7.6%
youngest child 0 - 4 years	16	1.8%
youngest child 5 - 12 years	13	1.5%
youngest child 13 - 18 years	12	1.3%
adult children only	27	3.0%
Couple only household	238	26.7%
Group household	45	5.1%
Sole person household	102	11.5%
Extended or multiple families	13	1.5%
Not stated	10	
Total	900	100%

Housing situation

The sample included a good cross-section of housing situations, with approximately half from households who owned their home, a little more than one-quarter mortgagor households, one-fifth rental households, and a small number of other housing arrangement households.

Housing situation
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2022	
	Number	Percent
Own this home	427	48.2%
Mortgage (<i>paying-off this home</i>)	259	29.2%
Renting this home	179	20.2%
Other arrangement	21	2.4%
Not stated	14	
Total	900	100%

Period of residence in the Cardinia Shire

The sample included a good cross-section of respondents who had lived in the Cardinia Shire for varying periods of time.

Consistent with the growth area nature of parts of Cardinia Shire, approximately one-quarter of respondents had lived in the Shire for less than five years, whilst a little less than half had lived in the Shire for 10 years or more.

Period of residence in the Cardinia Shire
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Period	2022	
	Number	Percent
Less than one year	71	8.0%
One to less than five years	158	17.8%
Five to less than ten years	258	29.0%
Ten years or more	402	45.2%
Not stated	11	
Total	900	100%

The following table outlines the previous council of residence of respondents who had lived in the Shire for less than five years.



Metropolis Research notes that, consistent with well-established housing trends across metropolitan Melbourne, many respondents had moved to Cardinia Shire from neighbouring municipalities in the region, including Casey and Dandenong.

Of most interest is the relatively large proportion of respondents who had moved to the Shire from interstate (11.1%).

Previous Council
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents who lived in the Cardinia Shire less than 5 years and providing a response)

Council	2022	
	Number	Percent
Casey	46	30.1%
Interstate	17	11.1%
Dandenong	10	6.5%
Melbourne	9	5.9%
Monash	8	5.2%
Darebin	6	3.9%
Knox	6	3.9%
Whitehorse	6	3.9%
Greater Dandenong	5	3.3%
Baw Baw	4	2.6%
International	4	2.6%
Maroondah	3	2.0%
Yarra	3	2.0%
Boroondara	2	1.3%
Kingston	2	1.3%
Port Phillip	2	1.3%
Melton	2	1.3%
Nillumbik	2	1.3%
Bayside	2	1.3%
Frankston	2	1.3%
Yarra Ranges	2	1.3%
Dandenong	2	1.3%
Maribyrnong	2	1.3%
Stonnington	2	1.3%
Hume	1	0.7%
Greater Geelong	1	0.7%
Alpine	1	0.7%
Moreland	1	0.7%
Not stated	76	
Total	229	100%



General comments

The following table outlines the summarised general comments received from respondents.

A total of 175 comments were received, with the most raised issues consistent with those discussed in a number of sections of this report, including the [Current Issues to address for residents of Cardinia Shire](#) section and the [Reasons for level of satisfaction with Council's overall performance](#).

The most common issues raised include roads and footpaths, planning and development issues, and traffic and transport related issues

General comments
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2022	
	Number	Percent
Roads and footpaths	19	10.9%
Planning and development issues	16	9.1%
Traffic and public transport management	14	8.0%
Shops, restaurants and entertainment venues	13	7.4%
Drugs, crime and safety	12	6.9%
Community facilities / services / activities	11	6.3%
Parks, gardens, open spaces and tree maintenances	10	5.7%
Rural / hill vs. growth area issues	7	4.0%
Waste management	7	4.0%
Communication, consultation and engagement	6	3.4%
Council governance and management	6	3.4%
Sports / ovals / leisure centres	6	3.4%
Cleanliness and aesthetics of area	5	2.9%
General positive comments	5	2.9%
Animal management	4	2.3%
Comments relating to this survey	4	2.3%
Local jobs / economic development of area	4	2.3%
Parking	4	2.3%
Bikes and walking paths	3	1.7%
Council customer service and responsiveness	3	1.7%
Rates / financial management	3	1.7%
Enforcement / update of local laws	2	1.1%
Environment, climate change and bio-diversity	2	1.1%
Infrastructure	2	1.1%
Other	7	4.0%
Total	175	100%



General comments
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
 (Number of responses)

Comment	Number
<i>Roads and footpaths</i>	
Fix / maintain our roads	4
Seal the road	2
A lot of dirt coming from the trucks, and the road is dirty	1
Clean up the Main St, Eagle Dr, high pressure cleaning does a great job	1
I don't think Manks RD, Koo Wee Rup could manage with the increase in population with the current traffic	1
It would be nice to have bitumen roads in Cockatoo	1
Keep up with your word of putting up and fixing roads	1
Lang Lang needs bypasses for sand mining trucks	1
More money for roads maintenance	1
No footpath on one side of Mikey Blvd and whole estate	1
Roads	1
Spend less time on meetings and more on sealing roads	1
The dust from unsealed roads is very high, it's a big issue especially for people with asthma	1
The roads in general are raised in the Cardinia area in general which is a safety hazard for the public who have a disability or are elderly. They need to be fixed	1
Traffic congestion in Princes Hwy	1
Total	19
<i>Planning and development issues</i>	
Don't increase population too much	2
Against subdivision in Emerald area	1
Had issues with Heritage Department members regarding change to garage, relevant employee wouldn't listen or speak about it at all and couldn't receive help or compensation for issue	1
House development process and planning permits must be faster and efficient	1
Leave the town alone, do not allow too much population growth	1
More local development	1
Nar Nar Goon needs a strategy for development	1
Need to insist that new developments to fit into the character of the neighbourhood and villages	1
Splitting small plot of land in the development is not feasible and affordable for family	1
Stop development and respect rural lifestyle of Emerald residents	1
Stop letting developers subdivide the blocks so small	1
They destroyed too much farmland to only build new houses that will increase the local population and therefore tighten the volumes of traffic further than it already is	1
They need to assess how they are gobbling up farmland for new housing developments	1
Think of the number of people that are coming in as it is already overpopulated	1
To allow the development to have independent living developments for older people who don't want larger houses	1
Total	16



<i>Traffic and public transport management</i>	
If the 695 bus could run more frequently during weekends, and later at night	1
Main St is a bit dangerous; traffic light might help make it less dangerous	1
More bus services for the area, upper Beaconsfield	1
More traffic already crowded on Beacons Hill College Rd	1
Need a reduce speed sign on Windermere Blvd	1
Pedestrians are generally not safe	1
Remove the learner drivers on Treloar lane	1
Should have better transport services	1
There is limited public transport in the Tynong North area, and it needs improvement because the only form of transport is by having your own vehicle	1
Traffic management needs to be improved	1
Traffic management needs to be improved around the primary school	1
Traffic on the freeway and on roads is heavy due to current maintenance	1
Traffic sometimes is so bad around the freeway	1
The Salisbury traffic needs to be fixed	1
Total	14

<i>Shops, restaurants, and entertainment venues</i>	
Have more shopping in the area, should have more chain stores	1
I would like a bit more money spent in Garfield Main St	1
Introduce fresh produce markets, Kmart, and Target	1
Lang Lang needs a big supermarket	1
More farmers markets	1
More job opportunities like Big W and Kmart	1
More petrol stations	1
More shopping mall and stores like Kmart and target will be nice and bring up the economy around here	1
More shops varieties	1
Not enough family entertainment to keep families in Pakenham	1
Not enough retail / entertainment centres for the growing population	1
Should consider building shopping complex	1
There is vacant land around mains that they can use for night life	1
Total	13



<i>Drugs, crime, and safety</i>	
A lot of cars are broken into in Officer, and there's a lot of burglaries	1
Corruption at the police force	1
Fix the crime rate in Pakenham, it is increasing drastically, I know 3 families that have moved out due to not feeling safe	1
Groups of young people	1
Men still don't help women feel safe	1
More police needed to patrol the area	1
Pakenham station doesn't feel safe	1
Recently have seen too many young adults hanging around and making unnecessary loud noise and that doesn't feel comforting	1
Teenagers gathering around the mall, I feel unsafe, and both of my kids have been teased by the teenagers	1
The gangs hanging around in the station are intimidating	1
They really need to look at their police force, they are not helpful	1
Thugs have no respect, need punishment	1
Total	12

<i>Community facilities / services / activities</i>	
Drains	2
Garfield North doesn't need a hall	1
Improve facilities for disabilities	1
Look after and clean the public toilets	1
Maternal health nurses should be more educated	1
More free services for people with a disability, free taxi or any other support services	1
More online services please	1
The Council really needs to get the basics sorted out	1
The distance to travel is a fair drive for needle drop offs. It used to be at the local chemist in Tynong North but now you have to drive to Pakenham. I wish they had something closer	1
The graffiti needs to be addressed	1
Total	11

<i>Parks, gardens, open spaces and tree maintenances</i>	
All the parks in the Cardinia region require more maintenance in general	1
Bit more emphasis on managing weed in public spaces, or land	1
Branches should never be allowed to hang over roads, kills multiple people per year	1
Clean up the parks	1
Gardens are not properly maintained	1
Lawn mowing needs to happen more often especially around springtime	1
Parks should be cleared of dead trees, it's in front of Redwood Rd	1
Pest plants need to be enforced	1
Plant more trees resilient to the area	1
Please remove the trees in Don Phillip and Gembrook Park Rd	1
Total	10



<i>Rural / hills vs. growth area issues</i>	
Don't forget about Upper Beaconsfield as a community	1
Emerald is being treated unfairly compared to other precincts in Cardinia	1
Farmers are not getting fair provision of facilities and services for the level of rates they pay	1
More funding needed in outer suburbia, Cockatoo	1
No equitable treatment between small communities like Emerald and large communities like Pakenham	1
Spend a bit more money on the community up here in Upper Beaconsfield	1
There is too much concentration of funding in town areas compared to rural areas	1
Total	7
<i>Waste management</i>	
Educate the residents to put their rubbish in the appropriate place	1
Had asked for extra bins but has not been addressed till date, going on for 3 years	1
Have more hard rubbish collection services even if they are charged	1
I need a vegetable bin and I'm not sure who to contact.	1
Is there a limit on bin replacement	1
Rubbish bins are very dangerous - sharps	1
There should be free drop off for hedges or green waste in Emerald areas, especially given the area has so much green waste to handle. These services should be free and accessible for the community	1
Total	7
<i>Sports / ovals / leisure centres</i>	
Build entertainment complex for the kids	1
Build skate park in Emerald area	1
Lang Lang needs heated pool	1
Please build the racetrack (Pakenham) and that will offer a lot more recreation and bring more money	1
The pool is very small, all other facilities are all cramped up	1
We need a swimming pool for Emerald	1
Total	6
<i>Communication, consultation and engagement</i>	
Council should investigate properly before sending notice	1
Dislike that <i>Connects</i> gets classified as junk mail because doesn't have an address on it	1
I got a letter from Council stating my neighbours complained about disturbance. I never had any party after normal hours	1
I prefer to make enquiries in person than looking at a website just because I feel they're more informative than for me personally having to read from a website.	1
Keep listening to your community first	1
More communication offline	1
Total	6



<i>Council governance and management</i>	
Could improve their staff training	1
Council members are different and too many contractors	1
I think Council is unnecessary	1
Like to see the Council run by professional business background or outside company	1
Should have more representation for Emerald to protect the community	1
They should be sacked and looked at, not doing proper job	1
Total	6
<i>General positive comments</i>	
Keep on doing a good job	2
All good. Thanks for asking	1
Great community to live in. Thank you	1
I love this area	1
Total	5
<i>Cleanliness and aesthetics of area</i>	
Beautiful	1
Cleanliness	1
Remove the old trailer in my nature strip	1
The random dumping of rubbish in front of other properties in quite common in Beaconsfield Upper in dead ends or where there is distance between houses (didn't want to specify location)	1
There is always waste lying around Cardinia Rd Station local area and Council does nothing	1
Total	5
<i>Comments relating to this survey</i>	
Doing this survey is a good initiative by the Council. Keep it up	1
Might be better to let us do our own surveys instead of it being conducted through the phone	1
This survey was very lengthy	1
No questions on LGBT issues, domestic violence, or Aboriginal Australians	1
Total	4
<i>Local jobs / economic development of area</i>	
More shopping complex will be nice, this supports local jobs and build the area	1
Not enough job opportunities	1
They amped the residential side, but not the industrial area. So, there is less work here.	1
Need to have more industries here	1
Tourism management to be strengthened example Puffing Billy playgrounds	1
Total	4



<i>Parking</i>	
During school hours, parents park their cars on our street, and we don't get to park our own car and we get fined for double off street parking. Either approve double-sided off-street parking or be more proactive about the parking issue	1
Pakenham primary parking issue	1
Parking is an issue, no space on roads for that in Cockatoo	1
Pony club facilities such as parking are being used up by football and cricket club members. All clubs must receive equal importance	1
Total	4
<i>Animal management</i>	
Deer management need to improve	1
Dogs poop not picked up	1
Near Aldi and cultural centre in Pakenham birds create hazard to pedestrians	1
Please keep neighbour's cat off the street	1
Total	4
<i>Bikes / walking paths</i>	
General walking tracks need attention	1
There should be more bike lanes	1
Lang Lang needs walking trails on outskirts	1
Total	3
<i>Rates / financial management</i>	
Council should be accountable for spending funds and enforcing laws	1
Reduce Council rates for senior	1
The rates need to be looked at	1
Total	3
<i>Council customer service and responsiveness</i>	
Council do not respond complains and do not act on it	1
Council does not respond to my enquiry	1
Answer your emails	1
Total	3
<i>Infrastructure</i>	
Infrastructure needs to be built, more shops need to be built, like cafe and supermarket.	1
We don't want 5G in the area	1
Total	2



<i>Environment, climate change and biodiversity</i>	
Maintain environment while developing the area	1
The Council should be working harder to raise awareness regarding consequences of environmental damage	1
Total	2
<i>Enforcement / update of local laws</i>	
Neighbours pollute grass and drains through cleaning of pool with chlorine	1
Tell people to not throw the rubbish into people's gardens	1
Total	2
<i>Other</i>	
Can make it better	1
I just moved in here less than 6 months, so I have not much comment and issues	1
Industrial areas on way into Lang Lang give bad impression	1
Land price increase too high for middle class family to support the cost	1
Quality of life is more important than dollars	1
Religious people knocking on doors every once a month. Not happy with that	1
Too many religious groups around here	1
Total	7
Total	175



Appendix One: Reasons for level of satisfaction with Council

The following table provides the verbatim comments relating to the respondents' reason for rating overall satisfaction at the level they did.

These comments have been broadly categorised both by issues, as well as into generally positive, generally neutral, and generally negative statements.

A detailed discussion of these comments is included in the [Reasons for level of satisfaction with Council's overall performance](#) section of this report.

Reasons for rating of level of satisfaction with Council's overall performance
Cardinia Shire Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Governance, accountability, and reputation - negative</i>	
Council could make some improvements bringing more diverse places to eat and improve the nightlife	2
Nothing outstanding but wouldn't trust the Council since they have done nothing much to improve the community	2
They don't care about us	2
Active representation	1
Bad Council overlap, do not do anything	1
Because things like development ordinary residents don't get to have a say and don't listen to residents and make their own decisions. Council employees make stupid statements	1
Certain individuals need to be removed	1
Council does act on the issues but could be more efficient	1
Council listens but don't always act, do their own thing	1
Dislike that it is conservative precinct	1
Don't feel what Council is doing for the community	1
Don't get help when asked for it	1
Don't trust the Council	1
Feel Yarra Valley is representative for Emerald region	1
I'm dissatisfied with the Council and government in general for taking away our rights and freedom to be free	1
Mainly they should concentrate on administering the things that are in the Shire instead of other things that are not applicable	1
Mostly acting in interest of tourist and own revenue	1
No community spirit from Councillor to Emerald and no local representation	1
Some contractors not doing their job properly	1
They are only in it to benefit themselves and for self-promotion	1
They do their own thing	1
Zero governance	1
Total	25



Governance, accountability, and reputation - positive

Different departments liaise well together	1
Great management great community well being	1
Total	2
Total Governance, accountability, and reputation comments	27

Customer service and responsiveness - negative

Lack of timely action when needs or complain being raised	5
Customer service is too slow and inefficient, need to improve	3
Respond to enquiry very slowly	2
The Council should act on our requests	2
Bad attitude and defensive towards complaints	1
Contacted Council to replace my damaged bin 6 months ago, but never heard from them since	1
Difficulty in finding the right person to contact	1
From a business perspective the Council was not that responsive	1
Hard to get response	1
I complained many times about Devaney St entrance but no proper action	1
I feel that we have very little support from Council. We had power out for six weeks and they were slow to support the rural areas	1
It takes a long time for Council to fix this and follow up residents' complaints and petition	1
It took them forever to set up support centres after the storms came in Cockatoo	1
Lack of action (works on the creek), not enough storm damage	1
Lot of complaints about the roads, takes years to get things done	1
Neighbours have asked for a lot of things like underground powerlines, but they have not done it yet	1
Not hearing from the Councillors when issue is raised	1
Slow to respond to locals needs when it comes to drain repairs and road maintenance and repairs	1
They are ok, some queries are left unanswered	1
They haven't done much for us	1
They still haven't responded to my enquiry from last year which shows how negligent they can be	1
You can't get help when you need it	1
You do not get feedback from them to what they are doing, and when you contact them, they are unresponsive	1
Total	31

Customer service and responsiveness - positive

I have had a pleasant personal experience with the Council	2
Issues have been resolved	2
I have been living here for 2 years, everything is fine, they replaced my bin fast when I contacted them	1
I have contacted them several times regarding some issues like garbage collection and complaints about noisy car race at night and I have seen improvement	1
I have seen how they've tried to meet the community's needs and how sometimes the environment or climate can influence some service or repairs to be delayed. But I know there can still be more room for improvement	1
I've been here for 20 years and have no problems with the Council. When I report something the quick to act	1



Responsive and aware of what the residents need	1
Very responsive and supportive to the effects of big bushfires	1
Total	10
Total Customer service and responsiveness comments	41

Communication, consultation, information - negative

Not enough communication / consultation / engagement	11
Lack of communication and engagement with the residents	6
Community engagement could be better / more	3
Council don't listen to the people at all	2
Not much consultation	2
Beaconsfield reservoir development happens without local consultation	1
Because they are not telling us the truth of what they are up to	1
Could go on for hours, poor communication, hard to get points across	1
Council does more communication and do more for the need of the community	1
Feel like a lot of development but not consulting the community	1
Few areas of improvement like communication and following up on actions	1
I don't see many consultations but in terms of engagement they have done a good job, so I rate neutral	1
I see there is a lot of environmental improvement in this area. But I have not see any engagement or special services that makes me rate higher	1
The services that they provide are great, but I don't believe they listen to the community and just do their own thing	1
They send people out to listen and then do whatever they want to do anyway. The Council's consultation is very token	1
Things tend to get done, but you don't hear anything from them	1
Total	35

Communication, consultation, information - neutral

Don't know much about the Council	4
I'm not too familiar with Council activities /efforts	2
Total	6

Communication, consultation, information - positive

Good at online communication - not really seen any activities in this area	1
Total	1
Total Communication, consultation, and informative comments	42



Roads, traffic, transport, and footpaths - negative

Road condition is bad, should improve	5
Traffic management needs to be better	5
Road maintenance	4
Road maintenance	4
Because the roads are not good / need to be better	3
We need more footpaths and proper maintenance	3
Bad traffic	2
They should invest in public transport / station	2
Council should build new road at Deveney Rd	1
Delay in roadworks	1
Doing some places but some roads are poor (around Yellow Gum Dr)	1
Don't care about tree branches over roads or consider it a problem	1
Don't put right road signs up	1
Everything looks good. But can improve roads	1
I had to pay for the road in Gembrook	1
Mainly they need to focus on roads fixing than anything else	1
Neglecting their core services of roads, footpaths, etc. - poor prioritisation	1
No changes in area on accessibility	1
Road maintenance drags rating down and colours lens on other issues	1
Some things they do okay. Some things like roads they don't do well	1
The railway works around the Pakenham station is just my concern	1
The roads need a little fixing, but I reckon they do a solid job	1
There is a lack of maintenance for core facilities such as roads, drainage, and especially unsealed roads	1
There's a lot of works on Princes Highway that causes re-routing	1
They have not reacted quick enough to fix the roads that have caused so much damage to a lot of locals and those passing through vehicles	1
They need to do some more with railways stations	1
They need to improve on the roads in widening, maintaining, and repairing them in a timely manner	1
They still must work on the traffic congestion	1
Traffic management	1
Unsealed roads	1
Unsealed roads need to properly graded in the dry season	1
Want the road done but slow in response	1
We need footpaths in this area for old and disabled	1
Total	53

Roads, traffic, transport, and footpaths - positive

Everything is good timely maintenance of footpaths and roads. Not much traffic	1
Except for the traffic I am happy with everything else (Racecourse Road)	1
Happy to see work done on footpaths in Emerald	1
They are making steps in improving railways and bringing in more facilities reducing traffic around here and wide range of things	1
They fixed my footpath within two weeks	1
Total	5
Total roads, traffic, transport, and footpaths comments	58



Environment, parks, open space, and trees - negative

Can do more for environment / nature management / sustainability	4
Maintenance of the streets is a problem / should improve	3
The tree scape and maintenance	3
Building / updating parks	2
Council have not properly solved the issue of trees hitting my fences, the type of trees planted needs to be changed to smaller trees so that it doesn't fall into my house	1
Council needs to be more conscious about the environment and promote sustainable activities	1
Environmental point of view happy to turn everything into bitumen, that doesn't make sense to me. They don't utilize our environment	1
Have a look about how the environment is maintained. Open your eyes and drive around	1
Improving, need to improve local waterways and their cleaning	1
Lack of maintenance along Toomuc Creek	1
Lack of upkeep to the town parks in Parker Reserve	1
Lots of regular things handled well, but they can drop the ball at times for example parks in Bunyip got to 30cms of grass before being cut at one point	1
More initiative could be taken to tackle global warming	1
More interest in Emerald play spaces needed	1
Most things are pretty good some they can improve on for e.g., environment like taking care of roadsides	1
Not respecting nature	1
Overreach in environmental laws. Unnecessary and too much, should take a step back	1
Street trees not maintained	1
The local has performed their best to protect the environment but still needs improvement and listen to residents' concerns	1
They stopped the dams for the kids to fish	1
Trees are the main thing as nothing is being done	1
What is Council doing for the environment	1
Total	30

Environment, parks, open space, and trees - positive

The Council has maintained the good environment and plays an important role in the development of this area; therefore, I gave above neutral for their rate of service	1
Total	1
Total Environment, parks, open spaces, and trees comments	31

Rates and financial management - negative

Council rate is a bit high, could be lower	4
I don't see that I am getting any values for my rates	4
They could do much better with the rates they charge us	4
Rates in this area are a bit high compared to their responsibility and services	3
I don't understand what they are doing with our money	2
Give locals a cheaper land rate if they haven't managed to deal with the ongoing issues with the roads	1
High rates	1
Limited due to rate capping	1



Lots of improvements that should be made considering how much we pay for rates	1
Not sure how the Council is using our money	1
Rates are hilariously high, and they spend it all on unnecessary events nobody shows up to	1
Council can utilise its money wisely in cases like tree plantations of different species across the street	1
The Council is doing a good job, but our rates should be evenly distributed among both heritage areas and developing ones	1
The rates of the community activity should be reduced. Rest of the Council is doing well	1
They waste money on services that are not important	1
You don't get much value for rates apart from the rubbish collection	1
Total	28
Total Rates and financial management	28

Services and facilities - negative

More street lighting in the area	2
There should be more community events	2
Bad drain	1
Building schools	1
I don't think so maintenance of services is that great	1
I don't use the Council very much, pretty much just not doing core services well like roads and hard rubbish	1
I only have an issue with the street lighting. There should be more, especially around the train station and crossings	1
I think they need to think about what facilities are required in areas (some more developed and equipped than others)	1
I want them to build the racetrack for cars and motor bikes	1
I wish we lived in Casey, they have more facilities, better investment	1
Regarding kindergarten management, it not being widely promoted to the families or communities	1
Lack of library and classes	1
Local Pakenham baseball club took 20 years to get support	1
Maintenance of drainage is a problem	1
Need to improve facilities for kids	1
No changes in area on art and culture	1
None of the services are up to mark	1
Not many services for people with disability besides parking permit	1
Public schools could be better	1
Should have more facilities to elder people in Emerald area	1
Some areas need to improve bike paths	1
Sports ground has not opened in Gembrook	1
The Council should do much more in terms of services to the community based on the rates charge	1
The local light horse museum has been treated very badly by the Council	1
There is still limiting of family support programs I think they should be considerate of	1
They are not developing the community activities and resources especially for children and adults for the growing population	1
They aren't doing things properly, not cleaning toilets	1
They aren't doing things properly, youth still hanging around in Pakenham station, bothering people	1
They need to do more about feral cats and dogs foxes too I've told them about it no action or whatever taken from the Council	1
Total	31



Services and facilities - positive

Good playgrounds for kids	2
I'm satisfied with all facilities apart from the street lighting and improvement in parks nearby	1
Solved the bin collection issue	1
Use the services and it is good. Easy to use	1
Total	5
Total Services and facilities comments	36

Building, planning, housing, and development - negative

Can improve in planning	3
Council needs to work more on the areas being developed	2
Lack of development for entertainment complex / cinemas / leisure activities	2
Nothing much around here, no development	2
Certain departments such as heritage is very bad	1
Council needs to bring in better developments especially for kids	1
Council takes too long to provide planning permit, with a lot of excuses	1
Despite local's efforts, the Council fails to preserve heritage while planning for development	1
High construction of housing without facilities and infrastructure	1
I can see some developments going around the area, but I think it is not enough and those development should complete at a shorter time not too long so people will have more access to those facilities but don't have to wait	1
I feel like Garfield is neglected in terms of roads maintenance and safety barriers	1
I think they are not thinking properly due to overdevelopment of housing in Pakenham with less facilities	1
Lack of people building the town	1
Lots of property building, they want to put community housing which will downgrade house value	1
Needs some improvements with the design of different houses	1
Only housing is being developed	1
Planning and maintenance need to improve	1
Still needs more development	1
There are lot of young family in this Council, and it needs more planning and development	1
There has been a lot of debate over a new Garfield Community Hall which I don't approve of and feel community wasn't consulted or advised on Council decisions	1
They have done enough but no development at the town centre	1
They haven't planned out the developments properly	1
They just do what they want to do, how many houses can you put in without the infrastructure	1
This area is still under development so we can't access all the services yet	1
This area is underdeveloped, and the people aren't being listened to	1
Very happy with community development, however, residency has outpaced facilities	1
We contacted the Council recently about getting a land subdivision and it dragged on and on for took over 2 years	1
We had challenges getting permits for our house, process was lengthy	1
Total	33



Building, planning, housing, and development - positive

The Council is making a good progress with developing the area	2
Council is making some notable developments	1
I believe the Council is doing its best to keep up with the growing population and demands from people	1
The Council is doing a fantastic job with keeping up with the population growth	1
Total	5
Total Building, planning, housing, and development comments	38

The hills and rural areas vs. growth areas - negative

They disregard / neglect Cockatoo, no participation / funding from Council in Cockatoo	3
Because only parts of the Shire get all the attention and older areas like this don't get any attention	1
Depends what precinct you live in, Pakenham treated much better than Cockatoo and gets much more funding per head/better return on rates. Own property in both precincts	1
Doing some things but slow, funding spent elsewhere than Cockatoo	1
Feels like all funds flow to Pakenham	1
I feel that we in Emerald are in the wrong Council	1
I feel they forget about Upper Beaconsfield area; they focus on new areas like Pakenham	1
Just feel Lang Lang is neglected compared to other areas, priorities aren't right	1
Living in Gembrook, everything is done for Pakenham, we are ignored, e.g., no swimming pools	1
Represent suburb such as Pakenham, which is very different needs of community of Emerald which is in forested semi-rural location	1
Seems like Council decisions are based on Pakenham rather than Emerald	1
They do a lot of things but not up here. It's only down in Pakenham	1
Total	14
Total Hills and Rural areas vs. growth area comments	14

COVID-19 related issues - negative

Mixed reviews during COVID	1
No activity during COVID. No work achieved	1
They should have looked out for the locals who were struggling during COVID	1
Total	3
Total COVID-19 related issues comments	3

Infrastructure - negative

No changes in area on infrastructure, needs to improve	3
Just not enough infrastructure for growing and current population	1
Recurring power outages due to construction works	1
Total	5



<i>Infrastructure - positive</i>	
Infrastructure here is quite good for people of all ages to live	1
Total	1
Total Infrastructure comments	6
<i>Parking - negative</i>	
More restaurants parking in shopping centres	2
Car parking in the town in Gembrook	1
Council needs to enforce parking rules around the area	1
Parking is poor	1
Total Parking comments	5
<i>Safety, policing, and crime - negative</i>	
Council is not doing much around the areas for crime by Sudanese population	1
Total	1
<i>Safety, policing, and crime - neutral</i>	
I have good experience living here but still some things going on that makes me consider not rate 10 because theft and a lot of crime scene still makes me concern	1
Total	1
Total Safety, policing, and crime related comments	2
<i>Cleaning and maintenance of public areas - negative</i>	
Council needs to invest more into maintenance of public areas	2
The lack of cleaning dumped rubbish esp. on nature strips	2
Cleanliness needs improvement	1
I had no problems really, outside of dumped rubbish in this area (Acorn Ln)	1
Some of the rubbish in nature strips otherwise well maintained (Silver Gum Dr)	1
Total	7
<i>Cleaning and maintenance of public areas - neutral</i>	
I don't have any complaints and town is clean and nice	1
Seems ok so far, tidy up centre of town	1
Total	2



Cleaning and maintenance of public areas - positive

I think they do well in what they do mainly with maintenance	2
It's clean, safe, quiet, and green	2
Tidy community in Lakeside	1
Total	5
Total Cleaning and maintenance of public area comments	14

Garbage and waste management - negative

Timely garbage collection on weekly basis	2
Cleaning of hard rubbish and public area are lacking	1
Essentials like the garbage collection should be more professional	1
I think they could step up a bit quicker with hard rubbish and do it more frequently	1
More options for recycling	1
Some areas need to improve more garbage bins at public places	1
They are late in taking in bins	1
Total Garbage and waste management comments	8

General - positive

Good / fair / satisfactory / happy	82
No issues / complaints / problems	7
Helpful / supportive	4
Generally, I think they are trying / working hard	2
Appropriate level	1
Considering I'm new here myself, I haven't had any negative experience with the Council so far and I think that's good	1
Considering the rates we pay; the Council is living up to our expectations	1
Council is making some notable differences	1
Councillors seem committed to community	1
Decent place to live	1
Don't hear many complaints or have issues, see bits and pieces of improvements, doing their best	1
Had a partner that worked in Council, heard a lot about how it works. Good bunch, good intentions	1
I have not heard anything or receive much help from the local Council, but it is still acceptable, and they have been handling the area well	1
I think the Council's doing a fabulous job. Not a 10 because I believe there's always room for improvement	1
It's a relatively new community, it's doing well	1
It's been a tough few years, they have done ok with what had to deal with	1
More on the better side this year	1
No one is perfect, they are doing an adequate job	1
Okay but not high standards	1
Pretty new here and so far, I'm happy with the services	1
Progress has happened	1
They are good but I don't use much of the facilities around here	1



They do try to take responsibility and seek reprimands, so I do believe they're trying their best and performing modestly	1
They seem to be top of things and get it done	1
Total	115

General - neutral

No major complaints / concerns / issues	22
Just an average / overall rating	7
I generally feel that way	2
Considering the good sides and bad sides, I'd give it 8	1
Everything is good but it's still always something that they could have done better and improve	1
Feeling generous and without having much knowledge	1
I don't have any bad experience	1
I have worked all day and rarely spare time to involve in services and activities in the local areas	1
I haven't engaged much so it's only fair to rate based on the few services I do use	1
Just been my experience that's all	1
Not much to comment since we are new here	1
You asked me to rate it from 1-10	1
They do some good things but could improve	2
I don't think they are any better or worse than any other Council	1
In terms of the Council meetings its responsibilities, I have no clue and no comment, but they have done several works through shows on their websites, but it is not related to us much	1
It is a bit in-between	1
Mostly because they have declined using of the Main St which is heart of the town	1
My fiancé and I just moved here so we haven't had much experience with the Council	1
Total	47

General - negative

Room for improvement / can do better / could do more	17
They do a good job but room for improvement	7
I am dissatisfied with all or most of their actions	4
Doing some good things, but some things need action	3
Not much idea what they do	3
Nothing different / extra has been done	3
Nothing new / stand out from Council	3
Bad / not happy	2
Because they don't do anything	2
They could do a lot better / improve	2
Because I think this questionnaire ask questions can only curse at	1
I don't really think they do enough in some areas and there is lot of homelessness around not addressed	1
I think they are trying to make things better for the community but still lot of issues that needs attention	1
I'm satisfied but my husband is not	1
It's fine here I don't have any problems, but I hear that the neighbours have problems	1
Just on experiences and dealings with the Council	1
No changes in area on LGBTQI+ support	1
Nothing changes	1



Some changes they have made and don't like them basically	1
Some services need to be improved	1
Something could be done better after-hours support would be good	1
Still room for improvement, being in touch with actual issues rather than trendy issues	1
The reason is that's my average response	1
There is so much to fix	1
There's a rat sometimes around my backyard	1
They are more interested in having their pictures in local paper than walking around streets and meeting people	1
They could do better	1
They do nothing for my mates or me. Hardly see them, only at garbage collection	1
Useless	1
Was not good last two years, maybe it will improve	1
Total	66
Total General comments	228

Appendix Two: survey form



Cardinia Shire Council - 2022 Annual Community Satisfaction Survey



Hi my name is _____ from Metropolis Research and I am calling on behalf of Cardinia Shire Council.

Council is doing its annual Community Satisfaction Survey. This is an opportunity for you to provide feedback on council's programs and services, as well as issues that are important to you.

Council will use the survey results to help improve its services to the community.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

1

Have you contacted Cardinia Shire Council in the past 12 months?

Yes (*continue*)

1

No (*go to Q.4*)

2

2

When you last contacted the Council, was it?

(Please circle one only)

Visit in person

1

Social media (*e.g. Facebook*)

7

Telephone (*during office hours*)

2

Directly with a Councillor

8

Telephone (*after hours service*)

3

Live chat

9

Mail

4

Web request / online forms

10

Email

5

My Cardinia Web Portal

11

Website

6

Other (specify) _____ **12**

3

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Cardinia Shire Council?

1. Care and attention to you and your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
2. The provision of accurate information or referral to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
3. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
4. Courtesy and professionalism	0	1	2	3	4	5	6	7	8	9	10	99
5. Staff understanding of your communication needs or requirements	0	1	2	3	4	5	6	7	8	9	10	99
6. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.

1. Maintenance and repairs of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any roads of concern?</i>													
2. Maintenance and repair of unsealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Maintenance and cleaning of public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Maintenance and cleaning of strip shopping areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Illegally dumped rubbish	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Regular weekly garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Regular fortnightly recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Provision and maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

16. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Enforcement of local laws	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
19. Council communication activities (e.g., Council's website, Connect, social media, etc)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
20. Council's activities promoting local economic development	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
21. Environmental events, programs, and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction only if you or a family member has used that service in the past 12 months.

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Fortnightly food and green waste collection service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Bookable hard rubbish service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Local library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Sports ovals and other local sporting facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Recreation Centres and / or Aquatic Centres (including swimming pools)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

7. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
8. Bike and shared paths (both on-road and off-road and including shared paths)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
9. Community Centres / Neighbourhood Houses	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, playgroups, kinder)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Services for youth (e.g., School holiday programs, Council recreation events)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Support services for seniors	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
13. Support services for people with disability	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
14. Provision of public art centres	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
15. Community and cultural activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

What are the reasons why you were dissatisfied with any of the above services and facilities?

Service: _____	
Service: _____	
Service: _____	
Service: _____	

6

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

1. Council's community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's representation, lobbying, and advocacy on behalf of the community	0	1	2	3	4	5	6	7	8	9	10	99
3. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
4. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's performance maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
6. Council's performance providing "value for rates"	0	1	2	3	4	5	6	7	8	9	10	99
7. Council meeting its responsibilities towards the environment.	0	1	2	3	4	5	6	7	8	9	10	99

7

And finally, on the same scale, please rate your satisfaction with the performance of Cardinia Shire Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
Why did you rate satisfaction at that level?												

8

Over the past 12 months, do you think Council's overall performance has?

Improved	1	Deteriorated	3
Stayed the same	2	Don't know, can't say	9

Why do you say that?

--

9

Thinking about all the services, facilities, and activities provided by Council, are there any areas of Council that you feel should receive more funding, and any that you feel should receive less funding?

More funding:	Less funding:
More funding:	Less funding:
More funding:	Less funding:

10

Can you please list what you consider to be the top three issues for people living in Cardinia Shire at the moment?

Issue One:	
Issue Two:	
Issue Three:	

11

What do you like or value most about living in Cardinia Shire?

One:	
Two:	
Three:	

12

On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning and development in your local area?

1. The appearance and quality of newly constructed developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, please identify the developments:												
2. The design of public spaces (e.g. town squares, civic precincts and similar)	0	1	2	3	4	5	6	7	8	9	10	99
3. The protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99

The State Government has planned for the population of Cardinia Shire to increase by approximately 50,000 more people by 2036, reaching approximately 178,000.

The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

13

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction less than 5, what concerns you most about population growth?												

14

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of Cardinia Shire?

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99

If rated less than 5, where do you feel unsafe?

Why do you feel unsafe?

15

On a scale of 0 (very unsafe) to 10 (very safe), how safe or unsafe do you feel living in Cardinia?

1. Overall safety living in Cardinia	0	1	2	3	4	5	6	7	8	9	10	99
--------------------------------------	---	---	---	---	---	---	---	---	---	---	----	----

16

On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.

Statement	Strongly disagree			Neutral						Strongly agree		Can't say
1. I feel that local jobs are supported in my community	0	1	2	3	4	5	6	7	8	9	10	99
2. I feel that my community is strong, healthy, and connected	0	1	2	3	4	5	6	7	8	9	10	99
3. I feel that I have access to all modes of transport I require in my community	0	1	2	3	4	5	6	7	8	9	10	99
4. I feel that natural assets are protected in my community	0	1	2	3	4	5	6	7	8	9	10	99
5. I feel that my community is environmentally sustainable	0	1	2	3	4	5	6	7	8	9	10	99
6. I feel that my community manages waste responsibly	0	1	2	3	4	5	6	7	8	9	10	99
7. I feel that my community protects agricultural land	0	1	2	3	4	5	6	7	8	9	10	99
8. I feel that my local area is planned well with adequate infrastructure to meet the needs of my community	0	1	2	3	4	5	6	7	8	9	10	99

17

Please indicate which of the following best describes you.

15 to 24 Years	1	55 to 64 Years	5
25 to 34 Years	2	65 to 74 Years	6
35 to 44 Years	3	75 Years or Over	7
45 to 54 Years	4	Prefer not to say	9

18

With which gender do you identify?

Male	1	Prefer to self-describe:	4
Female	2	_____	
Non-binary	3	Prefer not to say	9

19

Do any members of this household speak a language other than English at home?

English only	1	Other _____	2
--------------	---	-------------	---

20

Do any members of this household have a permanent or long-term disability, where you require help with self-care, body movement or communication activities?

Yes	1	Prefer not to say	9
No	2		

21

What is the structure of this household?

Two parent family (<i>youngest 0 - 4 yrs</i>)	1	One parent family (<i>youngest 13-18</i>)	7
Two parent family (<i>youngest 5 – 12 yrs</i>)	2	One parent family (<i>adult child only</i>)	8
Two parent family (<i>youngest 13 - 18 yrs</i>)	3	Group household	9
Two parent family (<i>adult child only</i>)	4	Sole person household	10
One parent family (<i>youngest 0 - 4 yrs</i>)	5	Couple only household	11
One parent family (<i>youngest 5 – 12 yrs</i>)	6	Other (<i>specify</i>): _____	12

22

Which of the following best describes the current housing situation of this household?

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

23

How long have you lived in Cardinia Shire?

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4
If less than 5 years, what was your previous Council		<input type="text"/>	

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Do you have any further comments you would like to make?

Thank you for your time
Your feedback is most appreciated

Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.