

Cardinia Shire Council

2023 Annual Community Satisfaction Survey

June 2023



Metropolis
RESEARCH

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Executive summary

Survey aims and methodology:

Metropolis Research conducted this, Council's second independent *Annual Community Satisfaction Survey* primarily as a door-to-door, interview style survey of 900 residents in March through May 2023. Due to OH&S requirements, 84 surveys were conducted by telephone of residents living on 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 *Census* 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 community's perception of safety in the public areas of the Cardinia Shire during the day, at night, and overall safety.

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, what aspects respondents like or value most about living in the Cardinia Shire, and their agreement with a range of statements about various aspects of the Cardinia Shire community.

Key findings

The key finding from the survey this year was that satisfaction with the performance of Cardinia Shire Council remained "good", despite a three percent decline to 6.6 out of 10 (down from 6.8)

This included 33% "very satisfied" and 13% "dissatisfied" respondents.

Despite the moderate decline this year, satisfaction remains comfortably above the long-term average satisfaction since 2012 of 6.1.

This result places Cardinia Shire Council somewhat below the metropolitan Melbourne average (7.0), but consistent with other growth area councils, many of which appear to be experiencing similar issues around infrastructure development, increasing demand for services and facilities, and the differing experiences and expectations of existing and emerging communities.



The significant variation between the higher-than-average satisfaction in the urban growth area precincts (Cardinia Road, Officer / Beaconsfield, and Pakenham), and the significantly lower satisfaction in the Rural (6.1) and Hills (5.7) precincts remains a defining characteristic of the community's satisfaction with the performance of Cardinia Shire Council.

Average satisfaction with aspects of planning and housing development (up 1%), and services and facilities (stable at 7.5) remained "very good", whilst average satisfaction with Council's governance and leadership (down 2%) and customer service (up 1%) remained "good".

Satisfaction with 11 services and facilities was rated as "excellent", 16 were "very good", and seven were "good".

Only satisfaction with sealed and unsealed local roads was recorded as "solid".

In terms of customer service, the speed and efficiency of service was identified as an area that declined somewhat this year to only a "solid" level, reinforcing a slightly lower satisfaction with overall customer service than the metropolitan average (4% lower).

The standout local issue that appears to have the most significant negative impact on satisfaction with Council performance was local roads, including sealed and unsealed roads, and both roads managed by Council and VicRoads. This was much more significant in the Hills and Rural precincts than in the urban precincts.

Other issues that appear to be negatively related to satisfaction with Council's overall performance for the small number of respondents raising them were footpaths, Council rates, safety, communication / consultation, and general other infrastructure (e.g., internet).

Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Cardinia Shire Council declined somewhat this year, down three percent to 6.6 out of 10, but it remains a "good" level of satisfaction.

This result was somewhat lower than the metropolitan Melbourne average of 7.0, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

This result was consistent with several other growth area municipalities surveyed by Metropolis Research in recent years, reflecting the pressures on local communities and Council from increased demand on infrastructure and services resulting from population growth, and impacts of growth on the changing nature of the community and built form.

One-third (33% down from 40%) of respondents providing a score were "very satisfied" with Council's overall performance (i.e., rated satisfaction at eight or more), whilst 13% (up from 10%) were "dissatisfied" (i.e., rated satisfaction at less than five).

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



Respondents from the growth area precincts remain more satisfied than the municipal average, despite a six percent decline in satisfaction in Officer / Beaconsfield and Pakenham.

Metropolis Research suggests the decline in satisfaction in some of the growth area precincts brings their satisfaction scores to a more realistic longer-term level, at or above average.

By contrast, respondents from the Rural precinct (6.1 or “solid”) were notably and respondents from the Hills precinct (5.7 or “poor”) were measurably and significantly, less satisfied than average, with 19% from the Rural and 21% from the Hills precinct “dissatisfied”. There was also notable variation in satisfaction with Council’s overall performance observed:

- **Notably more satisfied than average** – includes young adults (aged 18 to 34 years), women, new and newer residents (less than five years in the Cardinia Shire), younger couples, two-parent families with children aged under 5 years, and group households.
- **Notably less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years), particularly older middle-aged adults (aged 55 to 64 years), respondents who had contacted Council in the last 12 months, mortgagor households, long-term residents (10 years or more in the Cardinia Shire), middle-aged and older couple, older sole person households, and two-parent families with youngest child aged 13 to 18 years.

There were 134 positive statements about Council’s performance, including 86 general statements about satisfaction with performance, 18 positive comments about individual Council services and facilities, and 14 positive statements about the cleaning and maintenance of the local area.

When asked if [Council performance had changed in the last 12 months](#), 13% (down from 14%) of respondents providing a response believed that Council’s overall performance had improved, whilst 10% (up from 8%) considered that overall performance had deteriorated.

There were 319 negative statements about Council performance, with the most common issues being roads, traffic, transport, and footpaths (61 comments), communication and consultation (43 comments), services and facilities (42 comments), governance, accountability, and reputation (37 comments), rates and financial management (32 comments), environment, parks, gardens, open spaces, and trees (18 comments), customer service and responsiveness (15 comments), cleanliness and maintenance (14 comments), and the relative treatment of urban and non-urban areas of Cardinia Shire (14 comments).

The average satisfaction with the six core aspects of [governance and leadership](#) remained at “good” levels, although measurably (7%) lower than the metropolitan Melbourne average.

These include performance meeting Council’s environmental responsibilities (6.8), community consultation and engagement (6.7), representation, lobbying, and advocacy (6.6), maintaining community trust and confidence (6.4 down from 6.6), responsiveness to local community needs (6.4 down from 6.6), and making decisions in the interests of the community (6.4 down from 6.5).

More than one-third of respondents were “very satisfied” with each of these aspects, whilst approximately 14% were “dissatisfied”.



Satisfaction with Council providing value for rates declined three percent to 5.9 (from 6.1, which was a “poor”, down from a “solid” level. One-quarter (24%) of respondents were “very satisfied” with this aspect, whilst 22% were “dissatisfied”.

Satisfaction with value for rates in the Rural (5.3 or “very poor”) and Hills (4.8 or “extremely poor”) precincts was a significant result again this year, clearly impacting on satisfaction.

Approximately one-third (31% down from 35%) 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 (56%), email (16%), the website (12%), and visiting in person (8%).

Metropolis Research notes that visits in person have been significantly lower over the course of the pandemic, and it does appear that the proportion visiting in person has not tended to increase significantly in the new COVID-normal environment.

The average [satisfaction with the six aspects of customer service](#) was good, although four percent below the metropolitan Melbourne average.

Results varied from “excellent” for staff courtesy and professionalism (7.9), to “solid” for the speed and efficiency of service (6.4).

Overall satisfaction with the customer service experience was 7.0 (up 1%) or “good”, with 57% “very satisfied” and 19% “dissatisfied”.

The average satisfaction with the 36 included [Council services and facilities](#) was 7.5 out of 10, or a “very good” level of satisfaction, although one percent lower than the metropolitan Melbourne average.

The services and facilities with the highest satisfaction scores were the four kerbside collection services, including regular garbage (8.8), recycling (8.6), food and green waste (8.6), and bookable hard rubbish (7.9), as well as the local library services (8.6), sports ovals and other local sporting facilities (8.2), services for children from birth to 5 years of age (8.0), and recreation and / or aquatic centres (8.0).

Satisfaction with all these services and facilities was at “excellent” levels, with more than two-thirds of respondents “very satisfied”, and less than 10% “dissatisfied”.

The services and facilities with the lowest satisfaction scores were the maintenance and repair of both sealed (6.1) and unsealed (6.2) local roads.

These were the only two to report “solid” levels of satisfaction and with which approximately one-quarter of respondents were “dissatisfied”.

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



Funding priorities for Council

When asked if there were any areas of Council that respondents' felt should [receive more or less funding](#), 754 respondents nominated an area that they believe should receive additional funding, whilst 96 nominated an area that should receive less.

The most common areas of Council that respondents felt should receive additional funding were infrastructure (349 comments), with roads (214 comments) being the stand-out area that respondents feel should receive more funding.

Other areas respondents feel should receive more funding include community services (146), parks, gardens, bushland (92), cleaning and maintenance (34), and waste and recycling (22).

The most common areas that respondents felt should receive less funding included arts and cultural events, programs, activities, and facilities, sporting facilities and activities, and Council staff and Councillor wages and salaries.

Preference for rate rises or service cuts

When asked as a binary choice whether respondents would prefer that Council rates rise to improve local services, or cuts in Council services to keep rates at the current level.

A little less than half (41%) of respondents reported that they would prefer service cuts, 21% preferred rate rises, and a little more than one-third (38%) were unable or unwilling to make a choice.

Planning, housing development, and population growth

Respondents were asked their satisfaction with three [aspects of planning and housing development](#): the design of public spaces (7.6 up from 7.4 or "very good"), the appearance and quality of new developments (7.3 or "very good"), and the protection of local heritage (7.2 up from 7.1 or "good").

Approximately half of the respondents providing a score were "very satisfied" with each of these three aspects, whilst less than eight percent were "dissatisfied".

Satisfaction with two of these three aspects was somewhat higher than the metropolitan Melbourne average, whilst the protection of local heritage was identical to the metropolitan average.

There were several reasons why some respondents were "dissatisfied" with planning and housing development, 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 6.6 (up from 6.2) out of 10, which is a “good”, up from a “solid” level, but somewhat lower than the metropolitan Melbourne average (6.8) and the growth area councils’ average of 6.7.

This Cardinia Shire result that was lower than the growth area councils’ average reflects the “poor” satisfaction with planning for population growth recorded in the Rural (5.7) and Hills (5.5) precincts.

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”](#), 67% nominated at least one issue.

The three most common issues nominated by respondents were road maintenance and repairs (32% up from 20%), safety, policing, and crime (9% up from 8%), and traffic management (8% down from 11%) related issues.

The fact that 32% of respondents nominated road related issues highlights the significance of road issues across the Cardinia Shire community, with this result more than three-times the metropolitan Melbourne average of 10%.

On average, the respondents who nominated road related issues were nine percent less satisfied with Council’s overall performance than the average (6.1 compared to 6.6).

Approximately half of the respondents from Rural (52%) and Hills (46%) precincts nominated road related issues this year. This is a significant result highlighting the importance of road related issues in these communities, and that roads were clearly a substantive factor underpinning the lower satisfaction with Council’s overall performance in these 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 (72%) 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%), the community atmosphere / feel (17%), the natural environment / bushland (7%), the parks, gardens, and open spaces (7%), and the semi-rural / country feel (7%). These results remained the same as last year, although significant variation was observed across the municipality.

In summary these results break down into valuing community (51%), environment (24%), practicality (14%), services and facilities (5%), and housing related aspects (3%).



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 8.1 (up from 8.0) out of 10, although it was somewhat lower in the Rural precinct (7.6).

The perception of safety in the public areas during the day was very high at 8.6 (up from 8.5), with 85% feeling “very safe” and 2% feeling “unsafe”. This was marginally higher than the metropolitan Melbourne average of 8.5.

The perception of safety in the public areas at night was still relatively high at 7.4 (up from 7.2), with 59% (up from 51%) feeling “very safe” and 10% “unsafe”. This was also notably higher than the metropolitan Melbourne average of 7.1.

Female respondents felt five percent 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 various 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 local jobs are supported (7.4 up from 7.2), that the Cardinia community manages waste responsibility (7.3), is a strong, healthy, and connected community (7.3), is environmentally sustainable (7.2), protects natural areas (7.2), has access to required transport modes (7.2), and protects agricultural land (7.0).

The average agreement that the local area is well planned with adequate infrastructure increased measurably this year, up five percent to 6.8 (up from 6.5), although it remains at a moderate level of agreement, with 43% “strongly agreeing” and 13% (down from 20%) “disagreeing”.



Introduction

Metropolis Research Pty Ltd was commissioned by Cardinia Shire Council to undertake this, its second 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.
- Preference for rate rises or service cuts.
- 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 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 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.



A particular strength of this survey program is identifying the issues of importance to the community and how these issues may be impacting on community satisfaction with the performance of Council.

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 25th of February and the 29th of April 2023.

This was a reduction in the fieldwork time taken to complete the project down from 13 weeks last year to eight weeks this year. This improvement reflects increased labour availability as the impacts of the pandemic have receded.

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 2021 *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 4,852 households were approached to participate in the survey (3,601 door to door and 1,621 by telephone). Of these households, 2,736 were unattended when approached or telephoned, were therefore not invited to participate, and played no further part in the research.

Multiples calls were made to each no-answer to give multiple opportunities to participate.

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

This provides a response rate of 42% overall, with 44% (up from 38%) for the door-to-door component, and 27% (up from 21%) for the telephone component.

The margin of error of the municipal results presented in this report is plus or minus 3.3%, 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 46.7% and 53.3%.

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* included a sample of 800 respondents in 2023.

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 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*.

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.

Marginal / somewhat / notable

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.



In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

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.

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 3.3%.

In other words, if a yes / no question was to obtain a 50% yes result, it is 95% certain that the true value is between 46.7% and 53.3%.

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) declined somewhat, but not measurably this year, down three percent to 6.6.

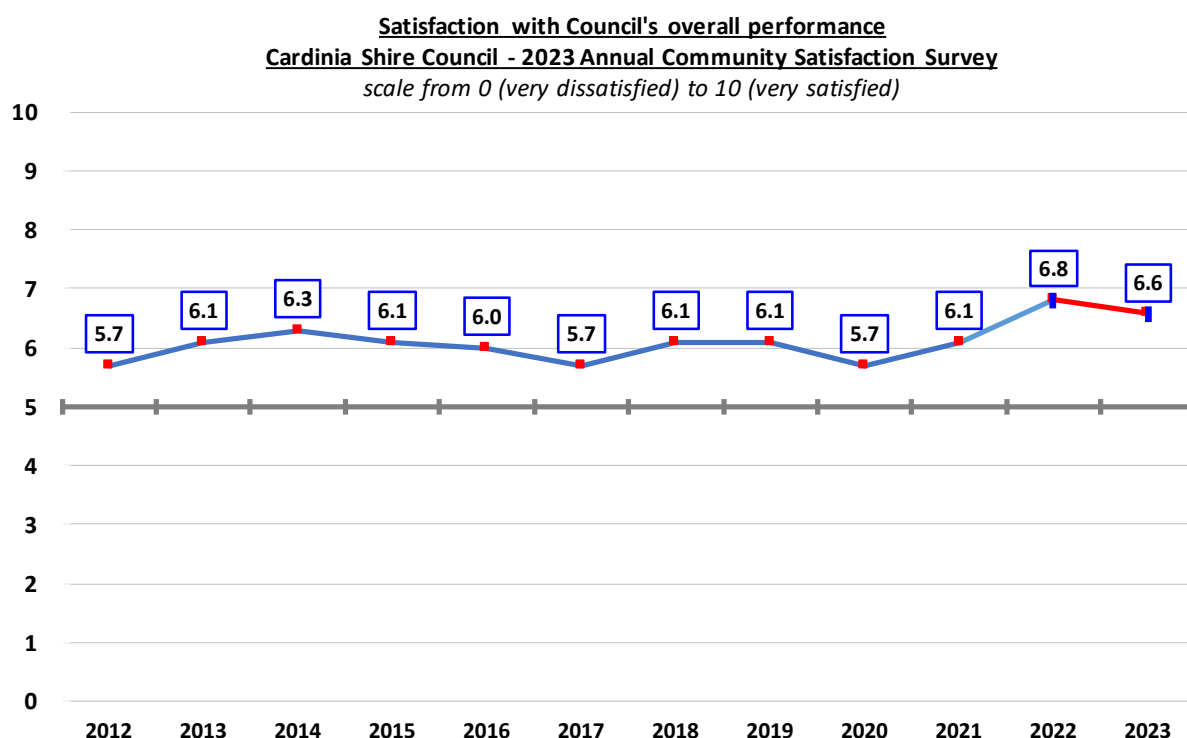
This remains a “good” level of satisfaction, and measurably higher than the long-term average satisfaction since 2012 of 6.1.

Metropolis Research notes that the 2023 result, whilst a small decline on the historically high 2022 result of 6.8, has maintained most of the substantial increase recorded last year, and reflects a good, positive result for Council.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction of 7.0, and somewhat lower than the Southeastern region councils’ average of 6.9, both as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the identical methodology.

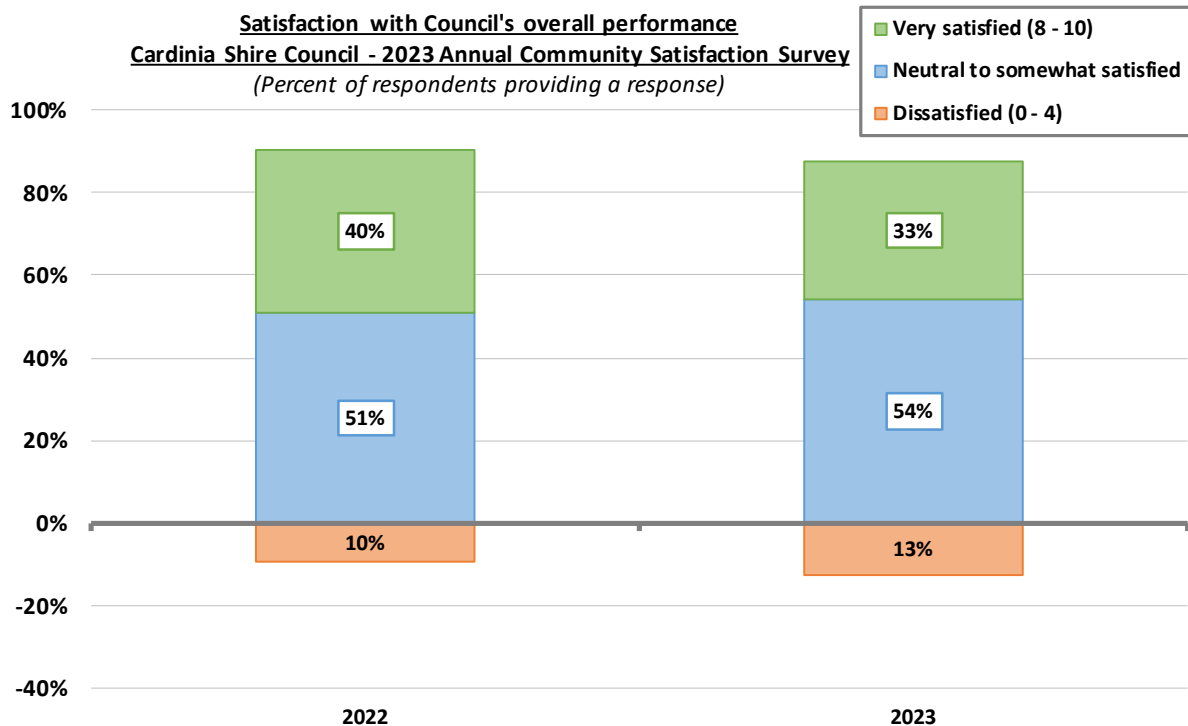
This result was, however, only marginally below the average overall satisfaction for the six growth area councils of 6.7 out of 10.

Given that there are some areas of Cardinia that have scored measurably lower than municipal average, reflecting the unique challenges of the Cardinia Shire as a mix of growth areas, rural areas, and low-density residential in the Hills, this appears to be a good result.



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 at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

It is noted that there was a small decline in the proportion of “very satisfied” respondents and a small increase in the proportion of “dissatisfied” respondents this year.



The following graph provides a comparison of satisfaction for each of the six precincts comprising the Cardinia Shire, with a comparison to the 2022 results. Satisfaction across the municipality can best be summarised as follows:

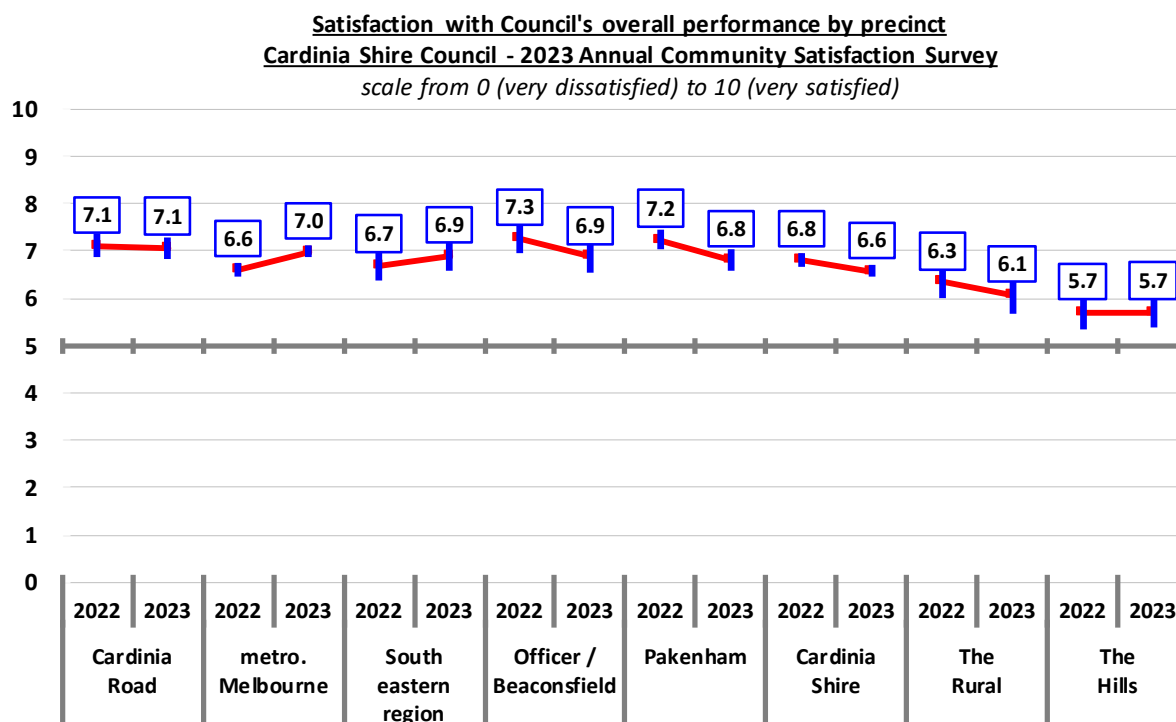
- **Good** – for respondents from Cardinia Road, Officer / Beaconsfield, and Pakenham.
- **Solid** – for respondents from the Rural precinct.
- **Poor** – for respondents from the Hills precinct.

Metropolis Research draws attention to the statistically significant (6%) decline in satisfaction recorded for Pakenham, and the notable (6%) decline in Officer / Beaconsfield.

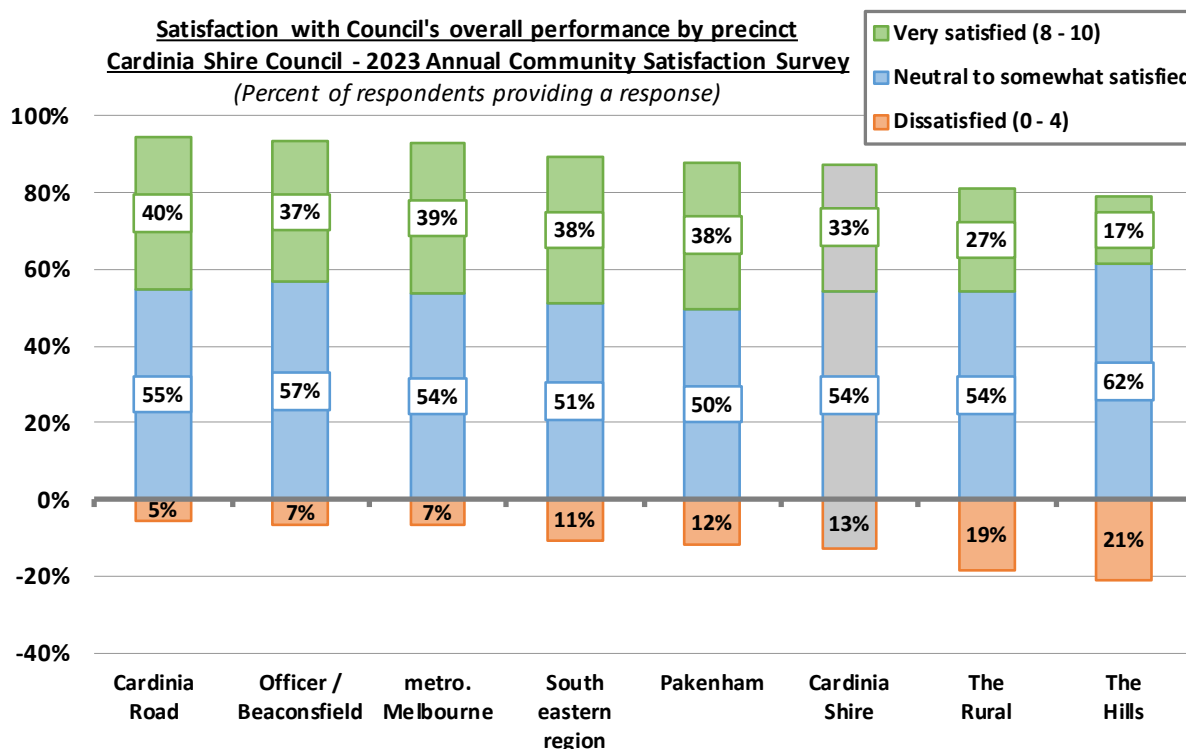
These declines appear to bring satisfaction with these growth area precincts more into line with growth areas elsewhere across metropolitan Melbourne.

These results do suggest a relatively consistent pattern of satisfaction across the municipality, with higher-than-average satisfaction in the growth areas, and lower-than-average satisfaction the rural and hills precincts being observed across both surveys.





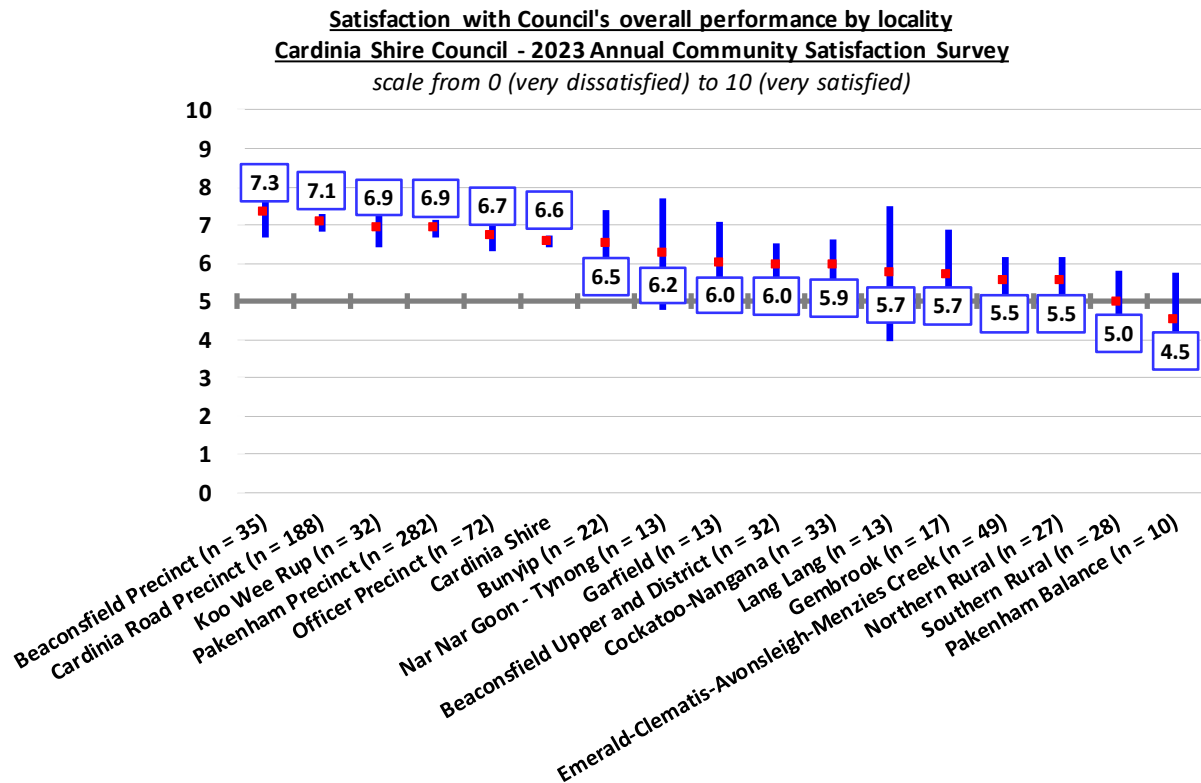
Consistent with the results last year, there were relatively few “dissatisfied” respondents in Cardinia Road and Officer / Beaconsfield. By contrast, approximately one-fifth of the respondents from the Rural and Hills precincts were “dissatisfied” with overall performance.



The following graph provides a more detailed view of satisfaction with Council’s overall performance across the 16 suburbs / localities comprising the Cardinia Shire. Some caution should be exercised in the interpretation of these results, given the very small sample size for some localities.

These results reinforce the precinct results discussed above and highlight the higher-than-average satisfaction in some of the growth areas, and the lower satisfaction in other areas.

Particular attention is drawn to the “very good” satisfaction of 35 respondents in Beaconsfield, the “very poor” satisfaction of the 28 respondents from the southern rural locality, and the “extremely poor” satisfaction recorded by the 10 respondents from Pakenham balance.



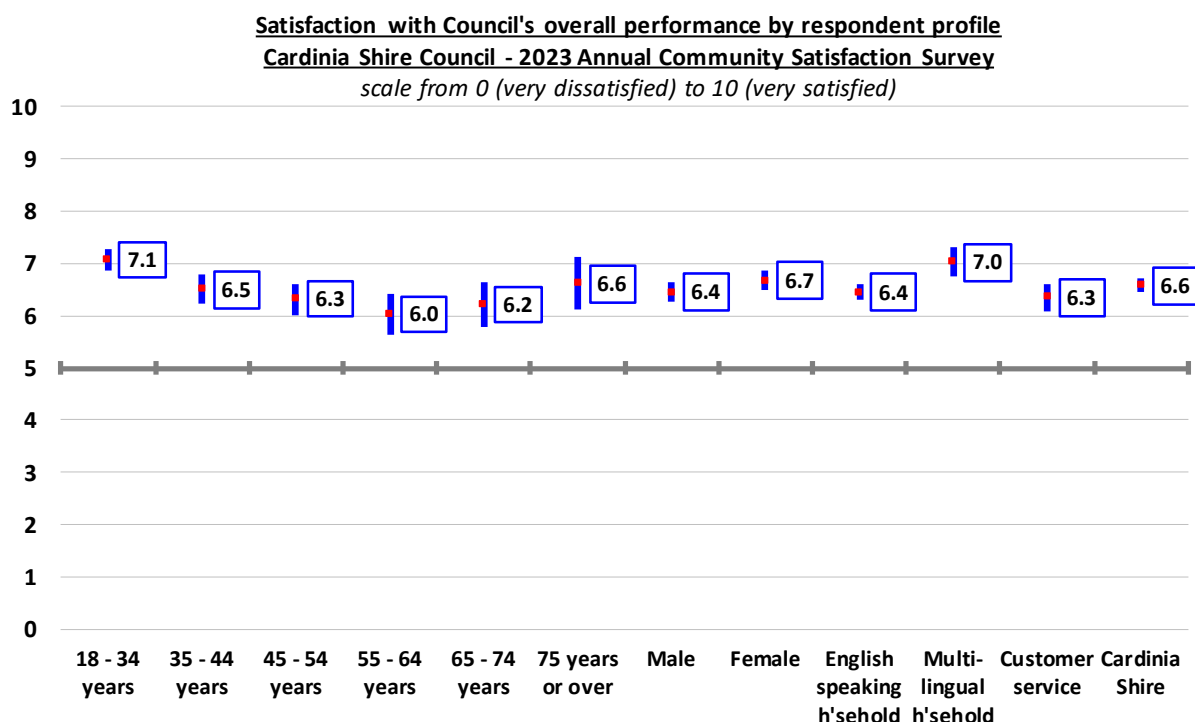
Satisfaction by respondent profile

The following graphs provide a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, whether respondents had contacted Council in the last 12 months, housing situation, period of residence in the Cardinia Shire, household disability status, and household structure.

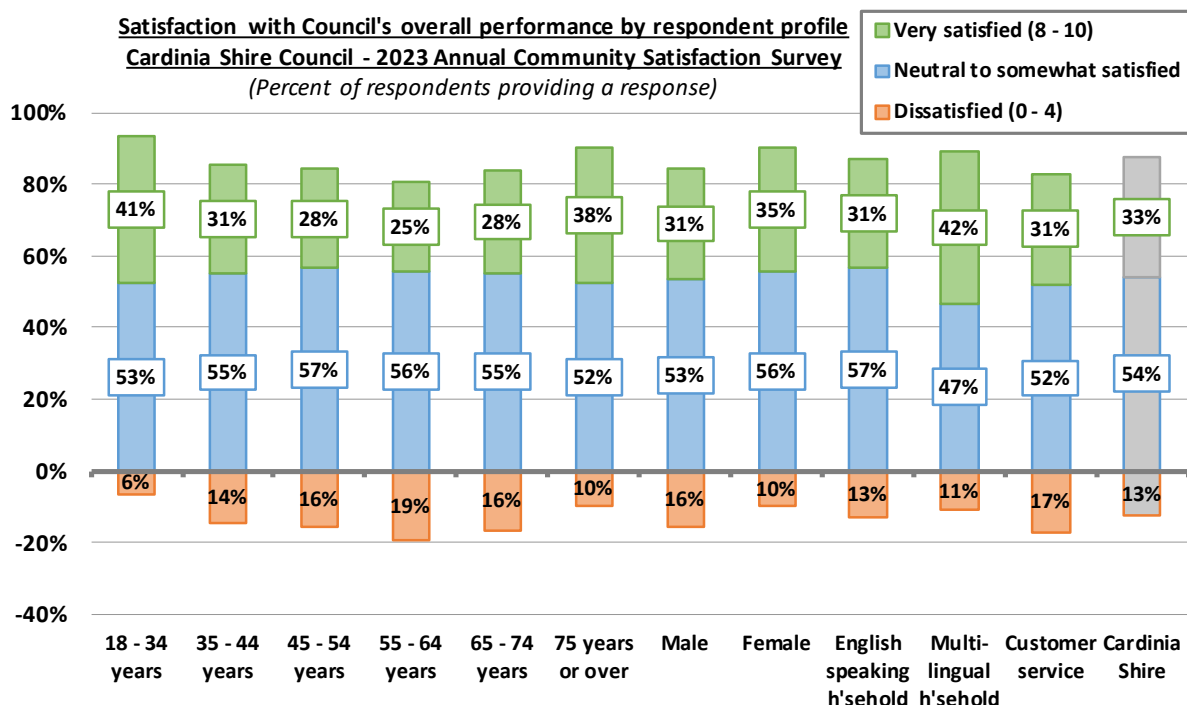
There was both measurable and notable variation in satisfaction with Council’s overall performance observed by respondent profile, as follows:

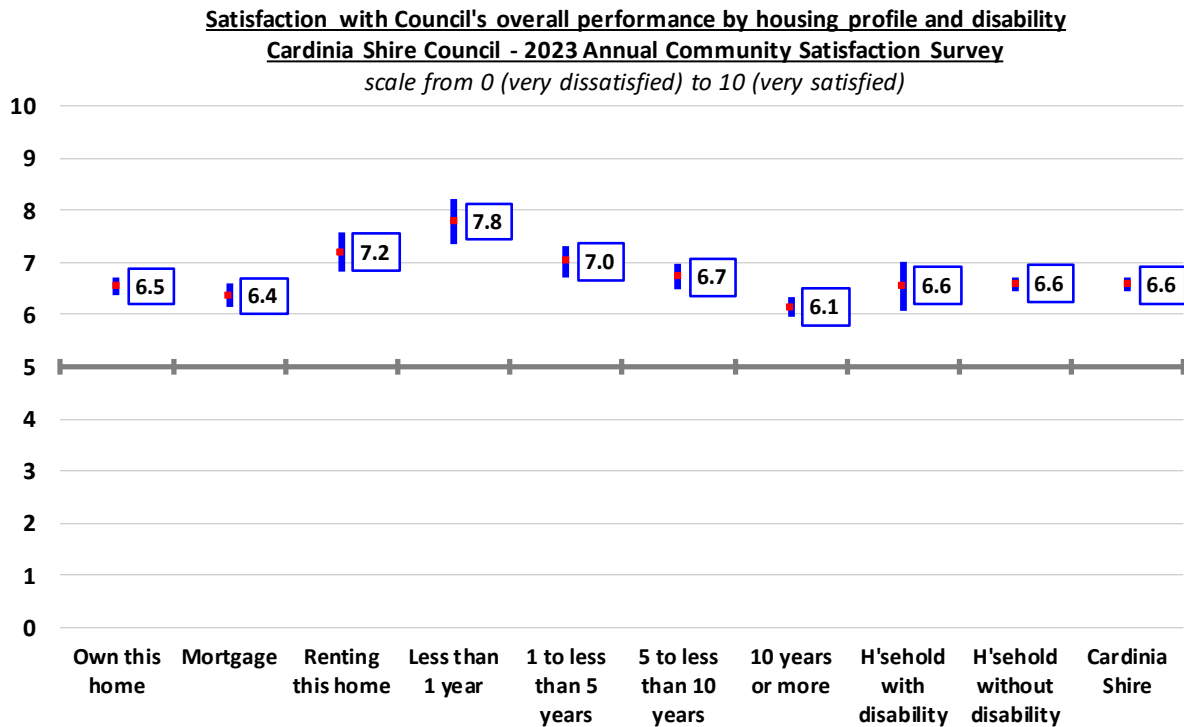
- **Notably more satisfied than average** – includes young adults (aged 18 to 34 years), women, new and newer residents (less than five years in the Cardinia Shire), younger couples, two-parent families with children aged under 5 years, and group households.
- **Notably less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years), particularly older middle-aged adults (aged 55 to 64 years), respondents who had contacted Council in the last 12 months, mortgagor households, long-term residents (10 years or more in the Cardinia Shire), middle-aged and older couples, older sole person households, and two-parent families with youngest child aged 13 to 18 years.



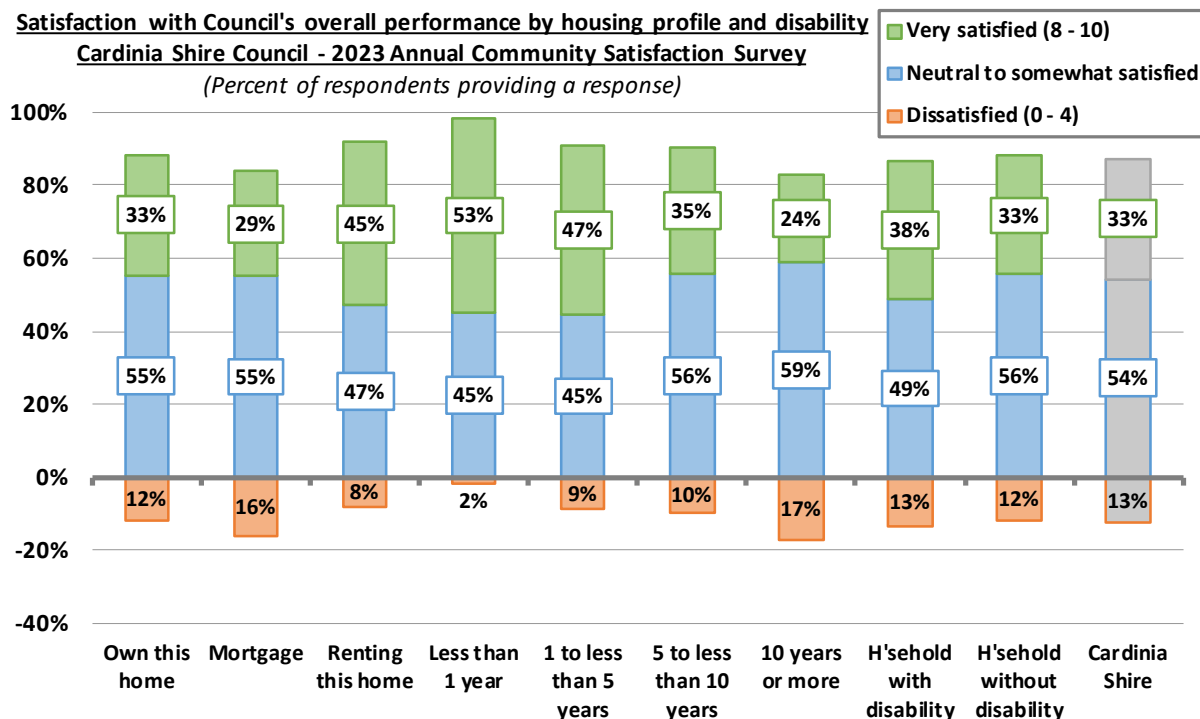


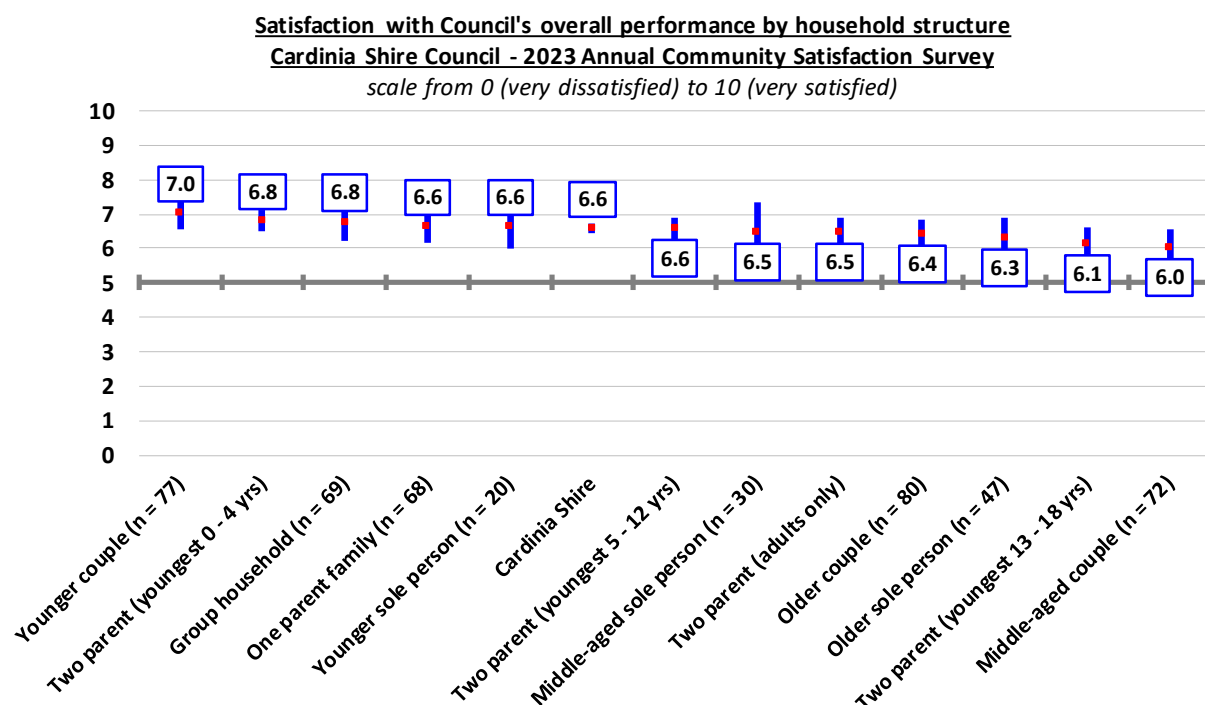
Attention is drawn to the 19% of older middle-aged adults (aged 55 to 64 years), the 17% of respondents who had contacted Council in the last 12 months, and the 16% of male respondents, who were “dissatisfied” with Council’s overall performance.



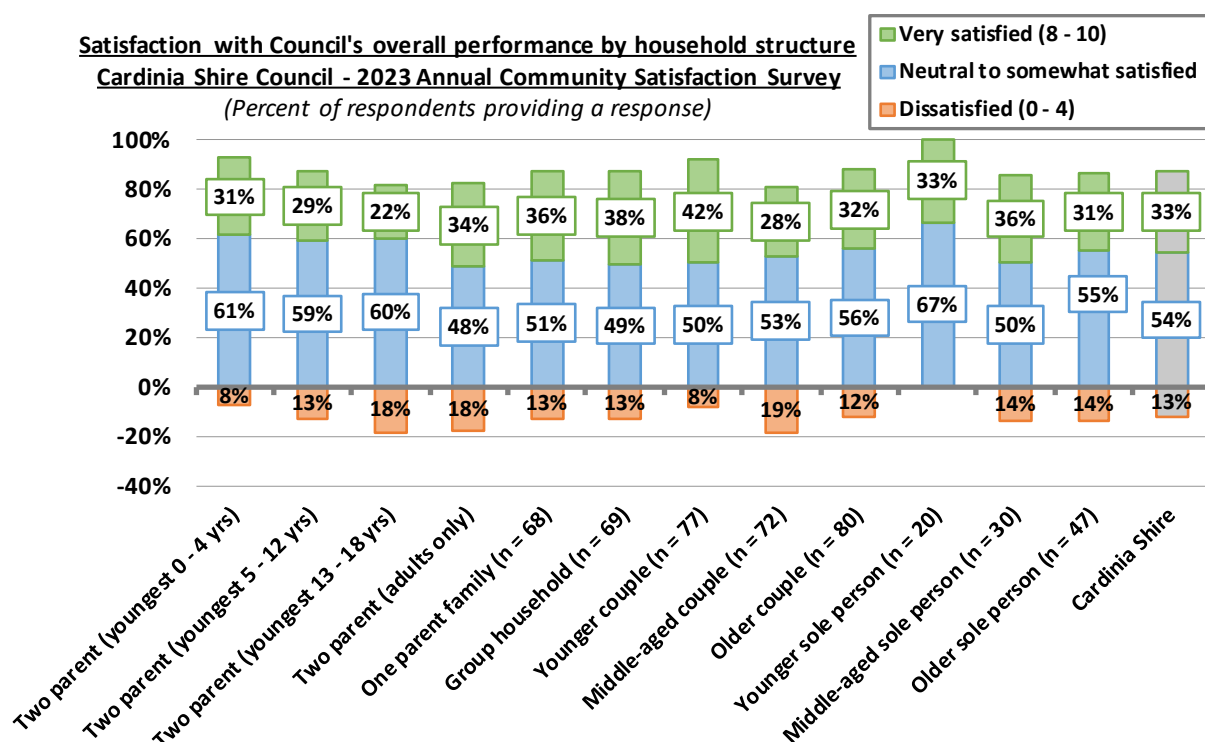


Attention is drawn to the 53% of new residents (less than one year in the city), 16% of mortgagor household respondents and the 17% of respondents who had lived in the municipality for 10 years or more who were “dissatisfied” with Council’s overall performance.





Attention is drawn to the 19% of middle-aged couple households, and the 18% of respondents from two-parent families with children aged 13 years and over who were “dissatisfied” with Council’s overall performance.



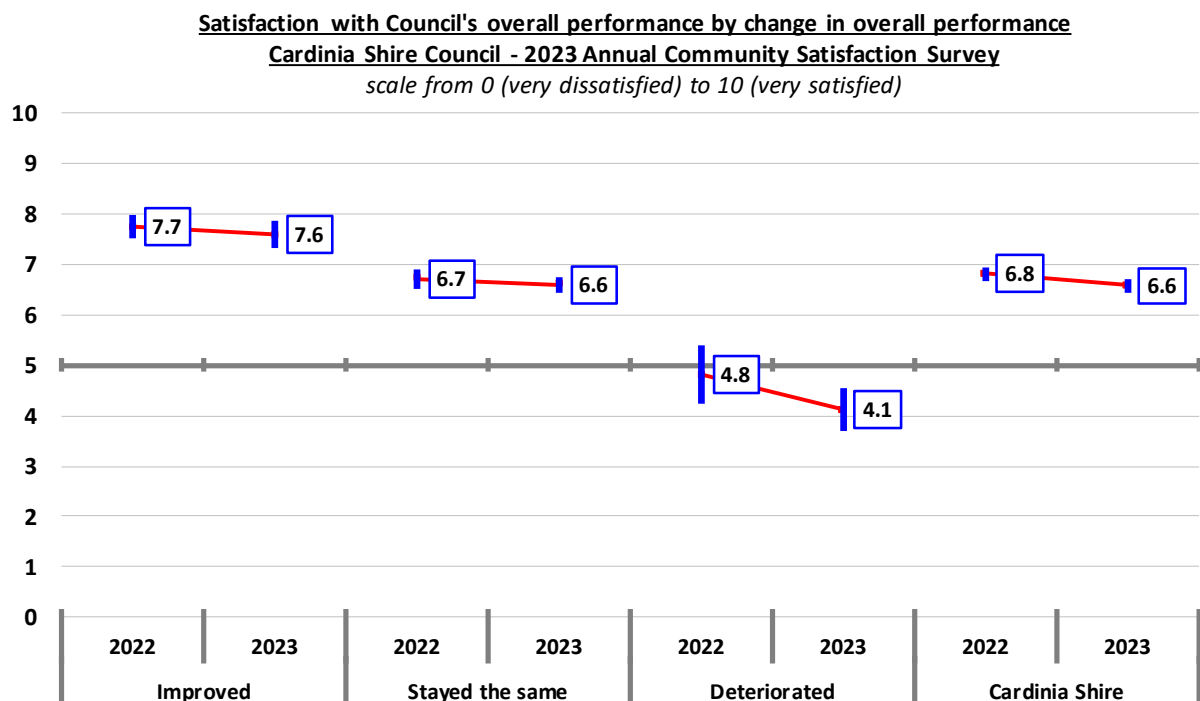
Satisfaction by change in performance in the last 12 months

Consistent with the results last year, the 116 respondents who considered that Council’s overall performance had improved in the last 12 months were measurably and significantly (15%) more satisfied with Council’s overall performance than the municipality average, with a “very good” score of 7.6 out of 10.

By contrast, the 90 respondents who considered that Council’s overall performance had deteriorated were measurably and significantly (38%) less satisfied with Council’s overall performance, rating satisfaction at an “extremely poor” 4.1 out of 10.

It is noted that in 2023, the respondents who believed that Council’s overall performance had deteriorated in the past year were 14% less satisfied on average this year compared to last year.

These results strongly suggest that most of the three percent decline in average satisfaction this year was the result of approximately 10% of respondents who were significantly (38%) less satisfied than the municipal average, and who were more dissatisfied this year than last.

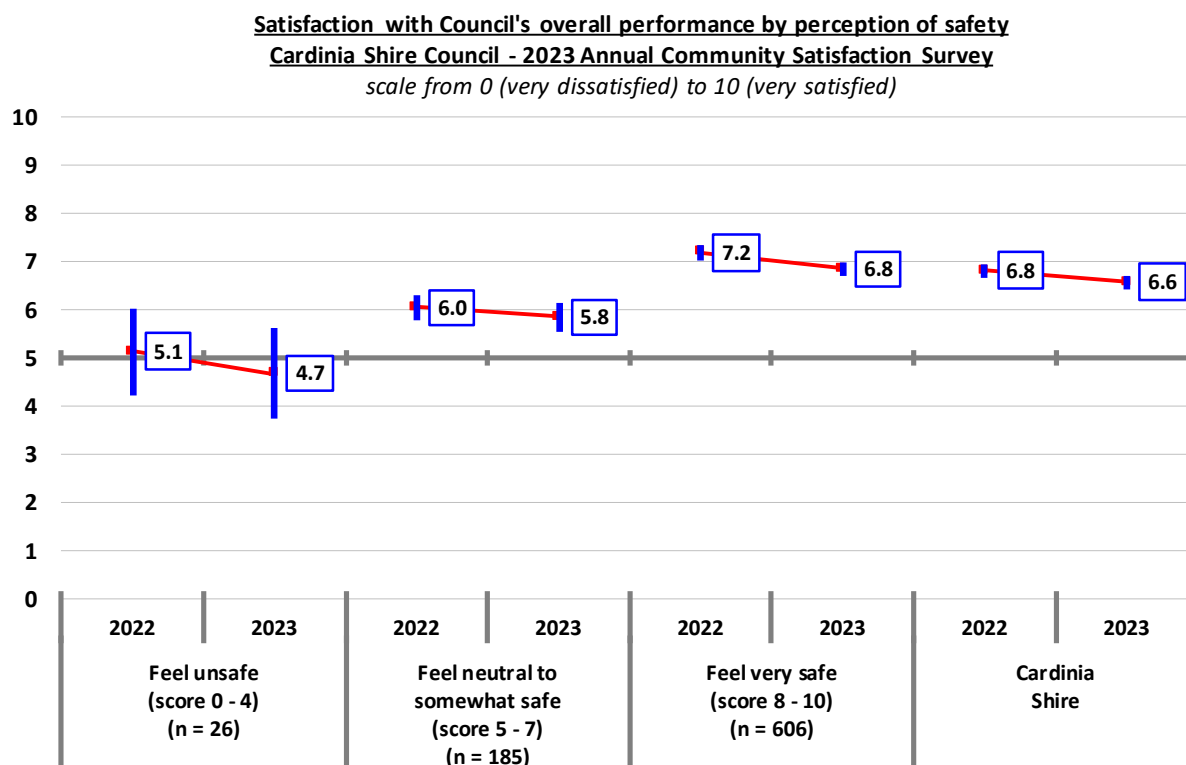


Satisfaction by perception of safety overall living in Cardinia Shire

Consistent with the results recorded last year, respondents who felt “very safe” overall were measurably more satisfied with Council’s overall performance than respondents who felt “neutral to somewhat safe” (5.8 or “poor”), and measurably and significantly more satisfied than respondents who felt “unsafe” (4.7 or “extremely poor”).

These results don't prove a causal link between the perception of safety and overall satisfaction with Council, but they do suggest that those who feel safer in the municipality tend to be more satisfied with Council's performance.

This will also clearly reflect a generally more positive outlook for those in community who feel very safe when they are out and about within the community.



Satisfaction by top issues for the Cardinia Shire

The following graph provides a comparison of satisfaction with Council's overall performance for respondents nominating each of the 13 most nominated issues to address for the Cardinia Shire 'at the moment'.

The 278 respondents who did not nominate any issues to address for the Cardinia Shire 'at the moment' were measurably more satisfied than the municipal average, which is an expected result, given that these respondents did not feel compelled to nominate issues of concern to them in the municipality and therefore they will always report higher satisfaction.

A detailed discussion of the issues nominated by respondents is included in the [Current Issues to Address for the Cardinia Shire](#) section of this report.

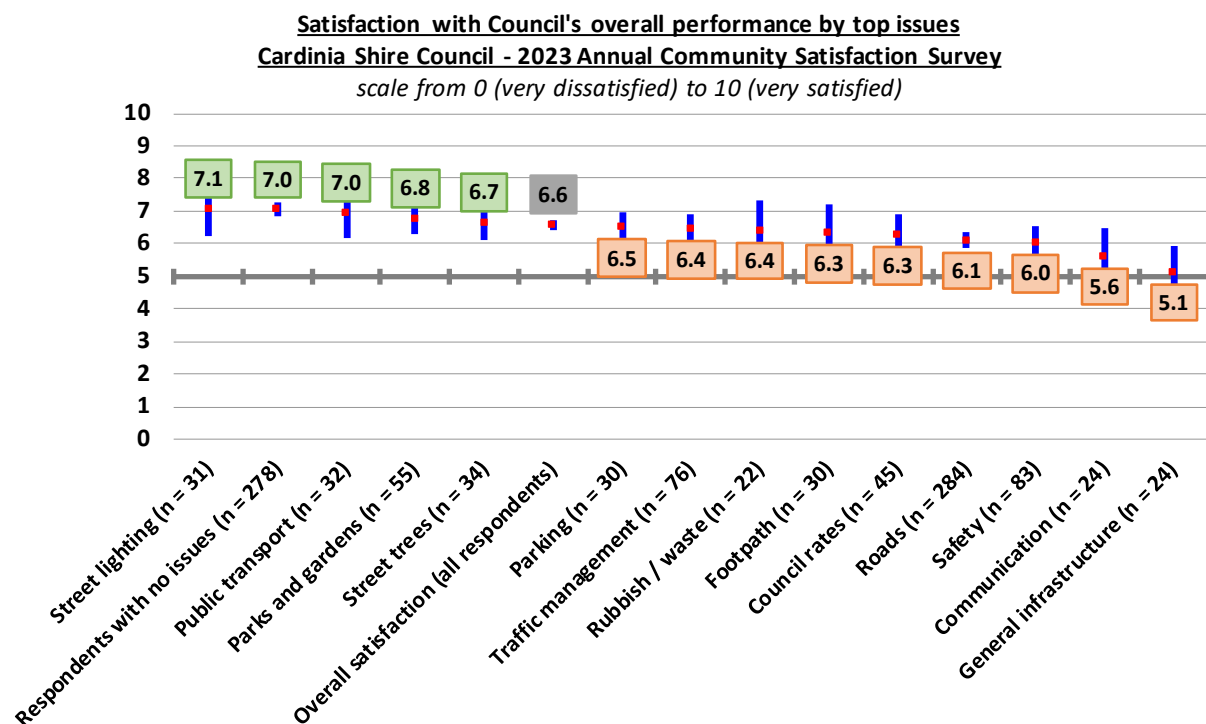
As is clear in the graph, the respondents nominating nine of these 13 issues were, on average, somewhat less satisfied with Council's overall performance than the average of all respondents.



Respondents who nominated general infrastructure (24 respondents @ 5.1), and roads (284 respondents @ 6.1) were measurably less satisfied with Council’s overall performance than the municipal average, and at “very poor” and “solid” levels of satisfaction respectively.

Respondents who nominated communication (24 respondents @ 5.6 or “poor”), Council rates (45 respondents @ 6.3), and footpaths (30 respondents @ 6.3) were notably less satisfied than the municipal average, and mostly at “solid” levels of satisfaction.

These results strongly suggests that, for these respondents, these issues were exerting a negative influence on their satisfaction with Council’s overall performance.



It is important to bear in mind that only a relatively small number (average of around 30) respondents nominated many of these issues, as it highlights that the issues may well be exerting a substantial negative influence, but that it is felt by a relatively small proportion of respondents, rather than being wide-spread concerns across the community.

The exception to this was clearly roads, with 284 of the 900 respondents (32%) nominating roads as an issue, and these respondents, on average, were eight percent less satisfied with Council’s overall performance than the municipal average.

Clearly roads remain a significant issue in the Cardinia Shire and the issue exerts a negative influence on satisfaction with Council’s overall performance.

The issue category of “roads” includes issues around the quality of roads (e.g., potholes) and views around the maintenance and repairs, including roadworks. Inevitably, when residents express concerns around local roads, they are including both local council roads as well as VicRoads managed roads. The community has only limited knowledge about which level of government manages which roads.



The associated issue of traffic management was nominated by 76 respondents, who were also marginally less satisfied than average. Traffic management includes issues such as congestion, commuting times, and the adequacy of the local road network (including local and arterial roads).

Metropolis Research also notes that 83 respondents nominated “safety, policing, and crime” related issues, and that these respondents were nine percent less satisfied with Council’s overall performance than the municipal average.

Given that respondents who felt unsafe overall in the Cardinia Shire rated satisfaction at 4.7 out of 10, these results do suggest that concerns about safety in and around Cardinia Shire were negatively impacting on community satisfaction with Council.

The following table provides an alternative approach to exploring the relationship between issues and overall satisfaction. The table outlines the proportion of respondents “dissatisfied” with Council’s overall performance who nominated each of the top issues, with a comparison of the proportion of all respondents who nominated the issue.

“Dissatisfied” respondents were notably more likely than average to nominate roads, safety, policing, and crime, general infrastructure, communication and consultation, cleanliness, Council customer service / responsiveness, and Council governance, performance, and accountability.

Top issues for Cardinia of respondents' dissatisfied with overall performance

Cardinia Shire Council - 2023 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 | 51 | 64% | 32% |
| Safety, policing, crime | 14 | 18% | 9% |
| Traffic management | 10 | 13% | 8% |
| General infrastructure provision and maintenance | 9 | 11% | 3% |
| Communication, consultation and provision of information | 8 | 10% | 3% |
| Cleanliness and maintenance of area | 7 | 9% | 2% |
| Council rates | 6 | 8% | 5% |
| Council customer service / responsiveness | 6 | 8% | 1% |
| Footpath maintenance and repairs | 5 | 6% | 3% |
| Council governance, performance and accountability | 5 | 6% | 1% |
| Parks, gardens and open spaces | 4 | 5% | 6% |
| Building, housing, planning and development | 4 | 5% | 2% |
| Public transport | 4 | 5% | 4% |
| Provision and maintenance of street trees | 4 | 5% | 4% |
| Hard rubbish collection | 4 | 5% | 2% |
| All other issues (30 separately identified issues) | 53 | 66% | 43% |
| Total responses | 194 | | 1,158 |
| <i>Respondents identifying at least one issue (percent of total respondents)</i> | <i>92 (84%)</i> | | <i>601 (67%)</i> |



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 which fewer than 10 respondents were dissatisfied have been excluded from these results.

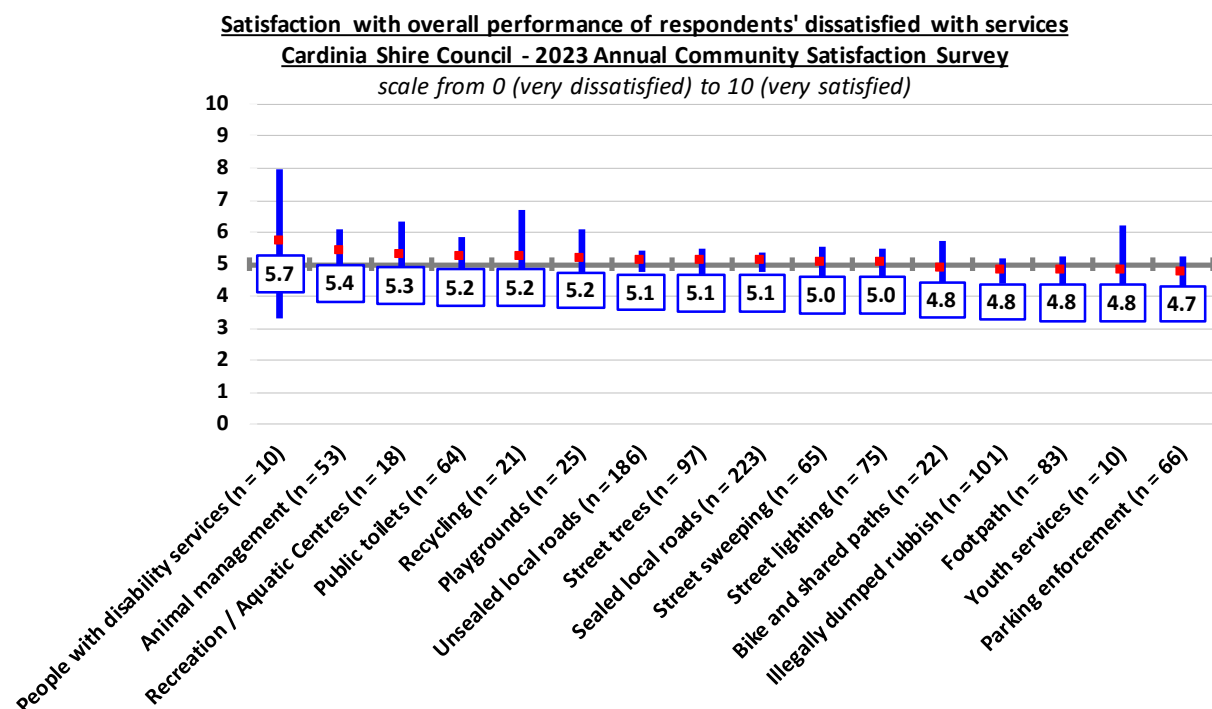
Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably less satisfied with Council's overall performance than the municipal average of all respondents (6.6).

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core Council services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one core service and facility were likely to be dissatisfied with a number of these services and facilities.

This reflects the fact that some respondents were dissatisfied with Council's performance, and this tended to influence their satisfaction ratings with many Council services and facilities.

The opposite is also true for some respondents who tended to provide the same higher 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 range of services and facilities that Council provides.

The three services and facilities with the largest number of "dissatisfied" respondents were sealed local roads (223 respondents @ 5.1), unsealed local roads (186 respondents @ 5.1), and illegally dumped rubbish (101 respondents @ 4.8). These results do suggest that the respondents who were "dissatisfied" with these services were also measurably and significantly less satisfied with Council's overall performance than the average (6.6).



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?"

There was a total of 563 comments received from respondents outlining the reasons why they rated satisfaction with Council's overall performance at the level they did.

These comments have been broadly categorised into 16 different categories, as outlined in the following table. The comments have also been split into generally positive comments, generally neutral comments, and generally negative comments.

The table also provides the number of comments by category and by nature of comments for respondents who were "very satisfied", "neutral to somewhat satisfied" and "dissatisfied".

Most of the positive statements provided by respondents were general statements about satisfaction with Council's performance, although there were also 18 positive statements about specific Council services and facilities, and 14 positive statements about the cleanliness and maintenance of the local area.

The most common mostly negative issues raised by respondents related to communication, consultation, and the provision of information (98 comments with 43 negative and 51 neutral), roads and traffic and footpaths (62 comments with 61 negative), Council services and facilities (60 comments with 42 negative), and governance, accountability, and reputation (41 comments with 37 negative).

Reasons for rating of satisfaction with Council's overall performance

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(number and percent of total comments)

| Reason for rating of satisfaction | Total comments | | Respondents | | |
|---|----------------|------------|---------------------|-------------|-----------------------|
| | Number | Percent | Satisfied (6 to 10) | Neutral (5) | Dissatisfied (0 to 4) |
| General statements | 159 | 28% | 150 | 3 | 6 |
| positive | 86 | 15% | 86 | 0 | 0 |
| neutral | 10 | 2% | 9 | 1 | 0 |
| negative | 63 | 11% | 55 | 2 | 6 |
| Communication, consultation, information | 98 | 17% | 71 | 13 | 14 |
| positive | 4 | 1% | 3 | 1 | 0 |
| neutral | 51 | 9% | 51 | 0 | 0 |
| negative | 43 | 8% | 17 | 12 | 14 |
| Roads, traffic, transport, and footpaths | 62 | 11% | 33 | 18 | 11 |
| positive | 1 | 0% | 1 | 0 | 0 |
| negative | 61 | 11% | 32 | 18 | 11 |



| | | | | | |
|---|------------|-------------|------------|-----------|------------|
| Services and facilities | 60 | 11% | 32 | 13 | 15 |
| positive | 18 | 3% | 16 | 2 | 0 |
| negative | 42 | 7% | 16 | 11 | 15 |
| Governance, accountability, and reputation | 41 | 7% | 9 | 12 | 20 |
| positive | 4 | 1% | 3 | 1 | 0 |
| negative | 37 | 7% | 6 | 11 | 20 |
| Rates and financial management | 33 | 6% | 20 | 2 | 11 |
| positive | 1 | 0% | 1 | 0 | 0 |
| negative | 32 | 6% | 19 | 2 | 11 |
| Cleanliness and maintenance of area | 28 | 5% | 21 | 7 | 0 |
| positive | 14 | 2% | 14 | 0 | 0 |
| neutral | 14 | 2% | 7 | 7 | 0 |
| negative | 0 | 0% | 0 | 0 | 0 |
| Customer service and responsiveness | 21 | 4% | 14 | 2 | 5 |
| positive | 6 | 1% | 6 | 0 | 0 |
| negative | 15 | 3% | 8 | 2 | 5 |
| Environment, parks, open space, and trees | 18 | 3% | 10 | 1 | 7 |
| positive | 0 | 0% | 0 | 0 | 0 |
| negative | 18 | 3% | 10 | 1 | 7 |
| Building, planning, housing, and development | 9 | 2% | 5 | 3 | 1 |
| positive | 0 | 0% | 0 | 0 | 0 |
| negative | 9 | 2% | 5 | 3 | 1 |
| The hills and rural areas vs. growth areas | 14 | 2% | 7 | 0 | 7 |
| positive | 0 | 0% | 0 | 0 | 0 |
| negative | 14 | 2% | 7 | 0 | 7 |
| Garbage and waste management | 5 | 1% | 5 | 0 | 0 |
| positive | 0 | 0% | 0 | 0 | 0 |
| neutral | 0 | 0% | 0 | 0 | 0 |
| negative | 5 | 1% | 5 | 0 | 0 |
| Infrastructure | 5 | 1% | 2 | 0 | 3 |
| positive | 0 | 0% | 0 | 0 | 0 |
| negative | 5 | 1% | 2 | 0 | 3 |
| Parking | 3 | 1% | 3 | 0 | 0 |
| positive | 0 | 0% | 0 | 0 | 0 |
| negative | 3 | 1% | 3 | 0 | 0 |
| Safety, policing, and crime | 7 | 1% | 3 | 0 | 4 |
| positive | 0 | 0% | 0 | 0 | 0 |
| neutral | 4 | 1% | 0 | 0 | 4 |
| negative | 3 | 1% | 3 | 0 | 0 |
| Total responses | 563 | 100% | 385 | 74 | 104 |



Change in Council's overall performance

Respondents were asked:

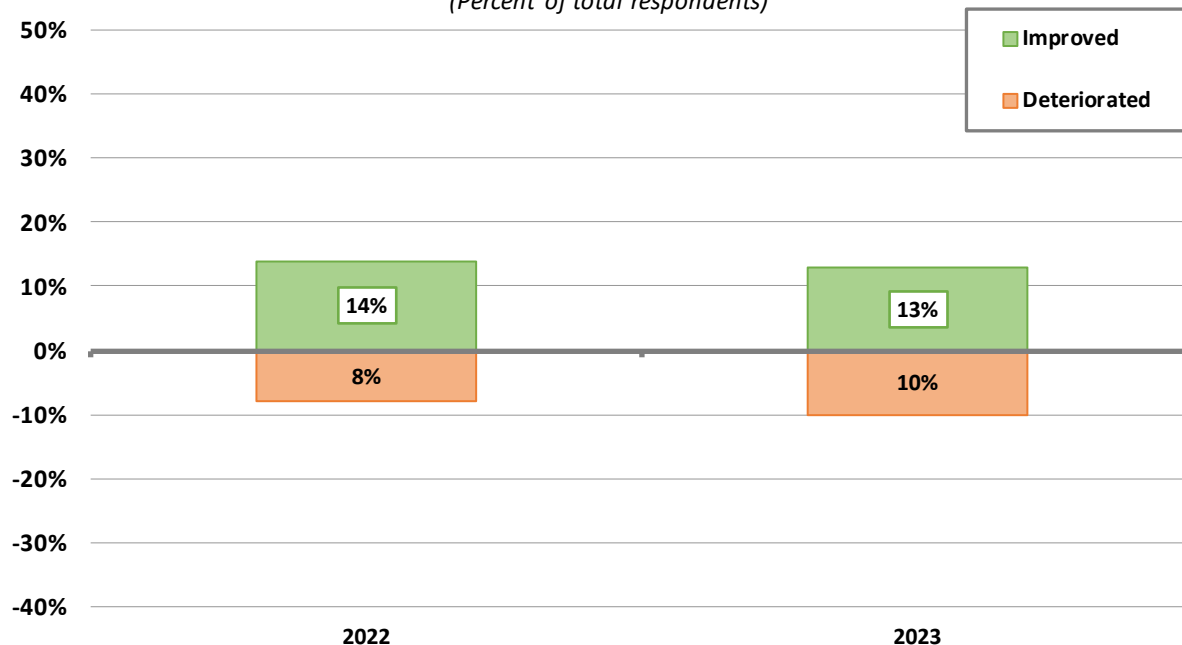
“Over the past 12 months, do you think Council’s overall performance has?”

Consistent with the results recorded last year, 13% (down from 14%) of respondents considered that Council’s overall performance had improved in the last 12 months, whilst 10% (up from 8%) considered that performance had deteriorated.

Change in overall performance
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

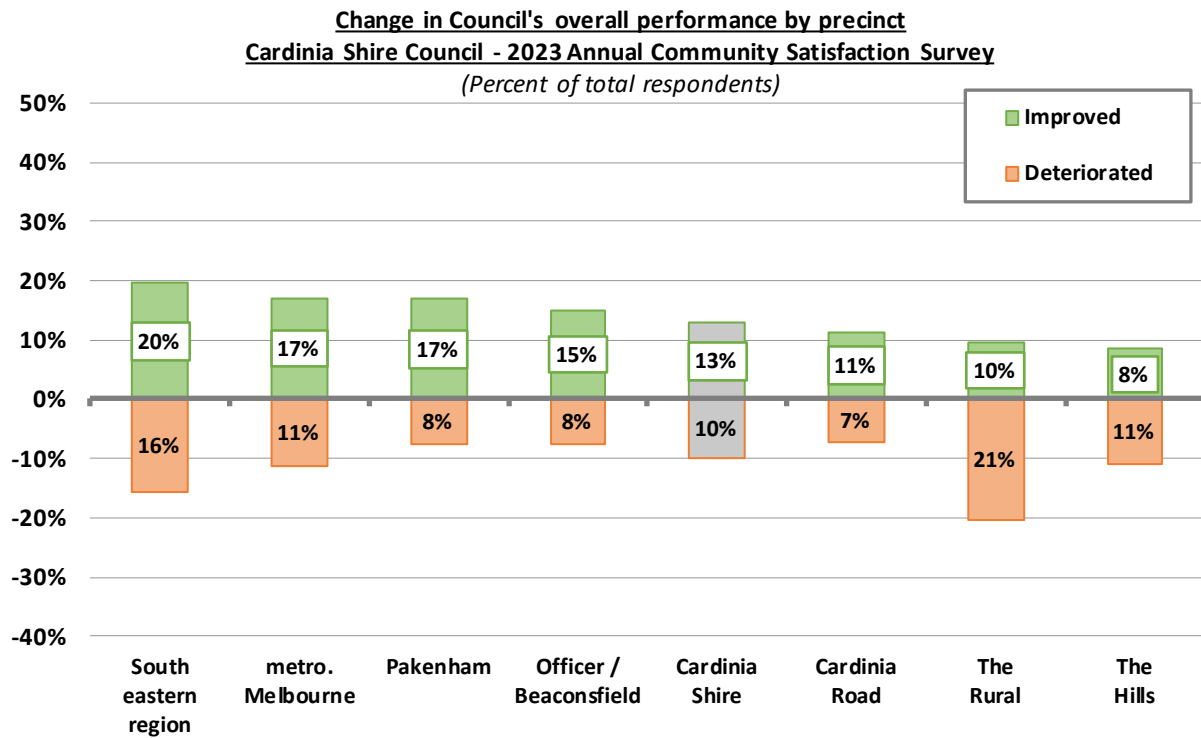
| Response | 2023 | | 2022 |
|-----------------|------------|-------------|------------|
| | Number | Percent | |
| Improved | 116 | 13% | 14% |
| Stayed the same | 535 | 59% | 43% |
| Deteriorated | 90 | 10% | 8% |
| Can't say | 159 | 18% | 35% |
| Total | 900 | 100% | 900 |

Change in overall performance
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Percent of total respondents)



There was substantial variation in this result observed across the municipality, with respondents from Pakenham somewhat more likely than average to consider that performance had improved. By contrast, it is noted that 21% of respondents from the Rural precinct considered that performance had deteriorated over the last 12 months.

Metropolis Research notes, however, that respondents from the Rural precinct, on average, rated satisfaction with Council's overall performance this year at 6.1, down three percent on the 6.3 recorded last year.



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?”

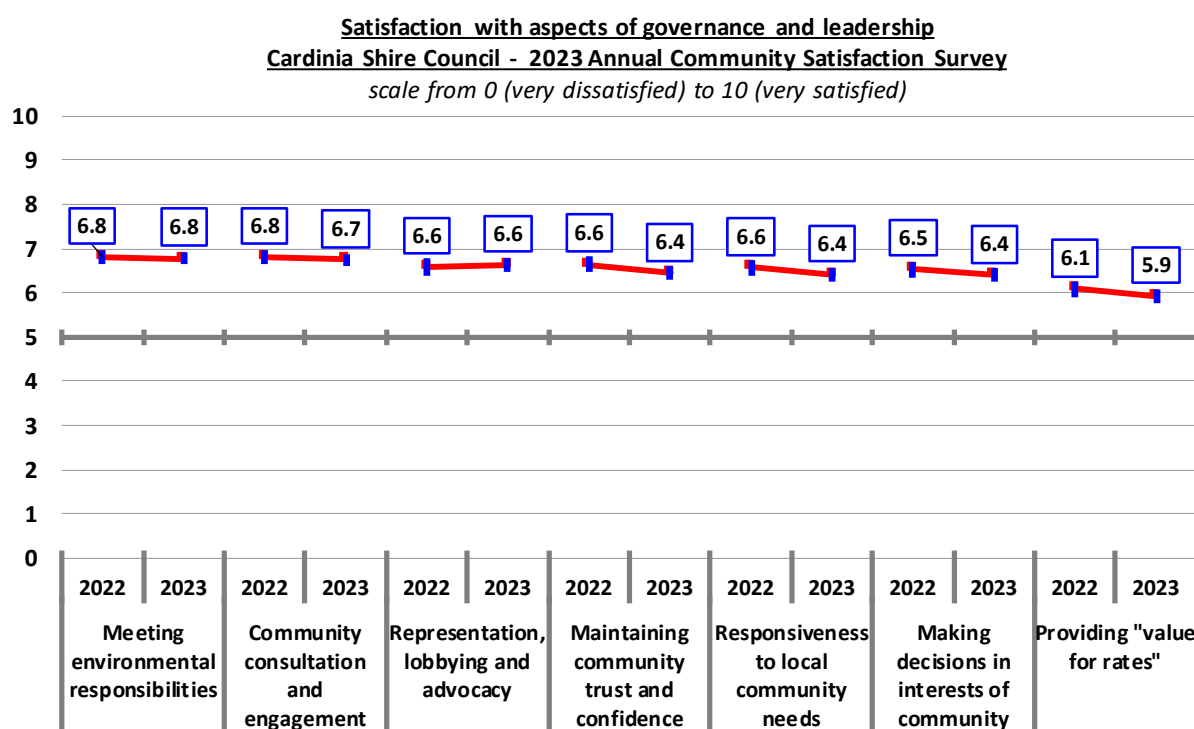
Respondents were again in 2023, asked to rate their satisfaction with seven aspects of the governance and leadership performance of Council.

Six of these seven aspects of governance and leadership are considered the core governance and leadership measures, with “Council meeting its responsibilities towards the environment” treated separately.

In line with other municipalities, from 2024, Council meeting its responsibilities towards the environment will be moved to the section of individual services and facilities, which includes measures of both the importance to the community of Council providing the service, and then satisfaction with the service.

The satisfaction with the six core aspects of governance and leadership declined somewhat, but not measurably this year, down two percent to 6.4 (down from 6.5), which is a “solid”, down from a “good” level of satisfaction. Satisfaction with meeting environmental responsibilities, community consultation and engagement, and representation, lobbying, and advocacy remain at “good” rather than “solid” levels of satisfaction.

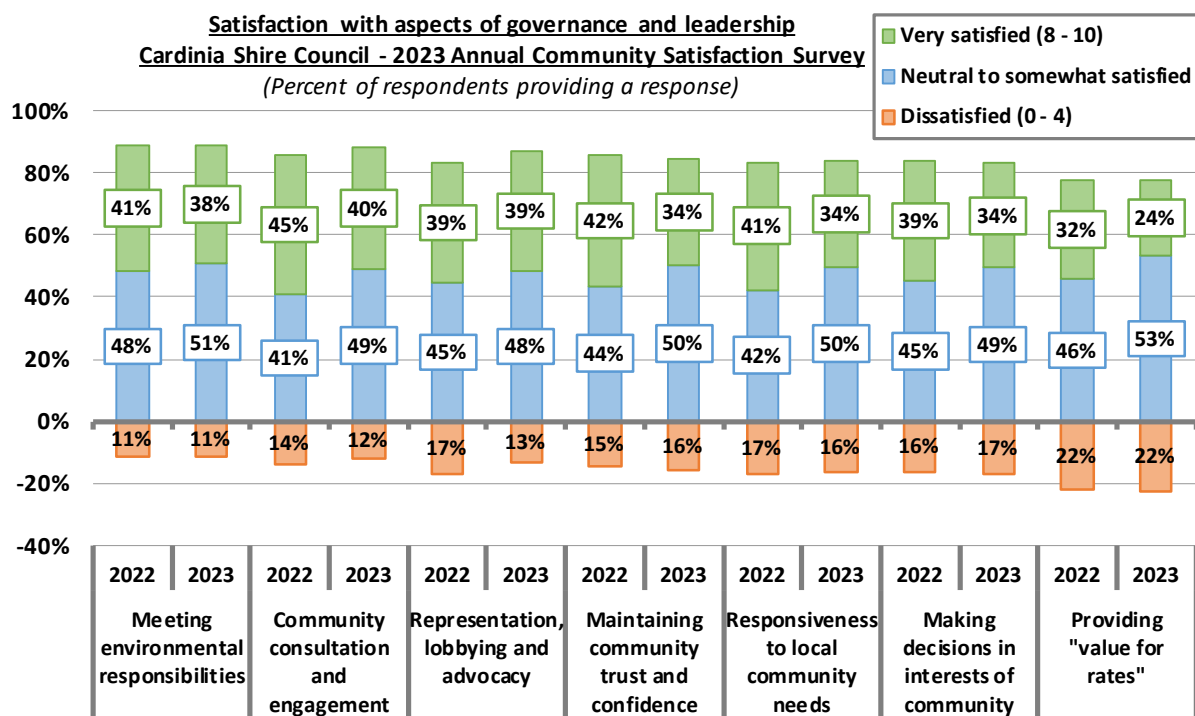
The largest declines were recorded for maintaining trust and confidence (down 3%), and providing value for rates (down 3%), with representation, lobbying, and advocacy stable.



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 at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

There was a decline in 2023, in the proportion of respondents “very satisfied” with each of the seven aspects of governance and leadership, although it is noted that there was no corresponding increase in the proportion of “dissatisfied” respondents.

This strongly suggests that the three percent decline in satisfaction was a readjustment of satisfaction down from the historically high levels recorded in 2022. This is reinforced by the fact that for the two aspects which have longer-term time series results available, satisfaction in 2023 remains measurably and significantly above the long-term average.

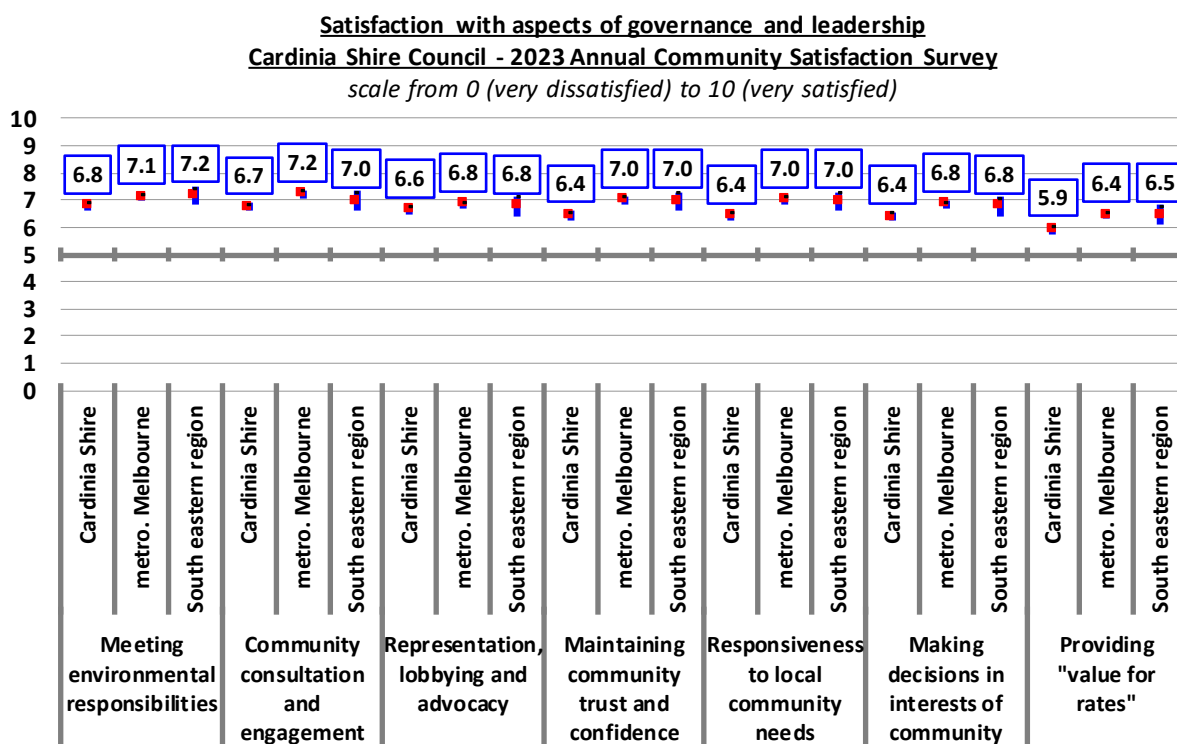


The average satisfaction with the six core aspects of governance and leadership was 6.4 for the Cardinia Shire this year.

This result was somewhat lower than the Southeastern region councils’ average of 6.8, and measurably lower than the metropolitan Melbourne average of 6.9, both as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

Satisfaction with all seven aspects of governance and leadership was somewhat lower in the Cardinia Shire than the metropolitan Melbourne and Southeastern region councils’ average.

This variation from the metropolitan Melbourne average was greatest in relation to maintaining trust and confidence (9% lower), responsiveness to local community needs (9% lower), providing value for rates (8% lower), and making decisions in the interests of the community (6% lower).



The following section provides more detailed examination of satisfaction with aspects of governance and leadership over time, across the five precincts of Cardinia Shire, and by respondent profile including age structure, gender, and language spoken at home.

Whilst there was some variation in satisfaction observed from aspect to aspect, in general terms, the following pattern of satisfaction is noted:

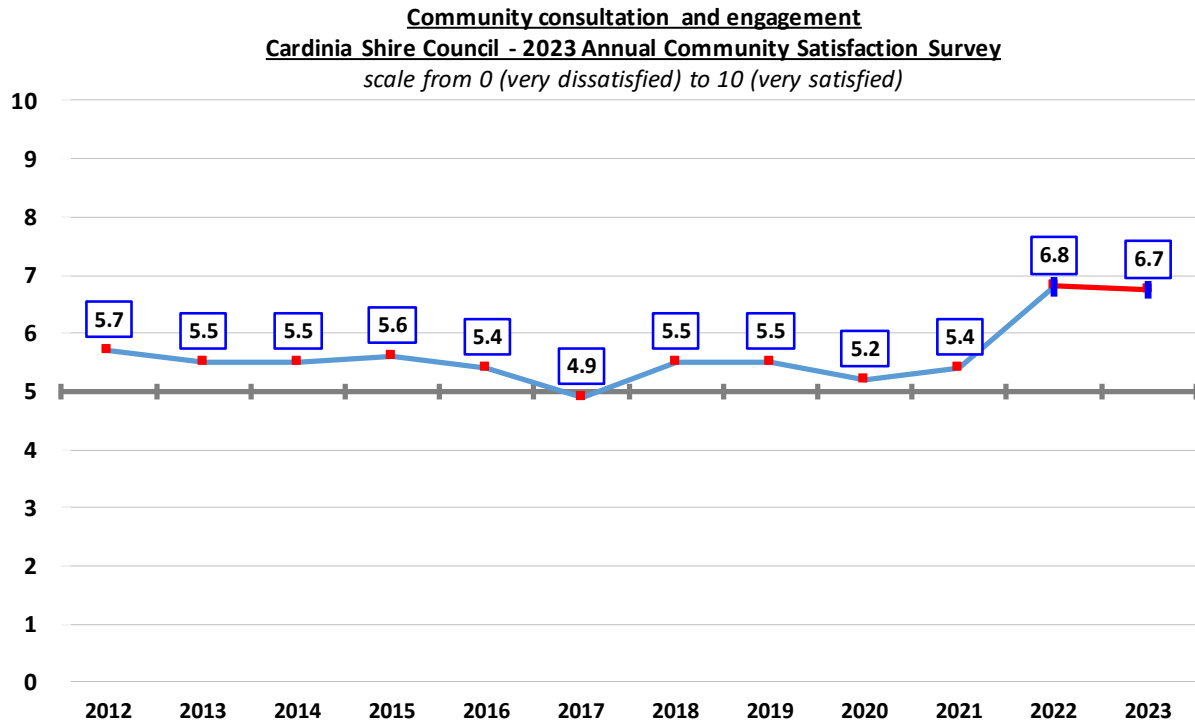
- **Generally more satisfied than average with governance and leadership** – included respondents from Cardinia Road precinct, younger adults (aged 18 to 34 years), female respondents, and respondents from multilingual households.
- **Generally less satisfied than average with governance and leadership** – included respondents from the Rural and most particularly the Hills precinct, middle-aged (aged 45 to 64 years) and to a lesser extent older adults (aged 65 to 74 years), male respondents, and respondents from English speaking households.

Community consultation and engagement

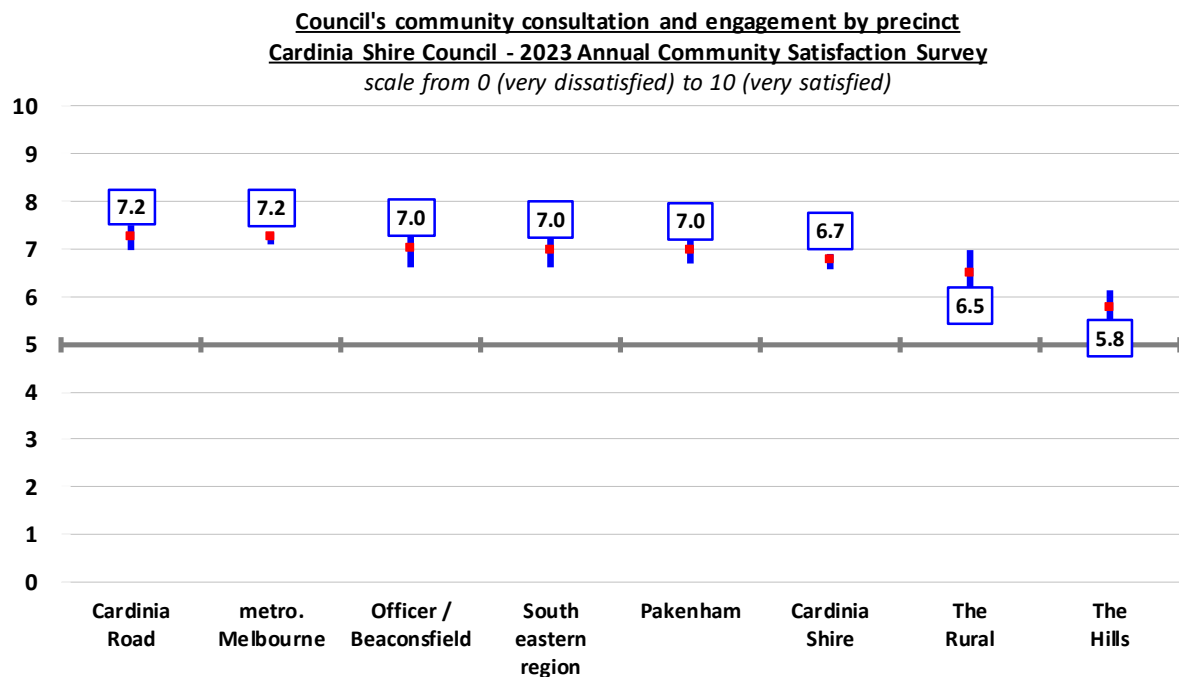
Satisfaction with Council's community consultation and engagement performance declined marginally, but not measurably this year, down one percent to 6.7, although it remains at a "good" level.

Despite this marginal decline this year, this result remains 20% above the long-term average satisfaction since 2012 of 5.6.



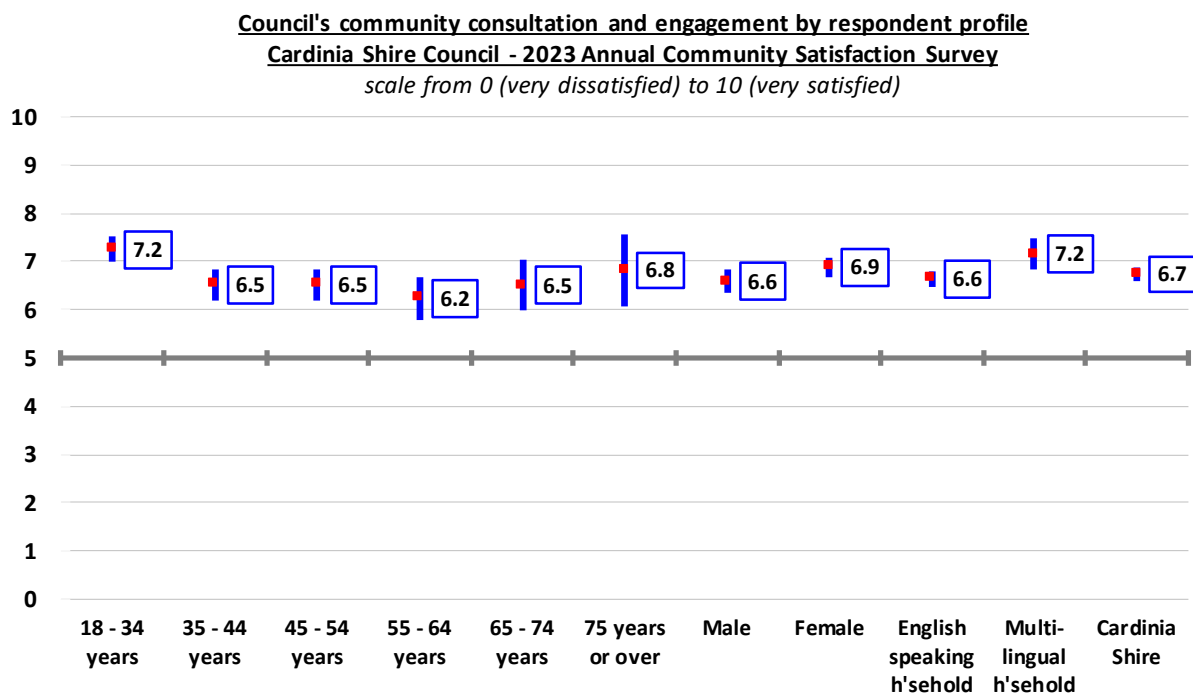


There was measurable and significant variation in satisfaction observed, with respondents from Cardinia Road measurably more satisfied than average, whilst the respondents from the Hills precinct were measurably and significantly (13%) less satisfied than average, and “poor”.



There was measurable and notable variation in satisfaction with this aspect observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and older middle-aged adults (aged 55 to 64 years) notably less satisfied. Female respondents were notably more satisfied than males, and respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

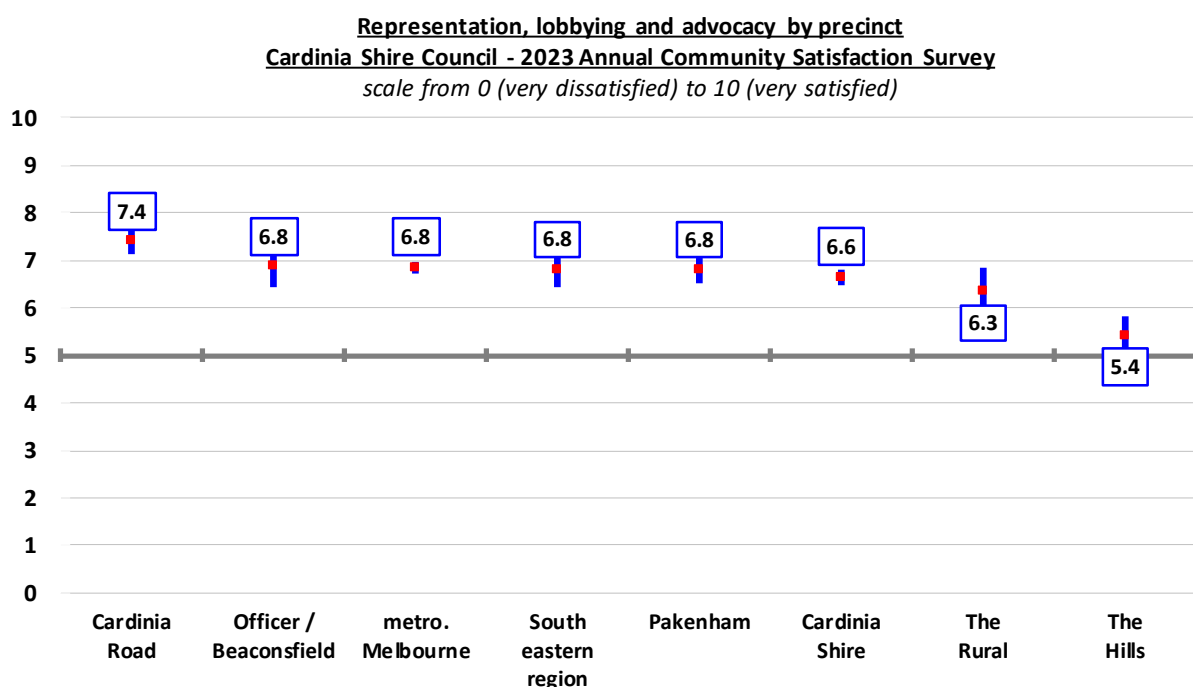




Representation, lobbying and advocacy

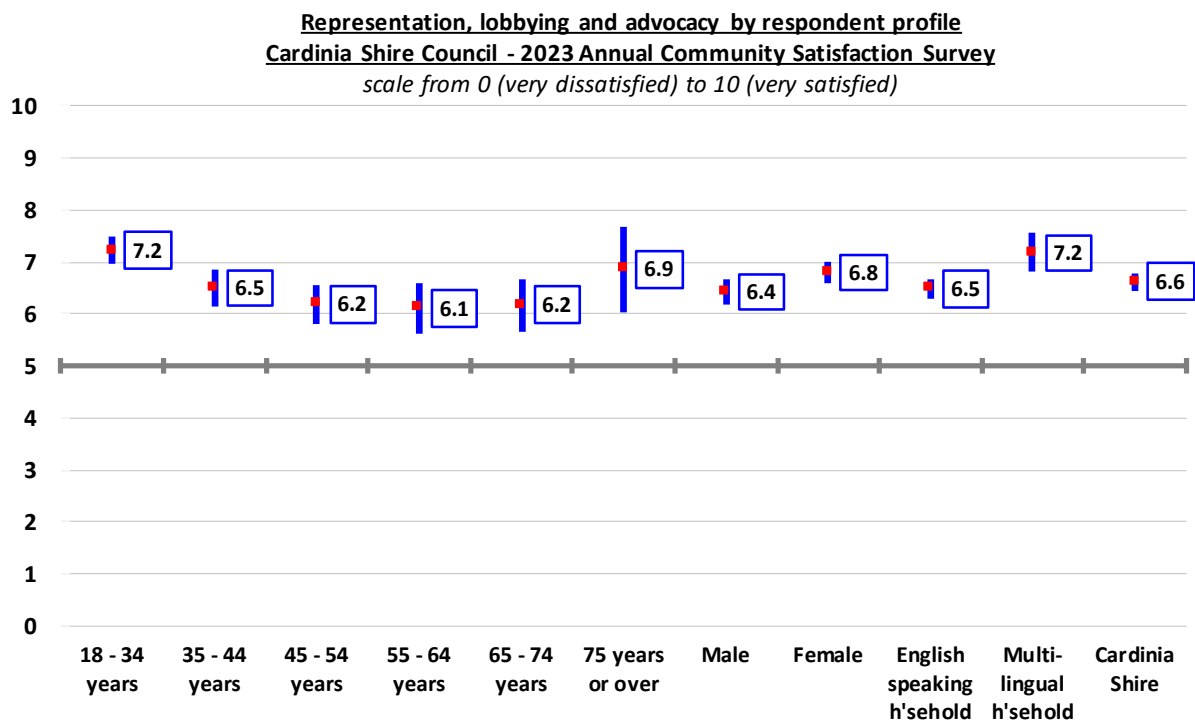
Satisfaction with Council's representation, lobbying, and advocacy on behalf of the community remained stable this year at 6.6, which is a "good" level of satisfaction.

There was measurable and significant variation in satisfaction observed, with respondents from Cardinia Road measurably more satisfied than average and at a "very good" level. Respondents from the Rural precinct were notably less satisfied and "solid", and respondents from the Hills precinct were measurably and significantly (18%) less satisfied and "very poor".



There was measurable and notable variation in satisfaction with this aspect observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and middle-aged and older adults (aged 45 to 74 years) notably less satisfied.

Female respondents were notably more satisfied than males, and respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Responsiveness of Council to local community needs

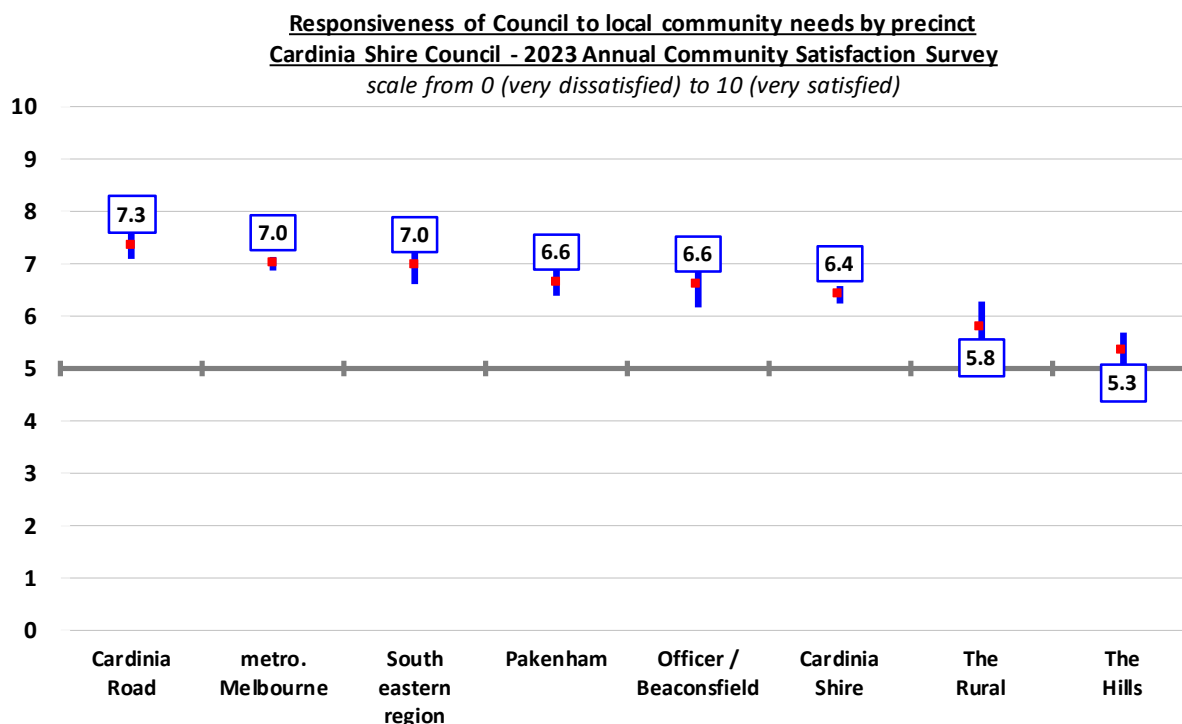
Satisfaction with the responsiveness of Council to local community needs declined somewhat, but not measurably this year, down two percent to 6.4 out of 10, which is a “solid”, down from a “good” level of satisfaction.

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

Respondents from Cardinia Road were measurably more satisfied than average and at a “very good” level.

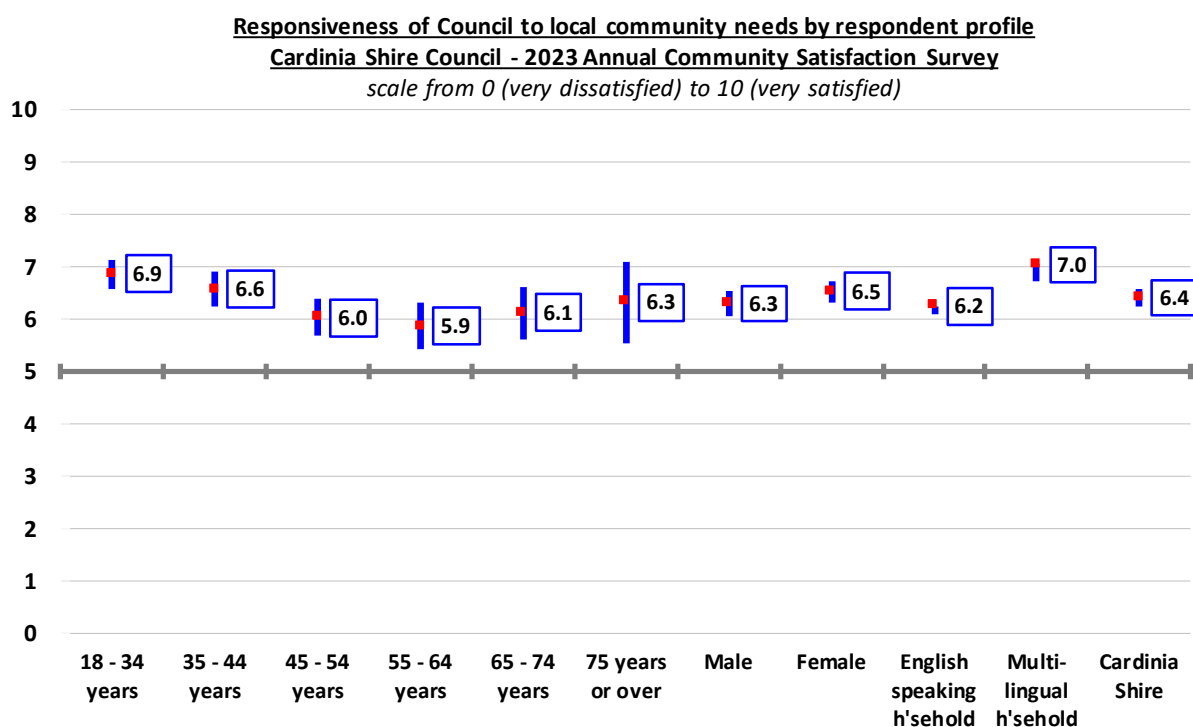
Respondents from the Rural and respondents from the Hills precincts were measurably and significantly less satisfied than average and at “poor” and “very poor” levels of satisfaction respectively.





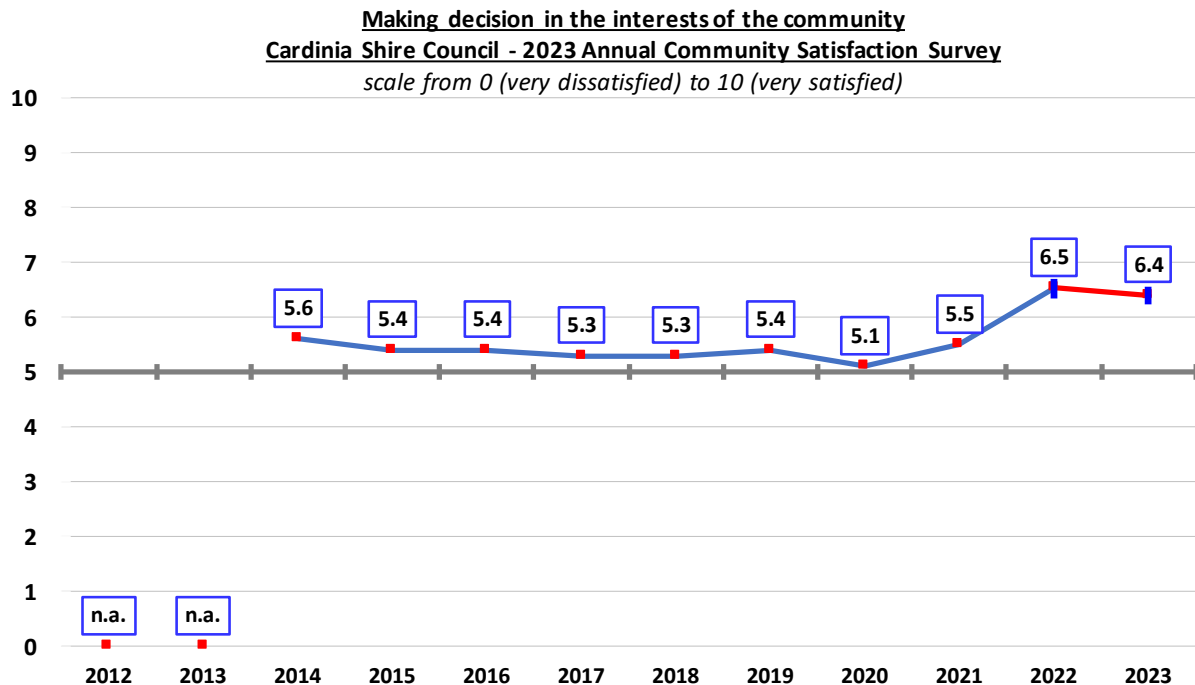
There was measurable and notable variation in satisfaction with this aspect observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and middle-aged and older adults (aged 45 to 74 years) notably less satisfied.

Female respondents were somewhat more satisfied than males, and respondents from multilingual households were measurably and significantly more satisfied than respondents from English speaking households.

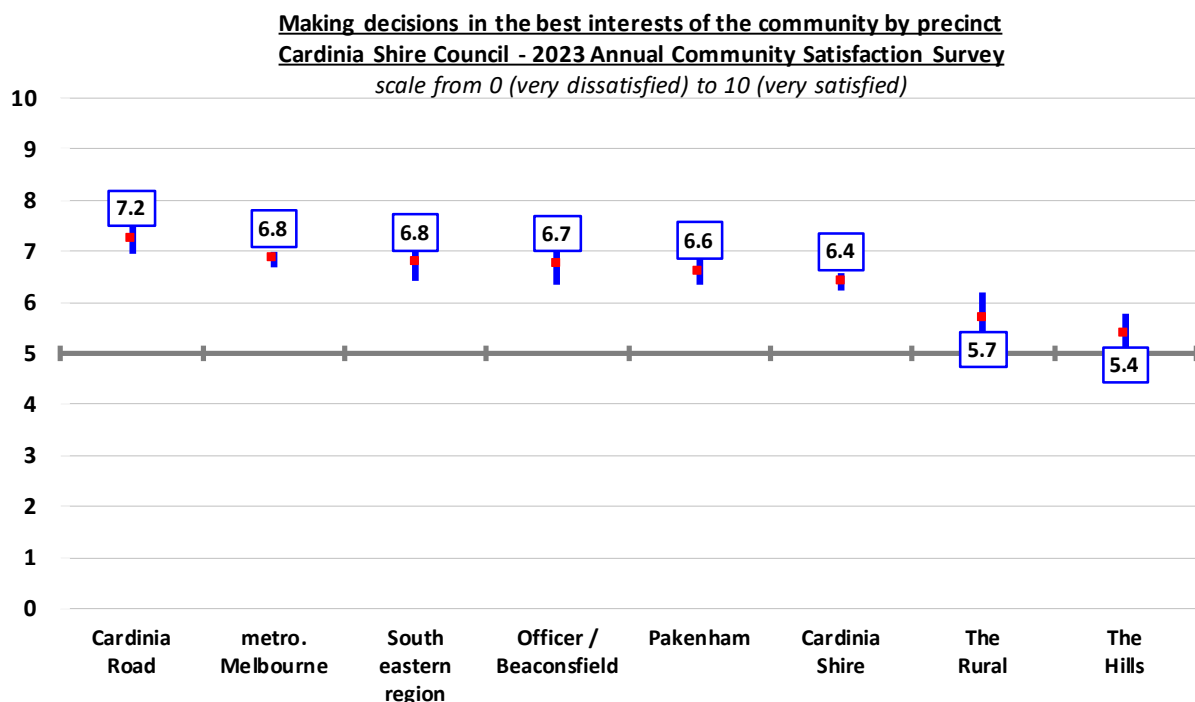


Making decisions in the interests of the community

Satisfaction with Council's performance making decisions in the interests of the community declined marginally, down two percent to 6.4, which is a "solid", down from a "good" level. Despite this marginal decline, satisfaction remains 13% above the long-term average of 5.6.

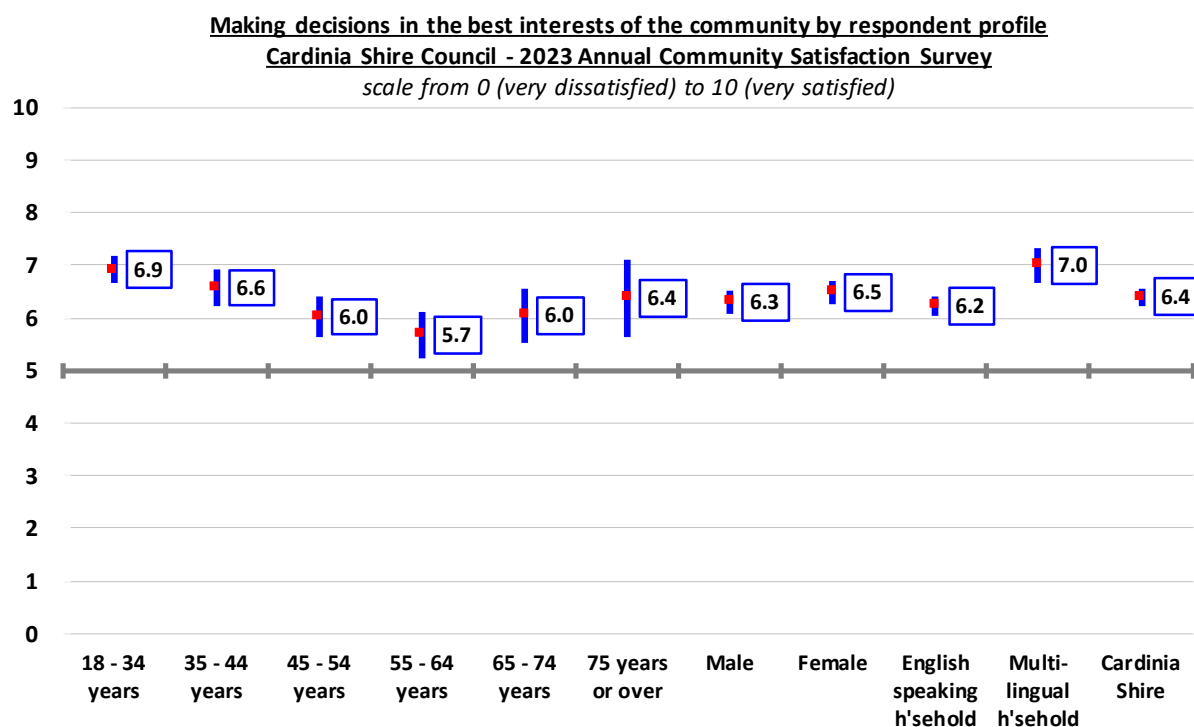


There was measurable and significant variation in satisfaction observed across the municipality, with respondents from Cardinia Road measurably more satisfied than average, whilst respondents from the Rural (11% lower) and the Hills (16%) precincts were measurably less satisfied than average, and at a "poor" and "very poor" levels respectively.



There was measurable and notable variation in satisfaction with this aspect observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and middle-aged and older adults (aged 45 to 74 years) notably less satisfied, with older middle-aged adults (aged 55 to 64 years) measurably less satisfied.

Female respondents were marginally more satisfied than males, and respondents from multilingual households were measurably and significantly more satisfied than respondents from English speaking households.



Maintaining trust and confidence of local community

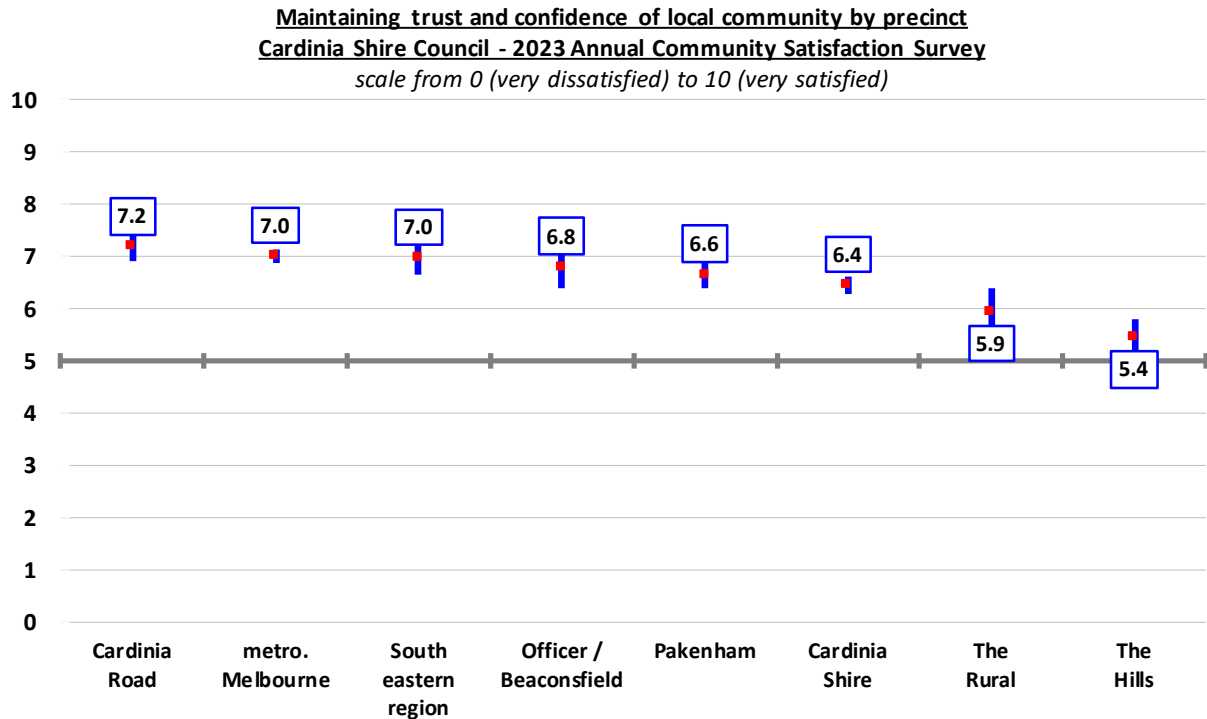
Satisfaction with Council's performance in maintaining the trust and confidence of the local community declined notably, but not measurably this year, down three percent to 6.4.

This was a "solid", down from a "good" level of satisfaction.

There was measurable and significant variation in satisfaction observed across the municipality, with respondents from Cardinia Road measurably more satisfied than average.

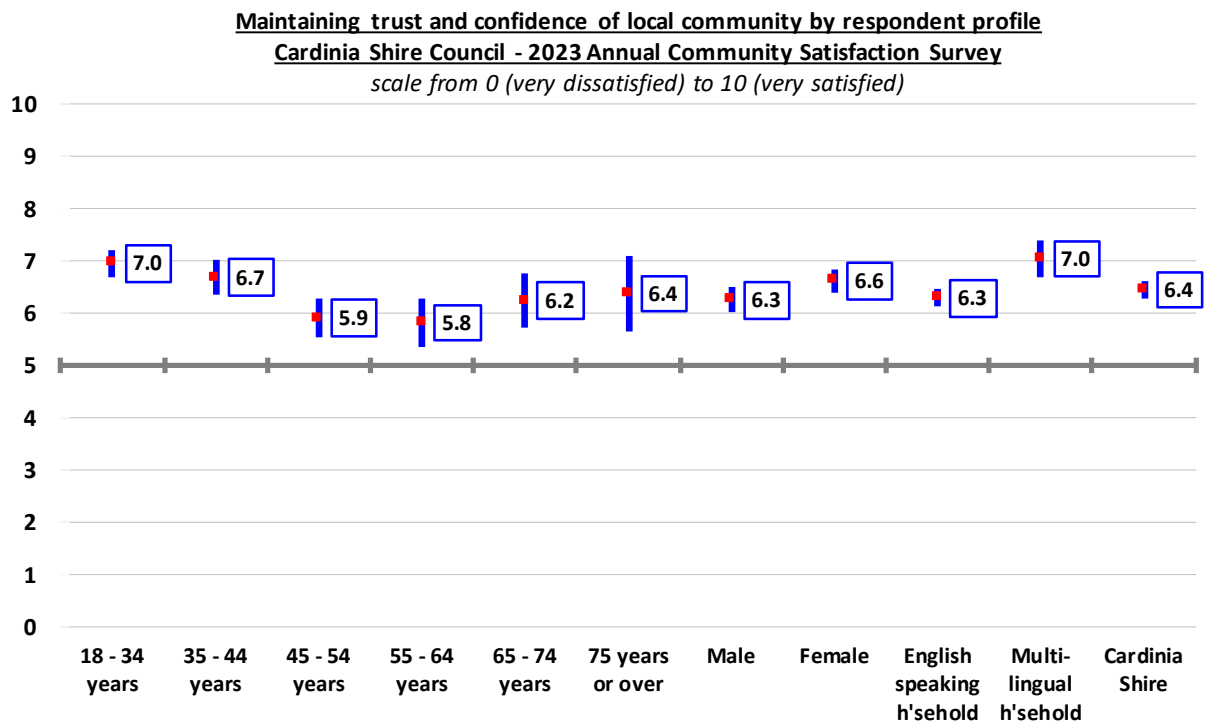
Respondents from the Rural (8% lower) and the Hills (16%) precincts were measurably less satisfied than average, and at "poor" and "very poor" levels respectively.





There was measurable and notable variation in satisfaction with this aspect observed by respondent profile, with young adults and adults (aged 18 to 44 years) measurably more satisfied than average, and middle-aged adults (aged 45 to 64 years) notably less satisfied, and at “poor” rather than “solid” levels of satisfaction.

Female respondents were somewhat more satisfied than males, and respondents from multilingual households were measurably and significantly more satisfied than respondents from English speaking households.

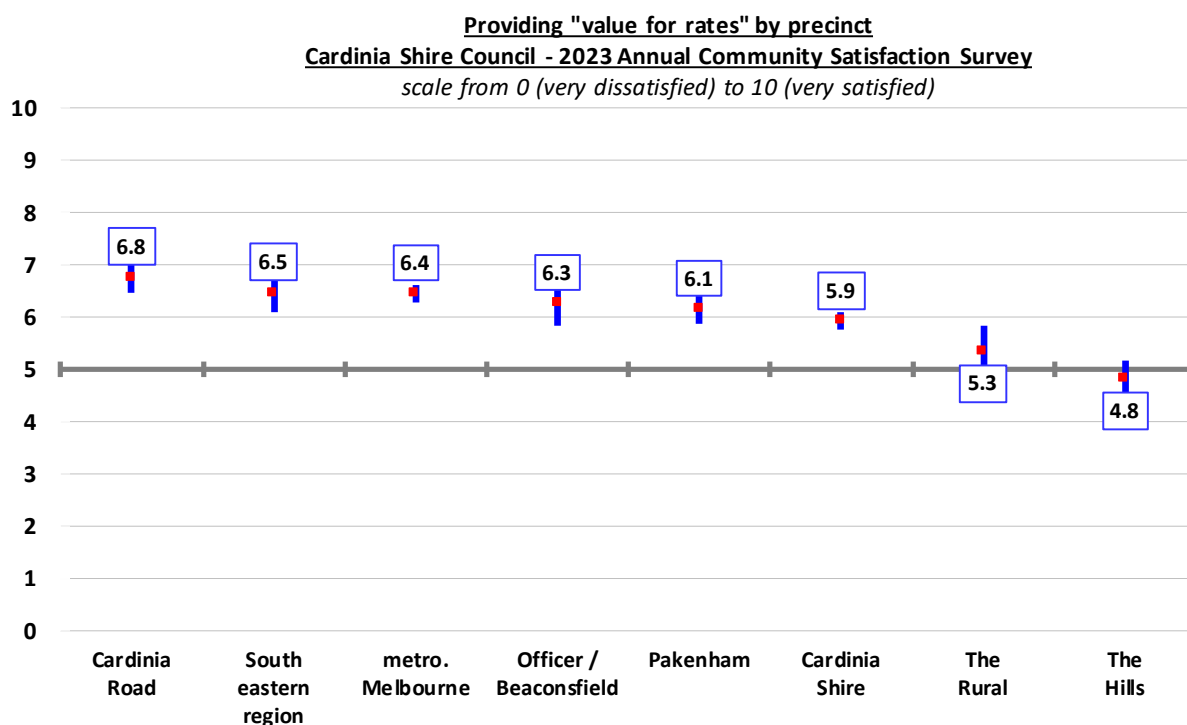


Providing “value for rates”

Satisfaction with the performance of Council providing ‘value for rates’ declined notably but not measurably this year, down three percent to 5.9. This was a “poor”, down from a “solid” level of satisfaction.

There was measurable and significant variation in satisfaction observed across the municipality, with respondents from Cardinia Road measurably more satisfied than average.

Respondents from the Rural (10% lower) and the Hills (19%) precincts were measurably less satisfied than average, and at “very poor” and “extremely poor” levels respectively.

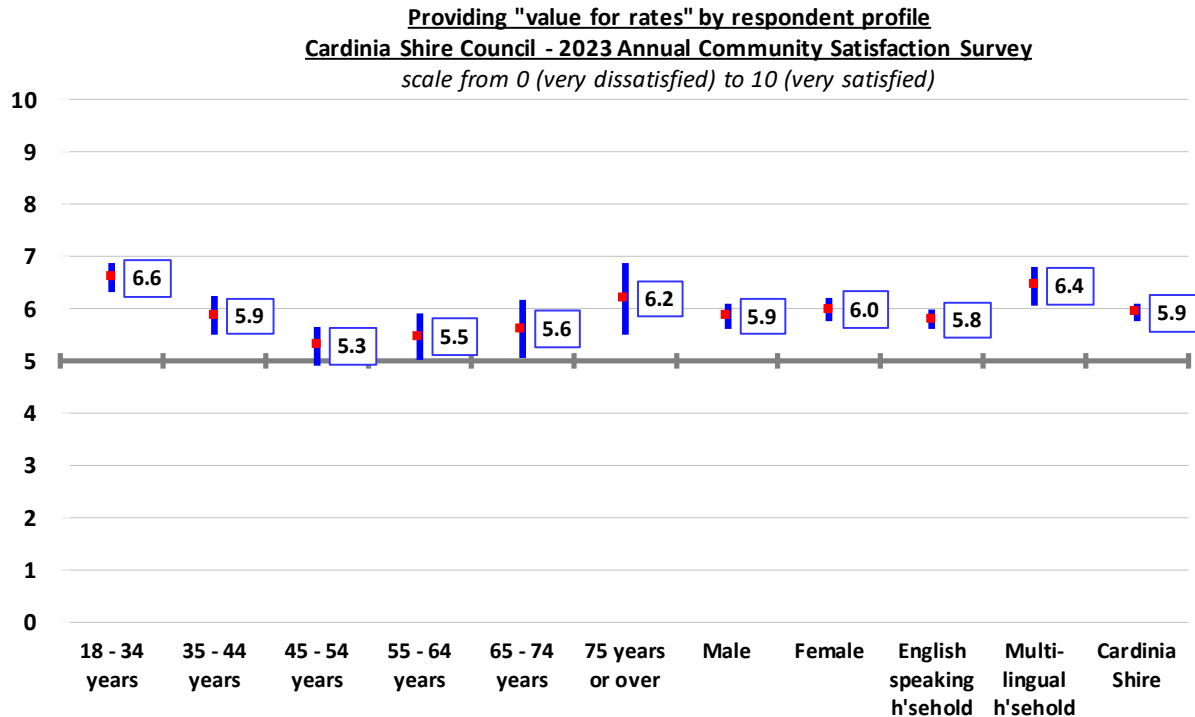


There was measurable and notable variation in satisfaction with this aspect observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and at a “good” level, whilst middle-aged adults (aged 45 to 64 years) were measurably less satisfied, and at “very poor” rather than “poor” levels of satisfaction.

There was no meaningful variation in satisfaction observed between male and female respondents.

It is noted, however, that respondents from multilingual households were measurably and significantly more satisfied than respondents from English speaking households.





Meeting responsibilities towards the environment

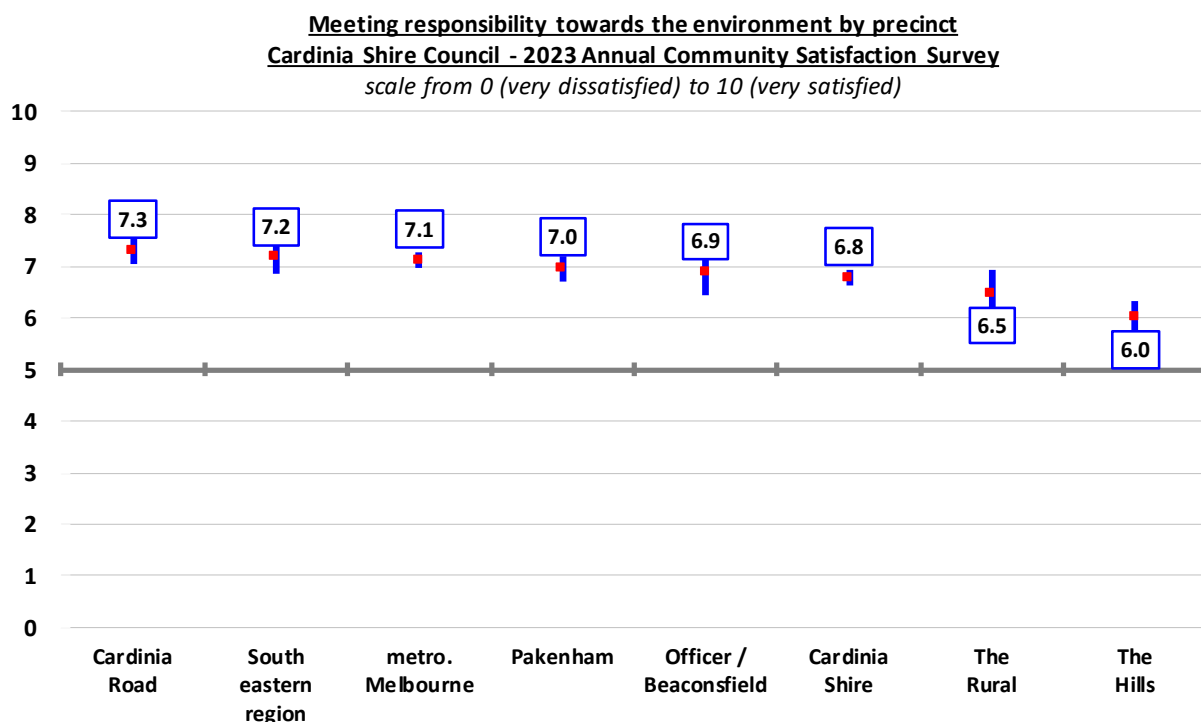
Satisfaction with Council's performance meeting its responsibilities towards the environment remained stable this year at 6.8 out of 10, which is a "good" level of satisfaction.

There was some measurable variation in satisfaction observed across the municipality, with respondents from Cardinia Road somewhat more satisfied than average and at a "very good" level.

Respondents from the Rural were somewhat, but not measurably less satisfied, although still at a "good" level of satisfaction.

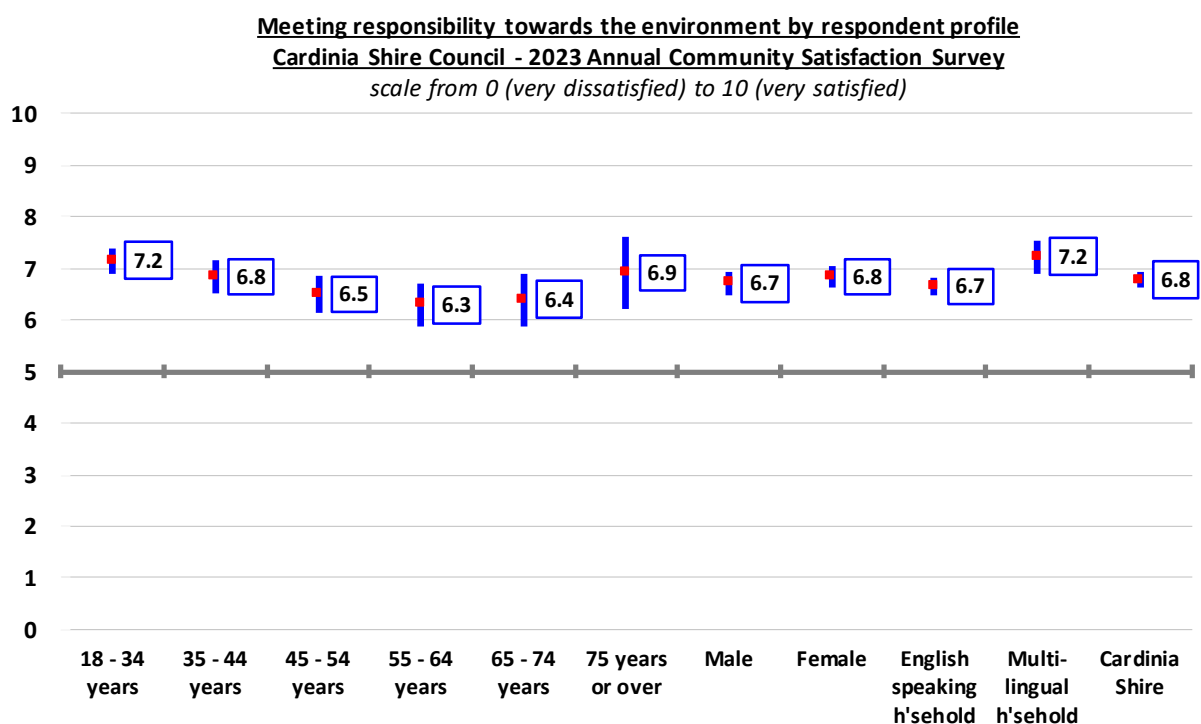
Respondents from the Hills precinct were measurably (12%) less satisfied than average and at a "solid" rather than a "good" level of satisfaction.





There was measurable and notable variation in satisfaction with this aspect observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and older middle-aged adults (aged 55 to 64 years) notably less satisfied, and at “solid” rather than “good” levels of satisfaction.

Female respondents were marginally more satisfied than males, and respondents from multilingual households were measurably and significantly more satisfied than respondents from English speaking households.



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?”

Consistent with the 2022 result, approximately one-third (31%) of respondents reported that they had contacted Council in the last 12 months. This result generally reflects the typical pattern of contact with Council observed across local government observed over the long-term.

It was observed that in several municipalities during the pandemic that the proportion of respondents contacting Council was higher than the typical result. This wasn't the case in all cases, and the long-term average proportion contacting Council in the last 12 months was 37%.

Contacted Council in the last 12 months
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2023 | | 2022 |
|--------------|------------|-------------|------------|
| | Number | Percent | |
| Yes | 275 | 31% | 35% |
| No | 619 | 69% | 65% |
| Not stated | 6 | | 5 |
| Total | 900 | 100% | 900 |

Forms of contact

Respondents who had contacted Council were asked:

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

The most common method of contacting Council was via telephone during office hours, with more than half (56% up from 54%) using this method.

The relatively large proportions of 16% contacting Council via email and 12% via the website are consistent with the increase in these methods observed through the pandemic.

It does appear that whilst the proportion of the community who contact Council has returned to the pre-pandemic average, but the methods of contacting Council appear to have not returned to the pre-pandemic average.



This result is most evident in relation to the proportion of respondents who visited Council in person, with just eight percent (down from 9%) visiting in person. Pre-pandemic, many municipalities would typically record between one-sixth and one-third of respondents visiting Council in person. This level of in-person interaction with Council has clearly not returned and many more respondents are interacting with Council online.

Method of contact with Council
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

| Method | 2023 | | 2022 |
|--|------------|-------------|------------|
| | Number | Percent | |
| Telephone (<i>during office hours</i>) | 153 | 56% | 54% |
| Email | 44 | 16% | 18% |
| Website | 33 | 12% | 10% |
| Visit in person | 22 | 8% | 9% |
| Web request / online forms | 8 | 3% | 2% |
| Telephone (<i>after hours service</i>) | 6 | 2% | 2% |
| Mail | 2 | 1% | 1% |
| Live chat | 2 | 1% | 0% |
| Directly with a Councillor | 1 | 0% | 1% |
| My Cardinia Web Portal | 1 | 0% | 1% |
| Other | 2 | 1% | 2% |
| Not stated | 1 | | 1 |
| Total | 275 | 100% | 309 |

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?”

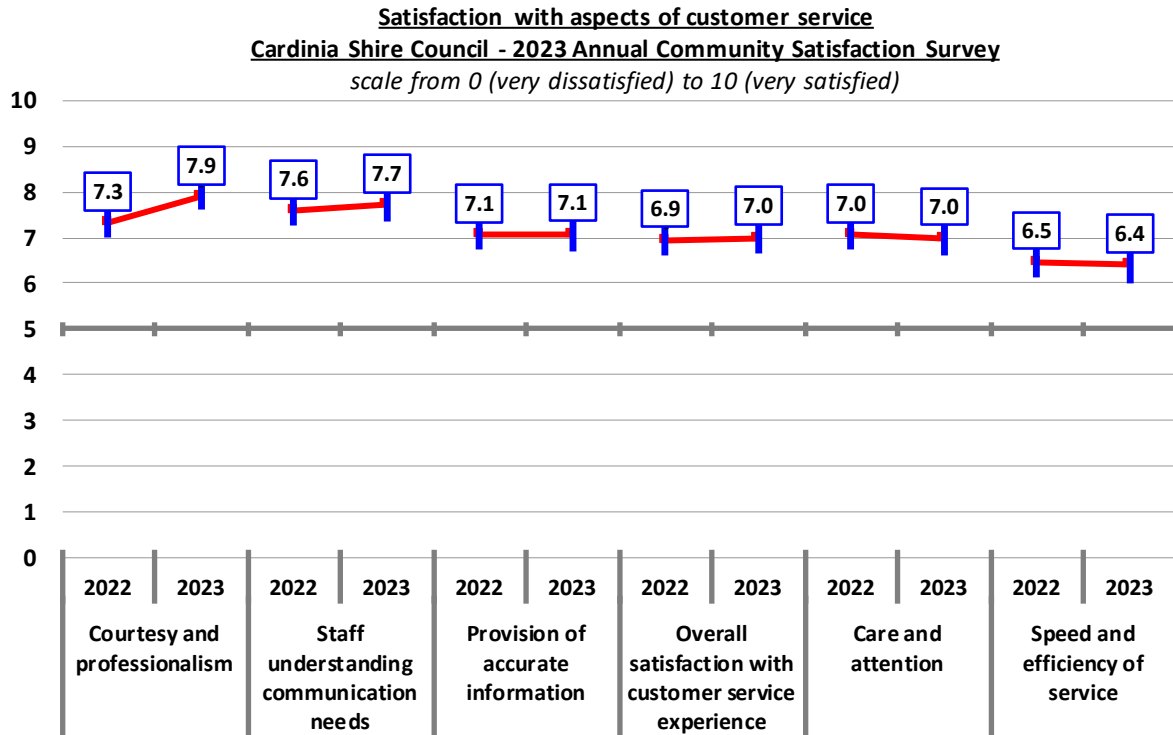
Respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with six aspects of customer service (including “overall satisfaction with the customer service experience”).

The average satisfaction with customer service this year was 7.2 out of 10, or a “good” level of satisfaction, a small one percent increase on the average of 7.1 recorded last year.

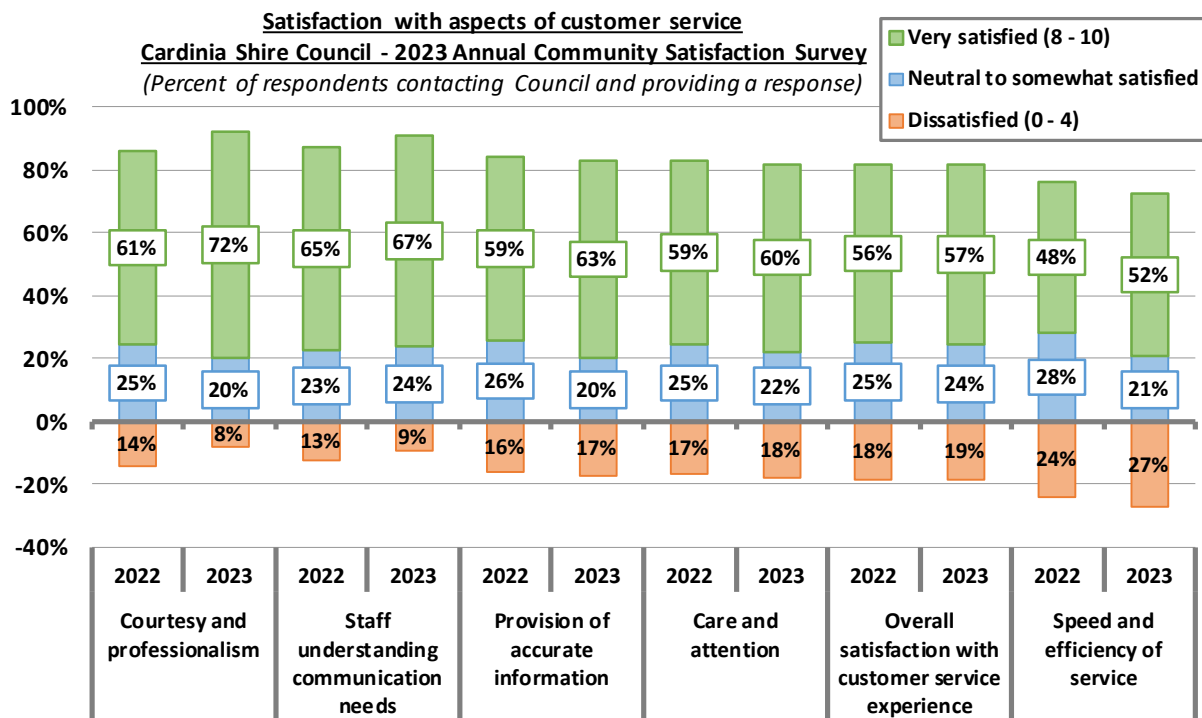
Satisfaction with courtesy and professionalism of staff increased notably this year, up eight percent to 7.9, which is an “excellent”, up from a “very good” level of satisfaction.

There was also a marginal increase in satisfaction with staff understanding community needs, which remains “very good” and a marginal decline in satisfaction with the speed and efficiency of service, down two percent to 6.4, which is a “solid”, down from a “good” level.





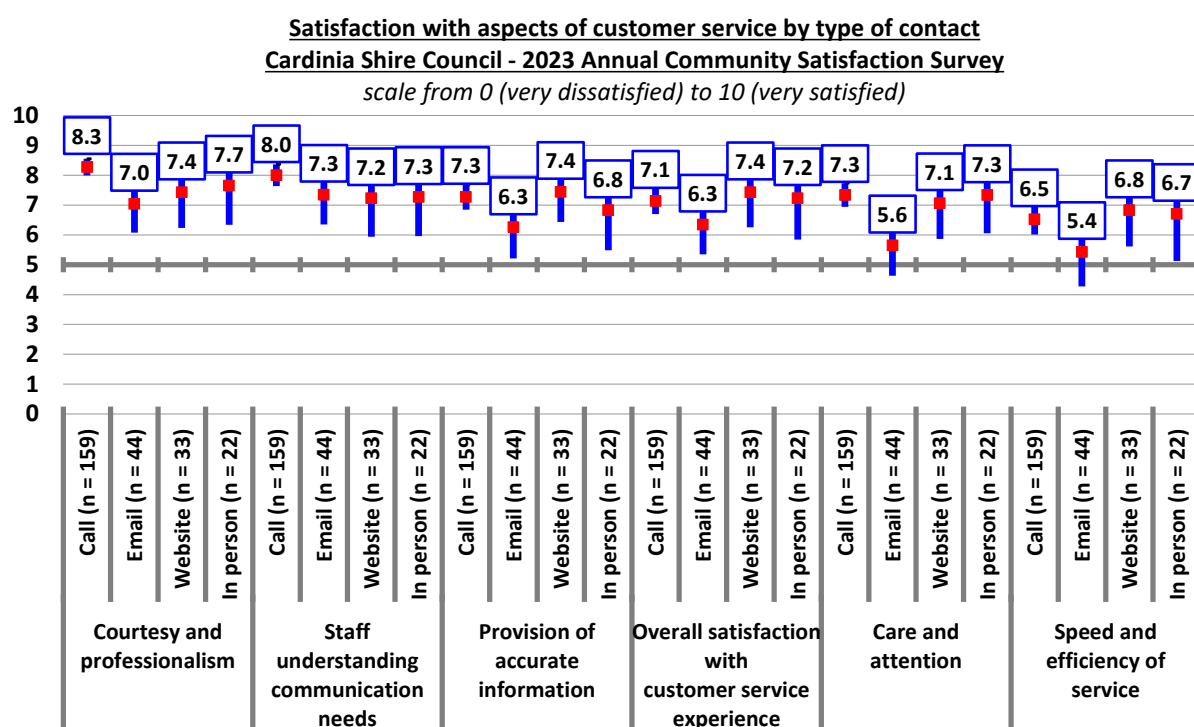
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five). There was a small increase in the proportion of respondents “very satisfied” with each aspect, although it is noted that 27% of respondents were “dissatisfied” with the speed and efficiency of service.



The following graph provides a comparison of satisfaction with each aspect of customer service between respondents who telephoned Council, those who emailed, those who visited the website, and those who visited in person.

It is noted that the respondents who telephoned Council were notably more satisfied with the courtesy and professionalism of staff and staff understanding of their communication needs. This is a positive result for a form of contact that has not traditionally scored highly for customer service.

The 44 respondents who emailed Council were notably less satisfied with most aspects of customer service than respondents who contacted Council via other methods.

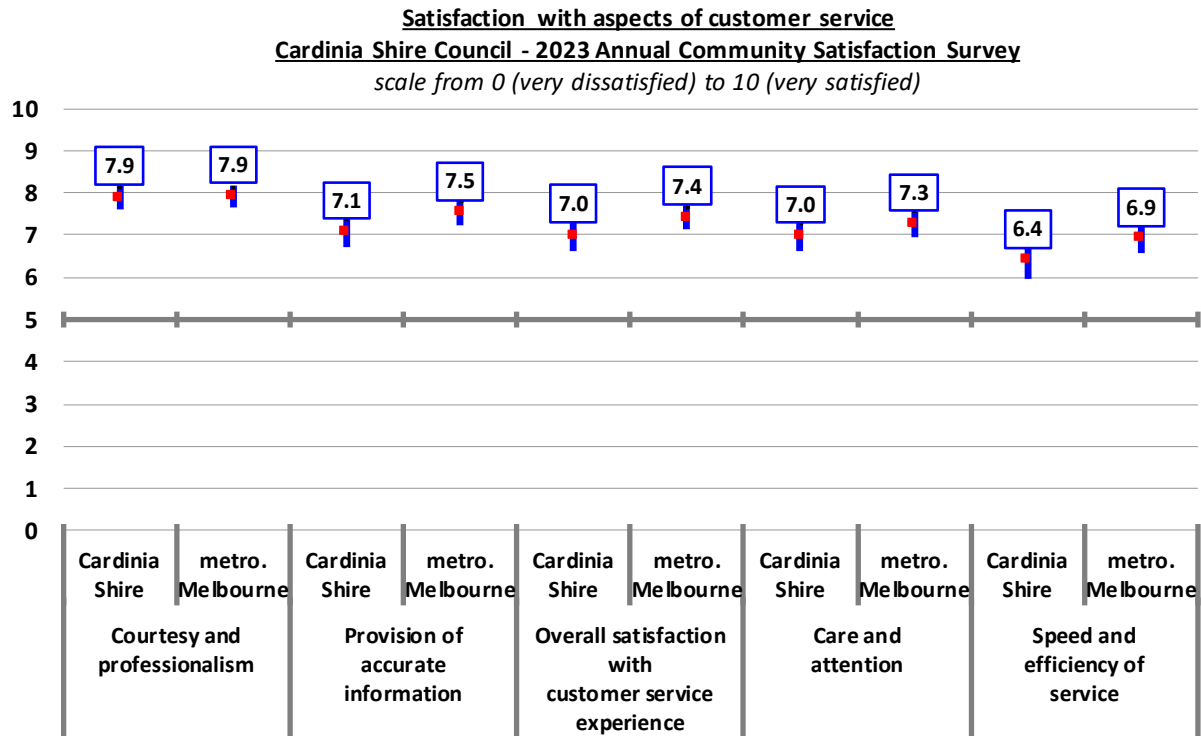


The following graph provides a comparison of satisfaction with five of the six aspects of customer service against the metropolitan Melbourne average as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

The average satisfaction with these five aspects of customer service was 7.1 in the Cardinia Shire, four percent lower than the metropolitan Melbourne average of 7.4 or “very good”.

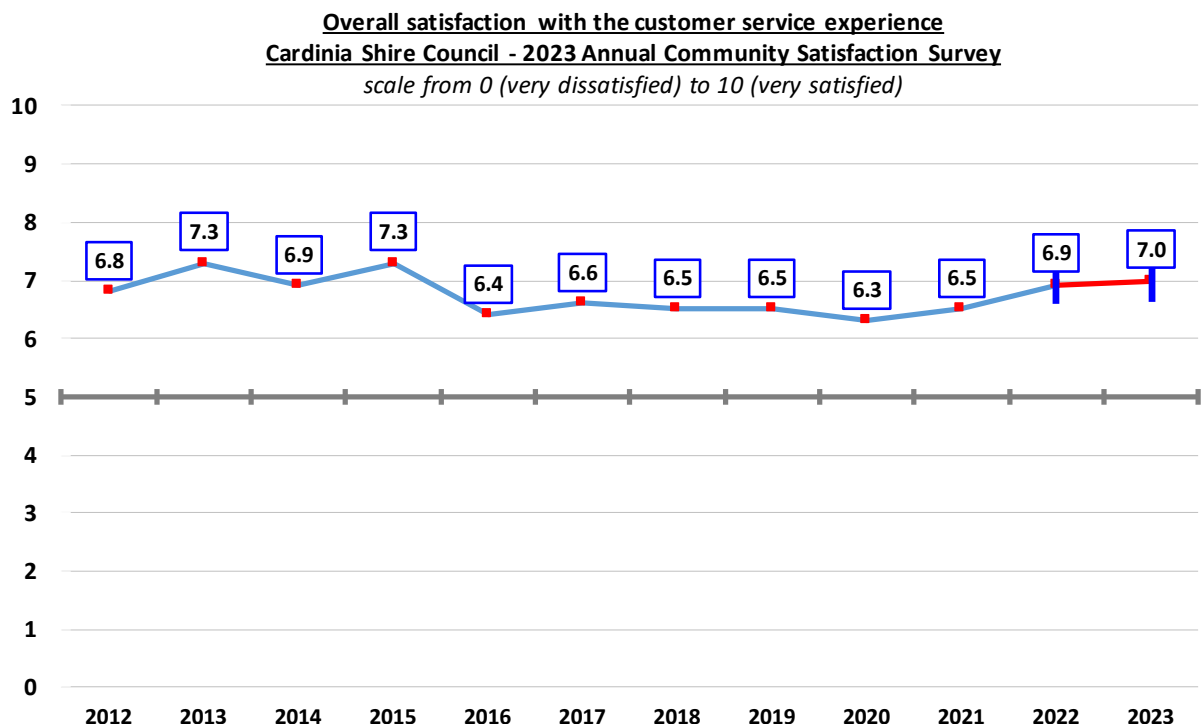
Respondents in the Cardinia Shire did, however, record the same satisfaction for staff courtesy and professionalism, at 7.9 out of 10, which is an “excellent” level of satisfaction.

Satisfaction with each of the other four aspects of customer service were somewhat lower in the Cardinia Shire than the metropolitan Melbourne average, with the speed and efficiency of service seven percent lower than the metropolitan average, and overall satisfaction with the customer service experience, which was five percent lower than the metropolitan average.

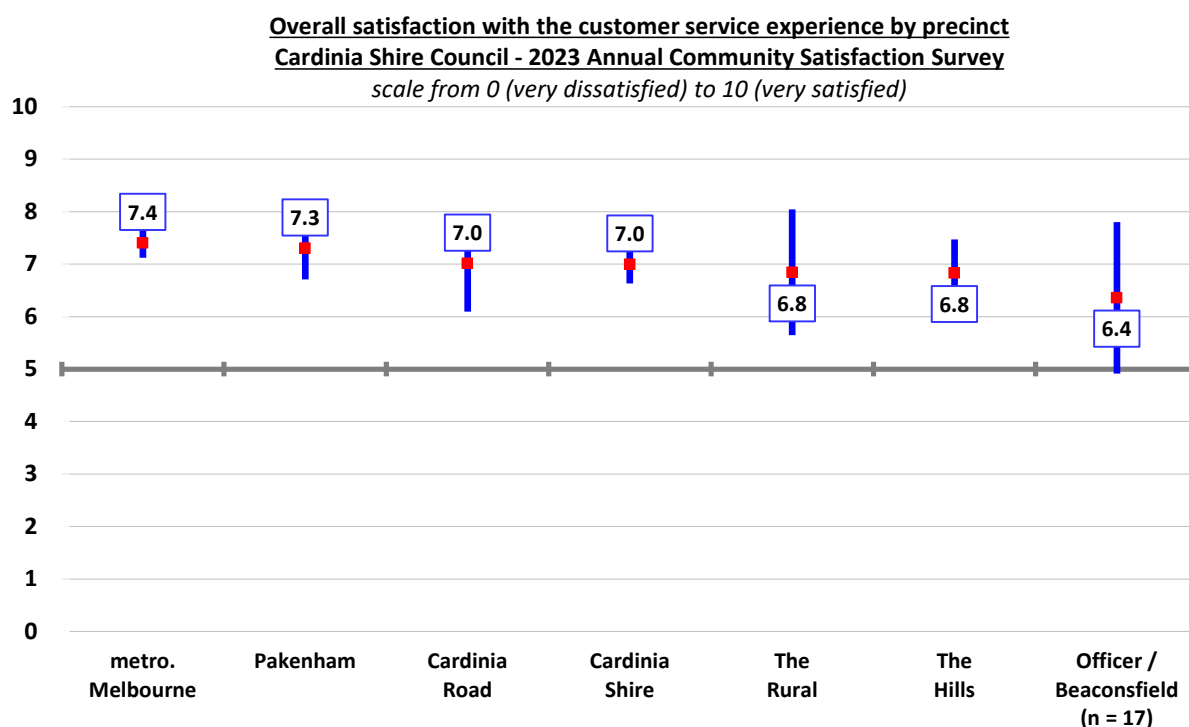


Overall satisfaction with the customer service experience

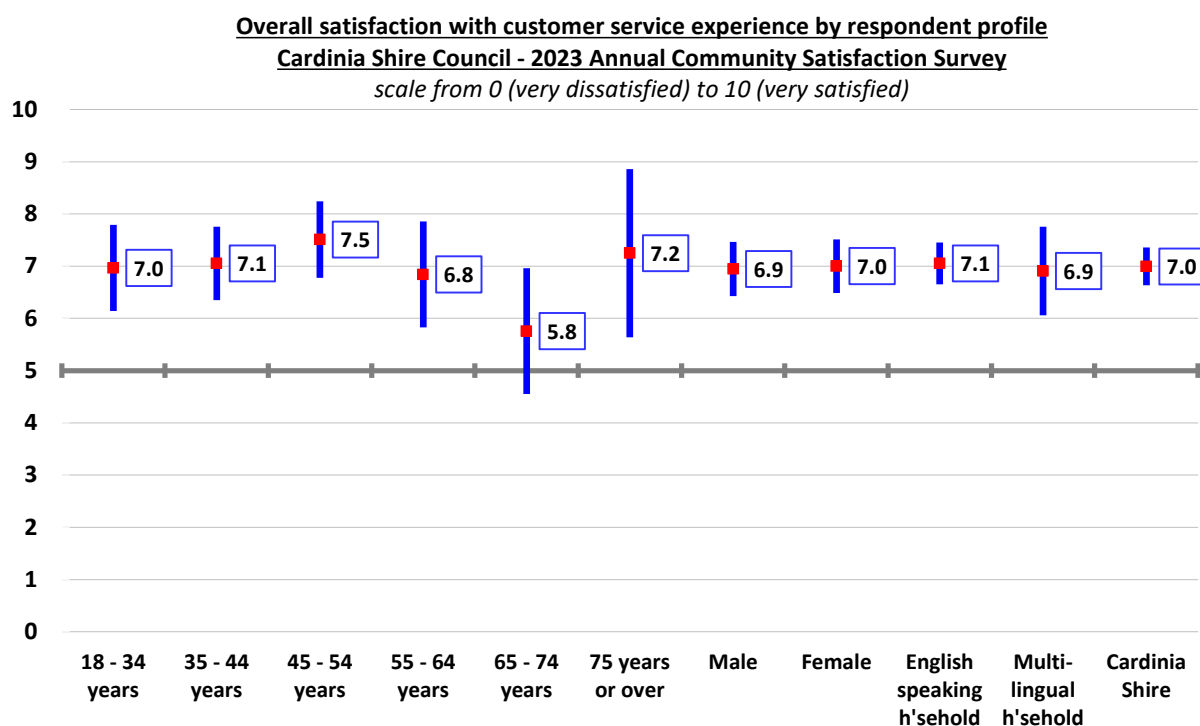
Overall satisfaction with the customer service experience increased again in 2023, now up 11% from the most recent low point back in 2020. This result was three percent higher than the long-term average satisfaction with the customer service experience since 2012 of 6.8, and the highest score recorded since 2015.



There was no statistically significant variation in overall satisfaction with the customer service experience, although it was marginally higher in Pakenham and somewhat lower in Officer / Beaconsfield (17 respondents at 6.4).



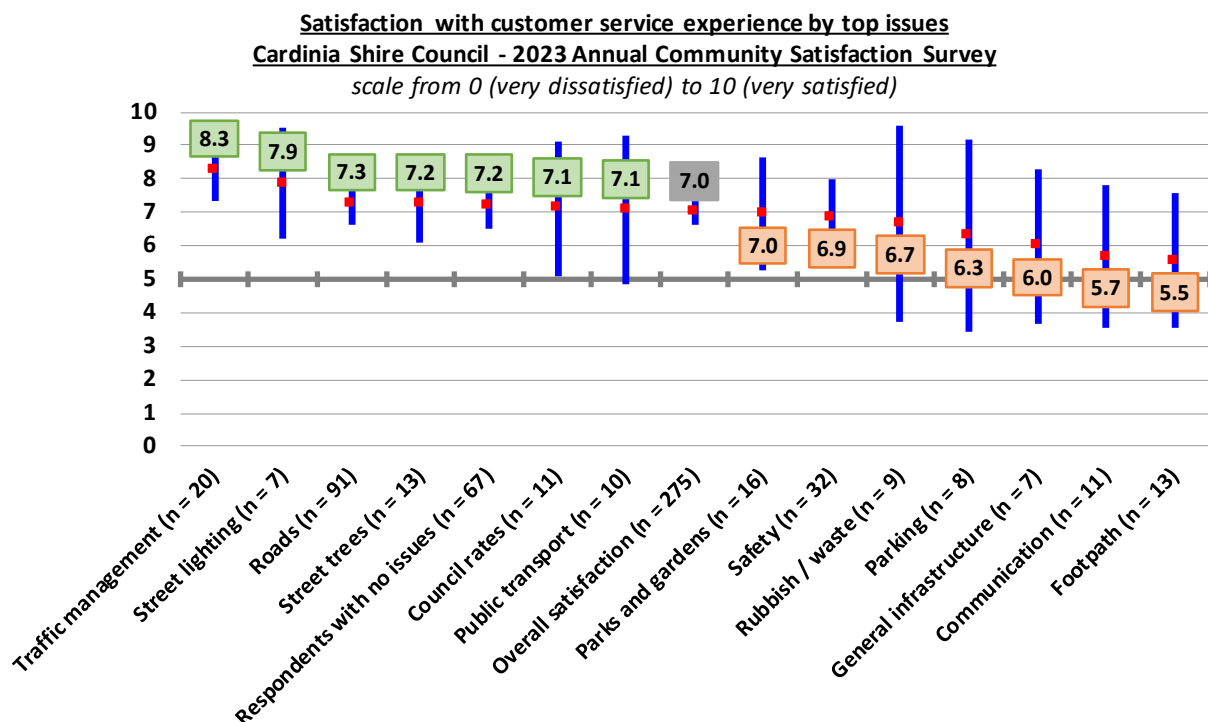
Cognisant of the smaller sample size for aspects of customer service, there was no statistically significant variation observed by respondent profile, although it is noted that older adults (aged 65 to 74 years) were notably less satisfied than average and at a “poor” level.



Respondents were not asked the reasons why they contacted Council; however, the following graph provides a comparison of overall satisfaction with the customer service experience by the top issues nominated by respondents.

Clearly, not all contacts will be related to the top issues to address nominated by respondents, however, it does provide a useful insight into how these issues may be impacting on satisfaction with customer service, for at least some of these respondents.

Respondents who had nominated footpaths, communication and consultation, general infrastructure, parking, and rubbish and waste issues were somewhat less satisfied overall with the customer service experience than average.

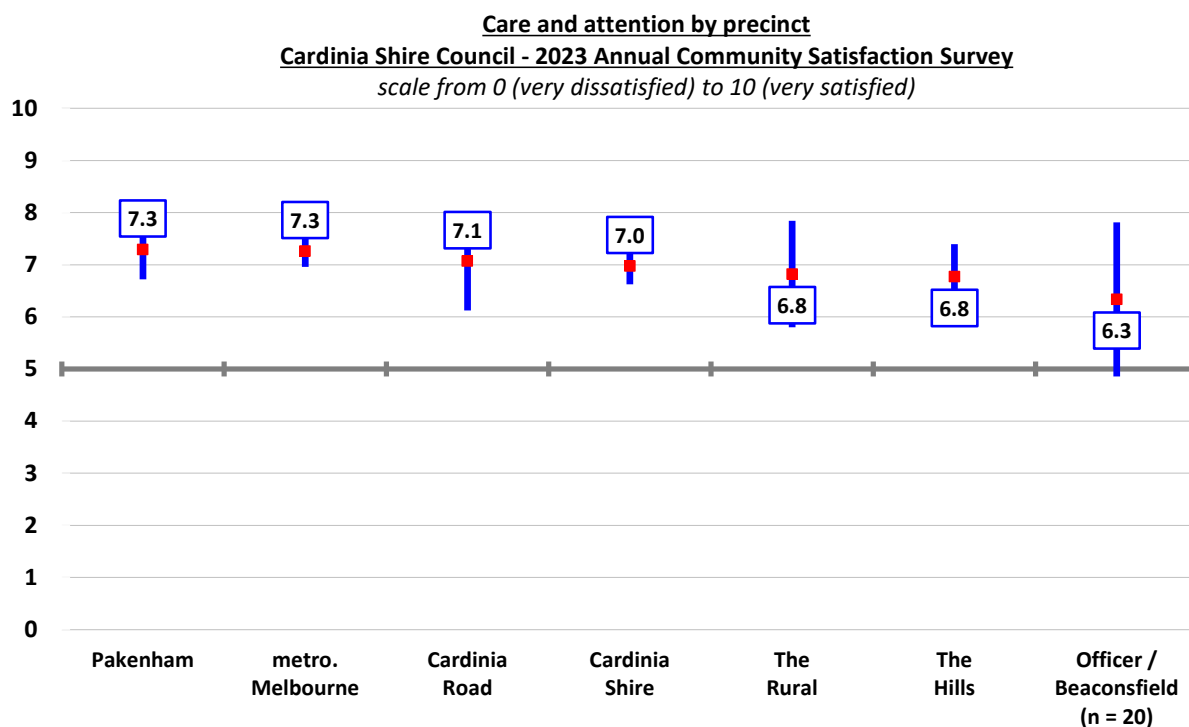


Care and attention

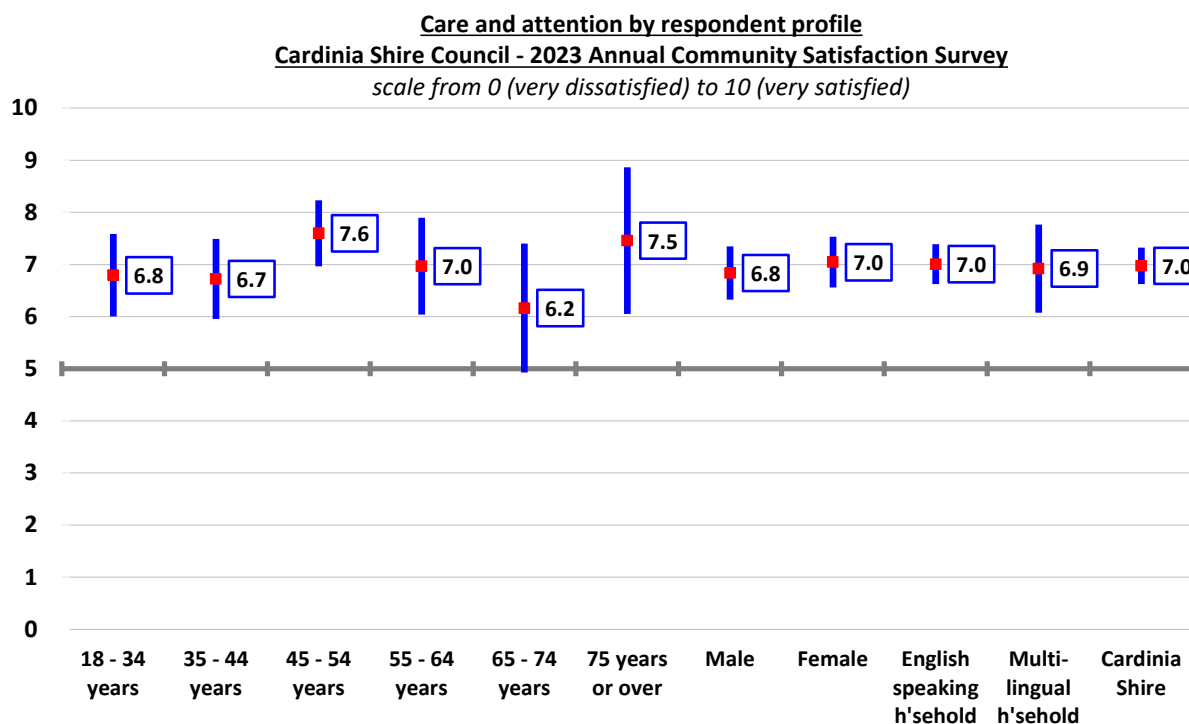
Satisfaction with the care and attention to the respondents' enquiry declined one percent to 7.0 out of 10 this year, but remains at a "good" level, and four percent below the metropolitan average.

Whilst there was no statistically significant variation recorded, it is noted that 20 respondents from Officer / Beaconsfield were somewhat less satisfied than average.



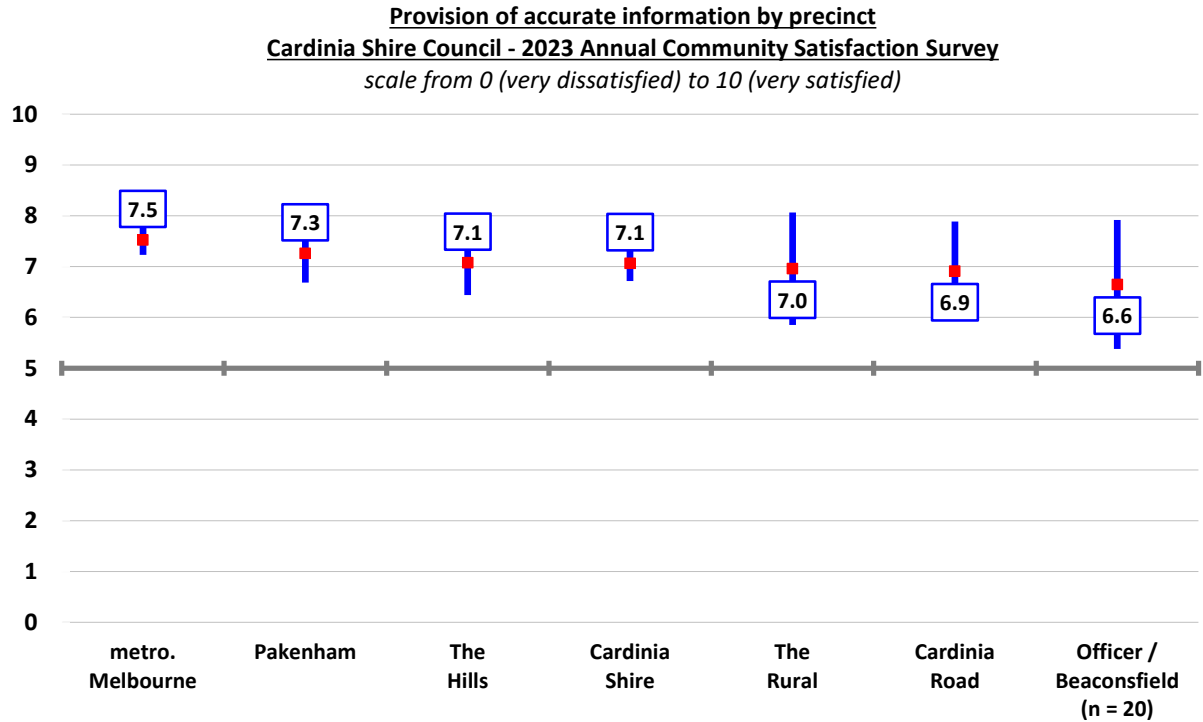


There was no statistically significant variation in satisfaction with care and attention to enquiry observed by respondent profile, although it is noted that younger middle-aged adults (aged 45 to 54 years) were somewhat more satisfied, and older adults (aged 65 to 74 years) were notably less satisfied than average.

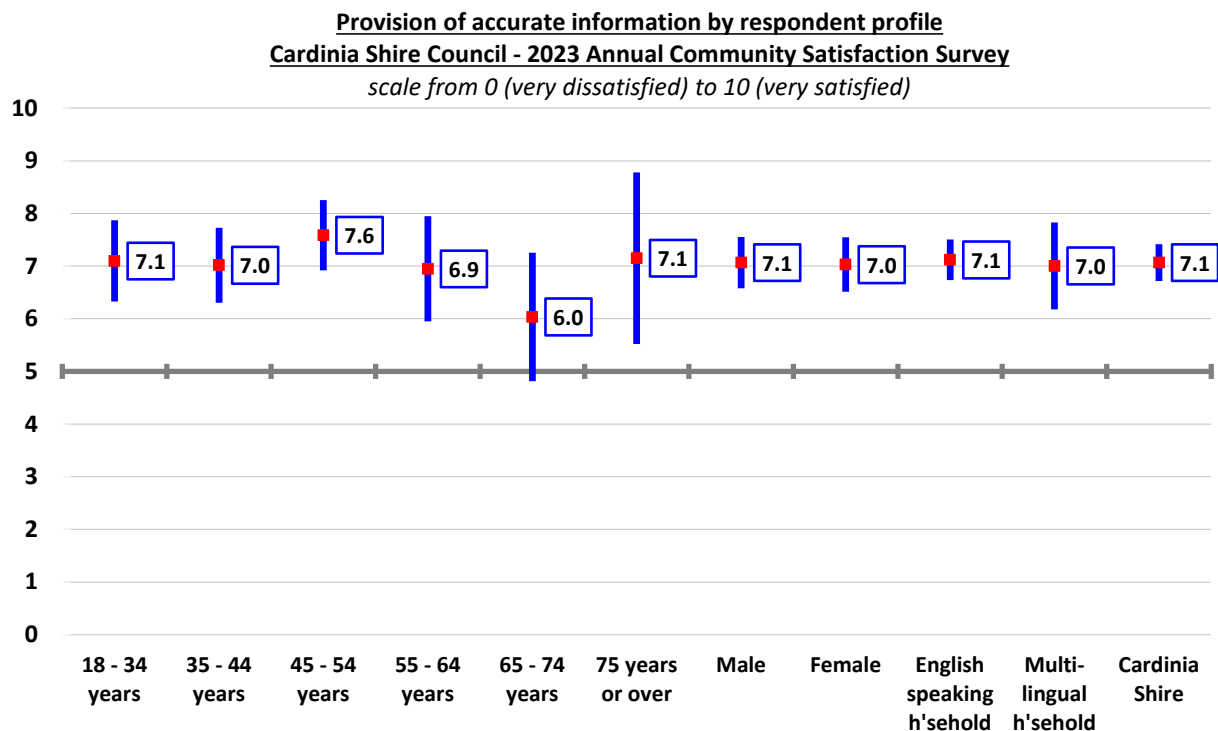


Provision of accurate information

Satisfaction with the provision of accurate information remained stable this year at 7.1 out of 10, which is a “good” level of satisfaction, but five percent lower than the metropolitan average of 7.5 or “very good”.

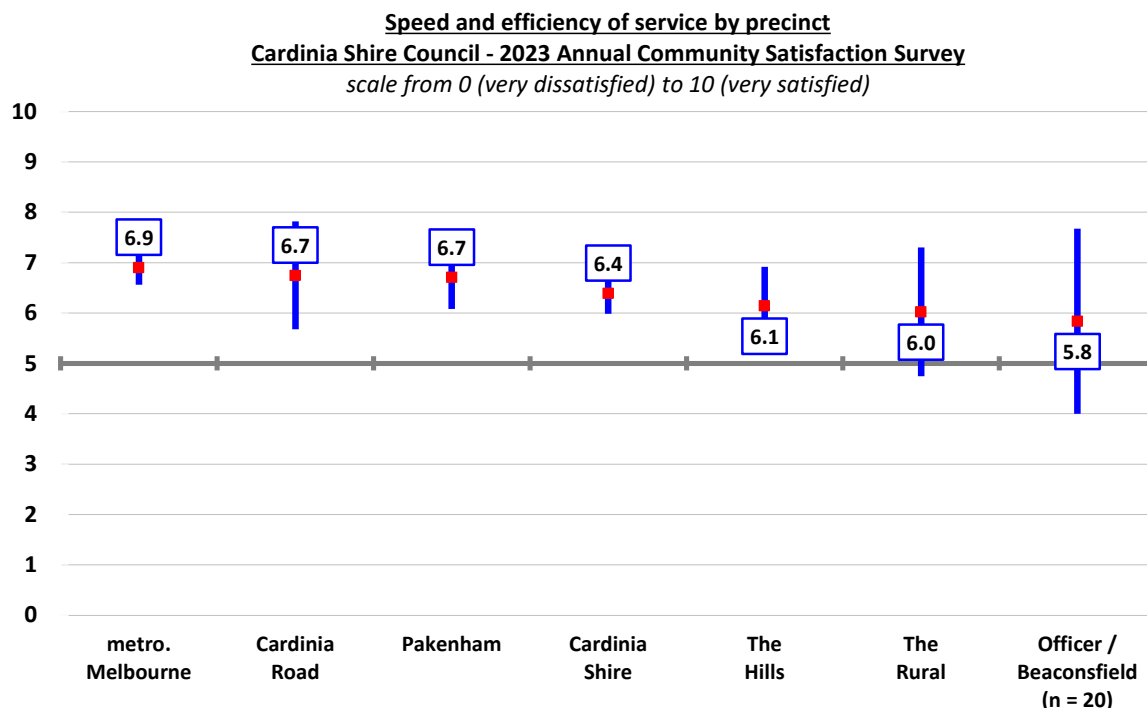


There was no statistically significant variation in satisfaction observed by respondent profile, although younger middle-aged adults (aged 45 to 54 years) were somewhat more satisfied, and older adults (aged 65 to 74 years) were notably less satisfied than average.

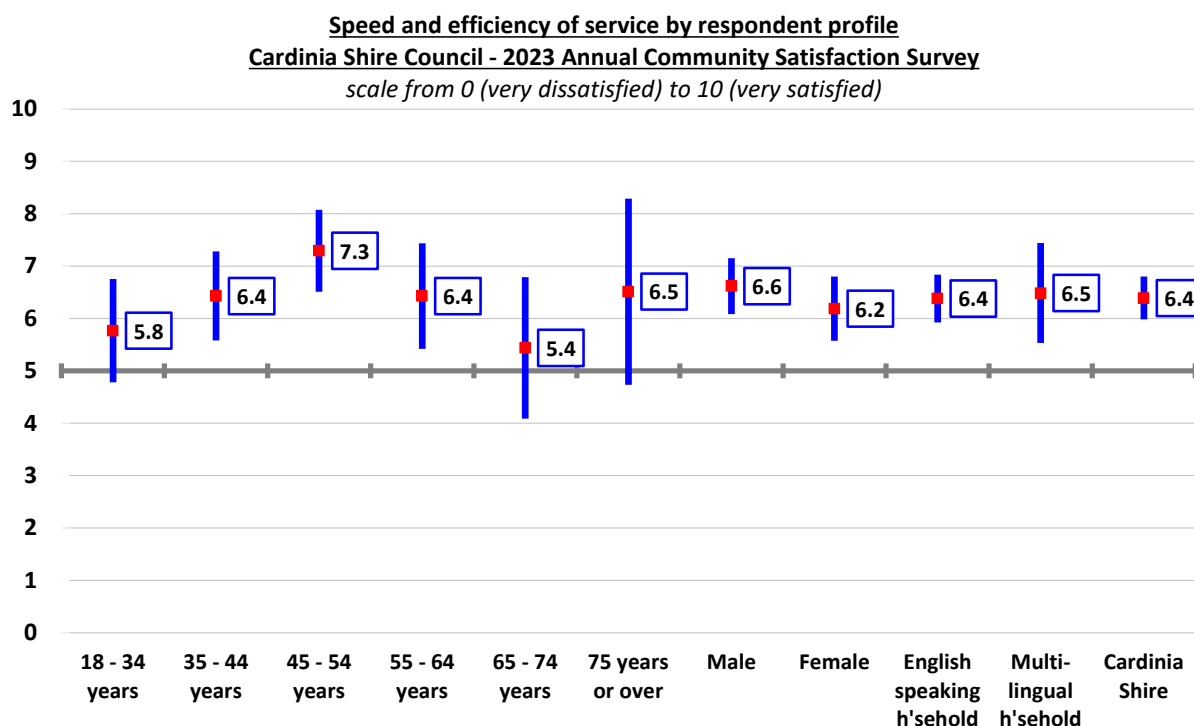


Speed and efficiency of service

Satisfaction with the speed and efficiency of service declined marginally this year, down one percent to 6.4 out of 10, which is a “solid”, down from “good” level, and seven percent lower than the metropolitan Melbourne average.

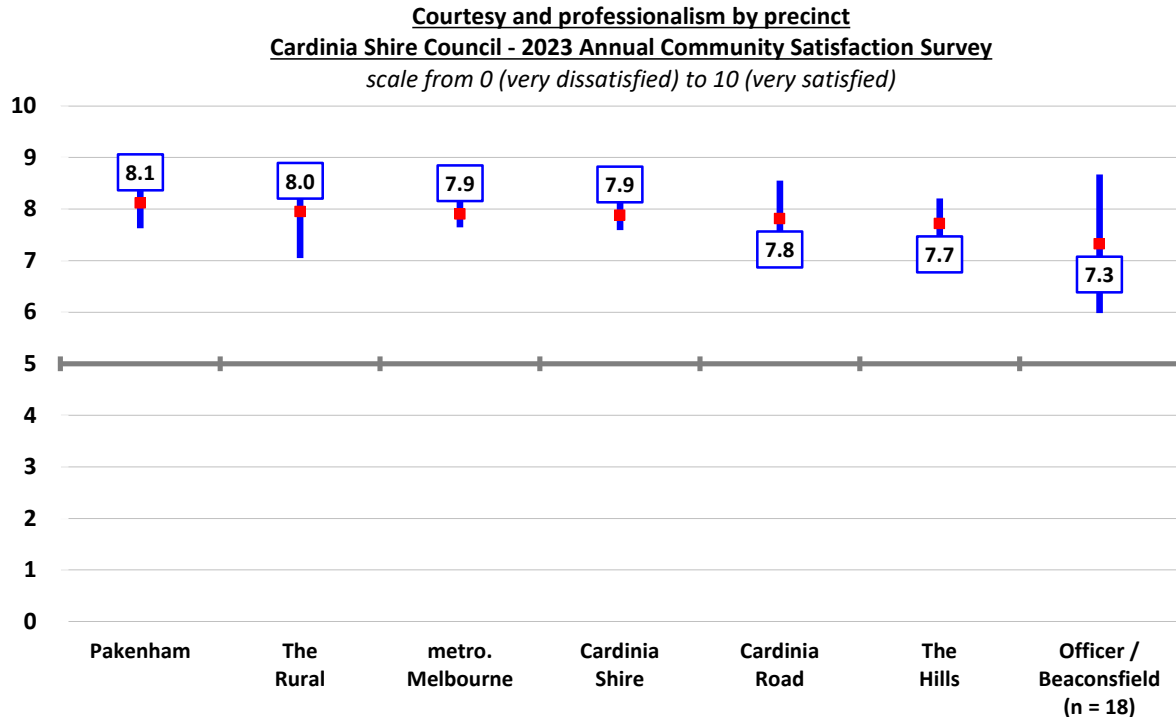


There was no statistically significant variation in satisfaction observed by respondent profile, although younger middle-aged adults (aged 45 to 54 years) were somewhat more satisfied, and older adults (aged 65 to 74 years) were notably less satisfied than average.

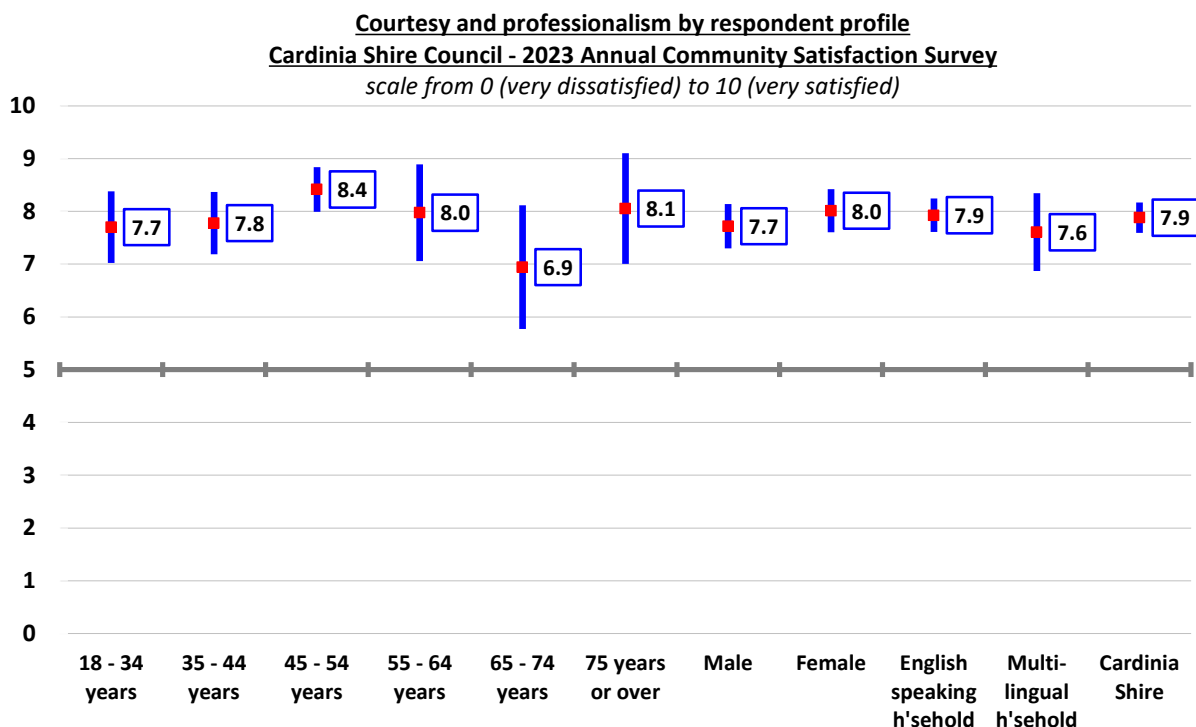


Courtesy and professionalism

Satisfaction with the courtesy and professionalism of staff increased measurably this year, up eight percent to 6.9 out of 10, which is an “excellent”, up from a “very good” level, and identical to the metropolitan Melbourne average.

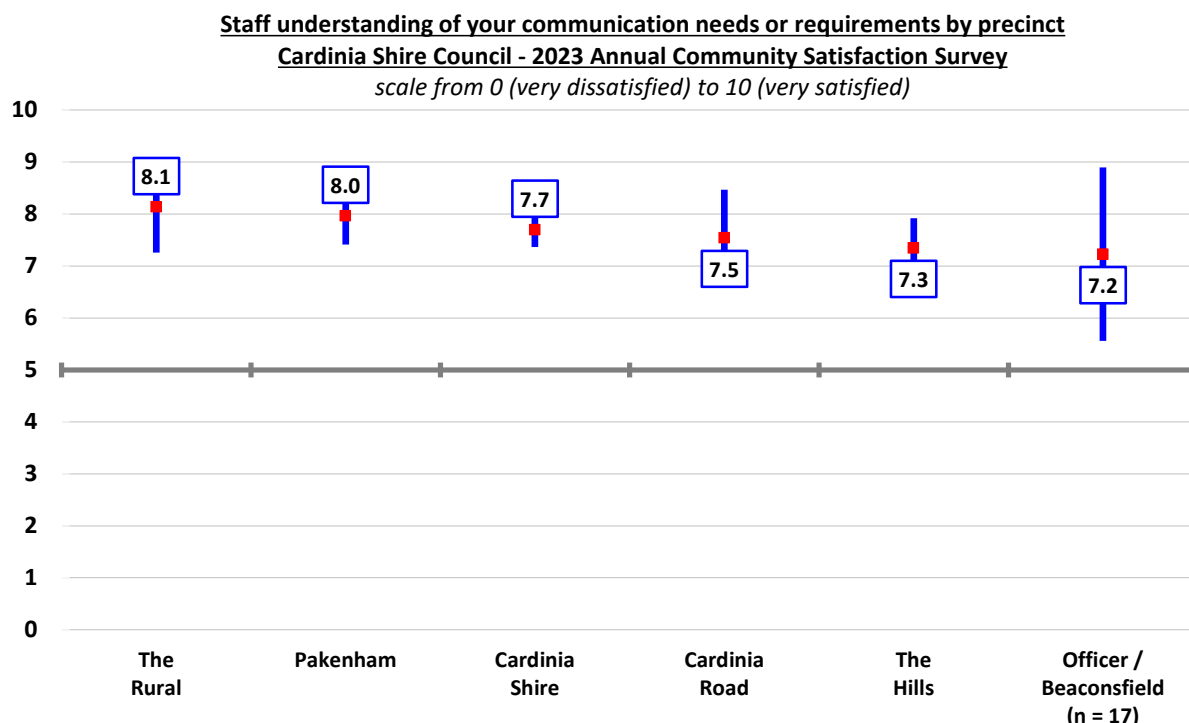


There was no statistically significant variation in satisfaction observed by respondent profile, although younger middle-aged adults (aged 45 to 54 years) were somewhat more satisfied, and older adults (aged 65 to 74 years) were notably less satisfied than average.

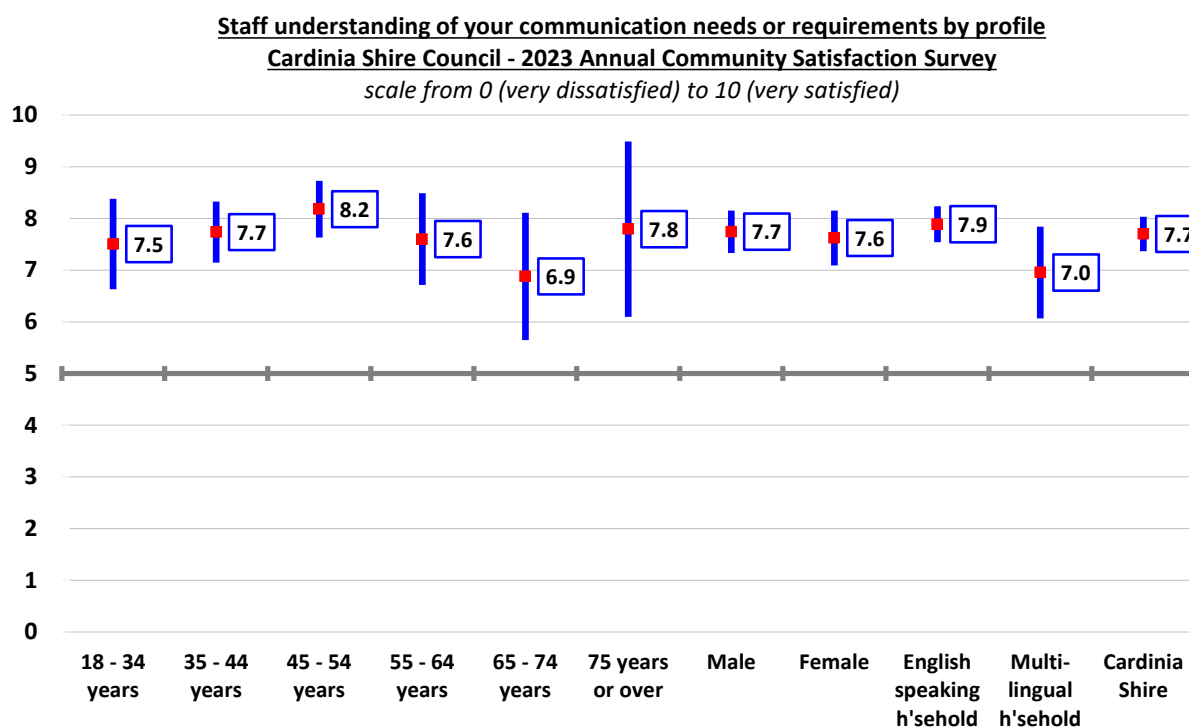


Staff understanding of your communication needs / requirements

Satisfaction with staff understanding of your community needs or requirements increased marginally this year, up two percent to 7.7, which remains a “very good” level of satisfaction.



There was no statistically significant variation in satisfaction observed by respondent profile, although older adults (aged 65 to 74 years) were notably less satisfied than average. Respondents from multilingual households were notably less satisfied than English speaking households.



Planning and housing development

Satisfaction with aspects of planning and housing development

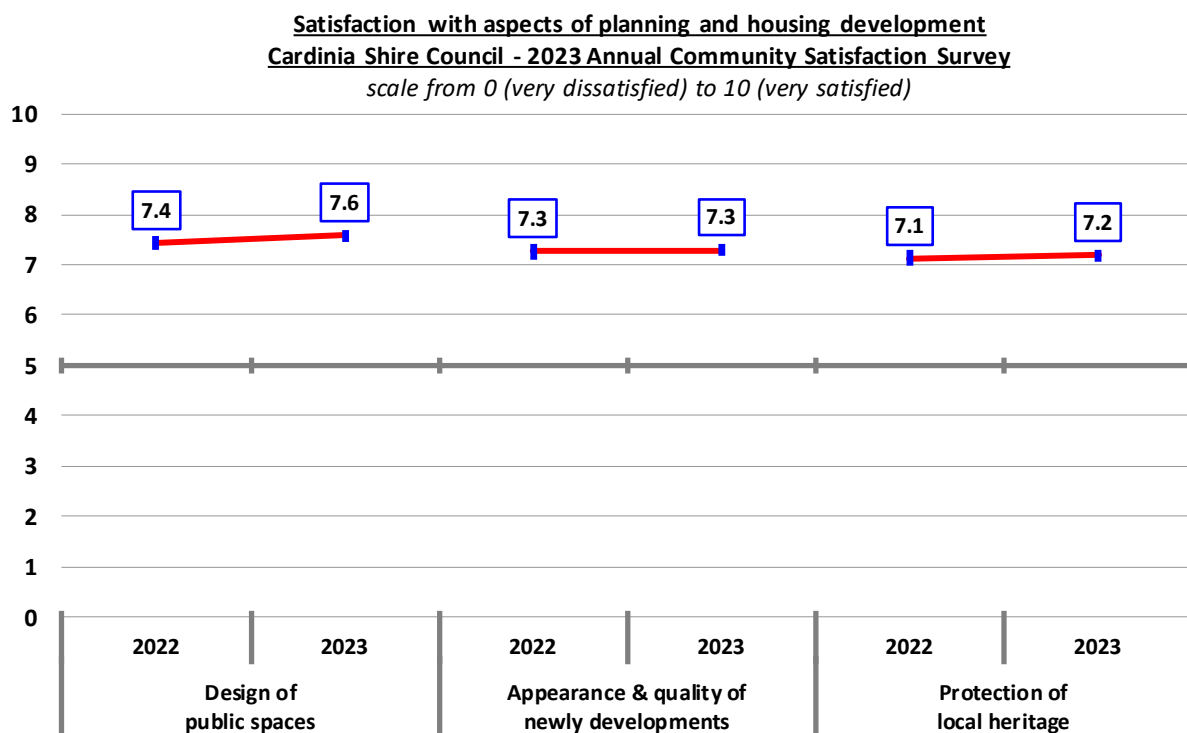
Respondents were asked:

“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 again in 2023, asked to rate their satisfaction with three planning and development outcomes in their local area.

Satisfaction with two of the three planning and development outcomes improved marginally this year, and one remained stable, as follows:

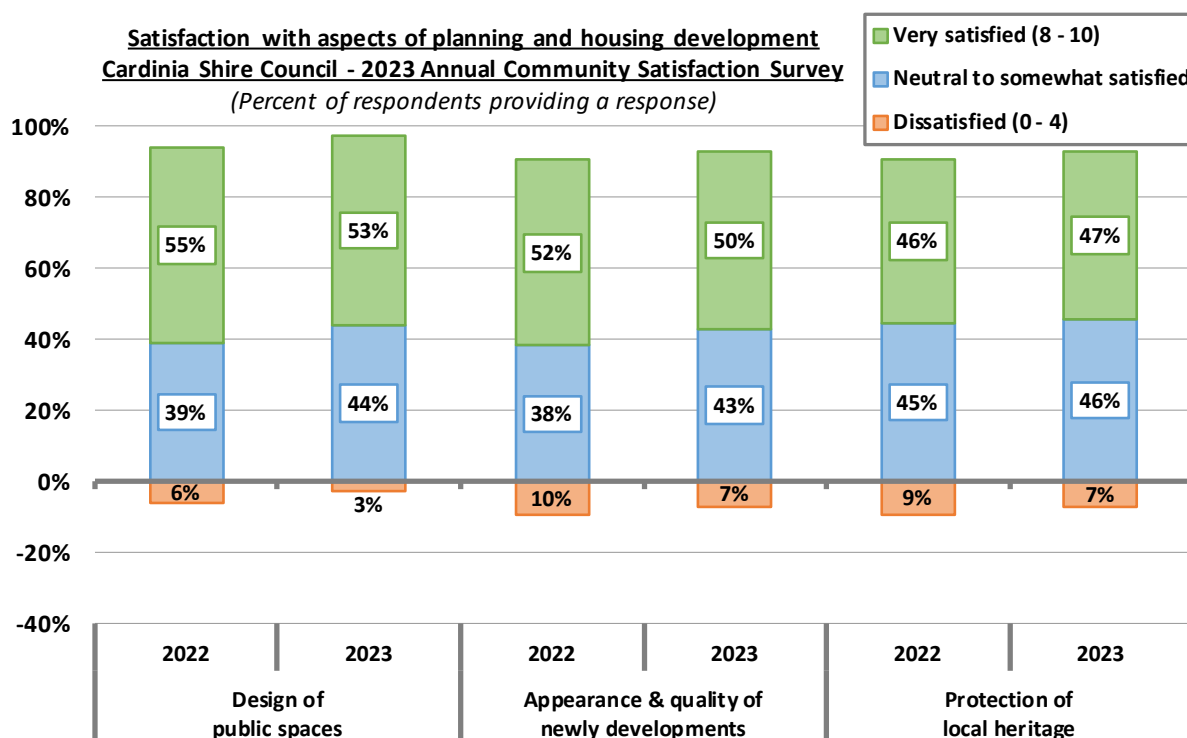
- **Very Good** – for the design of public spaces and the appearance and quality of new development.
- **Good** – for the protection of local heritage.



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 at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).



Approximately half of the respondents providing a score were “very satisfied” with each of the three planning and development outcomes, whilst less than eight percent were “dissatisfied”.



The following graph provides a comparison of satisfaction with these three planning and development outcomes against the metropolitan Melbourne, the Southeastern region, and the growth area councils.

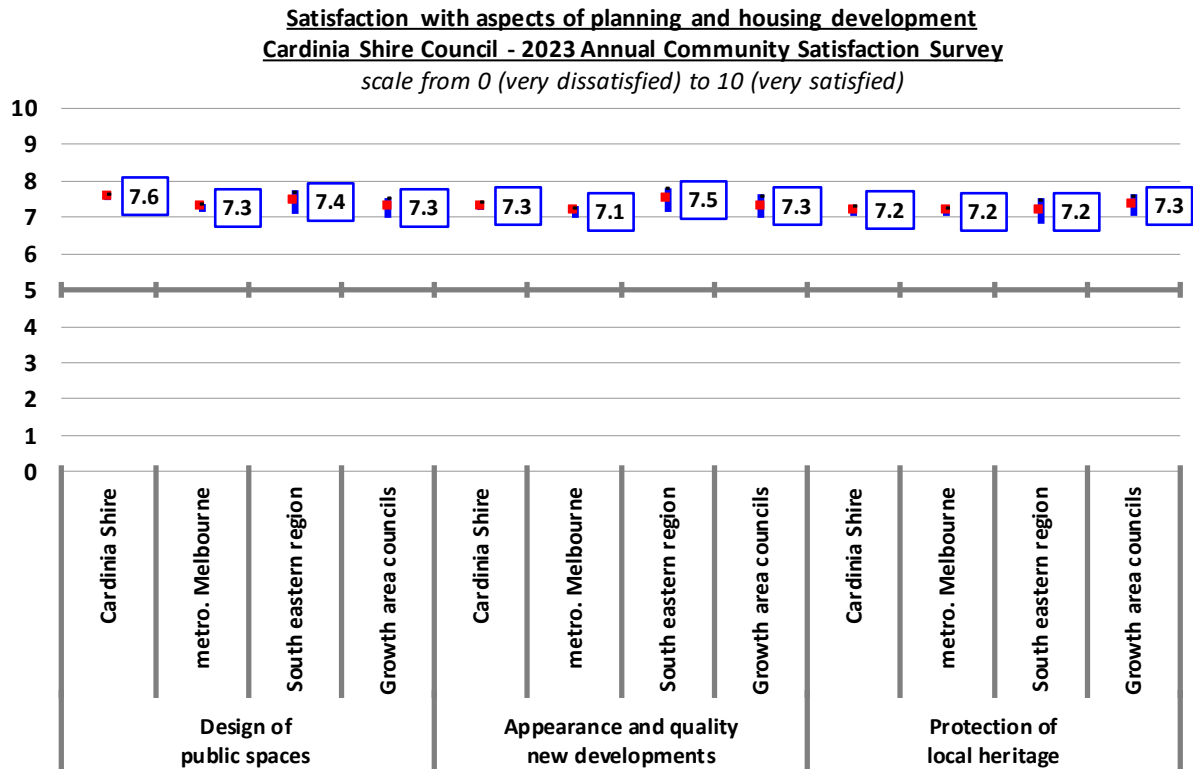
These comparison results were sourced from the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

Satisfaction with both the design of public spaces and the appearance and quality of new developments was somewhat higher in the Cardinia Shire than the metropolitan Melbourne average, whilst satisfaction with the protection of local heritage was identical to the metropolitan average.

Metropolis Research notes that satisfaction with the key measure; the appearance and quality of new developments was the same in Cardinia Shire as the growth area council's average.

These results strongly suggest that community concern about new development in Cardinia Shire was relatively low, although, as discussed in the following sections, there was measurable and significant variation in this result observed across the municipality, with respondents from the Hills precinct significantly less satisfied than the municipal average.





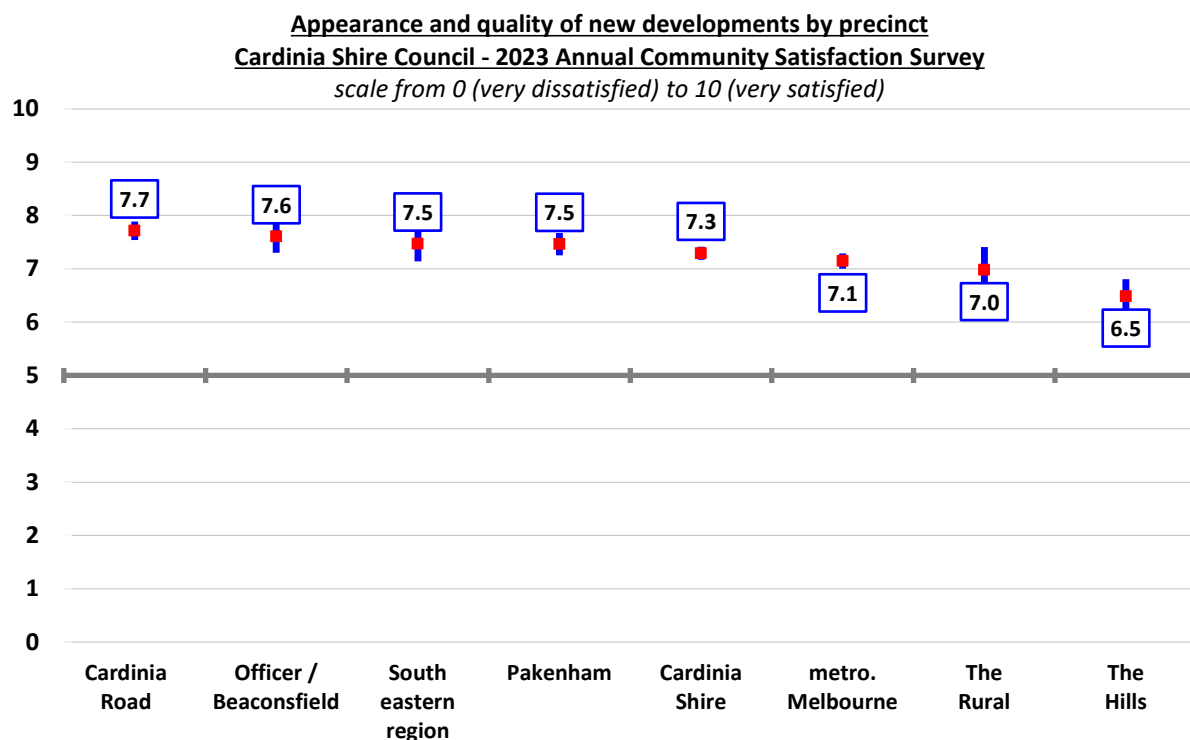
Appearance and quality of new developments

Satisfaction with the appearance and quality of new developments remained stable this year at 7.3 out of 10, which remains a “very good” level of satisfaction, and three percent higher than the metropolitan Melbourne average.

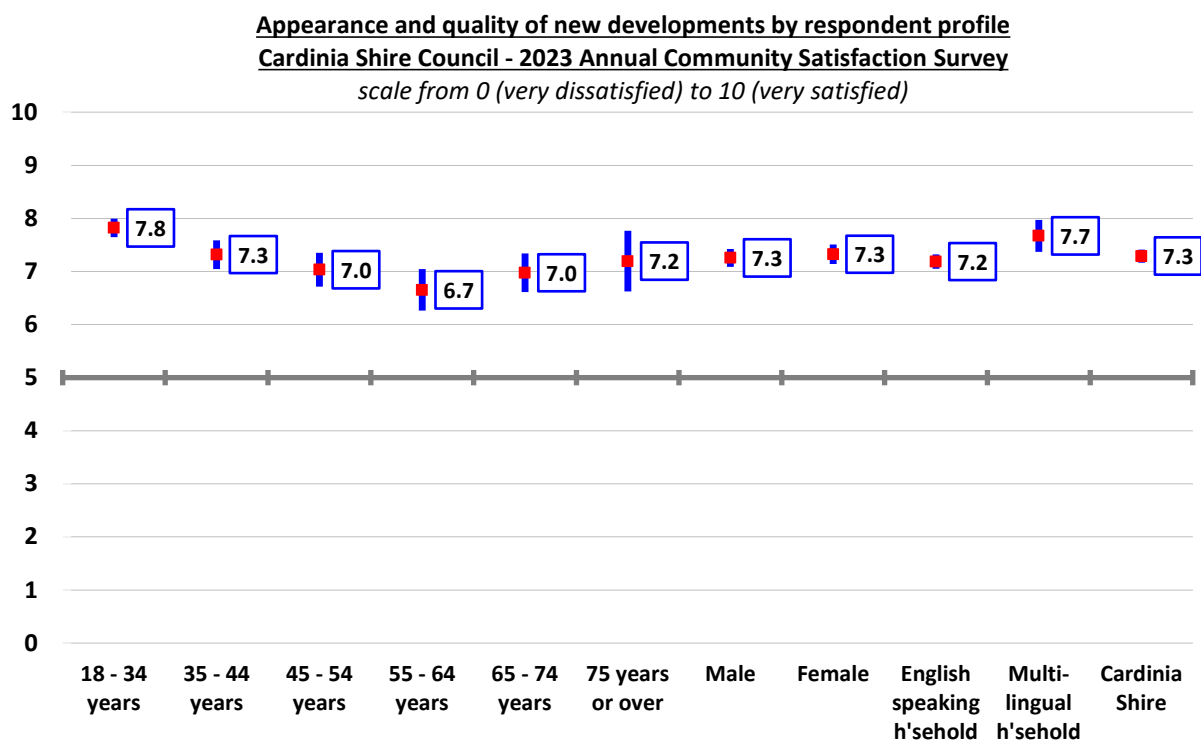
There was measurable and significant variation in satisfaction with the appearance and quality of new developments observed across the municipality, as follows:

- **Cardinia Road** – respondents were measurably more satisfied than average, although still at a “very good” level of satisfaction.
- **The Hills precinct** – respondents were measurably less satisfied than average and at a “good” rather than a “very good” level of satisfaction.





There was measurable and significant variation in satisfaction observed by respondent profile. Young adults (aged 18 to 34 years) were measurably more satisfied than average and at an “excellent” level, whilst older middle-aged adults (aged 55 to 64 years) were measurably less satisfied and at a “good” level. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households, and at a “very good” level of satisfaction.



There was also measurable and significant variation in satisfaction with the appearance and quality of new development observed by housing situation and period of residence in the Cardinia Shire, as follows:

- **Housing situation** – rental household respondents were measurably more satisfied than homeowners and mortgagor household respondents and at a “very good” level.
- **Period of residence in Cardinia Shire** – satisfaction declined measurably and significantly by period of residence in the Shire, with new and newer residents (less than 5 years in Cardinia Shire) measurably and significantly more satisfied and at a “excellent” and “very good” levels respectively, and long-term residents (10 years or more in the Shire) were measurably less satisfied than average.



Reasons for dissatisfaction with the appearance and quality of new developments

The following table outlines the reasons for dissatisfaction with the appearance and quality of new developments, as well as any specific examples of concern to respondents.

The most common reasons for dissatisfaction remain similar to last year, and include the perception of over-development, some concerns around the quality of new developments, the impacts on infrastructure and services.

Reason for dissatisfaction with the appearance and quality of new development
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Too many developments / high density | 9 |
| There are no / very few new developments | 6 |
| Too many houses, no infrastructure | 5 |
| Ugly / cheaply done | 5 |
| Small land, very little environmental preservation. Not enough plantings, no vegetation, no reignition of old trees | 3 |
| All the modern developments do not fit with the area | 2 |
| All the townhouses going up | 2 |
| Not well planned | 2 |
| They're average / not impressed | 2 |
| Too many apartments and units | 2 |
| Very slow and reactive planning and development in the area leading to lots of issues for the people who live here | 2 |
| All of them | 1 |
| Because they build multi-storey buildings nearby the station | 1 |
| Because this area is flood zone and they built on it | 1 |
| Big commercial centre was built with dodgy permissions | 1 |
| Houses are poorly built these days and there seems to be no recourse as a controller. There should be differences in houses | 1 |
| I actually don't see any developments from the Council itself. Most of the developments are from the state government itself | 1 |
| Land developers are selling 300 metres of blocks for the same price as 600 metres square of blocks | 1 |
| Local housing | 1 |
| More kids' playground and arcades | 1 |
| New developments don't reflect Australian culture | 1 |
| Not what is needed | 1 |
| Policing | 1 |
| Produces too much garbage | 1 |
| Style will age quickly, not built in a way to age gracefully | 1 |
| The community houses are not well maintained | 1 |
| The new library here, awful | 1 |
| There are no developments in the country area | 1 |
| There is only farmland | 1 |
| They target more small houses and build traffic in the area; roads are too narrow and less parking | 1 |
| Too industrial | 1 |
| Total | 60 |

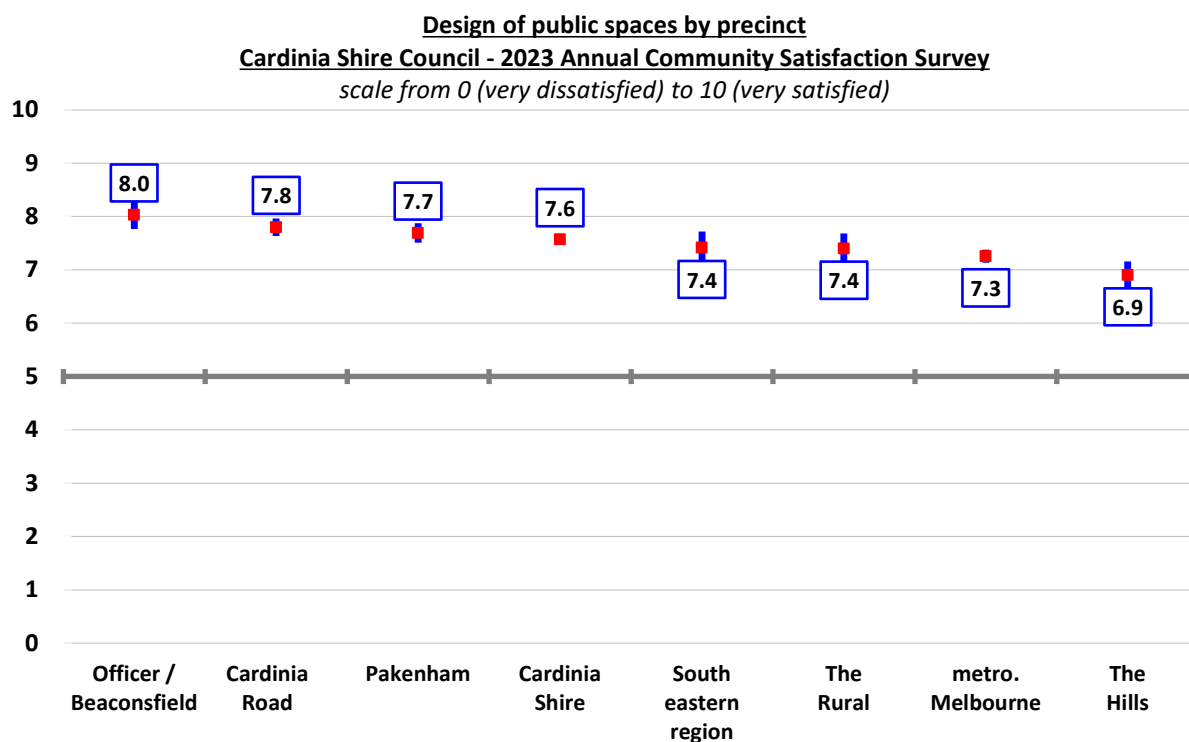


| <i>Specific sites identified by respondents</i> | |
|---|-----------|
| The way the Pakenham East is being organised | 2 |
| Gembrook Cockatoo Football Netball Club is very poorly done | 1 |
| Lacking imagination around Cardinia Road Station | 1 |
| Near Greendale Blvd there's poorly made houses and roads | 1 |
| Putting in 7 - 8 houses in a block in Bunyip | 1 |
| The new child learning centre near the police station | 1 |
| Too many villas / units coming up in Bunyip | 1 |
| Total | 8 |
| Total | 68 |

Design of public spaces

Satisfaction with the design of public spaces increased three percent this year to 7.6, but remains at a “very good” level, with just three percent (down from 6%) dissatisfied.

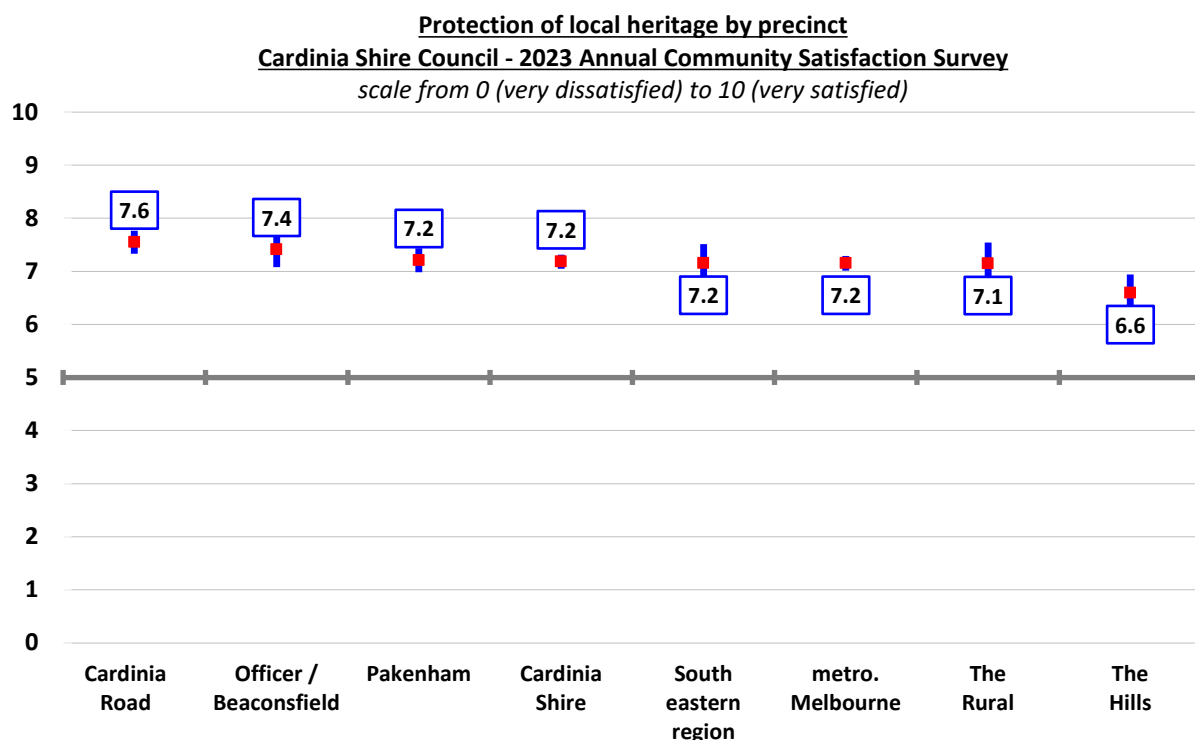
There was measurable variation in this result observed across the municipality, with respondents from Officer / Beaconsfield measurably more satisfied than average and at an “excellent” level, whilst respondents from the Hills precinct were measurably less satisfied than average and at a “good” rather than a “very good” level.



Protection of local heritage

Satisfaction with the protection of local heritage increased marginally this year to 7.2, which remains a “good” level of satisfaction and identical to the metropolitan Melbourne average.

There was measurable variation observed, with respondents from Cardinia Road measurably more satisfied than average and at a “very good” level, whilst respondents from the Hills precinct were measurably less satisfied than average and at a “good” level.



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?”

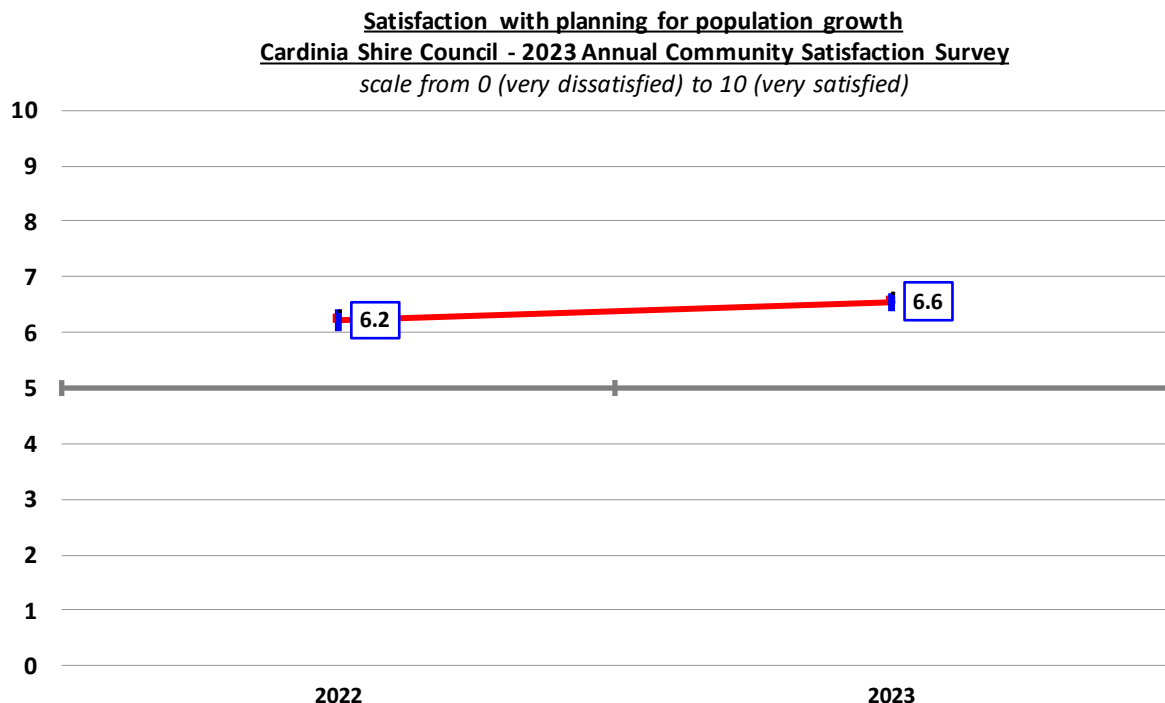
Satisfaction with planning for population growth increased measurably this year, up seven percent to 6.6 out of 10, which is a “good”, up from a “solid” level of satisfaction.



This result was just marginally below the average for the six growth area councils of 6.7, and somewhat lower than the metropolitan Melbourne average of 6.8, both as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

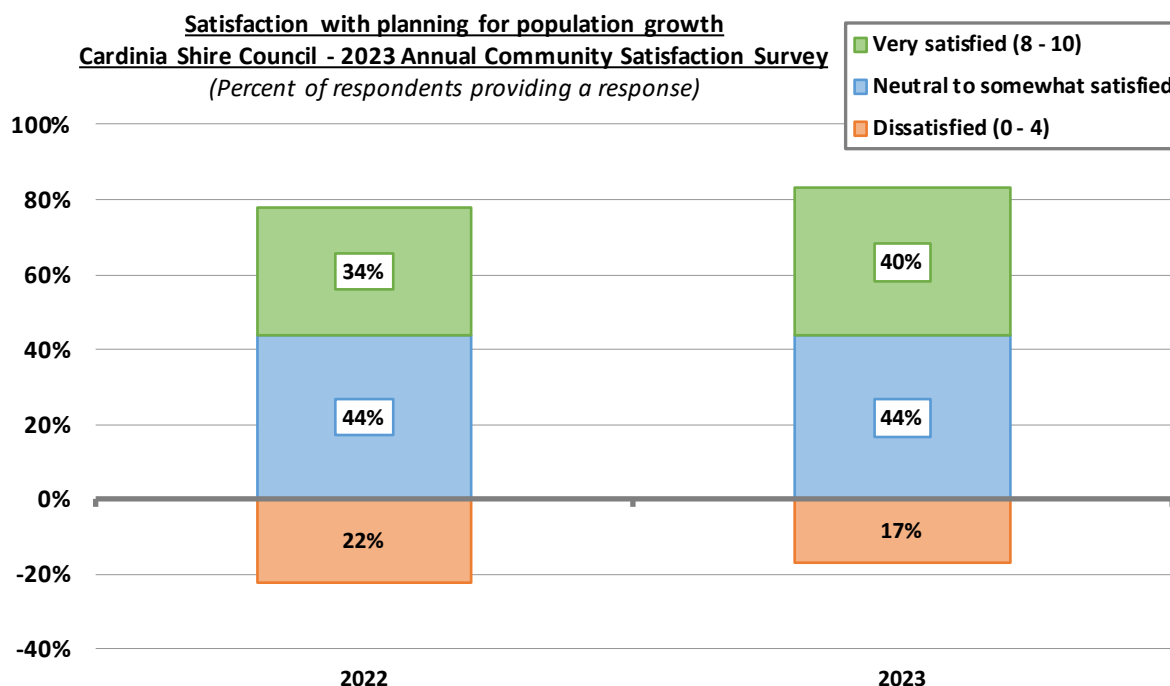
Metropolis Research suggests that the marginally lower result for Cardinia Shire compared to the growth area councils' average reflects the measurably and significantly lower satisfaction recorded for the Rural (5.7) and the Hills (5.5) precincts, both of which recorded “very poor” levels of satisfaction.

It is the case that most of the other growth area councils for which Metropolis Research has conducted similar results do not have quite the same level of difference in views about population growth between the urban growth areas and the non-urban or rural areas. This is particularly acute in Cardinia Shire with the Hills precinct.



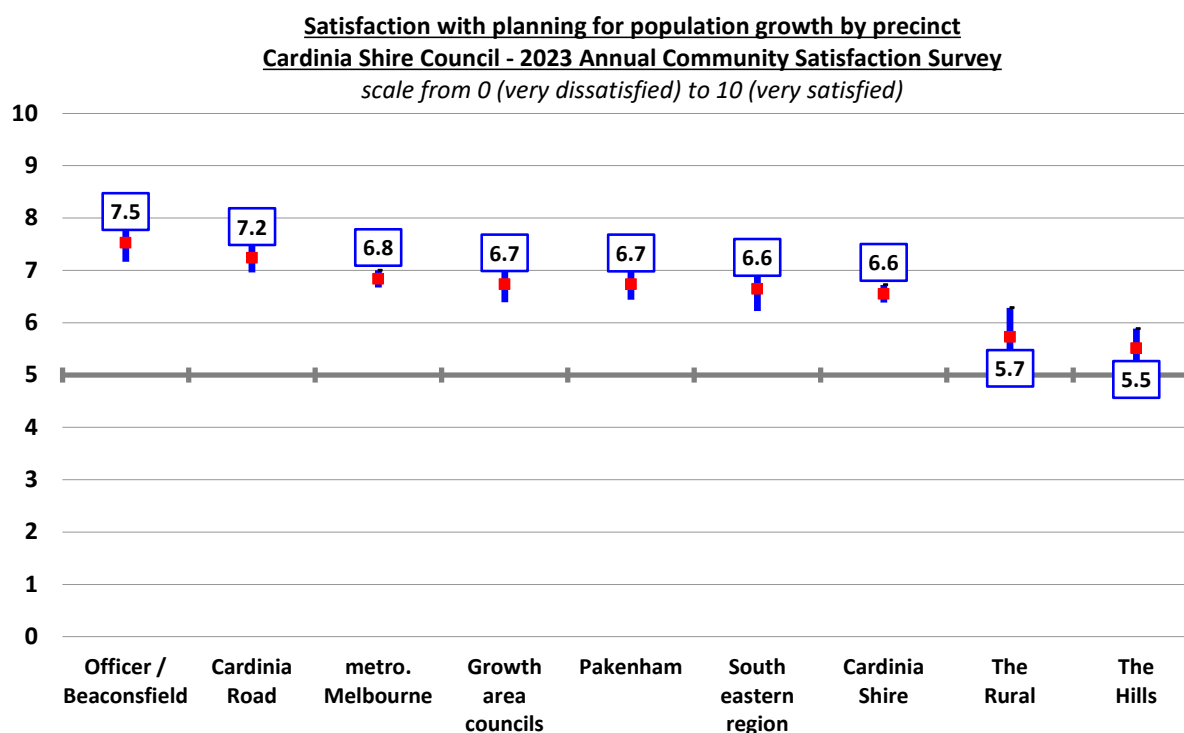
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated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



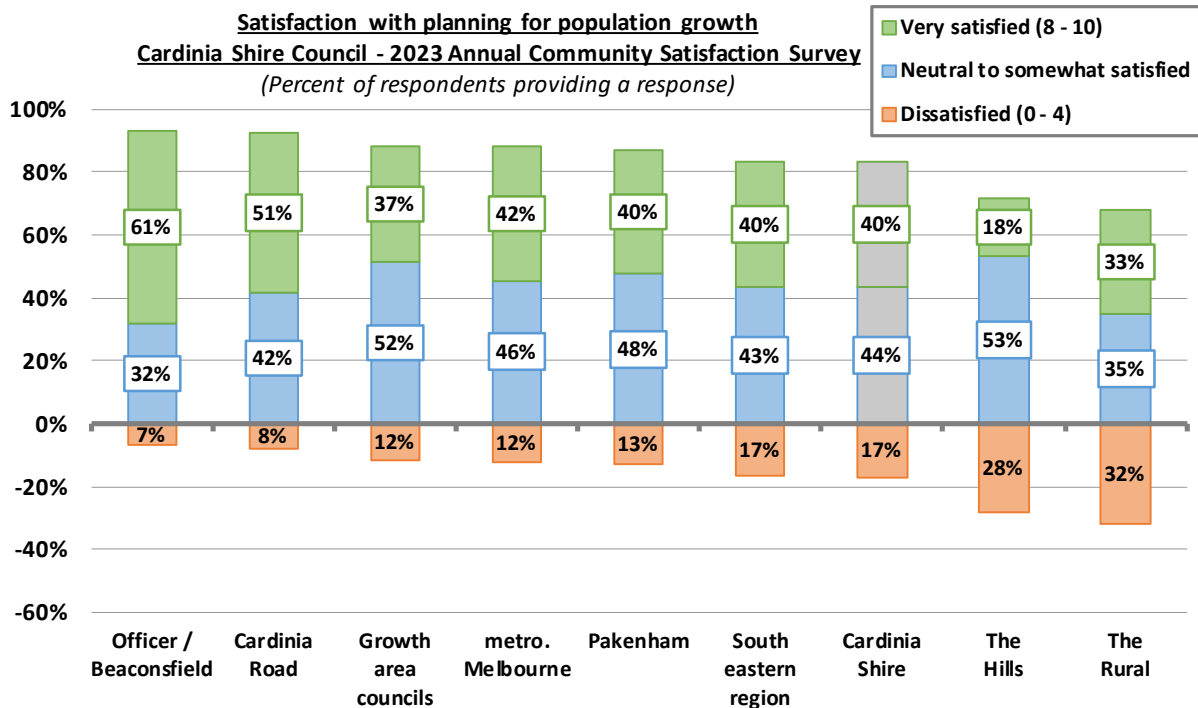


There was measurable and significant variation in satisfaction with planning for population growth by all levels of government observed across the municipality, as follows:

- **Officer / Beaconsfield** – respondents were measurably more satisfied than average and at a “very good” level.
- **The Rural and Hills precincts** - respondents were measurably and significantly less satisfied than average and at “poor” levels of satisfaction.



Attention is drawn to the 28% of respondents from the Hills and the 32% of respondents from the Rural precincts who were “dissatisfied” with planning for population growth.



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

There was notable variation in satisfaction with planning for population growth observed, as follows:

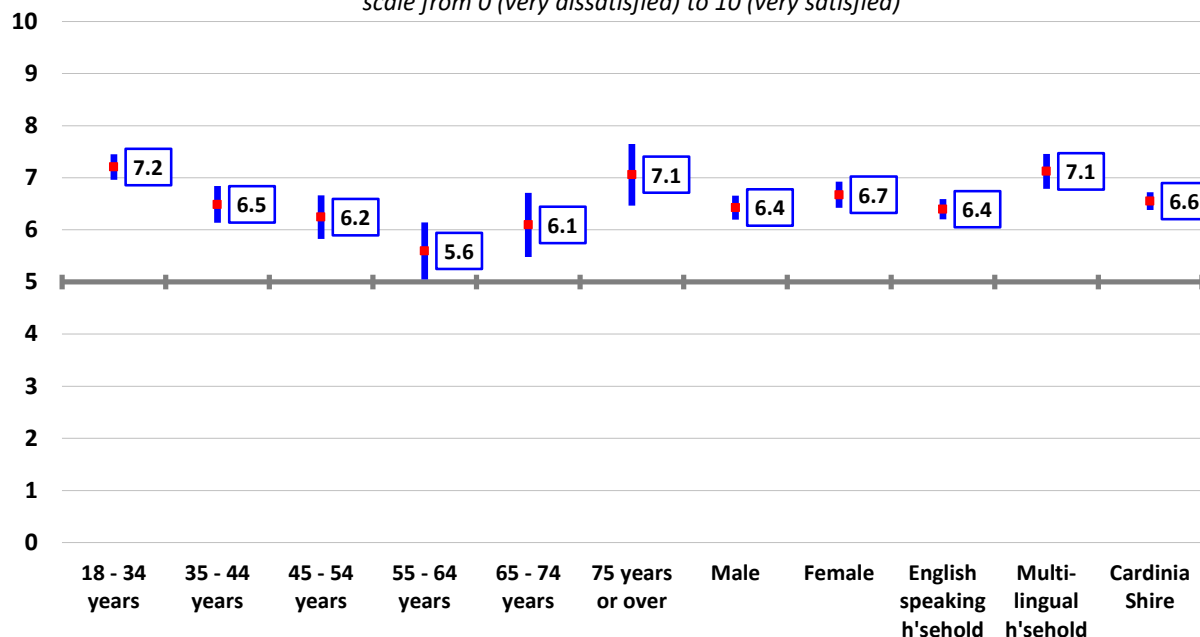
- **Notably more satisfied** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, respondents from multilingual households, rental households, and new and newer residents (less than five years in Cardinia Shire).
- **Notably less satisfied** – included older middle-aged adults (aged 55 to 64 years), male respondents, respondents from English speaking households, and long-term residents (10 years or more in the Cardinia Shire).



Satisfaction with planning for population growth by respondent profile

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

scale from 0 (very dissatisfied) to 10 (very satisfied)

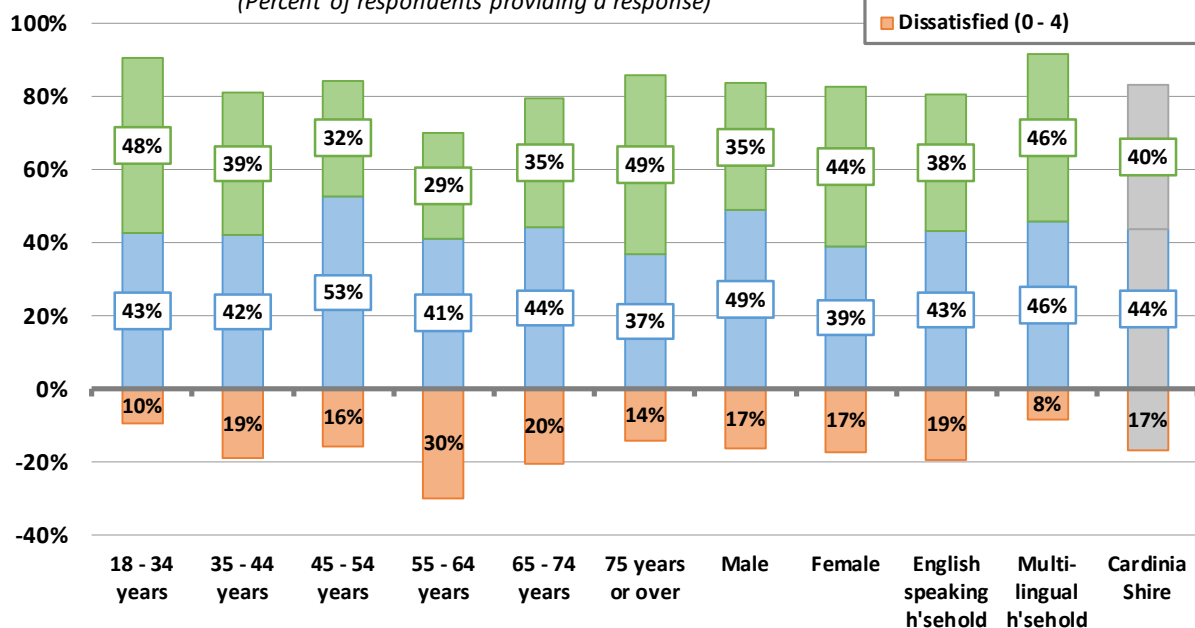


Attention is drawn to the fact that almost half of the young adults (aged 18 to 34 years), the senior citizens (aged 75 years and over), female respondents, and respondents from multilingual households were “very satisfied”, whilst 30% of older middle-aged adults (aged 55 to 64 years) were “dissatisfied”.

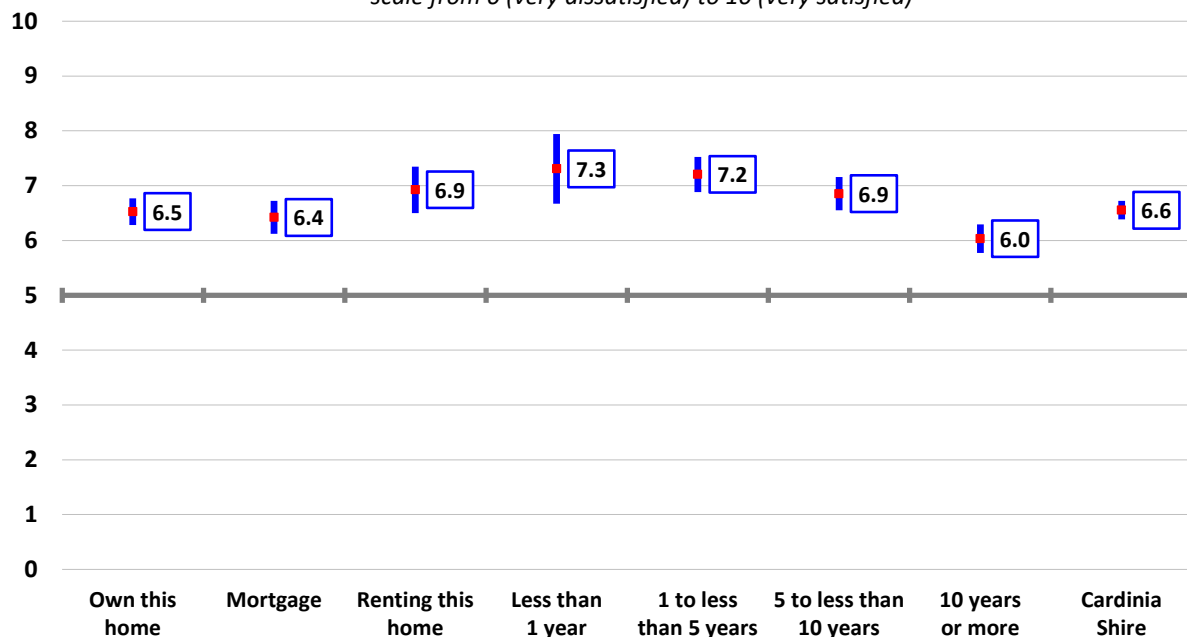
Satisfaction with planning for population growth by respondent profile

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

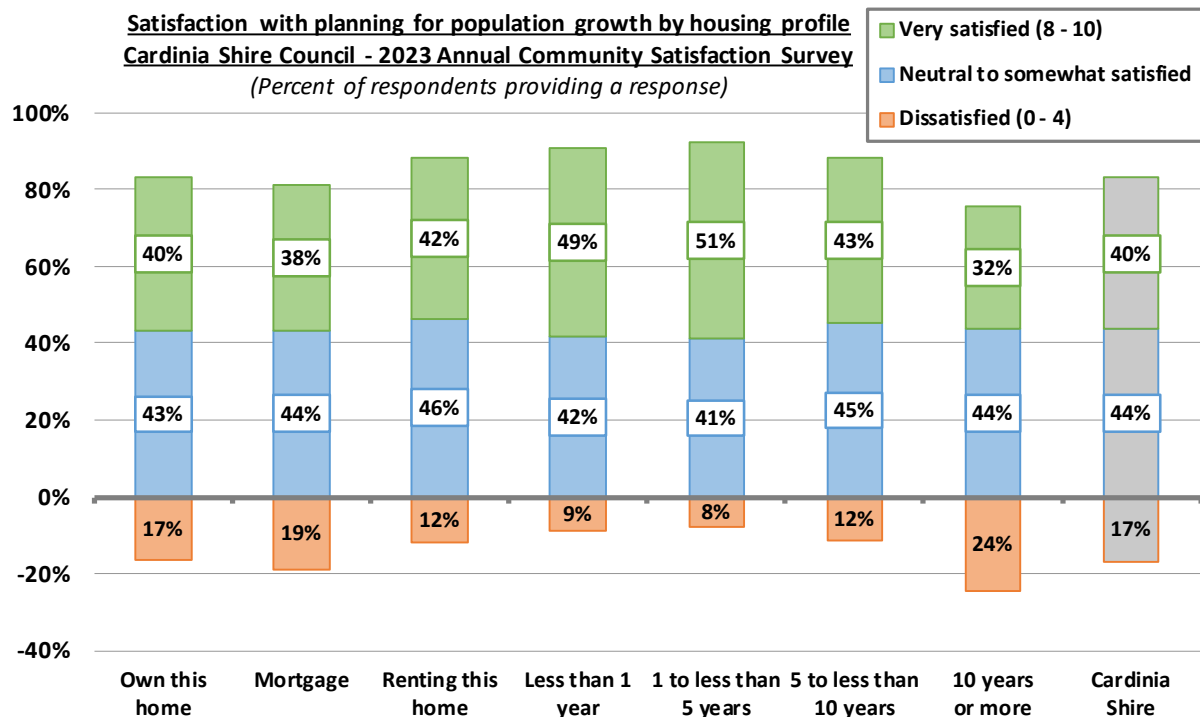
(Percent of respondents providing a response)

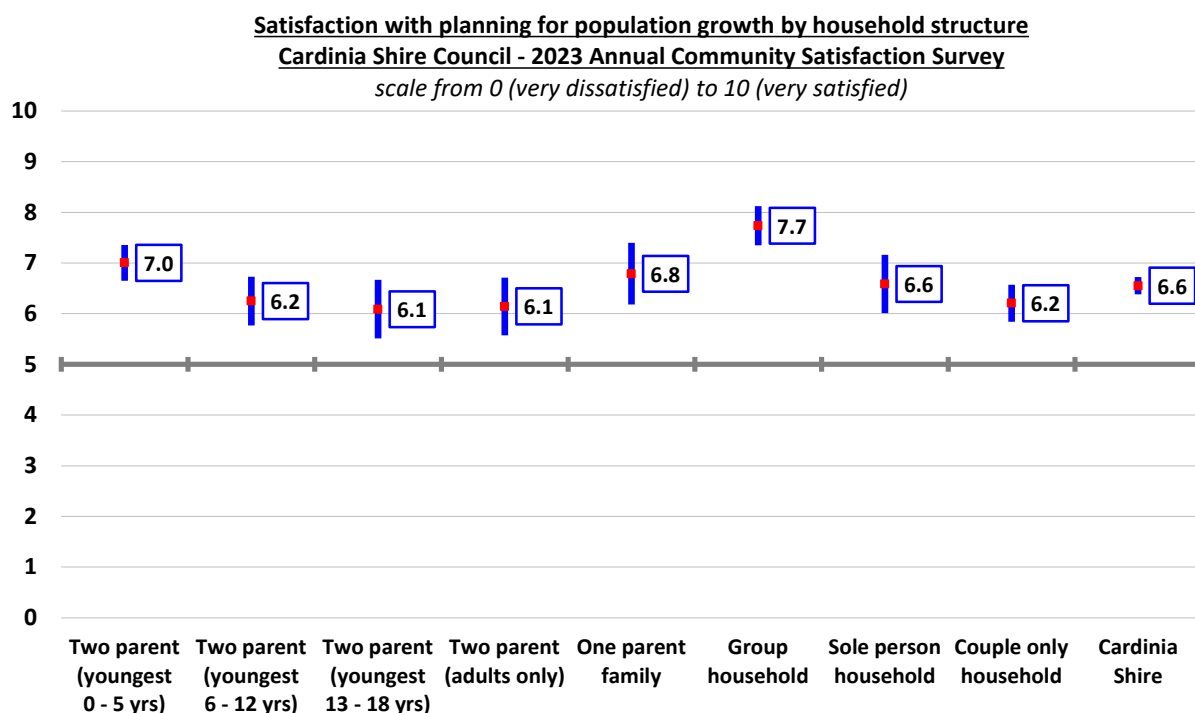


Satisfaction with planning for population growth by housing profile
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

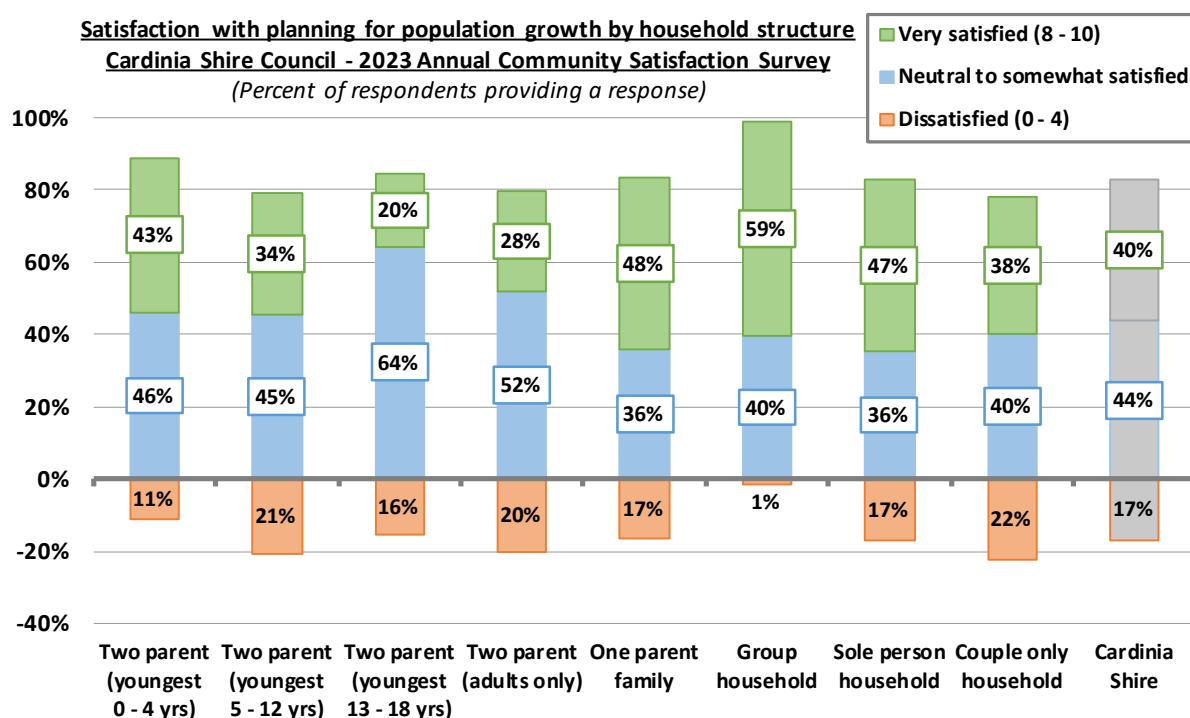


Attention is drawn to the fact that approximately half of the new and newer residents (less than five years in Cardinia Shire) were “very satisfied”, whilst 24% of long-term residents (10 years or more in the Shire) were “dissatisfied”.





Attention is drawn to the fact that approximately half of the one-parent families, group households, and sole person households were “very satisfied”.



Reason for dissatisfaction with planning for population growth

The following table outlines the 146 comments from respondents dissatisfied with planning for population growth by all levels of government. These responses have been broadly categorised as follows:

- **Infrastructure (35 comments)** – mostly focused on the impact of population growth on existing infrastructure in the area.
- **Parking, traffic, roads and public transport (35 comments)** – mostly focused on the perception that the road network is insufficient for the increased traffic.
- **Planning and housing development (28 comments)** – mostly focused on concerns around the adequacy of planning for development.
- **Population (15 comments)** – mostly focused on the perception of overpopulation.
- **Services and facilities (11 comments)** – including a perceived lack of education, health and other services and facilities.
- **Habitat / environment / open spaces (7 comments)** – mostly focused on a perceived loss of natural habitat and environment.
- **Farm / agricultural land (2 comments)** – around the perceived loss of agricultural land.
- **Safety / crime (2 comments).**
- **Other (11 comments).**

Reasons for dissatisfaction with planning for population growth
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| <i>Infrastructure</i> | |
| The current infrastructure cannot accommodate the growing population / demands | 13 |
| Lack of infrastructure / no infrastructure | 12 |
| Infrastructure is not provided prior to housing development | 3 |
| Developments are in but there is no other infrastructure | 1 |
| I don't know why they are ready to invite more immigrants when they can't provide enough infrastructure for people living here | 1 |
| I don't think the infrastructure is there to support significantly more residents in the area since there are already cracks showing in roads | 1 |
| No phone reception as well | 1 |
| They should provide infrastructure development rather providing of housing | 1 |
| They shouldn't have allowed more immigrants without infrastructure development | 1 |
| We just don't have the infrastructure to cope with growth, M1 has been work in project for nearly 20 years, what a joke | 1 |
| Total | 35 |

Parking, traffic, roads, and public transport

| | |
|---|-----------|
| No / inadequate roads / highways | 8 |
| Traffic / congestion | 7 |
| Public transport / transportation | 6 |
| No road planning | 3 |
| Roads / highways are not big enough | 3 |
| I don't think the roads are suitable for that kind of increase in population | 2 |
| No / lack of parking on main roads / residential streets | 2 |
| Army Rd | 1 |
| Footpaths | 1 |
| Roads are not maintained well | 1 |
| They don't manage the road construction properly. They should it manage and plan it better and let people know about it in advanced | 1 |
| Total | 35 |

Planning and housing development

| | |
|--|-----------|
| There is no planning / improper planning | 8 |
| Overdevelopment / too many developments | 7 |
| No housing / suitable housing | 3 |
| They are not planning well about services other than building housing | 2 |
| Depends on where, Pakenham is overcrowded, and rural areas can hold the increase without changing the atmosphere. Avoid commercialising the area | 1 |
| Land developers are selling 300 metres of blocks for the same price as 600 metres square of blocks, the density of housing gets denser | 1 |
| Permissions need to be regulated | 1 |
| Smaller building blocks in a semi-rural area | 1 |
| The infrastructure here in Emerald is well behind, such as single lane roads | 1 |
| They are putting in multi-units, they ruined the light and noise levels for me | 1 |
| They seem to do after the effect, instead of planning in advance | 1 |
| Yeah there's been a lot of growth in the area for a long time and I think enough is enough | 1 |
| Total | 28 |

Population

| | |
|---|-----------|
| Too crowded / too many people | 7 |
| It will lose it's identity if there are too many people and not enough space | 3 |
| The Council won't be able to support the community with such a large population | 2 |
| There is no thought to how they will cope with population growth | 2 |
| Less populated | 1 |
| Total | 15 |

Services and facilities

| | |
|---|-----------|
| No / lack of schools / high schools | 5 |
| More people mean we need more medical / hospital / ambulance facilities | 3 |
| So many things are lacking but too many of certain services / amenities | 3 |
| Total | 11 |



| <i>Habitat / environment / open spaces</i> | |
|---|------------|
| Bush land / paddocks of trees will be decreased | 2 |
| Loss of rural / town areas | 2 |
| I like the rural aspect of our Council especially Garfield | 1 |
| It's ruining the natural green spaces with ugly town houses | 1 |
| We are losing the essence of what made Cardinia Shire: greenery, open spaces | 1 |
| Total | 7 |
| <i>Farm / agricultural land</i> | |
| They are taking valuable land for farming | 1 |
| The whole area from Pakenham, Melton, there are thousands of areas destroyed to build houses. Destroying agricultural land. Shire needs to stop state government. On the other side, there are thousands of areas where we can't cultivate but there is no construction | 1 |
| Total | 2 |
| <i>Safety / crime</i> | |
| Attracting more crime with more population | 1 |
| No policing | 1 |
| Total | 2 |
| <i>Other</i> | |
| It's too focused on money | 2 |
| I don't know about their plans; they should communicate more about it with the people | 1 |
| It's costing a lot, but they don't do much consulting | 1 |
| It's not a good idea | 1 |
| Not much overall coordination between them for it | 1 |
| No one looks at anything. They don't care and don't think very well | 1 |
| Smart cities: they shouldn't be doing it and they should tell people about it | 1 |
| State government issues as it's weird | 1 |
| There are many subdivisions. We need one government in all levels | 1 |
| They can't keep up with the demand that locals have now | 1 |
| Total | 11 |
| Total | 146 |



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.”

Respondents were again in 2023, asked to rate the importance to the community of Council providing each of the 36 included services and facilities.

The average importance of the 36 included services and facilities was 8.8 out of a potential 10, or a very high level of importance, which was identical to the average importance recorded last year.

As outlined at the left-hand side of the following table, there were nine services and facilities that were measurably more important than the average of all services and facilities (8.8).

These services included all four of the kerbside collection services (garbage, recycling, FOGO, and hard rubbish), as well as the community services (services for people with disability, services for seniors, and services for children aged from birth to 5 years of age, and services for youth), as well as the maintenance and repair of sealed local roads.

With the exception of parks, gardens, and open spaces, which declined in importance marginally this year, the same nine services were mostly measurably more important than average in 2022 and 2023.

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

These include the enforcement of local laws, parking enforcement, provision of public art centres, communication activities, environmental events, programs, and activities, Council activities promoting local economic development, animal management, street sweeping, and street trees.

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 is commonly observed across local government.



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 very important, with an average importance score of 8.1 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.

Of the 36 included services and facilities this year, only one varied notably from the 2022 average importance score, that being Council's activities promoting local economic development, which declined two percent to 8.4 (down from 8.6).

There was some notable variation in the average importance of these services and facilities when compared to the metropolitan Melbourne average importance, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology, as follows:

- ***Notably more important in Cardinia Shire than metropolitan average*** – included services for children aged from birth to 5 years of age, the maintenance and repair of sealed local roads, services for youth, community and cultural activities, Council's communication activities, and the provision of public art centres. It is noted, however, that *Governing Melbourne* included communication activities as the local council printed newsletter and the Council website.
- ***Notably less important in Cardinia Shire than metropolitan average*** – included footpath maintenance and repairs, street sweeping, Council activities promoting local economic development, and environmental events, programs, and activities. *Governing Melbourne* included environment as "council performance meeting its responsibilities towards the environment".



Importance of selected Council services and facilities
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

| | Service/facility | Number | Lower | 2023 Mean | Upper | 2022 | 2023 Metro.* |
|--|---|--------|-------|--------------|-------|------|------------------|
| Higher than average | Regular weekly garbage collection | 890 | 9.4 | 9.4 | 9.5 | 9.3 | 9.3 |
| | Regular fortnightly recycling | 888 | 9.3 | 9.4 | 9.4 | 9.3 | 9.3 |
| | Support services for people with disability | 816 | 9.2 | 9.3 | 9.4 | 9.1 | 9.2 |
| | Support services for seniors | 828 | 9.2 | 9.2 | 9.3 | 9.1 | 9.1 |
| | Services for children from birth to 5 years of age | 822 | 9.1 | 9.2 | 9.2 | 9.0 | 8.9 |
| | Fortnightly food and green waste collection service | 863 | 9.0 | 9.1 | 9.2 | 9.0 | 9.0 |
| | Maintenance and repairs of sealed local roads | 886 | 9.0 | 9.1 | 9.2 | 9.0 | 8.9 |
| | Bookable hard rubbish service | 873 | 9.0 | 9.1 | 9.2 | 9.0 | 9.0 |
| | Services for youth | 801 | 9.0 | 9.1 | 9.2 | 8.8 | 8.7 |
| | Public toilets | 842 | 8.9 | 9.0 | 9.1 | 8.9 | 8.9 |
| Average importance | Local library services | 830 | 8.9 | 9.0 | 9.0 | 8.9 | 9.0 |
| | Provision and maintenance of parks and gardens | 876 | 8.8 | 8.9 | 9.0 | 9.0 | 8.9 |
| | Sports ovals and other local sporting facilities | 856 | 8.8 | 8.9 | 9.0 | 8.9 | 8.9 |
| | Provision and maintenance of playgrounds | 846 | 8.8 | 8.9 | 9.0 | 8.9 | 8.9 |
| | Maintenance and repair of unsealed local roads | 857 | 8.8 | 8.9 | 9.0 | 8.8 | n.a. |
| | Drains maintenance and repairs | 876 | 8.8 | 8.9 | 9.0 | 8.9 | 9.0 |
| | Recreation Centres and / or Aquatic Centres | 820 | 8.7 | 8.8 | 8.9 | 8.9 | 8.9 |
| | Maintenance and cleaning of public areas | 879 | 8.7 | 8.8 | 8.9 | 8.9 | 8.9 |
| | Illegally dumped rubbish | 863 | 8.7 | 8.8 | 8.9 | 8.9 | 8.7 |
| | Litter collection in public areas | 879 | 8.7 | 8.8 | 8.9 | 8.9 | 8.9 |
| | Street lighting | 867 | 8.7 | 8.8 | 8.9 | 8.8 | 8.8 |
| | Local traffic management | 871 | 8.7 | 8.8 | 8.9 | 8.8 | 8.8 |
| | Footpath maintenance and repairs | 861 | 8.7 | 8.8 | 8.9 | 8.8 | 9.0 |
| | Community Centres / Neighbourhood Houses | 806 | 8.6 | 8.7 | 8.8 | 8.7 | 8.6 |
| | Enforcement of local laws | 826 | 8.6 | 8.7 | 8.8 | 8.5 | 8.6 |
| | Bike and shared paths | 823 | 8.6 | 8.7 | 8.8 | 8.6 | 8.7 |
| | Maintenance and cleaning of strip shopping areas | 871 | 8.6 | 8.7 | 8.8 | 8.7 | 8.7 |
| | Community and cultural activities | 806 | 8.5 | 8.6 | 8.7 | 8.4 | 8.4 |
| Lower than average | Provision and maintenance of street trees | 878 | 8.5 | 8.6 | 8.7 | 8.8 | 8.7 |
| | Street sweeping | 849 | 8.4 | 8.5 | 8.6 | 8.4 | 8.7 |
| | Animal management | 810 | 8.4 | 8.5 | 8.6 | 8.7 | 8.4 |
| | Council's activities promoting local eco. development | 775 | 8.3 | 8.4 | 8.6 | 8.3 | 8.7 |
| | Environmental events, programs, and activities | 785 | 8.3 | 8.4 | 8.5 | 8.3 | 8.7 |
| | Council communication activities | 815 | 8.3 | 8.4 | 8.5 | 8.3 | 8.1 [^] |
| | Provision of public art centres | 778 | 8.2 | 8.3 | 8.4 | 8.2 | 8.0 |
| | Parking enforcement | 818 | 7.9 | 8.1 | 8.2 | 7.8 | 8.2 |
| Average importance of Council services | | | 8.7 | 8.8 | 8.9 | 8.8 | 8.8 |

(*) 2023 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 declined somewhat this year, down three percent to 7.5 (from 7.7), although it remains at a “good” level.

Relative satisfaction with services and facilities:

As highlighted at the left-hand side of the table, there were eight services that received a satisfaction score measurably higher than the average of all 36 services and facilities (7.5), and eight that received a satisfaction score that was measurably lower, as follows:

- ***Measurably higher than average satisfaction*** – included regular weekly garbage collection (8.8), regular fortnightly recycling (8.6), local library services (8.6), fortnightly food and green waste collection service (8.6), sports ovals and other local sporting facilities (8.2), services for children aged from birth to 5 years of age (8.0), recreation centres and / or aquatic centres (8.0), and the bookable hard rubbish service (7.9).
- ***Measurably lower than average satisfaction*** – included maintenance and repair of sealed local roads (6.1), maintenance and repair of unsealed local roads (6.2), public toilets (6.6), illegally dumped rubbish (6.9), drains maintenance and repairs (7.0), footpath maintenance and repairs (7.0), provision and maintenance of street trees (7.1), and the maintenance and cleaning of public areas (7.2).

Change in satisfaction with services and facilities this year:

There was some notable and measurable variation in satisfaction with the 36 included services and facilities observed this year, as follows:

- ***Notable increase in satisfaction this year*** – included Council activities promoting local economic development (up 5%), public toilets (up 4%), environmental events, programs, and activities (up 4%).
- ***Notable decline in satisfaction this year*** – included the maintenance and repair of sealed local roads (down 6%), footpath maintenance and repairs (down 4%), and the provision and maintenance of parks and gardens (down 3%).

Variation from the metropolitan Melbourne average:

Of the 36 included services and facilities, 34 were included in *Governing Melbourne* in a format that allowed for comparison. There was some notable variation in satisfaction observed between the Cardinia Shire and the metropolitan Melbourne average, as follows:

- ***Notably higher satisfaction in the Cardinia Shire*** – included local library (5% higher in Cardinia), fortnightly food and green waste collection (4% higher), provision of public art centres (4% higher), public toilets (4% higher), sports ovals and other outdoor sporting facilities (4% higher), Council activities promoting local economic development (3% higher), parking enforcement (3% higher), and regular weekly garbage collection (3% higher).



- **Notably lower satisfaction in the Cardinia Shire** – included the maintenance and repair of sealed local roads (14% lower in Cardinia), support services for seniors (7% lower), drains maintenance and repairs (7% lower), illegally dumped rubbish (4% lower), street lighting (3% lower), and footpath maintenance and repairs (3% lower).

Satisfaction with selected Council services and facilities
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

| | Service/facility | Number | Lower | 2023 Mean | Upper | 2022 | 2023 Metro.* |
|--|---|--------|-------|--------------|-------|------|------------------|
| Higher than average | Regular weekly garbage collection | 893 | 8.7 | 8.8 | 8.9 | 8.6 | 8.5 |
| | Regular fortnightly recycling | 889 | 8.5 | 8.6 | 8.8 | 8.6 | 8.5 |
| | Local library services | 410 | 8.5 | 8.6 | 8.8 | 8.5 | 8.2 |
| | Fortnightly food and green waste collection service | 696 | 8.5 | 8.6 | 8.7 | 8.5 | 8.2 |
| | Sports ovals and other local sporting facilities | 484 | 8.1 | 8.2 | 8.3 | 8.0 | 7.9 |
| | Services for children from birth to 5 years of age | 198 | 7.8 | 8.0 | 8.3 | 7.8 | 8.1 |
| | Recreation Centres and / or Aquatic Centres | 379 | 7.8 | 8.0 | 8.2 | 7.8 | 7.8 |
| | Bookable hard rubbish service | 577 | 7.8 | 7.9 | 8.1 | 7.9 | 8.1 |
| Average satisfaction | Community Centres / Neighbourhood Houses | 207 | 7.6 | 7.9 | 8.1 | 7.9 | 7.7 |
| | Community and cultural activities | 253 | 7.7 | 7.8 | 8.0 | 7.8 | 7.7 |
| | Provision of public art centres | 147 | 7.6 | 7.8 | 8.1 | 8.0 | 7.5 |
| | Provision and maintenance of playgrounds | 472 | 7.6 | 7.7 | 7.9 | 7.8 | 7.7 |
| | Enforcement of local laws | 784 | 7.5 | 7.6 | 7.7 | 7.4 | 7.5 |
| | Provision and maintenance of parks and gardens | 858 | 7.5 | 7.6 | 7.7 | 7.8 | 7.7 |
| | Services for youth | 147 | 7.2 | 7.5 | 7.8 | 7.5 | 7.6 |
| | Animal management | 759 | 7.4 | 7.5 | 7.7 | 7.7 | 7.6 |
| | Bike and shared paths | 396 | 7.3 | 7.5 | 7.7 | 7.6 | 7.5 |
| | Maintenance and cleaning of strip shopping areas | 855 | 7.3 | 7.5 | 7.6 | 7.5 | 7.4 |
| | Street lighting | 850 | 7.3 | 7.4 | 7.6 | 7.5 | 7.6 |
| | Street sweeping | 809 | 7.2 | 7.4 | 7.5 | 7.5 | 7.5 |
| | Council communication activities | 779 | 7.2 | 7.4 | 7.5 | 7.3 | 7.4 [^] |
| | Council's activities promoting local eco. development | 721 | 7.2 | 7.4 | 7.5 | 7.0 | 7.1 |
| | Parking enforcement | 788 | 7.2 | 7.3 | 7.5 | 7.2 | 7.1 |
| | Local traffic management | 864 | 7.1 | 7.3 | 7.4 | 7.2 | 7.3 |
| | Support services for seniors | 99 | 6.9 | 7.3 | 7.7 | 7.2 | 7.9 |
| | Environmental events, programs, and activities | 711 | 7.1 | 7.3 | 7.4 | 7.0 | 7.1 |
| | Litter collection in public areas | 868 | 7.1 | 7.3 | 7.4 | 7.3 | 7.3 |
| | Support services for people with disability | 78 | 6.7 | 7.2 | 7.7 | 7.1 | 7.3 |
| Lower than average | Maintenance and cleaning of public areas | 866 | 7.0 | 7.2 | 7.3 | 7.1 | 7.3 |
| | Provision and maintenance of street trees | 876 | 7.0 | 7.1 | 7.3 | 7.1 | 7.4 |
| | Footpath maintenance and repairs | 832 | 6.9 | 7.0 | 7.2 | 7.3 | 7.2 |
| | Drains maintenance and repairs | 844 | 6.8 | 7.0 | 7.2 | 7.0 | 7.5 |
| | Illegally dumped rubbish | 851 | 6.7 | 6.9 | 7.0 | 6.9 | 7.2 |
| | Public toilets | 396 | 6.4 | 6.6 | 6.9 | 6.4 | 6.4 |
| | Maintenance and repair of unsealed local roads | 819 | 6.0 | 6.2 | 6.4 | 6.2 | n.a. |
| | Maintenance and repairs of sealed local roads | 882 | 5.9 | 6.1 | 6.2 | 6.4 | 7.1 |
| Average satisfaction of Council services | | | 7.3 | 7.5 | 7.7 | 7.5 | 7.6 |

(*) 2023 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 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 at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Metropolis Research notes that the majority of respondents were at least neutral to somewhat satisfied with all 36 services and facilities.

More than half of the respondents providing a satisfaction score were “very satisfied” with 30 of the 36 services and facilities, and with only the maintenance and repair of sealed local roads reporting less than 40% of respondents “very satisfied” (i.e., eight or more).

This reinforces the average satisfaction score of 7.5 out of a potential 10, which is a “good” level of satisfaction.

There were 10 services and facilities with which 10% of more of respondents providing a satisfaction score were “dissatisfied”, including the maintenance and repair of sealed local roads (27% dissatisfied), the maintenance and repair of unsealed local roads (24%), public toilets (17%), drains maintenance and repairs (14%), illegally dumped rubbish (13%), support services for people with disability (13%), the provision and maintenance of street trees (12%), footpath maintenance and repairs (11%), support services for seniors (11%), and the maintenance and cleaning of public areas (10%).



Satisfaction with selected Council services and facilities
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

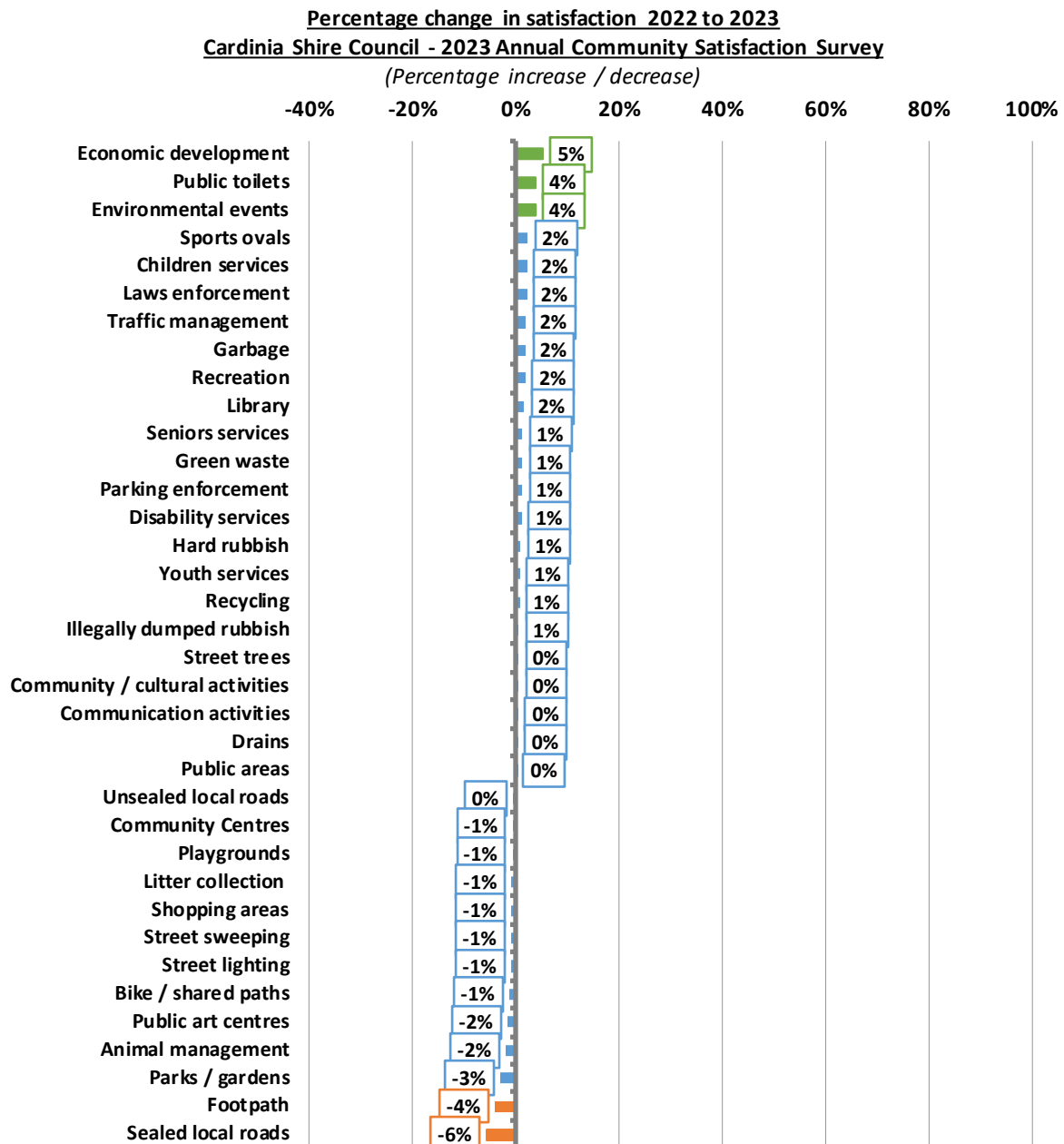
| Service/facility | Dissatisfied | Neutral to somewhat satisfied | Very satisfied | Can't say | Total |
|---|--------------|-------------------------------|----------------|-----------|-------|
| Regular weekly garbage collection | 2% | 13% | 86% | 7 | 900 |
| Fortnightly food and green waste collection service | 2% | 14% | 84% | 3 | 698 |
| Regular fortnightly recycling | 3% | 13% | 84% | 11 | 900 |
| Local library services | 1% | 16% | 84% | 4 | 414 |
| Sports ovals and other local sporting facilities | 3% | 21% | 77% | 4 | 487 |
| Recreation Centres and / or Aquatic Centres | 5% | 24% | 72% | 1 | 380 |
| Bookable hard rubbish service | 8% | 22% | 71% | 2 | 579 |
| Services for children from birth to 5 years of age | 5% | 27% | 68% | 5 | 203 |
| Provision of public art centres | 5% | 29% | 66% | 2 | 149 |
| Community Centres / Neighbourhood Houses | 4% | 31% | 65% | 1 | 208 |
| Provision and maintenance of playgrounds | 5% | 32% | 63% | 2 | 474 |
| Community and cultural activities | 3% | 35% | 62% | 4 | 257 |
| Provision and maintenance of parks and gardens | 8% | 31% | 61% | 42 | 900 |
| Enforcement of local laws | 6% | 35% | 59% | 116 | 900 |
| Street lighting | 9% | 34% | 57% | 50 | 900 |
| Animal management | 7% | 37% | 56% | 141 | 900 |
| Support services for seniors | 11% | 33% | 56% | 3 | 102 |
| Maintenance and cleaning of strip shopping areas | 6% | 39% | 55% | 45 | 900 |
| Street sweeping | 8% | 37% | 55% | 91 | 900 |
| Council communication activities | 7% | 39% | 54% | 121 | 900 |
| Bike and shared paths | 6% | 40% | 54% | 5 | 401 |
| Services for youth | 7% | 40% | 53% | 3 | 150 |
| Litter collection in public areas | 9% | 38% | 53% | 32 | 900 |
| Council's activities promoting local eco. development | 8% | 39% | 53% | 179 | 900 |
| Parking enforcement | 9% | 39% | 53% | 112 | 900 |
| Drains maintenance and repairs | 14% | 33% | 53% | 56 | 900 |
| Local traffic management | 9% | 40% | 51% | 36 | 900 |
| Support services for people with disability | 13% | 37% | 51% | 3 | 81 |
| Maintenance and cleaning of public areas | 10% | 40% | 50% | 34 | 900 |
| Provision and maintenance of street trees | 12% | 38% | 50% | 24 | 900 |
| Environmental events, programs, and activities | 7% | 44% | 49% | 189 | 900 |
| Footpath maintenance and repairs | 11% | 41% | 48% | 68 | 900 |
| Illegally dumped rubbish | 13% | 42% | 46% | 49 | 900 |
| Public toilets | 17% | 42% | 40% | 1 | 397 |
| Maintenance and repair of unsealed local roads | 24% | 36% | 40% | 81 | 900 |
| Maintenance and repairs of sealed local roads | 27% | 37% | 36% | 18 | 900 |



Change in satisfaction over the last year:

The following graph provides a summary of the percentage change in satisfaction with the 36 services and facilities. As is clear in the graph, there was some notable and measurable variation in satisfaction with the 36 included services and facilities observed this year, as follows:

- **Notable increase in satisfaction this year** – included Council activities promoting local economic development (up 5%), public toilets (up 4%), environmental events, programs, and activities (up 4%).
- **Notable decline in satisfaction this year** – included the maintenance and repair of sealed local roads (down 6%), footpath maintenance and repairs (down 4%), and the provision and maintenance of parks and gardens (down 3%).



Average satisfaction with services and facilities by respondent profile

The following table provides a comparison of satisfaction with the 36 services and facilities by respondent profile.

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.

Whilst caution should be exercised, there was a pattern in terms of satisfaction with services and facilities observed by respondent profile.

- **Age structure** - young adults (aged 18 to 34 years) tended to be more satisfied with services and facilities than average, whilst older middle-aged adults (aged 55 to 64 years) tended to be a little less satisfied.
- **Gender** - there was no general pattern of variation in satisfaction with services and facilities observed by gender.
- **Language spoken at home** – respondents from multilingual households tended to be measurably more satisfied than respondents from English speaking households.

It is important to bear in mind that this general pattern of satisfaction with services and facilities by respondent profile does not hold true for all of the 36 individual services and facilities, and a more detailed discussion of variation in satisfaction by respondent profile is included for each service and facility in the following section of this report.



Average satisfaction with selected Council services and facilities
Cardinia Shire Council - 2023 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 | 6.6 | 6.1 | 5.7 | 5.5 | 5.8 | 5.9 | 6.1 | 6.1 | 5.8 | 7.2 |
| Maintenance and repair of unsealed local roads | 6.9 | 6.0 | 6.0 | 5.2 | 5.7 | 6.2 | 6.3 | 6.1 | 5.9 | 7.2 |
| Drains maintenance and repairs | 7.8 | 6.8 | 6.7 | 6.2 | 6.4 | 6.8 | 7.0 | 7.0 | 6.7 | 7.9 |
| Footpath maintenance and repairs | 7.6 | 7.1 | 6.7 | 6.3 | 6.7 | 6.4 | 7.1 | 6.9 | 6.9 | 7.6 |
| Maintenance and cleaning of public areas | 7.5 | 7.2 | 7.0 | 6.7 | 6.8 | 7.1 | 7.2 | 7.1 | 7.0 | 7.7 |
| Litter collection in public areas | 7.5 | 7.2 | 7.2 | 6.8 | 7.1 | 7.5 | 7.4 | 7.2 | 7.1 | 7.8 |
| Maintenance / cleaning of strip shopping areas | 7.8 | 7.4 | 7.2 | 7.2 | 7.3 | 7.4 | 7.5 | 7.4 | 7.3 | 7.9 |
| Illegally dumped rubbish | 7.3 | 6.8 | 6.6 | 6.4 | 6.6 | 7.2 | 6.9 | 6.9 | 6.8 | 7.3 |
| Provision and maintenance of street trees | 7.7 | 7.0 | 6.6 | 6.7 | 6.8 | 7.0 | 7.1 | 7.1 | 7.0 | 7.6 |
| Street lighting | 7.7 | 7.3 | 7.1 | 7.2 | 7.4 | 7.7 | 7.4 | 7.4 | 7.3 | 7.7 |
| Street sweeping | 7.9 | 7.4 | 7.1 | 6.8 | 7.1 | 7.2 | 7.3 | 7.4 | 7.2 | 8.0 |
| Regular weekly garbage collection | 8.8 | 8.7 | 8.7 | 8.6 | 8.9 | 8.9 | 8.7 | 8.8 | 8.7 | 8.9 |
| Regular fortnightly recycling | 8.6 | 8.7 | 8.6 | 8.4 | 8.8 | 8.7 | 8.6 | 8.7 | 8.6 | 8.7 |
| Provision / maintenance of parks and gardens | 7.8 | 7.5 | 7.5 | 7.1 | 7.6 | 8.0 | 7.6 | 7.6 | 7.5 | 8.1 |
| Animal management | 7.8 | 7.2 | 7.3 | 7.5 | 7.6 | 7.3 | 7.6 | 7.4 | 7.5 | 7.7 |
| Local traffic management | 7.6 | 7.2 | 7.1 | 6.9 | 7.2 | 7.3 | 7.2 | 7.4 | 7.2 | 7.5 |
| Parking enforcement | 7.7 | 7.1 | 7.0 | 7.0 | 7.3 | 7.3 | 7.3 | 7.3 | 7.2 | 7.9 |
| Enforcement of local laws | 8.2 | 7.3 | 7.4 | 7.3 | 7.1 | 7.1 | 7.7 | 7.5 | 7.5 | 8.1 |
| Council communication activities | 7.6 | 7.2 | 7.3 | 6.9 | 7.3 | 7.6 | 7.3 | 7.4 | 7.3 | 7.8 |
| Council's activities promoting eco. development | 7.9 | 7.3 | 7.0 | 6.8 | 7.2 | 7.5 | 7.2 | 7.5 | 7.2 | 8.0 |
| Environmental events, programs, and activities | 7.8 | 7.0 | 6.7 | 6.9 | 7.4 | 7.6 | 7.2 | 7.3 | 7.2 | 7.7 |
| Fortnightly food / green waste collection service | 8.7 | 8.4 | 8.6 | 8.5 | 8.5 | 8.6 | 8.5 | 8.7 | 8.6 | 8.6 |
| Bookable hard rubbish service | 8.2 | 7.9 | 7.9 | 7.7 | 7.7 | 7.6 | 8.0 | 7.9 | 7.9 | 8.2 |
| Local library services | 8.6 | 8.6 | 8.7 | 8.4 | 9.0 | 8.9 | 8.6 | 8.6 | 8.7 | 8.4 |
| Public toilets | 6.8 | 6.4 | 6.5 | 6.8 | 6.5 | 6.9 | 6.7 | 6.6 | 6.5 | 6.9 |
| Sports ovals and other local sporting facilities | 8.4 | 8.0 | 8.1 | 8.1 | 8.0 | 8.4 | 8.2 | 8.2 | 8.2 | 8.2 |
| Recreation Centres and / or Aquatic Centres | 8.1 | 7.9 | 7.8 | 7.7 | 7.9 | 8.1 | 7.7 | 8.2 | 7.9 | 8.1 |
| Provision and maintenance of playgrounds | 7.9 | 7.8 | 7.5 | 7.4 | 7.8 | 7.5 | 7.8 | 7.7 | 7.7 | 7.9 |
| Bike and shared paths | 7.8 | 7.6 | 7.1 | 7.1 | 7.4 | 7.1 | 7.7 | 7.3 | 7.5 | 7.3 |
| Community Centres / Neighbourhood Houses | 8.1 | 8.1 | 7.4 | 7.3 | 7.7 | 8.1 | 7.5 | 8.1 | 7.8 | 8.1 |
| Services for children from birth to 5 years of age | 8.4 | 7.7 | 8.2 | 7.2 | 6.7 | 7.3 | 8.0 | 8.0 | 8.0 | 8.0 |
| Services for youth | 7.7 | 7.7 | 7.5 | 6.9 | 6.7 | 5.0 | 7.6 | 7.5 | 7.4 | 7.9 |
| Support services for seniors | 7.7 | 7.7 | 6.7 | 7.3 | 7.5 | 7.0 | 7.3 | 7.3 | 7.2 | 7.5 |
| Support services for people with disability | 8.0 | 6.6 | 7.7 | 6.5 | 6.9 | 6.4 | 6.8 | 7.5 | 7.1 | 7.7 |
| Provision of public art centres | 8.1 | 7.5 | 7.5 | 7.7 | 8.1 | 7.6 | 7.5 | 8.0 | 7.9 | 7.6 |
| Community and cultural activities | 7.9 | 7.6 | 7.8 | 7.9 | 8.0 | 7.8 | 7.6 | 8.0 | 7.8 | 8.0 |
| <i>Average satisfaction</i> | 7.9 | 7.4 | 7.3 | 7.1 | 7.3 | 7.4 | 7.5 | 7.5 | 7.4 | 7.8 |
| Total respondents | 289 | 172 | 162 | 126 | 90 | 58 | 433 | 461 | 707 | 191 |



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.

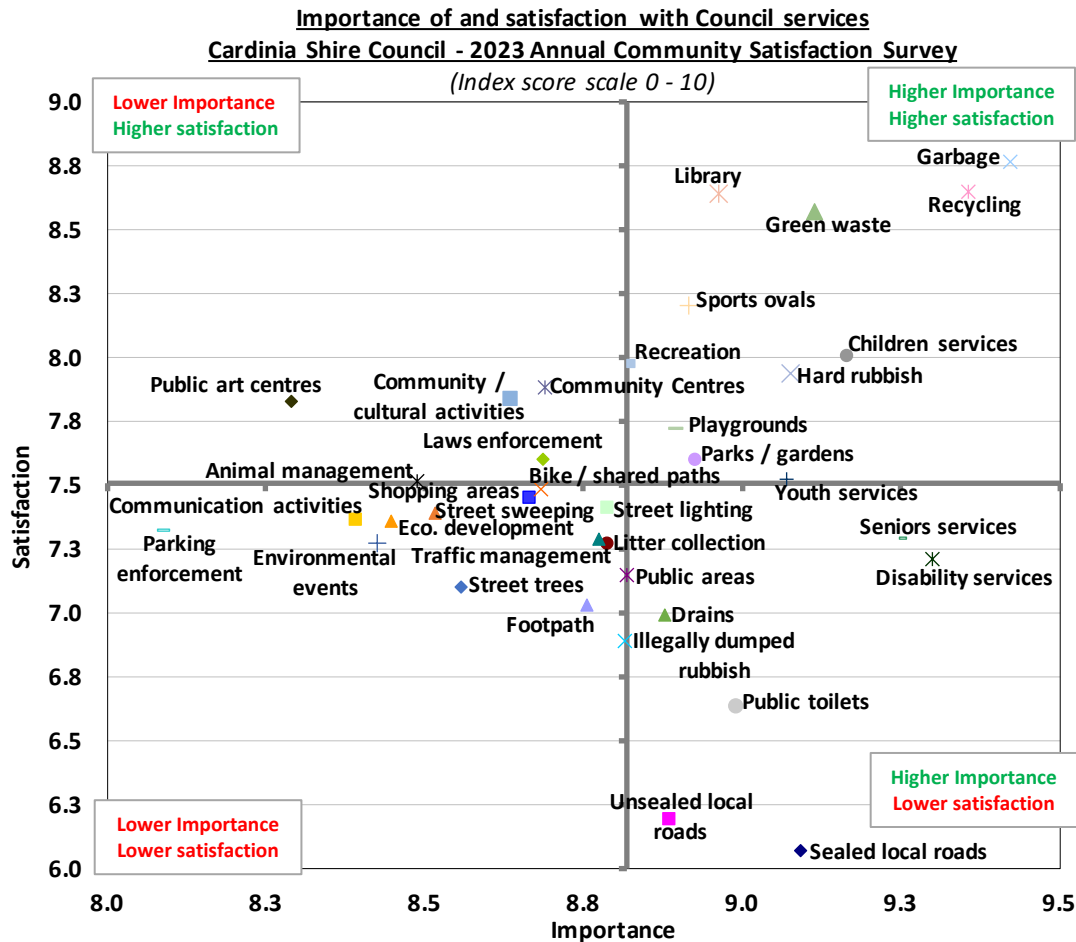
The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

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 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, but slightly higher-than-average satisfaction score.
- **Communication services** – were of somewhat lower-than-average importance and received an average satisfaction score.
- **Infrastructure services** – including roads, drains, footpaths, public toilets, and similar facilities tended to be of average or higher-than-average importance, but most received somewhat lower than average satisfaction scores.
- **Services and facilities of most concern** – the services and facilities of most concern to the community include drains, footpaths, illegally dumped rubbish, public toilets, and most notably, both sealed and unsealed local roads. Both sealed and unsealed local roads were the only two services and facilities to record satisfaction scores categorised as “solid”. Roads appear in several sections of the report as significant areas of concern to a substantial proportion of the Cardinia community, with those in the Hills precinct most notably dissatisfied.





Satisfaction by broad service areas

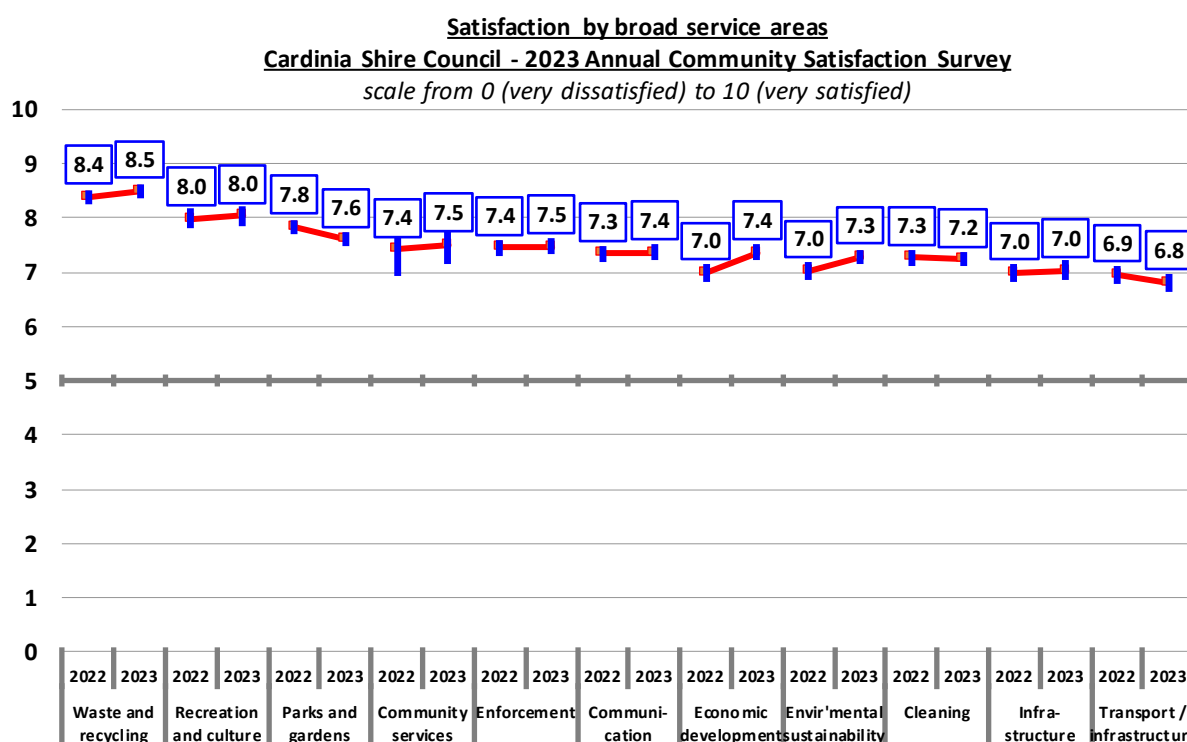
The 36 included services and facilities have been broken down into ten broad service areas. The breakdown of services and facilities into these ten broad service areas is as follows:

- **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.

Of these 11 broad service areas, the average satisfaction with six improved somewhat this year, satisfaction with two remained the same, and satisfaction with three declined.

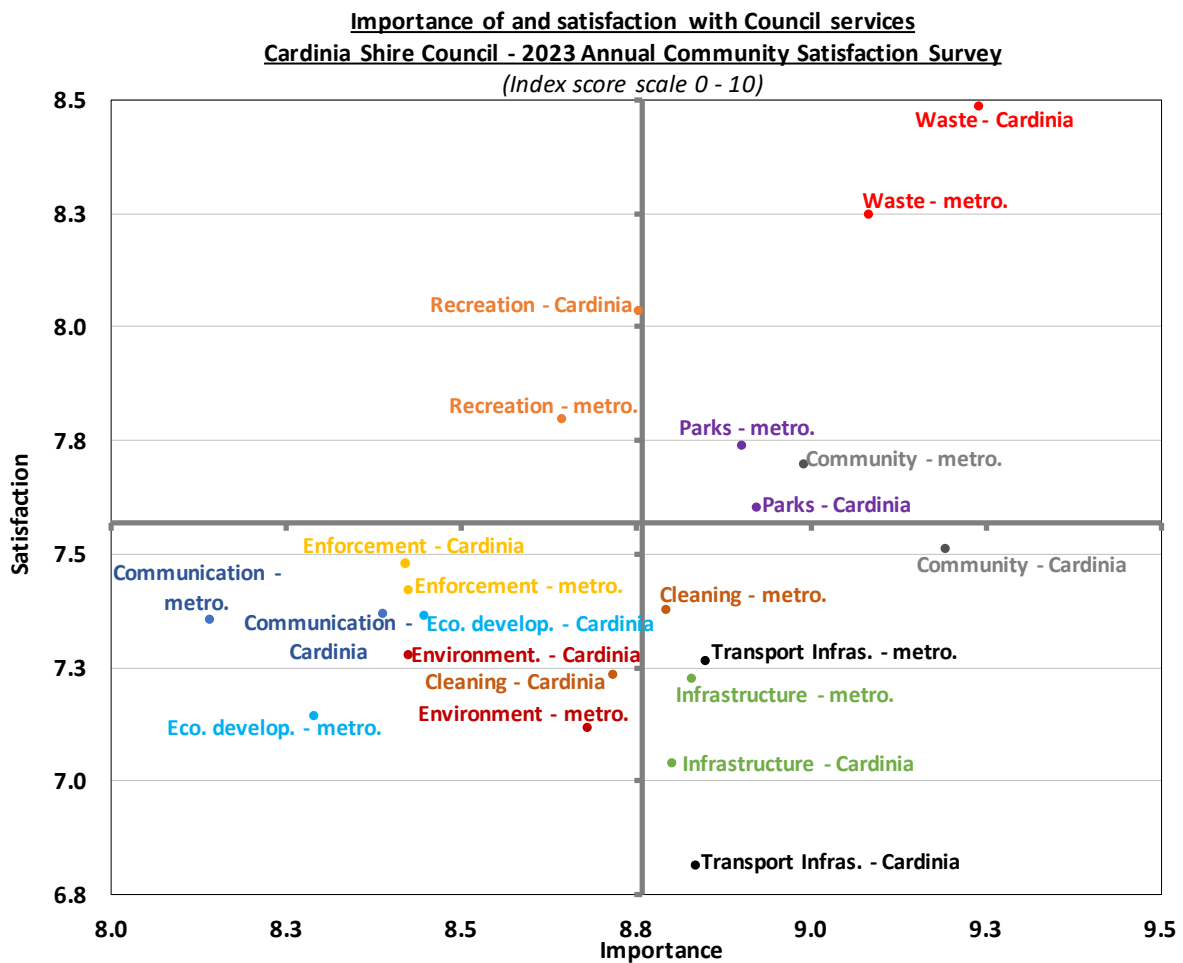
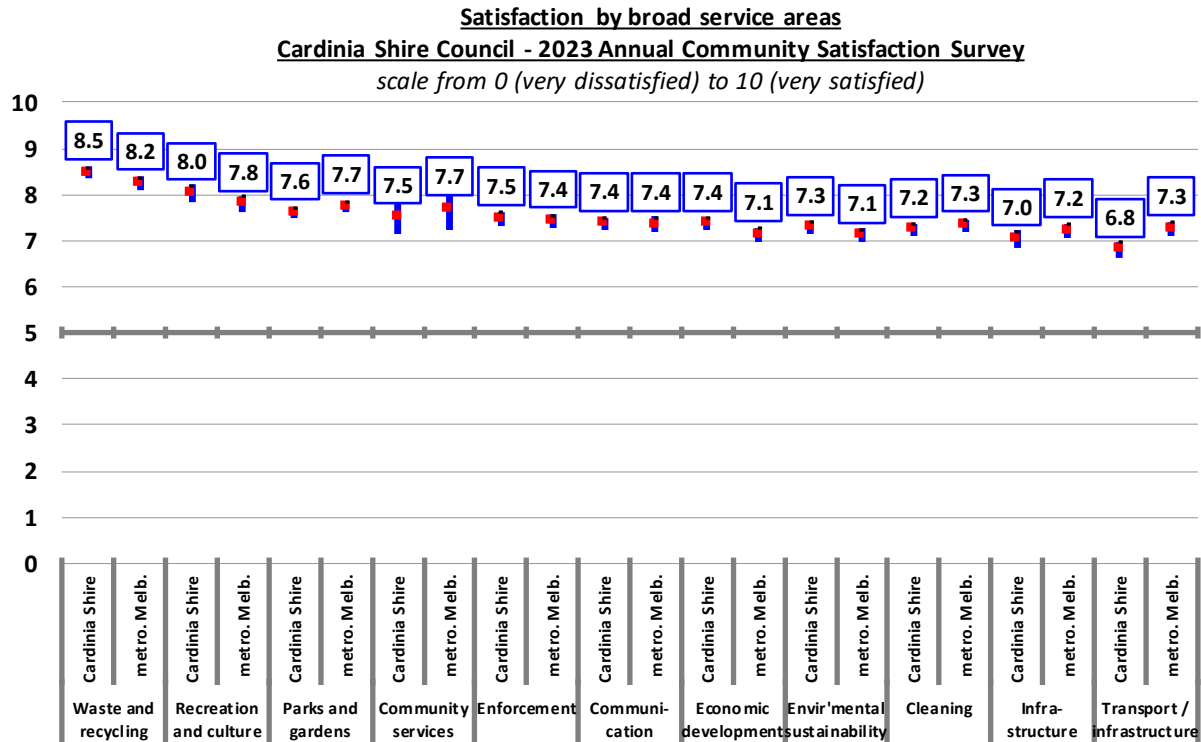
Attention is drawn to the six percent increase in satisfaction with economic development, and the four percent increase in satisfaction with environmental sustainability related services. It is also noted, however, that satisfaction with parks and gardens declined three percent, and satisfaction with transport infrastructure declined one percent.



When compared to the metropolitan Melbourne average satisfaction, as recorded in *Governing Melbourne*, it is noted that:

- **Somewhat higher satisfaction in the Cardinia Shire** – included waste and recycling (4% higher), economic development (4% higher), environmental sustainability (3% higher), and recreation and culture (3% higher), enforcement (1% higher).
- **Somewhat lower satisfaction in the Cardinia Shire** – included transport infrastructure (7% lower in Cardinia), community services (3% lower), infrastructure (3% lower), parks and gardens (1% lower), cleaning (1% lower).





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 disabilities.



Customer, People and Performance Division

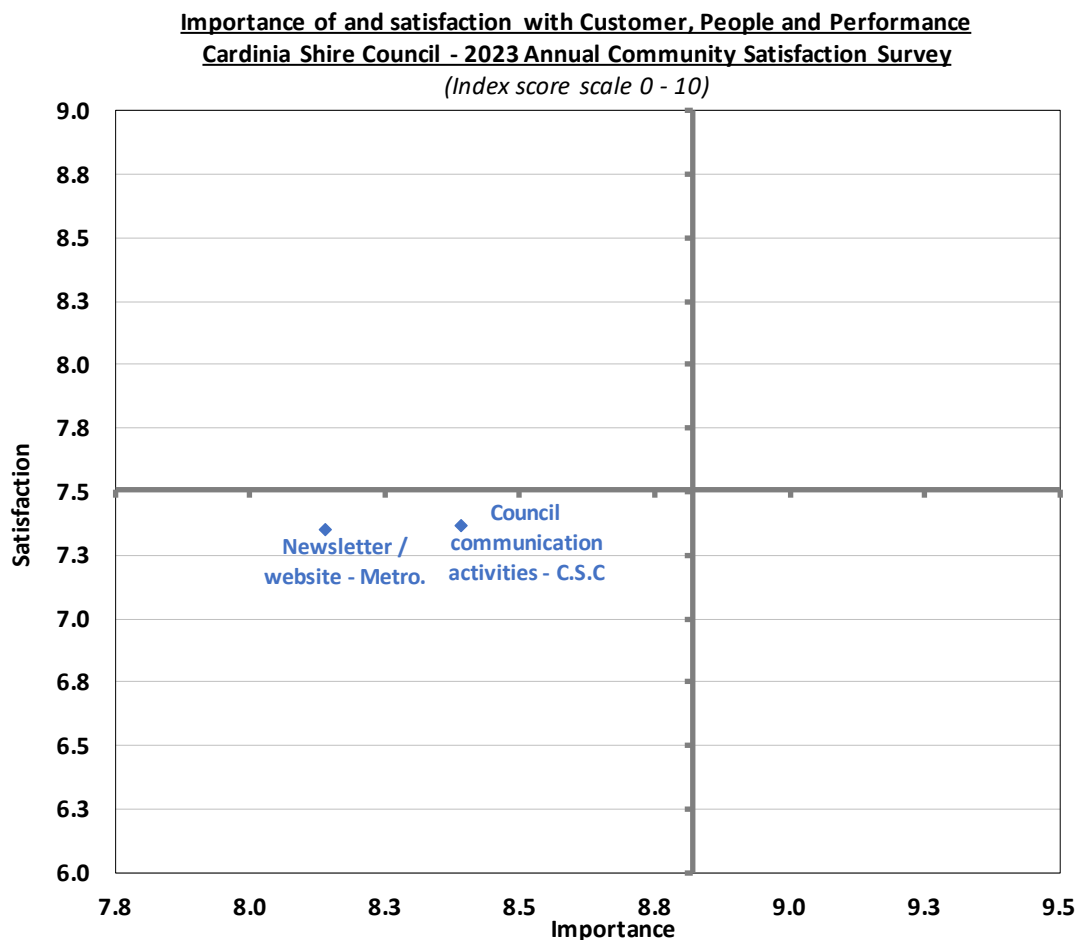
There was just the one service from the Customer, People, and Performance Division included in the survey this year, that being “Council communication activities”.

The following graph provides a crosstabulation of the average importance of and satisfaction with these services. The crosshairs represent the average importance and satisfaction of all 36 services and facilities.

The graph also provides the average satisfaction with a combination of the “local Council printed newsletter” and the “Council website”, as sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

It is noted that the community activities of Council were of a lower-than-average importance and received a marginally lower than average satisfaction score.

This is consistent with the metropolitan Melbourne average, as is clear from the graph.



Council communication activities

Council’s communication activities were the 34th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10, and one of eight that was measurably less important than the average of all 36 services and facilities (8.8).

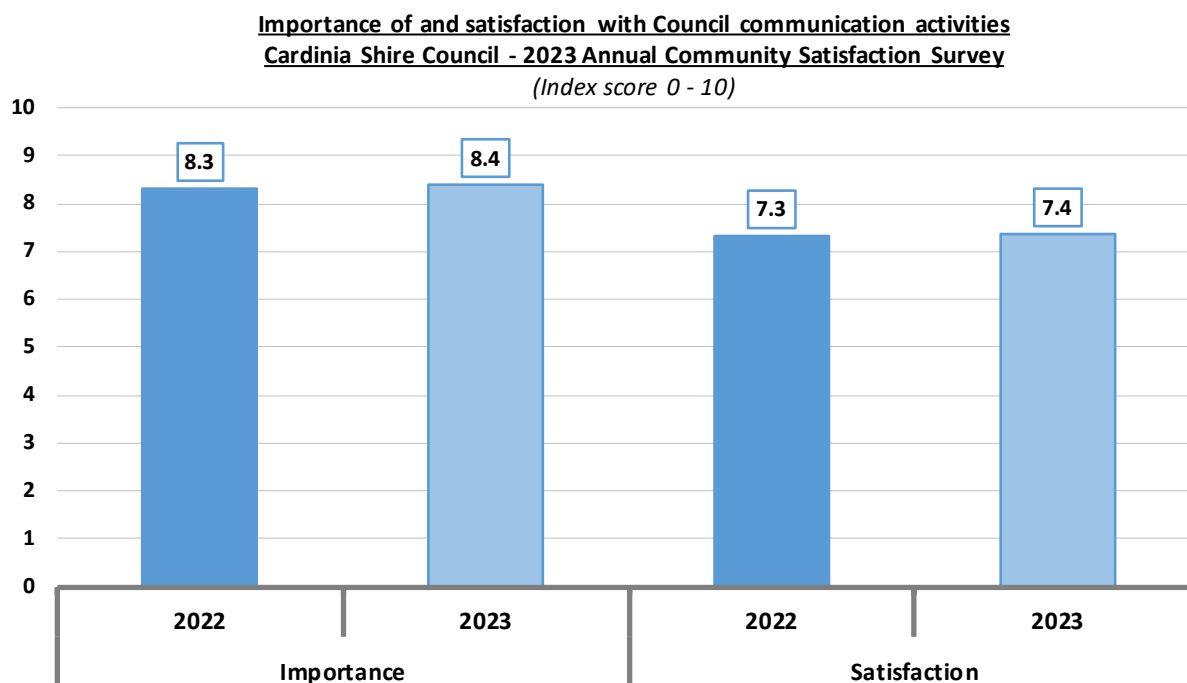
Satisfaction with these services was 7.4 out of 10, up one percent on last year, which remains a “good” level of satisfaction.

This ranks Council’s communication activities 21st in terms of satisfaction this year.

This result was comprised of 54% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 779 of the 900 respondents who provided a satisfaction score.

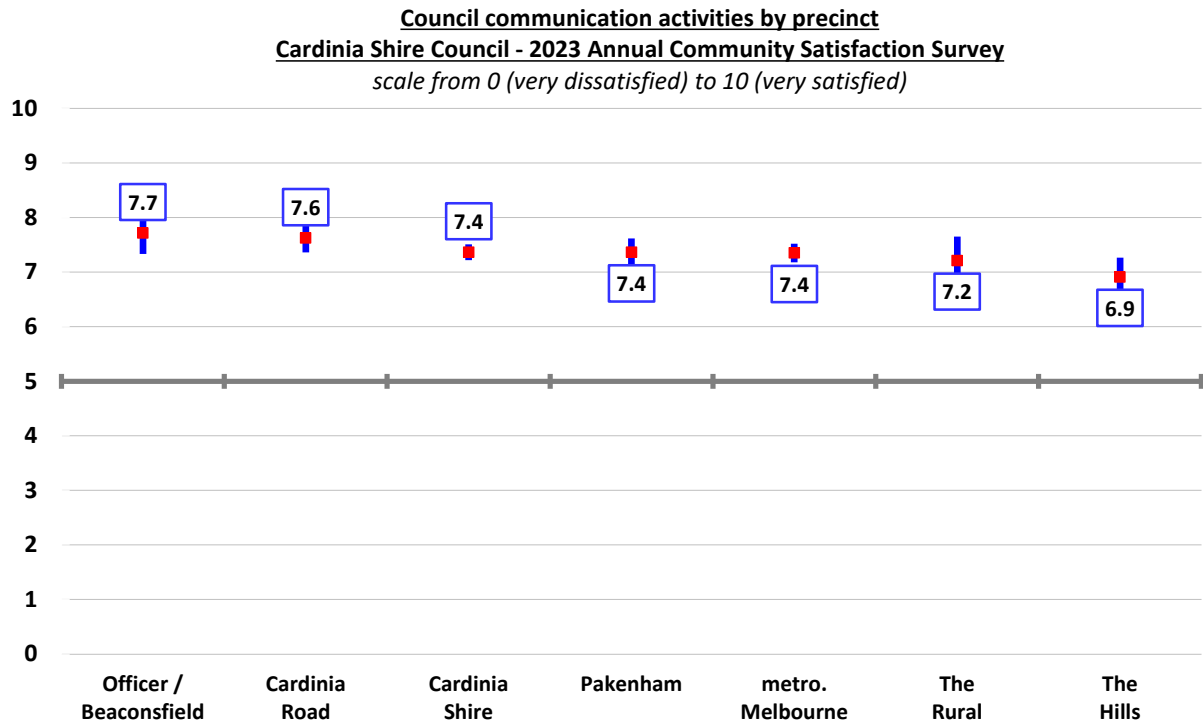
There was some variation in this result observed by respondent profile, with adults (aged 35 to 44 years) somewhat less satisfied than average, female respondents were somewhat more satisfied than males, and respondents from multilingual households were marginally more satisfied than respondents from English speaking households.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with “Council’s regular printed newsletter” and “Council’s website” of 7.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



As outlined in the following graph, there was no statistically significant variation in satisfaction with these services observed across the municipality, although respondents from the Hills precinct were notably and the Rural precinct somewhat less satisfied than average, and at “good” rather than “very good” levels of satisfaction.





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 following graph provides a crosstabulation of the average importance of and satisfaction with these services. The crosshairs represent the average importance and satisfaction of all 36 services and facilities.

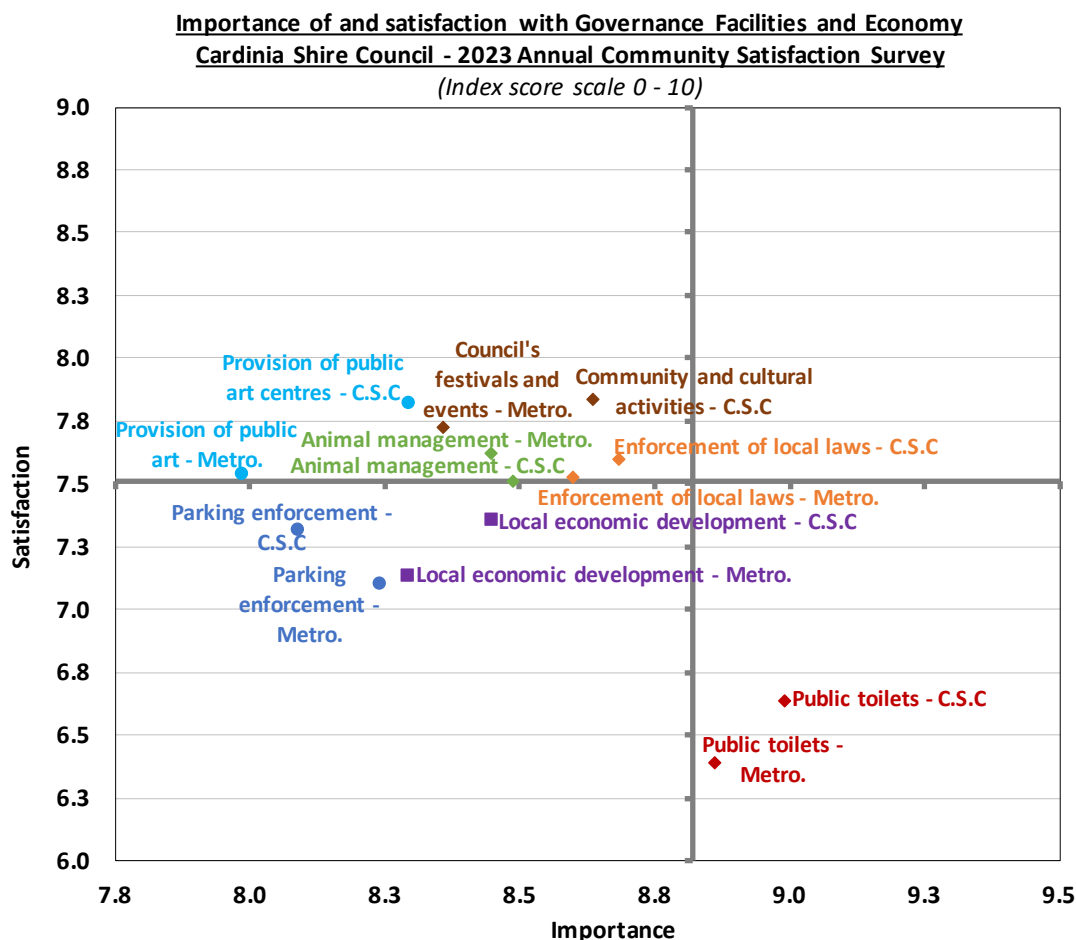
The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

With the exception of public toilets, the six other services and facilities were all of somewhat lower-than-average importance.

Most received an average, or slightly higher-than-average satisfaction score.

Public toilets were the service of most concern, with a notably higher than average-importance, and measurably lower than average satisfaction score.





Animal management

Animal management was the 31st most important of the 36 included services and facilities, with an average importance of 8.5 out of 10, and one of eight that was measurably less important than the average of all 36 services and facilities (8.8).

Satisfaction with these services was 7.5 out of 10, down three percent on last year, although it remains a “very good” level of satisfaction.

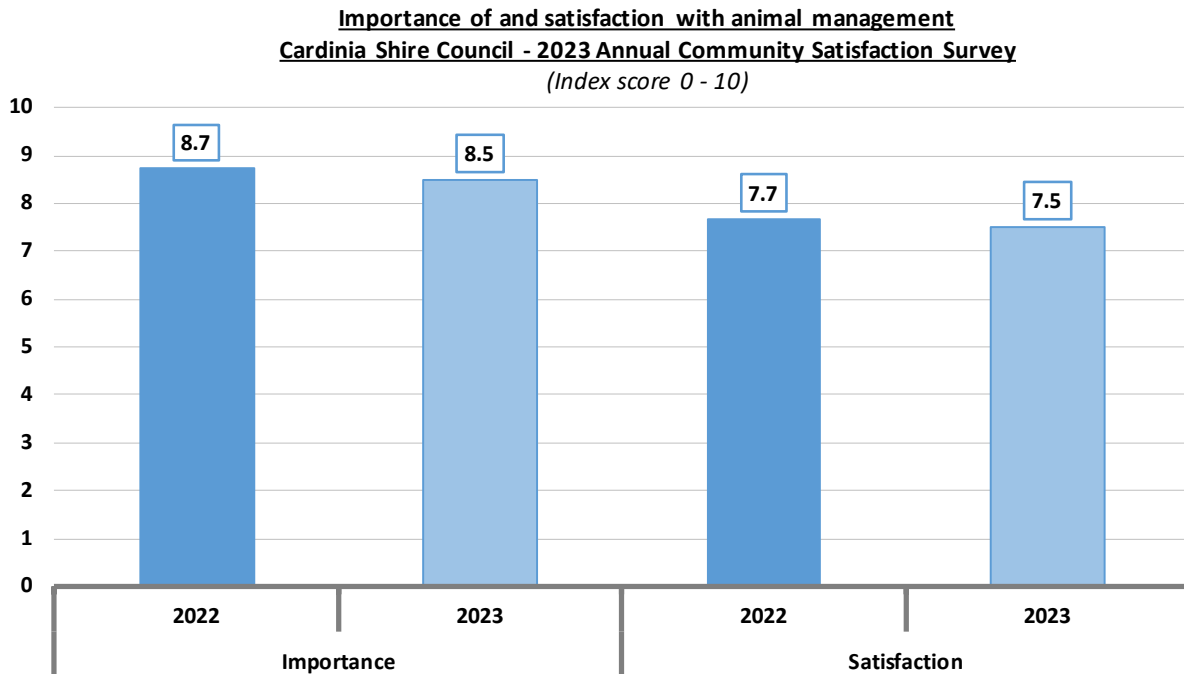
This ranks animal management 16th in terms of satisfaction this year.

This result was comprised of 56% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 759 of the 900 respondents who provided a satisfaction score.

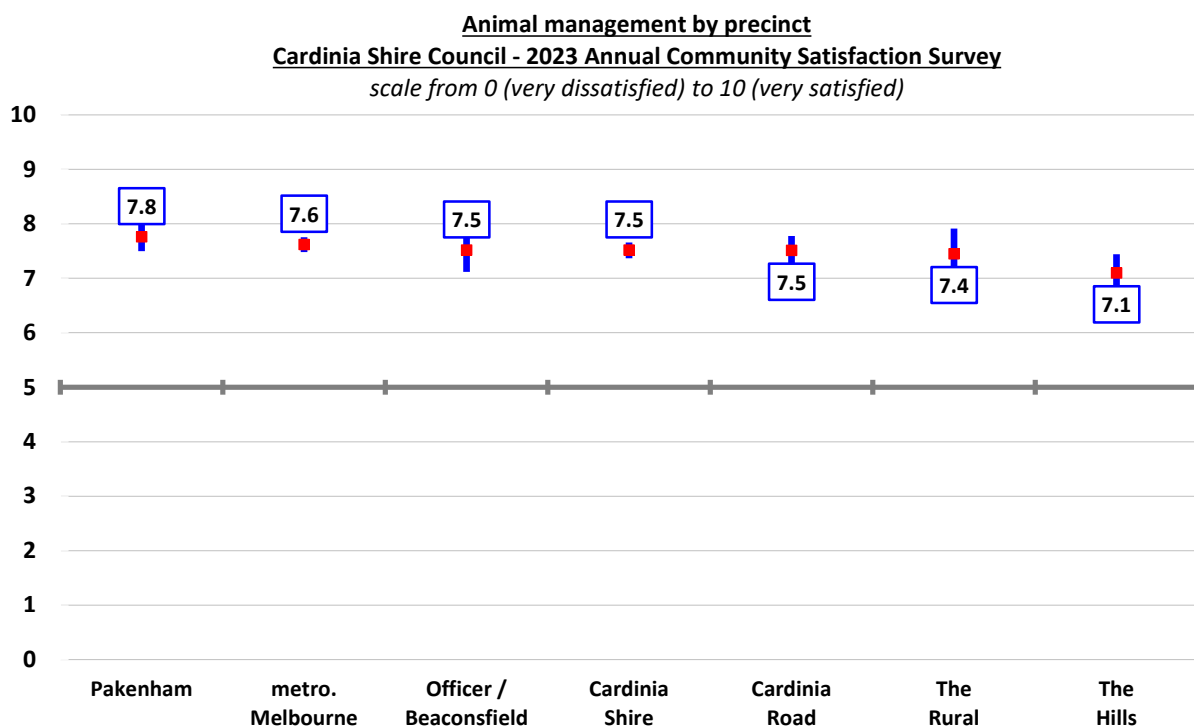
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied, adults and younger middle-aged adults (aged 35 to 54 years) somewhat less satisfied than average, male respondents somewhat more satisfied than females, and respondents from multilingual households marginally more satisfied than respondents from English speaking households.



By way of comparison, this result was marginally lower than the metropolitan Melbourne satisfaction with “public toilets” of 7.6, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was statistically significant variation in this result across the Shire, with respondents from the Hills precinct measurably less satisfied than average and at a “good” rather than a “very good” level of satisfaction.



The following table outlines the comments received from respondents dissatisfied with animal management.

Reasons for dissatisfaction with animal management
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Dead kangaroos and wombats lying on the sides of the roads and on roads for several days | 1 |
| More dog parks needed | 1 |
| Need dog parks and leash free zones | 1 |
| Never locked up, never registered and poops | 1 |
| People should put their cats in | 1 |
| Sometimes the dog are unleashed and bark a lot | 1 |
| Stray animals at night | 1 |
| The Council lays baits for foxes in the forest, but when we took our dog for a walk he ended up ea | 1 |
| There are dead animals on roads that need to be cleared up | 1 |
| Total | 9 |

Parking enforcement

Parking enforcement was the least important of the 36 included services and facilities, with an average importance of 8.1 out of 10, and one of eight that was measurably less important than the average of all 36 services and facilities (8.8).

Satisfaction with parking enforcement was up one percent this year to 7.3, which is a “very good”, up from a “good” level of satisfaction.

This ranks parking enforcement 23rd in terms of satisfaction this year.

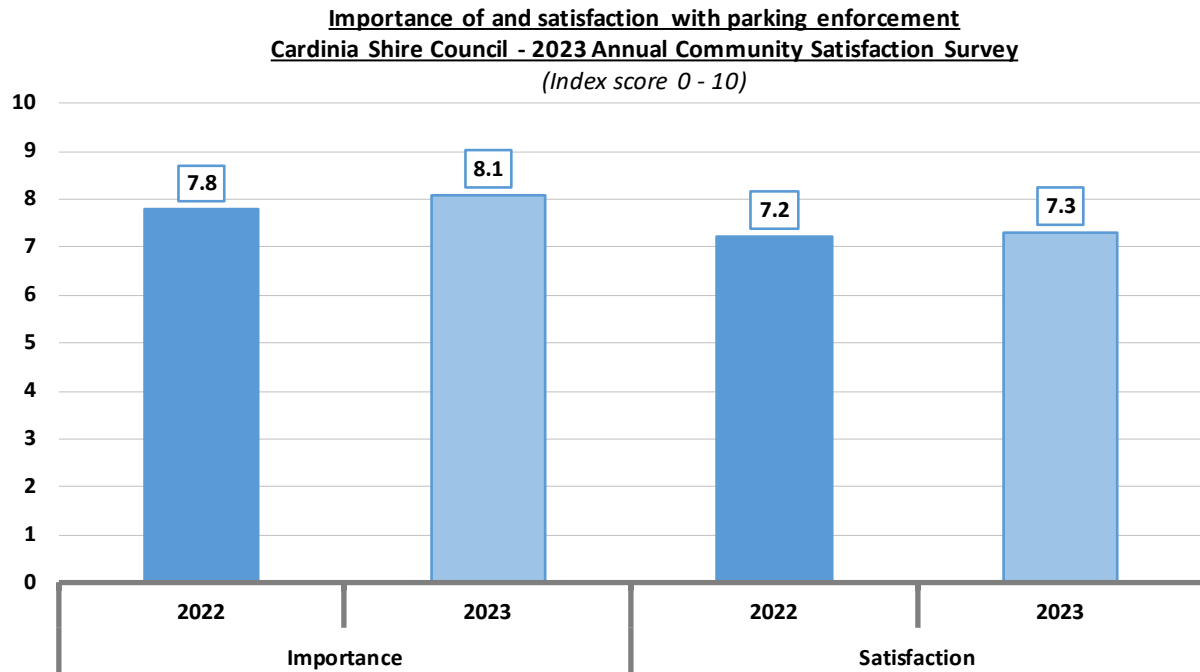
Metropolis draws attention to the difference between the importance ranking for parking enforcement of 36th compared to the satisfaction ranking of 23rd does highlight the importance of the issues around car parking in the Shire. It is noted, however, that just three percent of respondents nominated car parking as one of the top [issues to address](#) for the Cardinia community ‘at the moment’.

This result was comprised of 53% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 788 of the 900 respondents who provided a satisfaction score.

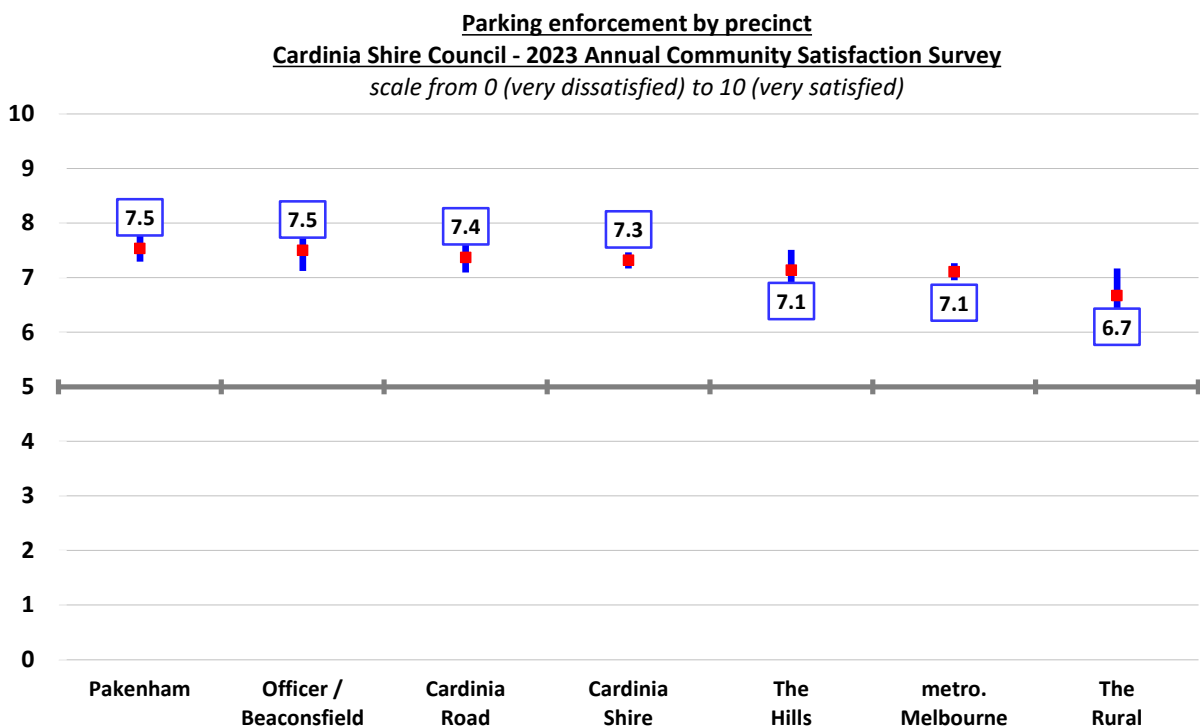
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied than average, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.



By way of comparison, this result was somewhat higher than the metropolitan Melbourne satisfaction with “parking enforcement” of 7.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was statistically significant variation in this result across the Shire, with respondents from the Hills precinct measurably, and respondents from the Rural precinct somewhat less satisfied than average, and both at “good” rather than “very good” levels of satisfaction.



The following table outlines the comments received from respondents dissatisfied with parking enforcement.

Reasons for dissatisfaction with parking enforcement
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|--|----------|
| Illegal parking by non inhabitants of the area | 1 |
| Too little at Emerald Shopping Centre | 1 |
| Total | 2 |

Enforcement of local laws

The enforcement of local laws was 25th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with the enforcement of local laws improved somewhat this year, up two percent this year to 7.6, which is a “very good”, up from a “good” level of satisfaction.

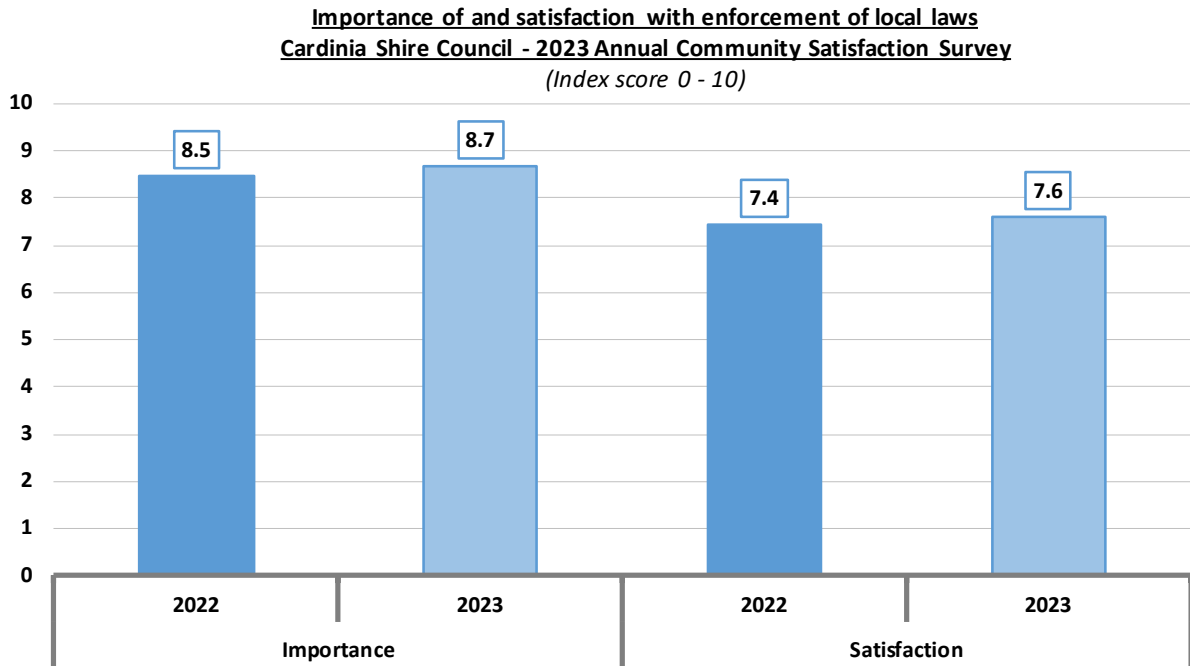
This ranks the enforcement of local laws 13th in terms of satisfaction this year.

This result was comprised of 53% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 721 of the 900 respondents who provided a score.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied, adults and older adults and senior citizens (aged 65 years and over) somewhat less satisfied than average, male respondents somewhat more satisfied than females, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

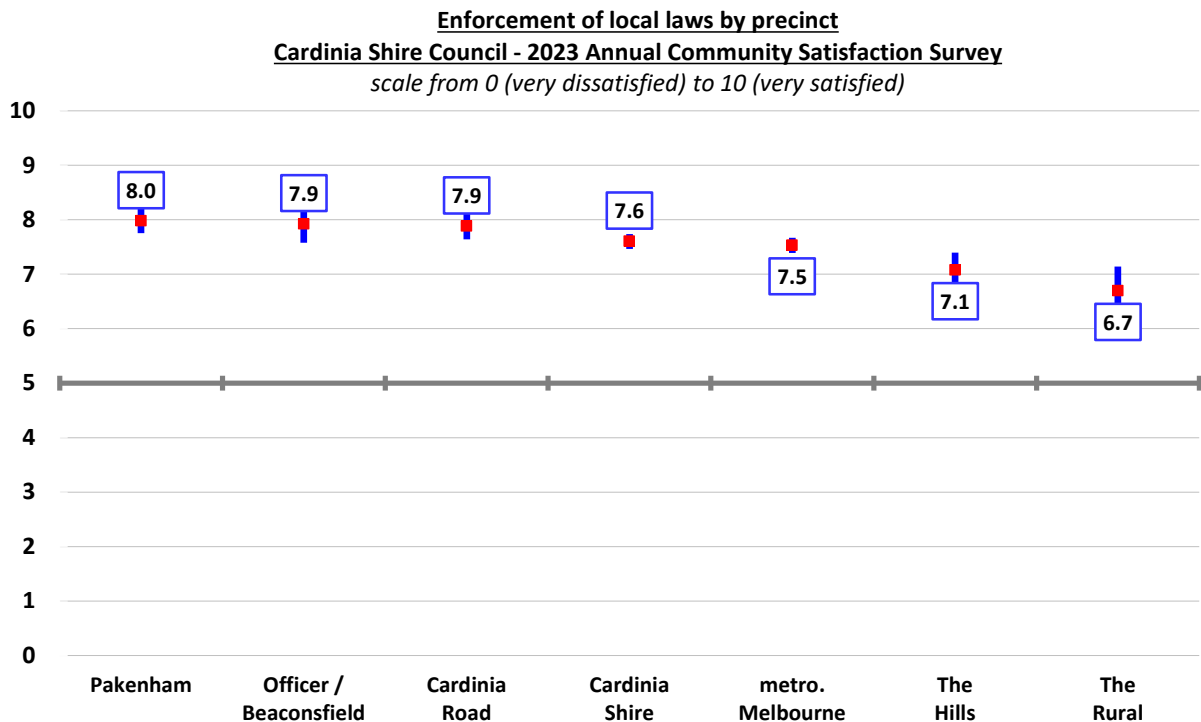
By way of comparison, this result was marginally higher than the metropolitan Melbourne satisfaction with “enforcement of local laws” of 7.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





There was measurable and significant variation in satisfaction with the enforcement of local laws across the Shire.

Respondents from Pakenham were measurably and respondents from Officer / Beaconsfield and Cardinia Road somewhat more satisfied than average and at “excellent” levels of satisfaction, whilst respondents from the Hills the Rural precincts were measurably less satisfied than average and both at “good” rather than “very good” levels.



The following table outlines the comments received from respondents dissatisfied with the enforcement of local laws.

Reasons for dissatisfaction with enforcement of local laws
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|--|----------|
| Junkies around stations and generally at night | 1 |
| There is not much happening for that | 1 |
| They don't care about local laws | 1 |
| Youths roaming around during day and night. Loud noises of yelling and fights heard at night | 1 |
| Total | 4 |

Council's activity promoting local economic development

Council's activities promoting local economic development were the 32nd most important of the 36 included services and facilities, with an average importance of 8.4 out of 10, and one of eight that were measurably less important than the average of all 36 (8.8).

Satisfaction with these services improved measurably this year, up five percent this year to 7.7, which is a "very good", up from a "good" level of satisfaction.

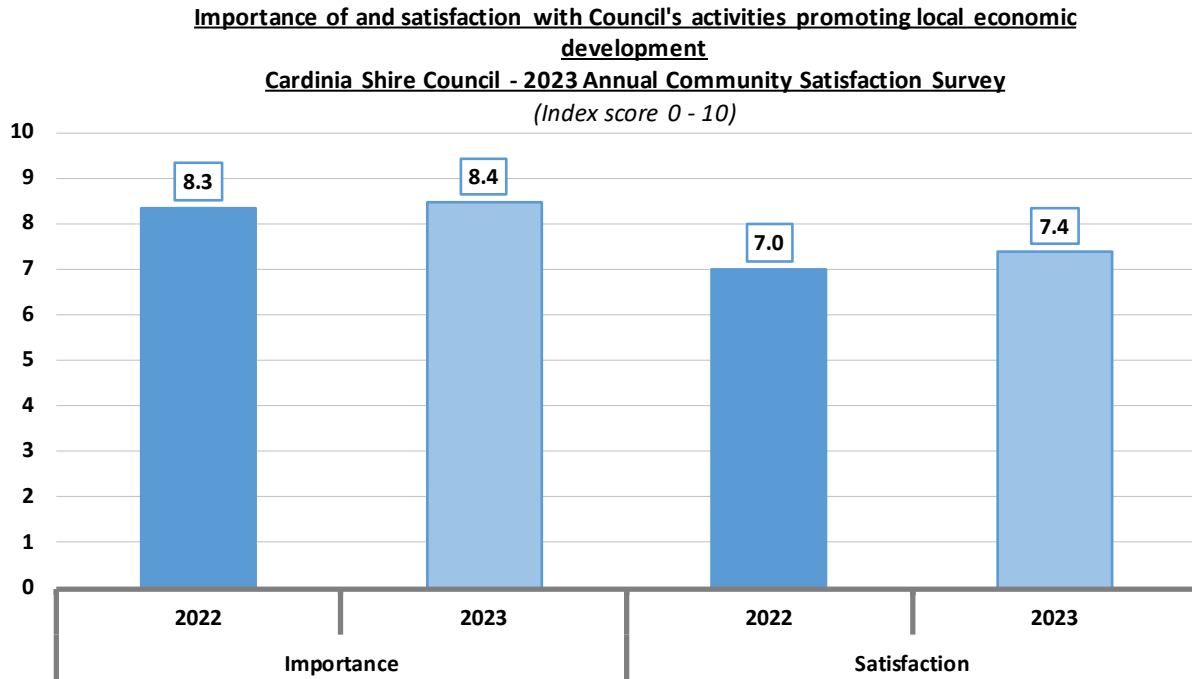
This ranks these services 22nd in terms of satisfaction this year.

This result was comprised of 59% "very satisfied" and six percent "dissatisfied" respondents, based on a total sample of 784 of the 900 respondents who provided a satisfaction score.

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

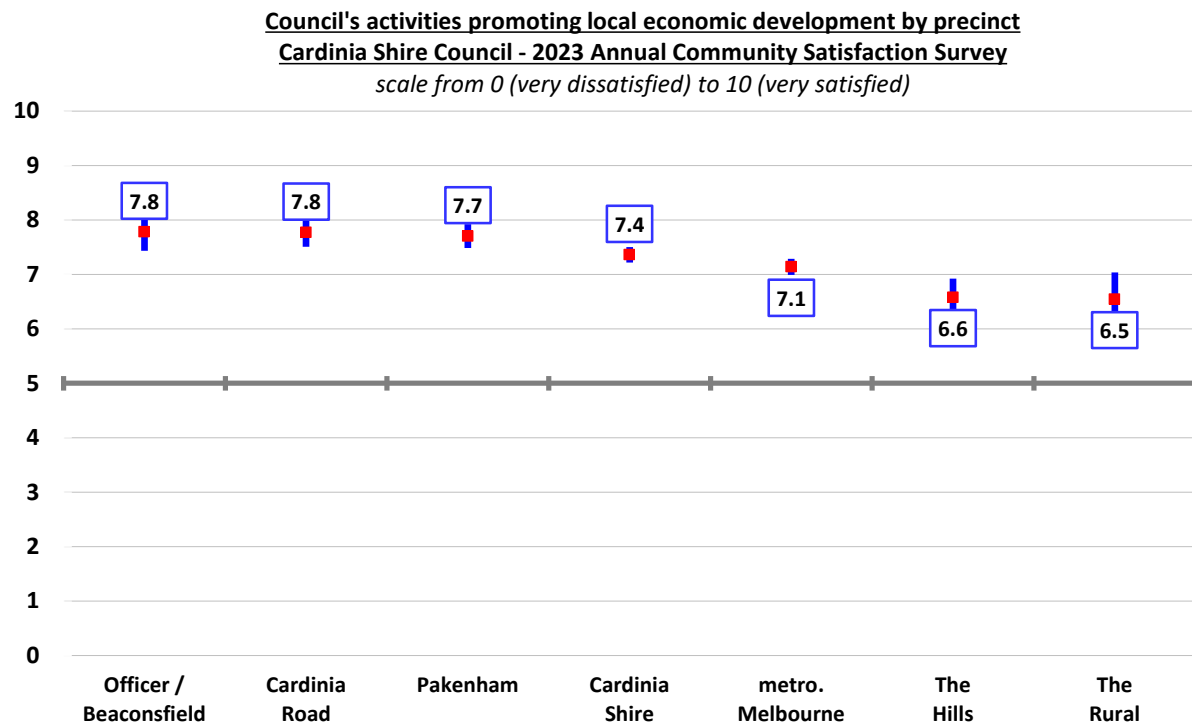
By way of comparison, this result was notably higher than the metropolitan Melbourne satisfaction with "Council activities promoting local economic development" of 7.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





There was measurable and significant variation in satisfaction with Council activities promoting local economic development across the Shire.

Respondents from Cardinia Road and Pakenham were measurably and respondents from Officer / Beaconsfield notably more satisfied than average and at “excellent” and “very good” levels of satisfaction, whilst respondents from the Hills the Rural precincts were measurably less satisfied than average and both at “good” rather than “very good” levels of satisfaction.



Public toilets

Public toilets were the 10th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

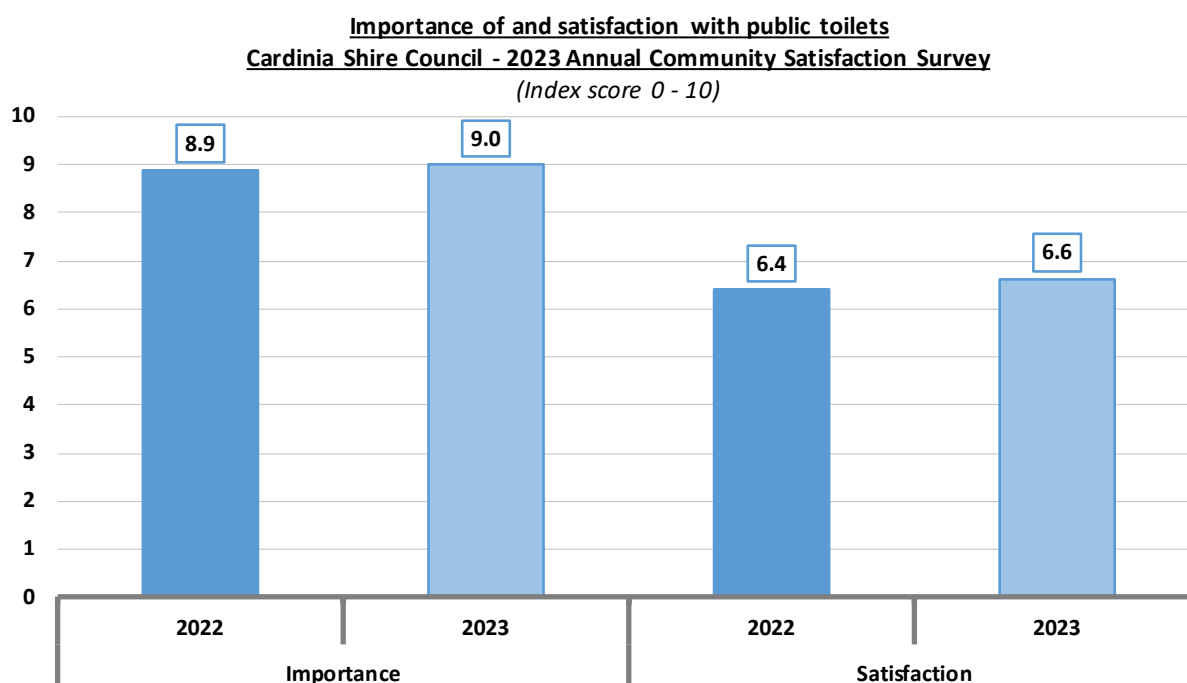
Satisfaction with public toilets improved measurably this year, up four percent this year to 6.6, which is a “good”, up from a “solid” level of satisfaction.

Despite the measurable increase in satisfaction, this result ranks public toilets only 34th in terms of satisfaction this year, and one of eight to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.5).

This result was comprised of 40% “very satisfied” and 17% “dissatisfied” respondents, based on a total sample of 396 of the 397 respondents (44%) from households who had used these facilities in the last 12 months.

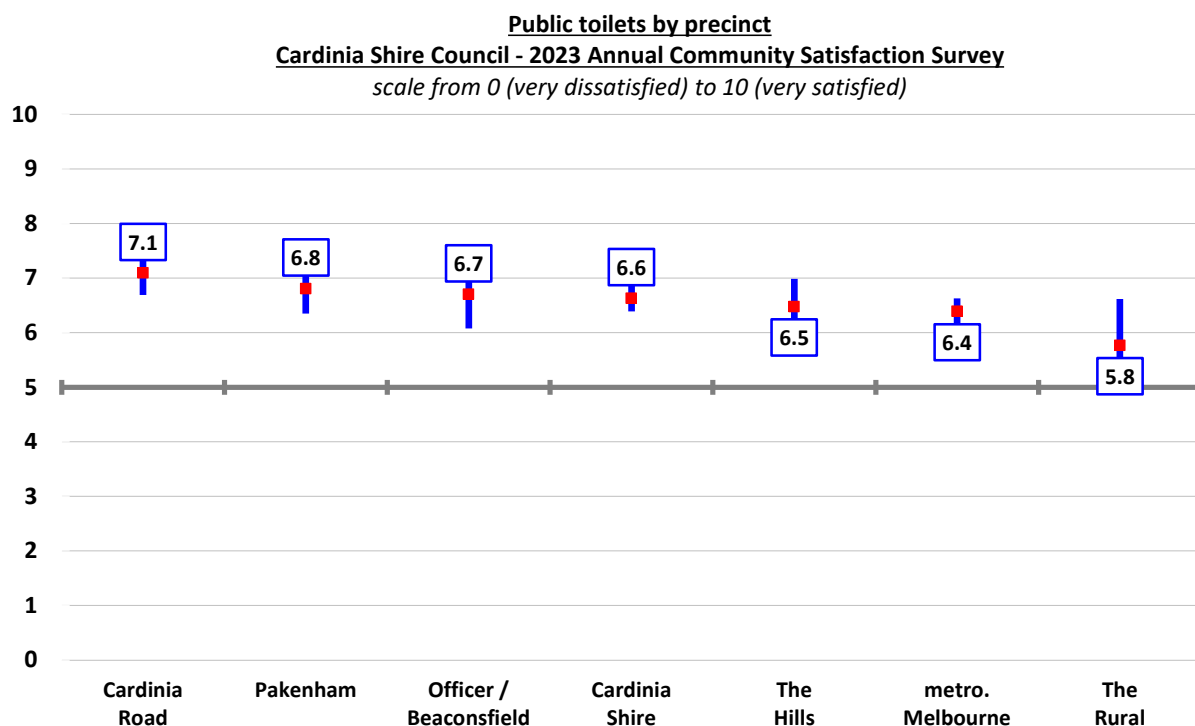
Cognisant of the smaller sample size for these facilities, there was some variation in this result observed by respondent profile, with respondents from multilingual households measurably more satisfied than respondents from English speaking households.

By way of comparison, this result was somewhat higher than the metropolitan Melbourne satisfaction with “public toilets” of 6.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



Whilst there was no statistically significant variation in satisfaction with public toilets observed across the municipality, it is noted that respondents from the Rural precinct were notably less satisfied than average and at a “poor” rather than a “good” level.





The following table outlines the comments received from respondents dissatisfied with public toilets. Whilst a range of issues were raised by respondents, the most common issues related to the cleaning and maintenance of public toilets, with some around the provision of toilets.

Reasons for dissatisfaction with public toilets
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|---|--------|
| Dirty, filthy, terrible, gross, unclean, stinky, unhygienic | 23 |
| There aren't any much public toilets around | 11 |
| More / regular cleaning needed | 5 |
| Unhygienic | 4 |
| Never any toilet paper | 3 |
| Not many in the playground, ovals, parks | 3 |
| Often left unclean and no one cleans | 2 |
| Poorly maintained | 2 |
| There's graffiti all over it | 2 |
| Too far | 2 |
| Dirty near swimming pool in Koo Wee Rup | 1 |
| High St, Bunyip needs regular cleaning, it is near pharmacy with methadone collection and people dirty it, needs more frequent cleaning. Do not remove it | 1 |
| Lang Lang Park ones are terrible | 1 |
| More should be enforced | 1 |
| More upgrades needed | 1 |
| Need regular cleaning and repair | 1 |

| | |
|--|-----------|
| Need self-cleaning toilets | 1 |
| No public toilets in Alma Treloar Reserve | 1 |
| Not enough, no facilities for dump points | 1 |
| Not smart, only in station | 1 |
| Public areas are not properly contracted with cleaners I guess | 1 |
| Public toilet near Pakenham railway station | 1 |
| Public toilets in shopping centres are cleaner | 1 |
| Public toilets in train station and Easton reserve should be maintained clean | 1 |
| Station toilet is always dirty | 1 |
| The toilets on Gembrook Park are terrible | 1 |
| There should be more toilets in public areas | 1 |
| They are not open enough | 1 |
| They are sometimes closed and sometimes open which is not good | 1 |
| They need to be cleaned more often the ones in Drouin were smelly when I used them | 1 |
| They're in poor condition | 1 |
| We need more of them in the Bunyip area across the train station | 1 |
| Total | 79 |

Provision of public art centres

Public toilets were the second least important of the 36 included services and facilities, with an average importance of 8.3 out of 10, and one of eight that were measurably less important than the average of all 36.

Satisfaction with the provision of public art centres declined somewhat this year, down three percent this year to 7.8, which remains an “excellent” level of satisfaction.

This result ranks the provision of public art centres 11th in terms of satisfaction this year.

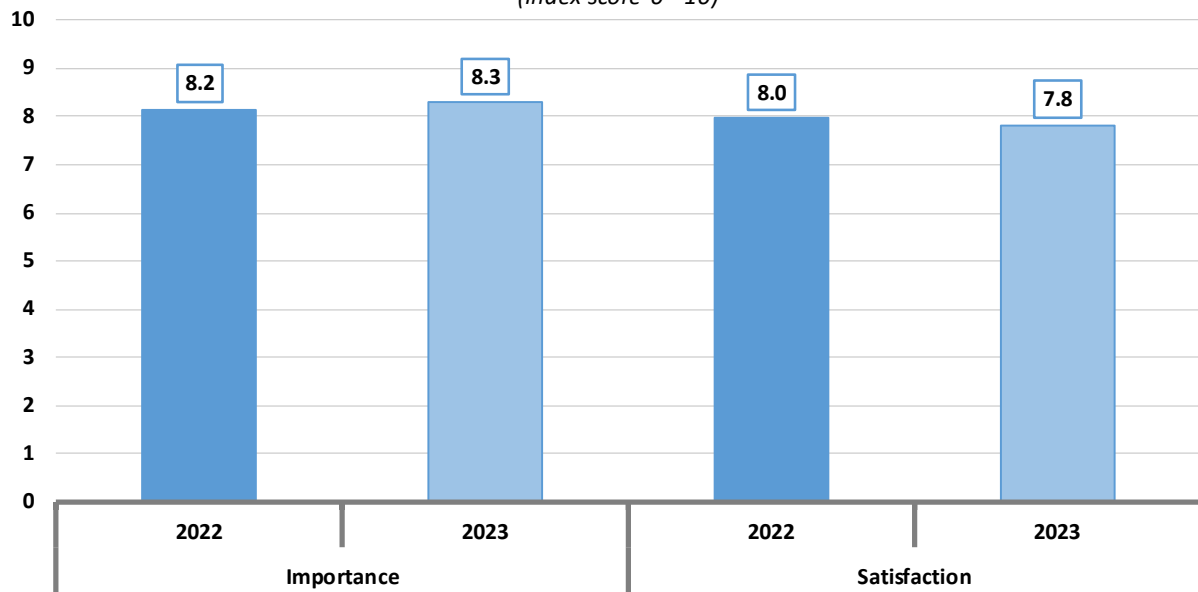
This result was comprised of 66% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 147 of the 149 respondents (17%) from households who had used these facilities in the last 12 months.

Cognisant of the small sample size for these facilities, there was no measurable or notable variation in satisfaction with the provision of public art centres observed by respondent profile (age structure, gender, and language spoken at home).

By way of comparison, this result was notably higher than the metropolitan Melbourne satisfaction with “provision of public art” of 7.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

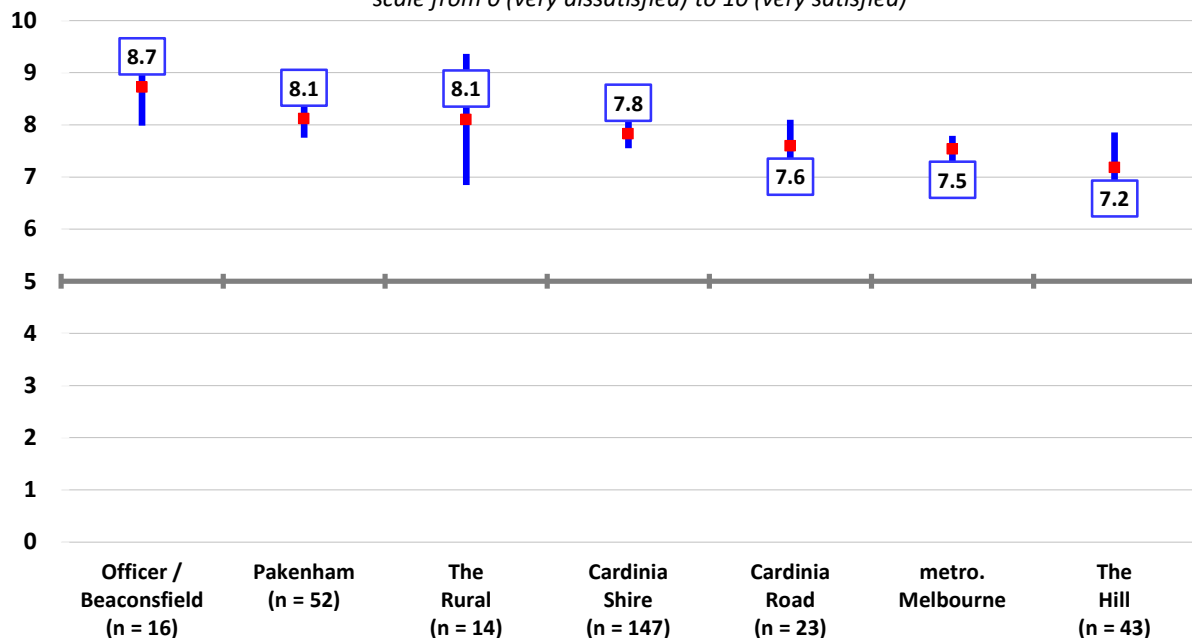


Importance of and satisfaction with provision of public art centres
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with the provision of public art centres observed across the municipality, it is noted that 16 respondents from Office / Beaconsfield were notably more satisfied than average, whilst 43 respondents from the Hills precinct were notably less satisfied, and at a “good” rather than an “excellent” level.

Provision of public art centres by precinct
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the comments from respondents dissatisfied with the provision of public art centres.



Reasons for dissatisfaction with provision of public art centres
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|---|----------|
| Don't see lot of it. Want to see more | 1 |
| Government should focus on welfare and if required, financial support for people than putting u | 1 |
| Less important than seniors disability services | 1 |
| They're not very good | 1 |
| Total | 4 |

Community and cultural activities

Community and cultural activities were the 33rd most important of the 36 included services and facilities, with an average importance of 8.6 out of 10, and one of eight that were measurably less important than the average of all 36.

Satisfaction with community and cultural activities remained stable this year at 7.8, which remains an “excellent” level of satisfaction.

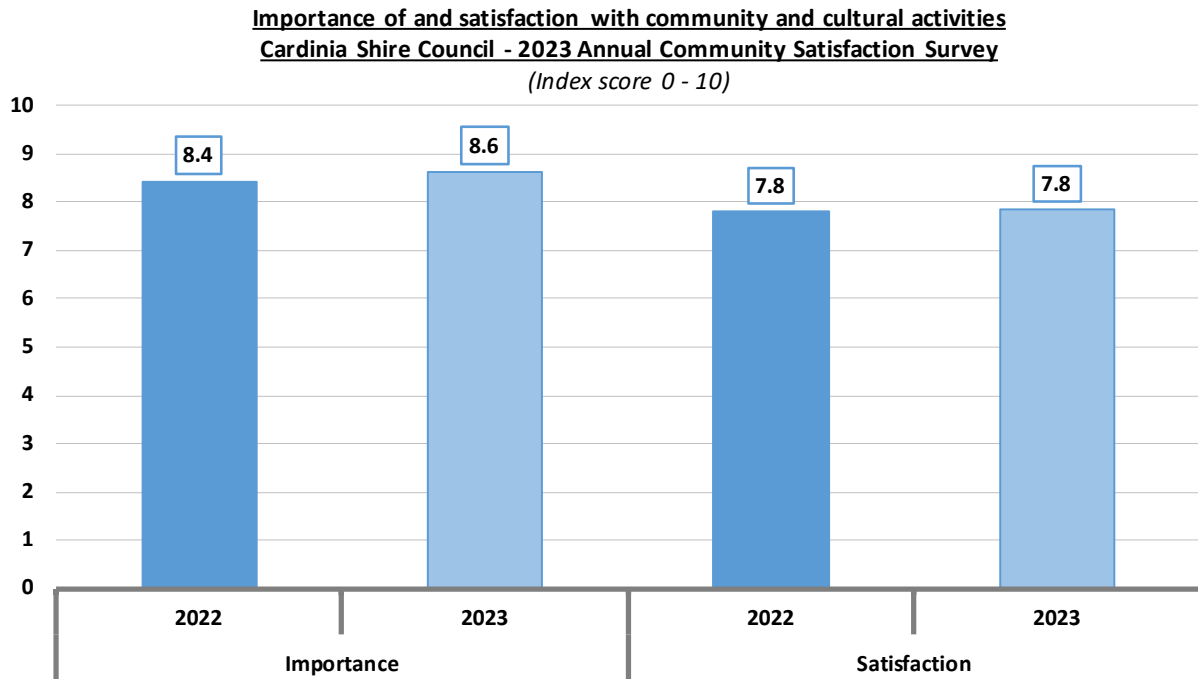
This result ranks the provision of public art centres 10th in terms of satisfaction this year.

This result was comprised of 62% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 253 of the 257 respondents (29%) from households who had used these facilities in the last 12 months.

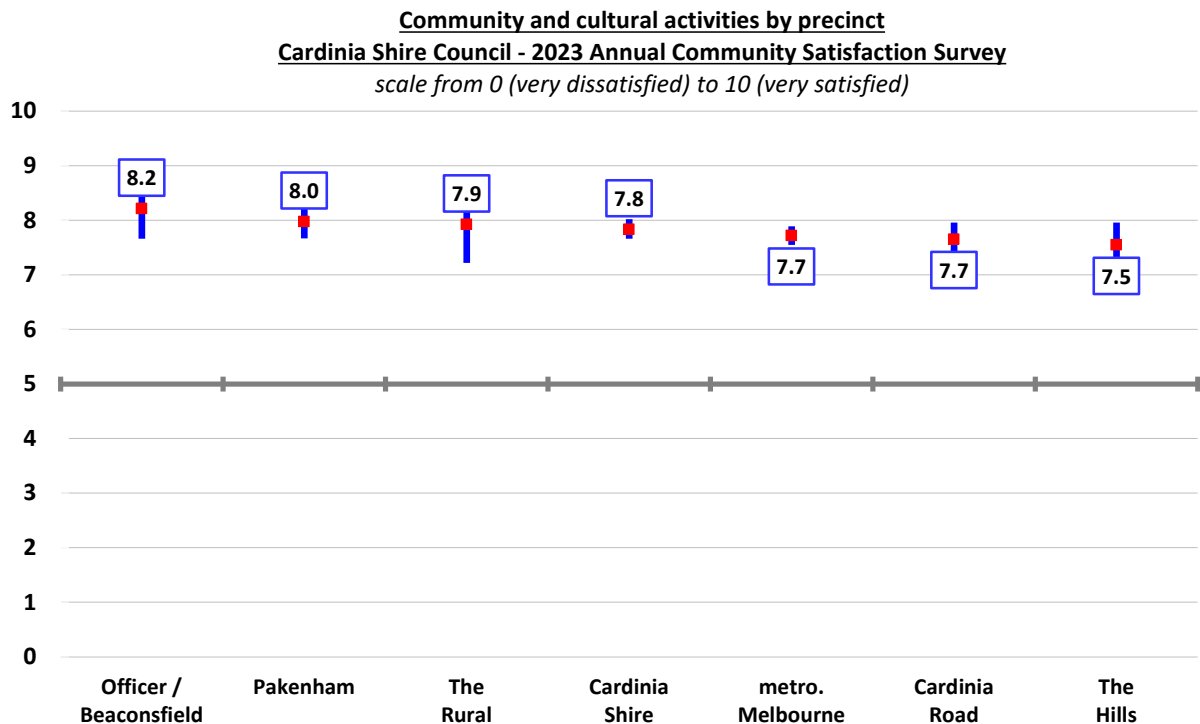
Cognisant of the small sample size for these facilities, there was no measurable or meaningful variation in satisfaction with community and cultural activities observed by respondent profile (including age structure, gender, and language spoken at home).

By way of comparison, this result was marginally higher than the metropolitan Melbourne satisfaction with “Council’s festivals and events” of 7.7, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





Whilst there was no measurable variation in satisfaction with community and cultural activities observed across the municipality, it is noted that respondents from Cardinia Road and the Hills precinct rated satisfaction at “very good” rather than “excellent” levels of satisfaction.



The following table outlines the comments received from respondents dissatisfied with community and cultural activities.



Reasons for dissatisfaction with community and cultural activities
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Not very important. That money should spend for financial support for people | 1 |
| There are no multicultural activities | 1 |
| There is a lot of diversity. They don't embrace it | 1 |
| They did not collaborate with the local bodies | 1 |
| They don't tell us about it at all | 1 |
| They need more of them. More community activities needed like community firework | 1 |
| They're not doing enough | 1 |
| We don't hear any of them and would like to | 1 |
| Total | 8 |

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).

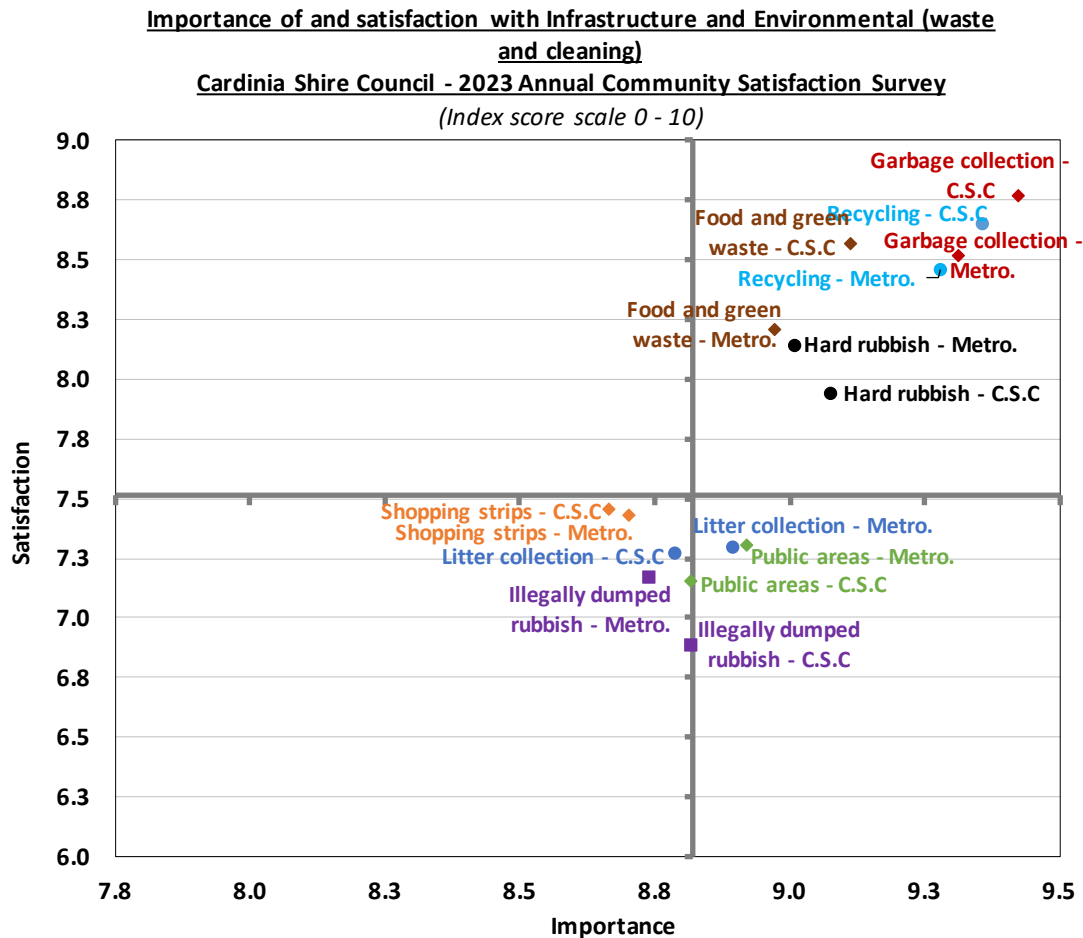
The following graph provides a crosstabulation of the average importance of and satisfaction with these services. The crosshairs represent the average importance and satisfaction of all 36 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

The eight, waste collection and cleaning services and facilities, break cleanly into two groups, the four kerbside collection services which were of all higher-than-average importance and received higher-than-average satisfaction scores.

The second group was the cleaning services, all of which were of approximately average importance, and all of which received marginally to somewhat lower-than-average satisfaction scores.





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 8.8 out of 10.

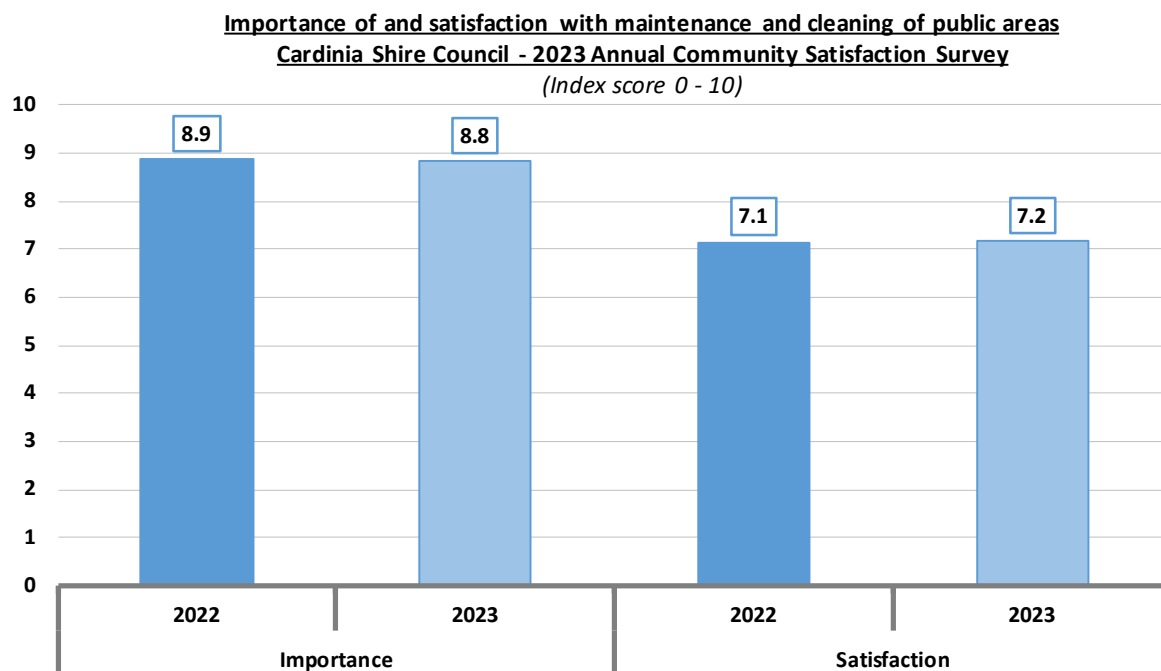
Satisfaction with the maintenance and cleaning of public areas increased marginally this year, up one percent to 7.2, which remains a “good” level of satisfaction.

This result ranks the maintenance and cleaning of public areas 29th in terms of satisfaction this year, and one of eight services to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.5).

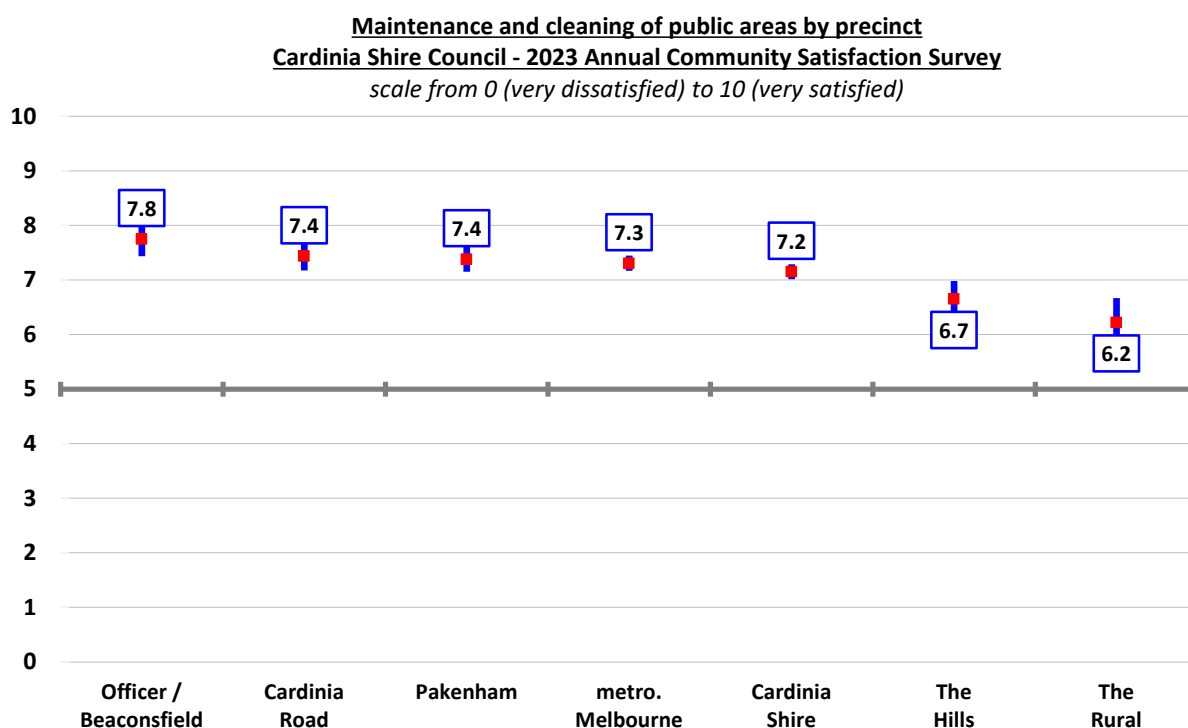
This result was comprised of 50% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 866 of the 900 respondents who provided a satisfaction score.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied and older middle-aged adults (aged 55 to 64 years) somewhat less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

By way of comparison, this result was marginally lower than the metropolitan Melbourne satisfaction with “maintenance and cleaning of public areas” of 7.3, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was measurable and significant variation in satisfaction with the maintenance and cleaning of public areas observed across the Shire. Respondents from Officer / Beaconsfield were measurably more satisfied than average and at an “excellent” level of satisfaction, whilst respondents from the Hills and the Rural precincts were measurably less satisfied than average and at “good” and “solid” levels of satisfaction.



There was just one comment received from respondents dissatisfied with the maintenance and cleaning of public areas, that being that “there is always so much litter lying around”.

Litter collection in public areas

Litter collection in public areas was the 20th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

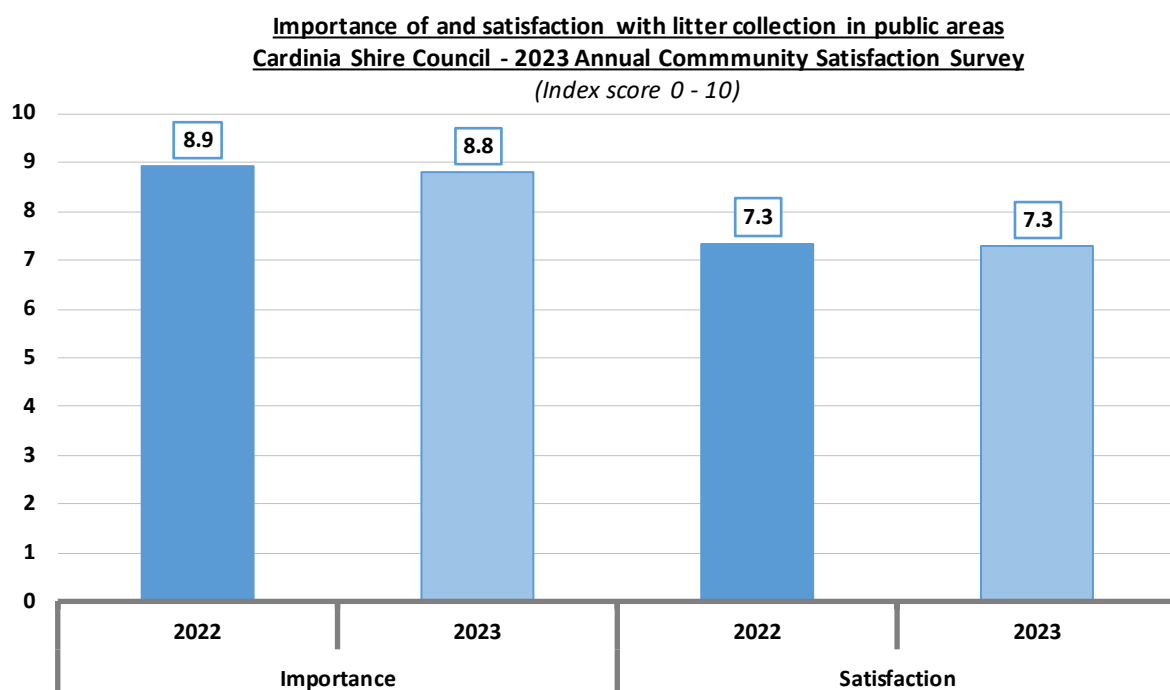
Satisfaction with litter collection in public areas remained stable this year at 7.3, which remains a “very good” level of satisfaction.

This result ranks litter collection in public areas 2nd in terms of satisfaction this year.

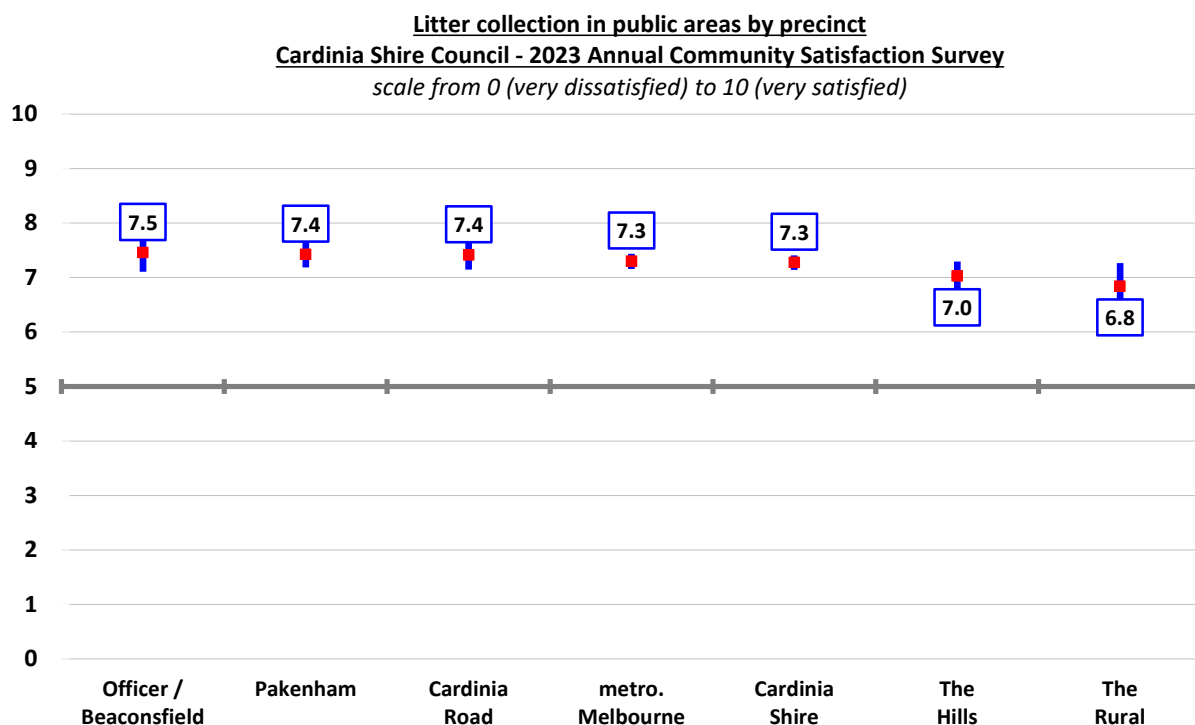
This result was comprised of 53% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 868 of the 900 respondents who provided a satisfaction score.

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

By way of comparison, this result was identical to the metropolitan Melbourne satisfaction with “litter collection in public areas” of 7.3, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



Whilst there was no measurable variation in satisfaction with litter collection in public areas observed across the municipality, it is noted that respondents the Hills and Rural precincts rated satisfaction at “good” rather than “very good” levels of satisfaction.



Maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 27th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with the maintenance and cleaning of strip shopping areas remained stable this year at 7.5, which remains a “very good” level of satisfaction.

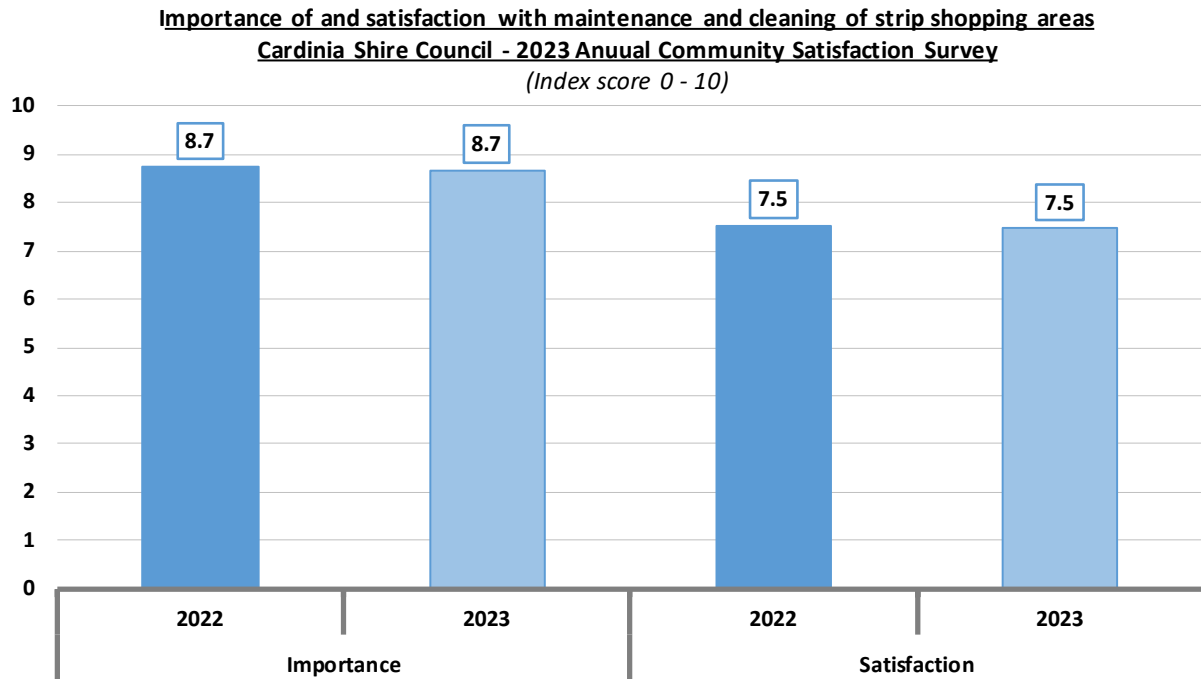
This result ranks these services 18th in terms of satisfaction this year.

This result was comprised of 55% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 855 of the 900 respondents who provided a satisfaction score.

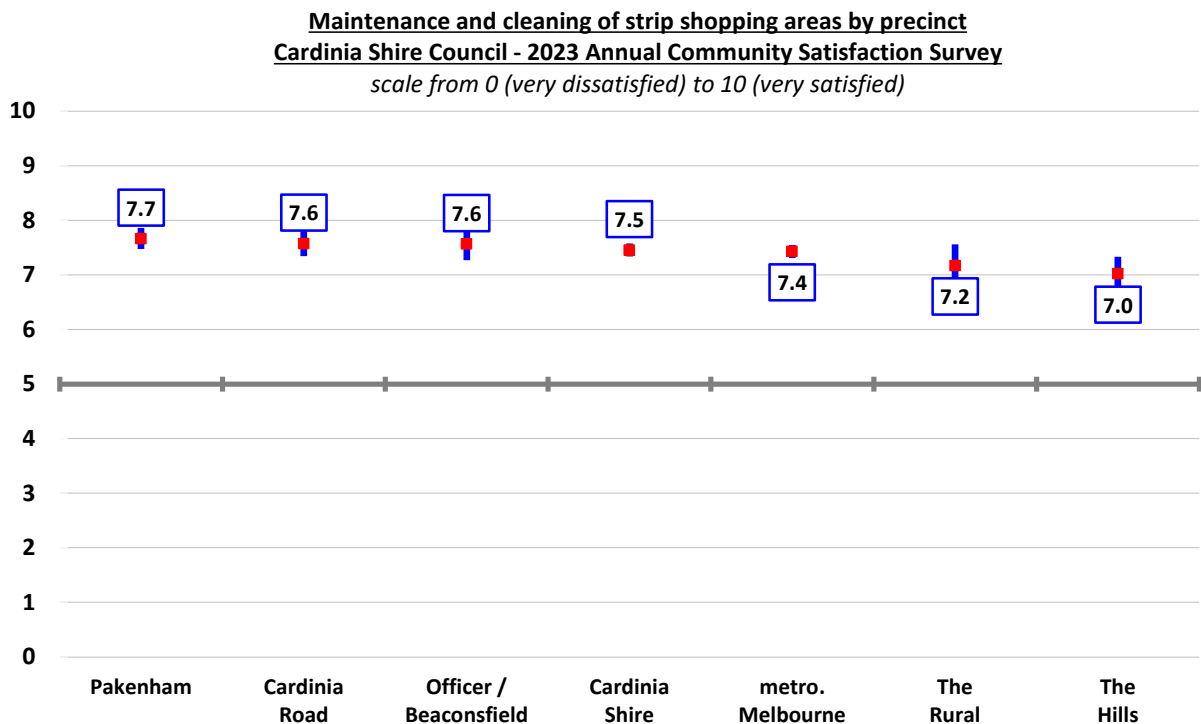
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied and middle-aged adults (aged 45 to 64 years) somewhat less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents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

By way of comparison, this result was marginally higher than the metropolitan Melbourne satisfaction with “maintenance and cleaning of strip shopping areas” of 7.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





There was measurable and significant variation in satisfaction with the maintenance and cleaning of strip shopping areas observed across the Shire. Respondents from Officer / Beaconsfield were measurably more satisfied than average and at an “excellent” level of satisfaction, whilst respondents from the Hills precinct were notably and the Rural precincts measurably less satisfied than average and at “good” and “very good” levels of satisfaction.



Illegally dumped rubbish

Illegally dumped rubbish was the 19th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

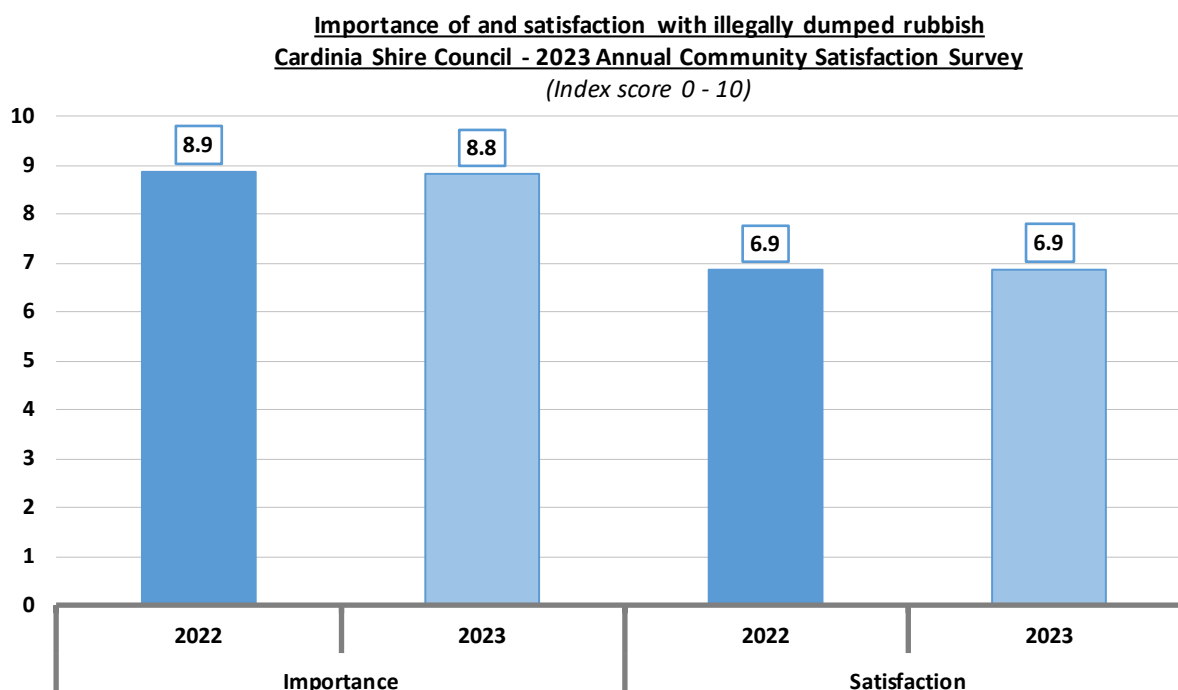
Satisfaction with illegally dumped rubbish remained stable this year at 6.9, which remains a “good” level of satisfaction.

This result ranks Council’s management of illegally dumped rubbish 33rd in terms of satisfaction this year.

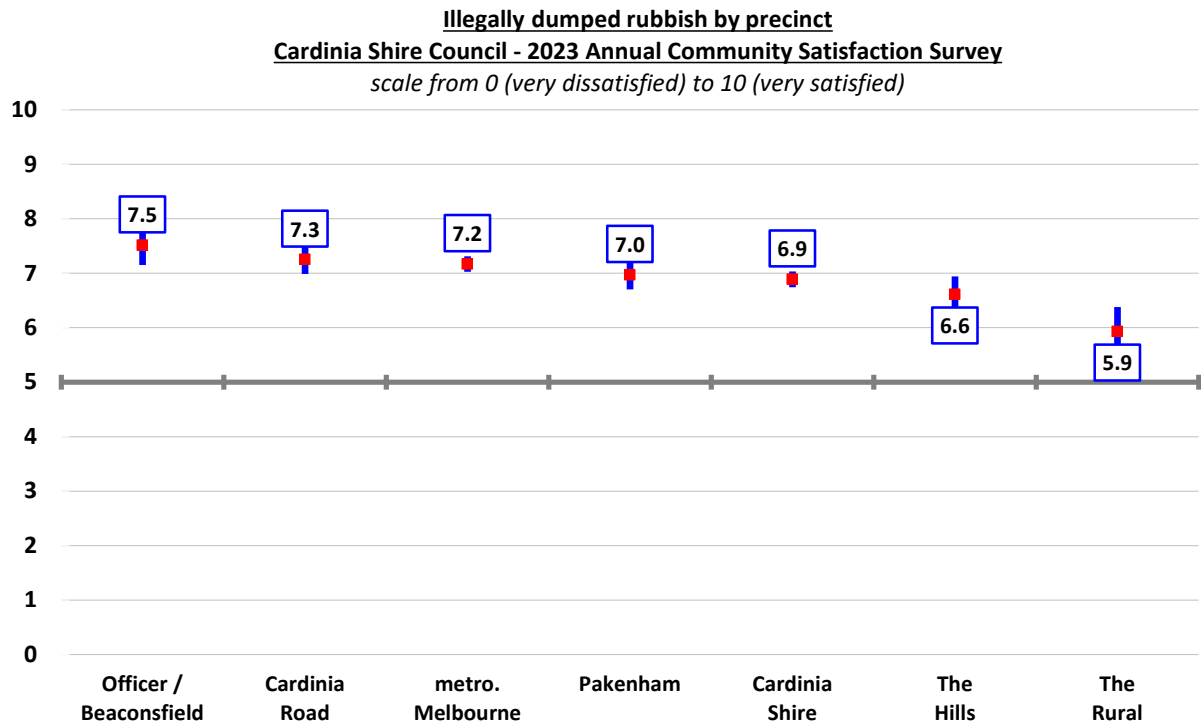
This result was comprised of 46% “very satisfied” and 13% “dissatisfied” respondents, based on a total sample of 851 of the 900 respondents who provided a satisfaction score.

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

By way of comparison, this result was somewhat lower than the metropolitan Melbourne satisfaction with “illegally dumped rubbish” of 7.2, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was measurable and significant variation in satisfaction with illegally dumped rubbish observed across the Shire. Respondents from Officer / Beaconsfield were measurably more satisfied than average and at a “very good” level of satisfaction, whilst respondents from the Rural precinct were measurably less satisfied than average and at a “poor” rather than “good” level of satisfaction.



Waste management

There were four waste management (kerbside collection) services included in the survey again this year, including regular garbage, regular recycling, food and green waste, and hard rubbish collections.

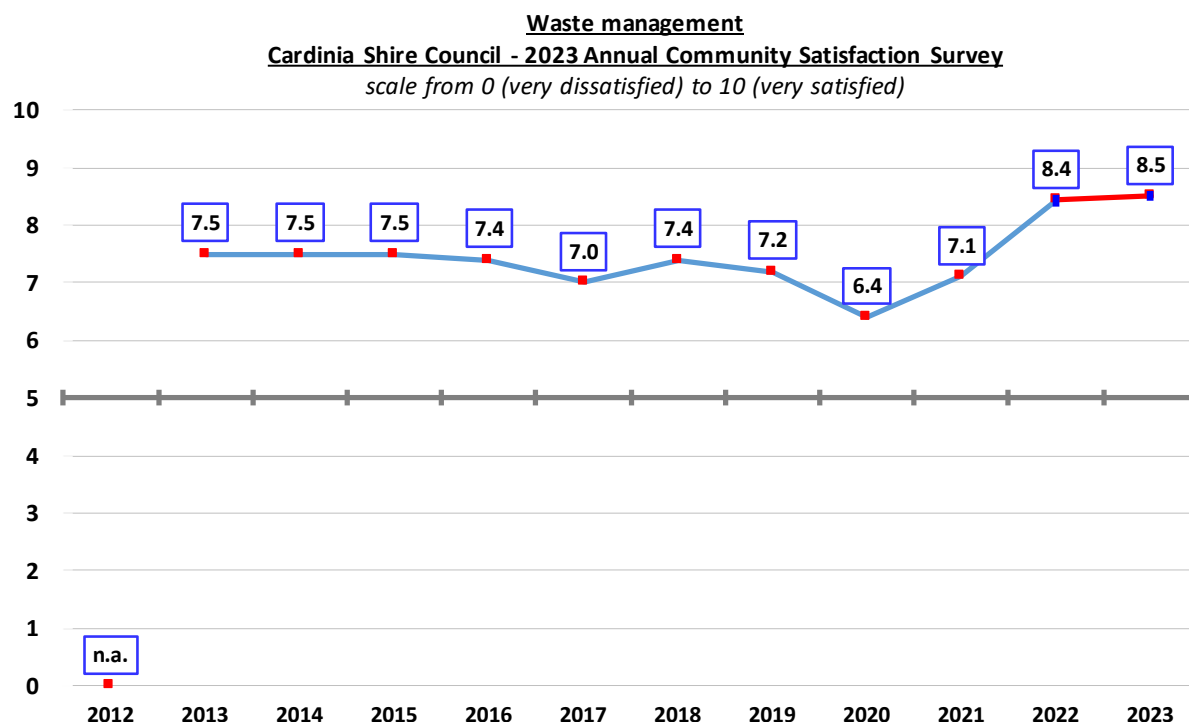
The average satisfaction with these four kerbside collection services was 8.5 out of 10 this year, up marginally (1%) on the 8.4 recorded last year, and which remains an “excellent” level of satisfaction.

The community satisfaction survey used prior to 2022 included a more general service “waste management” which collectively covers each of the individual kerbside collections.

Whilst direct comparison is not entirely like-for-like, given that the average satisfaction with waste management may not be a direct average of the four constituent services, however, comparison over time is still meaningful.

Satisfaction with waste management services has remained at a level measurably higher than the long-term average since 2013 of 7.4.





Regular weekly garbage collection

The regular weekly garbage collection was the most important of the 36 included services and facilities, with an average importance of 9.4 out of 10, and one of nine that was measurably more important than the average of all 36.

Satisfaction with the regular garbage collection increased somewhat this year, up two percent to 8.8, which remains an “excellent” level of satisfaction.

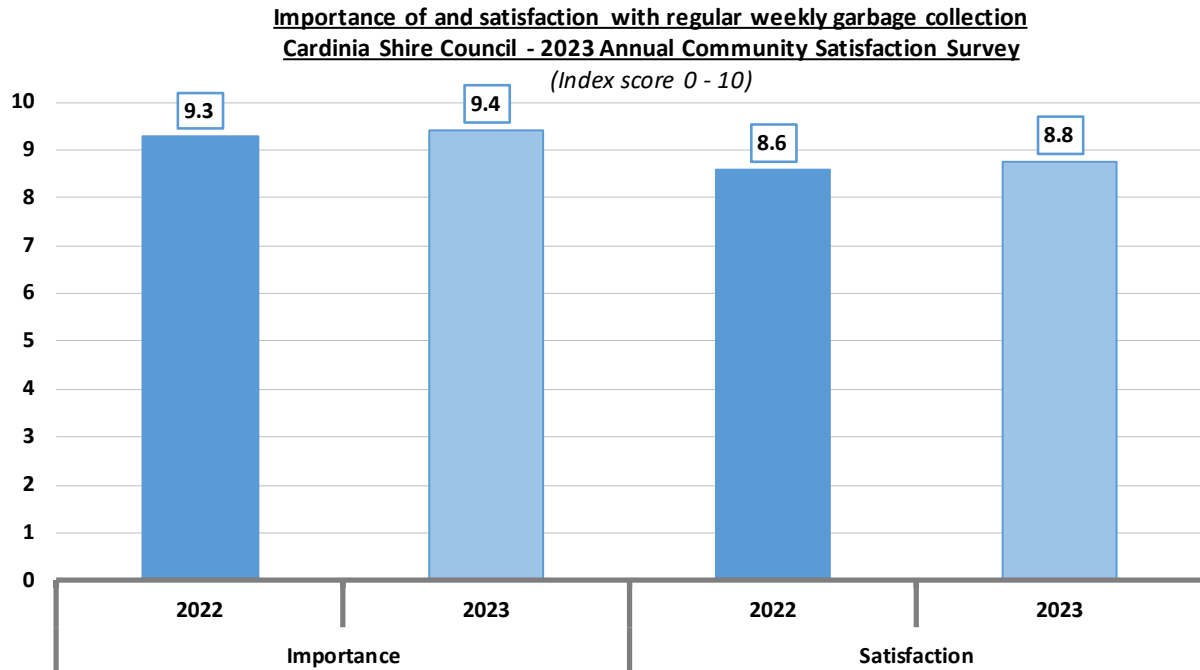
This result ranks the regular garbage collection service 1st in terms of satisfaction this year, and one of nine to record a satisfaction score measurably higher than the average of all 36 services and facilities (7.5).

This result was comprised of 86% “very satisfied” and just two percent “dissatisfied” respondents, based on a total sample of 893 of the 900 respondents who provided a satisfaction score.

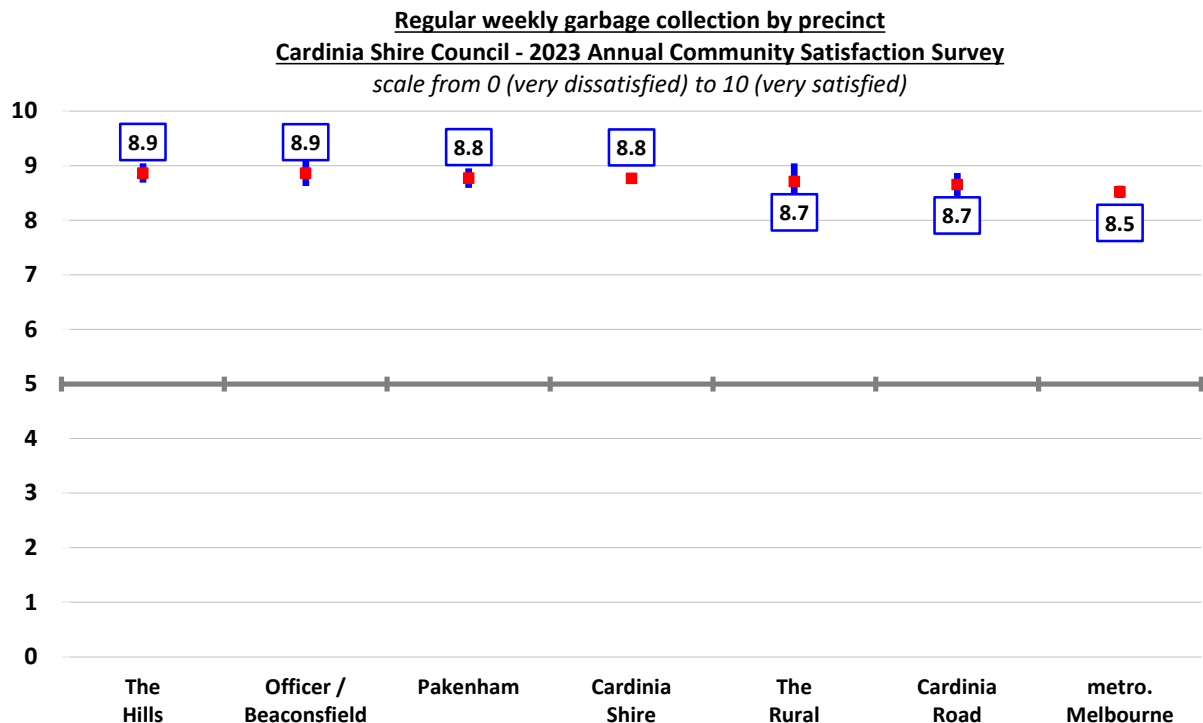
There was some no meaningful variation in this result observed by respondent profile, with all age groups, genders, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, this result was notably higher than the metropolitan Melbourne satisfaction with “regular garbage collection service” of 8.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





There was no meaningful variation in satisfaction with the regular weekly garbage collection observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels, and all notably to measurably higher than the metropolitan Melbourne average.



The following table outlines the comments received from respondents dissatisfied with the weekly garbage collection service.



Reasons for dissatisfaction with regular weekly garbage collection
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Drop rubbish on the streets, half emptied bins and damaging the bins | 1 |
| For court area there should be a dedicated area for us to place bins for collection | 1 |
| I think they should change the services providers due to the inability to address complaints. | 1 |
| Bins are often partially emptied through lack of care | 1 |
| It is pretty bad and should be cleaned more often | 1 |
| Not dissatisfied but should be regular | 1 |
| Sometimes missed | 1 |
| The rubbish is not collected properly and the rubbish is dumped on the ground | 1 |
| The trucks don't come to houses. We have to drag the bins to collection points | 1 |
| They should have four wheels | 1 |
| Wanted to get an extra recycling bin but it was included in the rates, so it made us reluctant to get it | 1 |
| Total | 10 |

Regular fortnightly recycling

The regular fortnightly recycling collection was the 2nd most important of the 36 included services and facilities, with an average importance of 9.4 out of 10, and one of nine that was measurably more important than the average of all 36.

Satisfaction with the regular recycling collection remained stable this year at 8.6, which remains an “excellent” level of satisfaction.

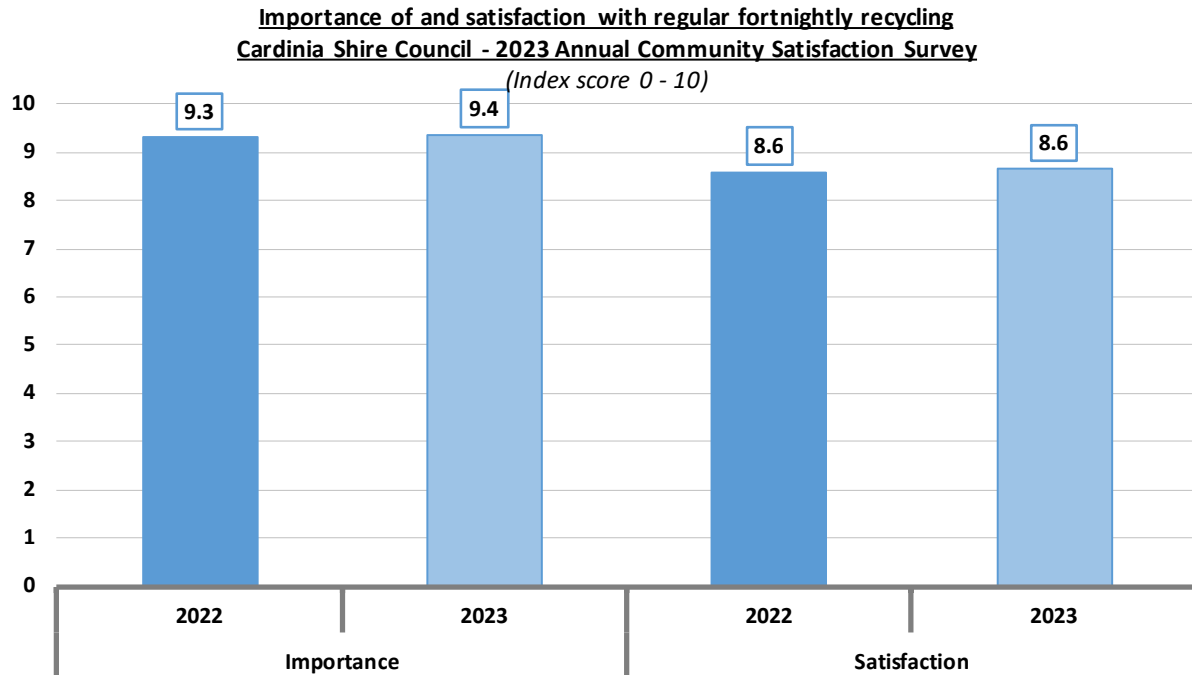
This result ranks the regular recycling collection service 2nd in terms of satisfaction this year, and one of nine to record a satisfaction score measurably higher than the average of all 36 services and facilities (7.5).

This result was comprised of 84% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 889 of the 900 respondents who provided a satisfaction score.

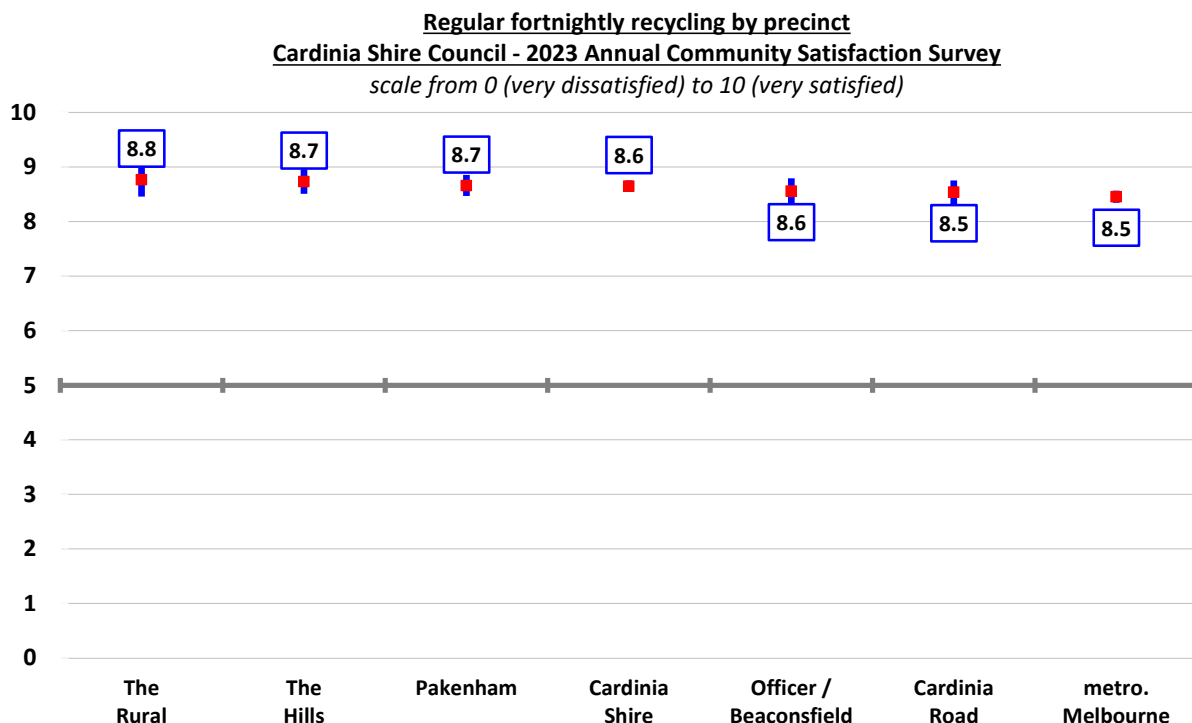
There was some no meaningful variation in this result observed by respondent profile, with all age groups, genders, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, this result was marginally higher than the metropolitan Melbourne satisfaction with “regular recycling collection service” of 8.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





There was no meaningful variation in satisfaction with the regular fortnightly recycling collection observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels, and all at or higher than the metropolitan Melbourne average.



There was only one comment received from respondents dissatisfied with the regular fortnightly recycling service, which was “It isn’t happening at all, why are we paying for that if they are not recycling the garbage”.



Fortnightly food and green waste collection service

The fortnightly food and green waste collection was the 6th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10, and one of nine that was measurably more important than the average of all 36.

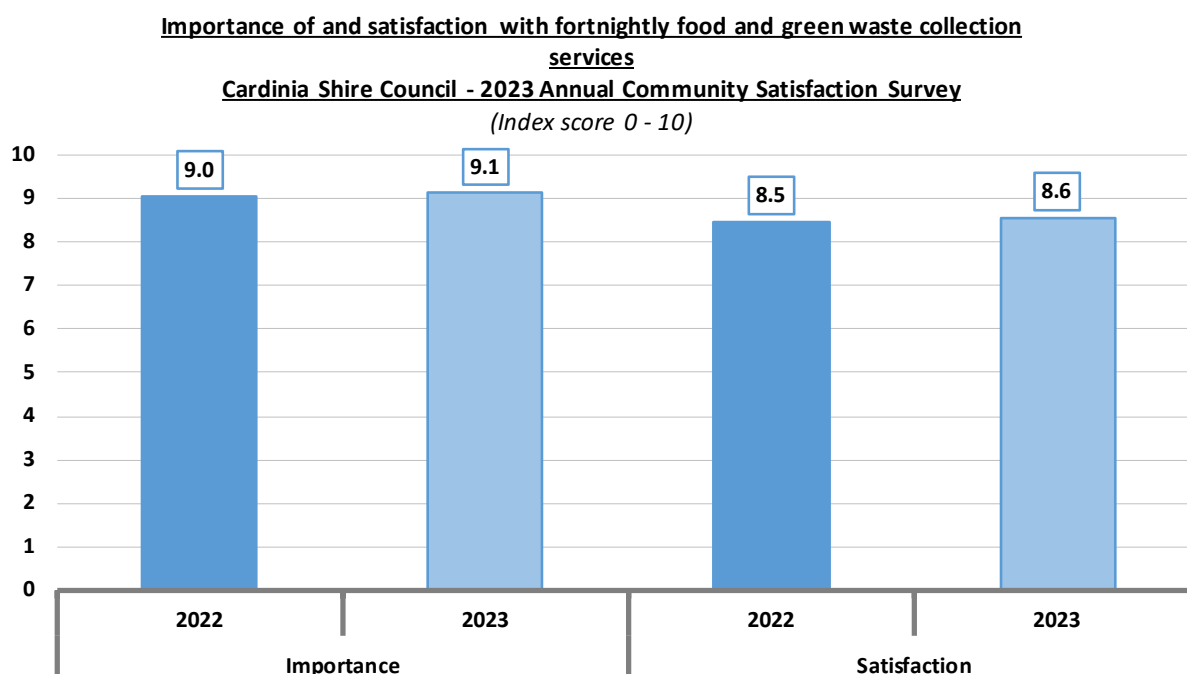
Satisfaction with the food and green waste collection increased marginally this year, up one percent to 8.6, which remains an “excellent” level of satisfaction.

This result ranks the food and green waste collection service 4th in terms of satisfaction this year, and one of nine to record a satisfaction score measurably higher than the average of all 36 services and facilities (7.5).

This result was comprised of 84% “very satisfied” and just two percent “dissatisfied” respondents, based on a total sample of 695 of the 698 respondents (78%) from households who had used these services in the last 12 months.

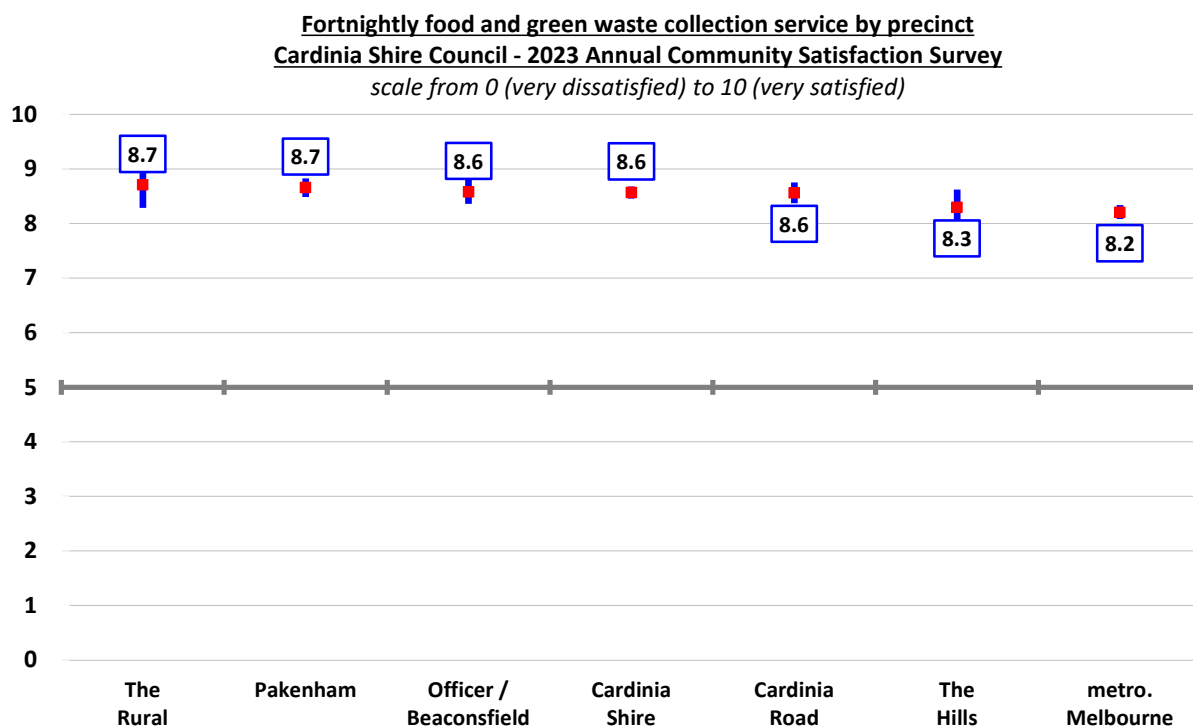
There was some no meaningful variation in this result observed by respondent profile, with all age groups, genders, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, this result was measurably higher than the metropolitan Melbourne satisfaction with “green waste collection service” of 8.2, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was no meaningful variation in satisfaction with the food and green waste collection observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels, and all higher than the metropolitan Melbourne average.





The following table outlines the comments received from respondents dissatisfied with the fortnightly food and green waste collection service.

Reasons for dissatisfaction with fortnightly food and green waste collection service
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|---|--------|
| Needs to be done more often / more frequent | 3 |
| Need bigger bins | 2 |
| All rubbish should be free for disposable. It's hard for them to pick the rubbish. They do not pick up for two three weeks. So that people can pick the rubbish and dispose it to tip | 1 |
| From December to March it should be a weekly thing | 1 |
| I would prefer it to be weekly | 1 |
| It should be collected weekly as it starts to smell. Otherwise people will stop using that if it's full every week | 1 |
| It should be done weekly as waste in the bin goes smelly when left for two weeks | 1 |
| Lack of any services when it is needed | 1 |
| Need more/bigger bins and education about what could be put into green bins - make it weekly collection Hard rubbish should be brought back to previous schedule , no booking needed, bigger bin and free of cost | 1 |
| No services | 1 |
| Not enough frequent for the amount of green waste we get | 1 |
| Stop asking people to burn the wet green waste | 1 |
| The don't stick to a time, they spill the bins and its an open invitation to all the animals to f****ng destroy my house | 1 |

Total

16

Bookable hard rubbish service

The bookable hard rubbish service was the 8th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10, and one of nine that was measurably more important than the average of all 36.

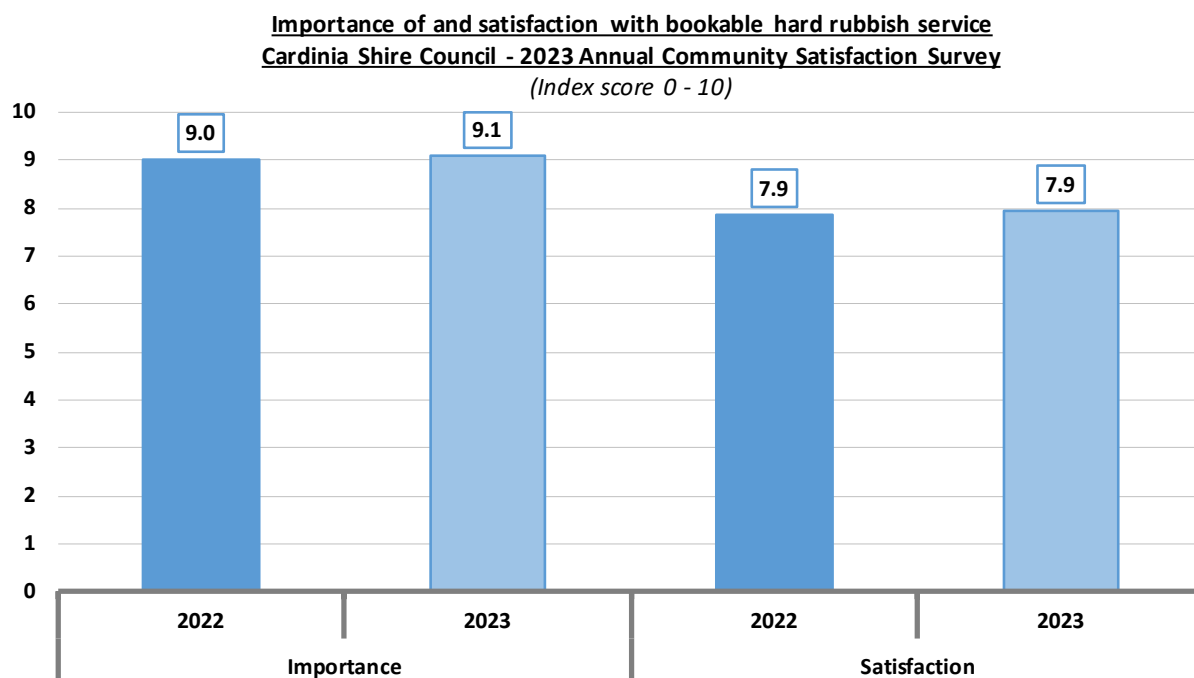
Satisfaction with bookable hard rubbish service remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the regular recycling collection service 8th in terms of satisfaction this year, and one of nine to record a satisfaction score measurably higher than the average of all 36 services and facilities (7.5).

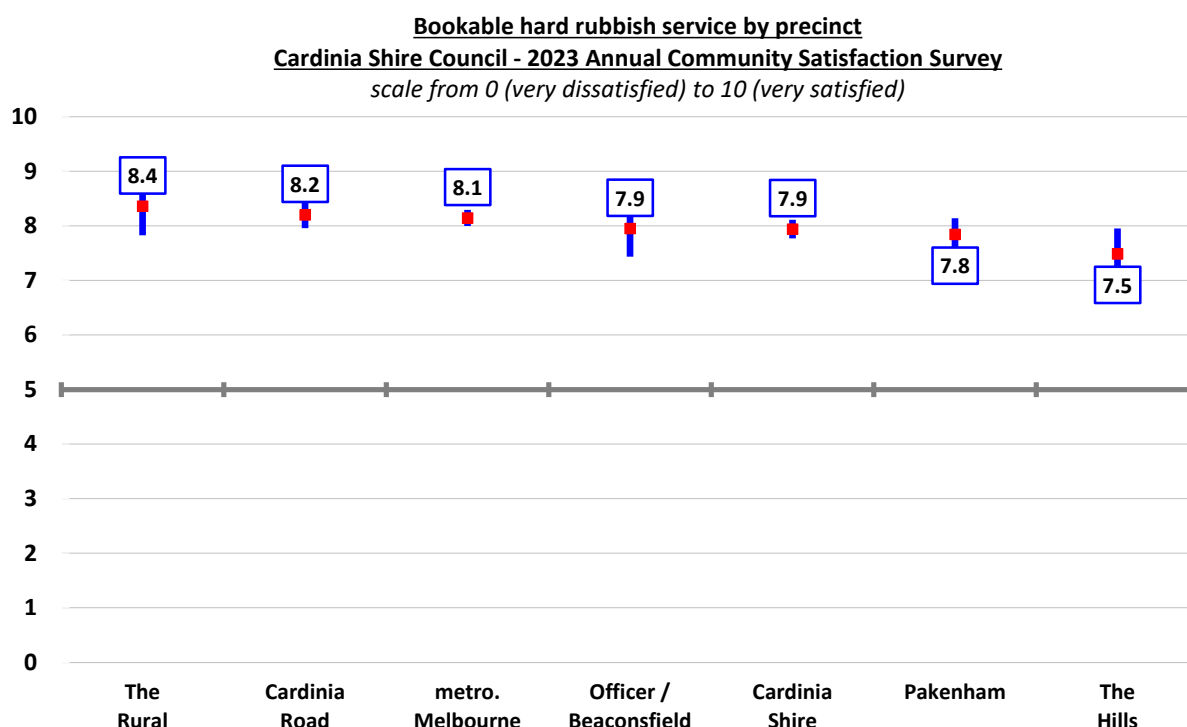
This result was comprised of 71% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 577 of the 579 respondents (64%) from households who had used these services in the last 12 months.

Whilst cognisant of the smaller sample size for this service, there was some minor variation in satisfaction observed by respondent profile, with older adults (aged 65 to 74 years) marginally less satisfied than average.

By way of comparison, this result was somewhat lower than the metropolitan Melbourne satisfaction with “hard rubbish collection” of 8.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was some measurable variation in satisfaction with the bookable hard rubbish service observed across the municipality, with respondents from the Hills precinct measurably less satisfied than average and at a “very good” rather than an “excellent” level of satisfaction.



The following table outlines the comments received from respondents dissatisfied with the bookable hard rubbish service. A variety of issues were raised by respondents including several preferring a fixed collection service, some comments about costs, and some concerns around the mechanics of the process and how efficient, effective, and reliable the service was.

Reasons for dissatisfaction with bookable hard rubbish service
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Don't like it to be booked. Should go back to previous fixed collection | 4 |
| It's too expensive | 3 |
| It's not done often enough | 2 |
| Also, the apartments in Stella St throw rubbish on to street | 1 |
| Always hard rubbish in Simon Drive and lot of streets in the Shire | 1 |
| Annoyed that I had booked one in November, but they did not have any appointment. I paid Council rate for nothing | 1 |
| Because of the things I do, my activities | 1 |
| Changed from regular timing to booking | 1 |
| Comes in same time for everyone | 1 |
| Hard rubbish is not collected | 1 |
| Illegal hard rubbish dumping | 1 |
| It is provided two times a year. More often should be better | 1 |

| | |
|--|-----------|
| It needed a week more to be cleaned than usual | 1 |
| It needs to be more often that would curb things like illegally dumping | 1 |
| It should be twice a year like everybody | 1 |
| It takes too long | 1 |
| Need to be given more time to put stuff out, about 2 weeks at least. For instance, we are renovating right now, so there is a lot of stuff that we'll have to dispose, but we are charged for each time we book it and they don't take extra rubbish | 1 |
| Not cooperative and they don't care about it at all | 1 |
| Old type annually two services were better. It is a pain to book the service | 1 |
| People put things that aren't meant to be there and when it's not collected it makes the whole area look messy | 1 |
| Should be given more than 2 per year and hard rubbish needs to be given more priority | 1 |
| The collector came on the other side and claimed there was no rubbish | 1 |
| The pickup window is too long. It should be narrowed | 1 |
| The process of booking it is terrible | 1 |
| The truck drivers pick the garbage / recycle bin too quickly and at times they don't get emptied properly | 1 |
| There is rubbish still not picked in Sherriff Rise and Racecourse Rd | 1 |
| There is rubbish everywhere. Bookings took two weeks. When you are on the street, there is rubbish | 1 |
| They are not picked up quickly | 1 |
| They didn't collect half of it and said it is too much and took nine weeks to collect the other half | 1 |
| They don't give call back, doubt come for rubbish collection | 1 |
| They took half of it and they said to book once again to do it again | 1 |
| Too much stuff to be collected for 2 days a year | 1 |
| We had booked this service once and did not have a very pleasant experience, was charged extra for just an extra piece | 1 |
| When you put it out, it was delayed for 3 weeks, and other people added rubbish to it. Then they did not collect it | 1 |
| Total | 40 |



Infrastructure and Environment Division (other)

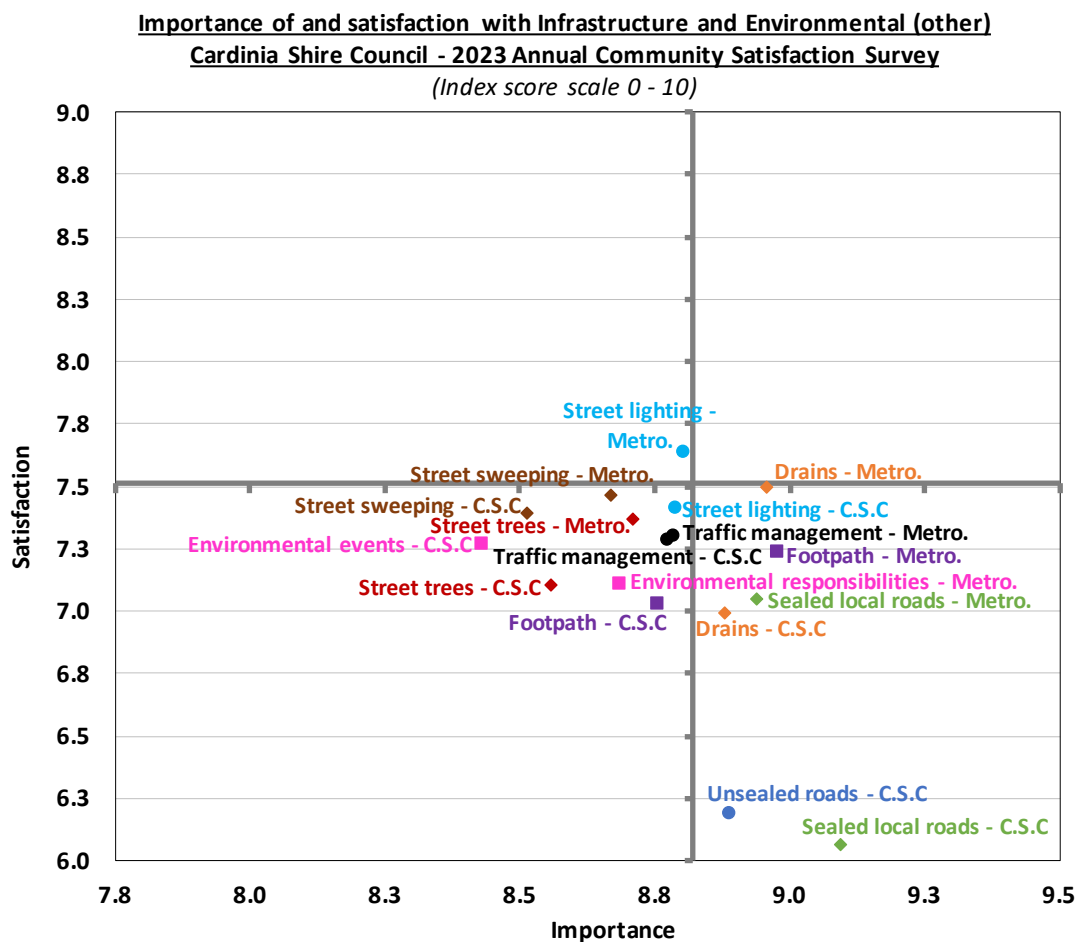
There were 17 services and facilities from the Infrastructure and Environment Division included in the survey this year, nine related to other infrastructure, and eight related to kerbside collection and cleaning (discussed in the following section).

The following graph provides a crosstabulation of the average importance of and satisfaction with these nine infrastructure services. The crosshairs represent the average importance and satisfaction of all 36 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

The nine infrastructure and environment services and facilities varied somewhat in importance, with sealed and unsealed local roads and drains somewhat more important than average and the other services somewhat less important than average.

All nine of these services and facilities, however, received an average or lower-than-average satisfaction score, with particular attention drawn to sealed and unsealed local roads, which both received measurably lower than average satisfaction scores in the “solid” range.



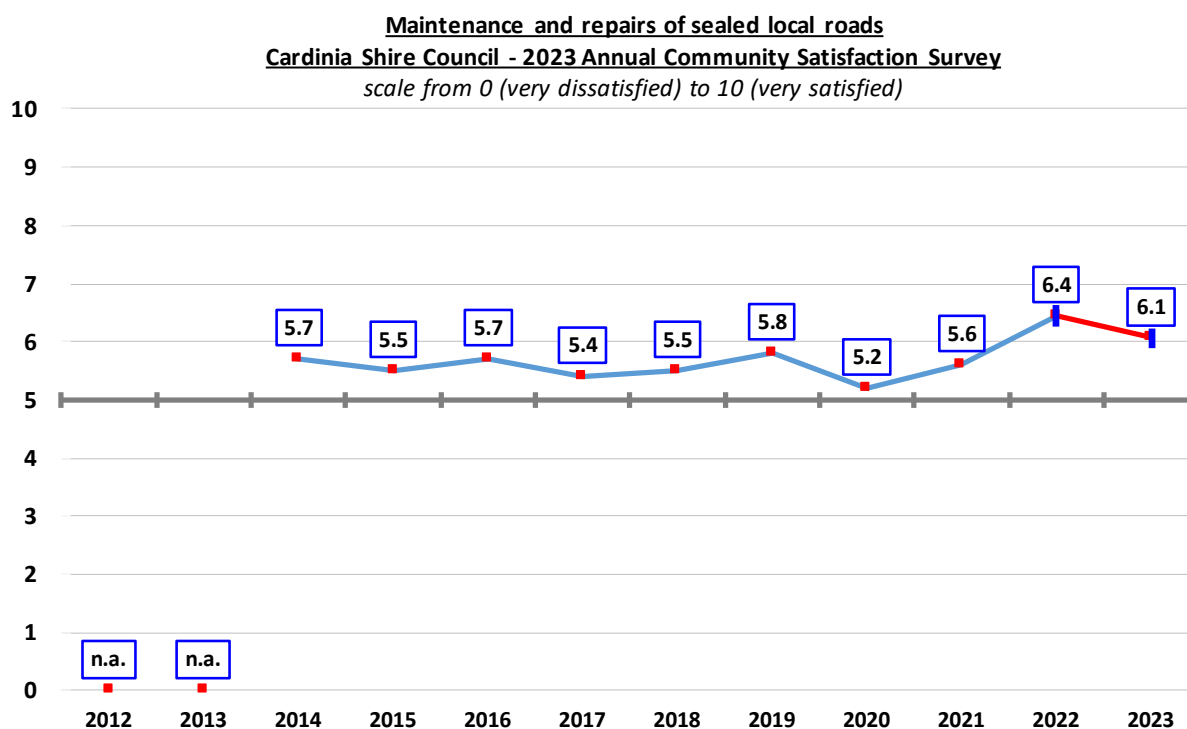
Maintenance and repair of sealed local roads

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 9.1 out of 10.

Satisfaction with sealed local roads declined notably but not measurably this year, down five percent to 6.1, although it remains at a “solid” level of satisfaction.

This result remains above the long-term average satisfaction since 2014 with sealed local roads of 5.7 or “poor”.

It is noted that prior to 2022, the survey was undertaken by a different provider and was implemented as a telephone survey rather than a door-to-door interview, using a different questionnaire.



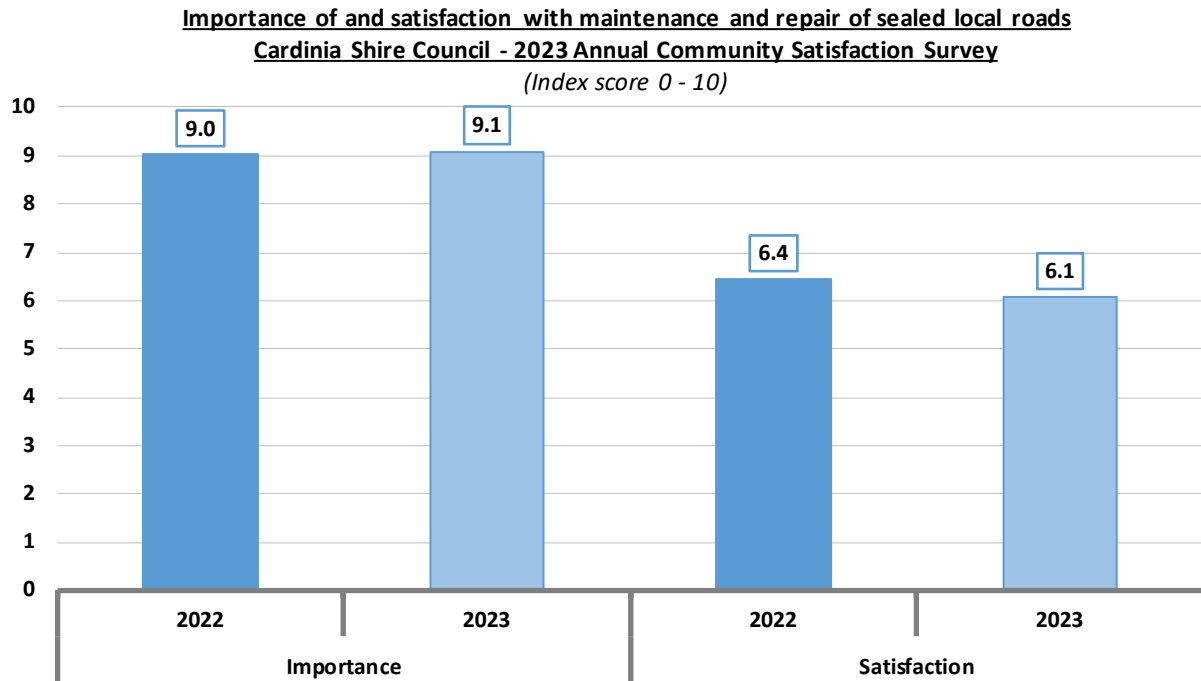
This result ranks sealed local roads last (36th) in terms of satisfaction this year, and one of eight to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.5).

This result was comprised of 36% “very satisfied” and 27% “dissatisfied” respondents, based on a total sample of 882 of the 900 respondents who provided a satisfaction score.

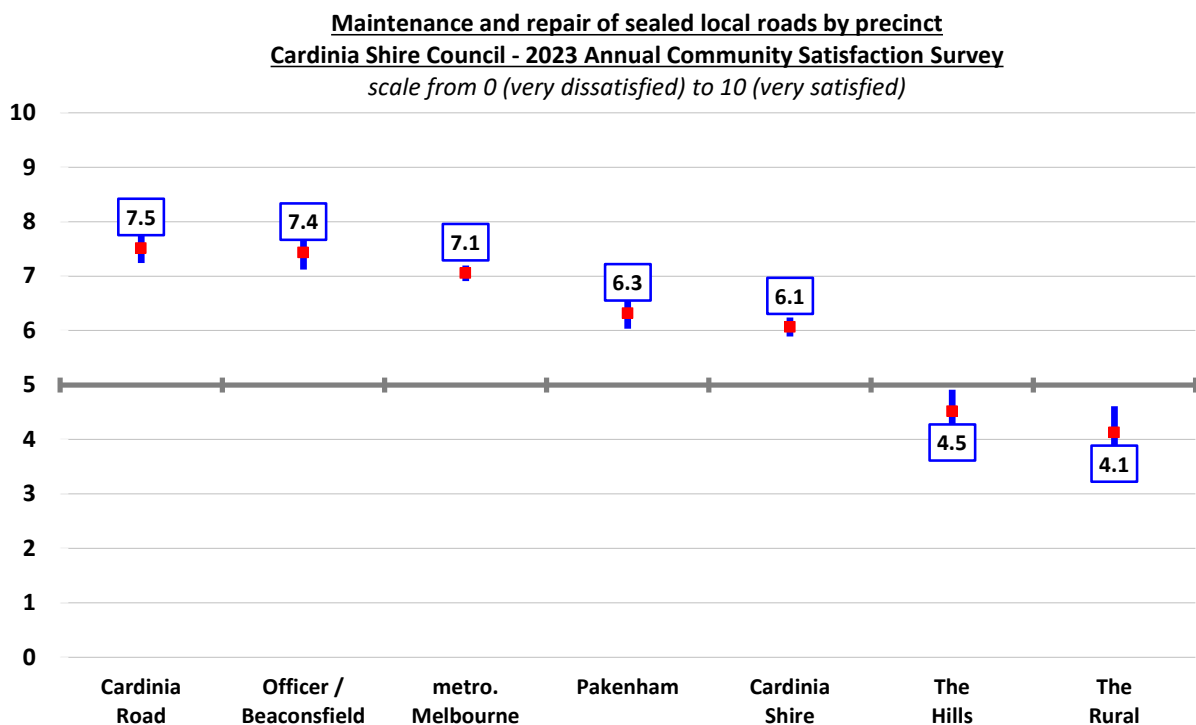
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied and middle-aged adults (aged 45 to 64 years) notably less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents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



By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne satisfaction with “maintenance and repair of sealed local roads” of 7.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was measurable variation in satisfaction with sealed local roads observed across the municipality, with respondents from Cardinia Road and Officers / Beaconsfield measurably more satisfied than average and at a “very good” level, whilst respondents from the Hills and the Rural precincts were measurably and significantly less satisfied than average and at “extremely poor” levels of satisfaction.



The following table outlines the comments received from respondents dissatisfied with the maintenance and repair of sealed local roads. Clearly, the most common issues relate to the condition of the road, most notably in relation to potholes.

It is noted that some of these comments clearly reflect views around unsealed local roads, which is discussed in the following section.

Reasons for dissatisfaction with maintenance and repairs of sealed local roads

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Too many potholes / everywhere | 36 |
| The roads are really bad / awful / terrible / horrible | 19 |
| Many / all the local roads | 13 |
| Poor / no maintenance of roads | 12 |
| Because it takes lot of time to repair potholes | 4 |
| Potholes patched horribly | 4 |
| Prompt attention to potholes needed | 4 |
| Unsealed dirt / gravel roads locally | 4 |
| All the main roads in the area need serious maintenance and have too many potholes. They cover them in patches which don't help after it rains | 3 |
| Roadside weeds / trees should be taken care of | 3 |
| The roads are cracked | 3 |
| Main highway, massive potholes which they patch, and it comes back in a few days. The Council doesn't care | 2 |
| No action taken | 2 |
| No cleanliness | 2 |
| School road | 2 |
| The gutters are never clean | 2 |
| All the roads just have too many potholes and are dangerous to drive on | 1 |
| Because of congestion and lack of infrastructure in the local area | 1 |
| Because there is a great big hole and every time a truck goes over it, it makes a loud noise on the main road | 1 |
| Because they got the train over pass | 1 |
| Better warnings about potholes | 1 |
| Constant potholes, ruin driveway | 1 |
| Delays in roadworks and not forward planning | 1 |
| Doesn't really get fixed the issues related to roads that quickly | 1 |
| Flood on the road when it is raining | 1 |
| Fountain broken near the lake | 1 |
| Highway | 1 |
| I don't see the difference | 1 |
| I need to go through dirt to access all main roads in the area | 1 |
| It's not just inconvenient it's dangerous | 1 |
| My car broke because of the hole on the street | 1 |
| Slow responding to footpaths | 1 |
| Smaller roads | 1 |
| The main road along the railway line is full of potholes | 1 |



| | |
|---|------------|
| The roads are poorly maintained as the foundation is not done right then when it rains, they come apart | 1 |
| The roads require fixes, and they have bumps and holes at few places | 1 |
| The speed limit is too high | 1 |
| There are too many bumps, every road has it | 1 |
| There's a lot of potholes in the local roads and it's causing a lot of damage to resident cars | 1 |
| They don't put appropriate fine surface | 1 |
| They need to take a serious look at that | 1 |
| They should change the roads and drainage system so that the water doesn't end up in our houses | 1 |
| They should have planned it properly | 1 |
| Too many holes in the highway, car wheels got damaged | 1 |
| Too much traffic, roads should be double laned | 1 |
| Train road works | 1 |
| Trucks due to railway construction | 1 |
| Use of materials which gets damaged | 1 |
| What the Council promised and what they delivered are two different things | 1 |
| Total | 148 |

Specific locations

| | |
|---|----|
| Princes Hwy is poorly maintained - potholes | 17 |
| All the roads in Pakenham | 7 |
| Koo Wee Rup Rd | 7 |
| Pakenham Rd - potholes, rough roads | 6 |
| Racecourse Rd | 6 |
| Roads in / leading out of / outside of Garfield | 5 |
| Cardinia Rd | 4 |
| Manks Rd | 4 |
| First Ave - Cockatoo, especially in winters | 3 |
| Lower Grieve Rd - unsealed, dusty, and bad in rains | 3 |
| McGregor Rd - bad, potholes | 3 |
| Nar Nar Goon - Longwarry Rd is full of potholes | 3 |
| S Gippsland Hwy | 3 |
| The roads are appalling, Garfield Rd specifically | 3 |
| They are potholes throughout the roads, especially on Wellington Rd and it takes them too long to fix the roads | 3 |
| Bald Hill Rd | 2 |
| Bessie Creek Rd is full of potholes, land slips, corrosions and fallen trees. Its terrible | 2 |
| Bould Rd | 2 |
| Henry St | 2 |
| In general, all roads in the local area around Officer | 2 |
| Maryknoll roads | 2 |
| Nar Nar Goon Rd - too much patching and still breaking up | 2 |
| Oneil Rd - dirt and gravel | 2 |
| Princes Hwy has potholes | 2 |
| Riverside Ave | 2 |
| Roadworks on Rix Rd | 2 |
| Wright Rd is full of potholes and a lot of steep turns | 2 |
| All roads in Lang Lang | 1 |
| All roads other than roads in Pakenham | 1 |
| All stone roads around Emerald | 1 |



| | |
|--|---|
| Anne St | 1 |
| Army Rd | 1 |
| Back road in Bunyip, Longwarry | 1 |
| Ballarto Rd - Tooradin Station Rd | 1 |
| Belgrave - Gembrook Rd | 1 |
| Better connectivity to Belgrave - Gembrook Rd from Dunstan Rd | 1 |
| Bunyip River Rd is full of potholes | 1 |
| Cardinia Rd and Bould Rd intersection | 1 |
| Chasemore Rd | 1 |
| Church St in Emerald is terrible | 1 |
| Cockatoo and Emerald are ignored royally, full of potholes and dead animals | 1 |
| Cockatoo Rd - take a long time | 1 |
| Eagle Dr | 1 |
| Flat tyres due to potholes in the road near Bunyip Station | 1 |
| Gembrook Launching Place Rd | 1 |
| Gembrook Rd | 1 |
| Grenville Rd - Cockatoo | 1 |
| Halcyon Rd is a dirt Road, seal it. Potholes that cost me \$200 which the Council won't even reimburse | 1 |
| Heads Rd wasn't done to last | 1 |
| I want the Racecourse Rd being enlarged | 1 |
| In general, the main roads on Gembrook to Pakenham | 1 |
| Joffre Parade | 1 |
| Kallista Ct is not well maintained | 1 |
| Koo Wee Rup - Longwarry Rd | 1 |
| Lenne St - Beaconsfield Upper | 1 |
| Lot of potholes towards the end of Charles St | 1 |
| Lynch Rd needs grading | 1 |
| Main road from Gembrook | 1 |
| Main St of Garfield | 1 |
| McDonalds Track is bad | 1 |
| Near primary school, Belgrave - Gembrook Rd | 1 |
| Neville St - Cockatoo | 1 |
| Norbury Rd | 1 |
| Old Princes Hwy | 1 |
| On Henry St and Cook Dr intersection they should have a traffic light as it is scary to cross the road because of the twist in road and you can't see the incoming traffic | 1 |
| Other unsealed local roads in Pakenham | 1 |
| Pakenham - Koo Wee Rup - Healesville Rd | 1 |
| Pakenham Rd - Racecourse Rd, needs traffic management and maintenance | 1 |
| Parish Rd is terrible with potholes and correlation and needs serious maintenance | 1 |
| Patterson Rd | 1 |
| Potholes on Dalmore Rd | 1 |
| Potholes in Gembrook and Emerald-Monbulk Rd | 1 |
| Potholes in Princess St and Hope St | 1 |
| Potholes on a lot of the roads near Cardinia Rd | 1 |
| Potholes on road from Bunyip to Garfield | 1 |
| Potholes on roads near the train tracks | 1 |
| Princess Hwy often gets some nasty protest. They are often not marked | 1 |
| Railway Rd | 1 |
| Road along railway line | 1 |
| Roads closer to the school, Emerald Secondary College - patched and is of bad quality | 1 |



| | |
|---|------------|
| Roundabout left in a terrible state for too long Bald Hill Rd, Princes Hwy out of secondary school undulations ripples, rough and bumpy maintenance | 1 |
| Side streets in Koo Wee Rup | 1 |
| Soldiers Rd - Pakenham South | 1 |
| Springs St - Cockatoo | 1 |
| Sugarloaf Rd terrible condition | 1 |
| Symons Rd | 1 |
| The Council is slow to react and fix potholes Murray Rd | 1 |
| The exit from Hope St to Fwy was atrocious. The freeway itself. They should lobby on behalf of the people to not close the Kenilworth Ave near railway station as people go through that road to work | 1 |
| The Quarry Rd is in terrible condition due to truck traffic | 1 |
| The railway work has messed up the roads in Bunyip | 1 |
| The roads are in disgusting condition Glenvista Rd | 1 |
| The roads are really dangerous especially around Cockatoo | 1 |
| The whole general area of Emerald | 1 |
| They fail to mow and properly signage on Bridge Rd | 1 |
| Toomuc Valley Rd | 1 |
| Turramurra Rd is poorly maintained | 1 |
| View Hill Rd - Meyers St get fixed and in 6 months they are back to poor condition | 1 |
| Webb St - Bunyip is full of potholes | 1 |
| Westernport Rd | 1 |
| Total | 173 |
| Total | 321 |

Maintenance and repair of unsealed roads

The maintenance and repair of unsealed local roads was the 15th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with unsealed local roads remained stable this year at 6.2, which remains a “solid” level of satisfaction.

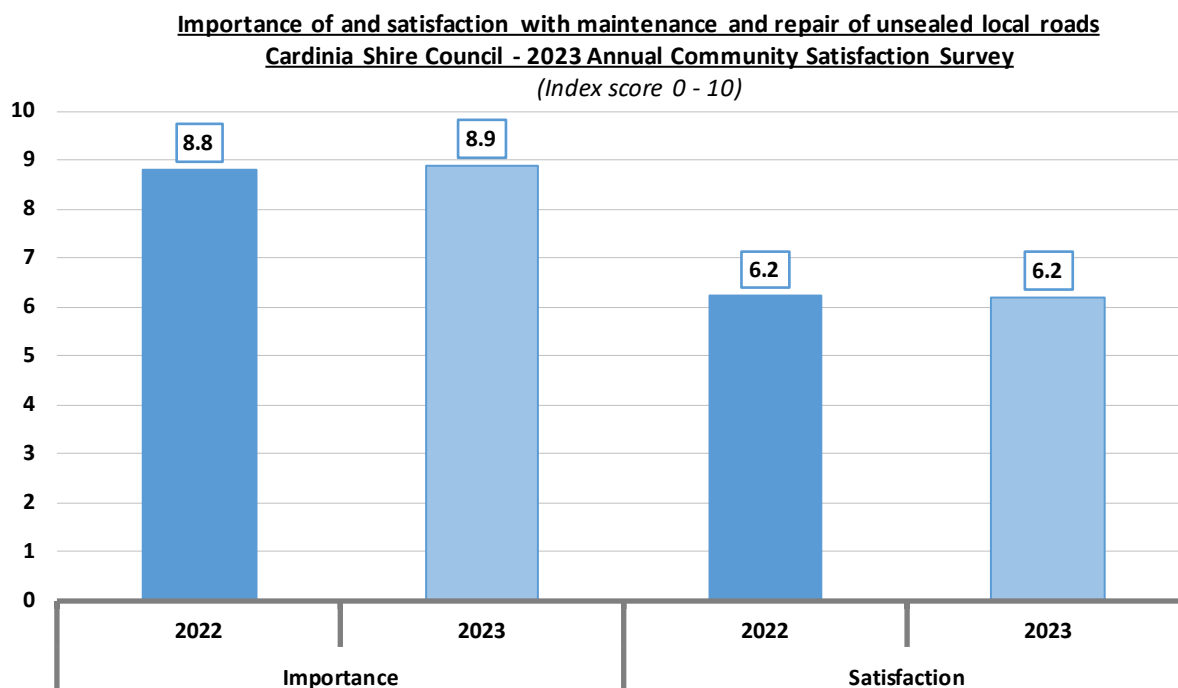
This result ranks unsealed local roads 35th in terms of satisfaction this year, and one of eight to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.5).

This result was comprised of 40% “very satisfied” and 24% “dissatisfied” respondents, based on a total sample of 819 of the 900 respondents who provided a satisfaction score.

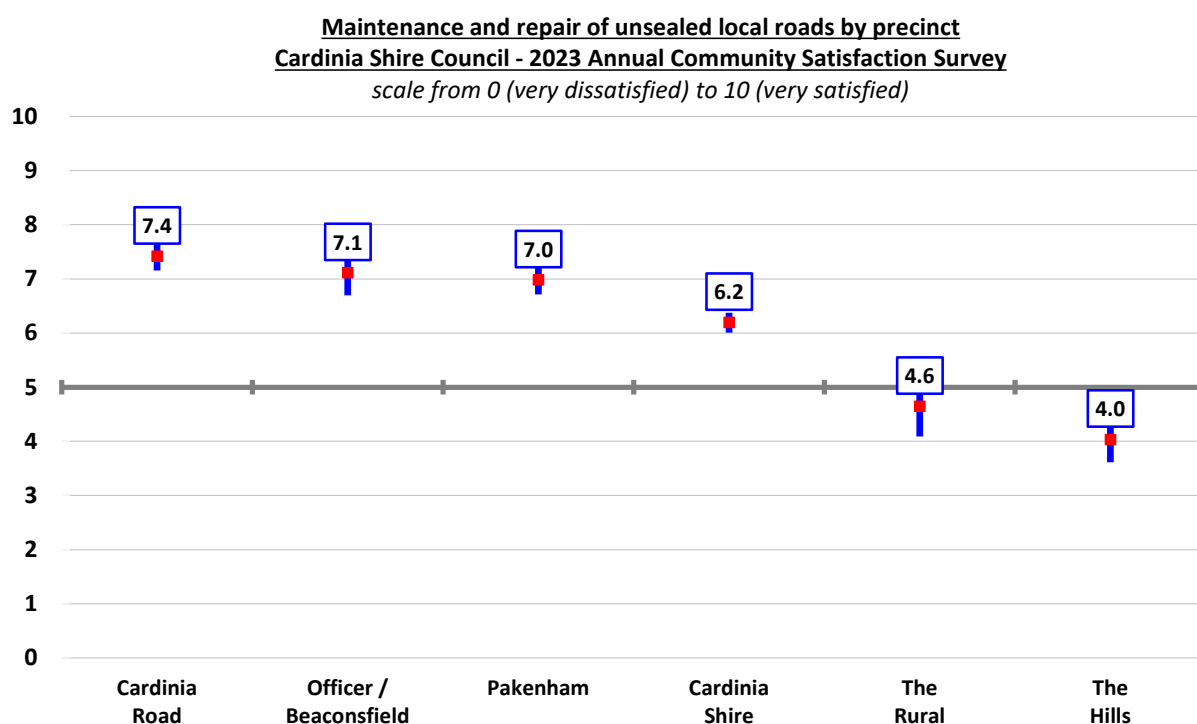
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied and middle-aged adults (aged 45 to 64 years) notably less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents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

Unsealed local roads were not included in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.





There was measurable variation in satisfaction with unsealed local roads observed across the municipality, with respondents from the three urban precincts measurably more satisfied than average and at “good” and “very good” levels, whilst respondents from the Hills and the Rural precincts were measurably and significantly less satisfied than average and at “extremely poor” levels of satisfaction.



The following table outlines the four comments received from respondents dissatisfied with the maintenance and repair of unsealed local roads.



Reasons for dissatisfaction with maintenance and repairs of unsealed local roads

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Number of responses)

| Reason | Number |
|--|----------|
| All the roads in this local area need to be sealed now that the rains will start anytime | 1 |
| Seal the roads - Dunstan Rd | 1 |
| They not wide enough and no where for children to walk | 1 |
| They should seal all of them like McKenzie St | 1 |
| Total | 4 |

Drains maintenance and repairs

Drains maintenance and repairs was the 16th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with drains maintenance and repairs remained stable this year at 7.0, which remains a “good” level of satisfaction.

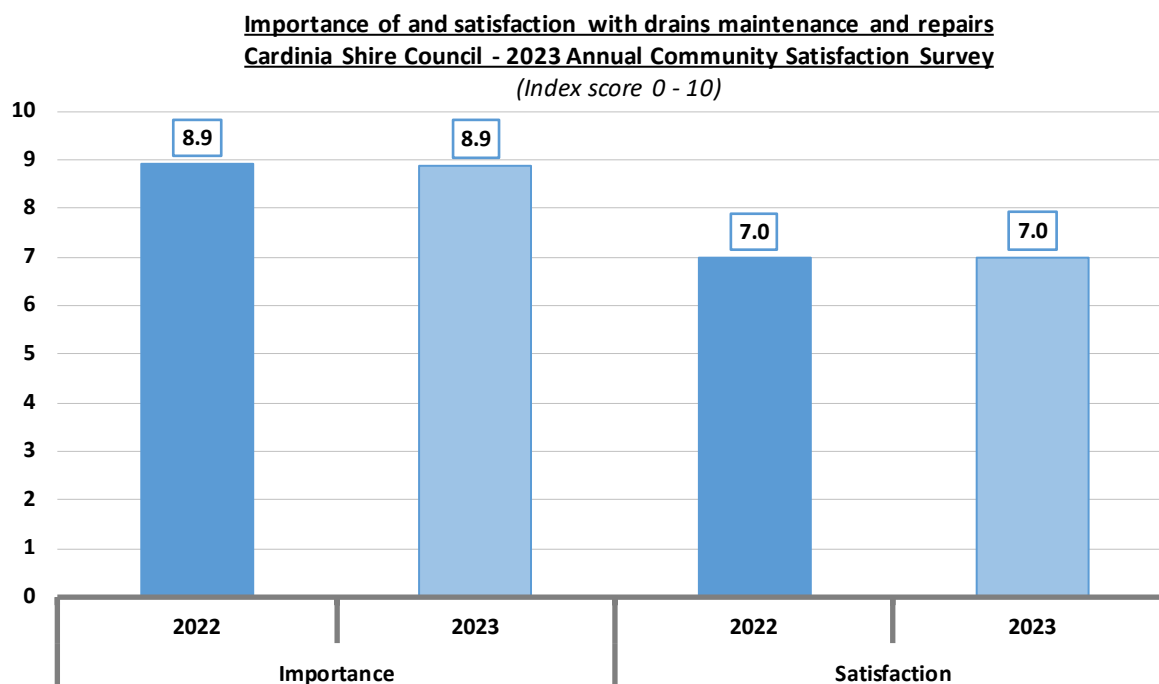
This result ranks drains maintenance and repairs 32nd in terms of satisfaction this year, and one of eight to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.5).

This result was comprised of 53% “very satisfied” and 14% “dissatisfied” respondents, based on a total sample of 844 of the 900 respondents who provided a satisfaction score.

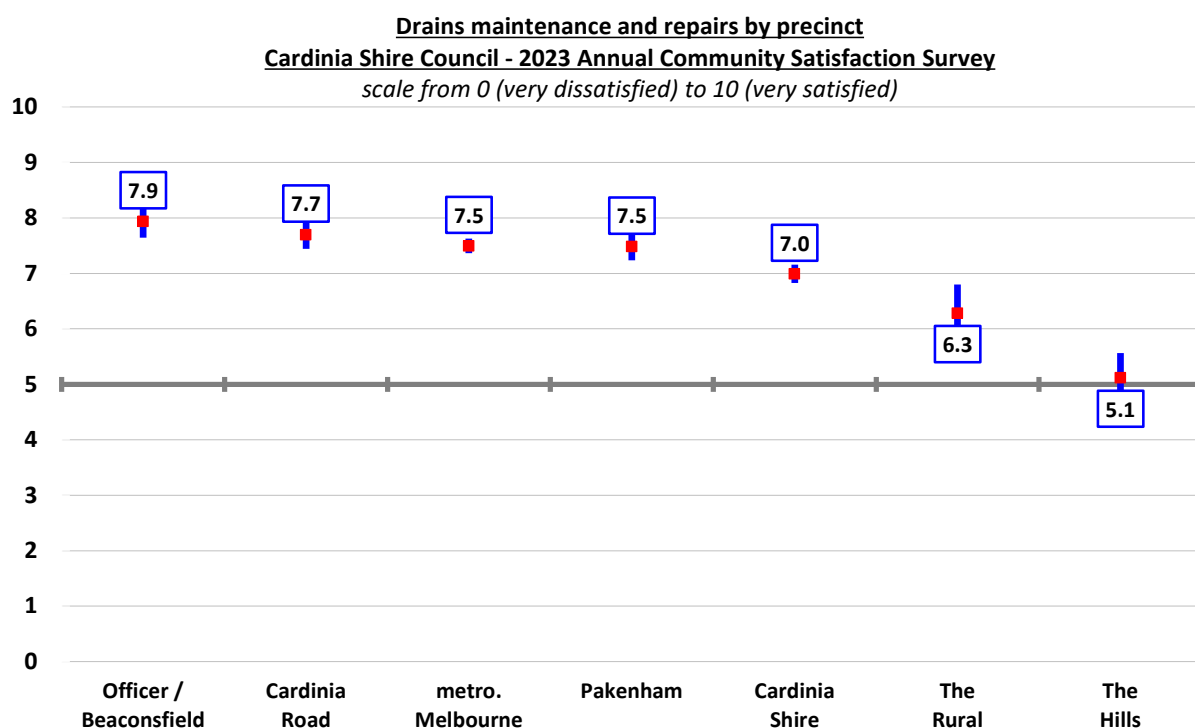
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied and middle-aged adults (aged 45 to 64 years) notably less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents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

By way of comparison, this result was measurably lower than the metropolitan Melbourne satisfaction with “drains maintenance and repairs” of 7.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





There was measurable variation in satisfaction with drains observed across the municipality, with respondents from the three urban precincts measurably more satisfied than average and at “very good” and “excellent” levels, whilst respondents from the Rural and the Hills precincts were measurably and significantly less satisfied than average and at “solid” and “very poor” levels of satisfaction respectively.



The following table outlines the comments received from respondents dissatisfied with the maintenance and repair of drains.



Reasons for dissatisfaction with drains maintenance and repairs
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Drainage is bad | 1 |
| It doesn't work in Church Street in Emerald. It goes out on the road and it doesn't look good | 1 |
| My drain Connassidy Close gets blocked due to leaves and I clean it myself | 1 |
| Poor condition | 1 |
| Thay should talk more with VicRoads | 1 |
| The drains are not maintained properly - corroded and result in potholes - Wright Rd | 1 |
| They should improve it | 1 |
| Total | 7 |

Footpath maintenance and repairs

Footpath maintenance and repairs was the 13th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with footpath maintenance and repairs declined measurably this year, down four percent to 7.0, which is a “good”, down from a “very good” level of satisfaction.

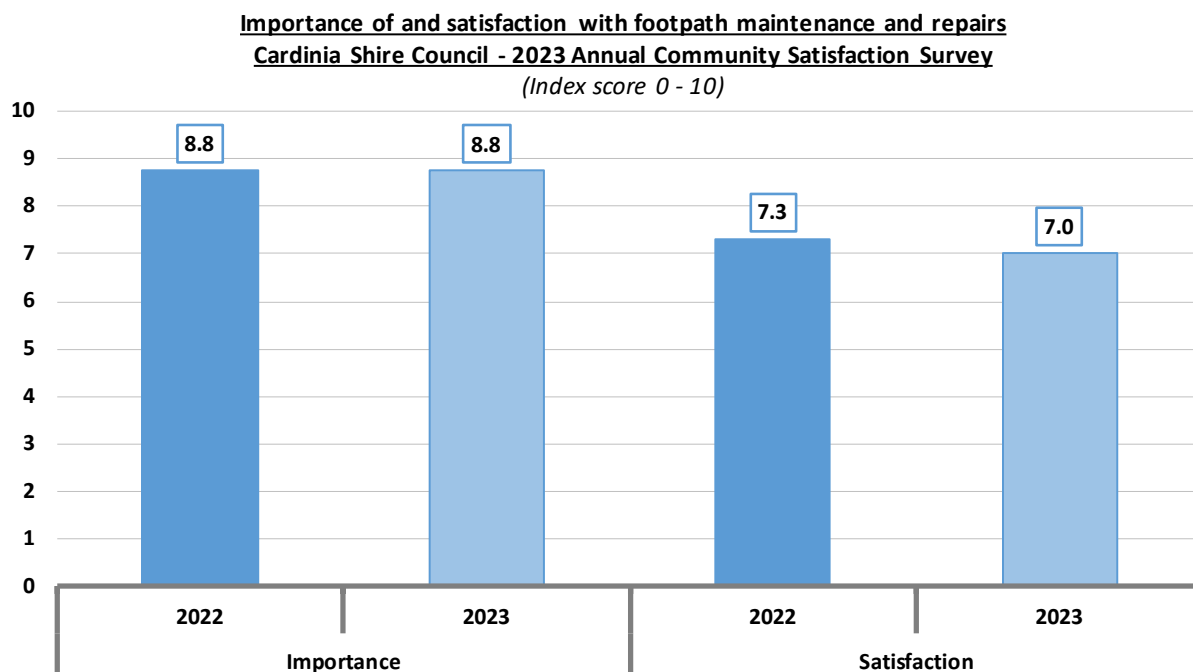
This result ranks footpath maintenance and repairs 31st in terms of satisfaction this year, and one of eight to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.5).

This result was comprised of 48% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 832 of the 900 respondents who provided a satisfaction score.

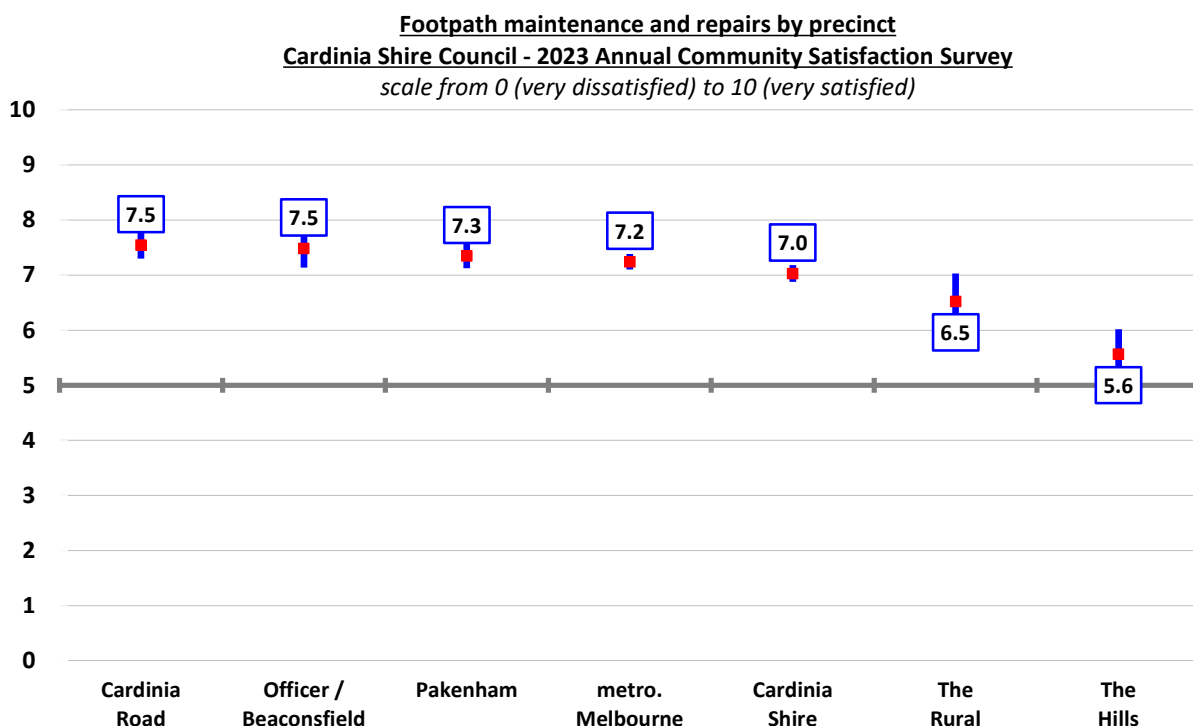
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied and younger middle-aged adults (aged 45 to 54 years) and senior citizens (aged 75 years and over) notably less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents from English speaking households.

By way of comparison, this result was somewhat lower than the metropolitan Melbourne satisfaction with “footpath maintenance and repairs” of 7.2, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





There was measurable variation in satisfaction with footpaths observed across the municipality, with respondents from Cardinia Road precinct measurably and respondents from Officer / Beaconsfield and Pakenham notably more satisfied than average and all at “very good” levels, whilst respondents from the Rural and the Hills precincts were measurably and significantly less satisfied than average and at a “good” and “poor” level of satisfaction respectively.



The following table outlines the comments received from respondents dissatisfied with the maintenance and repair of footpaths.



Reasons for dissatisfaction with footpath maintenance and repairs
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Need footpaths especially since the dirt roads are barely enough in case there are two vehicles on the road at the same time | 1 |
| Need footpaths here, we don't have any | 1 |
| Need footpaths on both sides of the road, if I have to walk to store on my side of the lane, I still have to cross and walk to the other side and again cross to reach the store, it's so redundant | 1 |
| Need more footpaths | 1 |
| The house at the corner of Pioneer Way and Denton Drive doesn't maintain the nature strip properly and it causes issues while walking since the weed and all get into the walkway | 1 |
| There is broken concrete | 1 |
| Total | 6 |

Provision and maintenance of street trees

The provision and maintenance of street trees was the 29th most important of the 36 included services and facilities, with an average importance of 8.6 (down from 8.8) out of 10 and one of eight that were measurably less important than the average of all 36 (8.8).

Satisfaction with street trees remained stable this year at 7.1, which remains a “good” level of satisfaction.

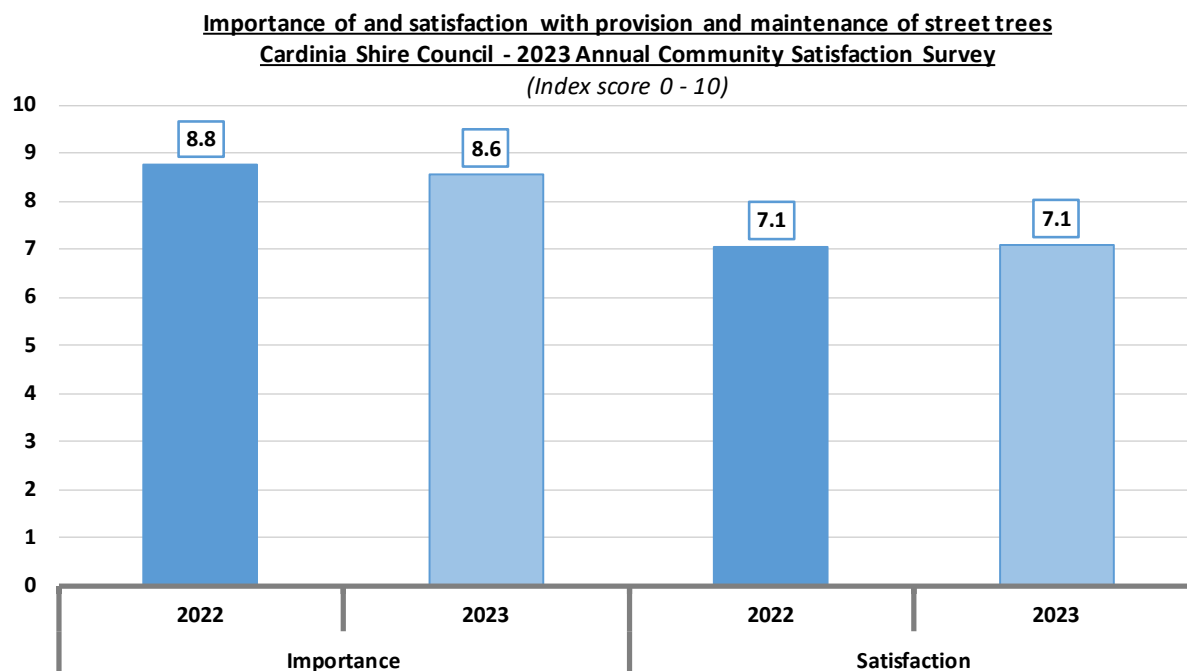
This result ranks street trees 30th in terms of satisfaction this year, and one of eight to record a satisfaction score measurably lower than the average of all 36 services and facilities (7.5).

This result was comprised of 50% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 876 of the 900 respondents who provided a satisfaction score.

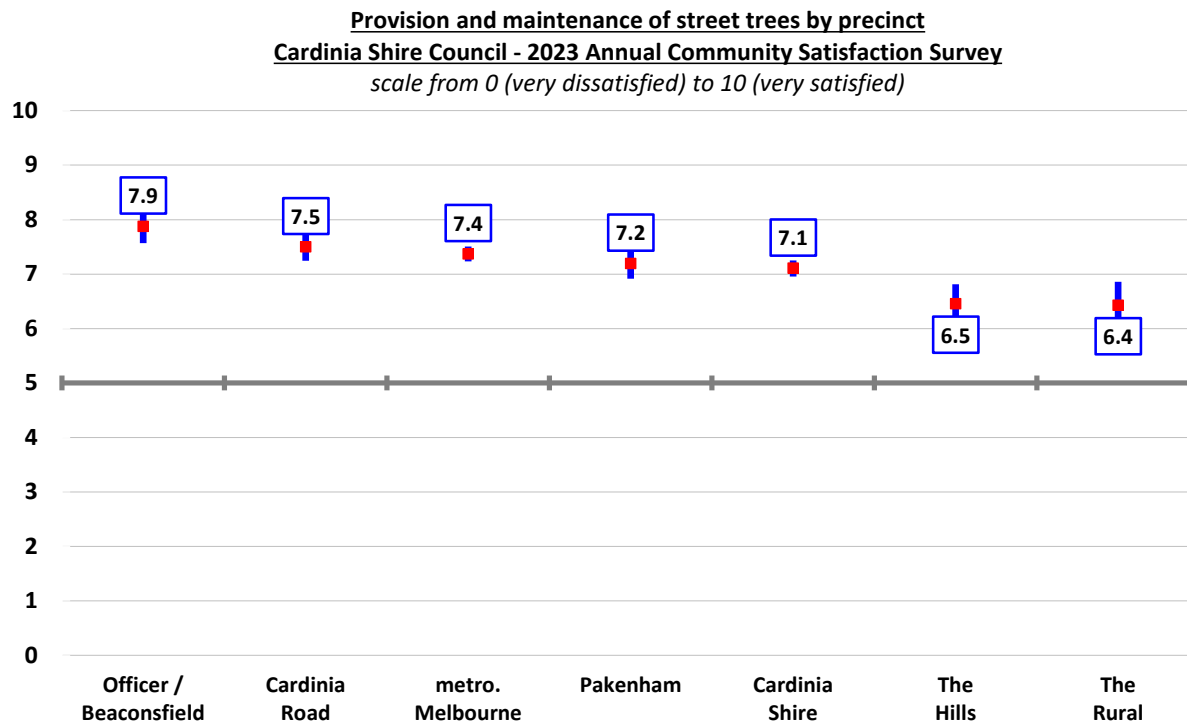
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied and middle-aged adults (aged 45 to 64 years) measurably less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents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

By way of comparison, this result was notably lower than the metropolitan Melbourne satisfaction with “provision and maintenance of street trees” of 7.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





There was measurable variation in satisfaction with street trees observed across the municipality, with respondents from Officer / Beaconsfield measurably more satisfied than average and at an “excellent” level, whilst respondents from the Rural and the Hills precincts were measurably less satisfied than average and at a “good” and “solid” level respectively.



The following table outlines the comments received from respondents dissatisfied with the provision and maintenance of street trees.



Reasons for dissatisfaction with provision and maintenance of street trees

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Number of responses)

| Reason | Number |
|--|-----------|
| Blocks people from taking a walk | 1 |
| Inappropriate for the area | 1 |
| It's bad | 1 |
| Need to be maintained | 1 |
| Not cutting the trees properly and the subcontractors killing the trees | 1 |
| The choice of tree is not practical for an estate. The gum trees are too big, leaf litter is everywhere. They're messy | 1 |
| There are branches falling which very dangerous. This season specifically has been problematic with leaf droppings. Council needs to clean up more often | 1 |
| There was a tree branch that fell on the bonnet when my wife was driving, very dangerous | 1 |
| They overhang over footpaths | 1 |
| Tree branches falling, but not sure what the Council can do about that though | 1 |
| Tree on nature strip need maintenance | 1 |
| Trees from street trees making our life miserable due to leaves falling in front yard. It can be fire safety issue as well | 1 |
| We need a lot more of them | 1 |
| Total | 13 |

Street lighting

Street lighting was the 21st most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with street lighting declined marginally this year, down one percent to 7.4, which remains a “very good” level of satisfaction.

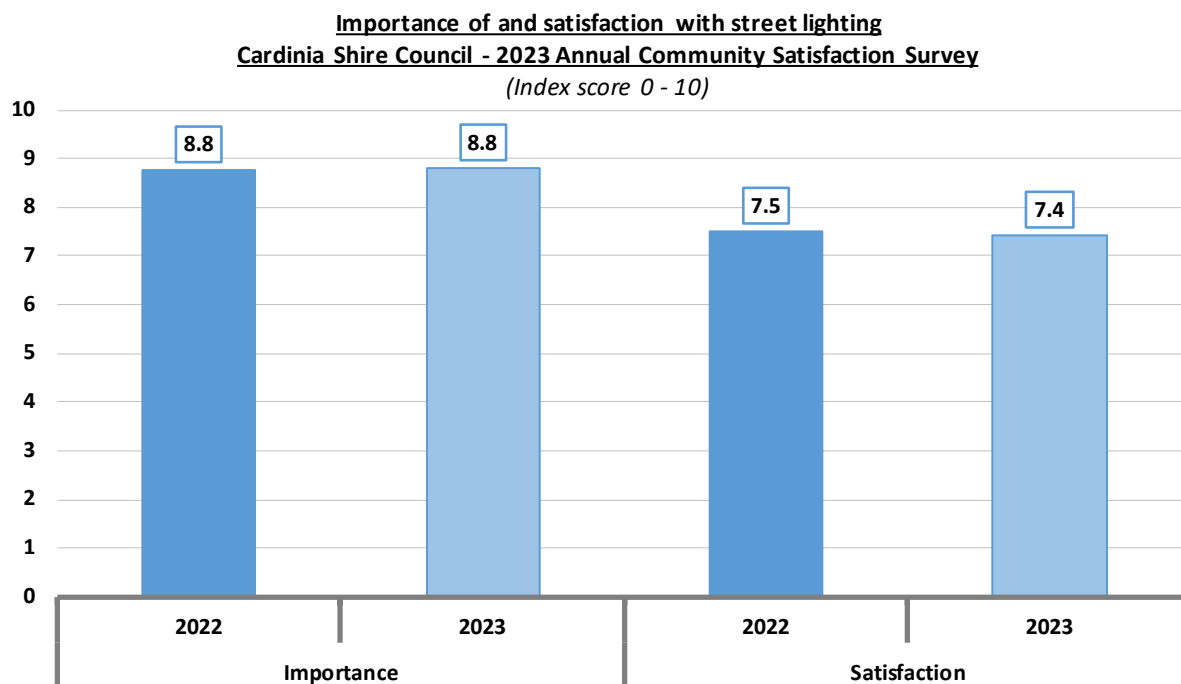
This result ranks street lighting 19th in terms of satisfaction this year.

This result was comprised of 57% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 850 of the 900 respondents who provided a satisfaction score.

There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) notably more satisfied and 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 households.

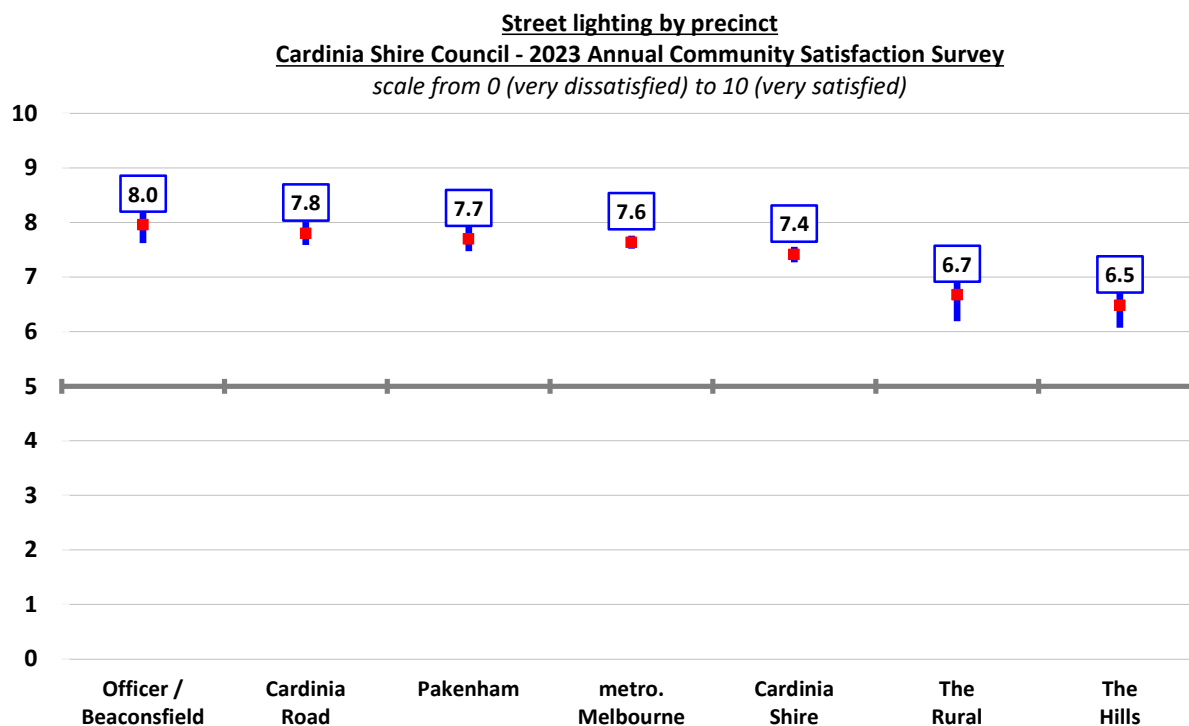
By way of comparison, this result was somewhat lower than the metropolitan Melbourne satisfaction with “street lighting” of 7.6, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





There was measurable variation in satisfaction with street lighting observed across the municipality.

Respondents from Officer / Beaconsfield and Cardinia Road precincts measurably more satisfied than average and at an “excellent” level, whilst respondents from the Rural and the Hills precincts were measurably less satisfied than average and at “good” levels of satisfaction.



The following table outlines the comments received from respondents dissatisfied with street lighting.

Reasons for dissatisfaction with street lighting
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Whole area needs more street lighting | 2 |
| Areas near the Cardinia and Pakenham station not well lit | 1 |
| Here it is fine, but when I go to my mum's place in Emerald, the lighting is non-existent | 1 |
| Horrible horrible lighting near the shopping Centre and don't even get me started about the residential streets | 1 |
| I know this is still being developed, but we really need more lighting during the night. It gets very difficult to step out after sunset | 1 |
| Need more street light on Chruch St in Emerald | 1 |
| The pathway to train station through Pioneer Way is not working and can cause danger when ladies travel at night | 1 |
| The street light designs has to be looked at. It keeps swinging when there is heavy wind and can fall on someones head | 1 |
| They could put a lot more in, for safety | 1 |
| Total | 10 |

Street sweeping

Street sweeping was the 30th most important of the 36 included services and facilities, with an average importance of 8.5 out of 10 and one of eight that was measurably less important than the average of all 36 (8.8).

Satisfaction with street sweeping declined marginally this year, down one percent to 7.4, which remains a “very good” level of satisfaction.

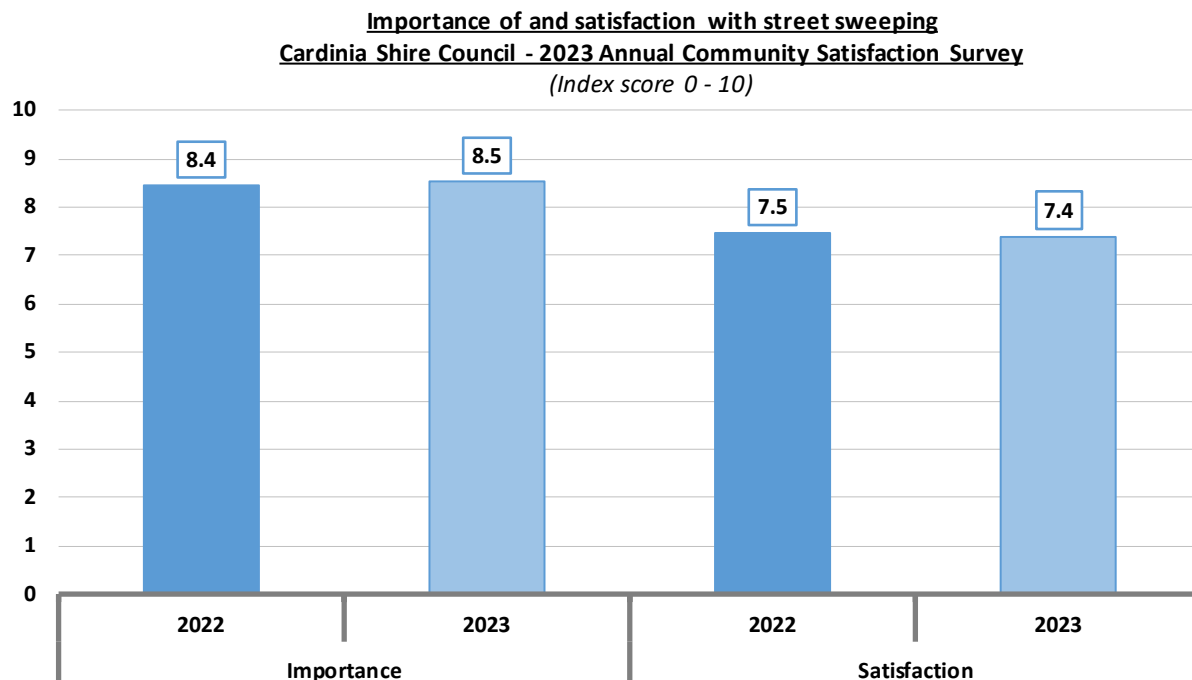
This result ranks street sweeping 20th in terms of satisfaction this year.

This result was comprised of 55% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 809 of the 900 respondents who provided a satisfaction score.

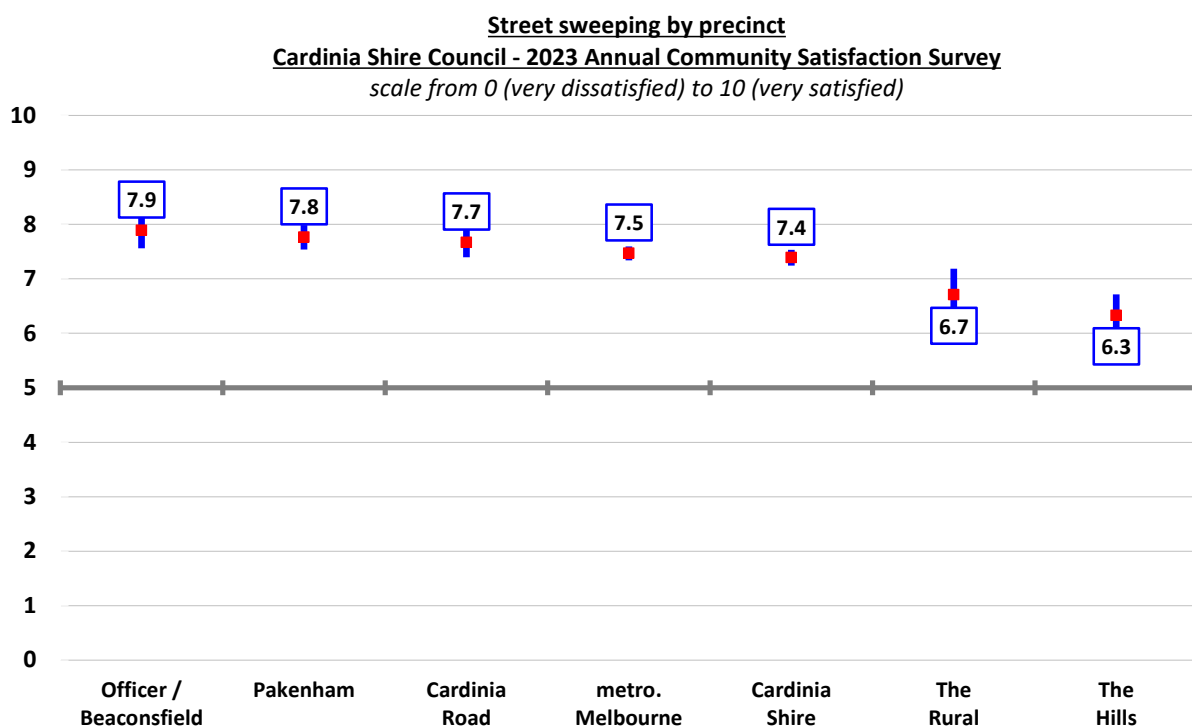
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied and middle-aged, older adults and senior citizens (aged 45 years and over) notably less satisfied than average, and respondents from multilingual households somewhat more satisfied than respondents from English speaking households.



By way of comparison, this result was marginally lower than the metropolitan Melbourne satisfaction with “street sweeping” of 7.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was measurable variation in satisfaction with street lighting observed across the municipality, with respondents from Officer / Beaconsfield and Pakenham measurably more satisfied than average and at “excellent” levels, whilst respondents from the Rural and the Hills precincts were measurably less satisfied than average and at a “good” and “solid” levels.



The following table outlines the comments received from respondents dissatisfied with street sweeping.

Reasons for dissatisfaction with street sweeping
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| It's never done | 2 |
| Lot of leaves and dried grass goes into drains. Should be cleaned regularly | 1 |
| Some people leave grass cuts on the roads itself | 1 |
| Street sweeping and foot path maintenance has to be done properly. Our streets and front yard is filled with leaves from the trees in streets which is annoying a lot | 1 |
| Street sweeping doesn't happen enough blocking up the drainage at the bottom of the road | 1 |
| The leaf droppings are everywhere as you can see | 1 |
| They need to do it more often | 1 |
| Trees from street trees making our life miserable due to leaves falling in front yard. It can be fire safety issue as well | 1 |
| Total | 9 |

Local traffic management

Local traffic management was the 22nd most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with local traffic management improved marginally this year, up one percent to 7.3, which is a “very good”, up from a “good” level of satisfaction.

This result ranks local traffic management 24th in terms of satisfaction this year.

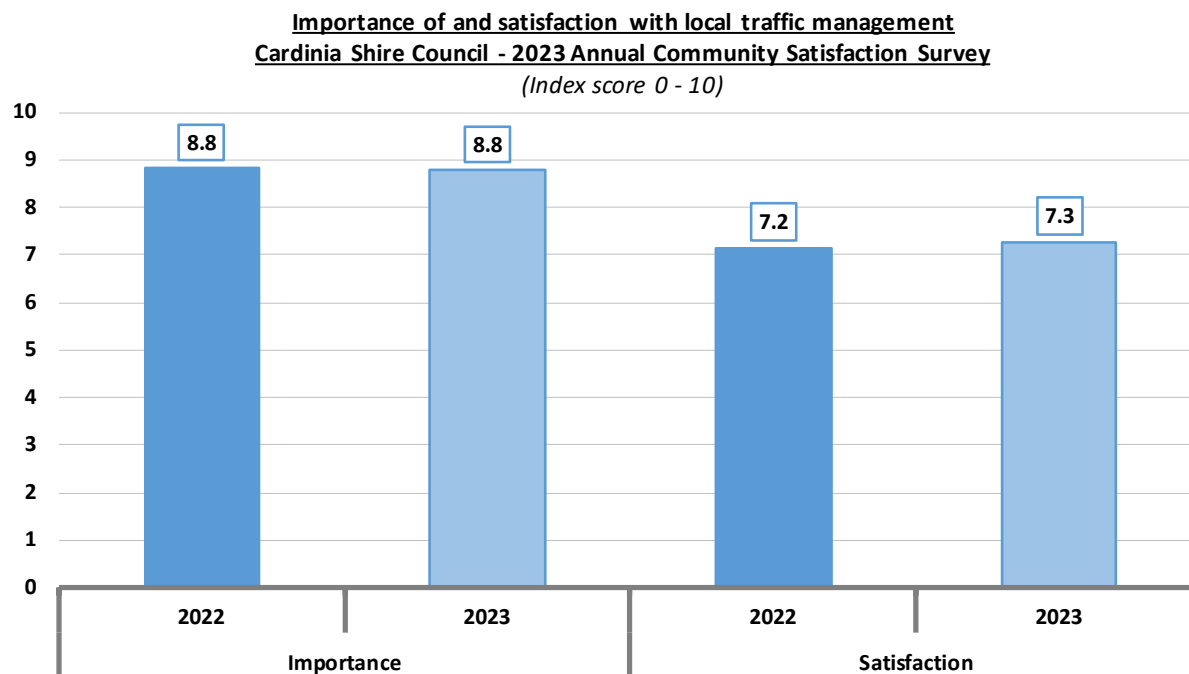
It is noted that traffic management related issues were the third most nominated [issue to address](#) for the Cardinia community ‘at the moment’, with eight percent nominating these issues. The respondents who nominated these issues were, on average, three percent less satisfied with [Council’s overall performance](#) than the average of all respondents.

This result was comprised of 51% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 864 of the 900 respondents who provided a score.

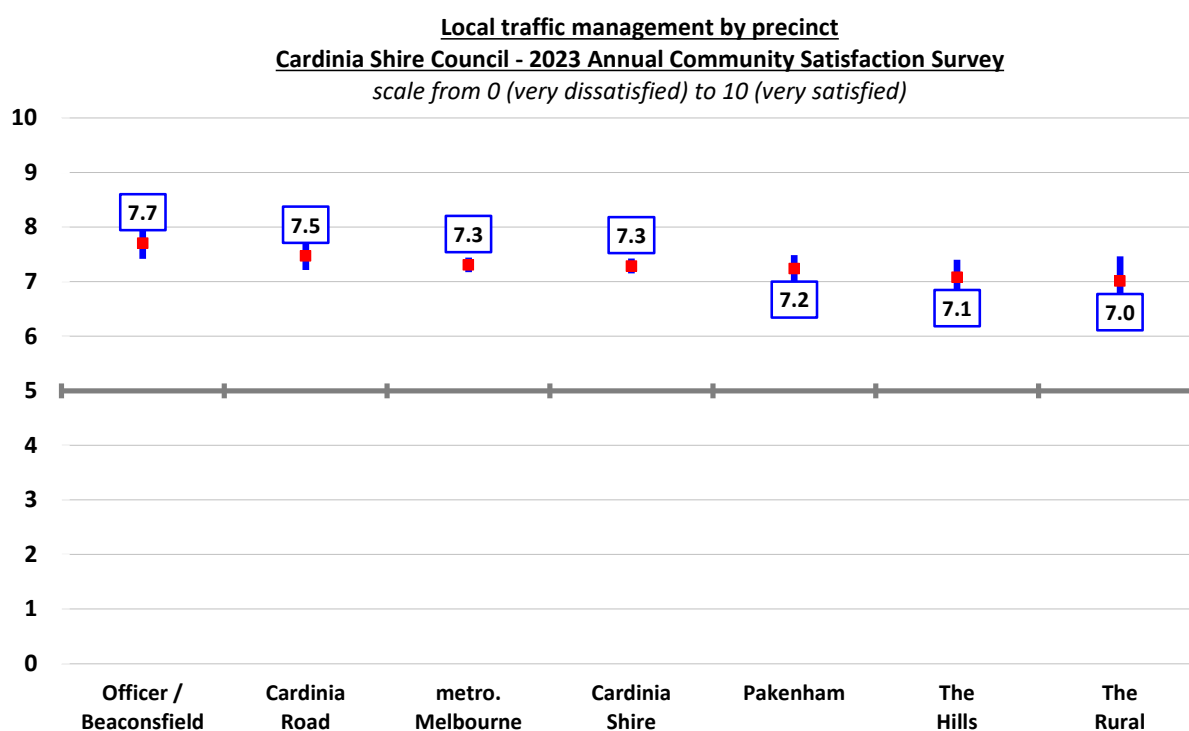
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied and middle-aged, older adults and senior citizens (aged 45 years and over) notably less satisfied than average, and respondents from multilingual households marginally more satisfied than respondents from English speaking households.



By way of comparison, this result was somewhat lower than the metropolitan Melbourne satisfaction with “local traffic management” of 7.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was measurable variation in satisfaction with street lighting observed across the municipality, with respondents from Officer / Beaconsfield measurably more satisfied than average and at a “very good” level.



The following table outlines the comments received from respondents dissatisfied with local traffic management.

Reasons for dissatisfaction with local traffic management
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Speed is not regulated properly | 2 |
| A lot of hooning at night | 1 |
| Hooning | 1 |
| Many accidents happened in the area | 1 |
| On weekends motorcycles and loud cars there is a lot of that as well as tailgating | 1 |
| They brought down the speed limit to 50 from 60 on a gravel road, it is quite dangerous, needs to be reduced further | 1 |
| Total | 7 |

Environmental events, programs, and activities

Environmental events, programs, and activities were the 33rd most important of the 36 included services and facilities, with an average importance of 8.4 out of 10.

Satisfaction with these services improved measurably this year, up four percent to 7.3, which is a “very good”, up from a “good” level of satisfaction.

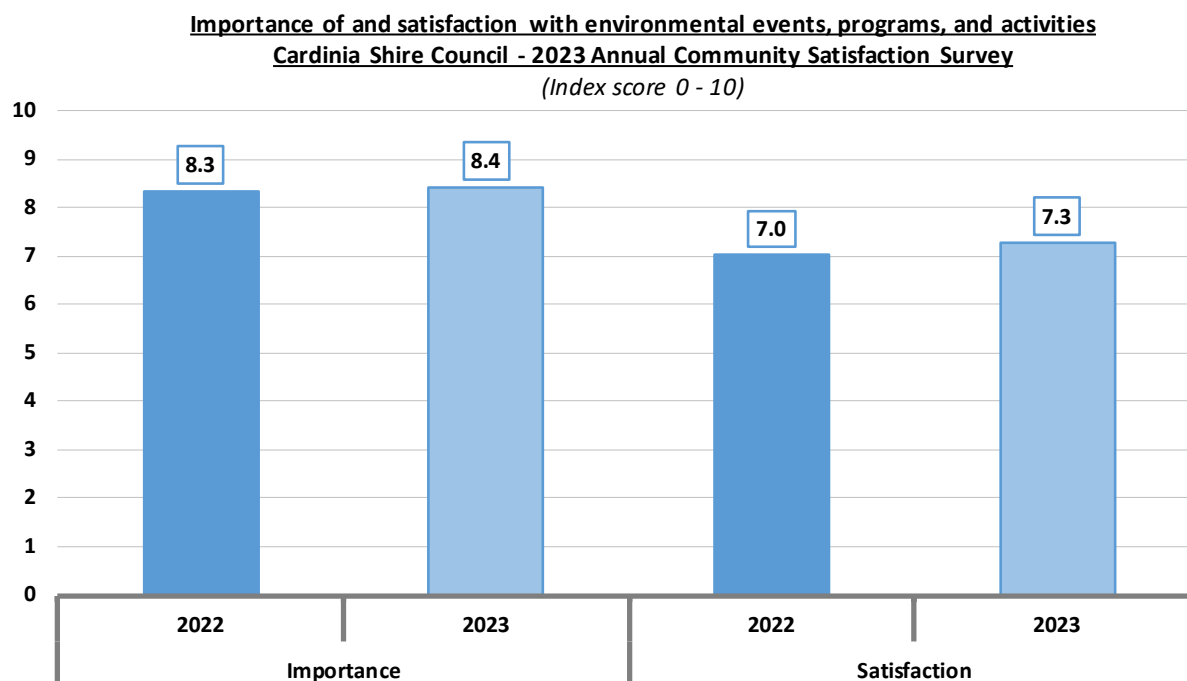
This result ranks environmental events, programs, and activities 26th in terms of satisfaction this year.

This result was comprised of 49% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 711 of the 900 respondents who provided a score.

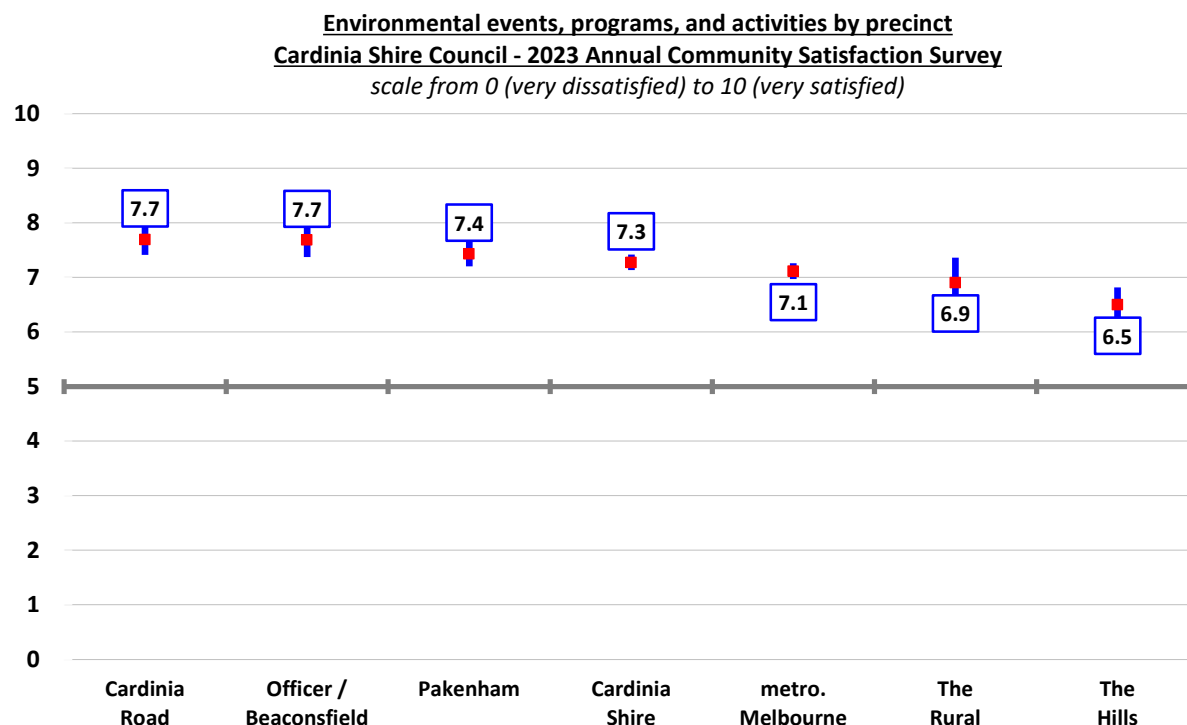
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied and middle-aged adults (aged 45 to 64 years) notably less satisfied than average, and respondents from multilingual households measurably more satisfied than respondents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

By way of comparison, this result was notably higher than the metropolitan Melbourne satisfaction with “Council meeting its responsibilities towards the environment” of 7.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





There was measurable variation in satisfaction with street lighting observed across the municipality, with respondents from Cardinia Road and Officer / Beaconsfield measurably more satisfied than average and at “very good” levels, whilst respondents from the Hills precinct were measurably and significantly less satisfied, and at a “good” level of satisfaction.



There was only one comment received from respondents dissatisfied with this service, that being “don’t hear them”.



Liveable Communities Division (infrastructure and facilities)

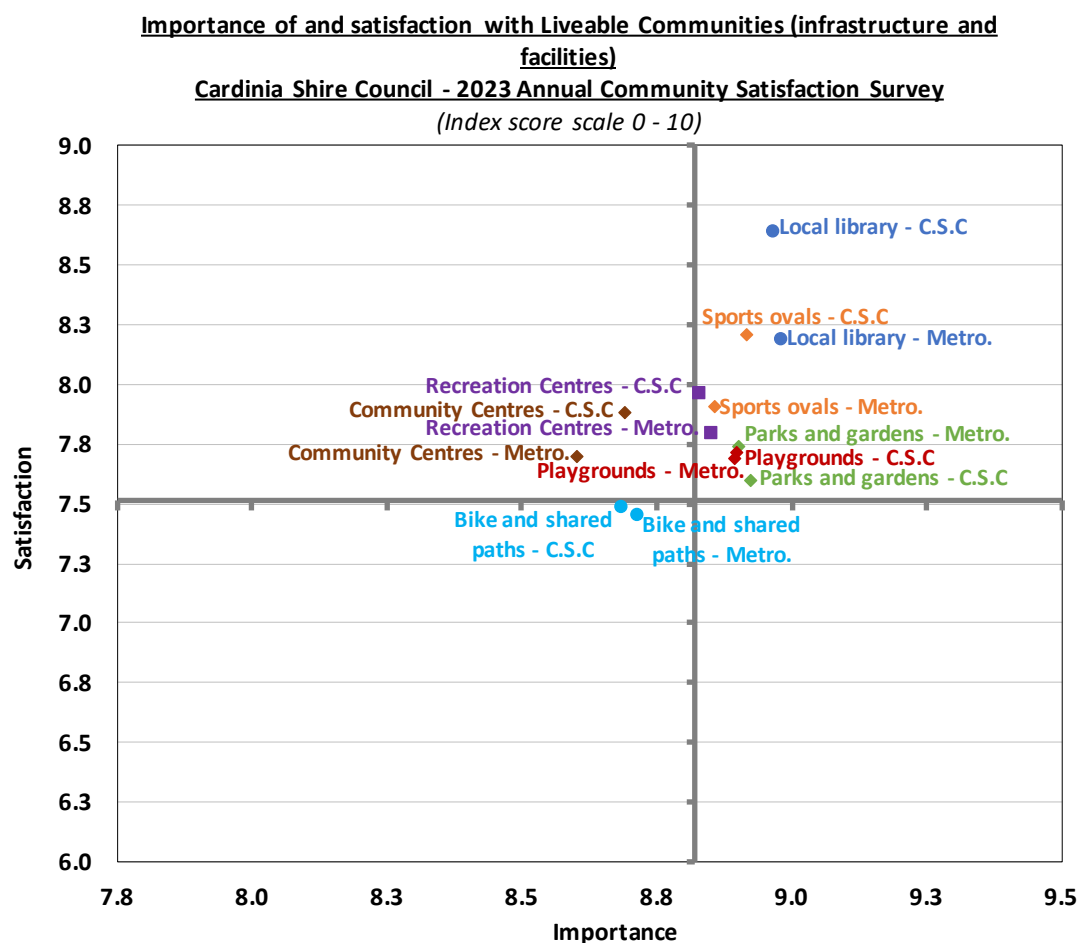
There were 11 services and facilities from the Liveable Communities Division included in the survey this year, with seven related to infrastructure and facilities and four related to community services which are discussed in the following section.

The following graph provides a crosstabulation of the average importance of and satisfaction with these seven infrastructure and facilities related services. The crosshairs represent the average importance and satisfaction of all 36 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

It is noted that the local library, sports ovals, parks and gardens, and playgrounds were all of higher-than-average importance and received somewhat higher than average satisfaction scores.

The community centres, recreation centres, and bikes and shared paths were of slightly lower-than-average importance but received average or slightly higher than average satisfaction scores.



Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 12th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with parks and gardens declined somewhat this year, down three percent to 7.6, but remains at a “very good” level of satisfaction.

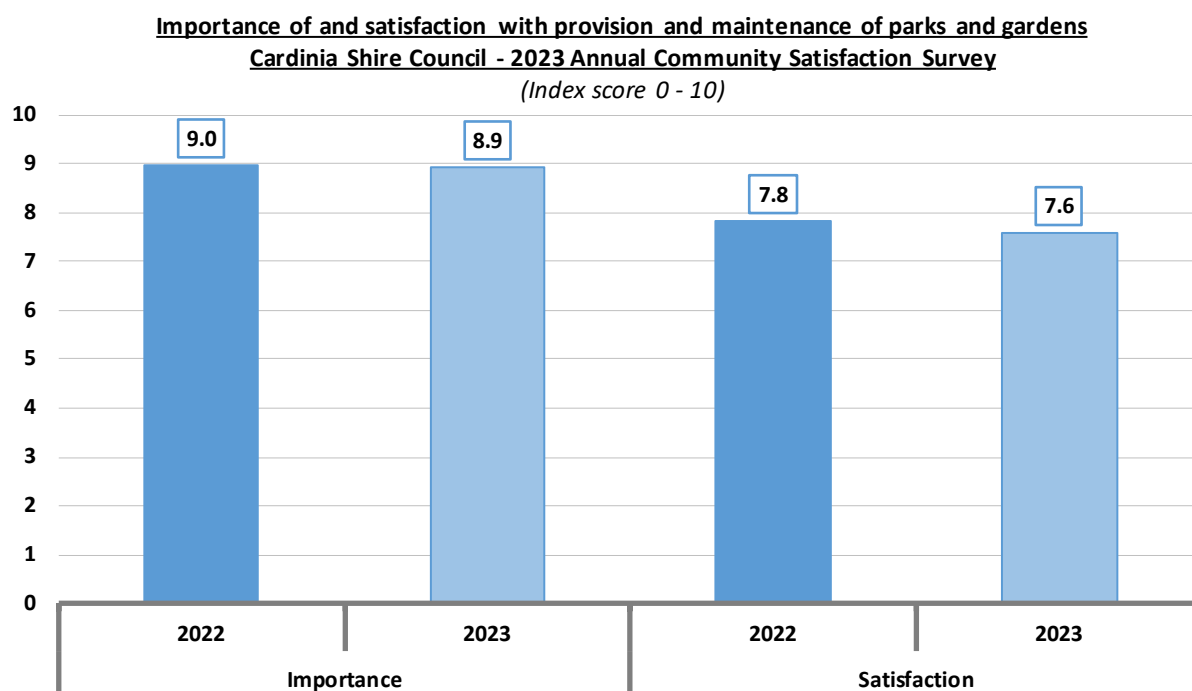
This result ranks parks and gardens 14th in terms of satisfaction this year.

This result was comprised of 61% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 868 of the 900 respondents who provided a score.

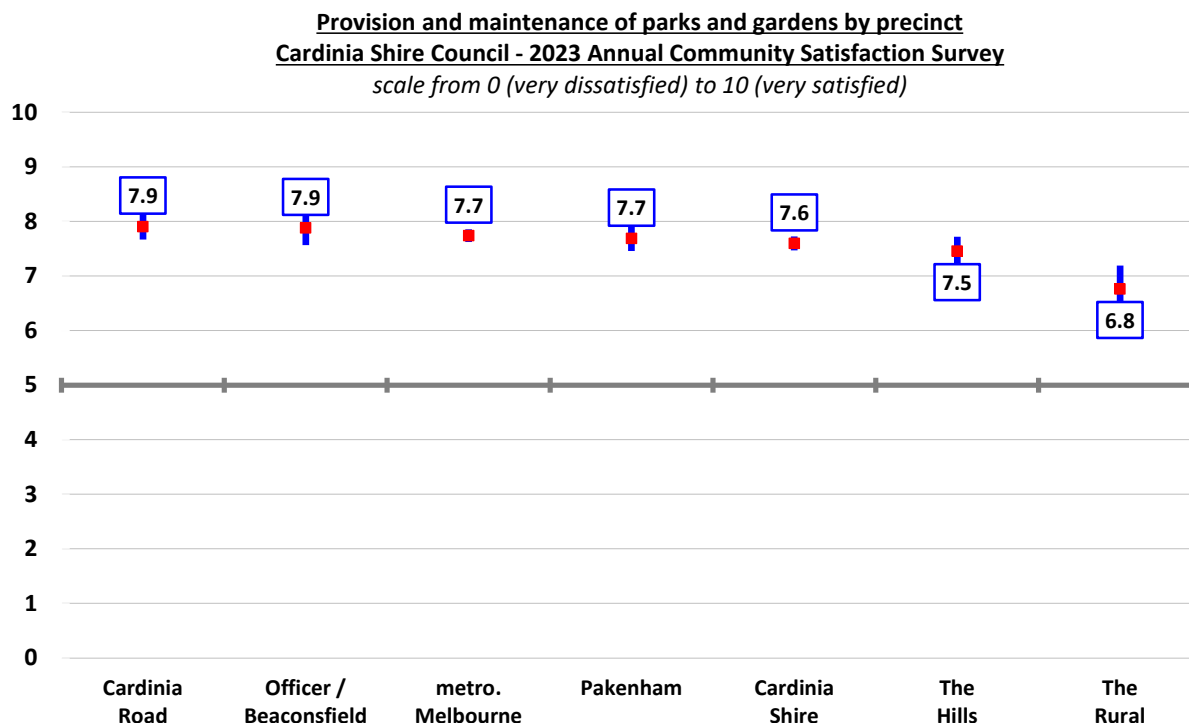
It is noted that parks, gardens, and open space related issues were the fourth most nominated [issue to address](#) for the Cardinia community ‘at the moment’, with six percent nominating these issues. The respondents who nominated these issues were, on average, somewhat more satisfied with [Council’s overall performance](#) than the average of all respondents, suggesting the issues were not significant negative influences on satisfaction.

There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied and 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.

By way of comparison, this result was marginally lower than the metropolitan Melbourne satisfaction with “provision and maintenance of parks and gardens” of 7.7, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was measurable variation in satisfaction with parks and gardens observed across the municipality, with respondents from Cardinia Road measurably and Officer / Beaconsfield notably more satisfied than average and at “excellent” levels, whilst respondents from the Rural precinct were measurably and significantly less satisfied, and at a “good” level.



The following table outlines the comments received from respondents dissatisfied with the provision and maintenance of parks and gardens.

Reasons for dissatisfaction with provision and maintenance of parks and gardens
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Not maintained enough / properly | 2 |
| Around the avenue the grasses grow very often. They should be done frequently | 1 |
| Ascot Park glasses are broken | 1 |
| Dog park needs more maintenance. It needs more public toilets. It doesn't have many bins | 1 |
| Local residents have had to mow the local parks themselves. Council needs to look after it better | 1 |
| Lots of rubbish and never cleaned | 1 |
| More rubbish bins and toilets needed in the parks | 1 |
| Mowing in parks should be done regularly | 1 |
| Need a park around Eagle Dr | 1 |
| Need more maintenance | 1 |
| Needs more for big community | 1 |
| Needs to be more implementation | 1 |

| | |
|--|-----------|
| Not regularly maintained and mowed | 1 |
| Not very good | 1 |
| Poorly done | 1 |
| Tactile indicators - damaged and not repaired for over two years | 1 |
| The maintenance of the grass | 1 |
| They don't mow grass in Ascot Park and the glasses are broken | 1 |
| Trees should be cut regularly | 1 |
| We live in the hills, why do we need parks? | 1 |
| Total | 21 |

Local library services

The local library services were the 11th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the local library services improved marginally this year, up one percent to 6, which remains at an “excellent” level of satisfaction.

This result ranks the local library service 3rd in terms of satisfaction this year.

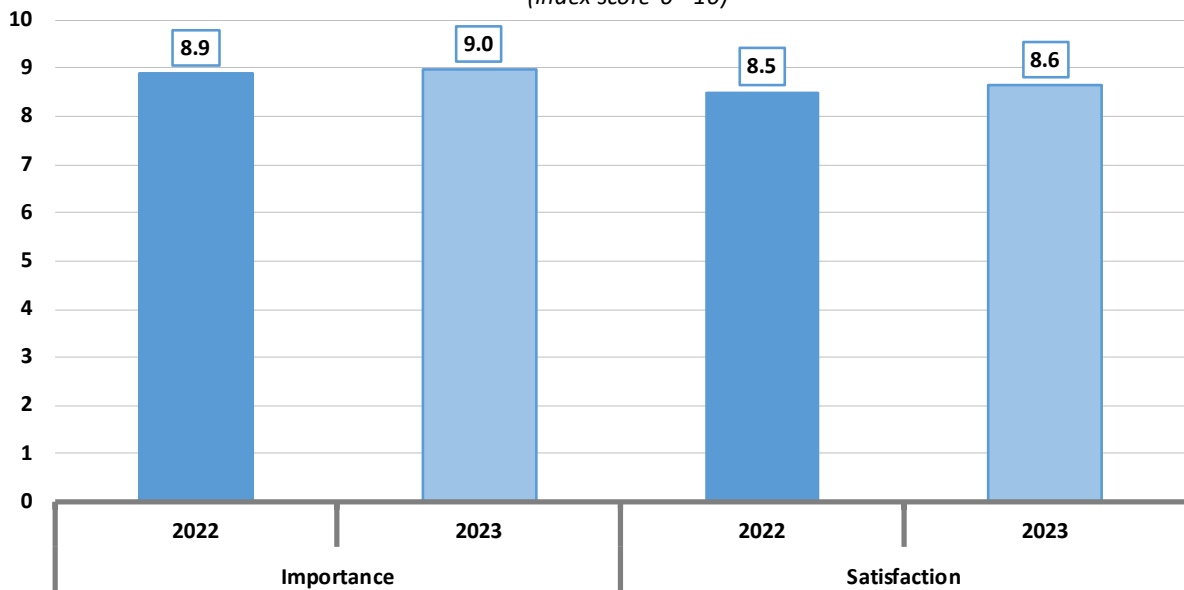
This result was comprised of 84% “very satisfied” and just one percent “dissatisfied” respondents, based on a total sample of 410 of the 414 respondents (46%) from households who had used these services and facilities in the last 12 months.

There was some variation in this result observed by respondent profile, with older adults and senior citizens (aged 65 years and over) notably more satisfied than average.

By way of comparison, this result was measurably higher than the metropolitan Melbourne satisfaction with “local library services” of 8.2, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.

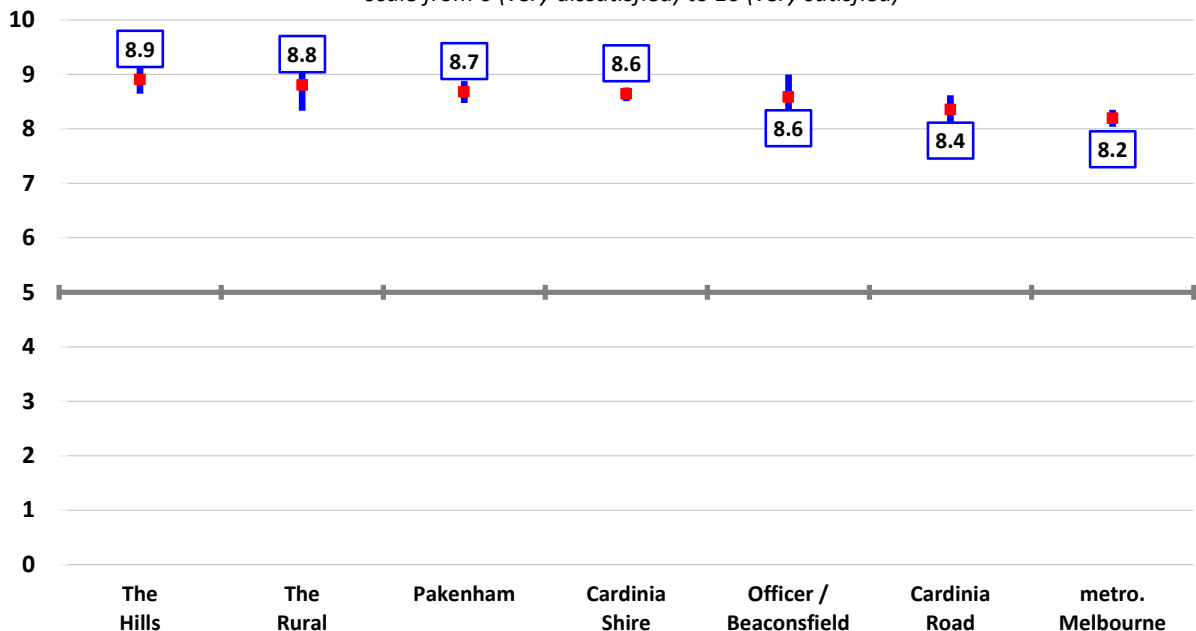


Importance of and satisfaction with local library services
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Index score 0 - 10)



There was no measurable or notable variation in satisfaction with the local library services observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels, and all notably or measurably above the metropolitan Melbourne average.

Local library services by precinct
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the comments received from respondents dissatisfied with the local library service.



Reasons for dissatisfaction with local library services
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|--|----------|
| Roads and highways, around them grasses should be mowed more often | 1 |
| Not enough books for the youth | 1 |
| We need one library in Officer precinct | 1 |
| Total | 3 |

Sports ovals and other local sporting facilities

Sports ovals and other local sporting facilities were the 13th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these facilities improved somewhat this year, up three percent to 8.2, which remains at an “excellent” level of satisfaction.

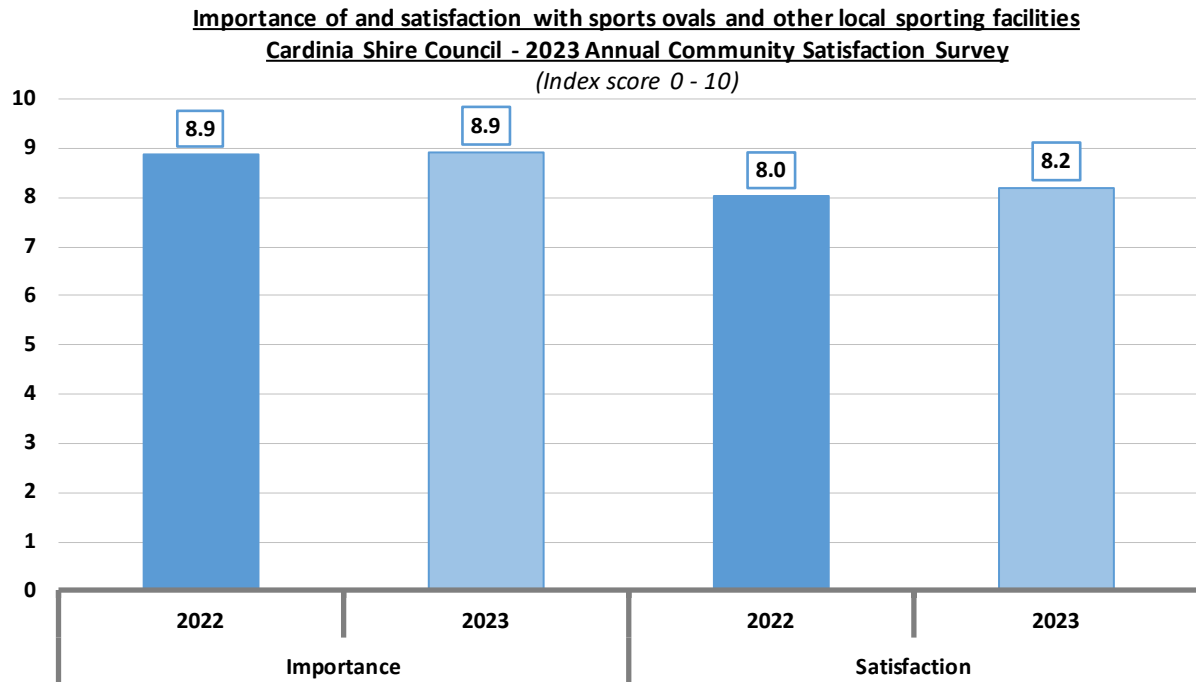
This result ranks sports ovals and other local sporting facilities 5th in terms of satisfaction this year and one of eight to record a satisfaction score measurably higher than the average of all 36 services and facilities (7.5).

This result was comprised of 77% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 483 of the 487 respondents (54%) from households who had used these services and facilities in the last 12 months.

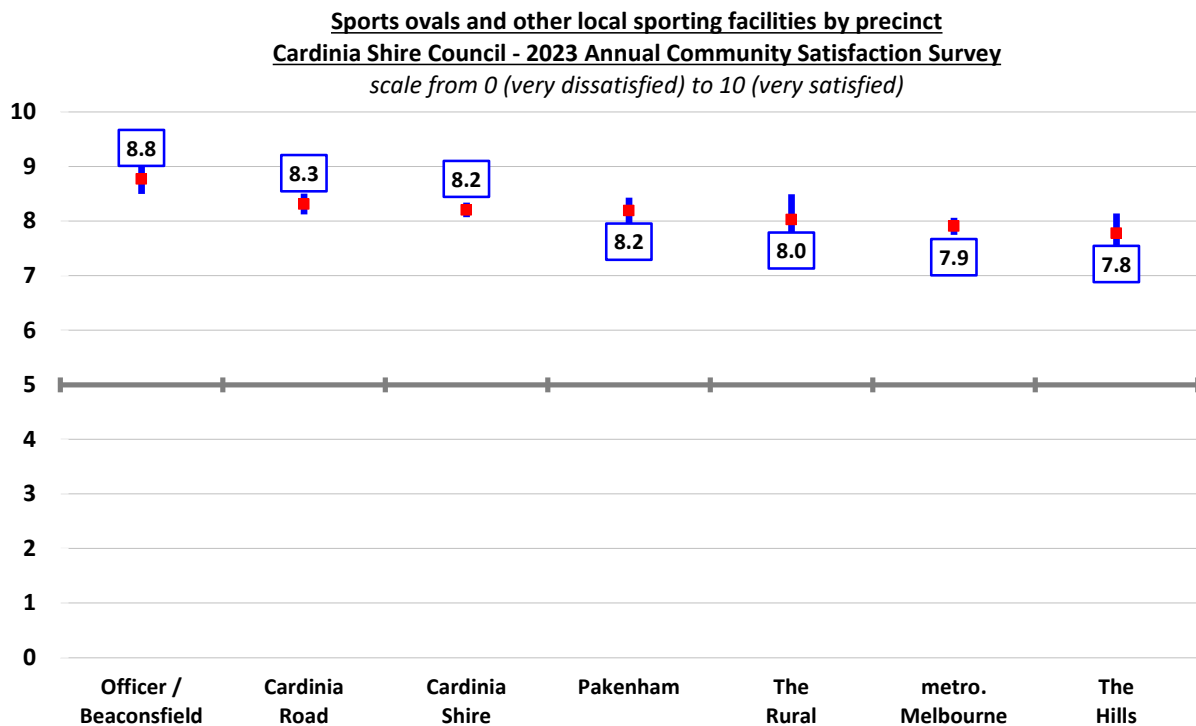
There was no meaningful variation in satisfaction with this result observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rated satisfaction at “excellent” levels.

By way of comparison, this result was measurably higher than the metropolitan Melbourne satisfaction with “sports ovals and other local sporting facilities” of 7.9, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





Whilst respondents from all precincts rated satisfaction with these facilities at “excellent” levels, it is noted that there was measurable or notable variation in satisfaction observed across the municipality, with respondents from Officer / Beaconsfield measurably more satisfied than average, and respondents from the Hills measurably less satisfied.



The following table outlines the comments received from respondents dissatisfied with sports ovals and other local sporting facilities.



Reasons for dissatisfaction with sport ovals and other local sporting facilities

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| There should be more sporting facilities | 2 |
| Bad communication, fees and charges, the training aren't passionate. My son has to change swimming schools due to how bad it was | 1 |
| It's not evenly good distribution | 1 |
| Needs an upgrade | 1 |
| No running track | 1 |
| Not looking after them well enough. Kids need something to do to be off the street | 1 |
| People bring dogs to ovals Ascot Vale, not good | 1 |
| Total | 8 |



Recreation and / or aquatic centres

Recreation and / or aquatic centres were the 17th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

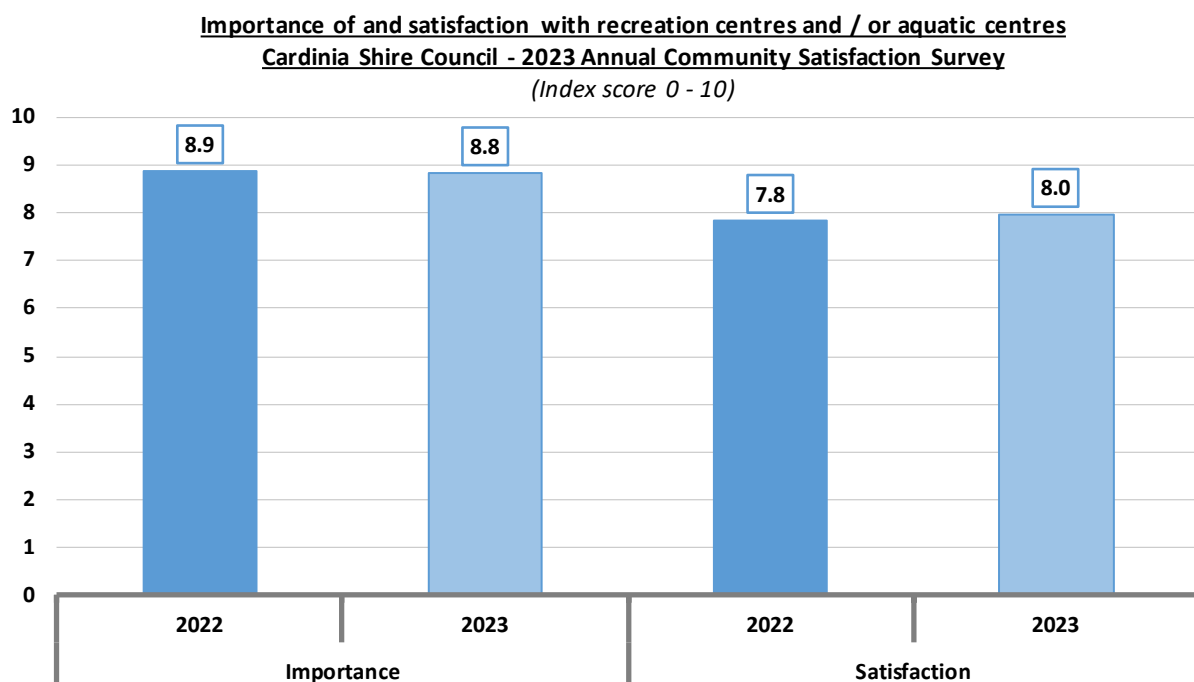
Satisfaction with these facilities improved notably this year, up three percent to 8.0, which remains at an “excellent” level of satisfaction.

This result ranks recreation and / or aquatic centres 7th in terms of satisfaction this year.

This result was comprised of 72% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 379 of the 380 respondents (42%) from households who had used these services and facilities in the last 12 months.

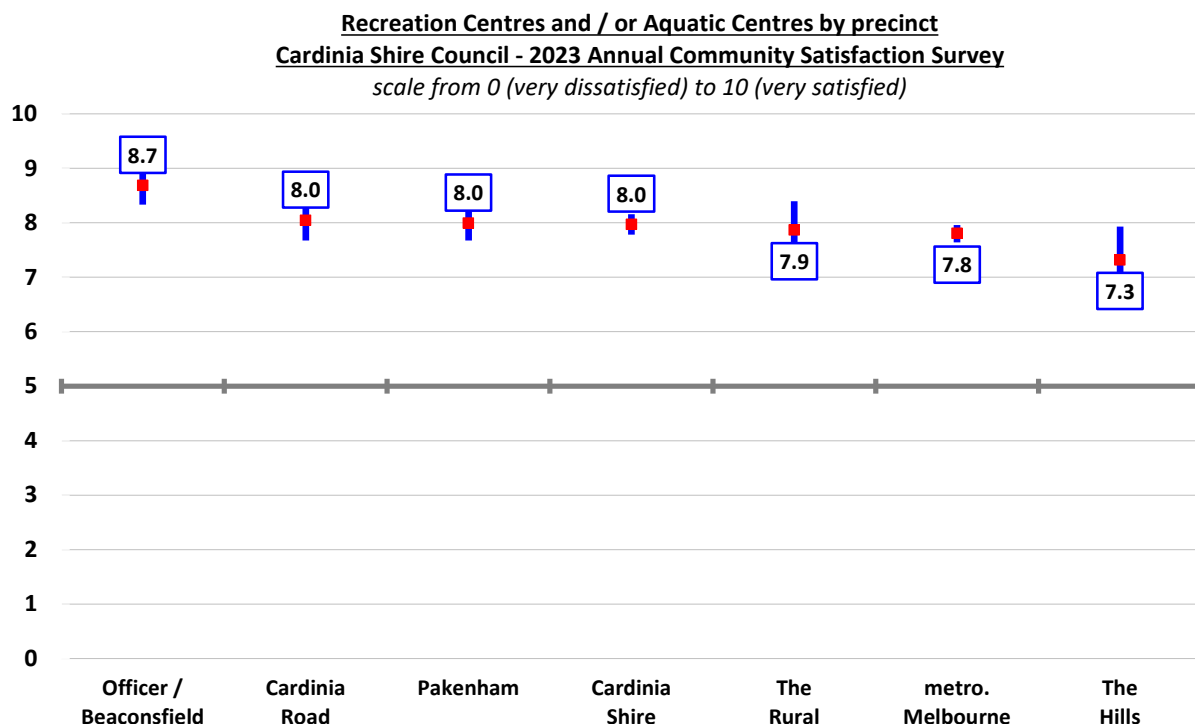
There was some variation in this result observed by respondent profile, with older middle-aged adults (aged 55 to 64 years) somewhat less satisfied than average, and female respondents somewhat more satisfied than male respondents.

By way of comparison, this result was notably higher than the metropolitan Melbourne satisfaction with “recreation and / or aquatic centres” of 7.8, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was measurable variation in satisfaction with recreation and / or aquatic centres observed across the municipality, with respondents from Officer / Beaconsfield measurably more satisfied than average, whilst respondents from the Hills precinct were notably but not measurably less satisfied, and at a “very good” rather than “excellent” level of satisfaction.





The following table outlines the comments received from respondents dissatisfied with recreation centres / aquatic centres.

Reasons for dissatisfaction with recreation centres and / or aquatic centres
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Air conditioning is not proper in Cardinia Life | 1 |
| Closed in the hands of the administrators | 1 |
| Inclusivity for seniors, activities for elderly population | 1 |
| Lack of air conditioning and heating in those areas. Way too hot in the summer, way too cold in the winter. No control of the temperatures | 1 |
| No cleanliness, no services, no improvement from 10 years | 1 |
| No pools here | 1 |
| Not enough options | 1 |
| Not properly managed, leaks | 1 |
| One is needed in Emerald | 1 |
| Pakenham swimming pool is terrible and needs maintenance | 1 |
| The pool is closed a lot on hot days at Koo Wee Rup | 1 |
| There's only one, we need more | 1 |
| Too small | 1 |
| We need them in Emerald, Cockatoo and every small town | 1 |
| Total | 14 |



Provision and maintenance of playgrounds

The provision and maintenance of playgrounds was the 14th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

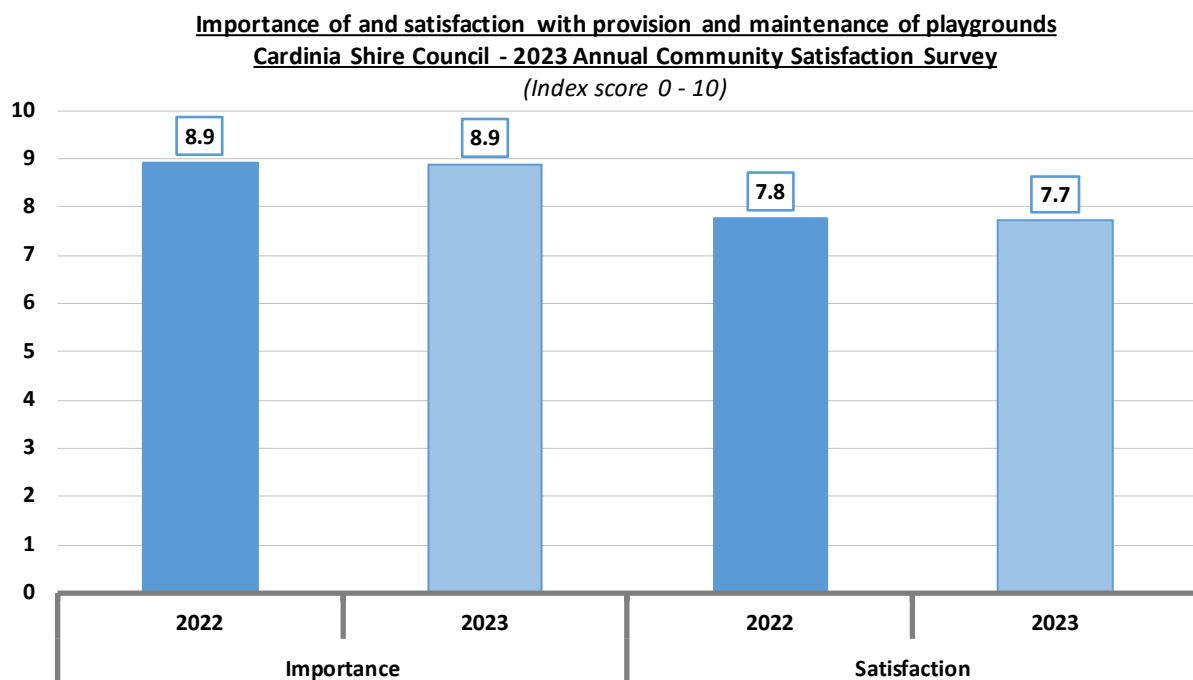
Satisfaction with playgrounds declined marginally this year, down one percent to 7.7, which is a “very good”, down from an “excellent” level of satisfaction.

This result ranks playgrounds 12th in terms of satisfaction this year.

This result was comprised of 63% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 470 of the 474 respondents (53%) from households who had used these services and facilities in the last 12 months.

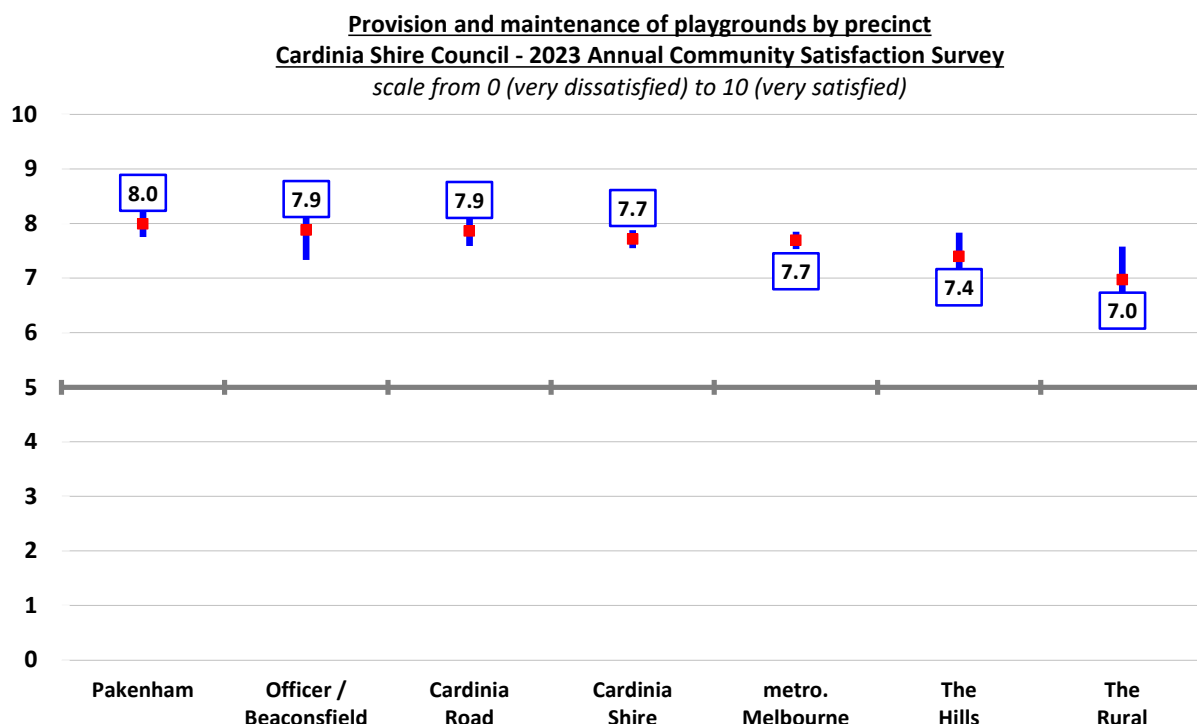
There was some variation in this result observed by respondent profile, with older middle-aged adults (aged 55 to 64 years) marginally less satisfied than average.

By way of comparison, this result was identical to the metropolitan Melbourne satisfaction with “the provision and maintenance of playgrounds” of 7.7, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



There was measurable and notable variation in satisfaction with playgrounds observed across the municipality, with respondents from the three urban precincts notably more satisfied than average and at “excellent” levels, whilst respondents from the Rural precinct were measurably less satisfied, and at a “good” rather than a “very good” level of satisfaction.





The following table outlines the comments received from respondents dissatisfied with the provision and maintenance of playgrounds. A range of issues were raised by a small number of respondents.

Reasons for dissatisfaction with provision and maintenance of playgrounds
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Grass not mowed; they leave it too long | 5 |
| Bins are not provided | 1 |
| Could be more accessible for people with extra needs | 1 |
| Graffiti and youth leaving bottles and broken bottles at playground in Cumberland Dr. Need more done in bins and shading | 1 |
| Grass mowing needs to be regular | 1 |
| Local playground in Bunyip is unsafe and not mowed. Playground needs a toilet | 1 |
| Most playgrounds do not have much for toddlers and young kids. It is too big for them | 1 |
| Mowing of lawns is not regular and getting to dangerous levels especially snakes in Bunyip | 1 |
| Need more maintenance and cleaning and mowing | 1 |
| No access and the grounds were not maintained, and neighbours mowed it themselves in Bunyip | 1 |
| Not clean | 1 |
| Not enough mowing and it is too small and creep for a town of this size. The playground facilities are not good | 1 |
| Not maintained enough | 1 |
| Not maintained well especially Kenneth Rd one | 1 |
| Not much for the children to do | 1 |
| Not updated | 1 |



| | |
|---|-----------|
| People's behaviour who come to the park. When white people see black people, they disappear | 1 |
| The playgrounds are poorly maintained | 1 |
| The playgrounds are vandalised, and they are not upgraded | 1 |
| There's some damage in equipment in Dragon Park. It's been broken for past years | 1 |
| They do not have enough fencing | 1 |
| Total | 25 |

Bike and shared paths

Bike and shared paths were the 16th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with bike paths and shared paths declined marginally this year, down one percent to 7.5, which remains a “very good” level of satisfaction.

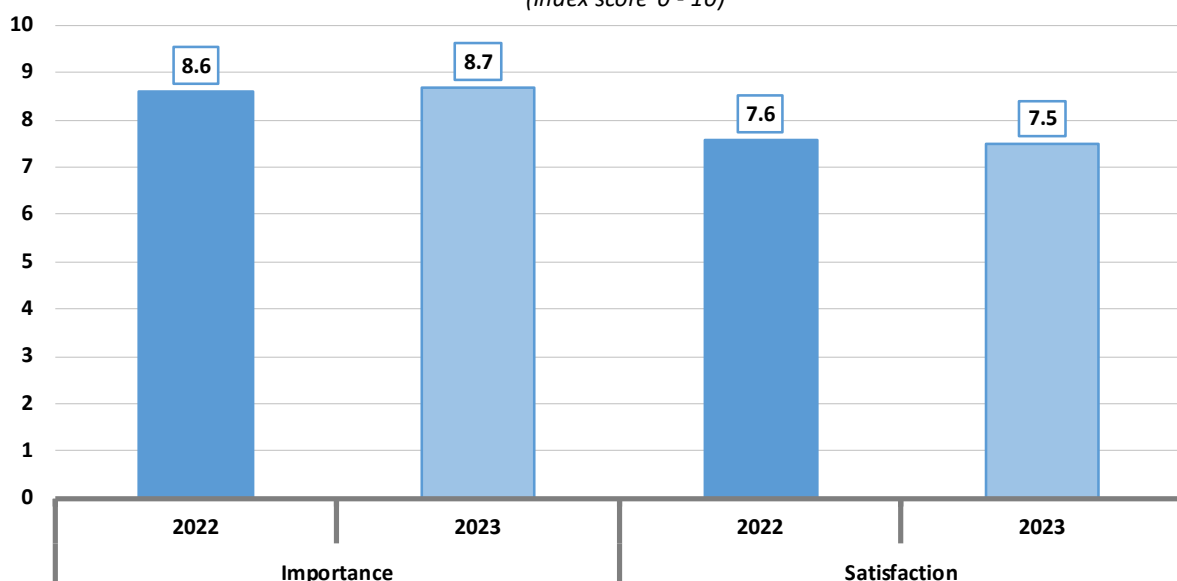
This result ranks bike and shared paths 17th in terms of satisfaction this year.

This result was comprised of 54% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 396 of the 401 respondents (45%) from households who had used these services and facilities in the last 12 months.

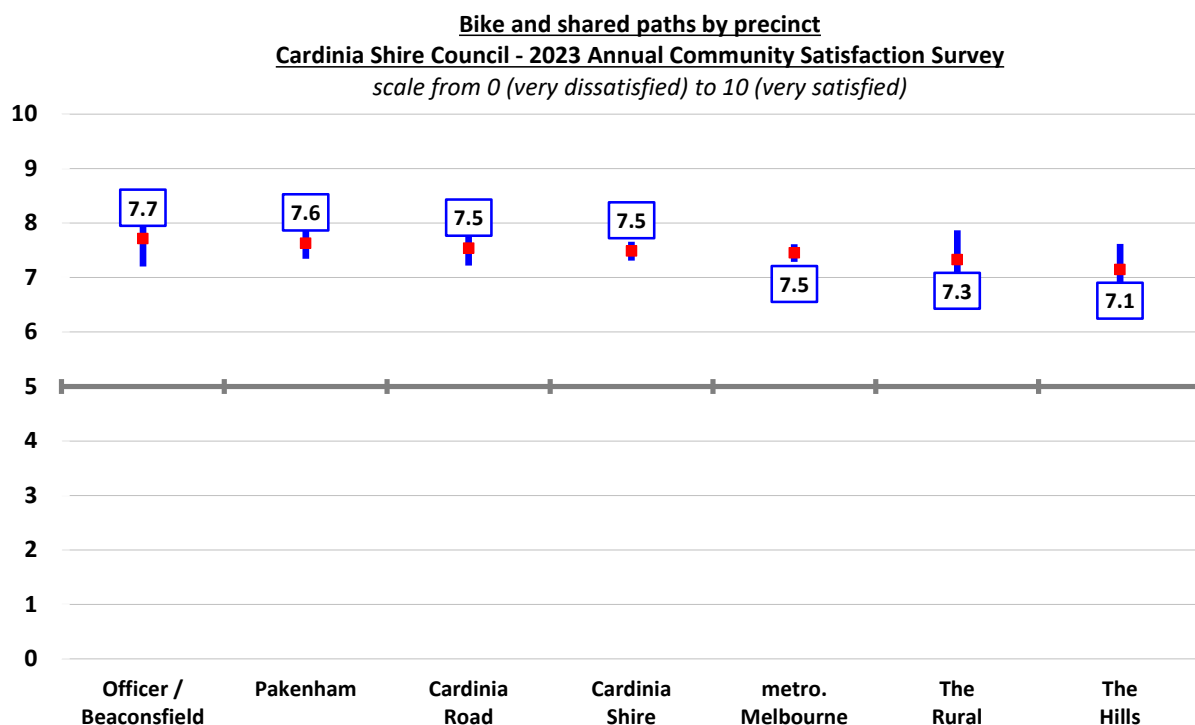
There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied than average, and middle-aged (aged 45 to 64 years) and senior citizens (aged 65 to 74 years) notably less satisfied than average.

By way of comparison, this result was identical to the metropolitan Melbourne satisfaction with “bike and shared paths” of 7.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the methodology.

Importance of and satisfaction with bike and shared paths
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was no measurable variation in satisfaction with bike and shared paths observed across the municipality, although it is noted that respondents from the Hills precinct rated satisfaction at a “good” rather than a “very good” level of satisfaction.



The following table outlines the comments received from respondents dissatisfied with bike and shared paths. A range of issues were raised by a handful of respondents.

Reasons for dissatisfaction with bike and shared paths
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|---|--------|
| Maintenance issues | 2 |
| Sometimes narrow and feels unsafe | 2 |
| Are not protected, risk of accidents | 1 |
| Arrogance of bike riders who think the paths are only for them | 1 |
| Between Emerald and Cockatoo needs proper signage | 1 |
| Bike paths are not good | 1 |
| It is not really a path for biking | 1 |
| Kids get hurt on bike paths when sharing with bikes and pedestrians | 1 |
| Lack of planning no continuity between bypass and a lack of circuit | 1 |
| More sealed roads and pathways needed around here | 1 |
| Need more bike paths around the outside of Koo Wee Rup | 1 |
| Need more of it, like shared trails | 1 |
| No bike paths on main road, location- McGregor Rd | 1 |
| Not enough bike paths | 1 |



| | |
|---|-----------|
| Often vandalized, signs ripped out, etc | 1 |
| Poor condition | 1 |
| There are not many that can be accessible in the area | 1 |
| There need to be more footpaths | 1 |
| They are uneven | 1 |
| They should be more bike paths as you cannot get to Belgrave from Emerald | 1 |
| They should improve Clematis Park Rd reserve pathway as it becomes slippery | 1 |
| Unclean i.e., shattered glass | 1 |
| Total | 24 |

Community centres / Neighbourhood Houses

Community centres / Neighbourhood Houses were the 24th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with these facilities remained stable this year at 7.9, which remains an “excellent” level of satisfaction.

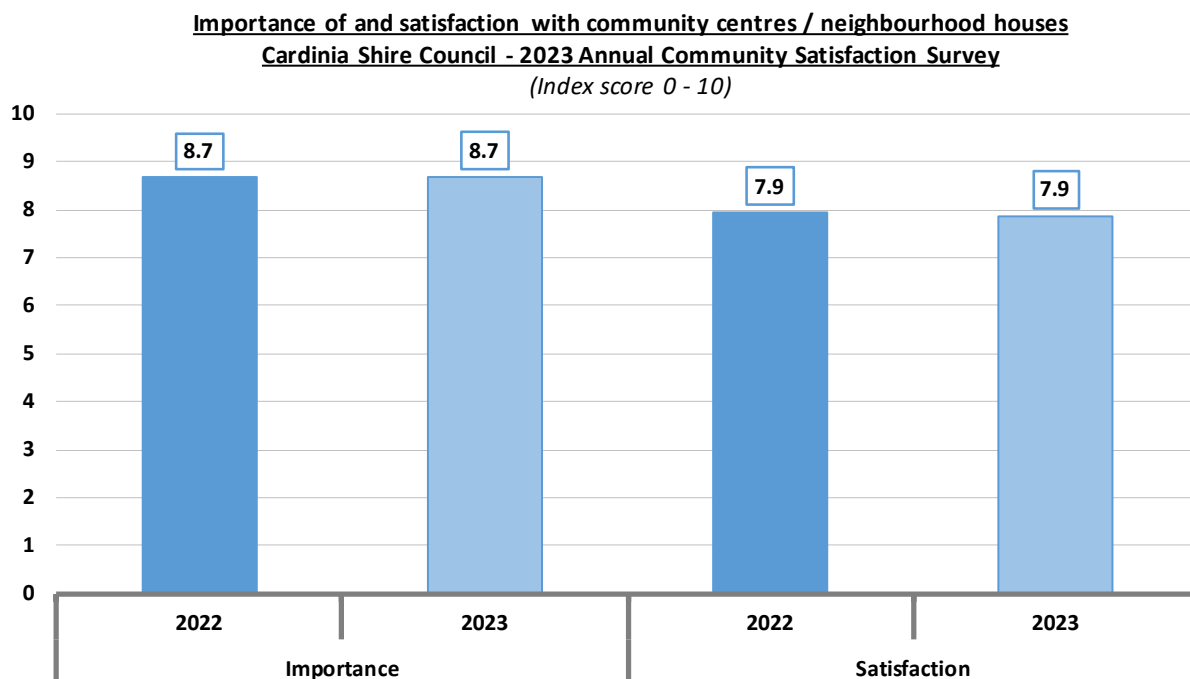
This result ranks Community centres / Neighbourhood Houses 9th in terms of satisfaction this year.

This result was comprised of 65% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 207 of the 208 respondents (23%) from households who had used these services and facilities in the last 12 months.

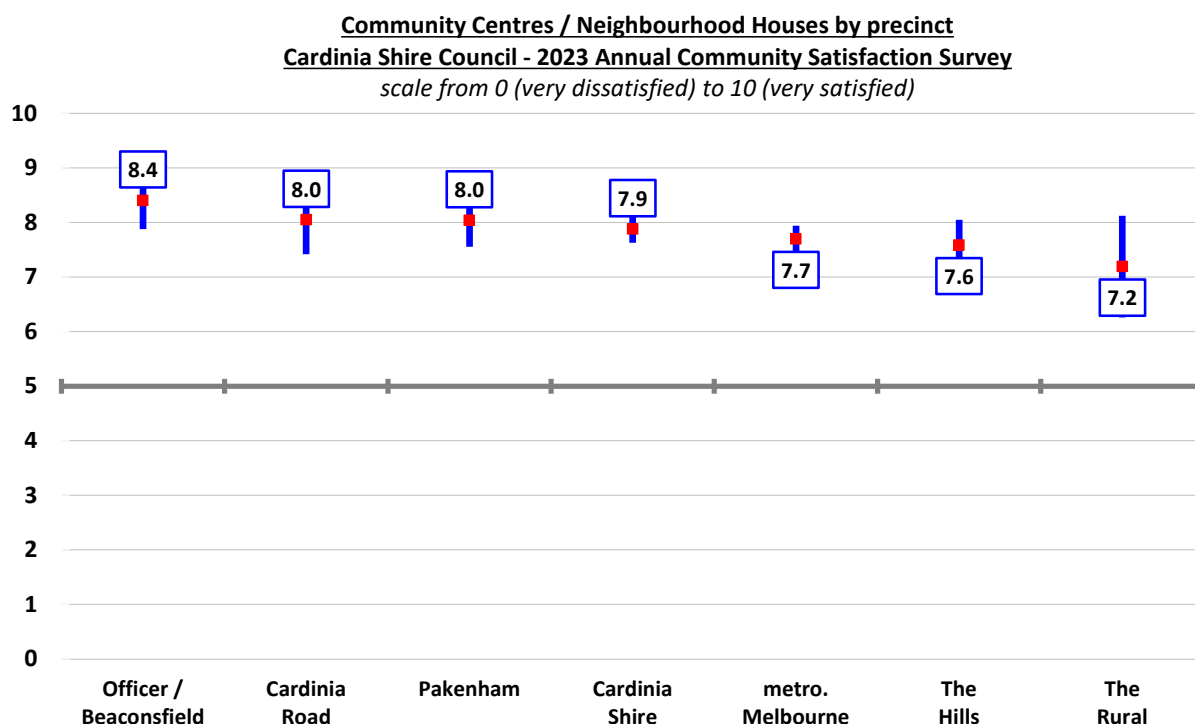
There was some variation in this result observed by respondent profile, middle-aged (aged 45 to 64 years) notably less satisfied than average, and female respondents measurably more satisfied than male respondents.

By way of comparison, this result was notably higher than the metropolitan Melbourne satisfaction with “Community centres / Neighbourhood Houses” of 7.7, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





Whilst there was no measurable variation in satisfaction with these observed across the municipality, it is noted that respondents from the Rural precinct rated satisfaction at a “good” rather than an “excellent” level of satisfaction.



The following table outlines the comments received from respondents dissatisfied with community centres / neighbourhood houses.



Reasons for dissatisfaction with community centres / neighbourhood houses

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| More community houses needed | 1 |
| Poor structure, old facilities, need more renovations | 1 |
| Staffing problem, please keep it open | 1 |
| They are rude and not community minded | 1 |
| Total | 4 |

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.

The following graph provides a crosstabulation of the average importance of and satisfaction with these four community services.

The crosshairs represent the average importance and satisfaction of all 36 services and facilities.

The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

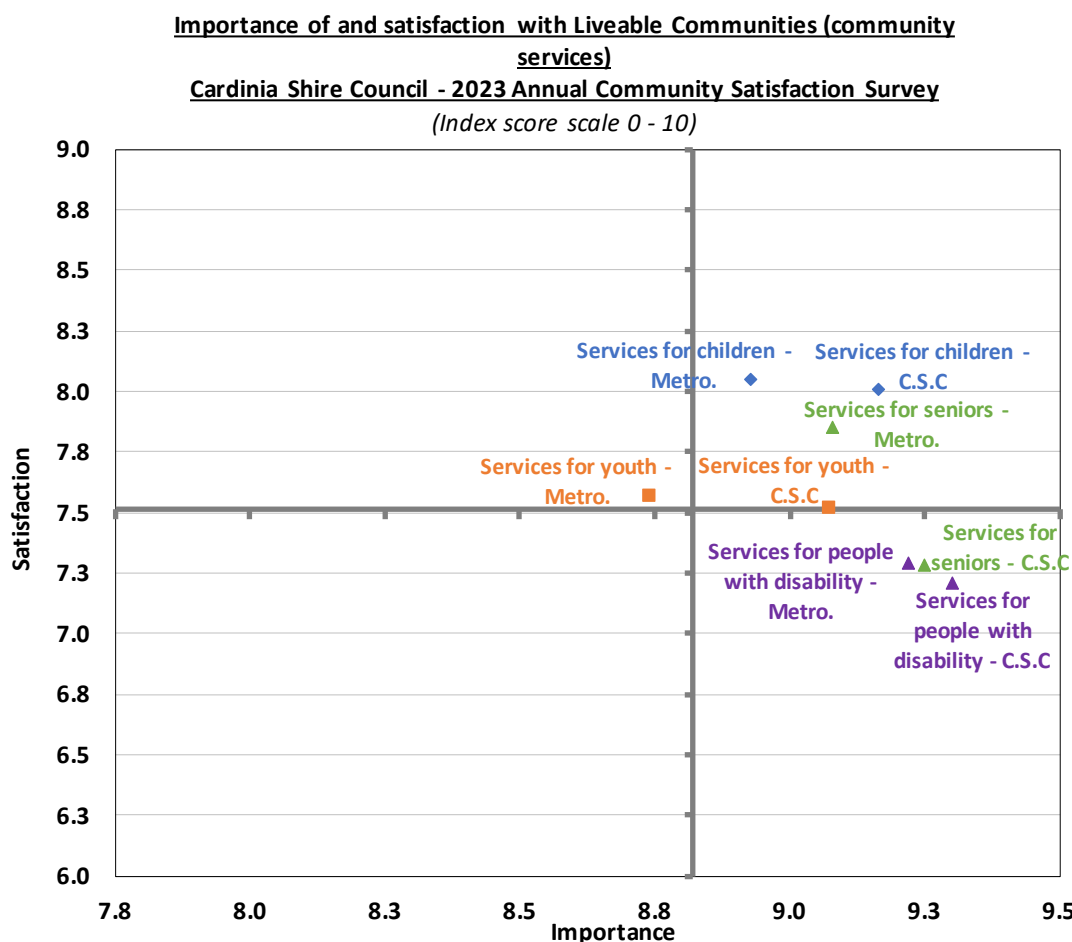
All four of the community services relating to children, youth, persons with disability, and seniors were of higher-than-average importance.

Of the four community services, satisfaction with services for children and for youth received higher-than-average satisfaction scores, satisfaction with services for seniors and services for people with disability received somewhat lower than average satisfaction scores, although in the “good” to “very good” range.

Metropolis Research notes that satisfaction with some of the community services has been somewhat muted last year and this year, coming out of the pandemic, with significant impacts still being felt on labour supply and other factors.

This has been observed in several municipalities across metropolitan Melbourne by Metropolis Research.





Services for children from birth to 5 years of age

Services for children from birth to five years of age were the 5th most important of the 36 included services and facilities, with an average importance of 9.2 out of 10 and one of eight that were measurably more important than the average of all 36 (8.8).

Satisfaction with these services increased notably this year, up three percent to 8.0, which remains an “excellent” level of satisfaction.

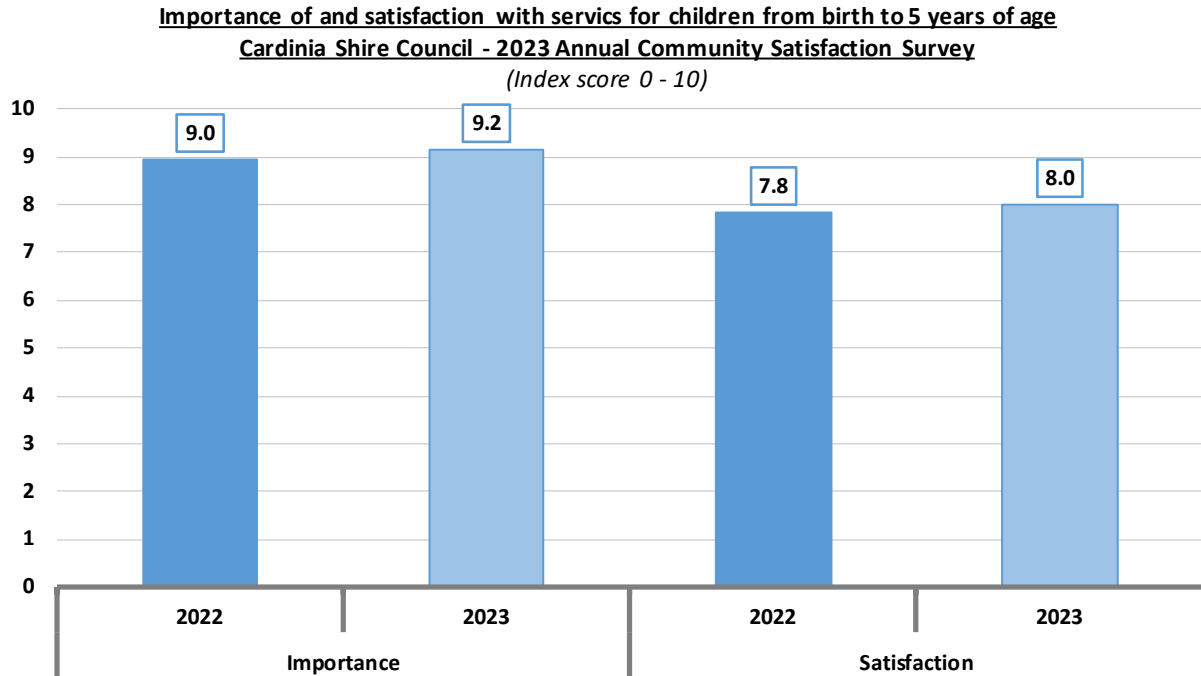
This result ranks services for children 5th in terms of satisfaction this year and one of eight that received a satisfaction score measurably higher than the average of all 36 (7.5).

This result was comprised of 68% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 198 of the 203 respondents (23%) from households who had used these services and facilities in the last 12 months.

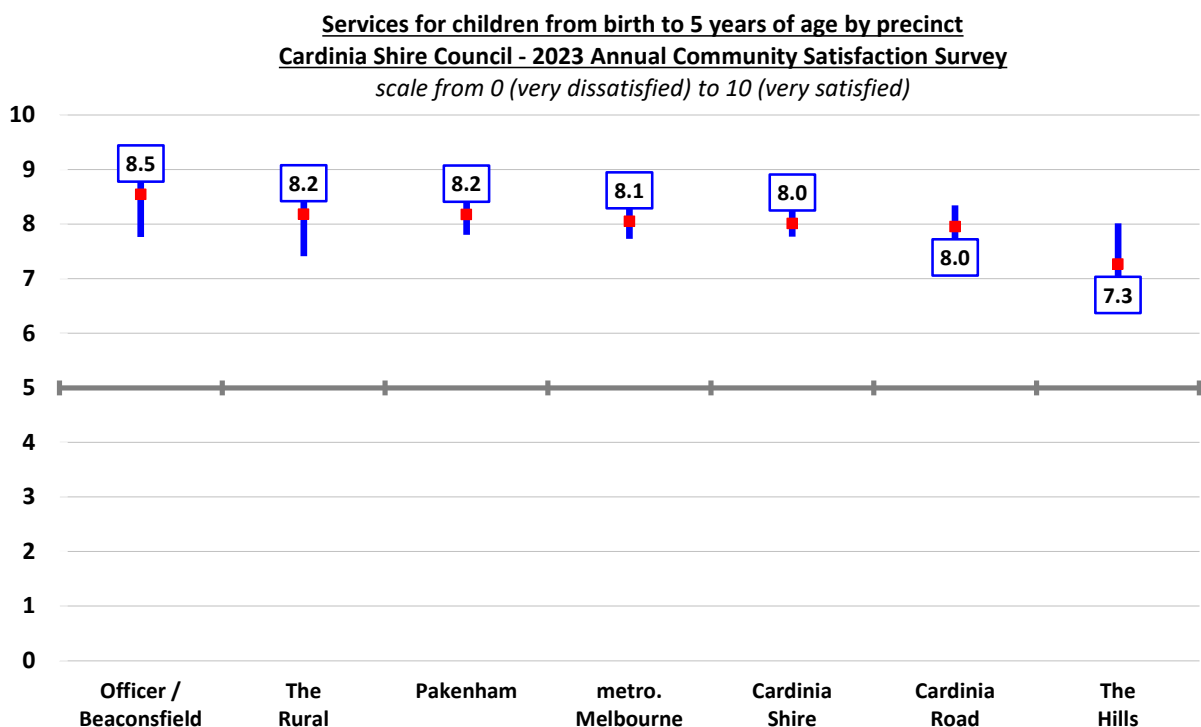
There was some variation in this result observed by respondent profile, young adults (aged 18 to 34 years) notably more satisfied than average, and older middle-aged adults, older adults, and senior citizens (aged 55 years and over) somewhat less satisfied than average.



By way of comparison, this result was notably higher than the metropolitan Melbourne satisfaction with “services for children from birth to five years of age” of 7.7, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



Whilst cognisant of the small sample size for these services, there was no measurable variation in satisfaction with services for children observed across the municipality, although it is noted that respondents from the Hills precinct were notably less satisfied than average and at a “very good” rather than “excellent” level.



The following table outlines comments received from respondents dissatisfied with services for children from birth to five years of age.

Reasons for dissatisfaction with services for children from birth to 5 years of age
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Accountability | 1 |
| Availability / local availability | 1 |
| Communication | 1 |
| Cost | 1 |
| Human resources training | 1 |
| Kindergarten had been enrolled but haven't built | 1 |
| Lack of resources for kids | 1 |
| Lack of staff and their credentials were questionable, lack of integration and awareness | 1 |
| Maternal health services needs to be improved. | 1 |
| Not enough | 1 |
| Support | 1 |
| The play equipment provided at the community kids centre doesn't appear age appropriate | 1 |
| The Shire's kindergarten should be maintained clean and with more facilities to entertain kids | 1 |
| Want more of them | 1 |
| Total | 14 |

Services for youth

Services for youth were the 9th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10 and one of eight that were measurably more important than the average of all 36 (8.8).

Satisfaction with services for youth remained stable this year at 7.5 out of 10, which remains “very good” level of satisfaction.

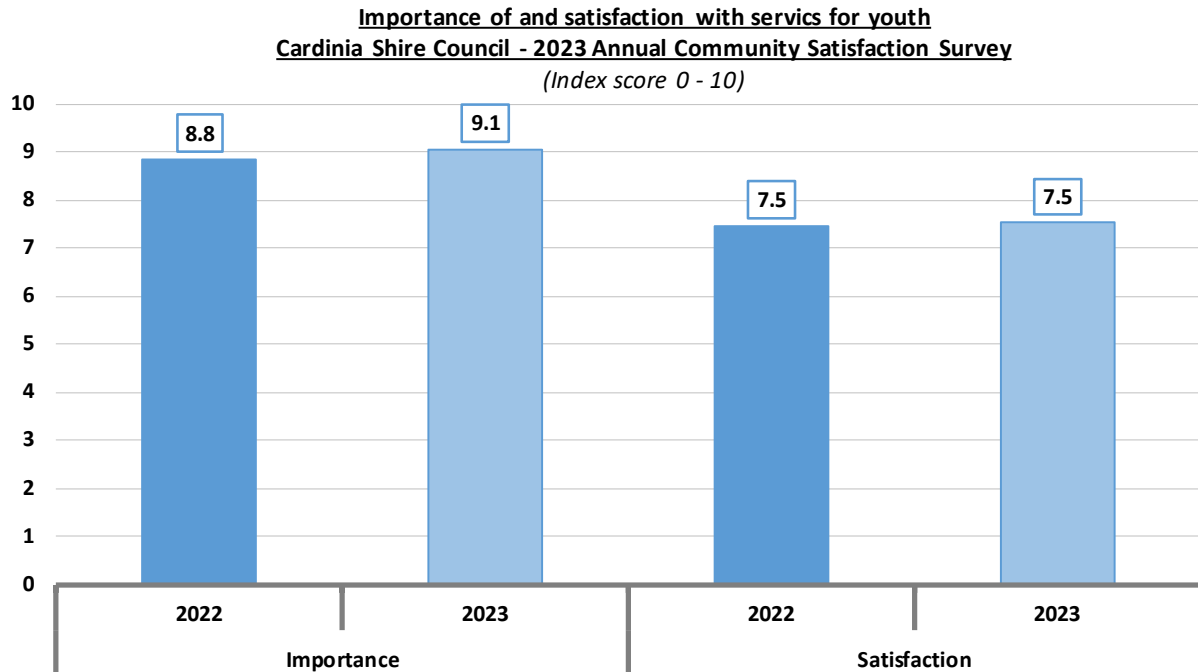
This result ranks services for youth 15th in terms of satisfaction this year.

This result was comprised of 53% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 147 of the 150 respondents (17%) from households who had used these services and facilities in the last 12 months.

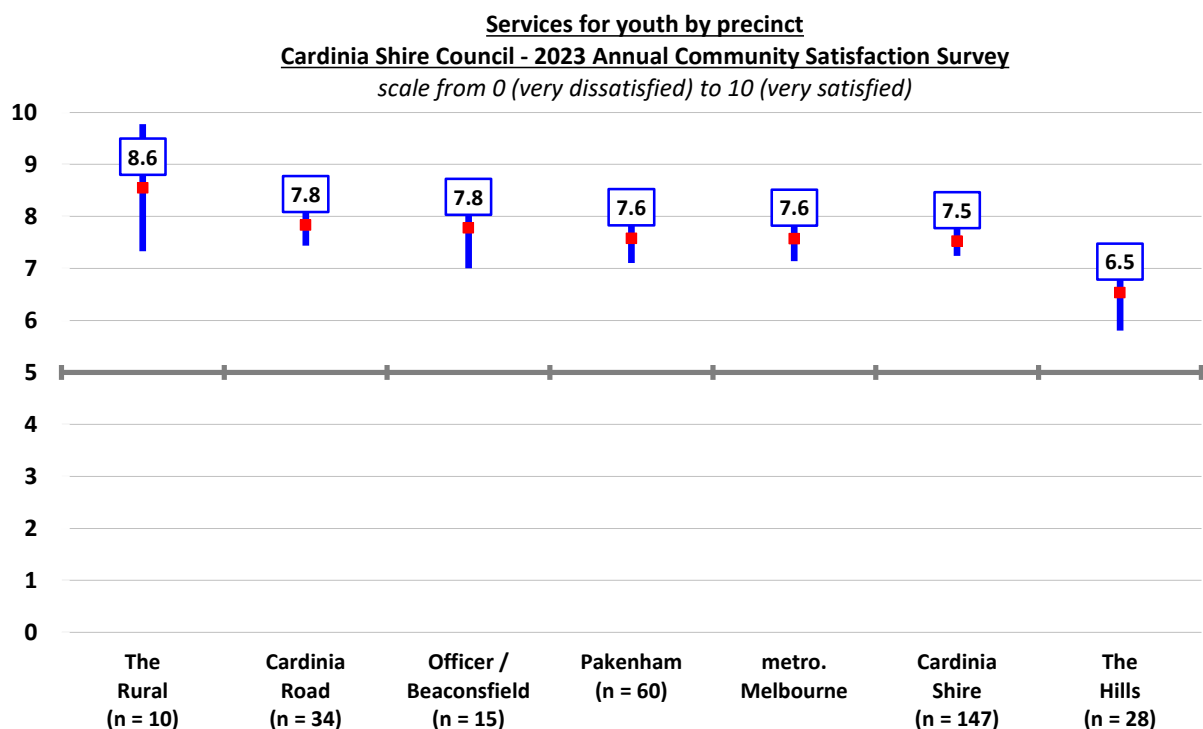
Cognisant of the small sample size of users of these services, there was no significant variation in this result observed by respondent profile, although young adults (aged 18 to 34 years) were the most satisfied, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.



By way of comparison, this result was marginally lower than the metropolitan Melbourne satisfaction with “services for youth” of 7.6, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.



Whilst cognisant of the small sample size of just 150 respondents for services for youth, there was no measurable variation in satisfaction observed across the municipality, although it is noted that respondents from the Hills precinct were notably less satisfied than average and at a “good” rather than a “very good” level.



The following table outlines the comments received from respondents dissatisfied with services for youth.

Reasons for dissatisfaction with services for youth
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|---|----------|
| They aren't enough around here | 2 |
| Its very limited compared to other councils, for instance Casey has more services | 1 |
| Lack of information | 1 |
| There isn't enough activities | 1 |
| There isn't enough being done and to offer to them | 1 |
| Total | 6 |

Support services for seniors

Services for seniors were the 4th most important of the 36 included services and facilities, with an average importance of 9.2 out of 10 and one of eight that were measurably more important than the average of all 36 (8.8).

Satisfaction with services for seniors increased marginally this year, up one percent to 7.3 out of 10, which is a “very good”, up from a “good” level of satisfaction.

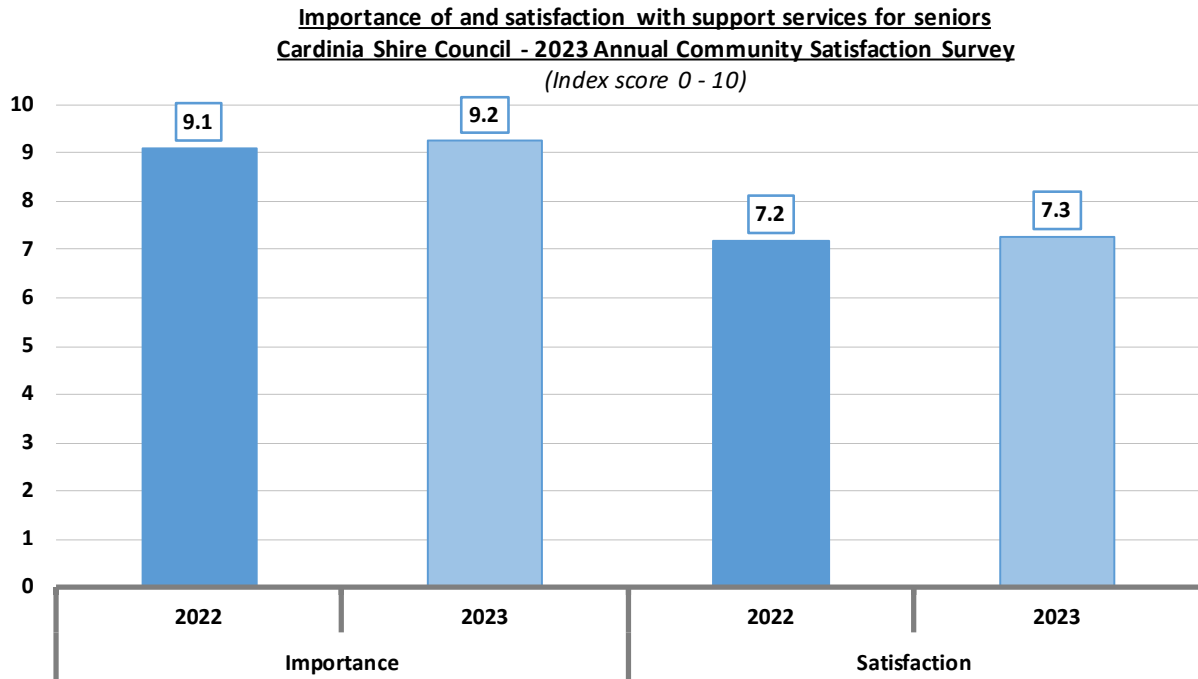
This result ranks services for seniors 25th in terms of satisfaction this year.

This result was comprised of 56% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 99 of the 102 respondents (11%) from households who had used these services and facilities in the last 12 months.

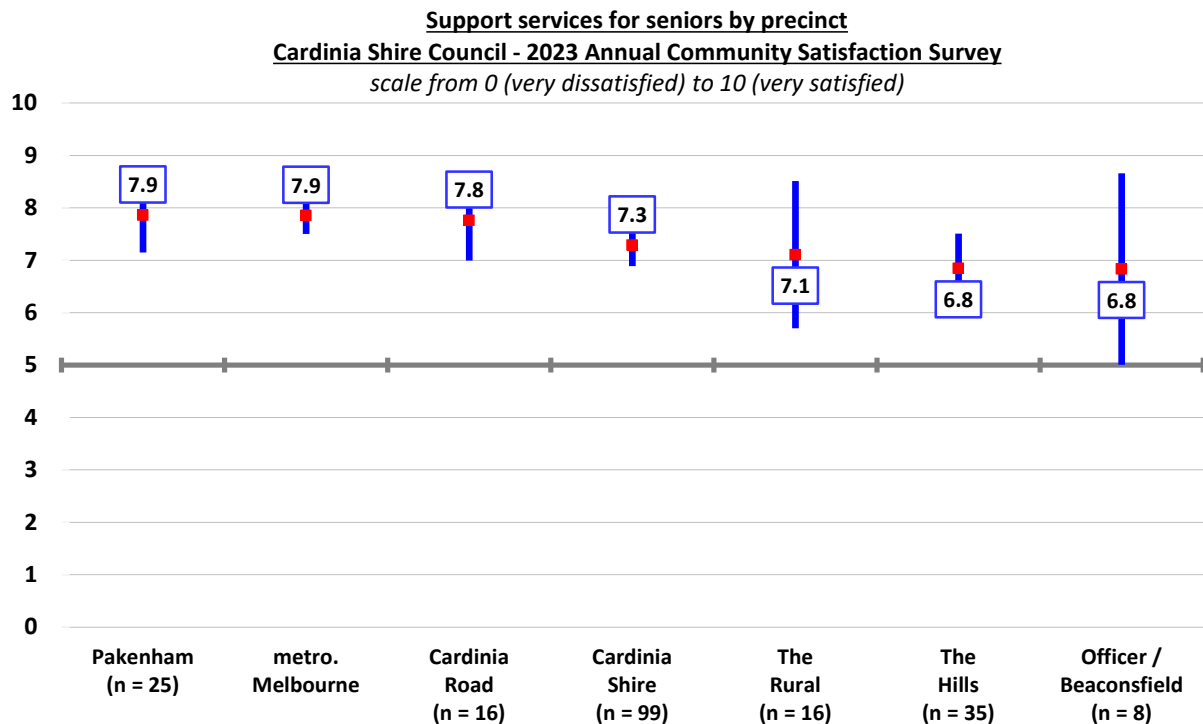
Cognisant of the very small sample size of just 102 users of these services, there was no significant variation in this result observed by respondent profile, although younger middle-aged respondents (aged 45 to 54 years) were the least satisfied.

By way of comparison, this result was measurably lower than the metropolitan Melbourne satisfaction with “services for seniors” of 7.9, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





Whilst cognisant of the small sample size of just 102 respondents for services for seniors, there was no measurable variation in satisfaction observed across the municipality, although it is noted that respondents from Pakenham rated satisfaction at an “excellent” level, whilst respondents from Officers / Beaconsfield and the Hills precinct were somewhat less satisfied than average and at “good” rather than “very good” levels of satisfaction.



The following table outlines the comments received from respondents dissatisfied with services for seniors.



Reasons for dissatisfaction with support services for seniors
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|--|----------|
| More needs to be done | 1 |
| Need to be improved | 1 |
| Pretty boring | 1 |
| That don't have anything to offer for dementia or transport | 1 |
| There isn't enough of them | 1 |
| There isn't enough staff to provide an add gate service | 1 |
| They should pay more attention towards their staff in these services | 1 |
| Total | 7 |

Support services for people with disability

Services for people with disability were the 3rd most important of the 36 included services and facilities, with an average importance of 9.3 out of 10 and one of eight that were measurably more important than the average of all 36 (8.8).

Satisfaction with services for people with disability increased marginally this year, up one percent to 7.2 out of 10, which remains a “good” level of satisfaction.

This result ranks services for people with disability 28th in terms of satisfaction this year.

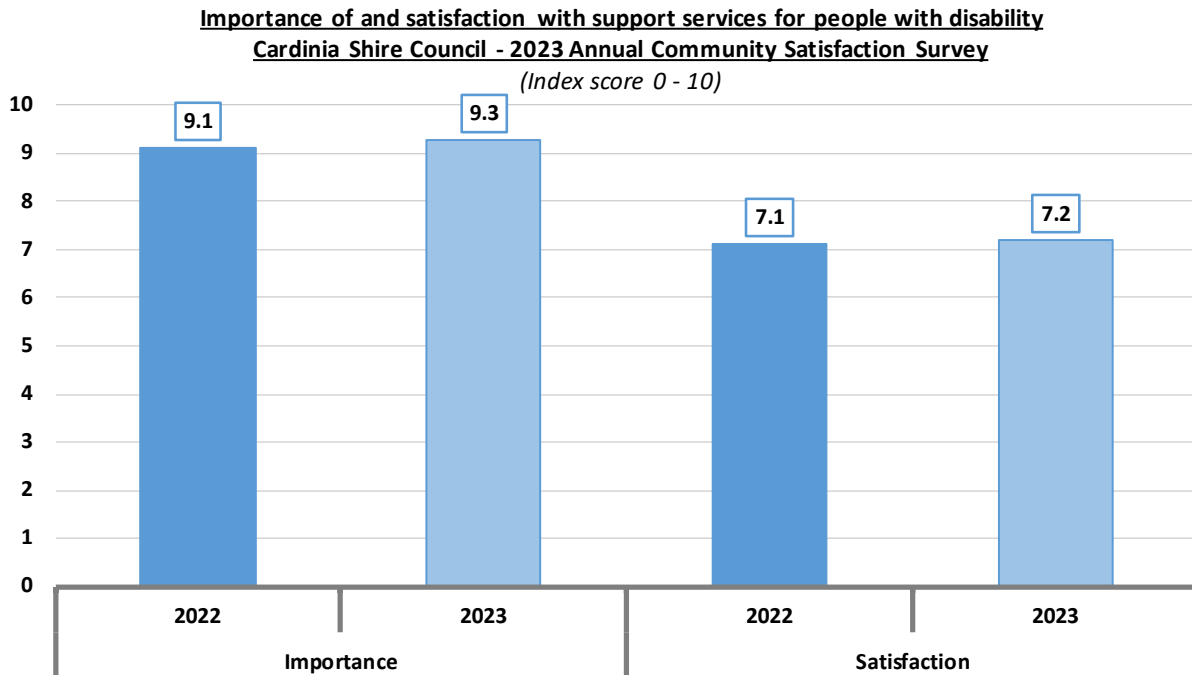
This result was comprised of 51% “very satisfied” and 13% “dissatisfied” respondents, based on a total sample of 78 of the 81 respondents (9%) from households who had used these services and facilities in the last 12 months.

Cognisant of the very small sample size of just 81 users of these services, there was no significant variation in this result observed by respondent profile.

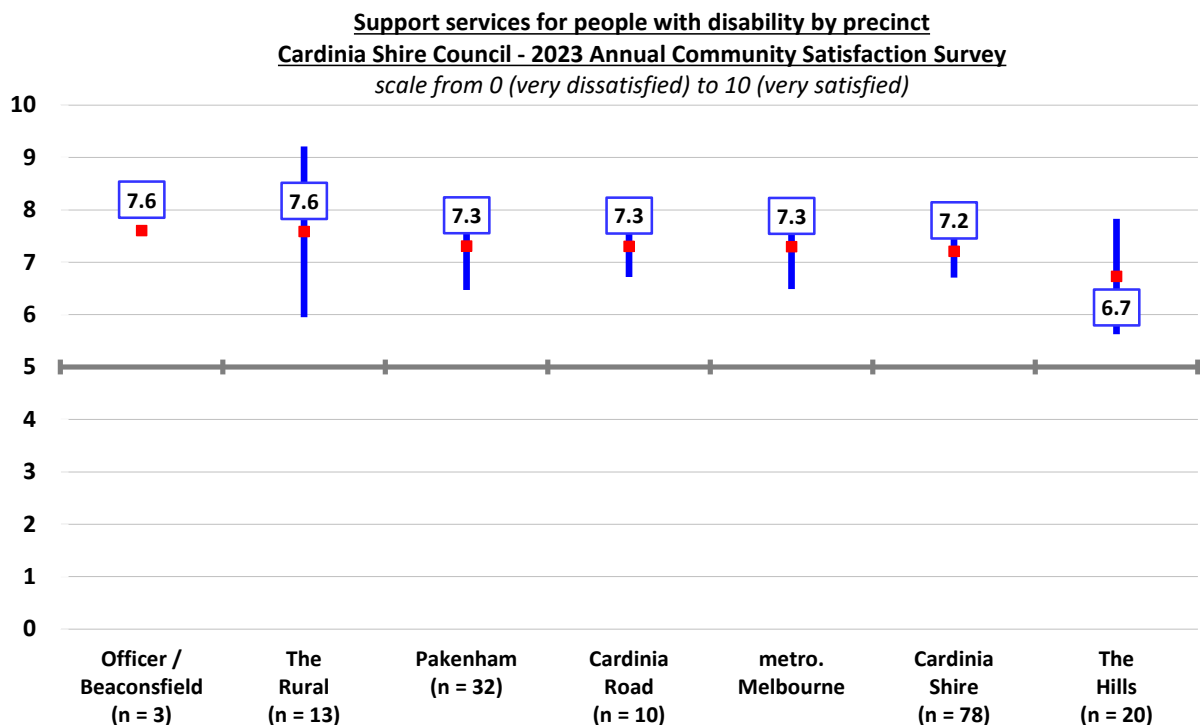
It is noted, however, that 34 respondents from households with a member with disability and who had used these services rated satisfaction with services for people with disability at 6.5 out of 10, or a “good” level of satisfaction.

By way of comparison, this result was marginally lower than the metropolitan Melbourne satisfaction with “services for people with disability” of 7.3, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door methodology.





Cognisant of the small sample size of just 81 respondents for services for seniors, there was no measurable variation in satisfaction observed across the municipality, although it is noted that respondents the Hills precinct were somewhat less satisfied than average although still at a “good” level of satisfaction.



The following table outlines the comments received from respondents dissatisfied with services for people with disabilities.



Reasons for dissatisfaction with support services for people with disability
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| It is not enough to meet the diversity of needs | 1 |
| More access to disability will be great | 1 |
| More needs to be done | 1 |
| More transport | 1 |
| Need to be made better and the disabled need to be considered when making decisions on infrastructure | 1 |
| No disability access to many places, | 1 |
| Shops don't have accesses | 1 |
| They could be better, nothing specific hard to get help I need | 1 |
| Very hard to find a cleaner with NDIS | 1 |
| Total | 9 |

Comments on other services (not included elsewhere)

The following table outlines services and reasons for dissatisfaction not covered individually in the survey.

Reasons for dissatisfaction with all other services
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Service</i> | <i>Reason</i> | <i>Number</i> |
|---|---|---------------|
| All / in general / not specific service | I complained about something but they haven't done anything about it since 5-6 months | 1 |
| | I think the services are available, it's just the lack of ability to get an appointment with the various services that is the issue | 1 |
| | It was very bad and the lady was very rude | 1 |
| | Not enough options | 1 |
| | There could be more services in the area | 1 |
| | They do a shocking job. Potholes were not done until the news got involved | 1 |
| | Toilets in the town centre area are dirty | 1 |
| | We don't have one. The hall is old and derelict. The town is dated - nothing here | 1 |
| Communication with Council | They don't listen to us on anything | 1 |
| | They should make their relationship with people more | 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?”

A total of 754 comments were received outlining areas that respondents feel should receive more funding, and 91 that they feel should receive less funding.

More funding

There were 754 responses received from respondents as to the services, facilities, and activities that respondents felt should receive more funding.

This was an unexpected significant increase on the 90 comments received last year.

These have been broadly categorised as follows:

- **Infrastructure** – 329 responses, including mostly around roads, road maintenance and repairs, unsealed local roads, and similar responses, but also including some around footpaths, drainage, street lighting, traffic management, bike paths and track, and public toilets.
- **Community services** – 146 responses, including services for youth, seniors, children, and people with disabilities, as well as a range of other associated services and facilities.
- **Parks, gardens, bushland, open spaces, and playgrounds** – 92 responses, mostly around the provision and maintenance of parks and gardens,
- **Cleaning and maintenance** – 34 responses around the cleaning and maintenance of areas of the Shire.
- **Waste and recycling** – 22 responses around waste and recycling services, including kerbside collections.
- **Council management, consultation, and communication** - 7 responses.
- **Other priorities / other facilities** – 124 responses including a wide range of areas, including some that were the responsibility of local government and many that were state government responsibilities.

These results largely reflect the results outlined in the [Issues to address](#) for people living in the Cardinia Shire section of this report, particularly the heavy focus on road in the Cardinia Shire.



Areas of Council that should receive more funding
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Response</i> | <i>Number</i> |
|--|---------------|
| <i>Infrastructure</i> | |
| Roads | 112 |
| Road maintenance / works / repairs | 72 |
| Footpaths / pavements / sidewalks | 23 |
| Unsealed local roads / seal unsealed roads | 20 |
| Drainage maintenance / management | 16 |
| Infrastructure and development | 16 |
| Street lighting | 13 |
| Public toilets | 11 |
| Bike / Bicycle paths | 10 |
| Traffic management | 10 |
| Parking availability / management | 6 |
| Roads and footpaths | 5 |
| Roads, especially the main roads, highways, and freeways | 3 |
| Basic amenities | 1 |
| Bigger shopping strips | 1 |
| Drainage in Koo Wee Rup | 1 |
| Electric vehicles charging infrastructure | 1 |
| Landscaping | 1 |
| Level crossing project | 1 |
| Pathways | 1 |
| Pedestrian crossing at the rail station Garfield | 1 |
| Roads speed limits | 1 |
| Roundabout in the Main St in Garfield | 1 |
| Street lighting in Koo Wee Rup | 1 |
| Traffic light needs more funding | 1 |
| Total | 329 |
| <i>Community services</i> | |
| Youth services / activities / groups | 27 |
| Support services for seniors / aged care / elderly | 23 |
| Children / kids services / programs / facilities | 22 |
| Services / support for the disabled | 13 |
| Community activities / events | 7 |
| Schools / schooling | 7 |
| Medical / healthcare centres | 5 |
| Funding needs to go to struggling families | 4 |
| Public library | 4 |
| Community centres need more options for socialising | 3 |
| Cultural activities / events | 3 |
| All the basic support services | 2 |



| | |
|---|------------|
| Areas for kids | 2 |
| Community groups | 2 |
| Mental health | 2 |
| Community | 2 |
| A permanent library in Bunyip | 1 |
| Animal management | 1 |
| Community house to provide a proper building | 1 |
| Disability parking | 1 |
| Disadvantage families' services needed | 1 |
| Education services should receive more funding | 1 |
| Elderly services it's peaceful and quite | 1 |
| Entertainment facilities | 1 |
| Holiday programs should be close by | 1 |
| Men's shed | 1 |
| Need to have community hub in the centre of Pakenham and not up in the hill | 1 |
| Neighbourhood houses | 1 |
| Overall availability of services | 1 |
| School holiday program | 1 |
| Suitable and affordable accommodation for elderly in Emerald | 1 |
| Supporting cultural communities | 1 |
| The Boy Scouts in Bunyip | 1 |
| Toy library | 1 |
| Total | 146 |

Parks, gardens, bushland, open spaces, playgrounds

| | |
|---|----|
| Parks and gardens | 29 |
| Street tree / Tree maintenance | 10 |
| Kids playgrounds | 7 |
| Park maintenance / upgrades | 6 |
| Street trees | 6 |
| Grass / nature strip control / maintenance | 3 |
| Maintaining the bushland park | 3 |
| Playgrounds need to be updated, need more / new equipment | 3 |
| Children parks | 2 |
| Gardens | 2 |
| Parks / area for the youth | 2 |
| Children's Park cleaning | 1 |
| Lake's algae | 1 |
| Maintenance of parks and Council areas, especially during summer | 1 |
| Maintenance of street trees, some are too large and a risk to the community | 1 |
| More for land for wildlife | 1 |
| More for reserves | 1 |
| More greenery | 1 |
| More time and funding towards bushland maintenance | 1 |
| New park benches | 1 |
| Parks for golf needed | 1 |
| Parks management and forest department | 1 |
| Protection and cleaning of creek and nature areas | 1 |
| Put down tall trees | 1 |



| | |
|--|-----------|
| Skate Park | 1 |
| The fountain at the Lakeside Park - Cardinia | 1 |
| Tree planting | 1 |
| Upgrade of playgrounds in Bunyip | 1 |
| Upgrading Lakeside Park | 1 |
| Walkway for creeks | 1 |
| Total | 92 |

Other priorities

| | |
|---|---|
| Public transportation | 9 |
| Police / patrolling | 6 |
| General safety / security | 4 |
| Bushfire management / prevention | 3 |
| Town planning | 3 |
| Ambulance | 2 |
| Public transport (more stations, faster trains for commuting) | 2 |
| Reducing the rates | 2 |
| Road safety | 2 |
| Attracting tourism to Cardinia | 1 |
| Attracting tourists to Cockatoo - promoting the place | 1 |
| Bins needed for dog poo all over the areas | 1 |
| CFA and Council should step up for maintenance | 1 |
| Co Munich activities, courses from council | 1 |
| Connectivity | 1 |
| Cost of living | 1 |
| Encourage more young families to move to the shire | 1 |
| Farms | 1 |
| Flood protection | 1 |
| Homeless | 1 |
| House numbering | 1 |
| Improve the water quality | 1 |
| Local jobs | 1 |
| Local music | 1 |
| Main shopping area | 1 |
| More bus service | 1 |
| New shops that are in city | 1 |
| Old estates | 1 |
| On core business and only on services it can provide | 1 |
| Pension | 1 |
| Places for hangouts | 1 |
| Powerlines becoming underground | 1 |
| Public spaces | 1 |
| Public transport for Gembrook | 1 |
| Rural area development | 1 |
| School safety | 1 |
| Services for hilly regions | 1 |
| Shopping facilities | 1 |
| Tourism development | 1 |
| Transparent auditing and related reports | 1 |



| | |
|----------------------|-----------|
| Weeds in rural areas | 1 |
| Total | 65 |

Other facilities

| | |
|--|-----------|
| Sporting facilities / activities | 11 |
| Recreation facilities / centres | 7 |
| Aquatic centre / Swimming pool | 5 |
| Environmental initiatives / maintenance | 5 |
| Emergency Services / facilities | 3 |
| Sports ovals / grounds | 3 |
| Arts | 2 |
| Facilities maintenance | 2 |
| Law enforcement | 2 |
| Sport recreational facilities | 2 |
| Aquatic centre in Emerald | 1 |
| Australian heritage and vet program | 1 |
| Car parking facilities | 1 |
| Gym facilities | 1 |
| Installing surveillance cameras in the neighbourhood | 1 |
| Law enforcement and visibility in Lang Lang. | 1 |
| Local business support | 1 |
| Local fire services | 1 |
| Mobile library | 1 |
| More restaurants | 1 |
| Net ball court can be utilized better if converted to basketball court partially | 1 |
| Pet registration | 1 |
| Public amenities | 1 |
| Public arts in terms of exhibition spaces and creativity spaces | 1 |
| Sporting facilities in rural areas | 1 |
| Sports facilities (golf club) | 1 |
| Sports in Bunyip | 1 |
| Total | 59 |

Cleaning and maintenance

| | |
|--|----|
| Street sweeping / cleaning / maintenance | 12 |
| Cleaning of public areas | 4 |
| General maintenance | 3 |
| Cleaning parks | 2 |
| Cleanliness of facilities | 2 |
| Maintenance of greengage | 2 |
| Cleaning and housekeeping | 1 |
| Cleaning creeks | 1 |
| Cleaning toilets | 1 |
| Litter removal in public areas like parks | 1 |
| Maintenance and cleaning of shopping strips | 1 |
| More for general maintenance of Council areas, grass is too long | 1 |



| | |
|--|-----------|
| Public cleaning of streets. Sometimes on the road you will see a dead animal and it will be there for long | 1 |
| The clean-up of litter | 1 |
| Waterways cleanliness and maintenance | 1 |
| Total | 34 |

Waste and recycling

| | |
|--|-----------|
| Waste / rubbish collection | 10 |
| Green waste collection | 3 |
| Hard rubbish collection | 2 |
| Green waste and add mulch collection to it | 1 |
| Maintenance and waste management | 1 |
| More options for rubbish collection, more items | 1 |
| Public bins | 1 |
| Regular schedule hard waste collection | 1 |
| There should be yearly two hard waste collection instead of booking it | 1 |
| Waste management in parks | 1 |
| Total | 22 |

Council management, communication, and consultation

| | |
|--|------------|
| Communication | 3 |
| Consultation | 2 |
| Engagement with community | 1 |
| More funding for country towns as we are forgotten | 1 |
| Total | 7 |
| Total | 754 |

Less funding

There were 96 comments received from respondents as to areas that they believe should receive less funding, as outlined in the following table.

This represents 11% of the total sample of 900 respondents, compared to the 84% of respondents who nominated an area that they felt should receive more funding.

Whilst a wide range of areas were nominated by a handful of respondents, the most common areas that respondents feel should receive less funding were related to arts, including events, activities, programs (10 comments) and art centres / facilities (5 comments), along with sporting facilities (9 comments), Council staff and Councillor wages and salaries (8 comments), cultural activities (7 comments), and roads and roadworks (7 comments).



Areas of Council that should receive less funding
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Response</i> | <i>Number</i> |
|---|---------------|
| Arts, including events, activities, programs | 10 |
| Sporting facilities, sports, football ovals | 9 |
| Council staff salary / wage | 8 |
| Cultural activities / programs / events | 7 |
| Roads / roadworks | 7 |
| Arts centres / facilities | 5 |
| Parking enforcement | 4 |
| Recreational spaces / ovals | 4 |
| Aquatic centres | 3 |
| Environmental sustainability / climate change | 4 |
| Parks and gardens | 3 |
| New estates | 3 |
| Council meetings | 2 |
| Services for the youth | 2 |
| Street trees | 2 |
| Bike paths | 2 |
| The unemployed, migrants, and people who can work | 2 |
| Advertisement | 1 |
| Animal Management | 1 |
| Educational centre in Pakenham | 1 |
| From people via rates | 1 |
| In parks, there are no sufficient bins, and the existing ones are overflowing | 1 |
| Less innovation | 1 |
| Mowing contractors | 1 |
| Parent groups | 1 |
| Police station | 1 |
| Political objectives | 1 |
| Public (Council) facilities | 1 |
| Public murals | 1 |
| Recreation | 1 |
| Recycling research | 1 |
| Senior services | 1 |
| Services to Pakenham and Officer precinct | 1 |
| Shops | 1 |
| Tourism | 1 |
| Traffic management | 1 |
| Total | 96 |



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 again in 2023, 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 (67% up from 65%) 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 one-third (32%) nominating these issues this year.

This was a measurable and significant increase on the 20% of respondents who nominated these issues last year. This is a notably higher proportion than the metropolitan Melbourne average of 10% (down from 13%).

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 third most nominated issue was the related issues around “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 (8%) than the metropolitan Melbourne average (13%)

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 cities of Melton, Whittlesea, and Wyndham.

It does appear that at this stage, traffic management has not returned to pre-pandemic levels across metropolitan Melbourne, and only in a patchy way across individual municipalities. The City of Melton, for example, has returned more quickly to pre-pandemic levels of concern around traffic management than most other municipalities. This does not appear to be the case for the Cardinia Shire, with traffic management remaining below the metropolitan average.



The third most nominated issues related to “safety, policing and crime”, with nine percent of respondents nominating these issues this year, up from eight percent last year.

It is noted that this result is approximately double the metropolitan Melbourne average of five percent.

There was some variation in the top issues to address for the Cardinia Shire this year compared to last year, as follows:

- **Notably increased in 2023** – included road maintenance and repairs (32% up from 20%).
- **Notably decreased in 2023** – included traffic management (8% down from 11%), drains (2% down from 4%), and shops, restaurants, bars, and entertainment venues (1% down from 6%).

When compared to the metropolitan Melbourne average, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using same door-to-door methodology, the following variations of note were observed:

- **Notably more commonly nominated in the Cardinia Shire** – included road maintenance and repairs (32% compared to 10%), safety, policing, and crime (9% compared to 5%), and general infrastructure (3% compared to 1%).
- **Notably less commonly nominated in the Cardinia Shire** – included traffic management (8% compared to 13%), parks, gardens, and open spaces (6% compared to 9%), street trees (4% compared to 7%), footpaths (3% compared to 7%), parking (3% compared to 6%), rubbish and waste issues (2% compared to 6%), cleanliness and maintenance (2% compared to 5%), and street cleaning and maintenance (1% compared to 4%).

Metropolis Research notes that these variations from the metropolitan Melbourne average are generally consistent with the results recorded last year.

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.

Whilst this does not prove a causal link between the issue and overall satisfaction with Council, but it does strongly suggest whether the issues are exerting a positive or a negative influence on satisfaction.

These issues include general infrastructure, communication, safety, roads, Council rates, footpaths, rubbish and waste, traffic management, and parking.

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 - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

| Response | 2023 | | 2022 | 2023 Metro. * |
|---|----------------------------|---------|----------------------------|----------------------------|
| | Number | Percent | | |
| Roads maintenance and repairs | 284 | 32% | 20% | 10% |
| Safety, policing, crime | 83 | 9% | 8% | 5% |
| Traffic management | 76 | 8% | 11% | 13% |
| Parks, gardens and open spaces | 55 | 6% | 5% | 9% |
| Council rates | 45 | 5% | 3% | 5% |
| Provision and maintenance of street trees | 34 | 4% | 4% | 7% |
| Public transport | 32 | 4% | 3% | 5% |
| Street lighting | 31 | 3% | 3% | 3% |
| Footpath maintenance and repairs | 30 | 3% | 2% | 7% |
| Parking | 30 | 3% | 2% | 6% |
| Communication, consultation, provision of information | 24 | 3% | 2% | 3% |
| General infrastructure provision and maintenance | 24 | 3% | 2% | 1% |
| Rubbish and waste issues inc garbage | 22 | 2% | 3% | 6% |
| Building, housing, planning and development | 21 | 99% | 4% | 3% |
| Cleanliness and maintenance of area | 21 | 2% | 2% | 5% |
| Hard rubbish collection | 20 | 2% | 1% | 1% |
| Drains maintenance and repairs | 19 | 2% | 4% | 2% |
| Cost of living | 17 | 2% | 1% | 1% |
| Public toilets | 16 | 2% | 1% | 2% |
| Children activities and facilities | 14 | 2% | 1% | 2% |
| Elderly services and facilities | 13 | 1% | 1% | 2% |
| Council customer service / responsiveness | 12 | 1% | 1% | 1% |
| Dumped rubbish | 12 | 1% | 1% | 2% |
| Shops, restaurants, bars and entertainment venues | 12 | 1% | 6% | 2% |
| Animal management | 11 | 1% | 2% | 2% |
| Youth activities, services and facilities | 11 | 1% | 1% | 0% |
| Environment, sustainability and climate change | 10 | 1% | 1% | 3% |
| Council governance, performance and accountability | 9 | 1% | 1% | 1% |
| Education and schools | 9 | 1% | 2% | 1% |
| Housing availability / affordability | 9 | 1% | 1% | 0% |
| Sports and recreation facilities | 9 | 1% | 3% | 2% |
| Street cleaning and maintenance | 9 | 1% | 1% | 4% |
| Community activities / centres / arts and culture | 8 | 1% | 1% | 0% |
| Green waste collection / compost bins | 8 | 1% | 0% | 2% |
| Bushfire / emergency issues | 7 | 1% | 2% | 0% |
| Dog off-leash issues and amenities | 7 | 1% | 1% | 1% |
| Health and medical issues / services | 7 | 1% | 2% | 0% |
| All other issues (39 separately identified issues) | 97 | 11% | 12% | 17% |
| Total responses | 1,158 | | 1,120 | 1,061 |
| <i>Respondents identifying at least one issue</i> | <i>601</i> <i>(67%)</i> | | <i>587</i> <i>(65%)</i> | <i>558</i> <i>(70%)</i> |

(*) 2023 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some measurable and notable variation in the top issues to address for the Cardinia Shire 'at the moment' observed across the municipality, as follows:

- **The Hills precinct** – respondents were measurably and significantly more likely than average to nominate road maintenance and repairs.
- **The Rural precinct** – respondents were measurably and significantly more likely than average to nominate road maintenance and repairs.
- **Pakenham** – respondents were marginally more likely than respondents in other precincts to nominate safety, policing, and crime issues, and somewhat more likely to nominate traffic management.
- **Cardinia Road precinct** – respondents were somewhat more likely than average to nominate traffic management and parking related issues.
- **Officer / Beaconsfield** – respondents were somewhat more likely than average to nominate Council rates as an issue.

Top issues for Cardinia Shire at the moment by precinct
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

| The Hills | | The Rural | |
|---|--------------|------------------------------------|-------------|
| Roads maintenance and repairs | 46% | Roads maintenance and repairs | 52% |
| Parks, gardens and open spaces | 6% | Safety, policing, crime | 17% |
| Drains maintenance and repairs | 6% | Parks, gardens and open spaces | 6% |
| Traffic management | 6% | Public transport | 6% |
| Safety, policing, crime | 5% | Traffic management | 6% |
| Public toilets | 4% | Drains maintenance and repairs | 3% |
| Provision and maintenance of street trees | 4% | Footpath maintenance and repairs | 3% |
| Council rates | 4% | Street lighting | 3% |
| Footpath maintenance and repairs | 4% | Council rates | 2% |
| Hard rubbish collection | 4% | Children activities and facilities | 2% |
| All other issues | 56% | All other issues | 46% |
| Respondents identifying an issue | 120 (73%) | Respondents identifying an issue | 99 (79%) |

Top issues for Cardinia Shire at the moment by precinct
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

| Pakenham | |
|---|--------------|
| Roads maintenance and repairs | 31% |
| Safety, policing, crime | 10% |
| Traffic management | 10% |
| Parks, gardens and open spaces | 6% |
| Council rates | 5% |
| Public transport | 4% |
| Street lighting | 4% |
| Footpath maintenance and repairs | 4% |
| Provision and maintenance of street trees | 4% |
| General infrastructure | 4% |
| All other issues | 54% |
| Respondents identifying an issue | 212 (69%) |

| Cardinia Road | |
|---|--------------|
| Roads maintenance and repairs | 13% |
| Traffic management | 11% |
| Parking | 8% |
| Parks, gardens and open spaces | 7% |
| Safety, policing, crime | 6% |
| Provision and maintenance of street trees | 6% |
| Cleanliness and maintenance of area | 5% |
| Council rates | 5% |
| Street lighting | 5% |
| Footpath maintenance and repairs | 4% |
| All other issues | 37% |
| Respondents identifying an issue | 110 (56%) |

| Officer / Beaconsfield | |
|---|-------------|
| Roads maintenance and repairs | 21% |
| Council rates | 10% |
| Safety, policing, crime | 8% |
| Traffic management | 6% |
| Parks, gardens and open spaces | 5% |
| Communication, consultation, prov. of info. | 5% |
| Building, housing, planning, development | 5% |
| Public transport | 4% |
| Animal management | 4% |
| Dumped rubbish | 4% |
| All other issues | 40% |
| Respondents identifying an issue | 60 (55%) |

| Cardinia Shire | |
|---|--------------|
| Roads maintenance and repairs | 32% |
| Safety, policing, crime | 9% |
| Traffic management | 8% |
| Parks, gardens and open spaces | 6% |
| Council rates | 5% |
| Provision and maintenance of street trees | 4% |
| Public transport | 4% |
| Street lighting | 3% |
| Footpath maintenance and repairs | 3% |
| Parking | 3% |
| All other issues | 51% |
| Respondents identifying an issue | 601 (67%) |

| South eastern region | |
|---|----------------|
| Roads maintenance and repairs | 15% |
| Parks, gardens and open spaces | 12% |
| Traffic management | 10% |
| Rubbish and waste issues | 9% |
| Safety, policing and crime | 9% |
| Parking | 6% |
| Cleanliness and maintenance of area | 5% |
| Footpath maintenance and repairs | 5% |
| Provision and maintenance of street trees | 5% |
| Public transport | 4% |
| All other issues | 56% |
| Respondents identifying an issue | 112 (68.3%) |

| Metropolitan Melbourne | |
|-------------------------------------|----------------|
| Traffic management | 13% |
| Roads maintenance and repairs | 10% |
| Parks, gardens and open space | 9% |
| Footpath maintenance and repairs | 7% |
| Street trees / nature strips | 7% |
| Car parking | 6% |
| Rubbish and waste issues | 6% |
| Safety, policing and crime | 5% |
| Public transport | 5% |
| Cleanliness and maintenance of area | 5% |
| All other issues | 61% |
| Respondents identifying an issue | 558 (69.8%) |



Issues by respondent profile

There was also some variation in the top issues to address for the Cardinia Shire ‘at the moment’ observed by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were somewhat more likely than average to nominate street lighting.
- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate safety, policing, and crime, cleanliness and maintenance, and childrens’ activities and facilities related issues.
- ***Younger middle-aged adults (aged 45 to 54 years)*** – respondents were somewhat more likely than average to nominate road maintenance and repairs, and street trees.
- ***Older middle-aged adults (aged 55 to 64 years)*** – respondents were somewhat more likely than average to nominate road maintenance and repairs, traffic management, safety, policing, and crime, parks, gardens, and open spaces, and footpaths.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate building, housing, planning, and development, public transport, and elderly services and facilities.
- ***Male*** – respondents were somewhat more likely than female respondents to nominate road maintenance and repairs, and traffic management related issues.
- ***Female*** – respondents were somewhat more likely than male respondents to nominate safety, policing, and crime related issues.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multilingual households to nominate road maintenance and repair related issues.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate safety, policing, and crime, traffic management, parks, gardens, and open spaces, and street lighting related issues.



Top issues for Cardinia Shire at the moment by respondent profile
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

| Male | |
|---|--------------|
| Roads maintenance and repairs | 33% |
| Traffic management | 10% |
| Safety, policing, crime | 8% |
| Parks, gardens and open spaces | 6% |
| Council rates | 5% |
| Provision and maintenance of street trees | 4% |
| Parking | 3% |
| Footpath maintenance and repairs | 3% |
| Public transport | 3% |
| Street lighting | 3% |
| All other issues | 48% |
| Respondents identifying an issue | 283 (66%) |

| Female | |
|---|--------------|
| Roads maintenance and repairs | 30% |
| Safety, policing, crime | 11% |
| Traffic management | 7% |
| Parks, gardens and open spaces | 6% |
| Council rates | 5% |
| Street lighting | 4% |
| Public transport | 4% |
| Provision and maintenance of street trees | 4% |
| Footpath maintenance and repairs | 3% |
| Parking | 3% |
| All other issues | 53% |
| Respondents identifying an issue | 311 (68%) |

| English speaking | |
|---|--------------|
| Roads maintenance and repairs | 33% |
| Safety, policing, crime | 8% |
| Traffic management | 7% |
| Parks, gardens and open spaces | 5% |
| Council rates | 5% |
| Parking | 4% |
| Provision and maintenance of street trees | 4% |
| Footpath maintenance and repairs | 4% |
| Public transport | 3% |
| General infrastructure | 3% |
| All other issues | 50% |
| Respondents identifying an issue | 472 (67%) |

| Multi-lingual | |
|---|--------------|
| Roads maintenance and repairs | 26% |
| Safety, policing, crime | 12% |
| Traffic management | 12% |
| Parks, gardens and open spaces | 8% |
| Street lighting | 7% |
| Council rates | 6% |
| Public transport | 5% |
| Children activities and facilities | 4% |
| Provision and maintenance of street trees | 4% |
| Communication, consultation, prov. of info. | 3% |
| All other issues | 48% |
| Respondents identifying an issue | 127 (67%) |



Top issues for Cardinia Shire at the moment by respondent profile
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

| 18 to 34 years | |
|---|--------------|
| Roads maintenance and repairs | 31% |
| Safety, policing, crime | 7% |
| Traffic management | 6% |
| Council rates | 6% |
| Parks, gardens and open spaces | 6% |
| Street lighting | 6% |
| Parking | 3% |
| Communication, consultation, prov. of info. | 2% |
| Footpath maintenance and repairs | 2% |
| Provision and maintenance of street trees | 2% |
| All other issues | 39% |
| Respondents identifying an issue | 171 (59%) |

| 35 to 44 years | |
|---|--------------|
| Roads maintenance and repairs | 27% |
| Safety, policing, crime | 13% |
| Traffic management | 8% |
| Parks, gardens and open spaces | 6% |
| Cleanliness and maintenance of area | 5% |
| Children activities and facilities | 5% |
| Council rates | 4% |
| Provision and maintenance of street trees | 4% |
| Public transport | 3% |
| Street lighting | 3% |
| All other issues | 56% |
| Respondents identifying an issue | 109 (63%) |

| 45 to 54 years | |
|---|--------------|
| Roads maintenance and repairs | 36% |
| Traffic management | 10% |
| Safety, policing, crime | 9% |
| Provision and maintenance of street trees | 7% |
| Council rates | 6% |
| Parks, gardens and open spaces | 6% |
| Parking | 4% |
| Cost of living | 4% |
| Rubbish and waste issues inc garbage | 4% |
| Public transport | 4% |
| All other issues | 50% |
| Respondents identifying an issue | 123 (76%) |

| 55 to 64 years | |
|---|--------------|
| Roads maintenance and repairs | 44% |
| Traffic management | 15% |
| Safety, policing, crime | 13% |
| Parks, gardens and open spaces | 10% |
| Footpath maintenance and repairs | 6% |
| Parking | 5% |
| Drains maintenance and repairs | 5% |
| Public transport | 5% |
| Public toilets | 3% |
| Communication, consultation, prov. of info. | 3% |
| All other issues | 52% |
| Respondents identifying an issue | 100 (79%) |

| 65 to 74 years | |
|---|-------------|
| Roads maintenance and repairs | 27% |
| Traffic management | 10% |
| Safety, policing, crime | 9% |
| Council rates | 7% |
| Parks, gardens and open spaces | 6% |
| Provision and maintenance of street trees | 6% |
| Public transport | 3% |
| Footpath maintenance and repairs | 3% |
| Community activities / centres / arts | 3% |
| Animal management | 2% |
| All other issues | 50% |
| Respondents identifying an issue | 59 (66%) |

| 75 years and over | |
|--|-------------|
| Roads maintenance and repairs | 17% |
| Building, housing, planning, development | 7% |
| Public transport | 7% |
| Elderly services and facilities | 5% |
| Safety, policing, crime | 5% |
| Rubbish and waste issues inc garbage | 5% |
| Public toilets | 3% |
| Parks, gardens and open spaces | 3% |
| Parking | 3% |
| Drains maintenance and repairs | 3% |
| All other issues | 57% |
| Respondents identifying an issue | 36 (63%) |



“Safety, policing, and crime” related issues

The following table outlines the 84 responses from respondents who nominated “safety, policing, and crime” related issues as one of the top three issues for the Cardinia community ‘at the moment’.

Whilst a range of issues were raised by a handful of respondents, the main themes were general safety related concerns, concerns around youth / youth crime and associated issues, concerns around the perceived crime rate, and a perceived lack of police presence.

Issues regarding "safety, policing, crime"
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Response</i> | <i>Number</i> |
|---|---------------|
| Safety and security concerns | 11 |
| Young / youth are causing problems / out of hand / youth gangs / youth crime | 10 |
| Crime | 7 |
| Crime rate has increased / is increasing | 7 |
| More policing required | 4 |
| Installing cameras / surveillance for safety | 3 |
| A lot of robberies / petty crime happening | 2 |
| Crime is an issue in the area in terms of break-ins | 2 |
| Law and order | 2 |
| No police presence | 2 |
| Safe places for children | 2 |
| Safety at night | 2 |
| Theft issues in Pakenham | 2 |
| A manned police station, crime is going up in Koo Wee Rup | 1 |
| Car break-ins | 1 |
| Crime - this area has the highest petty crime rate in Vic | 1 |
| Increasing crime and homelessness | 1 |
| Manned police station | 1 |
| More surveillance by the police since youth violence is around | 1 |
| Need to have more police patrol in Bunyip | 1 |
| No police presence in Lang Lang | 1 |
| Police response time needs attention | 1 |
| Police station in Gembrook | 1 |
| Policing - There is barely any police around after 5 PM and that would be an understatement | 1 |
| Policing not enough, junkies and mentally unstable roaming around | 1 |
| Safety - trees, road safety and footpaths | 1 |
| Safety especially on road, the cars speed a lot here on residential streets | 1 |
| Safety for pedestrians, subsidies for tree damage dangerous falls | 1 |
| Safety in all of Cardinia | 1 |
| Safety in Koo Wee Rup | 1 |
| Safety measures need to be improved | 1 |
| Safety of youth | 1 |
| Safety on the street | 1 |
| Safety since there are drunks | 1 |



| | |
|--|-----------|
| Secondary school - heard of teen pregnancy, drugs, gangs in there. I am saving up from now to send my kids to the private school if you know what I mean | 1 |
| Social security should be improved | 1 |
| Sometimes the environment not safe for the people. Some people are behaving properly. | 1 |
| Went to use food bar and there was shouting at my husband and kids. Racism or something | 1 |
| The demographic is changing - more anti-social behaviour especially due to alcohol | 1 |
| Though we have not faced any difficulty personally, we've heard stories about gang wars at night | 1 |
| Violence | 1 |
| Wants CCTV installed because there are a lot of thieves around. A couple days ago, my car was brushed, and I didn't know which idiot did that | 1 |
| Total | 84 |

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 again in 2023, asked as an open-ended question, what they like or value most about living in Cardinia.

Almost three-quarters (72%) of respondents nominated at least one aspect, same as in 2022.

Consistent with the results last year, the two most common aspects that respondents like or value most about living in Cardinia Shire were the quiet / calm / peaceful nature of the area (19% down from 20%) and the community atmosphere / feel (17% up from 14%).

There were a range of other aspects that a small proportion liked or valued most about living in Cardinia Shire, including natural environment / bushland (7%), parks, gardens, and open spaces (7%), semi-rural / country feel (7%), convenience / accessibility / proximity to various locations (5%), perception of safety (5%), and that it is a good area / neighbourhood (4%).

The responses were categorised into a wide range of relatively precise categorises, to allow for a more detailed examination.

In general terms, however, these fall into four broad categories, as follows:

- **Community** (51%) – including the quiet, peaceful nature, sense of community and acceptance, family and friends here, and similar aspects.
- **Environment** (24%) – including the natural environment, parks, gardens, and reserves, trees, greenery, and a range of similar aspects.
- **Practicality** (14%) – including a range of aspects around ease of transport, proximity to various locations, clean and well-maintained area.
- **Services and facilities** (5%) – including retail, sporting, community, schools and similar.
- **Housing related** (3%) – including affordability, suitability, and the availability of suitable land.



Aspect like or value most about living in Cardinia Shire
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

| Response | 2023 | | 2022 |
|--|----------------------------|---------|----------------------------|
| | Number | Percent | |
| Quiet / calm / peaceful area | 173 | 19% | 20% |
| Community atmosphere / feel | 152 | 17% | 14% |
| Natural environment / bushland | 67 | 7% | 6% |
| Parks, gardens and open spaces | 64 | 7% | 9% |
| Semi-rural / country feel | 59 | 7% | 7% |
| Convenience / accessibility / proximity | 48 | 5% | 3% |
| Safety | 42 | 5% | 3% |
| Good area / neighbourhood | 33 | 4% | 4% |
| Clean and well maintained area | 28 | 3% | 2% |
| Live / born here | 20 | 2% | 1% |
| Accessibility / proximity to amenities | 19 | 2% | 4% |
| Access / availability of public transport | 15 | 2% | 4% |
| Family / community oriented | 15 | 2% | 2% |
| Shopping centres / shops / restaurants | 13 | 1% | 3% |
| Spacious area / big blocks / low density | 11 | 1% | 1% |
| Sports and recreational services | 10 | 1% | 3% |
| Privacy | 10 | 1% | 0% |
| Accessibility / proximity to freeway, main roads | 9 | 1% | 0% |
| Trees / street vegetation | 8 | 1% | 1% |
| Beauty / aesthetics of the area | 7 | 1% | 2% |
| Good planning, housing | 7 | 1% | 1% |
| Close to family / friends | 7 | 1% | 1% |
| Good services | 7 | 1% | 0% |
| Cultural diversity | 6 | 1% | 2% |
| Less traffic | 6 | 1% | 1% |
| Housing affordability | 6 | 1% | 1% |
| School / education | 6 | 1% | 1% |
| Everything is good | 6 | 1% | 0% |
| Community activities, festivals | 5 | 1% | 1% |
| Close to work | 5 | 1% | 0% |
| Good facilities | 5 | 1% | 0% |
| The hills / mountains | 4 | 1% | 1% |
| Walking / cycling tracks | 4 | 1% | 1% |
| Council management / accountability / transparency | 4 | 1% | 1% |
| Liveability / lifestyle | 4 | 1% | 1% |
| Clean air / less pollution | 4 | 0% | 0% |
| Library | 4 | 0% | 0% |
| Services / facilities for kids | 4 | 0% | 0% |
| All other issues (21 separately identified issues) | 34 | 4% | 6% |
| Total responses | 931 | | 1,039 |
| <i>Respondents identifying at least one aspect</i> | <i>644</i> <i>(72%)</i> | | <i>643</i> <i>(72%)</i> |



Like / value most by precinct and respondent profile

There was some notable variation in the aspects that respondents like or value most about living in Cardinia Shire observed across the municipality, as follows:

- ***The Hills*** – respondents were notably more likely than average to value the natural environment / bushland, and the parks, gardens, and open spaces.
- ***The Rural precinct*** – respondents were notably more likely than average to value the quiet / calm / peaceful nature of the area, and the semi-rural / country feel.
- ***Pakenham / Pakenham Balance*** – respondents were notably more likely than average to value the convenience / accessibility / proximity to various locations.
- ***Cardinia Road precinct*** – respondents were notably more likely than average to value the clean and well-maintained areas.

There was also some variation in these results observed by respondent profile, as follows:

- ***Younger middle-aged adults (aged 45 to 54 years)*** – respondents were somewhat more likely than average to value the community atmosphere / feel.
- ***Older middle-aged adults (aged 55 to 64 years)*** – respondents were somewhat more likely than average to value the quiet / calm / peaceful nature of the area, and the natural environment / bushland.
- ***Older adults (aged 65 to 74 years)*** – respondents were somewhat more likely than average to value the semi-rural / country feel.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to value the natural environment / bushland, and the convenience / accessibility / proximity to various locations.
- ***Male*** – respondents were somewhat more likely than female respondents to value the quiet / calm / peaceful nature of the area.
- ***English speaking household*** – respondents were somewhat more likely than average to value the semi-rural / country feel.
- ***Multilingual household*** – respondents were notably more likely than respondents from English speaking households to value the quiet / calm / peaceful nature of the area, that the area is clean and well-maintained, and the accessibility / proximity to amenities.



Aspect like or value most about living in Cardinia Shire by precinct
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

| The Hills | |
|----------------------------------|--------------|
| Natural environment / bushland | 26% |
| Community atmosphere / feel | 22% |
| Quiet / calm / peaceful area | 16% |
| Parks, gardens and open spaces | 15% |
| Semi-rural / country feel | 9% |
| Live / born here | 4% |
| Trees / street vegetation | 4% |
| Privacy | 4% |
| Liveability / lifestyle | 2% |
| Less traffic | 2% |
| All other issues | 19% |
| Respondents identifying an issue | 143 (87%) |

| The Rural | |
|--|--------------|
| Quiet / calm / peaceful area | 36% |
| Semi-rural / country feel | 24% |
| Community atmosphere / feel | 22% |
| Natural environment / bushland | 6% |
| Safety | 6% |
| Good area / neighbourhood | 2% |
| Convenience / accessibility / proximity | 2% |
| Health care | 2% |
| Parks, gardens and open spaces | 2% |
| Spacious area / big blocks / low density | 2% |
| All other issues | 22% |
| Respondents identifying an issue | 109 (87%) |

| Pakenham / Pakenham Balance | |
|---|--------------|
| Quiet / calm / peaceful area | 18% |
| Community atmosphere / feel | 16% |
| Convenience / accessibility / proximity | 9% |
| Good area / neighbourhood | 6% |
| Safety | 5% |
| Parks, gardens and open spaces | 5% |
| Semi-rural / country feel | 3% |
| Clean and well maintained area | 3% |
| Accessibility / proximity to amenities | 3% |
| Shopping centres / shops / restaurants | 2% |
| All other issues | 27% |
| Respondents identifying an issue | 207 (68%) |

| Cardinia Road Precinct | |
|---|--------------|
| Quiet / calm / peaceful area | 15% |
| Community atmosphere / feel | 13% |
| Parks, gardens and open spaces | 9% |
| Clean and well maintained area | 9% |
| Safety | 7% |
| Accessibility / proximity to amenities | 5% |
| Convenience / accessibility / proximity | 5% |
| Access / availability of public transport | 5% |
| Natural environment / bushland | 4% |
| Family / community oriented | 4% |
| All other issues | 25% |
| Respondents identifying an issue | 120 (61%) |

| Officer / Beaconsfield | |
|---|-------------|
| Quiet / calm / peaceful area | 16% |
| Community atmosphere / feel | 12% |
| Convenience / accessibility / proximity | 6% |
| Natural environment / bushland | 5% |
| Good area / neighbourhood | 5% |
| Accessibility / proximity to freeway | 5% |
| Safety | 4% |
| Parks, gardens and open spaces | 3% |
| Good planning, housing | 3% |
| Live / born here | 3% |
| All other issues | 25% |
| Respondents identifying an issue | 64 (59%) |

| Cardinia Shire | |
|---|--------------|
| Quiet / calm / peaceful area | 19% |
| Community atmosphere / feel | 17% |
| Natural environment / bushland | 7% |
| Parks, gardens and open spaces | 7% |
| Semi-rural / country feel | 7% |
| Convenience / accessibility / proximity | 5% |
| Safety | 5% |
| Good area / neighbourhood | 4% |
| Clean and well maintained area | 3% |
| Live / born here | 2% |
| All other issues | 27% |
| Respondents identifying an issue | 644 (72%) |



Aspect like or value most about living in Cardinia Shire by respondent profile

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Male | | Female | |
|---|--------------|---|--------------|
| Quiet / calm / peaceful area | 21% | Community atmosphere / feel | 18% |
| Community atmosphere / feel | 16% | Quiet / calm / peaceful area | 17% |
| Natural environment / bushland | 7% | Parks, gardens and open spaces | 8% |
| Parks, gardens and open spaces | 6% | Semi-rural / country feel | 8% |
| Semi-rural / country feel | 5% | Natural environment / bushland | 7% |
| Good area / neighbourhood | 5% | Safety | 6% |
| Convenience / accessibility / proximity | 5% | Convenience / accessibility / proximity | 6% |
| Clean and well maintained area | 3% | Clean and well maintained area | 3% |
| Safety | 3% | Live / born here | 3% |
| Access / availability of public transport | 2% | Good area / neighbourhood | 2% |
| All other issues | 22% | All other issues | 32% |
| Respondents identifying an issue | 298 (69%) | Respondents identifying an issue | 342 (74%) |

| English speaking | | Multi-lingual | |
|---|--------------|---|--------------|
| Quiet / calm / peaceful area | 18% | Quiet / calm / peaceful area | 24% |
| Community atmosphere / feel | 16% | Community atmosphere / feel | 19% |
| Semi-rural / country feel | 8% | Natural environment / bushland | 9% |
| Parks, gardens and open spaces | 7% | Clean and well maintained area | 9% |
| Natural environment / bushland | 7% | Good area / neighbourhood | 6% |
| Convenience / accessibility / proximity | 5% | Safety | 5% |
| Safety | 5% | Convenience / accessibility / proximity | 5% |
| Good area / neighbourhood | 3% | Parks, gardens and open spaces | 5% |
| Live / born here | 2% | Accessibility / proximity to amenities | 5% |
| Family / community oriented | 2% | Live / born here | 3% |
| All other issues | 25% | All other issues | 33% |
| Respondents identifying an issue | 497 (70%) | Respondents identifying an issue | 144 (76%) |



Aspect like or value most about living in Cardinia Shire by respondent profile

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| 18 to 34 years | | 35 to 44 years | |
|---|--------------|---|--------------|
| Quiet / calm / peaceful area | 17% | Quiet / calm / peaceful area | 20% |
| Community atmosphere / feel | 16% | Community atmosphere / feel | 16% |
| Parks, gardens and open spaces | 8% | Natural environment / bushland | 8% |
| Convenience / accessibility / proximity | 6% | Semi-rural / country feel | 6% |
| Safety | 5% | Safety | 6% |
| Clean and well maintained area | 4% | Clean and well maintained area | 5% |
| Natural environment / bushland | 4% | Parks, gardens and open spaces | 5% |
| Semi-rural / country feel | 3% | Good area / neighbourhood | 5% |
| Shopping centres / shops / restaurants | 2% | Convenience / accessibility / proximity | 4% |
| Access / availability of public transport | 2% | Accessibility / proximity to amenities | 3% |
| All other issues | 28% | All other issues | 27% |
| Respondents identifying an issue | 188 (65%) | Respondents identifying an issue | 127 (74%) |

| 45 to 54 years | | 55 to 64 years | |
|---|--------------|---|-------------|
| Community atmosphere / feel | 22% | Quiet / calm / peaceful area | 25% |
| Quiet / calm / peaceful area | 19% | Community atmosphere / feel | 13% |
| Parks, gardens and open spaces | 10% | Natural environment / bushland | 12% |
| Semi-rural / country feel | 7% | Semi-rural / country feel | 10% |
| Natural environment / bushland | 6% | Parks, gardens and open spaces | 10% |
| Safety | 6% | Convenience / accessibility / proximity | 6% |
| Good area / neighbourhood | 6% | Good area / neighbourhood | 3% |
| Convenience / accessibility / proximity | 6% | Safety | 2% |
| Live / born here | 3% | Privacy | 2% |
| Family / community oriented | 2% | Cultural diversity | 2% |
| All other issues | 19% | All other issues | 24% |
| Respondents identifying an issue | 124 (77%) | Respondents identifying an issue | 96 (76%) |

| 65 to 74 years | | 75 years and over | |
|---|-------------|--|-------------|
| Community atmosphere / feel | 18% | Quiet / calm / peaceful area | 21% |
| Quiet / calm / peaceful area | 16% | Community atmosphere / feel | 16% |
| Semi-rural / country feel | 12% | Natural environment / bushland | 12% |
| Natural environment / bushland | 9% | Convenience / accessibility / proximity | 9% |
| Accessibility / proximity to amenities | 3% | Good area / neighbourhood | 7% |
| Trees / street vegetation | 3% | Parks, gardens and open spaces | 5% |
| Clean air / less pollution | 2% | Spacious area / big blocks / low density | 5% |
| Access / availability of public transport | 2% | Safety | 5% |
| Safety | 2% | Live / born here | 5% |
| Live / born here | 2% | Accessibility / proximity to amenities | 3% |
| All other issues | 32% | All other issues | 29% |
| Respondents identifying an issue | 62 (69%) | Respondents identifying an issue | 44 (75%) |



Prefer Council rate rise or cuts in Council services

Respondents were asked:

“If you had to choose between Council rate rises to improve local services OR cuts in Council services to keep Council rates at the same level as they are now, would you prefer to see Council rate rises or would you prefer to see cuts in Council services?”

Respondents were asked whether, if they had to choose, they would prefer Council rate rises to improve local services or cuts in Council services to keep Council rates at the current level.

A little more than one-third (38%) of respondents were unable or unwilling to make a choice between these two options.

A little less than half (41%) of respondents preferred service cuts, whilst 21% preferred rate rises.

Prefer to see Council rate rises or cuts in Council services
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

| Response | 2023 | |
|--------------------------------|------------|-------------|
| | Number | Percent |
| Definitely prefer rate rise | 77 | 9% |
| Definitely prefer service cuts | 172 | 19% |
| Probably prefer rate rise | 110 | 12% |
| Probably prefer service cuts | 197 | 22% |
| Don't know / can't say | 344 | 38% |
| Total | 900 | 100% |

As outlined in the following graph, this finding of more respondents preferring service cuts to rate rises was observed for all precincts, age groups, gender, and language spoken at home.

There was, however, some variation in this result observed by respondent profile, as follows:

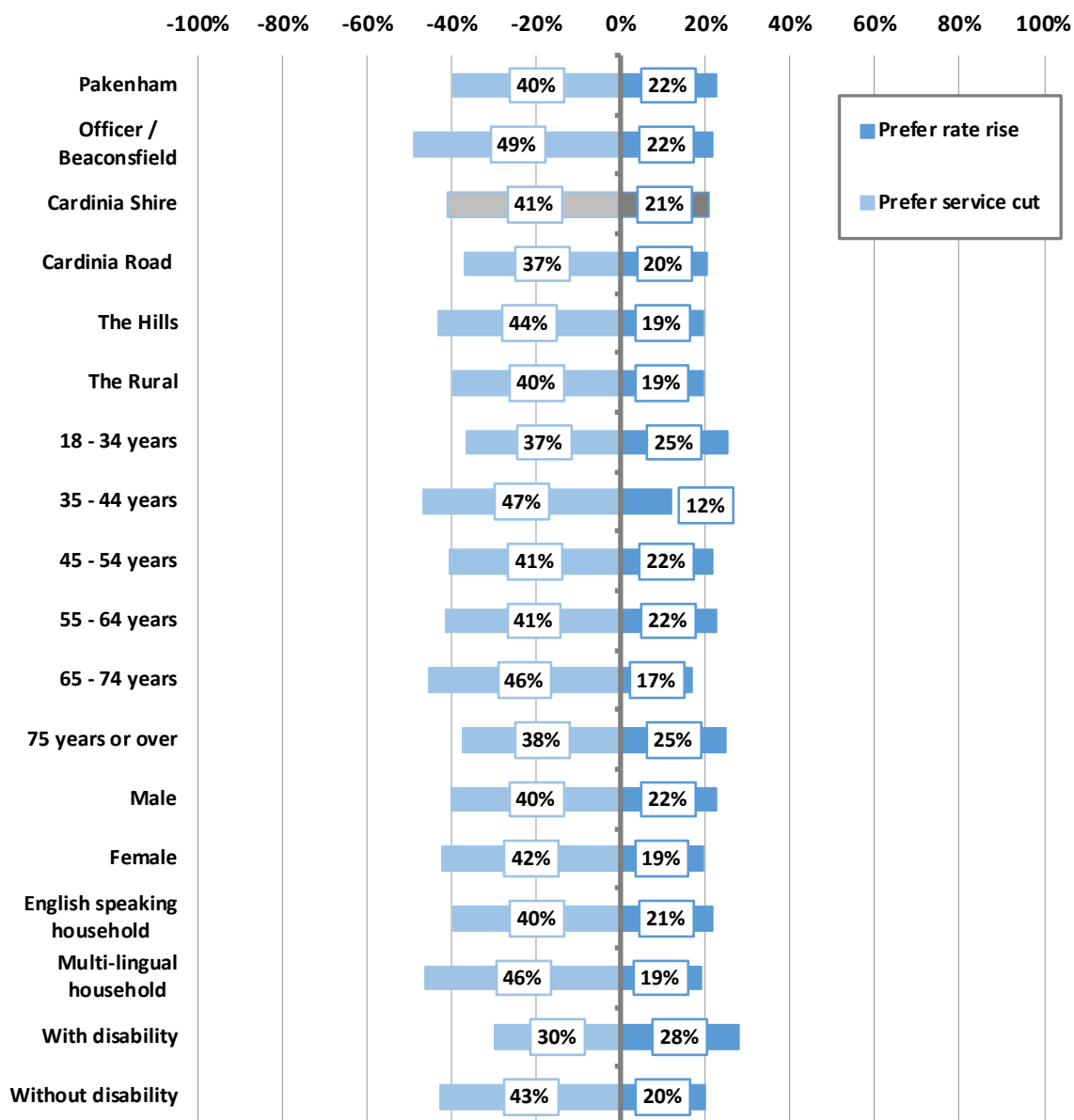
- **More likely than average to prefer rate rises** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over) (25%), and households with a member with disability (28%).
- **More likely than average to prefer service cuts** – included respondents from Officer / Beaconsfield, and the Hills, adults (aged 35 to 44 years), older adults (aged 65 to 74 years), and multilingual household respondents,



**Prefer to see Council rate rises or cuts in Council services by precinct and
by respondent profile**

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Percent of total respondents)



Safety in public areas

Respondents were asked:

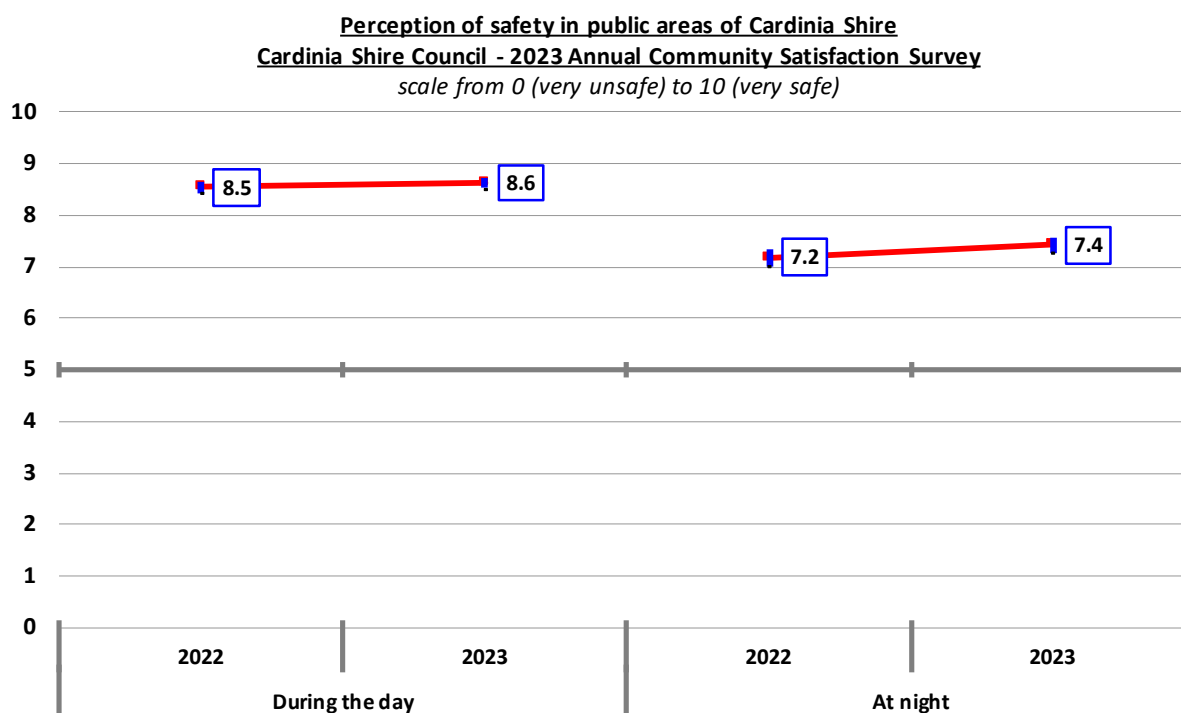
“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in the public areas of Cardinia Shire?”

Respondents were again in 2023, asked to rate their perception of safety in the public areas of the Cardinia Shire during the day and at night.

The perception of safety, both during the day (up 1%) and at night (up 3%) both increased marginally to somewhat this year, although neither increase was statistically significant.

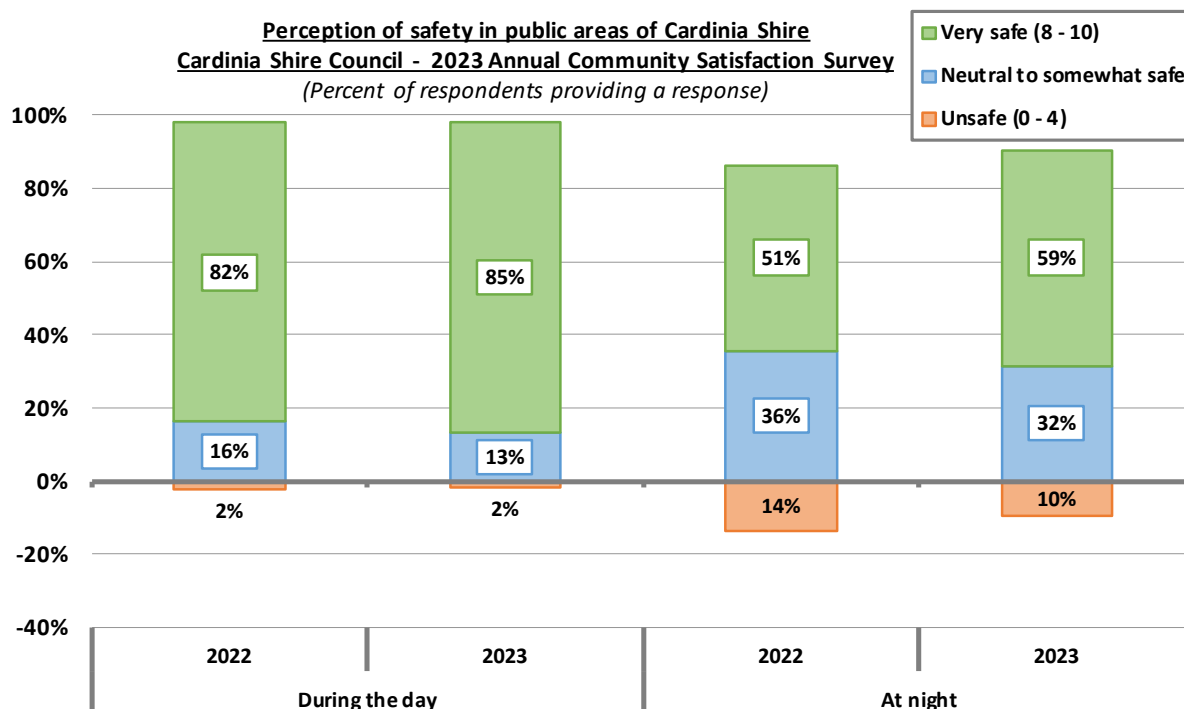
These results suggest that, across the Shire, respondents felt extremely safe during the day and very safe at night.

Whilst the perception of safety in the public areas of the Cardinia Shire improved somewhat this year, and (as discussed below) was notably higher than the metropolitan Melbourne average, it is noted that nine percent of respondents raised “safety, policing, and crime” related issues as one of the top three [issues to address](#) for people living in Cardinia Shire.



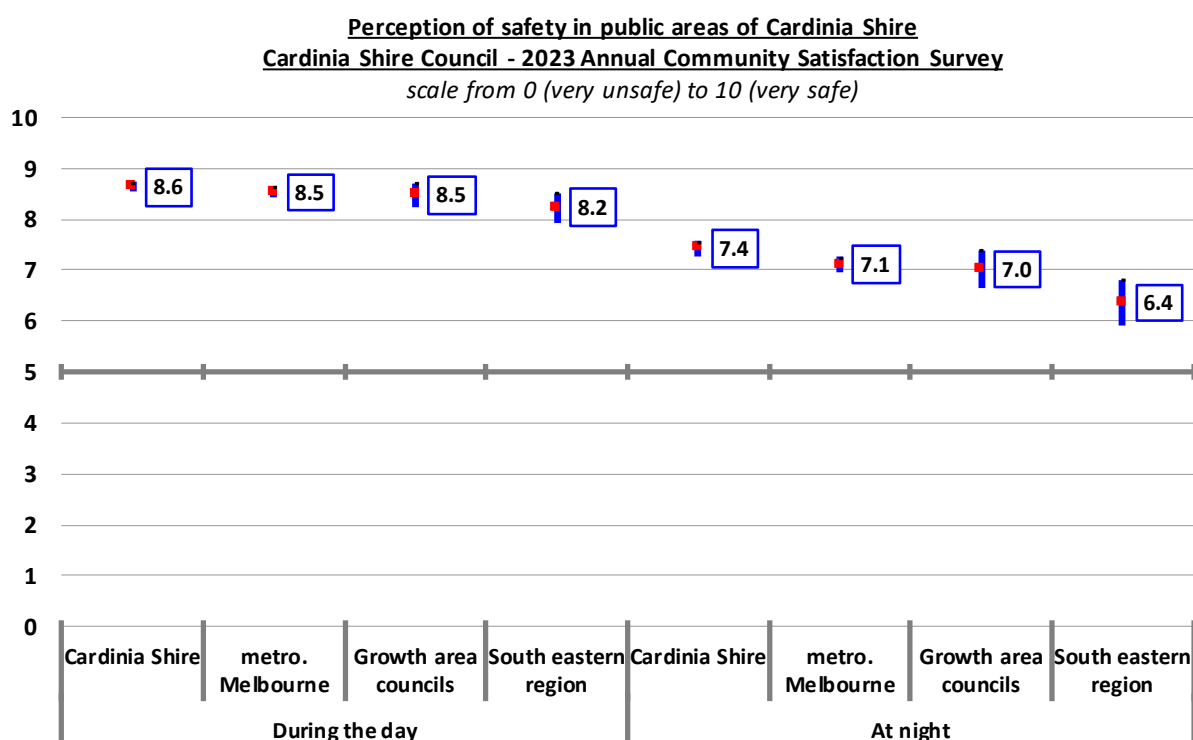
The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety at less than five).

There was a small increase in the proportion of respondents who felt “very safe” both during the day (85% up from 82%), and at night (59% up from 51%). Importantly, Metropolis Research notes that the proportion of respondents who felt “unsafe” in the public areas of the Cardinia Shire at night declined from 14% last year to 10% this year.



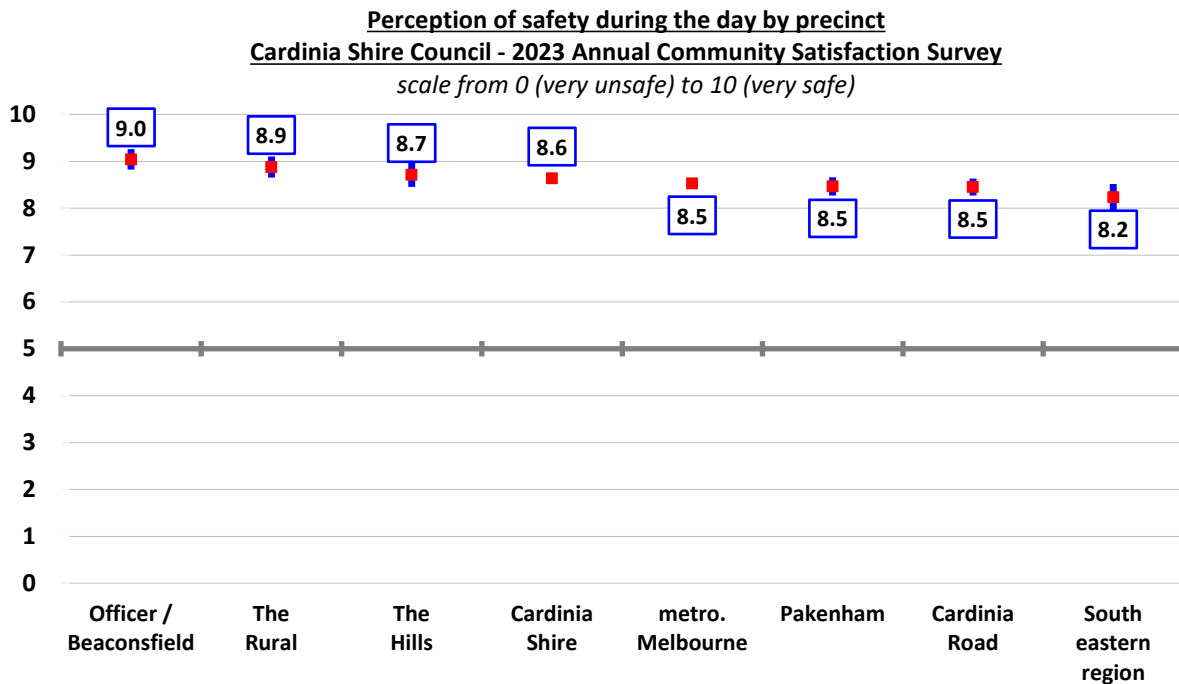
The following graph provides a comparison of this result against the metropolitan Melbourne, the Southeastern region councils, and the growth area councils' results as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

It is noted that the perception of safety in the public areas of the Cardinia Shire was marginally higher than the comparison areas during the day, and measurably safer at night. These are particularly positive results given that nine percent nominated safety, policing, and crime as a top three issue in Cardinia Shire this year.

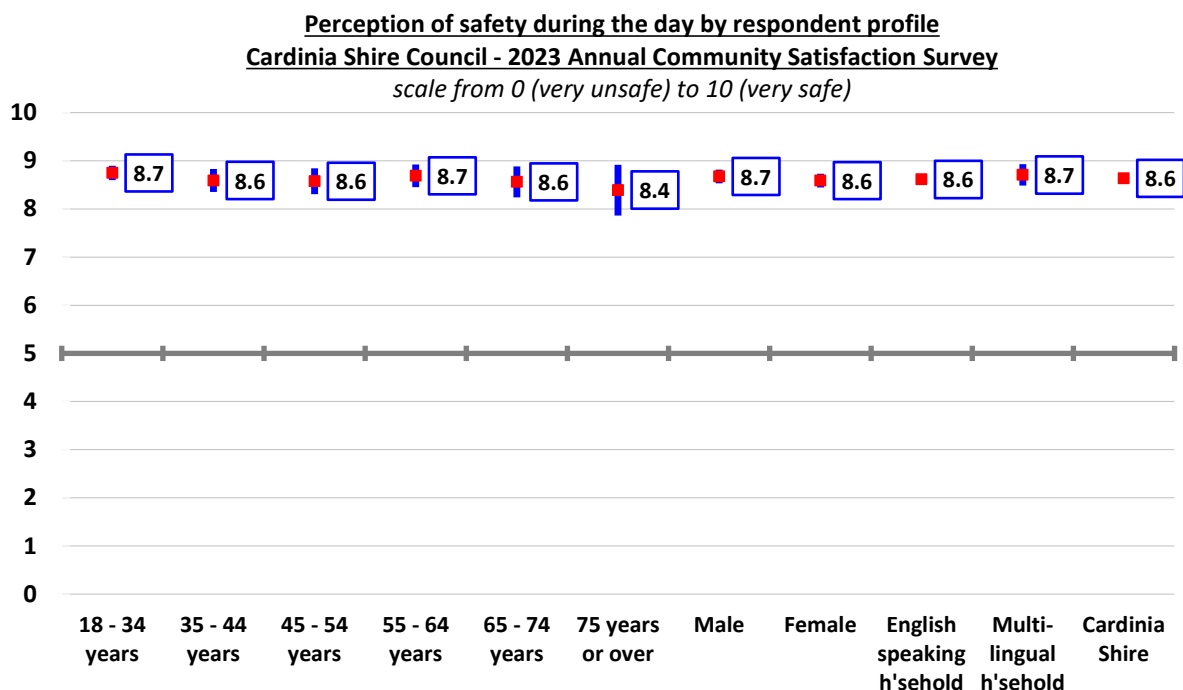


Safety during the day

Whilst respondents from all precincts, on average, rated their perception of safety in the public areas of Cardinia Shire during the day at eight or more out of 10, there was some measurable variation observed. Respondents from Officer / Beaconsfield felt measurably safer than the municipal average.

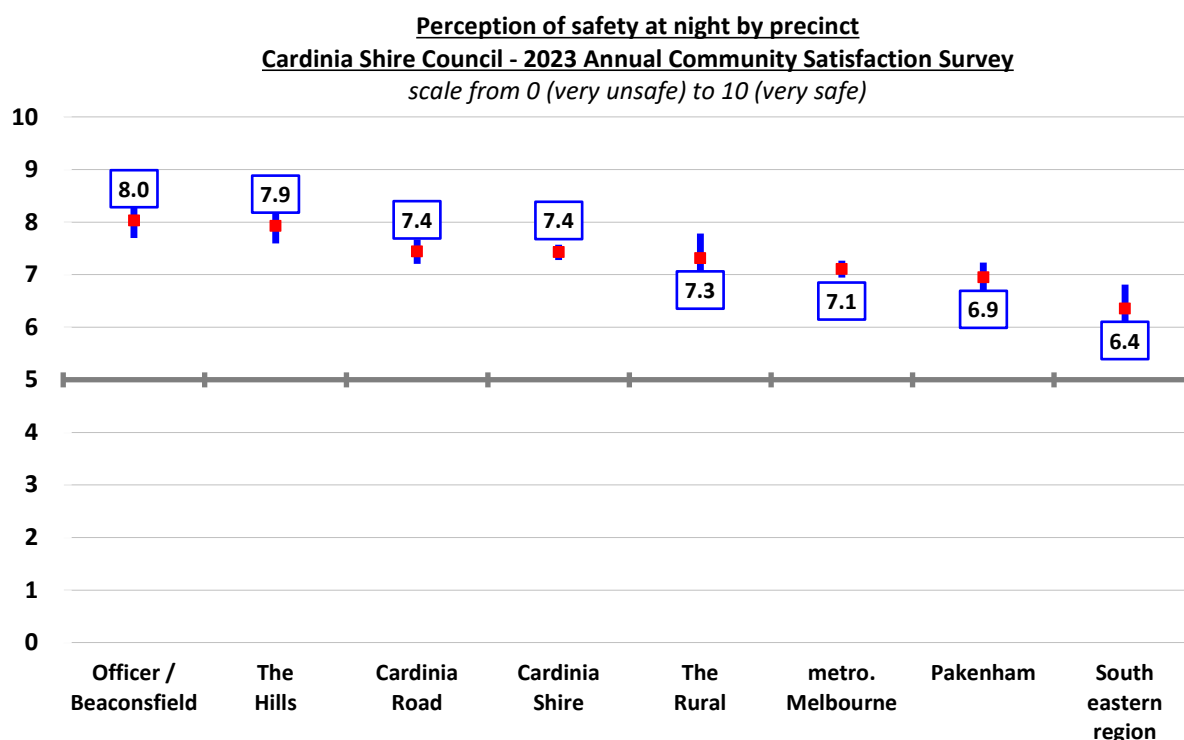


There was no statistically significant or meaningful variation in the perception of safety in the public areas of the municipality during the day observed by respondent profile, with all groups rating their perception of safety, on average, at eight or more out of 10.



Safety at night

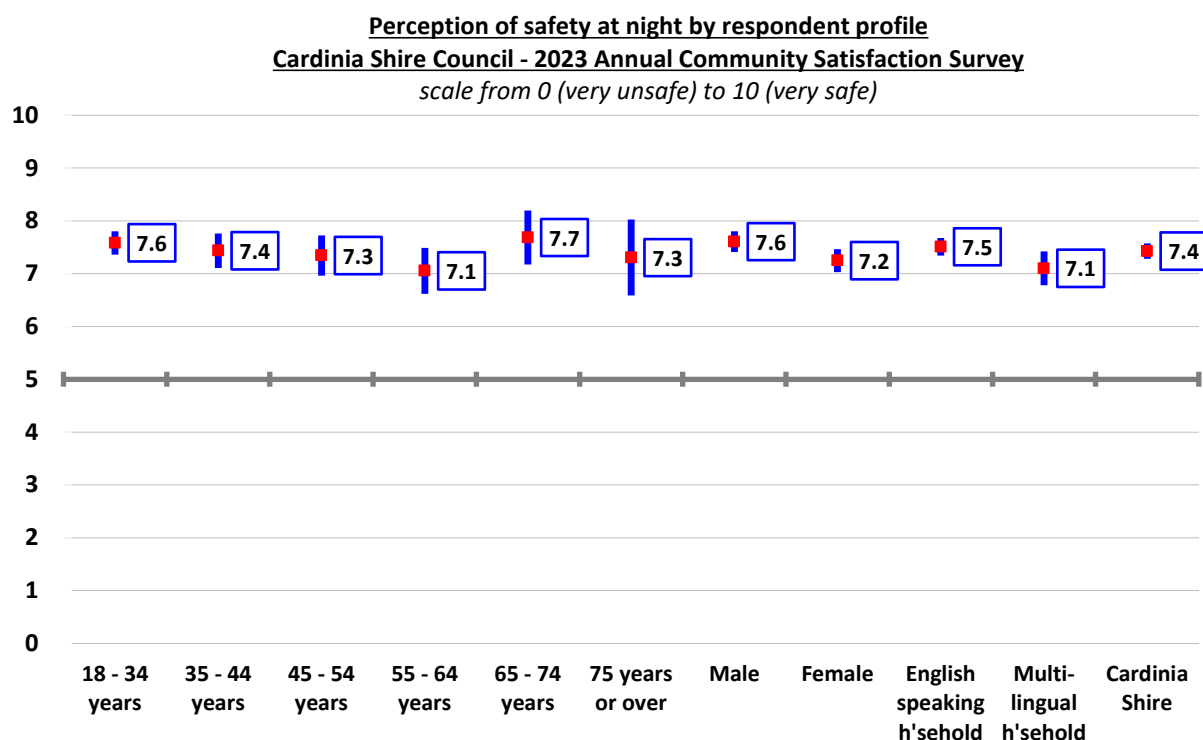
The perception of safety in the public areas of the Cardinia Shire at night increased three percent this year to 7.4 out of 10. There was measurable variation in the perception of safety at night observed across the municipality, with respondents from Officer / Beaconsfield and the Hills precinct feeling measurably safer than the municipal average. Respondents from Pakenham felt measurably less safe, although still at an almost “very safe” level of 6.9.



Whilst, on average, respondents from all respondent profile groups felt very safe in the public areas of the Cardinia Shire at night, there was some variation noted by respondent profile, as follows:

- **Older middle-aged adults (aged 55 to 64 years)** – felt somewhat less safe in public areas at night than the municipal average, although still at a “very safe” average level.
- **Gender** – female respondents, on average, felt notably (5% lower) less safe than male respondents. The gender gap for the perception of safety at night tends to be lower in outer urban areas and greater in middle-ring and inner-urban municipalities.
- **Language spoken at home** – respondents from multilingual households felt notably (5% lower) less safe on average than respondents from English speaking households.





Reasons for feeling less safe

A total of 100 comments were received from respondents outlining the reasons why they did not feel safe in the public areas of the Cardinia Shire during the day or at night or overall.

Consistent with the results recorded last year, the three main issues were concerns around various types of people, concerns around experience of or fear about crime in the area, and concerns around the perception of safety at night including specifically around lighting issues.

Reasons for not feeling safe in the public areas of Cardinia Shire
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total responses)

| Response | 2023 | | 2022 |
|--|------------|-------------|------------|
| | Number | Percent | |
| People | 26 | 26% | 31% |
| Crime and policing | 19 | 19% | 16% |
| Perception of safety at night and lighting | 11 | 11% | 21% |
| Drugs and alcohol | 6 | 6% | 8% |
| General perception of safety | 6 | 6% | 5% |
| Being female | 5 | 5% | 1% |
| Incidents / break-ins | 3 | 3% | 7% |
| Violence and anti-social behaviour | 2 | 2% | 8% |
| Other | 22 | 22% | 3% |
| Total | 100 | 100% | 118 |

Further discussion around safety related issues is included in the [Issues to address](#) section of this report, which showed that “safety, policing, and crime” related issues were the second most nominated issues to address for the Cardinia Shire community at the moment.

The following table outlines the verbatim comments received from respondents who did not feel safe in the public areas of Cardinia Shire.

Reasons for not feeling safe in the public areas of Cardinia Shire
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| <i>People</i> | |
| Gangs and youth | 9 |
| There are too many crazy / shady / weird people | 5 |
| Because of the people | 3 |
| Kids / people hanging around, loitering | 2 |
| Homeless people in area | 1 |
| I don't trust anybody passing the streets | 1 |
| I'm scared, there's a bloke hanging around upstairs, look dangerous | 1 |
| Rather not elaborate but, mainly teen youth crime | 1 |
| Teenagers are causing a lot of problem | 1 |
| Too many troubled youths | 1 |
| You just don't know and lots of people walking around you don't necessarily trust | 1 |
| Total | 26 |
| <i>Crime and policing</i> | |
| Not enough police | 5 |
| The crime / crime rate in this area | 4 |
| Crime / criminal activities | 3 |
| A lot of theft | 1 |
| Crime rate has gone up as there is no police, need more funding | 1 |
| Higher presence of loots in street | 1 |
| Kids crimes | 1 |
| Lack of services to respond | 1 |
| No control of the youth today | 1 |
| Thieves and robbers | 1 |
| Total | 19 |
| <i>Perception of safety at night and lighting</i> | |
| Lack of lighting | 3 |
| Car parks do not feel safe at all when it's dark | 1 |



| | |
|--|-----------|
| I feel unsafe when travelling at night everywhere except for the train station | 1 |
| It's dark area | 1 |
| No way I would catch a train in the dark | 1 |
| Not enough street lighting in Koo Wee Rup, shady areas, parks, and people out and about at odd hours, more break-ins | 1 |
| Not safe for walking in dark | 1 |
| Suppose its anywhere you go, you don't feel safe at night-time | 1 |
| There is poor street lighting | 1 |
| Total | 11 |

Drugs and alcohol

| | |
|---|----------|
| A lot of druggies are out there | 3 |
| Some people are using drugs and it makes unsafe | 2 |
| Drug addicts on Main St beside McDonald's | 1 |
| Total | 6 |

General perception of safety

| | |
|---|----------|
| Because I am in LGBT so people might threaten you while walking on the street | 1 |
| Everywhere | 1 |
| It's just the norm or era we live in | 1 |
| Noises at night bangs and crashes | 1 |
| Unsafe | 1 |
| You hear stories now and then something happen | 1 |
| Total | 6 |

Being female

| | |
|--|----------|
| Being female | 1 |
| Dangerous for women | 1 |
| I am just safety conscious, and I am a woman | 1 |
| Just age and gender | 1 |
| Woman in general feel unsafe walking around at night | 1 |
| Total | 5 |

Incidents / break-ins

| | |
|---|----------|
| A lot of incidents have happened | 1 |
| A man beaten by umbrella by young teenagers | 1 |
| Because people stealing someone's things | 1 |
| Total | 3 |



| <i>Violence and anti-social behaviour</i> | |
|---|------------|
| Youth violence | 1 |
| I've seen some cases, people are screaming | 1 |
| Total | 2 |
| <i>Other</i> | |
| Public areas | 4 |
| Train station | 3 |
| Near shopping centres / shopping strips | 2 |
| Coles Pakenham | 1 |
| Country area | 1 |
| Due to major traffic issues if you are to need any emergency services, they will take too long for them to get to you | 1 |
| Fire protection | 1 |
| Hooning | 1 |
| I am old and frail that's why | 1 |
| Just being old and nervous to go out | 1 |
| On Church St in Emerald | 1 |
| Pakenham station | 1 |
| Parks | 1 |
| Potholes | 1 |
| Rubbish | 1 |
| The walking back tracks in Koo Wee Rup | 1 |
| Total | 22 |
| Total | 100 |

Locations where respondents felt unsafe

The following table outlines the locations where respondents felt unsafe, presented by precinct.

Location where respondents feel unsafe by precinct
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

| <i>Precinct</i> | <i>Location</i> | <i>Number</i> |
|---------------------------|---------------------------------------|---------------|
| The Hills (Total = 10) | In Pakenham area around shopping area | 2 |
| | Around the Main Street in Gembrook | 1 |
| | Boundary road west | 1 |
| | Everywhere | 1 |
| | It's dark as it has no streetlight | 1 |
| | Near this road (Halcyon Rd) | 1 |



| | | |
|---------------------------------------|---|----|
| | Shopping centres and parks | 1 |
| | Some theft | 1 |
| | Springs Street and surrounding street in Cockatoo | 1 |
| The Rural (Total = 12) | Anywhere / whole town / everywhere / all over | 4 |
| | Cars broken into; crime rate is high | 1 |
| | near the shopping centre | 1 |
| | Pakenham | 1 |
| | Pakenham train station | 1 |
| | Shopping centre | 1 |
| | There is no lighting in countryside | 1 |
| | Train station | 1 |
| | Very dark there | 1 |
| Pakenham (Total = 41) | In Pakenham | 7 |
| | Train station | 7 |
| | Anywhere / everywhere | 2 |
| | Dunken drive | 2 |
| | Lots of beggars | 2 |
| | Local neighbourhood | 2 |
| | Main street and the shopping centre around it | 2 |
| | It's unsafe at night | 2 |
| | Gallery way | 1 |
| | Henry road | 1 |
| | I don't walk the streets on my own | 1 |
| | In alleyways behind shops | 1 |
| | In the home, anywhere around here. | 1 |
| | In the parks | 1 |
| | Lots of crazy people | 1 |
| | Lots of drug addicts | 1 |
| | Not enough lights | 1 |
| | Outside the shopping centre | 1 |
| | Outside public library | 1 |
| | Outside there it's dangerous | 1 |
| | Parking areas around shopping centres | 1 |
| | Racecourse road | 1 |
| | Sander wood drive | 1 |
| Cardinia Road (Total = 7) | Anywhere | 1 |
| | Henry road | 1 |
| | Local parks and public area | 1 |
| | Park near Ivy Leaf, shopping centre | 1 |
| | Public areas | 1 |
| | Train stations | 1 |
| | Main street | 1 |
| Officer / Beaconsfield (Total = 1) | Thieves breaking and stealing | 1 |
| Total | | 71 |



Overall safety living in Cardinia

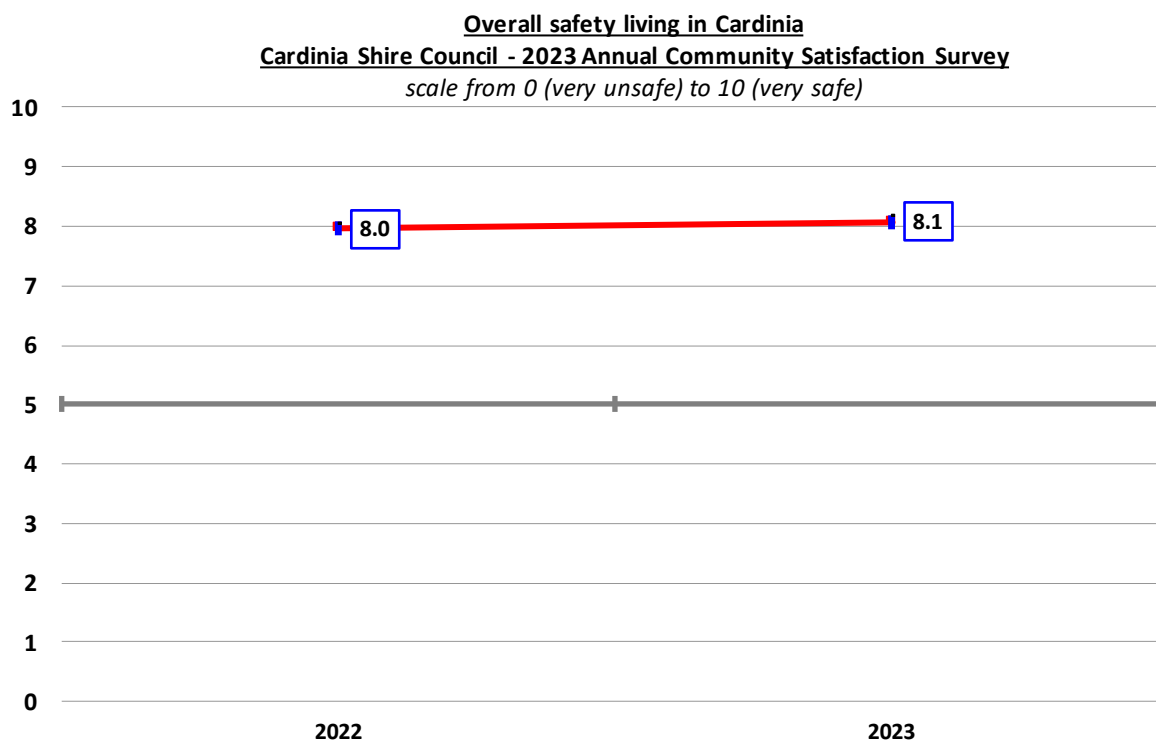
Respondents were asked:

“On a scale of 0 (very unsafe) to 10 (very safe), how safe or unsafe do you feel living in Cardinia?”

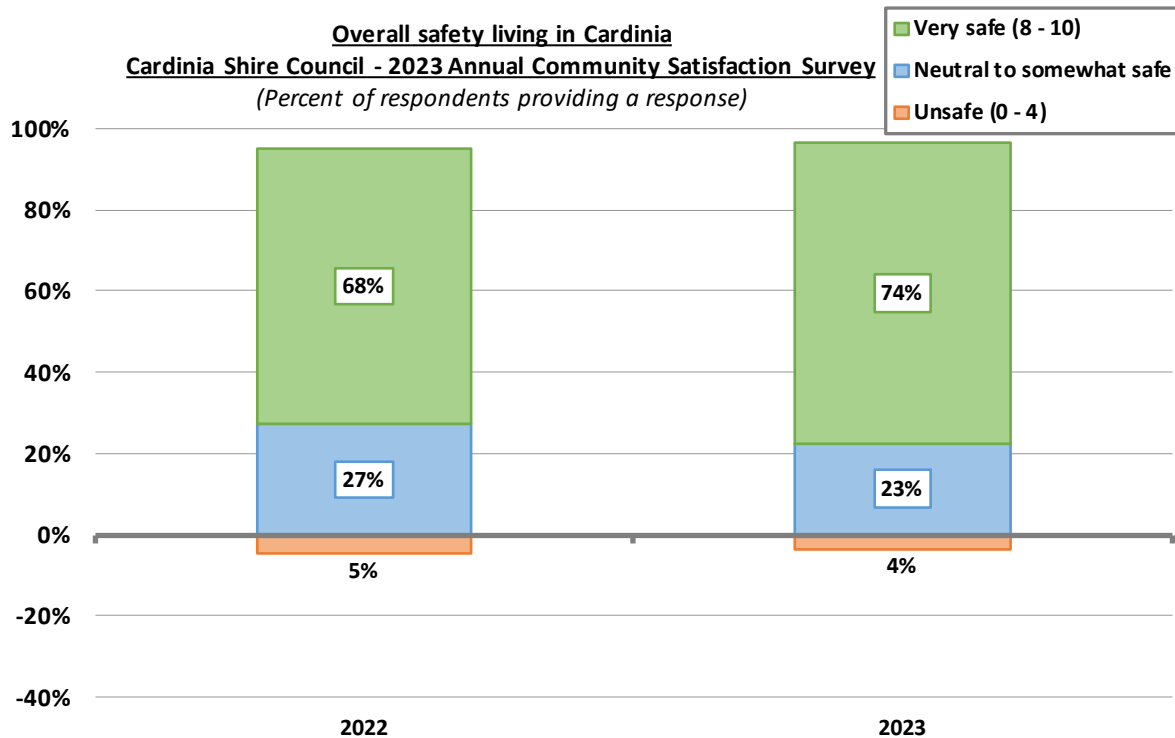
Respondents’ perception of their overall safety living in Cardinia Shire increased marginally, but not measurably this year, up one percent to 8.1 out of 10.

This question was not included in the *Governing Melbourne* research and therefore no comparison results are available.

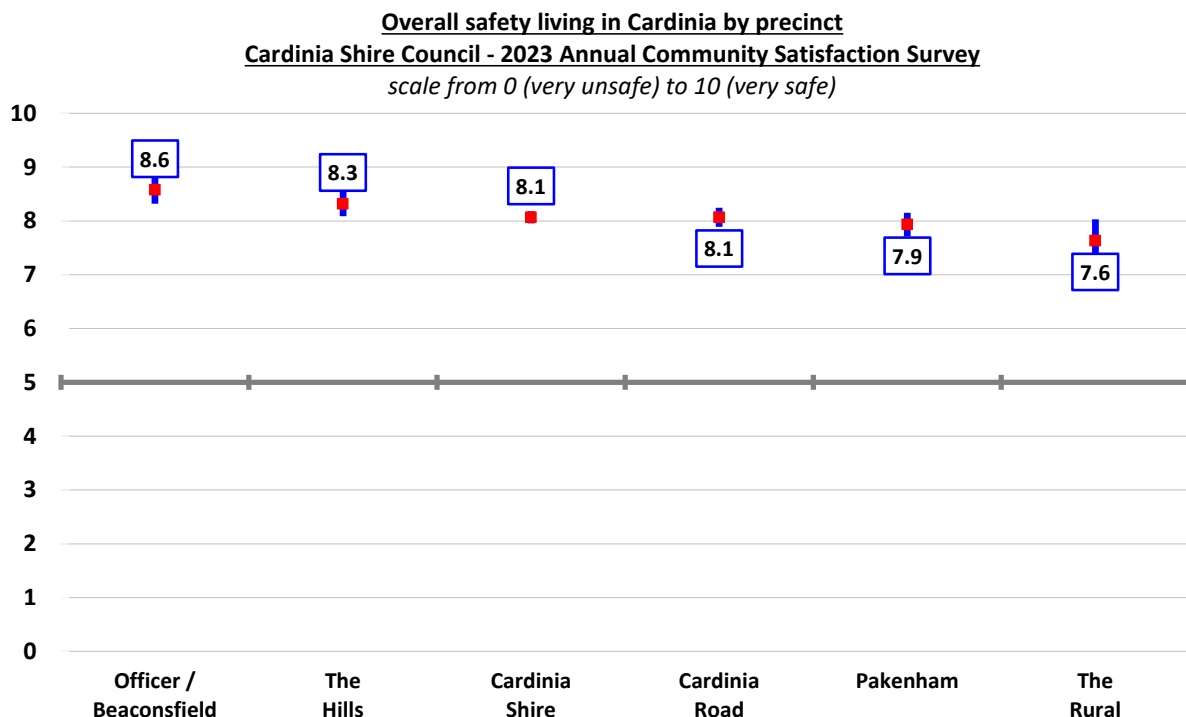
Metropolis Research notes that the overall perception of safety living in Cardinia (8.1) was approximately halfway between the perception of safety in the public areas of the municipality during the day (8.6) and at night (7.4).



This result was comprised of 74% (up from 68%) of respondents who felt “very safe” (i.e., rated their overall safety living in Cardinia Shire at eight or more), whilst four percent (down from five percent) felt “unsafe” (i.e., rated safety at less than five).

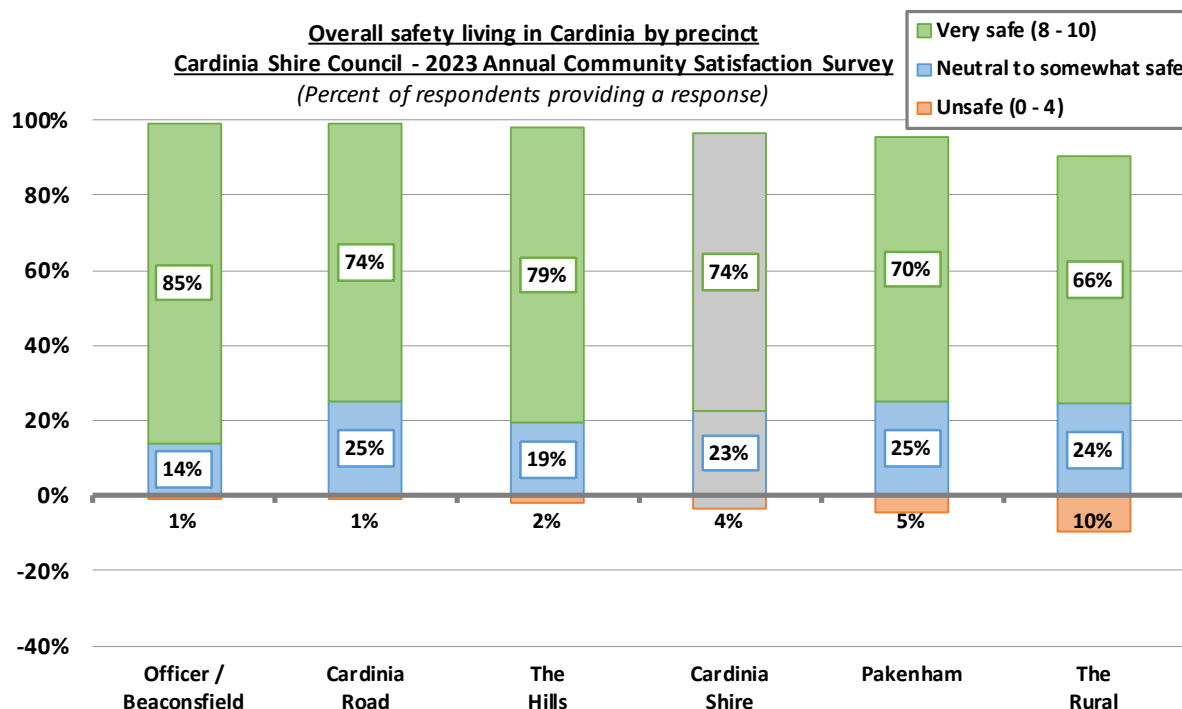


There was some variation in the overall perception of safety living in Cardinia Shire observed across the municipality, with respondents from Cardinia Road feeling measurably safer than average and respondents from the Rural precinct measurably less safe.



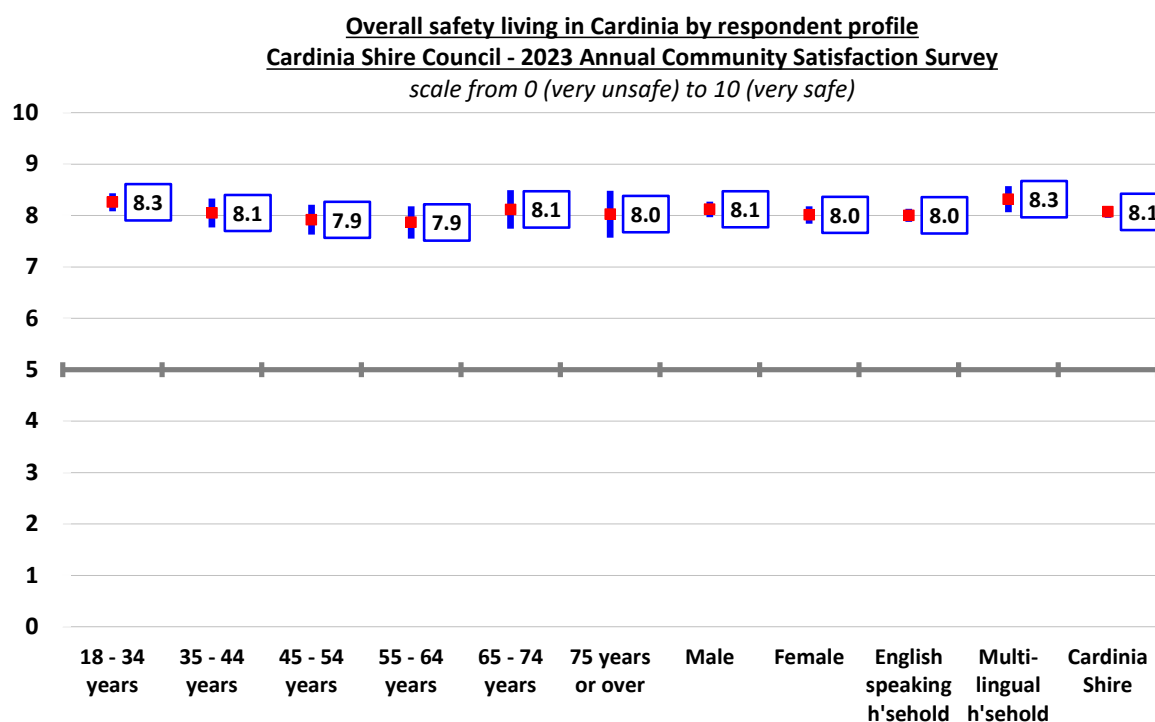
It is noted, however, that at least two-thirds of the respondents providing a score from each precinct felt “very safe” overall living in Cardinia, whilst five percent of respondents from Pakenham and 10% from the Rural precinct felt “unsafe”.



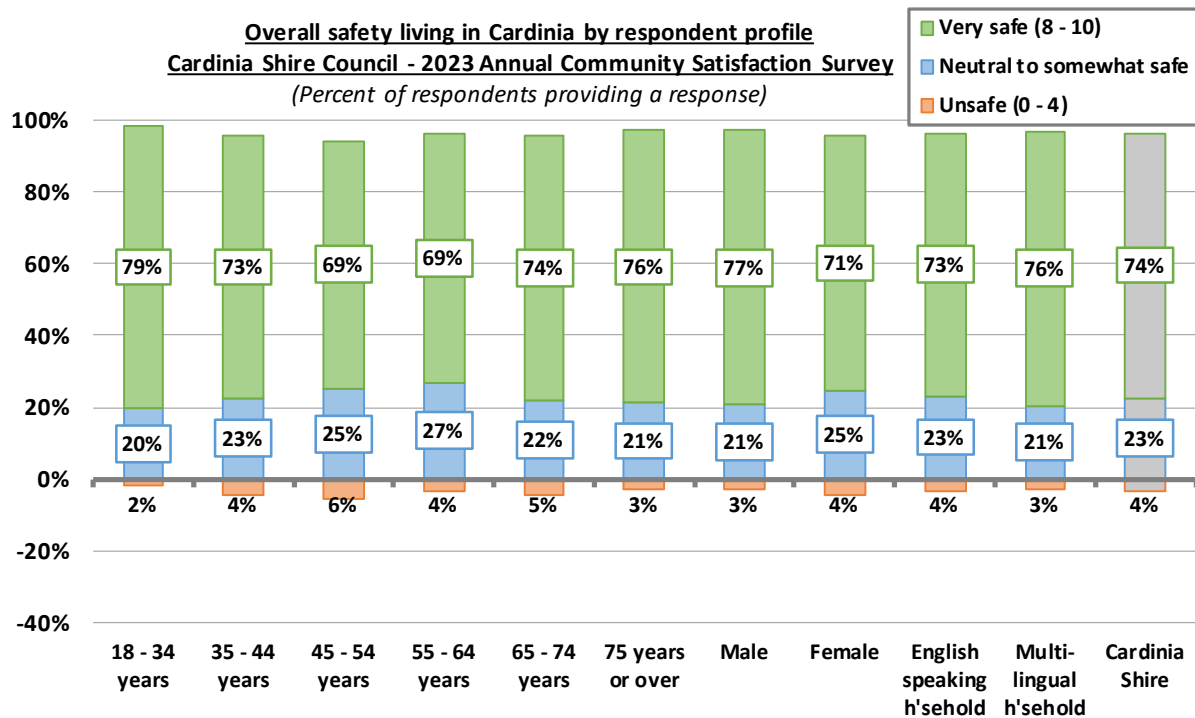


There was no statically significant variation in the average perception of safety overall living in Cardinia Shire observed by respondent profile, although attention is still drawn to:

- **Middle-aged adults (aged 45 to 74 years)** – respondents felt marginally less safe than average.
- **Gender** – female respondents felt one percent less safe than male respondents.
- **Language spoken at home** – respondents from multilingual households felt four percent safer than respondents from English speaking households.



It is noted that approximately three-quarters of respondents from all groups felt “very safe” overall living in Cardinia Shire, whilst six percent or less 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.”

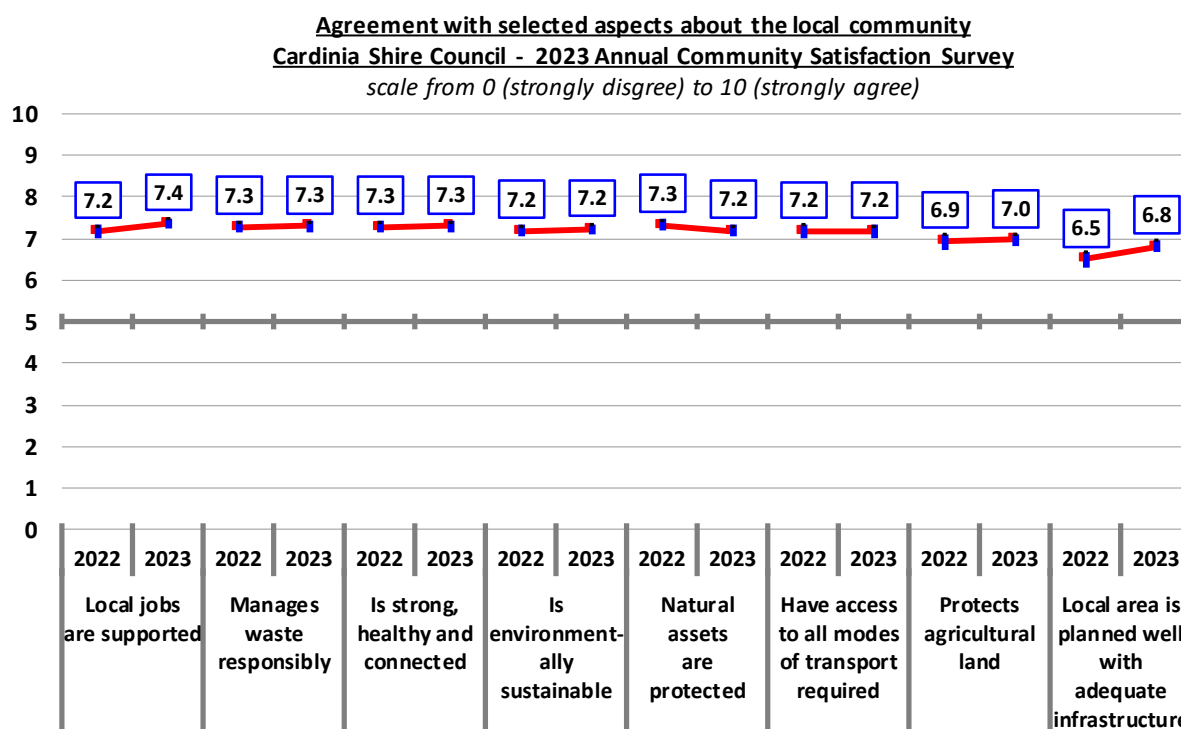
Respondents were again in 2023, asked to rate their agreement with eight statements about the local community.

The average agreement with three of these statements increased somewhat, whilst agreement with one declined marginally, although none of these variations were statistically significant.

It is noted that on average, respondents “strongly agreed” the local jobs are supported (7.4 out of 10), the community manages waste responsibility (7.3), is strong, healthy, and connected (7.3), is environmentally sustainable (7.2), natural assets are protected (7.2), have access to all modes of required transport (7.2), protects agricultural land (7.0).

Respondents, on average, “moderately agreed” that local area is planned well with adequate infrastructure (6.8 up from 6.5).

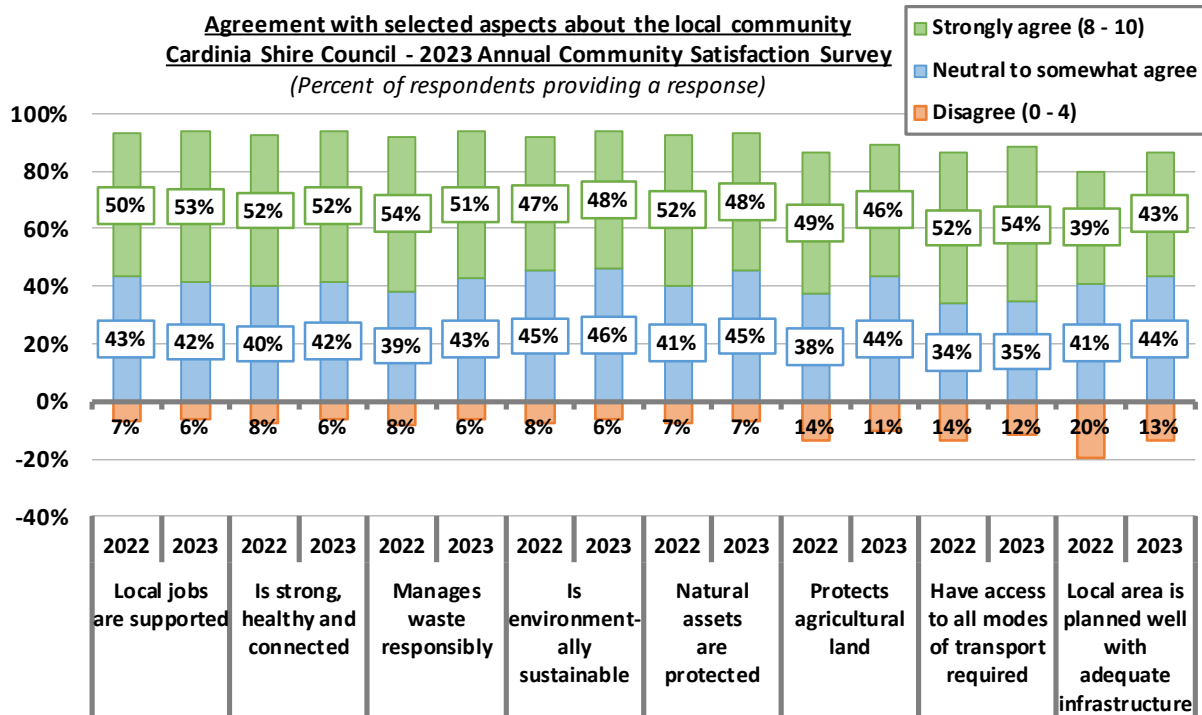
These results do suggest a relatively strong local sense of community, with most believing that the local community is healthy, strong, connected, and environmentally sustainable and responsible.



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 were “neutral to somewhat agreed” (i.e., rated agreement at five to seven), and those who “disagreed” (i.e., rated agreement at less than five).

Approximately half of the respondents “strongly agreed” with six of the seven statements, whilst 43% “strongly agreed” and 13% “disagreed” that the local area is planned well with adequate infrastructure. More than 10% “disagreed” that it protects agricultural land or that they have access to all the required modes of transport.





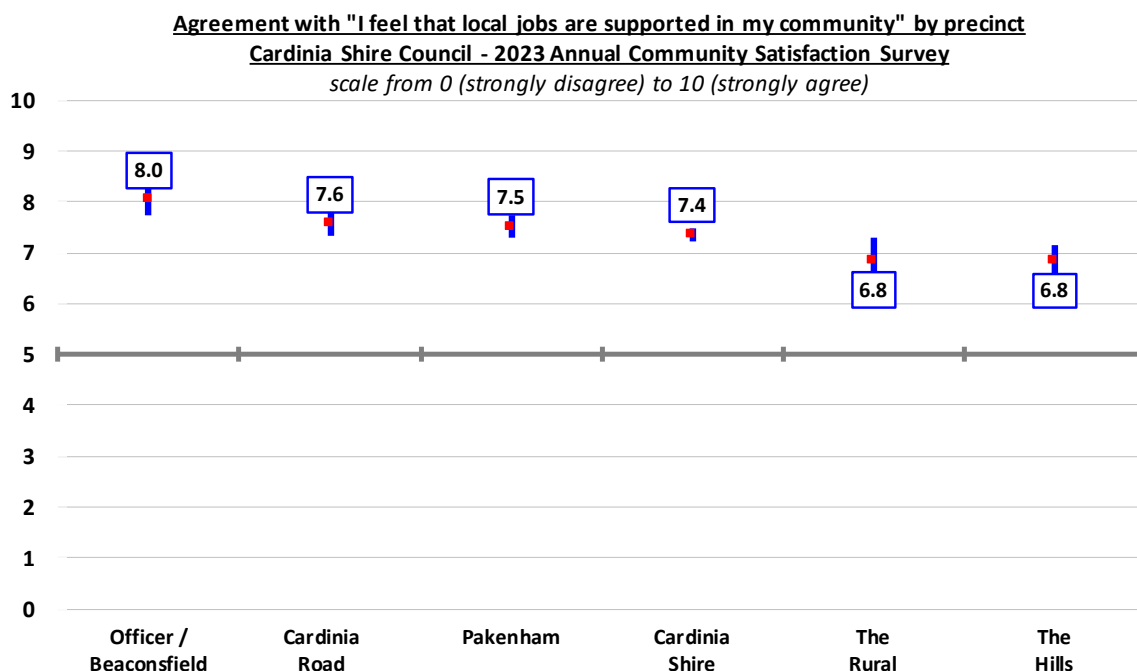
The following section provides a more detailed examination of agreement with these statements by precinct and by respondent profile.

Whilst there was some variation observed between statements, in general terms the following pattern was observed:

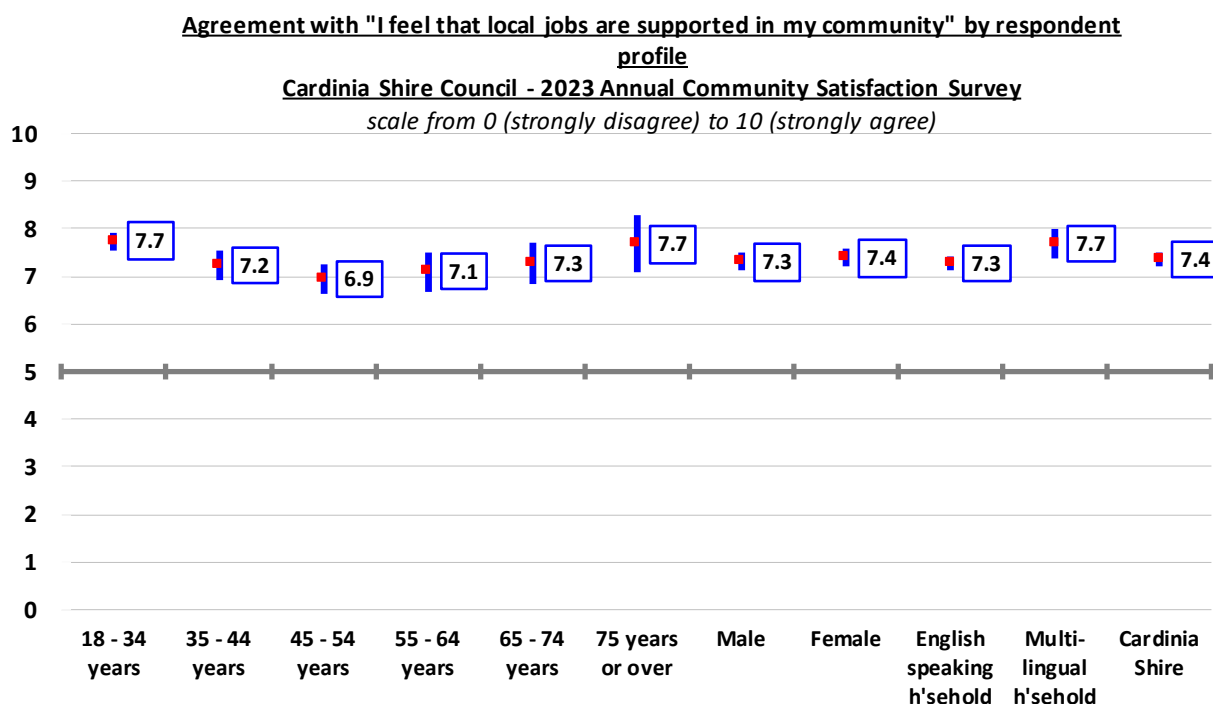
- **Generally, more in agreement than average** – included respondents from the three urban precincts (Officer / Beaconsfield, Cardinia Road, and Pakenham), young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, and respondents from multilingual households.
- **Generally, less in agreement than average** – included respondents from the Rural and the Hills precincts, middle-aged adults (aged 45 to 64 years).

Local jobs are supported in my community

There was measurable variation in agreement that local jobs are supported in the community observed across the municipality, with respondents from Officer / Beaconsfield measurably more in agreement, whilst respondents from the Rural and Hills precincts were measurably less in agreement than average, and at “moderate” levels of agreement.

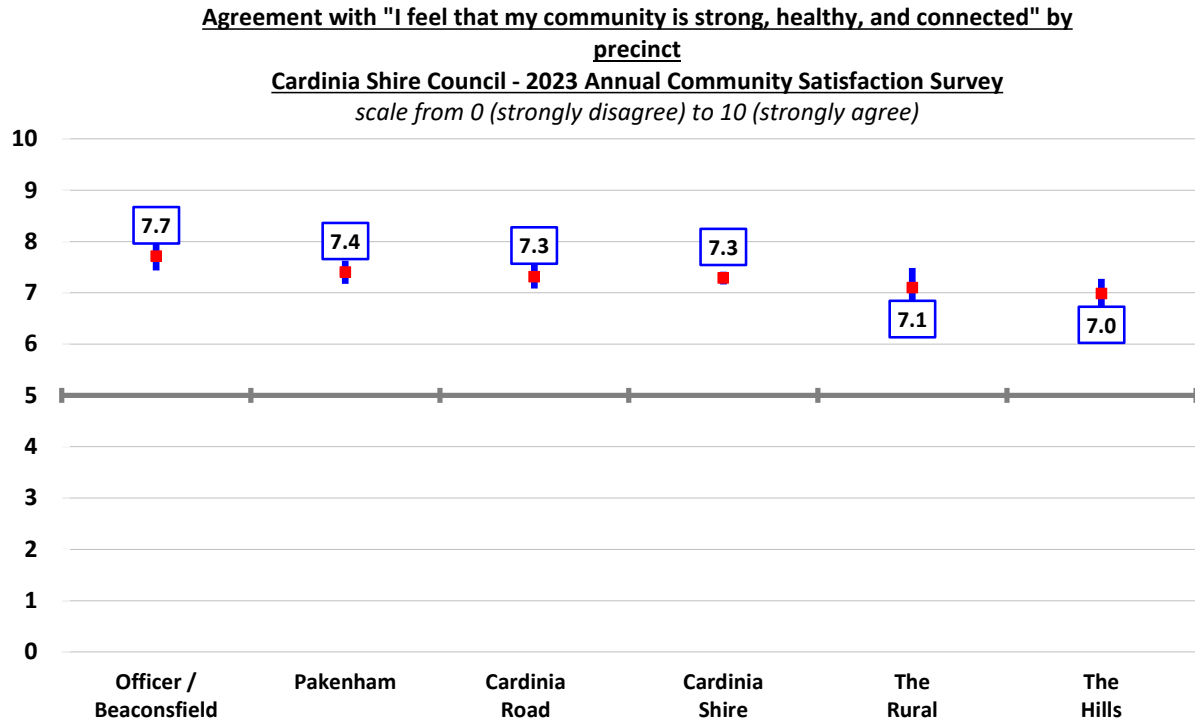


There was also variation by respondent profile, with young adults (aged 18 to 34 years) measurably more in agreement, middle-aged adults (aged 45 to 64 years) somewhat less, and respondents from multilingual households measurably more in agreement than respondents from English speaking households.

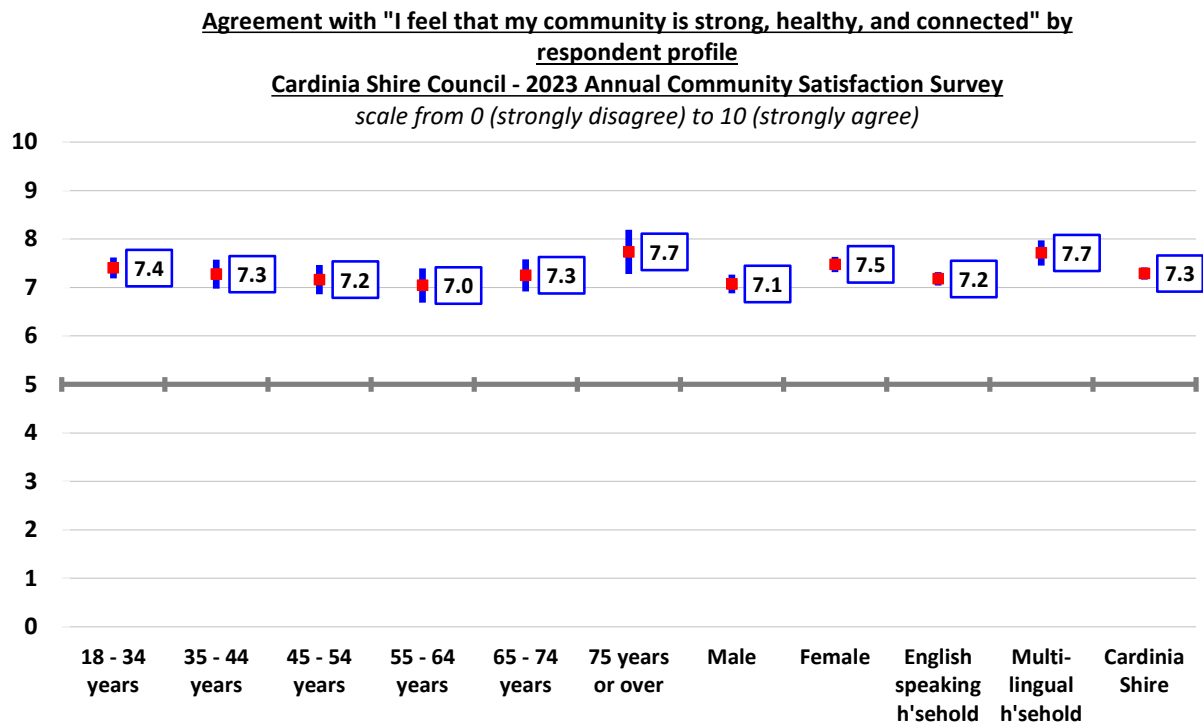


My community is strong, healthy, and connected

There was no measurable variation in agreement that the community is strong, healthy, and connected observed across the municipality, with respondents in all precincts “strongly agreeing” with this statement.

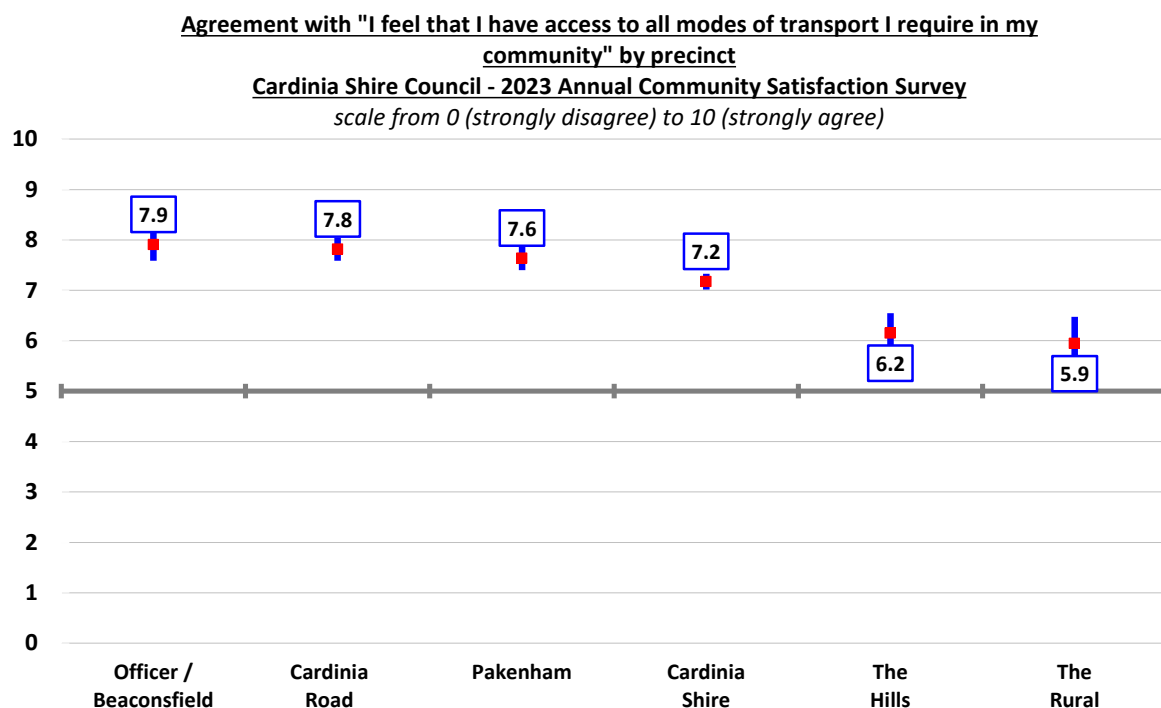


There was measurable variation observed by profile, however, with female respondents more in agreement than males, and respondents from multilingual households measurably more in agreement than respondents from English speaking households.

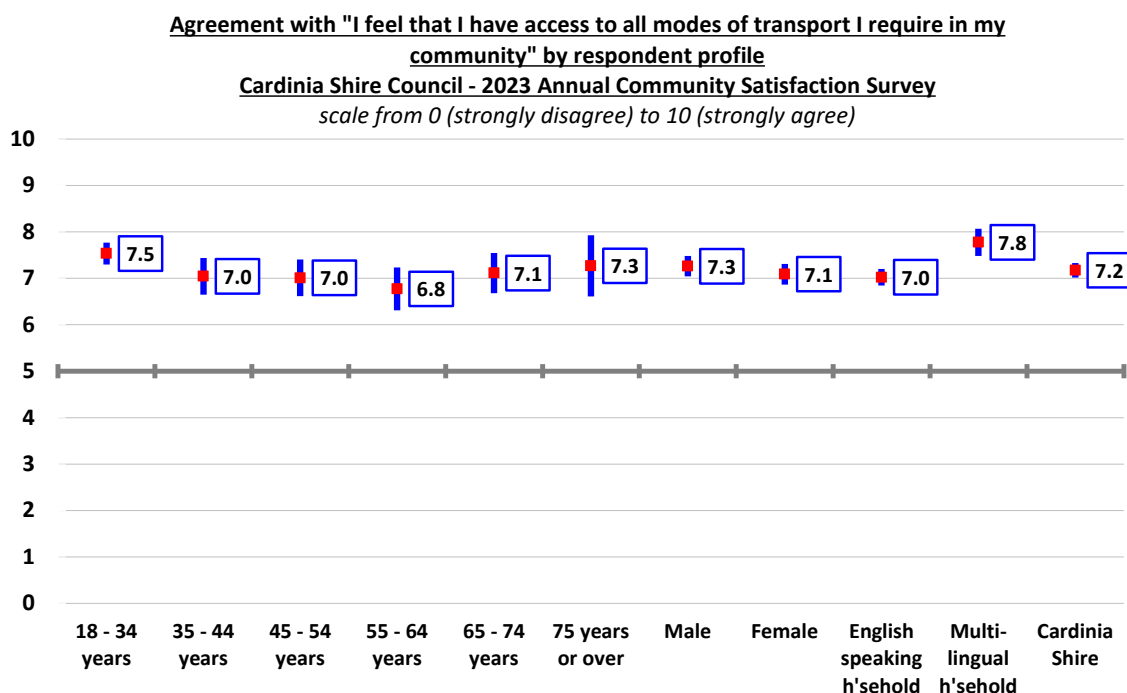


I have access to all modes of transport I require in my community

There was measurable variation in agreement that respondents have access to all modes of transport they require in their community observed across the municipality, with respondents from the urban precincts all measurably more in agreement and respondents from the Hills and Rural precincts measurably and significantly less in agreement at “moderate” levels.

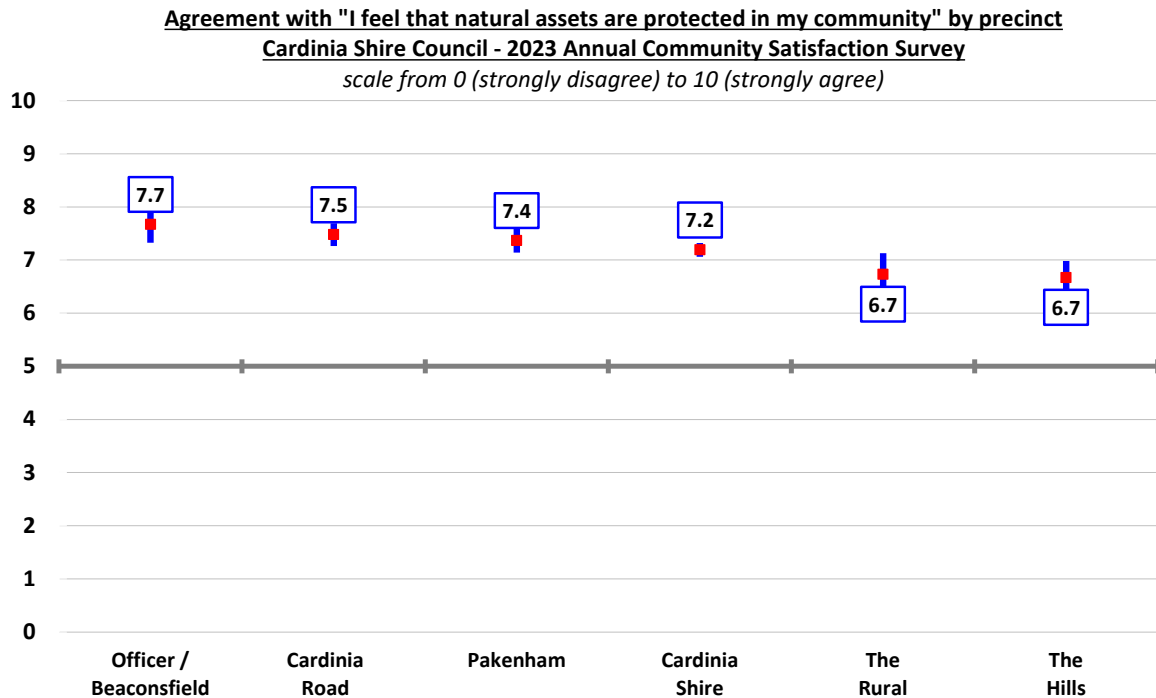


There was no measurable variation in agreement by age structure or gender, although respondents from multilingual households were measurably more in agreement than respondents from English speaking households.

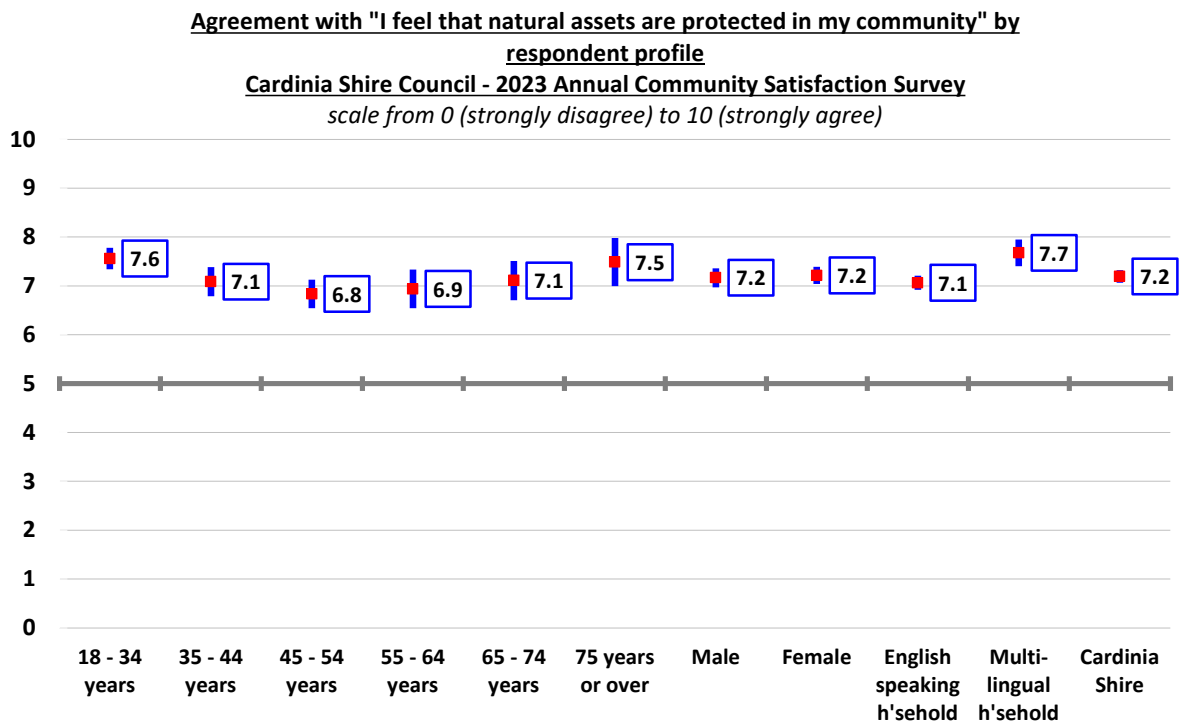


Natural assets are protected in my community

There was measurable variation in agreement that natural assets are protected in the community observed across the municipality, with respondents from the urban precincts all measurably more in agreement and respondents from the Hills and Rural precincts measurably and significantly less in agreement at “moderate” levels.

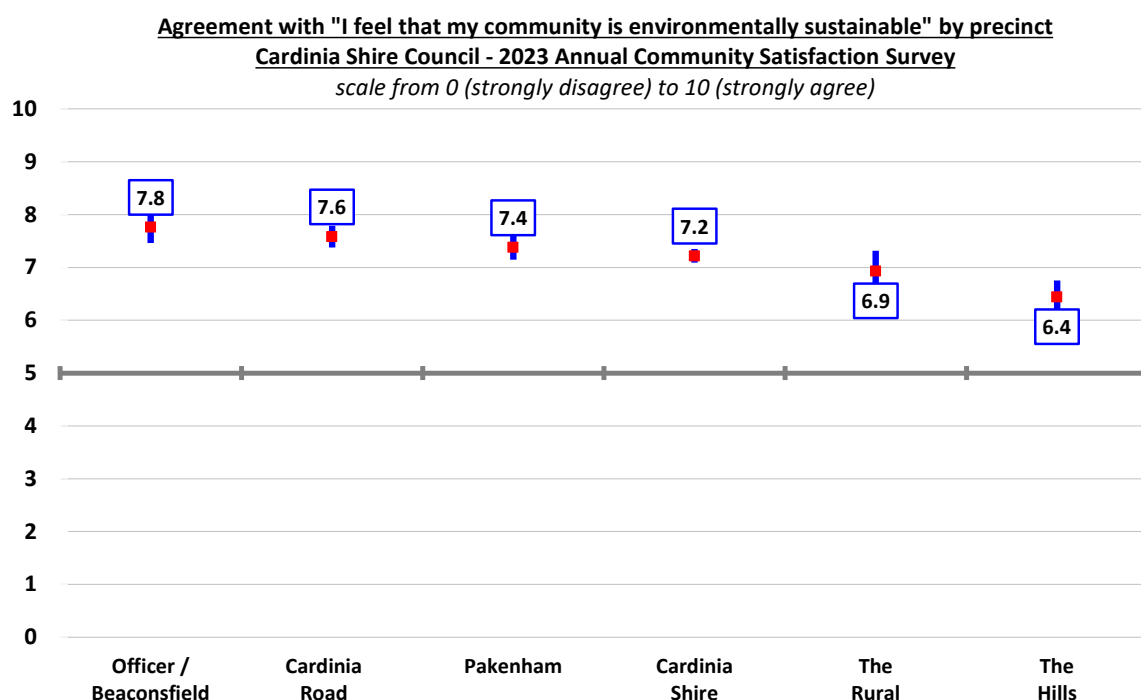


There was measurable variation by profile, with young adults (aged 18 to 34 years) more, and younger middle-aged adults (aged 45 to 54 years) less, in agreement, and respondents from multilingual households measurably more in agreement than English speaking households.

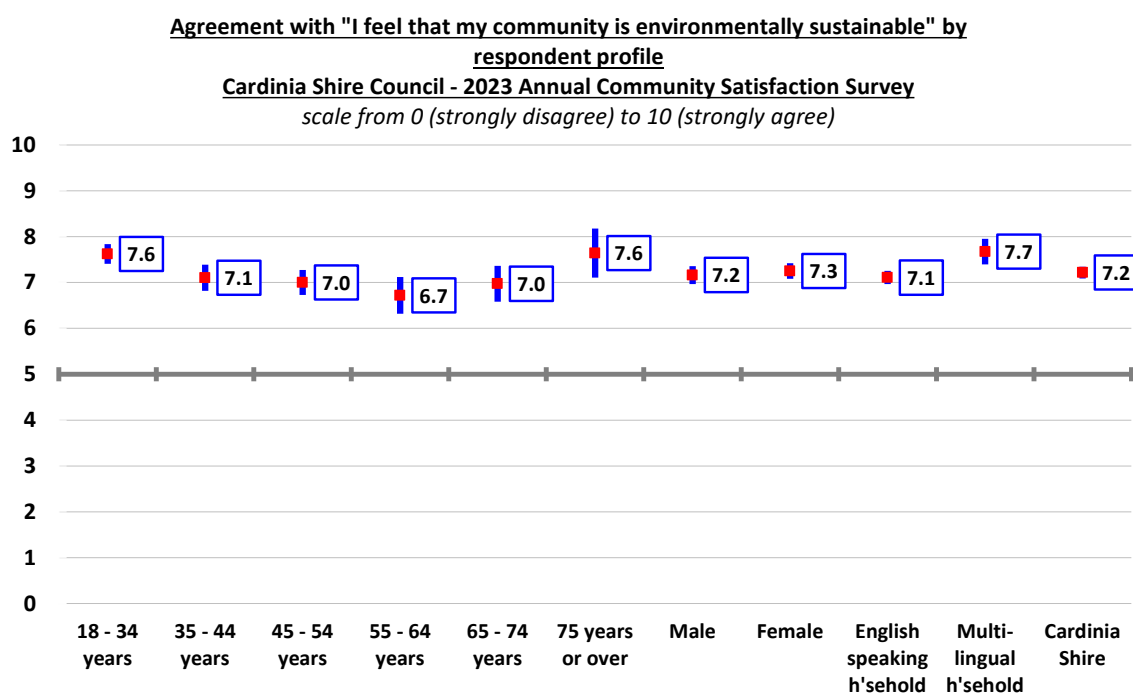


My community is environmentally sustainable

There was measurable variation in agreement that the community is environmentally sustainable observed across the Shire, with respondents from Officer / Beaconsfield and Cardinia Road measurably more in agreement, and respondents from the Hills measurably less in agreement, and at a “moderate” level of agreement.

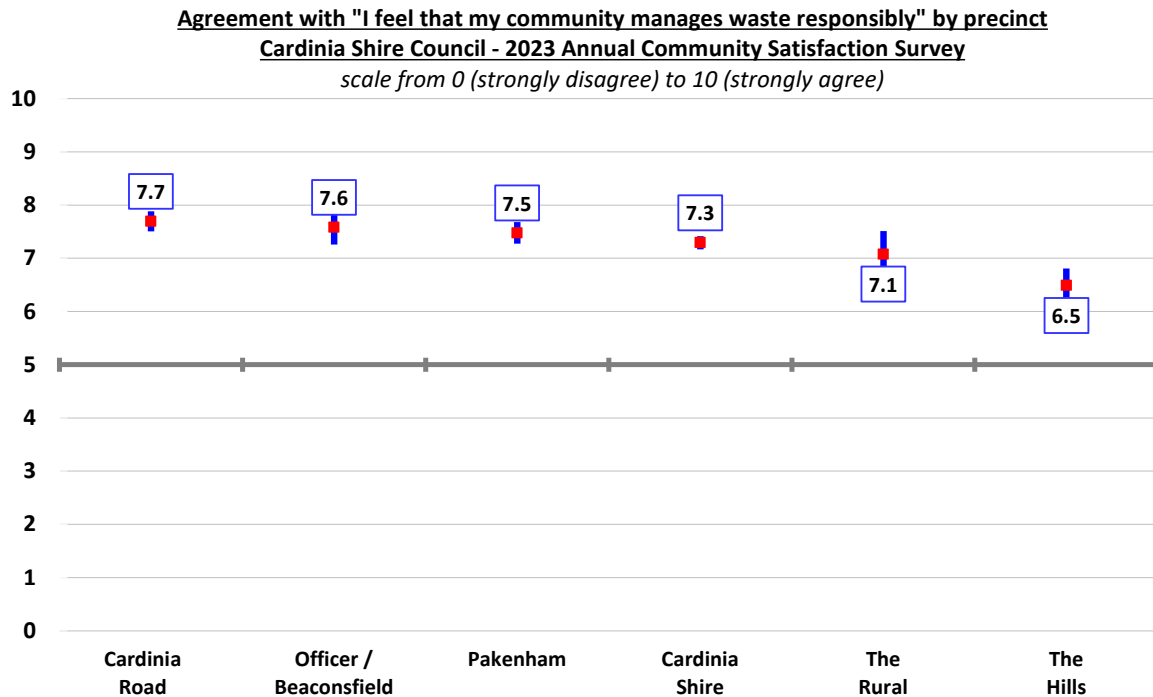


There was variation by profile, with young adults (aged 18 to 34 years) measurably more in agreement, older middle-aged adults (aged 55 to 64 years) measurably less, and respondents from multilingual households measurably more in agreement than English speaking households.

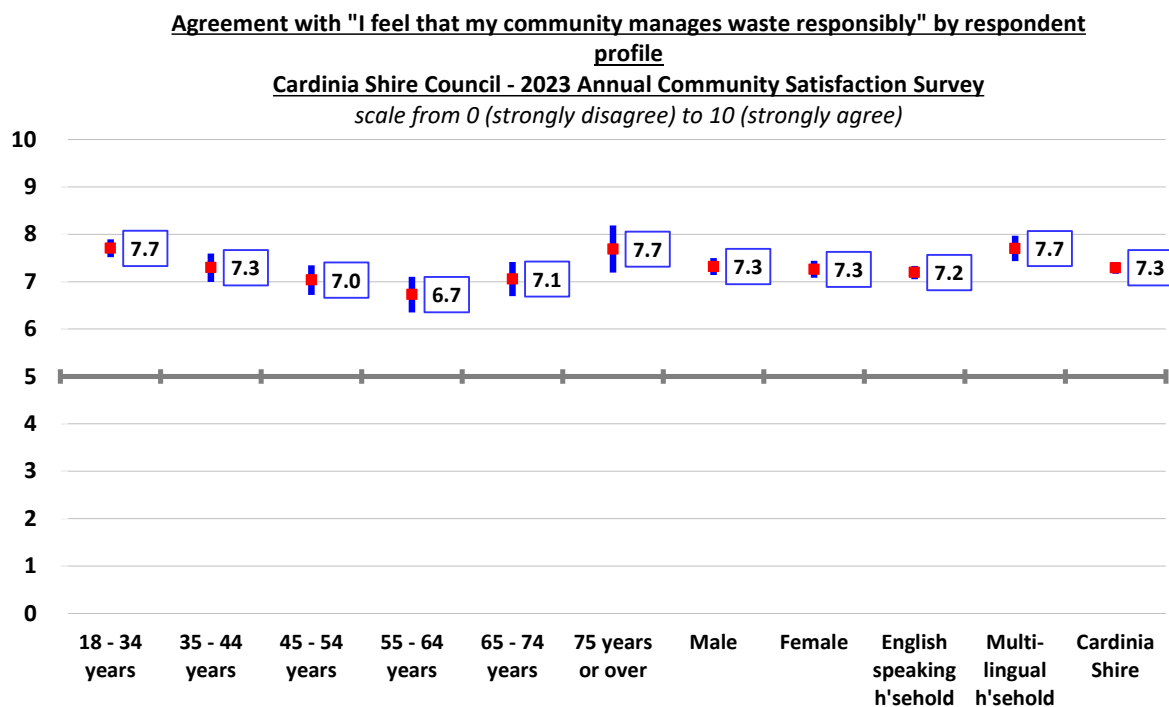


My community manages waste responsibly

There was measurable variation in agreement that the community manages waste responsibility observed with respondents from Cardinia Road measurably more in agreement, and respondents from the Hills precinct measurably less, and at a “moderate” level.

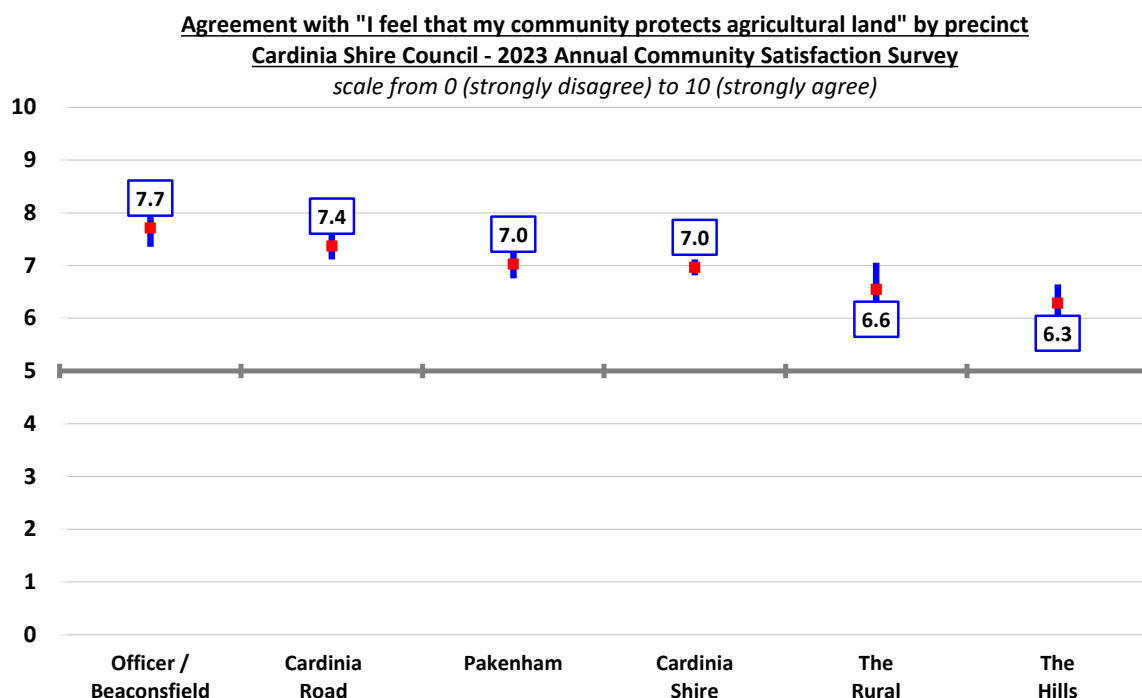


There was variation by profile, with young adults (aged 18 to 34 years) measurably more in agreement, older middle-aged adults (aged 55 to 64 years) measurably less, and respondents from multilingual households measurably more in agreement than English speaking households.

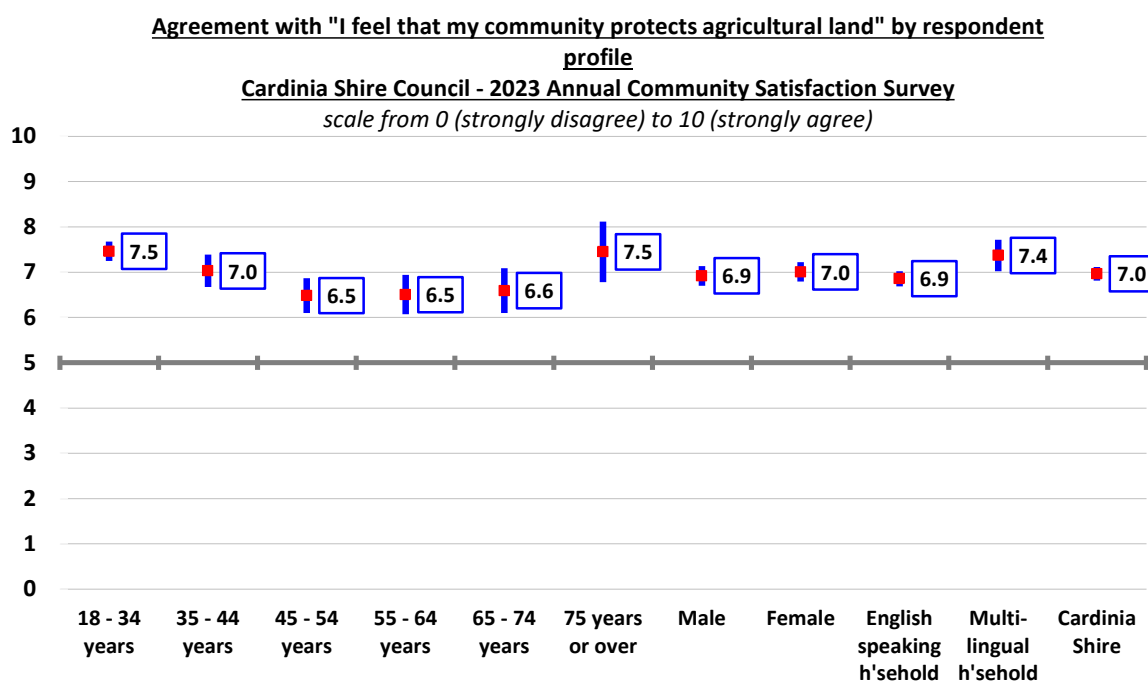


My community protects agricultural land

There was measurable variation in agreement that the community protects agricultural land observed across the Shire, with respondents from Officer / Beaconsfield and Cardinia Road measurably more in agreement, and respondents from the Rural precinct somewhat less, and respondents from the Hills precinct measurably less, and at “moderate” level.



There was variation by profile, with young adults (aged 18 to 34 years) measurably more in agreement, middle-aged and older adults (aged 55 to 74 years) somewhat less, and respondents from multilingual households measurably more so than English speaking households.



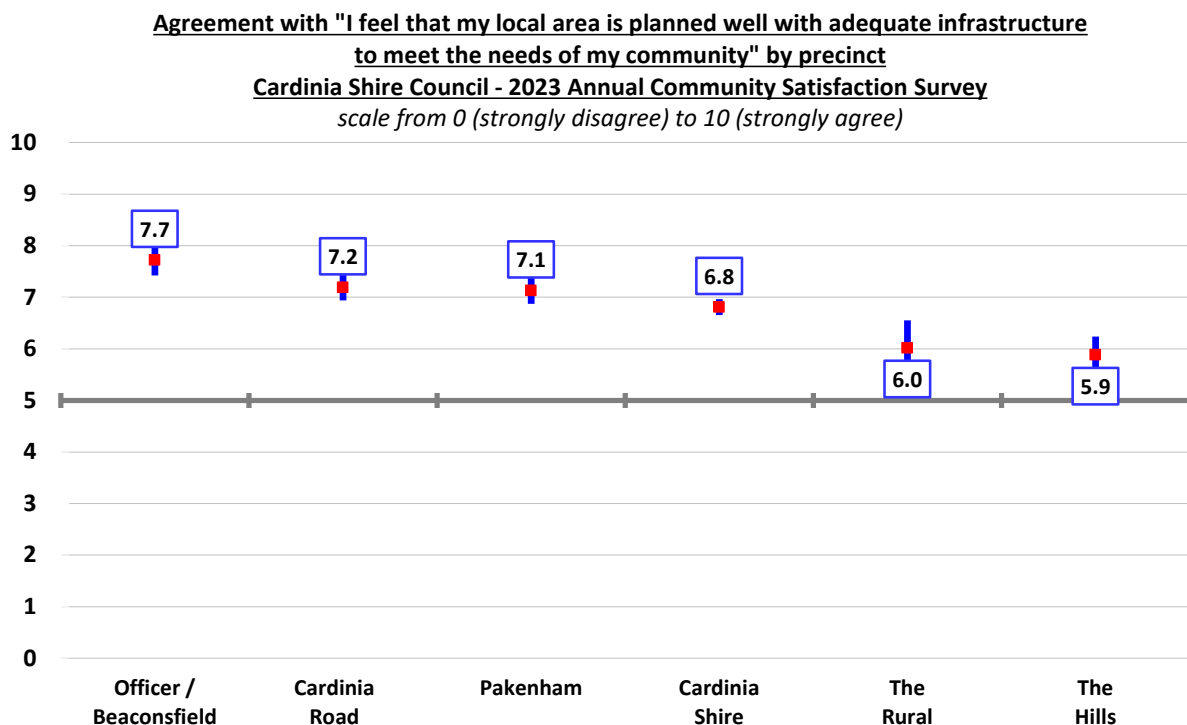
My local area is planned well with adequate infrastructure to meet the needs of my community

Of the seven community-related statements discussed in this section, this aspect relating to the local area being planned well with adequate infrastructure to meet the needs of the community recorded the lowest level of agreement at 6.8 out of 10.

Despite still recording the lowest agreement score, the average agreement with this statement about infrastructure increased three percent (up from 6.5 last year).

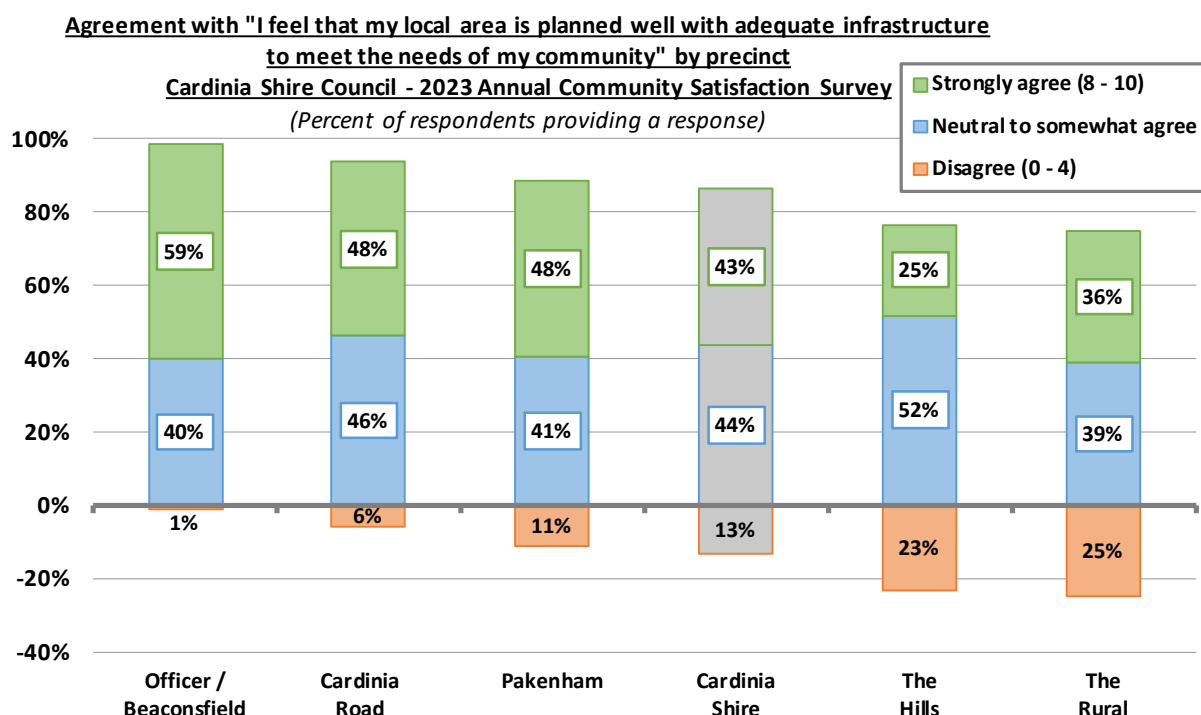
There was measurable and significant variation in the average agreement with this statement observed across the municipality, as follows:

- **Officer / Beaconsfield** – respondents were measurably more in agreement than average, and at a “strong” level of agreement.
- **The Rural and Hills precinct** – respondents were measurably and significantly less in agreement than average, 12% lower for the Rural and 13% lower for the Hills precinct respondents, with most recording only mild levels of average agreement.



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 were “neutral to somewhat agreed” (i.e., rated agreement at five to seven), and those who “disagreed” (i.e., rated agreement at less than five).

Whilst approximately half or more of the respondents from the three urban precincts “strongly agreed” that the local area is planned well with adequate infrastructure, it is noted that approximately one-quarter of respondents from the Hills (23%) and the Rural (25%) precincts “disagreed” with this statement.



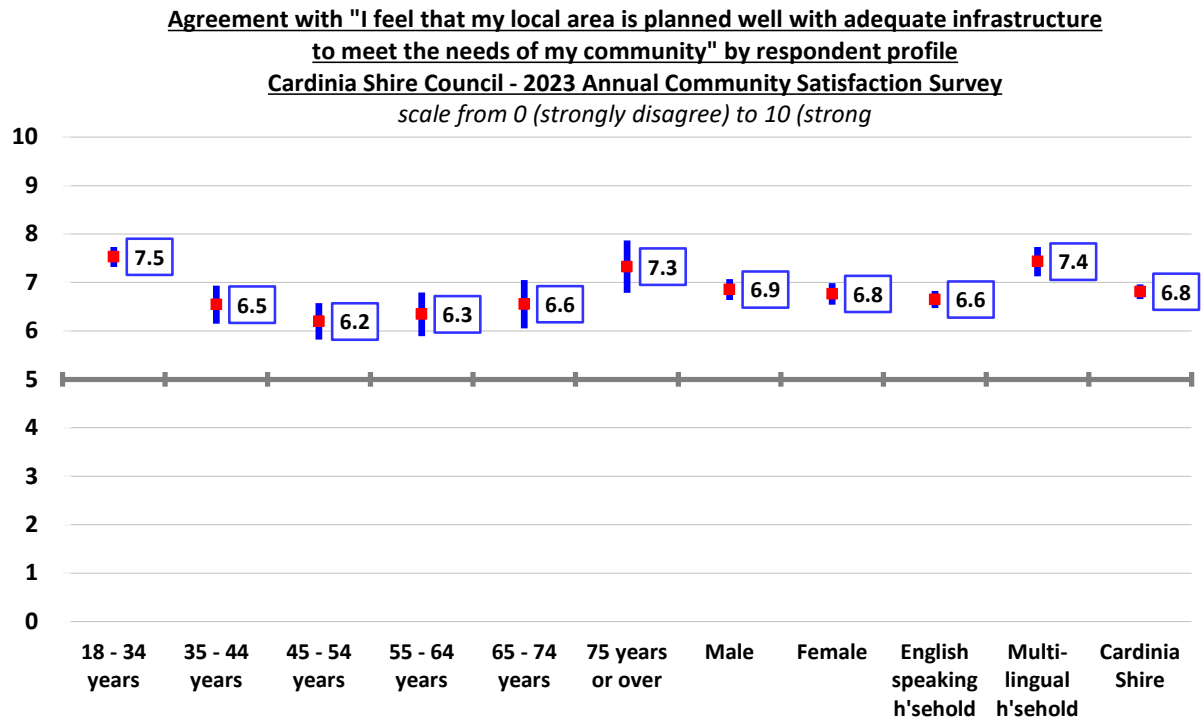
Metropolis Research suggests that this variation in agreement with this statement about planning for adequate infrastructure across the municipality is a significant statement about some of the variation in satisfaction with Council observed across the municipality which are reflected in many results throughout this report.

This result highlights that there is a substantial proportion of those from the Rural and the Hills precincts who are concerned about a perceived lack of investment (of many forms) in these non-urban growth area precincts.

There was also measurable and significant variation in agreement with this statement observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than average and at a “strong” level of agreement.
- **Middle-aged adults (aged 45 to 64 years)** – respondents were notably (younger middle-aged) and measurably (older middle-aged) less in agreement than average, and at only “moderate” levels of agreement.
- **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 – 2023 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 sample of 900 respondents was weighted by age and gender to reflect the 2021 *Census results*.

Metropolis Research notes, however, that the unweighted sample was representative of the underlying population, which speaks to the strength of the door-to-door in obtaining representative samples of the community, including by age.



Age structure

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

| Age | 2023 (unweighted) | | 2023 | 2022 |
|-------------------|-------------------|-------------|------------|------------|
| | Number | Percent | (weighted) | |
| 18 - 34 years | 233 | 26% | 32% | 32% |
| 35 - 44 years | 186 | 21% | 19% | 19% |
| 45 - 54 years | 156 | 17% | 18% | 18% |
| 55 - 64 years | 121 | 13% | 14% | 14% |
| 65 - 74 years | 118 | 13% | 10% | 10% |
| 75 years and over | 83 | 9% | 6% | 6% |
| Not stated | 3 | | 3 | 8 |
| Total | 900 | 100% | 900 | 900 |

Gender

The sample was weighted by age and gender to reflect the 2021 *Census* results, although the unweighted sample provided a close to 50/50 gender split.

There were five respondents identified as non-binary this year, and one preferred not to say.

Gender

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

| Gender | 2023 (unweighted) | | 2023 | 2022 |
|-------------------------|-------------------|------------|------------|------------|
| | Number | Percent | (weighted) | |
| Male | 481 | 54% | 48% | 48% |
| Female | 413 | 46% | 51% | 51% |
| Non-binary | 5 | 1% | 1% | 0% |
| Prefer to self-describe | 0 | 0% | 0% | 0% |
| Prefer not to say | 1 | | 1 | 7 |
| Total | 900 | 99% | 900 | 900 |



Language spoken at home

Consistent with the results recorded last year, a little more than one-fifth (21% down from 27%) of respondents were from households that spoke a language other than English at home.

The most common languages other than English were Hindi (3%), Punjabi (2%), and Sinhalese (2%).

Language spoken at home
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Language | 2023 | | 2022 |
|--|------------|-------------|------------|
| | Number | Percent | |
| English | 707 | 79% | 73% |
| Hindi | 25 | 3% | 4% |
| Punjabi | 20 | 2% | 2% |
| Sinhalese | 15 | 2% | 2% |
| French | 12 | 1% | 0% |
| Spanish | 10 | 1% | 1% |
| Mandarin | 9 | 1% | 2% |
| Arabic | 7 | 1% | 1% |
| Greek | 7 | 1% | 1% |
| Italian | 7 | 1% | 1% |
| German | 6 | 1% | 1% |
| Tagalog (Filipino) | 6 | 1% | 1% |
| Oromo | 4 | 0% | 0% |
| Dutch | 3 | 0% | 1% |
| Hakka | 3 | 0% | 0% |
| Malayalam | 3 | 0% | 0% |
| Samoan | 3 | 0% | 0% |
| African Languages | 2 | 0% | 0% |
| Bengali | 2 | 0% | 0% |
| Chinese, n.f.d | 2 | 0% | 1% |
| Fijian | 2 | 0% | 0% |
| Japanese | 2 | 0% | 0% |
| Korean | 2 | 0% | 0% |
| Maori | 2 | 0% | 0% |
| Portuguese | 2 | 0% | 0% |
| Russian | 2 | 0% | 0% |
| Tamil | 2 | 0% | 1% |
| Teluga | 2 | 0% | 0% |
| Thai | 2 | 0% | 0% |
| Multiple | 2 | 0% | 0% |
| All other languages (26 separately identified) | 26 | 3% | 2% |
| Not stated | 2 | | 11 |
| Total | 900 | 100% | 900 |

Disability

Consistent with the result recorded last year, 10% (down from 11%) of respondents were from households with at least one member with a permanent or long-term disability.

Household member with a permanent or long-term disability
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Disability | 2023 | | 2022 |
|-------------------|------------|-------------|------------|
| | Number | Percent | |
| Yes | 90 | 10% | 11% |
| No | 773 | 90% | 89% |
| Prefer not to say | 37 | | 72 |
| Total | 900 | 100% | 900 |

Household structure

Consistent with the results recorded last year, a little less than half of the respondents were from two-parent families, one-quarter couple households without children, 11% sole person households, eight percent one-parent families, and two percent extended or multiple families.

Household structure
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Structure | 2023 | | 2022 |
|--------------------------------|------------|-------------|------------|
| | Number | Percent | |
| Two parent family total | 401 | 45% | 48% |
| youngest child 0 - 4 years | 132 | 15% | 15% |
| youngest child 5 - 12 years | 124 | 14% | 15% |
| youngest child 13 - 18 years | 65 | 7% | 8% |
| adult children only | 80 | 9% | 10% |
| One parent family | 68 | 8% | 8% |
| youngest child 0 - 4 years | 6 | 1% | 2% |
| youngest child 5 - 12 years | 14 | 2% | 1% |
| youngest child 13 - 18 years | 29 | 3% | 1% |
| adult children only | 19 | 2% | 3% |
| Group household | 69 | 8% | 5% |
| Sole person household | 98 | 11% | 11% |
| Couple only household | 229 | 26% | 27% |
| Extended or multiple families | 17 | 2% | 1% |
| Not stated | 18 | | 10 |
| Total | 900 | 100% | 900 |



Housing situation

Consistent with the results last year, half of the respondents owned their home outright, one-third were mortgagors, 16% were rental households, and two percent had other arrangements.

Housing situation
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Situation | 2023 | | 2022 |
|--|------------|-------------|------------|
| | Number | Percent | |
| Own this home | 446 | 50% | 48% |
| Mortgage (<i>paying-off this home</i>) | 286 | 32% | 29% |
| Renting this home | 138 | 16% | 20% |
| Other arrangement | 18 | 2% | 2% |
| Not stated | 12 | | 14 |
| Total | 900 | 100% | 900 |

Period of residence in the Cardinia Shire

Consistent with the results recorded last year, approximately one-quarter of respondents had lived in the municipality for less than one year, approximately one-quarter had lived in the Shire for between five and 10 years, and approximately half had lived in the Shire for 10 years or more.

Period of residence in the Cardinia Shire
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Period | 2023 | | 2022 |
|-----------------------------|------------|-------------|------------|
| | Number | Percent | |
| Less than one year | 51 | 6% | 8% |
| One to less than five years | 175 | 20% | 18% |
| Five to less than ten years | 245 | 27% | 29% |
| Ten years or more | 426 | 47% | 45% |
| Not stated | 3 | | 11 |
| Total | 900 | 100% | 900 |

One-third of the new and newer residents had previously lived in the City of Casey, 12% were from interstate, nine percent from Monash, and eight percent from Greater Dandenong.

These results reinforce a pattern of migration into the Cardinia Shire from the southeastern corridor of metropolitan Melbourne, along with some migration from interstate.

Previous Council

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Number and percent of respondents who lived in the Cardinia Shire less than 5 years and providing a response)

| Council | 2023 | |
|----------------------|------------|-------------|
| | Number | Percent |
| Casey | 47 | 35% |
| Interstate | 16 | 12% |
| Monash | 11 | 9% |
| Greater Dandenong | 10 | 8% |
| Knox | 8 | 6% |
| Yarra Ranges | 7 | 5% |
| Bayside | 5 | 3% |
| Frankston | 5 | 4% |
| International | 4 | 3% |
| Whitehorse | 4 | 3% |
| Maroondah | 3 | 2% |
| Wyndham | 3 | 2% |
| Moonee Valley | 2 | 1% |
| Mornington Peninsula | 2 | 1% |
| Stonnington | 2 | 1% |
| Banyule | 1 | 1% |
| Bass Coast | 1 | 1% |
| Boroondara | 1 | 1% |
| Hume | 1 | 1% |
| Kingston | 1 | 1% |
| Port Phillip | 1 | 1% |
| South Gippsland | 1 | 1% |
| Not stated | 92 | |
| Total | 226 | 100% |



General comments

The following table outlines the summarised general comments received from respondents.

The issues raised in the general comments reflect the findings throughout the report, including the importance of road related issues, community services and facilities, and communication, consultation and engagement with the community.

General comments
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total responses)

| Comment | 2023 | | 2022 |
|---|------------|-------------|------------|
| | Number | Percent | |
| Roads and footpaths | 17 | 17% | 11% |
| Community facilities / services / activities | 12 | 12% | 6% |
| Communication, consultation and engagement | 10 | 10% | 3% |
| Parks, gardens, open spaces and tree maintenances | 9 | 9% | 6% |
| Drugs, crime and safety | 7 | 7% | 7% |
| Comments relating to this survey | 7 | 7% | 2% |
| Traffic and public transport management | 6 | 6% | 8% |
| Infrastructure | 5 | 5% | 1% |
| Rural / hill vs. growth area issues | 4 | 4% | 4% |
| Rates / financial management | 4 | 4% | 2% |
| Council governance and management | 3 | 3% | 3% |
| Sports / ovals / leisure centres | 3 | 3% | 3% |
| Waste management | 2 | 2% | 4% |
| General positive comments | 2 | 2% | 3% |
| Environment, climate change and bio-diversity | 2 | 2% | 1% |
| General negative comments | 2 | 2% | 1% |
| Planning and development issues | 1 | 1% | 9% |
| Cleanliness and aesthetics of area | 1 | 1% | 3% |
| Shops, restaurants and entertainment venues | 0 | 0% | 7% |
| Animal management | 0 | 0% | 2% |
| Local jobs / economic development of area | 0 | 0% | 2% |
| Parking | 0 | 0% | 2% |
| Bikes and walking paths | 0 | 0% | 2% |
| Council customer service and responsiveness | 0 | 0% | 2% |
| Enforcement / update of local laws | 0 | 0% | 1% |
| Other | 6 | 6% | 4% |
| Total | 103 | 100% | 175 |

The following table provides the verbatim comments received from respondents.



General comments
Cardinia Shire Council - 2023 Annual Community Satisfaction Survey
 (Number of responses)

| Comment | Number |
|---|-----------|
| <i>Roads and footpaths</i> | |
| Road maintenance and repairs | 3 |
| Seal the roads | 3 |
| Be more active in keeping the roads in good condition especially in the hills | 2 |
| Edges of the roads are getting eroded, and Council needs to fill in the holes at the edges of the roads | 1 |
| Fix the rural roads | 1 |
| More entry and exits to the freeway are required to handle the population growth | 1 |
| Roads are a huge issue | 1 |
| Roads in Cockatoo get patchy quickly | 1 |
| Road's need improving | 1 |
| Roads need more funding | 1 |
| Sealed road in the hills | 1 |
| They need to re-seal all the roads after the new station is built in Bunyip | 1 |
| Total | 17 |
| <i>Community facilities / services / activities</i> | |
| Activities for teenagers needed in Ron Andrews Park like basketball court | 1 |
| An ambulance is required in Koo Wee Rup | 1 |
| Help with relief of struggling families | 1 |
| Just the lights | 1 |
| More activities for the kids | 1 |
| More consideration for elderly for suitable and affordable housing in Emerald | 1 |
| More facilities for people with disability needed | 1 |
| Need more for teenagers in the future | 1 |
| Older people really struggle to communicate and access Council services | 1 |
| Public toilets, probably need to be provided more of | 1 |
| We need ambulance in Lang Lang | 1 |
| Youth services need more | 1 |
| Total | 12 |
| <i>Communication, consultation, and engagement</i> | |
| Connect magazine is obsolete, not required, waste of money | 1 |
| Council communication not great, addresses for events should be more specific | 1 |
| Council is almost invisible in rural areas. I doubt they know what they do | 1 |
| Council should listen more to us and talk less and work more | 1 |
| I would like to encourage the Council to keep seeking the community's feedback and acting on the information in a timely manner | 1 |
| Long term resident not seeing much involvement from Council | 1 |
| Newsletters and other Council information not received at house and so Council announcements missed | 1 |
| Tell us more about what is going on with the roads | 1 |



| | |
|--|-----------|
| The 'report a tree' link on the Council website does not work | 1 |
| They should make the community aware that they do have a chance to attend Council meetings and have a say in the decision making | 1 |
| Total | 10 |

Parks, gardens, open spaces, and tree maintenance

| | |
|--|----------|
| Cut the grass more on road especially during summertime | 1 |
| Down at Pepi's land it would be nice if they had plastic bags to pick up after their dogs | 1 |
| I'd like to know what happening to Officer District Park | 1 |
| I'd like to see the Officer District Park to start | 1 |
| It's just they need to maintain natures strip and bushes | 1 |
| Lake in from Andrews Park needs to be cleaned | 1 |
| Plant some other trees other than gum trees | 1 |
| The street tree in front of 13 Rockford St is dead and needs to remove before it becomes a safety hazard | 1 |
| We want good trees in front of our houses | 1 |
| Total | 9 |

Comments relating to this survey

| | |
|--|----------|
| Survey was very long | 3 |
| Get rid of the question of gender. It spins me out | 1 |
| Hope this survey actually helps to achieve something | 1 |
| It would be great to see the Council act on the feedback received from the community | 1 |
| Saturdays is not the right time I'd rather do it on weekdays | 1 |
| Total | 7 |

Drugs, crime, and safety

| | |
|---|----------|
| A manned police station is required in Koo Wee Rup | 1 |
| More night patrolling | 1 |
| More safety needed in Pakenham precinct | 1 |
| Not enough policing here as police is shared with other areas | 1 |
| Please install more surveillance cameras in public spaces | 1 |
| Please reduce crime at night, needs to be looked at | 1 |
| We need more police in Lang Lang | 1 |
| Total | 7 |

Traffic and public transport management

| | |
|---|----------|
| Hope St pedestrian access needs to be better as it is dangerous | 1 |
| Main issue is hooning in the area - very noisy neighbourhood | 1 |
| More bus service | 1 |
| More consideration for elderly transport in Avonsleigh | 1 |
| Need better transport options for people to get to shopping and work in Koo Wee Rup | 1 |
| Need to focus on speeding problem outside the house | 1 |
| Total | 6 |



| <i>Infrastructure</i> | |
|--|----------|
| Drains are very important, both sides of the roads | 1 |
| Infrastructure needs an upgrade to allow more population to stay | 1 |
| Power situation in Cockatoo is very bad and getting information is very difficult | 1 |
| The fountain in the lake is broken and weeds growing around need to be cleaned. If they need further comments, I'm happy to follow up with them | 1 |
| We need infrastructure for all the estates they are building in Lang Lang | 1 |
| Total | 5 |
| <i>Rates / financial management</i> | |
| Spend wisely, it has generated millions but did not reflect the amount | 1 |
| The increasing rates and service cuts question is a trick to loot us. Indicating on Council plans to increase rates | 1 |
| Use money wisely | 1 |
| We will really appreciate if the Council can give discounts in Council rates as interest rates are up. It will be helpful for us | 1 |
| Total | 4 |
| <i>Rural / hills vs. growth area issues</i> | |
| Take care of people and don't forget smaller parts of Council like Cockatoo | 1 |
| They do a reasonable job, but more money needed for Garfield town | 1 |
| They should give money to other precincts and not only just Pakenham | 1 |
| Value seems to be focused in urban areas | 1 |
| Total | 4 |
| <i>Council governance and management</i> | |
| I feel that Council should simply do their activities and leave larger broader issues that have nothing to do with the community to other levels of government and that rates would be cheaper | 1 |
| The Council needs to remember who they work for and who they represent and needs to improve on their levels of transparency | 1 |
| Would love to see more from our Councils | 1 |
| Total | 3 |
| <i>Sports / ovals / leisure centres</i> | |
| Give us the grant for upgraded Coralynne Football Club | 1 |
| If they could work on sporting facilities especially in Bunyip | 1 |
| Open the golf club | 1 |
| Total | 3 |



| | |
|--|------------|
| <i>Environment, climate change and biodiversity</i> | |
| Plastic can make money by selling plastic and then use it for community | 1 |
| Stay focused on environment | 1 |
| Total | 2 |
| <i>General negative</i> | |
| I'm not saying Council is doing a bad job, but more needs to be done | 1 |
| Just Cardinia Council needs to improve its game | 1 |
| Total | 2 |
| <i>General positive comments</i> | |
| Keep up the good work | 1 |
| You have done a good job | 1 |
| Total | 2 |
| <i>Waste management</i> | |
| Hard rubbish collection should be on set dates | 1 |
| Please add one more free hard waste collection | 1 |
| Total | 2 |
| <i>Cleanliness and aesthetics of area</i> | |
| General upkeep of the Shire, especially in the hills | 1 |
| Total | 1 |
| <i>Planning and development issues</i> | |
| Applied to build a church, already bought the land, but the Council rejected us | 1 |
| Total | 1 |
| <i>Other</i> | |
| Council puts too much emphasis on the word 'community'. Individuals also count just as much | 1 |
| Help with cost of living | 1 |
| Leave it the way it is | 1 |
| Protect our food bowl, our agricultural land. Cardinia is going down the same route as Casey Council | 1 |
| The house next door on Main St Bunyip is a fire hazard. It has been empty for a long time | 1 |
| They should not indulge with creativity of people | 1 |
| Total | 6 |
| Total | 103 |



Appendix One: Reasons for level of satisfaction with Council

The following table outlines the verbatim comments received from respondents as to the reasons why they rated their satisfaction with Council's overall performance at the level they did.

The comments have been broadly categorised into a range of specific issues, and then further broken down into generally positive, generally neutral, and generally negative statements.

Reasons for rating of level of satisfaction with Council's overall performance

Cardinia Shire Council - 2023 Annual Community Satisfaction Survey

(Number of responses)

| Reason | Number |
|---|--------|
| <i>Governance, accountability, and reputation - negative</i> | |
| They haven't done any work which they should do | 2 |
| They need to stop focus on the wrong things and get the basics right | 2 |
| All of the above-mentioned Council things are non-existent. They just want money and in return don't provide the services | 1 |
| And they should lobby to the government more about community problems | 1 |
| Based on what I heard, the Council needs to be more active | 1 |
| Because I think the Council is getting involved in too many things that shouldn't be their business and don't concentrate on what's important | 1 |
| Council does not do their work efficiently enough | 1 |
| Council is not transparent enough with decision making | 1 |
| Don't see any Council action | 1 |
| Don't think they genuinely care, only take it as a job | 1 |
| I am sitting on the fence on Council's performance as they could be doing a lot better | 1 |
| I don't think they reach the people they need to reach | 1 |
| I find that they don't always step up to the mark | 1 |
| It's corrupted | 1 |
| It's not organised properly | 1 |
| Many things are neglected, and not enough action it seems | 1 |
| Not proactive | 1 |
| Realistically they're non-existent | 1 |
| Shortage of staffs | 1 |
| The Council is only concerned about their own self-interest and profit and not catering to the needs of the community | 1 |
| The Council just doesn't care | 1 |
| The Council needs to deliver on its promises | 1 |
| The current Mayor is incapable of good jurisdiction | 1 |
| There are burning off policies changing every year is ridiculous failed to accept that they are different areas with different needs | 1 |
| They are not a particularly proactive Council | 1 |
| They Council falls short on basic areas | 1 |
| They Council isn't doing anywhere near enough based on the rates we pay especially the fact that it's a rural area | 1 |
| They do not take the initiative to address issues without complaint | 1 |



| | |
|---|-----------|
| They focus on too many things that should be left to State Government and poorly provide basic services like drainage roads and footpaths | 1 |
| They forget what the Council is supposed to provide | 1 |
| They look after the town but lack of service to individual rate payers | 1 |
| They should do things timelier | 1 |
| They should focus more on the people than the PC culture and wokeness | 1 |
| They've been silent on smart city, and they should do more research on whatever is going on in world | 1 |
| We live in Maryland. Council isn't present here | 1 |
| Total | 37 |

Governance, accountability, and reputation - positive

| | |
|--|----------|
| Overall good management | 1 |
| They are not good, but they are decent in terms of local staff | 1 |
| They put a lot of effort given the limited resources they have | 1 |
| They're responsible and they act | 1 |
| Total | 4 |

Governance, accountability, and reputation - neutral

| | |
|--|-----------|
| Council is supporting the local community with moderate efficiency | 1 |
| Council performance is basic, they perform some tasks well and others poorly or just don't care | 1 |
| Councils' performance is average I have seen better from my previous Council for the rates we pay here | 1 |
| Total | 3 |
| Total Governance, accountability, and reputation comments | 44 |

Customer service and responsiveness - negative

| | |
|---|-----------|
| Slow response to complaints | 4 |
| Because I tried to contact Council about neighbour and his messy property and got no response | 1 |
| I got no response for my queries. I wanted to plant something and got no response back | 1 |
| Slow in resolving drain issues | 1 |
| The Council has not been responsive to frustrations of residents | 1 |
| The Council in general is very slow to do anything productive for the community other than building houses | 1 |
| They are improving and responding to people but there is no initiative to do so on their own | 1 |
| They don't always get back to you when you contact them or write to them. That's not good at all | 1 |
| They don't respond to our demands | 1 |
| They should be quicker to respond to community like trees and roads | 1 |
| We had problem with people across the road and I rang Council, and it took too long to resolve | 1 |
| What we ask for never happens and there are delays. The response is very slow to things they find hard and quick for things that are easy | 1 |
| Total | 15 |



Customer service and responsiveness - positive

| | |
|---|-----------|
| Always responsive / address our concerns | 2 |
| I have been satisfied with the Council, I have contacted the Council couple of times, and they've actually been responsive and have solve the issue | 1 |
| I think they do alright as I have lived in other Councils, and it was more difficult in getting the Councils attention on any issues I have | 1 |
| If there is anything wrong, you call them, and they get it done | 1 |
| They've done a great job with my application. They've improved quite a bit since the past 2 years | 1 |
| Total | 6 |
| Total Customer service and responsiveness comments | 21 |

Communication, consultation, information - negative

| | |
|---|---|
| Council engagement with community is not good | 2 |
| Found Council difficult to communicate with | 2 |
| They are doing alright they just need to consult with the community better to prioritize the services we want and care about the most | 2 |
| They could communicate much better than what they are currently doing | 2 |
| We don't have that much information / awareness about Council activities | 2 |
| Because I believe that the Council does not consult the people, they are meant to be representing | 1 |
| Because they can engage with local members more instead of a fringe community | 1 |
| Connect magazine is a waste of money, no need to print | 1 |
| Council doesn't do any consultation with community | 1 |
| Haven't heard from any Councillors, I don't know who they are. They're not visible | 1 |
| I am not entirely satisfied with things that are being done as the Council needs to listen to people more | 1 |
| I don't think the community and Council are connected. We don't know what is happening | 1 |
| Its low communication | 1 |
| Lack of communication | 1 |
| Less communication by them | 1 |
| More communication and housekeeping are required | 1 |
| Need more consultation | 1 |
| Never see them in Bunyip | 1 |
| No information on environmental and cultural events | 1 |
| Some of the places they have to improve the service and probably take advice from general public | 1 |
| The Council does not communicate enough with the community before making decisions and are fuelled by self interest | 1 |
| The Council doesn't consult with the community enough and acts out of their best interest and not the community | 1 |
| The Council doesn't keep you informed well enough on what they are doing | 1 |
| There's not a lot of there's not a lot of representation in the area of the Council and this is my personally my first time I've been consulted around what a resident like | 1 |
| They are good on something but don't listen on others and could be doing a lot better | 1 |
| They are not stand out fantastic and you don't get correspondence from them | 1 |
| They are not transparent with the community. Had no idea of building was coming up, was meant to be a parkland. When you called to complain, one lady just laughed | 1 |
| They claim to consult the people, but the raised opinions are disregarded | 1 |
| They do what they want to do despite what people want | 1 |
| They do what they want. They don't listen and look at our circumstances | 1 |



| | |
|---|-----------|
| They don't have plans for future and are just reactive not proactive. They should talk more to the community | 1 |
| They don't listen to rate payers and do what they want to do and get paid | 1 |
| They don't listen to us, and they always have excuses | 1 |
| They make decisions internally without community input. We are unaware that we can go and have a say | 1 |
| They need to do better to communicate with the community to work towards the things that matter to us | 1 |
| They need to do more and to be proactive and listen to the local people | 1 |
| They never come to Bunyip to address community needs | 1 |
| They roads need to be fixed and the Council doesn't consult with the community at all before making decisions and only care about putting more people in the area to collect more rates | 1 |
| Total | 43 |

Communication, consultation, information - neutral

| | |
|--|----------|
| I don't have much to do with them | 6 |
| I'm not too familiar with Council activities / efforts | 3 |
| Total | 9 |

Communication, consultation, information - positive

| | |
|--|-----------|
| Fair engagement with community | 1 |
| The website and other aspects of Council are very clear | 1 |
| They are nice and good when contacted | 1 |
| Tree fell on our roof and damaged it. We called up the Council and they immediately came and removed it. Also checked up on us regularly to make sure we were okay. The damage was covered by insurance, but the engagement was good | 1 |
| Total | 4 |
| Total Communication, consultation, and informative comments | 56 |

Roads, traffic, transport, and footpaths - negative

| | |
|--|---|
| Main concern is roads | 6 |
| The footpaths are bad / terrible, needs serious work | 4 |
| The roads are bad / terrible, need serious work | 4 |
| The roads are terrible / bad / unkempt | 3 |
| They do everything pretty well just the roads need to be worked on / sealed | 3 |
| Always have potholes, terrible | 2 |
| I feel like they're doing a good job, but they can improve more like maintain the roads better | 2 |
| Outside of the roads I have nothing to complain about | 2 |
| Bad access to public transport | 1 |
| Because the roads aren't sealed | 1 |
| Because they don't come and see what's going around, no maintenance of roads | 1 |
| Blew two tires on Pakenham Rd, bad road maintenance | 1 |
| Can improve traffic management | 1 |
| Connectivity needs to improve | 1 |
| Couple things they can do, for instance road service | 1 |
| Everything need to be done especially the roads | 1 |



| | |
|--|-----------|
| Fix the roads a lot quicker | 1 |
| Footpaths are not good; wife had a fall | 1 |
| Government provided around 11 million 5 years ago to pave unsealed roads and it never happened | 1 |
| I just think there is a lot of room for improvement in terms of the roads and general infrastructure | 1 |
| If they are responsible for roads, they do not fix it and they patch it, and it goes bad in 2 weeks | 1 |
| Improvement in roads needed and Cardinia life as well | 1 |
| Lack of funding specifically to roads | 1 |
| Maintenance of unsealed roads | 1 |
| No footpaths (Avonsleigh) | 1 |
| Now a days the traffic is chaotic due to lack of public transport in newly developed areas | 1 |
| Road condition | 1 |
| Roads are a problem in Cockatoo | 1 |
| Roads are neglected | 1 |
| Roads need to be sealed (Avonsleigh) | 1 |
| Some things are done well but they don't do enough for roads and storm water | 1 |
| The local roads and lack of action on issues brought up to them | 1 |
| The state and maintenance of roads. We were told it will be sealed roads but were cancelled | 1 |
| The traffic congestion is hideous, but I can see they're working on it. With the roads fixed, the train fixed it'll make a big difference round here | 1 |
| There are a lot of areas that needs improvement like roads, traffic, bike paths | 1 |
| There are roads and draining issue in Gembrook and we haven't experienced Council arrangement | 1 |
| There is a specific intersection off Princes Highway and Duncan Dr after Pakenham High School, there are large potholes that weren't fixed for 3 months | 1 |
| They are doing as much as they can. The roads were promised but the road money has been taking away | 1 |
| They can't get the road fixed and long grasses on the road, and I can't see clearly | 1 |
| They made this announcement of sealing the road which was initially quoted as \$14K per household, which then became \$7K and now we know it is called off. It is ridiculous. I wish one of the Council people lived here so that they know how inconvenient it is with the dirt and dust flying into our home whenever a car passes | 1 |
| by | |
| Traffic, road works in general not up to the mark for the rates | 1 |
| We don't have road maintenance in Cockatoo. We are not look after by Council due to low population | 1 |
| Work on the roads and footpaths and then maybe I'll give a better rating | 1 |
| Total | 61 |

Roads, traffic, transport, and footpaths - positive

| | |
|--|-----------|
| Alleviating traffic jams with the current build of the new train station and over pass | 1 |
| Total | 1 |
| Total roads, traffic, transport, and footpaths comments | 62 |



Environment, parks, open space, and trees - negative

| | |
|---|-----------|
| But maybe could mow the grass in some spots | 1 |
| Due to some laws that are moronic like fallen trees and fallen timber especially in the fire zone | 1 |
| I believe they should have diverse trees planting like the one here only has one type of tree | 1 |
| I don't see the value from the Council, if you look at the street trees, we maintained it ourselves. | |
| Arden St has no maintenance, no one cuts the grass, where in Casey Council does monthly maintenance. Casey is better | 1 |
| I don't see lot of parks, sporting facilities at EMI area | 1 |
| I think in terms of value for money they could do more for the community in terms of keeping the environment clean | 1 |
| Live in green wedge zone and very appalling | 1 |
| Local park maintenance and the golf club being closed down and no response to the members | 1 |
| No particular reasons but just a bit of issue with management of bushland | 1 |
| Not happy with the lawns | 1 |
| Park not clean | 1 |
| Playgrounds | 1 |
| Removing dead trees | 1 |
| The parks and grounds maintenance, grass always seems to be too high | 1 |
| They don't do mowing around the roundabout in Lang Lang | 1 |
| Tree management is important | 1 |
| Unsatisfied because they maintain most community needs and never interested in the environment | 1 |
| We don't see any park even though there was proposal. In my 12 years living in this area, there are no improvements and development | 1 |
| Total | 18 |
| Total Environment, parks, open spaces, and trees comments | 18 |

Rates and financial management - negative

| | |
|--|---|
| Rates are high | 5 |
| Council is not doing enough to meet value for rates | 4 |
| The rates are up, and you don't get anything in return / no value | 4 |
| Not efficient use of money | 2 |
| They waste the fundings and the rates we pay | 2 |
| Any Council can't be truly trusted as only money and influence gets things done | 1 |
| Below average support, budget being blown on useless services | 1 |
| Council is not doing great job compared to the high rates we pay | 1 |
| Council never does anything for money, rates too high | 1 |
| Funds not distributed equitably | 1 |
| Keep the rates as is and provide better services | 1 |
| Rates are increasing and slow response to our public needs | 1 |
| Rates are too expensive | 1 |
| Seems more to me more about revenue rather than community needs. My personal view is Council and governments are corporations, just my personal view | 1 |
| Spending our rates on Pakenham | 1 |
| The price of rates and there are some issues | 1 |
| The rates should be made cheaper to handle the increased price | 1 |
| There is a lot of money spend on meetings but very little is done. From Pakenham to Beaconsfield, there is a lot of development, but rural areas are not developed. They don't do anything in rural areas not even maintain the gravel road surface. More focus is on those areas only | 1 |



| | |
|---|-----------|
| They put a lot of money and thought into developing estates and don't do enough to further develop infrastructure | 1 |
| What's seems to be getting done for the level of rates we pay equates to my rating | 1 |
| Total | 32 |

Rates and financial management - positive

| | |
|---|-----------|
| The Council tries their best with the funds that they are given | 1 |
| Total | 1 |
| Total Rates and financial management | 33 |

Services and facilities - negative

| | |
|---|---|
| Not enough services for youth / activities | 2 |
| We also need more public toilets | 2 |
| A little bit of holiday programs | 1 |
| Bad experience in relation to dog. They didn't take any action against a dog who killed my dog | 1 |
| Cleaning of waterways | 1 |
| Council is complete waste of resources, doesn't provide services | 1 |
| Drainage at Le Souet Rd has still not been resolved for 8 months | 1 |
| Drains not being cleaned regularly | 1 |
| I hate that they expect us to maintain the front of our house which is their property | 1 |
| It's not bad but need further improvement for instance, schooling | 1 |
| Lack of funding specifically to services and essential things | 1 |
| Lacking in maintenance of certain amenities and not focusing on these | 1 |
| Lacks culture | 1 |
| Litter in public areas never cleaned properly | 1 |
| Lot of streetlights in O'Neil Rd is not maintained properly | 1 |
| More after school activities | 1 |
| More facilities for young families | 1 |
| Need ambulance, volunteers have been stood down | 1 |
| No lighting | 1 |
| Services in general not up to the mark for the rates | 1 |
| The services provided are inadequate and insufficient the Council is not cooperative with the community | 1 |
| Their public service is bad | 1 |
| There are still a lot of basic services that they need to improve on providing | 1 |
| There should be more cultural events | 1 |
| There should be more elder services | 1 |
| There should be provision for holy places as well within Council | 1 |
| There were community events, and the Council is doing their job but more could be done | 1 |
| They are not doing well and provide services, concentrate on what exactly community needs | 1 |
| They are not interested in serving the community | 1 |
| They can put more streetlights | 1 |
| They collect the garbage and sweep the streets that's all they really do | 1 |
| They could do more in terms of connecting the community and services for the youth | 1 |
| They don't provide services according to rates | 1 |
| They need to care more for disabled individuals in the community | 1 |



| | |
|---|-----------|
| They should give discounts to people in local swimming and recreation centres | 1 |
| Very accessible to local resources with good vegetation and fresh foods, but should be more chain stores? | 1 |
| Water not clean | 1 |
| We also need more childcare facilities | 1 |
| We also need more sporting facilities around | 1 |
| We don't have enough services | 1 |
| Total | 42 |

Services and facilities - positive

| | |
|--|-----------|
| Because they care for the community and support every neighbourhood | 2 |
| I think they are doing their job well; collection of rubbish is done well | 2 |
| I think they are trying in cultural issues and being inclusive | 2 |
| They do well to cover your base needs / general services | 2 |
| Because I like the service. The service is up to standard | 1 |
| Because some of the services I am already using. It's very use in giving good service to the community | 1 |
| Because the only reason is more kids' activities | 1 |
| General services like rubbish collection and street trees are good | 1 |
| Haven't had any issues except for the drain | 1 |
| I think they are trying and moving in the right direction such as environment | 1 |
| Library good | 1 |
| Street lighting good | 1 |
| Taking into consideration of the community needs | 1 |
| They did a good job with the art centre | 1 |
| Total | 18 |
| Total Services and facilities comments | 60 |

Building, planning, housing and development - negative

| | |
|--|----------|
| Can do better on developments and planning | 1 |
| Council has to look at implementing public transport facilities before developing new estates | 1 |
| I would love to see more developments | 1 |
| No equal development all through the Council | 1 |
| The Council did not clean up after housing developments | 1 |
| They aren't doing anything, I feel that they are only doing things for themselves, can't get any permit takes too long | 1 |
| They do not provide services what community need. Instead, are more focused on developing unplanned housing which isn't the priority | 1 |
| They should give out permit for building with more leniency | 1 |
| Town planning is laid out poorly | 1 |
| Total | 9 |
| Total Building, planning, housing, and development comments | 9 |



The hills and rural areas vs. growth areas - negative

| | |
|---|-----------|
| Only worrying about urban areas like Pakenham not rural | 2 |
| Rural areas forgotten | 2 |
| Community here is good, but more funding required for community in Bunyip area being the last suburb and we get forgotten | 1 |
| Council doesn't provide any value for rates as they are not at all present in rural areas. They just don't care | 1 |
| Council is not doing their work at best. They need to provide services at rural parts as well | 1 |
| I think they could do more with the roads in the hills | 1 |
| Most of the Council funds are allocated to Pakenham and Officer as opposed to Emerald | 1 |
| Rural areas neglected; roads are poorly maintained | 1 |
| Sometimes trees need cutting down in the hills | 1 |
| There is not enough done, as compared to how the Council provides services for Pakenham just as mowing of the lawns in public areas, we are treated like second hand citizens | 1 |
| We are a long way from Pakenham and get less attention and Council services than those areas | 1 |
| We get left behind up here on the hill as compared to other suburbs like Pakenham | 1 |
| Total | 14 |
| Total Hills and Rural areas vs. growth area comments | 14 |

Infrastructure - negative

| | |
|---|----------|
| First develop the infrastructure | 1 |
| It's not bad but need further improvement of infrastructure | 1 |
| Not sure if the Council is in charge of the power here. There are times when there is no power here for a week together because of storms and we have 2 kids out of which one is a newborn, so we need to keep the generator running for heating etc. But someone complained to the Council saying it causing noise pollution and the Council reached sent us an official warning letter. That was really insensitive of them | 1 |
| Spend more on infrastructure | 1 |
| We don't have enough infrastructure | 1 |
| Total | 5 |
| Total Infrastructure comments | 5 |

Parking - negative

| | |
|---|----------|
| Council is working well in most of the areas. However, since no sufficient parking for the school in Lyle Ave, during school time the streets are fully occupied by parents | 1 |
| Except from the builders of new developments, not enough parking spaces | 1 |
| They do well but could do better in allocating people to a specific area only if there is adequate parking for everyone | 1 |
| Total Parking comments | 3 |



Safety, policing, and crime - negative

| | |
|---|----------|
| I think there's a lot that they can do to make things better and safer in this area | 1 |
| Need police station | 1 |
| No safety from thieves for community | 1 |
| We have lots of issues to community housing, crime related to that housing | 1 |
| Total | 4 |
| Total Safety, policing, and crime related comments | 4 |

Cleaning and maintenance of public areas - negative

| | |
|--|-----------|
| Everything is okay but the general tidiness of the area and people dumping rubbish in their front yard is horrible | 1 |
| I guess just little issues with the cleaning of the park | 1 |
| I will provide over all 10 rating if Council can do something to clean my street regularly | 1 |
| I'm not giving ten because there are room for improvement, like the uncleared public areas and bushes unswept on the streets | 1 |
| Its dirty because its expensive to go to tip | 1 |
| Litter collection in public areas is terrible | 1 |
| More housekeeping is required | 1 |
| Need more maintenance in all parts of the Shire | 1 |
| Not always keeping town manicured | 1 |
| Public areas are neglected | 1 |
| Services such as cleaning of public areas or building permits could be greatly improved on | 1 |
| There are room for improvement for maintenance | 1 |
| They are responding to environmental needs but not responding to hygiene of public areas | 1 |
| They can clean areas more regularly | 1 |
| Total | 14 |

Cleaning and maintenance of public areas - positive

| | |
|--|-----------|
| They take good care of the area, well maintained | 4 |
| Don't have much to do with them but my surroundings look great | 3 |
| Suburbs is good to live in | 2 |
| Because the Council takes good care of the local community and its neighbourhood | 1 |
| Cardinia Lakeside is clean and quite | 1 |
| Council often comes to clean the area | 1 |
| Even though there are issues that can be fixed, the Council does a good job to keep the area reasonably well | 1 |
| The Council is doing a good work to maintain the region well | 1 |
| Total | 14 |
| Total Cleaning and maintenance of public area comments | 28 |



Garbage and waste management - negative

| | |
|--|----------|
| Dedicated area for rubbish bin collection for courts | 1 |
| Green waste management is the reason for this rating | 1 |
| People who pick up bins do not empty bins properly and sometimes it falls on the roads | 1 |
| There are few days where bins are uncollected | 1 |
| Too much rubbish | 1 |
| Total | 5 |
| Total Garbage and waste management comments | 5 |

General - positive

| | |
|--|-----------|
| Good / fair / satisfactory / happy | 48 |
| No issues / complaints / problems | 14 |
| The Council is doing brilliantly to support the community | 4 |
| Council is really good and working to meet our expectations | 2 |
| Doing the best, they can | 2 |
| They are pretty good as compared other Councils | 2 |
| Because I haven't seen the performance that much and I haven't got used to it that much. It's good for now | 1 |
| Cardinia is a good community | 1 |
| Easy to live | 1 |
| Everything seems fine. There's no anarchy and chaos | 1 |
| Generally, I think they are trying / working hard | 1 |
| Has all the fundamentals covered | 1 |
| Helpful / supportive and its always there when we need it | 1 |
| I don't use that many Council services due to my disability but they ones I do average out to 7 | 1 |
| I think it's better | 1 |
| I'm a senior citizen and very happy living in this Council | 1 |
| They are alright, I deal with my friend Larry | 1 |
| They are doing pretty well especially in comparison to Baw Baw | 1 |
| This is a good Council to live in with not much crowd and issues | 1 |
| We just moved here and so far it has been great | 1 |
| Total | 86 |

General - neutral

| | |
|--|----|
| Just an average / overall rating | 12 |
| Generally, feel that way | 8 |
| Good in some, poor in others | 8 |
| No major complaints / concerns / issues | 5 |
| New to area | 3 |
| They do their job | 3 |
| No positive improvement / changes | 2 |
| No reasons | 2 |
| They're not that good, but they're not terrible | 2 |
| Feel like they could do better, but I wouldn't say they're the worst | 1 |



| | |
|--|-----------|
| Haven't had issues really, so a system that is running well you don't notice until it goes bad | 1 |
| Just what you would expect | 1 |
| Mixed messages that the Council does in terms of any changes to want to make on your property | 1 |
| On the fence | 1 |
| Sometimes there are minor issues but it's alright | 1 |
| They get the basic done but don't go too in detail to the nitty gritty of things the community needs | 1 |
| Total | 52 |

General - negative

| | |
|--|----|
| Room for improvement / can do better / could do more | 32 |
| They do a good job but room for improvement | 8 |
| They could always do better regarding specific areas | 5 |
| Haven't seen any improvements in their performance everything is the same | 1 |
| If Yarra Ranges can do it, why can't you? We wish we were a part of Yarra Ranges. You take the same rates from us, just because we have a larger piece of land and divert all the funds to Pakenham, Cardinia, Officer. It's good you're developing them, but take care of the hills as well | 1 |
| It really good I just I'm really impressed with the way you can me improvements and everything I'm not supposed to | 1 |
| Just don't like them | 1 |
| Lacking in some parts | 1 |
| Mostly unsure but potential to do better, small pockets neglected by Council | 1 |
| My neighbour next door | 1 |
| Nothing is done in Avonsleigh, left out | 1 |
| Overall Council performance has degraded with their services provided | 1 |
| So far so good except the dog issue | 1 |
| Some are good and some are not much at all | 1 |
| The Council doesn't do much for us out here it's a small town | 1 |
| The Council is bad | 1 |
| They are the worst; they only work when there is dollar. They're a***s | 1 |
| They could do much better if they stopped focused on the wrong things and just meet the base needs of the community | 1 |
| They got room for improvement | 1 |
| They should improve in everything | 1 |
| They were pretty slack in some cases | 1 |

Total **63**

Total General comments **201**

Total responses **563**



Appendix Two: survey form



Cardinia Shire Council - 2023 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 |

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

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

| | | | |
|--------------------------------|---|------------------------------|---|
| Definitely prefer rate rise | 1 | Probably prefer service cuts | 4 |
| Definitely prefer service cuts | 2 | Don't know / can't say | 9 |
| Probably prefer rate rise | 3 | | |

13

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.

14

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? | | | | | | | | | | | | |

15

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?

16

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 |
|--------------------------------------|---|---|---|---|---|---|---|---|---|---|----|----|

17

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 |

18

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 |

19

With which gender do you identify?

| | | | |
|------------|---|--------------------------|---|
| Male | 1 | Prefer to self-describe: | 4 |
| Female | 2 | _____ | |
| Non-binary | 3 | Prefer not to say | 9 |

20

Do any members of this household speak a language other than English at home?

| | | | |
|--------------|---|-------------|---|
| English only | 1 | Other _____ | 2 |
|--------------|---|-------------|---|

21

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 | | |

22

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 |

23

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 |

24

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"/> | |

25

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.