

Cardinia Shire Council

2024 Annual Community Satisfaction Survey

May 2024

Metropolis
RESEARCH

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Executive summary

Survey aims and methodology:

Metropolis Research conducted this, Council's third independent *Annual Community Satisfaction Survey* primarily as a door-to-door, interview style survey of 900 residents in March through May 2024. Due to OH&S requirements, 79 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 essentially stable at 6.5 (down 1%), which remains a "good" level of satisfaction.

This included 32% "very satisfied" and 13% "dissatisfied" respondents.

Satisfaction remains comfortably above the long-term average satisfaction since 2012 of 6.1.

This result, however, places Cardinia Shire Council measurably below the metropolitan Melbourne (7.0), southeastern region (6.9), and growth area councils (6.9) averages.

It does appear that Cardinia Shire Council has essentially maintained its "good" satisfaction levels, in an environment in which many municipalities (and the metropolitan average) have increased somewhat over the last few years, recovering from unusually poor year in 2022.



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 (5.9) and Hills (5.7) precincts remains the defining characteristic of the community's satisfaction with the performance of Cardinia Shire Council.

The extent of this variation in satisfaction with Council across Cardinia remains significantly larger than has been observed by Metropolis Research in other interface and growth area municipalities at the urban edge of Melbourne.

This remains the most significant factor constraining higher levels of community satisfaction with the performance of Cardinia Shire Council.

Customer service was the stand-out positive result for Cardinia Shire Council this year, with overall satisfaction with the customer service experience two percent above the metropolitan average. Given the lower-than-metropolitan average overall satisfaction score, this was a very positive result reflecting well on Council providing good quality customer service.

Satisfaction with 11 services and facilities was rated as “excellent”, eight were “very good”, and seven were “good” this year, and average satisfaction with services remains “very good”.

Council continued to outperform the metropolitan average providing kerbside collection services (4% higher), recreation and culture (2% higher), and community services (1% higher).

Council underperformed the metropolitan average providing parks and gardens (6% lower), environmental sustainability (4%), cleaning (4%), infrastructure (4%), transport infrastructure (4%), economic development (3%), and enforcement (3%).

Satisfaction with sealed (5.9 or “poor”) and unsealed local roads (6.2 or “solid”) remain the services of most concern in the community, reflecting the significance of road related issues (both local and state managed) to the Cardinia Shire community (29% this year).

The standout local issue that appears to have the most significant (9%) negative impact on satisfaction with Council performance was this issue of roads, including sealed and unsealed roads, and both roads managed by Council and by VicRoads. This issue 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 Council rates, cleanliness, drains, street trees, cost of living, children activities, planning and development, safety, policing, and crime issues, and issues with parks and gardens.

Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Cardinia Shire Council remained essentially stable this year, down one percent to 6.5 out of 10, but it remains at a “good” level.



Whilst satisfaction has trended marginally lower over the last three years (down 3% from 2022 high of 6.8), it remains comfortably above the long-term average satisfaction since 2012 of 6.1 or “solid”.

This result was, however, measurably lower than the metropolitan Melbourne average of 7.0, as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research. This result was also somewhat lower than recorded for several other interface / growth area councils in recent years.

One-third (32% down from 33%) of respondents providing a score were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), whilst 13% (stable) 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 measurably more satisfied than the municipal average, with respondents from the Rural (6% lower) and the Hills (8% lower) measurably less satisfied than the municipal average. It is noted that 20% of respondents from the Rural and 24% from the Hills precincts were “dissatisfied” with Council’s overall performance.

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

- **Somewhat to notably more satisfied than average** – included young adults (aged 18 to 34 years), respondents from multilingual households, rental households, younger sole person, and younger couple households.
- **Somewhat to notably less satisfied than average** – included middle-aged and older adults (aged 45 to 74 years), respondents from English speaking households, respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in the Shire), respondents from households with a member with disability, middle-aged and older couple households.

The issues that appeared to be most negatively related to overall satisfaction for those who raised the issues included Council rates, cleanliness of the area, drains, street trees, cost of living, roads, children activities, planning and development, safety, and parks and gardens.

Of these issues, the most significant negative influence on overall satisfaction was roads, including both local and state managed roads. Respondents who nominated roads as an issue rated overall satisfaction at 5.9 out of 10, whilst those who did not nominate roads as an issue rated overall satisfaction at 6.8 out of 10, a difference of nine percent.

There were 634 comments received as to satisfaction with Council’s overall performance.



Of these, 110 were positive statements about Council’s performance, including 50 general statements about satisfaction with performance, 13 positive comments about individual Council services and facilities, and nine positive statements about Councils governance, accountability, and reputation.

There were 496 negative statements about Council performance, with the most common issues being generally negative statement (150 comments), rates and financial management (53 comments), roads, traffic, transport, and footpaths (52 comments), services and facilities (44 comments), communication and consultation (38 comments), governance, accountability, and reputation (38 comments), customer service and responsiveness (31 comments), the relative treatment of urban and non-urban areas of Cardinia Shire (23 comments), environment, parks, gardens, open spaces, and trees (20 comments), cleanliness and maintenance (10 comments), garbage and waste management (10 comments), and planning and development (9 comments).

When asked if [Council performance had changed in the last 12 months](#), 11% (down from 13%) of respondents believed that Council’s overall performance had improved, whilst 12% (up from 10%) considered that overall performance had deteriorated.

The average satisfaction with the six core aspects of [governance and leadership](#) remained at a “good” level of 6.4 out of 10, although measurably (5%) lower than the metropolitan Melbourne average.

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

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 was rated at 5.8 out of 10 or “poor”. One-quarter (26%) of respondents were “very satisfied” with this aspect, whilst 26% were “dissatisfied”. This result has declined three percent since 2022.

Satisfaction with value for rates in the Rural (5.4 or “very poor”) and Hills (4.3 down from 4.8 or “extremely poor”) precincts was a significant result again this year, clearly impacting on satisfaction.

Approximately one-third (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 (53%), email (19%), the website (13%), 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 “very good” at 7.3 out of 10, and one percent above the metropolitan Melbourne average of 7.2.

This was a very positive result reflecting well on the performance of Council providing good quality customer service. This was a particularly strong result given the underlying level of “good” satisfaction with Cardinia Shire Council overall. Whilst Cardinia Shire underperformed the metropolitan Melbourne average by five percent for overall satisfaction, it outperformed in terms of customer service by one percent.

Results varied from “excellent” for staff courtesy and professionalism (7.8) and staff understanding communication needs (7.8), to “solid” for the speed and efficiency of service (6.6 up from 6.4).

[Overall satisfaction with the customer service experience](#) improved this year to 7.3 (up 3%) or “very good”, with 60% “very satisfied” and 15% (down from 19%) “dissatisfied”. This result was two percent above the metropolitan Melbourne average of 7.1 or “good”.

The average satisfaction with the 36 included [Council services and facilities](#) remained stable this year at 7.5 out of 10, or a “very good” level of satisfaction, and just one percent below the metropolitan Melbourne average of 7.6.

The services and facilities with the highest satisfaction scores were the four kerbside collection services, including regular garbage (8.7), recycling (8.7), food and green waste (8.5), and bookable hard rubbish (8.3), as well as the local library services (8.5), sports ovals and other local sporting facilities (7.9), community centres / neighbourhood houses (8.3 up from 7.9), services for children from birth to 5 years of age (8.1), community and cultural activities (8.1 up from 7.8), and sports ovals and other local sporting facilities (7.9 down from 8.2).

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 again this year were the maintenance and repair of both sealed (5.9 down from 6.1) and unsealed (6.2) local roads.

These were the only two to report “solid” levels of satisfaction and with 25% and 19% “dissatisfied” respondents respectively.

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

Preference for rate rises or service cuts

Respondents were 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 current level. A little less than half (43% up from 41%) of respondents reported that they would prefer service cuts, 21% preferred rate rises, and one-third (34%) were unable to make a choice.



Funding priorities for Council

When asked if there were any areas of Council that respondents' felt should [receive more or less funding](#), 825 respondents nominated an area that they believe should receive additional funding, whilst 78 nominated an area that should receive less.

The most common area of Council that respondents felt should receive additional funding was roads (187 comments), being the stand-out area that respondents feel should receive more funding. This result was consistent with sealed local roads being the lowest satisfaction score of all 36 services and facilities, and that 29% of respondents nominated roads (of all types) as the most common issue to address for the Shire at the moment.

Other areas respondents feel should receive more funding include community services (165 comments), parks, gardens, bushland (122), non-road related infrastructure (114) cleaning and maintenance (5), waste and recycling (25), Council management, communication, and consultation (5), and other priorities (150).

The most common areas that respondents felt should receive less funding included Council staff and Councillor wages and salaries (9 comments), arts and cultural events, programs, activities, and facilities (8), sporting facilities and activities (6), events (5), cultural activities (4), and new housing construction (4).

Planning, housing development, and population growth

Respondents were asked their satisfaction with three [aspects of planning and housing development](#): the design of public spaces (7.5), the appearance and quality of new developments (7.4), and the protection of local heritage (7.3), all categorised as “very good”.

At least 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 all three of these aspects was marginally higher than the metropolitan Melbourne average.

There were 58 comments from respondents “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 and infrastructure.

Satisfaction with [planning for population growth by all levels of government](#) was 6.4 (down from 6.6) out of 10, which was a “solid” level. This result remains measurably lower than the metropolitan Melbourne average (7.0) and the growth area councils' average of 7.0.

This Cardinia Shire result that was lower than the growth area councils' average reflects the significantly lower satisfaction with planning for population growth recorded in the Rural (6.4 or “solid”) and Hills (5.1 down from 5.5 or “very poor”) 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'](#), 69% (up from 67%) nominated at least one issue.

The three most common issues nominated by respondents were road maintenance and repairs (29% down from 32%), parks, gardens, and open spaces (11% up from 6%), safety, policing, and crime (10% up from 9%), and traffic management (9% up from 8%) related issues.

The fact that 29% of respondents nominated road related issues highlights the significance of road issues across the Cardinia Shire community, with this result more than four-times the metropolitan Melbourne average of seven percent.

Metropolis Research notes that road related issues were significant across many parts of Melbourne and Victoria this year, particularly regional Victoria (49%), and several councils surveyed by Metropolis Research, including Mornington Peninsula, Nillumbik, and Knox.

On average, the respondents who nominated road related issues were nine percent less satisfied with Council's overall performance than other respondents.

More than half of the respondents from the Hills (55%) precinct, 36% from the Rural precinct, and 26% from Pakenham nominated road related issues this year. T

This was 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](#), 71% 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 (22%), the community atmosphere / feel (11% down from 17%), the natural environment / bushland (8%), the parks, gardens, and open spaces (6%), and the semi-rural / country feel (6%).

These results remained the same as last year, although significant variation was observed across the municipality.

Perception of safety in the public areas of Cardinia Shire

The average [perception of safety living in Cardinia Shire](#) declined somewhat this year, down three percent to 7.8 out of 10.



This was consistent with the fact that safety, policing, and crime issues were nominated by 10% of respondents as one of the top three issues to address this year, compared to the metropolitan Melbourne average of just two percent.

The perception of safety in the public areas during the day was high at 8.3 (down from 8.6), with 77% (down from 85%) feeling “very safe” and 2% feeling “unsafe”. This was marginally lower than the metropolitan Melbourne average of 8.4.

The perception of safety in the public areas at night declined measurably this year, down five percent to 6.9 out of 10, with 41% (down from 59%) feeling “very safe” and 11% (up from 10%) feeling “unsafe”. This result was marginally lower than the metropolitan Melbourne average of 7.1.

Female respondents felt three 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 (28 comments), concerns around incidents of crime including break-ins and car burglaries (25 comments), the perception of safety at night and lighting issues (17 comments) and concerns around drug and alcohol (14 comments).

The most common locations at which respondents felt unsafe were focused on Pakenham, as well as train stations and some shopping districts.

Sense of community statements

Respondents were asked their level of agreement with eight statements about Cardinia Shire and the community.

The average agreement with seven of the eight statements was strong, with approximately half “strongly agreeing” (i.e., rating agreement at eight or more), and approximately 10% “disagreeing” (i.e., rating agreement at less than five).

These statements covered agreement that the Cardinia community manages waste responsibility (7.5 up from 7.3), is environmentally sustainable (7.3), protects natural assets (7.3), that local jobs are supported (7.3), is a strong, healthy, and connected community (7.3), protects agricultural land (7.2 up from 7.0), and has access to required transport modes (7.0 down from 7.2).

The average agreement that the local area is well planned with adequate infrastructure increased again this year, up one percent to 6.9 (up from 6.5 in 2022), although it remains at a moderate level of agreement, with 46% “strongly agreeing” and 12% (down from 20% in 2022) “disagreeing”.



Introduction

Metropolis Research Pty Ltd was commissioned by Cardinia Shire Council to undertake this, its third 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, including planning for population growth by all levels of government.
- 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 to address in the coming year and the relationship between these issues and satisfaction with Council's 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 2nd of March and the 13th of April 2024.

This was a reduction in the fieldwork time taken to complete the project down from 13 weeks in 2022 and eight weeks in 2023 to seven weeks this year.

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

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

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

The sample was pre-weighted by suburb / locality population to ensure that each of the 16 suburbs / localities contributed proportionally to the overall municipal result. The final sample was then weighted by respondents' age and gender to reflect the age and gender profile of the Cardinia community, as reported in the 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 79 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 4,511 households were approached to participate in the survey (3,805 door to door and 906 by telephone). Of these households, 2,380 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, with 47 asking that they be called back at a later time.

A total of 1,184 refused the offer to participate in the research and 900 completed the survey.

This provides a response rate of 43% (up from 42%) overall, with 46% (up from 44%) for the door-to-door component, and 22% (down from 27%) 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 2024.

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?”

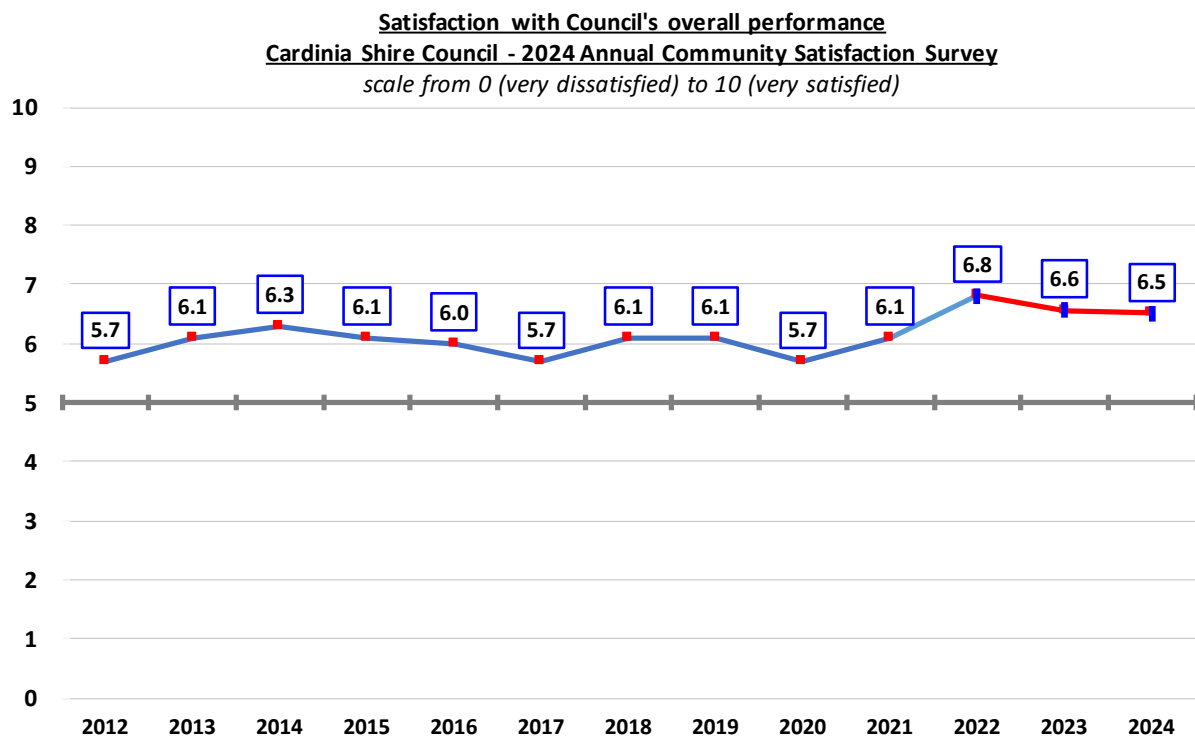
Satisfaction with the performance of Council ‘across all areas of responsibility’ or “overall performance” remained essentially stable this year, down one percent to 6.5 out of 10, although it remains at a “good” level of satisfaction.

Despite the marginal decline this year, this result remains measurably above the long-term average satisfaction since 2012 of 6.1 or “solid”.

Metropolis Research notes that this 2024 result was measurably lower than the high point recorded back in 2022 (6.8), the first year that Metropolis Research conducted the research for Council.

Prior to 2022, the survey was conducted using the random sample telephone methodology, which does tend to report slightly lower satisfaction than the more robust, face-to-face, in-person interview method.

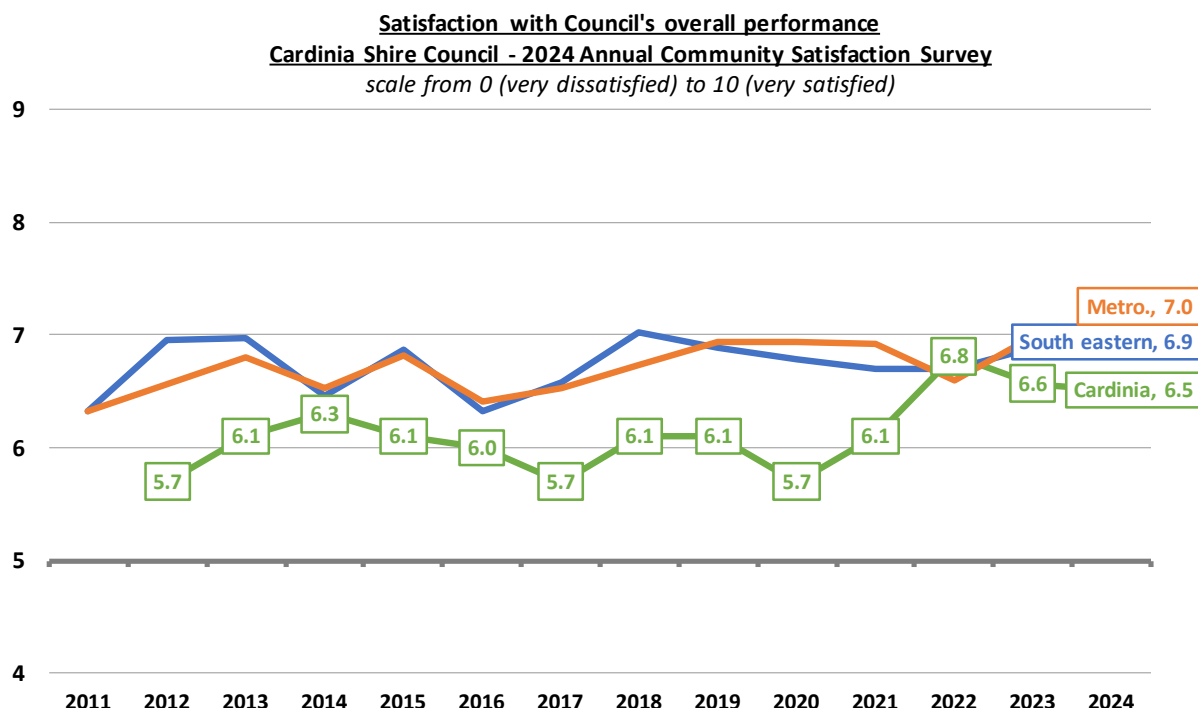
As discussed in more detail in the following pages, this lower-than-average satisfaction with Cardinia Shire Council was due largely to the measurably and significantly lower satisfaction recorded in the rural precinct (5.9, down from 6.1) and the Hills precinct (stable at 5.7), both categorised as “poor” levels of satisfaction.



By way of comparison, satisfaction with the overall performance of Cardinia Shire Council was measurably lower than the metropolitan Melbourne average of 7.0, and the southeastern region councils' average of 6.9, both as recorded in the 2024 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2024, using the same door-to-door, in-person methodology.

The average satisfaction of the six interface councils was also 6.9 out of 10, notably higher than the 2024 Cardinia Shire Council result.

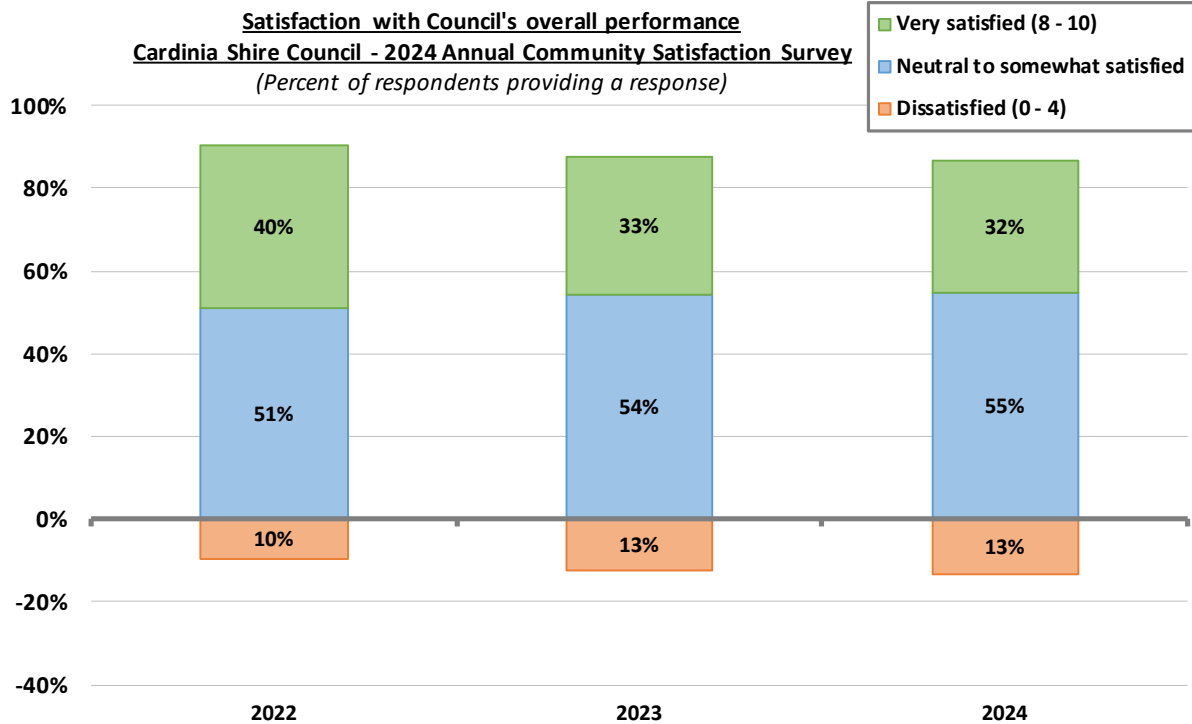


The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

Consistent with the marginal decline in average satisfaction, there was a marginal decline in the proportion of respondents who were “very satisfied” (down from 33% to 32%), although the proportion of respondents who were “dissatisfied” remained stable at a relatively high 13%.

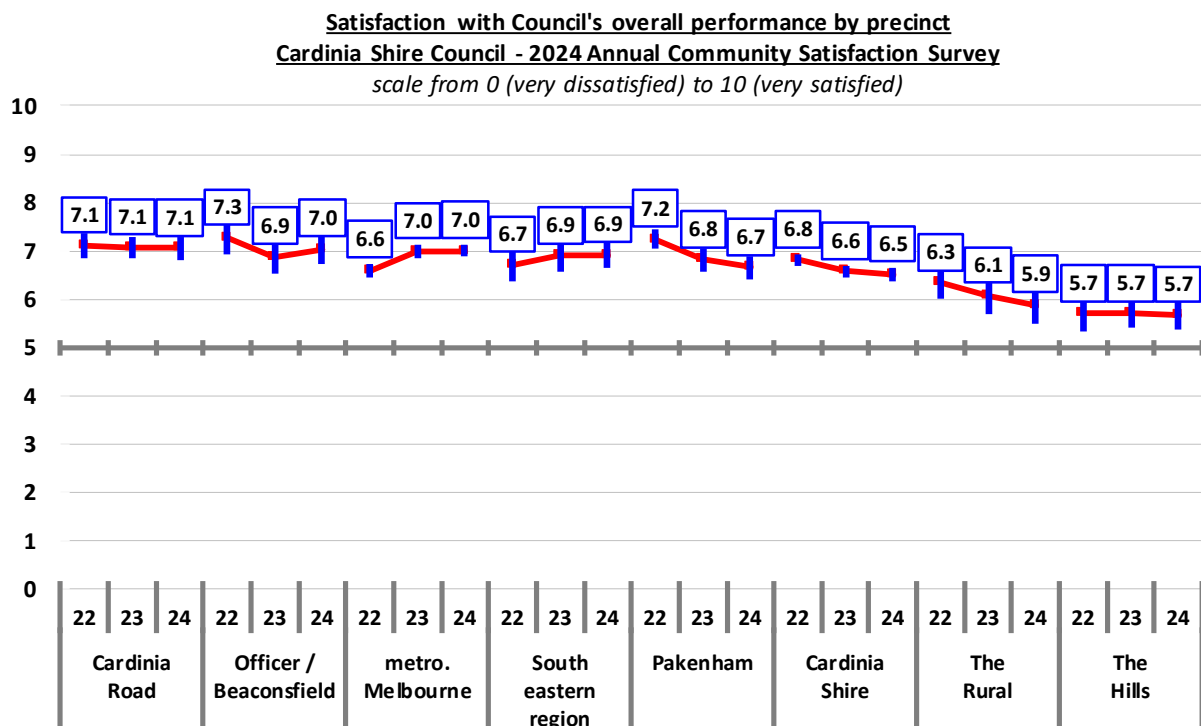
By way of comparison, the metropolitan Melbourne average proportion of “very satisfied” respondents was 42% and the proportion of “dissatisfied” respondents was six percent.





There was measurable and significant variation in satisfaction with Council's overall performance observed across the municipality.

Whilst the Cardinia Road (7.1) and Officer / Beaconsfield (7.0) precincts reported stable satisfaction at "good" levels at or above the metropolitan Melbourne average, satisfaction in the rural precinct declined somewhat again this year, now down four percent from the high of 6.3 recorded back in 2022. Satisfaction with Council's overall performance remained stable at a "poor" level of 5.7 out of 10 from respondents in the Hills precinct.

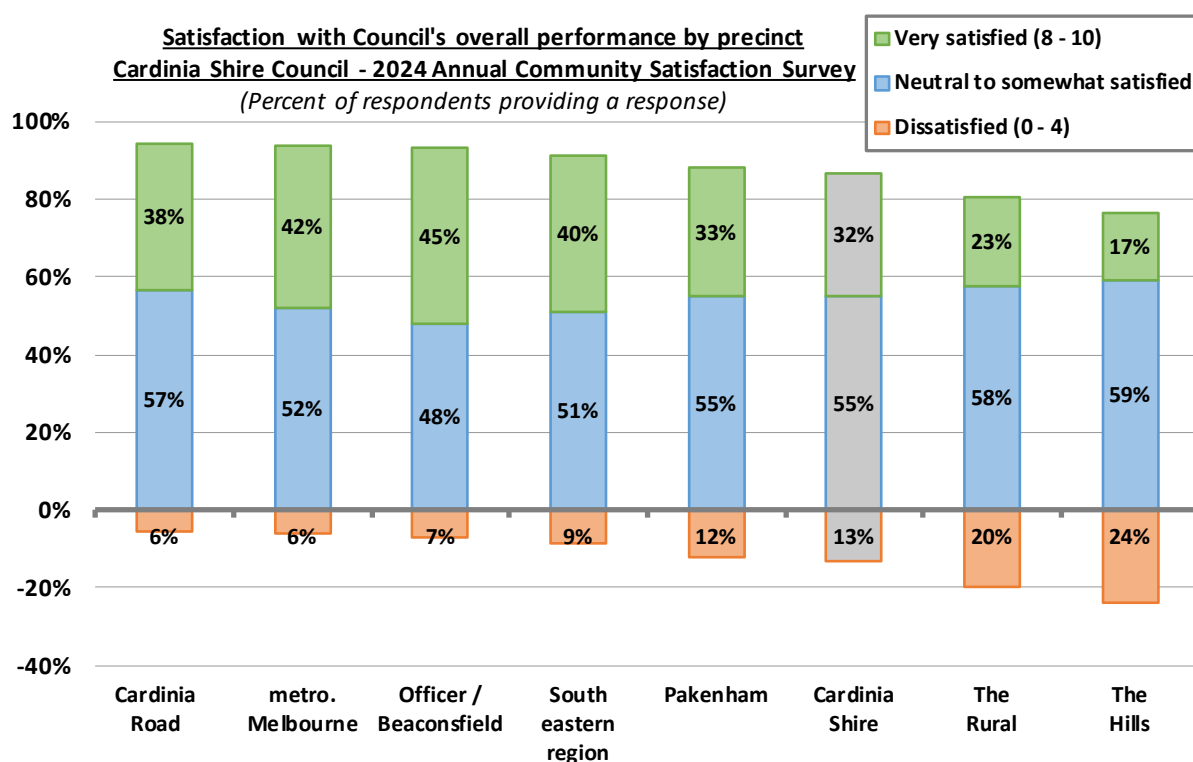


Consistent with the average satisfaction scores, it is noted that respondents from Cardinia Road, Officer / Beaconsfield, and to a lesser extent Pakenham were similarly likely to be “very satisfied” with Council’s overall performance than the metropolitan Melbourne average.

By contrast, respondents from the Hills and the Rural precinct were significantly less likely than average to be “very satisfied”, with 20% from the Rural and 24% from the Hills precinct “dissatisfied” with Council’s overall performance.

These results clearly reinforce the view that there remains a significant difference in the perception of Cardinia Shire Council between those living in the urban (and newly emerging) areas of the municipality, and those living in the rural areas, and most particularly, those living in the Hills.

This result was identified in both the 2022 and 2023 surveys.

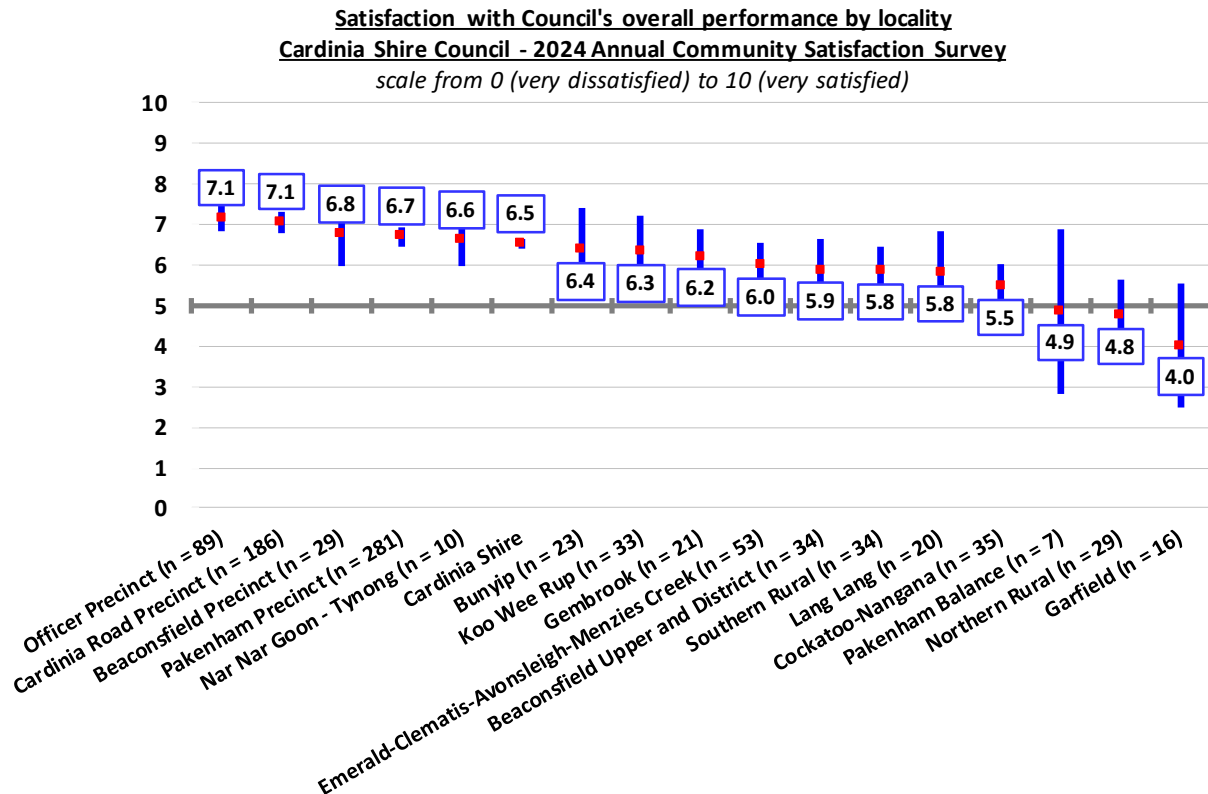


The following graph provides a more detailed examination of the variation in satisfaction across the Shire, with results presented at the suburb / locality level.

These results reinforce the precinct level results, with respondents from Officer, Cardinia Road, and Beaconsfield were notably more satisfied than average, whilst respondents from the other localities across the municipality were notably less satisfied.

In particular, the small sample of respondents from Cockatoo-Nangana (5.5), Pakenham balance (4.9), northern rural (4.8), and Garfield (4.0) were significantly less satisfied than average, and at “poor” (Cockatoo-Nangana) to “extremely poor” levels.





Satisfaction by respondent profile

The following section provides 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 Shire, household disability status, and household structure.

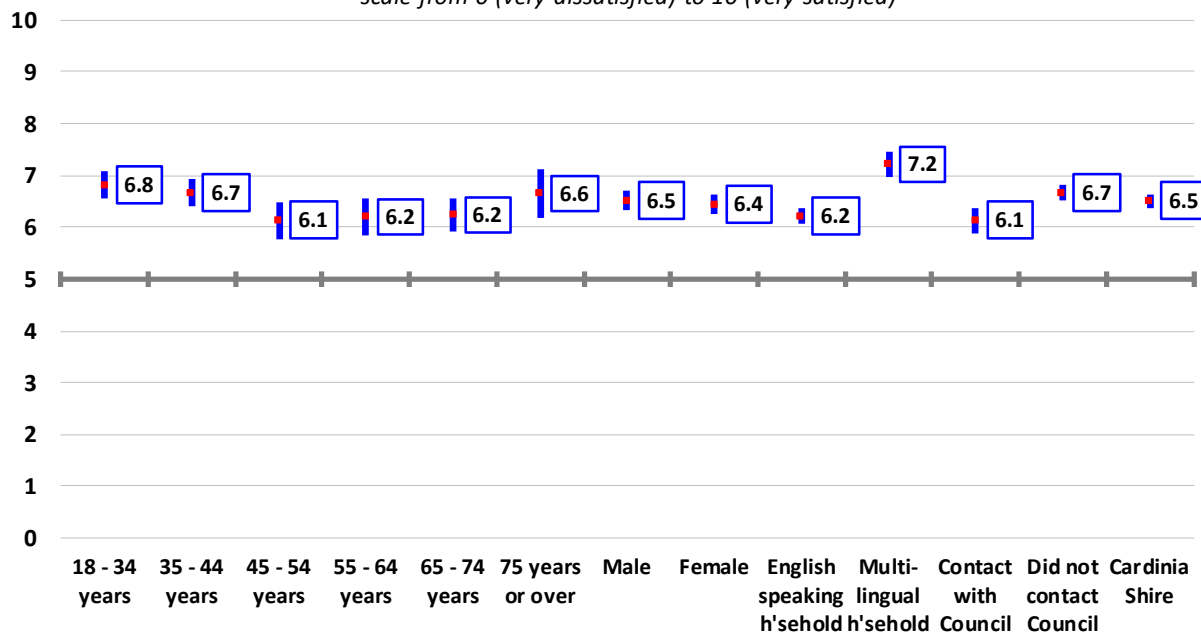
There was some notable variation in satisfaction with Council's overall performance observed, as follows:

- **Somewhat to notably more satisfied than average** – included young adults (aged 18 to 34 years), respondents from multilingual households, rental households, younger sole person, and younger couple households.
- **Somewhat to notably less satisfied than average** – included middle-aged and older adults (aged 45 to 74 years), respondents from English speaking households, respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in the Shire), respondents from households with a member with disability, middle-aged and older couple households.

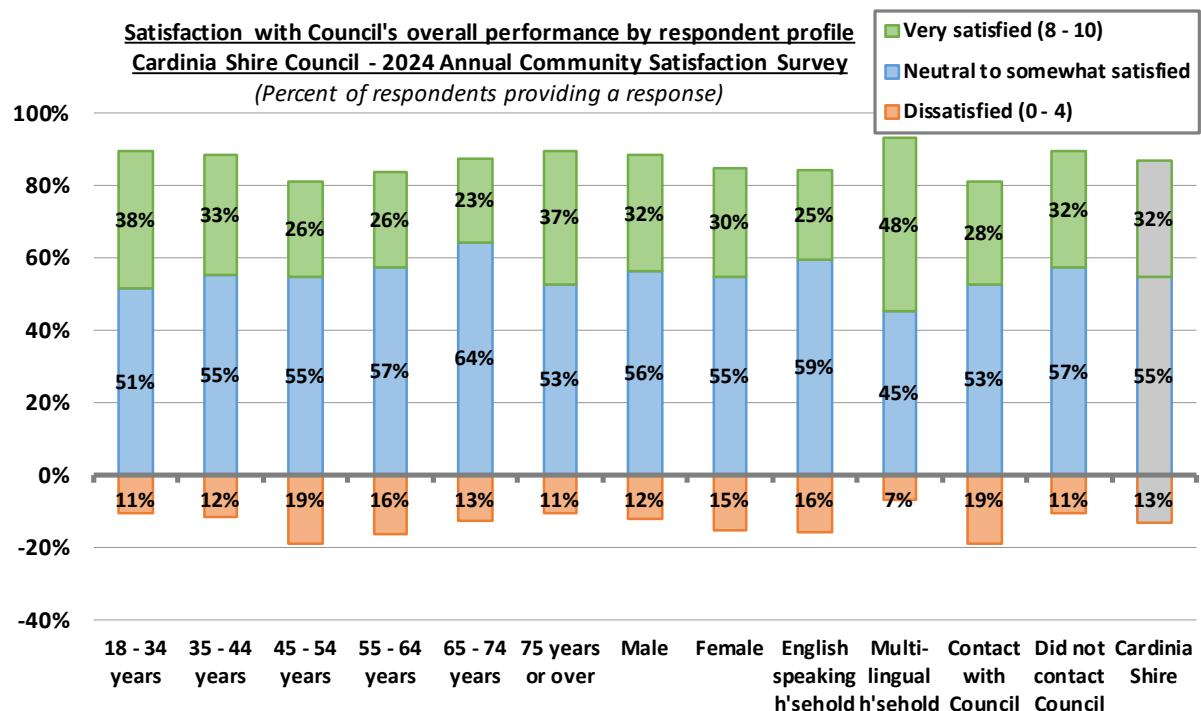
Metropolis Research notes that this general pattern of satisfaction by respondent profile was consistent with historical results, as well as results generally observed elsewhere. This is particularly true in relation to age structure, with middle-aged and sometimes older adults (depending on the profile of various areas) generally being the least satisfied with the local Council, and young adults and senior citizens generally being the most satisfied.

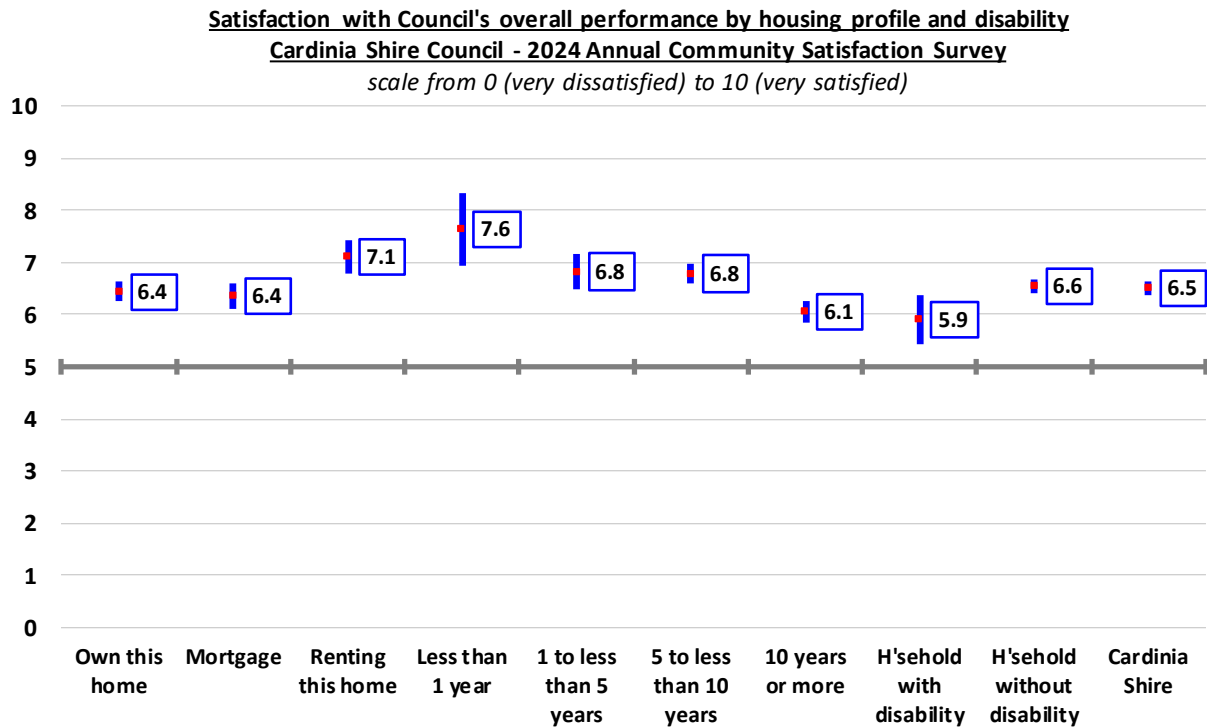
In relation to whether respondents had contacted Council in the last 12 months, it is always observed that, on average, respondents who had contacted Council reported lower satisfaction than respondents who had not contacted Council. This reflects the fact that many (but not all) respondents contacting Council were addressing an issue of concern, which tends to result in lower satisfaction.

Satisfaction with Council's overall performance by respondent profile
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

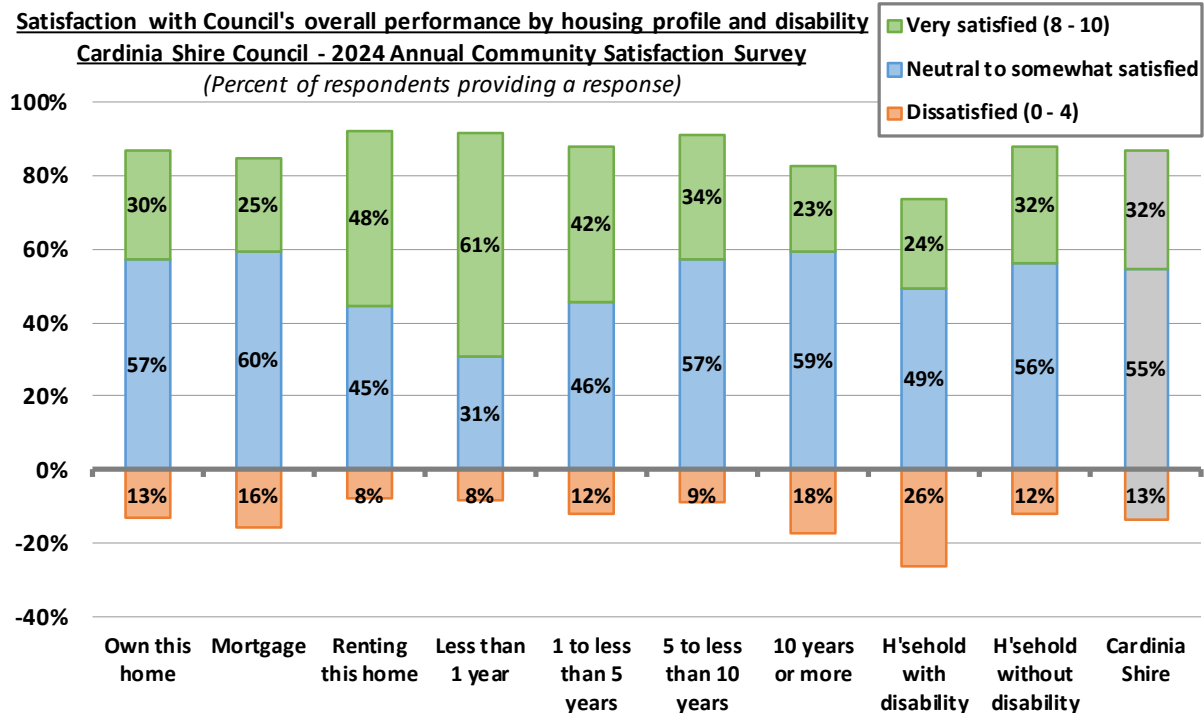


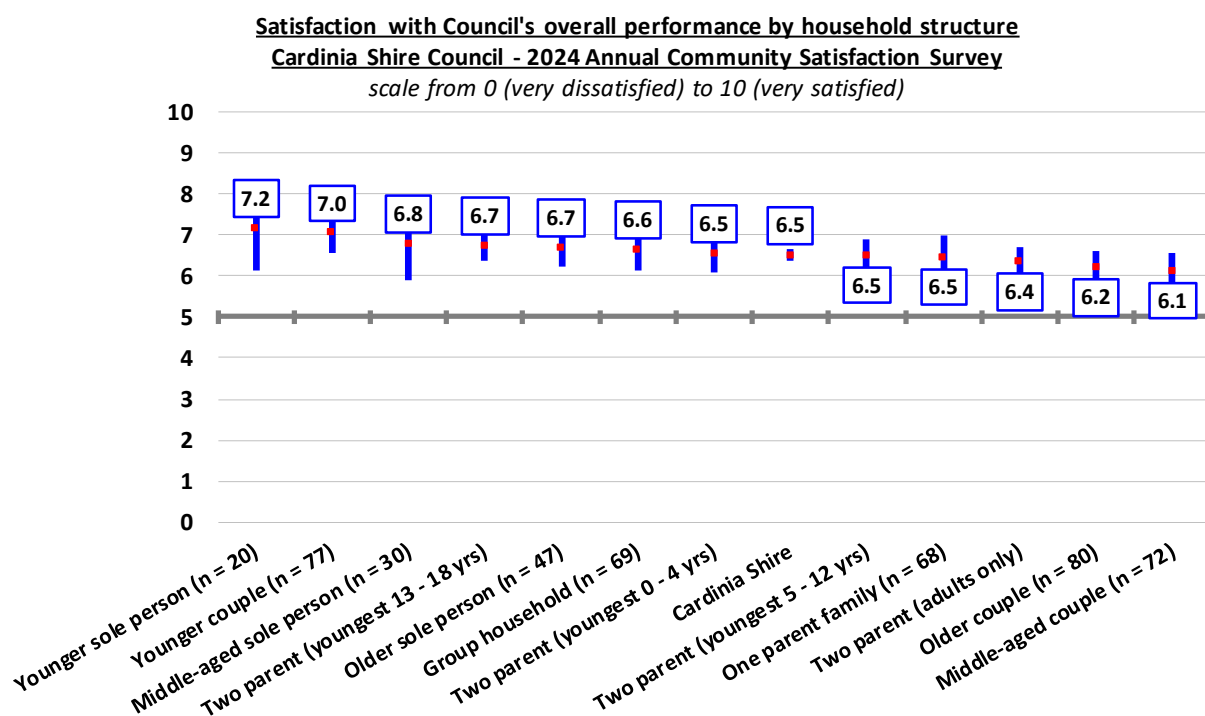
It is noted that almost half of the respondents from multilingual households were “very satisfied” with Council’s overall performance, whilst 19% of younger middle-aged adults (aged 45 to 54 years) were “dissatisfied”.



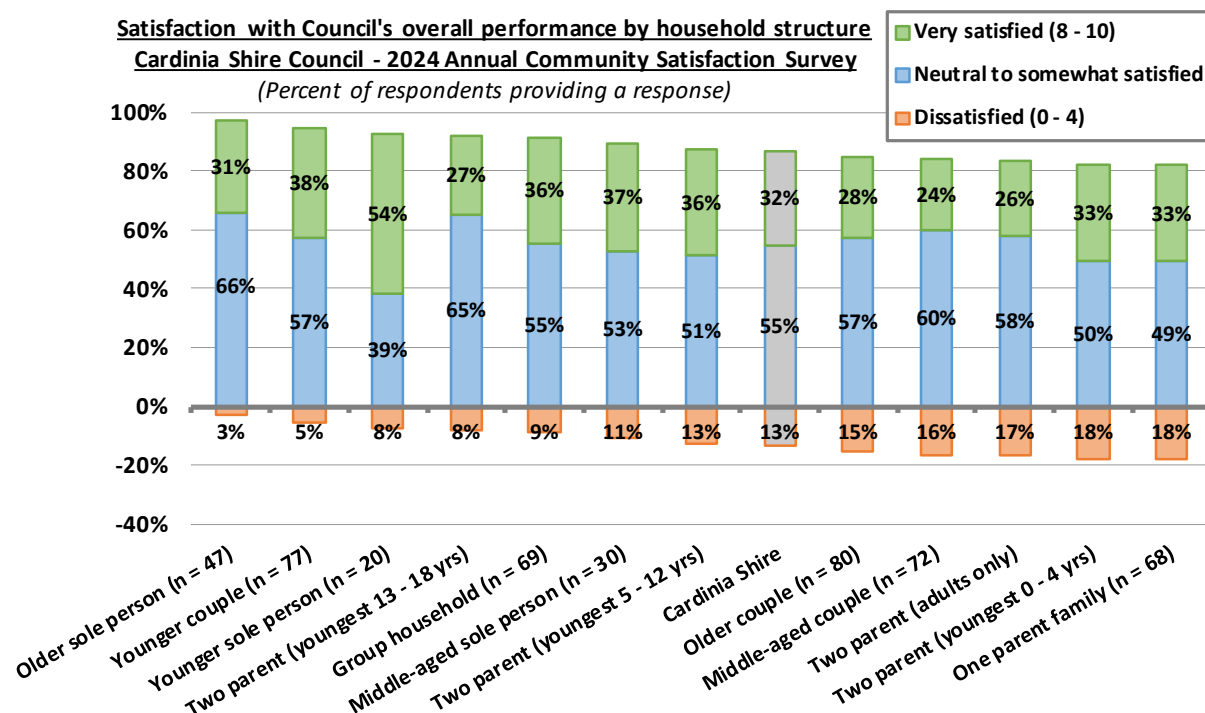


It is noted that almost two-thirds of the new residents (less than one year in the Shire) were “very satisfied” with Council’s overall performance, and almost half of the rental household respondents and newer residents (one to less than five years in the Shire) were “very satisfied”. By contrast, 26% of the respondents from households with a member with disability were “dissatisfied” with Council’s overall performance.





It is noted that more than half of the younger sole person households were “very satisfied” with Council’s overall performance, whilst 18% of the two-parent families with young children and the one-parent families were “dissatisfied”.

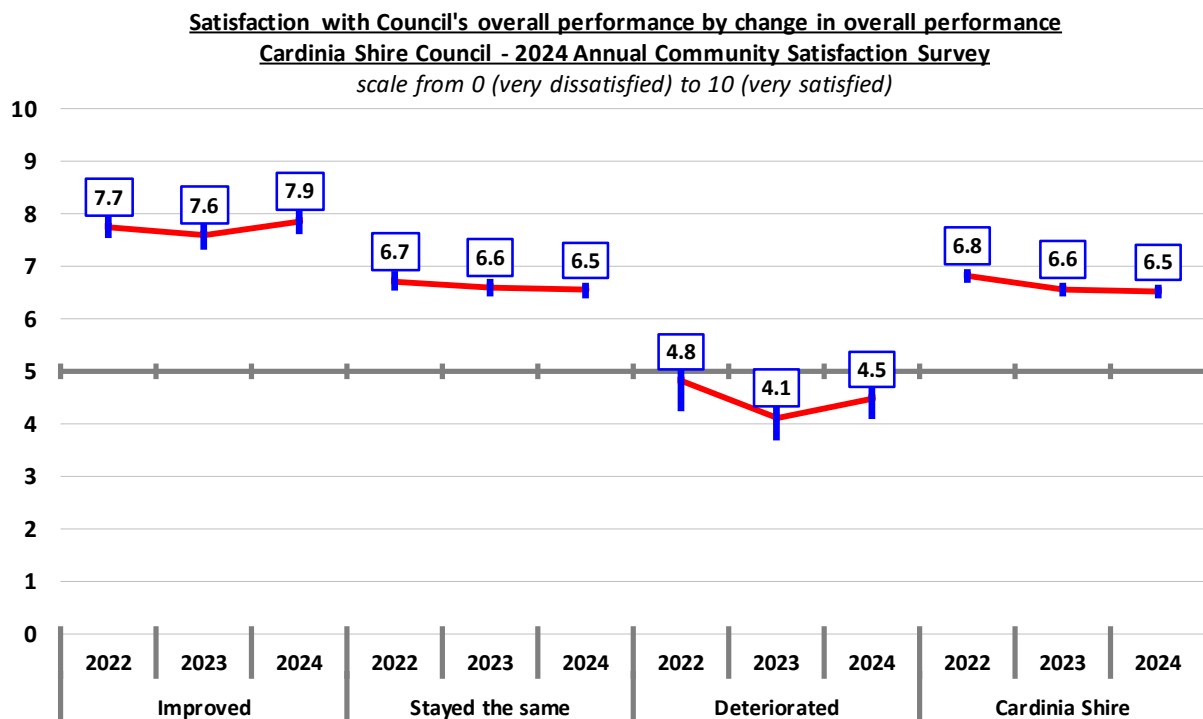


Satisfaction by change in performance in the last 12 months

Consistent with the results recorded in previous years, there was significant variation in satisfaction with Council’s overall performance between those who considered that Council’s overall performance had improved in the last 12 months (7.9 or “excellent”), those who considered that performance had stayed the same (6.5 or “good”), and those who considered that performance had deteriorated in the last 12 months (4.5 or “extremely poor”).

These results reinforce the view that there was a significant sub-group in the Cardinia Shire community who were extremely dissatisfied with Council’s performance, and who considered that performance had deteriorated.

As discussed in the [Change in Council’s overall performance](#) section of this report, it tended to be respondents from the Hills (20%) and the Rural (16%) precincts who were the most likely to consider that Council’s overall performance had deteriorated in the last 12 months, and they were also the least satisfied with Council’s overall performance.



Satisfaction by perception of safety overall living in Cardinia Shire

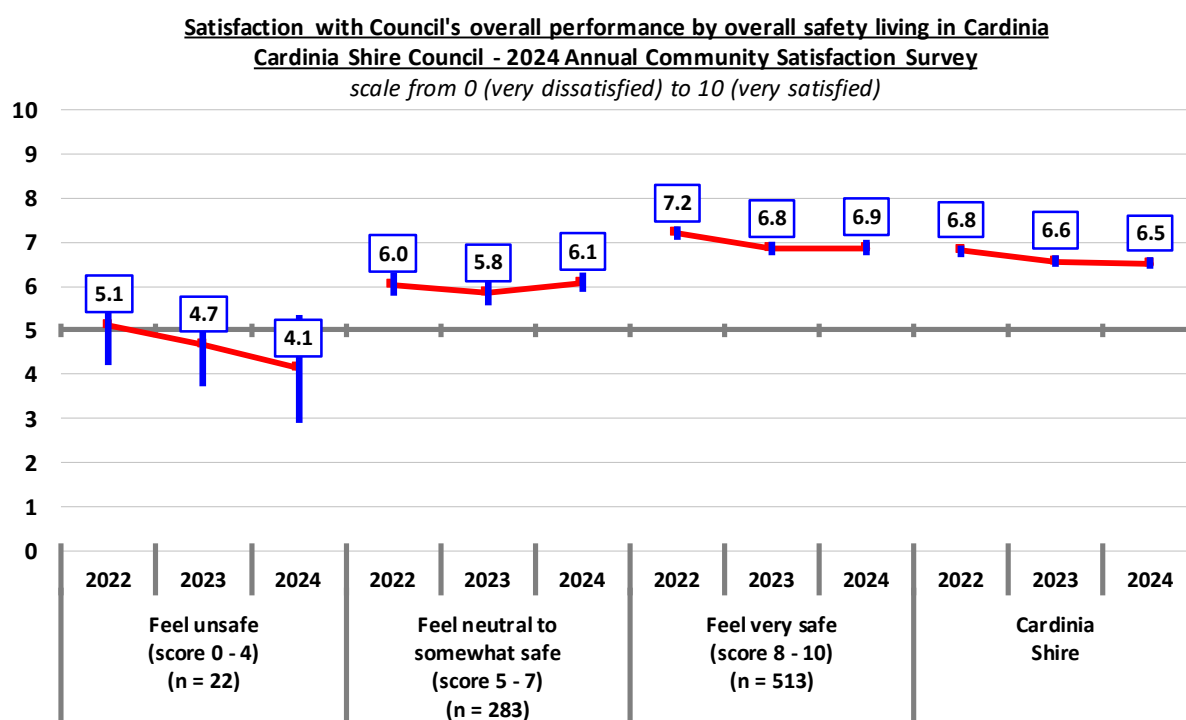
The following graph provides a comparison of satisfaction with Council’s overall performance by respondents’ perception of safety living in Cardinia Shire.

These results show that, on average, respondents who felt unsafe (i.e., rated perception of safety at less than five) were the least satisfied with Council’s overall performance at 4.1 (down from 5.1 back in 2022), whilst those who felt “very safe” reported higher-than-average satisfaction with Council’s overall performance.



These results do not prove a causal relationship between the perception of safety and overall satisfaction with Council, as responsibility for safety is primarily a state rather than a local government responsibility.

These results highlight the fact that those in the community who feel unsafe were more likely to have a negative disposition in relation to the performance of Council. This may not necessarily be related directly to their perception of safety, rather it highlights how overall sentiment and satisfaction with living in an area can manifest in lower satisfaction with many aspects of Council performance, as well as broader measures such as the perception of safety, or the sense of community (discussed in the [Sense of Community](#) section of this report).



Satisfaction by top issues for the Cardinia Shire

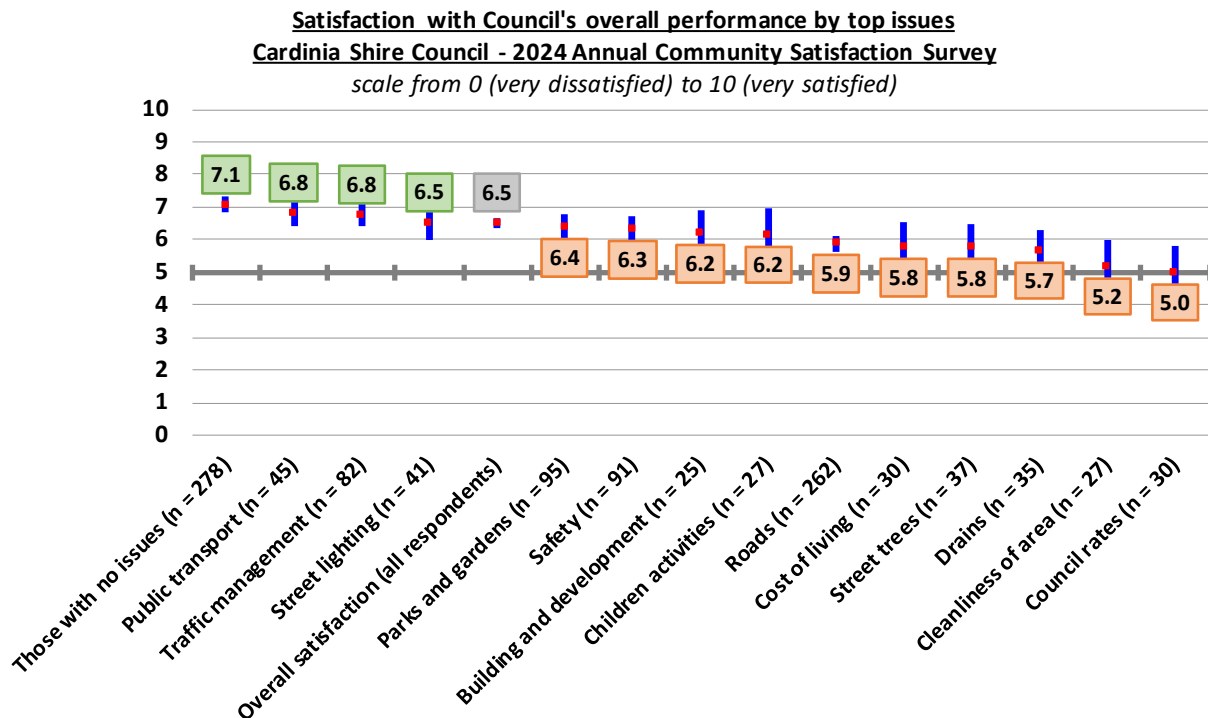
The following graph provides a comparison of satisfaction with Council's overall performance for respondents nominating each of the 13 most nominated issues to address for the Cardinia Shire 'at the moment'.

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 was 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 10 of these 13 issues were, on average, somewhat less satisfied with Council’s overall performance than the average of all respondents.



The relatively small number of respondents (between 25 and 37 respondents) who nominated Council rates, cleanliness of the area, drains, street trees, cost of living, children activities, planning and development were all notably less satisfied with Council’s overall performance than the municipal average. These issues were all likely to be exerting a notably negative influence on these respondents’ satisfaction with Council’s overall performance.

Approximately 10% of the sample of 900 respondents nominated each of parks and gardens and safety, policing, and crime related issues. Respondents who nominated these two issues were, on average, somewhat less satisfied with Council’s overall performance than the municipal average. This does suggest that these issues were likely to be exerting a negative influence on these respondents.

The most significant issue this year remains roads, with 262 of the 900 respondents (29% down from 32%) nominating this issue this year. On average, these 262 respondents rated satisfaction at 5.9 out of 10, or a “poor” level of satisfaction.

Given the significant proportion of the Cardinia Shire community who nominated these issues, the impact of the issue on overall satisfaction with Cardinia Shire Council was substantial.



This is reinforced by the fact that the 262 respondents who nominated roads as a top three issue rated satisfaction with Council’s overall performance at 5.9 out of 10, whilst the respondents who did not nominate roads as an issue rated satisfaction at 6.8 out of 10, or “good”, and also three percent higher than the municipal average satisfaction of 6.5.

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 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, Council rates, street trees, cleanliness and maintenance of the area, cost of living, communication and consultation, and youth activities. It is important to bear in mind the relatively small sample of 116 dissatisfied respondents.

Top issues for Cardinia of respondents' dissatisfied with overall performance

Cardinia Shire Council - 2024 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	44%	30%
Parks, gardens and open spaces	12	10%	11%
Council rates	12	10%	4%
Provision and maintenance of street trees	10	9%	4%
Safety, policing, crime	10	9%	10%
Cleanliness and maintenance of area	9	8%	3%
Cost of living	9	8%	3%
Drains maintenance and repairs	8	7%	4%
Communication, consultation and provision of information	7	6%	2%
General infrastructure provision and maintenance	7	6%	2%
Youth activities, services and facilities	7	6%	2%
Traffic management	6	5%	9%
Children activities and facilities	4	3%	3%
Environment, sustainability and climate change	4	3%	2%
Street cleaning and maintenance	4	3%	1%
All other issues (30 separately identified issues)	55	47%	49%
Total responses	215		1,259
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>90 (78%)</i>		<i>630 (70%)</i>

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 634 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 18 different categories (including "other"), 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 "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 nine positive comments about governance, accountability, and reputation issues, eight positive comments about communication and consultation, seven positive comments about customer service and responsiveness, and six positive comments about environment, parks and gardens, and trees.

The most common negative issues raised by respondents related to roads, traffic, transport, and footpaths (57 comments with 52 negative), rates and financial management (53 comments with 53 negative), specific services and facilities (57 comments with 44 negative), communication and consultation (49 comments with 38 negative), customer service and responsiveness (38 comments with 31 negative), and comments about the perceived unequal treatment between the hills / rural areas and the growth areas (23 comments with 23 negative).

The detailed comments that underpin these summary results are included as an appendix to this report.

Reasons for rating of satisfaction with Council's overall performance
Cardinia Shire Council - 2024 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	219	35%	168	22	29
positive	50	8%	49	1	0
neutral	19	3%	11	7	1
negative	150	24%	108	14	28

Roads, traffic, transport, and footpaths	57	9%	34	11	12
<i>positive</i>	5	1%	5	0	0
<i>neutral</i>	0	0%	0	0	0
<i>negative</i>	52	8%	29	11	12
Services and facilities	57	9%	46	3	8
<i>positive</i>	13	2%	13	0	0
<i>neutral</i>	0	0%	0	0	0
<i>negative</i>	44	7%	33	3	8
Rates and financial management	53	8%	31	10	12
<i>positive</i>	0	0%	0	0	0
<i>neutral</i>	0	0%	0	0	0
<i>negative</i>	53	8%	31	10	12
Governance, accountability, and reputation	51	8%	40	7	4
<i>positive</i>	9	1%	9	0	0
<i>neutral</i>	4	1%	4	0	0
<i>negative</i>	38	6%	27	7	4
Communication, consultation, information	49	8%	28	3	18
<i>positive</i>	8	1%	8	0	0
<i>neutral</i>	3	0%	3	0	0
<i>negative</i>	38	6%	17	3	18
Customer service and responsiveness	38	6%	21	8	9
<i>positive</i>	7	1%	7	0	0
<i>neutral</i>	0	0%	0	0	0
<i>negative</i>	31	5%	14	8	9
Environment, parks, open space, and trees	26	4%	14	8	4
<i>positive</i>	6	1%	5	0	1
<i>neutral</i>	0	0%	0	0	0
<i>negative</i>	20	3%	9	8	3
The hills and rural areas vs. growth areas	23	4%	7	6	10
<i>positive</i>	0	0%	0	0	0
<i>neutral</i>	0	0%	0	0	0
<i>negative</i>	23	4%	7	6	10
Garbage and waste management	14	2%	7	3	4
<i>positive</i>	4	1%	4	0	0
<i>neutral</i>	0	0%	0	0	0
<i>negative</i>	10	2%	3	3	4
Building, planning, housing, development	12	2%	11	1	0
<i>positive</i>	3	0%	3	0	0
<i>neutral</i>	0	0%	0	0	0
<i>negative</i>	9	1%	8	1	0



Cleanliness and maintenance of area	11	2%	6	5	0
positive	1	0%	1	0	0
neutral	0	0%	0	0	0
negative	10	2%	5	5	0
Bushfire / flooding /emergency management	6	1%	4	0	2
positive	3	0%	3	0	0
neutral	0	0%	0	0	0
negative	3	0%	1	0	2
Infrastructure	6	1%	4	2	0
positive	0	0%	0	0	0
neutral	0	0%	0	0	0
negative	6	1%	4	2	0
Shops, restaurants, entertainment venues	4	1%	4	0	0
positive	1	0%	1	0	0
neutral	0	0%	0	0	0
negative	3	0%	3	0	0
Parking	3	0%	2	0	1
positive	0	0%	0	0	0
neutral	0	0%	0	0	0
negative	3	0%	2	0	1
Safety, policing, and crime	3	0%	3	0	0
positive	0	0%	0	0	0
neutral	0	0%	0	0	0
negative	3	0%	3	0	0
Other	2	0%	2	0	0
positive	0	0%	0	0	0
neutral	2	0%	2	0	0
negative	0	0%	0	0	0
Total responses	634	100%	432	89	113



Change in Council's overall performance

Respondents were asked:

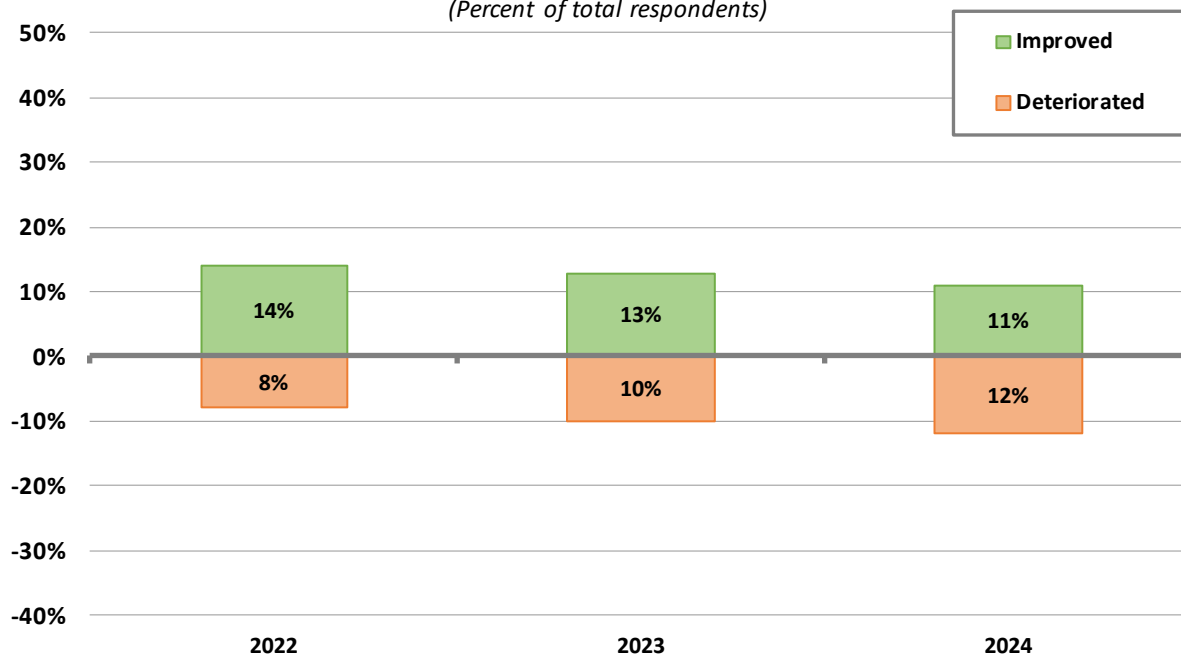
“Over the past 12 months, do you think Council’s overall performance has?”

Consistent with the three percent decline in average satisfaction with Cardinia Shire Council over the last two years, there was a marginal decline in the proportion of respondents who considered that Council’s overall performance had improved in the last 12 months (11% down from 14% in 2022), and a marginal increase in the proportion who considered that performance had deteriorated (12% up from 8% in 2022).

Change in overall performance
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2024		2023	2022
	Number	Percent		
Improved	98	11%	13%	14%
Stayed the same	551	61%	59%	43%
Deteriorated	110	12%	10%	8%
Can't say	141	16%	18%	35%
Total	900	100%	900	900

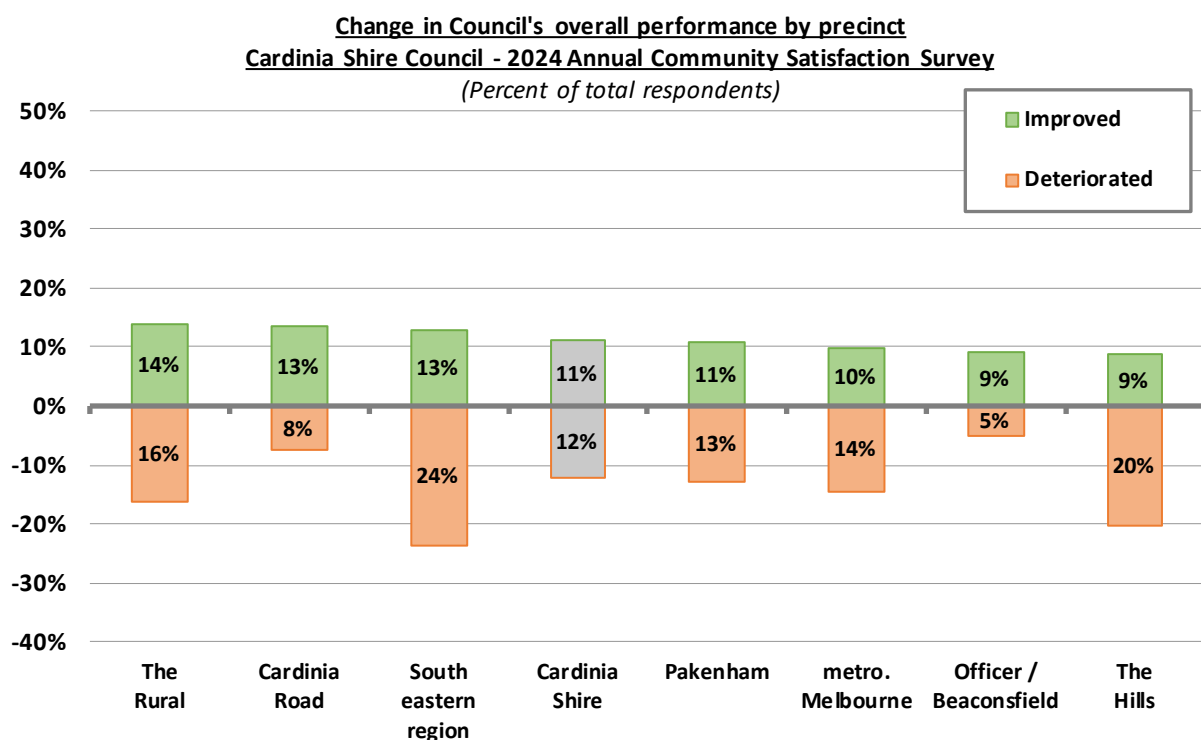
Change in overall performance
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Percent of total respondents)



There was some variation in this result observed across the municipality, with respondents from the Rural precinct (16%) and the Hills precinct (20%) notably more likely than average to consider that Council's overall performance had deteriorated in the last 12 months.

By way of comparison, these Cardinia Shire results were broadly consistent with the metropolitan Melbourne average, although it is noted that respondents from the southeastern region of Melbourne were significantly more likely than average to consider that performance had deteriorated.

These comparison results were sourced from the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the same in-person interview methodology.



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 2024, asked to rate their satisfaction with seven aspects of the governance and leadership performance of Council.

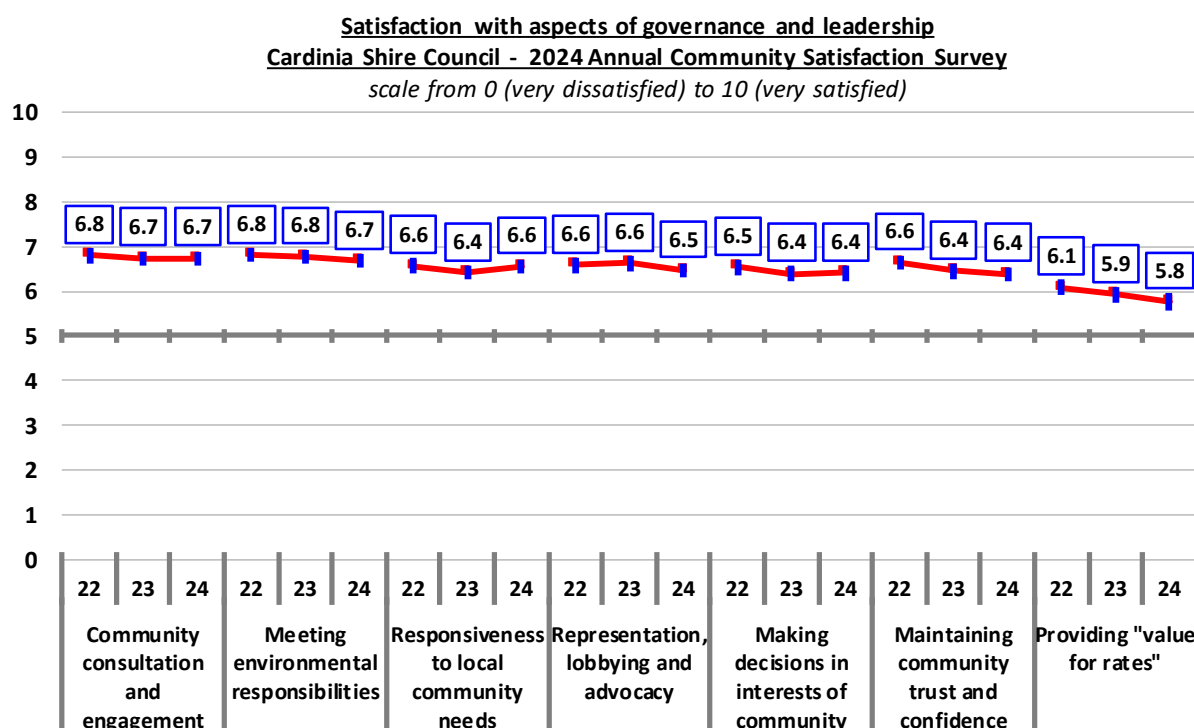
Six of these seven aspects of governance and leadership are considered the core governance and leadership measures, with “Council meeting its responsibilities towards the environment” treated separately.

The satisfaction with the six core aspects of governance and leadership remained stable this year at 6.4 out of 10, or a “solid” level of satisfaction.

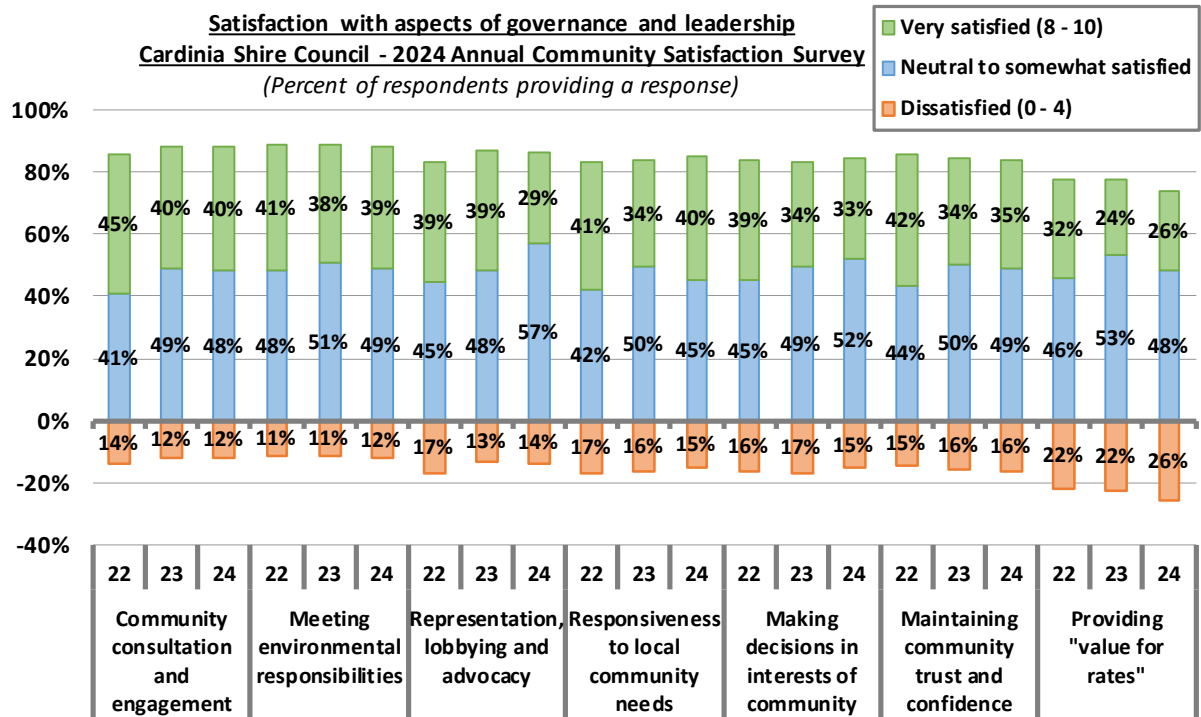
By way of comparison, satisfaction with these six core aspects of governance and leadership was measurably lower in the Cardinia Shire (6.4) than the metropolitan Melbourne (6.9) and southeastern region councils (7.0), as recorded in the 2024 *Governing Melbourne* research.

Whilst there was a small (2%) increase in satisfaction with the responsiveness of Council to local community needs (6.6 or “good”), satisfaction with Council’s performance meeting environmental responsibilities, representation, lobbying, and advocacy, and performance providing value for rates all declined marginally, down by one percent.

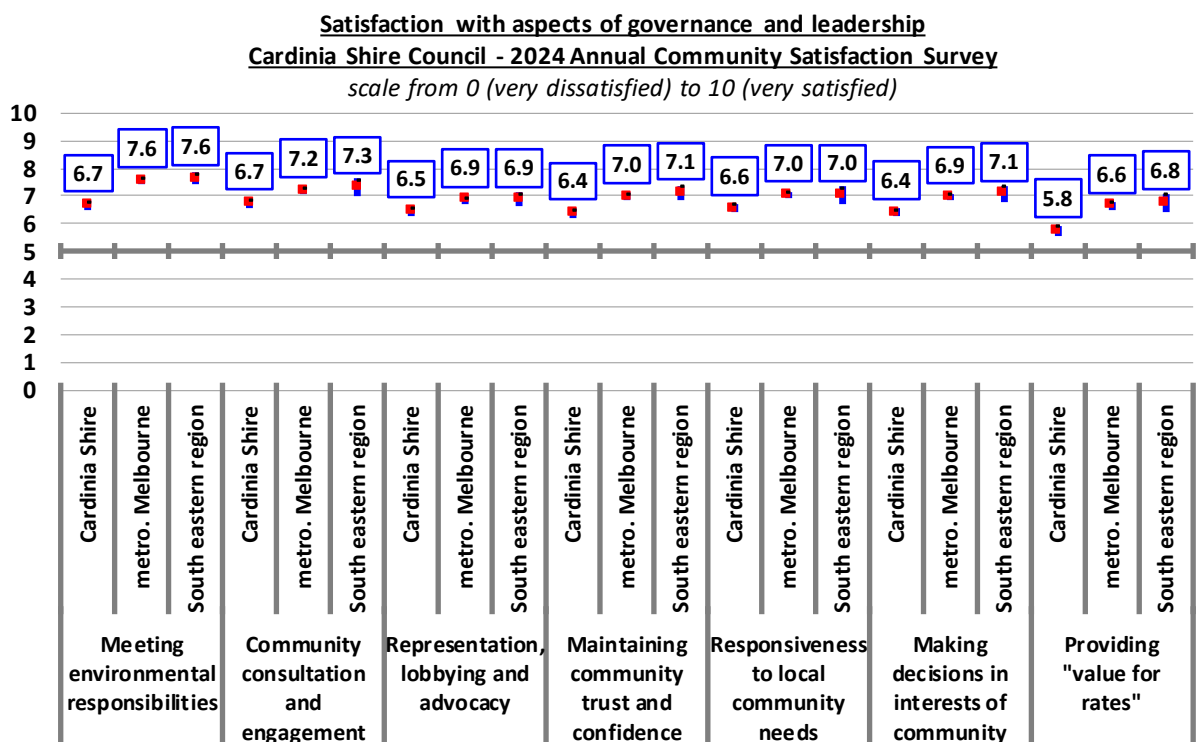
It is noted that satisfaction with Council performance providing value for rates has declined three percent from the 6.1 out of 10 recorded in the first year of the program (2022).



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



When compared to the metropolitan Melbourne and southeastern region councils' averages as recorded in *Governing Melbourne*, it is noted that respondents in the Cardinia Shire were measurably less satisfied than both of the comparison results for all seven aspects.



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.

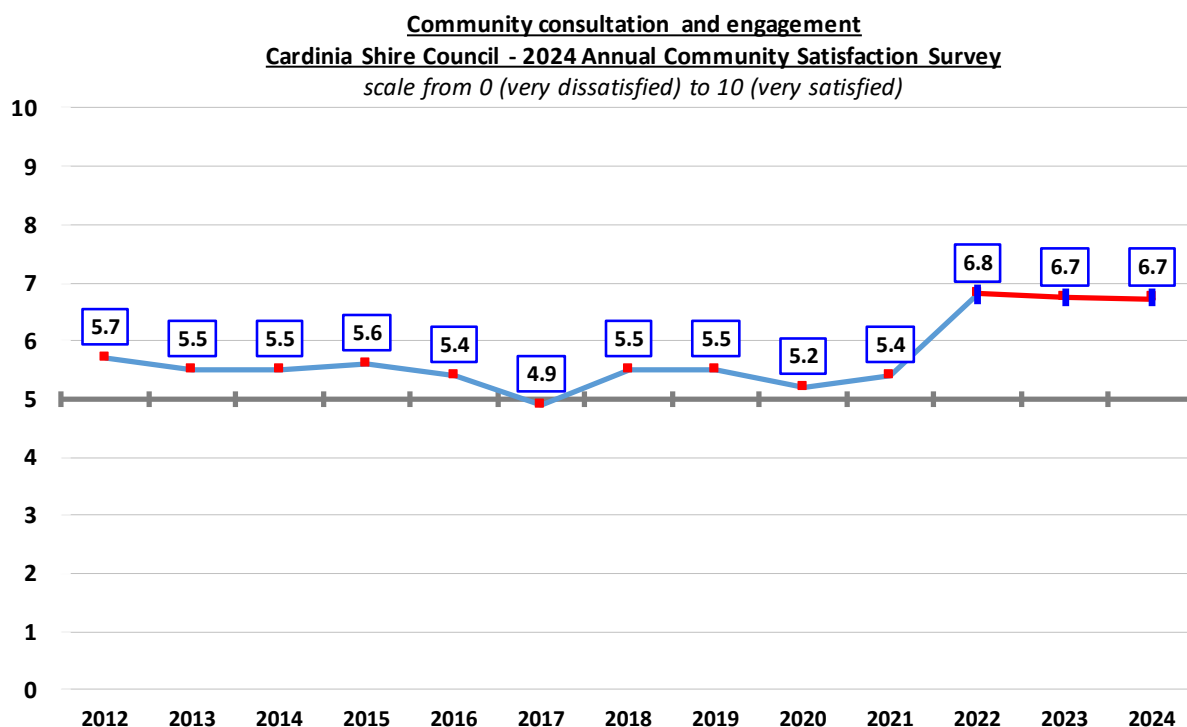
Whilst there was some variation in satisfaction observed from aspect to aspect, in general terms, the following pattern of satisfaction is noted:

- **Generally more satisfied than average with governance and leadership** – included respondents from Cardinia Road and Officer / Beaconsfield precincts, younger adults (aged 18 to 34 years), 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), and respondents from English speaking households.

Community consultation and engagement

Satisfaction with Council’s community consultation and engagement performance remained stable again this year at 6.7 out of 10, or a “good” level of satisfaction.

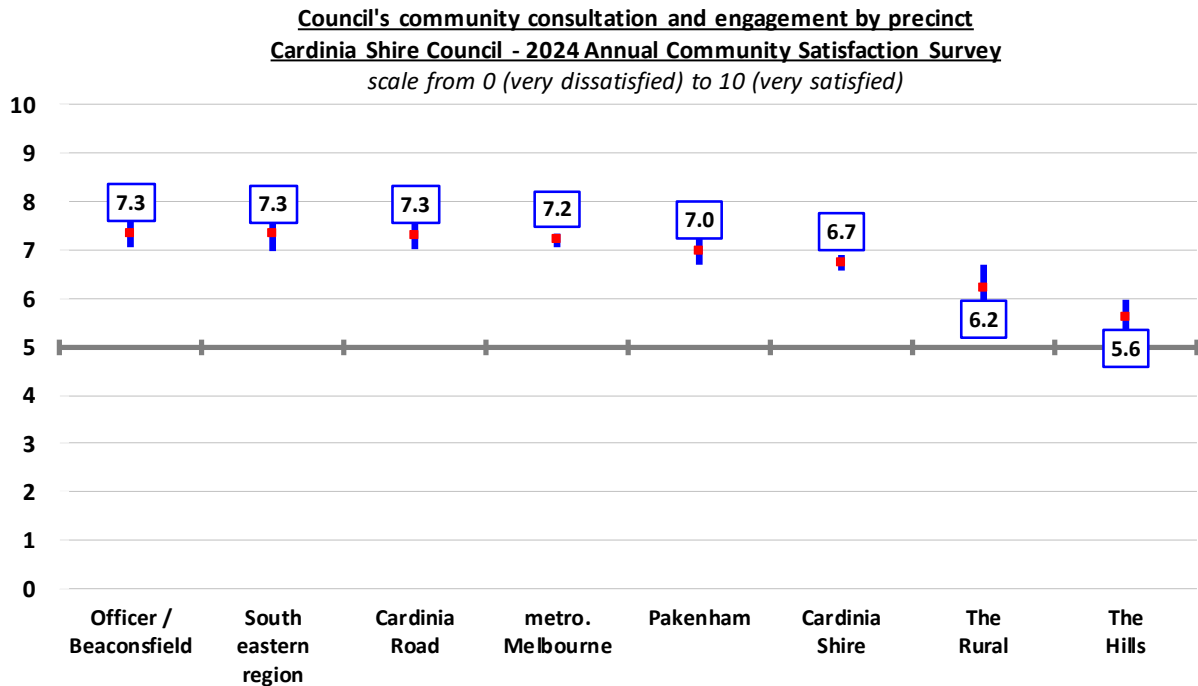
This result remains, however, below the metropolitan Melbourne (7.2) and southeastern region councils (7.3) results from *Governing Melbourne*. This result remains comfortably above the long-term average satisfaction since 2012 of 5.7 out of 10, or “poor”.



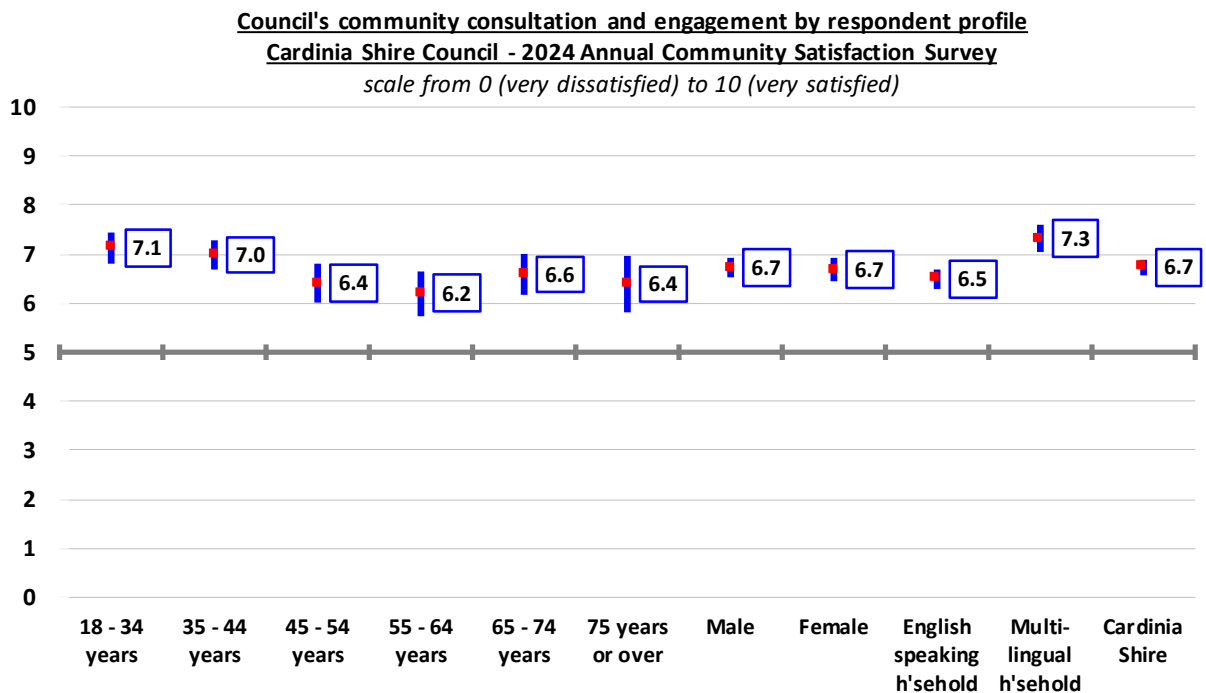
Respondents from Officer / Beaconsfield and Cardinia Road precincts were measurably more satisfied than average and at “very good” levels of satisfaction.



Respondents from the Rural precinct, however, were notably and respondents from the Hills precinct were measurably less satisfied than average, and at “solid” and “poor” levels of satisfaction respectively.



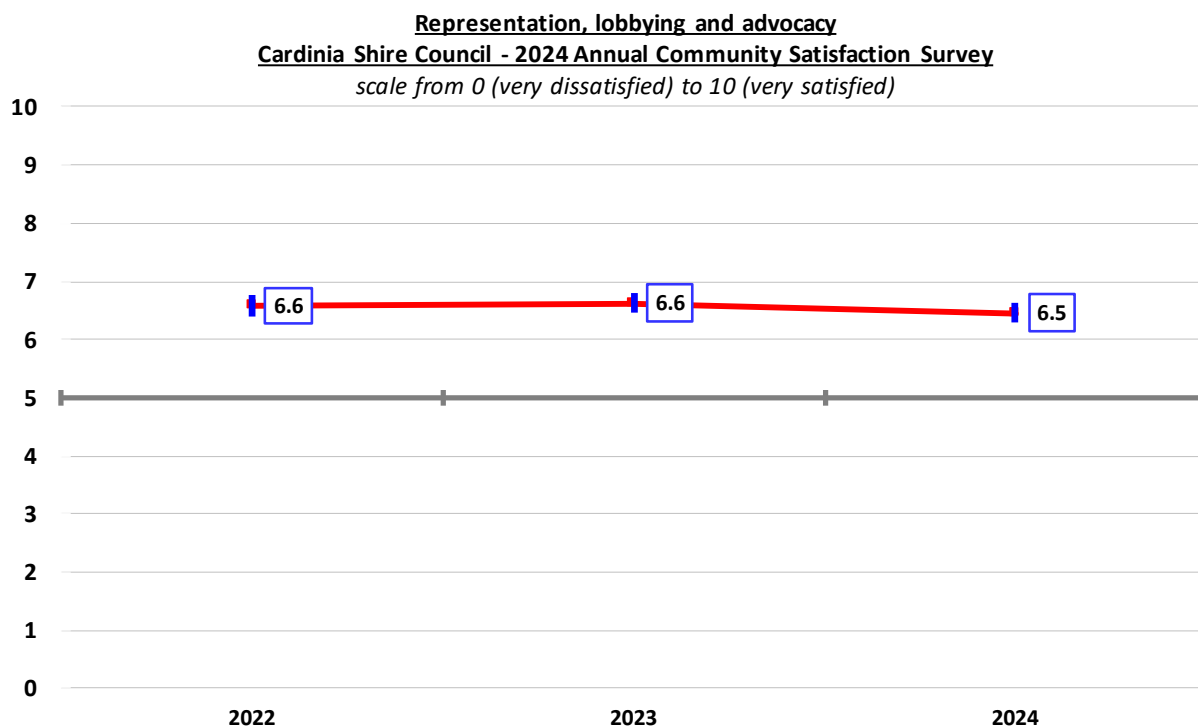
There was also notable variation observed by respondent profile. Young adults (aged 18 to 34 years) were measurably, and adults (aged 35 to 44 years) were notably more satisfied than average, whilst older middle-aged adults (aged 55 to 64 years) were measurably less satisfied and at “solid” levels. Respondents 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 essentially stable again this year, down one percent to 6.5 out of 10, although it remains at a “good” level of satisfaction.

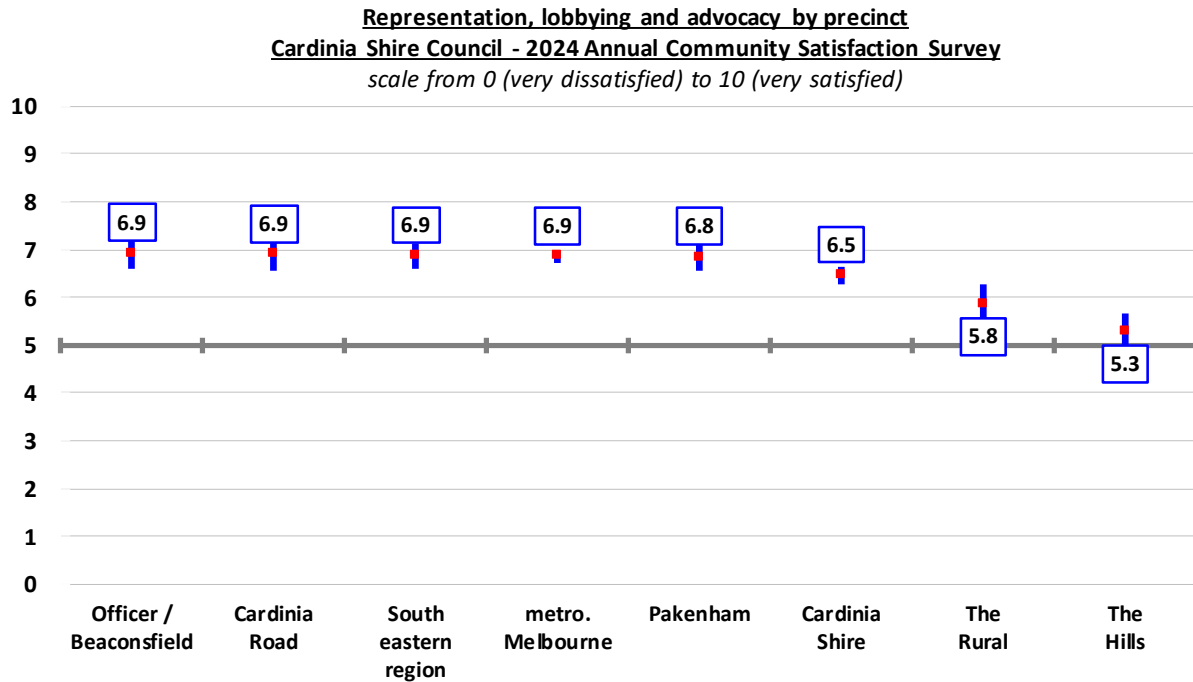
This result remains, however, below the metropolitan Melbourne (6.9) and southeastern region councils (6.9) results from *Governing Melbourne*.



Respondents from Officer / Beaconsfield and Cardinia Road precincts were measurably more satisfied than average and at “very good” levels of satisfaction.

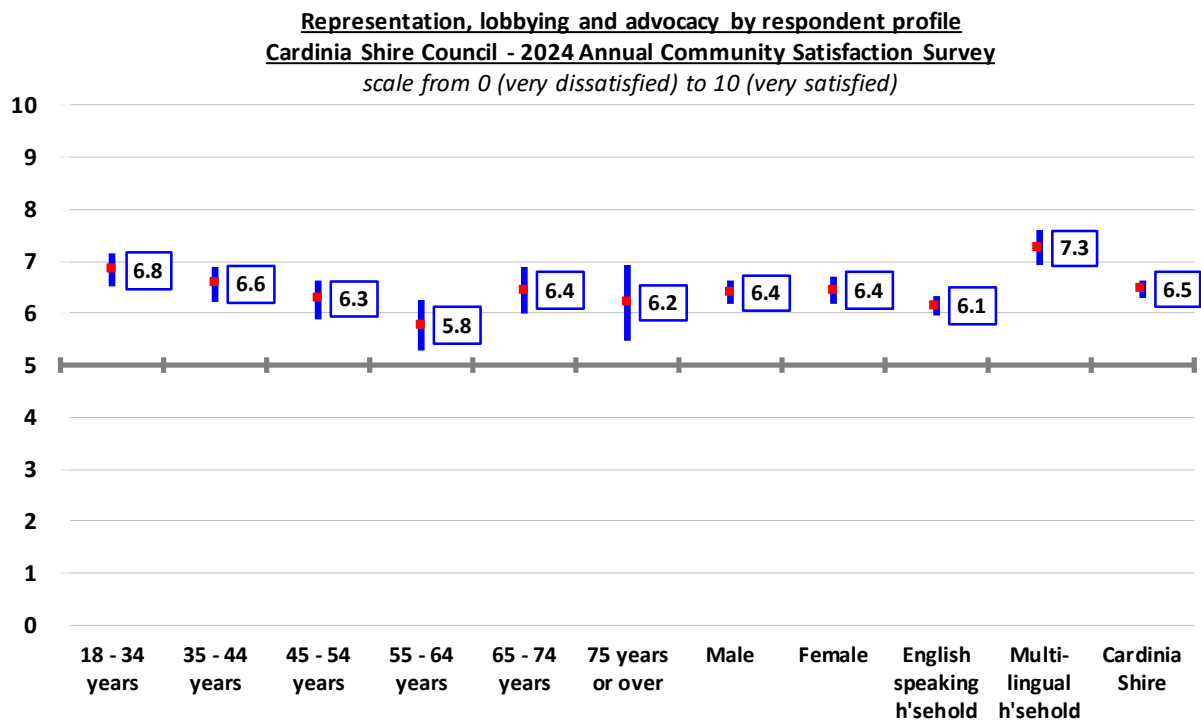
Respondents from the Rural and the Hills precincts were measurably less satisfied than average, and at “poor” and “very poor” levels of satisfaction respectively.





There was also notable variation observed by respondent profile. Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst older middle-aged adults (aged 55 to 64 years) were measurably less satisfied and at a “poor” level.

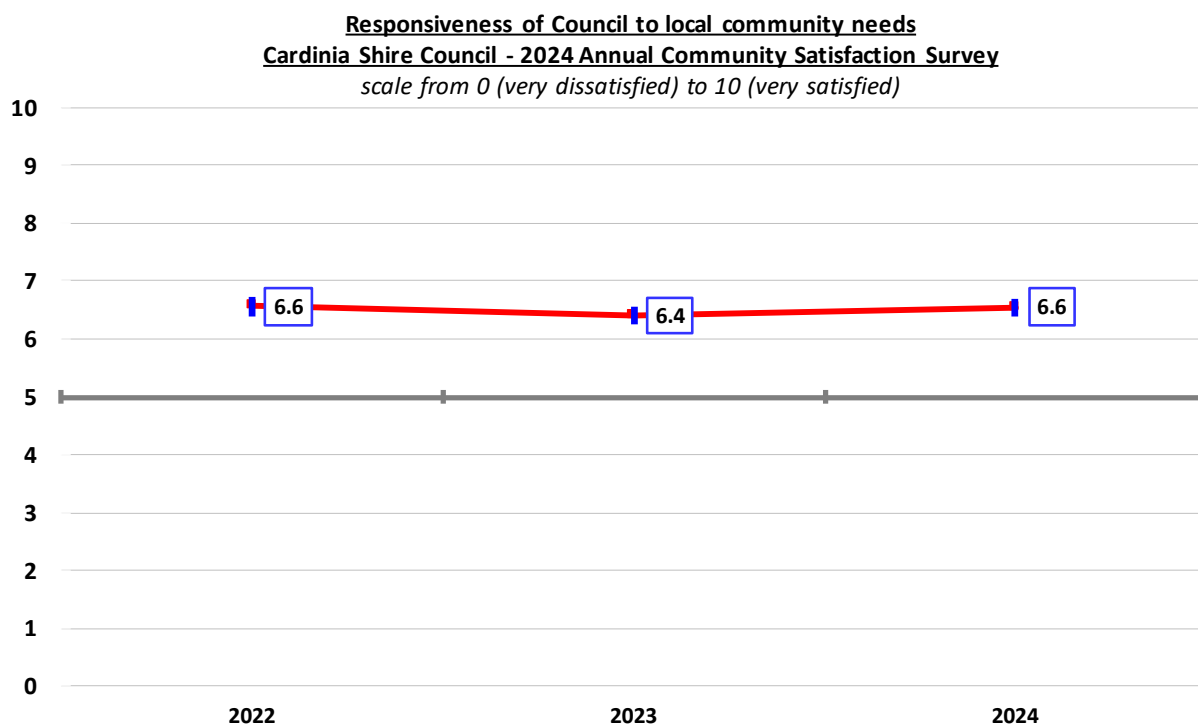
Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Responsiveness of Council to local community needs

Satisfaction with the responsiveness of Council to local community needs increased somewhat, but not measurably this year, up two percent to 6.6 out of 10, which was a “good”, up from a “solid” level of satisfaction.

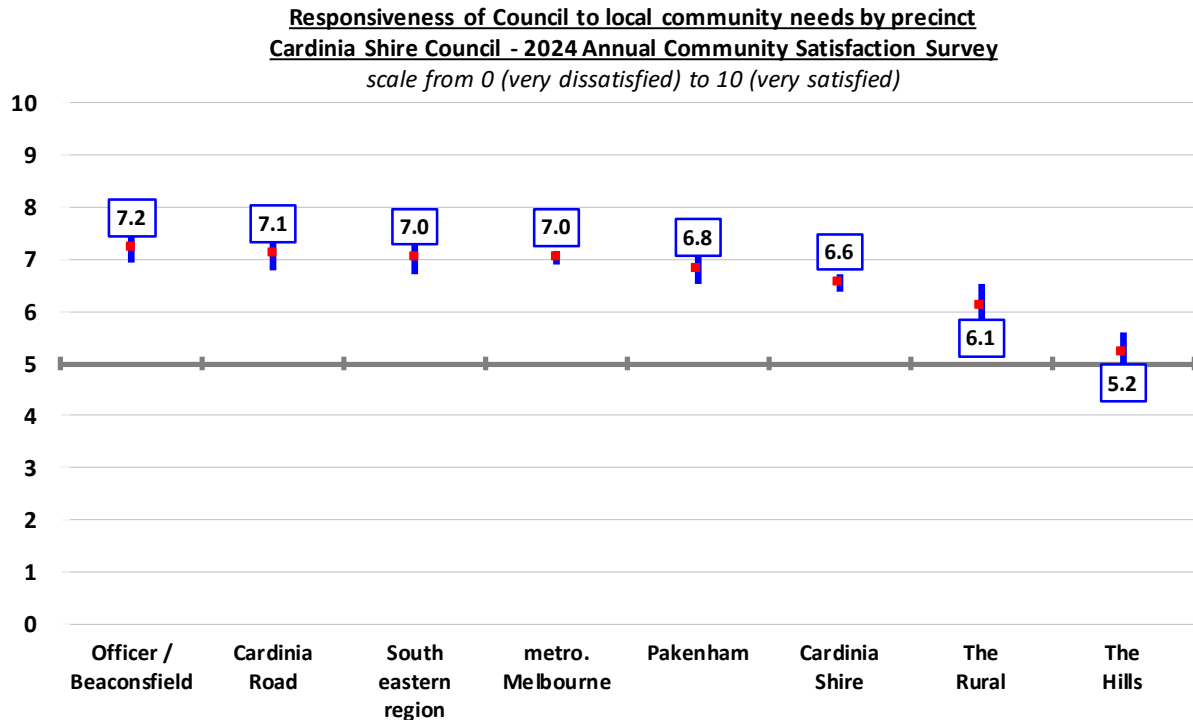
This result remains, however, below the metropolitan Melbourne (7.0) and southeastern region councils (7.0) results from *Governing Melbourne*.



Respondents from Officer / Beaconsfield and Cardinia Road precincts were measurably more satisfied than average.

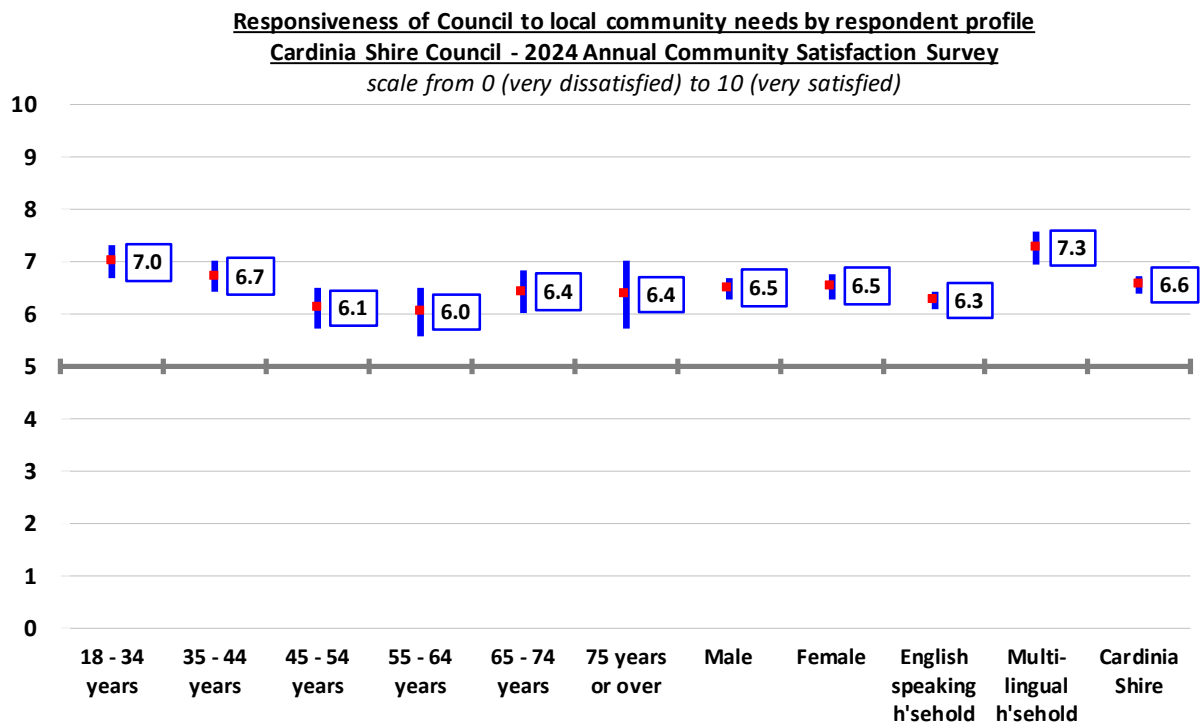
Respondents from the Rural precinct were notably, and respondents from the Hills precincts were measurably less satisfied than average, and at “solid” and “very poor” levels of satisfaction respectively.





There was also notable variation observed by respondent profile. Young adults (aged 18 to 34 years) were measurably more satisfied than average, whilst middle-aged adults (aged 45 to 64 years) were notably but not measurably less satisfied and at “solid” levels.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households, and at a “very good” level of satisfaction.

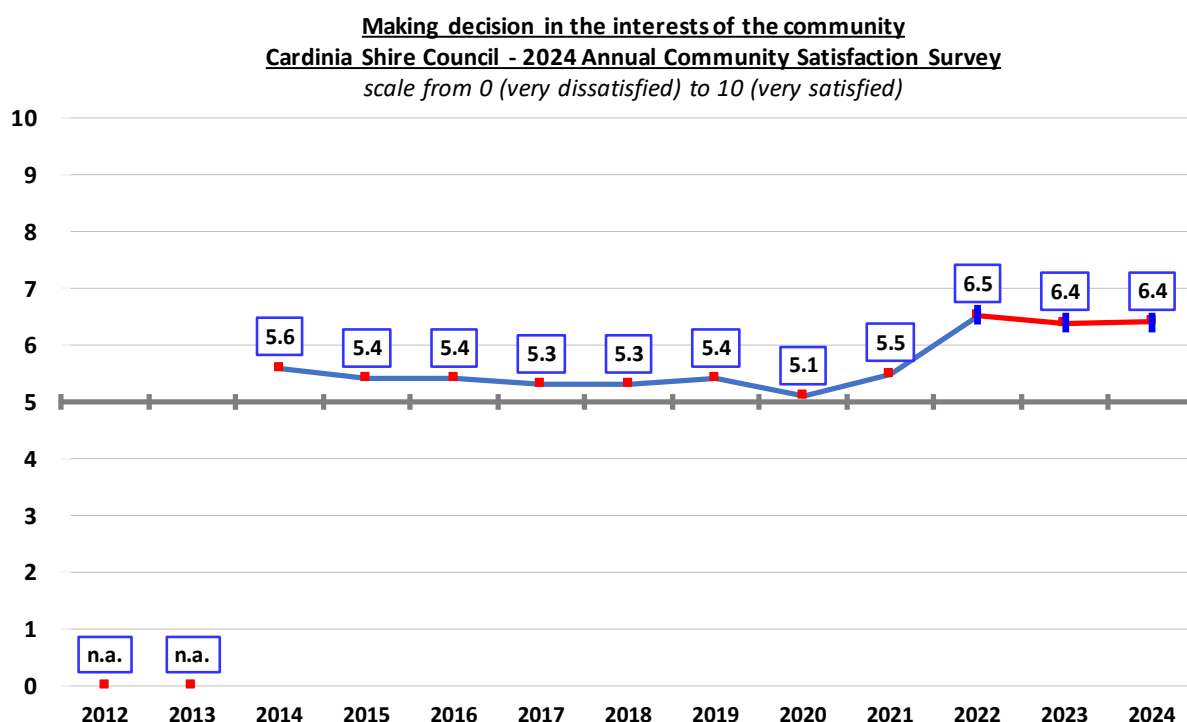


Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community remained stable this year at 6.4 out of 10, which remains at a “solid” level of satisfaction.

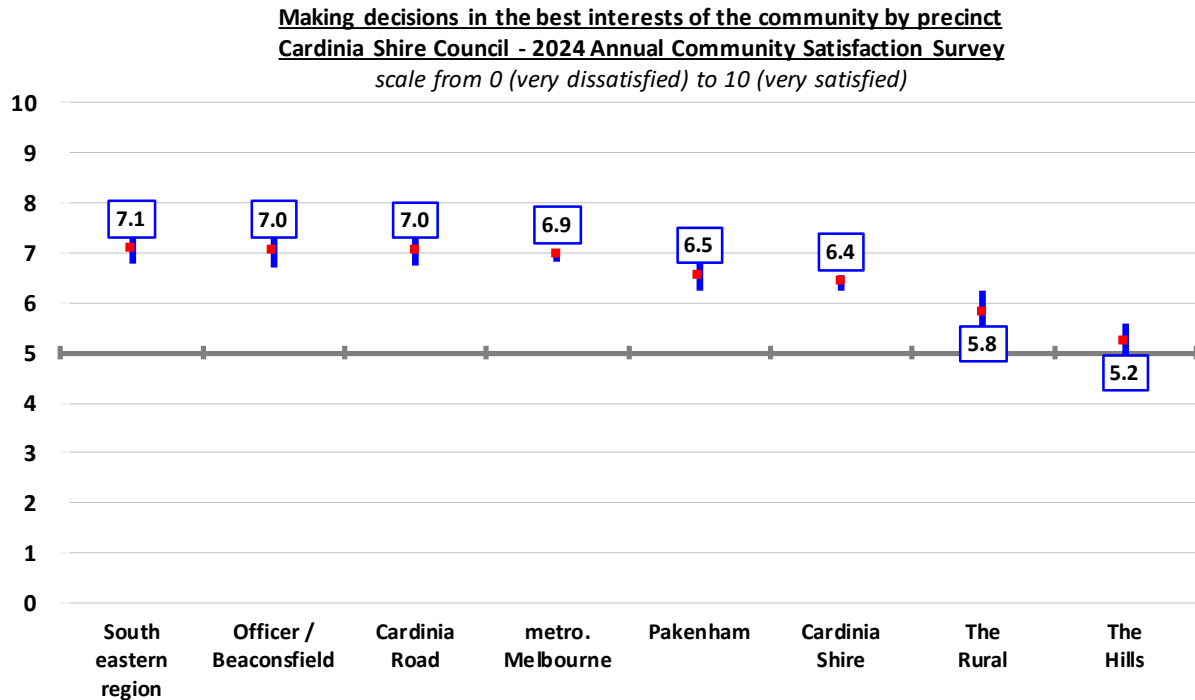
This result remains measurably above the long-term average satisfaction since 2014 of 5.7 out of 10, or “poor”.

This result remains, however, below the metropolitan Melbourne (6.9) and southeastern region councils (7.1) results from *Governing Melbourne*.



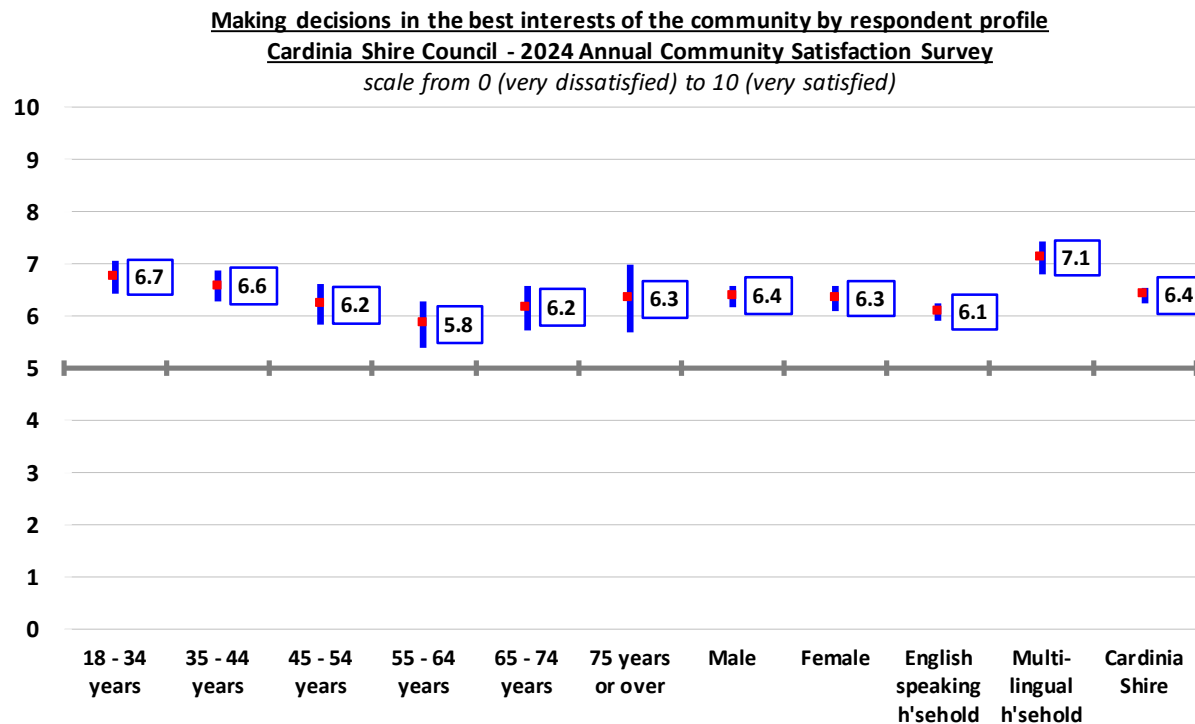
Respondents from Officer / Beaconsfield and Cardinia Road precincts were measurably more satisfied than average, and at “good” levels of satisfaction.

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



There was also notable variation observed by respondent profile. Young adults (aged 18 to 34 years) were notably more satisfied than average, whilst older middle-aged adults (aged 55 to 64 years) were notably but not measurably less satisfied and at a “poor” level.

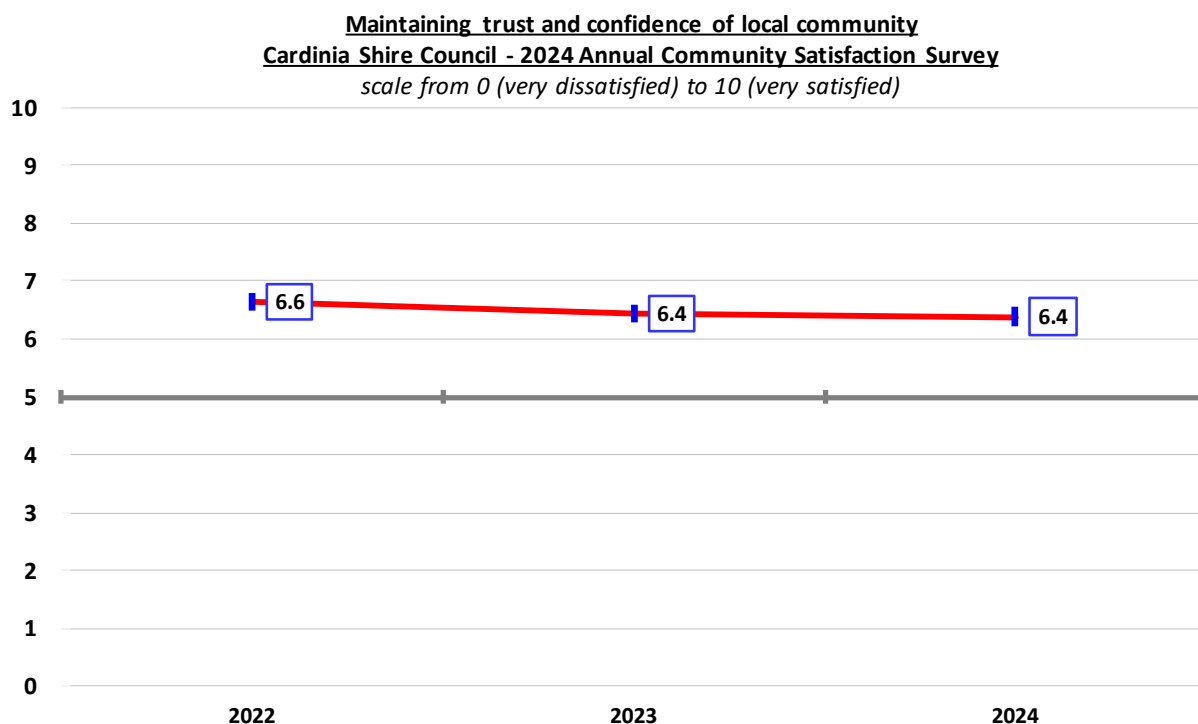
Respondents from multilingual households were measurably more satisfied than respondents from English speaking households, and at a “good” level of satisfaction.



Maintaining trust and confidence of local community

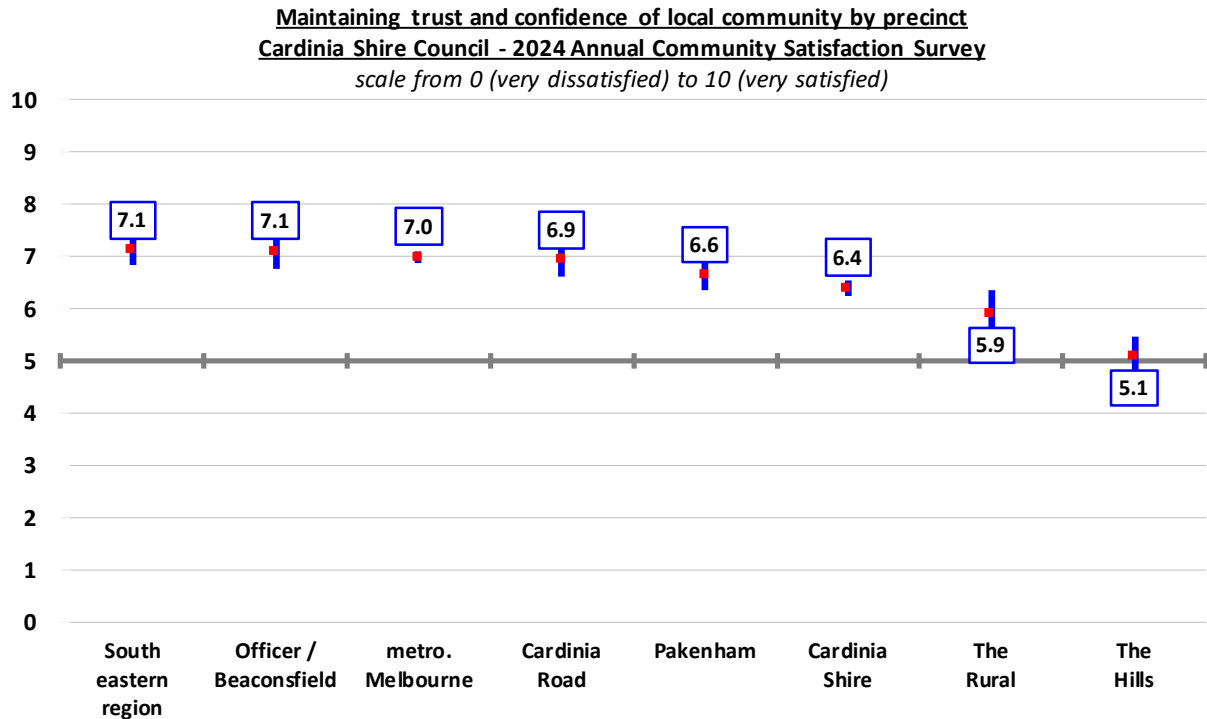
Satisfaction with Council’s performance maintaining the trust and confidence of the local community remained stable this year at 6.4 out of 10, which remains a “solid” level of satisfaction.

This result remains below the metropolitan Melbourne (7.0) and southeastern region councils (7.1) results from *Governing Melbourne*.



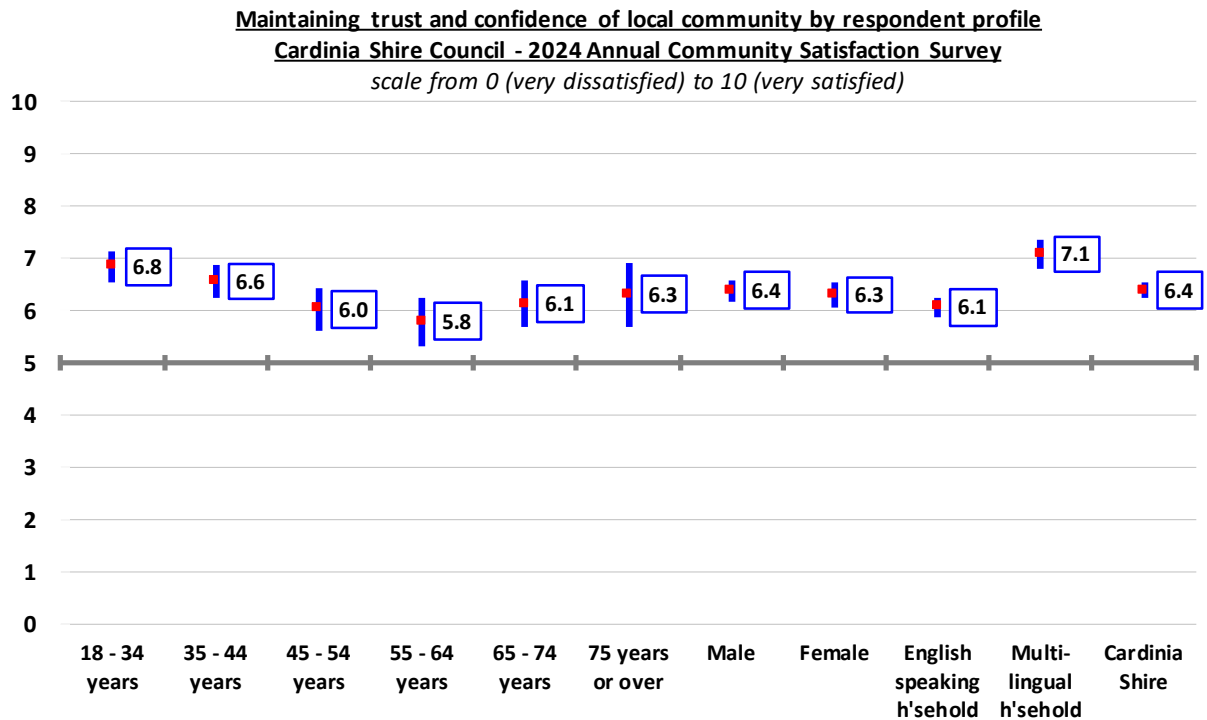
Respondents from Officer / Beaconsfield and Cardinia Road precincts were measurably more satisfied than average, and at “good” levels of satisfaction.

By contrast, respondents from the Rural precinct were notably, and respondents from the Hills precinct were measurably less satisfied than average, and at “poor” and “very poor” levels of satisfaction respectively.



There was also notable variation observed by respondent profile. Young adults (aged 18 to 34 years) were notably more satisfied than average, whilst older middle-aged adults (aged 55 to 64 years) were measurably less satisfied and at a “poor” level.

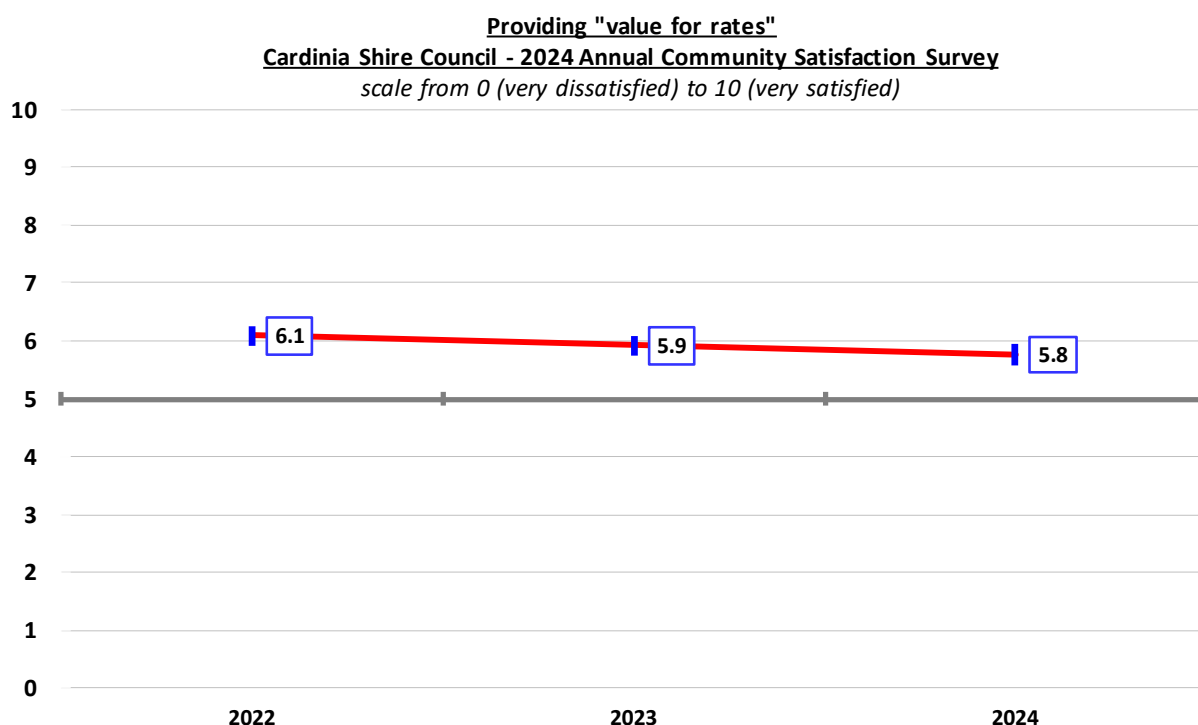
Respondents from multilingual households were measurably more satisfied than respondents from English speaking households, and at a “good” level of satisfaction.



Providing “value for rates”

Satisfaction with Council’s performance providing value for rates remained essentially stable this year, down one percent to 5.8 out of 10, which remains a “poor” level of satisfaction.

This result remains below the metropolitan Melbourne (6.6) and southeastern region councils (6.8) results from *Governing Melbourne*.



There was measurable and significant variation in this result observed across the municipality, significantly more variable across the municipality than many of the other measures of governance and leadership.

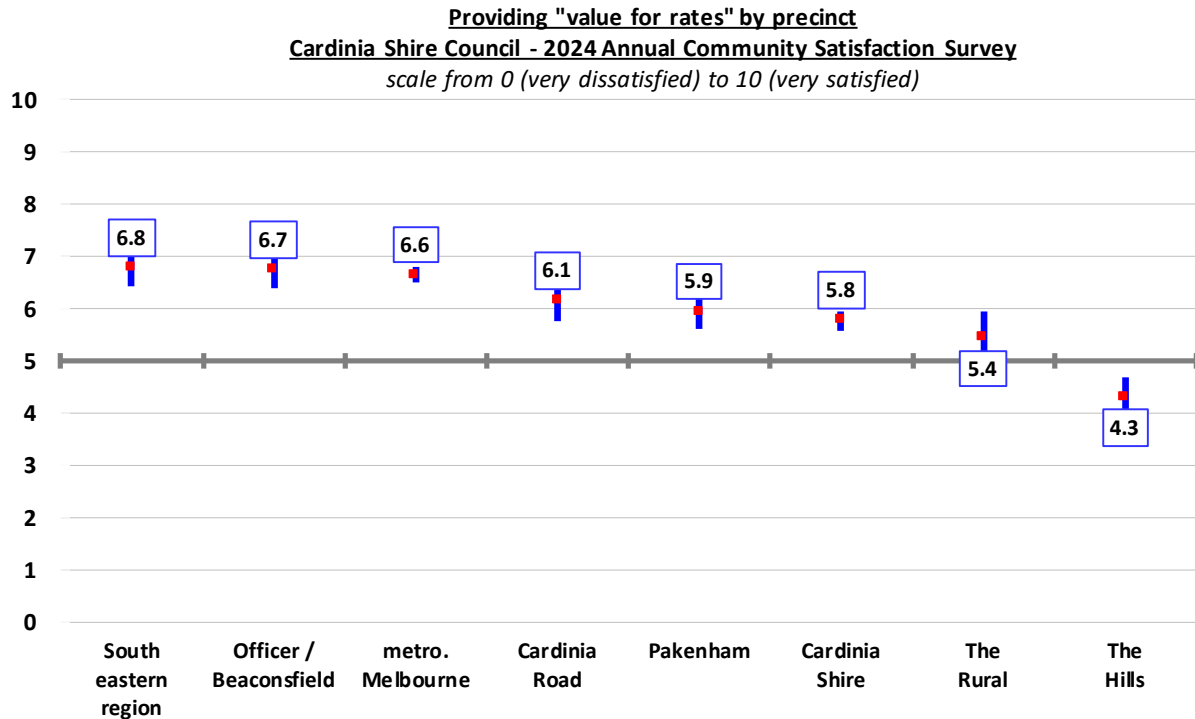
Respondents from Officer / Beaconsfield were measurably and respondents from Cardinia Road precinct were notably more satisfied than average, and at “good” levels of satisfaction.

By contrast, respondents from the Rural precinct were somewhat less satisfied than average, and at a “very poor” level.

The most significant variation, however, was respondents from the Hills precinct, who were measurably and significantly less satisfied than average, and at an “extremely poor” level of satisfaction.

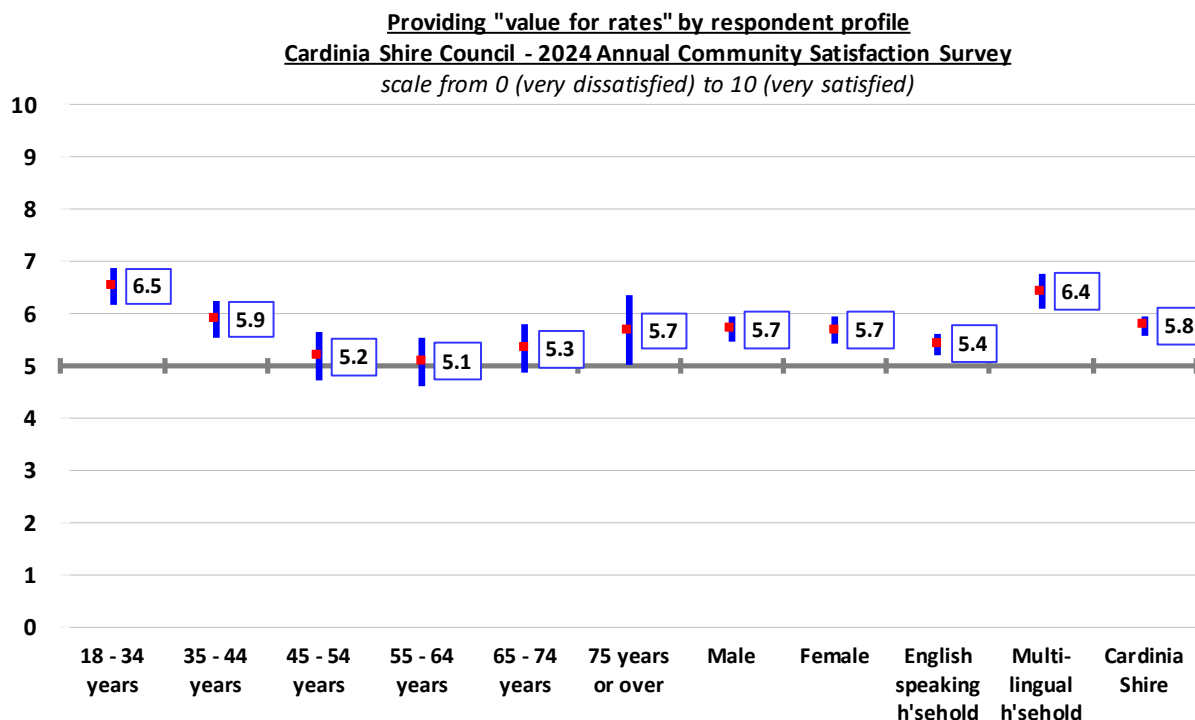
This was an important result, as it highlights the extremely strong views held by some in the Hill precinct, who perceive an unequal treatment between themselves and those living in the growth area, urban precincts. This has been a strong theme observed over the course of the three surveys conducted for Council by Metropolis Research.





There was also notable variation observed by respondent profile. Young adults (aged 18 to 34 years) were measurably more satisfied than average and at a “good” level, whilst middle-aged adults (aged 45 to 64 years) were measurably less satisfied, and older adults (aged 65 to 74 years) were notably less satisfied and all at “very poor” levels.

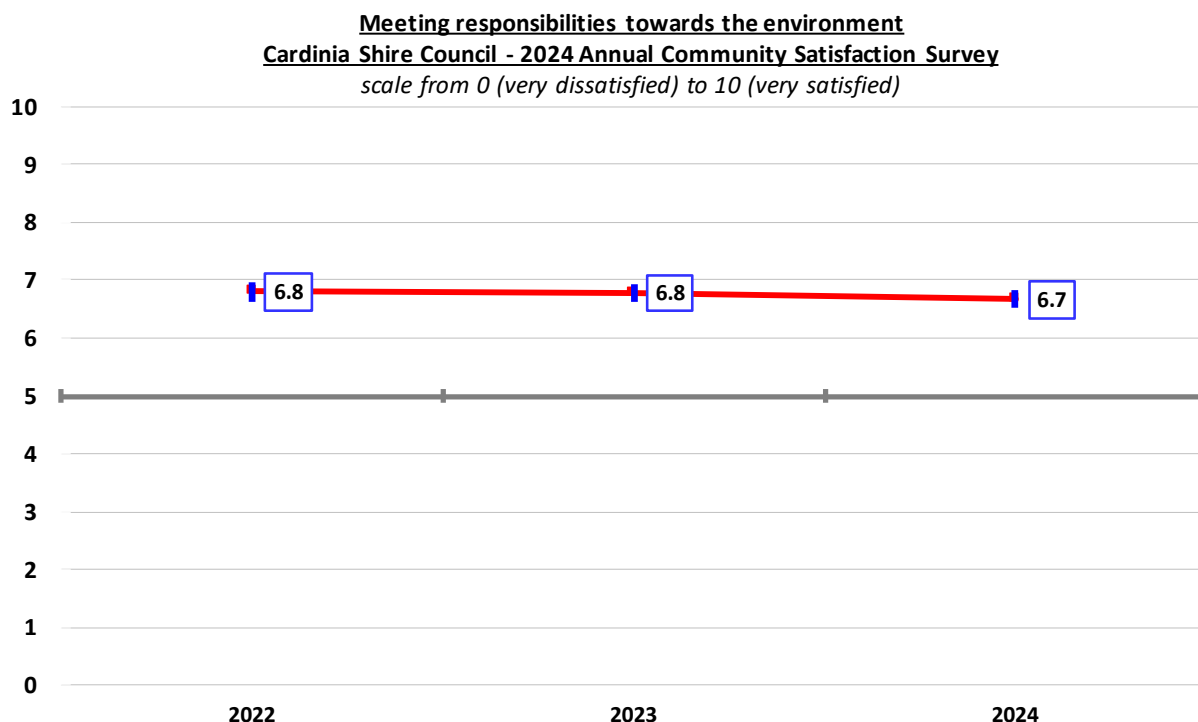
Respondents from multilingual households were measurably more satisfied than respondents from English speaking households, and at a “good” level of satisfaction.



Meeting responsibilities towards the environment

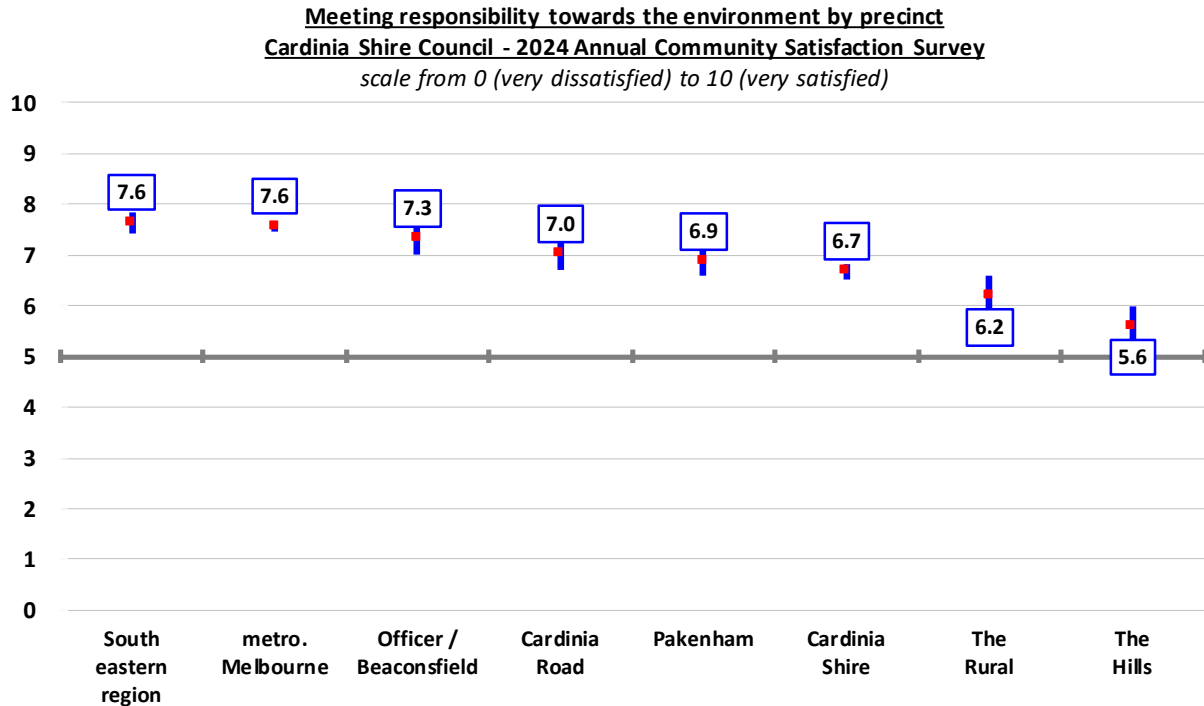
Satisfaction with Council’s performance meeting its responsibilities towards the environment remained essentially stable this year, down one percent to 6.7 out of 10, which remains a “good” level of satisfaction.

This result remains, however, below the metropolitan Melbourne (7.6) and southeastern region councils (7.6) results from *Governing Melbourne*, both of which were categorised as “very good”.



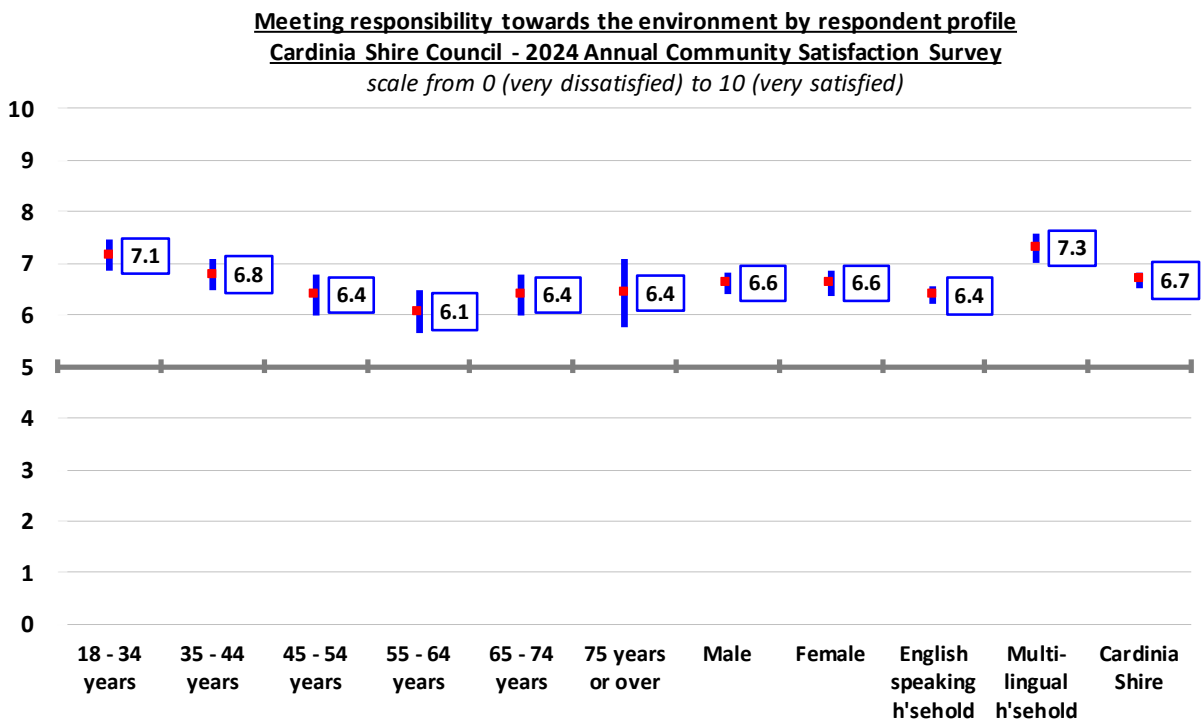
Respondents from Officer / Beaconsfield were measurably more satisfied than average, and at a “very good” level of satisfaction.

By contrast, respondents from the Rural precinct were notably, and respondents from the Hills precinct were measurably less satisfied than average, and at “solid” and “poor” levels of satisfaction respectively.



There was also notable variation observed by respondent profile. Young adults (aged 18 to 34 years) were measurably more satisfied than average and at a “good” level, whilst older middle-aged adults (aged 55 to 64 years) were measurably less satisfied and at a “solid” level.

Respondents from multilingual households were measurably more satisfied than respondents from English speaking households, and at a “very good” level of satisfaction.



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 results recorded over the course of the three surveys, approximately one-third of respondents reported that they had contacted Council in the last 12 months.

Contacted Council in the last 12 months
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2024		2023	2022
	Number	Percent		
Yes	308	35%	31%	35%
No	581	65%	69%	65%
Not stated	11		6	5
Total	900	100%	900	900

Forms of contact

Respondents who had contacted Council were asked:

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

There was no substantial variation in the methods by which respondents contacted Council over the last 12 months, with telephone (53%), email (19%), and website (13%) the three most common methods.

It is noted that there remains only a small proportion (8%) of respondents who reported that they contacted Council by visiting in person.

Metropolis Research notes that pre-pandemic, in the order of 15% to 20% of respondents across metropolitan Melbourne would typically visit in person.

Whilst there are no historical results available for this question prior to Metropolis Research commencing the project (in 2022), it may well be the case that there has been a move away from visiting Cardinia Shire Council in person, with more interactions by email and the website.



This movement away from visiting in person to a customer service centre poses challenges for local government in providing high-quality customer service by other methods, particularly email.

Method of contact with Council

Cardinia Shire Council - 2024 Annual Community Satisfaction Survey

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

Method	2024		2023	2022
	Number	Percent		
Telephone (during office hours)	160	53%	56%	54%
Email	57	19%	16%	18%
Website	41	13%	12%	10%
Visit in person	24	8%	8%	9%
Web request / online forms	7	2%	3%	2%
My Cardinia Web Portal	6	2%	0%	1%
Telephone (after hours service)	5	2%	2%	2%
Mail	4	1%	1%	1%
Not stated	4		1	1
Total	308	100%	275	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 7.3 out of 10, or a “very good”, up from a “good” level of satisfaction, a small one percent increase on the average of 7.2 recorded last year.

Given the relatively modest overall satisfaction with Council score of 6.5 out of 10 this year, this result for customer service is a very positive result, with particular attention drawn to the fact that overall satisfaction with the customer service experience was higher in the Cardinia Shire than the metropolitan Melbourne average (7.3 compared to 7.1).

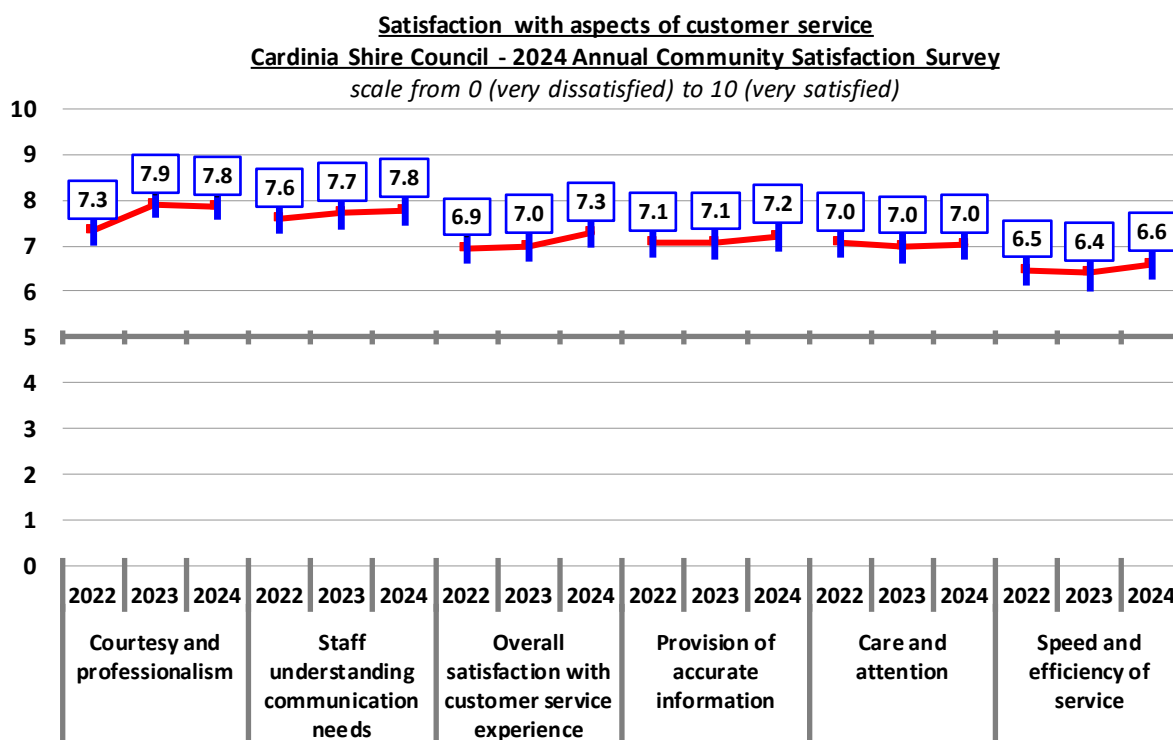
This reflects well on the performance of Council providing high quality customer service, in an environment where satisfaction with Council across many areas of performance underperformed the metropolitan Melbourne average.



There was a notable increase in overall satisfaction with the customer service experience this year (up three percent), and a two percent increase in satisfaction with the speed and efficiency of service (6.6 up from 6.4).

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

- **Excellent** – for staff courtesy and professionalism, and staff understanding communication needs.
- **Very Good** – for the provision of accurate information.
- **Good** – for care and attention to enquiry, and the speed and efficiency of service.

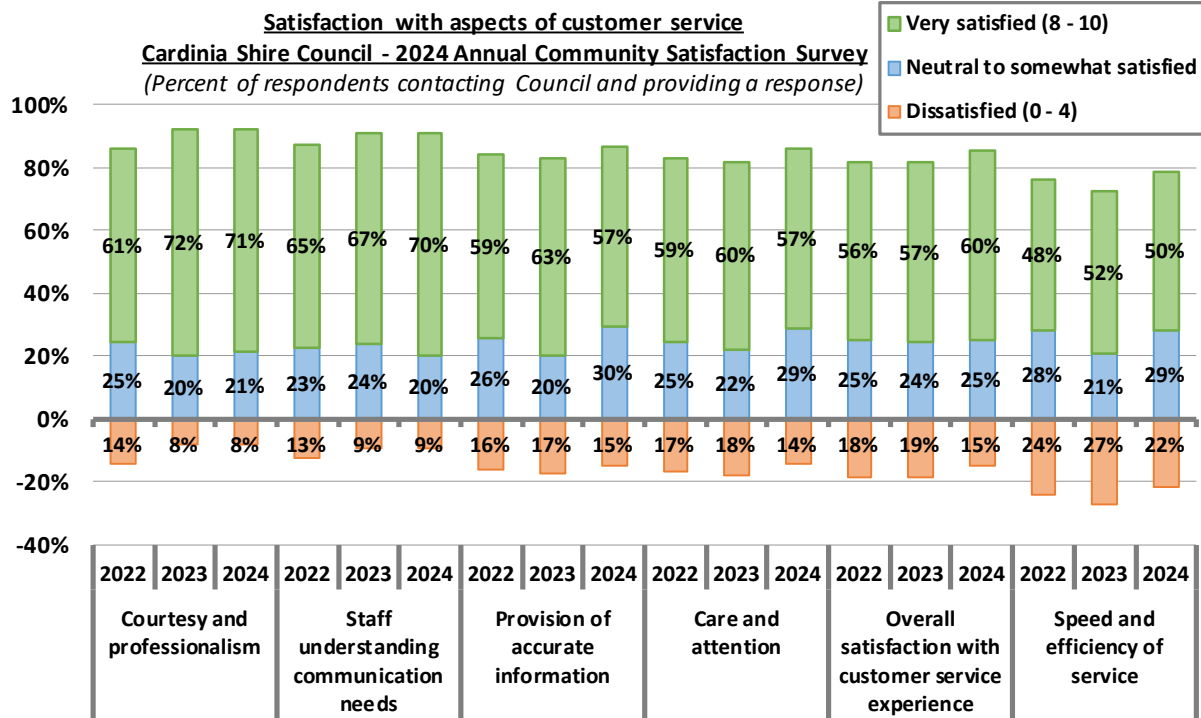


The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

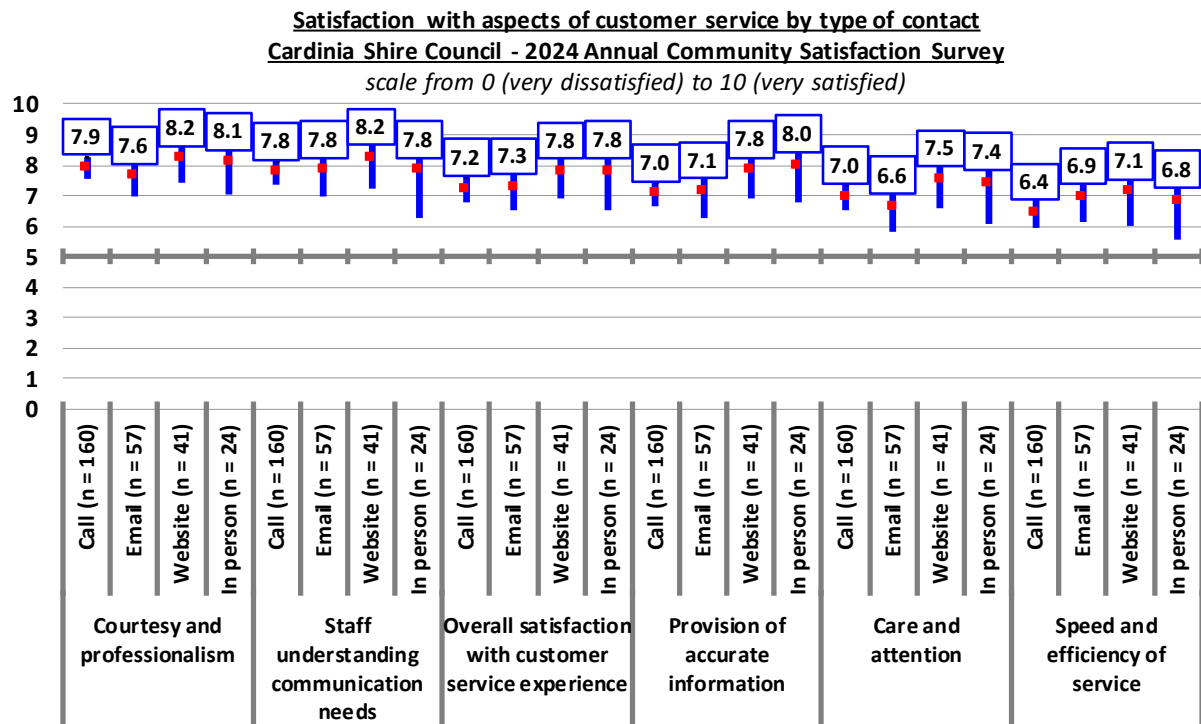
A majority of respondents who had contacted Council in the last 12 months were “very satisfied” with each of the six aspects of customer service (including overall satisfaction with the customer service experience).

Attention is drawn, however, to the 22% (down from 27%) of respondents who were dissatisfied with the speed and efficiency of service.





Whilst noting the relatively small size for respondents contacting Council by some of these methods, it was noted that satisfaction with most aspects was lower to lowest for respondents who contacted Council by email, whilst satisfaction tended to be a little higher for respondents who visited Council in person, or contacted Council via the website.



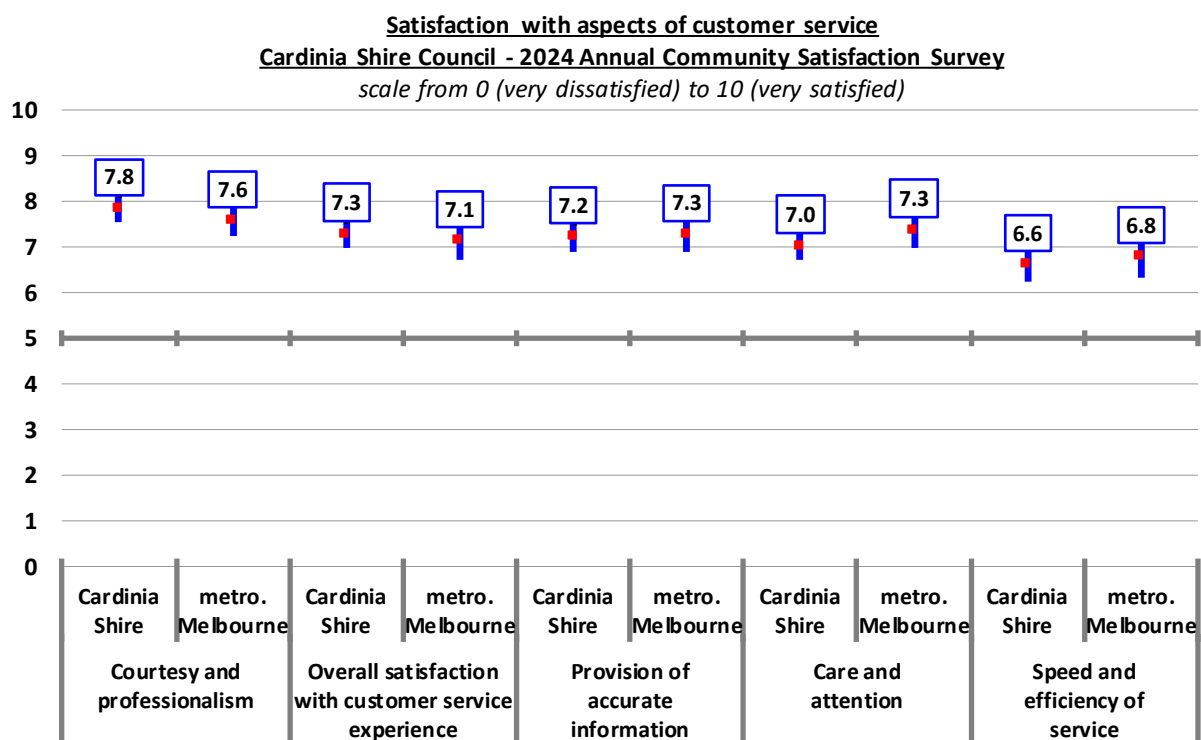
The following graph provides a comparison of satisfaction with five of these aspects against the metropolitan Melbourne results, as sourced from the 2024 *Governing Melbourne* research.



Governing Melbourne was conducted independently by Metropolis Research in January 2024, using the same in-person methodology.

It is noted that satisfaction with courtesy and professionalism and overall satisfaction with the customer service experience was higher in the Cardinia Shire than the metropolitan Melbourne average.

Satisfaction with care and attention and the speed and efficiency of service was marginally lower in the Cardinia Shire.



Overall satisfaction with the customer service experience

Satisfaction overall with the customer service experience increased notably this year, up three percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

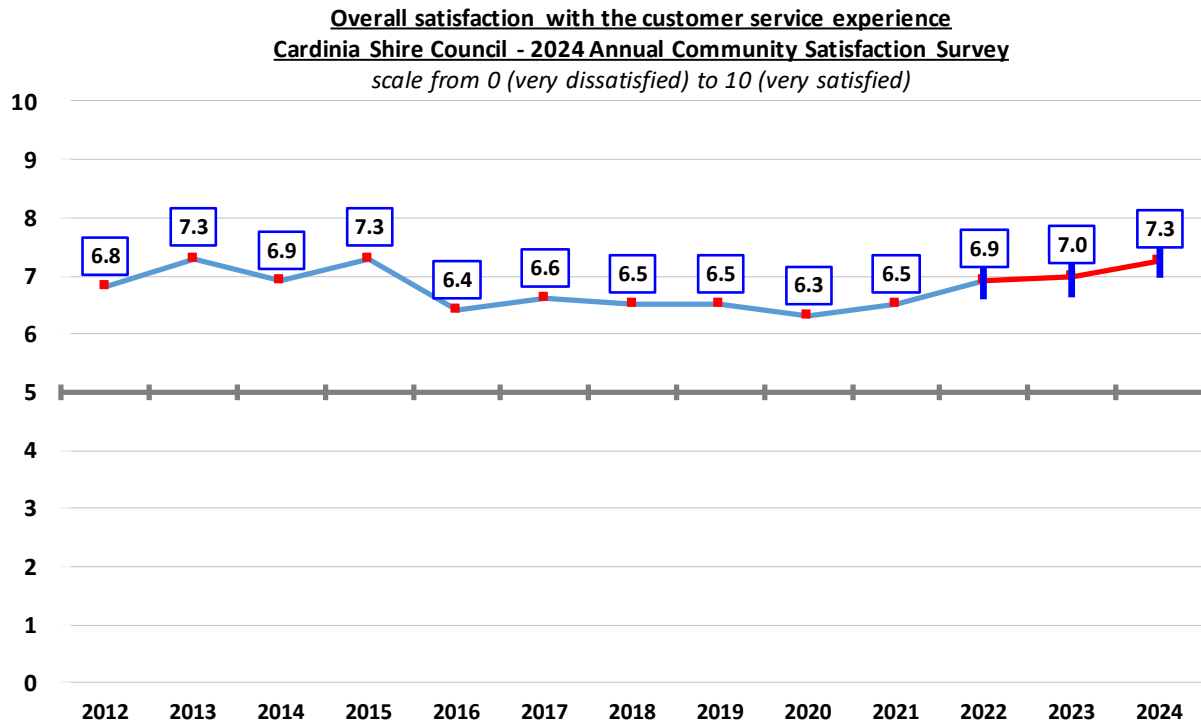
This is the equal highest overall satisfaction with the customer service experience recorded for the Cardinia Shire Council, and the highest score recorded over the last nine years from 2015.

This result was notably higher than the long-term average satisfaction since 2012 of 6.8 out of 10, or “good”.

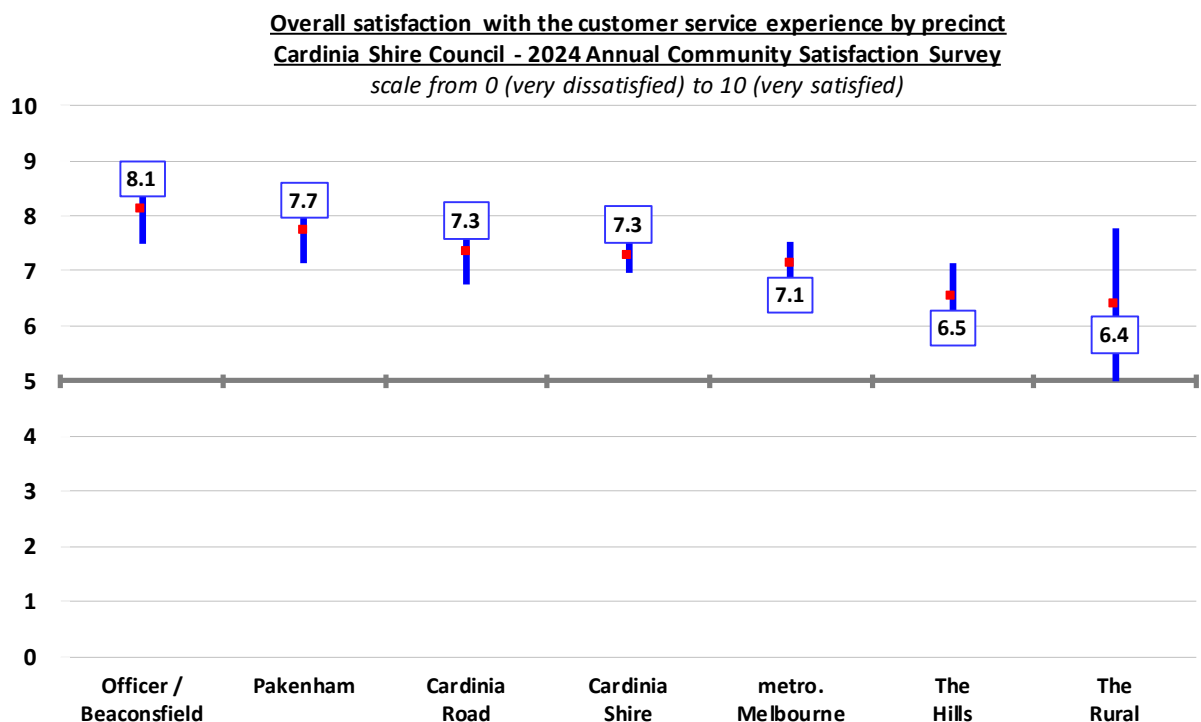
This result was somewhat higher than the metropolitan Melbourne average satisfaction of 7.1 out of 10, or “good”. Metropolis Research suggests that this was a very good result, particularly given that [overall satisfaction with Cardinia Shire Council](#) was five percent lower than the metropolitan Melbourne average of 7.0.



Cardinia Shire Council was clearly outperforming the metropolitan Melbourne average satisfaction with customer service this year.

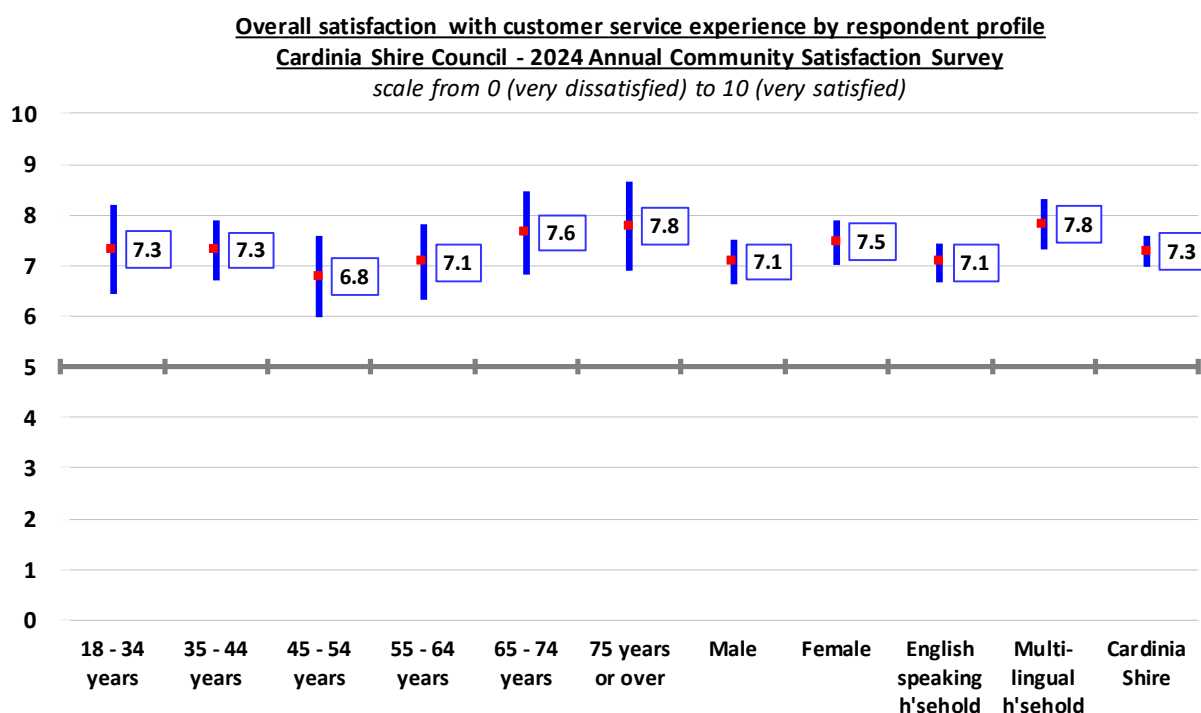


Consistent with satisfaction with other areas of Council performance, respondents from the Hills and the Rural precincts were notably less satisfied with customer service experience than respondents from other precincts, with respondents from Officer / Beaconsfield notably more satisfied and at an “excellent” level.



Whilst the sample size of respondents who had contacted Council in the last 12 months was relatively small for some profile groups, there was still notable variation in overall satisfaction with the customer service experience observed by respondent profile, as follows:

- **Younger middle-aged adults (aged 45 to 54 years)** – respondents were notably less satisfied than average, and at a “good” rather than “very good” level.
- **Senior citizens (aged 75 years and over)** – respondents were notably more satisfied than average, and at an “excellent” level.
- **Gender** - female respondents were somewhat more satisfied than male respondents, and at a “very good” level.
- **Language spoken at home** – respondents from multilingual households were notably more satisfied than respondents from English speaking households.



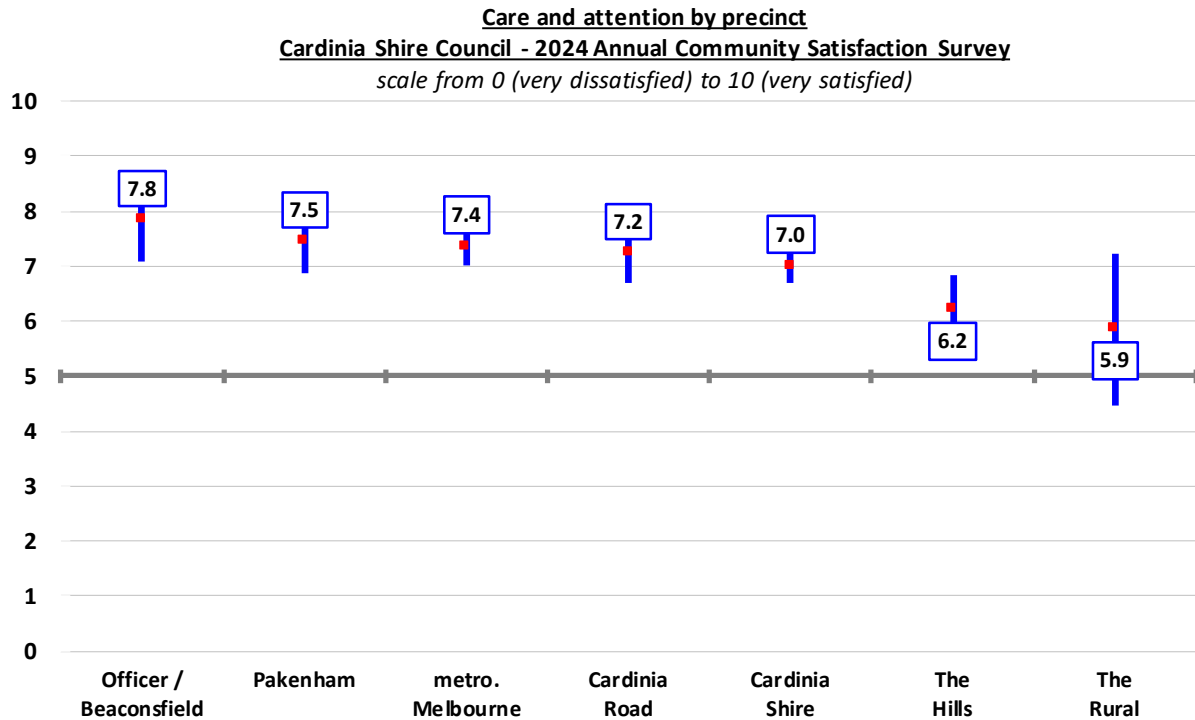
Care and attention to enquiry

Satisfaction with the care and attention to the respondent's enquiry remained stable for the third consecutive year at seven out of 10, or a “good” level of satisfaction.

This result was notably lower than the metropolitan Melbourne average of 7.4 or “very good”.

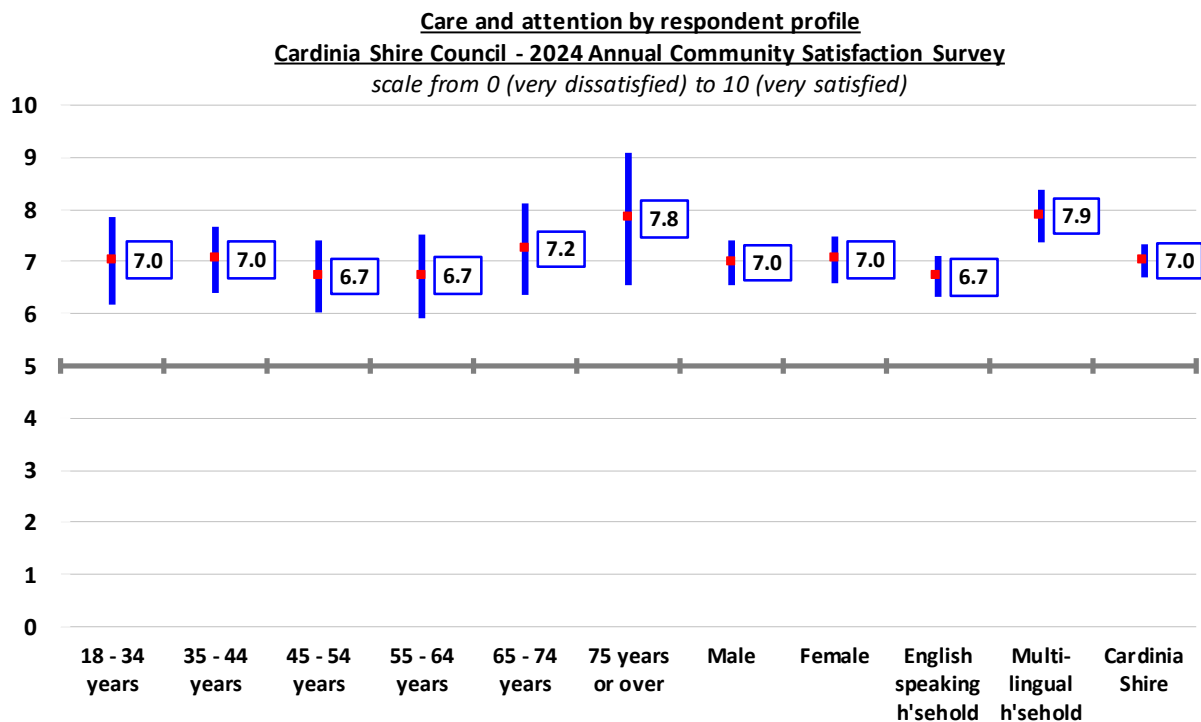
Whilst not statistically significant, it was noted that respondents from Officers / Beaconsfield were somewhat more satisfied and at an “excellent” level, whilst respondents from the Hills and the Rural precincts were notably less satisfied, and at “solid” and “poor” levels respectively.





Whilst there was a small sample size at the respondent profile level, it is noted that senior citizens (aged 75 years and over) were somewhat more satisfied than average.

Of particular note was that respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

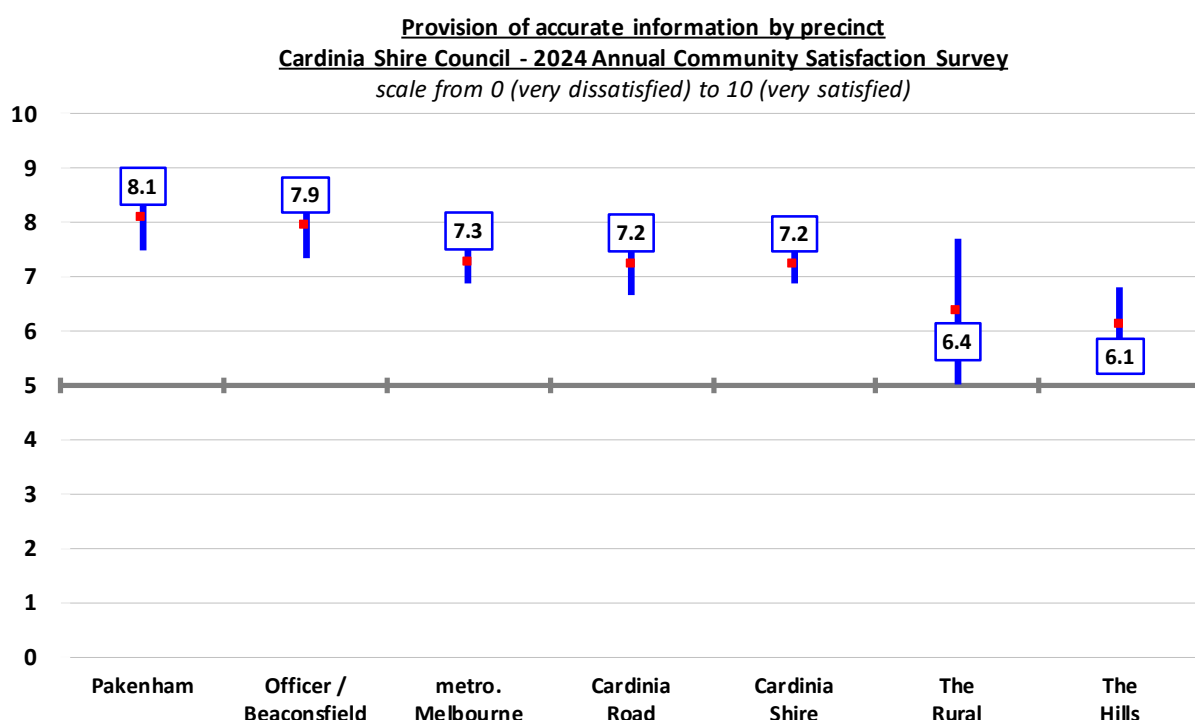


Provision of accurate information

Satisfaction with the provision of accurate information increased marginally this year, up one percent to 7.2 out of 10, which remains a “good” level of satisfaction.

This result was only marginally below the metropolitan Melbourne average of 7.3 out of 10, or “very good”.

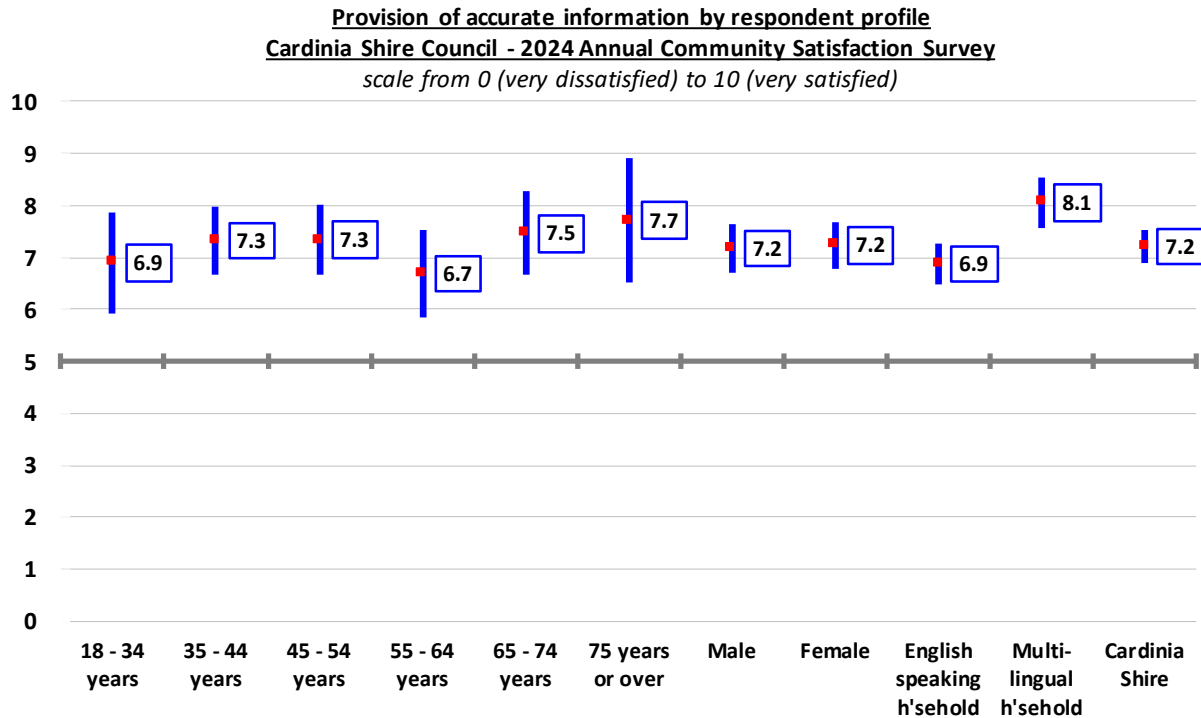
Whilst not statistically significant, it was noted that respondents from Officers / Beaconsfield were somewhat more satisfied and at an “excellent” level, whilst respondents from the Hills and the Rural precincts were notably less satisfied, and at “solid” and “poor” levels respectively.



Whilst there was a small sample size at the respondent profile level, it is noted that senior citizens (aged 75 years and over) were somewhat more satisfied than average, whilst older middle-aged adults (aged 55 to 64 years).

Of particular note was that respondents from multilingual households were measurably more satisfied than respondents from English speaking households.





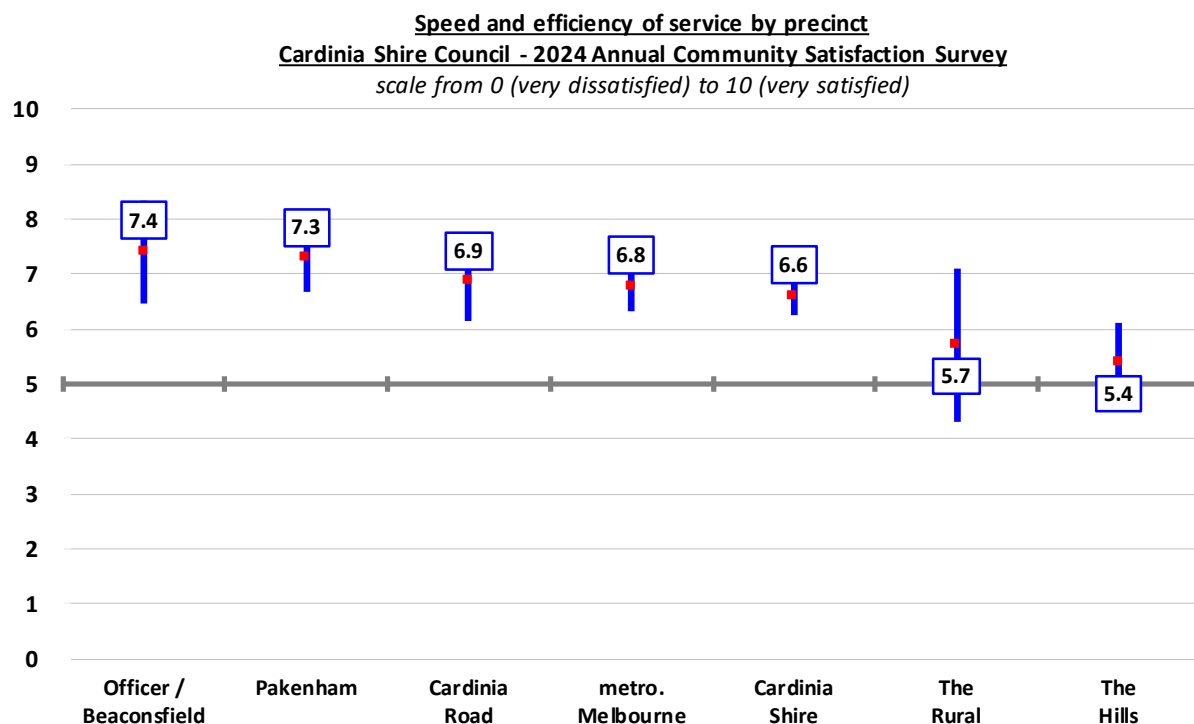
Speed and efficiency of service

Satisfaction with the speed and efficiency of service increased somewhat this year, up two percent to 6.6 out of 10, which was a “good”, up from a “solid” level of satisfaction.

Despite this increase, satisfaction remains somewhat below the metropolitan Melbourne average of 6.8 out of 10.

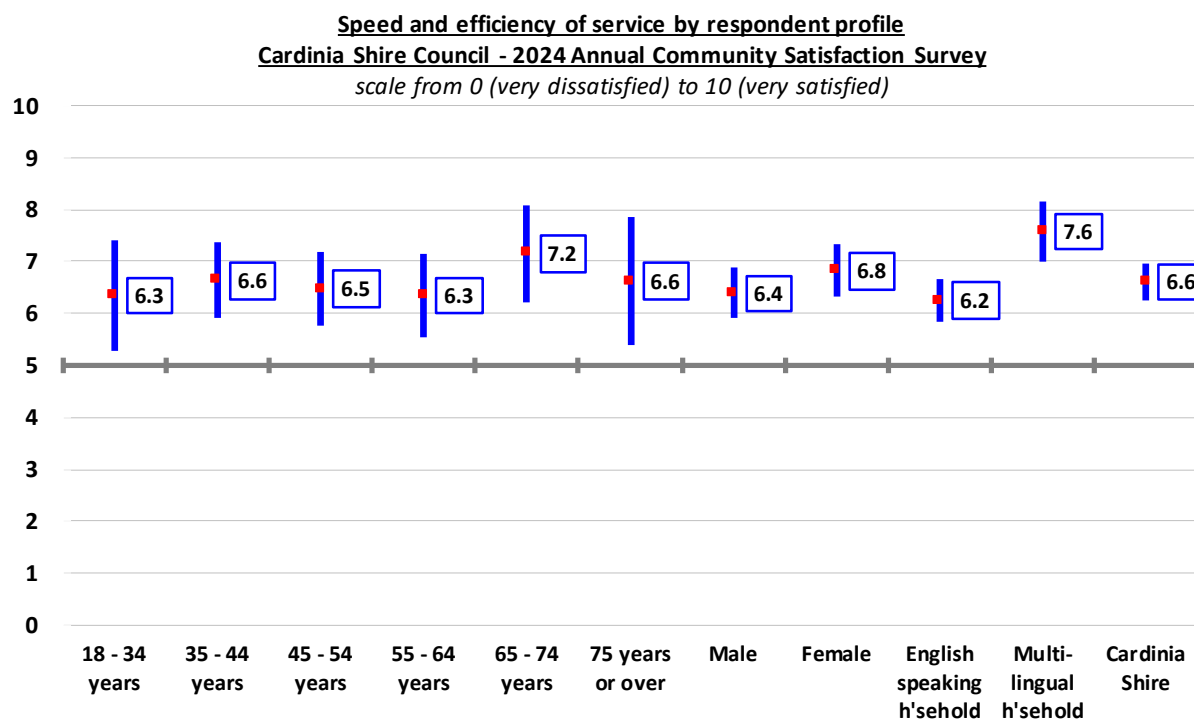
It was noted that respondents from Officers / Beaconsfield and Pakenham were notably more satisfied and at “very good” levels, whilst respondents from the Rural precinct were somewhat, and respondents from the Hills precinct were measurably less satisfied than average, and a “poor” and “very poor” levels respectively.





There was no meaningful variation in satisfaction with the speed and efficiency of service observed by the respondents' age.

Of particular note was that respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

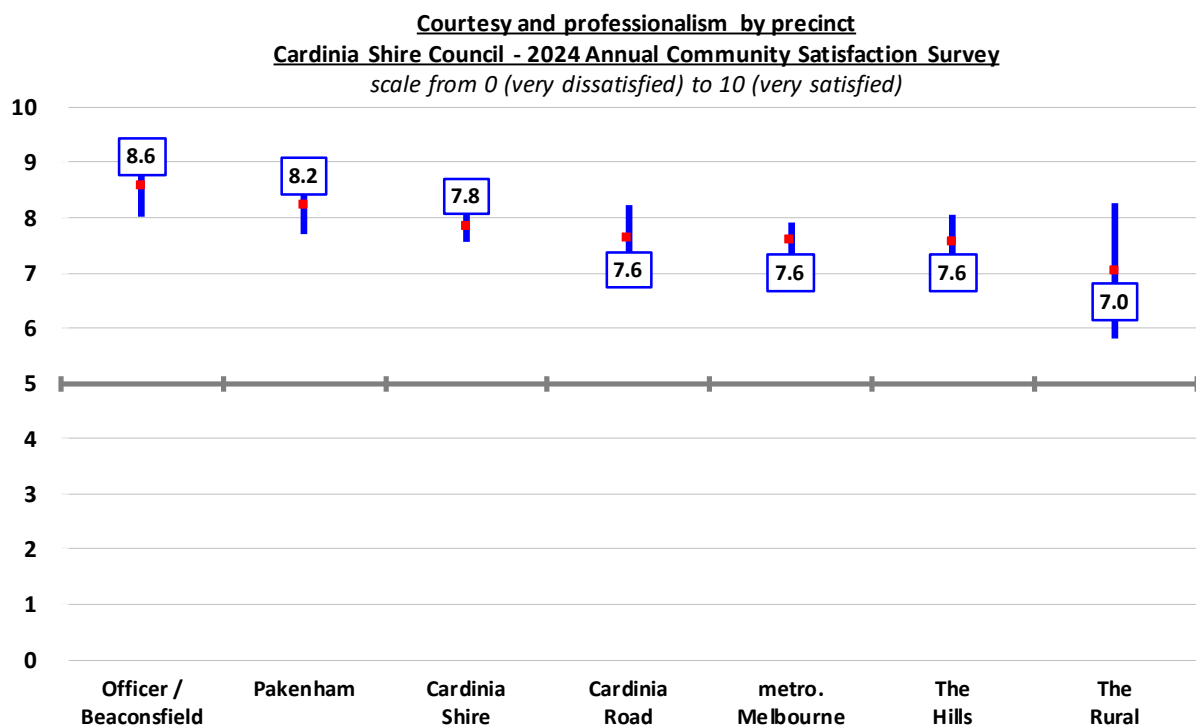


Courtesy and professionalism

Satisfaction with the courtesy and professionalism of staff remained essentially stable this year, down one percent to 7.8 out of 10, although it remains at an “excellent” level of satisfaction.

This result was somewhat (2%) above the metropolitan Melbourne average of 7.6 out of 10 or “very good”.

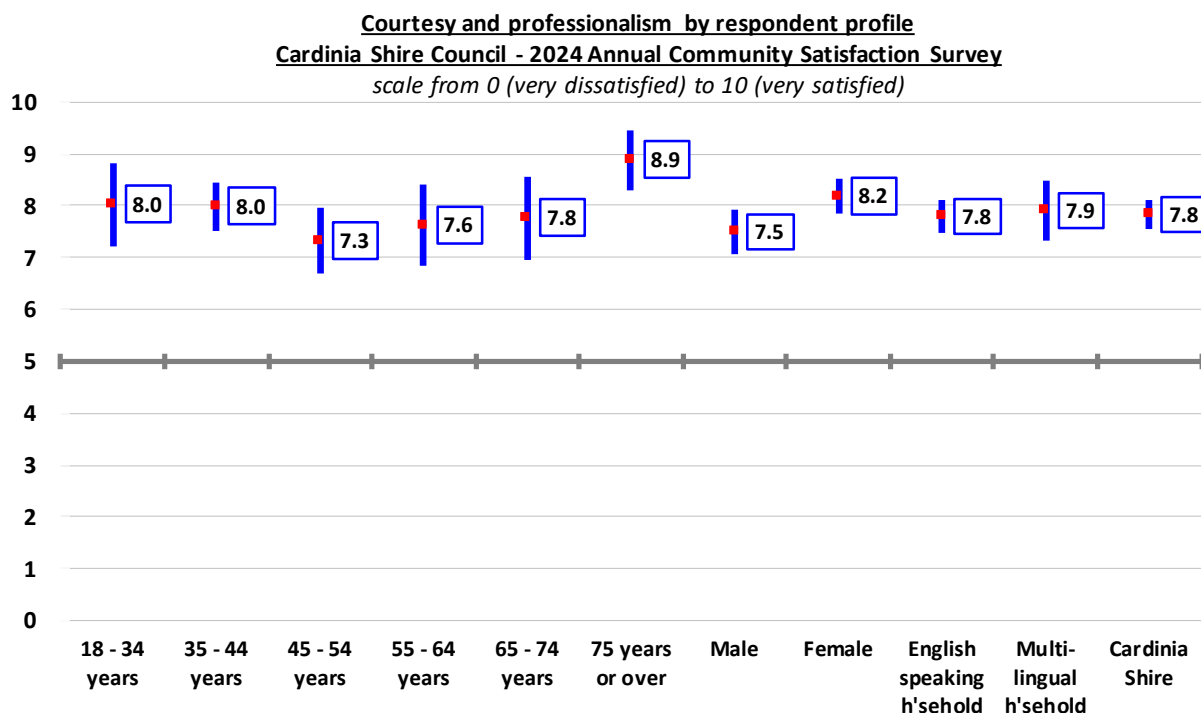
Whilst respondents from Officer / Beaconsfield were somewhat more and respondents from the Rural precinct somewhat less satisfied than average, there was no statistically significant variation observed.



Whilst there was a small sample size at the respondent profile level, it is noted that senior citizens (aged 75 years and over) were somewhat more satisfied than average, whilst younger middle-aged adults (aged 45 to 54 years) were somewhat less satisfied.

It was, however, noted that male respondents were notably less satisfied than female respondents, and at a “very good” rather than an “excellent” level.

Unlike many of the other aspects of customer service, there was no meaningful variation in satisfaction with staff courtesy and professionalism observed by language spoken at home.



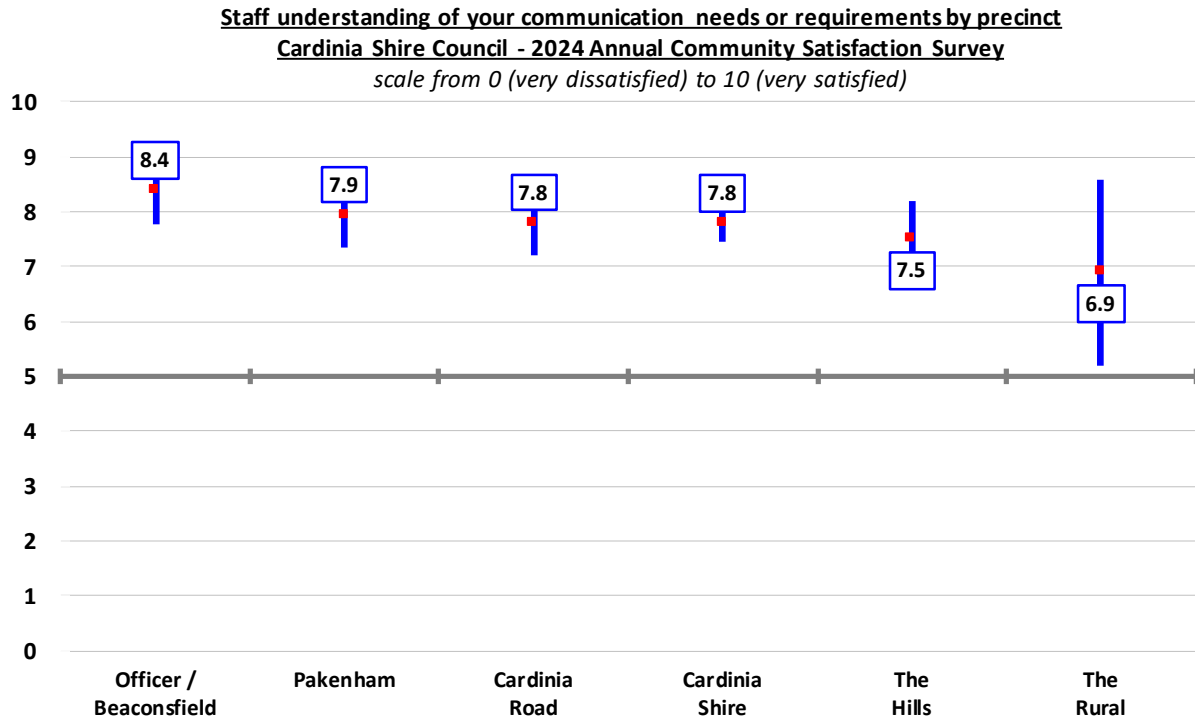
Staff understanding of your communication needs / requirements

Satisfaction with staff understanding of the respondents' communication needs and requirements increased marginally this year, up one percent to 7.8 out of 10, which was an "excellent", up from a "very good" level.

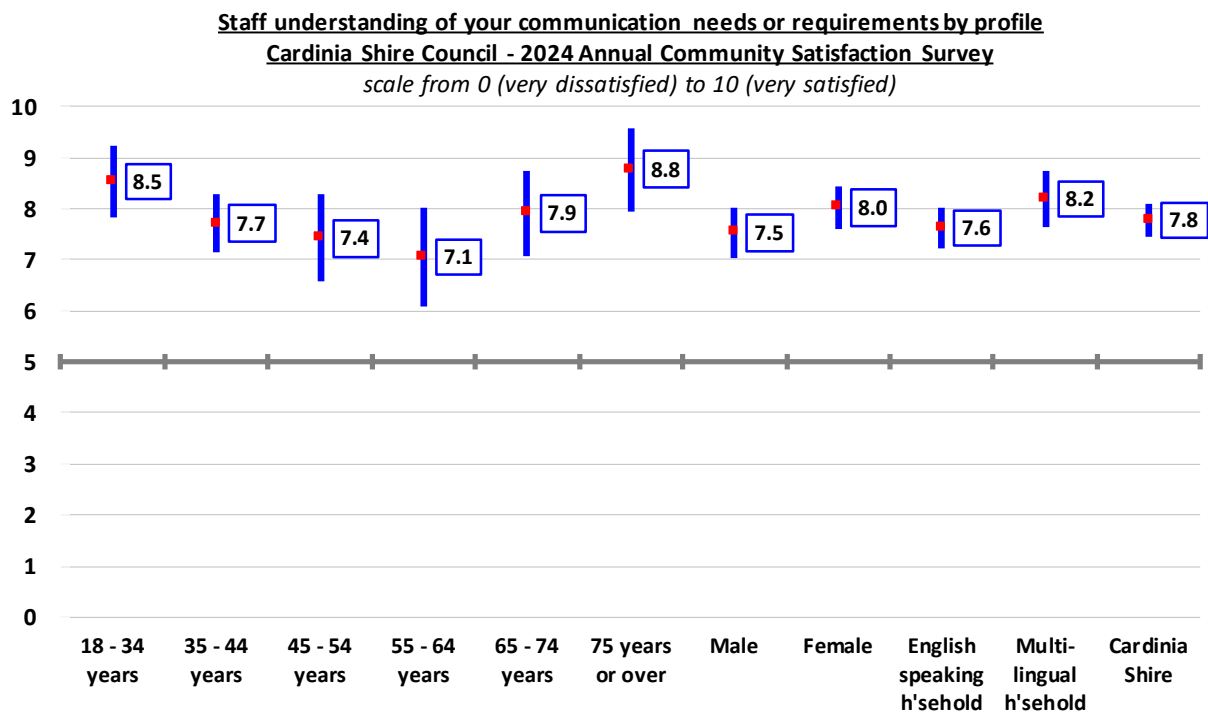
This aspect of customer service was not included in *Governing Melbourne* and therefore no comparison results were available.

Whilst respondents from Officer / Beaconsfield were somewhat more and respondents from the Rural precinct somewhat less satisfied than average, there was no statistically significant variation observed.





Whilst not statistically significant, it was noted that young adults (and 18 to 34 years) and senior citizens (aged 75 years and over) were somewhat more satisfied than average, and younger middle-aged adults (aged 45 to 54 years) were somewhat less satisfied than average, and at a “good” rather than an “excellent” level of satisfaction.



Planning and housing development

Satisfaction with aspects of planning and housing development

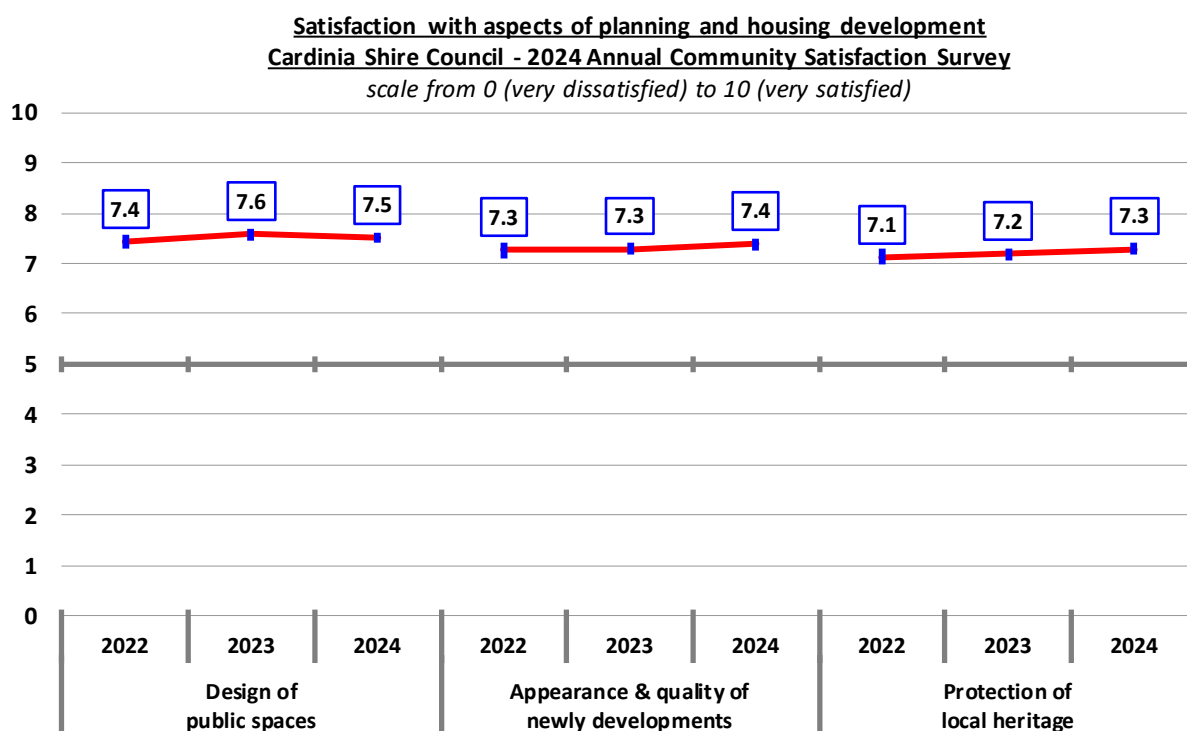
Respondents were asked:

“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 2024, 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 (up 1%) this year, and one declined by one percent.

Satisfaction with all three planning and development outcomes were categorised as “very good” this year.

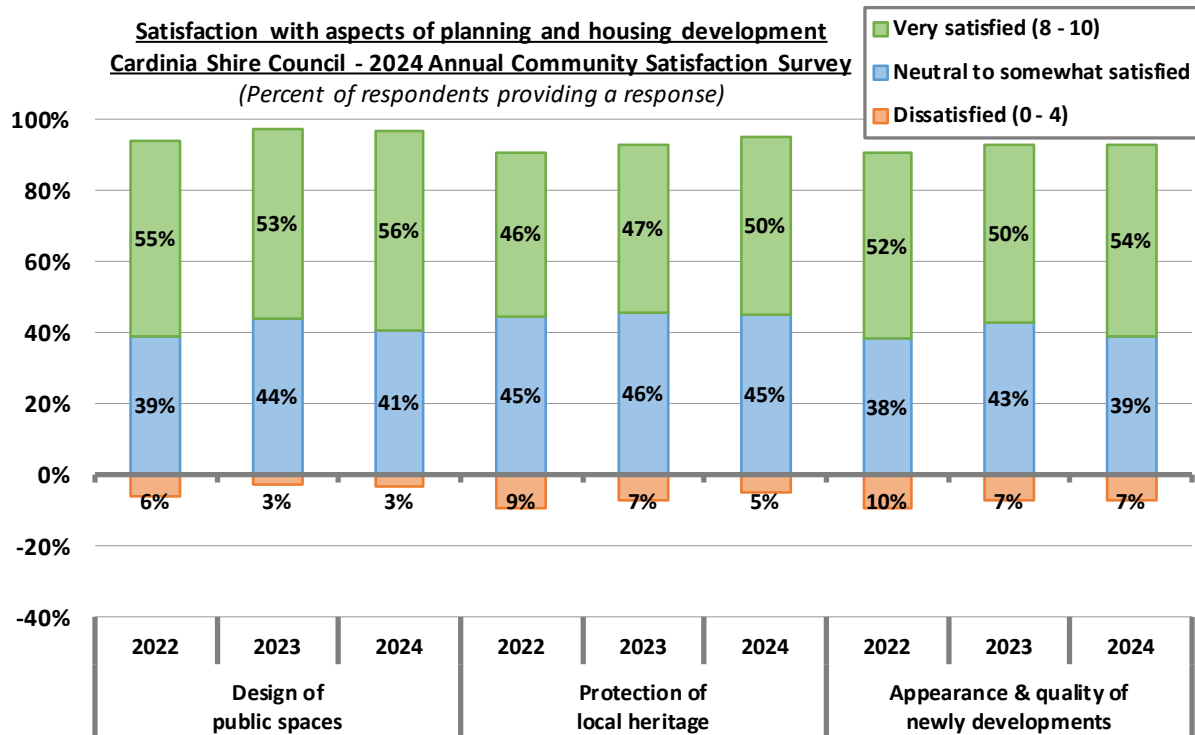


The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

Consistent with the “very good” levels of satisfaction, at least half of the respondents were “very satisfied” with each of the three planning and development outcomes, with less than eight percent of respondents “dissatisfied” with any of the three aspects.

It is noted that seven percent of respondents were “dissatisfied” with the appearance and quality of new developments, which was the key measure of how satisfied the community was with new developments on the ground in Cardinia Shire.

This was consistent with the fact that just three percent of respondents nominated building, housing, planning, and development related issues as a top three [issue for the Cardinia Shire](#) this year.

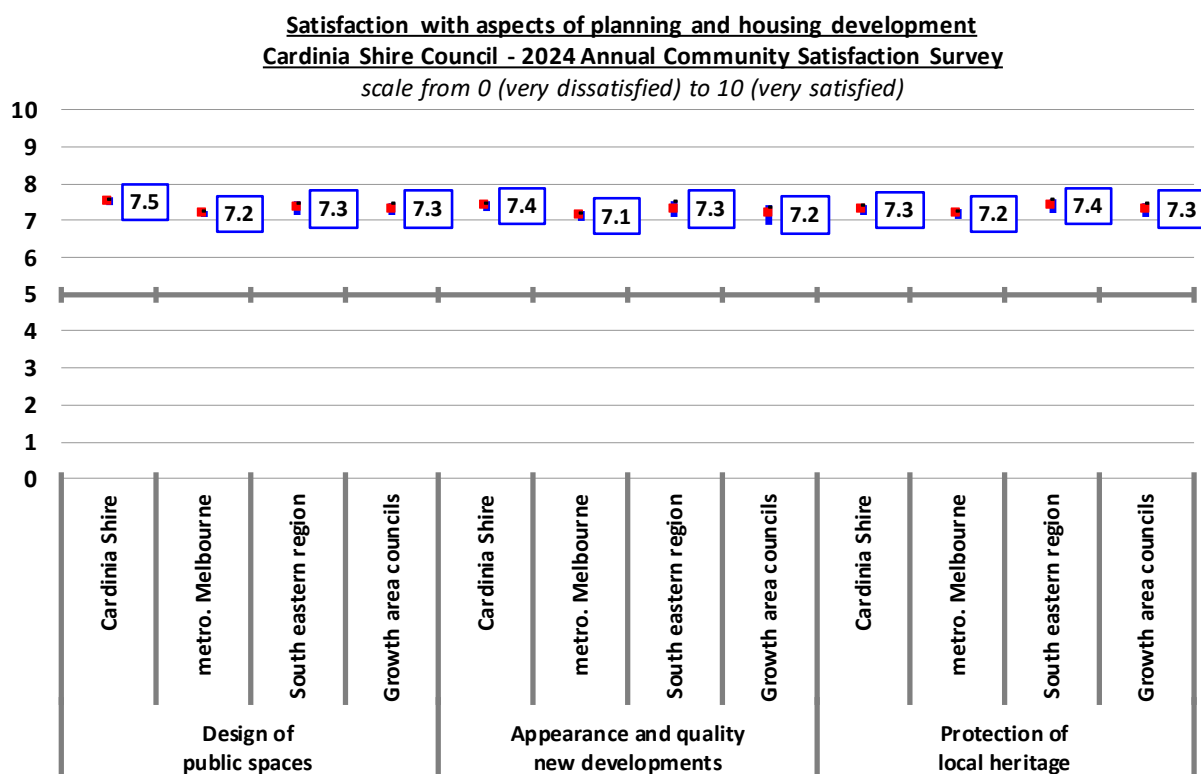


The following graph provides a comparison of satisfaction with these three planning and development outcomes against the metropolitan Melbourne, southeastern region councils, and growth area councils’ results, as sourced from the 2024 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2024, using the same in-person methodology.

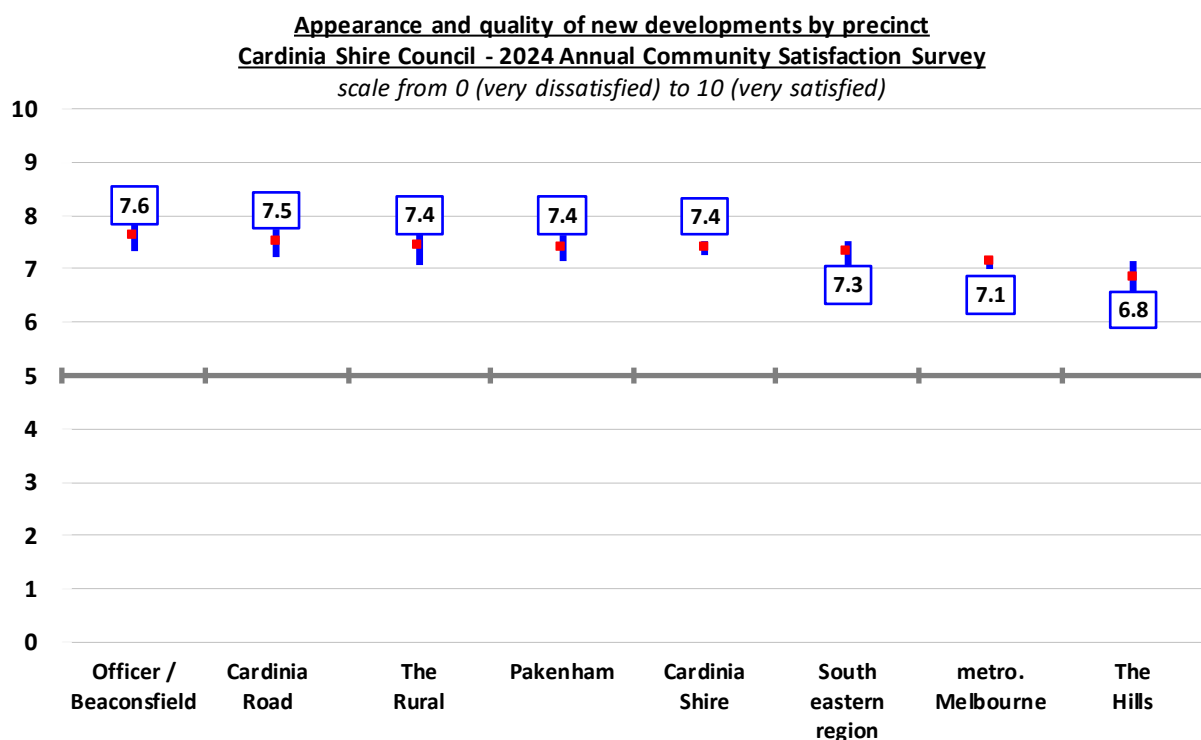
It is noted that satisfaction with each of these three planning and development outcomes was somewhat higher in the Cardinia Shire than the metropolitan Melbourne average, and generally consistent with the growth area and southeastern region councils’ averages.



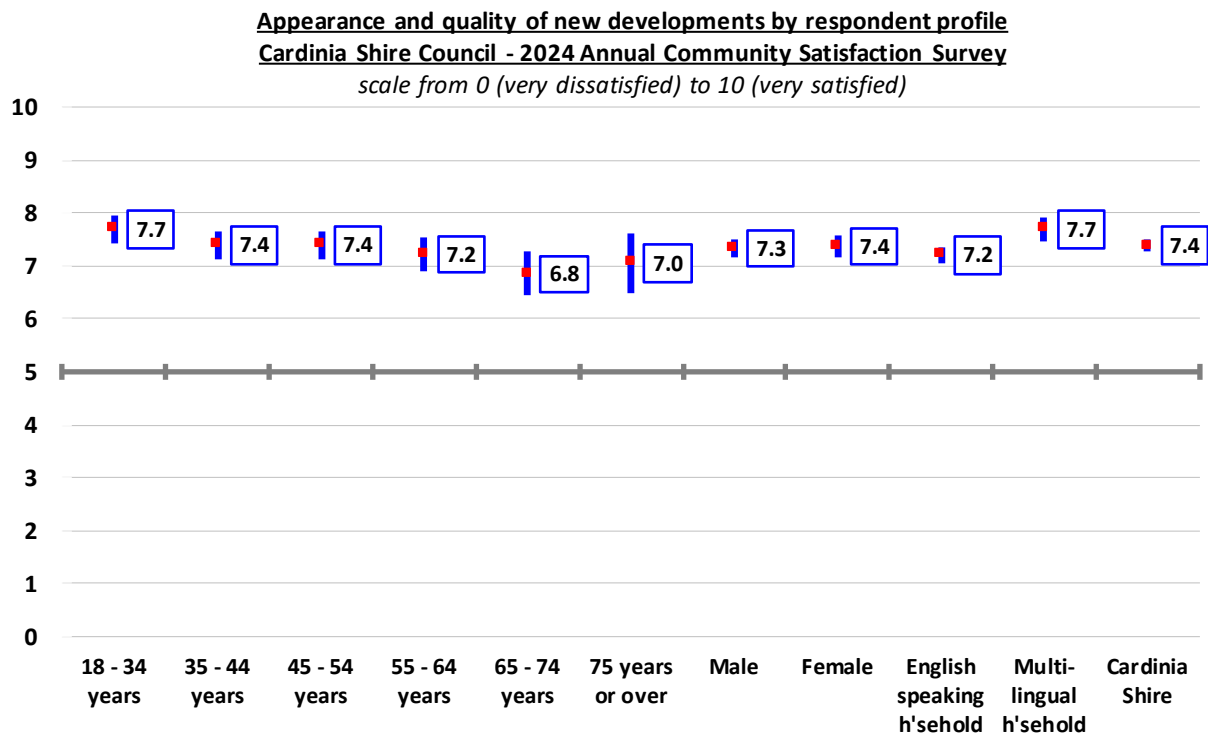


Appearance and quality of new developments

Satisfaction with the appearance and quality of new developments remained essentially stable this year, up one percent to 7.4 out of 10, which remains a “very good” level. There was some variation in this result across the municipality, with respondents from the Hills measurably less satisfied than average, and at a “good” rather than a “very good” level.



There was some variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) were somewhat more satisfied, whilst older middle-aged adults (aged 65 to 74 years) were somewhat less satisfied. Importantly, respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Rental household respondents and new residents (less than one year in the Shire) were more satisfied than homeowners and long-term residents.



Reasons for dissatisfaction with the appearance and quality of new developments

The following table outlines the 58 comments and 19 locations of concern in relation to the appearance and quality of new developments.

Many of these concerns were focused on perceived overdevelopment, both in terms of the absolute number of developments, as well as their density.

There were also some concerns around perceived lack of diversity in housing design, as well as a range of other issues.

Reason for dissatisfaction with the appearance and quality of new development
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
There are too many / a lot	7
Condensing blocks of land for housing / it's too cluttered / overcrowded / need to control density	6
The roadworks is taking a lot of time and it's bothering us / roads congested / hard to drive places / debris on roads	6
All the housing developments / estates are bad / don't like the boxed houses / style / the jobs are disgusting	4
Every house looks the same / too similar / no defining features	3
Increased population with minimal planning / haven't built infrastructure as well	2
No developments that I have noticed / not seen much	2
Around Pakenham taking away the countryside look	1
Building to slow down	1
Can't see the hills	1
Dodgy builders	1
Feel like Koo Wee Rup people are being neglected	1
I don't like construction of double storey housing, it's like a ghetto, and crime pours out of them, and it brings down the rest of the suburb	1
In general, nothing special	1
In general, the industrial areas	1
It would be great if the Council provided more information regarding developments	1
It's becoming a concrete jungle	1
It's boring	1
Kinder which they built is not open	1
Lot of trucks and equipment near the freeway	1
Need more health facilities	1
New shops in Emerald town look modern not country	1
Not doing anything new	1
People are just looking for houses to rent but can't find them	1
Should have been done ten years ago, when there were less people in Pakenham	1
Smaller roads, more cars, no thoughts on the units they are building	1
Some aren't accessible for old people	1
Taking too long for them to do	1



The previous house I stayed near Cardinia Rd Station is a s**tbox and even now they're still the same	1
There are none	1
They cut down trees	1
They need to make everything greener	1
Train lines	1
Waterways don't look nice, look messy	1
Youth centre	1
Total	58

Specific sites identified by respondents

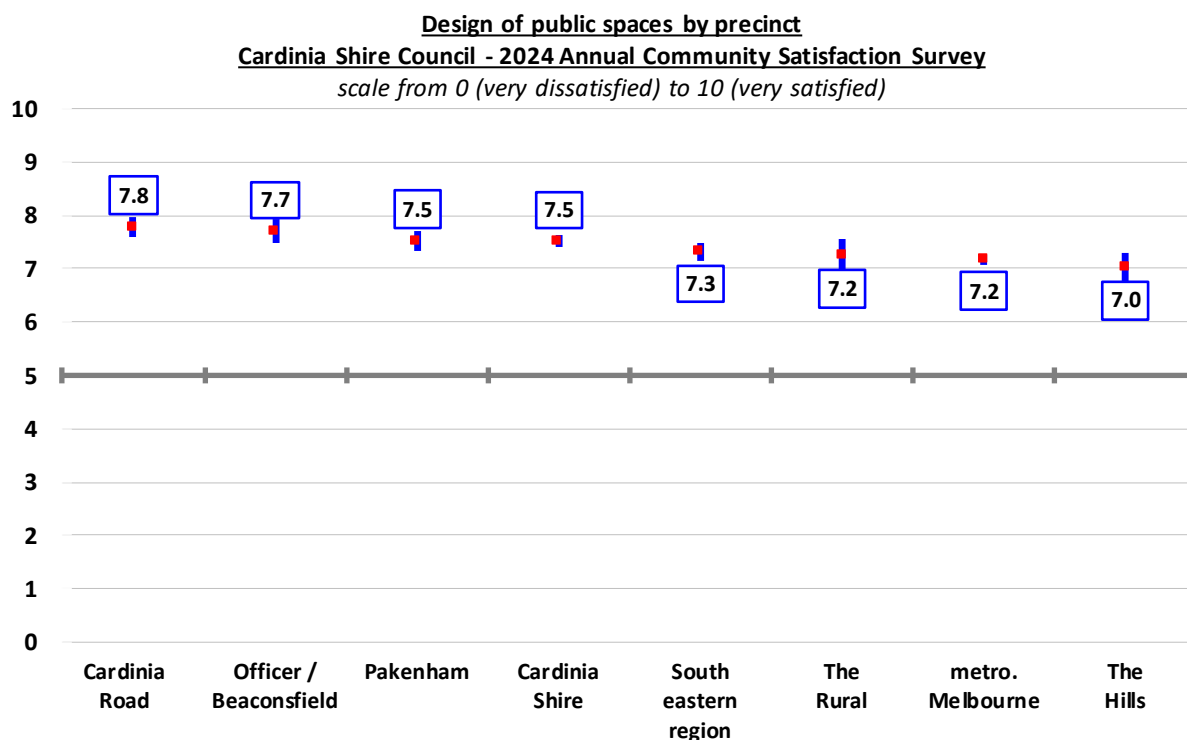
Pakenham East	2
All new developments in Officer	1
All new Pakenham estates	1
Beaconsfield / Emerald Rd, big white concrete block house which is out of sync with the neighbourhood	1
Clyde North developments	1
Council office in Officer	1
Emerald hub	1
The roundabout near Grandview Blvd has got a single car entry way and lot of drivers don't realise it causing near miss	1
Pakenham Creek	1
Poor and unplanned houses, end of Warber St	1
Princess Highway intersection near Officer and Beaconsfield is not sufficient. Would need more upgrades. Bridge over railway crossing could be two lanes instead of one	1
Rix Rd, the development is not good, houses are beside the main road	1
Small blocks and tight roads, on the Princes Highway	1
The new development on Westlands Rd and the ones close to the Harbour	1
The old Safeway is a waste of space, and all homeless people are there	1
The ones on Allan Cl	1
The Pakenham future complex, no information	1
Tiny little houses are condensed in Pakenham Precinct	1
Total	19
Total	77

Design of public spaces

Satisfaction with the design of public spaces remained essentially stable this year, down one percent to 7.5 out of 10, which remains a “very good” level of satisfaction.

There was relatively little variation in this result observed across the municipality, although it is noted that respondents from the Hills precinct were somewhat less satisfied than average, and at a “good” rather than a “very good” level.

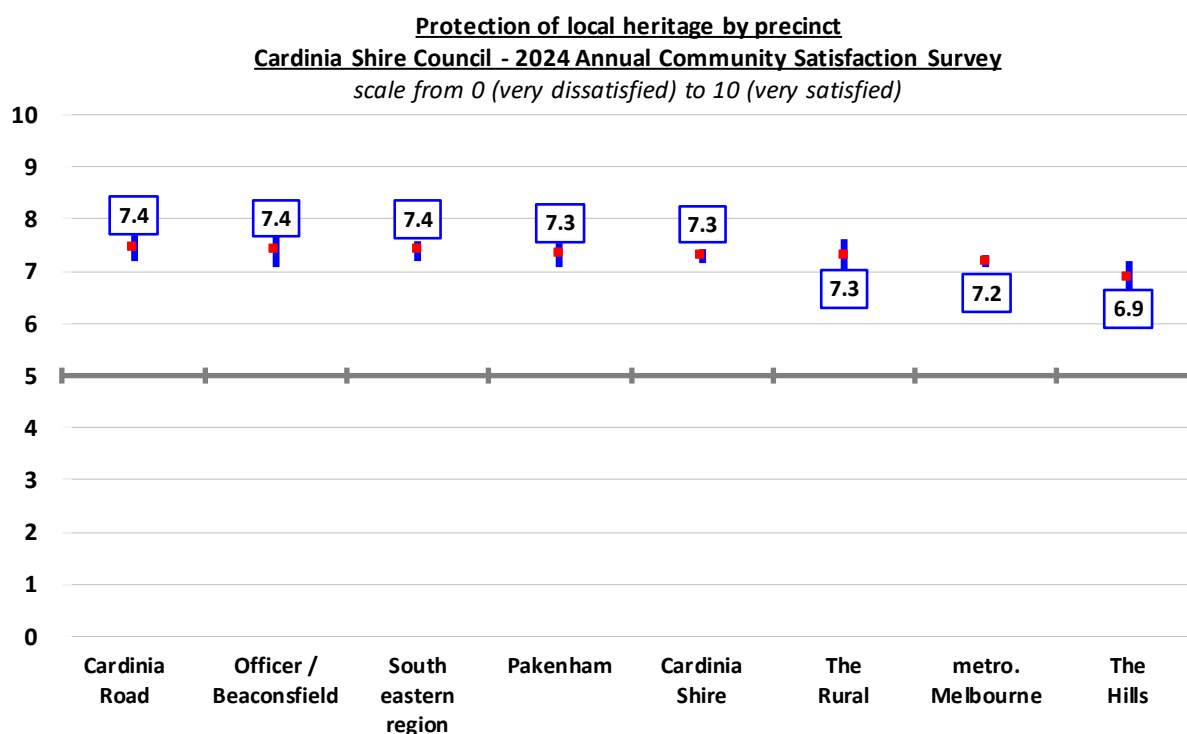




Protection of local heritage

Satisfaction with the protection of local heritage remained essentially stable this year, up one percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

There was relatively little variation in this result observed across the municipality, although respondents from the Hills were somewhat less satisfied than average.



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:

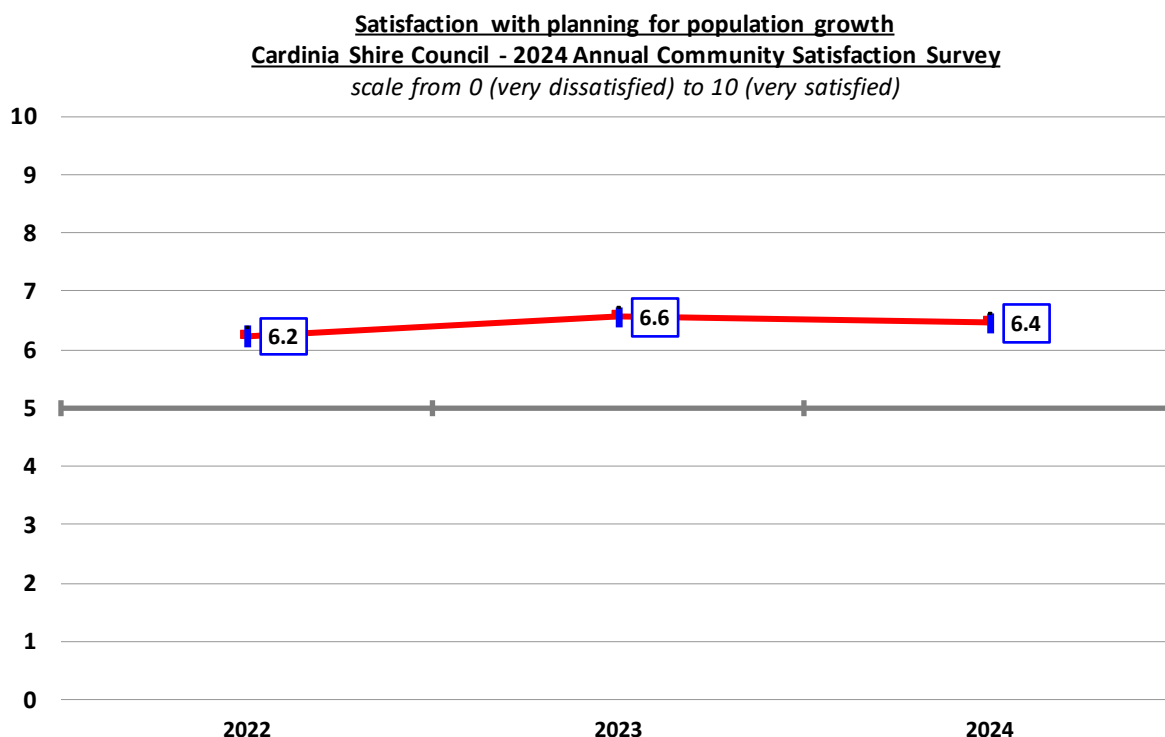
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth (by all levels of government). If rated less than 5, what concerns you most about population growth?”

Satisfaction with planning for population growth by all levels of government declined somewhat this year, down two percent to 6.4 out of 10, which was a “solid”, down from a “good” level of satisfaction.

Over the course of the last three years, satisfaction with planning for population growth has remained relatively stable at a long-term average of 6.5 out of 10.

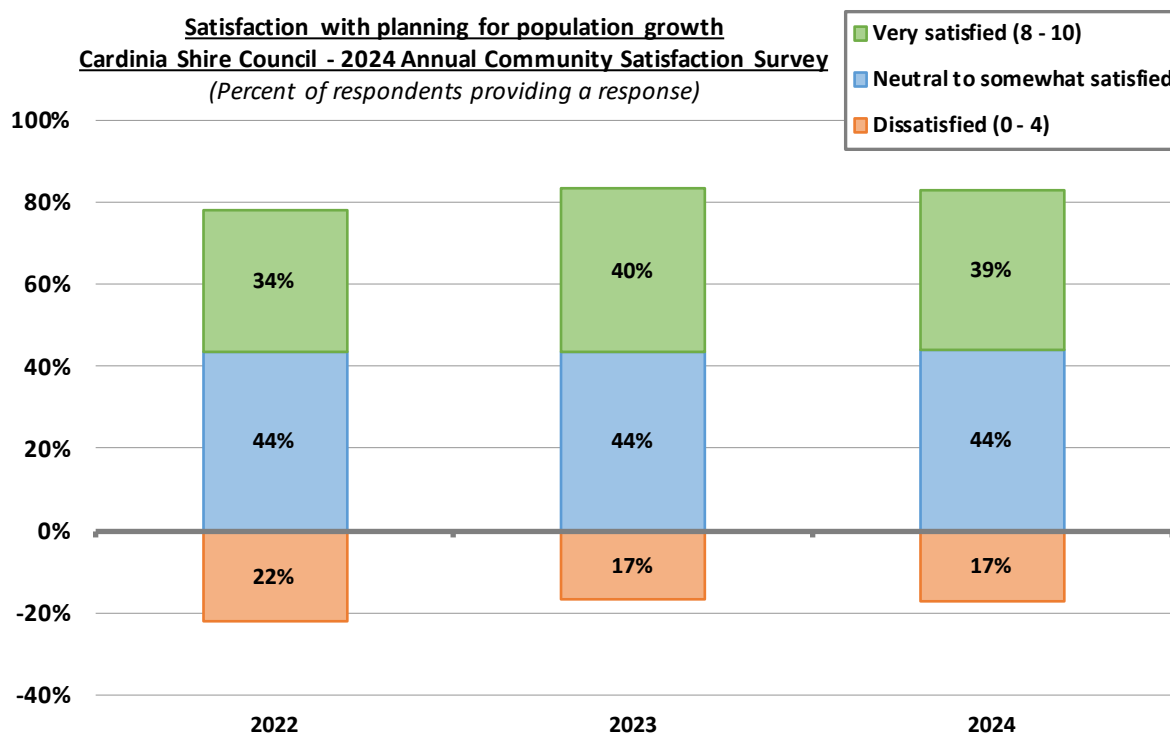
This result was measurably below the growth area councils’ and metropolitan Melbourne average satisfaction of 7.0 out of 10, as recorded in the 2024 *Governing Melbourne*.

Governing Melbourne was conducted independently by Metropolis Research in January 2024 using the same in-person methodology.



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

Consistent with previous results, a little more than one-third (39%) of respondents were “very satisfied” with planning for population growth, whilst 17% were “dissatisfied”.



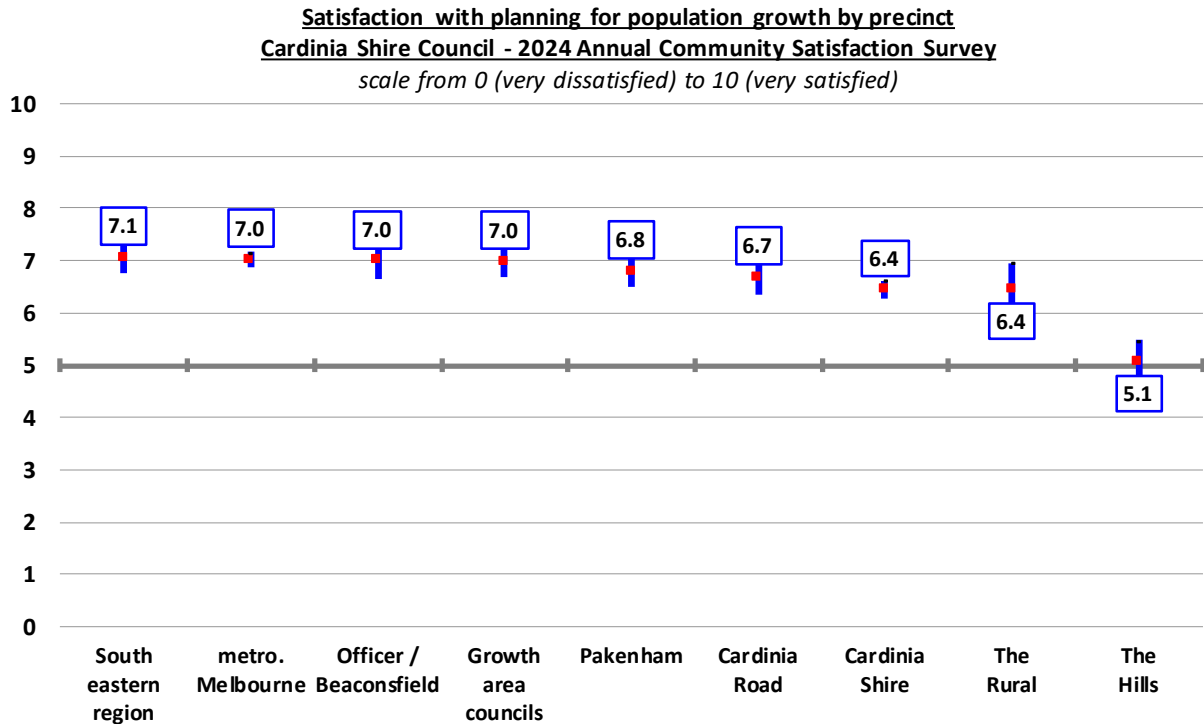
Metropolis Research notes that the lower-than-average satisfaction recorded in the Cardinia Shire reflects the measurably and significantly lower satisfaction recorded for the Rural precinct (6.4 up from 5.7) or “solid”, and the Hills precinct (5.1 down from 5.5) or “very poor”.

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.

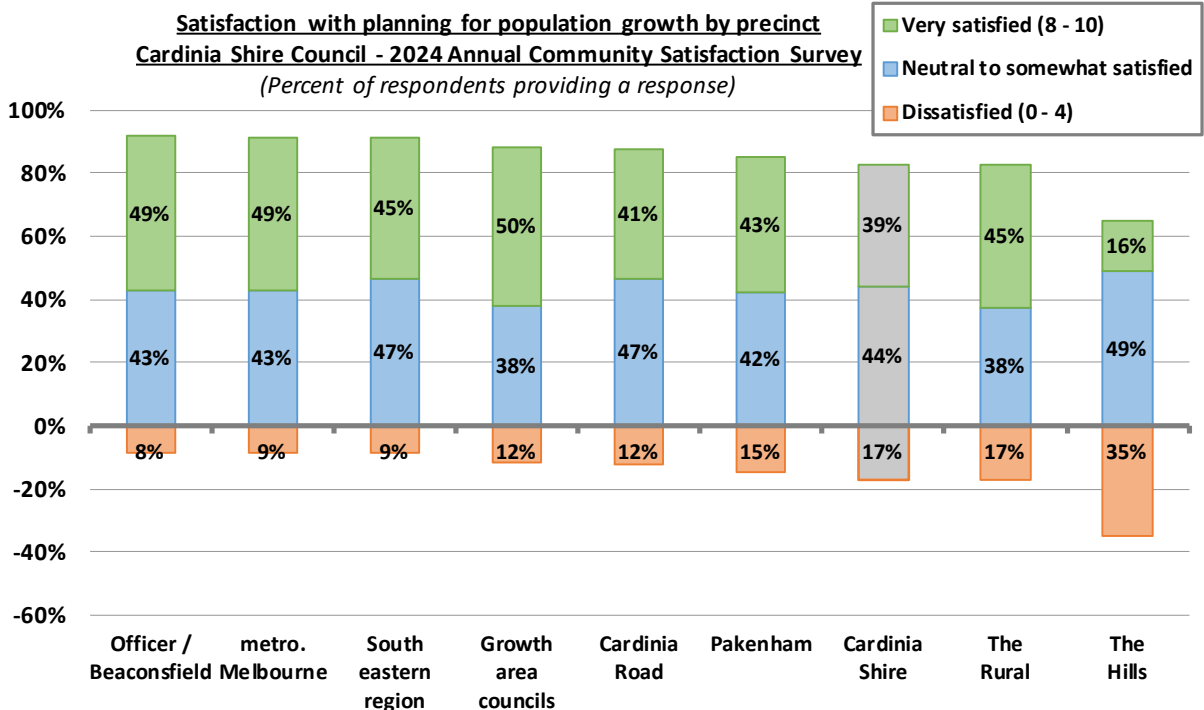
This is particularly acute in Cardinia Shire with the Hills precinct.

The size of the variation in satisfaction with aspects such as this reflect the significance of the difference in views across the municipality, with respondents from Officer / Beaconsfield reporting a 19% higher satisfaction with planning for population growth by all levels of government than respondents from the Hills precinct.





Consistent with the “very poor” satisfaction, it is noted that 35% of respondents from the Hills precinct were “dissatisfied” with planning for population growth, whilst almost half of those from Officer / Beaconsfield were “very satisfied”.



Satisfaction with planning for population growth by respondent profile

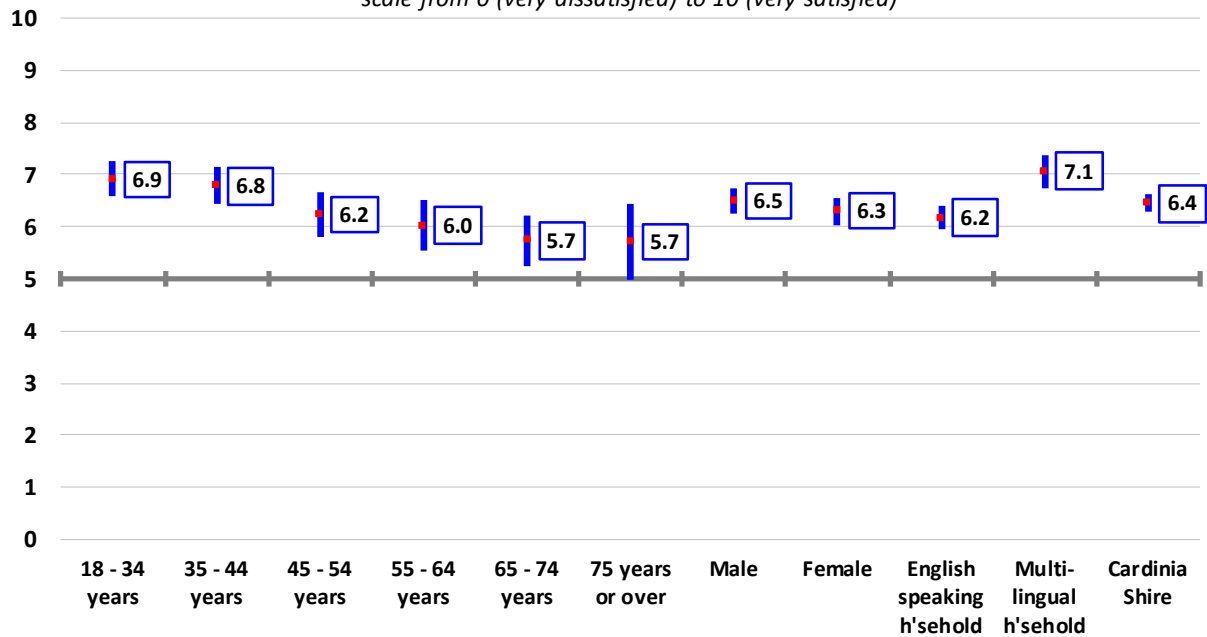
The following graphs provides a comparison of satisfaction with planning for population growth by all levels of government by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the Shire, and household structure.

There was notable variation in satisfaction observed, as follows:

- ***Somewhat more satisfied than average*** – included young adults and adults (aged 18 to 44 years), respondents from multilingual households, rental households, respondents who had lived in the Shire for between one and less than 10 years, two-parent families with youngest child aged 13 to 18 years, and one-parent families.
- ***Somewhat less satisfied than average*** – included older middle-aged adults, older adults and senior citizens (aged 55 years and over), respondents from English speaking households, mortgagor household respondents, new residents (less than one year in the Shire), long-term residents (10 years or more in the Shire), and couple households without children at home.

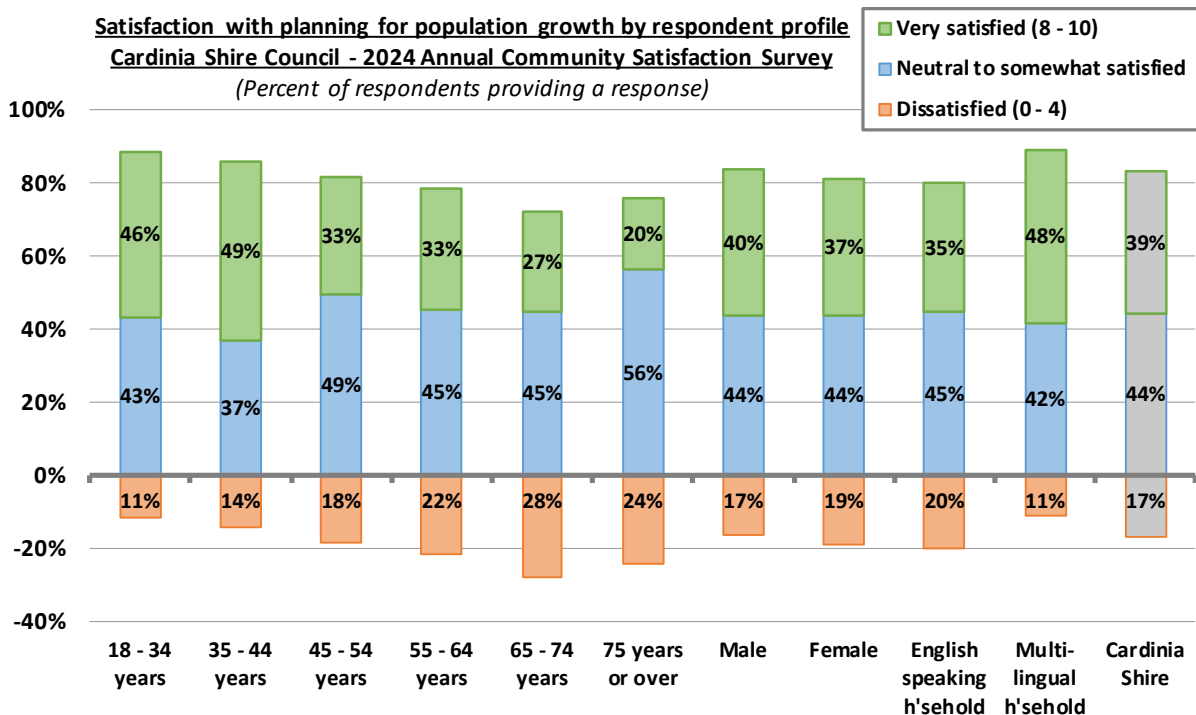


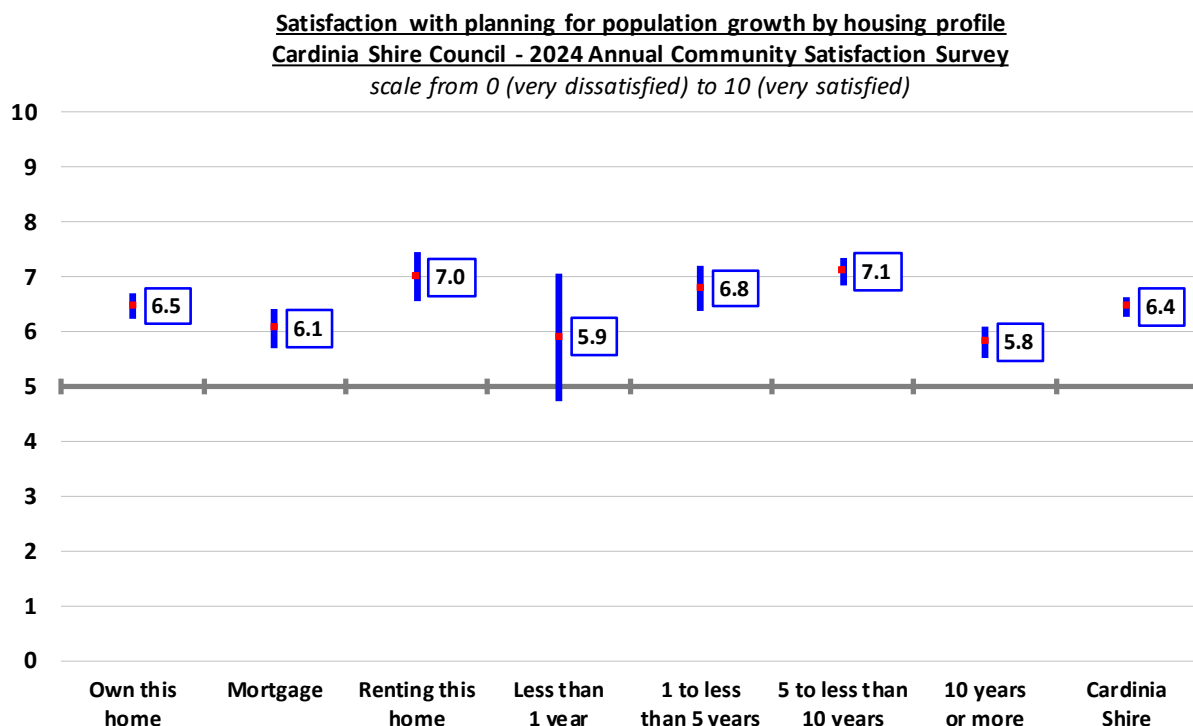
Satisfaction with planning for population growth by respondent profile
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



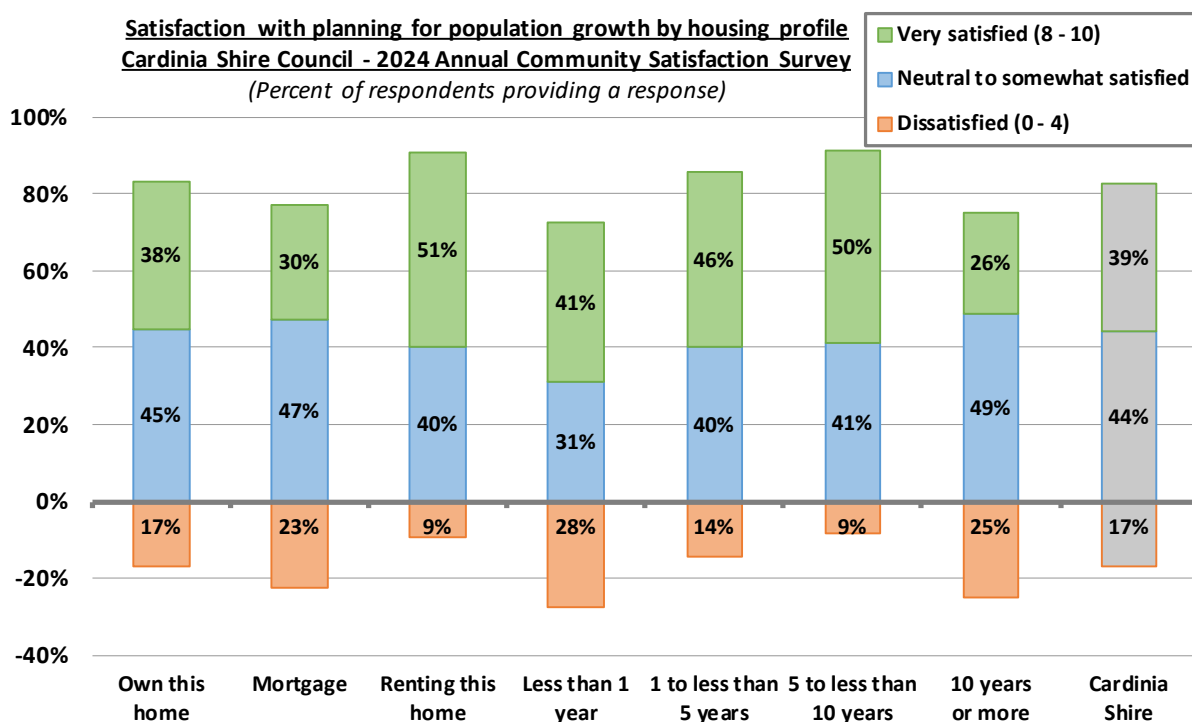
It is noted that approximately half of young adults and adults (aged 18 to 44 years) and respondents from multilingual households were “very satisfied” with planning for population growth, whilst more than one-fifth of respondents aged 55 years and over and respondents from English speaking households were “dissatisfied”.

Satisfaction with planning for population growth by respondent profile
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

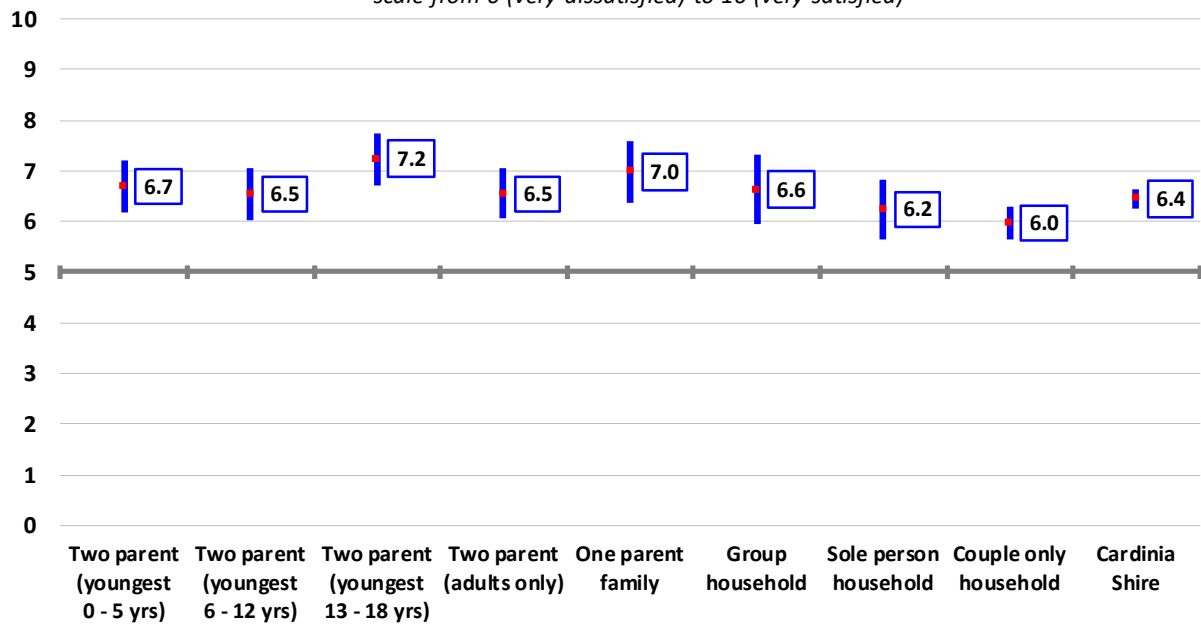




It is noted that approximately half of the rental household respondents and respondents who had lived in the Shire for between one and 10 years were “very satisfied”, whilst approximately one-quarter of mortgagor households, new residents (less than one year in the Shire), and long-term residents (10 years or more in the Shire) were “dissatisfied”.

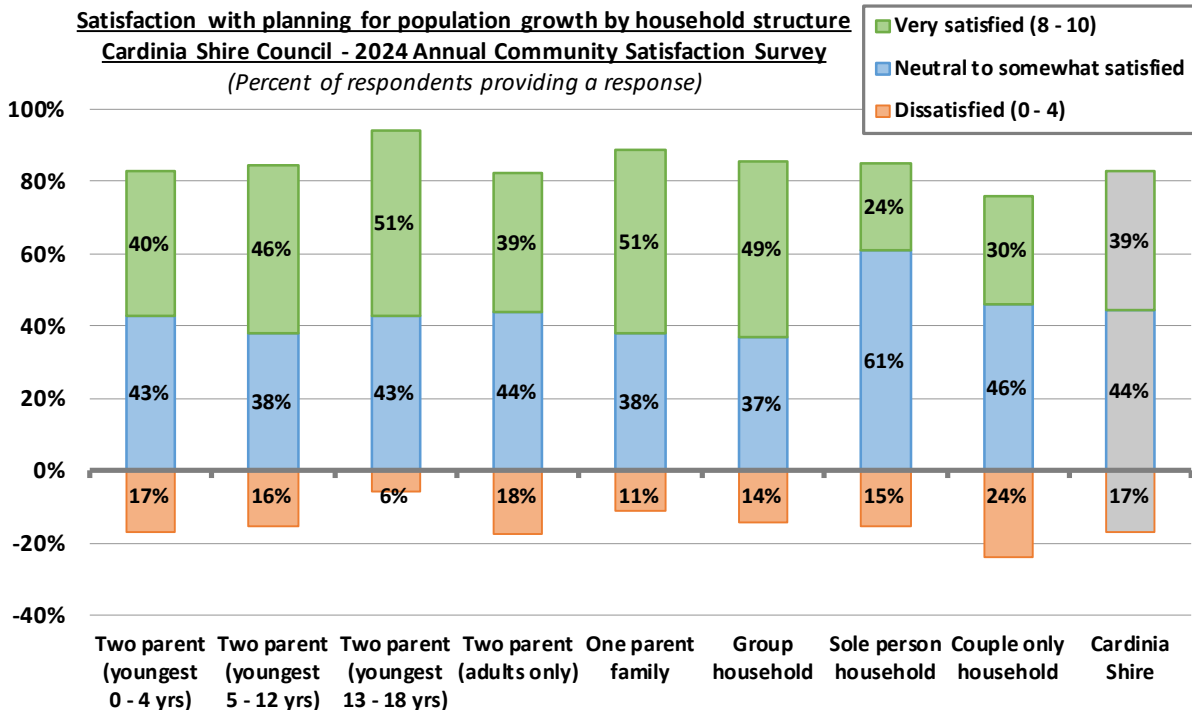


Satisfaction with planning for population growth by household structure
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



It is noted that approximately half of the respondents from two-parent families with youngest child aged from 5 to 18 years and one parent families were “very satisfied”, whilst 24% of couple households without children at home were “dissatisfied”.

Satisfaction with planning for population growth by household structure
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



Reason for dissatisfaction with planning for population growth

The following table outlines the 184 responses received from respondents dissatisfied with planning for population growth by all levels of government, broken down into the main issues of concern.

The main issues of concern were concerns around the perceived impact on parking, traffic, roads, and public transport (48 comments), concerns around the impact on infrastructure (34 comments), concerns around planning related issues (32 comments), concerns around population (24 comments), and concerns around impact on services and facilities (22 comments).

Reasons for dissatisfaction with planning for population growth
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Parking, traffic, roads, and public transport</i>	
Traffic congestion / management is an issue / won't cope with more development / road management is poor	13
Not enough roads / need more / roads exceeded / few compared to rapid increase in vehicle users	8
Roads	4
They build houses before roads / don't put roads in after doing estates / need more roads before developing	4
Public transport is not much in this area	3
Transport	2
At O'Neil Rd and Pink Hill Blvd roundabout, two lanes merge into one lane immediately and has caused hazards due to high number of vehicle users	1
Build roads before planning suburbs	1
Need more access to freeways	1
Poor road design	1
Public transport is costly	1
Road infrastructure is adequate	1
Road structure	1
Roads haven't been improved	1
Roads, especially Clyde and Berwick traffic is already full there, with additional population it will be a nightmare	1
The accessibility	1
The roads are disgusting	1
The roads can't cope with the population growth	1
Traffic and all things involved	1
Transport needs to improve before considering putting new estates	1
Total	48

<i>Infrastructure</i>	
There is no infrastructure / lack of infrastructure / we're not keeping up	20
Infrastructure is poor / not managed	3
The lack of infrastructure to go with the growth / don't have infrastructure to carry more people	3
Infrastructure needs to be sorted / improved before we add more houses / estates	2
Between Berwick and Pakenham doesn't have any infrastructure for the community, especially the drains	1
Infrastructure is delayed	1
No proper understanding for potential to foster growth and infrastructure	1
The capacity of our community will exceed soon if the Council keeps doing nothing about the infrastructure	1
The infrastructure in Pakenham East. They did developments but can't maintain them	1
We pay for a lot. They have to create a lot more infrastructure for the growth and we will need to pay higher rates and it doesn't come back to us	1
Total	34

<i>Planning and housing development</i>	
They are not planning enough / no planning / planning is in shambles / improve planning	9
Housing / not enough houses	4
Short-sighted planning, they don't have long-term planning / don't think about future before planning it / more forethought in planning roads, infrastructure	2
Affordability of housing	1
Because this is an area of natural beauty and lots of houses will affect the beauty and historical value	1
Council continues to focus on housing without proper infrastructure	1
Do not want Cardinia Shire to be too big. We came here to have a semi-rural feel. They are approving too much development but not upgrading the roads like Ballarto Rd etc	1
Do you have good infrastructure? Do you have sufficient space? Are you able to keep up? Do you have enough money?	1
Don't know where to house these people	1
Houses are going up a lot faster	1
They have to build bigger	1
Need more medium-density housing	1
No point in developing when there is no benefit for us	1
Ryan Rd is a dirt track, and they are making a station near it	1
The never-ending sprawl, so property developers can make money	1
The new houses are too small. There will not be enough blocks for people	1
There's no preparation by Council and state government	1
They are not at all prepared	1
They don't anticipate changes	1
What are they planning?	1
Total	32



<i>Population</i>	
Over-populated / not enough room / over-crowding an issue	8
Don't want more people / too many people	5
The government is expecting to get people in when they can't afford the growth to occur, they can't deal with current issues / Council not ready for population growth	2
I don't mind population growth	1
I live here for less population	1
Not enough jobs	1
Shopping centres too busy	1
Shouldn't bring any immigrants	1
They should slow down the influx of population	1
Unsustainable population	1
What is there for the population?	1
Why would I want more people living here	1
Total	24

<i>Services and facilities</i>	
Not enough services / facilities for a growing population / lack of adequate amenities	11
Need more healthcare / hospitals / have to be tripled	4
Not enough schools	2
Not enough shops for the population	2
Everything is too slow	1
Strip services	1
We need population but we haven't got facilities like Pakenham and Officer	1
Total	22

<i>Farm / agricultural land</i>	
Loss of farmland / merging onto rural properties / overdevelopment of bush areas	5
Not enough room for activities, ruin farmland and cut produce	1
We are losing a lot of natural area for development	1
Total	7

<i>Safety / crime</i>	
Crime / will increase	2
There will be young kids vandalising public property / vandalism	2
Lack of security by ethnic groups	1
Total	5



<i>Habitat / environment / open spaces</i>	
This will become suburban instead of country	1
We moved here because it is a country town, now it's got too much concrete	1
We need more green spaces	1
Total	3
<i>Other</i>	
Lack of communication / information provided / visibility of Council decisions	3
Can't see any evidence of it	1
Cost of upkeep	1
Houses built are just a money grab	1
Look after existing people	1
Would love to have community consultation on building up of the area	1
It will take more money away from the hills	1
Total	9
Total	184

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 2024, 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 8.7 out of a potential 10, or a very high level of importance, down just one percent on the 8.8 recorded last year.

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



These services included three of the four kerbside collection services (garbage, recycling, and FOGO), as well as the four 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).

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

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

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 (provision of public art centres), was still considered very important, with an average importance score of 7.9 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, the average importance of none varied more than two percent from the 2023 average importance score.

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 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using the same door-to-door methodology, as follows:

- ***Notably more important in Cardinia Shire than metropolitan average*** – included the regular weekly garbage collection, regular fortnightly recycling, and support services for people with disability, and support services for seniors.
- ***Notably less important in Cardinia Shire than metropolitan average*** – included parking enforcement and the provision of public art centres.



Importance of selected Council services and facilities
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2024			2023	2022	2024 Metro. *
			Lower	Mean	Upper			
Higher than average	Regular weekly garbage collection	878	9.3	9.4	9.5	9.4	9.3	9.1
	Regular fortnightly recycling	880	9.3	9.4	9.4	9.4	9.3	9.1
	Support services for people with disability	826	9.2	9.2	9.3	9.3	9.1	8.9
	Support services for seniors	824	9.1	9.1	9.2	9.2	9.1	8.9
	Services for children from birth to 5 years of age	821	9.0	9.1	9.2	9.2	9.0	8.9
	Fortnightly food / green waste collection service	852	9.0	9.1	9.1	9.1	9.0	8.9
	Services for youth	791	8.9	8.9	9.0	9.1	8.8	8.8
Average importance	Bookable hard rubbish service	878	8.8	8.9	9.0	9.1	9.0	8.9
	Public toilets	850	8.8	8.9	9.0	9.0	8.9	8.7
	Litter collection in public areas	881	8.8	8.9	8.9	8.8	8.9	8.8
	Local traffic management	865	8.8	8.9	8.9	8.8	8.8	8.8
	Provision and maintenance of playgrounds	859	8.8	8.8	8.9	8.9	8.9	8.7
	Drains maintenance and repairs	864	8.7	8.8	9.0	8.9	8.9	8.8
	Maintenance and repairs of sealed local roads	889	8.7	8.8	9.0	9.1	9.0	9.0
	Provision / maintenance of parks and gardens	874	8.7	8.8	8.9	8.9	9.0	8.9
	Sports ovals and other local sporting facilities	867	8.7	8.8	8.9	8.9	8.9	8.7
	Maintenance and cleaning of public areas	880	8.7	8.8	8.9	8.8	8.9	8.8
	Local library services	847	8.7	8.8	8.9	9.0	8.9	8.8
	Footpath maintenance and repairs	839	8.7	8.8	8.9	8.8	8.8	8.8
	Street lighting	841	8.7	8.8	8.9	8.8	8.8	8.8
	Illegally dumped rubbish	871	8.6	8.7	8.8	8.8	8.9	8.7
	Recreation Centres and / or Aquatic Centres	862	8.6	8.7	8.8	8.8	8.9	8.6
	Maintenance / cleaning of strip shopping areas	866	8.6	8.7	8.8	8.7	8.7	8.6
	Enforcement of local laws	843	8.6	8.7	8.8	8.7	8.5	8.7
	Provision and maintenance of street trees	848	8.5	8.7	8.8	8.6	8.8	8.7
	Maintenance and repair of unsealed local roads	826	8.5	8.7	8.8	8.9	8.8	n.a.
	Community Centres / Neighbourhood Houses	814	8.5	8.6	8.7	8.7	8.7	8.5
Lower than average	Animal management	823	8.4	8.5	8.6	8.5	8.7	8.7
	Bike and shared paths	849	8.4	8.5	8.6	8.7	8.6	8.6
	Street sweeping	825	8.3	8.4	8.5	8.5	8.4	8.6
	Environmental events, programs, and activities	807	8.3	8.4	8.5	8.4	8.3	8.5
	Council's activities promoting eco. development	808	8.2	8.4	8.5	8.4	8.3	8.4
	Community and cultural activities	813	8.2	8.3	8.4	8.6	8.4	8.4
	Council communication activities	836	8.2	8.3	8.4	8.4	8.3	8.3 [^]
	Parking enforcement	837	7.9	8.0	8.2	8.1	7.8	8.5
	Provision of public art centres	761	7.9	8.0	8.2	8.3	8.2	8.3
Average importance of Council services			8.6	8.7	8.8	8.8	8.8	8.7

(*) 2024 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 remained stable this year at 7.5 out of 10, which remains a “very good” level of satisfaction.

Relative satisfaction with services and facilities:

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

- ***Measurably higher than average satisfaction*** – included regular weekly garbage collection (8.7), regular fortnightly recycling (8.7), fortnightly food and green waste collection service (8.5), local library services (8.5), community centres / neighbourhood houses (8.3 up from 7.9) the bookable hard rubbish service (8.3 up from 7.9), services for children aged from birth to 5 years of age (8.1), and community and cultural activities (8.1).
- ***Measurably lower than average satisfaction*** – included maintenance and repair of sealed local roads (5.9 down from 6.1), maintenance and repair of unsealed local roads (6.2), drains maintenance and repairs (6.7 down from 7.0), management of illegally dumped rubbish (6.7 down from 6.9), public toilets (6.8 up from 6.6), provision and maintenance of street trees (6.9 down from 7.1), the maintenance and cleaning of public areas (6.9 down from 7.2), footpath maintenance and repairs (7.0), and local traffic management (7.0 down from 7.3).

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 provision of public art centres (6% higher in Cardinia), services for children from birth to 5 years of age (5% higher), community centres / neighbourhood houses (5% higher), regular recycling service (5% higher), regular weekly garbage collection (4% higher), fortnightly food and green waste collection service (4% higher), and local library services (4% higher).
- ***Notably lower satisfaction in the Cardinia Shire*** – included the maintenance and repair of sealed local roads (11% lower in Cardinia, but down from 14% lower last year), management of illegally dumped rubbish (8% lower, up from 4% last year), drains maintenance and repairs (7% lower), the provision and maintenance parks and gardens (6% lower), the provision and maintenance of street trees (6% lower), the maintenance and cleaning of public areas (5% lower), street sweeping (4% lower), animal management (4% lower), environmental events, programs, and activities (4% lower), and litter collection in public areas (4% lower).



Satisfaction with selected Council services and facilities
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2024			2023	2022	2024 Metro. *
			Lower	Mean	Upper			
Higher than average	Regular weekly garbage collection	888	8.6	8.7	8.8	8.8	8.6	8.2
	Regular fortnightly recycling	879	8.5	8.7	8.8	8.6	8.6	8.2
	Fortnightly food / green waste collection service	657	8.4	8.5	8.7	8.6	8.5	8.1
	Local library services	319	8.4	8.5	8.7	8.6	8.5	8.2
	Community Centres / Neighbourhood Houses	177	8.0	8.3	8.5	7.9	7.9	7.8
	Bookable hard rubbish service	481	8.1	8.3	8.4	7.9	7.9	8.0
	Services for children from birth to 5 years of age	137	7.8	8.1	8.5	8.0	7.8	7.6
	Community and cultural activities	194	7.9	8.1	8.3	7.8	7.8	7.9
	Provision of public art centres	106	7.8	8.1	8.4	7.8	8.0	7.5
Average satisfaction	Sports ovals and other local sporting facilities	368	7.7	7.9	8.1	8.2	8.0	7.9
	Support services for seniors	63	7.5	7.9	8.3	7.3	7.2	7.7
	Bike and shared paths	332	7.5	7.7	7.9	7.5	7.6	7.4
	Recreation Centres and / or Aquatic Centres	287	7.4	7.7	7.9	8.0	7.8	7.7
	Services for youth	65	7.1	7.6	8.2	7.5	7.5	7.5
	Provision and maintenance of playgrounds	391	7.4	7.6	7.8	7.7	7.8	7.8
	Enforcement of local laws	789	7.3	7.4	7.6	7.6	7.4	7.7
	Animal management	757	7.2	7.3	7.5	7.5	7.7	7.7
	Street lighting	829	7.1	7.3	7.4	7.4	7.5	7.5
	Provision / maintenance of parks and gardens	855	7.1	7.3	7.4	7.6	7.8	7.9
	Parking enforcement	792	7.1	7.2	7.4	7.3	7.2	7.2
	Support services for people with disability	62	6.8	7.2	7.7	7.2	7.1	7.4
	Maintenance / cleaning of strip shopping areas	852	7.1	7.2	7.4	7.5	7.5	7.5
	Council communication activities	763	7.1	7.2	7.4	7.4	7.3	7.5 [^]
	Street sweeping	775	7.0	7.2	7.3	7.4	7.5	7.6
	Environmental events, programs, and activities	715	7.0	7.2	7.3	7.3	7.0	7.6
	Litter collection in public areas	852	7.0	7.2	7.3	7.3	7.3	7.5
	Council's activities promoting eco. development	716	7.0	7.1	7.3	7.4	7.0	7.4
	Local traffic management	852	6.9	7.0	7.2	7.3	7.2	7.2
Lower than average	Footpath maintenance and repairs	826	6.9	7.0	7.2	7.0	7.3	7.3
	Maintenance and cleaning of public areas	863	6.7	6.9	7.0	7.2	7.1	7.4
	Provision and maintenance of street trees	837	6.7	6.9	7.0	7.1	7.1	7.4
	Public toilets	352	6.6	6.8	7.1	6.6	6.4	6.9
	Illegally dumped rubbish	844	6.6	6.7	6.9	6.9	6.9	7.5
	Drains maintenance and repairs	847	6.5	6.7	6.9	7.0	7.0	7.4
	Maintenance and repair of unsealed local roads	780	6.0	6.2	6.4	6.2	6.2	n.a.
	Maintenance and repairs of sealed local roads	884	5.7	5.9	6.1	6.1	6.4	7.0
Average satisfaction of Council services			7.3	7.5	7.7	7.5	7.5	7.6

(*) 2024 metropolitan Melbourne average from Governing Melbourne

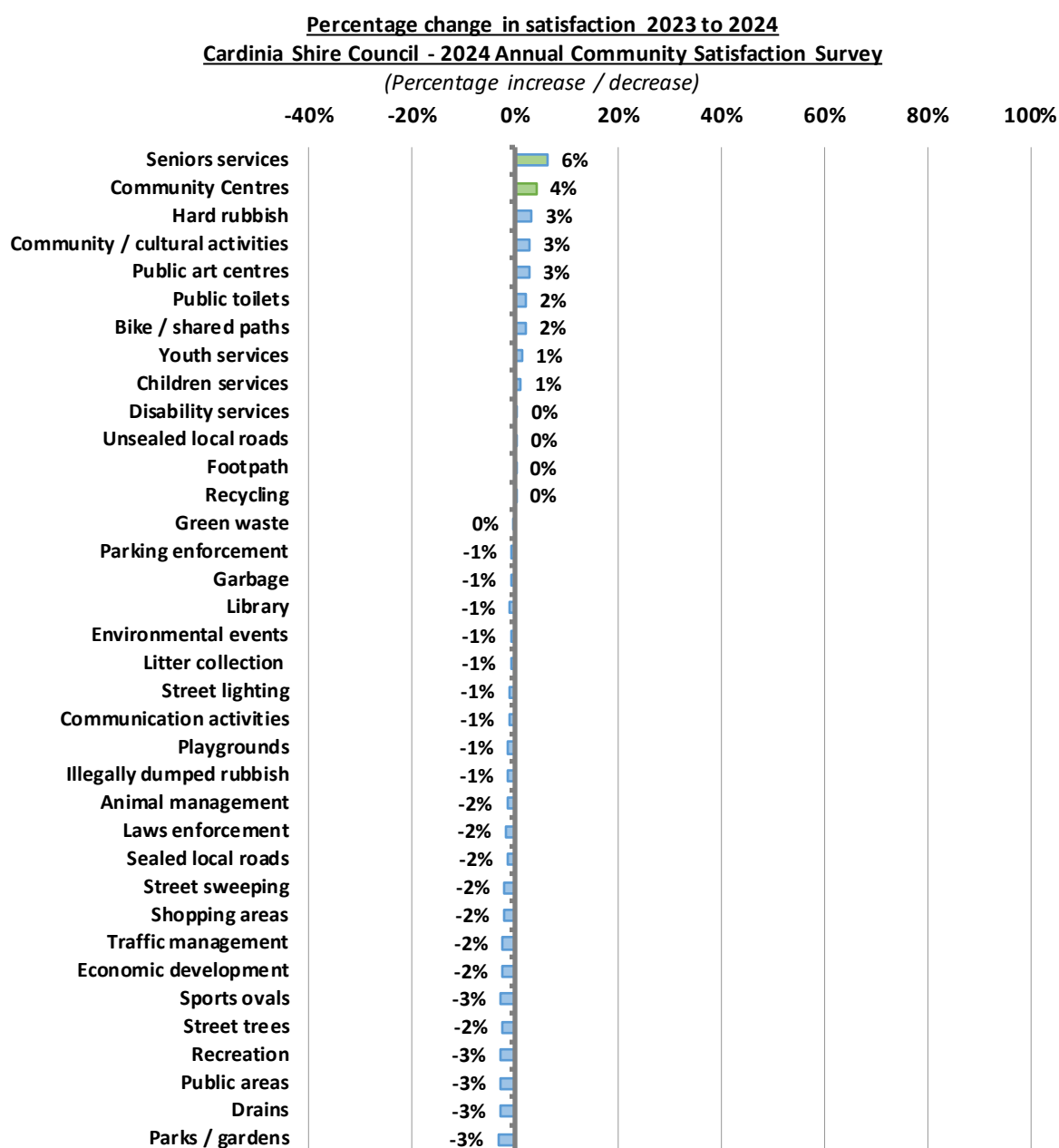
(^)^ combined of Council's regular printed newsletter and Council's website



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 support services for seniors (up 6% by 67 respondents), community centres / neighbourhood houses (up 4% by 181 respondents), bookable hard rubbish collection (up 3%), community and cultural activities (up 3% by 196 respondents), and public art centres (up 3% by 108 respondents).
- **Notable decline in satisfaction this year** – included the provision and maintenance of parks and gardens (down 3% after a 2% decline last year), drains maintenance and repairs (down 3%), the maintenance and cleaning of public areas (down 3%), and recreation centres and / or aquatic centres (down 3%).



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 “very satisfied” with 26 of the 36 services and facilities, and approximately three-quarters were “very satisfied” with eight.

Less than 40% of respondents were “very satisfied” with only two services and facilities this year, including the maintenance and repair of sealed local roads (29%) and the maintenance and repair of unsealed local roads (33%).

There were nine services and facilities with which 10% or more of respondents providing a satisfaction score were “dissatisfied”.

These included the maintenance and repair of sealed local roads (25% down from 27% dissatisfied), the maintenance and repair of unsealed local roads (19% down from 24%), drains maintenance and repairs (16% up from 14%), public toilets (15% down from 17%), illegally dumped rubbish (14%), the provision and maintenance of street trees (14% up from 12%), and the maintenance and cleaning of public areas (12% up from 10%), footpath maintenance and repairs (11%), and local traffic management (10%).

These results were generally consistent with those recorded last year, reinforcing the steady level of community satisfaction with most of the services and facilities provided by Council.

It does appear that the storm events in the eastern suburbs of Melbourne earlier this year may have had a small impact on community satisfaction with some services and facilities, including street trees, drains, footpaths, the management of illegally dumped rubbish, and the maintenance and cleaning of public areas.



Satisfaction with selected Council services and facilities
Cardinia Shire Council - 2024 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
Local library services	1%	17%	82%	10	329
Regular weekly garbage collection	2%	17%	82%	12	900
Fortnightly food and green waste collection service	2%	16%	82%	9	666
Regular fortnightly recycling	2%	18%	81%	21	900
Bookable hard rubbish service	5%	17%	78%	4	485
Community Centres / Neighbourhood Houses	3%	20%	76%	4	181
Community and cultural activities	3%	24%	73%	2	196
Services for children from birth to 5 years of age	7%	20%	73%	5	142
Provision of public art centres	2%	28%	70%	2	108
Sports ovals and other local sporting facilities	4%	29%	67%	5	373
Support services for seniors	3%	30%	67%	4	67
Recreation Centres and / or Aquatic Centres	9%	28%	63%	6	293
Bike and shared paths	5%	33%	62%	6	338
Provision and maintenance of playgrounds	9%	29%	62%	8	399
Services for youth	5%	37%	59%	2	67
Animal management	9%	35%	56%	143	900
Enforcement of local laws	6%	38%	56%	111	900
Provision and maintenance of parks and gardens	9%	37%	54%	45	900
Street sweeping	9%	37%	54%	125	900
Street lighting	9%	38%	53%	71	900
Maintenance and cleaning of strip shopping areas	7%	41%	52%	48	900
Parking enforcement	8%	40%	52%	108	900
Litter collection in public areas	9%	40%	51%	48	900
Environmental events, programs, and activities	8%	42%	51%	185	900
Council's activities promoting local eco. development	8%	41%	50%	184	900
Council communication activities	8%	42%	50%	137	900
Support services for people with disability	7%	45%	48%	3	65
Local traffic management	10%	42%	48%	48	900
Footpath maintenance and repairs	11%	41%	48%	74	900
Provision and maintenance of street trees	14%	40%	47%	63	900
Drains maintenance and repairs	16%	38%	46%	53	900
Public toilets	15%	42%	43%	8	360
Maintenance and cleaning of public areas	12%	46%	43%	37	900
Illegally dumped rubbish	14%	45%	42%	56	900
Maintenance and repair of unsealed local roads	19%	48%	33%	120	900
Maintenance and repairs of sealed local roads	25%	46%	29%	16	900



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 and older adults (aged 55 to 74 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, with notable variation observed for individual services and facilities.
- **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 by respondent profile

Cardinia Shire Council - 2024 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	6.4	6.2	5.3	5.2	5.8	6.4	6.1	5.7	5.5	7.1
Maintenance and repair of unsealed local roads	6.7	6.7	5.6	5.6	6.0	5.9	6.4	6.0	5.8	7.3
Drains maintenance and repairs	7.4	7.0	6.4	5.9	6.1	6.7	6.8	6.6	6.4	7.7
Footpath maintenance and repairs	7.5	7.1	7.2	6.4	6.5	7.1	6.9	7.1	6.7	7.8
Maintenance and cleaning of public areas	7.2	6.8	7.0	6.6	6.6	6.7	6.9	6.9	6.7	7.4
Litter collection in public areas	7.5	7.0	7.3	7.1	6.9	7.0	7.2	7.2	6.9	7.8
Maintenance / cleaning of strip shopping areas	7.5	7.4	7.2	7.1	6.8	7.0	7.2	7.3	7.1	7.6
Illegally dumped rubbish	7.1	6.8	6.8	6.6	6.2	6.8	6.6	6.9	6.6	7.2
Provision and maintenance of street trees	7.4	7.1	6.7	6.1	6.5	6.7	6.7	7.0	6.6	7.4
Street lighting	7.3	7.2	7.3	7.3	7.1	7.5	7.2	7.3	7.2	7.4
Street sweeping	7.6	7.3	7.0	6.7	7.0	7.4	7.1	7.3	7.0	7.7
Regular weekly garbage collection	8.7	8.5	8.9	8.6	8.7	8.8	8.6	8.7	8.6	9.0
Regular fortnightly recycling	8.7	8.6	8.8	8.5	8.7	8.7	8.6	8.7	8.5	9.0
Provision / maintenance of parks and gardens	7.5	7.2	7.3	7.2	7.1	7.1	7.2	7.3	7.1	7.7
Animal management	7.7	7.4	7.2	7.1	7.2	7.1	7.2	7.4	7.2	7.8
Local traffic management	7.5	7.0	6.8	6.6	7.0	6.9	7.0	7.1	6.8	7.6
Parking enforcement	7.7	7.3	7.2	6.7	7.0	7.1	7.1	7.4	7.1	7.8
Enforcement of local laws	7.9	7.5	7.3	7.1	7.2	6.9	7.3	7.5	7.2	8.0
Council communication activities	7.5	7.2	7.3	7.2	6.9	7.0	7.1	7.4	7.1	7.7
Council's activities promoting eco. development	7.7	7.3	6.9	6.8	6.6	6.8	7.1	7.1	6.9	7.8
Environmental events, programs, and activities	7.5	7.5	7.0	6.8	6.9	7.0	7.1	7.3	6.9	7.9
Fortnightly food / green waste collection service	8.5	8.5	8.5	8.7	8.5	8.9	8.5	8.6	8.4	8.9
Bookable hard rubbish service	8.4	8.2	8.4	7.7	8.5	8.6	8.4	8.1	8.2	8.4
Local library services	8.5	8.4	8.7	8.5	8.5	9.3	8.3	8.7	8.4	8.8
Public toilets	6.6	7.0	7.2	6.9	6.7	6.6	6.9	6.8	6.7	7.2
Sports ovals and other local sporting facilities	8.2	7.7	8.2	7.7	7.7	8.1	7.8	8.0	7.8	8.2
Recreation Centres and / or Aquatic Centres	7.8	7.5	8.1	7.4	7.1	8.5	7.6	7.8	7.5	8.1
Provision and maintenance of playgrounds	7.6	7.5	7.7	7.5	7.5	7.3	7.5	7.6	7.2	8.3
Bike and shared paths	8.0	7.5	7.7	7.5	7.4	8.3	7.4	7.9	7.5	8.2
Community Centres / Neighbourhood Houses	8.2	8.2	8.7	8.0	8.2	8.5	8.2	8.3	8.0	8.8
Services for children from birth to 5 years of age	8.5	8.1	7.6	6.9	6.0	n.a.	8.3	8.0	7.7	8.7
Services for youth	7.9	7.7	7.5	6.8	7.5	n.a.	7.5	7.7	7.1	9.0
Support services for seniors	8.2	8.2	7.8	7.6	7.4	8.8	7.8	8.0	7.6	9.7
Support services for people with disability	7.4	7.1	8.8	6.6	7.4	6.0	7.1	7.3	6.8	8.6
Provision of public art centres	7.8	8.3	8.3	8.1	8.1	8.1	7.8	8.4	8.1	8.2
Community and cultural activities	8.1	8.3	8.0	7.7	8.2	8.8	7.8	8.4	7.9	8.5
<i>Average satisfaction</i>	7.7	7.5	7.5	7.1	7.2	7.5	7.4	7.5	7.2	8.1
Total respondents	213	221	149	134	118	60	459	438	647	243

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.

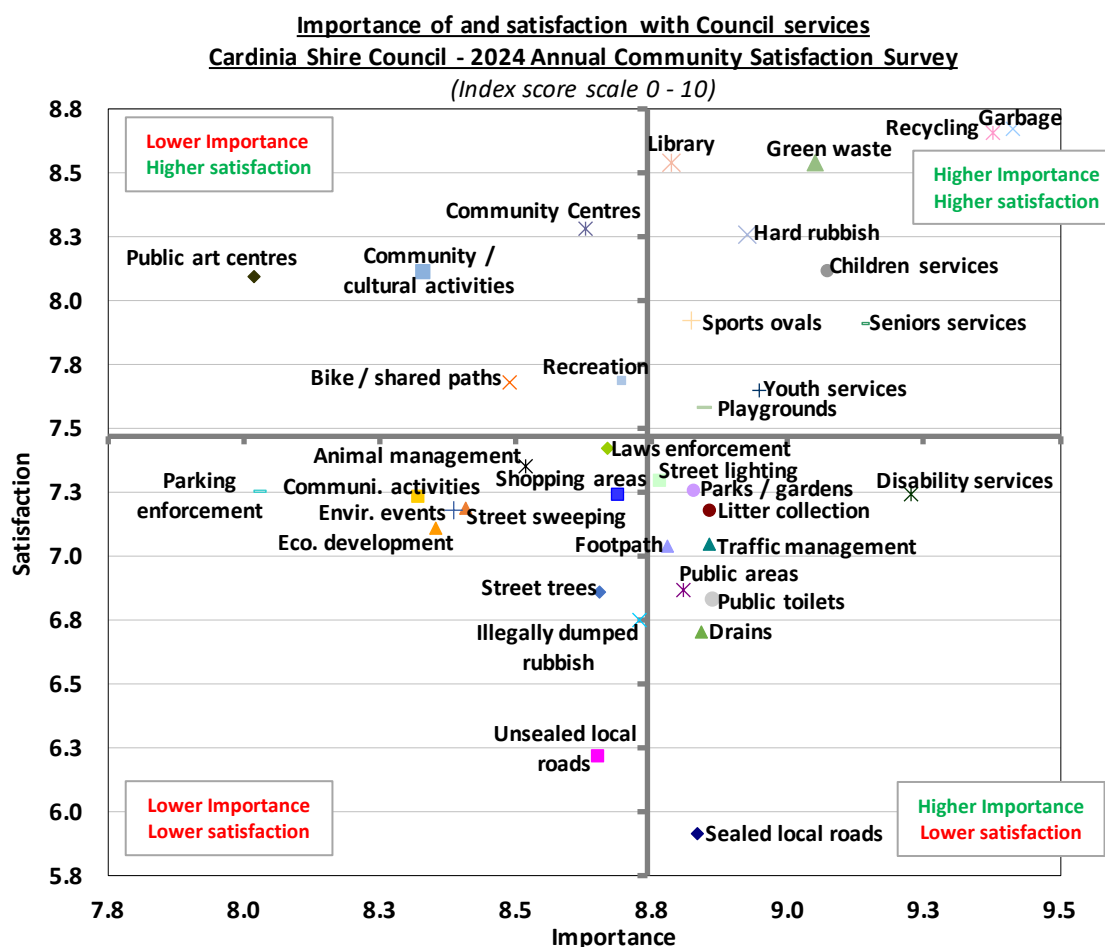
The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using the same door-to-door, in-person methodology.

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 higher-than-average satisfaction scores, at “excellent” levels.
- **Community support services** – whilst all four services (children, youth, persons with disability, and seniors) were of higher-than-average importance, disability services again this year received a slightly lower-than-average satisfaction score.
- **Sports and recreation facilities and open spaces** – these facilities including sports ovals and other local sporting facilities, recreation and aquatic centres, playgrounds, and parks and gardens were mostly of higher-than-average importance, and all but parks and gardens (which declined 3% this year) received a higher-than-average satisfaction score.
- **Arts and cultural services and facilities** – were both of lower-than-average importance but received higher-than-average satisfaction scores in the “excellent” range.
- **Community facilities** – including community centres and neighbourhood houses, tended to be of approximately average importance, and received higher-than-average satisfaction score.
- **Communication services** – were of somewhat lower-than-average importance and received an average satisfaction score.
- **Infrastructure** – 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 again in 2024 included drains, footpaths, traffic management, 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 again this year 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

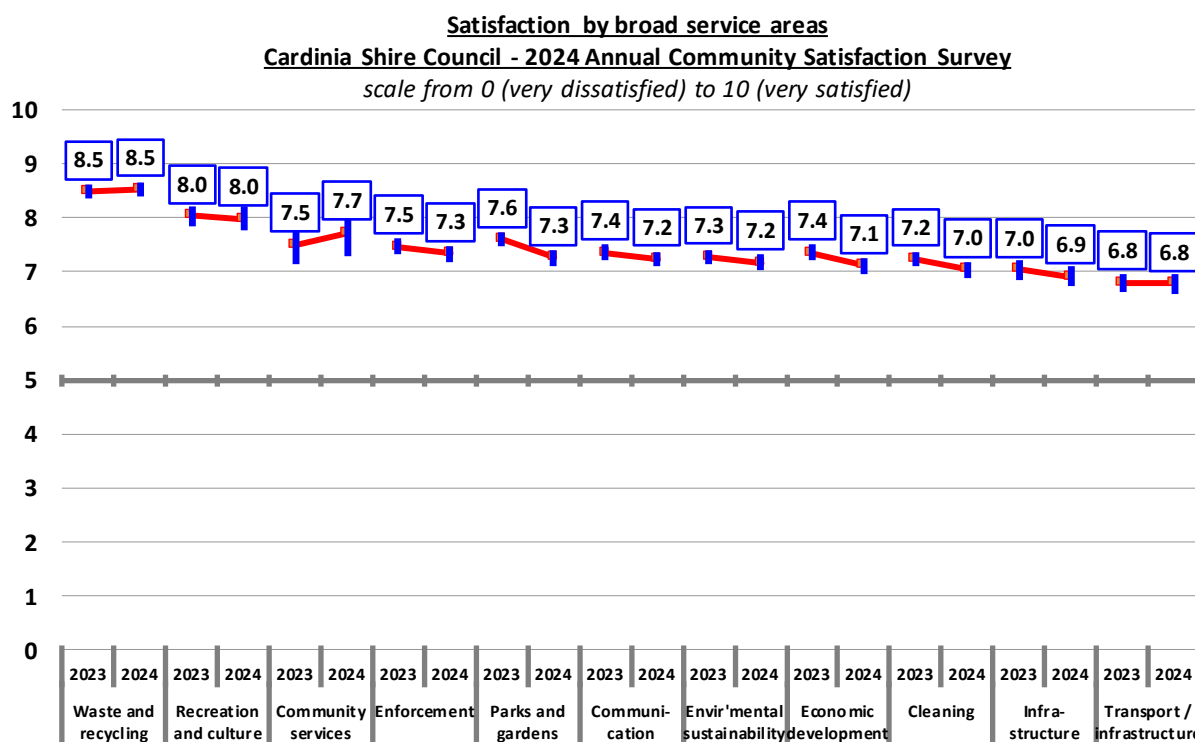
The 36 included services and facilities have been broken down into ten broad service areas. The breakdown of services and facilities into these ten broad service areas is as follows:

- **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.
- **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.

Satisfaction with most of the 11 broad service areas remained relatively stable this year, although the following variations were noted:

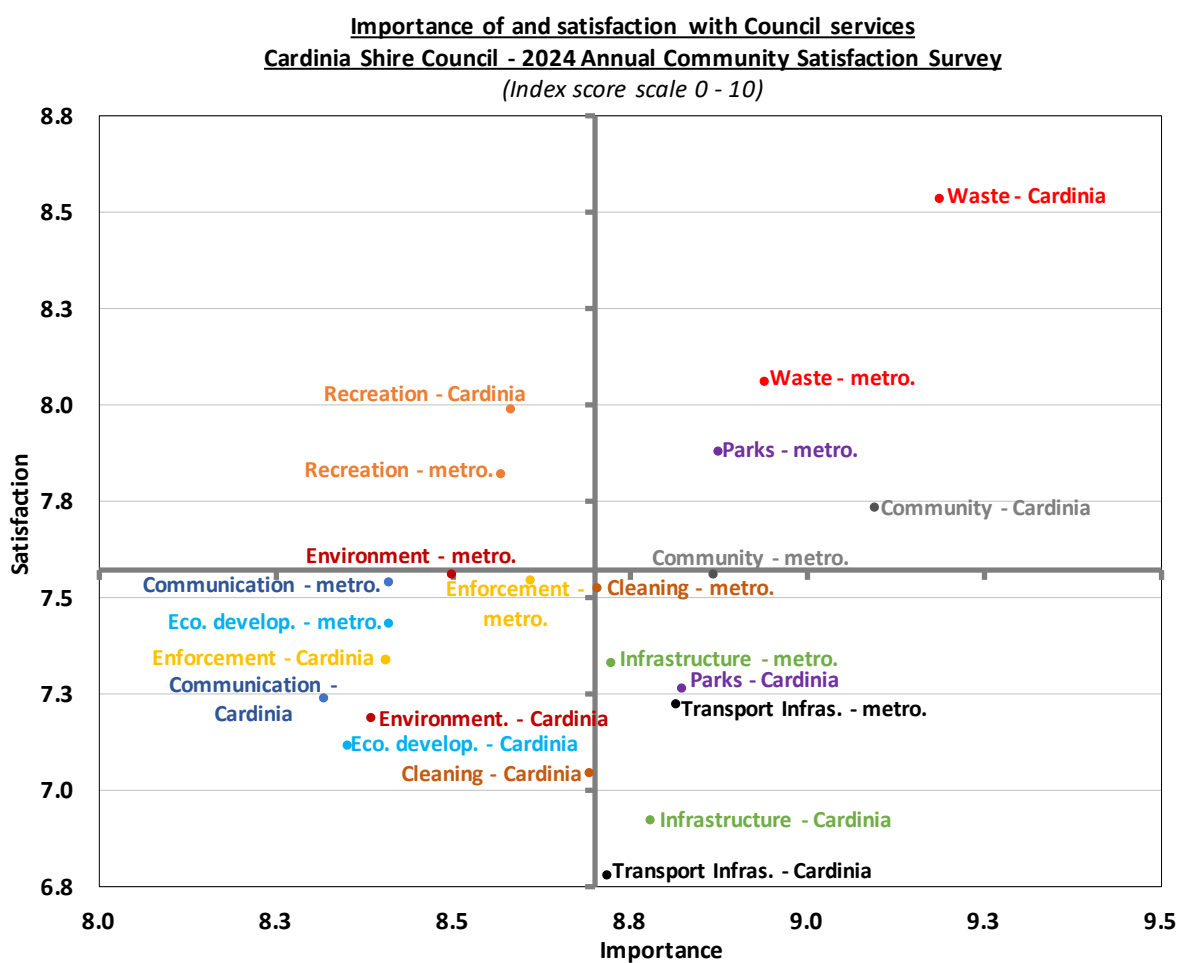
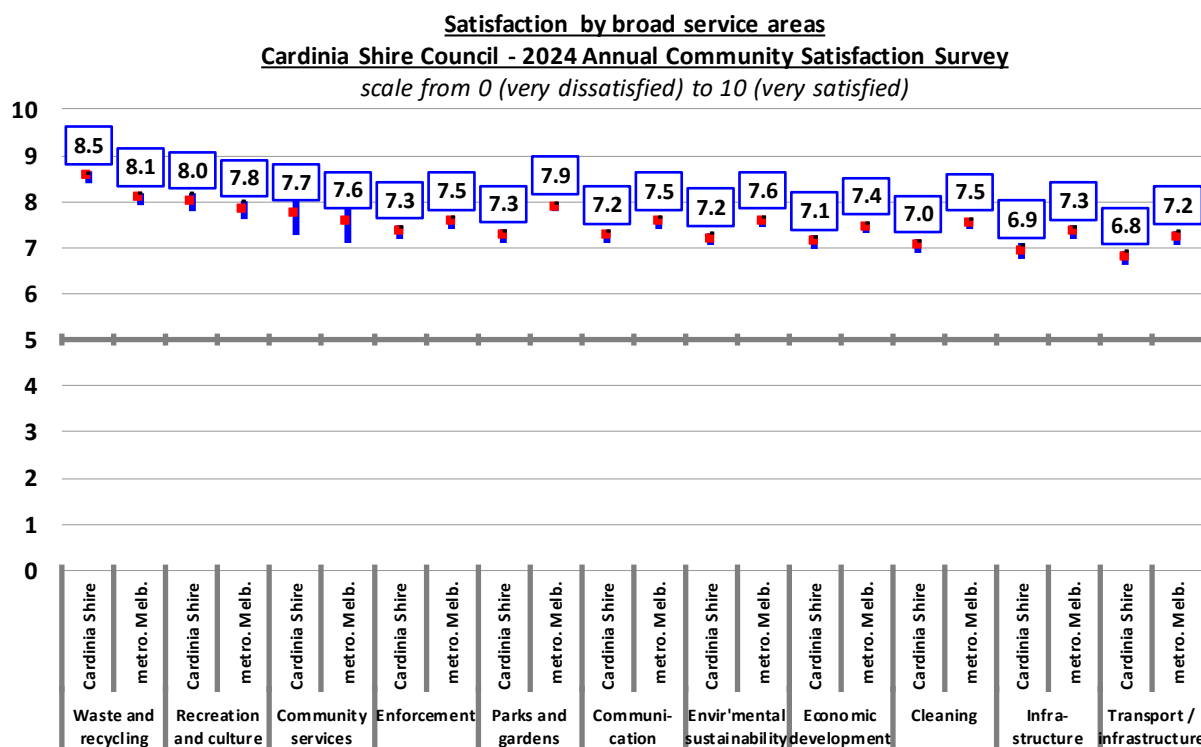
- **Increased satisfaction this year** - included community services (up 2%).
- **Decreased satisfaction this year** - included parks and gardens (down 3%), economic development (down 3%), enforcement (down 2%), communication (down 2%), and cleaning (down 2%).



When compared to the metropolitan Melbourne results from the 2024 *Governing Melbourne* research, it was found that:

- **Higher satisfaction in Cardinia Shire** – included waste and recycling (4% higher in Cardinia), recreation and culture (2% higher), and community services (1% higher).
- **Lower satisfaction in Cardinia Shire** – included parks and gardens (6% lower in Cardinia), environmental sustainability (4% lower), cleaning (4% lower), infrastructure (4% lower), transport infrastructure (4% lower), economic development (3% lower), and enforcement (3% 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

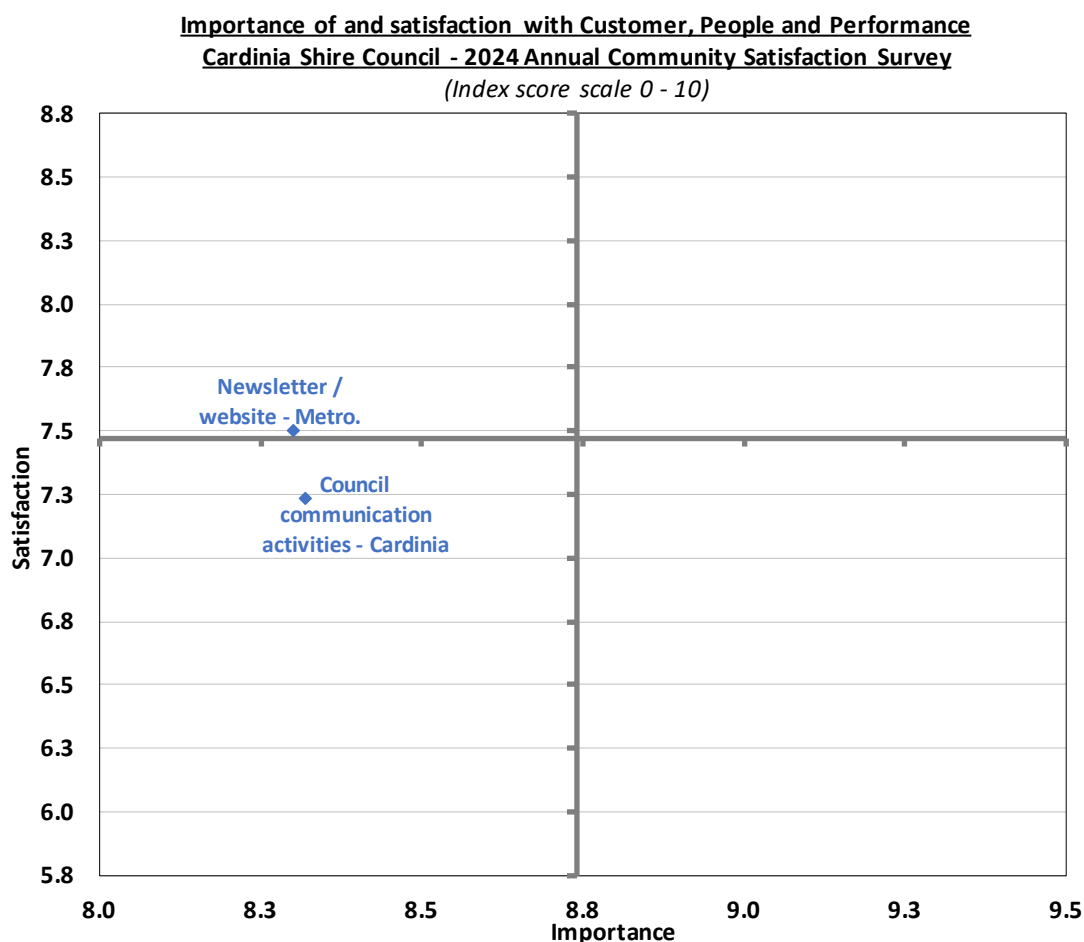
There was just the one service from the Customer, People, and Performance Division included in the survey this year, that being “Council communication activities”.

The following graph provides a crosstabulation of the average importance of and satisfaction with these services. 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 2024, using the same door-to-door methodology.

Cardinia Shire Council somewhat underperformed the metropolitan average in terms of Council communication activities compared to the average satisfaction with council website and newsletter (as an average) from *Governing Melbourne*.

It is often the case that these generalised services such as “communication activities” will tend to underperform a more detailed examination of satisfaction with individual services and facilities.



Council communication activities

Council communication activities was the 34th most important of the 36 included services and facilities, with an average importance of 8.3 out of 10, and one of seven that were measurably less important than the average of all 36 services and facilities (8.7).

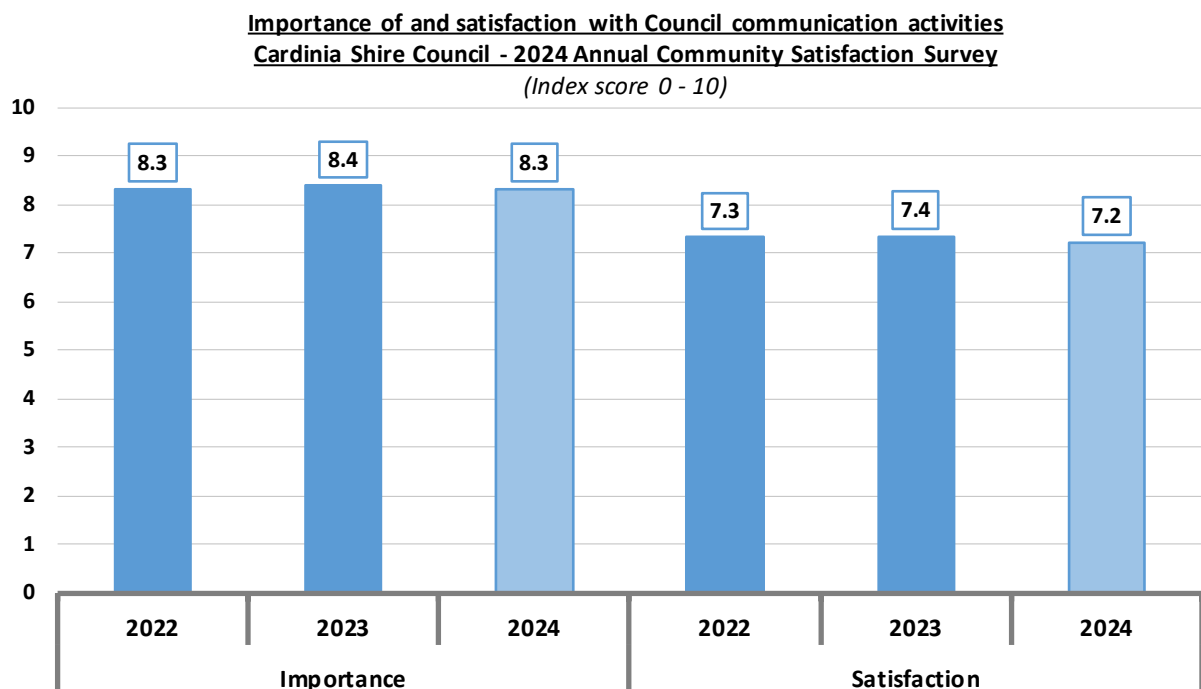
Satisfaction with Council communication activities decreased marginally this year, down one percent to 7.2 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This result ranks Council’s communication activities 23rd in terms of satisfaction this year.

This result comprised 50% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 763 of the 900 respondents who provided a satisfaction score.

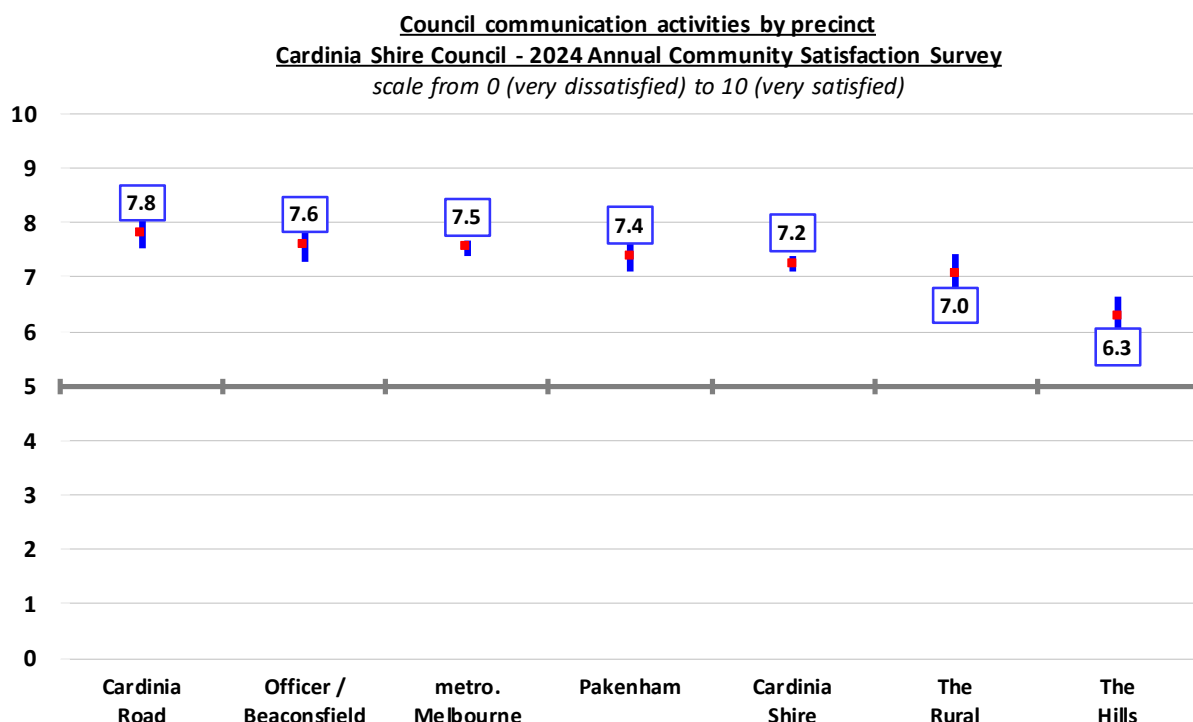
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with Council’s communication activities was measurably lower than the metropolitan Melbourne average satisfaction with the “Council’s regular printed newsletter” and “Council’s website” of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in this result observed across the municipality, with respondents from Cardinia Road measurably more satisfied than average, and at an “excellent” level, whilst respondents from the Hills precinct were measurably less satisfied and at a “solid” rather than a “very good” level of satisfaction.





The following table outlines the 20 responses from respondents who were not satisfied with Council's communication activities.

Reasons for dissatisfaction with Council communication activities
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Communication could be better / is very rare and basic	2
Hard to navigate the website / I can't find anything	2
They should register with / would prefer Snap Send Solve	2
Had an issue with a fallen tree on our nature strip and it took too long to get resolution	1
I have not received any emails from Council regarding Council rates for 1 year at Dusseldorp Ave	1
I prefer talking to a real person	1
More in newsletter	1
No freedom of speech anymore, disconnected and banned for having a right to speech	1
No information from Council for events compared to other Councils	1
No response or results if we call and ask for help	1
Not satisfied because sometimes Council not care about the people's condition	1
Other than the newspaper we get, it is hard to know what they are doing	1
They don't invite people living locally to participate	1
They only praise themselves and it is waste of money	1
Trying to resolve an issue with them takes time	1
Waste of money	1
Website not informative	1

Total

20

Governance Facilities and Economy Division

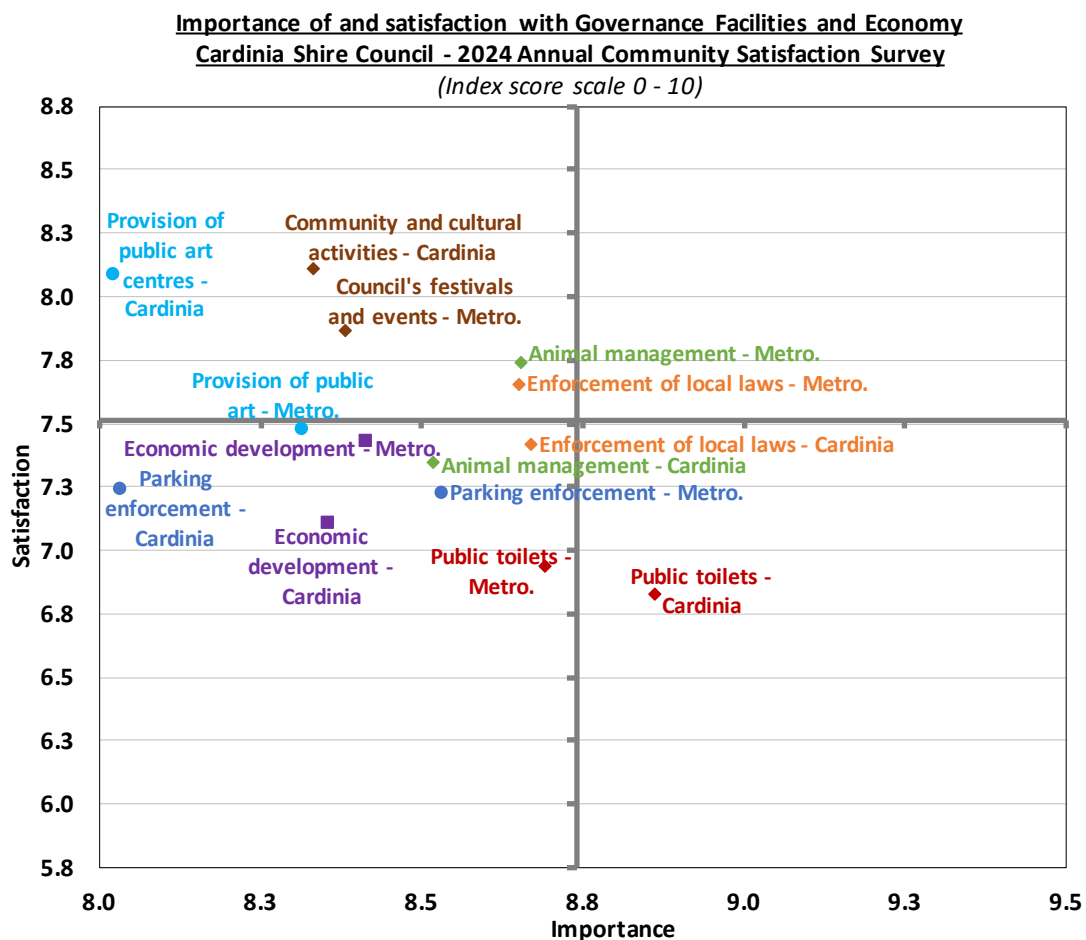
There were seven services and facilities from the Governance, Facilities, and Economy Division of Council included in the survey this year, as outlined in the following graph.

The following graph provides a crosstabulation of the average importance of and satisfaction with these services. 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 2024, using the same door-to-door methodology.

With the exception of public toilets, the remaining services were all of somewhat lower-than-average importance.

Satisfaction varied, with public toilets, economic development, parking enforcement, animal management, and enforcement of local laws all reporting somewhat lower than average satisfaction scores.



Animal management

Animal management activities were the 28th most important of the 36 included services and facilities, with an average importance of 8.5 out of 10, and was marginally less important than the average of all 36 services and facilities (8.7).

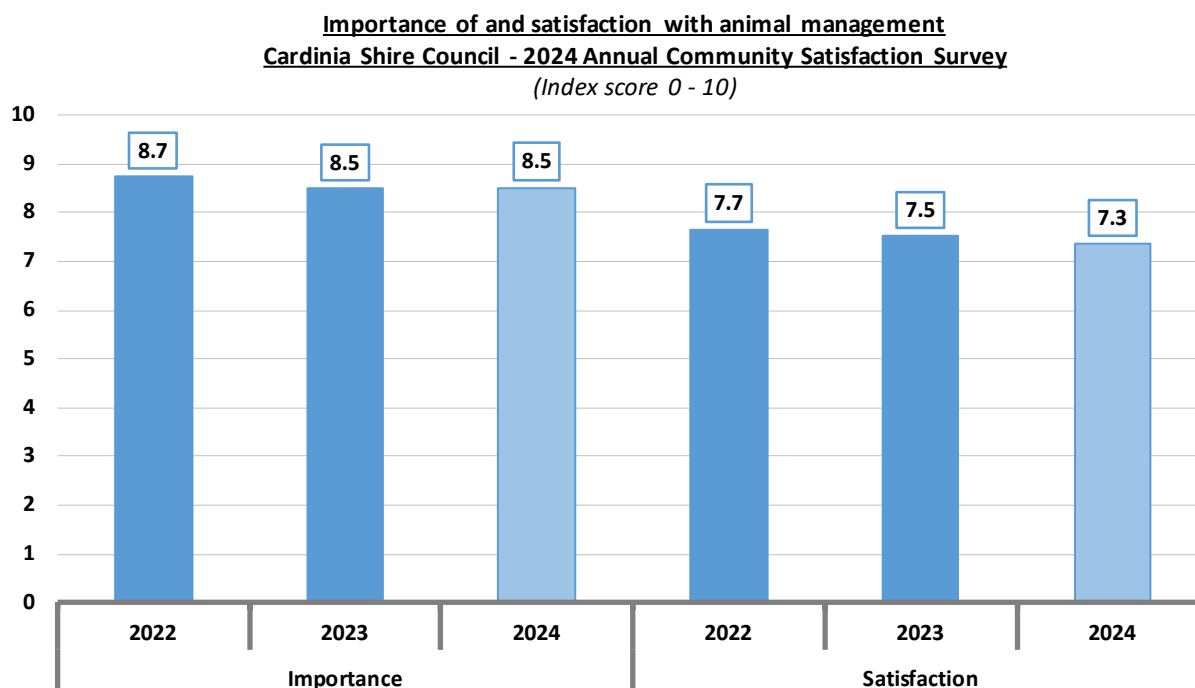
Satisfaction with animal management activities decreased marginally this year, down two percent to 7.3 out of 10, although it remains at a “very good” level of satisfaction.

This result ranks animal management activities 17th in terms of satisfaction this year.

This result comprised 56% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 757 of the 900 respondents who provided a satisfaction score.

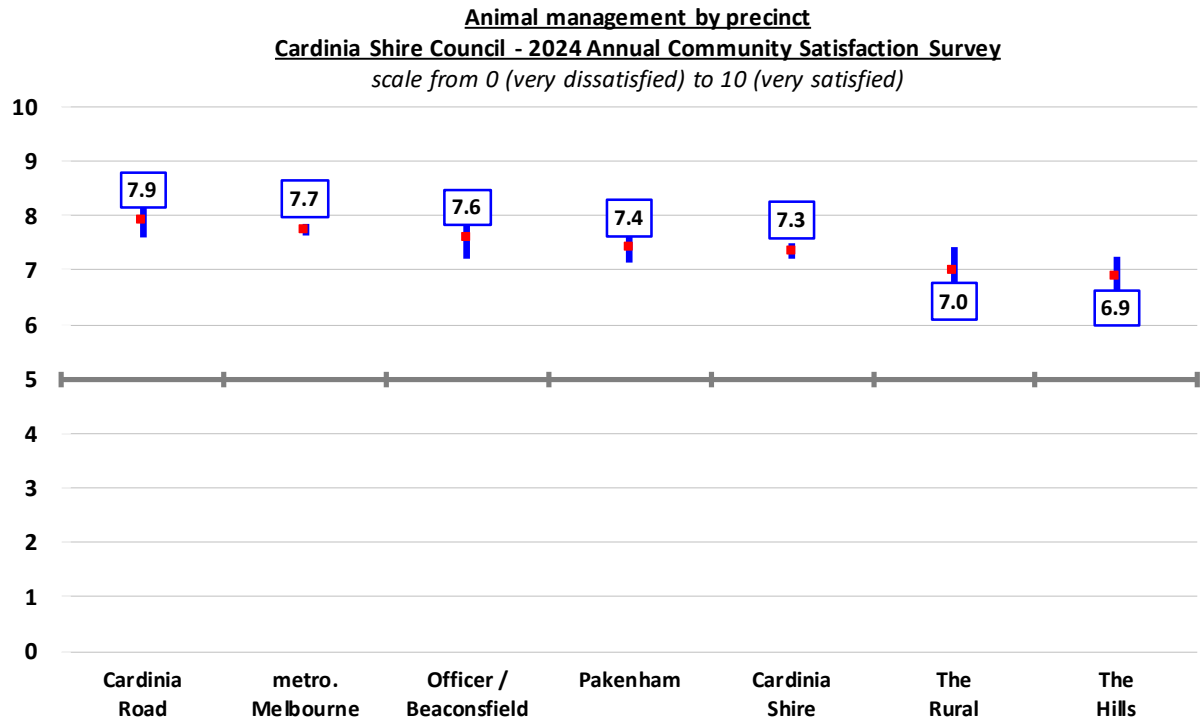
There was some variation in satisfaction observed by respondent profile, with respondents aged 18-34 years of age notably more satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with Council’s animal management activities was notably lower than the metropolitan Melbourne average satisfaction with “animal management” of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in this result observed across the municipality, with respondents from Cardinia Road measurably more satisfied than average, and at an “excellent” level, whilst respondents from the Hills precinct were notably less satisfied and at a “good” rather than a “very good” level of satisfaction.





The following table outlines the 33 comments received from respondents dissatisfied with animal management.



Reasons for dissatisfaction with animal management
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Lots of cats wandering around here	5
Dogs barking all the time / day and night	3
More regulation for animal control needed	2
People don't pick up the dog poop from the public areas and the nature strip	2
A cat comes to poo in our area	1
A lot of leashed dogs around parks and footpaths near Henry Rd	1
Attacked by animal and made a complaint	1
Cats roam outside, it's not good. Storey Dr	1
Cats seem to roam around and kill the native life, need to caught and killed	1
Dog poop bins are missing	1
Dogs left at home while they go for holidays, bark all night. Not much we can do, need to be better enforced, need consequences	1
Just the neighbour's animals	1
Neighbours cat out 24 hours a day	1
Our neighbours had a cat breeding program and it should not be allowed	1
Pakenham Creek has off leash dogs in the morning	1
Rules needed for cats roaming in the area	1
There are cats wandering around here which is really dangerous since a lot of people have dogs	1
There are too many kangaroos	1
There is a rabbit plague and foxes are not doing a good job	1
They are not proactive with their follow-up	1
They charge over \$500 to return the dogs to owner, its not about animal welfare it's about money	1
They should have more dog parks, for small dogs mainly	1
We would like to have an off lead dog park and there are too many stray cats around Lang Lang	1
Wild cats that just roam in the area	1
Wild dogs around this area	1
Total	33



Parking enforcement

Parking enforcement was the 35th most important of the 36 included services and facilities, with an average importance of eight out of 10, and one of seven that were measurably less important than the average of all 36 services and facilities (8.7).

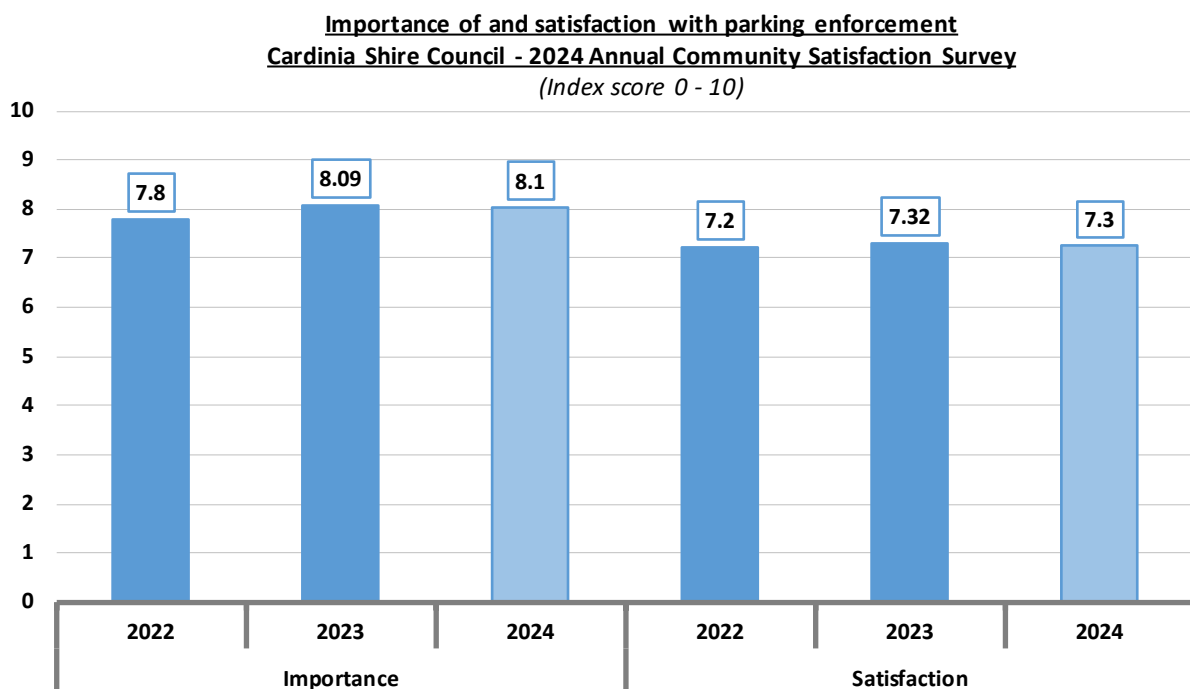
Satisfaction with parking enforcement decreased marginally this year, down one percent to 7.2 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This result ranks parking enforcement 20th in terms of satisfaction this year.

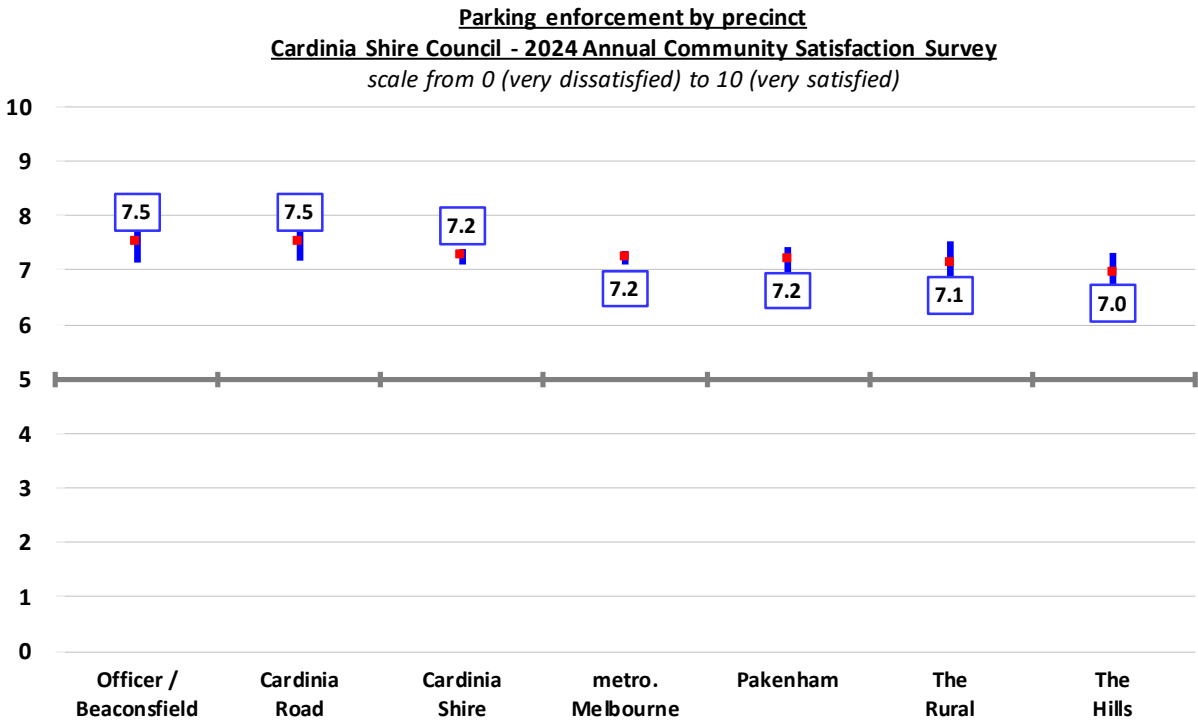
This result comprised 52% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 792 of the 900 respondents who provided a satisfaction score.

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

By way of comparison, satisfaction with parking enforcement was marginally lower than the metropolitan Melbourne average satisfaction of 7.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was some variation in this result observed across the municipality, with respondents from Cardinia Road and Officer/Beaconsfield somewhat more satisfied than average, and at a “very good” level.



The following table outlines the 32 comments received from respondents dissatisfied with parking enforcement.

Reasons for dissatisfaction with parking enforcement
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Not effective because people park illegally	4
I don't think we need it	3
No enforcement	3
Parking on footpath / nature strip	2
Can't see oncoming traffic, Salvia St	1
Fines for no reason, money hungry	1
I got ticketed at 10 past 10 at night even though I was parking legally on my property, I took it up to court and won against the Council	1
It is a waste of time	1
It isn't properly enforced on the service road at Princes Highway leading to buildup of vehicles	1
Mahogany Ct people are parking badly	1
No street parking in Redfern Way	1
Not much for disabled parking	1
Parking enforcement in local streets	1
Parking on market days	1
People park in blind corners, not safe	1
People park on both sides at a bend and we can't see, Cumberland Dr and Crystal St intersection	1
People park their vehicles at pedestrian paths and driveways on Majestic Dr	1
People park their vehicles outside my house when they pick up and drop off their children at St Francis Xavier College. I have lodged a complaint with the Council but this practice still continues	1
People parking on both sides and near the intersection and I had a collision	1
Sometimes they park on both sides of the roads making garbage collections difficult	1
Street busy as thoroughfare	1
They will park at the corner so it will be hard to make a turn	1
Unregistered vehicles and residents living on other streets are parked on Marwood Way	1
We need gravel in front of our house for our cars to park. It's Cotswold Cres	1
Total	32



Enforcement of local laws

Enforcement of local laws was the 24th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

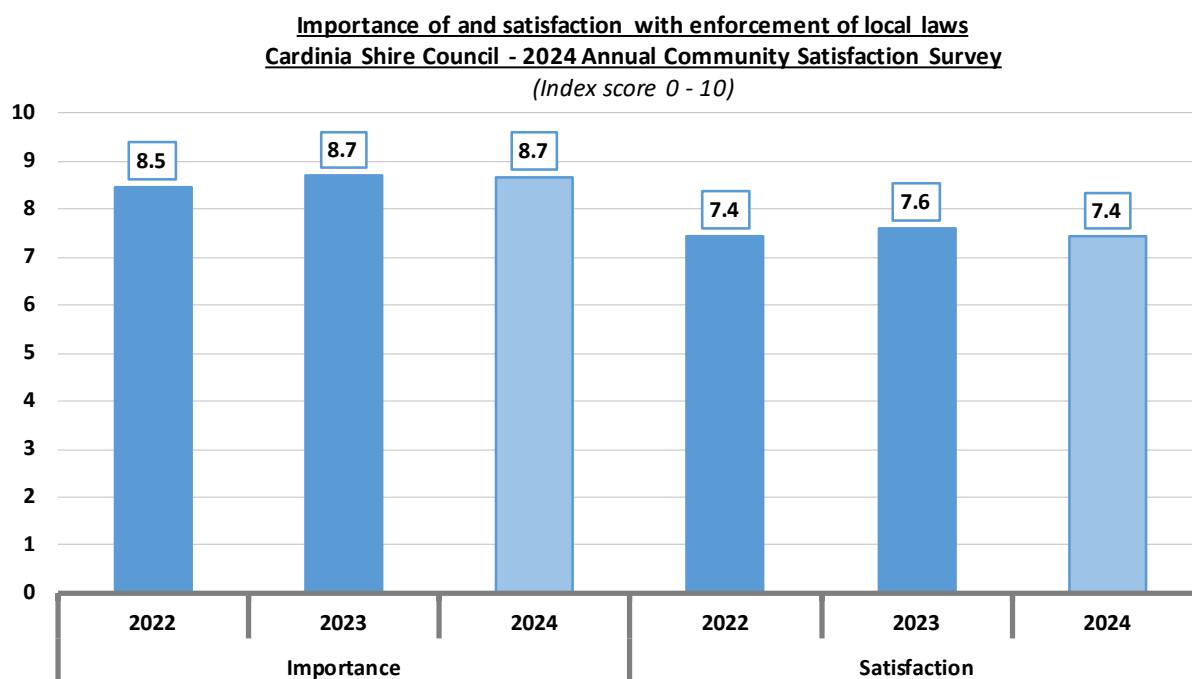
Satisfaction with enforcement of local laws decreased marginally this year, down two percent to 7.4 out of 10, which remained at a “very good” level of satisfaction.

This result ranks enforcement of local laws 16th in terms of satisfaction this year.

This result comprised 56% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 789 of the 900 respondents who provided a satisfaction score.

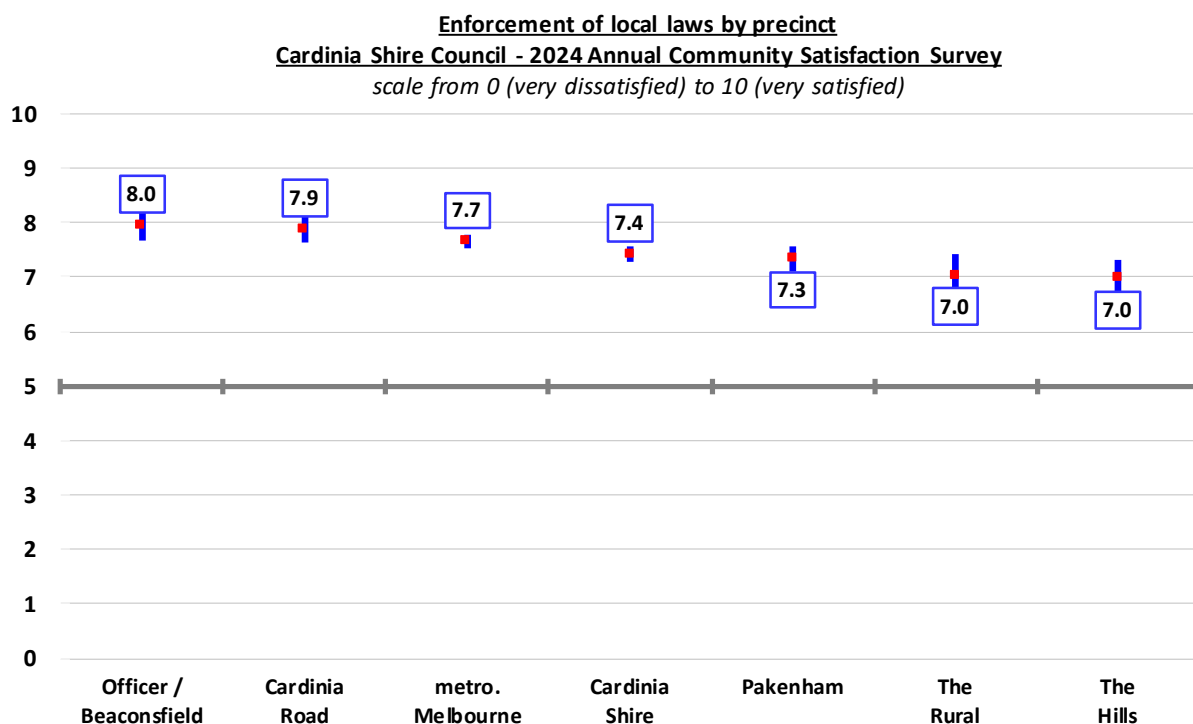
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with enforcement of local laws was somewhat lower than the metropolitan Melbourne average satisfaction of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne*.



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





The following table outlines the 11 comments received from respondents dissatisfied with the enforcement of local laws.

Reasons for dissatisfaction with enforcement of local laws
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
A woman tried to run us over and no one came	1
It's very unsafe during the night in some spots	1
Lot of theft and trespassing going on from Facebook pages, but nothing is being done	1
Needs punishment	1
No one gets reported and caught	1
Not enforcing	1
People in #5 have not been great neighbours, child neglect	1
There are inconsistencies in traffic management laws	1
They need to lock up the kids doing all sorts of things at night	1
Too many laws reduce them	1
Youths swimming and dumping rubbish in lake not enforced	1
Total	11

Council's activity promoting local economic development

Council's activity promoting local economic development was the 32nd most important of the 36 included services and facilities, with an average importance of 8.4 out of 10, and one of seven that were measurably less important than the average of all 36 services and facilities (8.7).

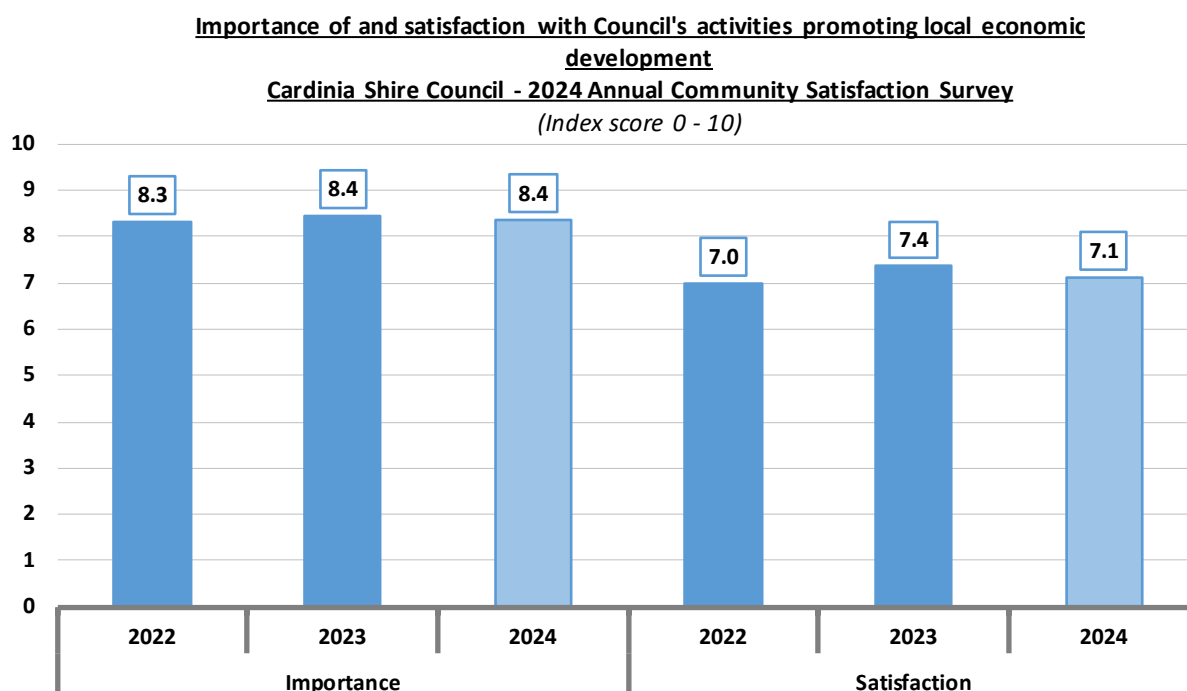
Satisfaction with Council's activity promoting local economic development decreased marginally this year, down two percent to 7.1 out of 10, which was a "good" down from a "very good" level of satisfaction.

This result ranks Council's activity promoting local economic development 27th in terms of satisfaction this year.

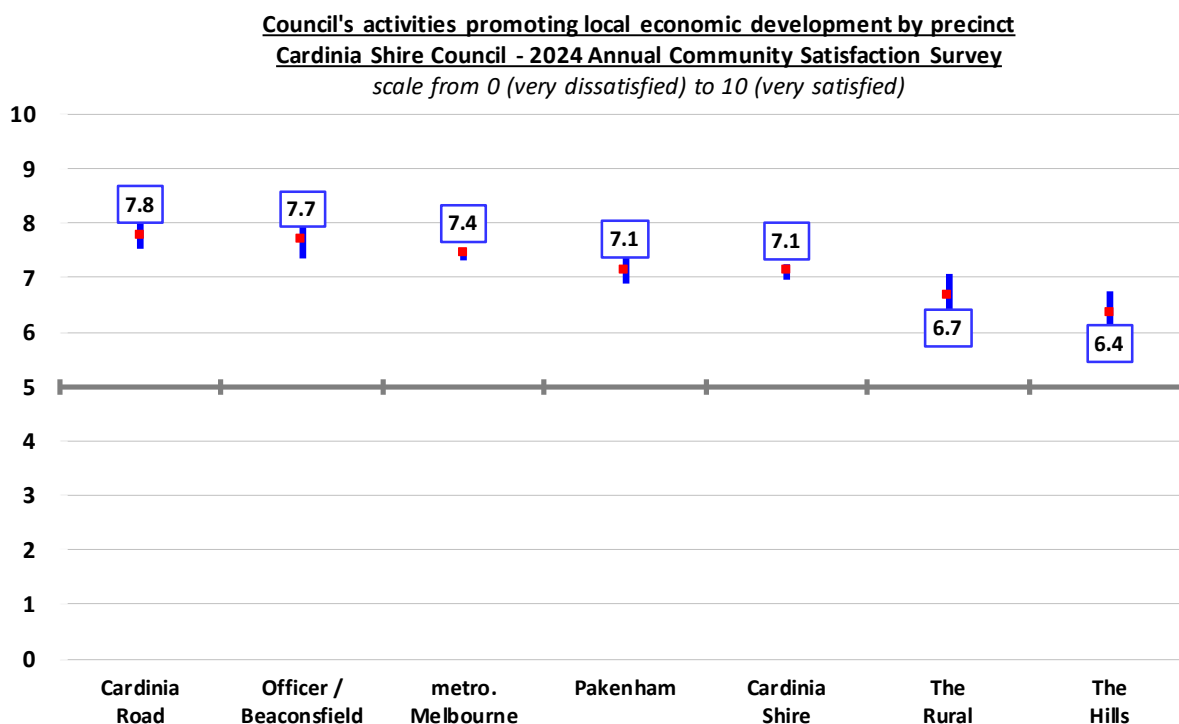
This result comprised 50% "very satisfied" and eight percent "dissatisfied" respondents, based on a total sample of 716 of the 900 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, young adults (aged 18 to 34 years notably more satisfied than average. Respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with Council's activity promoting local economic development was somewhat lower than the metropolitan Melbourne average satisfaction of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in this result observed across the municipality, with respondents from Cardinia Road and Officer/Beaconsfield measurably more satisfied than average, and at an “excellent” and “very good” level respectively, whilst respondents from the Hills precinct were notably less satisfied at a “solid” level of satisfaction, down from a “good”.



Reasons for dissatisfaction with Council's activities promoting local economic development
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
They don't do it	4
Can't see any of what they have done / don't see it much	2
Nothing in Cockatoo as there are empty shops / haven't done anything for the Cockatoo community economy	2
Council has cut back or regulated too strongly the local residential group activities, versus the n	1
Difficult to get Council promoting local businesses	1
Haven't been informed	1
I don't see it promoted	1
Internal work of Council planning prevents development	1
Shops are closing	1
Total	14

Public toilets

Public toilets were the 9th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

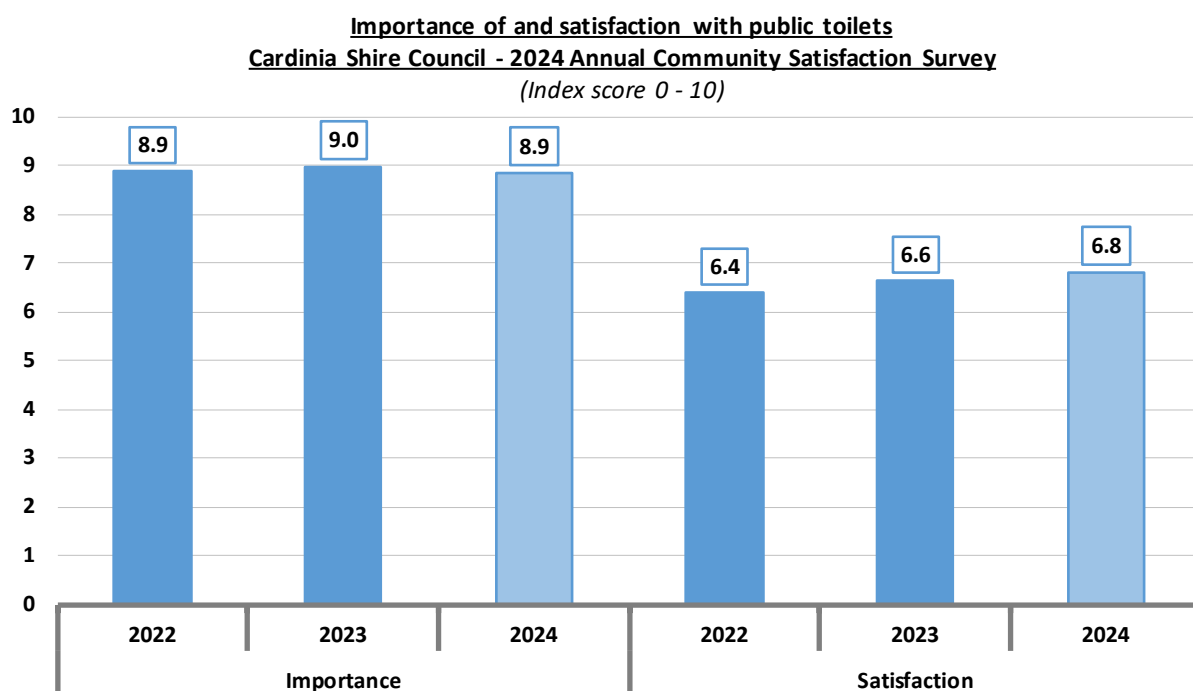
Satisfaction with public toilets increased marginally this year, up two percent to 6.8 out of 10, which remained a “good” level of satisfaction.

This result ranks public toilets 32nd in terms of satisfaction this year and was one of eight that recorded a satisfaction score measurably lower than the average of all 36 (7.5).

This result comprised 43% “very satisfied” and 15% “dissatisfied” respondents, based on a total sample of 352 of the 360 respondents (40%) from households who had used these services in the last 12 months.

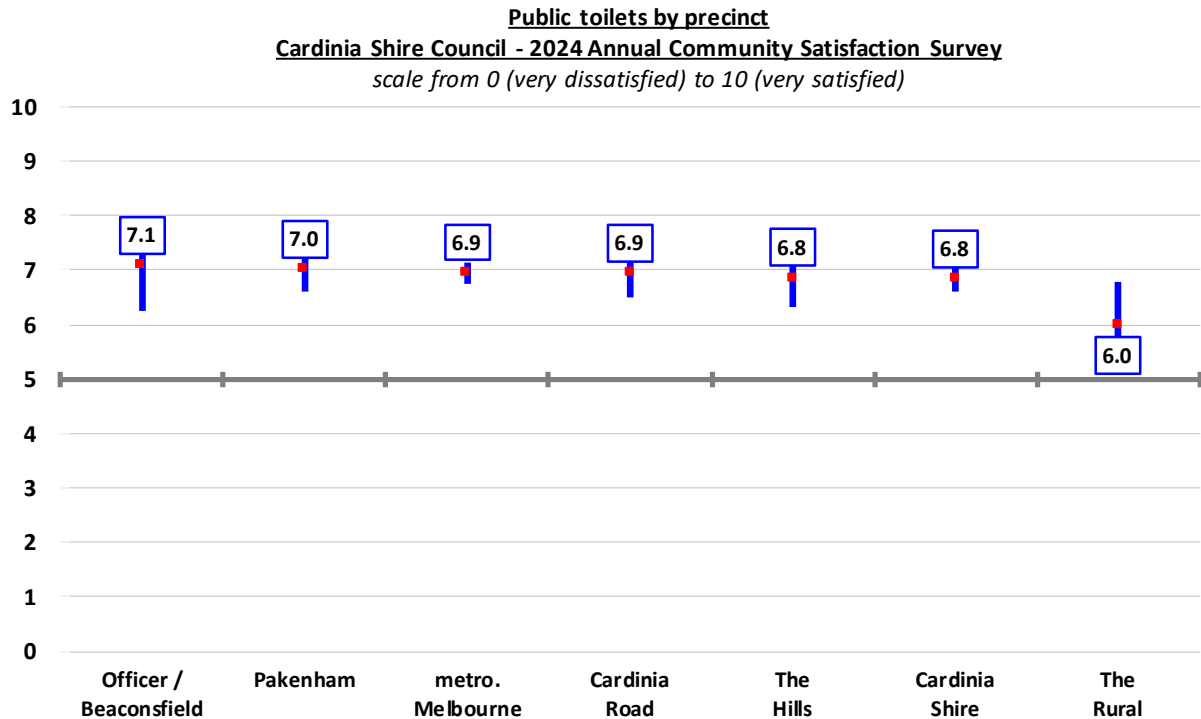
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with public toilets was marginally (1%) lower than the metropolitan Melbourne average satisfaction of 6.9 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondent from the Rural precinct notably less satisfied and at a “solid” rather than a “good” level of satisfaction.





The following table outlines the 62 comments received from respondents dissatisfied with public toilets.

Most of these comments related to either a perceived lack of maintenance and cleaning, or a perceived lack of availability of public toilets.



Reasons for dissatisfaction with public toilets
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
A big grotty / filthy / disgusting / rundown	12
Need more public toilets / not enough	12
Need more cleaning and maintenance of public toilets	6
Cleanliness	2
tissue all over	1
At library is unclean	1
Been vandalised	1
Clean public toilets regularly	1
Druggist bad experience	1
had o call Council about a homeless guy living in in	1
Lack of public toilets near the lake	1
Majority of parks in cardinia doesnt have toilets	1
Narrewarren shopping centers do not have clean toilets	1
Need more and more signage at Lakeside	1
No hand wash	1
No public toilets in Pakenham except for the one in railway station	1
Nobody cares about cleaning, even if we inform	1
Not enough around especially in parks where there is bbqs etc. especially near Hopkins Pass	1
Officer station no public toilets	1
Only 1 which is near, none around this area	1
Public toilets at Pakenham station are not cleaned most of the time	1
The public toilet is on the other side of the highway which is too far for older people to get across. The toilet near the fish shop is locked, is near and would be better to use	1
There are no public toilets in Beaconsfield	1
There are no public toilets in Cardinia Rd precinct	1
There are no public toilets in the area, needed community	1
There aren't any except that one far away	1
There is no toilet in Hicks reserve playground	1
There is no toilets in the playground, so my kids have to walk all the way to the home	1
toilet paper not available	1
Toilet was broken, water leaking and disappointing	1
Unclean, Charring Cross one	1
We need more near the park	1
Where are they?	1
You have to have toilets eco, it's different for older people	1
Total	62



Provision of public art centres

Provision of public art centres was the least (36th) important of the 36 included services and facilities, with an average importance of eight out of 10, and one of seven that were measurably less important than the average of all 36 (8.7).

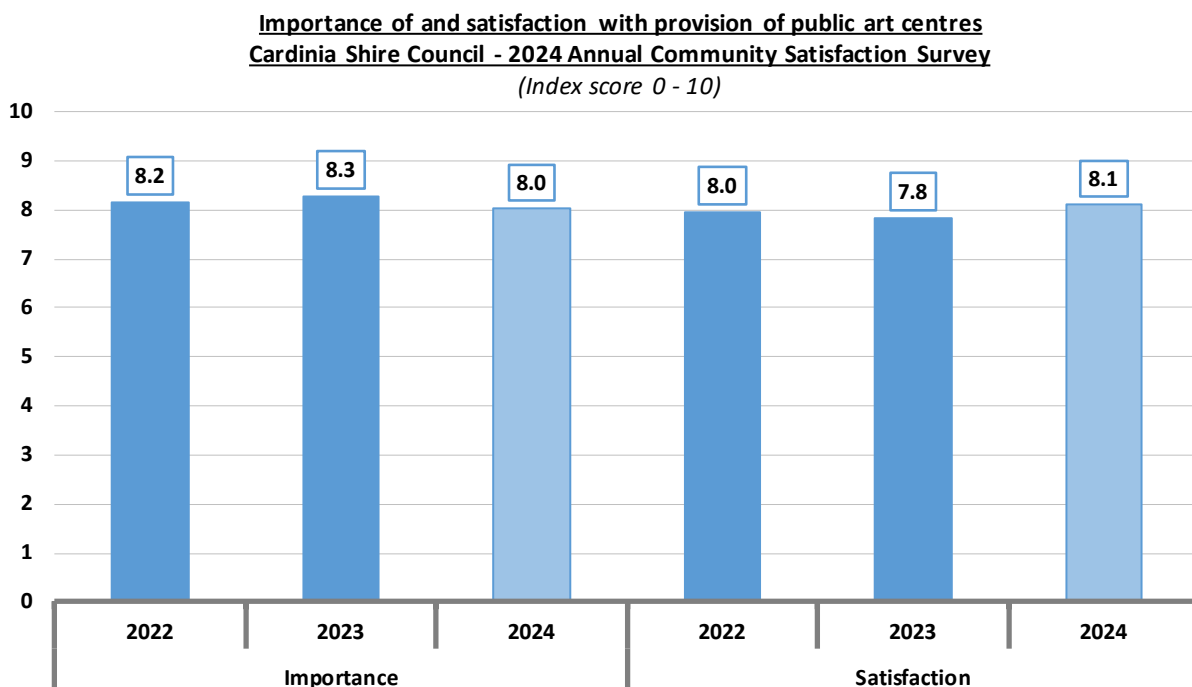
Satisfaction with provision of public art centres increased somewhat this year, up three percent to 8.1 out of 10, which remains at an “excellent” level of satisfaction.

This result ranks provision of public art centres 9th in terms of satisfaction this year, and one of nine that received a satisfaction score measurably higher than the average of all 36 (7.5).

This result comprised 70% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 106 of the 108 respondents (12%) from households who had used these services in the last 12 months.

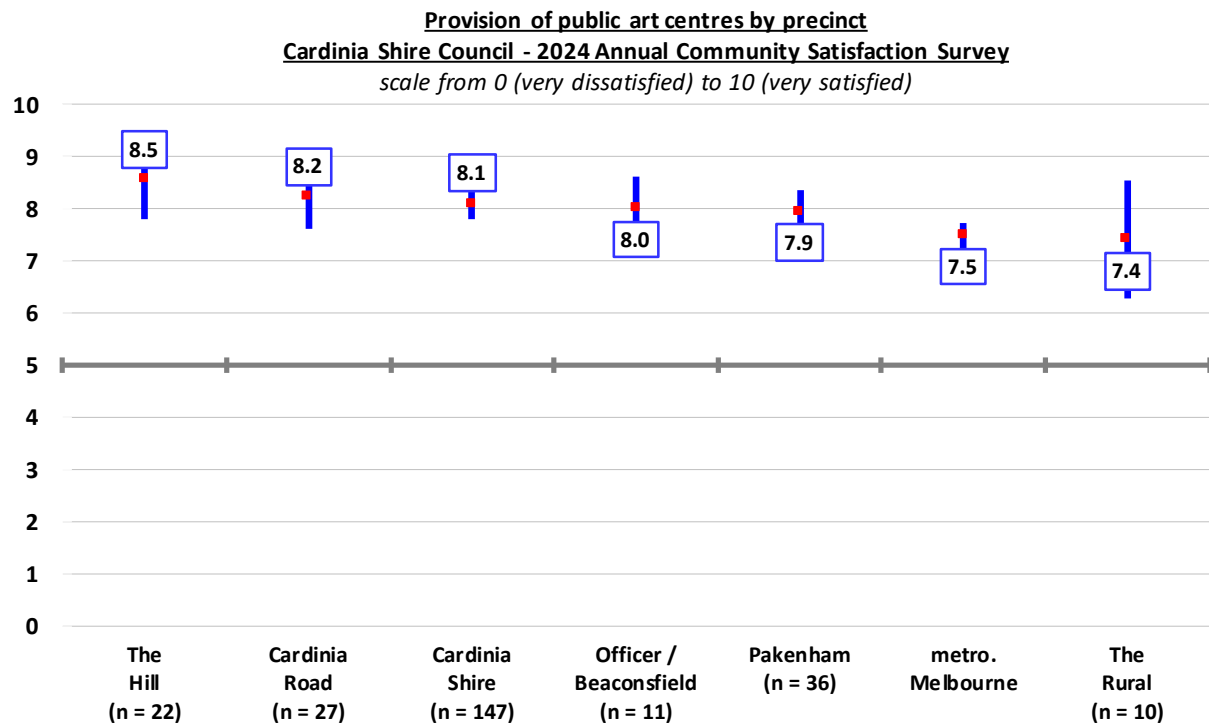
There was some variation in satisfaction observed by respondent profile, with female respondents notably more satisfied than male respondents.

By way of comparison, satisfaction with provision of public art centres was measurably higher than the metropolitan Melbourne average satisfaction of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 10 respondents from the Rural precinct were notably less satisfied than the average, and a “very good” rather than an “excellent” level of satisfaction.





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

Reasons for dissatisfaction with provision of public art centres
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
It was locked so we had to ask them to open it in the hub	1
More art events needed	1
People are not that interested, care more about families and industrial sides	1
Total	3



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 8.3 out of 10, and one of seven that were measurably less important than the average of all 36 services and facilities (8.7).

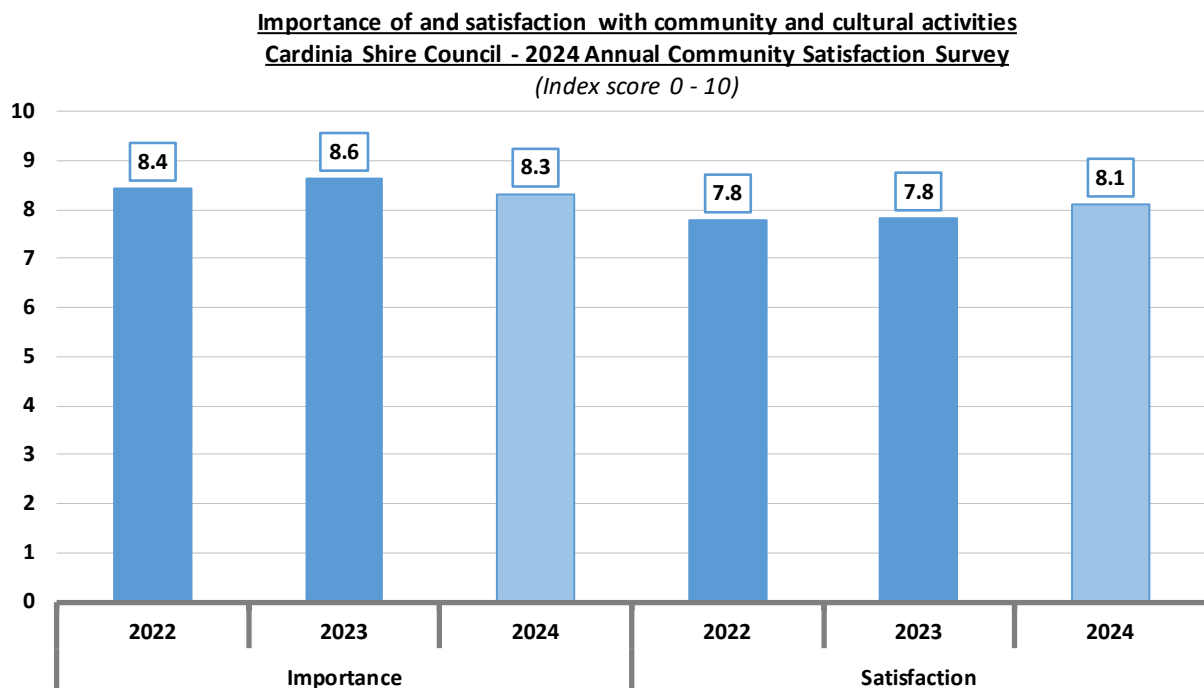
Satisfaction with community and cultural activities increased somewhat this year, up three percent to 8.1 out of 10, which remained an “excellent” level of satisfaction.

This result ranks community and cultural activities 8th 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).

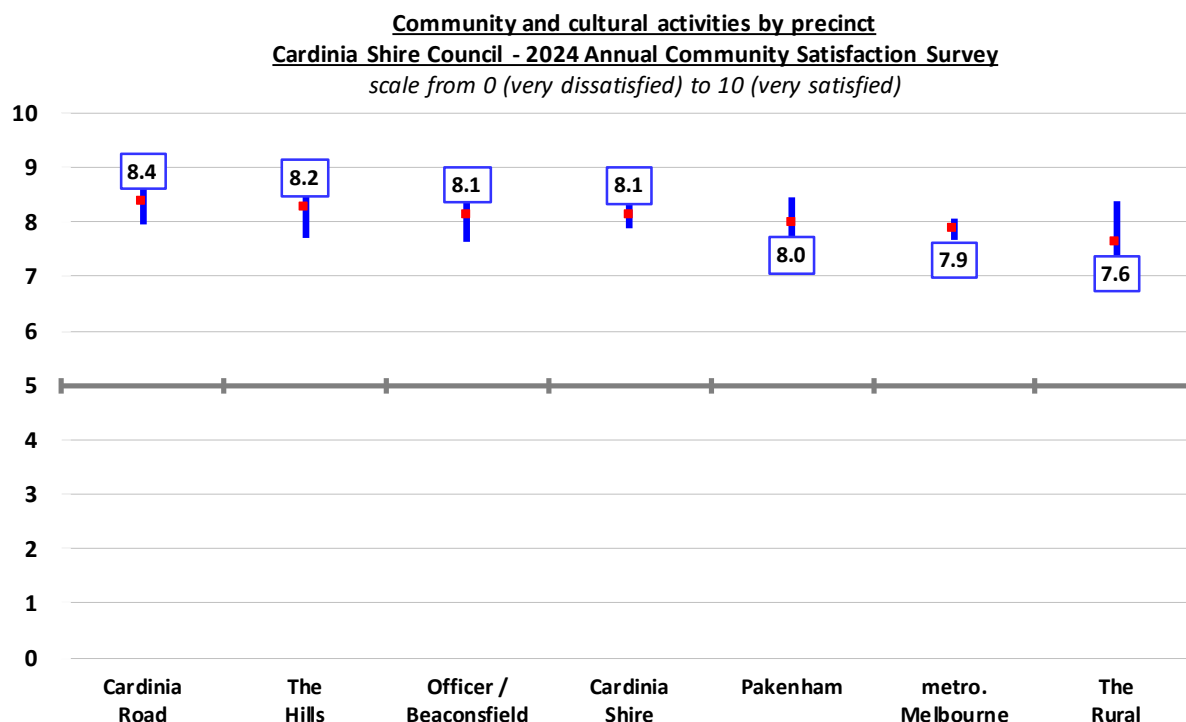
This result comprised 73% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 194 of the 196 respondents from households who had used these services in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with female respondents notably more satisfied than male respondents, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with community and cultural activities was marginally (2%) higher than the metropolitan Melbourne average satisfaction of 7.9 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, 22 respondents from the Rural precinct were notably less satisfied than average and at a “very good”, rather than an “excellent” level of satisfaction.



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

Reasons for dissatisfaction with community and cultural activities
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
All of them should get help in terms of funding	1
Don't see much	1
Focus should be more on proactive activities	1
Get inspired by Casey carnival	1
Just need more it never happens	1
No stuff around here	1
Not many cultural activities	1
Not up to the mark	1
Total	8



Infrastructure and Environment Division (waste and cleaning)

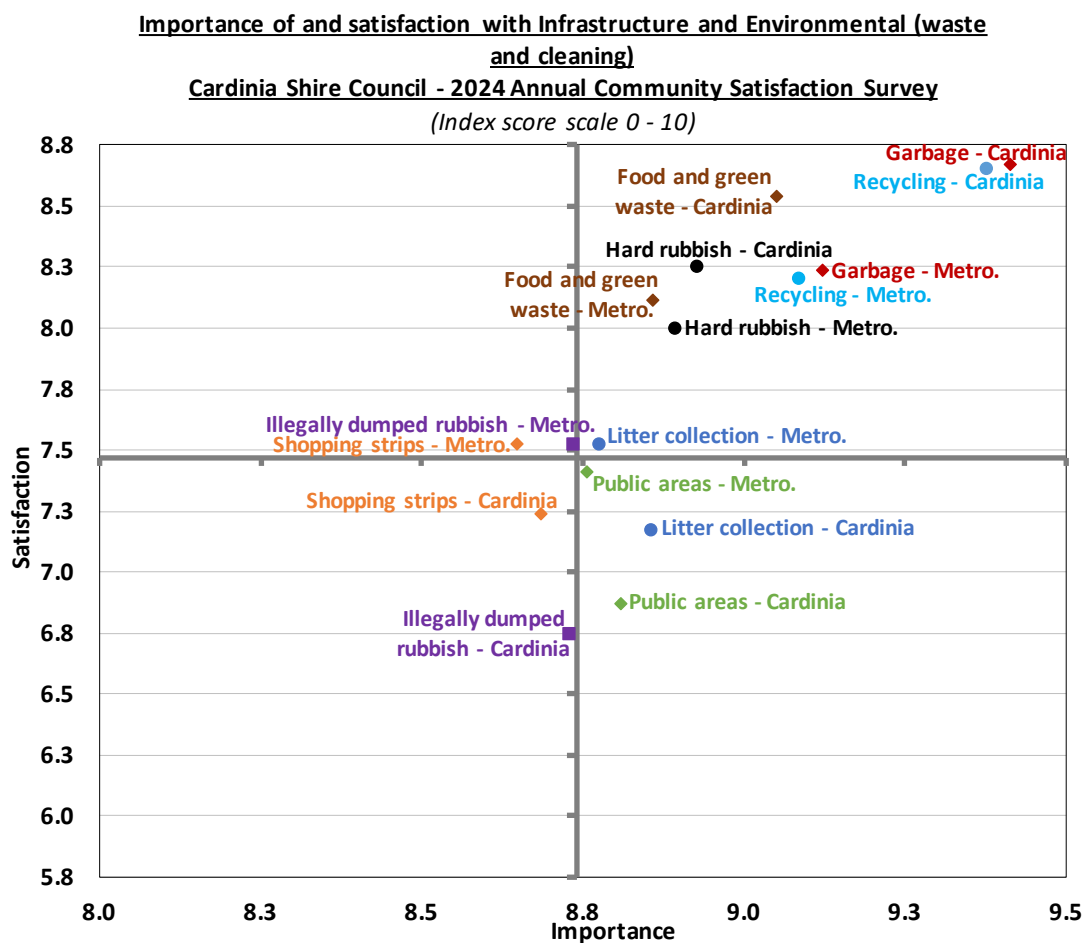
There were 17 services and facilities from the Infrastructure and Environment Division included in the survey this year, eight related to kerbside collection and cleaning, and nine related to other infrastructure (discussed in the following section).

The following graph provides a crosstabulation of the average importance of and satisfaction with these services. 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 2024, using the same door-to-door methodology.

Particular note is drawn to the higher-than-average importance and satisfaction with the kerbside collection services.

By contrast, however, it is noted that the management of illegally dumped rubbish, litter collection, and the maintenance and cleaning of public areas and shopping strips were all somewhat lower in the Cardinia Shire than the metropolitan Melbourne average.



Maintenance and cleaning of public areas

Maintenance and cleaning of public areas was the 17th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

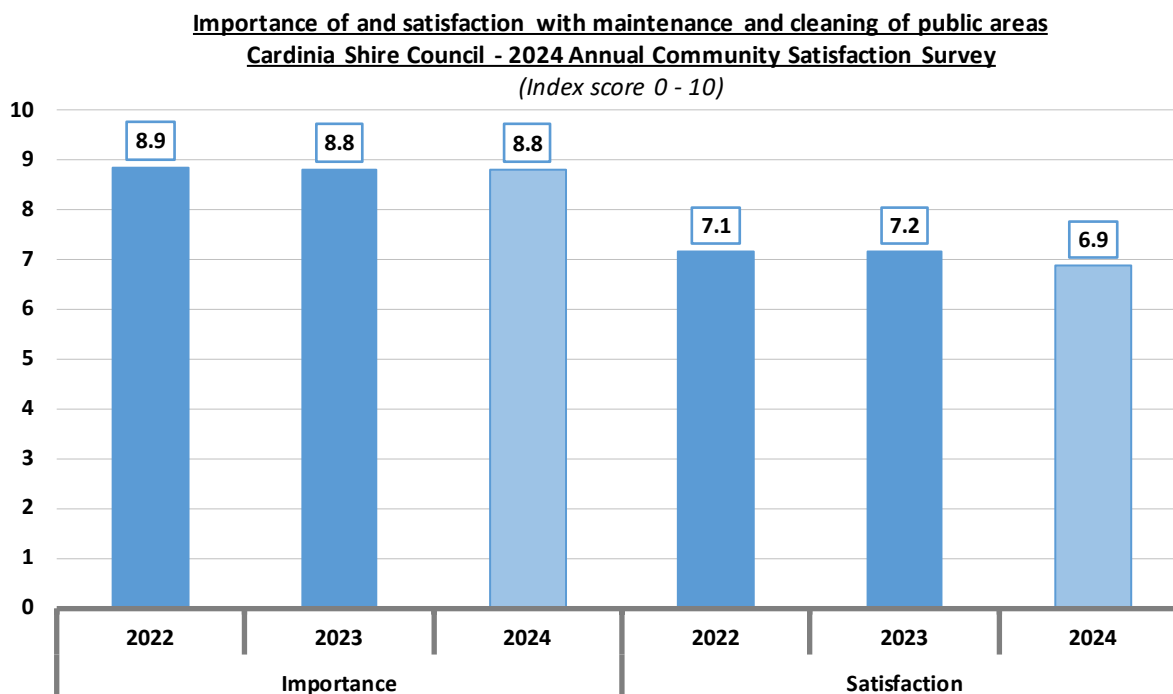
Satisfaction with maintenance and cleaning of public areas decreased somewhat this year, down three percent to 6.9 out of 10, although it remained at a “good” level of satisfaction.

This result ranks maintenance and cleaning of public areas 30th in terms of satisfaction this year, and one of nine that recorded a satisfaction score measurably lower than the average of all 36 (7.5).

This result comprised 43% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 863 of the 900 respondents who provided a satisfaction score.

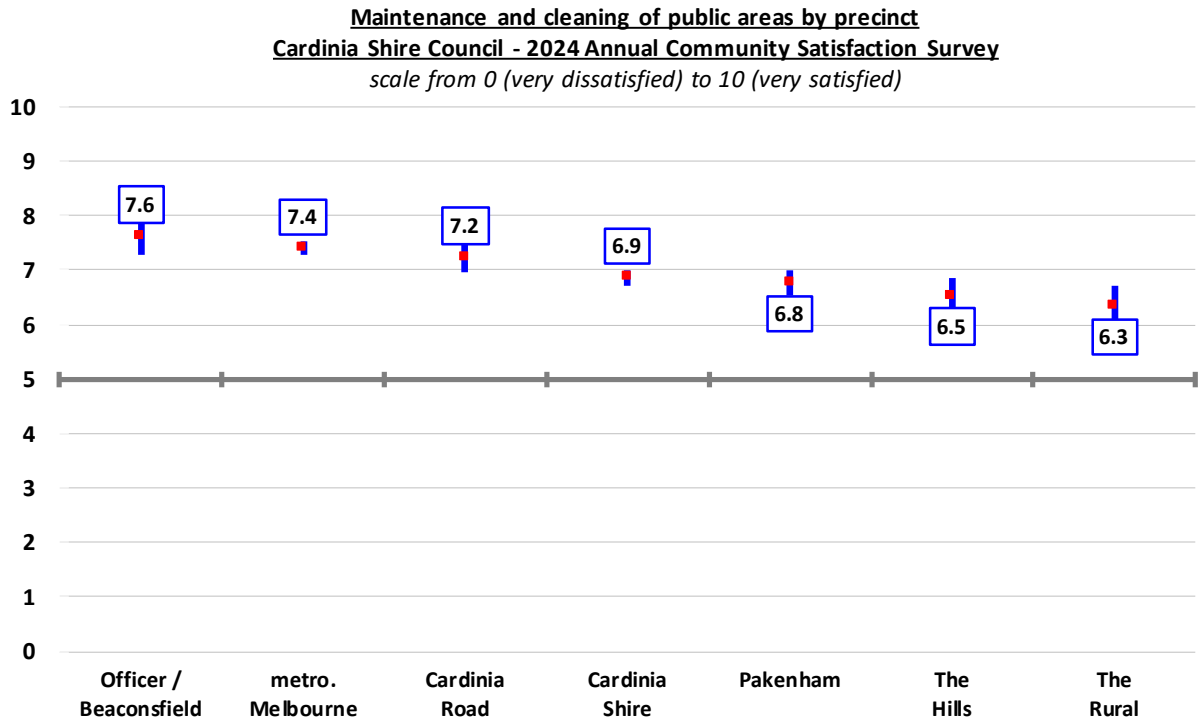
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with maintenance and cleaning of public areas was measurably lower than the metropolitan Melbourne average satisfaction with 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in this result observed across the municipality, with respondents from the Officer / Beaconsfield precinct measurably more satisfied and at a “very good” level, whilst respondents from the Rural precinct were measurably less satisfied and at a “solid” rather than a “good” level of satisfaction.





The following table outlines the 41 comments from respondents dissatisfied with the maintenance and cleaning of public areas.



Reasons for dissatisfaction with maintenance and cleaning of public areas

Cardinia Shire Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Around parks a lot of litter / rubbish	3
The area is generally not well maintained / not kept clean	3
Around parks bins are not emptied / bins are overflowing	2
Overgrowth everywhere / should be mown	2
Barbecue area near playground near Charlotte Pass is not well kept, needs more parking	1
Barbecue area near playground near Charlotte Pass, many youths frequenting the area that cause it to be messy and unsafe	1
Concrete	1
Dirty water attracts mosquitoes near Caladenia St	1
Dog poop bins are missing	1
Especially in the water, people dump rubbish	1
Fallen trees everywhere, Council takes too long to come	1
Graffiti	1
Is once a year	1
It is not done very well, especially the cleaning of the wetlands	1
Lawns	1
Need more patrol for bins	1
Needs improvement	1
Nobody cares, they say to inform them but no one does anything	1
Potholes	1
Rubbish on the streets	1
Side of the roads, can cause a fire	1
Storm damage not cleared at the main road	1
Street cleaning	1
Streets are very dirty	1
The grass on the wetlands, along the creek near Hopkins Pass	1
They do temporary fixes but nothing is a long term solution	1
They don't clean up the leaf litter	1
They don't pick up litter	1
They dump the bin and the rubbish is all scattered	1
They employ the cheapest contractors to do the job, they won't pick up extra stuff and don't go the extra mile. They do the bare minimum, Council employees would do a better job	1
Toilets are always dirty	1
Toilets are not kept well in strip shopping centres	1
Trees debris is not being picked up on Rix Rd	1
Untidy lawns and grass	1
We have a park here without any toilet, Willowbank St	1
Total	41



Litter collection in public areas

Litter collection in public areas was the 10th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

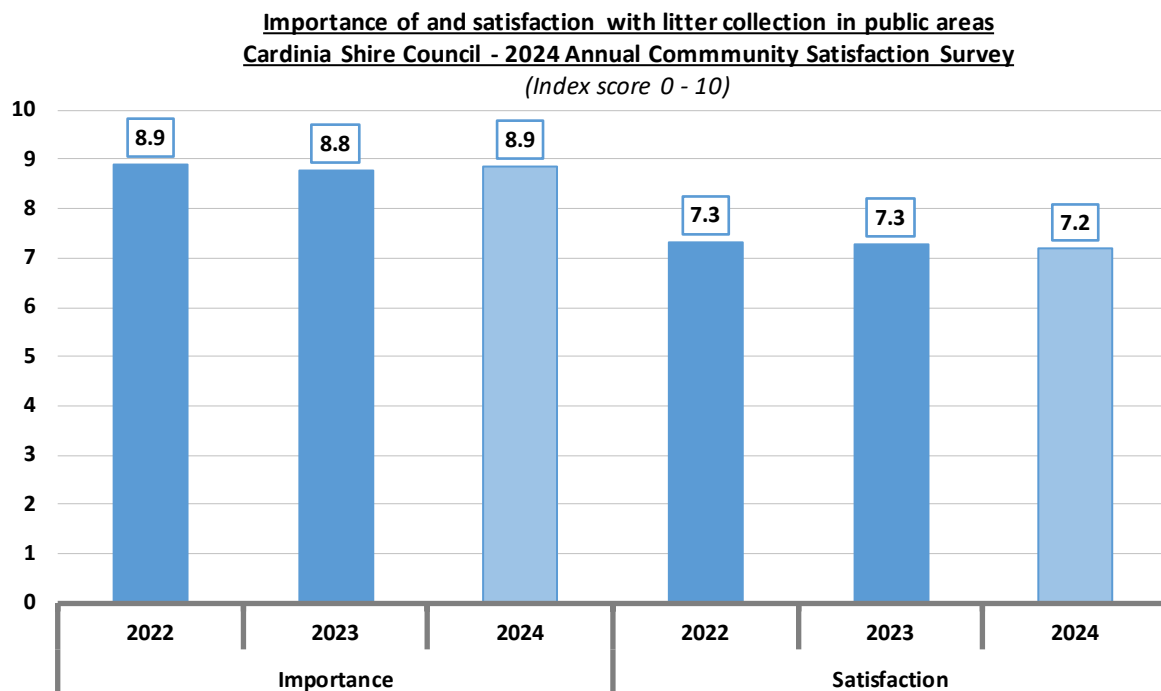
Satisfaction with litter collection in public areas decreased marginally this year, down one percent to 7.2 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This result ranks litter collection in public areas 26th in terms of satisfaction this year.

This result comprised 51% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 752 of the 900 respondents who provided a satisfaction score.

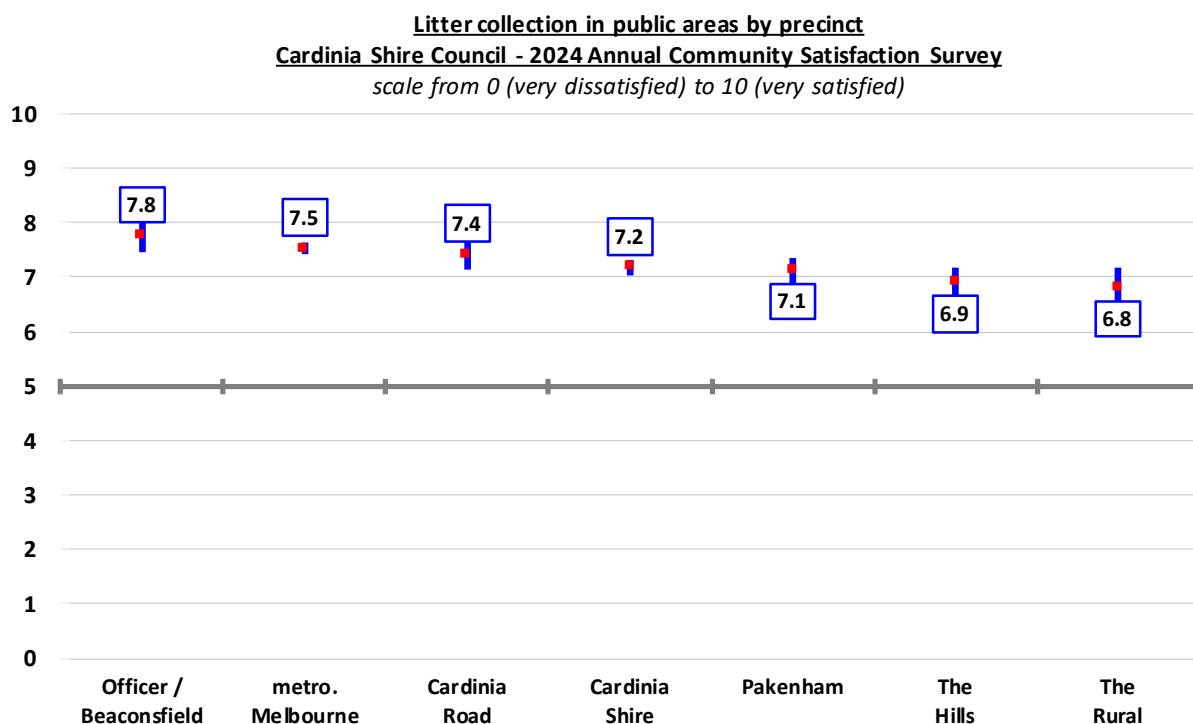
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with litter collection in public areas was measurably lower than the metropolitan Melbourne average satisfaction of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in this result observed across the municipality, with respondents from Officer / Beaconsfield measurably more satisfied than average, and at an “excellent” rather than a “good” level.





The following table outlines the 14 comments received from respondents dissatisfied with litter collection in public areas.

Reasons for dissatisfaction with litter collection in public areas
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
A lot more here	1
All around constantly	1
Barbecue area bin is overflowing in parks and playgrounds	1
Bins should be collected frequently	1
Dumping on the Highway within our Shire, communicate with Vic Roads	1
It is taking too long	1
Near Pakenham Station, lots of them	1
Not many bins	1
Not seen any in past 20 years	1
People add to it, we pick it up, not satisfied	1
People dump at the ovals or on the roadside	1
The school opposite my house contributes to the litter on the street	1
Too much litter around	1
You have to pick up after the garbage trucks	1
Total	14



Maintenance and cleaning of strip shopping areas

Maintenance and cleaning of strip shopping areas was the 23rd most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

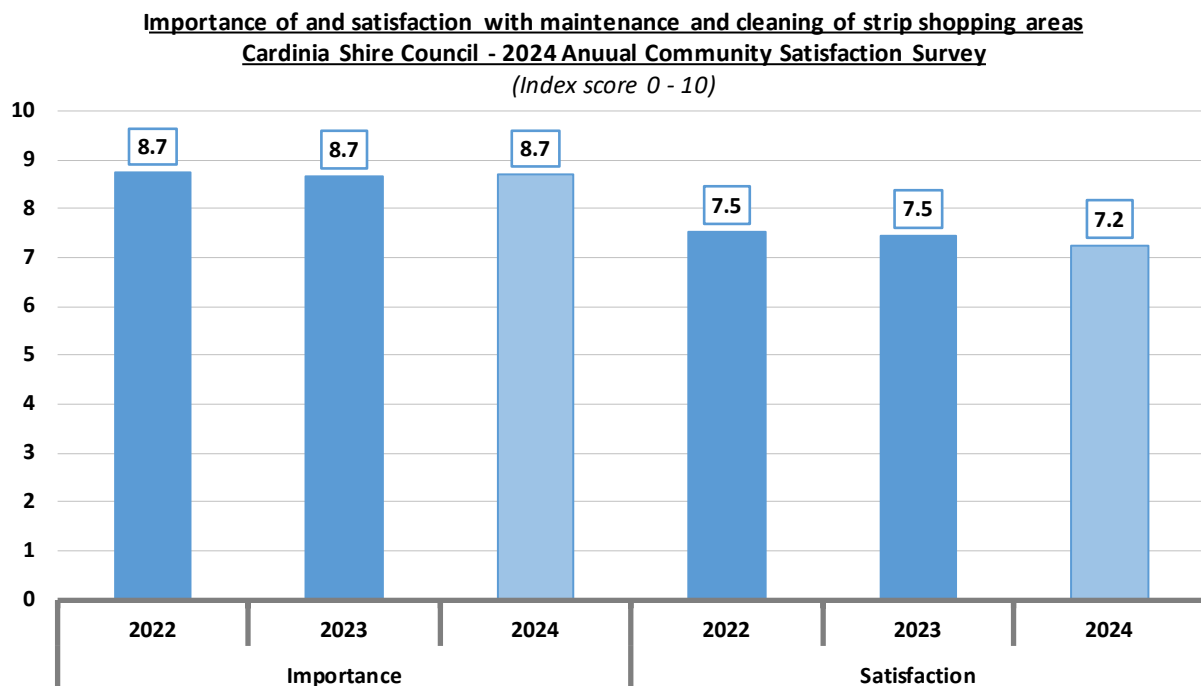
Satisfaction with maintenance and cleaning of strip shopping areas decreased marginally this year, down two percent to 7.2 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This result ranks maintenance and cleaning of strip shopping areas 22nd in terms of satisfaction this year.

This result comprised 52% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 852 of the 900 respondents who provided a satisfaction score.

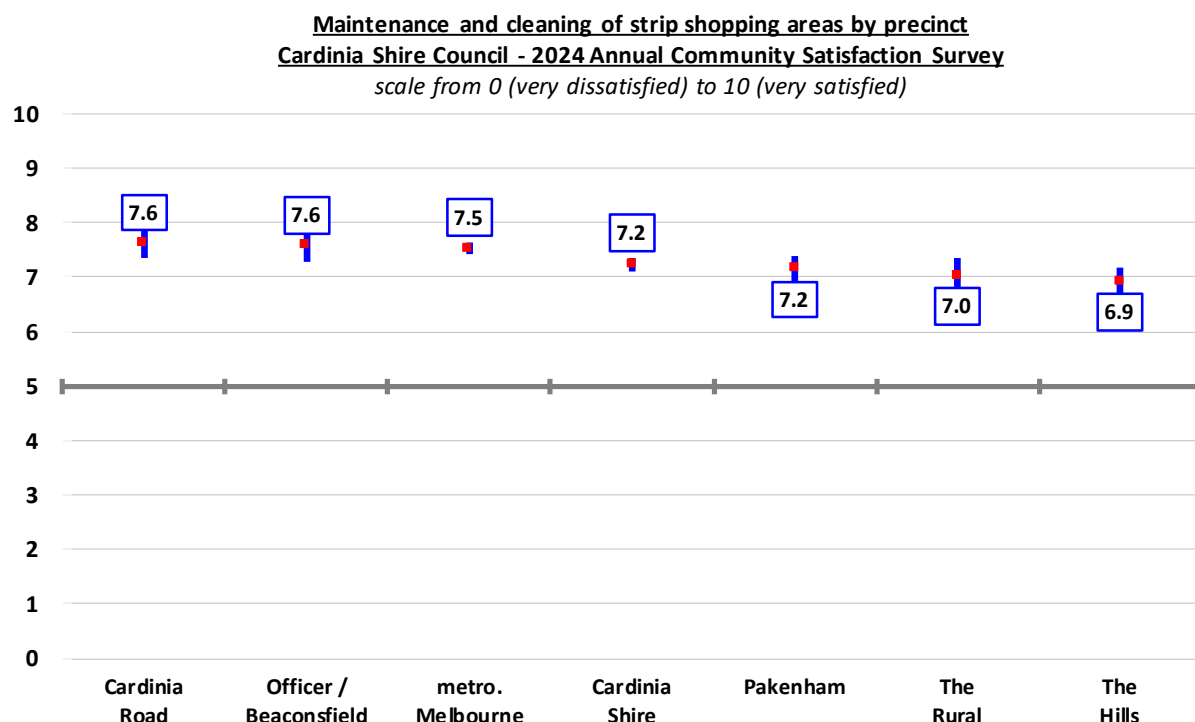
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with maintenance and cleaning of strip shopping areas was measurably lower than the metropolitan Melbourne average satisfaction of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in this result observed across the municipality, with respondents from Cardinia Road measurably and respondents and Officer / Beaconsfield notably more satisfied than average, and at “very good” rather than “good” levels.





The following table outlines the 15 comments received from respondents dissatisfied with the maintenance and cleaning of strip shopping centres.

Reasons for dissatisfaction with maintenance and cleaning of strip shopping areas
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
It's dirty / not clean / disgusting	5
Bins are often full	1
Chewing gum all over	1
Half emptied bins around shopping centres	1
There is no Kmart and Target	1
Shops are empty where there was supposed to be a hospital, not very pleasant	1
Smelly	1
Smoking	1
There is not enough disabled parking, and people who should not park there, park there	1
Too much litter around	1
No one cleans the shopping area	1
Total	15



Illegally dumped rubbish

The management of illegally dumped rubbish was the 21st most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

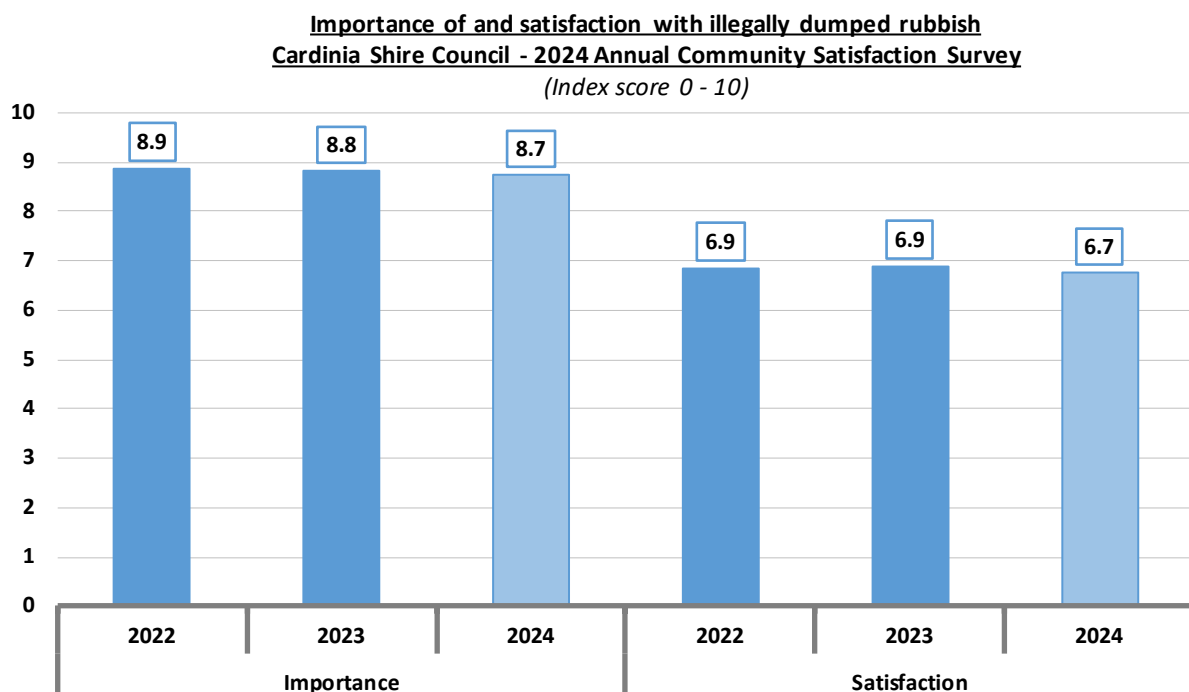
Satisfaction with illegally dumped rubbish decreased marginally this year, down one percent to 6.7 out of 10, although it remained at a “good” level.

This result ranks the management of illegally dumped rubbish 33rd in terms of satisfaction this year, and one of nine that received a satisfaction score measurably lower than the average of all 36 (7.5).

This result comprised 42% “very satisfied” and 14% “dissatisfied” respondents, based on a total sample of 844 of the 900 respondents who provided a satisfaction score.

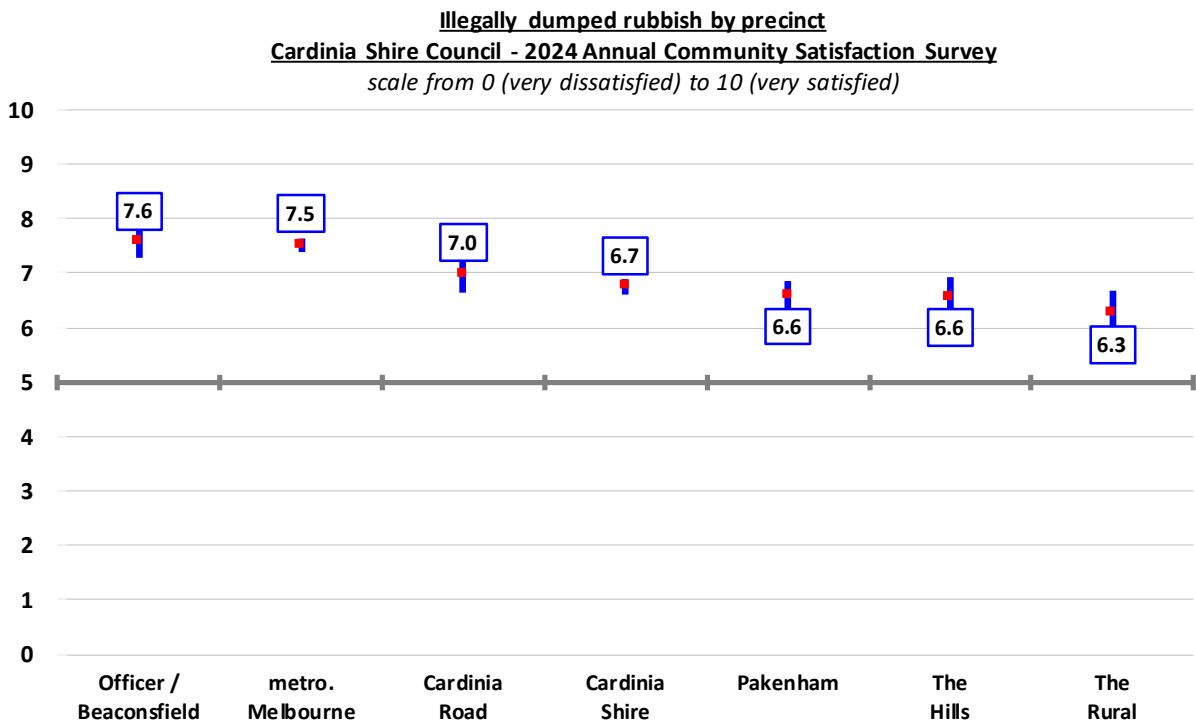
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, female respondents more satisfied than male respondents, and respondents from multilingual households notably more satisfied than respondents from English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

By way of comparison, satisfaction with illegally dumped rubbish was measurably lower than the metropolitan Melbourne average satisfaction of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in this result observed across the municipality, with respondents from Officer / Beaconsfield measurably more satisfied than average, and at a “very good” level, and respondents from the Rural precinct were notably less satisfied, and at a “solid” rather than a “good” level.





The following table outlines the 56 comments received from respondents dissatisfied with the management of illegally dumped rubbish.



Reasons for dissatisfaction with illegally dumped rubbish
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Doesn't get cleaned / not picked up	7
You just see dumped rubbish around / often	7
Everywhere	4
On the road	4
It's not picked up quickly enough / action not taken quickly	3
Tip fees too expensive / should drop tip fees	2
Too much rubbish lying around / it's out of control	2
A lot of people in the community don't care and care more about safety on roads, roaming cats, potholes	1
Along the creek, trolleys	1
At the barbecue area, people leave their rubbish, local laws should be enforced	1
Because they dump it on unsealed roads	1
Can see it everywhere easily, not a specific spot	1
Don't know but someone illegally dumped their rubbish on the street	1
Down at Cardinia Rd there's always dumped rubbish there	1
Graffiti	1
Illegally dumped rubbish is seen close to Beaconsfield Train Station	1
It can be seen in the walking area	1
It is there especially Princes Highway	1
It's an eyesore	1
More policing required	1
Pakenham Station has a big problem with it	1
People dump into the water	1
People go and dump rubbish in the football recreational field	1
People put rubbish in parks for weeks and no one comes to check regularly	1
Princes Highway, left there for weeks	1
Rubbish at Pakenham Plaza exists most of the time	1
Rubbish exists on various nature strips near Maria Cres	1
Rubbish is dumped on nature strip at Majestic Dr	1
Scheduled pick-up service is not desirable. Two times a year is better	1
Some solar panels in Clematis	1
There's always heaps of dumped rubbish outside my house	1
Throughout Bunyip there is a lot of rubbish	1
We noticed in between Nar Nar Goon and Pakenham on the old highway there's like 10 sites where people just dump rubbish	1
You have to call them and they come in 1 week	1
Total	56



Regular weekly garbage collection

The regular weekly garbage collection was the most important of the 36 included services and facilities, with an above average importance of 9.4 out of 10, and one of seven that were measurably more important than the average of all 36 (8.7).

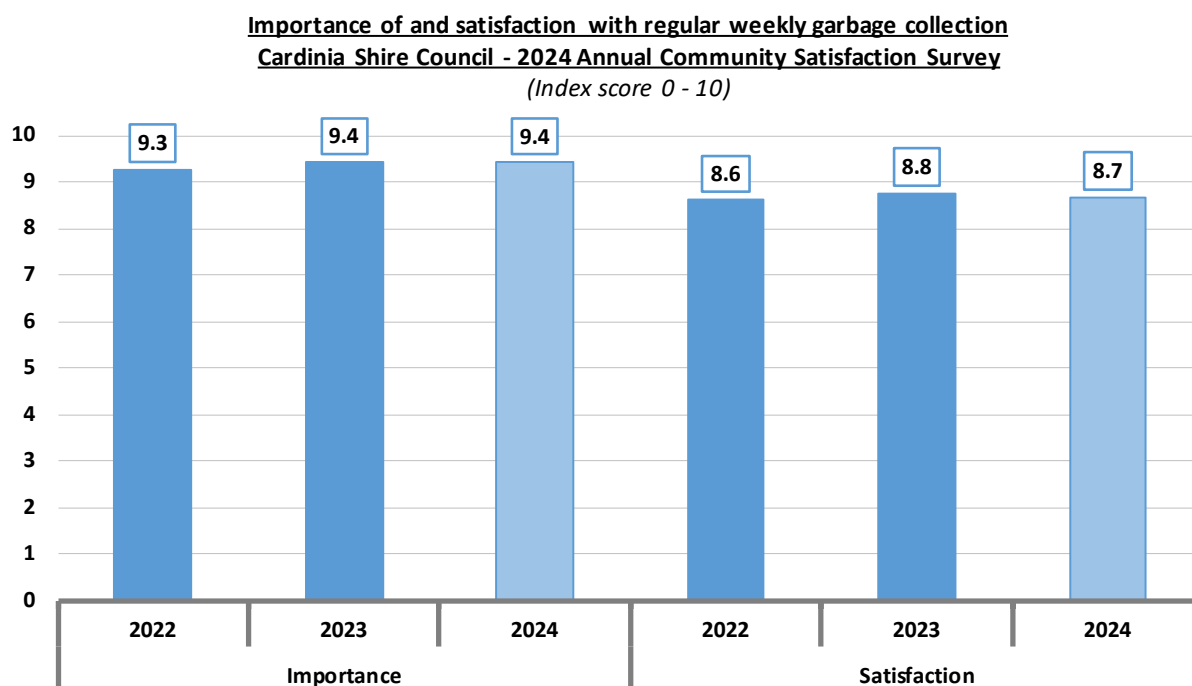
Satisfaction with the regular weekly garbage collection decreased marginally this year, down one percent to 8.7 out of 10, although it remained at an “excellent” level.

This result ranks the regular weekly garbage collection 1st in terms of satisfaction, and one of nine that received a satisfaction score measurably higher than the average of all 36 (7.5).

This result comprised 82% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 888 of the 900 respondents who provided a satisfaction score.

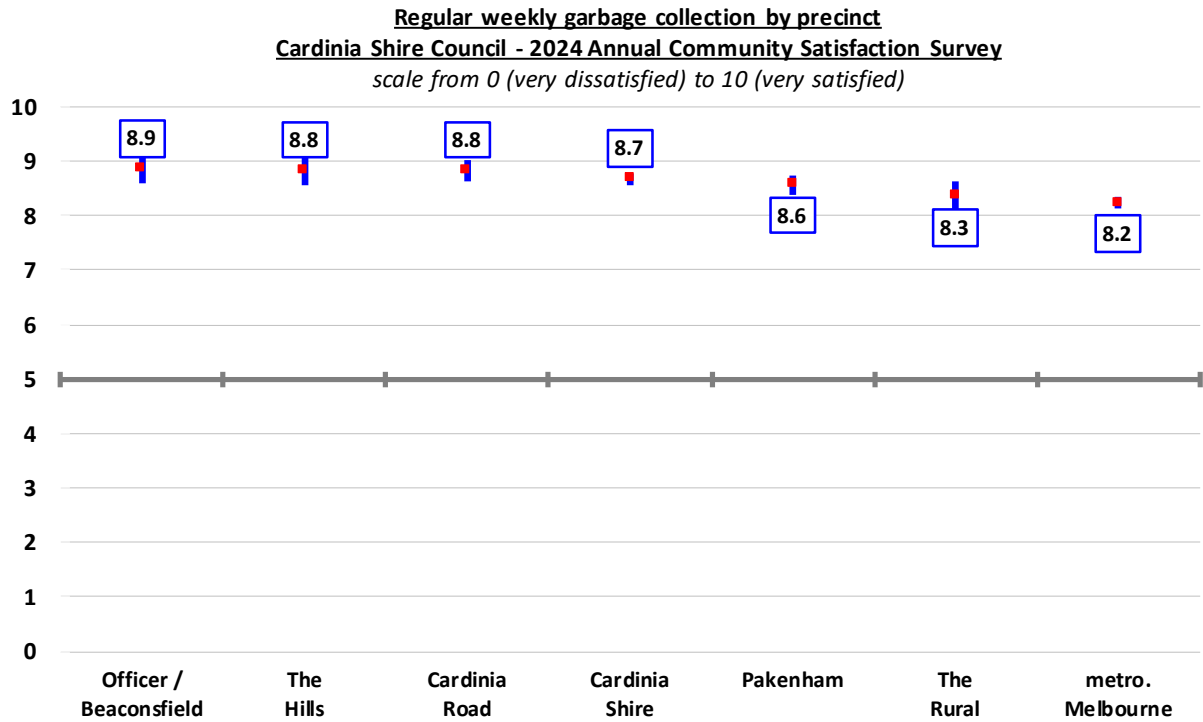
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with the regular weekly garbage collection was measurably higher than the metropolitan Melbourne average satisfaction of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in this result observed across the municipality, with respondents from the Rural precinct measurably less satisfied than average, although still at an “excellent” level.





The following table outlines the 24 comments received from respondents dissatisfied with the regular garbage collection service.

Reasons for dissatisfaction with regular weekly garbage collection
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Need bigger bin / way too small	2
Need to be collected more regularly / emptied more often	2
Sometimes they don't empty the bin, so the rubbish and stains remain in the bin	2
They drop the bins / break bins	2
Although they pick up my hard rubbish regularly, a trash bin has been on my lawn for months and no one has picked it up	1
Bin space should be more	1
Cardboard waste is missing	1
Collection of tin paint should be there	1
Drivers should take care of the bins so Council doesn't have to replace broken bins	1
E-waste is missing	1
Hard for old people	1
Has not been changed	1
More needed. It should be one every six months for the whole area as there is rubbish on the streets throughout the year	1
Need a glass bin	1
Pick and throw the bins on the ground, just do the job properly	1
Sometimes the bins do not get picked up if the garbage vans are unable to park	1
The garbage falls off the truck	1
They are rough with picking up the rubbish, sometimes the rubbish flies everywhere	1
They come pick up too late	1
They miss the bin collection	1
Total	24



Regular fortnightly recycling

The regular fortnightly recycling 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 seven that were measurably more important than the average of all 36 (8.7).

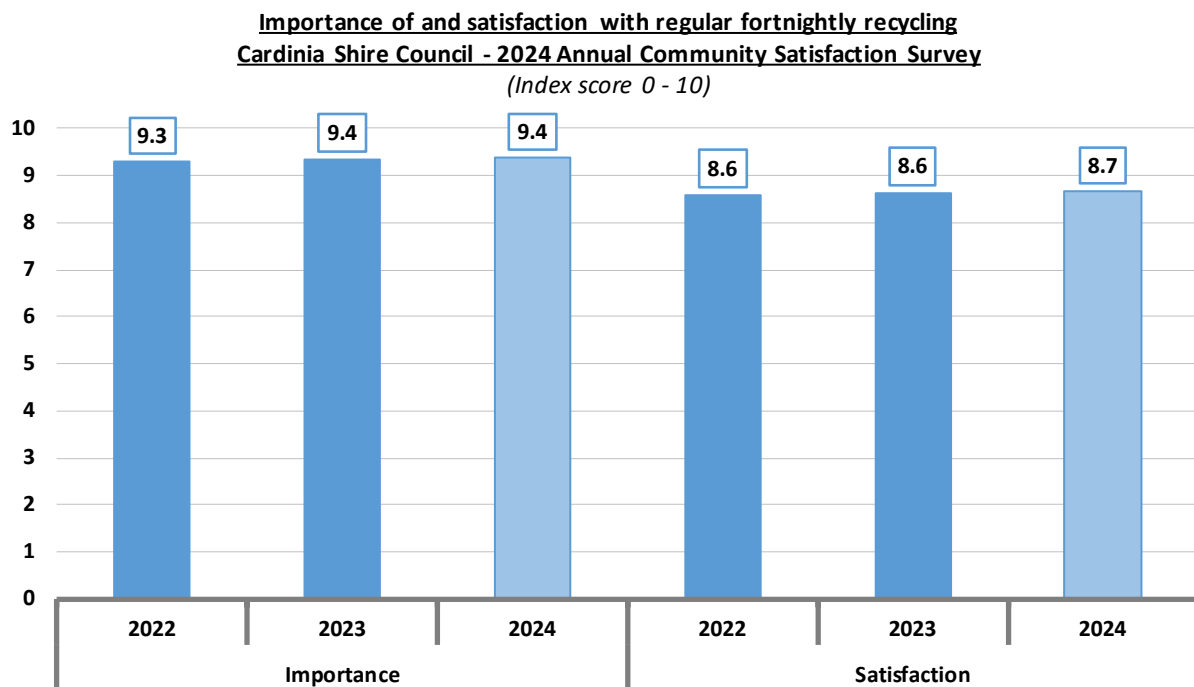
Satisfaction with the regular fortnightly recycling remained stable this year at 8.7 out of 10, which remains at an “excellent” level.

This result ranks the regular fortnightly recycling 2nd in terms of satisfaction and one of nine that recorded a satisfaction score measurably higher than the average of all 36 (7.5).

This result comprised 81% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 879 of the 900 respondents who provided a satisfaction score.

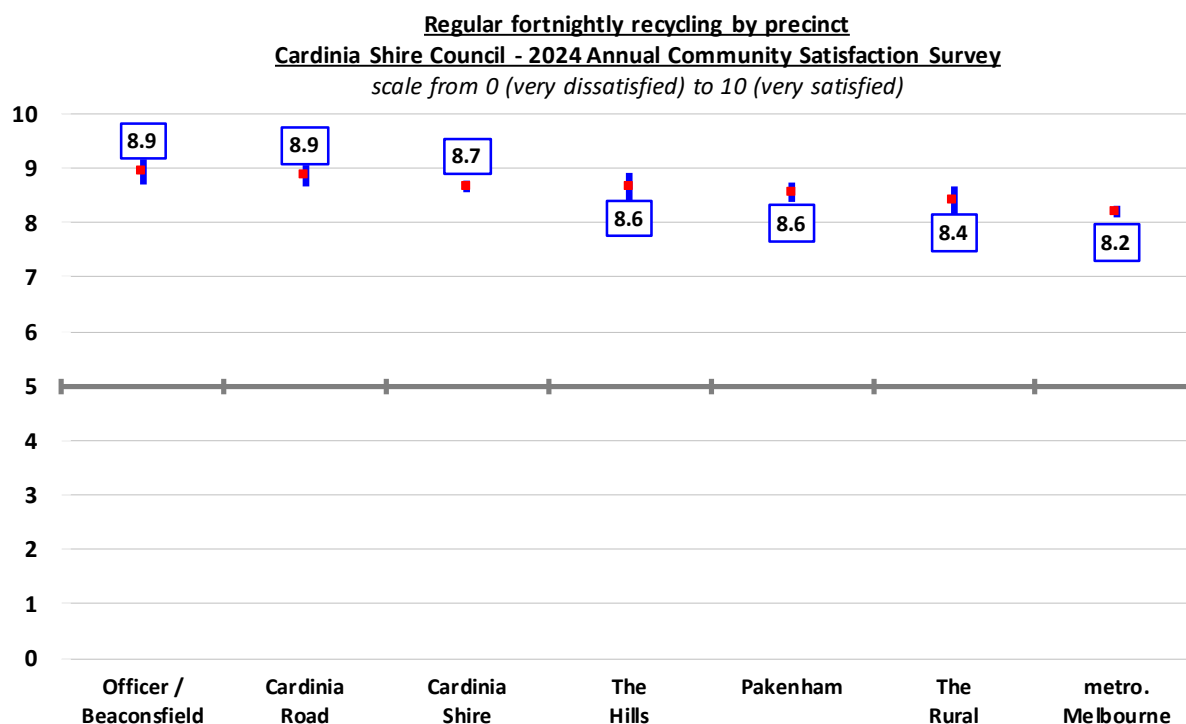
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with the regular weekly garbage collection was measurably higher than the metropolitan Melbourne average satisfaction of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no significant variation in this result observed across the municipality, with respondents from all precincts rating satisfaction at an “excellent” level.





The following table outlines the 12 comments received from respondents dissatisfied with the regular fortnightly recycling service.

Reasons for dissatisfaction with regular fortnightly recycling
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Should be taken weekly	2
Council accused me of dumping household waste which I did not do	1
Do not provide recycling services when some other Councils provide them	1
I believe that the recycling bins are not taken regularly	1
I don't really know what they do with it afterwards, if they recycle them properly. So I don't really know how to rate it	1
Lots of recycling waste and the bin is always full	1
Need plastics education	1
Needs to be every week especially for big families	1
Pakenham has a lot of rubbish, so the service should be improved with bigger and more bins	1
Recycling waste should be collected weekly instead of fortnightly	1
Should be every day	1
Total	12



Fortnightly food and green waste collection service

The fortnightly food and green waste collection service was the 6th most important of the 36 included services and facilities, with an above average importance of 9.1 out of 10 and one of seven that were measurably more important than the average of all 36 (8.7).

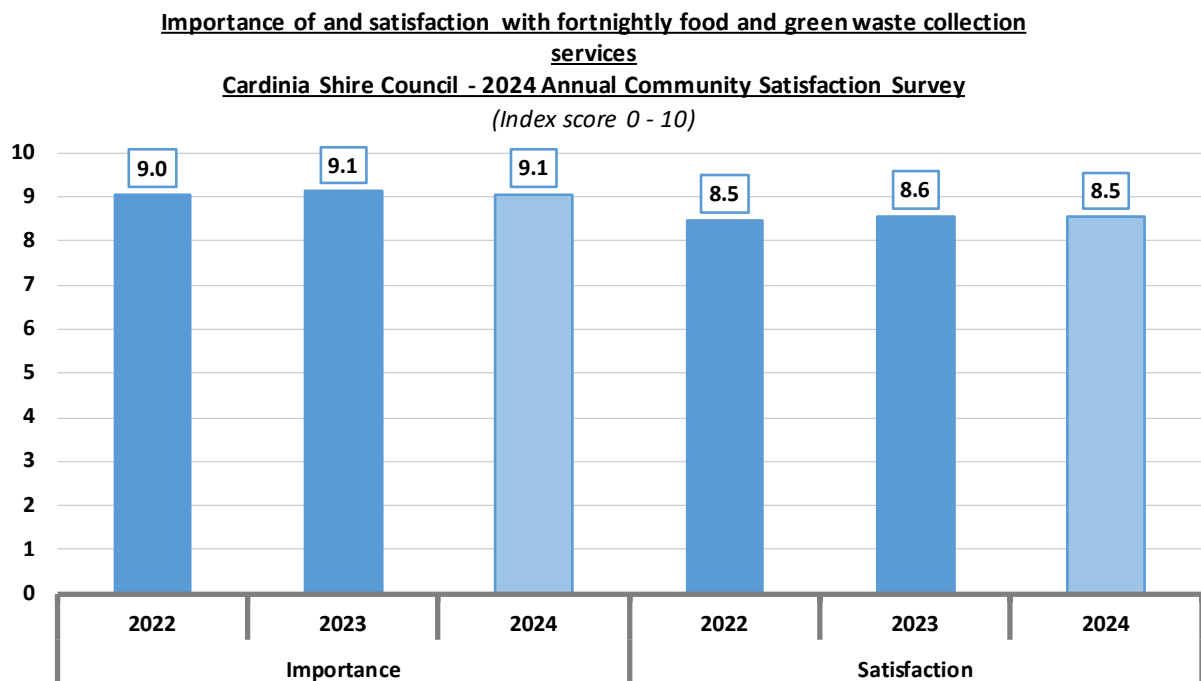
Satisfaction with the fortnightly food and green waste collection service remained stable this year at 8.5 out of 10, which remains an “excellent” level.

This result ranks the fortnightly food and green waste collection service 3rd in terms of satisfaction and one of seven that received a satisfaction score measurably higher than the average of all 36 (7.5).

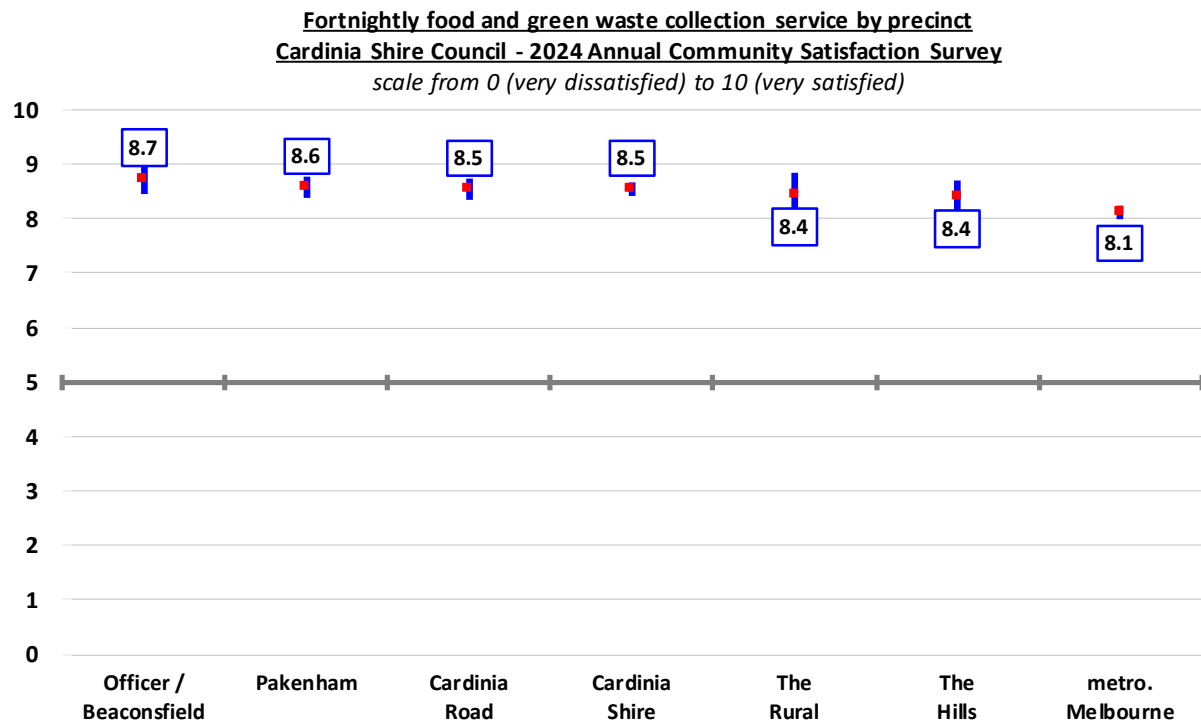
This result comprised 82% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 657 of the 666 respondents (74%) from households who had used these services in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) somewhat more satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with the fortnightly food and green waste collection service was measurably higher than the metropolitan Melbourne average satisfaction of 8.1 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no meaningful variation in satisfaction with this service observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



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

Reasons for dissatisfaction with fortnightly food and green waste collection service
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Should be weekly	2
Bigger bins, or supplementary service, we have only a short time to burn excess, especially up here	1
It's not always practical to bundle the green waste (they left mine behind because it wasn't bundled but it was prickly)	1
Need more information on how to dispose of the green compost	1
Putting food waste makes it stinky	1
Total	6

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 8.9 out of 10.

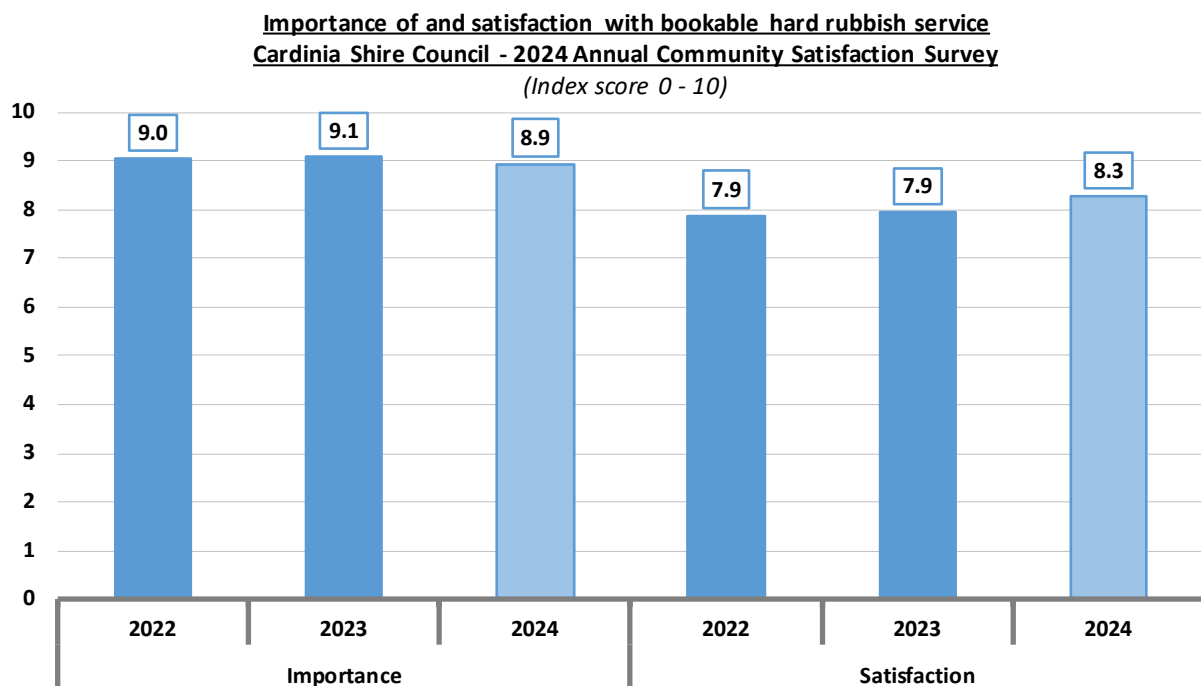
Satisfaction with the bookable hard rubbish service increased notably this year, up three percent to 8.3 out of 10, which remains at an “excellent” level.

This result ranks the bookable hard rubbish collection service 6th in terms of satisfaction and one of nine that received a satisfaction score measurably higher than the average of all 36 (7.5).

This result comprised 78% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 481 of the 485 respondents (54%) from households who had used these facilities in the last 12 months.

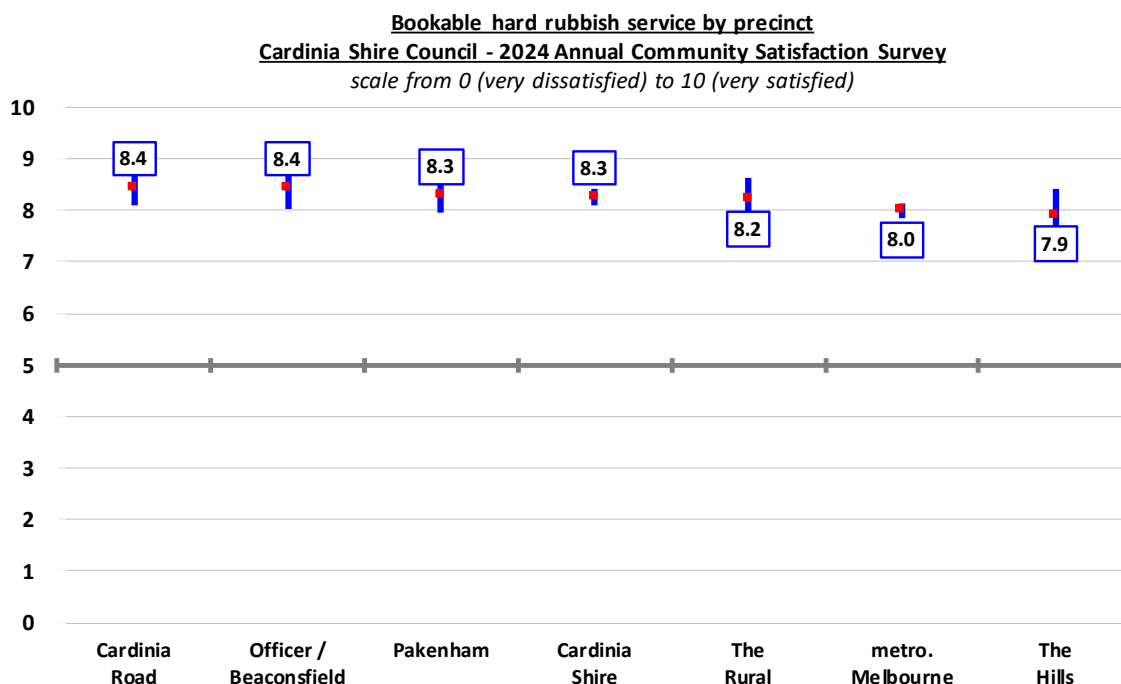
There was some variation in satisfaction observed by respondent profile, with male respondents somewhat more satisfied than female respondents.

By way of comparison, satisfaction with the bookable hard rubbish service was somewhat higher than the metropolitan Melbourne average satisfaction of eight out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no statistically significant variation in this result observed across the municipality, with respondents all precincts rating satisfaction at “excellent” levels of satisfaction.





The following table outlines the 19 comments received from respondents dissatisfied with the bookable hard rubbish collection service.

Reasons for dissatisfaction with bookable hard rubbish service
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Prefer old system	2
Takes too long to get picked up	2
They always leave stuff behind / was not picked up	2
After booking for hard rubbish pickup, I had to call them again to come and pick up hard rubbish at Simon Dr	1
Booked it and 3/4 wasn't taken and we had to take it to the tip ourselves	1
Hard rubbish service is very late. We informed them and they respond after a week which is very frustrating	1
I like the old hard rubbish service collection system rather than booking	1
I put my garbage out and the driver decided to say that it was big so they took my second turn of garbage collection off and were very adamant on not telling me what to do	1
It should be done on specific weeks	1
It's not that great	1
Left the mattress	1
Miscommunication for hard rubbish	1
No value for money	1
There is delay in hard rubbish booking pick up at Avon Rd	1
They don't pick up rubbish at the right time	1
They should have it on set weeks so that the area looks clean enough	1
Too restricted in the types of rubbish	1

Total

19
Metropolis
 RESEARCH



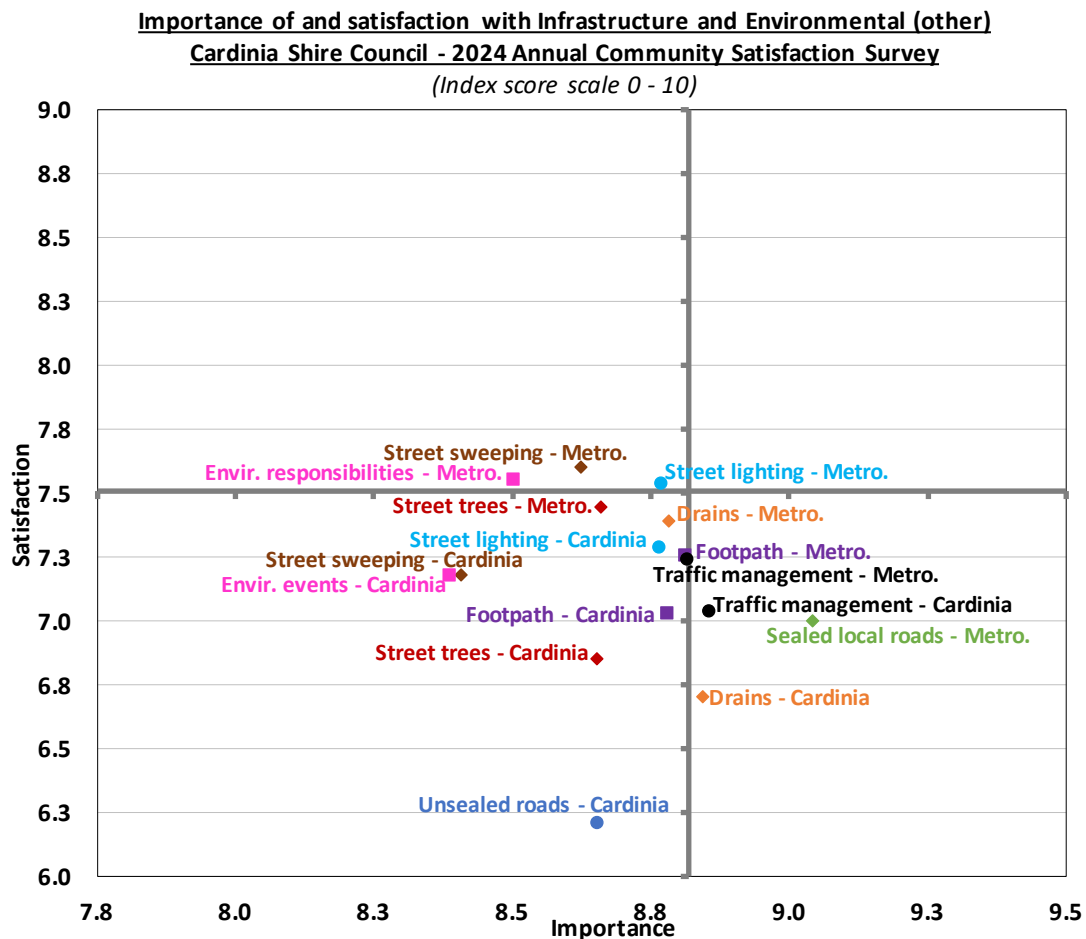
Infrastructure and Environment Division (other)

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. 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 2024, using the same door-to-door methodology.

All of these services recorded somewhat lower than average satisfaction, with most recording satisfaction scores somewhat lower than the metropolitan Melbourne average.



Maintenance and repair of sealed local roads

The maintenance and repairs of sealed local roads was the 14th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

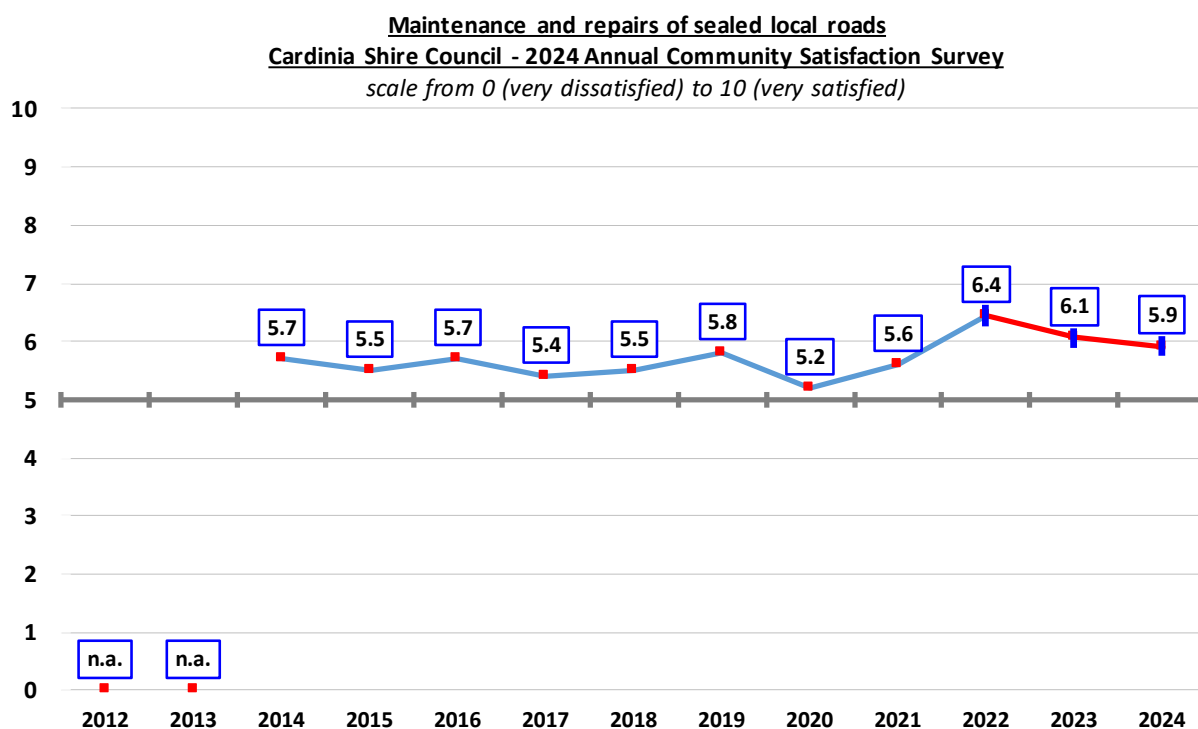
Satisfaction with the maintenance and repairs of sealed local roads declined marginally this year, down two percent to 5.9 out of 10, which was a “poor”, down from a “solid” level of satisfaction.

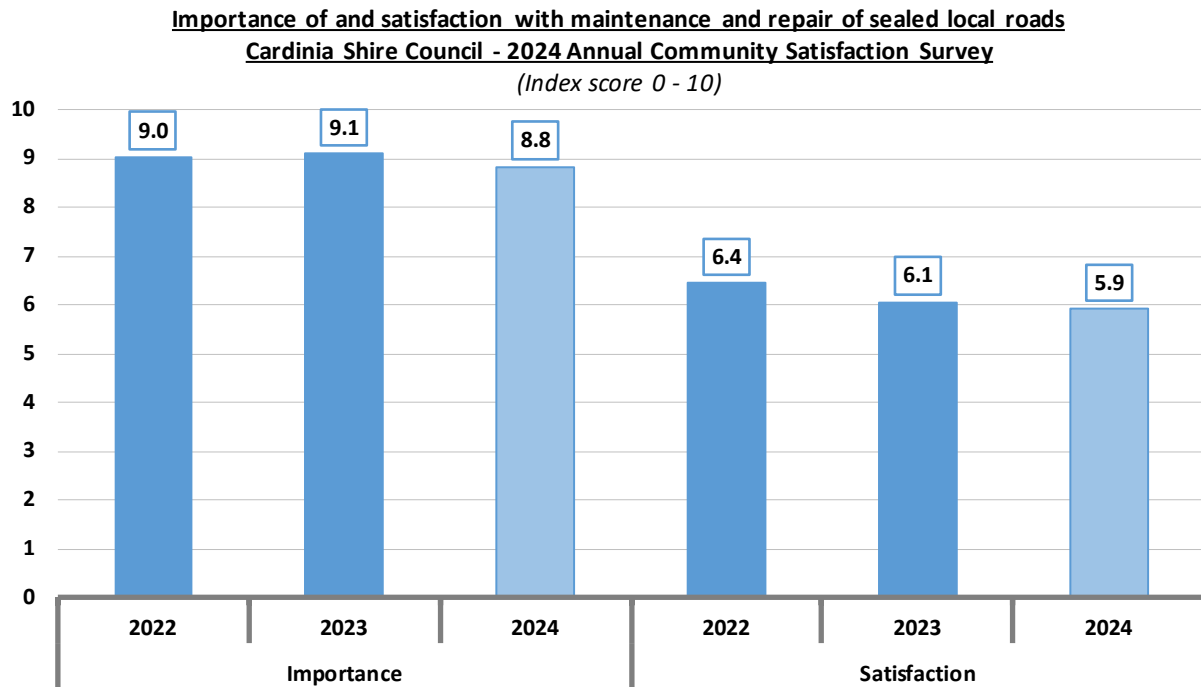
This result ranks the maintenance and repairs of sealed local roads 36th or last in terms of satisfaction this year, and one of nine that recorded a satisfaction score measurably lower than the average of all 36 (7.5).

This result comprised 29% “very satisfied” and 25% “dissatisfied” respondents, based on a total sample of 884 of the 900 respondents who provided a satisfaction score.

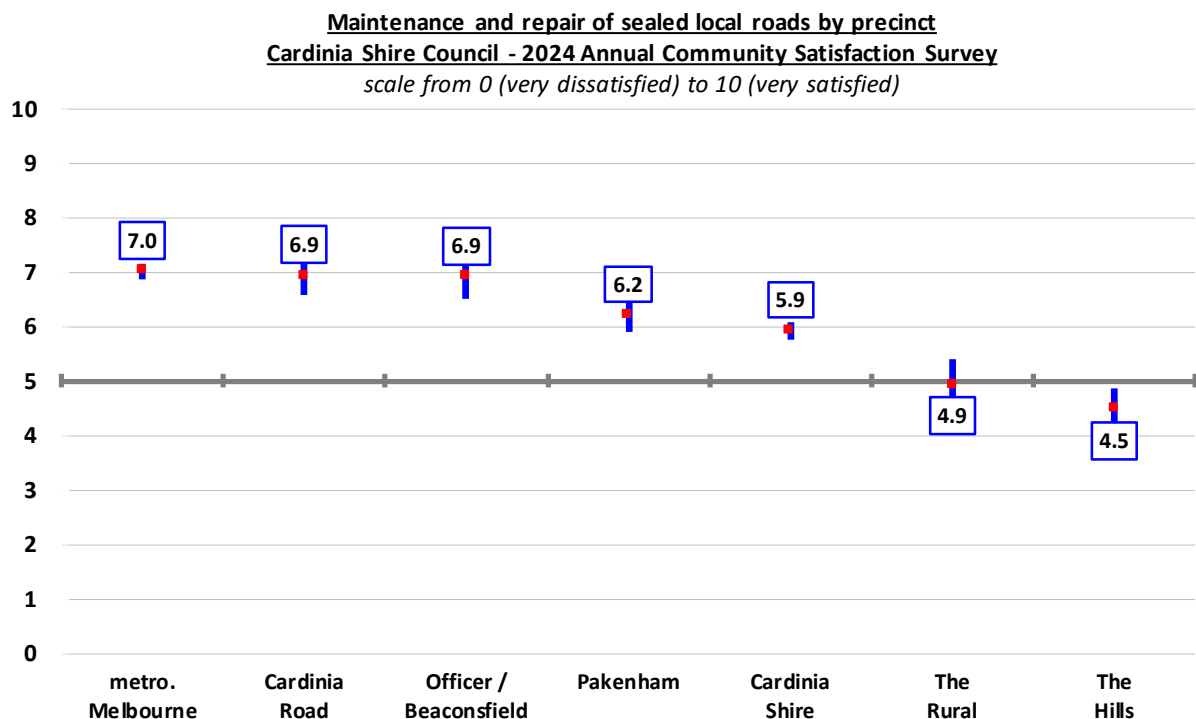
There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 64 years) notably less satisfied than average. Male respondents were notably more satisfied than female respondents, and respondents from multilingual households were notably more satisfied than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

By way of comparison, satisfaction with the maintenance and repairs of sealed local roads was measurably and significantly (11%) lower than the metropolitan Melbourne average satisfaction of seven out of 10, as recorded in the 2024 *Governing Melbourne*.





There was statistically significant variation in this result observed across the municipality, with respondents from the Cardinia Road and Officer / Beaconsfield precincts measurably more satisfied than average and at “good” levels, whilst respondents from the Rural and Hills precincts were measurably less satisfied than the average, and at “extremely poor” levels.



The following table outlines the 227 comments and 278 roads and streets of concern. It is important to note that many of the roads of concern were state rather than local government managed roads.



Reasons for dissatisfaction with maintenance and repairs of sealed local roads
Cardinia Shire Council – 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Filled with potholes / potholes everywhere / too many potholes / ridiculous amount	64
Needs repair / maintenance / damaged / bad / terrible / shocking / terrible everywhere	32
Not maintained well / often enough / could be better / lack of care	14
All roads	13
Potholes / patching not done properly / doesn't last long / potholes not fixed	9
All of them which haven't been sealed / they need to be sealed / graded	7
A lot of road work around this area which is hard to drive / is a disturbance / being done all at once / a ridiculous amount / never ending / roadworks are the problem	6
They don't fix roads	6
There are potholes on main roads / highways	5
Always / constant road maintenance	4
Cracks	3
Just the back roads around the area / local roads	3
They are bad and my cars have been destroyed because of it / damaged my car several times because of the bad condition of roads	3
They don't protect patrons / patrons should receive compensation	3
Bumps on the road	2
Dirt	2
Floods	2
Narrow roads	2
Road on the railway has potholes everywhere	2
Road was closed for 4 days which was long / several roads are closed	2
Slow roadworks / take a long time and causes traffic	2
Snakes are there	2
They don't clean it very often / haven't done any road clearing this year	2
Blocked roads	1
During rain potholes are a big concern	1
Every one of them has issues for motorbikes	1
Federal government withdrew the funding	1
Glass on the road, people are drinking and leaving the bottles	1
Go for a drive and see it yourself	1
Grass and weeds should be maintained on the side	1
Gravel after rain	1
I hurt my feet because there was a nail on the road	1
It's being neglected, Pakenham is being neglected	1
It's not properly maintained due to roadworks	1
I've been contacting them for 15 years	1
I've paid thousands of dollars in damage to my car. Prior to COVID there was no problem	1
Lot of traffic	1
Low speed signs	1
More active or proactive	1
My house gets flooded	1
Need traffic lights too	1
Not fixed over summer on highway	1



Only one way out and during peak it's very tough	1
Our family is here long time, and nothing has changed	1
Potholes need to be fixed ASAP within 48 hours	1
Roads near parks have bad grasses not being mowed	1
Small roads near lakes are full of potholes	1
The roads are improving	1
The roads in my area are fine, just not sure about the other parts	1
The vegetation in roundabout is very high and we can't see the oncoming traffic and need to be maintained especially at night	1
They aren't involved in anything	1
They have closed all the parking on the street due to the roadworks, so the traffic is very hectic	1
They should hurry up the roadworks by doing night works	1
Too many	1
Traffic	1
Unsafe	1
Very busy road for a small street	1
We can't get the car out of the driveway	1
We contacted the Council for maintenance, but no action is taken yet	1
We were not informed of the road sealing works and we had trouble getting out as it is the only road. Lot of people threw out their notices as it was in gravel guys letter	1
Total	227

Specific locations identified by respondents

Princes Highway potholes / damage	35
Cardinia Rd potholes	10
McGregor Rd, potholes / dangerous	7
Pakenham Rd is disgraceful / has holes in it	7
South Gippsland Highway the worst / has lots of potholes / lack of maintenance	7
Gippsland Highway bad / lots of potholes	6
Bald Hill Rd	5
Beaconsfield-Emerald Rd	5
Cardinia roads / many potholes that aren't taken care of enough	5
Freeways / highways terrible	5
Racecourse Rd lots of potholes	5
Fern Gully Rd has a lot of issues	4
Wright Rd	4
Alexander Rd	3
Army Rd	3
Belgrave-Gembrook Rd	3
Hope St / Hope St exit onto freeway	3
Maurice St	3
McDonalds Track has safety issue	3
Nar Nar Goon-Longwarry Rd	3
Pinnocks Rd needs grading / to be sealed	3
Westernport Rd is average	3
Alexandra Ave	2
All roads in Lang Lang	2



Bailey Rd	2
Clematis Park Rd	2
Five Mile Rd	2
Garfield Rd	2
Halcyon Grv	2
Healesville-Koo Wee Rup Rd / has potholes	2
Hobson Rd	2
Jacka Rd	2
Koo Wee Rup Rd	2
Longwarry Rd	2
Lowen Rd needs improvement	2
Oshannessy St	2
Pakenham main street	2
Pinnacle Rd	2
Potholes on Guys Hill Rd, slow to repair	2
Potholes on main roads of Beaconsfield Upper	2
Railway Ave	2
Roadworks from Beaconsfield to Pakenham are taking a long time	2
Seaview Rd is blocked / has a drainage problem	2
Stoney Creek Rd	2
There are lots of potholes on Nepean Highway	2
Wellington Rd	2
21 Wright Rd	1
Alber Rd	1
All the roads in Cockatoo	1
Bald Hill Rd intersection	1
Beaconsfield intersection	1
Brennan Ave, the drains flood	1
Brown Rd	1
Bunyip	1
Cardinia Rd, the country end	1
Cascade Rd is terrible, and all dirt roads are terrible near there	1
Convent School Rd	1
Corner of St Georges' Rd and Beaconsfield-Emerald Rd	1
Crosby Rd	1
Cross St	1
Damage on roads like the road near KFC	1
Doery St	1
Dunstan Rd gets potty, and nothing is done about it	1
Emerald-Pakenham Rd	1
Every road into Pakenham	1
Fogarty Rd	1
Gembrook Rd	1
Gembrook-Emerald Rd	1
Gravel roads should be removed at Officer Station	1
Halsey St	1
Heller Rd, reflector needed on street	1
Heritage Way brickwork is collapsing	1
Heyington Way is dangerous at intersection	1
Huxtable St	1



In Beaconsfield, roads are bad	1
James St needs to have some works done during school time traffic	1
Koo Wee Rup bypass and through to Pakenham potholes, rough surfaces	1
Lenne St not sealed	1
Longwarry Rd-Koo Wee Rup Rd	1
Lots of potholes, debris on roads like Tooradin Highway	1
MacDonalds Drain Rd	1
Main roads from Gembrook to Pakenham	1
Main St, multiple potholes on	1
Maryknoll St	1
Melville Rd, reflector needed on street	1
Monash Freeway	1
Nar Nar Goon	1
Near Princes Highway Rd	1
Obriens Rd	1
Officer has bad roads	1
Ogilvy Rd	1
Old Gembrook Rd	1
Old Princes Highway near Racecourse Rd T intersection	1
Olwen Rd	1
Paradise Ave	1
Paternoster Rd	1
Pinnocks Rd cross street needs to be sealed	1
Potholes everywhere like near Pakenham secondary school	1
Potholes on Princes Highway, worse during these rainy times	1
Potholes on Rix Rd	1
Potholes on the Koo Wee Rup Bypass	1
Princes Highway to Berwick is under construction for a long time. All the shortcuts are blocked	1
Rices Rd	1
Road maintenance is taking a lot of time from Princes Highway to Pakenham	1
Road near service station is bad when you enter Lang Lang from highway	1
Roads near showgrounds are bad	1
Road near Woolworths, Emerald town	1
Roundabout on Lang Lang Highway	1
Seaview Rd has potholes	1
Seven Mile Rd	1
Slow roadworks from Beaconsfield to Pakenham	1
So many potholes in the road between Officer and Koo Wee Rup	1
Soldiers Rd	1
South Gippsland Highway in Lang Lang	1
Speed bumps on Ohara Dr	1
St Georges Rd	1
Station St flooding especially during monsoon	1
Steeles Rd	1
Tasman Way has a resurfacing project, but two cars came over and they missed the area	1
The back road here that goes between Garfield and Bunyip	1
The main road from Bunyip to Nar Nar Goon has tons of potholes	1
The Nar Nar Goon Road	1
The road between Garfield and Bunyip and Longwarry	1
The road between Garfield to Bunyip and the main road there are serious potholes	1



The road between Garfield to Bunyip, the Shire will say they don't own that road, but I feel they have a huge responsibility to advocate for the residents	1
The road near the railway line has big potholes	1
The roads between Garfield to Tynong	1
There are potholes on Cardinia Rd near Club Officer	1
They are fixing roads which need not be fixed, like Stringy Bark Cct	1
They closed both Racecourse Rd and McGregor Rds at the same time causing huge traffic backups	1
They're not good like Young St	1
They're not great like the Scenic Dr	1
Thwaites Rd	1
Trees are hanging over Bunyip River Rd, it's dangerous	1
Trevor Rd	1
Tynong Rd	1
Unmade roads in Pakenham Shire should be graded more often, four times a year	1
Up past primary school between McGregor Rd and Racecourse Rd	1
Very bad condition of Irving St	1
Watts Tce, replaced curb and left it with liquid bitumen	1
Westernport should have traffic lights	1
Windermere – traffic	1
Windermere is the only exit out of three estates in this area and it is a safety hazard. More exits needed for emergency	1
Yallock St	1
Total	278



Maintenance and repair of unsealed local roads

The maintenance and repairs of unsealed local roads was the 26th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

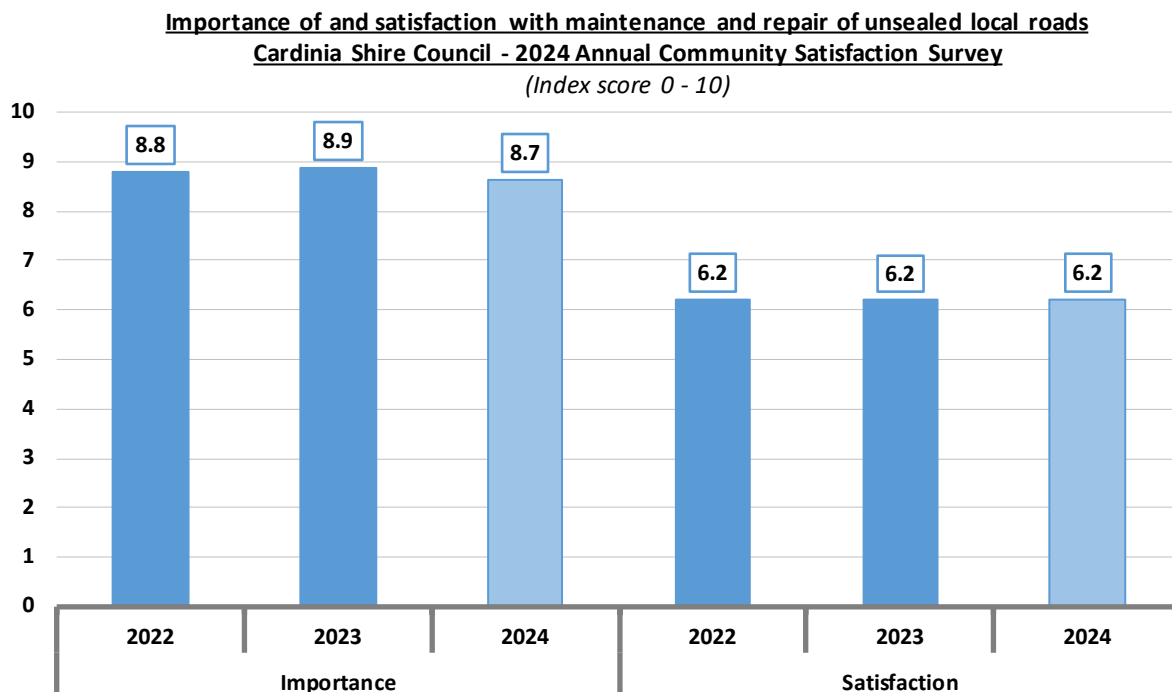
Satisfaction with the maintenance and repairs of unsealed local roads remained stable this year at 6.2 out of 10, which remains a “solid” level of satisfaction.

This result ranks the maintenance and repairs of unsealed local roads 35th in terms of satisfaction and one of nine that received a satisfaction score measurably lower than the average of all 36 (7.5).

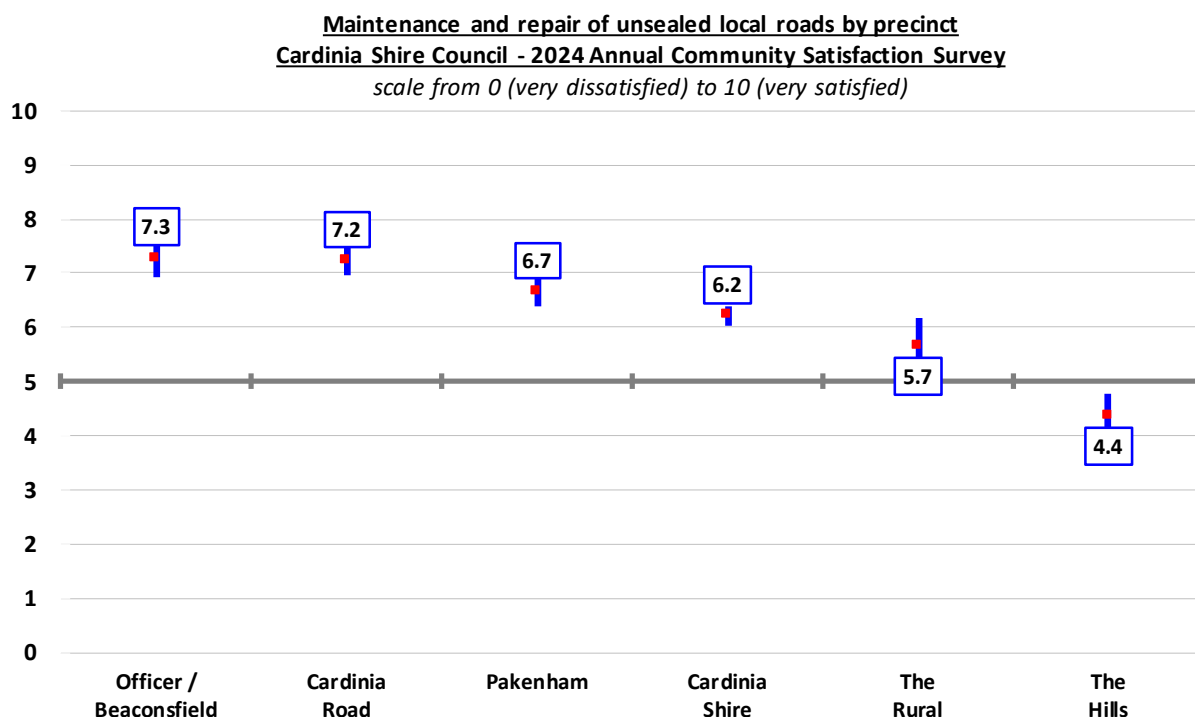
This result comprised 33% “very satisfied” and 19% “dissatisfied” respondents, based on a total sample of 780 of the 900 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with male respondents notably more satisfied than female respondents, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this service was not included in *Governing Melbourne*, and therefore no comparison results were available for publication, however, the regional Victorian average satisfaction with the maintenance and repair of unsealed local roads was 4.3 out of 10, or “extremely poor”. *Governing Regional Victoria* was conducted, however, by telephone rather than door-to-door, which can result in a slightly lower satisfaction score.



There was statistically significant variation in the results observed across the municipality, with respondents from the three urban precincts measurably more satisfied than average and at “good” to “very good” levels. By contrast, respondents from the Rural and Hills precincts were measurably less satisfied than average and at “poor” and “extremely poor” levels of satisfaction respectively.



The following table outlines the 32 comments received from respondents dissatisfied with the maintenance and repair of unsealed local roads.

Readers are advised, however, that some of the comments in relation to sealed local roads related to unsealed local roads.



Reasons for dissatisfaction with maintenance and repairs of unsealed local roads

Cardinia Shire Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Not maintained / no upkeep	5
Needs to be maintained / needs repair	3
Potholes	3
Appalling / very bad	2
Narrow roads / road is getting narrower	2
Needs grading	2
Needs to be wider	2
Cars get damaged	1
Corrugation	1
Grading not done	1
Haysoms Rd, volume of trucks and cars make it difficult every day	1
I had an ambulance come and they could not come in. The gutters are constantly blocked and it causes the roads to wash away and cars can't get in and out of our driveway	1
Not safe	1
Potholes everywhere and they get repaired but go back in two weeks	1
Should do more to fix	1
Slippery surface roads	1
They don't do anything	1
They need to be sealed	1
They will grade roads but not clean the gutters so water goes over and erodes the roads	1
Wright Rd was supposed to be sealed but was scrapped, it is full of potholes, we can't drive out of our driveway, it has to be regraded, it floods in storm, it needs to be sealed, it is dangerous	1
Total	32



Drains maintenance and repairs

Drains 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.

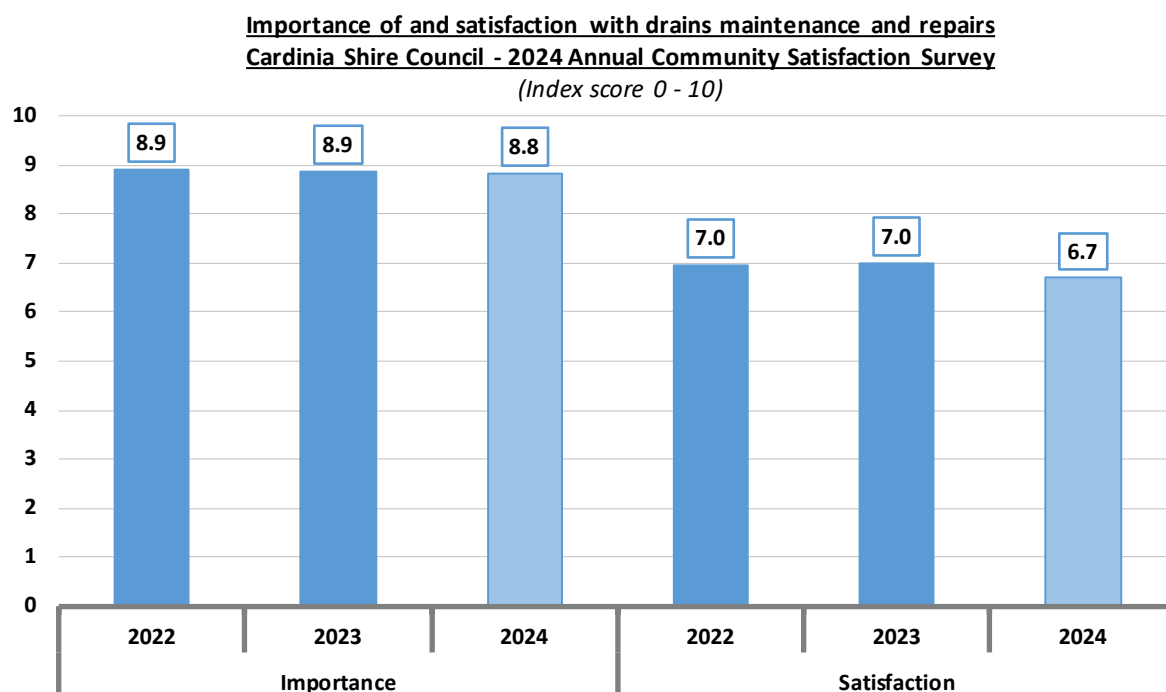
Satisfaction with drains maintenance and repairs declined somewhat this year, down three percent to 6.7 out of 10, although it remains at a “good” level.

This result ranks drains maintenance and repairs 34th in terms of satisfaction and one of nine that received a satisfaction score measurably lower than the average of all 36 (7.5).

This result comprised 46% “very satisfied” and 16% “dissatisfied” respondents, based on a total sample of 847 of the 900 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

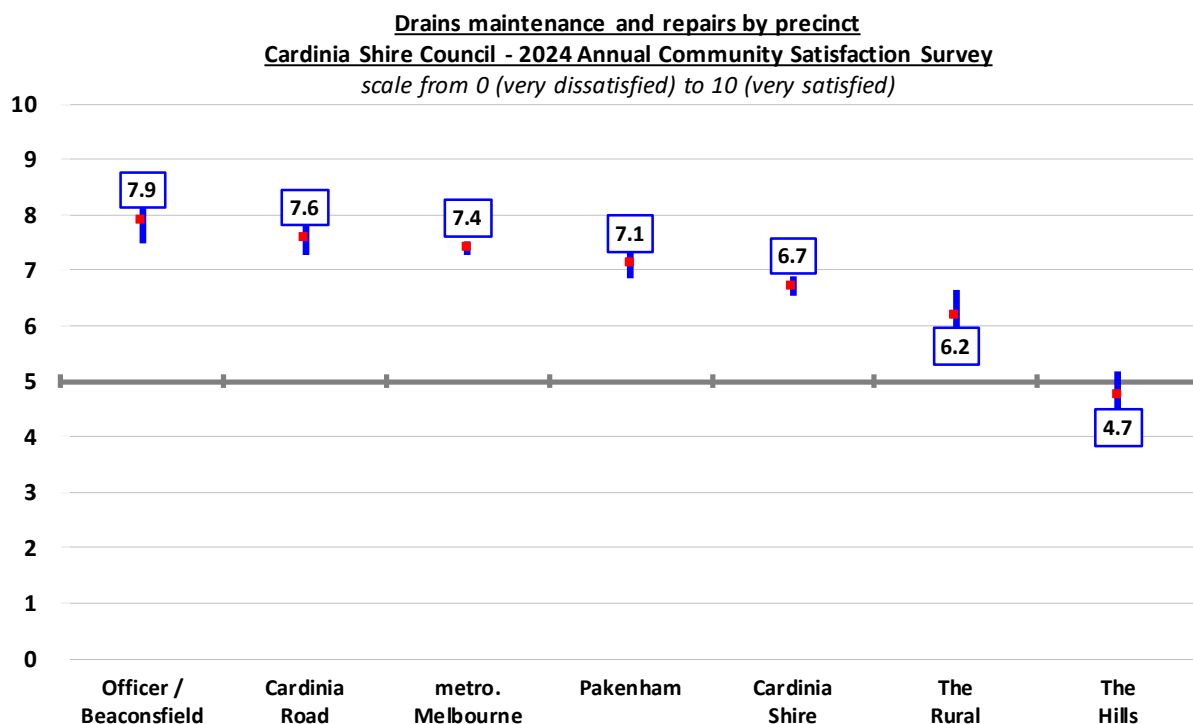
By way of comparison, satisfaction with drains maintenance and repairs was measurably lower than the metropolitan Melbourne average satisfaction of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in the results observed across the municipality.

Respondents from the three urban precincts were measurably more satisfied than average at an “very good” to “excellent” levels, whilst respondents from the Rural and Hills precincts were measurably less satisfied than average and at “solid” and “extremely poor” levels of satisfaction respectively.





The following table outlines the 86 comments received from respondents dissatisfied with drains maintenance and repairs. Many of these comments related to a perceived lack of maintenance and cleaning.

Reasons for dissatisfaction with drains maintenance and repairs
Cardinia Shire Council – 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Need to be cleaned / not cleaned well	11
Not maintained / need to be maintained	11
Drains flood / especially when it rains	5
Some / most are blocked	4
They are bad / terrible	4
When it rains, the road gets flooded / drains clogged	3
Full of debris	2
Maurice St drain maintenance / needs proper drains	2
Problem when it rains	2
They are not so effective / system is not working	2
They don't really fix them / they need repair	2
After heavy rain, there is large water pool from Henry Rd to Cardinia Rd	1
Blocked and not cleaned out on Clarks Rd	1
Clean out the gutters and poison the plants	1
Curb side ditches are not cleaned out	1
Drain at the end of Atkins Rd has been blocked for years, water pools, other parts of Pakenham are blocked	1

Drain maintenance takes them too long, it is a traffic hazard	1
Drain on Wright St needs to be cleaned regularly. We have to do it ourselves, we can't get out, they come 1.5 weeks later, so they are slow to respond	1
Drain system is not maintained at Bayview Rd	1
Drain system near Australian Clinical Labs is not maintained	1
Drainage, damages the roads	1
Drains flooding around Clearwater Dr	1
Drains not maintained, it was supposed to be sealed, but budget was taken off	1
Drains on Brennan Ave, when it rains, it backs up and whole property floods	1
For drain maintenance, some people came and repaired 2 of them and then said the work is done. We had to contact them again to prove it wasn't	1
Funds and rates are high but drains flood	1
Gembrook-Pakenham, needs work especially when it gets heavy rains	1
Hopkins Pass, it becomes a pool every time	1
In and around Ferntree Gully Rd needs massive improvements	1
It has too many leaves	1
Needs to be maintained so that we don't get flooded	1
No regular thing, takes a complaint before action is done	1
Officer Station drainage is bad as it gets flooded	1
People living down the hill have floods all the time	1
Proper drainage needed for houses on dirt roads	1
Seaview Rd has a drainage problem	1
The channels might be okay	1
The drain in front of my house is not cleaned at all	1
The edge of the road is breaking into the drains	1
The entrance from Beaconsfield floods when there are rains	1
The impact of it is too much	1
The water pours through the property, drains not equipped to handle the rains	1
There is no drainage system in this area	1
They don't do it often enough	1
They don't maintain drains on Brennan Ave, only when we complain, and it causes damage to our property	1
They should be proactive in autumn to clean and check them	1
Tree leaves block the drain and water overflows after rain on Skyline Dr	1
Very bad selection of species of trees which blocks drainage	1
When it rains, it pools at Gregory Ct	1
Total	86



Footpath maintenance and repairs

Footpath maintenance and repairs was the 19th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

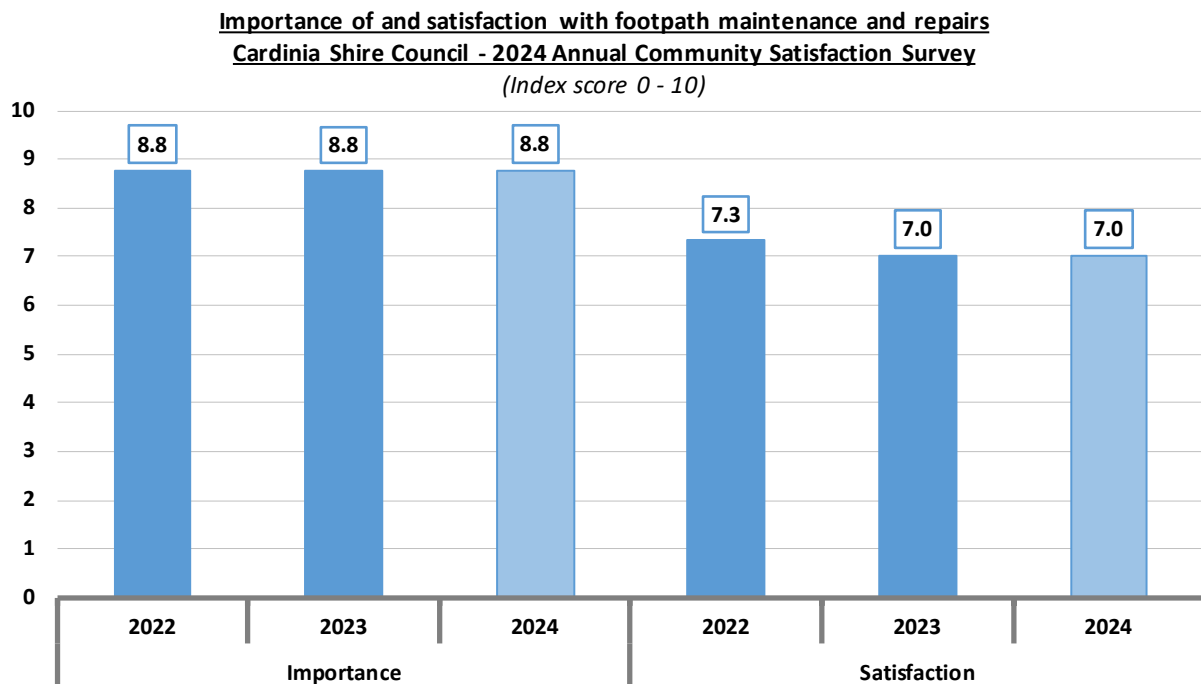
Satisfaction with footpath maintenance and repairs remained stable this year at 7.0 out of 10, or a “good” level of satisfaction.

This result ranks footpath maintenance and repairs 29th in terms of satisfaction and one of nine that received a satisfaction score measurably lower than the average of all 36 (7.5).

This result comprised 48% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 826 of the 900 respondents who provided a satisfaction score.

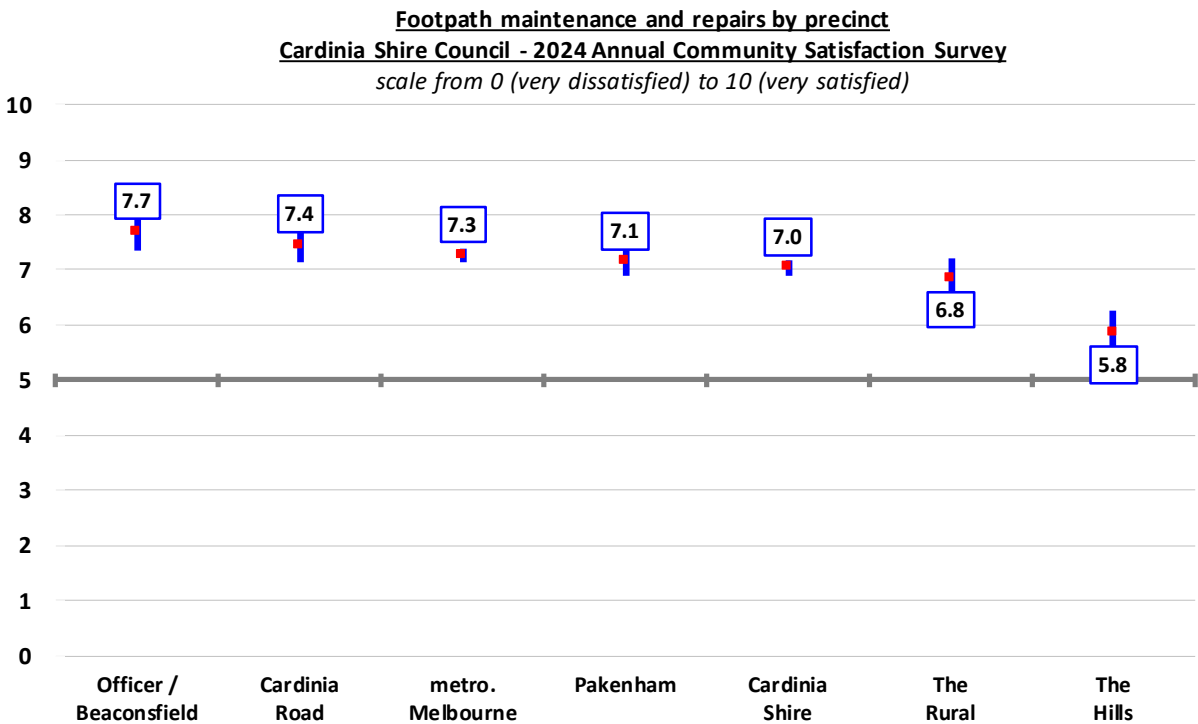
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with the footpath maintenance and repairs was somewhat lower than the metropolitan Melbourne average satisfaction of 7.3 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in the results observed across the municipality, with respondents from Officer / Beaconsfield 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 “poor” rather than a “good” level of satisfaction.





The following table outlines the 54 comments received from respondents dissatisfied with footpath maintenance and repairs.



Reasons for dissatisfaction with footpath maintenance and repairs
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
They have uneven surfaces	5
Maintenance of grasses on footpath needed / not mowed properly	3
No footpaths	3
Broken / cracked	2
In general it is bad	2
Needs repair / not enough improvements	2
No footpaths on Brennan Ave, dangerous for kids	2
Not adequate at all	2
Not maintaining them	2
Charlotte Pass to Clearwater Dr has a grassy patch that needs a footpath but the Council is too slow putting it in	1
Clearwater Dr footpaths sometimes poke up	1
Do a very bad job at repairs. Just cover the area with tar	1
Footpath around lake is uneven, tripped once	1
Footpath pavement outside my house at Penshurst Cres has been broken since long ago	1
Grass near footpath at Heyington Way is not trimmed quickly and it blocks the footpath making it difficult to walk	1
Grass too long, there might be snakes	1
In the driveway	1
It takes an accident to repair them	1
Kelly Ct has a bad footpath which needs improvement	1
My kids like to ride and there is stuff or overgrown grass	1
Nature strips are filled with litter	1
Nearly got ran over by two bikes	1
Needed on both sides of the road	1
No footpaths in Brennan Ave	1
Not maintained well in Hopkins Pass	1
On Skyline Dr, there is footpath on one side of the street	1
People park cars across footpaths and walk across road which is dangerous for disabled people and people with pram / pushchair	1
The available ones need cleaning	1
There are cracks in footpaths at Clovelly Way and Penshurst Cres	1
There are cracks in footpaths on Majestic Dr	1
There is footpath on one side of Eleanor Ct	1
There is uneven footpath at Janet Bowman Blvd	1
They do temporary fixes and not a permanent one	1
They need paving	1
They used to be quick in addressing the issues before	1
To remove algae	1
Tree roots are everywhere	1
Tree roots making it uneven on Main St, Gembrook	1
Tripped this morning, path broke down	1
Uneven path on Peridot Ave	1

Total

54



Provision and maintenance of street trees

The provision and maintenance of street trees was the 25th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

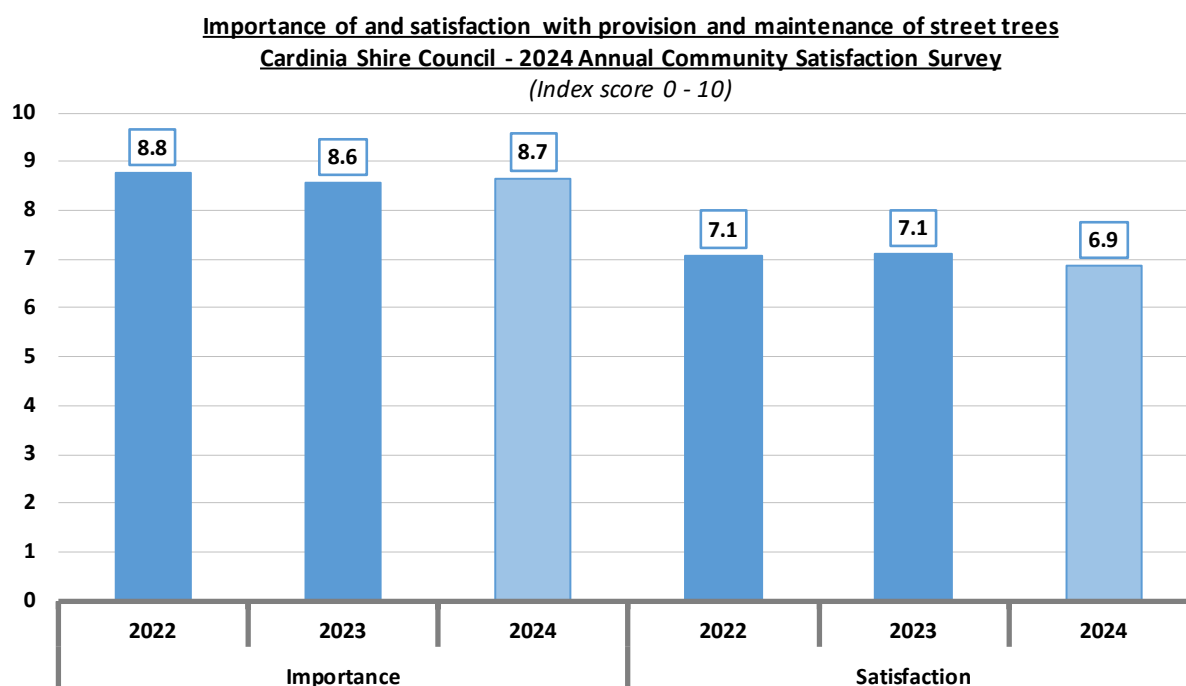
Satisfaction with the provision and maintenance of street trees declined marginally this year, down two percent to 6.9 out of 10 this year, although it remains at a “good” level.

This result ranks the provision and maintenance of street trees 31st in terms of satisfaction and one of nine that received a satisfaction score measurably lower than the average of all 36 (7.5).

This result comprised 47% “very satisfied” and 14% “dissatisfied” respondents, based on a total sample of 837 of the 900 respondents who provided a satisfaction score.

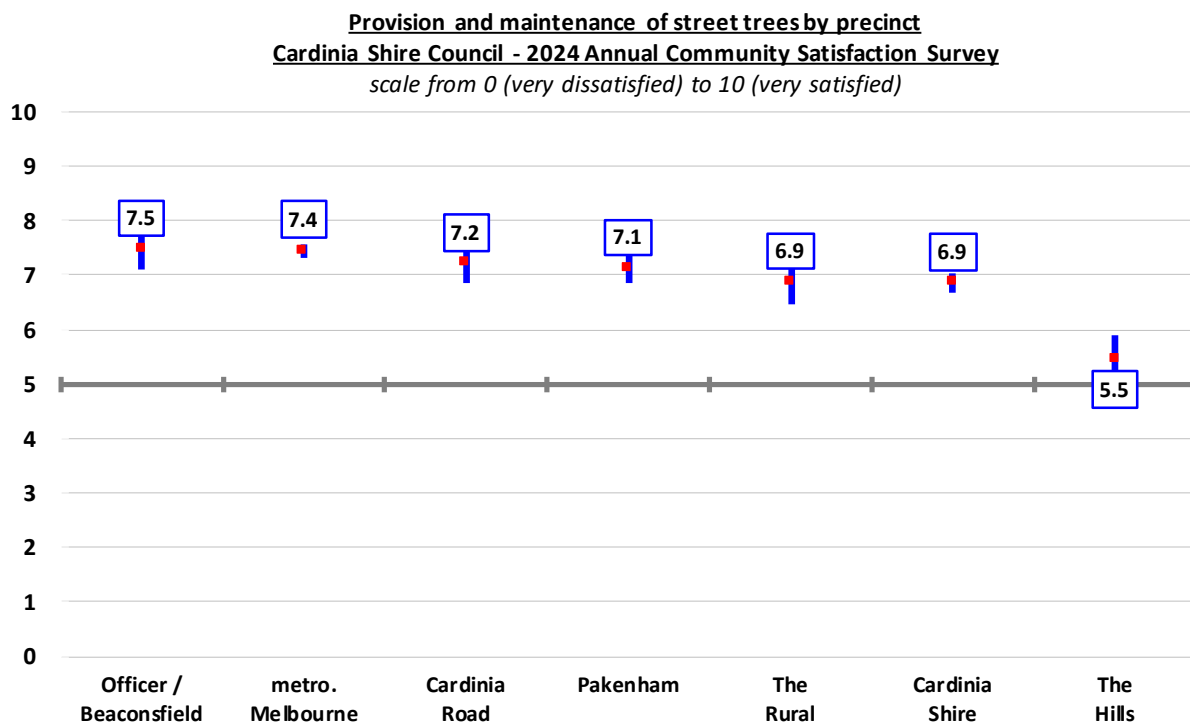
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably less satisfied than respondents from English speaking households.

By way of comparison, satisfaction with the provision and maintenance of street trees was measurably lower than the metropolitan Melbourne average satisfaction of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in the results observed across the municipality, with respondents from Officer / Beaconsfield 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 “poor” level of satisfaction.





The following table outlines the 85 comments received from respondents dissatisfied with the provision and maintenance of street trees. Many of these comments related to a perceived lack of maintenance of street trees.

Reasons for dissatisfaction with provision and maintenance of street trees
Cardinia Shire Council – 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
No / very little maintenance	17
Dead / fallen branches are on the streets / not collected	6
Dead / fallen trees are not collected	5
Gum trees should not be planted / should be removed	3
Leaf litter everywhere / get rid of trees that drop leaves	3
They need regular maintenance / trim the trees more often	3
Overhanging branches / risk of falling	2
Plant better trees that don't drop nuts / aren't a hazard	2
Trees are hanging on the roads which comes in the way while driving / need to be maintained so cars can see	2
Trees are not trimmed / not trimmed on time on Skyline Dr	2
We have to do it ourselves	2
After storm, trees are still there near childcare centre	1
Asked them to maintain the trees around my house but no action	1
Big patches of uncut grass	1
Branch snapped to the face	1
Broken branches are in the way of the path near Turnsbridge Rd	1
Deciduous trees should be planted	1
Fall all over garden	1

Fallen trees at O' Neil Rd stayed there for a long time	1
Ferntree Gully Rd	1
Gregory Ct, street tree is fancy and needs to be cut down, has already smashed a house and car and it could end up killing someone	1
Had an issue with a fallen tree on our nature strip and it took too long to get resolution	1
Hartland Cct, it's crap, other streets have beautiful trees, not nice, not growing	1
Hasn't come to cut that down	1
Have not replaced tree in my street Salvia Ave for the last two years	1
In the area near Cascade Rd has not been maintained often	1
It was terrible after the storms	1
It's a fire hazard	1
Lot of old, dead, or dying trees on Brennan Ave, need to be cut down or trimmed	1
Lots of trees are half dead and damaged, it could fall on our heads or in our car especially with the storms. It is dangerous	1
Lots of unsafe trees hanging in Cockatoo area	1
Need to remove dead trees on Dunstan Rd	1
Need to water the plants around the main roads as they are dying	1
Neighbourhood houses have overgrown grass outside the house	1
Once in four years	1
Seed balls falling from trees at O' Neil Rd are causing trip hazards for people walking on footpaths	1
Some of them are not correct, need a better variety that is not growing too tall	1
Street trees are not maintained at O' Neil Rd	1
Street trees are not trimmed often at Skyline Dr	1
The tree leaves block the drains so I have to collect them in my bins but I only have two bins which get filled up provide me extra bins or clean the roads	1
There are overgrown weeds	1
They keep their hard rubbish on nature strips for too long damaging the environment	1
They should be more aware of trees need to be trimmed or taken back. Trees fell in front of my house	1
They should consult the residents for species of trees before planting any tree	1
Too many dead trees just lying around, Princes Highway Pakenham, not doing anything about it	1
Trees are not trimmed often at Stella Pl	1
Trees are too big and bushy	1
Tree branches are not trimmed on cycling paths	1
Walkway along the pond is not maintained	1
Total	85



Street lighting

Street lighting was the 20th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

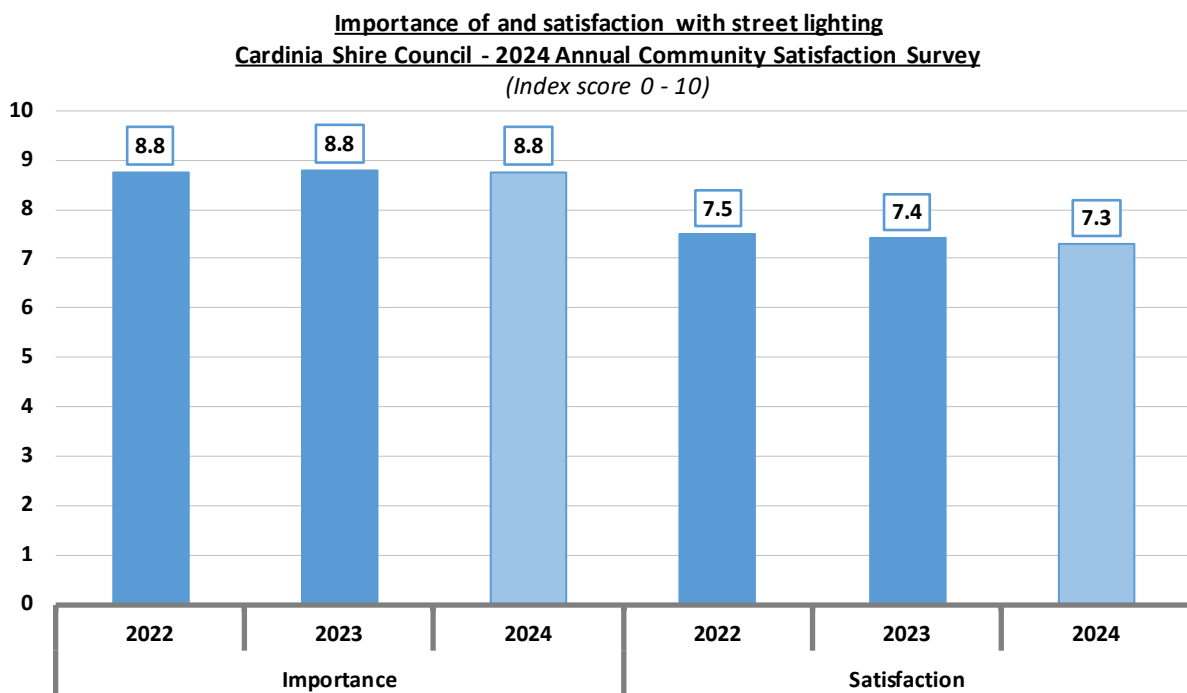
Satisfaction with street lighting declined marginally this year, down one percent to 7.3 out of 10, although it remains at a “very good” level.

This result ranks street lighting 18th in terms of satisfaction this year.

This result comprised 53% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 829 of the 900 respondents who provided a satisfaction score.

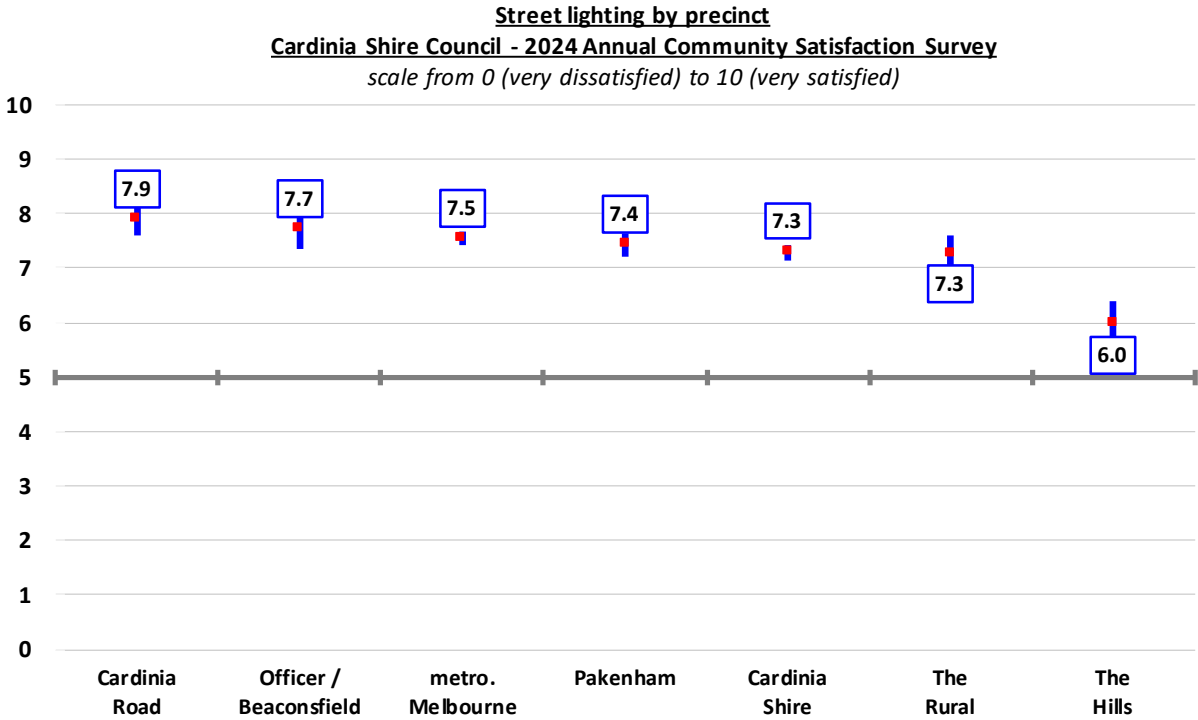
There was some variation in satisfaction observed by respondent profile, with senior citizens notably more satisfied than average.

By way of comparison, satisfaction with street lighting was measurably lower than the metropolitan Melbourne average satisfaction of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in the results observed across the municipality, with respondents Cardinia Road and Officer / Beaconsfield measurably more satisfied than average and at “excellent” and “very good” levels respectively. By contrast, respondents from the Hills precinct were measurably less satisfied than average and at a “solid” level.





The following table outlines the 60 comments received from respondents dissatisfied with street lighting, with many of these comments related to a perceived lack of street lighting.



Reasons for dissatisfaction with street lighting
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
It is not enough / need more	11
Is not working properly / broken / not maintained	4
No street lights / there are none	4
Lighting around the lake / not enough / we have to use torches	3
The new LED lights are not bright enough / they are not bright / too dark	3
Dark / this street is dark	2
A lot of unsealed roads don't have lights	1
Absolutely no lighting from Pakenham to Garfield on the freeway	1
At times, street lights are not working at Simon Dr	1
Cemetery area is very dark	1
Do not plant trees near them	1
Doery St needs it	1
During night it is hard to drive as there is not enough light	1
Easily damaged	1
Hull Cres is not lit properly	1
It is essential	1
Light in front of Blue Horizons Way is not working	1
Maurice St needs street lights	1
More street lights should be installed at Sun Orchid Dr	1
More street lights on Wright St Avonsleigh	1
More street lights should be installed at O'Neil Rd	1
Nice lights	1
No street lighting in Brennan Ave, there are kangaroos here and street light would make it easier to drive at night	1
No street lighting in Sutherland Rd	1
No street lights in Grant Ct	1
No street lights near Sabel Cct	1
No street lights on the Jersey Cres	1
Redfern Way street light has been out for a long time, and gangs of youth come through and it scares us as this street is very dark	1
Said they would upgrade the lighting but never did (Clearwater Dr)	1
Small street lights not working in the area (Moss St)	1
Some are brighter	1
Some lights should be put on Stoney Creek Rd for school kids	1
Street lights at new park place are not bright	1
Street lights at Penshurst Cres are not bright	1
The bulbs go and they take 6 months to change	1
The lights at the end of Ramel Way have been broken	1
There are no street lights at the exit from the freeway to Cardinia Rd	1
There's not enough of it on Titan Lodge Walk	1
We have only one light on Kylie Ct	1
Total	60



Street sweeping

Street sweeping was the 30th most important of the 36 included services and facilities, with an average importance of 8.4 out of 10 and was one of seven that were measurably less important than the average of all 36 (8.7).

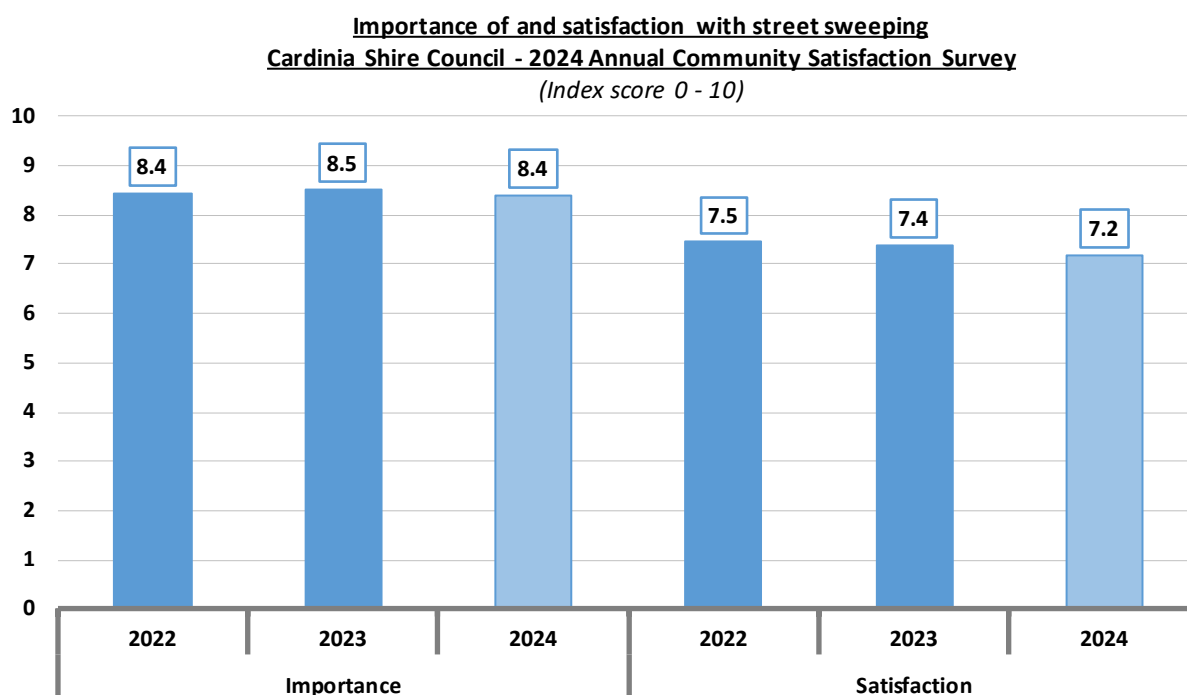
Satisfaction with street sweeping declined marginally this year, down two percent to 7.2 out of 10, which was a “good”, down from a “very good” level.

This result ranks street sweeping 24th in terms of satisfaction this year.

This result comprised 54% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 775 of the 900 respondents who provided a satisfaction score.

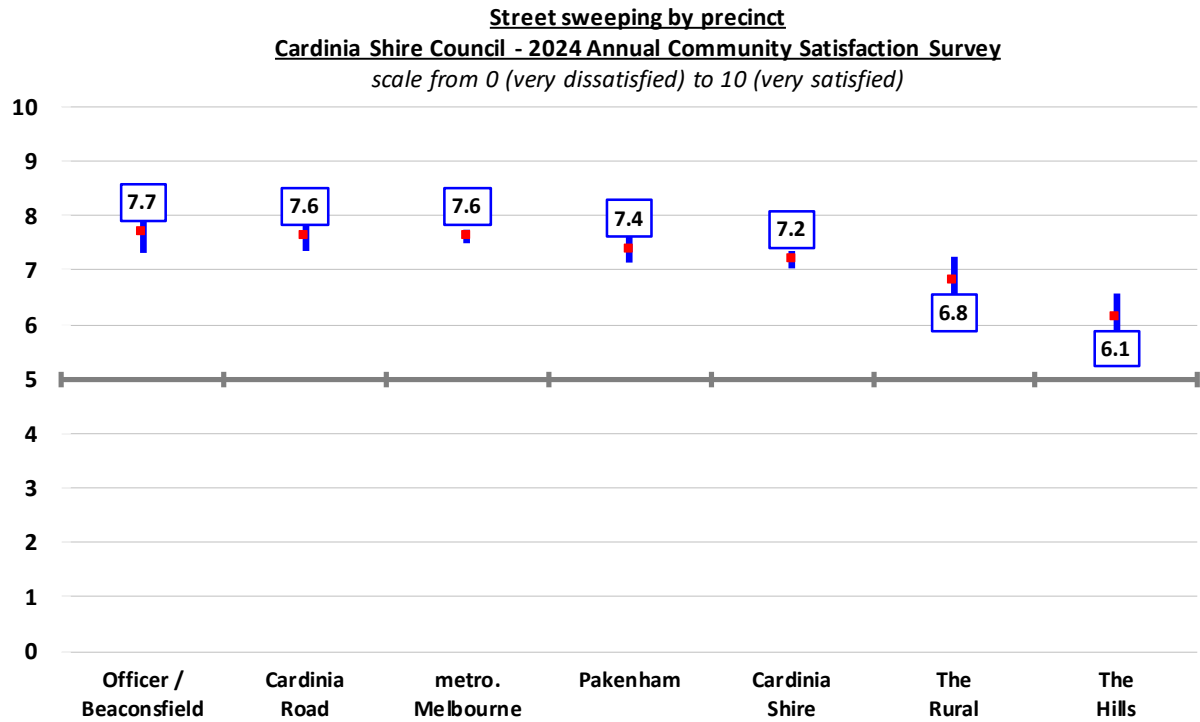
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with street sweeping was measurably lower than the metropolitan Melbourne average satisfaction of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in the results observed across the municipality, with respondents Officer / Beaconsfield and Cardinia Road precincts measurably more satisfied than average and at “very good” levels. By contrast, respondents from the Hills precinct were measurably less satisfied than average, and at a “solid” level.





The following table outlines the 27 comments received from respondents dissatisfied with street sweeping.



Reasons for dissatisfaction with street sweeping
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
No street sweeping / not done enough	3
I have not street sweeping on Skyline Dr	2
Very unclean / smelly / dirty streets	2
A lot more leaves now	1
Bald Hill Rd is very bad	1
Drops the garbage right outside my house Bromby St corner	1
Especially beside station	1
I have barely seen street sweeping at Woods Point Dr	1
I have never seen any street sweeper on Allan Cl	1
I have not seen street sweeping at Janet Bowman Blvd	1
I have not seen street sweeping at Marcanna Pl	1
I have not seen street sweeping at O' Neil Rd	1
I have not seen street sweeping at Stella Pl	1
I have not seen street sweeping on Eleanor Ct and Simon Dr	1
Litter on the street is rarely swept or picked up	1
Need it cleaned regularly	1
Not done well	1
Should be swept after the leaves fall	1
The drains clogs	1
The trees are theirs	1
There are stones on the streets	1
They don't clean my end because it's on the edge, big problem with Council	1
They don't do anything about the leaves	1
Total	27



Local traffic management

Local traffic management was the 11th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10 in terms of importance this year.

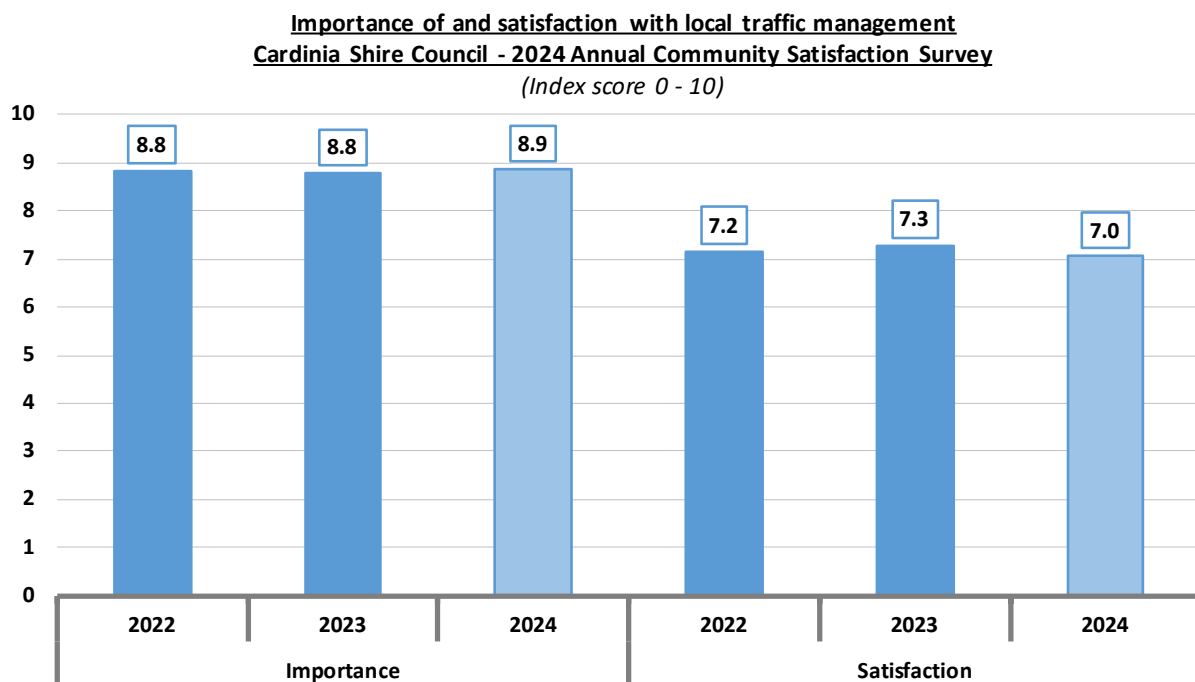
Satisfaction with local traffic management declined marginally this year, down two percent to 7.0 out of 10, although it remains at a “good” level.

This result ranks local traffic management 28th in terms of satisfaction this year and one of nine that received a satisfaction score measurably lower than the average of all 36 (7.5).

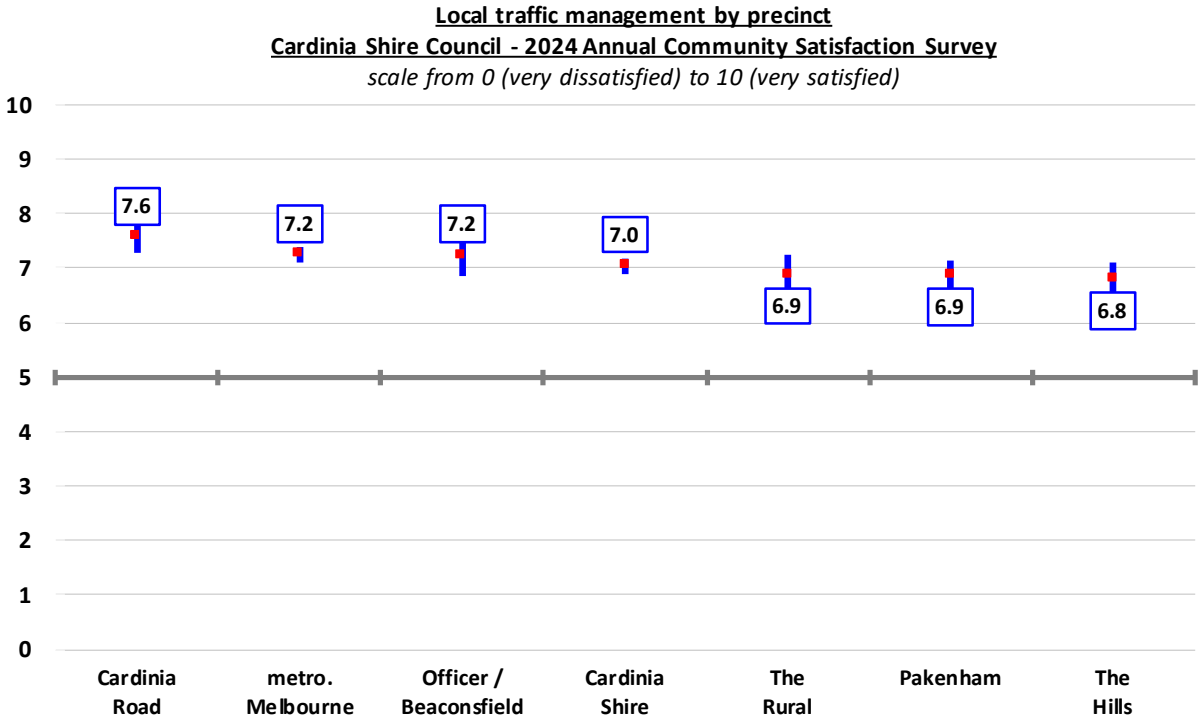
This result comprised 48% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 852 of the 900 respondents who provided a satisfaction score.

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

By way of comparison, satisfaction with local traffic management was marginally lower than the metropolitan Melbourne average satisfaction of 7.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in the results observed across the municipality, with respondents from the Cardinia Road precinct measurably more satisfied than the average, and at a “very good” rather than a “good” of satisfaction.



The following table outlines the 55 comments received from respondents dissatisfied with local traffic management.

There were several comments related to the impact of road works and construction on traffic congestion.



Reasons for dissatisfaction with local traffic management
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Roadworks everywhere / constant disruptions	8
Always traffic congestion / it's unbelievable / long wait times	6
I have to wait a lot in traffic due to roadworks / during office and school hours / bottlenecks from construction	5
Improper management / poorly planned	2
It takes a lot of time to get out of Pakenham during peak hours due to roadworks / very slow around Pakenham	2
On Princes Highway congestion / it is ridiculous / taking too long	2
Roads closed	2
Terrible traffic at Racecourse Rd during work hours / not managed efficiently	2
Bridge Rd needs better signage	1
Cars speed way over the limit everywhere, unpleasant to drive around	1
Clearwater Dr too busy with parked cars everywhere	1
Closed road without informing	1
Construction should be completed faster	1
Could be slower	1
Finishing the Kenneth Rd extension	1
I cannot drive through	1
Intersection at Clendon Dr and Grandvue Blvd is dangerous	1
Morrison Rd is not wide enough and do not grade it	1
Need speed bumps on St Georges Rd	1
Not enough lanes	1
Outside Tresize Ct, at the entrance of the Ct, there should be no standing zone	1
People drive their vehicle on 60-70 km / hr on 40 km / hr zones	1
Princes Highway to Main St needs to be sorted	1
Racecourse Rd, McGregor Rd, should not have done it all at once	1
Some motor makes loud noise at night	1
Takes time to go to everywhere	1
The construction of bridge	1
The Princes Highway in the morning is really busy, I have to wait three traffic lights which is really a waste of time	1
The traffic lights on McGregor Rd and Racecourse Rds have poor traffic lights and their sequence is very poor	1
There is a lot of reckless driving	1
Traffic is not maintained efficiently during office hours from Officer to Pakenham	1
Traffic lights in Beaconsfield intersection needed	1
Trucks going through Main St are dangerous and should be controlled	1
Trucks make dust, causing low visibility	1
Total	55



Environmental events, programs, and activities

Environmental events, programs and activities were the 31st most important of the 36 included services and facilities, with an average importance of 8.4 out of 10 and one of seven that were measurably less important than the average of all 36 (8.7).

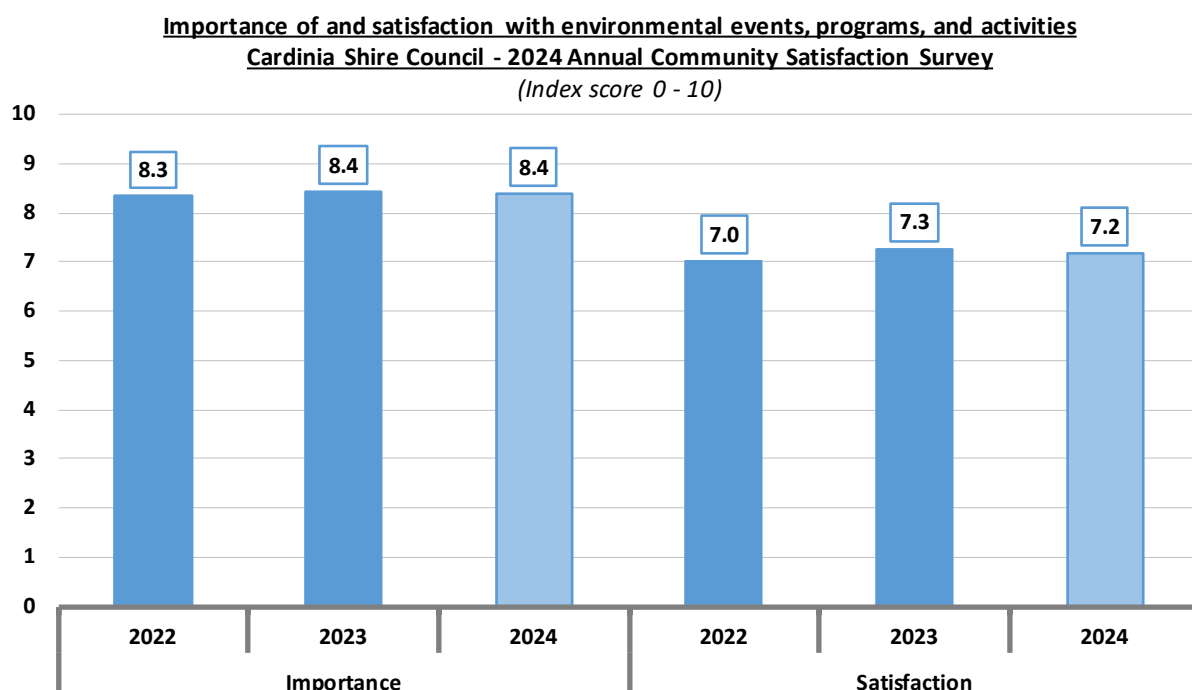
Satisfaction with environmental events, programs and activities declined marginally this year, down one percent to 7.2 out of 10, which was a “very good” down from a “good” level.

This result ranks environmental events, programs and activities 25th in terms of satisfaction this year.

This result comprised 51% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 715 of the 900 respondents who provided a satisfaction score.

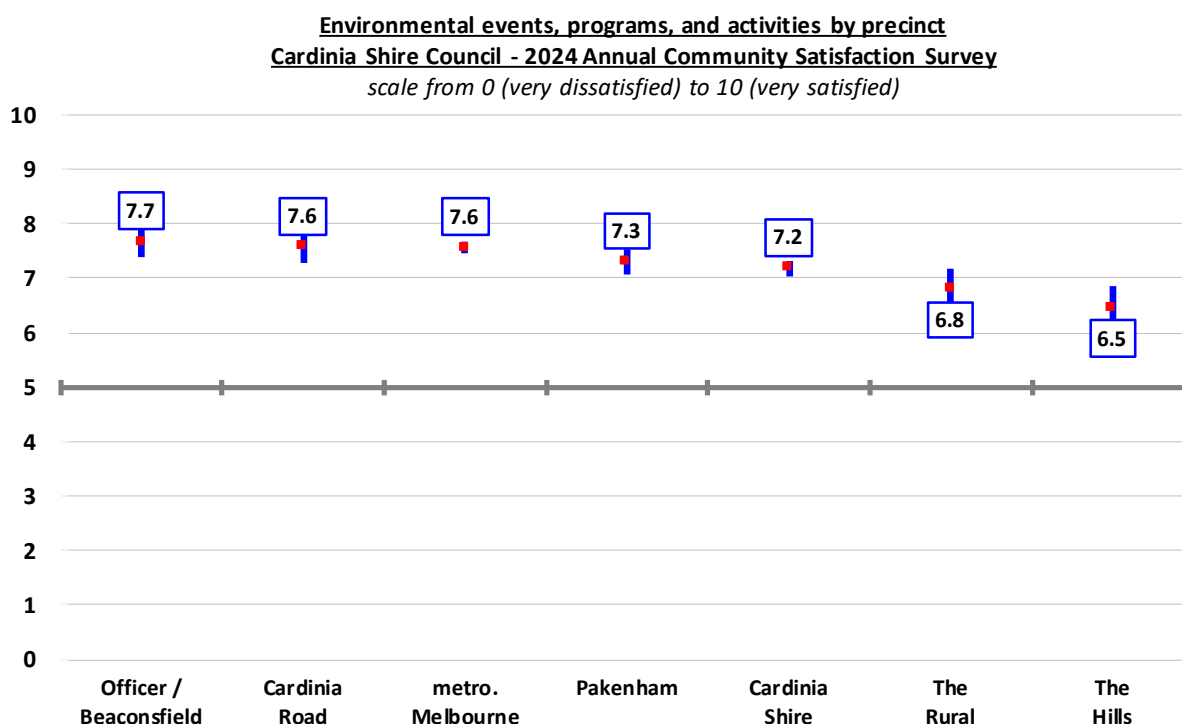
There was some variation in satisfaction observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with environmental events, programs and activities was measurably lower than the metropolitan Melbourne average satisfaction of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in the results observed across the municipality, with respondents from Officer / Beaconsfield and Cardinia Road precincts measurably more satisfied than the average, and at “very good” levels. By contrast, respondents from the Hills precinct were measurably less satisfied than average, although still at a “good” level.





The following table outlines the nine comments received from respondents dissatisfied with environmental events, programs, and activities.

Reasons for dissatisfaction with environmental events, programs, and activities
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Can't see any of what they have done	2
Not significant enough / could do more	2
Council does not care about the environment and climate	1
E-waste handling	1
More street trees should be planted in Cardinia	1
They don't invite locals to get their views	1
They have everything in paper but they don't do anything	1
Total	9



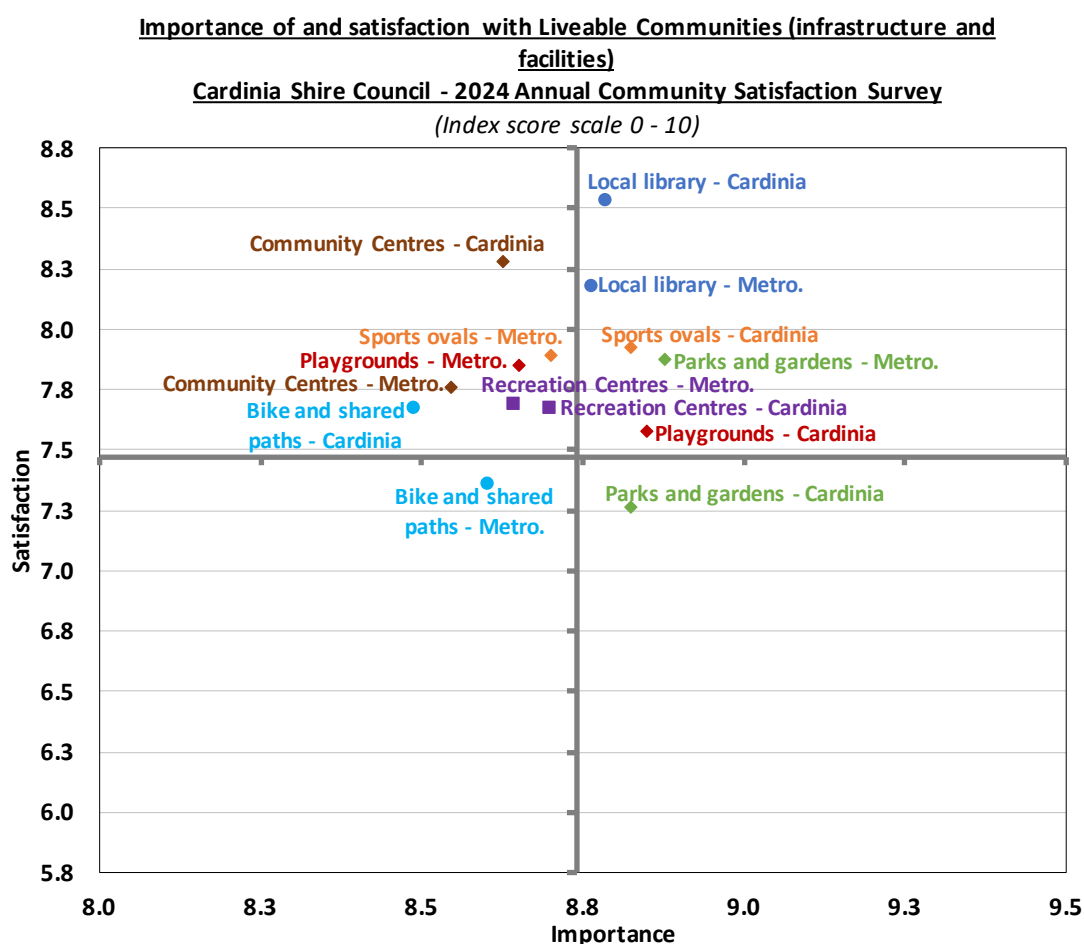
Liveable Communities Division (infrastructure and facilities)

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. 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 2024, using the same door-to-door methodology.

Most of these services and facilities were of higher-than-average importance, with all but one receiving a higher than average satisfaction score, although some were lower than the metropolitan Melbourne average.



Provision and maintenance of parks and gardens

Provision and maintenance of parks and gardens was the 15th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

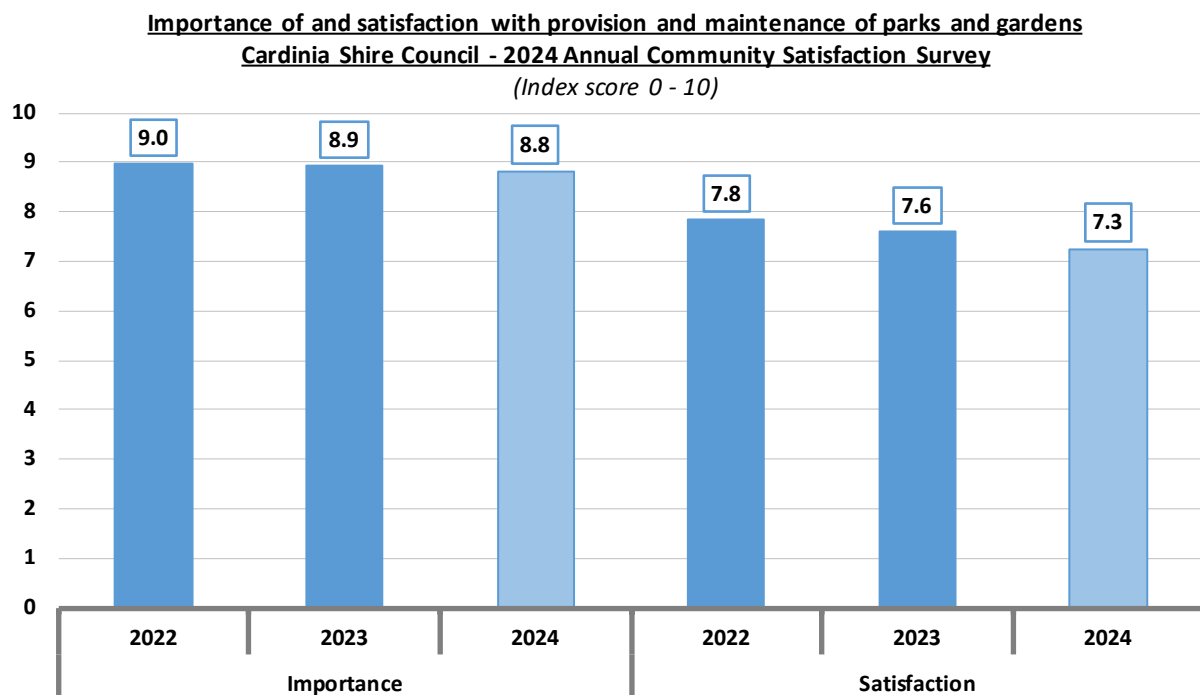
Satisfaction with the provision and maintenance of parks and gardens declined somewhat this year, down three percent to 7.3 out of 10, although it remained at a “very good” level.

This result ranks provision and maintenance of parks and gardens 19th in terms of satisfaction this year.

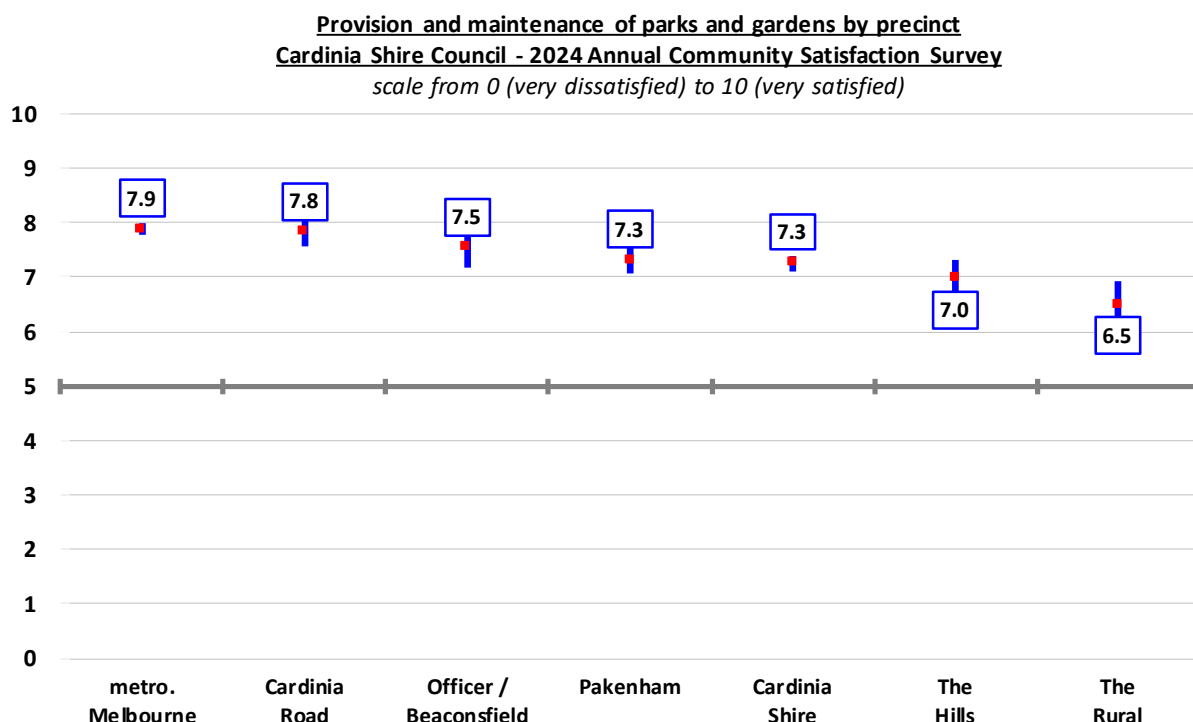
This result comprised 54% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 855 of the 900 respondents who provided a satisfaction score.

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

By way of comparison, satisfaction with provision and maintenance of parks and gardens was measurably lower than the metropolitan Melbourne average satisfaction of 7.9 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in the results observed across the municipality, with respondents from the Cardinia Road precinct measurably more satisfied than the average, and at an “excellent” level, whilst respondents from the Rural precinct were measurably less satisfied than average, and at a “good” rather than a “very good” level.



The following table outlines the 76 comments received from respondents dissatisfied with the provision and maintenance of parks and gardens.

Many of these comments were related to a perceived lack of maintenance of parks and gardens, including for example grass mowing and weeds.

Reasons for dissatisfaction with provision and maintenance of parks and gardens
Cardinia Shire Council – 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Lawn mowing and maintenance of parks is not done often	8
Grass and weeds are too high in the parks for a long time	5
Need more parks here as there are lots of children here	3
Needs mowing and cleaning more	3
All of them need improvement and maintenance	2
Grass in Hicks Reserve playground is not maintained often and recently residents went to mow the grass	2
A lot more work could have been done	1
Alcohol containers, condoms, and needles, not cleaned	1
Arena Park is not maintained	1
Clendon Dr Park and other parks need mowing	1
Dick Jones Reserve is untidy	1
Dog park needs to have grass as it has bad dirt, Alma Treloar Reserve	1
Ebony Dr has a garden which is snake prone and needs better maintenance	1
Emerald Park needs improvement	1
Grass at freeway entry to Beaconsfield is not maintained often	1
Grass in park at O' Neil Road is long and is not maintained often	1



Grass in park in Beaconsfield is not maintained	1
Grass not cut enough and in walkways as well	1
Harmony Park. Overgrown weeds, is unsafe	1
I have to mow my gardens in my neighbourhood	1
I live near a park, the trees fall over, they don't do anything unless we send threatening emails	1
In Cockatoo the main parks need mowing of grasses	1
In Cockatoo, Alma Treloar Reserve is not maintained properly	1
In spring it's not a good job	1
Irregular mowing and not picking up rubbish left behind	1
It's horrible, need more maintenance	1
James St playground is bad	1
James St Reserve had a bad mow of grasses in summer	1
Jarrah Ct playground needs maintenance of grasses	1
Kaloorlie Park needs maintenance, and we also need a new park with new public toilets at the park	1
Look after parks	1
Maintenance more often	1
Maintenance of the lawn and vandals	1
Maintenance of wetlands and grass nearby Marsh Way	1
More seating, climbing stuff and activities for children	1
Mowing in parks near Corymbia Prom	1
No shed for rain	1
No toilets	1
Not cleaned properly ever, tree falls left there for ages, just looks dirty	1
Not mowed regularly and not maintained and there are snakes	1
Not well maintained	1
Only 2 at the moment	1
Outdated, no fencing	1
Park near Mikkell Ct is not safe, more monitoring needed plus it's small and not useful	1
Parks in Jersey Cr have snakes and are never mowed or maintained properly	1
People park dangerously too close to corners or edges of the street	1
Reserve near little Lang Lang River is scary	1
Ron Andrews Park in front of my house in Clifford Dr is very messy with plastic and trolleys and bottles and silted soil, needs to be brand maintained. I complained about this last year, but nothing was done. If nothing is done again won't participate in the survey again	1
Rubbish needs to be removed at Redfern Way Park. Cans, bottles are thrown in the water	1
Takes them very long to maintain	1
The Bunyip Park needs more frequent mowing and cleaning	1
The grass not mowed, the general safety there is not maintained, there are snakes in the area, and rats and mice because of the farmland	1
The main one here, they need an upgrade it's like 20 years old	1
The park near Coalport Rise doesn't allow children above 6 years and that's bothersome	1
There are only parks for dogs not for human	1
There are weeds in Hicks Reserve playground and the park is not maintained often	1
They all are slow with maintenance in summer and kids can't use them in summer with long grass	1
Too many snakes in it with big grass near school parks	1
Wires in Cockatoo and Emerald Parks	1

Total

76



Local library services

Local library services were the 18th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10 this year.

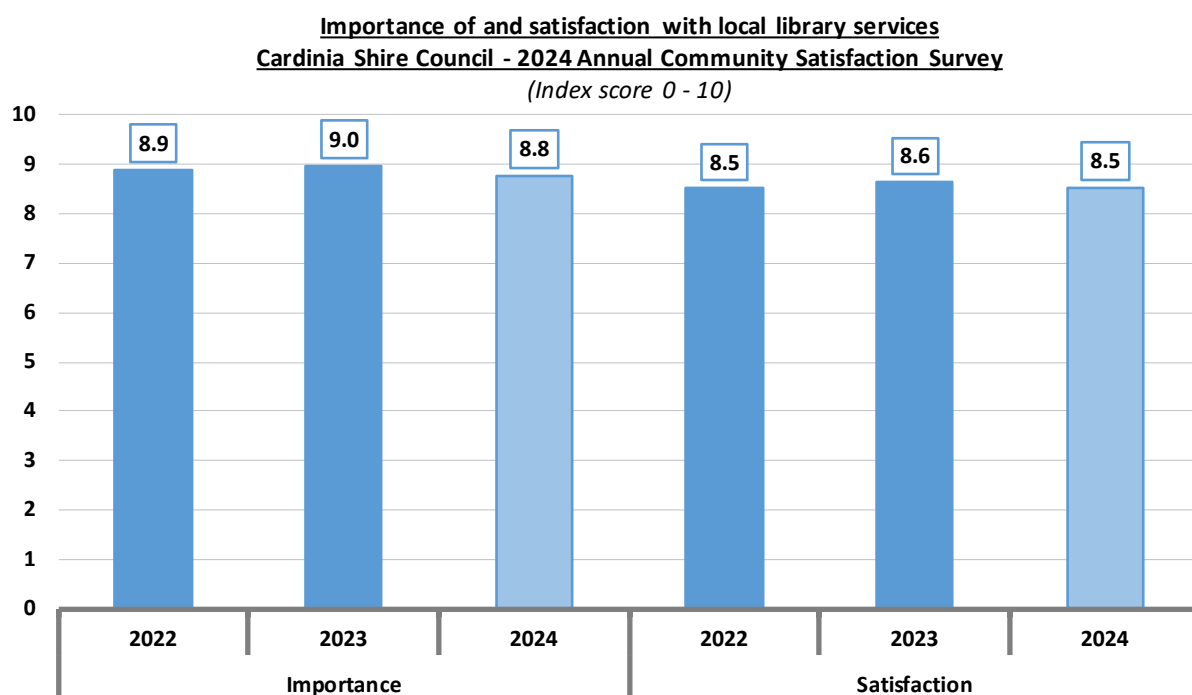
Satisfaction with local library services declined marginally this year, down one percent to 8.5 out of 10, although it remained at an “excellent” level.

This result ranks local library services 4th in terms of satisfaction this year, and one of nine services and facilities that received a satisfaction score measurably higher than the average of all 36 (7.5).

This result comprised 82% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 319 of the 329 respondents (37%) from households who had used these facilities in the last 12 months.

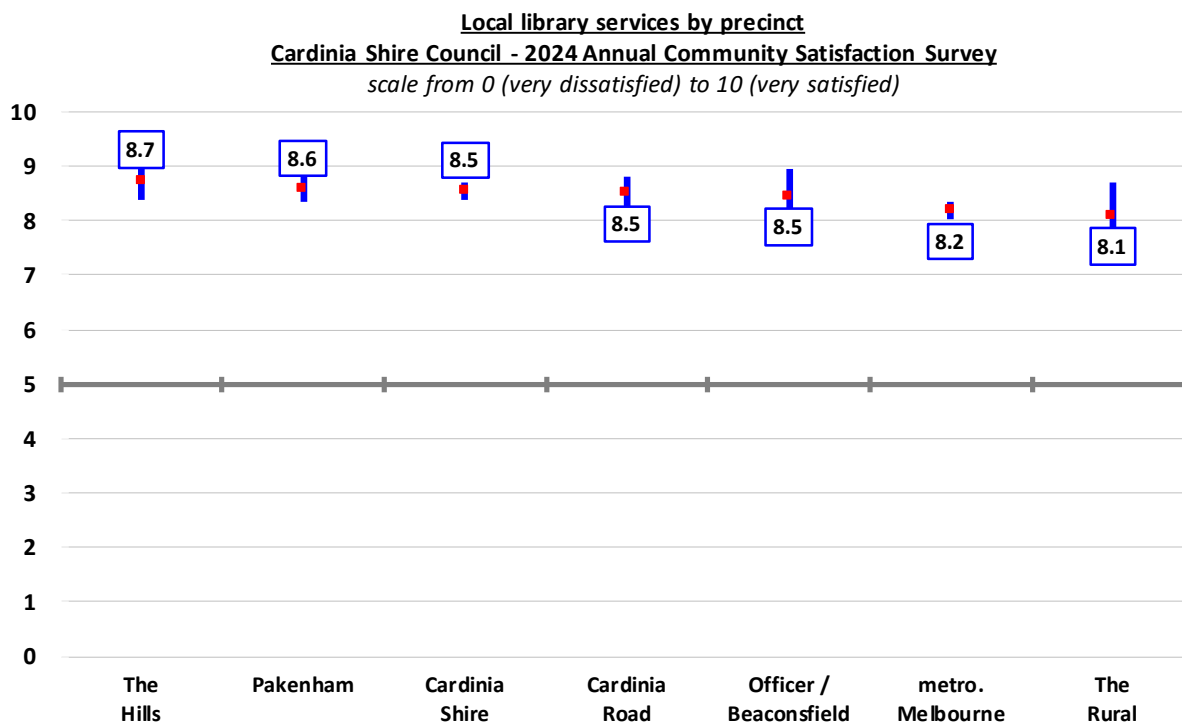
There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than the average.

By way of comparison, satisfaction with local library services was measurably higher than the metropolitan Melbourne average satisfaction of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no statistically significant variation in this result observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.





The following table outlines the 14 comments received from respondents dissatisfied with the local library services.

Reasons for dissatisfaction with local library services
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Not happy about the change from Casey/Cardinia to just Cardinia (split of the Casey library)	3
It's small and needs to be extended and upgraded	1
Kids these days don't really read, a waste of resources	1
Maintenance of library and surroundings is disgusting and filthy. Cardinia library in John St	1
No library in Koo Wee Rup	1
No library in Officer	1
Not liking it after management changed	1
Not many toddler friendly activities. Only one session per week	1
There are not enough books in the field of biography	1
There really is no library in the vicinity	1
Toilets need to be more clean in the Pakenham library	1
Traffic can be avoided	1
Total	14

Sports ovals and other local sporting facilities

Sports ovals and other local sporting facilities were the 16th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10 this year.

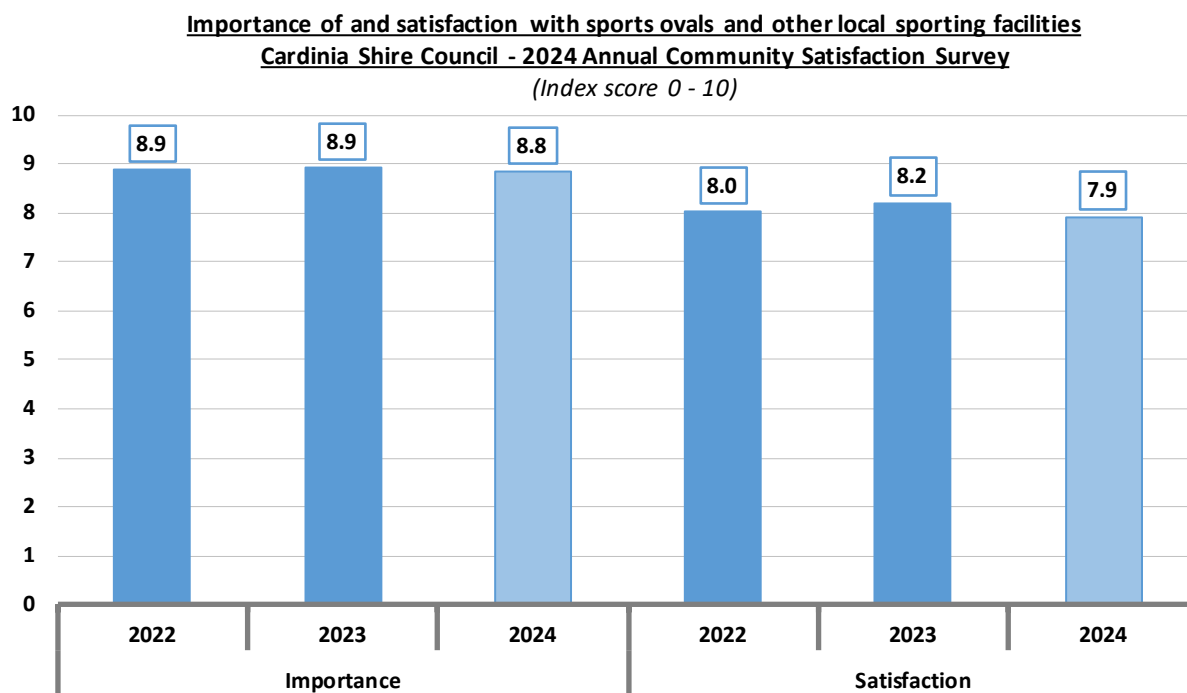
Satisfaction with sports ovals and other sporting facilities declined somewhat this year, down three percent to 7.9 out of 10, although it remained at an “excellent” level.

This result ranks sports ovals and other local sporting facilities 10th in terms of satisfaction this year.

This result comprised 67% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 368 of the 373 respondents (41%) from households who had used these facilities in the last 12 months.

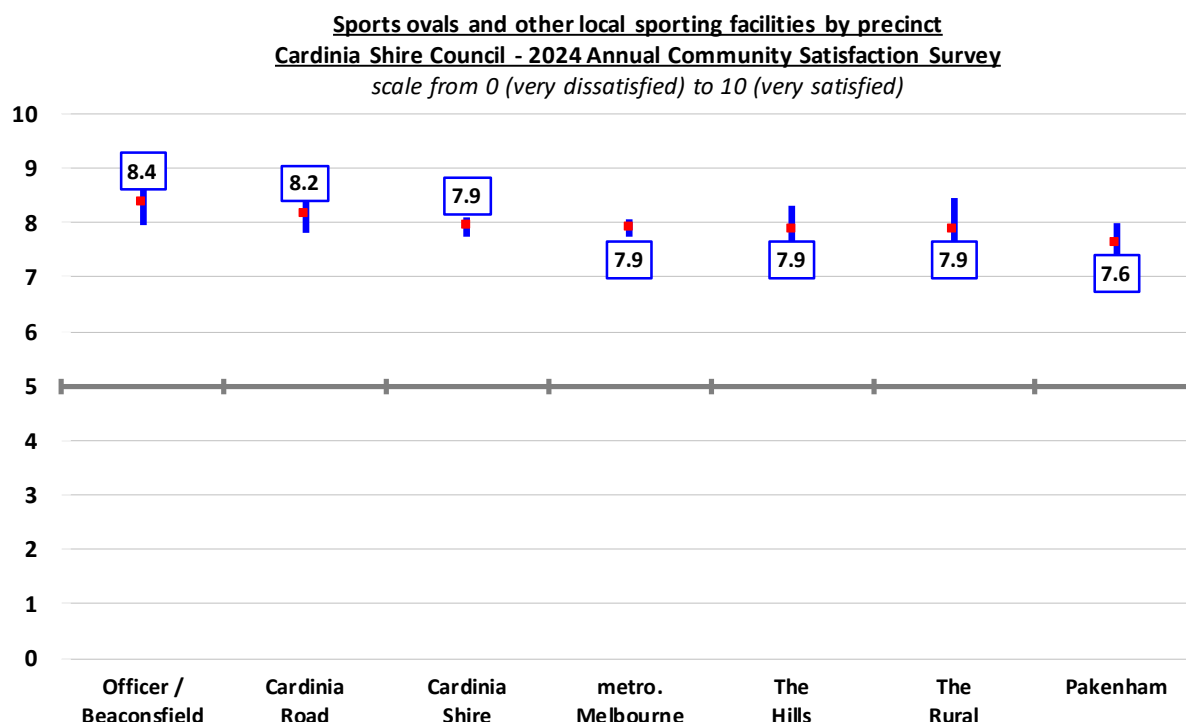
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than English speaking respondents.

By way of comparison, satisfaction with sports ovals and other local sporting facilities was identical to the metropolitan Melbourne average satisfaction of 7.9 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in the results observed across the municipality, it is noted that respondents from Pakenham rated satisfaction somewhat lower than average and at a “very good” rather than an “excellent” level.





The following table outlines the 18 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 - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Need more / need more places for doing sports	2
Needs to be updated / to improve	2
Sports just for club, no access for locals / we don't get to use it	2
Basketball courts at Cardinia Life are not maintained properly	1
Gembrook adult riding club has very few facilities and no toilet	1
Grass doesn't get cut regularly	1
Lawn moving at Don Jackson Reserve is not done often	1
Needs toilets	1
No air-conditioning present, very hot in summer yet freezing in winter	1
No sports centres in Koo Wee Rup	1
Playgrounds and sports have age limits	1
The footy oval needs an upgrade	1
The privatisation of facilities dangerous for the community	1
Too many sports facilities	1
We don't have electricity, gas or even toilet	1
Total	18

Recreation and / or aquatic centres

Recreation and / or aquatic centres were the 22nd most important of the 36 included services and facilities, with an average importance of 8.7 out of 10 this year.

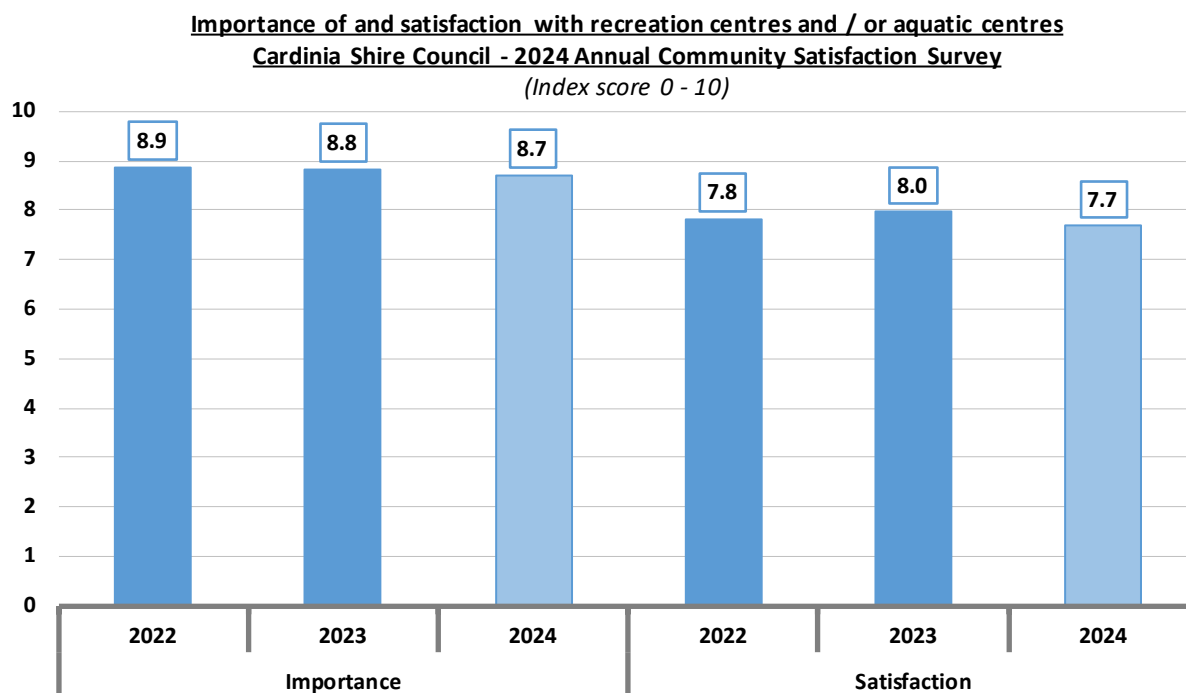
Satisfaction with recreation and/or aquatic centres declined somewhat this year, down three percent to 7.7 out of 10, which was a “very good”, down from an “excellent” level.

This result ranks recreation and / or aquatic centres 13th in terms of satisfaction this year.

This result comprised 63% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 287 of the 293 respondents (33%) from households who had used these facilities in the last 12 months.

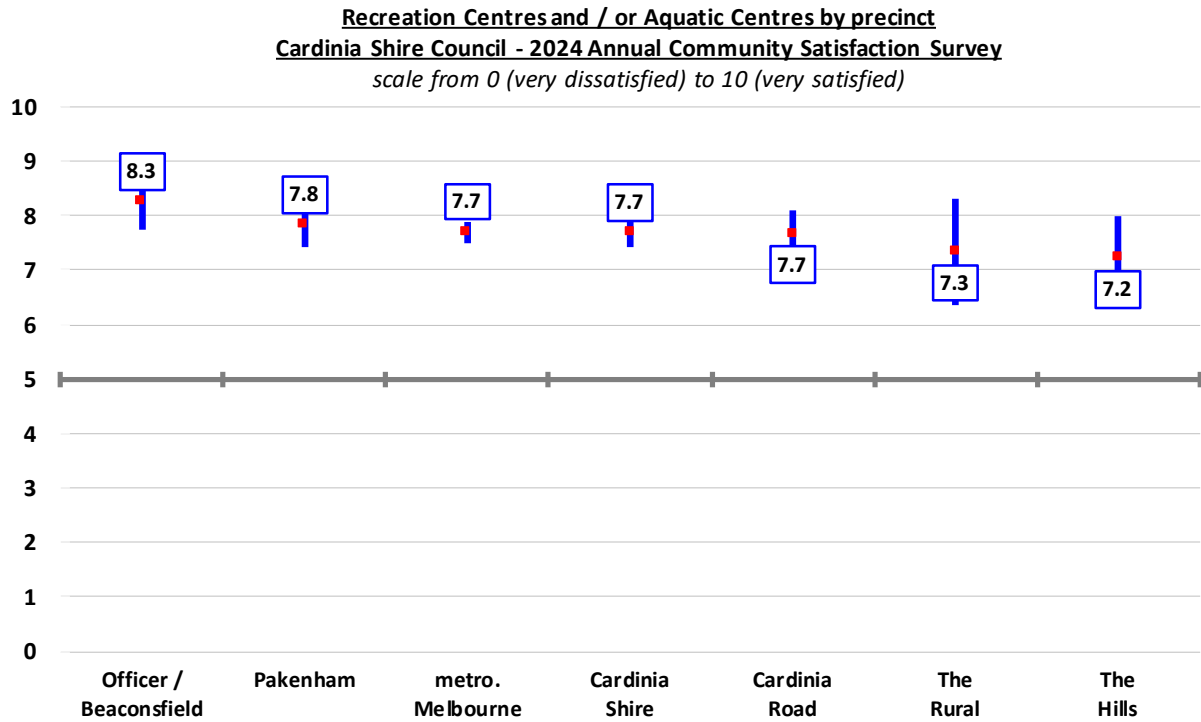
There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average, and respondents from multilingual households notably more satisfied than English speaking respondents.

By way of comparison, satisfaction with recreation and / or aquatic centres was identical to the metropolitan Melbourne average satisfaction of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from the Hills precincts were somewhat less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.





The following table outlines the 41 comments received from respondents dissatisfied with recreation and / or aquatic centres.



Reasons for dissatisfaction with recreation centres and / or aquatic centres

Cardinia Shire Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Not enough / need more	5
Are not heated / swimming pool temperatures / modernise with a heating system	3
High charges / pricing / membership costs	3
It is always crowded / too many kids / sometimes too busy	3
Need to maintain / they don't maintain	3
Need to update / they're outdated	3
Need better / more facilities	2
Only one / tiny one in Pakenham	2
Closed all recreation parks when it was 35 degrees	1
Emerald Lakeside Park has a pool which is not managed well	1
Indoor basketball court doesn't have air-conditioner	1
It's small and needs to be extended	1
Johnson St needs improvement and needs to be enlarged	1
Lang Lang doesn't have a swimming pool, the closest one is in Koo Wee Rup	1
Need better classes	1
Need more pools which are family orientated	1
No pools around Marsh Way, we have to go out of town	1
Not good quality	1
Outdoor pool in swimming facilities	1
Pakenham pool and Cardinia Life needs maintenance	1
Swimming centre at Cardinia is crowded	1
Swimming pool times and hours of operation	1
They outsource the management to private companies and no retail benefits to rate payers	1
Too much chlorine	1
We don't have a swimming pool	1
Total	41



Provision and maintenance of playgrounds

The Provision and maintenance of playgrounds was the 12th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10 this year.

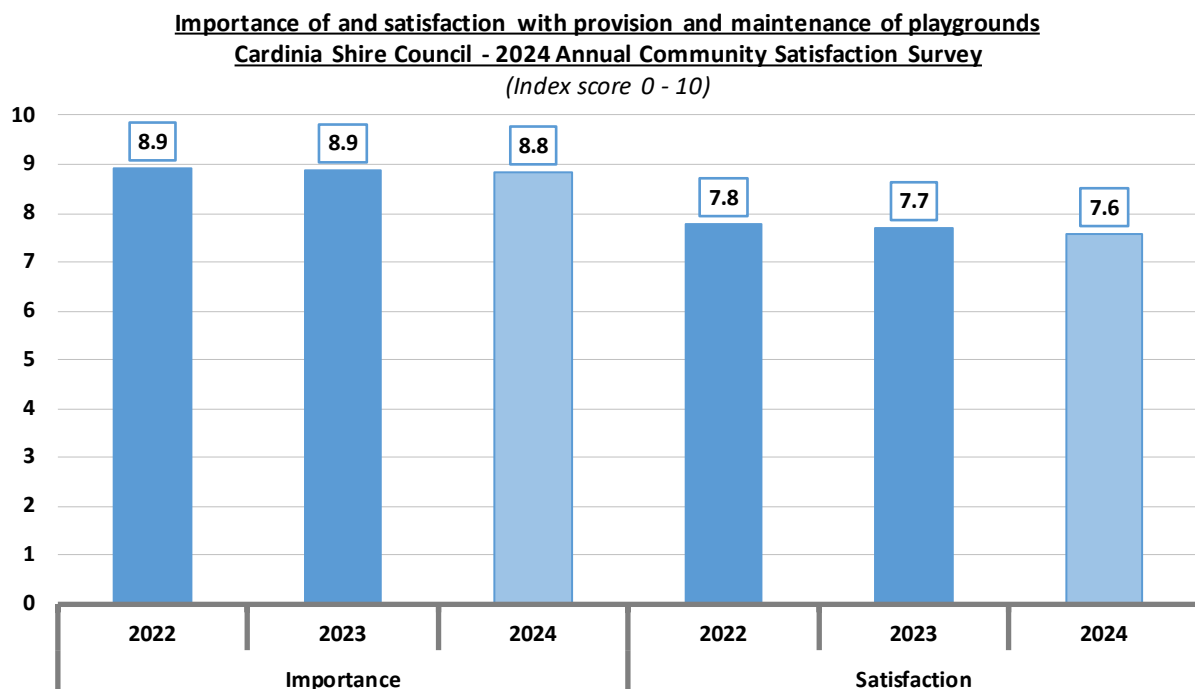
Satisfaction with the provision and maintenance of playgrounds declined marginally this year, down one percent to 7.6 out of 10, which remained a “very good” level.

This result ranks the provision and maintenance of playgrounds 15th in terms of satisfaction this year.

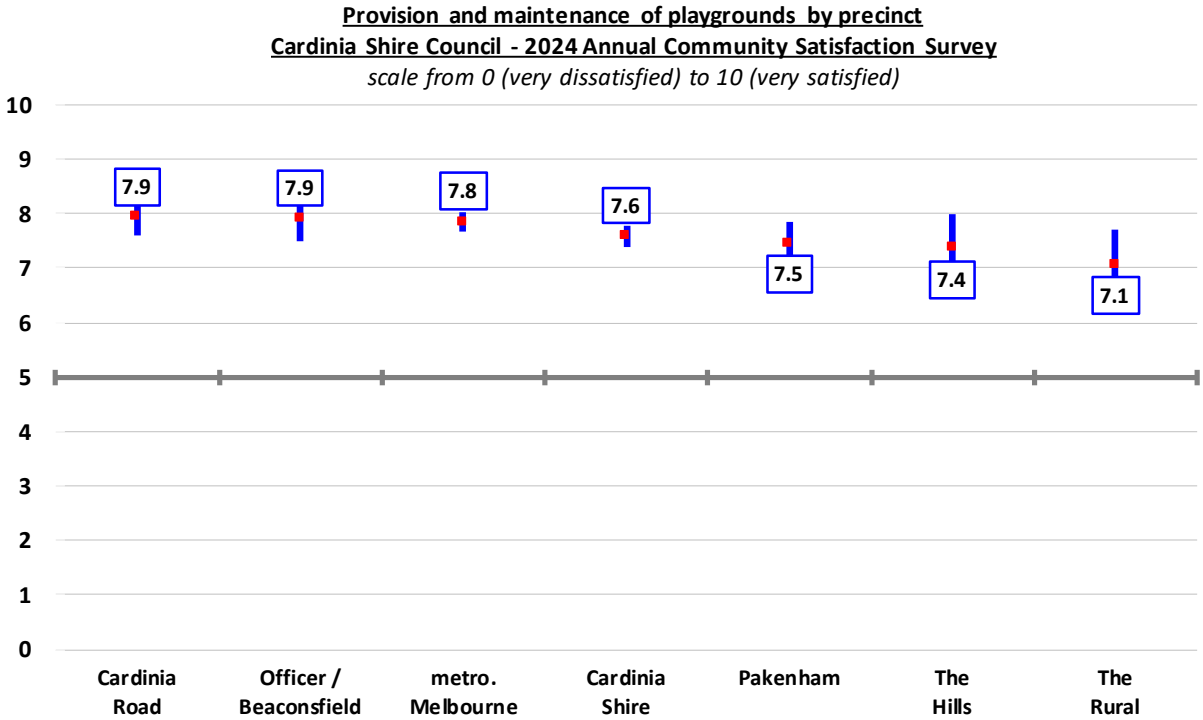
This result comprised 62% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 391 of the 399 respondents (44%) from households who had used these facilities in the last 12 months.

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

By way of comparison, satisfaction with provision and maintenance of playgrounds was marginally lower than the metropolitan Melbourne average satisfaction of 7.8 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from the Hills precinct were somewhat less satisfied than average and at a “good” rather than a “very good” level.



The following table outlines the 33 comments received from respondents dissatisfied with the provision and maintenance of playgrounds.



Reasons for dissatisfaction with provision and maintenance of playgrounds

Cardinia Shire Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Need more in the area / not enough	3
Needs to be updated	3
Not maintained at all / well	3
Garbage on playground / rubbish everywhere	2
Needs mowing / never mown	2
Always overgrown	1
Barbeque area has a lot of rubbish	1
Dick Jones Park is not managed properly, no playable facilities for small kids	1
Half mowed, half was not	1
Make accessible for all ages	1
My kids need more space to play	1
Need to investigate for asbestos, needs to be tested	1
Needles in the playground	1
No barbecue in IYU Reserve Park	1
No proper playgrounds	1
No security	1
No shelter in IYU Reserve Park	1
No toilets in IYU Reserve Park	1
Playgrounds are not updated with the latest rides	1
Playgrounds in Cardinia are not upgraded compared to playgrounds in other suburbs	1
Puffing Billy one is outdated and needs more equipment	1
Puffing Billy park needs improvement and maintenance	1
The last time I took my grandkids there, a snake was hiding in the grass. The park on Ahern Rd	1
There is no playground here near Delphinium Rd	1
We need playground for people	1
Total	33



Bike and shared paths

Bike and shared paths were the 29th most important of the 36 included services and facilities, with an average importance of 8.5 out of 10 this year.

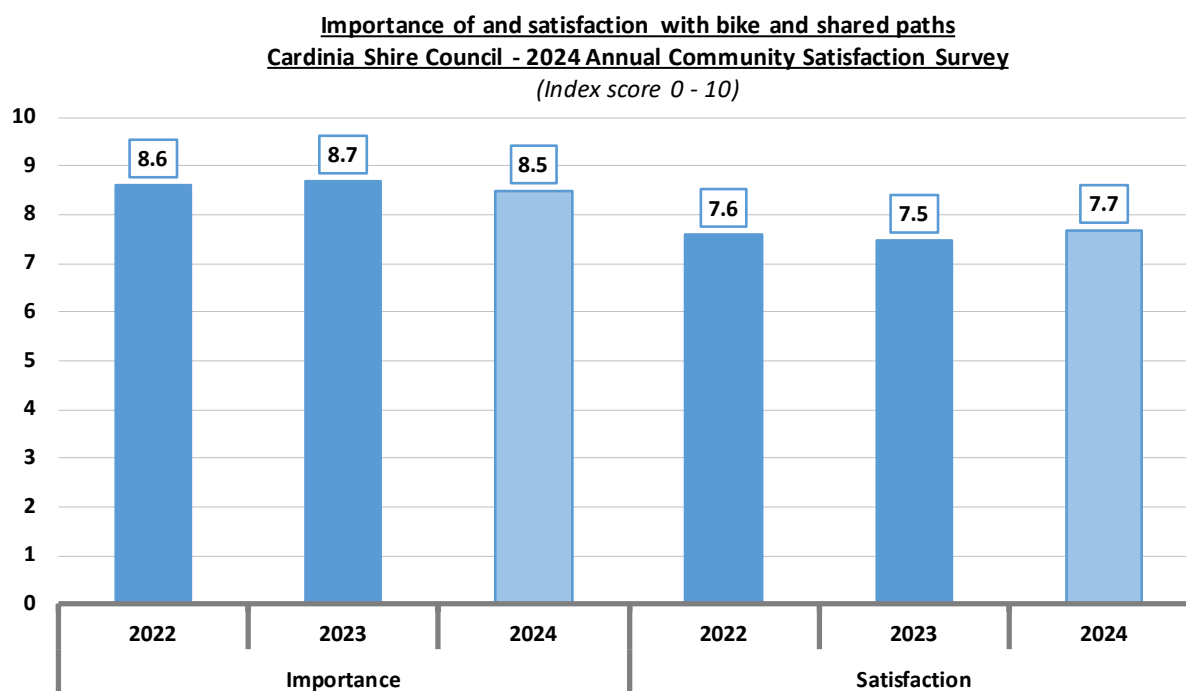
Satisfaction with bike and shared paths increased marginally this year, up two percent to 7.7 out of 10, although it remains at a “very good” level.

This result ranks bike and shared paths 12th place in terms of satisfaction this year.

This result comprised 62% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 332 of the 338 respondents (38%) from households who had used these facilities in the last 12 months.

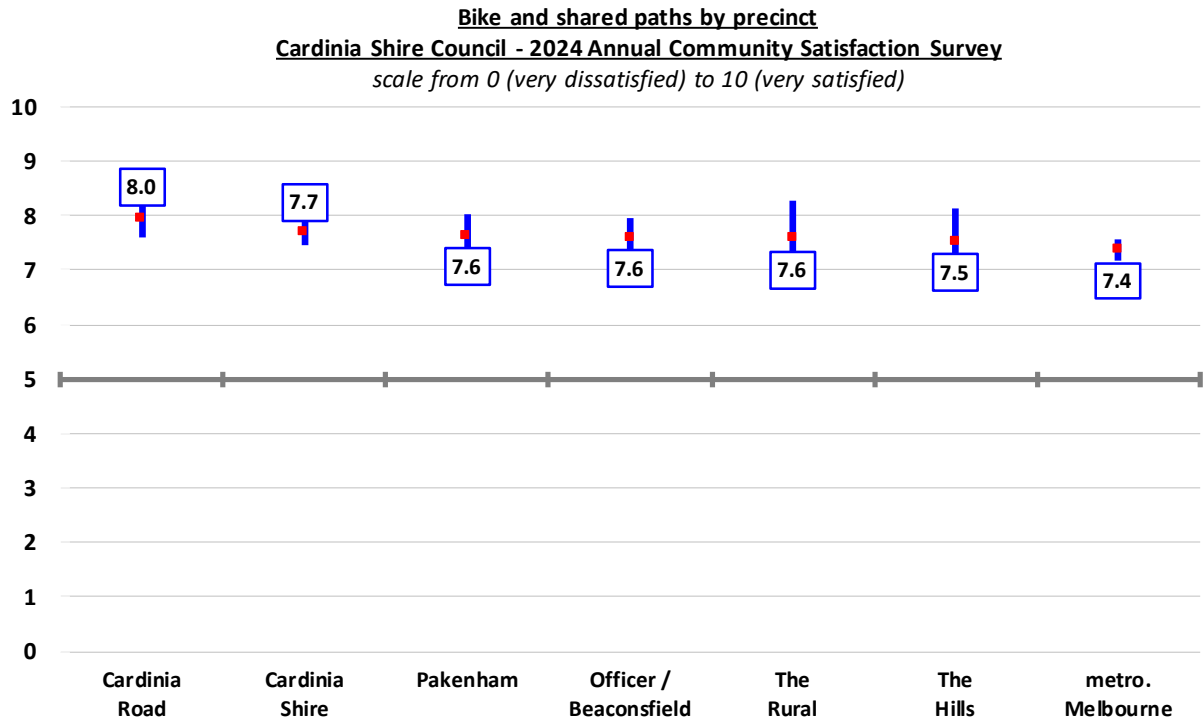
There was some variation in satisfaction observed by respondent profile, with female respondents notably more satisfied than male respondents, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with bike and shared paths was notably higher than the metropolitan Melbourne average satisfaction of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no statistically significant variation in the results observed across the municipality, although respondents from the Cardinia Road precinct were somewhat more satisfied than average and at an “excellent” level of satisfaction.





The following table outlines the 26 comments received from respondents dissatisfied with bike and shared paths.

Reasons for dissatisfaction with bike and shared paths
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Need more bike lanes / paths	6
Car drivers need to be educated about bike users	1
Cause I don't use any	1
Cycle paths are bumpy	1
Footpath and bike path ends and do not go onto road. McGregor Rd	1
I would love to see some of them between the towns	1
It just stops, no connection, doesn't go anywhere	1
Kids drive scooters very fast on shared bike paths	1
Lower the road speed limit for safety	1
More warning signage	1
Need a cycling path from Lakeside Blvd area to the highway	1
Need more bike paths around Lakeside Blvd to train lines	1
No bike paths around Marsh Way	1
No enforcement of bike speeds	1
Not many bike paths which are child friendly	1
Not safe, as you can get run over by them in Lakeside Blvd	1
Roads are built, not that great	1
Segregation of bike and pedestrian paths with markings	1
They need to cut down the grass in the shared paths near Beaconsfield Station	1
Tripping hazards	1
Unregulated and dangerous, no speed bumps	1
Total	26



Community centres / Neighbourhood Houses

Community centres / neighbourhood houses were the 27th most important of the 36 included services and facilities, with an average importance of 8.6 out of 10 this year.

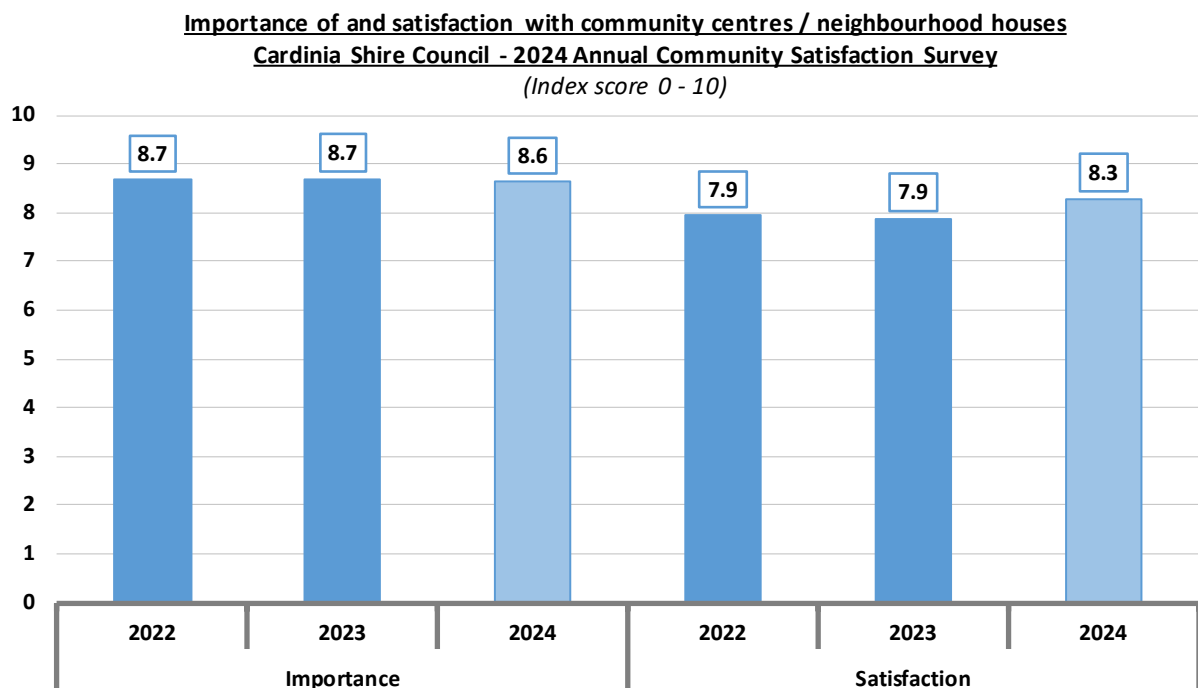
Satisfaction with community centres / neighbourhood houses increased notably this year, up four percent to 8.3 out of 10, which remained an “excellent” level of satisfaction.

This result ranks community centres / neighbourhood houses 5th in terms of satisfaction this year, and one of nine that received a satisfaction score measurably higher than the average of all 36 (7.5).

This result comprised 76% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 177 of the 181 respondents (20%) from households who had used these facilities in the last 12 months.

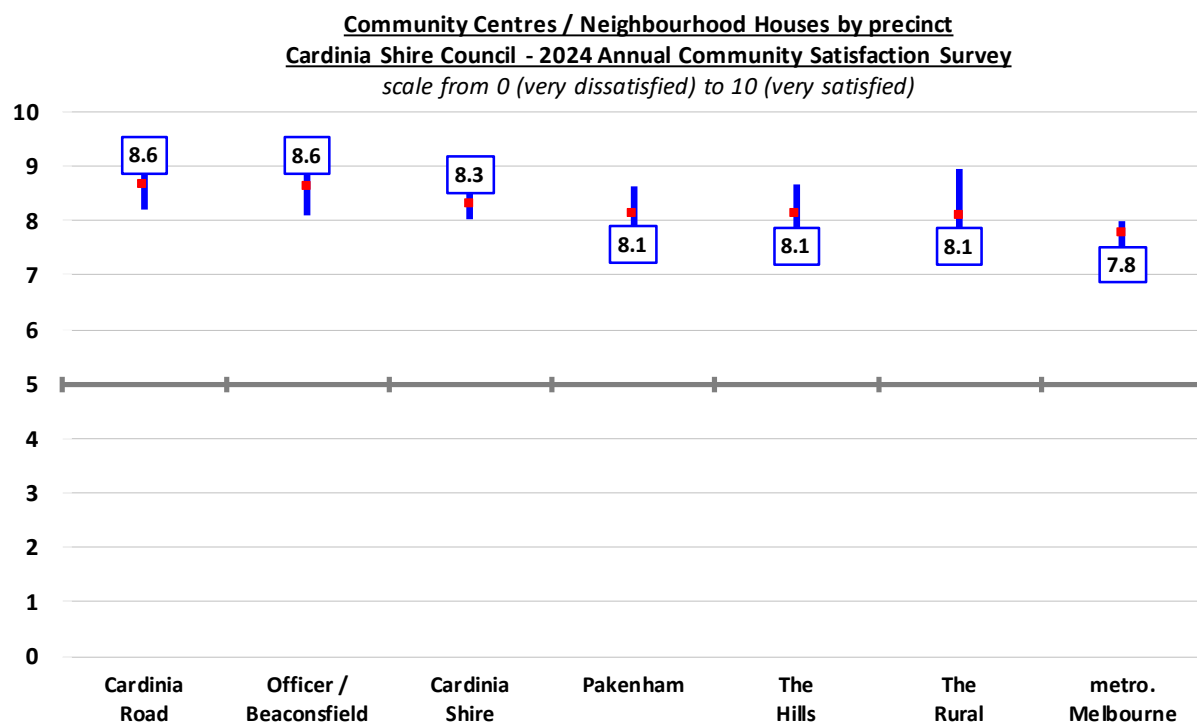
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual respondents notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with community centres / neighbourhood houses was measurably higher than the metropolitan Melbourne average satisfaction of 7.8 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no meaningful variation in satisfaction observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels of satisfaction this year.





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

Reasons for dissatisfaction with community centres / neighbourhood houses
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Need more for free, or very cheap, we should not have to pay	1
No community centres	1
No place to play board games for free, it costs 40 dollars an hour	1
There's a community centre nearby but I have to park my car a half mile away. Need more parking there	1
Total	4



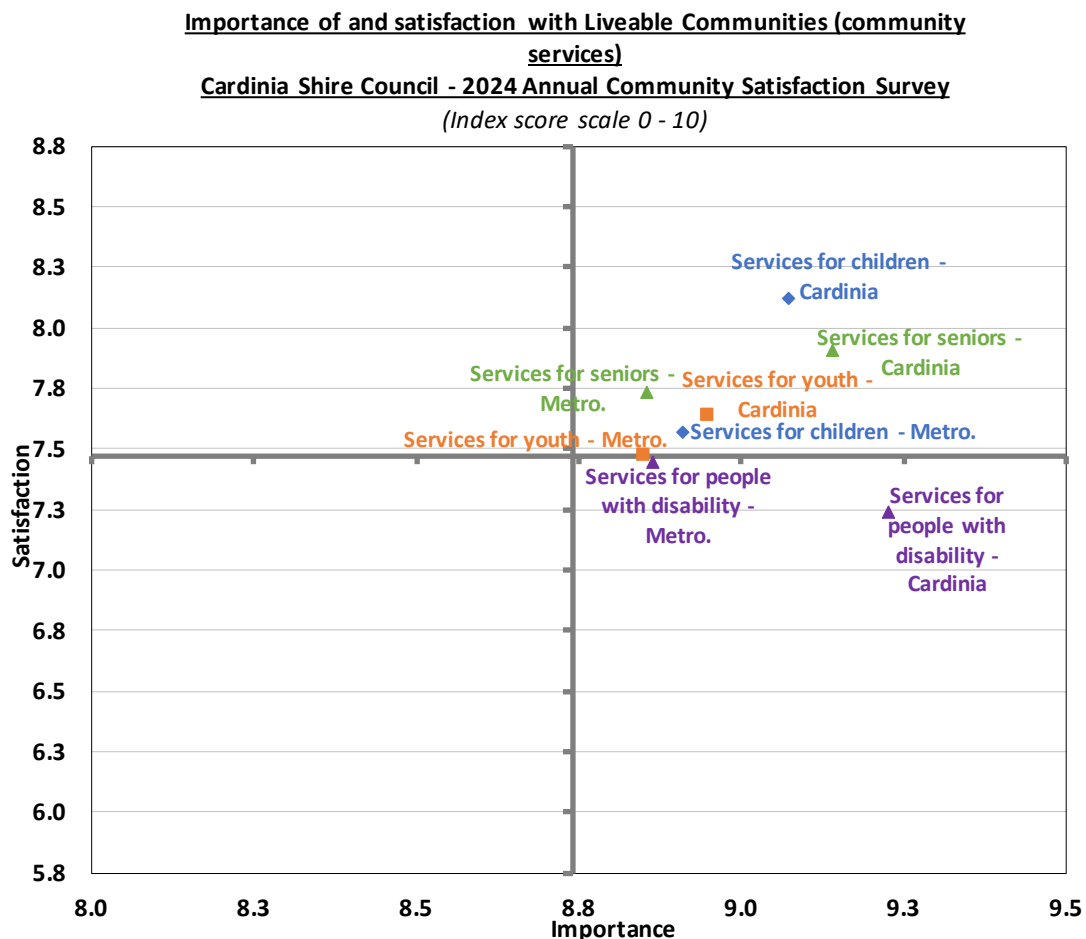
Liveable Communities Division (community services)

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. 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 2024, using the same door-to-door methodology.

All four of these services were of higher-than-average importance again this year, with three receiving a higher-than-average satisfaction score, and higher than the metropolitan Melbourne average.



Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 5th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10 and one of seven that were measurably more important than the average of all 36 (8.7).

Satisfaction with services for children from birth to 5 years of age increased marginally this year, up one percent to 8.1 out of 10, which remained an “excellent” level of satisfaction.

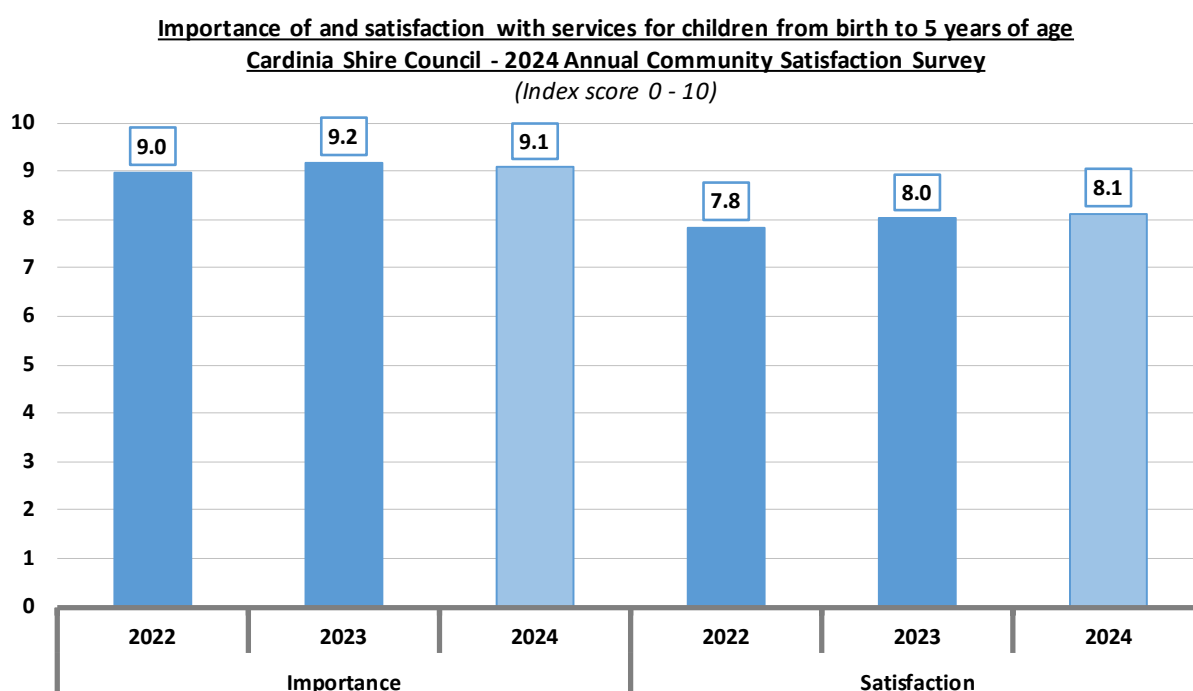
This result ranks services for children from birth to 5 years of age 7th in terms of satisfaction and one of nine that received a satisfaction score measurably higher than the average of all 36 (7.5).

This result comprised 73% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 137 of the 142 respondents (16%) from households who had used these facilities in the last 12 months.

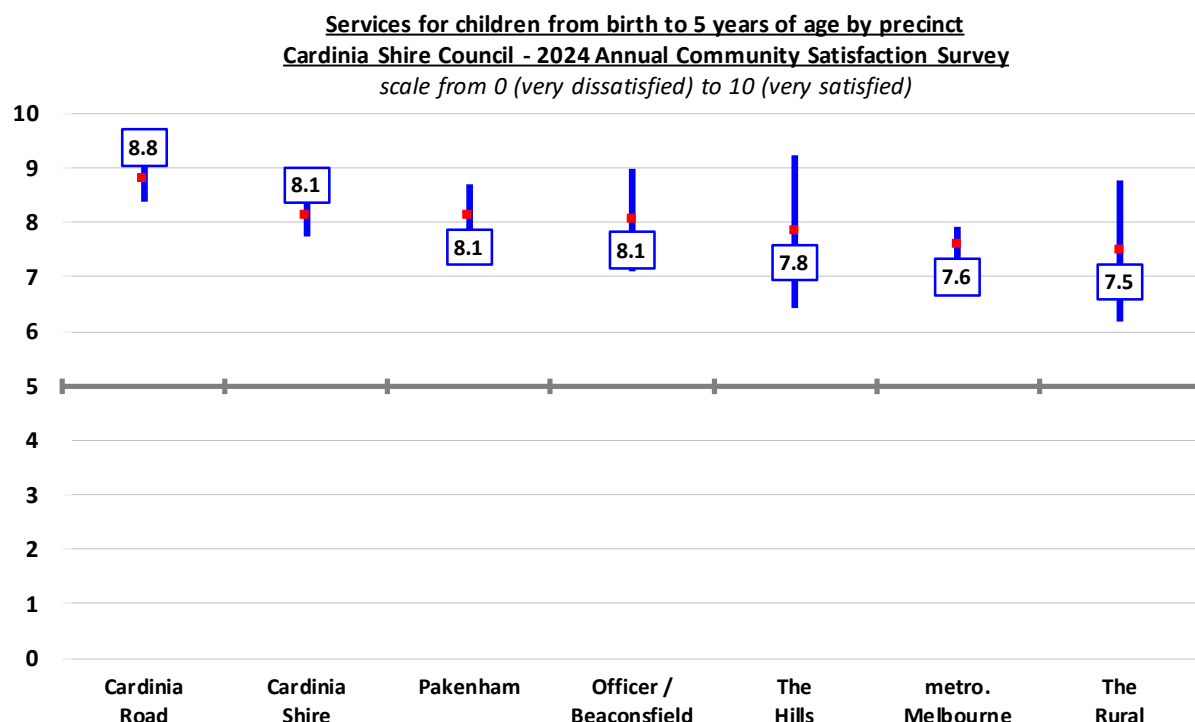
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

It is also noted that 58 respondents from two-parent families with youngest child aged 0 to 5 years rated satisfaction at 8.5 out of 10.

By way of comparison, satisfaction with services for children from birth to 5 years of age was notably higher than the metropolitan Melbourne average satisfaction of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from the Rural precinct were somewhat less satisfied than average and at a “very good” rather than an “excellent” level.



The following table outlines the 10 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 - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
It's lacking now compared to pre-COVID	2
Maternal and child health services have no follow up, and delayed appointments	1
Need more / there are none	2
Need more kinder services	1
No support from community nurses	1
There are daycare centres but we need holiday programs and playgrounds	1
They said it'll be ready soon but it's not yet and it's affecting my family	1
Very hard to get in touch, even after booking an appointment	1
Total	10

Services for youth

Services for youth were the 7th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10 and one of seven that were measurably more important than the average of all 36 (8.7).

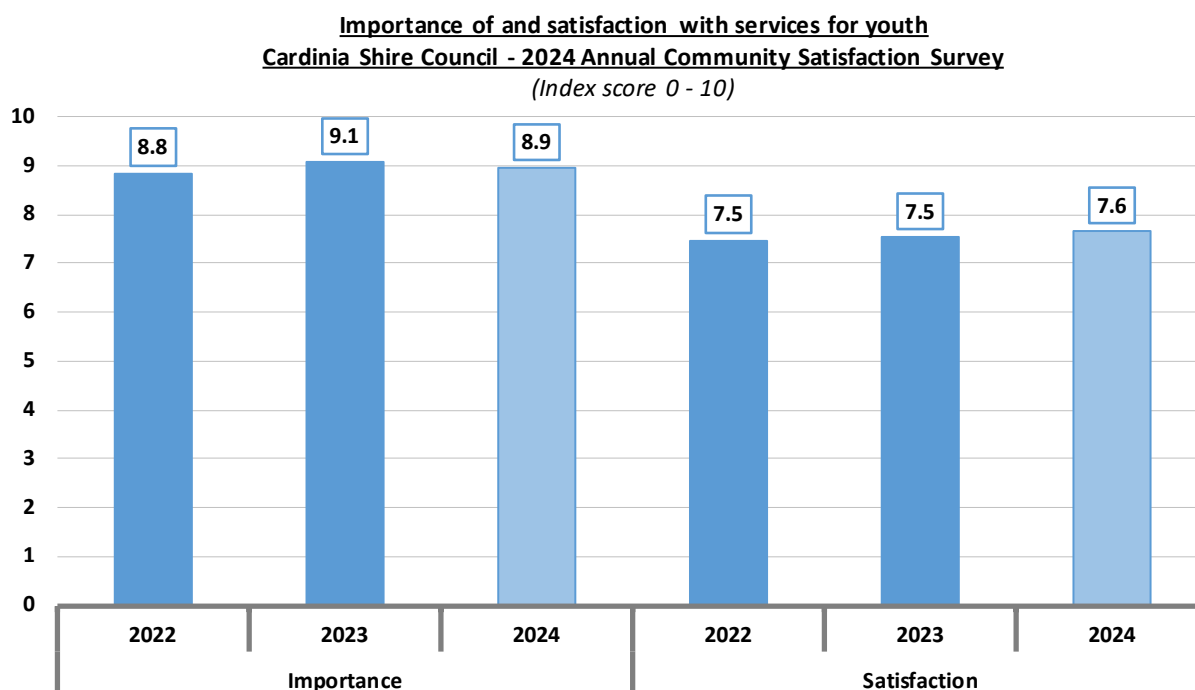
Satisfaction with services for youth increased marginally this year, up one percent to 7.6 out of 10, which remained a “very good” level of satisfaction.

This result ranks services for youth 14th in terms of satisfaction this year.

This result comprised 59% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 65 of the 67 respondents (7%) from households who had used these facilities in the last 12 months.

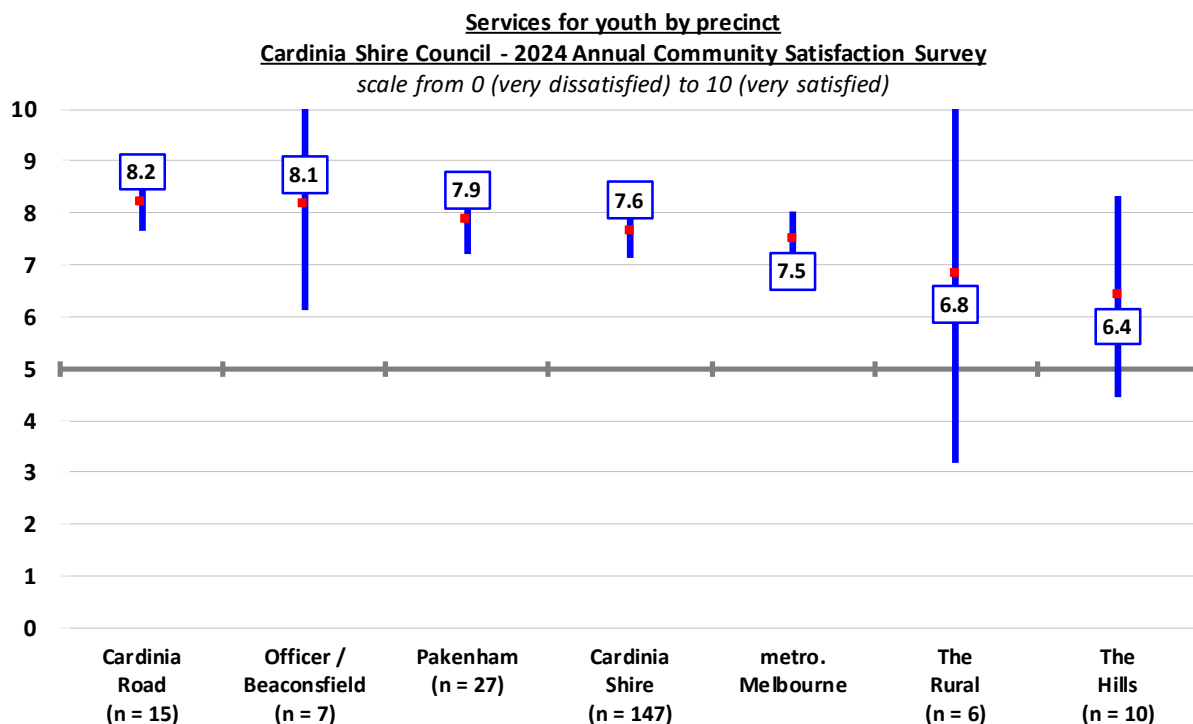
Given the small sample size of just 65 respondents, there was no meaningful variation in satisfaction observed by respondent profile.

By way of comparison, satisfaction with services for youth was marginally higher than the metropolitan Melbourne average satisfaction of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no statistically significant variation in this result observed across the municipality, although it is noted that 10 respondents from the Rural precinct were somewhat less satisfied than average.





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

Reasons for dissatisfaction with services for youth
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Not enough outdoor youth activities	1
There are none	1
They are not very good	1
Total	3

Support services for seniors

Support services for seniors were the 4th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10 and one of seven that were measurably more important than the average of all 36 (8.7).

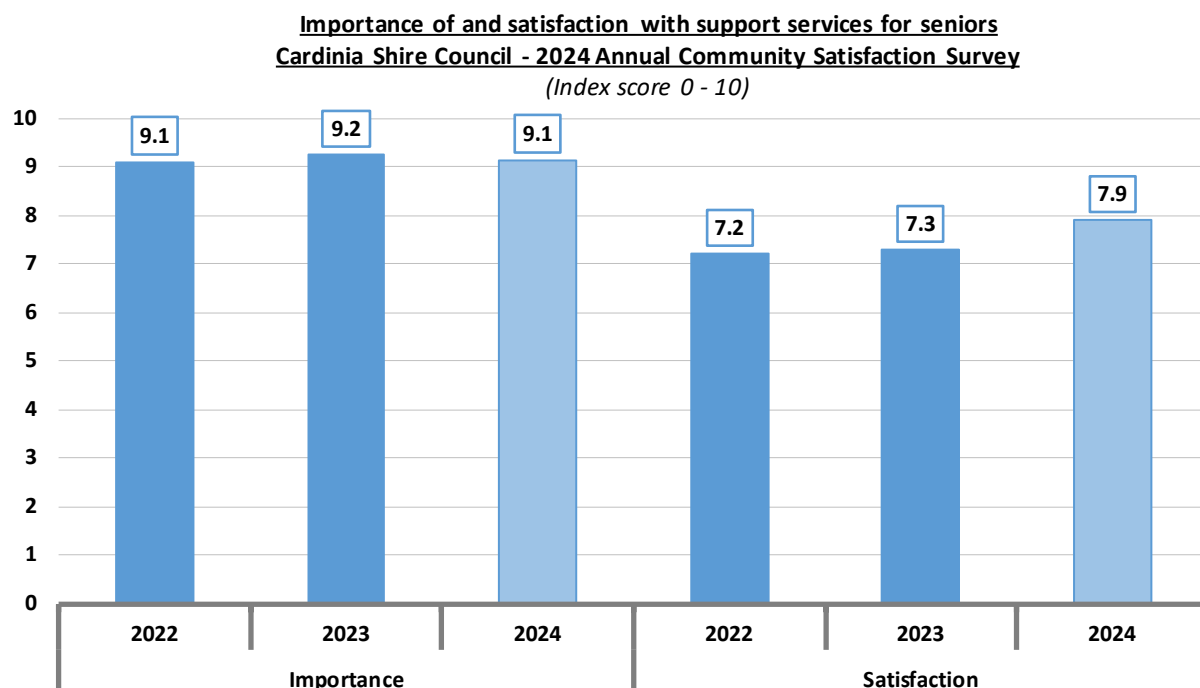
Satisfaction with support services for seniors increased notably this year, up six percent to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This result ranks support services for seniors 11th in terms of satisfaction this year.

This result comprised 67% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 63 of the 67 respondents (7%) from households who had used these facilities in the last 12 months.

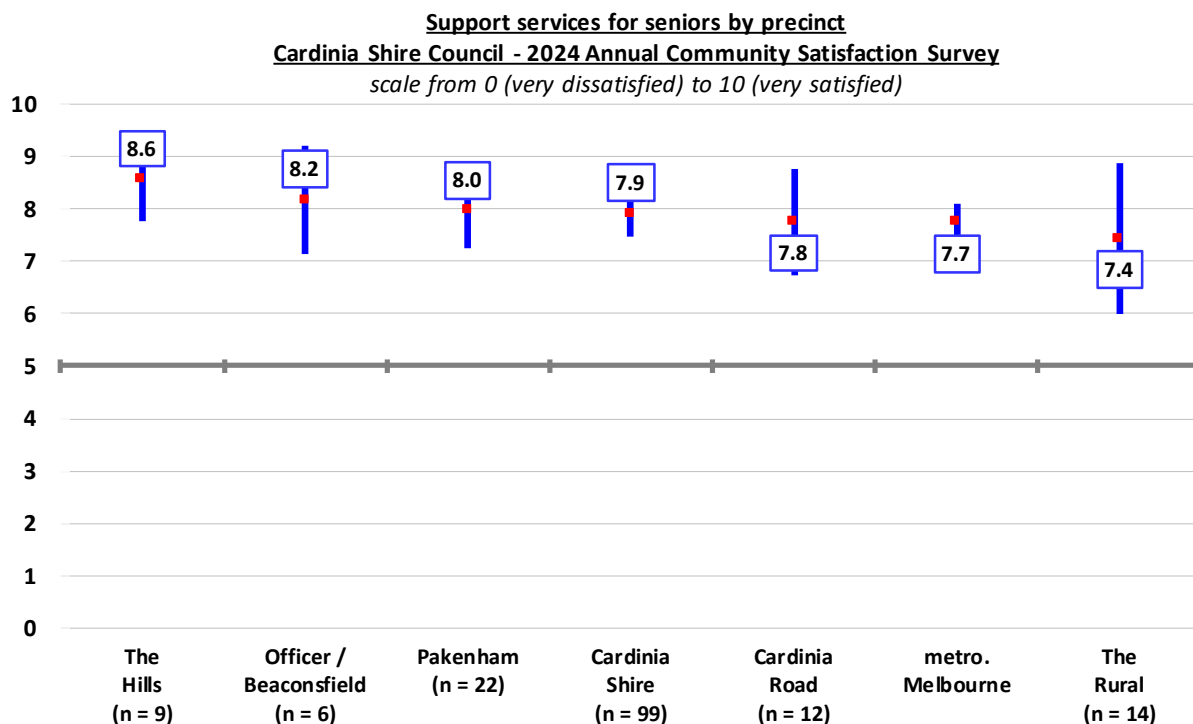
Given the small sample size of just 63 respondents, there was no meaningful variation in satisfaction observed by respondent profile.

By way of comparison, satisfaction with support services for seniors was marginally higher than the metropolitan Melbourne average satisfaction of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no statistically significant variation in this result observed across the municipality, although it is noted that 14 respondents from the Rural precinct were somewhat less satisfied than average.





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

Reasons for dissatisfaction with support services for seniors
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Cater to granny and treat us like geriatric dummies	1
I am a disability support worker. While I helped a disabled person with swimming lessons, things got weird. I reported but nothing happened	1
My friends are 90 and aren't getting help	1
There are none	1
Total	4

Support services for people with disability

Support services for people with disability were the 3rd most important of the 36 included services and facilities, with an average importance of 9.2 out of 10 and one of seven that were measurably more important than the average of all 36 (8.7).

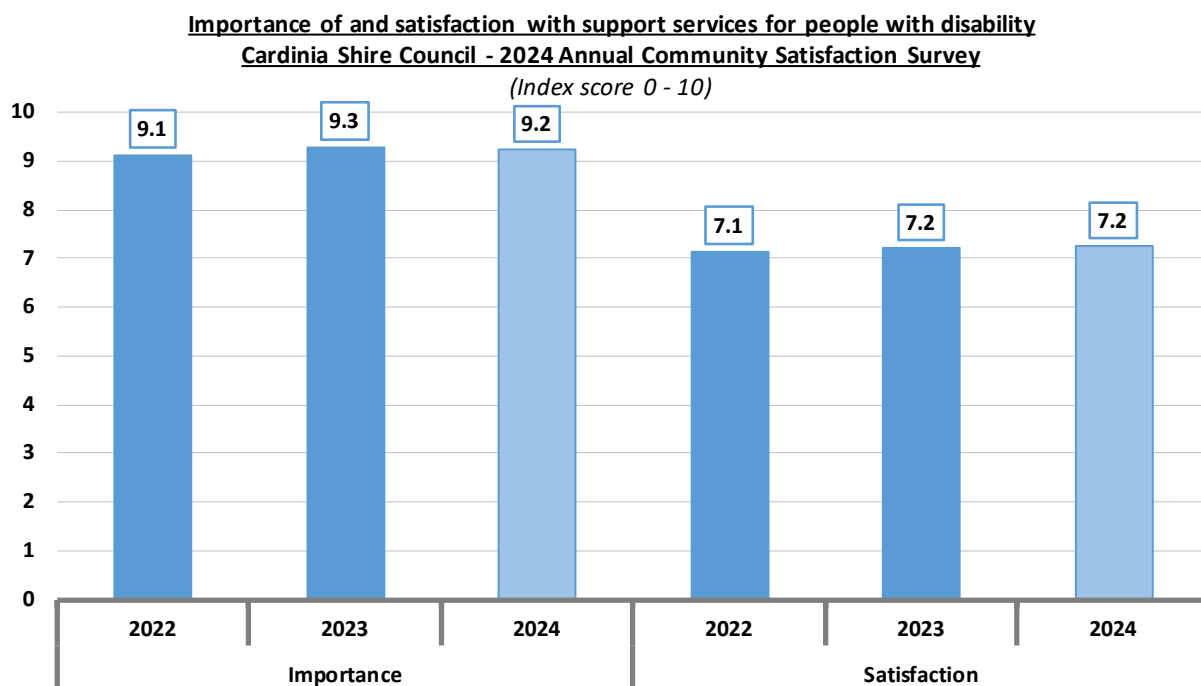
Satisfaction with support services for people with disability remained stable this year at 7.2 out of 10, which remained a “good” level of satisfaction.

This result ranks support services for people with disability 21st in terms of satisfaction this year.

This result comprised 48% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 62 of the 65 respondents (7%) who provided a satisfaction score.

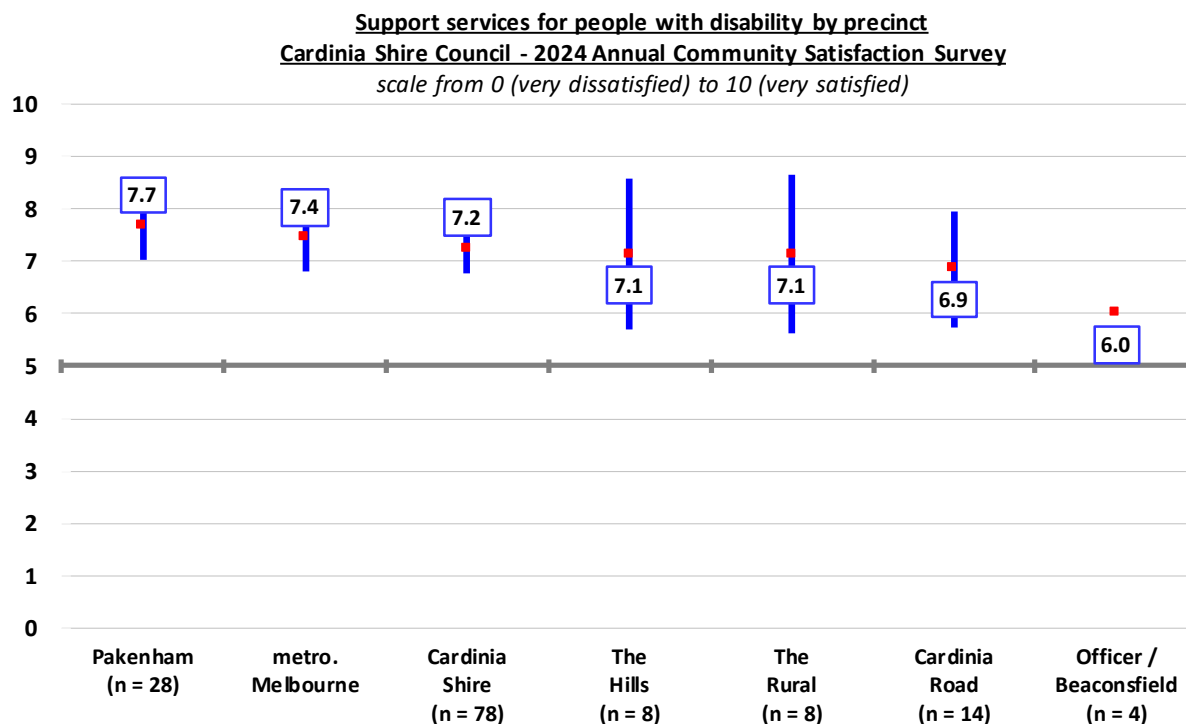
Given the small sample size of just 62 respondents, there was no meaningful variation in satisfaction observed by respondent profile.

By way of comparison, satisfaction with support services for people with disability was marginally lower than the metropolitan Melbourne average satisfaction of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was no statistically significant variation in this result observed across the municipality, although it is noted that four respondents from Officer / Beaconsfield were somewhat less satisfied than average.





The following table outlines the 12 comments received from respondents dissatisfied with support services for people with disability.

Reasons for dissatisfaction with support services for people with disability
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
No services for disabled people / none that I know of	2
Cars without disability stickers park in disabled parking lane	1
Disability parking is not supervised near shopping centres	1
Disability support	1
Facilities are usually bad and have been vandalised	1
Must provide walking stick for elderly once in every home	1
My family have used them and so far it is okay. They can provide more support	1
Need more facilities for disabled people	1
No parking	1
Not much for older people	1
Nothing for people to do and has caused illegal activity	1
Total	12

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?”

Respondents were again in 2024, asked if there were areas of Council that respondents feel should receive more or less funding.

More funding

There were 825 responses received from respondents as to the services, facilities, and activities that respondents felt should receive more funding.

This was an increase on the 754 recorded last year, and the 90 comments received in 2022.

These have been broadly categorised as follows:

- **Roads related** – 187 responses (21% of respondents), including around road maintenance and repairs of both sealed and unsealed local roads.
- **Community services** – 165 (up from 146) responses (18% of respondents) 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** – 122 (up from 92) responses (14% of responses), mostly around the provision and maintenance of parks and gardens.
- **Infrastructure** – 114 responses, including footpaths, drainage, street lighting, traffic management, bike paths and track, and public toilets.
- **Cleaning and maintenance** – 52 (up from 34) responses (6% of respondents) around the cleaning and maintenance of areas of the Shire.
- **Waste and recycling** – 25 (up from 22) responses (3% of respondents) were around waste and recycling services, including kerbside collections.
- **Council management, consultation, and communication** – 5 (down from 7) responses.
- **Other priorities / other facilities** – 150 (up from 124) responses (17% of respondents) 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.



The following table outlines the verbatim responses broken down into the key issues as discussed above.

Areas of Council that should receive more funding
Cardinia Shire Council – 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Roads</i>	
Road maintenance / repairs / safety	80
Roads	70
Sealing all the roads	9
Fixing the potholes	6
Road maintenance for unsealed roads	5
Road construction / development / infrastructure	3
Sealed roads	3
Street sweeping	2
Country roads. Roads are not done well. Recent storms damaged them	1
Good quality roads	1
I think they just skip Garfield, because it's a small town but they need to fix our roads	1
Lenne St should be sealed	1
Roads are dangerous	1
Roads in Lang Lang	1
Roads management especially Princess Highway	1
Roads need to be sealed. Even distribution for it	1
Verges	1
Total	187
<i>Community services</i>	
Services / activities / facilities for teenagers / youth	23
Aged / elderly care facilities / services	20
More / wider range of disability services	17
Health / healthcare / more doctors / GPs / clinics / public health	12
Children's services and facilities / activities	10
Childcare / daycare / early childhood / preschool centres	8
More / bigger libraries	6
Primary / high / public schools	6
Supporting local business / business incentive	6
Police / policing	5
Public / community facilities / service	5
Mental health	4
Helping with homelessness crisis, nothing is being done	3
More senior / elderly activities and promotion of them	3
School age activities especially during school holidays	3
Activities to help children with disability	2



Bulk bill health services	2
Community house / inclusive activities for disabled people	2
Emergency services	2
Job opportunities	2
Maternal health centres / newborn support	2
More community engaging services / community engagement	2
More tertiary education available in the area	2
Struggling families / family financial support	2
Community transport especially for seniors	1
Dog school (education about dogs and pets)	1
Focus on smaller suburbs by providing more services	1
Learning centre	1
Local community	1
More Council workers	1
More for seniors for engagement and share their experience	1
More neighbourhood watch	1
More resources should be provided through social media and community activities	1
Outreach programs	1
Parks and footpaths for disabled people	1
Repairing service	1
Services that will attract more people and more tourists	1
SES	1
There is a lot of aged care in this place. A lot of older and retired people in this area	1
To people who are on welfare	1

Total **165**

Parks, gardens, bushland, open spaces, playgrounds

Parks / gardens / ovals / reserves	33
Park / garden / reserve maintenance	23
Trees / tree / vegetation maintenance	16
More / bigger playgrounds / children's park	12
Mowing grass / parks / public areas	7
Nature strip maintenance / trimming	5
Playground maintenance / upgrade / playgrounds not well maintained	4
Animal / dog parks	2
Creeks	2
State parks	2
Athletic tracks need toilets	1
Attending dead trees as it is dangerous	1
Back burning	1
Cleaning and maintenance of wetlands	1
Clearing of trees	1
Debris should be collected	1
Fire safety	1
Green areas	1
IYU Reserve upgrade	1
Maintenance of fences	1
Maintenance of paddocks	1
More playgrounds in Lang Lang	1



Mowing nature strips, it cuts down visibility while driving	1
Playgrounds in Lang Lang as people have to travel further for this	1
Recreation in Field St	1
To update the park, it's been the same for 20+ years, need more barricades for kids	1
Total	122

Infrastructure

Footpaths / provision / maintenance / accessibility	16
Street lighting	12
Shopping centres / larger shopping areas	10
Drainage channels / system	9
Public toilets	9
EV charging station	8
Drainage upgrade / maintenance	7
Infrastructure / better / new infrastructure	7
Bike paths	4
Indoor recreation / sport centres	3
Walking track	3
More shopping types / more variety to give community more choice	2
Sewage system	2
Skate parks	2
A more completed bike path, sealed	1
Drainage system for flooding	1
Energy storage is needed for every Council area for local battery energy storage	1
Grocery stores should be closer to households	1
Housing development	1
Infrastructure in Brennan Ave Beaconsfield Upper	1
Investments in shared paths	1
More shopping centres like Woollies	1
Nature strip	1
Need more movie theatres	1
One room housing for single people	1
Planning and development	1
Planning for buildings, home renovations	1
Planning permits	1
Renovation	1
Roots went into drains	1
Shopping centre where Target was	1
Traffic lights	1
Urban planning for future	1
When it rains footpath floods	1
Total	114



<i>Other priorities</i>	
Environmental sustainability / services / climate change action / sustainable energy	11
Safety / security	9
Traffic control	7
Wild animal management / protection	7
Community events / Council-funded	5
Cultural / art activities / events / engagement / services	4
Local business	3
Parking enforcement	3
Promoting local business	3
Community activities / programs	2
Entertainment / recreational activities	2
Hill people / community	2
Investing sustainable energy to lower future running cost	2
Kids' sports / sporting facilities for young people, footy, promote the sports	2
Local job opportunities	2
Awareness for young about environment and harmony between people and social connections	1
Different category of sporting	1
Education	1
Enforcement of local laws	1
Enforcement of parking	1
Financial literacy	1
Health and wellbeing	1
Indigenous recognition	1
Local markets every month, less stalls now	1
More dog free zones	1
Safety walking on train track area	1
Speed limit of cars in this area needs to be lower	1
Traffic management especially to detect reckless drivers	1
Wildlife protection, more signs needed, as animals get killed on roads	1
Total	78

<i>Other facilities</i>	
Public transport	20
Sporting facilities / grounds / ovals / centres	14
Aquatic centre / swimming pools	11
Expand facilities / lacking facilities	4
Parking	3
Recreation facilities	3
Buses	2
Food relief program / food banks	2
Affordable housing	1
Anything to keep the kids off the street	1
Bridge Rd public transport	1
CFA	1
Extend the metro train network	1
Free meals at Pakenham Library it helps us to connect and talk to and make friends	1



Fun activities like food or sports competition	1
More facilities in reserves	1
Online portals should be improved	1
Parking areas in station	1
Parking services near shopping centres	1
Tennis court needs lights	1
The recreation centres for elderly people should be improved	1

Total **72**

Cleaning and maintenance

General maintenance / cleanliness	11
Cleaning / improvement of public spaces	7
Footpath maintenance / cleanliness	7
Cleaning of parks / open spaces	5
Graffiti removal	4
Maintenance of trees / greenery	4
Cleaning up after storm damage	3
Maintenance of nature strip	2
Cleaning lakes	1
Cleaning up Main St in Pakenham, doesn't feel safe	1
Library could be improved	1
Maintenance culture of all services	1
Maintenance of infrastructure	1
Maintenance of paths	1
Management of drainage in Garfield	1
Public facilities maintenance	1
Street trees on Manna Gum Dr	1

Total **52**

Waste and recycling

Bin / rubbish collection service	7
Options for recycling / recycling program	6
Dumped rubbish collection	4
Green waste collection	2
Hard rubbish	2
Bin collection needs to be more frequent	1
Giving bins	1
Rubbish and recycling centre, should provide incentives to attract people to throw rubbish at the right place	1
Trash	1

Total **25**



<i>Council management, communication, and consultation</i>	
Core business of maintaining stuff	1
Definitely the Council customer service	1
Distribution of funding between hills and Pakenham	1
Information dissemination especially on road closures	1
Staff in Council themselves to respond to questions	1
Total	5
<i>Other</i>	
It's hard to say because we don't know where the funding is going	1
Sign boards should be improved	1
They all need funding	1
Town planners for what land they have been taking up	1
Travelling	1
Total	5
Total	825

Less funding

There were 78 (down from 96) responses received from respondents as to areas that they believe should receive less funding, as outlined in the following table.

This represents nine percent (down from 11%) of the total sample of 900 respondents, compared to the 92% (up from 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 Council staff and Councillor wages and salaries (9 comments), arts and art centres / facilities (8 comments), along with sporting facilities (6 comments), events (5 comments), cultural activities (4 comments), and new housing construction (4 comments).

These results were broadly consistent with those reported last year.



Areas of Council that should receive less funding
Cardinia Shire Council – 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Council executives / staff salary / pay packets / expenses	9
Arts / art centres	8
Sporting ovals / facilities / activities	6
Events	5
Cultural activities / events / programs	4
New housing construction	4
Animal / pet management	3
Bike lanes / tracks / bike related things	3
Environmental activities	3
Waste collection	3
Do not cut funding from anything / it can't be less funded	2
Marketing / PR / advertising	2
Playgrounds / playground services for children	2
Any programs that no longer serve the community	1
Bureaucracy	1
Contractor on Council services	1
Council office buildings	1
Developing areas	1
Do not install safe injecting rooms	1
Doing surveys like this	1
Don't control people / property / things	1
Footy clubs	1
Going to the pub every week	1
Homeless aid	1
Housing development	1
Law enforcement	1
Meetings	1
Miscellaneous services like community centres	1
Parks – unnecessary spending to cut down	1
Permits and regulations	1
Roads – don't over maintain them	1
Rubbish removal	1
Sculptures	1
Services for young people	1
Tennis courts	1
This area is better off compared to other Cardinia Shire area	1
Trees on the nature strip	1
Total	78



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 (69% up from 67%) of respondents nominated at least one issue, at an average of two issues per respondent.

It is important to bear in mind that these responses are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Cardinia Shire Council. Many of the issues raised by respondents are suggestions for future actions rather than complaints about prior actions, and many are issues that are principally the responsibility of the state government.

Far and away, the most nominated issue to address for the Cardinia Shire at the moment related to “road maintenance and repairs”, with almost one-third (29%) nominating these issues this year.

This was measurably and significantly higher than the metropolitan Melbourne average of seven percent (down from 10% last year). Metropolis Research notes, however, that this result was measurably lower than the regional Victorian councils’ average of 49%.

Metropolis Research has recorded similar high results for roads as an issue in several other interface councils this year, including Mornington Peninsula.

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” broken down by precinct is included in the following section.

There was a substantial increase in the proportion of respondents nominating issues with parks, gardens, and open spaces (11% up from 6%) to be the second most nominated issue this year. The verbatim responses for this issue are also included below.

The third most nominated issues related to “safety, policing and crime”, with 10% up from nine percent of respondents nominating these issues this year. The increase in respondents nominating safety, policing, and crime related issues was consistent with the decline in the [perception of safety in the public areas of the Cardinia Shire](#) recorded this year.

It is noted that this result was significantly larger than the metropolitan Melbourne average of two 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 2024** – included parks, gardens, and open spaces (11% up from 6%).
- **Notably decreased in 2024** – there were no issues that declined notably this year.

When compared to the metropolitan Melbourne average, as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using same in-person methodology, the following variations of note were observed:

- **Notably more commonly nominated in the Cardinia Shire** – included road maintenance and repairs (29% compared to 7%), parks, gardens, and open spaces (11% compared to 6%), safety, policing, and crime (10% compared to 2%), public transport (5% compared to 1%), street lighting (5% compared to 2%), and drains (4% compared to 1%).
- **Notably less commonly nominated in the Cardinia Shire** – included traffic management (9% compared to 14%), Council rates, fees, and charges (4% compared to 6%), rubbish and waste issues including kerbside collections (2% compared to 6%), and parking (1% compared to 7%).

Metropolis Research notes that these variations from the metropolitan Melbourne average were 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 Council rates, cleanliness, drains, street trees, cost of living, roads, children activities, planning and development, safety, and parks and gardens.

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 - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2024		2023	2022	2024 Metro.*
	Number	Percent			
Roads maintenance and repairs	262	29%	32%	20%	7%
Parks, gardens and open spaces	95	11%	6%	5%	6%
Safety, policing, crime	91	10%	9%	8%	2%
Traffic management	82	9%	8%	11%	14%
Public transport	45	5%	4%	3%	1%
Street lighting	41	5%	3%	3%	2%
Provision and maintenance of street trees	37	4%	4%	4%	6%
Drains maintenance and repairs	35	4%	2%	4%	1%
Council rates	32	4%	5%	3%	6%
Cost of living	30	3%	2%	1%	1%
Children activities and facilities	27	3%	2%	1%	1%
Cleanliness and maintenance of area	27	3%	2%	2%	3%
Building, housing, planning and development	25	3%	2%	4%	2%
Shops, restaurants, bars and entertainment venues	23	3%	1%	6%	1%
Rubbish and waste issues inc garbage	22	2%	2%	3%	6%
Youth activities, services and facilities	22	2%	1%	1%	0%
Footpath maintenance and repairs	21	2%	3%	2%	4%
General infrastructure provision and maintenance	21	2%	3%	2%	1%
Communication, consultation, provision of info.	18	2%	3%	2%	2%
Environment, sustainability and climate change	18	2%	1%	1%	0%
Animal management	16	2%	1%	2%	2%
Housing availability / affordability	15	2%	1%	1%	1%
Bikes, cycling / walking tracks	14	2%	1%	1%	1%
Public toilets	13	1%	2%	1%	0%
Dumped rubbish	12	1%	1%	1%	1%
Hard rubbish collection	12	1%	2%	1%	1%
Parking	12	1%	3%	2%	7%
Provision and maintenance of community facilities	12	1%	0%	0%	0%
Health and medical issues / services	11	1%	1%	2%	1%
Street cleaning and maintenance	11	1%	1%	1%	3%
Bushfire / emergency issues	9	1%	1%	2%	0%
Elderly services and facilities	8	1%	1%	1%	2%
Nature strip	8	1%	0%	1%	3%
Quality and provision of community services	8	1%	1%	1%	0%
Community activities / centres / arts and culture	7	1%	1%	1%	0%
Community support	7	1%	0%	0%	0%
Education and schools	6	1%	1%	2%	0%
All other issues (32 separately identified issues)	84	9%	11%	12%	11%
Total responses	1,239		1,158	1,120	765
<i>Respondents identifying at least one issue</i>	<i>621</i> <i>(69%)</i>		<i>601</i> <i>(67%)</i>	<i>587</i> <i>(65%)</i>	<i>391</i> <i>(50%)</i>

(*) 2024 metropolitan Melbourne average from Governing Melbourne

Issues by precinct

There was some 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, drains, street trees, and environment, sustainability, and climate change related issues.
- **The Rural precinct** – respondents were measurably and significantly more likely than average to nominate road maintenance and repairs, and parks, gardens, and open space issues.
- **Pakenham** – respondents were marginally more likely than respondents in other precincts to nominate safety, policing, and crime issues. This was also the case last year.
- **Cardinia Road precinct** – respondents were not notably more likely than average to nominate any specific issues.
- **Officer / Beaconsfield** – respondents were not notably more likely than average to nominate any specific issues.

Top issues for Cardinia Shire at the moment by precinct
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

The Hills		The Rural	
Roads maintenance and repairs	55%	Roads maintenance and repairs	36%
Drains maintenance and repairs	11%	Parks, gardens and open spaces	17%
Provision and maintenance of street trees	9%	Traffic management	10%
Street lighting	7%	Safety, policing, crime	9%
Environment,sustainability,climate change	5%	Provision and maintenance of street trees	7%
Footpath maintenance and repairs	5%	Drains maintenance and repairs	6%
Safety, policing, crime	5%	Cost of living	4%
Parks, gardens and open spaces	5%	Public transport	4%
Cleanliness and maintenance of area	5%	General infrastructure provision / maint.	4%
Cost of living	5%	Council rates	4%
All other issues	68%	All other issues	46%
Respondents identifying an issue	132 (80%)	Respondents identifying an issue	105 (77%)



Top issues for Cardinia Shire at the moment by precinct
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Pakenham	
Roads maintenance and repairs	26%
Safety, policing, crime	13%
Traffic management	12%
Parks, gardens and open spaces	12%
Council rates	4%
Street lighting	4%
Building, housing, planning, development	4%
Public transport	4%
Housing availability / affordability	4%
Cost of living	3%
All other issues	49%
Respondents identifying an issue	200 (69%)

Cardinia Road	
Roads maintenance and repairs	20%
Parks, gardens and open spaces	13%
Safety, policing, crime	11%
Traffic management	9%
Public transport	5%
Children activities and facilities	4%
Footpath maintenance and repairs	4%
Drains maintenance and repairs	3%
Cleanliness and maintenance of area	3%
Council rates	3%
All other issues	52%
Respondents identifying an issue	119 (64%)

Officer / Beaconsfield	
Safety, policing, crime	11%
Traffic management	8%
Children activities and facilities	7%
Roads maintenance and repairs	7%
Street lighting	7%
Public transport	7%
Parks, gardens and open spaces	6%
Provision and maintenance of street trees	3%
Shops, restaurants, entertainment venues	2%
Recycling collection	2%
All other issues	24%
Respondents identifying an issue	65 (54%)

Cardinia Shire	
Roads maintenance and repairs	29%
Parks, gardens and open spaces	11%
Safety, policing, crime	10%
Traffic management	9%
Public transport	5%
Street lighting	5%
Provision and maintenance of street trees	4%
Drains maintenance and repairs	4%
Council rates	4%
Cost of living	3%
All other issues	54%
Respondents identifying an issue	621 (69%)

South eastern region	
Traffic management	14%
Roads maintenance and repairs	12%
Parks, gardens and open spaces	6%
Council rates	6%
Rubbish and waste issues incl. garbage	6%
Provision and maintenance of street trees	5%
Parking	4%
Safety, policing and crime	4%
Animal management	4%
Public transport	3%
All other issues	43%
Respondents identifying an issue	76 (49%)

Metropolitan Melbourne	
Traffic management	14%
Roads maintenance and repairs	7%
Car parking	7%
Council rates	6%
Parks, gardens and open space	6%
Rubbish and waste issues incl. garbage	6%
Street trees / nature strips	6%
Footpath maintenance and repairs	4%
Cleanliness and maintenance of area	3%
Street cleaning and maintenance	3%
All other issues	39%
Respondents identifying an issue	391 (50%)



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:

- **Male** – respondents were somewhat more likely than female respondents to nominate 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, and street lighting related issues.
- **Young adults (aged 18 to 34 years)** – respondents were not notably more likely than average to nominate any specific issues.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to nominate parks, gardens, and open space issues, and public transport.
- **Younger middle-aged adults (aged 45 to 54 years)** – respondents were somewhat more likely than average to nominate road maintenance and repairs, traffic management, Council rates, and cost of living pressures.
- **Older middle-aged adults (aged 55 to 64 years)** – respondents were somewhat more likely than average to nominate road maintenance and repairs, drains, cost of living pressures, and cleanliness and maintenance related issues.
- **Older adults (aged 65 to 74 years)** – respondents were somewhat more likely than average to nominate road maintenance and repairs and drains.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to nominate road maintenance and repairs, safety, policing, and crime issues, and planning and development related issues.



Top issues for Cardinia Shire at the moment by respondent profile
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Male	
Roads maintenance and repairs	29%
Parks, gardens and open spaces	12%
Traffic management	11%
Safety, policing, crime	8%
Public transport	7%
Provision and maintenance of street trees	5%
Drains maintenance and repairs	5%
Street lighting	4%
Council rates	4%
Cost of living	3%
All other issues	50%
Respondents identifying an issue	299 (69%)

Female	
Roads maintenance and repairs	30%
Safety, policing, crime	12%
Parks, gardens and open spaces	10%
Traffic management	7%
Street lighting	5%
Children activities and facilities	4%
Council rates	3%
Building, housing, planning, development	3%
Public transport	3%
Provision and maintenance of street trees	3%
All other issues	57%
Respondents identifying an issue	321 (70%)

English speaking	
Roads maintenance and repairs	35%
Parks, gardens and open spaces	10%
Safety, policing, crime	9%
Traffic management	9%
Public transport	5%
Drains maintenance and repairs	5%
Provision and maintenance of street trees	4%
Council rates	4%
Cost of living	4%
Building, housing, planning, development	3%
All other issues	56%
Respondents identifying an issue	463 (72%)

Multi-lingual	
Roads maintenance and repairs	13%
Safety, policing, crime	13%
Parks, gardens and open spaces	13%
Traffic management	10%
Street lighting	9%
Public transport	6%
Children activities and facilities	4%
Provision and maintenance of street trees	4%
Provision / maint. of community facilities	4%
Public toilets	3%
All other issues	46%
Respondents identifying an issue	151 (61%)



Top issues for Cardinia Shire at the moment by respondent profile
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

18 to 34 years	
Roads maintenance and repairs	21%
Parks, gardens and open spaces	9%
Traffic management	9%
Safety, policing, crime	8%
Street lighting	6%
Children activities and facilities	5%
Public transport	4%
Provision and maintenance of street trees	4%
Rubbish and waste issues inc garbage	3%
Shops, restaurants, entertainment venues	3%
All other issues	36%
Respondents identifying an issue	174 (60%)

35 to 44 years	
Roads maintenance and repairs	24%
Parks, gardens and open spaces	16%
Public transport	8%
Safety, policing, crime	8%
Traffic management	5%
Children activities and facilities	5%
Provision and maintenance of street trees	5%
Council rates	3%
Youth activities, services and facilities	3%
Shops, restaurants, entertainment venues	3%
All other issues	59%
Respondents identifying an issue	119 (69%)

45 to 54 years	
Roads maintenance and repairs	40%
Parks, gardens and open spaces	12%
Safety, policing, crime	12%
Traffic management	12%
Council rates	7%
Cost of living	7%
Drains maintenance and repairs	6%
Street lighting	6%
Rubbish and waste issues inc garbage	4%
Cleanliness and maintenance of area	4%
All other issues	51%
Respondents identifying an issue	119 (73%)

55 to 64 years	
Roads maintenance and repairs	36%
Safety, policing, crime	12%
Traffic management	10%
Parks, gardens and open spaces	9%
Drains maintenance and repairs	9%
Cost of living	6%
Cleanliness and maintenance of area	6%
Public transport	6%
Provision and maintenance of street trees	6%
Council rates	5%
All other issues	63%
Respondents identifying an issue	95 (76%)

65 to 74 years	
Roads maintenance and repairs	36%
Safety, policing, crime	12%
Traffic management	11%
Parks, gardens and open spaces	8%
Drains maintenance and repairs	8%
Council rates	6%
Public transport	6%
Provision and maintenance of street trees	6%
Building, housing, planning, development	4%
Environment, sustainability, climate change	4%
All other issues	68%
Respondents identifying an issue	70 (78%)

75 years and over	
Roads maintenance and repairs	34%
Safety, policing, crime	18%
Parks, gardens and open spaces	9%
Traffic management	9%
Building, housing, planning, development	7%
Public transport	5%
Environment, sustainability, climate change	5%
Footpath maintenance and repairs	5%
Provision and maintenance of street trees	5%
Cleanliness and maintenance of area	4%
All other issues	39%
Respondents identifying an issue	41 (73%)



Road maintenance and repairs related issues

The following table outlines the verbatim comments received that were categorised as “road maintenance and repairs”, broken down by precinct.

Clearly, these comments relate to the condition of local roads, including issues such as potholes and similar concerns.

It is also important to note that many of the specific roads listed were managed by the state government rather than the local council.

This is commonly observed, as residents do not have a detailed understanding of which roads are the responsibility of local or state government.

Also, this question was designed to capture the issue at hand for the resident, rather than only those issues that are the responsibility of local government. This does point to the role of Council in advocating for the needs of local communities in relation to adequate road funding.

Issues regarding "roads maintenance and repairs" by precinct
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Precinct</i>	<i>Location</i>	<i>Number</i>
The Hills (Total = 96)	Maintenance of roads	29
	Roads	22
	Condition of road	5
	Maintenance of unsealed roads	5
	Fix and repair roads	3
	Roads need to be sealed	3
	Roads should be taken care of / improved	3
	Fix the potholes on Belgrave-Gembrook Rd	2
	Roads and drainage	2
	Roads are full of potholes	2
	Access to all roads. Traffic management	1
	All unsealed roads should be sealed properly	1
	Clematis Park Rd needs urgent maintenance	1
	Condition of the Shire, the way it is maintained	1
	Dirt roads and potholes should be fixed in Emerald	1
	Fix the potholes on Pakenham Rd and Belgrave-Gembrook Rd, especially the section that connects Emerald to Cockatoo	1
	Fixing the potholes on all roads	1
	Maintain road programs	1



	Most roads in Emeralds have no footpath and the ones that are available need repair and cleaning	1
	Ogilvy Rd and Clematis Park Rd need urgent repair and continuous maintenance	1
	Potholes on Beaconsfield-Emerald Rd need fixing	1
	Road maintenance before housing developments	1
	Road maintenance in Wellington Rd	1
	Roads like Neville St and Steane Rd need repair	1
	Road maintenance, roads safety	1
	The roads in Emerald need proper maintenance	1
	The roads should be widened to allow space for parking, especially for delivery vans and other services	1
	The unsealed roads need grading	1
	The unsealed roads need more gravel or grading because there are potholes there. Like Hazel Rd and Neville Rd	1
	Unsealed / sealed roads	1

The Rural (Total = 48)	Maintenance of roads	19
	Roads	8
	Roads repairs	4
	The potholes on the roads	3
	Maintenance of unsealed roads	2
	Potholes and road maintenance	2
	Better sealed road, road seems to be broken very soon after it is fixed	1
	During peak holiday season the roads become very congested with the amount of traffic	1
	Potholes on main roads	1
	Road maintenance and safety	1
	Road works. I wonder when will they be completed	1
	Roads are in bad condition	1
	Roads congestion	1
	Roads need more maintenance especially with the growing population	1
	Roads should be improved	1
	Roads, new roads and maintenance	1

Pakenham (Total = 77)	Road repair and maintenance	20
	Roads	14
	Potholes in roads	6
	Roadworks	6
	Road condition is bad / shocking	4
	Road maintenance. The highways are filled with potholes / cracks	4
	Road maintenance on Princes Hwy. There are lots of potholes there	2
	Always roadwork going on causing delays	1
	Being able to access roads and infrastructure	1
	Better road network to deal with the population growth	1
	Broken roads and footpaths - Irving St	1
	Cleaning of roads should be focused and prioritised	1



	Completion of roads	1
	Fix one road at a time so that we have access to places. Finish it off fast and maintain it properly	1
	Fix the pothole in the area of Pakenham	1
	Main roads are not maintained adequately	1
	Maintenance of sealed roads	1
	Pothole on the roads in the areas of Pakenham Precinct	1
	Potholes on Army Rd is bad	1
	Road and drains maintenance	1
	Road maintenance and transportation	1
	Road should be permanently fixed and not temporarily patched	1
	Road works done by the Council and the ones by Victoria Government should properly coordinated because they mostly take too long, and they disrupt people's movement	1
	Road works is messing us up but is good they are doing it	1
	Roads are congested	1
	Road maintenance, Racecourse Rd	1
	Roads, street maintenance	1
	The roads in the north area of the Council needs maintenance. Roads like the Princes freeway	1

Cardinia Road (Total = 38)	Road repair and maintenance	8
	Condition of roads	5
	Potholes / cracks	4
	Roads	3
	Princes Hwy needs to be done faster	2
	Road leading to Officer station is muddy and broken	2
	Road maintenance and congestion	2
	Bigger roads, main roads need attention. Near Officeworks, Princes Hwy has potholes	1
	Crackly Cardinia Rd	1
	Dirty roads	1
	Fixing the potholes on Cardinia Rd and Princes Hwy	1
	Highway is poorly maintained, potholes	1
	Holes on roads and footpaths. Need to have concrete on all paths	1
	Most of roads are Cardinia are narrow and they do not have adequate parking spaces	1
	Road are damaged and unsafe	1
	Road repairs at different times for Princes Hwy	1
	Roadworks	1
	The potholes on Cardinia Rd needs to be fixed	1
	Unsealed roads - they are danger especial when wet	1



Officer / Beaconsfield (Total = 10)	Blocking the roads in Beaconsfield is bothering residents here, even if it is for some time	1
	I think the Council should fix the potholes on Princes Hwy	1
	Lots of roadworks	1
	Maintenance of all roads in Cardinia including maintaining nature strips	1
	No idea about the Stephen Rd if they are doing to leave it, unsealed roads stones smelly pit	1
	Potholes on Cardinia Rd, Princes Hwy and Officer Rd need fixing	1
	Potholes on Princes Hwy need to be fixed	1
	Roadworks are required	1
	Roadworks can be well managed	1
	Too many roadwork and it's not well planned in terms of road closures	1
Total		269

Parks, gardens, and open space related issues

The following table outlines the verbatim comments that were categorised as “parks, gardens, and open space” related issues.

A total of 117 comments were included, which have been further broken down as follows:

• Parks / ovals maintenance	33 comments
• Overgrown grass / mowing	30 comments
• Weeds maintenance	12 comments
• Lack of parks	8 comments
• Maintenance of public land	8 comments
• Maintenance of gardens	7 comments
• Grass mowing in footpaths / nature strips / along road	5 comments
• Park cleanliness	4 comments
• Parks upgrade / quality	4 comments
• Trees maintenance in parks	2 comments
• Other	4 comments

It is noted that the majority of these comments related to the perceived maintenance of parks and gardens.



Issues regarding "parks, gardens and open spaces"
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Park / ovals maintenance</i>	
Maintenance / upkeep of parks, natural areas	21
Maintenance of parks across the whole Shire / everywhere	2
Open spaces maintenance and upkeep	2
The parks	2
Lack of attention to parks	1
Maintenance and care of parks, but that has improved recently	1
Maintenance of parks in terms of graffiti. In Clendon Dr playground	1
Park maintenance near Ebony Dr	1
Parks: in Cockatoo Recreation Reserve, nothing has happened to it for a long time	1
The Council needs to maintain park and playground facilities	1
Total	33
<i>Overgrown grass / mowing</i>	
Cutting and maintenance of grass / mowing	9
A lot of overgrown grass / in the park / the grass is growing tall	6
Frequency of mowing grass / irregular trimming / not done often / they haven't come for a long time	5
Mowing of grass needed everywhere / in parks and gardens	5
Mowing of grass in the parks along the Freeway	1
The Council is not mowing public lands, residents are doing it instead	1
The grass and trees at the Amber Ln playground would really need regular watering and caring because now they are so golden and unhealthy	1
The grass in all the parks in Officer needs mowing	1
The mowing of the grass in parks on Ahern Rd including the nature strips and the walking tracks	1
Total	30
<i>Weeds maintenance</i>	
Clean up the weed kerbside / kerbside weeds need cleaning up	4
There are a lot of overgrown weeds in the area	2
Control of weeds / weed maintenance	2
Get rid of weeds	1
Overgrown weeds in creeks	1
Overgrown weeds in the parks	1
Weed removal needed in paths and parks	1
Total	12



<i>Lack of parks</i>	
More parks / playgrounds / recreation areas are needed	4
Local parks for kids	1
Public access to parks and recreation facilities	1
There are no parks, so we have to drive a long time to get to a park	1
There's only one park in town and that's it	1
Total	8
<i>Maintenance of public land / vegetation</i>	
Maintenance of public areas / land	2
Bushland management	1
Keep the bush clean, clear loose and dry sticks and leaves	1
Lawn maintenance	1
Maintenance of vegetation and lawns owned by the Council to prevent bushfires and snakes	1
The lake needs improving	1
The wetland on Everly Ct is filled with rubbish and no one is cleaning it. It is affecting us and breeding mosquitoes	1
Total	8
<i>Maintenance of gardens</i>	
Garden maintenance	5
Gardens, tidy them	1
Lack of attention to gardens	1
Total	7
<i>Grass mowing in footpaths / nature strips / along road</i>	
Cutting grass on nature strip	1
Lack of attention to nature strips	1
Mowing of grasses on footpaths	1
Never trimmed the nature strips	1
The grass should be regularly cut on roundabouts and roads	1
Total	5
<i>Park cleanliness</i>	
Cleaning of parks	2
Parks can get messy after a busy weekend; they need some love and to be looked after	1
Unclean. Park behind Aspire Childcare Centre. Rubbish in the parks makes it difficult for children to play	1
Total	4



<i>Parks upgrade / quality</i>	
Parks are tired and run down / need an upgrade	2
Lack of amenities in public spaces like parks	1
There is not a good standard of parks	1
Total	4
<i>Tree maintenance in parks</i>	
The control of natural trees	1
Overgrown vegetation	1
Total	2
<i>Other</i>	
My neighbour didn't cut the grass in their yard. We need the Council to take action	1
Road maintenance, gravel. Mobile network connectivity. Internet accessibility	1
Upkeep of public toilets	1
The maintenance around streets	1
Total	4
Total	117

Safety, policing, and crime issues

The following table outlines the 103 issues categorised as safety, policing, and crime related issues.

These have been further broken down as follow:

- Crime and policing 44 comments
- General perception of safety 35 comments
- Incidents / break-ins 14 comments
- Drugs and alcohol 2 comments
- Concerns around various types of people 2 comments
- Perception of safety at night and lighting 2 comments
- Violence and anti-social behaviour 1 comment
- Other 3 comment

It is important to note that most of these comments related to a perception, fear, or personal experience or knowledge of crime, including a perceived lack of policing. These issues have increased somewhat in several municipalities across metropolitan Melbourne in recent years, and with economic circumstances appearing less stable in recent times, the increase in concerns around property crime are not unexpected.



Issues regarding "safety, policing, crime"
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Response	Number
Safety	20
Crime	13
Crime rates going up / are high in Cardinia / issues with safety are increasing	8
More police patrols / policing required	5
Theft / burglary	3
More policing needed in Pakenham / for the safety of the community	2
Robberies and house and car break-ins are taking place	2
Security	2
Youth crime	2
3 weeks ago, I almost got robbed and had my tyres slashed while driving on Curved Trunk Rd	1
A lot of young people are stealing things	1
Bad people	1
Better enforcement of laws needed	1
Car and house break-ins have been reported a lot in Cardinia	1
Community safety needs to be improved	1
Crime and unsafe areas	1
Crime at night	1
Crime happens every now and then	1
Crime in Pakenham	1
Crime is a major issue that the Council should address	1
Crime is ridiculous	1
Crime protection (small crimes)	1
Dangerous at night	1
Drug addicts, not feeling safe	1
Growing sense of insecurity	1
House invasion	1
I don't know what the Council can do about the safety issues at Pakenham Train Station, especially at night. It is a dangerous place	1
More and more dangerous	1
More policing around the country	1
More robberies here, and not much for youth to do	1
More shop security in small areas of Cardinia. Something for local businesses to grow. So that there is perfect timing and more stores needed and variety	1
Neighbourhood Watch needs more support	1
Neighbours always have police raids (Charlotte Pass), same house (number 5) as the one that vehicles block	1
Personal security	1
Police don't patrol in the area	1
Police services in the rural areas	1
Police station in Lang Lang is never open	1
Property protection	1
Public safety is an issue	1
Safety around Pakenham area	1



Safety around the school is a joke	1
Safety due to theft and break-ins	1
Safety during storms	1
Safety for teenagers and children	1
Safety situation in Cardinia is not good as crimes such as robbery, car and house break-ins are reported	1
Safety, as in having rules and guidelines	1
Schools	1
Security in Cardinia should be improved as instances of robbery have been reported	1
Security should be improved in Officer	1
Security situation in Cardinia is not good	1
Street crime	1
Teenagers that go around	1
The Emerald police station is just a structure without police	1
There is a rising drug-use problem among teenagers, especially vaping	1
Youth violence and lack of accountability	1
Total	103

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 2024, asked as an open-ended question, what they like or value most about living in Cardinia. Almost three-quarters (71%) of respondents nominated at least one aspect.

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 (22% up from 19%) and the community atmosphere / feel (11% down from 17%).

There were a range of other aspects that a small proportion liked or valued most about living in Cardinia Shire, including natural environment / bushland (8%), parks, gardens, and open spaces (6%), semi-rural / country feel (6%), convenience / accessibility / proximity to various locations (5%), perception of safety (3%), and that it is a good area / neighbourhood (3%). In general terms, however, these fall into four broad categories, as follows:

- **Community** (44%) – including the quiet, peaceful nature, sense of community and acceptance, family and friends here, and similar aspects.
- **Environment** (26%) – including the natural environment, parks, gardens, and reserves, trees, greenery, and a range of similar aspects.
- **Practicality** (10%) – including a range of aspects around ease of transport, proximity to various locations, clean and well-maintained area.
- **Services and facilities** (7%) – including retail, sporting, community, schools and similar.
- **Housing related** (5%) – including affordability, suitability, and the availability of suitable land.



Aspect like or value most about living in Cardinia Shire
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2024		2023	2022
	Number	Percent		
Quiet / calm / peaceful area	199	22%	19%	20%
Community atmosphere / feel	98	11%	17%	14%
Natural environment / bushland	74	8%	7%	6%
Parks, gardens and open spaces	54	6%	7%	9%
Semi-rural / country feel	50	6%	7%	7%
Convenience / accessibility / proximity	44	5%	5%	3%
Safety	31	3%	5%	3%
Good area / neighbourhood	29	3%	4%	4%
Beauty / aesthetics of the area	20	2%	1%	2%
Shopping centres / shops / restaurants	17	2%	1%	3%
Spacious area / big blocks / low density	17	2%	1%	1%
Close to family / friends	14	2%	1%	1%
Housing affordability	14	2%	1%	1%
Clean air / less pollution	13	1%	0%	0%
Clean and well maintained area	12	1%	3%	2%
Access / availability of public transport	11	1%	2%	4%
Accessibility / proximity to amenities	11	1%	2%	4%
The hills / mountains	9	1%	1%	1%
Live / born here	9	1%	2%	1%
Liveability / lifestyle	9	1%	1%	1%
Close to work	9	1%	1%	0%
Trees / street vegetation	8	1%	1%	1%
Less traffic	8	1%	1%	1%
Less populated / less crowded	8	1%	0%	0%
Cultural diversity	7	1%	1%	2%
Good services	7	1%	1%	0%
Services / facilities for kids	7	1%	0%	0%
Sports and recreational services	7	1%	1%	3%
Accessibility / proximity to freeway, main roads	6	1%	1%	0%
Roads	6	1%	0%	0%
Walking / cycling tracks	5	1%	1%	1%
School / education	5	1%	1%	1%
Good planning, housing	5	1%	1%	1%
Family / community oriented	4	0%	2%	2%
Accessibility / proximity to city	4	0%	0%	0%
Community activities, festivals	3	0%	1%	1%
Good facilities	3	0%	1%	0%
Everything is good	3	0%	1%	0%
All other issues (21 separately identified issues)	26	3%	4%	6%
Total responses	866		931	1,039
<i>Respondents identifying at least one aspect</i>	<i>634</i> <i>(71%)</i>		<i>644</i> <i>(72%)</i>	<i>643</i> <i>(72%)</i>



Like / value most by precinct and respondent profile

The following table provides a comparison of these results across the municipality.

There was relatively little significant variation observed, with the exception of the natural environment / bushland being significantly more common as an aspect respondents value most by respondents from the Hills precinct.

Aspect like or value most about living in Cardinia Shire by respondent profile

Cardinia Shire Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Quiet / calm / peaceful area	25%	Quiet / calm / peaceful area	19%
Community atmosphere / feel	9%	Community atmosphere / feel	12%
Natural environment / bushland	7%	Natural environment / bushland	10%
Semi-rural / country feel	7%	Parks, gardens and open spaces	7%
Parks, gardens and open spaces	5%	Convenience / accessibility / proximity	6%
Convenience / accessibility / proximity	3%	Semi-rural / country feel	5%
Safety	3%	Safety	4%
Good area / neighbourhood	3%	Good area / neighbourhood	4%
Beauty / aesthetics of the area	2%	Spacious area / big blocks / low density	3%
Housing affordability	2%	Beauty / aesthetics of the area	2%
All other issues	27%	All other issues	28%
Respondents identifying an issue	297 (68%)	Respondents identifying an issue	337 (73%)

English speaking		Multi-lingual	
Quiet / calm / peaceful area	19%	Quiet / calm / peaceful area	30%
Community atmosphere / feel	12%	Community atmosphere / feel	10%
Natural environment / bushland	9%	Natural environment / bushland	8%
Semi-rural / country feel	7%	Convenience / accessibility / proximity	6%
Parks, gardens and open spaces	6%	Parks, gardens and open spaces	6%
Convenience / accessibility / proximity	4%	Safety	6%
Good area / neighbourhood	3%	Shopping centres / shops / restaurants	4%
Spacious area / big blocks / low density	2%	Semi-rural / country feel	3%
Safety	2%	Clean and well maintained area	3%
Housing affordability	2%	Good area / neighbourhood	3%
All other issues	26%	All other issues	31%
Respondents identifying an issue	456 (71%)	Respondents identifying an issue	173 (70%)



Aspect like or value most about living in Cardinia Shire by respondent profile

Cardinia Shire Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

18 to 34 years		35 to 44 years	
Quiet / calm / peaceful area	25%	Quiet / calm / peaceful area	20%
Community atmosphere / feel	12%	Community atmosphere / feel	13%
Parks, gardens and open spaces	6%	Natural environment / bushland	8%
Natural environment / bushland	6%	Convenience / accessibility / proximity	8%
Convenience / accessibility / proximity	5%	Parks, gardens and open spaces	5%
Safety	4%	Good area / neighbourhood	5%
Housing affordability	4%	Semi-rural / country feel	5%
Good area / neighbourhood	3%	Safety	4%
Clean and well maintained area	3%	Close to family / friends	3%
Shopping centres / shops / restaurants	3%	Beauty / aesthetics of the area	3%
All other issues	25%	All other issues	31%
Respondents identifying an issue	207 (72%)	Respondents identifying an issue	122 (71%)
45 to 54 years		55 to 64 years	
Quiet / calm / peaceful area	20%	Quiet / calm / peaceful area	23%
Natural environment / bushland	11%	Natural environment / bushland	8%
Semi-rural / country feel	10%	Parks, gardens and open spaces	6%
Community atmosphere / feel	8%	Community atmosphere / feel	6%
Parks, gardens and open spaces	6%	Semi-rural / country feel	5%
Clean air / less pollution	3%	Access / availability of public transport	5%
Beauty / aesthetics of the area	3%	Safety	4%
Convenience / accessibility / proximity	2%	Convenience / accessibility / proximity	4%
Safety	2%	Good area / neighbourhood	2%
Close to family / friends	2%	The hills / mountains	2%
All other issues	19%	All other issues	26%
Respondents identifying an issue	111 (68%)	Respondents identifying an issue	82 (66%)
65 to 74 years		75 years and over	
Quiet / calm / peaceful area	20%	Quiet / calm / peaceful area	20%
Natural environment / bushland	10%	Community atmosphere / feel	20%
Semi-rural / country feel	9%	Semi-rural / country feel	11%
Community atmosphere / feel	8%	Natural environment / bushland	9%
Convenience / accessibility / proximity	7%	Parks, gardens and open spaces	5%
Good area / neighbourhood	6%	Convenience / accessibility / proximity	5%
Clean air / less pollution	4%	Shopping centres / shops / restaurants	5%
Parks, gardens and open spaces	3%	Accessibility / proximity to amenities	4%
Spacious area / big blocks / low density	3%	Safety	4%
Live / born here	3%	Beauty / aesthetics of the area	4%
All other issues	36%	All other issues	13%
Respondents identifying an issue	67 (75%)	Respondents identifying an issue	41 (73%)

Aspect like or value most about living in Cardinia Shire by precinct
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

The Hills		The Rural	
Natural environment / bushland	20%	Quiet / calm / peaceful area	26%
Quiet / calm / peaceful area	19%	Community atmosphere / feel	14%
Community atmosphere / feel	15%	Semi-rural / country feel	13%
Semi-rural / country feel	10%	Parks, gardens and open spaces	6%
Beauty / aesthetics of the area	9%	Spacious area / big blocks / low density	4%
Parks, gardens and open spaces	7%	Good area / neighbourhood	4%
Trees / street vegetation	4%	Housing affordability	3%
Spacious area / big blocks / low density	4%	Natural environment / bushland	2%
The hills / mountains	3%	Close to family / friends	2%
Less populated / less crowded	3%	Clean air / less pollution	1%
All other issues	19%	All other issues	15%
Respondents identifying an issue	136 (82%)	Respondents identifying an issue	95 (70%)

Pakenham / Pakenham Balance		Cardinia Road Precinct	
Quiet / calm / peaceful area	20%	Quiet / calm / peaceful area	23%
Community atmosphere / feel	9%	Community atmosphere / feel	9%
Convenience / accessibility / proximity	7%	Natural environment / bushland	8%
Parks, gardens and open spaces	6%	Safety	8%
Natural environment / bushland	5%	Parks, gardens and open spaces	7%
Semi-rural / country feel	4%	Convenience / accessibility / proximity	5%
Safety	3%	Good area / neighbourhood	3%
Good area / neighbourhood	3%	Shopping centres / shops / restaurants	3%
Clean and well maintained area	2%	Clean and well maintained area	3%
Close to family / friends	2%	Access / availability of public transport	3%
All other issues	27%	All other issues	32%
Respondents identifying an issue	200 (69%)	Respondents identifying an issue	119 (65%)

Officer / Beaconsfield		Cardinia Shire	
Quiet / calm / peaceful area	26%	Quiet / calm / peaceful area	22%
Community atmosphere / feel	8%	Community atmosphere / feel	11%
Convenience / accessibility / proximity	8%	Natural environment / bushland	8%
Natural environment / bushland	7%	Parks, gardens and open spaces	6%
Good area / neighbourhood	6%	Semi-rural / country feel	6%
Parks, gardens and open spaces	4%	Convenience / accessibility / proximity	5%
Safety	3%	Safety	3%
Shopping centres / shops / restaurants	2%	Good area / neighbourhood	3%
Housing affordability	2%	Beauty / aesthetics of the area	2%
Clean air / less pollution	2%	Shopping centres / shops / restaurants	2%
All other issues	22%	All other issues	28%
Respondents identifying an issue	84 (70%)	Respondents identifying an issue	634 (71%)



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 again in 2024, 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.

Approximately one-third (34% down from 38%) of respondents were unable or unwilling to make a choice between these two options.

A little less than half (43% up from 41%) of respondents either definitely or probably preferred service cuts, whilst 21% (stable with last year) preferred rate rises.

Prefer to see Council rate rises or cuts in Council services
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

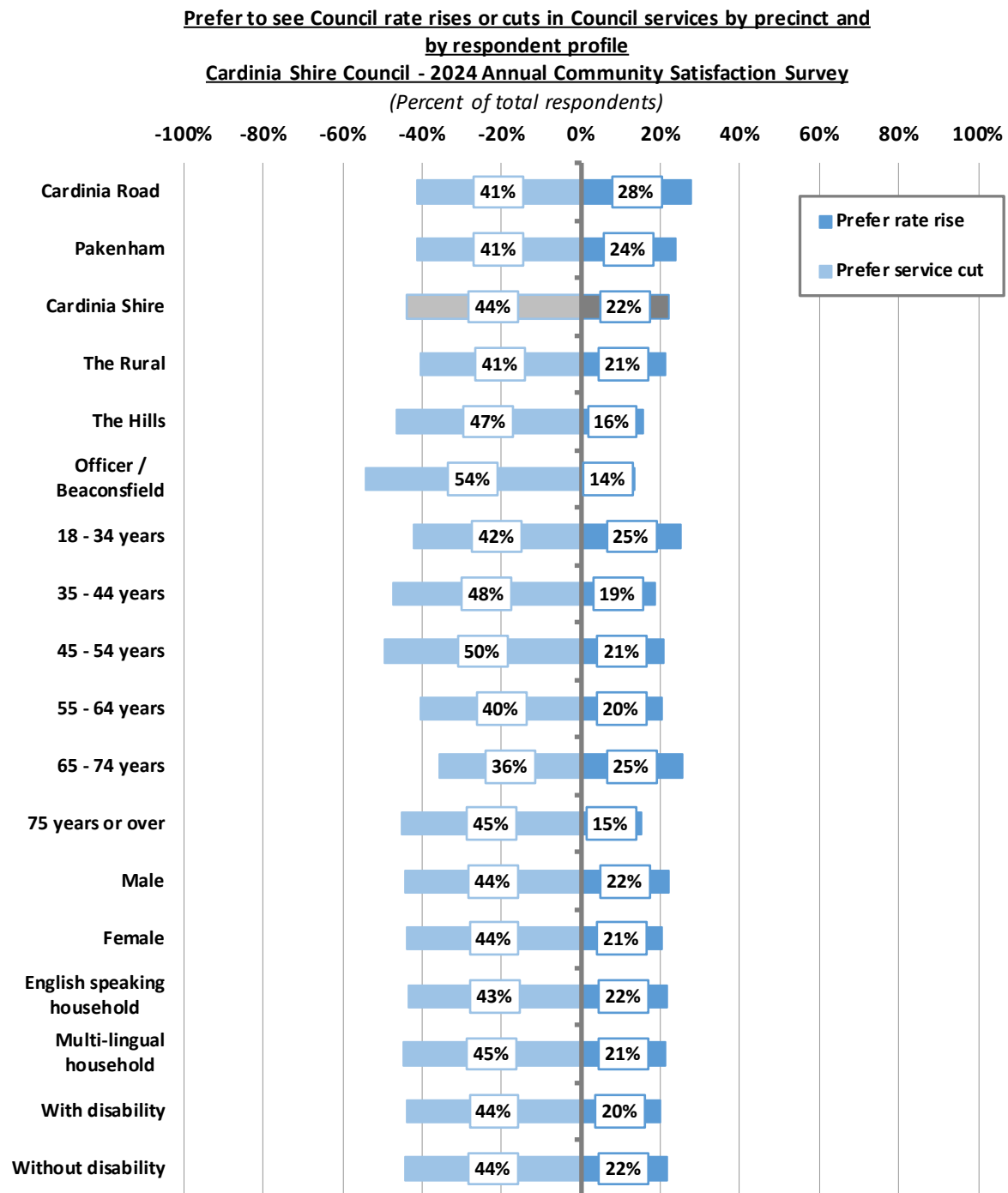
Response	2024		2023
	Number	Percent	
Definitely prefer rate rise	74	8%	9%
Definitely prefer service cuts	148	16%	19%
Probably prefer rate rise	123	14%	12%
Probably prefer service cuts	247	27%	22%
Don't know / can't say	308	34%	38%
Total	900	100%	900

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:

- **Somewhat more likely than average to prefer rate rise** – included respondents from Cardinia Road (28%), young adults (aged 18 to 34 years) (25%), and older adults (aged 65 to 74 years) (25%).
- **Somewhat more likely than average to prefer service cuts** – included respondents from Officer / Beaconsfield (54%, the Hills (47%, adults (aged 35 to 44 years) (48%), and younger middle-aged adults (aged 45 to 54 years).





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?”

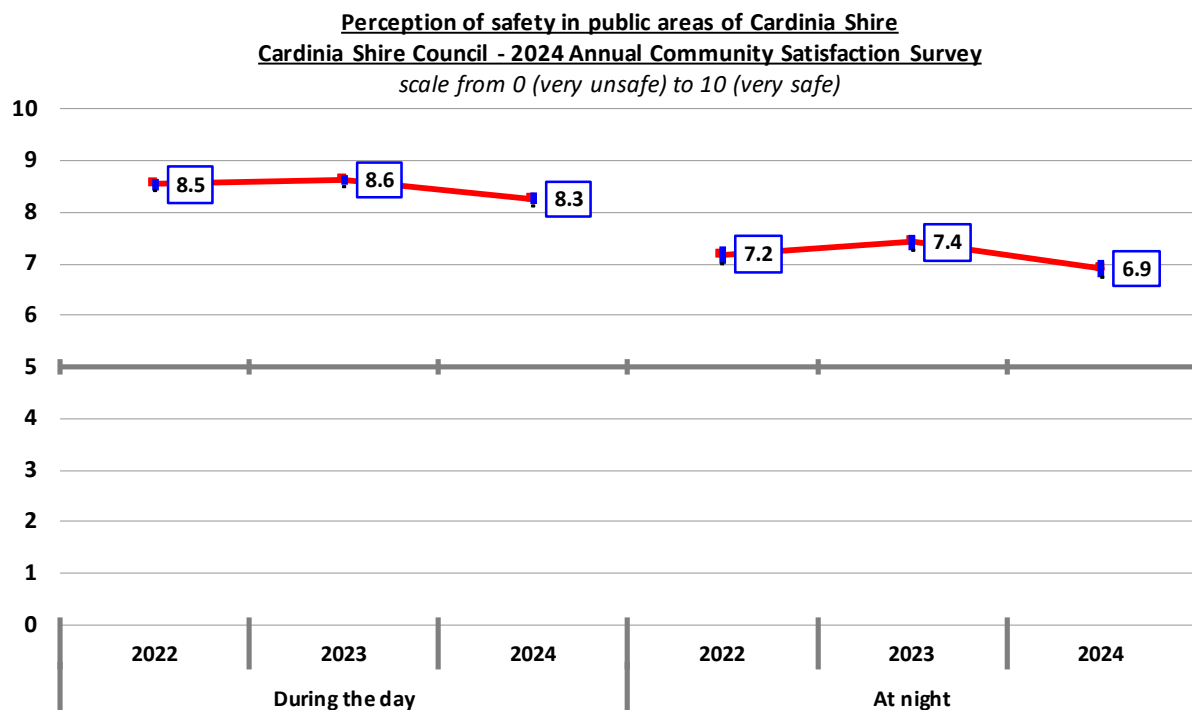
Respondents were again in 2024, asked to rate their perception of safety in the public areas of the Cardinia Shire during the day and at night.

There was a statistically significant decline this year in the average perception of safety in the public areas of the Shire both during the day (down 3% to 8.3 out of 10), and at night (down 5% to 6.9).

These results suggest that, across the Shire, respondents felt extremely safe during the day and moderately safe at night.

The decline in the perception of safety at night was consistent with the fact that 10% of respondents nominated safety, policing, and crime related issues as a top three [issue to address](#) this year.

The verbatim responses categorised as safety, policing, and crime are included in the report, and were focused on **TO BE INCLUDED**.

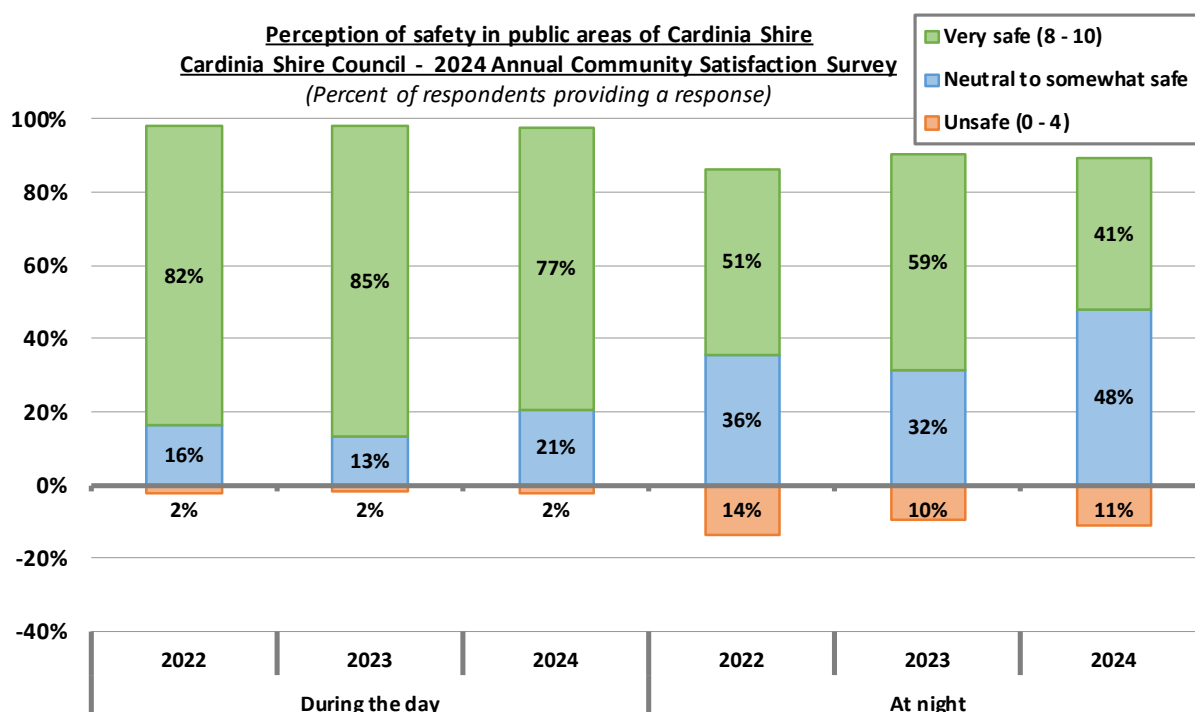


The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety at less than five).

There was a notable decrease in the proportion of respondents who felt “very safe” both during the day (77% down from 85%), and at night (41% down from 59%).

Importantly, Metropolis Research notes that the proportion of respondents who felt “unsafe” in the public areas of the Cardinia Shire at night remained essentially stable at 11%.

This result shows that the decline in the perception of safety in the public areas were not the results of an increase in those who felt quite unsafe, rather a small decline in the general perception of safety.

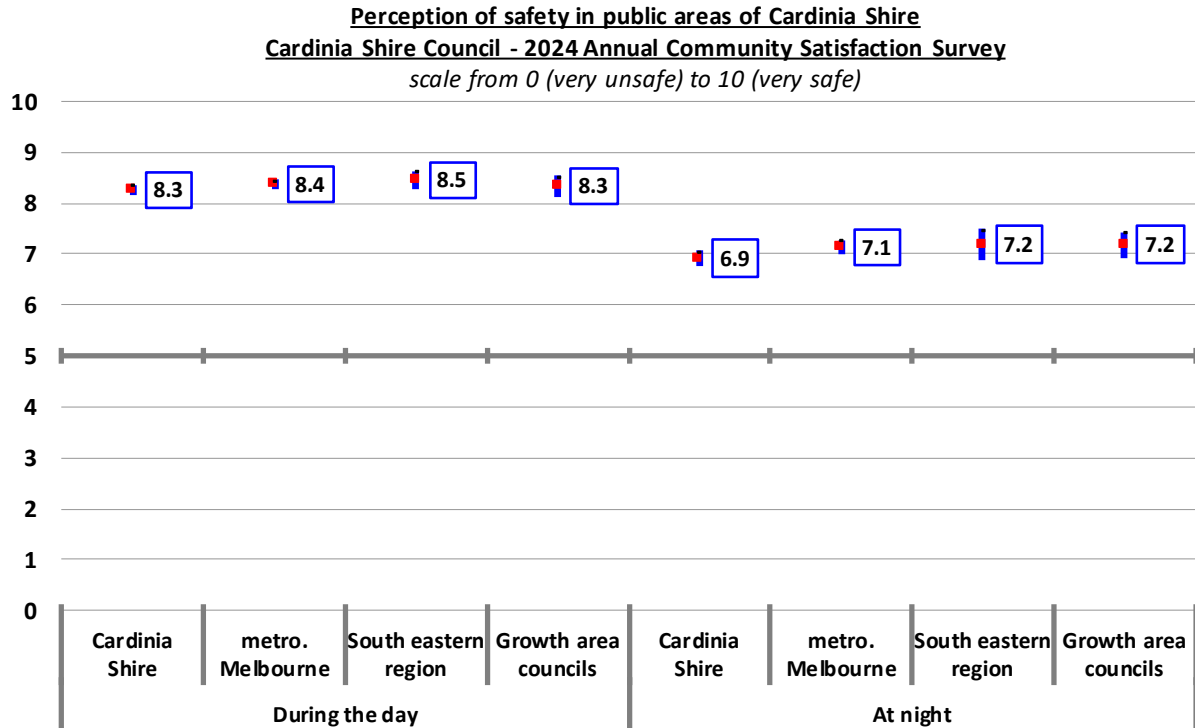


When compared to the metropolitan Melbourne, southeastern region councils, and growth area councils results from the 2024 *Governing Melbourne* research, it is noted that the perception of safety during the day was consistent with the comparison areas.

The perception of safety in the public areas of the Cardinia Shire at night was marginally lower than the metropolitan Melbourne average, and somewhat lower than the southeastern region and growth area councils’ averages.

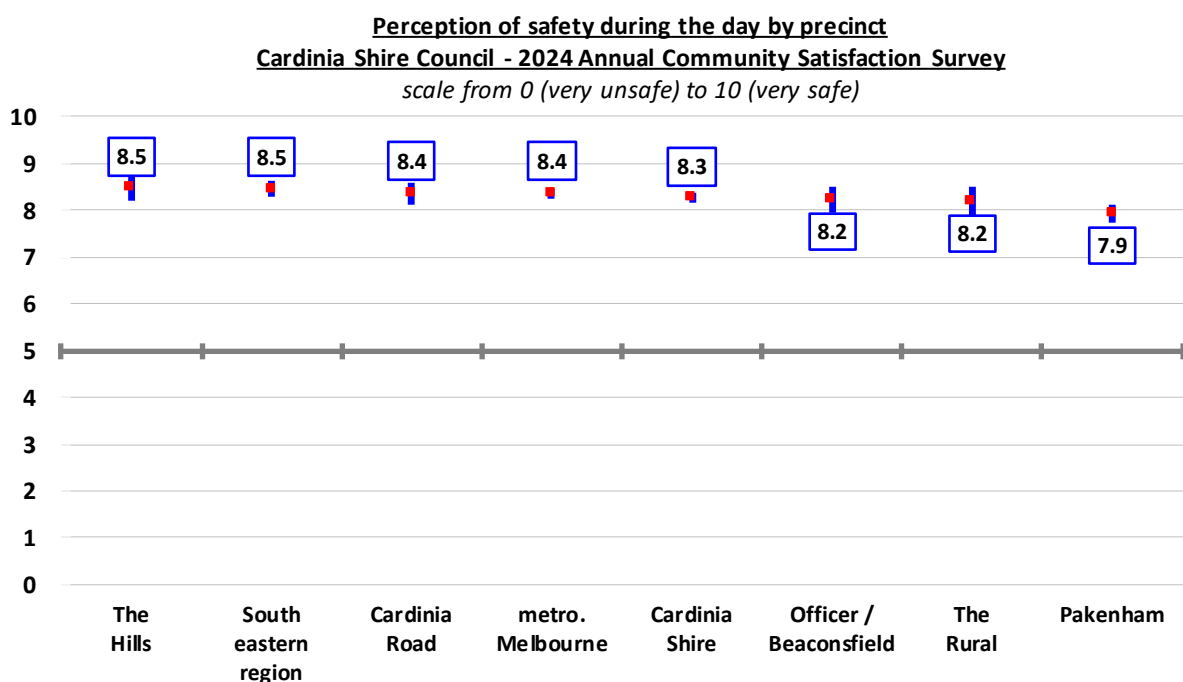
Governing Melbourne was conducted independently by Metropolis Research in January 2024, using the same in-person methodology.





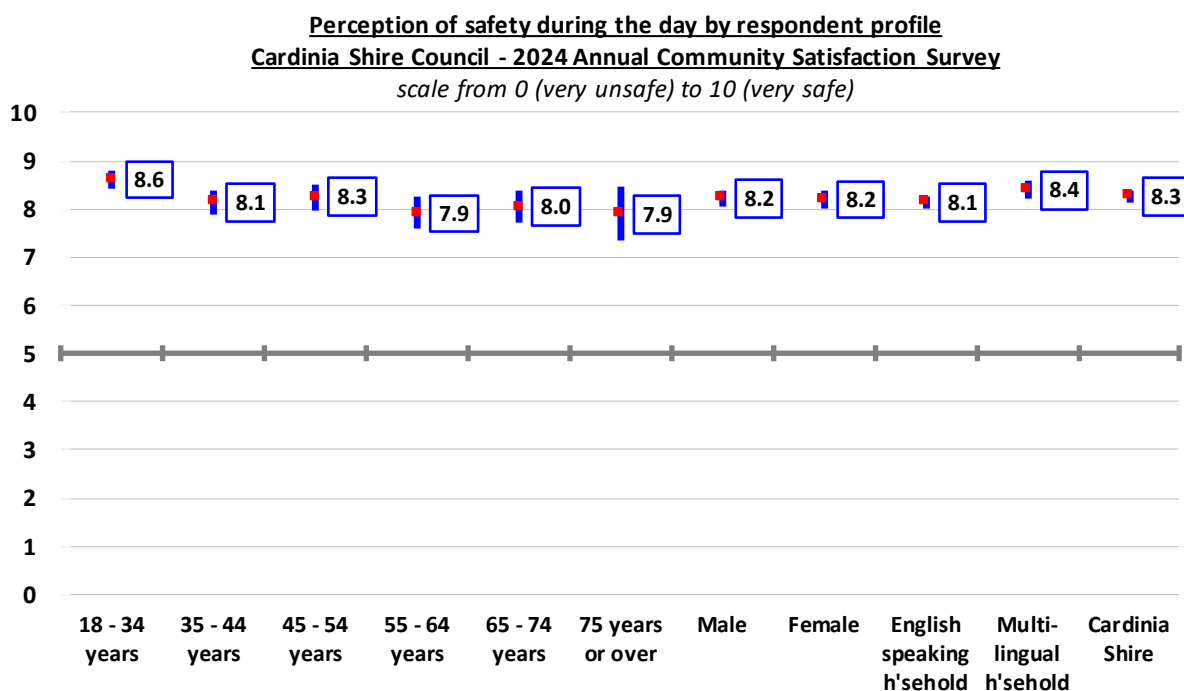
Safety during the day

The perception of safety in the public areas of the Cardinia Shire during the day declined somewhat this year, down three percent to 8.3 out of 10, which remains an extremely high perception score, and almost identical to the metropolitan Melbourne average of 8.4 out of 10. There was some variation in this result observed across the municipality, with respondents from Pakenham feeling notably (4%) less safe in public areas during the day than the municipal average.



There was relatively little meaningful variation in the perception of safety in public areas during the day observed by respondent profile. It is noted that older middle-aged adults (aged 55 to 64 years) felt the least safe, although still at a high 7.9 out of 10.

Respondents from multilingual households felt marginally safer than respondents from English speaking household.



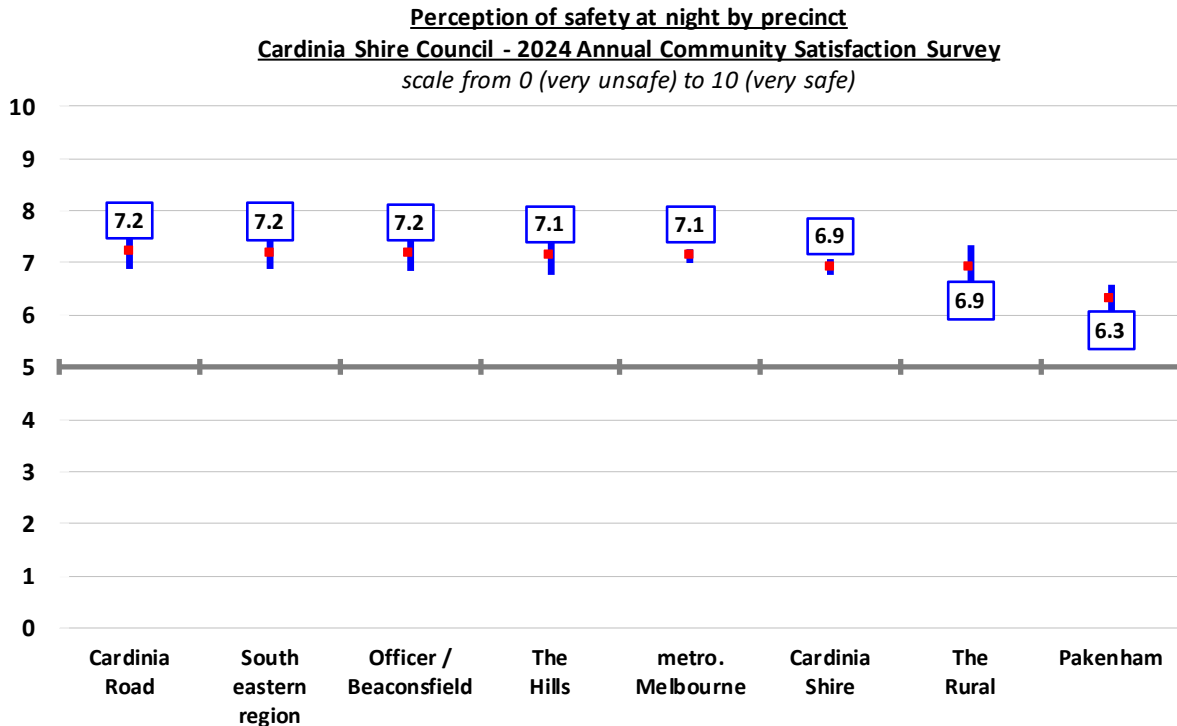
Safety at night

The perception of safety in the public areas of the Cardinia Shire declined somewhat this year, down three percent to 6.9 out of 10, which moderate perception of safety score.

This result was marginally lower than the metropolitan Melbourne average of 7.1.

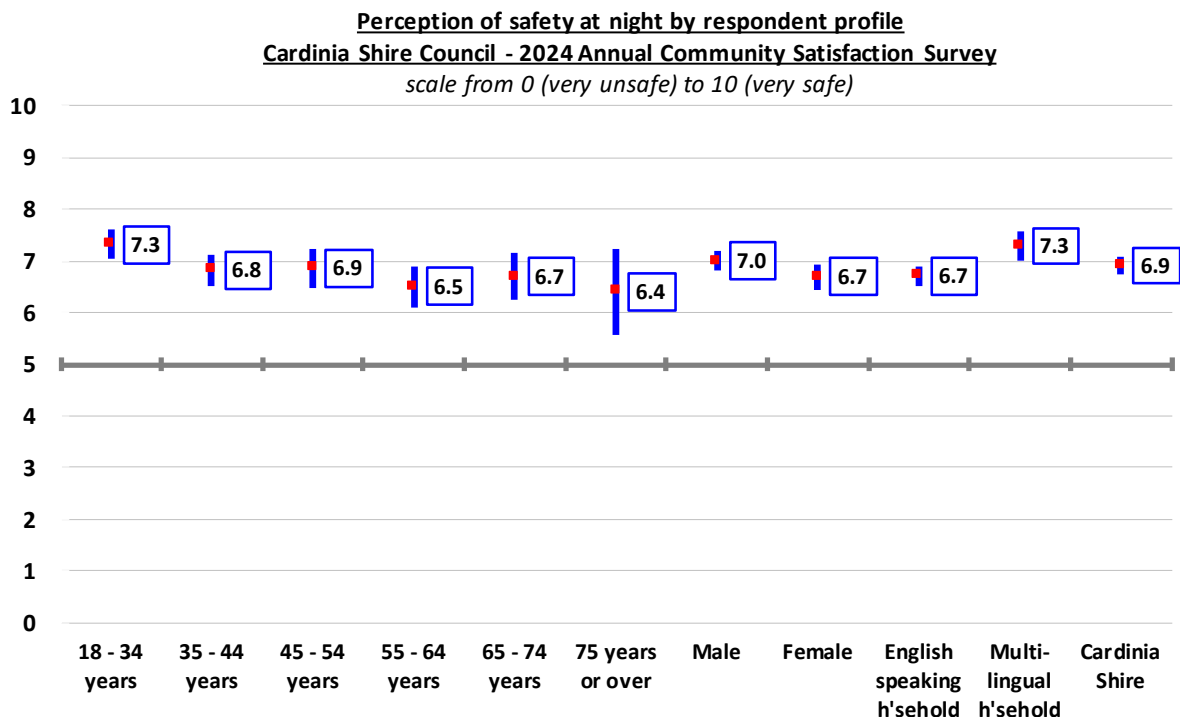
There was some variation in this result observed across the municipality, with respondents from Pakenham feeling measurably (6%) less safe in public areas at night than the municipal average.





There was some notable variation in the perception of safety in the public areas of the Shire at night observed by respondent profile, as follows:

- **Age structure** – the perception of safety declined with age, from a high of 7.3 for young adults (aged 18 to 34 years) to a low of 6.4 for senior citizens (aged 75 years and over).
- **Gender** – female respondents felt three percent less safe than male respondents.
- **Language spoken at home** – respondents from multilingual households felt measurably (6%) safer than respondents from English speaking households.



Reasons for feeling less safe

A total of 121 (up from 100) responses 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.

The most common concerns raised this year were related to various groups of people (23% of comments), specific incidents of or knowledge of break-ins (21% up from 3%), the perception of safety at night and lighting issues (14%), and issues related to drugs and alcohol (12% up from 6%).

These results were consistent with the [verbatim comments categorised as safety, policing, and crime](#) related issues this year.

Reasons for not feeling safe in the public areas of Cardinia Shire
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total responses)

Response	2024		2023	2022
	Number	Percent		
People	28	23%	26%	31%
Incidents / break-ins	25	21%	3%	7%
Perception of safety at night and lighting	17	14%	11%	21%
Drugs and alcohol	14	12%	6%	8%
General perception of safety	11	9%	6%	5%
Violence and anti-social behaviour	11	9%	2%	8%
Crime and policing	9	7%	19%	16%
Being female	3	2%	5%	1%
Other	3	2%	22%	3%
Total	121	100%	100	118

The following table outlines the verbatim responses in relation to feeling unsafe in the public areas of the Cardinia Shire.

Reasons for not feeling safe in the public areas of Cardinia Shire
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
<i>People</i>	
Youths / teenagers hanging around / too many young people in the area / youth congregation	10
Young people crime rate / trouble / make us feel unsafe	5



Kids are roaming at night every day / left out of the house / not supervised well	3
A lot of people from caravan park	1
A lot of weird people	1
I wouldn't walk the streets, people at the train stations gathering there	1
My neighbours told me that a mad person was chasing after two people at night	1
People everywhere and we have to watch our back	1
People hanging around	1
Random people strolling around	1
The unsafeness of people that hang out there. Like the Big W in the centre station	1
There are groups of gangsters and kids walking early in the morning	1
These days in general there are problems with youths	1
Total	28

Incidents / break-ins

Break-ins / home invasions / my house was robbed	6
Theft / robbery	4
Lot of carjacking	3
Very young kids robbing people / youth invasions	2
17-year-old girl attacked by a man at 5:30 pm	1
2 cars were stolen recently from Clovelly Way	1
A kid knocked over a lady to get her purse	1
Crimes such as car and house break-ins are reported in Penshurst Cres and Upton Dr	1
Have been robbed twice	1
My car was hijacked before. So that trauma	1
My friend and family got car-jacked by a black guy	1
Our house has been robbed by young people not once but several times and no action were taken	1
Our security system was stolen from Clovelly Way	1
We were attacked by drunk people	1
Total	25

Perception of safety at night and lighting

I feel unsafe at night / not safe at night	6
More lighting / not enough lighting	2
Dark corners	1
I heard someone got in trouble with people at the bus station at night	1
It is nighttime, just feel scared to go out at night	1
Shocking neighbours at night	1
The kids there at night have alcohol and they are getting violent	1
The people at night are undesirable	1
Too many people hanging around at night	1
We are old. I feel in danger walking in the dark	1
You never know who's going to come through the window at night. Also, random people walk through the streets late at night	1
Total	17



<i>Drugs and alcohol</i>	
Drug addicted people	7
Drug usage / dealings by people	2
Alcohol containers	1
Needles	1
People around there drinking	1
School kids put syringes, bottles, and other poisonous items on our backyards after they get down at the stop. Every morning, I should go out and pick them up and only after cleaning can I let my dog outside	1
Young people on drugs	1
Total	14

<i>General perception of safety</i>	
Empty shops around / deserted	2
In the news there are safety issues / news on what's happening in community	2
Age	1
Demographics	1
General vibe of Pakenham is scary	1
Lot of Sudanese people, stealing from shops, we have CCTV	1
Rise in homelessness	1
Unsafe due to all reasons	1
You never know what might happen nowadays	1
Total	11

<i>Violence and anti-social behaviour</i>	
Youth violence / beating people up	4
Lots of violence at night	2
Groups of specific nationalities being violent	1
Kids running towards me	1
Lots of kids with guns and knives	1
People around there pointing out to Asians, racism	1
Too much violence there	1
Total	11

<i>Crime and policing</i>	
Crime / crime rate / levels of crime	4
Need patrolling	1
Police have no power	1
Police presence in Pakenham is abysmal, need more police patrols in Pakenham	1
There have been records of crimes there at night	1
We don't have police	1
Total	9



<i>Being female</i>	
Because I am a woman / female	2
Being a female	1
Total	3
<i>Other</i>	
Community	1
Harsh driving	1
It is a dump	1
Total	3
Total	121

Locations where respondents felt unsafe

The following table outlines the locations where respondents felt unsafe, presented by precinct.

Consistent with the lower perception of safety from respondents in Pakenham, many of the locations listed by respondents from across the municipality related to Pakenham.

Location where respondents feel unsafe by precinct
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Precinct</i>	<i>Location</i>	<i>Number</i>
The Hills (Total = 15)	Pakenham	5
	Everywhere	1
	Had 2 car break-ins in my house	1
	Local parks	1
	Main street in Pakenham	1
	Pakenham station	1
	Shopping centres	1
	Shops at night	1
	The main street areas	1
	Too much burglary and stealing cars	1
	We had a break in attempt in our house in Lenne St	1



The Rural (Total = 21)	Around the train station	3
	Pakenham, the whole of Pakenham	3
	Anywhere	1
	Bus stations	1
	Bus stops	1
	Cranbourne and Pakenham	1
	In residential areas, Grange Ct	1
	In the heart of Pakenham	1
	In whole town of Lang Lang	1
	Local parks	1
	Main road of Lang Lang	1
	Main St	1
	Main St area	1
	Pakenham central	1
	Pakenham station	1
	Rural	1
	Towns and cities	1

Pakenham (Total = 50)	Train station	7
	Coles in Pakenham	2
	Everywhere / in general	2
	Everywhere in Pakenham	2
	Pakenham station	2
	Pakenham, Main St	2
	Shopping centres	2
	Winneke Way	2
	21 Sapphire Cres	1
	All of Pakenham	1
	Anywhere	1
	Back station	1
	Broadhurst Rd	1
	Bus stop near 21 Sapphire Cres	1
	By Horizon estate	1
	Cardinia Lakes at night	1
	Central of Pakenham	1
	Crime rates are increasing	1
	Everywhere at night	1
	Home	1
	In dark areas and anywhere actually	1
	In the neighbourhood of Viola Ave	1
	Irving Rd	1
	Marketplace	1
	Near Pakenham station or marketplace	1
	Outside of my estate, Pakenham Main St	1
	Pakenham	1
	Pakenham marketplace and station	1
	Park down the road near Redfern Way	1
	Park near Sandalwood St, is not safe at night with all the Sudanese youth and even day	1



Pakenham (Total = 50)	Parks	1
	Parks at night	1
	Safeway supermarket	1
	Shopping centre during the night	1
	Streets	1
	Take-away places	1
	Walking paths	1
Cardinia Road (Total = 18)	Around Officer	2
	Everywhere / in general	2
	All areas	1
	Avatar Way	1
	Cardinia Road, Officer	1
	Dragon Park	1
	Even at home	1
	Everywhere, bus stops, train station, shopping centres	1
	Lakeside shops	1
	Pakenham train station	1
	Peridot Ave	1
	Shopping Centre Lakeside	1
	Station	1
	Supermarket and local streets	1
	We have seen a lot of school kids hanging out late at night near our house. It's near St Francis Xavier school	1
	When its late people are very creepy near Cardinia Rd Station. Some give a threatening vibe. Also, there should be a toilet nearby	1
Officer / Beaconsfield (Total = 2)	Everywhere	1
	Penshurst Cres and Upton Dr	1
Total		106

Overall safety living in Cardinia

Respondents were asked:

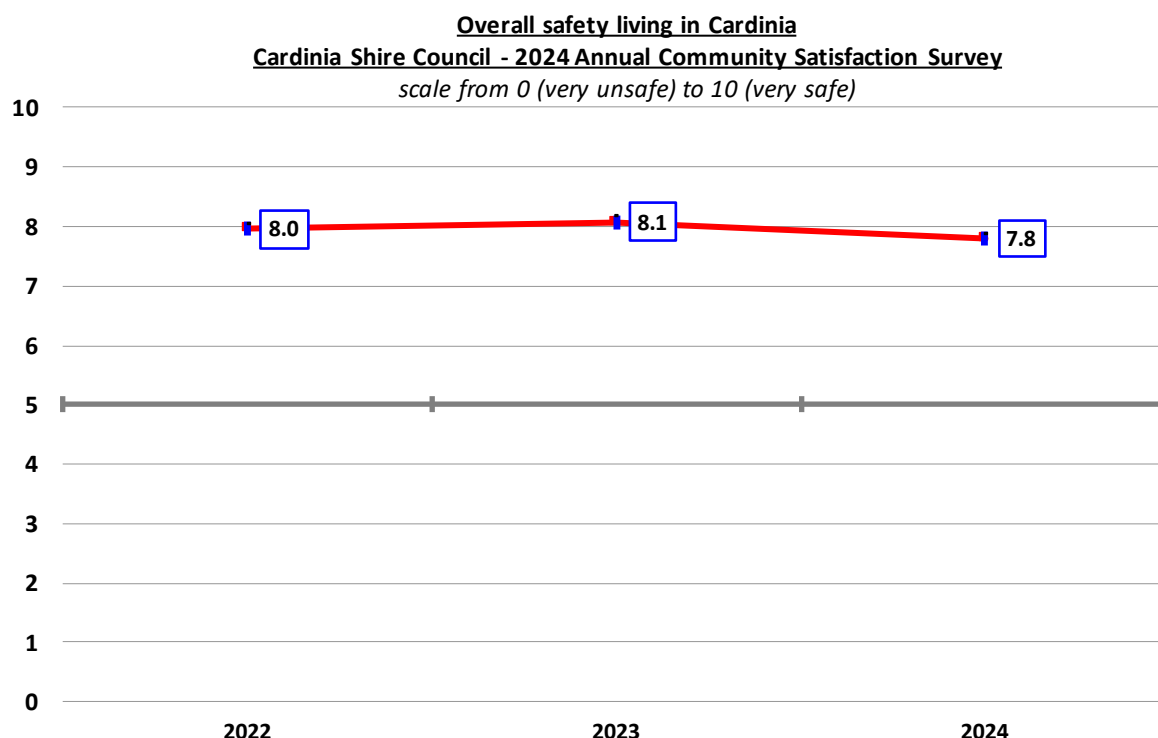
“On a scale of 0 (very unsafe) to 10 (very safe), how safe or unsafe do you feel living in Cardinia?”

Respondents were again in 2024, asked to rate their perception of their overall safety living in Cardinia Shire.

The average perception of safety overall living in Cardinia Shire declined measurably this year, down three percent to 7.8 out of 10, although it remains at a high level.

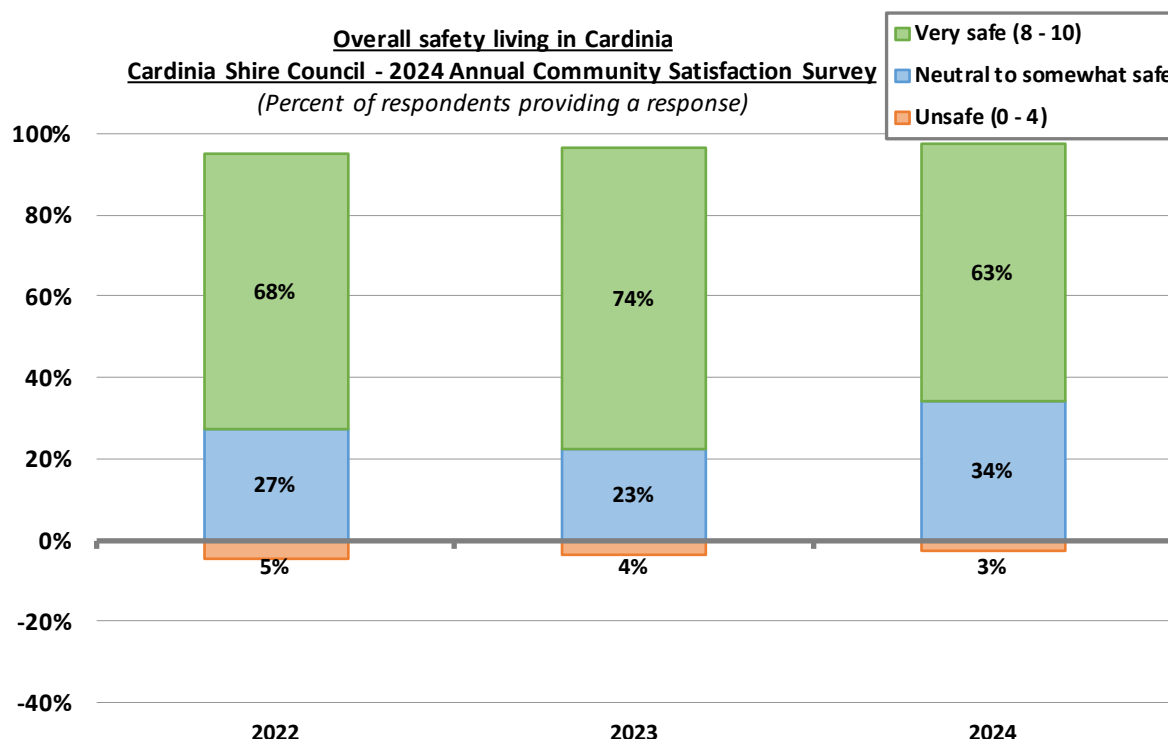
Metropolis Research notes that the overall perception of safety living in Cardinia (7.8) was approximately halfway between the perception of safety in the public areas of the municipality during the day (8.3) and at night (6.9).



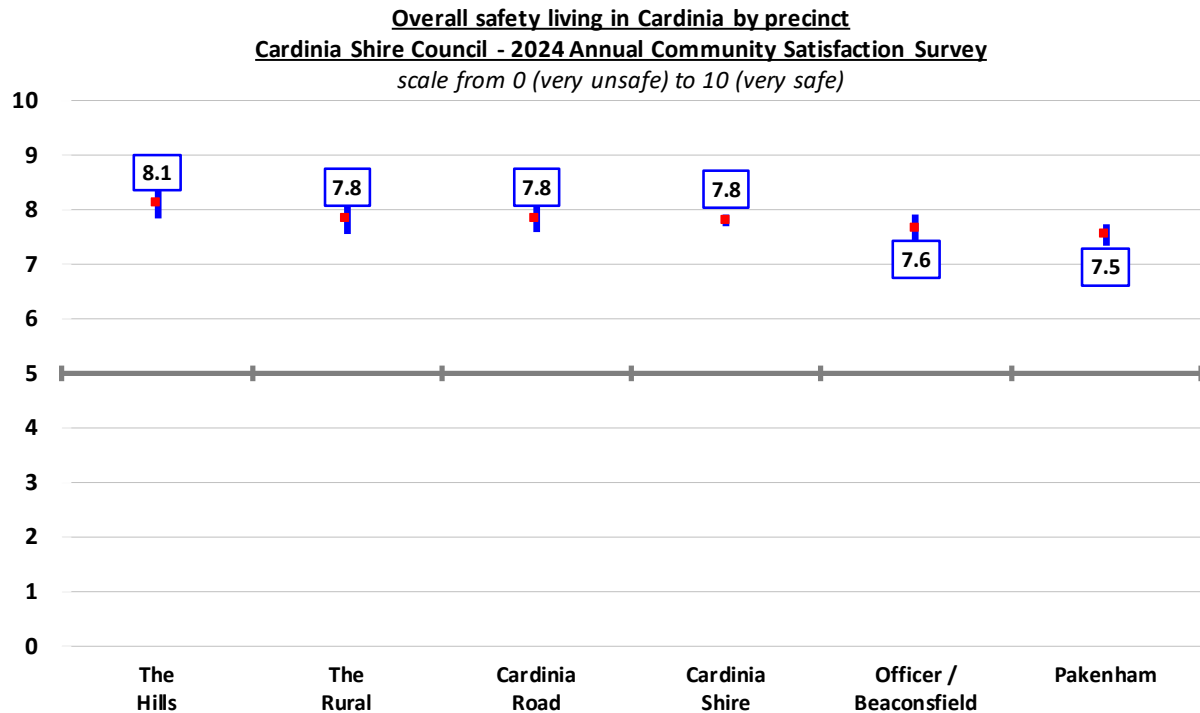


The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety at less than five).

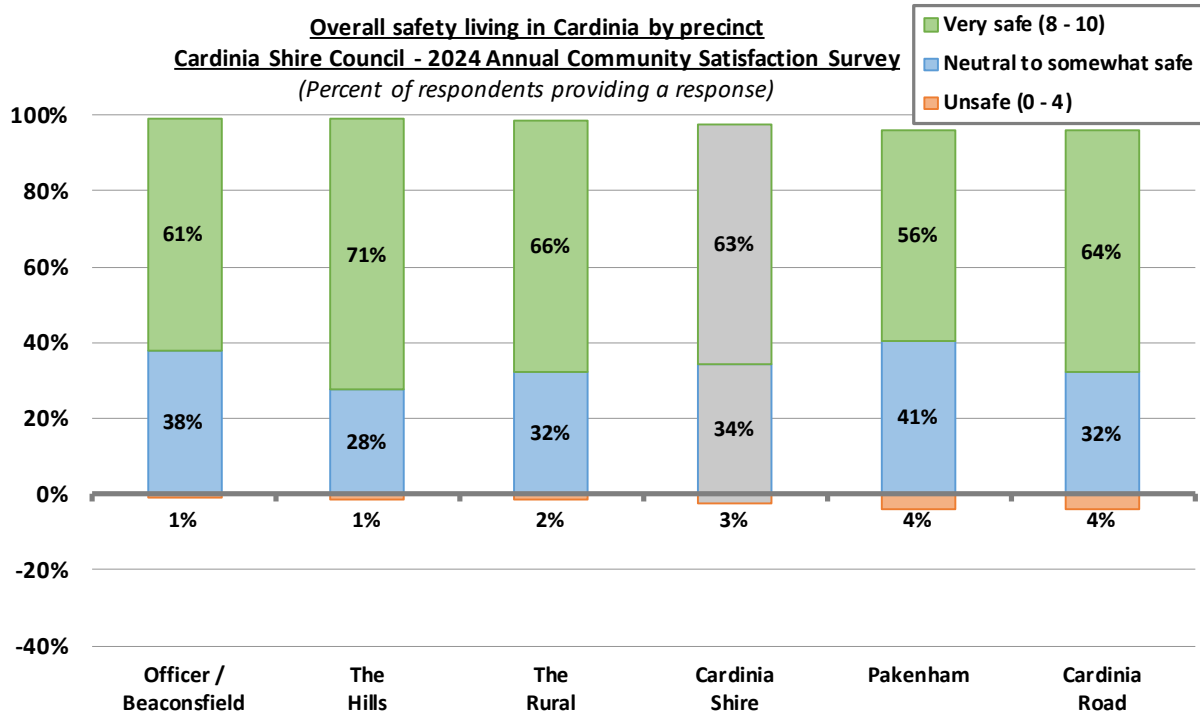
There was a notable decline in the proportion of respondents who felt “very safe”, although the proportion who felt “unsafe” remained stable.



There was measurable variation in this result observed across the municipality, with respondents from Pakenham feeling measurably (3%) less safe overall in the Shire than the municipal average.

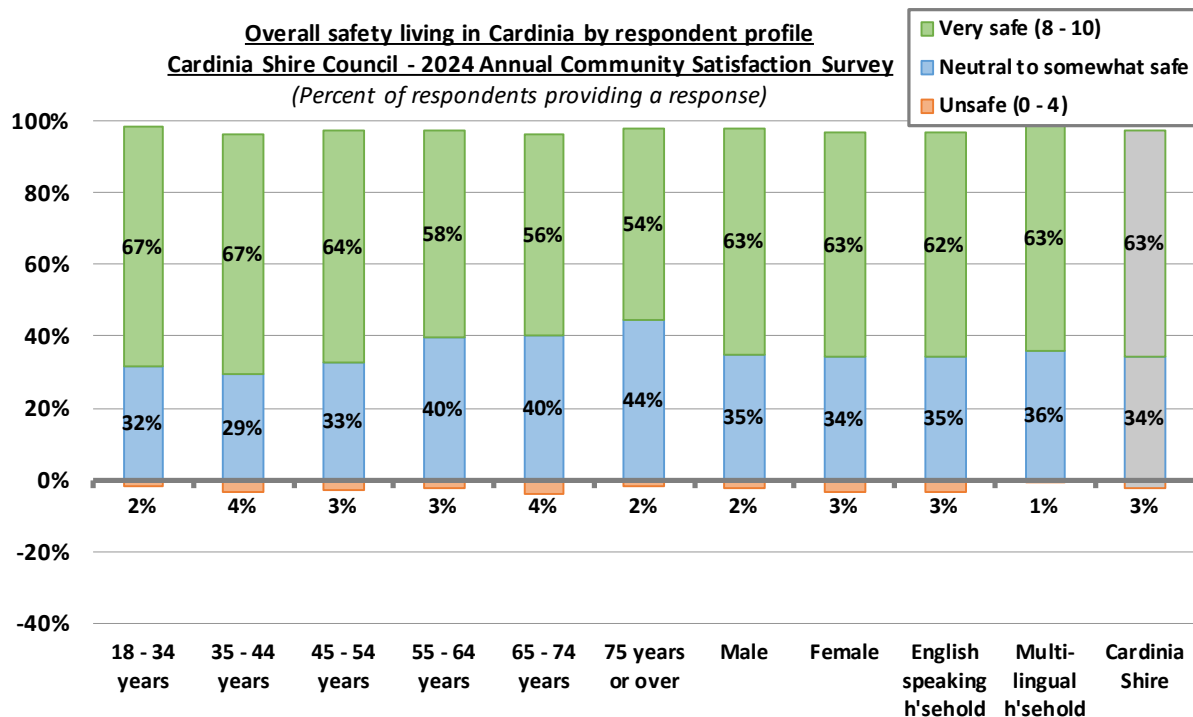
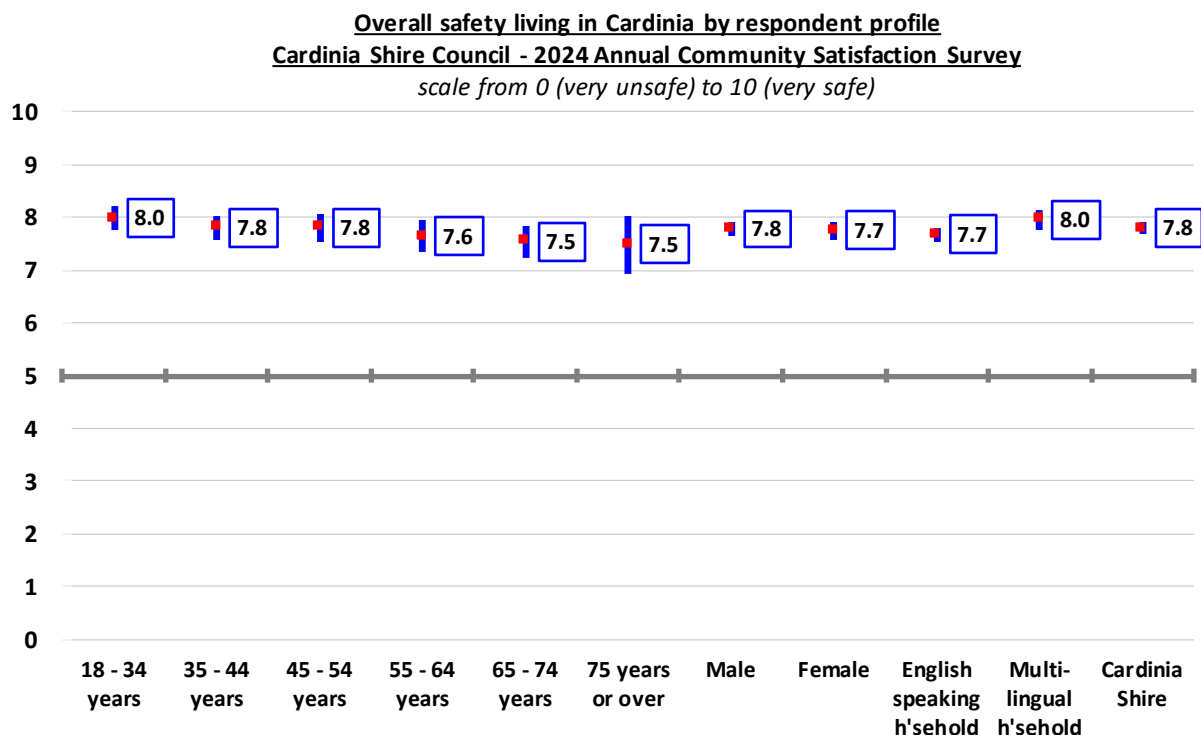


It is noted that 56% of respondents from Pakenham felt “very safe” overall living in Cardinia Shire, whilst four percent felt “unsafe”.



There was relatively little significant variation in this result observed by respondent profile, although it is noted that the perception of overall safety living in Cardinia Shire declined marginally with the respondents' age, and respondents from multilingual households felt somewhat safer than respondents from English speaking households.

It is noted that there was only marginal variation in this result observed by gender.



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 2024, asked to rate their agreement with eight statements about the local community.

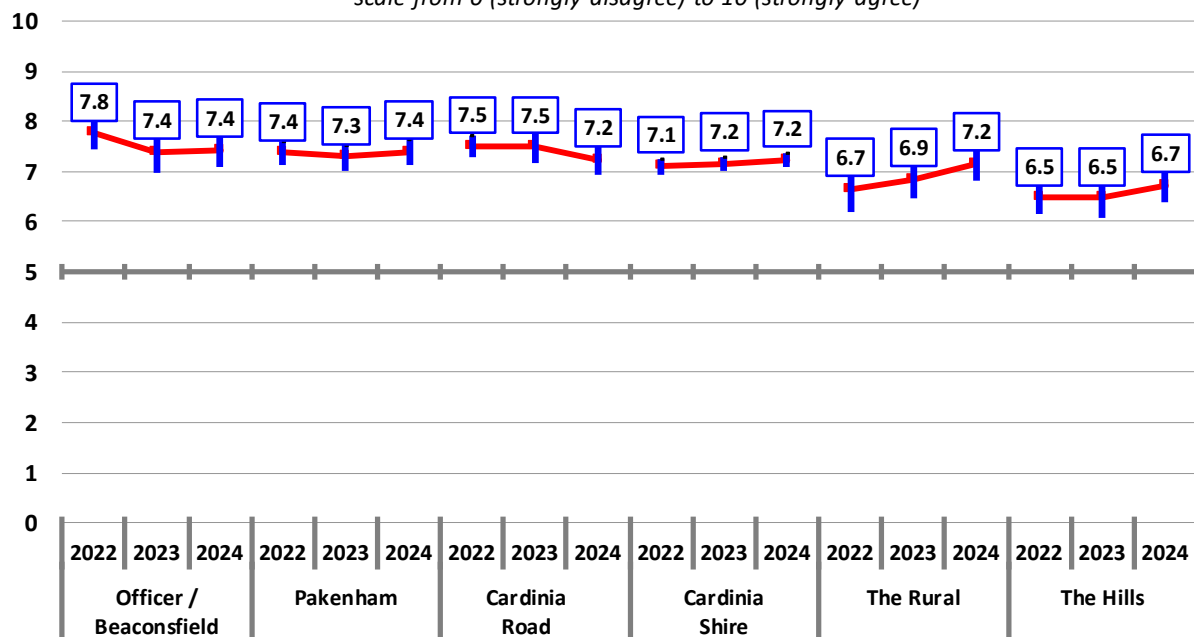
The average agreement with five of these statements increased somewhat, whilst agreement with two declined, although none of these variations were statistically significant.

It is noted that on average, respondents “strongly agreed” that the community manages waste responsibly (7.5 out of 10, up from 7.3), is environmentally sustainable (7.3), natural assets are protected (7.3), local jobs are supported (7.3), is strong, healthy, and connected (7.3), protects agricultural land (7.2 up from 7.0), and have access to all modes of required transport (7.0 down from 7.2).

Respondents, on average, “moderately agreed” that local area is planned well with adequate infrastructure (6.9 up from 6.8 last year and 6.5 in 2022).

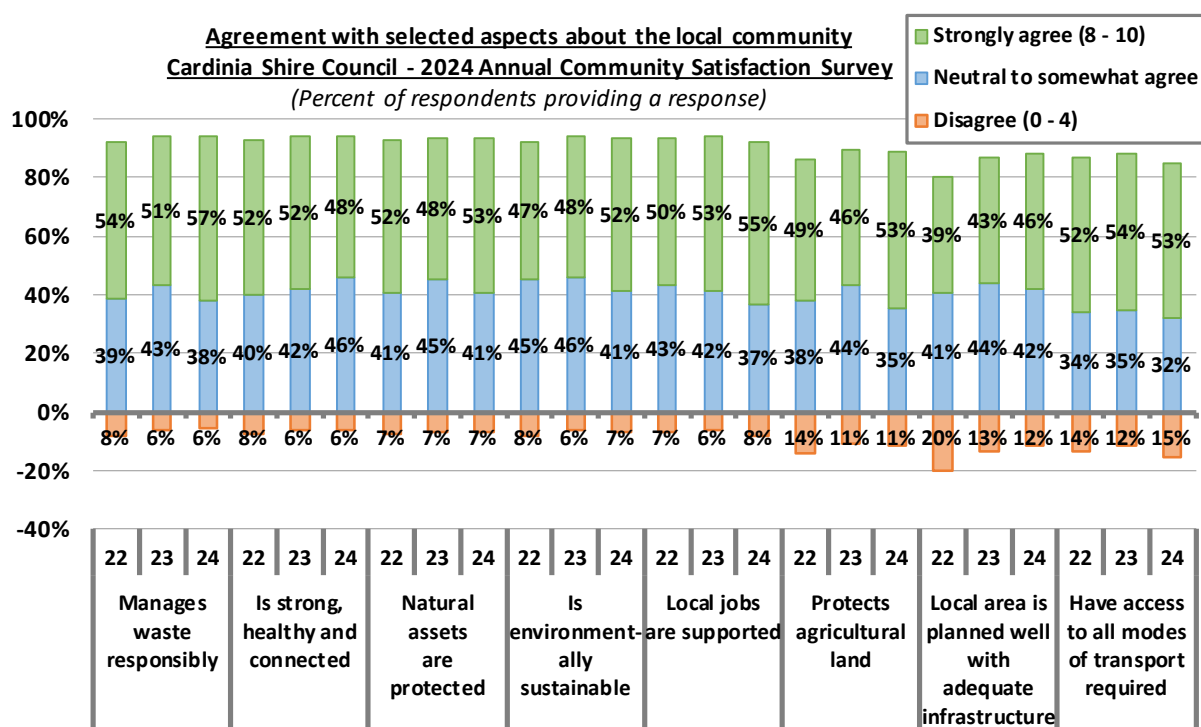
These results do suggest a relatively strong local sense of community, with most believing that the local community is healthy, strong, connected, and environmentally sustainable and responsible.

Average agreement with selected aspects about the local community
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



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).

At least approximately half of the respondents “strongly agreed” with seven of the seven statements, whilst 46% “strongly agreed” and 12% “disagreed” that the local area is planned well with adequate infrastructure.



The following section provides a comparison of agreement with these nine statements by precinct and by respondent profile (including age structure, gender, and language spoken at home).

Whilst there was some variation in agreement between individual statements, in general terms the following was found:

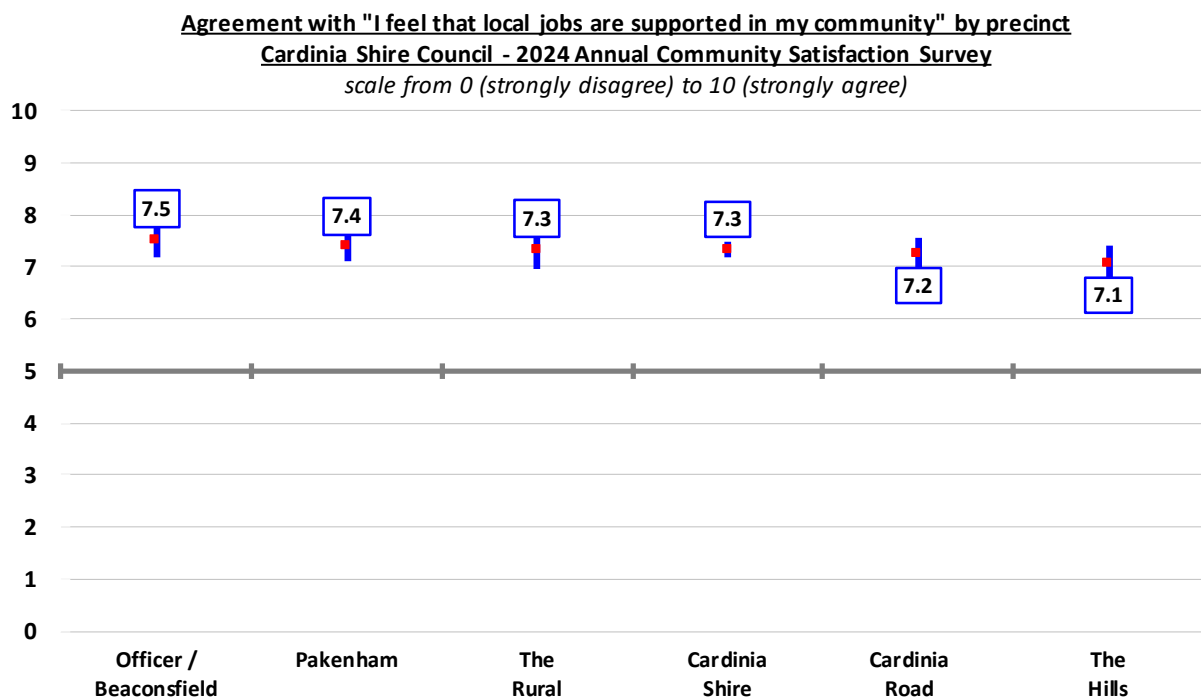
- **Generally, more in agreement than average** – included respondents from Officer / Beaconsfield and Pakenham, young adults, adults, and younger middle-aged adults (aged 18 to 54 years), and respondents from multilingual households.
- **Generally, less in agreement than average** – included respondents from the Hills, older middle-aged adults, older adults, and senior citizens (aged 55 years and over), and respondents from English speaking households.

Local jobs are supported in my community

The average agreement that local jobs are supported in the respondents' community remained essentially stable this year, down one percent to 7.3 out of 10, which remains a "very strong" level of support.

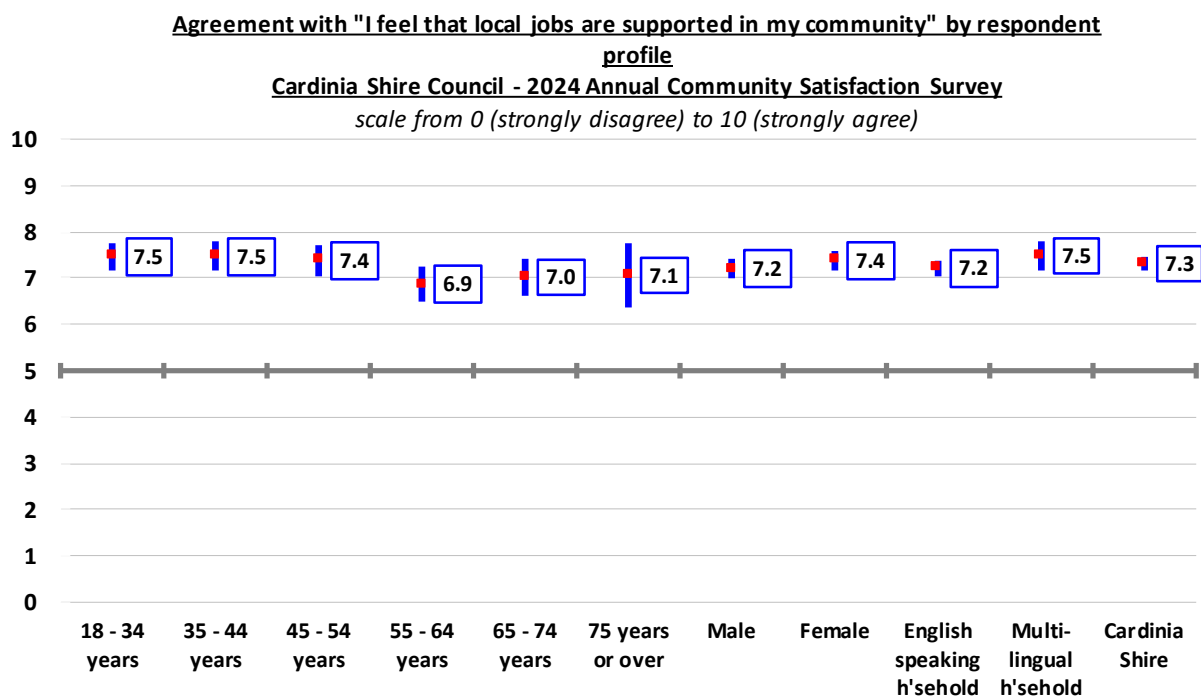
More than half (55%) of respondents providing a score strongly agreed with this statement, whilst eight percent disagreed.

There was no measurable variation in this result observed across the municipality, although respondents from Officer / Beaconsfield were somewhat more in agreement, and respondents from the Hills precinct were somewhat less in agreement than average.



Whilst there was no measurable variation in this result observed by respondent profile, it is noted that older middle-aged adults and older adults (aged 55 to 74 years) were the least in agreement.

Respondents from multilingual households were somewhat more in agreement than respondents from English speaking households.



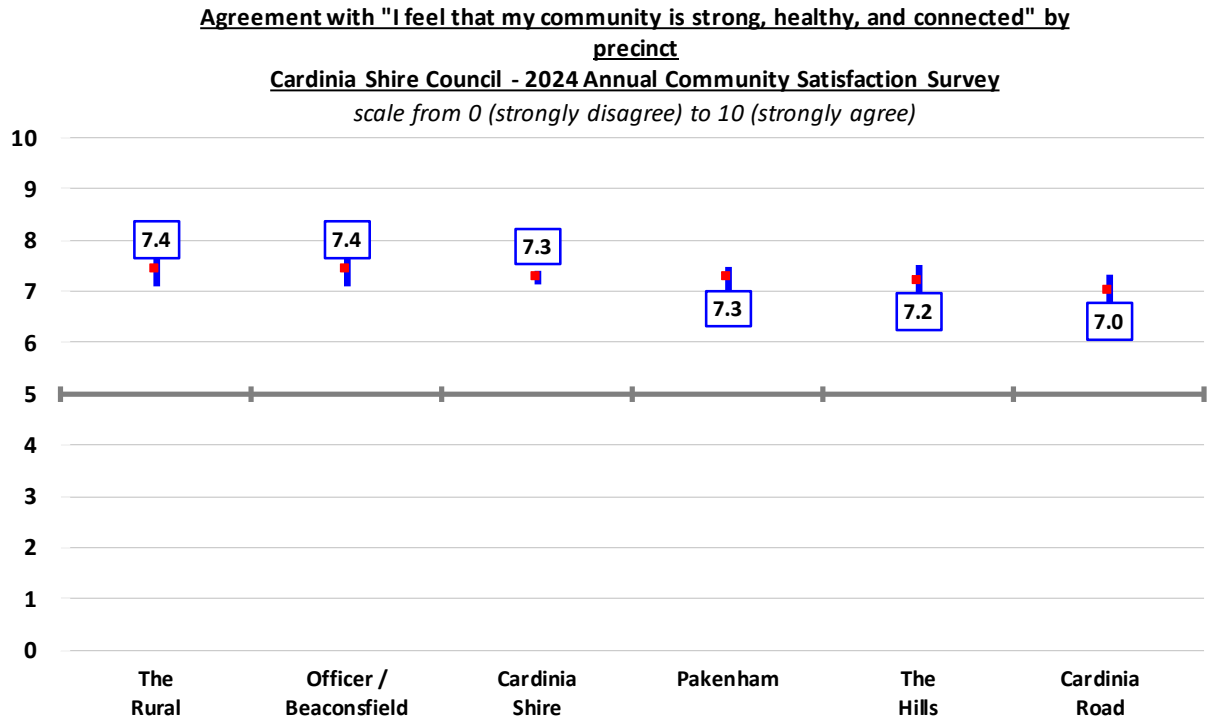
My community is strong, healthy, and connected

The average agreement that the respondents' community was strong, healthy, and connected remained stable this year at 7.3 out of 10, which remains a "very strong" level of support.

Almost half (48% down from 55%) of respondents providing a score strongly agreed with this statement, whilst six percent disagreed.

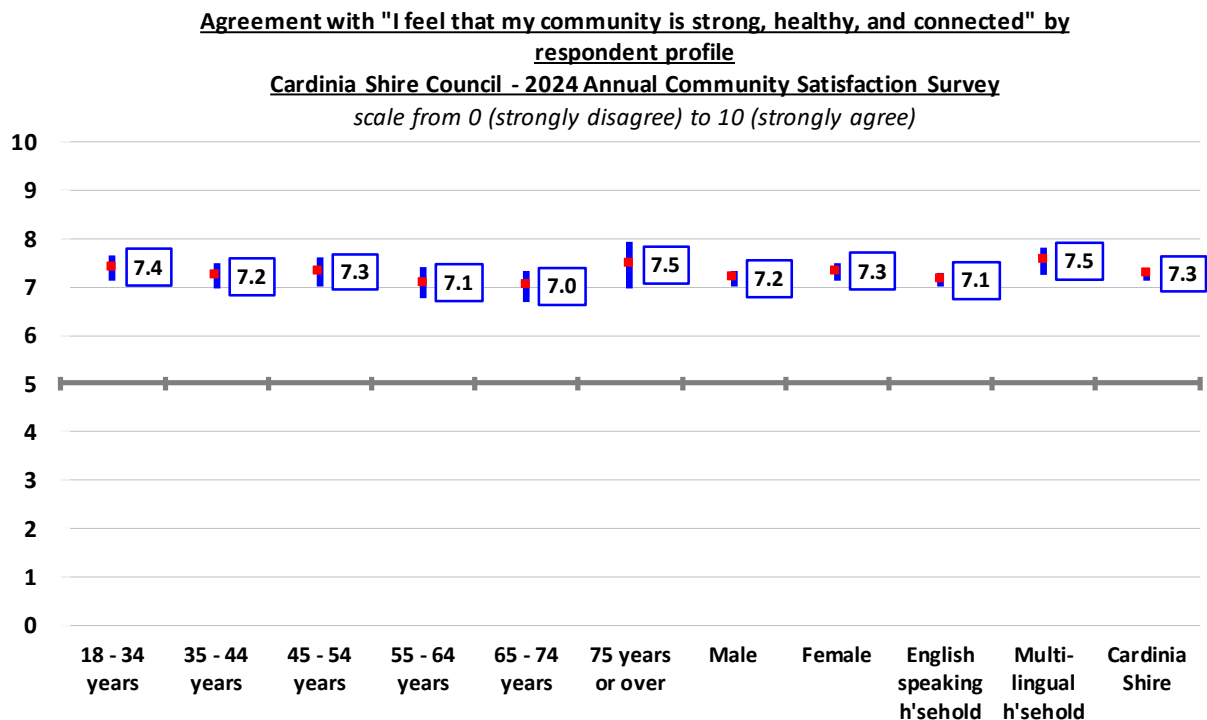
There was no measurable variation in this result observed across the municipality, although respondents from Cardinia Road were somewhat less in agreement than average.





Whilst there was no measurable variation in this result observed by age or gender, it is noted that older middle-aged adults and older adults (aged 55 to 74 years) were the least in agreement.

Respondents from multilingual households were, however, measurably more in agreement than respondents from English speaking households.

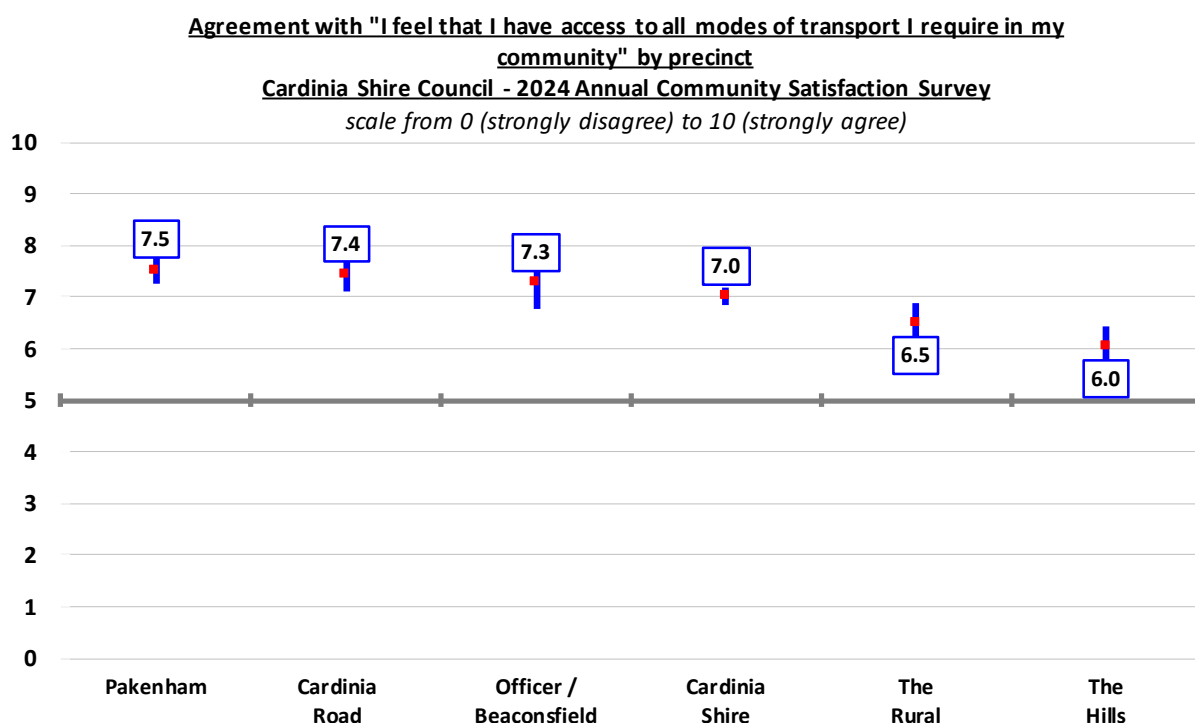


I have access to all modes of transport I require in my community

The average agreement that the respondents have access to all modes of transport they require in their community declined marginally this year, down two percent to 7.0 out of 10, although it remains at a “very strong” level of support.

A little more than half (53% down from 54%) of respondents providing a score strongly agreed with this statement, whilst 15% (up from 12%) disagreed.

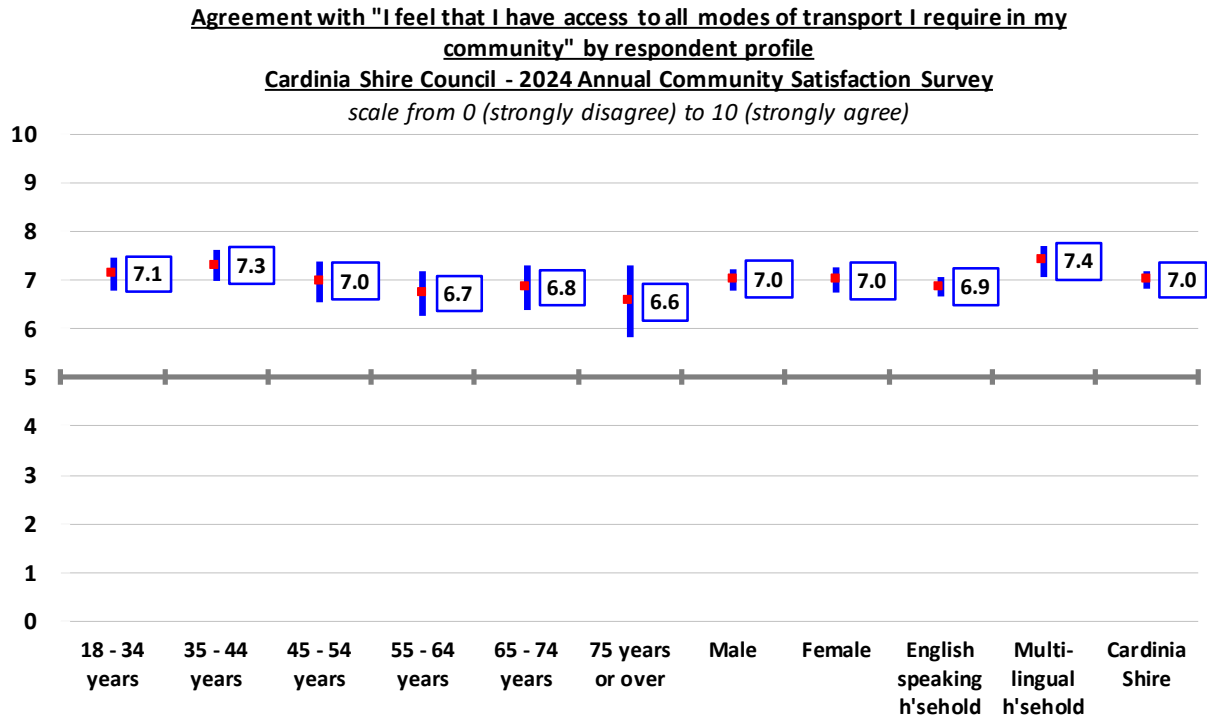
There was measurable variation in this result observed across the municipality, with respondents from Pakenham measurably more in agreement and respondents from the Rural precinct somewhat, and respondents from the Hills precinct measurably (10%) less in agreement than the municipal average.



Whilst there was no measurable variation in this result observed by age or gender, it is noted that middle-aged adults, older adults, and senior citizens (aged 45 years and over) were somewhat less in agreement than younger respondents (aged 18 to 54 years).

Respondents from multilingual households were, however, measurably more in agreement than respondents from English speaking households.





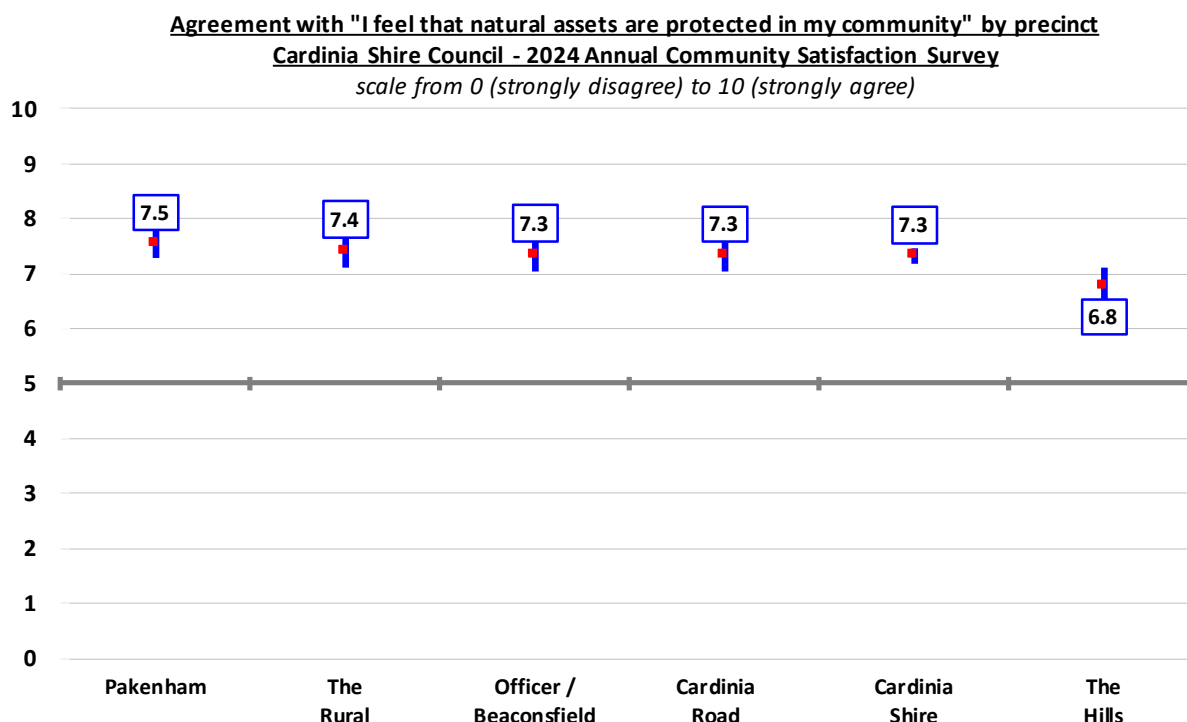
Natural assets are protected in my community

The average agreement that natural assets are protected in the respondents' community remained essentially stable this year, up one percent to 7.3 out of 10, although it remains at a "very strong" level of support.

A little more than half (53% up from 48%) of respondents providing a score strongly agreed with this statement, whilst seven percent (stable) disagreed.

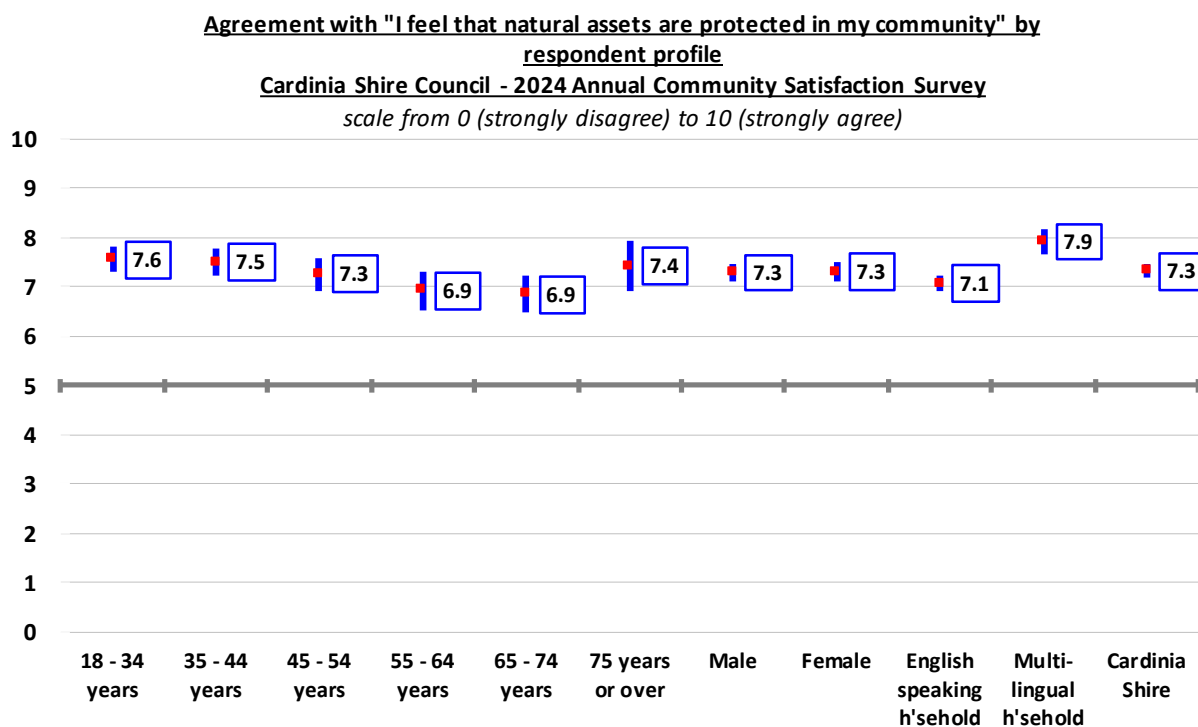
There was measurable variation in this result observed across the municipality, with respondents from the Hills precinct measurably (5%) less in agreement than the municipal average.





There was some measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more in agreement, and older middle-aged and older adults (aged 55 to 74 years) measurably less in agreement than average.

Respondents from multilingual households were measurably (9%) more in agreement than respondents from English speaking households.

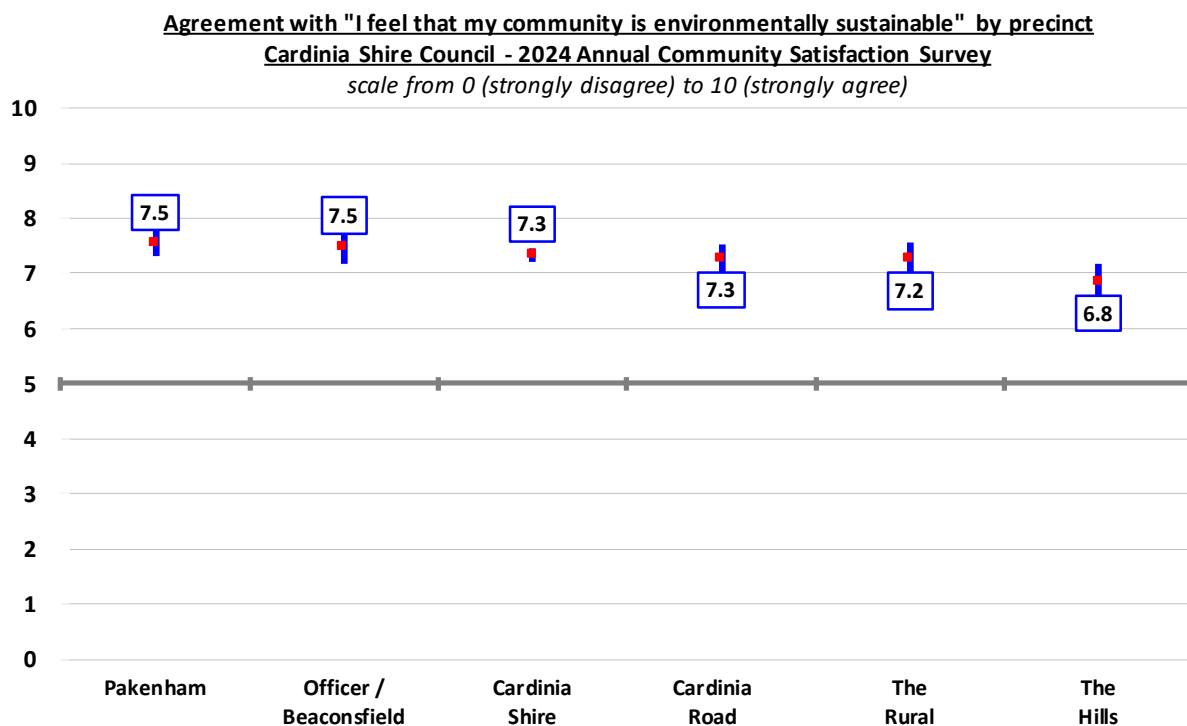


My community is environmentally sustainable

The average agreement that the respondents' community is environmentally sustainable remained essentially stable this year, up one percent to 7.3 out of 10, although it remains at a "very strong" level of support.

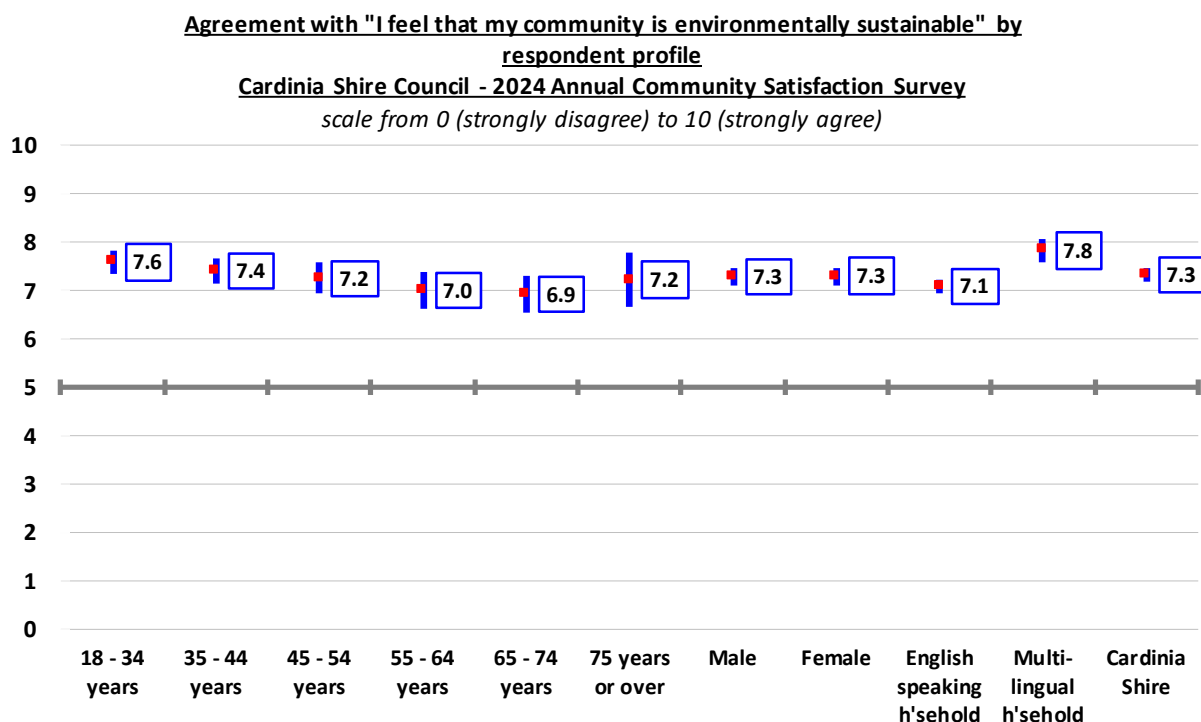
A little more than half (52% up from 48%) of respondents providing a score strongly agreed with this statement, whilst seven percent (up from 6%) disagreed.

There was measurable variation in this result observed across the municipality, with respondents from the Hills precinct measurably (5%) less in agreement than the municipal average.



There was some notable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more in agreement, and older middle-aged and older adults (aged 55 to 74 years) notably less in agreement than average.

Respondents from multilingual households were measurably (7%) more in agreement than respondents from English speaking households.



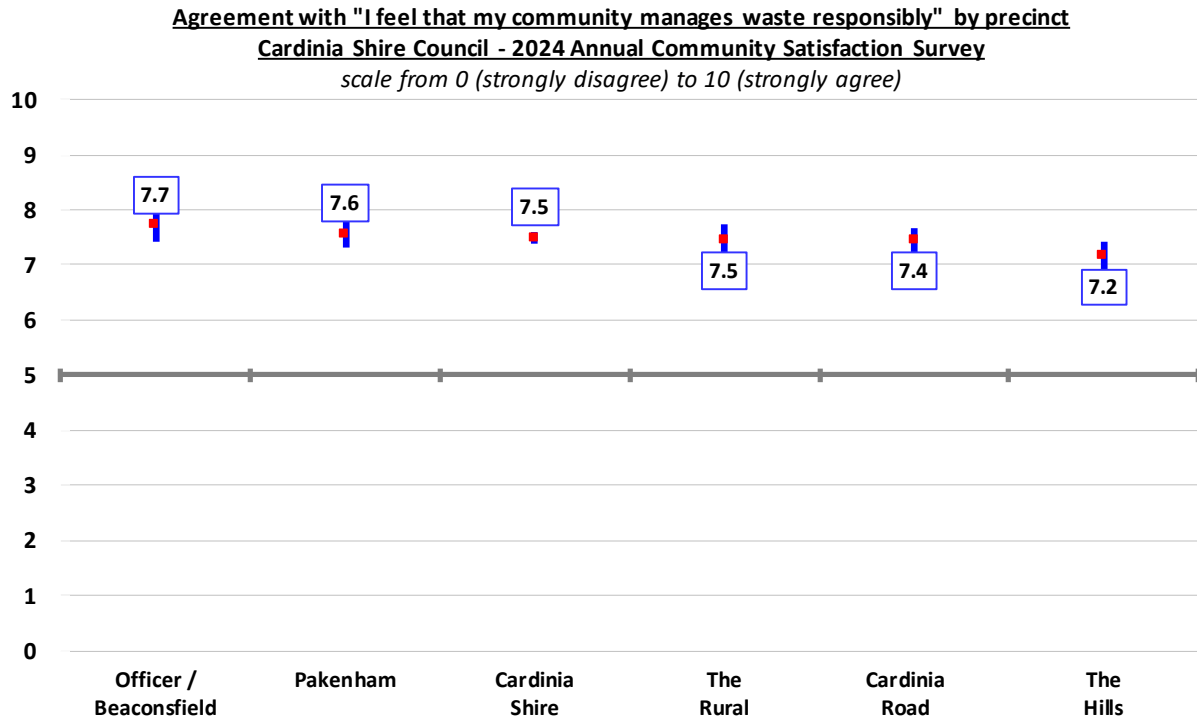
My community manages waste responsibly

The average agreement that the respondents' community manages waste responsibly remained increased somewhat this year, up two percent to 7.5 out of 10, although it remains at a "very strong" level of support.

A little more than half (57% up from 51%) of respondents providing a score strongly agreed with this statement, whilst six percent (stable) disagreed.

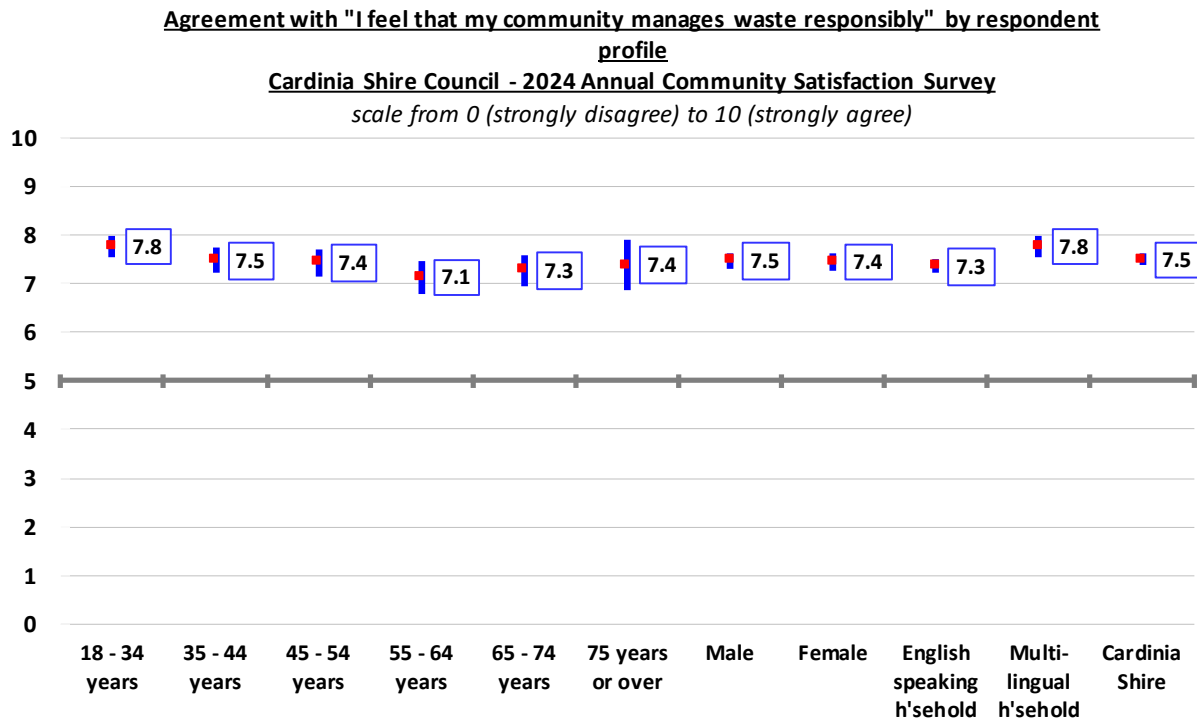
There was measurable variation in this result observed across the municipality, with respondents from the Hills precinct measurably (3%) less in agreement than the municipal average.





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

Respondents from multilingual households were measurably (5%) more in agreement than respondents from English speaking households.

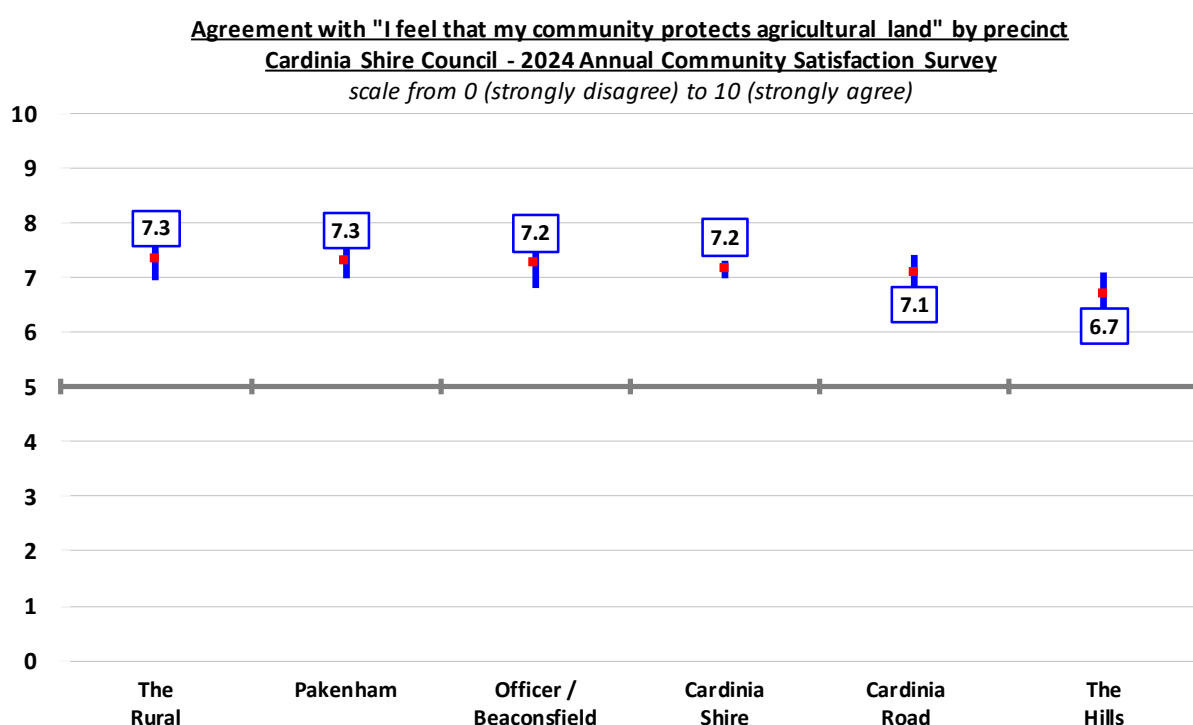


My community protects agricultural land

The average agreement that the respondents' community protects agricultural land remained increased somewhat this year, up two percent to 7.2 out of 10, although it remains at a "very strong" level of support.

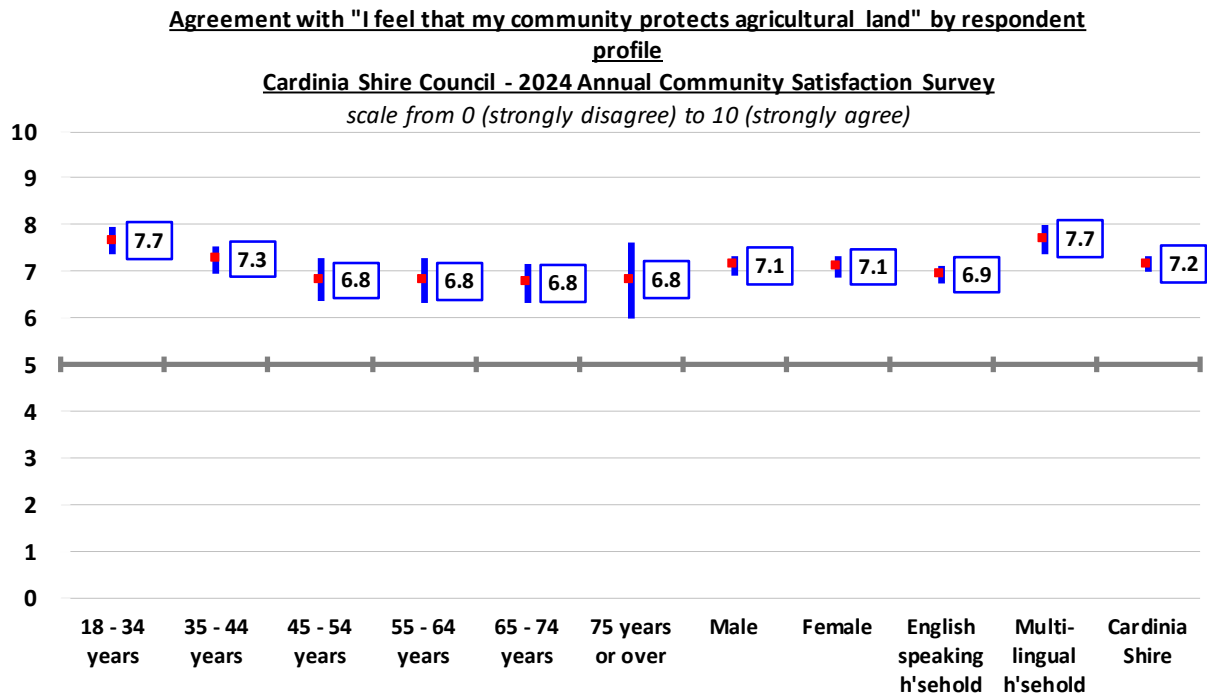
A little more than half (53% up from 46%) of respondents providing a score strongly agreed with this statement, whilst 11% (stable) disagreed.

There was no measurable variation in this result observed across the municipality, although respondents from the Hills precinct were notably (5%) less in agreement than the municipal average.



There was some measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more in agreement, and respondents from multilingual households were measurably (8%) more in agreement than respondents from English speaking households.



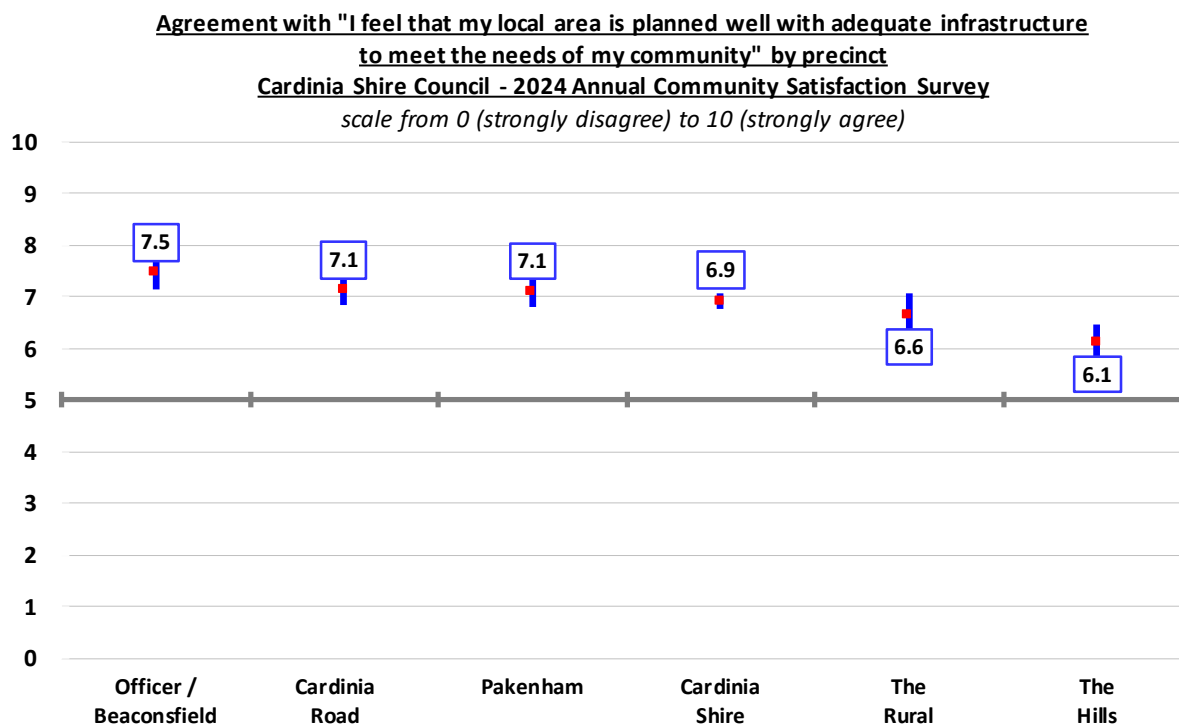


My local area is planned well with adequate infrastructure to meet the needs of my community

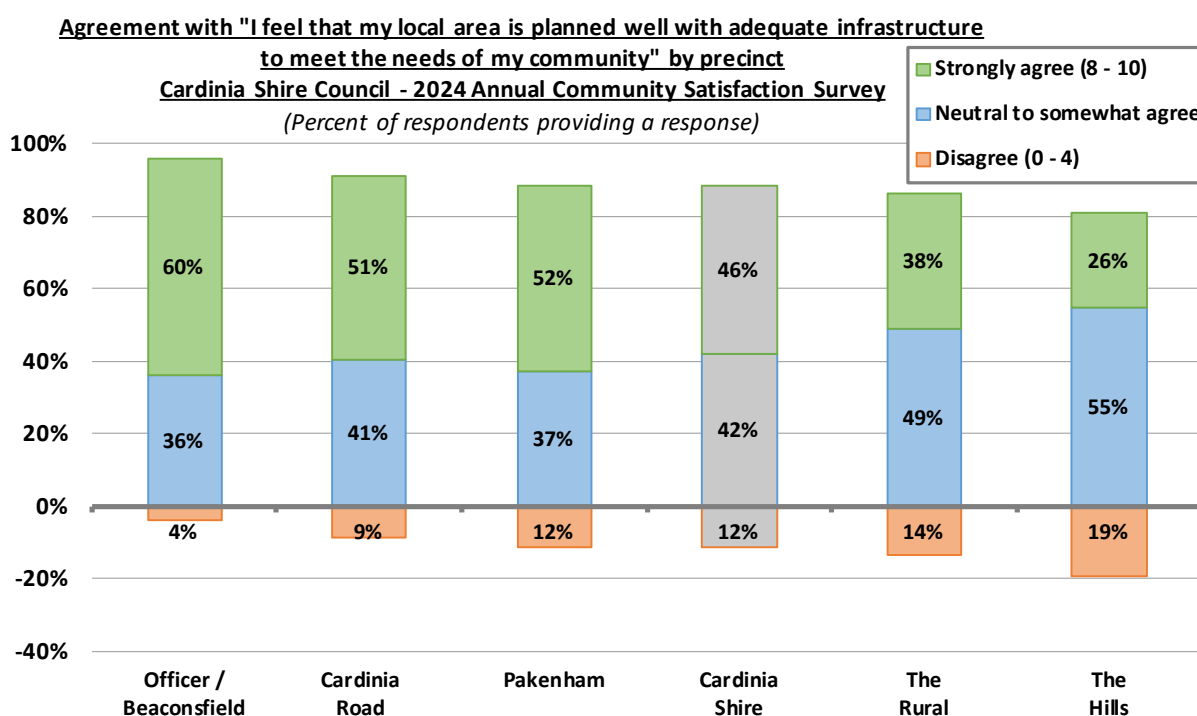
The average agreement that the respondents' local area is planned well with adequate infrastructure to meet the needs of their community increased marginally again this year, up one percent to 6.9 out of 10, although it remains at a "moderately strong" level of support, and up four percent over the last three years.

Almost half (46% up from 43%) of respondents providing a score strongly agreed with this statement, whilst 12% (down from 13%) disagreed.

There was measurable variation in this result observed across the municipality, with respondents from Officer / Beaconsfield measurably (6%) more in agreement than average, and respondents from the Hills precinct measurably (8%) less in agreement than the municipal average.

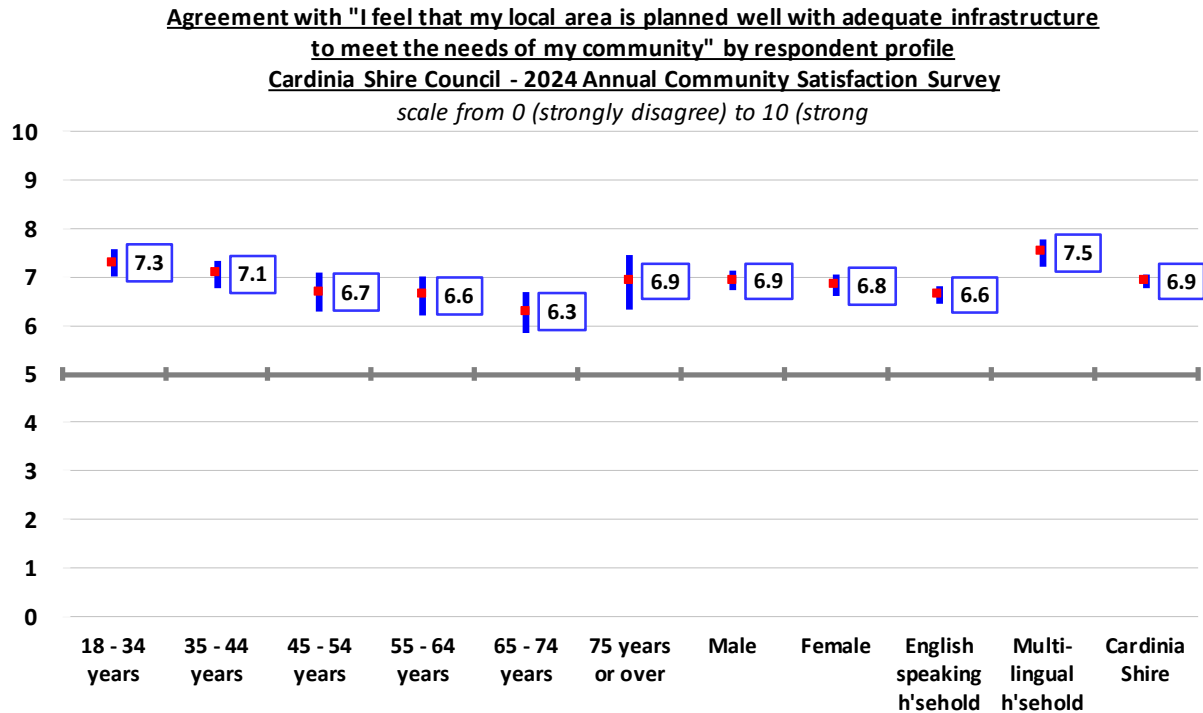


Attention is drawn to the 60% of respondents from Officer / Beaconsfield who strongly agreed with this statement, whilst 19% of respondents from the Hills precinct disagreed.



There was some notable and measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) notably more in agreement, and older middle-aged respondents (aged 55 to 64 years) were measurably less in agreement. Respondents from multilingual households were measurably (9%) 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 – 2024 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 quite 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 - 2024 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Age	2024 (unweighted)		2024 (weighted)	2023	2022
	Number	Percent			
18 - 34 years	213	24%	32%	32%	32%
35 - 44 years	221	25%	19%	19%	19%
45 - 54 years	149	17%	18%	18%	18%
55 - 64 years	134	15%	14%	14%	14%
65 - 74 years	118	13%	10%	10%	10%
75 years and over	60	7%	6%	6%	6%
Not stated	5		5	3	8
Total	900	100%	900	900	900

Gender

The sample of 900 respondents was weighted by age and gender to reflect the 2021 *Census* results.

Gender

Cardinia Shire Council - 2024 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Gender	2024 (unweighted)		2024 (weighted)	2023	2022
	Number	Percent			
Male	459	51%	48%	48%	48%
Female	438	49%	51%	51%	51%
Non-binary	3	0%	0%	1%	0%
Prefer to self-describe	0	0%	0%	0%	0%
Prefer not to say	0		0	1	7
Total	900	100%	900	900	900

Language spoken at home

Consistent with the results recorded in previous years, approximately one-quarter (28% up from 271%) of respondents were from households that spoke a language other than English at home.

The most common languages other than English were Hindi (4%), Punjabi (3%), and Sinhalese (2%).



Language spoken at home

Cardinia Shire Council - 2024 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Language	2024		2023	2022
	Number	Percent		
English	643	72%	79%	73%
Hindi	34	4%	3%	4%
Punjabi	29	3%	2%	2%
Sinhalese	21	2%	2%	2%
Arabic	12	1%	1%	1%
Urdu	12	1%	0%	1%
Italian	9	1%	1%	1%
Tagalog (Filipino)	9	1%	1%	1%
Greek	8	1%	1%	1%
French	7	1%	1%	0%
German	7	1%	1%	1%
Gujarati	7	1%	0%	0%
Thai	7	1%	0%	0%
Croatian	6	1%	0%	0%
Mandarin	6	1%	1%	2%
Dutch	4	0%	0%	1%
Malayalam	4	0%	0%	0%
Nepali	4	0%	0%	0%
Spanish	4	0%	1%	1%
Afrikaans	3	0%	0%	0%
Pashto	3	0%	0%	0%
Polish	3	0%	0%	0%
Tamil	3	0%	0%	1%
Teluga	3	0%	0%	0%
Bengali	2	0%	0%	0%
Chinese, n.f.d	2	0%	0%	1%
Persian	2	0%	0%	0%
Samoan	2	0%	0%	0%
Turkish	2	0%	0%	0%
Welsh	2	0%	0%	0%
All other languages (29 separately identified)	30	3%	5%	5%
Not stated	10		2	11
Total	900	100%	900	900

Disability

Consistent with the result recorded last year, 11% (up from 10%) 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 - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Disability	2024		2023	2022
	Number	Percent		
Yes	94	11%	10%	11%
No	770	89%	90%	89%
Prefer not to say	36		37	72
Total	900	100%	900	900

Household structure

Consistent with the results recorded in previous years, approximately half of the respondents were from two-parent families, one-quarter couple households without children, seven percent (down from 11%) sole person households, seven percent one-parent families, and two percent extended or multiple families.

Household structure
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2024		2023	2022
	Number	Percent		
Two parent family total	432	49%	45%	48%
youngest child 0 - 4 years	124	14%	15%	15%
youngest child 5 - 12 years	124	14%	14%	15%
youngest child 13 - 18 years	82	9%	7%	8%
adult children only	102	12%	9%	10%
One parent family	59	7%	8%	8%
youngest child 0 - 4 years	5	1%	1%	2%
youngest child 5 - 12 years	9	1%	2%	1%
youngest child 13 - 18 years	8	1%	3%	1%
adult children only	37	4%	2%	3%
Group household	54	6%	8%	5%
Sole person household	65	7%	11%	11%
Couple only household	251	28%	26%	27%
Extended or multiple families	20	2%	2%	1%
Not stated	19		18	10
Total	900	100%	900	900



Housing situation

Consistent with the results in previous years, half of the respondents owned their home outright, one-third were mortgagor households, 17% were rental households, and three percent had other arrangements.

Housing situation
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2024		2023	2022
	Number	Percent		
Own this home	436	50%	50%	48%
Mortgage (<i>paying-off this home</i>)	256	30%	32%	29%
Renting this home	145	17%	16%	20%
Other arrangement	28	3%	2%	2%
Not stated	35		12	14
Total	900	100%	900	900

Period of residence in the Cardinia Shire

Consistent with the results recorded in previous years, approximately one-quarter of respondents had lived in the municipality for less than five years, one-third (33% up from 27%) had lived in the Shire for between five and 10 years, and a little less than half (43% down from 47%) had lived in the Shire for 10 years or more.

Period of residence in the Cardinia Shire
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2024		2023	2022
	Number	Percent		
Less than one year	45	5%	6%	8%
One to less than five years	166	19%	20%	18%
Five to less than ten years	288	33%	27%	29%
Ten years or more	378	43%	47%	45%
Not stated	23		3	11
Total	900	100%	900	900

More than one-quarter (27%) of the new and newer residents had previously lived in the City of Casey, nine percent from Greater Dandenong, and eight percent each from interstate and overseas.



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 - 2024 Annual Community Satisfaction Survey

(Number and percent of respondents who lived in the Cardinia Shire less than 5 years and providing a response)

Council	2024	
	Number	Percent
Casey	50	27%
Greater Dandenong	16	9%
International	15	8%
Interstate	15	8%
Knox	11	6%
Monash	11	6%
Frankston	7	4%
Kingston	5	3%
Melbourne	5	3%
Mornington Peninsula	5	3%
Yarra Ranges	5	3%
Whitehorse	4	2%
Boroondara	3	2%
Maroondah	3	2%
Banyule	2	1%
Baw Baw	2	1%
Bayside	2	1%
Brimbank	2	1%
Hume	2	1%
La Trobe	2	1%
Whittlesea	2	1%
Wyndham	2	1%
Albury	1	1%
Bass Coast	1	1%
Central Goldfields	1	1%
Glen Eira	1	1%
Hobsons Bay	1	1%
Mansfield	1	1%
Merri-bek	1	1%
Moonee Valley	1	1%
Mount Alexander	1	1%
Murrindindi	1	1%
Whittlesea	1	1%
Yarra	1	1%
Not stated	28	
Total	211	100%



General comments

A total of 217 (up from 103) general comments were received this year, as outlined in the following table.

The most common issues raised in the general comments were related to rates and financial management (44 comments), and comments about roads and footpaths (30 comments), and comments about community facilities, services, and activities (15 comments).

General comments
Cardinia Shire Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2024		2023	2022
	Number	Percent		
Rates / financial management	44	20%	4%	2%
Roads and footpaths	30	14%	17%	11%
Community facilities / services / activities	20	9%	12%	6%
Parks, gardens, open spaces and tree maintenances	15	7%	9%	6%
Traffic and public transport management	15	7%	6%	8%
Drugs, crime and safety	12	6%	7%	7%
Infrastructure	10	5%	5%	1%
Cleanliness and aesthetics of area	8	4%	1%	3%
Council governance and management	8	4%	3%	3%
General positive comments	8	4%	2%	3%
Planning and development issues	8	4%	1%	9%
General negative comments	7	3%	2%	1%
Shops, restaurants and entertainment venues	4	2%	0%	7%
Waste management	4	2%	2%	4%
Communication, consultation and engagement	3	1%	10%	3%
Comments relating to this survey	2	1%	7%	2%
Council customer service and responsiveness	2	1%	0%	2%
Parking	2	1%	0%	2%
Rural / hill vs. growth area issues	2	1%	4%	4%
Bikes and walking paths	1	0%	0%	2%
Environment, climate change and bio-diversity	1	0%	2%	1%
Local jobs / economic development of area	1	0%	0%	2%
Sports / ovals / leisure centres	1	0%	3%	3%
Other	9	4%	6%	4%
Total	217	100%	103	175

The following table provides the verbatim comments received from respondents.



General comments

Cardinia Shire Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

Comment	Number
<i>Rates / financial management</i>	
Don't want rate rises / no rate rises / should be left as is	11
Council wage cut / instead of cutting services or raising rates	3
Fair balance of rates and services / higher rates should be accompanied by better services	3
I don't mind the rates going up as long as the services are improved / efficient use of money / there is evidence that services will improve	3
Better value for rates / improve services with same rates	2
Cut down the costs and rates	2
Increasing the rates are adding to the burden of the community / current rates already hard to meet	2
Question on rates is unfair	2
Audit itself and see where the money goes	1
Freeze the rates for 12 months as people don't get rise in pay every year	1
Government is wasting a lot of money on unnecessary things. e.g. voting on The Voice by state government cost millions that could have been used properly, Council also wastes a lot of money on unnecessary things	1
In terms of rate cuts, communicate what you are going to cut, what the rates are used for and then say what you might cut and then decide. More consultation needed in this regard	1
No more rate rises, until they start maintaining the roads	1
People in Pakenham are getting more benefits than what we get despite paying same rates	1
Rates can be cut without services going down	1
Rates should reflect services while services are not reflecting our rates	1
Reduce staff before increasing rates	1
Spend money in community does not waste it in stupid art	1
The Cardinia shire is high on their expenditure, and they are cutting the budgets in the wrong areas	1
The rates should remain the same, but the value should be seen in the services provided	1
We are already paying too much as it is	1
We don't get enough support for the rates we are paying	1
Where are rates going	1
With increased residents there should be no need for rates rises, they will have more than enough money from increased population	1
Total	44

Roads

Start improving the roads / potholes / maintain the roads / roads are poor	12
Fix the Pinnock Rd / seal Pinnock Rd	2
Roads need to be sealed	2
Council needs to get involved in road construction	1
Council performance maintaining the roads is horrible	1
Driving is hazardous	1



Fix dirt roads	1
Grasses along the ground and sides of the roads should be maintained	1
I don't really use unsealed roads but I grew up with that so I think more attention should be paid to those areas	1
Level crossing of McGregor Rd, Council should make it right	1
Roads have to be developed as more people are moving in	1
Roads should be widened	1
That they leave us alone, and pay attention to roads	1
The only time I think about the Council is every time I hit a bloody pothole, they do good job about other things but come on guys	1
The rail crossing removal is good, but my neighbours are all complaining	1
We had an enormous hole in the road, and we complained, and it took six months to fix. They have to get better	1
Webster Way / Bald Hill Rd roundabout required at intersection. Intersection is dangerous	1
Total	30

Community facilities / services / activities

Don't want service to cuts / need better services	6
Control the youths around the lake and give them something to do during holidays	1
Council needs to help vulnerable families and families of people with a disability and troubled families in an integrated way, so they don't have to go from place to place to get help	1
Council should inform residents if they cut services, so we know what to expect	1
Disability services are required	1
Facilities for new people coming in are worrying	1
Husband contacts the Council and participates in the activities very often, but would prefer more	1
More facilities in neighbourhood houses and for free	1
More services should be provided to help the children with disability	1
More shelters for rain	1
More support for vulnerable families inside of government schools	1
Start helping the needy people and not only after coming on TV	1
There should be a hospital in Pakenham	1
They need to prove that services exist before decreasing our services	1
They need to show that they are giving us the services that we are entitled to	1
Total	20

Parks, gardens, open spaces, and tree maintenance

Council needs to get involved in tree maintenance / street trees require maintenance	2
Could we have more trees	1
Cut the trees regularly	1
Lakes should be maintained	1
More lighting in dog parks	1
Need playground	1
Needs efficient park management because there are a lot of snakes	1
Parks need more exercise areas / circuits	1
Parks need to be maintained	1
Survey the trees more often	1



The tree near my house should be cut down, in high wind if it falls on my property it will damage it	1
Tree growing under back fence of 3 Clearwater Dr	1
We need more dog parks	1
We only have one dog park in Pakenham, but it has no shelter, no proper taps for dogs to drink, no toilet facilities	1
Total	15

Traffic and public transport management

No public transport close by	3
No buses / bus services	2
Stop congestion / traffic	2
Bridge transportation	1
Fix the speed of cars	1
Have a look at the roundabout from Westernport Rd to South Gippsland Hwy at the roundabout as it needs traffic lights	1
More buses required at Henry Rd	1
Need community transport for old people	1
Public transport on Rix Rd to the station and from here to Westfield	1
Traffic and pedestrian management on Beaconsfield-Emerald Rd	1
Traffic speed on St Georges Rd, need speed breakers	1
Total	15

Drugs, crime, and safety

Police should do routine check-ups / need more policing	2
Alcoholic youth leaving broken bottles over the park bench at night	1
Community surveillance like neighbourhood watch	1
House break-in	1
Issues of walking in main streets and markets too many druggies snatching and punching	1
More CCTV needed due to safety especially at night	1
More security, like 8 cars have been stolen	1
Resident policing could better	1
Some of the youths from Sudan are behaving very bad and tried to get into the houses	1
Speeding cars at night need patrol checking in residential areas	1
Suburbs are having increasing crime rate	1
Total	12

Infrastructure

Need better drainage system	2
Better lighting	1
Build infrastructure before making more houses	1
Infrastructure of small towns should be more user friendly	1
Lack of infrastructure	1
More infrastructure for the population growth	1
Need lights in Lakeside	1
Please clean the drainage. Around the corner of Bromby St / Main St	1



The streetlight needs to be fixed due to high wind	1
Total	10

Cleanliness and aesthetics of area

Clean the graffiti and town squares well / graffiti on sound barriers	2
Clean the water up	1
Keep the place tidy	1
Leaves in shopping strip need sweeping	1
More mowing of parks and gardens	1
Previously we had a street sweeper every Friday, now we never see anyone, it shows their lack of care	1
Some Council performance with clearing the debris is horrible	1
Total	8

Council governance and management

Can we re-employ the entire Council?	1
Council needs to focus on the communal areas and leave the residents alone	1
Get more work done	1
Get rid of bad politicians. They don't deserve \$130,000 a year	1
Get rid of the bureaucracy and red tape	1
Respond more to the community and not the political BS that is being circulated in the society	1
They need more staff, sick of hearing that they are under-staffed for any complaint you have	1
They should do what they are saying	1
Total	8

General positive comments

All good	1
Cardinia is doing well generally	1
I am perfectly happy living in Cardinia Shire	1
I love living here, good community	1
Libraries are wonderful	1
Love their work	1
Overall happy	1
She is nice	1
Total	8

Planning and development issues

Fix the dust from building	1
I love living in Pakenham, but I think they should control overpopulation and they should control houses	1
South of Cardinia has brilliant farmland, and they are destroying it for industrial growth and money	1
They need to allow us to sub-divide the land, I have 10 acres, we should be able to sub-divide to 5-acre plots	1



This is a growing area in Cardinia, the roads need to be more expanded to accommodate the growing the population	1
Too many houses in Pakenham will impact places like Koo Wee Rup, they will have huge problems with traffic	1
Too many things listed as heritage. A heritage building should have historical significance, not just be an old building	1
We need the town centre in Officer, no progress has been made for the same over 2 years	1
Total	8
<i>General negative</i>	
Do your best and provide better services / do better	3
Council is lazy	1
Get your sh*t together	1
I feel like this Council doesn't offer anything which can't be found anywhere else in terms of Council, no uniqueness	1
They've got their finger up their a**	1
Total	7
<i>Shopping, restaurants, and entertainment venues</i>	
Lack of Kmart in the area, closest one is in Cranbourne, f*cking far!	1
Range of shopping here is poor	1
Shopping areas are not good	1
The businesses for shopping are a bit dispersed so you have to drive around	1
Total	4
<i>Waste management</i>	
Dog parks would be great if they can provide more bins and bags for dog poo. This has been improved but if you compared to other Shires near the city, they would have the facilities more in place than us	1
More bins and rubbish collections	1
Recycling	1
That they leave us alone, and pay attention to rubbish	1
Total	4
<i>Communication, consultation, and engagement</i>	
They are not seen visibly enough here in Lang Lang. We could not get anyone to come and speak here in Lang Lang on Australia Day	1
They need to up their game in building rapport	1
We don't hear from the Council; we have to ring them	1
Total	3



<i>Comments relating to this survey</i>	
Survey was too long	1
Wanted to go inside and cut the survey short as he had a fever	1
Total	2
<i>Council customer service and responsiveness</i>	
Publish online a communications policy which documents the timeframe that the staff would be required to return phone calls or emails by	1
The customer service for contacting the Council through phone call should be improved. The last person I spoke with was so arrogant and not helpful at all	1
Total	2
<i>Parking</i>	
Infrastructure for parking should be done better. They should have off street parking so the roads can be wider	1
People parking in nature strips and damaging the footpaths	1
Total	2
<i>Rural / hills vs. growth area issues</i>	
It would be good to have a sub-Council which takes care of the bush area, which understands the bush area and what is required	1
There's a lot of focus placed on Pakenham and the more regional areas are ignored	1
Total	2
<i>Bike and walking paths</i>	
Shared footpaths are also required	1
Total	1
<i>Environment, climate change and biodiversity</i>	
Be more environmentally aware of what is happening now like water waste and over stocking of animals. Lots of problems are not addressed	1
Total	1
<i>Local jobs and economic development</i>	
No local jobs for the community	1
Total	1



<i>Sports / ovals / leisure centres</i>	
They should have more sporting facilities for a lower cost	1
Total	1
<i>Other</i>	
Cost of living is too high	1
My brother owns the home	1
Neighbours are not good enough	1
People are putting chemical waste into drains	1
Protect the heritage of the Berwick Potteries	1
Really want the Snap Send Solve app	1
Snap Send Solve, register with them	1
Sold the house	1
They should help people if something happens to someone's house because of bad drainage	1
Total	9

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 - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Services and facilities - positive</i>	
Overall services are good enough and well maintained	3
They are good on some services	2
All the services are above average	1
I can access service that's available, it is ok	1
I like that the Council provided services that enable kids to be able to walk and play freely	1
Library they are doing well	1
Most services are prompt seeing the growth on the balance	1
Provides good general service	1



Swim centre is good	1
They are doing great job in the management service for the people here	1
Total	13

Services and facilities - negative

Need more / better facilities and services	5
Not everything is taken care of especially older people	2
The Council needs to improve the quality of its services	2
The Council should do what's needed first the main things like drains especially in main roads	2
Average services provided not par with rates charged	1
Concentrated on some specific services only	1
Could be better if fix the bike lane problem	1
Dog attack	1
Drains are not working, they put dirt in front of drainage	1
Enforcing a lot of local laws it's good	1
Gutters are filled with leaves	1
High school	1
Hospital is not good	1
I am not happy with the services	1
I don't see many activities in Upper Beaconsfield area	1
I think I could do better with more cleaning up of toilet	1
I understand Council tries to manage this area, but they should provide reliable and needed services	1
Kids sport should receive more attention	1
Lots of improvement needed in drainage	1
Most services are underperforming	1
Most services provided by Councils are below standard	1
No sporting clubs here	1
Not enough services	1
Playgrounds need to be provided	1
Services need to be more frequent	1
Services not up to the value of rates charged	1
Streetlights need to be provided	1
The Council is lacking in maintaining and providing some services	1
The Council needs to fix the path	1
There are inconsistencies in aged care service	1
We are not happy with some of their services such as sports facilities etc.	1
We need more services for locals	1
Total	39
Total Services and facilities comments	52



<i>Governance, accountability, and reputation - positive</i>	
Cardinia Shire Council have done an excellent work	1
Council had done a reasonably good service around	1
Council has to keep it up	1
Council is getting a good balance on all aspects	1
Council is working on various projects around the area, looks ok to me	1
I do not have any problem with the performance of the Council	1
I don't see major problems and the things seem to tick along fine	1
Jack is a great mayor	1
The Council's performance is okay	1
Total	9
<i>Governance, accountability, and reputation - neutral</i>	
Average service	1
Because I've had really good and totally opposite experiences	1
I would say they are not the best or the worst Council in Victoria but most importantly, the Council does not disturb the community members	1
They try to do the best, but their hands tied	1
Total	4
<i>Governance, accountability, and reputation - negative</i>	
Always room for improvement / they could do more	3
Council's performance is disgraceful and deteriorated	2
Council's performance is inadequate / poor	2
I believe they focus on inappropriate things, i.e. political things	2
The Council over promises and under delivers	2
They could be doing things quickly, but they don't / it's slow	2
All Councils not doing what the people want	1
All Councils taking liberties	1
Are they focusing on residents?	1
Council is getting involved in issues that don't concern them like state or international issues, stick to the basic services	1
Council needs to more transparency	1
Council needs to speed up on all the issue that arise	1
Council should perform better as we are paying a high rate	1
Council still on their a*s all day and not working	1
Council work hard but can be much better	1
Directly contacted very little with the Council, don't have much concern	1
Don't see them around at all	1
I feel the Council is biased or unfair to some groups of people in Cardinia	1
Not enough visibility of what the Council do	1
Simple things are not done	1
Some staffs are not professional enough and they get biased	1
Struggles to meet our needs	1
The Council are tied up in their bureaucratic red tape, feathering their own nest, housing approval	1
The Council is only doing the basic things and not properly looking after Officer precinct	1



The Council's overall performance has deteriorated especially after COVID	1
There are many people that should not be in the Council	1
They are not too bad; they just can't find enough workers	1
They do the bare minimum	1
They interfere in wrong things	1
Too much bureaucracy and too much paperwork. Too many rules	1
Worry about little issues not the big ones	1
Total	38
Total Governance, accountability, and reputation comments	51

Roads, traffic, transport, and footpaths - positive

I can see there is roadwork fixing roads	1
I like their organising roads	1
Not too sure what else they have been doing except fix road	1
Road got fixed mostly in timely manner	1
Roads are clean, happy so far	1
Total	5

Roads, traffic, transport, and footpaths - negative

Roads / road maintenance	18
Potholes is a big issue	5
The Council should improve providing basic services such as better roads	3
Dissatisfied with roads / constantly a mess	2
Lots of improvement needed in roads	2
There are areas to improve such as footpaths	2
Because the roads aren't maintained, the many road works are going on at once and are disrupting the businesses in Pakenham	1
Dirty roads	1
Don't think the important things are addressed. Should be more focused on roads	1
Focus more on Pakenham streets	1
I don't think the Council is doing enough to clean roads	1
I think I could do better with more cleaning up of roads	1
Improve roads, especially in main roads	1
More maintenance of transport facilities	1
More traffic lights could help	1
Most the things council does is not done efficiently	1
Need improvements in roads all over Cardinia	1
No public transportation here	1
Not happy with them, can't them to fix issues that I have asked for e.g. footpath grass maintenance	1
Roads always under construction and it's taking too long	1
The Council should do what's needed first the main things like roads	1
The roads too do not make sense to me	1
They don't do enough for roads, I had to pay \$3,000 to fix the car rims	1
Traffic could be bad sometimes	1



Unsealed roads are poor	1
We've had issues with roads, and they have not done anything about it	1
Total	52
Total Roads, traffic, transport, and footpaths comments	57

Rates and financial management - negative

Not a great value for the rates we are paying	13
Rates are too expensive / too high	12
Rates are bad, so expensive and little to offer	2
Rates need to be decreased	2
They are wasting money	2
They do nothing. I don't know why the rates are so high here when we get nothing	2
Comparing everything (rubbish collection, maintenance of areas), high rates too high for the service they give	1
I pay tax why do I have to pay rates	1
If the rates got go lower, will be a higher score	1
Issue with the budget	1
Lost a lot of money	1
Need to put more resources as it is a fast-developing area	1
No matter what we ask for, Council does not have the funds, but Councils like Casey or Yarra Valley seem to be able to address issues without raising more rates	1
Only lags in good rates	1
Overall, it's ok apart from the issue with the budget	1
Rate is too much and no return of services and only Councillors are getting rich	1
Rates are too much for where it is. Council does not offer enough to get a high score	1
Rates are too much; Council needs to review what they are charging	1
The Council is not fulfilling its tasks in comparison to Council rates	1
They are trying but they can do better especially when it comes to value for rate. We pay rate for mowing grass every 2 months, but we don't have any grass that needs mowing	1
They don't deserve better ratings as they should just do their jobs and provide value for rates	1
They don't do a good job for their high rates, no value for money. I never see Council workers, only contractors	1
They just take money and spend money on council offices, and wages of councillors	1
They waste a lot of money on useless things like junkets	1
We pay for things, and they don't follow through	1
Rates too high causing financial problems for people	
Total	52
Total Rates and financial management comments	52

Communication, consultation, information - positive

I get information and am satisfied	1
Overall, it's communication is ok	1
The Council is good	1
The web site is easy to understand, and I can contact them when I need to	1



Their web site got everything I want to know	1
They are good in communication.	1
They are providing enough Info on what they are doing	1
Web site is easy to navigate, can tell what they are doing	1
Total	8

Communication, consultation, information - neutral

I can see what they were doing on the web site	1
I don't have much contact with Council	1
I haven't seen much of them, neither good nor bad	1
Total	3

Communication, consultation, information - negative

Lack of consultation, engagement, and representation	5
They don't listen to what community wants	5
Never hear from them / no communication	3
Because I don't hear much of communication from the Council, I don't feel informed about how they are actively doing stuff	1
Don't know what Council does	1
Hard to contact them	1
Hard to get in touch with Council, should be open for more phone calls and communication can be better	1
I would like it if the engagement with the community became stronger	1
I've seen them less interactive	1
Lack of communication and action from Council for Lang Lang	1
Need to explain to public what they were doing and their plan	1
Need to listen to voices of people, not just Council people	1
Need to promote what they are doing for the community	1
Not taking residents' input into account	1
The communication of tree removal and cleaning up of sides was not good	1
There could be more engagement with Aboriginal community and more responsiveness with disabled people	1
They are just doing their own thing but not really listening to the community wants	1
They are not seen a lot	1
They don't engage with the community well enough to see what we need	1
They don't listen, need to engage with the community	1
They don't really communicate well	1
They lack communication and meeting the needs of the community	1
They need to come around the community more to ask what needs to be done, like trees, parks,	1
They need to promote and communicate to the community what they are doing	1
They should ask for consultation before action	1
They went ahead with the office without consultation with the community They don't care about what I say	1
We are the minority here and we still want to be heard	1
You never hear from them, except for the bins	1
Total	38



Total Communication, consultation, and informative comments
49
Customer service and responsiveness - positive

Generally satisfied that they respond and provide services	1
Happy when contracting the Council and they are responsive	1
I am retired so I sometimes call the Council to ask questions. Answers are provided promptly and efficient	1
Good customer service from staff	1
In my experience, if there is a problem, they solve it quickly	1
My question to them is mostly address and solved, not bad	1
They have responded to what I have asked for, overall good	1

Total
7
Customer service and responsiveness - negative

Council did not response to questions / issues in a timely or quick enough	6
The Council takes forever to attend to requests, too slow	4
Council did not follow up my complain at all	2
Community feedback	1
Contacted them a lot and they don't take responsibility, only switched to departments	1
I'd like to talk to the Council; I open a business and they're discriminating against me	1
In past interactions, they were dismissive to us especially if we asked for something that involved costs	1
It's hard to get connected and especially if there are only one or two people responsible for the issue	1
No faith in the Council, as so many things are neglected and when we ring the Council, they don't do anything	1
Not enough action taken for complaints	1
Slow response not helpful staff	1
Slow response on application	1
They advertise and don't follow through	1
They are lazy, no one comes or respond, we call, and they don't pick up the phones	1
They can do better with responding to the community	1
They don't respond at all when contacted	1
They only do stuff when people raise the issue and they do it only when it suits them or their budget	1
They send a person like you to ask me questions. However, if they can really solve the problems, I mentioned would be better	1
They want to push you to someone else; they say they will respond in 24 hours, but it takes weeks. If they do come, they give an appointment and they come late, and it takes the community a lot to get anything done	1
We don't get a response even if we try to contact them. We know that and now we don't really bother	1
When I call, they say they will do stuff and they don't, they just say they don't have staff nothing is followed up	1
Would be a higher score of the Council can answer request or question quicker	1

Total
31
Total Customer service and responsiveness comments
38

<i>Environment, parks, open space, and trees - positive</i>	
Because the action that was taken with cut off trees in my area was appreciated	1
Overall good place to live especially if you like open spaces	1
The Council seems to take care of the environment and people that live in	1
There are many parks	1
There are many trees	1
Environment is well maintained	1
Total	6

<i>Environment, parks, open space, and trees - negative</i>	
Mainly the maintenance of parks	8
All they do is damage the forest; they don't monitor them because it's too hard	1
Cleaning and maintenance of parks and grounds	1
During summer parks aren't maintained often	1
I don't think they are doing as much for community and the environment	1
I think I could do better with more cleaning up of trees	1
Just the new wetland stinks, actual rubbish around the community	1
Management of trees	1
Meter high grass at parks	1
Needs grass cutting	1
Rubbish in the parks	1
The Council is lacking when it comes to environmental issues like trees	1
They didn't fix trees, fallen branches etc. we did it ourselves	1
Trees along local roads are not maintained	1
We are not happy with some of their services such as mowing	1
Would like the trees got trimmed but never happens	1
Total	23
Total Environment, parks, open spaces, and trees comments	29

<i>Building, planning, housing, and development - positive</i>	
I like their organising housing	1
Quite satisfied developing soon, taking initiative for this place	1
The Council has been very nice to me, I've been here for almost 40 years and the Council let me build my house according to my construction plan	1
Total	3

<i>Building, planning, housing, and development - negative</i>	
Compare to the Councils rates the development is less	1
Council do not plan	1
Delayed planning	1
It is getting too busy, and more people are moving in and stuff	1
Not enough visibility on planning for the community	1
Poor planning	1
Room for improvement especially with population growth	1
Sometimes the Council planning is not satisfying. They said they will only build two lanes when everyone said it was not enough. But they insisted the consultants said it is right and it ended up reaching capacity in three months	1



We need the township development which is not done yet	1
Total	9
Total Building, planning, housing, and development comments	12

Garbage and waste management - positive

Rubbish is collected, happy so far	2
Garbage is done well	1
We are satisfied with rubbish collection	1
Total	4

Garbage and waste management - negative

Not enough rubbish collection	2
Because of lack of recycling for cardboard, e-waste, batteries	1
Bins collected once a week	1
Green bin requires extra money	1
Not proactive to solve rubbish problems. No way to report rubbish problems	1
Not too sure what else they have been doing except collecting bins	1
They just do garbage collection for me and don't even do that properly	1
Waste management of the tip	1
Total	9
Total Garbage and waste management comments	13

The hills and rural areas vs. growth areas - negative

Cardinia Shire is too big, and they focus on Pakenham	2
They are not thinking about the country / rural area, more thinking about the town	2
Cardina Council is focused on suburbs and not up here in the bush environment	1
Cardina Council is Pakenham centric, don't care about us in the hills	1
Don't think they are protective to the people in the hills, they don't listen to our needs, this is the first survey in 10 years	1
Emerald is neglected, a long way from Pakenham	1
Garfield - they've forgotten us	1
I feel Pakenham has been left off the radar, too much focus on Officer	1
I think more care to the people in the hills needed	1
I think too much focus is on Pakenham not on rural areas	1
I've been here 30 years and their input on Cockatoo has decreased and it feels like it is just forgotten by the Council	1
Needs improvement to pay much attention to Emerald	1
Nothing has done or looked after in Pakenham by this Council	1
Only interested in new areas not older established areas	1
Pakenham is old community should receive more	1
There is not a lot of services up in the hills, why is there such a difference between us and Pakenham	1



They don't concentrate on this area of the Shire	1
We are feeling as a forgotten area. We give over \$3,000 dollars every year and nothing gets done	1
We feel a bit forgotten up here	1
We feel that Lang Lang is forgotten, we struggle to get lawns mowed, parks, maintained, our projects get canned, and our Councillor is not effective enough. They are just not interested	1
We live in rural area; our roads and drains are poor	1
Total	23
Total Hills and Rural areas vs. growth area comments	23

Cleaning and maintenance of public areas - positive

They clean up	1
Total	1

Cleaning and maintenance of public areas - negative

The Council is lacking in maintenance	3
Don't clean my lawn, lawn not shown in map and have to maintenance on own	1
Just clean the rubbish, areas that need to be improved	1
Need general maintenance	1
The Council is lacking when it comes to environmental issues like cleaning	1
The Council needs to work on its maintenance culture	1
The maintenance does go on the slide	1
They don't do enough, maintaining the Shire in general	1
Too slow to maintain anything	1
The Council should improve providing basic services such as litter collection outside streets	1
Total	12
Total Cleaning and maintenance of public area comments	13

Bushfire / floods / emergency response - positive

In terms of fire danger, they are good	1
They did respond well during the storms and cleaned up quickly	1
With the storm they have been great, the response was good	1
Total	3

Bushfire / floods / emergency response - negative

After the storm, they haven't done anything	1
The Council have not cleared the damage from the storms	1
Waste from last storm which needs to be collected	1
Total	3
Total Bushfire / floods / emergency response comments	6



<i>Infrastructure - negative</i>	
The area requires better infrastructure	2
I think the Council needs to put more effort into maintaining existing infrastructure and ensuring that we are not paying rates for nothing	1
It would be nice to have power lines on the ground	1
The Council seriously lacking when it comes to maintaining facilities	1
They need to maintain the infrastructure	1
Total	6
Total Infrastructure comments	6
<i>Shops, restaurants, and entertainment venues - positive</i>	
Shopping malls are clean	1
Total	1
<i>Shops, restaurants, and entertainment venues - negative</i>	
Development of shopping centres needed	1
Lack of KMART, Costco, vegetable markets, local eating outlets	1
More community-based access to shops	1
Should be more shopping malls	1
Total	4
Total Shops, restaurants, and entertainment venues comments	5
<i>Safety, policing, and crime - negative</i>	
Council should do something about the recent increased incidents of people getting assaulted in Pakenham	1
It's a bit unsafe	1
Safe environment	1
Total	3
Total Safety, policing, and crime related comments	3
<i>Parking - negative</i>	
Need to address the parking	1
The Council needs to give fines to those who illegally park	1
Parking, regularity in services not enough	1
Total Parking comments	3



<i>General - positive</i>	
Good / fair / satisfactory / happy	66
No issues / complaints / problems	5
They are doing what they can / try	5
The Council keeps things nice and clean	3
They are good in some ways	2
At my age I am quite happy with living in the Cardinia Shire Council. I haven't had any reasons to want to move out	1
Good, good area, people are very nice and friendly	1
Great service by great Council	1
Husband is into these Council stuff. He likes it quite a lot	1
I am happy living in Cardinia	1
I am happy living in this Council for 5 years	1
I believe the Council is doing well on an overall level	1
I cannot really judge the Council, but I think they are doing okay	1
I just like how things are right now	1
I just lived here for six months, but I really like the things I see	1
I will give 7.5 if there is an option. Council performances are above average only	1
In general, their performance has been fairly good	1
It has improved more than before, but things can still be better	1
I've got no complaints really; I've been living here for 30 odd years and would've whacked them in the nose if they ever got something wrong	1
Like most of the services they provide	1
Most efforts of the Council are reasonable	1
Nothing negative to say therefore you get good marks, and again if the Council ever does anything wrong, they do about 99 right so overall good job	1
Pretty good condition	1
Some services we have used and are good	1
The bits that impact us are good	1
There are more good than bad	1
They are good all the important needs are addressed	1
They are hardworking	1
They are pretty good no problem like other Councils	1
They are working towards making the place good	1
They nail it	1
Very good, been to the Council, very supportive	1
We are in a decent area, looking after streets and that we are happy here	1
Total	109

<i>General - neutral</i>	
Just pass, Council just barely doing what they need to do but not well and beyond	5
They do something nice and some bad	3
A few things can be worked on but no major complaints	1
Agnostic don't care	1
Because we have had no major issues so far	1
Even though the Council is lacking in some areas, they are trying	1
Everything is same, runs smoothly, haven't been here long	1
I don't know	1



Not bad but not perfect	1
The things I see are ok but don't deal with Council much, don't really need to	1
There is no bad or good experience with the Council's effort, I can only say it is average	1
They do ok, they don't do a great job	1
Things are average can do more	1
Total	19

General - negative

Room for improvement / can do better / could do more	37
They don't do anything / nothing gets done	7
Terrible / no good	3
Things aren't getting done as they should be / still lots to be done	3
Council needs to improve the efficiency of the core services	2
Council's performance could be better	2
There are some issues to fix	2
They have not done anything for the sake of the people	2
Assist the community does not poke their nose in community	1
Because I don't think the Council does anything rather than collect bins	1
Because I feel there is so much for the Council to do but nothing is being done	1
Certainly, needs a lot of improvements. Compared to City of Casey for example	1
Growing Council, in comparison others are doing better	1
I am not happy with the agricultural needs; they are not met	1
I feel there are numerous things for the Council to do. We cannot continue to pay the rate and the services are not reflecting what we pay	1
I have lived in Casey and the services provided by Casey City Council were much better than Cardina City Council	1
I might be wrong but from my perception they are not trustworthy	1
In Officer they have good standards	1
Lack of action and high rates with nothing being done	1
Lots of issues	1
Moving from Pakenham more work can be done	1
Need improvements in maintenance of grass all over Cardinia	1
Nobody likes Councils or politicians	1
Not enough going on to make the place better	1
Personal experience	1
The Council should do better because I think their effort is lacking a lot	1
The few occasions dealing with them the resources were not satisfactory	1
Their performance is not good, they don't ask for our needs	1
There are some areas where they are lacking	1
There is scope of improvement in terms for better services	1
There was a time the Council was not good enough for our house	1
They are all bad	1
They are doing something, but they are not trying their best	1
They are hopeless, lived in a lot of Councils and they seem to do a lot less for the community in comparison	1
They don't do much at all, we don't see them anywhere	1
They don't do what they say they are going do	1
They have no noticeable positive impact	1
They haven't done enough in taking care of community	1



They just forget us because we're not big enough, the Council provides nothing	1
They seem to want to help but could do more	1
We are disappointed with Council performance	1
You can see the things which are lacking and lot of things not getting fixed	1
Total	92
Total General comments	220
<hr/> <i>Other</i> <hr/>	
As per usage	1
We wanted to put memorial chair, but it was too expensive	1
Total	2
Total responses	634

Appendix Two: survey form



Cardinia Shire Council - 2024 Annual Community Satisfaction Survey



Hi my name is _____ from Metropolis Research and I am here / 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
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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
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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"/>	

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Do you have any further comments you would like to make?

Thank you for your time
Your feedback is most appreciated

Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.