



***Cardinia Shire Council***

# ***2025 Annual Community Satisfaction Survey***

***May 2025***





### **© Cardinia Shire Council, 2025**

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Cardinia Shire Council.

### **© Metropolis Research Pty Ltd, 2025**

The survey form utilised in the commission of this project and the *Governing Melbourne* results are copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Managing Director Metropolis Research Pty Ltd.

### **Disclaimer**

Any representation, statement, opinion, or advice expressed or implied in this publication is made in good faith but on the basis that Metropolis Research Pty Ltd, its agents and employees are not liable (whatever by reason of negligence, lack of care or otherwise) to any person for any damages or loss whatsoever which has occurred or may occur in relation to that person acting in respect of any representation, statement, or advice referred to above.

### **Contact Details**

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

**Dale Hubner**  
Managing Director  
Metropolis Research Pty Ltd

P O Box 1357  
CARLTON VIC 3053

(03) 9272 4600  
[d.hubner@metropolis-research.com](mailto:d.hubner@metropolis-research.com)

**Porshia Sidhu**  
Coordinator Performance and Improvement  
Cardinia Shire Council

P O Box 7  
PAKENHAM VIC 3810

(03) 5943 4256  
[P.Sidhu@cardinia.vic.gov.au](mailto:P.Sidhu@cardinia.vic.gov.au)



## Table of contents

|   |            |
|---|------------|
| <b>EXECUTIVE SUMMARY .....</b>  | <b>6</b>   |
| <b>INTRODUCTION .....</b>   | <b>15</b>  |
| RATIONALE .....   | 15         |
| METHODOLOGY AND RESPONSE RATE .....   | 16         |
| GOVERNING MELBOURNE .....   | 17         |
| GLOSSARY OF TERMS .....   | 18         |
| <b>COUNCIL'S OVERALL PERFORMANCE .....</b>  | <b>20</b>  |
| SATISFACTION BY RESPONDENT PROFILE.....   | 24         |
| SATISFACTION BY CHANGE IN PERFORMANCE IN THE LAST 12 MONTHS.....                              | 28         |
| SATISFACTION BY PERCEPTION OF SAFETY OVERALL LIVING IN CARDINIA SHIRE .....                   | 28         |
| SATISFACTION BY TOP ISSUES FOR THE CARDINIA SHIRE.....  | 29         |
| REASONS FOR LEVEL OF SATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE .....                    | 32         |
| CHANGE IN COUNCIL'S OVERALL PERFORMANCE.....  | 35         |
| <b>GOVERNANCE AND LEADERSHIP.....</b>   | <b>36</b>  |
| COMMUNITY CONSULTATION AND ENGAGEMENT .....   | 40         |
| OPPORTUNITIES OFFERED BY COUNCIL TO ENGAGE OR BE CONSULTED WITH ON COUNCIL DECISIONS .....    | 42         |
| REPRESENTATION, LOBBYING AND ADVOCACY .....   | 44         |
| RESPONSIVENESS OF COUNCIL TO LOCAL COMMUNITY NEEDS .....                                      | 46         |
| MAKING DECISIONS IN THE INTERESTS OF THE COMMUNITY .....                                      | 48         |
| MAINTAINING TRUST AND CONFIDENCE OF THE LOCAL COMMUNITY .....                                 | 50         |
| PROVIDING "VALUE FOR RATES" .....   | 52         |
| MEETING RESPONSIBILITIES TOWARDS THE ENVIRONMENT .....  | 54         |
| <b>CONTACT WITH COUNCIL.....</b>  | <b>57</b>  |
| CONTACT WITH COUNCIL IN THE PAST 12 MONTHS.....   | 57         |
| FORMS OF CONTACT .....  | 57         |
| PREFERRED METHOD OF CONTACTING COUNCIL .....  | 58         |
| SATISFACTION WITH COUNCIL'S CUSTOMER SERVICE .....  | 59         |
| <i>Overall satisfaction with the customer service experience .....</i>                        | <i>63</i>  |
| <i>Care and attention to enquiry.....</i>   | <i>65</i>  |
| <i>Provision of accurate information.....</i>   | <i>66</i>  |
| <i>Speed and efficiency of service.....</i>   | <i>68</i>  |
| <i>Courtesy and professionalism .....</i>   | <i>70</i>  |
| <i>Staff understanding of your communication needs / requirements .....</i>                   | <i>71</i>  |
| <i>Options to interact with Council.....</i>  | <i>73</i>  |
| <b>PLANNING AND HOUSING DEVELOPMENT .....</b>   | <b>74</b>  |
| SATISFACTION WITH ASPECTS OF PLANNING AND HOUSING DEVELOPMENT.....                            | 74         |
| <i>Appearance and quality of newly constructed developments .....</i>                         | <i>76</i>  |
| <i>Reasons for dissatisfaction with the appearance and quality of newly developments.....</i> | <i>79</i>  |
| <i>Design of public spaces .....</i>  | <i>81</i>  |
| <i>Protection of local heritage.....</i>  | <i>82</i>  |
| PLANNING FOR POPULATION GROWTH .....  | 83         |
| <i>Satisfaction with planning for population growth by respondent profile .....</i>           | <i>86</i>  |
| <i>Reasons for dissatisfaction with planning for population growth .....</i>                  | <i>90</i>  |
| <b>IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES AND FACILITIES.....</b>               | <b>94</b>  |
| IMPORTANCE OF COUNCIL SERVICES AND FACILITIES .....   | 94         |
| SATISFACTION WITH COUNCIL SERVICES AND FACILITIES .....                                       | 96         |
| <i>Relative satisfaction with services and facilities: .....</i>                              | <i>96</i>  |
| <i>Comparison to the metropolitan Melbourne average .....</i>                                 | <i>98</i>  |
| <i>Change in satisfaction with services and facilities between 2024 and 2025.....</i>         | <i>99</i>  |
| <i>Percentage satisfied / dissatisfied with services and facilities:.....</i>                 | <i>100</i> |
| <i>Average satisfaction with services and facilities by respondent profile.....</i>           | <i>102</i> |



|  |            |
|--|------------|
| IMPORTANCE AND SATISFACTION CROSS TABULATION .....                       | 104        |
| SATISFACTION BY BROAD SERVICE AREAS .....                                | 106        |
| SATISFACTION BY COUNCIL GROUPS .....                                     | 109        |
| CORPORATE SERVICES.....  | 110        |
| <i>Council communication activities.....</i>                             | 111        |
| COMMUNITY AND PLANNING SERVICES (FACILITIES AND SERVICES) .....          | 113        |
| <i>Local library services .....</i>                                      | 114        |
| <i>Sports ovals and other local sporting facilities.....</i>             | 116        |
| <i>Recreation and / or aquatic centres.....</i>                          | 118        |
| <i>Community centres / Neighbourhood Houses .....</i>                    | 121        |
| <i>Services for children from birth to 5 years of age .....</i>          | 123        |
| <i>Services for youth .....</i>  | 125        |
| <i>Support services for seniors.....</i>                                 | 127        |
| <i>Support services for people with disability.....</i>                  | 129        |
| <i>Provision of public art centres.....</i>                              | 131        |
| <i>Community and cultural activities.....</i>                            | 133        |
| COMMUNITY AND PLANNING SERVICES (OTHER) .....                            | 135        |
| <i>Animal management.....</i>  | 136        |
| <i>Parking enforcement.....</i>  | 139        |
| <i>Enforcement of local laws .....</i>                                   | 142        |
| <i>Council's activity promoting local economic development .....</i>     | 145        |
| <i>Town Planning policies.....</i>                                       | 148        |
| <i>Council's emergency management and response .....</i>                 | 151        |
| INFRASTRUCTURE AND ENVIRONMENT DIVISION (WASTE AND CLEANING) .....       | 154        |
| <i>Maintenance and cleaning of public areas .....</i>                    | 155        |
| <i>Litter collection in public areas.....</i>                            | 158        |
| <i>Maintenance and cleaning of strip shopping areas .....</i>            | 161        |
| <i>Illegally dumped rubbish .....</i>                                    | 164        |
| <i>Regular weekly garbage collection .....</i>                           | 168        |
| <i>Regular fortnightly recycling.....</i>                                | 170        |
| <i>Fortnightly food and green waste collection service.....</i>          | 172        |
| <i>Bookable hard rubbish service .....</i>                               | 174        |
| INFRASTRUCTURE AND ENVIRONMENT (OTHER) .....                             | 177        |
| <i>Maintenance and repair of major arterial roads and highways .....</i> | 178        |
| <i>Maintenance and repair of sealed local roads.....</i>                 | 183        |
| <i>Maintenance and repair of unsealed local roads.....</i>               | 188        |
| <i>Drains maintenance and repairs .....</i>                              | 192        |
| <i>Footpath maintenance and repairs.....</i>                             | 196        |
| <i>Provision and maintenance of street trees.....</i>                    | 200        |
| <i>Street lighting.....</i>  | 205        |
| <i>Street sweeping.....</i>  | 209        |
| <i>Provision and maintenance of parks and gardens .....</i>              | 211        |
| <i>Local traffic management .....</i>                                    | 214        |
| <i>Environmental events, programs, and activities.....</i>               | 218        |
| <i>Public toilets.....</i>   | 220        |
| <i>Provision and maintenance of playgrounds.....</i>                     | 223        |
| <i>Bike and shared paths.....</i>  | 226        |
| <b>FUNDING PRIORITIES FOR COUNCIL.....</b>                               | <b>229</b> |
| MORE FUNDING .....   | 229        |
| LESS FUNDING .....   | 237        |
| <b>PREFER COUNCIL RATE RISE OR CUTS IN COUNCIL SERVICES .....</b>        | <b>239</b> |



|  |            |
|--|------------|
| <b>CURRENT ISSUES FOR PEOPLE LIVING IN THE CARDINIA SHIRE .....</b>                                | <b>240</b> |
| ISSUES BY PRECINCT .....   | 244        |
| ISSUES BY RESPONDENT PROFILE.....  | 246        |
| SAFETY, POLICING, AND CRIME ISSUES – METROPOLITAN AND REGIONAL COMPARISONS.....                    | 249        |
| ROAD MAINTENANCE AND REPAIRS – METROPOLITAN AND REGIONAL COMPARISONS .....                         | 249        |
| VERBATIM RESPONSES .....   | 250        |
| <i>Road maintenance and repairs related issues .....</i>   | <i>251</i> |
| <i>Safety, policing, and crime issues.....</i>   | <i>253</i> |
| <b>METHOD OF COMMUNICATION .....</b>   | <b>256</b> |
| PREFERRED METHODS OF COMMUNICATION .....   | 256        |
| <i>Preferred method of communication by precinct and respondent profile .....</i>                  | <i>257</i> |
| BEST METHOD OF COMMUNICATION.....  | 259        |
| <i>Best method of communication by precinct and respondent profile .....</i>                       | <i>259</i> |
| <b>SAFETY IN PUBLIC AREAS .....</b>  | <b>261</b> |
| SAFETY DURING THE DAY .....  | 264        |
| SAFETY AT NIGHT .....  | 265        |
| REASONS FOR FEELING LESS SAFE.....   | 267        |
| LOCATIONS WHERE RESPONDENTS FELT UNSAFE .....  | 271        |
| OVERALL SAFETY LIVING IN CARDINIA .....  | 273        |
| <b>SENSE OF COMMUNITY .....</b>  | <b>277</b> |
| LOCAL JOBS ARE SUPPORTED IN MY COMMUNITY .....   | 279        |
| MY COMMUNITY IS STRONG, HEALTHY, AND CONNECTED.....  | 280        |
| I HAVE ACCESS TO ALL MODES OF TRANSPORT I REQUIRE IN MY COMMUNITY.....                             | 282        |
| NATURAL ASSETS ARE PROTECTED IN MY COMMUNITY .....   | 284        |
| MY COMMUNITY IS ENVIRONMENTALLY SUSTAINABLE .....  | 286        |
| MY COMMUNITY MANAGES WASTE RESPONSIBLY .....   | 288        |
| MY COMMUNITY PROTECTS AGRICULTURAL LAND.....   | 290        |
| MY LOCAL AREA IS PLANNED WELL WITH ADEQUATE INFRASTRUCTURE TO MEET THE NEEDS OF MY COMMUNITY ..... | 292        |
| <b>RESPONDENT PROFILE .....</b>  | <b>295</b> |
| AGE STRUCTURE .....  | 295        |
| GENDER.....  | 296        |
| LANGUAGE SPOKEN AT HOME .....  | 296        |
| DISABILITY .....   | 298        |
| HOUSEHOLD STRUCTURE .....  | 298        |
| HOUSING SITUATION .....  | 299        |
| PERIOD OF RESIDENCE IN THE CARDINIA SHIRE .....  | 299        |
| <b>GENERAL COMMENTS.....</b>   | <b>301</b> |
| <b>APPENDIX ONE: REASONS FOR LEVEL OF SATISFACTION WITH COUNCIL.....</b>                           | <b>311</b> |
| <b>APPENDIX TWO: SURVEY FORM .....</b>   | <b>328</b> |



## Executive summary

### ***Survey aims and methodology:***

Metropolis Research conducted this, Council's fourth independent *Annual Community Satisfaction Survey* primarily as a door-to-door, interview style survey of 903 residents in March through April 2025. Due to OH&S requirements, 63 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 increased marginally this year, up one percent to 6.6 out of 10, which remains a "good" level of satisfaction.

This included 35% (up from 32%) "very satisfied" and 13% "dissatisfied" respondents.

Satisfaction remains measurably (4%) above the long-term average satisfaction since 2012 of 6.2.

This result was, however, measurably below the metropolitan Melbourne (7.1), southeastern region councils' (7.2) average, but only somewhat (2%) below the growth area councils (6.8) average.



It does appear that Cardinia Shire Council has maintained its “good” satisfaction level, 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 (6.2 up from 5.9) and Hills (6.1 up from 5.7) precincts remains the defining characteristic of the community’s satisfaction with the performance of 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.

At the broad service area level, Cardinia Shire Council outperformed the metropolitan average providing kerbside collection services (2% higher) and community services (2% higher).

Council underperformed the metropolitan average providing transport infrastructure (5% lower), infrastructure (4%), emergency management and response (4%), parks and gardens (4%), economic development (3%), cleaning (3%), enforcement (2%), environmental sustainability (2%), building and planning (2%), communication (1%), and recreation and culture (1%).

Satisfaction with 14 (up from 11) services and facilities was rated as “excellent”, 15 (up from 8) were “very good”, and seven were “good” this year. The average satisfaction with services remained “very good” at 7.6, just two percent below the metropolitan average.

Roads remained the most significant issue for Cardinia Shire again this year, with the maintenance and repair of major arterial roads managed by VicRoads “poor” at 5.9 out of 10. This was measurably (4%) lower than satisfaction with the maintenance and repair of sealed local roads managed by Council which was recorded at a “solid” 6.3 out of 10.

Satisfaction with Council managed sealed local roads was 10% below the metropolitan average, whilst satisfaction with VicRoads managed roads was 11% lower than the metropolitan average. These results highlight the significance of road issues in the Shire.

This is reinforced by the fact that roads were the most nominated issue to address, with 26% raising roads as an issue this year, compared to the metropolitan average of nine percent.

The other significant issue of concern in the Cardinia Shire this year were issues around safety, policing, and crime, with 22% (up from 10%) raising these as a top three issue. In addition, the perception of safety in public areas during the day (down 3%) and at night (down 6%) both declining measurably this year. Both were measurably lower than the metropolitan average.





### ***Satisfaction with the performance of Council***

Satisfaction with the [overall performance](#) of Cardinia Shire Council increased marginally this year, up one percent to 6.6 out of 10, which remains a “good” level of satisfaction.

Satisfaction with Cardinia Shire Council remained measurably above the long-term average satisfaction since 2012 of 6.2 or “solid”.

This result was, however, measurably lower than the metropolitan Melbourne average of 7.1, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research. The result was, however, only somewhat (2%) lower than the growth area councils’ average of 6.8.

One-third (35% up from 32%) 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 relatively large proportion of respondents “dissatisfied” with Cardinia Shire Council’s performance remains a significant finding in this report, particularly the Hills (18%) and the Rural (17%) precincts.

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 (4% lower down from 6%) and the Hills (5% lower down from 9%) measurably less satisfied than the municipal average.

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, new and newer residents (less than five years in the Shire), younger sole person and couples, older sole person households, and two-parent families (with youngest child under five years).
- ***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, two-parent families (with youngest child 13 to 18 years), and middle-aged sole person and couple households.

The issues that were likely to be exerting a negative influence on overall satisfaction (for the respondents who raised the issue) included drains (27 respondents 14% less satisfied), Council rates (35 respondents, 10% less), cost of living (30 respondents, 9% less), planning and development (26 respondents, 8%), footpaths (26 respondents, 7% less), and road maintenance and repairs (231 respondents, 7% less satisfied).





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 7.1 out of 10, a difference of 12%.

There were 685 comments received as to satisfaction with Council's overall performance.

Of these, 171 were positive statements about Council's performance, including 109 general statements about satisfaction with performance, 16 positive comments about individual Council services and facilities, 12 positive comments about customer service and responsiveness, 11 positive comments about cleanliness and maintenance of the local area, and five positive statements about environment, parks, gardens, open spaces, and trees.

There were 383 negative statements about Council performance, with the most common issues being generally negative statement (90 comments), roads, traffic, transport, and footpaths (71 comments), communication and consultation (65 comments), rates and financial management (41 comments), services and facilities (37 comments), governance, accountability, and reputation (33 comments), customer service and responsiveness (30 comments), cleanliness and maintenance (27 comments), environment, parks, gardens, open spaces, and trees (23 comments), the relative treatment of urban and non-urban areas of Cardinia Shire (13 comments), planning and development (12 comments), and garbage and waste management (10 comments).

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

The average satisfaction with the six core aspects of [governance and leadership](#) increased marginally this year, up one percent to 6.5 out of 10, although it remained measurably (6%) lower than the metropolitan Melbourne average. The urban precincts of Cardinia reported average satisfaction with governance and leadership at 6.9 out of 10, just two percent low the metropolitan average.

Core aspects of governance and leadership include Council's community consultation and engagement (6.9 up from 6.7), performance meeting Council's environmental responsibilities (6.8 up from 6.7), representation, lobbying, and advocacy (6.6 up from 6.5), maintaining community trust and confidence (6.6 up from 6.4), responsiveness to local community needs (6.5 down from 6.6), and making decisions in the interests of the community (6.5 up from 6.4).

A new LGPRF indicator was included in this section this year around satisfaction with opportunities offered by Council to engage or be consulted with on Council decisions, which recorded a satisfaction of 6.4 out of 10.

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 increased marginally (up 1%) to 5.9 out of 10 but remained at a “poor” level. 28% (up from 26%) of respondents were “very satisfied” with this aspect, whilst 22% (down from 26%) were “dissatisfied”.

Satisfaction with value for rates in the Rural (5.6 or “poor”) and Hills (4.8 or “extremely poor”) precincts was a significant result again this year, clearly impacting on overall satisfaction.

Approximately one-third (36%) 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 (51%), email (23% up from 19%), the website (10%), and visiting in person (6%).

Metropolis Research notes that visits in person declined significantly during the pandemic, and have, as a general rule, not returned to pre-pandemic levels across metropolitan Melbourne. It does appear that the proportion visiting Council in person has stabilised at a lower new post-pandemic level.

The average [satisfaction with the six aspects of customer service](#) was “good” at 7.1 (down from 7.3) out of 10. This result was, however, six percent below the metropolitan average this year.

Whilst satisfaction with customer service remained relatively stable this year for the Cardinia Shire Council, the average satisfaction across metropolitan Melbourne increased measurably. This reverses the overperformance of Cardinia Shire Council in terms of customer service recorded last year.

Results varied from “very” for staff courtesy and professionalism (7.5 down from 7.8) and staff understanding communication needs (7.3 down from 7.8), to “good” for the speed and efficiency of service (6.5 down from 6.6).

[Overall satisfaction with the customer service experience](#) declined marginally this year, down two percent to 7.1, which was a “good” level. This included 57% “very satisfied” and 15% “dissatisfied”. This result was six percent below the metropolitan Melbourne average of 7.7 (up from 7.1 last year).

The average satisfaction with the 36 included [Council services and facilities](#) increased marginally this year, up one percent to 7.6 out of 10, or a “very good” level of satisfaction, and just two percent below the metropolitan Melbourne average of 7.8.

The services and facilities with the highest satisfaction scores were the four kerbside collection services, including regular garbage (8.8), recycling (8.6), food and green waste (8.6), and bookable hard rubbish (8.3), as well as the local library services (8.6), community centres / neighbourhood houses (8.3), sports ovals and other local sporting facilities (8.0), the provision and maintenance of playgrounds (7.9 up from 7.6), community and cultural activities (7.9), support services for seniors (7.8), services for youth (7.8), and bike and shared paths (7.8).



Satisfaction with all these services and facilities was at “excellent” levels, with three-quarters or more 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 major arterial roads and highways managed by VicRoads (5.9), sealed local roads managed by Council (6.3), and unsealed local roads (6.4).

These were all rated at “solid” levels of satisfaction this year.

Metropolis Research notes that satisfaction with VicRoads managed roads was measurably (4%) lower than satisfaction with Council managed roads, which is an important result that highlights the level of community concern around major arterial roads and highways.

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

There were notable improvements in satisfaction with support services for people with disability (up 5%), parks and gardens (up 4%), sealed local roads managed by Council (up 4%), drains maintenance and repairs (up 3%), animal management (up 3%), services for children from birth to five years of age (up 3%), maintenance and cleaning of public areas (up 3%), maintenance and cleaning of strip shopping areas (up 3%), provision and maintenance of playgrounds (up 3%), and communication activities (up 3%).

There was, however, a four percent decline in satisfaction with the provision of public art centres this year (7.7 down from 8.1).

### ***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 (36% down from 43%) of respondents reported that they would prefer service cuts, 18% (down from 23%) preferred rate rises, and almost half (46% up from 34%) were unable to make a choice. This included some who contested the concept of this being a binary choice between service cuts and rates rises, excluding other factors such as productivity improvements.

### ***Funding priorities for Council***

When asked if there were any areas of Council that respondents’ felt should [receive more or less funding](#), 892 respondents nominated an area that they believe should receive additional funding, whilst 90 nominated an area that should receive less.

The most common area of Council that respondents felt should receive additional funding was roads (208 comments).





This result was consistent with major arterial roads and highways managed by VicRoads and sealed local roads managed by Council were the two lowest satisfaction scores, and that 26% 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 (166 comments), other facilities (137 comments), parks, gardens, bushland (126), non-road related infrastructure (106), waste and recycling (28), cleaning and maintenance (17), Council management, communication, and consultation (4), and other priorities (32).

The most common areas that respondents felt should receive less funding included Council staff and Councillor wages and salaries, along with arts and cultural events, programs, activities, and facilities, but only in small numbers.

### ***Planning, housing development, and population growth***

Respondents were asked their satisfaction with three [aspects of planning and housing development](#): the design of public spaces (7.6), the appearance and quality of new developments (7.5), and the protection of local heritage (7.3), all categorised as “very good”.

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

Satisfaction with all three of these aspects was similar to the metropolitan Melbourne average.

There were 55 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, a perceived lack of trees and greenery, and the impact of new housing on existing communities and infrastructure.

Satisfaction with [planning for population growth by all levels of government](#) was 6.5 (up from 6.4) out of 10, which was a “good” level. This result remains measurably lower than the metropolitan Melbourne average (7.0) and the growth area councils’ average of 7.2.

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 (5.9) and Hills (5.6) precincts.

These precincts have consistently recorded higher levels of concern about population growth in the Shire, particularly related to its impact on infrastructure, and what they perceive to be unfair distribution of Council and other resources focused on the growth areas of the municipality.



### ***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'](#), 71% (up from 69%) nominated at least one issue.

The two most common issues nominated by respondents were road maintenance and repairs (26% down from 29%) and safety, policing, and crime (22% up from 10%).

Other prominent issues included traffic management (9%) and parks, gardens, and open spaces (6% down from 11%).

The fact that 26% of respondents nominated road related issues highlights the significance of road issues across the Cardinia Shire community, with this result approximately three times the metropolitan Melbourne average of nine percent.

Metropolis Research notes that road related issues were significant across many parts of Melbourne and Victoria this year, particularly regional Victoria (48%), and several councils surveyed by Metropolis Research, including Mornington Peninsula, Nillumbik, Bayside, and Knox.

On average, the respondents who nominated road related issues were seven percent less satisfied with Council's overall performance than other respondents, suggesting that roads exert a significant influence on community satisfaction with Cardinia Shire Council.

A significant proportion of respondents from the Hills (60%) and the Rural (38%) precincts, raised road related issues this year, consistent with previous years.

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.

### ***Perception of safety in the public areas of Cardinia Shire***

The average [perception of safety living in Cardinia Shire](#) declined somewhat this year, down two percent to 7.6 out of 10.

Of more significance, however, was the decline in the perception of safety in the public areas of the municipality during the day (down 3%) and at night (down 7%).

These declines were consistent with the fact that safety, policing, and crime issues more than doubled this year, up from 10% to 22% of respondents raising them as a top three issues to address this year, compared to the metropolitan Melbourne average of nine percent.

Female respondents felt six percent less safe in public areas at night than male respondents, which was double the gender-safety in public areas at night gap recorded last year.



The most common reasons why some respondents felt unsafe in Cardinia Shire related to concerns around crime and policing issues (52 comments), issues / concerns about various types of people (48 comments), violence and anti-social behaviour (18 comments), and the perception of safety at night and lighting issues (16 comments), and concerns around drug and alcohol (9 comments).

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

### ***Preferred communication methods***

When asked to select all the methods by which they would like to [Council to get in touch with them to inform them about Council news and information and upcoming events](#), 98% of respondents nominated an average of a little more than two methods each.

The top five preferred methods of receiving information from Council were via a Council newsletter emailed to them (50%), a Council newsletter delivered to the letterbox (49%), a text message (26%), Council's website (24%), and social media (23%).

When asked to nominate the [most preferred method](#), the most common methods were a Council newsletter delivered to the letterbox (34%) and a Council newsletter emailed to them (33%).

There was variation in these results observed across the municipality, and by respondent profile including age structure, gender, and language spoken at home.

### ***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 no more than 12% "disagreeing" (i.e., rating agreement at less than five).

These statements covered agreement that the Cardinia community manages waste responsibility (7.4), is environmentally sustainable (7.3), protects natural assets (7.3), that local jobs are supported (7.3), has access to required transport modes (7.3 up from 7.0), is a strong, healthy, and connected community (7.2), and protects agricultural land (7.1).

The average agreement that the local area is well planned with adequate infrastructure was 6.8 out of 10, or a moderate level of agreement, with 42% "strongly agreeing" and 13% "disagreeing".





## Introduction

Metropolis Research Pty Ltd was commissioned by Cardinia Shire Council to undertake this, its fourth 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 39 *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*.
- *Method of communication*.
- *Issues of importance* to address in the coming year and the relationship between these issues and satisfaction with Council's overall performance.
- *Perception of safety* in the public areas of the municipality.
- Aspects of *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 903 households drawn proportionally from across all the suburbs / localities that comprise the municipality.

The survey fieldwork was conducted between the 1<sup>st</sup> of March and the 10<sup>th</sup> of April 2025.

Trained Metropolis Research fieldwork staff conducted face-to-face interviews of approximately 15 to 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 63 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 6,129 households were approached to participate in the survey (5,026 door to door and 1,103 by telephone). Of these households, 3,412 were unattended when approached or telephoned, were therefore not invited to participate, and played no further part in the research.

Multiple calls were made to each no-answer to give multiple opportunities to participate, with 64 asking that they be called back at a later time.

A total of 1,814 refused the offer to participate in the research and 903 completed the survey.

This provides a response rate of 33% (down from 43%) overall, with 34% (down from 46%) for the door-to-door component, and 24% (up from 22%) 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 2025.

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), please rate your satisfaction with the performance of Cardinia Shire Council across all areas of responsibility?”*

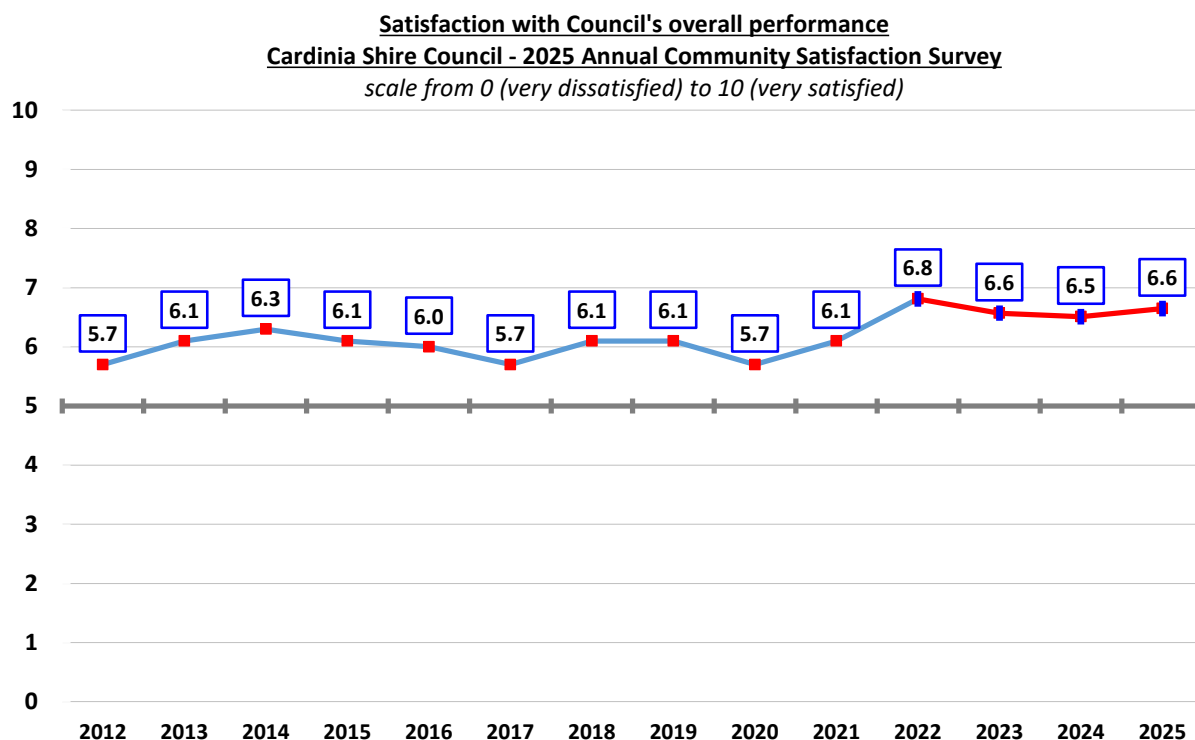
Satisfaction with the performance of Council ‘across all areas of responsibility’ or “overall performance” remained essentially stable this year, up one percent to 6.6 out of 10, although it remains at a “good” level of satisfaction.

This result remains measurably (4%) above the long-term average satisfaction since 2012 of 6.2 or “solid”.

Metropolis Research notes that this 2025 result remained somewhat (2%) below 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 somewhat (2% to 3%) 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 (6.2, up from 5.9) and the Hills precinct (6.1 up from 5.7), both at “solid” (up from “poor”) levels of satisfaction.

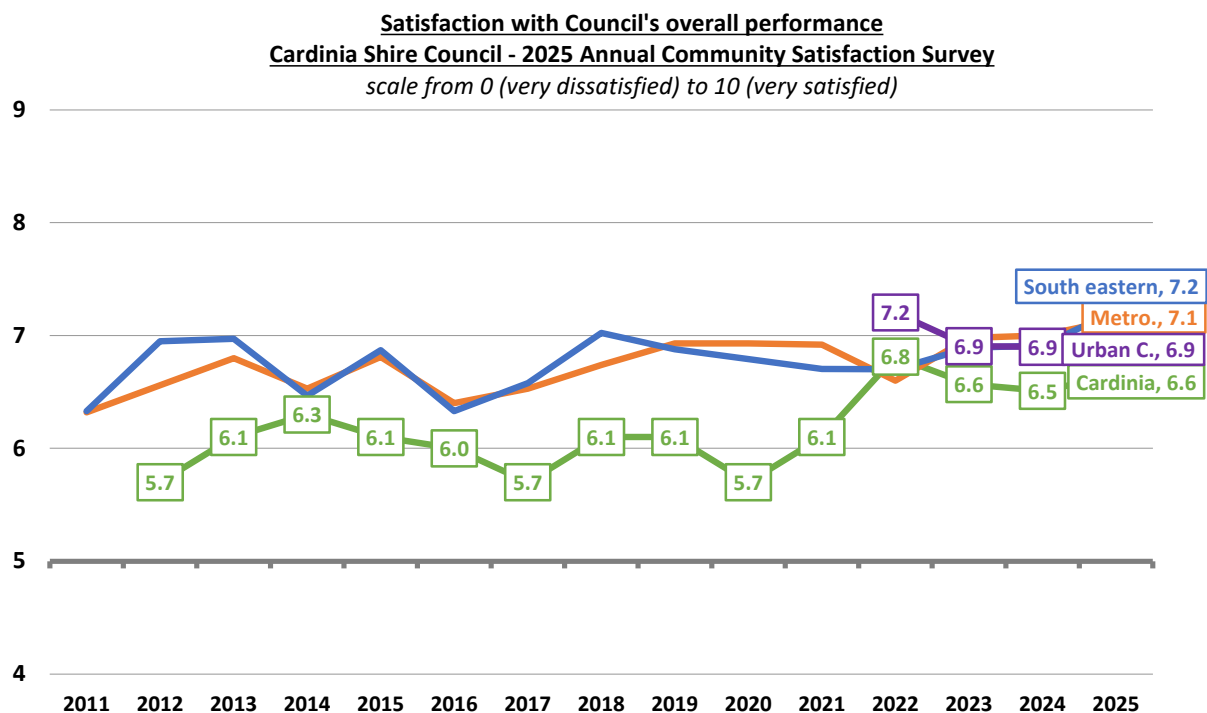


By way of comparison, satisfaction with the overall performance of Cardinia Shire Council was measurably lower than the metropolitan Melbourne average of 7.1, and the southeastern region councils' average of 7.2, both as recorded in the 2025 *Governing Melbourne* research.

*Governing Melbourne* was conducted independently by Metropolis Research in January 2025, using the same door-to-door, in-person methodology.

The average satisfaction of the six interface councils (7.1) and the growth area councils' (7.3) were measurably higher than the 2025 Cardinia Shire Council result.

Metropolis Research notes that satisfaction with Council in the urban precincts of Cardinia Shire recorded a satisfaction score that was notably closer to the metropolitan average, at 6.9 out of 10.



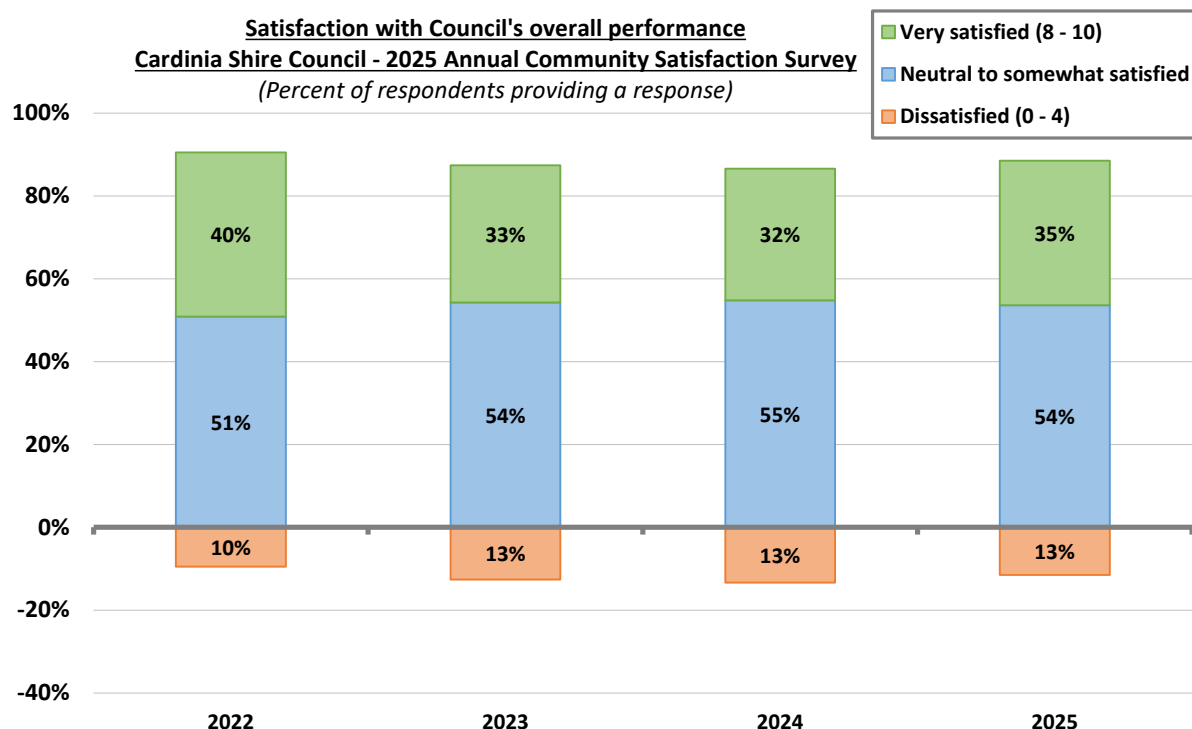
The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

Consistent with the marginal increase in average satisfaction, there was a marginal increase in the proportion of respondents who were “very satisfied” (35% up from 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 45% (up from 42%) and the proportion of “dissatisfied” respondents was stable at six percent.

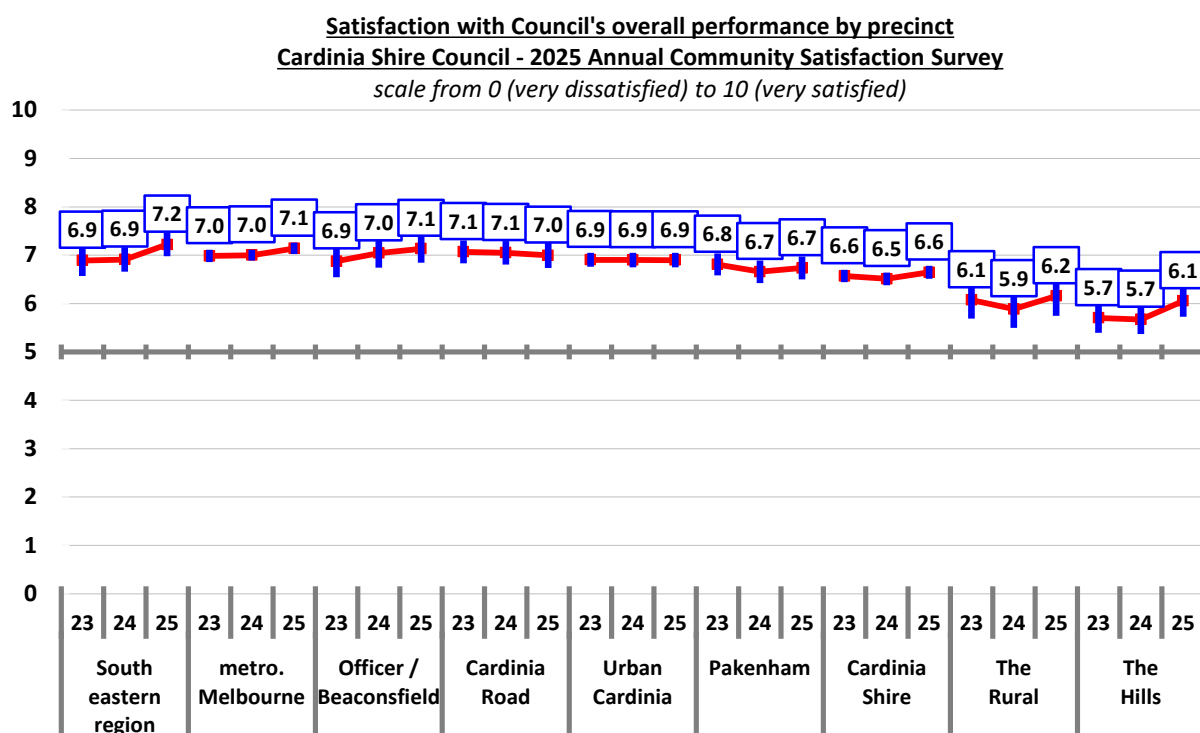






There was measurable and significant variation in satisfaction with Council's overall performance observed across the municipality.

Whilst the Officer / Beaconsfield (7.1) and Cardinia Road (7.0) precincts reported relatively stable satisfaction at "good" levels at or around the metropolitan average, satisfaction in the Rural (6.2 up from 5.9) and the Hills (6.1 up from 5.7) precincts both improved notably (3% to 4%) this year, improving from "poor" to "solid" levels.

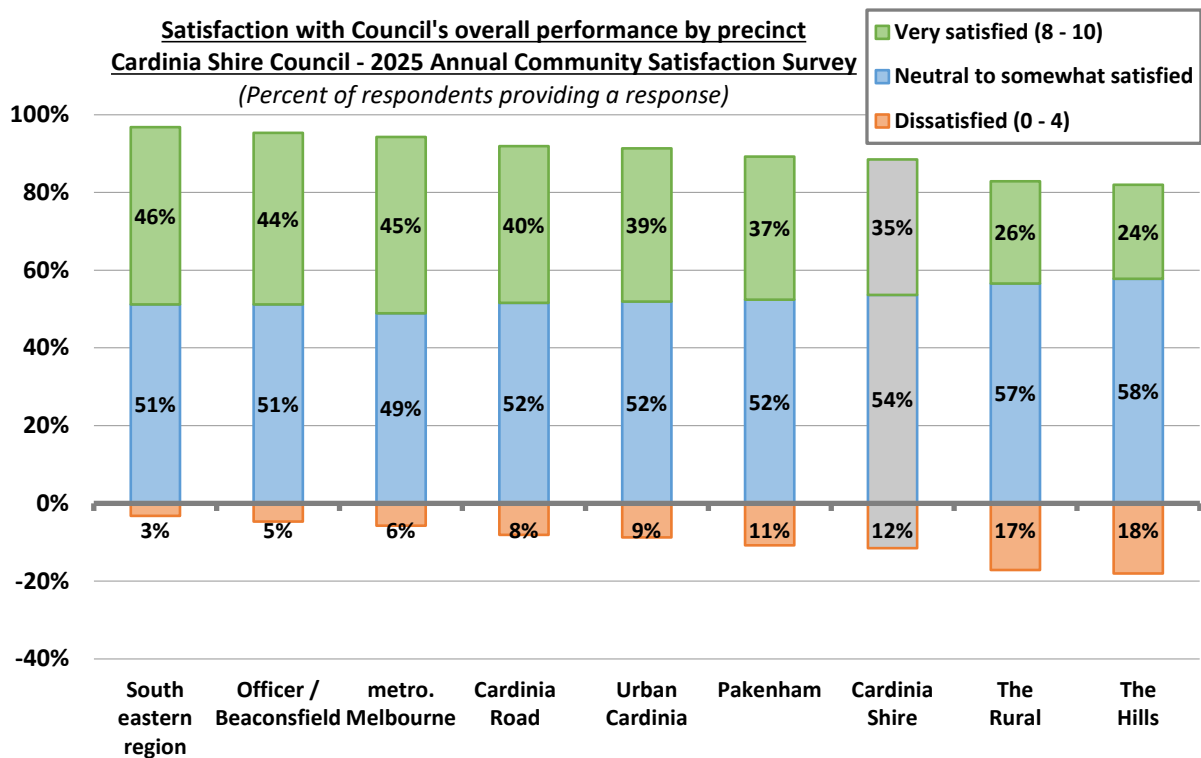


Consistent with the average satisfaction scores, it is noted that respondents from Cardinia Road, Officer / Beaconsfield, and to a lesser extent Pakenham were similarly likely to be “very satisfied” with Council’s overall performance than the metropolitan average.

By contrast, respondents from the Hills and the Rural precinct were significantly less likely than average to be “very satisfied” (approximately one-quarter) and were approximately three times as likely to be “dissatisfied” than the metropolitan average (18% compared to 6%).

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 has consistently been observed in the community satisfaction survey since Metropolis Research commenced the independent survey program back in 2022.

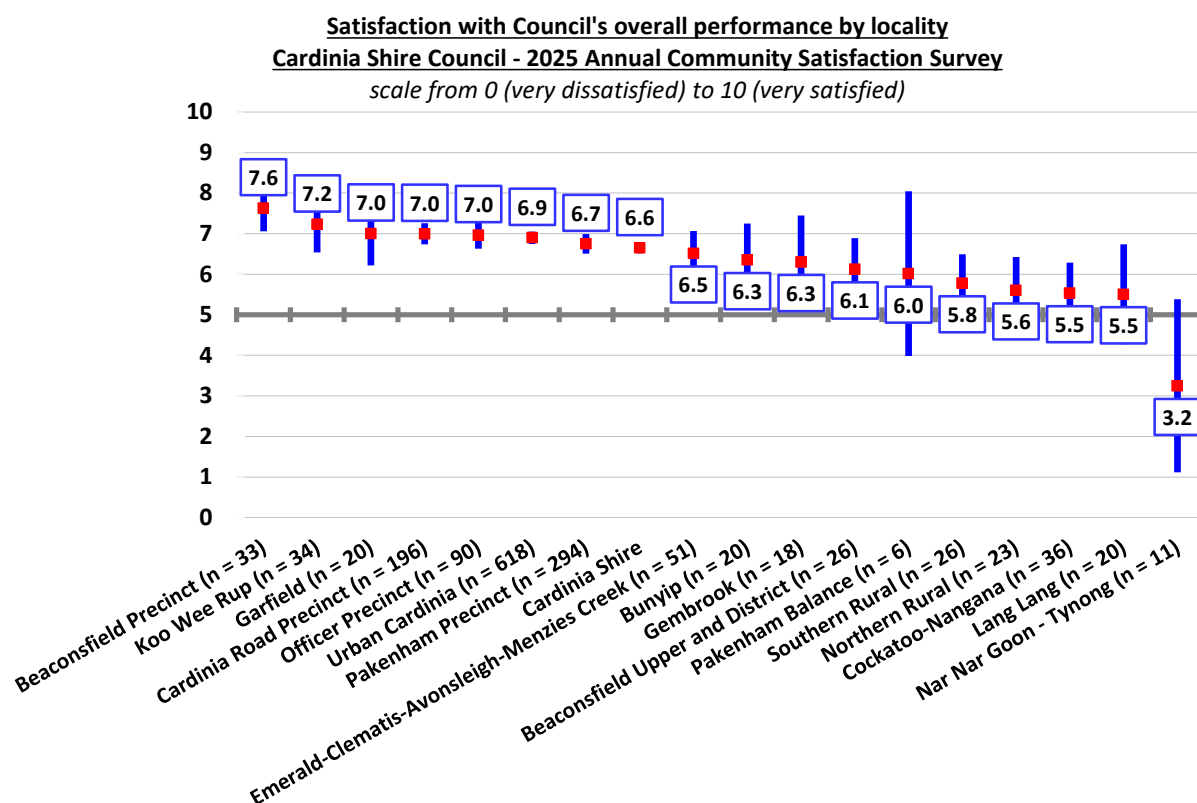


The following graph provides a more detailed examination of the variation in satisfaction across the suburbs and localities comprising the Shire.

These results reinforce the precinct level results, with respondents from Beaconsfield, Koo Wee Rup, Garfield, Officer, and Cardinia Road notably more satisfied than average.

By contrast, the small sample of respondents from northern rural (5.6), Cockatoo-Nangana (5.5), Lang Lang (5.5), and Nar Nar Goon – Tynong (3.2) were significantly less satisfied than average, and at “poor” 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.

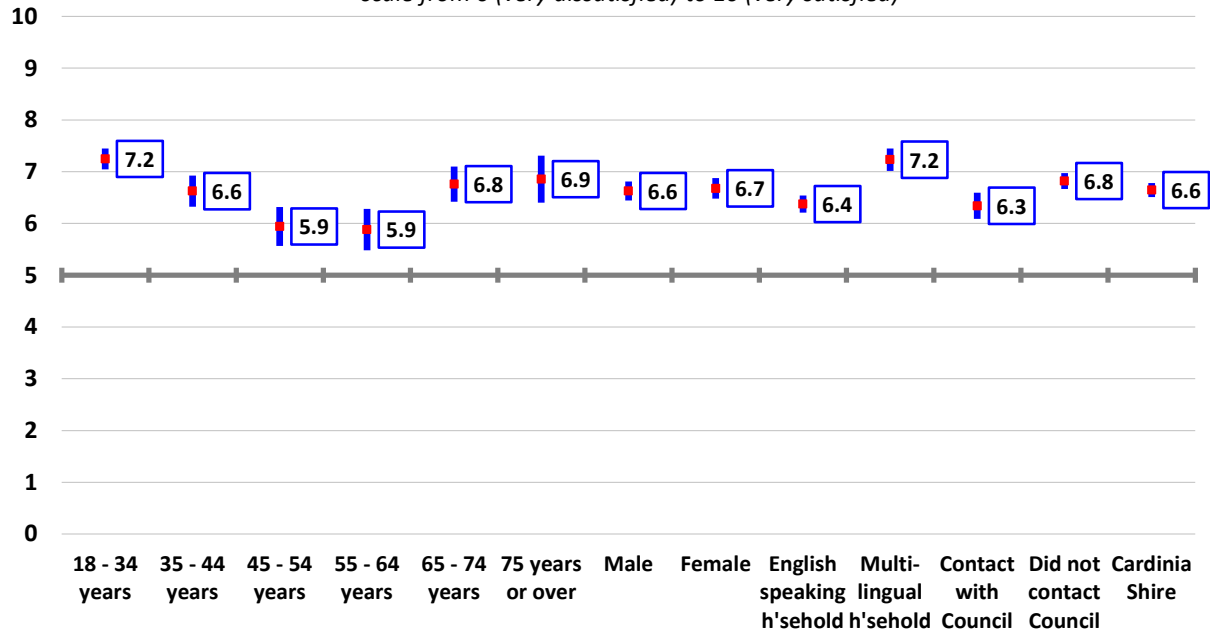
There was some notable variation in satisfaction with Council's overall performance observed, as follows:

- **Somewhat to notably MORE satisfied than average** – included young adults (aged 18 to 34 years), respondents from multilingual households, rental households, new and newer residents (less than five years in the Shire), younger sole person and couples, older sole person households, and two-parent families (with youngest child under five years).
- **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, two-parent families (with youngest child 13 to 18 years), and middle-aged sole person and couple households.

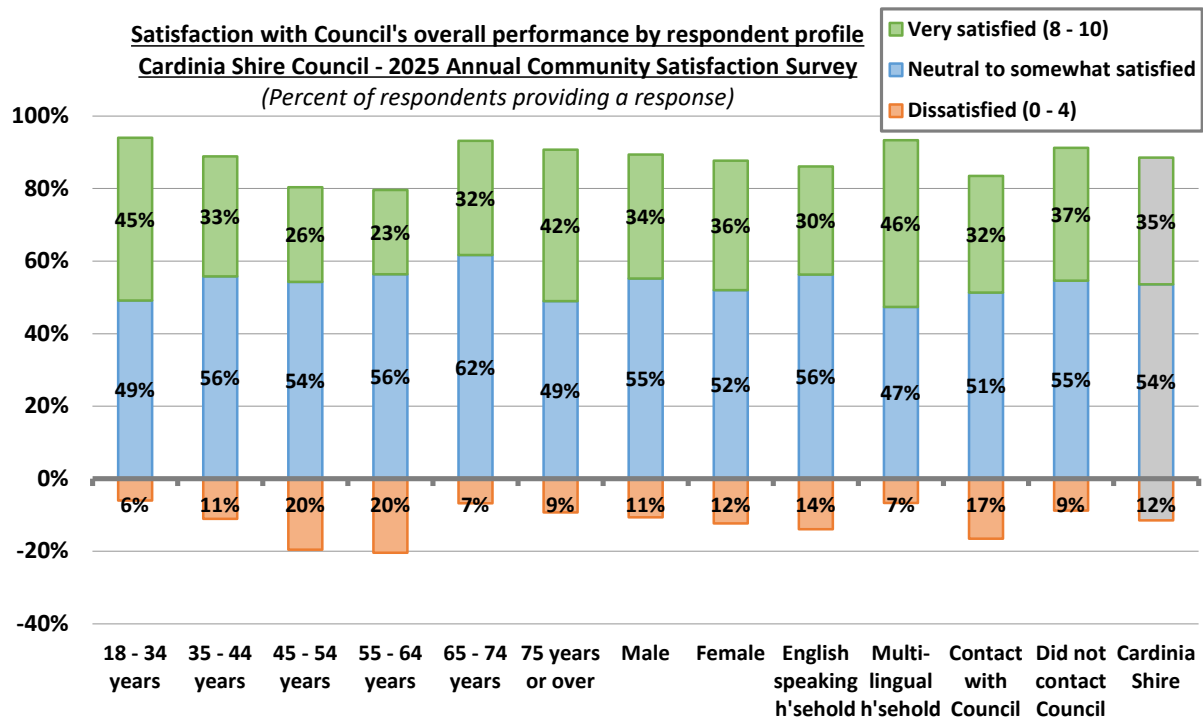
Metropolis Research notes that this general pattern of satisfaction by respondent profile was consistent with previous results in the Cardinia Shire, as well as results generally observed elsewhere. This is particularly true in relation to age structure, with middle-aged and sometimes older adults generally 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.

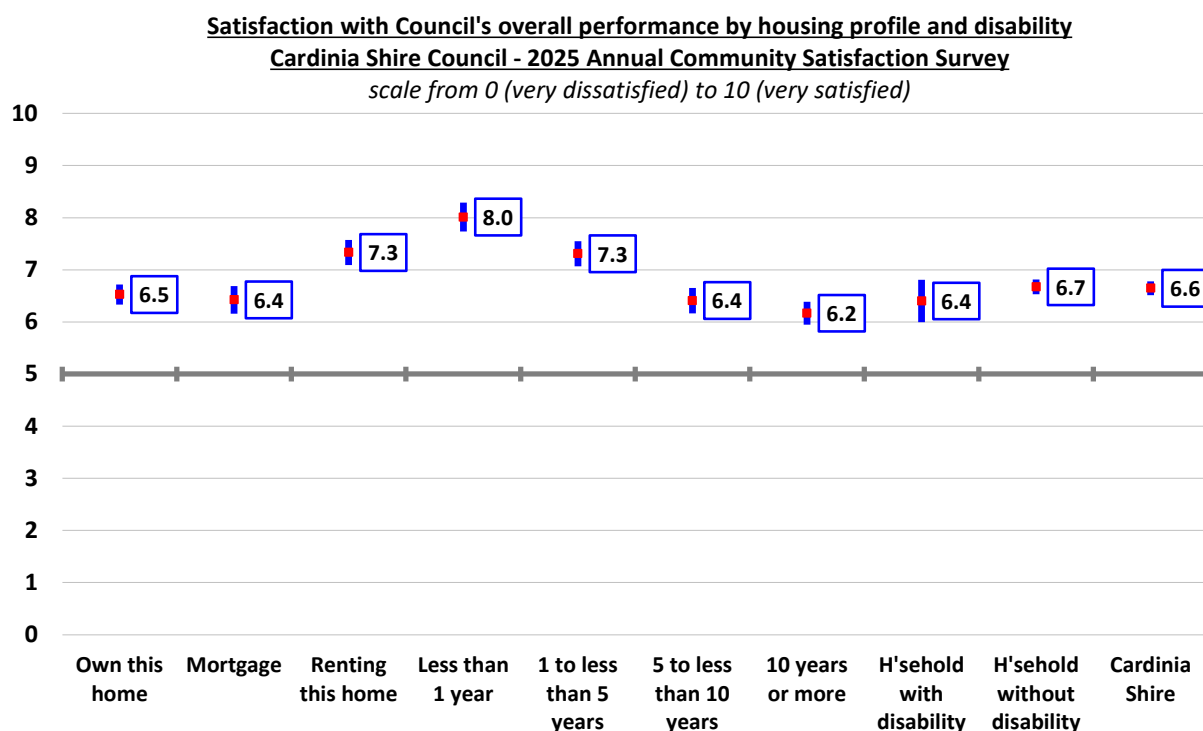
**Satisfaction with Council's overall performance by respondent profile**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



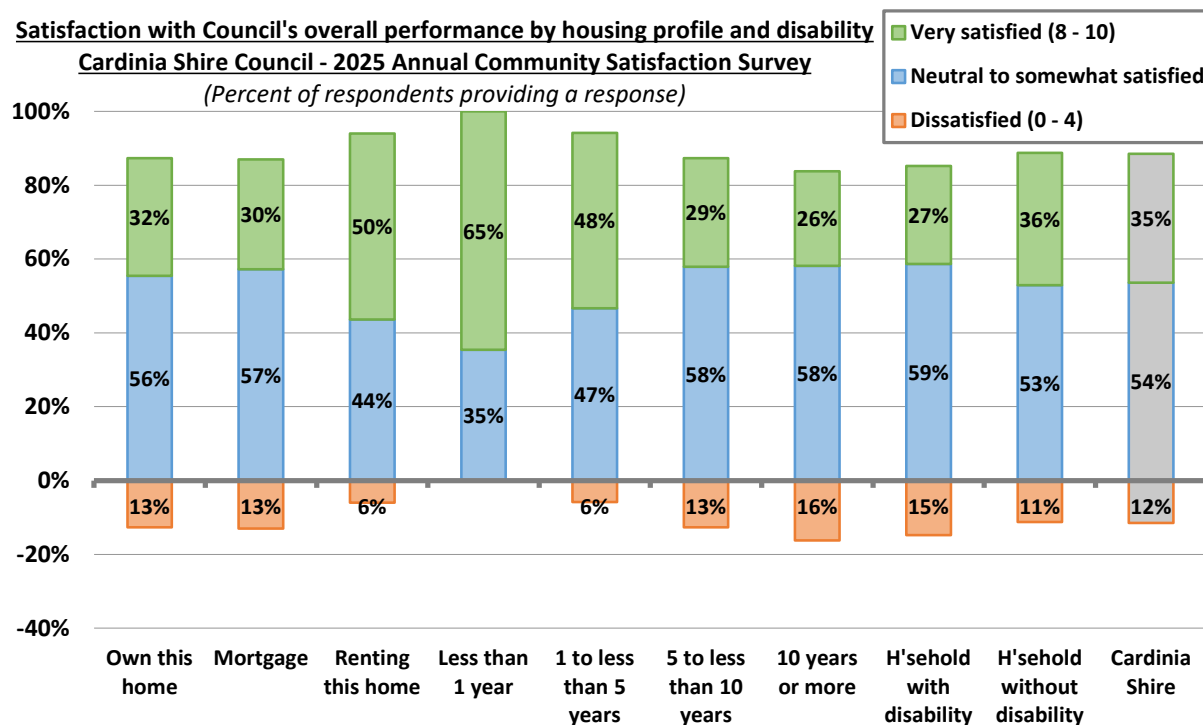
It is noted that close to half of the young adults (aged 18 to 34 years) and respondents from multilingual households were “very satisfied” with Council’s overall performance, whilst 20% of middle-aged and older adults (aged 45 to 74 years) were “dissatisfied”.

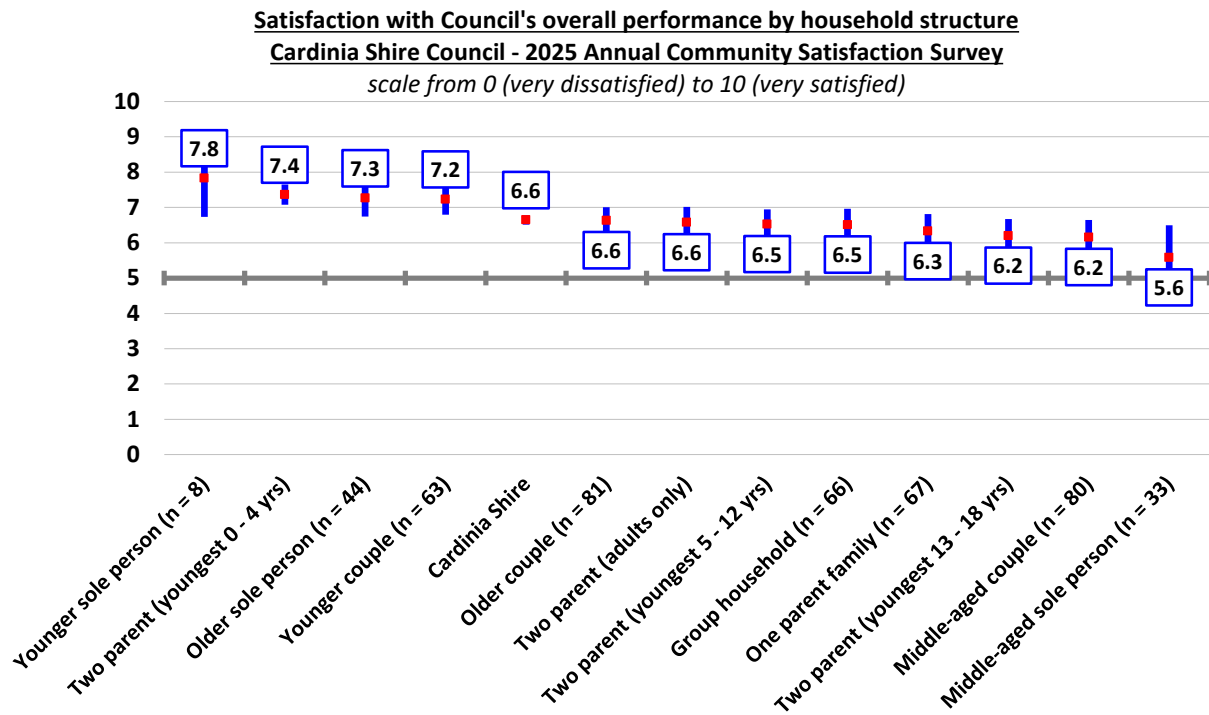




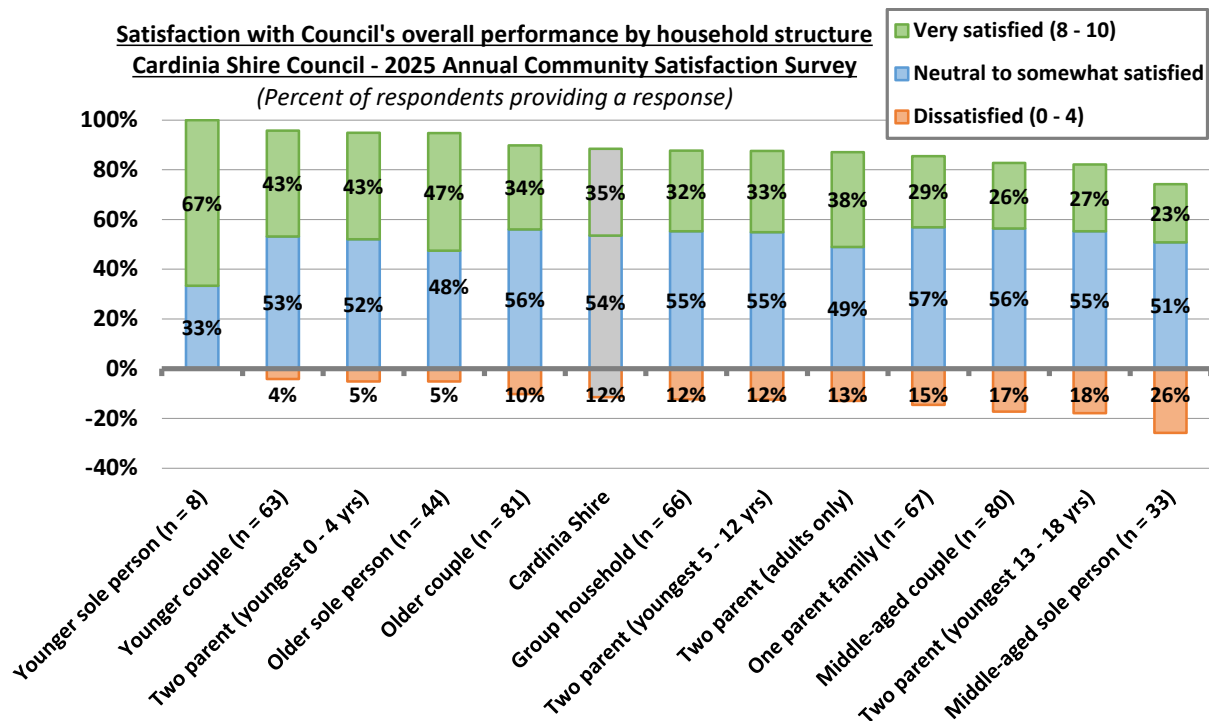


It is noted that 65% of new residents (less than one year in the Shire) and approximately half of the rental household respondents, and newer residents (one to less than five years in the Shire) were “very satisfied” with Council’s overall performance. By contrast, 16% of long-term residents (10 years or more in the Shire) and 15% of respondents from households with a member with disability were “dissatisfied”.





It is noted that 67% of younger sole person households and approximately half of the older sole person households were “very satisfied” with Council’s overall performance, whilst 26% of middle-aged sole person, 18% of two-parent families (with youngest child aged 13 to 18 years) and 17% of middle-aged couple households were “dissatisfied”.



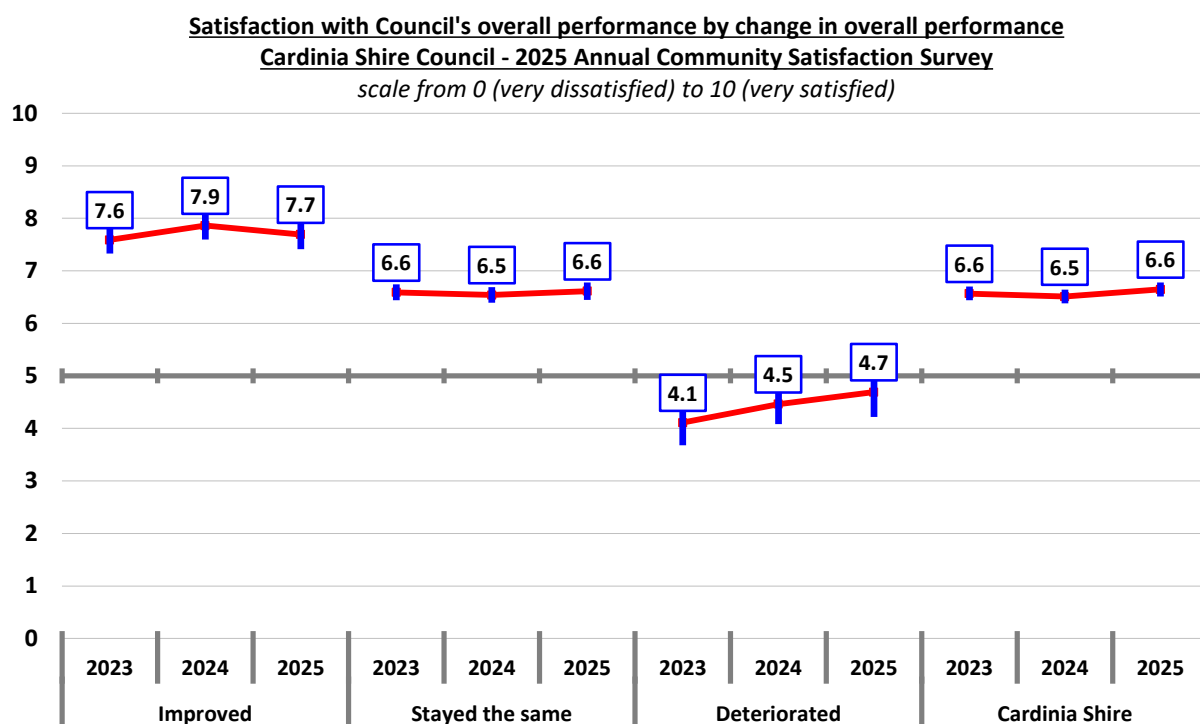
## Satisfaction by change in performance in the last 12 months

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 (7.7 or “very good”), those who considered that performance had stayed the same (6.6 or “good”), and those who considered that performance had deteriorated in the last 12 months (4.7 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.

Metropolis Research notes, however, that the group of respondents who consider that performance had deteriorated in the last 12 months were notably less dissatisfied with Council’s overall performance than in recent years.

As discussed in the [Change in Council’s overall performance](#) section of this report, it tended to be respondents from the Hills (13%) and the Rural (15%) 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

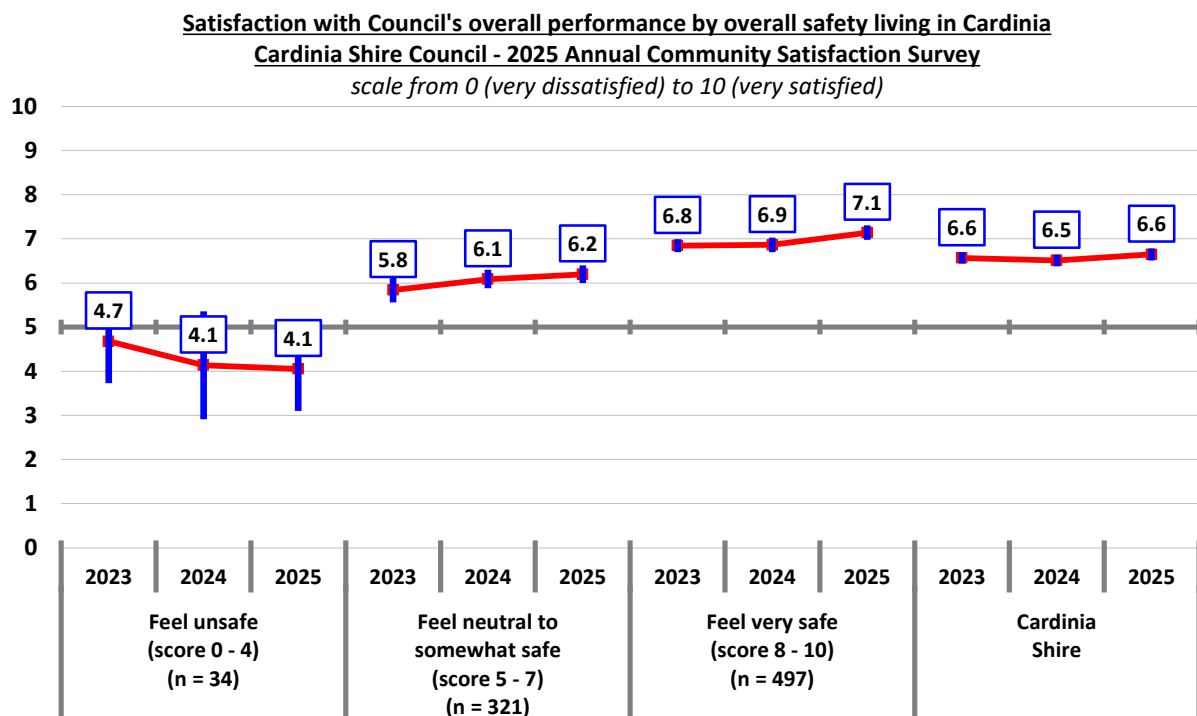
The following graph provides a comparison of satisfaction with Council’s overall performance by respondents’ perception of safety living in Cardinia Shire.

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 (4.1), whilst those who felt “very safe” reported higher-than-average satisfaction with Council’s overall performance (7.1).

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](#).



### 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 256 respondents who did not nominate any issues to address for the Cardinia Shire ‘at the moment’ were measurably more satisfied than the municipal average (8% higher at 7.4).





This reflects the fact that individuals who can't identify any issues they feel need to be addressed in their local community will almost always be more satisfied than those who do raise issues that they feel need to be addressed.

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.

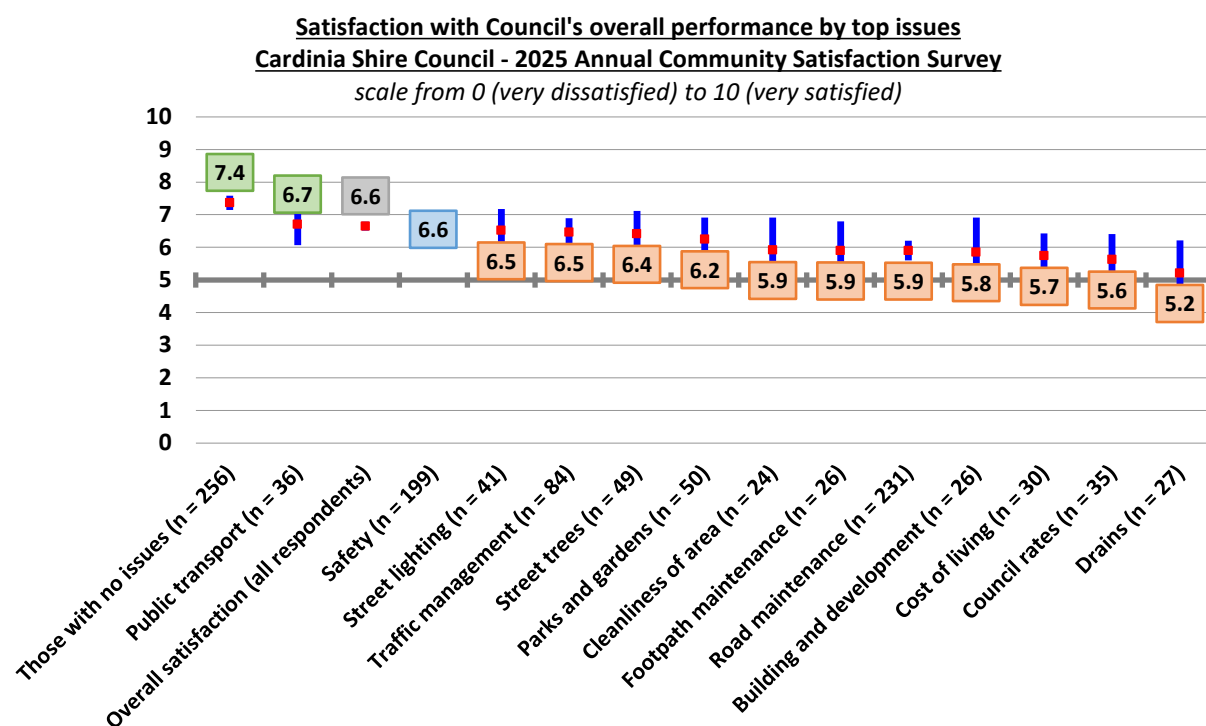
As is clear in the graph, the respondents nominating 11 of these 13 issues were, on average, less satisfied with Council's overall performance than the average of all respondents.

The most significant issue this year remained roads, with 26% (down from 29%) raising roads as a top three issue this year. On average, respondents who raised road related issues rated satisfaction with Council's overall performance measurably (7%) lower than the municipal average.

Given the sizable proportion of the Cardinia Shire community who raised roads as an issue, 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 measurably and significantly (12%) lower than the respondents who did not raise roads as an issue (5.9 compared to 7.1).

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, this includes both Council and VicRoads managed roads. The fact that satisfaction with [major arterial roads and highways managed by VicRoads](#) was measurably (5%) lower than satisfaction with [sealed local roads managed by Council](#) reinforces the view that concern was greater in relation to major arterial roads than local roads.



Other issues that were likely to be exerting a negative influence on overall satisfaction (for the respondents who raised the issue) included drains (27 respondents 14% less satisfied), Council rates (35 respondents, 10% less), cost of living (30 respondents, 9% less), planning and development (26 respondents, 8%), and footpaths (26 respondents, 7% less).

Attention is also drawn to the 199 respondents (22% up from 10%) who nominated safety, policing, and crime related issues. This was a significant increase in concerns around safety, policing, and crime this year, consistent with the measurably (6%) decline in the [perception of safety](#) in public areas of Cardinia Shire at night this year.

It is noted, however, that this group of respondents who raised safety, policing, and crime issues this year, were, on average, no more or less satisfied with Council's overall performance than the municipal average. Metropolis Research suggests that given the size of this group of respondents, it is likely that they were exerting a negative influence.

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, street trees, and Council governance, performance, and accountability. It is important to bear in mind the relatively small sample of 99 dissatisfied respondents.

**Top issues for Cardinia of respondents' dissatisfied with overall performance**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

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

| Issue  | Dissatisfied respondents |         | All respondents      |
|--|--------------------------|---------|----------------------|
|  | Number                   | Percent |                      |
| Road maintenance and repairs   | 49                       | 49%     | 26%                  |
| Safety, policing, crime  | 24                       | 24%     | 22%                  |
| Traffic management   | 11                       | 11%     | 9%                   |
| Provision and maintenance of street trees  | 9                        | 9%      | 5%                   |
| Parks, gardens and open spaces   | 8                        | 8%      | 6%                   |
| Council governance, performance, accountability                                      | 8                        | 8%      | 1%                   |
| Drains maintenance and repairs   | 7                        | 7%      | 3%                   |
| Council rates  | 7                        | 7%      | 4%                   |
| Street lighting  | 7                        | 7%      | 5%                   |
| Cleanliness and maintenance of area  | 6                        | 6%      | 3%                   |
| Cost of living   | 6                        | 6%      | 3%                   |
| Footpath maintenance and repairs   | 6                        | 6%      | 3%                   |
| Animal management  | 6                        | 6%      | 2%                   |
| Building, housing, planning and development  | 5                        | 5%      | 3%                   |
| Public transport   | 4                        | 4%      | 4%                   |
| All other issues (25 separately identified issues)                                   | 56                       | 56%     | 43%                  |
| <b>Total responses</b>   | <b>219</b>               |         | <b>1,276</b>         |
| <i>Respondents identifying at least one issue<br/>(percent of total respondents)</i> | <i>87<br/>(87%)</i>      |         | <i>643<br/>(71%)</i> |

## Reasons for level of satisfaction with Council's overall performance

Respondents were asked:

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

There was a total of 685 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 positive comments about services and facilities (16 comments), customer service and responsiveness (12 comments), cleanliness and maintenance (11 comments), communication and consultation (7 comments), and environment, parks, open spaces, and trees (5 comments).

The most common negative issues raised by respondents related to roads, traffic, transport, and footpaths (74 comments with 71 negative), communication and consultation (74 comments with 65 negative), specific services and facilities (56 comments with 37 negative), customer service and responsiveness (44 comments with 30 negative), rates and financial management (41 comments all negative), cleanliness and maintenance (38 comments with 27 negative), Council governance, performance and accountability (36 comments with 33 negative). A range of other issues were raised, mostly as negative issues, by a small number of respondents.

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 - 2025 Annual Community Satisfaction Survey**  
*(number and percent of total comments)*

| Reason for rating of satisfaction | Total comments |            | Respondents            |                |                          |
|-----------------------------------|----------------|------------|------------------------|----------------|--------------------------|
|                                   | Number         | Percent    | Satisfied<br>(6 to 10) | Neutral<br>(5) | Dissatisfied<br>(0 to 4) |
| <b>General statements</b>         | <b>232</b>     | <b>34%</b> | <b>184</b>             | <b>29</b>      | <b>19</b>                |
| <i>positive</i>                   | 109            | 16%        | 109                    | 0              | 0                        |
| <i>neutral</i>                    | 33             | 5%         | 26                     | 7              | 0                        |
| <i>negative</i>                   | 90             | 13%        | 49                     | 22             | 19                       |



|   |           |            |           |           |           |
|---|-----------|------------|-----------|-----------|-----------|
| <b>Communication, consultation, information</b>   | <b>74</b> | <b>11%</b> | <b>44</b> | <b>13</b> | <b>17</b> |
| <i>positive</i>                                   | 7         | 1%         | 7         | 0         | 0         |
| <i>neutral</i>                                    | 2         | 0%         | 2         | 0         | 0         |
| <i>negative</i>                                   | 65        | 9%         | 35        | 13        | 17        |
| <b>Roads, traffic, transport and footpaths</b>    | <b>74</b> | <b>11%</b> | <b>43</b> | <b>14</b> | <b>17</b> |
| <i>positive</i>                                   | 3         | 0%         | 3         | 0         | 0         |
| <i>neutral</i>                                    | 0         | 0%         | 0         | 0         | 0         |
| <i>negative</i>                                   | 71        | 10%        | 40        | 14        | 17        |
| <b>Services and facilities</b>                    | <b>56</b> | <b>8%</b>  | <b>43</b> | <b>4</b>  | <b>9</b>  |
| <i>positive</i>                                   | 16        | 2%         | 16        | 0         | 0         |
| <i>neutral</i>                                    | 3         | 0%         | 3         | 0         | 0         |
| <i>negative</i>                                   | 37        | 5%         | 24        | 4         | 9         |
| <b>Customer service and responsiveness</b>        | <b>44</b> | <b>6%</b>  | <b>23</b> | <b>5</b>  | <b>16</b> |
| <i>positive</i>                                   | 12        | 2%         | 12        | 0         | 0         |
| <i>neutral</i>                                    | 2         | 0%         | 2         | 0         | 0         |
| <i>negative</i>                                   | 30        | 4%         | 9         | 5         | 16        |
| <b>Rates and financial management</b>             | <b>41</b> | <b>6%</b>  | <b>18</b> | <b>9</b>  | <b>14</b> |
| <i>positive</i>                                   | 0         | 0%         | 0         | 0         | 0         |
| <i>neutral</i>                                    | 0         | 0%         | 0         | 0         | 0         |
| <i>negative</i>                                   | 41        | 6%         | 18        | 9         | 14        |
| <b>Cleanliness and maintenance of area</b>        | <b>38</b> | <b>6%</b>  | <b>29</b> | <b>3</b>  | <b>6</b>  |
| <i>positive</i>                                   | 11        | 2%         | 11        | 0         | 0         |
| <i>neutral</i>                                    | 0         | 0%         | 0         | 0         | 0         |
| <i>negative</i>                                   | 27        | 4%         | 18        | 3         | 6         |
| <b>Governance, accountability and reputation</b>  | <b>36</b> | <b>5%</b>  | <b>17</b> | <b>9</b>  | <b>10</b> |
| <i>positive</i>                                   | 3         | 0%         | 3         | 0         | 0         |
| <i>neutral</i>                                    | 0         | 0%         | 0         | 0         | 0         |
| <i>negative</i>                                   | 33        | 5%         | 14        | 9         | 10        |
| <b>Environment, parks, open space and trees</b>   | <b>29</b> | <b>4%</b>  | <b>19</b> | <b>3</b>  | <b>7</b>  |
| <i>positive</i>                                   | 5         | 1%         | 5         | 0         | 0         |
| <i>neutral</i>                                    | 1         | 0%         | 1         | 0         | 0         |
| <i>negative</i>                                   | 23        | 3%         | 13        | 3         | 7         |
| <b>The hills and rural areas vs. growth areas</b> | <b>13</b> | <b>2%</b>  | <b>1</b>  | <b>6</b>  | <b>6</b>  |
| <i>positive</i>                                   | 0         | 0%         | 0         | 0         | 0         |
| <i>neutral</i>                                    | 0         | 0%         | 0         | 0         | 0         |
| <i>negative</i>                                   | 13        | 2%         | 1         | 6         | 6         |
| <b>Garbage and waste management</b>               | <b>12</b> | <b>2%</b>  | <b>8</b>  | <b>4</b>  | <b>0</b>  |
| <i>positive</i>                                   | 2         | 0%         | 2         | 0         | 0         |
| <i>neutral</i>                                    | 0         | 0%         | 0         | 0         | 0         |
| <i>negative</i>                                   | 10        | 1%         | 6         | 4         | 0         |





|  |            |             |            |            |            |
|--|------------|-------------|------------|------------|------------|
| <b>Building, planning, housing and development</b> | <b>13</b>  | <b>2%</b>   | <b>6</b>   | <b>5</b>   | <b>2</b>   |
| positive   | 1          | 0%          | 1          | 0          | 0          |
| neutral  | 0          | 0%          | 0          | 0          | 0          |
| negative   | 12         | 2%          | 5          | 5          | 2          |
| <b>Safety, policing and crime</b>                  | <b>10</b>  | <b>1%</b>   | <b>8</b>   | <b>2</b>   | <b>0</b>   |
| positive   | 1          | 0%          | 1          | 0          | 0          |
| neutral  | 0          | 0%          | 0          | 0          | 0          |
| negative   | 9          | 1%          | 7          | 2          | 0          |
| <b>Shops, restaurants and entertainment venues</b> | <b>6</b>   | <b>1%</b>   | <b>5</b>   | <b>1</b>   | <b>0</b>   |
| positive   | 0          | 0%          | 0          | 0          | 0          |
| neutral  | 0          | 0%          | 0          | 0          | 0          |
| negative   | 6          | 1%          | 5          | 1          | 0          |
| <b>Parking</b>                                     | <b>2</b>   | <b>0%</b>   | <b>2</b>   | <b>0</b>   | <b>0</b>   |
| positive   | 0          | 0%          | 0          | 0          | 0          |
| neutral  | 0          | 0%          | 0          | 0          | 0          |
| negative   | 2          | 0%          | 2          | 0          | 0          |
| <b>Bushfire / flooding / emergency management</b>  | <b>1</b>   | <b>0%</b>   | <b>1</b>   | <b>0</b>   | <b>0</b>   |
| positive   | 1          | 0%          | 1          | 0          | 0          |
| neutral  | 0          | 0%          | 0          | 0          | 0          |
| negative   | 0          | 0%          | 0          | 0          | 0          |
| <b>Infrastructure</b>                              | <b>1</b>   | <b>0%</b>   | <b>0</b>   | <b>1</b>   | <b>0</b>   |
| positive   | 0          | 0%          | 0          | 0          | 0          |
| neutral  | 0          | 0%          | 0          | 0          | 0          |
| negative   | 1          | 0%          | 0          | 1          | 0          |
| <b>Other</b>                                       | <b>3</b>   | <b>0%</b>   | <b>3</b>   | <b>0</b>   | <b>0</b>   |
| positive   | 0          | 0%          | 0          | 0          | 0          |
| neutral  | 0          | 0%          | 0          | 0          | 0          |
| negative   | 3          | 0%          | 3          | 0          | 0          |
| <b>Total responses</b>                             | <b>685</b> | <b>100%</b> | <b>454</b> | <b>108</b> | <b>123</b> |



## Change in Council's overall performance

Respondents were asked:

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

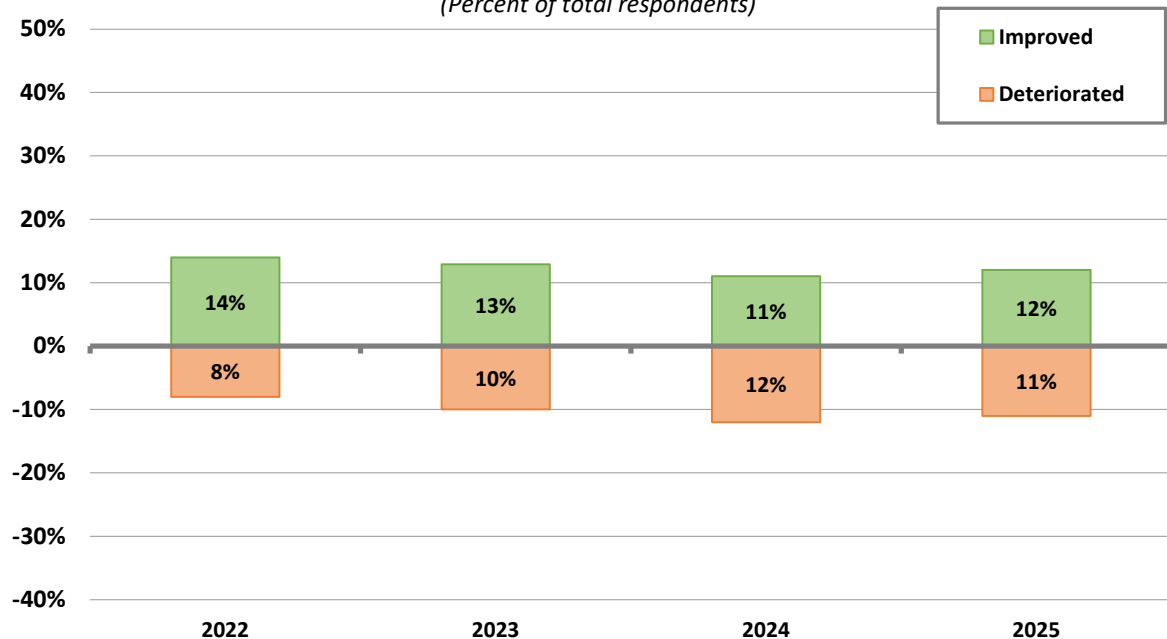
Consistent with the relatively stable overall satisfaction score recorded again this year, there was no substantial variation in the change in performance results.

**Change in overall performance**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

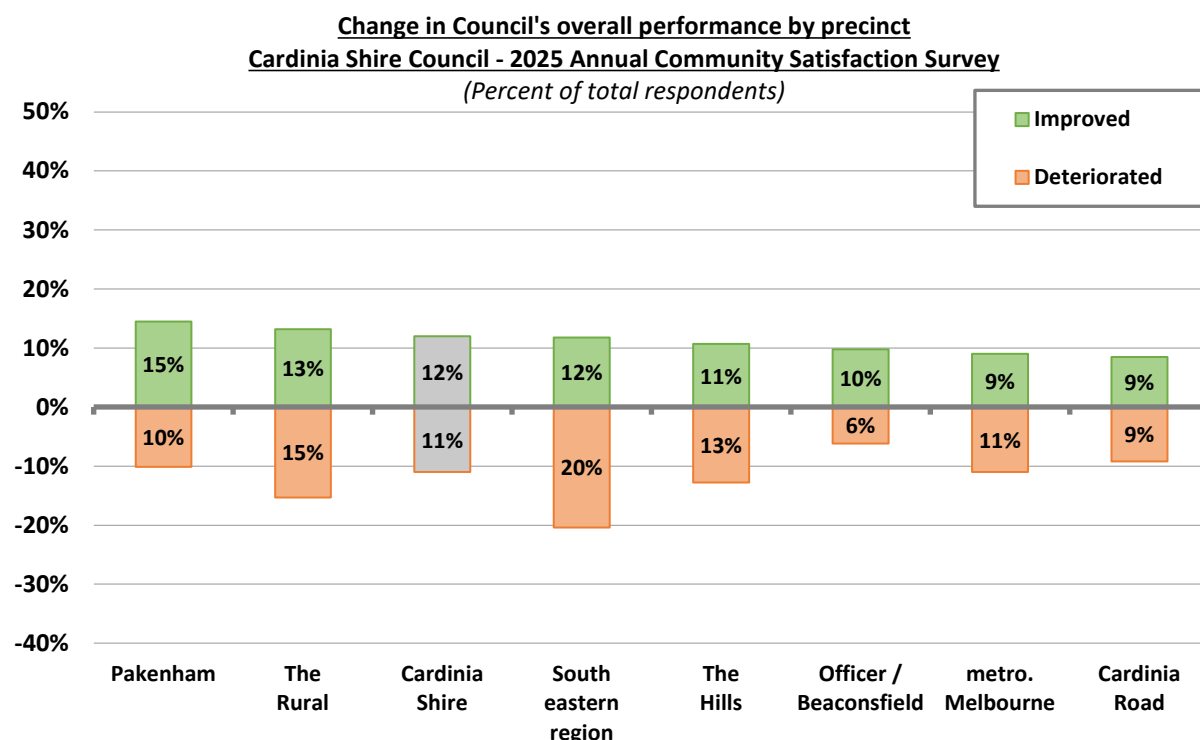
| Response        | 2025       |             | 2024       | 2023       | 2022       |
|-----------------|------------|-------------|------------|------------|------------|
|                 | Number     | Percent     |            |            |            |
| Improved        | 106        | 12%         | 11%        | 13%        | 14%        |
| Stayed the same | 498        | 55%         | 61%        | 59%        | 43%        |
| Deteriorated    | 96         | 11%         | 12%        | 10%        | 8%         |
| Can't say       | 203        | 22%         | 16%        | 18%        | 35%        |
| <b>Total</b>    | <b>903</b> | <b>100%</b> | <b>900</b> | <b>900</b> | <b>900</b> |

There was a marginal increase in the proportion who considered that performance had improved, and a marginal decrease in the proportion who considered that performance had deteriorated.

**Change in overall performance**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Percent of total respondents)



Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Pakenham were somewhat (3%) more likely than average to consider that performance had improved in the last 12 months.



## 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 2025, asked to rate their satisfaction with seven aspects of the governance and leadership performance of Council.

There was a new measure of governance and leadership included in the survey this year, around satisfaction with the opportunities offered by Council to engage or be consulted with on Council decisions.

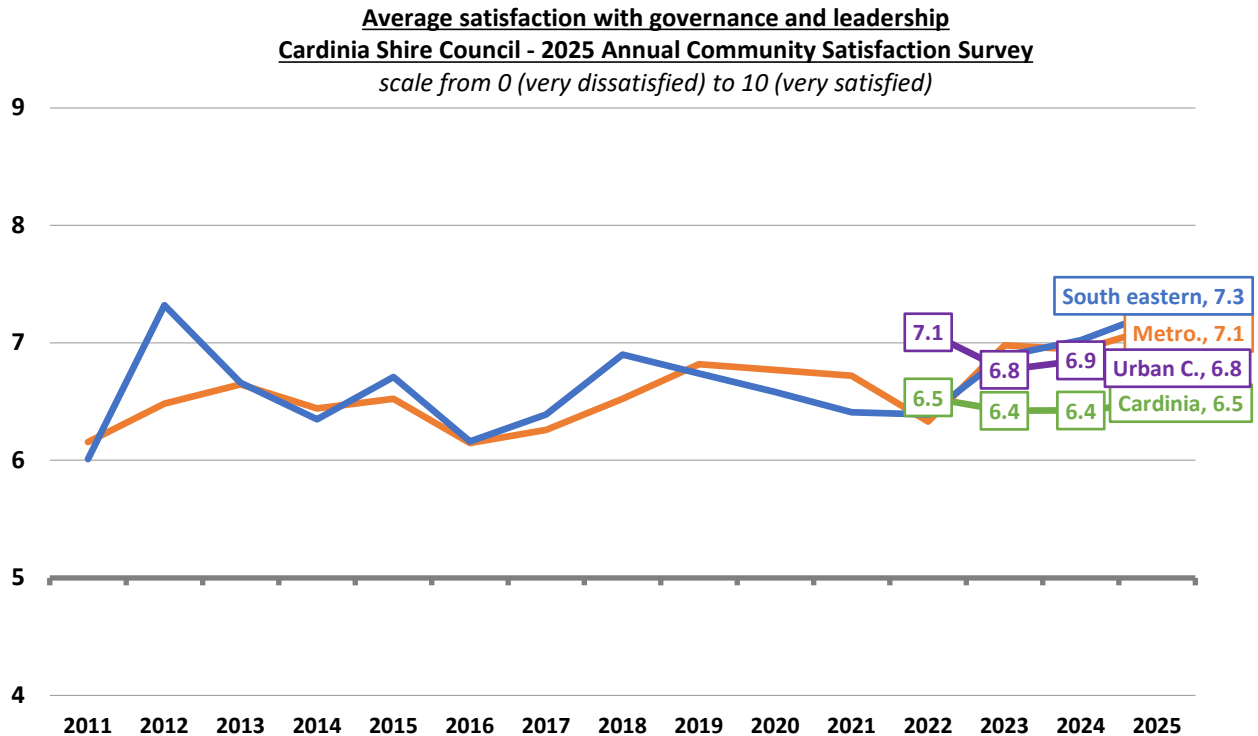
This new measure was included as a Local Government Performance Reporting Framework (LGPRF) requirement, which will replace the old measure around satisfaction with Council’s communication and consultation performance.

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, and the new consultation measure to be included as a core measure in the 2026 survey.

The satisfaction with the six core aspects of governance and leadership improved marginally this year, up one percent to 6.5 out of 10, which was a “good”, up from a “solid” level.



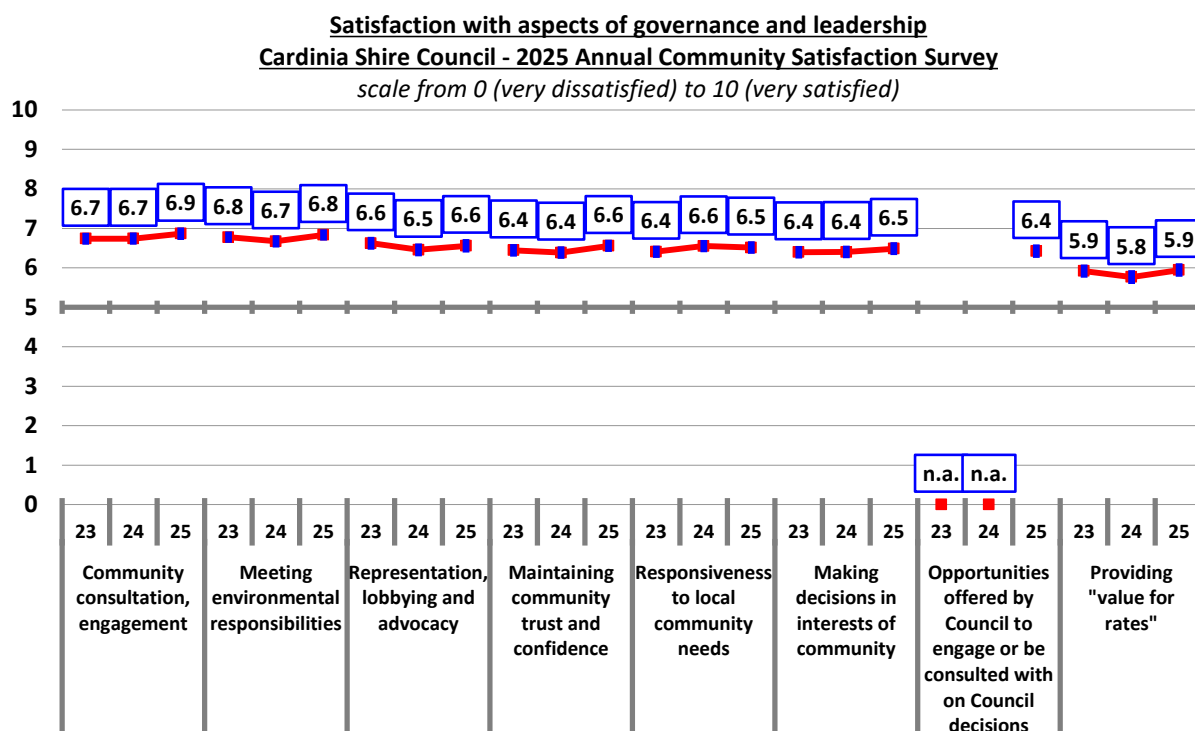
By way of comparison, satisfaction with these six core aspects of governance and leadership was measurably (6%) lower in the Cardinia Shire (6.5) than the metropolitan Melbourne (7.1) and eight percent lower than the southeastern region councils' average (7.3), as recorded in the 2025 *Governing Melbourne* research.



There was a marginal increase in satisfaction with performance maintaining community trust and confidence (up 2%) and community consultation and engagement (up 2%).

Satisfaction with six of the nine aspects of governance and leadership was categorised as “good”, satisfaction with opportunities offered by Council to engage or be consulted with on Council decisions was “solid”, and satisfaction with Council performance providing value for rates was “poor” again 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).

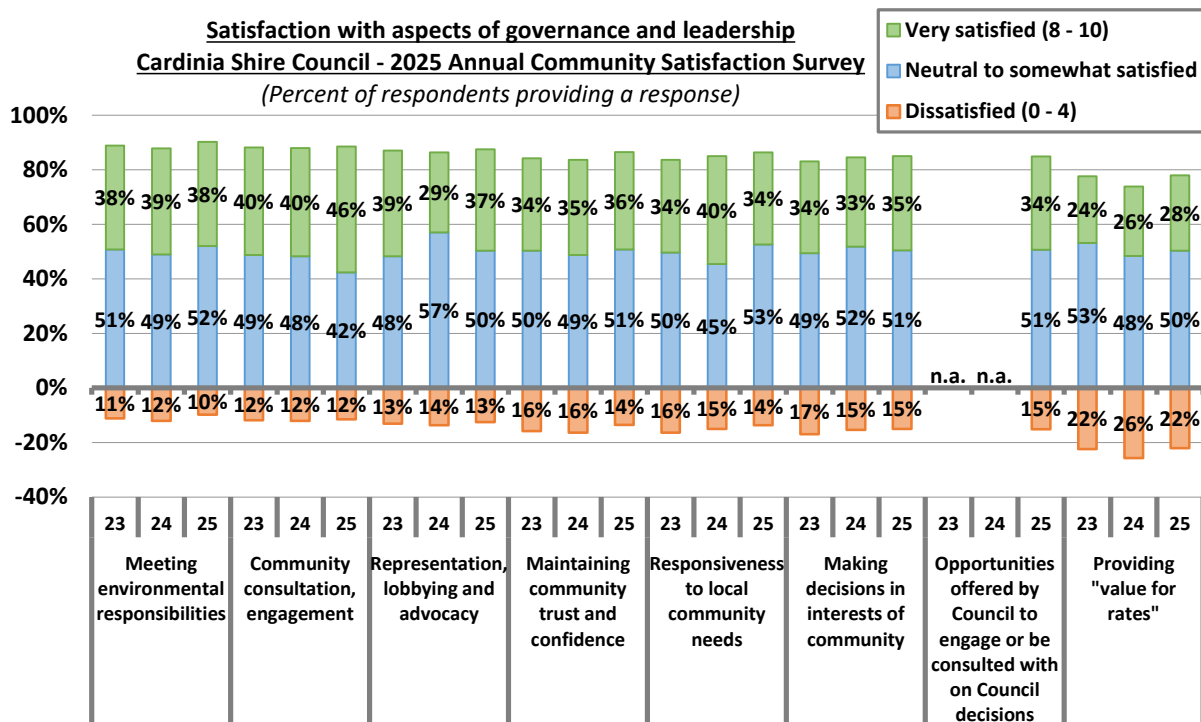
There was a notable increase in the proportion of respondents who were “very satisfied” with Council’s representation, lobbying, and advocacy (up 8% to 37%) and community consultation and engagement (up 6% to 46%).

There was, however, a notable decline in the proportion of respondents “very satisfied” with the responsiveness of Council to local community needs (down 6% to 34%).

The proportion of respondents “dissatisfied” with most aspects of governance and leadership remained relatively stable this year, although attention is drawn to the four percent decline in the proportion of respondents “dissatisfied” with Council’s performance providing value for rates.

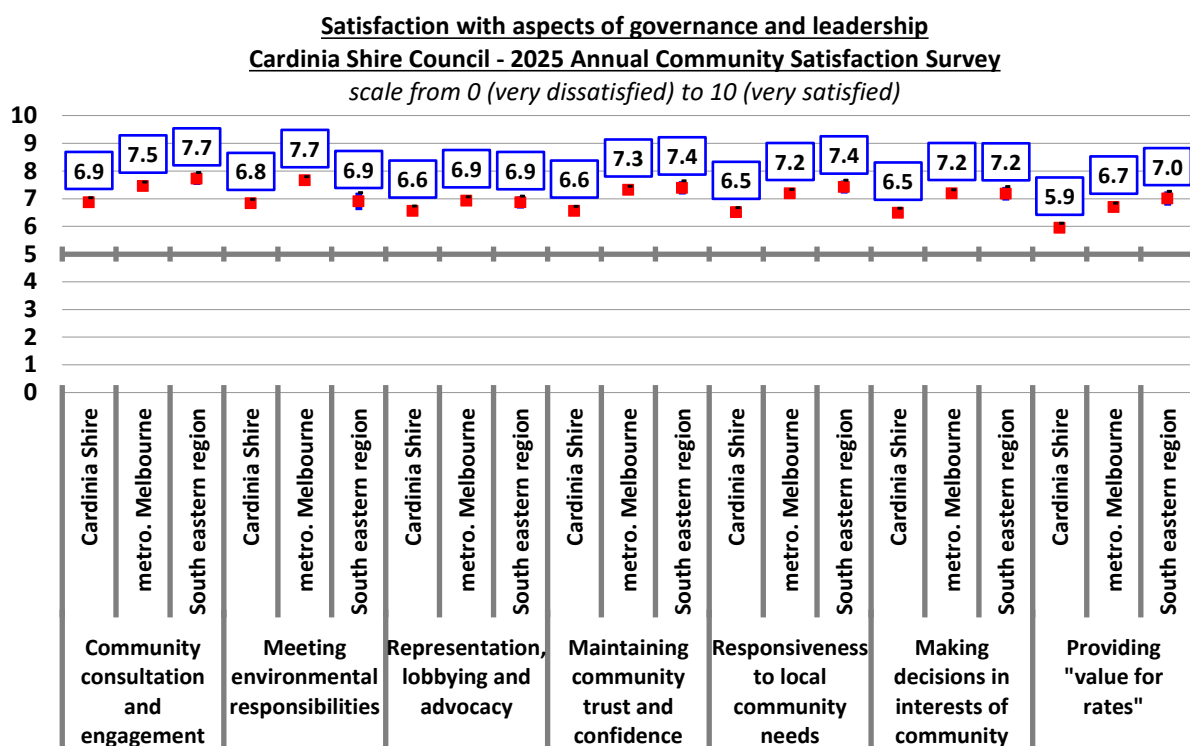






When compared to the metropolitan averages as recorded in *Governing Melbourne*, it is noted that respondents in the Cardinia Shire were measurably less satisfied than both of the comparison results for all eight aspects of governance and leadership.

This underperformance in relation to satisfaction with aspects of governance and leadership varied from satisfaction with Council's performance meeting its responsibilities towards the environment (9% lower in Cardinia), to Council's representation, lobbying, and advocacy (3% lower in Cardinia).



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.

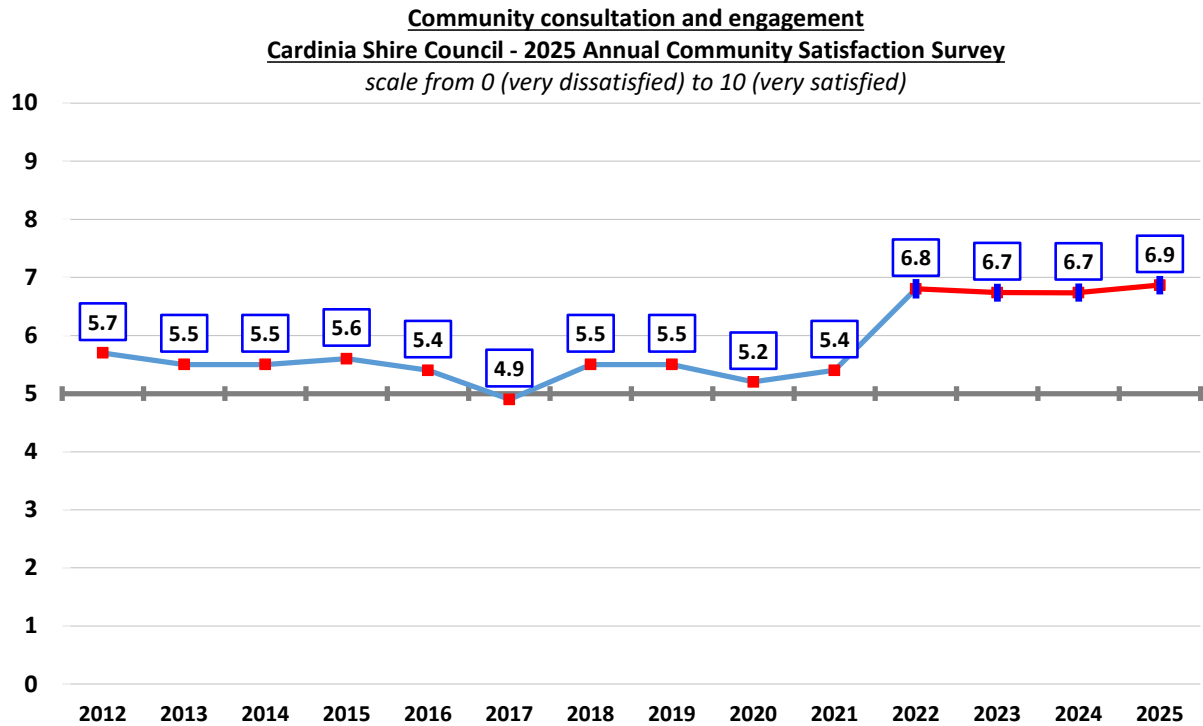
### ***Community consultation and engagement***

Satisfaction with Council's community consultation and engagement performance increased somewhat this year, up two percent to 6.9 out of 10, which remained a "good" level of satisfaction.

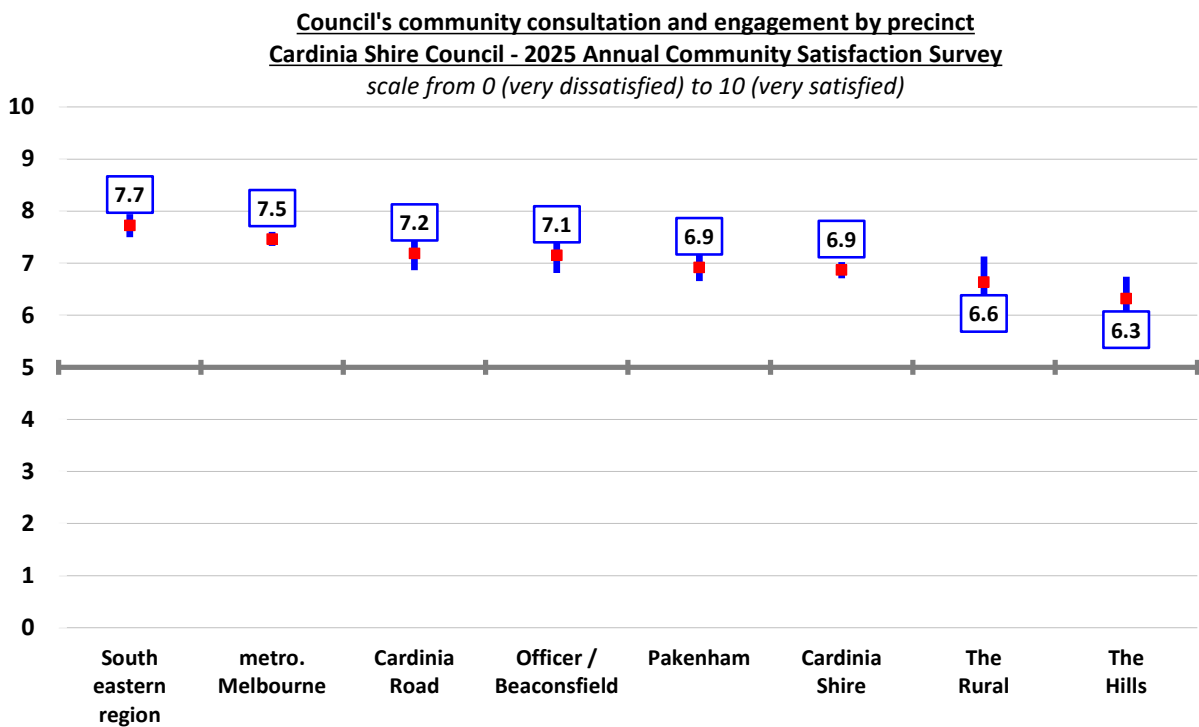
This result remains, however, measurably below the metropolitan (6%) and southeastern region councils (8%) averages.

This result remains measurably (11%) above the long-term average satisfaction since 2012 of 5.8 out of 10, or "poor".





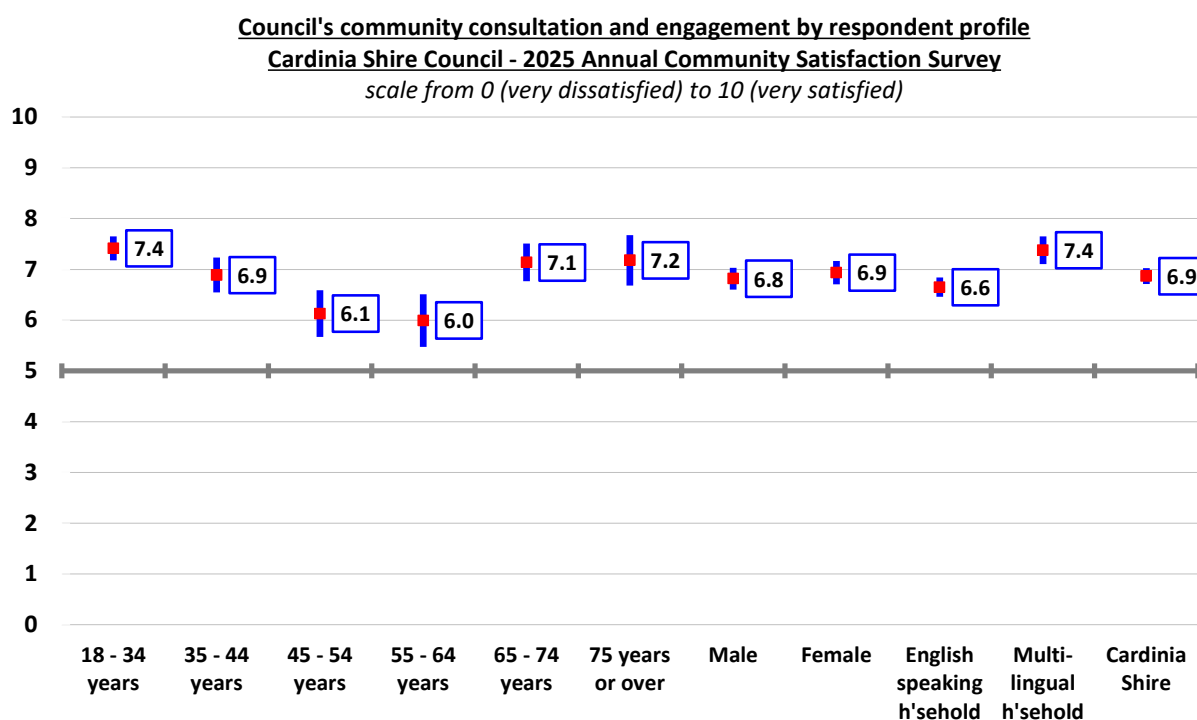
There was measurable variation in satisfaction observed across the municipality, with respondents from Cardinia Road somewhat (3%) more satisfied than average. By contrast, respondents from the Rural precinct were somewhat (3%) and respondents from the Hills precinct were measurably (6%) less satisfied than average, and at a “solid” level.



There was measurable variation in satisfaction with Council’s communication and engagement observed by respondent profile, with young adults (aged 18 to 34 years) measurably (5%) more satisfied than average and at a “very good” level.

By contrast, younger and older middle-aged adults (aged 45 to 64 years) were measurably (8% and 9% respectively) less satisfied than average, and at “solid” rather than “good” levels of satisfaction.

Respondents from multilingual households were measurably (8%) more satisfied than respondents from English speaking households.



### ***Opportunities offered by Council to engage or be consulted with on Council decisions***

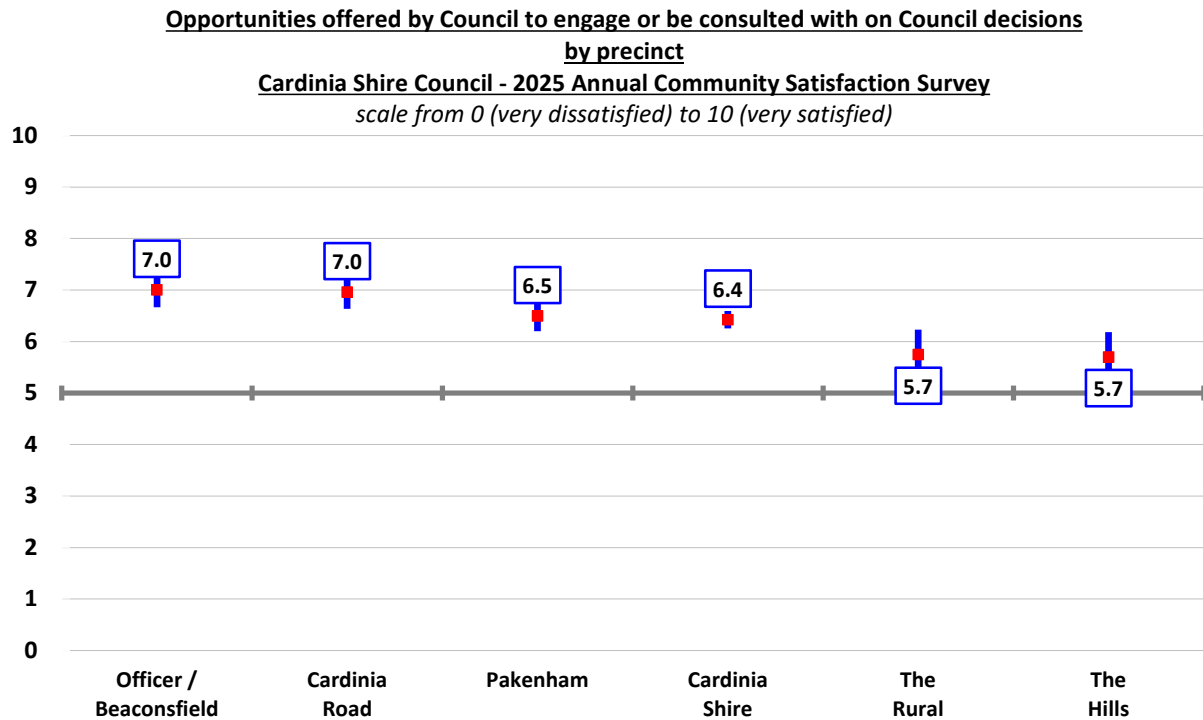
This question about satisfaction with the opportunities offered by Council to engage or be consulted with on Council decisions was included in the survey for the first time this year, as a new required LGPRF indicator.

This will replace the old measure of satisfaction with Council’s community consultation and engagement.

Metropolis Research draws attention to the fact that satisfaction with this new aspect was somewhat (3%) lower than satisfaction with the old aspect. Metropolis Research is of the view that this variation in satisfaction reflects the wording of the question, including reference to opportunities offered by Council. This new wording implies Council taking more active steps to offer opportunities, which appears to set a higher standard.



There was measurable variation in this result observed across the municipality, with respondents from Officer / Beaconsfield measurably (6%) and respondents from Cardinia Road notably (6%) more satisfied than average and at “good” levels. By contrast, respondents from the Rural and Hills precincts were both measurably (7%) less satisfied than average, and at “poor” rather than a “solid” level.



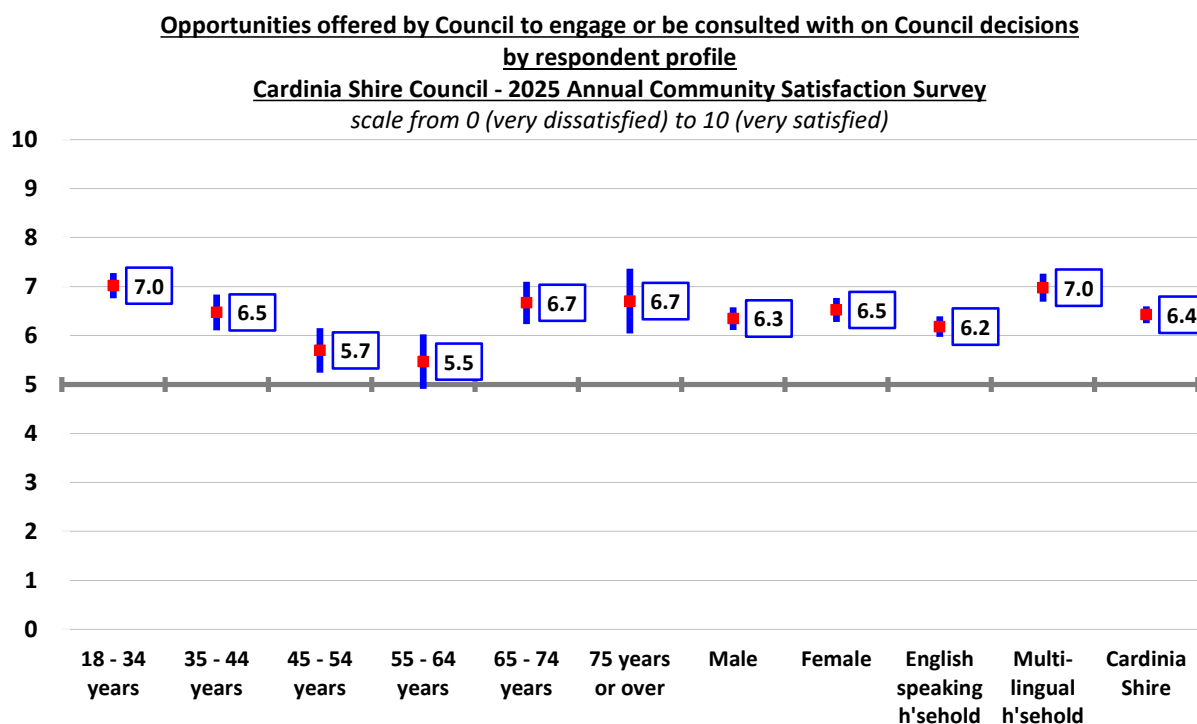
There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (6%) more satisfied than average and at a “very good” level.

By contrast, younger and older middle-aged adults (aged 45 to 64 years) were measurably (7% and 9% respectively) less satisfied than average, and at “poor” rather than “good” levels of satisfaction.

Respondents from multilingual households were measurably (8%) more satisfied than respondents from English speaking households.







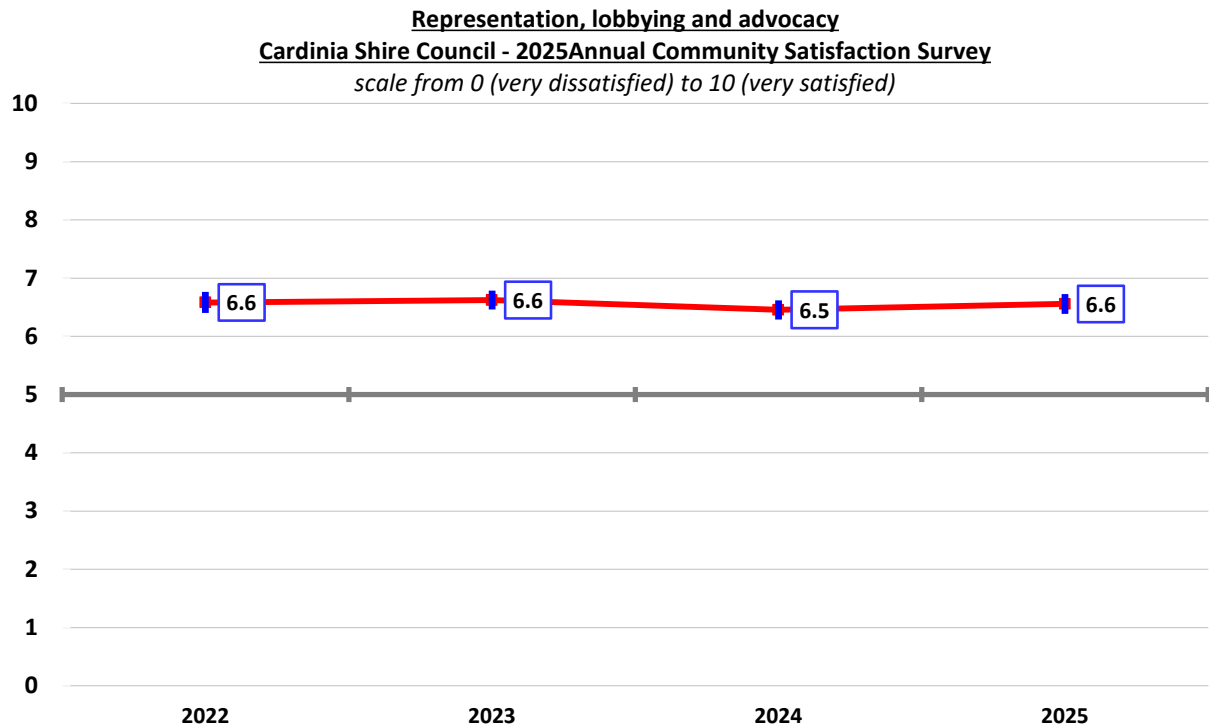
### ***Representation, lobbying and advocacy***

Satisfaction with Council's representation, lobbying, and advocacy performance increased marginally this year, up one percent to 6.6 out of 10, which remained a "good" level of satisfaction.

This result remains, however, measurably (3%) below the metropolitan, and somewhat (3%) lower than the southeastern region councils' averages.

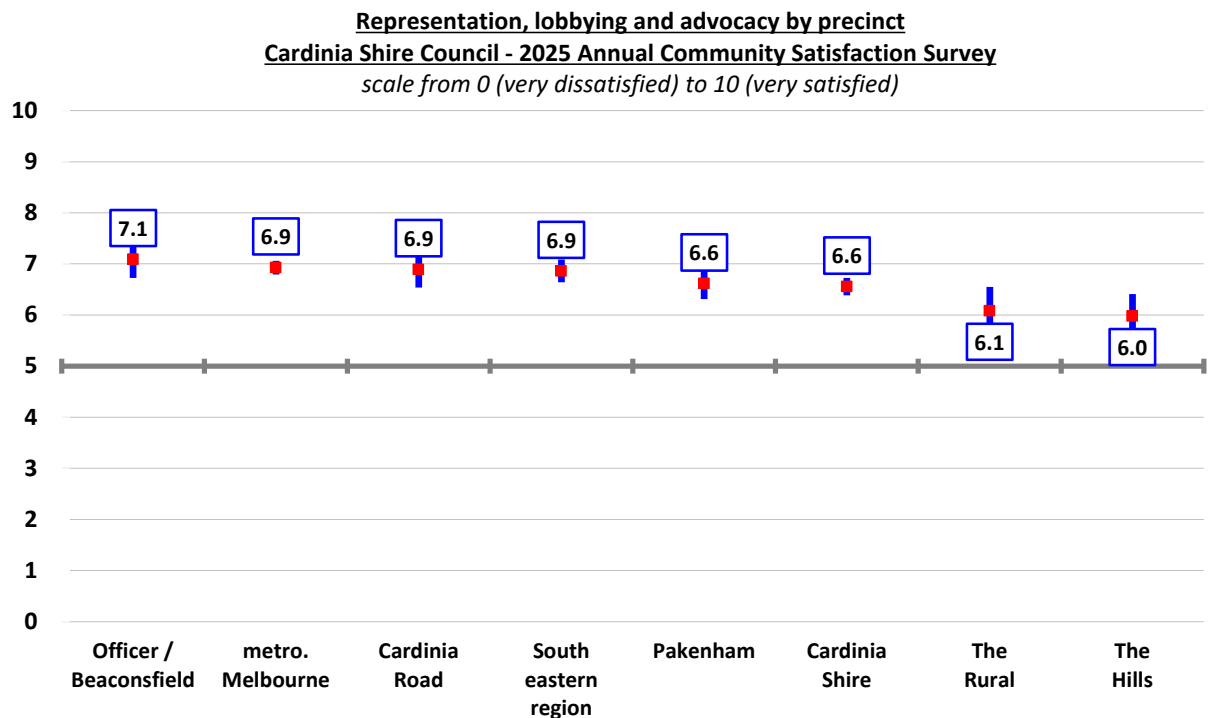
This result remains identical to the long-term average satisfaction since 2022 of 6.6 out of 10.





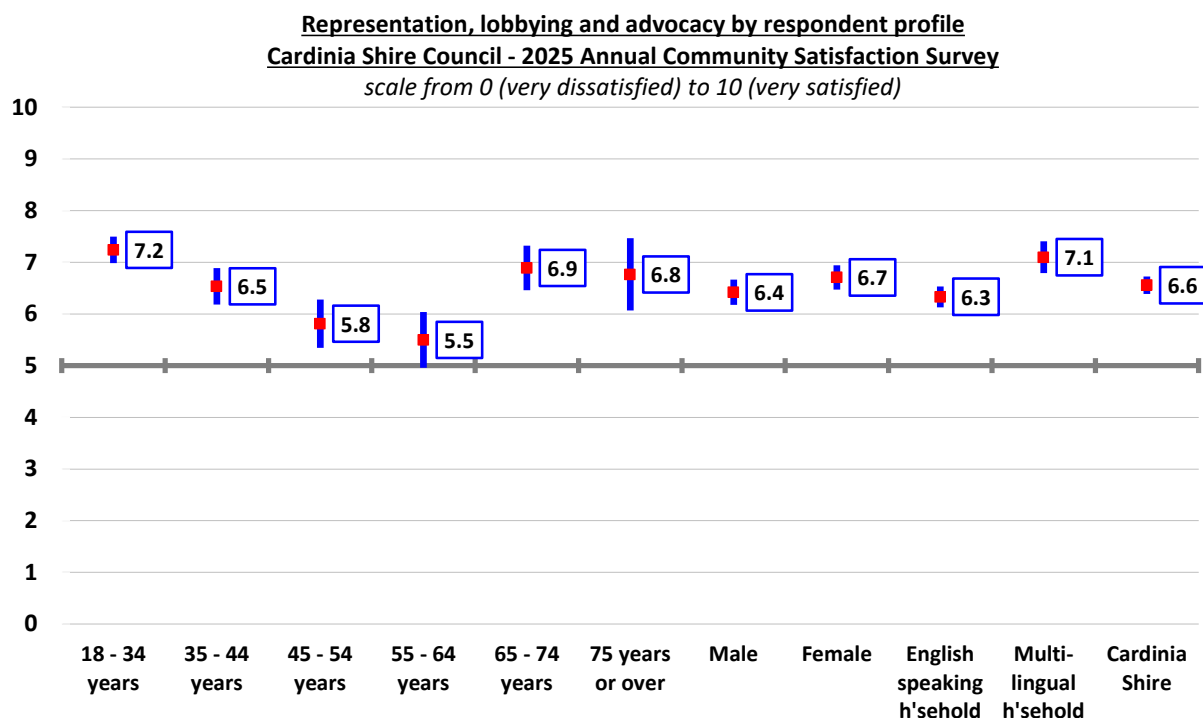
There was measurable variation in satisfaction observed across the municipality, with respondents from Officer / Beaconsfield measurably (5%) and respondents from Cardinia Road somewhat (3%) more satisfied than average.

By contrast, respondents from the Rural precinct were notably (5%) and respondents from the Hills precinct were measurably (6%) less satisfied than average, and both at “solid” levels.



There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (6%) more satisfied than average, whilst by contrast, younger and older middle-aged adults (aged 45 to 74 years) were measurably (8% and 11% respectively) less satisfied than average, and at “poor” rather than “good” levels of satisfaction.

Female respondents were notably (3%) more satisfied than male respondents, and respondents from multilingual households were measurably (8%) more satisfied than respondents from English speaking households.



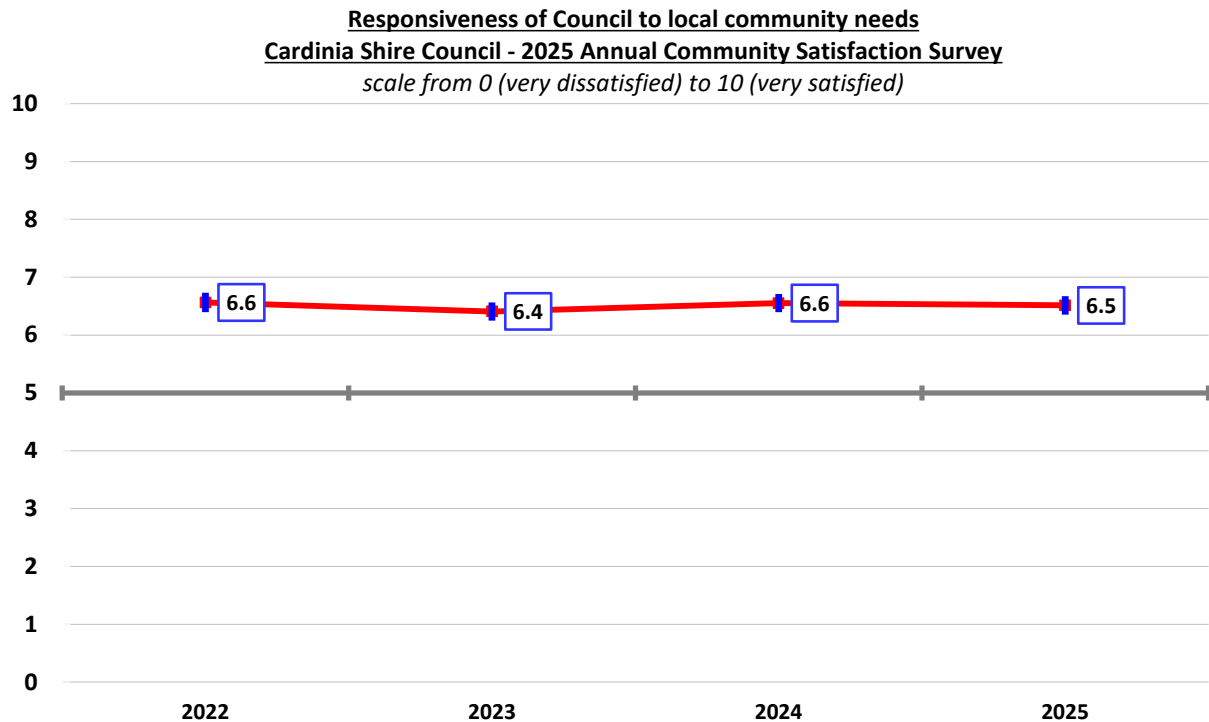
### ***Responsiveness of Council to local community needs***

Satisfaction with the responsiveness of Council to local community needs declined marginally this year, down one percent to 6.5 out of 10, although it remained at a “good” level of satisfaction.

This result remains, however, measurably below the metropolitan (5%) and southeastern region councils’ (9%) averages.

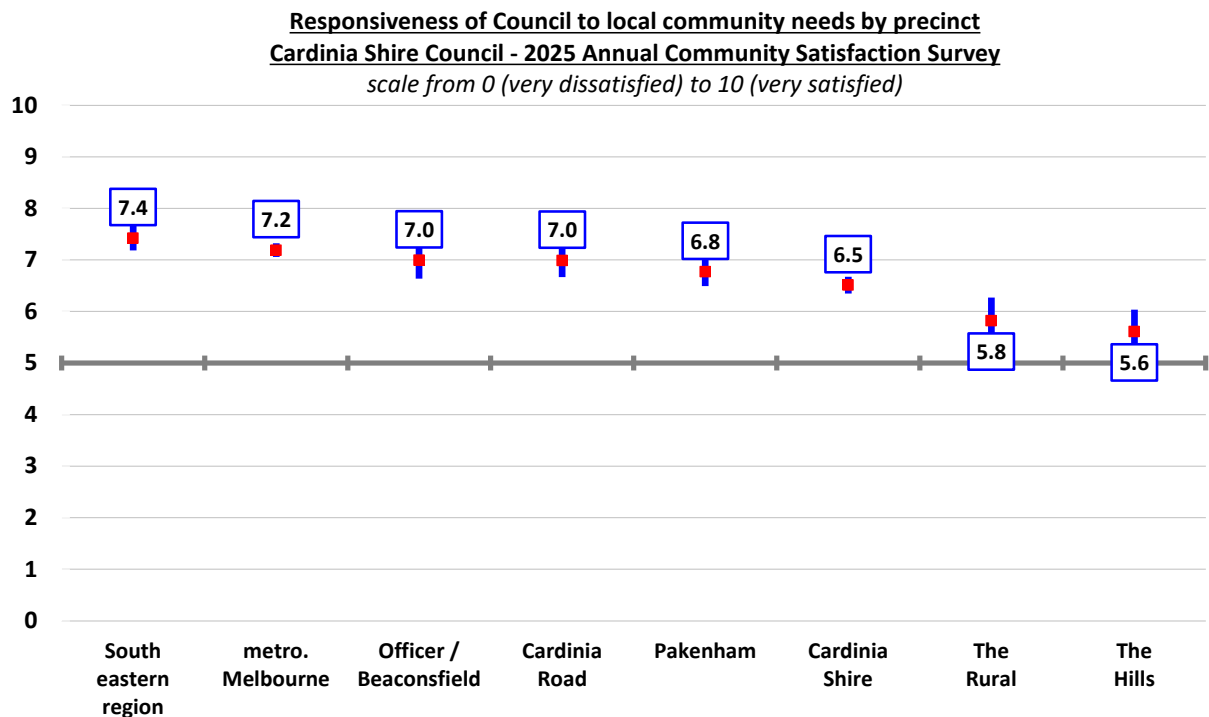
This result remains identical to the long-term average satisfaction since 2022 of 6.5 out of 10.





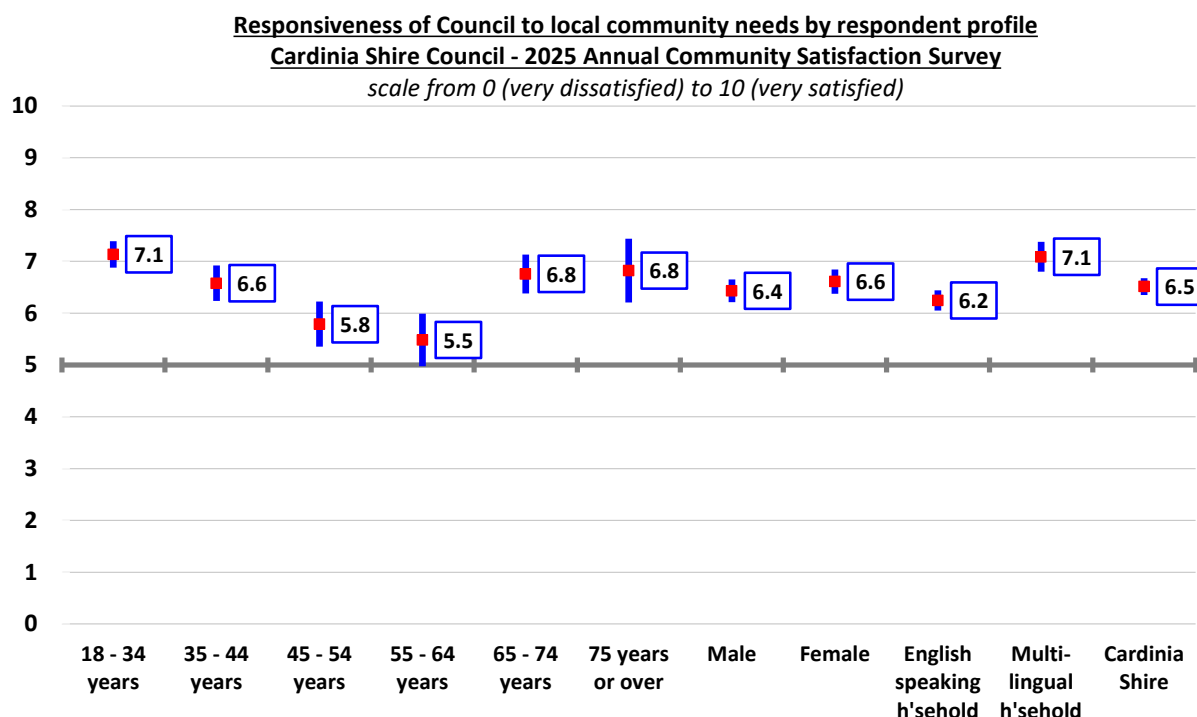
There was measurable variation in satisfaction observed across the municipality, with respondents from Officer / Beaconsfield notably (5%) and respondents from Cardinia Road measurably (5%) more satisfied than average.

By contrast, respondents from the Rural (7%) and the Hills (9%) precincts were measurably less satisfied than average, and both at “poor” rather than “good” levels of satisfaction.



There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (6%) more satisfied than average, whilst by contrast, younger and older middle-aged adults (aged 45 to 74 years) were measurably (7% and 10% respectively) less satisfied than average, and at “poor” rather than “good” levels of satisfaction.

Respondents from multilingual households were measurably (9%) more satisfied than respondents from English speaking households.



### ***Making decisions in the interests of the community***

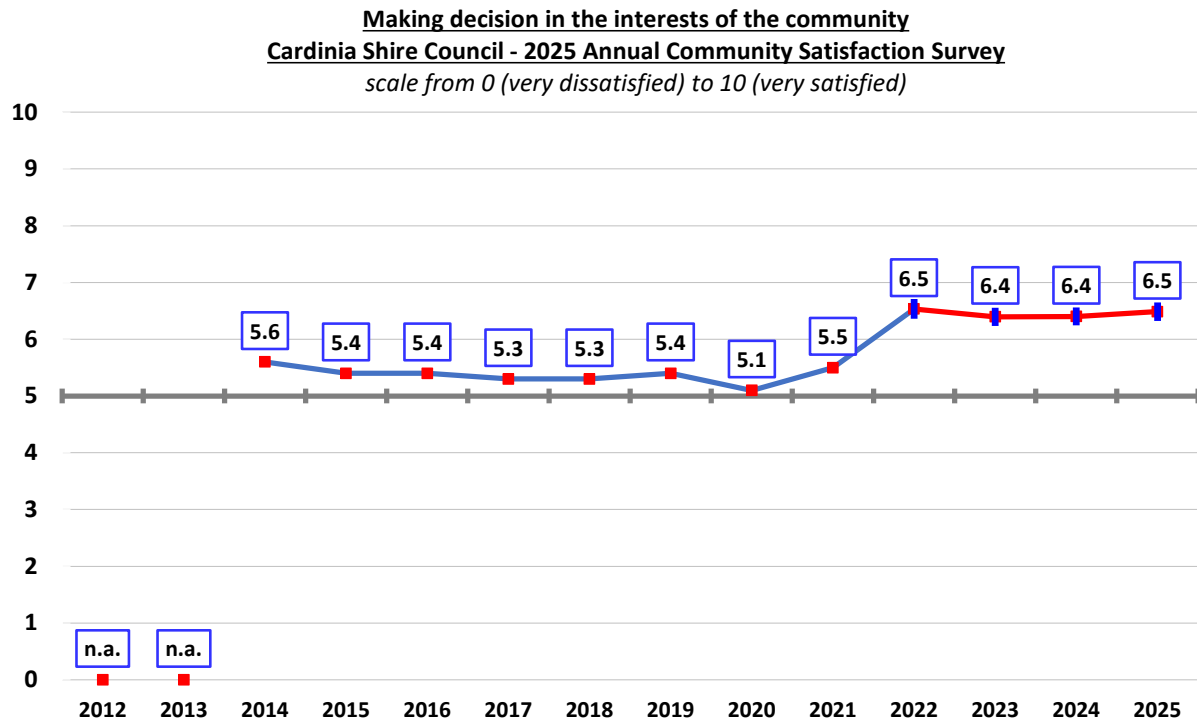
Satisfaction with the responsiveness of Council making decisions in the interests of the community increased marginally this year, up one percent to 6.5 out of 10, which was a “good”, up from a “solid” level of satisfaction.

This result remains, however, measurably (7%) lower than the metropolitan and southeastern region councils’ averages.

This result remains measurably (8%) above the long-term average satisfaction since 2022 of 5.7 out of 10.

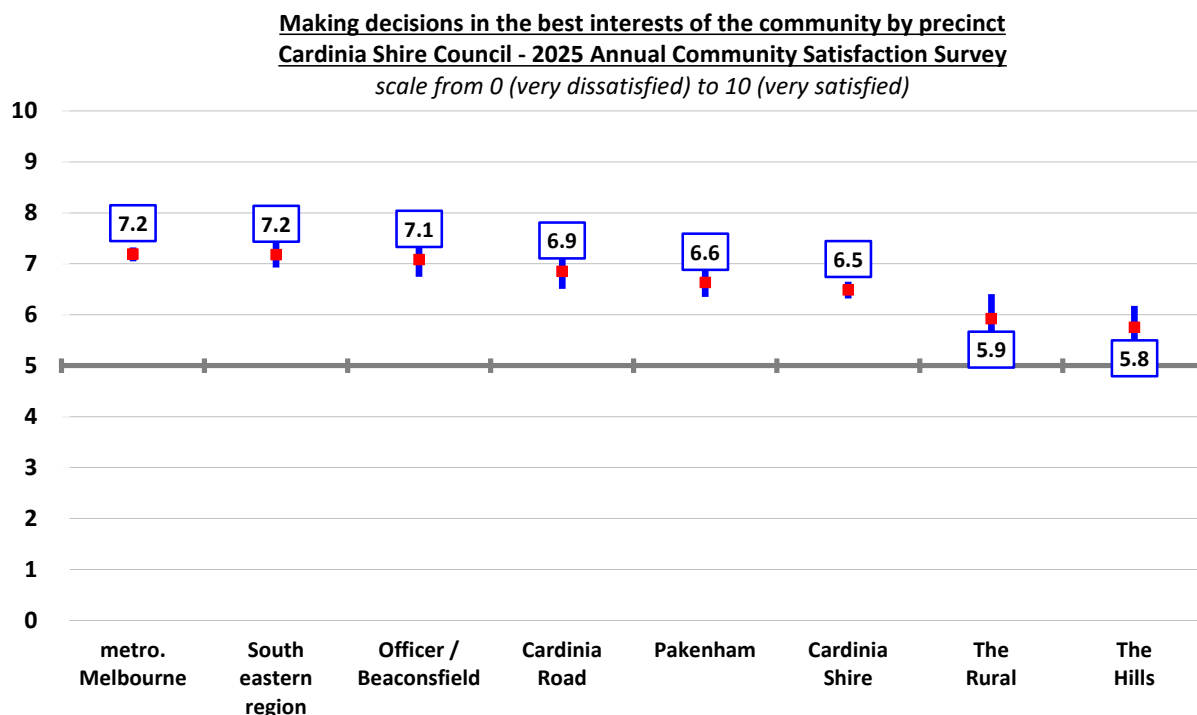






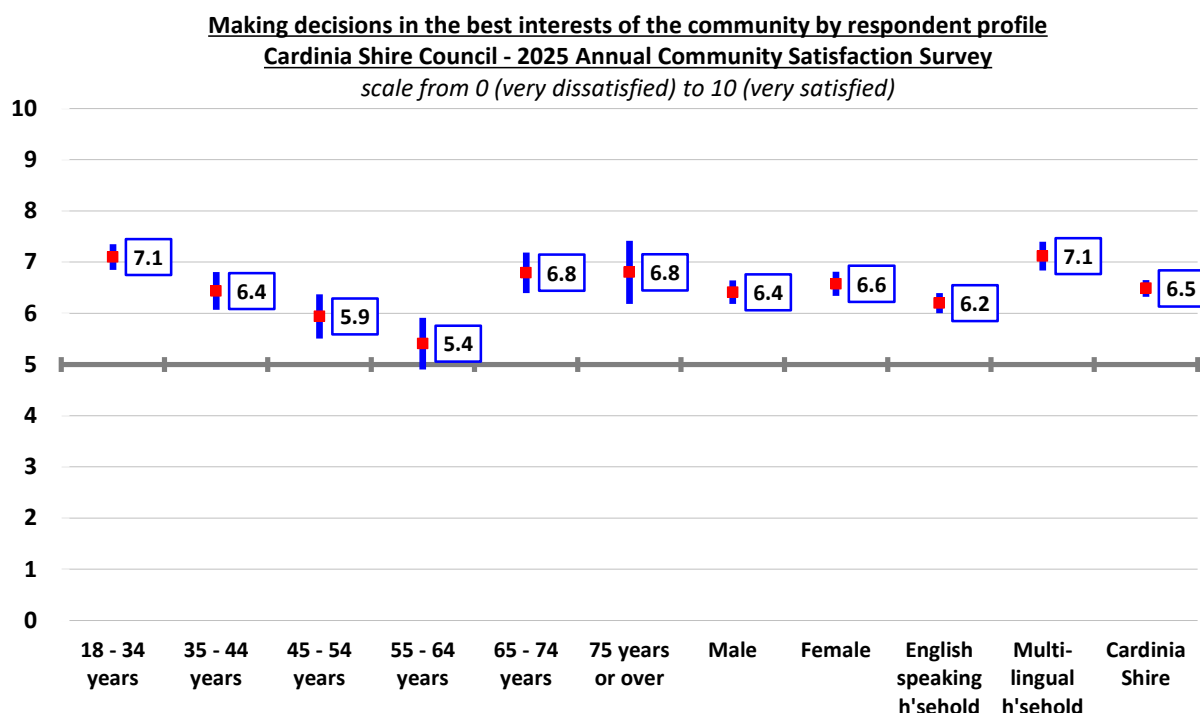
There was measurable variation in satisfaction observed across the municipality, with respondents from Officer / Beaconsfield measurably (6%) and respondents from Cardinia Road notably (4%) more satisfied than average.

By contrast, respondents from the Rural precinct were notably (6%) and respondents from and the Hills precinct were measurably (7%) less satisfied than average, and both at “poor” rather than “good” levels of satisfaction.



There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (6%) more satisfied than average. By contrast, younger and older middle-aged adults (aged 45 to 74 years) were measurably (6% and 11% respectively) less satisfied than average, and at “poor” rather than “good” levels of satisfaction.

Respondents from multilingual households were measurably (9%) more satisfied than respondents from English speaking households.



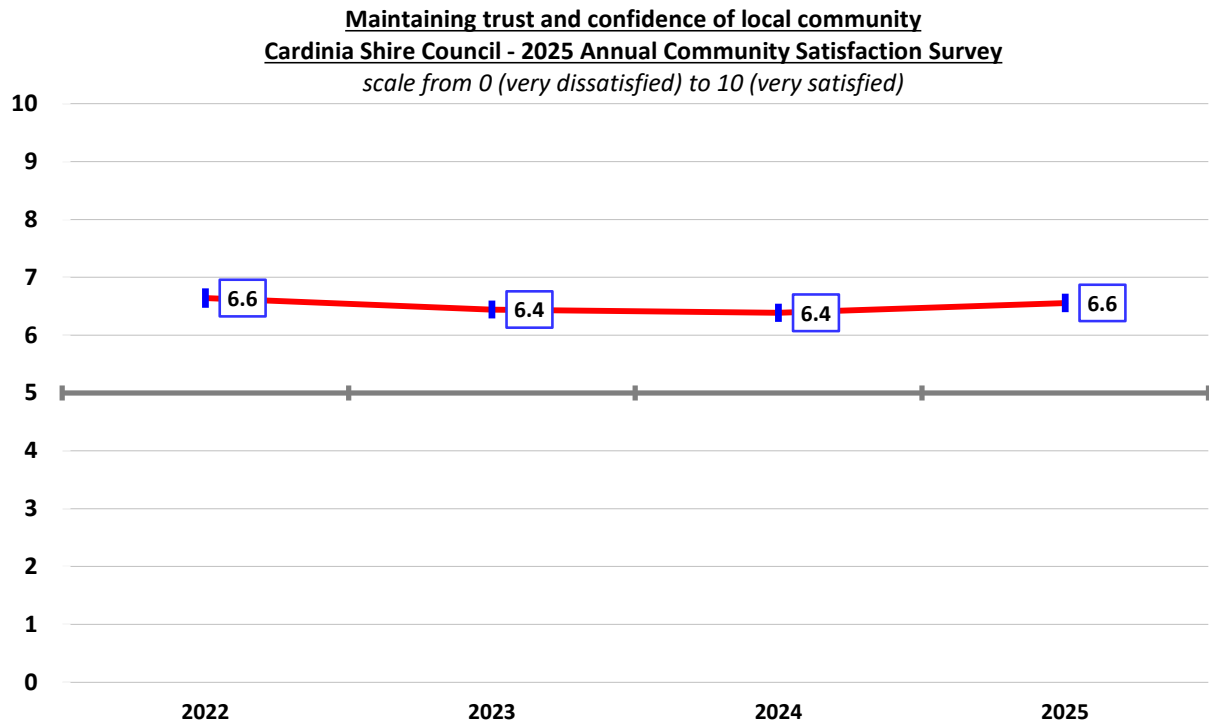
### ***Maintaining trust and confidence of the local community***

Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased marginally 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, measurably lower than the metropolitan (7%) and southeastern region councils’ (8%) averages.

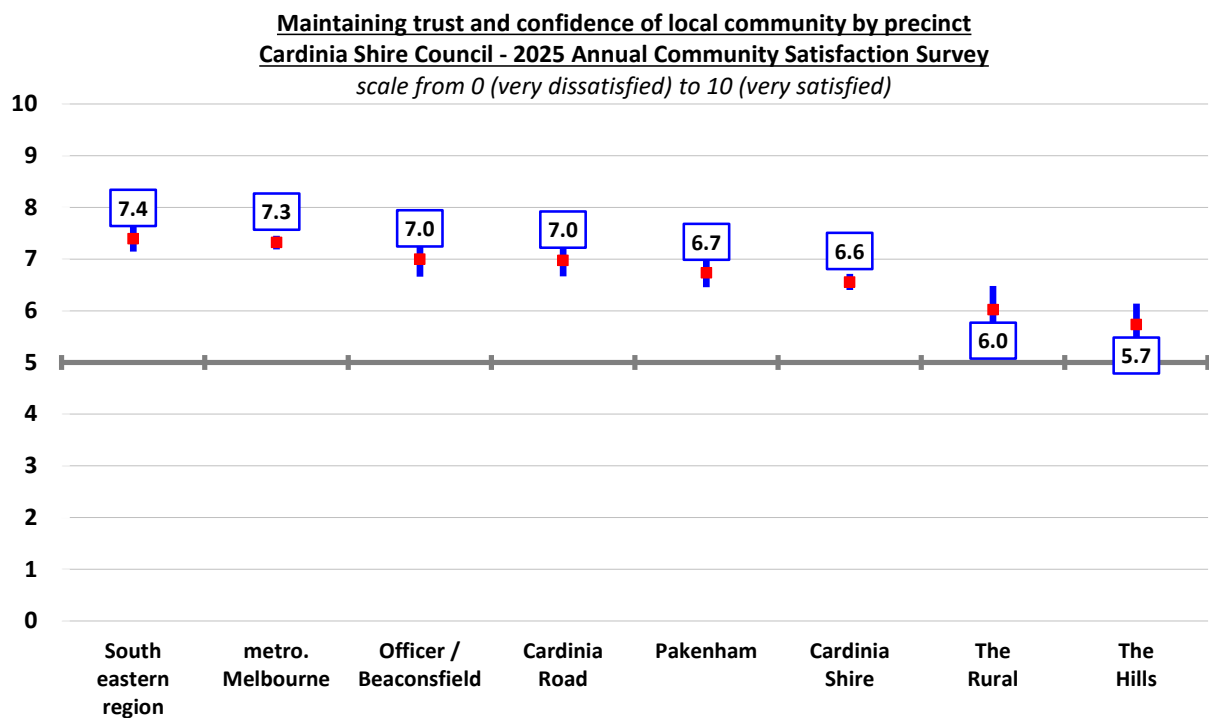
This result was almost identical to the long-term average satisfaction since 2022 of 6.5 out of 10.





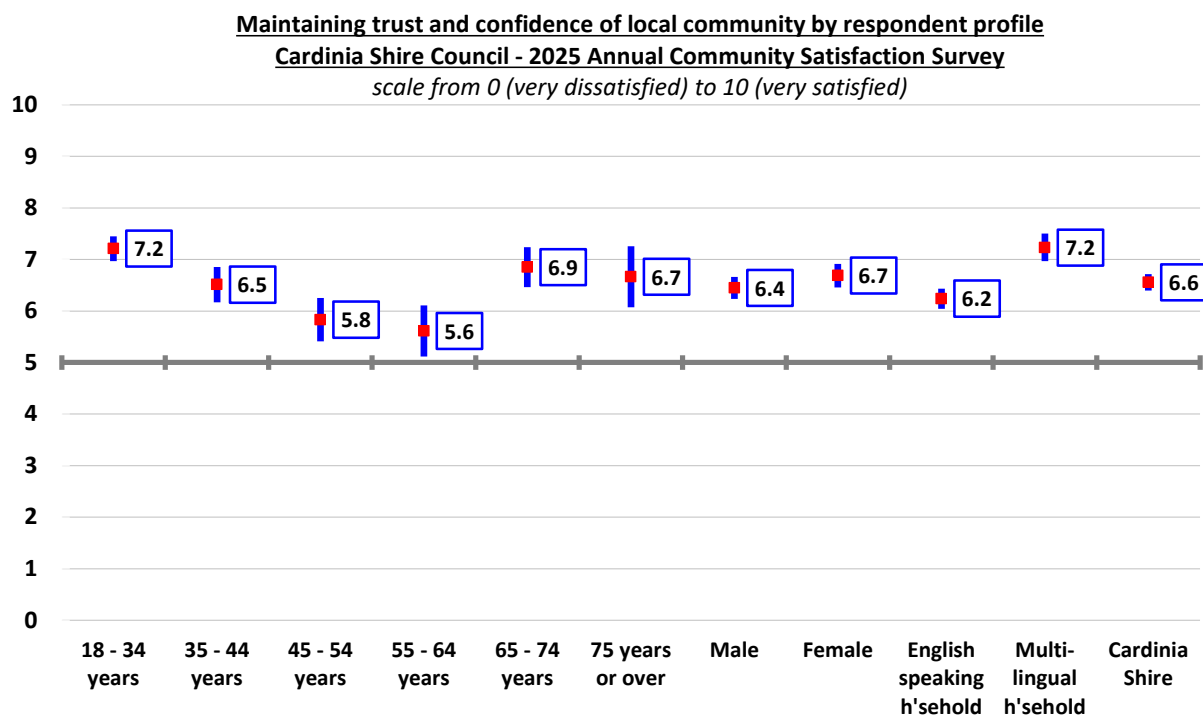
There was measurable variation in satisfaction observed across the municipality, with respondents from Officer / Beaconsfield and Cardinia Road measurably (4%) more satisfied than average.

By contrast, respondents from the Rural precinct were notably (6%) and respondents from and the Hills precinct were measurably (9%) less satisfied than average, and at “solid” and “poor” rather than “good” levels of satisfaction.



There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (6%) more satisfied than average. By contrast, younger middle-aged adults (aged 45 to 54 years) were notably (8%), and older middle-aged adults (aged 55 to 64 years) were measurably (10%) less satisfied than average, and at “poor” rather than “good” levels of satisfaction.

Female respondents were somewhat (3%) more satisfied than male respondents, and respondents from multilingual households were measurably (10%) more satisfied than respondents from English speaking households.



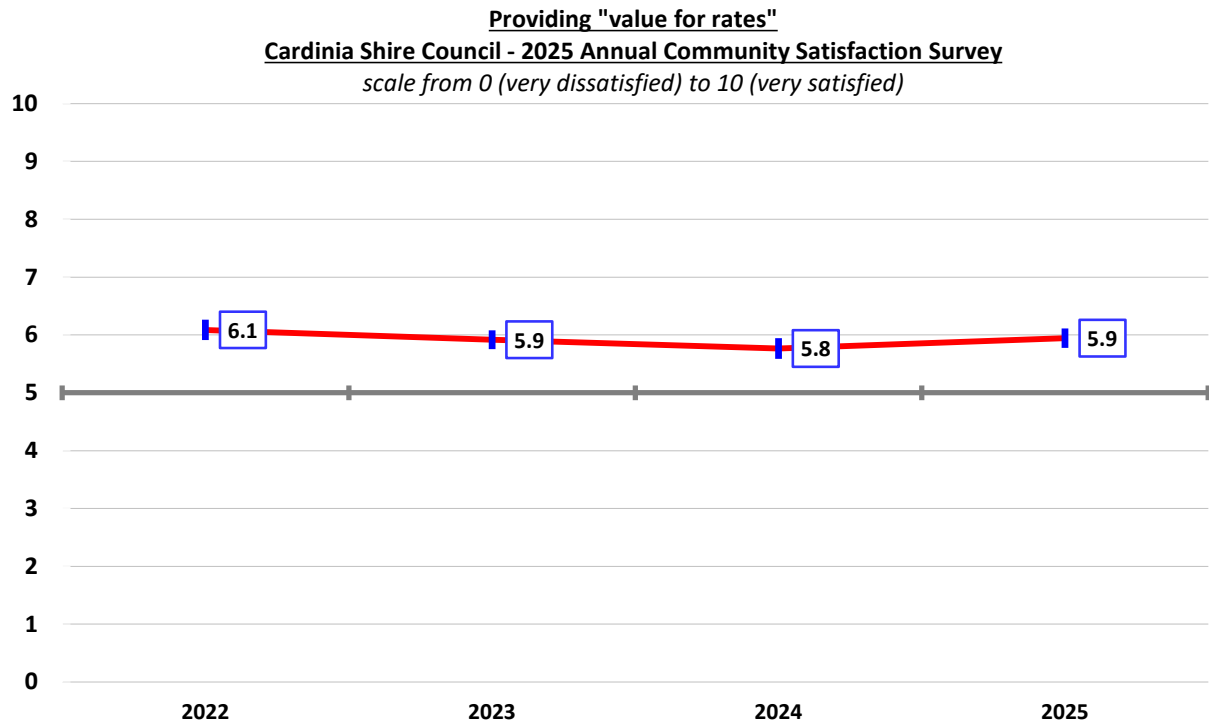
### ***Providing “value for rates”***

Satisfaction with Council’s performance providing value for rates increased marginally this year, up one percent to 5.9 out of 10, which remained a “poor” level of satisfaction.

This result remains, however, measurably lower than the metropolitan (8%) and southeastern region councils’ (11%) averages.

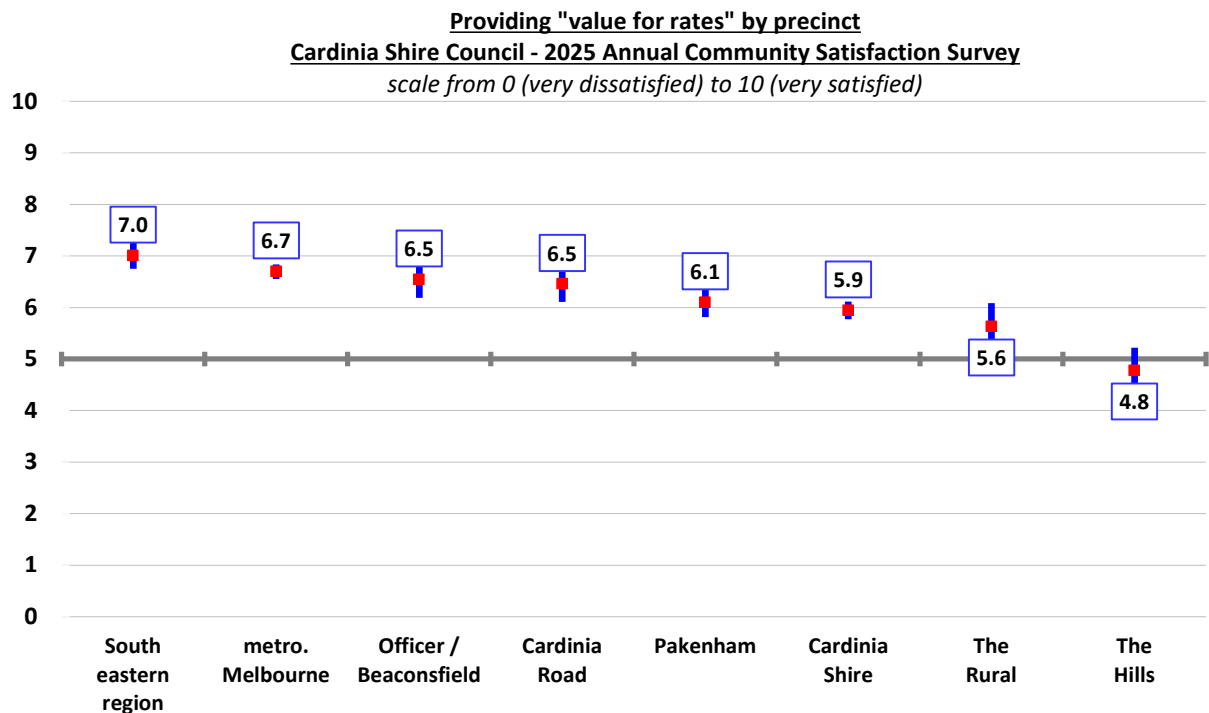
This result was identical to the long-term average satisfaction since 2022 of 5.7 out of 10.





There was measurable variation in satisfaction observed across the municipality, with respondents from Officer / Beaconsfield and Cardinia Road measurably (6%) more satisfied than average, and at “good” rather than “poor” levels of satisfaction.

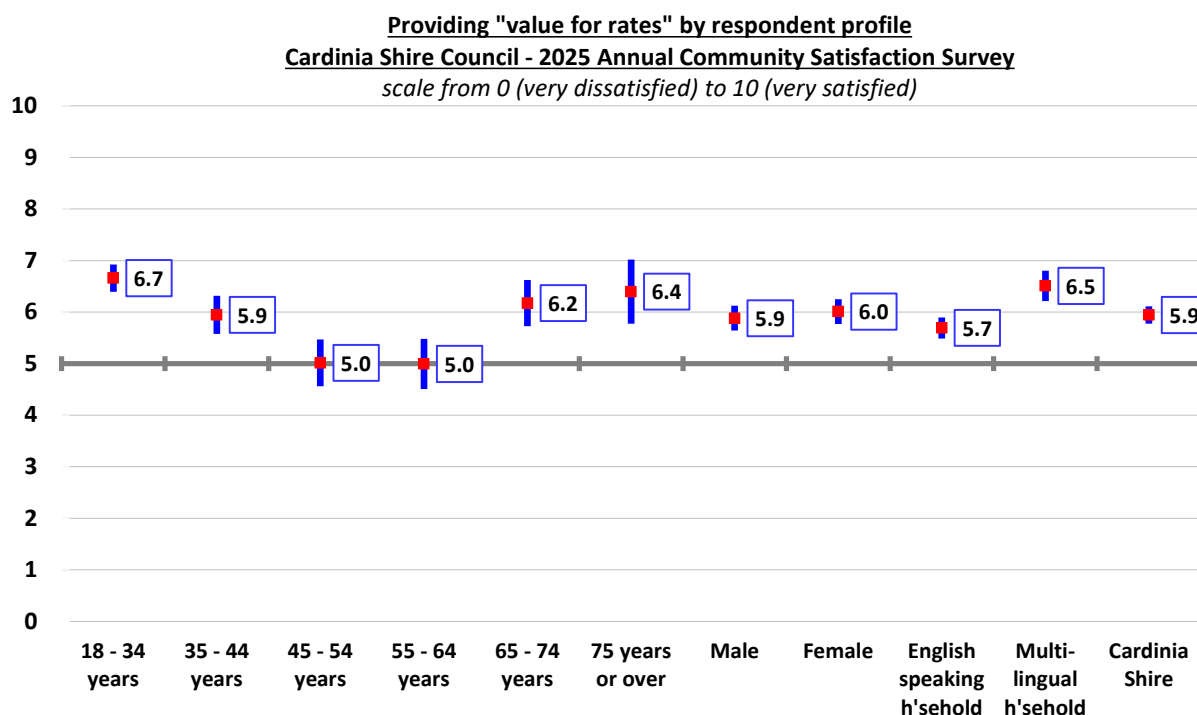
By contrast, respondents from the Rural precinct were somewhat (3%) less satisfied than average. Respondents from the Hills precinct were measurably (11%) less satisfied than average, and at a “very poor” rather than “poor” levels of satisfaction.





There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (6%) more satisfied than average. By contrast, younger and older middle-aged adults (aged 45 to 64 years) were measurably (9%) less satisfied than average, and at “poor” rather than “good” levels of satisfaction.

Female respondents were somewhat (3%) more satisfied than male respondents, and respondents from multilingual households were measurably (10%) more satisfied than respondents from English speaking households.



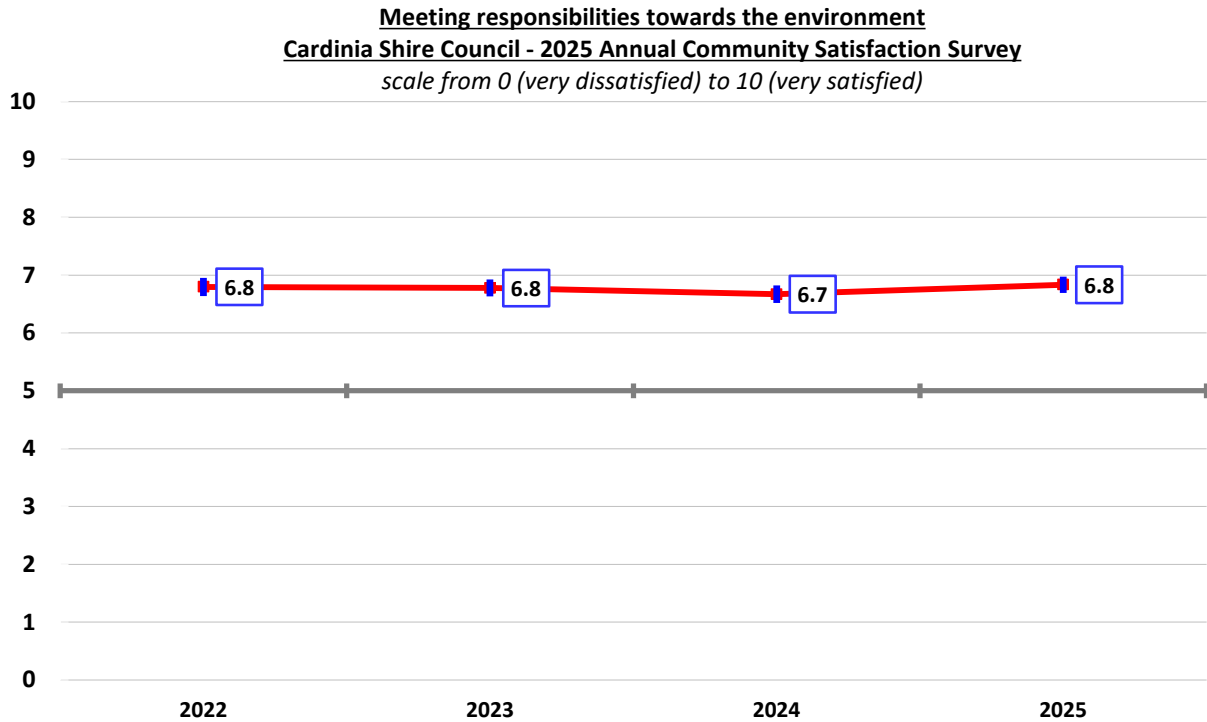
### ***Meeting responsibilities towards the environment***

Satisfaction with Council’s performance meeting its responsibilities towards the environment increased marginally this year, up one percent to 6.8 out of 10, which remained a “good” level of satisfaction.

This result remains, however, measurably (9%) lower than the metropolitan average.

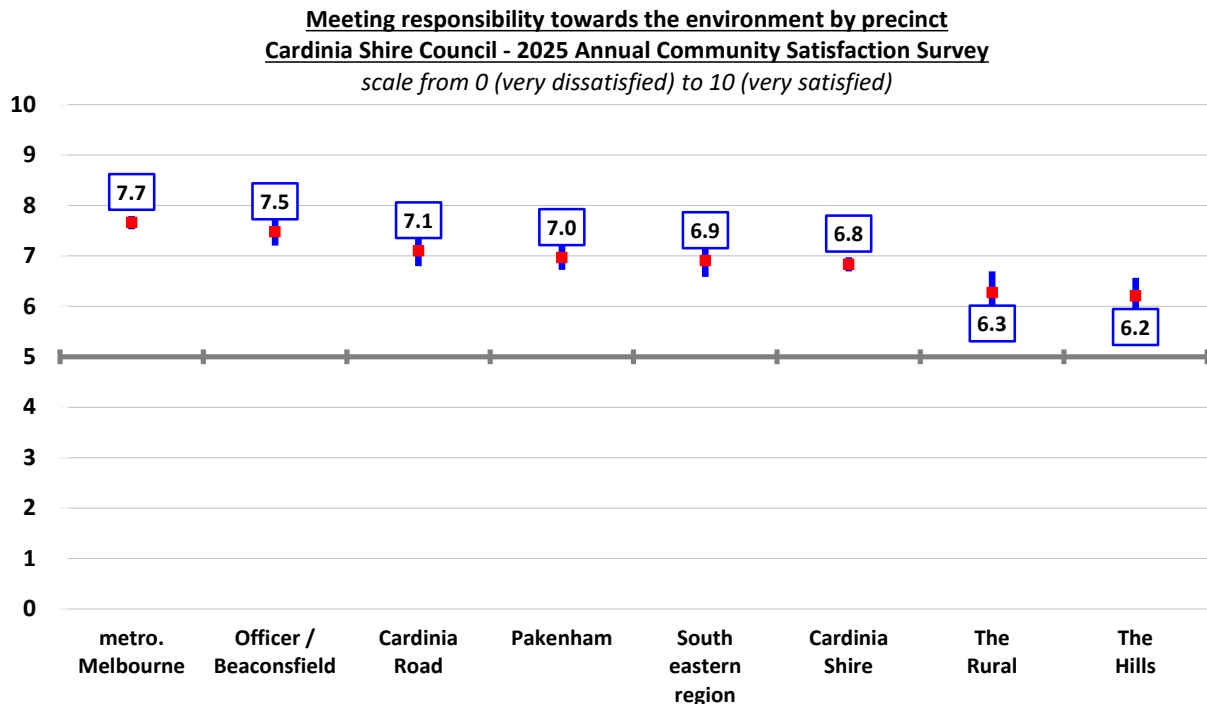
This result was identical to the long-term average satisfaction since 2022 of 6.8 out of 10.





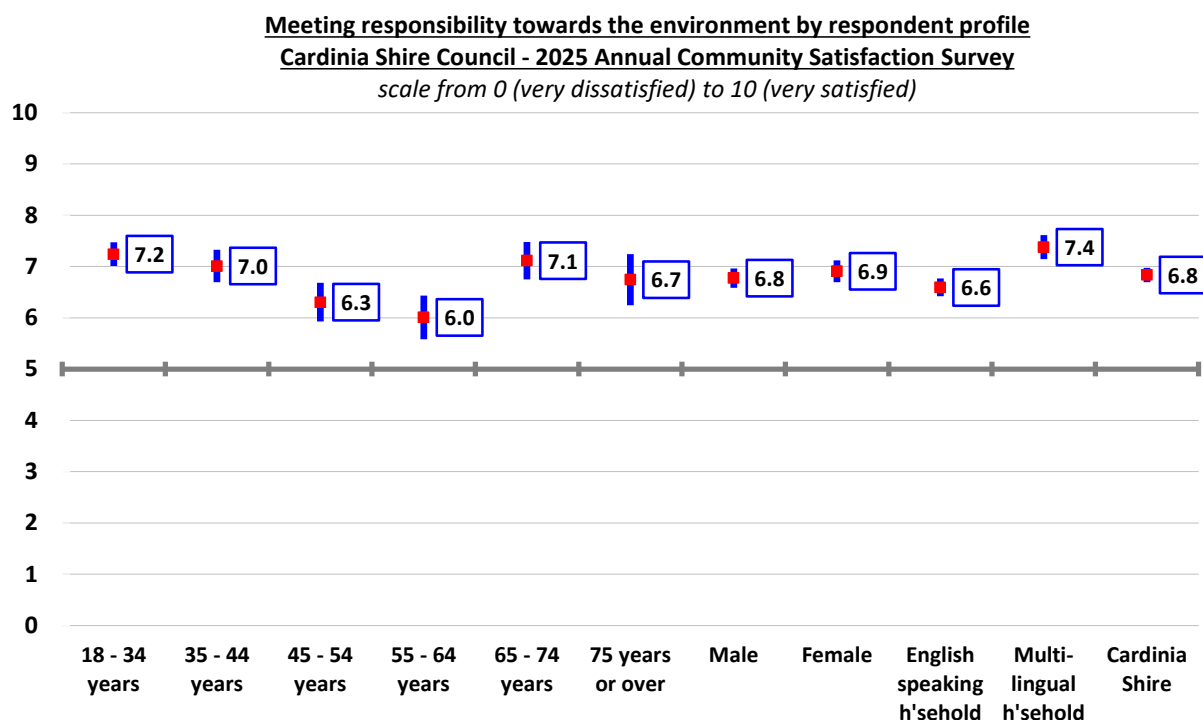
There was measurable variation in satisfaction observed across the municipality, with respondents from Officer / Beaconsfield measurably (7%) more satisfied than average, and at a “good” rather than a “poor” level of satisfaction.

By contrast, respondents from the Rural (5%) and the Hills (6%) precincts were measurably less satisfied than average, and at “solid” rather than “good” levels of satisfaction.



There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4%) more satisfied than average. By contrast, younger and older middle-aged adults (aged 45 to 64 years) were measurably (5% and 8% respectively) less satisfied than average, and at “solid” rather than “good” levels of satisfaction.

Respondents from multilingual households were measurably (8%) more satisfied than respondents from English speaking households.



## Contact with Council

### Contact with Council in the past 12 months

Respondents were asked:

*“Have you contacted Cardinia Shire Council in the past 12 months?”*

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

**Contacted Council in the past 12 months**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

| Response     | 2025       |             | 2024       | 2023       | 2022       |
|--------------|------------|-------------|------------|------------|------------|
|              | Number     | Percent     |            |            |            |
| Yes          | 320        | 36%         | 35%        | 31%        | 35%        |
| No           | 579        | 64%         | 65%        | 69%        | 65%        |
| Not stated   | 4          |             | 11         | 6          | 5          |
| <b>Total</b> | <b>903</b> | <b>100%</b> | <b>900</b> | <b>900</b> | <b>900</b> |

### 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 (51%), email (23% up from 19%), and website (10%) the three most common methods.

It is noted that there remains only a small proportion (6%) 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 - 2025 Annual Community Satisfaction Survey**

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

| Method                                   | 2025       |             | 2024       | 2023       | 2022       |
|--|------------|-------------|------------|------------|------------|
|  | Number     | Percent     |            |            |            |
| Telephone ( <i>during office hours</i> ) | 164        | 51%         | 53%        | 56%        | 54%        |
| Email                                    | 73         | 23%         | 19%        | 16%        | 18%        |
| Website                                  | 33         | 10%         | 13%        | 12%        | 10%        |
| Visit in person                          | 18         | 6%          | 8%         | 8%         | 9%         |
| Web request / online forms               | 12         | 4%          | 2%         | 3%         | 2%         |
| Mail                                     | 10         | 3%          | 1%         | 1%         | 1%         |
| My Cardinia Web Portal                   | 3          | 1%          | 2%         | 0%         | 1%         |
| Telephone ( <i>after hours service</i> ) | 2          | 1%          | 2%         | 2%         | 2%         |
| Directly with a Councillor               | 2          | 1%          | 0%         | 0%         | 1%         |
| Social media ( <i>e.g. Facebook</i> )    | 1          | 0.3%        | 0.0%       | 0.0%       | 0.0%       |
| Live chat                                | 0          | 0%          | 0%         | 1%         | 0%         |
| Other                                    | 1          | 0%          | 0%         | 1%         | 2%         |
| Not stated                               | 1          |             | 4          | 1          | 1          |
| <b>Total</b>                             | <b>320</b> | <b>100%</b> | <b>308</b> | <b>275</b> | <b>309</b> |

***Preferred method of contacting Council***

Respondents who had contacted Council were asked:

*“Was this your preferred method of contacting Council? If No, how would you have preferred to contact Council?”*

These questions asking about whether the last method of contacting Council was the respondents’ preferred method, and if not, what was their preferred method, were included in the survey for the first time this year.

The overwhelming majority (93%) of respondents who had contacted Council in the last 12 months reported that the method by which they contacted Council was their preferred method.

It is noted that this result was consistent with results recorded by Metropolis Research in several other municipalities across metropolitan Melbourne in recent (post-pandemic) years.





**Preferred method of contacting Council**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

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

| Response     | 2025       |             |
|--------------|------------|-------------|
|              | Number     | Percent     |
| Yes          | 292        | 93%         |
| No           | 23         | 7%          |
| Telephone    | 16         | 5%          |
| In person    | 3          | 1%          |
| Email        | 4          | 1%          |
| Not stated   | 5          |             |
| <b>Total</b> | <b>320</b> | <b>100%</b> |

The following table outlines the preferred method of contact of the respondents who reported that the method by which they contacted Council was not their preferred method. Most of these respondents reported that they would have preferred to have telephoned Council.

**Preferred method of contacting Council**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| Response  | Number    |
|---|-----------|
| Phone   | 18        |
| Email   | 3         |
| Face to face with the relevant people / in person   | 3         |
| Had called them up, no response   | 1         |
| Telephone just got me to a young girl, and she would always give the same response, and I didn't get the service done | 1         |
| You couldn't really get anyone, so email was the only option  | 1         |
| <b>Total</b>  | <b>27</b> |

## 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 seven aspects of customer service this year, including a new aspect about the options available to interact with Council.



The average satisfaction with the eight included aspects of customer service declined marginally this year, down two percent to 7.1 out of 10, which was a “good”, down from a “very good” level of satisfaction.

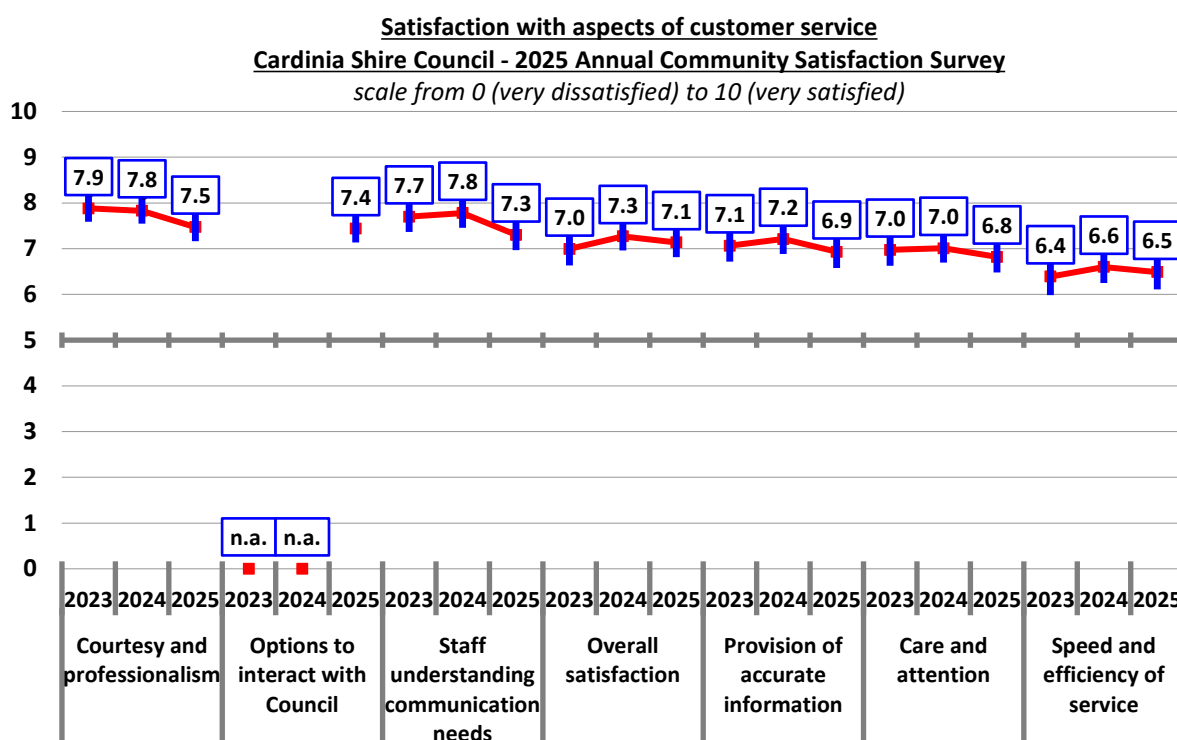
This includes overall satisfaction with the customer service experience of 7.1 out of 10 (down from 7.3).

Satisfaction with each of the six aspects of customer service included in both the 2024 and 2025 survey declined marginally to somewhat this year, with the largest declines recorded for staff understanding respondents’ communication needs (down 5% to 7.3), the courtesy and professionalism of staff (down 3%), and the provision of accurate information (down 3%).

Whilst it is important to bear in mind the relatively modest sample size for the customer service section (320 respondents), the decline in satisfaction with aspects of customer service were notable this year, particularly those that relate to the actions of staff (both directly in the customer service team, as well as more broadly across the organisation).

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

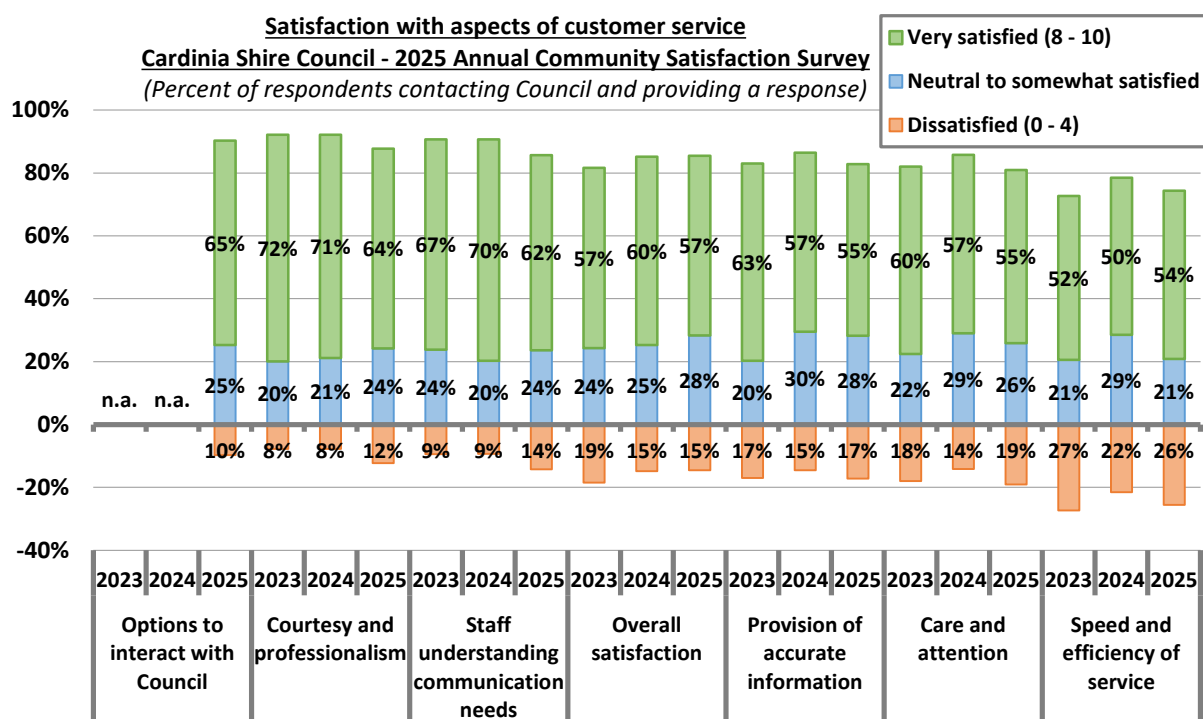
- **Excellent** – there were no aspects of customer service with excellent levels of satisfaction this year.
- **Very Good** – for the courtesy and professionalism of staff, options to interact with Council, and staff understanding the respondents’ communication needs.
- **Good** – for overall satisfaction with the customer service experience, the provision of accurate information, 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 seven aspects of customer service (including overall satisfaction with the customer service experience).

Attention is drawn, however, to the 26% (up from 22%) of respondents who were dissatisfied with the speed and efficiency of service, and the 19% (up from 14%) dissatisfied with the care and attention to enquiry.



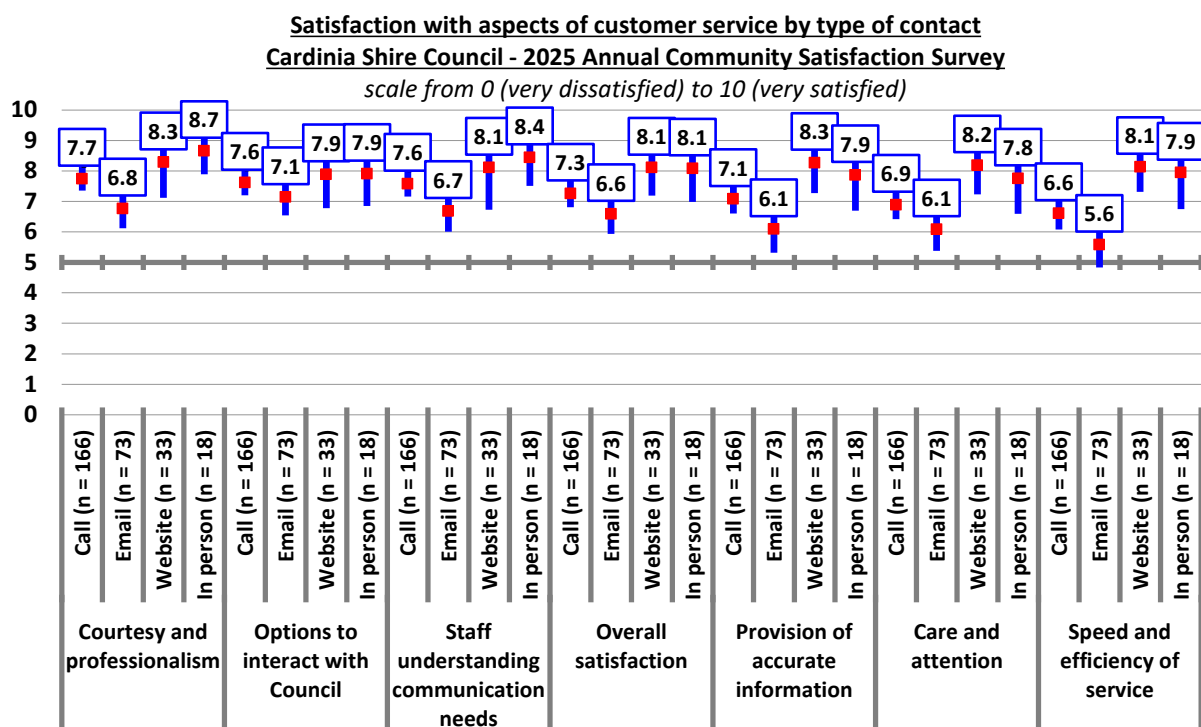
The following graph provides a comparison of satisfaction with the seven aspects of customer service by the method of last contacting Council.

Whilst noting the relatively small size for respondents contacting Council by some of these methods, it was noted that satisfaction with most aspects was lowest for respondents who contacted Council by email, with overall satisfaction with the customer service experience seven percent lower for those who emailed Council than those who telephoned Council.

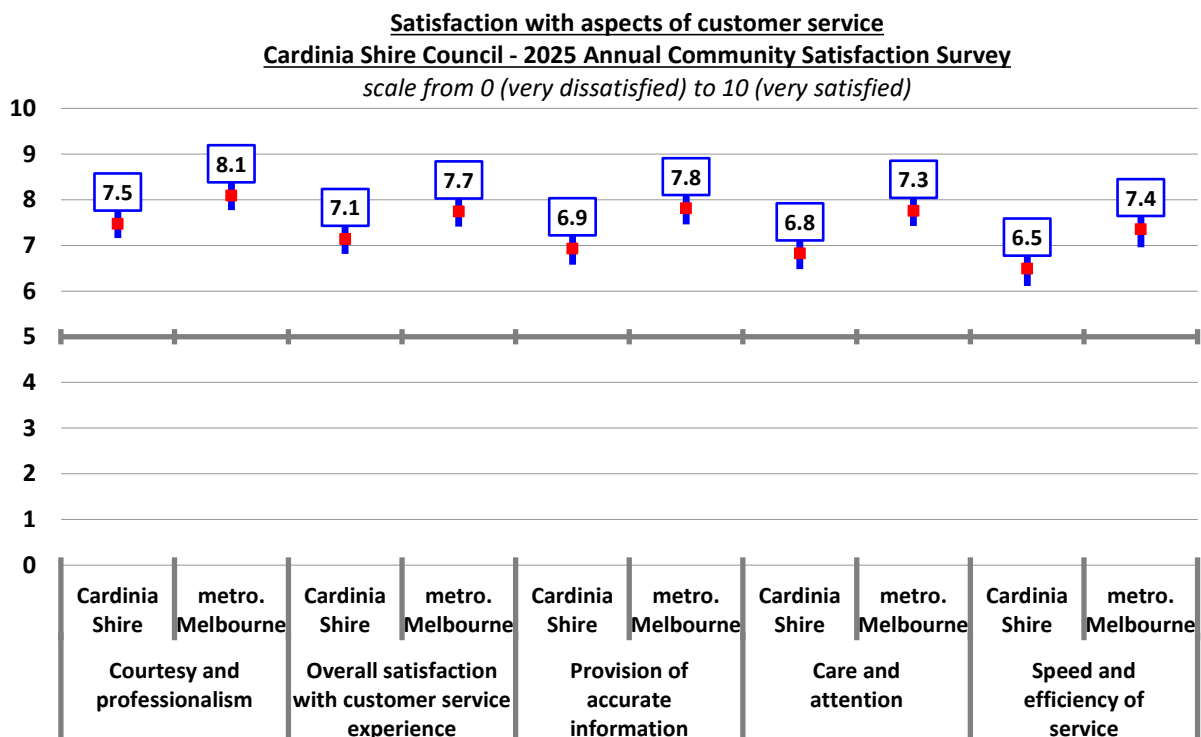
Satisfaction tended to be a little higher for respondents who visited Council in person or contacted Council via the website.

This pattern of satisfaction by method of contacting Council was consistent with the results recorded last year.





When compared to the metropolitan average, as recorded in *Governing Melbourne*, satisfaction with the five aspects included in both surveys were all notably to measurably lower for the Cardinia Shire Council than the metropolitan average.



## Overall satisfaction with the customer service experience

Overall satisfaction with the customer service experience declined somewhat this year, down two percent to 7.1 out of 10, which was a “good”, down from a “very good” level of satisfaction.

Despite the decline this year, this result was the second highest overall satisfaction with the customer service experience recorded for the Cardinia Shire Council.

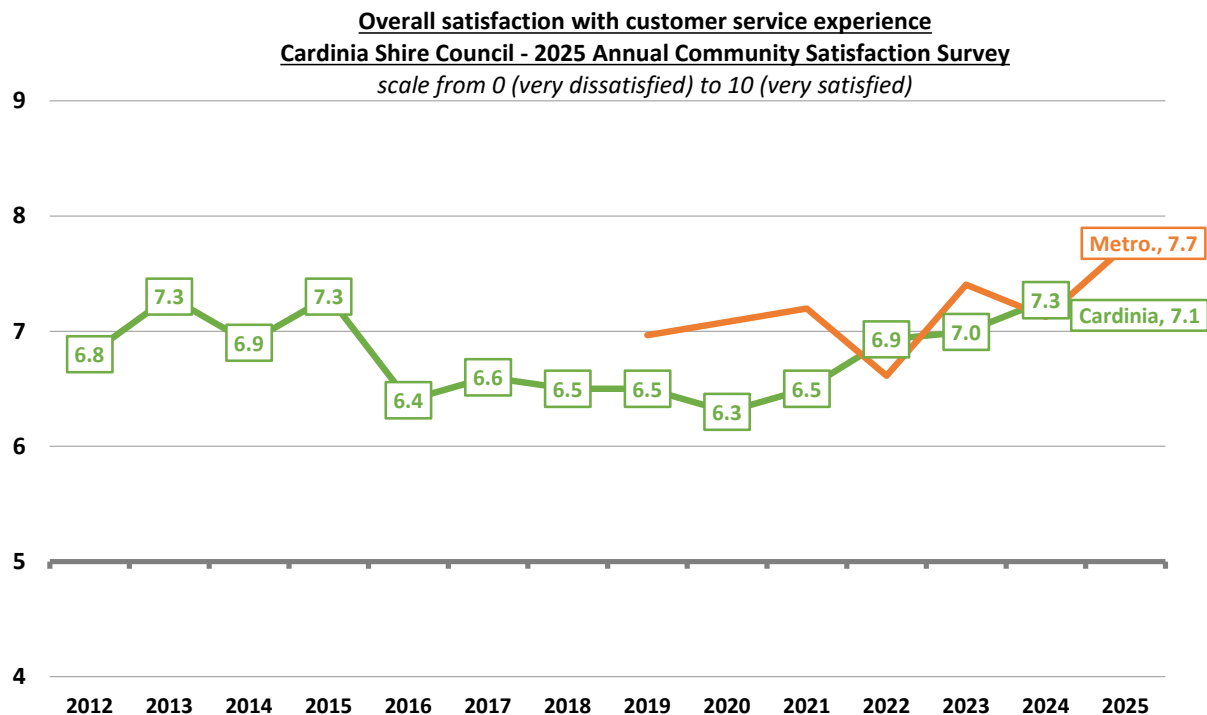
This result was notably (3%) higher than the long-term average satisfaction since 2012 of 6.8 out of 10, or “good”.

This result was measurably (6%) lower than the metropolitan Melbourne average satisfaction of 7.7 (up from 7.3), or “very good”.

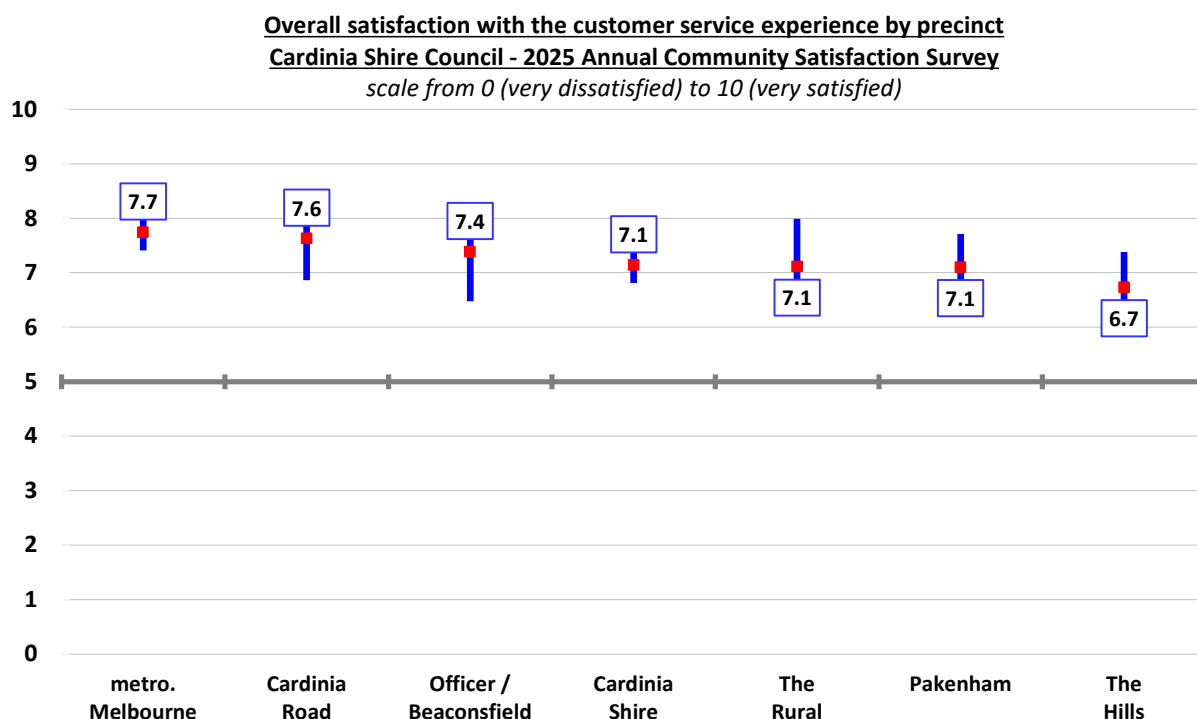
Metropolis Research notes that this was a reversal of the results last year, with Cardinia Shire Council now underperforming the metropolitan average satisfaction with customer service.

It is important to note, however, that satisfaction with customer service does tend to be somewhat variable from year to year. This being the result of several factors unrelated to the performance of Council officers providing quality customer service.

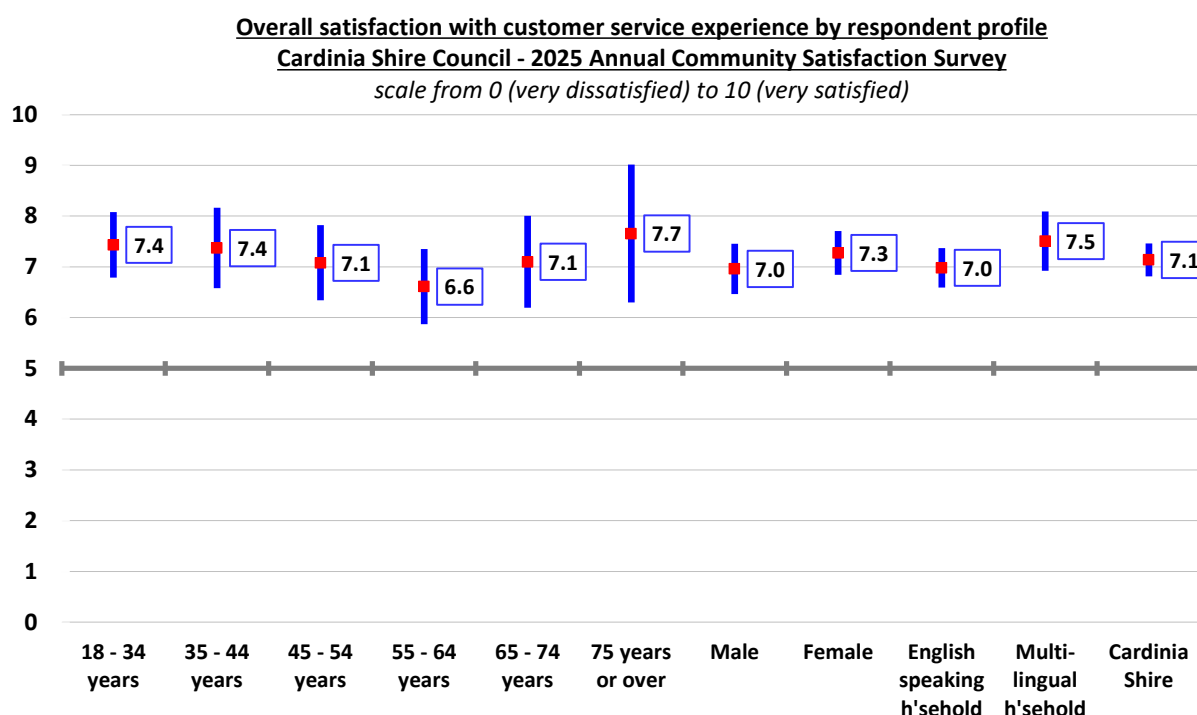
This includes the relatively small sample size (approximately 30% of the total sample) but also includes the fact that the reasons for contacting Council can have an impact on satisfaction with perceived performance providing customer service.



Whilst there was no measurable variation in overall satisfaction with the customer service experience observed across the municipality, it is noted that respondents from the Hills precinct were somewhat (4%) less satisfied than the municipal average.



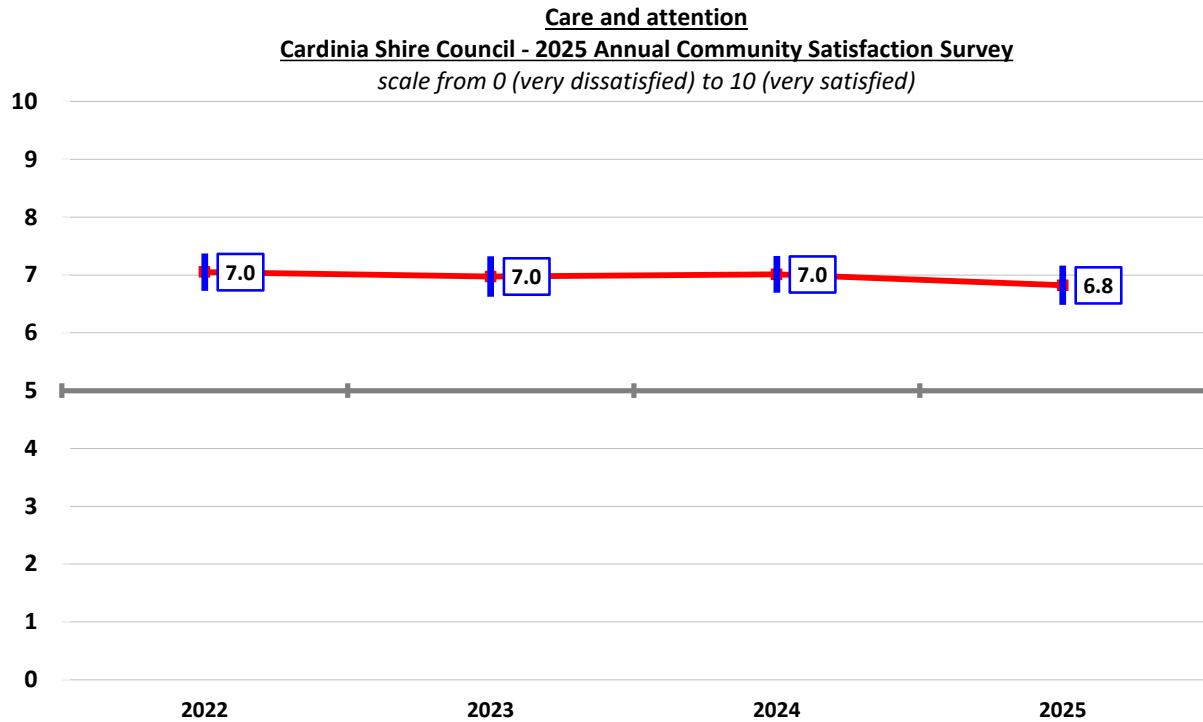
Whilst there was no measurable variation in satisfaction with the customer service experience observed by respondent profile, it is noted that older middle-aged adults (aged 55 to 64 years) were the least satisfied, five percent below the municipal average. Respondents from multilingual households were also somewhat (5%) more satisfied than respondents from English speaking households.



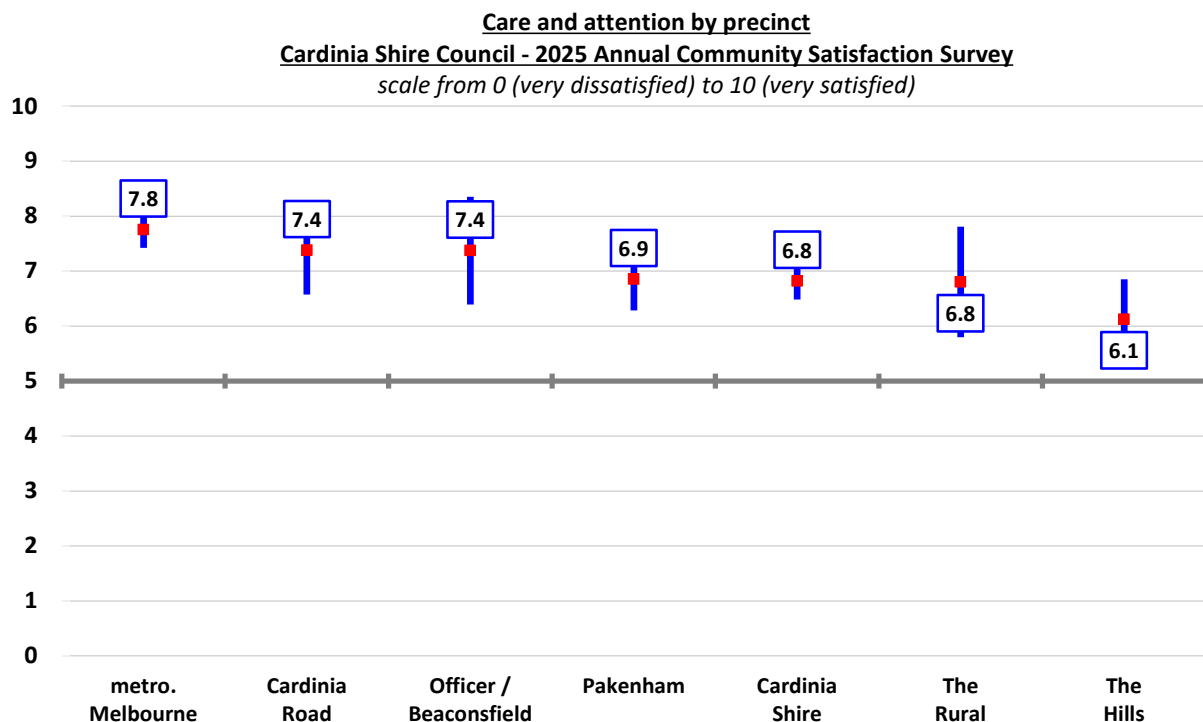


## Care and attention to enquiry

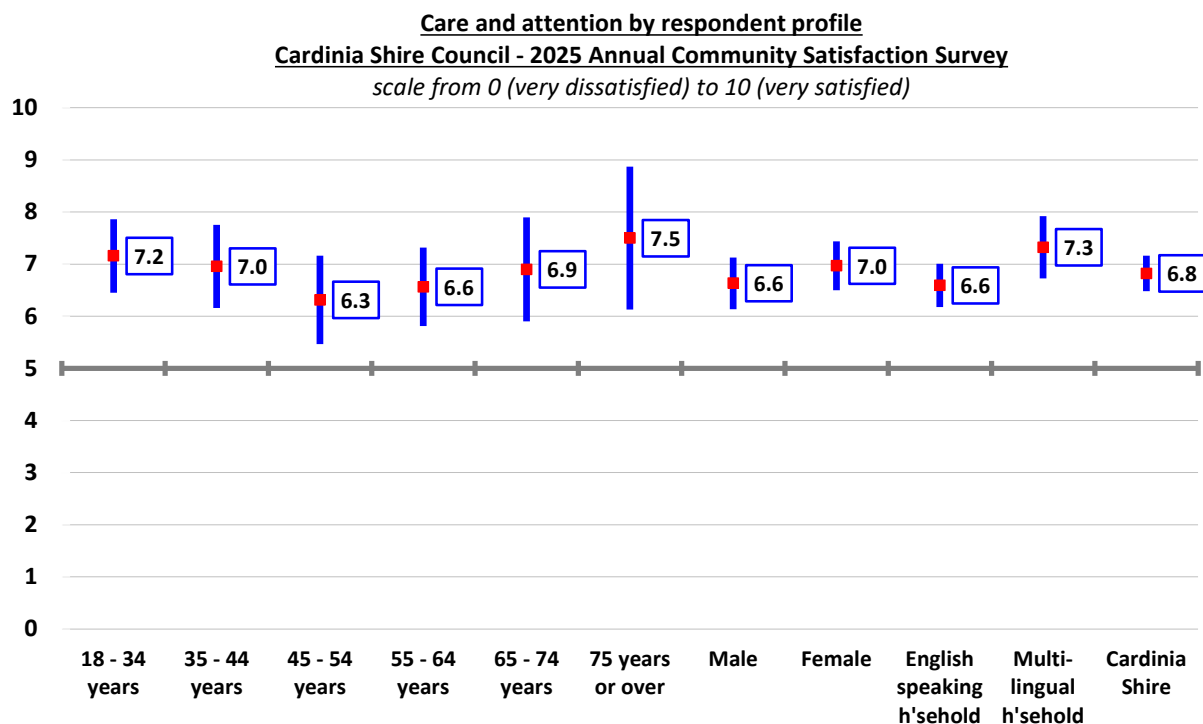
Satisfaction with the care and attention to enquiry declined marginally this year, down two percent to 6.8 out of 10, which remained a “good” level of satisfaction.



Whilst there was no measurable variation in satisfaction across the municipality, it is noted that respondents from the Hills precinct were notably (7%) less satisfied than the municipal average.



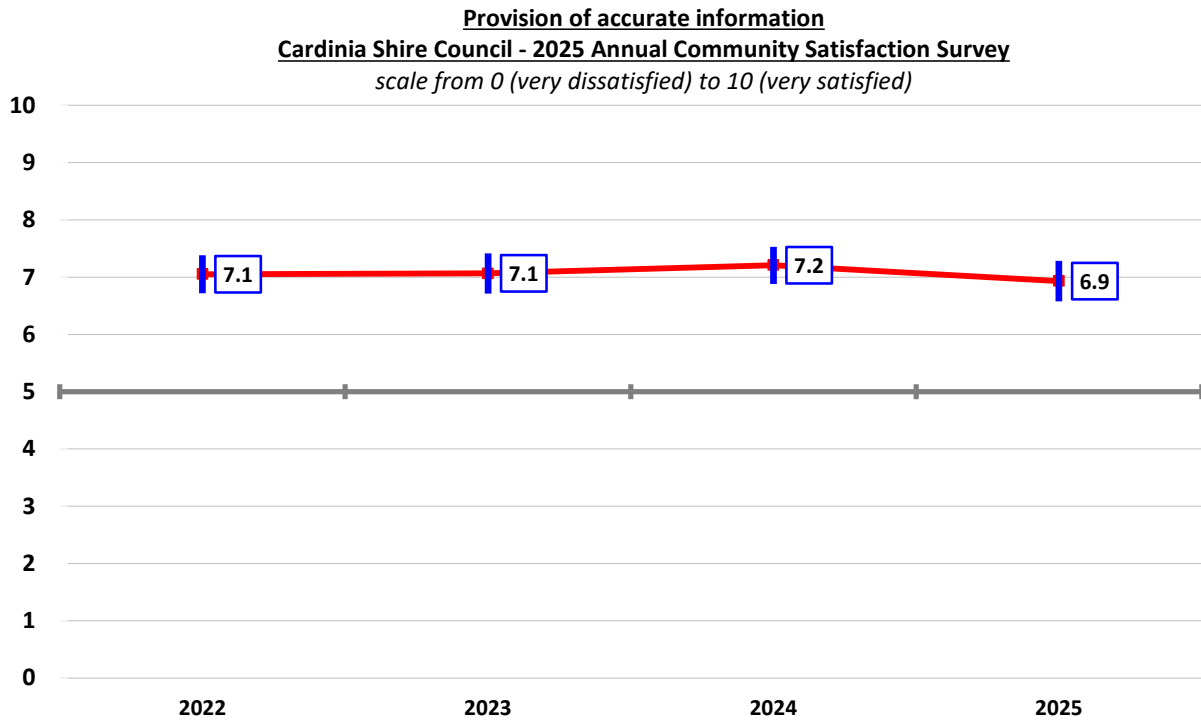
Whilst there was no measurable variation in satisfaction observed by respondent profile, it is noted that younger middle-aged adults (aged 45 to 54 years) were the least satisfied, five percent below the municipal average. Respondents from multilingual households were also notably (7%) more satisfied than respondents from English speaking households.



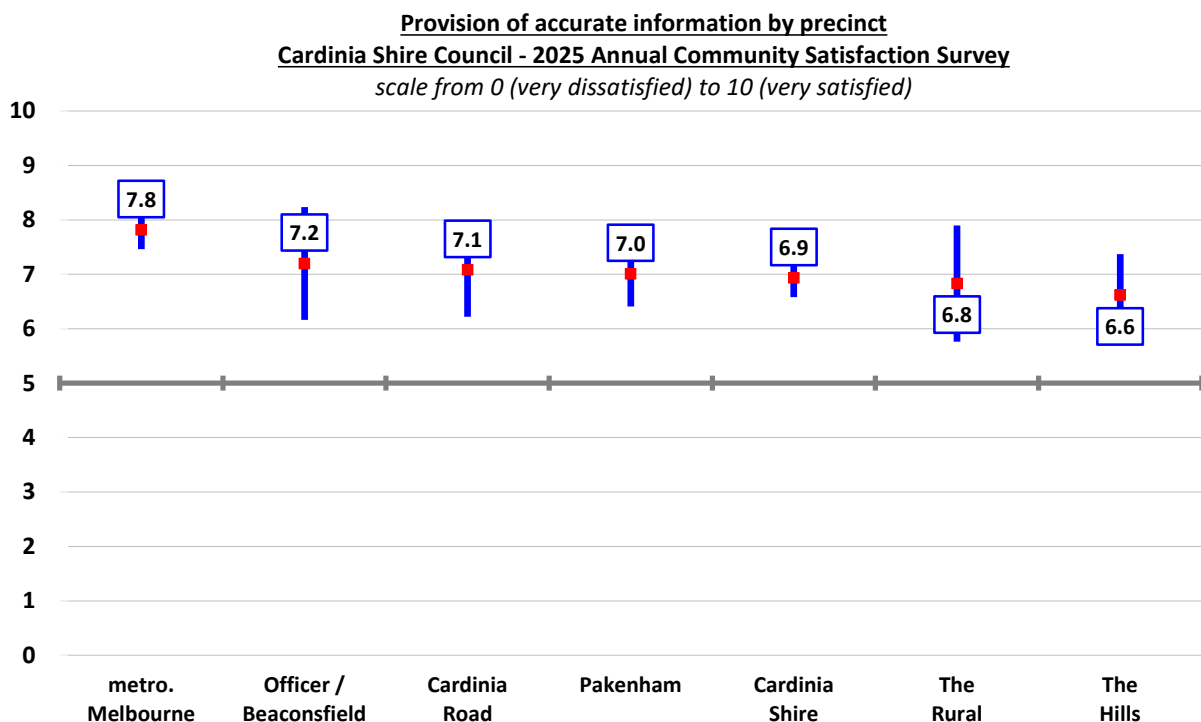
### Provision of accurate information

Satisfaction with the provision of accurate information declined marginally this year, down three percent to 6.9 out of 10, which remained a “good” level of satisfaction.



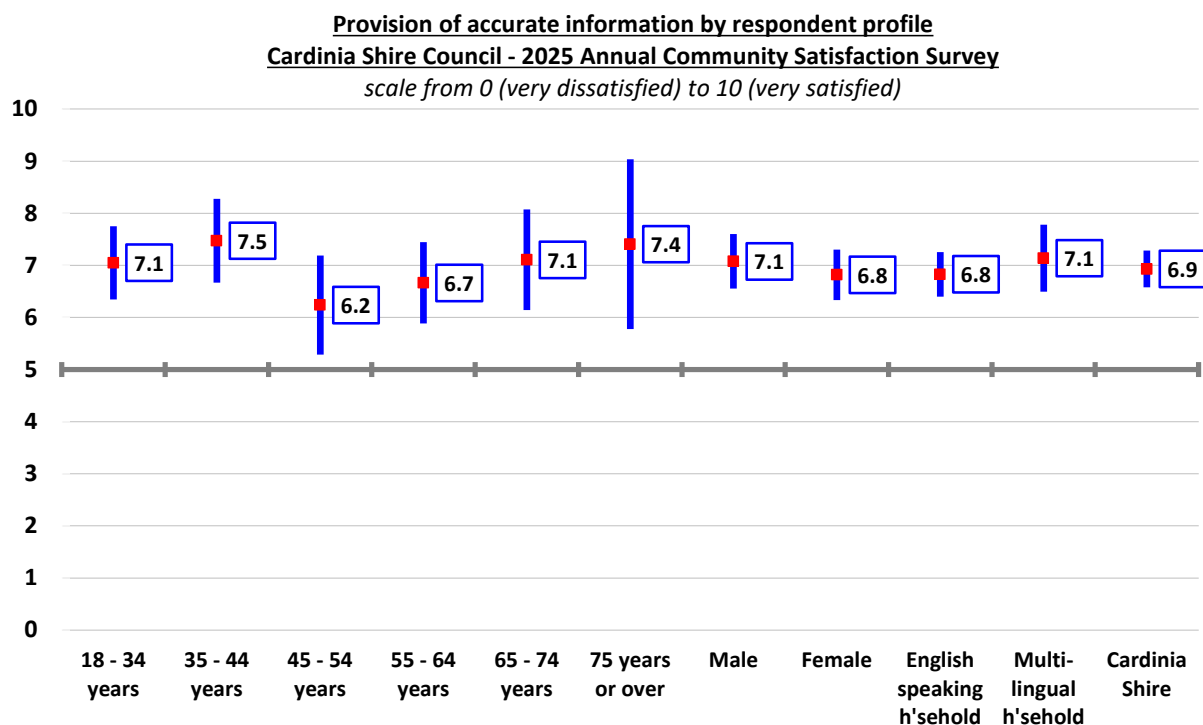


There was no substantial variation in satisfaction with the provision of accurate information observed across the municipality.



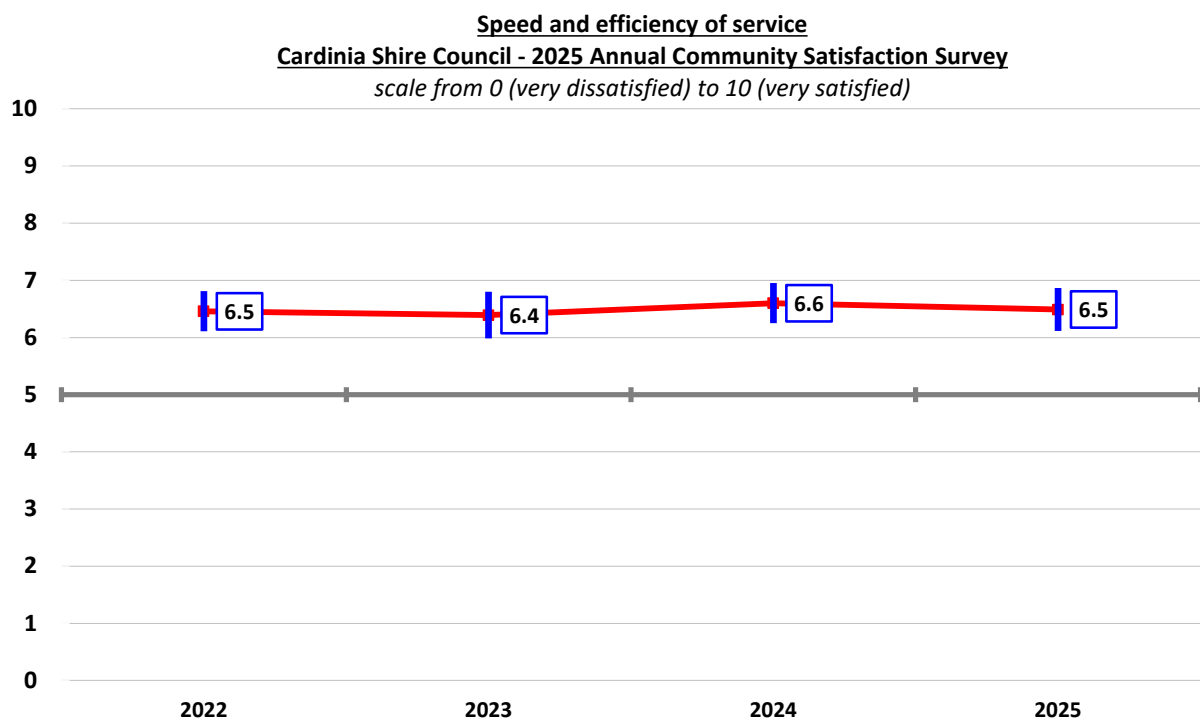
Whilst there was no measurable variation in satisfaction observed by respondent profile, it is noted that younger middle-aged adults (aged 45 to 54 years) were the least satisfied, seven percent below the municipality average at a “solid”, rather than a “good” level of satisfaction.



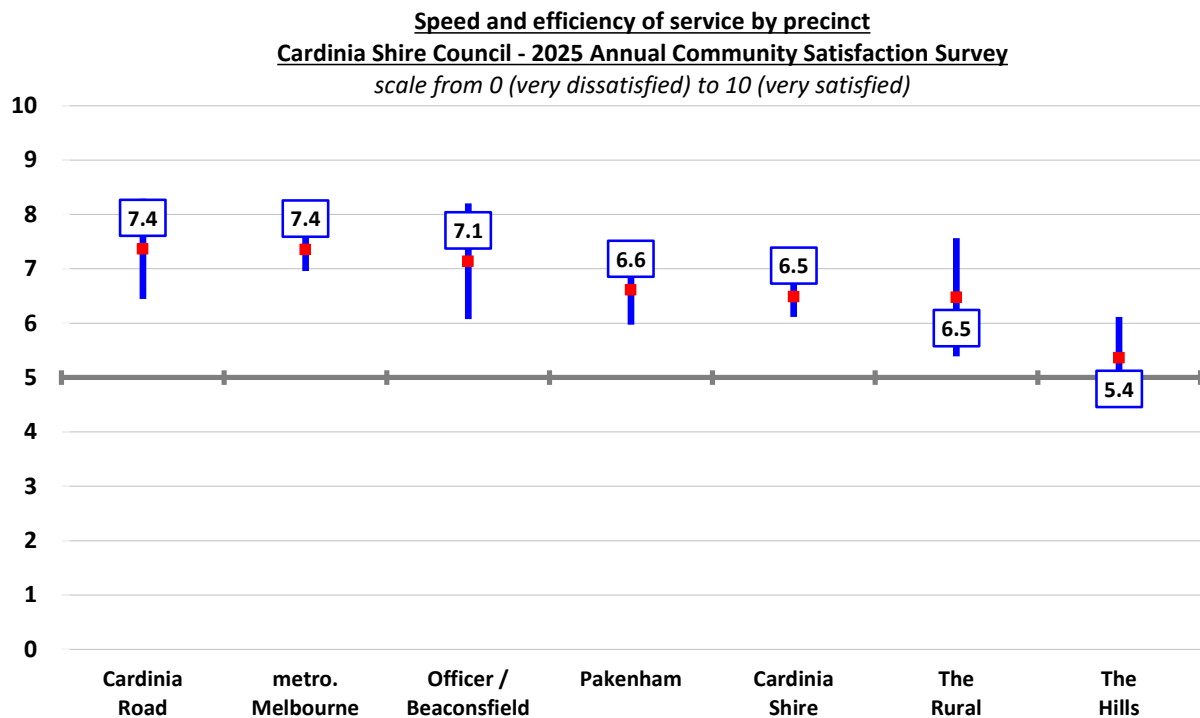


## Speed and efficiency of service

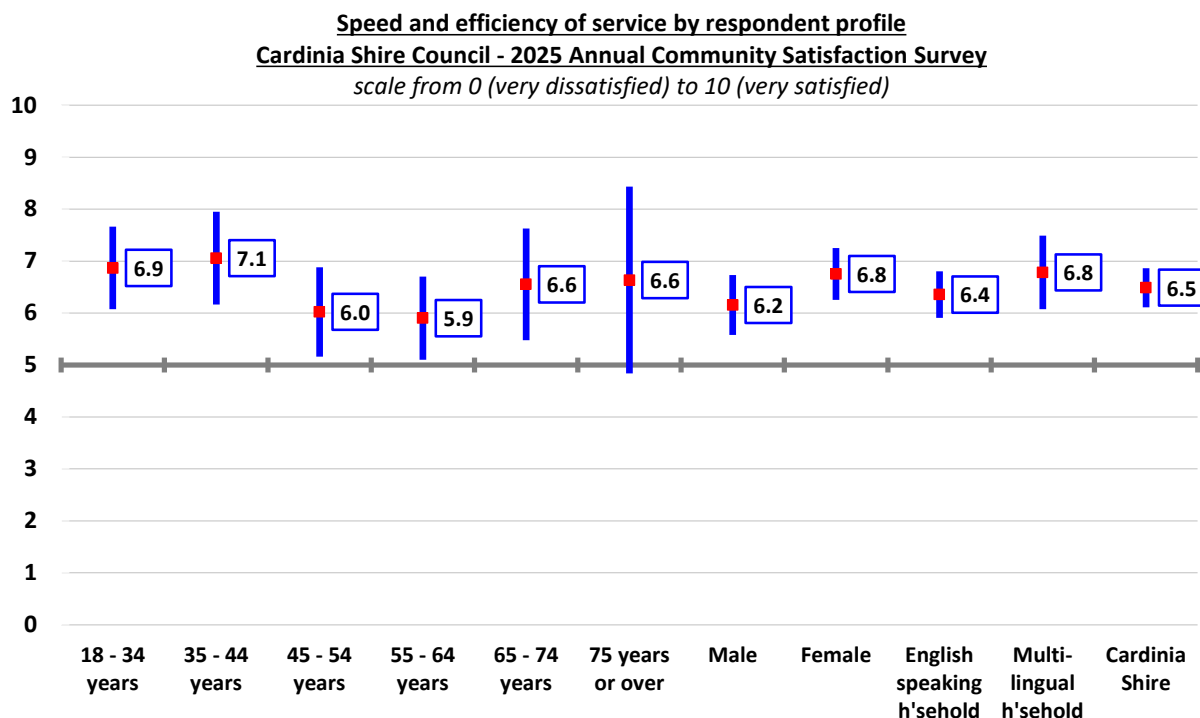
Satisfaction with the speed and efficiency of service remained essentially stable this year, down one percent to 6.5 out of 10, which remained a “good” level of satisfaction.



Whilst there was no measurable variation in satisfaction across the municipality, it is noted that respondents from the Hills precinct were notably (9%) less satisfied than the municipal average, and at a “very poor” rather than a “good” level of satisfaction.

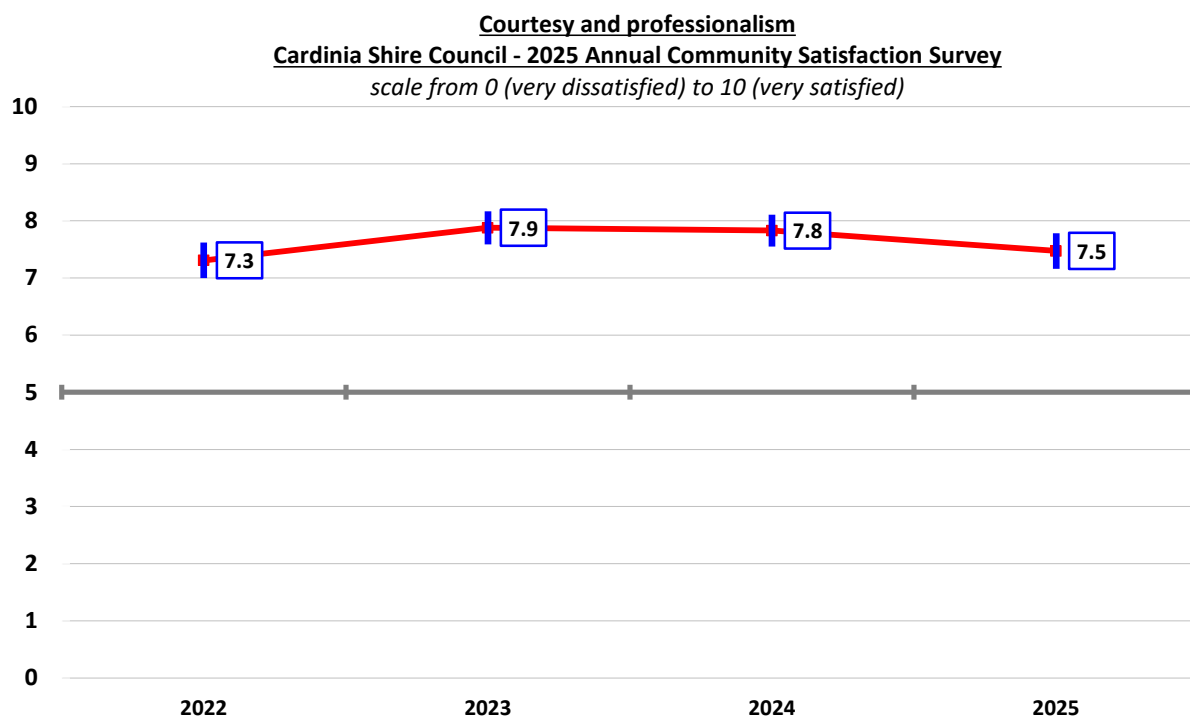


Whilst there was no measurable variation in satisfaction observed by respondent profile, it is noted that younger and older middle-aged adults (aged 45 to 64 years) were the least satisfied, seven to eight percent below the municipality average at “solid” and “poor”, rather than “good” levels of satisfaction.

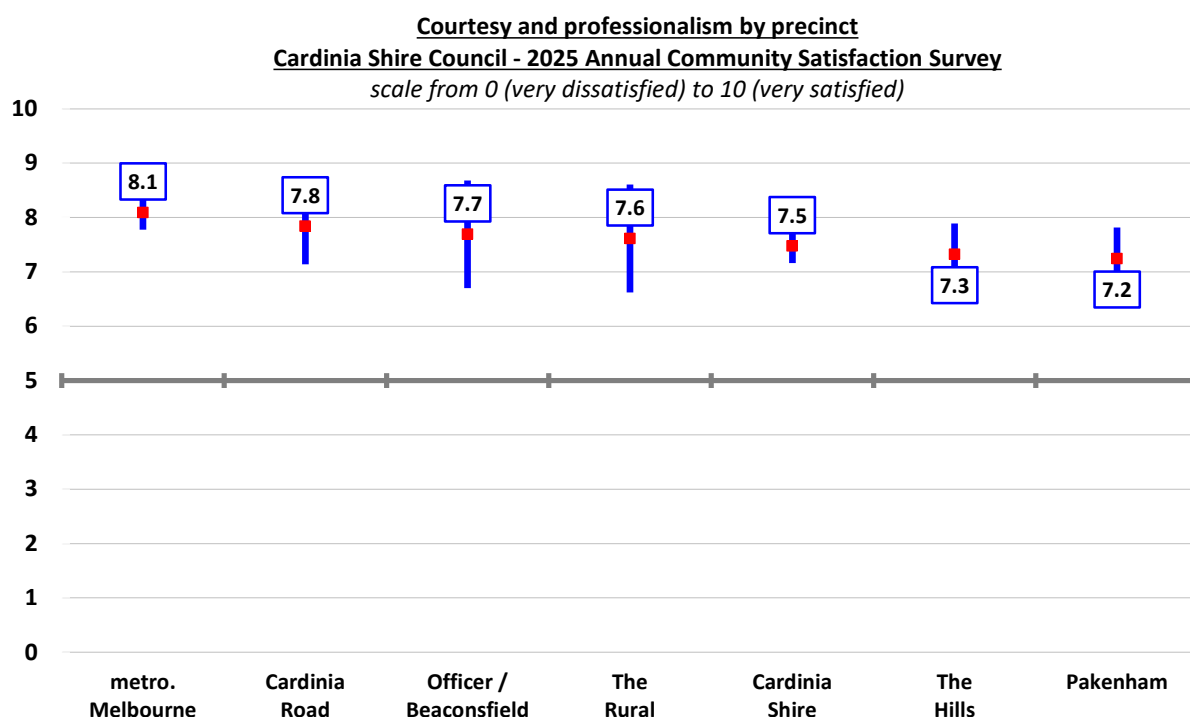


## Courtesy and professionalism

Satisfaction with the courtesy and professionalism of staff declined marginally this year, down three percent to 7.5 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

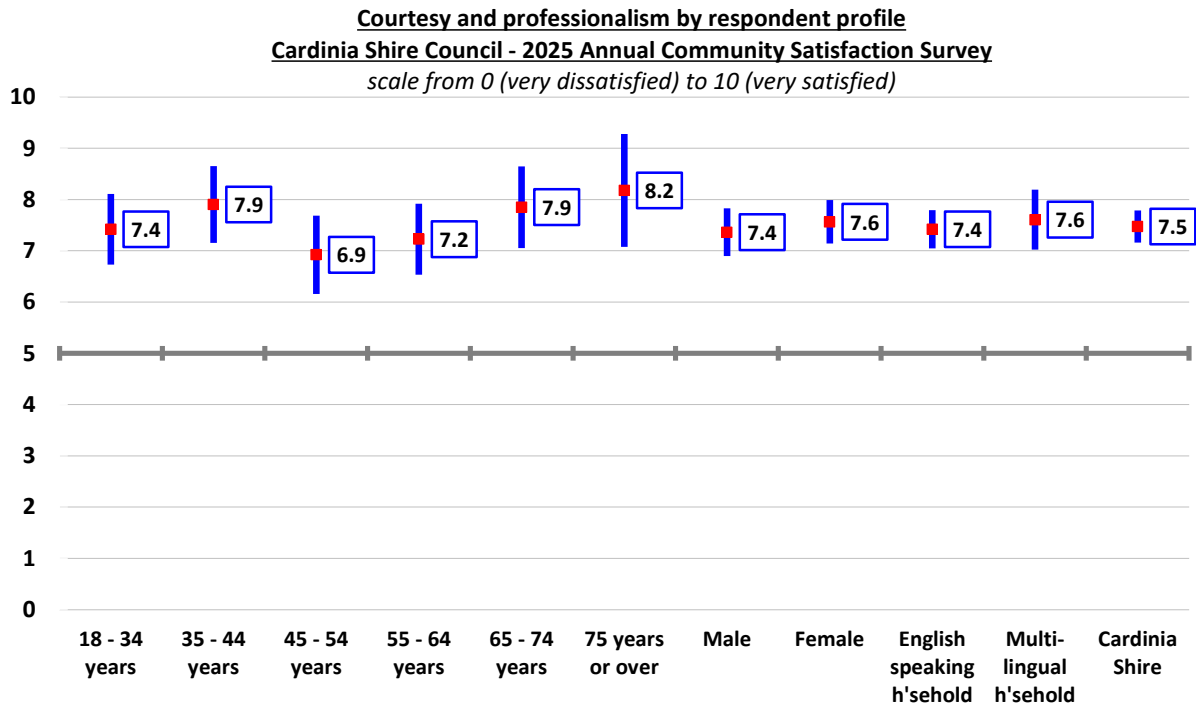


There was no substantial variation in satisfaction with this aspect of performance observed across the municipality.



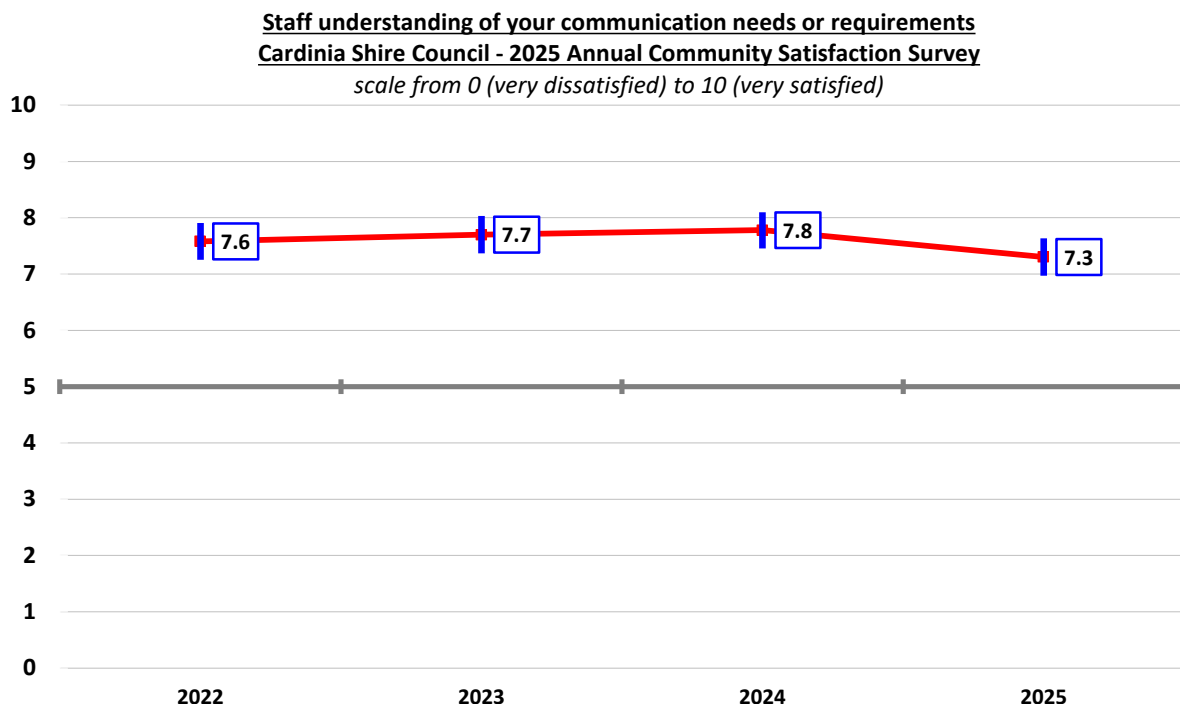


Whilst there was no measurable variation in satisfaction observed by respondent profile, it is noted that younger middle-aged adults (aged 45 to 54 years) were the least satisfied, six eight percent below the municipality average, at a “good” rather than a “very good” level.

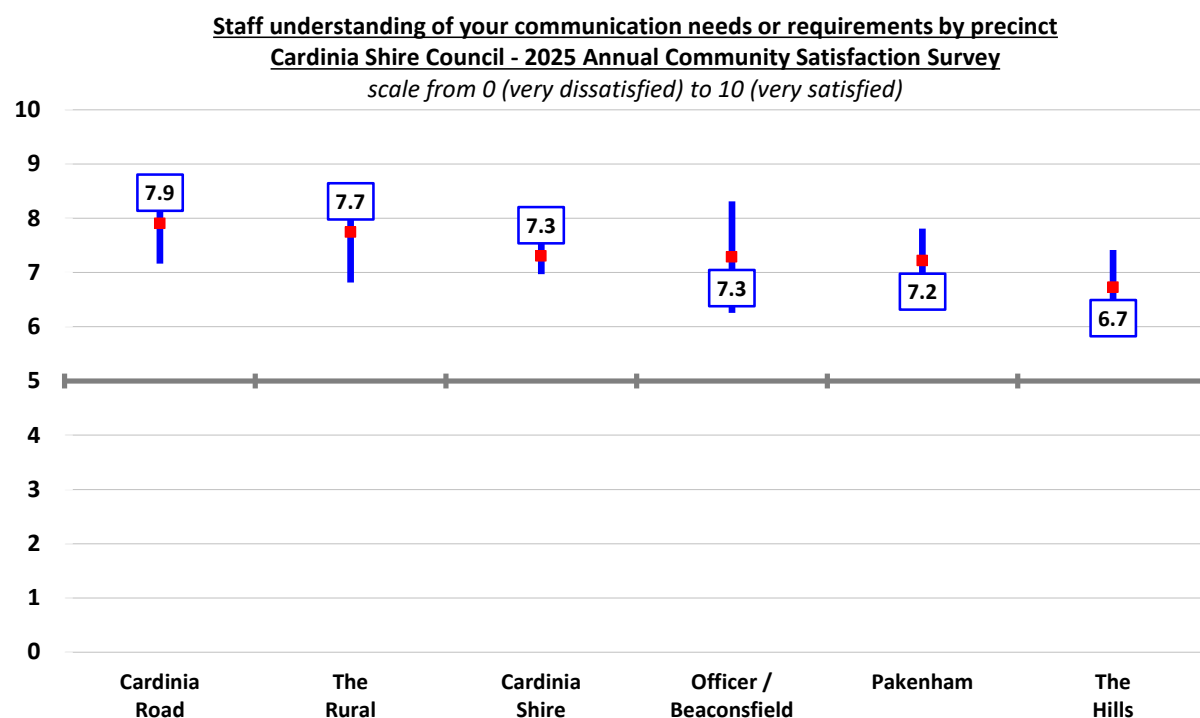


### Staff understanding of your communication needs / requirements

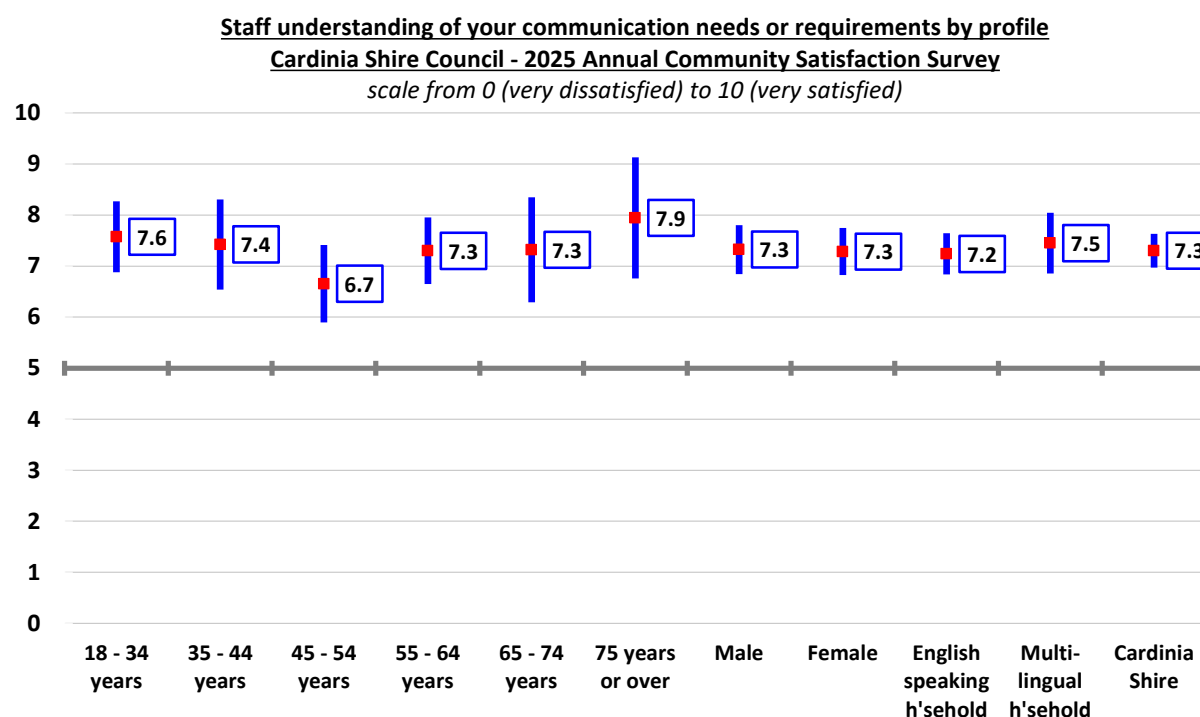
Satisfaction with staff understanding the respondents' communication needs / requirements declined somewhat this year, down five percent to 7.3 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.



Whilst there was no measurable variation in satisfaction across the municipality, it is noted that respondents from the Hills precinct were somewhat (6%) less satisfied than the municipal average, and at a “good” rather than a “very good” level of satisfaction.

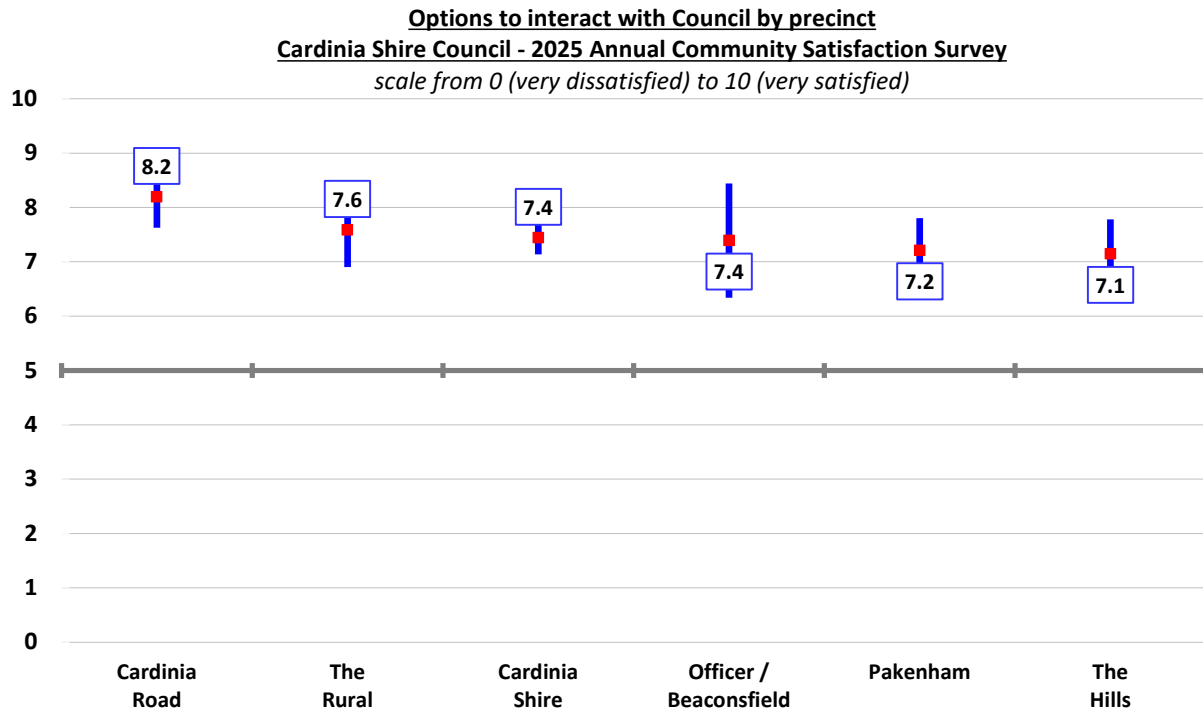


Whilst there was no measurable variation in satisfaction observed by respondent profile, it is noted that younger middle-aged adults (aged 45 to 54 years) were the least satisfied, six eight percent below the municipality average, at a “good” rather than a “very good” level.

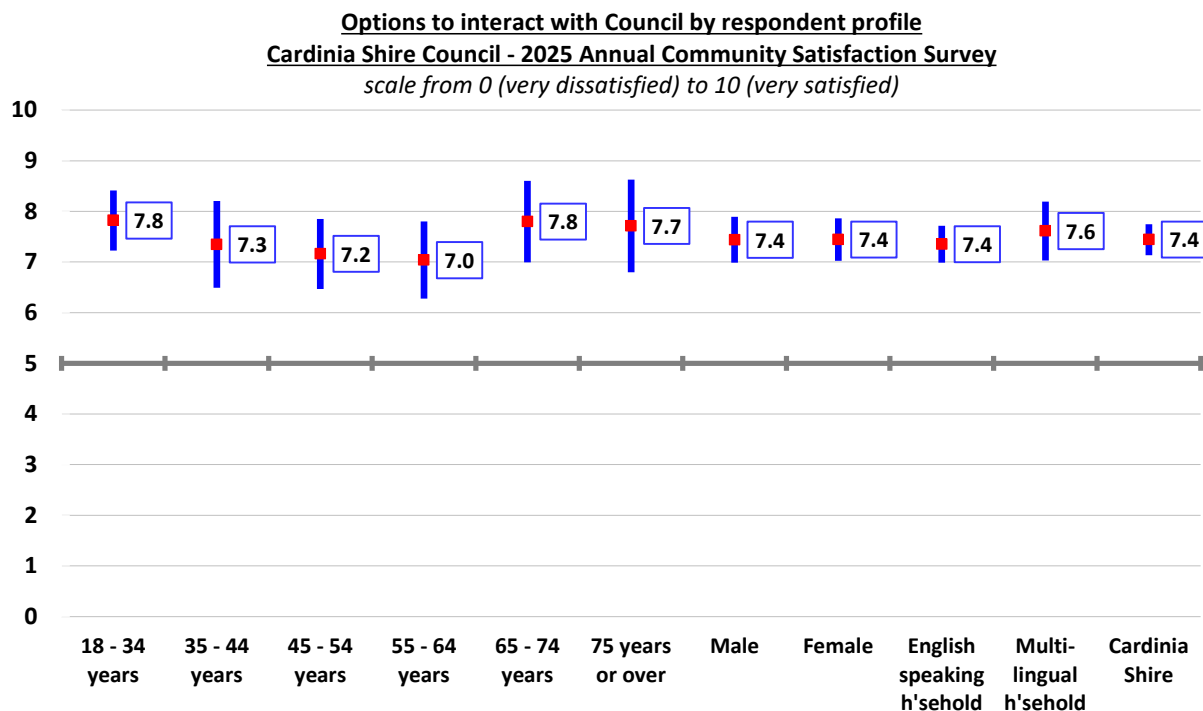


## Options to interact with Council

Satisfaction with the new aspect of customer service regarding options to interact with Council was 7.4 out of 10 this year, or a “very good” level of satisfaction. Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Cardinia Road rated satisfaction somewhat (6%) higher than the municipality average, at an “excellent” level.



There was no substantial variation in this result observed by respondent profile.



## Planning and housing development

### Satisfaction with aspects of planning and housing development

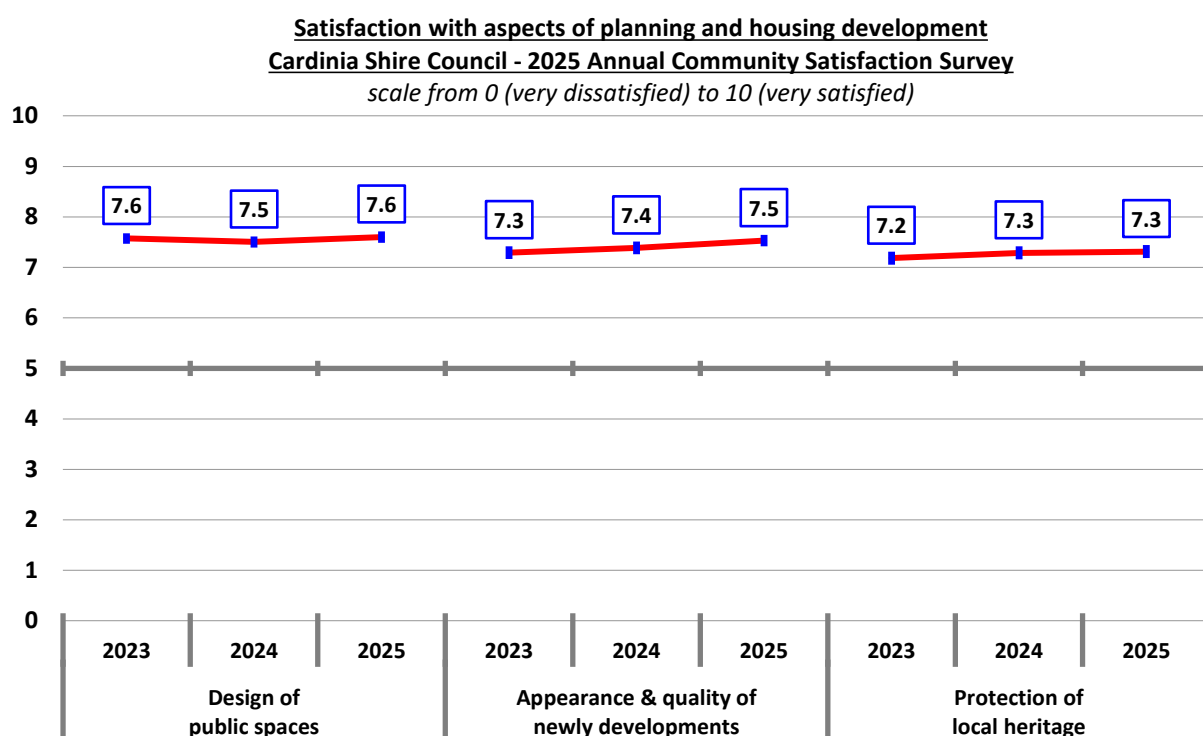
Respondents were asked:

*“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 2025, 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%) again this year, and one remained stable.

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



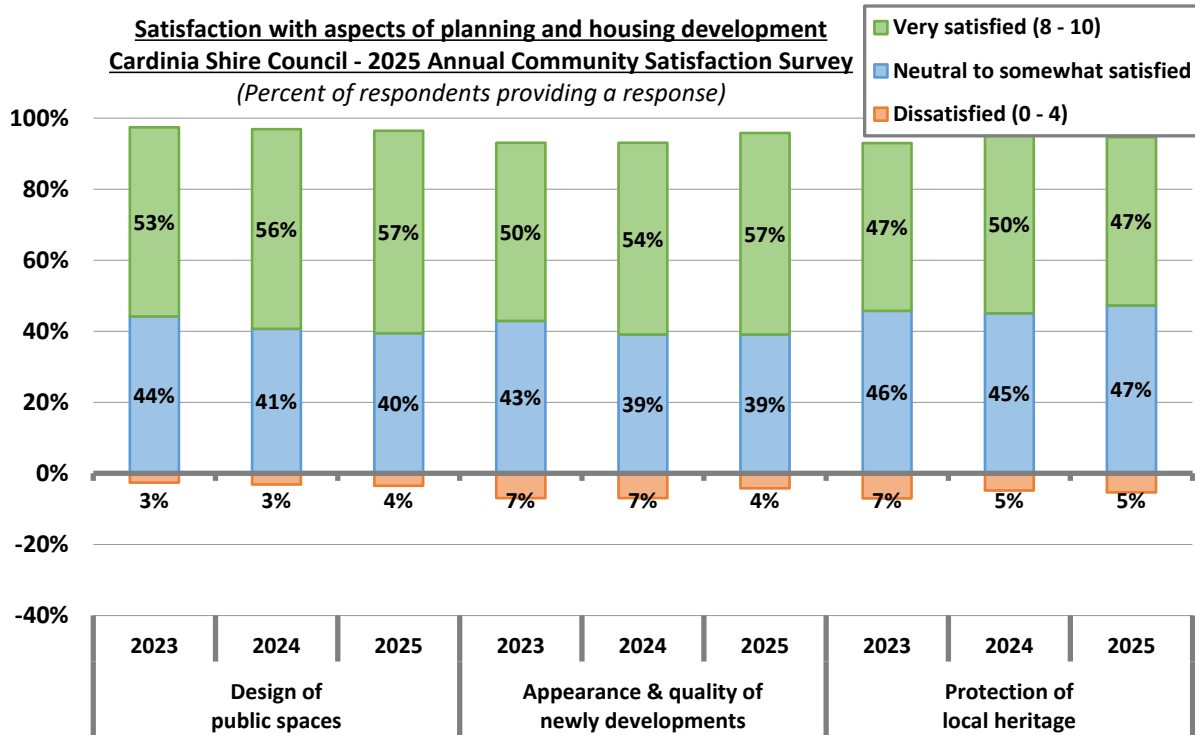
The following graph provides a breakdown of satisfaction into the proportion of respondents “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated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

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



It is noted that just four percent (down from 7%) of respondents were “dissatisfied” with the appearance and quality of new developments, which is 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](#) again 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 2025 *Governing Melbourne* research.

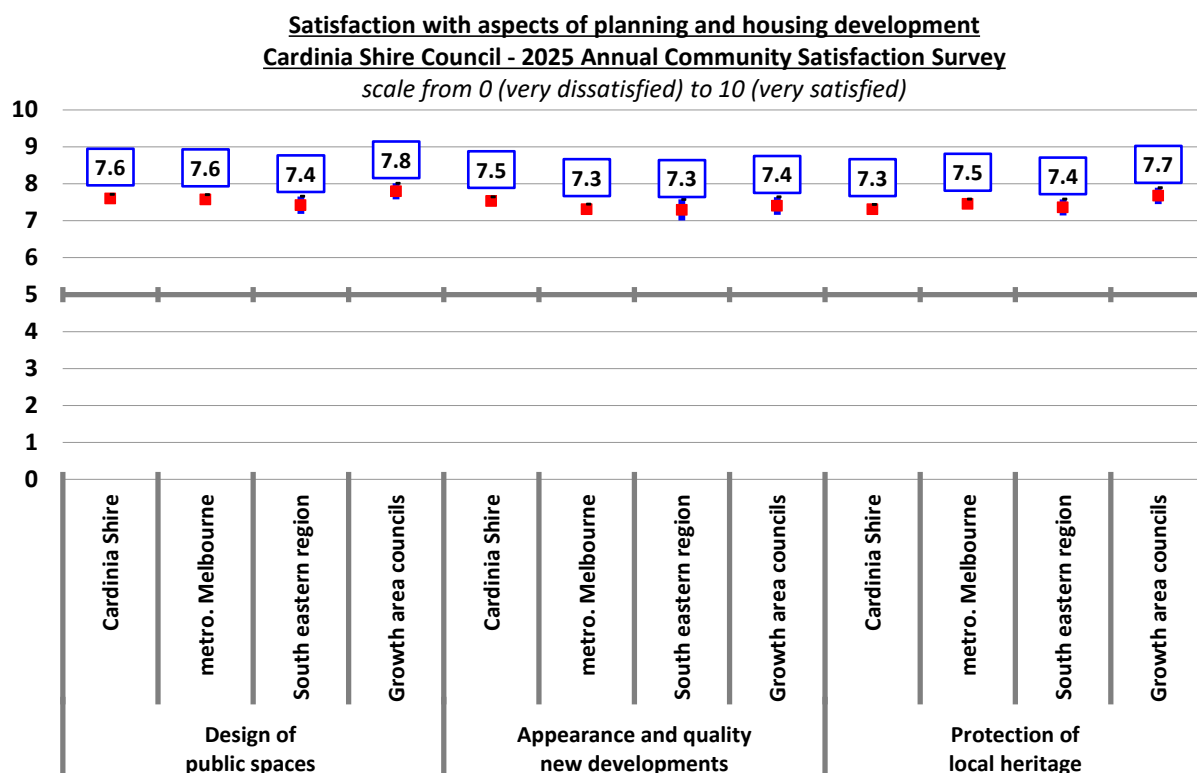
*Governing Melbourne* was conducted independently by Metropolis Research in January 2025, using the same in-person methodology.

It is noted that satisfaction with each of these three planning and development outcomes was similar to the metropolitan average, but generally a little lower than the growth area councils' averages.

These results continue to suggest this year, that satisfaction with new housing development in the Cardinia Shire was relatively high, at a stable level.

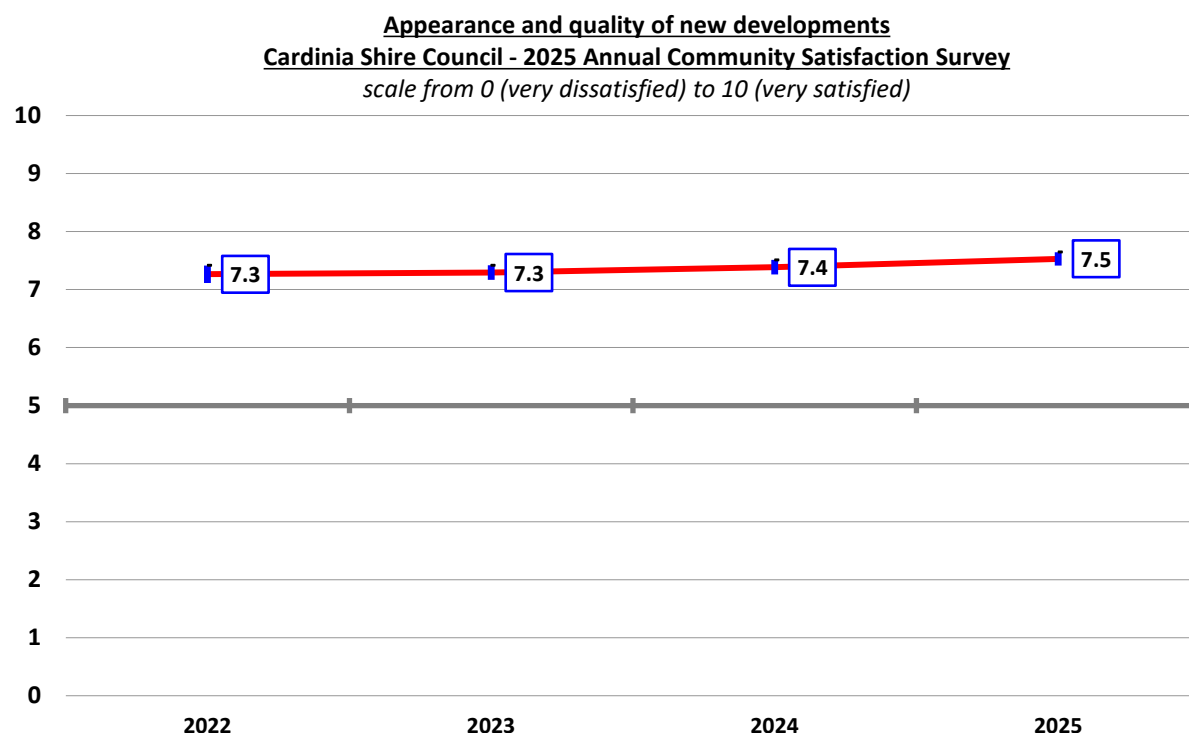
This result is typically observed by Metropolis Research in outer growth area municipalities, although in the Cardinia Shire, there exists measurable variation in satisfaction observed across the municipality, particularly between the new urban and growth area precincts and the rural and hills precincts.





## Appearance and quality of newly constructed developments

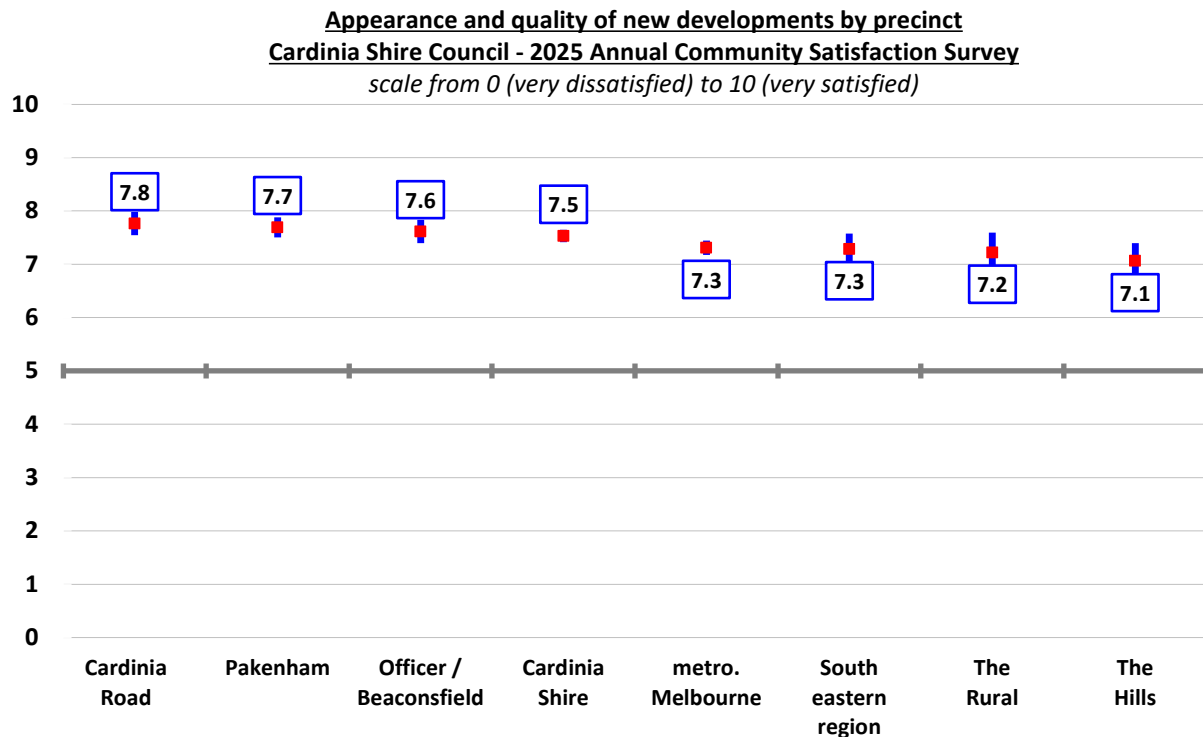
Satisfaction with the appearance and quality of newly constructed developments increased marginally again this year, up one percent to 7.5 out of 10, although it remained at a “very good” level.





This result was marginally (2%) higher than the metropolitan average.

There was no measurable variation in this result observed across the municipality, through it is noted that respondents from the Hills precinct were somewhat (3%) less satisfied and at a “good” rather than a “very good” level.

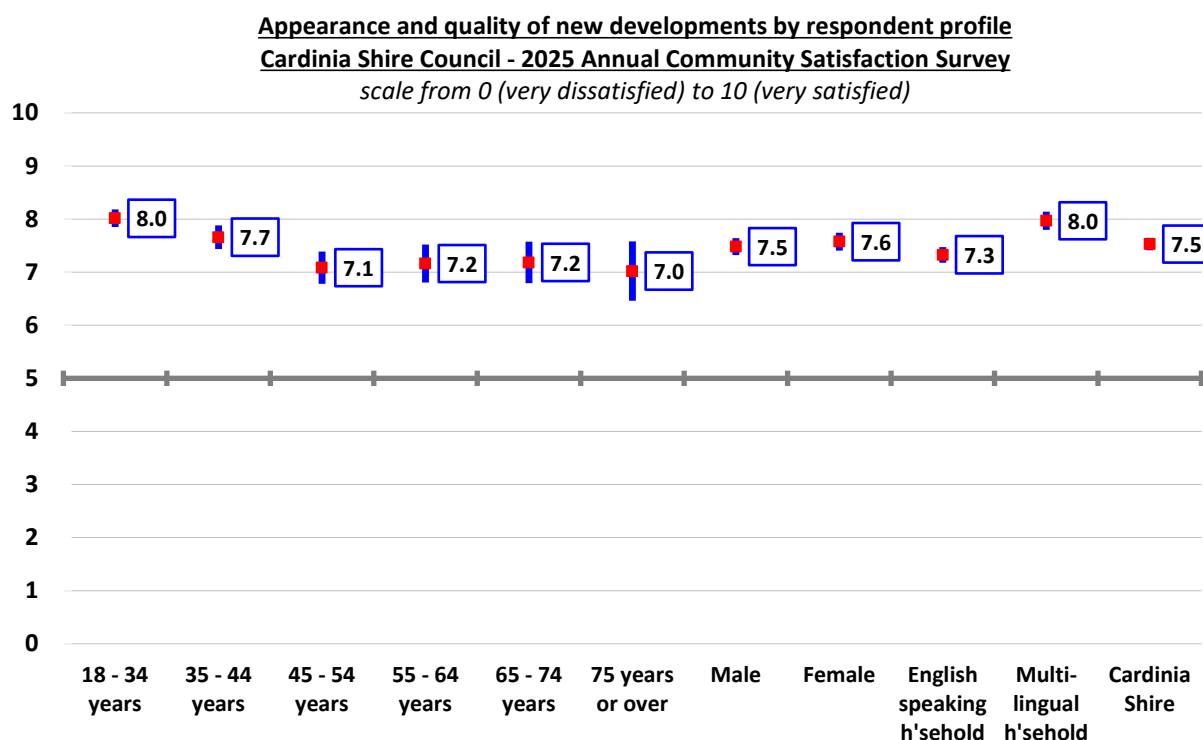


There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (5%) more satisfied than average and at an “excellent” level.

The variation in satisfaction between younger respondents (aged 18 to 44 years) and middle-aged and older respondents (aged 45 years and over) was statistically significant.

Respondents from multilingual households were measurably (7%) more satisfied than respondents from English speaking households.





There was measurable and significant variation in satisfaction observed by housing situation and period of residence in Cardinia Shire.

Homeowners and mortgagor households were measurably less satisfied with the appearance and quality of newly constructed developments than respondents from rental households. New residents (less than one year in the Shire) were measurably and significantly (9%) more satisfied than average and at an “excellent” level, whilst long-term residents (10 years or more) were somewhat (3%) less satisfied.



## Reasons for dissatisfaction with the appearance and quality of newly developments

The following table outlines the 55 comments and 20 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 a range of other issues raised, as outlined in the table.

### Reason for dissatisfaction with the appearance and quality of new development

#### Cardinia Shire Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| No / not enough trees and greenery  | 4             |
| Overdevelopment   | 4             |
| Lack of development   | 3             |
| Overpopulation  | 3             |
| Too modern / suburban   | 3             |
| Boxed houses next to each other / cramped   | 2             |
| High density housing is cheaply built   | 2             |
| Lots of townhouses on top of and next to each other   | 2             |
| Poor maintenance  | 2             |
| Some developments take too long   | 2             |
| Townhouses look horrible / are of poor quality  | 2             |
| All new housing estates on the perimeter have incentive housing, apartment blocks are attached to housing | 1             |
| All of them   | 1             |
| All the townhouses have no space  | 1             |
| Council needs to do better planning and execution   | 1             |
| Developments in main streets have no space  | 1             |
| Graffiti  | 1             |
| Half demolished   | 1             |
| Need more infrastructure  | 1             |
| New developments in the area are disrupting daily activities  | 1             |
| No backyards  | 1             |
| No enforcement on what people can and cannot build  | 1             |
| No new developments in Lang Lang  | 1             |
| Not happy   | 1             |
| Not happy with the development happening in the farmlands   | 1             |
| People do not like those square houses  | 1             |
| Poorly planned infrastructure   | 1             |
| Prefer a more natural aesthetic   | 1             |
| Putting large fences which are cutting views and are not a part of town planning                          | 1             |
| Quality is not great  | 1             |
| Seems like more is being done in other areas than in here   | 1             |



|   |           |
|---|-----------|
| Some of the parks need to be updated                  | 1         |
| They did not pay much attention                       | 1         |
| They look bad   | 1         |
| They pulled that building down after being half built | 1         |
| Units being developed                                 | 1         |
| Untidy  | 1         |
| <b>Total</b>  | <b>55</b> |

---

*Specific sites identified by respondents*

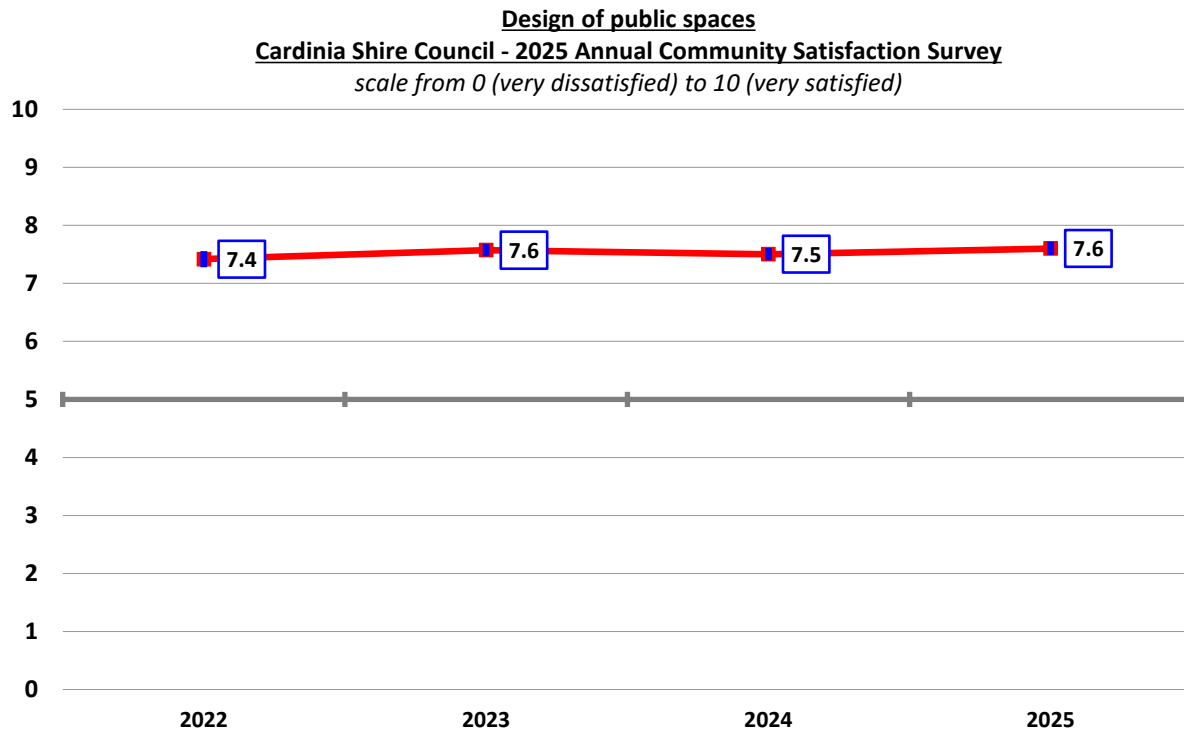
---

|   |           |
|---|-----------|
| All the shopping centres  | 1         |
| Buildings in Gembrook   | 1         |
| Buildings on Main St in Emerald   | 1         |
| Campbell St / Railway Ave intersection  | 1         |
| Corner of Sylvia Rd   | 1         |
| Developments around the train station   | 1         |
| Emerald Junior Football Club  | 1         |
| Entrance into town is unacceptable  | 1         |
| Local cricket club  | 1         |
| Main St curb  | 1         |
| New schools near Rix Rd require proper crossings, proper drop offs, etc.  | 1         |
| Retirement village  | 1         |
| Ron Andrews Park needs to be updated  | 1         |
| Roundabout at Racecourse Rd / Bald Hill Rd is a disaster  | 1         |
| The house near the golf course  | 1         |
| The new developments between Pakenham and Nar Nar Goon are going to turn into slums with practically no shops parking or public transport | 1         |
| The ones in south of Officer  | 1         |
| The ones on Cardinia Rd   | 1         |
| The youth building in Henry St is a disaster  | 1         |
| Toomuc Valley Rd intersection to highway is dangerous   | 1         |
| <b>Total</b>  | <b>20</b> |
| <b>Total responses</b>  | <b>75</b> |

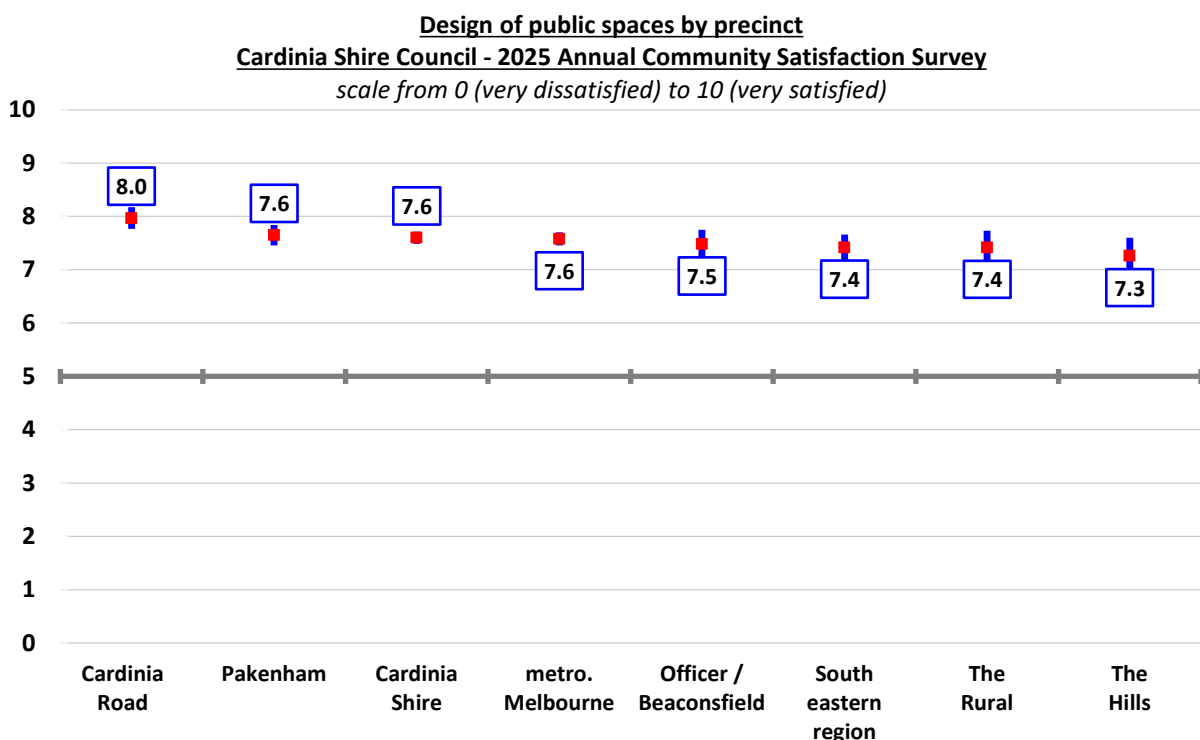


## Design of public spaces

Satisfaction with the design of public spaces remained essentially stable again this year, up one percent to 7.6 out of 10, which remained a “very good” level of satisfaction.

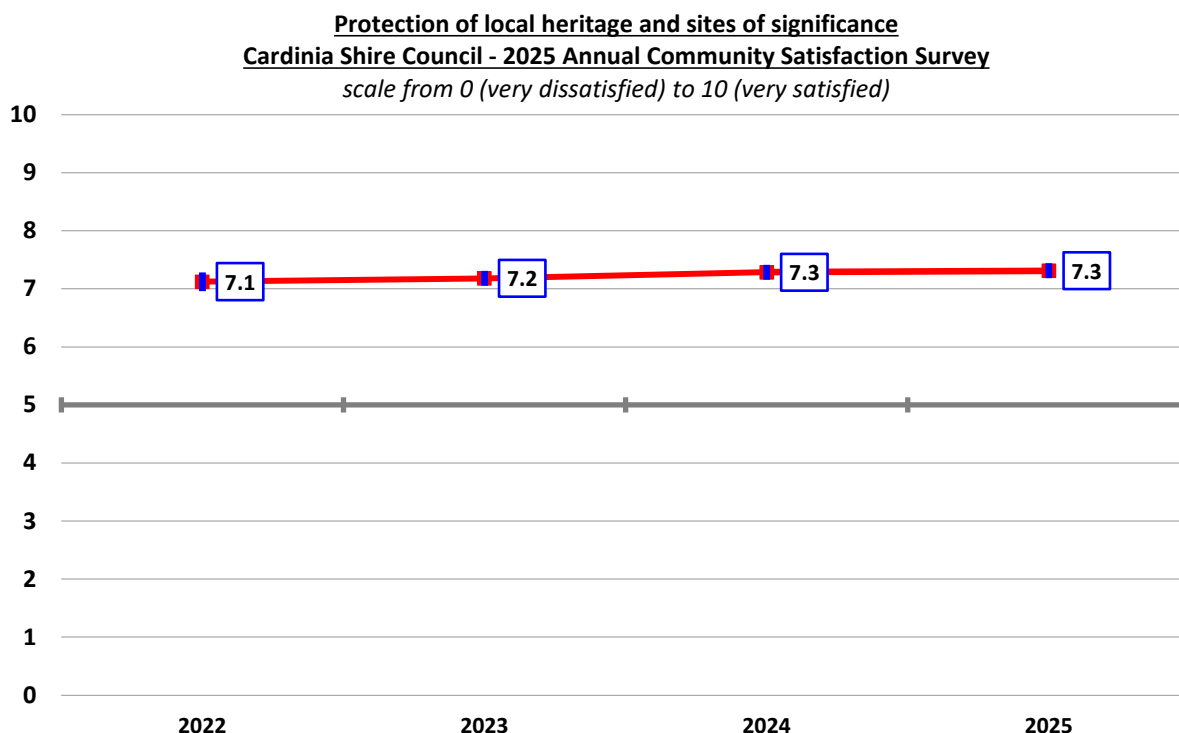


There was measurable variation in this result observed across the Shire, with respondents from Cardinia Road measurably (4%) more satisfied than average and at an “excellent” level.

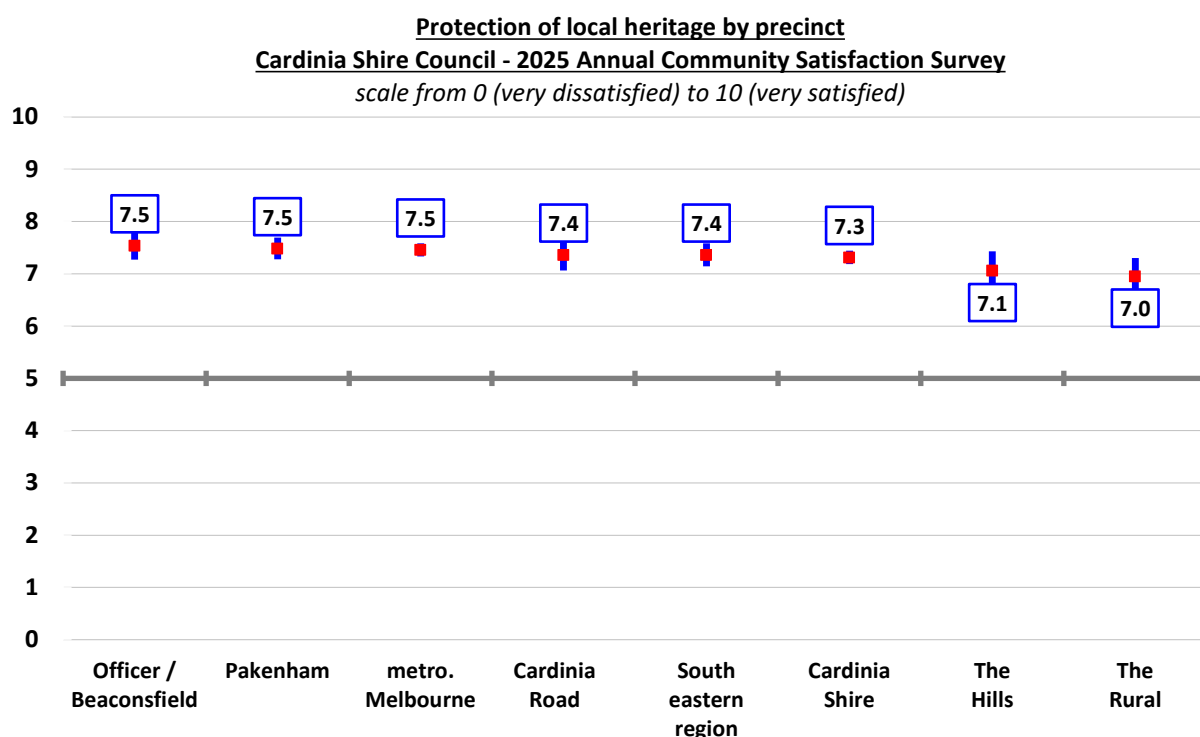


## Protection of local heritage

Satisfaction with the protection of local heritage remained stable at 7.3 out of 10 this year, which remained a “very good” level of satisfaction.



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





## 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:

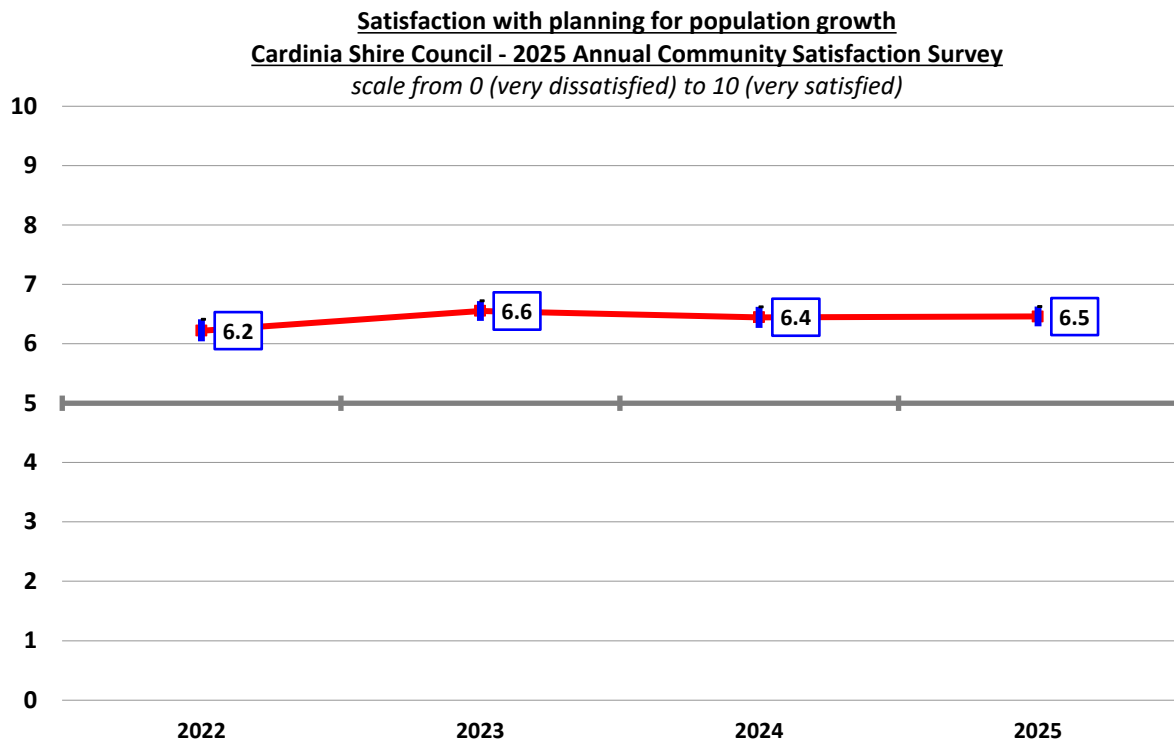
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth (by all levels of government). If rated satisfaction less than 5, what concerns you most about population growth?”*

Satisfaction with planning for population growth by all levels of government remained essentially stable this year, up one percent to 6.5 out of 10, which was a “good”, up from a “solid” level of satisfaction.

Over the course of the last four years, satisfaction with planning for population growth has remained stable at a long-term average of 6.4 out of 10.

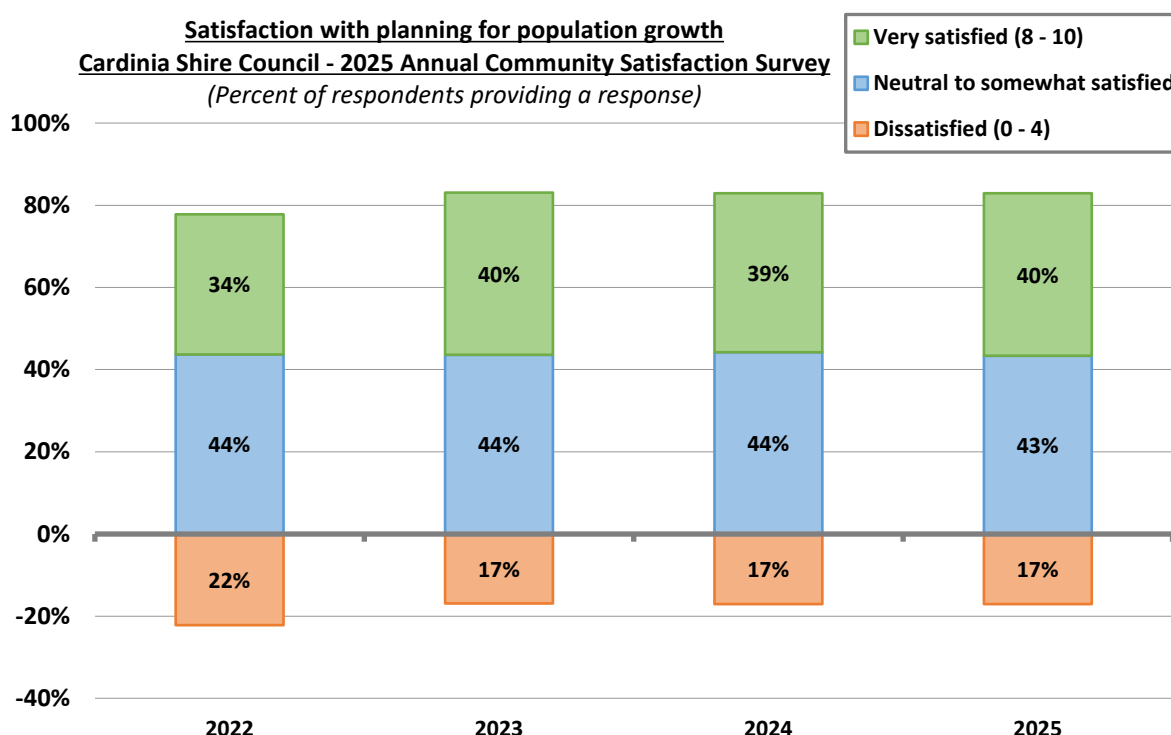
This result was measurably below the southeastern region councils’ (9%), the growth area councils’ (7%), and metropolitan (6%) averages, as recorded in *Governing Melbourne*.

*Governing Melbourne* was conducted independently by Metropolis Research in January 2025 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, 40% (up from 39%) of respondents were “very satisfied” with planning for population growth by all levels of government, whilst 17% were “dissatisfied”.



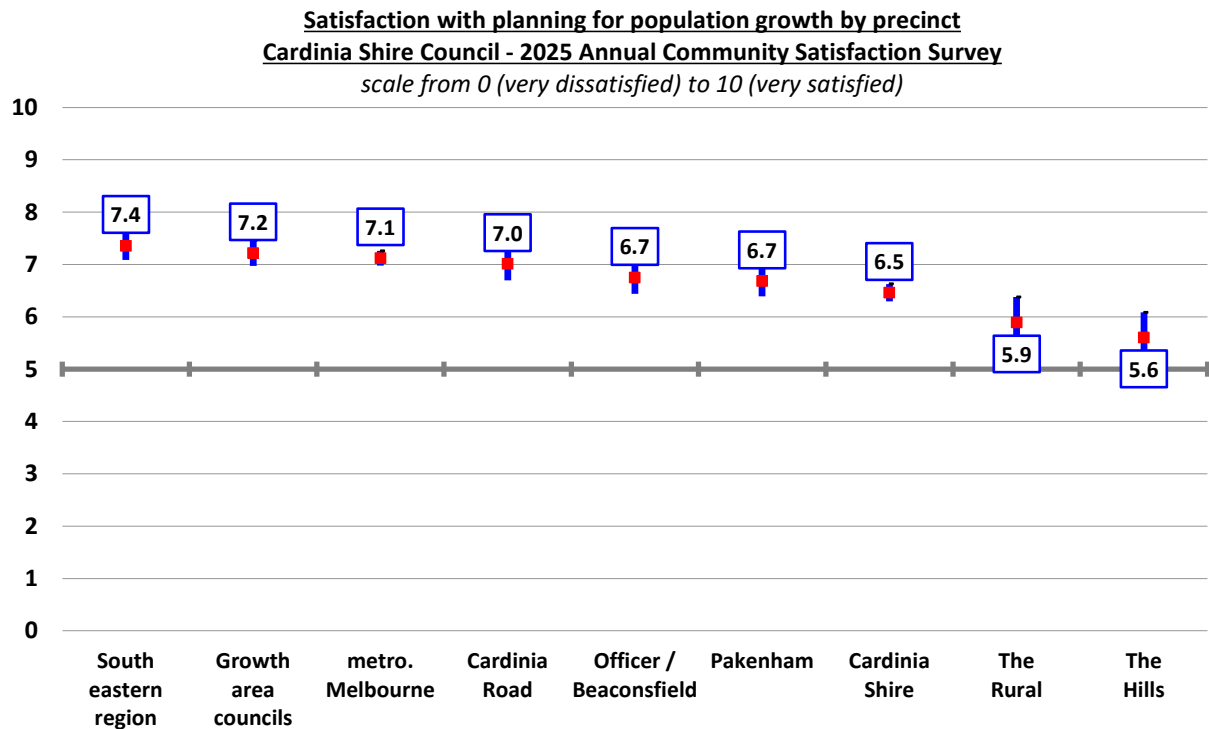
Metropolis Research notes that the lower-than-average satisfaction recorded in the Cardinia Shire compared to the metropolitan average, reflects the measurably and significantly lower satisfaction recorded for the Rural precinct (6% lower at 5.9), and the Hills precinct (9% lower at 5.6), both recorded at “poor” levels.

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.

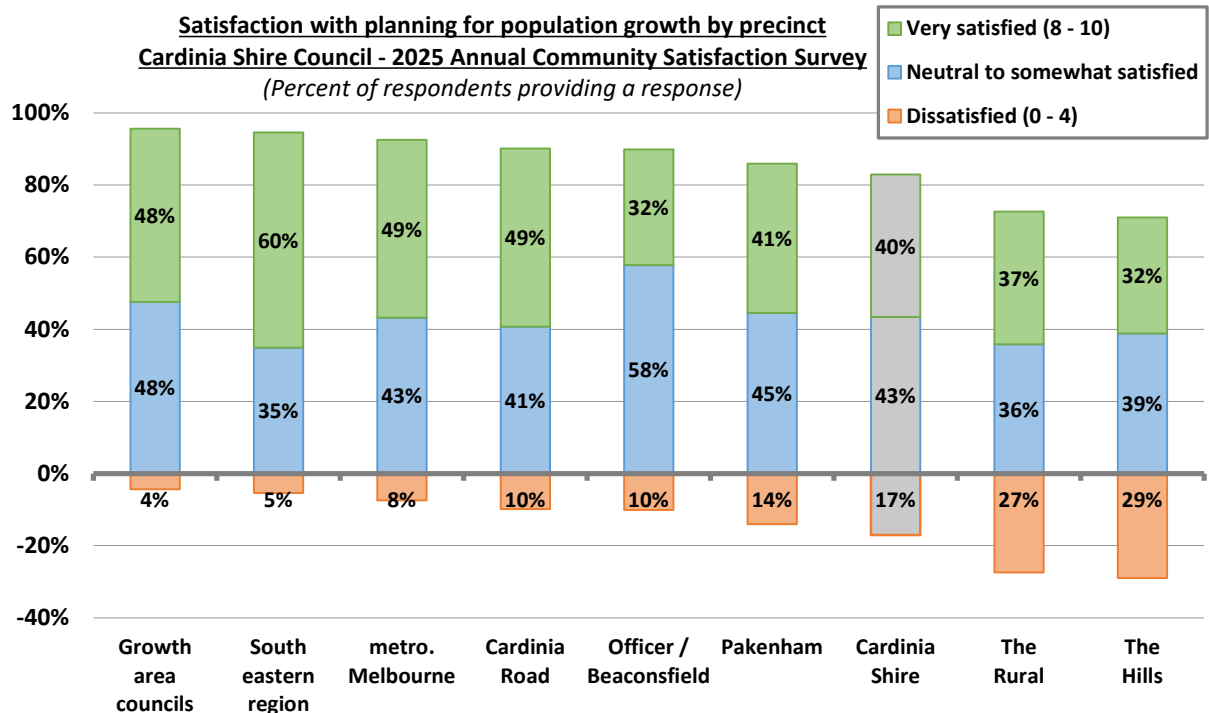
This is particularly acute in Cardinia Shire with the Hills precinct.

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 Cardinia Road precinct reporting a 14% 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 29% of respondents from the Hills precinct and 27% from the rural precinct were “dissatisfied” with planning for population growth.



## 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:

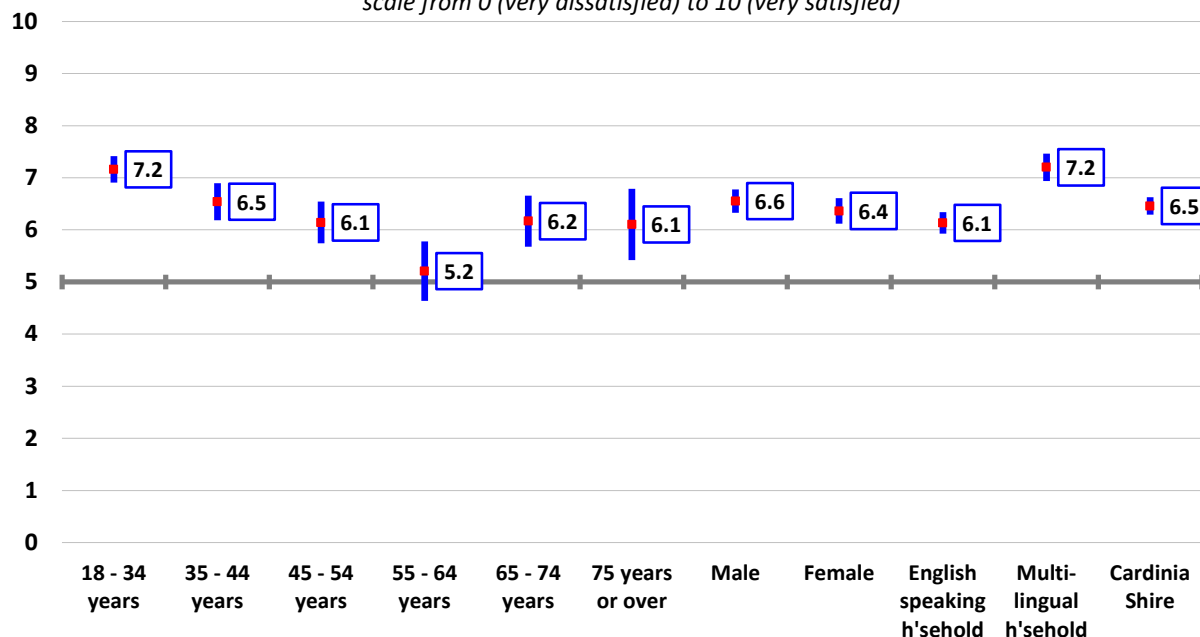
- ***Marginally to somewhat MORE satisfied than average*** – included young adults and adults (aged 18 to 44 years), male respondents, respondents from multilingual households, respondents from rental households, new and new residents (respondents who had lived in the Shire for less than five years), two-parent families with youngest child aged under five years, and respondents from group households.
- ***Marginally to somewhat LESS satisfied than average*** – included middle-aged adults (aged 45 to 64 years), older adults and senior citizens (aged 65 years and over), respondents from English speaking households, mortgagor household respondents, long-term residents (10 years or more in the Shire), two-parent families with adults only at home, one parent families, and sole person households.



**Satisfaction with planning for population growth by respondent profile**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

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

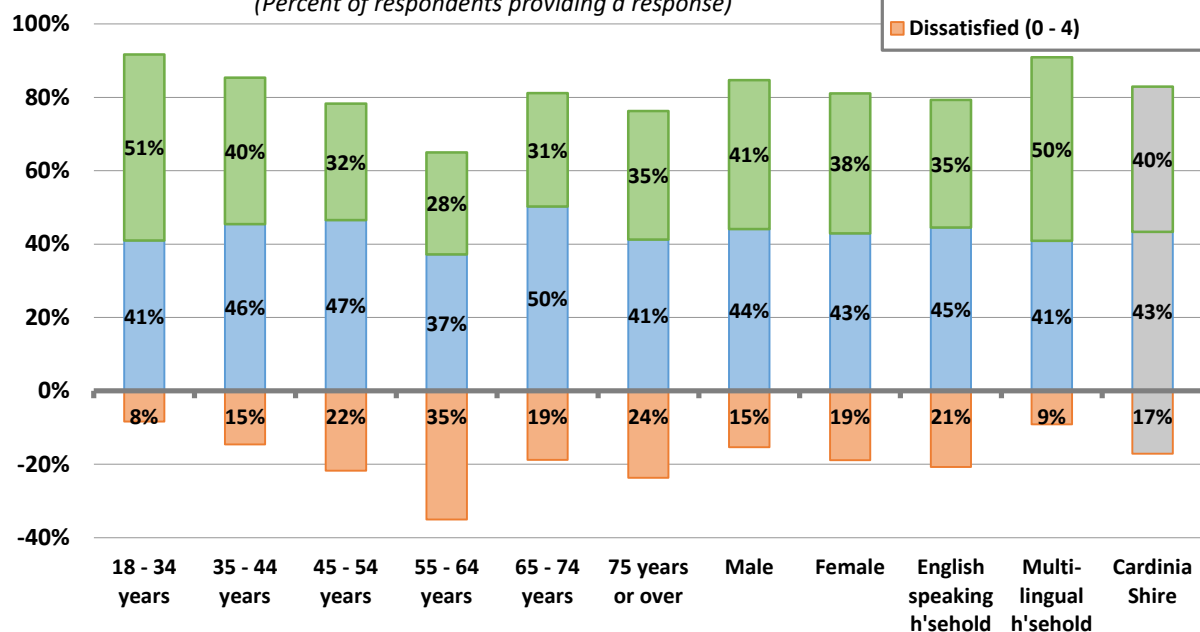


It is noted that approximately half of young adults (aged 18 to 34 years) and respondents from multilingual households were “very satisfied” with planning for population growth, whilst more than one-fifth of respondents aged 45 years and over and respondents from English speaking households were “dissatisfied”.

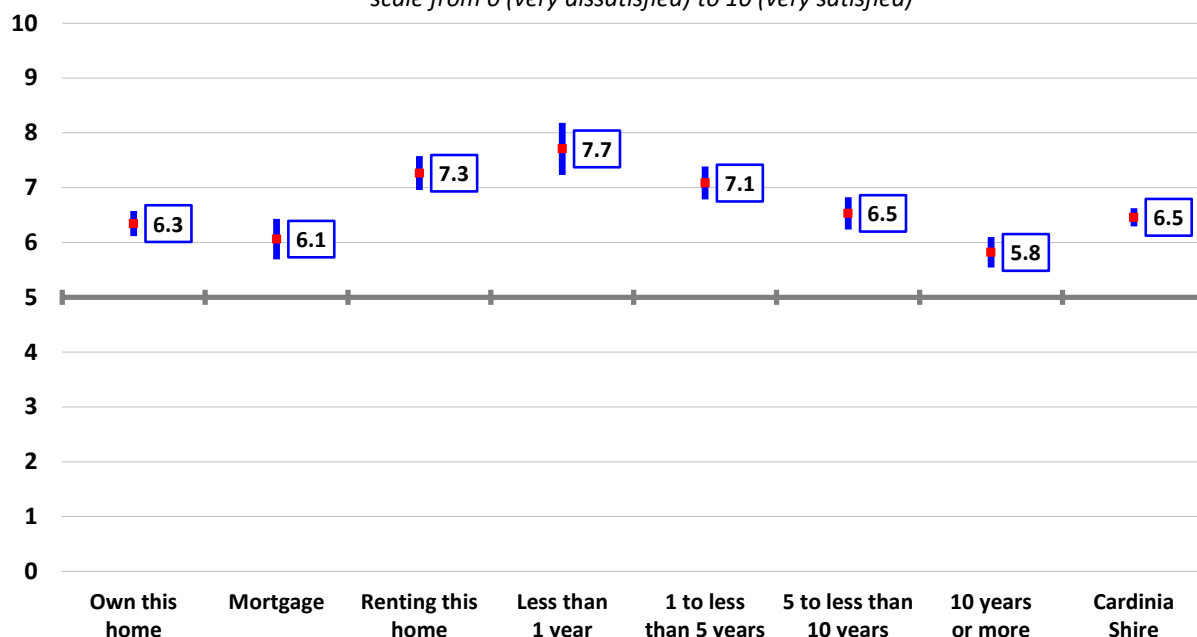
**Satisfaction with planning for population growth by respondent profile**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

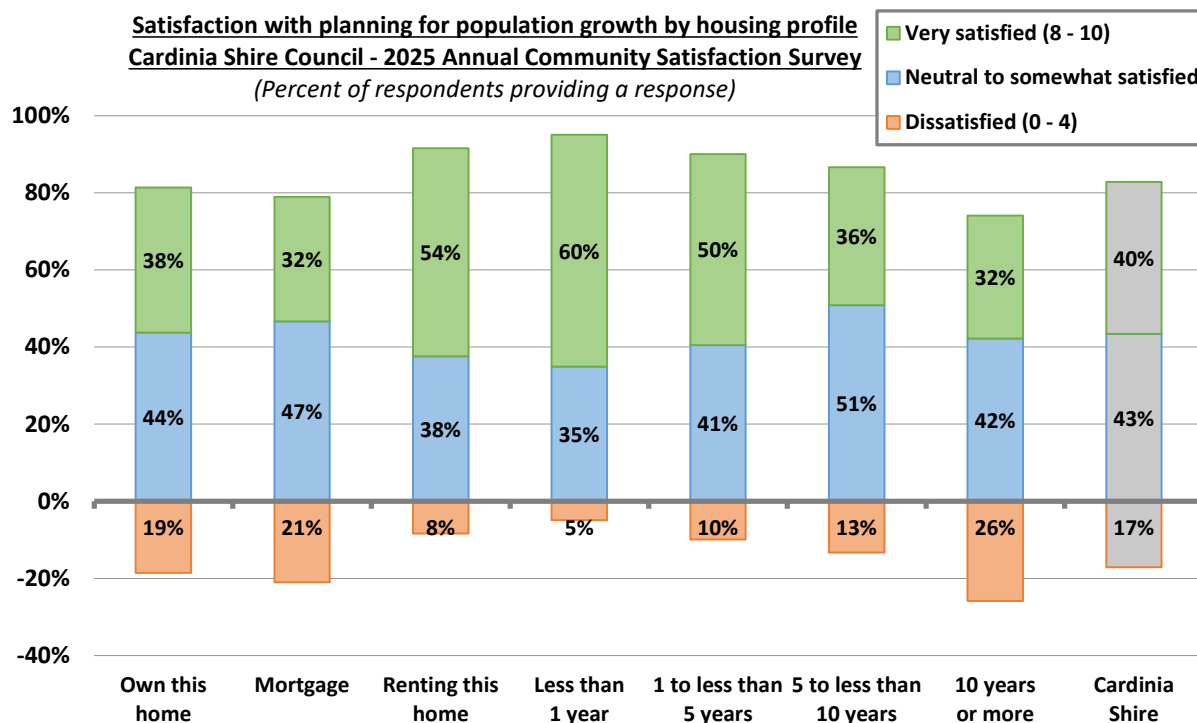
(Percent of respondents providing a response)



**Satisfaction with planning for population growth by housing profile**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

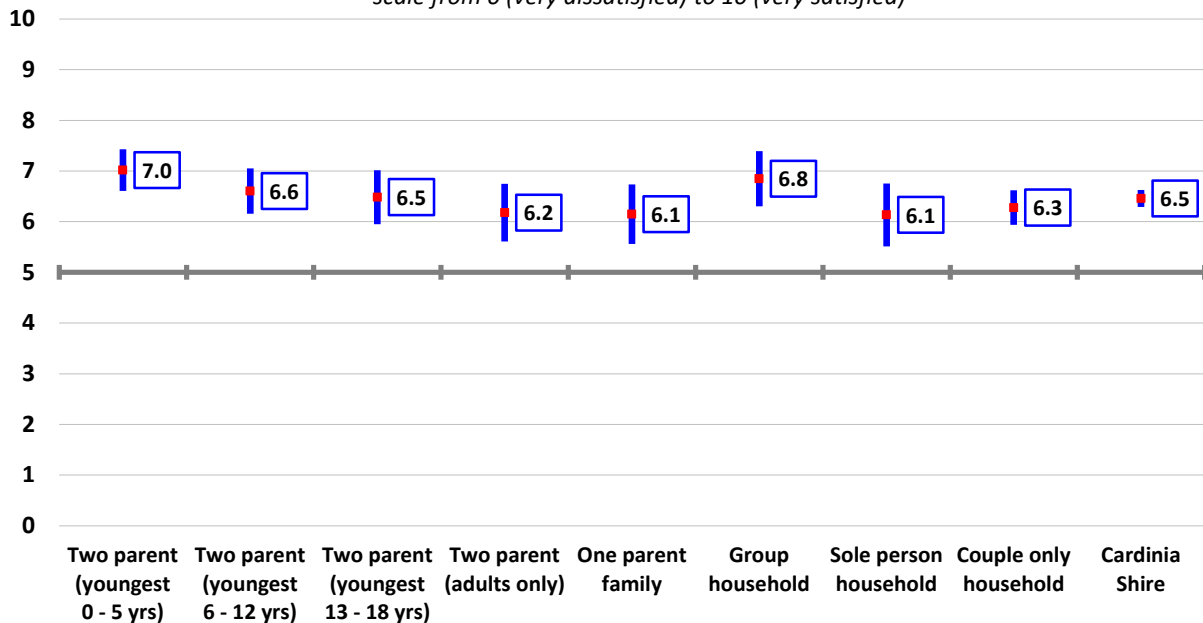


It is noted that approximately half of the rental household respondents and respondents who had lived in the Shire for less than five years were “very satisfied”, whilst 21% of mortgagor households and 26% of long-term residents (10 years or more in the Shire) were “dissatisfied”.



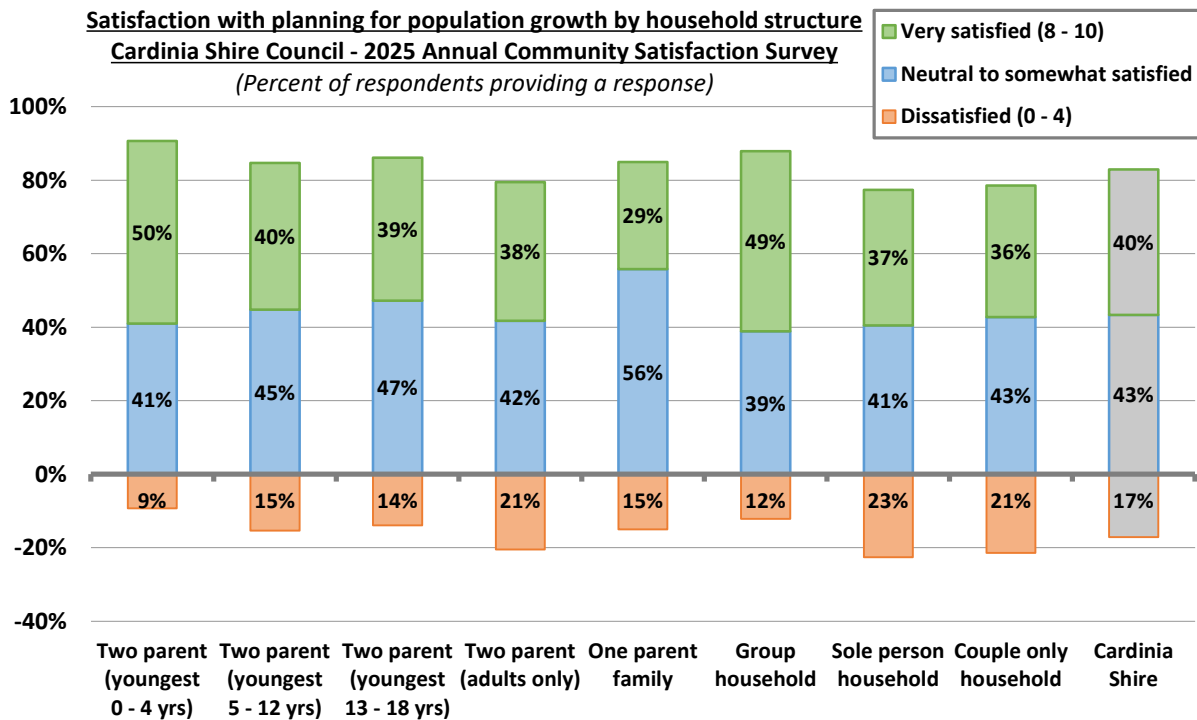


**Satisfaction with planning for population growth by household structure**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



It is noted that approximately half of the respondents from two-parent families with youngest child aged from under five years and group households were “very satisfied”, whilst more than one-fifth of two parent families with adults only at home, sole person households, and couple households without children were “dissatisfied”.

**Satisfaction with planning for population growth by household structure**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Percent of respondents providing a response)*



## Reasons for dissatisfaction with planning for population growth

The following table outlines the 219 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 focused on:

- Perceived impact on parking, traffic, roads, and public transport (61 comments)
- Concerns around the impact on infrastructure (46 comments)
- Concerns around population (35 comments)
- Concerns around planning related issues (28 comments)
- Concerns around impact on services and facilities (23 comments).

**Reasons for dissatisfaction with planning for population growth**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| <i>Parking, traffic, roads and public transport</i>                                   |               |
| Traffic is already bad / terrible   | 14            |
| Lack of / access to public transport and train stations                               | 8             |
| Roads / roads infrastructure  | 7             |
| It will increase traffic / congestion   | 3             |
| More parking needed   | 3             |
| Need more roads / widen roads   | 3             |
| Not enough roads for growth   | 3             |
| Roads cannot cope with population growth  | 3             |
| Roads have to improve / be upgraded   | 2             |
| Access to and from city in peak hour  | 1             |
| Bus   | 1             |
| Cannot get anywhere   | 1             |
| Not enough access to freeways   | 1             |
| Not enough freeways   | 1             |
| One-way roads are not enough  | 1             |
| Parking near Wellington Rd  | 1             |
| Poor management of traffic  | 1             |
| Princes' Hwy lights need attention before population growth                           | 1             |
| Road maintenance  | 1             |
| Roads connecting to the city  | 1             |
| Roads off the highway is always packed  | 1             |
| Roads should be done first before land is sold  | 1             |
| They have not updated the roads before which needs to happen before population growth | 1             |
| Trains have no express services to the city   | 1             |
| <b>Total</b>  | <b>61</b>     |



| <i>Infrastructure</i>   |           |
|---|-----------|
| Lack of adequate infrastructure / not enough already  | 31        |
| Infrastructure  | 5         |
| Infrastructure has to improve   | 3         |
| Infrastructure is too slow  | 1         |
| Infrastructure should be put in first before developments                                     | 1         |
| Not enough infrastructure for kids  | 1         |
| The infrastructure is not keeping pace with the growth, especially in areas which are growing | 1         |
| The infrastructure is thought of after instead of before                                      | 1         |
| There is no proper infrastructure   | 1         |
| They are closing things instead of opening them, so where is the infrastructure?              | 1         |
| <b>Total</b>  | <b>46</b> |

| <i>Population</i>  |           |
|--|-----------|
| Do not want more people here   | 9         |
| Already overpopulated / overcrowded  | 6         |
| It is already busy / full  | 4         |
| I do not trust that population growth will be managed appropriately                      | 1         |
| I do not want it to get crowded  | 1         |
| It is just right as it is  | 1         |
| Look after the people here   | 1         |
| No need for population growth in this area   | 1         |
| Officer has nothing but people keep coming in  | 1         |
| Problems within those communities  | 1         |
| They bring in people but do not have a home for them to live                             | 1         |
| They cannot look after us, how can they increase the population?                         | 1         |
| They should be stricter with individual background checking of immigration               | 1         |
| This cannot be sustained   | 1         |
| We escaped from congestion to stay over here; we do not want people on top of each other | 1         |
| We need to depopulate, keep it moderately down   | 1         |
| Who are they bringing in, an asset to society or a hindrance to society?                 | 1         |
| Who they are bringing in   | 1         |
| Will lead to overpopulation  | 1         |
| <b>Total</b>   | <b>35</b> |

| <i>Planning and housing development</i>   |   |
|---|---|
| Not enough housing  | 5 |
| Housing density   | 3 |
| No planning   | 3 |
| Overdevelopment in the area   | 2 |
| Appropriate housing has to be dealt with properly   | 1 |
| Cost of living for renters  | 1 |
| Developers would not be able to keep up   | 1 |
| Houses are too small  | 1 |
| I am not concerned about the population growth; I am worried about all the pending development and planning permits | 1 |
| Permits for shopping centres like Kmart and Costco  | 1 |



|  |   |
|--|---|
| Planning is terrible   | 1 |
| Slow planning down   | 1 |
| Stop with the townhouses   | 1 |
| The biggest concern is that we are not being informed about the plans being put into place | 1 |
| The housing commission should be improved  | 1 |
| There is no provision for the required facilities when approving new developments          | 1 |
| Too much residential encroachment on rural land  | 1 |
| Town planning needs to meet the expected population growth                                 | 1 |
| We do not see any appropriate development  | 1 |

**Total** **28**

---

*Services and facilities*

---

|   |   |
|---|---|
| It will increase pressure for schools / need more schools   | 5 |
| Not enough shopping centres and supermarkets  | 5 |
| Not enough facilities   | 2 |
| Provision medical services  | 2 |
| Ambulance access times have sky-rocketed  | 1 |
| Hospitals are too small   | 1 |
| Lack of facilities already  | 1 |
| Needs more facilities for young people to do stuff which will prevent crime                                     | 1 |
| No increase in services in the last 10 years  | 1 |
| Not putting in services before building estates   | 1 |
| Shop choices in Pakenham Plaza are little   | 1 |
| Shopping areas are horrible   | 1 |
| We need pedestrian crossings in front of schools because it can be very dangerous, especially during foggy days | 1 |

**Total** **23**

---

*Farm / agricultural land*

---

|   |   |
|---|---|
| Destruction of farmland   | 1 |
| Develop farmlands into states   | 1 |
| Process for land is too much  | 1 |
| Selling off good farmland   | 1 |
| Taking farmland to build high-rises   | 1 |
| They are cutting up extremely valuable farming land and turning it into houses. This creates problems with drainage, causing floods | 1 |
| Too little land   | 1 |
| We have the best agriculture, but these housings are covering it all  | 1 |

**Total** **8**

---

*Habitat / environment / open spaces*

---

|   |   |
|---|---|
| It is a small town                          | 1 |
| It will encroach on the big space           | 1 |
| Need more parks                             | 1 |
| Strategic Extractive Resource Areas (SERAs) | 1 |

**Total** **4**



| <i>Safety / crime</i>   |            |
|---|------------|
| Could have more police stations   | 1          |
| Safety  | 1          |
| There is too much crime now   | 1          |
| Youth crime   | 1          |
| <b>Total</b>  | <b>4</b>   |
| <i>Other</i>  |            |
| Job market / jobs   | 2          |
| It should be going on the other side of the city                              | 1          |
| Not putting money in the right spots  | 1          |
| Our rates from here are going to get spent in Pakenham and other growth areas | 1          |
| Overuse of resources  | 1          |
| The government does not listen to what the public needs                       | 1          |
| They are not good   | 1          |
| They are the worst government ever  | 1          |
| They want the growth but do not do anything                                   | 1          |
| <b>Total</b>  | <b>10</b>  |
| <b>Total responses</b>  | <b>219</b> |



## Importance of and satisfaction with Council services and facilities

Respondents were asked to rate the importance to the community of 39 Council provided services and facilities.

They were then asked to rate their personal level of satisfaction with each of 24 services and facilities that all in the community will have used.

They were then asked to rate their personal level of satisfaction with each of 15 other services and facilities that they or members of their household had used in the last 12 months.

### ***Importance of Council services and facilities***

Respondents were asked:

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

The average importance of the 39 included services and facilities rose somewhat this year, up two percent to 8.9 out of 10.

Of these 39 services and facilities, 38 were included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

The average importance of services and facilities was somewhat lower in the Shire of Cardinia than the metropolitan average (8.9 compared to 9.1).

The importance for each of the included services and facilities ranged from a “very important” 8.1 for parking enforcement to an “extremely important” 9.4 for the regular garbage collection, indicating that respondents continued to consider each service to be very important.

As outlined at the left-hand side of the following table, there were nine services and facilities that were measurably more important than the average of all 39, and eight that were measurably less important than the average, as follows:

- ***Measurably MORE important than the average of all services and facilities*** – included the regular weekly garbage collection, fortnightly recycling, services for children from birth to five years of age, support services for people with disability, food and green waste collection service, support services for seniors, the bookable hard rubbish collection, public toilets, and sports ovals and other local sporting facilities.
- ***Measurably LESS important than the average of all services and facilities*** – included parking enforcement, the provision of public art centres, Council communication activities, street sweeping, Council’s activities promoting local economic development, and the enforcement of local laws.





**Importance of selected Council services and facilities**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

|  | Service/facility                                   | Number | 2025<br>Lower | 2025<br>Mean | 2025<br>Upper | 2024 | 2023 | 2025<br>Metro.* |
|--|--|--------|---------------|--------------|---------------|------|------|-----------------|
| Higher than average                    | Regular weekly garbage collection                  | 893    | 9.4           | <b>9.4</b>   | 9.5           | 9.4  | 9.4  | 9.5             |
|  | Regular fortnightly recycling                      | 896    | 9.3           | <b>9.4</b>   | 9.4           | 9.4  | 9.4  | 9.5             |
|  | Services for children from birth to 5 years of age | 838    | 9.3           | <b>9.3</b>   | 9.4           | 9.1  | 9.2  | 9.1             |
|  | Support services for people with disability        | 843    | 9.2           | <b>9.2</b>   | 9.3           | 9.2  | 9.3  | 9.1             |
|  | Fortnightly food / green waste collection service  | 869    | 9.1           | <b>9.2</b>   | 9.3           | 9.1  | 9.1  | 9.2             |
|  | Support services for seniors                       | 842    | 9.1           | <b>9.2</b>   | 9.3           | 9.1  | 9.2  | 9.2             |
|  | Bookable hard rubbish service                      | 882    | 9.1           | <b>9.2</b>   | 9.3           | 8.9  | 9.1  | 9.2             |
|  | Public toilets                                     | 875    | 9.1           | <b>9.2</b>   | 9.3           | 8.9  | 9.0  | 9.1             |
|  | Sports ovals and other local sporting facilities   | 870    | 9.1           | <b>9.1</b>   | 9.2           | 8.8  | 8.9  | 9.0             |
| Average importance                     | Services for youth                                 | 836    | 9.0           | <b>9.1</b>   | 9.2           | 8.9  | 9.1  | 9.1             |
|  | Provision / maintenance of parks and gardens       | 892    | 9.0           | <b>9.1</b>   | 9.2           | 8.8  | 8.9  | 9.3             |
|  | Provision and maintenance of playgrounds           | 874    | 9.0           | <b>9.1</b>   | 9.2           | 8.8  | 8.9  | 9.0             |
|  | Maintenance and repair of major arterial roads     | 896    | 9.0           | <b>9.1</b>   | 9.2           | n.a. | n.a. | 9.3             |
|  | Maintenance and repairs of sealed local roads      | 890    | 9.0           | <b>9.1</b>   | 9.1           | 8.8  | 9.1  | 9.3             |
|  | Recreation Centres and / or Aquatic Centres        | 868    | 9.0           | <b>9.0</b>   | 9.1           | 8.7  | 8.8  | 9.0             |
|  | Local library services                             | 870    | 9.0           | <b>9.0</b>   | 9.1           | 8.8  | 9.0  | 9.1             |
|  | Local traffic management                           | 889    | 8.9           | <b>9.0</b>   | 9.1           | 8.9  | 8.8  | 9.2             |
|  | Maintenance and cleaning of public areas           | 888    | 8.9           | <b>9.0</b>   | 9.1           | 8.8  | 8.8  | 9.2             |
|  | Council's emergency management and response        | 841    | 8.9           | <b>9.0</b>   | 9.1           | n.a. | n.a. | 9.0             |
|  | Litter collection in public areas                  | 895    | 8.9           | <b>9.0</b>   | 9.0           | 8.9  | 8.8  | 9.2             |
|  | Footpath maintenance and repairs                   | 884    | 8.9           | <b>9.0</b>   | 9.0           | 8.8  | 8.8  | 9.2             |
|  | Community Centres / Neighbourhood Houses           | 843    | 8.9           | <b>8.9</b>   | 9.0           | 8.6  | 8.7  | 8.7             |
|  | Drains maintenance and repairs                     | 888    | 8.9           | <b>8.9</b>   | 9.0           | 8.8  | 8.9  | 9.3             |
|  | Street lighting                                    | 886    | 8.9           | <b>8.9</b>   | 9.0           | 8.8  | 8.8  | 9.3             |
|  | Maintenance and repair of unsealed local roads     | 868    | 8.8           | <b>8.9</b>   | 9.0           | 8.7  | 8.9  | n.a.            |
|  | Illegally dumped rubbish                           | 897    | 8.8           | <b>8.9</b>   | 9.0           | 8.7  | 8.8  | 9.2             |
|  | Bike and shared paths                              | 863    | 8.8           | <b>8.9</b>   | 9.0           | 8.5  | 8.7  | 8.9             |
|  | Maintenance / cleaning of strip shopping areas     | 892    | 8.7           | <b>8.8</b>   | 8.9           | 8.7  | 8.7  | 9.1             |
|  | Provision and maintenance of street trees          | 895    | 8.7           | <b>8.8</b>   | 8.9           | 8.7  | 8.6  | 9.2             |
|  | Animal management                                  | 877    | 8.7           | <b>8.8</b>   | 8.9           | 8.5  | 8.5  | 9.2             |
|  | Town Planning policies                             | 848    | 8.7           | <b>8.8</b>   | 8.9           | n.a. | n.a. | 8.9             |
| Lower than average                     | Community and cultural activities                  | 847    | 8.6           | <b>8.6</b>   | 8.7           | 8.3  | 8.6  | 8.7             |
|  | Enforcement of local laws                          | 874    | 8.5           | <b>8.6</b>   | 8.7           | 8.7  | 8.7  | 9.1             |
|  | Council's activities promoting eco. development    | 847    | 8.5           | <b>8.6</b>   | 8.7           | 8.4  | 8.4  | 8.9             |
|  | Street sweeping                                    | 872    | 8.5           | <b>8.6</b>   | 8.7           | 8.4  | 8.5  | 9.2             |
|  | Environmental events, programs, and activities     | 854    | 8.4           | <b>8.5</b>   | 8.6           | 8.4  | 8.4  | 9.0             |
|  | Council communication activities^                  | 866    | 8.4           | <b>8.5</b>   | 8.6           | 8.3  | 8.4  | 8.8             |
|  | Provision of public art centres                    | 842    | 8.3           | <b>8.4</b>   | 8.5           | 8.0  | 8.3  | 8.6             |
|  | Parking enforcement                                | 877    | 8.0           | <b>8.1</b>   | 8.3           | 8.0  | 8.1  | 9.0             |
| Average importance of Council services |  |        | <b>8.8</b>    | <b>8.9</b>   | <b>9.0</b>    | 8.7  | 8.8  | 9.1             |

(\*) 2025 metropolitan Melbourne average from Governing Melbourne

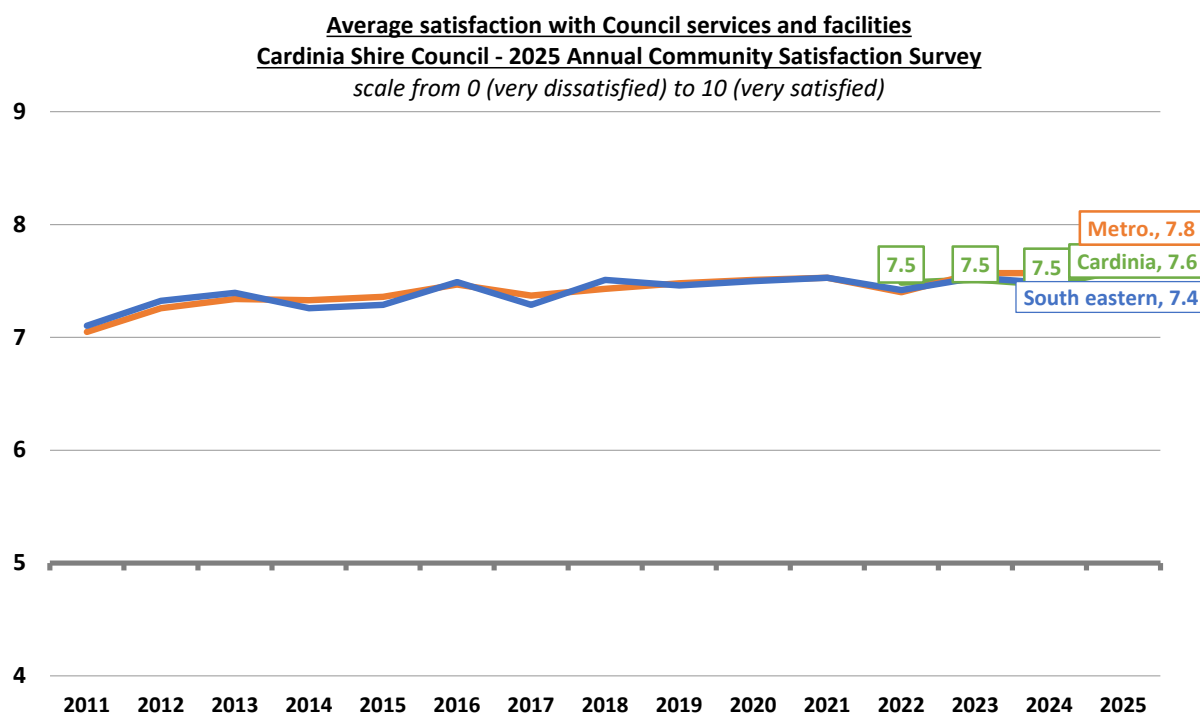
(^) combined of Council's regular printed newsletter, Council's website, Council's online consultation portal



## Satisfaction with Council services and facilities

The average satisfaction with the 39 included services and facilities remained essentially stable this year, up one percent to 7.6 out of 10, or a “very good” level of satisfaction.

This result was somewhat (2%) lower than the metropolitan average of 7.8 out of 10 or “excellent”, but somewhat (2%) higher than the southeastern region councils’ average of 7.4.



This result continue to represent a relatively strong level of satisfaction with the performance of Cardinia Shire Council providing services and facilities to the community.

### Relative satisfaction with services and facilities:

As outlined at the left-hand side of the main satisfaction table following, there were seven services and facilities that recorded a satisfaction score measurably higher than the average of all 39 (7.6), and nine that recorded a satisfaction score measurably lower than the average:

- **Measurably HIGHER-than-average satisfaction** – included regular weekly garbage collection (12% higher), regular fortnightly recycling (10%), fortnightly food and green waste collection (10%), local library services (10%), services for children from birth to 5 years of age (8%), the bookable hard rubbish service (7%), and community centres / neighbourhood houses (6%).
- **Measurably LOWER-than-average satisfaction** – included the maintenance and repair of major arterial roads and highways managed by VicRoads (17% lower), maintenance and repair of sealed local roads (13%), maintenance and repair of unsealed local roads (12%), public toilets (9%), the management of illegally dumped rubbish (6%), the provision and maintenance of street trees (6%), drains maintenance and repairs (6%), Town Planning policies (5%), and the maintenance and cleaning of public areas (4%).



**Satisfaction with selected Council services and facilities**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

|                      | Service/facility                                   | Number | 2025<br>Lower | 2025<br>Mean | 2025<br>Upper | 2024 | 2023 | 2025<br>Metro.* |
|----------------------|--|--------|---------------|--------------|---------------|------|------|-----------------|
| Higher than average  | Regular weekly garbage collection                  | 888    | 8.7           | <b>8.8</b>   | 8.8           | 8.7  | 8.8  | 8.5             |
|                      | Regular fortnightly recycling                      | 891    | 8.6           | <b>8.6</b>   | 8.7           | 8.7  | 8.6  | 8.5             |
|                      | Fortnightly food / green waste collection service  | 635    | 8.5           | <b>8.6</b>   | 8.7           | 8.5  | 8.6  | 8.5             |
|                      | Local library services                             | 344    | 8.5           | <b>8.6</b>   | 8.8           | 8.5  | 8.6  | 8.4             |
|                      | Services for children from birth to 5 years of age | 161    | 8.2           | <b>8.4</b>   | 8.7           | 8.1  | 8.0  | 7.8             |
|                      | Bookable hard rubbish service                      | 511    | 8.1           | <b>8.3</b>   | 8.4           | 8.3  | 7.9  | 8.4             |
|                      | Community Centres / Neighbourhood Houses           | 193    | 8.0           | <b>8.2</b>   | 8.4           | 8.3  | 7.9  | 7.8             |
| Average satisfaction | Sports ovals and other local sporting facilities   | 413    | 7.8           | <b>8.0</b>   | 8.2           | 7.9  | 8.2  | 8.2             |
|                      | Provision and maintenance of playgrounds           | 386    | 7.7           | <b>7.9</b>   | 8.1           | 7.6  | 7.7  | 8.2             |
|                      | Community and cultural activities                  | 148    | 7.6           | <b>7.9</b>   | 8.1           | 8.1  | 7.8  | 7.9             |
|                      | Support services for seniors                       | 72     | 7.3           | <b>7.8</b>   | 8.3           | 7.9  | 7.3  | 7.8             |
|                      | Services for youth                                 | 93     | 7.4           | <b>7.8</b>   | 8.2           | 7.6  | 7.5  | 8.0             |
|                      | Bike and shared paths                              | 329    | 7.6           | <b>7.8</b>   | 7.9           | 7.7  | 7.5  | 7.8             |
|                      | Support services for people with disability        | 57     | 7.2           | <b>7.8</b>   | 8.3           | 7.2  | 7.2  | 7.7             |
|                      | Provision of public art centres                    | 109    | 7.4           | <b>7.7</b>   | 8.0           | 8.1  | 7.8  | 7.8             |
|                      | Provision / maintenance of parks and gardens       | 861    | 7.6           | <b>7.7</b>   | 7.8           | 7.3  | 7.6  | 8.1             |
|                      | Recreation Centres and / or Aquatic Centres        | 309    | 7.5           | <b>7.7</b>   | 7.9           | 7.7  | 8.0  | 7.9             |
|                      | Animal management                                  | 802    | 7.5           | <b>7.7</b>   | 7.8           | 7.3  | 7.5  | 7.8             |
|                      | Enforcement of local laws                          | 804    | 7.4           | <b>7.5</b>   | 7.7           | 7.4  | 7.6  | 7.9             |
|                      | Maintenance / cleaning of strip shopping areas     | 867    | 7.4           | <b>7.5</b>   | 7.6           | 7.2  | 7.5  | 7.7             |
|                      | Council's emergency management and response        | 713    | 7.4           | <b>7.5</b>   | 7.7           | n.a. | n.a. | 7.9             |
|                      | Council communication activities^                  | 787    | 7.4           | <b>7.5</b>   | 7.6           | 7.2  | 7.4  | 7.6             |
|                      | Litter collection in public areas                  | 868    | 7.3           | <b>7.5</b>   | 7.6           | 7.2  | 7.3  | 7.6             |
|                      | Environmental events, programs, and activities     | 744    | 7.3           | <b>7.4</b>   | 7.6           | 7.2  | 7.3  | 7.7             |
|                      | Street lighting                                    | 856    | 7.3           | <b>7.4</b>   | 7.5           | 7.3  | 7.4  | 7.5             |
|                      | Parking enforcement                                | 813    | 7.2           | <b>7.3</b>   | 7.5           | 7.2  | 7.3  | 7.5             |
|                      | Council's activities promoting eco. development    | 746    | 7.2           | <b>7.3</b>   | 7.5           | 7.1  | 7.4  | 7.6             |
| Lower than average   | Street sweeping                                    | 816    | 7.1           | <b>7.3</b>   | 7.4           | 7.2  | 7.4  | 7.6             |
|                      | Footpath maintenance and repairs                   | 854    | 7.1           | <b>7.3</b>   | 7.4           | 7.0  | 7.0  | 7.5             |
|                      | Local traffic management                           | 864    | 7.1           | <b>7.2</b>   | 7.4           | 7.0  | 7.3  | 7.4             |
|                      | Maintenance and cleaning of public areas           | 867    | 7.0           | <b>7.2</b>   | 7.3           | 6.9  | 7.2  | 7.6             |
|                      | Town Planning policies                             | 746    | 6.9           | <b>7.1</b>   | 7.2           | n.a. | n.a. | 7.4             |
|                      | Drains maintenance and repairs                     | 855    | 6.9           | <b>7.0</b>   | 7.2           | 6.7  | 7.0  | 7.6             |
|                      | Provision and maintenance of street trees          | 886    | 6.8           | <b>7.0</b>   | 7.1           | 6.9  | 7.1  | 7.6             |
|                      | Illegally dumped rubbish                           | 857    | 6.8           | <b>7.0</b>   | 7.1           | 6.7  | 6.9  | 7.5             |
|                      | Public toilets                                     | 393    | 6.4           | <b>6.7</b>   | 6.9           | 6.8  | 6.6  | 6.8             |
|                      | Maintenance and repair of unsealed local roads     | 800    | 6.2           | <b>6.4</b>   | 6.6           | 6.2  | 6.2  | n.a.            |
|                      | Maintenance and repairs of sealed local roads      | 889    | 6.2           | <b>6.3</b>   | 6.5           | 5.9  | 6.1  | 7.3             |
|                      | Maintenance and repair of major arterial roads     | 893    | 5.7           | <b>5.9</b>   | 6.1           | n.a. | n.a. | 7.0             |

Average satisfaction of Council services **7.4** **7.6** **7.8** 7.5 7.5 7.8

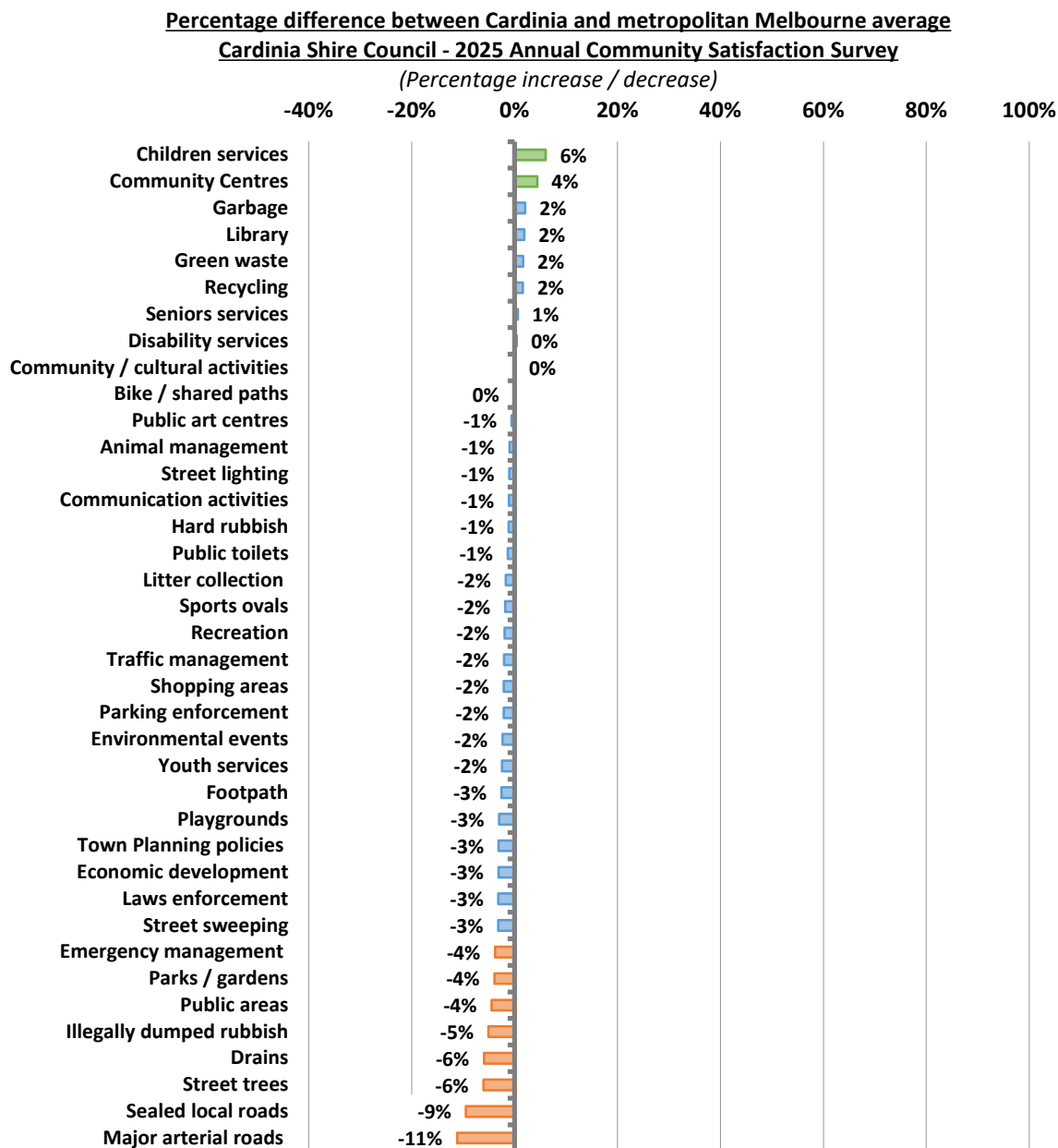
(\*) 2025 metropolitan Melbourne average from Governing Melbourne

(^) combined of Council's regular printed newsletter, Council's website, Council's online consultation portal



## Comparison to the metropolitan Melbourne average

Of the 39 services and facilities included in the survey this year, 38 were also included in *Governing Melbourne* in a comparable format. Of these 38 services and facilities, seven recorded higher satisfaction in Cardinia Shire, and 28 recorded a lower satisfaction.



The services and facilities that Cardinia Shire outperformed the metropolitan average included services for children from birth to five years (6% higher in Cardinia) and community centres / neighbourhood houses (4% higher).

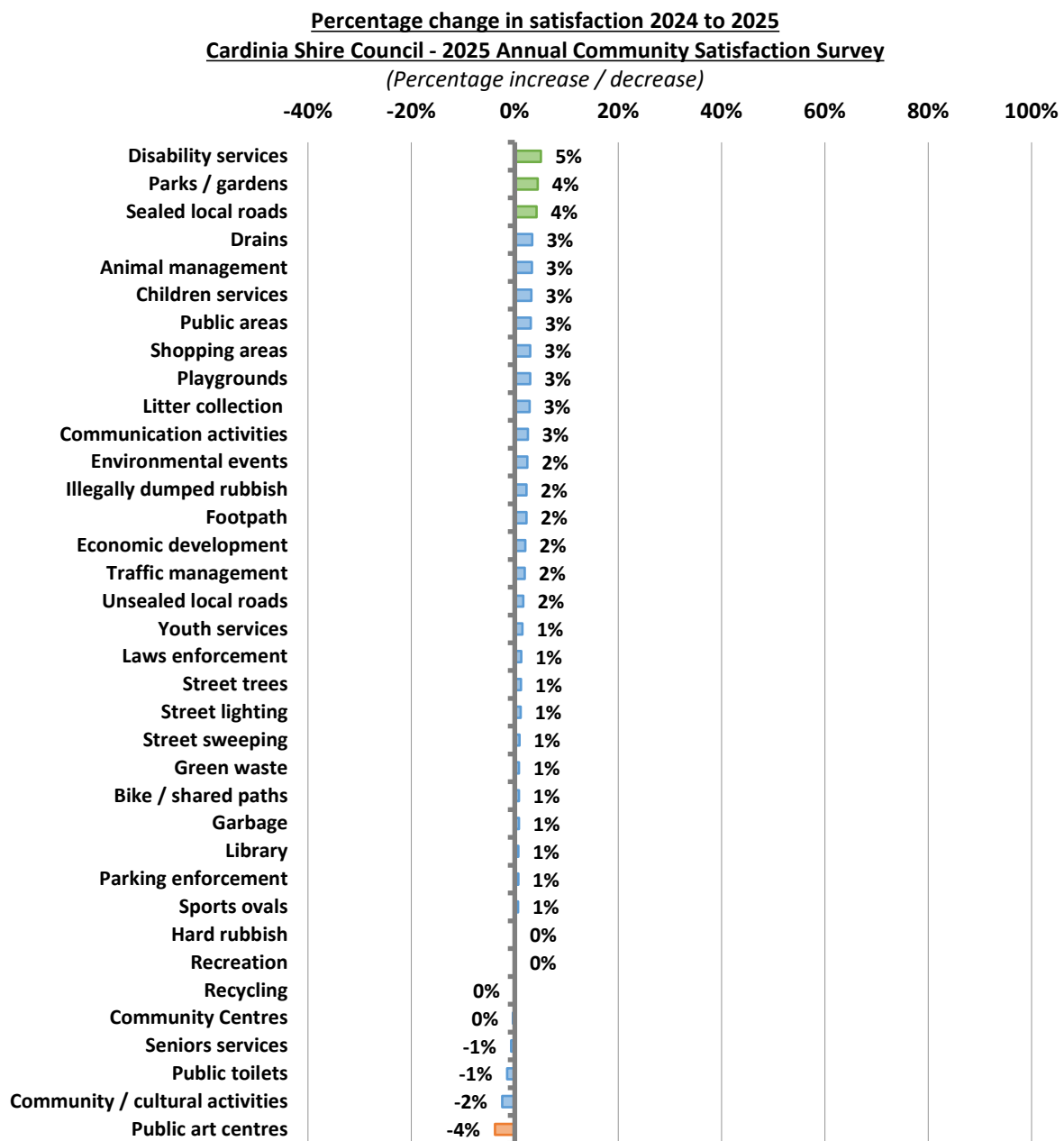
The services and facilities that Cardinia Shire underperformed the metropolitan average included the maintenance and repair of major arterial roads and highways managed by VicRoads (11% lower in Cardinia), the maintenance and repair of sealed local roads (9% lower), the provision of street trees (6% lower), drains maintenance and repairs (6% lower), and the management of illegally dumped rubbish (5% lower).



## Change in satisfaction with services and facilities between 2024 and 2025

36 of the 39 services and facilities included in the survey in 2025 were also included in the 2024 survey. Of these 36, the average satisfaction with 28 increased, remained the same for four, and declined for four services and facilities, with attention drawn to the following:

- **Notable INCREASE in satisfaction in 2025** – included disability services (up 5%), the provision of parks, gardens, and open spaces (up 4%), and the maintenance and repair of sealed local roads managed by Council (up 4%).
- **Notable DECLINE in satisfaction in 2025** – included the provision of public arts centres (down 4%).



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

Of the 39 services and facilities, at least half of the respondents providing a score were “very satisfied” with 33, four-fifths or more “very satisfied” with the weekly garbage collection (87% very satisfied), fortnightly recycling (86%), local library services (86%), food and green waste collection (85%), services for children from birth to five years of age (81%), and Community Centres / Neighbourhood houses (80%).

Services for which 10% or more were “dissatisfied” included maintenance and repairs of major arterial roads and highways managed by VicRoads (25% “dissatisfied”), maintenance and repairs of local sealed roads (18%), maintenance and repairs of local unsealed roads (18%), public toilets (15%), the management of illegally dumped rubbish (13%), the provision and maintenance of street trees (13%), drains maintenance and repairs (13%), town planning policies (11%), and local traffic management (10%).





**Satisfaction with selected Council services and facilities**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

| Service/facility                                      | Dissatisfied | Neutral to somewhat satisfied | Very satisfied | Can't say | Total      |
|---|--------------|-------------------------------|----------------|-----------|------------|
| Regular weekly garbage collection                     | 1%           | 11%                           | 87%            | 15        | <b>903</b> |
| Regular fortnightly recycling                         | 2%           | 12%                           | 86%            | 12        | <b>903</b> |
| Local library services                                | 1%           | 13%                           | 86%            | 2         | <b>346</b> |
| Fortnightly food and green waste collection service   | 2%           | 13%                           | 85%            | 7         | <b>642</b> |
| Services for children from birth to 5 years of age    | 1%           | 18%                           | 81%            | 4         | <b>165</b> |
| Community Centres / Neighbourhood Houses              | 2%           | 19%                           | 80%            | 3         | <b>196</b> |
| Bookable hard rubbish service                         | 4%           | 18%                           | 78%            | 5         | <b>517</b> |
| Sports ovals and other local sporting facilities      | 4%           | 22%                           | 74%            | 6         | <b>420</b> |
| Support services for seniors                          | 6%           | 23%                           | 72%            | 8         | <b>81</b>  |
| Support services for people with disability           | 8%           | 24%                           | 68%            | 7         | <b>63</b>  |
| Community and cultural activities                     | 4%           | 29%                           | 67%            | 2         | <b>150</b> |
| Provision and maintenance of playgrounds              | 4%           | 30%                           | 66%            | 5         | <b>390</b> |
| Recreation Centres and / or Aquatic Centres           | 5%           | 29%                           | 66%            | 7         | <b>316</b> |
| Bike and shared paths                                 | 5%           | 31%                           | 64%            | 4         | <b>332</b> |
| Provision and maintenance of parks and gardens        | 7%           | 31%                           | 63%            | 42        | <b>903</b> |
| Animal management                                     | 7%           | 32%                           | 62%            | 101       | <b>903</b> |
| Provision of public art centres                       | 2%           | 36%                           | 61%            | 3         | <b>112</b> |
| Services for youth                                    | 5%           | 34%                           | 61%            | 6         | <b>99</b>  |
| Street lighting                                       | 10%          | 31%                           | 59%            | 47        | <b>903</b> |
| Enforcement of local laws                             | 6%           | 36%                           | 59%            | 99        | <b>903</b> |
| Council's emergency management and response           | 6%           | 37%                           | 57%            | 190       | <b>903</b> |
| Maintenance and cleaning of strip shopping areas      | 3%           | 41%                           | 57%            | 36        | <b>903</b> |
| Street sweeping                                       | 9%           | 35%                           | 56%            | 87        | <b>903</b> |
| Litter collection in public areas                     | 5%           | 40%                           | 55%            | 35        | <b>903</b> |
| Council communication activities                      | 5%           | 40%                           | 54%            | 116       | <b>903</b> |
| Parking enforcement                                   | 8%           | 38%                           | 54%            | 90        | <b>903</b> |
| Environmental events, programs, and activities        | 6%           | 40%                           | 54%            | 159       | <b>903</b> |
| Local traffic management                              | 10%          | 37%                           | 53%            | 39        | <b>903</b> |
| Drains maintenance and repairs                        | 13%          | 35%                           | 52%            | 48        | <b>903</b> |
| Footpath maintenance and repairs                      | 9%           | 39%                           | 52%            | 49        | <b>903</b> |
| Council's activities promoting local eco. development | 7%           | 41%                           | 52%            | 157       | <b>903</b> |
| Maintenance and cleaning of public areas              | 9%           | 40%                           | 52%            | 36        | <b>903</b> |
| Provision and maintenance of street trees             | 13%          | 37%                           | 50%            | 17        | <b>903</b> |
| Town Planning policies                                | 11%          | 39%                           | 49%            | 157       | <b>903</b> |
| Illegally dumped rubbish                              | 13%          | 39%                           | 49%            | 46        | <b>903</b> |
| Public toilets  | 15%          | 42%                           | 44%            | 10        | <b>404</b> |
| Maintenance and repair of unsealed local roads        | 18%          | 44%                           | 38%            | 103       | <b>903</b> |
| Maintenance and repairs of sealed local roads         | 18%          | 46%                           | 36%            | 14        | <b>903</b> |
| Maintenance and repair of major arterial roads        | 25%          | 46%                           | 29%            | 10        | <b>903</b> |



## Average satisfaction with services and facilities by respondent profile

The following table displays the average satisfaction with each of the 39 included services and facilities by respondent profile, including age structure, gender, and language spoken at home.

Whilst the total number of respondents in each of these profile groups has been included at the bottom of the table, it is important to bear in mind that not all respondents will have been asked to provide or provided a satisfaction score for each service and facility.

Some services and facilities were used by only a sub-set of the community, and therefore the number of respondents varies for each service and facility.

Looking at the average satisfaction with all 39 services and facilities by respondent profile, it was noted that young adults (aged 18 to 34 years) were notably (4%) more satisfied with Council services and facilities than the shire average.

Conversely, middle-aged adults (aged 45 to 64 years) were notably (5%) less satisfied.

It is also noted that male respondents were marginally (1%) more satisfied than females, and respondents from multilingual households were notably (5%) more satisfied than respondents from English speaking households.

A more detailed discussion of satisfaction with Council services and facilities is provided in the following section outlining the results for each individual service and facility.



**Average satisfaction with selected Council services and facilities by respondent profile**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number and index score scale 0 - 10)

| Service/facility                                   | 18 - 34<br>years | 35 - 44<br>years | 45 - 54<br>years | 55 - 64<br>years | 65 - 74<br>years | 75 yrs<br>or over | Male       | Female     | English<br>speaking | Multi-<br>lingual |
|--|------------------|------------------|------------------|------------------|------------------|-------------------|------------|------------|---------------------|-------------------|
| Maintenance and repair of major arterial roads     | 6.8              | 6.0              | 5.4              | 4.7              | 5.6              | 5.6               | 6.1        | 5.8        | 5.4                 | 7.0               |
| Maintenance and repairs of sealed local roads      | 7.1              | 6.5              | 5.7              | 5.4              | 6.0              | 5.9               | 6.5        | 6.2        | 5.9                 | 7.3               |
| Maintenance and repair of unsealed local roads     | 7.2              | 6.7              | 5.7              | 5.3              | 5.9              | 6.0               | 6.6        | 6.2        | 6.0                 | 7.2               |
| Drains maintenance and repairs                     | 8.0              | 7.3              | 6.6              | 5.7              | 6.3              | 6.3               | 7.1        | 7.0        | 6.6                 | 8.0               |
| Footpath maintenance and repairs                   | 8.0              | 7.4              | 6.8              | 6.2              | 7.0              | 6.6               | 7.4        | 7.1        | 7.0                 | 7.9               |
| Maintenance and cleaning of public areas           | 7.5              | 7.5              | 6.6              | 6.9              | 7.2              | 6.5               | 7.3        | 7.1        | 7.1                 | 7.4               |
| Litter collection in public areas                  | 7.8              | 7.7              | 7.1              | 7.2              | 7.5              | 6.8               | 7.5        | 7.4        | 7.3                 | 7.8               |
| Maintenance / cleaning of strip shopping areas     | 7.9              | 7.7              | 7.2              | 7.2              | 7.2              | 7.1               | 7.6        | 7.5        | 7.4                 | 7.8               |
| Illegally dumped rubbish                           | 7.5              | 7.2              | 6.6              | 6.4              | 6.6              | 6.4               | 7.0        | 7.0        | 6.8                 | 7.3               |
| Provision and maintenance of street trees          | 7.6              | 7.1              | 6.4              | 6.0              | 6.6              | 7.0               | 7.1        | 6.8        | 6.8                 | 7.4               |
| Street lighting                                    | 7.6              | 7.5              | 7.1              | 7.0              | 7.6              | 7.5               | 7.5        | 7.3        | 7.4                 | 7.3               |
| Street sweeping                                    | 8.0              | 7.3              | 6.7              | 6.3              | 6.8              | 7.3               | 7.1        | 7.4        | 7.1                 | 7.6               |
| Regular weekly garbage collection                  | 8.9              | 8.6              | 8.8              | 8.7              | 8.5              | 8.8               | 8.8        | 8.7        | 8.7                 | 8.8               |
| Regular fortnightly recycling                      | 8.7              | 8.6              | 8.6              | 8.8              | 8.4              | 8.6               | 8.7        | 8.6        | 8.6                 | 8.8               |
| Provision / maintenance of parks and gardens       | 8.0              | 7.7              | 7.2              | 7.5              | 7.8              | 7.6               | 7.7        | 7.7        | 7.6                 | 7.9               |
| Animal management                                  | 8.0              | 7.8              | 7.5              | 7.3              | 7.3              | 7.4               | 7.6        | 7.7        | 7.6                 | 7.8               |
| Local traffic management                           | 7.6              | 7.4              | 7.0              | 6.7              | 7.1              | 7.1               | 7.3        | 7.2        | 7.1                 | 7.5               |
| Parking enforcement                                | 7.7              | 7.6              | 6.9              | 6.8              | 6.9              | 7.0               | 7.3        | 7.3        | 7.1                 | 7.7               |
| Enforcement of local laws                          | 7.9              | 7.8              | 7.1              | 7.3              | 7.3              | 7.2               | 7.5        | 7.6        | 7.4                 | 7.9               |
| Council communication activities                   | 7.8              | 7.6              | 7.3              | 7.0              | 7.4              | 7.4               | 7.4        | 7.6        | 7.4                 | 7.7               |
| Council's activities promoting eco. development    | 7.8              | 7.4              | 6.8              | 6.8              | 7.1              | 7.4               | 7.3        | 7.3        | 7.2                 | 7.5               |
| Environmental events, programs, and activities     | 7.9              | 7.5              | 7.2              | 6.6              | 7.4              | 7.2               | 7.4        | 7.4        | 7.3                 | 7.7               |
| Town Planning policies                             | 7.7              | 7.3              | 6.6              | 6.1              | 6.9              | 6.8               | 7.1        | 7.0        | 6.8                 | 7.5               |
| Council's emergency management and response        | 7.8              | 7.6              | 7.2              | 7.0              | 7.6              | 7.3               | 7.5        | 7.5        | 7.4                 | 7.8               |
| Fortnightly food / green waste collection service  | 8.8              | 8.6              | 8.4              | 8.6              | 8.4              | 8.6               | 8.6        | 8.7        | 8.6                 | 8.7               |
| Bookable hard rubbish service                      | 8.3              | 8.5              | 8.0              | 8.1              | 8.1              | 8.7               | 8.3        | 8.3        | 8.2                 | 8.4               |
| Local library services                             | 8.8              | 8.5              | 8.4              | 8.5              | 8.5              | 8.8               | 8.5        | 8.7        | 8.6                 | 8.6               |
| Public toilets                                     | 6.9              | 6.8              | 5.7              | 6.6              | 6.5              | 7.7               | 6.9        | 6.5        | 6.5                 | 7.0               |
| Sports ovals and other local sporting facilities   | 8.4              | 7.8              | 7.3              | 8.3              | 8.2              | 8.2               | 8.0        | 8.0        | 7.9                 | 8.2               |
| Recreation Centres and /or Aquatic Centres         | 8.1              | 7.7              | 6.9              | 7.3              | 7.8              | 8.1               | 7.7        | 7.6        | 7.6                 | 7.8               |
| Provision and maintenance of playgrounds           | 8.2              | 7.9              | 7.2              | 7.9              | 7.9              | 8.2               | 7.8        | 7.9        | 7.8                 | 8.0               |
| Bike and shared paths                              | 8.1              | 7.5              | 7.6              | 7.7              | 8.0              | 7.5               | 7.7        | 7.8        | 7.6                 | 8.0               |
| Community Centres / Neighbourhood Houses           | 8.7              | 7.8              | 8.1              | 8.1              | 8.1              | 8.4               | 8.1        | 8.4        | 8.1                 | 8.5               |
| Services for children from birth to 5 years of age | 8.8              | 8.3              | 8.1              | 6.3              | 7.8              | 8.0               | 8.4        | 8.5        | 8.3                 | 8.6               |
| Services for youth                                 | 9.0              | 7.5              | 6.9              | 7.4              | 8.3              | 6.1               | 8.0        | 7.6        | 7.5                 | 8.1               |
| Support services for seniors                       | 7.8              | 7.8              | 7.4              | 8.0              | 8.0              | 7.8               | 8.0        | 7.7        | 7.8                 | 8.0               |
| Support services for people with disability        | 8.7              | 7.1              | 6.4              | 7.5              | 8.2              | 7.6               | 7.9        | 7.7        | 7.2                 | 8.8               |
| Provision of public art centres                    | 8.1              | 7.6              | 7.7              | 7.6              | 7.3              | 7.8               | 7.8        | 7.6        | 7.6                 | 8.0               |
| Community and cultural activities                  | 8.4              | 7.8              | 7.3              | 7.5              | 8.4              | 7.9               | 8.0        | 7.8        | 7.7                 | 8.1               |
| <i>Average satisfaction</i>                        | 8.0              | 7.6              | 7.1              | 7.1              | 7.4              | 7.4               | 7.6        | 7.5        | 7.4                 | 7.9               |
| <b>Total respondents</b>                           | <b>294</b>       | <b>181</b>       | <b>153</b>       | <b>121</b>       | <b>90</b>        | <b>63</b>         | <b>438</b> | <b>462</b> | <b>609</b>          | <b>289</b>        |



## Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 39 included Council services and facilities against the average satisfaction with each service.

The grey crosshairs represent the metropolitan Melbourne average importance (9.1) and satisfaction (7.8) with Council services and facilities as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025 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.

Metropolis Research notes that many of the services of higher-than-average importance also obtained higher than average satisfaction scores. This suggests that Council was overall effectively meeting community expectations of quality service delivery in relation to the most important services. This general pattern was commonly observed by Metropolis Research and was not unique to the Shire of Cardinia.

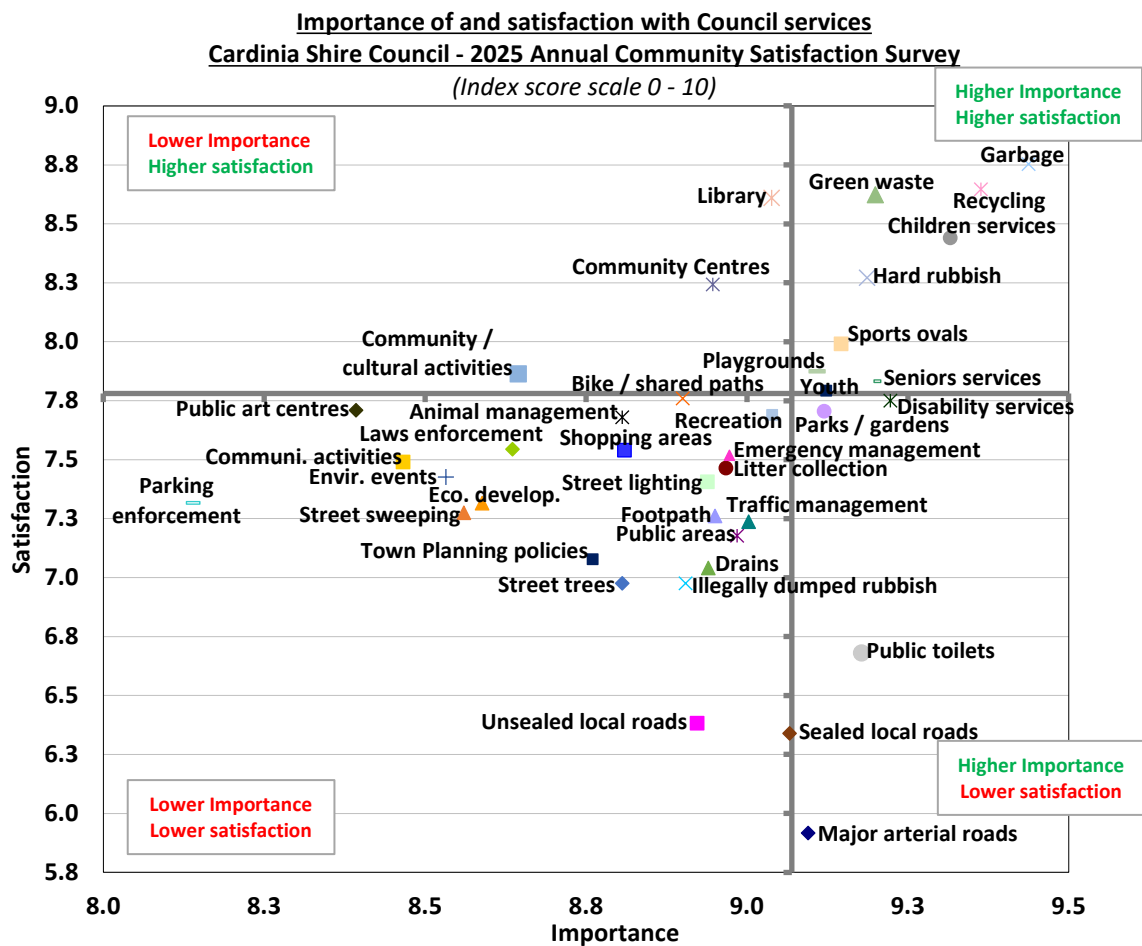
Some points to note from these results:

- **Infrastructure** – services associated with infrastructure, including drains, street trees, street lighting, footpaths, illegally dumped rubbish, and public toilets, all recorded lower than average satisfaction scores. Public toilets were also of higher than average importance, and drains, footpaths, illegally dumped rubbish and the cleaning of public areas were of close to average importance.
- **Waste and recycling services** – services associated with waste collection and recycling were among the services and facilities with which respondents were most satisfied and were of higher than average importance.
- **Recreation and culture** – services associated with culture, such as community activities and library services, were of lower than average importance, but received higher than average satisfaction scores. The exception to this was public art centres, which received a slightly lower than average satisfaction score. Services associated with sports and recreation, such as recreation and aquatic centres, and bike and shared paths were of lower than average importance and received slightly lower than average satisfaction scores. The exception to this was parks and gardens, which was of higher than average importance but lower than average satisfaction.
- **Communication** – Council’s communication activities were of lower-than-average importance and received a somewhat lower than average satisfaction score.
- **Parking** – parking enforcement was of lower-than-average importance and received a somewhat lower than average satisfaction score.



- **Services and facilities of most concern** – the maintenance of major arterial roads and highways managed by VicRoads, and local sealed or unsealed roads managed by Council, received notably lower than average satisfaction scores, and were of higher than average or close to average importance.

Metropolis Research draws attention to the fact that satisfaction with major arterial roads and highways managed by VicRoads was measurably (4%) lower than satisfaction with sealed local roads managed by Council.



## ***Satisfaction by broad service areas***

The 39 included services and facilities have been broken down into 13 broad service areas. The breakdown of services and facilities into these 13 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.
- ***Building and planning services*** – includes town planning policies.
- ***Emergency management and response*** – includes Council's emergency management and response.
- ***Economic development*** – includes Council's activities promoting local economic development.

Of the 13 broad service areas, the average satisfaction with nine increased this year, with three of these increased being statistically significant.

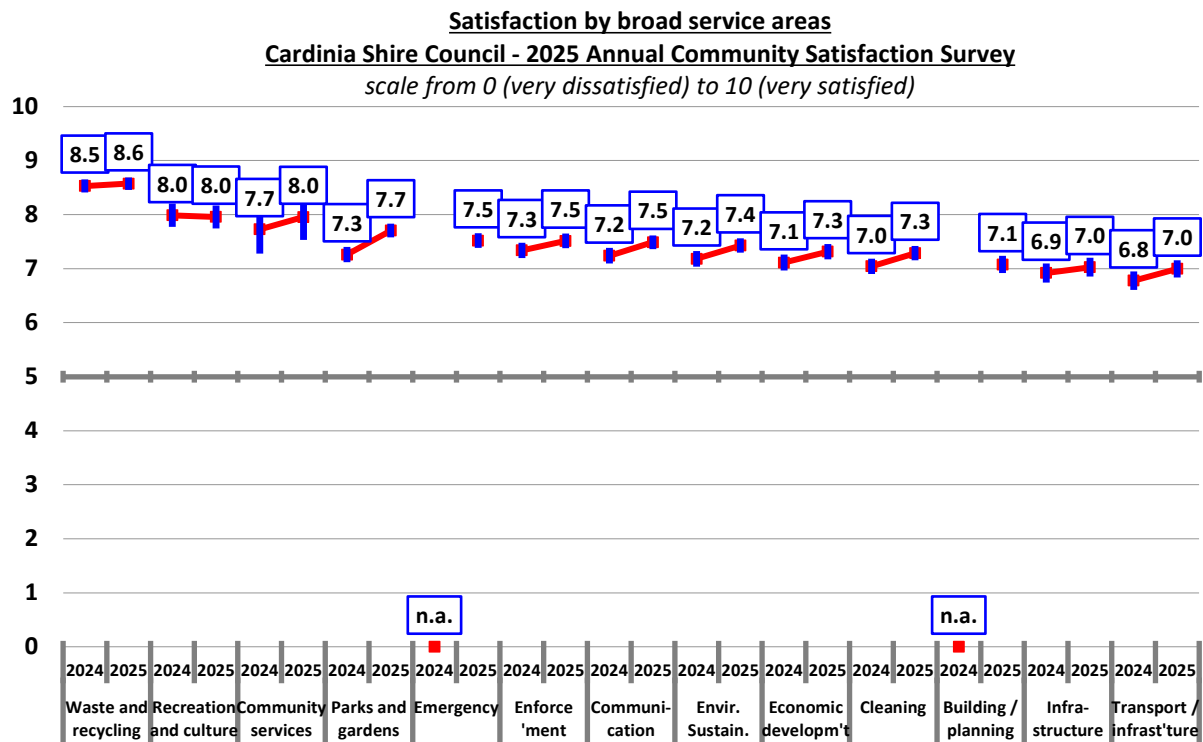
Average satisfaction with two service areas remained the same, and two broad service areas were included in the 2025 survey for the first time. None of the areas experienced a decline in satisfaction.





Satisfaction with the 13 broad service areas can best be summarised as follows:

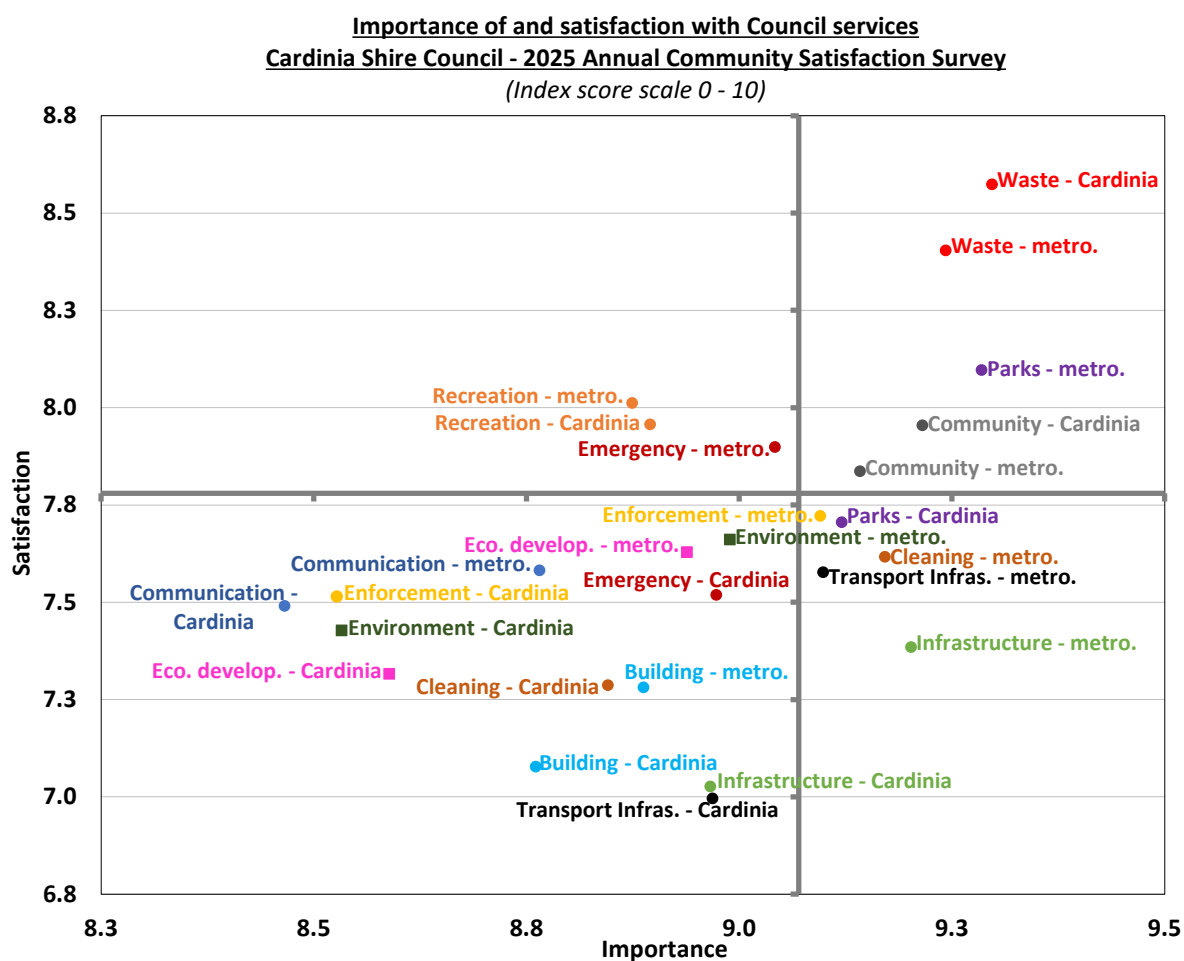
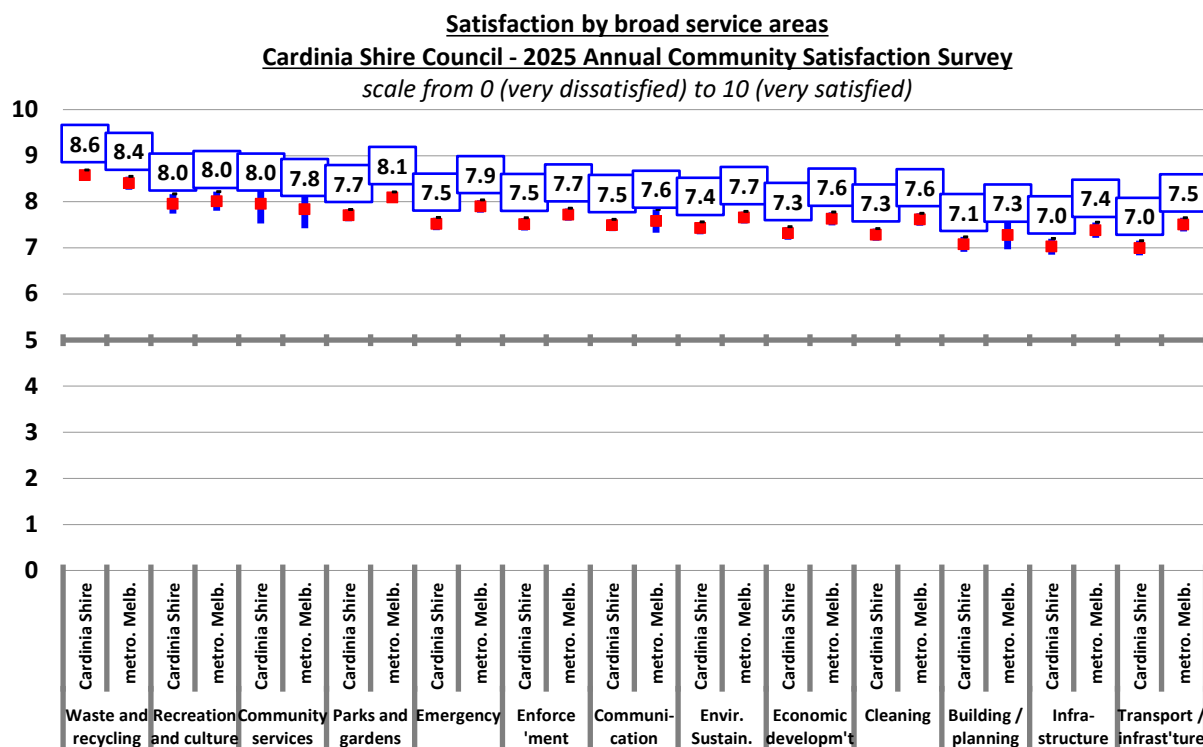
- **Excellent** – for waste and recycling, recreation and culture, and community services.
- **Very Good** – for parks and gardens, emergency management and response, enforcement, environmental sustainability, communication, economic development, and cleaning.
- **Good** – for building and planning, infrastructure, and transport.



The following graphs provide a comparison of satisfaction with these 13 broad service areas against the metropolitan Melbourne average, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025.

The following variations are noted:

- **Somewhat HIGHER satisfaction in the Cardinia Shire** – included waste and recycling (2% higher in Cardinia), and community services (2% higher in Cardinia).
- **Marginally to measurably LOWER satisfaction in the Shire of Cardinia** – included transport (5% lower in Cardinia), infrastructure (4% lower), emergency management and response (4% lower), parks and gardens (4% lower), economic development (3% lower), cleaning (3% lower), enforcement (2% lower), environmental sustainability (2% lower), building and planning (2% lower), communication (1% lower), and recreation and culture (1% lower).



## ***Satisfaction by Council Groups***

The following section of the report provides detailed results for each of the 39 included services and facilities, grouped by Council Groups.

Metropolis Research has broken the Community and Planning Services into two groups (facilities / services and other), as well as the Infrastructure and Environment services and facilities into two groups (waste / cleaning and other).

- ***Corporate Services*** – includes Council communication activities.
- ***Community and Planning Services (facilities and services)*** – includes animal management, parking enforcement, enforcement of local laws, Council's activity promoting local economic development, town planning policies, Council's emergency management and response, provision of public art centres, and community and cultural activities.
- ***Community and Planning Services (other)*** – includes local library services, sports ovals and other local sporting facilities, recreation and / or aquatic centres, community centres / neighbourhood houses, services for children from birth to 5 years of age, services for youth, support services for seniors, and support services for people with disability.
- ***Infrastructure and Environment (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 major arterial roads and highways, 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, provision and maintenance of parks and gardens, local traffic management, environmental events, programs and activities, public toilets, provision and maintenance of playgrounds, and bike and shared paths.



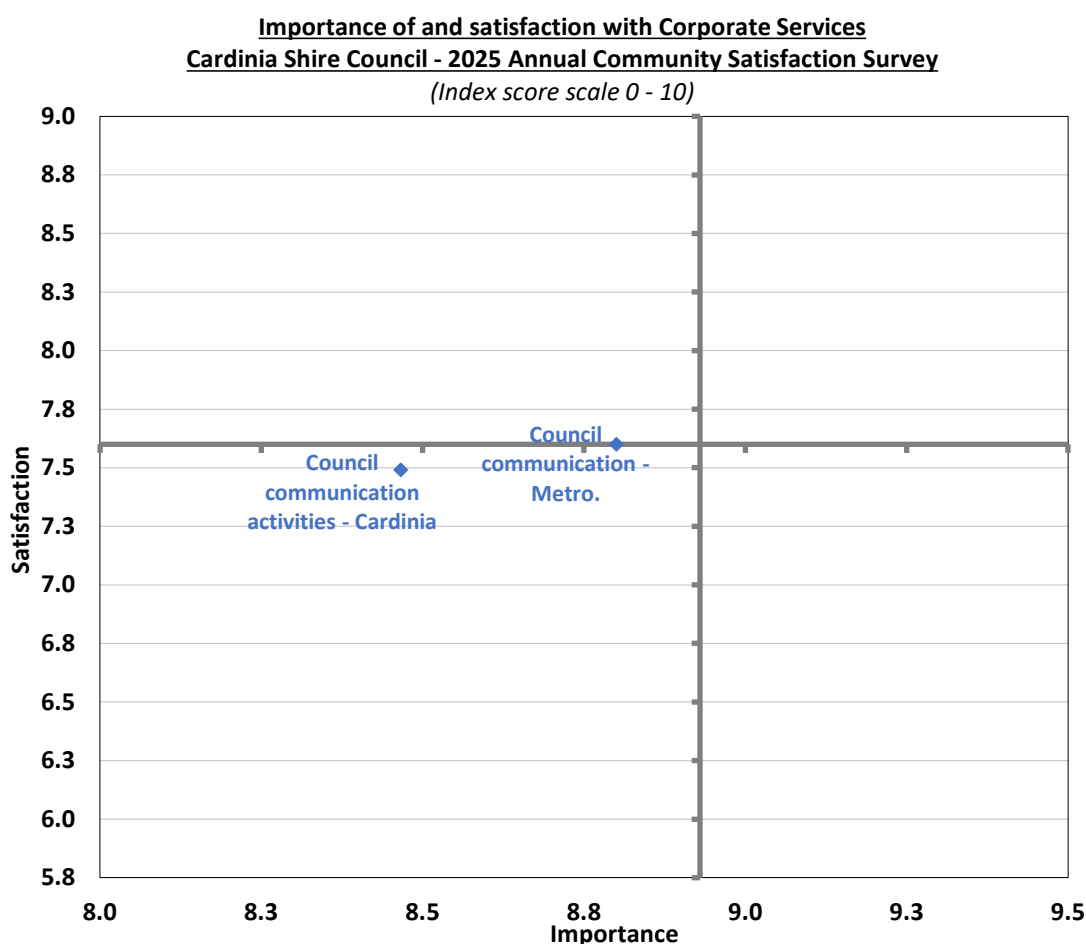
## Corporate Services

There was just the one service from the Corporate Services 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 39 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 2025, using the same door-to-door methodology.

Council’s communication activities were measurably less important than the average of all services but received a satisfaction score which was close to average.



## Council communication activities

Council communication activities were the 37<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.5 out of 10, one of eight services and facilities to be measurably less important than the average of all 39 (8.9).

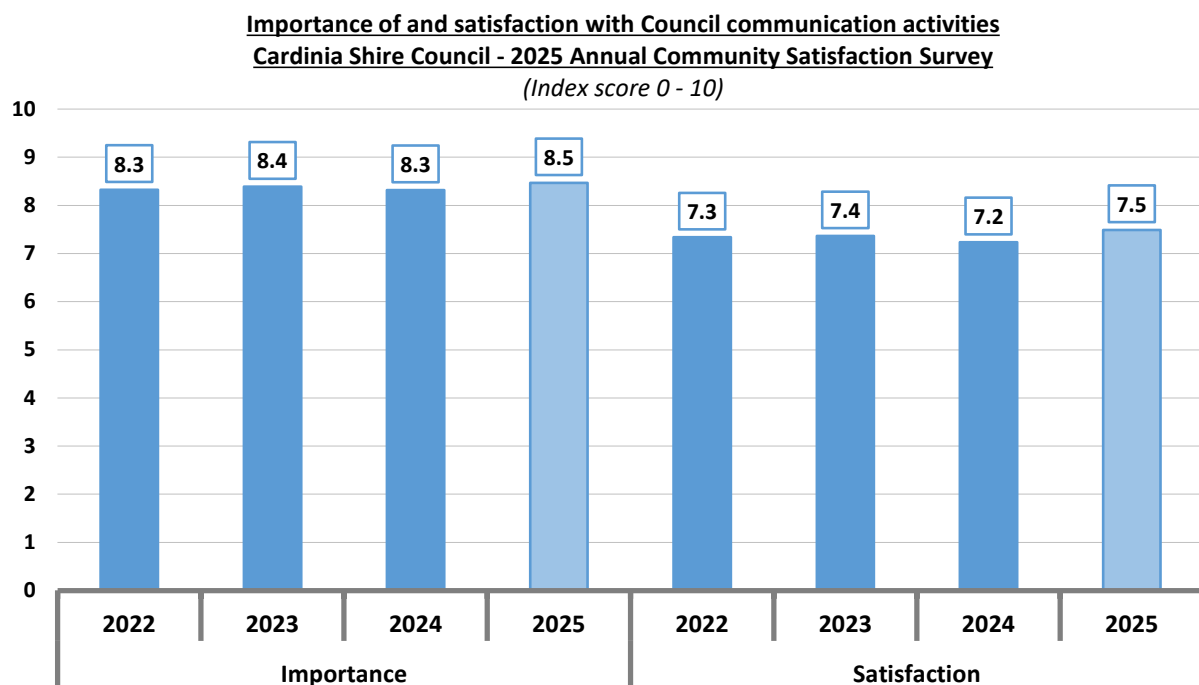
Satisfaction with these services rose notably this year, up three percent to 7.5 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This result ranks these services 22<sup>nd</sup> in terms of satisfaction this year.

This result comprised 54% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 787 of the 903 respondents who provided a score this year.

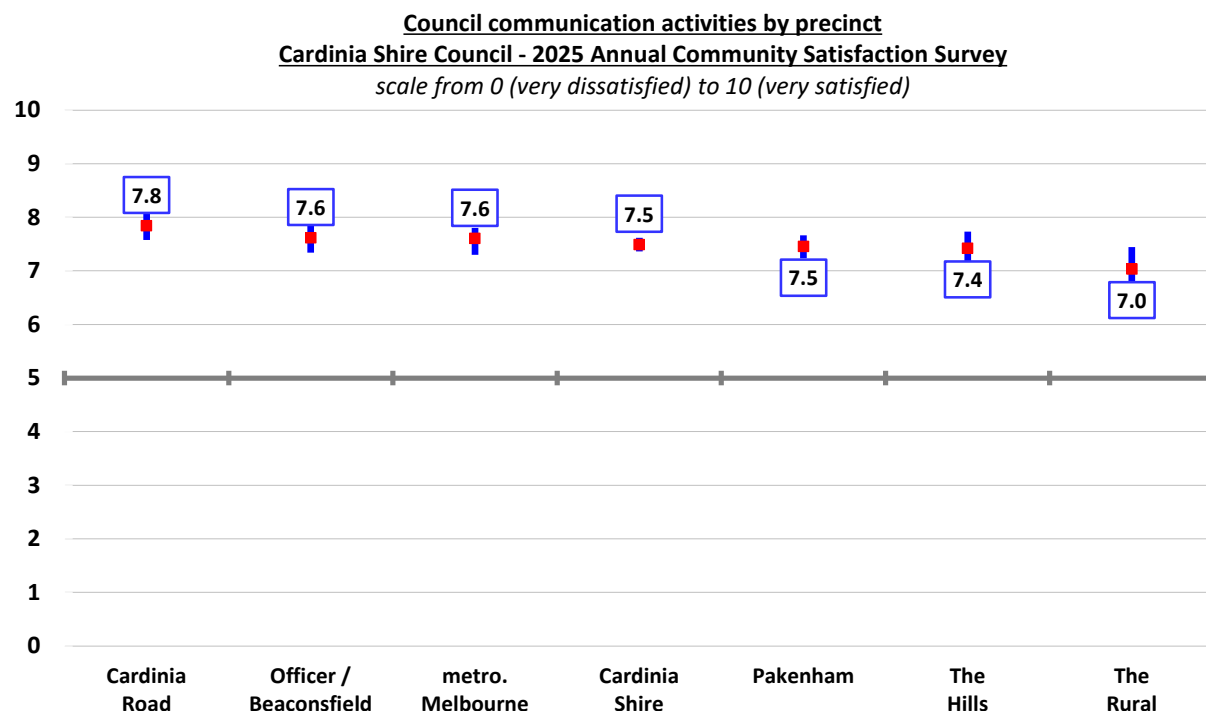
There was some variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) notably (3%) more satisfied than average, and older adults (aged 55 to 64 years) notably (5%) less satisfied. Respondents from multilingual households were notably (3%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with these services was somewhat (2%) lower than the metropolitan average satisfaction with the average of all three communication activities (“Council’s regular printed newsletter”, “Council’s website”, and “Council’s online consultation portal”) of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with these services across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the municipal average, and at an “excellent” rather than a “very good” level.

Respondents from the Rural precinct were measurably less satisfied, and at a “good” rather than a “very good” level.



The following table outlines the 55 comments received from respondents in relation to Council communication activities.

**Reasons for dissatisfaction with Council communication activities**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Reason  | Number |
|---|--------|
| No information / updates  | 7      |
| Website complicated / hard to navigate  | 6      |
| Do not see any activities / engagement  | 3      |
| They do not communicate back / respond  | 3      |
| Can do better   | 2      |
| Don't use it / not interested   | 2      |
| Lack of advertisements / newsletters  | 2      |
| Need improvement on website   | 2      |
| Some broken links appeared; old information / website not updated regularly                                 | 2      |
| Very bad / bad communications   | 2      |
| Communicated twice to replace my broken garden bin, and it never got replaced. It was back in November 2023 | 1      |
| Council is incompetent  | 1      |
| Customer service should be more available over the phone. Too often the response is "go to our website"     | 1      |
| Do not send papers. Send emails   | 1      |
| Everything is online  | 1      |
| Having lack of transparency in communication and consistency  | 1      |



|  |           |
|--|-----------|
| It would be great to get a kit about fire prevention for residents who are new to this area and who are at a high risk   | 1         |
| Need more engagement   | 1         |
| Not aware of it  | 1         |
| Not important compared to what they need to pay attention to   | 1         |
| People we talked to are not good; customer service was fine  | 1         |
| Salespeople come in from the Council, for showerheads, etc. but no information is on the Council website   | 1         |
| Some of the communication is left out  | 1         |
| The whole user interface is really old, and not enough information is available  | 1         |
| There are a lot of things that are not behind, fix regular mistakes  | 1         |
| There has been little information on various concerns like events, etc.  | 1         |
| There is no awareness  | 1         |
| They are really poor at telling us what is happening and when it is happening, especially to do with roads getting shut down - Princes Hwy   | 1         |
| They do not actually listen or do anything when people come to them  | 1         |
| They do not get back to you online   | 1         |
| They just do nothing, we do not celebrate Christmas, no New Years, nothing!  | 1         |
| We are the last town in Bunyip, in Cardinia Shire. We feel like an afterthought. For example, we have been asking for a single toilet to be put in the playground for kids, we have been living here for 19 years, it has still not happened | 1         |
| We are getting the magazine, but it seems like a lot of talk but no information  | 1         |
| Who cares, they don't do anything  | 1         |
| <b>Total</b>   | <b>55</b> |

### ***Community and Planning Services (facilities and services)***

There were 16 services and facilities from the Community and Planning Services included in the survey this year, six related to other community and planning services, and 10 related to community and planning services (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 39 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 2025, using the same door-to-door methodology.

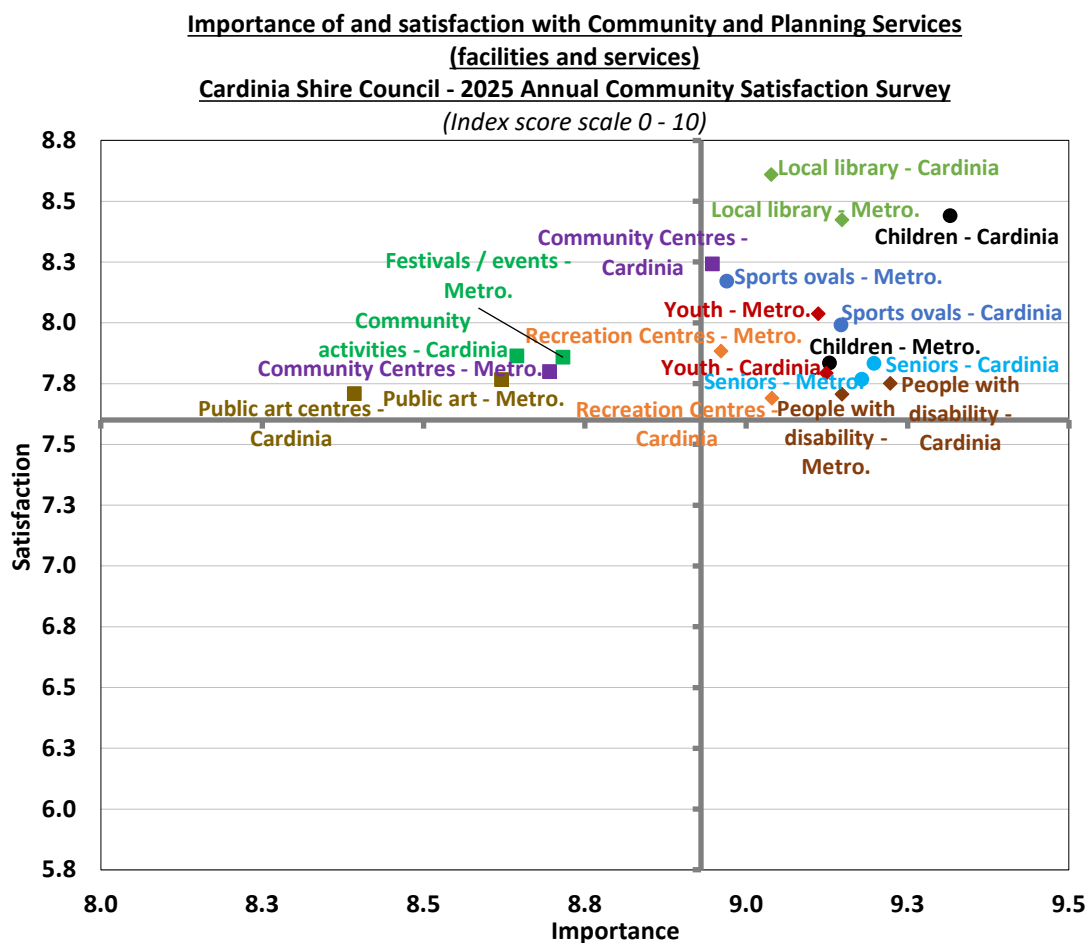
In general terms, services related to people in the community, for example youth, seniors, community members with disability, or children, were of higher than average importance and also received satisfaction scores that were higher than the average of all 39 services. These were among the services with which respondents were most satisfied.

This was also the case with services and facilities relating to recreation, with recreation centres and sports ovals also being of higher than average importance and receiving higher than average satisfaction scores.





While services relating to arts were of lower importance, respondents were still highly satisfied with them.



## Local library services

Local library services were the 16<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with library services remained essentially stably this year, up one percent to 8.6 out of 10, which remains an “excellent” level of satisfaction.

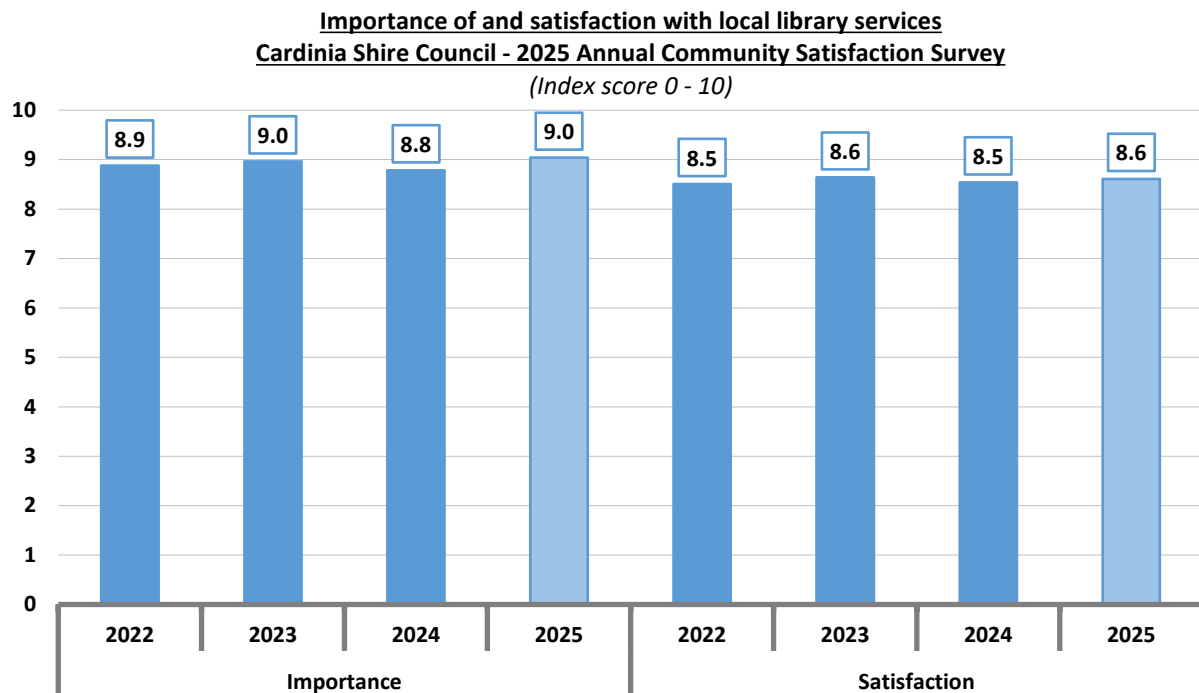
This result ranks these services 4<sup>th</sup> in terms of satisfaction this year, and one of seven that received a satisfaction score measurably higher than the average of all 39 (7.6).

This result comprised 86% “very satisfied” and one percent dissatisfied respondents, based on a total sample of 344 of the 346 respondents (38%) from households who had used these facilities in the last 12 months.

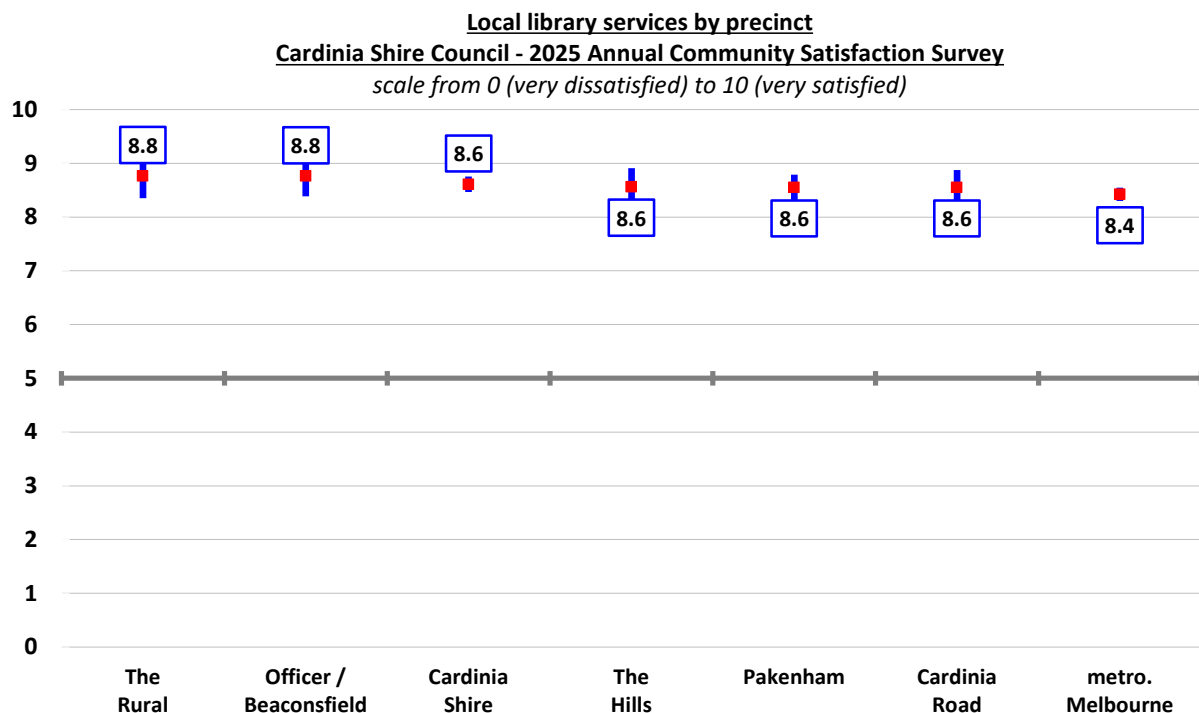
There was no substantive variation in satisfaction with library services observed by respondent profile, with all respondent groups recording satisfaction at “excellent” levels.



By way of comparison, satisfaction with library services was somewhat (2%) higher than the metropolitan average satisfaction with the “local library” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with local library services observed across the shire at the precinct level.



The following table outlines the 15 comments receive in relation to the local library services.

**Reasons for dissatisfaction with local library services**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| Used to be good but now the services are poor   | 2             |
| Changed libraries, funding disappeared, not many opportunities to grab books  | 1             |
| Do not know if we have one  | 1             |
| Emerald library, I had to use it, and someone hit my car in the parking lot and when I asked for footage the cameras were not working | 1             |
| Expand the number of books  | 1             |
| I do not like the change to my library  | 1             |
| I would like to know more about it  | 1             |
| It is too noisy when they have integrated community activities with children  | 1             |
| Need longer hours   | 1             |
| Need more activities  | 1             |
| Not satisfied   | 1             |
| On Fridays, people do not behave well. Seen a couple of incidents, fights   | 1             |
| We do not have one here in Lang Lang  | 1             |
| We need a local library here in Beaconsfield  | 1             |
| <b>Total</b>  | <b>15</b>     |

## Sports ovals and other local sporting facilities

Sports ovals and other local sporting facilities were the 9<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.1 out of 10, and one of nine services and facilities to be measurably more important than the average of all 39 (8.9).

Satisfaction with these facilities was essentially stable this year, up one percent to 8.0 out of 10, which remains an “excellent” level of satisfaction.

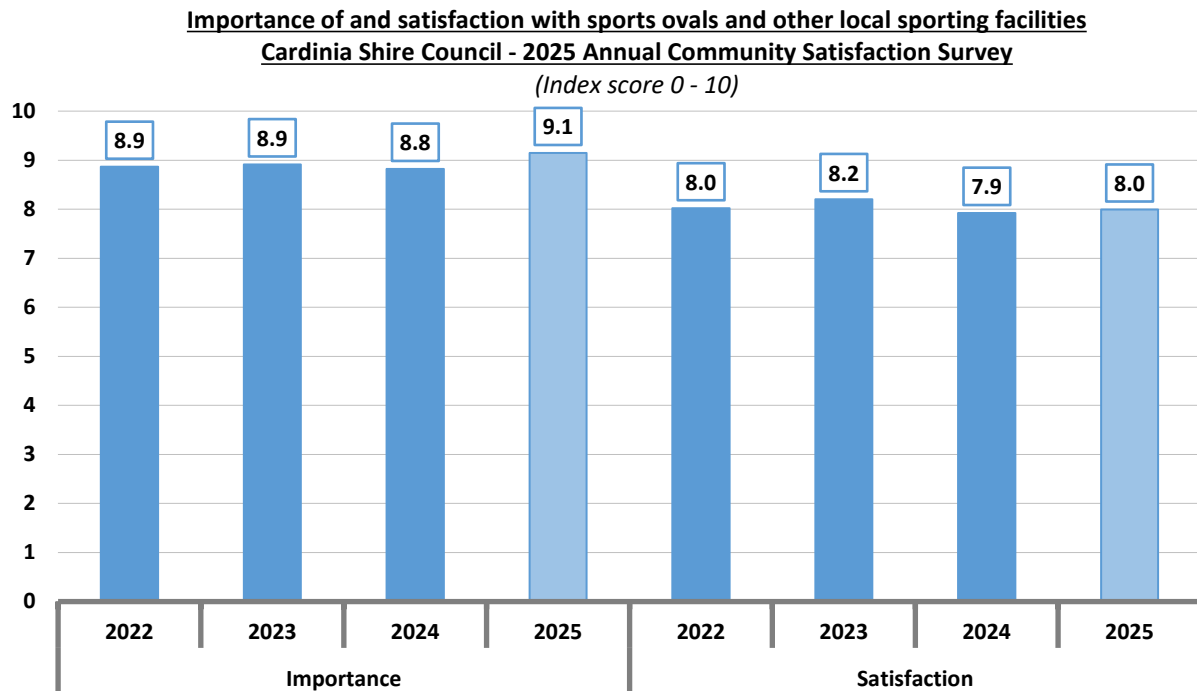
This result ranks sports ovals and other local sporting facilities 8<sup>th</sup> in terms of satisfaction this year.

This result comprised 74% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 414 of the 420 respondents (47%) from households who had used these facilities in the last 12 months.

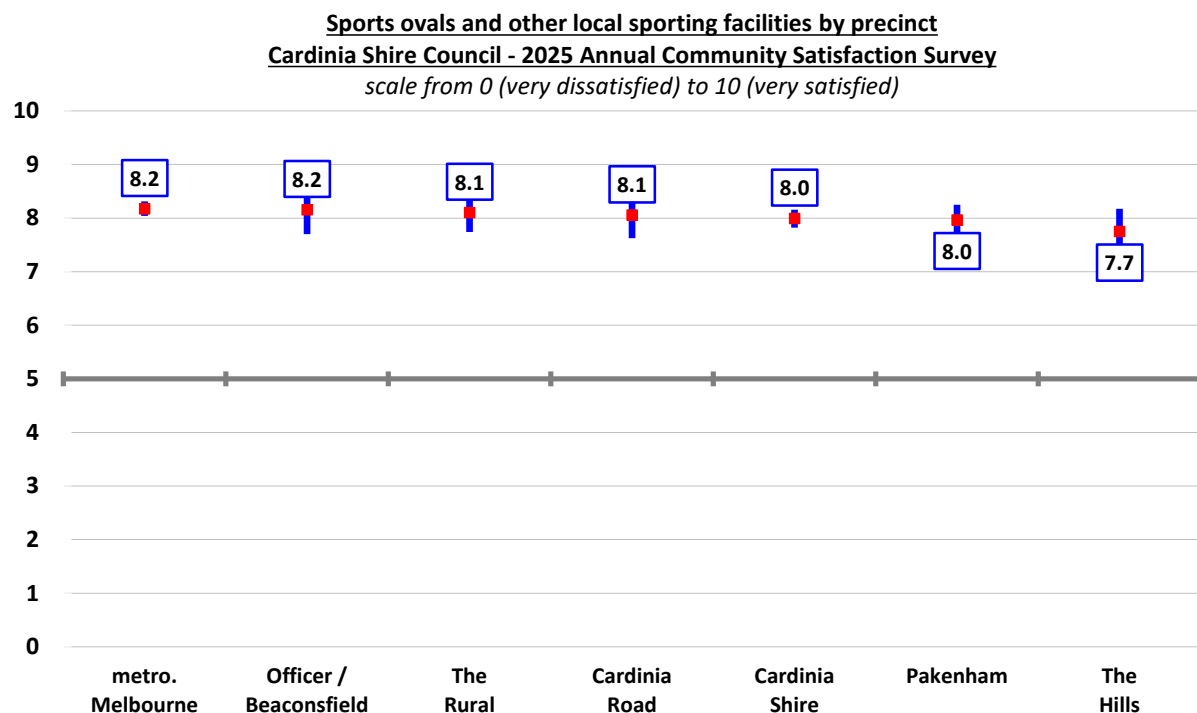
There was some substantial variation in satisfaction with sports ovals and other local sporting facilities observed by respondent profile, with young adults (aged 18 to 34 years) notably (4%) more satisfied than average, and middle-aged adults (aged 45 to 54 years) notably (7%) less satisfied.



By way of comparison, satisfaction with these facilities was somewhat (2%) lower than the metropolitan average satisfaction with the “sports ovals and other outdoor sporting facilities” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with these facilities observed across the shire at the precinct level.



The following table outlines the 31 comments received in relation to sports ovals and other local sporting facilities.

**Reasons for dissatisfaction with sport ovals and other local sporting facilities**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| Reason  | Number    |
|---|-----------|
| Need more / not enough  | 5         |
| Not maintaining / poor maintenance  | 3         |
| All of them are so behind / need upgrading  | 2         |
| Basketball stadium at Cardinia Life was bad   | 1         |
| Bunyip Oval is not in great condition   | 1         |
| Cardinia Life - no air circulation, water leakage, more maintenance needed  | 1         |
| Cardinia Life maintenance - courts need to be better managed, water leakage, no air circulation   | 1         |
| Do not have change facilities for babies  | 1         |
| Functionality of the Gembrook Football Club, badly designed   | 1         |
| Funds only ever seem to be given to Toomuc Reserve  | 1         |
| I do not think the Council has maintained the recreation reserve as well and as consistently as they used to which affects the parking and the quality of the grounds | 1         |
| Need more work in them, and to promote them   | 1         |
| No basketball or football ovals   | 1         |
| Not good drainage at Beaconsfield Football Ground   | 1         |
| Not very clean  | 1         |
| Overcrowded and at capacity   | 1         |
| Roof leaks in winter  | 1         |
| The basketball stadium: no ventilation and cooling, outdoor pool poorly maintained  | 1         |
| The leaking roof at Cardinia Life (basketball court)  | 1         |
| There are not that many sporting facilities, like right here we have a park, but it does not really have good equipment, there is no basketball court here            | 1         |
| There is a need for new club rooms for kids   | 1         |
| There is no oval in Pakenham, I used the Officer ones   | 1         |
| There is not enough in Cockatoo   | 1         |
| Unleashed dogs and dogs' poo  | 1         |
| <b>Total</b>  | <b>31</b> |

## Recreation and / or aquatic centres

Recreation and aquatic centres were the 15<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with these facilities remained stable this year at 7.7 out of 10, which was a “very good” level of satisfaction.

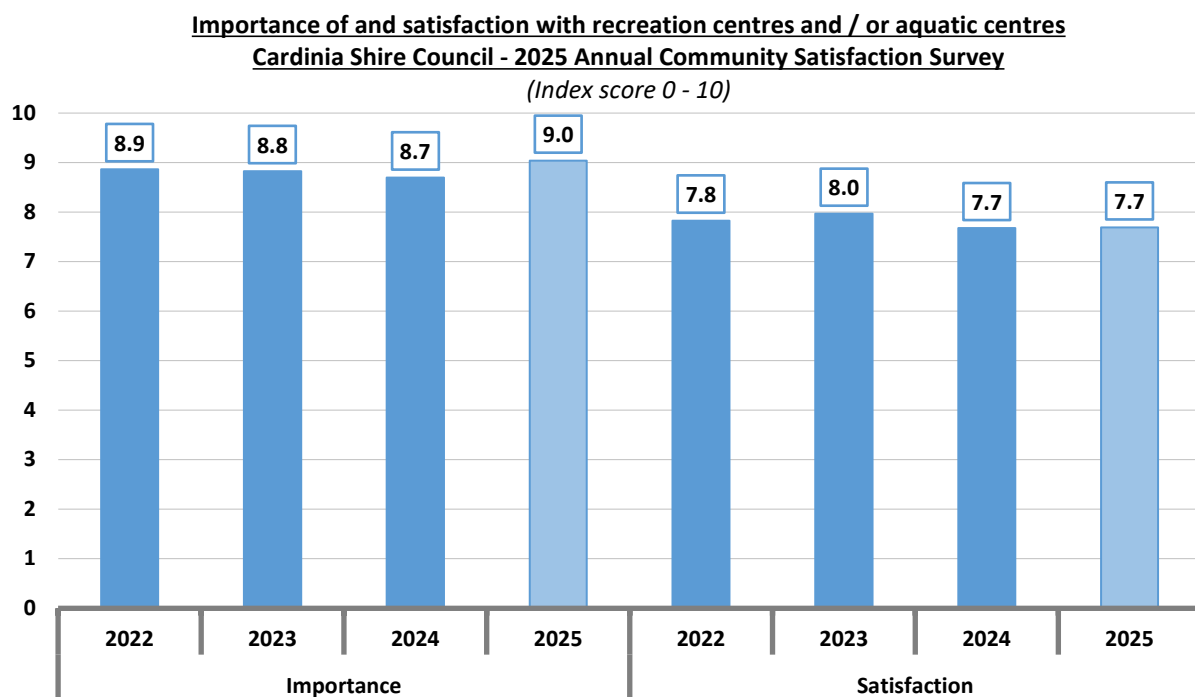
This result ranks recreation and aquatic centres 17<sup>th</sup> in terms of satisfaction this year.



This result comprised 66% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 309 of the 316 respondents (35%) from households who had used these facilities in the last 12 months.

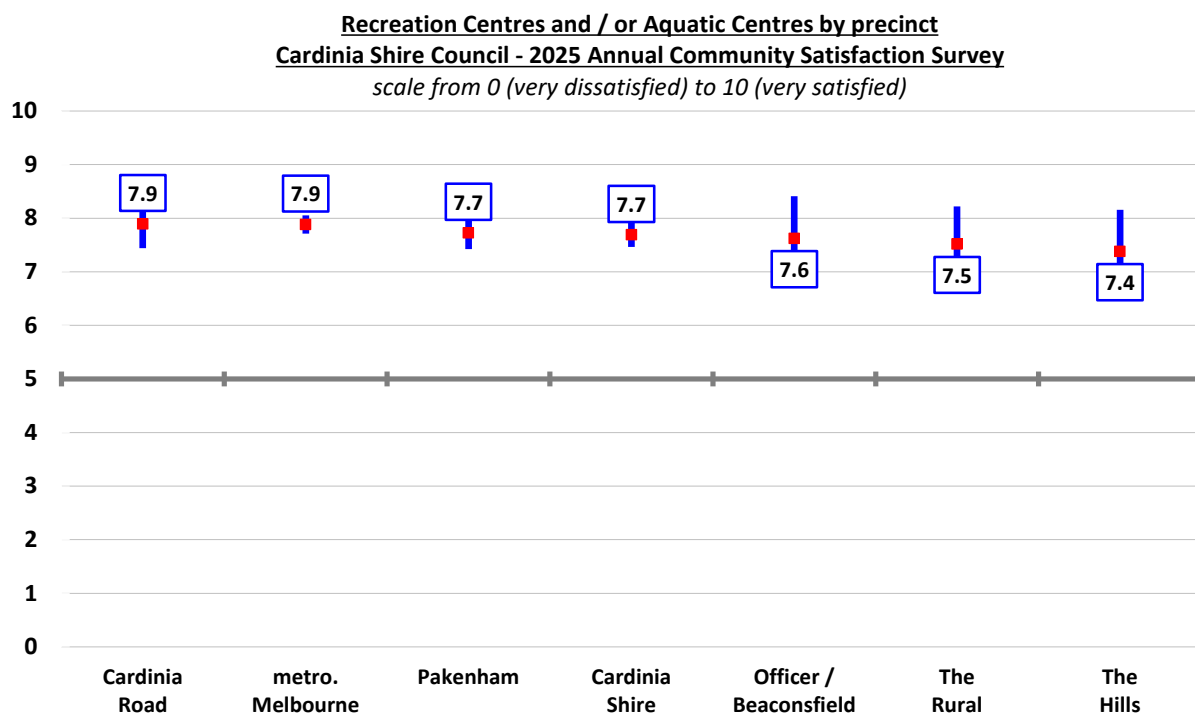
There was some substantive variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years or older) notably (4%) more satisfied than average, and middle-aged adults (aged 45 to 64 years) notably (8% and 4%) less satisfied.

By way of comparison, satisfaction with these facilities was somewhat (2%) lower than the metropolitan average satisfaction with the “recreation and / or aquatic centres” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with these facilities observed across the shire at the precinct level.





The following table outlines the 55 comments received in relation to recreation centres and / or aquatic centres.

**Reasons for dissatisfaction with recreation centres and / or aquatic centres**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Reason   | Number |
|--|--------|
| Not enough / need more   | 7      |
| Need to maintain / they don't maintain   | 6      |
| Need bigger pools with more facilities   | 4      |
| High charges / pricing / membership costs  | 3      |
| It is always crowded / too many kids / sometimes too busy  | 3      |
| Need to update / they are outdated   | 3      |
| Basketball stadium needs more courts and lots of maintenance and improvements                    | 1      |
| Better ventilation as it gets very hot in there and germs breed quickly in there due to the heat | 1      |
| Cardinia leisure pool is very bad, too old and too small   | 1      |
| Cardinia Life have no air circulation, water leakage which needs more maintenance                | 1      |
| Cardinia Life maintenance, courts need to be better managed, water leakage, no air circulation   | 1      |
| I use the Koo Wee Rup one and it is always freezing  | 1      |
| It does not have facilities as other Councils like sauna in the Cardinia Life                    | 1      |
| It is not very clean and sometimes smelly  | 1      |
| More gym centres nearby  | 1      |
| Need better / more facilities  | 1      |
| Need more work, more in them and promote them  | 1      |
| No swimming pools for kids   | 1      |





|   |           |
|---|-----------|
| None in Avonsleigh  | 1         |
| None in Cockatoo  | 1         |
| Not many in the Officer area  | 1         |
| Outdoor pool is quite small   | 1         |
| Pool was heated and dirty   | 1         |
| Pools are outdated and toilets are disgusting. They need renovation                                     | 1         |
| Smaller swimming pool than promised without hydrotherapy  | 1         |
| Steam sauna and kids pool can be better   | 1         |
| The aquatic centres in Cardinia are not maintained properly   | 1         |
| The Cardinia Life Centre has a pool that behind it, there is a lot of glass                             | 1         |
| The Cardinia Life, the basketball games get cancelled due to leaking roof for many years, not addressed | 1         |
| The pool is great, but it is hardly open  | 1         |
| The staff are not professional  | 1         |
| The toilet corridor in Cardinia Life basketball stadium has a terrible smell                            | 1         |
| Toilets are old and rusted  | 1         |
| We do not have any pools in Bunyip  | 1         |
| We have none here in Gembrook   | 1         |
| <b>Total</b>  | <b>55</b> |

## Community centres / Neighbourhood Houses

Community centres / neighbourhood houses were the 22<sup>nd</sup> most important of the 39 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these facilities remained essentially stable this year, down one percent to 8.2 out of 10, which remains an “excellent” level of satisfaction.

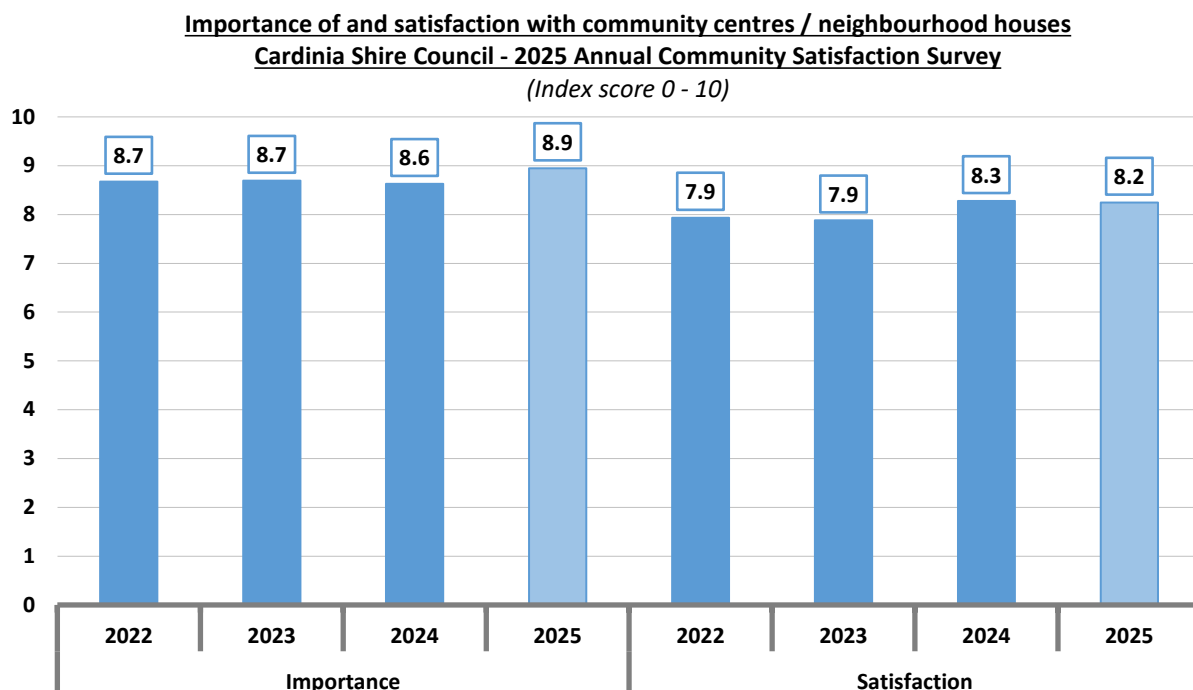
This result ranks these facilities 7<sup>th</sup> in terms of satisfaction this year, and one of seven services and facilities to receive a satisfaction score which was measurably higher than the average of all 39 (7.6).

This result comprised 80% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 193 of the 196 respondents (22%) from households who had used these facilities in the last 12 months.

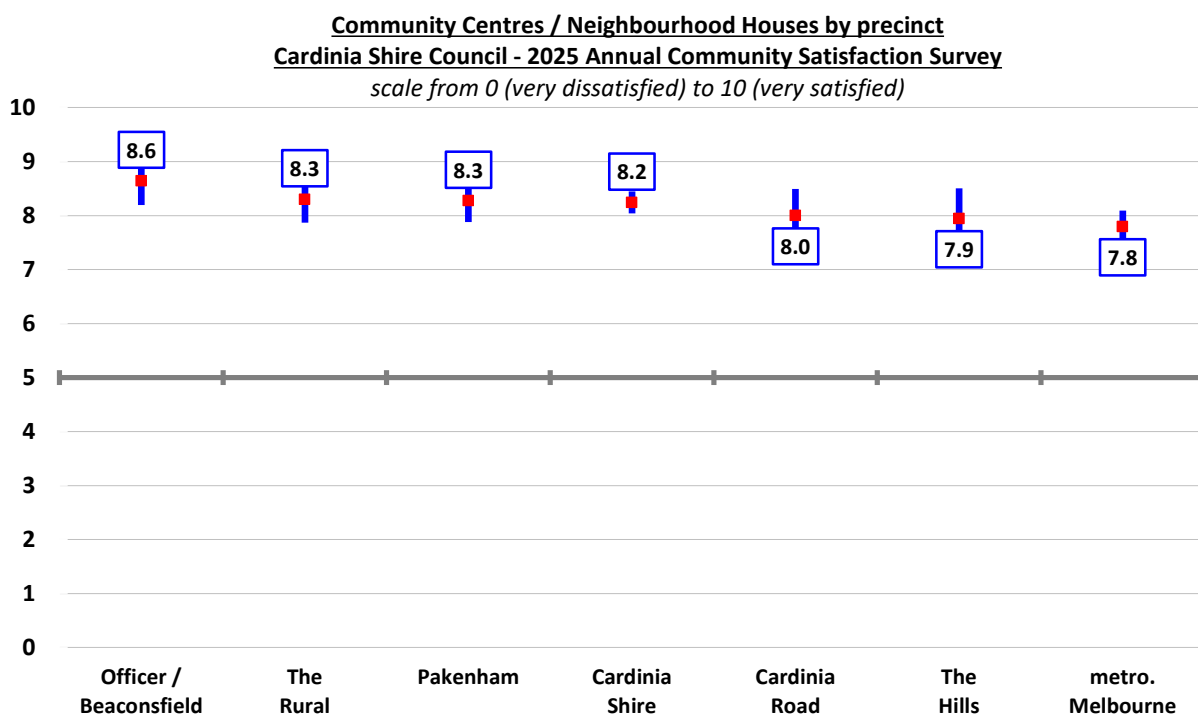
There was some substantive variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) notably (4%) more satisfied than average. Female respondents were notably (3%) more satisfied than male respondents, and respondents from multilingual households were notably (5%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with these facilities was notably (4%) higher than the metropolitan average satisfaction with the “community centres / neighbourhood houses” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.





There was no statistically significant variation in satisfaction with these facilities observed across the shire at the precinct level.



The following table outlines the nine comments receive in relation to community centres / neighbourhood houses.



**Reasons for dissatisfaction with community centres / neighbourhood houses**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| <i>Reason</i>  | <i>Number</i> |
|--|---------------|
| It is old and needs more maintenance   | 2             |
| Because it is the community not the Council  | 1             |
| I would like to know more and get some information                                       | 1             |
| Nar Nar Goon Community Hall needs upgrade massively                                      | 1             |
| Not satisfied  | 1             |
| Not very hygienic  | 1             |
| They should have more people who help the lady in kitchen in case of emergency situation | 1             |
| Very hard to find information about it   | 1             |
| <b>Total</b>   | <b>9</b>      |

## Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 3<sup>rd</sup> most important of the 39 included services and facilities, with an average importance of 9.3 out of 10, and one of nine services and facilities to be measurably more important than the average of all 39 services and facilities (8.9).

Satisfaction with these services rose notably this year, up three percent to 8.4 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 5<sup>th</sup> in terms of satisfaction this year, and one of seven services and facilities to receive a satisfaction score, which was measurably higher than the average of all 39 (7.6).

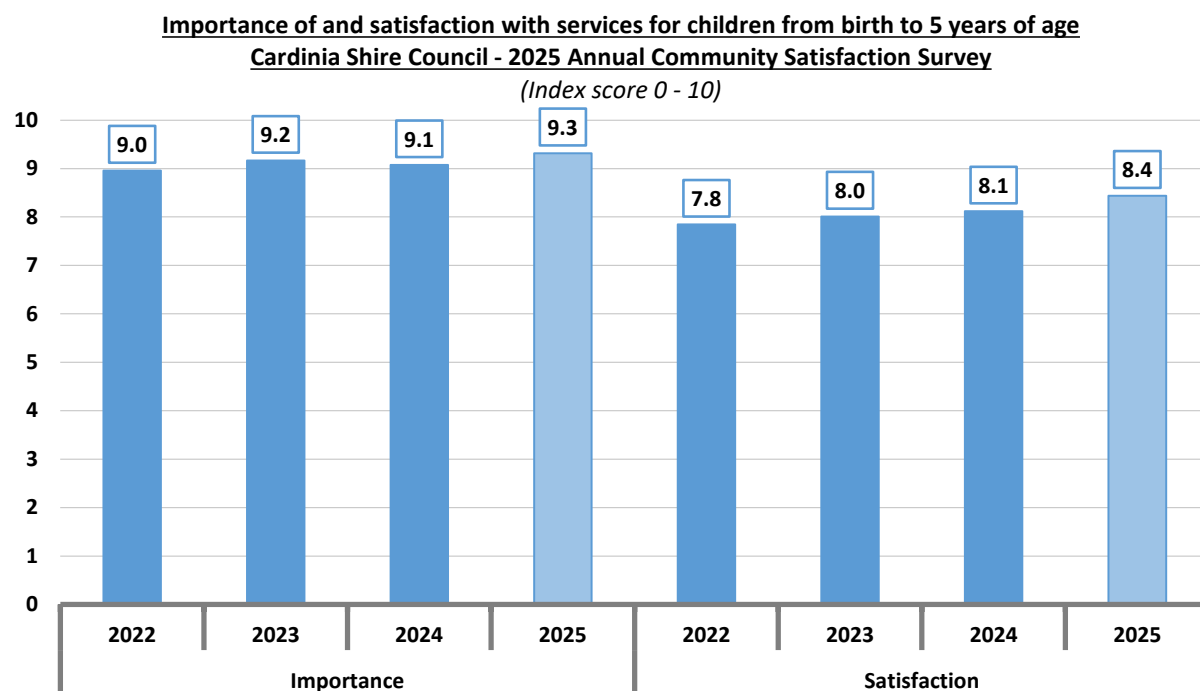
This result comprised 81% “very satisfied” and one percent dissatisfied respondents, based on a total sample of 161 of the 165 respondents (18%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (4%) more satisfied than average with these services, and middle-aged adults (aged 55 to 64 years) measurably (21%) less satisfied. Care should be taken when interpreting these results due to the relatively small sample sizes.

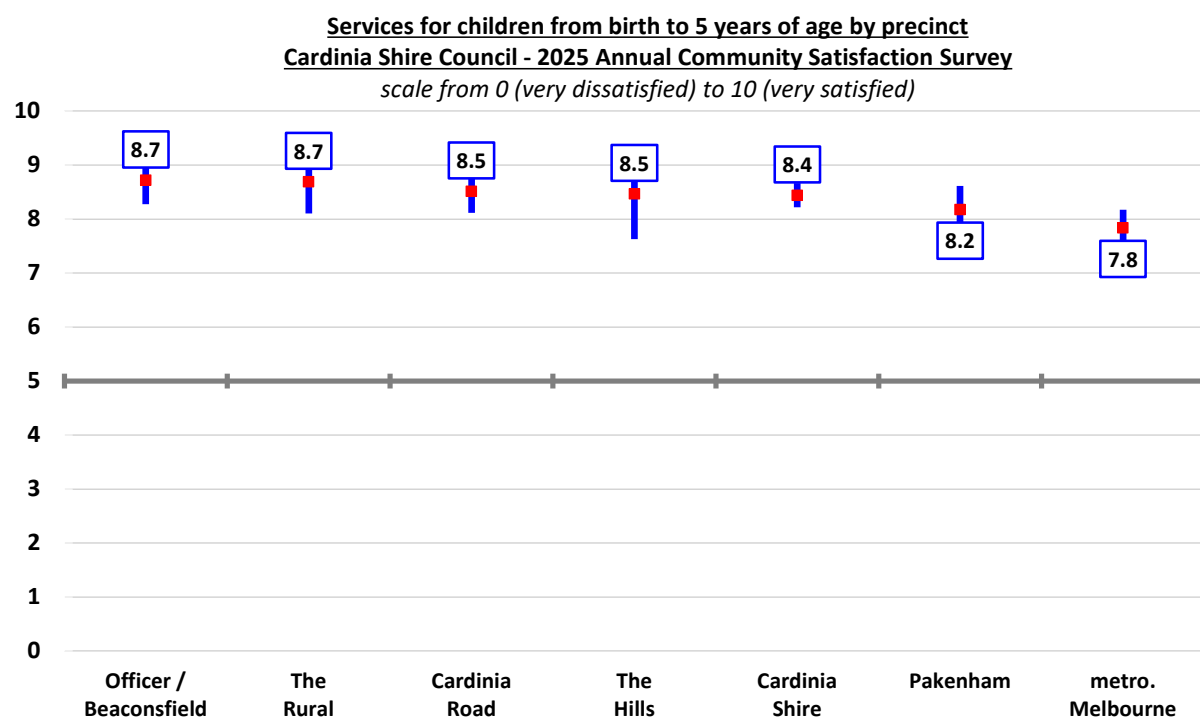
The 82 respondents from two-parent families (with youngest child aged 0 to 4 years) rated satisfaction at 8.8 out of 10, while the 28 respondents from two-parent families (with youngest child aged 5 to 12 years) rated it at 8.0. The 10 one parent families rated satisfaction at 7.7 out of 10.



By way of comparison, satisfaction with these services was measurably higher than the metropolitan average satisfaction with the “services for children from birth to five years of age” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with these services observed across the shire at the precinct level.



The following table outlines the six comments received in relation to services for children.



**Reasons for dissatisfaction with services for children from birth to 5 years of age**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| <i>Reason</i>                      | <i>Number</i> |
|------------------------------------|---------------|
| It was very good                   | 1             |
| Need more                          | 1             |
| Not satisfied                      | 1             |
| Specialist needs and accessibility | 1             |
| The Pakenham one is not upgraded   | 1             |
| They need to clean more often      | 1             |
| <b>Total</b>                       | <b>6</b>      |

## Services for youth

Services for youth were the 10<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these services increased somewhat this year, up two percent to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result ranks these services 12<sup>th</sup> in terms of satisfaction this year.

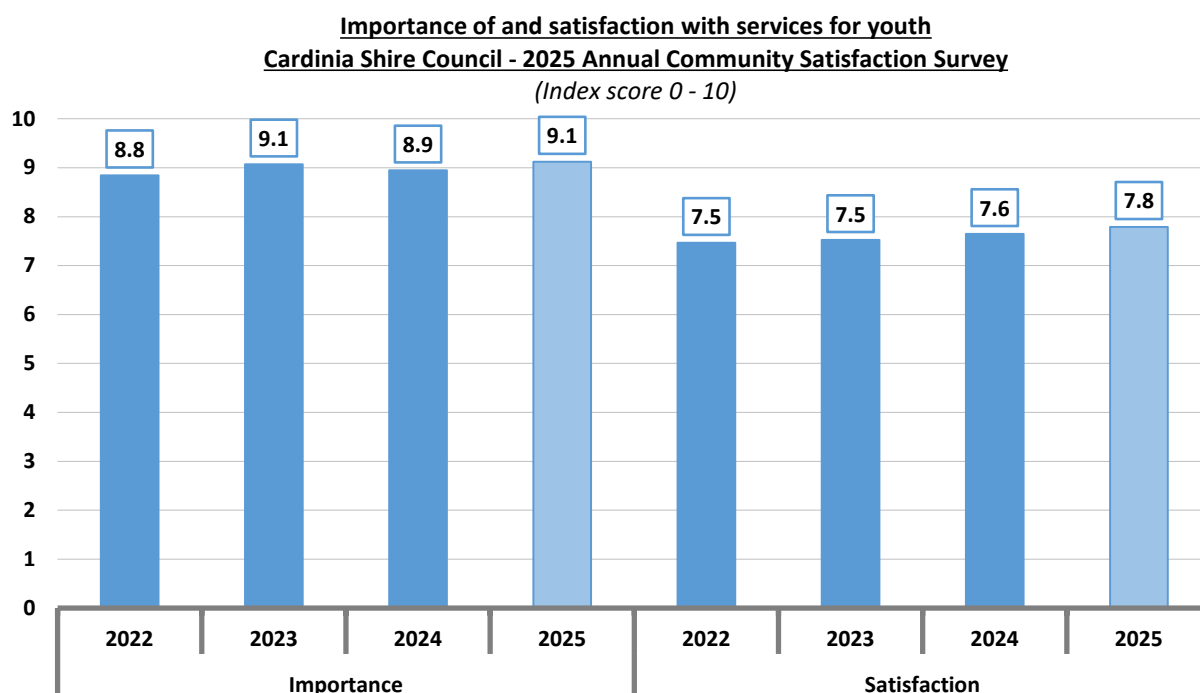
This result comprised 61% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 93 of the 99 respondents (11%) from households who had used these facilities in the last 12 months.

There was some substantive variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) notably (12%) more satisfied, and middle-aged adults (aged 45 to 54 years) notably (9%) less satisfied than average. Respondents from multilingual households were notably (6%) more satisfied than respondents from English speaking households. Caution should be exercised when interpreting these results due to the relatively small sample sizes.

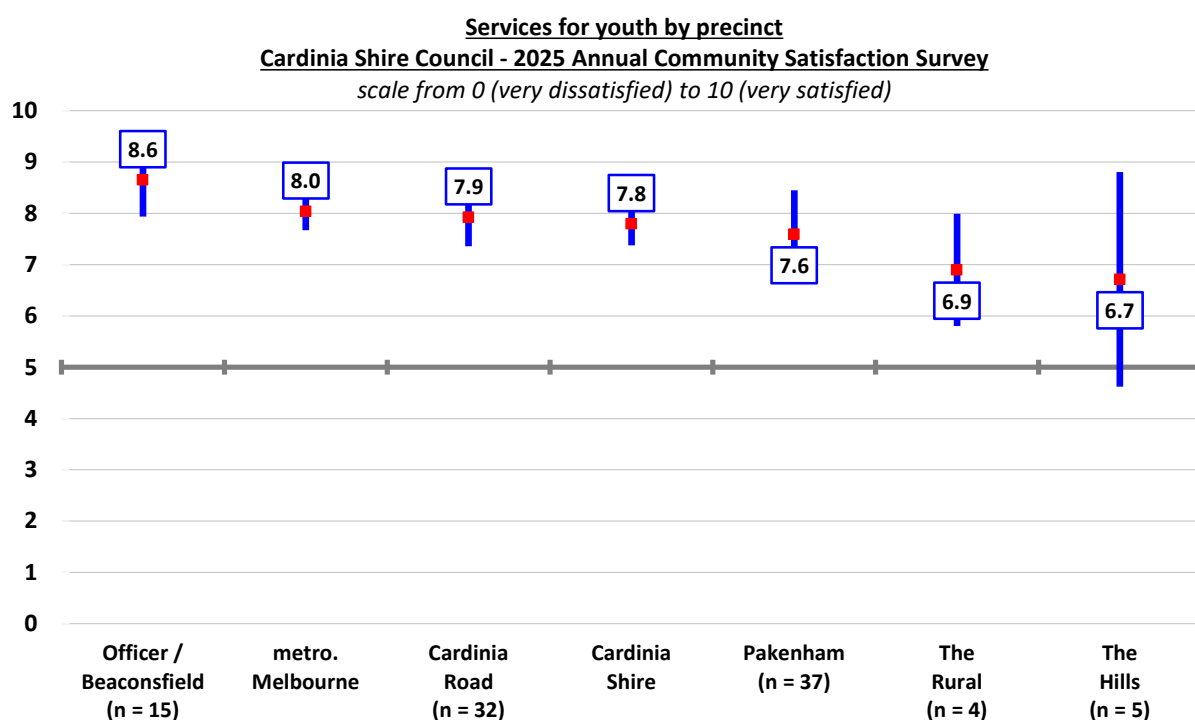
The 11 respondents from two parent families (with youngest child aged between 13 and 18 years) rated satisfaction at 7.6 out of 10, while the eight one parent families rated satisfaction at 7.6 out of 10.

By way of comparison, satisfaction with these services was somewhat (2%) lower than the metropolitan average satisfaction with the “services for youth” of 8.0 out of 10, as recorded in the 2025 *Governing Melbourne* research.





There was no statistically significant variation in satisfaction with these services observed across the shire at the precinct level, although attention is drawn to the five respondents from the Hills precinct, who were notably less satisfied than the municipal average.



The following table outlines the 10 comments received from respondents in relation to services for youth.



**Reasons for dissatisfaction with services for youth**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| More variety in youth services  | 2             |
| Have not seen any   | 1             |
| It is too expensive   | 1             |
| Lack of service and not much staff for youth to getting involved                        | 1             |
| Not satisfied   | 1             |
| Not well communicated   | 1             |
| There is not enough in Gembrook   | 1             |
| Waste of money given that adolescents have what they consider to be better things to do | 1             |
| We just found out about this  | 1             |
| <b>Total</b>  | <b>10</b>     |

### Support services for seniors

Support services for seniors were the 6<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.2 out of 10, and one of nine services and facilities to be measurably more important than the average of all 39 (8.9).

Satisfaction with these services remained essentially stable this year, down one percent to 7.8 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 11<sup>th</sup> in terms of satisfaction this year.

This result comprised 72% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 73 of the 81 respondents (9%) from households who had used these facilities in the last 12 months.

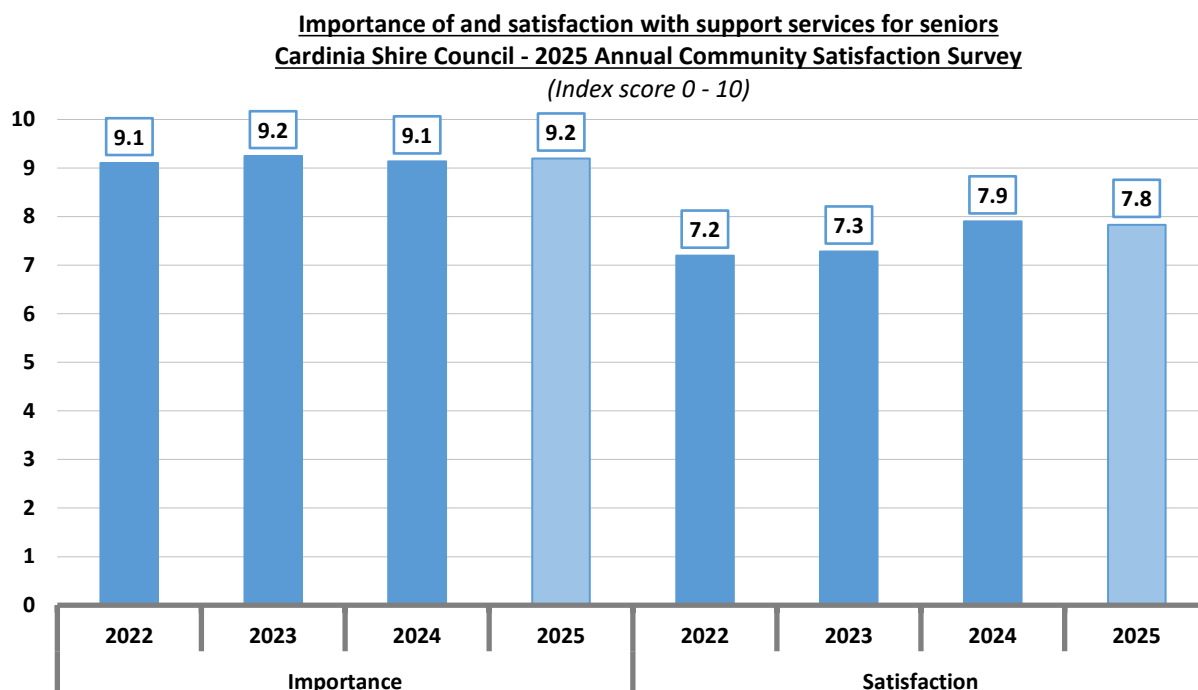
There was some variation in satisfaction with these services observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably (4%) less satisfied than average. Care should be exercised when interpreting this result due to the small sample size.

The eight respondents from older sole person households rated satisfaction at 7.5 out of 10, and the 16 older couple-household respondents rated satisfaction at 8.4 out of 10.

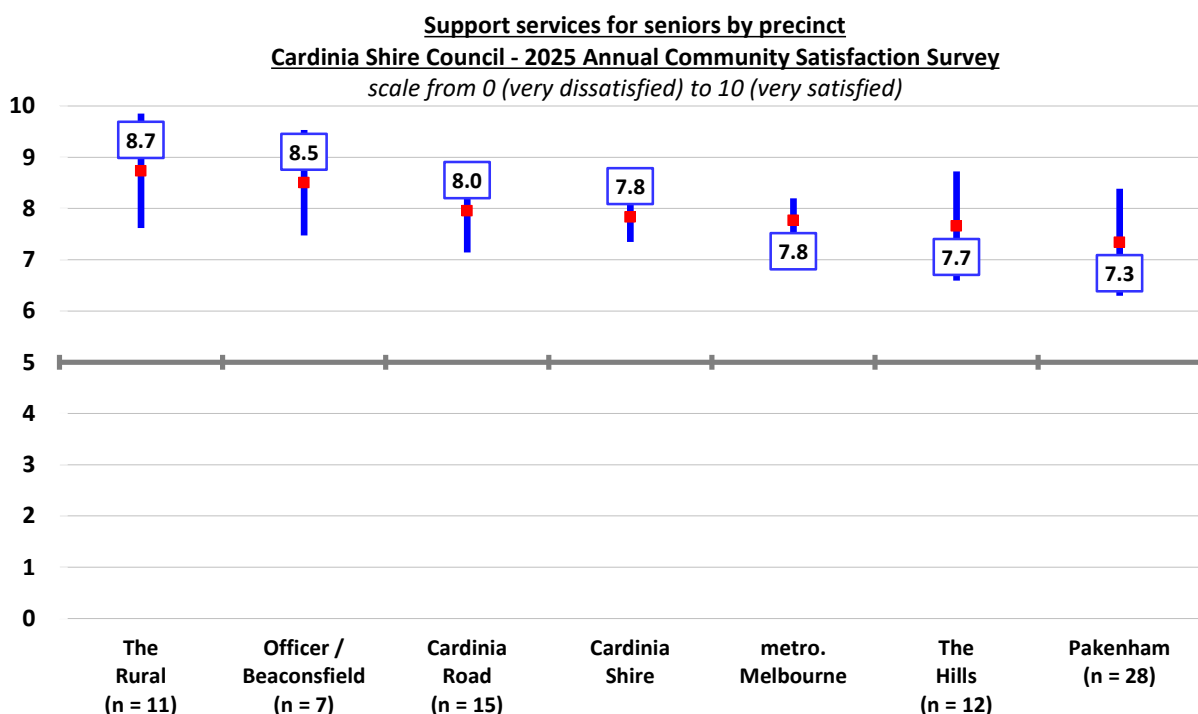
By way of comparison, satisfaction with these services was identical to the metropolitan average satisfaction with the “services for seniors” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.







There was some statistically significant variation in satisfaction with these services observed across the shire at the precinct level, with the 11 respondents from the Rural precinct measurably (9%) more satisfied than the municipal average.



The following table outlines the nine comments received from respondents in relation to Council facilities and or activities for seniors.

**Reasons for dissatisfaction with support services for seniors**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>  | <i>Number</i> |
|--|---------------|
| Not enough of them   | 2             |
| Council does not offer many things   | 1             |
| I have not found out about it, and I would like to be informed   | 1             |
| It was hard to do it   | 1             |
| Not enough seating for elderly people across the whole Shire   | 1             |
| Not satisfied  | 1             |
| They do not seem to be properly organised, not many activities for people to do and need more variety                                      | 1             |
| We had cleaners a long time ago, but they did not do their job properly in cleaning up, it happened last year, and it was half yearly done | 1             |
| <b>Total</b>   | <b>9</b>      |

### Support services for people with disability

Support services for people with disability were the 4<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.2 out of 10, and one of nine services and facilities to be measurably more important than the average of all 39 (8.9).

Satisfaction with these services rose notably this year, up six percent to 7.8 out of 10, which was an “excellent”, down from a “very good”, level of satisfaction.

This result ranks these services 14<sup>th</sup> in terms of satisfaction this year.

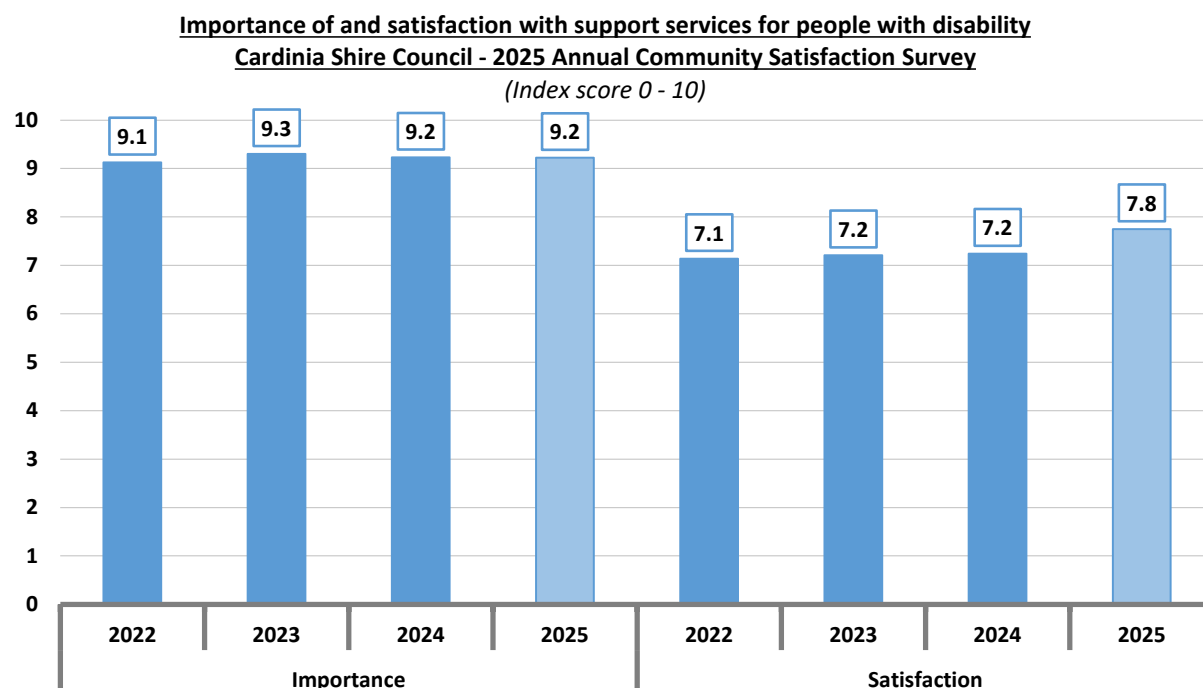
This result comprised 68% “very satisfied” and eight percent dissatisfied respondents, based on a total sample of 56 of the 63 respondents (7%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) notably (9%) more satisfied than average, and middle-aged adults (aged 45 to 54 years) notably (14%) less satisfied. Respondents from multilingual households were notably (16%) more satisfied than respondents from English speaking households. Caution should be exercised when interpreting these results, however, due to the small sample sizes involved.

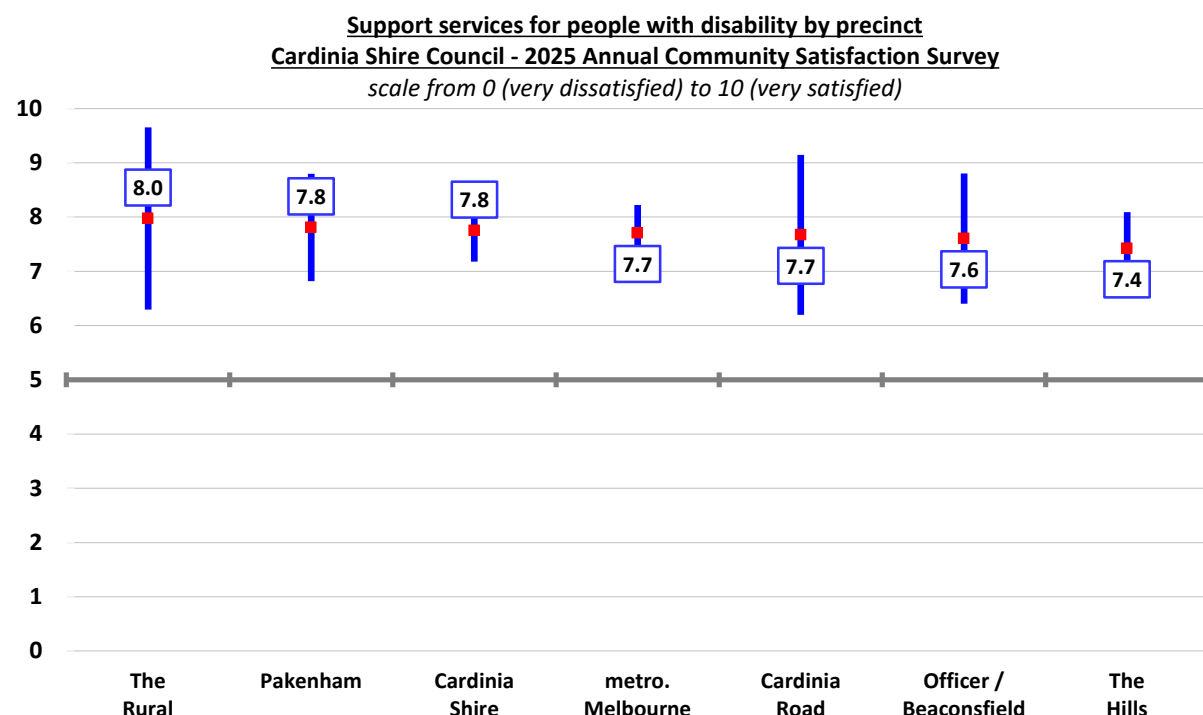
The 30 respondents who identified as having a disability rated satisfaction at 7.8 out of 10, while the 26 respondents who did not have a disability rated satisfaction at 7.7 out of 10.



By way of comparison, satisfaction with these services was essentially the same as the metropolitan average satisfaction with the “services for people with disability” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with these services observed across the shire at the precinct level.



The following table outlines the eight comments received from respondents in relation to Council facilities and or activities for people with disability.



**Reasons for dissatisfaction with support services for people with disability**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| <i>Reason</i>  | <i>Number</i> |
|--|---------------|
| Not good   | 2             |
| There is not much around for people with special needs or disabilities | 2             |
| Did not get a chance to get support from the Council                   | 1             |
| Not enough facilities  | 1             |
| Services for accessibility   | 1             |
| Support someone with a disability, is difficult to find services       | 1             |
| <b>Total</b>   | <b>8</b>      |

## Provision of public art centres

The provision of public arts centres was the 38<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.4 out of 10, and one of eight services and facilities to be measurably less important than the average of all 39 (8.9).

Satisfaction with these facilities declined notably this year, down four percent to 7.7 out of 10, which was a “very good”, down from an “excellent”, level of satisfaction.

This result ranks these facilities 15<sup>th</sup> in terms of satisfaction this year.

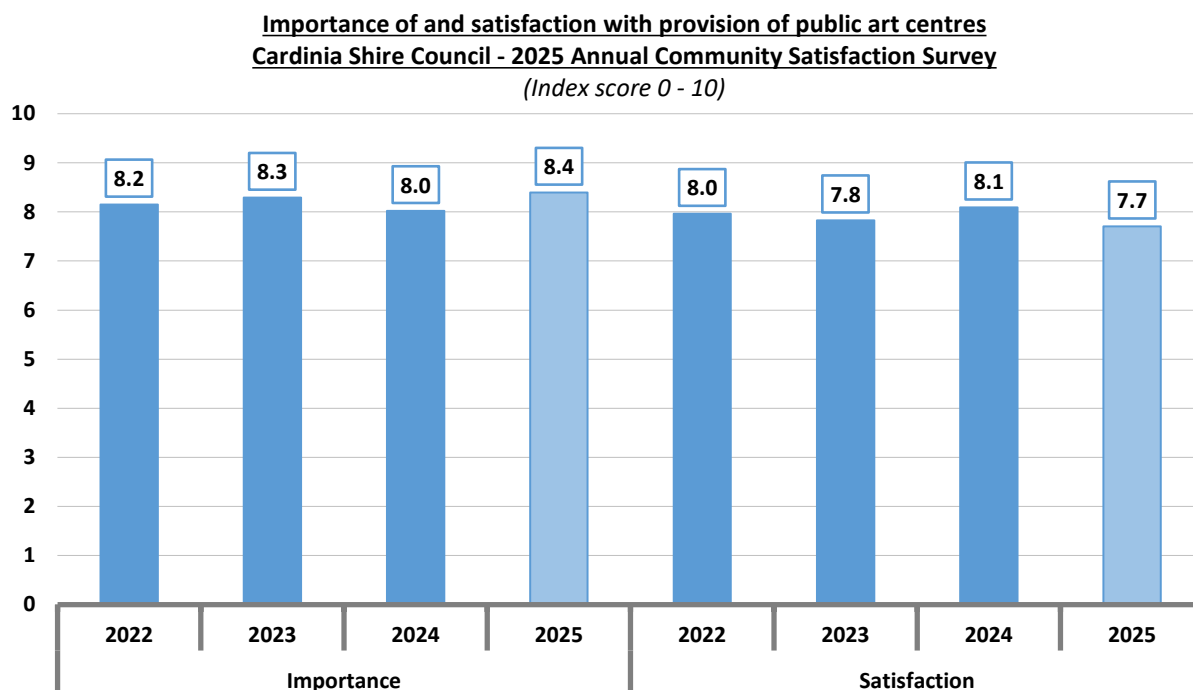
This result comprised 61% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 109 of the 112 respondents (12%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with these services and facilities observed by respondent profile, with young adults (aged 18 to 34 years) notably (4%) more satisfied than average, and older adults (aged 65 to 74 years) notably (4%) less satisfied.

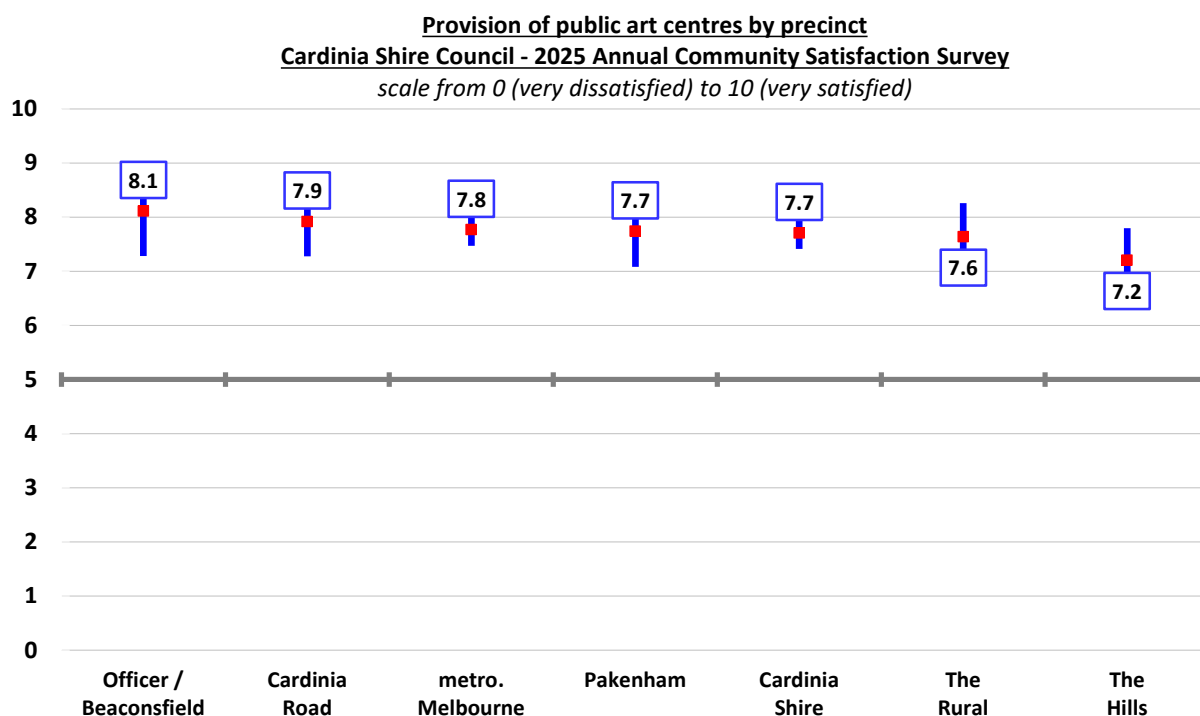
Respondents from multilingual households were notably (4%) more satisfied with these facilities than respondents from English speaking households.

By way of comparison, satisfaction with these facilities was essentially the same as the metropolitan average satisfaction with the “provision of public art” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.





There was no statistically significant variation in satisfaction with these facilities observed across the shire at the precinct level, however attention is drawn to the 21 respondents from the Hills precinct, who were notably less satisfied than the shire average.



The following table outlines the 11 comments received from respondents in relation to the provision of public art centres.



**Reasons for dissatisfaction with provision of public art centres**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| Not many / not enough / none  | 5             |
| I am not interested in broader perspective on culture   | 1             |
| I do not see that as an area that local Council should be focused on, it should be more of a State Government thing                 | 1             |
| Less emphasis on local artists and events, more on interstate and international events which is pushing out local art organisations | 1             |
| No public art centres in Bunyip   | 1             |
| Not maintaining   | 1             |
| They rarely have events   | 1             |
| <b>Total</b>  | <b>11</b>     |

## Community and cultural activities

The provision of community and cultural activities was the 32<sup>nd</sup> most important of the 39 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with these facilities decreased somewhat this year, down two percent to 7.9 out of 10, which was an “excellent” level of satisfaction.

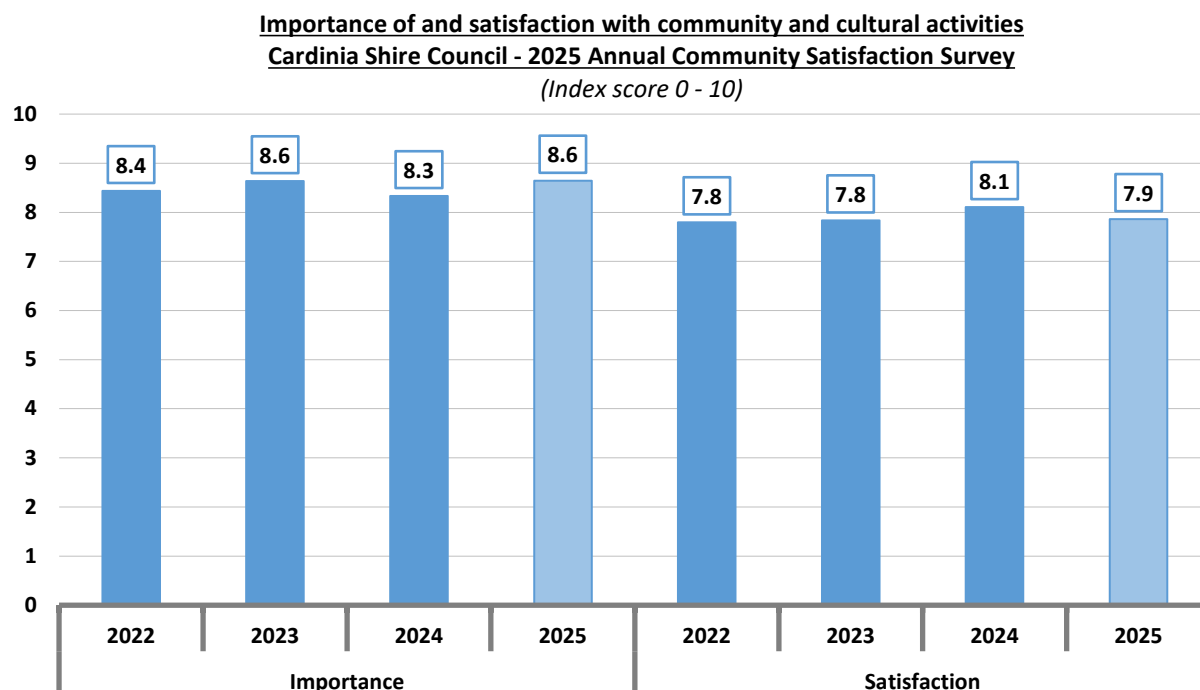
This result ranks community events 10<sup>th</sup> in terms of satisfaction this year.

This result comprised 67% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 148 of the 150 respondents (17%) from households who had used these facilities in the last 12 months.

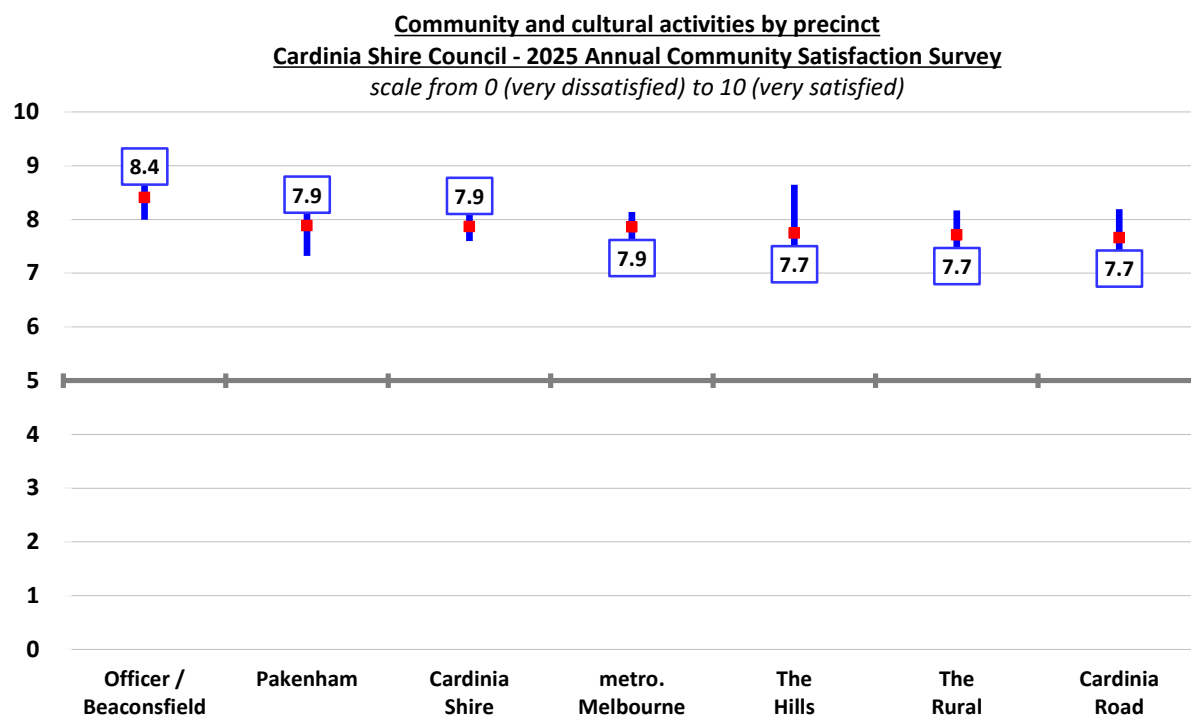
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) and older adults (aged 65 to 74 years) notably (5%) more satisfied than average, and middle-aged adults (aged 45 to 54 years) notably (6%) less satisfied.

By way of comparison, satisfaction with these facilities was identical to the metropolitan average satisfaction with “Council’s festivals and events” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.





There was no statistically significant variation in satisfaction with these services observed across the shire at the precinct level.



The following table outlines the 11 comments received from respondents in relation to community and cultural activities.





**Reasons for dissatisfaction with community and cultural activities**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>  | <i>Number</i> |
|--|---------------|
| But then it is done by the community not really the Council  | 1             |
| Have not seen any organized by the Council   | 1             |
| More Christmas decoration needed in town   | 1             |
| Need more  | 1             |
| Not enough of them, we do not have any celebrations  | 1             |
| Not good   | 1             |
| Not using as much as we could  | 1             |
| Organization for the opening of new station was disastrous; the food services and logistics was poor           | 1             |
| The organising bodies need more support from Council   | 1             |
| There are no disabled toilets for Carol by Candlelight and no access for wheelchairs                           | 1             |
| There was a lot of children's activity but only a couple of food stalls, performance on stage was not too loud | 1             |
| <b>Total</b>   | <b>11</b>     |

### ***Community and Planning Services (other)***

There were 16 services and facilities from the Community and Planning Services included in the survey this year, 10 related to community and planning services, and six related to other community and planning services (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 39 services and facilities.

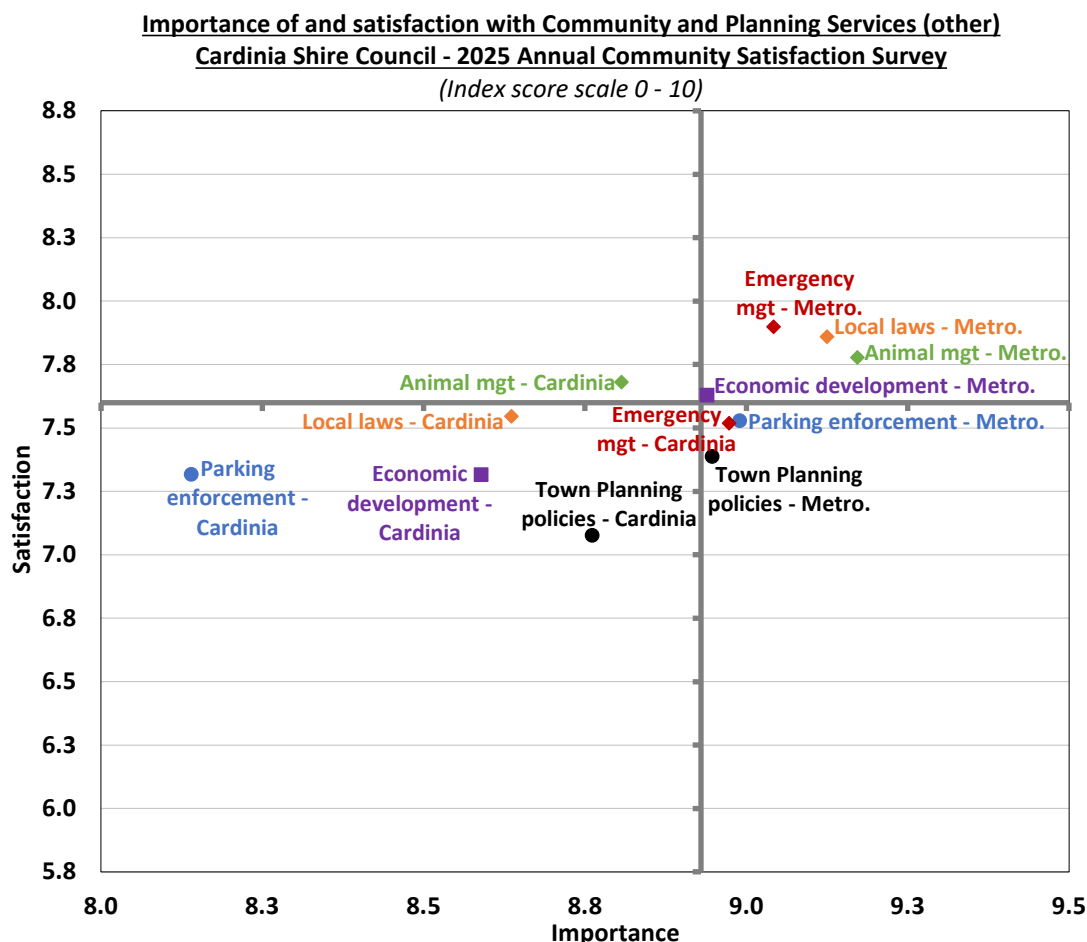
The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

All of these six services and facilities were less important in the Cardinia Shire than the metropolitan averages, and five of the six were less important than the average of all 39 services. The exception to this was emergency management, which was slightly more important than the metropolitan average.

All six services and facilities received lower satisfaction scores than the metropolitan averages, and five of the six received lower satisfaction scores than the average of all 39 services and facilities for the Cardinia Shire Council. The exception to this was animal management, which was slightly above average.



With higher than average importance, but lower than average satisfaction, emergency management fell into the quadrant of most concern.



## Animal management

Animal management was the 30<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.8 out of 10.

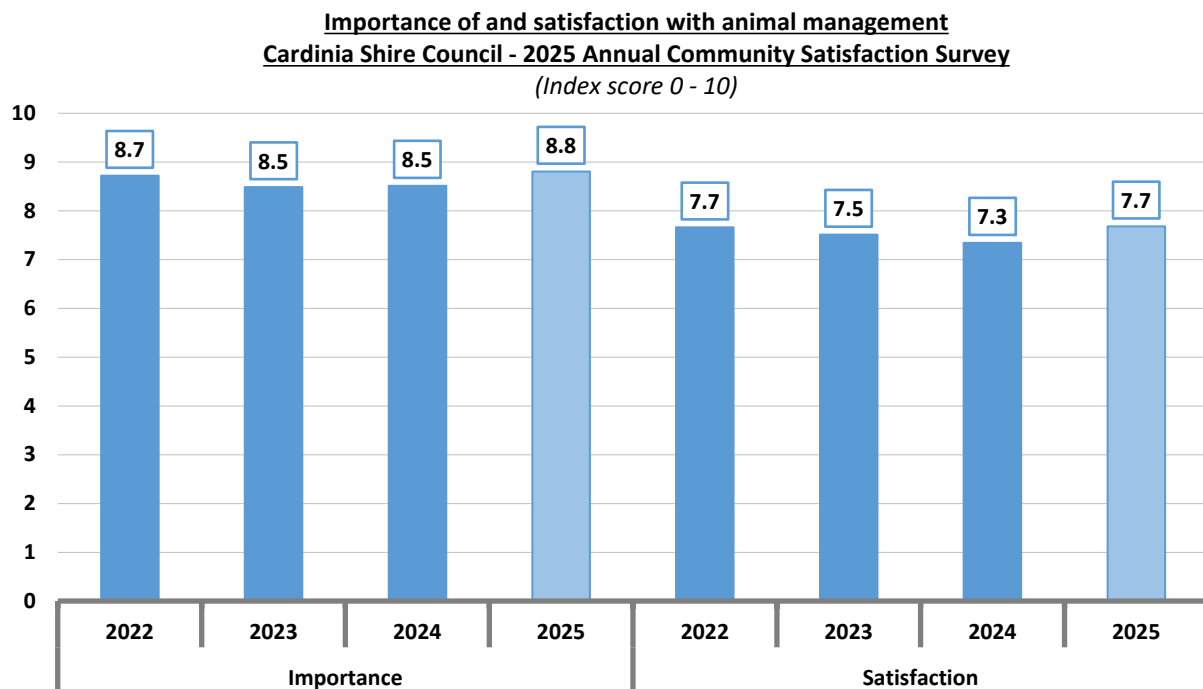
Satisfaction with animal management rose notably this year, up four percent to 7.7 out of 10, which was a “very good” level of satisfaction.

This result ranks animal management 18<sup>th</sup> in terms of satisfaction this year.

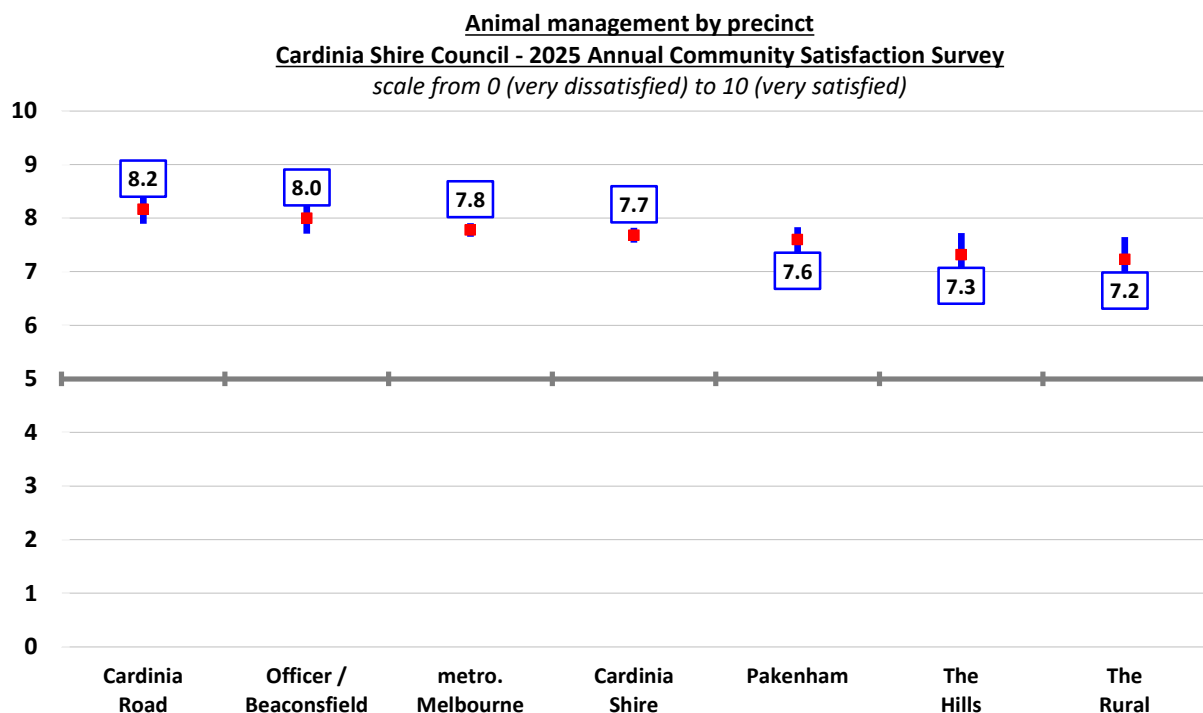
This result comprised 62% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 802 of the 903 respondents who provided a score this year.

There was some substantive variation in satisfaction with animal management observed by respondent profile, with older adults (aged 55 to 74 years) notably (4%) less satisfied than average.

By way of comparison, satisfaction with animal management was essentially the same as the metropolitan Melbourne average satisfaction with the “animal management” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with animal management observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average. Conversely, respondents from the Rural precinct were notably less satisfied.



The following table outlines the 61 comments, and two locations of concern received in relation to animal management.

**Reasons for dissatisfaction with animal management**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Reason  | Number |
|---|--------|
| Dogs are barking all the time   | 6      |
| Dogs are off leash  | 2      |
| Free roaming / stray cats   | 2      |
| A lot of dog litter on the street   | 1      |
| Animal abuse and cruelty is an everyday occurrence. They are left in the heat without water. Very cruel   | 1      |
| Animals should not be taken to the pound, and it is too expensive to release  | 1      |
| Big dogs have attacked my dogs before   | 1      |
| Cats are out in the open  | 1      |
| Cats around are a disturbance   | 1      |
| Cats need to be taken care of   | 1      |
| Complained to them about cats coming and pooping on my lawn, they said they cannot help us. They do actions against it. I am very disappointed about that | 1      |
| Council is not supervising resident's ownership of chickens, and this brings mice and cockroaches. This also spreads bad smells                           | 1      |
| Crap on footpaths   | 1      |
| Every park has dog poo  | 1      |
| Every park has unleashed dogs   | 1      |
| Foxes and rabbits are all over  | 1      |
| I had a dog attack my dog, a stray dog which was not taken care of  | 1      |
| I have been bitten a lot of times   | 1      |
| If it is inside, there is no need to pay  | 1      |
| It is hard for Council to manage it   | 1      |
| Just the neighbours at the back have been complaining   | 1      |
| Many dogs are aggressive and not well contained   | 1      |
| Mice are a nuisance   | 1      |
| Missing cats  | 1      |
| My neighbour was bitten by a dog, and they took him and gave the dog back   | 1      |
| My neighbours' dog is always barking, and it has not resolved   | 1      |
| Nearby pet owners take animals to walk without leash  | 1      |
| No regulations  | 1      |
| Not enough dog parks and off leash areas  | 1      |
| Not good with cats  | 1      |
| Not managing  | 1      |
| Out here in rural areas, there are always cats being dumped and occasionally dogs   | 1      |
| People do not pick up dog poo   | 1      |
| Poor maintenance  | 1      |
| Rabbits are coming back   | 1      |
| Registration should be free   | 1      |
| Should have more animal waste collection areas  | 1      |
| Should have more water fountains  | 1      |
| Some dog parks are not cleaned very well  | 1      |
| The difficulty you have to go through to stop dogs barking in the neighbourhood is terrible   | 1      |
| There are complaints from our neighbourhood but what can you do about it  | 1      |
| There is no benefit of registration   | 1      |



|  |           |
|--|-----------|
| They do not listen to us   | 1         |
| They do not think about the people   | 1         |
| They give them too many chances when reported  | 1         |
| Too many cats are roaming in the area. They kill the wildlife  | 1         |
| Took the dog on the neighbours' property   | 1         |
| Two unregistered cats running around free  | 1         |
| Untrustworthy control of dogs by the Council   | 1         |
| Utter disgust at handling of a dog complaint. Unprofessional and let go too long causing health concerns to the neighbour and resulting in him selling up and leaving  | 1         |
| Very expensive   | 1         |
| We have had plenty of cats run through our yard and it pisses our dog off. It is annoying  | 1         |
| We see kangaroos and deer, but I do not know how to rate it  | 1         |
| When you are walking out, there are rabbits digging in the garden, and all around the house. These are private rabbits owned by an idiot across the road. Council is not helping even though we wrote about it already | 1         |
| <b>Total</b>   | <b>61</b> |
| <i>Specific locations identified by respondents</i>  |           |
| There was a wild dog attack on a pet dog behind Frog Park  | 1         |
| Unhappy with neighbour's cats in my garden, they are supposed to be locked up on Cambridge St, Lang Lang   | 1         |
| <b>Total</b>   | <b>2</b>  |
| <b>Total responses</b>   | <b>63</b> |

## Parking enforcement

Parking enforcement was the 39<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.1 out of 10, and one of eight services and facilities that was measurably less important than the average of all 39 (8.9).

Satisfaction with parking enforcement remained essentially stable this year, up one percent to 7.3 out of 10, which remains at a "very good" level of satisfaction.

This result ranks these services 26<sup>th</sup> in terms of satisfaction this year.

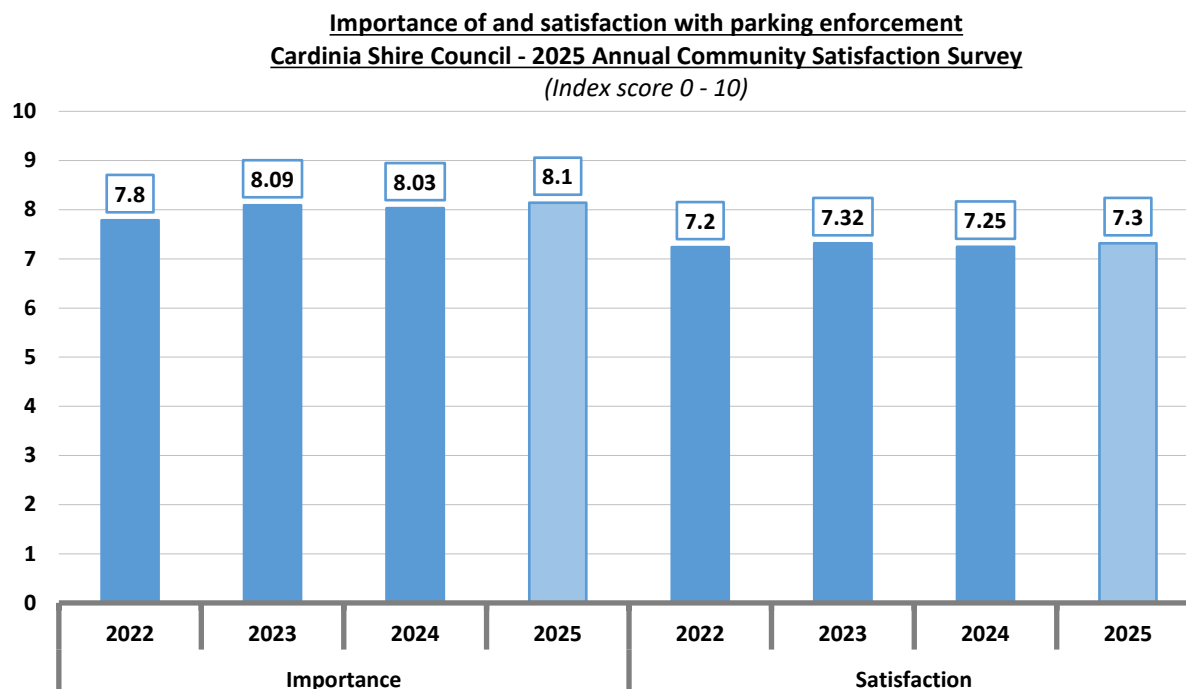
This result comprised 54% "very satisfied" and eight percent dissatisfied respondents, based on a total sample of 813 of the 903 respondents who provided a satisfaction score.

There was some variation in satisfaction with parking enforcement observed by respondent profile, with young adults (aged 18 to 34 years) notably (4%) more satisfied than average, and middle-aged and older adults (aged 44 to 74 years) notably (4 - 5%) less satisfied.

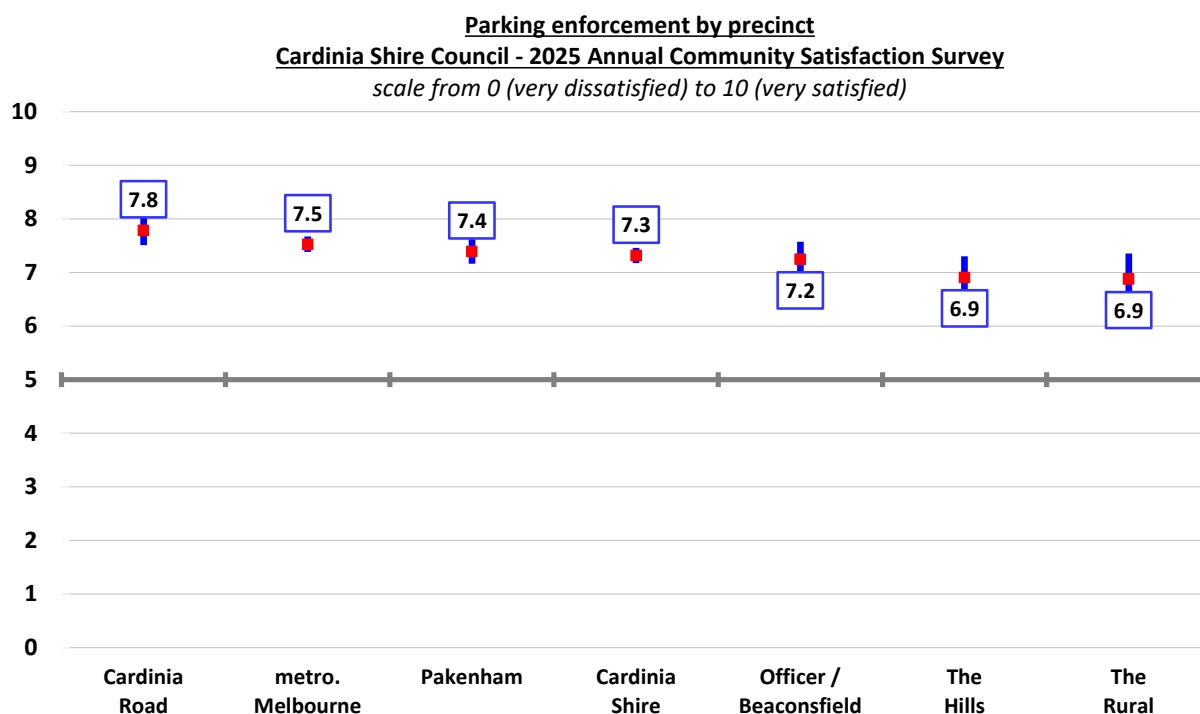
Respondents from multilingual households were notably (6%) more satisfied than respondents from English speaking households.



By way of comparison, satisfaction with parking enforcement was somewhat (2%) lower than the metropolitan average satisfaction with the “parking enforcement” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with parking enforcement observed across the shire at the precinct level.



The following table outlines the 75 comments and 12 locations of concern in relation to parking enforcement.

It is noted that these comments include reference to concerns around enforcement (e.g., too little, too much), but also broader comments made in relation to a perceived lack of parking and a range of other parking related issues.

**Reasons for dissatisfaction with parking enforcement**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>  | <i>Number</i> |
|--|---------------|
| Parking is not good  | 6             |
| Not enough parking   | 5             |
| Disabled parking spots are taken up by non-disabled people   | 4             |
| No enforcement happening   | 4             |
| Do not need enforcement  | 3             |
| Need more parking  | 3             |
| Not enough disabled parking  | 3             |
| People park everywhere   | 2             |
| Unnecessary  | 2             |
| 26 has a large trailer (opposite the 21)   | 1             |
| Bigger signs   | 1             |
| Bus is taking parking space, but it is not allowed. Have a place for buses to park elsewhere                         | 1             |
| Cars are parked on the wrong side  | 1             |
| Cars parked on the roads makes it difficult to drive around  | 1             |
| Consistency of parking signs   | 1             |
| Council should be policing around the area   | 1             |
| Double parking is not good for others  | 1             |
| During events, there are none  | 1             |
| I feel like it is just a form of revenue   | 1             |
| I got tickets twice!   | 1             |
| If it is a public road, we should not be fined   | 1             |
| If they are pushing for public transport, more spaces should be provided for parking and ticketing should be lenient | 1             |
| It is a small place to put restrictions  | 1             |
| It is chaos  | 1             |
| Limited space and facilities for parking   | 1             |
| More parking in the centre of town   | 1             |
| My complaints went unnoticed   | 1             |
| Never enough parking on the main streets   | 1             |
| No issues here   | 1             |
| No paid parking nearby   | 1             |
| Not enforced properly as a lot of people park on the footpaths and they are never fined for it                       | 1             |
| Not enough room to park cars, limited space  | 1             |
| Parking is not good because of the construction  | 1             |
| Parking issues on my street  | 1             |
| Parking should be reduced close to the nursing home because the road is too narrow                                   | 1             |
| People park in the pathways  | 1             |





|   |           |
|---|-----------|
| People park their car on the nature strip   | 1         |
| Really hard to get parking due to railway works   | 1         |
| Residents are being charged. It is unnecessary  | 1         |
| Ripping people off  | 1         |
| Roads are not enough for the population   | 1         |
| School drop-off people park on roads  | 1         |
| Shocking  | 1         |
| Should be free  | 1         |
| Should have more free parking   | 1         |
| Someone is parking on the corner, it is dangerous. Need a sign there  | 1         |
| They are too strict, if I am just 5 minutes over in shopping areas, they give you a ticket                          | 1         |
| They should be more lenient   | 1         |
| Tickets are too expensive   | 1         |
| Too many people are parking   | 1         |
| Too many people park on nature strips   | 1         |
| You can never park in front of the post office  | 1         |
| <b>Total</b>  | <b>75</b> |
| <i>Specific locations identified by respondents</i>   |           |
| Edith Way sometimes cannot be driven through  | 1         |
| Greenfield Dr parking is quite full during weekends   | 1         |
| In Emerald, people cross the unbroken line to park  | 1         |
| Lakeside Coles  | 1         |
| Lots of cars parked on Just Joey Dr which means one lane is available. Lots of cars driving through makes it unsafe | 1         |
| More parking enforcement required outside Bunyip Post Office because people park on the footpaths                   | 1         |
| No parking enforcement in Bunyip  | 1         |
| No parking in Bridge Rd. Illegal parking in that road   | 1         |
| Parking allowed in the aged care home on Salisbury Rd is a major safety issue                                       | 1         |
| Parking is not good on Railway Ave  | 1         |
| People not using their driveway and garages in Copper Beech Rd  | 1         |
| People parking in Salmon Rd makes driving in difficult  | 1         |
| <b>Total</b>  | <b>12</b> |
| <b>Total responses</b>  | <b>87</b> |

## Enforcement of local laws

The enforcement of local laws was the 33<sup>rd</sup> most important of the 39 included services and facilities, with an average importance of 8.6 out of 10, and one of eight services and facilities that were measurably less important than the average of all 39 services and facilities (8.9).

Satisfaction with local laws remained essentially stable this year, up one percent to 7.5 out of 10, which remains a “very good” level of satisfaction.

This result ranks local laws 19<sup>th</sup> in terms of satisfaction this year.

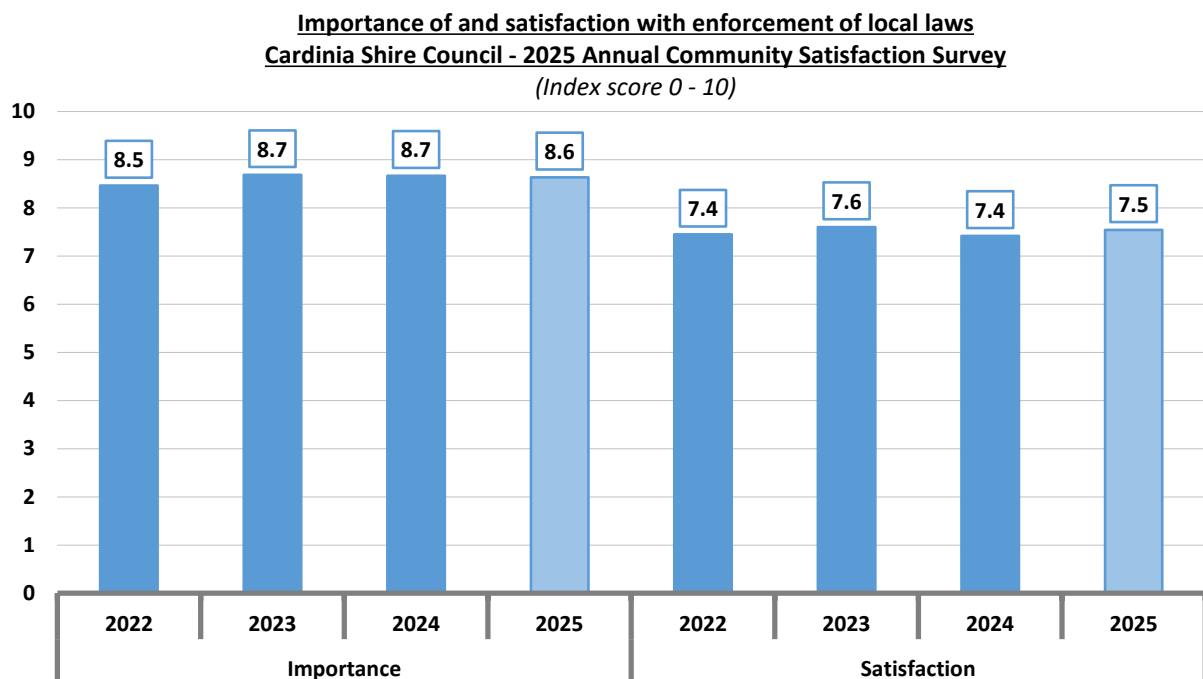


This result comprised 59% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 804 of the 903 respondents who provided a score.

There was some substantive variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (4%) more satisfied, and middle-aged adults (aged 45 to 54 years) notably (4%) less satisfied than average.

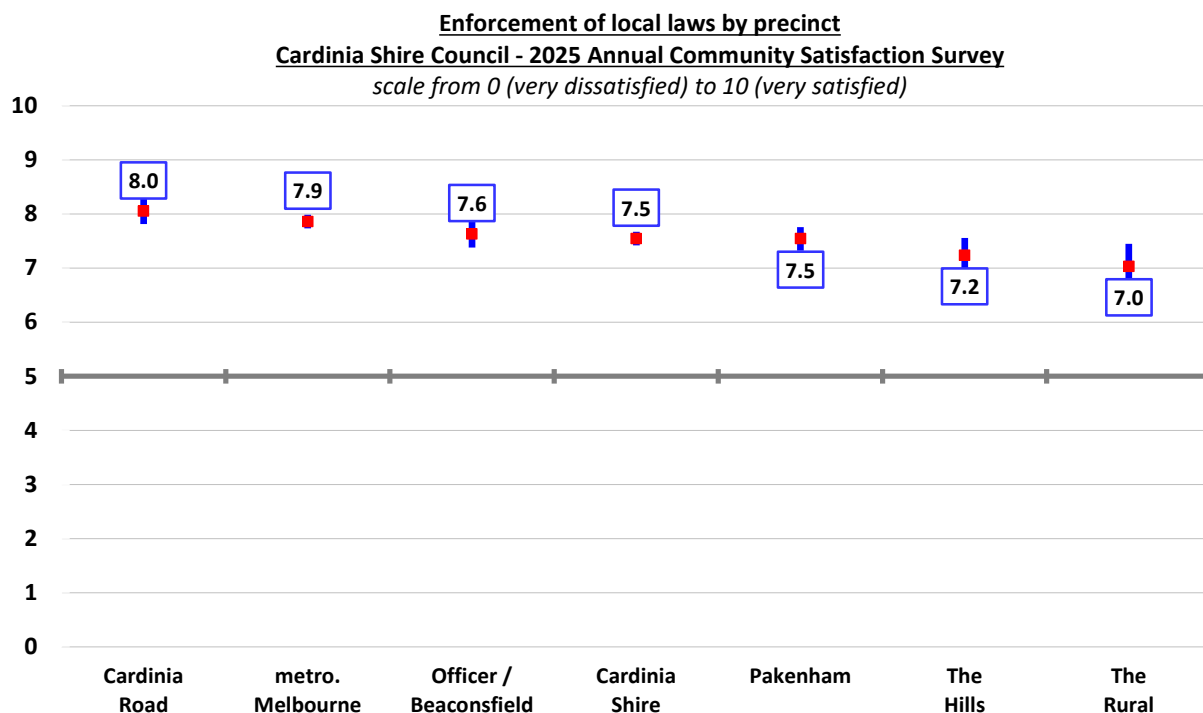
Respondents from multilingual households were notably (5%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with local laws was measurably lower than the metropolitan average satisfaction with the “enforcement of local laws” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with local laws observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average. Conversely, respondents from the Rural precinct were measurably less satisfied.





The following table outlines the 56 comments received in relation to the enforcement of local laws.

It is noted that some of the comments received in relation to the enforcement of local laws were in reference to crime and policing related issues.

**Reasons for dissatisfaction with enforcement of local laws**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>  | <i>Number</i> |
|--|---------------|
| No enforcement of anything / do not follow through   | 5             |
| Burglary / lots of stealing  | 3             |
| Lack of policing / patrols   | 3             |
| Lots of crime / rising crime   | 3             |
| It is too heavy handed / the Council oversteps the mark  | 2             |
| It is very petty / fussy   | 2             |
| Lots of cars stolen  | 2             |
| Lots of safety / security issues   | 2             |
| Should not park on nature strips but they allow / parking not enforced   | 2             |
| All illegal stuff is still happening   | 1             |
| At midnight, we see teenagers on the road and Australian law is not so good  | 1             |
| Car broken into three times, right here outside this house   | 1             |
| Council do not care about the dangerous dogs barking outside my home   | 1             |
| Fine in this area  | 1             |
| Full of corruption   | 1             |
| I heard some complaints from farmers   | 1             |
| In our area there is a lot of illegal dumping of soil from new construction and lack of compliance with animal welfare | 1             |
| It is an issue. People breaking into cars  | 1             |



|  |           |
|--|-----------|
| It is none of their concern  | 1         |
| Kids riding bikes on footpaths very fast   | 1         |
| Motorbike riders doing burnouts, cars racing each other  | 1         |
| My previous car was damaged by the people behind us, and nothing was done about it                             | 1         |
| Need more strict rules   | 1         |
| Not fair   | 1         |
| Not listening to   | 1         |
| People do some building in their backyard without permits and Council allows that to be done.                  | 1         |
| Sometimes it affects neighbours  | 1         |
| Police refuse to file a police report  | 1         |
| Several complaints about yapping dogs have been made but Council has done nothing                              | 1         |
| Some bylaws are unnecessary such as burning off days of the week. More sensible to align to season and weather | 1         |
| Speeding   | 1         |
| The number of drunk drivers is high  | 1         |
| The Council has lost sight of what they are meant to do, they are meant to help people not hinder them         | 1         |
| The dogs   | 1         |
| The next-door neighbour is a criminal; the Council is not doing anything about it                              | 1         |
| There is a caravan on Charman Ave, issues with dogs and cats show that the enforcement is weak                 | 1         |
| They have taken the people's power away. It is not about us but about power and money                          | 1         |
| Too many barking dogs  | 1         |
| Unleashed dogs   | 1         |
| Yards are not being maintained   | 1         |
| Youth crimes   | 1         |
| Youth issues last week in Main St, Pakenham  | 1         |
| <b>Total</b>   | <b>56</b> |

### Council's activity promoting local economic development

Council activities promoting local economic development were the 34<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.6 out of 10, and one of eight services and facilities to be measurably less important than the average of all 39 (8.9).

Satisfaction with these services rose somewhat this year, up two percent to 7.3 out of 10, which was a "very good", up from a "good", level of satisfaction.

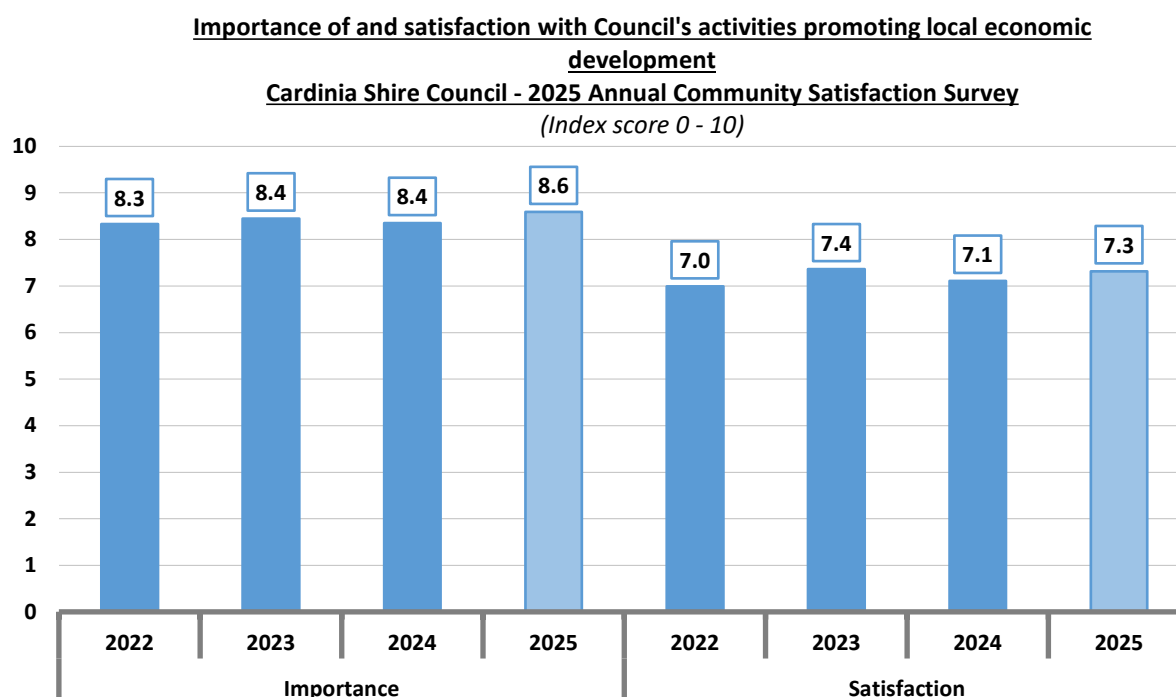
This result ranks these services 27<sup>th</sup> in terms of satisfaction this year.

This result comprised 52% "very satisfied" and seven percent dissatisfied respondents, based on a total sample of 746 of the 903 respondents who provided a score this year.

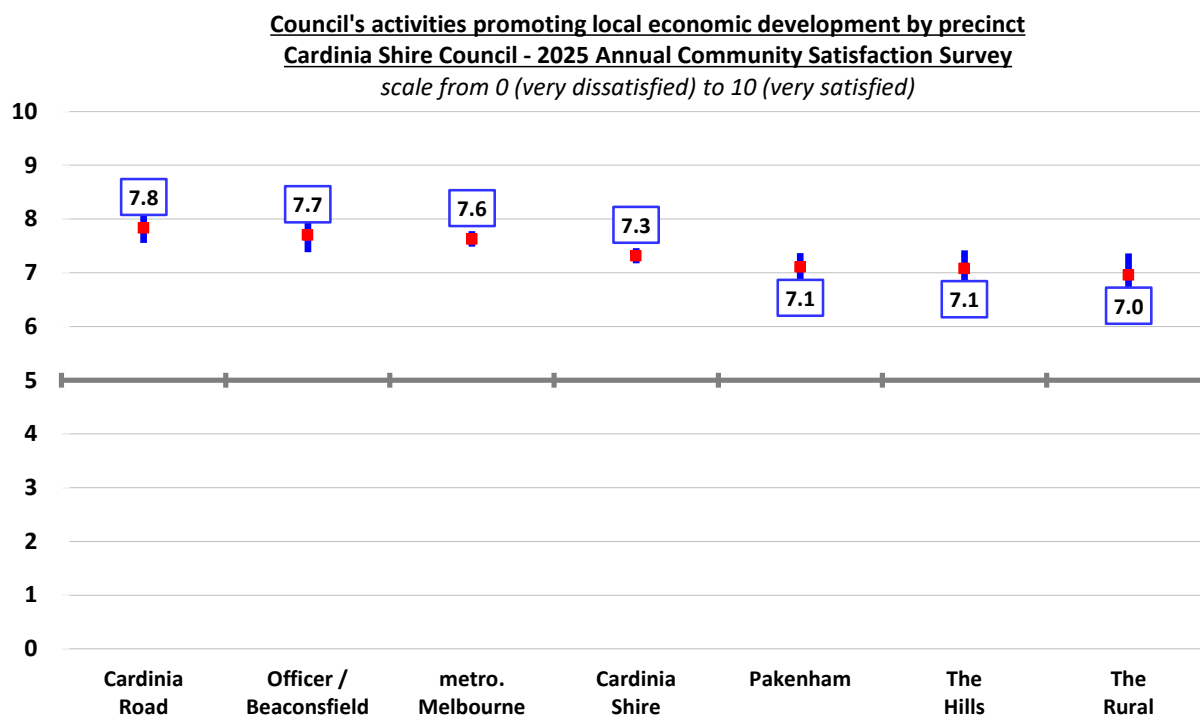
There was some variation observed by respondent profile, with young adults (aged 18 to 34 years) notably (5%) more satisfied, and middle-aged adults (aged 45 to 64 years) notably (5%) less satisfied than average with these services.



By way of comparison, satisfaction with these services was measurably lower than the metropolitan average satisfaction with the “Council activities promoting local economic development” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with these services observed across the shire at the precinct level, with respondents from Cardinia Road measurably (5%) more satisfied than the shire average.



The following table outlines the 57 comments receive in relation to Council activities promoting local economic development. Many of these comments related to a perceived lack of Council activity in this area.

**Reasons for dissatisfaction with Council's activities promoting local economic development**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| Reason   | Number    |
|--|-----------|
| Not informed / no promotion  | 13        |
| Do not see much / have not seen enough / have not done much  | 9         |
| It is not happening / there is none  | 8         |
| Could do a lot more / need more  | 3         |
| No improvement / not good  | 2         |
| Council needs to invest more money for developing the Pakenham shopping area   | 1         |
| Cutting economic business. Need support in Shire business  | 1         |
| I do not know what they do, I only saw a consultation happening once in my six years in Pakenham   | 1         |
| It is propaganda. It is a softening up exercise for stupid people  | 1         |
| No Christmas decorations   | 1         |
| Not enough services or shops around the area, have to go to Officer  | 1         |
| Not important  | 1         |
| Not many family events   | 1         |
| Only find out if they sent in the mail or emails   | 1         |
| Sometimes community events don't really cater to the community. So many events organised, and I feel like it's a bit too much  | 1         |
| Sometimes good sometimes bad   | 1         |
| The cricket club needs to be developed   | 1         |
| The development should be part of a national or state plan and executed centrally  | 1         |
| Their promises not met about shopping  | 1         |
| There is no Council commitment   | 1         |
| There is no play park  | 1         |
| They are taking away the main shopping area, it is a dead area. They are building a medical centre but the rest of the shopping centre around is a dead area. Theatres, shop owners want to come but the Council will not let them | 1         |
| They aren't managing funds correctly   | 1         |
| They built a new thing on James St and immediately tore it down  | 1         |
| They do not consider the people  | 1         |
| They have income but they do not put it in the workplace   | 1         |
| We are not getting there yet   | 1         |
| <b>Total</b>   | <b>57</b> |



## Town Planning policies

Town planning policies were the 31<sup>st</sup> most important of the 39 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with these services was 7.1 out of 10, which was a “good” level of satisfaction.

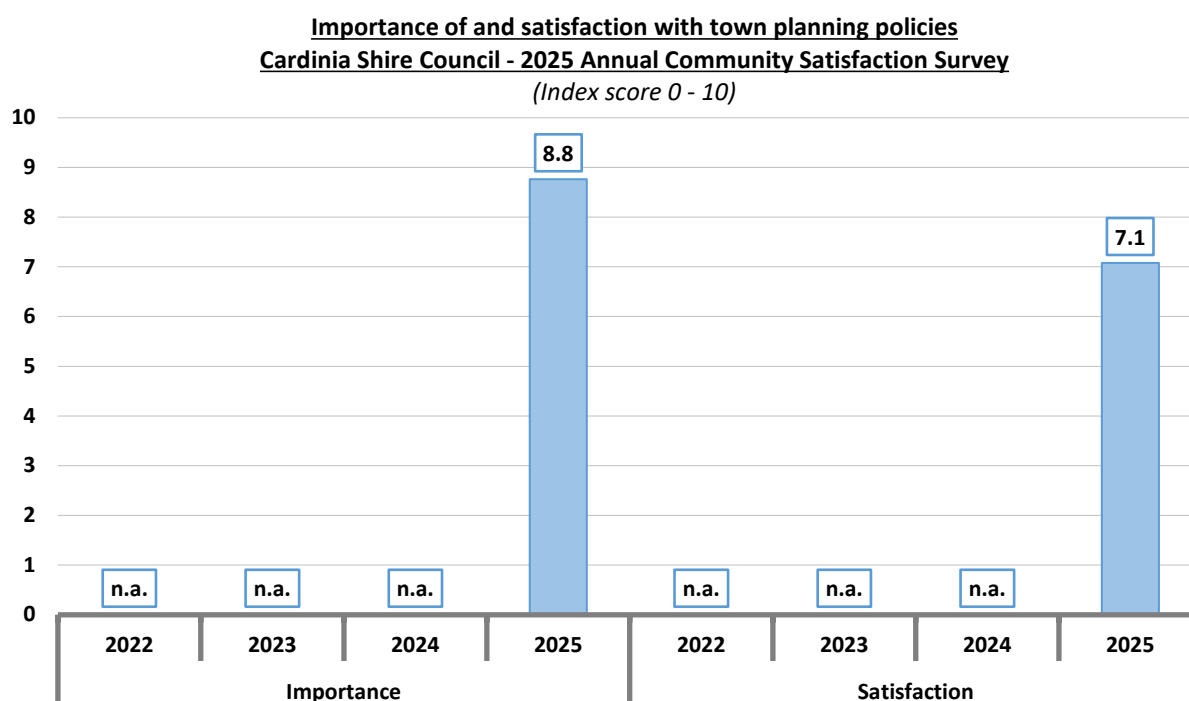
This result ranks these services 32<sup>nd</sup> in terms of satisfaction this year, and one of nine services and facilities to receive a satisfaction score measurably lower than the average of all 39 included services and facilities (7.6).

This result comprised 49% “very satisfied” and 11% percent dissatisfied respondents, based on a total sample of 746 of the 903 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) notably (6%) more satisfied than average, and middle-aged adults (aged 45 to 64 years) were notably (5 – 10%) less satisfied.

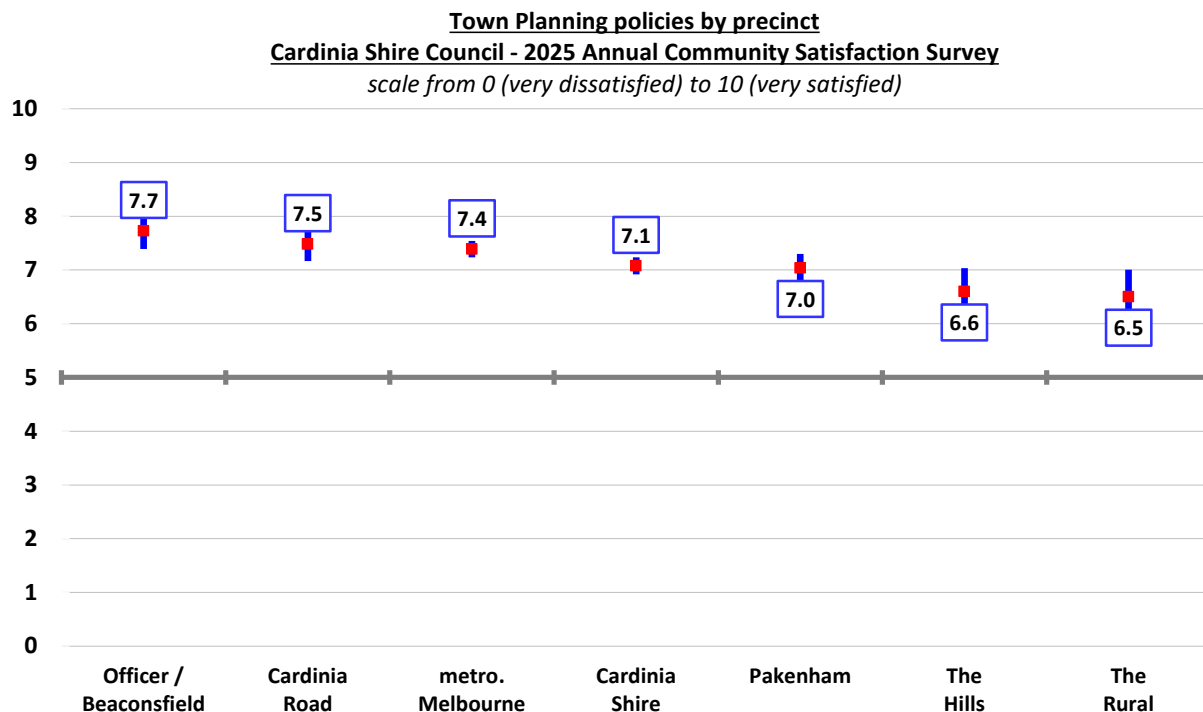
Respondents from multilingual households were notably (7%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with these facilities was measurably lower than the metropolitan average satisfaction with “Town planning policies” of 7.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.





There was some statistically significant variation in satisfaction observed across the shire at the precinct level, with respondents from Officer / Beaconsfield and respondents from Cardinia Road measurably more satisfied than the shire average. Conversely, respondents from the Hills and Rural precincts were notably less satisfied.



The following table outlines the 108 comments received in relation to town planning policies.

Whilst many of these comments were relatively broad in nature, some of the themes included perceived lack of consultation and listening to the community, along with concerns around the nature, quality, and appropriateness of new development

There were also, however, some comments relating to perceived over-regulation and overly restrictive policies.

**Reasons for dissatisfaction with town planning policies**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| Poor consultation / not transparent / they do not listen                  | 7             |
| No communication / we do not hear anything                                | 6             |
| Not enough shopping like Kmart or a cinema / Costco / no shops            | 6             |
| No infrastructure / no increase in infrastructure / services              | 5             |
| We have not seen that much / heard much / do not know what they are doing | 5             |
| Council is doing a poor job   | 4             |
| They do not plan / not enough planning                                    | 4             |
| Developers are blocking the roads / constant roadworks                    | 3             |

|  |   |
|--|---|
| It needs more development / no development   | 2 |
| New building areas which do not have enough roads / more congestion  | 2 |
| Not keeping up with population   | 2 |
| Too many people / crowded  | 2 |
| Very slow  | 2 |
| Add jobs for youth. Part-time is scarce  | 1 |
| Allowed bigger houses  | 1 |
| As long as water catchment rules are adhered to  | 1 |
| Bad moves were made with some real estate  | 1 |
| Concern about if it is being done properly or not, including not putting high-rises in the middle of the Shire   | 1 |
| Council permitting big warehouses which will affect the local businesses   | 1 |
| Development here avoids the stations and bus routes; we have two-lane highways that we depend on - not an efficient use of the prime space   | 1 |
| Do not like rigid building envelopes   | 1 |
| Footbridge for children to cross at Princes Hwy from Pakenham golf club to primary school  | 1 |
| Half of the town planning they do not put it out there enough for people to comment on, there is not enough public discussion regarding any of the new housing estates that are going to open up                                       | 1 |
| High density dwellings are not appropriate   | 1 |
| I get information more from community people   | 1 |
| I think they are doing the wrong thing building all the high-rises which create ghettos  | 1 |
| Infrastructure development and maintenance could be way better   | 1 |
| It's too hard to get things done   | 1 |
| Just look at the roads. They approved these roads, but you cannot get cars to go both ways if somebody has parked on the side of the road  | 1 |
| Land in front of the Civic Centre has no development in the last three years except for Coles and Woolworths   | 1 |
| Misunderstanding of rural and suburban areas within the Shire  | 1 |
| More recently they installed a kindergarten on residential property (even though we already have services) and there was a lot of uproar as this has caused congestion and traffic. During pick-up and drop-off, lots of inconvenience | 1 |
| Need more variety  | 1 |
| No logic as to what is designated, for example in Officer, all the land that is supposed to be highlighted for commercial development is at the corner of Siding Ave and Princes Hwy, but development is at Bridge Rd end              | 1 |
| Not enough recourse  | 1 |
| Not looking pretty. Losing its charm   | 1 |
| Not supervising properly in new constructions  | 1 |
| Nothing has changed for us since we have been here, the town has been not listened to, we want good things here, but nothing has happened  | 1 |
| Only planning is done, they never get things done  | 1 |
| Over regulated   | 1 |
| Planning application in Cardinia is particularly difficult   | 1 |
| Planning is only in Pakenham   | 1 |
| Planning the lot sizes so small is making the Council overcrowded and busy and unsustainable   | 1 |
| Poor public transport  | 1 |
| Poor roads   | 1 |
| Quarry is planned but we do not want it  | 1 |
| SERA   | 1 |
| Shopping areas are spread all over the place   | 1 |



|   |            |
|---|------------|
| So as an example, Officer town centre promised a heap of things, but we got nothing in return. They promise a lot of things and it turns out to be a lie in some way                          | 1          |
| So much money was spent, mainly taking trees  | 1          |
| Some of the restrictions, such as permits to widen the driveway, are a bit silly  | 1          |
| The debacle with the Pakenham Shopping Centre   | 1          |
| The new market in Emerald causes traffic  | 1          |
| The Officer town centre is still not built  | 1          |
| The sand trucks are very inconvenient   | 1          |
| There are very few meetings and often I cannot make it  | 1          |
| There is unwanted subdivision of properties   | 1          |
| There seems to be a move to increase the density of the area  | 1          |
| They approved a development that is too much for the block. They even have dogs   | 1          |
| They are letting buildings get built that do not suit the environment   | 1          |
| They are not creating enough parking  | 1          |
| They are pathetic   | 1          |
| They come up with plans, but they do not follow them  | 1          |
| They have done a lot, but not done realistically for implementation   | 1          |
| Town planners are an asset  | 1          |
| Town policy procedure is very weak  | 1          |
| We are a farming community. People who want to build sheds related to their businesses; the Council makes it so hard. While there are non-compliant people that get away with building things | 1          |
| We had discussions about drains and they have excuses only  | 1          |
| What is going on in Main St   | 1          |
| Worst   | 1          |
| Wrong shops   | 1          |
| <b>Total</b>  | <b>108</b> |

## Council's emergency management and response

Council's emergency management and response was the 19<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with emergency management was 7.5 out of 10 this year, which was a "very good" level of satisfaction.

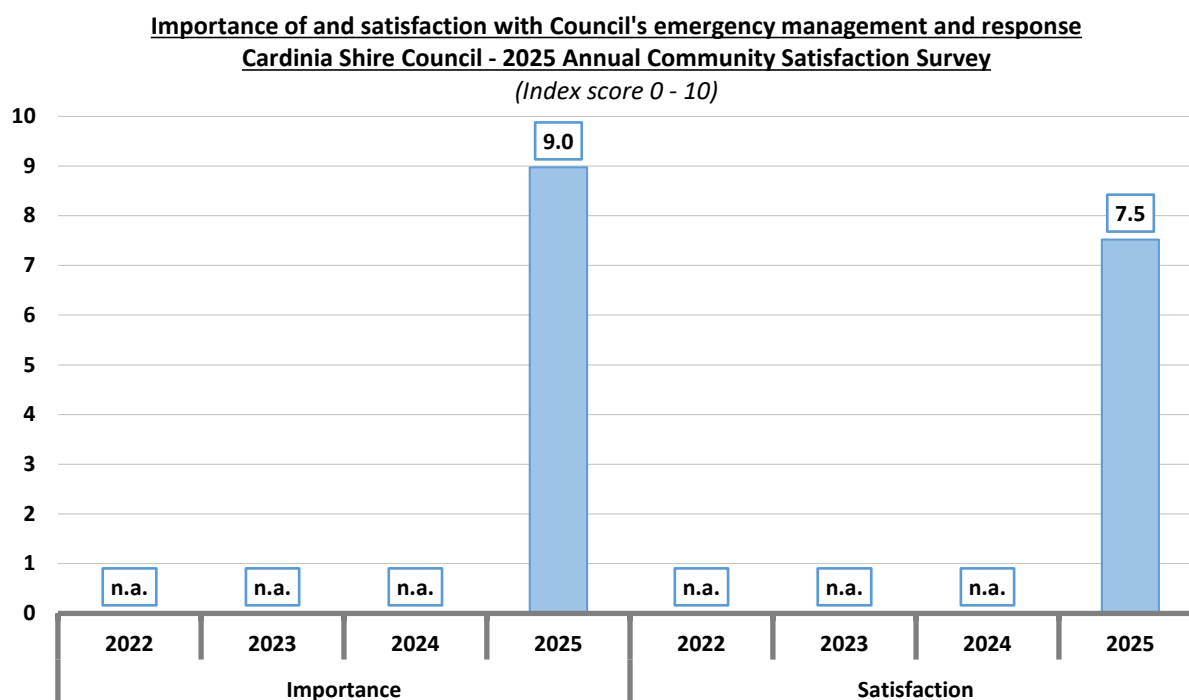
This result ranks emergency management 21<sup>st</sup> in terms of satisfaction this year.

This result comprised 57% "very satisfied" and six percent dissatisfied respondents, based on a total sample of 713 of the 903 respondents who provided a score this year.

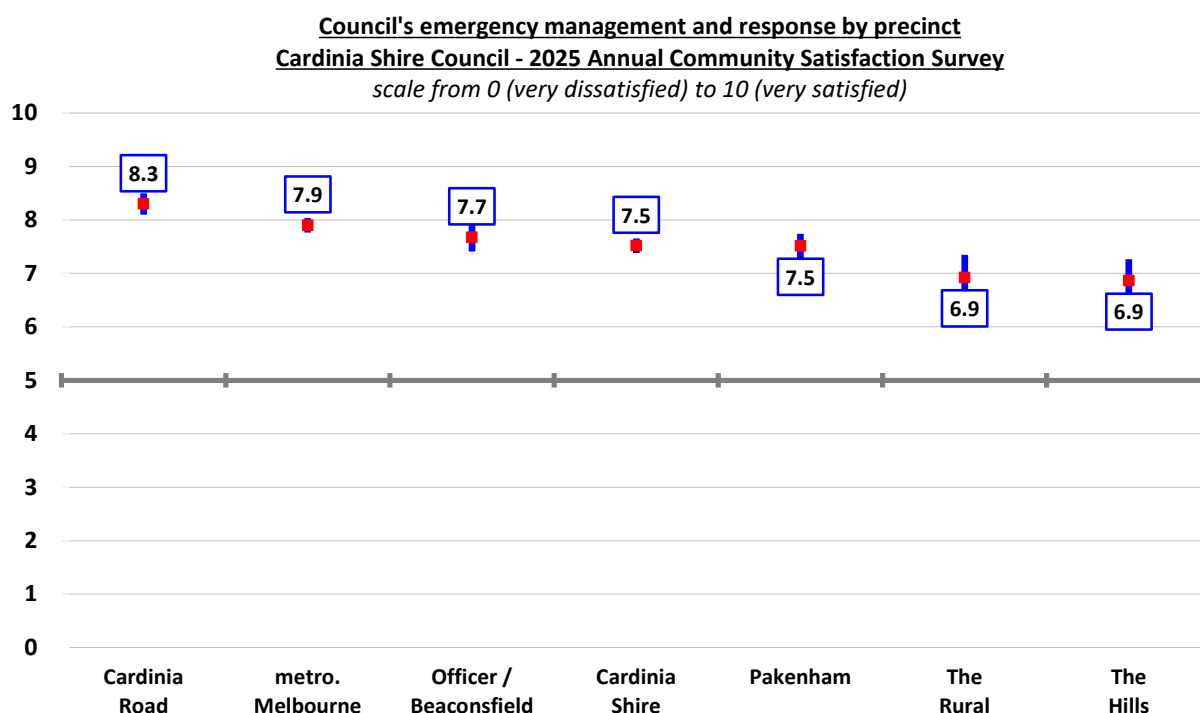
There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 55 to 64 years) notably (5%) less satisfied than average. Respondents from multilingual households were notably (4%) more satisfied than respondents from English speaking households.



By way of comparison, satisfaction with emergency management was measurably lower than the metropolitan average satisfaction with the “emergency management and response” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some variation in satisfaction with these services observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average, and at an “excellent” rather than a “very good” level. Conversely, respondents from the Hills and Rural precincts were measurably less satisfied, and at a “good” rather than a “very good” level.



The following table outlines the 38 comments receive in relation to Council's emergency management and response.

**Reasons for dissatisfaction with Council's emergency preparedness and response**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| Reason   | Number    |
|--|-----------|
| Slow / no response   | 10        |
| Lack of communication / information  | 5         |
| When we have power outages, we have no internet and telephone / communication  | 2         |
| Cockatoo is not featured enough  | 1         |
| Corruption only  | 1         |
| Council did not respond to local services during the storms at Woollies, Emerald   | 1         |
| Do not see any proper things being done  | 1         |
| Emergency notification is from CFA   | 1         |
| Fallen tree on the road was not cleared for days. Hit a truck too  | 1         |
| I do not think they play a large role, if any  | 1         |
| I have not seen anything. They did not help me within my fence line  | 1         |
| More fire trucks up here   | 1         |
| My fire alarm got a disfunction at night and it rang until the other day. And I tried to call no one did anything and I had to call a technician still, that was 10 hours later. No emergency services were available. It's not 24/7 even if they say. Calls emails texts nothing, no one slept  | 1         |
| Power outage during storm  | 1         |
| SES do not get paid  | 1         |
| Sometimes the community has to deal with things on their own   | 1         |
| The flooding   | 1         |
| The power outage took ten days to fix  | 1         |
| There is a lot of flooding and not enough help   | 1         |
| There is not a good enough response, especially with drought   | 1         |
| They don't have anything in place that is pliable, meaning with the bush fires, we came off a property that had a heavily affected area, we could not get back to the property because there was nothing in place to use as identification to get back to the area. They were blanketing blocking off the road; the council should provide every year with a detachable armband/wristband with your name and address to use as identification during emergencies | 1         |
| We do not have ambulance or police access  | 1         |
| We had a flood across a number of areas and I don't consider that the council did anything to help us, I don't consider that they offered anything or kind of like you lost your livelihood for 12 months so we will cancel your rates this year, there was no consideration, they came to a meeting said it was terrible but no action  | 1         |
| We had multiple storms, and we were without power for twelve days. It took much longer for NBN   | 1         |
| <b>Total</b>   | <b>38</b> |



### ***Infrastructure and Environment Division (waste and cleaning)***

There were 22 services and facilities from the Infrastructure and Environment included in the survey this year, 14 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 services. Crosshairs represent the average importance and satisfaction of all 39 services and facilities.

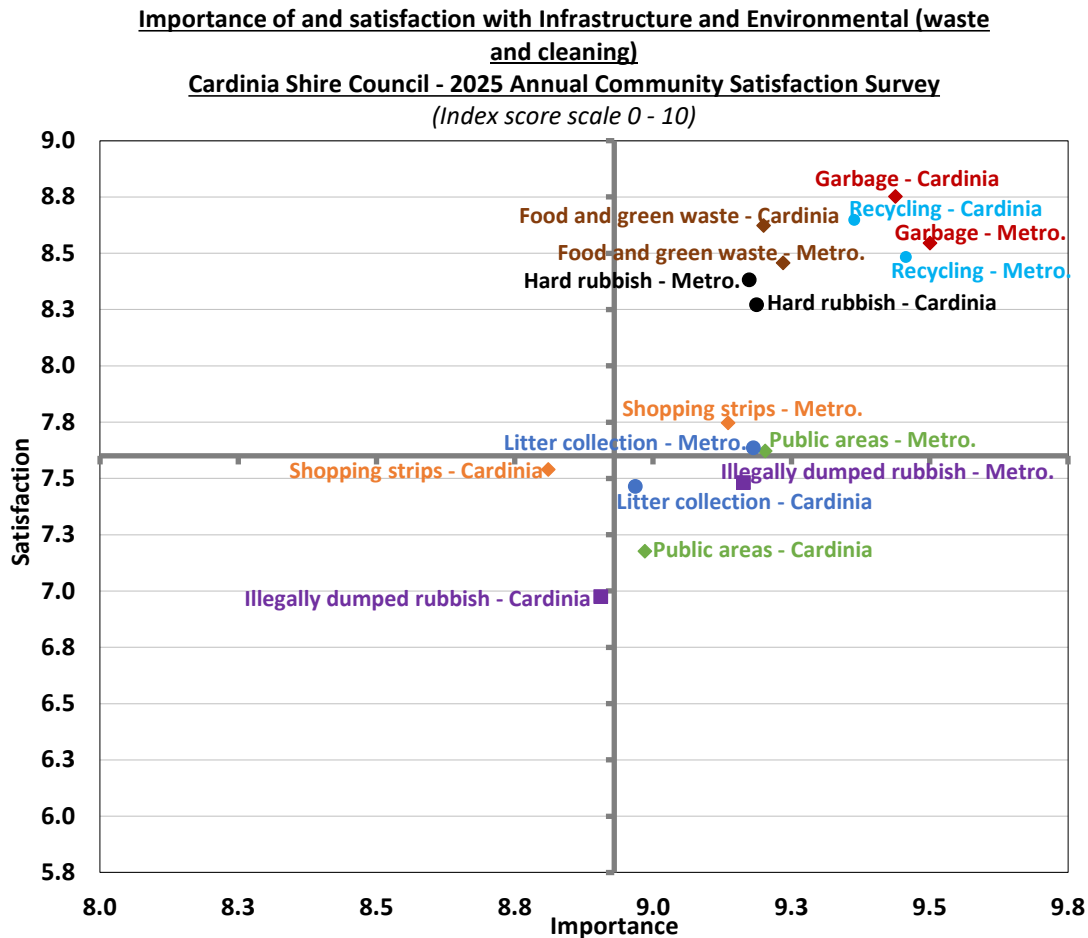
The graph also provides the average importance of and satisfaction with these services from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

Kerbside collection services were among the services and facilities with which respondents were most satisfied. They were also of higher than average importance. Metropolis Research Pty Ltd notes that these results were similar to those observed in other municipalities, indicating that kerbside collection services are valued by the community as core Council services, and Council is performing them well.

Conversely, respondents were less satisfied with services related to cleaning.

While they also considered these services to be less important than services related to waste management, it is noted that three of these services, namely the management of illegally dumped rubbish, litter collection, and the maintenance and cleaning of public areas, fell into the quadrant of most concern, being of average or higher than average importance, and receiving satisfaction scores that were lower than the average of all 39 services.





## Maintenance and cleaning of public areas

The maintenance and appearance of public areas was the 18<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with the maintenance and appearance of public areas rose notably this year, up three percent to 7.2 out of 10, which was a “good” level of satisfaction.

This result ranks the maintenance and appearance of public areas 31<sup>st</sup> in terms of satisfaction this year, and one of nine services and facilities to receive a satisfaction score which was measurably lower than the average of all 39 (7.6).

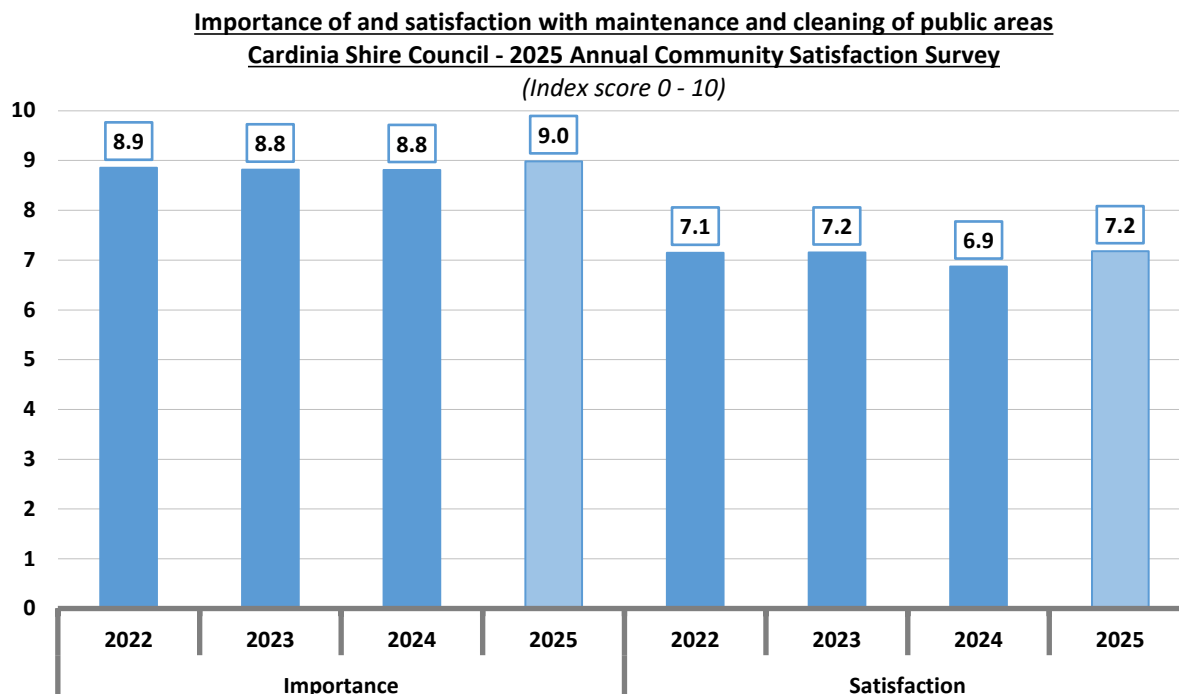
This result comprised 52% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 867 of the 903 respondents who provided a score this year.

There was some substantive variation in satisfaction with this service observed by respondent profile, with middle-aged adults (aged 45 to 54 years) and senior citizens (aged 75 years or older) notably (6% and 7%) less satisfied with these services.

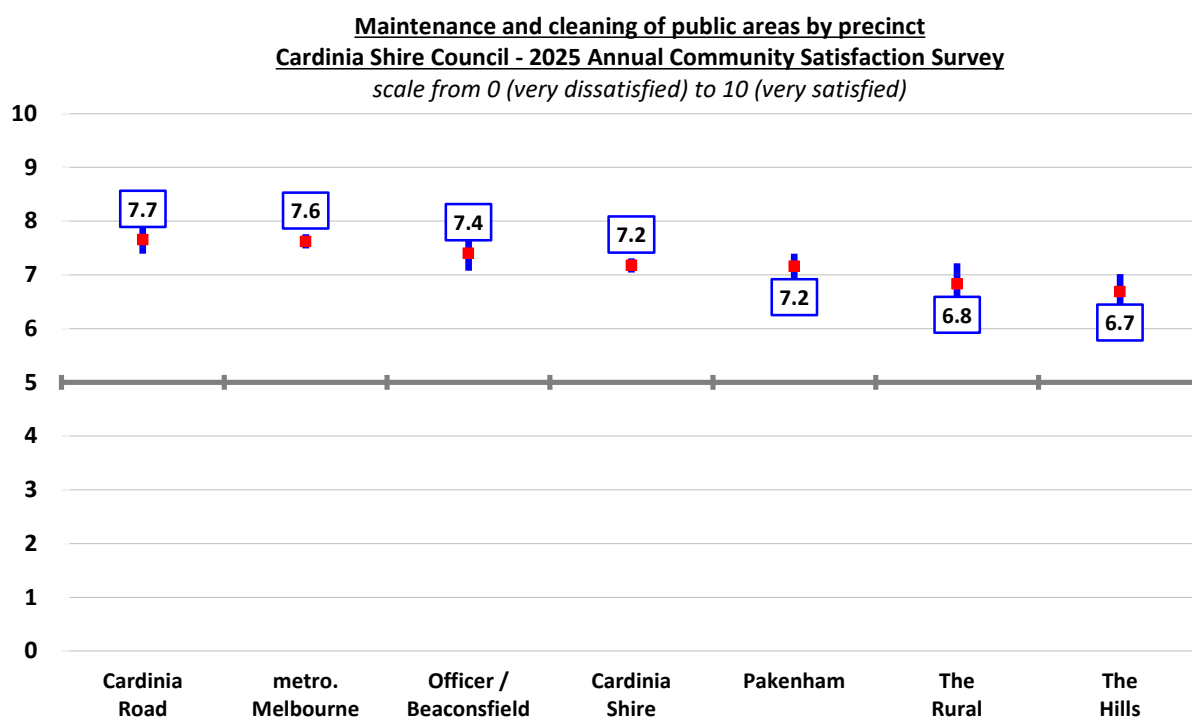




By way of comparison, satisfaction with the maintenance and appearance of public areas was measurably lower than the metropolitan average satisfaction with the “the maintenance and cleaning of public areas” of 7.6 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with these services observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average, and respondents from the Hills precinct measurably less satisfied.



The following table outlines the 100 comments and 21 locations of concern in relation to the maintenance and appearance of public areas.

**Reasons for dissatisfaction with maintenance and appearance of public areas**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| Reason   | Number |
|--|--------|
| Not cleaned / not cleaned often  | 12     |
| Needs maintenance  | 10     |
| Lawns are not trimmed / mowed regularly  | 6      |
| Too much rubbish   | 6      |
| Overgrown grass / maintenance  | 5      |
| Public toilets are disgusting / terrible   | 4      |
| They do not clean / manage the grass in parks  | 4      |
| Graffiti   | 3      |
| Litter all over the service roads  | 3      |
| People dump rubbish leaving the Council to pick it up  | 2      |
| Swamp / wetland needs rubbish pick up, too polluted  | 2      |
| Takes too long to do   | 2      |
| Too much weed  | 2      |
| Animal waste in public areas   | 1      |
| Broken fences  | 1      |
| Clean the streets because it's difficult to walk otherwise   | 1      |
| Clean up after storms is slow  | 1      |
| Council does not maintain the public areas or keep it clean  | 1      |
| Council does not respond   | 1      |
| Dead wood from the trees   | 1      |
| Debris everywhere  | 1      |
| Edges are not properly cut   | 1      |
| Glass on the roads   | 1      |
| Highways have a lot of overgrown vegetation on the side of the road which it clogs the drains on the roads | 1      |
| It looks like an abandoned trash city  | 1      |
| Lot of rubbish around but it is a community problem not Council  | 1      |
| Messy grass around traffic   | 1      |
| More ecological ways needed to deal with weeds   | 1      |
| My kid got hurt because of broken glass in the park  | 1      |
| Needs to be a quicker service  | 1      |
| Parks are terrible   | 1      |
| Public areas are terrible  | 1      |
| Public toilets need to be redone   | 1      |
| Regular cleaning to reduce snake sightings   | 1      |
| Roadside green maintenance   | 1      |
| Roundabouts with overgrown grass   | 1      |
| Rubbish along the way parallel to the railway  | 1      |
| Scattered trashed bins   | 1      |
| Slashing and mowing need to be more intensive  | 1      |
| Small parks tend to be forgotten about   | 1      |
| They do not clean the lakes  | 1      |
| They do take the rubbish away, but it takes maybe 1 week to 10 days, and it gets very ugly                 | 1      |



|  |            |
|--|------------|
| They make a big fuss about a fence being put up, but there is not enough bark to ensure a safe landing for children, so they are not doing it properly | 1          |
| They need to do better about cleaning in the parks   | 1          |
| Toilets at Railway Rd  | 1          |
| Trees  | 1          |
| Trees are shedding but the leaves are not picked up  | 1          |
| Uncleared broken bushes  | 1          |
| We clean the other side for which the relevant owners do not take responsibility   | 1          |
| We need more cleaning, but the Council ignore us here  | 1          |
| When they mow, they leave debris which leads to drain blockages  | 1          |
| Young people trash things  | 1          |
| <b>Total</b>   | <b>100</b> |

*Specific locations identified by respondents*

|  |            |
|--|------------|
| All the parks around this area namely Panorama Estate Playground have to be maintained more and need grass cutting | 1          |
| Cardinia Lake Shopping Centre is not clean   | 1          |
| Cardinia Reservoir is not looked after   | 1          |
| Cleanliness in the Deep Creek Rd Playground is quite bad   | 1          |
| End of Primrose Ave have vacant blocks of land which has rubbish dumped there                                      | 1          |
| Footpaths in Pakenham are disgusting   | 1          |
| I had to spend a lot of money due to rodents in Bronzewing St  | 1          |
| Litter around the park at the end of Kathleen Ct   | 1          |
| Lot of trash on Blue Horizons Way  | 1          |
| Maintenance needed in Ocean Bend   | 1          |
| Next to Bridgewood Primary School  | 1          |
| Overflowing bins at parks in Beaconsfield  | 1          |
| Overflowing bins in shopping centre in Beaconsfield  | 1          |
| Parman Ave   | 1          |
| Princes Hwy is not maintained  | 1          |
| Public toilets in Pakenham Station are quite dirty   | 1          |
| Ron Andrews Park Lake is full of rubbish   | 1          |
| Train stations are unclean   | 1          |
| Trash along the way from Beaconsfield to Officer   | 1          |
| Trash in Pioneer Wy  | 1          |
| Weeds along the way from Beaconsfield to Officer   | 1          |
| <b>Total</b>   | <b>21</b>  |
| <b>Total responses</b>   | <b>121</b> |

## Litter collection in public areas

Litter collection was the 20<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with litter collection rose notably this year, up three percent to 7.5 out of 10, which was a “very good” level of satisfaction.



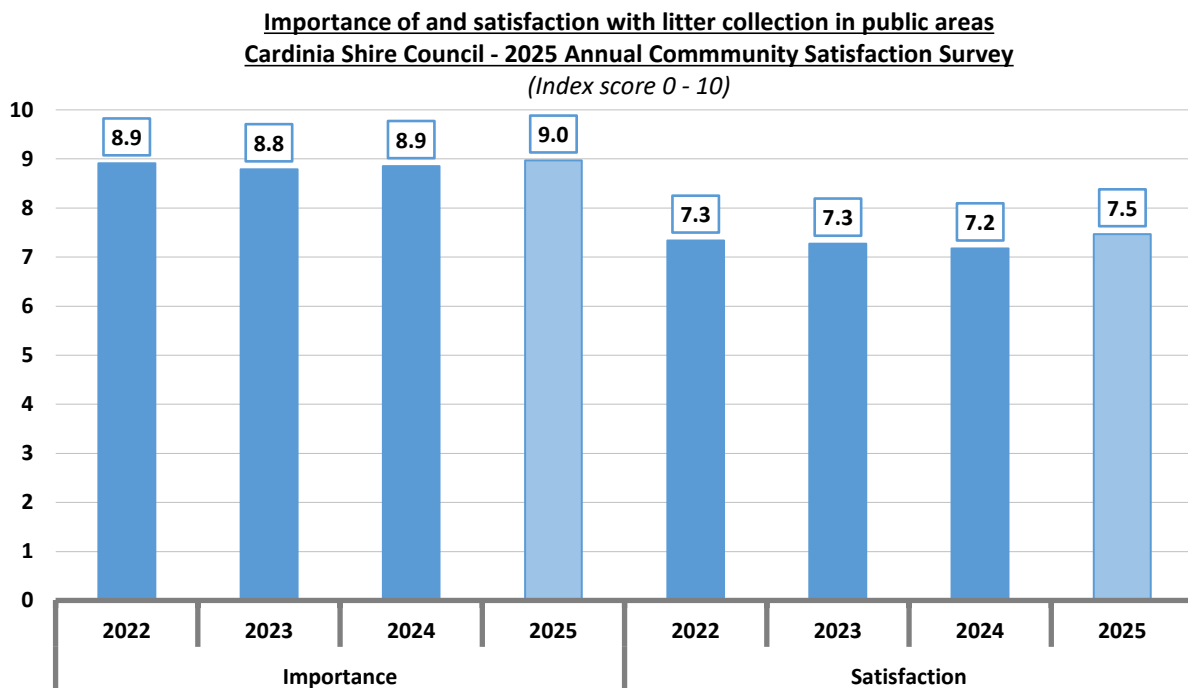
This result ranks litter collection 23<sup>rd</sup> in terms of satisfaction this year.

This result comprised 55% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 868 of the 903 respondents who provided a score this year.

There was some substantive variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 54 years) and senior citizens (aged 75 years or older) notably (4% and 7%) less satisfied than average.

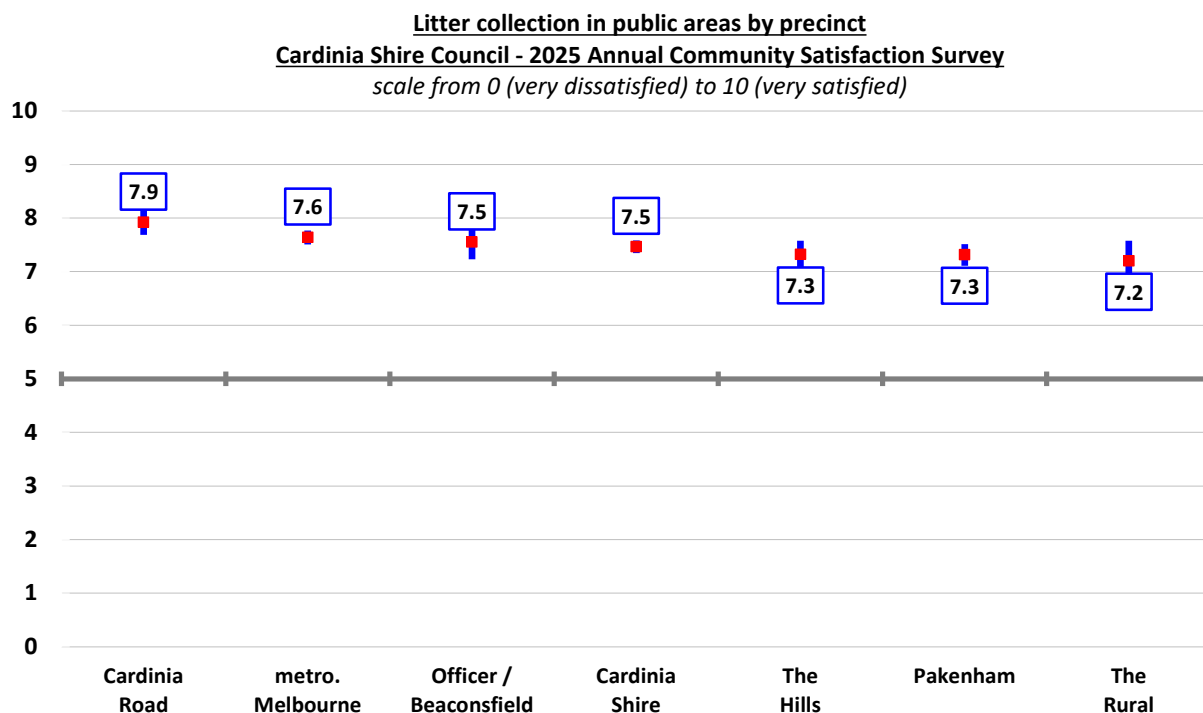
Respondents from multilingual households were notably (5%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with litter collection was essentially the same as the metropolitan average satisfaction with the “litter collection” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with litter collection observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average.





The following table outlines the 50 comments and 11 locations of concern in relation to litter collection in public areas.

**Reasons for dissatisfaction with litter collection in public areas**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Reason   | Number |
|--|--------|
| Lot of litter / rubbish  | 13     |
| Not cleaned often / regularly  | 8      |
| Bins not enough / overflowing  | 4      |
| Need to be cleaned / maintained quicker  | 2      |
| Not cleaned often / regularly / poor job   | 2      |
| Rubbish in parks / open spaces   | 2      |
| Swamp is literally polluted  | 2      |
| A lot of people dumping rubbish because the tip is too expensive   | 1      |
| Always untidy  | 1      |
| Depends on school holidays, kids at park   | 1      |
| Get onto it bit quicker  | 1      |
| It's picked up by volunteers   | 1      |
| Lake needs to be cleaned   | 1      |
| Litter is scattered around when garbage collection comes around  | 1      |
| Needs more attention   | 1      |
| Quite often I noticed litter around, we call and complain but nothing is done about it for 2-3 months, response should be faster | 1      |
| Rubbish, drugs and alcohol littered near playgrounds   | 1      |
| Rubbish in beaches as well   | 1      |
| Slashing and mowing need to be more intensive  | 1      |
| The rubbish left after kids and adults leave after playing   | 1      |

|   |           |
|---|-----------|
| Unless complaints don't move it. Takes long time to move  | 1         |
| There are trolleys  | 1         |
| There's a lot of litter everywhere you drive, there's litter on the side of the road                  | 1         |
| Streets and roads have a lot of rubbish   | 1         |
| <b>Total</b>  | <b>50</b> |
| <i>Specific locations</i>   |           |
| End of Primrose Ave, vacant blocks of land, rubbish is being dumped there                             | 2         |
| Dumping around Pioneer Way  | 1         |
| Dumping around Zoe Lane   | 1         |
| End of this street so much litter Cyprus Pl   | 1         |
| In Beaconsfield Plaza, the bins are not emptied daily. The crows come. Need to put in bird proof bins | 1         |
| Litter from KFC and food trucks are all on the road despite the rubbish bins around                   | 1         |
| Main St is terrible sometimes   | 1         |
| On Pakenham Rd, no bins are properly there. Specially to put dog poop                                 | 1         |
| There is a lot of roadside rubbish especially along Cardinia Creek at Beaconsfield                    | 1         |
| Very poor in Tooradin   | 1         |
| <b>Total</b>  | <b>11</b> |
| <b>Total responses</b>  | <b>61</b> |

## Maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 28<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with strip shopping areas rose notably this year, up three percent to 7.5 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This result ranks strip shopping areas 20<sup>th</sup> in terms of satisfaction this year.

This result comprised 57% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 867 of the 903 respondents who provided a score this year.

There was some substantive variation in satisfaction with strip shopping areas observed by respondent profile, with young adults (aged 18 to 34 years) notably (4%) more satisfied than average, and senior citizens (aged 75 years or older) notably (4%) less satisfied.

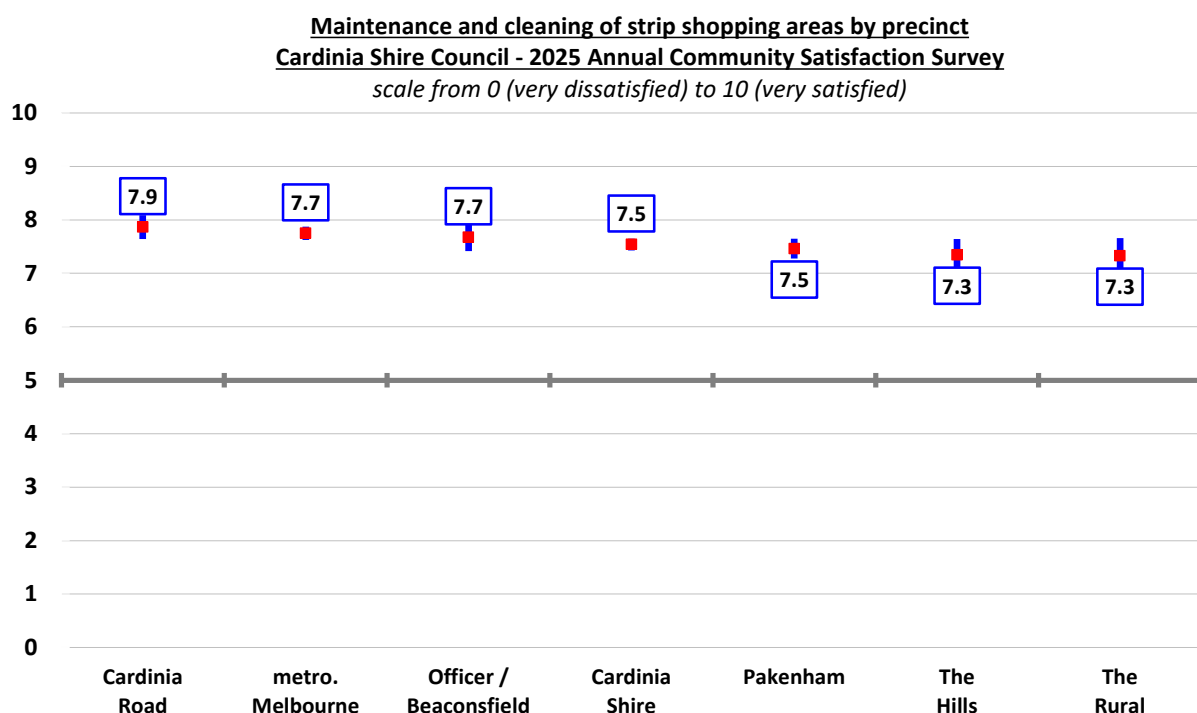
Respondents from multilingual households were notably (4%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with strip shopping areas was measurably lower than the metropolitan average satisfaction with the “the maintenance and cleaning of strip shopping areas” of 7.7 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.





There was some statistically significant variation in satisfaction with these services observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average, and at an “excellent” rather than a “very good” level.



The following table outlines the 26 comments, and 14 locations of concern received in relation to the maintenance and cleaning of strip shopping areas.





**Reasons for dissatisfaction with maintenance and cleaning of strip shopping areas**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| Need more / better / regular cleaning   | 3             |
| Footpaths are filthy many shop owners or managers not concerned with cleaning out front of shops    | 2             |
| It is just a mess / terrible  | 2             |
| More rubbish needs to be picked up  | 2             |
| Not cleaned   | 2             |
| Grass is not cut on sides of Princes Hwy  | 1             |
| Lots of ferals and quite hard to keep up  | 1             |
| No shopping areas   | 1             |
| Only done once in a blue moon   | 1             |
| People taking take away food and leaving it there   | 1             |
| Pick up too late  | 1             |
| Seems like some areas are not taken care of   | 1             |
| Shop fronts are dirty   | 1             |
| The shopkeepers do it themselves  | 1             |
| There are many dirty paths  | 1             |
| They definitely could do better   | 1             |
| They take a long time to fix the footpaths in the strip shopping areas, and they are not maintained | 1             |
| Township looks bad  | 1             |
| When I go to these shopping centres you can see lots of things poured on the car park               | 1             |
| You see graffiti and things   | 1             |
| <b>Total</b>  | <b>26</b>     |
| <i>Specific locations</i>   |               |
| Arena Shopping Centre sometimes disgrace  | 1             |
| Beaconsfield Plaza is filthy. Supermarket bins stink  | 1             |
| Can get dirty at food and vegetable shops at the Plaza  | 1             |
| Don't think Beaconsfield Plaza is always cleaned  | 1             |
| Graffiti at Coles, looks dilapidated  | 1             |
| Graffiti at Target, looks dilapidated   | 1             |
| Lakeside Shopping is dirty  | 1             |
| Lakeside Square has a lot of garbage  | 1             |
| Pakenham can improve  | 1             |
| Pakenham is a disgrace, streets are dirty and cracked,  | 1             |
| Pakenham Main St is disgusting  | 1             |
| Pakenham shopping areas have lot of junkies   | 1             |
| The appearance at Pakenham, near Target etc. is always dirty, full of rubbish                       | 1             |
| The Pakenham marketplace is absolutely filthy. They do not clean the mess that's there              | 1             |
| <b>Total</b>  | <b>14</b>     |
| <b>Total responses</b>  | <b>40</b>     |



## Illegally dumped rubbish

The management of illegally dumped rubbish was the 26<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.9 out of 10.

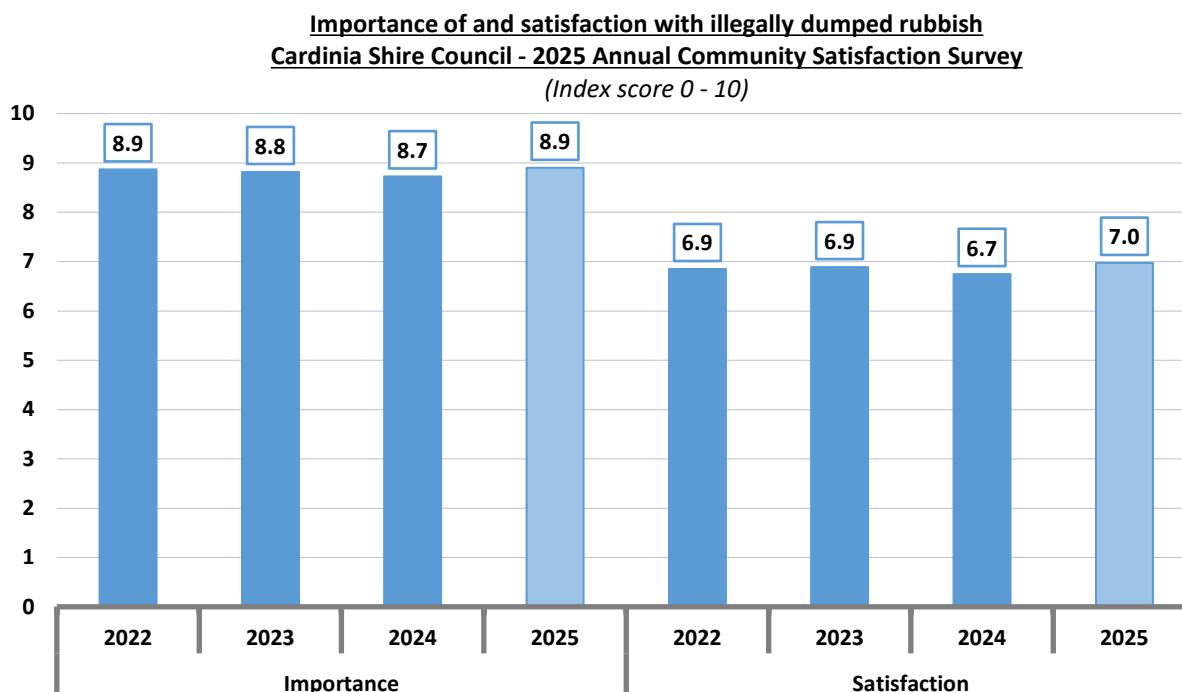
Satisfaction with the management of illegally dumped rubbish rose notably this year, up three percent to 7.0 out of 10, which was a “good” level of satisfaction.

This result ranks the management of illegally dumped rubbish 35<sup>th</sup> in terms of satisfaction this year, and one of nine services and facilities to receive a satisfaction score that was measurably lower than the average of all 39 services and facilities (7.6).

This result comprised 49% “very satisfied” and 13% dissatisfied respondents, based on a total sample of 857 of the 903 respondents who provided a score this year.

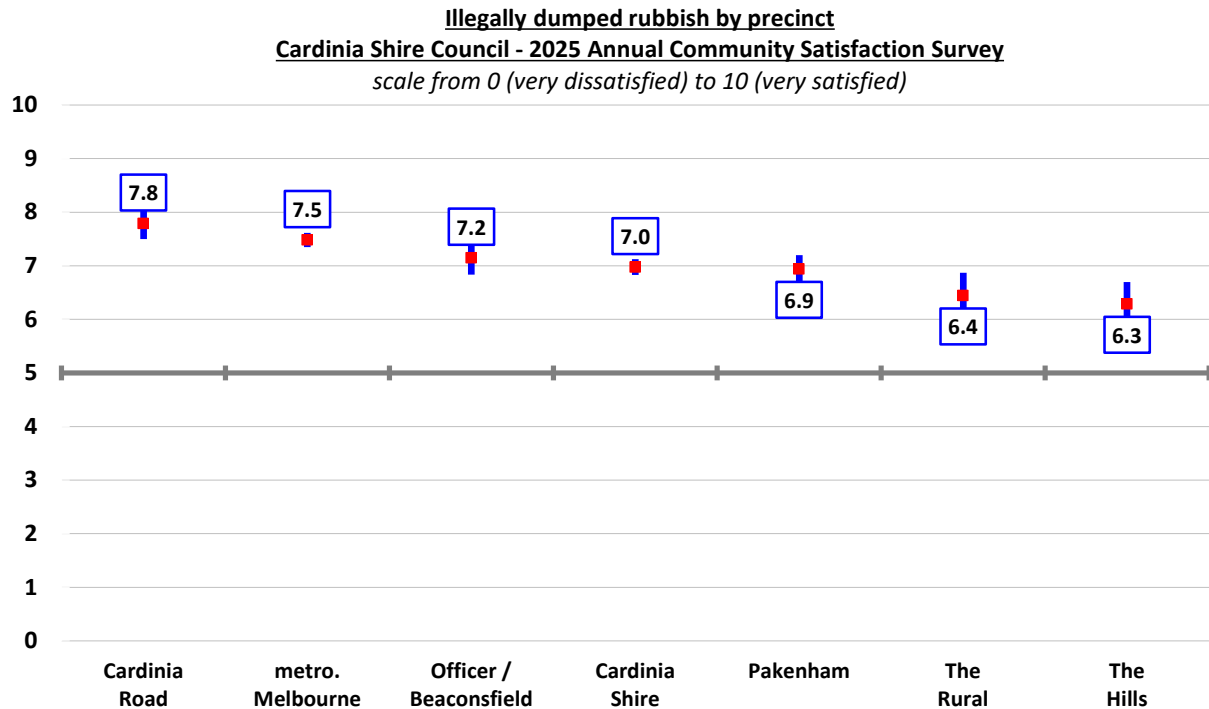
There was some substantive variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (5%) more satisfied than average. Conversely, middle-aged adults, older adults, and senior citizens (aged 45 years or older) were notably (4 – 6%) less satisfied. Respondents from multilingual households were notably (5%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with the management of illegally dumped rubbish was measurably lower than the metropolitan average satisfaction with “illegally dumped rubbish” of 7.5 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.

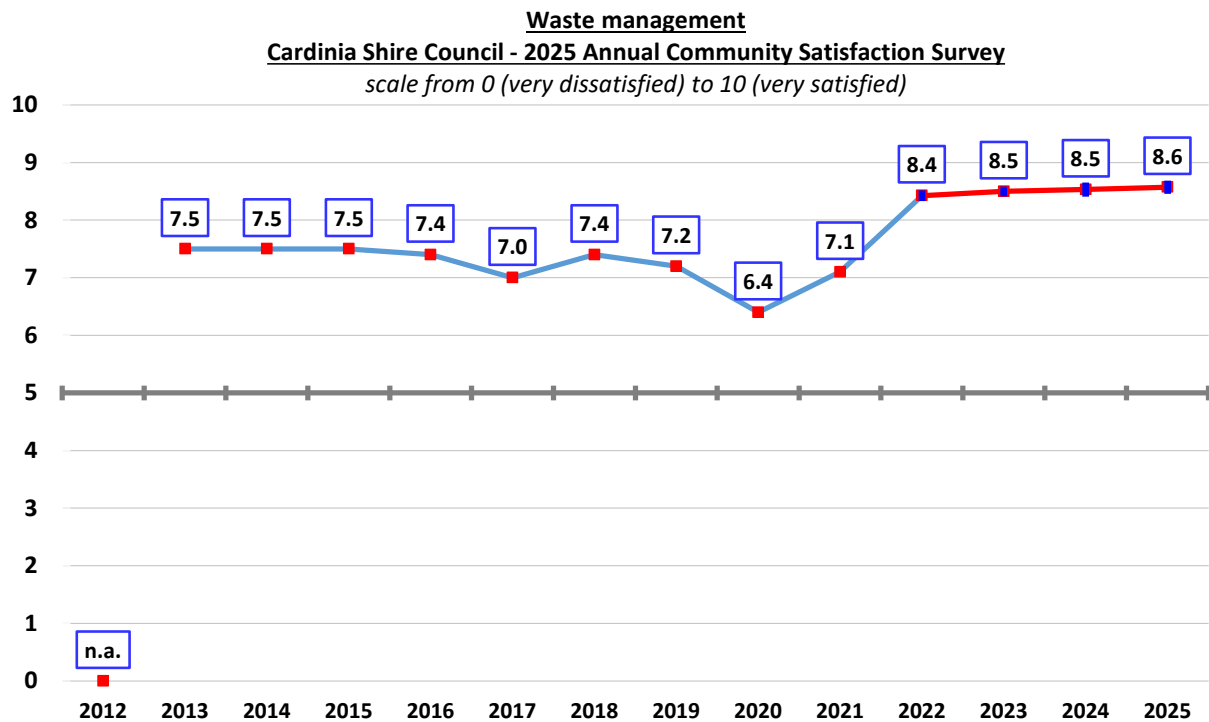


There was some statistically significant variation in satisfaction with the management of illegally dumped rubbish observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average. Respondents from the Hills precinct, on the other hand, were measurably less satisfied.





Average satisfaction with Council’s waste management services remained essentially stable this year, rising one percent to 8.6 out of 10, which remained an “excellent” level of satisfaction. This result has been relatively stable at a high level of satisfaction since 2022, and measurably higher than the previously recorded satisfaction scores from 2013 – 2021.



The following table outlines the 110 comments and 3 locations of concern in relation to the management of illegally dumped rubbish.



**Reasons for dissatisfaction with management of illegally dumped rubbish**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>  | <i>Number</i> |
|--|---------------|
| On roads / streets / back lanes / roadsides / highways   | 16            |
| Removal is slow / not regular / not frequent   | 16            |
| Lot of dumped rubbish  | 13            |
| Everywhere / all over / in neighbourhood   | 10            |
| Tip too expensive leading to illegal dumping   | 8             |
| Left there for weeks / months without collecting   | 6             |
| Parks / open spaces / empty lands / vacant blocks  | 4             |
| People should be fined for dumping   | 2             |
| Fencing needs replacing  | 1             |
| Happens quite often. Specially on quieter roads without lot of traffic   | 1             |
| Hard rubbish is only two and has to be booked  | 1             |
| I constantly have garbage dropped in my nature strip area  | 1             |
| Illegally dumped rubbish is not taken care off, even after complaining   | 1             |
| It is such an eyesore, but it doesn't get picked up  | 1             |
| It needs to be done promptly otherwise people think they have the right to do it   | 1             |
| It's bad for the road  | 1             |
| It's just not done quick enough which encourages others to do it   | 1             |
| Mess up the roads by garbage collectors  | 1             |
| Need more frequent cleaning  | 1             |
| Need visual inspection   | 1             |
| Neighbours regularly leave hard rubbish piles for months without collection being booked   | 1             |
| No cleaning done   | 1             |
| Not proper   | 1             |
| Not providing rubbish bins   | 1             |
| People are lazy  | 1             |
| People dump and I've had to ring and a lot of hassle to get them to come. It's not their fault but it wasn't easy  | 1             |
| People throwing rubbish on the roads, I take care of it by myself  | 1             |
| Rubbish in the fitness park  | 1             |
| School kids thrown a lot rubbish around the area   | 1             |
| The place looks like the tip   | 1             |
| The tip costs are too high because they are privately contracted out, so people dump their rubbish, which costs Council more money in the long run as they have to send people out to pick it up | 1             |
| There is a great pile of rubbish near our place  | 1             |
| There are always piles of trash in drains and roads  | 1             |
| There is dumping into the dams. It could be there for months   | 1             |
| There is so much   | 1             |
| They need better monitoring  | 1             |
| They should find out who did that  | 1             |
| Vandalism is common  | 1             |
| Very unhappy with what they're doing   | 1             |
| Walking up and down this street there's crap all over the footpath it takes them 4 weeks to clean it up  | 1             |
| We see dumping all the time all over the place when driving locally  | 1             |
| When they empty the bins, 20 percent of the waste is on the road   | 1             |



|   |            |
|---|------------|
| Whenever there is a new construction there is garbage dumped everywhere   | 1          |
| <b>Total</b>  | <b>110</b> |
| <i>Specific locations</i>   |            |
| End of Primrose Ave, there are vacant blocks of land and rubbish is being dumped there  | 2          |
| Illegal dumping in Officer precincts  | 2          |
| Illegal dumping in Pakenham   | 2          |
| There is dumped rubbish on Princes Hwy  | 2          |
| Wellington Rd, the rubbish is full of dumped rubbish  | 2          |
| Areas around the road around Gembrook-Yarra junction  | 1          |
| Back of Cardinia Club   | 1          |
| Bridge  | 1          |
| Church St   | 1          |
| Doesn't get cleaned much, near Bunnings   | 1          |
| Dumping around Pioneer Way  | 1          |
| Dumping around Zoe Ln   | 1          |
| Dumping stuff on the Jim Parkes Reserve   | 1          |
| Everywhere in Gembrook  | 1          |
| Heaps of it along Longwarry Rd, takes time to get rid of  | 1          |
| I see lot of dumped rubbish around Ironbark Court   | 1          |
| In Pioneer Way  | 1          |
| In the industrial area there is rubbish everywhere  | 1          |
| Lot of dumped rubbish in the reserve along the railway line in Lang Lang  | 1          |
| Lot of rubbish around in Gembrook community notice boards   | 1          |
| Nar Nar Goon Rd as well   | 1          |
| Near Cardinia Rd train station, illegally dumped rubbish  | 1          |
| Near Poe Court, on the footpath, there is rubbish   | 1          |
| On the entrance into Princes Hwy  | 1          |
| Rix Rd is full of rubbish   | 1          |
| Road going down to Gembrook-Pakenham Road, always has rubbish   | 1          |
| Rubbish along the Railway Ave, Bunyip   | 1          |
| Sheldon Rd, people dump rubbish, 3 months not taken care off  | 1          |
| Sits for a very long time, more often on the road from Gembrook to Pakenham   | 1          |
| The appearance at Pakenham, near Target etc. is always dirty, full of rubbish   | 1          |
| There are a lot of rubbish, but I don't know the time frame, in Princes Hwy coming off from Officer to Pakenham                                 | 1          |
| There is a fallen tree on Belvedere Dr, but no one cleared it   | 1          |
| Tip fees are too high which is why goods are dumped roadside and bicycle path along railway line between Officer and Beaconsfield is of concern | 1          |
| Tonimbuk area has a lot of rubbish  | 1          |
| Two cars up in Dunstan Rd abandoned at the top of the road, nothing done even after reporting   | 1          |
| Up near Pakenham Primary School, people dumping rubbish   | 1          |
| VicRoads weighbridge station - opposite football ground in Kenilworth Ave, Beaconsfield, just under freeway                                     | 1          |
| We love out here in Corra Lynn and the dumping of illegal rubbish is almost a weekly occurrence   | 1          |
| <b>Total</b>  | <b>43</b>  |
| <b>Total responses</b>  | <b>153</b> |



## Regular weekly garbage collection

The regular weekly garbage collection service was the most important of the 39 included services and facilities, with an average importance of 9.4 out of 10, and one of nine that were measurably more important than the average of all 39 services and facilities (8.9).

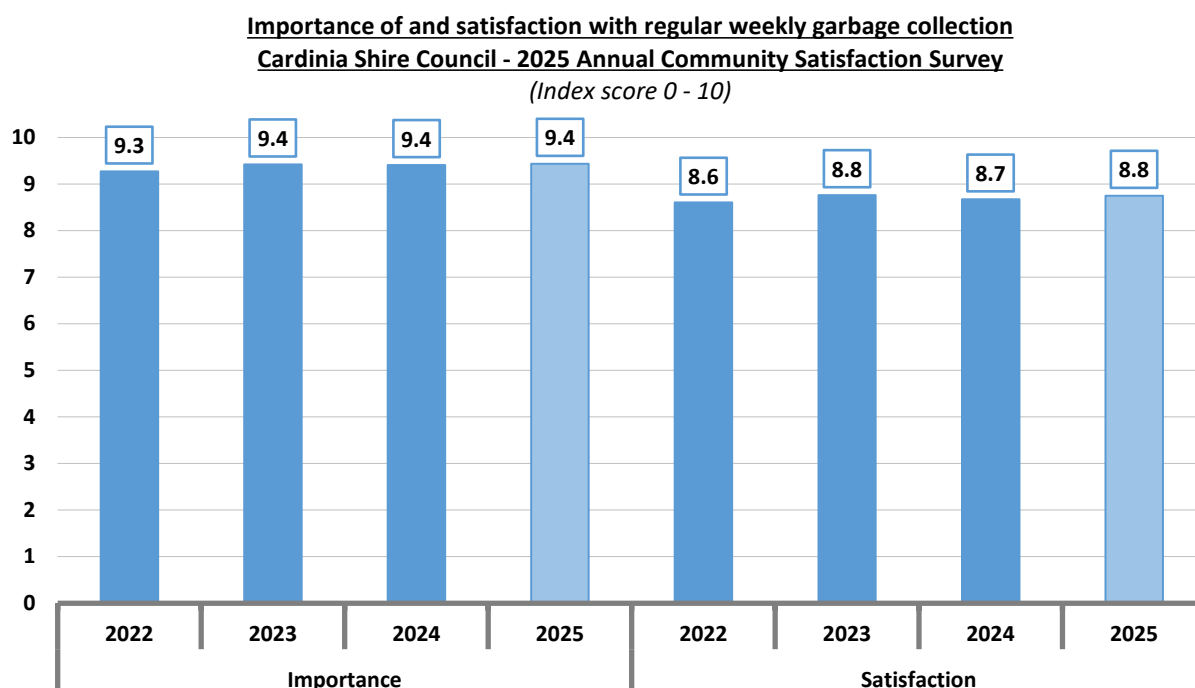
Satisfaction with the regular garbage collection remained essentially stable this year, up one percent to 8.8 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the regular garbage collection 1<sup>st</sup> in terms of satisfaction this year, and one of seven services and facilities to receive a satisfaction score which was measurably higher than the average of all 39 (7.6).

This result comprised 87% “very satisfied” and one percent dissatisfied respondents, based on a total sample of 888 of the 903 respondents who provided a satisfaction score.

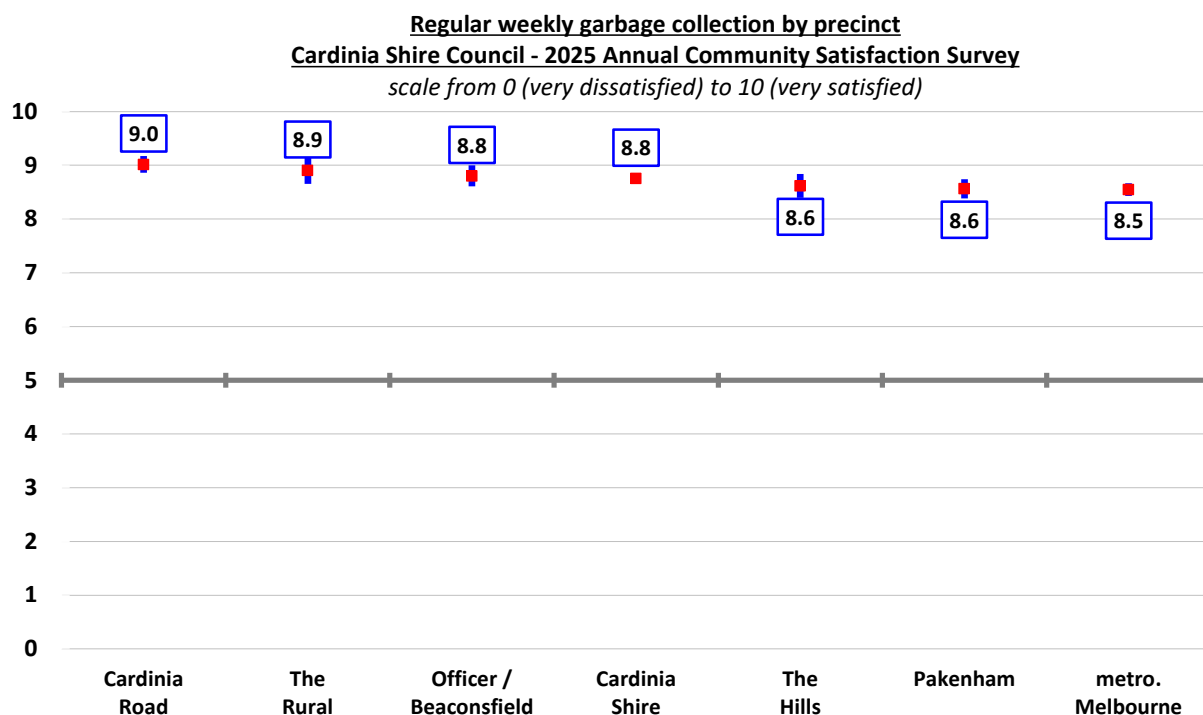
There was no substantive variation in satisfaction with this service observed by respondent profile.

By way of comparison, satisfaction with the regular garbage collection was measurably higher than the metropolitan average satisfaction with the “regular garbage collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with the weekly garbage collection observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average. Respondents from Pakenham, on the other hand, were measurably less satisfied.





The following table outlines the 33 comments received in relation to the regular weekly garbage collection.

**Reasons for dissatisfaction with regular weekly garbage collection**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Reason   | Number |
|--|--------|
| They miss picking up bins sometimes  | 3      |
| Because the rubbish trucks coming sometimes the bins fall down and they just leave the rubbish there                           | 1      |
| Bins been left full / not emptied  | 1      |
| Can the send us a hard copy of what bins go out on what days and hard collection days  | 1      |
| I do not have any bins, but I do not want them because I do not want to pay for them   | 1      |
| I would prefer it to be weekly   | 1      |
| Majority of the time they overspend while collecting bin   | 1      |
| Need bigger bins   | 1      |
| No proper schedule for collecting the bin sometimes it's early in the morning, sometimes it's three or four around the daytime | 1      |
| No red bin. Have not got mine  | 1      |
| Not careful about the bins   | 1      |
| Not properly done  | 1      |
| Prefer food and compost bin collected weekly and rotation of recycle and red rubbish bin in fortnightly collection             | 1      |
| Replacement of the bins is required. I wish someone would come, inspect the area, and replace the bins at least once a year    | 1      |
| Rubbish collection is very unprofessional, and rubbish gets litter around the road   | 1      |
| Sometimes the bins are dropped down  | 1      |
| Sometimes they miss our street (The Oaks)  | 1      |
| The bin gets thrown into the gutters every time  | 1      |





|  |           |
|--|-----------|
| They damage properties   | 1         |
| They do not come early   | 1         |
| They don't empty the bins properly; they don't lift it for long enough   | 1         |
| They haven't given a lid for the bins                                    | 1         |
| They keep ripping the bins   | 1         |
| They mess roads  | 1         |
| Too much rubbish   | 1         |
| Truck drives over my bin   | 1         |
| Trucks are sometimes late  | 1         |
| Very rough bin collection. I find my bin in some other neighbour's house | 1         |
| Was supposed to be replaced but has not been done                        | 1         |
| We called them to fix it, and they still haven't replaced my bin         | 1         |
| We don't need it weekly for single people                                | 1         |
| <b>Total</b>   | <b>33</b> |

### Regular fortnightly recycling

The regular recycling collection service was the 2<sup>nd</sup> most important of the 39 included services and facilities, with an average importance of 9.4 out of 10, and one of nine that were measurably more important than the average of all 39 services and facilities (8.9).

Satisfaction with the regular recycling service was relatively stable this year, down one percent to 8.6 out of 10, which remains an “excellent” level of satisfaction.

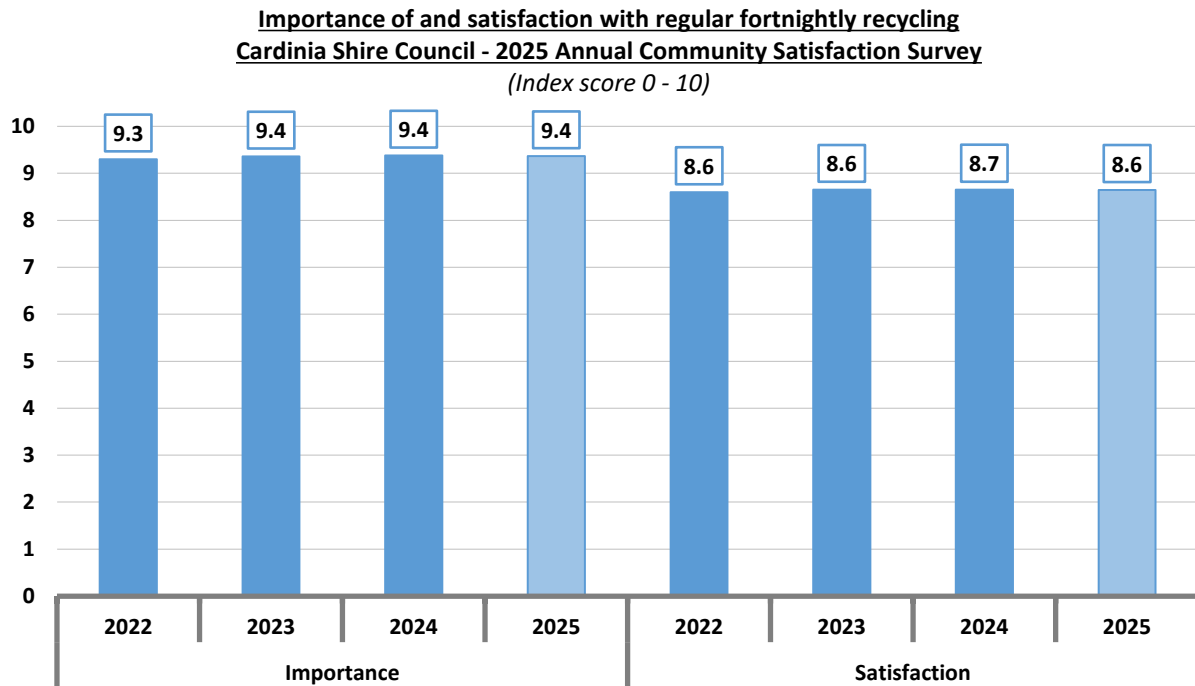
This result ranks the regular recycling service 2<sup>nd</sup> in terms of satisfaction this year, and one of seven to record a satisfaction score that was measurably higher than the average of all 39 services and facilities (7.6).

This result comprised 86% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 885 of the 903 respondents who provided a satisfaction score.

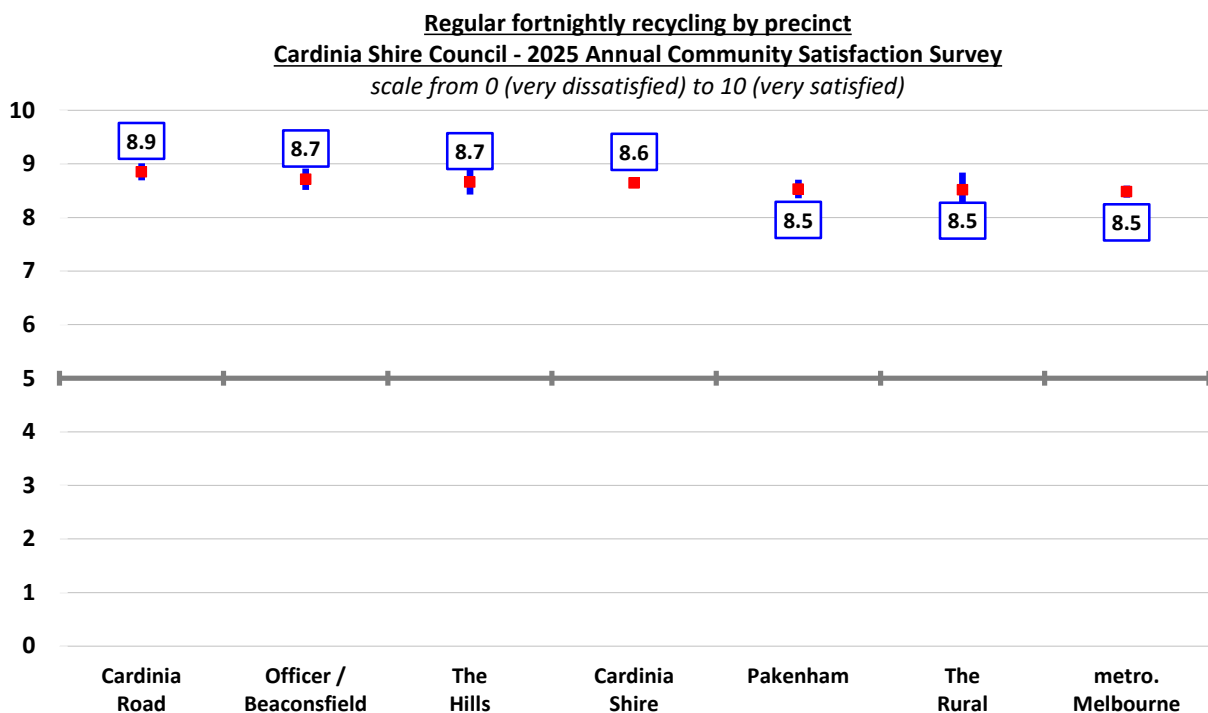
There was no substantive variation in satisfaction observed by respondent profile, with all age groups, genders, and households rating satisfaction at “excellent” levels.

By way of comparison, satisfaction with the regular recycling service was measurably higher than the metropolitan average satisfaction with the “regular recycling” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.





There was some statistically significant variation in satisfaction with the recycling service observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average.



The following table outlines the 20 comments receive in relation to the regular fortnightly recycling service.



**Reasons for dissatisfaction with regular fortnightly recycling**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| Ruin / rip the bins   | 2             |
| Sometimes the bins are dropped down   | 2             |
| They don't actually recycle the things in the bins  | 2             |
| Could be more regular   | 1             |
| Don't empty complete bin  | 1             |
| Machine not really working  | 1             |
| Most times recycle is full in 2 weeks   | 1             |
| No proper schedule for collecting the bin, sometimes it's early in the morning. Sometimes it's three or four around the daytime | 1             |
| Not properly done   | 1             |
| Should be every week  | 1             |
| Should be weekly over the Christmas break   | 1             |
| Sometimes they miss our street (The Oaks)   | 1             |
| The person who came to collect it, dumped it all along the road. Big mess   | 1             |
| They are not careful about the bins   | 1             |
| They don't empty it properly  | 1             |
| They miss the collection sometimes  | 1             |
| Very rough bin collection. I find my bin in some other neighbour's house  | 1             |
| <b>Total</b>  | <b>20</b>     |

### **Fortnightly food and green waste collection service**

The fortnightly food and green waste collection service was the 5<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.2 out of 10, and one of nine services and facilities to be measurably more important than the average of all 39 (8.9).

Satisfaction with the fortnightly food and green waste collection remained essentially stable this year, up one percent to 8.6 out of 10, which remains an “excellent” level of satisfaction.

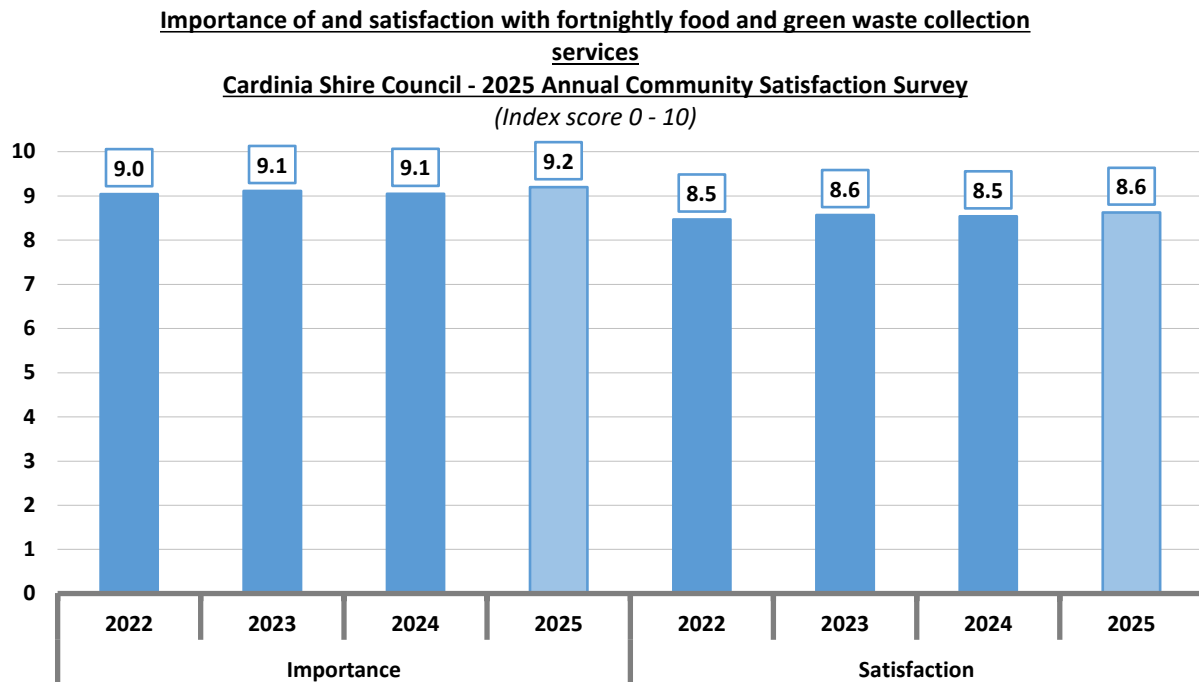
This result ranks the fortnightly food and green waste collection 3<sup>rd</sup> in terms of satisfaction this year, and one of seven services and facilities to receive a satisfaction score that was measurably higher than the average of all 39 (7.6).

This result comprised 85% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 635 of the 642 respondents (71%) who reported having used this service in the past 12 months.

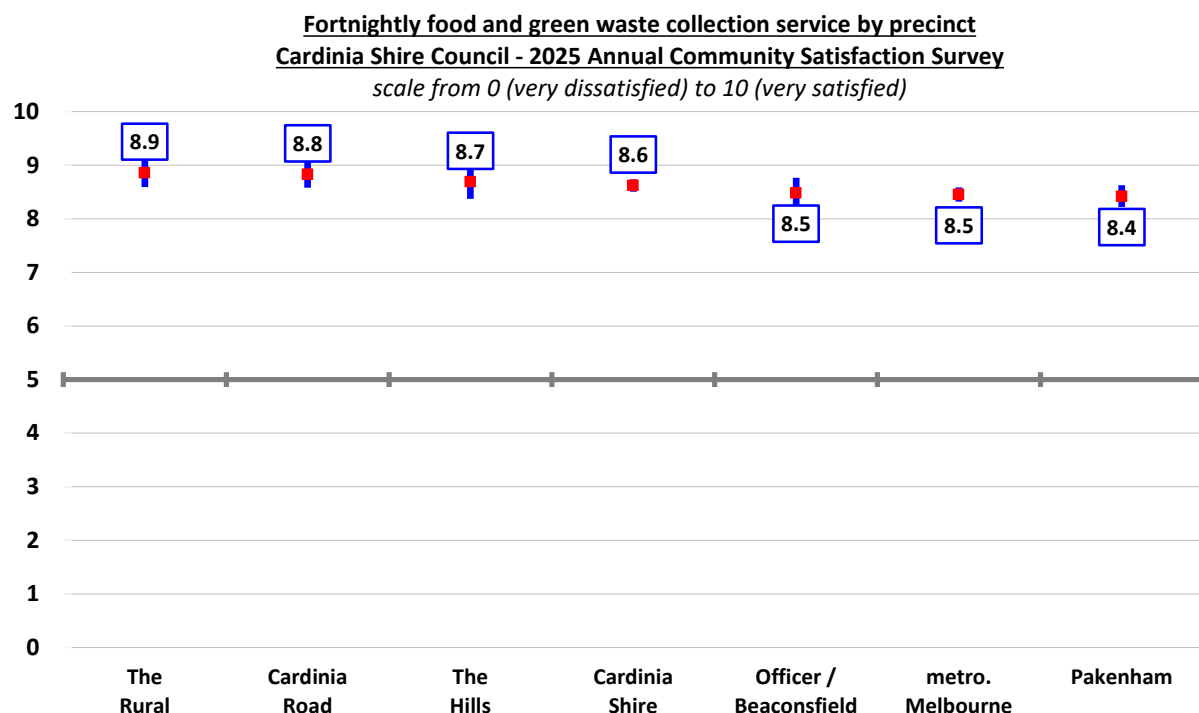
There was no substantive variation in satisfaction observed by respondent profile, with all age groups, genders, and households rating satisfaction at “excellent” levels.



By way of comparison, satisfaction with the regular food and green waste collection was essentially the same as the metropolitan Melbourne average satisfaction with the “green waste collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with this service observed across the shire at the precinct level.



The following table outlines the 22 comments receive in relation to the fortnightly food and green waste collection service.



**Reasons for dissatisfaction with fortnightly food and green waste collection service**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| Green waste should be weekly  | 3             |
| Increase the frequency of collection  | 3             |
| Bin doesn't get fully emptied; it has happened to me twice  | 1             |
| I mean my home participates in and none of neighbours put the bin in winter, which means no one is actually composting  | 1             |
| Last time they declined to pick up the bin because it was too full  | 1             |
| Needs to be collected more regularly because dead food and grass ferment in the bin, especially in warmer months, can cause spontaneous combustion.   | 1             |
| No pickups  | 1             |
| No proper schedule for collecting the bin sometimes it's early in the morning Sometimes it's three or four around the daytime very rough bin collection I find my bin to some other neighbour's house | 1             |
| Not collected and need to call the council to collect the bin   | 1             |
| Not good  | 1             |
| Prefer it to be weekly, every rate payer should be doing green waste  | 1             |
| Rubbish collection is very unprofessional, and rubbish gets litter around the road  | 1             |
| Rush, don't do properly, mess up roads, damage in roads   | 1             |
| Should be weekly in the fire danger period  | 1             |
| Too small bins  | 1             |
| We never got any food waste bin   | 1             |
| We pay for two bins, but only 1 emptied sometimes. It is irregular  | 1             |
| We were not given a green bin   | 1             |
| <b>Total</b>  | <b>22</b>     |

### **Bookable hard rubbish service**

The bookable hard rubbish collection service was the 7<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.2 out of 10, and one of nine services and facilities to be measurably more important than the average of all 39 included services and facilities (8.9).

Satisfaction with the hard rubbish collection remained stable this year at 8.3 out of 10, which remains an “excellent” level of satisfaction.

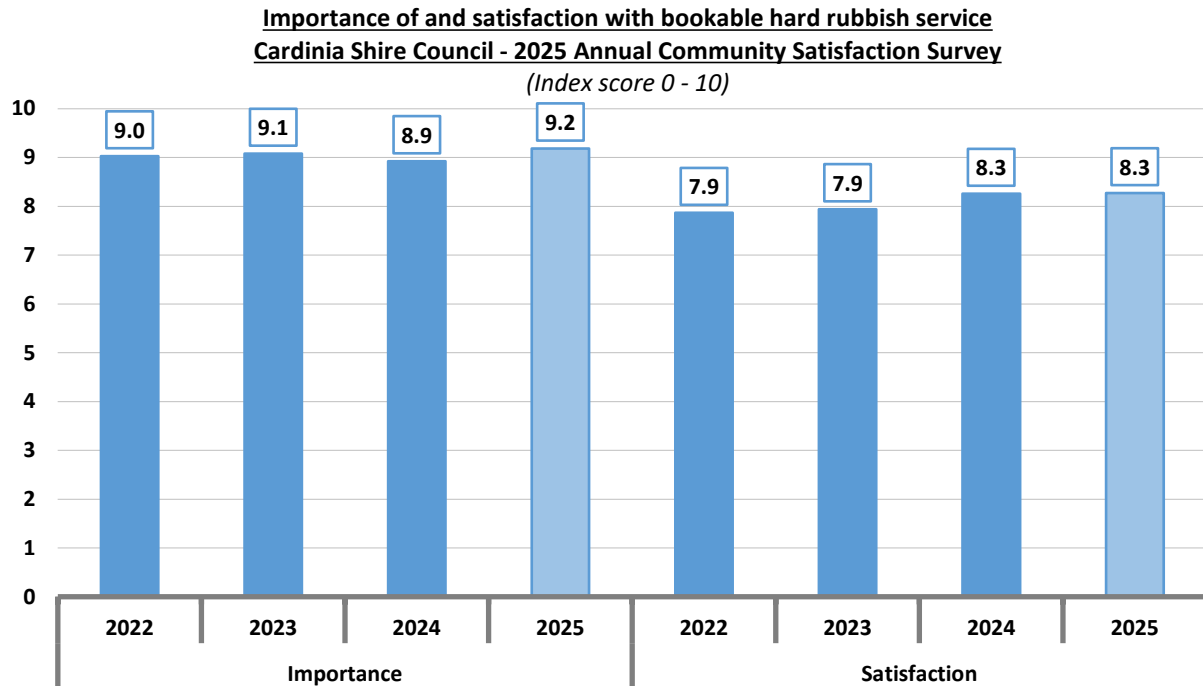
This result ranks the hard rubbish collection 6<sup>th</sup> in terms of satisfaction this year, and one of seven services and facilities to receive a satisfaction score that was measurably higher than the average of all 39 included services and facilities (7.6).

This result comprised 78% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 512 of the 517 respondents (57%) from households who had used these services in the last 12 months.

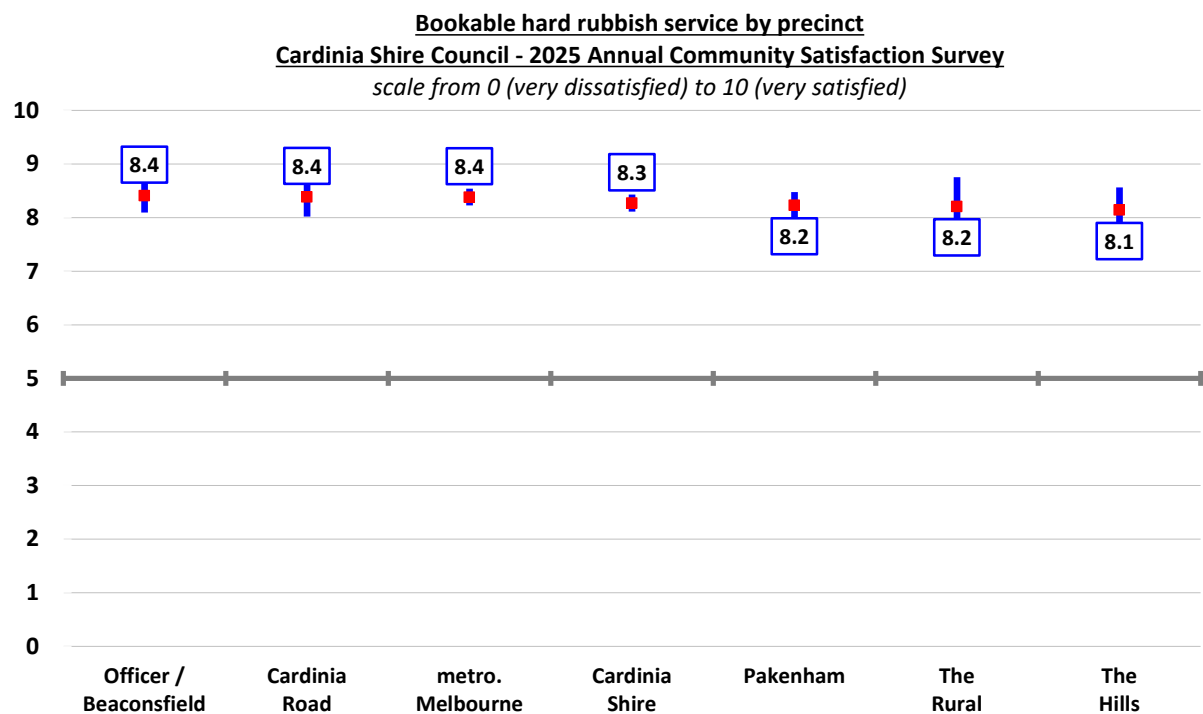


There was some substantive variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years or older) notably (4%) more satisfied than average.

By way of comparison, satisfaction with the hard rubbish collection was essentially the same as the metropolitan average satisfaction with the “hard rubbish collection” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the hard rubbish collection observed across the shire at the precinct level.



The following table outlines the 61 comments receive in relation to the bookable hard rubbish service.

**Reasons for dissatisfaction with bookable hard rubbish service**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>  | <i>Number</i> |
|--|---------------|
| Not enough collecting days / need more of them / should be more than twice a year                                  | 8             |
| Allowed space is too small / must be bigger  | 7             |
| It is not collected properly / they do not collect everything  | 5             |
| Rubbish is left out for weeks / should be quicker  | 5             |
| I prefer preset times than bookings / bring back regular times   | 4             |
| People just dump rubbish now; the place looks like a dump all the time / looks horrible                            | 3             |
| Should be twice a year without ringing up  | 3             |
| Timing, three weeks long wait for pick up  | 2             |
| A lot of people become scavengers and create a mess if we book one, there should be a fixed date for that          | 1             |
| Accumulated  | 1             |
| Hard rubbish timings are not good  | 1             |
| It is taking longer to schedule the service  | 1             |
| Leaving hard rubbish on the strip is not convenient  | 1             |
| Multiple times it never got picked up  | 1             |
| My address never shows up on the system  | 1             |
| Needed to contact Council to rectify problem with collection   | 1             |
| Not enough for two times per year. No restrictions   | 1             |
| Not good   | 1             |
| Only two collections are free  | 1             |
| Process is difficult   | 1             |
| Rude collector   | 1             |
| Some things were not accepted. Was within the measurements   | 1             |
| The collection is expensive  | 1             |
| The conditions for hard rubbish collection are getting more and more rigid and restrictive. Just difficult         | 1             |
| The stop sign is in the vision of the driver. It blocks the vision, crossing over the train lines                  | 1             |
| The time of day for collection and limits imposed  | 1             |
| They do not give enough time to put the rubbish out. We got a notice for illegal dumping                           | 1             |
| They pick up most of the big stuff. They crush the stuff, and they are on the road. They made a mess and drove off | 1             |
| Took two hard rubbishes  | 1             |
| Tried but could not book   | 1             |
| Wait two months to get a spot  | 1             |
| You have no chance of using it if it has been already used by the previous tenants                                 | 1             |
| <b>Total</b>   | <b>61</b>     |





## Infrastructure and Environment (other)

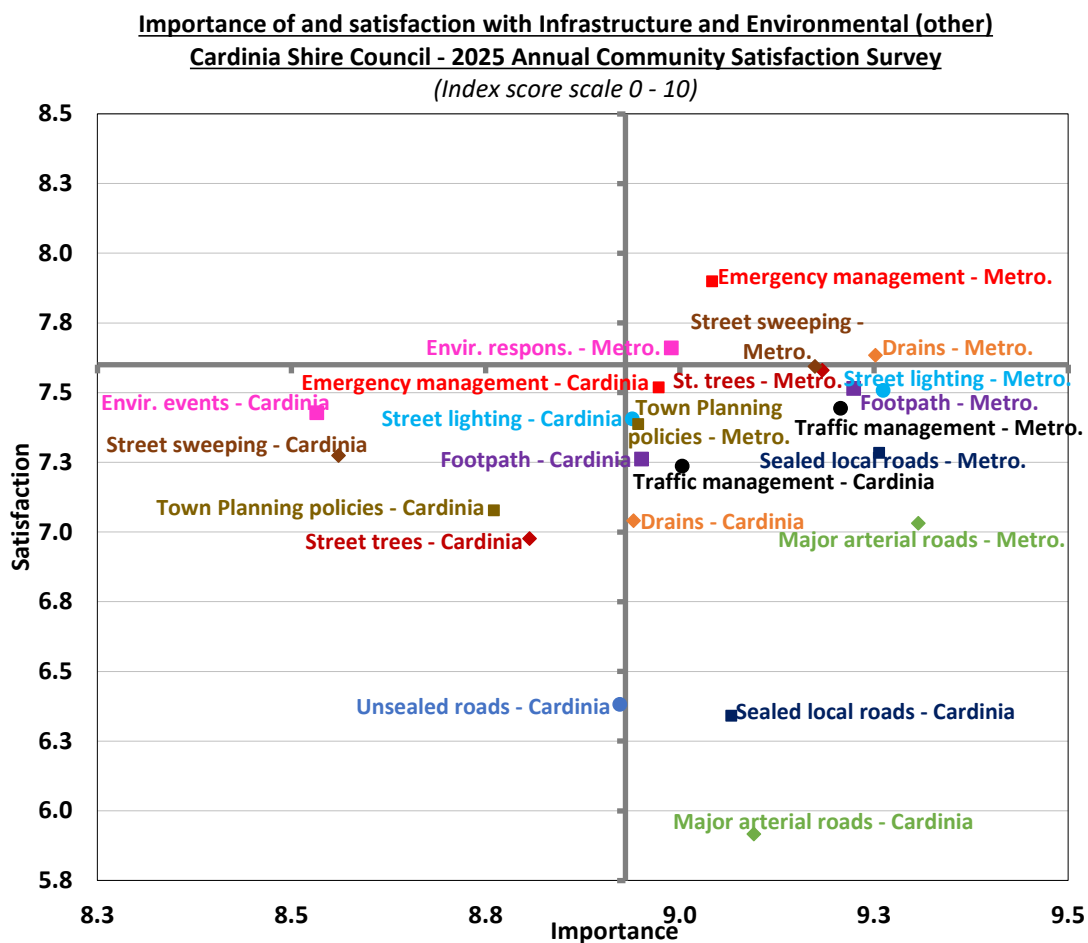
There were 22 services and facilities from the Infrastructure and Environment Division included in the survey this year, with eight related to kerbside collection and cleaning, and 14 related to other infrastructure (discussed in the following section).

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 39 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 2025, using the same door-to-door methodology.

All 14 infrastructure services received satisfaction scores which were lower than the average of all 39 services and facilities. In addition, satisfaction with these services and facilities was lower than the metropolitan averages.

In particular, services associated with roads, both major arterial roads and sealed or unsealed local roads, fell into the quadrant of most concern, being of higher than average importance, but notably lower than average satisfaction.



## Maintenance and repair of major arterial roads and highways

This question relating to satisfaction with major arterial roads and highways managed by VicRoads was included in the survey to provide context for satisfaction with sealed local roads. By asking first about VicRoads managed roads and then sealed local roads, the respondent has a better opportunity to consider the two sets of roads more separately than they do when only asked to rate satisfaction with sealed local roads managed by Council.

The maintenance and repair of major arterial roads and highways was the 13<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with major arterial roads and highways was 5.9 out of 10, which was a “poor” level of satisfaction.

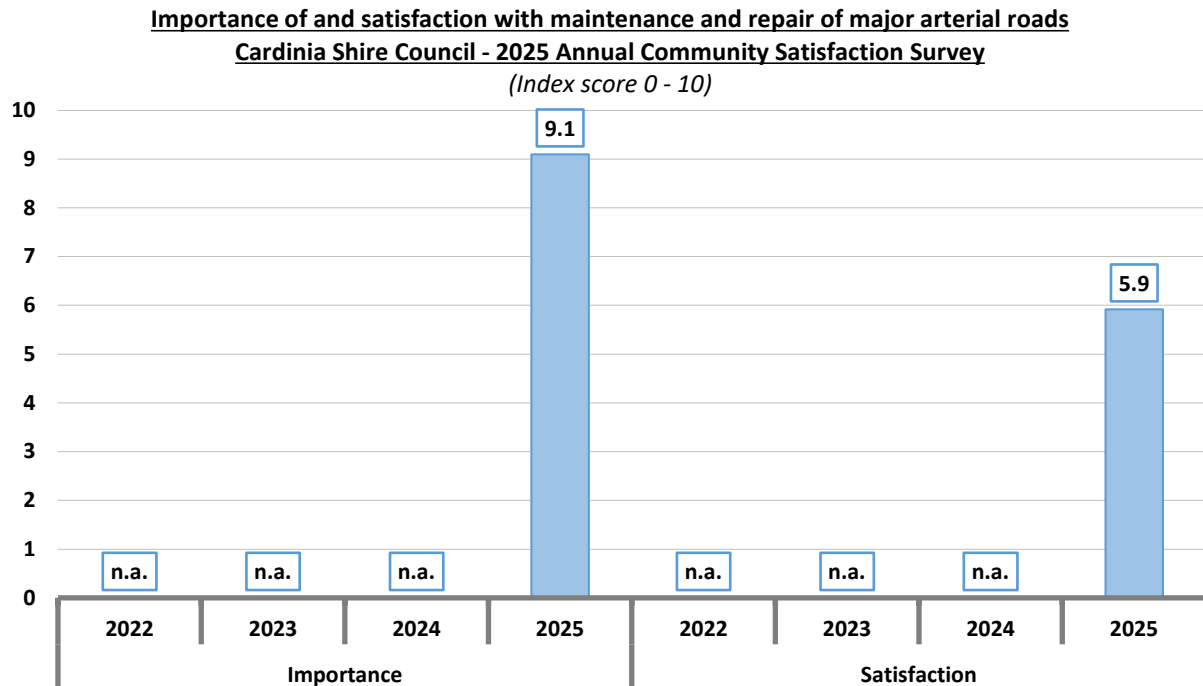
This result ranks major arterial roads last (39<sup>th</sup>) in terms of satisfaction this year, and one of nine services and facilities to receive a satisfaction score that was measurably lower than the average of all 39 (7.6).

This result comprised 29% “very satisfied” and 25% dissatisfied respondents, based on a total sample of 893 of the 903 respondents who provided a score this year.

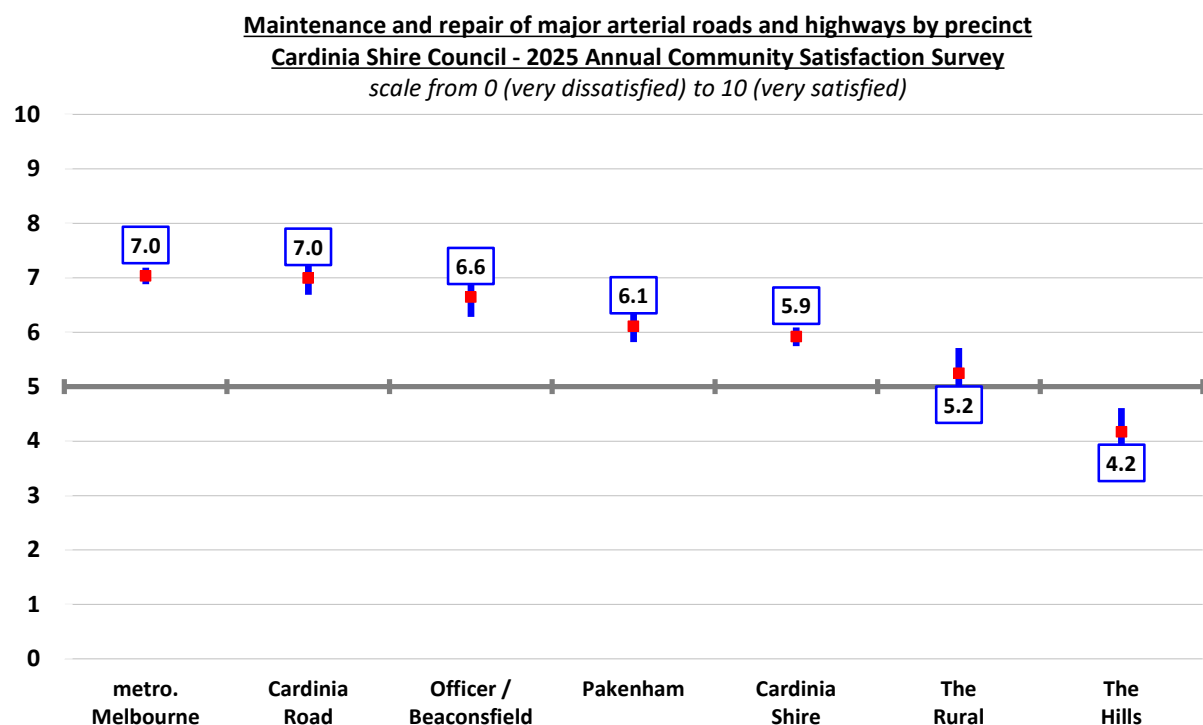
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (9%) more satisfied than average, and middle-aged adults (aged 45 to 64 years) notably (5% and 12%) less satisfied. Respondents from multilingual households were notably (16%) more satisfied than those from English-speaking households.

By way of comparison, satisfaction with major arterial roads was measurably lower than the metropolitan average satisfaction with the “the maintenance and repair of major arterial roads and highways” of 7.0 out of 10, or “good”, as recorded in the 2025 *Governing Melbourne* research.





There was some statistically significant variation in satisfaction with major arterial roads observed across the shire at the precinct level, with respondents from Cardinia Road and Officer / Beaconsfield measurably more satisfied than the shire average. Conversely, respondents from the Rural and Hills precincts were measurably less satisfied than the shire average.



The following table outlines the 123 comments and 262 locations of concern in relation to the maintenance and repair of major arterial roads and highways managed by VicRoads.

**Reasons for dissatisfaction with maintenance and repair of major arterial roads and highways**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| Reason  | Number     |
|---|------------|
| Potholes  | 40         |
| All roads across the Shire are terrible   | 17         |
| Most of the roads need proper maintenance but have only gotten temporary fixes  | 12         |
| Lack of proper maintenance / Infrequent maintenance   | 9          |
| Too many road works / road works take too long  | 8          |
| Roads are disgraceful / shocking / bumpy / cracked  | 5          |
| Exit on the freeway is very dangerous and they need to expand the lanes   | 4          |
| Lots of traffic / management of traffic   | 2          |
| Major highways  | 2          |
| Causes flat tyres   | 1          |
| Construction / road works going on and not many developments can be seen while blocking the roads cause inconvenience                         | 1          |
| Dead end roads  | 1          |
| Dirt roads across the shire   | 1          |
| Ditches   | 1          |
| Drains not maintained   | 1          |
| Infrastructure does not seem to take account for the future   | 1          |
| Intersection near the railway causes a lot of accidents / congestion  | 1          |
| Lots of broken pipes  | 1          |
| No streetlights   | 1          |
| Potholes have been left for too long and the locals paint them yellow when the Council should be doing that                                   | 1          |
| Potholes near the railways are not fixed for many years and there have been too many quick fixes  | 1          |
| Potholes on edge of the roads are not maintained  | 1          |
| Potholes when we exit the freeway   | 1          |
| Potholes which damage the vehicle   | 1          |
| Roads are too narrow like if one car has to turn, others have to wait   | 1          |
| Roads should have been fixed years ago  | 1          |
| Speed from heavy vehicle level crossing needs to be looked at   | 1          |
| They do not fix problems around here  | 1          |
| They haven't upgraded the traffic lights colours  | 1          |
| They speed up and down this road and the Council did nothing about it when I wrote to them about there being no speeding signs on this street | 1          |
| Traffic lights are too close together   | 1          |
| Trees hanging over major roads  | 1          |
| Worst road conditions because only temporary fixes are being done multiple times  | 1          |
| <b>Total</b>  | <b>123</b> |

*Specific locations identified by respondents*

|   |    |
|---|----|
| Princes Hwy   | 21 |
| Belgrave-Gembrook Rd                                    | 14 |
| Potholes on Princes Hwy has destroyed the rim of my car | 11 |
| McGregor Rd   | 10 |
| South Gippsland Hwy                                     | 9  |
| Cardinia Rd   | 8  |
| Pakenham Rd   | 7  |
| Wellington Rd   | 7  |



|  |   |
|--|---|
| Bald Hill Rd   | 5 |
| Racecourse Rd  | 5 |
| Toomuc valley Rd   | 5 |
| Koo Wee Rup Rd   | 4 |
| Monash Fwy   | 4 |
| Potholes on Belgrave-Gembrook Rd needs general maintenance   | 4 |
| Potholes on McGregor Rd has not been addressed   | 3 |
| Potholes on Pakenham Rd  | 3 |
| Access road on Princes Hwy is always blocked due to construction   | 2 |
| All roads in Pakenham are bad which is probably a slight exaggeration but causes a lot of damages to tires                 | 2 |
| Emerald Beaconsfield Rd  | 2 |
| Emerald Ct   | 2 |
| Koo Wee Rup Rd have potholes / uneven surface and needs general maintenance  | 2 |
| Macclesfield Rd to Monbulk is terrible because it has dips and potholes causing it to be bumpy and overall, not maintained | 2 |
| Main St  | 2 |
| McGregor Rd repairs are taking too long and should have been done in covid   | 2 |
| Morrison Rd  | 2 |
| Nar Nar Goon Rd is bad   | 2 |
| Potholes on Huxtable Rd  | 2 |
| Potholes on Racecourse Rd  | 2 |
| Potholes on roads from Gembrook Rd to Pakenham Rd  | 2 |
| Too many road works going on at Racecourse Rd  | 2 |
| View Hill Rd   | 2 |
| Always roadblocks in Monash which is just terrible   | 1 |
| Any roads through Belgrave-Gembrook Rd to Pakenham Rd  | 1 |
| Area around Officer during school time   | 1 |
| Army Rd should have been fixed in covid  | 1 |
| Army Settlement Rd   | 1 |
| Bailey Rd  | 1 |
| Ballarto Rd  | 1 |
| Beaconsfield Rd has bumps on the road which can throw the vehicle off the roads  | 1 |
| Beaconsfield-Emerald Rd  | 1 |
| Belgrave Ave   | 1 |
| Between to Gembrook to Phillip Island, the highway is shocking   | 1 |
| Cardinia Rd should have been fixed in covid  | 1 |
| Cockatoo to Gembrook Rd have potholes  | 1 |
| Cockatoo to Pakenham Rd  | 1 |
| Concrete that people always hit on the turn to old Princes Hwy from Beaconsfield   | 1 |
| Dirt roads in officer  | 1 |
| Duncan Dr  | 1 |
| Duncan Rd  | 1 |
| Dust on Lenne St caused by school traffic.   | 1 |
| Emerald-Monbulk Rd   | 1 |
| Fix Brunt Rd   | 1 |
| Flooding on Pakenham Rd near its north intersection with Army Rd due to lack of drainage                                   | 1 |
| Gembrook Rd  | 1 |
| Gembrook-Emerald Rd servicing is terrible  | 1 |
| Gordon Rd is terrible with potholes  | 1 |
| Heads Rd   | 1 |
| Healesville roads  | 1 |
| Hein Rd  | 1 |
| Highway between Nar Nar Goon and Longwarry   | 1 |



|  |   |
|--|---|
| Hillview Ct  | 1 |
| Intersection of roads near Pakenham  | 1 |
| Intersection of Starling Rd and Princes Hwy  | 1 |
| Koo Wee Rup area in particular   | 1 |
| Koo Wee Rup Rd is always full  | 1 |
| Koo Wee Rup Rd repair is taking too long   | 1 |
| Lakeside Blvd  | 1 |
| Langwarrin Rd  | 1 |
| Lower Grieve Rd  | 1 |
| MacKenzie St   | 1 |
| Main highway from Pakenham towards Narre Warren  | 1 |
| Main highway from Philip Island through to Cranbourne  | 1 |
| Main St through Emerald and Belgrave Rd  | 1 |
| Manks Rd is uneven   | 1 |
| McDonalds track on Bass Hwy  | 1 |
| McGregor crossing  | 1 |
| McGregor Rd has not made two lanes even after they closed it for 6 months                            | 1 |
| Monash Fwy has potholes  | 1 |
| Moore Rd   | 1 |
| Most roads in Officer  | 1 |
| Near Pakenham bypass all sorts of trees are overgrowing  | 1 |
| No proper planning for the ongoing construction on McGregor Rd                                       | 1 |
| Old Princes Hwy has potholes which needs maintenance   | 1 |
| Only 2 ways to get in and out of Pakenham and they cannot close both the Bald hill and Racecourse Rd | 1 |
| O'Shea Rd needs resurfacing near the bend when you turn off to Princes Hwy                           | 1 |
| Pakenham Rd need to be widened   | 1 |
| Pakenham Rd safety barriers are broken and have not been fixed yet                                   | 1 |
| Pakenham Rd should have lower speed limit  | 1 |
| Paxton Link is terrible with potholes  | 1 |
| Planning is not good as there needs to be a foot bridge on McGregor Rd and Pakenham Station          | 1 |
| Potholes are not being fixed on all the roads to Menzies Creek                                       | 1 |
| Potholes Bourke Rd   | 1 |
| Potholes everywhere all-over eastern suburbs   | 1 |
| Potholes on Beaconsfield-Emerald Rd  | 1 |
| Potholes on Cockatoo Rd  | 1 |
| Potholes on Henty St   | 1 |
| Potholes on Hope St  | 1 |
| Potholes on Koo Wee Rup Rd which is dangerous for motorcycles  | 1 |
| Potholes on Langwarrin Rd  | 1 |
| Potholes on Longwarry Rd   | 1 |
| Potholes on MacKenzie St   | 1 |
| Potholes on Monash Fwy   | 1 |
| Potholes on Nar Nar Goon Rd  | 1 |
| Potholes on roads across Healesville   | 1 |
| Potholes on roads from Pakenham towards Lang Lang  | 1 |
| Potholes on Stoney Creek Rd  | 1 |
| Potholes on the Cardinia Rd  | 1 |
| Potholes on the way to Pakenham  | 1 |
| Princes Fwy  | 1 |
| Princes Hwy construction happens but then they stop due to issues with permissions, road was blocked | 1 |
| Princes Hwy is uneven  | 1 |



|   |            |
|---|------------|
| Princes Hwy needs traffic light   | 1          |
| Princes Hwy should have been fixed during COVID   | 1          |
| Racecourse Rd should have been fixed during COVID   | 1          |
| Road between Garfield and Tynong are very bad   | 1          |
| Road going from Emerald to Cockatoo   | 1          |
| Road starting near the roundabout from the Cockatoo-Gembrook to Pakenham has potholes                   | 1          |
| Roads are bad near Oaklands Wy  | 1          |
| Roads from Cockatoo to Healesville have potholes and need general maintenance                           | 1          |
| Roads from Gembrook Rd to Pakenham Rd are terrible  | 1          |
| Roads from Gembrook to Emerald have potholes  | 1          |
| Roads going towards Yarra valley are in bad condition and not driveable                                 | 1          |
| Roads near Langwarrin Cres  | 1          |
| Roads to get out of Bunyip are in terrible state due to potholes and bumpiness                          | 1          |
| Rogers St   | 1          |
| Roundabout on Gembrook Rd is a fire hazard  | 1          |
| S Gippsland Hwy has uneven surfaces   | 1          |
| Safety rails on South Gippsland highway needs fixing  | 1          |
| Signs on Princess Hwy are bent down   | 1          |
| Station St rail cross in Officer was closed permanently making it difficult to travel to the other side | 1          |
| Stoney Creek Rd   | 1          |
| Stoney creek Rd need speed limits on Emerald-Beaconsfield Rd  | 1          |
| They did not fix traffic bottleneck in McGregor Road  | 1          |
| Too much road work in one spot near Bald hill Rd and Racecourse Rd                                      | 1          |
| Toomuc Valley Rd needs traffic light  | 1          |
| Turning left from Starling Rd there is depression in right lane going to Pakenham                       | 1          |
| Uncut grass on sides of the road and roundabout around Officer  | 1          |
| Uncut grass on sides of the road and roundabout around Pakenham   | 1          |
| Upper Beaconsfield roads  | 1          |
| We hear cars and trucks going up and down Stoney Creek Rd   | 1          |
| Westernport Rd  | 1          |
| Wisteria Ct did not get resealed and was neglected  | 1          |
| Yarrabubba Rd   | 1          |
| <b>Total</b>  | <b>262</b> |
| <b>Total responses</b>  | <b>385</b> |

## Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 14<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.

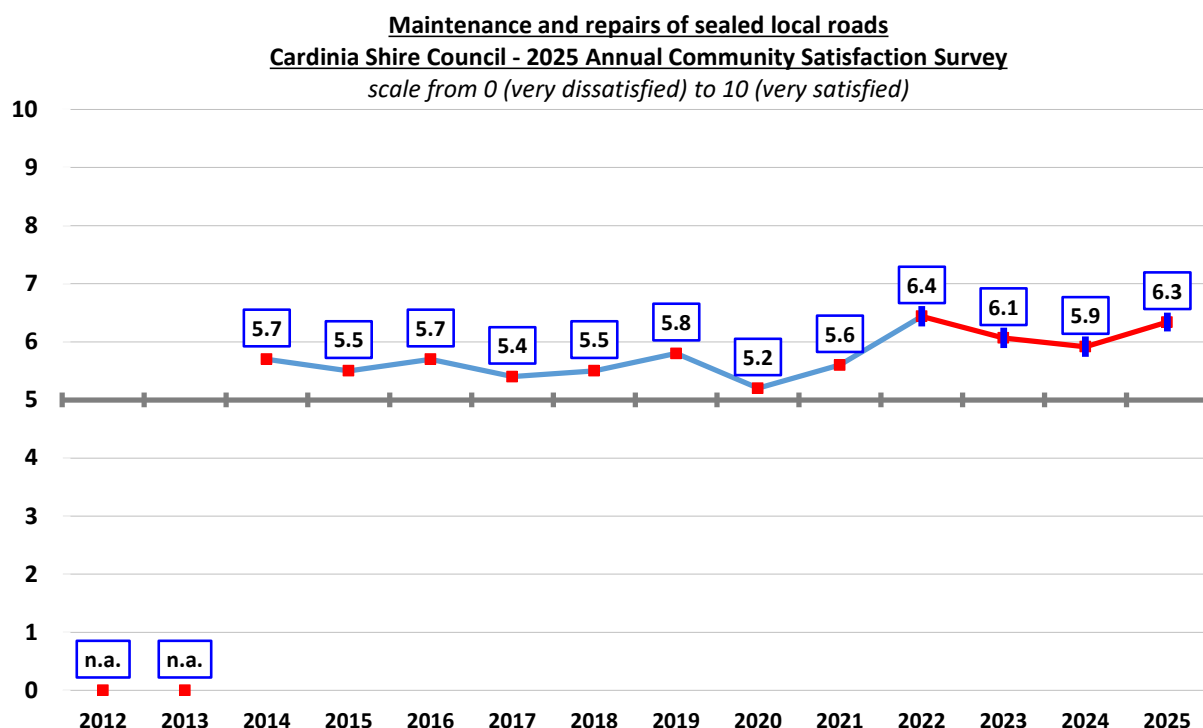
Satisfaction with sealed local roads rose notably this year, up four percent to 6.3 out of 10, which was a “solid” level of satisfaction.

This result ranks sealed local roads 38<sup>th</sup> in terms of satisfaction this year, and one of nine services and facilities to receive a satisfaction score that was measurably lower than the average of all 39 (7.6).





This result was notably (7%) higher than the previously recorded long-term average from 2014 – 2021 of 5.6 out of 10, and essentially consistent with the long-term average since 2021 of 6.2 out of 10, or “solid”.



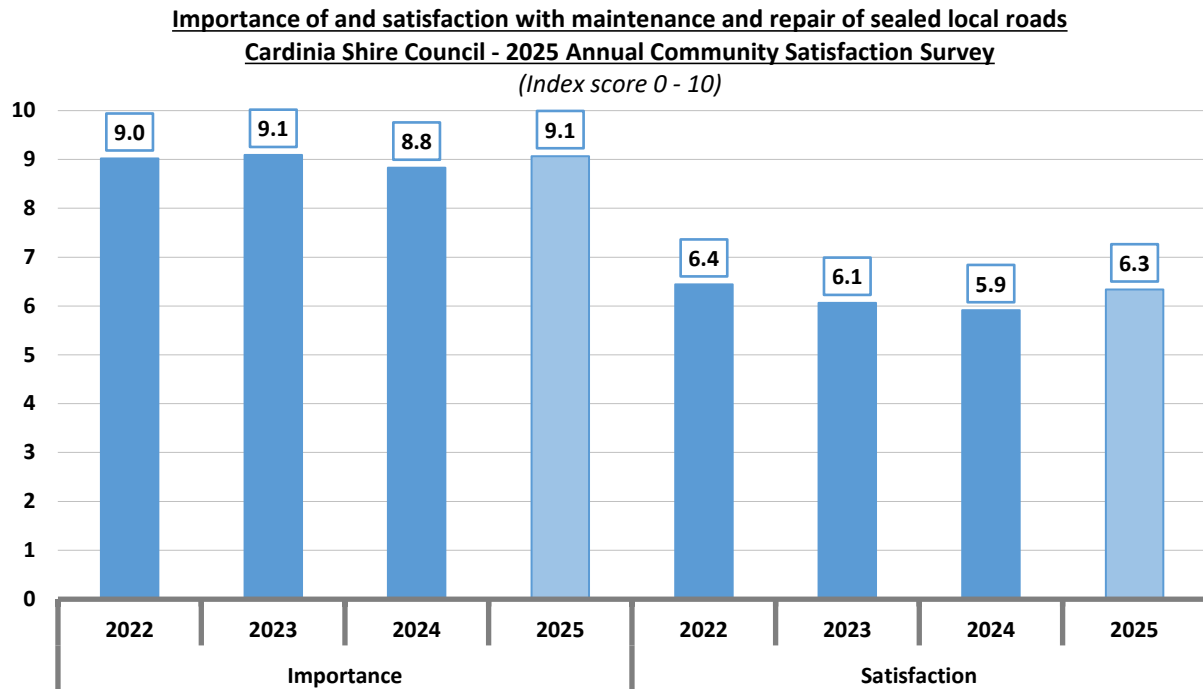
This result comprised 36% “very satisfied” and 18% dissatisfied respondents, based on a total sample of 889 of the 903 respondents who provided a score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (8%) more satisfied than average, and middle-aged adults and senior citizens (aged 45 to 64 years, and 75 years or older) notably (6%, 9%, and 4%) less satisfied.

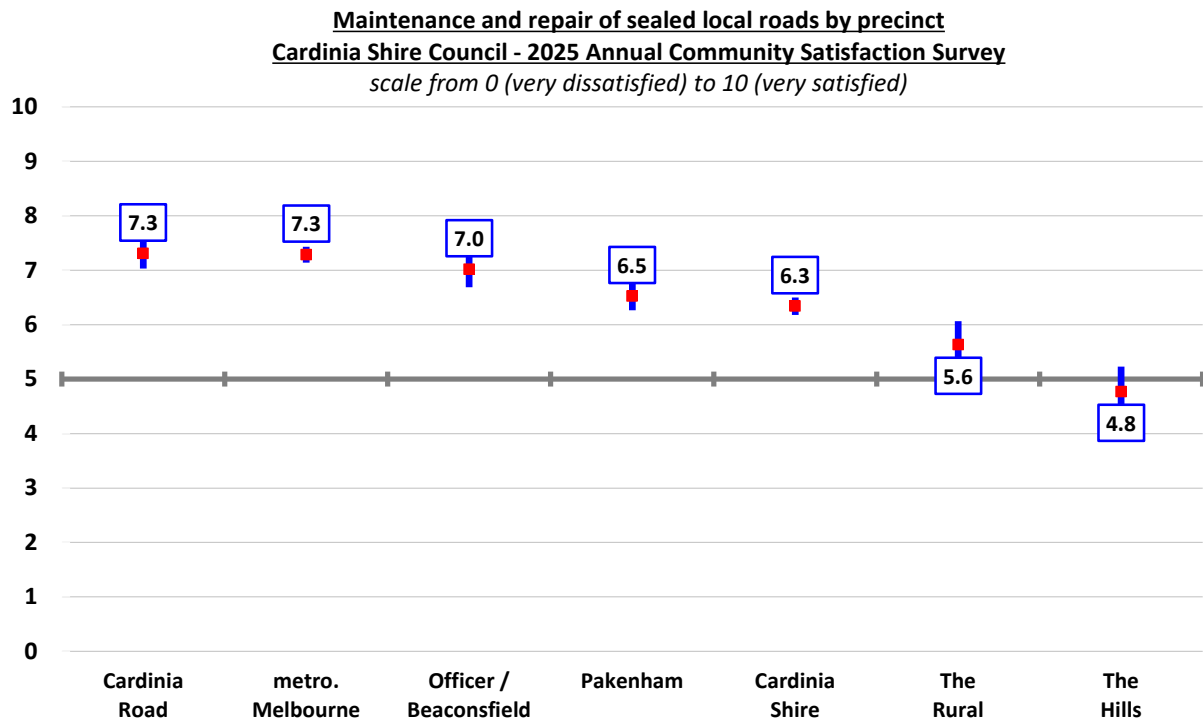
Respondents from multilingual households were notably (14%) more satisfied than respondents from English-speaking households.

By way of comparison, satisfaction with sealed local roads was measurably lower than the metropolitan average satisfaction with the “the maintenance and repair of sealed local roads” of 7.3 out of 10, as recorded in the 2025 *Governing Melbourne* research.





There was some statistically significant variation in satisfaction with sealed local roads observed across the shire at the precinct level, with respondents from Cardinia Road and Officer / Beaconsfield measurably more satisfied than the shire average, and respondents from the Rural and Hills precincts measurably less satisfied.



The following table outlines the 87 comments and 123 locations of concern in relation to the maintenance and repair of sealed local roads managed by Council.



Metropolis Research notes that despite exploring satisfaction with major arterial roads and highways managed by VicRoads prior to this question about sealed local roads, many of the locations of concern in relation to sealed local roads were actually VicRoads managed roads.

This serves to reinforce the fact that community concern around major arterial roads and highways appears stronger than concerns around Council managed sealed local roads.

**Reasons for dissatisfaction with maintenance and repair of sealed local roads**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

*(Number of responses)*

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| Potholes  | 25            |
| All Council roads need more frequent maintenance  | 18            |
| All roads are terrible  | 18            |
| Temporary fixes are being done multiple times   | 6             |
| Freeways / highways   | 3             |
| Roads are narrow / uneven   | 2             |
| They do not fix the roads damaged by excavators, drainage or kerb                                 | 2             |
| Dirt roads are terrible in general  | 1             |
| Drains are not maintained   | 1             |
| Highway-like speeding traffic with lots of kids around is not safe                                | 1             |
| Intersection down at the railways crossing  | 1             |
| Intersections going into freeways have potholes   | 1             |
| Lot of unsealed roads   | 1             |
| Multiple dangerous intersections  | 1             |
| Neighbours asked to put a speed bump cause the speeding here is too much, but nothing is done yet | 1             |
| No footpaths  | 1             |
| Repairs are too slow  | 1             |
| There are a lot of trucks where we live, and potholes can make it very dangerous                  | 1             |
| They put stones in the roads that just fly into my house  | 1             |
| Uneven roads near the police station  | 1             |
| <b>Total</b>  | <b>87</b>     |

*Specific locations identified by respondents*

|  |   |
|--|---|
| Pakenham Rd  | 5 |
| Belgrave-Gembrook Rd                                   | 4 |
| Princes Hwy  | 4 |
| Collinson Way  | 3 |
| Florence Ave   | 3 |
| View Hill Rd   | 3 |
| Cardinia Rd  | 2 |
| Charman Ave  | 2 |
| McDonalds Track  | 2 |
| Morrison Rd  | 2 |
| Mulcare St   | 2 |
| Potholes on Belgrave-Gembrook Rd                       | 2 |
| Potholes on Monash Hwy due to speed from heavy vehicle | 2 |
| Racecourse Rd  | 2 |



|  |   |
|--|---|
| Second Ave   | 2 |
| Abeckett Rd  | 1 |
| Acorn Ln   | 1 |
| Army Rd should have been fixed in covid  | 1 |
| Army Settlement Rd   | 1 |
| Bald Hill Rd   | 1 |
| Baxter-Tooradin Rd   | 1 |
| Beaconsfield-Emerald Rd  | 1 |
| Bird Rd  | 1 |
| Blackwood Ln   | 1 |
| Branches in the Sandalwood Dr  | 1 |
| Bunyip River Rd  | 1 |
| Cardinia Rd should have been fixed during COVID  | 1 |
| Christopher Rd confusion   | 1 |
| Corymbia Promenade drainage was broken and only fixed after emailing them three times                                | 1 |
| Delays in Casuarina Rd repairs   | 1 |
| Dickies Rd   | 1 |
| Down along Princess St there are so many potholes  | 1 |
| Drainage issue of Pakenham Rd  | 1 |
| During Princes Hwy construction they stop fixing the road due to issues with permissions which left the road blocked | 1 |
| Edge of Livingston Blvd the re-concreted curb has just been left, despite the area close by being re-tarmacked       | 1 |
| Emerald-Monbulk Rd   | 1 |
| Evans Rd   | 1 |
| Fairway Rd   | 1 |
| Few bad spots in Pakenham around McGregor Rd   | 1 |
| Florence Ave is full of potholes and dust  | 1 |
| Flower St  | 1 |
| From Cardinia Cultural Centre to Princess Hwy  | 1 |
| Gembrook Rd to Emerald Rd service is terrible  | 1 |
| Gembrook Rd to Pakenham Rd service is terrible   | 1 |
| Gordon St  | 1 |
| Hope St is uneven due to the potholes  | 1 |
| Horner St has been repaired for potholes, but it was not done properly   | 1 |
| Jolley Rd  | 1 |
| Kitchener Pde needs to be sealed and fixed for potholes  | 1 |
| Lakeside Dr  | 1 |
| Main St  | 1 |
| Margaret Rd  | 1 |
| Mary St  | 1 |
| May Rd   | 1 |
| McGregor Rd should have been fixed in covid  | 1 |
| Nar Nar Goon Rd  | 1 |
| Nash Rd  | 1 |
| On Kitchener Pde, the street sweeper has made a duvet on road  | 1 |
| Potholes in Wisteria Ct  | 1 |
| Potholes on Bald Hill Rd   | 1 |
| Potholes on Beaconsfield Ave   | 1 |
| Potholes on Gembrook Rd  | 1 |
| Potholes on Henty St due to speed from heavy vehicle   | 1 |
| Potholes on Longwarry Rd   | 1 |
| Potholes on McGregor Rd due to speed from heavy vehicle  | 1 |
| Potholes on Nash Rd  | 1 |



|  |            |
|--|------------|
| Potholes on Old Princes Hwy  | 1          |
| Potholes on Pakenham Rd  | 1          |
| Potholes on Princes Hwy due to speed from heavy vehicle  | 1          |
| Potholes on Princess St  | 1          |
| Potholes on roads heading towards Cockatoo Rd  | 1          |
| Potholes reappear shortly after repairs on Racecourse Rd because the works are not done properly     | 1          |
| Princes Hwy near the police station  | 1          |
| Princes Hwy should have been fixed in covid  | 1          |
| Princess St  | 1          |
| Racecourse Rd should have been fixed in covid  | 1          |
| Racecourse Rd should have traffic lights instead of roundabouts                                      | 1          |
| Richards Rd  | 1          |
| Richards Rd needed to be sealed 8 years ago  | 1          |
| Road between Longwarry and Pakenham have potholes which cause the roads to get washed off with rains | 1          |
| Roads across Upper Beaconsfield  | 1          |
| Roads across Upper Pakenham  | 1          |
| Roads getting out of Gembrook  | 1          |
| Roots of trees are damaging surface of the road on Bridle Pl   | 1          |
| Saffron Ave  | 1          |
| South Gippsland Hwy  | 1          |
| Stacey St  | 1          |
| Stoney Creek Rd  | 1          |
| Stoney Creek Rd is run down and drains water into our driveway                                       | 1          |
| Tonimbuk Rd  | 1          |
| Toomuc Valley Rd   | 1          |
| Uncut grass on sides of the road and roundabouts around Officer                                      | 1          |
| Uncut grass on sides of the road and roundabouts around Pakenham                                     | 1          |
| Valley Dr  | 1          |
| Westernport Rd   | 1          |
| Westland Rd  | 1          |
| Whiteside Rd   | 1          |
| Worthington Blvd   | 1          |
| <b>Total</b>   | <b>123</b> |
| <b>Total responses</b>   | <b>210</b> |

## Maintenance and repair of unsealed local roads

The maintenance and repair of unsealed local roads was the 25<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with unsealed local roads rose somewhat this year, up two percent to 6.4 out of 10, which was a “solid” level of satisfaction.

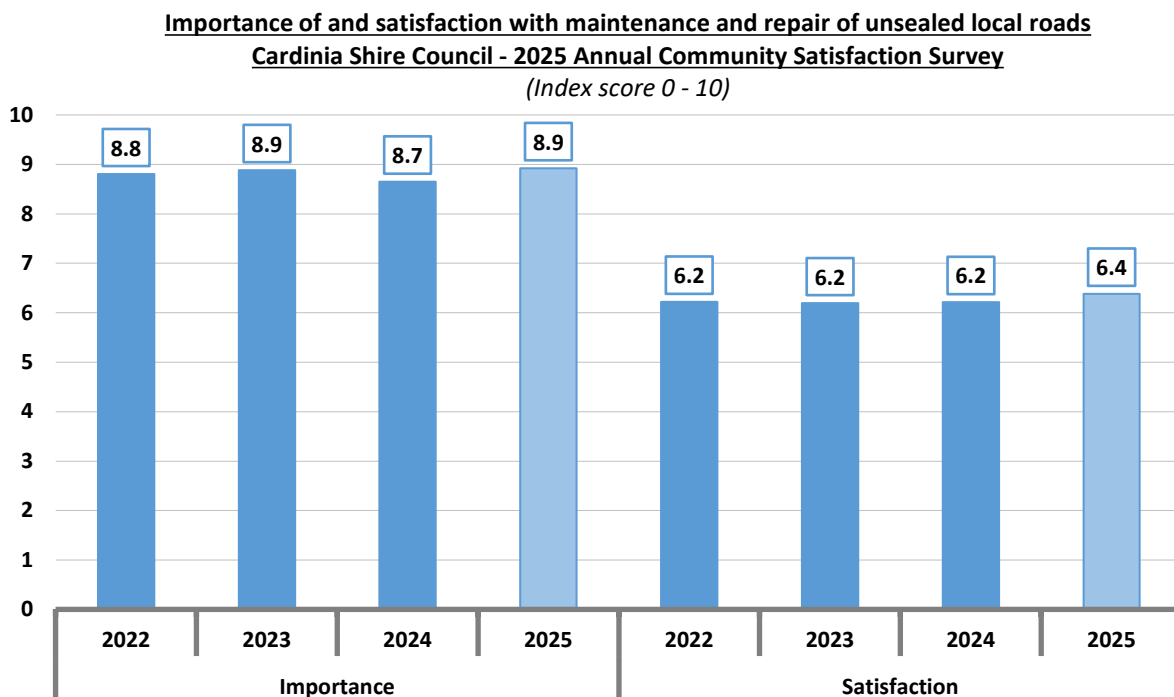
This result ranks unsealed local roads 37<sup>th</sup> in terms of satisfaction this year, and one of nine services and facilities to receive a satisfaction score that was measurably lower than the average of all 39 (7.6).



This result comprised 38% “very satisfied” and 18% dissatisfied respondents, based on a total sample of 800 of the 903 respondents who provided a score this year.

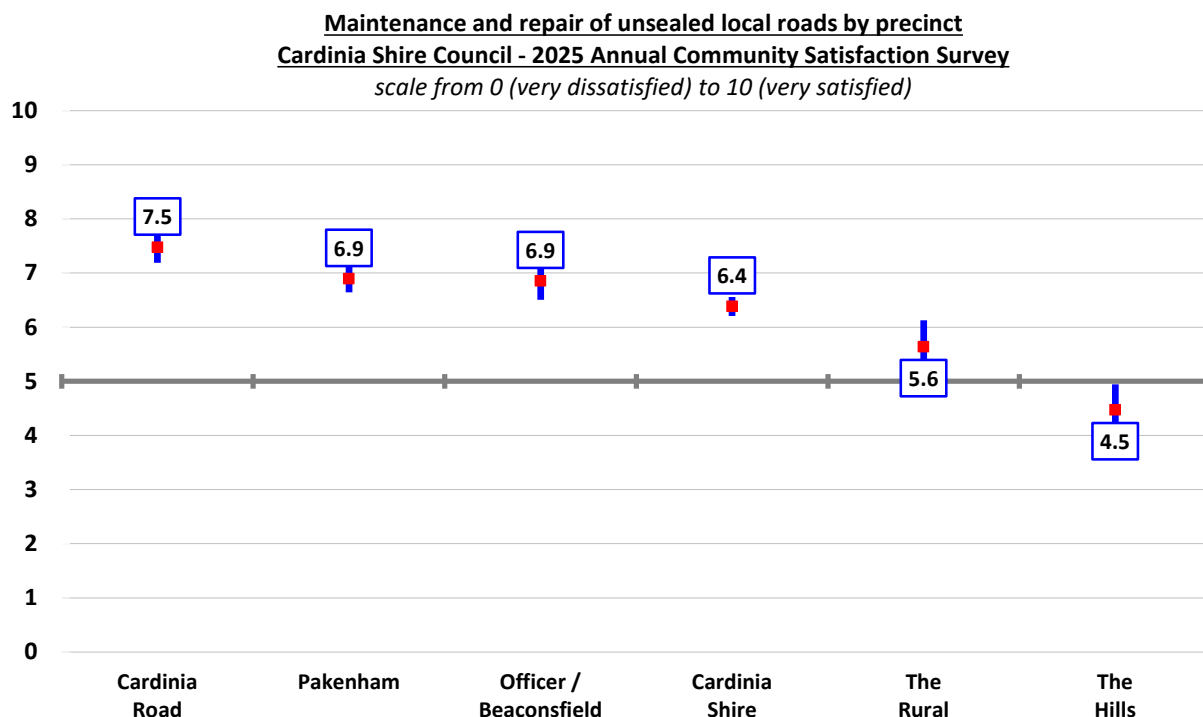
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (8%) more satisfied, and middle-aged and older adults (aged 45 to 74 years) notably (7%, 11%, and 5%) less satisfied. Male respondents were notably (4%) more satisfied than female respondents, and respondents from multilingual households were notably (12%) more satisfied than respondents from English-speaking households.

These facilities were not included in the 2025 *Governing Melbourne* research, and so no comparison results have been provided.



There was some statistically significant variation in satisfaction observed across the shire at the precinct level, with respondents from Cardinia Road and Pakenham measurably more satisfied than the shire average, and respondents from the Hills and Rural precincts measurably less satisfied.





The following table outlines the 139 comments and 65 locations of concern in relation to the maintenance and repair of unsealed local roads managed by Council.

**Reasons for dissatisfaction with maintenance and repair of unsealed local roads**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Reason   | Number |
|--|--------|
| Not maintained / repaired enough   | 36     |
| Potholes   | 18     |
| Should get sealed because they are too dusty and a health hazard   | 10     |
| All unsealed roads are terrible  | 7      |
| Grading should be done efficiently and often   | 7      |
| Potholes damaged our vehicles  | 6      |
| Blocked drains   | 4      |
| Drainage systems are terrible  | 4      |
| Too corrugated and rough to drive in   | 4      |
| Roads are bumpy / rough / unfinished   | 3      |
| Dust from unsealed roads   | 2      |
| Living on an unsealed road is atrocious because the maintenance does not last long   | 2      |
| Lots of dirt roads   | 2      |
| Stones and dirt flick up   | 2      |
| We are out of the main town, so we get forgotten   | 2      |
| Allow potholes to get to a dangerous level by not providing permanent solution   | 1      |
| Constant maintenance is needed considering the increased traffic   | 1      |
| Dirt roads have more traffic and should be sealed because they are more difficult to manoeuvre through and easier to lose control in | 1      |
| Dust suppressant was useless   | 1      |
| Every rain brings the roads to my driveway   | 1      |





|  |            |
|--|------------|
| Freeway closures   | 1          |
| It gets fixed but it gets ruined just as quick, and people drive on it like it is sealed when it is not                | 1          |
| Make the roads raised instead of flat  | 1          |
| Narrow roads   | 1          |
| Need curbs   | 1          |
| Need for timelier repair after weather events like storms  | 1          |
| Not patched up well because there is still a hole in the highway now   | 1          |
| Overgrown weeds  | 1          |
| Potholes get created due to the rain which do not get fixed  | 1          |
| Put tarmac down  | 1          |
| Quicker fixes  | 1          |
| Repairs are temporary because they keep putting stones down which gets washed into drains later flooding the outhouses | 1          |
| Roads led to flooding  | 1          |
| Rocks just get washed into the drain   | 1          |
| Sharp bends without any proper barriers  | 1          |
| Terrible to drive on   | 1          |
| There should not be dirt roads in Officer  | 1          |
| Too many interruptions   | 1          |
| Trucks around  | 1          |
| Undrivable   | 1          |
| Use cobblestones for roads   | 1          |
| Vehicle bounces on the road  | 1          |
| Walk signs on the crossing does not last long  | 1          |
| Wash away from rains making roads bumpy  | 1          |
| We constantly have to clean the drains overflow ourselves  | 1          |
| <b>Total</b>   | <b>139</b> |

*Specific locations identified by respondents*

|  |   |
|--|---|
| Symons Rd  | 4 |
| Wright Rd  | 4 |
| Carpenter Rd is corrugated   | 2 |
| Doran Rd after rains   | 2 |
| Lenne St needs to be maintained  | 2 |
| Lower Grieve Rd is dusty   | 2 |
| Mountain Rd  | 2 |
| Potholes on Gembrook Rd  | 2 |
| Albert St is never sealed  | 1 |
| Amphlett Ave   | 1 |
| Back lanes   | 1 |
| Bayview Rd was unsealed for years  | 1 |
| Bourkes Creek Rd is not looked after   | 1 |
| Convent School Rd is terribly corrugated and what is interesting is that the corrugation does not exist where dust suppressant is used, so I do not understand why they not just spray the whole road particularly the entire 11-mile road | 1 |
| Dirt roads around Nash Rd  | 1 |
| Dirt roads around Stacey St  | 1 |
| Dirt roads like Bessie Creek Rd have potholes which are only grated once every three months  | 1 |
| Dirt roads near Garfield Rd  | 1 |
| Dirt roads on the other side of Pakenham are full of potholes  | 1 |
| In Kitchener Pde the street sweeper has make a duvet on road   | 1 |



|  |            |
|--|------------|
| Jolley Rd after rains  | 1          |
| Main Drain Rd from Bunyip to Koo Wee Rup is not maintained                               | 1          |
| Mary St road washes away and it becomes unsafe with extreme weather                      | 1          |
| May Rd is dusty and bumpy due to the horses  | 1          |
| McGregor Rd  | 1          |
| Modella Rd safety needs attention  | 1          |
| Mount Burnett Rd is not graded   | 1          |
| Mulgrave St needs to be tarred   | 1          |
| Murray Rd in Cora Lynn is not maintained   | 1          |
| Nar Nar Goon - Longwarry Rd is terrible  | 1          |
| Potholes on Belgrave-Gembrook Rd   | 1          |
| Potholes on Bessie Creek Rd leaving it ungraded  | 1          |
| Potholes on Brown Rd leaving it ungraded   | 1          |
| Potholes on Nash Rd  | 1          |
| Potholes on O'Neil Rd near Beaconsfield  | 1          |
| Potholes on Pakenham Rd  | 1          |
| Potholes on the road behind Gembrook post office   | 1          |
| Princes Hwy is terrible and never maintained. Had a car crash over there because the Old | 1          |
| Princes Hwy is very slippery when it rains   | 1          |
| Rice Rd does not get much attention  | 1          |
| Riverside Ave  | 1          |
| Roads in Gembrook need to be levelled  | 1          |
| Ryan Rd is bumpy   | 1          |
| Second Ave was not sealed properly and left without any consideration about the drain    | 1          |
| Stacey St needs to be sealed again   | 1          |
| Unsealed roads in Pakenham need maintenance  | 1          |
| Upper Beaconsfield Rd is corrugated  | 1          |
| Ure Rd   | 1          |
| We have to pay to maintain Doran Rd  | 1          |
| We have to pay to maintain Jolley Rd   | 1          |
| We have to pay to maintain Mary St   | 1          |
| We have to pay to maintain Riverside Ave   | 1          |
| Westernport Rd is terrible   | 1          |
| Whiteside Rd is terrible   | 1          |
| <b>Total</b>   | <b>65</b>  |
| <b>Total responses</b>   | <b>204</b> |

## Drains maintenance and repairs

Drains maintenance and repairs was the 23<sup>rd</sup> most important of the 39 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with drains rose notably this year, up three percent to 7.0 out of 10, which was a “good” level of satisfaction.

This result ranks drains maintenance and repairs 33<sup>rd</sup> in terms of satisfaction this year, and one of nine services and facilities to receive a satisfaction score which was measurably lower than the average of all 39 services and facilities (7.6).

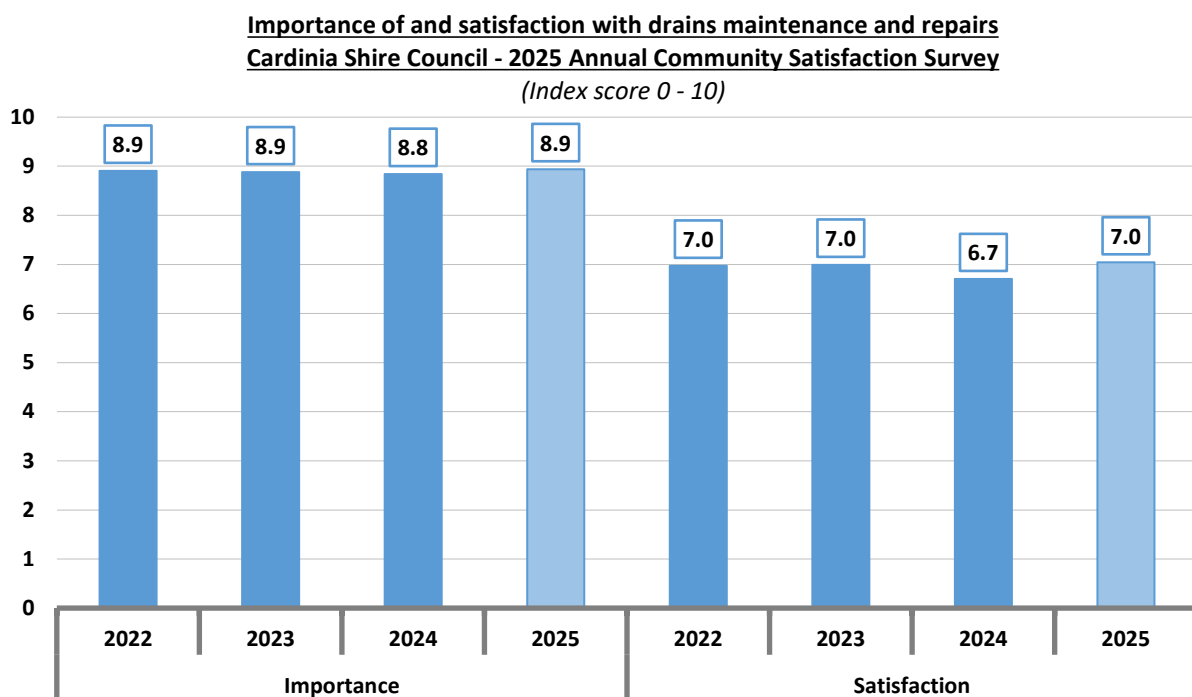


This result comprised 52% “very satisfied” and 13% dissatisfied respondents, based on a total sample of 855 of the 903 respondents who provided a score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (10%) more satisfied, and middle-aged adults, older adults, and senior citizens (aged 45 years or older) notably (4%, 13%, and 7%) less satisfied than average.

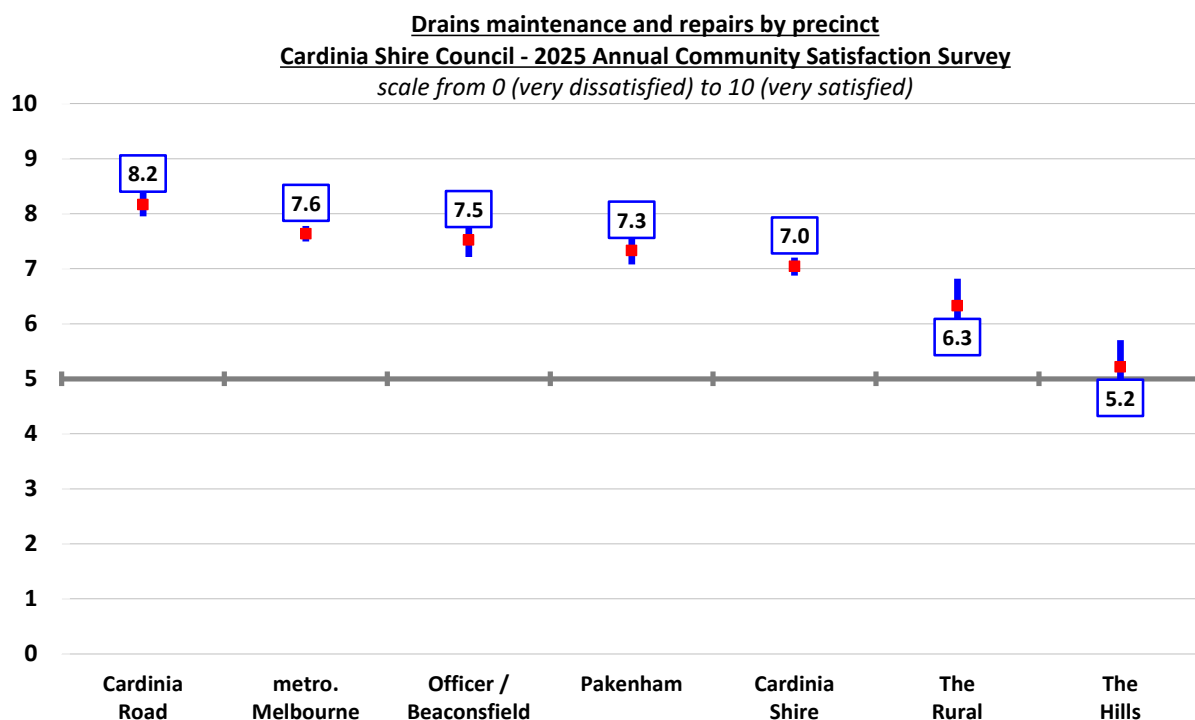
Respondents from multilingual households were notably (14%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with drains was measurably lower than the metropolitan average satisfaction with the “drains maintenance and repair” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with drains observed across the shire at the precinct level, with respondents from Cardinia Road and Officer / Beaconsfield measurably more satisfied than the shire average, and respondents from the Hills and Rural precincts measurably less satisfied.





The following table outlines the 114 comments and 44 locations of concern in relation to drains maintenance and repair.

**Reasons for dissatisfaction with drains maintenance and repairs**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Reason  | Number |
|---|--------|
| No proper maintenance   | 35     |
| Blockage  | 11     |
| Always flooding   | 10     |
| Never cleaned   | 6      |
| Not done enough   | 4      |
| Drains are always blocked, and we have to clean it ourselves  | 3      |
| Stones and debris keep falling in and stay there for months   | 3      |
| Can improve   | 2      |
| Gravel blocks the drains which leads to flooding  | 2      |
| Gum trees cause flooding  | 2      |
| Blackberries and weeds are constantly in the drains   | 1      |
| Blocked because of the bark and the stuff that lays in front of it  | 1      |
| Council constantly comes knocking on our property because the neighbours drain get blocked and they cannot find the blockages, which is just generally annoying | 1      |
| Council do not clean them up, even in front of their front gate   | 1      |
| Debris and rocks fall in the drains resulting in flooding of our pool and garage  | 1      |
| Destruction of habitat when they clean the drains   | 1      |
| Dirt ends up in gutter which creates blockages, therefore there should be regular sweeping  | 1      |
| Drains are too deep and keep getting bigger   | 1      |



|   |            |
|---|------------|
| Drains between my neighbour and I are terrible, and we have complained to the Council, but they have not done anything about it | 1          |
| Drains do not handle rain well  | 1          |
| Drains gets filled up   | 1          |
| Drains overflow in the rains and wash the roads away  | 1          |
| Gets blocked in winter but they have improved   | 1          |
| I do not think the Shire do a good job cleaning drain   | 1          |
| It is really atrocious that it took them 30 years to do the work here which was not adequate because we still have floods       | 1          |
| Just started repairing the drains   | 1          |
| Large drains on the sides of dirt roads make it hard for the cars to pass   | 1          |
| Last time we had a flood, they said it will take them 6 months to do repairs  | 1          |
| Maintained only once in ten years and needs to be done more frequently  | 1          |
| My driveway has been washed out three times due to poor drainage and I've had to foot the bill                                  | 1          |
| My shed was lost due to flooding  | 1          |
| No drains   | 1          |
| No value for the rates we pay   | 1          |
| Open drains are refused to clean  | 1          |
| Roads are not maintained well so the drains overflow and we constantly have cleaned them ourselves                              | 1          |
| Roads do not get cleaned enough   | 1          |
| Rubbish in the drains should be looked after  | 1          |
| Service charge for drain maintenance is too much  | 1          |
| Smells bad  | 1          |
| So many trees and their dropping clog the drains and create puddles in this neighbourhood                                       | 1          |
| They take too long to come  | 1          |
| Too many holes in the drains  | 1          |
| Trees growing out of the drains   | 1          |
| Unsealed roads drains are filled with gravels   | 1          |
| Water overflows pushing the lids away   | 1          |
| We have to pay to get them fixed all the time   | 1          |
| <b>Total</b>  | <b>114</b> |

*Specific locations identified by respondents*

|  |   |
|--|---|
| Toomuc Valley Rd drains are open and have issues   | 2 |
| Albert Rd gets washed away   | 1 |
| Balmoral Wy  | 1 |
| Brand new office has got drains in the middle of the road  | 1 |
| Church St drains are not closed  | 1 |
| Drain in Paul Grv doesn't have curb to channel which make it dangerous because people have fallen in it          | 1 |
| Drain on Abeckett Rd is not maintained   | 1 |
| Drainage is terrible on Denhams Rd   | 1 |
| Drains along Belgrave-Gembrook Rd are neither good nor enough  | 1 |
| Drains along the southern part of Cardinia Shire are overgrown because they have self-grown trees and bushes now | 1 |
| Drains in Primrose Ave   | 1 |
| Drains in Princes Hwy  | 1 |
| Drains in Zoe Ln   | 1 |
| Drains on Charman Ave are poorly planned   | 1 |



|   |            |
|---|------------|
| Drains on Gembrook Rd in Emerald need to be cleaned out more often                      | 1          |
| Drains on Gembrook Rd in Pakenham needs to be cleaned more often                        | 1          |
| Drains on Gembrook Rd needs maintenance   | 1          |
| During rains, a lot of water flows over Mary St in Bunyip                               | 1          |
| Fitness parks have flooding   | 1          |
| Flood in Gardener St  | 1          |
| Flooding everywhere during rain in Grice Quadrant                                       | 1          |
| Floods in Corymbia Promenade  | 1          |
| Floods on Ocean Bend  | 1          |
| Front yard floods on Dunstan Rd   | 1          |
| Gutter maintenance needed in front of 10 Henry St                                       | 1          |
| It needs maintenance on Ironbark Ct   | 1          |
| It needs maintenance on Maple Link  | 1          |
| Lack of drains on Meyer St  | 1          |
| Mulcahy Rd drainage should be improved  | 1          |
| Need drainage maintenance in Henry Rd   | 1          |
| No drainage on our property on Stoney Creek Rd  | 1          |
| No sewage in Bunyip which creates a lot of problem                                      | 1          |
| Not cleaned enough on Stoney Creek Rd and they wreck people's driveway                  | 1          |
| Not frequently cleaned on Town Rd   | 1          |
| Open drainage at bunyip always blocked due to overgrown grass and rubbish               | 1          |
| Regular flooding along Princes Hwy  | 1          |
| Second Ave has a big drainage problem after the road have been sealed                   | 1          |
| Symons Rd drain overflowing and damage retaining walls                                  | 1          |
| The channel in the Parman Ave Playground get flooded and cannot allow crossing          | 1          |
| The one near our house on Little Rd is not cleaned for 15 to 20 years                   | 1          |
| They do not clean up properly between Cockatoo and Avonleigh                            | 1          |
| They should not have put such deep gutters in Fairway Rd or should have sealed the road | 1          |
| Zoe In water stagnation due to poor gutter elevation causing pooling of water           | 1          |
| <b>Total</b>  | <b>44</b>  |
| <b>Total responses</b>  | <b>158</b> |

## Footpath maintenance and repairs

Footpath maintenance and repairs was the 21<sup>st</sup> most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with footpaths rose notably this year, up three percent to 7.3 out of 10, or a “very good” level of satisfaction.

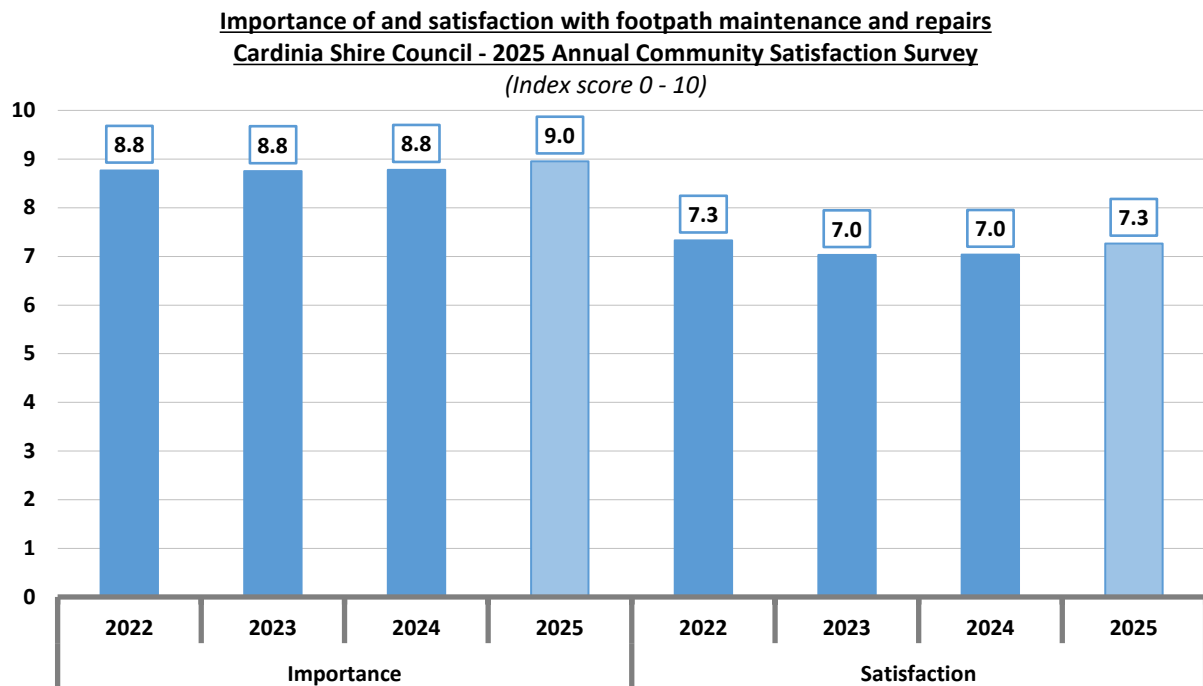
This result ranks footpaths 29<sup>th</sup> in terms of satisfaction this year.

This result comprised 52% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 854 of the 903 respondents who provided a score this year.



There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (7%) more satisfied than average, and middle-aged adults (aged 45 to 64 years), and senior citizens (aged 75 years or older) notably (5%, 11%, and 7%) less satisfied than average. Respondents from multilingual households were notably (9%) more satisfied than respondents from English speaking households.

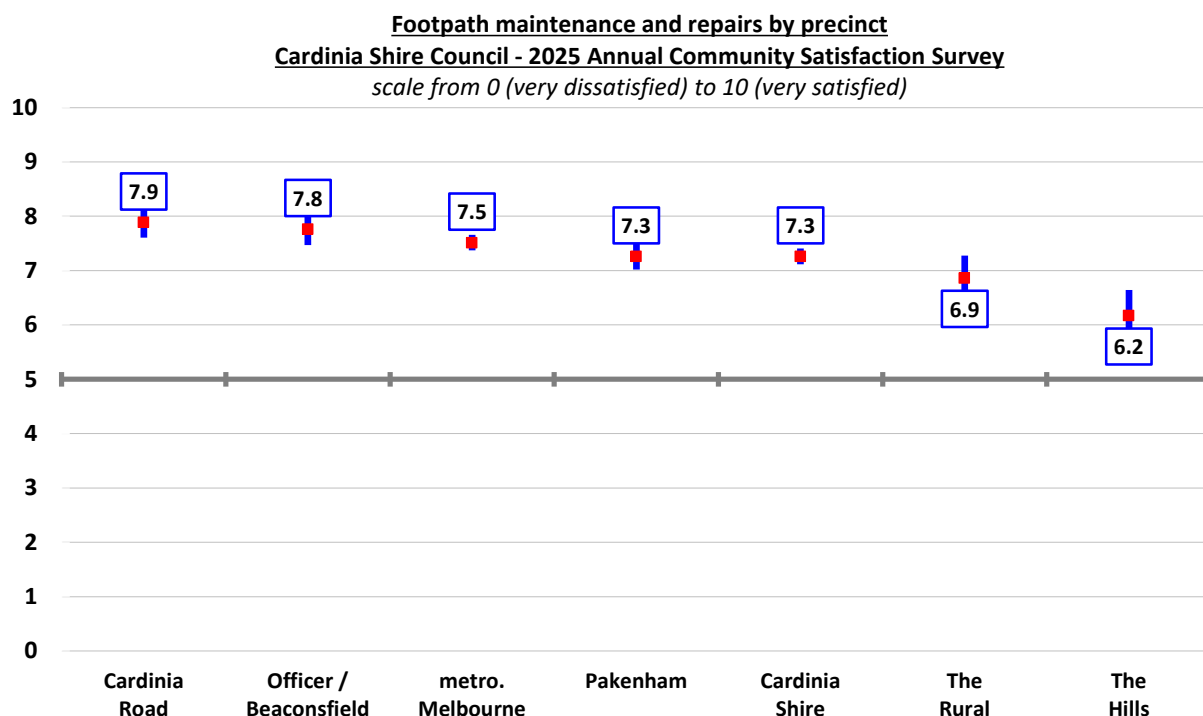
By way of comparison, satisfaction with footpaths was measurably lower than the metropolitan average satisfaction with the “footpath maintenance and repair” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with footpaths observed across the shire at the precinct level, with respondents from Cardinia Road and Officer / Beaconsfield measurably more satisfied than the shire average, and respondents from the Hills precinct measurably less satisfied.







The following table outlines the 100 comments and 35 locations of concern in relation to the maintenance and repair of footpaths.

**Reasons for dissatisfaction with footpath maintenance and repairs**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Reason  | Number |
|---|--------|
| Cracked / uneven / broken / bumpy   | 26     |
| No / not enough footpaths   | 15     |
| Maintenance is done poorly / not properly done  | 7      |
| Lack of maintenance   | 4      |
| There are a lot of tripping hazards   | 3      |
| Grass growing over  | 2      |
| Need maintenance  | 2      |
| Some roads / areas don't have footpaths   | 2      |
| Always got broken bits. Cut ins are dangerous. No entry into the footpath from roads  | 1      |
| Barely good enough  | 1      |
| Broken cement around the footpaths  | 1      |
| Bushes hanging over footpaths   | 1      |
| Cause there are some footpaths sticking up and need repairs   | 1      |
| Clear the area next to paths  | 1      |
| Could be better   | 1      |
| Footpaths are not cleaned often   | 1      |
| Footpaths are not up to scratch   | 1      |
| Get the footpaths near the train done please, I bike so it's being really long now  | 1      |
| Hot potch   | 1      |
| I got my ligament torn because of a crack in the footpath. It's really important for kids and older people in the community | 1      |



|   |            |
|---|------------|
| I saw a couple footpath that need to be repaired, can't remember any nearby locations   | 1          |
| In general,   | 1          |
| Is always covered in leaves   | 1          |
| It is stupidly designed   | 1          |
| Lot of room for improvement, it should be permanently fixed   | 1          |
| Maintaining the grasses on footpaths can be improved  | 1          |
| My dad is in a wheelchair and it's terrible everywhere  | 1          |
| Need a proper a maintenance. Not fixing. Redoing  | 1          |
| Need more in Bunyip   | 1          |
| Need to be built  | 1          |
| Not maintaining it regularly  | 1          |
| Not very well looked after, many holes and dips everywhere  | 1          |
| Path suddenly stops   | 1          |
| Repair needed   | 1          |
| Seen some lifted footpaths  | 1          |
| Some of the footpaths are uneven due to the roots of large, massive trees.  | 1          |
| The slabs are uneven and causes trip hazards  | 1          |
| The trees in the nature strip are damaging our bluestone retaining walls and no one in the Council will do anything about it, despite numerous complaints | 1          |
| There are marks in the footpaths to maintain them but haven't done anything till now  | 1          |
| They are all raised, they don't do anything about it. It is a danger to everyone  | 1          |
| They are not smooth. Uneven. Looks like it was chiselled  | 1          |
| They are not taking care of the roads   | 1          |
| They don't come along every point of the road   | 1          |
| They don't seem to inspect the footpaths  | 1          |
| Tree roots bring them up  | 1          |
| Tripping over uneven footpaths  | 1          |
| Uneven footpath everywhere and this is dangerous for kids, seniors  | 1          |
| <b>Total</b>  | <b>100</b> |

*Specific locations identified by residents*

|  |   |
|--|---|
| Balmoral Dr  | 1 |
| Bluegrass Cres footpath is uneven and covered in grass   | 1 |
| Broken footpaths on Railway Ave  | 1 |
| Casuarina Rd, uneven footpaths   | 1 |
| Don't have enough footpaths were people use in Cockatoo township   | 1 |
| Footpath across the general store in Avonsleigh is not maintained, others are  | 1 |
| Footpath at the Bluegrass Cres is not clean and covered with bark  | 1 |
| Footpath in Main St Gembrook   | 1 |
| Footpath in Rogers St is not in very good condition  | 1 |
| Footpath in the main area in Gembrook is uneven not good for elderly, on Redwood Rd going towards Main Rd just a section | 1 |
| Footpaths on McGregor Rd are cracked   | 1 |
| Gembrook main road, left hand side, bitumen - it's all pulling out because of tree roots                                 | 1 |
| Got none, Stacy St, Bunyip   | 1 |
| Gutter maintenance in front of 10 Henry St   | 1 |
| I think there was one in Cardina station, the pavement is not correctly connected when it was raining                    | 1 |
| Kilvington Rd needs footpath   | 1 |
| Macclesfield Rd need to have a footpath as there are a lot of kids   | 1 |
| Need to fix footpaths cause people might trip over (Vanessa Court area)  | 1 |
| No footpath in Blackwood Lane  | 1 |
| No footpath on Sylvia Rd   | 1 |



|   |            |
|---|------------|
| No footpath on my side of Ridway Ave  | 1          |
| No footpaths here, on Stony Creek Rd, it's bad for kids and us with injury                              | 1          |
| No footpaths in Avonsleigh going to secondary college, kids walk to school                              | 1          |
| No footpaths in Bunyip  | 1          |
| No footpaths in Upper Beaconsfield, in town ok, but other areas not there                               | 1          |
| Not maintained on Upper Beaconsfield  | 1          |
| Princes Hwy footpath was closed   | 1          |
| Some are very uneven like Station St  | 1          |
| There's a patch of footpath down there at Debra Ave for 3 years unsealed and patch and tripping hazards | 1          |
| Tripping hazard on Baldhill Rd and Racecourse Rd due to road works                                      | 1          |
| Uneven footpaths on Horner St   | 1          |
| Uneven footpaths on Railway Ave   | 1          |
| Various footpaths are cracked in Webster Way  | 1          |
| Westringia way footpath has poor maintenance  | 1          |
| While walking past primary school, roots coming up, trip hazard   | 1          |
| <b>Total</b>  | <b>35</b>  |
| <b>Total responses</b>  | <b>135</b> |

## Provision and maintenance of street trees

The provision and maintenance of street trees was the 29<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with street trees remained essentially stable this year, up one percent to 7.0 out of 10, which was a “good” level of satisfaction.

This result ranks street trees 34<sup>th</sup> in terms of satisfaction this year, and one of nine that received a satisfaction score measurably lower than the average of all 39 (7.6).

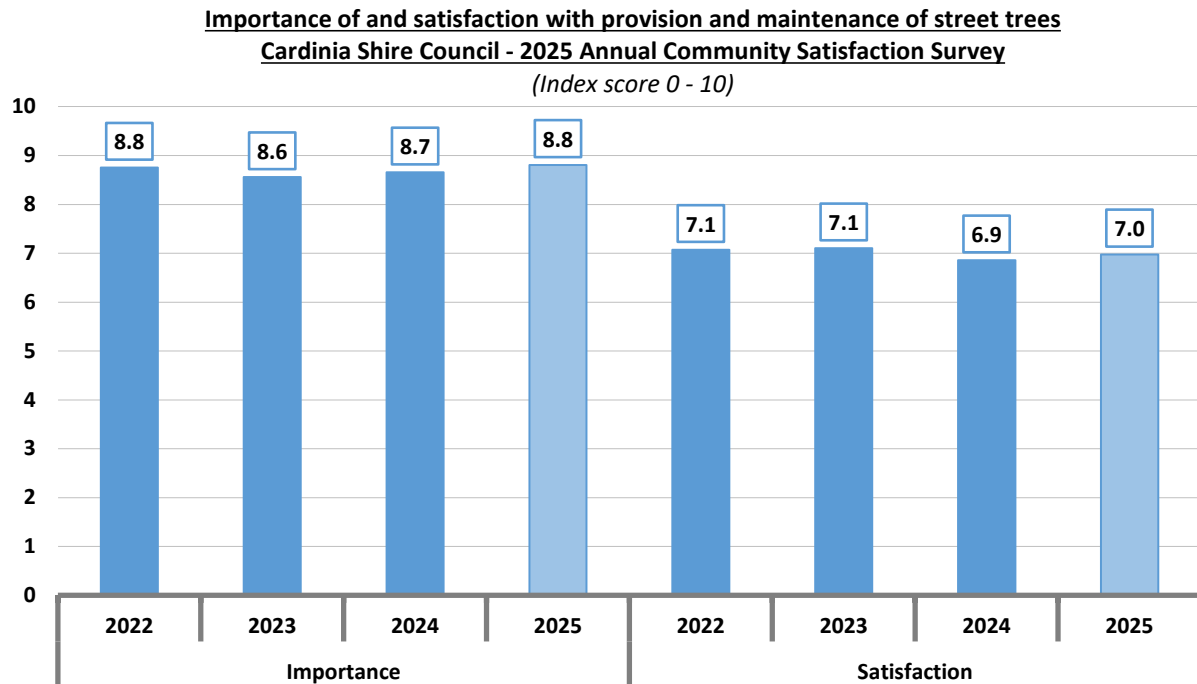
This result comprised 50% “very satisfied” and 13% dissatisfied respondents, based on a total sample of 886 of the 903 respondents who provided a score.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (6%) more satisfied, and middle-aged and older adults (aged 45 to 74 years) notably (6%, 10%, and 4%) less satisfied than average.

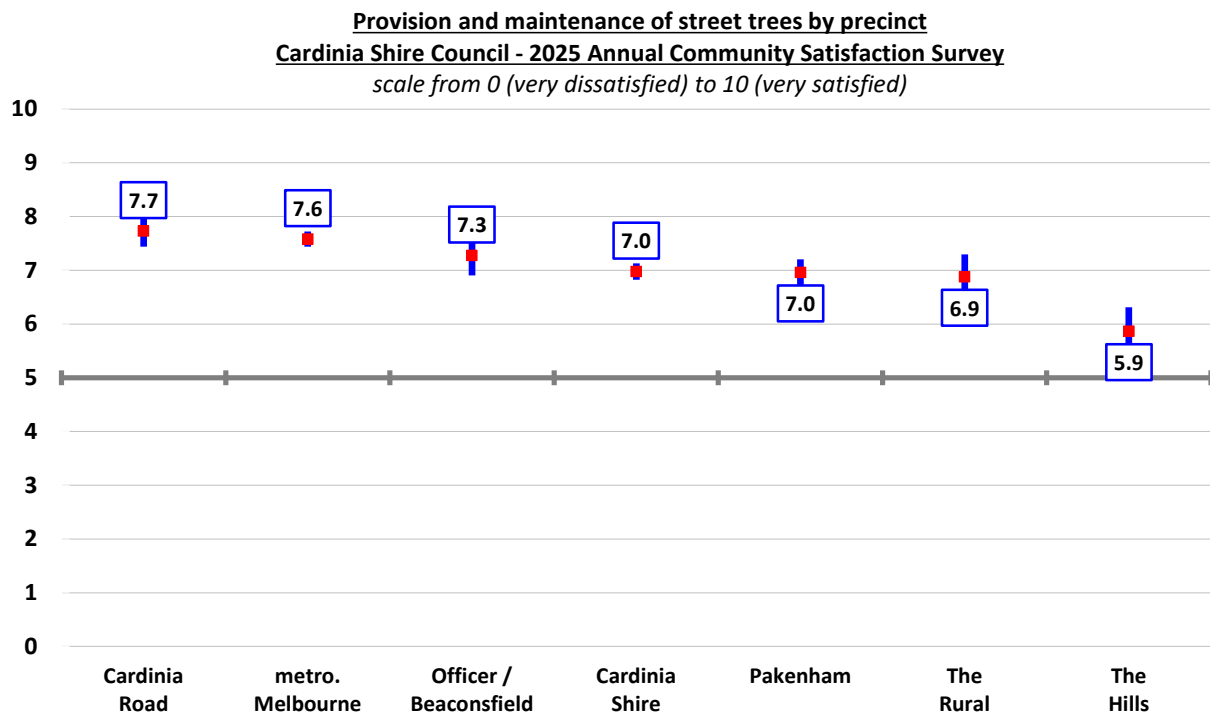
Respondents from multilingual households were notably (6%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with street trees was measurably lower than the metropolitan Melbourne average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.





There was some statistically significant variation in satisfaction with street trees observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average, and respondents from the Hills precinct measurably less satisfied.



The following table outlines the 159 comments, and 21 locations of concern received in relation to street trees.



**Reasons for dissatisfaction with provision and maintenance of street trees**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| Reason   | Number |
|--|--------|
| Lack of / not enough maintenance and trimming  | 21     |
| Need more / regular maintenance and trimming   | 12     |
| Causing safety / trip hazards in the area  | 5      |
| Dead trees   | 3      |
| Need more / regular inspection   | 3      |
| Need to be cut   | 3      |
| They don't maintain them often, even if you complain   | 3      |
| Trees are hanging over and when it's windy it's scary / dangerous  | 3      |
| We hate gumtrees   | 3      |
| Branches are broken and is not maintained properly   | 2      |
| I do not understand why they plant gum trees on the street. They may be good for the birds, but why don't they plant it on somewhere else  | 2      |
| Leaves blow often; it is messy   | 2      |
| Lot of trees / branches overhanging over the paths   | 2      |
| Not maintained properly / looked after   | 2      |
| Old trees around here  | 2      |
| Overgrown and not dealt with   | 2      |
| There are too many dead trees, and the Council don't do anything about them  | 2      |
| They don't clean up the trees that come down   | 2      |
| Because our tree got chopped down for no reason, without information or notice. They said it was a mistake and got the wrong street, they said they would replant but they didn't show up. The tree has grown back, and we don't want it to be touched | 1      |
| Because they are overgrown, the roots of trees damage footpaths and driveways  | 1      |
| Because they don't replace the trees and I can see that they don't plant any trees in the park. They can ask us to help then plant if they want  | 1      |
| Better species of trees should be selected and those trees which will have big roots should be avoided   | 1      |
| Branches always fall, hurting people   | 1      |
| Branches are broken and I called Council to take care of it, and they don't respond, and it's been months. It is not safe as there are school kids walking and it's unsafe for them  | 1      |
| Branches are falling, the tree needs to be cut down  | 1      |
| Branches fall causes damage; one fell on my old car  | 1      |
| Branches fall in rain, no one comes to clear it  | 1      |
| Branches need to be cut  | 1      |
| Branches on streets, slow in clearing that   | 1      |
| Complaint given on cutting dangerously placed tree   | 1      |
| Dead branches and trees not maintained in a busy road  | 1      |
| Dead trees right on powerlines   | 1      |
| Debris blocks drain and cause damage to property   | 1      |
| Debris on strips   | 1      |
| Due to wrong trees, it kills grass and make mess with its nuts   | 1      |
| Fallen branches are not cleared for ages   | 1      |
| Fire risk and safety   | 1      |
| Grass cleaning not done on proper time   | 1      |
| Grass grows outside the mould.   | 1      |
| Grass has to be cut, redwood reserve playground, snakes over there   | 1      |



|  |   |
|--|---|
| Gum trees are not supposed to be here. Put in bushes   | 1 |
| Gum trees need to be cut down before someone dies  | 1 |
| Have had to call them, trees block traffic, they hang over roads, can be very dangerous  | 1 |
| It is the wrong tree. Not only gum trees but also oak trees. Trees that drop a lot of big leaves and they clog up gutters  | 1 |
| I've tried to call many times, they just zip in and out, and say it's not our department, I cleared up the blackberries, once I complained and they came and decimated everything but not the blackberries | 1 |
| My kid plays around so I want the trees to be trimmed down and well kept   | 1 |
| Not cut well   | 1 |
| Not enough thought in type of trees.   | 1 |
| Not enough trees   | 1 |
| Not maintained at all, comes at expense to residents   | 1 |
| Oak tree here blocks the drains  | 1 |
| Originally, they cut the tree in the front, no other maintenance work done on trees  | 1 |
| Overgrown trees could be dangerous   | 1 |
| Overhanging trees are dangerous to high vehicles   | 1 |
| Particular they don't remove dead trees. They will kill drivers  | 1 |
| Planting of gum trees on nature strips unnecessary, messy and dangerous  | 1 |
| Plants here are all old and die  | 1 |
| Put the wrong trees  | 1 |
| Sounds from electric board due to tree branches  | 1 |
| The branches are falling on my garden, there are branches everywhere, I am going to put synthetic grass  | 1 |
| The choice of trees chosen is garbage  | 1 |
| The Council does not trim the trees outside my house. It looms over my house   | 1 |
| The Council took down all the beautiful trees on the main street   | 1 |
| The gum trees are not maintained properly, and their branches fall onto the footpaths and causes trip hazards, and their leaves are all over the footpath  | 1 |
| The huge trees in front in the residential area beside houses is not safe  | 1 |
| The tree stumps are on the ground and is not safe for the school kids  | 1 |
| The trees fall on power lines a lot. Trim them down  | 1 |
| The trees that were planted recently are all dead  | 1 |
| The type of trees, pine needles  | 1 |
| There are a lot of trees that drop very low, but we have to clean it up  | 1 |
| There are no supports for cutting street trees down.   | 1 |
| There is a branch hanging over near the corner at the end of Kilburn and it was reported in October but still nothing has been done  | 1 |
| There is this tree broken down, I have already informed the Council, and they are going to take care of it   | 1 |
| There's a lot of suckers left on trees Indian crate middle are dropping its leaf   | 1 |
| These are crap*  | 1 |
| They are overcrowding on the roads   | 1 |
| They are very lax here   | 1 |
| They block drains and cause flooding   | 1 |
| They do not trim the trees back and foliage is not maintained  | 1 |
| They don't come to clean; the branches have been down for so long  | 1 |
| They don't pay us back for the fixes we had to do because of the tree damage. They should compensate for our damages   | 1 |
| They have not come back to me for a tree removal enquiry about a dead tree. I contacted since last year and nothing has been done  | 1 |





|   |            |
|---|------------|
| They have pulled down a lot of trees. We lost a lot of wildlife as well. I have seen dead animals around the streets  | 1          |
| They have still not taken care of the trees which fall over because of the storm last year  | 1          |
| They make a mess. Every day you have to pick up leaves we spent money on these front yards and these trees ruin it  | 1          |
| They might knock down our house   | 1          |
| They need to cut back a lot of overgrown branches   | 1          |
| They need to maintain and tree branches, taking tree branches away takes long   | 1          |
| They plant gum trees. They might fall on houses   | 1          |
| They should be doing this on their own, should not wait for a call  | 1          |
| They should have clear vision, planning and regular follow up to create a healthy vegetation in all areas including regular maintenance and management of current plants, garden patches and wetlands | 1          |
| Too many dead branches on trees. Not cut enough   | 1          |
| Too many on nature strips   | 1          |
| Trees block gutters   | 1          |
| Trees cover streetlights making it difficult to walk around the area  | 1          |
| Trees impact visibility on roads  | 1          |
| Trees on highway needs to be cut more   | 1          |
| Trees overhang on roads blocking traffic or impairing vision  | 1          |
| Trees planted aren't suitable for nature strip  | 1          |
| We had to cut the trees and neighbours trees because of the branches. They responded and they said it will be done at the end of July, in February. Which is danger to the people                     | 1          |
| We have issues with our tree in front, the tree is too big, acorns drop and damage our vehicles and the mess, need to be trimmed and cut back, roots damage to our house                              | 1          |
| When the graders grade the road, if a tree is growing, they grade around the tree, making the road narrower and narrower  | 1          |
| Wrong tree in wrong location  | 1          |
| <b>Total</b>  | <b>159</b> |

*Other*

|  |   |
|--|---|
| Around freeway entries - Monash  | 1 |
| At the intersection of Saffron Ave and Bridge Rd, tree blocks pedestrian crossing  | 1 |
| Balmoral Dr  | 1 |
| Big tree that is going to drop soon, Malcolm Ct  | 1 |
| Dead tree in front of my yard in Rosebank Ln   | 1 |
| Delay of tree removal in Casuarina Road  | 1 |
| Gembrook trees have to be trimmed  | 1 |
| Gum tree needs to be cut down in Kitchener parade  | 1 |
| Ludlow Ct has to be cleaned more.  | 1 |
| McGregor Rd had trees with branches hanging for a long while   | 1 |
| On the corner of Richard Rd, trees should be removed for safety  | 1 |
| Park Blvd  | 1 |
| Petty Rd - trees have fallen   | 1 |
| Radiata Court - the trees are killing all the grass  | 1 |
| Sandalwood Dr footpath, the bushes and shrubs are obstructing  | 1 |
| The protected oak tree near 14 Kookaburra Ct has grown so much, if there is a storm, will destroy our house. Have made complaints about this for the last 10 years, nothing has happened. It has to be trimmed | 1 |





|  |            |
|--|------------|
| The tree in the Primrose Ave was removed by the Council because it was not growing well, and they said they would replant it, but no news for 3 years. | 1          |
| Trees need to be cut down in Station St, some obstruct visibility while driving  | 1          |
| Trees need to be pruned. Clarks Rd   | 1          |
| Want the trees on Town Rd to be gone   | 1          |
| Webster Way needs improvement in trees   | 1          |
| <b>Total</b>   | <b>21</b>  |
| <b>Total responses</b>   | <b>180</b> |

## Street lighting

The provision and maintenance of street lighting was the 24<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with street lighting remained essentially stable this year, up one percent to 7.4 out of 10, which was a “very good” level of satisfaction.

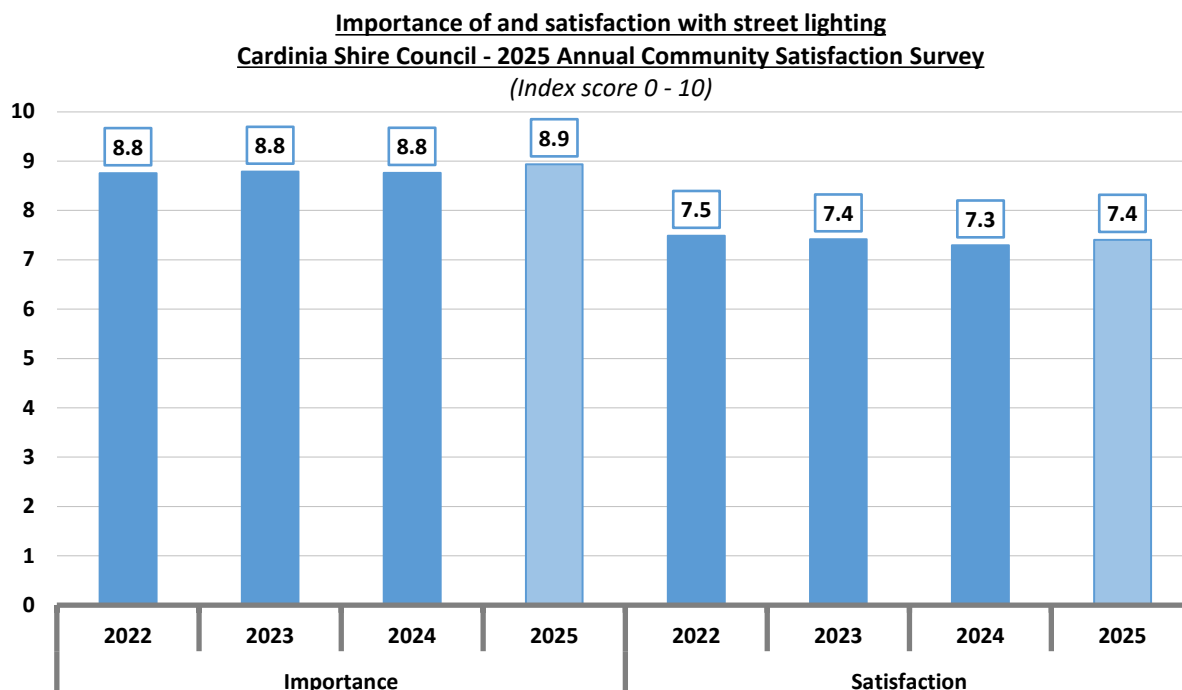
This result ranks street lighting 25<sup>th</sup> in terms of satisfaction this year.

This result comprised 59% “very satisfied” and 10% dissatisfied respondents, based on a total sample of 856 of the 903 respondents who provided a score this year.

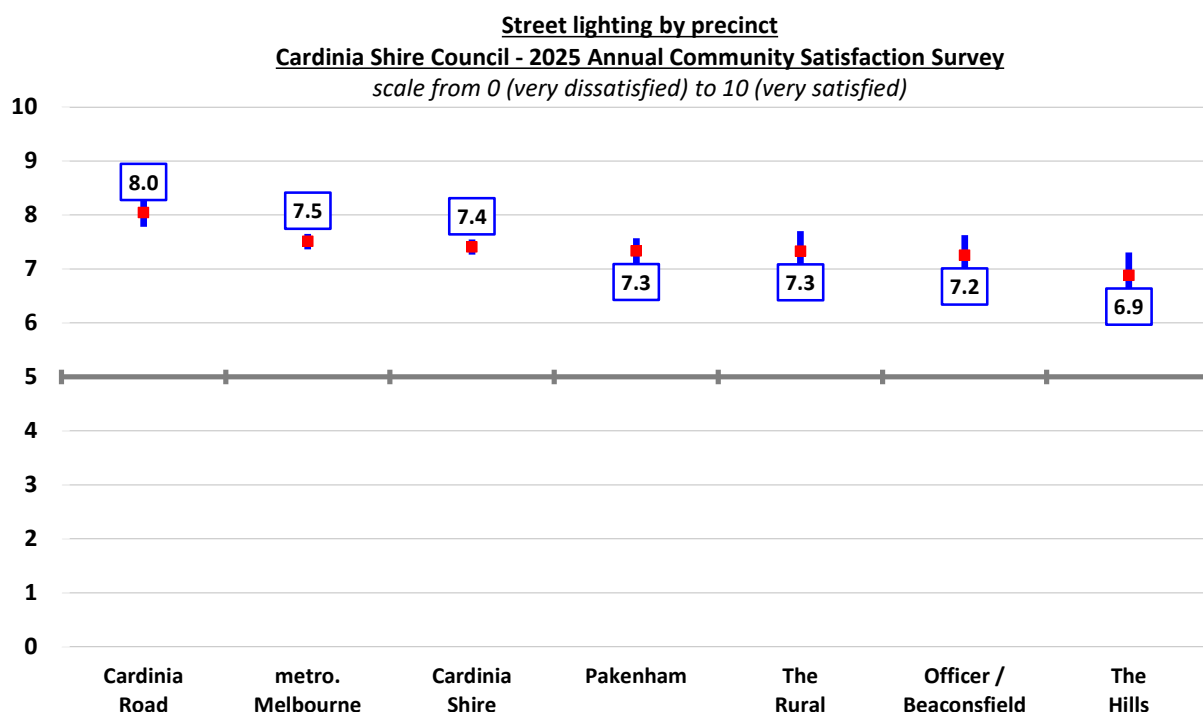
There was some substantive variation in satisfaction with street lighting by respondent profile, with middle-aged adults (aged 55 to 64 years) notably (4%) less satisfied than average.

By way of comparison, satisfaction with street lighting was essentially the same as the metropolitan average satisfaction with the “provision and maintenance of street lighting” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.





There was some statistically significant variation in satisfaction with street lighting observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average, and respondents from the Hills precinct measurably less satisfied.



The following table outlines the 62 comments, and 55 locations of concern received in relation to street lighting.



**Reasons for dissatisfaction with street lighting**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| No / not enough streetlights  | 15            |
| The light is dim / poor   | 8             |
| Lights don't work / bulb change needed  | 5             |
| Dark at night in some areas   | 4             |
| Need more lighting  | 3             |
| More lighting for safety of people  | 2             |
| Need more maintenance and cleaning  | 2             |
| 3 months ago, reported to Council and didn't get fixed  | 1             |
| Areas are dark after evening; lights are not enough. Not safe for walking                                 | 1             |
| Could be better   | 1             |
| Covers are coming off   | 1             |
| Dark at primary school early morning, no lighting   | 1             |
| Few lights are not working for few years. The light power is not enough                                   | 1             |
| It takes about 6 months for the Council and take necessary actions to repair the lights when not working  | 1             |
| Maintenance team never comes here   | 1             |
| Need maintenance. Some lights have not worked for months  | 1             |
| Need more lighting around the lake  | 1             |
| Need solar type streetlights  | 1             |
| Needs way more lighting especially at intersections and backstreets                                       | 1             |
| Never seen street sweepers  | 1             |
| New lights are not as good-looking as the old ones  | 1             |
| New lights are too bright   | 1             |
| No very well, be like in prison   | 1             |
| Only two in the whole street, very dark. Two lights for the whole court, not sufficient                   | 1             |
| Streetlight not maintained even after I raised a complaint  | 1             |
| Streetlights are blinking and not working   | 1             |
| There are many roads and streets without much lighting, driving at night is difficult                     | 1             |
| There is only one streetlight for the entire street, and more are needed to improve visibility and safety | 1             |
| Trees needs to be maintained  | 1             |
| Young girls who walk the streets and it's not safe  | 1             |
| <b>Total</b>  | <b>62</b>     |

*Specific locations*

|  |   |
|--|---|
| Need more lighting in Bunyip   | 2 |
| A car took out light pole at Clark's Road, near the park. The lights have not been installed yet | 1 |
| Blue Horizon St too it is dark   | 1 |
| Brunt Rd Bridge lighting is poor and the streetlight at end of the just Joey Dr is off           | 1 |
| Chairman Ave is too dark   | 1 |
| Coles in Lakeside  | 1 |
| Copper Beach Rd streetlight not working  | 1 |
| Eagle Dr roundabout light  | 1 |



|   |   |
|---|---|
| Eliza Tce not very lit  | 1 |
| Flickering streetlights when exiting freeway at McGregor Rd   | 1 |
| Florence Ave is way too dark  | 1 |
| Gets too dark on Central Av during nighttime  | 1 |
| Hammerwood Green has low lights   | 1 |
| In Webster Way, tree blocks the streetlight   | 1 |
| Is terrible around Hope St  | 1 |
| Is terrible around Princess St  | 1 |
| Is terrible around Wattletree St  | 1 |
| It's dark in Second Ave   | 1 |
| It's too dark. Broken lights on Rupert St   | 1 |
| It's too dark. Broken lights on Roseberry St  | 1 |
| Lakeside no lighting  | 1 |
| Light out on Rosebank Ln  | 1 |
| Mackenzie St needs more lighting  | 1 |
| Maillard St is not well lit   | 1 |
| Need a new light near Heritage Spring, near the kindergarten, doesn't work, for two years now                           | 1 |
| Need lighting here on Sylvia Rd   | 1 |
| Not enough lights on Greenway Dr and around the area  | 1 |
| No light, very dark at Radiata St   | 1 |
| No lights on Station St Lang Lang   | 1 |
| No street lighting here, Dunstan Rd   | 1 |
| No street lighting, Goshawk Dr  | 1 |
| No streetlights on Slattery Pl  | 1 |
| None on Stacey St   | 1 |
| Not a lot, Gembrook Main Rd   | 1 |
| Not enough in Beaconsfield  | 1 |
| Not enough lights near Ludlow Ct, not safe. Gets dark after evening   | 1 |
| Not enough, need more in Watergrass Ct  | 1 |
| Not much lighting Maillard St. I have to use torches at night   | 1 |
| Not very good lighting on Horner St   | 1 |
| Peridot Ave and surrounding areas, some lights are not working, some are blank, blinking etc.                           | 1 |
| Princes Hwy   | 1 |
| Princes Hwy   | 1 |
| So many streetlights to Cardinia Rd station that are not working  | 1 |
| Streetlight is not working on Railway Ave   | 1 |
| Street lighting is not good on Beaconsfield Ave   | 1 |
| Streetlights in Zoe Ln that are broken and some flicker   | 1 |
| The intersections on main roads are not lit well  | 1 |
| The street lighting on Hampton court in front of the house, there isn't enough. The one in front of the house is broken | 1 |
| The two streetlights in front of my house are very dim and need replacing   | 1 |
| There are no lights on Sydney Ave   | 1 |
| There are not enough in Cardinia  | 1 |
| There is not enough light generally in Pakenham   | 1 |
| Too little streetlamps along Gardinia Dr  | 1 |
| Westringia Way streetlight not working  | 1 |

**Total** **55**

**Total responses**

**117**



## Street sweeping

Street sweeping was the 35<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.6 out of 10.

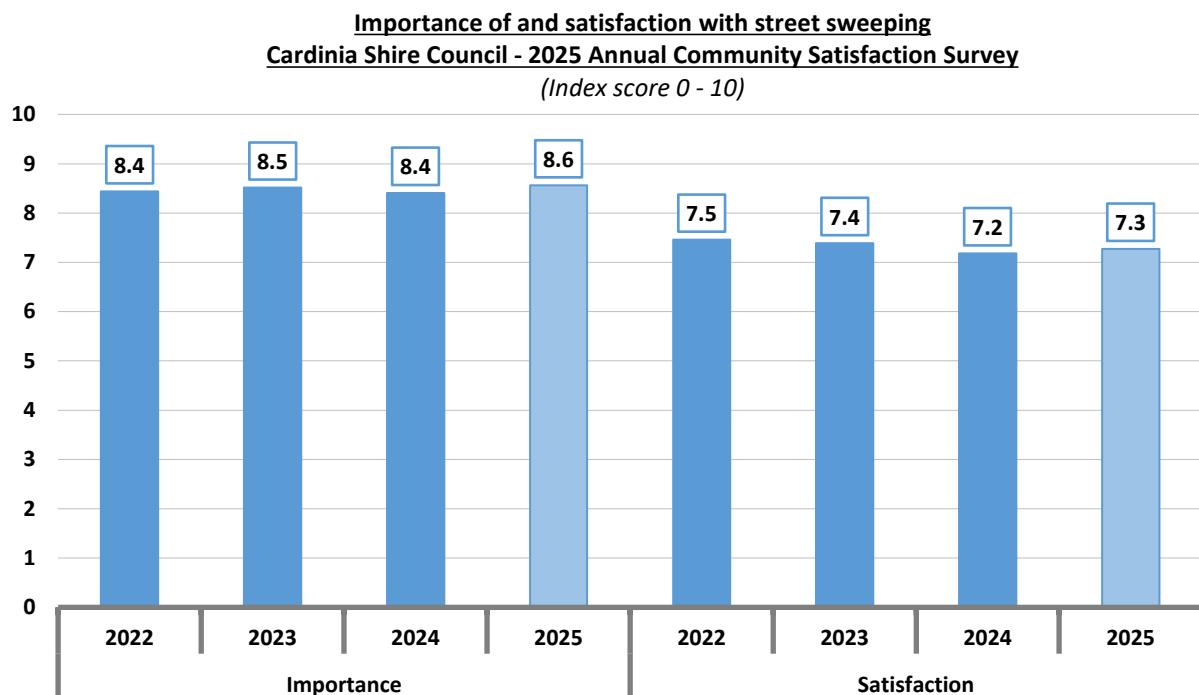
Satisfaction with street sweeping remained essentially stable this year, up one percent to 7.3 out of 10, which was a “good” level of satisfaction.

This result ranks street sweeping 28<sup>th</sup> in terms of satisfaction this year.

This result comprised 56% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 816 of the 903 respondents who provided a score this year.

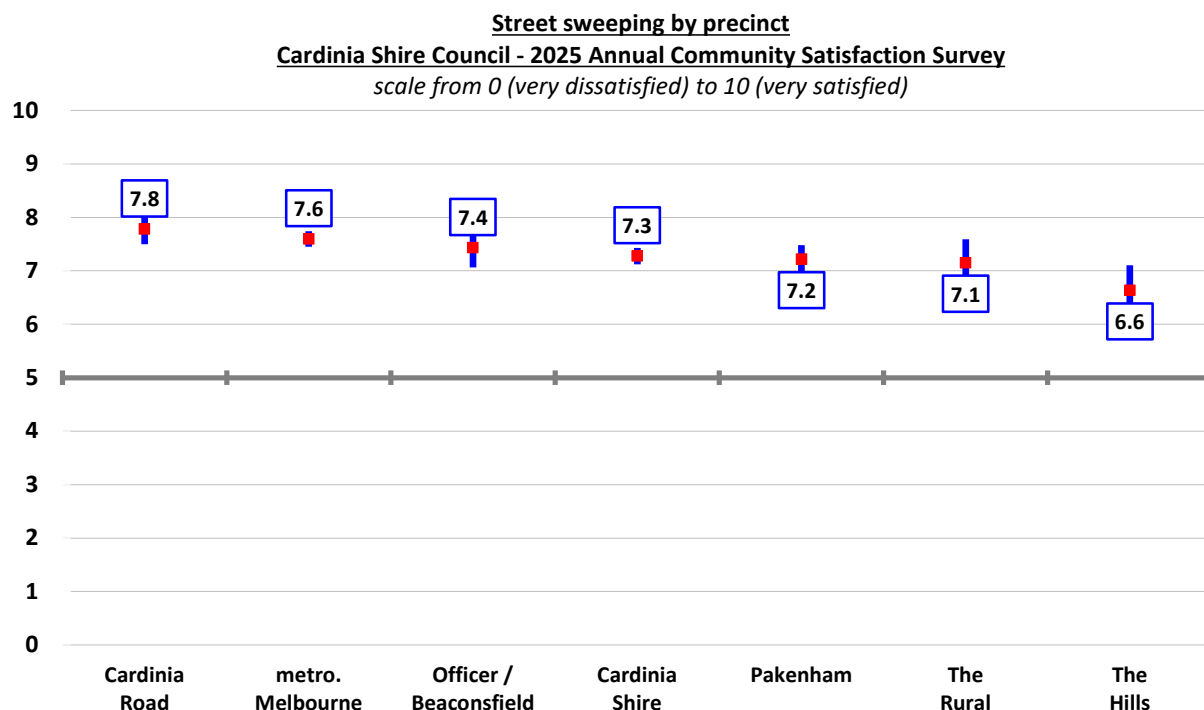
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (7%) more satisfied, and middle-aged adults and older adults (aged 55 to 74 years) notably (10% and 5%) less satisfied than average.

By way of comparison, satisfaction with street sweeping was measurably lower than the metropolitan Melbourne average satisfaction with the “street sweeping” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with street sweeping observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average, and respondents from the Hills precinct measurably less satisfied.





The following table outlines the 88 comments, and seven locations of concern received in relation to street sweeping.

**Reasons for dissatisfaction with street sweeping**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Reason  | Number |
|---|--------|
| No street sweeping / never seen it done   | 46     |
| Not done regularly / frequently / not enough  | 7      |
| Need more cleaning and maintenance  | 5      |
| I never see them sweep and it blocks the drainage frequently                        | 4      |
| Done only rarely  | 2      |
| Workers do not sweep properly   | 2      |
| Autumn season, lots of leaves blocking the drainage                                 | 1      |
| Footpaths are just dirty  | 1      |
| Heavy wind and leaves are all over and tree branches are all over and it's not safe | 1      |
| I have only seen them once every three years  | 1      |
| I hear the trucks going through that's it   | 1      |
| If pick up rubbish wouldn't need street sweep                                       | 1      |
| Is not sweep very often, many leaves on road  | 1      |
| It gets blocked by street tree leaves   | 1      |
| It's not clean  | 1      |
| It's pointless  | 1      |
| Lack of frequency, should be done after every storm                                 | 1      |
| Never seen a street sweeper nearly in there years                                   | 1      |
| Not much rubbish  | 1      |
| Once in 12 months so not frequent   | 1      |



|   |           |
|---|-----------|
| The new factories cause a lot of mud and rubbish all over the road        | 1         |
| There is a runoff of rocks. The stones flick up on to windscreens         | 1         |
| Theres a lot of grass growing on the edge of the highways                 | 1         |
| They are not coming on time   | 1         |
| They come late and the cars are parked and not much cleaning happens      | 1         |
| Too much dust on the roads  | 1         |
| Used to be regular, now it's been ages                                    | 1         |
| We don't need them  | 1         |
| <b>Total</b>  | <b>88</b> |
| <i>Specific locations</i>   |           |
| Balmoral Dr   | 1         |
| Big tree at Malcolm Ct  | 1         |
| Could be better around main roads such as Belgrave Gembrook Rd in Emerald | 1         |
| Doesn't get done around Rices Rd  | 1         |
| Kingstone Ave tree leaves need sweeping for the gutter                    | 1         |
| Not regular on Beaconsfield Ave   | 1         |
| We don't have kerbs on Stony Creek, but water comes through               | 1         |
| <b>Total</b>  | <b>7</b>  |
| <b>Total responses</b>  | <b>95</b> |

## Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 11<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with parks and gardens rose notably this year, up four percent to 7.7 out of 10, which was a “very good” level of satisfaction.

This result ranks parks and gardens 16<sup>th</sup> in terms of satisfaction this year.

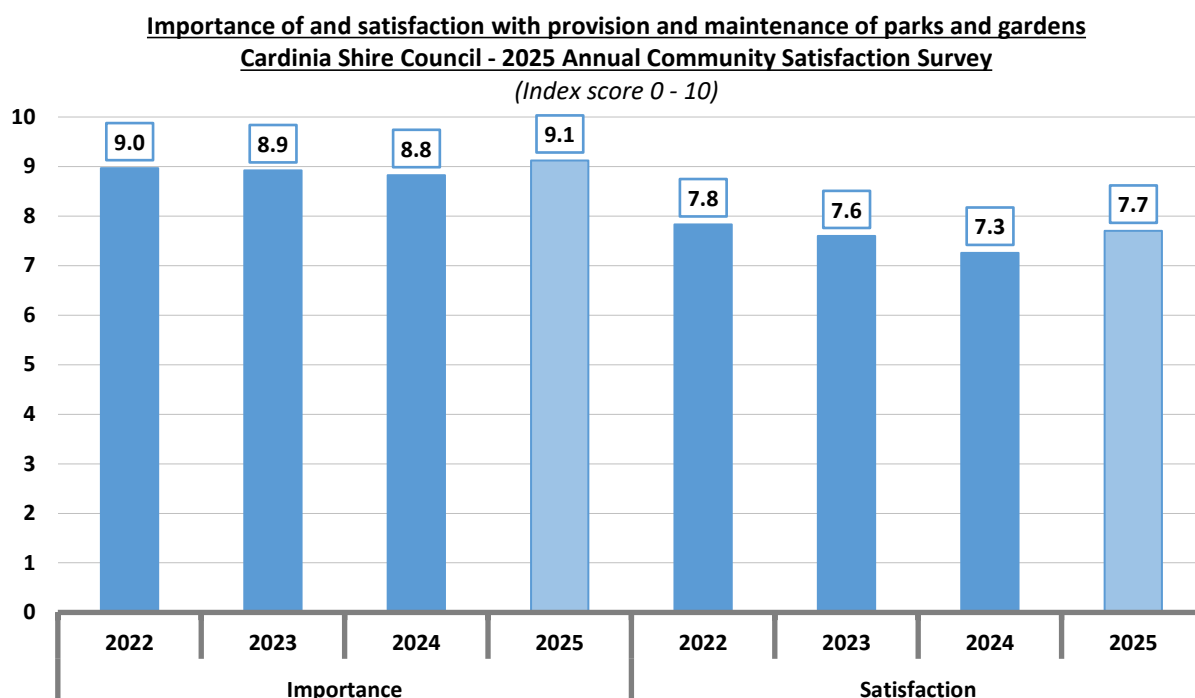
This result comprised 63% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 861 of the 903 respondents who provided a score this year.

There was some variation in satisfaction with parks and gardens observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably (5%) less satisfied than average.

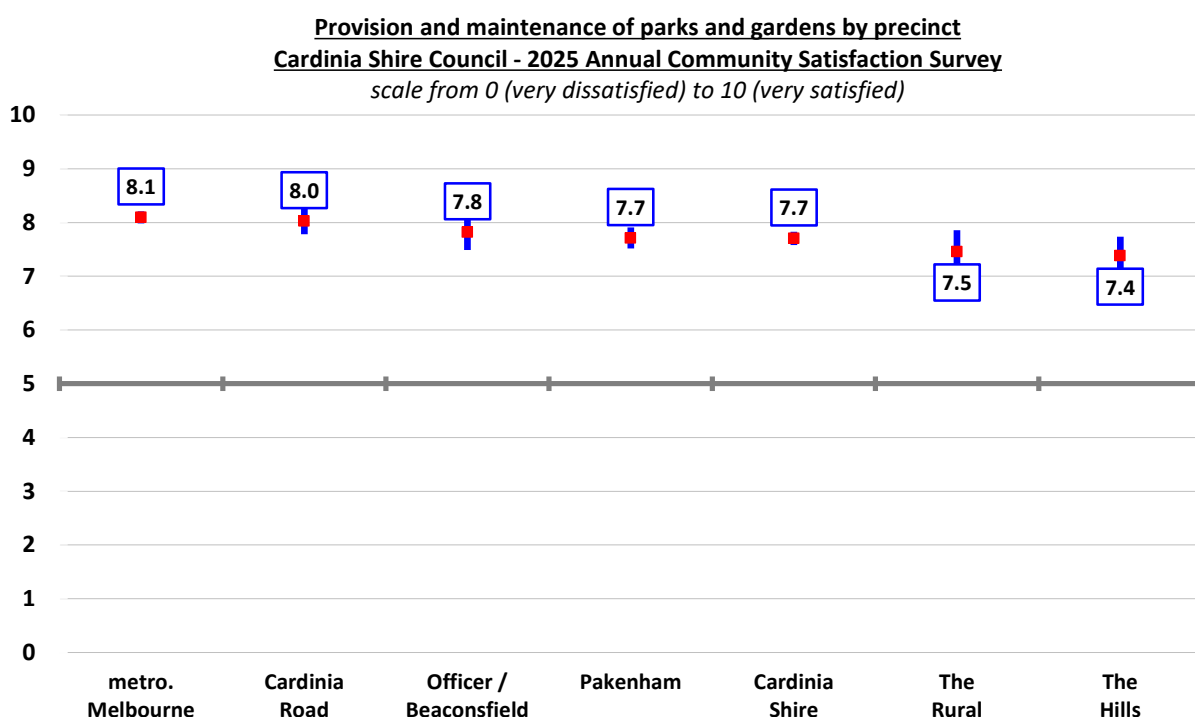
By way of comparison, satisfaction with parks, gardens, and reserves was measurably lower than the metropolitan Melbourne average satisfaction with the “the provision and maintenance of parks, gardens, and open spaces” of 8.1 out of 10, as recorded in the 2025 *Governing Melbourne* research.







There was some statistically significant variation in satisfaction with parks and gardens observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average.



The following table outlines the 54 comments, and 16 locations of concern received in relation to the provision and maintenance of parks and gardens.



**Reasons for dissatisfaction with provision and maintenance of parks and gardens**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| Grass is overgrown  | 4             |
| Infrequent mowing   | 3             |
| Not maintained properly   | 3             |
| Always messy / untidy   | 2             |
| Grass is not cut on time  | 2             |
| Need maintenance of parks   | 2             |
| Not done regularly enough   | 2             |
| Sometimes the grass is very long almost three or four feet long   | 2             |
| The grasses were not cut properly   | 2             |
| A lot of tall grasses around the main road  | 1             |
| Clean up of garbage   | 1             |
| Do we even have that? Maintenance you said?   | 1             |
| Dog park is a mess, there are no bins, mowing needs keeping up  | 1             |
| Don't see mowing  | 1             |
| Grass cutting in parks should be regular  | 1             |
| Grass is overgrown for the kids to play in; trees fold in during rains and storms                           | 1             |
| Grass cutting required  | 1             |
| It is improving   | 1             |
| Kids drop litter regularly  | 1             |
| Lake's fountain needs to change. Water is very bad  | 1             |
| Lakes seem unattended. Algae blooms are uncontrollable  | 1             |
| Lots of garbage   | 1             |
| Need more parks and gardens   | 1             |
| Need to do regular mowing   | 1             |
| Not cleaned   | 1             |
| Not cleaning the local lakes and parks  | 1             |
| Not enough playgrounds  | 1             |
| Not maintained  | 1             |
| Not regularly cleaned   | 1             |
| Parks needs to be lit well  | 1             |
| Parks not maintained, doing the bare minimum, they need to make regular checks, especially the blackberries | 1             |
| Poor management   | 1             |
| Rotting parks are an eyesore  | 1             |
| Sometimes the weeds and lawns grow too much before they come and cut it                                     | 1             |
| The football oval needs to be maintained  | 1             |
| The grass is not regularly done enough. Snake hazard  | 1             |
| The parks need to be maintained   | 1             |
| There aren't any  | 1             |
| They do not cut the lawn  | 1             |
| Very old, not well maintained   | 1             |
| Walkways in the area are not maintained   | 1             |
| <b>Total</b>  | <b>54</b>     |
| <i>Specific locations</i>   |               |



|   |           |
|---|-----------|
| BMX track on Wattletree Rd Bunyip   | 1         |
| Cockatoo Creek Park has a lot of garbage, and the bins should be emptied more often                               | 1         |
| Dragon Park security gate   | 1         |
| Emerald Park not maintained properly. Can make it a feature in Melbourne  | 1         |
| Grass has to be cut, Redwood Rd Reserve playground, snakes over there   | 1         |
| In the open spaces and parks like in Hammerwood Green Reserve and Stirling Circuit Reserve                        | 1         |
| Nature strip at Copper Beech Rd needs better maintenance  | 1         |
| New park at Pakenham  | 1         |
| One main park in Bunyip - has dead trees, trees have fallen down on people, is not regularly maintained, very old | 1         |
| Park in Rosebank Ln is poorly maintained  | 1         |
| Park near Bridgewood Primary School has dog poos  | 1         |
| Park on Hope St   | 1         |
| Ron Andrews Park playground has not been updated in a long while  | 1         |
| Sometimes barbeque machine in Pakenham Park does not work   | 1         |
| Tantallon Rd park lacks facilities, e.g. swings, water facilities, slides   | 1         |
| Violence, physical assault, alcoholism around the park area (Ron Andrews Park)                                    | 1         |
| <b>Total</b>  | <b>16</b> |
| <b>Total responses</b>  | <b>70</b> |

## Local traffic management

Local traffic management was the 17<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with local traffic management rose somewhat this year, up two percent to 7.2 out of 10, which was a “good” level of satisfaction.

This result ranks local traffic management 30<sup>th</sup> in terms of satisfaction this year.

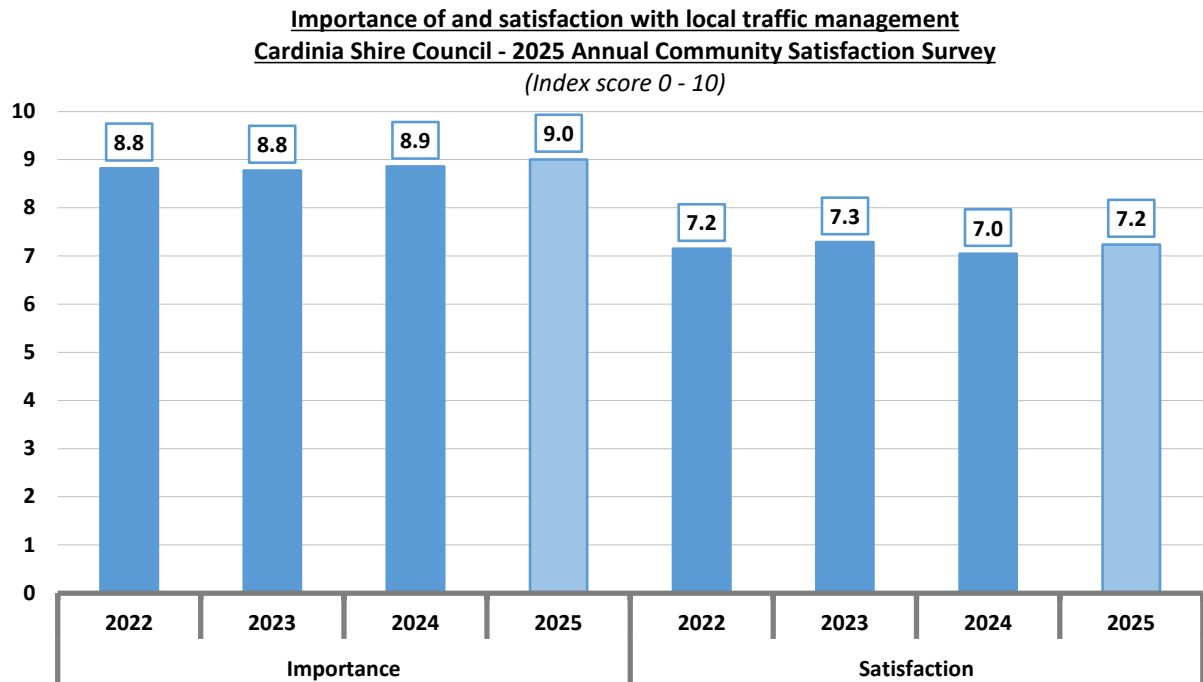
This result comprised 53% “very satisfied” and 10% dissatisfied respondents, based on a total sample of 864 of the 903 respondents who provided a score this year.

There was some variation in satisfaction with the local traffic management observed by respondent profile, with young adults (aged 18 to 34 years) notably (4%) more satisfied than average, and middle-aged adults (aged 55 to 64 years) notably (5%) less satisfied.

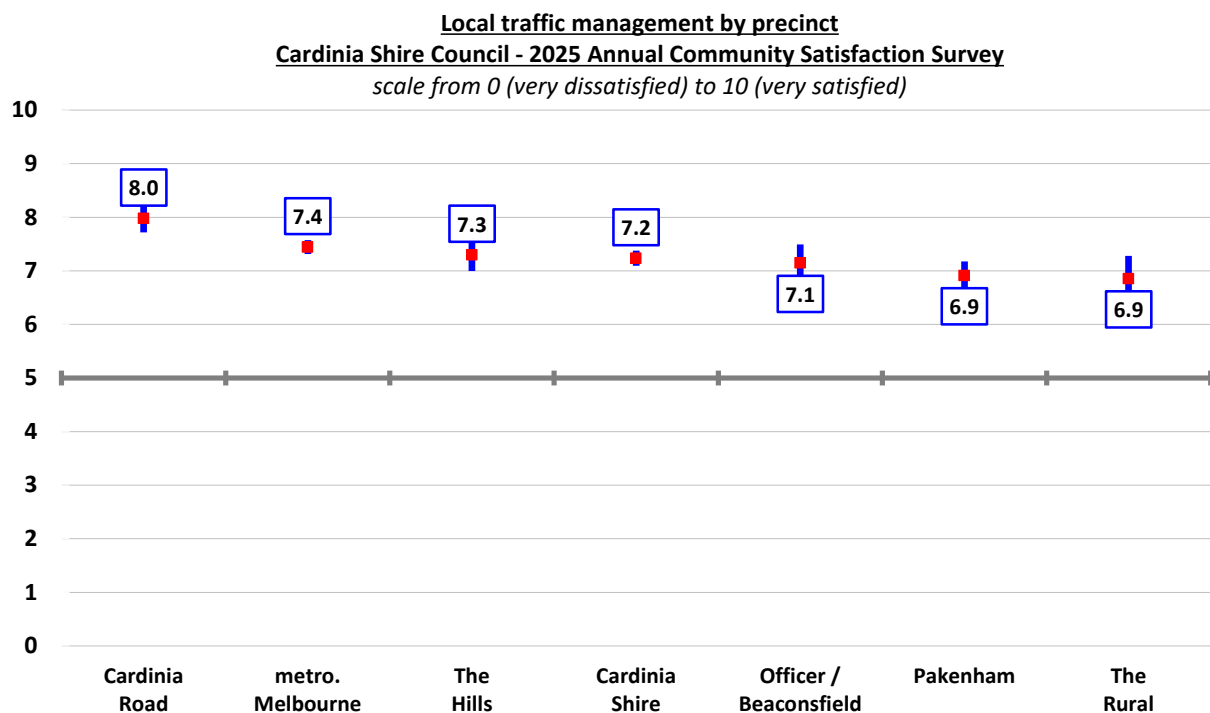
Respondents from multilingual households were notably (4%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with local traffic management was somewhat (2%) lower than the metropolitan average satisfaction with the “local traffic management” of 7.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.





There was some statistically significant variation in satisfaction with local traffic management observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average.



The following table outlines the 77 comments, and 57 locations of concern received in relation to local traffic management.



**Reasons for dissatisfaction with local traffic management**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>  | <i>Number</i> |
|--|---------------|
| Too much traffic everywhere  | 6             |
| Poorly planned roadwork / timing of the roadworks is bad   | 4             |
| Lack of communication  | 3             |
| Traffic jams / congestion  | 3             |
| Huge mess / it is chaos  | 2             |
| It is impossible to pass if there are cars parked on both sides of the road                      | 2             |
| Not good   | 2             |
| Roads are not sufficient for the population  | 2             |
| Roads are poor   | 2             |
| Roadworks  | 2             |
| They never let us know about them in advanced  | 2             |
| Bloody awful when they do it. I do not know how they teach them to manage road                   | 1             |
| Buses are a cheaper alternative, just a last resort for people who cannot drive                  | 1             |
| Council does not respond to complaints   | 1             |
| Detours create bottlenecks   | 1             |
| Drives me nuts around here. They put a sign up and leave it for months                           | 1             |
| Freeway entrances  | 1             |
| I am not dissatisfied; I just want them to be better   | 1             |
| Just idiots driving  | 1             |
| Just upgrade the roads   | 1             |
| Lack of alternative transportation   | 1             |
| Lack of care of mainstream traffic management, everything takes too long                         | 1             |
| Leave the roads blocked for a long time, even during weekends                                    | 1             |
| Lot of traffic through side streets  | 1             |
| Lots of roadworks in the major areas over the railways, it absolutely ruins travel at the moment | 1             |
| Lots of work   | 1             |
| Main streets are tricky  | 1             |
| Management of road works   | 1             |
| More traffic jams during Christmas   | 1             |
| Most of the time, they seem to be lazing around  | 1             |
| My wife was almost run over multiple times   | 1             |
| Need more control on highways  | 1             |
| Need more parking spaces   | 1             |
| Needs to be done more  | 1             |
| No infrastructure  | 1             |
| No traffic management around developments  | 1             |
| Not being managed well   | 1             |
| One sided parking  | 1             |
| Only one way out of this town and we wait there for 30 minutes                                   | 1             |
| Open the roads   | 1             |
| Pedestrian crossing right in front of shopping centres   | 1             |
| People drive quick   | 1             |
| Poor road closure management   | 1             |
| Road is used for school drop-offs and pick-ups   | 1             |
| Road set ups are dangerous   | 1             |
| Road works during peak hours   | 1             |



|   |           |
|---|-----------|
| Roads are not big enough  | 1         |
| Roads are not planned very well   | 1         |
| Roadwork set up is dangerous  | 1         |
| So many broken signs make it unclear where to go  | 1         |
| The speed that they go up to here, the old Councillor is an idiot and never did anything          | 1         |
| There is always roadwork, especially during school hours  | 1         |
| There is only one entrance  | 1         |
| There needs to be more traffic lights and more organisation especially on corners and roundabouts | 1         |
| They do not follow the stop signs   | 1         |
| Traffic management people do nothing  | 1         |
| Traveling during peak hours is very long, 25 minutes turns into 45 minutes                        | 1         |
| Very crowded during peak hour   | 1         |
| <b>Total</b>  | <b>77</b> |

*Specific locations identified by respondents*

|   |   |
|---|---|
| Nar Nar Goon - Longwarry Rd / Hope St intersection  | 3 |
| St Georges Rd / Stoney Creek Road intersection  | 2 |
| Traffic is really bad during peak hours on Princes Hwy  | 2 |
| A lot of speeding traffic on Baker St   | 1 |
| Bald Hill Rd / Racecourse Rd intersection   | 1 |
| Belgrave-Gembrook Rd congestion   | 1 |
| Brunt Rd congestion   | 1 |
| Cannot get around in Pakenham. It is overpopulated  | 1 |
| Congestion in the main road of Emerald  | 1 |
| Could not get onto the 7-Eleven station because of traffic and one of the road guys tried to abuse me for it                      | 1 |
| Direction of First Ave changed so there have been many accidents over there   | 1 |
| Emerald is getting crazy, especially when there is a market on  | 1 |
| Hard to get out of Lang Lang  | 1 |
| In front of Bunnings  | 1 |
| Just Joey Dr / Double Delight Dr intersection is risky and congested  | 1 |
| Just Joey Dr is congested because there is a lot of traffic   | 1 |
| Kathleen Ct cars drive too fast   | 1 |
| Koo Wee Rup Secondary College Road has a major traffic issue  | 1 |
| Lights do not always work on McGregor Rd & Henry Rd, this is dangerous, and I have seen near-collisions several times             | 1 |
| Lot of traffic congestion in Cardinia Rd  | 1 |
| M1 Princes Highway, after Berwick exit  | 1 |
| Main St, Pakenham   | 1 |
| Mirror on Charman Ave is not maintained. Hard to see incoming cars  | 1 |
| Monash Fwy congestion and terrible traffic  | 1 |
| Nar Nar Goon - Longwarry Rd / Hope St crossing  | 1 |
| Nar Nar Goon - Longwarry Rd / Hope St intersection is bad; the community wants speed humps  | 1 |
| Nar Nar Goon has become bad at peak hours   | 1 |
| Old Princes Hwy congestion and terrible traffic   | 1 |
| Pakenham Secondary College crossing   | 1 |
| People are cutting off lanes for no reason on Pakenham Rd at the bridge   | 1 |
| People park on both the sides of the roads near Gembrook Primary School. Traffic needs to be managed during pickups and drop-offs | 1 |
| Poor traffic management across Station St   | 1 |



|   |            |
|---|------------|
| Princes Hwy congestion  | 1          |
| Princes Hwy opening traffic   | 1          |
| Racecourse Rd gets busy   | 1          |
| Rix Rd congestion   | 1          |
| Sandalwood Rd / Sweet Pea Dr chaos  | 1          |
| Service stations on Old Princes Hwy have not given drivers much room to shift from one lane to another  | 1          |
| Some areas need traffic lights in Henry St  | 1          |
| Speed limit from Princes Hwy to Beaconsfield is too fast, especially around shopping strips   | 1          |
| Stella St / Wallace St intersection is so busy and there are no signs. There used to be a no parking sign but now it is gone                          | 1          |
| There are always crashes on Bunyip-Modella Rd   | 1          |
| They do not do anything in Nar Nar Goon   | 1          |
| They need to put signs and warnings near Hampton Ct and Princes Hwy   | 1          |
| Toomuc Valley Rd  | 1          |
| Traffic is so bad on Princes Hwy. It took me 45 extra minutes to get to work  | 1          |
| Traffic jams remain unbearable on McGregor Rd   | 1          |
| Traffic to Phillip Island is insane   | 1          |
| Trailer on Gallery Way is a dangerous traffic, and it is there for advertising purposes only  | 1          |
| Trucks in Lang Lang make the traffic very bad   | 1          |
| Usually on long weekends, local traffic is horrible due to Phillip Island commuters and access to Lang Lang gets difficult                            | 1          |
| We need speed humps near the park on Clarks Rd  | 1          |
| When they got rid of the boom gates on the McGregor Rd / Rogers St intersection, they did not fix the narrow lane for turning right towards Rogers St | 1          |
| <b>Total</b>  | <b>57</b>  |
| <b>Total responses</b>  | <b>134</b> |

## Environmental events, programs, and activities

Environmental events, programs, and activities were the 36<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.5 out of 10, and one of eight that were measurably less important than the average of all 39 (8.9).

Satisfaction with these services increased somewhat this year, up two percent to 7.4 out of 10, which was a “very good” level of satisfaction.

This result ranks these services 24<sup>th</sup> in terms of satisfaction this year.

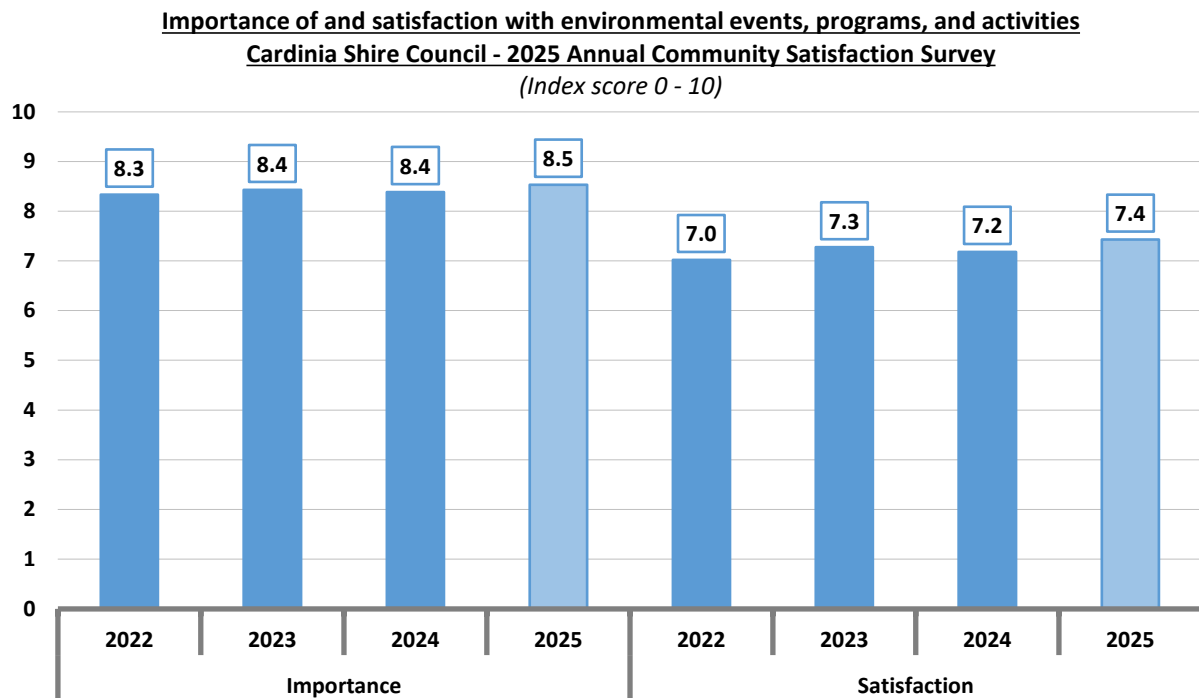
This result comprised 54% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 744 of the 903 respondents who provided a score this year.

There was some variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) notably (5%) more satisfied than average, and middle-aged adults (aged 55 to 64 years) notably (8%) less satisfied. Respondents from multilingual households were notably (4%) more satisfied than respondents from English speaking households.

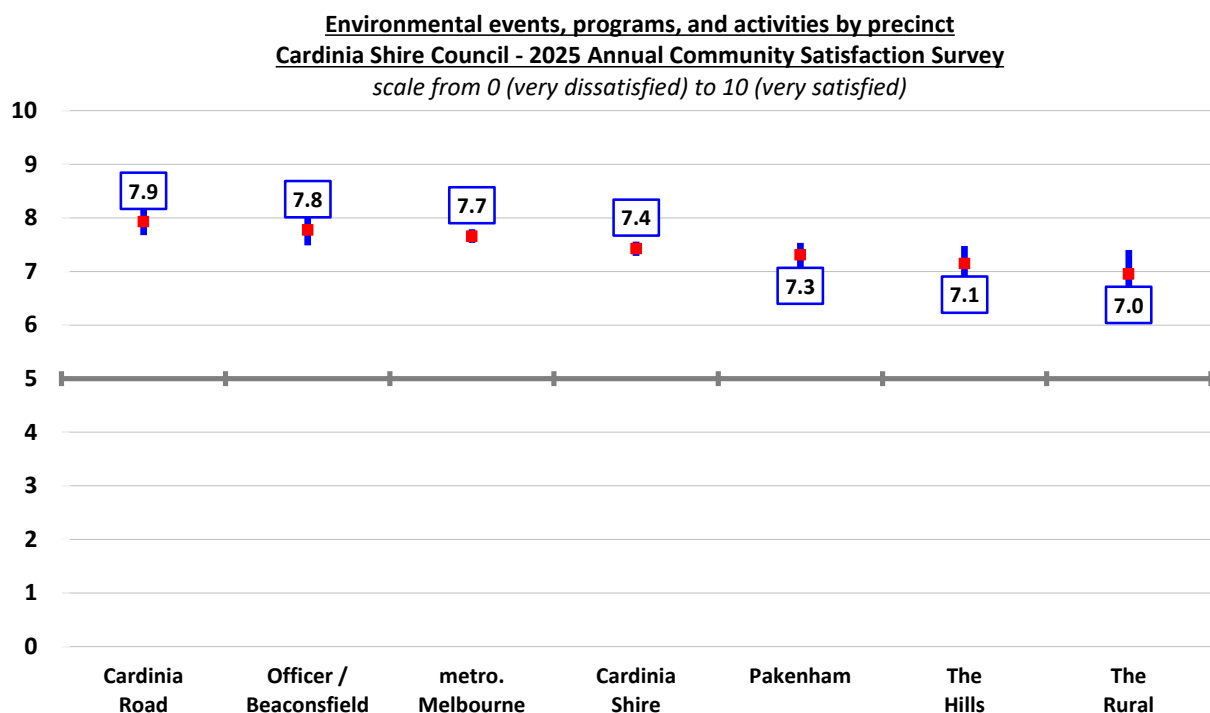




By way of comparison, satisfaction with these services was notably (3%) lower than the metropolitan average satisfaction with the “Council meeting its responsibilities towards the environment” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction with these services observed across the shire at the precinct level, with respondents from Cardinia Road measurably more satisfied than the shire average, and at an “excellent” rather than a “very good” level.



The following table outlines the 49 comments receive in relation to environmental events, programs, and activities.

**Reasons for dissatisfaction with environmental events, programs, and activities**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

*(Number of responses)*

| <i>Reason</i>   | <i>Number</i> |
|---|---------------|
| No communication / updates / not aware  | 9             |
| Not enough / not many / no events   | 9             |
| Not important / I don't care  | 9             |
| Have not seen any / do not know what they are doing   | 8             |
| Things do not get done / talk but no action   | 2             |
| Do not clean up the dead trees  | 1             |
| Environmental issues are just about the local sector trying to encourage something that does not work           | 1             |
| Focus too much on environment   | 1             |
| I want to find out more about these groups and events. I would also be able to gain some knowledge on computing | 1             |
| It is not done by the Council   | 1             |
| Need to support environmental events  | 1             |
| Net zero carbon emission issues is a waste of time, money and energy. Unless it is to do with toxic chemicals   | 1             |
| Sand trucks in the main street, sand everywhere   | 1             |
| Tend to rip trees out and not put them back or do not actively plant trees                                      | 1             |
| The balance of prosperity and environment is not good   | 1             |
| There are no more Christmas decorations   | 1             |
| We hear about them after it is done and happened  | 1             |
| <b>Total</b>  | <b>49</b>     |

## Public toilets

Public toilets were the 8<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.2 out of 10, and one of nine services and facilities to be measurably more important than the average of all 39 (8.9).

Satisfaction with public toilets remained essentially stable this year, up one percent to 6.7 out of 10, which was a “good” level of satisfaction.

This result ranks public toilets 36<sup>th</sup> in terms of satisfaction this year, and one of nine that received a satisfaction score measurably lower than the average of all 39 (7.6).

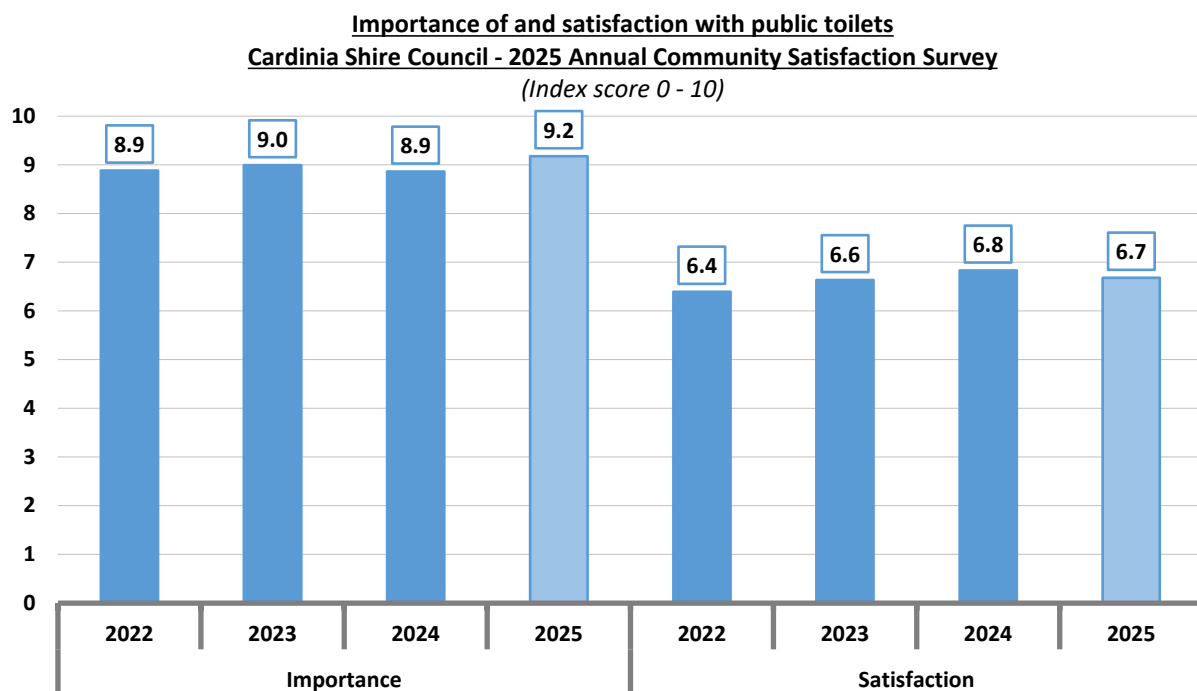
This result comprised 44% “very satisfied” and 15% dissatisfied respondents, based on a total sample of 394 of the 404 respondents (45%) from households who had used these facilities in the last 12 months.



There was some variation in satisfaction with the public toilets observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably (10%) less satisfied than average, and senior citizens (aged 75 years or older) notably (10%) more satisfied.

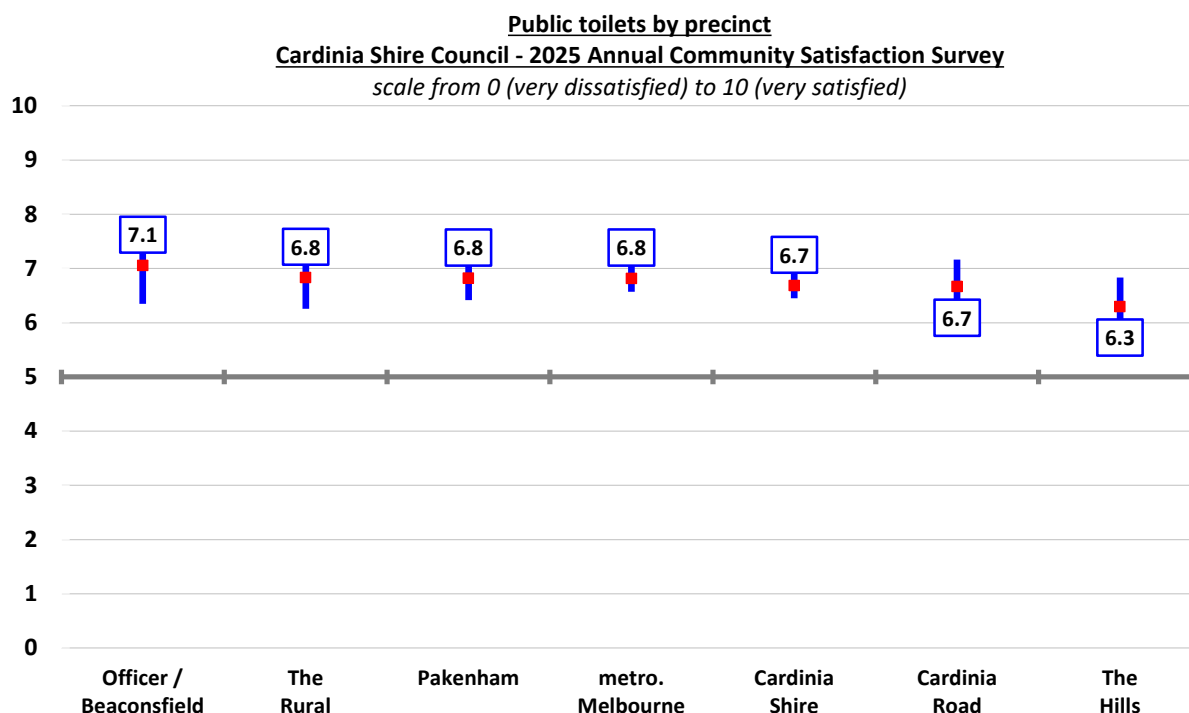
Male respondents were notably (5%) more satisfied than female respondents, and respondents from multilingual households were notably (5%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with public toilets was essentially the same as the metropolitan Melbourne average satisfaction with the “public toilets” of 6.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with public toilets observed across the shire at the precinct level, although respondents in the Hills precinct were notably less satisfied than the shire average.





The following table outlines the 98 comments, and 25 locations of concern received in relation to public toilets.

**Reasons for dissatisfaction with public toilets**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Reason   | Number |
|--|--------|
| Not clean / dirty / disgusting / smelly  | 37     |
| Not enough / we need more  | 13     |
| They are not maintained  | 5      |
| Would like more toilets at playgrounds / parks   | 5      |
| Graffiti   | 4      |
| Seems to be broken / needs repair  | 4      |
| They don't even exist / we don't have one  | 4      |
| Need to be refurbished / improved  | 3      |
| They are not always stocked / no stock of soap and supplies  | 3      |
| Could be cleaned more often  | 2      |
| Better lighting  | 1      |
| Damaged, near the railway station dirty  | 1      |
| Disgraceful management   | 1      |
| Gross, especially men's  | 1      |
| Have people doing drugs in them  | 1      |
| In general,  | 1      |
| New ones are good  | 1      |
| Not aware of the locations   | 1      |
| Not enough around, it's only in shopping centres and restaurants, it's hard for people with bladder conditions | 1      |
| Not suitable for people with disabilities  | 1      |



|  |           |
|--|-----------|
| Old ones are terrible  | 1         |
| Security   | 1         |
| The door opens randomly  | 1         |
| The first time I used it, it was good. The second time it needed to be cleaned           | 1         |
| The new ones are not very nice - cubicles, not very kid friendly, complicated mechanisms | 1         |
| Unknown people just looking for a toilet but there is no toilet at the train station     | 1         |
| Vandalism  | 1         |
| Very bad at the running tracks   | 1         |
| <b>Total</b>   | <b>98</b> |

*Specific locations identified by respondents*

|  |            |
|--|------------|
| Ahern Rd dog park needs a public toilet  | 1          |
| Cockatoo Creek Park has gross toilets  | 1          |
| Dirty toilets near Pakenham station  | 1          |
| Emerald toilets are always filthy  | 1          |
| Garfield public toilet is smelly and is deteriorating  | 1          |
| Lakeside toilet is always closed   | 1          |
| Library toilet was not so clean  | 1          |
| Near Puffing Billy there is no baby change room  | 1          |
| Need to keep the toilet on Bailey Rd. The toilet at the top of the park is not convenient    | 1          |
| On the main street the toilet is bad and needs to be fixed                                   | 1          |
| Only one in Lakeside   | 1          |
| Pakenham central has no accessible toilets   | 1          |
| Public toilets are usually closed near Pakenham Target and Coles                             | 1          |
| Puffing Billy park toilets are disturbing. Rancid  | 1          |
| The NRL ground toilets are not open to the public  | 1          |
| The one in Emerald could be upgraded   | 1          |
| The one on Main St is dodgy  | 1          |
| There is a lack of toilets in Officer  | 1          |
| There is no toilet near the park on Clarks Rd. Toilets are dirty and frequented for drug use | 1          |
| Toilet at the netball court is not open to the public in Emerald                             | 1          |
| Toilets are not opened at Deep Creek Reserve   | 1          |
| Very dirty, Gembrook public toilets  | 1          |
| Very disgusting. The ones down in High St and at Bunyip Recreational Reserve                 | 1          |
| Very few in Officer, try to be like Nillumbik  | 1          |
| We need public toilets at Bunyip and Garfield parks  | 1          |
| <b>Total</b>   | <b>25</b>  |
| <b>Total responses</b>   | <b>123</b> |

## Provision and maintenance of playgrounds

The provision and maintenance of playgrounds was the 12<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.



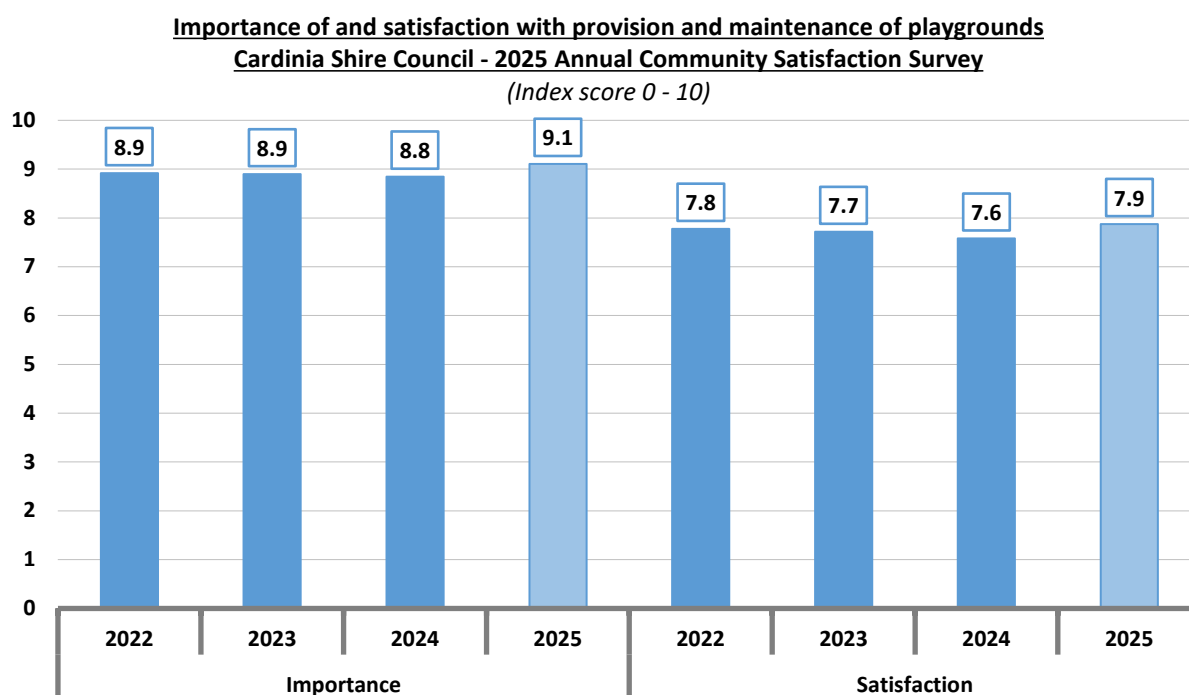
Satisfaction with playgrounds rose notably this year, up three percent to 7.9 out of 10, which was an “excellent” level of satisfaction.

This result ranks playgrounds 9<sup>th</sup> in terms of satisfaction this year.

This result comprised 66% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 385 of the 390 respondents (43%) from households who had used these facilities in the last 12 months.

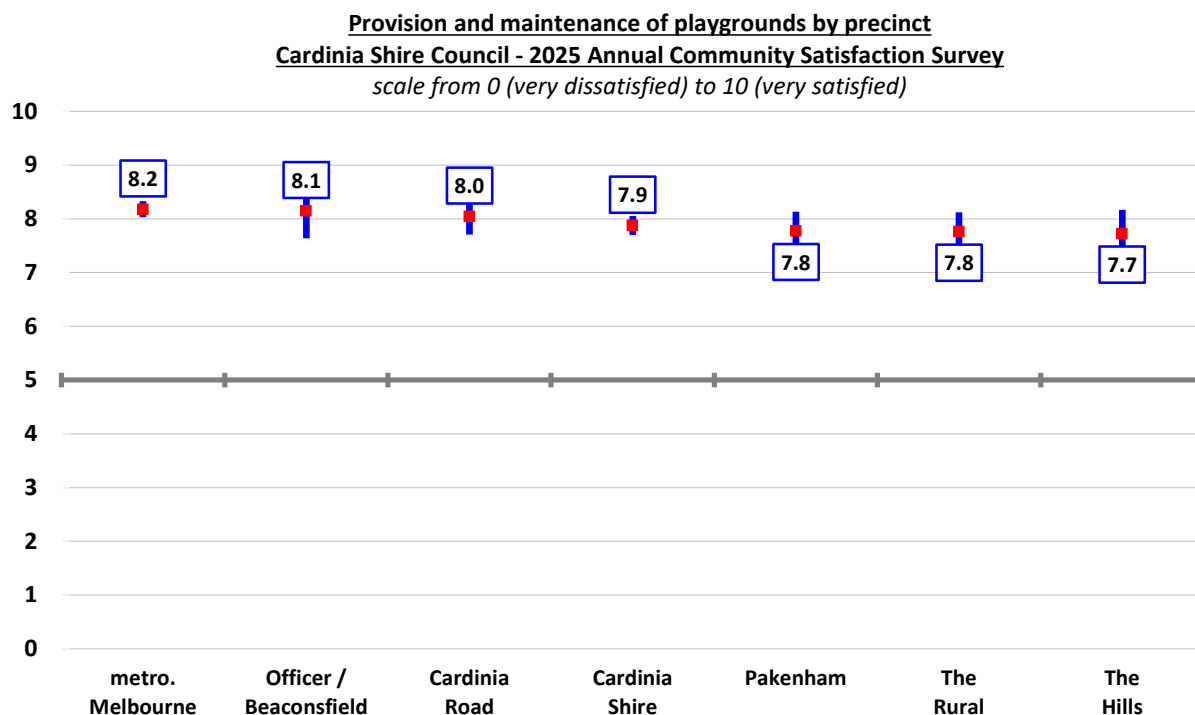
There was some variation in satisfaction with playgrounds observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably (7%) less satisfied than average.

By way of comparison, satisfaction with playgrounds was notably (3%) lower than the metropolitan Melbourne average satisfaction with the “the provision and maintenance of playgrounds” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with playgrounds observed across the shire at the precinct level.





The following table outlines the 34 comments in relation to the provision and maintenance of playgrounds.

**Reasons for dissatisfaction with provision and maintenance of playgrounds**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number of responses)

| Reason   | Number |
|--|--------|
| Not maintained   | 4      |
| Lot of dog poo on the ground   | 2      |
| Need to be upgraded  | 2      |
| The biggest issue is not having enough toilet facilities   | 2      |
| Broken bottles and rubbish on the ground   | 1      |
| It could do better for kids  | 1      |
| It is called park but there is no shade  | 1      |
| It should be bigger because it has less options  | 1      |
| Lack of maintenance in Ron Andrews Park  | 1      |
| Make them sun smart  | 1      |
| Needs regular service  | 1      |
| New playgrounds are better than the existing and only for children, nothing for teenagers                                  | 1      |
| Not much equipment to play around  | 1      |
| Not many police officers to regulate the parks   | 1      |
| Only one little park for such big area   | 1      |
| Pakenham golf club should be more well maintained (e.g. vegetation, appearance)  | 1      |
| Park at Puffing Billy playground needs funding for upgrade, playgrounds in general should be more natural and less plastic | 1      |
| Park below Cardinia beach, broken basketball hoop  | 1      |
| Parks need to be expanded  | 1      |
| Playground is too small  | 1      |



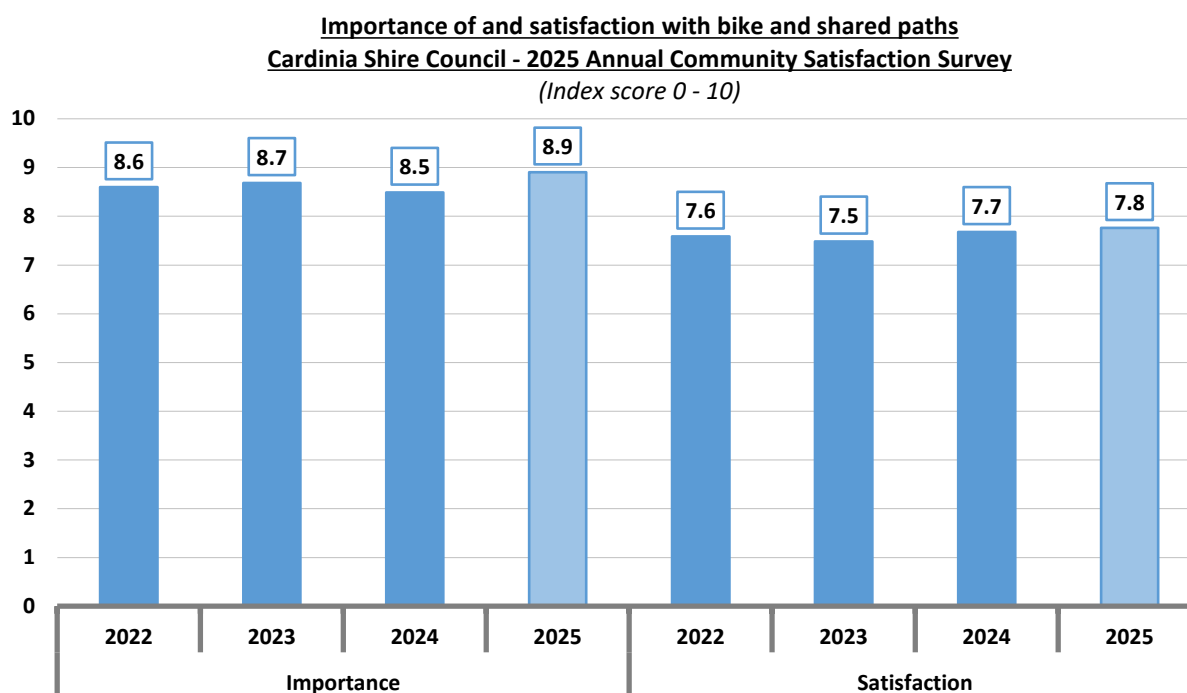
|  |           |
|--|-----------|
| Playground less in number compared to others, not enough           | 1         |
| Rubbish all around   | 1         |
| Should also be facilities for younger kids with all age group      | 1         |
| The repair is very slow once something is damaged or broken.       | 1         |
| The Ron Andrews Park is not updated                                | 1         |
| There is none close by   | 1         |
| There was some rusty stuff hanging about                           | 1         |
| We only have one small park at the end and not much to do for kids | 1         |
| <b>Total</b>   | <b>34</b> |

## Bike and shared paths

Bike and shared paths were the 27<sup>th</sup> most important of the 39 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with bike and shared paths remained essentially stable this year, up one percent to 7.8 out of 10, which was an “excellent” level of satisfaction.

This result ranks bike and shared paths 13<sup>th</sup> in terms of satisfaction this year.



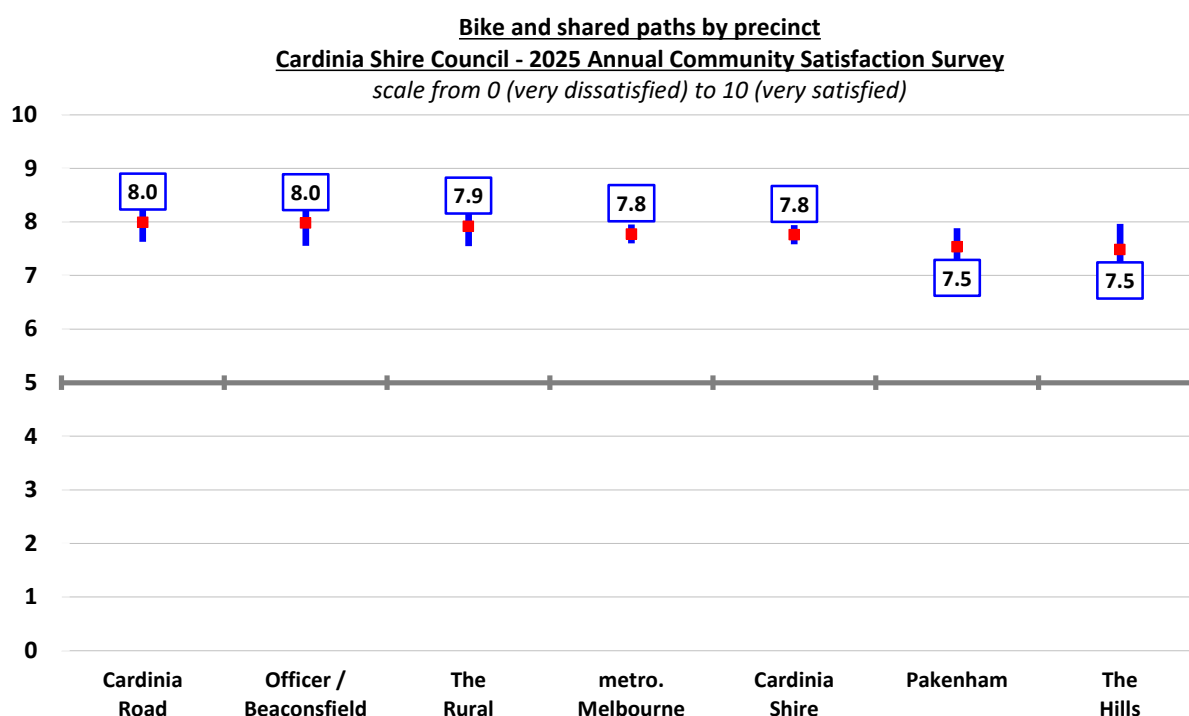
This result comprised 64% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 328 of the 334 respondents (37%) from households who had used these facilities in the last 12 months.



There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably (4%) more satisfied with these facilities than respondents from English speaking households.

By way of comparison, satisfaction with bike and shared paths was identical to the metropolitan Melbourne average satisfaction with the “bike paths and shared pathways” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with bike and shared paths observed across the shire at the precinct level.



The following table outlines the 35 comments in relation to bike and shared paths.

**Reasons for dissatisfaction with bike and shared paths**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Reason   | Number |
|--|--------|
| Not enough / not maintained / not good   | 9      |
| Need more and better connections   | 2      |
| Need more improvement on bike trail  | 2      |
| No bike path   | 2      |
| Cannot use it because it is tarred, roots, horrible  | 1      |
| Conditions of paths are dangerous in Upper Beaconsfield  | 1      |
| Could be maintained better, washed away with one rain  | 1      |
| Difficulty using my bike in Beaconsfield township along highway, need bike path that connects with highway path to Pakenham more effectively | 1      |

|   |           |
|---|-----------|
| Do not like people riding on footpaths  | 1         |
| In front of my house the path is broken and uneven  | 1         |
| Keep bikes off the road   | 1         |
| Near the train station, it is uneven  | 1         |
| Need uniform level repairing  | 1         |
| No more cycling spots   | 1         |
| No real bike paths in Upper Beaconsfield  | 1         |
| Not enough management in Cockatoo   | 1         |
| Paths are too narrow  | 1         |
| Rubbish on the road   | 1         |
| Some paths are unsealed   | 1         |
| The paths do not connect and randomly end   | 1         |
| There is lot of dog poo on the path   | 1         |
| They are just footpaths   | 1         |
| They need to be cleaned up  | 1         |
| Walking track adjacent to Pakenham golf course and near Pakenham East station needs grass cutting | 1         |
| <b>Total</b>  | <b>35</b> |



## 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 2025, asked if there were areas of Council that respondents feel should receive more or less funding.

### More funding

There was a total of 892 comments received from respondents relating to areas of Council that they believe should receive more funding.

These comments have been broadly categorised, as follows:

|  |              |
|--|--------------|
| • Roads  | 208 comments |
| • Community services                                 | 166 comments |
| • Other facilities                                   | 137 comments |
| • Parks, gardens, bushland, open spaces, playground  | 126 comments |
| • Infrastructure                                     | 106 comments |
| • Other priorities                                   | 68 comments  |
| • Waste and recycling                                | 28 comments  |
| • Cleaning maintenance                               | 17 comments  |
| • Council management, consultation and communication | 4 comments   |
| • Other comments                                     | 32 comments  |

#### Areas of Council that should receive more funding

#### Cardinia Shire Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

| Response  | Number |
|---|--------|
| <i>Roads</i>  |        |
| Road maintenance and repairs  | 85     |
| Roads   | 84     |
| Sealing all the unsealed roads  | 8      |
| Unsealed roads  | 5      |
| Road safety   | 3      |
| Roadside maintenance  | 2      |
| Design of areas around the station needs redevelopment because we are always forced to drive around | 1      |
| Fixing the potholes on main streets   | 1      |
| Highway repair  | 1      |
| Improving roads   | 1      |
| Only temporary fixtures on road are being done  | 1      |

|   |            |
|---|------------|
| Redevelopment of roads  | 1          |
| Road maintenance because they need to stop putting cheap rock and put some good rocks | 1          |
| Roads are terrible  | 1          |
| Roads coming into Garfield has patches which needs fixing                             | 1          |
| Road infrastructure should be quicker   | 1          |
| Roads like Princes Hwy  | 1          |
| Road maintenance especially unsealed local roads during rainy season in Emerald       | 1          |
| Roads management in Lang Lang   | 1          |
| Road security   | 1          |
| Roads upgrade   | 1          |
| Roads, especially the dirt roads need maintenance                                     | 1          |
| Sideroads   | 1          |
| Speed humps to slow car down at Just Joey Dr  | 1          |
| Unmade roads need more funding  | 1          |
| Widening of Wellington Rd   | 1          |
| Wider roads   | 1          |
| <b>Total</b>  | <b>208</b> |

---

*Community Services*

---

|   |    |
|---|----|
| Aged services   | 15 |
| Disabilities services and access  | 15 |
| Activities for kids   | 11 |
| Hospital  | 9  |
| School funding  | 7  |
| Youth programs / activities   | 7  |
| Public transport  | 6  |
| Increasing business development / support / economic growth   | 5  |
| Bus services  | 4  |
| Bunyip needs more funding   | 3  |
| Childcare centres   | 3  |
| Community events and festivals  | 3  |
| Community service centre can provide more services for children   | 3  |
| Healthcare  | 3  |
| Mowing  | 3  |
| Community engagement  | 2  |
| Community services  | 2  |
| Council's website upgrade   | 2  |
| Early childhood education / activities  | 2  |
| Emergency services  | 2  |
| Maintenance of drains   | 2  |
| Preschool activities  | 2  |
| Public schools  | 2  |
| Towards children engagement   | 2  |
| Vegetation / weed control   | 2  |
| Activities for seniors  | 1  |
| Activities in the library are great but needs more funding  | 1  |
| Advancements for the community as there are none which would make them step outside their homes currently | 1  |



|  |            |
|--|------------|
| Assistance and awareness towards financially struggling households   | 1          |
| Assistance and awareness towards single parents' families  | 1          |
| Building processes and permit  | 1          |
| Challenged kids  | 1          |
| Children activity outside during winter  | 1          |
| Community arts   | 1          |
| Community services for pregnant women  | 1          |
| Community well-being   | 1          |
| Cricket club   | 1          |
| Cultural activities  | 1          |
| Emergency medical care   | 1          |
| Festival and events  | 1          |
| Food helping with lower earning people   | 1          |
| Grants for kids to access to sports and the grants need to be longer and broader because they are very basic currently | 1          |
| Grants for scooters for disabled people  | 1          |
| Increasing funding for health services   | 1          |
| Kids activities on holidays to get them engaged  | 1          |
| Kindergarten   | 1          |
| Lang Lang community  | 1          |
| Live music   | 1          |
| Local pony club should be better supported   | 1          |
| Maintenance of public services can improve   | 1          |
| More bulk billed clinics   | 1          |
| More bus services  | 1          |
| More clubs' activities like running club   | 1          |
| More funding for events and facilities for disabled people   | 1          |
| More funding in preschool education  | 1          |
| More kids' entertainment   | 1          |
| More maintenance for the small towns   | 1          |
| More medical centres or clinics for the area   | 1          |
| More stuff for families  | 1          |
| Nightlife entertainment like cinemas or restaurants at night   | 1          |
| Organise activities that could bring people together   | 1          |
| Pest animal control  | 1          |
| Programs after school  | 1          |
| Resolving residents' issues  | 1          |
| Senior accessibility   | 1          |
| Separate catholic high school  | 1          |
| Services for poor people   | 1          |
| Services in outlying towns like Bunyip   | 1          |
| Something for the kids to get out of their house and off their phones. To get them involved in the community           | 1          |
| Sporting organisations   | 1          |
| Sports opportunities for kids of all abilities and of all economic backgrounds   | 1          |
| Street safety  | 1          |
| Support services   | 1          |
| Support volunteer groups   | 1          |
| <b>Total</b>   | <b>166</b> |



| <i>Other facilities</i>  |    |
|--|----|
| Sport ovals / facilities   | 19 |
| Recreation centres   | 13 |
| Swimming pool / upgrades   | 11 |
| Public toilets   | 7  |
| More shops / shopping centres  | 6  |
| Shopping district  | 6  |
| Better / more frequent public transport                              | 4  |
| Community Centre   | 4  |
| Library  | 3  |
| Facilities for kids  | 2  |
| Facilities for seniors   | 2  |
| Food relief supports   | 2  |
| Kid facilities   | 2  |
| Officer town centre  | 2  |
| Town centre  | 2  |
| Airport in southeast   | 1  |
| All parks should have Council run vegetables garden for donation     | 1  |
| Basketball court in this area  | 1  |
| Better access to public transport for people without vehicles        | 1  |
| Changing room for recreation centre                                  | 1  |
| Cinemas  | 1  |
| Civic Centre land development  | 1  |
| Cricket nets   | 1  |
| Developing more shops on Main St                                     | 1  |
| Disability parking   | 1  |
| Environment around the school  | 1  |
| Facilities for the disabled  | 1  |
| Facilities for youth so they don't get into trouble                  | 1  |
| Library in Lang Lang   | 1  |
| Local community fresh market would be a good boost for the community | 1  |
| Local fire station   | 1  |
| Local heated pool  | 1  |
| Local library should get new released books                          | 1  |
| More EV charging stations  | 1  |
| More facilities for the youth  | 1  |
| More facilities to outer town of the Council                         | 1  |
| More public facilities   | 1  |
| More seating on main street  | 1  |
| More seats along the Cardinia Creek path                             | 1  |
| More sitting area around on uphill roads for elder aged people       | 1  |
| Officer Station  | 1  |
| Pakenham Senior Centre   | 1  |
| Parking facilities   | 1  |
| Pet friendly facilities  | 1  |
| Public facilities  | 1  |
| Public golf course   | 1  |
| Public indoor sports activities                                      | 1  |
| Recreation facilities for the children                               | 1  |





|  |            |
|--|------------|
| Shelter  | 1          |
| Shopping centre in Officer precinct  | 1          |
| Shops like Kmart   | 1          |
| Sports facilities for badminton  | 1          |
| Sports facilities for table tennis   | 1          |
| Sports facilities for tennis   | 1          |
| Station  | 1          |
| Swimming pool could be bigger  | 1          |
| Swimming pool especially the change rooms  | 1          |
| Swimming pool for children that are not in school  | 1          |
| Swimming pool in Lang Lang   | 1          |
| Takeaway stores  | 1          |
| They closed Station St, so people need a way to walk around                                | 1          |
| Upgrading recreational facilities like pools   | 1          |
| Very few shopping centres which are usually empty, so they need to provide more incentives | 1          |
| Vulnerable people that need more facilities  | 1          |
| Water park in Lang Lang to attract tourists  | 1          |
| Youth mental health facilities   | 1          |
| Zebra crossing   | 1          |
| <b>Total</b>   | <b>137</b> |

---

*Parks, gardens, bushland, open spaces, playground*

---

|   |    |
|---|----|
| Park maintenance  | 28 |
| Tree maintenance  | 12 |
| Parks and reserves  | 11 |
| Playground  | 9  |
| Environment protection  | 6  |
| New parks for kids  | 6  |
| Grass maintenance / mowing                                      | 5  |
| More trees  | 5  |
| Trees need maintenance  | 5  |
| Maintenance of parks and gardens                                | 4  |
| Garden maintenance  | 3  |
| Green areas   | 3  |
| Nature strip maintenance  | 3  |
| Environmental sustainability                                    | 2  |
| Upgrade of the park   | 2  |
| Assistance for seniors with garden maintenance                  | 1  |
| Dog parks   | 1  |
| Family areas like parks and gardens                             | 1  |
| Gardens for wildlife  | 1  |
| Keeping the lawns mowed   | 1  |
| Lilyponds are dried, cracked and in need of maintenance         | 1  |
| Local parks need to have edible fruit trees                     | 1  |
| Lot of bushes around traffic lights need to be cleaned          | 1  |
| Maintain the trees by trimming their branches                   | 1  |
| Maintenance of public spaces                                    | 1  |
| Maintenance of overgrown grass along roads needs more attention | 1  |



|  |            |
|--|------------|
| Maintenance of playgrounds             | 1          |
| Maintenance of vacant reserves         | 1          |
| Outdoor spaces                         | 1          |
| Parks in Pakenham                      | 1          |
| Parks need ground scaping              | 1          |
| Parks need more equipment for toddlers | 1          |
| Playgrounds on John St need upgrade    | 1          |
| Removal of dead trees                  | 1          |
| Removing branches of gum trees         | 1          |
| Reserve and vegetation management      | 1          |
| Safety for weather like trees removal  | 1          |
| <b>Total</b>                           | <b>126</b> |

---

*Infrastructure*

---

|   |            |
|---|------------|
| Footpaths maintenance   | 23         |
| Street lighting   | 22         |
| Infrastructure  | 17         |
| Drain maintenance   | 12         |
| Car parking   | 3          |
| Bike paths  | 2          |
| Bike track or walking track between the suburb near the schools because they are important for kids | 2          |
| Cardinia Life needs to be upgraded because it's too hot inside                                      | 2          |
| Better access to footpaths for people without vehicles  | 1          |
| Better drains around Paul Grv   | 1          |
| Cardinia Cultural Centre but if they promise to use the funding well                                | 1          |
| Drains in Bunyip  | 1          |
| Electricity is not there for days sometime so it needs more fundings                                | 1          |
| Flood management  | 1          |
| Football oval   | 1          |
| Footpath for older people to walk around because the current footpaths are uneven                   | 1          |
| Footpath upgrades in upper Beaconsfield   | 1          |
| Footpaths in Lang Lang  | 1          |
| Footpaths in Railway Ave  | 1          |
| Footpaths on McGregor Rd  | 1          |
| Industrial development  | 1          |
| Invest in Electric Vehicle stations   | 1          |
| Koo Wee Rup need more development   | 1          |
| More funding for streetlights in the lake area  | 1          |
| More walking tracks   | 1          |
| Paths   | 1          |
| Pathways safety   | 1          |
| Pedestrian walkways   | 1          |
| Public toilets for people with disabilities   | 1          |
| Toilets at Puffing Billy Park   | 1          |
| Water drainage  | 1          |
| <b>Total</b>  | <b>106</b> |



| <i>Other priorities</i>   |           |
|---|-----------|
| Police presence / security / surveillance / patrolling  | 23        |
| Safety  | 6         |
| Law and order for safety  | 3         |
| More police and law enforcement   | 3         |
| Animal welfare  | 2         |
| Crime prevention  | 2         |
| Education   | 2         |
| Help solve homelessness   | 2         |
| Housing   | 2         |
| Drug addicts  | 1         |
| Fire brigade  | 1         |
| Football club   | 1         |
| Future energy investment  | 1         |
| Greater Council efficiency  | 1         |
| Growing youth population and adolescent substance issue requires community engagement to heal the problem | 1         |
| Handicapped areas   | 1         |
| Implementation of cameras   | 1         |
| Keeping youth off the street  | 1         |
| Maintenance of community assets   | 1         |
| More funding for Australia day because it is the day when the community all comes together                | 1         |
| More police because Pakenham station is closed most of the time and the crime rate is increasing          | 1         |
| More police forces in Pakenham because the crimes are just increasing                                     | 1         |
| Parking management  | 1         |
| Pensioners need more money due to increase in the cost of living  | 1         |
| Planning permits  | 1         |
| Police presence especially at night   | 1         |
| Real estate   | 1         |
| Safety for people's houses by using camera  | 1         |
| Suburban management   | 1         |
| Sustainable development   | 1         |
| They can work on some multiple CBD so that the area can develop more                                      | 1         |
| Town planning in suburbs  | 1         |
| <b>Total</b>  | <b>68</b> |

| <i>Waste and recycling</i>                   |   |
|--|---|
| Rubbish collection                           | 8 |
| Hard rubbish collection                      | 2 |
| Recycling                                    | 2 |
| Waste management                             | 2 |
| Assistance for seniors with waste management | 1 |
| Bigger bins                                  | 1 |
| Dumping rubbish                              | 1 |
| Illegally dumped building materials          | 1 |
| Illegally dumped furniture                   | 1 |
| Management of green waste                    | 1 |



|   |            |
|---|------------|
| More free green waste collection days because only having a bin does not work | 1          |
| More people for garbage collection  | 1          |
| More regular garbage collection   | 1          |
| Public bins   | 1          |
| Recycling of farmers products   | 1          |
| Rubbish picks up in shopping areas  | 1          |
| Tip should be free  | 1          |
| Tree debris need to be cleaned off the streets                                | 1          |
| <b>Total</b>  | <b>28</b>  |
| <i>Cleaning maintenance</i>   |            |
| Street sweeping   | 6          |
| Cleaning streets  | 4          |
| Cleaning up of public areas   | 3          |
| Cleaning of environment   | 1          |
| Cleaning of the gardens   | 1          |
| Removing graffiti   | 1          |
| Storm cleans up   | 1          |
| <b>Total</b>  | <b>17</b>  |
| <i>Council management, consultation and communication</i>                     |            |
| Communication and customer service  | 3          |
| Hire more staff in Council  | 1          |
| <b>Total</b>  | <b>4</b>   |
| <i>Other</i>  |            |
| Traffic management  | 15         |
| Maintenance in general  | 4          |
| Everything needs an upgrade   | 3          |
| Security improvements needed due to increases in robberies and crime rate     | 2          |
| All areas should have equal funding   | 1          |
| Allocate the funding better   | 1          |
| Arts  | 1          |
| Equally to all areas  | 1          |
| Management of traffic during roadworks  | 1          |
| Neighbour complaints  | 1          |
| Traffic management in Lang Lang   | 1          |
| Traffic monitoring  | 1          |
| <b>Total</b>  | <b>32</b>  |
| <b>Total responses</b>  | <b>892</b> |



## Less funding

There were just 104 comments received from respondents relating to areas of Council that they believe should receive less funding.

Of these 104 comments, 14 stated that funding should not be cut.

There were a range of services and facilities that a handful (at most) of respondents believed should receive less funding, as outlined in the following table.

**Areas of Council that should receive less funding**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Response</i>                                      | <i>Number</i> |
|--|---------------|
| Do not cut funding                                   | 14            |
| Community / cultural activities and events           | 8             |
| Councillor salary                                    | 5             |
| Environmental policies / programmes                  | 5             |
| Woke ideology / activities                           | 5             |
| Advertising  | 4             |
| Councillors  | 3             |
| Religious places                                     | 3             |
| Road works on roads which are already good enough    | 3             |
| Arts   | 2             |
| Council rates  | 2             |
| Pakenham areas                                       | 2             |
| Police   | 2             |
| Programs   | 2             |
| Recreational centres / activities                    | 2             |
| Anything to do with smoking ceremonies               | 1             |
| Apartments building in Cardinia Rd precinct          | 1             |
| Bike paths   | 1             |
| Cardinia Cultural Centre if it remains underutilised | 1             |
| Constructions  | 1             |
| Council lunches during meetings                      | 1             |
| Council management                                   | 1             |
| Cricket club   | 1             |
| Disabilities   | 1             |
| Factory farming                                      | 1             |
| Green spaces   | 1             |
| Hard rubbish   | 1             |
| Judicial system                                      | 1             |
| LGBT propaganda                                      | 1             |
| Library  | 1             |
| Maintenance of Council buildings                     | 1             |
| Marketing to make the Council look good              | 1             |
| Mowing of grass                                      | 1             |
| New gear is needed                                   | 1             |



|  |            |
|--|------------|
| New housing  | 1          |
| Overseas trips for the Council   | 1          |
| Parking attendants   | 1          |
| Parks  | 1          |
| Pest control   | 1          |
| Playgrounds  | 1          |
| Private school   | 1          |
| Public transport   | 1          |
| Recreational reserve when they are already functioning properly                  | 1          |
| Reduce the rates if work is not getting done                                     | 1          |
| School   | 1          |
| Sealed roads because they overdo them  | 1          |
| Sport ovals  | 1          |
| Sports   | 1          |
| There is a truck fixing gutters that are not blocked                             | 1          |
| They need to stop spending money on anything to do with the Aboriginal community | 1          |
| Too many apartments  | 1          |
| Too much money on fancy art development  | 1          |
| Transgender people doing readings for the public in public library               | 1          |
| Unnecessary regulations  | 1          |
| Wasteful things  | 1          |
| We have plenty of trees so no need for horticulture                              | 1          |
| Youth  | 1          |
| <b>Total</b>   | <b>104</b> |



## Prefer Council rate rise or cuts in Council services

Respondents were asked:

*“If you had to choose between Council rate rises above the state legislated rate cap to maintain local services, or cuts in Council services to save money, what would you choose?”*

Respondents were again in 2025, asked whether, if they had to choose, they would prefer Council rate rises to improve local services or cuts in Council services to keep Council rates at the current level.

A little less than half (46% up from 34%) of respondents were unable or unwilling to make a choice between these two options.

This is an important result to note, as it highlights the limitation of the question. Some feedback from the community related to the perception that the question imposes a binary choice onto what some feel is a more complex situation. For example, it does not account for possible productivity improvements or other changes that could maintain service delivery without additional rates.

A little more than one-third (36% down from 43%) of respondents either definitely or probably preferred service cuts, whilst 18% (down from 22%) preferred rate rises.

**Prefer to see Council rate rises or cuts in Council services**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

| Response                       | 2025       |             | 2024       | 2023       |
|--------------------------------|------------|-------------|------------|------------|
|                                | Number     | Percent     |            |            |
| Definitely prefer rate rise    | 71         | 8%          | 8%         | 9%         |
| Definitely prefer service cuts | 149        | 17%         | 16%        | 19%        |
| Probably prefer rate rise      | 91         | 10%         | 14%        | 12%        |
| Probably prefer service cuts   | 176        | 19%         | 27%        | 22%        |
| Don't know / can't say         | 416        | 46%         | 34%        | 38%        |
| <b>Total</b>                   | <b>903</b> | <b>100%</b> | <b>900</b> | <b>900</b> |

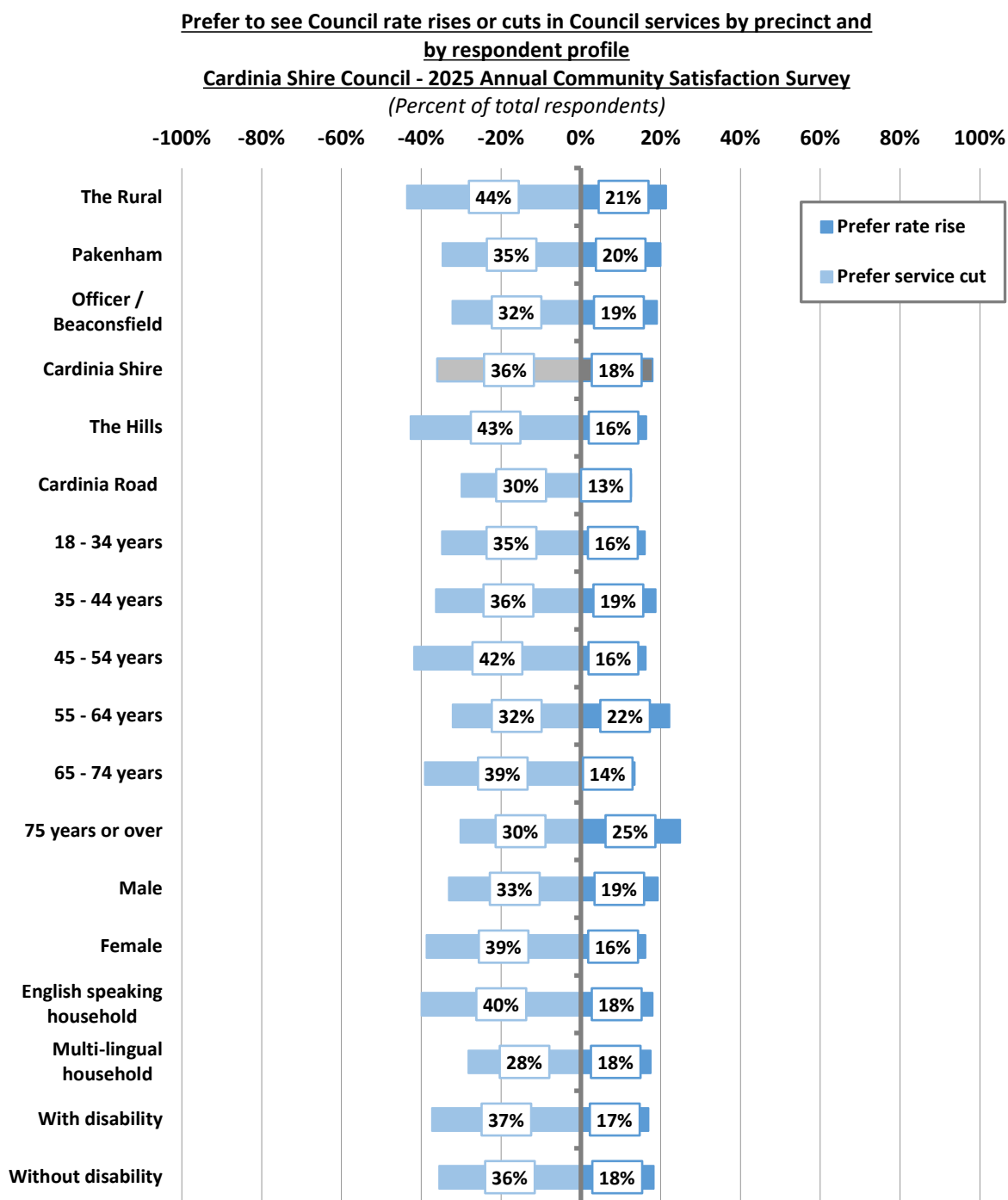
As outlined in the following graph, the finding of more respondents preferring service cuts to rate rises was observed for all precincts, age groups, gender, and language spoken at home.

There was, however, some variation in this result observed by respondent profile, as follows:

- **Somewhat more likely than average to prefer RATE RISE** – included senior citizens (aged 75 years and over) (25%).
- **Somewhat more likely than average to prefer SERVICE CUTS** – included respondents from the Hills (43%) and the Rural (44%) precincts, younger middle-aged adults (aged 45 to 54 years) (42%), female respondents (39%), and respondents from English speaking households (40%).







## 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 2025, asked to nominate what they considered to be the top three issues for people living in the Cardinia Shire ‘at the moment’.



A little more than two-thirds (71% up from 69%) of respondents nominated at least one issue, a total of 1,276 issues 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.

There were two issues that dominated these results this year, those being road maintenance and repairs (26% down from 29%) and safety, policing, and crime related issues (22% up from 10%).

Local roads, both VicRoads as well as Council managed roads has been the most common issue raised by the Cardinia Shire community over the four years of the survey program.

This 2025 result of 26% raising roads as a top three issue was measurably and significantly higher than the metropolitan Melbourne average of nine percent (up from 7% last year).

Metropolis Research notes, however, that this result was measurably lower than the regional Victorian councils' average of 48%.

Additional comparison of this result against other municipalities is provided in the following section of this report.

Road maintenance and repair related issues include 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.

Roads clearly exerts a negative influence on overall satisfaction with Cardinia Shire Council, with those raising roads rating satisfaction seven percent lower than the municipal average.

The other most nominated issue related to “safety, policing and crime”, with 22% up from 10% of respondents nominating these issues this year.

The significant increase in respondents raising safety, policing, and crime related issues was consistent with the measurable decline in the [perception of safety in the public areas of the Cardinia Shire](#) recorded this year. This result was three times the metropolitan average of seven percent.

Further comparisons of safety, policing, and crime related issues against other municipalities is provided in the following section.



Metropolis Research notes, however, that the respondents who raised safety, policing, and crime issues, on average, rated satisfaction with Council's overall performance at the municipal average. This implies that the issue were not exerting a significant negative influence on overall satisfaction, although it may be mildly dampening community sentiment.

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

- **Notably MORE common in 2025** – included safety, policing, and crime issues (22% up from 10%).
- **Notably LESS common in 2025** – included traffic management (6% down from 11%).

When compared to the metropolitan Melbourne average, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025 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 (26% compared to 9%), safety, policing, and crime (22% compared to 7%), cost of living pressures (3% compared to <1%), shops, restaurants, bars, and entertainment venues (3% compared to <1%), and housing affordability and availability (2% compared to <1%).
- **Notably LESS commonly nominated in the Cardinia Shire** – included rubbish and waste issues including kerbside collections (3% compared to 7%), and parking (2% compared to 6%).

Metropolis Research notes that these variations from the metropolitan Melbourne average were generally consistent with the results recorded in recent years in Cardinia Shire.

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, it does suggest whether the issues were exerting a positive or a negative influence.

These issues include drains (27 respondents 14% less satisfied), Council rates, fees, and charges (35 respondents 10% less), cost of living (30 respondents 9% less), planning and development (26 respondents 8% less), roads (231 respondents, 7% less), footpaths (26 respondents, 7% less), cleanliness of the area (24 respondents, 7% less), and parks, gardens, and open spaces (50 respondents, 4% less).

This is discussed in more detail in the [Satisfaction by top issues for the Cardinia Shire](#) section.



**Top issues for Cardinia Shire at the moment**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

| Response   | 2025                       |         | 2024                       | 2023                       | 2022                       | 2025<br>Metro.*            |
|--|----------------------------|---------|----------------------------|----------------------------|----------------------------|----------------------------|
|  | Number                     | Percent |                            |                            |                            |                            |
| Road maintenance and repairs                       | 231                        | 26%     | 29%                        | 32%                        | 20%                        | 9%                         |
| Safety, policing, crime                            | 199                        | 22%     | 10%                        | 9%                         | 8%                         | 7%                         |
| Traffic management                                 | 84                         | 9%      | 9%                         | 8%                         | 11%                        | 9%                         |
| Parks, gardens and open spaces                     | 50                         | 6%      | 11%                        | 6%                         | 5%                         | 5%                         |
| Provision and maintenance of street trees          | 49                         | 5%      | 4%                         | 4%                         | 4%                         | 7%                         |
| Street lighting                                    | 41                         | 5%      | 5%                         | 3%                         | 3%                         | 7%                         |
| Public transport                                   | 36                         | 4%      | 5%                         | 4%                         | 3%                         | 3%                         |
| Council rates                                      | 35                         | 4%      | 4%                         | 5%                         | 3%                         | 4%                         |
| Cost of living                                     | 30                         | 3%      | 3%                         | 2%                         | 1%                         | 0%                         |
| Drains maintenance and repairs                     | 27                         | 3%      | 4%                         | 2%                         | 4%                         | 3%                         |
| Building, housing, planning and development        | 26                         | 3%      | 3%                         | 2%                         | 4%                         | 4%                         |
| Footpath maintenance and repairs                   | 26                         | 3%      | 2%                         | 3%                         | 2%                         | 3%                         |
| Cleanliness and maintenance of area                | 24                         | 3%      | 3%                         | 2%                         | 2%                         | 2%                         |
| Rubbish and waste issues inc garbage               | 23                         | 3%      | 2%                         | 2%                         | 3%                         | 7%                         |
| Shops, restaurants, bars and entertainment venues  | 23                         | 3%      | 3%                         | 1%                         | 6%                         | 0%                         |
| Sports, leisure and recreation facilities          | 22                         | 2%      | 0%                         | 1%                         | 3%                         | 2%                         |
| Communication, consultation, provision of info.    | 20                         | 2%      | 2%                         | 3%                         | 2%                         | 1%                         |
| General infrastructure provision and maintenance   | 20                         | 2%      | 2%                         | 3%                         | 2%                         | 1%                         |
| Hard rubbish collection                            | 17                         | 2%      | 1%                         | 2%                         | 1%                         | 2%                         |
| Housing availability / affordability               | 17                         | 2%      | 2%                         | 1%                         | 1%                         | 0%                         |
| Parking  | 17                         | 2%      | 1%                         | 3%                         | 2%                         | 6%                         |
| Animal management                                  | 14                         | 2%      | 2%                         | 1%                         | 2%                         | 1%                         |
| Dumped rubbish                                     | 14                         | 2%      | 1%                         | 1%                         | 1%                         | 1%                         |
| Public toilets                                     | 14                         | 2%      | 1%                         | 2%                         | 1%                         | 2%                         |
| Council governance, performance, accountability    | 13                         | 1%      | 0%                         | 1%                         | 1%                         | 1%                         |
| Education and schools                              | 13                         | 1%      | 1%                         | 1%                         | 2%                         | 1%                         |
| Health and medical issues / services               | 11                         | 1%      | 1%                         | 1%                         | 2%                         | 0%                         |
| Bushfire / emergency issues                        | 10                         | 1%      | 1%                         | 1%                         | 2%                         | 0%                         |
| Provision and maintenance of community facilities  | 10                         | 1%      | 1%                         | 1%                         | 0%                         | 0%                         |
| Quality and provision of community services        | 8                          | 1%      | 1%                         | 1%                         | 1%                         | 1%                         |
| Youth activities, services and facilities          | 8                          | 1%      | 2%                         | 1%                         | 1%                         | 0%                         |
| Children activities and facilities                 | 7                          | 1%      | 3%                         | 2%                         | 1%                         | 0%                         |
| Community support                                  | 7                          | 1%      | 1%                         | 0%                         | 0%                         | 1%                         |
| Environment, sustainability and climate change     | 7                          | 1%      | 2%                         | 1%                         | 1%                         | 1%                         |
| Services for persons with disability               | 7                          | 1%      | 1%                         | 0%                         | 1%                         | 0%                         |
| Elderly services and facilities                    | 6                          | 1%      | 1%                         | 1%                         | 1%                         | 1%                         |
| Nature strip                                       | 6                          | 1%      | 1%                         | 0%                         | 1%                         | 0%                         |
| All other issues (32 separately identified issues) | 104                        | 12%     | 9%                         | 11%                        | 12%                        | 16%                        |
| <b>Total responses</b>                             | <b>1,276</b>               |         | <b>1,239</b>               | <b>1,158</b>               | <b>1,120</b>               | <b>833</b>                 |
| <i>Respondents identifying at least one issue</i>  | <i>643</i><br><i>(71%)</i> |         | <i>621</i><br><i>(69%)</i> | <i>601</i><br><i>(67%)</i> | <i>587</i><br><i>(65%)</i> | <i>468</i><br><i>(59%)</i> |

(\*) 2025 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, and somewhat more likely to nominate drains and street trees related issues.
- **The Rural precinct** – respondents were measurably and significantly more likely than average to nominate road maintenance and repairs, somewhat more likely to nominate and planning and development related issues.
- **Pakenham** – respondents were somewhat more likely than respondents in other precincts to nominate safety, policing, and crime issues. This was also the case in each of the last two years.
- **Cardinia Road precinct** – respondents were somewhat more likely than average to nominate safety, policing, and crime related issues.
- **Officer / Beaconsfield** – respondents were somewhat more likely than average to nominate street lighting related issues.

**Top issues for Cardinia Shire at the moment by precinct**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

| <b>The Hills</b>                          |              | <b>The Rural</b>                         |             |
|---|--------------|--|-------------|
| Road maintenance and repairs              | 60%          | Road maintenance and repairs             | 38%         |
| Safety, policing, crime                   | 13%          | Safety, policing, crime                  | 15%         |
| Drains maintenance and repairs            | 9%           | Building, housing, planning, development | 8%          |
| Provision and maintenance of street trees | 9%           | Traffic management                       | 8%          |
| Cleanliness and maintenance of area       | 6%           | Drains maintenance and repairs           | 7%          |
| Traffic management                        | 6%           | Cost of living                           | 6%          |
| Parks, gardens and open spaces            | 5%           | Public transport                         | 5%          |
| Footpath maintenance and repairs          | 5%           | Parks, gardens and open spaces           | 4%          |
| Council rates                             | 4%           | Cleanliness and maintenance of area      | 4%          |
| Cost of living                            | 4%           | Council rates                            | 4%          |
| All other issues                          | 61%          | All other issues                         | 59%         |
| Respondents identifying an issue          | 126<br>(82%) | Respondents identifying an issue         | 96<br>(74%) |



**Top issues for Cardinia Shire at the moment by precinct**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

| <b>Pakenham</b>                           |              |
|---|--------------|
| Safety, policing, crime                   | 27%          |
| Road maintenance and repairs              | 17%          |
| Traffic management                        | 10%          |
| Provision and maintenance of street trees | 7%           |
| Footpath maintenance and repairs          | 5%           |
| Street lighting                           | 4%           |
| Parks, gardens and open spaces            | 3%           |
| General infrastructure prov. and maint.   | 3%           |
| Council rates                             | 3%           |
| Public transport                          | 3%           |
| All other issues                          | 51%          |
| Respondents identifying an issue          | 209<br>(70%) |

| <b>Cardinia Road</b>                   |              |
|--|--------------|
| Safety, policing, crime                | 28%          |
| Traffic management                     | 10%          |
| Parks, gardens and open spaces         | 8%           |
| Road maintenance and repairs           | 8%           |
| Public transport                       | 6%           |
| Council rates                          | 5%           |
| Street lighting                        | 5%           |
| Rubbish and waste issues incl. garbage | 4%           |
| Cost of living                         | 3%           |
| Health and medical issues / services   | 3%           |
| All other issues                       | 40%          |
| Respondents identifying an issue       | 131<br>(67%) |

| <b>Officer / Beaconsfield</b>               |             |
|---|-------------|
| Safety, policing, crime                     | 20%         |
| Road maintenance and repairs                | 17%         |
| Traffic management                          | 11%         |
| Street lighting                             | 11%         |
| Parks, gardens and open spaces              | 9%          |
| Public transport                            | 7%          |
| Provision and maintenance of street trees   | 5%          |
| Sports, leisure and recreation facilities   | 5%          |
| Public toilets                              | 4%          |
| Shops, restaurants, bars, entertain. venues | 4%          |
| All other issues                            | 39%         |
| Respondents identifying an issue            | 80<br>(66%) |

| <b>Cardinia Shire</b>                     |              |
|---|--------------|
| Road maintenance and repairs              | 26%          |
| Safety, policing, crime                   | 22%          |
| Traffic management                        | 9%           |
| Parks, gardens and open spaces            | 6%           |
| Provision and maintenance of street trees | 5%           |
| Street lighting                           | 5%           |
| Public transport                          | 4%           |
| Council rates                             | 4%           |
| Cost of living                            | 3%           |
| Drains maintenance and repairs            | 3%           |
| All other issues                          | 55%          |
| Respondents identifying an issue          | 643<br>(71%) |

| <b>South eastern region</b>               |             |
|---|-------------|
| Roads maintenance and repairs             | 10%         |
| Safety, policing and crime                | 7%          |
| Traffic management                        | 7%          |
| Council rates                             | 6%          |
| Parking                                   | 5%          |
| Parks, gardens and open spaces            | 4%          |
| Lighting                                  | 4%          |
| Sports, leisure and recreation facilities | 3%          |
| Building, planning, housing, development  | 2%          |
| Footpath maintenance and repairs          | 2%          |
| All other issues                          | 31%         |
| Respondents identifying an issue          | 73<br>(49%) |

| <b>Metropolitan Melbourne</b>            |              |
|--|--------------|
| Road maintenance and repairs             | 9%           |
| Traffic management                       | 9%           |
| Lighting                                 | 7%           |
| Safety, policing and crime               | 7%           |
| Rubbish and waste issues incl. garbage   | 7%           |
| Street trees / nature strips             | 7%           |
| Car parking                              | 6%           |
| Parks, gardens and open space            | 5%           |
| Building, planning, housing, development | 4%           |
| Council rates                            | 4%           |
| All other issues                         | 40%          |
| Respondents identifying an issue         | 468<br>(59%) |





## 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 not notably more likely than female respondents to nominate any specific issues this year.
- **Female** – respondents were somewhat more likely than male respondents to nominate road maintenance and repairs, and street trees 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. This was also the case in 2024.
- **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 safety, policing, and crime related issues.
- **Younger middle-aged adults (aged 45 to 54 years)** – respondents were somewhat more likely than average to nominate safety, policing, and crime, and road maintenance and repairs related issues.
- **Older middle-aged adults (aged 55 to 64 years)** – respondents were somewhat more likely than average to nominate road maintenance and repairs, drains, and street trees related issues.
- **Older adults (aged 65 to 74 years)** – respondents were somewhat more likely than average to nominate road maintenance and repairs, traffic management, and communication and consultation related issues.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to services and facilities for older people related issues.





**Top issues for Cardinia Shire at the moment by respondent profile**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

| <b>Male</b>                               |              | <b>Female</b>                             |              |
|---|--------------|---|--------------|
| Road maintenance and repairs              | 24%          | Road maintenance and repairs              | 27%          |
| Safety, policing, crime                   | 23%          | Safety, policing, crime                   | 21%          |
| Traffic management                        | 9%           | Traffic management                        | 10%          |
| Parks, gardens and open spaces            | 5%           | Provision and maintenance of street trees | 7%           |
| Council rates                             | 5%           | Parks, gardens and open spaces            | 6%           |
| Public transport                          | 5%           | Street lighting                           | 5%           |
| Provision and maintenance of street trees | 4%           | Footpath maintenance and repairs          | 4%           |
| Street lighting                           | 4%           | Cost of living                            | 3%           |
| Cost of living                            | 3%           | Drains maintenance and repairs            | 3%           |
| Building, housing, planning, development  | 3%           | Public transport                          | 3%           |
| All other issues                          | 56%          | All other issues                          | 53%          |
| Respondents identifying an issue          | 318<br>(73%) | Respondents identifying an issue          | 322<br>(70%) |

| <b>English speaking</b>                   |              | <b>Multi-lingual</b>                        |              |
|---|--------------|---|--------------|
| Road maintenance and repairs              | 31%          | Safety, policing, crime                     | 24%          |
| Safety, policing, crime                   | 21%          | Road maintenance and repairs                | 15%          |
| Traffic management                        | 9%           | Traffic management                          | 9%           |
| Provision and maintenance of street trees | 6%           | Street lighting                             | 9%           |
| Parks, gardens and open spaces            | 5%           | Parks, gardens and open spaces              | 7%           |
| Cost of living                            | 4%           | Public transport                            | 4%           |
| Public transport                          | 4%           | Shops, restaurants, bars, entertain. venues | 4%           |
| Council rates                             | 4%           | Provision and maintenance of street trees   | 4%           |
| Drains maintenance and repairs            | 3%           | Council rates                               | 3%           |
| Building, housing, planning, development  | 3%           | Rubbish and waste issues inc garbage        | 3%           |
| All other issues                          | 57%          | All other issues                            | 45%          |
| Respondents identifying an issue          | 448<br>(74%) | Respondents identifying an issue            | 190<br>(66%) |



**Top issues for Cardinia Shire at the moment by respondent profile**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

| <b>18 to 34 years</b>                     |              |
|---|--------------|
| Safety, policing, crime                   | 19%          |
| Road maintenance and repairs              | 16%          |
| Traffic management                        | 7%           |
| Provision and maintenance of street trees | 7%           |
| Parks, gardens and open spaces            | 6%           |
| Street lighting                           | 6%           |
| Cleanliness and maintenance of area       | 4%           |
| Public transport                          | 4%           |
| Rubbish and waste issues inc garbage      | 4%           |
| Cost of living                            | 3%           |
| All other issues                          | 44%          |
| Respondents identifying an issue          | 187<br>(64%) |

| <b>35 to 44 years</b>                     |              |
|---|--------------|
| Safety, policing, crime                   | 26%          |
| Road maintenance and repairs              | 25%          |
| Traffic management                        | 10%          |
| Street lighting                           | 7%           |
| Parks, gardens and open spaces            | 5%           |
| Council rates                             | 3%           |
| Provision and maintenance of street trees | 3%           |
| Sports, leisure and recreation facilities | 3%           |
| Children activities and facilities        | 3%           |
| Drains maintenance and repairs            | 3%           |
| All other issues                          | 53%          |
| Respondents identifying an issue          | 139<br>(77%) |

| <b>45 to 54 years</b>                     |              |
|---|--------------|
| Safety, policing, crime                   | 31%          |
| Road maintenance and repairs              | 29%          |
| Traffic management                        | 10%          |
| Parks, gardens and open spaces            | 7%           |
| Council rates                             | 6%           |
| Cost of living                            | 6%           |
| '   | 5%           |
| Provision and maintenance of street trees | 5%           |
| Sports, leisure and recreation facilities | 5%           |
| Building, housing, planning, development  | 4%           |
| All other issues                          | 58%          |
| Respondents identifying an issue          | 120<br>(79%) |

| <b>55 to 64 years</b>                     |             |
|---|-------------|
| Road maintenance and repairs              | 40%         |
| Safety, policing, crime                   | 21%         |
| Drains maintenance and repairs            | 9%          |
| Traffic management                        | 9%          |
| Provision and maintenance of street trees | 8%          |
| Council rates                             | 7%          |
| Public transport                          | 7%          |
| Footpath maintenance and repairs          | 6%          |
| General infrastructure prov. and maint.   | 5%          |
| Parks, gardens and open spaces            | 4%          |
| All other issues                          | 55%         |
| Respondents identifying an issue          | 95<br>(78%) |

| <b>65 to 74 years</b>                    |             |
|--|-------------|
| Road maintenance and repairs             | 38%         |
| Safety, policing, crime                  | 17%         |
| Traffic management                       | 12%         |
| Communication, consultation and provisio | 7%          |
| Council rates                            | 7%          |
| Parks, gardens and open spaces           | 6%          |
| Cost of living                           | 6%          |
| Parking                                  | 3%          |
| Drains maintenance and repairs           | 3%          |
| Building, housing, planning, development | 3%          |
| All other issues                         | 51%         |
| Respondents identifying an issue         | 65<br>(72%) |

| <b>75 years and over</b>                  |             |
|---|-------------|
| Road maintenance and repairs              | 19%         |
| Safety, policing, crime                   | 11%         |
| Footpath maintenance and repairs          | 6%          |
| Traffic management                        | 6%          |
| Provision and maintenance of street trees | 5%          |
| Elderly services and facilities           | 3%          |
| Parks, gardens and open spaces            | 3%          |
| Drains maintenance and repairs            | 3%          |
| Nature strip                              | 3%          |
| Cleanliness and maintenance of area       | 3%          |
| All other issues                          | 57%         |
| Respondents identifying an issue          | 36<br>(56%) |

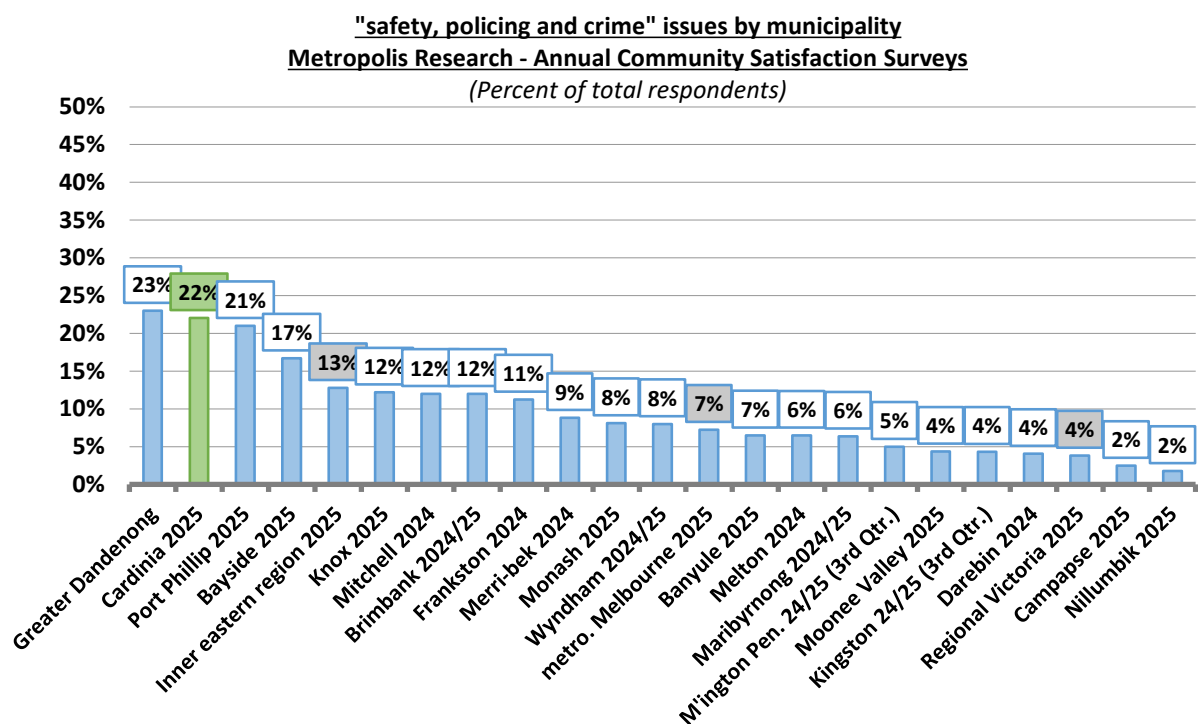


## Safety, policing, and crime issues – metropolitan and regional comparisons

Consistent with the significant increase in the proportion of respondents in Cardinia Shire who raised safety, policing, and crime issues as a top three issue, this result was the second highest proportion recorded (at the time of publication) across metropolitan Melbourne in 2025 by Metropolis Research.

Metropolis Research has observed an increase in community concerns around safety, policing, and crime related issues over 2024 and 2025, in a somewhat patchy manner across the metropolitan area.

This patchy nature of this result is clearly evident in the following graph.



## Road maintenance and repairs – metropolitan and regional comparisons

The Cardinia Shire community was significantly more likely than the metropolitan average to raise road maintenance and repair related issues as one of the top three issues to address at the moment, with 26% (down from 29%) raising the issue this year.

This result was the second highest result recorded by Metropolis Research (at the time of publication) across metropolitan Melbourne, with only Mornington Peninsula recording a somewhat higher proportion.

It is noted that road maintenance and repair related issues include both VicRoads and Council managed roads.

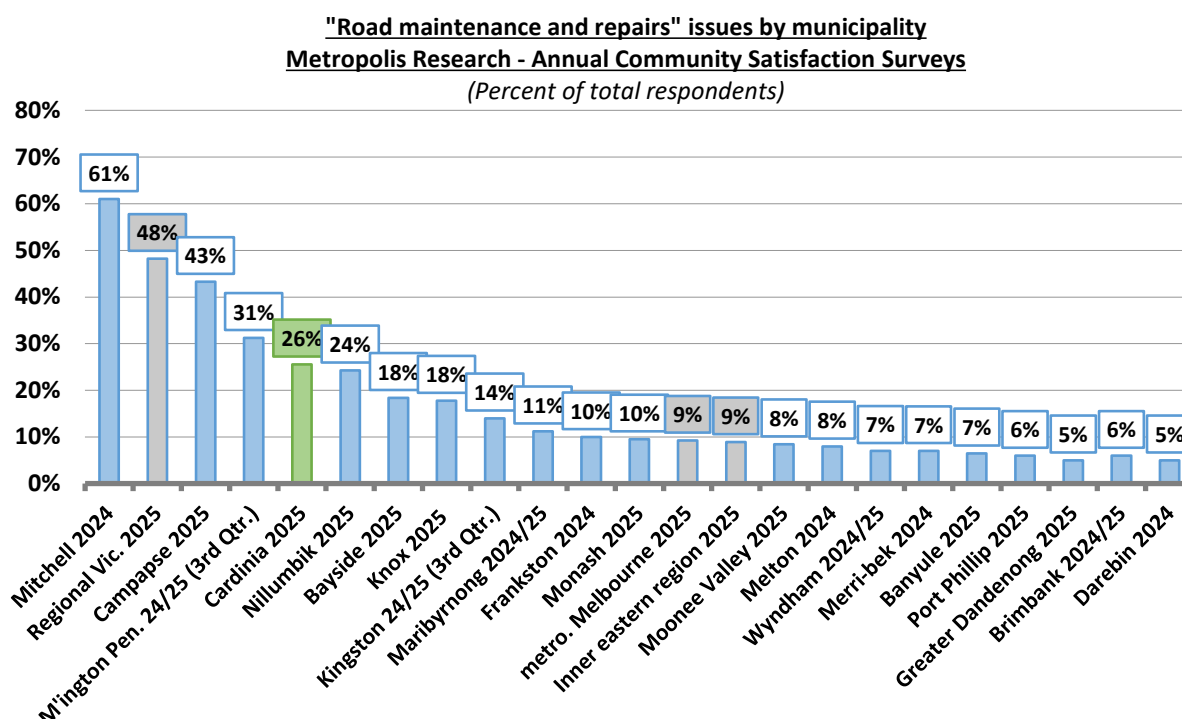
Metropolis Research notes satisfaction with major arterial roads and highways managed by VicRoads managed roads was measurably (5%) lower than satisfaction with the maintenance and repair of sealed local roads managed by Council.

This result, when read in conjunction with the list of roads of concern in both the issues results as well as satisfaction with roads sections of this report, strongly suggest greater community concern around VicRoads managed roads compared to Council managed roads.

That said, satisfaction with Council managed roads remained measurably (10%) lower than the metropolitan average.

Metropolis Research suggests that satisfaction with the maintenance and repair of sealed local roads varied significantly by geographical location and the nature of the municipality. Outer urban / interface councils with large rural areas and limited (or growing) urban communities tended to have more concern about roads than inner and middle ring municipalities.

This was not always the case, however, with some inner municipalities reporting elevated levels of concern around the maintenance and repair of sealed local roads (e.g., Bayside, Kingston, and Maribyrnong).



## Verbatim responses

The following section provides the verbatim responses received from respondents that were categorised as road maintenance and repairs, and safety, policing, and crime related issues.



## Road maintenance and repairs related issues

The following table provides the verbatim responses categorised as road maintenance and repair related issues this year. These have been presented by precinct to provide more insight into the roads of concern at the precinct level.

**Road maintenance and repairs issues by precinct**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Precinct</i>           | <i>Location</i>   | <i>Number</i> |
|---------------------------|---|---------------|
| The Hills<br>(Total = 96) | Road maintenance and repair   | 40            |
|                           | Roads   | 10            |
|                           | Seal the roads  | 7             |
|                           | Condition of the roads is terrible / bad / poor   | 6             |
|                           | Unsealed roads maintenance  | 5             |
|                           | Roads should be improved  | 4             |
|                           | Potholes on roads   | 2             |
|                           | Roads not maintained  | 2             |
|                           | Better roads. Roads have lot of potholes  | 1             |
|                           | Church St potholes and drains   | 1             |
|                           | Dealing with the roads  | 1             |
|                           | Finish unfinished roads swiftly   | 1             |
|                           | Gembrook Belgrave Rd should be improved   | 1             |
|                           | Good safety escape routes, functional roads   | 1             |
|                           | How often the road is maintained  | 1             |
|                           | Maintenance of roadside so roads be alright   | 1             |
|                           | Poor road management  | 1             |
|                           | Road maintenance and development  | 1             |
|                           | Road maintenance and sealed please. During it gets washed away in Kitchener Pde         | 1             |
|                           | Road servicing  | 1             |
|                           | Road works  | 1             |
|                           | Roads are a big problem. They cause car damage due to potholes                          | 1             |
|                           | Roads inadequate for the amount of traffic  | 1             |
|                           | Road maintenance, Huxtable Rd needs to be looked after                                  | 1             |
|                           | Sealed roads  | 1             |
|                           | Sealing of roads not grading them   | 1             |
|                           | Unmade roads  | 1             |
|                           | Unsealed roads are very dusty, need to spray more often, the dust gets inside the house | 1             |
| The Rural<br>(Total = 51) | Road maintenance and repairs  | 15            |
|                           | Roads   | 11            |
|                           | State of the roads are bad / disgusting   | 3             |
|                           | Roads are bad, potholes   | 2             |
|                           | Road maintenance and safety   | 2             |



|  |   |   |
|--|---|---|
|  | Fix roads properly, they tend to go bad as soon as maintenance is done  | 1 |
|  | Gravel down the boundary track road needs more attention  | 1 |
|  | Just the roads and footpaths should be in a better condition  | 1 |
|  | Maintenance of rural roads  | 1 |
|  | Maintaining dirt roads  | 1 |
|  | Maintenance of gravel roads in the Koo Wee Rup Swamp area   | 1 |
|  | Maintenance of roads. Give permanent solutions  | 1 |
|  | Potholes need fixing  | 1 |
|  | Potholes on Koo Wee Rup Rd  | 1 |
|  | Road improvements needed massively  | 1 |
|  | Road maintenance is a disgrace, and they need to fix this   | 1 |
|  | Roads are an issue everywhere. Bad condition of almost every road   | 1 |
|  | Road maintenance both Vic Roads and local roads   | 1 |
|  | Roads unsealed  | 1 |
|  | Seal the road in Mulcare St   | 1 |
|  | The roads are a big problem to us   | 1 |
|  | They should consider roads and should be liable for the damage, and they should take responsibility of these things | 1 |
|  | Unsealed roads should be sealed   | 1 |

|                          |   |    |
|--------------------------|---|----|
| Pakenham<br>(Total = 44) | Road maintenance and repairs  | 10 |
|                          | Roads   | 6  |
|                          | Roads are not maintained  | 6  |
|                          | State of roads is bad / poor  | 4  |
|                          | Potholes on road  | 3  |
|                          | Roadworks   | 2  |
|                          | A lot of potholes on main roads   | 1  |
|                          | All roads have potholes, it's mismanaged                                    | 1  |
|                          | Bad management when roadworks happen  | 1  |
|                          | Council should build more wider roads around the Pakenham CBD               | 1  |
|                          | Dangerous roads   | 1  |
|                          | Just the road works   | 1  |
|                          | Maintaining the roads and traffic flow                                      | 1  |
|                          | Roads and paths are taking too long   | 1  |
|                          | Roads are not maintained, and the traffic is unbelievable                   | 1  |
|                          | Roads like Princes Hwy  | 1  |
|                          | Roadworks in Princes Hwy  | 1  |
|                          | Spend more on roads, parks and gardens                                      | 1  |
|                          | State of the roads, and freeway entrances being closed for months at a time | 1  |

|                               |  |   |
|-------------------------------|--|---|
| Cardinia Road<br>(Total = 14) | Maintenance of road                                | 2 |
|                               | State of road is bad / poor                        | 2 |
|                               | Dirty roads with trucks coming in and out          | 1 |
|                               | Potholes everywhere                                | 1 |
|                               | Potholes, not many but certainly needs to be fixed | 1 |
|                               | Princes Hwy has a lot of potholes                  | 1 |
|                               | Public road  | 1 |



|  |   |            |
|--|---|------------|
|  | Road maintenance in the area is making it inconvenient          | 1          |
|  | Roads   | 1          |
|  | Roadworks, lack of communication                                | 1          |
|  | The road infrastructure   | 1          |
|  | The roads and footpaths need to be maintained                   | 1          |
| Officer / Beaconsfield<br>(Total = 17) | Road maintenance and repairs                                    | 9          |
|  | Better roadside maintenance of streets and side walks           | 1          |
|  | O'Shea Rd needs to be looked after as it is patchy              | 1          |
|  | Road is too narrow. Hard to park on the street                  | 1          |
|  | Road maintenance in general can be improved massively           | 1          |
|  | Roads   | 1          |
|  | Roads are always completely packed in old areas in Beaconsfield | 1          |
|  | Roads in general are bad  | 1          |
|  | Roads with potholes are the main issue                          | 1          |
| <b>Total</b>                           |   | <b>222</b> |

## Safety, policing, and crime issues

The following table outlines the 252 verbatim responses categorised as safety, policing, and crime related issues this year. The majority of these responses related to perception of crime and policing.

**Safety, policing, crime issues**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Response</i>   | <i>Number</i> |
|---|---------------|
| <i>Crime and policing</i>   |               |
| Crime   | 40            |
| Increasing / high crime rates   | 30            |
| Youth crime   | 14            |
| Security  | 14            |
| More police patrols   | 4             |
| Lack of police presence and patrolling in the area  | 3             |
| Something should be done about youth crime  | 2             |
| The police response is not quick  | 2             |
| We need more security cameras   | 2             |
| Bad crimes happen every now and then  | 1             |
| Better surveillance and monitoring  | 1             |
| Crime happens too often   | 1             |
| Keep on top of youth crimes, the Council can work with the police and keep them in track, like programs or anything | 1             |
| Lack of street cameras for police   | 1             |
| Manned police station   | 1             |
| Maybe Council should provide more police patrolling around Pakenham   | 1             |



|  |            |
|--|------------|
| Maybe more police near stations  | 1          |
| More Protective Services officers at Pakenham Station during nighttime | 1          |
| More security at parks   | 1          |
| More security near public toilets                                      | 1          |
| No help for homeowner when it comes to, theft around the property      | 1          |
| No police in our police station in Lang Lang                           | 1          |
| Not enough police, only one person at the police station               | 1          |
| Police presence  | 1          |
| Public security is definitely a big concern still                      | 1          |
| Security issues in Arcadia   | 1          |
| Security would be the biggest issue for the Council                    | 1          |
| The cameras at Emerald library should be fixed                         | 1          |
| Too many people and too little police                                  | 1          |
| Youth crime. It is policing issue                                      | 1          |
| <b>Total</b>   | <b>132</b> |

---

*General perception of safety*

---

|  |           |
|--|-----------|
| Safety   | 33        |
| Public safety  | 5         |
| Safety concerns  | 2         |
| Improvements of safety   | 1         |
| Lack of safety   | 1         |
| Park safety. Ron Andrew Park   | 1         |
| Pedestrian safety  | 1         |
| Personal safety  | 1         |
| Public safety to lower crime rate                                      | 1         |
| Safety concerns about the surrounding area                             | 1         |
| Safety in Poe Court  | 1         |
| Safety in public areas   | 1         |
| Safety in terms of crimes should be seen                               | 1         |
| Safety issue, I don't feel safe going to events                        | 1         |
| Town safety in Main St   | 1         |
| You know the Upper Pakenham? I won't go there. Mugging, break-ins etc. | 1         |
| <b>Total</b>   | <b>53</b> |

---

*Incidents / break-ins*

---

|  |           |
|--|-----------|
| Burglaries / thefts                                    | 15        |
| Car break-ins / car thefts                             | 8         |
| Break-ins  | 7         |
| 3 of my parcels was stolen from my house 10 Young St   | 1         |
| At night children sometimes enter garden illegally     | 1         |
| Break-ins in the past 3 years                          | 1         |
| Cars are not safe at night                             | 1         |
| My letter box was stolen this year in February         | 1         |
| Recently someone tried to steal my car ( 6 Volta Lane) | 1         |
| Someone tried steal one of my neighbour cars           | 1         |
| Stealing in the groceries                              | 1         |
| <b>Total</b>   | <b>38</b> |



| <i>People</i>   |            |
|---|------------|
| Out of control teenagers                                      | 2          |
| Crazy people  | 1          |
| Dumbass youth   | 1          |
| Gangs   | 1          |
| Get rid of all the gangs in Pakenham                          | 1          |
| Public safety because lately there's a few undesirable people | 1          |
| Strange people going around                                   | 1          |
| Sudanese gangs  | 1          |
| Youth and safety  | 1          |
| <b>Total</b>  | <b>10</b>  |
| <i>Violence and anti-social behaviour</i>                     |            |
| Teenagers' antisocial activities                              | 2          |
| Violence  | 2          |
| Racism and violence   | 1          |
| Vandalism   | 1          |
| Violence and people shouting at night                         | 1          |
| Youth being a nuisance around at the area at night            | 1          |
| <b>Total</b>  | <b>8</b>   |
| <i>Perception of safety at night and lighting</i>             |            |
| Nighttime safety in the area is poor                          | 2          |
| Safety at night crimes and break ins especially parked cars   | 1          |
| Safety at night thefts and break-ins happen                   | 1          |
| <b>Total</b>  | <b>4</b>   |
| <i>Other</i>  |            |
| No multicultural inclusion among Councillors                  | 1          |
| Reduction of police brutality                                 | 1          |
| Safety during fire, storm                                     | 1          |
| Safety for cars   | 1          |
| Safety on roads, in general                                   | 1          |
| Speed of cars needs to be lowered                             | 1          |
| We need more neighbourhood communication                      | 1          |
| <b>Total</b>  | <b>7</b>   |
| <b>Total responses</b>  | <b>252</b> |



## Method of communication

Respondents were asked:

*“If Council was going to get in touch with you to inform you about Council news and information and upcoming events, what are all the ways that you would prefer Council communicate with you? And if you had to choose the one BEST method, what would that be?”*

### Preferred methods of communication

Almost all (98%) respondents nominated at least one method by which they preferred Council to communicate with them about Council news, information, and events.

These respondents nominated an average of approximately two methods each, as outlined in the following table.

The two most preferred methods were by a Council newsletter emailed to them (50%) and a Council newsletter delivered to their letterbox (49%).

It is noted that approximately one-quarter of respondents reported that they preferred Council communicate with them via a text message (26%), the website (24%), and social media (23%).

These results show that while a Council newsletter delivered to the letterbox remained one of the most preferred methods, respondents across Cardinia Shire preferred to receive information via a variety of methods.

**Preferred method of communicating with Council about news, information, events**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

| Response   | 2025                       |         |
|--|----------------------------|---------|
|  | Number                     | Percent |
| A Council newsletter emailed to you                | 456                        | 50%     |
| A Council newsletter delivered to your letterbox   | 438                        | 49%     |
| A text message                                     | 236                        | 26%     |
| Council website                                    | 218                        | 24%     |
| Social media                                       | 206                        | 23%     |
| Advertising in the local newspaper                 | 89                         | 10%     |
| A Council newsletter as an insert in newspaper     | 82                         | 9%      |
| Other  | 16                         | 2%      |
| <b>Total responses</b>                             | <b>1,741</b>               |         |
| <i>Respondents identifying at least one method</i> | <b>884</b><br><b>(98%)</b> |         |



## Preferred method of communication by precinct and respondent profile

There was some variation in the preferred methods of communication from Council observed across the five precincts comprising the Cardinia Shire, as follows:

- **The Hills** – respondents were somewhat more likely than average to prefer a text message.
- **The Rural precinct** – respondents were somewhat more likely than average to prefer a Council newsletter in the local newspaper.
- **Pakenham** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to the letterbox.
- **Cardinia Road precinct** – respondents were somewhat more likely than average to prefer social media, advertising in the local newspaper, and a Council newsletter in the local newspaper.
- **Officer / Beaconsfield** – respondents were somewhat more likely than average to prefer a Council newsletter emailed to them, and a text message.

### Preferred method of communicating with Council about news, information, events by precinct

#### Cardinia Shire Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Response                                       | The Hills                  | The Rural                  | Pakenham                   | Cardinia Road              | Officer / Beaconsfield     |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| A Council newsletter emailed to you            | 50%                        | 48%                        | 52%                        | 48%                        | 54%                        |
| A Council newsletter delivered to letter       | 37%                        | 48%                        | 55%                        | 49%                        | 46%                        |
| A text message                                 | 30%                        | 25%                        | 27%                        | 20%                        | 31%                        |
| Council website                                | 19%                        | 25%                        | 23%                        | 28%                        | 27%                        |
| Social media                                   | 17%                        | 18%                        | 25%                        | 31%                        | 19%                        |
| Advertising in the local newspaper             | 7%                         | 12%                        | 8%                         | 16%                        | 7%                         |
| A Council newsletter in newspaper              | 6%                         | 14%                        | 7%                         | 13%                        | 7%                         |
| Other  | 1%                         | 2%                         | 2%                         | 2%                         | 1%                         |
| <b>Total responses</b>                         | <b>260</b>                 | <b>249</b>                 | <b>594</b>                 | <b>408</b>                 | <b>234</b>                 |
| <i>Respondents identifying at least one me</i> | <i>151</i><br><i>(98%)</i> | <i>127</i><br><i>(98%)</i> | <i>290</i><br><i>(97%)</i> | <i>192</i><br><i>(98%)</i> | <i>119</i><br><i>(97%)</i> |

There was also notable variation in the preferred methods of receiving information from Council observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to prefer information via the Council website and social media.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to prefer information via a Council newsletter emailed to them, and via the website.



- **Younger middle-aged adults (aged 45 to 54 years)** – respondents were somewhat more likely than average to prefer information via a Council newsletter emailed to them.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to prefer information via advertising in the local newspaper and a Council newsletter in the local newspaper.
- **Female** – respondents were somewhat more likely than male respondents to prefer a Council newsletter delivered to their letterbox.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to prefer information via a Council newsletter emailed to them, a text message, the website, social media, and advertising in the local newspaper.

#### **Preferred method of communicating with Council about news, information, events by respondent profile**

##### **Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

| <i>Response</i>                                    | <i>18 - 34<br/>years</i> | <i>35 - 44<br/>years</i> | <i>45 - 54<br/>years</i> | <i>55 - 64<br/>years</i> | <i>65 - 74<br/>years</i> |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| A Council newsletter emailed to you                | 52%                      | 56%                      | 54%                      | 49%                      | 41%                      |
| A Council newsletter delivered to letterbox        | 46%                      | 47%                      | 46%                      | 48%                      | 60%                      |
| A text message                                     | 32%                      | 27%                      | 20%                      | 25%                      | 23%                      |
| Council website                                    | 30%                      | 28%                      | 17%                      | 23%                      | 22%                      |
| Social media                                       | 35%                      | 23%                      | 20%                      | 12%                      | 13%                      |
| Advertising in the local newspaper                 | 12%                      | 8%                       | 6%                       | 9%                       | 12%                      |
| A Council newsletter in newspaper                  | 9%                       | 9%                       | 5%                       | 12%                      | 12%                      |
| Other  | 2%                       | 2%                       | 2%                       | 1%                       | 3%                       |
| <b>Total responses</b>                             | <b>635</b>               | <b>359</b>               | <b>263</b>               | <b>216</b>               | <b>168</b>               |
| <i>Respondents identifying at least one method</i> | <i>293<br/>(99%)</i>     | <i>177<br/>(98%)</i>     | <i>147<br/>(96%)</i>     | <i>116<br/>(96%)</i>     | <i>86<br/>(96%)</i>      |

| <i>Response</i>                                    | <i>75 years<br/>or over</i> | <i>Male</i>          | <i>Female</i>        | <i>English<br/>speaking</i> | <i>Multi-<br/>lingual</i> |
|--|-----------------------------|----------------------|----------------------|-----------------------------|---------------------------|
| A Council newsletter emailed to you                | 40%                         | 51%                  | 50%                  | 49%                         | 54%                       |
| A Council newsletter delivered to letterbox        | 52%                         | 47%                  | 50%                  | 49%                         | 47%                       |
| A text message                                     | 17%                         | 23%                  | 29%                  | 23%                         | 32%                       |
| Council website                                    | 11%                         | 25%                  | 23%                  | 22%                         | 27%                       |
| Social media                                       | 10%                         | 24%                  | 22%                  | 21%                         | 28%                       |
| Advertising in the local newspaper                 | 16%                         | 11%                  | 10%                  | 8%                          | 14%                       |
| A Council newsletter in newspaper                  | 14%                         | 9%                   | 10%                  | 8%                          | 11%                       |
| Other  | 3%                          | 2%                   | 2%                   | 2%                          | 1%                        |
| <b>Total responses</b>                             | <b>103</b>                  | <b>836</b>           | <b>905</b>           | <b>1,111</b>                | <b>620</b>                |
| <i>Respondents identifying at least one method</i> | <i>61<br/>(96%)</i>         | <i>427<br/>(98%)</i> | <i>451<br/>(97%)</i> | <i>598<br/>(98%)</i>        | <i>277<br/>(96%)</i>      |

## Best method of communication

After being asked to nominate all the methods by which respondents would prefer Council communicate with them, they were asked to nominate which was their single most preferred method.

The two preferred methods of Council communicating with respondents about news, information, and events were via the Council newsletter delivered to the letterbox (34%) or emailed to respondents (33%).

These results were consistent with the previous question around all preferred methods, although these most preferred method results underemphasize text message, the website, and social media as preferred methods of receiving information from Council.

**Best method of communicating with Council about news, information and events**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

| Response   | 2025       |             |
|--|------------|-------------|
|  | Number     | Percent     |
| A Council newsletter delivered to your letterbox | 301        | 34%         |
| A Council newsletter emailed to you              | 287        | 33%         |
| A text message                                   | 96         | 11%         |
| Council website                                  | 79         | 9%          |
| Social media                                     | 76         | 9%          |
| Advertising in the local newspaper               | 19         | 2%          |
| A Council newsletter as an insert in newspaper   | 12         | 1%          |
| Other  | 10         | 1%          |
| Not stated                                       | 23         |             |
| <b>Total</b>                                     | <b>903</b> | <b>100%</b> |

## Best method of communication by precinct and respondent profile

There was some variation in the best method of communication from Council observed across the five precincts comprising the Cardinia Shire, as follows:

- **The Hills** – respondents were somewhat more likely than average to prefer a text message.
- **Pakenham** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to the letterbox.
- **Cardinia Road precinct** – respondents were somewhat more likely than average to prefer via the Council website.
- **Officer / Beaconsfield** – respondents were somewhat more likely than average to prefer a text message.

**Best method of communicating with Council about news, information, events by precinct**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number and percent of respondents providing a response)

| Response                                    | The Hills  | The Rural  | Pakenham   | Cardinia Road | Officer / Beaconsfield |
|---|------------|------------|------------|---------------|------------------------|
| A Council newsletter delivered to letterbox | 28%        | 36%        | 39%        | 32%           | 32%                    |
| A Council newsletter emailed to you         | 36%        | 34%        | 31%        | 29%           | 35%                    |
| A text message                              | 20%        | 10%        | 9%         | 5%            | 16%                    |
| Council website                             | 7%         | 8%         | 7%         | 14%           | 9%                     |
| Social media                                | 5%         | 8%         | 11%        | 11%           | 4%                     |
| Advertising in the local newspaper          | 0%         | 1%         | 2%         | 4%            | 3%                     |
| A Council newsletter in newspaper           | 2%         | 3%         | 1%         | 2%            | 1%                     |
| Other                                       | 2%         | 1%         | 1%         | 2%            | 0%                     |
| Not stated                                  | 3          | 3          | 11         | 2             | 5                      |
| <b>Total</b>                                | <b>154</b> | <b>130</b> | <b>300</b> | <b>196</b>    | <b>123</b>             |

There was also notable variation in the best method of receiving information from Council observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to prefer information via social media.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to prefer information via the website.
- **Younger middle-aged adults (aged 45 to 54 years)** – respondents were somewhat more likely than average to prefer information via a Council newsletter emailed to them.
- **Older adults (aged 65 to 74 years)** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to their letterbox.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to prefer a Council newsletter delivered to their letterbox.
- **Male** – respondents were somewhat more likely than female respondents to prefer a Council newsletter emailed to them.
- **Female** – respondents were somewhat more likely than male respondents to prefer a Council newsletter delivered to their letterbox.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to prefer information via a Council newsletter delivered to their letterbox.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to prefer information via a Council newsletter emailed to them.



**Best method of communicating with Council about news, information, events by respondent profile**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number and percent of respondents providing a response)

| Response                                    | 18 - 34<br>years | 35 - 44<br>years | 45 - 54<br>years | 55 - 64<br>years | 65 - 74<br>years |
|---|------------------|------------------|------------------|------------------|------------------|
| A Council newsletter delivered to letterbox | 30%              | 30%              | 30%              | 36%              | 51%              |
| A Council newsletter emailed to you         | 33%              | 35%              | 39%              | 34%              | 22%              |
| A text message                              | 11%              | 11%              | 12%              | 12%              | 6%               |
| Council website                             | 9%               | 15%              | 6%               | 8%               | 9%               |
| Social media                                | 13%              | 8%               | 11%              | 3%               | 6%               |
| Advertising in the local newspaper          | 2%               | 0%               | 1%               | 3%               | 3%               |
| A Council newsletter in newspaper           | 2%               | 0%               | 1%               | 3%               | 2%               |
| Other                                       | 0%               | 0%               | 1%               | 1%               | 2%               |
| Not stated                                  | 3                | 3                | 4                | 6                | 5                |
| <b>Total</b>                                | <b>294</b>       | <b>181</b>       | <b>153</b>       | <b>121</b>       | <b>90</b>        |

| Response                                    | 75 years<br>or over | Male       | Female     | English<br>speaking | Multi-<br>lingual |
|---|---------------------|------------|------------|---------------------|-------------------|
| A Council newsletter delivered to letterbox | 47%                 | 31%        | 37%        | 36%                 | 30%               |
| A Council newsletter emailed to you         | 23%                 | 36%        | 30%        | 31%                 | 37%               |
| A text message                              | 10%                 | 11%        | 11%        | 11%                 | 10%               |
| Council website                             | 3%                  | 8%         | 10%        | 9%                  | 8%                |
| Social media                                | 3%                  | 8%         | 9%         | 8%                  | 10%               |
| Advertising in the local newspaper          | 6%                  | 3%         | 1%         | 2%                  | 3%                |
| A Council newsletter in newspaper           | 1%                  | 2%         | 1%         | 1%                  | 1%                |
| Other                                       | 6%                  | 1%         | 1%         | 1%                  | 1%                |
| Not stated                                  | 2                   | 12         | 11         | 10                  | 13                |
| <b>Total</b>                                | <b>63</b>           | <b>438</b> | <b>462</b> | <b>609</b>          | <b>289</b>        |

## Safety in public areas

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of Cardinia Shire?”*

Respondents were again in 2025, asked to rate their perception of safety in the public areas of the Cardinia Shire during the day and at night.

There was a continued statistically significant decline in the average perception of safety in the public areas of the Shire both during the day (down 3% to 8.0 out of 10), and at night (down 6% to 6.3).

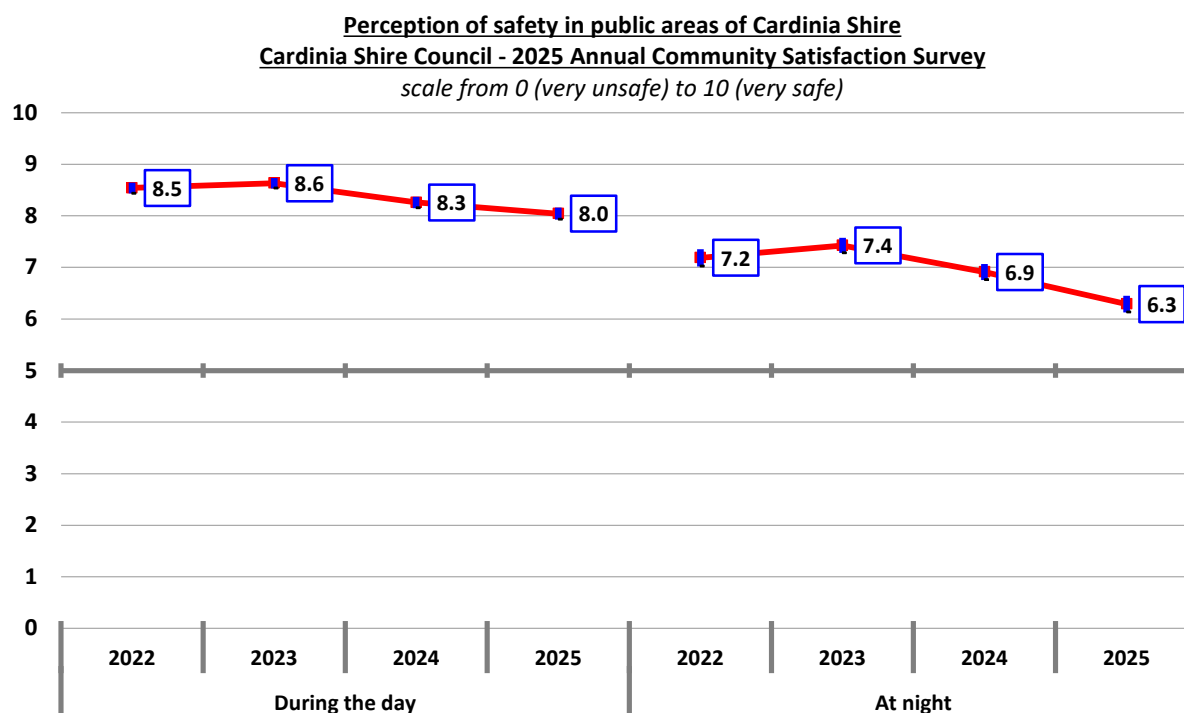


The continued decline in the perception of safety was consistent with the significant increase in the proportion of respondents who raised safety, policing, and crime related issues as a top three [issue to address](#) this year.

Metropolis Research notes that the perception of safety in public areas has declined sharply in several municipalities across metropolitan Melbourne in 2024 and 2025, although it is fair to say that it has been observed in a somewhat patchy manner across the metropolitan area.

Metropolis Research also notes that respondents who felt less safe in the public areas of the municipality at night were measurably and significantly (12%) less satisfied with Council's overall performance than the municipal average.

Given the nature of the concerns raised in relation to safety, policing, and crime issues, it is likely that many of these respondents were not less satisfied with Council because they felt that Council was not sufficiently ensuring their safety. Rather they felt less safe, and this was dampening their overall view of all issues, which impacted on their overall satisfaction score.



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 (71% down from 77%), and at night (33% down from 41%).

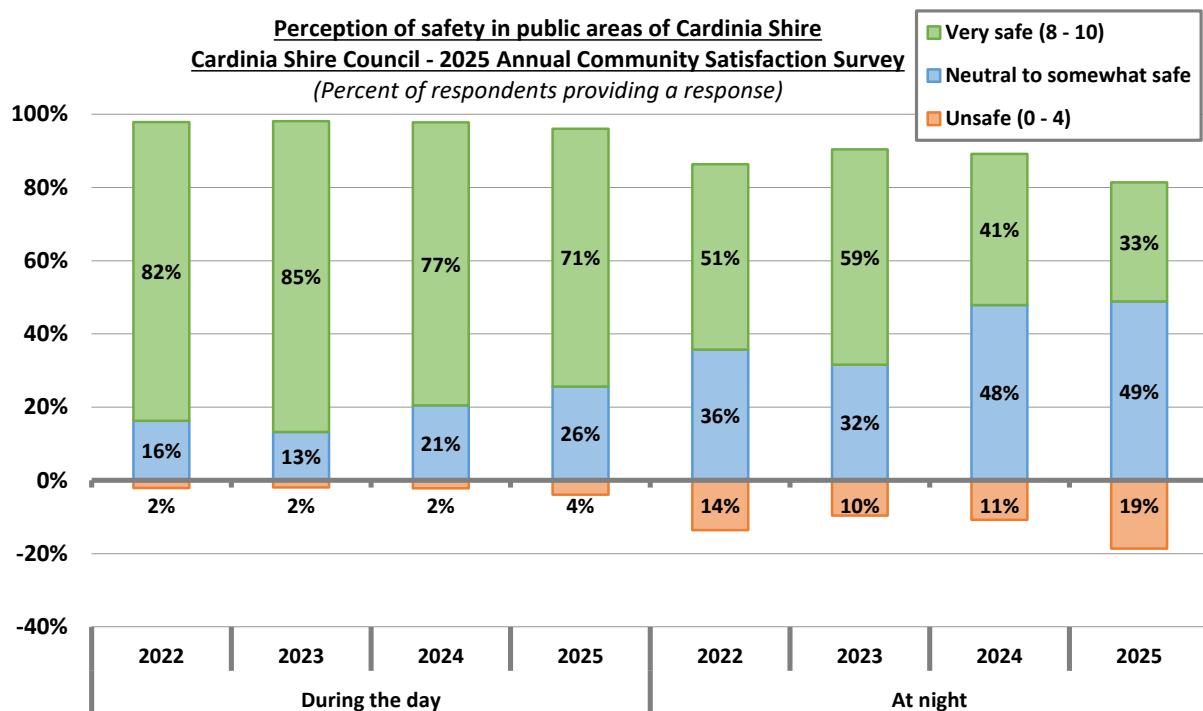
Importantly, Metropolis Research notes that the proportion of respondents who felt “unsafe” in the public areas of the Cardinia Shire at night increased significantly this year, up eight percent to 19%.



Unlike the results last year, which reported a relatively stable proportion of respondents who felt unsafe in public areas at night, in 2025, there was a significant increase in the proportion who felt unsafe.

This is an important difference, as it highlights the significant deterioration in the perception of safety in the municipality.

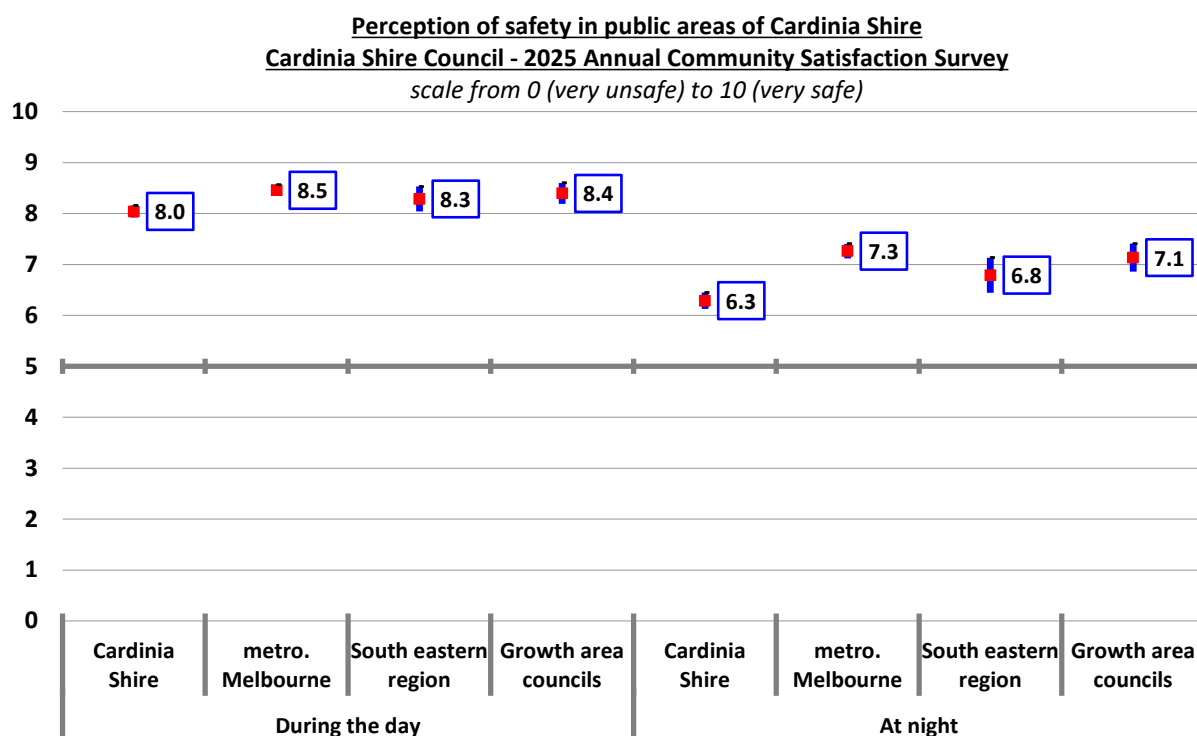
Whereas in 2024, the decline was interpreted more as reflecting respondents feeling a little less safe than they did previously, in 2025, the decline was defined more by the increase in the proportion who felt unsafe.



When compared to the metropolitan Melbourne, southeastern region councils, and growth area councils results from the 2025 *Governing Melbourne* research, it is noted that the perception of safety in the public areas of Cardinia Shire both during the day (5% lower) and at night (10% lower) were both measurably lower than the metropolitan average.

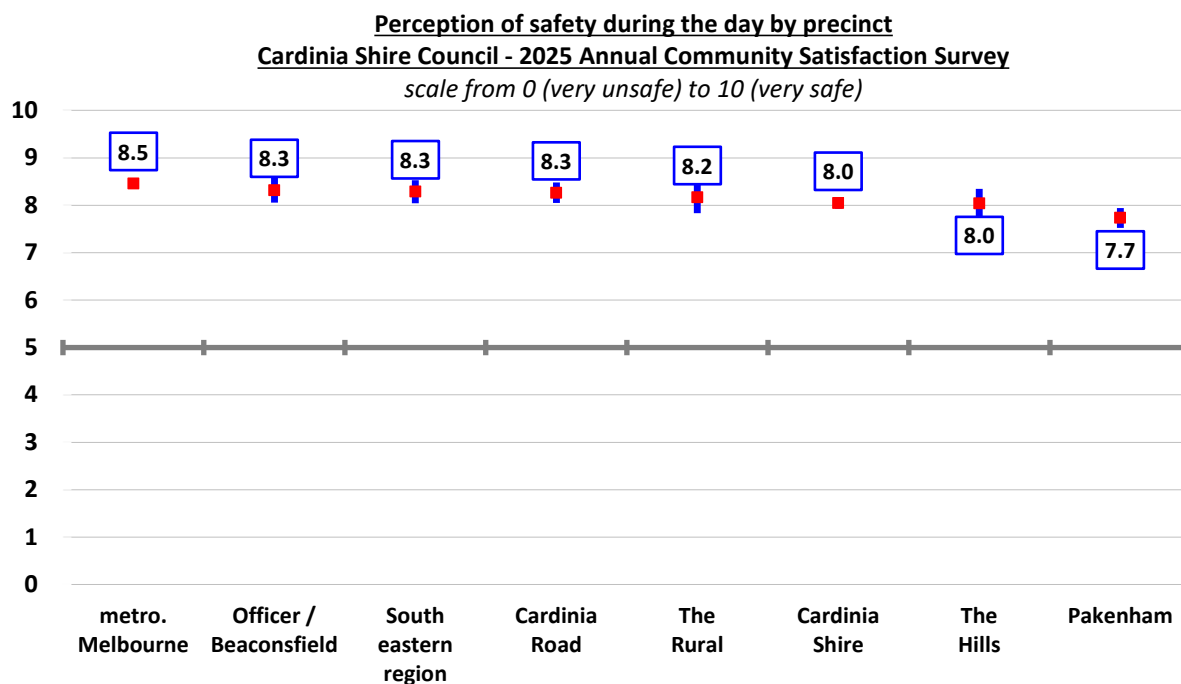
*Governing Melbourne* was conducted independently by Metropolis Research in January 2025, using the same in-person methodology.





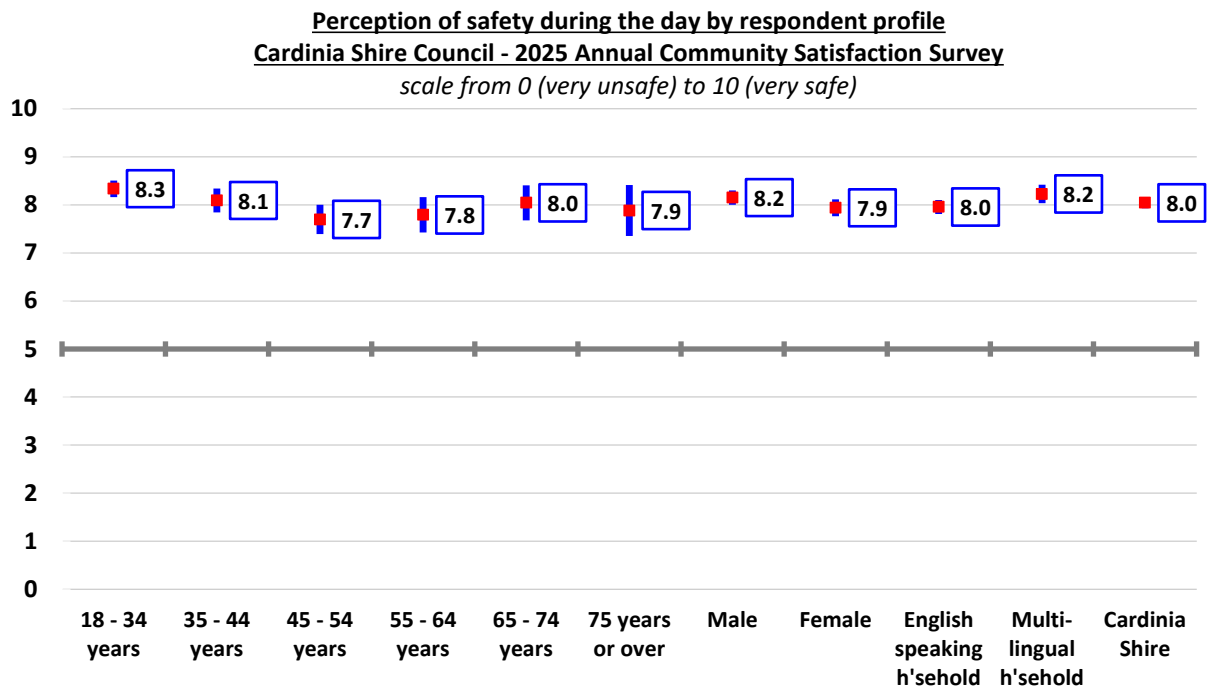
### Safety during the day

Whilst there was no measurable variation in the perception of safety in public areas of the Shire during the day observed across the municipality, it is noted that respondents from Pakenham felt somewhat (3%) less safe than the municipal average.



There was measurable variation in the average perception of safety in public areas during the day observed by respondent profile. Young adults (aged 18 to 34 years) felt measurably (3%) safer than the municipal average, whilst younger middle-aged adults (aged 45 to 54 years) felt somewhat (3%) less safe.

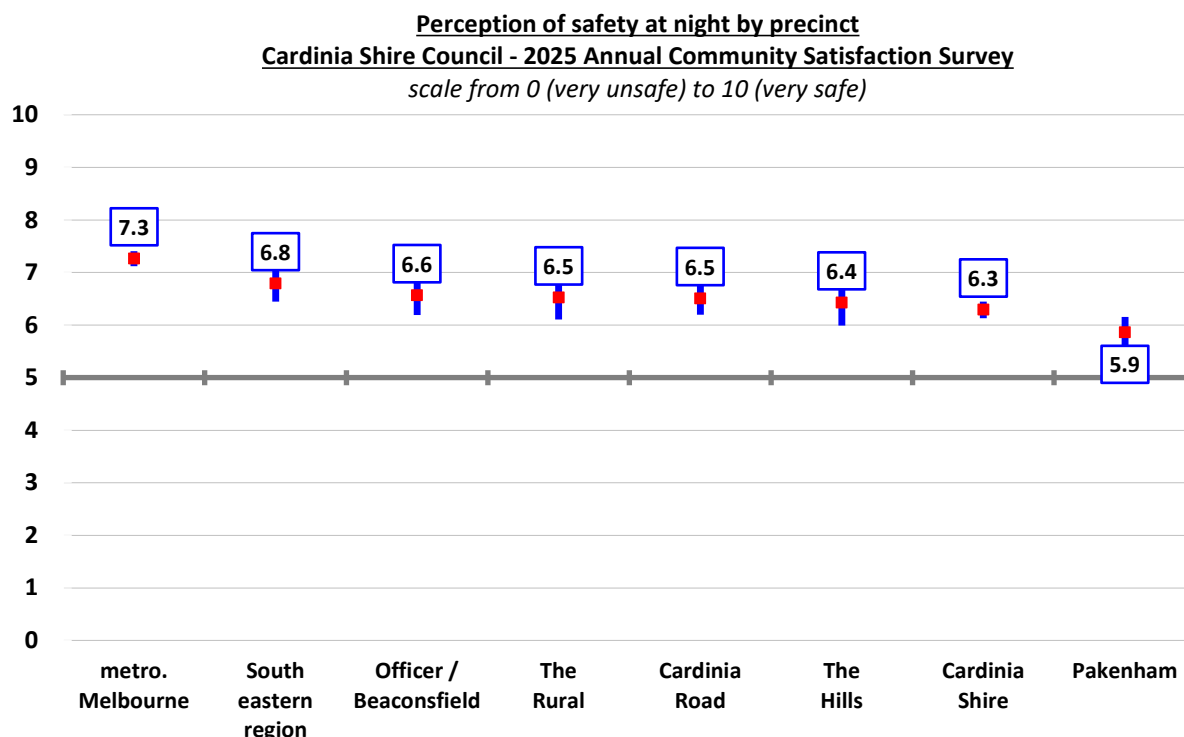
Male respondents felt notably (3%) safer than female respondents.



### ***Safety at night***

Whilst there was no measurable variation in the perception of safety in public areas of the Shire at night observed across the municipality, it is noted that respondents from Officers / Beaconsfield felt somewhat (3%) safer than the municipal average.

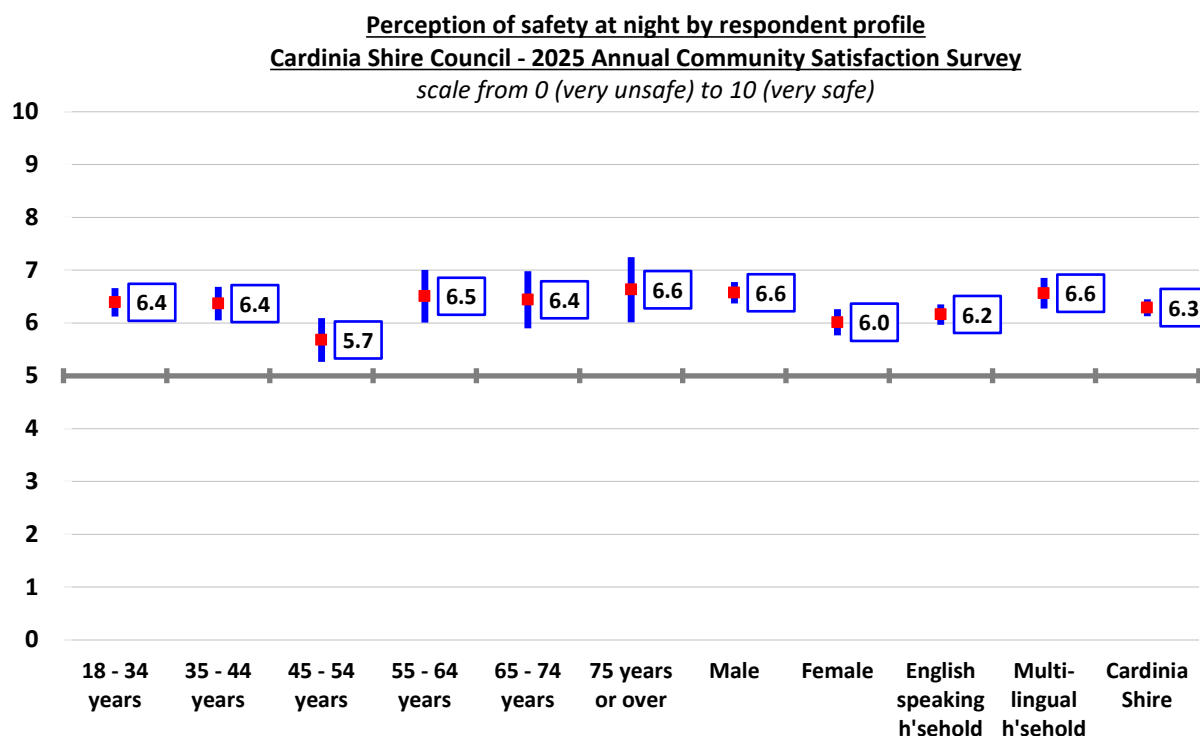
By contrast, respondents from Pakenham felt notably (4%) less safe than the municipal average.



There was measurable variation in the average perception of safety in public areas during the day observed by respondent profile, as younger middle-aged adults (aged 45 to 54 years) felt measurably (6%) less safe than the municipal average.

Male respondents felt measurably (6%) safer than female respondents.

Respondents from multilingual households felt notably (4%) safer than respondents from English speaking households.



## Reasons for feeling less safe

A total of 197 (up from 121) 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.

Metropolis Research notes the significant increase in the number of respondents who provided commentary as to why they felt unsafe in the public areas of the municipality this year than in recent years.

The most common concerns raised this year were related to concerns around crime and policing (26% up from 7% of comments), concerns around various groups of people (24%), specific incidents of or knowledge of break-ins (15%), violence and anti-social behaviour (9%), issues with the perception of safety at night and lighting issues (8% down from 14%), and issues related to drugs and alcohol (5% down from 12%).

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 - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of total responses)*

| Response                                   | 2025       |             | 2024       | 2023       | 2022       |
|--|------------|-------------|------------|------------|------------|
|  | Number     | Percent     |            |            |            |
| Crime and policing                         | 52         | 26%         | 7%         | 19%        | 16%        |
| People                                     | 48         | 24%         | 23%        | 26%        | 31%        |
| Incidents / break-ins                      | 29         | 15%         | 21%        | 3%         | 7%         |
| Violence and anti-social behaviour         | 18         | 9%          | 9%         | 2%         | 8%         |
| Perception of safety at night and lighting | 16         | 8%          | 14%        | 11%        | 21%        |
| Drugs and alcohol                          | 9          | 5%          | 12%        | 6%         | 8%         |
| General perception of safety               | 7          | 4%          | 9%         | 6%         | 5%         |
| Traffic / hooning                          | 6          | 3%          | 0%         | 0%         | 0%         |
| Being female                               | 3          | 2%          | 2%         | 5%         | 1%         |
| Public transport safety                    | 3          | 2%          | 0%         | 0%         | 0%         |
| Other                                      | 6          | 3%          | 2%         | 22%        | 3%         |
| <b>Total</b>                               | <b>197</b> | <b>100%</b> | <b>121</b> | <b>100</b> | <b>118</b> |

The following table outlines the verbatim responses categorised in the previous table.





**Reasons for not feeling safe in the public areas of Cardinia Shire**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Reason</i>  | <i>Number</i> |
|--|---------------|
| <i>Crime and policing</i>  |               |
| Crime rate is high / increasing  | 18            |
| Youth crime  | 10            |
| No police presence / patrolling  | 9             |
| Lack of police at night  | 3             |
| A lot of crime in Pakenham   | 1             |
| A lot of illegal activities going on there   | 1             |
| I don't feel safe even in my home as the police took around 2 hrs to come when we had a theft in our house | 1             |
| Law and order are not up to mark, thieves coming in  | 1             |
| No control   | 1             |
| The amount of crime going up in the area is not worth is the risk  | 1             |
| The crime rate is so high, and it is increasing, I am glad I am not a woman because of this                | 1             |
| The police station in Emerald is supposed to be 24/7 but it's always closed which makes me feel unsafe     | 1             |
| There are no police at night in Emerald, they never turn up and nothing in police station                  | 1             |
| They don't come out now to help us   | 1             |
| Too much rot goes on   | 1             |
| We see people steal stuff  | 1             |
| <b>Total</b>   | <b>52</b>     |
| <i>People</i>  |               |
| There are teenagers / youth hanging around   | 9             |
| Gangs  | 7             |
| Suspicious / questionable / sleazy people around   | 7             |
| People hanging around  | 5             |
| Homeless people  | 2             |
| Inhabitants of the area  | 2             |
| The amount of youth roaming street and who abuse everyone  | 2             |
| Undesirable people, commission houses. Cause a lot of troubles. Police are always there, violence          | 2             |
| All the hooligans  | 1             |
| Anonymous people   | 1             |
| International people some of the teenagers   | 1             |
| Kids causing trouble   | 1             |
| Less multiple cultures   | 1             |
| Mentally unwell people   | 1             |
| The people around at night are not good  | 1             |
| The people coming off the train are bad, and they cause a lot of issues                                    | 1             |
| There are too many kids wandering the streets late at night now  | 1             |
| There's a local gang hanging around at the station   | 1             |
| Too many people, too many houses too many new families   | 1             |
| We have thieves roaming in our area, they drive around waiting to steal or invade                          | 1             |
| <b>Total</b>   | <b>48</b>     |



| <i>Incidents / break-ins</i>                  |           |
|---|-----------|
| Burglaries / robberies                        | 5         |
| Home invasions                                | 5         |
| Car thefts                                    | 4         |
| Lots of thefts                                | 4         |
| Lot of break-ins                              | 2         |
| Car got stolen, found it only after 2 months. | 1         |
| Incidents                                     | 1         |
| Mugging                                       | 1         |
| My car broken into twice                      | 1         |
| People attempt stealing from unlocked cars    | 1         |
| People destroying property                    | 1         |
| Shoplifting                                   | 1         |
| Someone steals stuff in my car                | 1         |
| Youth stealing cars                           | 1         |
| <b>Total</b>                                  | <b>29</b> |

| <i>Violence and anti-social behaviour</i>  |           |
|--|-----------|
| Violence   | 5         |
| Racism / racist abuse  | 2         |
| In Main St people throw eggs and stuff   | 1         |
| Increase of violence and police coming out   | 1         |
| Lit fire on the opposite road, burnt the bus stop  | 1         |
| Lots of fights   | 1         |
| People have been stabbed there. Rapes have happened  | 1         |
| People just shoplift and push the whole trolley out and glare at everyone  | 1         |
| The park near station has people drinking anytime at the day   | 1         |
| They smoke weed, shout, curse, take drugs and it is unsafe   | 1         |
| Vandalism  | 1         |
| We get yelled at   | 1         |
| Youth fighting in library chamber and I was in the middle of it - 2 in the day. Submitted a complaint to the authorities | 1         |
| <b>Total</b>   | <b>18</b> |

| <i>Perception of safety at night and lighting</i>                       |           |
|---|-----------|
| Lack of / not enough lighting   | 8         |
| Gangs of teens and young adults hang around, especially in the evenings | 1         |
| I don't get out as I just generally feel unsafe with less light         | 1         |
| It's a weird place to be at night                                       | 1         |
| It's dangerous to go walking at night                                   | 1         |
| Just generally avoid it at night and we park very close to where we are | 1         |
| Lighting is not good enough as woman                                    | 1         |
| Really, I just would not go out at night                                | 1         |
| Too dark, not enough people around                                      | 1         |
| <b>Total</b>  | <b>16</b> |



| <i>Drugs and alcohol</i>                                 |          |
|--|----------|
| Drug addicts / junkies around                            | 6        |
| Drug related crimes                                      | 1        |
| Increase of drugs  | 1        |
| Too many alcoholic people around, not safe               | 1        |
| <b>Total</b>   | <b>9</b> |
| <i>General perception of safety</i>                      |          |
| Do not feel safe at all                                  | 3        |
| I don't go out on my own                                 | 1        |
| It is scary  | 1        |
| Just the general area                                    | 1        |
| Statistics   | 1        |
| <b>Total</b>   | <b>7</b> |
| <i>Traffic / hooning</i>                                 |          |
| Cars reported driving around at night                    | 1        |
| Extremely unsafe cause it's very accident prone          | 1        |
| Idiot cars   | 1        |
| Road rage  | 1        |
| Strangers are tailgating when I was walking in streets   | 1        |
| The road has been used for a racing track                | 1        |
| <b>Total</b>   | <b>6</b> |
| <i>Being female</i>                                      |          |
| Generally unsafe at night for women                      | 2        |
| As female  | 1        |
| <b>Total</b>   | <b>3</b> |
| <i>Public transport safety</i>                           |          |
| The Train station is horrible and a little overpopulated | 1        |
| Train station  | 1        |
| Weird people who sit outside the train station           | 1        |
| <b>Total</b>   | <b>3</b> |
| <i>Other</i>   |          |
| Any public space   | 1        |
| Cramped  | 1        |
| Dogs loose in parks, with no owners around               | 1        |
| No direct footpath from officer station                  | 1        |



|  |            |
|--|------------|
| Shops close early                        | 1          |
| The path is full of bumps close together | 1          |
| <b>Total</b>                             | <b>6</b>   |
| <b>Total responses</b>                   | <b>197</b> |

### ***Locations where respondents felt unsafe***

The following table outlines the locations where respondents felt unsafe, presented by precinct. It is noted that a substantial proportion of these locations referenced Pakenham.

**Location where respondents feel unsafe by precinct**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| <i>Precinct</i>                   | <i>Location</i>                                | <i>Number</i> |
|-----------------------------------|--|---------------|
| <b>The Hills<br/>(Total = 32)</b> | Pakenham                                       | 13            |
|                                   | Anywhere / everywhere / in general             | 4             |
|                                   | In general,                                    | 3             |
|                                   | Around the houses                              | 1             |
|                                   | At night in Pakenham                           | 1             |
|                                   | Bunyip North                                   | 1             |
|                                   | Cardinia railway station                       | 1             |
|                                   | Cockatoo                                       | 1             |
|                                   | Cockatoo tobacco shop                          | 1             |
|                                   | Everywhere at night                            | 1             |
|                                   | Heavily populated areas                        | 1             |
|                                   | Near the neighbourhood                         | 1             |
|                                   | On the roads                                   | 1             |
|                                   | Pakenham railway station                       | 1             |
|                                   | Shops  | 1             |
| <b>The Rural<br/>(Total = 18)</b> | Pakenham                                       | 3             |
|                                   | Anywhere / everywhere / in general             | 2             |
|                                   | Bemeresyde Dr                                  | 1             |
|                                   | Burgess Ave                                    | 1             |
|                                   | Cardinia station                               | 1             |
|                                   | Clyde Rd                                       | 1             |
|                                   | Dark areas                                     | 1             |
|                                   | In the town across the Shire Council           | 1             |
|                                   | Main St  | 1             |
|                                   | Near Cardinia station near Woolworths          | 1             |
|                                   | Near train stations and badly lit public areas | 1             |
|                                   | Pakenham Plaza                                 | 1             |
|                                   | Pakenham train station                         | 1             |



|  |                   |   |
|--|-------------------|---|
|  | Shops or anywhere | 1 |
|  | Streets           | 1 |

|                          |  |    |
|--------------------------|--|----|
| Pakenham<br>(Total = 68) | Anywhere / everywhere / in general                                     | 16 |
|                          | Pakenham   | 6  |
|                          | Pakenham station   | 4  |
|                          | Main street in Pakenham  | 3  |
|                          | Parks  | 3  |
|                          | In my house  | 2  |
|                          | Roads  | 2  |
|                          | Train station and main areas   | 2  |
|                          | Anywhere along the trainline / Pakenham Place                          | 1  |
|                          | Around shopping centres  | 1  |
|                          | At night female anywhere   | 1  |
|                          | At nighttime shopping centres  | 1  |
|                          | Building site at the hospital construction                             | 1  |
|                          | Cardinia Lake  | 1  |
|                          | Cardinia Waters Estate   | 1  |
|                          | Henry Rd to shop   | 1  |
|                          | Heritage Park, Henty Park  | 1  |
|                          | Heritage Springs   | 1  |
|                          | In main street and marketplace   | 1  |
|                          | In my neighbourhood  | 1  |
|                          | John St and shopping centres   | 1  |
|                          | Just after train station area ends or just anywhere in Pakenham really | 1  |
|                          | Local shopping area  | 1  |
|                          | Market place   | 1  |
|                          | Pakenham Plaza   | 1  |
|                          | Pakenham precinct estate   | 1  |
|                          | Public areas - main street   | 1  |
|                          | Public transport areas   | 1  |
|                          | Railway station, Pakenham, no PSOs there                               | 1  |
|                          | Ron Andrews Park   | 1  |
|                          | The Pakenham marketplace shopping centre                               | 1  |
|                          | Toomuc Creek   | 1  |
|                          | Train station at night   | 1  |
|                          | Underground Marketplace  | 1  |
|                          | Webster Way  | 1  |
|                          | Woolworths Pakenham  | 1  |
|                          | Youth crime in Cardinia  | 1  |
|                          | Youth crime in Cardinia  | 1  |

|                               |  |   |
|-------------------------------|--|---|
| Cardinia Road<br>(Total = 25) | Anywhere / everywhere / in general   | 4 |
|                               | Train station  | 3 |
|                               | Arcadia  | 1 |
|                               | At home  | 1 |
|                               | Eskdale court  | 1 |
|                               | Especially in mt estate, lot of car hijacking. Need more police patrolling | 1 |



|  |   |   |
|--|---|---|
|  | Going out for a walk                                      | 1 |
|  | Main St and Arden St                                      | 1 |
|  | Main street   | 1 |
|  | Market place areas  | 1 |
|  | Near the train station centre                             | 1 |
|  | Officer   | 1 |
|  | On the streets all around                                 | 1 |
|  | Pakenham  | 1 |
|  | Pakenham Library  | 1 |
|  | Pakenham town centre                                      | 1 |
|  | Parks and shopping areas                                  | 1 |
|  | Shopping centre   | 1 |
|  | The back streets and less lighting and less traffic areas | 1 |
|  | Town  | 1 |

|  |  |   |
|--|--|---|
| Officer / Beaconsfield<br>(Total = 13) | Anywhere / everywhere / in general   | 4 |
|  | Beaconsfield   | 1 |
|  | Behind the recreation centre at Pakenham, any of the parklands, any of the streets | 1 |
|  | Fountain gate  | 1 |
|  | Local streets  | 1 |
|  | Pakenham   | 1 |
|  | Recreation centre at Pakenham  | 1 |
|  | Shopping centres   | 1 |
|  | Train station  | 1 |
|  | Young kids roaming around the area   | 1 |

|              |  |            |
|--------------|--|------------|
| <b>Total</b> |  | <b>156</b> |
|--------------|--|------------|

## 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 2025, asked to rate their perception of their overall safety living in Cardinia Shire.

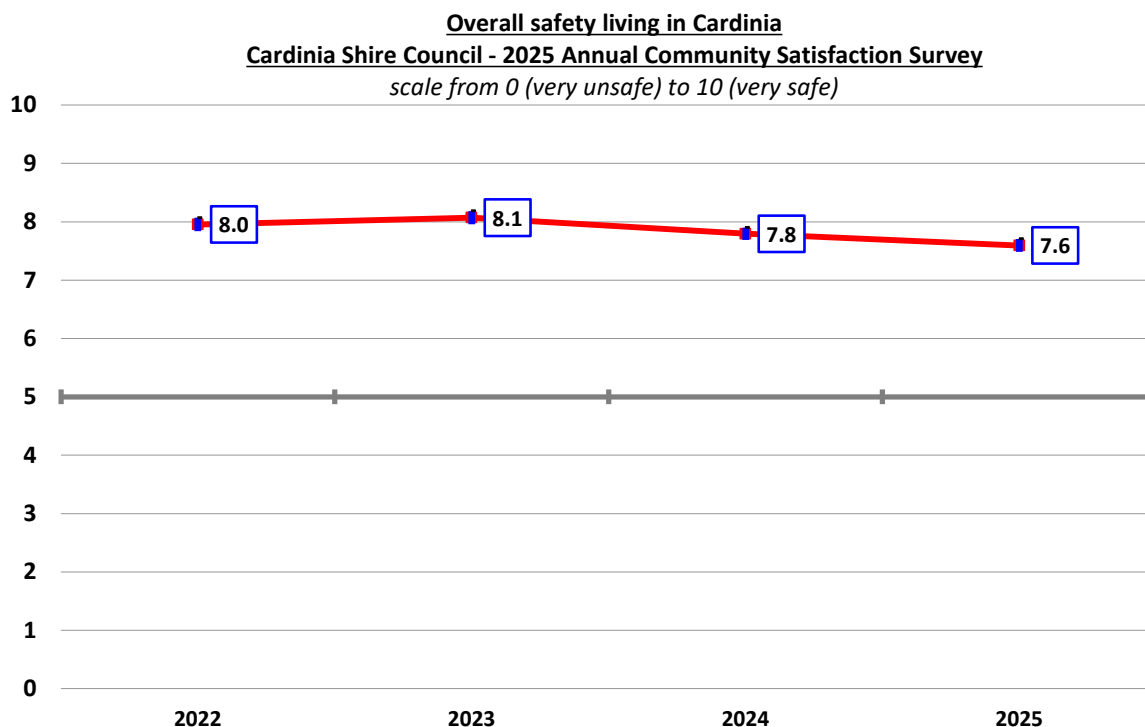
The average perception of safety overall living in Cardinia Shire declined measurably again this year, down two percent to 7.6 out of 10, although it remains at a high level.

Attention is drawn to the five percent decline in the overall perception of safety living in Cardinia from the high point of 8.1 out of 10 recorded in 2023.

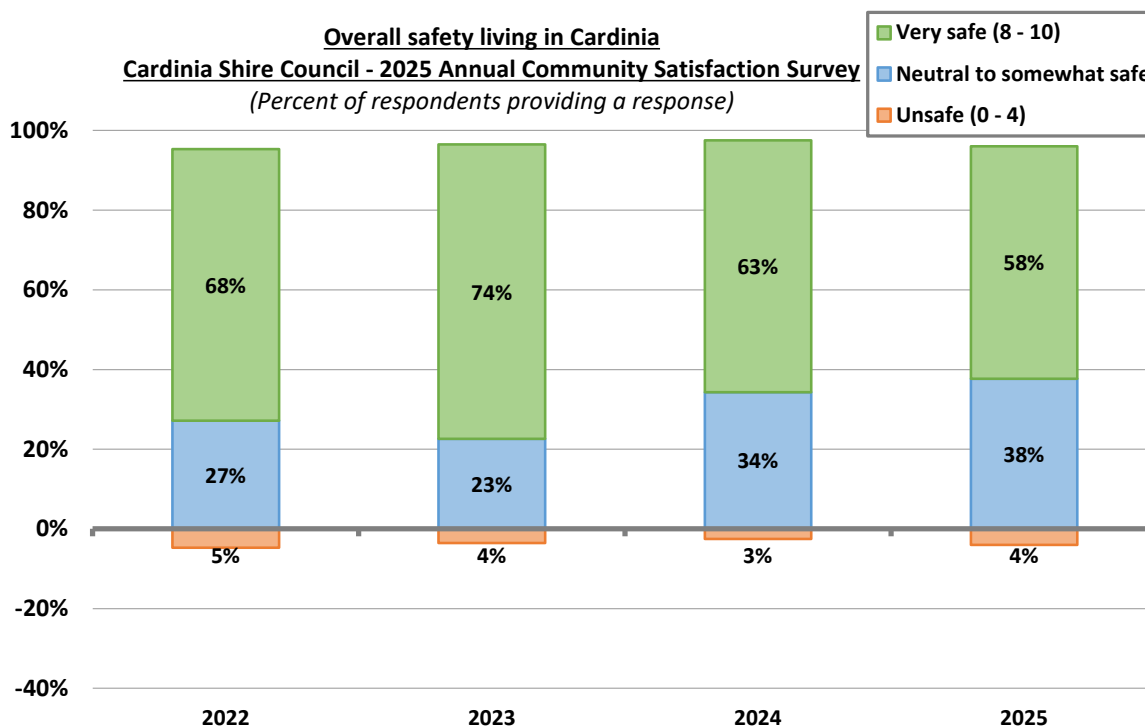
Metropolis Research notes that the overall perception of safety living in Cardinia (7.6) was closer to the perception of safety in the public areas of the municipality during the day (8.0), than it was to the perception of safety in the public areas of the municipality at night (6.3).



This result does highlight how community concerns around safety, policing, and crime were significantly stronger in reference to the perception of safety at night.

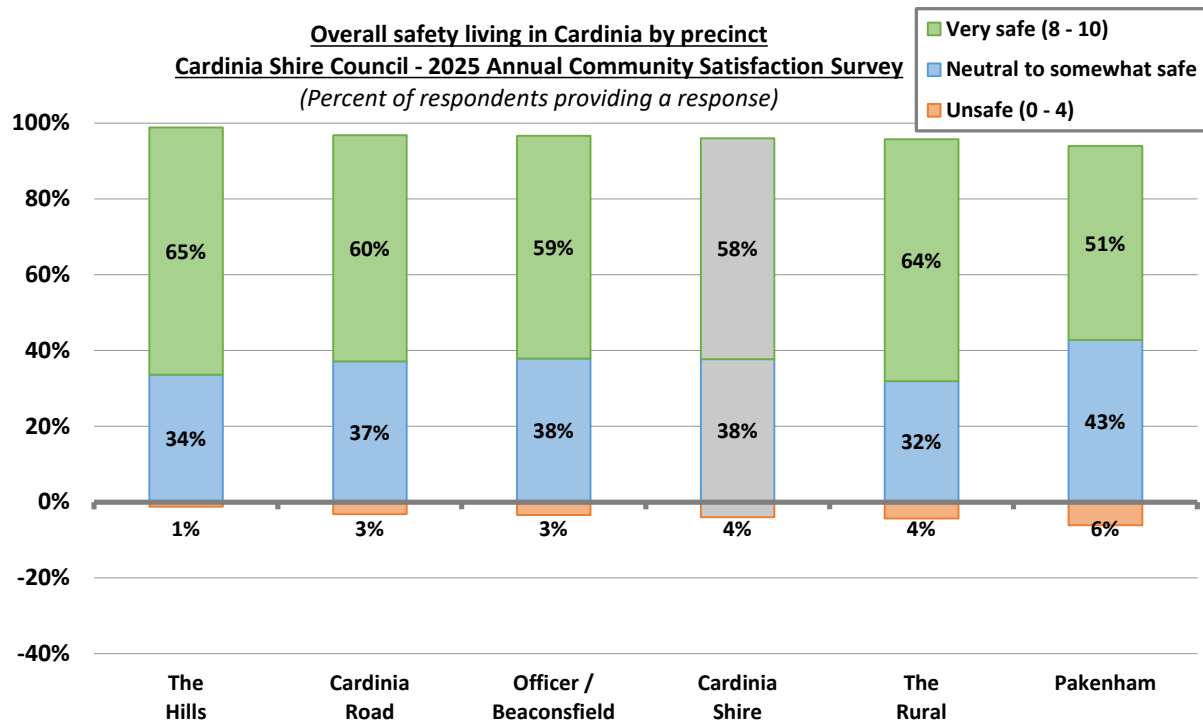
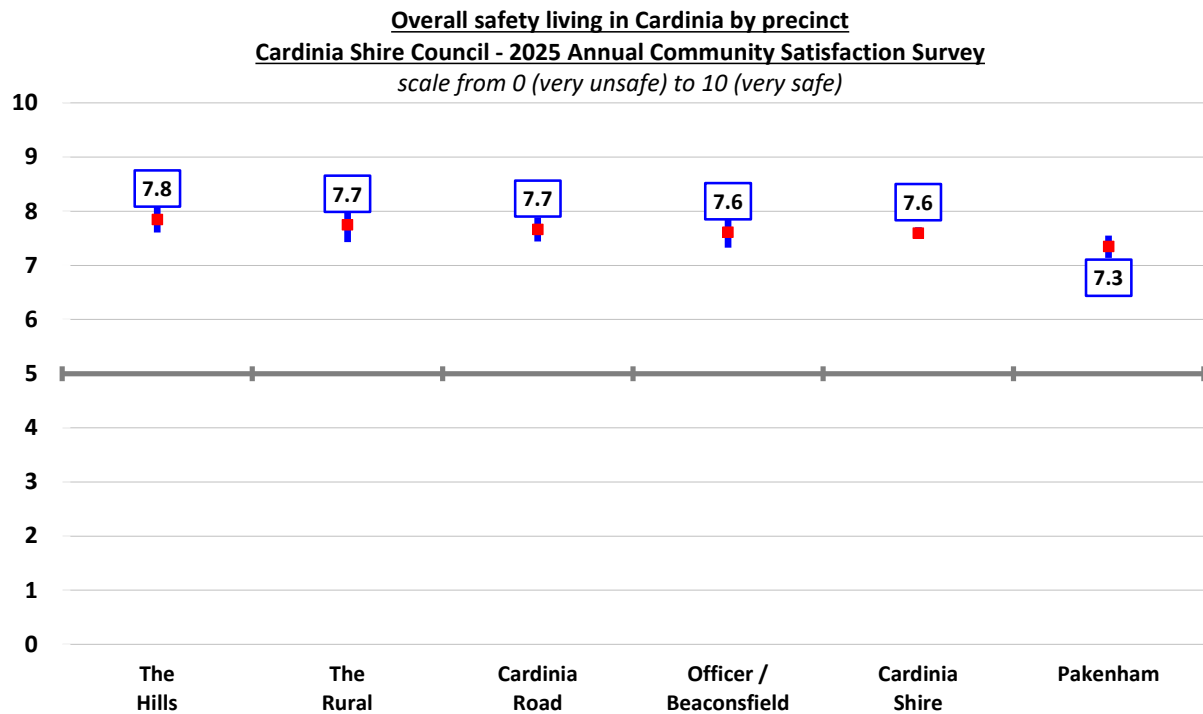


The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety at less than five). There was a notable decline in the proportion of respondents who felt “very safe” (down 5% to 58%), although the proportion who felt “unsafe” remained essentially stable this year at four percent.





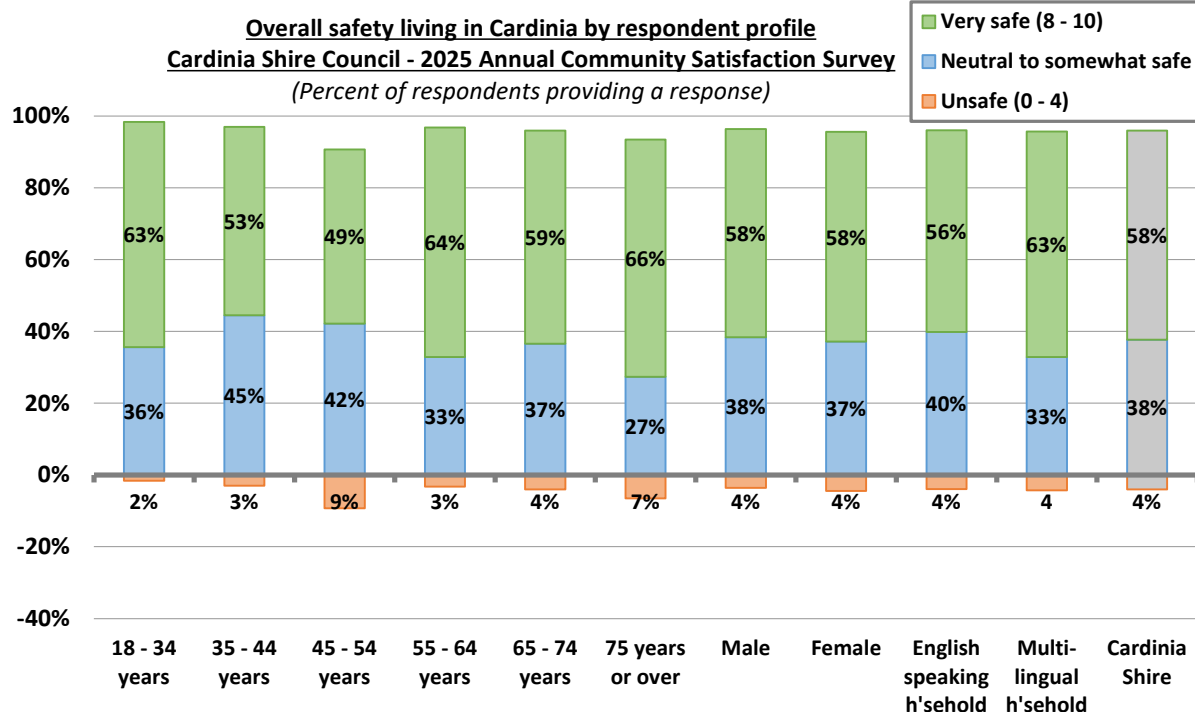
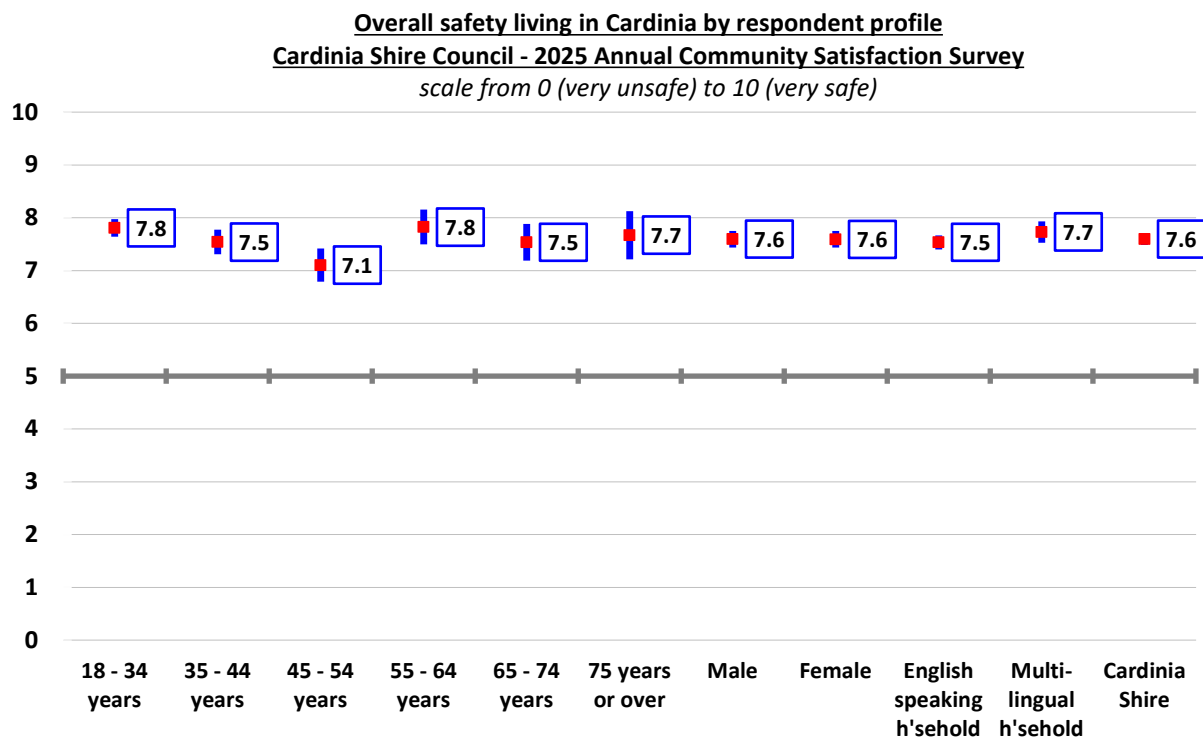
There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Pakenham felt somewhat (3%) less safe living in Cardinia than the municipal average.



There was measurable variation in this result observed by respondent profile, with younger middle-aged adults reporting that they felt measurably (5%) less safe living in Cardinia than the municipal average.



This is an important result, consistent with those recorded for the perception of safety in public areas during the day and at night. Metropolis Research often observes that middle-aged adults (aged 45 to 59 years) tend to feel less safe than others in the community. This does highlight how these results reflect the perception of safety rather than its reality.



## 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 2025, asked to rate their agreement with eight statements about the local community.

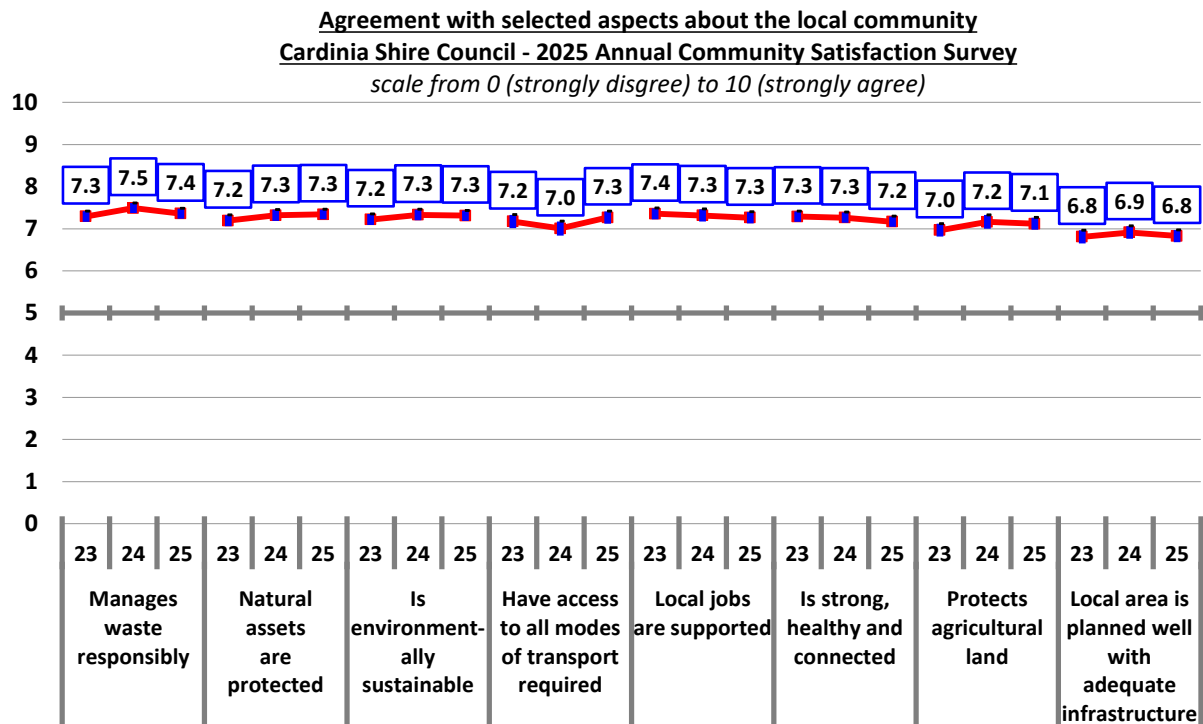
The average agreement with seven of these eight statements remained essentially stable this year, either stable or down one percent.

The average agreement that respondents’ have access to all modes of transport required increased notably this year, up three percent to 7.3 out of 10.

It is noted that on average, respondents “strongly agreed” that the community manages waste responsibly (7.4), natural assets are protected (7.3), is environmentally sustainable (7.3), have access to all modes of required transport (7.3), local jobs are supported (7.3), is strong, healthy, and connected (7.2), and protects agricultural land (7.1).

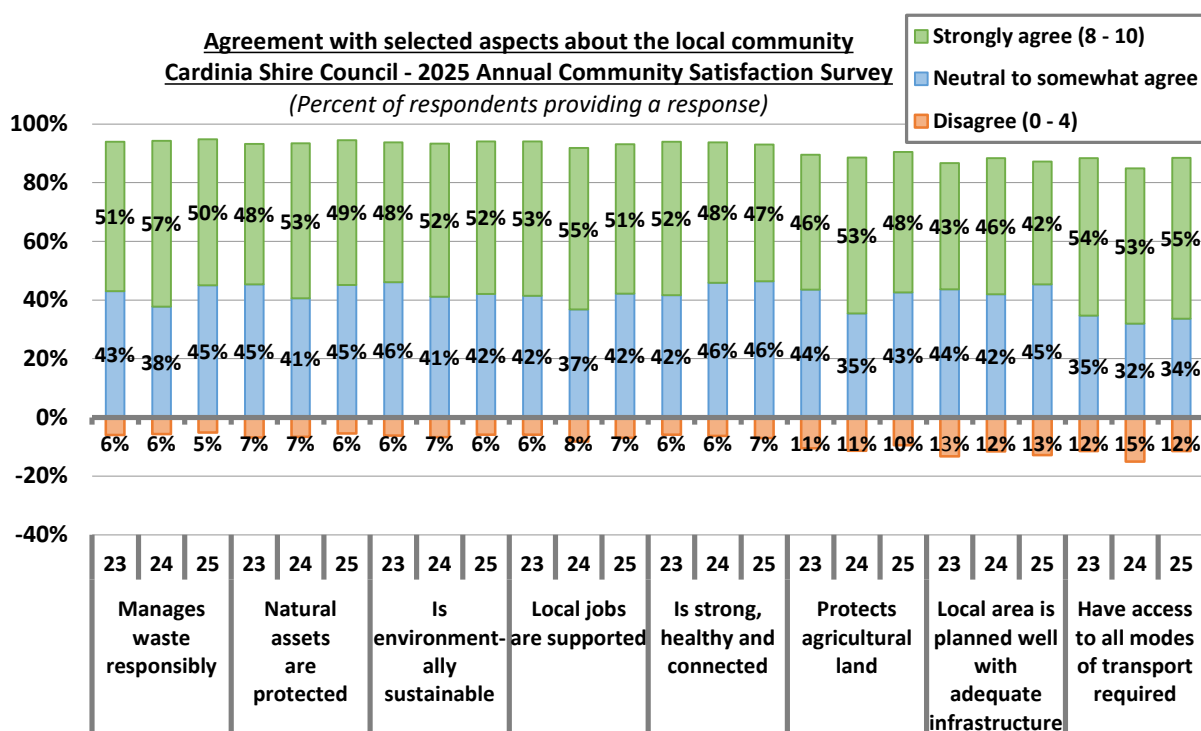
Respondents, on average, “moderately agreed” that local area is planned well with adequate infrastructure (6.8 down from 6.9 last year and 6.5 in 2022).

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.



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

Approximately half of the respondents “strongly agreed” with seven of the seven statements, whilst 42% (down from 46%) “strongly agreed” and 12% (down from 15%) “disagreed” that the local area is planned well with adequate infrastructure.



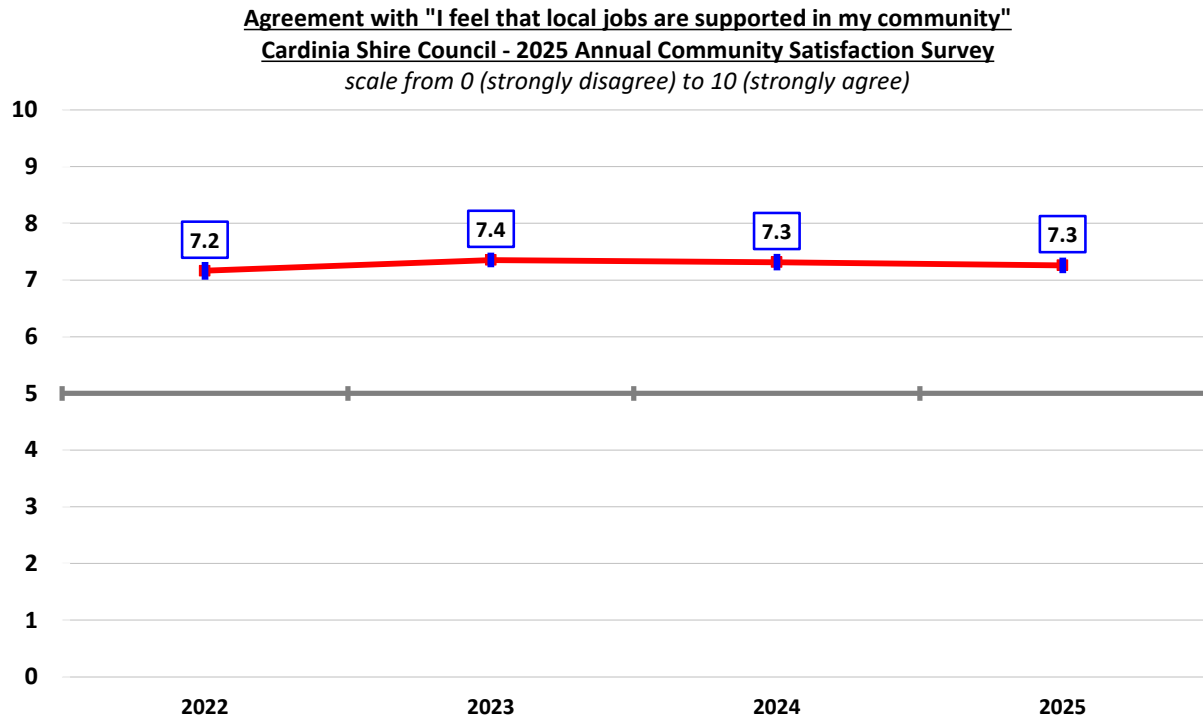
The following section provides additional details as to the average agreement by precinct and by respondent profile.

Whilst there was some variation in the results observed for each of the nine statements, in general terms the following was observed:

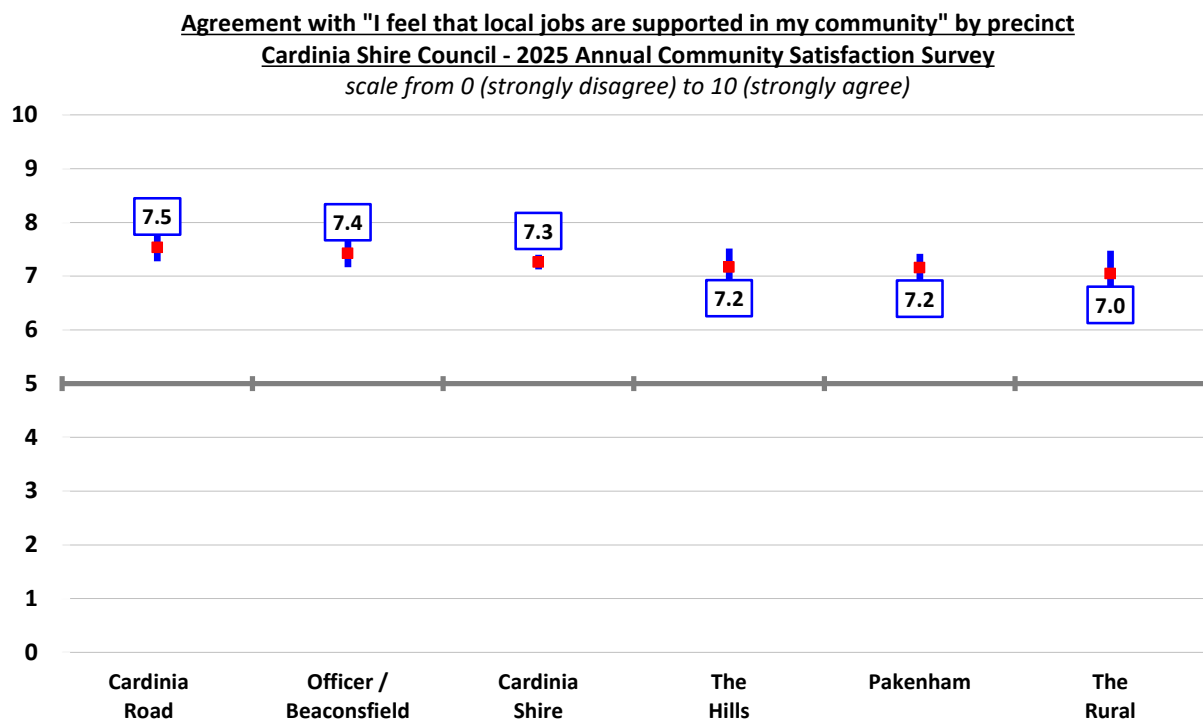
- **Generally, MORE in agreement than average** – included respondents from Cardinia Road and Officer / Beaconsfield, young adults (aged 18 to 34 years), and respondents from multilingual households.
- **Generally, LESS in agreement than average** – included respondents from the Rural and Hills precincts, Pakenham, and younger and older middle-aged adults (aged 45 to 64 years).

### Local jobs are supported in my community

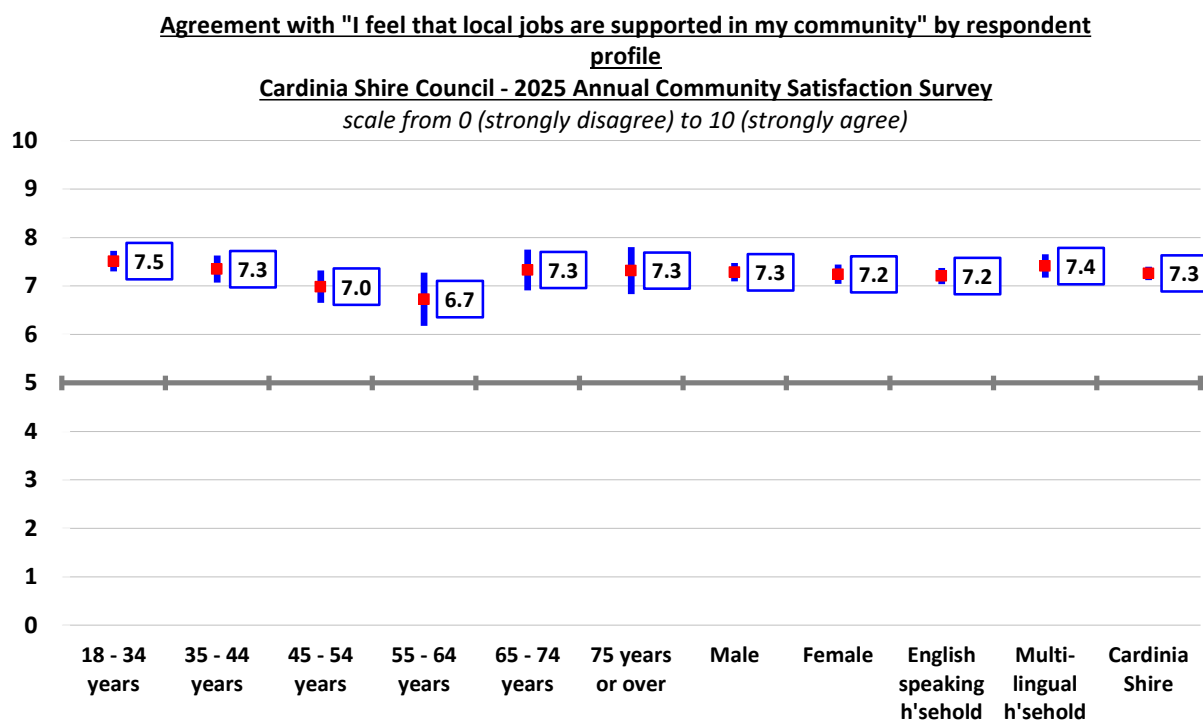
The average agreement that local jobs are supported in the respondents' community remained stable this year at 7.3 out of 10, or a strong level of agreement.



There was no measurable variation in this result observed across the municipality, although it is noted that respondents from the Rural precinct were somewhat (3%) less in agreement.



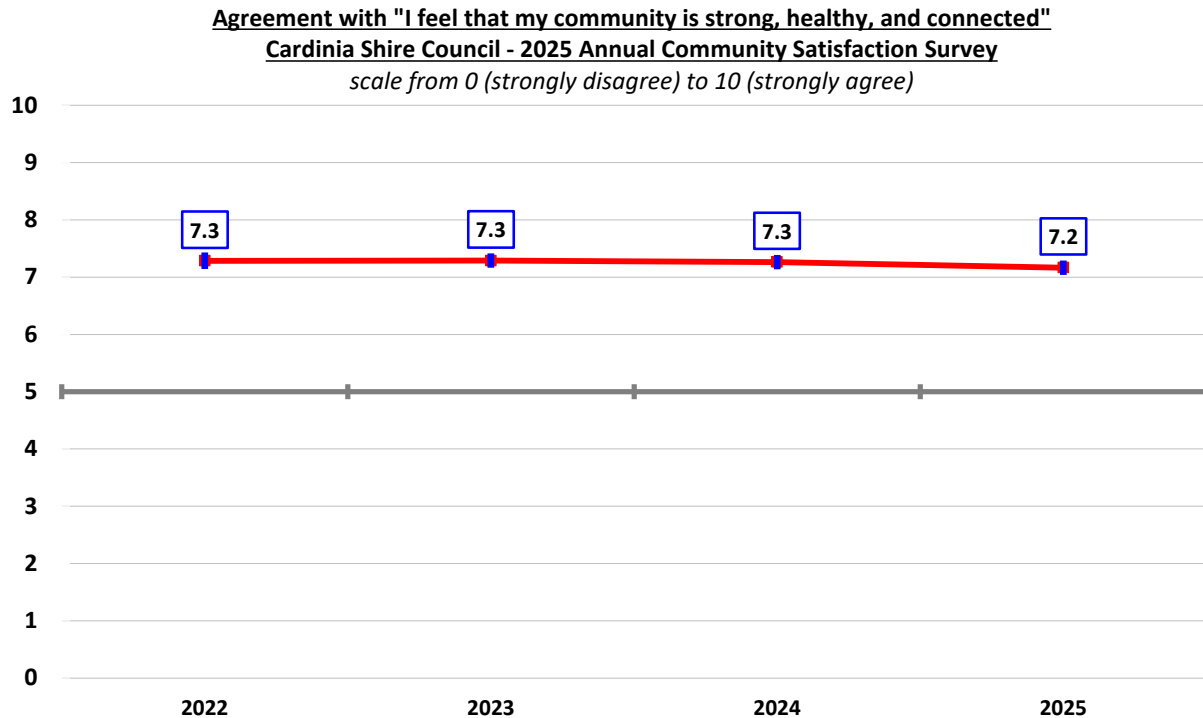
There was no measurable variation in this result observed by respondent profile, although it is noted that older middle-aged adults (aged 45 to 54 years) were somewhat (3%) less in agreement than the municipal average.



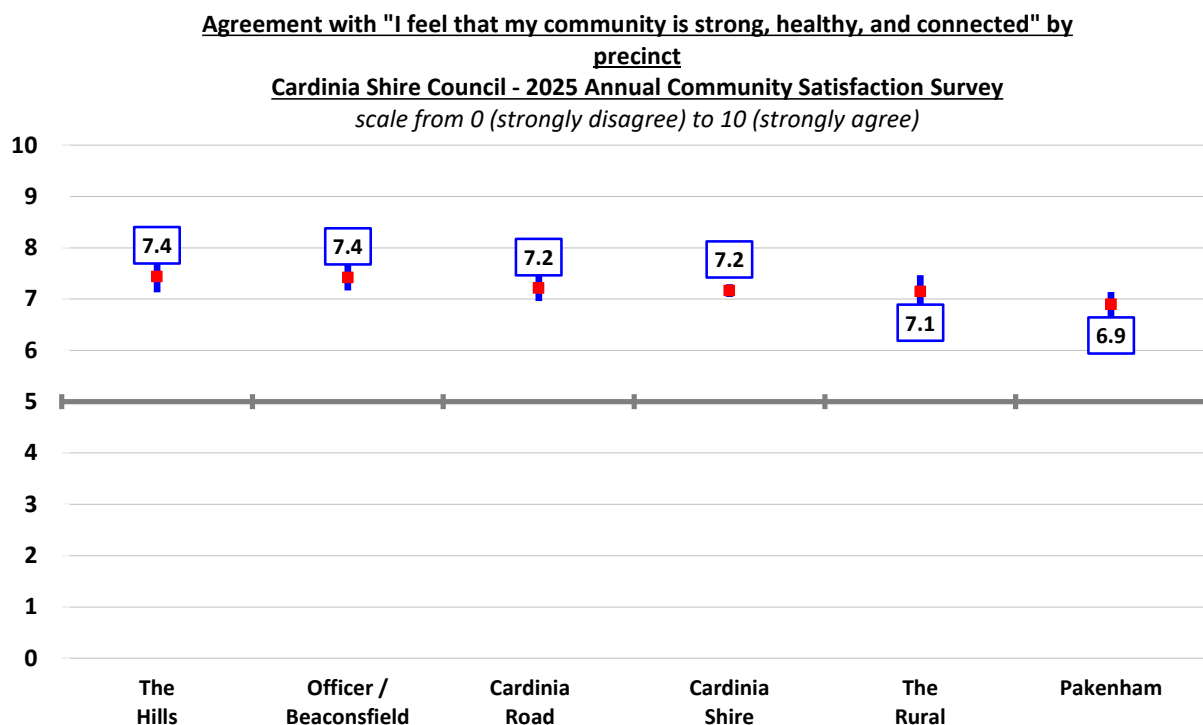
### ***My community is strong, healthy, and connected***

The average agreement that the respondents' community is strong, healthy, and connected remained essentially stable this year, down one percent to 7.2 out of 10, or a strong level of agreement.





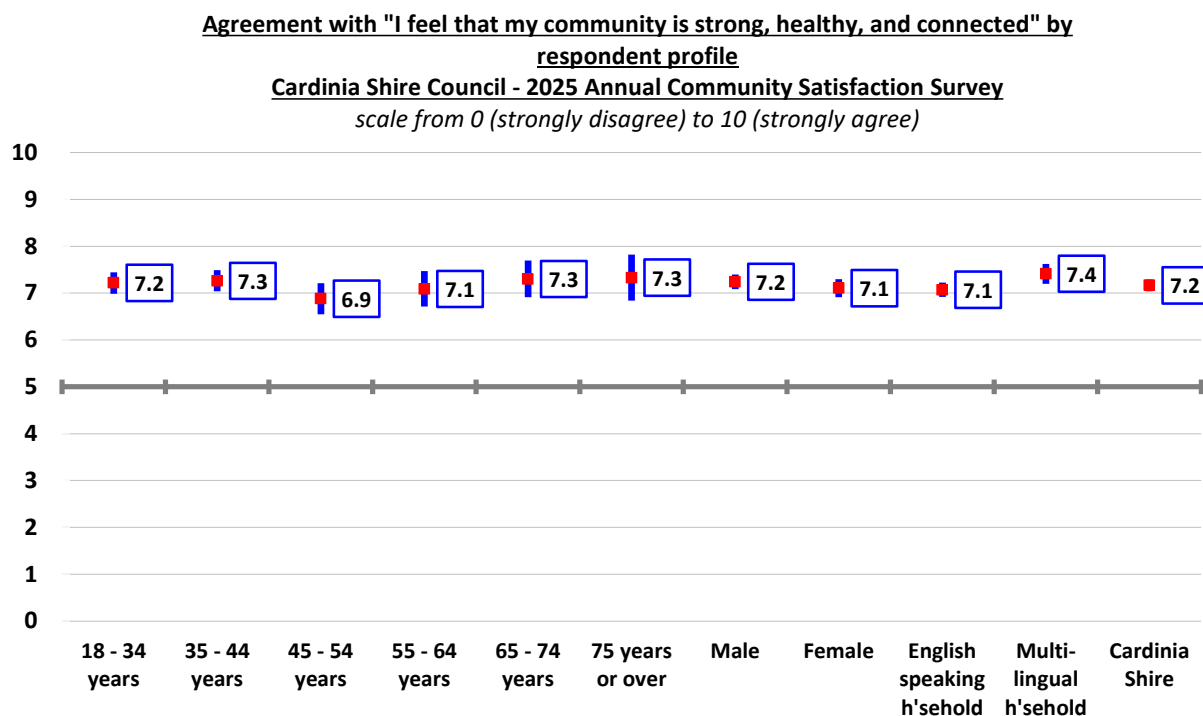
Whilst there was no measurable variation in this result observed across the municipality, respondents from Pakenham were somewhat (3%) less in agreement than average.



There was no measurable variation in this result observed by respondent profile, although it is noted that older middle-aged adults (aged 45 to 54 years) were somewhat (3%) less in agreement than the municipal average. Respondents from multilingual households were somewhat (3%) more in agreement than respondents from English speaking households.





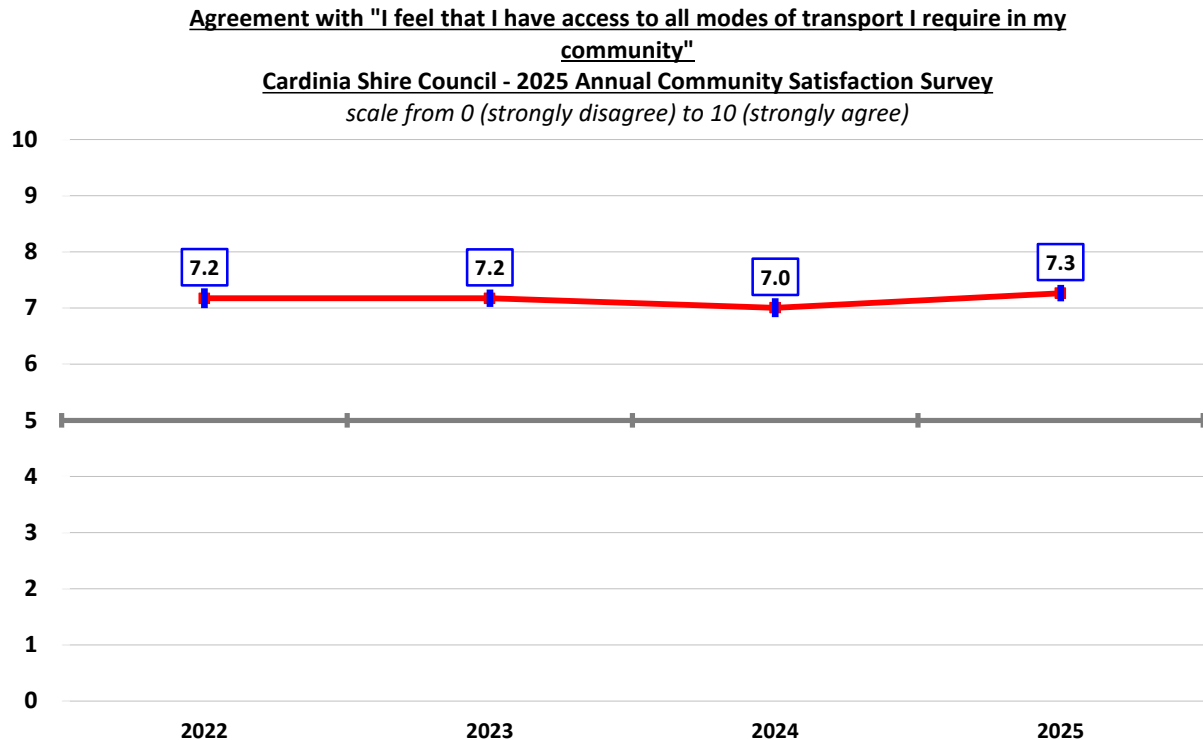


### ***I have access to all modes of transport I require in my community***

The average agreement that respondents have access to all modes of transport that they require in their community increased notably this year, up three percent to 7.3 out of 10.

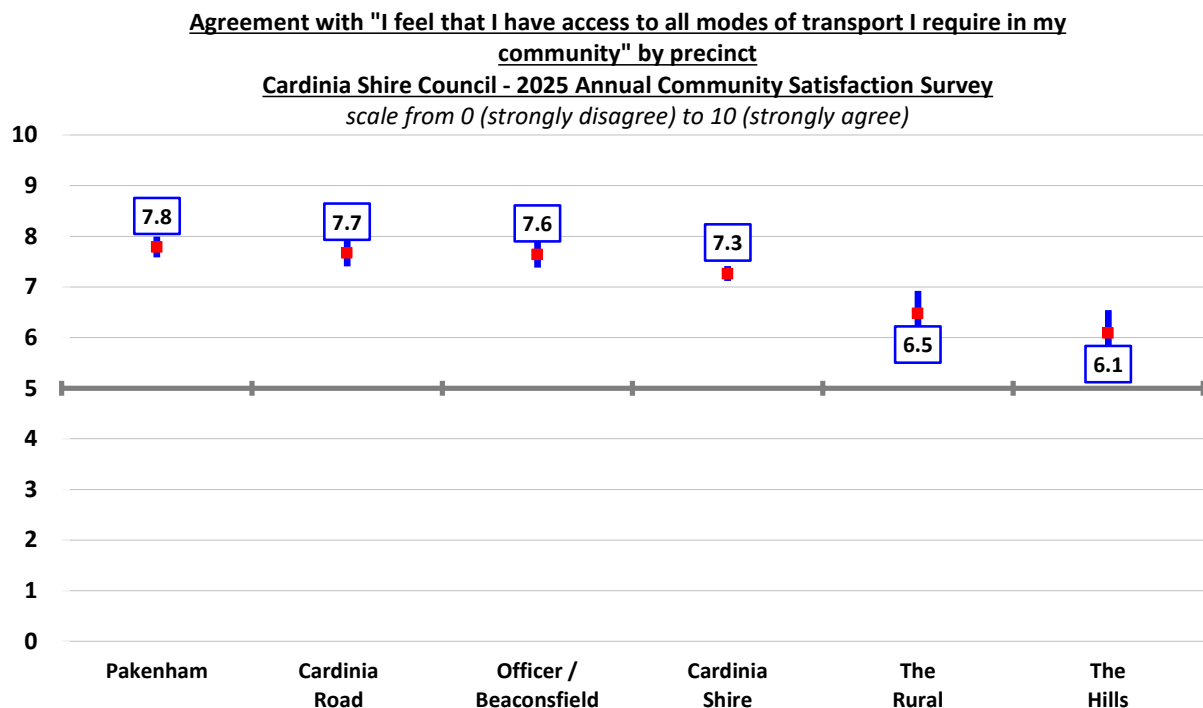
This remained a strong level of agreement, although it was the highest score recorded.



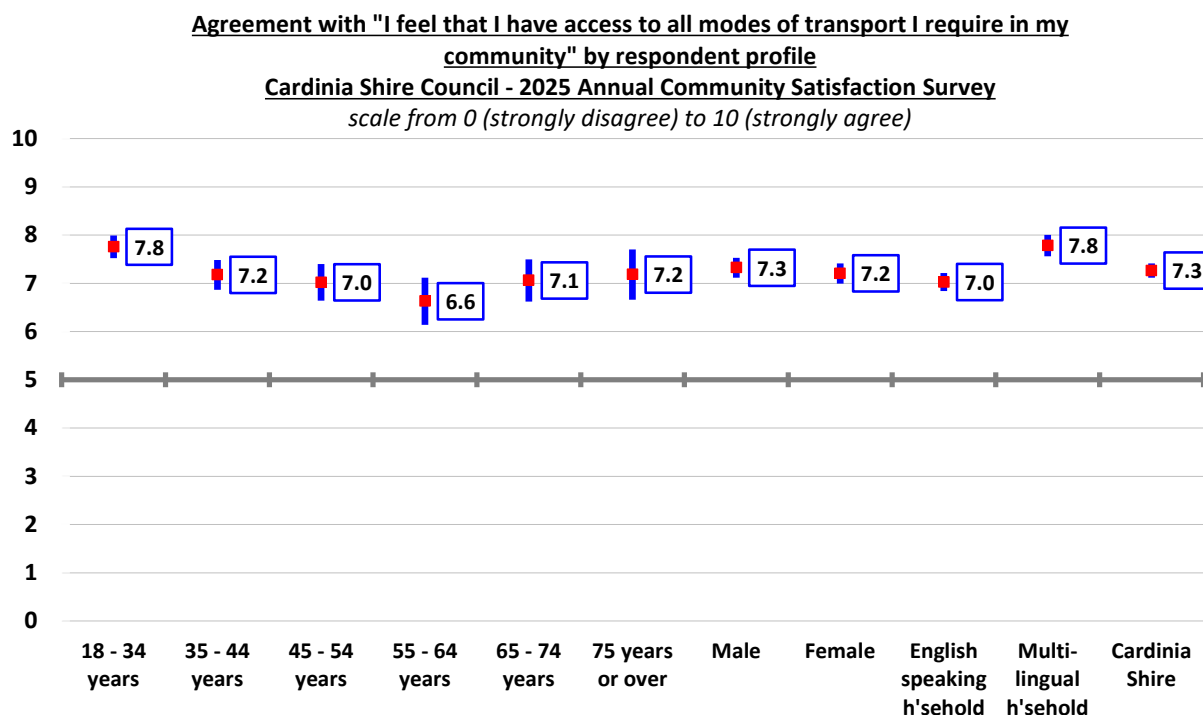


There was measurable variation in the average agreement with this statement observed across the municipality.

Respondents from Pakenham (5%) and Cardinia Road (4%) were measurably more in agreement than the municipal average. By contrast, respondents from the Rural (8%) and Hills (12%) precincts were measurably and significantly less in agreement, at moderate levels of agreement of less than seven out of 10.



There was measurable variation in agreement with this statement observed by respondent profile, with young adults (aged 18 to 34 years) measurably more in agreement than average and older middle aged adults (aged 55 to 64 years) measurably less in agreement. Respondents from multilingual households were measurably more in agreement than respondents from English speaking households.

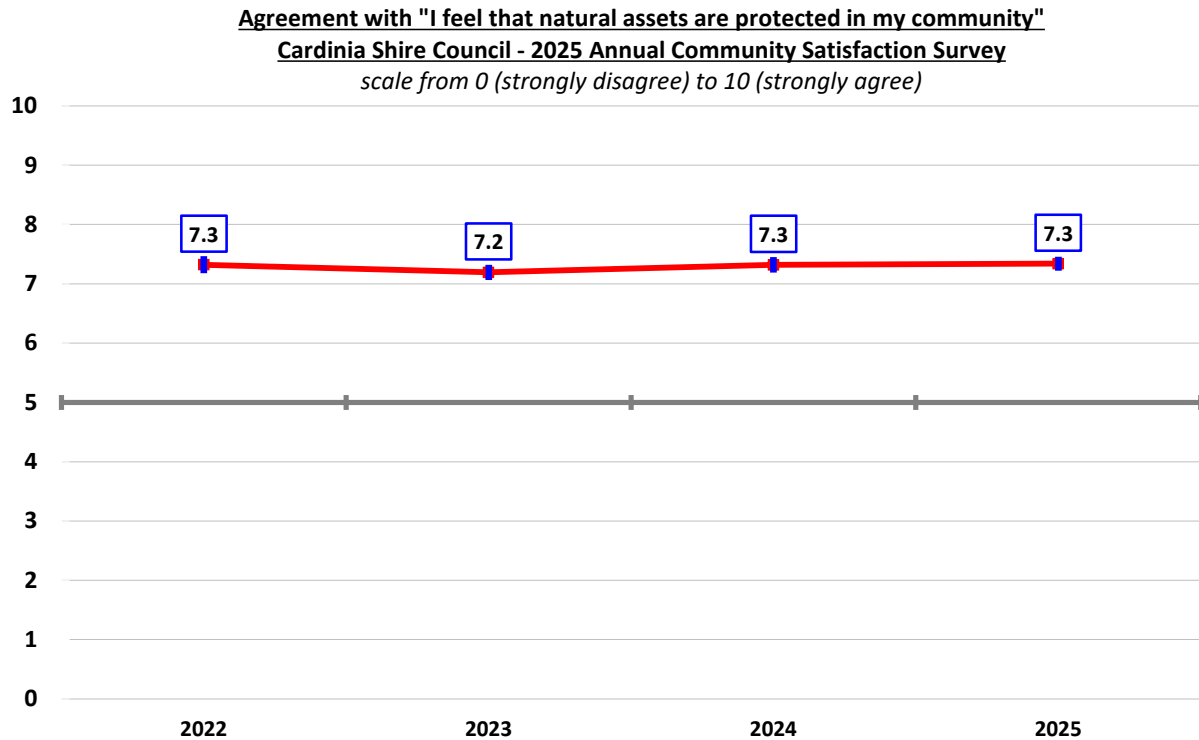


### ***Natural assets are protected in my community***

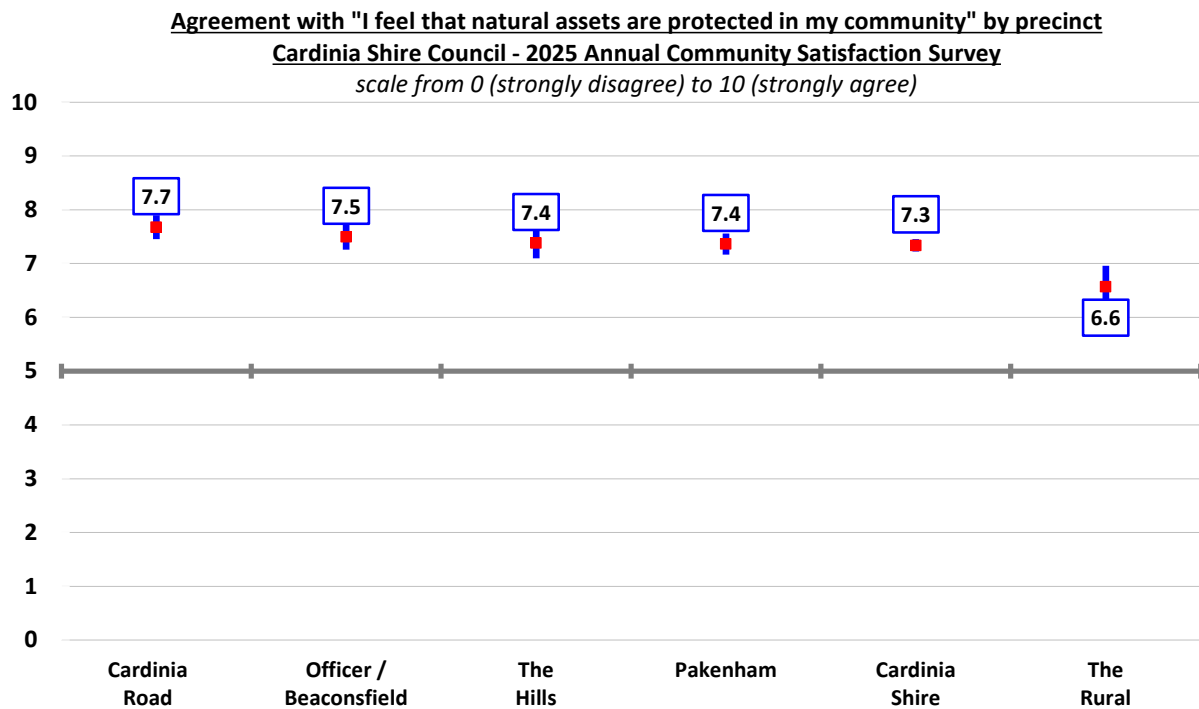
The average agreement that natural assets are protected in the respondents' community remained stable this year at 7.3 out of 10, or a strong level of agreement.

This result has been remarkably stable over the four years of the survey program.





There was measurable variation in agreement with this statement observed across the municipality, with respondents from Cardinia Road measurably (4%) more in agreement than average. By contrast, respondents from the Rural precinct were measurably (7%) less in agreement than average, and at a moderate score of 6.6 out of 10.

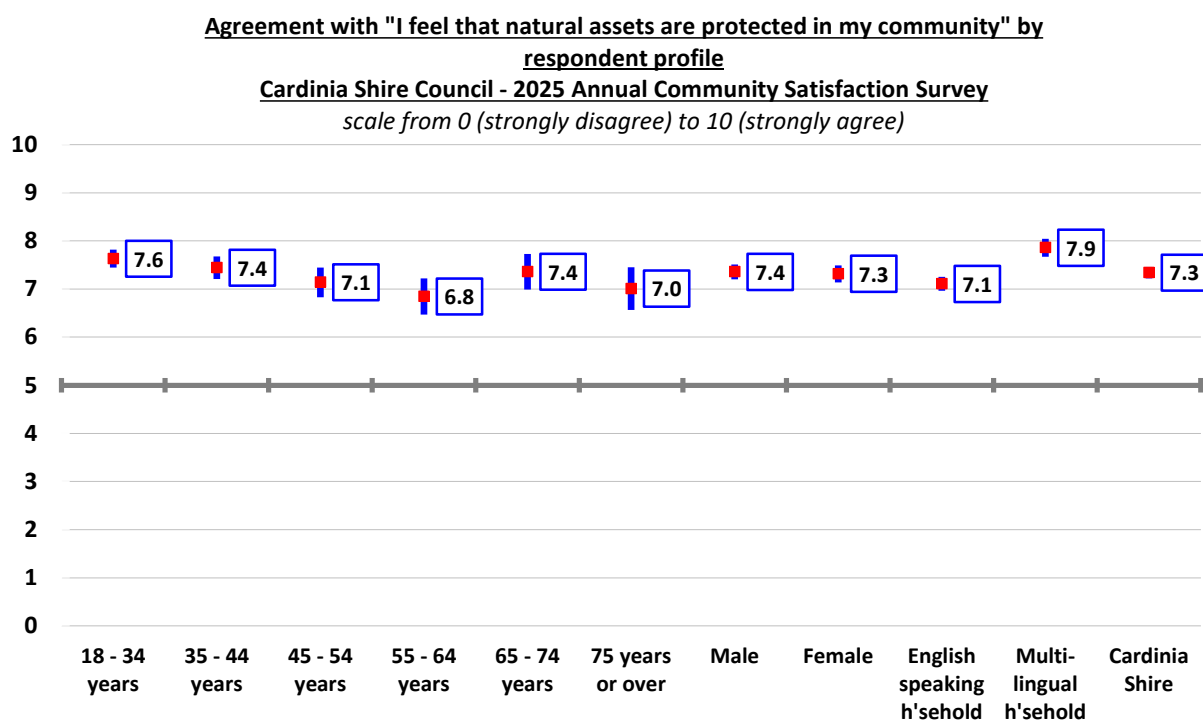


There was some variation in the average agreement that natural assets are protected in the respondents' community observed by respondent profile.



Young adults (aged 18 to 34 years) were somewhat (3%) more in agreement than average, whilst older midde-aged adults (aged 55 to 64 years) were measurably (5%) less in agreement.

Respondents from multilingual households were measurably (8%) more in agreement than respondents from English speaking households.

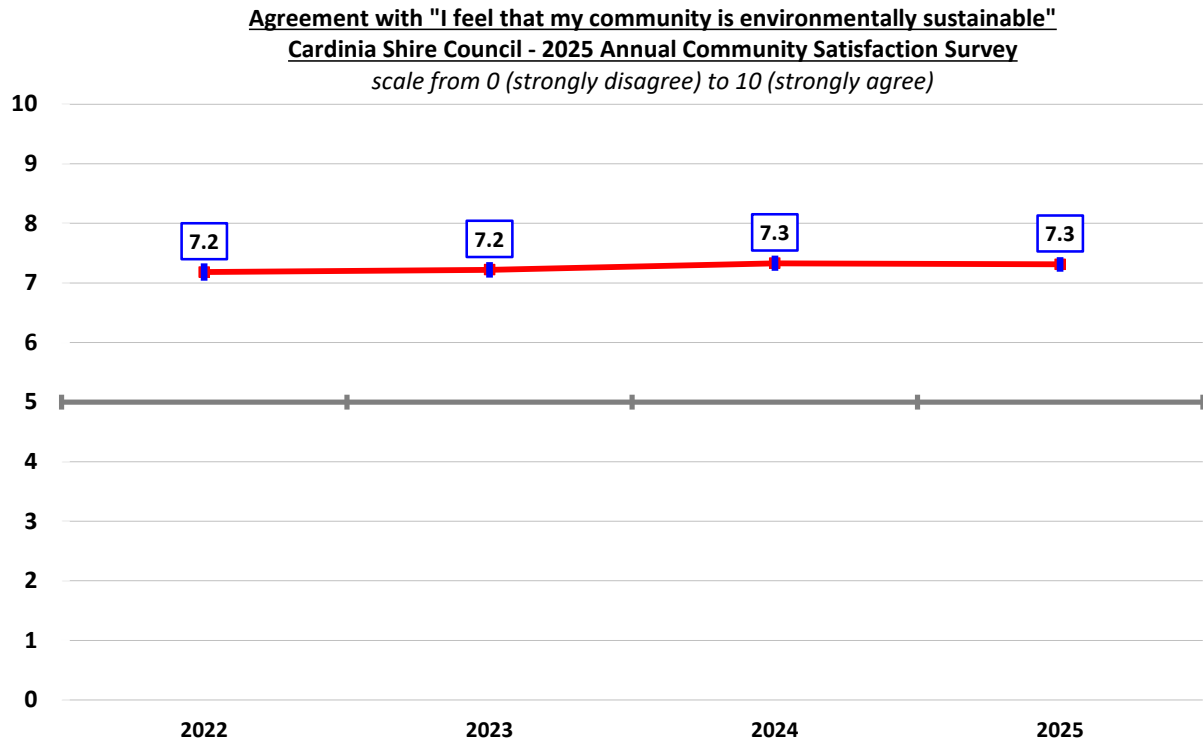


### ***My community is environmentally sustainable***

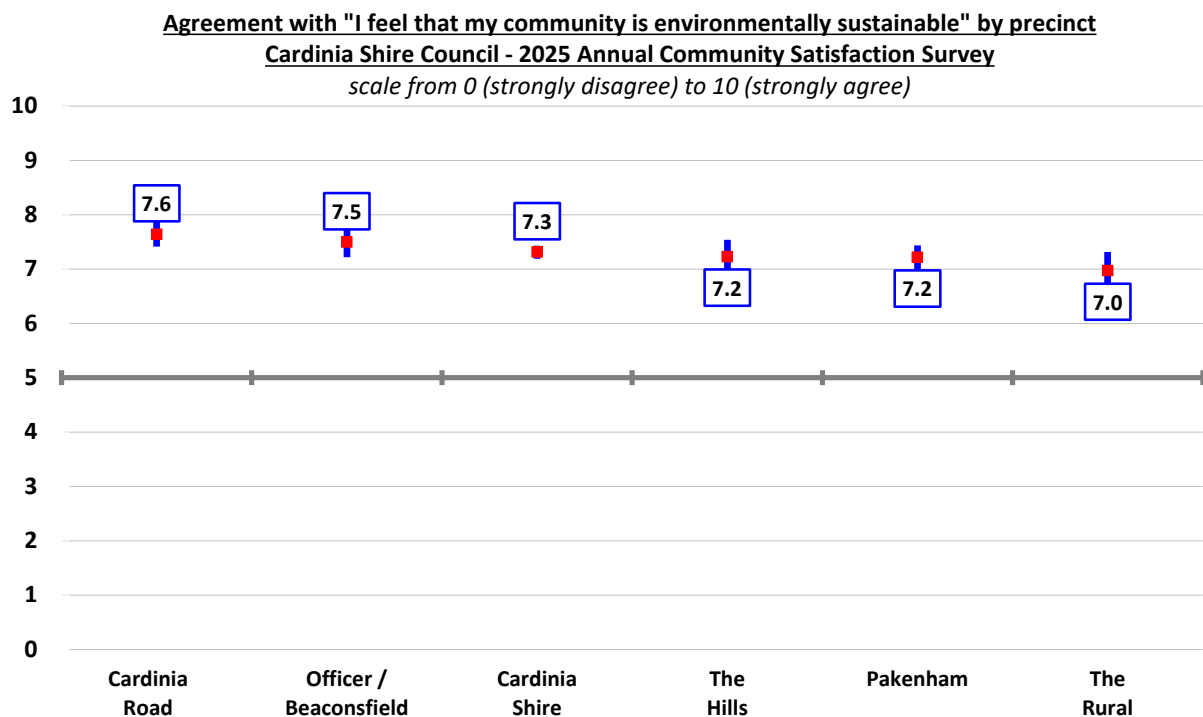
The average agreement that the respondents' community is environmentally sustainable remained stable this year at 7.3 out of 10, which was a strong level of agreement.

This result has remained very stable over the four years of the survey program.





There was measurable variation in this result observed across the municipality, with respondents from Cardinia Road measurably (3%) more in agreement than average. By contrast, respondents from the Rural precinct were somewhat (3%) less in agreement, although still at a strong level of agreement.

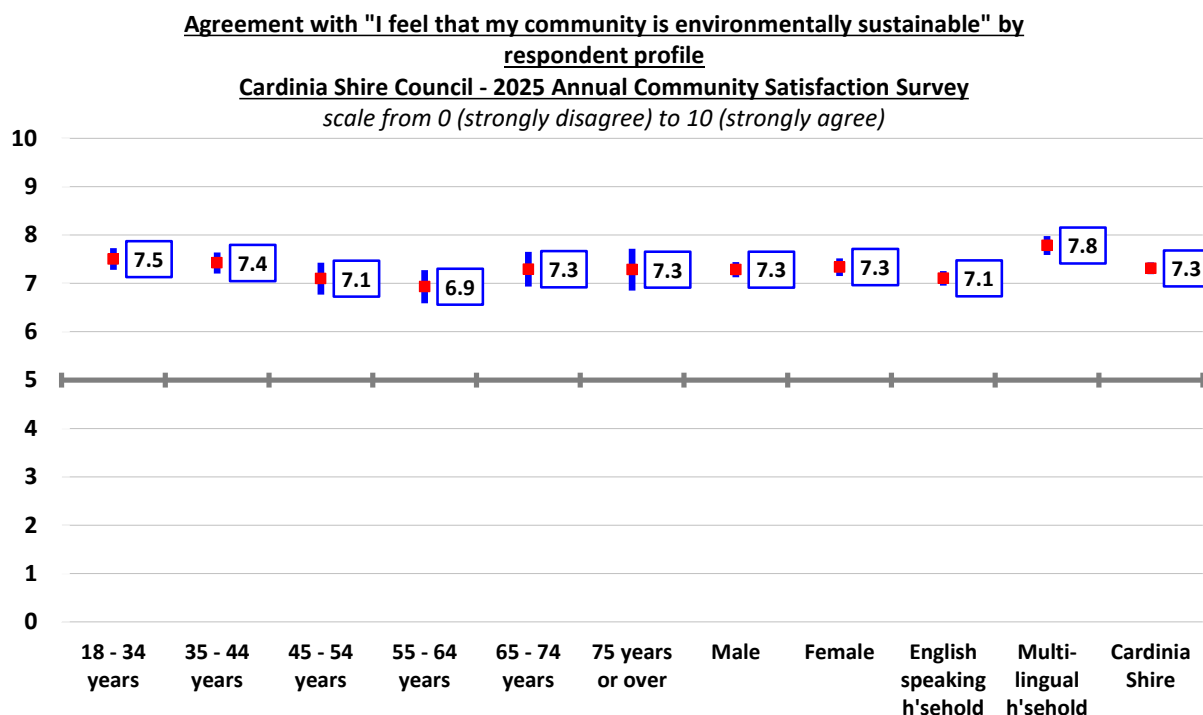


There was some variation in the average agreement that the respondents' community is environmentally sustainable observed by respondent profile.



Older middle-aged adults (aged 55 to 64 years) were notably (4%) less in agreement than average.

Respondents from multilingual households were measurably (8%) more in agreement than respondents from English speaking households.

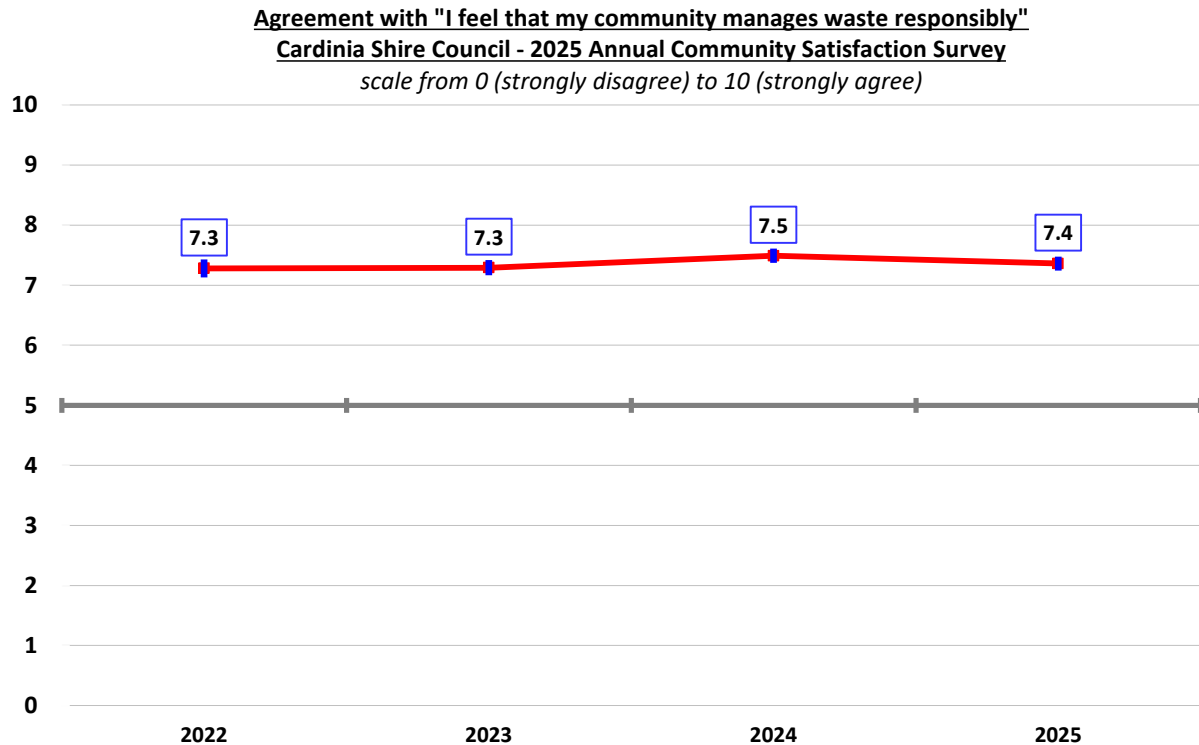


### ***My community manages waste responsibly***

The average agreement that the respondents' community manages waste responsibly remained essentially stable this year, down one percent to 7.4 out of 10. This remained a strong level of agreement.

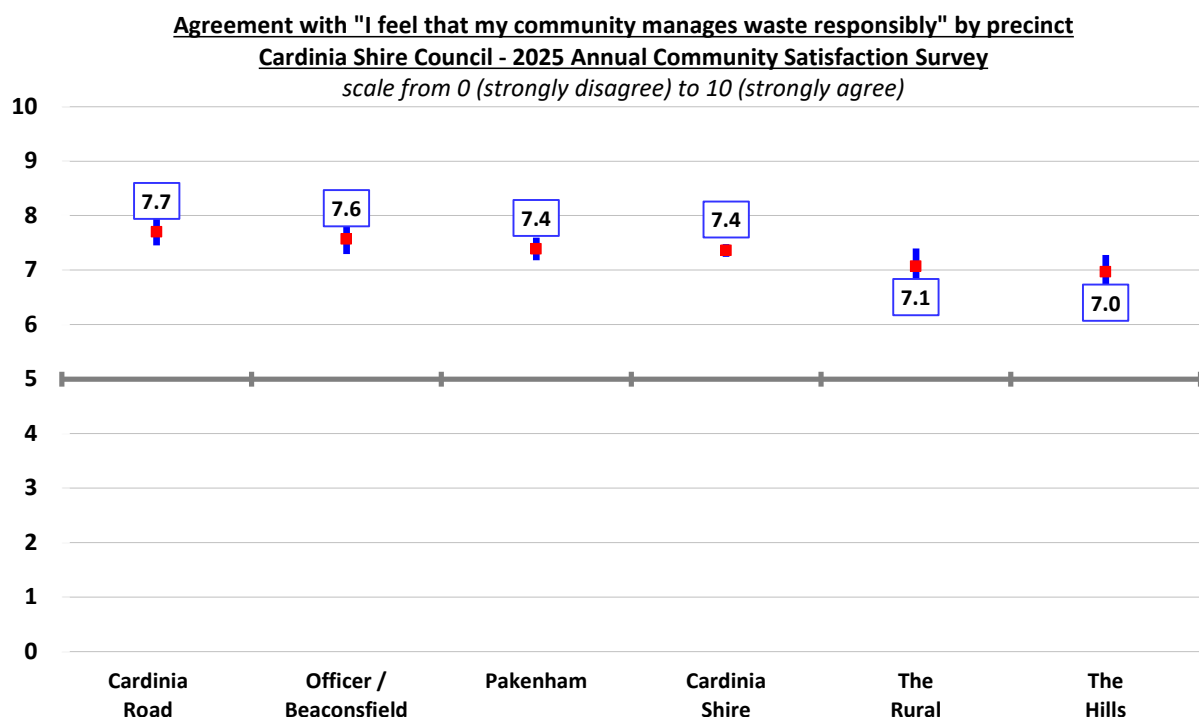




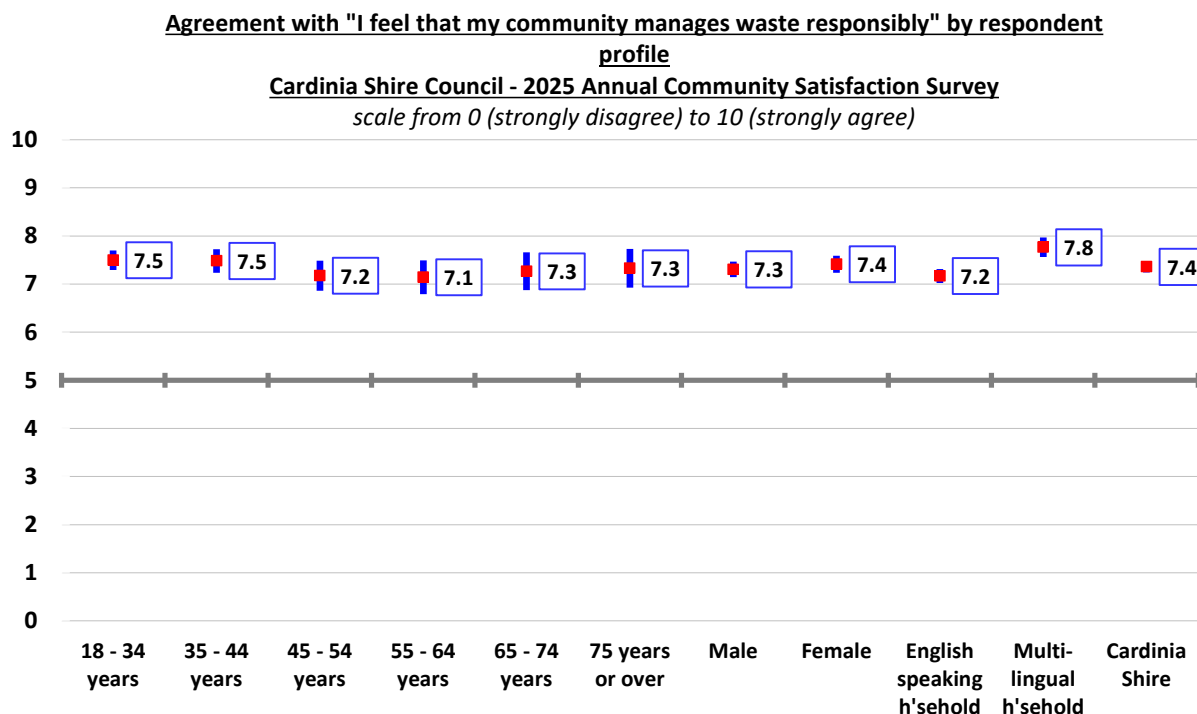


There was measurable variation in the average agreement that the community manages waste responsibility observed across the municipality. Respondents from Cardinia Road were measurably (3%) more in agreement than average.

By contrast, respondents from the Rural (3%) and Hills (4%) precincts were somewhat to notably less in agreement, although still at strong levels of agreement.



There was relatively little variation in the average agreement with this statement observed by respondent profile, although it is noted that respondents from multilingual households were measurably (6%) more in agreement than respondents from English speaking households.

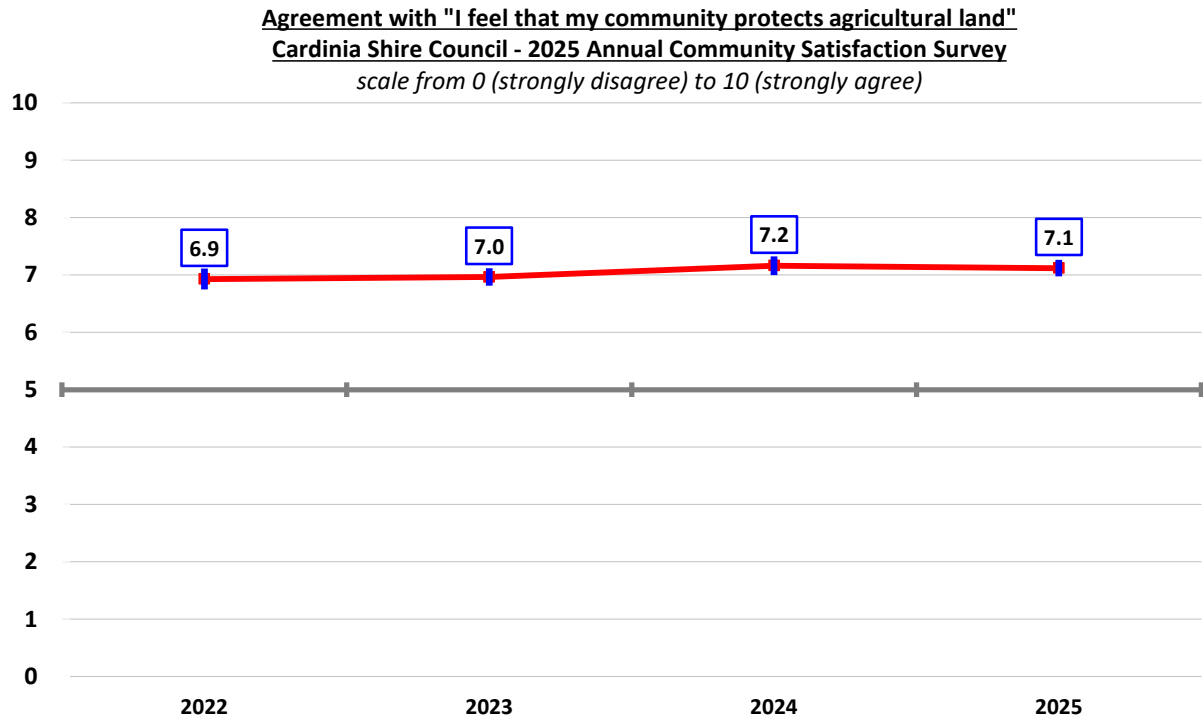


### ***My community protects agricultural land***

The average agreement that the respondents' community protects agricultural land remained essentially stable this year, down one percent to 7.1 out of 10, which remained at a strong level of agreement.

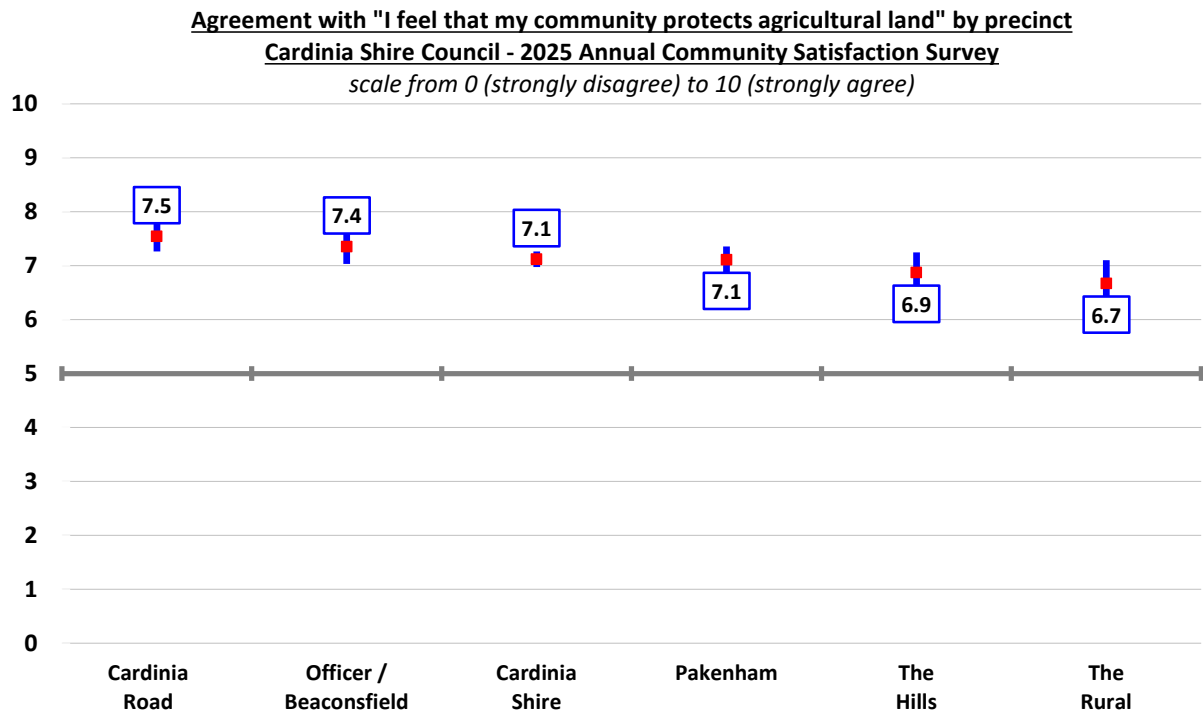
This result has remained stable over the course of the four surveys.





There was measurable variation in this result observed across the municipality, with respondents from Cardinia Road measurably (4%) more satisfied than average.

By contrast, respondents from the Rural precinct were notably (4%) less in agreement than average.



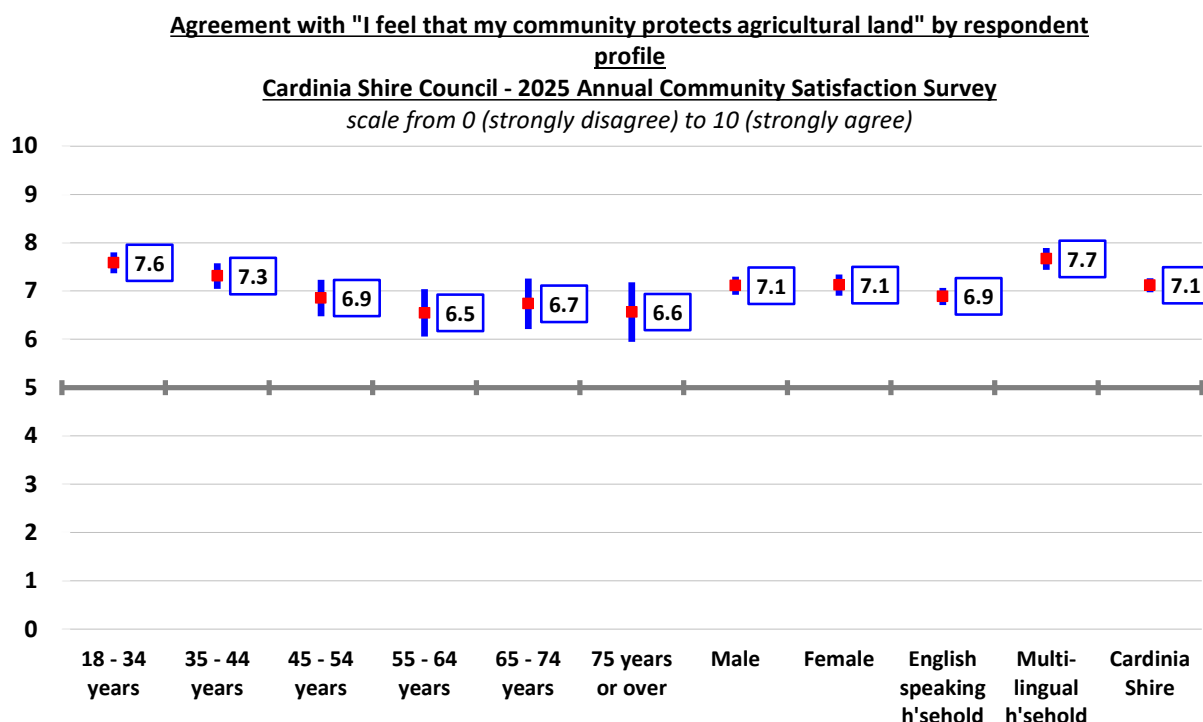
There was measurable variation in the average agreement with this statement observed by respondent profile.



Young adults (aged 18 to 34 years) were measurably (5%) more in agreement than average.

By contrast, older middle-aged adults (aged 55 to 64 years) were measurably (6%), and older adults and senior citizens (aged 65 years and over) were notably (4% and 5% respectively) less in agreement than average.

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 remained essentially stable this year, down one percent to 6.8 out of 10.

This result has remained very stable over the last three years, after increasing from the unusually low result recorded in 2022 of 6.5 out of 10.

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

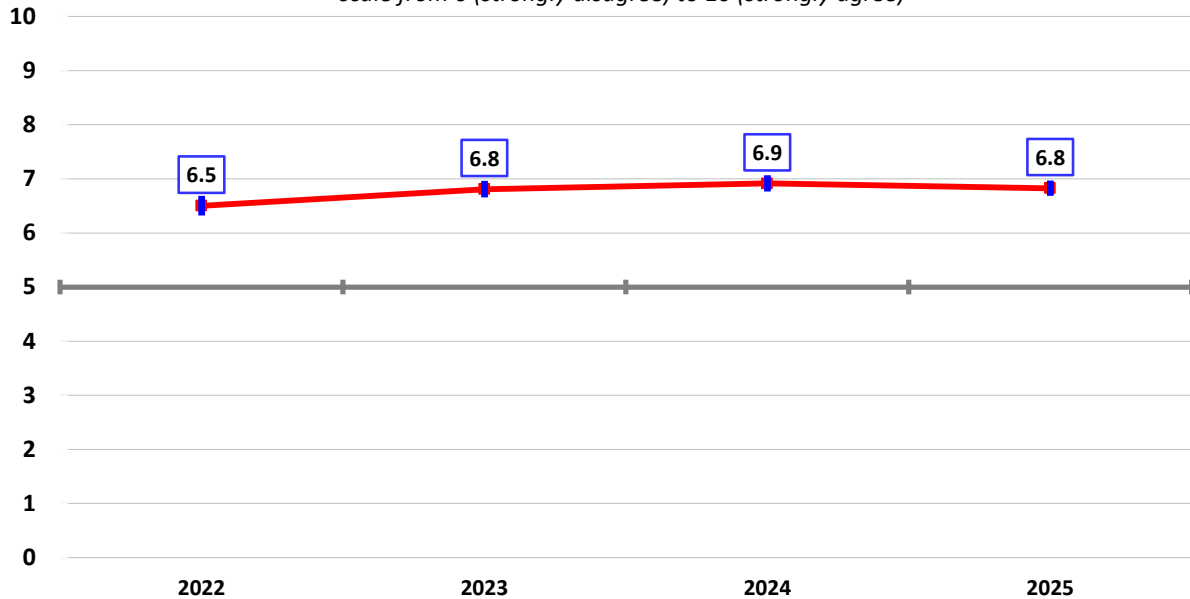
Respondents from Cardinia Road were measurably (5%) and respondents from Officer / Beaconsfield were notably (4%) more in agreement than average.

By contrast, respondents from the Hills precinct were notably (4%) and respondents from the Rural precinct were measurably (5%) less in agreement than average, and at moderate levels.



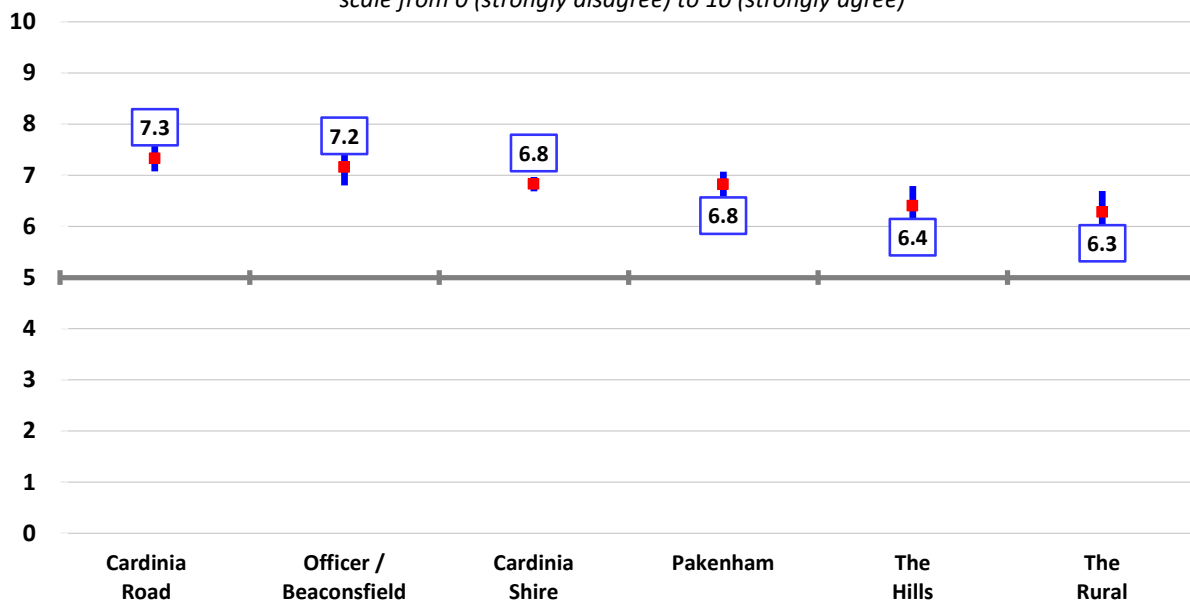
**Agreement with "I feel that my local area is planned well with adequate infrastructure to meet the needs of my community"**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
scale from 0 (strongly disagree) to 10 (strongly agree)



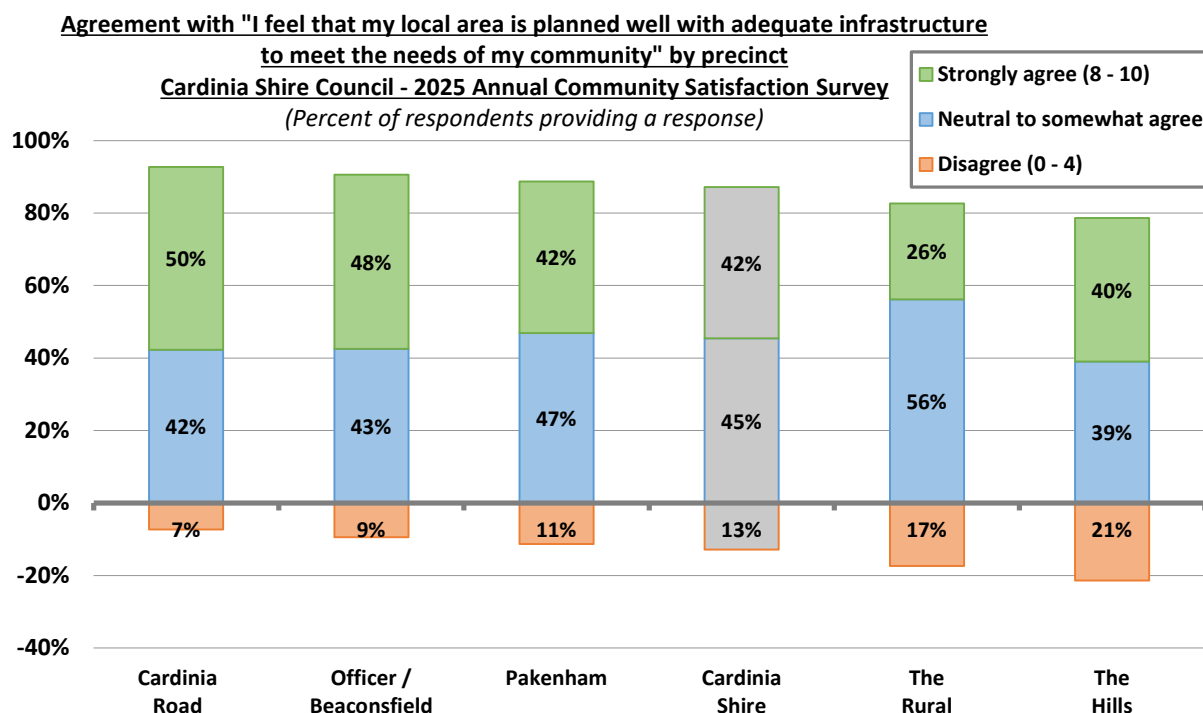
**Agreement with "I feel that my local area is planned well with adequate infrastructure to meet the needs of my community" by precinct**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
scale from 0 (strongly disagree) to 10 (strongly agree)



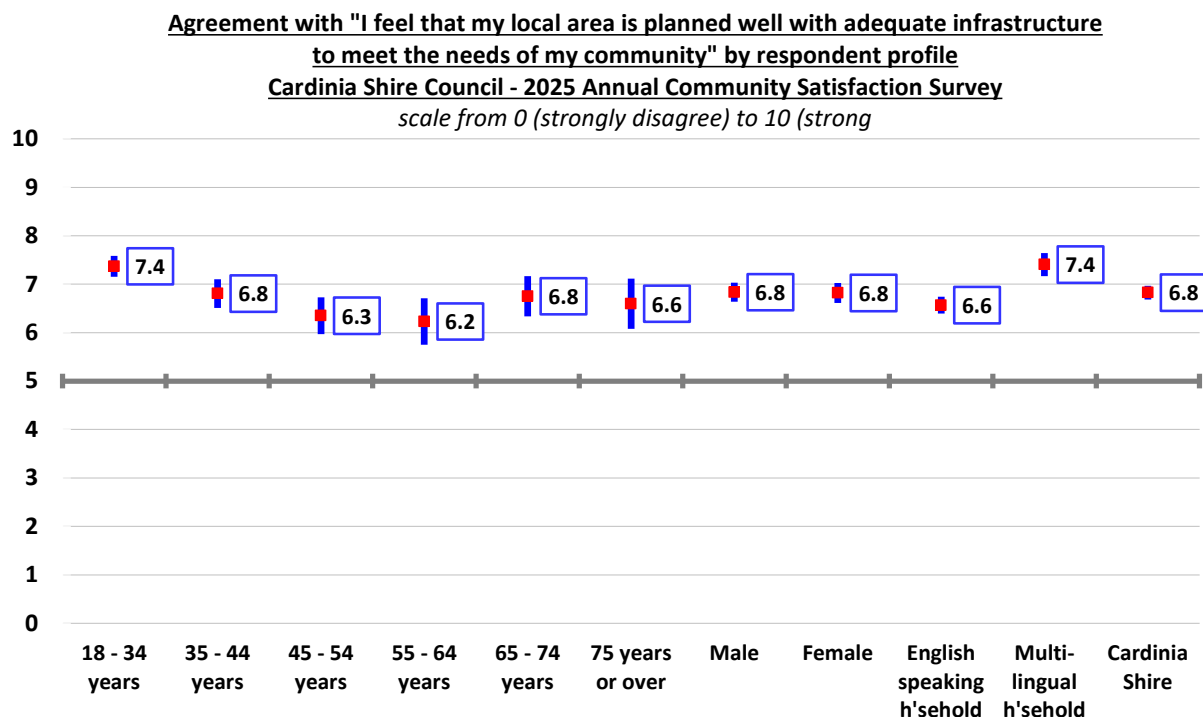
Approximately half of the respondents from the growth area precincts (Cardinia Road and Officer / Beaconsfield) “strongly agreed” that the local area is planned well with adequate infrastructure. By contrast, it is noted that 17% of respondents from the Rural precinct and 21% from the Hills “disagreed”.





There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more in agreement than average. By contrast, middle-aged adults (aged 35 to 64 years) were measurably less in agreement.

Respondents from multilingual households were measurably 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 – 2025 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 903 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, although it did somewhat under-represent young adults (aged 18 to 34 years).

This good underlying sample speaks to the strength of the door-to-door in obtaining representative samples of the community, including by age.

**Age structure**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

| Age               | 2025 (unweighted) |             | 2025 (weighted) | 2024       | 2023       | 2022       |
|-------------------|-------------------|-------------|-----------------|------------|------------|------------|
|                   | Number            | Percent     |                 |            |            |            |
| 18 - 34 years     | 189               | 21%         | 33%             | 32%        | 32%        | 32%        |
| 35 - 44 years     | 218               | 24%         | 20%             | 19%        | 19%        | 19%        |
| 45 - 54 years     | 141               | 16%         | 17%             | 18%        | 18%        | 18%        |
| 55 - 64 years     | 138               | 15%         | 13%             | 14%        | 14%        | 14%        |
| 65 - 74 years     | 136               | 15%         | 10%             | 10%        | 10%        | 10%        |
| 75 years and over | 80                | 9%          | 7%              | 6%         | 6%         | 6%         |
| Not stated        | 1                 |             | 1               | 5          | 3          | 8          |
| <b>Total</b>      | <b>903</b>        | <b>100%</b> | <b>903</b>      | <b>900</b> | <b>900</b> | <b>900</b> |





## Gender

The sample of 903 respondents was weighted by age and gender to reflect the 2021 *Census* results.

**Gender**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

| Gender                  | 2025 (unweighted) |             | 2025 (weighted) | 2024       | 2023       | 2022       |
|-------------------------|-------------------|-------------|-----------------|------------|------------|------------|
|                         | Number            | Percent     |                 |            |            |            |
| Male                    | 482               | 53%         | 49%             | 48%        | 48%        | 48%        |
| Female                  | 418               | 46%         | 51%             | 51%        | 51%        | 51%        |
| Non-binary              | 3                 | 0%          | 0%              | 0%         | 1%         | 0%         |
| Prefer to self-describe | 0                 | 0%          | 0%              | 0%         | 0%         | 0%         |
| Prefer not to say       | 0                 |             | 0               | 0          | 1          | 7          |
| <b>Total</b>            | <b>903</b>        | <b>100%</b> | <b>903</b>      | <b>900</b> | <b>900</b> | <b>900</b> |

## Language spoken at home

There has been an increase over time in the proportion of respondents who were from households that spoke a language other than English at home this year, up from 21% back in 2023 to 32% this year.

This result was notably higher than the 18% of residents in the 2021 *Census* who used a language other than English at home.

This over-representation of respondents from multilingual households does speak to the strength of the in-person methodology at engaging with a culturally diverse community.

The most common languages other than English were Hindi (4%), Punjabi (3%), and Sinhalese (3%).



**Language spoken at home**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

| Language                                       | 2025       |             | 2024       | 2023       | 2022       |
|--|------------|-------------|------------|------------|------------|
|  | Number     | Percent     |            |            |            |
| English  | 609        | 68%         | 72%        | 79%        | 73%        |
| Hindi  | 35         | 4%          | 4%         | 3%         | 4%         |
| Punjabi  | 31         | 3%          | 3%         | 2%         | 2%         |
| Sinhalese                                      | 26         | 3%          | 2%         | 2%         | 2%         |
| Persian  | 15         | 2%          | 0%         | 0%         | 0%         |
| Malayalam                                      | 13         | 1%          | 0%         | 0%         | 0%         |
| Arabic   | 12         | 1%          | 1%         | 1%         | 1%         |
| French   | 12         | 1%          | 1%         | 1%         | 0%         |
| Urdu   | 12         | 1%          | 1%         | 0%         | 1%         |
| Italian  | 10         | 1%          | 1%         | 1%         | 1%         |
| Spanish  | 10         | 1%          | 0%         | 1%         | 1%         |
| Tagalog (Filipino)                             | 10         | 1%          | 1%         | 1%         | 1%         |
| German   | 6          | 1%          | 1%         | 1%         | 1%         |
| Gujarati                                       | 6          | 1%          | 1%         | 0%         | 0%         |
| Tamil  | 6          | 1%          | 0%         | 0%         | 1%         |
| Dutch  | 5          | 1%          | 0%         | 0%         | 1%         |
| Teluga   | 5          | 1%          | 0%         | 0%         | 0%         |
| Bengali  | 4          | 0%          | 0%         | 0%         | 0%         |
| Mandarin                                       | 4          | 0%          | 1%         | 1%         | 2%         |
| Nepali   | 4          | 0%          | 0%         | 0%         | 0%         |
| Afrikaans                                      | 3          | 0%          | 0%         | 0%         | 0%         |
| Indian (Other)                                 | 3          | 0%          | 0%         | 0%         | 0%         |
| Khmer  | 3          | 0%          | 0%         | 0%         | 0%         |
| Maori  | 3          | 0%          | 0%         | 0%         | 0%         |
| Thai   | 3          | 0%          | 1%         | 0%         | 0%         |
| Vietnamese                                     | 3          | 0%          | 0%         | 0%         | 0%         |
| Albanian                                       | 2          | 0%          | 0%         | 0%         | 0%         |
| Auslan   | 2          | 0%          | 0%         | 0%         | 0%         |
| Chinese, n.f.d                                 | 2          | 0%          | 0%         | 0%         | 1%         |
| Hakka  | 2          | 0%          | 0%         | 0%         | 0%         |
| Indonesian                                     | 2          | 0%          | 0%         | 0%         | 0%         |
| Japanese                                       | 2          | 0%          | 0%         | 0%         | 0%         |
| Marathi  | 2          | 0%          | 0%         | 0%         | 0%         |
| Norwegian                                      | 2          | 0%          | 0%         | 0%         | 0%         |
| Samoan   | 2          | 0%          | 0%         | 0%         | 0%         |
| Turkish  | 2          | 0%          | 0%         | 0%         | 0%         |
| Greek  | 1          | 0%          | 1%         | 1%         | 1%         |
| Polish   | 1          | 0%          | 0%         | 0%         | 0%         |
| All other languages (21 separately identified) | 21         | 2%          | 3%         | 5%         | 5%         |
| Not stated                                     | 7          |             | 10         | 2          | 11         |
| <b>Total</b>                                   | <b>903</b> | <b>100%</b> | <b>900</b> | <b>900</b> | <b>900</b> |



## Disability

Consistent with the result recorded last year, 12% (up from 11%) of respondents were from households with at least one member with a permanent or long-term disability.

**Household member with a permanent or long-term disability**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

| Disability        | 2025       |             | 2024       | 2023       | 2022       |
|-------------------|------------|-------------|------------|------------|------------|
|                   | Number     | Percent     |            |            |            |
| Yes               | 105        | 12%         | 11%        | 10%        | 11%        |
| No                | 784        | 88%         | 89%        | 90%        | 89%        |
| Prefer not to say | 14         |             | 36         | 37         | 72         |
| <b>Total</b>      | <b>903</b> | <b>100%</b> | <b>900</b> | <b>900</b> | <b>900</b> |

## 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, 10% were sole person households, eight percent one-parent families, and two percent extended or multiple families.

**Household structure**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

| Structure                      | 2025       |             | 2024       | 2023       | 2022       |
|--------------------------------|------------|-------------|------------|------------|------------|
|                                | Number     | Percent     |            |            |            |
| <b>Two parent family total</b> | <b>430</b> | <b>48%</b>  | <b>49%</b> | <b>45%</b> | <b>48%</b> |
| youngest child 0 - 4 years     | 134        | 15%         | 14%        | 15%        | 15%        |
| youngest child 5 - 12 years    | 120        | 13%         | 14%        | 14%        | 15%        |
| youngest child 13 - 18 years   | 78         | 9%          | 9%         | 7%         | 8%         |
| adult children only            | 98         | 11%         | 12%        | 9%         | 10%        |
| <b>One parent family</b>       | <b>67</b>  | <b>8%</b>   | <b>7%</b>  | <b>8%</b>  | <b>8%</b>  |
| youngest child 0 - 4 years     | 2          | 0%          | 1%         | 1%         | 2%         |
| youngest child 5 - 12 years    | 16         | 2%          | 1%         | 2%         | 1%         |
| youngest child 13 - 18 years   | 19         | 2%          | 1%         | 3%         | 1%         |
| adult children only            | 30         | 3%          | 4%         | 2%         | 3%         |
| Group household                | 66         | 7%          | 6%         | 8%         | 5%         |
| Sole person household          | 85         | 10%         | 7%         | 11%        | 11%        |
| Couple only household          | 225        | 25%         | 28%        | 26%        | 27%        |
| Extended or multiple families  | 20         | 2%          | 2%         | 2%         | 1%         |
| Not stated                     | 10         |             | 19         | 18         | 10         |
| <b>Total</b>                   | <b>903</b> | <b>100%</b> | <b>900</b> | <b>900</b> | <b>900</b> |



## Housing situation

Consistent with the results in previous years, 52% of the respondents owned their home outright, 25% were mortgagor households, 21% (up from 17%) were rental households, and two percent had other housing arrangements.

**Housing situation**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

| Situation                                | 2025       |             | 2024       | 2023       | 2022       |
|--|------------|-------------|------------|------------|------------|
|  | Number     | Percent     |            |            |            |
| Own this home                            | 465        | 52%         | 50%        | 50%        | 48%        |
| Mortgage ( <i>paying-off this home</i> ) | 226        | 25%         | 30%        | 32%        | 29%        |
| Renting this home                        | 185        | 21%         | 17%        | 16%        | 20%        |
| Other arrangement                        | 19         | 2%          | 3%         | 2%         | 2%         |
| Not stated                               | 8          |             | 35         | 12         | 14         |
| <b>Total</b>                             | <b>903</b> | <b>100%</b> | <b>900</b> | <b>900</b> | <b>900</b> |

## Period of residence in the Cardinia Shire

Consistent with the results recorded in previous years, 31% of respondents had lived in the municipality for less than five years, 26% had lived in the Shire for between five and 10 years, and a little less than half (43%) had lived in the Shire for 10 years or more.

**Period of residence in the Cardinia Shire**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

| Period                      | 2025       |             | 2024       | 2023       | 2022       |
|-----------------------------|------------|-------------|------------|------------|------------|
|                             | Number     | Percent     |            |            |            |
| Less than one year          | 76         | 8%          | 5%         | 6%         | 8%         |
| One to less than five years | 203        | 23%         | 19%        | 20%        | 18%        |
| Five to less than ten years | 232        | 26%         | 33%        | 27%        | 29%        |
| Ten years or more           | 387        | 43%         | 43%        | 47%        | 45%        |
| Not stated                  | 5          |             | 23         | 3          | 11         |
| <b>Total</b>                | <b>903</b> | <b>100%</b> | <b>900</b> | <b>900</b> | <b>900</b> |

More than one-quarter (26%) of the new and newer residents had previously lived in the City of Casey, 12% from Greater Dandenong, and nine percent from Knox.



**Previous Council**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

*(Number and percent of respondents who lived in the Cardinia Shire less than 5 years and providing a response)*

| Council              | 2025       |             |
|----------------------|------------|-------------|
|                      | Number     | Percent     |
| Casey                | 56         | 26%         |
| Greater Dandenong    | 26         | 12%         |
| Knox                 | 20         | 9%          |
| Interstate           | 16         | 7%          |
| Monash               | 14         | 6%          |
| Frankston            | 7          | 3%          |
| International        | 7          | 3%          |
| Baw Baw              | 6          | 3%          |
| Whitehorse           | 5          | 2%          |
| Wyndham              | 5          | 2%          |
| Darebin              | 4          | 2%          |
| Glen Eira            | 4          | 2%          |
| Kingston             | 4          | 2%          |
| Stonnington          | 4          | 2%          |
| Wellington           | 4          | 2%          |
| Yarra                | 4          | 2%          |
| Ballarat             | 3          | 1%          |
| Greater Geelong      | 3          | 1%          |
| Latrobe              | 3          | 1%          |
| Maroondah            | 3          | 1%          |
| South Gippsland      | 3          | 1%          |
| Brimbank             | 2          | 1%          |
| Maribyrnong          | 2          | 1%          |
| Mornington Peninsula | 2          | 1%          |
| Yarra Ranges         | 2          | 1%          |
| Banyule              | 1          | 0%          |
| Bass Coast           | 1          | 0%          |
| Boroondara           | 1          | 0%          |
| Casay                | 1          | 0%          |
| Melton               | 1          | 0%          |
| Moorabool            | 1          | 0%          |
| Murrindindi          | 1          | 0%          |
| Warrnambool          | 1          | 0%          |
| Not stated           | 62         |             |
| <b>Total</b>         | <b>279</b> | <b>100%</b> |



## General comments

There was a total of 331 (up from 217) general comments received this year.

These comments have been broadly categorised, as outlined in the following table.

The most common issues raised in the general comments this year related to park, gardens, open spaces, and trees (45 comments), traffic and public transport management (41 comments), and comments on roads and footpaths (38 comments).

**General comments**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number and percent of total responses)*

| Comment  | 2025       |             | 2024       | 2023       | 2022       |
|--|------------|-------------|------------|------------|------------|
|  | Number     | Percent     |            |            |            |
| Parks, gardens, open spaces and tree maintenances    | 45         | 14%         | 7%         | 9%         | 6%         |
| Traffic and public transport management              | 41         | 12%         | 7%         | 6%         | 8%         |
| Roads and footpaths                                  | 38         | 11%         | 14%        | 17%        | 11%        |
| Community facilities / services / activities         | 24         | 7%          | 9%         | 12%        | 6%         |
| Drugs, crime and safety                              | 23         | 7%          | 6%         | 7%         | 7%         |
| Rates / financial management                         | 22         | 7%          | 20%        | 4%         | 2%         |
| Infrastructure                                       | 21         | 6%          | 5%         | 5%         | 1%         |
| Shops, restaurants and entertainment venues          | 17         | 5%          | 2%         | 0%         | 7%         |
| Communication, consultation and engagement           | 12         | 4%          | 1%         | 10%        | 3%         |
| Planning and development issues                      | 12         | 4%          | 4%         | 1%         | 9%         |
| Sports / ovals / leisure centres                     | 12         | 4%          | 0%         | 3%         | 3%         |
| Waste management                                     | 10         | 3%          | 2%         | 2%         | 4%         |
| Rural / hill vs. growth area issues                  | 8          | 2%          | 1%         | 4%         | 4%         |
| General negative comments                            | 7          | 2%          | 3%         | 2%         | 1%         |
| Cleanliness and aesthetics of area                   | 5          | 2%          | 4%         | 1%         | 3%         |
| Council governance and management                    | 5          | 2%          | 4%         | 3%         | 3%         |
| Comments relating to this survey                     | 4          | 1%          | 1%         | 7%         | 2%         |
| General positive comments                            | 4          | 1%          | 4%         | 2%         | 3%         |
| Parking  | 4          | 1%          | 1%         | 0%         | 2%         |
| Council customer service and responsiveness          | 3          | 1%          | 1%         | 0%         | 2%         |
| Local jobs / economic development of area            | 3          | 1%          | 0%         | 0%         | 2%         |
| Animal management                                    | 2          | 1%          | 0%         | 0%         | 2%         |
| Environment, climate change, bio-diversity, wildlife | 2          | 1%          | 0%         | 2%         | 1%         |
| Enforcement / update of local laws                   | 1          | 0%          | 0%         | 0%         | 1%         |
| Other  | 6          | 2%          | 4%         | 6%         | 4%         |
| <b>Total</b>   | <b>331</b> | <b>100%</b> | <b>217</b> | <b>103</b> | <b>175</b> |

The following table provides the verbatim comments received from respondents.



**General comments**  
**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**  
*(Number of responses)*

| Comment   | Number |
|---|--------|
| <i>Parks, gardens, open spaces and tree maintenance</i>   |        |
| More parks are always better  | 3      |
| Maintenance of grass mowing in public areas   | 2      |
| Management / maintenance of trees   | 2      |
| Better management of the grassland next to Belvedere Dr   | 1      |
| Come and cut the gum trees on my nature strip before someone dies   | 1      |
| Council should check the trees regularly to see if they need cutting  | 1      |
| Council should not leave the grass to be overgrown. They should mow regularly   | 1      |
| Dead tree barks are dangerous because it could kill if it falls on someone  | 1      |
| Foul smell sometimes near the BBQ in Hicks Reserve  | 1      |
| Gumtrees along Caropepe Ave is annoying   | 1      |
| Happy with the big park   | 1      |
| Hicks Reserve, not enough slides, no toilets, not developed enough, empty grass patch                                       | 1      |
| I think something can happen about the oak tree near my house (14 Kookaburra Ct)  | 1      |
| I want more greenery and parks and more secure for walking  | 1      |
| I would like the Council to come and remove the trees in our nature strip   | 1      |
| Keep up the good work on maintenance of public areas like parks   | 1      |
| Like Hicks Reserve, there is no shade   | 1      |
| Maintenance of grass along Watergrass Ct  | 1      |
| More trees  | 1      |
| Nature strips overgrown sometimes   | 1      |
| Need stuff to play from children in the park at Bollen Way  | 1      |
| Newer development should have less gum trees  | 1      |
| Oak tree outside my house in Lang Lang Station St, the roots are damaging the house, Council needs to do something          | 1      |
| On Hicks Reserve, there is a bench near the south side which always floods in the winter, there is a lack of drainage there | 1      |
| Parks maintenance in Avonsleigh   | 1      |
| Parks with playgrounds or anything without just trees. Nowhere to even sit  | 1      |
| Playgrounds need to be upgraded   | 1      |
| Promotion of indigenous planting  | 1      |
| Some overgrown tree branches are disruptive to cars and tall people   | 1      |
| Sometimes at the roundabouts, Emerald, the growth is too long, and you can't see traffic, it needs to be pruned more often  | 1      |
| The entirety of Ashford Dr has nature strips that are disgusting  | 1      |
| The gumtrees here are bloody terrible, tree hugging people around here don't want to chop them                              | 1      |
| The lake here near Caversham is literally filled with faeces  | 1      |
| The playgrounds are pretty good   | 1      |
| The trees are not chopped down, broken branches,  | 1      |
| There is a lack of bins in Hicks Reserve and a park that is north of the Goldsbrough Dr                                     | 1      |
| There need to maintain trees on Swamp Gum Cl  | 1      |
| Trees hanging over the roads, about to fall on cars, on Gembrook Rd, they are taped since last five years                   | 1      |





|  |           |
|--|-----------|
| Trees outside the house needs to be cut down, it has caused so many issues | 1         |
| Updating the children's parks in Avonsleigh                                | 1         |
| We need someone to advocate for park at Henty Wy                           | 1         |
| <b>Total</b>   | <b>45</b> |

---

*Roads and footpaths*

---

|   |           |
|---|-----------|
| Road maintenance  | 6         |
| Fix the roads   | 2         |
| Focus on fixing McGregor Rd, lots of potholes   | 2         |
| Seal the roads  | 2         |
| The footpaths are damaged / not even  | 2         |
| Cover the potholes in the whole of Cardinia   | 1         |
| Fix Brunt Rd  | 1         |
| Fix the potholes  | 1         |
| Focus on fixing Bald Hill Rd, lots of potholes  | 1         |
| Focus on fixing Racecourse Rd, lots of potholes   | 1         |
| Footpath needed on Station St Lang Lang   | 1         |
| Get the government to give funding to seal the roads  | 1         |
| Keep focusing on roads  | 1         |
| Kitchener Pde is a badly maintained road in between Birdwood Ave and Allenby Ave. Need to do something about that                         | 1         |
| Lots of roadworks lately  | 1         |
| Making better decisions on footpath maintenance   | 1         |
| More work Wellington Rd   | 1         |
| Near the lake the footpaths are a tripping hazard   | 1         |
| Need more planning on the highway roads   | 1         |
| Need to look at the issue on the road in between Birdwood and Allenby Ave. It creates 2 small creeks during rain in front of the driveway | 1         |
| Please improve the paths and footpaths in upper Beaconsfield  | 1         |
| Princes Hwy and Brunt Rd maybe needs fixing   | 1         |
| Princes Hwy exit towards the Cardinia Rd near McDonald's isn't very well maintained   | 1         |
| Roads   | 1         |
| Roads are being resurfaced when there is nothing wrong with them  | 1         |
| Roads are really bad; they had to wait for till May   | 1         |
| Road maintenance in Fairhazel Ct  | 1         |
| Roadworks along many roads is very frustrating but at least it means the roads will be improved   | 1         |
| The roads at Berwick Grammar and Minaret College are atrocious, an accident is bound to happen  | 1         |
| <b>Total</b>  | <b>38</b> |

---

*Traffic and public transport management*

---

|  |   |
|--|---|
| More buses needed  | 3 |
| Need more public transport   | 3 |
| More taxi services   | 2 |
| Brunt Rd bridge lighting still does not work   | 1 |
| Certain intersections are dangerous because there are blind spots, Council should install mirrors to prevent accidents | 1 |
| Change the speed limit of vehicles on Main St Garfield   | 1 |



|  |           |
|--|-----------|
| Council should work with VicRoads to fix this  | 1         |
| Flashing lights on McGregor Rd is distracting to drivers   | 1         |
| Illegal U-turns on the road at Berwick Grammar, especially in the mornings   | 1         |
| Increase in public transport times   | 1         |
| Intersection of Haupt Pl and Beaconsfield Emerald Road is dangerous as it has two trees blocking the traffic view. Need to be removed  | 1         |
| Keep the trucks out of the main shopping areas in Lang Lang  | 1         |
| Koo Wee Rup Rd and Racecourse Rd has horrible traffic especially in the mornings   | 1         |
| Like to get a crossover put on the nature strip in Crimson St  | 1         |
| More public transportation - buses on the Gembrook - Pakenham line   | 1         |
| Need more frequent buses and buses must be on time   | 1         |
| Need taxi services here because of poor public transport services  | 1         |
| Need the bus service to city back  | 1         |
| Need to do more actions against the road signs, the street signs   | 1         |
| No proper signs on the roads for construction  | 1         |
| Please do something about road safety at the intersections in Upper Beaconsfield   | 1         |
| Princes Fwy and Princes Hwy should get more lanes  | 1         |
| Rail line should be put back in  | 1         |
| Railway should continue from Nyora to Koo Wee Rup  | 1         |
| Silver Gum Dr should have more policing for speeding   | 1         |
| The L plates clog up the roads here and when they learn parallel parking they block the street   | 1         |
| The public transport especially on weekends and evenings to Pakenham is so limited, no choice but to drive                             | 1         |
| There is only one bus in Upper Beaconsfield  | 1         |
| Traffic is bad near where McGregor boom gate removal   | 1         |
| Traffic lights needed at Lang Lang on Westernport Hwy / South Gippsland Hwy  | 1         |
| Traffic management is not enough for VicRoads learner drivers  | 1         |
| Train lines should come out sooner   | 1         |
| Trains need to be run more often by Vline  | 1         |
| Upper Beaconsfield needs more bus services   | 1         |
| Victorian government needs to do something to improve the staffing at Emerald station  | 1         |
| We need a child crossing near the school here (John Henry Primary School), there aren't enough, and it makes us feel like it is unsafe | 1         |
| <b>Total</b>   | <b>41</b> |

---

*Community facilities / services / activities*

---

|  |   |
|--|---|
| Public toilets are too few and too sparse  | 2 |
| Activities to help children handle stress  | 1 |
| Council should provide more community festivities and decor during festive periods | 1 |
| Disabled toilets are key locked but there is no guidance on where to get the keys  | 1 |
| Good hospital facilities   | 1 |
| Lack of community gatherings and engaging activities within Cardinia               | 1 |
| More facilities for the community needed   | 1 |
| More youth engagement  | 1 |
| Need better access to home health  | 1 |
| Need more places for teenage kids to involve so they don't involve in drugs        | 1 |
| Need more social activities  | 1 |
| Need to utilise services without cutting services or increasing rates              | 1 |
| Need to utilise the existing services without increasing rates or cutting services | 1 |
| Noise complaints dealing has been good   | 1 |



|  |           |
|--|-----------|
| Outside activities for children  | 1         |
| Some help around the house would be really appreciated because we both have problems moving around                     | 1         |
| The hospital in Pakenham should have advanced care facilities not just basic things                                    | 1         |
| The public toilets can be made a lot cleaner   | 1         |
| The Senior Centre at Pakenham, the automatic doors sometimes don't close after opening                                 | 1         |
| There is need for more support for the elderly - welfare and checks on those that live alone.                          | 1         |
| There is a lot in the Upper Beaconsfield   |           |
| Washroom at bowling alley  | 1         |
| We can't access the services in Pakenham from Bunyip due to distance   | 1         |
| Would like the community to be reconnected face to face sharing and supporting one another in person instead of online | 1         |
| <b>Total</b>   | <b>24</b> |

---

*Drugs, crime and safety*


---

|  |           |
|--|-----------|
| Make community safer / more security   | 2         |
| More street cameras for dangerous areas, for crime prevention  | 2         |
| Strong focus on Neighbourhood Watch  | 2         |
| Unsafe at night with all the shootings and all that  | 2         |
| Crime rate is horrible, not safe at all, horrible disgrace   | 1         |
| Help Cardinia police reduce crime in Timbertop Estate  | 1         |
| I personally don't feel unsafe but unfortunately some neighbours have been broken into or at the least the doors have been tested at night | 1         |
| It's nice and safe here  | 1         |
| Like to see police back in Lang Lang   | 1         |
| Maybe more patrolling for checking for violence and crime, especially teenage crime  | 1         |
| Need more police patrolling area   | 1         |
| Our main concern is there are crime, lack of penalties for people who break into houses  | 1         |
| Over here, I always see Facebook posts that cars are getting stolen  | 1         |
| Petty theft  | 1         |
| Sudanese gangs come door knocking and stealing car keys, cars and even TV sets   | 1         |
| The crime is gradually increasing; I have security cameras installed but I'm still scared of the crime                                     | 1         |
| The crime rate has increased severely, and it would be nice if there are police around here  | 1         |
| The occasional crime   | 1         |
| Youth crime, in other areas of Cardinia is an issue  | 1         |
| <b>Total</b>   | <b>23</b> |

---

*Rates / financial management*


---

|  |   |
|--|---|
| Don't increase the rates   | 2 |
| Stop wasting valuable resources and money  | 2 |
| Better management of finance by Council  | 1 |
| Cardinia Shire Council wages and salaries are too high, need to be controlled  | 1 |
| Council wants me to write a letter of hardship to claim back the extra \$1100 I paid them                                  | 1 |
| I should not have to pay the same amount as my neighbours for a road that does not extend to my house. Gembrook Service Rd | 1 |
| If Council rates go up the house prices should also go up  | 1 |
| It costs too much to open a business here  | 1 |



|  |           |
|--|-----------|
| No bonuses for normal work. Only bonuses for exemplary work  | 1         |
| Please pull yourself so the rates I have to pay actually mean something and I can actually start seeing some value. This is becoming a very sad place! | 1         |
| Rate rise preferred if Bunyip gets more services   | 1         |
| Rates are good but no response from the email to Council   | 1         |
| Rates should be same and more value for the services rather than cutting or increasing rates   | 1         |
| Seniors on Centrelink cannot afford high rates   | 1         |
| Shouldn't need rate rises if they budget correctly   | 1         |
| The Council need to take accountability for the financial planning. The rates have been increased, and management ability have been reduced            | 1         |
| The question in the survey regarding the rate rise or service cuts were restrictive. I would like services to be continued with no rate rise           | 1         |
| The rise of rates and cutting the services are stupid questions. They are already quite high   | 1         |
| They should make grants for community run or managed groups like Gemco   | 1         |
| We don't mind Council rate hikes but as renters, landlords will certainly push them to our rent, so better not   | 1         |
| <b>Total</b>   | <b>22</b> |

#### Infrastructure

|  |           |
|--|-----------|
| Drains management / maintenance  | 3         |
| Need more lighting   | 2         |
| Civic centre front land infrastructure development                                     | 1         |
| Drainage Symons Rd, causing property damage  | 1         |
| Drains at Mulcare St should be improved  | 1         |
| Maintain and tidy up the boat ramp in Lang Lang area                                   | 1         |
| Maintenance of lighting  | 1         |
| More infrastructure for population growth  | 1         |
| More streetlights at night near bus stations   | 1         |
| Need a street lighting for kids to go to school, not safe at all                       | 1         |
| Planning a better infrastructure for Pakenham East                                     | 1         |
| Public areas should be well lit  | 1         |
| Slattery PI is pitch dark at night; they need more streetlights                        | 1         |
| Streetlights are lacking on Denman St and Cliveden Dr                                  | 1         |
| Streetlights in some developed areas are too dark                                      | 1         |
| The gutters need to be looked after; we drive over them and it damages our suspension  | 1         |
| The streetlights on King St are very dark  | 1         |
| Would like to see immediate attention on the drains. We have lost too much to flooding | 1         |
| <b>Total</b>   | <b>21</b> |

#### Shopping, restaurants and entertainment venues

|   |   |
|---|---|
| Get Costco as soon as possible!                     | 3 |
| Bring Kmart   | 2 |
| Bring Target  | 2 |
| More shops / retail                                 | 2 |
| Additional shopping centre required in Beaconsfield | 1 |
| Bring Coles   | 1 |
| Bring Kmart to Pakenham                             | 1 |
| Limited shopping options in Pakenham                | 1 |



|                       |           |
|-----------------------|-----------|
| More entertainment    | 1         |
| More fun things       | 1         |
| No Costco             | 1         |
| No movie theatre here | 1         |
| <b>Total</b>          | <b>17</b> |

---

*Communication, consultation and engagement*

---

|   |           |
|---|-----------|
| Council consultation takes too long   | 1         |
| Council needs to listen to residents' concerns and act accordingly  | 1         |
| Council provides so many different kinds of services, yet we only found out today, they should advertise about this somewhere | 1         |
| Councillors should go door knocking, that's how it is supposed to be  | 1         |
| Good to see that they are getting feedback  | 1         |
| I would like to see our Councillor in our area in Bunyip North  | 1         |
| I will sign up to a mailing list if Council will send us information like events, activities and services they provide        | 1         |
| Need more information on senior services  | 1         |
| Some Council services that are free or paid, we don't know. There is lack of communication                                    | 1         |
| The website is hard to navigate sometimes; it should be easier to use for old residents                                       | 1         |
| There is limited information on the website about events and activities   | 1         |
| We can have more town meetings  | 1         |
| <b>Total</b>  | <b>12</b> |

---

*Planning and development issues*

---

|  |           |
|--|-----------|
| Can increase housing density around officer station  | 1         |
| Changes to the green spaces' protection between near Nar Nar Goon and Pakenham and Bunyip and small towns need to be protected from further planning and development   | 1         |
| I would like the Council not to be influenced by developers. I would like them to do their jobs for the benefit of the community, not for the developers               | 1         |
| More development in Koo Wee Rup  | 1         |
| Slow population growth until we can get proper housing up  | 1         |
| Stop building so many houses   | 1         |
| The units are built dedicated everywhere and there is no parking space   | 1         |
| There is a huge grass patch here south of Belvedere Dr, will it be developed?  | 1         |
| This part needs to be developed more, Beaconsfield and Officer. For e.g., Siding Ave, Officer was promised to have cinemas, shopping complexes etc., it never happened | 1         |
| We moved here 20 years ago all the paddocks have gone and this in turn has caused the rates to go higher   | 1         |
| We would like to know what the plans for development in Primrose Ave and Pioneer Wy and Brunt Rd are   | 1         |
| When we first moved in everyone had to pay \$1000 for a building permit, they say it was to build Officer Town, but there is no Officer town 8 years later             | 1         |
| <b>Total</b>   | <b>12</b> |

---

*Sports / ovals / leisure centres*

---

|  |   |
|--|---|
| Air conditioning in the basketball stadium is a must, Bunyip stadium | 1 |
| Fix up the basketball court in Cardinia Life                         | 1 |



|   |           |
|---|-----------|
| Funding for some sporting facilities can be improved  | 1         |
| Good entertainment facilities   | 1         |
| Improve and promote aquatic facilities  | 1         |
| Install BMX track for kids  | 1         |
| More facilities in local area like swimming pools   | 1         |
| More recreation area  | 1         |
| Multipurpose sports centres for teenager's world be very welcomed                               | 1         |
| Public golf course  | 1         |
| We think the Narre Warren aquatic centre is so much better, Cardinia should try to achieve that | 1         |
| We want a table tennis sports facility here; it is very far to go to Dandenong                  | 1         |
| <b>Total</b>  | <b>12</b> |

---

*Waste management*

---

|   |           |
|---|-----------|
| Weekly green waste pickups needed   | 2         |
| Big green bins are better, or maybe come to pick up more often also better                    | 1         |
| Bring back the hard rubbish days rather than booking it                                       | 1         |
| Clear dates on hard rubbish needed  | 1         |
| Keep up the good work on waste management   | 1         |
| New bin is needed   | 1         |
| Soft plastics recycling is required   | 1         |
| The hard rubbish collection service should be improved; they took 15 days to come and collect | 1         |
| Would prefer the hard rubbish collection to be 4 times a year                                 | 1         |
| <b>Total</b>  | <b>10</b> |

---

*Rural / hills vs. growth area issues*

---

|   |          |
|---|----------|
| Lang Lang feels like it is left out from all the developments   | 1        |
| Look more into Cockatoo   | 1        |
| More needs to be done in this area, and give us equal importance not only Pakenham                                      | 1        |
| Rates to be used in the hills, a percentage should be used per postcode   | 1        |
| Understand the distinction between rural and suburban areas   | 1        |
| We don't get much there, so want resources to be diverted towards us as well. We are a part of Cardinia Council as well | 1        |
| We need more money spend over here than in Pakenham   | 1        |
| What Council provides to Bunyip is adequate, but we feel it is less than others   | 1        |
| <b>Total</b>  | <b>8</b> |

---

*General negative*

---

|  |          |
|--|----------|
| Pick your socks up / do better   | 2        |
| Feel frustrated with Council   | 1        |
| Latrobe Council is giving more to their people for their population growth and Cardinia seem to be lacking | 1        |
| The Council need to improve instead of sitting in offices  | 1        |
| They don't do a good job   | 1        |
| This is a terrible, terrible suburb. There is no reason to stay here anymore                               | 1        |
| <b>Total</b>   | <b>7</b> |





| <i>Cleanliness and aesthetics of area</i>  |          |
|--|----------|
| Maintain the town  | 1        |
| Maintenance of public spaces   | 1        |
| More frequent cleaning   | 1        |
| Our streetscape in Emerald is tired and lacks cohesion and activate the space and no there is no centre that people want to go to, local or tourists, it's not an inviting hub | 1        |
| We need more public bins   | 1        |
| <b>Total</b>   | <b>5</b> |

| <i>Council governance and management</i>   |          |
|--|----------|
| All officers should be available and not working from home   | 1        |
| Council prioritises one person over the community, Council gave someone a farmland just because he has a barista | 1        |
| Need to be more answerable to the public that vote them in   | 1        |
| The State government needs to investigate Cardinia Shire   | 1        |
| They need to remove the Council meetings   | 1        |
| <b>Total</b>   | <b>5</b> |

| <i>Comments relating to this survey</i>                |          |
|--|----------|
| Bad questionnaire. Generate relatable questions        | 1        |
| More surveys interaction from Council                  | 1        |
| Need shorter, sharper surveys and consultation process | 1        |
| Survey way too long                                    | 1        |
| <b>Total</b>   | <b>4</b> |

| <i>General positive comments</i>   |          |
|--|----------|
| I came here when I was married, and it is much better than many other places. It is quite accessible to Melbourne. There are good farming land and got many natural advantages | 1        |
| Keep doing what you are doing!   | 1        |
| The Council is trying very hard, and the Mayor and Council workers are trying very hard  | 1        |
| This is a good initiative, I never get surveys anywhere else   | 1        |
| <b>Total</b>   | <b>4</b> |

| <i>Parking</i>   |          |
|--|----------|
| More parking for people with a disability  | 1        |
| My suggestion is Council should allow people to park cars on the half of the nature strips                 | 1        |
| Parking in the school zone is chaotic and needs better regulation to ensure safety and smooth traffic flow | 1        |
| Policing of disabled car parking   | 1        |
| <b>Total</b>   | <b>4</b> |





|  |            |
|--|------------|
| <i>Council customer service and responsiveness</i>   |            |
| Complaints have to be followed up quicker  | 1          |
| Regarding my electricity bill, which is very high. I have been contacting the Council and still no response. I gave up the last five years after contacting them | 1          |
| They do not work enough in the office so we can't get into contact with them. It is difficult to get an easy answer  | 1          |
| <b>Total</b>   | <b>3</b>   |
| <i>Local jobs and economic development</i>   |            |
| More local employment opportunities  | 1          |
| Support local jobs by bring new businesses   | 1          |
| Too little support from Council for small business owners  | 1          |
| <b>Total</b>   | <b>3</b>   |
| <i>Animal management</i>   |            |
| Dogs are just left without leash, dangerous to all   | 1          |
| We would like a dog park in Lang Lang  | 1          |
| <b>Total</b>   | <b>2</b>   |
| <i>Environment, climate change, biodiversity, wildlife</i>   |            |
| Environmental complaints dealing has been good   | 1          |
| More protection for wildlife because development takes their home  | 1          |
| <b>Total</b>   | <b>2</b>   |
| <i>Enforcement / update of local laws</i>  |            |
| Respect the bylaws for the water catchment   | 1          |
| <b>Total</b>   | <b>1</b>   |
| <i>Other</i>   |            |
| Celebration of Australian Day  | 1          |
| Council should choose migrants carefully   | 1          |
| Sand industry is the main problem  | 1          |
| The community is very insular, not friendly  | 1          |
| There should be an airport in this side of Melbourne   | 1          |
| They need to remove the smoking ceremonies for aboriginals   | 1          |
| <b>Total</b>   | <b>6</b>   |
| <b>Total responses</b>   | <b>331</b> |



## 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.

### Reasons for rating satisfaction with Council's overall performance at the "dissatisfied" level

#### Cardinia Shire Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

| Reason   | Number    |
|--|-----------|
| <i>General - negative</i>  |           |
| Council is terrible because they do not do anything  | 5         |
| Terrible compared to other Councils  | 2         |
| Council is non-existent  | 1         |
| Decisions are made for money and how to make the Council look good instead of the basic necessities for the community                        | 1         |
| Do not do anything up here in Upper Beaconsfield except just taking our money  | 1         |
| Do not do concrete stuff, mainly it's all for money grab or vote grab  | 1         |
| Failure to meets all requirements  | 1         |
| Mediocre performance of the Council  | 1         |
| Not impressed because they have to be prompted for everything  | 1         |
| Not much done to improve the lives of the community  | 1         |
| Useless Council  | 1         |
| Very less visibility of their work   | 1         |
| We are constantly neglected  | 1         |
| Wrong people on the job  | 1         |
| <b>Total</b>   | <b>19</b> |
| <b>Total General comments</b>  | <b>19</b> |
| <i>Communication, consultation, information - negative</i>   |           |
| Lack of engagement   | 4         |
| Do not do enough for the community because they do not listen to people  | 2         |
| Lack of communication  | 2         |
| More consultation needed   | 2         |
| Can improve at community engagement and consultation to become are representative of the local community instead of political representative | 1         |
| Council don't listen nor do they care, I bet this survey is only being done to tick a box anyway   | 1         |
| Council needs to engage more with the community to gain the trust  | 1         |
| Do not take comments from public   | 1         |
| Lack of consultation by Councillors  | 1         |
| They go ahead with their plans without consulting the community  | 1         |
| They have lots to improve on and they can start with listening to the community more because people feel powerless here                      | 1         |
| <b>Total</b>   | <b>17</b> |
| <b>Total Communication, consultation, and informative comments</b>   | <b>17</b> |

| <i>Roads, traffic, transport and footpaths - negative</i>  |           |
|--|-----------|
| Maintenance of roads   | 6         |
| Local roads need maintenance especially the unsealed roads   | 3         |
| Roads are a disgrace overall   | 2         |
| Freeway exit   | 1         |
| Potholes   | 1         |
| Road management  | 1         |
| We have to pay the same for the road as the people next door, however, the road does not come up to our house, so why should we have to pay the same amount? The road in front of my house is not sealed but we paid the same amount. I should not have to pay the same amount as my neighbours for a road that does not extend to my house. Gembrook Service Rd | 1         |
| We talked to them 8 years ago about sealing roads, but nothing has been done all these years, and we are tired of their excuses  | 1         |
| Wright Rd is one of the main problems roads here and there are a few more  | 1         |
| <b>Total</b>   | <b>17</b> |
| <b>Total Roads, traffic, transport and footpaths comments</b>  | <b>17</b> |

| <i>Customer service and responsiveness - negative</i>   |           |
|---|-----------|
| Lack of responsiveness  | 5         |
| Could be a bit quicker on a couple things   | 2         |
| Council customer services are slow and poor overall   | 1         |
| Council does not listen to my problem and never tried to solve it                                   | 1         |
| Council is hard to contact because they never respond to any emails                                 | 1         |
| Council is not improving existing facilities  | 1         |
| Lack of response to my email  | 1         |
| Lack ownership of problems  | 1         |
| Need more information from the Council because nothing gets planned or done here                    | 1         |
| They are not responsive to customer needs. I had to contact another Councillor to get things moving | 1         |
| We are trying to get a permit, but they take weeks to get back to us                                | 1         |
| <b>Total</b>  | <b>16</b> |
| <b>Total Customer service and responsiveness comments</b>   | <b>16</b> |

| <i>Rates and financial management - negative</i>  |   |
|---|---|
| No value for rates  | 4 |
| Rates are expensive   | 2 |
| Council's finances are mis-managed  | 1 |
| Failed to maintain the public golf course so they just closed it, Council put their own financial interest over the public interest | 1 |
| I have \$1,100 credit pending with Council and they want me to write a letter of hardship to claim it back                          | 1 |
| Rates are ridiculous for us to not get any service  | 1 |
| They raise the rates up all the time  | 1 |
| Wasting money and resources   | 1 |



|  |           |
|--|-----------|
| Council needs to maintain transparency of expenses in terms of rates | 2         |
| <b>Total</b>   | <b>14</b> |
| <b>Total Rates and financial management comments</b>                 | <b>14</b> |

---

*Governance, accountability and reputation - negative*

---

|   |           |
|---|-----------|
| Corrupt   | 1         |
| Council is not keeping up with the population growth  | 1         |
| Council is too distracted on other agendas and not concerned about the safety of the local people   | 1         |
| Council needs to be upfront and meet the timelines  | 1         |
| Do not enforce their own laws unless it's easy for them   | 1         |
| It all about dollars and not about the welfare of the community   | 1         |
| They don't do much up here at all and have very little presence   | 1         |
| They make decisions in the interest of the Council and are too self-focused   | 1         |
| Unaccountable to the public   | 1         |
| We are not getting anything done here, we were promised roads and proper drains, but nothing has changed in all these years, they do not listen to us and don't do what we ask them to do | 1         |
| <b>Total</b>  | <b>10</b> |
| <b>Total Governance, accountability, and reputation comments</b>  | <b>10</b> |

---

*Services and facilities - negative*

---

|   |          |
|---|----------|
| Poor maintenance of drains  | 2        |
| Council does not do anything for the community, and they don't take any ideas on board like green waste   | 1        |
| Council is not maintaining existing facilities  | 1        |
| Issues with gutters and drains, we need better management of stormwater   | 1        |
| Lack of services like hospitals   | 1        |
| They took forever for my dog registration   | 1        |
| Very little improvements around   | 1        |
| We talked to them 8 years ago about getting better drainage system, but nothing has been done in all these years, and we are tired of their excuses | 1        |
| <b>Total</b>  | <b>9</b> |
| <b>Total Services and facilities comments</b>   | <b>9</b> |

---

*Environment, parks, open space and trees - negative*

---

|   |   |
|---|---|
| Grass is always overgrown   | 1 |
| It takes a while to mow grassed areas   | 1 |
| I've tried to get some trees taken down due to my wife panicking that it might fall on our house and she is suffering from cancer, but I have not received any help from Council because they do not care about the human element | 1 |
| Park in Lang Lang need maintenance and the person responsible for it is rude  | 1 |



|  |            |
|--|------------|
| Poor maintenance of weeds  | 1          |
| They don't look after the park   | 1          |
| Trees maintenance especially dead trees and branches is very important because in the past while driving out of my driveway, trees have blocked the traffic view which was a massive concern | 1          |
| <b>Total</b>   | <b>7</b>   |
| <b>Total Environment, parks, open spaces, and trees comments</b>   | <b>7</b>   |
| <i>Cleaning and maintenance of public areas - negative</i>   |            |
| Lack of proper maintenance   | 2          |
| Council needs to maintain areas used by the community  | 1          |
| Damaging properties due to negligence  | 1          |
| Grass is not maintained  | 1          |
| I feel our area is not focused on apart from rubbish, we do not get maintenance  | 1          |
| <b>Total</b>   | <b>6</b>   |
| <b>Total Cleaning and maintenance of public areas comments</b>   | <b>6</b>   |
| <i>The hills and rural areas vs. growth areas - negative</i>   |            |
| Council is not very rigorous because they have a lot more going into Pakenham than this area   | 2          |
| All they care about is Lang Lang   | 1          |
| Council needs to spend more time and effort in Cockatoo  | 1          |
| I feel left out compared to other areas  | 1          |
| They neglect Hills area. Instead focus on infrastructure and policies for more populated areas and not for others  | 1          |
| <b>Total</b>   | <b>6</b>   |
| <b>Total Hills and Rural areas vs. growth area comments</b>  | <b>6</b>   |
| <i>Building, planning, housing and development - negative</i>  |            |
| Planning of buildings does not make sense  | 1          |
| Planning of roads does not make sense  | 1          |
| <b>Total</b>   | <b>2</b>   |
| <b>Total Building, planning, housing, and development comments</b>   | <b>2</b>   |
| <b>Total dissatisfied responses</b>  | <b>123</b> |



**Reasons for rating satisfaction with Council's overall performance at the "neutral" level**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| Reason  | Number    |
|---|-----------|
| <i>General - neutral</i>  |           |
| No dealings with them   | 2         |
| Nothing good or bad   | 2         |
| Unaware of what is going on   | 2         |
| Average   | 1         |
| <b>Total</b>  | <b>7</b>  |
| <i>General - negative</i>   |           |
| Council can do better   | 7         |
| They work well in some areas and neglect others   | 4         |
| They do not always listen to peoples need, and usually it is about what is convenient for them and not for the families         | 2         |
| Do not feel like Council acts in the interest of people living here   | 1         |
| I cannot be bothered to keep up with them   | 1         |
| It appears like the community is serving the Council, not the other way around  | 1         |
| Not much happening  | 1         |
| They have to make a better impact on getting things done  | 1         |
| They might be doing well but I don't see much   | 1         |
| Things that need to be done are not done  | 1         |
| Too much works  | 1         |
| We have been forgotten  | 1         |
| <b>Total</b>  | <b>22</b> |
| <b>Total General comments</b>   | <b>29</b> |
| <i>Roads, traffic, transport and footpaths - negative</i>   |           |
| Road need fixing and need to be set down properly   | 4         |
| Lack of maintenance of roads  | 2         |
| Poor traffic management   | 2         |
| Roads   | 2         |
| Road safety near schools especially St Margaret's Berwick Grammar   | 1         |
| Roads are terrible  | 1         |
| So much should be better, they need to get back to core local issues and just focus on things like roads which are so important | 1         |
| They should just focus on roads   | 1         |
| <b>Total</b>  | <b>14</b> |
| <b>Total Roads, traffic, transport and footpaths comments</b>   | <b>14</b> |



| <i>Communication, consultation, information - negative</i>             |           |
|--|-----------|
| Lack of communication  | 5         |
| Council needs to improve communication                                 | 4         |
| No proper communication, there are only letters sent sometimes         | 1         |
| Quality of communication needs improvement                             | 1         |
| There is no community engagement                                       | 1         |
| They need to better in consultation and actually involve the community | 1         |
| <b>Total</b>   | <b>13</b> |
| <b>Total Communication, consultation, and informative comments</b>     | <b>13</b> |

| <i>Governance, accountability and reputation - negative</i>  |          |
|--|----------|
| They do not offer much to us as a community  | 2        |
| Council abuses their power   | 1        |
| Council has grown apart from the community and should not make decisions on our behalf                                     | 1        |
| Council makes unrealistic rules and makes things uncomfortable for the community because you need permits for everything   | 1        |
| Hear lot of complaints about the Council from community groups   | 1        |
| Not addressing communities' concerns about subdivisions  | 1        |
| They focus on things that are not their business and are trying to please too hard. E.g. gay rights, aboriginal ceremonies | 1        |
| They have got a bad reputation   | 1        |
| <b>Total</b>   | <b>9</b> |
| <b>Total Governance, accountability, and reputation comments</b>   | <b>9</b> |

| <i>Rates and financial management - negative</i>   |          |
|--|----------|
| Wasting their money in the wrong places  | 2        |
| Council structure is full of unnecessary bureaucracy which is a waste of ratepayers' money | 1        |
| Focus on rates   | 1        |
| I believe their decisions are based on how much it will cost them                          | 1        |
| No value for rates   | 1        |
| Rates are too high compared to other Councils  | 1        |
| They can improve on transparency of cash flow  | 1        |
| They should meet the expectations of the locals regarding rates                            | 1        |
| <b>Total</b>   | <b>9</b> |
| <b>Total Rates and financial management comments</b>                                       | <b>9</b> |

| <i>The hills and rural areas vs. growth areas - negative</i>  |   |
|---|---|
| Cockatoo seems to be forgotten  | 1 |
| Council has not done much like there is no office town centre forcing us to go out to Pakenham for basic things | 1 |
| Individual needs are not met because there are not many events here Lang Lang                                   | 1 |
| Need more attention for Koo Wee Rup   | 1 |





|  |   |
|--|---|
| No representation for the Henty Park state community because no one advocates for our needs, and it seems like we have been left alone whilst they take care of other states because they do not do anything for our state | 1 |
|--|---|

|  |   |
|--|---|
| We are at the end of council in Bunyip North, and we do not see our Councillors ever, I feel like she is just a name because nothing gets done for us, I've seen other Councillors do more for their areas | 1 |
|--|---|

|              |          |
|--------------|----------|
| <b>Total</b> | <b>6</b> |
|--------------|----------|

|   |          |
|---|----------|
| <b>Total Hills and Rural areas vs. growth area comments</b> | <b>6</b> |
|---|----------|

---

*Building, planning, housing and development - negative*

---

|   |   |
|---|---|
| I planned to get solar panels and asked the Council to trim the trees above my roof, but they rejected it | 1 |
|---|---|

|                     |   |
|---------------------|---|
| Need cheaper houses | 1 |
|---------------------|---|

|  |   |
|--|---|
| Not addressing communities' concerns about planning for overpopulation | 1 |
|--|---|

|   |   |
|---|---|
| They can do better in regard to planning the stadium toilets, not enough were planned | 1 |
|---|---|

|  |   |
|--|---|
| They should meet the expectations of the locals regarding planning | 1 |
|--|---|

|              |          |
|--------------|----------|
| <b>Total</b> | <b>5</b> |
|--------------|----------|

|  |          |
|--|----------|
| <b>Total Building, planning, housing, and development comments</b> | <b>5</b> |
|--|----------|

---

*Customer service and responsiveness - negative*

---

|                |   |
|----------------|---|
| Slow responses | 3 |
|----------------|---|

|  |   |
|--|---|
| I do not know what the outcome was when I contacted them | 1 |
|--|---|

|  |   |
|--|---|
| Not addressing communities' concerns about roads | 1 |
|--|---|

|              |          |
|--------------|----------|
| <b>Total</b> | <b>5</b> |
|--------------|----------|

|   |          |
|---|----------|
| <b>Total Customer service and responsiveness comments</b> | <b>5</b> |
|---|----------|

---

*Garbage and waste management - negative*

---

|  |   |
|--|---|
| Fail to achieve local objectives of hard rubbish issue | 1 |
|--|---|

|                            |   |
|----------------------------|---|
| Not providing rubbish bins | 1 |
|----------------------------|---|

|  |   |
|--|---|
| Still waiting on feedback from the call I made 2 weeks ago regarding the rubbish left on the service roads | 1 |
|--|---|

|  |   |
|--|---|
| They should just focus on rubbish collection | 1 |
|--|---|

|              |          |
|--------------|----------|
| <b>Total</b> | <b>4</b> |
|--------------|----------|

|  |          |
|--|----------|
| <b>Total Garbage and waste management comments</b> | <b>4</b> |
|--|----------|

---

*Services and facilities - negative*

---

|  |   |
|--|---|
| I am very new here, so I do not know much about the Council but navigating services is a bit difficult | 1 |
|--|---|

|  |   |
|--|---|
| I grew up in these areas and over the last 5 years services are deteriorated | 1 |
|--|---|

|   |   |
|---|---|
| No productive surveillance of maintenance | 1 |
|---|---|

|   |   |
|---|---|
| Not addressing communities' concerns about drains | 1 |
|---|---|

|              |          |
|--------------|----------|
| <b>Total</b> | <b>4</b> |
|--------------|----------|

|   |          |
|---|----------|
| <b>Total Services and facilities comments</b> | <b>4</b> |
|---|----------|



|  |            |
|--|------------|
| <i>Cleaning and maintenance of public areas - negative</i>                         |            |
| Council does not care about cleanliness  | 1          |
| Feel there needs to be some improvement and clean up behind the Council building   | 1          |
| Get rid of the graffiti  | 1          |
| <b>Total</b>   | <b>3</b>   |
| <b>Total Cleaning and maintenance of public area comments</b>                      | <b>3</b>   |
| <i>Environment, parks, open space and trees - negative</i>                         |            |
| Grass patch surrounding Belvedere Dr has lots of snakes                            | 1          |
| They should meet the expectations of the locals regarding environmental management | 1          |
| Trees were not removed even after complaints                                       | 1          |
| <b>Total</b>   | <b>3</b>   |
| <b>Total Environment, parks, open spaces, and trees comments</b>                   | <b>3</b>   |
| <i>Safety, policing and crime - negative</i>                                       |            |
| Cats from neighbourhood homes loitering around and Council doing nothing about it. | 1          |
| Council does not care about safety   | 1          |
| <b>Total</b>   | <b>2</b>   |
| <b>Total Safety, policing, and crime related comments</b>                          | <b>2</b>   |
| <i>Infrastructure - negative</i>   |            |
| They should meet the expectations of the locals regarding infrastructure           | 1          |
| <b>Total</b>   | <b>1</b>   |
| <b>Total Infrastructure comments</b>   | <b>1</b>   |
| <i>Shops, restaurants and entertainment venues - negative</i>                      |            |
| Fail to achieve local objectives of local shopping facilities                      | 1          |
| <b>Total</b>   | <b>1</b>   |
| <b>Total Shops, restaurants and entertainment venues comments</b>                  | <b>1</b>   |
| <b>Total neutral responses</b>   | <b>108</b> |



**Reasons for rating satisfaction with Council's overall performance at the "satisfied" level**

**Cardinia Shire Council - 2025 Annual Community Satisfaction Survey**

(Number of responses)

| Reason   | Number     |
|--|------------|
| <i>General statements - positive</i>   |            |
| Good job / doing well / doing fine / working well / effective  | 62         |
| Happy / satisfied  | 13         |
| No major concerns / issues / problems / complaints   | 13         |
| Better than Casey / Frankston / Greater Dandenong / Ballarat / other Councils  | 7          |
| It's a good Council to live in   | 2          |
| Things are starting to look better / improving   | 3          |
| A lot of things they do is commendable and they should continue doing that   | 1          |
| Council has more potential   | 1          |
| I don't really have an answer, they treat us good  | 1          |
| I feel Council is doing great. As a part of the community, we should be equally responsible for maintaining the facilities provided by the Council | 1          |
| I think they provide basic services to my needs  | 1          |
| Maintaining the standards  | 1          |
| They are doing the best they can with limited resources  | 1          |
| They try hard  | 1          |
| Very profound and inclusive  | 1          |
| <b>Total</b>   | <b>109</b> |
| <i>General statements - neutral</i>  |            |
| Overall, it is ok  | 4          |
| No reason  | 3          |
| There's nothing that has been bad / wrong  | 3          |
| It's not perfect   | 2          |
| No issue, they have responsibilities   | 2          |
| Not dissatisfied   | 2          |
| Don't have many complaints   | 1          |
| I have moved here recently. Have not used many facilities. So, no opinion  | 1          |
| It's not fantastic or poor   | 1          |
| Mainly because we haven't really had any complaints  | 1          |
| Neither happy nor unhappy so far   | 1          |
| Never had any dealings with them   | 1          |
| No one is perfect and I don't use many services  | 1          |
| They are okay with their dealings  | 1          |
| They can only do what they can   | 1          |
| This is the average  | 1          |
| <b>Total</b>   | <b>26</b>  |
| <i>General statements - negative</i>   |            |
| Room for improvement / can do more / better  | 30         |
| Some things are bad  | 4          |



|  |            |
|--|------------|
| I feel a lot of areas need more attention  | 3          |
| Sometimes I think they don't do enough   | 2          |
| Certain aspect we don't see much of  | 1          |
| I don't see much improvement   | 1          |
| I don't see much of anything happening   | 1          |
| I see the same problems for the 14 years, and it does not get solved                         | 1          |
| Negative experiences over the years  | 1          |
| Not good in everything   | 1          |
| There are things they could do better without singling anything out in particular            | 1          |
| They can do better. I am 63 and I would like the Council to make lives easier for us         | 1          |
| They could do much more even if they don't get enough rates and it is not a high growth area | 1          |
| We have had a fair number of issues in the past months as well                               | 1          |
| <b>Total</b>   | <b>49</b>  |
| <b>Total General comments</b>  | <b>184</b> |

---

*Communication, consultation, information - positive*

---

|   |          |
|---|----------|
| Cause when you get in touch with them, they're pretty good  | 1        |
| Compared to other community areas I've lived; Cardinia is much more engaged. Staff are all friendly and helpful | 1        |
| If you need anything any information, they're usually pretty good   | 1        |
| Some aspects we see a lot   | 1        |
| They respond when you ask them queries  | 1        |
| They take people's opinions and have our say  | 1        |
| Work more on advertising Council work   | 1        |
| <b>Total</b>  | <b>7</b> |

---

*Communication, consultation, information - neutral*

---

|   |          |
|---|----------|
| Because I do stuff, but I'm not actively involved. Can't say it's great, can't say it's bad | 1        |
| Response is not too bad   | 1        |
| <b>Total</b>  | <b>2</b> |

---

*Communication, consultation, information - negative*

---

|  |   |
|--|---|
| Lack of / limited communication  | 5 |
| The Council are not so visible   | 4 |
| There were no updates about the Councils ongoing programs or anything  | 4 |
| I haven't heard anything from Council either via email or via post   | 3 |
| It's just they don't listen / extremely poor at hearing us out   | 2 |
| No response to emails  | 2 |
| They need to listen to the community and make more changes   | 2 |
| A bit hard to reach when needed  | 1 |
| Because when the election happening, we see lots of letters coming but when there's updates, we usually don't see what's happening, there's not enough communication through letters and emails. We are not very engaged with them | 1 |
| Don't know enough about the Council  | 1 |



|  |           |
|--|-----------|
| Have been contacting the Council, but no response  | 1         |
| I don't think they sincerely engage with people who take out the time to put forward ideas. They completely shut people out, do not try to accommodate needs | 1         |
| Insufficient communication and lack of channels for public to express our inputs   | 1         |
| Need proper communication  | 1         |
| No communication regarding roadworks   | 1         |
| Sometimes they have too much to say  | 1         |
| There should be more information in gazette as we don't know what they are doing   | 1         |
| They don't really listen to us; we are too away from the Council   | 1         |
| They have been quiet, not very responsive  | 1         |
| We want Council to get more involved with the community  | 1         |
| <b>Total</b>   | <b>35</b> |
| <b>Total Communication, consultation, information comments</b>   | <b>44</b> |

---

*Services and facilities - positive*

---

|  |           |
|--|-----------|
| Overall services are good / satisfied / happy                        | 10        |
| Council's services are easy to use                                   | 1         |
| Good initiatives for some services                                   | 1         |
| Got good help from the Council when we requested for services        | 1         |
| Services are efficient and effective                                 | 1         |
| They provide most of what I need                                     | 1         |
| We had a few issues with drainage, and it got sorted out pretty well | 1         |
| <b>Total</b>   | <b>16</b> |

---

*Services and facilities - neutral*

---

|  |          |
|--|----------|
| I have no issue with Council's services        | 1        |
| Average facilities are provided                | 1        |
| Not used much of the services from the Council | 1        |
| <b>Total</b>                                   | <b>3</b> |

---

*Services and facilities - negative*

---

|  |   |
|--|---|
| Problems with drainage and flooding                                    | 5 |
| Accessibility for people with disability should be considered          | 1 |
| Basketball court at Cardinia is bad                                    | 1 |
| Few good facilities  | 1 |
| Gym can be better  | 1 |
| I encourage streetlight, I would love to have one in the corridor here | 1 |
| I think some of the sporting grounds needs more maintenance            | 1 |
| Library can be better  | 1 |
| Need to do more such as funding for multi-cultural programmes          | 1 |
| Needs more care to the community                                       | 1 |
| One thing I'm concern about is the deer problem                        | 1 |
| Play groups  | 1 |
| Princess Hwy at night really needs streetlight                         | 1 |
| Public services must be on time  | 1 |



|   |           |
|---|-----------|
| Service is not up to the expectations   | 1         |
| There is not enough infrastructure or activities for primary school kids, other than that it's fine | 1         |
| They could improve aspects like small aspects like streetlights                                     | 1         |
| They just need to improve some services   | 1         |
| They lack at maintenance of services  | 1         |
| We haven't been much of a community after COVID. Bring back togetherness                            | 1         |
| <b>Total</b>  | <b>24</b> |
| <b>Total Services and facilities comments</b>   | <b>43</b> |

---

*Roads, traffic, transport and footpaths - positive*

---

|                           |          |
|---------------------------|----------|
| Footpath is managed well  | 1        |
| Roads are clean           | 1        |
| The traffic is doing good | 1        |
| <b>Total</b>              | <b>3</b> |

---

*Roads, traffic, transport and footpaths - negative*

---

|   |           |
|---|-----------|
| Road maintenance needs to improve / be quicker  | 9         |
| Roads are a problem / not good / terrible   | 6         |
| Road maintenance is poor  | 4         |
| Traffic is bad / not happy with traffic management  | 3         |
| Footpaths maintenance and repairs is not good   | 2         |
| Roads   | 2         |
| Roads are yet to be sealed / sealing needs to be better   | 2         |
| Roadworks and traffic management, when there is a construction going on, the management is poor   | 2         |
| A lot of things aren't looked after like the unsealed roads especially countryside unsealed roads   | 1         |
| Few things like roads are not done in our best interests  | 1         |
| Not happy with unsealed roads in Bunyip   | 1         |
| Road maintenance in the hills is not good, and these are vital for us getting in and out  | 1         |
| Roads are fixed only after community members complain constantly  | 1         |
| Still room for improvement with regards to local traffic especially. Too many trucks on our roads   | 1         |
| There are grading issues  | 1         |
| There us lot of areas for improvement, e.g. unregistered parked vehicle for ages and nothing is done about it and its unsafe for drivers, Zenith St | 1         |
| They shouldn't enforce driving laws more around school areas - Officer Secondary College  | 1         |
| Transport is the biggest issue down here  | 1         |
| <b>Total</b>  | <b>40</b> |
| <b>Total Roads, traffic, transport and footpaths comments</b>   | <b>43</b> |



| <i>Cleanliness and maintenance of area - positive</i>  |           |
|--|-----------|
| Maintenance is good  | 3         |
| They make place nice and clean   | 2         |
| Based on my experience, surrounding areas are good   | 1         |
| Living area is well maintained   | 1         |
| Maintenance is good but not excellent  | 1         |
| Most general basic living things are appropriately addressed such as cleanliness of areas etc. is pretty well maintained | 1         |
| Overall, we have a high standard of living   | 1         |
| The cleaners, they are doing good  | 1         |
| <b>Total</b>   | <b>11</b> |

| <i>Cleanliness and maintenance of area - negative</i>                    |           |
|--|-----------|
| Cleanliness of public areas needs to improve                             | 4         |
| They can do better tidiness and cleaning of streets                      | 3         |
| They don't look after / pay much attention to this area                  | 2         |
| Illegal rubbish dump   | 1         |
| Litter control is just not good  | 1         |
| Need better maintenance of public areas like parks and playgrounds       | 1         |
| Parkway St needs to maintain quicker just quicker maintenance in general | 1         |
| Sometimes maintenance is poor  | 1         |
| The Pakenham area looks terrible   | 1         |
| There is a lot of waste in the neighbours                                | 1         |
| There is room for improvement like getting the rubbish from pathways     | 1         |
| Vandalism and graffiti, but in general not bad                           | 1         |
| <b>Total</b>   | <b>18</b> |
| <b>Total Cleanliness and maintenance of area comments</b>                | <b>29</b> |

| <i>Customer service and responsiveness - positive</i>                                |           |
|--|-----------|
| Every time I ring them, I am satisfied   | 2         |
| The are good and responsive  | 2         |
| Getting good results for the complaints made   | 1         |
| I find most of them very accommodating, pleasant and helpful                         | 1         |
| Most dealings are addressed  | 1         |
| Our neighbourhood hasn't had bad issues, if we ask for something they provide for us | 1         |
| Respond to emergencies   | 1         |
| They are fast in service and caring  | 1         |
| When we had dog complaints they were dealt with swiftly                              | 1         |
| Council is so helpful  | 1         |
| <b>Total</b>   | <b>12</b> |

| <i>Customer service and responsiveness - neutral</i>                       |          |
|--|----------|
| My impression of how quickly they respond, not bad but not top of the hill | 1        |
| Depending on the situation if you are lucky to get the right person        | 1        |
| <b>Total</b>   | <b>2</b> |





| <i>Customer service and responsiveness - negative</i>  |           |
|--|-----------|
| They can do better, late / no response   | 3         |
| They very slow to act when we have problem   | 2         |
| Council should make residents' life easier by solving the issues for them  | 1         |
| Following up on issues is rare   | 1         |
| There should be more community engagement and improvement, make it a happier place                                   | 1         |
| They just tell us they will do things, but they don't do anything or help the people asking help from them           | 1         |
| <b>Total</b>   | <b>9</b>  |
| <b>Total Customer service and responsiveness comments</b>  | <b>23</b> |
| <i>Environment, parks, open space and trees - positive</i>   |           |
| Because I feel they can a do a lot more environmentally  | 1         |
| Because some parts need improvements - especially parks and grounds  | 1         |
| Parks are clean  | 1         |
| Really good maintenance of parks and great communication when contacted  | 1         |
| They care about the environment  | 1         |
| <b>Total</b>   | <b>5</b>  |
| <i>Environment, parks, open space and trees - neutral</i>  |           |
| Parks feel average   | 1         |
| <b>Total</b>   | <b>1</b>  |
| <i>Environment, parks, open space and trees - negative</i>   |           |
| Only thing that I dissatisfied is street trees   | 2         |
| Clean up the trees if you put it up because we can't clean it  | 1         |
| Council should be more considerate and cut some branches. They overlook things sometimes                             | 1         |
| During the winter, the maintenance of parks does not good  | 1         |
| Grass needs to be cut  | 1         |
| I think the Council needs to put more focus on environment and shared areas. The lawn areas need to be trimmed down  | 1         |
| My issue is just with the street trees; there are animals due to not proper maintenance like snakes                  | 1         |
| Plant more trees   | 1         |
| The mowing is insufficient, maintenance is a 2 / 10, and they are not accountable on what they spend their money on? | 1         |
| The near area gets wastewater smell from nearby plant not rectified  | 1         |
| There aren't any really nice parks and gardens   | 1         |
| Tree fell over the footpaths was never removed. The community had to do it by themselves                             | 1         |
| <b>Total</b>   | <b>13</b> |
| <b>Total Environment, parks, open space and trees comments</b>   | <b>19</b> |



| <i>Rates and financial management - negative</i>   |           |
|--|-----------|
| Council rates are very high  | 8         |
| Accountability and spending money wisely   | 1         |
| I only used, when I lost my pets. So, at the time I was charged a big fee to get my pet back. Which is very expensive compared to other Council and I'm also concerned | 1         |
| If we could get the services in return of whatever rates, we are paying then it would be full  | 1         |
| Not providing facilities for the rates we pay  | 1         |
| Rates are high even with two income earners in the family  | 1         |
| Rates could be better by providing better services and not increasing further  | 1         |
| Spend money on unnecessary things  | 1         |
| They charge more rates and need to do more with that money   | 1         |
| Water bill is very high here   | 1         |
| We pay so much yet we get nothing in return, paying all that money just for garbage pickup and some road patches sounds unfair to me                                   | 1         |
| <b>Total Rates and financial management comments</b>   | <b>18</b> |

| <i>Governance, accountability and reputation - positive</i> |          |
|---|----------|
| Image has not had huge problems                             | 1        |
| There are good Councillors here                             | 1        |
| They care about the community                               | 1        |
| <b>Total</b>  | <b>3</b> |

| <i>Governance, accountability and reputation - negative</i>     |           |
|---|-----------|
| They might be under-staffed                                     | 2         |
| Council doesn't know where Lang Lang is                         | 1         |
| Lack of consistent decisions                                    | 1         |
| Long time taking to do things that have to be done immediately  | 1         |
| More consistency  | 1         |
| Performance   | 1         |
| Sometimes are slow  | 1         |
| The Council is reactive than proactive                          | 1         |
| There are some Councillors that don't do much                   | 1         |
| They don't keep the reps too long they leave in six months      | 1         |
| Think for themselves, not everybody else.                       | 1         |
| Too little work compared to others                              | 1         |
| Too much bureaucracy, need more people on the site              | 1         |
| <b>Total</b>  | <b>14</b> |
| <b>Total Governance, accountability and reputation comments</b> | <b>17</b> |

| <i>Garbage and waste management - positive</i> |          |
|--|----------|
| Bins always emptied so 10                      | 1        |
| Good garbage collection services               | 1        |
| <b>Total</b>                                   | <b>2</b> |



|   |          |
|---|----------|
| <i>Garbage and waste management - negative</i>  |          |
| The hard rubbish is a major issue   | 2        |
| Better rubbish collection needed  | 1        |
| Hard waste collection for once a year   | 1        |
| Need improvement in rubbish collection  | 1        |
| Not satisfied with the fortnightly collection of the green bins   | 1        |
| <b>Total</b>  | <b>6</b> |
| <b>Total Garbage and waste management comments</b>  | <b>8</b> |
| <i>Safety, policing and crime - positive</i>  |          |
| Neighbourhood is peaceful   | 1        |
| <b>Total</b>  | <b>1</b> |
| <i>Safety, policing and crime - negative</i>  |          |
| Because of the thefts   | 1        |
| Can do better with safety of children near schools  | 1        |
| Can improve with safety   | 1        |
| Crime   | 1        |
| Lack of safety in Poe Cct   | 1        |
| Safety is not good  | 1        |
| Someone stealing stuff in my car  | 1        |
| <b>Total</b>  | <b>7</b> |
| <b>Total Safety, policing and crime comments</b>  | <b>8</b> |
| <i>Building, planning, housing and development - positive</i>   |          |
| Good balance between rural and city development in Cardinia   | 1        |
| <b>Total</b>  | <b>1</b> |
| <i>Building, planning, housing and development - negative</i>   |          |
| Because of the developments   | 1        |
| I mean, it's just the design of the Shire is a bit isolating. You've got to stay in your pod, just a bit of a disconnected style of living we live out here | 1        |
| Need focus on future planning for developments  | 1        |
| New construction here makes it difficult. It's a bottleneck   | 1        |
| Not happy with town planning  | 1        |
| <b>Total</b>  | <b>5</b> |
| <b>Total Building, planning, housing and development comments</b>   | <b>6</b> |



|   |            |
|---|------------|
| <i>Shops, restaurants and entertainment venues - negative</i>   |            |
| Pakenham needs better shopping centres  | 2          |
| Just because they don't do community things like local shops, we shouldn't have to shop outside of Pakenham     | 1          |
| More shops and department stores would be better  | 1          |
| Need upgrading of shopping centre   | 1          |
| <b>Total Shops, restaurants and entertainment venues comments</b>   | <b>5</b>   |
| <i>Parking - negative</i>   |            |
| Because we got a lot of parking penalties for parking not facing oncoming traffic                               | 1          |
| Never done anything for parking need some parking inspections   | 1          |
| <b>Total Parking comments</b>   | <b>2</b>   |
| <i>Bushfire / flooding / emergency management - positive</i>  |            |
| Emergency services improved greatly   | 1          |
| <b>Total Bushfire / flooding / emergency management comments</b>  | <b>1</b>   |
| <i>The hills and rural areas vs. growth areas - negative</i>  |            |
| Lang Lang misses out on a lot of support  | 1          |
| <b>Total The hills and rural areas vs. growth areas comments</b>  | <b>1</b>   |
| <i>Other - negative</i>   |            |
| Not open weekends   | 1          |
| Since I bought this house, my electricity is very high. I cut everything in my home, but still the bill is high | 1          |
| They've done some but they need to do more  | 1          |
| <b>Total Other comments</b>   | <b>3</b>   |
| <b>Total Satisfied responses</b>  | <b>454</b> |



## Appendix Two: survey form



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**

**Was this your preferred method of contacting Council?**

Yes

1

No

2

If No, how would you have preferred to contact Council? \_\_\_\_\_

**4**

**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. Options to interact with Council (e.g., pay bills, make bookings, etc.) | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. 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 repair of major arterial roads and highways<br>(managed by VicRoads) | 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 |
| <b><i>If rated less than 6, are there any roads of concern?</i></b>                     |              |   |   |   |   |   |   |   |   |   |   |    |    |
| 2. Maintenance and repair of sealed local roads (managed by Council)                    | 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 |
| <b><i>If rated less than 6, are there any roads of concern?</i></b>                     |              |   |   |   |   |   |   |   |   |   |   |    |    |
| 3. 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 |
| 4. 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 |
| 5. 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 |
| 6. 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 |
| 7. 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 |
| 8. 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 |
| 9. 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 |
| 10. 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 |
| 11. 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 |
| 12. 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 |
| 13. 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 |
| 14. 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 |
| 15. 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 |
| 16. 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 |



|   |              |   |   |   |   |   |   |   |   |   |   |    |    |
|---|--------------|---|---|---|---|---|---|---|---|---|---|----|----|
| 17. 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 |
| 18. 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 |
| 19. 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 |
| 20. Council communication activities<br>(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 |
| 21. 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 |
| 22. 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 |
| 23. Town Planning policies  | 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 |
| 24. Council's emergency management and response   | 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: _____ |  |

7

**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. The opportunities offered by Council to engage or be consulted with on Council decisions | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. Council's representation, lobbying, and advocacy on behalf of the community              | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. The responsiveness of Council to local community needs                                   | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. Council making decisions in the interests of the community                               | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Council's performance maintaining the trust and confidence of the local community        | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. Council's performance providing "value for rates"  | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 8. Council meeting its responsibilities towards the environment                             | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

8

**And 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 |
| <b>Why did you rate satisfaction at that level?</b> |   |   |   |   |   |   |   |   |   |   |    |    |
|   |   |   |   |   |   |   |   |   |   |   |    |    |
|   |   |   |   |   |   |   |   |   |   |   |    |    |

9

**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 |

10

**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: |

11

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: |  |

12

If you had to choose between Council rate rises above the state legislated rate cap to maintain local services, or cuts in Council services to save money, what would you choose?

|                                |   |                              |   |
|--------------------------------|---|------------------------------|---|
| 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

If Council was going to get in touch with you to inform you about Council news and information and upcoming events, what are all the ways that you would prefer Council communicate with you? (please select as many as appropriate)

|  |   |                        |   |
|--|---|------------------------|---|
| Advertising in the local newspaper               | 1 | Council website        | 5 |
| A Council newsletter delivered to your letterbox | 2 | A text message         | 6 |
| A Council newsletter emailed to you              | 3 | Social media           | 7 |
| A Council newsletter as an insert in newspaper   | 4 | Other (specify): _____ | 9 |

And if you had to choose the one BEST method, what would that be?

16

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?*

17

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 |
|--------------------------------------|---|---|---|---|---|---|---|---|---|---|----|----|

18

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        |

19

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 |

20

**With which gender do you identify?**

|            |   |                          |   |
|------------|---|--------------------------|---|
| Male       | 1 | Prefer to self-describe: | 4 |
| Female     | 2 | _____                    |   |
| Non-binary | 3 | Prefer not to say        | 9 |

21

**Do any members of this household speak a language other than English at home?**

|              |   |             |   |
|--------------|---|-------------|---|
| English only | 1 | Other _____ | 2 |
|--------------|---|-------------|---|

22

**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 |                   |   |

23

**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 |

24

**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 |

25

**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"/>    |   |

26

**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.