

ACTIVITY REPORTS

9 2017 COMMUNITY SATISFACTION SURVEY (CSS)

FILE REFERENCE INT1761290

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RECOMMENDATION

That Council note the results of the 2017 CSS and make the results available to the community via Council's website.

Attachments

1 Community Satisfaction Survey 2017 - Cardinia Shire Council report 139 Pages

EXECUTIVE SUMMARY

This report provides some highlights from the 2017 community satisfaction survey. There is extensive information available in the report itself, providing a point in time view of community perception of Council performance, with comparison to previous years.

BACKGROUND

This is the 6th year of the CSS, in its current format, and the 5th year of surveying some of our specific services, providing a more meaningful trend in the data. JWS Research conducts the survey, under a contract with Local Government Victoria.

The survey reflects the mood of the population in respect to council services at a point in time. JWS conducts the survey at similar times each year, as detailed in the following table.

Year	Survey dates
2017	1 February to 30 March
2016	1 February to 30 March
2015	1 February to 30 March
2014	31 January to 11 March
2013	1 February to 24 March
2012*	18 May to 30 June

* 2012 conducted later in the year, due to delays in LGV finalising tender for the research and finalising changes to the survey methodology with Councils.

Report basis

The survey is based on a random sample of 400 people in Cardinia Shire.



Respondents were also identified as users or none users of council services providing a better understanding of the impact of direct usage on the perception of performance and also importance.

The measures discussed here are index scores which is a way of aggregating the responses in varying ratings (very good, good, average, poor and very poor) into a single measure out of 100. The logic of this is contained in the detailed report on pages 132-34.

Responses are taken from anyone over the age of 18 and weighted to reflect the demographics of our population. Basic demographic information is collected, enabling results to be available by the following groupings:

- Gender- male / female
- Age groups 18-34, 35-49, 50-64 and 65+.
- Region Growth, Hills and Southern Rural.

65% of those surveyed had personal contact with council over the last 12 months - up from 63% in 2016. This contact could have been in person, in writing, by phone, text, email, Council website, Facebook or Twitter.

Cardinia results are compared to the state-wide result and the interface group that comprises Cardinia, Casey, Melton, Mornington Peninsula, Whittlesea and Yarra Ranges.

Not all councils participate in this survey (68 of 79). Those that don't participate undertake their own survey to provide data for the compulsory indicators.

Key Measures

There are currently seven key measures, which provide a base comparison across councils. This includes two measures that are part of the Local Government Performance Reporting Framework (LGPRF) that are included in the annual report. VAGO (or their contractors) audit these two measures. They are:

- Making community decisions decisions made in the interests of the community and
- Sealed local roads condition of sealed local roads.

The index scores for 2017 are on a par with previous years, or show slight reductions from 2016, with no significant difference, except for Community Consultation, falling from 54 to 49. This is a whole of council measure with the following question asked, "How has Council performed on community consultation and engagement over the last 12 months?" Historically this has been a reasonably stable indicator measure for Cardinia, and this year's result may be due to an anomaly or an isolated negative event.



Positive sentiment (good or very good) remains equal to or higher than negative sentiment (poor or very poor) for the key measures. If we ignore the middle ground, 'average' and 'stayed the same' ratings, we find the following results:

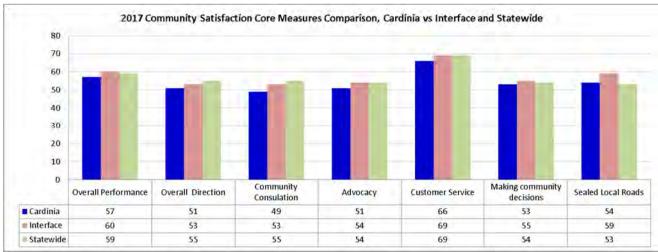
Measure	Positive	Negative	Can't Say
Overall performance of council	41%	14%	1%
Overall direction	16%	15%	6%
Community consultation	25%	25%	12%
Advocacy	21%	17%	22%
Customer service	62%	18%	2%
Making decisions in interest of community	29%	19%	15%
Condition of Sealed local roads	46%	24%	1%

Advocacy continues being an area that the community does not relate to with close to one in four respondents not able to voice an opinion of council's performance.

State and Interface councils

As the graph below shows, Cardinia performs slightly lower, versus either the Interface or State-wide groups, or both, in each of the core indicators.





Comparing Regions to Shire

Comparing the individual region performance results, with the overall Shire results, shows that, at the time when the survey was conducted, residents of the Hills and the Southern Rural Areas had a lower perception of Council's performance, as, in both areas, 8 of 24 measures were significantly lower than the overall Shire result.

The growth area had three measures that are significantly higher than the overall Shire result - reflecting a more position perception of council.

The following table summarises these results.

Region	Significantly higher than overall Shire	Significantly lower than overall Shire
Hills	Nil	Advocacy, Decisions Made in the Community Interest, Sealed Local Roads, Local Streets and Footpaths, Town Planning Policy, Business and Community Development
Growth	Sealed Local Roads, Local Streets and Footpaths, Maintenance of Unsealed Roads	Nil
Southern Rural	Nil	Sealed Local Roads, Local Streets and Footpaths, Disadvantaged Support Services, Community and Cultural Activities, Waste Management, Emergency and Disaster Management, Maintenance of Unsealed Roads, Business and Community Development

Importance summary

In addition to asking respondents to rate Council performance, the survey also asks respondents to rate how important each particular item is to them.

The following table reflects the three most important services to the community over the last four surveys. Unsealed roads continue to be in the top three, with emergency and disaster management again appearing after being included for the first time in the 2015 survey. Apart from the order, our 'top 3' this year is a repeat of the 2015 result.

2017	2016	2015	2014	2012
2011	2010	2013	2014	2013



Emergency and Disaster Management	Emergency & Disaster Management	Unsealed Roads	Population Growth	Local Streets & Footpaths
Unsealed Roads	Unsealed Roads	Emergency & Disaster Management (not included in previous surveys)	Unsealed roads	Unsealed Roads
Sealed Roads	Waste Management	Sealed Roads	Waste Management	Waste Management

The next table contains the three least important services as rated by the community. These have been consistent over the past 4 years.

2017	2016	2015	2014	2013
Tourism	Tourism	Tourism	Tourism	Community &
Development	development	development	development	cultural
Community and Cultural	Community & cultural	Community & cultural	Community & cultural	Business development & tourism
Lobbying	Lobbying	Lobbying	Lobbying	Lobbying

Demographics

The detailed report contains result breakdowns based on demographic groupings, for both index scores and response percentages, for all the indicators included in the survey. These results reinforce that Cardinia is not a homogeneous community.

Some examples of variation in response across demographic groupings are:

- Overall performance index Highest performance scores given in the Growth Area, and the Lowest performance scores in the Hills Area
- Community Consultation High performance scores given by respondents in the 18-34 age group, with low performance scores being recorded in the 65+ age group
- Sealed Local Roads High performance scores given by respondents in the 35-49 age group, and low performance scores provided by residents in the 18-34 age group
- Recreational Facilities High performance scores given by men, and low performance scores given by women

POLICY IMPLICATIONS

There are no direct policy implications of these results, however, Council uses the information as an input into service planning, strategy development, business planning and overall communications as the data adds to our understanding of our community.

RELEVANCE TO COUNCIL PLAN

The survey is an indicator of Council's overall performance in delivering plan.

CONSULTATION/COMMUNICATION



The survey samples 400 people, 18 and over, through calls to a mix of landlines and mobile phones.

Integrated Advisory Network

N/A.

FINANCIAL AND RESOURCE IMPLICATIONS

There are no direct financial implications. Indirectly, the results of the survey may be useful in supporting any position associated with variation to rate capping

CONCLUSION

This year's survey supports that view that; in general, the community may be seeing the performance of council, and its overall direction, in a reasonably similar light to previous years. The one potential exception to this may be community this to be consultation, as a significant fall, in the index score in this area, in this year's survey, may recommend future monitoring and attention.

As would be expected, variations exist between the regions and various demographics on both performance and importance of our service delivery.

There is much detail in the report that can combined with other research information and used by Council as an input to both planning and monitoring of service delivery and to further understand the community.

LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY CARDINIA SHIRE COUNCIL

2017 RESEARCH REPORT

COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND PLANNING ON BEHALF OF VICTORIAN COUNCILS

Attachment 1 - Community Satisfaction Survey 2017 - Cardinia Shire Council report

ESEARCH

CONTENTS



- Background and objectives
- Survey methodology and sampling
- Further information
- Key findings & recommendations
- Summary of findings
- Detailed findings
 - Key core measure: Overall performance
 - Key core measure: Customer service
 - Key core measure: Council direction indicators
 - Individual service areas
 - Detailed demographics
- Appendix A: Detailed survey tabulations
- Appendix B: Further project information

BACKGROUND AND OBJECTIVES



Welcome to the report of results and recommendations for the 2017 State-wide Local Government Community Satisfaction Survey for Cardinia Shire Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

The main objectives of the survey are to assess the performance of Cardinia Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING



This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Cardinia Shire Council.

Survey sample matched to the demographic profile of Cardinia Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 10% mobile phone numbers to cater to the diversity of residents within Cardinia Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Cardinia Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2017.

The 2017 results are compared with previous years, as detailed below:

- 2016, n=400 completed interviews, conducted in the period of 1st February 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Cardinia Shire Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

SURVEY METHODOLOGY AND SAMPLING



Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

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

Further, results shown in blue and red indicate significantly higher or lower results than in 2016. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2016.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2016.



Overall Performance – Index Scores (example extract only)

found in Appendix B.

FURTHER INFORMATION



Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in <u>Appendix B</u>, including:

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

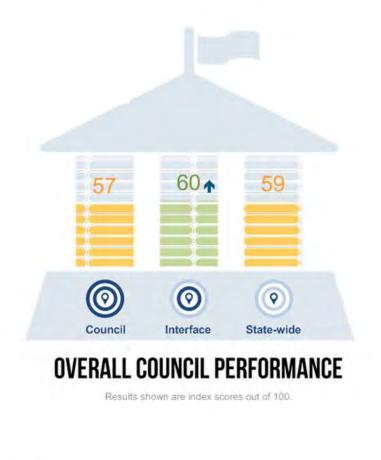
Contacts

For further queries about the conduct and reporting of the 2017 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.





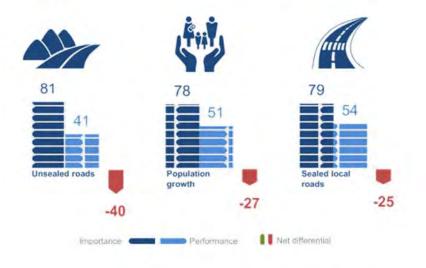
CARDINIA SHIRE COUNCIL



TOP 3 PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT



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OVERALL PERFORMANCE



The **overall performance index score of 57** for Cardinia Shire Council represents a three point **decline** on the 2016 result. This continues the downward trend in overall performance observed from the peak index score of 63 in 2014. Overall performance ratings have returned to their lowest level, equal to the 2012 index score.

- Cardinia Shire Council's overall performance is two points below the average rating for councils State-wide and is statistically *significantly lower* (at the 95% confidence interval) than the average rating for councils in the Interface group (index scores of 59 and 60 respectively).
- Perceptions of overall performance have decreased among all demographic and geographic subgroups with the exception of residents aged 50 to 64 years.
- Residents of the Growth area (index score of 60, down four points from 2016) and 18 to 34 year olds (index score of 58, down nine points from 2016) rate overall performance significantly lower in 2017.

Residents are three times as likely to rate Cardinia Shire Council's overall performance as 'good' (very good or good, 41%) than 'poor' (very poor or poor, 14%). Another 43% sit mid-scale providing an 'average' rating.

OVERVIEW OF CORE PERFORMANCE MEASURES



Review of the core performance measures (as shown on page 18) shows that Cardinia Shire Council's **performance on five of the seven measures has experienced a decline** compared to Council's own results in 2016 (although on four of these measures the decline is not significant).

- Overall council direction and customer service comprise the exceptions. In the case of council direction (index score of 51), Cardinia Shire Council's performance rating is equal to that of the 2016 result. Performance ratings in the area of customer service have improved (index score of 66, two points higher than 2016).
- Perceptions of consultation and engagement have declined significantly in the past 12 months, dropping five points to an index score of 49. This result is also significantly lower than the average ratings for councils State-wide and in the Interface group (index scores of 55 and 53 respectively).
- Cardinia Shire Council's **lobbying** performance (index score of 51) is also *significantly lower* than both the State-wide and Interface group council averages (both 54).

Cardinia Shire Council performs best in the area of **customer service** (index score of 66). **However, the current rating remains lower than that achieved in the past** (index score of 73 in 2015 and 2013).

- > Two thirds (65%) of Cardinia Shire Council residents have had recent contact with Council.
- Over a quarter (28%) rate Council's customer service as 'very good', with a further 34% rating customer service as 'good'. There are no significant differences in perceptions of customer service by demographic or geographic sub-groups.

AREAS WHERE COUNCIL IS PERFORMING WELL



Beyond customer service, another area where Cardinia Shire Council is well regarded is waste management. With a performance index score of 70, it is the highest rated individual service area among residents. This is despite experiencing a *significant* four point decline on the 2016 result.

- This decline has been driven by significantly lower ratings in 2017 among women (index score of 68, down 7 points from 2016), 18 to 34 year olds (67, down 8 points) and residents from the Southern Rural area (59, down 17 points). This latter group rate Council performance of waste management significantly lower than Council's average on this measure, suggesting this is the area to look to implement performance improvement strategies.
- Waste management has consistently been rated highest of the individual service areas. It is also considered one of the more important service areas (importance index score of 78).
- The current result is on par with the State-wide and Interface group averages (performance index score of 71 for each).

Emergency and disaster management (performance index score of 67) is another area where Council is rated more highly compared to other areas. It is the second highest performing individual service area tested and is considered the most important area (importance index of 82). While important, only 9% of residents have personally used this service area.

As with waste management, residents of the Southern Rural area (index score of 60) rate this service area significantly lower than Council's average.

Recreational facilities performs third among individual service areas (performance index of 65), just behind emergency and disaster management. However recreational facilities are rated as lower in importance (importance index of 72), although it has much higher usage (61% of residents have personally used this service area).

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AREAS IN NEED OF ATTENTION



In addition to waste management (*previously mentioned*), *significant declines* in 2017 include five point drops on the measures of consultation and engagement (index score of 49), family support services (61), the appearance of public areas (61) and a four point drop on the enforcement of local laws (57).

- Performance ratings on all of these measures (and indeed almost all service levels) are at their lowest levels to date. Attention should be turned to these areas to ensure performance ratings do not decline further.
- Aside from the area of waste management, performance ratings on these measures are significantly below both State-wide and Interface council averages.

The area that stands out as being most in need of Council attention is **the maintenance of unsealed roads**. With a performance index score of 41, Council is seen to be **performing least well** in this service area. This result is *significantly lower* than the State-wide and Interface council averages (performance index scores of 44 and 45 respectively).

- Unsealed road maintenance ranks second highest in terms of importance (importance index score of 81).
- Feedback from residents on what they consider Council most needs to do to improve its performance in the next 12 months supports this finding, with unsealed road maintenance volunteered by 11% of residents.
- Southern Rural residents are particularly critical of performance in this area, rating performance significantly lower than the Council average, with an index score of 27. Conversely, residents in the Growth area (index score of 47) rate Council significantly higher.

FOCUS AREAS FOR COMING 12 MONTHS



For the coming 12 months, Cardinia Shire Council should pay particular attention to the service areas where stated importance exceeds rated performance by 20 or more points. Key priorities include:

- Unsealed roads maintenance (margin of 40 points)
- Population growth (margin of 27 points)
- Sealed local roads (margin of 25 points)
- Making community decisions (margin of 23 points)
- Local streets & footpaths (margin of 23 points)
- Consultation & engagement (margin of 22 points)
- Informing the community (margin of 20 points).

Consideration should also be given to residents of the Southern Rural and Hills areas, who appear to be most driving negative opinion in 2017.

On the positive side, Council should **maintain its relatively strong performance in the area of customer service**, and aim to shore up service areas that are currently rated higher than others, such as **waste management**, **emergency & disaster management** and **recreational facilities**.

It is also important to learn from what is working amongst other groups, especially residents in the Growth area, and use these lessons to build performance experience and perceptions in other areas.

FURTHER AREAS OF EXPLORATION



An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

SNAPSHOT OF KEY FINDINGS



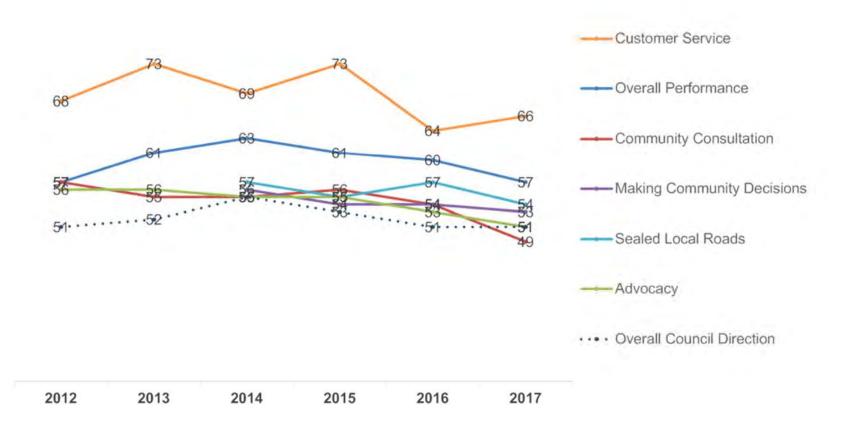
Higher results in 2017 (Significantly <u>higher</u> result than 2016)	None applicable
Lower results in 2017 (Significantly lower result than 2016)	 Consultation and engagement Enforcement of local laws Family support services Appearance of public areas Waste management
Most favourably disposed towards Council	'Growth' residents
Least favourably disposed towards Council	 'Hills' residents 'Southern Rural' residents





2017 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS





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2017 SUMMARY OF CORE MEASURES Detailed analysis



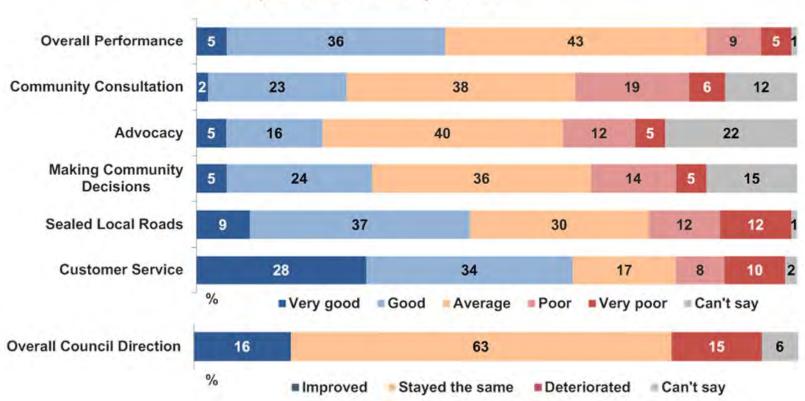
Performance Measures	Cardinia 2017	Cardinia 2016	Interface 2017	State- wide 2017	Highest score	Lowest score
OVERALL PERFORMANCE	57	60	60	59	Growth	Hills
COMMUNITY CONSULTATION (Community consultation and engagement)	49	54	53	55	Aged 18- 34 years	Hills
ADVOCACY (Lobbying on behalf of the community)	51	53	54	54	Growth, 35-49 years	Hills
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	53	54	55	54	Aged 18- 34 years, Growth	Hills
SEALED LOCAL ROADS (Condition of sealed local roads)	54	57	59	53	Aged 35- 49 years, Growth	Southern Rural
CUSTOMER SERVICE	66	64	69	69	Aged 65+ years	Hills
OVERALL COUNCIL DIRECTION	51	51	53	53	Aged 18- 34 years	Southern Rural

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2017 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

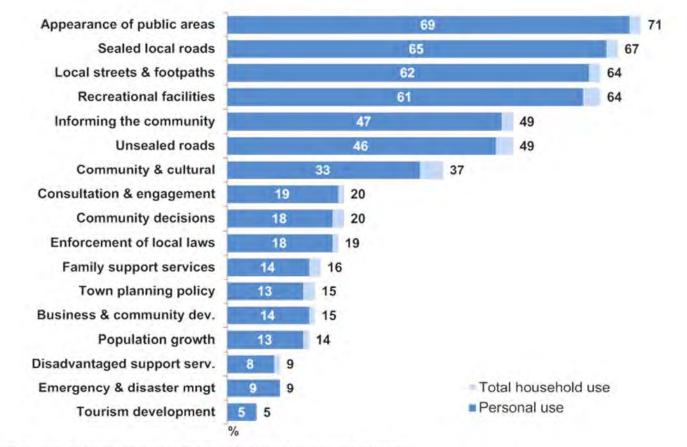




Key Measures Summary Results

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2017 PERSONAL AND HOUSEHOLD USE AND EXPERIENCE OF COUNCIL SERVICES PERCENTAGE RESULTS



Experience of Services

Q4. In the last 12 months, have you or has any member of your household used or experienced any of the following services provided by Council? Base: All respondents. Councils asked state-wide: 15 Councils asked group: 2

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INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY IMPORTANCE VS PERFORMANCE



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



2017 IMPORTANCE SUMMARY INDEX SCORES OVER TIME



	2017 Priority Area Importance	2016	2015	2014	2013	2012
Emergency & disaster mngt	82	83	81	n/a	n/a	n/a
Unsealed roads	81	80	83	78	81	n/a
Sealed local roads	79	79	79	78	n/a	n/a
Population growth	78	79	76	79	79	n/a
Waste management	78	80	77	78	81	n/a
Local streets & footpaths	77	78	77	77	82	n/a
Community decisions	76	77	77	77	n/a	n/a
Appearance of public areas	74	74	72	72	76	n/a
Informing the community	74	76	75	73	76	n/a
Family support services	74	75	76	72	74	n/a
Enforcement of local laws	72	73	70	72	75	n/a
Disadvantaged support serv.	72	73	n/a	n/a	n/a	n/a
Recreational facilities	72	73	72	71	74	n/a
Consultation & engagement	71	73	70	71	72	n/a
Town planning policy	69	72	71	72	75	n/a
Business & community dev.	68	70	67	69	n/a	n/a
Lobbying	66	68	66	68	69	n/a
Community & cultural	57	64	60	60	61	n/a
Tourism development	46	52	50	49	n/a	n/a

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 4 Note: Please see page 5 for explanation of significant differences

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J00533 Community Satisfaction Survey 2017 - Cardona Shire Council

INDIVIDUAL SERVICE AREAS IMPORTANCE DETAILED PERCENTAGES



Individual Service Areas Importance

Emergency & disaster mngt	J I I I	52	30		11	4 2
Unsealed roads	47		34		15	31
Population growth	41		39	1:	2 5	5 2
Sealed local roads	38		42		19	11
Waste management	35		44	and the second second	8	3
Community decisions	32	43		18	3	22
Informing the community	28	46		20		5 1
Local streets & footpaths	37	37	7	21	1	2 21
Family support services	30	43		19	5	21
Appearance of public areas	28	44		25		3
Disadvantaged support serv.	30	39		20	6	31
Recreational facilities	23	46		28		21
Consultation & engagement	24	42		27	4	21
Enforcement of local laws	30	37		25	5	5 11
Town planning policy	24	39		25	6 3	4
Business & community dev.	17	45		30	6	21
Lobbying	22	35		29	9	3 2
Community & cultural	9 31		44		13	31
Tourism development	5 20	34		32	7	2
%						
Extremely important Very important	Fairly important	Not that important	Not at a	all important	Ca	n't sa

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 4

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JBI633 Community Selected on Survey 2017 - Canonia Stime Council

2017 PERFORMANCE SUMMARY INDEX SCORES OVER TIME



	2017 Priority Area Performance	2016	2015	2014	2013	2012
Waste management	70	74	75	75	75	n/a
Emergency & disaster mngt	67	69	70	n/a	n/a	n/a
Recreational facilities	65	67	66	66	67	n/a
Community & cultural	63	64	66	66	64	n/a
Appearance of public areas	61	66	67	63	63	n/a
Family support services	61	66	66	64	67	n/a
Business & community dev.	59	60	63	63	n/a	n/a
Enforcement of local laws	57	61	64	61	65	n/a
Disadvantaged support serv.	56	58	n/a	n/a	n/a	n/a
Sealed local roads	54	57	55	57	n/a	n/a
Local streets & footpaths	54	57	57	56	51	n/a
Informing the community	54	55	59	58	58	n/a
Community decisions	53	54	54	56	n/a	n/a
Town planning policy	52	53	55	57	54	n/a
Lobbying	51	53	55	55	56	56
Population growth	51	53	57	57	54	n/a
Tourism development	50	53	53	51	n/a	n/a
Consultation & engagement	49	54	56	55	55	57
Unsealed roads	41	41	45	44	43	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6 Note: Please see page 5 for explanation of significant differences

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J00533 Community Satisfaction Survey 2017 - Cantona Shire Council

INDIVIDUAL SERVICE AREAS PERFORMANCE DETAILED PERCENTAGES



Individual Service Areas Performance

Waste management	1	24				46				1	9	8	31
Recreational facilities	1	5			43				2	27		9	3 3
Emergency & disaster mngt	12			38				19		5 3	2	3	
Appearance of public areas	1	3		36					38			8	4
Community & cultural	10			36				29			8 3	14	-
Local streets & footpaths	12			33			26	6		14		14	2
Sealed local roads	9			37				30			12	12	
Enforcement of local laws	9		31	6			30			12	6	12	
Business & community dev.	6		31				35			8	3	17	_
Family support services	6		30			24		6	3		31		
Informing the community	6		28				41				17	4	4
Population growth	8		24			30			1	7	10	11	1
Town planning policy	6		23		3	30			16	6		20	
Community decisions	5	- 3	24	1		36			1	14	5	15	
Consultation & engagement	2	23				38			-	19	6	12	2
Disadvantaged support serv.	2	23			27		8	3	-		37		
Unsealed roads	5	17			28			25	1		17		9
Lobbying	5	16			40				12	5	3	22	
Tourism development	2	17			40			1	14	3	2	4	

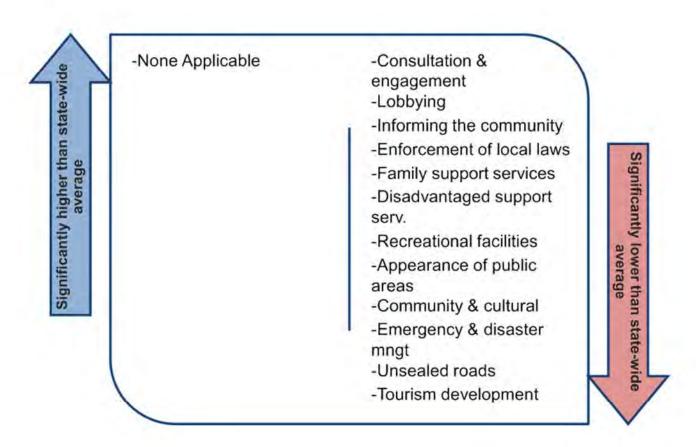
Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6

JBI533 Community Satisfaction Survey 2017 - Cardinia Shire Council

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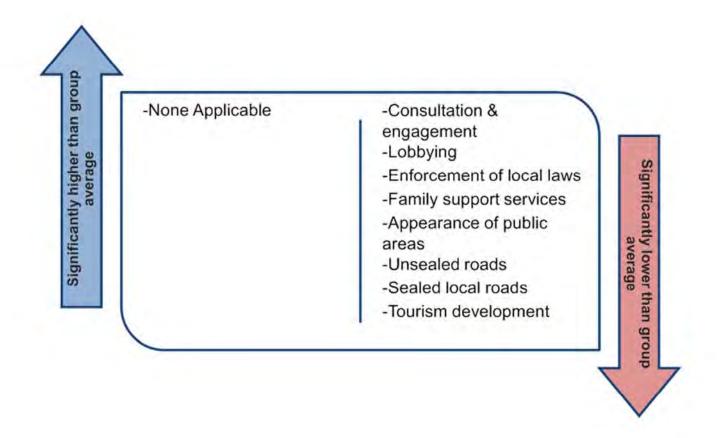
INDIVIDUAL SERVICE AREAS SUMMARY COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE





INDIVIDUAL SERVICE AREAS SUMMARY COUNCIL'S PERFORMANCE VS GROUP AVERAGE





2017 IMPORTANCE SUMMARY By Council Group



Top Three Most Important Service Areas

(Highest to lowest, i.e. 1. = most important)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural	
 Emergency & disaster mngt Unsealed roads Sealed roads 	 Waste management Community decisions Local streets & footpaths 	 Emergency & disaster mngt Population growth Local streets & footpaths 	 Community decisions Sealed roads Emergency & disaster mngt 	 Unsealed roads Sealed roads Emergency & disaster mngt 	 Emergency & disaster mngt Community decisions Waste management 	

Bottom Three Most Important Service Areas

(Lowest to highest, i.e. 1. = least important)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural	
 Tourism development Community & cultural Lobbying 	 Bus/community dev./tourism Community & cultural Slashing & weed control 	 Tourism development Community & cultural Art centres & libraries 	 Art centres & libraries Community & cultural Planning permits 	 Art centres & libraries Community & cultural Traffic management 	 Community & cultural Art centres & libraries Tourism development 	

J00533 Community Satisfaction Survey 2017 - Gardinia Shire Council

2017 PERFORMANCE SUMMARY By Council Group



Top Three Highest Performing Service Areas

(Highest to lowest, i.e. 1. = highest performance)

Cardinia Shire Council		Metropolitan		Interface		Regional Centres		Large Rural		Small Rural	
1. Wa mai	ste nagement	1.	Waste management	1.	Art centres & libraries	1.	Art centres & libraries	1.	Appearance of public areas	1.	Emergency & disaster mngt
	ergency & aster mngt	2.	Art centres & libraries	2.	Waste management	2.	Appearance of public areas	2.	Emergency & disaster mngt	2.	Art centres & libraries
- 1 1 1	creational lities	3.	Recreational facilities	3.	Emergency & disaster mngt	3.	Emergency & disaster mngt	3.	Art centres & libraries	3.	Community & cultural

Bottom Three Lowest Performing Service Areas

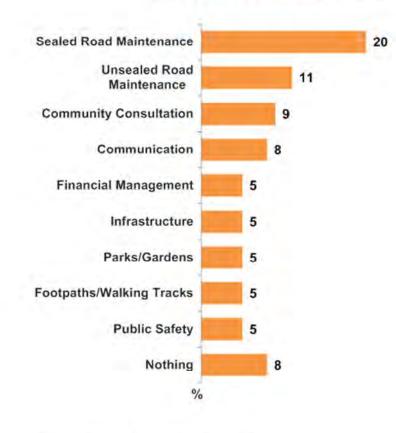
(Lowest to highest, i.e. 1. = lowest performance)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural	
 Unsealed roads Consultation & engagement Tourism development 	 Planning permits Population growth Parking facilities 	 Unsealed roads Planning permits Population growth 	 Parking facilities Community decisions Unsealed roads 	 Unsealed roads Sealed roads Slashing & weed control 	 Unsealed roads Sealed roads Planning permits 	

J00533 Community Satisfaction Survey 2017 - Gardinia Shire Council

2017 SERVICES TO IMPROVE DETAILED PERCENTAGES





2017 Areas for Improvement

Q17. What does Cardinia Shire Council MOST need to do to improve its performance? Base: All respondents. Councils asked state-wide: 41 Councils asked group: 3

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AREAS FOR IMPROVEMENT SUMMARY













OVERALL PERFORMANCE INDEX SCORES



	2017 Overall Performance		2016	2015	2014	2013	2012
Interface		60	61	62	n/a	n/a	n/a
Growth		60	64	65	66	64	58
State-wide	5	59	59	60	61	60	60
18-34	58		67	68	66	68	63
65+	58		59	58	65	59	57
Women	57		61	64	63	61	58
Cardinia	57		60	61	63	61	57
Men	57		59	58	63	62	56
50-64	56		52	59	58	57	52
35-49	56		57	55	61	59	54
outhern Rural	53		59	58	60	59	60
Hills	51		52	57	61	59	53

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Cardinia Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

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J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

OVERALL PERFORMANCE DETAILED PERCENTAGES



2017 Cardinia	5	36	43	9 5 1
2016 Cardinia	11	37	38	9 5
2015 Cardinia	12	40	34	10 5
2014 Cardinia	12	41	36	7 3
2013 Cardinia	9	43	34	10 3
2012 Cardinia	5	38	38	11 5 3
State-wide	9	36	37	10 5 2
Interface	10	36	39	9 4 2
Growth	6	39	42	9 21
Hills	4	31	43	9 13 1
Southern Rural	3	32	47	11 7 1
Men	6	36	42	8 6 1
Women	4	36	44	10 3 1
18-34	2	40	50	7 2
35-49	6	36	39	13 6 1
50-64	7	32	41	13 5 1
65+	9	35	40	3 9 3
	%	Very good Good	Average Poor Very poor	Can't say

2017 Overall Performance

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Cardinia Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6 J00533 Community Salidation Survey 2017 - Cardona Ston Council

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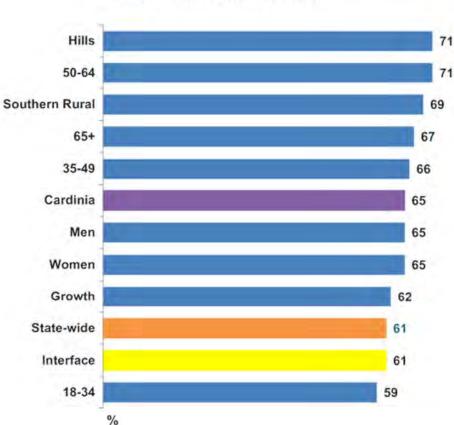
CONTACT LAST 12 MONTHS SUMMARY



Overall contact with Cardinia Shire Council	• 65%, up 2 points on 2016
Most contact with Cardinia Shire Council	 'Hills' residentsAged 50-64 years
Least contact with Cardinia Shire Council	Aged 18-34 years
Customer service rating	 Index score of 66, up 2 points on 2016
Most satisfied with customer service	Aged 65+ years
Least satisfied with customer service	 'Hills' residents

2017 CONTACT WITH COUNCIL





2017 Contact with Council

Q5. Over the last 12 months, have you or any member of your household had any contact with Cardinia? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

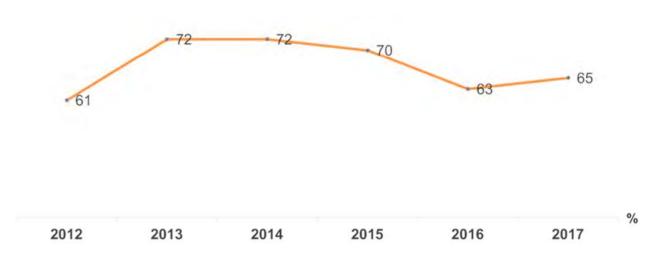
Base: All respondents. Councils asked state-wide: 49 Councils asked group: 4 Note: Please see page 5 for explanation about significant differences

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2017 Contact with Council Have had contact



Q5. Over the last 12 months, have you or any member of your household had any contact with Cardinia? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter? Base: All respondents. Councils asked state-wide: 49 Councils asked group: 4

J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

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2017 CONTACT CUSTOMER SERVICE INDEX SCORES



	2017 Customer Service Rating		2016	2015	2014	2013	2012
65+		72	68	74	74	71	67
Growth		71	67	78	69	73	69
18-34		70	66	78	66	76	74
Interface		69	70	72	n/a	n/a	n/a
State-wide		69	69	70	72	71	71
Women		69	68	78	71	75	72
Cardinia		66	64	73	69	73	68
Men	6	2	60	67	67	71	63
35-49	6	2	59	67	73	72	65
50-64	59		64	71	63	70	65
outhern Rural	58		66	68	62	73	72
Hills	56		58	68	73	72	65

Q5c. Thinking of the most recent contact, how would you rate Cardinia Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received. Base: All respondents who have had contact with Council in the last 12 months.

Base: All respondents who have had contact with Council in the last 12

Councils asked state-wide: 68 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

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2017 CONTACT CUSTOMER SERVICE Detailed Percentages



2017 Cardinia 2016 Cardinia 2015 Cardinia 2014 Cardinia 2013 Cardinia 2012 Cardinia State-wide Interface Growth Hills Southern Rural Men Women 18-34 3 6 3 35-49 50-64 65+ % Good Poor Very good Very poor Can't say Average

2017 Customer Service Rating

Q5c. Thinking of the most recent contact, how would you rate Cardinia Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received. Base: All respondents who have had contact with Council in the last 12 months. Councils asked state-wide: 68 Councils asked group, 6

J00533 Community Salutaction Survey 2017 - Cantona Shim Country





COUNCIL DIRECTION SUMMARY



Council Direction from Q6	 63% stayed about the same, up 1 point on 2016 16% improved, down 1 point on 2016 15% deteriorated, down 1 point on 2016
Most satisfied with Council Direction from Q6	Aged 18-34 years
Least satisfied with Council Direction from Q6	 'Southern Rural' residents

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



	2017 Overall Direction		2016	2015	2014	2013	2012
18-34		56	56	63	53	59	58
Growth		53	53	56	56	54	51
Interface		53	54	54	n/a	n/a	n/a
State-wide		53	51	53	53	53	52
65+		51	48	46	54	55	52
Women		51	51	55	54	51	50
Cardinia		51	51	53	55	52	51
Men		50	50	51	57	54	51
Hills		47	51	50	55	49	49
50-64		46	42	52	51	45	45
35-49		46	51	46	61	49	46
uthern Rural		44	43	50	54	51	53

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

Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

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J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS Detailed percentages



2017 Cardinia	16		63			15	6
2016 Cardinia	17		62			16	4
2015 Cardinia	20		63			14	3
2014 Cardinia	22		61			12	4
2013 Cardinia	19		61			15	5
2012 Cardinia	15		65			14	6
State-wide	19		62		-	13	6
Interface	17		65			12	6
Growth	19		64			13	5
Hills	12		64		-	17	6
Southern Rural	10		59		22		9
Men	17		61			17	5
Women	15	1	65			13	7
18-34	23		62			10	5
35-49	10		66			17	6
50-64	9		70			16	5
65+	21		53			19	7
	%	Improved	Stayed the same	Deteriorated	= 0	an't say	

2017 Overall Direction

Q6. Over the last 12 months, what is your view of the direction of Cardinia Shire Council's overall performance? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6

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J90533 Community Salidaction Survey 2017 - Cantona Shim Council





2017 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES



2011 00113	ultation and Engagement Importance	2016	2015	2014	2013	2012
65+	76	76	74	73	72	n/a
50-64	76	77	74	80	78	n/a
Personal user	74	73	74	76	76	n/a
Household user	74	72	73	72	76	n/a
Hills	74	76	73	75	72	n/a
State-wide	74	75	74	74	73	73
35-49	73	72	71	71	73	n/a
Interface	72	75	72	n/a	n/a	n/a
Women	71	74	72	73	74	n/a
Growth	71	73	69	68	72	n/a
Cardinia	71	73	70	71	72	n/a
Men	71	72	67	68	70	n/a
Southern Rural	67	71	69	71	70	n/a
18-34	64	71	64	63	66	n/a

2017 Concultation and Engagement Importance

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

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2017 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE DETAILED PERCENTAGES



2017 Cardinia 27 4 21 24 42 2016 Cardinia 27 27 312 41 2015 Cardinia 22 43 27 7 2 2014 Cardinia 29 24 41 5 11 2013 Cardinia 26 25 41 4 1 3 State-wide 29 24 4 11 41 Interface 26 43 25 4 11 Growth 28 3 11 23 43 Hills 18 29 47 3 3 1 Southern Rural 23 33 7 2 34 22 43 29 3 11 Men 25 4 2 Women 27 41 18-34 5 3 2 36 12 42 35-49 31 35 31 3 50-64 29 48 19 221 65+ 32 50 14 3 2 Personal user 28 25 47 1 Household user 24 48 28 1 % Extremely important Very important Fairly important Not that important Not at all important Can't say

2017 Consultation and Engagement Importance

Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3

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J00533 Community Salidaction Survey 2017 - Cantona Shoe Council

2017 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



2017 COnst	intation and En	ngagement Performance	2016	2015	2014	2013	2012
State-wide	1999 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -	55↑	54	56	57	57	57
Personal user		54	51	56	61	56	n/a
Interface		53 🋧	55	57	n/a	n/a	n/a
lousehold user		52	51	58	60	56	n/a
18-34		51	60	58	52	62	64
Growth		50	56	58	55	57	60
Men		49	53	51	55	53	55
Cardinia		49	54	56	55	55	57
Women		49	55	60	54	57	60
Southern Rural	48		54	52	54	56	60
50-64	48		45	54	53	49	52
35-49	48		54	54	58	54	53
65+	47		51	54	56	51	59
Hills	46		49	55	55	51	50

2017 Conquitation and Engagement Da

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

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J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

2017 COMMUNITY CONSULTATION AND ENGAGEMENT Performance detailed percentages



2017 Cardinia 2016 Cardinia 2015 Cardinia 2014 Cardinia 2013 Cardinia 2012 Cardinia State-wide Interface -5 Growth Hills Southern Rural Men Women 18-34 35-49 50-64 65+ Personal user Household user %

Average

Poor

2017 Consultation and Engagement Performance

Q2. How has Council performed on 'community consultation and engagement' over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6

Very good

Good

J90533 Community Satisfaction Survey 2017 - Cantona Shim County

Can't say

Very poor

2017 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE INDEX SCORES



				2016	2015	2014	2013	2012
State-wide			69个	69	69	70	70	70
35-49			69	71	67	72	68	n/a
65+			68	65	64	68	68	n/a
50-64			68	66	69	75	73	n/a
Women			68	71	69	70	72	n/a
Hills		67		68	68	68	68	n/a
Interface		67		70	68	n/a	n/a	n/a
Growth		67		69	67	66	71	n/a
Cardinia		66		68	66	68	69	n/a
Men	65			65	63	65	66	n/a
uthern Rural	62			67	64	72	66	n/a
18-34	62			68	66	60	68	n/a

2017 Lobbying Importance

Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

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J90533 Community Satisfaction Survey 2017 - Cardinia Shire Council

2017 LOBBYING ON BEHALF OF THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES



2017 Cardinia	22	35	29	9 3 2
2016 Cardinia	23	37	27	5 4 3
2015 Cardinia	21	34	32	8 2 3
2014 Cardinia	20	40	31	6 2 2
2013 Cardinia	22	39	30	5 12
State-wide	23	39	27	7 2 2
Interface	21	37	28	7 3 3
Growth	19	38	28	10 1 3
Hills	29	27	33	6 5
Southern Rural	23	29	28	12 7
Men	21	32	28	13 3 2
Women	22	37	30	6 3 2
18-34	14	36	33	10 3 3
35-49	24	34	31	8 12
50-64	28	31	28	8 4
65+	26	38	21	11 3

2017 Lobbying Importance

Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 22. Councils asked group: 3

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J90533 Community Salidaction Survey 2017 - Cantona Show Council

2017 LOBBYING ON BEHALF OF THE COMMUNITY Performance index scores



2017 1	Lobbying Feriormance		2016	2015	2014	2013	2012
Interface		54ক	55	56	n/a	n/a	n/a
State-wide		54♠	53	55	56	55	55
Growth		53	54	57	54	56	57
35-49		53	55	54	54	50	51
18-34		52	56	58	55	63	62
Women		52	55	59	55	56	56
Cardinia		51	53	55	55	56	56
Men		51	49	52	55	55	56
outhern Rural		50	54	53	60	56	60
65+		50	54	53	59	56	55
50-64		48	43	55	50	52	53
Hills		44	49	55	53	54	51

2017 Lobbying Performance

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

J00533 Community Satisfaction Survey 2017 - Cardona Shire Council

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2017 LOBBYING ON BEHALF OF THE COMMUNITY Performance detailed percentages



2016 Cardinia	5	21		30		12		5		27	
2015 Cardinia	4	27		31			9	4		25	
2014 Cardinia	4	24		37			8	5		22	2
2013 Cardinia	5	27	-	32	с.		1	2	3	2	0
2012 Cardinia	5	30			36			11	0	5	14
State-wide	5	24		31			13	5		22	2
Interface	5	23		32			11	4		23	
Growth	6	16		43				13	2	2	20
Hills	2	16	30		11	100	2			30	
outhern Rural	3	18		37		1	13	6		22	2
Men	4	14		46			1	12	4		18
Women	5	18		34		13		5		26	
18-34	7	15		48				1	2	5	12
35-49	4	20		34			15	2		25	
50-64	2	13	39			10	6	100		29	
65+	3	15	35		1.0	10	6			31	

2017 Lobbying Performance

Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6

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J90533 Community Salutation Survey 2017 - Cantona Shine Countril

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

2015 2014 2016 2013 2012 Personal user 80 78 81 80 n/a n/a 80 50-64 77 81 87 n/a n/a 79 State-wide 80 80 79 n/a n/a 79 Interface 79 78 n/a n/a n/a 79 Household user 76 81 78 n/a n/a 65+ 78 78 77 79 n/a n/a Growth 77 77 78 77 n/a n/a Women 77 80 80 79 n/a n/a 35-49 76 77 74 77 n/a n/a Cardinia 76 77 77 77 n/a n/a Hills 75 78 77 76 n/a n/a 74 Men 74 74 75 n/a n/a 72 18-34 78 78 71 n/a n/a Southern Rural 71 78 78 77 n/a n/a

2017 Community Decisions Made Importance

Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council?

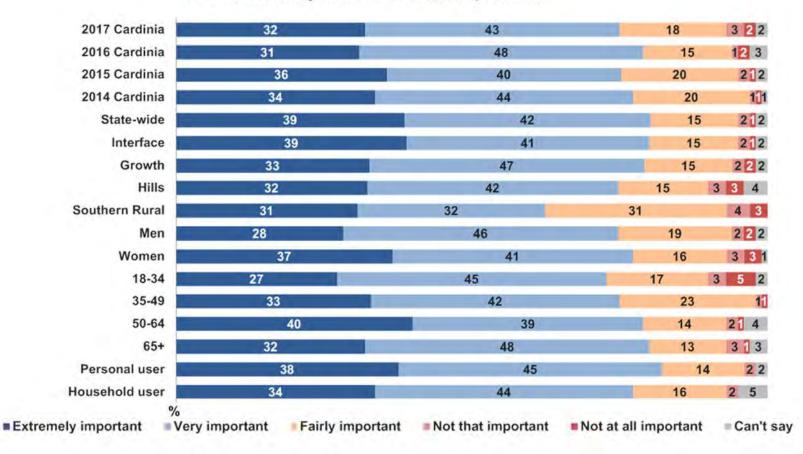
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

J00533 Community Satisfaction Survey 2017 - Cardona Shire Council

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2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES



2017 Community Decisions Made Importance

Q1. Firstly, how important should 'decisions made in the interest of the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide. 15 Councils asked group: 3

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J90533 Community Salidaction Survey 2017 - Cantona Shim Council

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES

2014 2016 2015 2013 2012 18-34 56 63 60 56 n/a n/a 56 Growth 56 56 56 n/a n/a Interface 55 58 56 n/a n/a n/a State-wide 54 54 55 57 n/a n/a Women 54 59 55 55 n/a n/a Cardinia 53 54 54 56 n/a n/a 35-49 53 45 57 53 n/a n/a 52 Men 53 49 57 n/a n/a Household user 50 47 53 62 n/a n/a 65+ 50 53 52 57 n/a n/a 50-64 50 46 54 54 n/a n/a Personal user 50 45 54 63 n/a n/a Southern Rural 49 58 52 58 n/a n/a 464 Hills 47 53 56 n/a n/a

2017 Community Decisions Made Performance

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

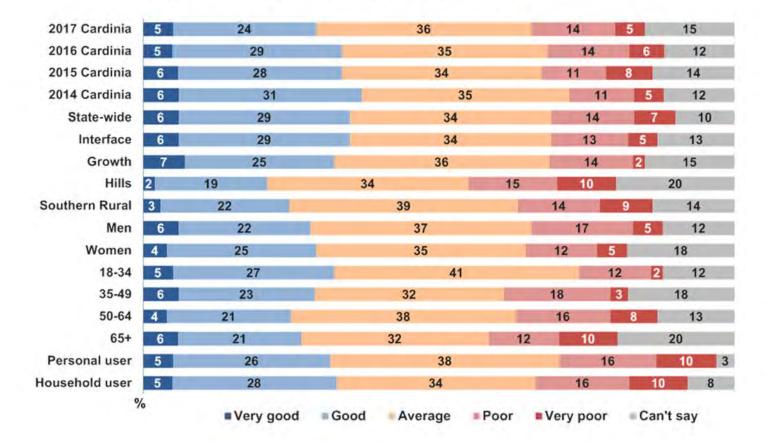
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

J90533 Community Satisfaction Survey 2017 - Cardona Shire Council

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2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES



2017 Community Decisions Made Performance

Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6

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J00533 Community Satisfaction Survey 2017 - Cantona Shim Council

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

JWSRESEARCH

			2016	2015	2014	2013	2012
Southern Rural		84	83	82	80	n/a	n/a
50-64	8	2	80	82	79	n/a	n/a
Hills	81		81	76	78	n/a	n/a
65+	80		80	76	79	n/a	n/a
Women	80		80	83	82	n/a	n/a
Household user	79		81	79	79	n/a	n/a
Interface	79		79	77	n/a	n/a	n/a
35-49	79		82	80	81	n/a	n/a
Personal user	79		81	79	80	n/a	n/a
Cardinia	79		79	79	78	n/a	n/a
State-wide	78		78	76	77	n/a	n/a
Men	78		77	75	74	n/a	n/a
Growth	77		76	79	77	n/a	n/a
18-34	76		74	78	74	n/a	n/a

2017 Sealed Local Roads Importance

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

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

J00533 Germanity Satisfaction Survey 2017 - Cardona Shire Council

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2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

2017 Cardinia	38	42	19	1	
2016 Cardinia	38	42	17	2	
2015 Cardinia	40	39	18	3	
2014 Cardinia	36	45	14	4 1	
State-wide	35	44	18	21	
Interface	38	42	18	1	
Growth	34	44	21	1	
Hills	39	45	15	1	
Southern Rural	51	33	16		
Men	37	42	18	1	
Women	38	42	19		
18-34	36	36	26	2	
35-49	40	39	19	2	
50-64	42	43	14	1	
65+	32	56	1	2	
Personal user	37	43	19	1	
Household user	38	42	19	1	

2017 Sealed Local Roads Importance

Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3

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J00533 Community Salistation Survey 2017 - Cardina Shim Council

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

JWSRESEARCH

2011 0	calca Local Roads I chormanice		2016	2015	2014	2013	2012
35-49		60 1	53	53	57	n/a	n/a
Growth		60 个	64	63	62	n/a	n/a
Interface		59个	60	60	n/a	n/a	n/a
Men	5	5	55	55	59	n/a	n/a
65+	5	5	63	57	63	n/a	n/a
Personal user	5	5	58	54	58	n/a	n/a
Household user	54		58	54	59	n/a	n/a
Cardinia	54		57	55	57	n/a	n/a
50-64	54		51	55	61	n/a	n/a
State-wide	53		54	55	55	n/a	n/a
Women	53		60	55	54	n/a	n/a
18-34	49		61	56	50	n/a	n/a
Hills	46♥		51	52	54	n/a	n/a
Southern Rural	421		46	45	43	n/a	n/a

2017 Sealed Local Roads Performance

Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group; 6

Note: Please see page 5 for explanation about significant differences

J00533 Gummunity Salidaction Survey 2017 - Gardinia Shire Council

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2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

Southern Rural Men	3	29	7	24	30	22	11	23	3 12	
								-	3	
Southern Rural	3	29		24		22		23	3	
Hills	6			22		16		21		
		31		22			-			
Growth	11		40			33		9		7
Interface	13	and the second second	38			27		13	8	
State-wide	11	32			28		16		12	
2014 Cardinia	13		37		20		18		9	
2015 Cardinia	10	3	6		27		17		9	
2016 Cardinia	12		36		28		3	16	7	
					30		12		12	

2017 Sealed Local Roads Performance

Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6

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J90533 Community Salistaction Swyny 2017 - Cantona Shine Council

2017 INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES



			2016	2015	2014	2013	2012
65+		77	77	76	77	75	n/a
50-64		76	77	77	76	78	n/a
Hills		76	76	75	71	76	n/a
Women		76	79	77	75	79	n/a
Interface	74		77	74	n/a	n/a	n/a
State-wide	74		76	75	75	75	75
Personal user	74		75	74	75	79	n/a
Cardinia	74		76	75	73	76	n/a
Growth	74		75	76	74	76	n/a
ousehold user	73		75	74	75	78	n/a
35-49	73		75	72	75	77	n/a
Men	72		72	72	71	73	n/a
outhern Rural	72		78	72	74	75	n/a
18-34	71		75	75	68	74	n/a

2017 Informing Community Importance

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

J00533 Community Satisfaction Survey 2017 - Cardona Shire Council

2017 INFORMING THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES



2017 Cardinia 5 1 2016 Cardinia 4 11 2015 Cardinia 2014 Cardinia 2013 Cardinia State-wide 4 1 Interface 4 1 Growth Hills Southern Rural Men Women 18-34 35-49 50-64 65+ Personal user 4 1 Household user 5 1 % Not at all important Extremely important Very important Fairly important Not that important Can't say

2017 Informing Community Importance

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 3

J00533 Community Salidation Survey 2017 - Cardona Shim Council

2017 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES



2017 Inform	ning Community Performance	2016	2015	2014	2013	2012
65+	60	53	56	65	61	n/a
State-wide	59	59	61	62	61	60
Personal user	57	62	60	63	63	n/a
lousehold user	57	62	60	63	63	n/a
Southern Rural	55	59	58	60	60	n/a
Interface	55	55	56	n/a	n/a	n/a
Women	55	56	62	59	59	n/a
Growth	54	56	61	58	59	n/a
Cardinia	54	55	59	58	58	n/a
35-49	54	54	59	58	55	n/a
Men	53	54	56	57	58	n/a
Hills	52	50	54	55	57	n/a
18-34	52	61	60	54	65	n/a
50-64	51	50	59	57	53	n/a

2017 Informing Community Performance

Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4 Note: Please see page 5 for explanation about significant differences

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J00533 Community Satisfaction Survey 2017 - Cardona Shire Council

2017 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES



2017 Cardinia 41 6 28 17 4 4 2016 Cardinia 35 29 10 16 6 5 2015 Cardinia 34 35 12 6 2 11 2014 Cardinia 37 9 35 13 5 2 2013 Cardinia 13 28 34 16 3 6 State-wide 35 32 13 5 3 11 Interface 29 37 17 5 4 8 29 42 Growth 17 5 4 3 Hills 27 36 18 6 6 7 Southern Rural 26 42 17 4 3 Men 26 48 16 3 3 4 Women 30 33 19 5 5 18-34 3 22 52 17 2 3 35-49 30 38 16 4 4 6 50-64 5 31 34 23 6 1 65+ 32 32 15 11 3 Personal user 33 40 14 4 2 Household user 33 39 4 2 14 % Very good Good Average Poor Very poor Can't say

2017 Informing Community Performance

Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4

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J90533 Community Salidaction Swyley 2017 - Cantona Shine Council

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES

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

2017 Streets and Footpaths Importance

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

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

WSRESEARCH

⁶⁷

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES

2017 Cardinia 2016 Cardinia 2015 Cardinia 2014 Cardinia 6 11 2013 Cardinia State-wide Interface Growth Hills 3 3 Southern Rural 4 5 1 3 4 1 Men Women 18-34 35-49 3 3 50-64 65+ Personal user Household user % Extremely important Very important Fairly important Not that important Not at all important Can't say

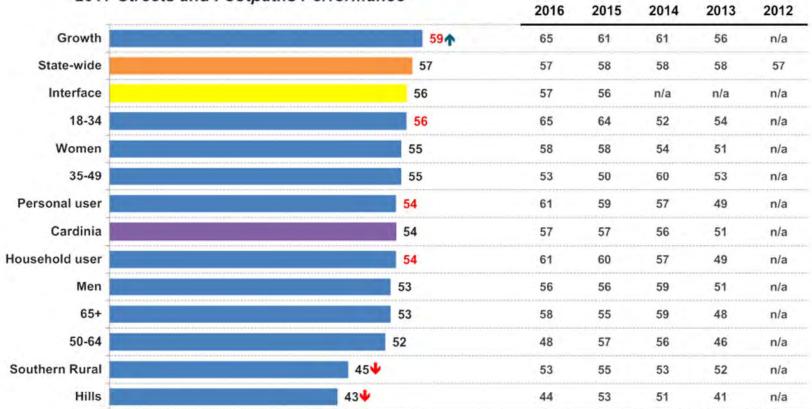
2017 Streets and Footpaths Importance

Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4

JWSRESEARCH

J90533 Community Salidaction Survey 2017 - Gardinia Shine Council

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES



2017 Streets and Footpaths Performance

Q2. How has Council performed on 'the condition of local streets and footpaths in your area' over the last 12 months?

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

Note: Please see page 5 for explanation about significant differences

J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

JWSRESEARCH

⁶⁹

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

2017 Cardinia 2016 Cardinia 2015 Cardinia 2014 Cardinia 2013 Cardinia State-wide Q Interface Growth a Hills Southern Rural Men Women 18-34 35-49 50-64 65+ Personal user Household user % Very good Good Average Poor Very poor Can't say

2017 Streets and Footpaths Performance

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

J00533 Community Salidaction Survey 2017 - Cantona Shine Council

JWSRESEARCH

2017 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES



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

2017 Law Enforcement Importance

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS IMPORTANCE DETAILED PERCENTAGES



2017 Law Enforcement Importance

2017 Cardinia	30 32	37	25 24	5 2
2015 Cardinia	27	38	25	8
2014 Cardinia	29	39	24	6
2013 Cardinia	36	35	23	5
State-wide	27	38	26	6 2
Interface	31	36	24	6 2
Growth	31	39	23	4 (
Hills	23	38	27	10 1
Southern Rural	33	29	29	5 5
Men	27	38	25	7 2
Women	33	37	24	4
18-34	33	36	21	9
35-49	24	35	32	5 3
50-64	30	37	25	4 2
65+	34	43	20	2
Personal user	32	32	31	4
Household user	31	34	31	3

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

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2017 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES



			2016	2015	2014	2013	2012
State-wide		641	63	66	66	65	65
Interface	60	•	61	65	n/a	n/a	n/a
35-49	58		61	56	63	63	n/a
Growth	58		63	65	60	65	n/a
18-34	58		67	74	61	70	n/a
Men	57		59	63	58	66	n/a
Cardinia	57		61	64	61	65	n/a
50-64	57		54	61	58	62	n/a
Women	57		62	65	64	63	n/a
Hills	55		59	63	58	62	n/a
Southern Rural	54		56	63	65	68	n/a
65+	53		57	59	58	58	n/a
ousehold user	51		60	62	60	70	n/a
Personal user	494		60	62	60	72	n/a

2017 Law Enforcement Performance

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

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2017 ENFORCEMENT OF LOCAL LAWS PERFORMANCE DETAILED PERCENTAGES



2017 Law Enforcement Performance

2017 Cardinia	9	31	30	12	6 12
2016 Cardinia	13	31	28	10	5 14
2015 Cardinia	15	37	2	9	8 4 8
2014 Cardinia	11	38	24	11	5 10
2013 Cardinia	16	34	29		9 2 10
State-wide	12	39	26	8	3 13
Interface	10	34	29	9	5 13
Growth	10	32	30	11	6 11
Hills	3	30	36	8 6	17
Southern Rural	12	28	25	19	8 9
Men	8	31	34	10	6 11
Women	10	32	26	14	7 12
18-34	12	31	35		14 5 3
35-49	9	33	23	12 5	18
50-64	9	31	31	10	7 12
65+	4	28	32	10 8	18
Personal user	9	28	26	22	14 2
Household user	11	28	26	21	13 2
	%	Very good Good	Average Poor	Very poor	Can't say

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 3

J00533 Community Salidattice Survey 2017 - Cardina Shine Council

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2017 FAMILY SUPPORT SERVICES Importance index scores



		2016	2015	2014	2013	2012
Personal user	81 🛧	80	85	81	80	n/a
Household user	79	81	84	81	81	n/a
18-34	78	78	77	72	77	n/a
Growth	76	77	80	74	75	n/a
Women	75	79	80	76	79	n/a
Cardinia	74	75	76	72	74	n/a
Interface	74	75	74	n/a	n/a	n/a
Southern Rural	73	78	73	70	74	n/a
State-wide	73	73	73	72	73	73
35-49	72	76	80	75	74	n/a
Men	72	72	72	68	69	n/a
65+	72	72	70	70	71	n/a
50-64	70	71	74	68	73	n/a
Hills	674	70	73	70	74	n/a

2017 Family Support Importance

Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences

2017 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES



2017 Cardinia 30 5 21 43 19 20 2016 Cardinia 31 3 2 41 2015 Cardinia 35 42 16 5 11 2014 Cardinia 28 24 5 2 2 40 2013 Cardinia 31 20 41 5 12 State-wide 28 22 5 2 2 41 Interface 31 40 21 5 21 Growth 32 20 42 4 2 Hills 18 52 18 6 7 Southern Rural 34 35 20 7 21 Men 29 42 18 3 1 7 Women 31 21 3 11 44 18-34 40 4 2 2 38 15 35-49 25 47 20 7 1 50-64 25 37 30 5 12 65+ 24 51 15 4 4 2 36 Personal user 55 6 21 Household user 35 49 5 1 9 % Not that important Not at all important Extremely important Very important Fairly important Can't say

2017 Family Support Importance

Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide. 21 Councils asked group: 2

2017 FAMILY SUPPORT SERVICES Performance index scores



			2016	2015	2014	2013	2012
State-wide		67♠	66	67	68	67	67
65+		65	65	71	70	71	n/a
Interface		65个	65	66	n/a	n/a	n/a
Household user		63	67	70	70	73	n/a
Personal user		63	67	75	73	72	n/a
Growth	62	í -	69	69	63	70	n/a
50-64	62		59	66	61	65	n/a
Men	62		65	65	64	64	n/a
Cardinia	61		66	66	64	67	n/a
Women	60		66	68	64	70	n/a
35-49	60		65	62	67	65	n/a
18-34	60		69	68	59	69	n/a
Southern Rural	59		64	62	65	65	n/a
Hills	59		58	66	65	64	n/a

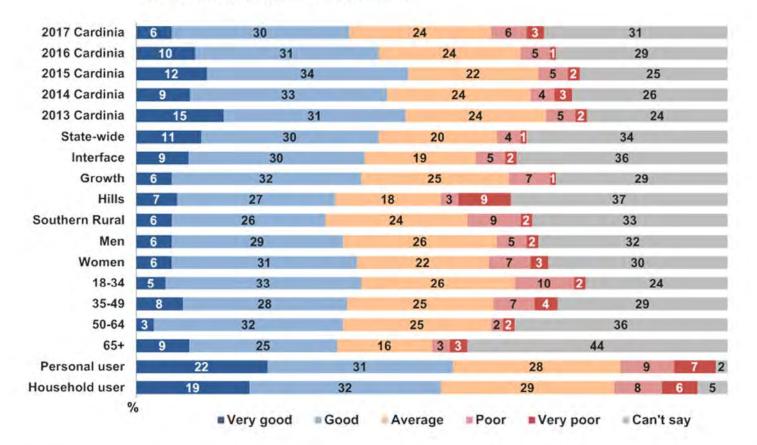
2017 Family Support Performance

Q2. How has Council performed on 'family support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

2017 FAMILY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



2017 Family Support Performance



Q2. How has Council performed on 'family support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 32 Councils asked group: 3

2017 DISADVANTAGED SUPPORT SERVICES IMPORTANCE INDEX SCORES



	avantagea oupport importance		2016	2015	2014	2013	2012
lousehold user		79	81	n/a	n/a	n/a	n/a
Personal user		78	83	n/a	n/a	n/a	n/a
Women	74		77	n/a	n/a	n/a	n/a
35-49	74		70	n/a	n/a	n/a	n/a
Growth	73		74	n/a	n/a	n/a	n/a
Cardinia	72		73	n/a	n/a	n/a	n/a
Interface	72		73	72	n/a	n/a	n/a
18-34	72		74	n/a	n/a	n/a	n/a
50-64	72		75	n/a	n/a	n/a	n/a
Southern Rural	72		73	n/a	n/a	n/a	n/a
State-wide	71		73	73	72	73	73
65+	71		72	n/a	n/a	n/a	n/a
Men	71		68	n/a	n/a	n/a	n/a
Hills	70		70	n/a	n/a	n/a	n/a

2017 Disadvantaged Support Importance

Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1 Note: Please see page 5 for explanation about significant differences

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2017 DISADVANTAGED SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES



30 2017 Cardinia 39 20 6 3 1 25 414 2016 Cardinia 43 22 5 2 2 State-wide 26 41 24 30 Interface 39 20 6 3 1 Growth 32 38 20 6 21 Hills 23 49 15 5 6 2 Southern Rural 34 27 5 4 31 29 Men 38 23 5 4 2 32 21 Women 40 18 7 18-34 33 36 17 9 3 2 35-49 35 33 24 7 1 50-64 24 44 24 233 65+ 27 48 16 3 6 Personal user 4 2 2 38 40 15 39 3 2 2 Household user 42 13 % Extremely important Not that important Not at all important Very important Fairly important Can't say

2017 Disadvantaged Support Importance

Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1

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2017 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES



2017 Disadvantaged	Support Performance	2016	2015	2014	2013	2012
State-wide	61♠	61	62	64	62	63
50-64	58	58	n/a	n/a	n/a	n/a
65+	58	61	n/a	n/a	n/a	n/a
lousehold user	57	55	n/a	n/a	n/a	n/a
Growth	57	62	n/a	n/a	n/a	n/a
Personal user	57	51	n/a	n/a	n/a	n/a
Men	57	57	n/a	n/a	n/a	n/a
Cardinia	56	58	n/a	n/a	n/a	n/a
Interface	56	58	61	n/a	n/a	n/a
Hills	55	48	n/a	n/a	n/a	n/a
18-34	54	56	n/a	n/a	n/a	n/a
35-49	54	59	n/a	n/a	n/a	n/a
Women	54	59	n/a	n/a	n/a	n/a
Southern Rural	504	60	n/a	n/a	n/a	n/a

2017 Disadvantaged Cuppert Derformene

Q2. How has Council performed on 'disadvantaged support services' over the last 12 months? Base: All respondents. Councils asked state-wide: 16 Councils asked group: 1 Note: Please see page 5 for explanation about significant differences

2017 DISADVANTAGED SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES



2017 Cardinia 2016 Cardinia State-wide Interface Growth Hills Southern Rural Men Women 18-34 35-49 50-64 4 3 65+ 3 3 Personal user Household user % Very good Good Average Poor Very poor Can't say

2017 Disadvantaged Support Performance

Q2. How has Council performed on 'disadvantaged support services' over the last 12 months? Base: All respondents. Councils asked state-wide. 16 Councils asked group: 1

2017 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES



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

2017 Recreational Facilities Importance

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

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2017 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES



2017 Cardinia 2016 Cardinia 2015 Cardinia 2014 Cardinia 3 2 2013 Cardinia 4 1 State-wide Interface Growth Hills 5 1 Southern Rural 5 1 Men Women 18-34 35-49 50-64 4 1 2 3 65+ Personal user Household user %

Not that important

2017 Recreational Facilities Importance

Fairly important

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?' Base: All respondents. Councils asked state-wide. 27 Councils asked group: 3

Very important

Can't say

J90533 Community Salidaction Survey 2017 - Gardona Shine Council

Not at all important

Extremely important

2017 RECREATIONAL FACILITIES Performance index scores



2017 Recre	eational Facilities Performan	ce	2016	2015	2014	2013	2012
State-wide		70	69	70	71	70	70
Men	6	8	67	66	67	67	n/a
Household user	6	8	67	68	69	68	n/a
50-64	67		64	67	65	65	n/a
Personal user	67		67	68	69	68	n/a
65+	67		73	70	72	70	n/a
Growth	67		70	69	69	70	n/a
Interface	66		67	68	n/a	n/a	n/a
Cardinia	65		67	66	66	67	n/a
35-49	65		64	64	66	64	n/a
18-34	63		68	66	64	71	n/a
Southern Rural	62		70	67	61	68	n/a
Women	62		67	67	66	67	n/a
Hills	62		59	61	66	61	n/a

2017 Recreational Facilities Performance

Q2. How has Council performed on 'recreational facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 40 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES



2017 Cardinia 27 15 43 3 3 9 25 2016 Cardinia 7 3 3 44 18 2015 Cardinia 16 45 25 22 9 2014 Cardinia 30 7 2 4 18 39 2013 Cardinia 19 39 29 6 3 4 State-wide 22 43 22 7 2 4 26 Interface 16 42 9 3 4 Growth 27 17 44 9 2 3 Hills 41 27 12 8 6 5 Southern Rural 13 43 25 10 6 3 27 Men 19 42 7 22 Women 44 26 5 4 11 18-34 52 29 9 3 35-49 28 19 36 12 2 3 50-64 20 42 21 8 4 5 27 65+ 19 39 6 3 6 Personal user 18 25 22 44 q Household user 18 24 22 46 9 % Very good Very poor Good Average Poor Can't say

2017 Recreational Facilities Performance

Q2. How has Council performed on 'recreational facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 40 Councils asked group: 3

2017 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES



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

2017 Public Areas Importance

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

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2017 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE DETAILED PERCENTAGES



2017 Public Areas Importance

2017 Cardinia	28	44	25	3
2016 Cardinia	26	46	26	11
2015 Cardinia	26	40	28	4 1
2014 Cardinia	24	45	27	3
2013 Cardinia	29	50	18	2
State-wide	26	47	24	2
Interface	27	48	22	3
Growth	27	47	23	3
Hills	28	43	27	21
Southern Rural	32	32	31	5
Men	27	48	20	5
Women	29	40	29	2
18-34	38	34	21	7
35-49	23	49	27	1
50-64	22	49	25	21
65+	24	49	27	
Personal user	33	42	23	1
	32	42	24	1

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3

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2017 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES



2011 Tublic Alcust		2016	2015	2014	2013	2012
State-wide	71↑	71	72	72	71	71
Interface	66↑	66	67	n/a	n/a	n/a
35-49	66↑	67	66	69	62	n/a
65+	63	66	67	67	66	n/a
Hills	63	62	66	66	64	n/a
Women	62	65	69	63	62	n/a
50-64	62	63	65	61	62	n/a
Growth	61	67	69	61	62	n/a
Cardinia	61	66	67	63	63	n/a
Personal user	61	66	68	64	64	n/a
lousehold user	60	66	69	64	64	n/a
Men	60	66	66	63	65	n/a
Southern Rural	60	66	66	62	66	n/a
18-34	564	66	71	55	65	n/a

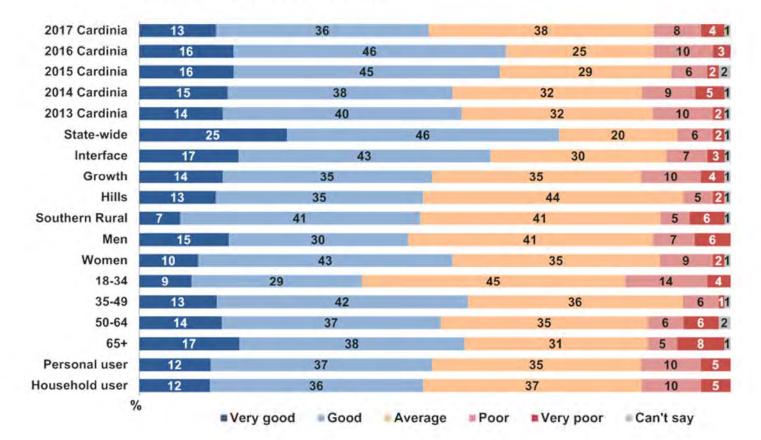
2017 Public Areas Performance

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months? Base: All respondents. Councils asked state-wide: 39 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES



2017 Public Areas Performance



Q2. How has Council performed on 'the appearance of public areas' over the last 12 months? Base: All respondents. Councils asked state-wide: 39 Councils asked group: 3

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J90533 Community Salidaction Swywy 2017 - Cantona Shim Counce

2017 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES



2017 0000	nunity Activities Importanc	.e	2016	2015	2014	2013	2012
Women		62↑	66	65	61	64	n/a
Personal user		61	71	62	64	64	n/a
State-wide		61 🛧	62	62	62	62	62
lousehold user		60	69	63	64	62	n/a
Southern Rural		60	62	59	57	54	n/a
35-49	59		63	57	57	60	n/a
65+	58		61	62	63	57	n/a
Cardinia	57		64	60	60	61	n/a
Interface	57		63	59	n/a	n/a	n/a
Growth	57		66	60	61	64	n/a
Hills	57		62	60	59	59	n/a
18-34	57		69	60	59	63	n/a
50-64	56		59	61	62	60	n/a
Men	53♥		62	54	58	58	n/a

2047 Community Activities Importance

Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences

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2017 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE DETAILED PERCENTAGES



2017 Community Activities Importance

2017 Cardinia	9	31	44	13 3
2016 Cardinia	16	33	41	7 2
2015 Cardinia	11	30	45	12 1
2014 Cardinia	11	34	41	11 3
2013 Cardinia	11	33	43	9 2 2
State-wide	12	35	39	11 2
Interface	8	30	45	12 3
Growth	7	30	47	14 1
Hills	9	33	40	10 7 2
Southern Rural	14	33	35	14 5
Men	5	26	45	19 3 2
Women	12	35	42	7 3
18-34	10	24	50	11 3 2
35-49	9	37	35	18
50-64	7	32	43	12 5
65+	9	32	45	11 3
Personal user	12	32	45	10 1
Household user	11	33	43	12 1

Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

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2017 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES



2017 Community A	ctivities Performance	2016	2015	2014	2013	2012
Personal user	70↑	66	70	71	71	n/a
lousehold user	69↑	66	71	70	70	n/a
State-wide	69↑	69	69	70	69	68
35-49	67	63	62	66	63	n/a
Growth	66	67	67	68	66	n/a
Women	65	65	68	67	64	n/a
65+	65	65	68	73	65	n/a
Interface	64	63	65	n/a	n/a	n/a
Cardinia	63	64	66	66	64	n/a
50-64	62	61	65	66	61	n/a
Men	60	63	64	65	64	n/a
Hills	59	59	64	65	60	n/a
18-34	584	65	70	61	66	n/a
Southern Rural	55	61	67	61	62	n/a

2017 Community Activities Performance

Q2. How has Council performed on 'community and cultural activities' over the last 12 months? Base: All respondents. Councils asked state-wide: 29 Councils asked group; 3 Note: Please see page 5 for explanation about significant differences

⁹³

2017 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE DETAILED PERCENTAGES



2017 Community Activities Performance

2017 Cardinia	10	36		29		8	3	14	
2016 Cardinia	13	39		29			11	1	8
2015 Cardinia	14	42			27		6	2	8
2014 Cardinia	16	36		1	31		5	2	9
2013 Cardinia	13	37		28			9	2	10
State-wide	17	42	-		25		5	1	10
Interface	11	38		29			7 2	1:	3
Growth	11	40		28			6 1	14	P
Hills	9	32		32		7	6	14	
Southern Rural	8	26	27		19	-	3	16	
Men	9	35		37			8	3	8
Women	11	38		21	8	B 2		19	
18-34	9	33		28		15	3	1	2
35-49	11	43		2	7		31	15	
50-64	9	37		31		7	3	14	£
65+	13	33		31		4	3	16	
Personal user	17		54			3	20		7 1
	16		52			22		-	7 11

Q2. How has Council performed on 'community and cultural activities' over the last 12 months? Base: All respondents. Councils asked state-wide: 29 Councils asked group: 3

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2017 WASTE MANAGEMENT IMPORTANCE INDEX SCORES



	3 ,		2016	2015	2014	2013	2012
Women		82	81	80	77	84	n/a
Hills	81		78	76	79	81	n/a
65+	80		79	80	80	82	n/a
50-64	80		81	79	81	82	n/a
Interface	79		81	79	n/a	n/a	n/a
State-wide	79		80	79	79	79	78
Growth	78		80	79	78	82	n/a
Cardinia	78		80	77	78	81	n/a
35-49	78		80	80	81	84	n/a
18-34	76		81	73	72	78	n/a
Men	74♥		79	75	78	79	n/a
uthern Rural	74		82	75	74	82	n/a

2017 Waste Management Importance

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

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2017 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



2017 Cardinia 2016 Cardinia 2015 Cardinia 2014 Cardinia 2013 Cardinia State-wide Interface Growth Hills Southern Rural Men Women 18-34 35-49 50-64 65+ % Extremely important Very important Not that important Not at all important Fairly important Can't say

2017 Waste Management Importance

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide. 28 Councils asked group: 3

J90533 Community Salidaction Survey 2017 - Cardona Shim Dinated

2017 WASTE MANAGEMENT PERFORMANCE INDEX SCORES



2011	Waste Management renormance		2016	2015	2014	2013	2012
65+		74	75	79	79	76	n/a
Growth		73	76	75	76	74	n/a
Men		72	73	73	75	73	n/a
State-wide		71	70	72	73	71	72
Interface		71	71	73	n/a	n/a	n/a
35-49		71	75	71	75	73	n/a
Hills		70	69	75	75	75	n/a
50-64		70	71	76	76	74	n/a
Cardinia		70	74	75	75	75	n/a
Women		68	75	77	75	77	n/a
18-34		67	75	75	72	77	n/a
thern Rural	594		76	74	69	77	n/a

2017 Waste Management Performance

Q2. How has Council performed on 'waste management' over the last 12 months? Base: All respondents. Councils asked state-wide: 38 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

2017 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



2017 Waste Management Performance

2017 Cardinia	24		46		19		8 31
2016 Cardinia	29		47			18	4 2
2015 Cardinia	27		51			15	3 2 2
2014 Cardinia	30		40	6		19	2 2
2013 Cardinia	25	-	53			17	3 2
State-wide	25		44		18	6	3 3
Interface	25		46		18		8 31
Growth	26		48			17	7 2
Hills	22		47		19	4	5 3
Southern Rural	14	37		23		21	4 1
Men	24		49			20	5 2
Women	23		43		18	12	3 1
18-34	17		52		12	14	3 2
35-49	25		43		24	4	5 2
50-64	28		38		22	100	9 21
65+	28		49			18	3 3
%	■ Very go	od Good	Average	Poor "	Very poor	Can't s	ay

Q2. How has Council performed on 'waste management' over the last 12 months? Base: All respondents. Councils asked state-wide: 38 Councils asked group: 3

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE INDEX SCORES



2011 10001110	ining importance	2016	2015	2014	2013	2012
50-64	78↑	74	78	79	79	n/a
Personal user	77 1	77	76	82	77	n/a
65+	76♠	74	73	77	78	n/a
lousehold user	75	77	75	79	76	n/a
State-wide	72	73	72	72	73	72
Women	72	76	74	71	77	n/a
35-49	72	77	72	75	76	n/a
Interface	70	72	72	n/a	n/a	n/a
Growth	70	73	71	73	76	n/a
Cardinia	69	72	71	72	75	n/a
Southern Rural	69	74	71	68	72	n/a
Hills	69	70	72	73	75	n/a
Men	67	69	68	73	73	n/a
18-34	59♥	66	66	62	71	n/a

2017 Town Planning Importance

Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

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2017 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE DETAILED PERCENTAGES



2017 Cardinia 24 39 25 6 3 4 25 2016 Cardinia 25 37 4 1 8 2015 Cardinia 23 40 26 5 1 5 2014 Cardinia 26 27 31 5 38 2013 Cardinia 30 38 26 1 5 State-wide 26 24 4 1 4 41 Interface 23 37 26 5 2 6 23 Growth 40 25 7 1 4 Hills 23 25 39 4 4 6 Southern Rural 34 28 27 1 7 3 21 39 24 Men 9 4 4 38 27 324 Women 27 18-34 38 5 3 12 31 11 35-49 24 42 24 4 1 4 50-64 37 43 15 222

43

Not that important

48

48

2017 Town Planning Importance

Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council? Base: All respondents. Councils asked state-wide. 16. Councils asked group: 3.

Very important

31

34

Fairly important

32

325

4 2

4 3

Can't say

J00533 Community Salithaction Survey 2017 - Cantona Shine Council

16

Not at all important

11

14

Personal user

Household user

Extremely important

65+

%

¹⁰⁰

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY Performance index scores



2017 100011100	g · • · · • · · · · · · · · · · · · · ·	2016	2015	2014	2013	2012
18-34	58 ↑	58	63	59	62	n/a
Growth	55	54	58	60	55	n/a
Men	54	53	51	58	54	n/a
State-wide	53	52	54	55	55	54
Cardinia	52	53	55	57	54	n/a
Interface	51	52	55	n/a	n/a	n/a
35-49	51	50	51	58	49	n/a
Women	50	53	59	56	54	n/a
65+	50	56	52	56	49	n/a
Southern Rural	49	53	52	54	57	n/a
50-64	48	47	52	53	51	n/a
Personal user	46	44	50	60	56	n/a
lousehold user	46	44	51	61	55	n/a
Hills	45♥	50	54	54	50	n/a

2017 Town Planning Performance

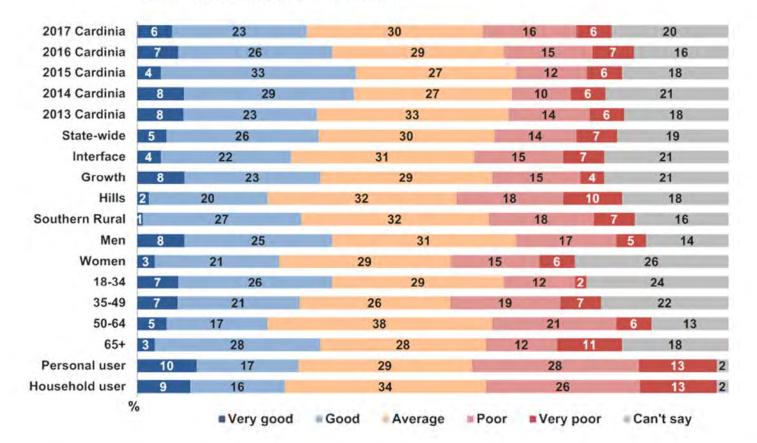
Q2. How has Council performed on 'council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Councils asked group; 3 Note: Please see page 5 for explanation about significant differences

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2017 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE DETAILED PERCENTAGES



2017 Town Planning Performance



Q2. How has Council performed on 'council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide. 24 Councils asked group: 3

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J90533 Community Salidaction Survey 2017 - Cantona Shim Council

2017 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES



2011 210404	er Management Impo		2016	2015	2014	2013	2012
Personal user		88	88	85	n/a	n/a	n/a
lousehold user		87	86	85	n/a	n/a	n/a
Southern Rural		85	82	76	n/a	n/a	n/a
Women		83	87	84	n/a	n/a	n/a
50-64		83	85	81	n/a	n/a	n/a
65+		83	81	81	n/a	n/a	n/a
18-34	82	:	83	82	n/a	n/a	n/a
Interface	82	2	83	81	n/a	n/a	n/a
Growth	82	2	84	83	n/a	n/a	n/a
Cardinia	82	2	83	81	n/a	n/a	n/a
Men	80		79	78	n/a	n/a	n/a
State-wide	80		80	80	80	80	80
35-49	80		83	81	n/a	n/a	n/a
Hills	79		80	83	n/a	n/a	n/a

2017 Disactor Management Importance

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

Note: Please see page 5 for explanation about significant differences

J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

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2017 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



4 2 2017 Cardinia 52 30 11 211 2016 Cardinia 50 12 34 2015 Cardinia 50 30 14 4 1 State-wide 45 34 14 4 11 4 21 Interface 52 32 11 Growth 53 28 13 5 1 Hills 48 37 6 4 5 Southern Rural 56 31 131 8 Men 51 30 11 5 2 Women 53 31 11 3 21 18-34 59 24 9 5 3 35-49 50 28 5 2 15 50-64 49 37 11 111 65+ 50 3 11 37 9 Personal user 56 41 4 Household user 52 45 3 %

Not that important

2017 Disaster Management Importance

Fairly important

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

Very important

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Can't say

J90533 Community Salisfaction Survey 2017 - Cantona Strin Countril

Not at all important

Extremely important

2017 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES



2017 Disa	ster Management Performance	2016	2015	2014	2013	2012
State-wide	70♠	69	70	71	70	70
Growth	70	74	74	n/a	n/a	n/a
Interface	69	69	70	n/a	n/a	n/a
18-34	68	72	77	n/a	n/a	n/a
Men	68	69	68	n/a	n/a	n/a
50-64	67	62	65	n/a	n/a	n/a
ousehold user	67	63	69	n/a	n/a	n/a
Personal user	67	62	67	n/a	n/a	n/a
Cardinia	67	69	70	n/a	n/a	n/a
65+	66	70	69	n/a	n/a	n/a
Women	66	70	72	n/a	n/a	n/a
35-49	65	70	65	n/a	n/a	n/a
Hills	63	61	65	n/a	n/a	n/a
outhern Rural	604	67	70	n/a	n/a	n/a

2017 Disaster Management Performance

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences

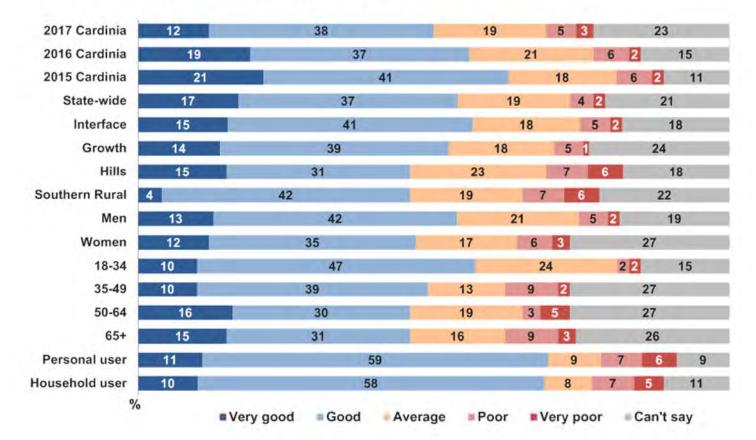
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J00533 Community Satisfaction Survey 2017 - Cardona Shire Council

2017 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



2017 Disaster Management Performance



Q2. How has Council performed on 'emergency and disaster management' over the last 12 months? Base: All respondents. Councils asked state-wide. 24 Councils asked group: 2

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J00533 Community Salistaction Survey 2017 - Cardona Shire Council

2017 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE INDEX SCORES



		2016	2015	2014	2013	2012
Personal user	87↑	83	74	86	87	n/a
Household user	87↑	83	77	84	87	n/a
50-64	83↑	81	79	83	82	n/a
Women	80	78	81	81	83	n/a
Interface	80	79	76	n/a	n/a	n/a
Growth	80	82	81	81	83	n/a
35-49	80	77	82	83	82	n/a
Cardinia	78	79	76	79	79	n/a
Southern Rural	78	81	72	73	75	n/a
State-wide	76	76	75	75	75	75
65+	75	80	75	80	76	n/a
Men	75	79	71	76	73	n/a
18-34	74	78	69	71	74	n/a
Hills	71🍁	71	71	77	74	n/a

2017 Population Growth Importance

Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 15 Councils asked group: 2

Note: Please see page 5 for explanation about significant differences

J00533 Gommunity Satisfaction Survey 2017 - Cardona Shire Countril

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2017 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE DETAILED PERCENTAGES



2017 Population Growth Importance

2017 Cardinia	41	3	9	1.1.1	12	5
2016 Cardinia	39	41		1	13	5
2015 Cardinia	40	30	2	2		6 2
2014 Cardinia	42	35		17	7	4 1
2013 Cardinia	43	34		17	7	4 1
State-wide	36	38		19		4 1
Interface	44		36	1	13	4 1
Growth	44		38		12	5
Hills	30	41	16		7	5
Southern Rural	42	2	39	7	7	3
Men	37	40		12	7	3
Women	44		38		12	4 1
18-34	41	33		12	10	3
35-49	41		42		14	2
50-64	44		43		10	10:
65+	37	41		12	7	3
Personal user	58		34			7
Household user	57		36			6

Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 15 Councils asked group: 2

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J00533 Community Satisfaction Survey 2017 - Cantona Shire Council

2017 PLANNING FOR POPULATION GROWTH IN THE AREA PERFORMANCE INDEX SCORES



			2016	2015	2014	2013	2012
18-34		56	59	68	59	61	n/a
State-wide	52		51	54	54	54	52
Growth	52		56	58	61	56	n/a
Women	51		54	61	57	54	n/a
Cardinia	51		53	57	57	54	n/a
Men	50		53	53	57	55	n/a
Interface	50		55	57	n/a	n/a	n/a
Southern Rural	50		54	55	53	55	n/a
65+	50		54	54	59	56	n/a
35-49	48		51	50	57	50	n/a
lousehold user	47		49	57	60	60	n/a
50-64	46		47	52	51	49	n/a
Hills	45		47	58	53	50	n/a
Personal user	43		48	56	61	63	n/a

2017 Population Growth Performance

Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months? Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3 Note: Please see page 5 for explanation about significant differences

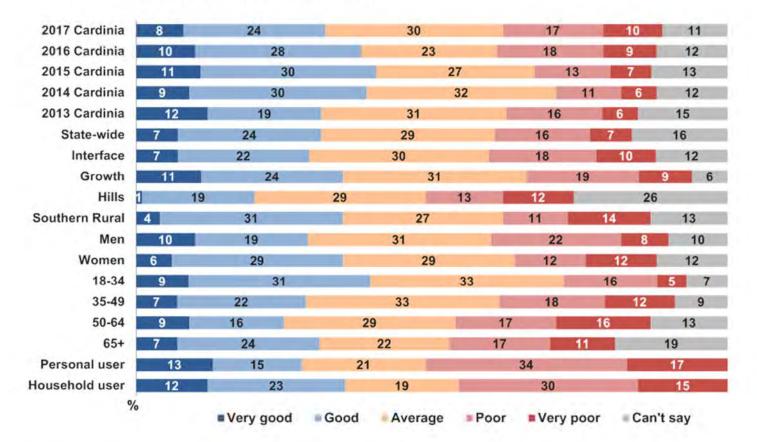
109

J00533 Generality Satisfaction Survey 2017 - Cardinia Shire Council

2017 PLANNING FOR POPULATION GROWTH IN THE AREA PERFORMANCE DETAILED PERCENTAGES



2017 Population Growth Performance



Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months? Base: All respondents. Councils asked state-wide: 20 Councils asked group: 3

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J90533 Community Salitation Survey 2017 - Cantona Shine Council

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA IMPORTANCE INDEX SCORES



			2016	2015	2014	2013	2012
Southern Rural		88	91	88	83	82	n/a
Hills		87 个	83	83	85	85	n/a
50-64		86	83	83	85	87	n/a
Personal user		84	82	85	81	82	n/a
Household user		84	82	85	81	82	n/a
Women	83		81	84	82	82	n/a
65+	83		83	81	76	86	n/a
Cardinia	81		80	83	78	81	n/a
18-34	80		77	83	73	78	n/a
Men	80		79	82	74	81	n/a
Interface	79		79	78	n/a	n/a	n/a
State-wide	79		79	78	78	81	80
35-49	78		81	82	83	78	n/a
Growth	78		76	79	73	79	n/a

2017 Unsealed Roads Importance

Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 13 Councils asked group: 2

Note: Please see page 5 for explanation about significant differences

J00533 Community Satisfaction Survey 2017 - Cardinia Shire Countil

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2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES



2017 Unsealed Roads Importance

3	15	34		47	2017 Cardinia
112	17	36		43	2016 Cardinia
2	13	35	35	49	2015 Cardinia
2 2	11 6		36	43	2014 Cardinia
1	14		40	44	2013 Cardinia
3 1	17		39	39	State-wide
3 1 2	18		36	41	Interface
4	18		37	40	Growth
1	11	27		60	Hills
7		31		61	Southern Rural
2	18		33	45	Men
3	12	35	3	50	Women
22	16		36	45	18-34
5	20		31	44	35-49
1	11	29		57	50-64
2	11	1	41	45	65+
3	11	35		51	Personal user
2	12	34		51	Household user

Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 13 Councils asked group: 2

J00533 Community Salidation Survey 2017 - Cantona Shine Council

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2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Performance index scores



		2016	2015	2014	2013	2012
Growth	47↑	50	55	48	52	n/a
Interface	45∱	44	47	n/a	n/a	n/a
State-wide	44♠	43	45	45	44	46
18-34	43	52	51	42	48	n/a
Men	42	41	46	48	41	n/a
65+	42	42	43	50	44	n/a
35-49	41	34	38	44	44	n/a
Cardinia	41	41	45	44	43	n/a
Women	39	41	44	40	44	n/a
Personal user	39	38	43	42	38	n/a
ousehold user	38	38	43	42	38	n/a
50-64	36	31	45	43	33	n/a
Hills	34	28	41	44	33	n/a
Southern Rural	27 🔶	35	34	38	34	n/a

2017 Unsealed Roads Performance

Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences

J00503 Community Satisfaction Survey 2017 - Cardinia Shine Council

¹¹³

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA Performance detailed percentages



2017 Unsealed Roads Performance

2017 Cardinia	5	17	28	25	17	9
2016 Cardinia	4	20	27	24	18	7
2015 Cardinia	3	25	29		23 1	4 6
2014 Cardinia	5	19	28	21	14	13
2013 Cardinia	8	15	31	2	5	7 4
State-wide	5	21	28	23	16	7
Interface	5	21	29	22	14	9
Growth	6	20	30	2	1 10	12
Hills	3	17	22	23	33	2
Southern Rural	14	22		44	26	3
Men	6	18	29	23	19	5
Women	3	16	27	28	15	12
18-34	7	17	28	1	33	14 2
35-49	3	18	27	23	16	13
50-64	2	14	30	22	23	9
65+	5	18	26	20	18	14
Personal user	5	19	27	25		23
Household user	4	18	26	26	2	4
	%	Very good	Good Ave	rage Poor	Very poor Ca	n't say

Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months? Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2

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J90533 Community Salistaction Survey 2017 - Cantona Shine Council

2017 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES



	ness/Community Development Importance	2016	2015	2014	2013	2012
lousehold user	73	80	62	70	n/a	n/a
Personal user	72	84	61	71	n/a	n/a
Growth	70	72	73	68	n/a	n/a
State-wide	70		69	69	n/a	n/a
35-49	69	71	68	72	n/a	n/a
Women	69	73	70	70	n/a	n/a
18-34	68	73	69	66	n/a	n/a
Cardinia	68		67	69	n/a	n/a
65+	67	65	64	70	n/a	n/a
Interface	67	69	67	n/a	n/a	n/a
Men	66	67	65	68	n/a	n/a
50-64	64		68	70	n/a	n/a
Hills	64	68	61	72	n/a	n/a
Southern Rural	611	67	65	69	n/a	n/a

2017 Rusiness/Community Dovelopment Importance

Q1. Firstly, how important should 'business and community development' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences

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J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

2017 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES



2017 Cardinia 45 30 17 6 21 3 21 2016 Cardinia 20 45 28 2015 Cardinia 40 35 5 11 18 2014 Cardinia 21 44 26 7 2 State-wide 21 43 28 5 11 Interface 18 40 32 6 21 4 1 Growth 18 48 28 Hills 18 38 33 6 6 Southern Rural 12 38 33 14 22 32 7 21 Men 16 43 5 21 Women 28 19 46 18-34 17 24 7 2 2 48 35-49 42 34 20 4 50-64 43 34 5 4 2 13 65+ 18 45 27 8 3 13 Personal user 23 52 21 13 Household user 22 53 21 % Extremely important Very important Fairly important Not that important Not at all important Can't say

2017 Business/Community Development Importance

Q1. Firstly, how important should 'business and community development' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2

J00533 Community Salidartion Survey 2017 - Cardona Shim Council

2017 BUSINESS AND COMMUNITY DEVELOPMENT Performance index scores



2011 Businessioon	munity Development Performance	2016	2015	2014	2013	2012
Growth	62	62	65	66	n/a	n/a
35-49	61	60	60	63	n/a	n/a
18-34	60	62	67	63	n/a	n/a
State-wide	60	60	60	62	n/a	n/a
Women	59	60	64	64	n/a	n/a
Cardinia	59	60	63	63	n/a	n/a
Interface	59	58	63	n/a	n/a	n/a
Men	59	60	61	61	n/a	n/a
Personal user	57	59	62	68	n/a	n/a
ousehold user	57	59	63	67	n/a	n/a
65+	56	61	61	64	n/a	n/a
50-64	56	55	59	59	n/a	n/a
outhern Rural	53♥	61	61	55	n/a	n/a
Hills	49♥	54	60	61	n/a	n/a

2017 Business/Community Development Performance

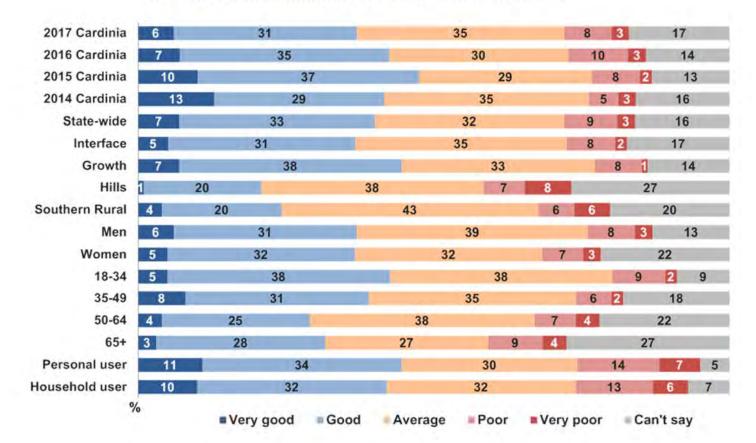
Q2. How has Council performed on 'business and community development' over the last 12 months? Base: All respondents. Councils asked state-wide: 12 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences

J00503 Gummunity Satisfaction Survey 2017 - Cardona Shire Council

2017 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES



2017 Business/Community Development Performance



Q2. How has Council performed on 'business and community development' over the last 12 months? Base: All respondents. Councils asked state-wide: 12 Councils asked group: 2

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J90533 Community Satisfaction Survey 2017 - Cantona Shim Countril

2017 TOURISM DEVELOPMENT IMPORTANCE INDEX SCORES



	velopment Importance	2016	2015	2014	2013	2012
State-wide	62	63	65	65	n/a	n/a
lousehold user	^{59*} ↑	63	54	60	n/a	n/a
Personal user	59* ↑	64	55	59	n/a	n/a
Interface	53ক	57	50	n/a	n/a	n/a
Hills	52	55	52	56	n/a	n/a
50-64	49	53	53	50	n/a	n/a
65+	49	51	48	52	n/a	n/a
Women	47	53	53	51	n/a	n/a
Southern Rural	46	55	45	50	n/a	n/a
Cardinia	46	52	50	49	n/a	n/a
Men e	45	50	46	48	n/a	n/a
35-49	45	52	51	49	n/a	n/a
Growth	44	49	51	45	n/a	n/a
18-34	44	51	47	48	n/a	n/a

2017 Tourism Development Importance

Q1. Firstly, how important should 'tourism development' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences "Caution: small sample size < n=30

2017 TOURISM DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES



2017 Cardinia 2016 Cardinia 6 3 2015 Cardinia 2014 Cardinia 5 1 State-wide 3 1 Interface Growth Hills Southern Rural Men Women 18-34 7 2 35-49 5 3 50-64 65+ Personal user* Household user* % Not at all important Extremely important Very important Fairly important Not that important Can't say

2017 Tourism Development Importance

Q1. Firstly, how important should 'tourism development' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2 "Caution: small sample size < n=30

J00503 Community Satisfaction Survey 2017 - Cardona Shim Dounice

2017 TOURISM DEVELOPMENT Performance index scores



		2016	2015	2014	2013	2012
State-wide	63↑	63	63	64	n/a	n/a
Interface	56↑	56	53	n/a	n/a	n/a
50-64	53	49	52	51	n/a	n/a
Hills	53	52	54	54	n/a	n/a
18-34	51	56	59	48	n/a	n/a
Men	50	53	51	51	n/a	n/a
Growth	50	53	55	51	n/a	n/a
Cardinia	50	53	53	51	n/a	n/a
Women	50	52	56	50	n/a	n/a
lousehold user	49*	54	63	58	n/a	n/a
35-49	49	51	50	51	n/a	n/a
65+	48	52	50	54	n/a	n/a
Personal user	48*	53	62	56	n/a	n/a
Southern Rural	48	52	51	46	n/a	n/a

2017 Tourism Development Performance

Q2. How has Council performed on 'tourism development' over the last 12 months? Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2 Note: Please see page 5 for explanation about significant differences "Caution: small sample size < n=30

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2017 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

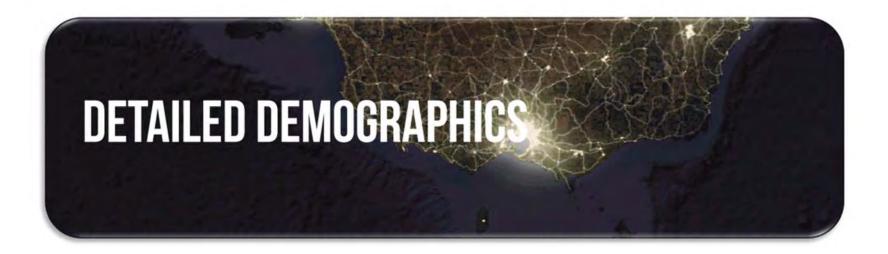


2017 Cardinia 2016 Cardinia 2015 Cardinia 2014 Cardinia State-wide Interface Growth Hills Southern Rural Men -4 Women 18-34 35-49 50-64 - 4 65+ 1. Personal user* Household user* % Very good Good Average Poor Very poor Can't say

2017 Tourism Development Performance

Q2. How has Council performed on 'tourism development' over the last 12 months? Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2 "Caution: small sample size < n=30.

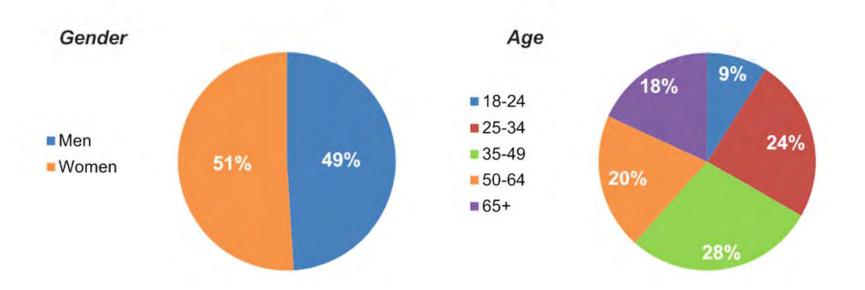
J00533 Community Satisfaction Survey 2017 - Cantona Shim Council









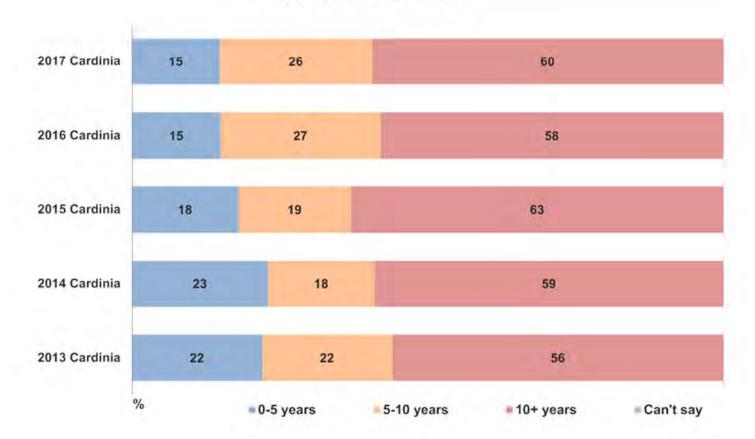


Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong? Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6

2017 YEARS LIVED IN AREA





2017 Years Lived in Area

S5. How long have you lived in this area?/How long have you owned a property in this area? Base: All respondents. Councils asked state-wide: 15 Councils asked group: 2

125

J90533 Community Salitlation Survey 2017 - Cantona Shire Dounce

2017 YEARS LIVED IN AREA



2017 Cardinia	15	and the second	26	and the second second	31		11		17
2016 Cardinia	15	-	27		24		16	1	17
State-wide	14	17	7	24		18		28	
Interface	13		28		33		12		15
Growth	16		30		32		1	12	12
Hills	6	18		26	12		37	7	
outhern Rural	20		20		35		8	1	8
Men	17	1	19		35		10	1	8
Women	13		32		27		12		17
18-34	- 2	23		31		31		9	7
35-49	12		31		3	8	_	9	10
50-64	8	16	-	30	1	5		31	
65+	11	18	Dist	22	15	-		34	

2017 Years Lived in Area

S5. How long have you lived in this area?/How long have you owned a property in this area? Base: All respondents. Councils asked state-wide: 15 Councils asked group: 2

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APPENDIX B: BACKGROUND AND OBJECTIVES



The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Cardinia Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2017 have been made throughout this report as appropriate.

APPENDIX B: Margins of Error



The sample size for the 2017 State-wide Local Government Community Satisfaction Survey for Cardinia Shire Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 66,000 people aged 18 years or over for Cardinia Shire Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Cardinia Shire Council	400	400	+/-4.9
Men	194	196	+/-7.0
Women	206	204	+/-6.8
Growth	236	260	+/-6.4
Hills	95	75	+/-10.1
Southern Rural	69	65	+/-11.9
18-34 years	58	134	+/-13.0
35-49 years	91	114	+/-10.3
50-64 years	134	81	+/-8.5
65+ years	117	71	+/-9.1

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J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

APPENDIX B: Analysis and reporting



All participating councils are listed in the state-wide report published on the DELWP website. In 2017, 68 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2017 vary slightly.

Council Groups

Cardinia Shire Council is classified as a Interface council according to the following classification list:

Metropolitan, Interface, Regional Centres, Large Rural & Small Rural

Councils participating in the Interface group are: Cardinia, Casey, Melton, Mornington Peninsula, Whittlesea and Yarra Ranges.

Wherever appropriate, results for Cardinia Shire Council for this 2017 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Interface group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

APPENDIX B: Analysis and reporting



Index Scores

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

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

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

APPENDIX B: ANALYSIS AND REPORTING



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

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

APPENDIX B: INDEX SCORE IMPLICATIONS



Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication		
75 – 100	Council is performing very well in this service area	This service area is seen to be extremely important		
60 - 75	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important		
50 - 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important		
40 - 50	Council is performing poorly in this service area	This service area is seen to be somewhat important		
0 – 40 Council is performing very poorly in this service area		This service area is seen to be not that important		

APPENDIX B: INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

Z Score = (\$1 - \$2) / Sqrt ((\$3*2 / \$5) + (\$4*2 / \$6))

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

APPENDIX B: ANALYSIS AND REPORTING



Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2017 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2017 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX B: ANALYSIS AND REPORTING



Reporting

Every council that participated in the 2017 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

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

The overall State-wide Local Government Community Satisfaction Report is available at https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey.

APPENDIX B: GLOSSARY OF TERMS



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

CSS: 2017 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

Percentages: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage. **Sample**: The number of completed interviews, e.g. for a council or within a demographic sub-group.

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

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

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

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

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John Scales Managing Director

Mark Zuker Managing Director

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Attachment 1 - Community Satisfaction Survey 2017 - Cardinia Shire Council report