

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 There is extensive information available in the report itself, providing a point in time view of community perception of Council performance, with comparison to previous years.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.

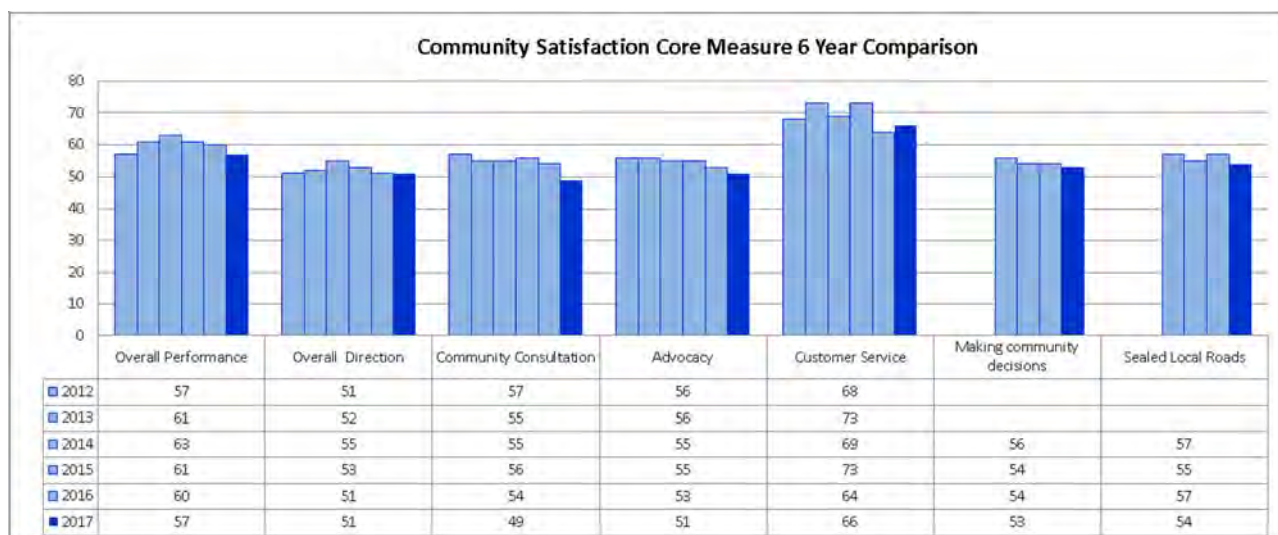
Not all councils participate in this survey (68 of 79). Those that don't participate undertake their own survey to provide data for the compulsory indicators.

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.



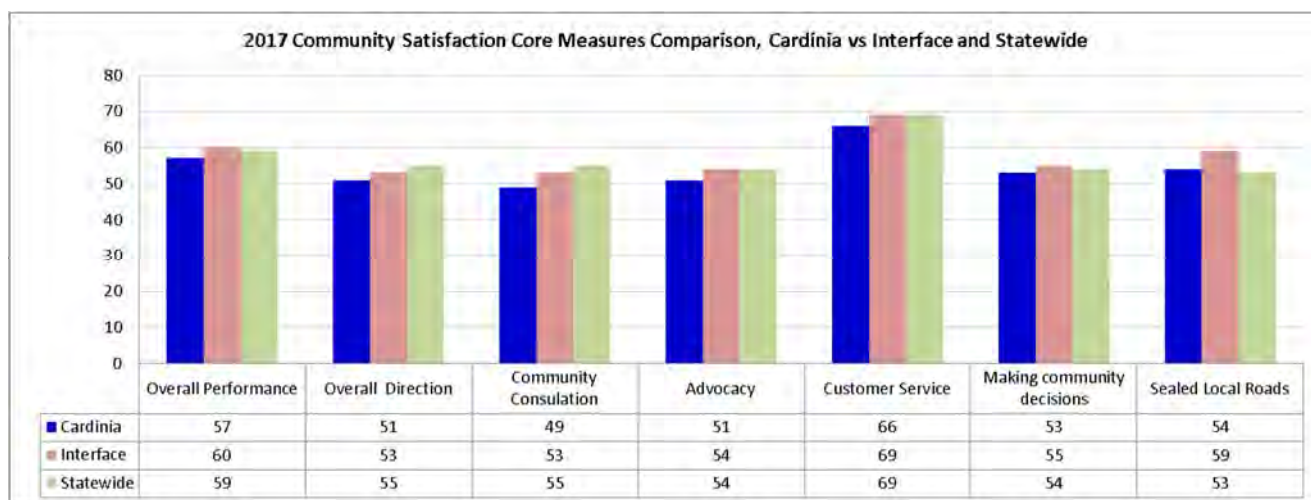
Positive sentiment (good or very good) remains equal to or higher than negative sentiment (poor or very poor) for the key measures. If we ignore the middle ground, 'average' and 'stayed the same' ratings, we find the following results:

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 positive 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	2013
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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 Development	Tourism development	Tourism development	Tourism development	Community & 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**



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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)



Note: Details on the calculations used to determine statistically significant differences may be found in Appendix B.

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J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

FURTHER INFORMATION



Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), 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.



KEY FINDINGS & RECOMMENDATIONS



CARDINIA SHIRE COUNCIL



OVERALL COUNCIL PERFORMANCE

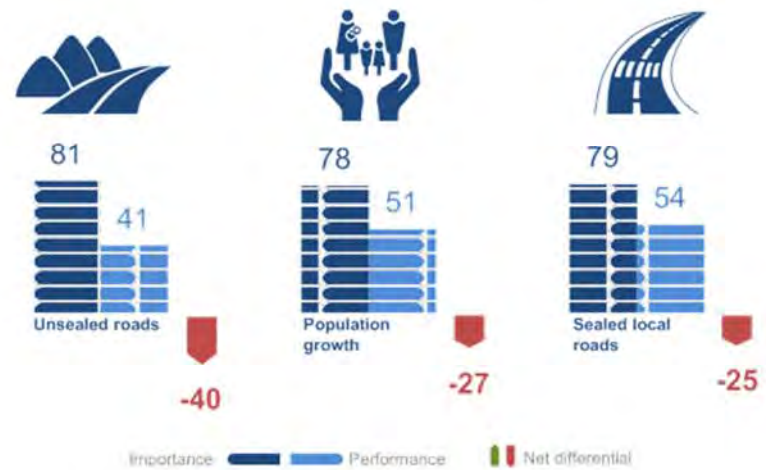
Results shown are index scores out of 100.



TOP 3 PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT



J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

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 sub-groups 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).

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



<p>Higher results in 2017 (Significantly <i>higher</i> result than 2016)</p>	<ul style="list-style-type: none"> • None applicable
<p>Lower results in 2017 (Significantly <i>lower</i> result than 2016)</p>	<ul style="list-style-type: none"> • Consultation and engagement • Enforcement of local laws • Family support services • Appearance of public areas • Waste management
<p>Most favourably disposed towards Council</p>	<ul style="list-style-type: none"> • 'Growth' residents
<p>Least favourably disposed towards Council</p>	<ul style="list-style-type: none"> • 'Hills' residents • 'Southern Rural' residents

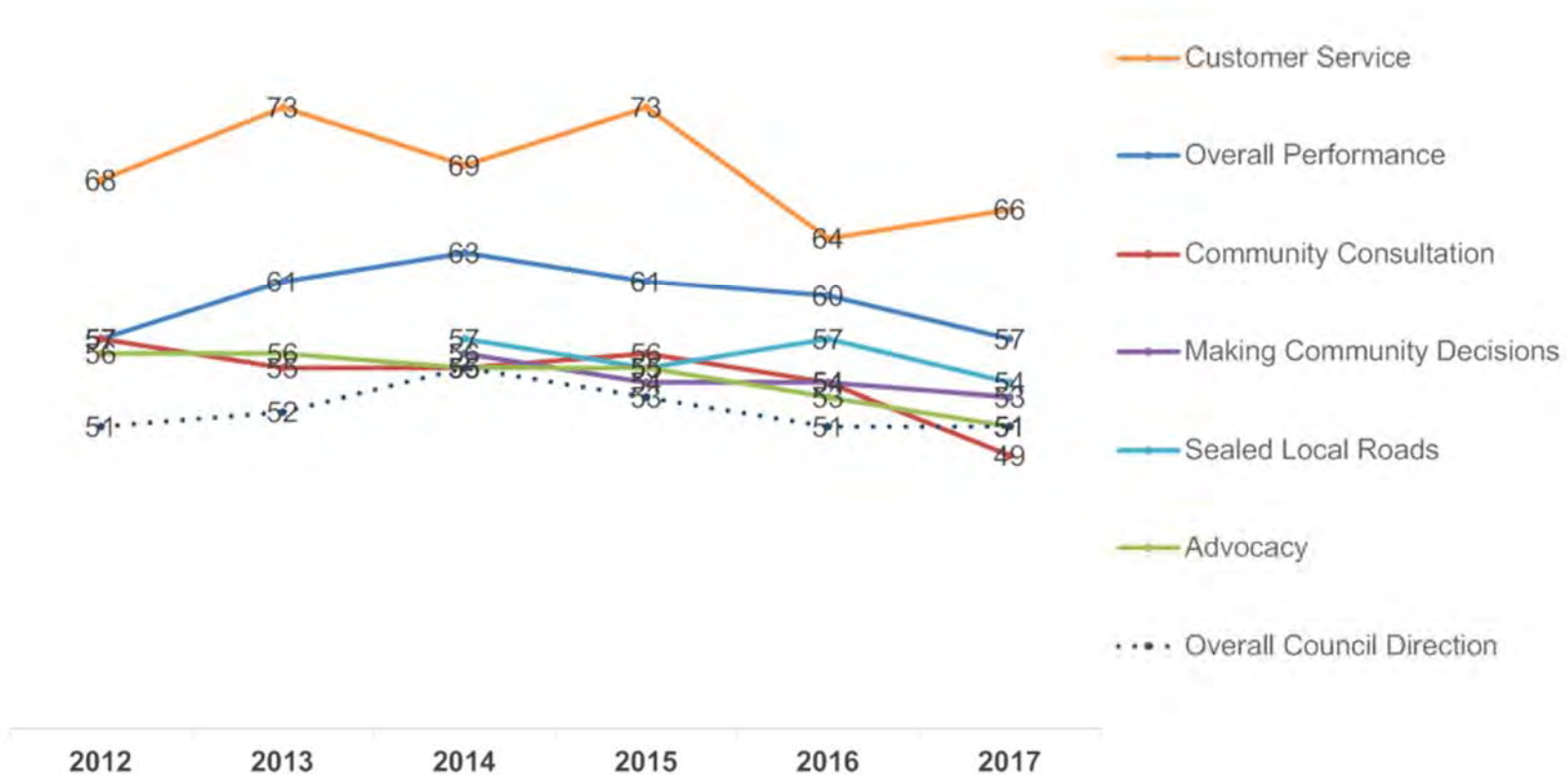


SUMMARY OF FINDINGS



2017 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS



2017 SUMMARY OF CORE MEASURES

DETAILED ANALYSIS

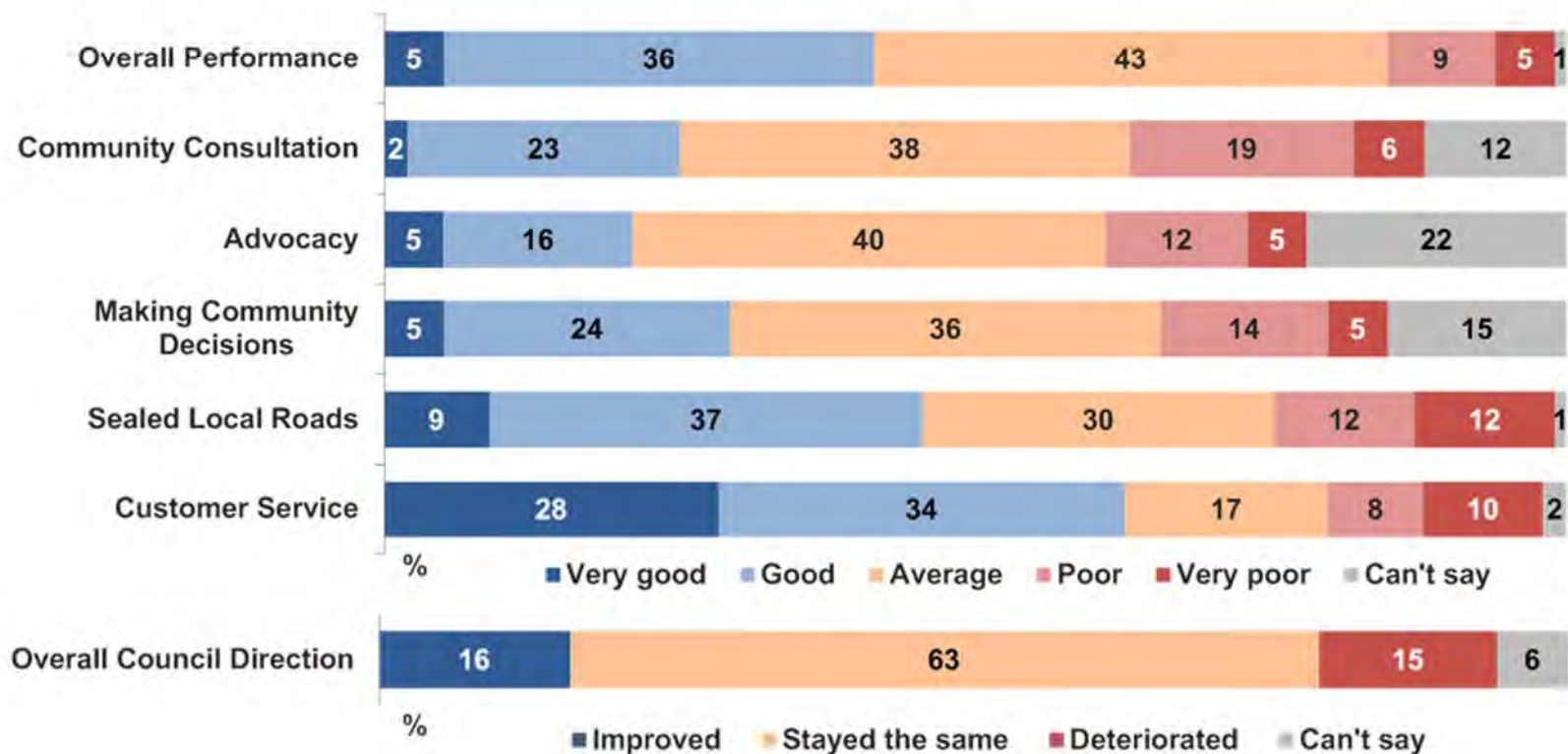


Performance Measures	Cardinia 2017	Cardinia 2016	Interface 2017	State-wide 2017	Highest score	Lowest score
OVERALL PERFORMANCE	57	60	60	59	Growth	Hills
COMMUNITY CONSULTATION (Community consultation and engagement)	49	54	53	55	Aged 18-34 years	Hills
ADVOCACY (Lobbying on behalf of the community)	51	53	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

2017 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS



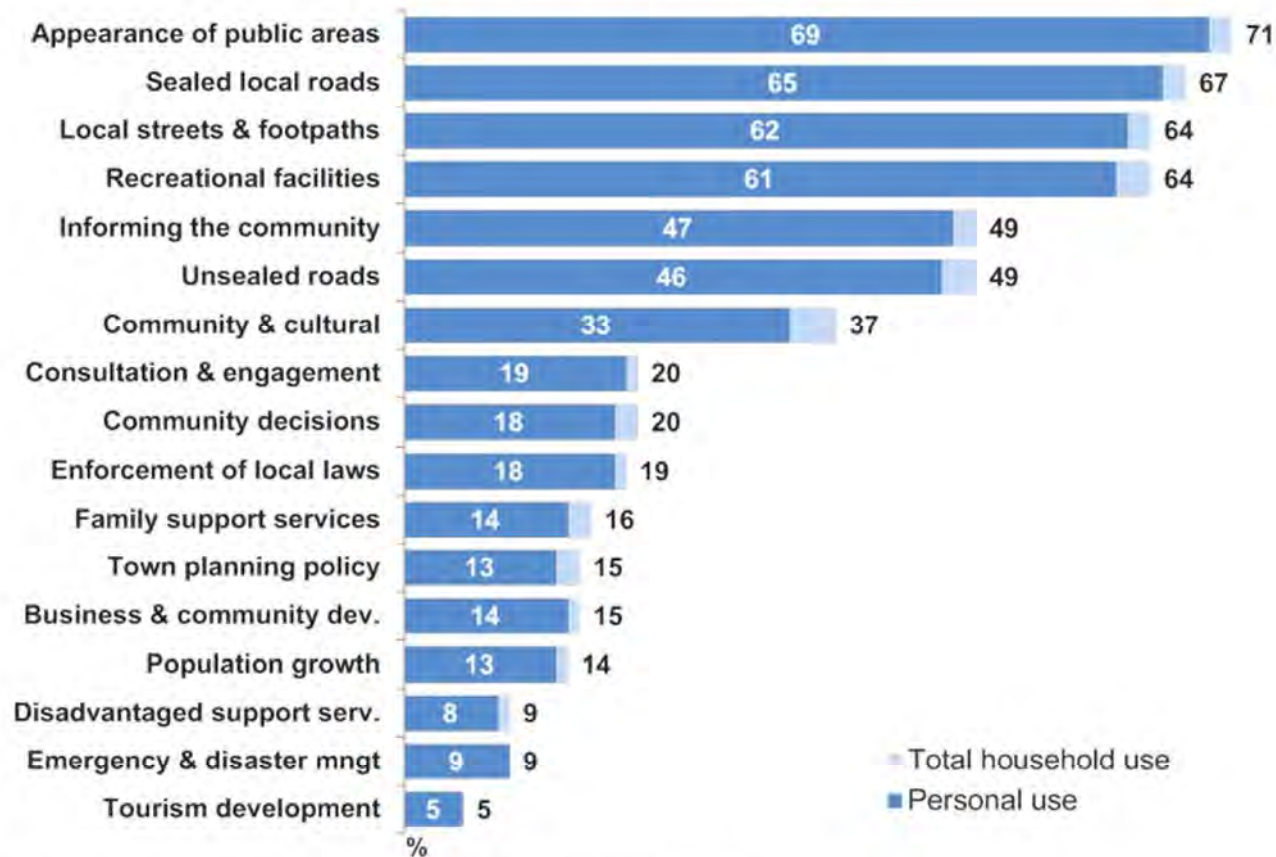
Key Measures Summary Results



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?

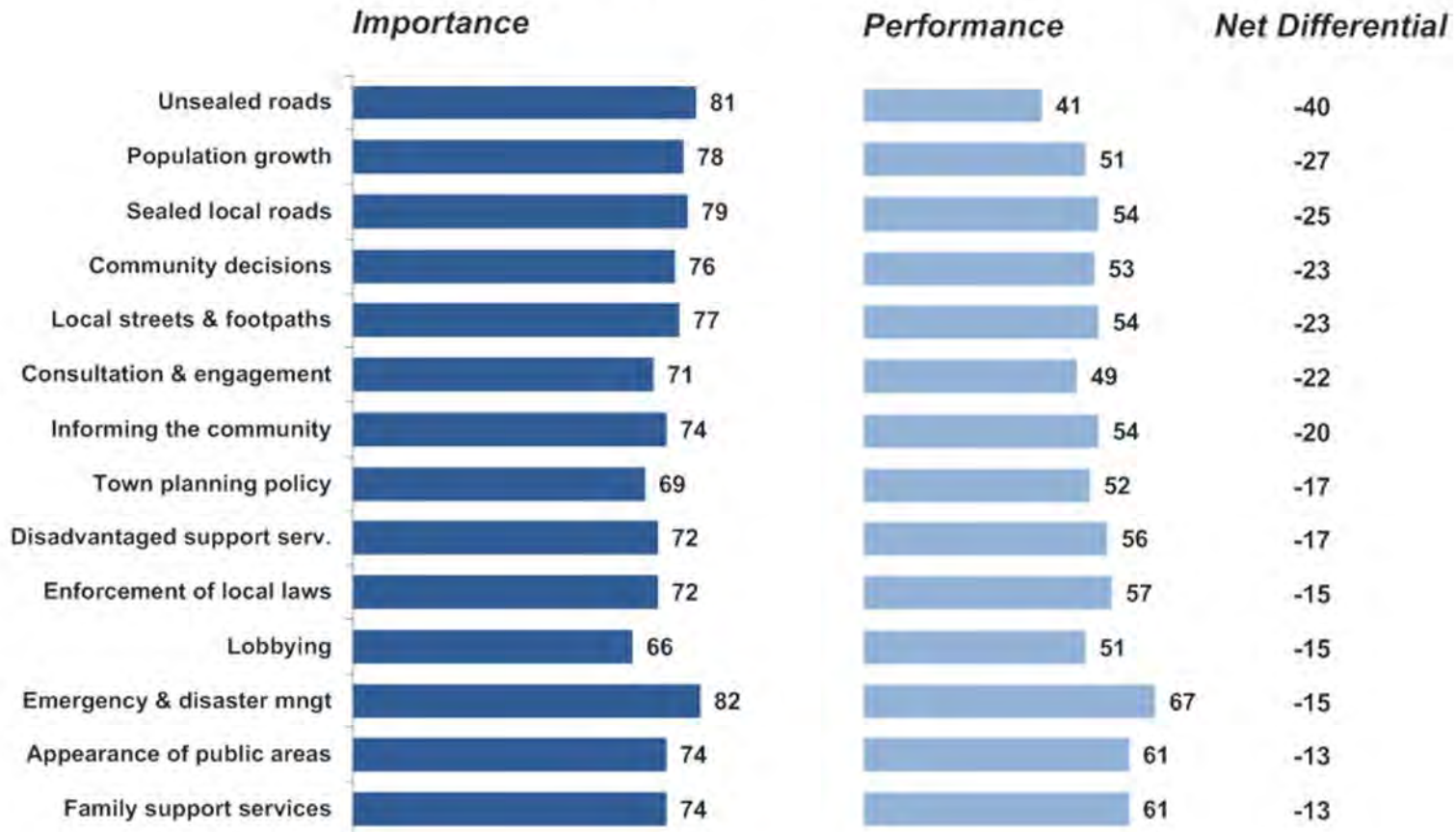
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 2

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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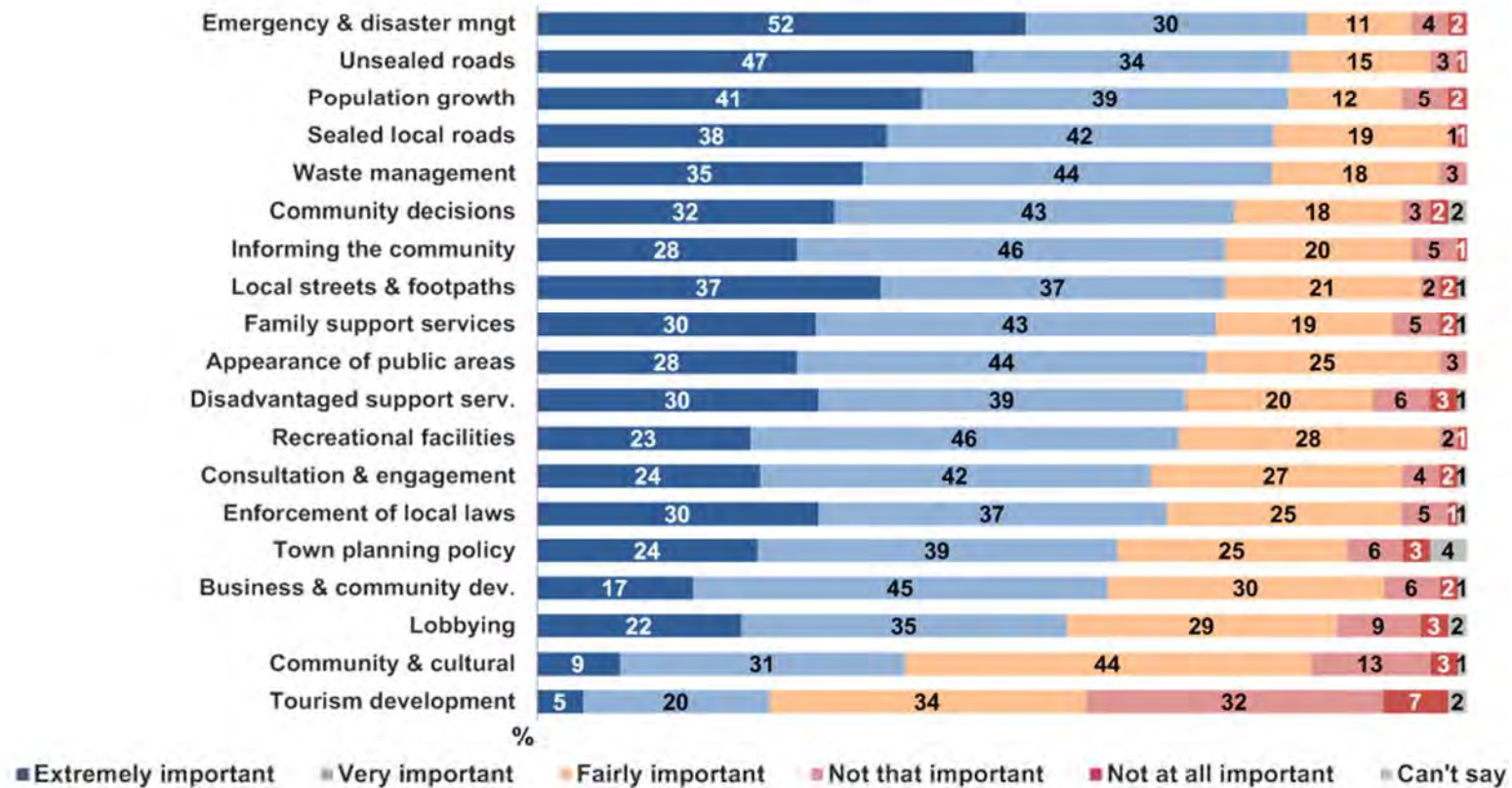
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INDIVIDUAL SERVICE AREAS IMPORTANCE

DETAILED PERCENTAGES



Individual Service Areas Importance



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

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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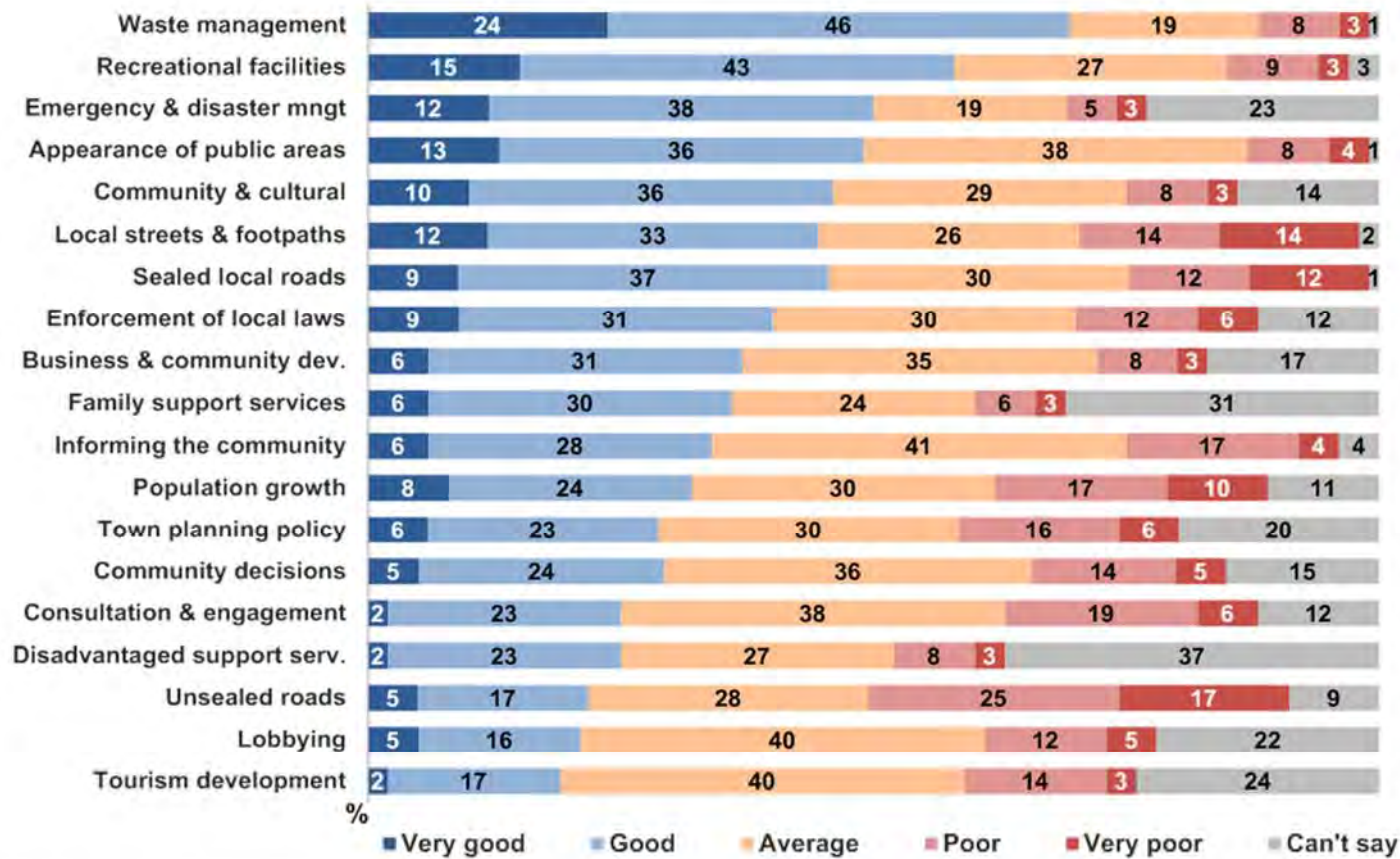
J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

INDIVIDUAL SERVICE AREAS PERFORMANCE

DETAILED PERCENTAGES



Individual Service Areas Performance



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

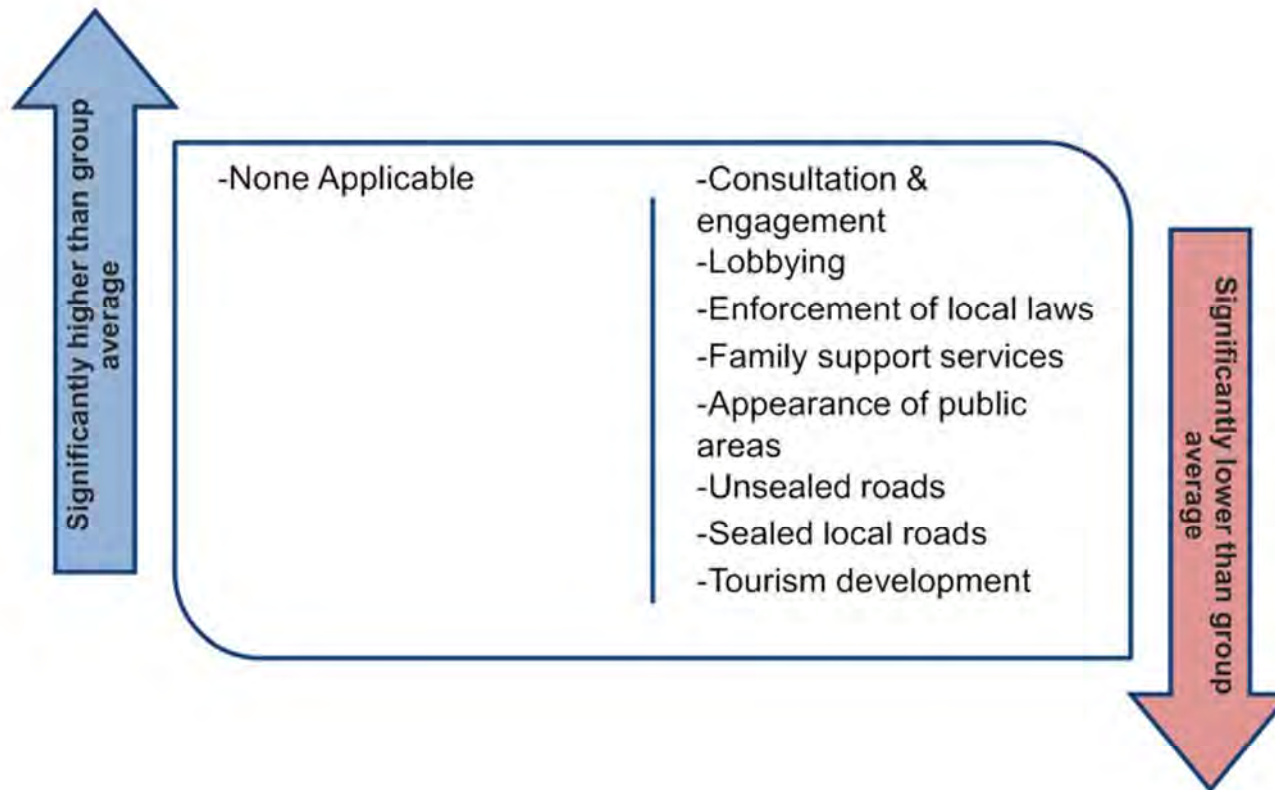
INDIVIDUAL SERVICE AREAS SUMMARY

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
<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Unsealed roads 3. Sealed roads 	<ol style="list-style-type: none"> 1. Waste management 2. Community decisions 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Population growth 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Community decisions 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Community decisions 3. 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
<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Lobbying 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Planning permits 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Traffic management 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Tourism development

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
<ol style="list-style-type: none"> 1. Waste management 2. Emergency & disaster mngt 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Waste management 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Emergency & disaster mngt 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Art centres & libraries 3. Community & cultural

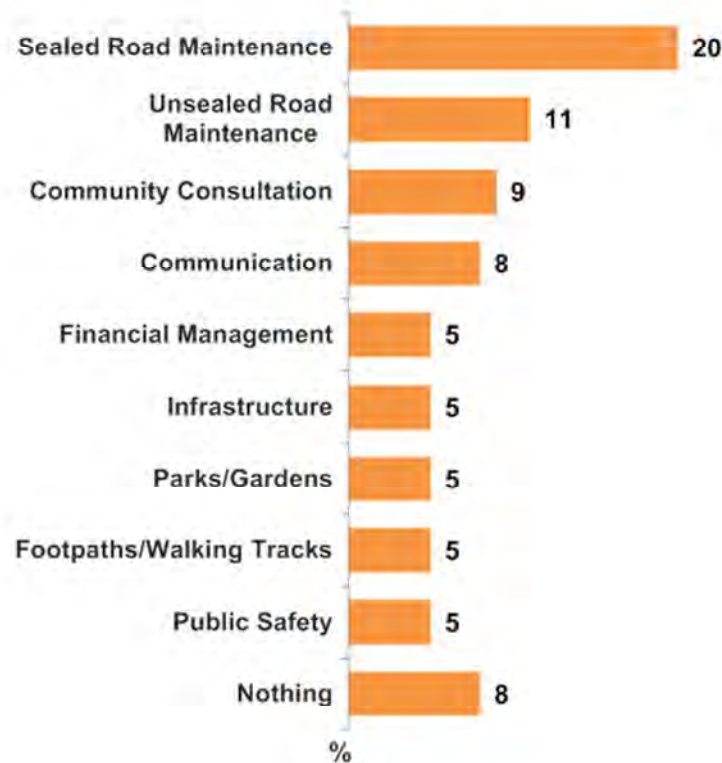
Bottom Three Lowest Performing Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Cardinia Shire Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Unsealed roads 2. Consultation & engagement 3. Tourism development 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Parking facilities 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Population growth 	<ol style="list-style-type: none"> 1. Parking facilities 2. Community decisions 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Planning permits

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

AREAS FOR IMPROVEMENT

SUMMARY



- Sealed Road Maintenance: 20%
(up 4 points from 2016)
- Unsealed Road Maintenance: 11%
(equal points on 2016)
- Community Consultation: 9%
(up 2 points from 2016)



DETAILED FINDINGS

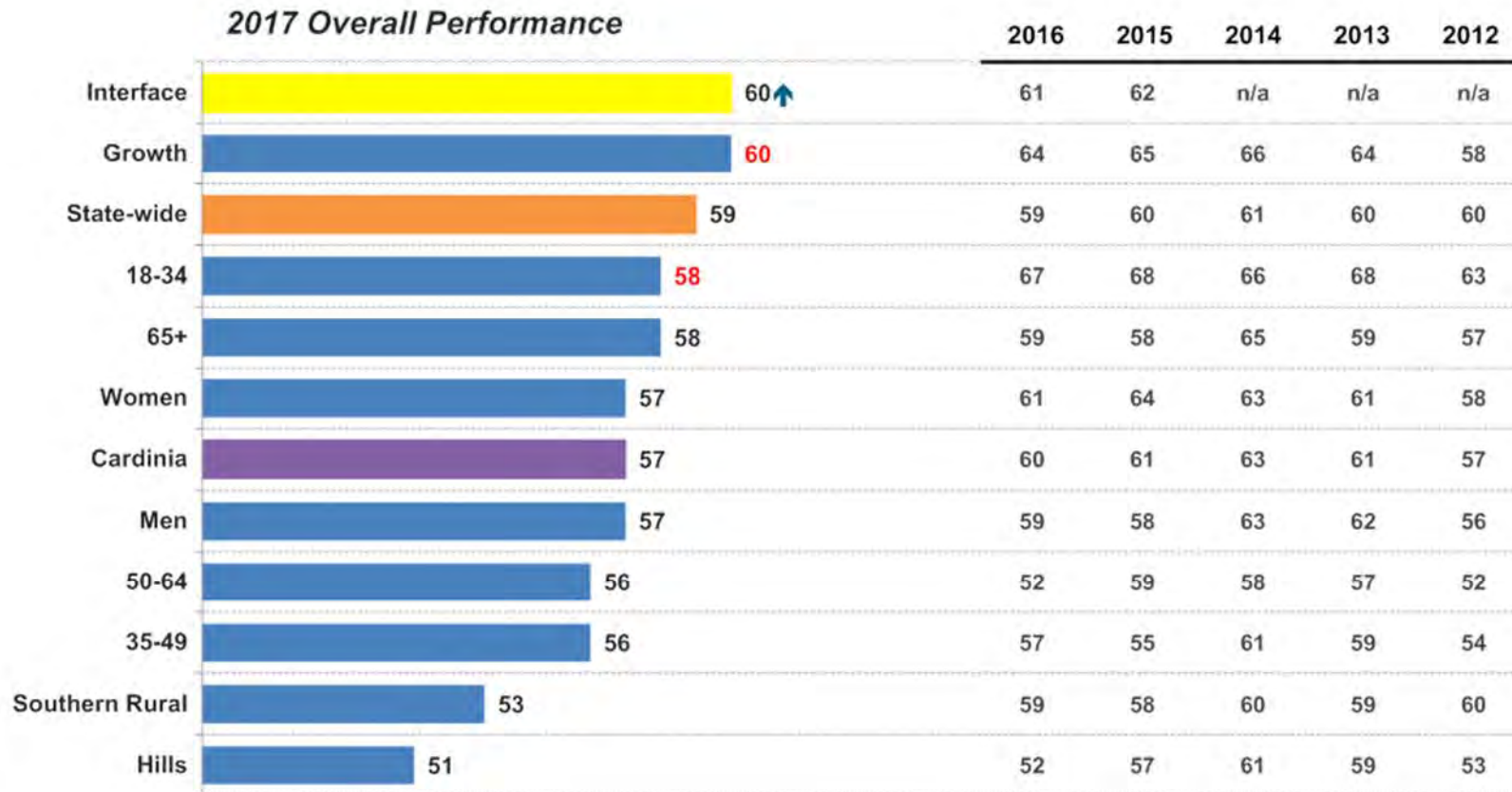




**KEY CORE MEASURE
OVERALL PERFORMANCE**



OVERALL PERFORMANCE INDEX SCORES



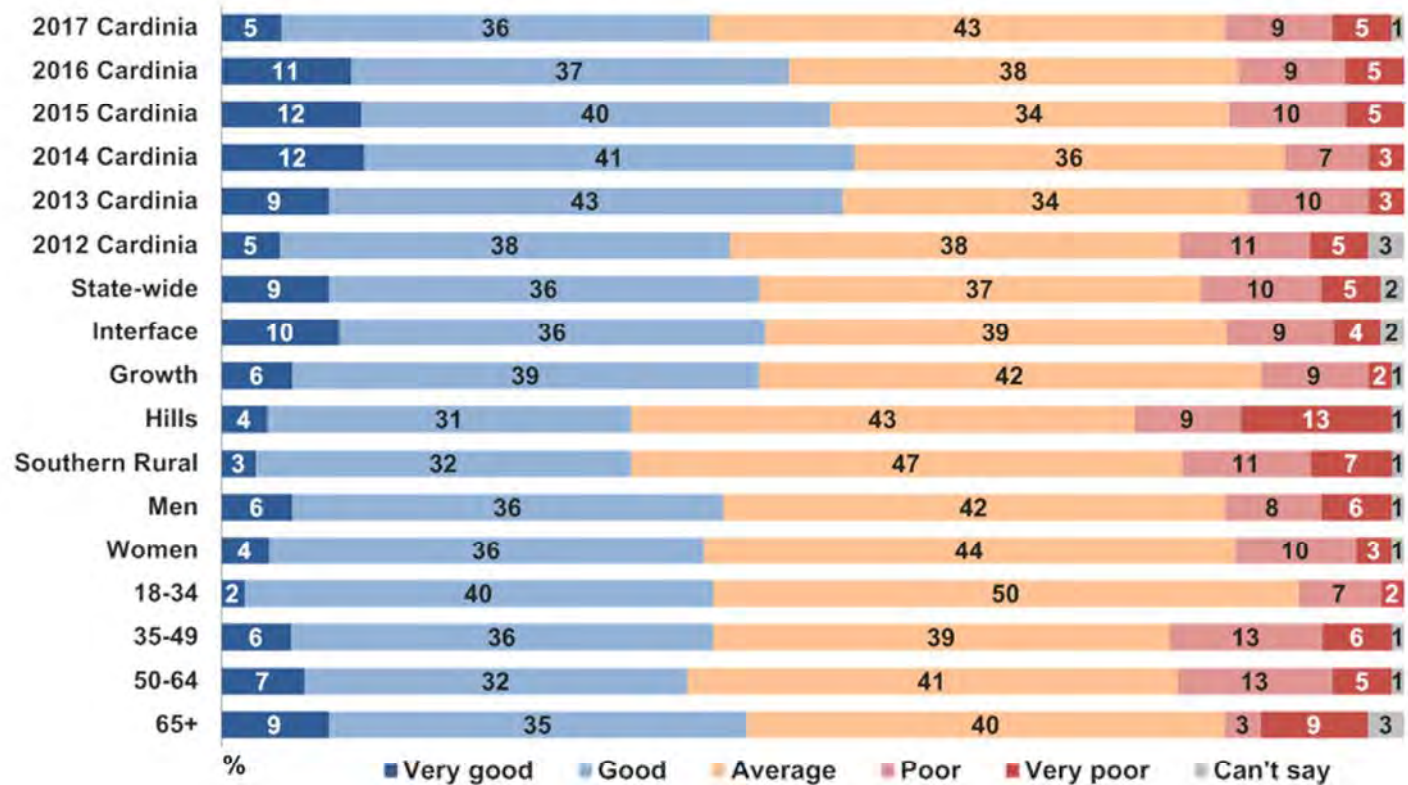
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Cardinia Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 68 Councils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

OVERALL PERFORMANCE

DETAILED PERCENTAGES



2017 Overall Performance



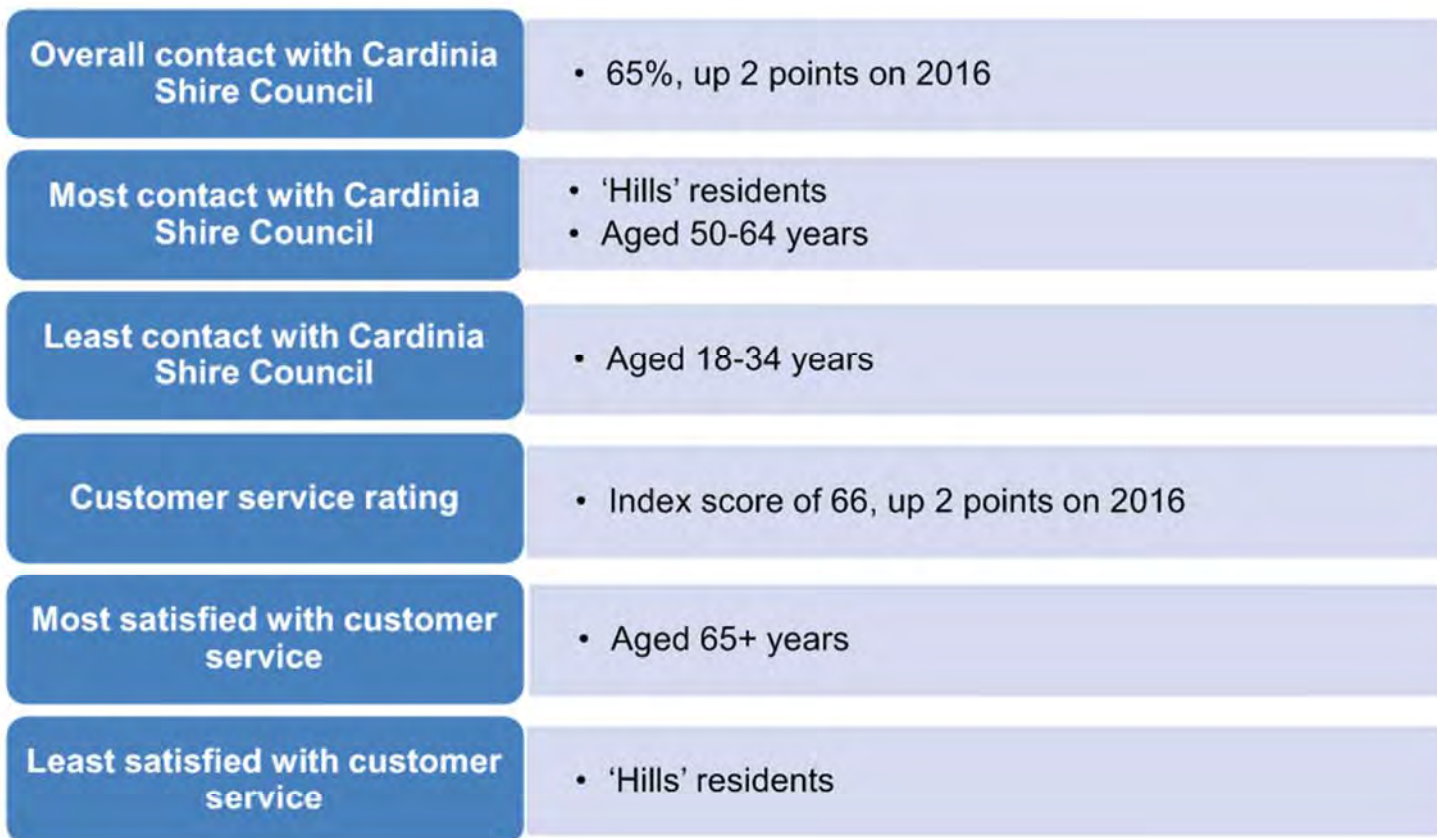
Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Cardinia Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?
 Base: All respondents. Councils asked state-wide: 68 Councils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



**KEY CORE MEASURE
CUSTOMER SERVICE**



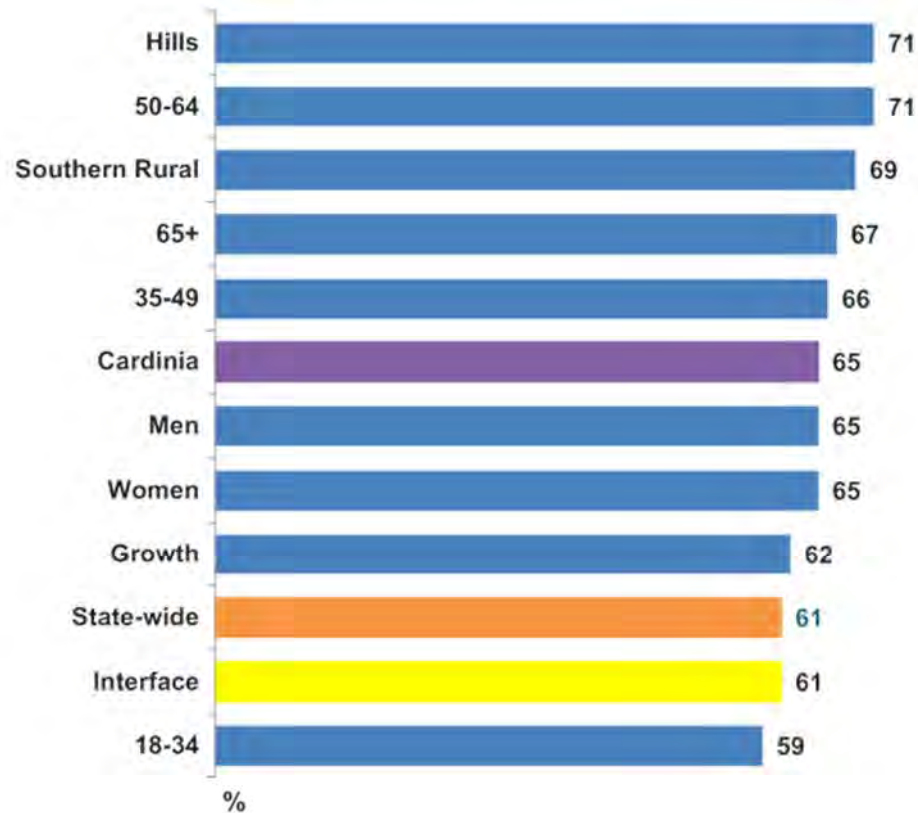
CONTACT LAST 12 MONTHS SUMMARY



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?

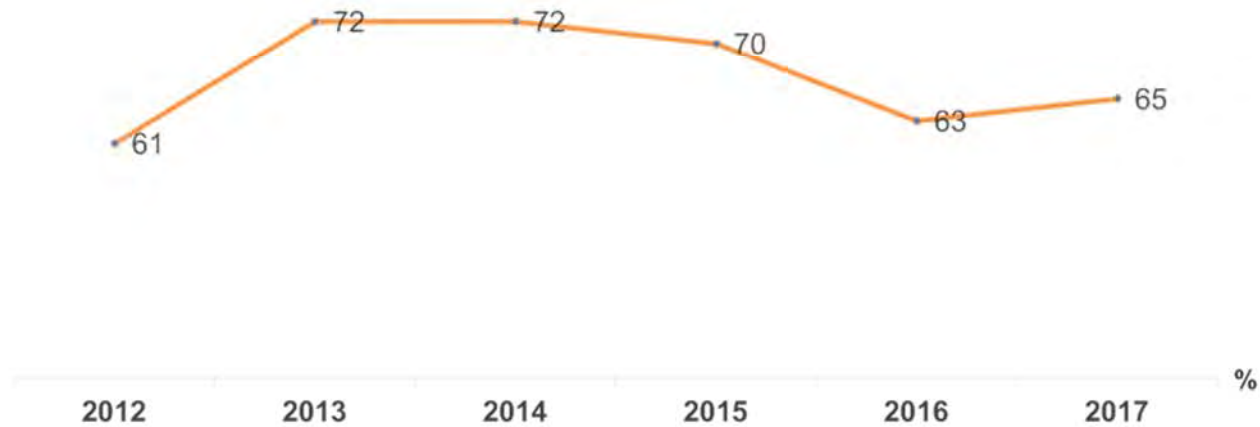
Base: All respondents. Councils asked state-wide: 49 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

2017 CONTACT WITH COUNCIL



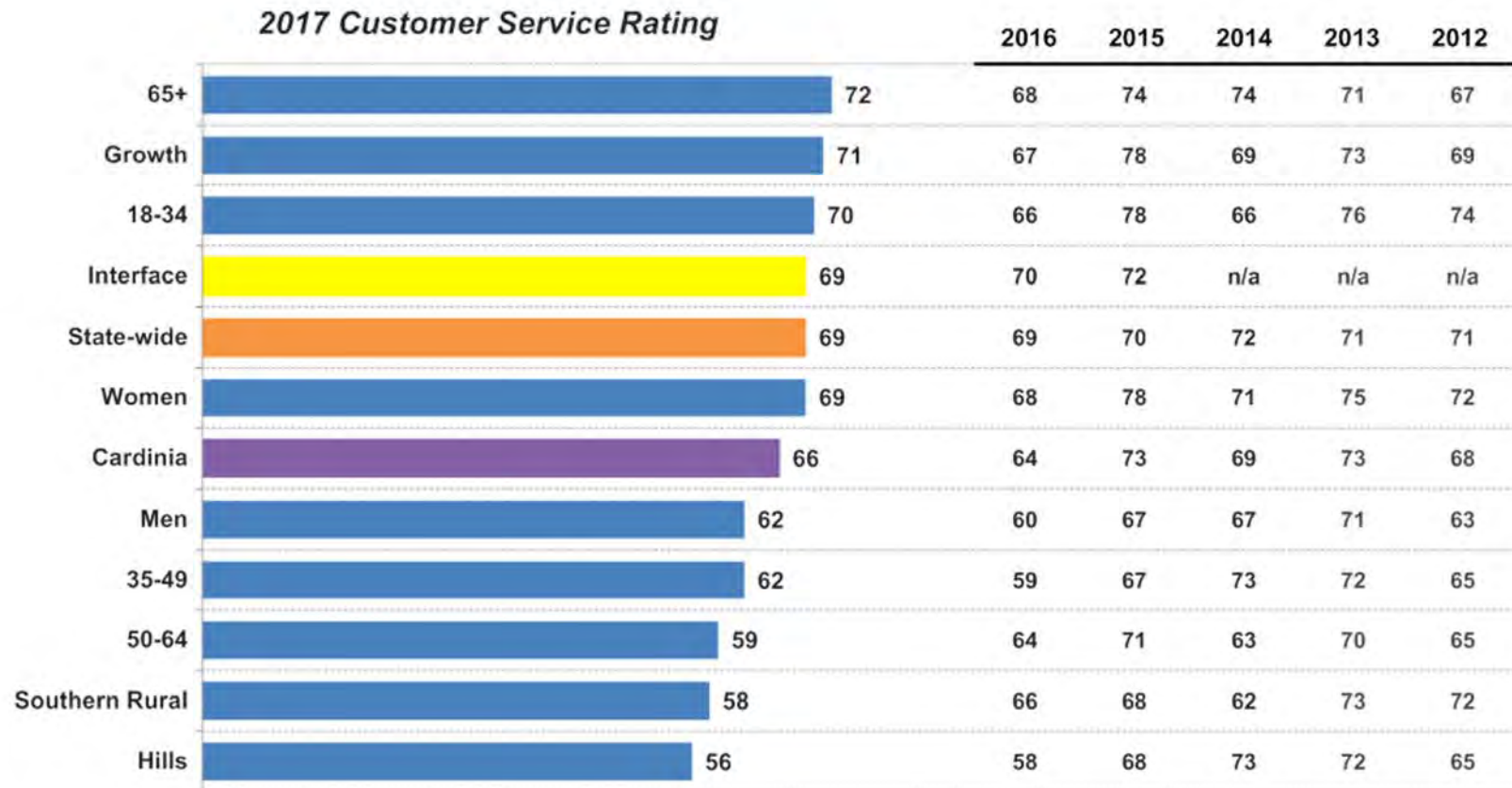
2017 Contact with Council
Have had contact



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

2017 CONTACT CUSTOMER SERVICE INDEX SCORES



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.

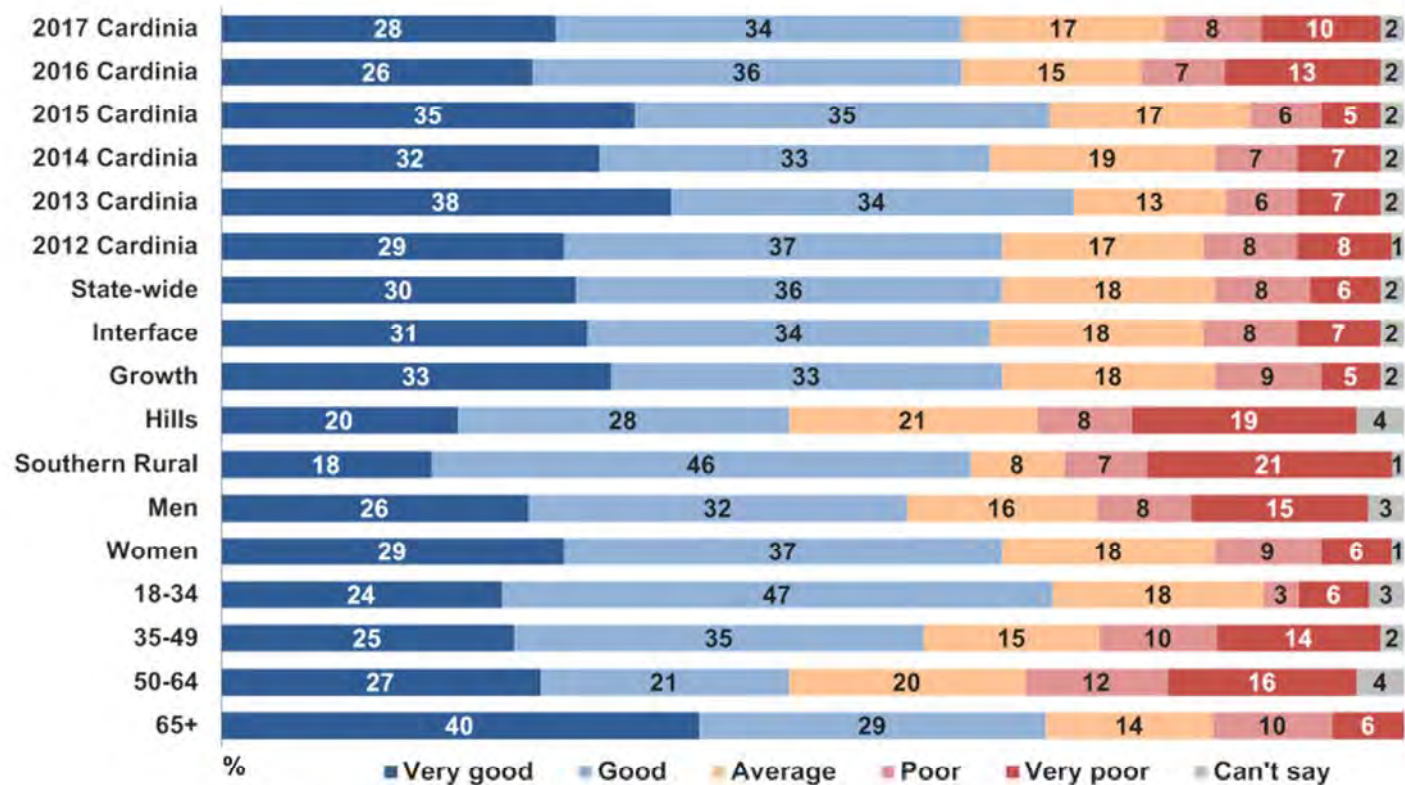
Councils asked state-wide: 68 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES



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



**KEY CORE MEASURE
COUNCIL DIRECTION INDICATORS**

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

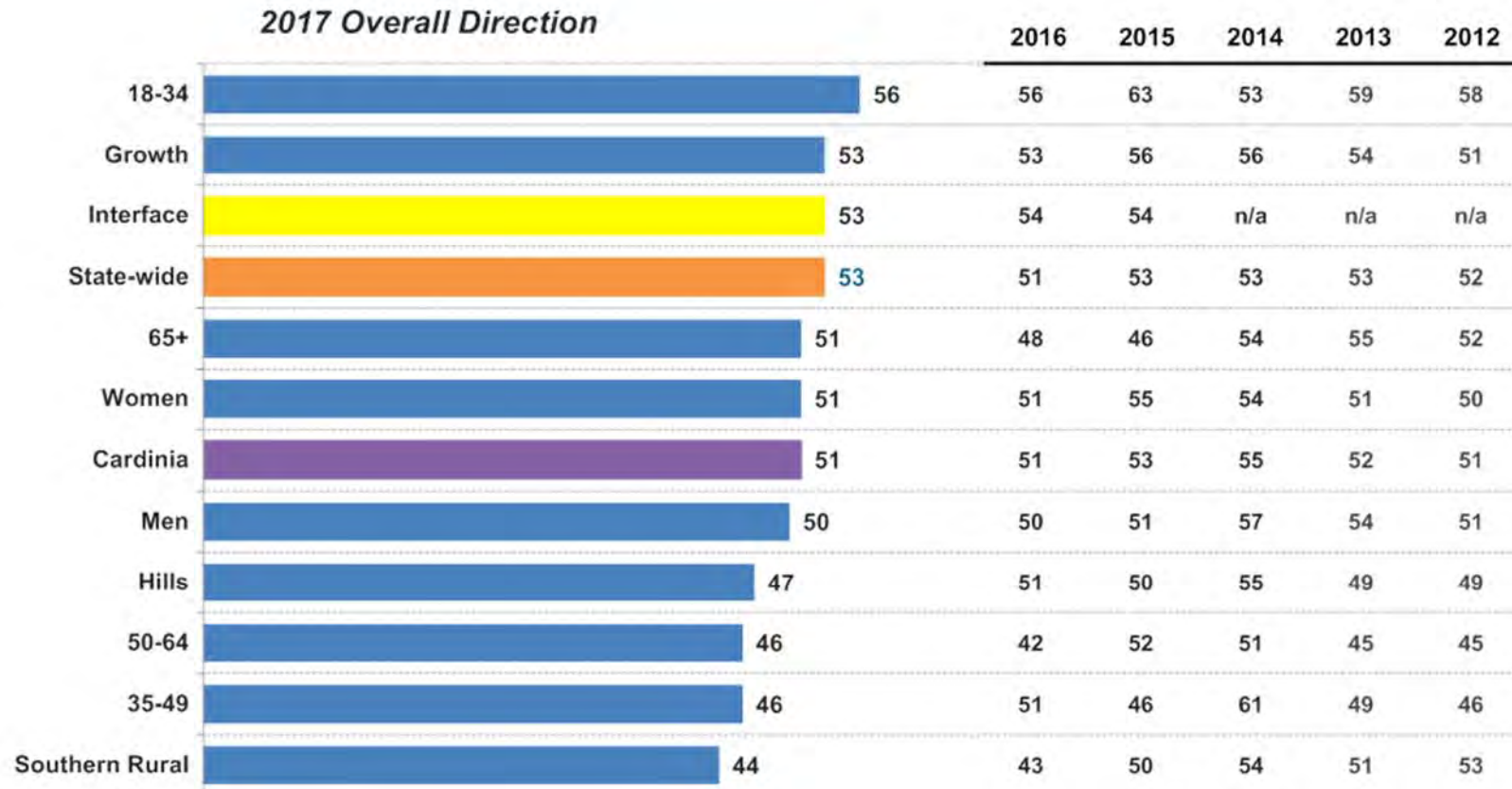
Most satisfied with Council Direction from Q6

- Aged 18-34 years

Least satisfied with Council Direction from Q6

- 'Southern Rural' residents

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



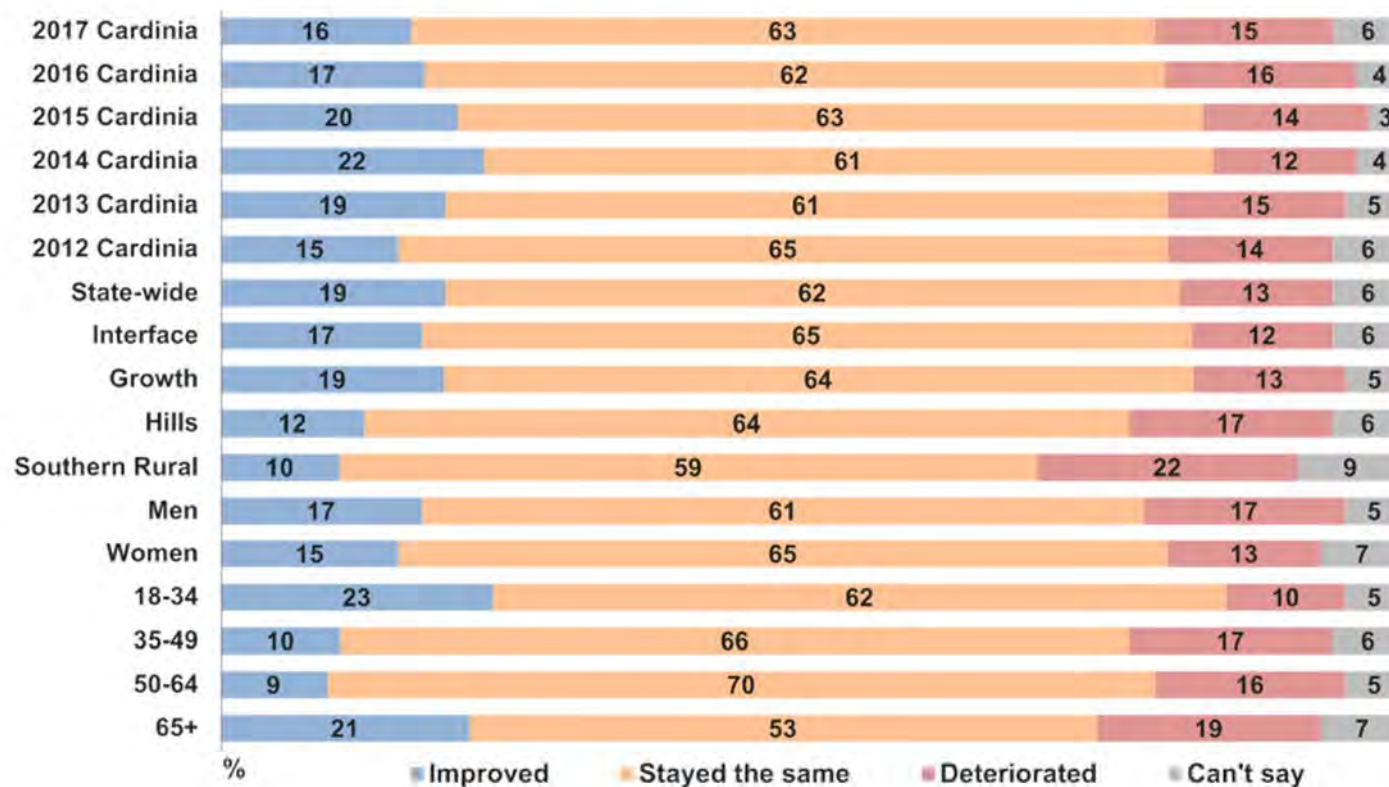
Q6. Over the last 12 months, what is your view of the direction of Cardinia Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6
 Note: Please see page 5 for explanation about significant differences

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES



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: 5



2017 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES



2017 Consultation and Engagement Importance

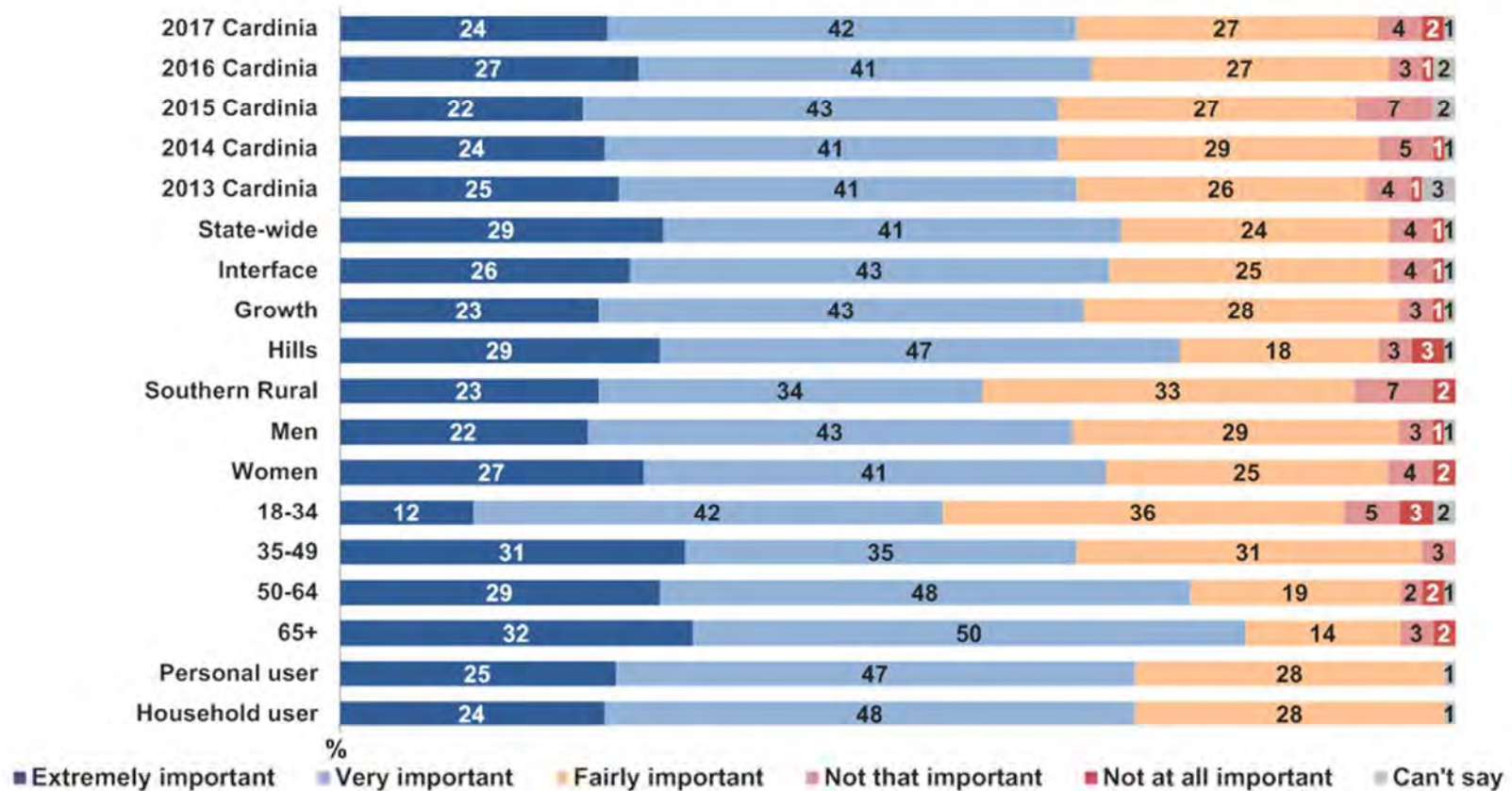
	2016	2015	2014	2013	2012
65+	76	74	73	72	n/a
50-64	76	74	80	78	n/a
Personal user	74	74	76	76	n/a
Household user	74	73	72	76	n/a
Hills	74	73	75	72	n/a
State-wide	74↑	74	74	73	73
35-49	73	71	71	73	n/a
Interface	72	72	n/a	n/a	n/a
Women	71	72	73	74	n/a
Growth	71	69	68	72	n/a
Cardinia	71	70	71	72	n/a
Men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

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

2017 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE DETAILED PERCENTAGES



2017 Consultation and Engagement Importance

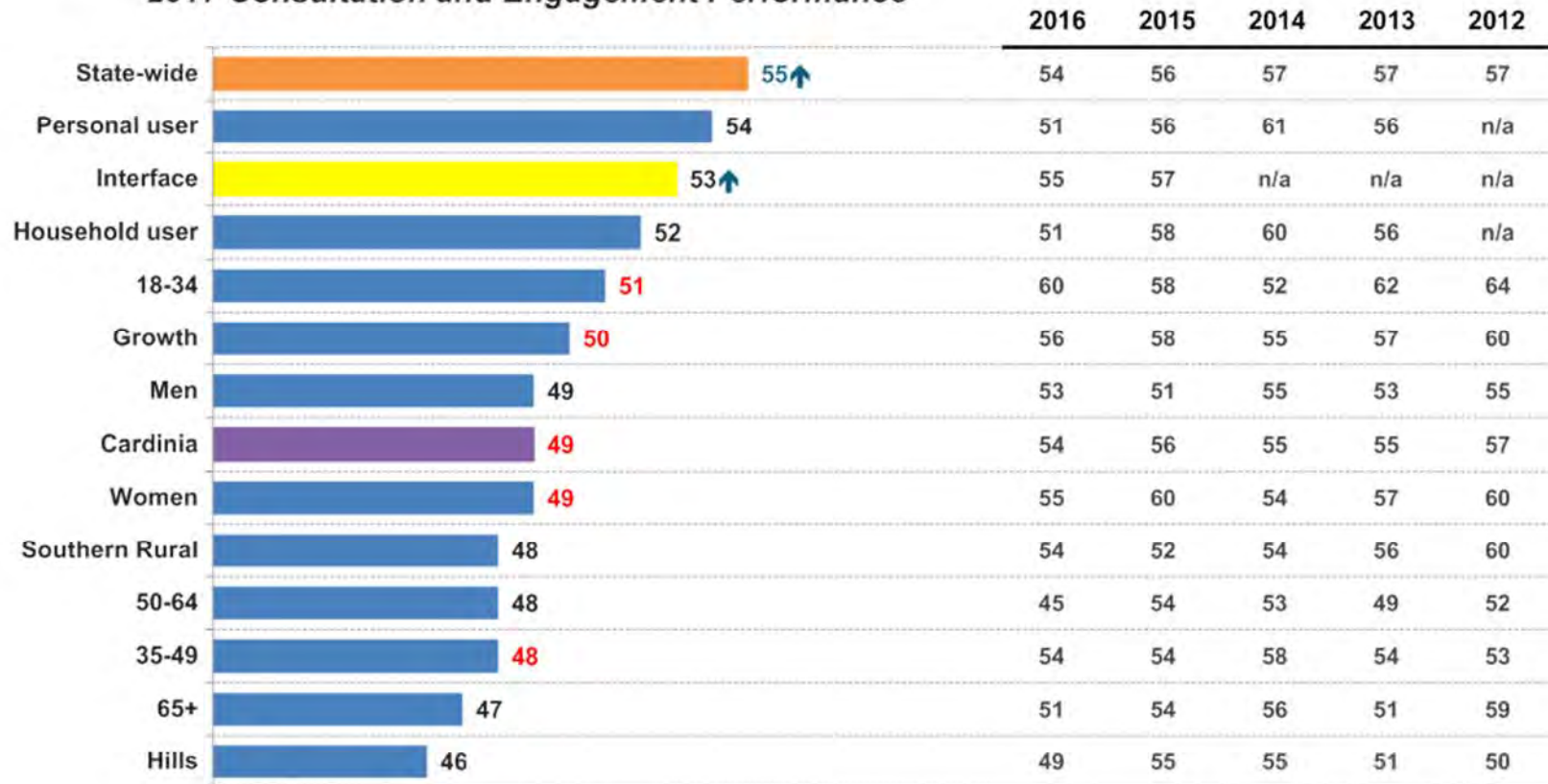


Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3

2017 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



2017 Consultation and Engagement Performance

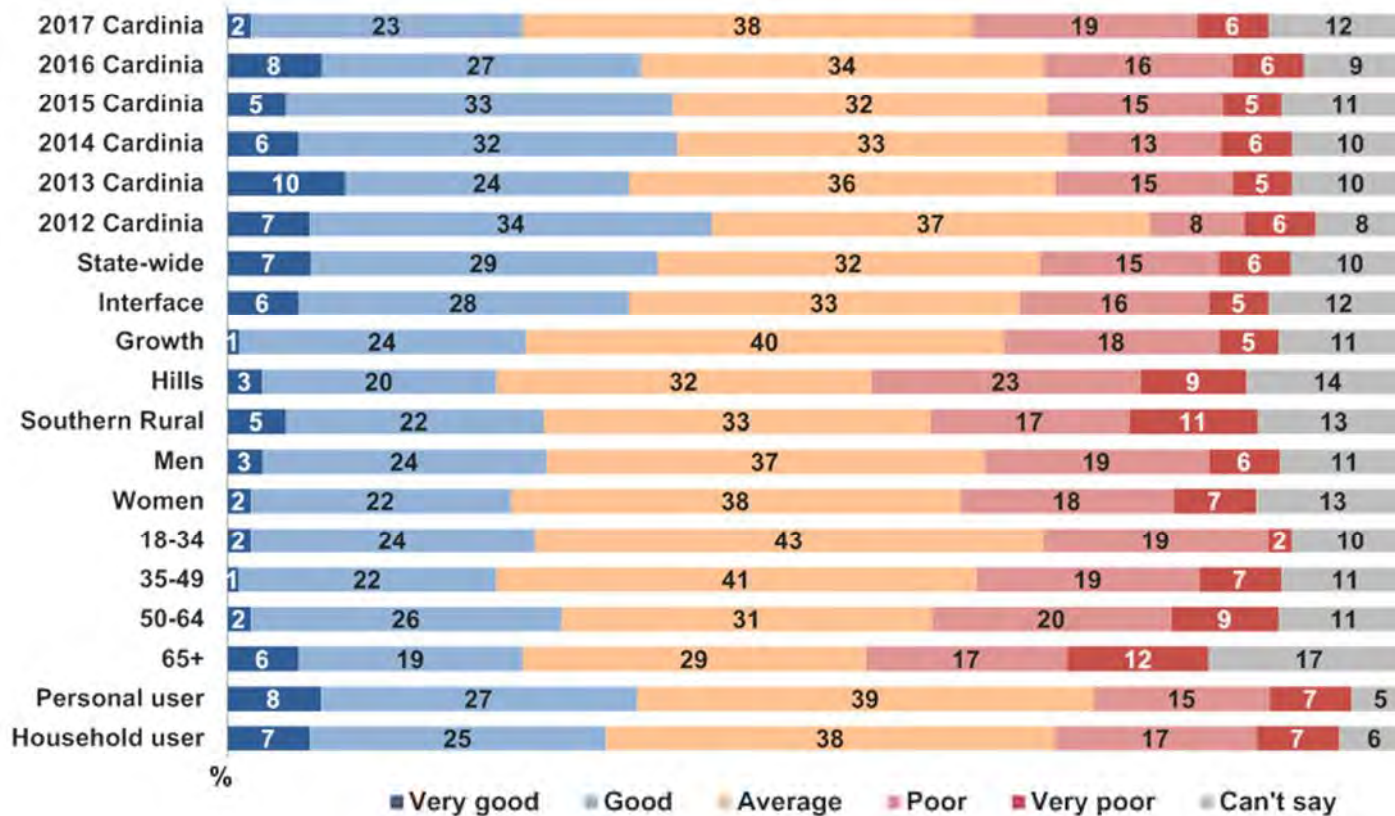


Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6
 Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES



2017 Consultation and Engagement Performance



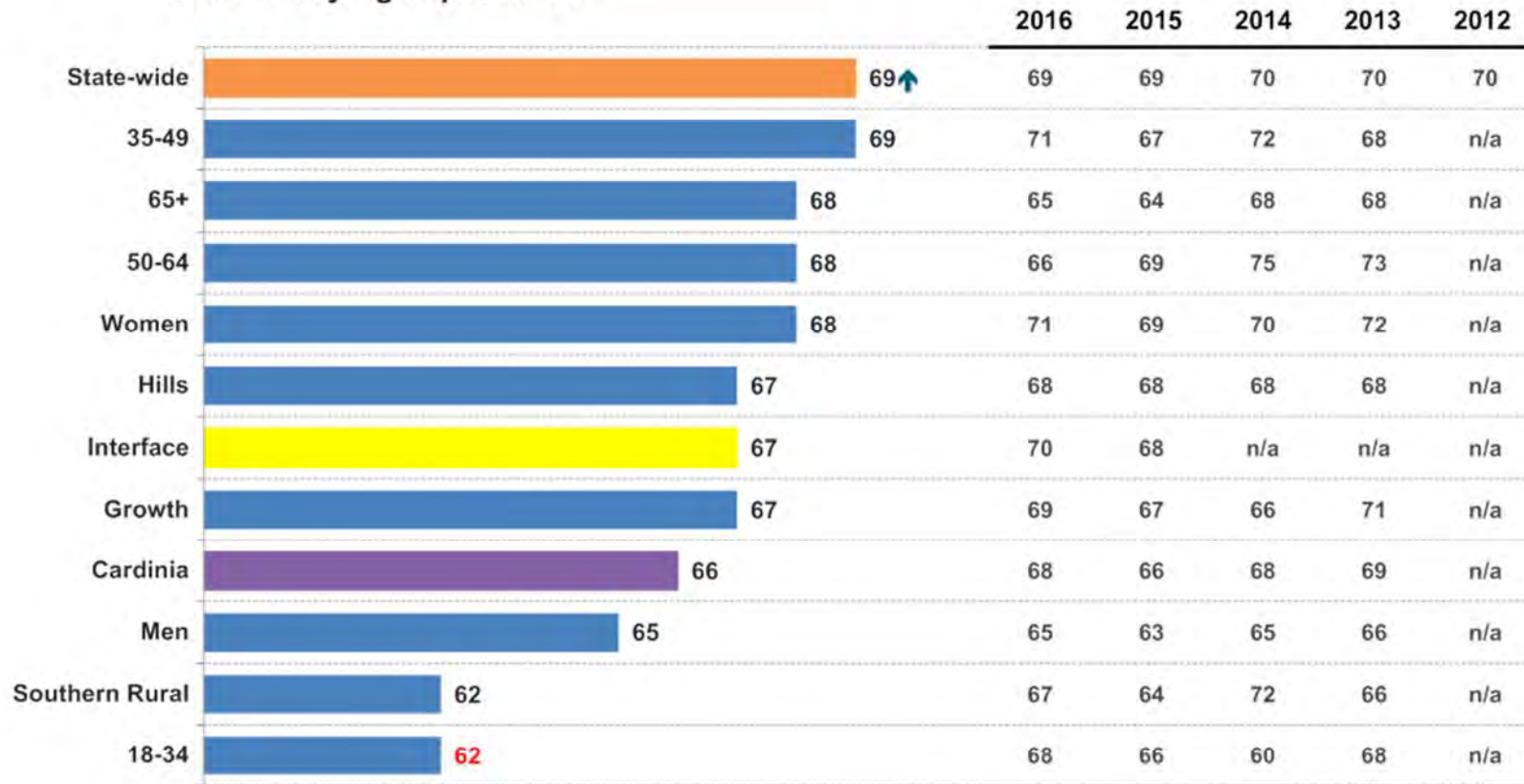
Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 5

2017 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE INDEX SCORES



2017 Lobbying Importance



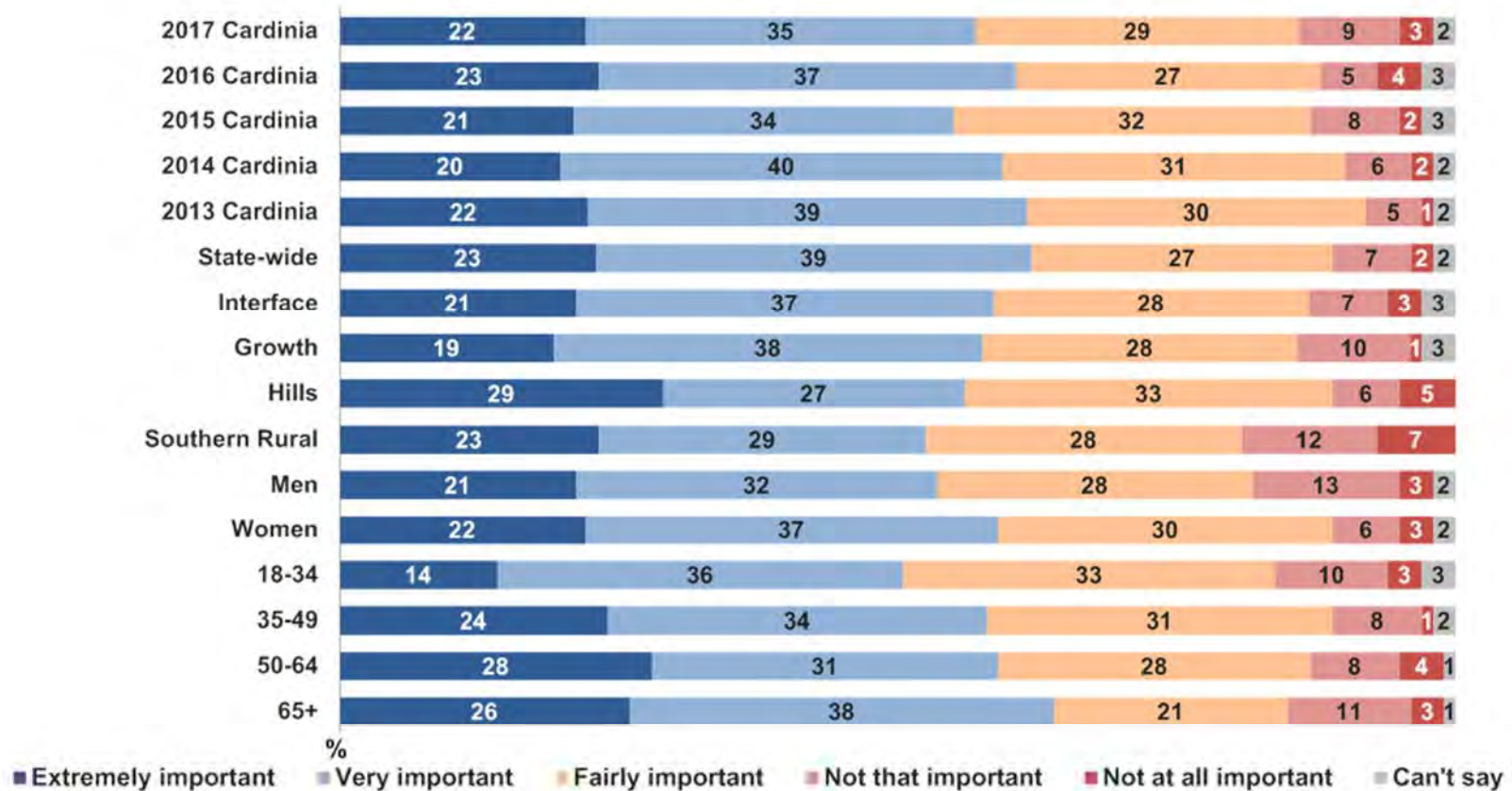
Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3
 Note: Please see page 5 for explanation about significant differences

2017 LOBBYING ON BEHALF OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES



2017 Lobbying Importance



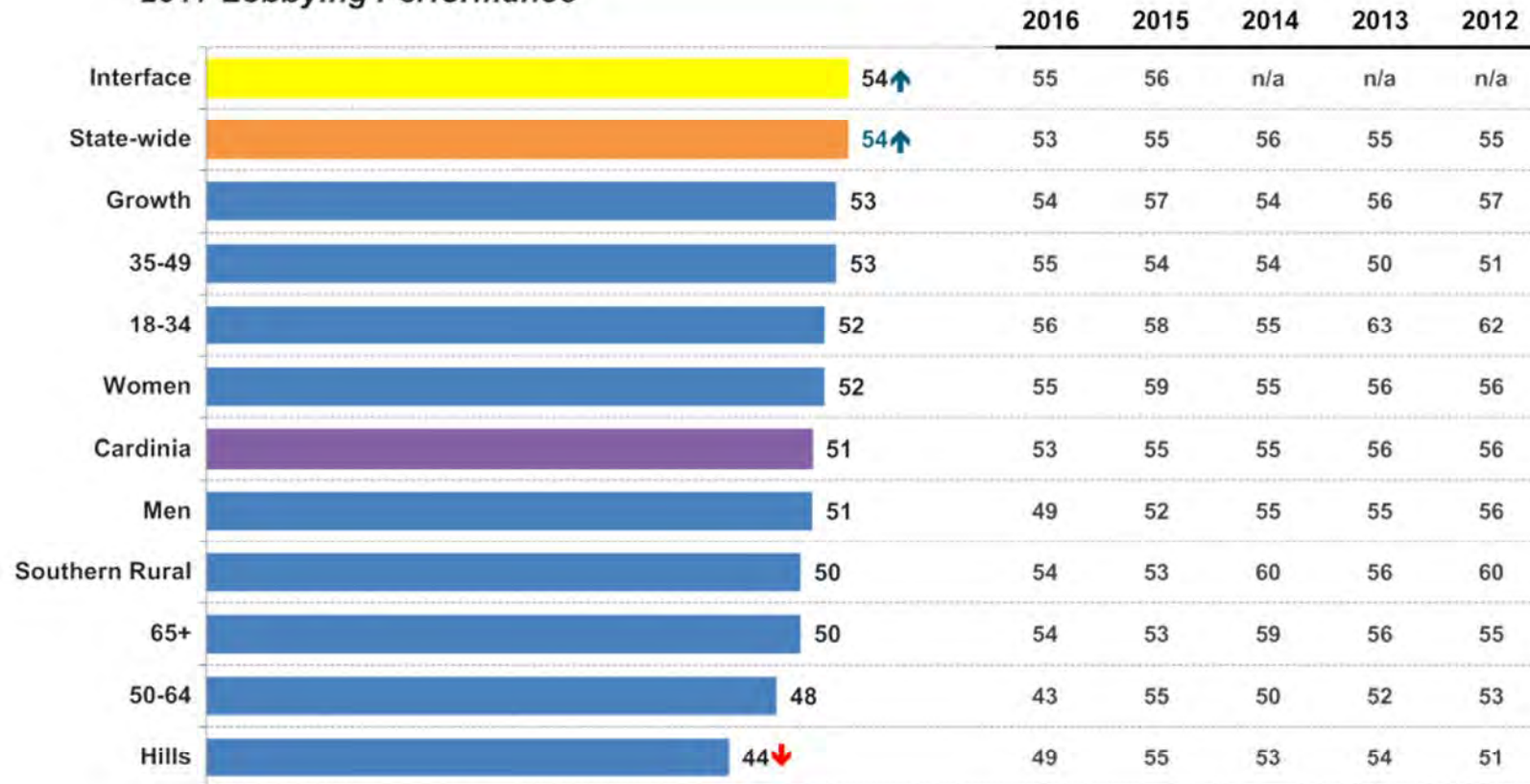
Q1. Firstly, how important should 'lobbying on behalf of the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 22 Councils asked group: 3

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE INDEX SCORES



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

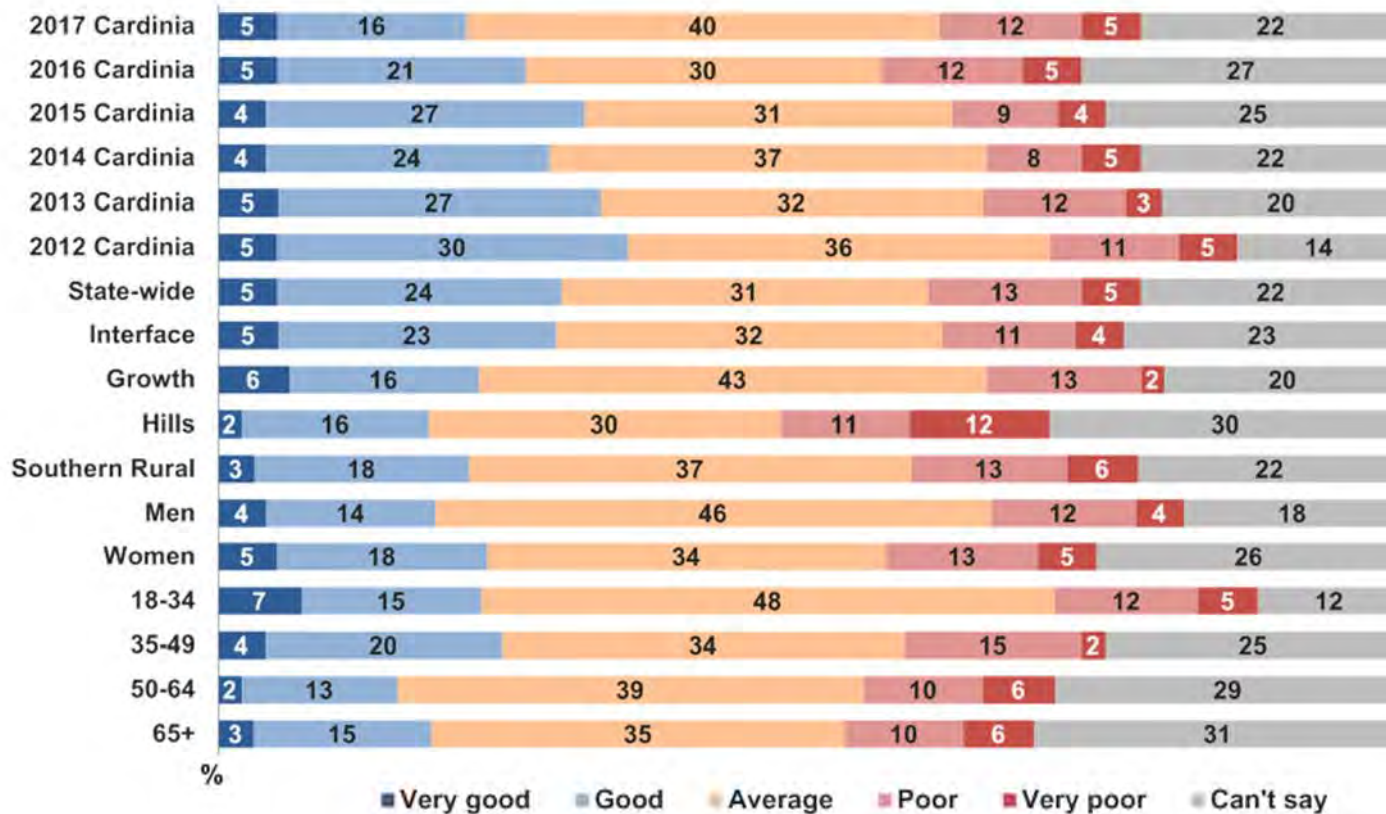
Note: Please see page 5 for explanation about significant differences

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



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

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE INDEX SCORES



2017 Community Decisions Made Importance

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

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

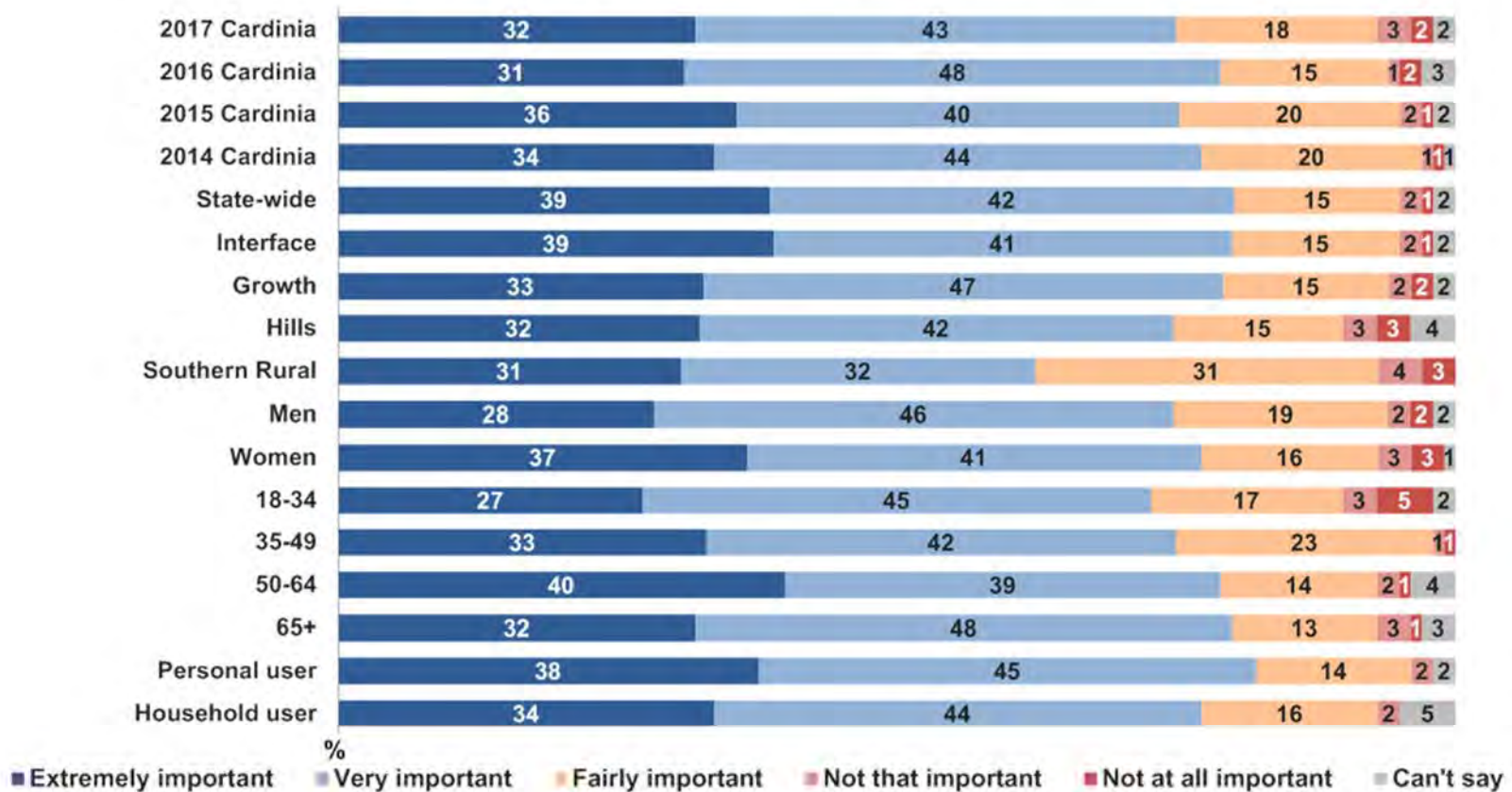
Note: Please see page 5 for explanation about significant differences

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES



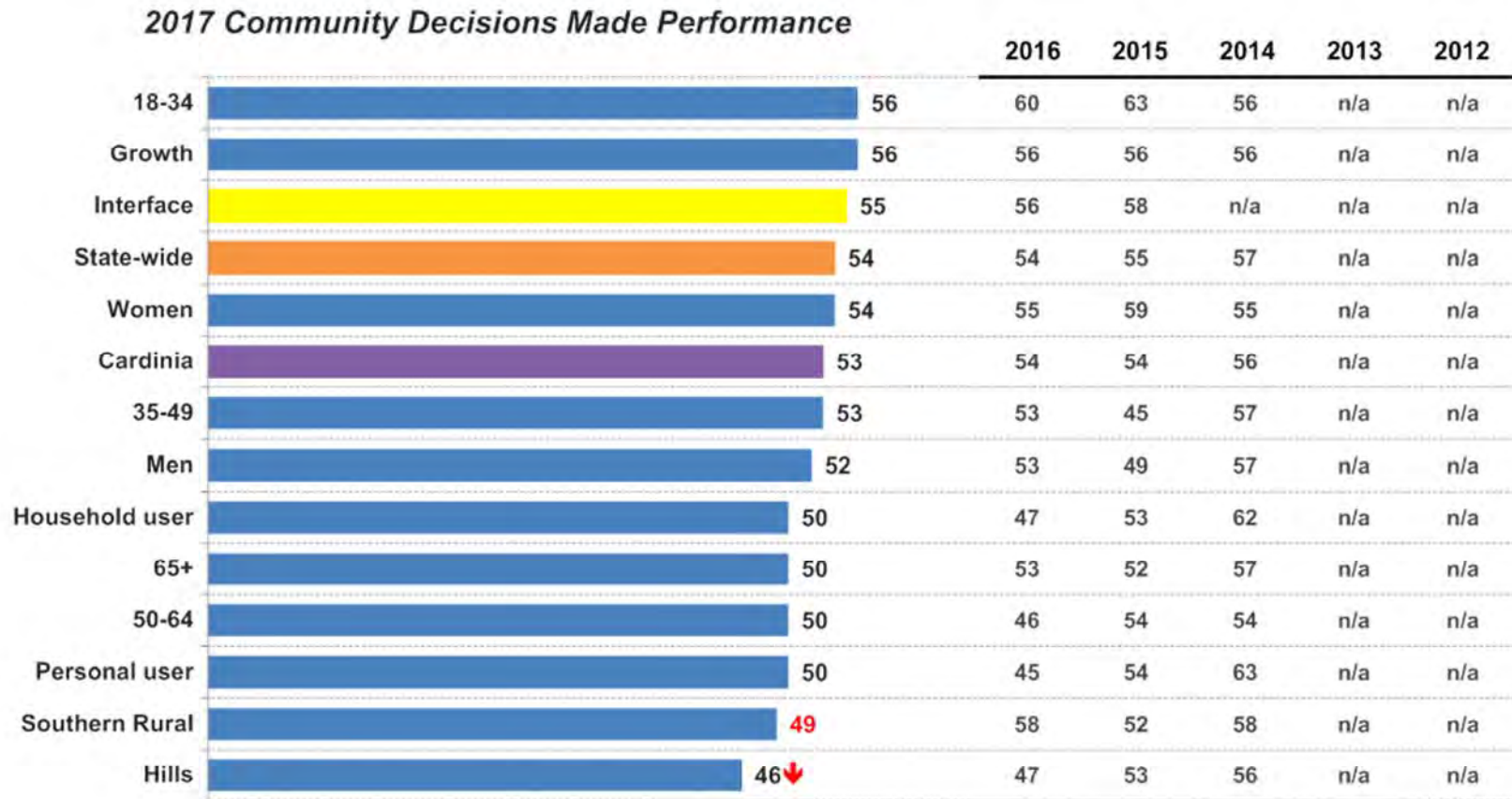
2017 Community Decisions Made Importance



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

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE INDEX SCORES



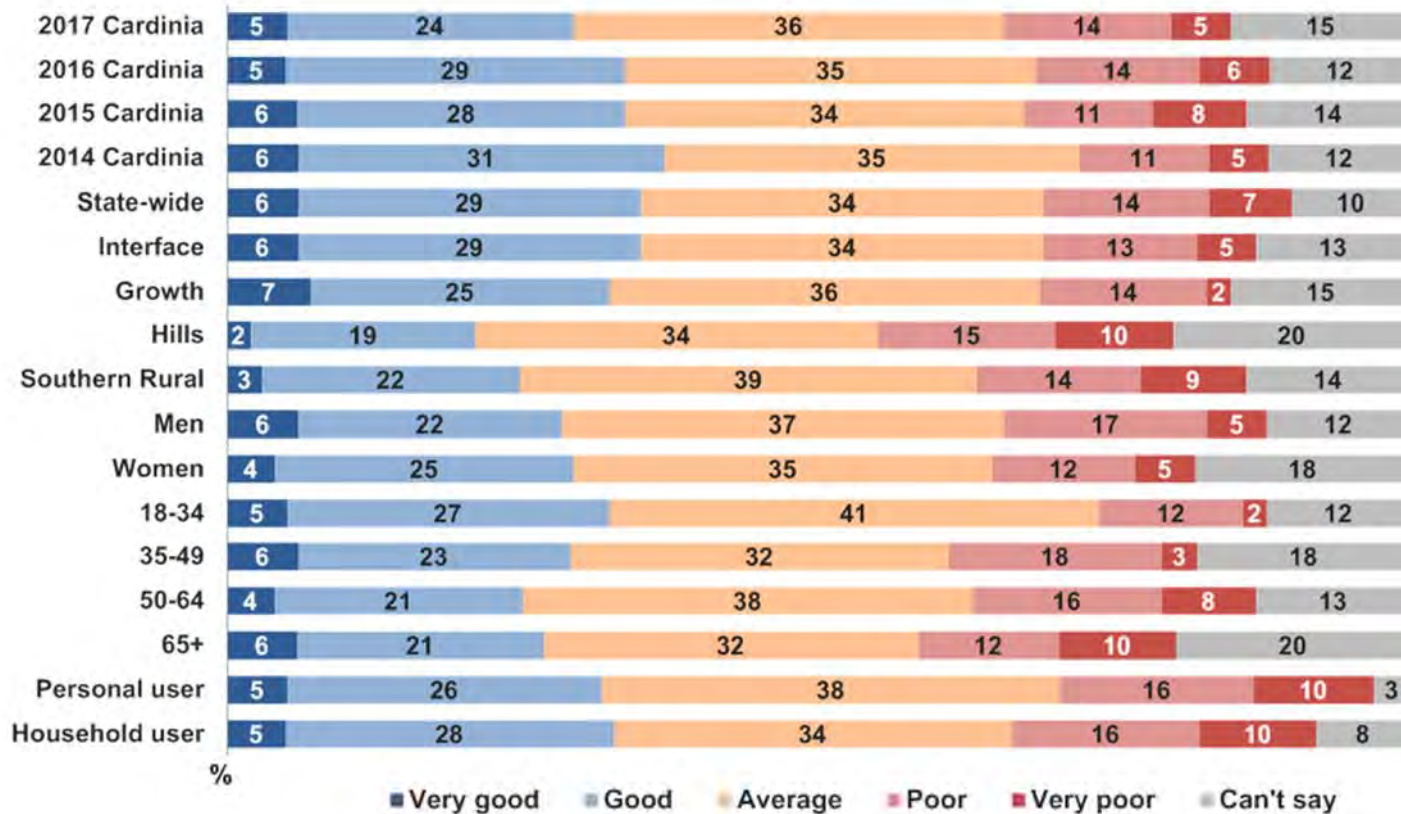
Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6
 Note: Please see page 5 for explanation about significant differences

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

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES



2017 Sealed Local Roads Importance

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

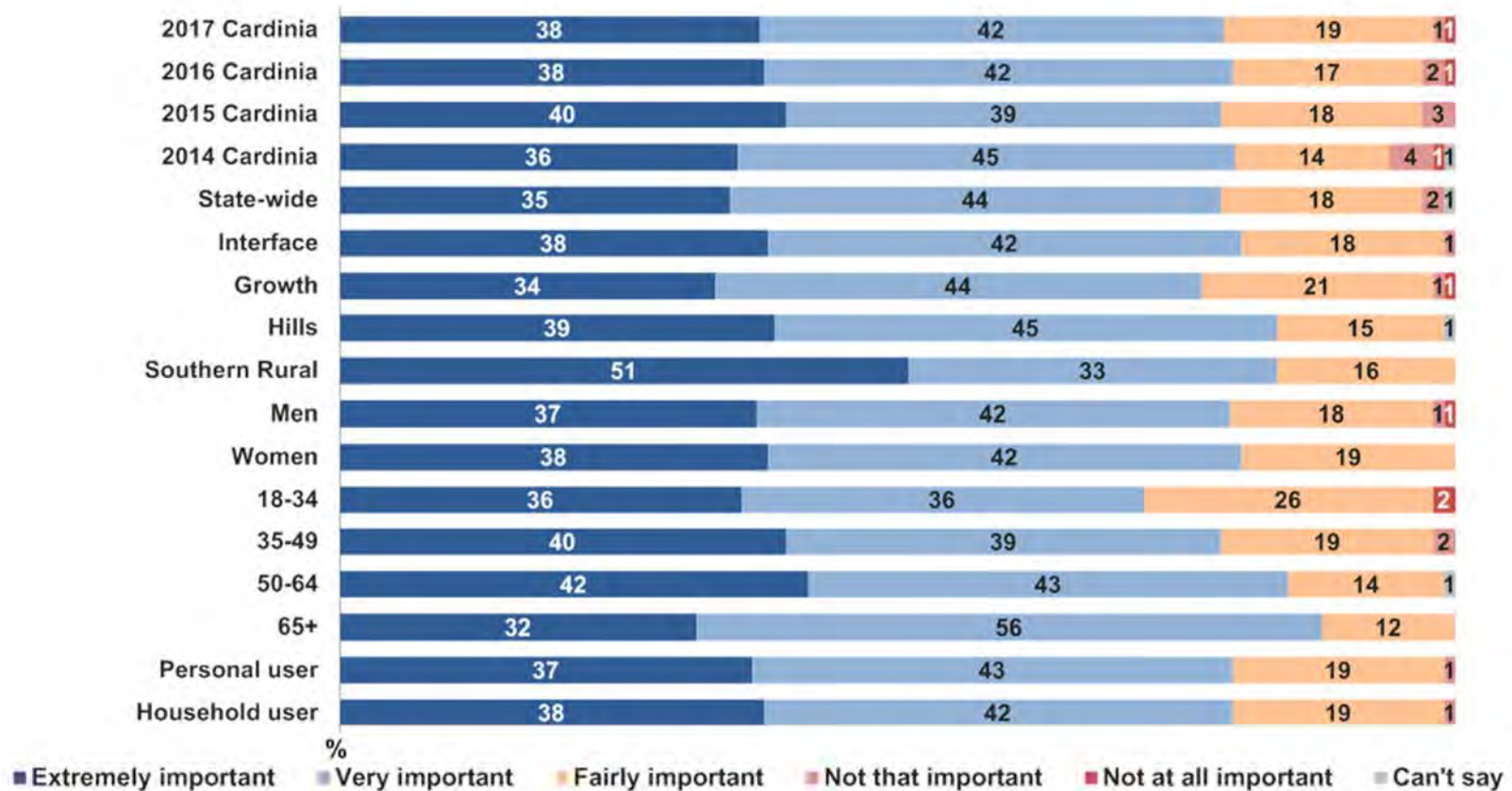
Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 3
 Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES



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

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2017 Sealed Local Roads Performance

		2016	2015	2014	2013	2012
35-49	60 ↑	53	53	57	n/a	n/a
Growth	60 ↑	64	63	62	n/a	n/a
Interface	59 ↑	60	60	n/a	n/a	n/a
Men	55	55	55	59	n/a	n/a
65+	55	63	57	63	n/a	n/a
Personal user	55	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	42 ↓	46	45	43	n/a	n/a

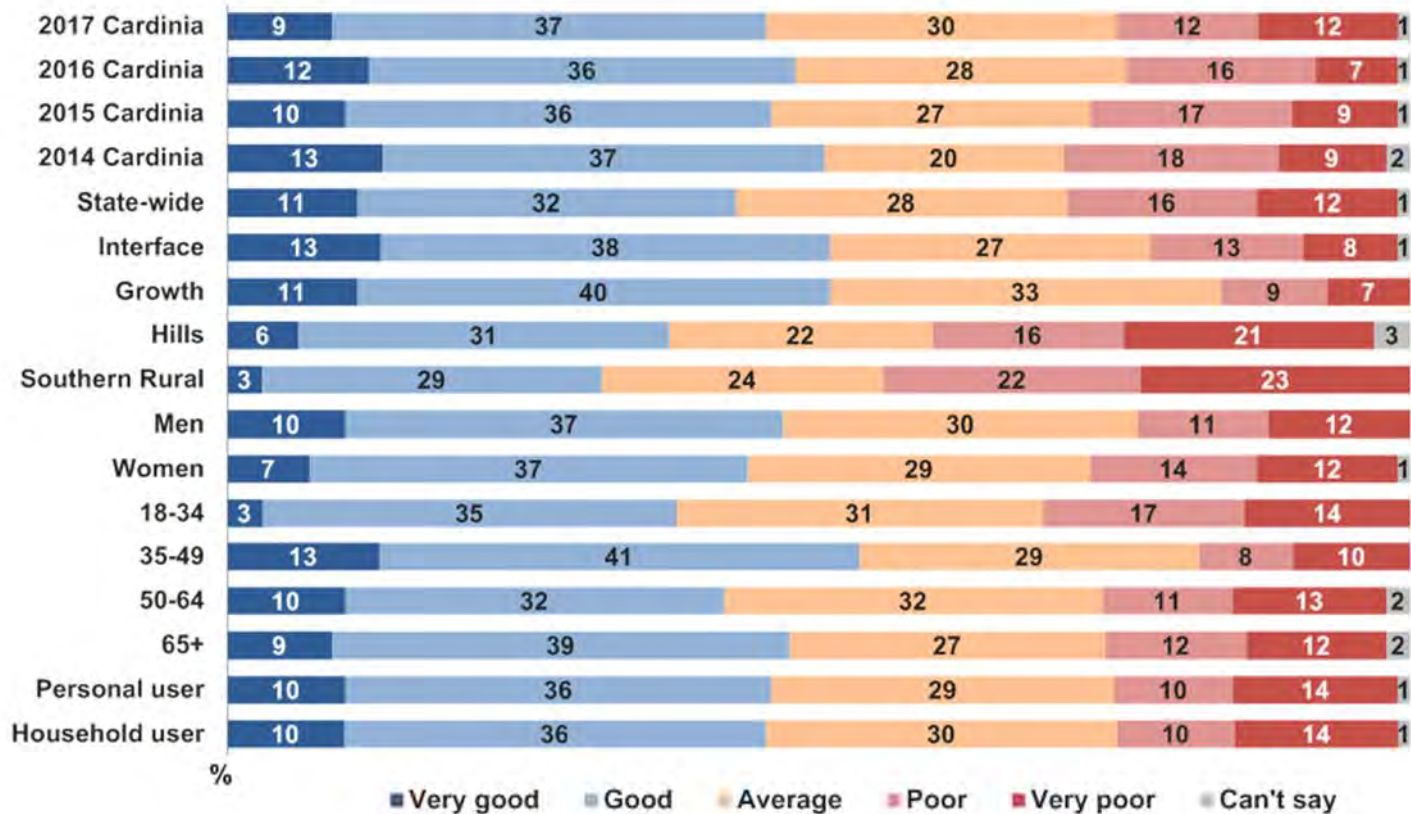
Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 6
 Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



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: 5

2017 INFORMING THE COMMUNITY

IMPORTANCE INDEX SCORES



2017 Informing Community Importance

		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
Household 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
Southern Rural	72	78	72	74	75	n/a
18-34	71	75	75	68	74	n/a

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

63

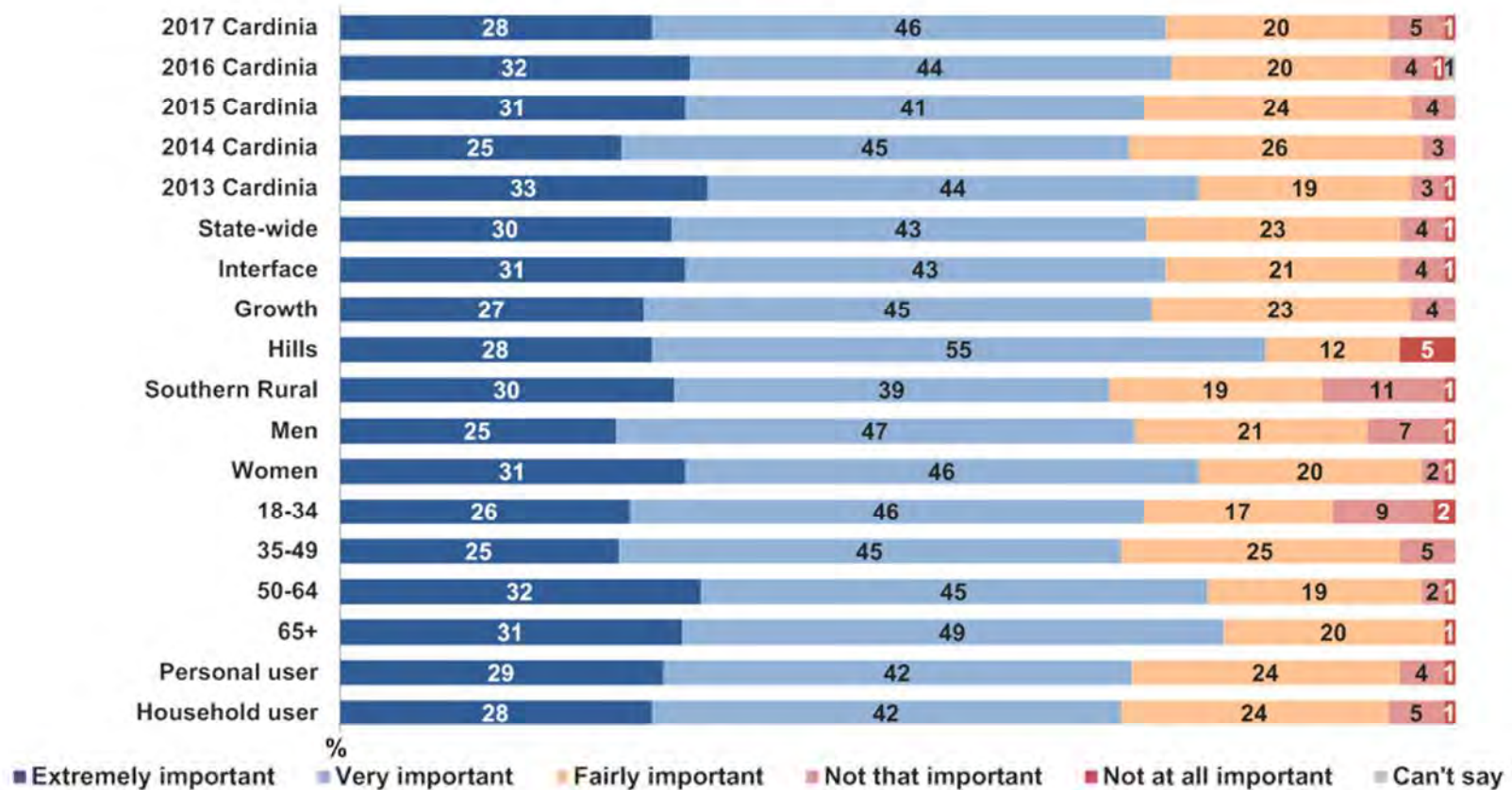
J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

2017 INFORMING THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES



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

2017 INFORMING THE COMMUNITY

PERFORMANCE INDEX SCORES



2017 Informing Community Performance

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

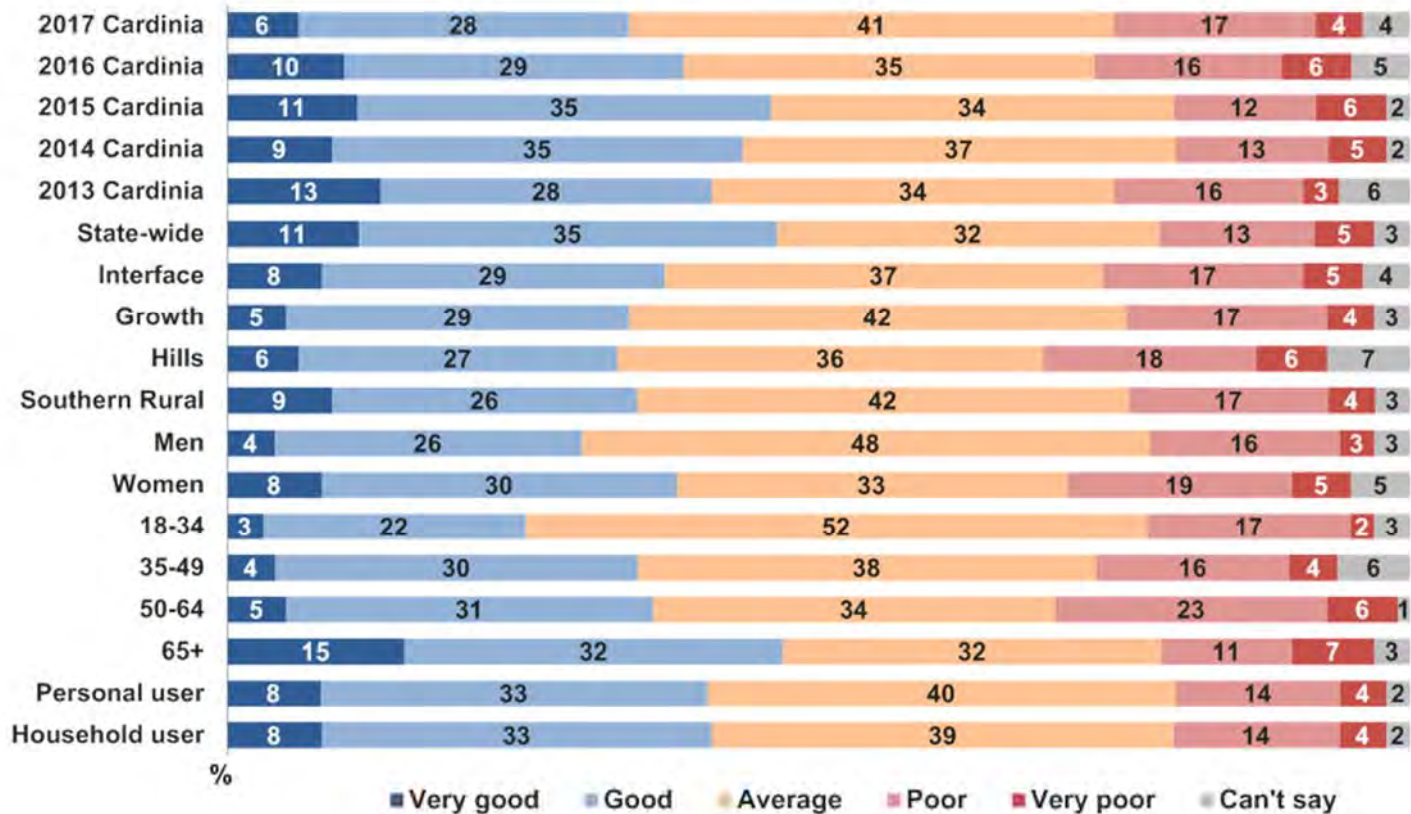
Q2. How has Council performed on 'informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4
 Note: Please see page 5 for explanation about significant differences

2017 INFORMING THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



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

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



2017 Streets and Footpaths Importance

		2016	2015	2014	2013	2012
Interface	80 ↑	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

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

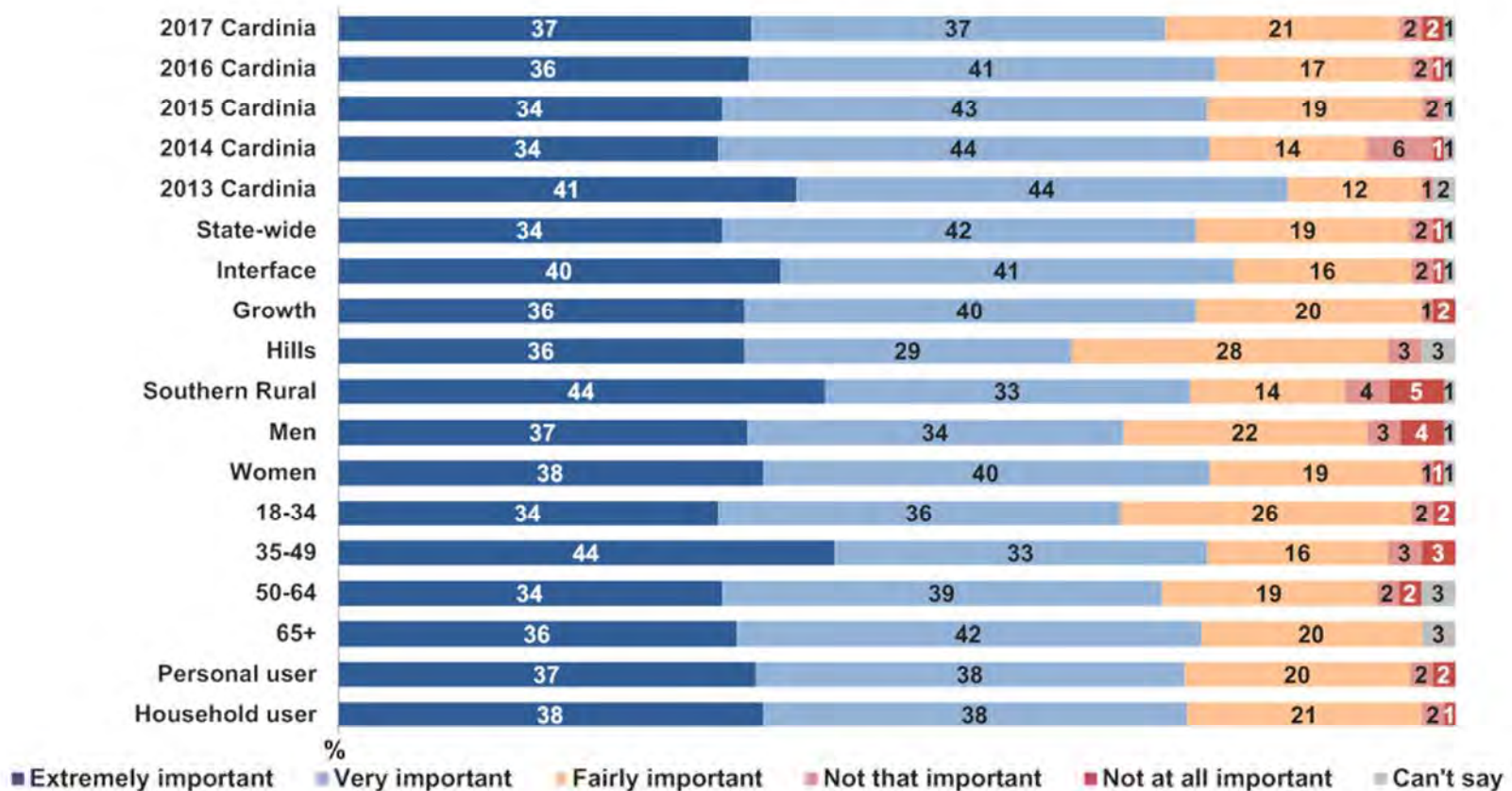
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 4

Note: Please see page 5 for explanation about significant differences

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



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

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



2017 Streets and Footpaths Performance

		2016	2015	2014	2013	2012
Growth	59 ↑	65	61	61	56	n/a
State-wide	57	57	58	58	58	57
Interface	56	57	56	n/a	n/a	n/a
18-34	56	65	64	52	54	n/a
Women	55	58	58	54	51	n/a
35-49	55	53	50	60	53	n/a
Personal user	54	61	59	57	49	n/a
Cardinia	54	57	57	56	51	n/a
Household user	54	61	60	57	49	n/a
Men	53	56	56	59	51	n/a
65+	53	58	55	59	48	n/a
50-64	52	48	57	56	46	n/a
Southern Rural	45 ↓	53	55	53	52	n/a
Hills	43 ↓	44	53	51	41	n/a

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

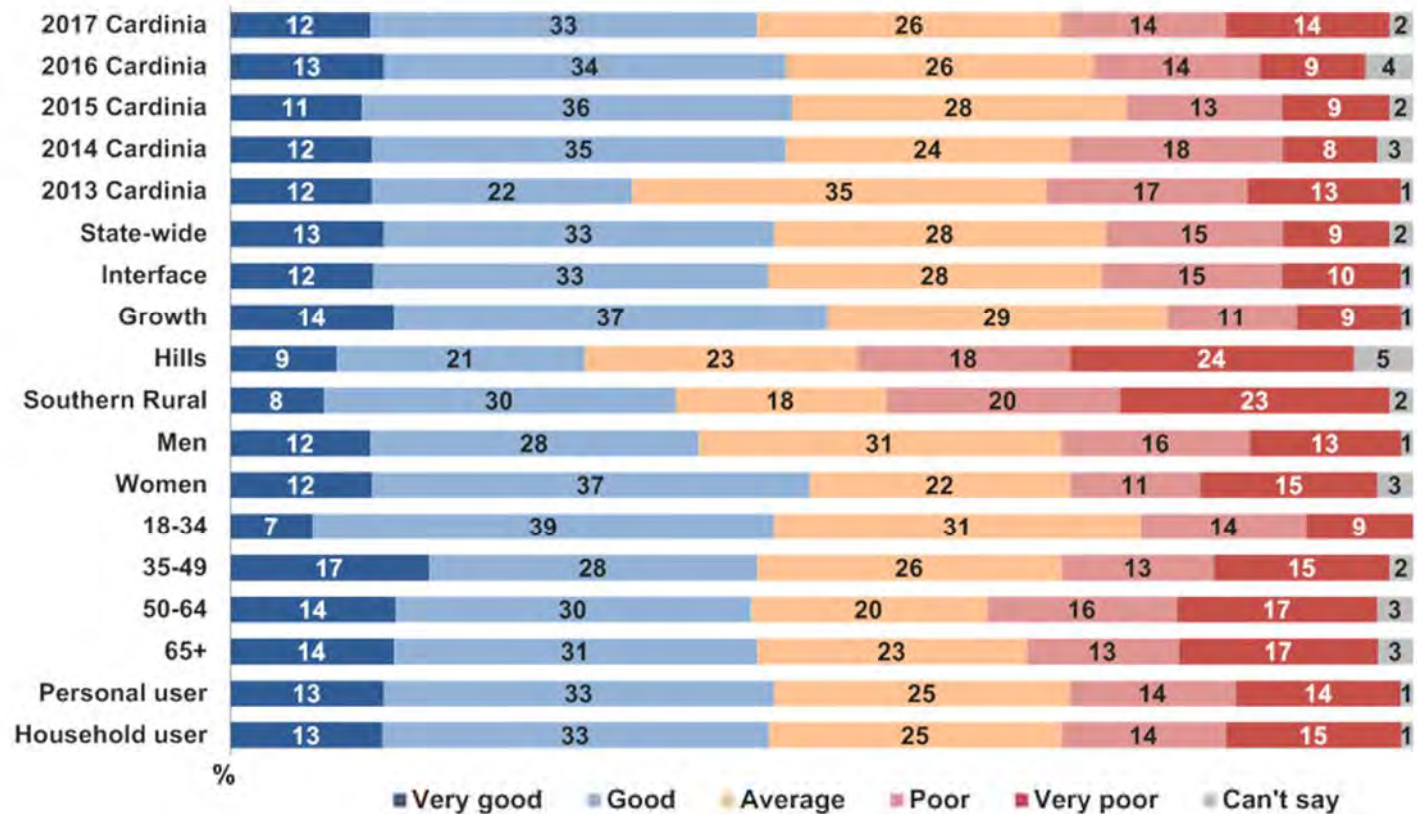
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 3

Note: Please see page 5 for explanation about significant differences

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



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

2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE INDEX SCORES



2017 Law Enforcement Importance

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

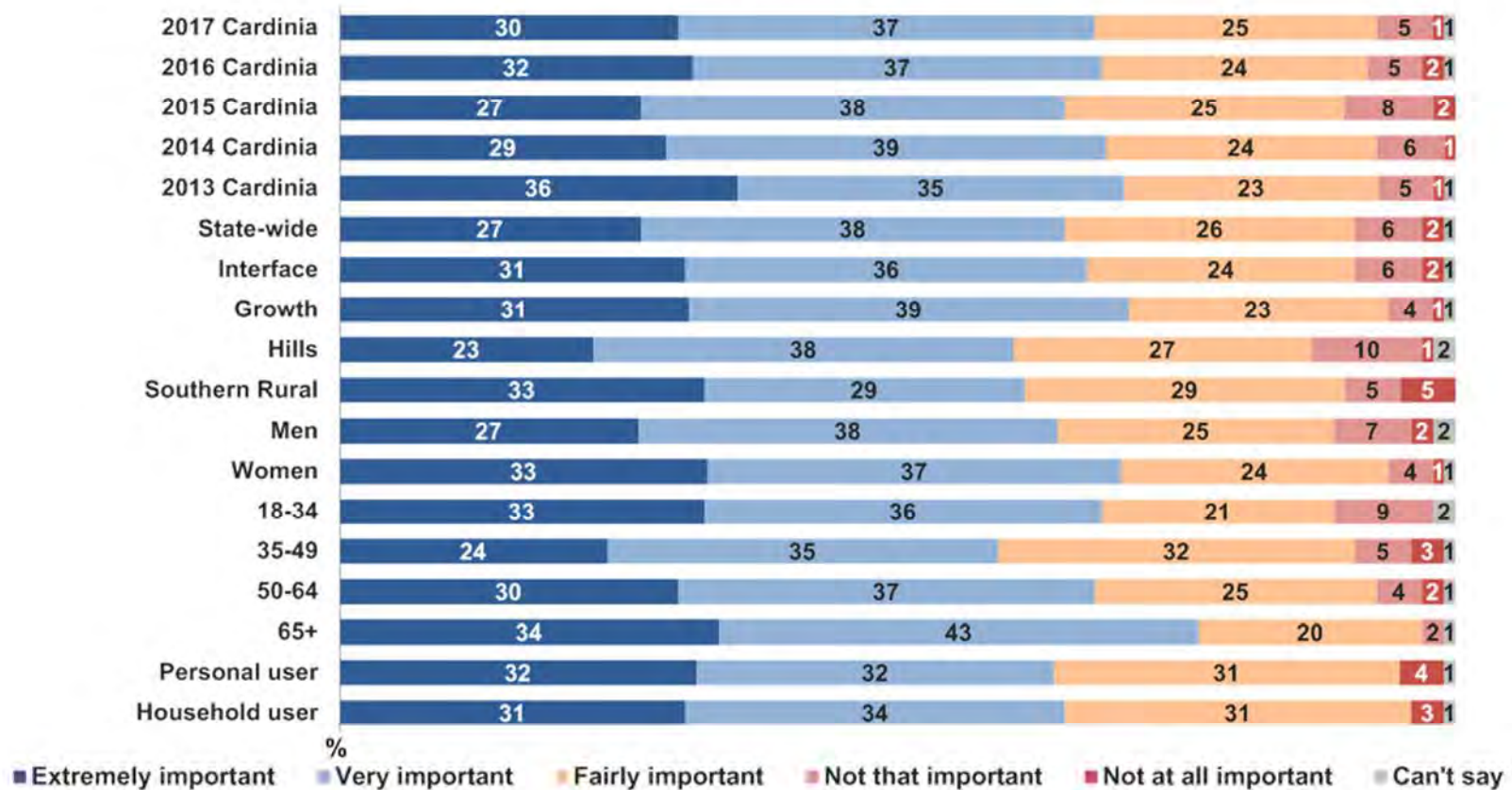
Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3
 Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE DETAILED PERCENTAGES



2017 Law Enforcement Importance



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

2017 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES



2017 Law Enforcement Performance

		2016	2015	2014	2013	2012
State-wide	64↑	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
Household user	51	60	62	60	70	n/a
Personal user	49↓	60	62	60	72	n/a

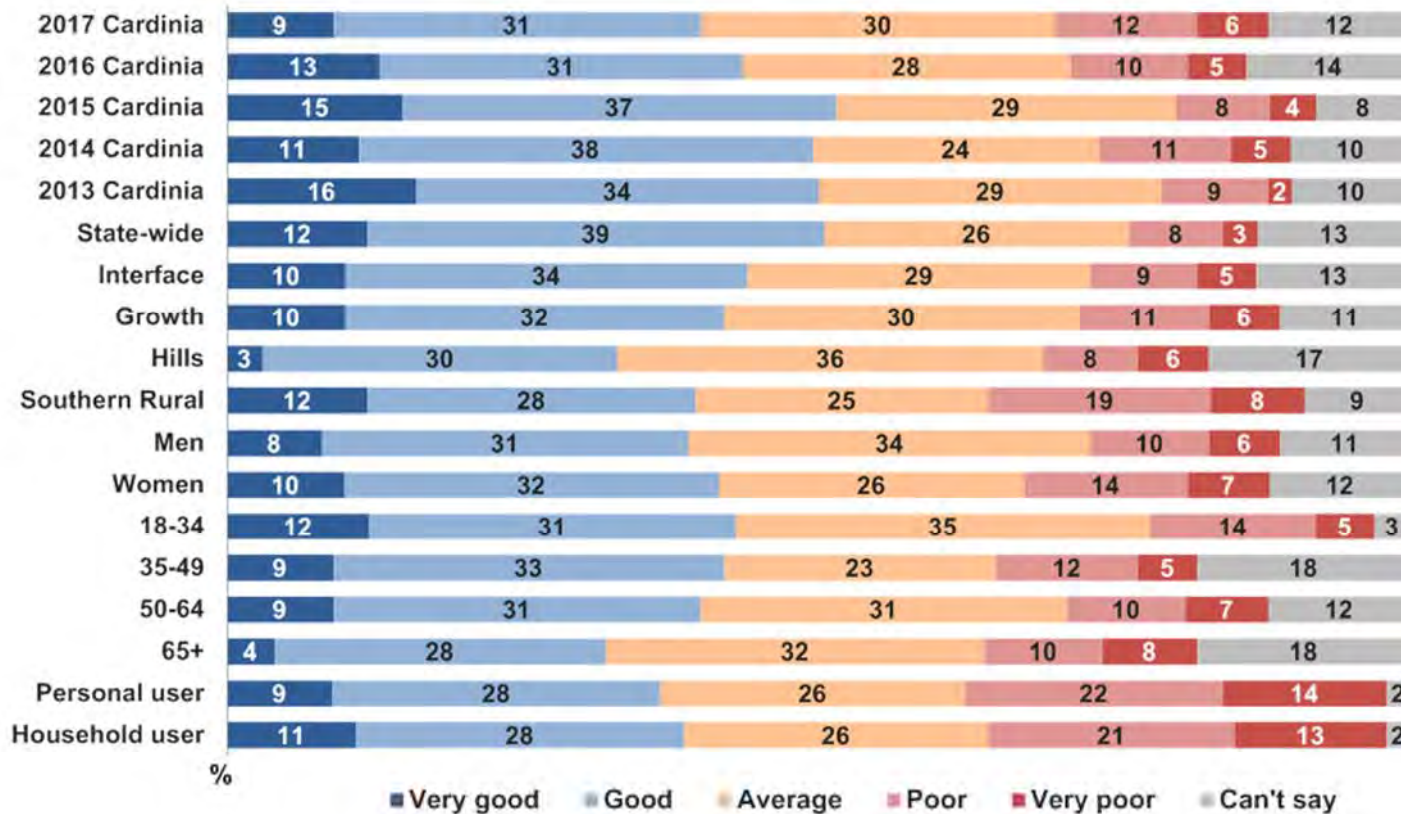
Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 3
 Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES



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

2017 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES



2017 Family Support Importance

		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	67 ↓	70	73	70	74	n/a

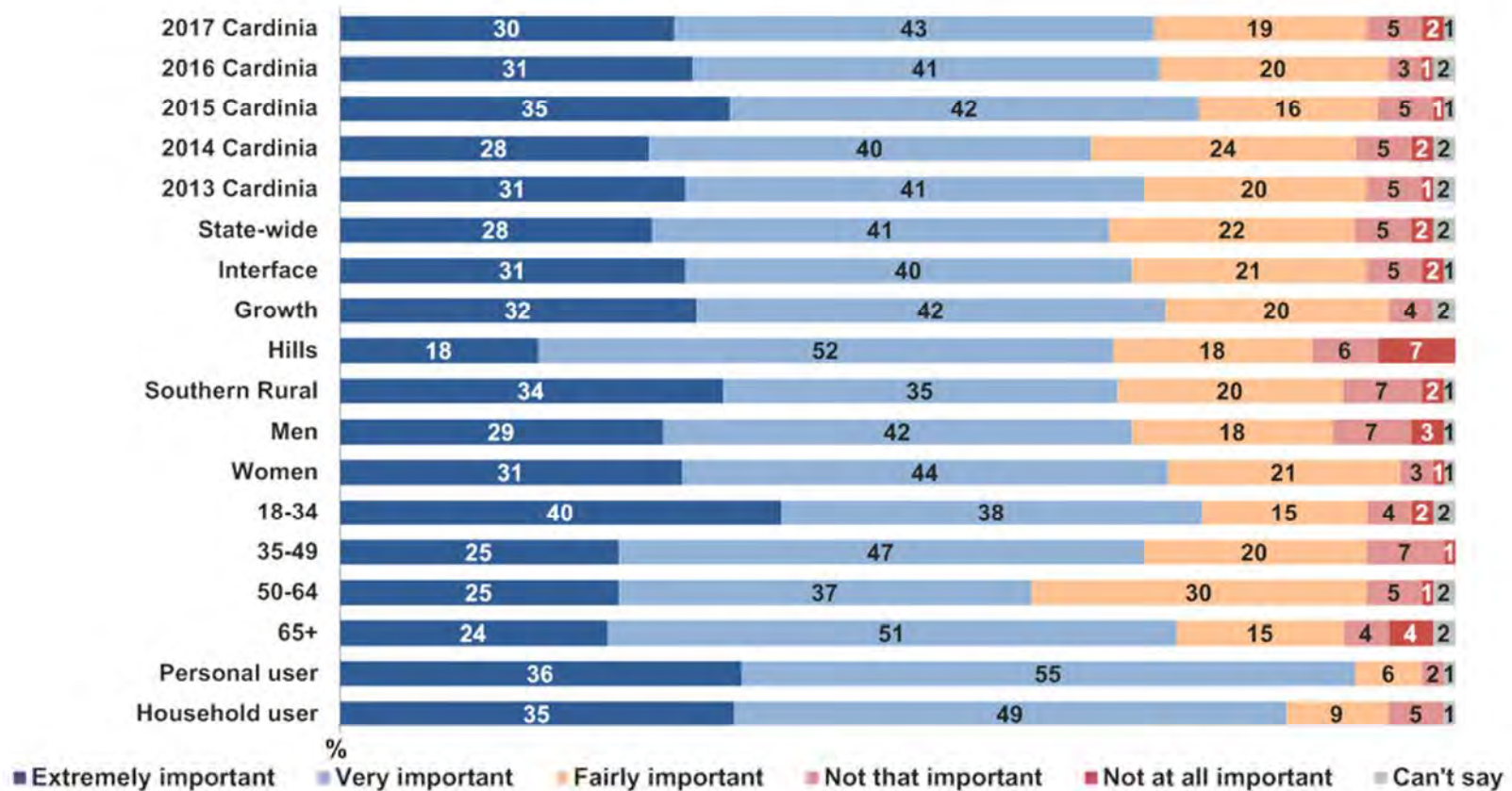
Q1. Firstly, how important should 'family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2
 Note: Please see page 5 for explanation about significant differences

2017 FAMILY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES



2017 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



2017 Family Support Performance

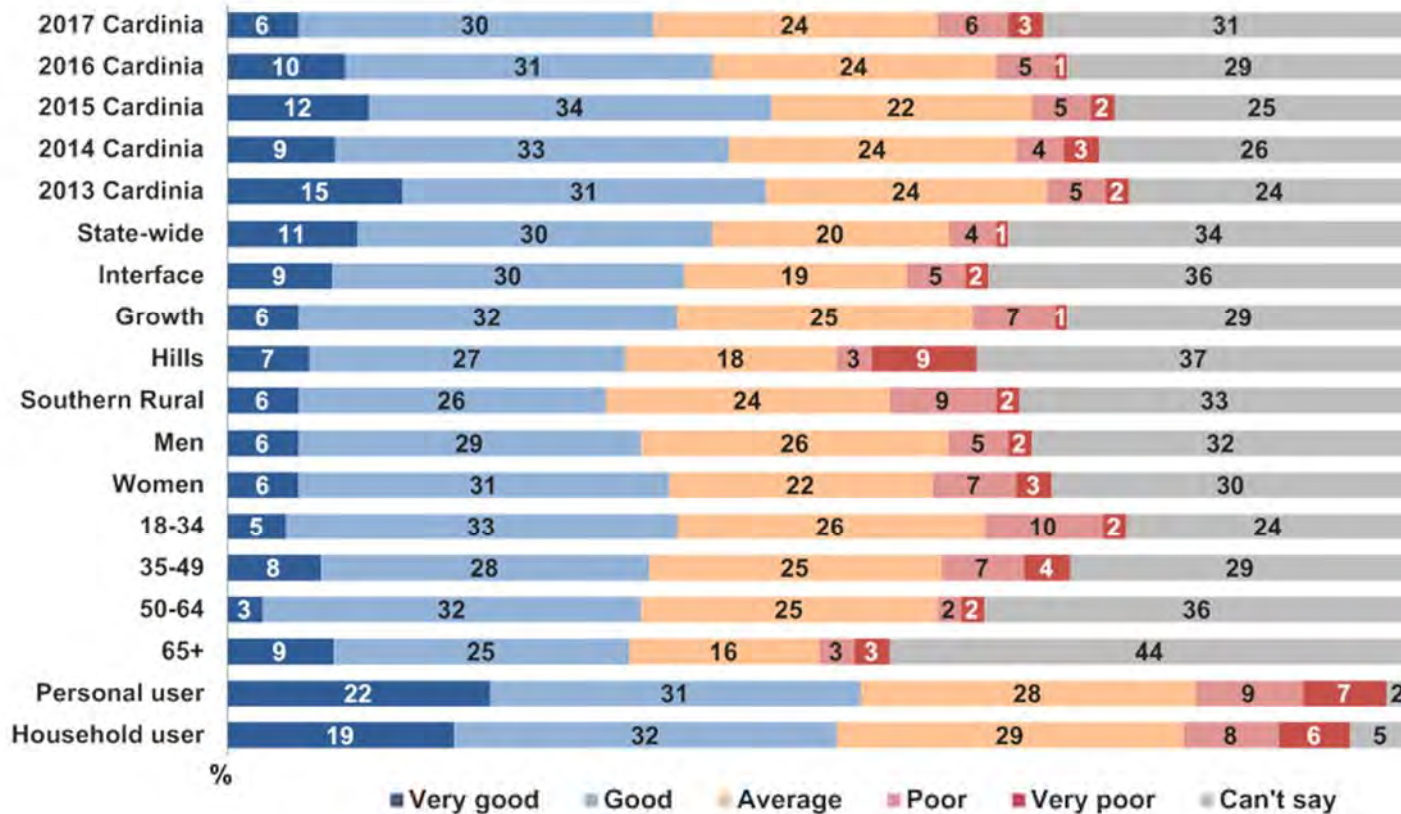
	2016	2015	2014	2013	2012
State-wide	66	67	68	67	67
65+	65	71	70	71	n/a
Interface	65	66	n/a	n/a	n/a
Household user	67	70	70	73	n/a
Personal user	67	75	73	72	n/a
Growth	69	69	63	70	n/a
50-64	59	66	61	65	n/a
Men	65	65	64	64	n/a
Cardinia	66	66	64	67	n/a
Women	66	68	64	70	n/a
35-49	65	62	67	65	n/a
18-34	69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

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



2017 Disadvantaged Support Importance

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

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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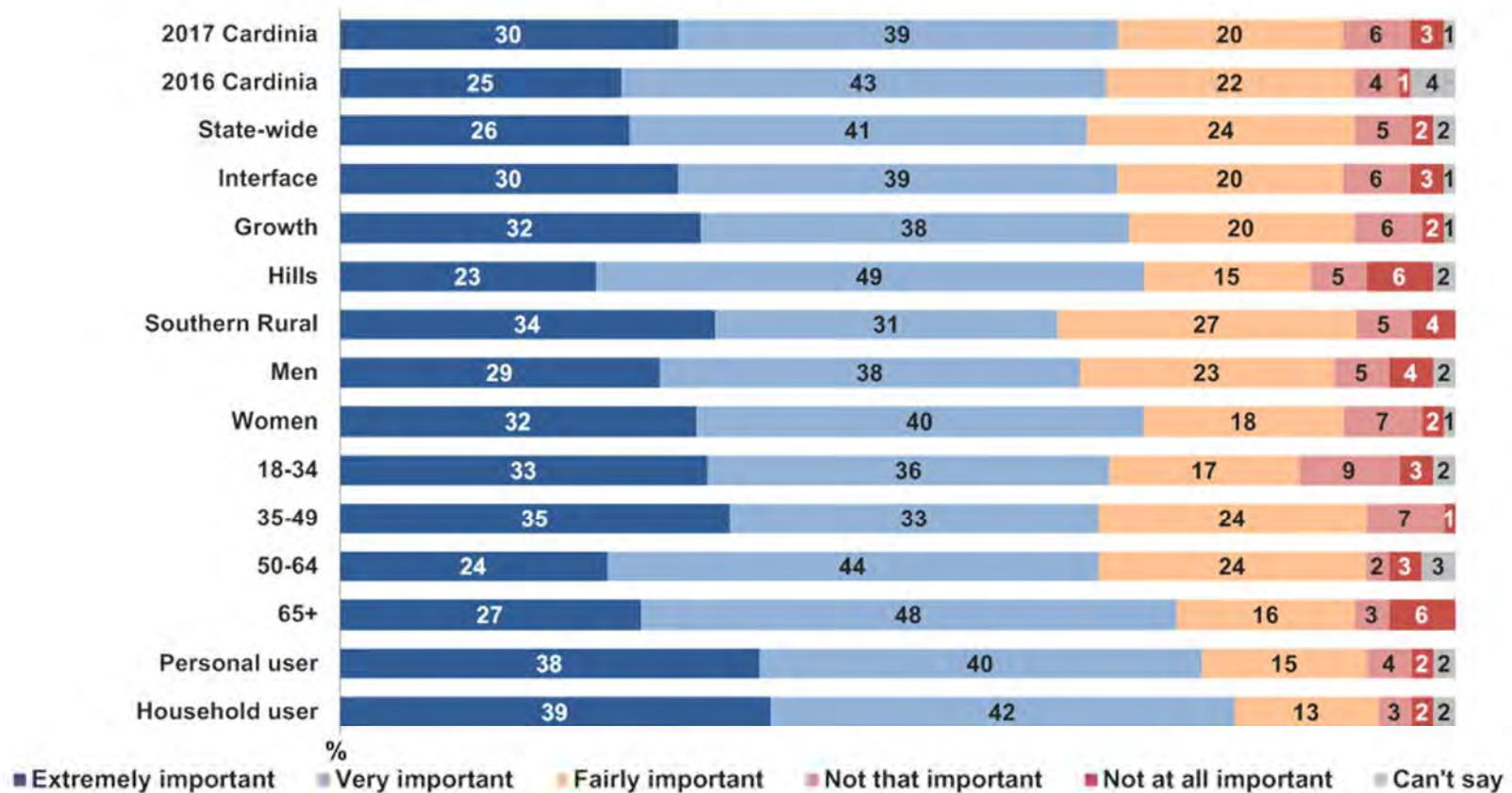
J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

2017 DISADVANTAGED SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES



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

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
Household 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	50↓	60	n/a	n/a	n/a	n/a

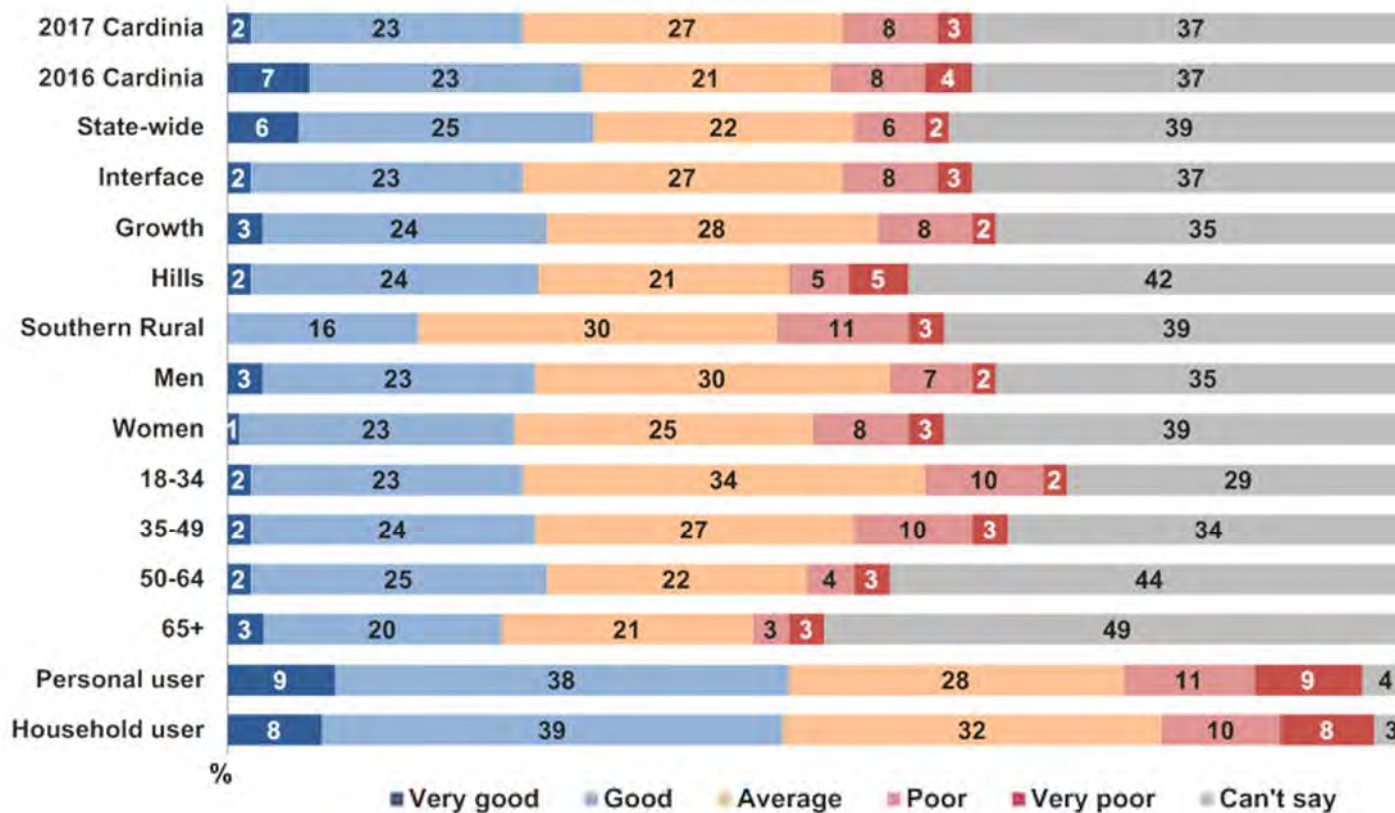
Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 1
 Note: Please see page 5 for explanation about significant differences

2017 DISADVANTAGED SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES



2017 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 Recreational Facilities Importance

		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

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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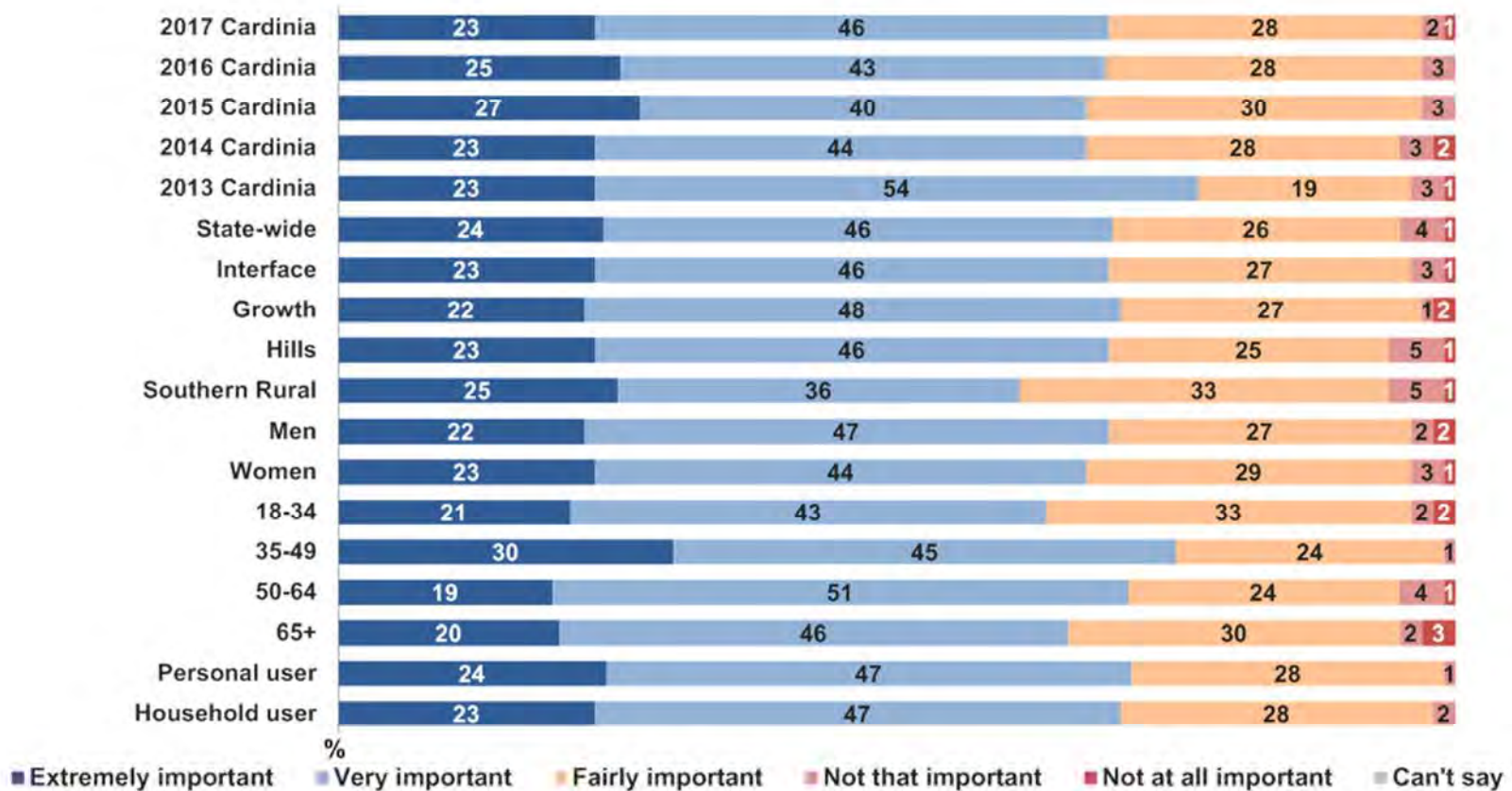
J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

2017 RECREATIONAL FACILITIES

IMPORTANCE DETAILED PERCENTAGES



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

2017 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES



2017 Recreational Facilities Performance

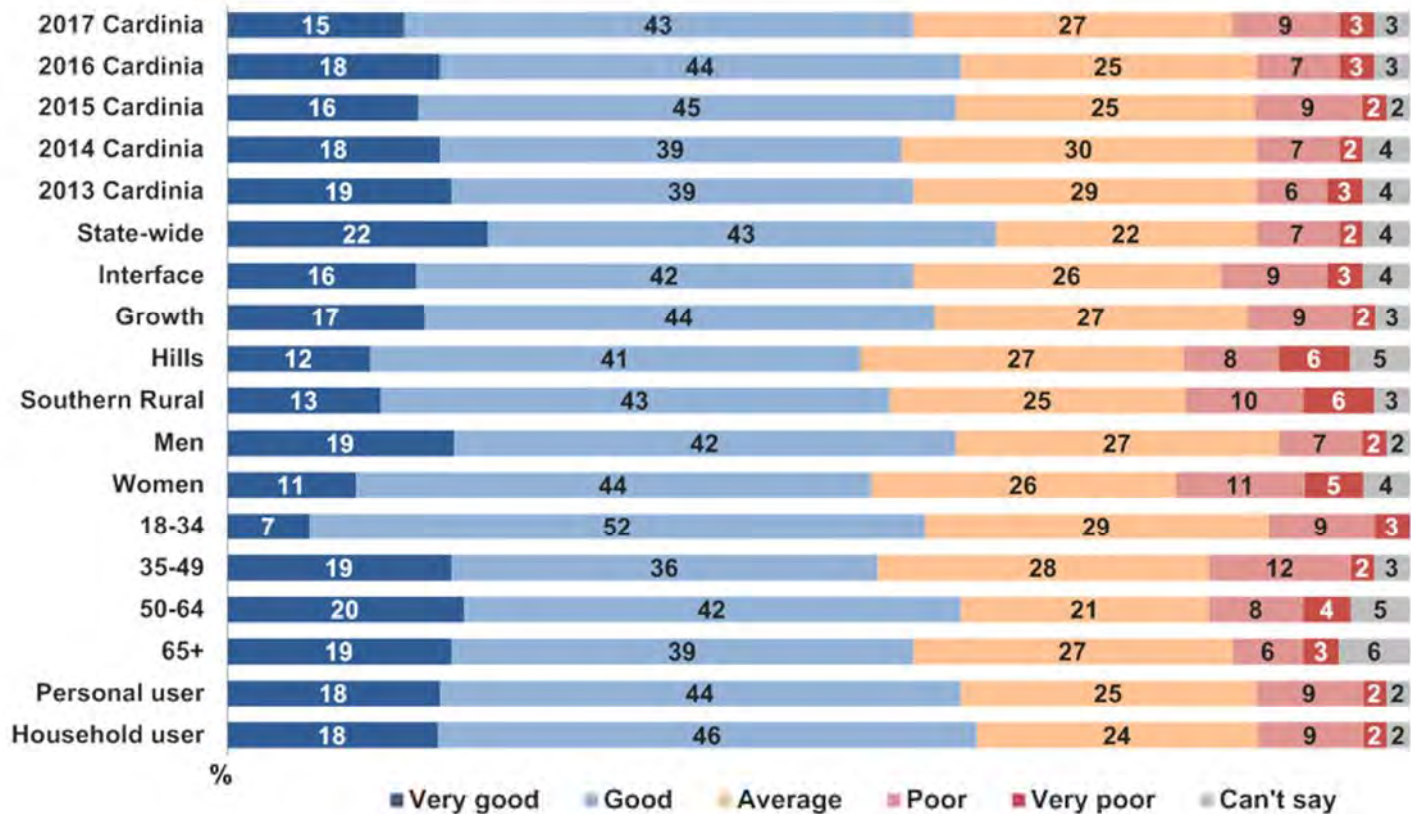
	2016	2015	2014	2013	2012
State-wide	69	70	71	70	70
Men	67	66	67	67	n/a
Household user	67	68	69	68	n/a
50-64	64	67	65	65	n/a
Personal user	67	68	69	68	n/a
65+	73	70	72	70	n/a
Growth	70	69	69	70	n/a
Interface	67	68	n/a	n/a	n/a
Cardinia	67	66	66	67	n/a
35-49	64	64	66	64	n/a
18-34	68	66	64	71	n/a
Southern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

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 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



2017 Public Areas Importance

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

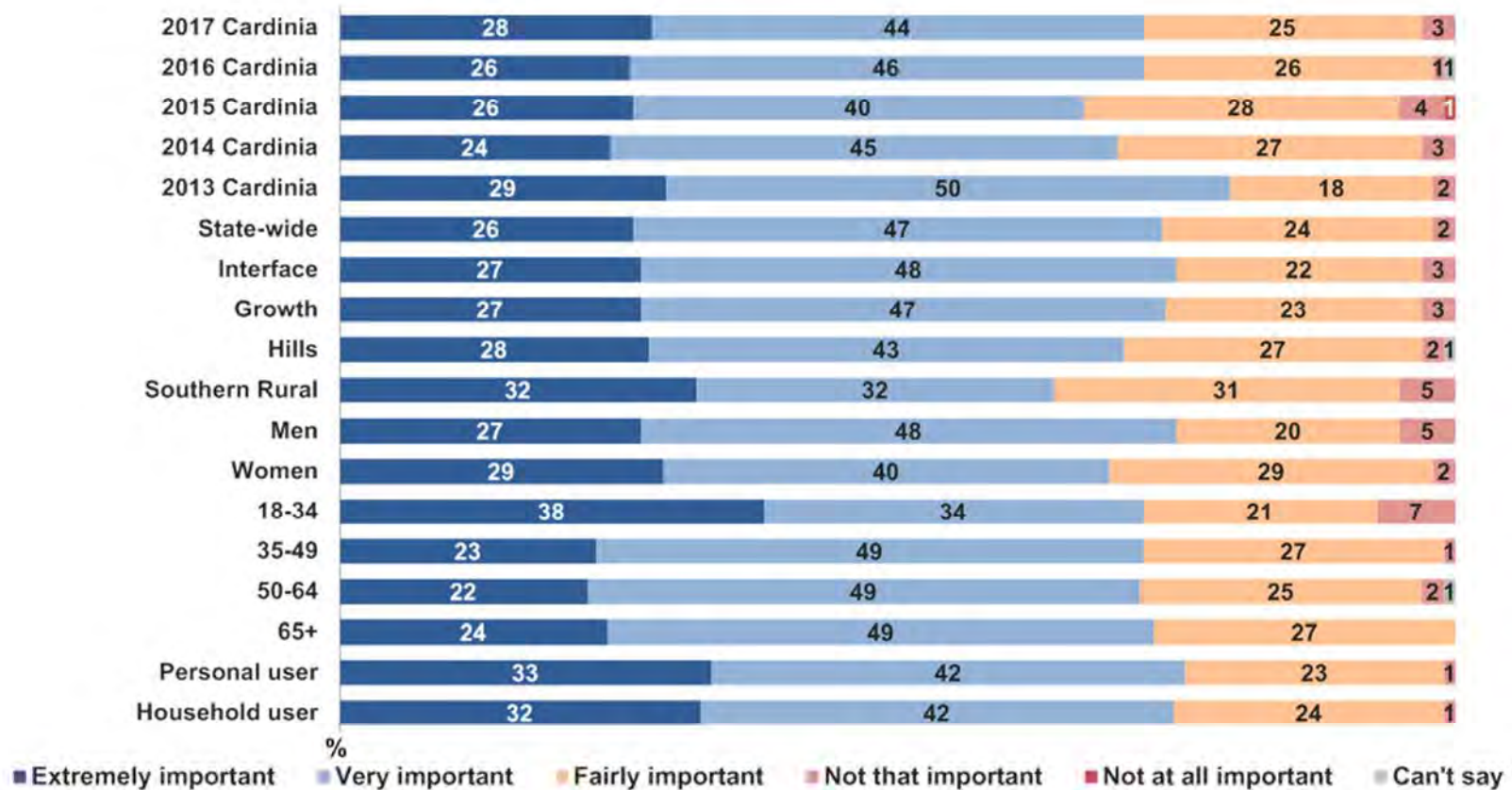
Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 3
 Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE DETAILED PERCENTAGES

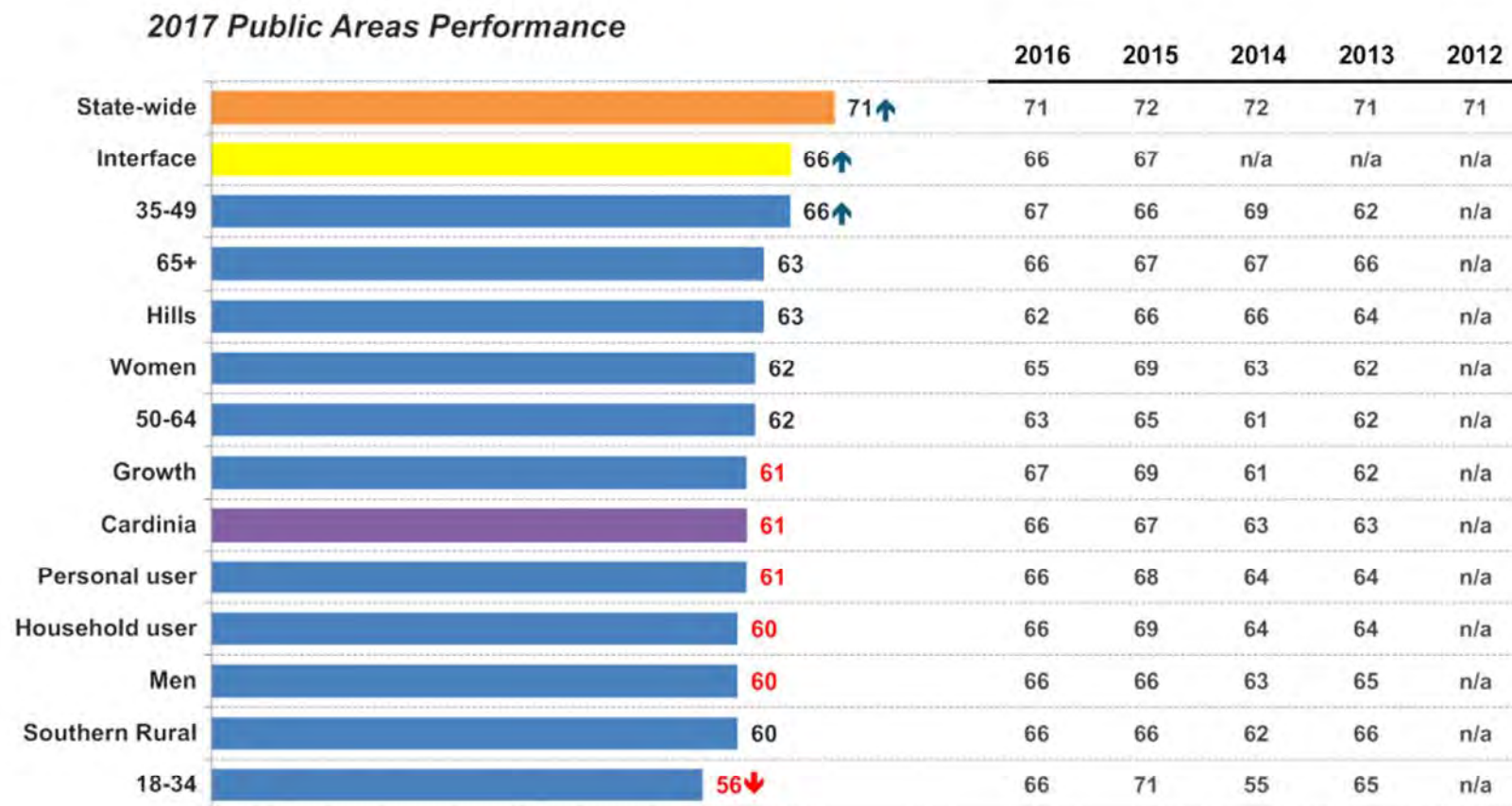


2017 Public Areas Importance



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

2017 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES



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

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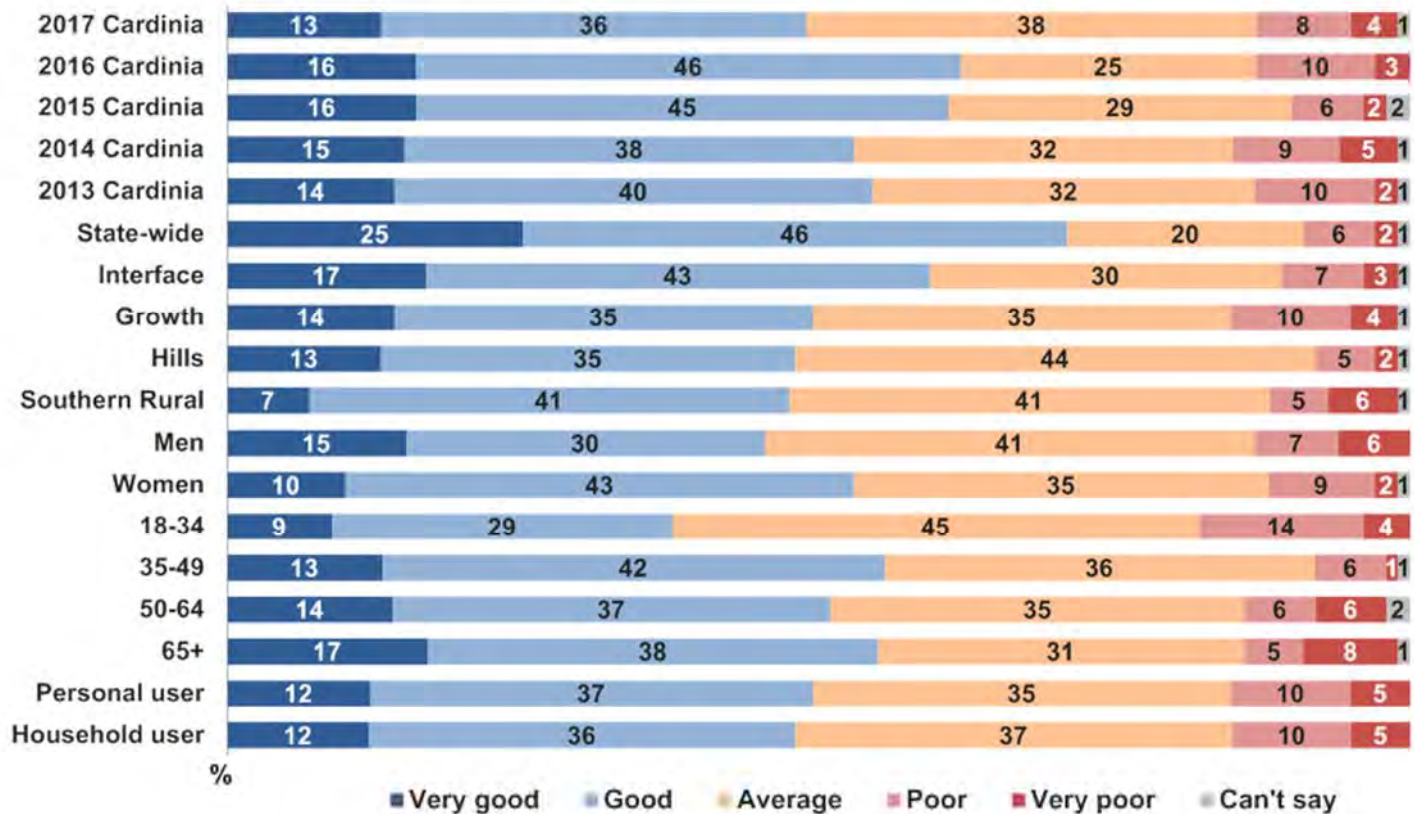
J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

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

2017 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES



2017 Community Activities Importance

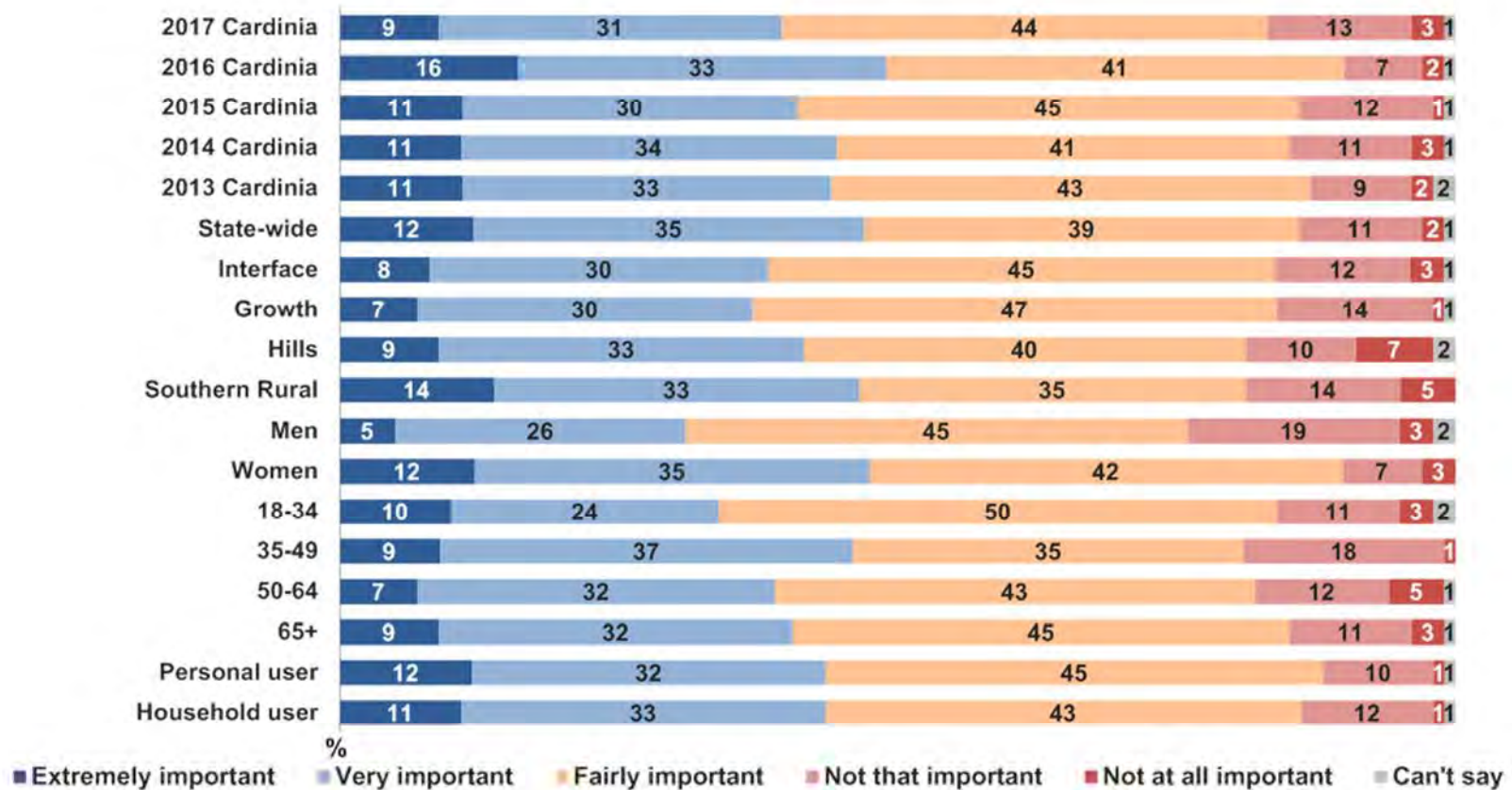
	2016	2015	2014	2013	2012
Women	66	65	61	64	n/a
Personal user	71	62	64	64	n/a
State-wide	62	62	62	62	62
Household user	69	63	64	62	n/a
Southern Rural	62	59	57	54	n/a
35-49	63	57	57	60	n/a
65+	61	62	63	57	n/a
Cardinia	64	60	60	61	n/a
Interface	63	59	n/a	n/a	n/a
Growth	66	60	61	64	n/a
Hills	62	60	59	59	n/a
18-34	69	60	59	63	n/a
50-64	59	61	62	60	n/a
Men	62	54	58	58	n/a

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

2017 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE DETAILED PERCENTAGES



2017 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

2017 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES



2017 Community Activities Performance

		2016	2015	2014	2013	2012
Personal user	70 ↑	66	70	71	71	n/a
Household 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	58 ↓	65	70	61	66	n/a
Southern Rural	55 ↓	61	67	61	62	n/a

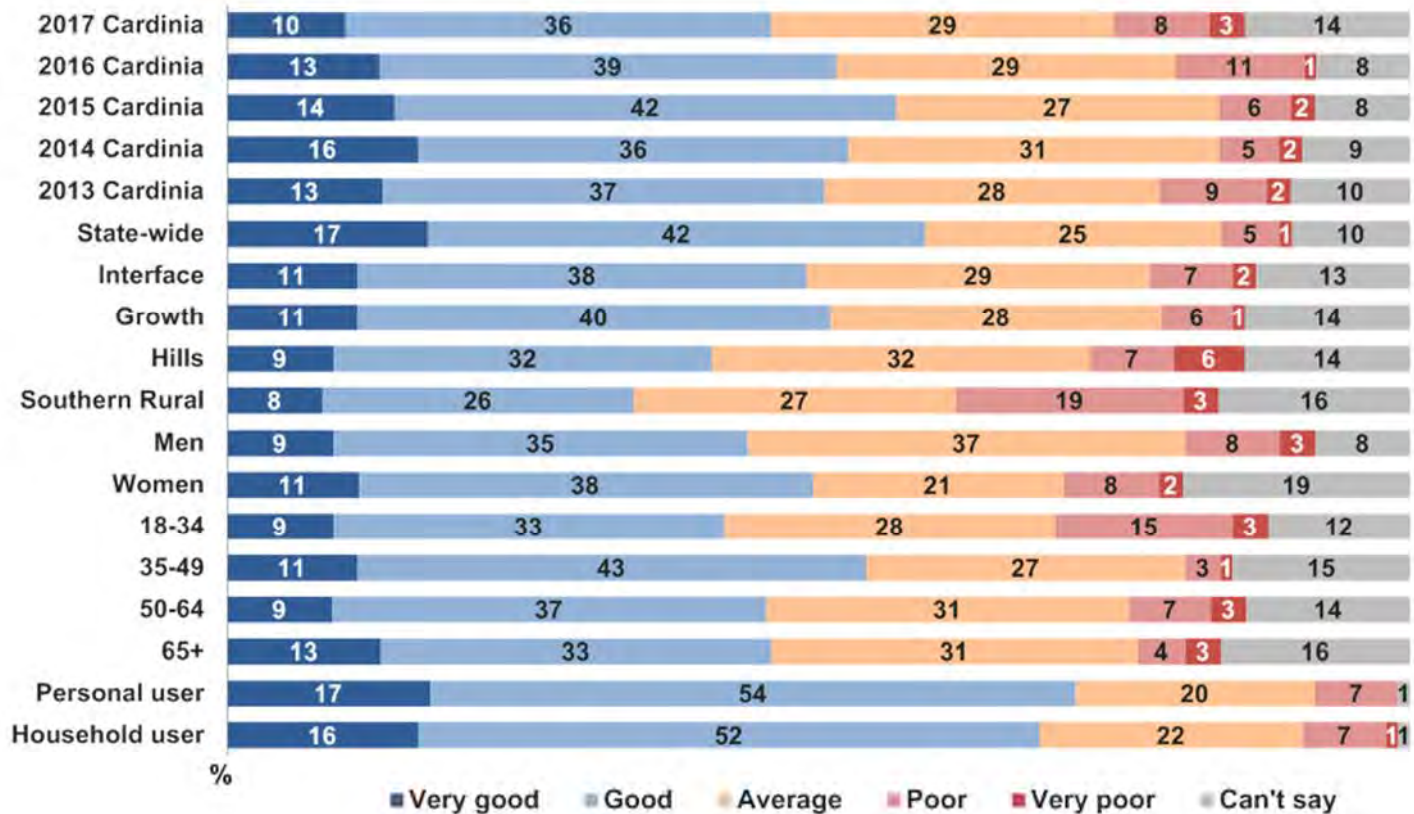
Q2. How has Council performed on 'community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 3
 Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE DETAILED PERCENTAGES



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

2017 WASTE MANAGEMENT IMPORTANCE INDEX SCORES



2017 Waste Management Importance

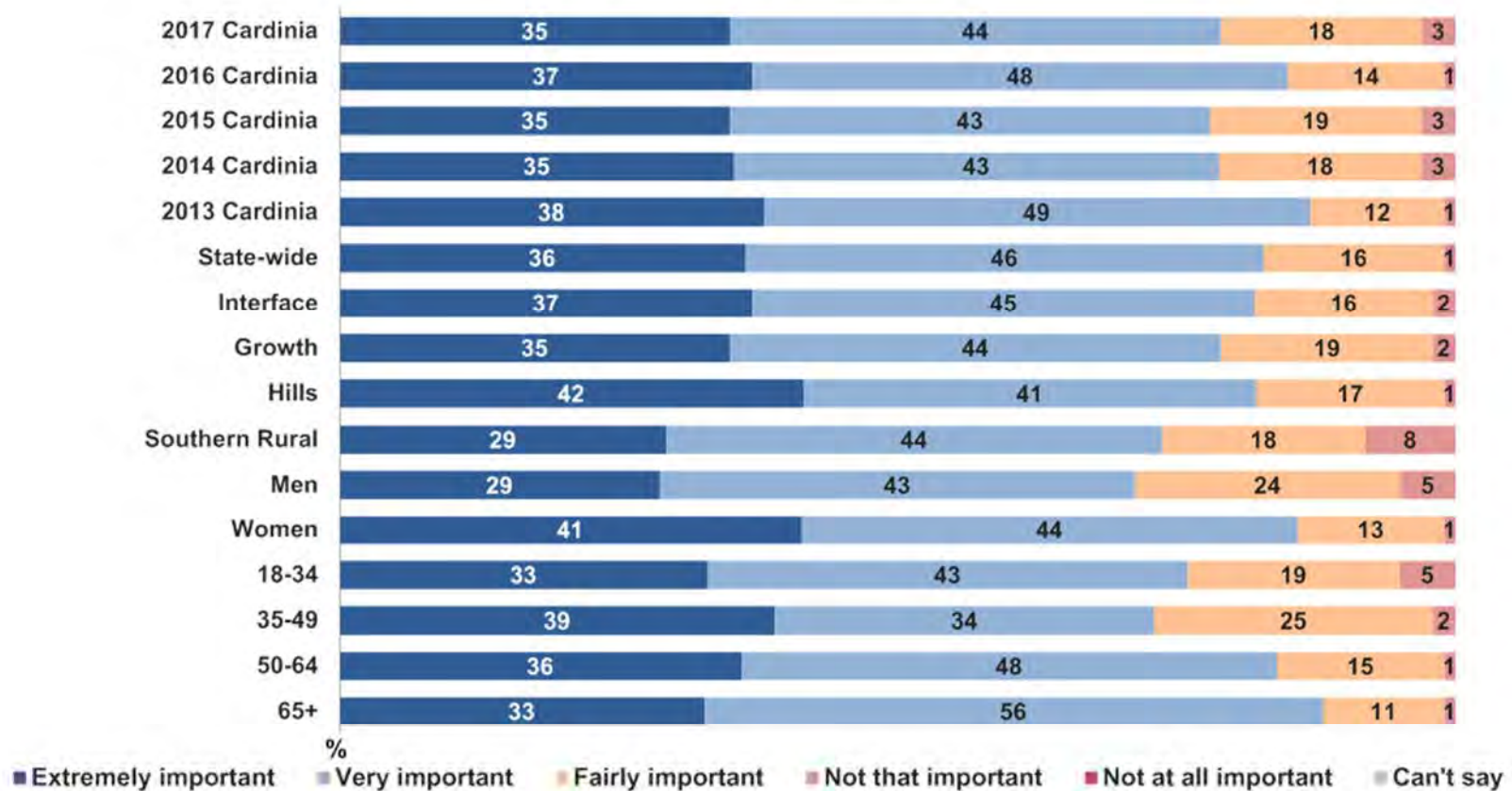
	2016	2015	2014	2013	2012
Women	81	80	77	84	n/a
Hills	78	76	79	81	n/a
65+	79	80	80	82	n/a
50-64	81	79	81	82	n/a
Interface	81	79	n/a	n/a	n/a
State-wide	80	79	79	79	78
Growth	80	79	78	82	n/a
Cardinia	80	77	78	81	n/a
35-49	80	80	81	84	n/a
18-34	81	73	72	78	n/a
Men	79	75	78	79	n/a
Southern Rural	82	75	74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

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

2017 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

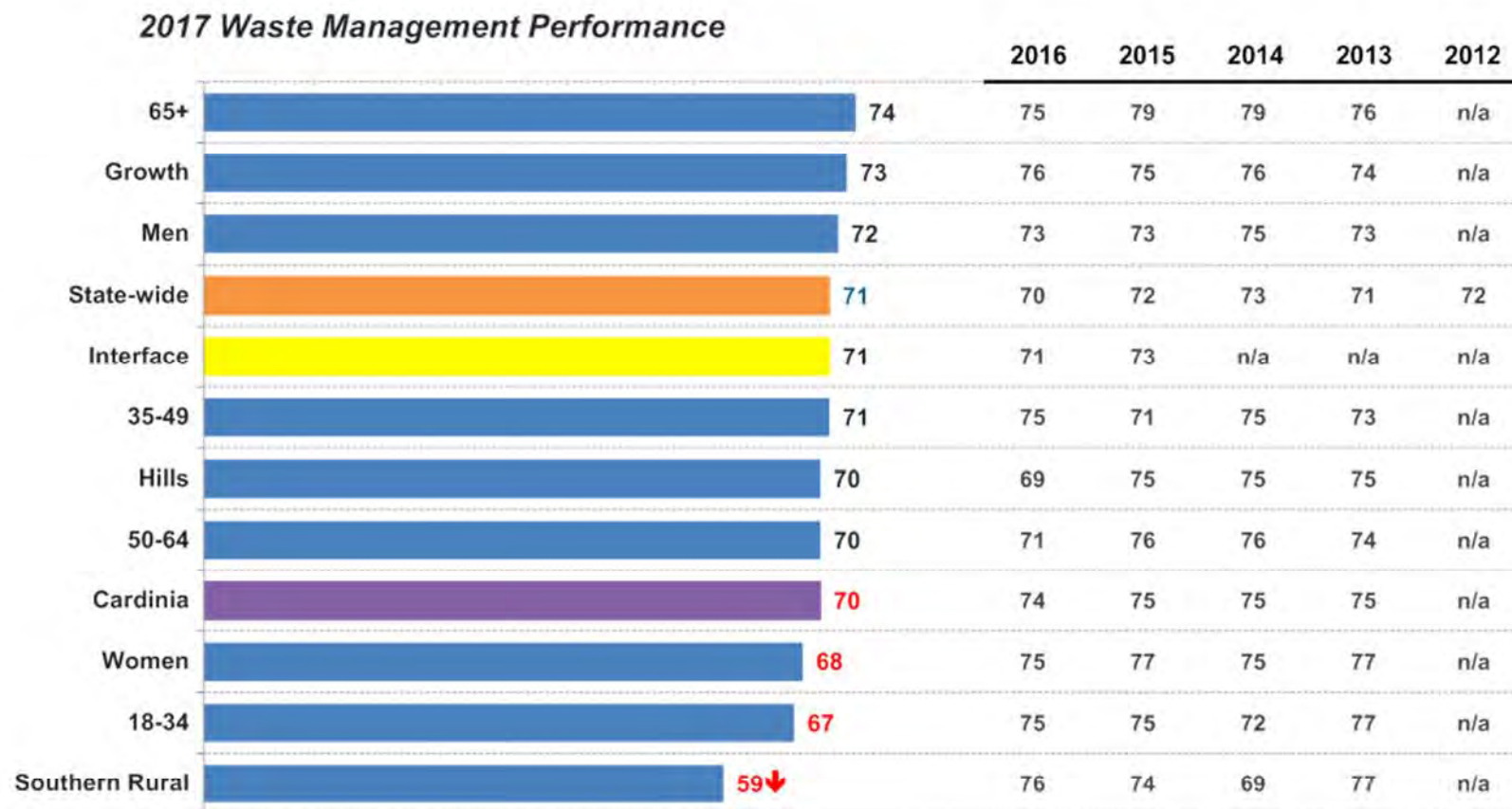


2017 Waste Management Importance



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

2017 WASTE MANAGEMENT PERFORMANCE INDEX SCORES



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

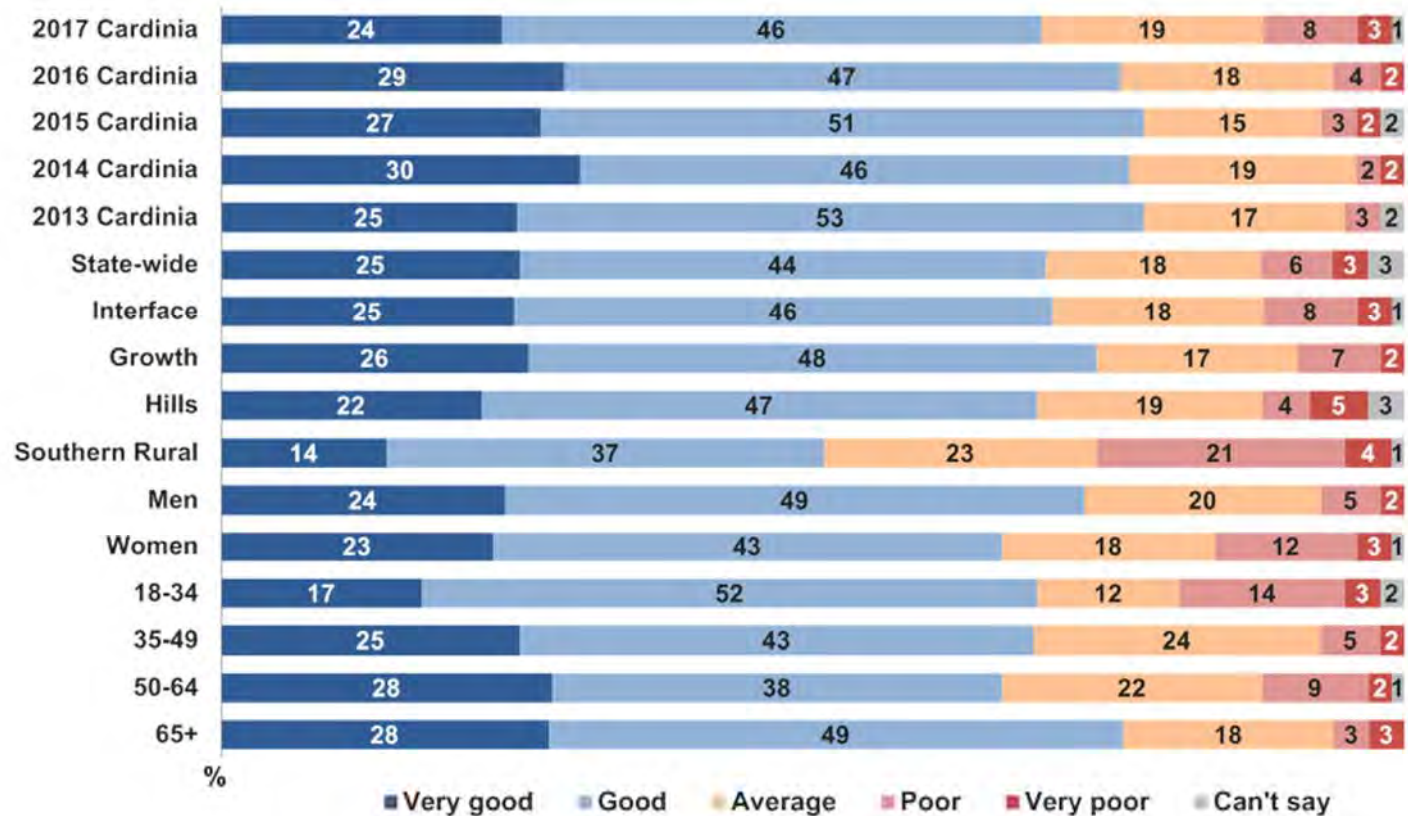
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2017 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

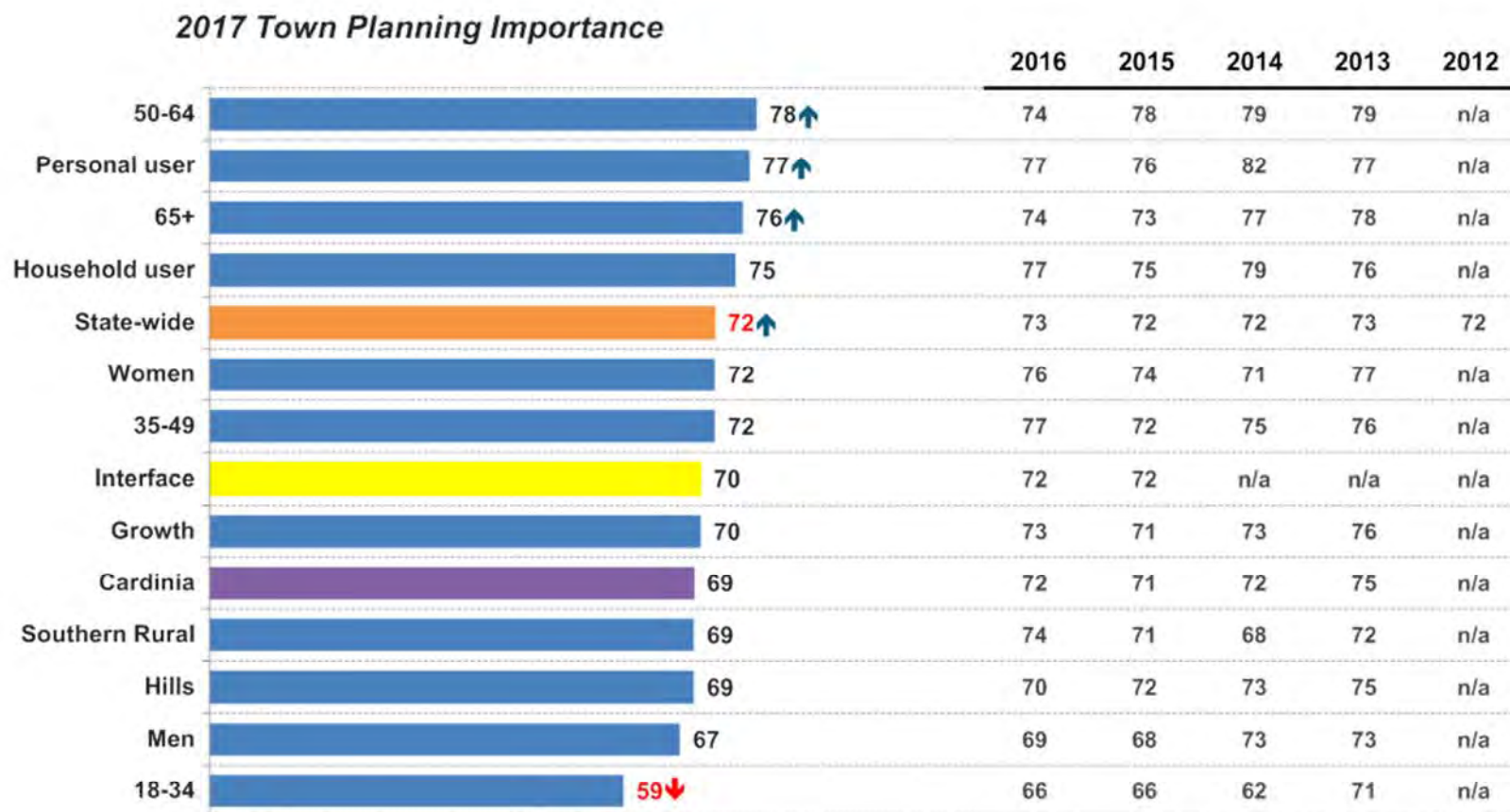


2017 Waste Management Performance



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

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE INDEX SCORES



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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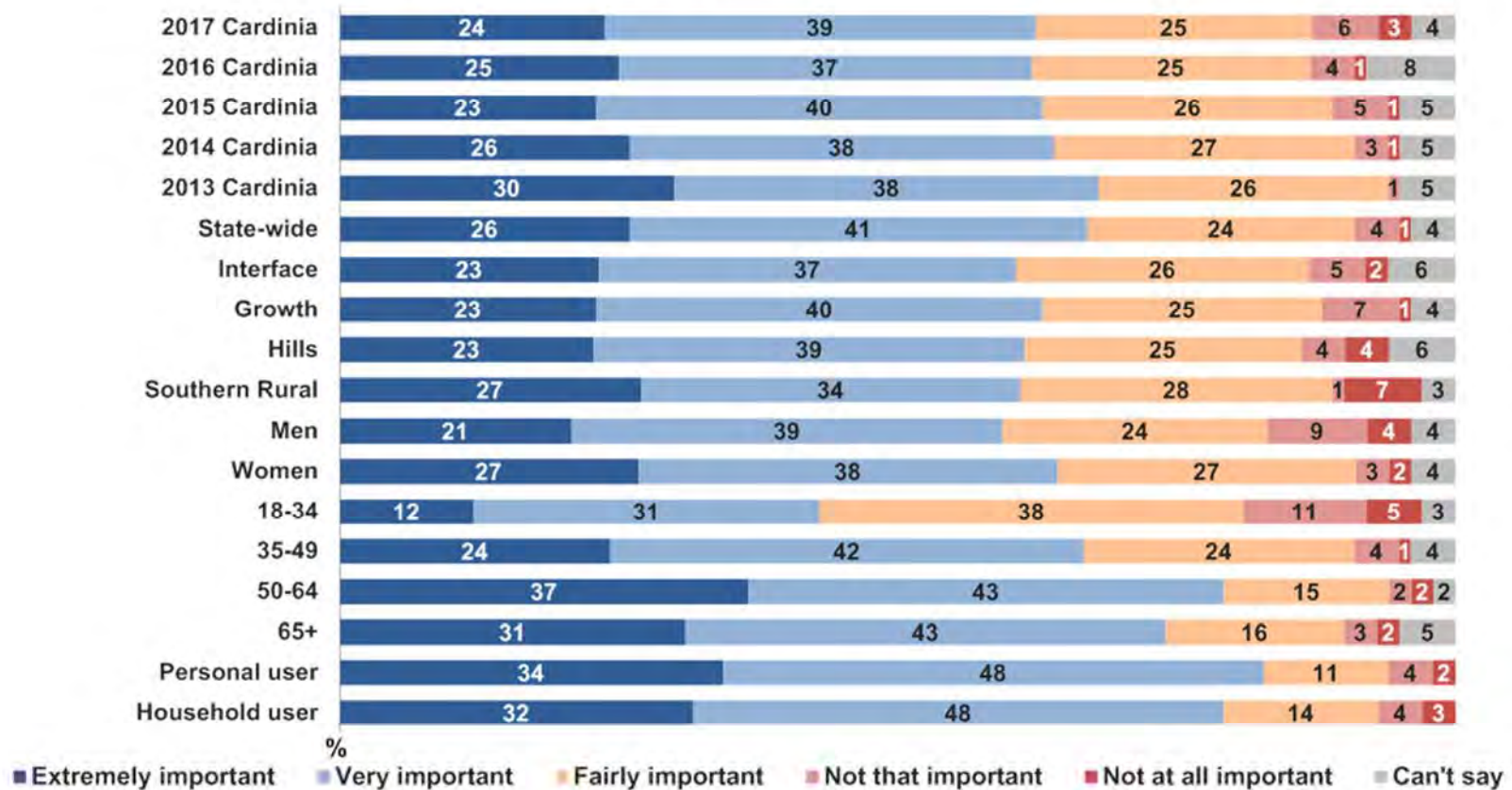
J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY

IMPORTANCE DETAILED PERCENTAGES

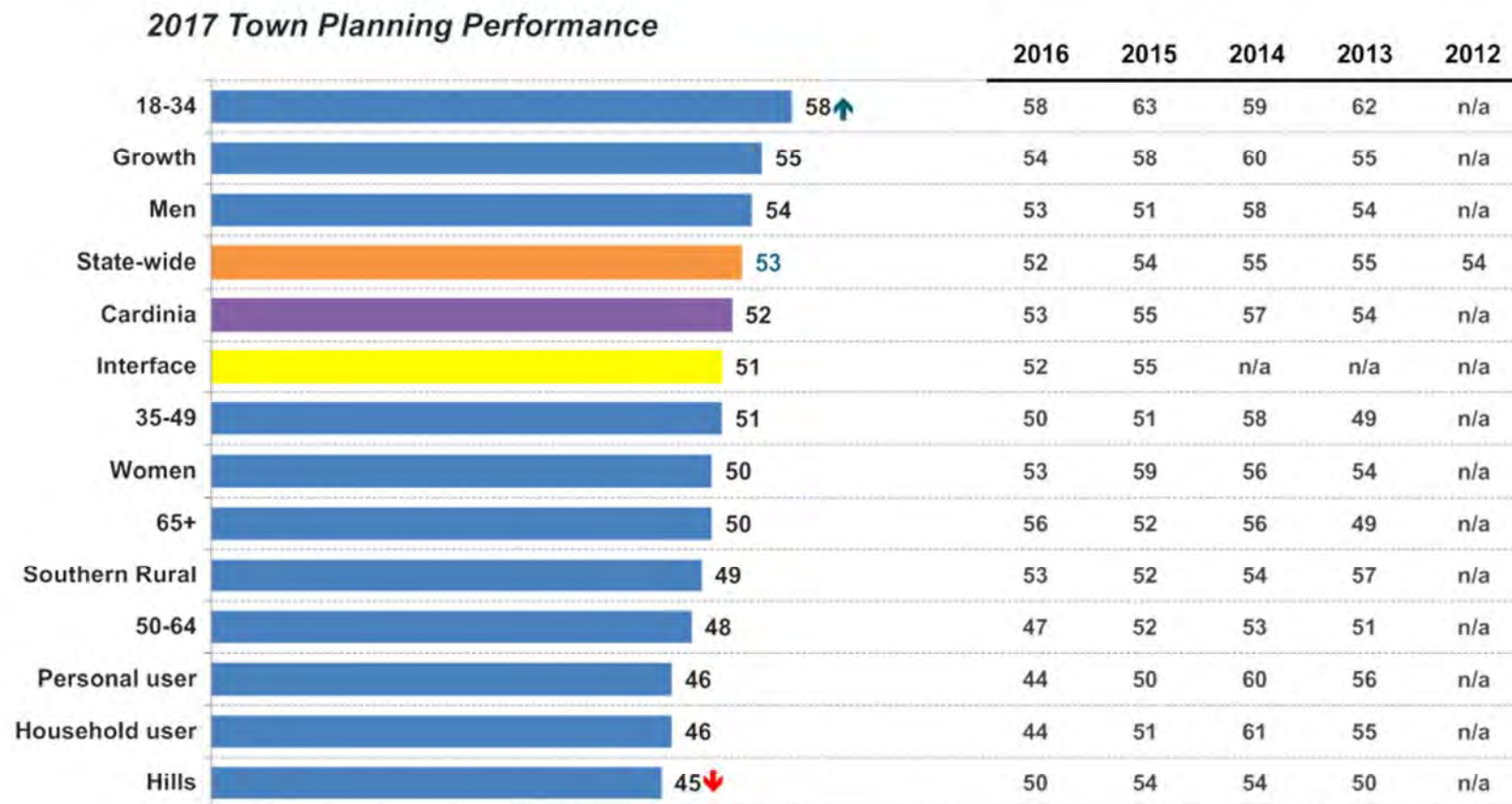


2017 Town Planning Importance



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

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX SCORES



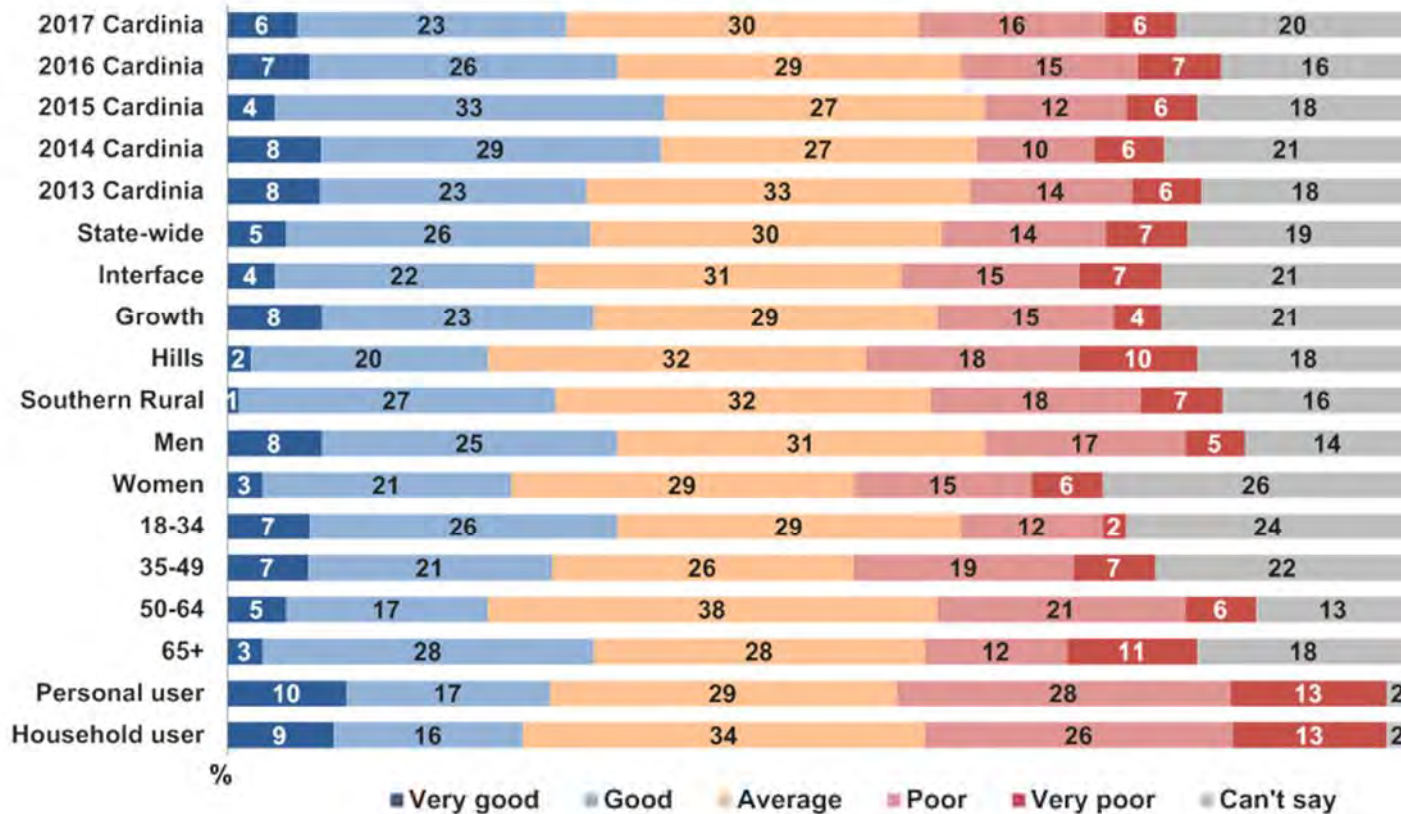
Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 3
 Note: Please see page 5 for explanation about significant differences

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

2017 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES



2017 Disaster Management Importance

		2016	2015	2014	2013	2012
Personal user	88↑	88	85	n/a	n/a	n/a
Household 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	83	81	n/a	n/a	n/a
Growth	82	84	83	n/a	n/a	n/a
Cardinia	82	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

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

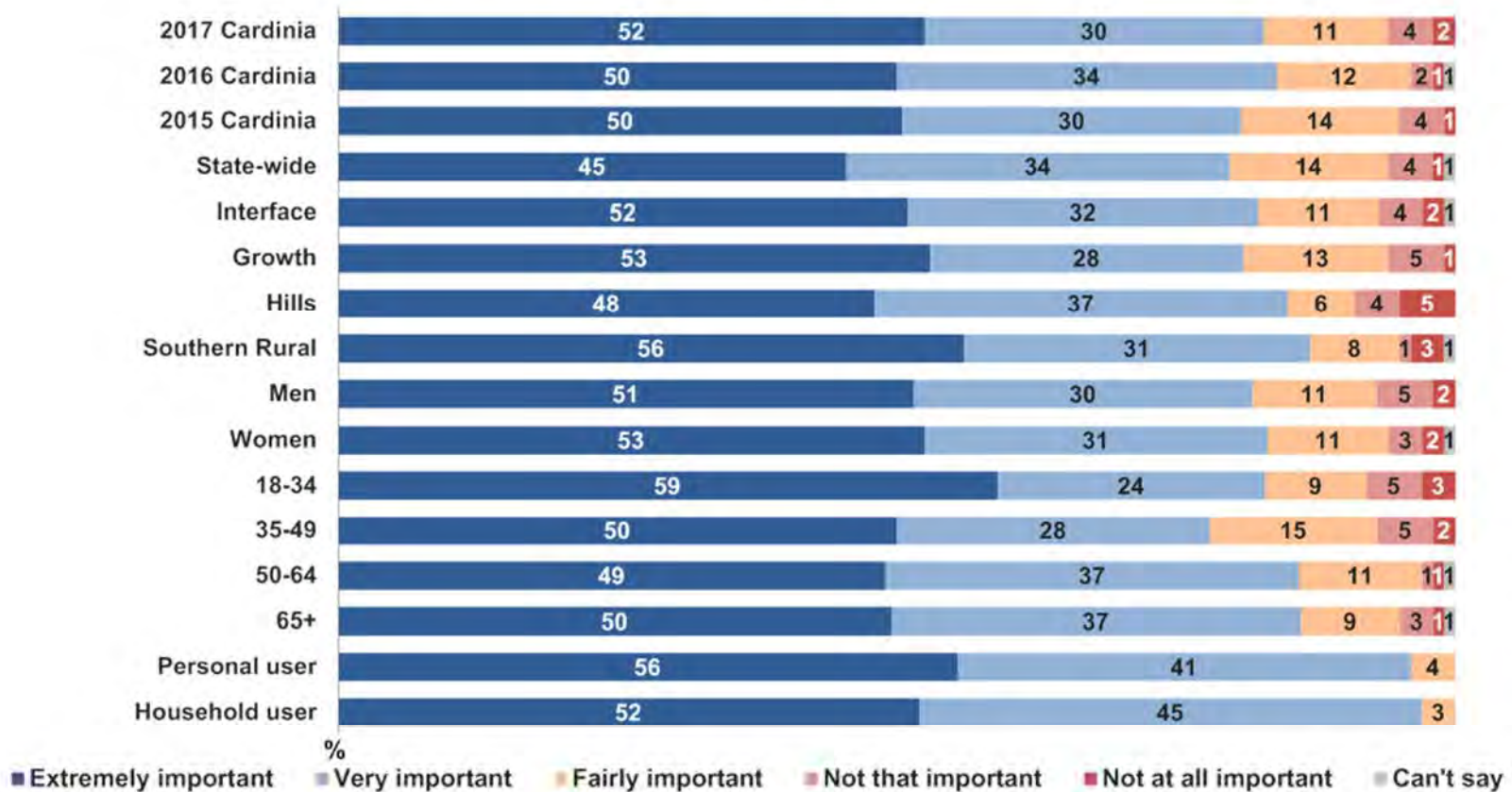
103

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2017 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



2017 Disaster Management Importance

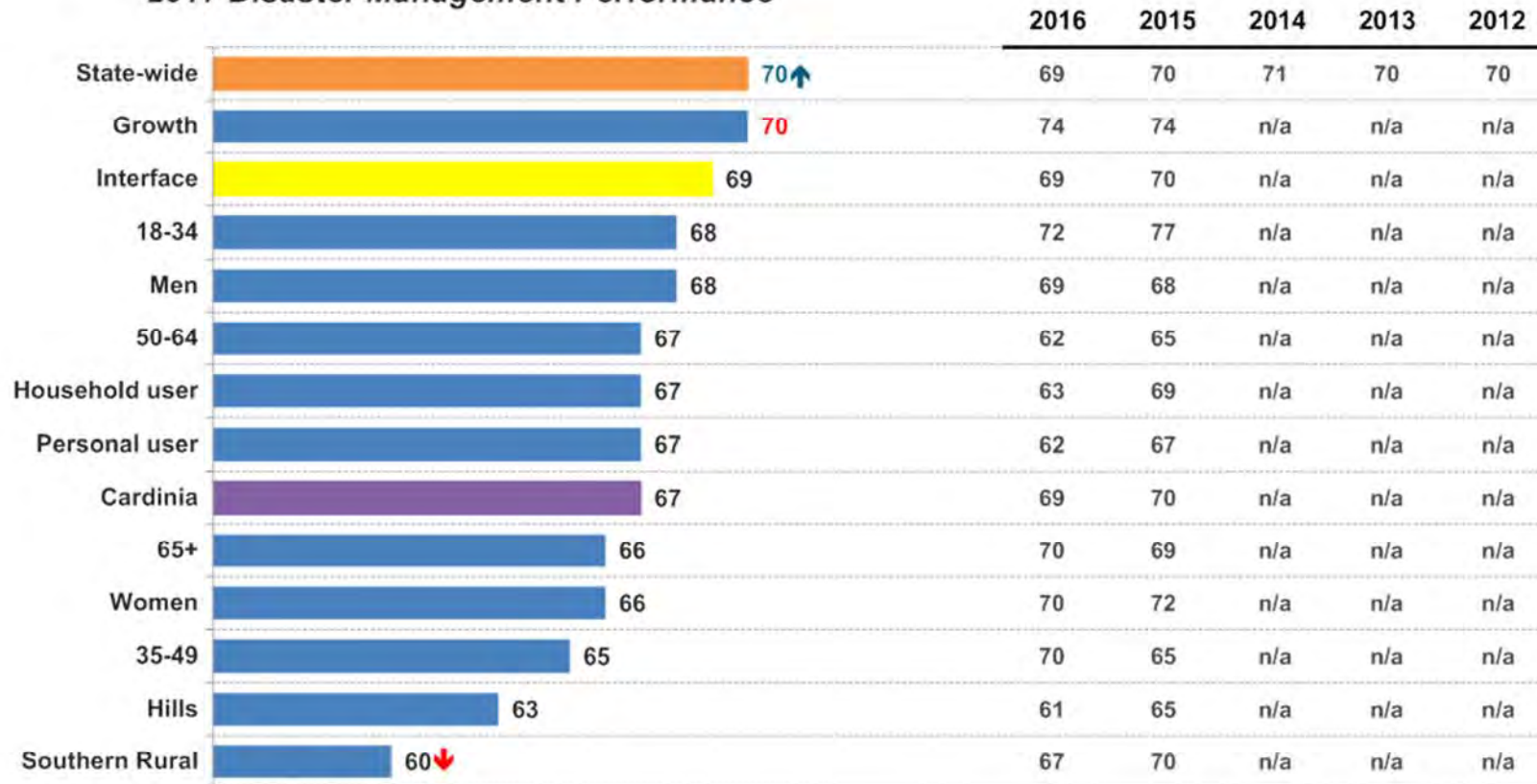


Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 2

2017 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES



2017 Disaster Management Performance

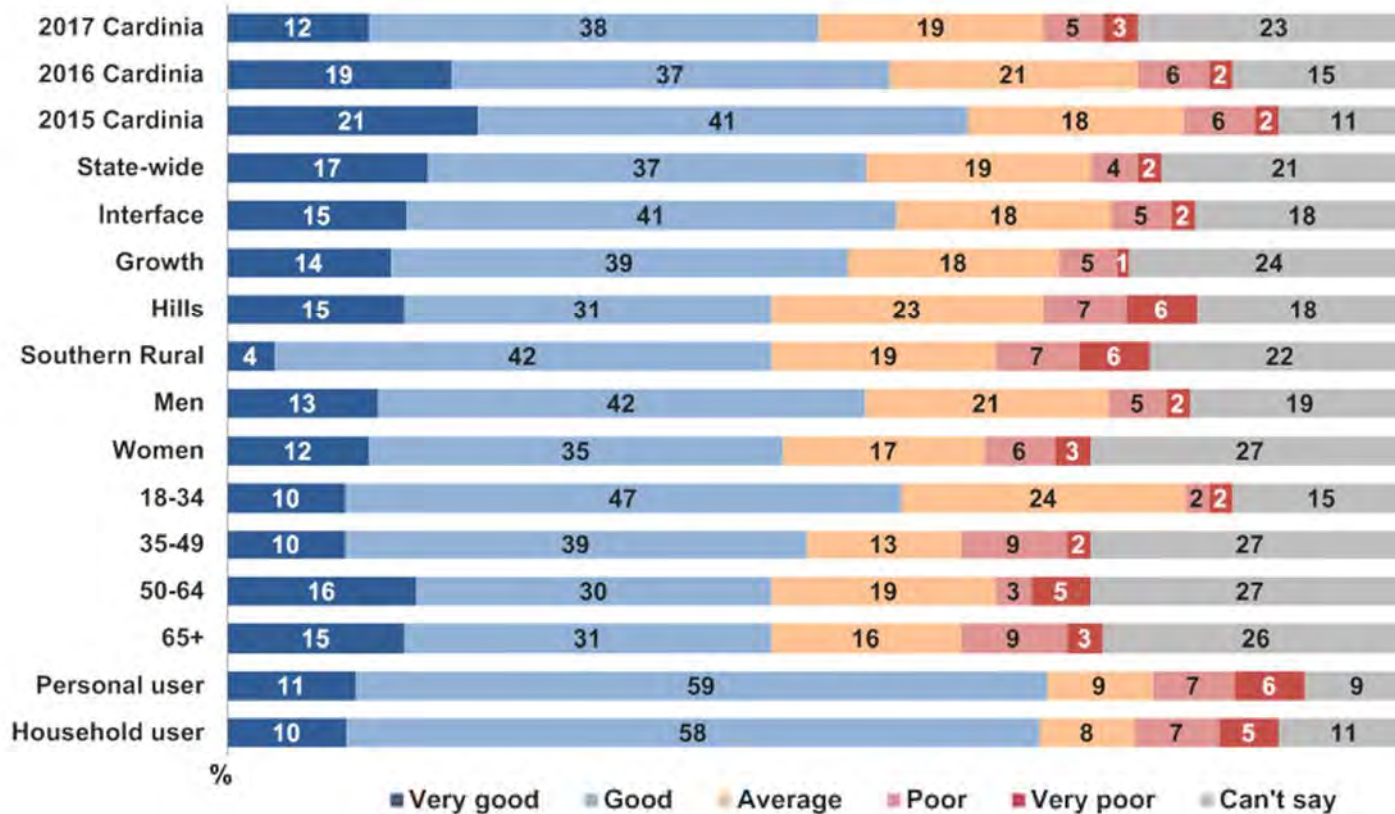


Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 2
 Note: Please see page 5 for explanation about significant differences

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

2017 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE INDEX SCORES



2017 Population Growth Importance

		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

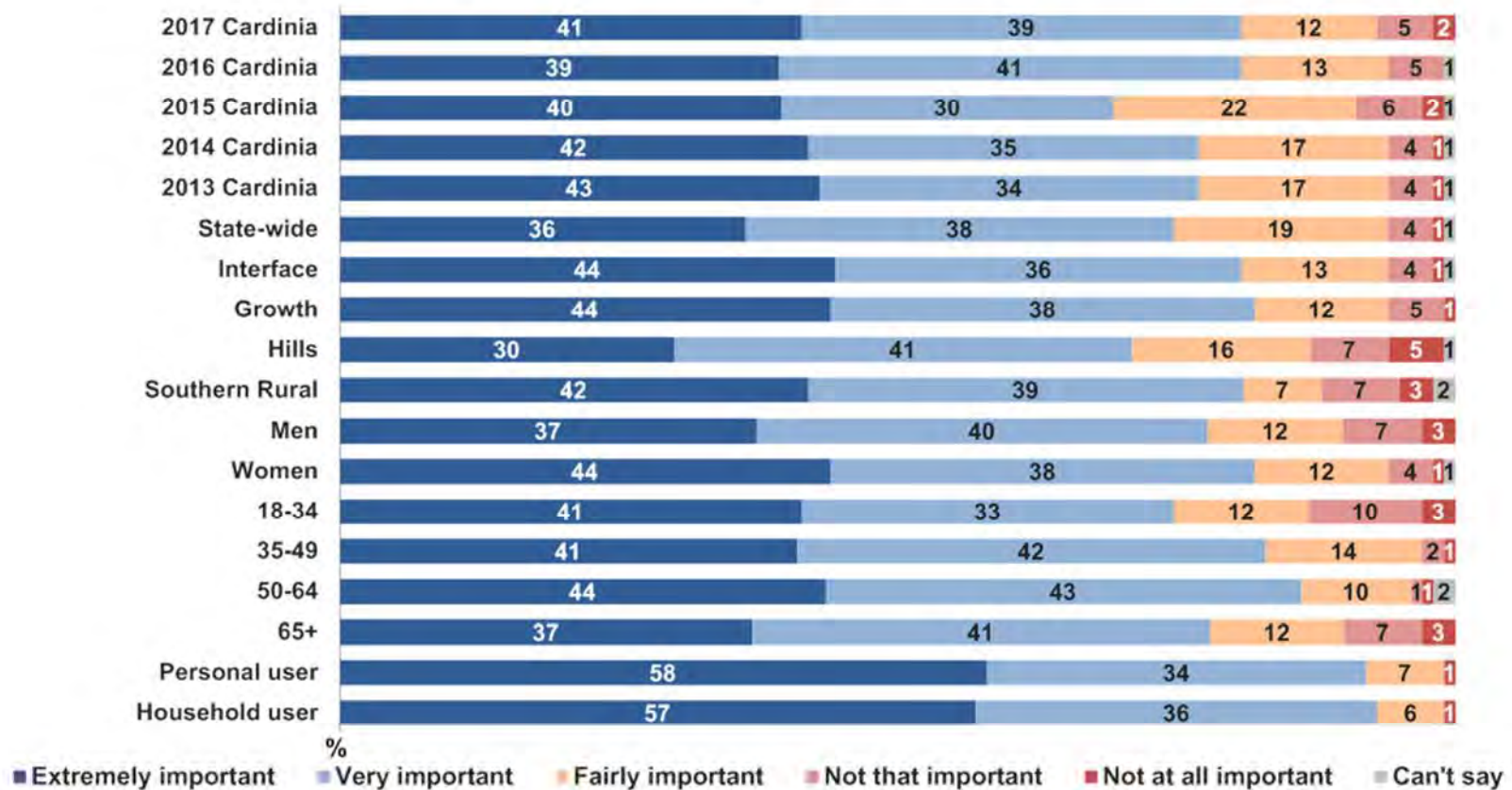
Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 15 Councils asked group: 2
 Note: Please see page 5 for explanation about significant differences

2017 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE DETAILED PERCENTAGES

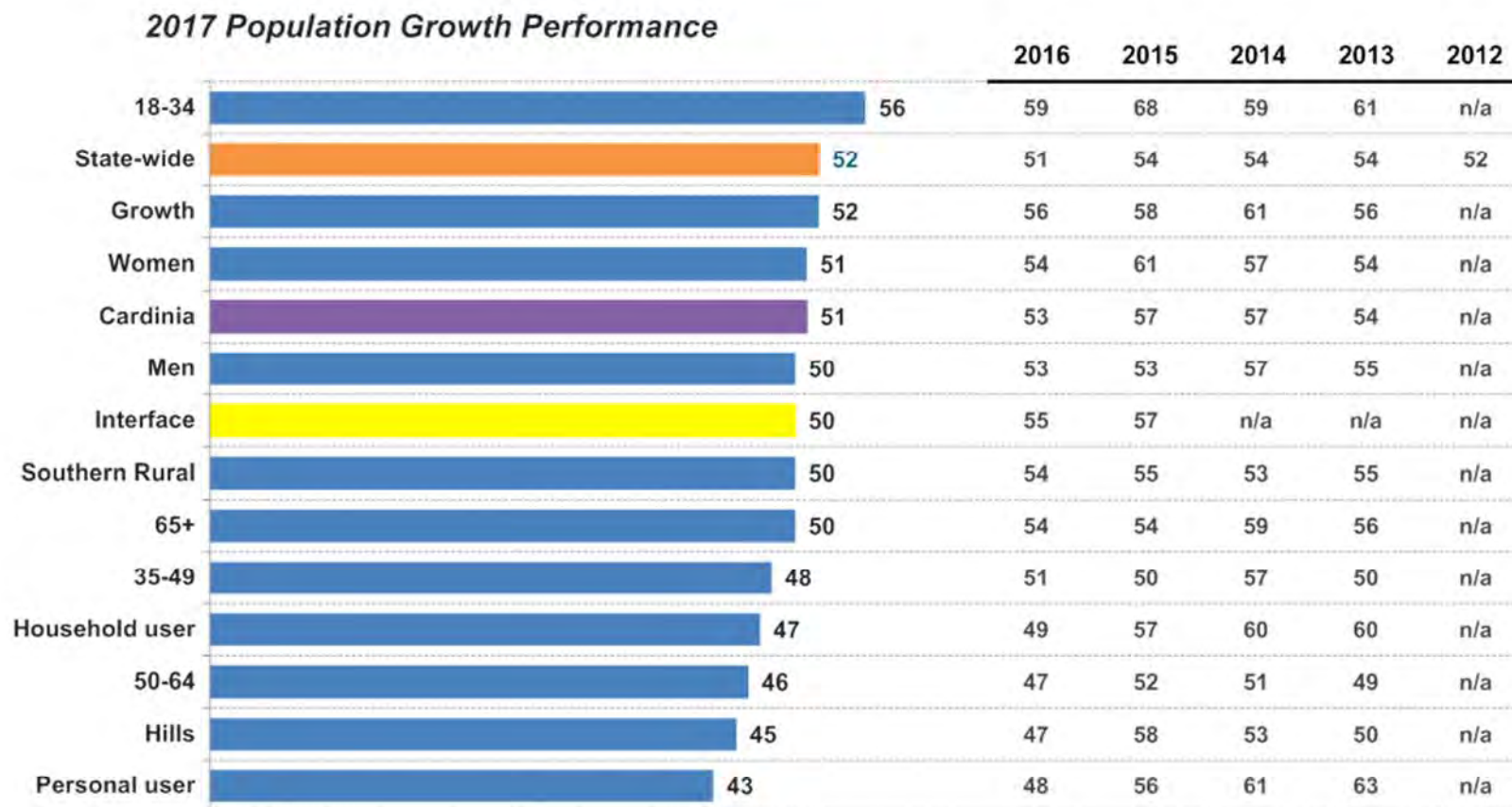


2017 Population Growth Importance



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

2017 PLANNING FOR POPULATION GROWTH IN THE AREA PERFORMANCE INDEX SCORES



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

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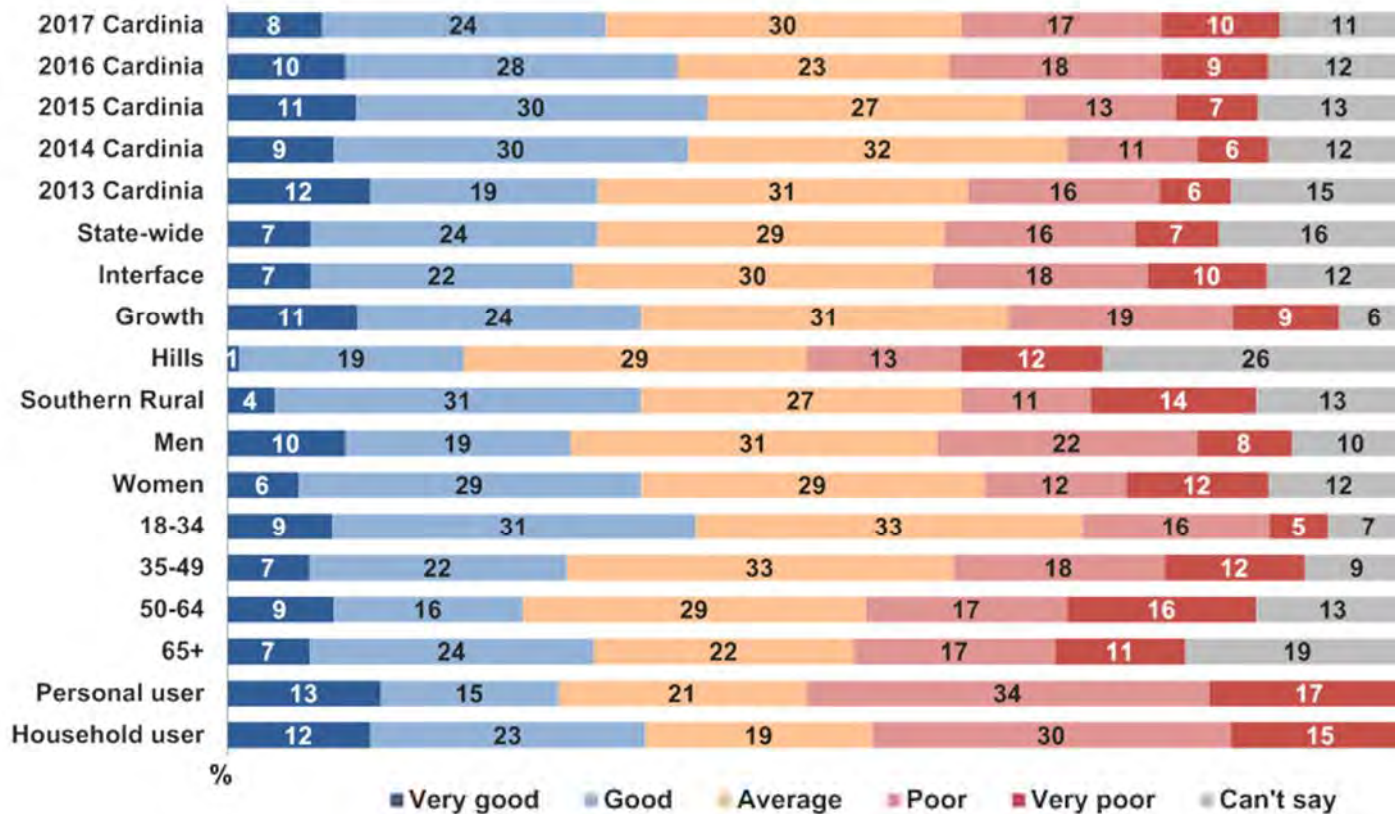
J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

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

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES



2017 Unsealed Roads Importance

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

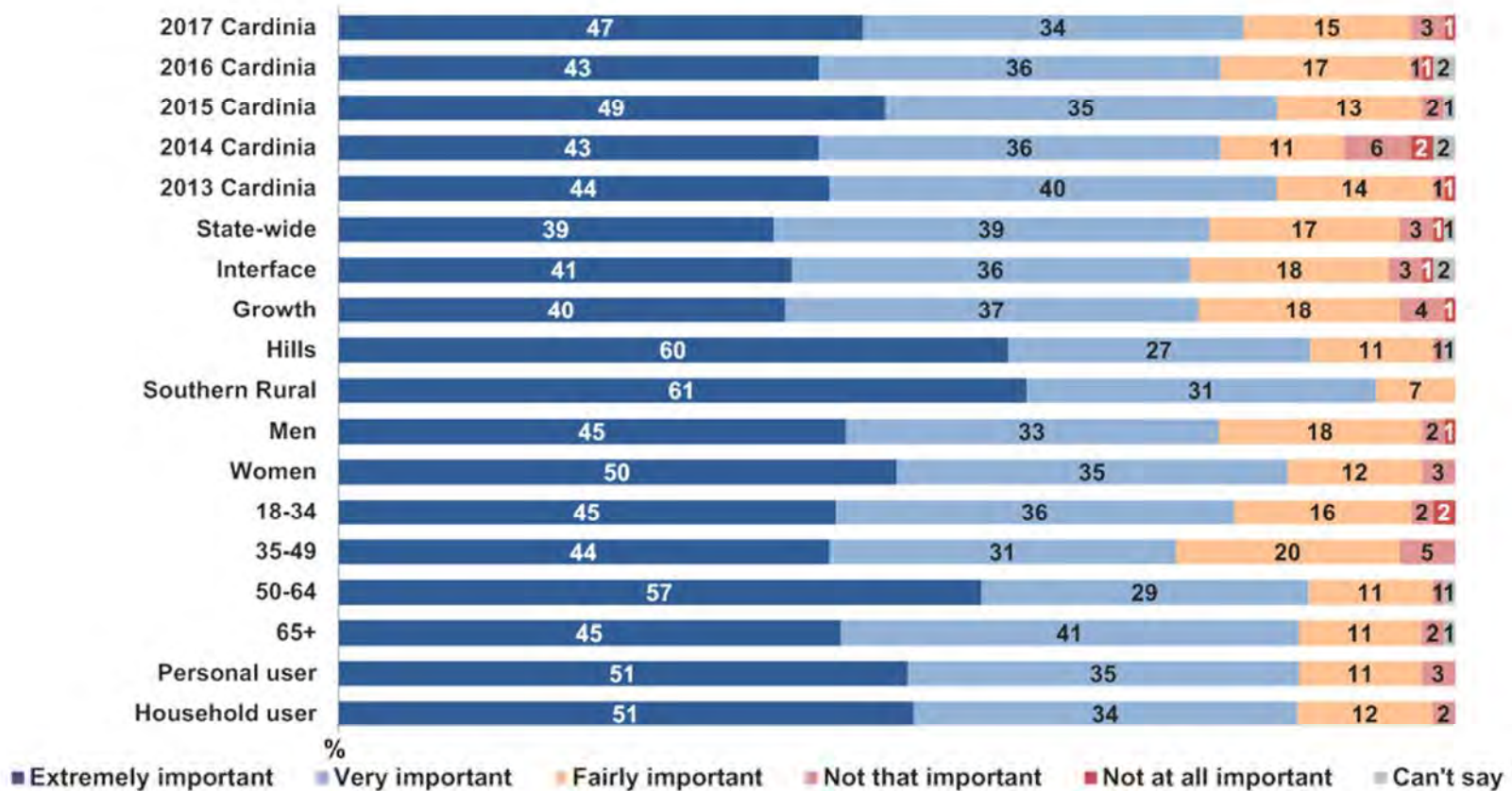
Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 2
 Note: Please see page 5 for explanation about significant differences

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES



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

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2017 Unsealed Roads Performance

		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
Household 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

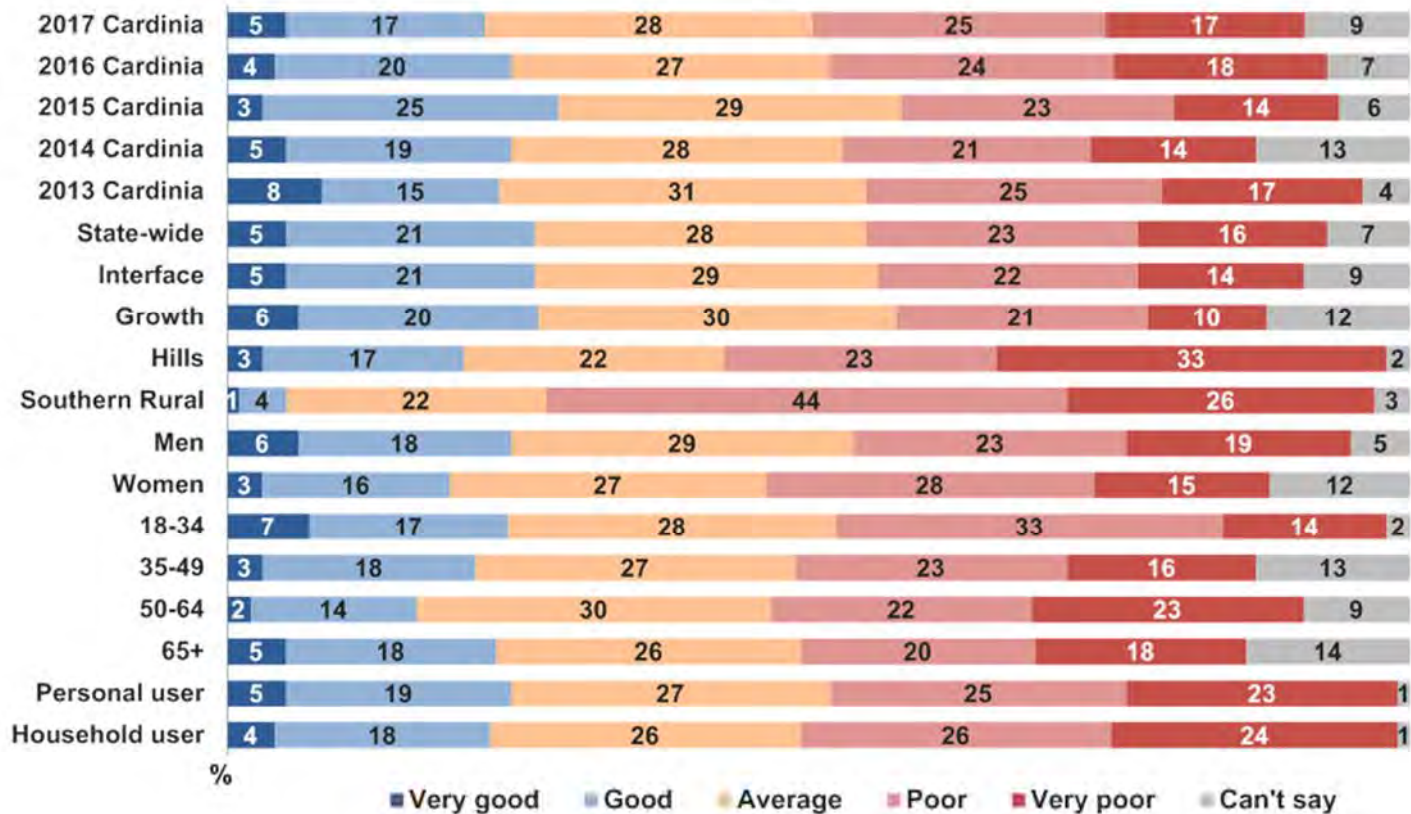
Q2. How has Council performed on 'maintenance of unsealed roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 2
 Note: Please see page 5 for explanation about significant differences

2017 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



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

2017 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES



2017 Business/Community Development Importance

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

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

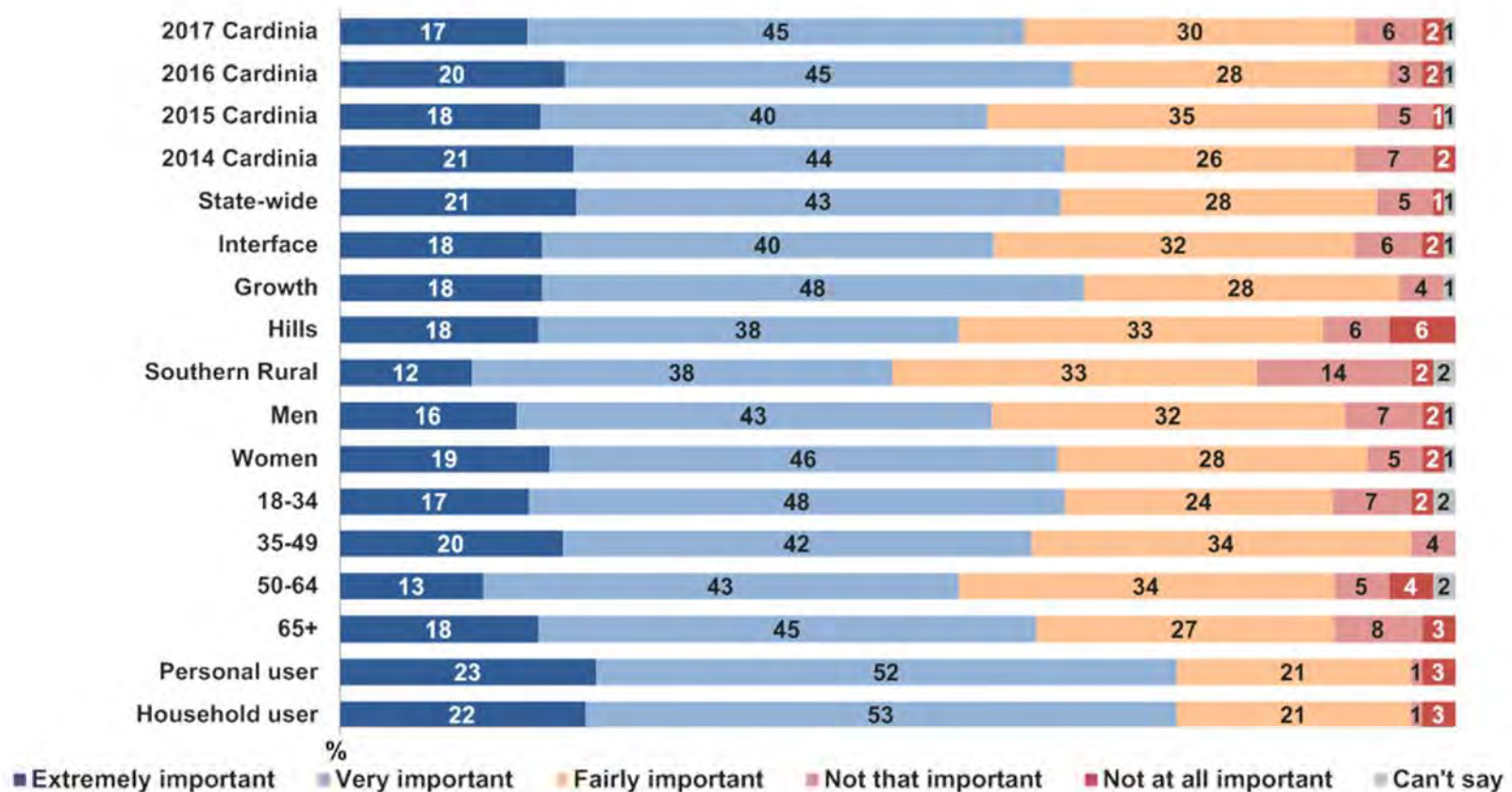
115

J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

2017 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

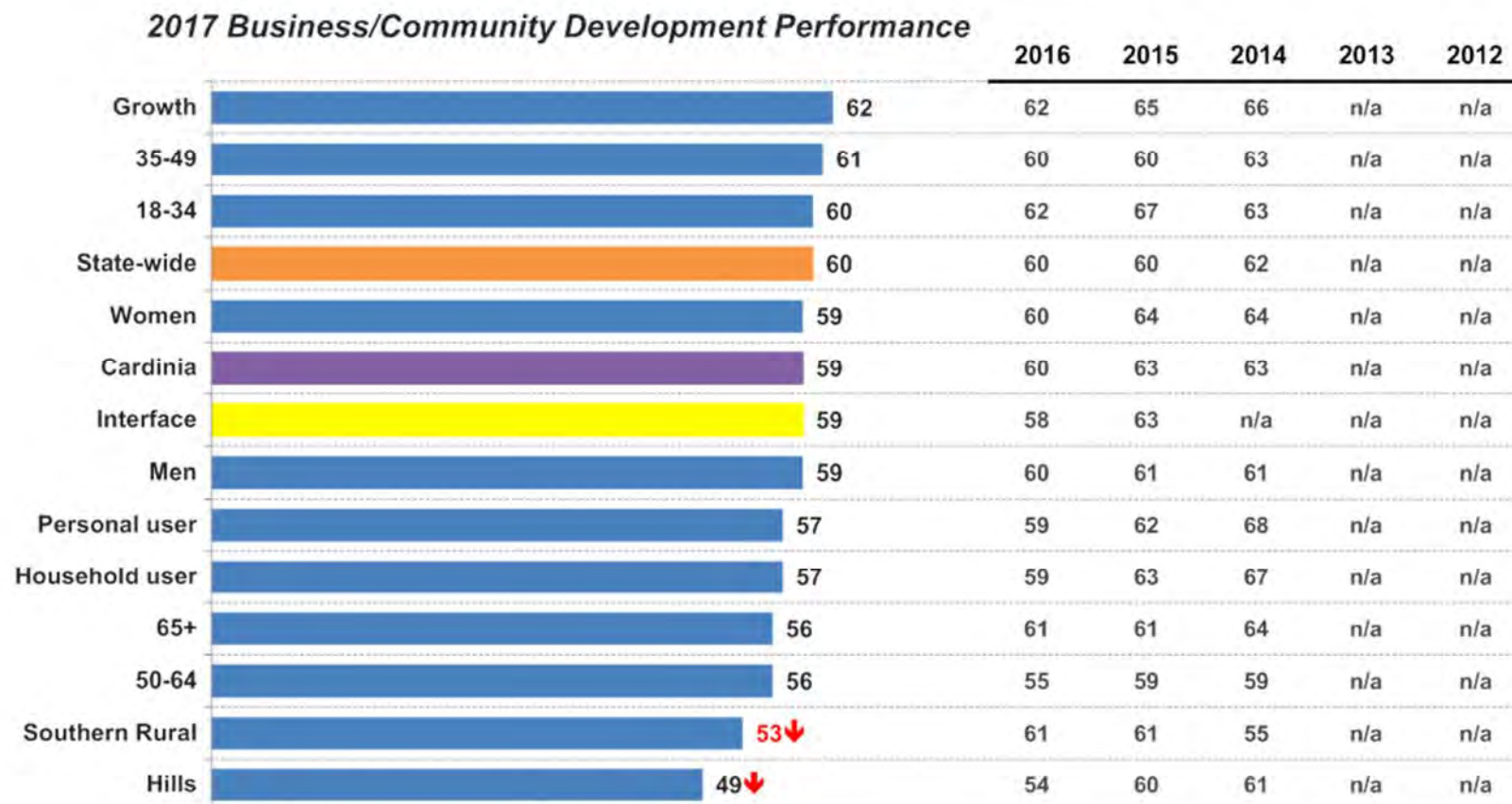


2017 Business/Community Development Importance



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

2017 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES



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

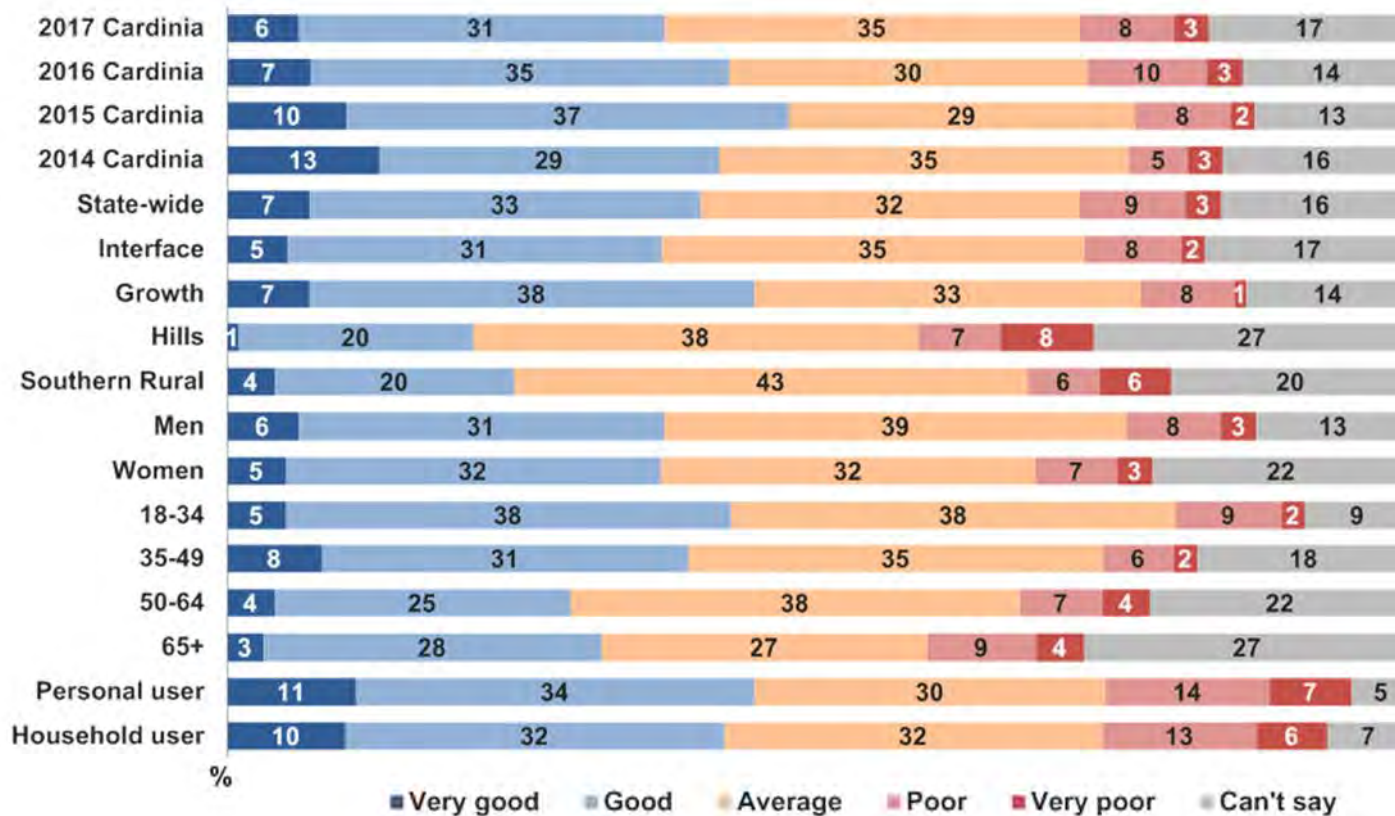
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2017 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES



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

2017 TOURISM DEVELOPMENT IMPORTANCE INDEX SCORES



2017 Tourism Development Importance

		2016	2015	2014	2013	2012
State-wide	62↑	63	65	65	n/a	n/a
Household user	59*↑	63	54	60	n/a	n/a
Personal user	59*↑	64	55	59	n/a	n/a
Interface	53↑	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	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

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

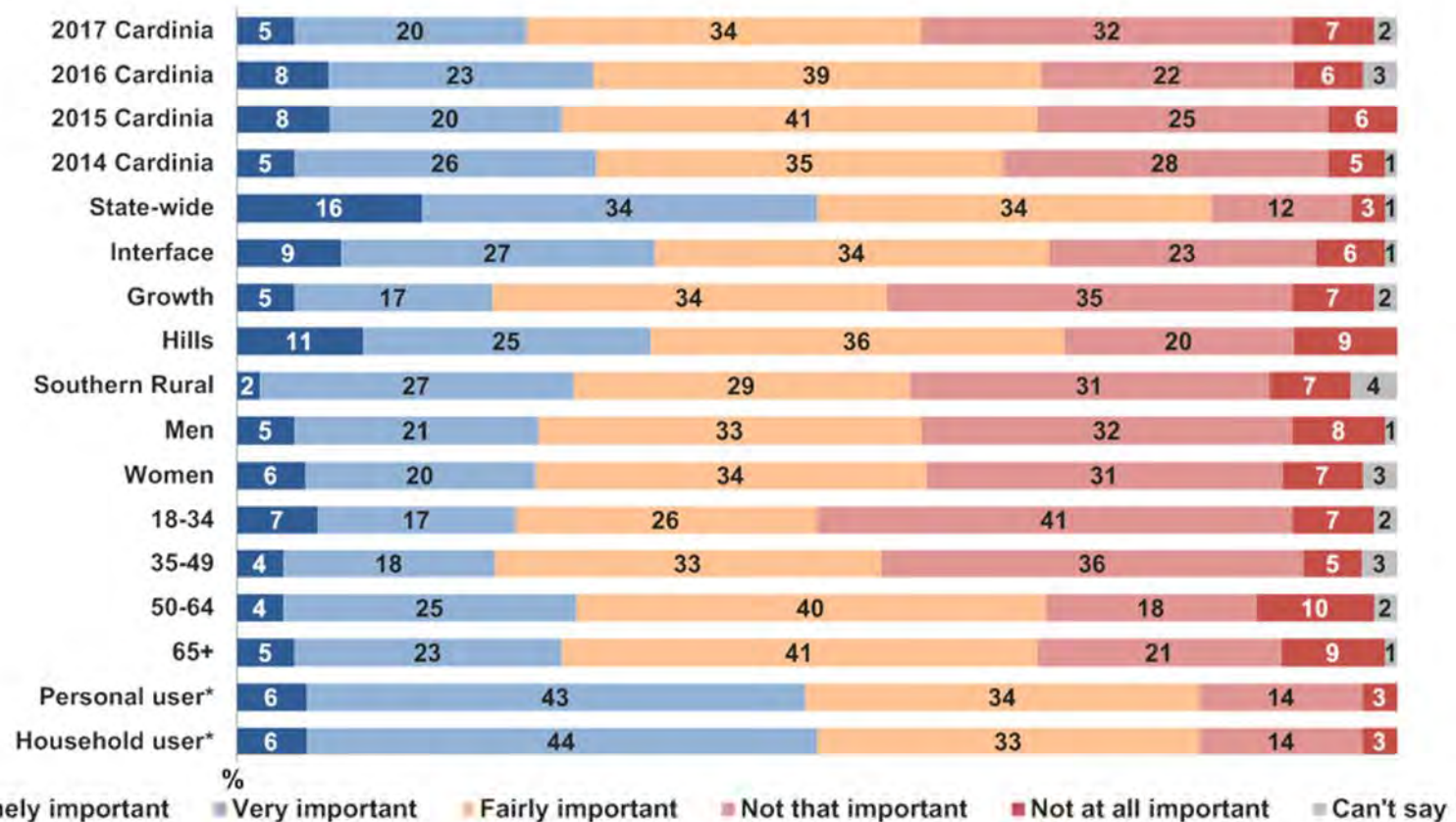
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J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

2017 TOURISM DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES



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

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J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

2017 TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES



2017 Tourism Development Performance

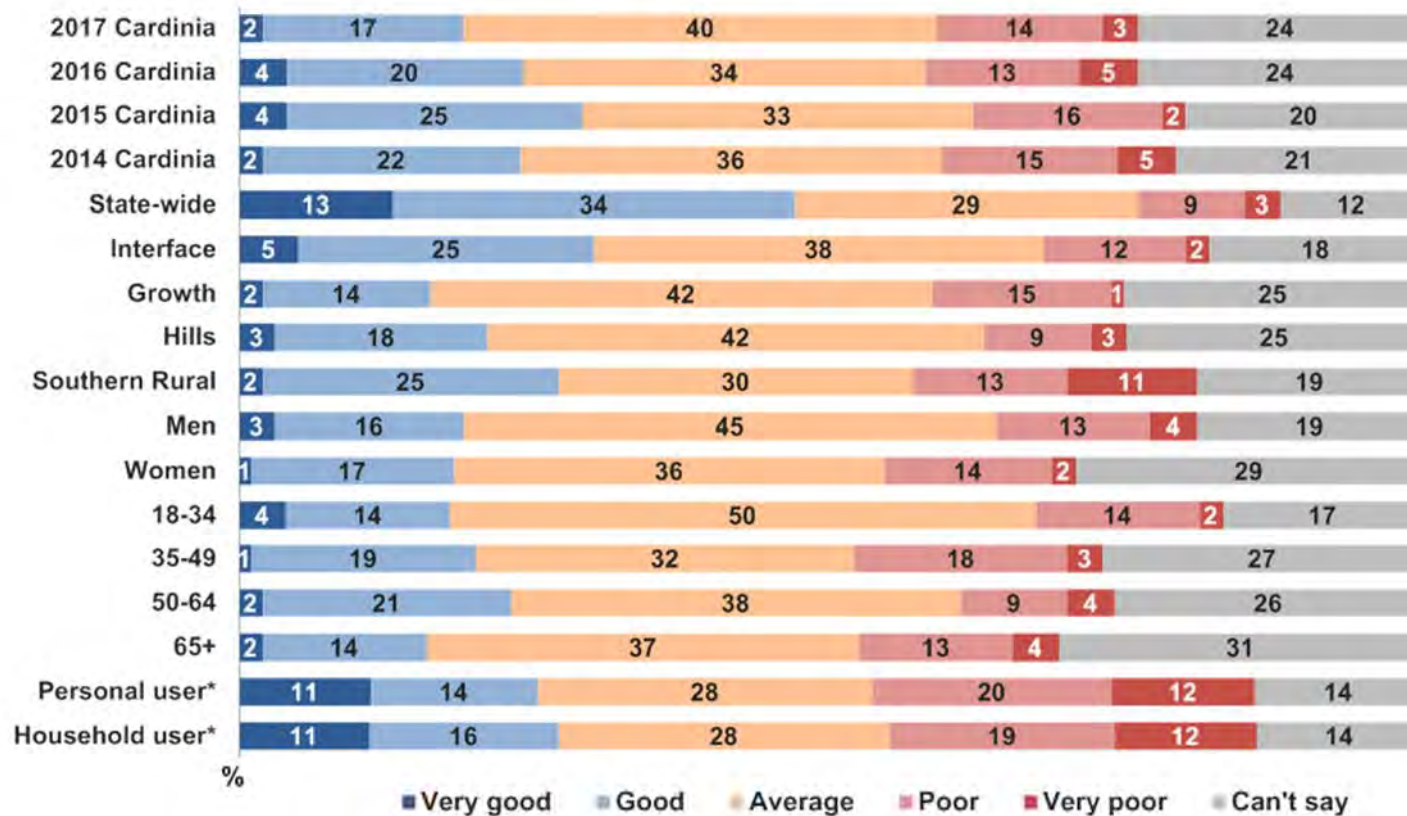
		2016	2015	2014	2013	2012
State-wide	63↑	63	63	64	n/a	n/a
Interface	56↑	56	53	n/a	n/a	n/a
50-64	53	49	52	51	n/a	n/a
Hills	53	52	54	54	n/a	n/a
18-34	51	56	59	48	n/a	n/a
Men	50	53	51	51	n/a	n/a
Growth	50	53	55	51	n/a	n/a
Cardinia	50	53	53	51	n/a	n/a
Women	50	52	56	50	n/a	n/a
Household user	49*	54	63	58	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

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

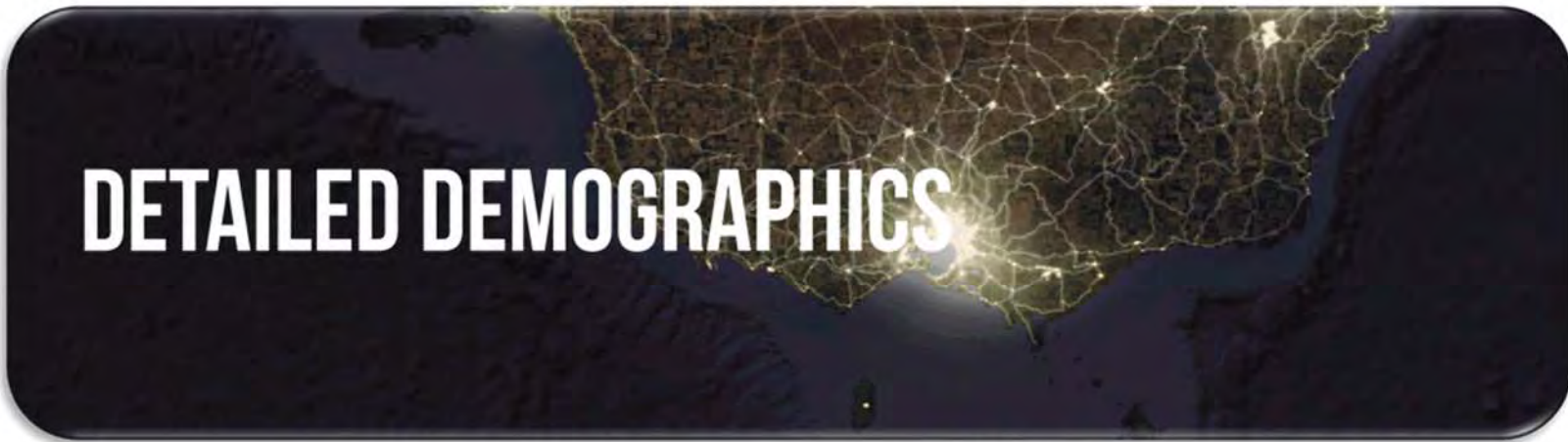
2017 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES



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



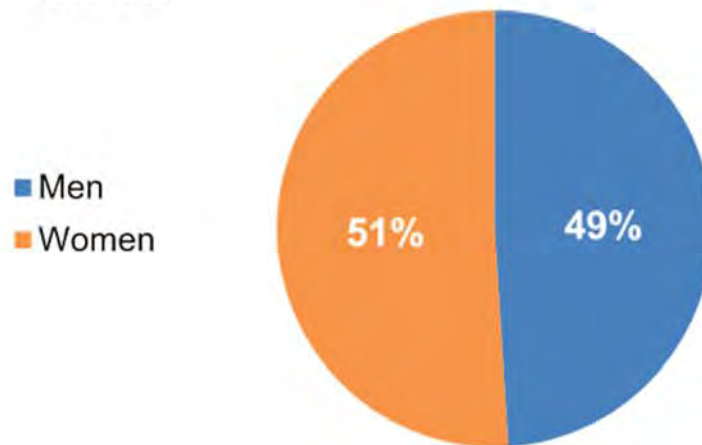
DETAILED DEMOGRAPHICS



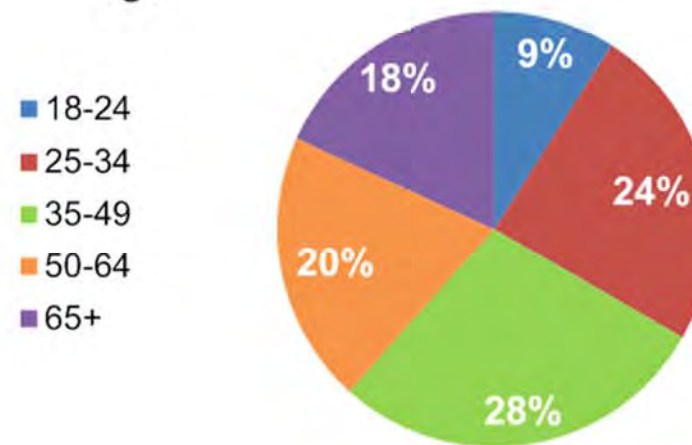
2017 GENDER AND AGE PROFILE



Gender



Age



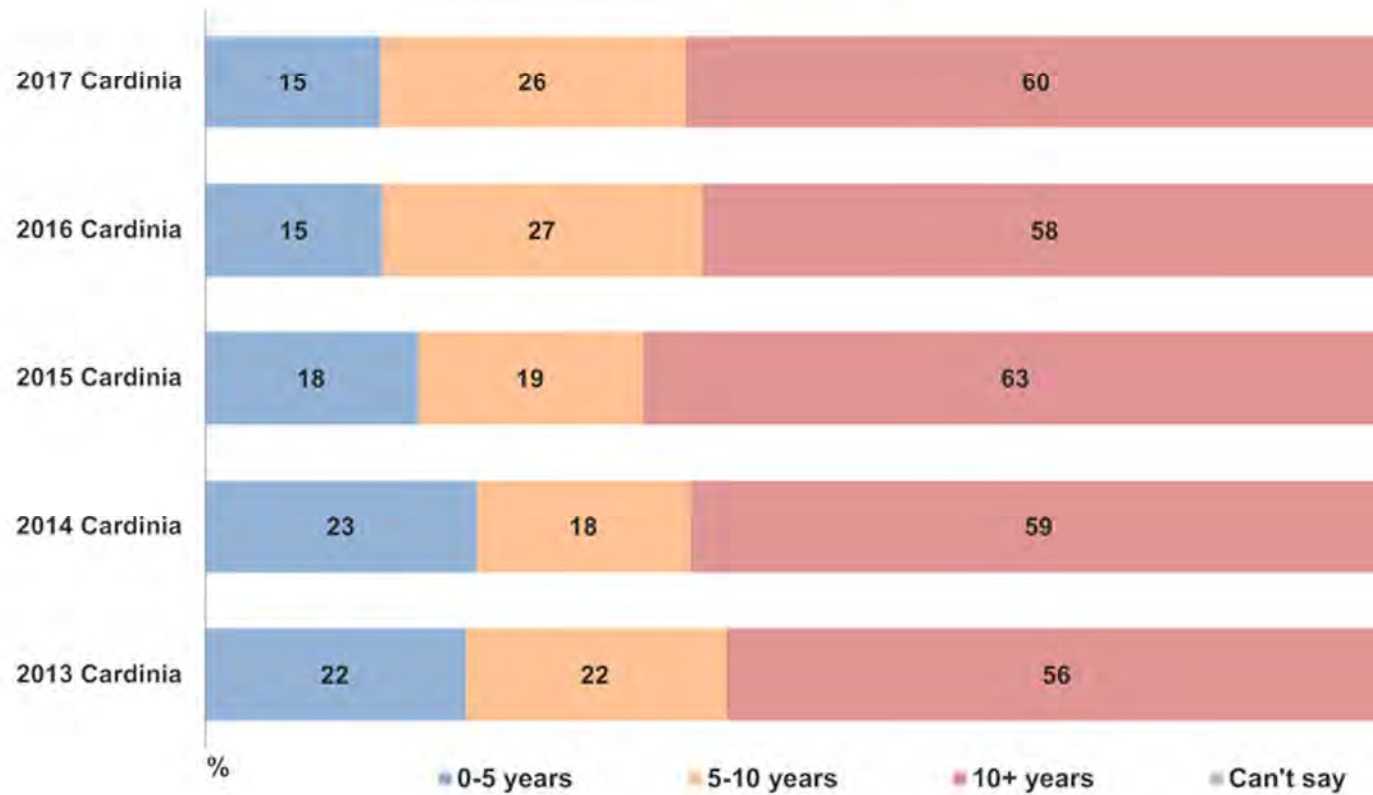
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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

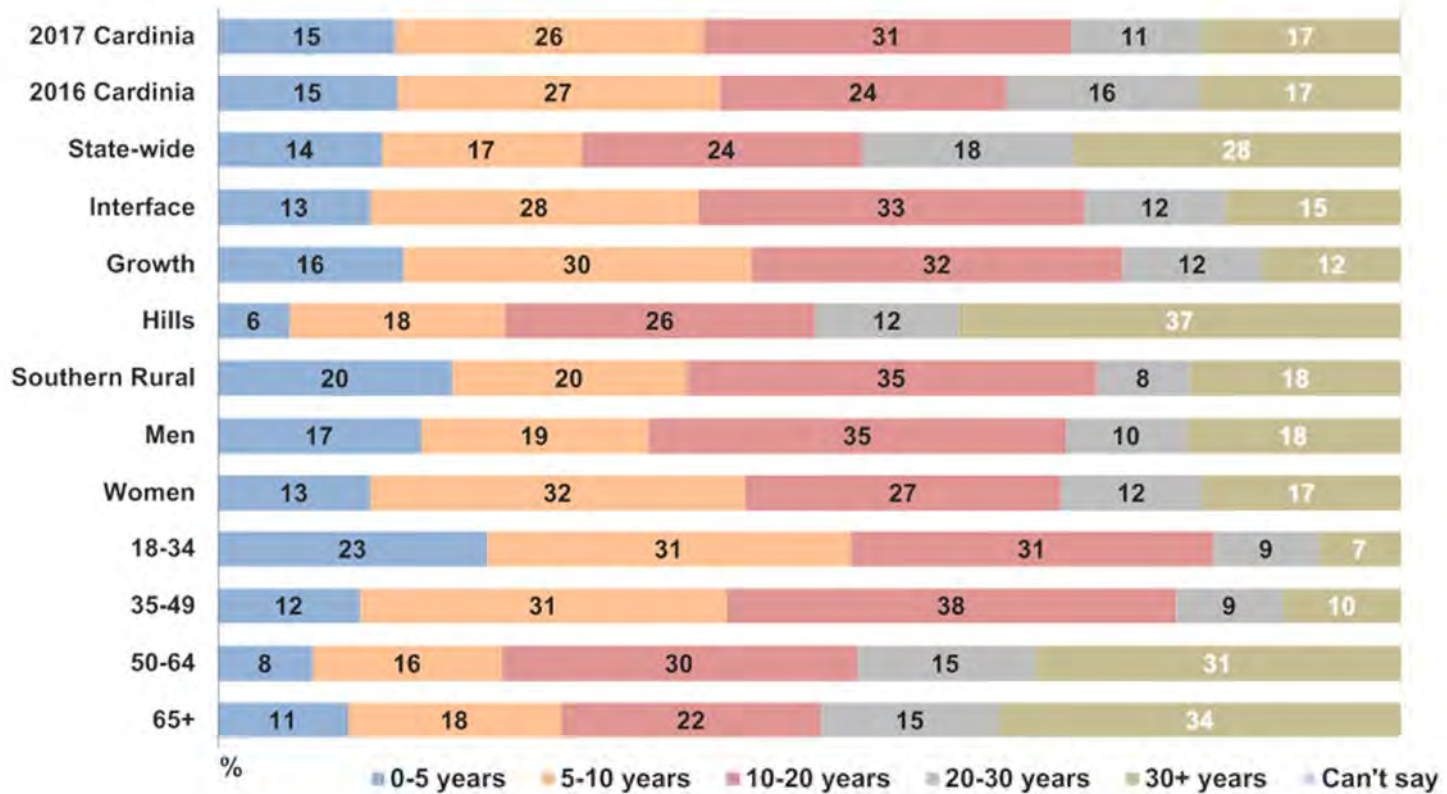
125

J00533 Community Satisfaction Survey 2017 - Cardinia Shire Council

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



**APPENDIX A:
DETAILED SURVEY TABULATIONS**
AVAILABLE IN SUPPLIED EXCEL FILE



A dark blue rounded rectangular graphic with a background of a glowing network of golden lines and nodes, resembling a neural network or a complex data structure. The text is in large, bold, white capital letters.

**APPENDIX B:
FURTHER PROJECT INFORMATION**



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

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



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

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$3^2 / \$5) + (\$4^2 / \$6))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 2
- \$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.



**THERE ARE OVER
6 MILLION PEOPLE
IN VICTORIA...**

**FIND OUT
WHAT THEY'RE
THINKING.**

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JW
J W S R E S E A R C H