

5 2018 COMMUNITY SATISFACTION SURVEY (CSS)

FILE REFERENCE INT1862775

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RECOMMENDATION

That Council note the results of the 2018 CSS and make the results available to the community via Council's web site.

Attachments

[1](#) 2018 Community Satisfaction Survey 138 Pages

EXECUTIVE SUMMARY

This report provides some highlights from the 2018 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 There is extensive information available in the report itself, providing a point in time view of community perception of Council performance, with comparison to previous years.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 7th year of the CSS, in its current format, and the 6th 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
2018	1 February to 30 March
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 identified as users or not users of council services providing a better understanding of the impact of direct usage on the perception of performance and 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 131-34.

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.

69% of those surveyed had personal contact with council over the last 12 months - up from 65% in 2017. 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.

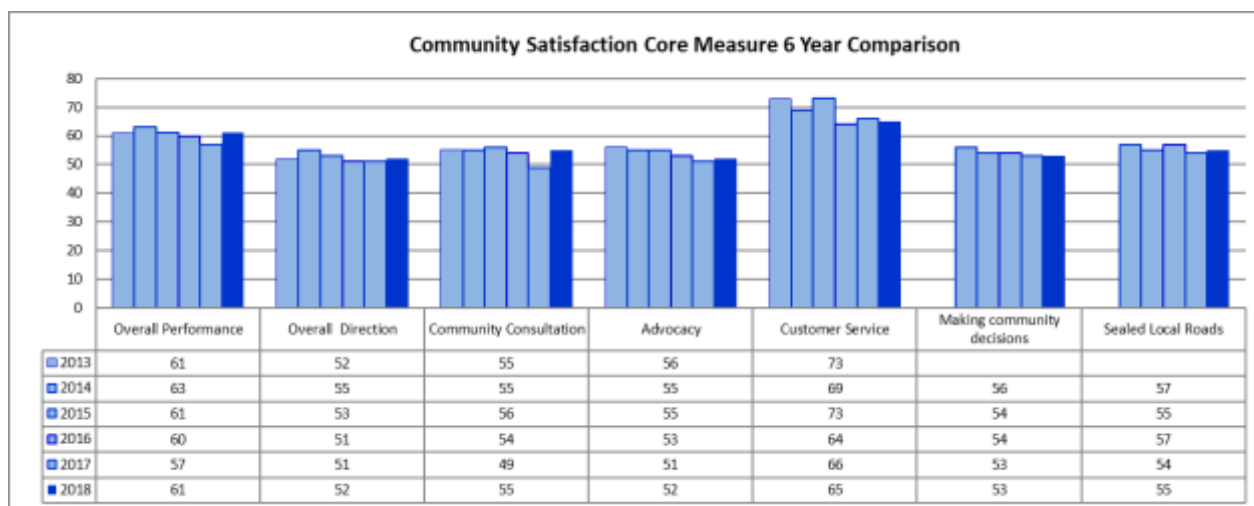
Not all councils participate in this survey (64 of 79). Those that do not participate undertake their own survey to provide data for the compulsory indicators.

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
- Sealed local roads - condition of sealed local roads

The index scores for 2018 are on a par with previous years, with significant increases from 2017 in two core performance measures. The Overall Performance index score increased significantly from 57 in 2017 to 61 in 2018. Council's overall performance is now in line with the average ratings for councils State-wide and in the Interface group (index scores of 59 and 60 respectively). Performance in the Consultation and Engagement area is back in line with previous years' ratings following a significant increase from 49 in 2017 to 55 in 2018.



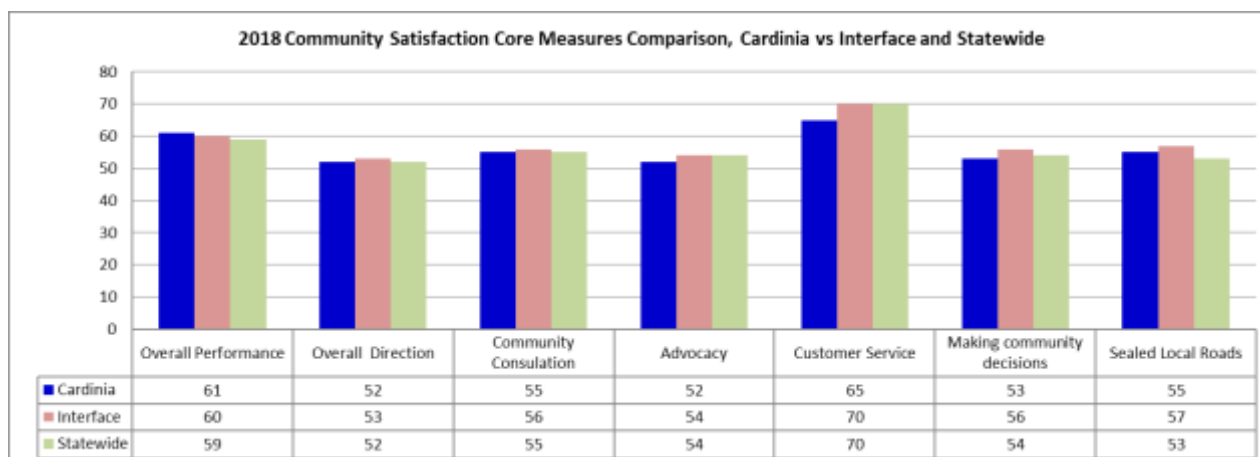
Positive sentiment (good or very good) remains equal to or higher than negative sentiment (poor or very poor) for the key measures. If we ignore the middle ground, 'average' and 'stayed the same' ratings, we find the following results:

Measure	Positive	Negative	Can't Say
Overall performance of council	52%	12%	1%
Overall direction	18%	14%	4%
Community consultation	37%	23%	10%
Advocacy	27%	19%	18%
Customer service	61%	22%	1%
Making decisions in interest of community	35%	20%	9%
Condition of Sealed local roads	46%	26%	1%

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

State and Interface councils

As the graph below shows, Cardinia's performance results are in line with average ratings for councils State-wide and in the Interface group with just a few exceptions.



In terms of performance in individual services (in addition to the key measures), some of the surveyed services showed significant variation in performance to the State or Interface group. The following table lists these services.

Service performance	State wide	Interface Group
Cardinia Significantly Higher	Waste Management Business and Community Development	Waste Management
Cardinia Significantly Lower	Enforcement of Local Laws Appearance of Public Areas Community & Cultural Tourism Development	Local Streets & Footpaths Unsealed Roads Making Community Decisions Tourism Development

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, a number of measures were significantly lower than the overall Shire result.

The Growth area had two measures that were 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		Sealed Local Roads Unsealed Roads
Growth	Sealed Local Roads Unsealed Roads	
Southern Rural		Sealed Local Roads Appearance of Public Areas Unsealed Roads

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 five surveys. Waste management is deemed the most important service area, whilst emergency and disaster management and sealed roads continue to be in the top three.

2018	2017	2016	2015	2014	2013
Waste Management	Emergency and Disaster Management	Emergency & Disaster Management	Unsealed Roads	Population Growth	Local Streets & Footpaths
Emergency and Disaster Management	Unsealed Roads	Unsealed Roads	Emergency & Disaster Management (not included in previous surveys)	Unsealed roads	Unsealed Roads
Sealed 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 5 years.

2018	2017	2016	2015	2014	2013
Tourism Development	Tourism Development	Tourism development	Tourism development	Tourism development	Community & cultural
Community and Cultural	Community and Cultural	Community & cultural	Community & cultural	Community & cultural	Business development & tourism
Business and Community Development	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 - High performance scores given by women, and lower performance scores given by men
- Customer Service - Highest performance scores given by respondents in the 65+ age group, and the lowest performance scores being recorded in the 35-49 age group
- Community Consultation and Engagement - Highest performance scores given by respondents in the 18-34 age group, and lowest performance scores given by respondents in the 50-64 age group
- Sealed Local Roads - Highest performance scores given by respondents in the Growth area, and lowest performance scores given by respondents in the Hills and Southern Rural areas
- Family Support - Highest performance scores given by respondents in the Southern Rural area, and lowest performance scores given by respondents in the Hills

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 its plan.

CONSULTATION/COMMUNICATION

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

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 the view that; in general, the community may be seeing the performance of council, and its overall direction, in a more positive light to last year. Review of the core performance measures shows that Cardinia's performance was either stable or improved compared to Council's own results in 2017.

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 be 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**

2018 RESEARCH REPORT

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

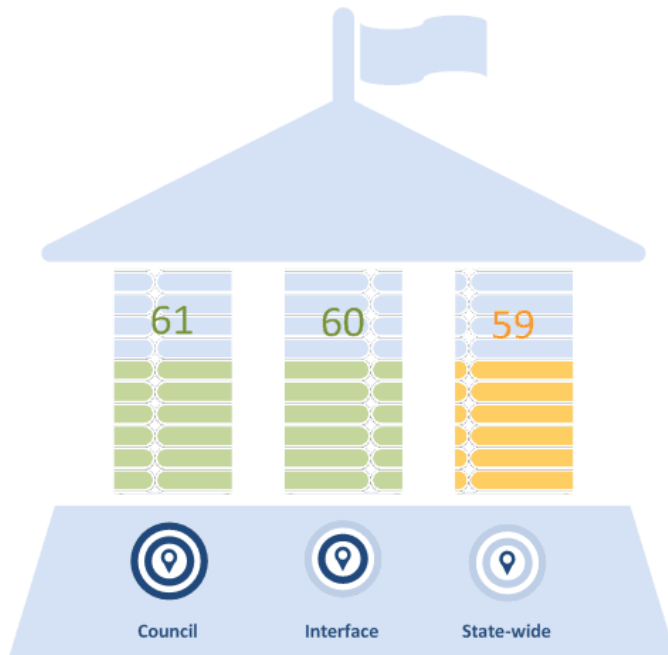


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CARDINIA SHIRE COUNCIL – AT A GLANCE



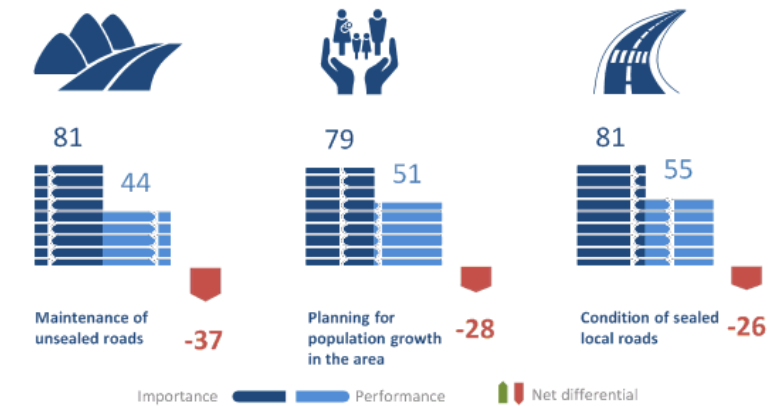
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT



BACKGROUND AND OBJECTIVES



Welcome to the report of results and recommendations for the 2018 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 40% 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, 2018.

The 2018 results are compared with previous years, as detailed below:

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 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



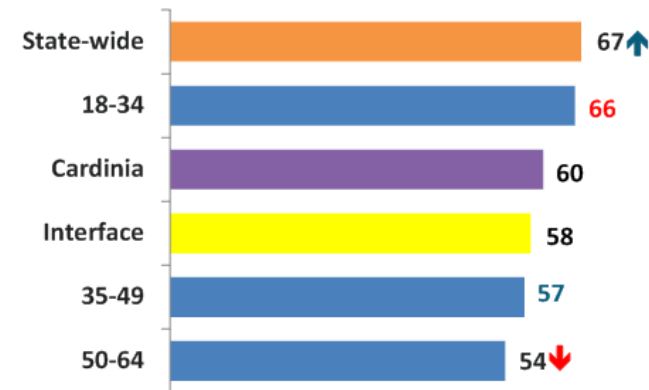
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in 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 2017. 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 2017.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

Overall Performance – Index Scores (example extract only)



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

FURTHER INFORMATION



Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [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 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



KEY FINDINGS & RECOMMENDATIONS



OVERALL PERFORMANCE



Cardinia Shire Council's **overall performance index score increased significantly – by four index points in the past year – to an index score of 61**. Overall performance ratings have fluctuated by a couple of points each year since 2012.

- Cardinia Shire Council's overall performance is in line with **the average ratings for councils State-wide and in the Interface group** (index scores of 59 and 60 respectively).
- Ratings gains are largely driven by statistically *significant increases* (at the 95% confidence interval) among **women** (index score of 65, eight points higher than 2017), **residents aged 35 to 49 years** (63, seven points higher), and residents of the **Hills** (59, eight points higher).
- Women are also **significantly more favourable** in their view of Council's overall performance than residents overall, while **residents aged 50 to 64 years** are **significantly less favourable** (index score of 55).

Residents are much more likely to rate Council performance as 'very good' or 'good' (52%) than 'poor' or 'very poor' (12%). A further 35% sit mid-scale providing an 'average' rating.



OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

OVERVIEW OF CORE PERFORMANCE MEASURES



Review of the core performance measures (as shown on page 19) shows that Cardinia Shire Council's **performance was either stable or increased** compared to Council's own results in 2017.

- Performance measures *increased significantly* in the areas of **overall performance** (index score of 61, four points higher than 2017) and **consultation and engagement** (55, six points higher). With an index score of 55 in the area of consultation and engagement, performance is back in line with previous years' ratings after declining between 2016 and 2017.
- Results are **in line with** average ratings for councils **State-wide** and in the **Interface group** with just a few exceptions.
- Council's performance in the area of **community decisions** (index score of 53) is *significantly lower* than the average rating for the Interface group (index score of 56). Council's performance in the area of **customer service** (index score of 65) is *significantly lower* than both the Interface group and State-wide averages for councils (index score of 70 for each).

Ratings on core measures are largely consistent across geographic areas with the exception of **sealed local roads**.

- **Growth areas residents** are *significantly more* favourable (index score of 60), while **the Hills** (index score of 48) and **Southern Rural** (index score of 44) residents are significantly less favourable in their impressions of sealed roads.

Customer service (index score of 65) is a top performing area for Cardinia Shire Council. It is the highest rated core performance measure and the third highest rated service area overall. However, it is only one of a handful of service areas where Council performs *significantly lower* than State-wide and Interface group averages (index score of 70 for each).

CUSTOMER CONTACT AND SERVICE



Seven in ten (69%) Cardinia Shire Council residents have had recent contact with Council.

- **Residents aged 50 to 64 years (76%) have had the most contact with Council;** however this same group rates Council lowest on most core measures.

Customer service, with an index score of 65, is a **positive result** for Council. Perceptions of customer service have been stable since 2016, but results are still lower than peak levels achieved in 2015 and 2013 (index score of 73 in both years).

- Three in ten (30%) rate Council's customer service as 'very good', with a further 31% rating customer service as 'good', similar to 2017 results.

Perceptions of customer service are relatively consistent across all demographic groups, meaning there is no particular cohort that Council should focus its attention on. Rather, Council should aim to improve customer service across all groups.

Newsletters, sent via email (34%) and mail (34%), are the preferred way for Council to inform residents about news, information and upcoming events. **Demand for mailed newsletters has trended down since 2013** (declining fourteen percentage points), **while preferences for emailed newsletters has trended up** (increasing fourteen percentage points).

- Interest in advertising in local newspapers (4%) has also waned since 2013 (declining nine percentage points), while interest in text messages has quadrupled (now 12%).
- Adults aged under 50 years are almost as likely to express interest in newsletters sent via mail (30%) as email (33%) in 2018, reflecting an eighteen point decline in demand for mailed, and a twelve point increase in emailed communications among this group. Virtually all interest in text messages occurs among adults under 50 years of age (18%).
- Adults aged over 50 years are also less interested in receiving a newsletter via mail than previously (40%, eight points lower than 2013), though they still prefer mail to email communications (35%, eighteen points higher than 2013).

AREAS WHERE COUNCIL IS PERFORMING WELL



Waste management is the area where Cardinia Shire Council has **performed most strongly** (index score of 74). Indeed, waste management was one of the most frequently mentioned **best things** about Council (mentioned by 9% of residents). Performance in the area of waste management *increased significantly* in the past year from an index score of 70 in 2017.

- Perceptions *increased significantly* among Southern Rural residents (index score of 76, seventeen points higher than 2017) and women (76, eight points higher).
- Three-quarters of residents (73%) rate Council's performance in the area of waste management as 'very good' or 'good'.
- Council is rated *significantly higher* than both the State-wide and Interface group averages in this area (index scores of 70 and 68 respectively).
- Waste management is rated the most important council responsibility relative to other areas evaluated (importance index score of 82).

Another area where Cardinia Shire Council is well regarded is emergency and disaster management.

With a performance index score of 69, this service area is rated second highest among residents.

- More than half of residents (56%) rate Council's performance in this area as 'very good' or 'good'.
- Residents who have experience with these services rate Council highest (index score of 74).
- Emergency and disaster management is rated almost equal to waste management in terms of importance (importance index score of 81).

Recreational facilities (performance index score of 68) is another area where Council is rated more highly compared to other service areas. Indeed, 17% of residents mention recreational and sporting facilities and 13% mention parks and gardens as the **best aspects** of council life. Two-thirds (66%) of residents have used council facilities.

It is important to note that Council **improved significantly** in its performance in seven service areas in the past year: **waste management, appearance of public areas, family support services, business and community development, consultation and engagement, disadvantaged support services and tourism development.**

AREAS IN NEED OF ATTENTION



Perceptions of Council did not experience any *significant declines* in ratings in the past year. This is a positive result for Council, particularly given that Cardinia Shire Council performs *significantly below* the Interface group average in only a handful of areas (customer service, local streets and footpaths, community decisions, and tourism development).

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 44, Council is seen to be **performing poorly** in this service area. This is *significantly lower* than the Interface group average (performance index score of 48).

- Two in five residents (41%) rate Council performance in this service area as 'very poor' or 'poor'.
- Similar to perceptions of sealed roads, residents of the **Hills** (index score of 36) and **Southern Rural** (index score of 33) areas have *significantly less* favourable impressions of performance in this area, while Growth areas (index score of 49) residents have *significantly more* favourable impressions than residents overall.

- The importance of this service area is evidenced by a high index score of 81.

Population growth (index score of 50) is the second lowest rated service area. Performance has declined seven index points in this area since 2014.

Notwithstanding these results, if forced to choose, a majority (54%) of residents would prefer service cuts to keep rates at current levels to rate rises to improve services (29%). A further 16% 'can't say'.

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 more than 10 points. Key priorities include:

- **Unsealed roads** (margin of 37 points)
- **Planning for population growth** (margin of 28 points)
- **Sealed roads** (margin of 26 points)
- **Condition of local streets and footpaths** (margin of 24 points)
- **Consultation and engagement** (margin of 16 points)
- **Enforcement of local laws** (margin of 13 points)
- **Emergency and disaster management** (margin of 12 points).

Consideration should also be given to residents aged 50 to 64 years, who appear to be most driving negative opinion in 2018.

On the positive side, Council should **maintain its relatively strong performance in the area of waste management, recreational facilities, and appearance of public areas** and continue its upwards trajectory in the area of **consultation and engagement**.

The **regression analysis on pages 32-36** shows the individual service areas that have the strongest influence on the overall performance rating are:

- Decisions made in the interest of the community
- Lobbying on behalf of the community.

Good communication and transparency with residents about decisions the Council has made in the Cardinia community's interest, any lobby wins as well as improved maintenance of unsealed roads could help improve opinion in these areas and drive up overall opinion of the Council's performance.

FURTHER AREAS OF EXPLORATION

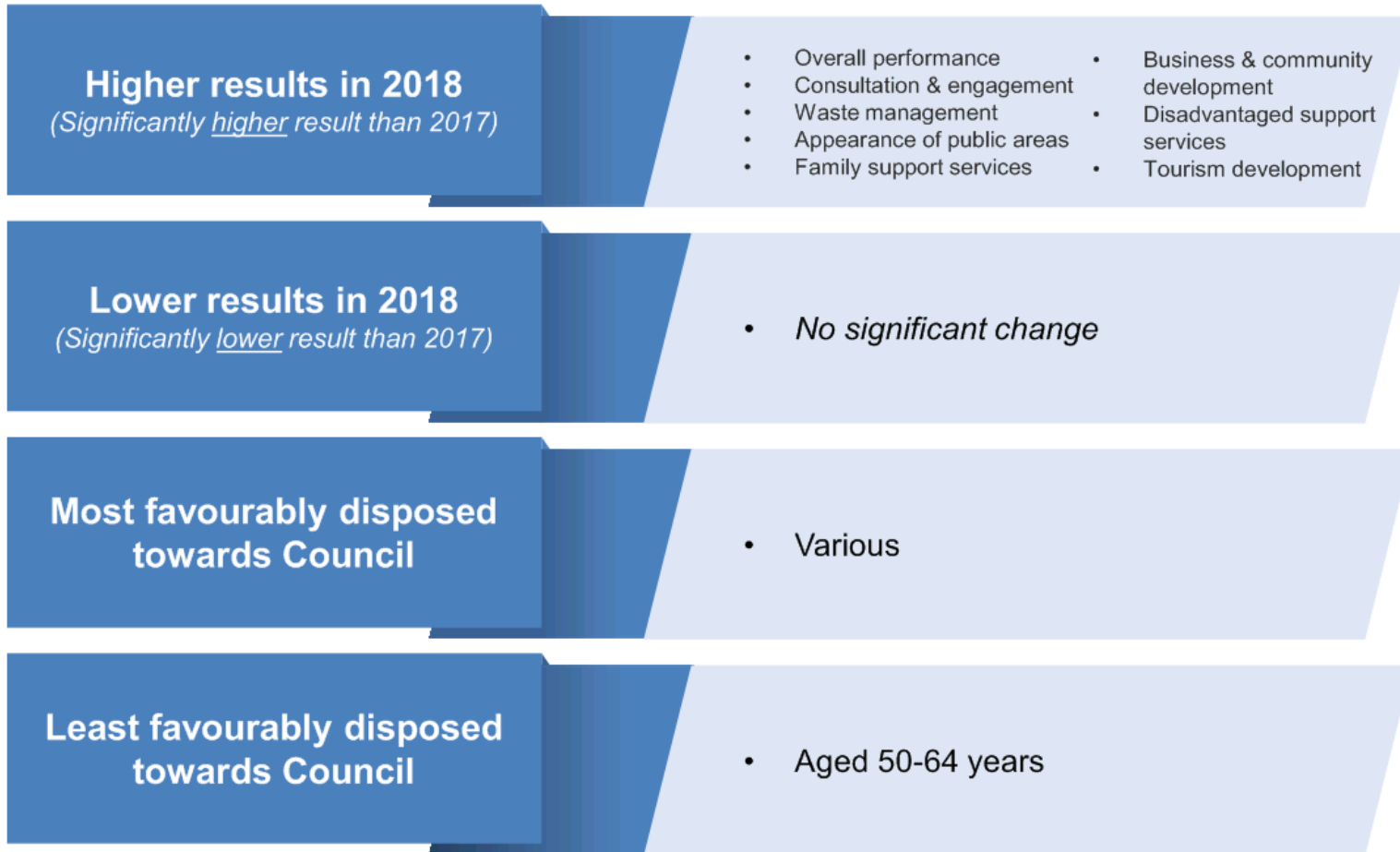


An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the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



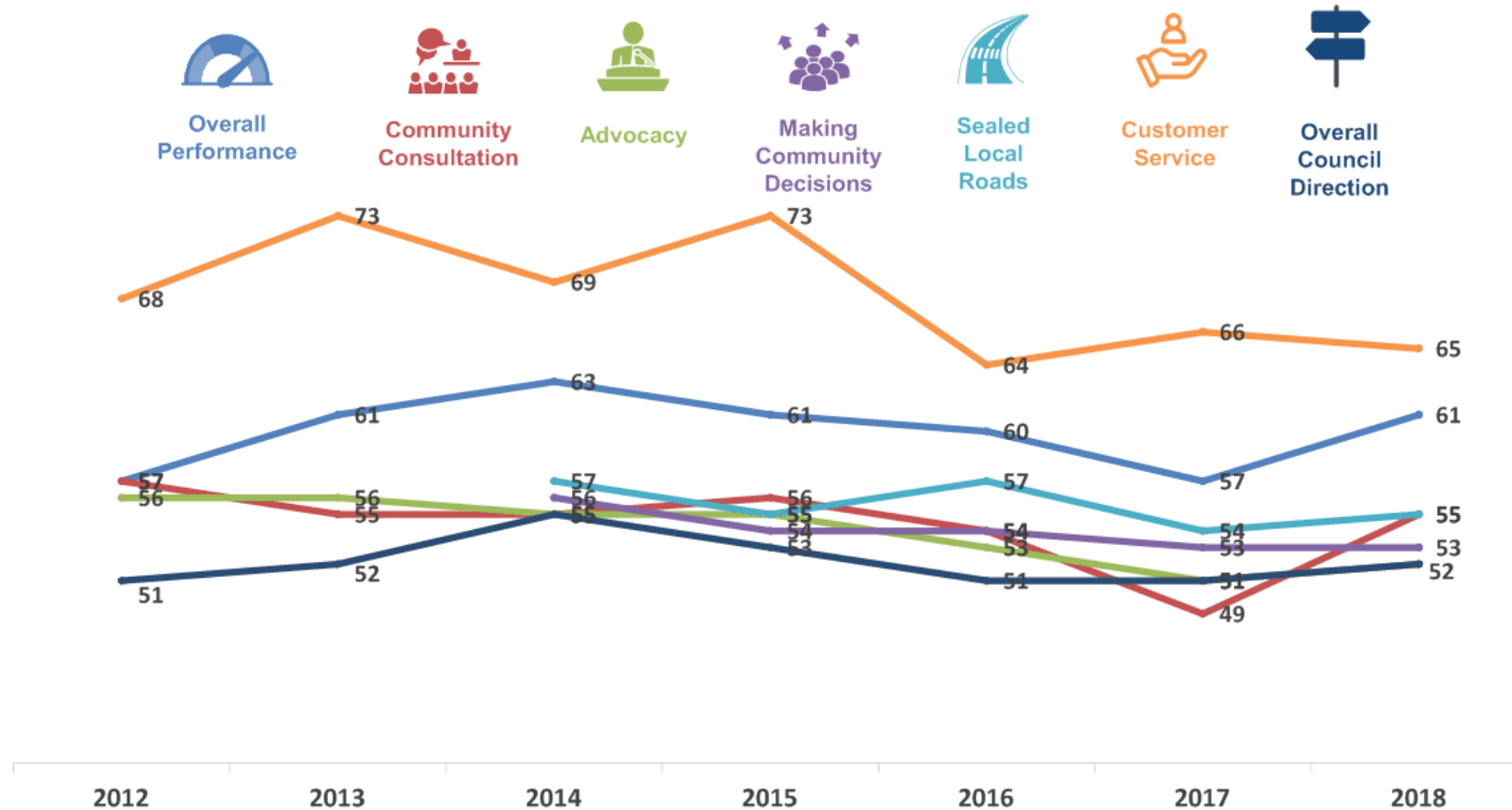


SUMMARY OF FINDINGS



2018 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS



2018 SUMMARY OF CORE MEASURES

DETAILED ANALYSIS

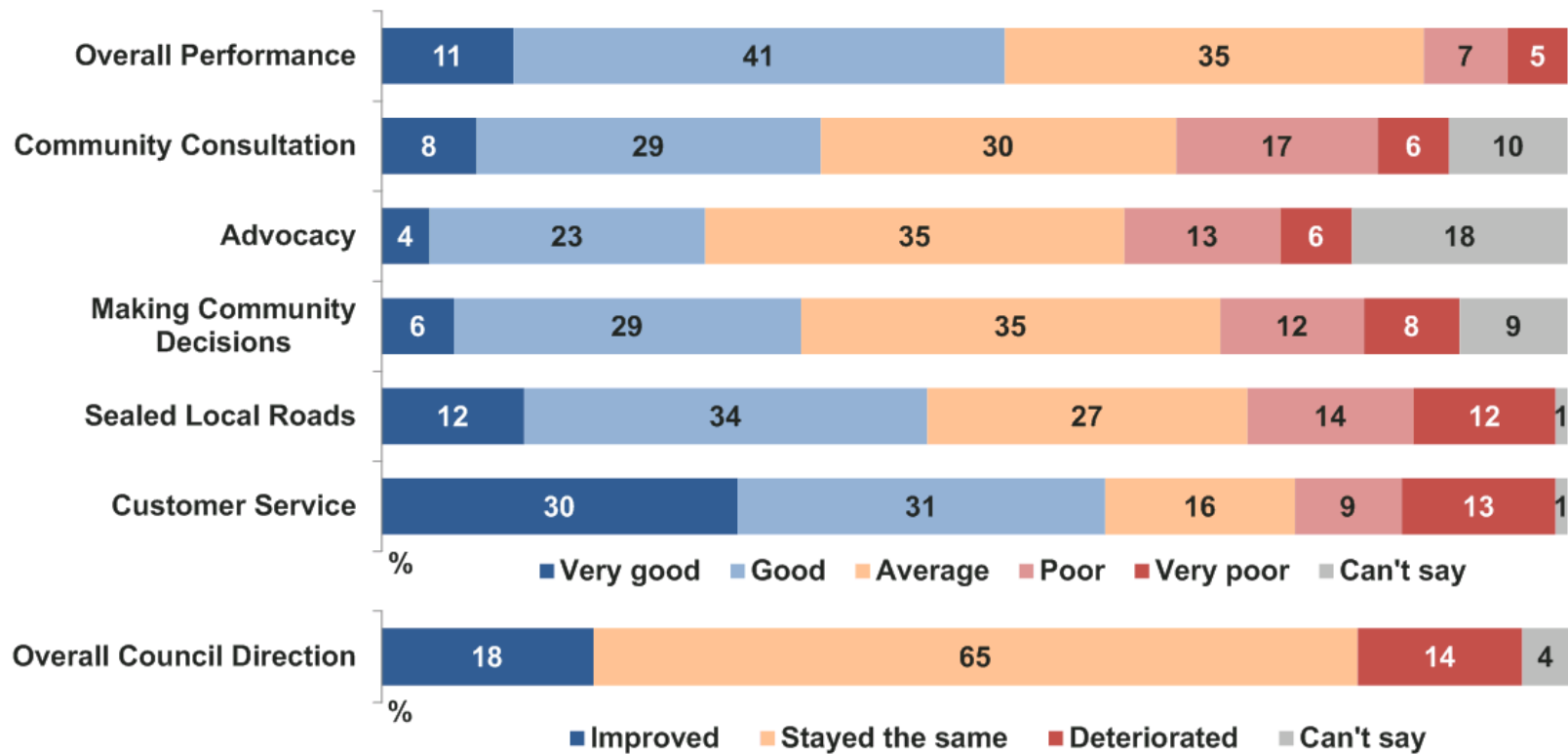


Performance Measures	Cardinia 2018	Cardinia 2017	Interface 2018	State-wide 2018	Highest score	Lowest score
OVERALL PERFORMANCE	61	57	60	59	Women	Aged 50-64 years
COMMUNITY CONSULTATION (Community consultation and engagement)	55	49	56	55	Aged 18-34 years	Aged 50-64 years
ADVOCACY (Lobbying on behalf of the community)	52	51	54	54	Growth	Aged 50-64 years
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	53	53	56	54	Women	Aged 50-64 years
SEALED LOCAL ROADS (Condition of sealed local roads)	55	54	57	53	Growth	Southern Rural
CUSTOMER SERVICE	65	66	70	70	Aged 65+ years	Aged 35-49 years
OVERALL COUNCIL DIRECTION	52	51	53	52	Women	Aged 50-64 years, Men

2018 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS



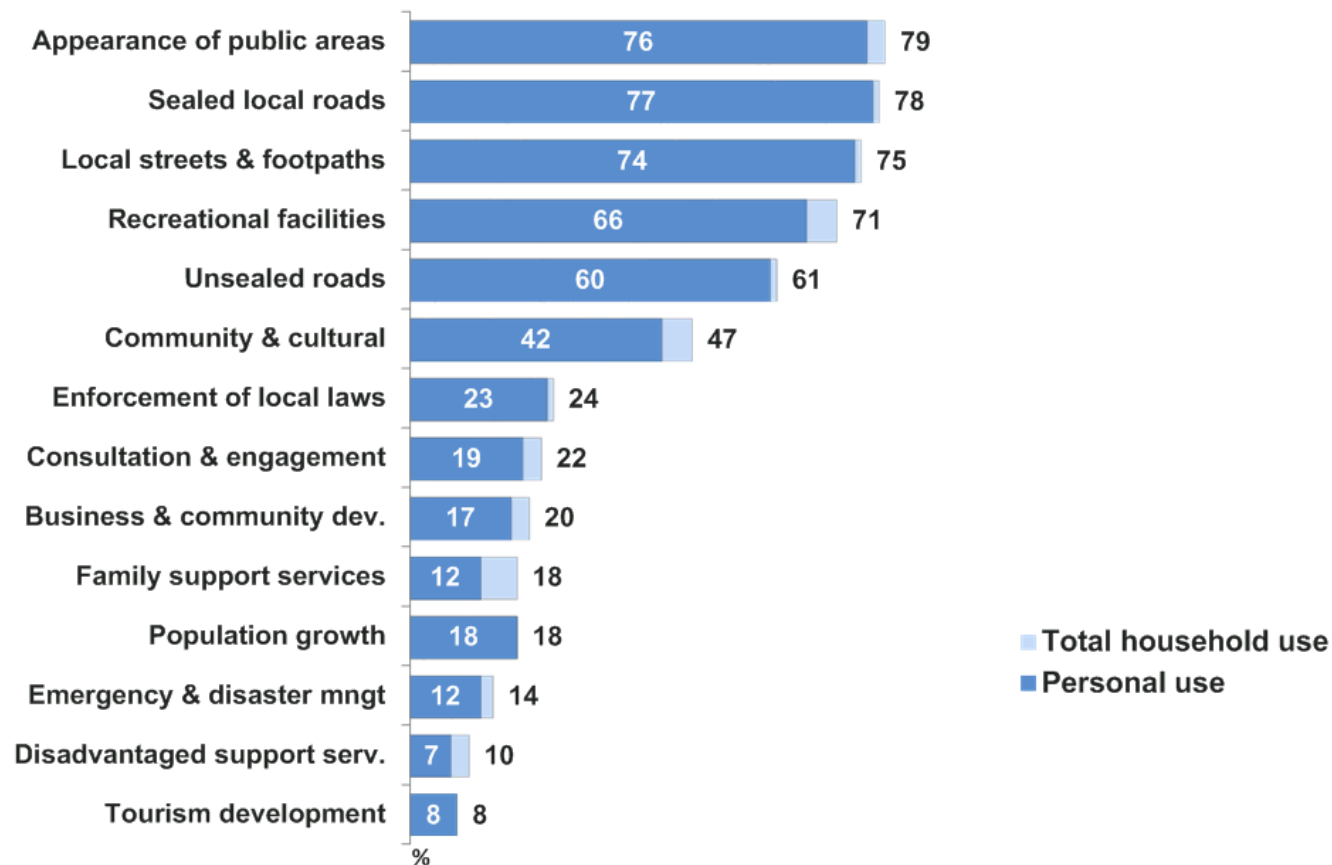
Key Measures Summary Results



2018 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?

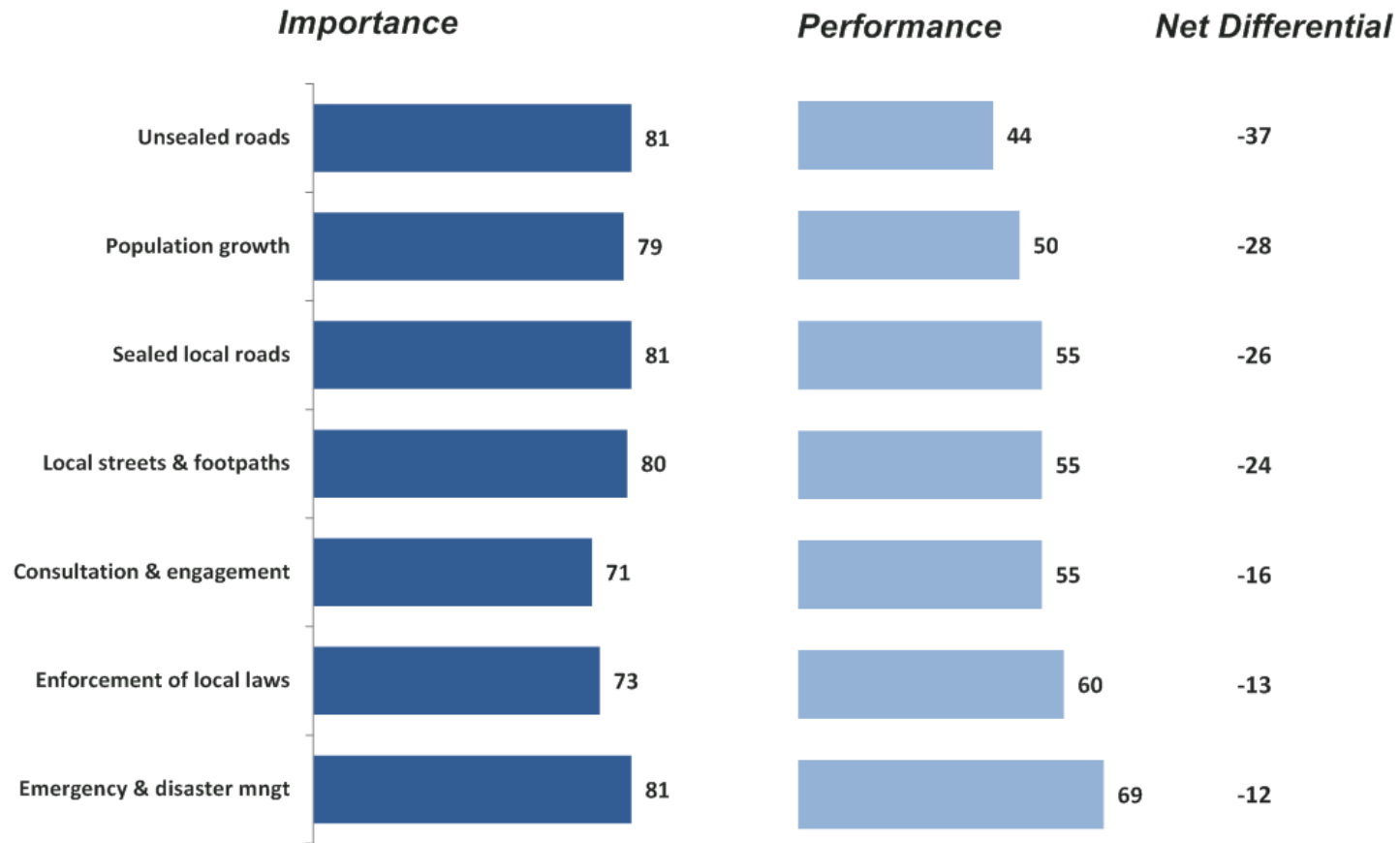
Base: All respondents. Councils asked state-wide: 13 Councils asked group: 4

INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY

IMPORTANCE VS PERFORMANCE

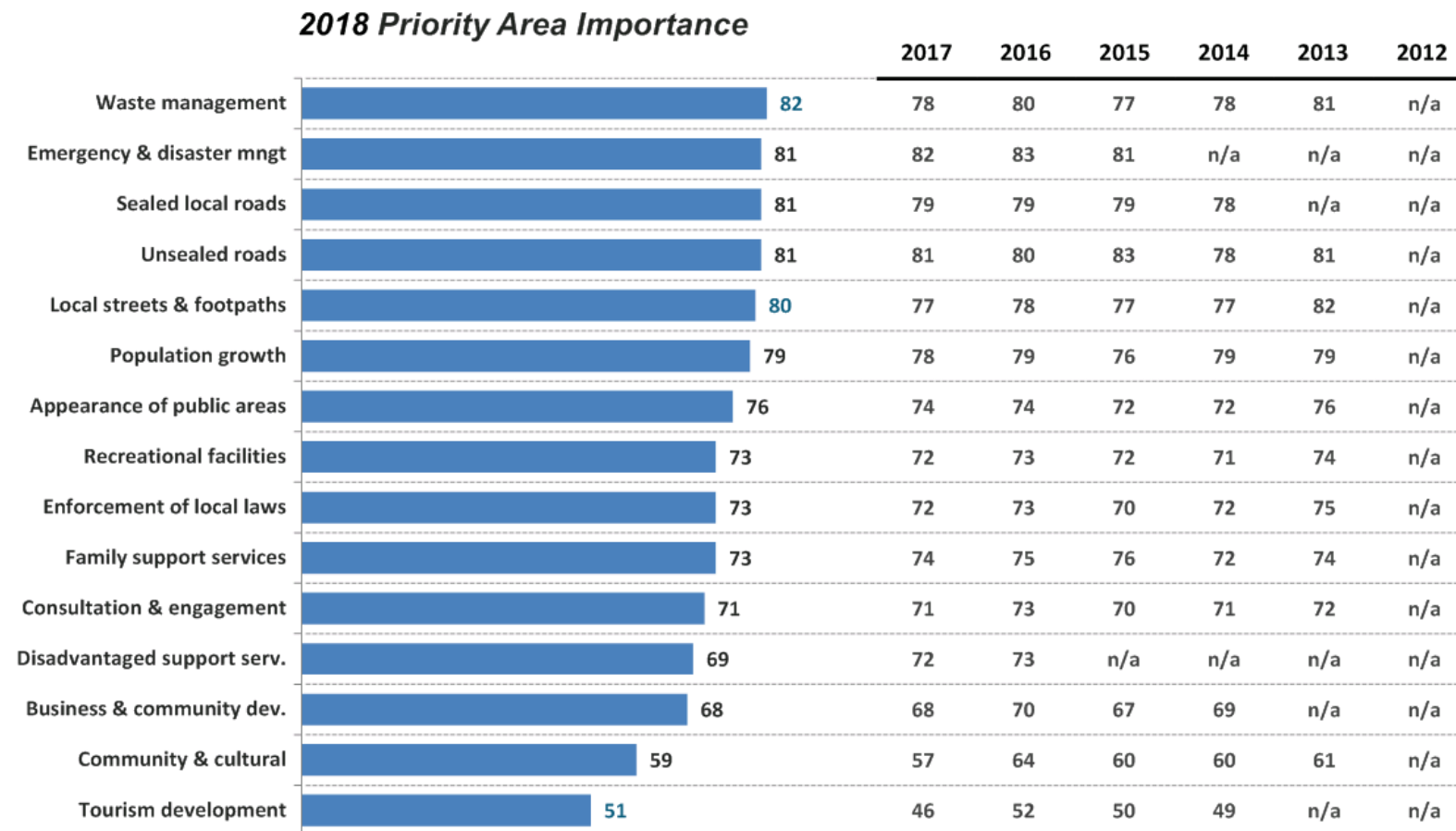


Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary:



2018 IMPORTANCE SUMMARY

INDEX SCORES OVER TIME



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 28 Councils asked group: 2

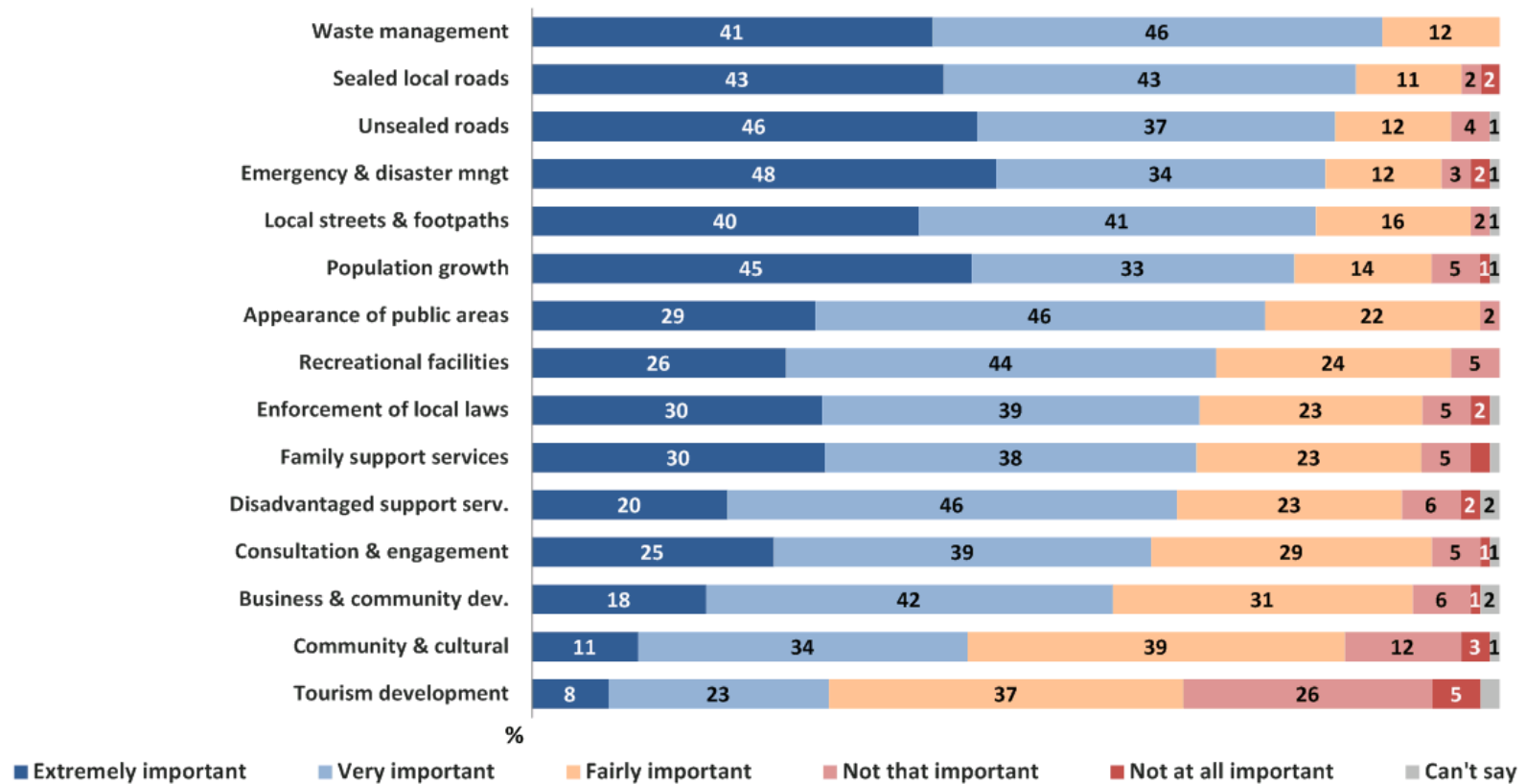
Note: Please see page 6 for explanation of significant differences.

2018 IMPORTANCE SUMMARY

DETAILED PERCENTAGES



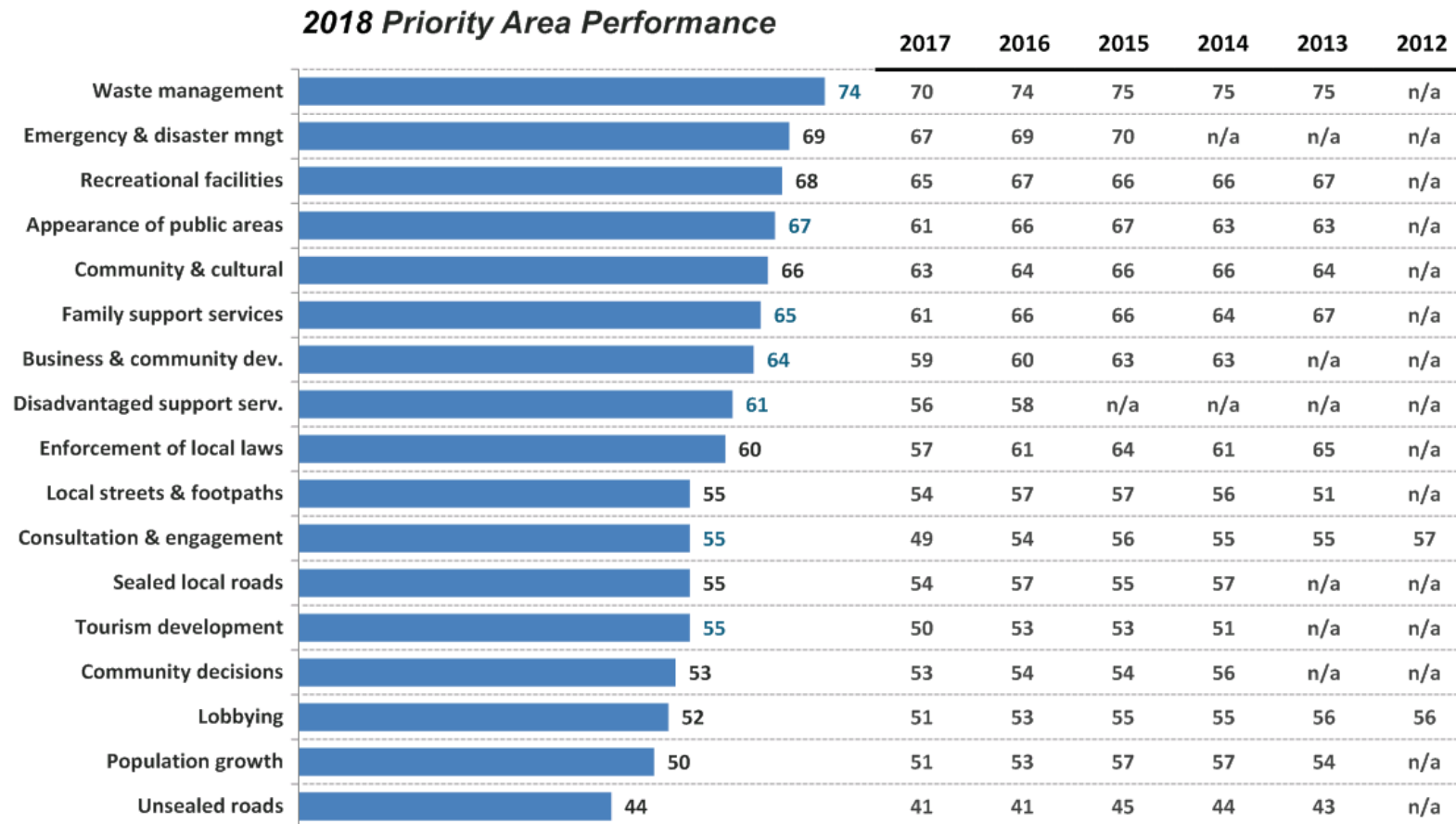
Individual Service Areas Importance



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 2

2018 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

Note: Please see page 6 for explanation of significant differences.

25

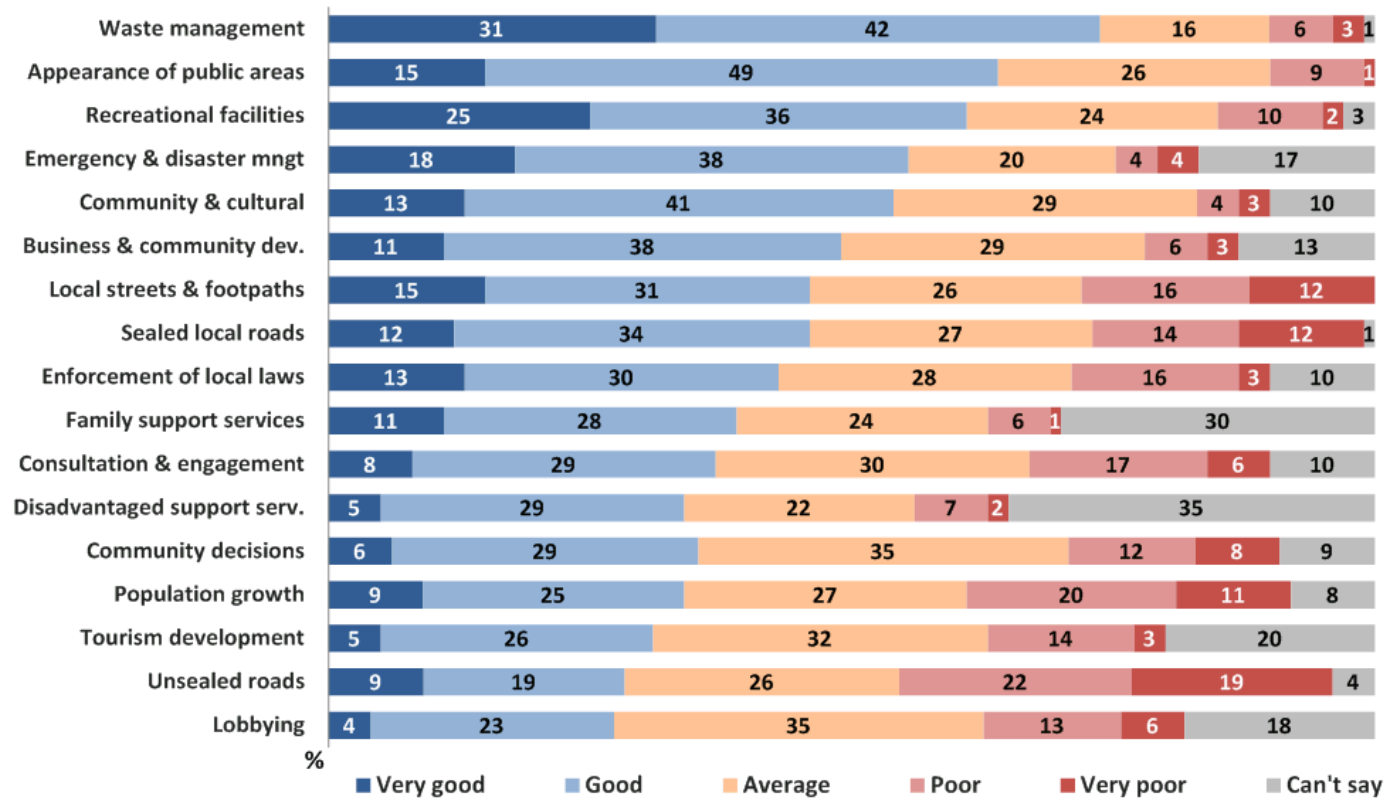
J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 PERFORMANCE SUMMARY

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: 64 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



2018 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. Waste management 2. Emergency & disaster mngt 3. Sealed roads 	<ol style="list-style-type: none"> 1. Waste management 2. Emergency & disaster mngt 3. Community decisions 	<ol style="list-style-type: none"> 1. Traffic management 2. Emergency & disaster mngt 3. Waste management 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Sealed roads 3. Community decisions 	<ol style="list-style-type: none"> 1. Sealed roads 2. Unsealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Waste management 3. Community decisions

Bottom Three Least 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. Business & community dev. 	<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. Bus/community dev./tourism 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Lobbying 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Traffic management 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Tourism development

2018 PERFORMANCE SUMMARY

BY COUNCIL GROUP



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

Bottom Three 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. Population growth 3. Lobbying 	<ol style="list-style-type: none"> 1. Population growth 2. Planning permits 3. Town planning policy 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Population growth 3. Traffic management 	<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. Planning permits 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Population growth

REGRESSION ANALYSIS



To predict a respondent's score on a question related to overall performance, based on knowledge of their performance scores for individual areas, we use *regression analysis*. For example, suppose we are interested in predicting which areas of local government responsibility could influence a person's opinion on overall council performance. The *independent variables* would be areas of responsibility tested (e.g. community consultation, traffic management, etc.) and the *dependent variable* would be overall performance.

The stronger the correlation between the dependent variable (overall opinion) and individual areas of responsibility, the closer the scores will fall to the regression line and the more accurate the prediction. Multiple regression can predict one variable on the basis of several other variables. Therefore, we can test perceptions of council's overall performance to investigate which set of areas are influencing respondents' opinions.

In the chart of the regression results, the horizontal axis represents the council performance index for each area of responsibility. Areas plotted on the right-side have a higher performance index than those on the left.

The vertical axis represents the Standardised Beta Coefficient from the multiple regression performed. This measures the contribution of each variable (i.e. each area) to the model, with a larger Beta value indicating a greater effect on overall performance.

Therefore areas of responsibility located near the top of the following chart are more likely to have an impact on respondent's overall rating, than the areas closest to the axis.

The regressions are shown on the following three charts. The first chart shows a regression analysis of *all* the service areas chosen by the Council. However, this model should be interpreted with caution because some of the data are not normally distributed and not all items have linear correlations.

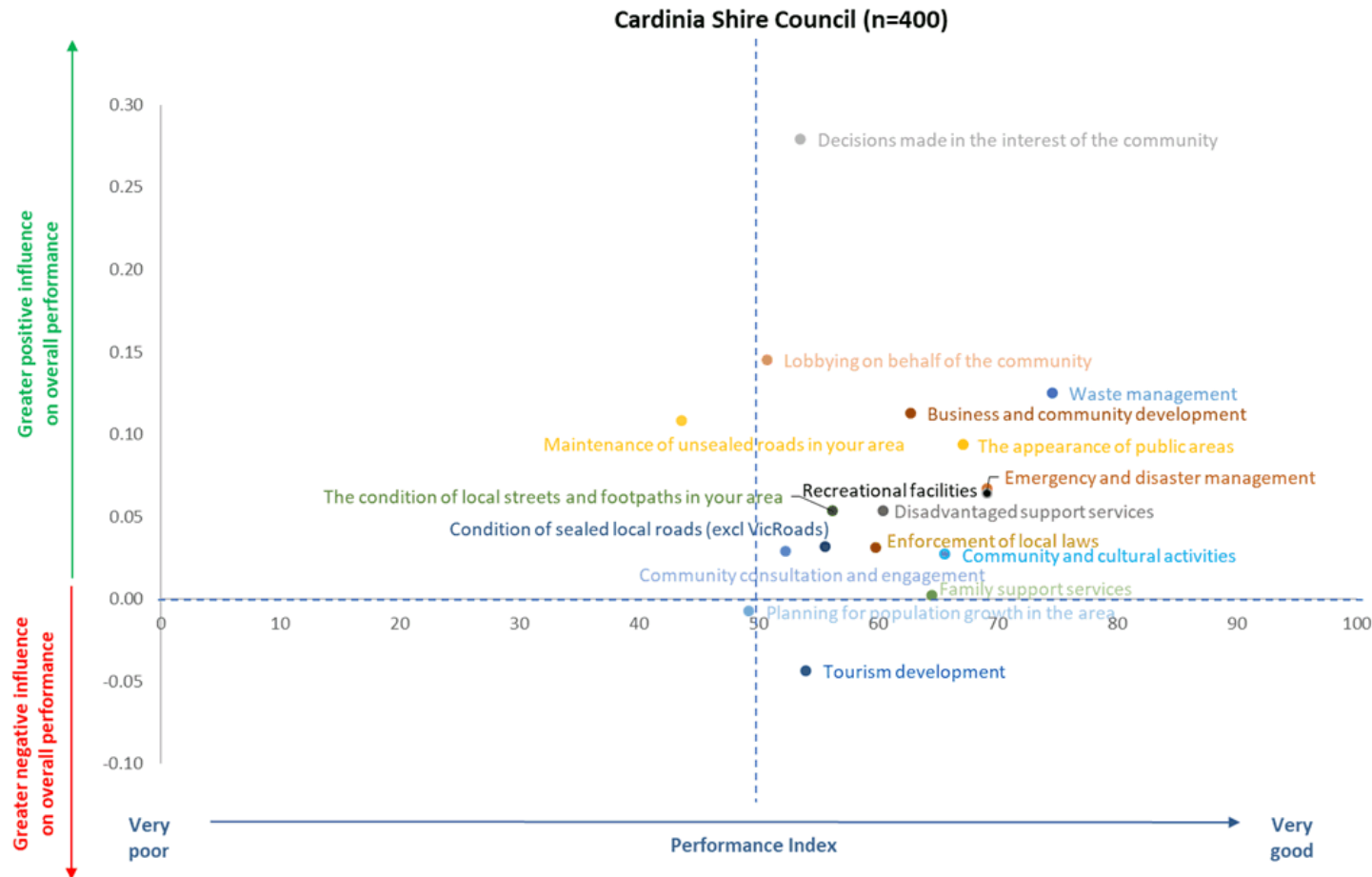
Therefore, in the charts that follow, a significant regression model of fewer items with a Standardised Beta score close to or higher than ± 0.1 was run to determine the key predictors that have a moderate to strong influence on overall performance perceptions. The third chart is an enlarged version of the second chart, with key findings highlighted.

The results are then discussed according to the findings of these key service areas. Some findings from the full regression list may be included in the discussion if they are of interest.

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PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

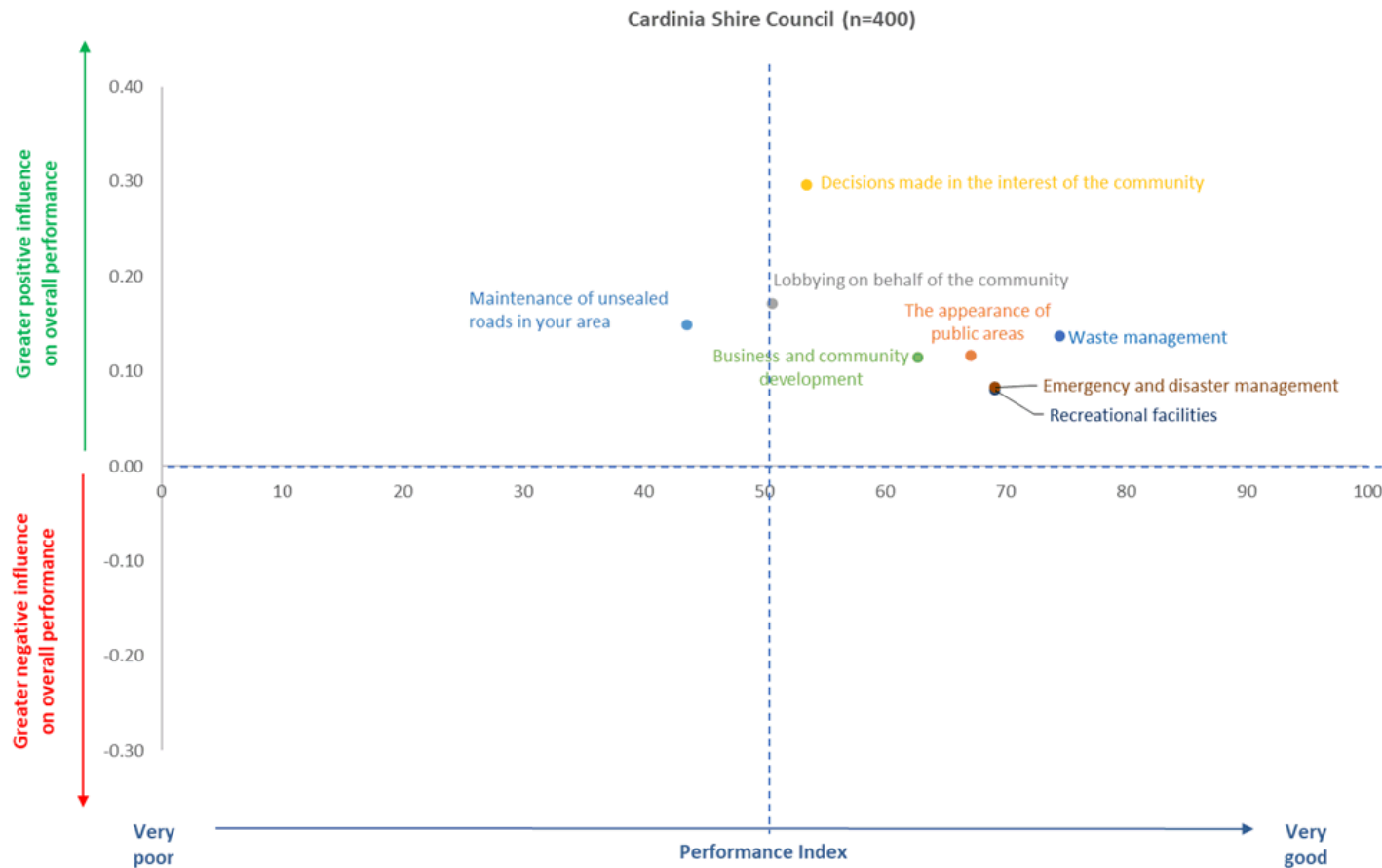
ALL SERVICE AREAS



The multiple regression analysis model of all question items above has an R-squared value of 0.590 and adjusted R-square value of 0.571, which means that 59% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 32.29$. However, this model should be interpreted with caution because the data were not normally distributed and not all items had reasonably linear correlations. We recommend you use the regression model of six factors which were determined after conducting exploratory factor analysis on the following two slides.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

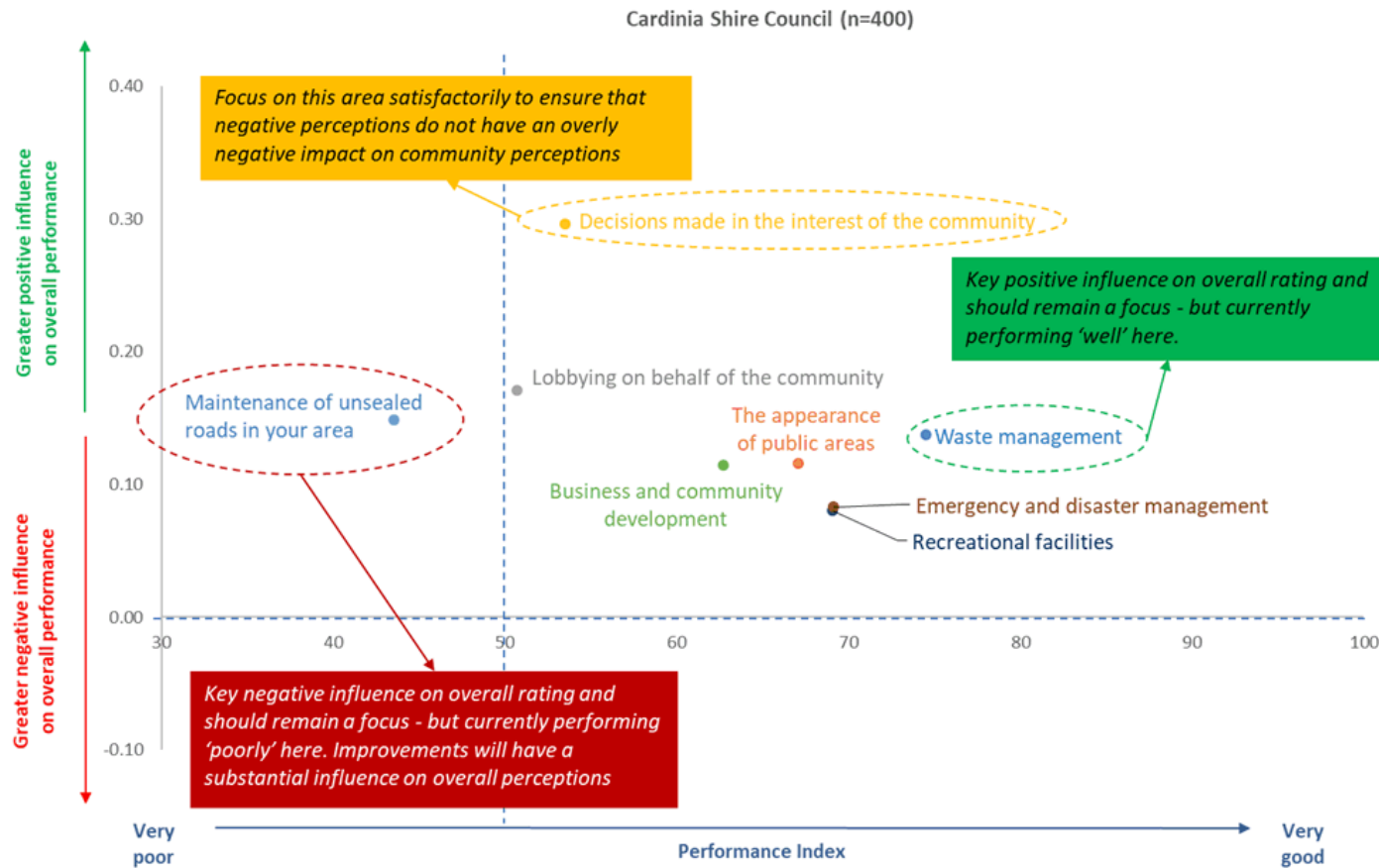
KEY SERVICE AREAS



The performance questions were analysed using Exploratory Factor Analysis to determine six factors or ‘themes’ to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.581 and adjusted R-square value of 0.573, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 67.83$.

PERFORMANCE ON SERVICES AND OVERALL PERFORMANCE

KEY SERVICE AREAS - ENLARGED RIGHT QUADRANT



The performance questions were analysed using Exploratory Factor Analysis to determine six factors or 'themes' to emerge from the questions. Questions with reasonable linearity and low correlations were selected from each theme and a multiple regression model was performed on these seven items against the overall performance ratings of 400 responses. The multiple regression analysis model above has an R-squared value of 0.581 and adjusted R-square value of 0.573, which means that 58% of the variance in community perceptions of overall performance can be predicted from these variables. The overall model effect was statistically significant at $p = 0.0001$, $F = 67.83$.

REGRESSION ANALYSIS – KEY RESULTS CONSIDERATIONS



The individual service areas that have the strongest influence on the overall performance rating are:

- Decisions made in the interest of the community
- Lobbying on behalf of the community

Other key areas with a positive influence on overall performance include:

- Waste management
- The appearance of public areas
- Business and community development
- Emergency and disaster management
- Recreation facilities
- Council's general town planning

In terms of the key service areas, waste management has the strongest positive performance index and a positive influence on the overall performance rating. Currently, Cardinia Shire Council is performing *very well* in this area (performance index of 74) and, while it should remain a focus, there is greater work to be done elsewhere.

Cardinia Shire Council's decisions made in the community's interest and lobbying have lower (though still positive) performance ratings overall. Continuing efforts in these areas has the capacity to lift Cardinia Shire Council's overall performance rating. These areas are among the Council's lower rated performance areas (performance indices of 53 and 52).

Maintenance of unsealed roads has the lowest performance rating (44), and is an area with which has a potentially strong influence on overall performance perceptions if addressed.

While tourism development does not have a strong influence on perceptions, its influence is negative. Reasons for this could be explored further because the performance index, while still positive, is on the lower side (55).

Good communication and transparency with residents about decisions the Council has made in the Cardinia community's interest, any lobby wins as well as improved maintenance of unsealed roads could help improve opinion in these areas and drive up overall opinion of the Council's performance.

2018 BEST THINGS ABOUT COUNCIL DETAILED PERCENTAGES



2018 Best Aspects



Q16. Please tell me what is the ONE BEST thing about Cardinia Shire Council? It could be about any of the issues or services we have covered in this survey or it could be about something else altogether?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 1

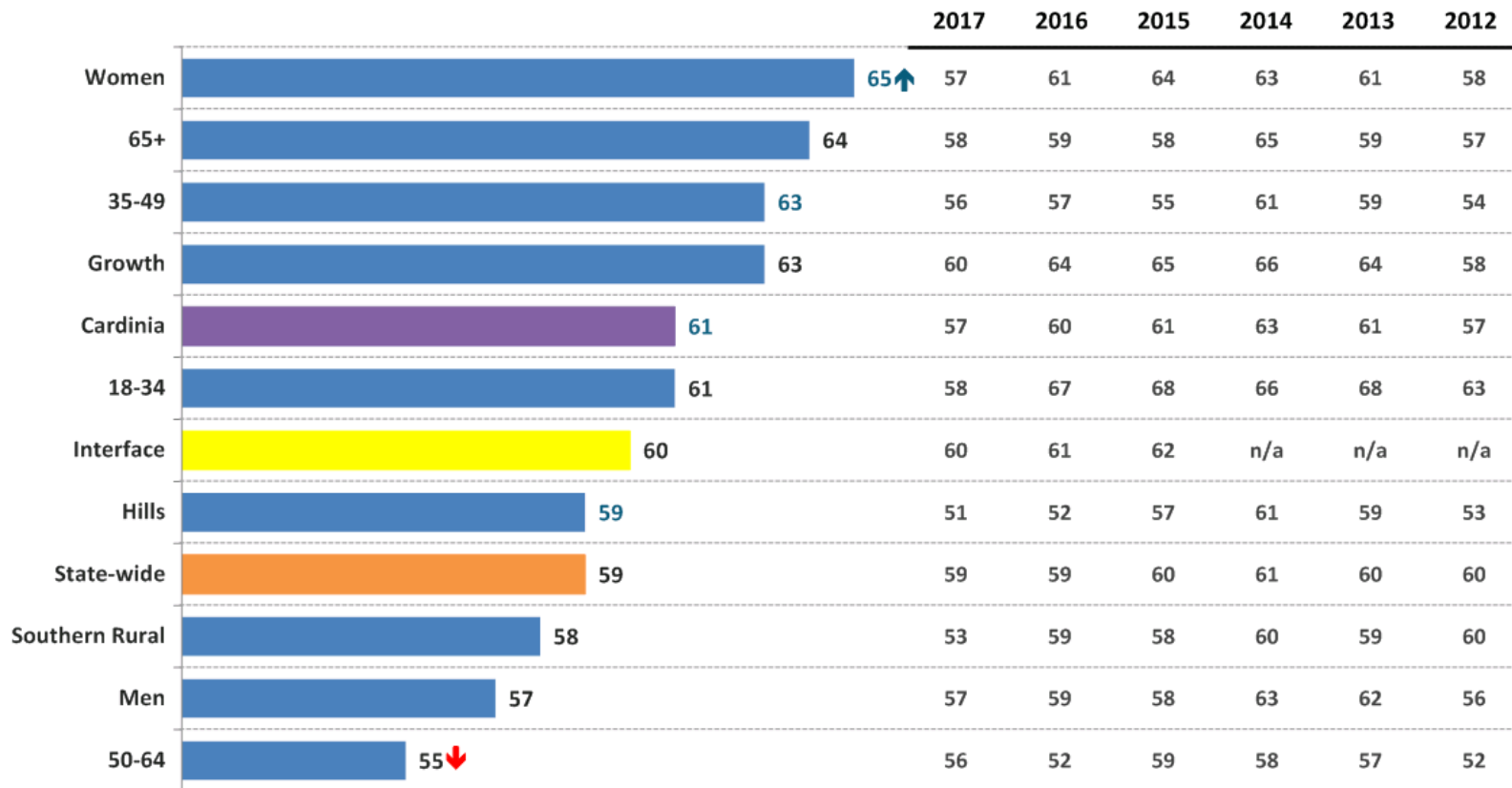




OVERALL PERFORMANCE INDEX SCORES



2018 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: 64 Councils asked group: 6

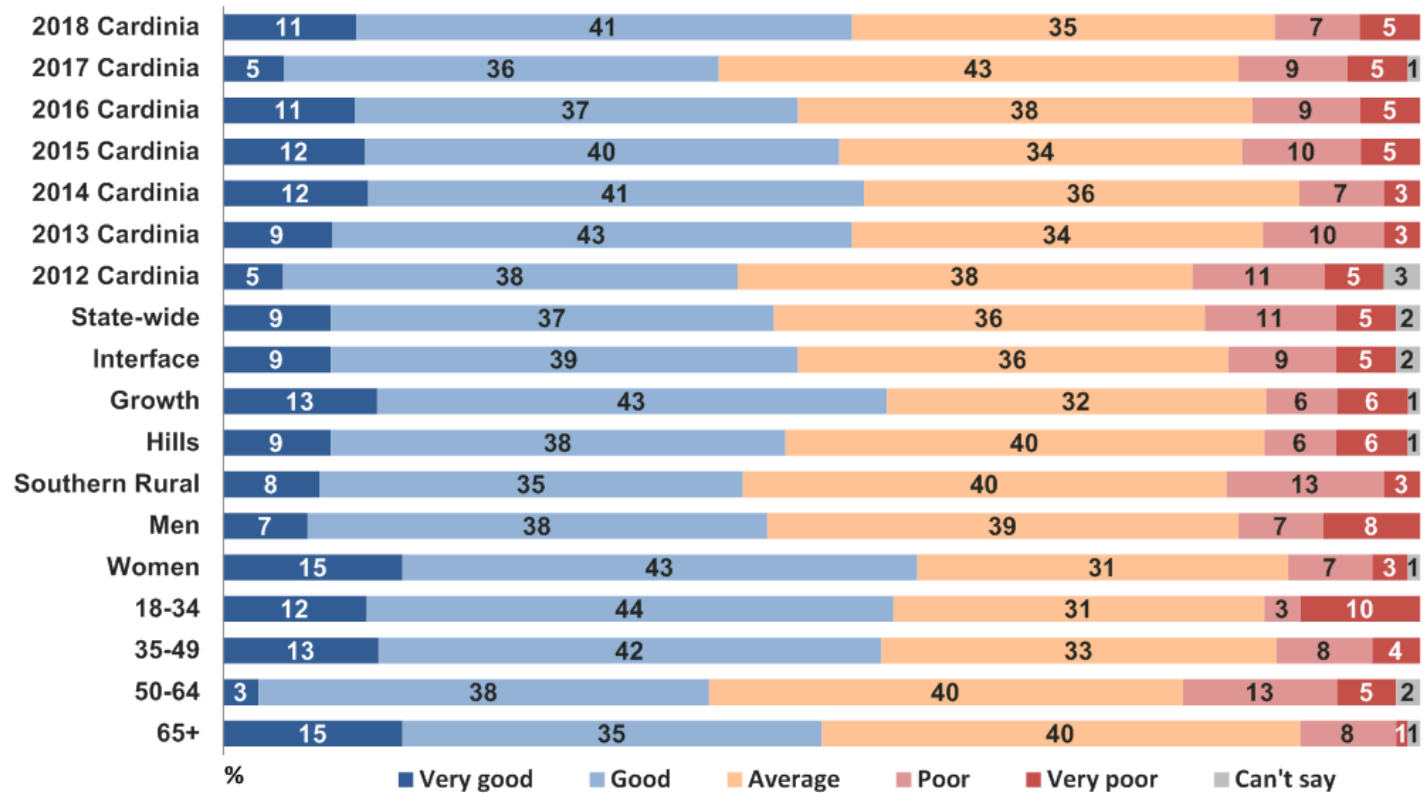
Note: Please see page 6 for explanation about significant differences.

OVERALL PERFORMANCE

DETAILED PERCENTAGES



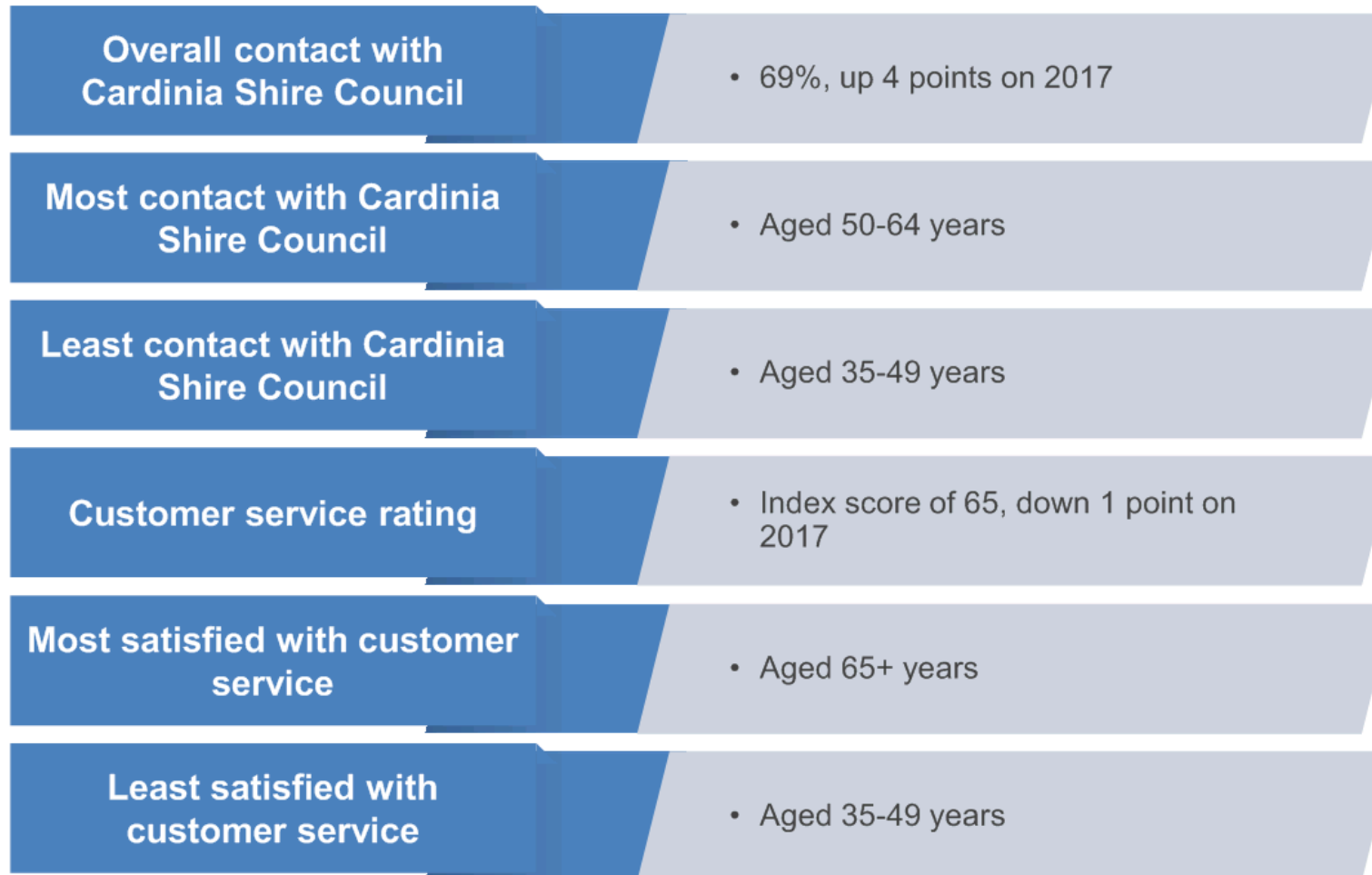
2018 Overall Performance



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: 64 Councils asked group: 6



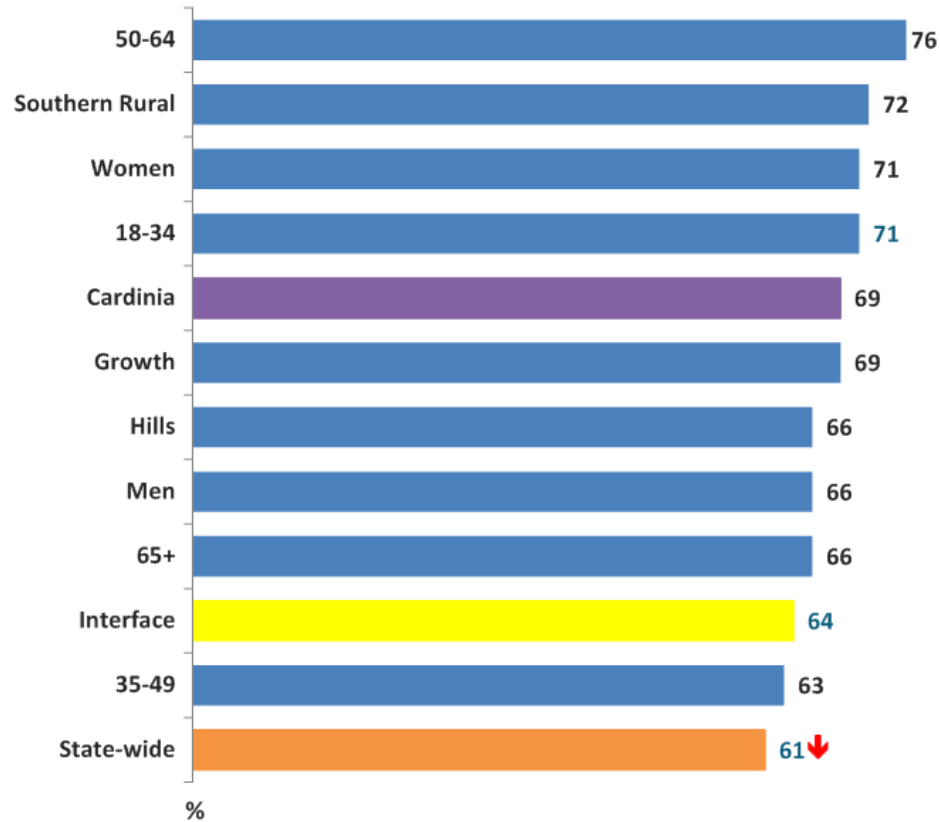
CONTACT LAST 12 MONTHS SUMMARY



2018 CONTACT WITH COUNCIL



2018 Contact with Council



Q5. Over the last 12 months, have you or any member of your household had any contact with Cardinia Shire Council? 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: 43 Councils asked group: 4

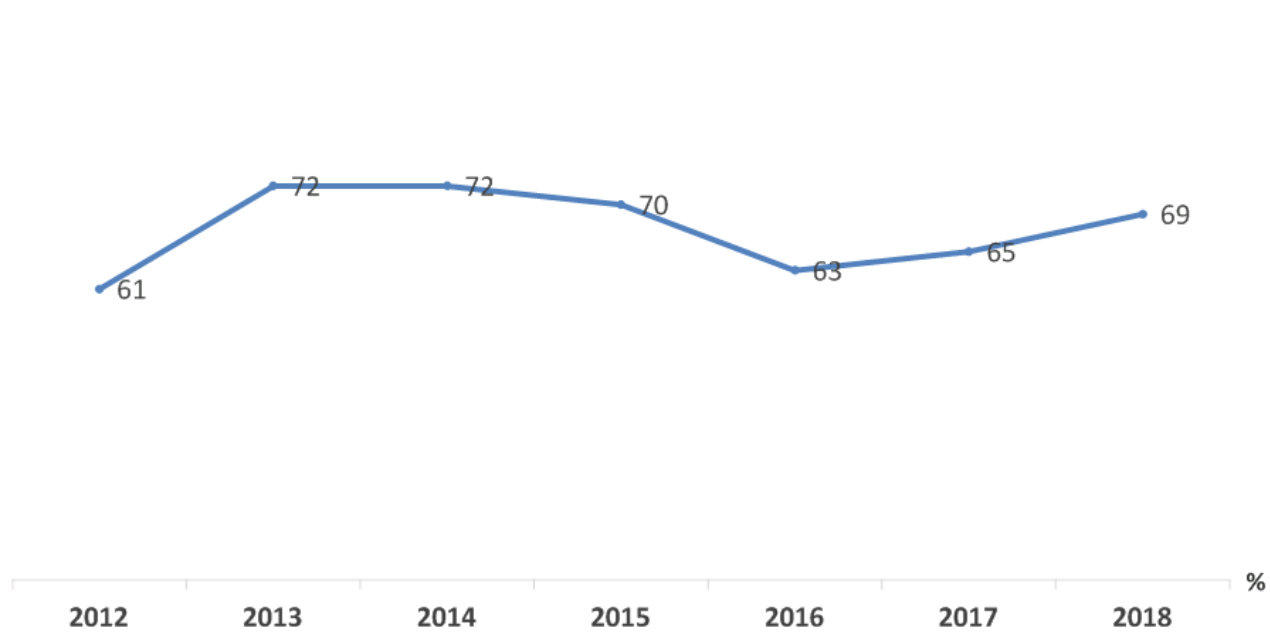
Note: Please see page 6 for explanation about significant differences.

2018 CONTACT WITH COUNCIL



2018 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 Shire Council? 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: 43 Councils asked group: 4

2018 CONTACT CUSTOMER SERVICE INDEX SCORES



2018 Customer Service Rating

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

Q5c. Thinking of the most recent contact, how would you rate Cardinia Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

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

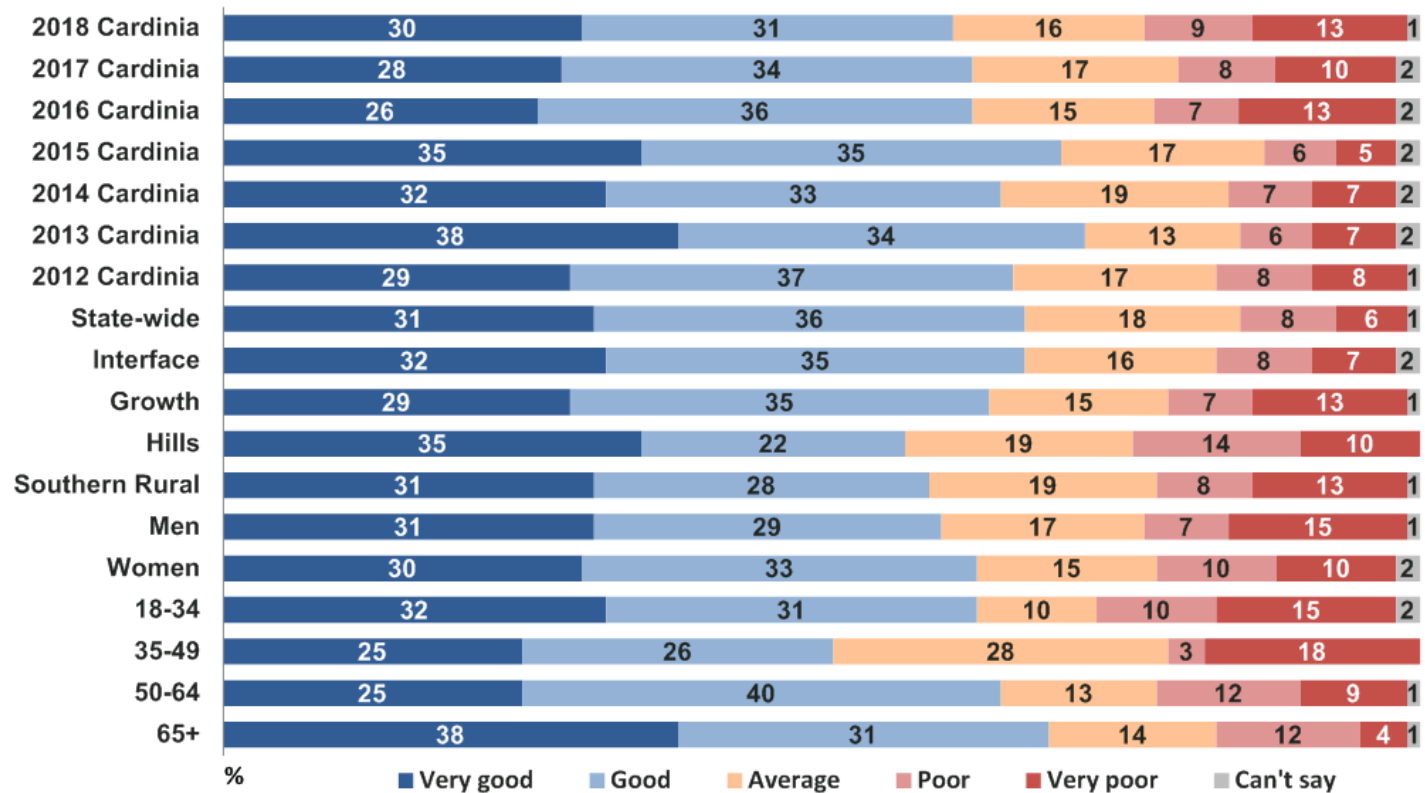
Councils asked state-wide: 64 Councils asked group: 6

Note: Please see page 6 for explanation about significant differences.

2018 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES



2018 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.

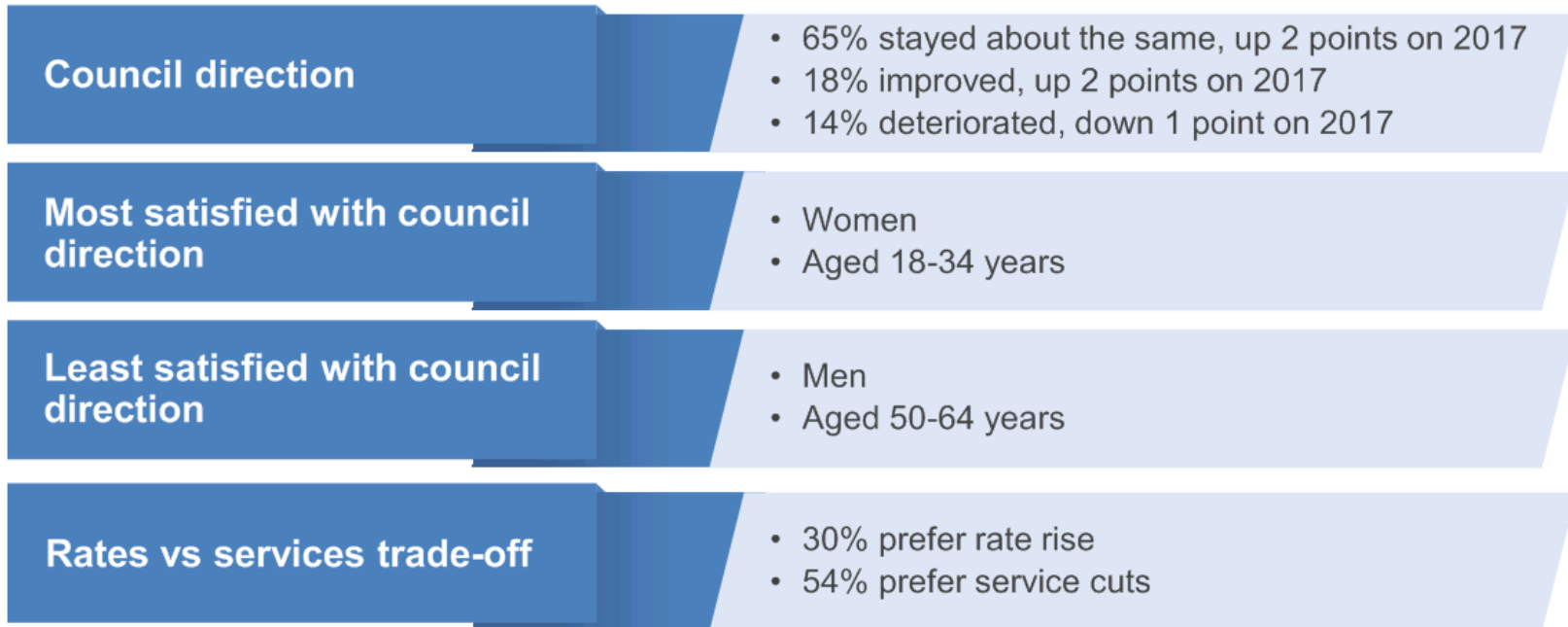
Councils asked state-wide: 64 Councils asked group: 6



**KEY CORE MEASURE
COUNCIL DIRECTION INDICATORS**



COUNCIL DIRECTION SUMMARY

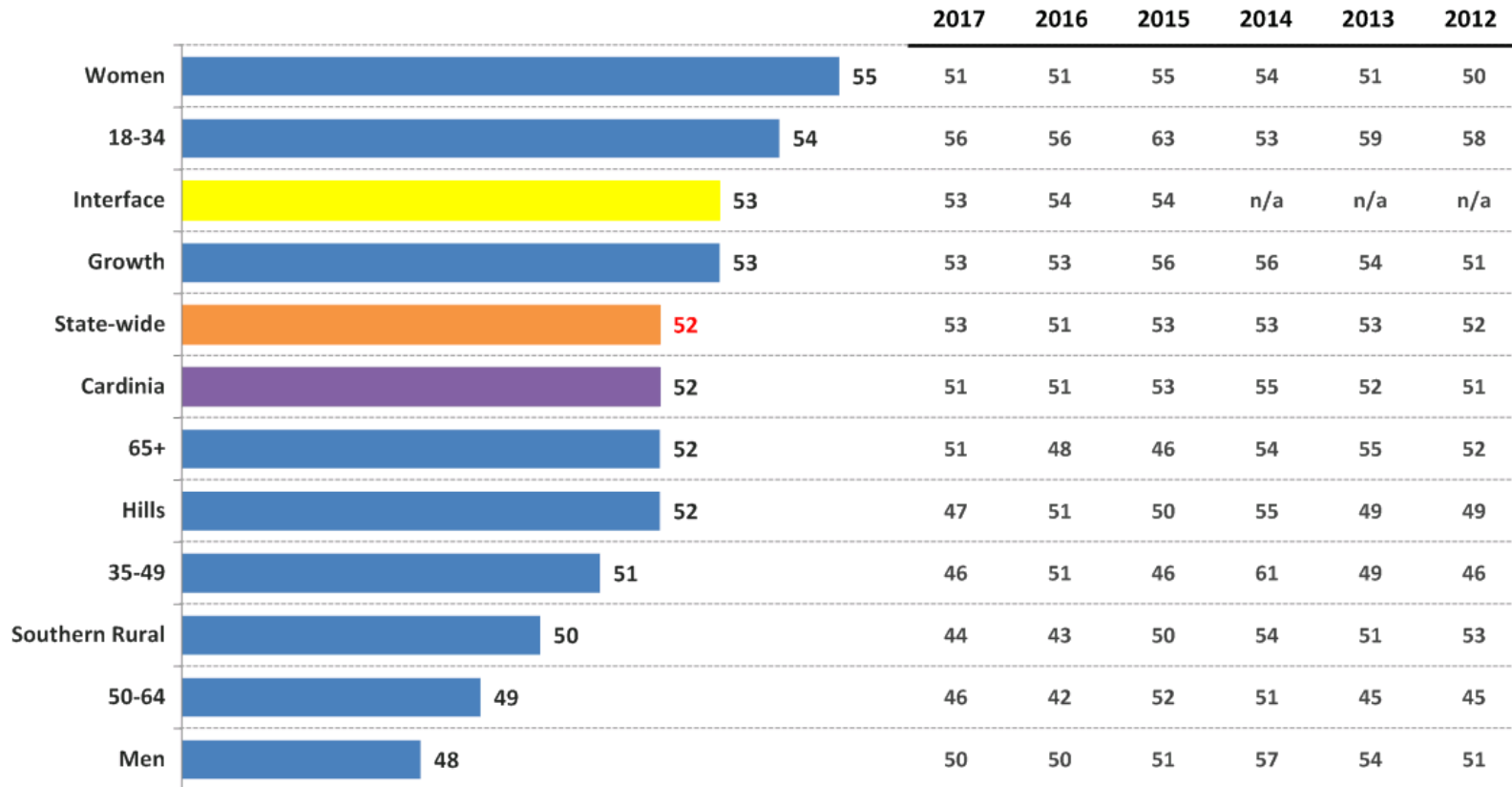


2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

INDEX SCORES



2018 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: 64 Councils asked group: 6

Note: Please see page 6 for explanation about significant differences.

49

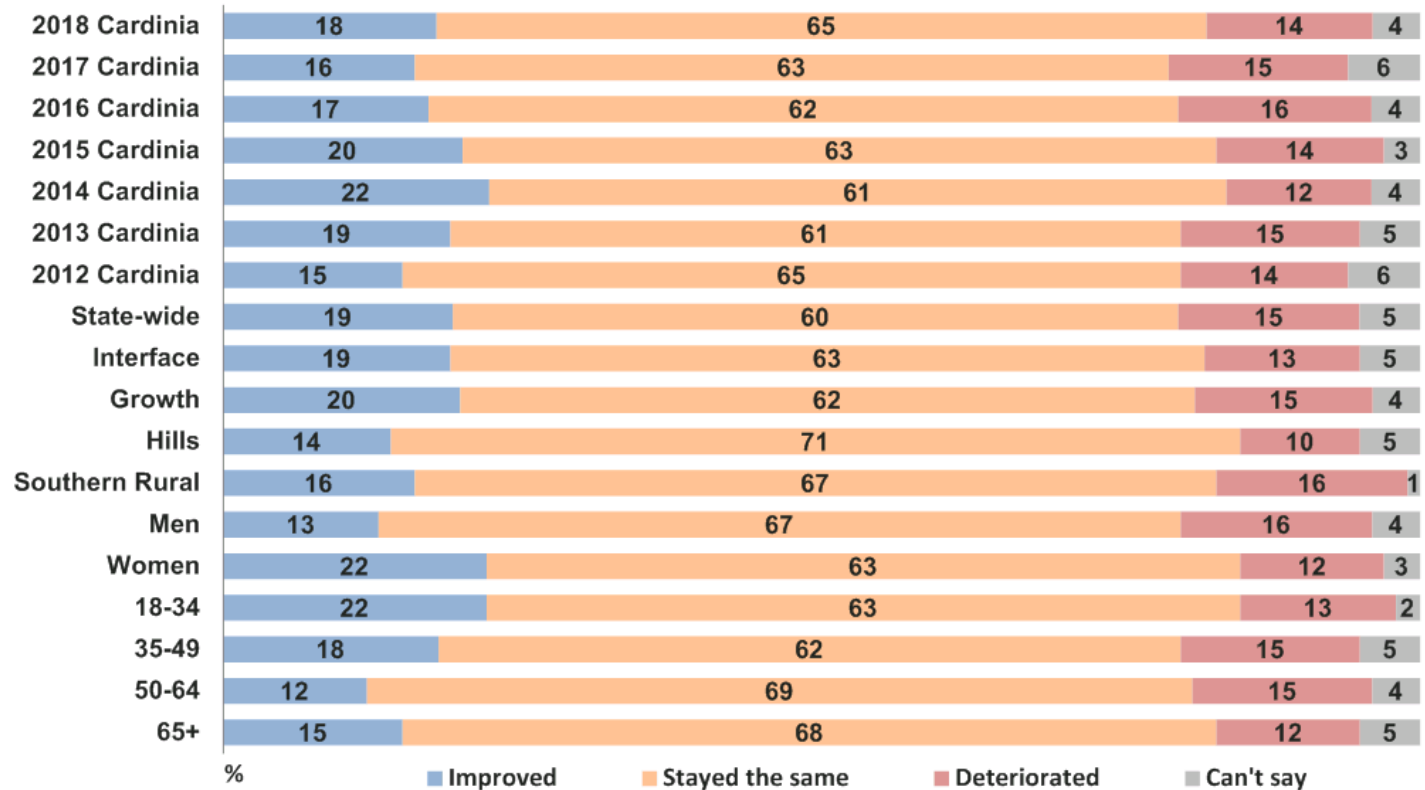
J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES



2018 Overall Direction



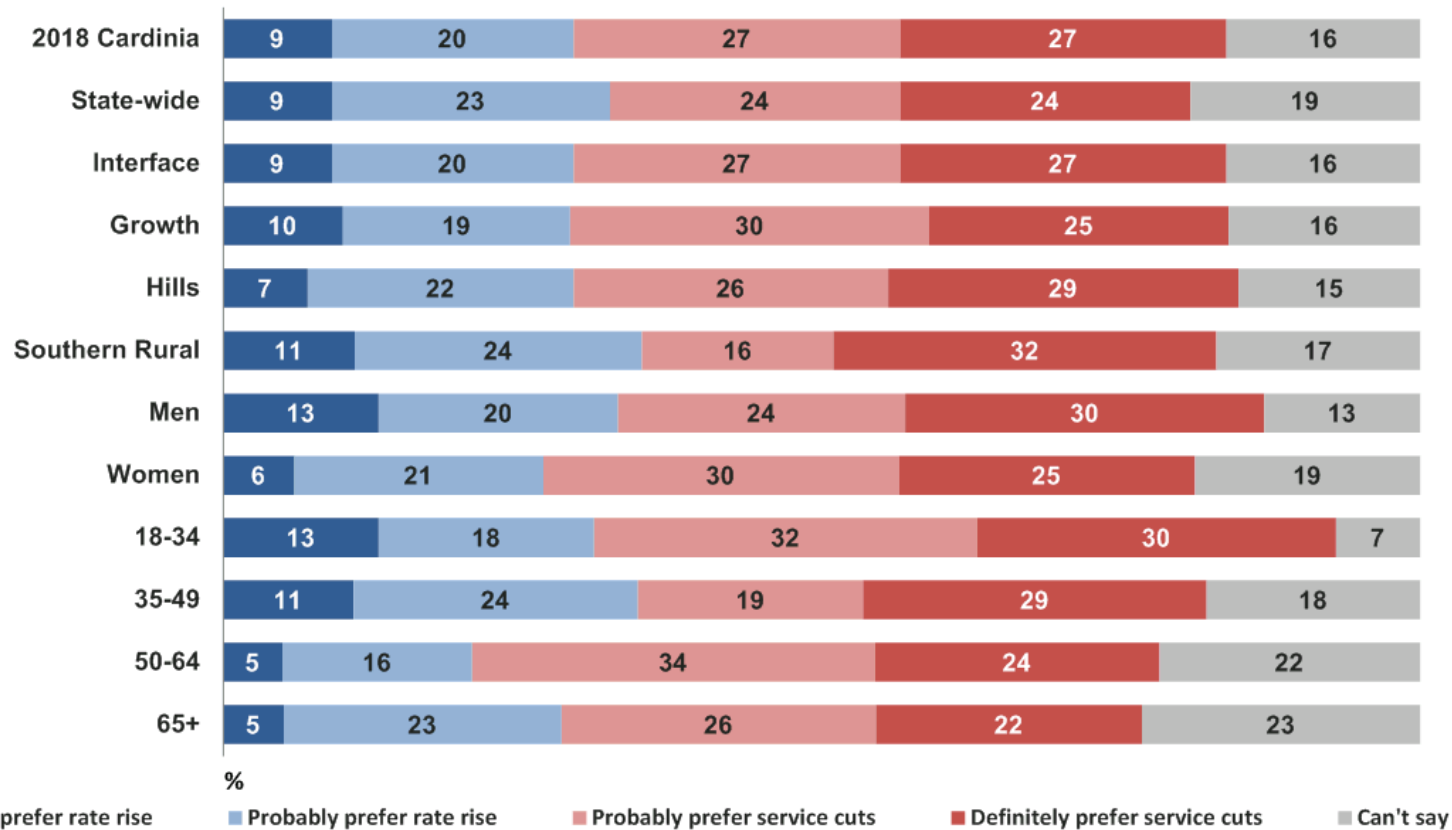
Q6. Over the last 12 months, what is your view of the direction of Cardinia Shire Council's overall performance?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 RATES/SERVICE TRADE OFF

DETAILED PERCENTAGES



2018 Rate Rise v Service Cut



Q10. If you had to choose, would you prefer to see council rate rises to improve local services OR would you prefer to see cuts in council services to keep council rates at the same level as they are now?
 Base: All respondents. Councils asked state-wide: 15 Councils asked group: 1



COMMUNICATIONS

SUMMARY



Overall preferred forms of communication

- Newsletter sent via mail (34%)
- Newsletter sent via email (34%)

Preferred forms of communication among over 50s

- Newsletter sent via mail (40%)
- Newsletter sent via email (35%)

Preferred forms of communication among under 50s

- Newsletter sent via email (33%)
- Newsletter sent via mail (30%)

Note: Website and text message formats again did not rate as highly as other modes of communication, although further analysis is recommended to understand the demographic preference profiles of the various different forms of communication.

2018 BEST FORMS OF COMMUNICATION



2018 Best Form



Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

Note: 'Council newspaper via mail' also 34%.

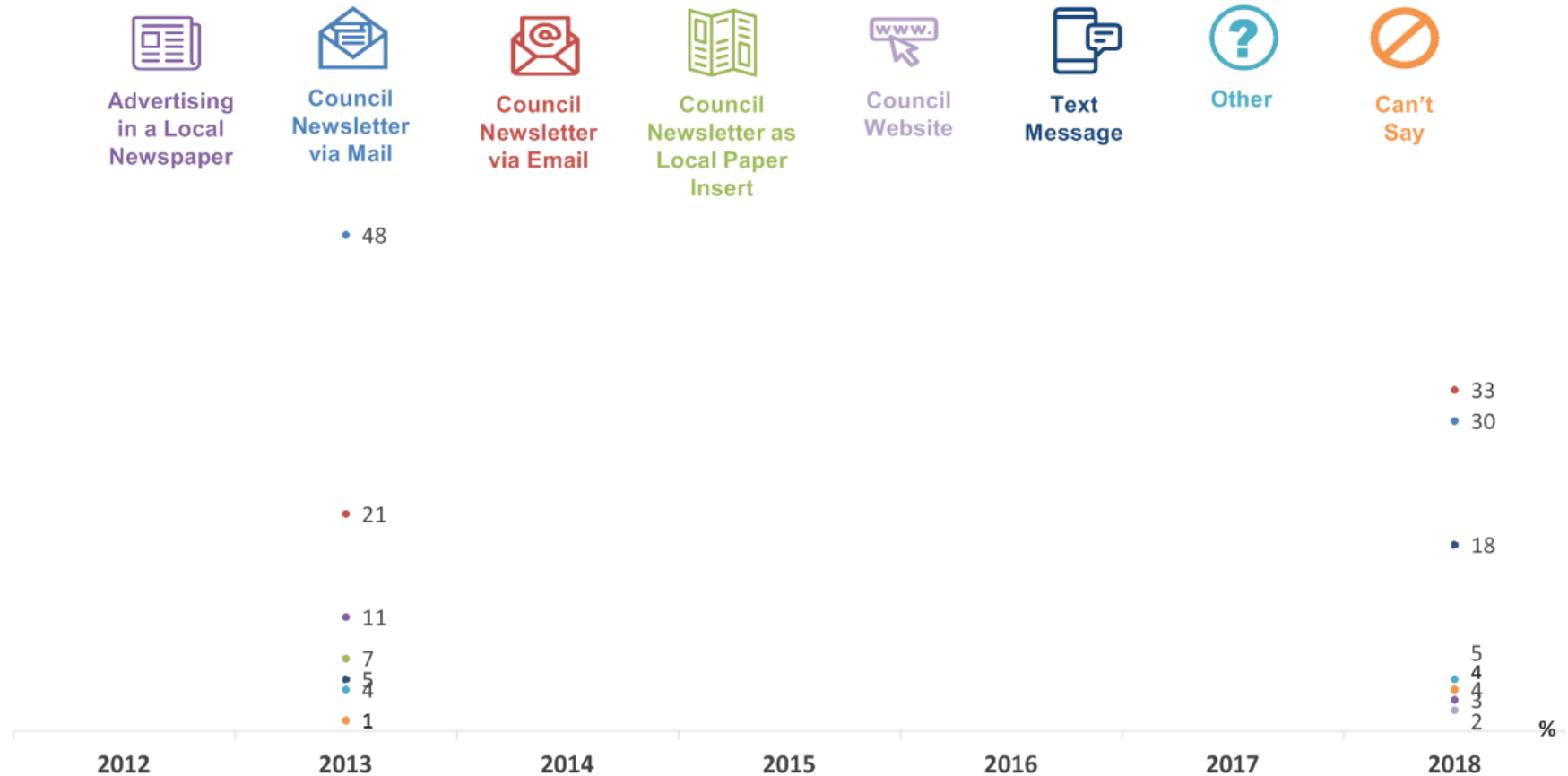
54

J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council



2018 BEST FORMS OF COMMUNICATION: UNDER 50S

2018 Under 50s Best Form



Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged under 50. Councils asked state-wide: 26 Councils asked group: 2

Note: 'Council newsletter as an insert' is also 4% in 2018.

55

J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 BEST FORMS OF COMMUNICATION: OVER 50S



2018 Over 50s Best Form

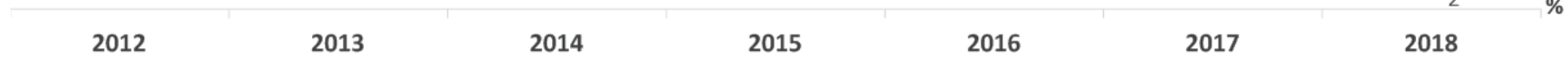


• 48

• 40
• 35

• 17
• 16
• 12
• 5
• 2

• 11
• 6
• 3
• 3
• 2



Q13. If Cardinia Shire Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked state-wide: 26 Councils asked group: 2

Note: 'Text message' is also 3% in 2018.

56

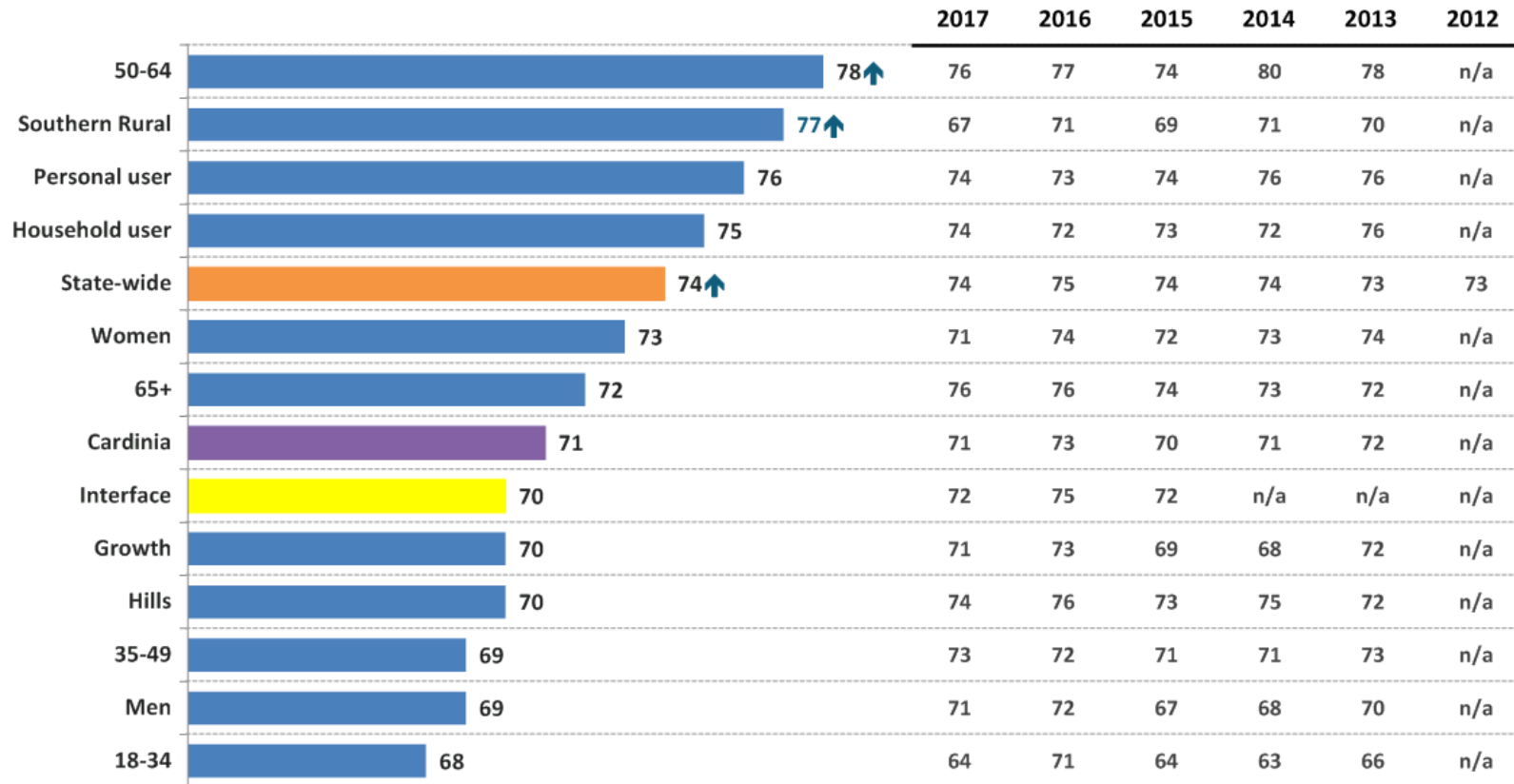
J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council



2018 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE INDEX SCORES



2018 Consultation and Engagement Importance



Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?

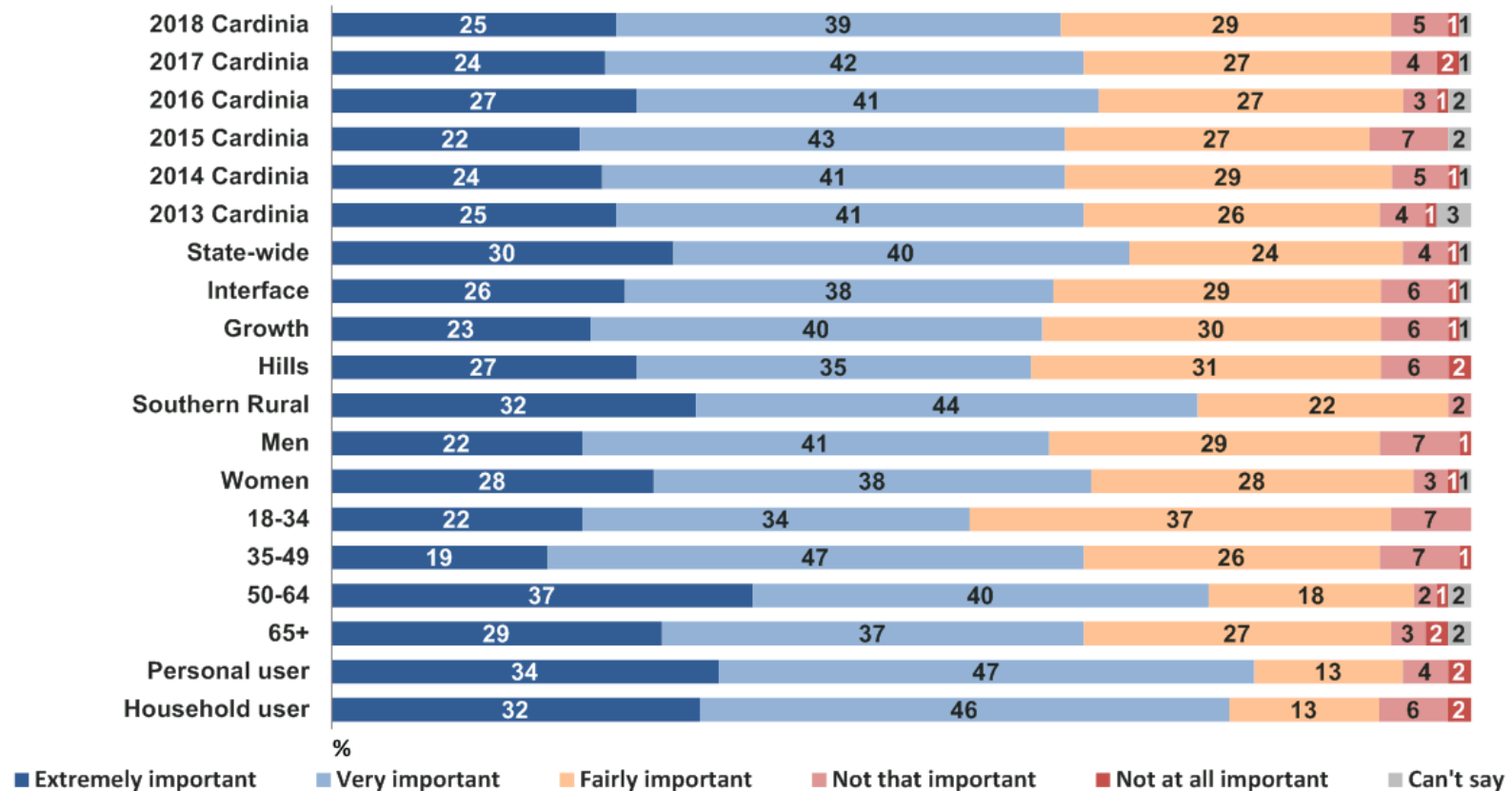
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY CONSULTATION AND ENGAGEMENT IMPORTANCE DETAILED PERCENTAGES



2018 Consultation and Engagement Importance

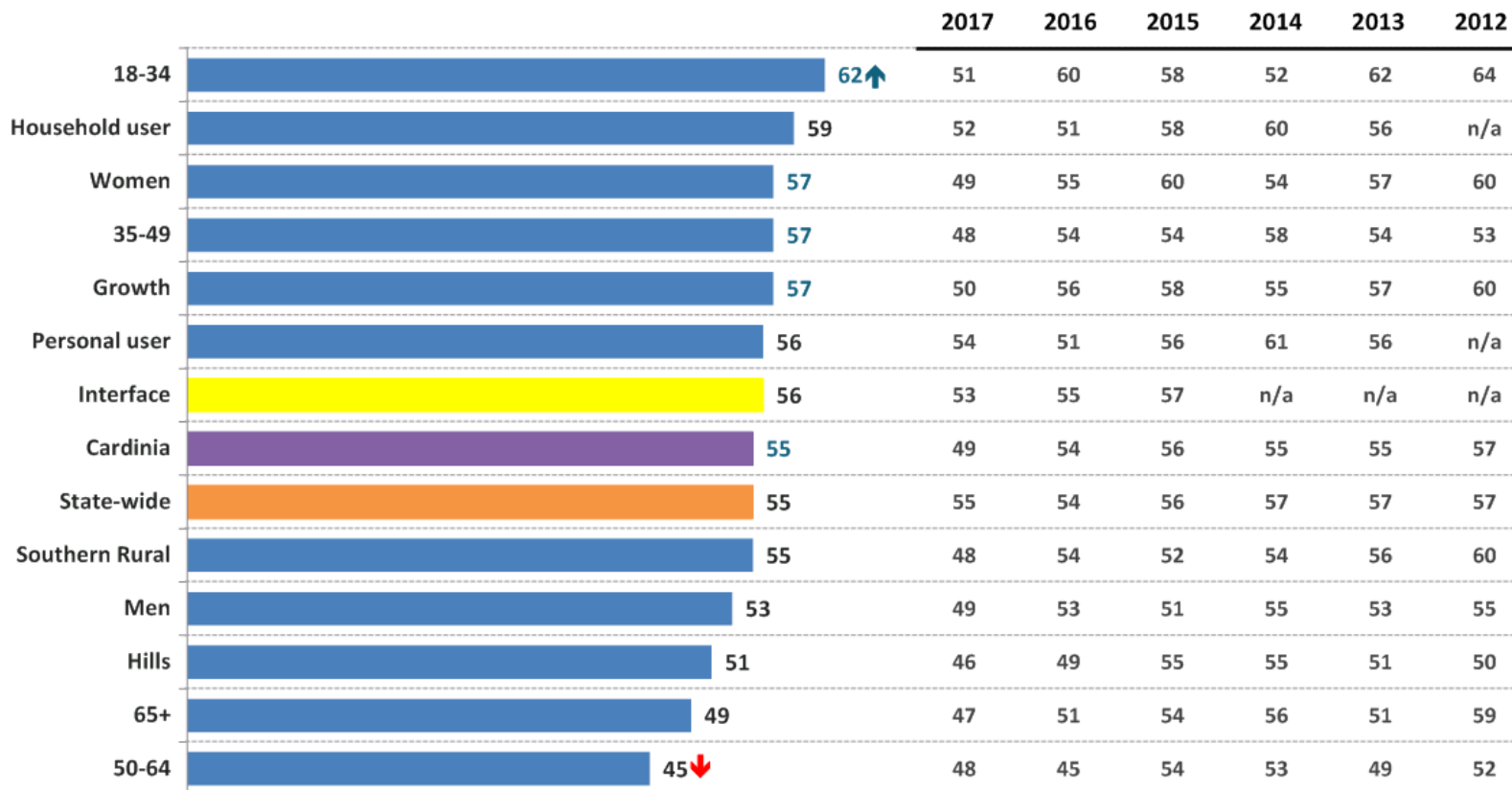


Q1. Firstly, how important should 'community consultation and engagement' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



2018 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: 64 Councils asked group: 6

Note: Please see page 6 for explanation about significant differences.

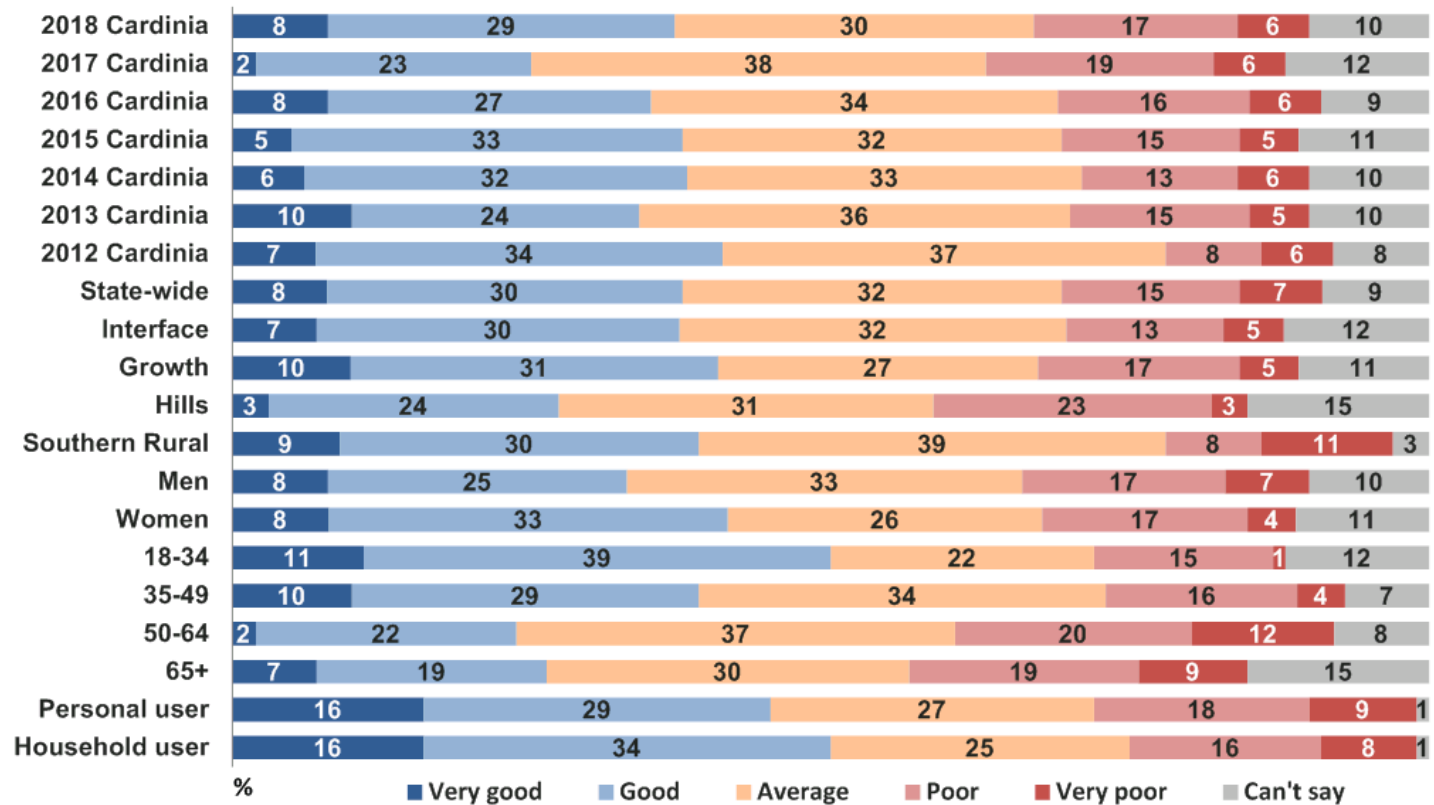
60

J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES



2018 Consultation and Engagement Performance



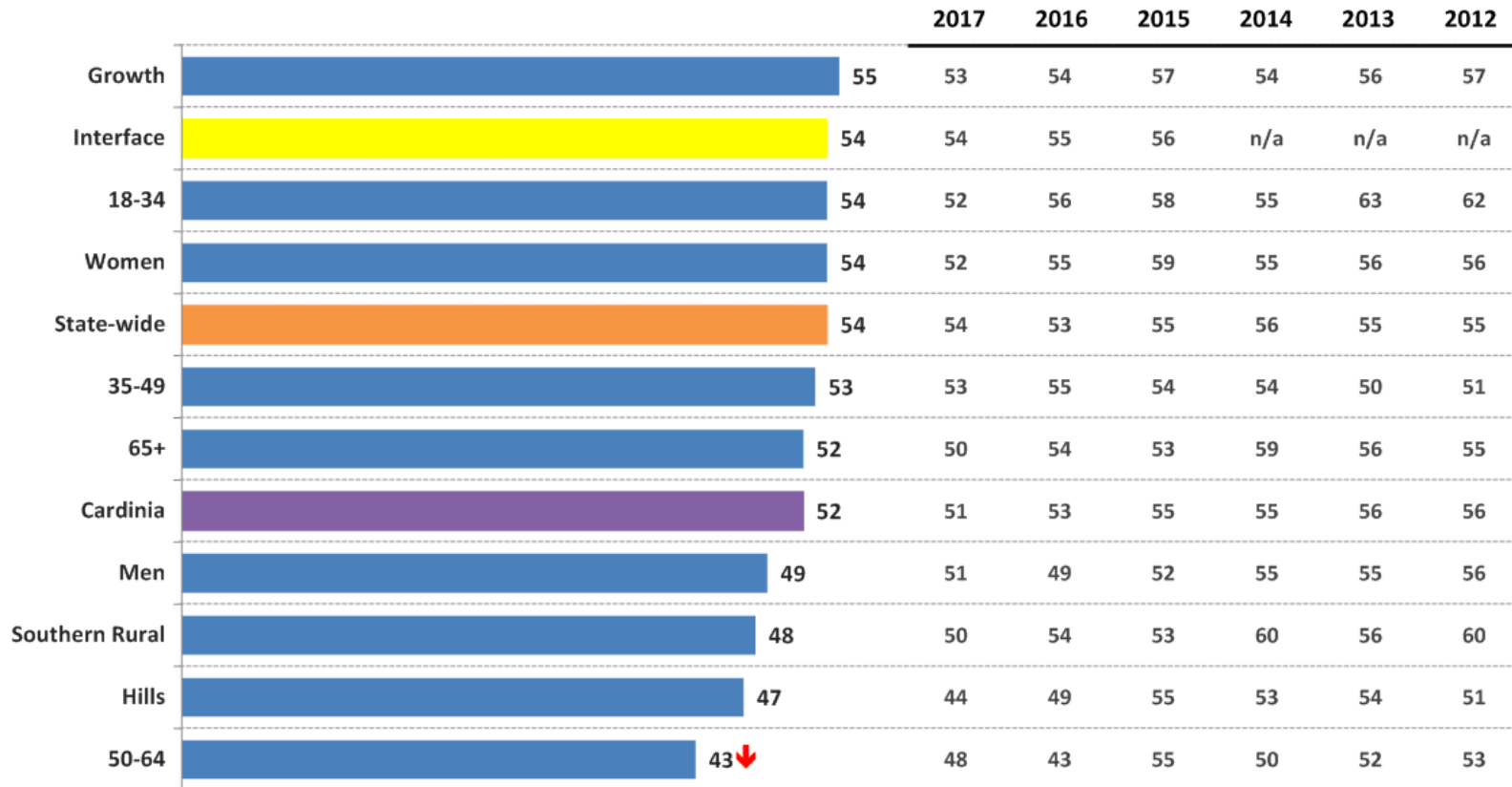
Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2018 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: 64 Councils asked group: 6

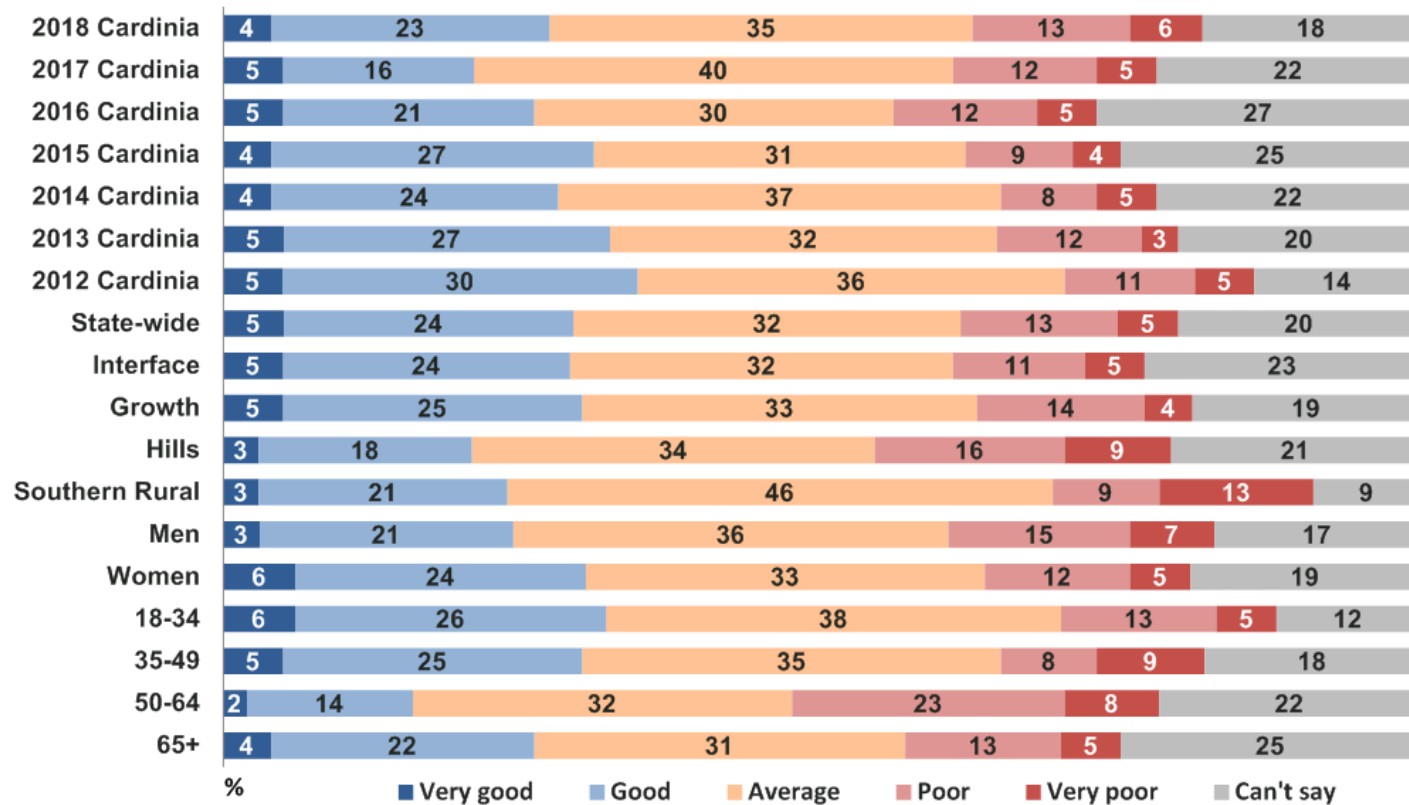
Note: Please see page 6 for explanation about significant differences.

2018 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2018 Lobbying Performance



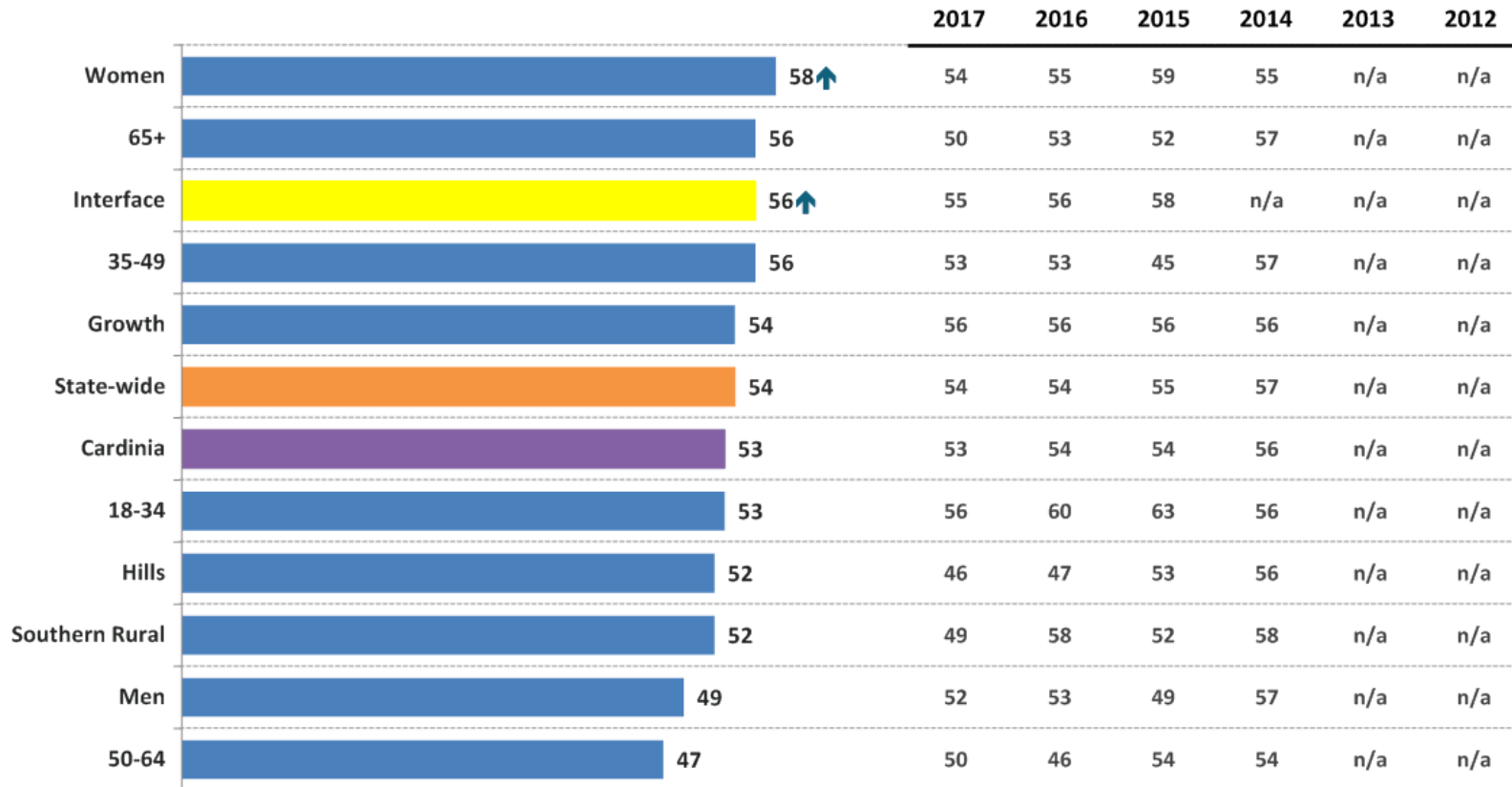
Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2018 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: 64 Councils asked group: 6

Note: Please see page 6 for explanation about significant differences.

64

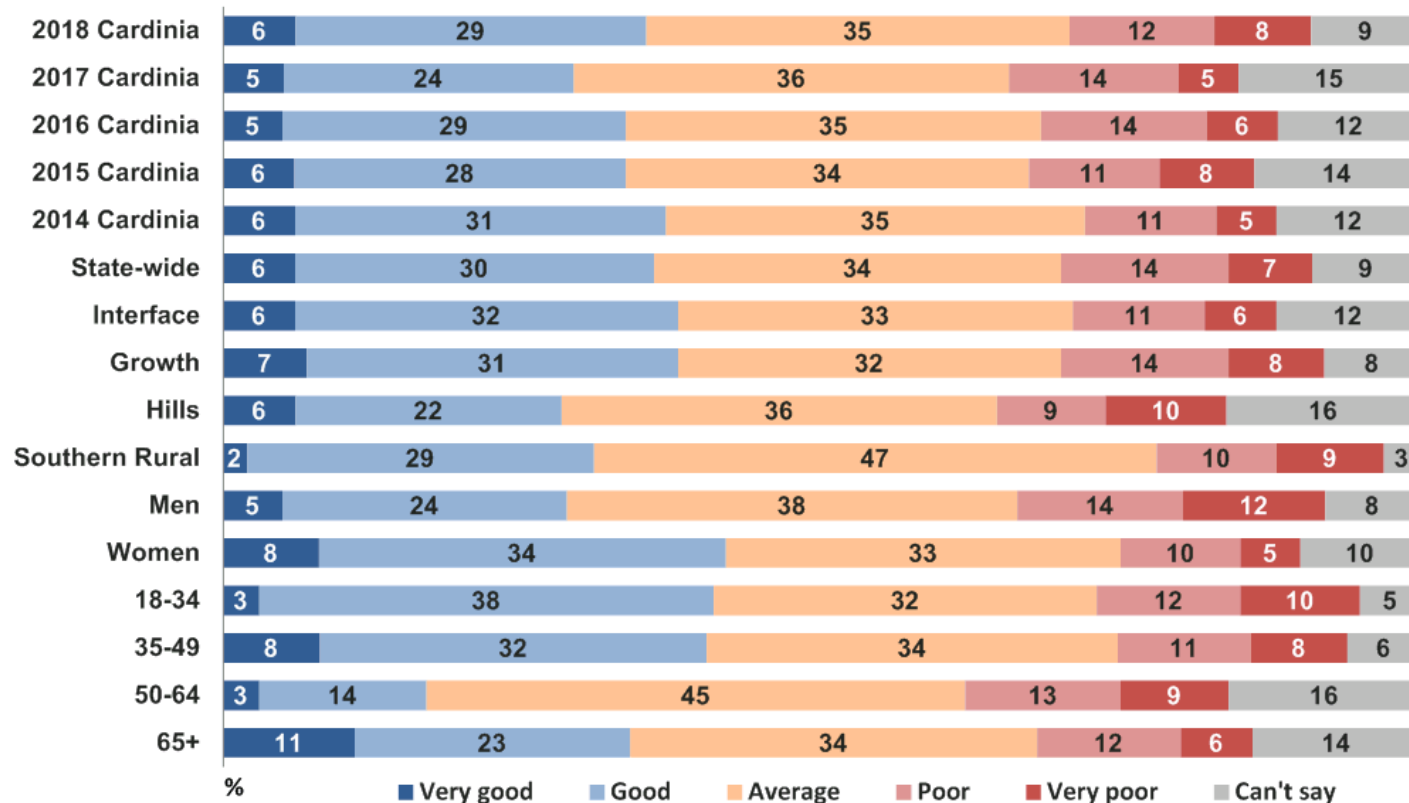
J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2018 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: 64 Councils asked group: 6

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES



2018 Sealed Local Roads Importance

	2017	2016	2015	2014	2013	2012
Hills	81	81	76	78	n/a	n/a
Southern Rural	84	83	82	80	n/a	n/a
Women	80	80	83	82	n/a	n/a
65+	80	80	76	79	n/a	n/a
Interface	79	79	77	n/a	n/a	n/a
35-49	79	82	80	81	n/a	n/a
Cardinia	79	79	79	78	n/a	n/a
50-64	82	80	82	79	n/a	n/a
Personal user	79	81	79	80	n/a	n/a
Household user	79	81	79	79	n/a	n/a
18-34	76	74	78	74	n/a	n/a
Men	78	77	75	74	n/a	n/a
State-wide	78	78	76	77	n/a	n/a
Growth	77	76	79	77	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: 2

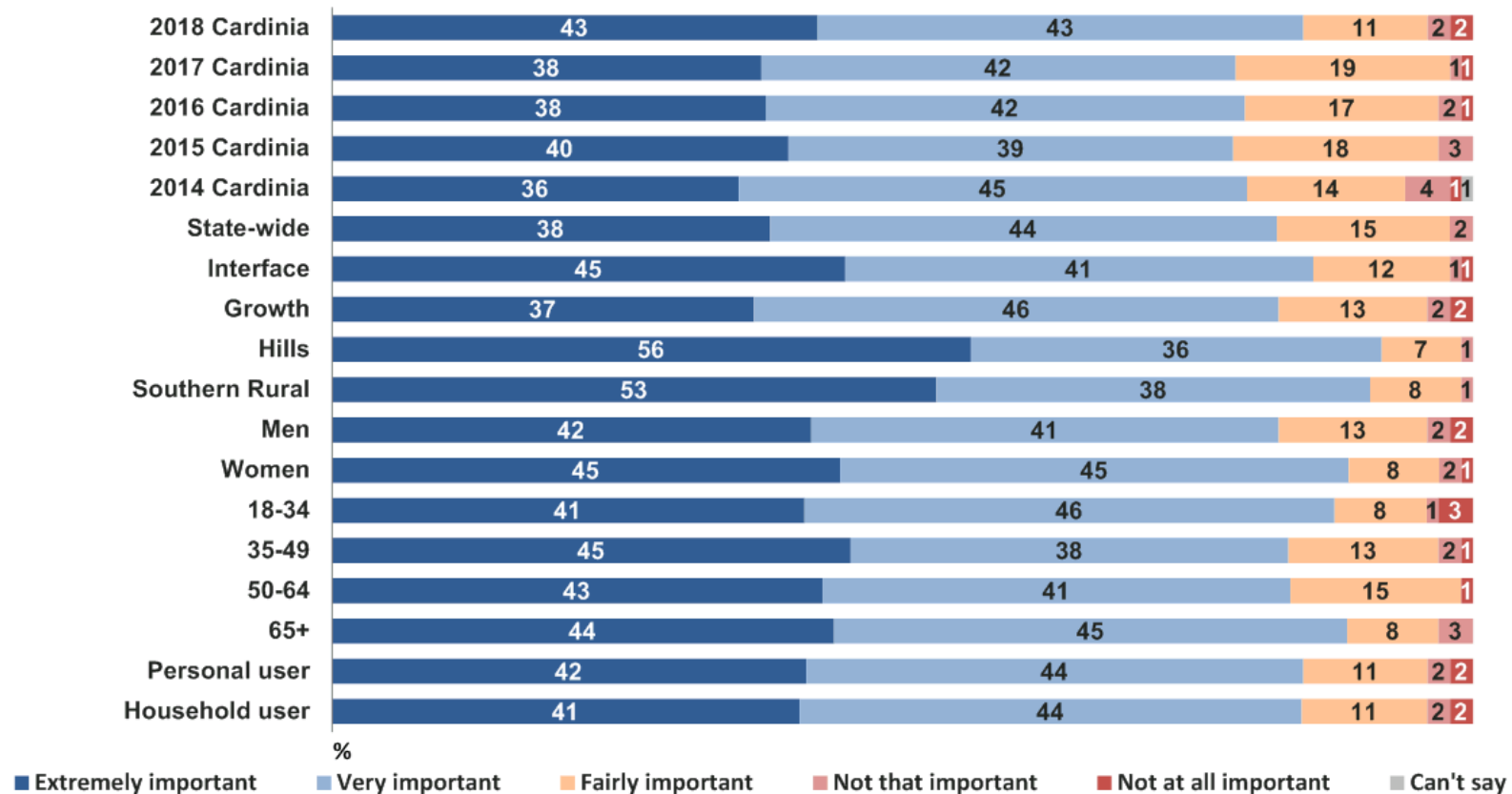
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES



2018 Sealed Local Roads Importance



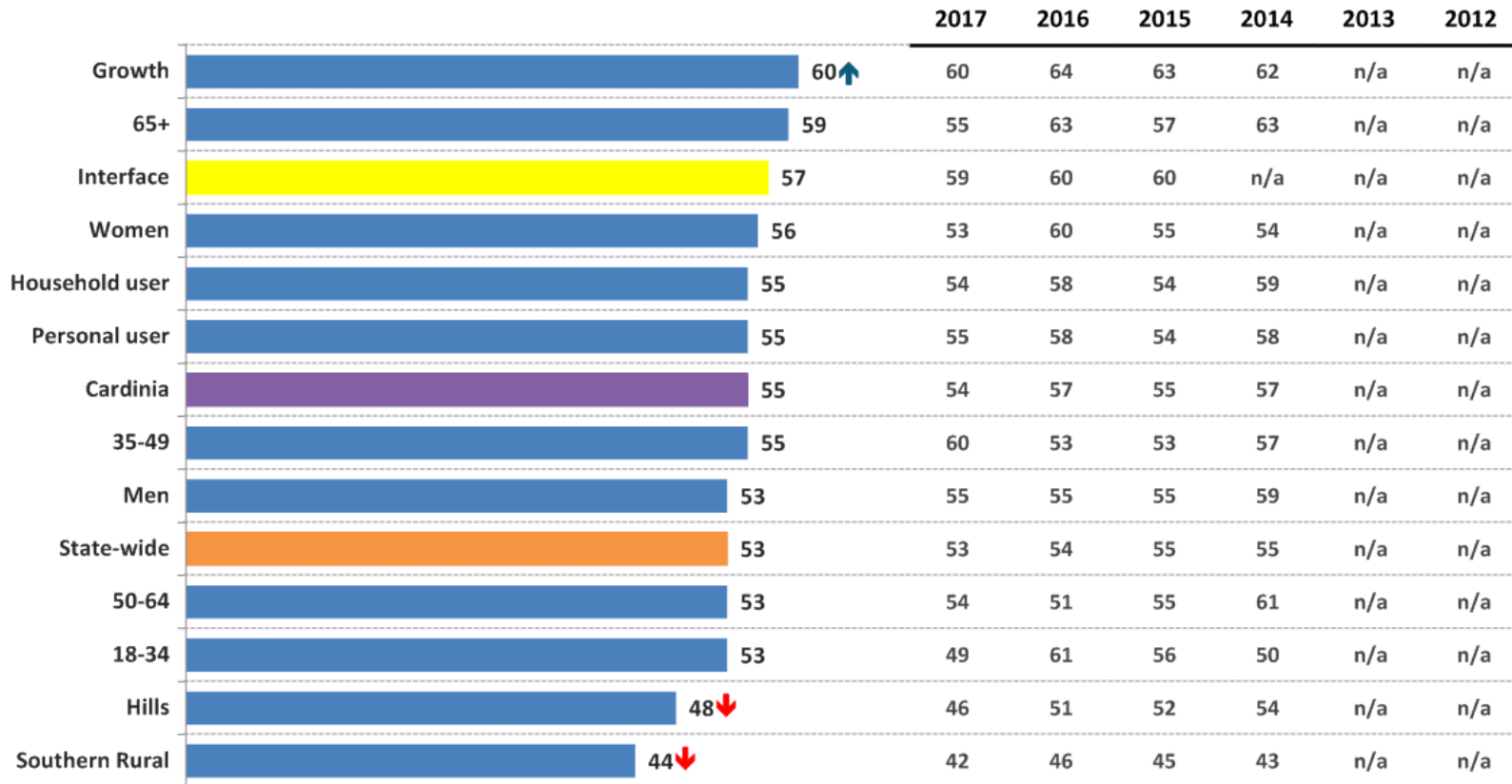
Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2018 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: 64 Councils asked group: 6

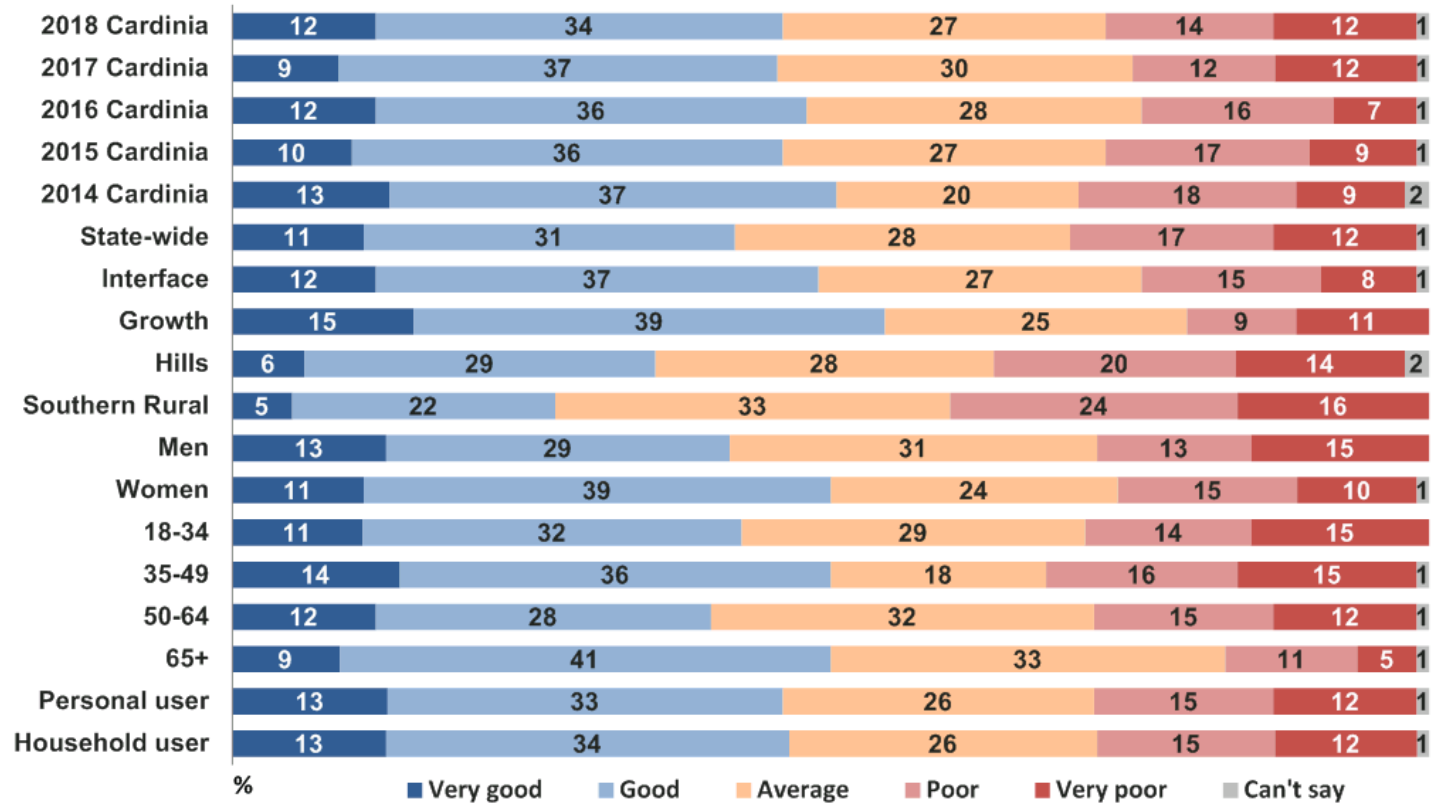
Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2018 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: 64 Councils asked group: 6

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES



2018 Streets and Footpaths Importance

		2017	2016	2015	2014	2013	2012
Hills	83	76	77	75	76	85	n/a
35-49	81	78	81	78	80	81	n/a
Southern Rural	81	77	81	76	73	78	n/a
Interface	80	80	79	78	n/a	n/a	n/a
Men	80	75	76	75	72	81	n/a
50-64	80	76	79	77	81	85	n/a
Cardinia	80	77	78	77	77	82	n/a
18-34	80	75	74	77	73	80	n/a
Household user	79	77	79	77	79	82	n/a
Women	79	79	79	80	81	83	n/a
Personal user	79	77	79	77	80	83	n/a
Growth	78	77	77	80	78	82	n/a
65+	78	79	78	78	75	85	n/a
State-wide	78	77	77	77	77	78	77

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: 21 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

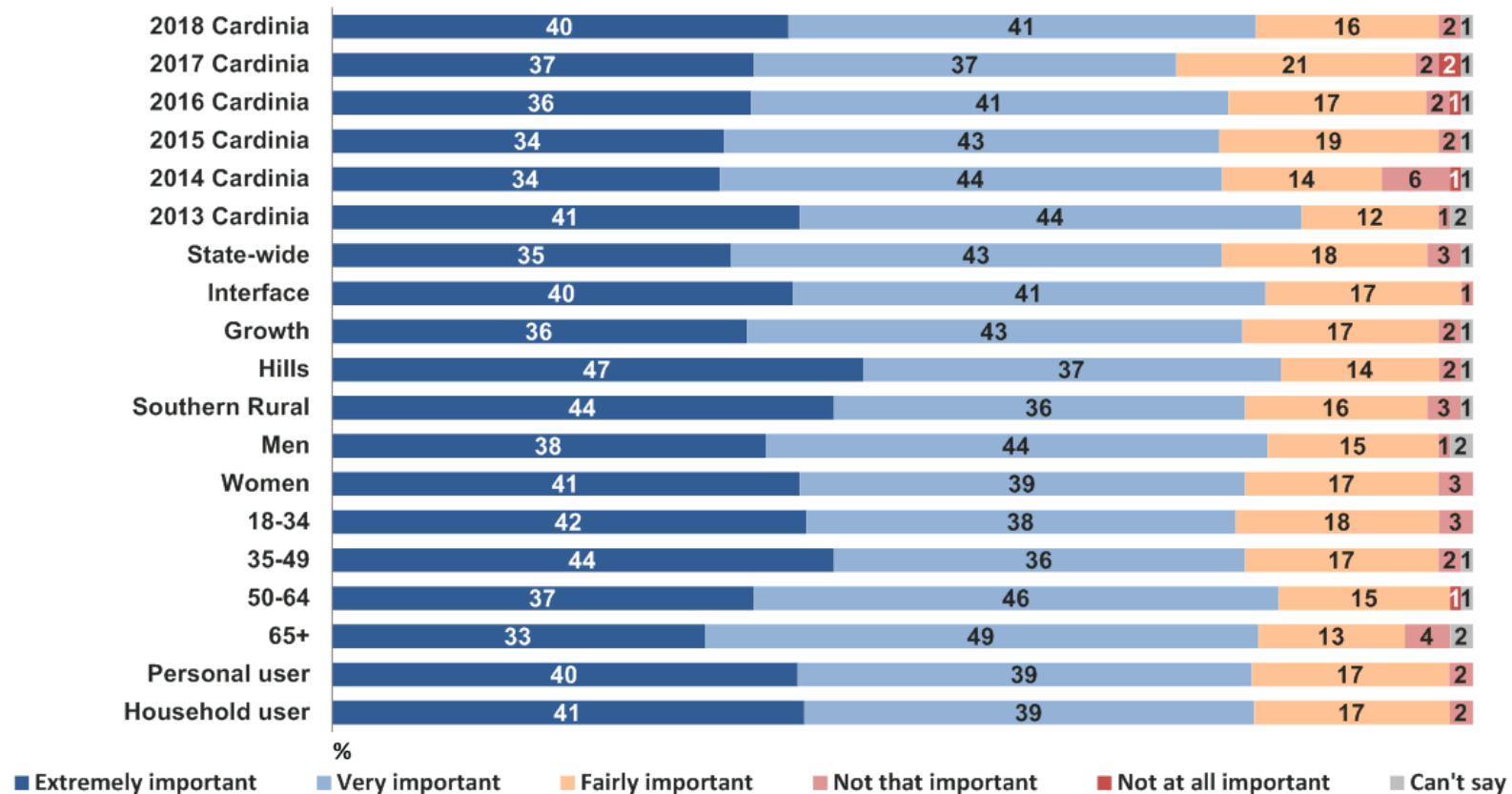
70

J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES



2018 Streets and Footpaths Importance

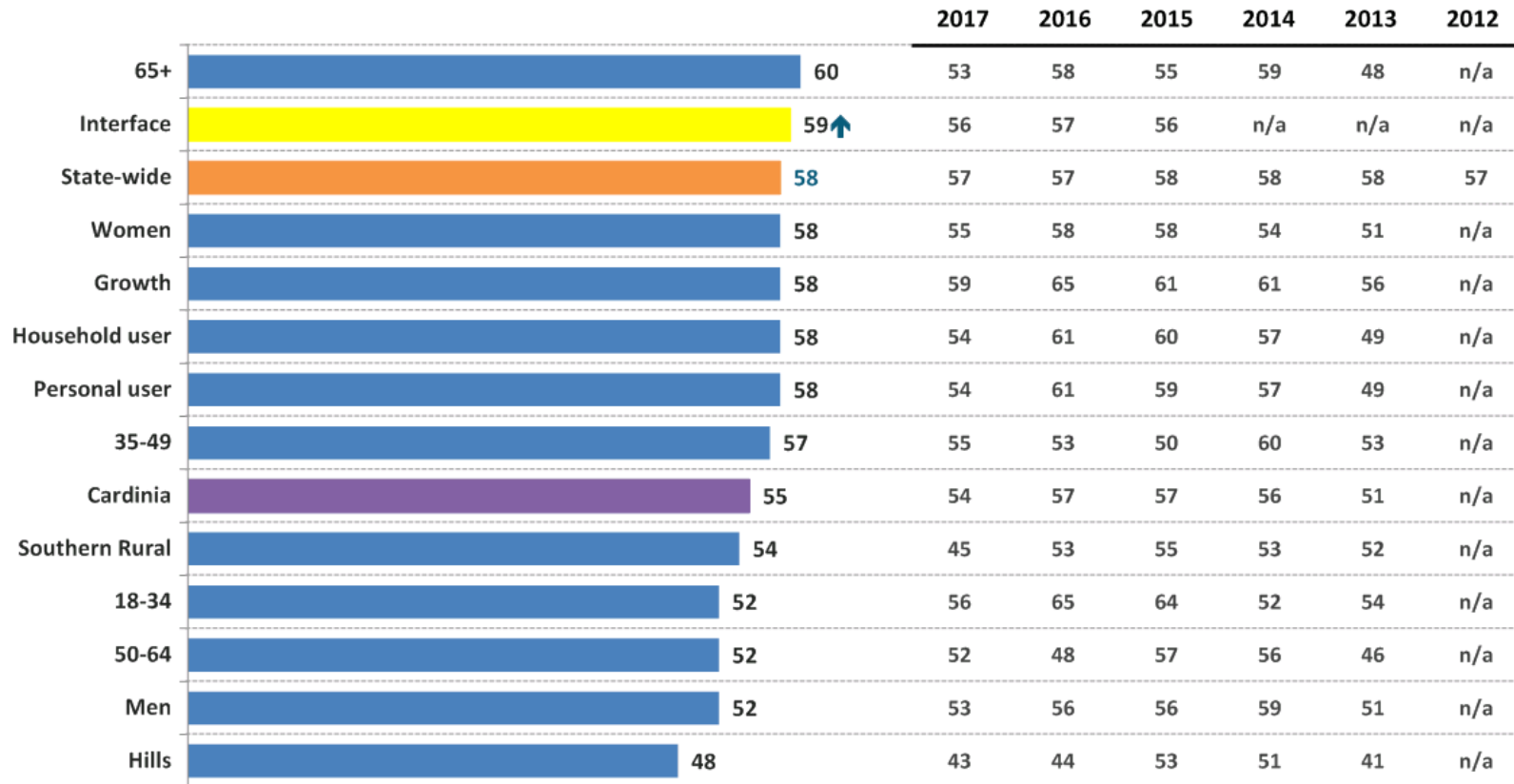


Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 2

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE INDEX SCORES



2018 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?

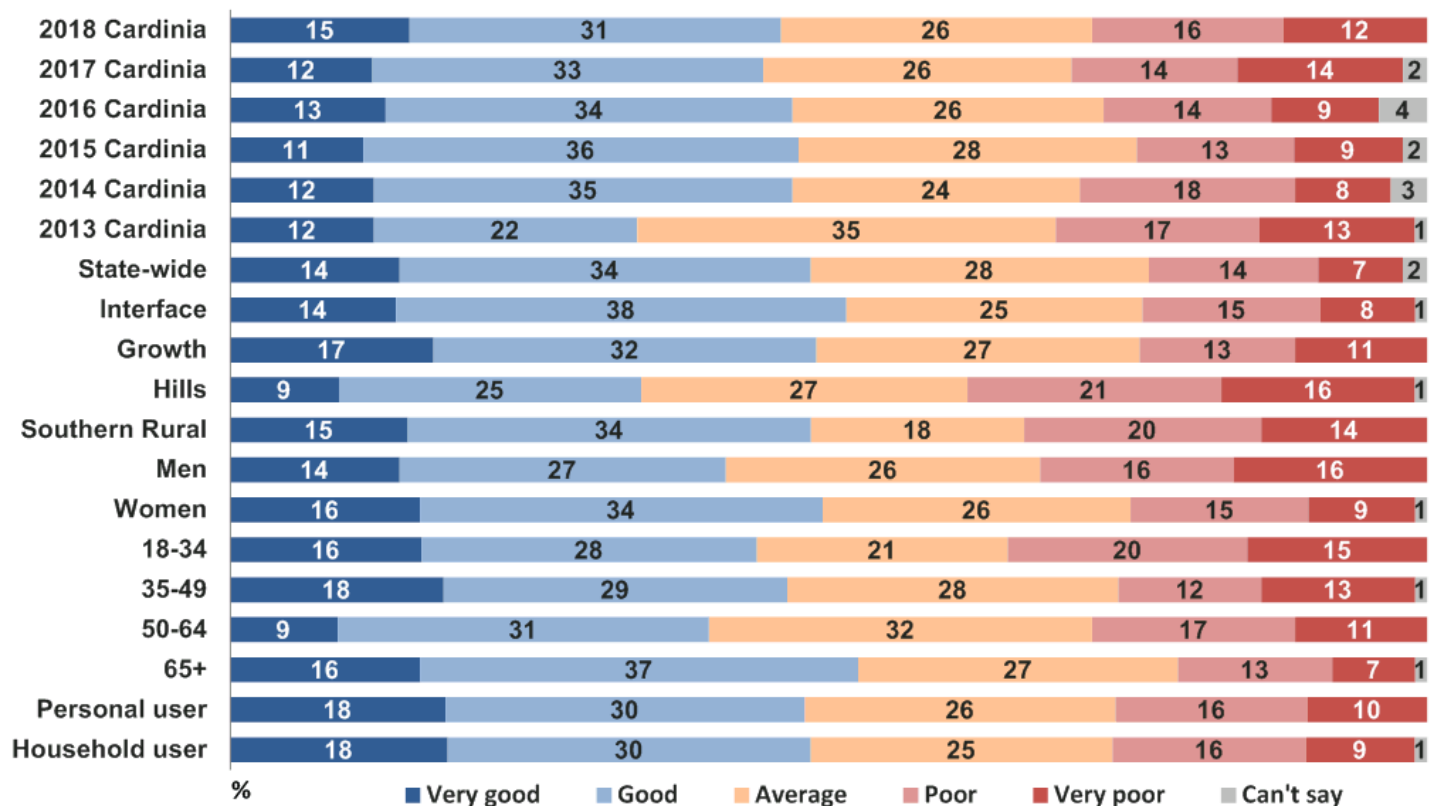
Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4

Note: Please see page 6 for explanation about significant differences.

2018 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES



2018 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: 30 Councils asked group: 4

2018 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES



2018 Law Enforcement Importance

		2017	2016	2015	2014	2013	2012
Personal user	76	72	76	75	75	77	n/a
Household user	76	72	76	76	74	77	n/a
Southern Rural	76	70	71	69	77	69	n/a
Women	75	75	78	75	75	79	n/a
65+	74	78	74	71	75	73	n/a
18-34	74	74	74	72	69	76	n/a
Interface	74	73	73	71	n/a	n/a	n/a
Growth	74	74	78	74	72	76	n/a
Cardinia	73	72	73	70	72	75	n/a
35-49	71	68	74	67	74	75	n/a
Men	71	70	68	65	69	70	n/a
State-wide	71	71	70	71	70	71	70
50-64	70	72	70	71	73	74	n/a
Hills	69	69	66	65	70	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: 20 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

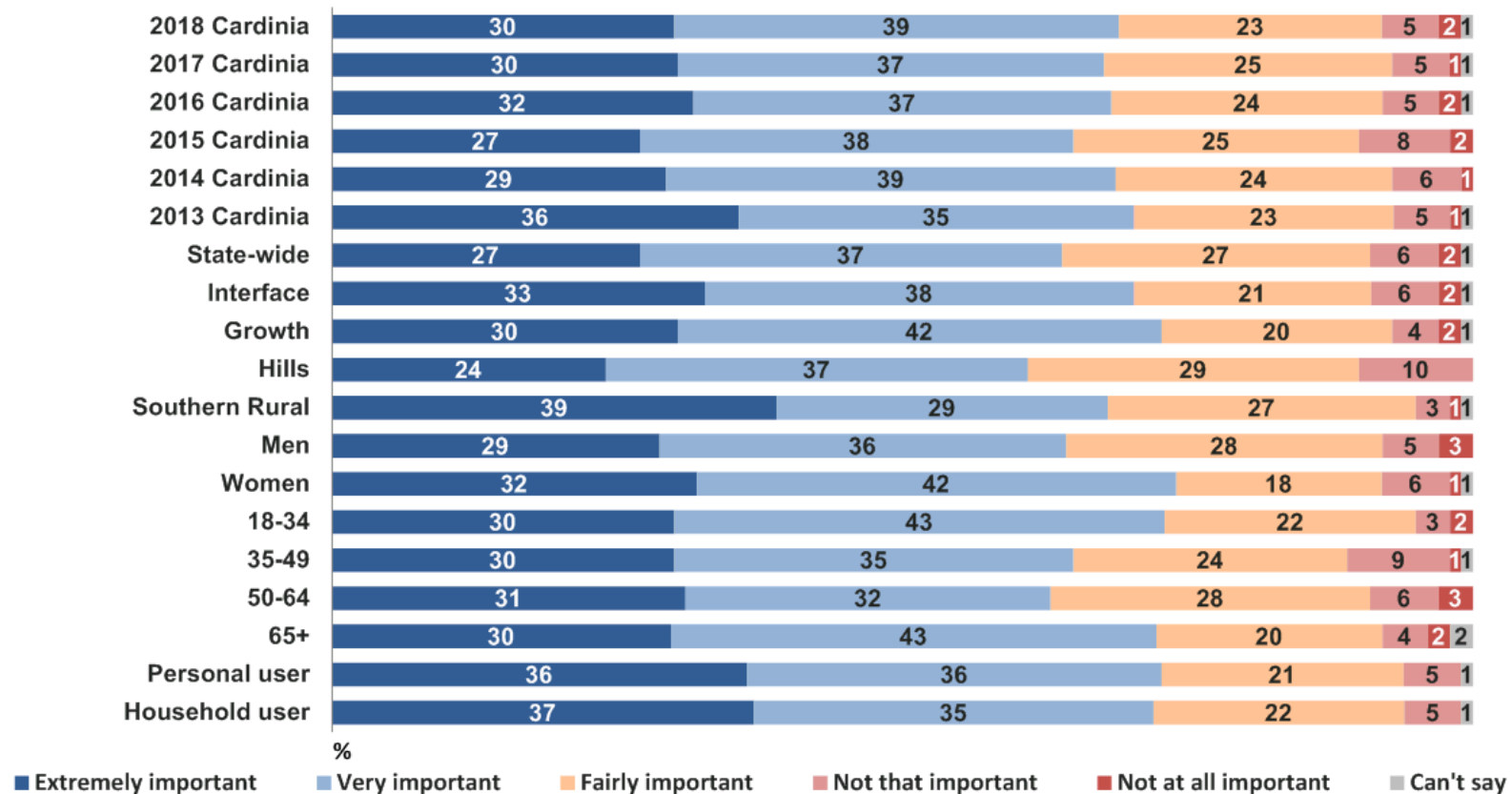
74

2018 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE DETAILED PERCENTAGES



2018 Law Enforcement Importance

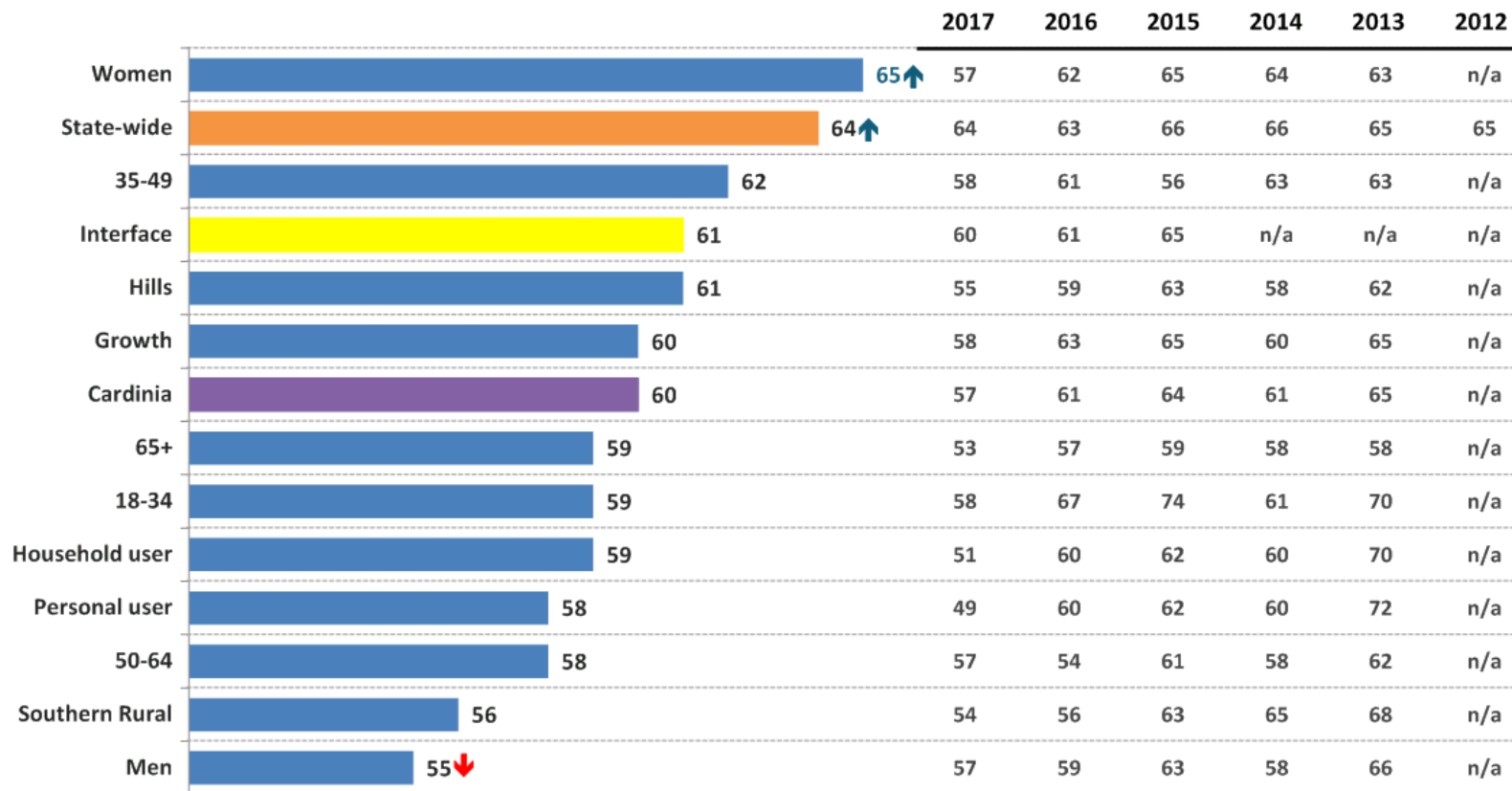


Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES



2018 Law Enforcement Performance



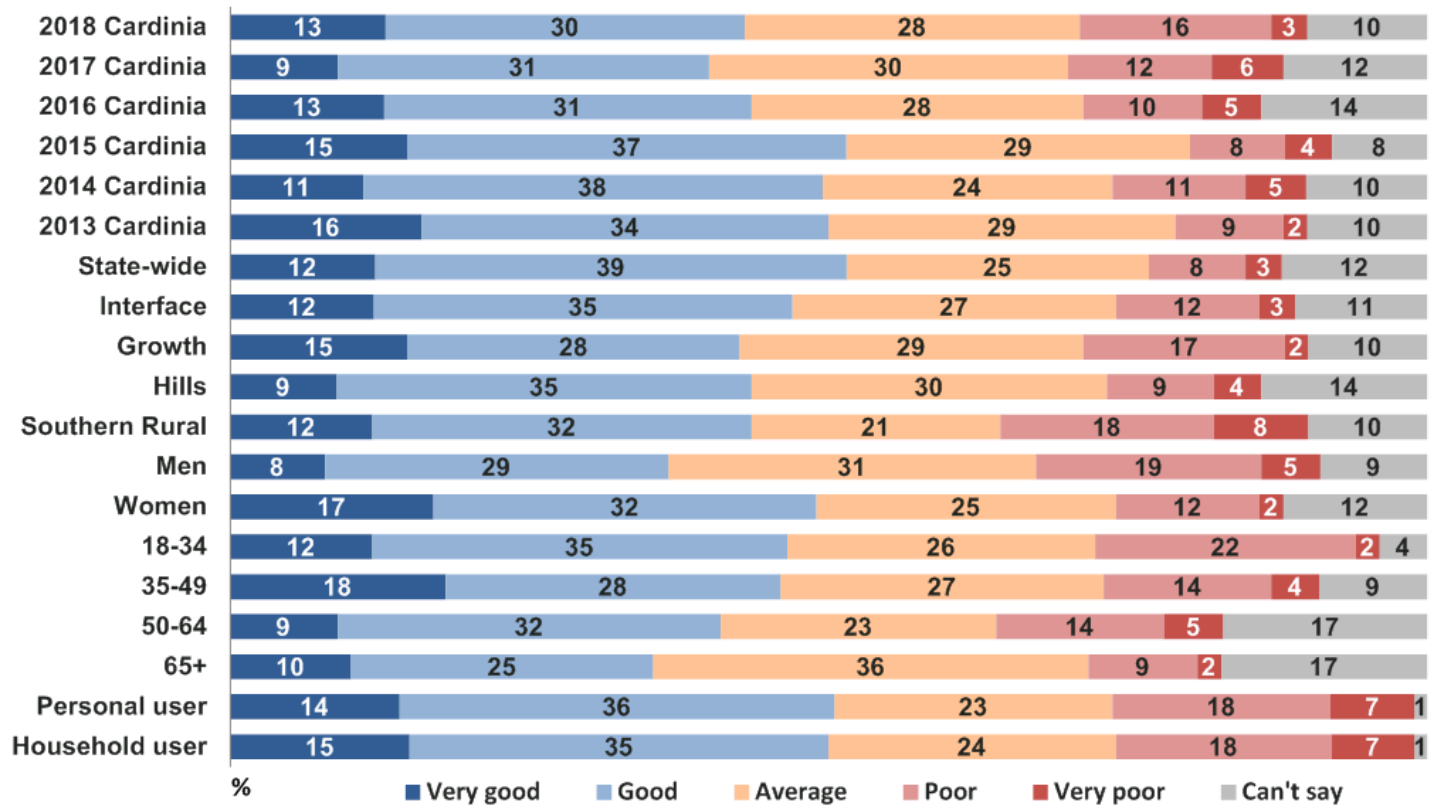
Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4
 Note: Please see page 6 for explanation about significant differences.

2018 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES



2018 Law Enforcement Performance

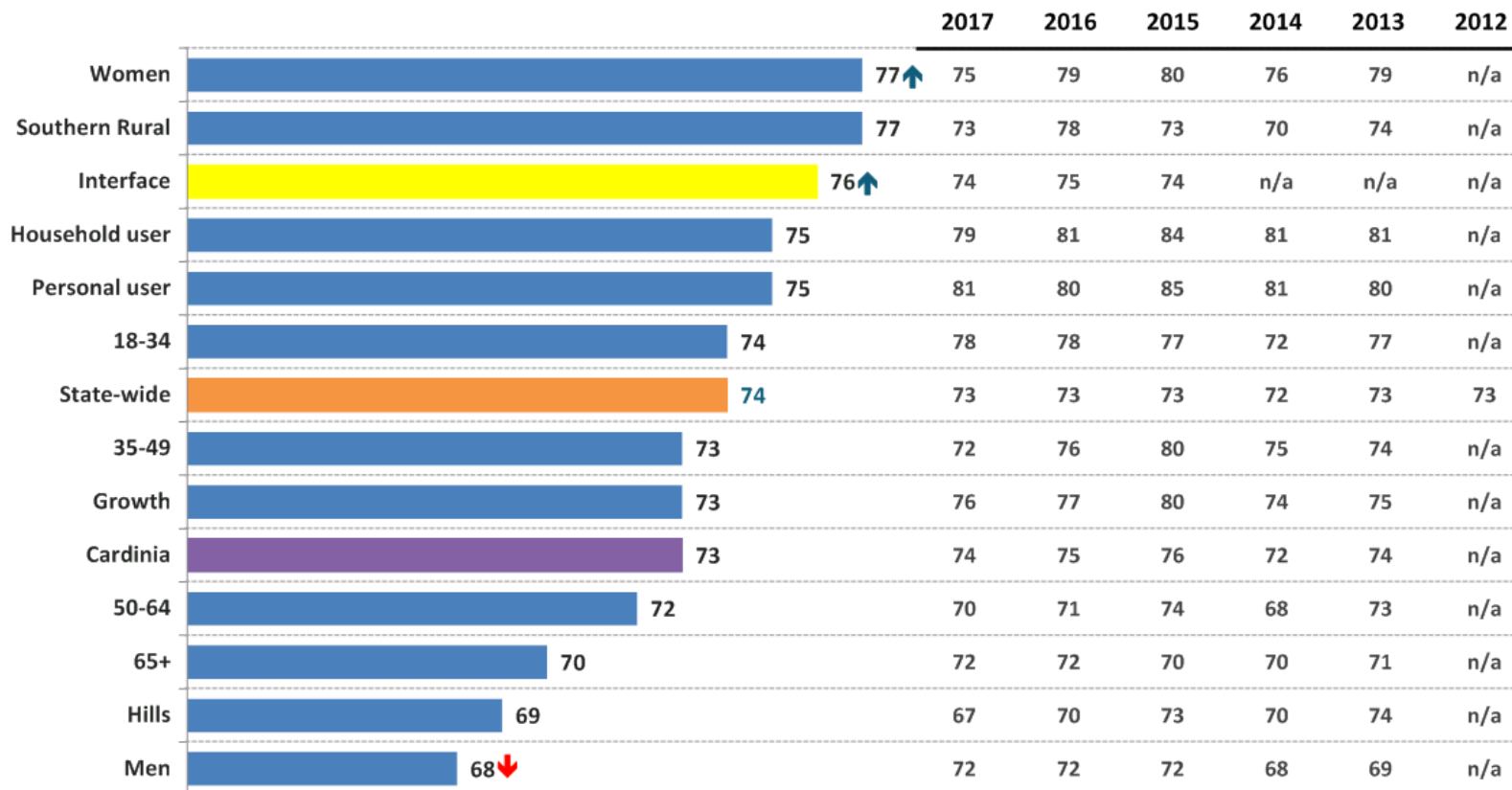


Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4

2018 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES



2018 Family Support Importance



Q1. Firstly, how important should 'family support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

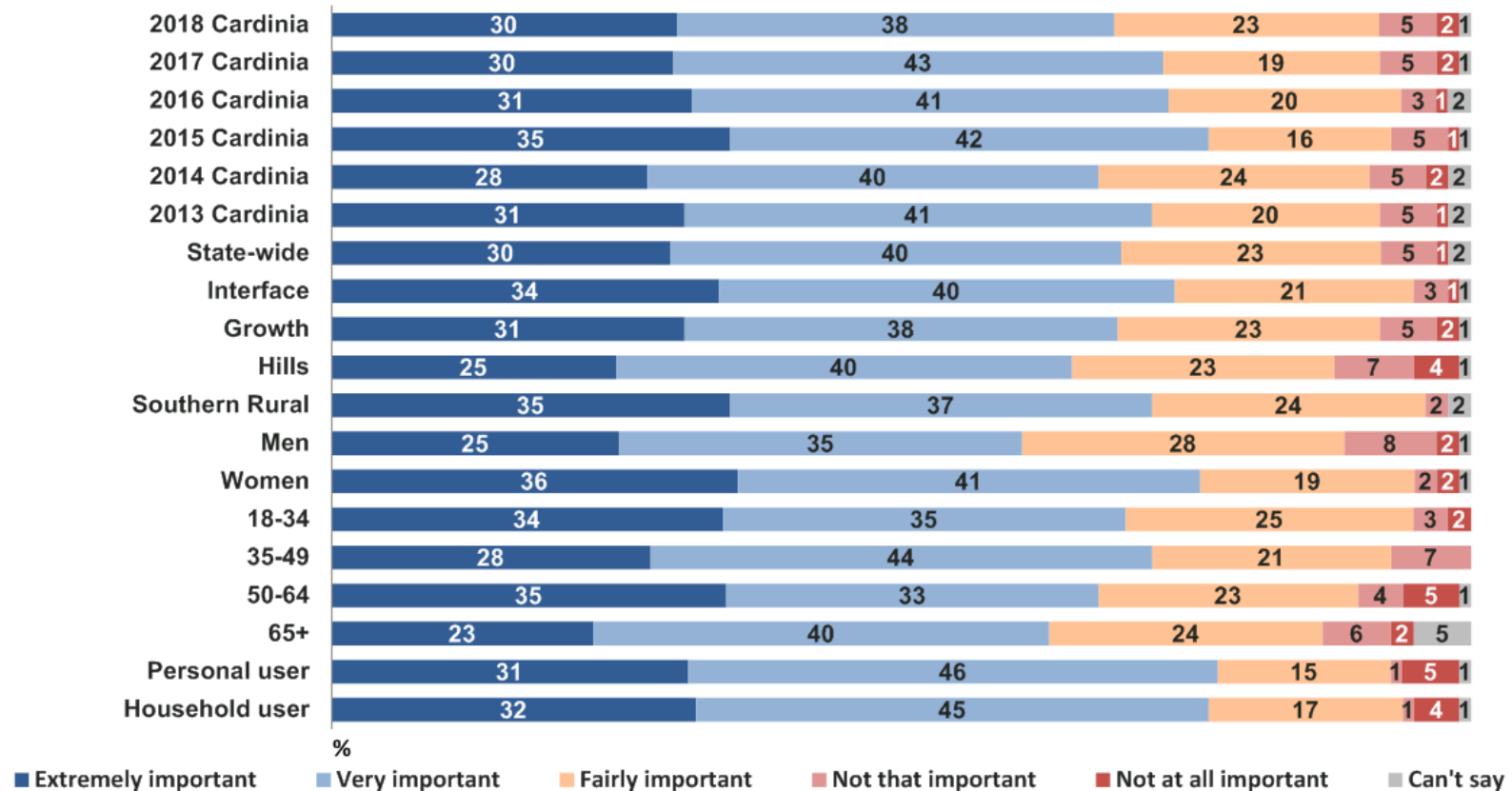
Note: Please see page 6 for explanation about significant differences.

2018 FAMILY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES



2018 Family Support Importance



Q1. Firstly, how important should 'family support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 FAMILY SUPPORT SERVICES PERFORMANCE INDEX SCORES



2018 Family Support Performance

		2017	2016	2015	2014	2013	2012
Southern Rural	67	59	64	62	65	65	n/a
Interface	67	65	65	66	n/a	n/a	n/a
Household user	67	63	67	70	70	73	n/a
State-wide	66	67	66	67	68	67	67
65+	65	65	65	71	70	71	n/a
Growth	65	62	69	69	63	70	n/a
Women	65	60	66	68	64	70	n/a
18-34	65	60	69	68	59	69	n/a
Cardinia	65	61	66	66	64	67	n/a
Personal user	65	63	67	75	73	72	n/a
35-49	64	60	65	62	67	65	n/a
Men	64	62	65	65	64	64	n/a
50-64	63	62	59	66	61	65	n/a
Hills	61	59	58	66	65	64	n/a

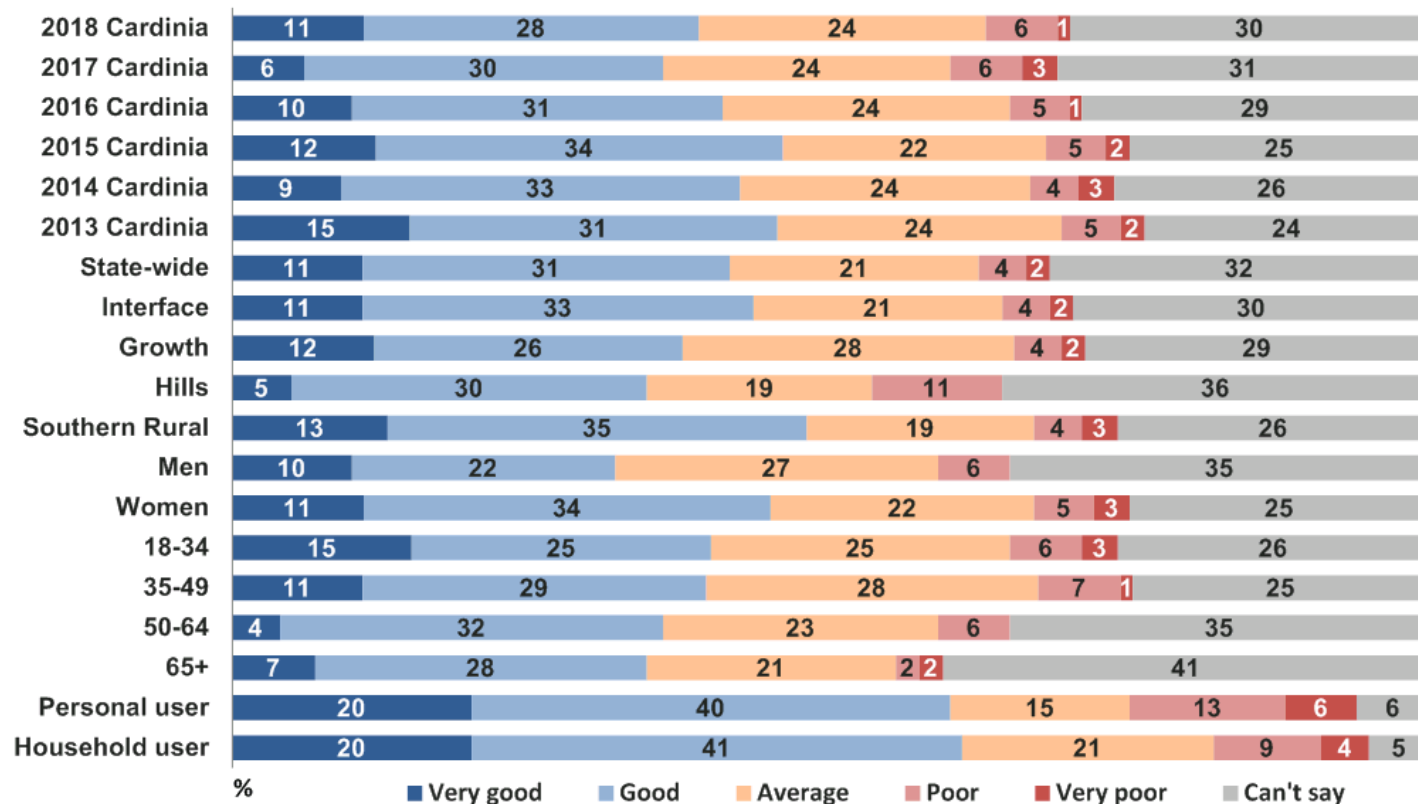
Q2. How has Council performed on 'family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4
 Note: Please see page 6 for explanation about significant differences.

2018 FAMILY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES



2018 Family Support Performance



Q2. How has Council performed on 'family support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 30 Councils asked group: 4

2018 DISADVANTAGED SUPPORT SERVICES IMPORTANCE INDEX SCORES



2018 Disadvantaged Support Importance

		2017	2016	2015	2014	2013	2012
Personal user	80*↑	78	83	n/a	n/a	n/a	n/a
Household user	78↑	79	81	n/a	n/a	n/a	n/a
Southern Rural	76↑	72	73	n/a	n/a	n/a	n/a
Women	74↑	74	77	n/a	n/a	n/a	n/a
65+	72	71	72	n/a	n/a	n/a	n/a
State-wide	72↑	71	73	73	72	73	73
Interface	72↑	72	73	72	n/a	n/a	n/a
Hills	70	70	70	n/a	n/a	n/a	n/a
Cardinia	69	72	73	n/a	n/a	n/a	n/a
50-64	69	72	75	n/a	n/a	n/a	n/a
35-49	69	74	70	n/a	n/a	n/a	n/a
18-34	68	72	74	n/a	n/a	n/a	n/a
Growth	67	73	74	n/a	n/a	n/a	n/a
Men	65	71	68	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: 11 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

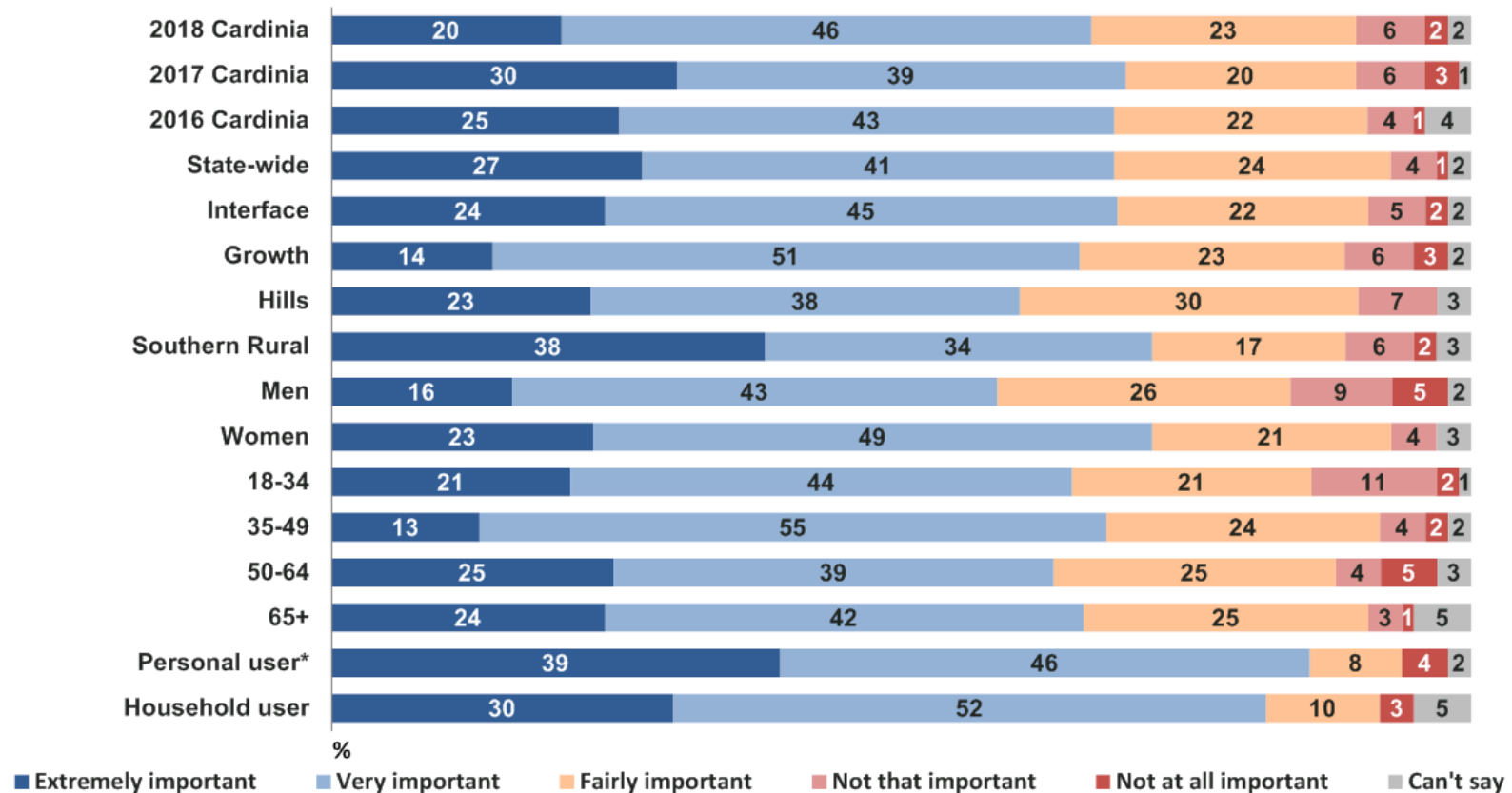
*Caution: small sample size < n=30

2018 DISADVANTAGED SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES



2018 Disadvantaged Support Importance



Q1. Firstly, how important should 'disadvantaged support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 11 Councils asked group: 2

*Caution: small sample size < n=30

2018 DISADVANTAGED SUPPORT SERVICES PERFORMANCE INDEX SCORES



2018 Disadvantaged Support Performance

		2017	2016	2015	2014	2013	2012
Men	65↑	57	57	n/a	n/a	n/a	n/a
18-34	64	54	56	n/a	n/a	n/a	n/a
Growth	62	57	62	n/a	n/a	n/a	n/a
Interface	62	56	58	61	n/a	n/a	n/a
65+	62	58	61	n/a	n/a	n/a	n/a
Cardinia	61	56	58	n/a	n/a	n/a	n/a
35-49	61	54	59	n/a	n/a	n/a	n/a
State-wide	61	61	61	62	64	62	63
Hills	60	55	48	n/a	n/a	n/a	n/a
Southern Rural	59	50	60	n/a	n/a	n/a	n/a
Women	59	54	59	n/a	n/a	n/a	n/a
50-64	57	58	58	n/a	n/a	n/a	n/a
Household user	55	57	55	n/a	n/a	n/a	n/a
Personal user	53*	57	51	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: 17 Councils asked group: 4

Note: Please see page 6 for explanation about significant differences.

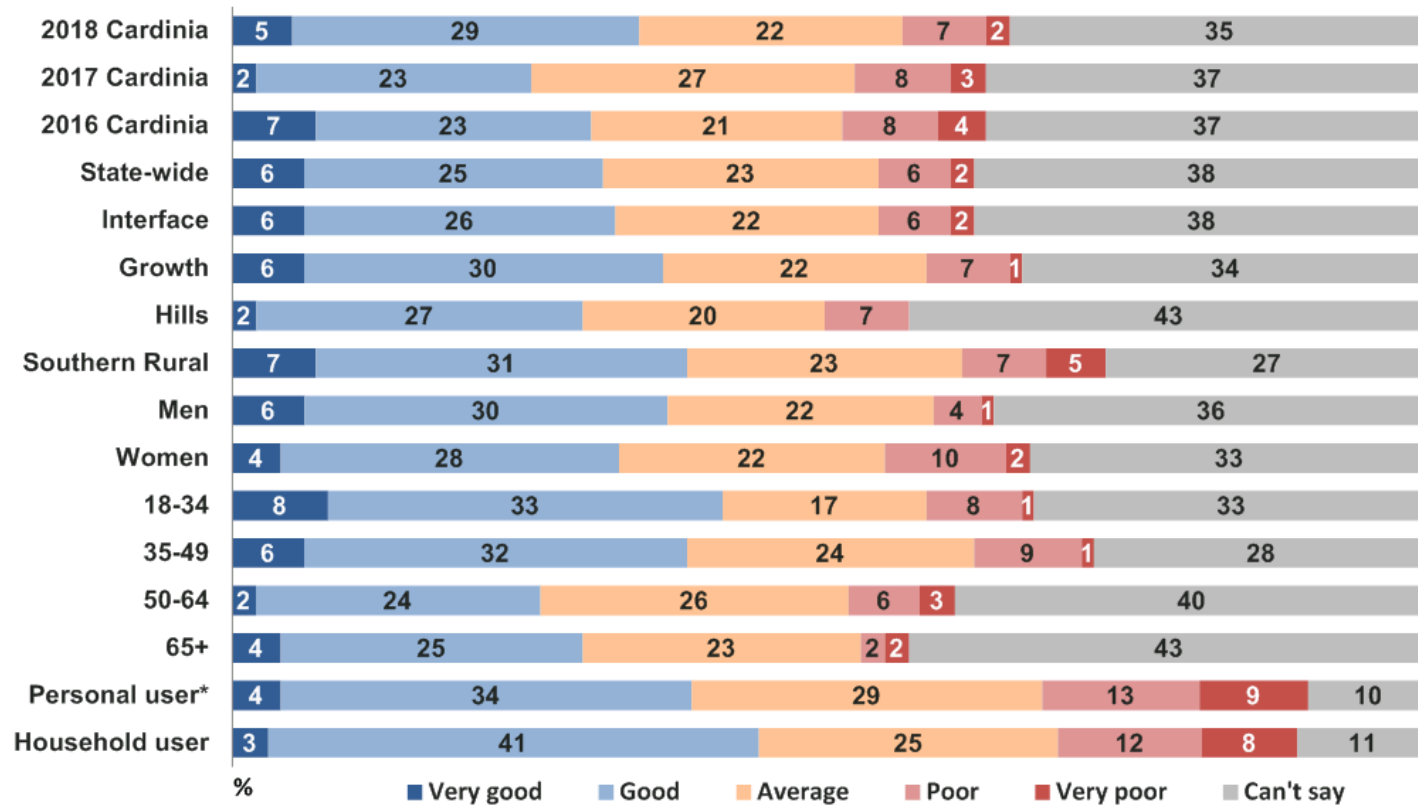
*Caution: small sample size < n=30

2018 DISADVANTAGED SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES



2018 Disadvantaged Support Performance



Q2. How has Council performed on 'disadvantaged support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4

*Caution: small sample size < n=30

2018 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES



2018 Recreational Facilities Importance

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

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

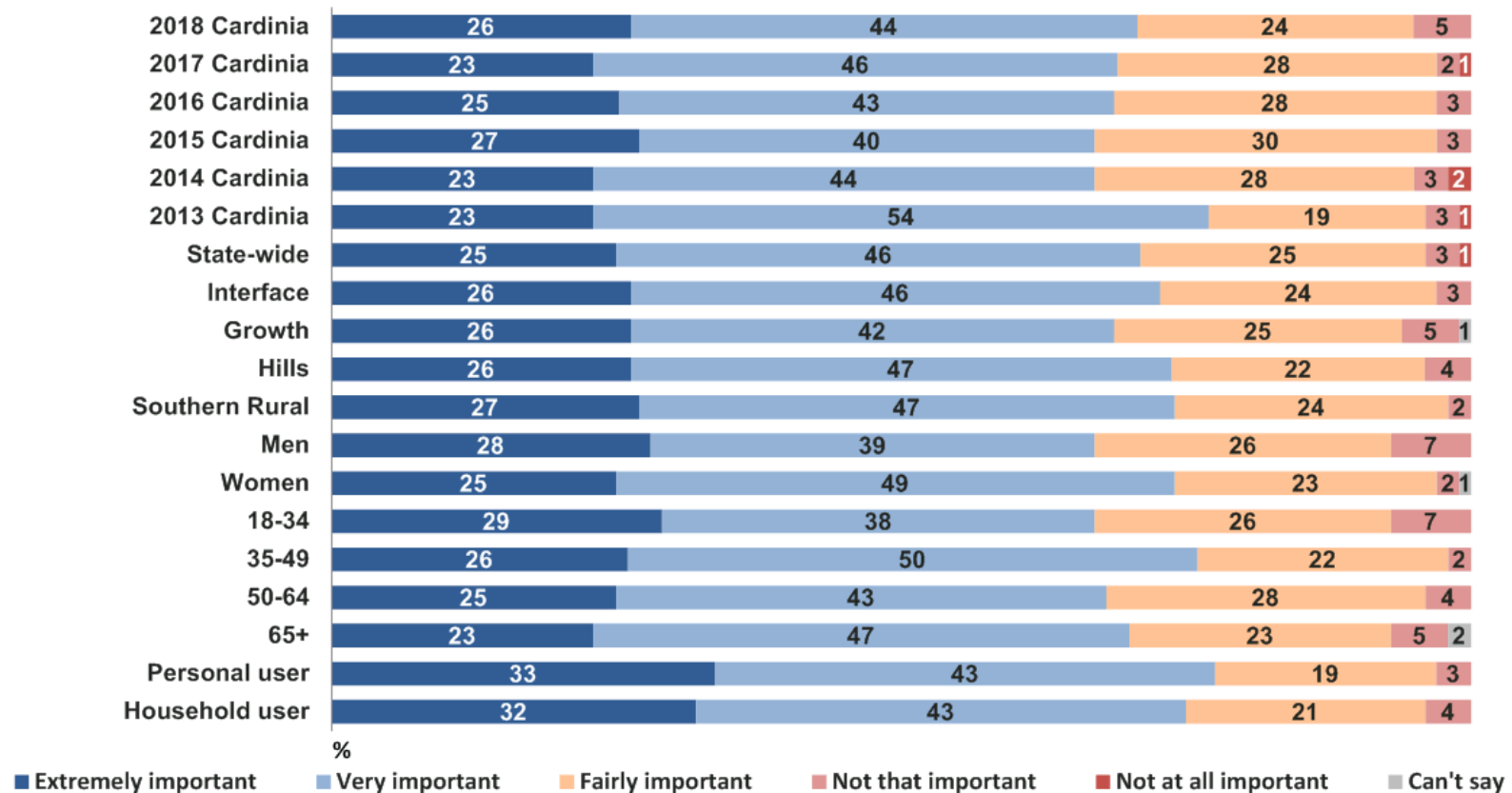
Note: Please see page 6 for explanation about significant differences.

2018 RECREATIONAL FACILITIES

IMPORTANCE DETAILED PERCENTAGES



2018 Recreational Facilities Importance

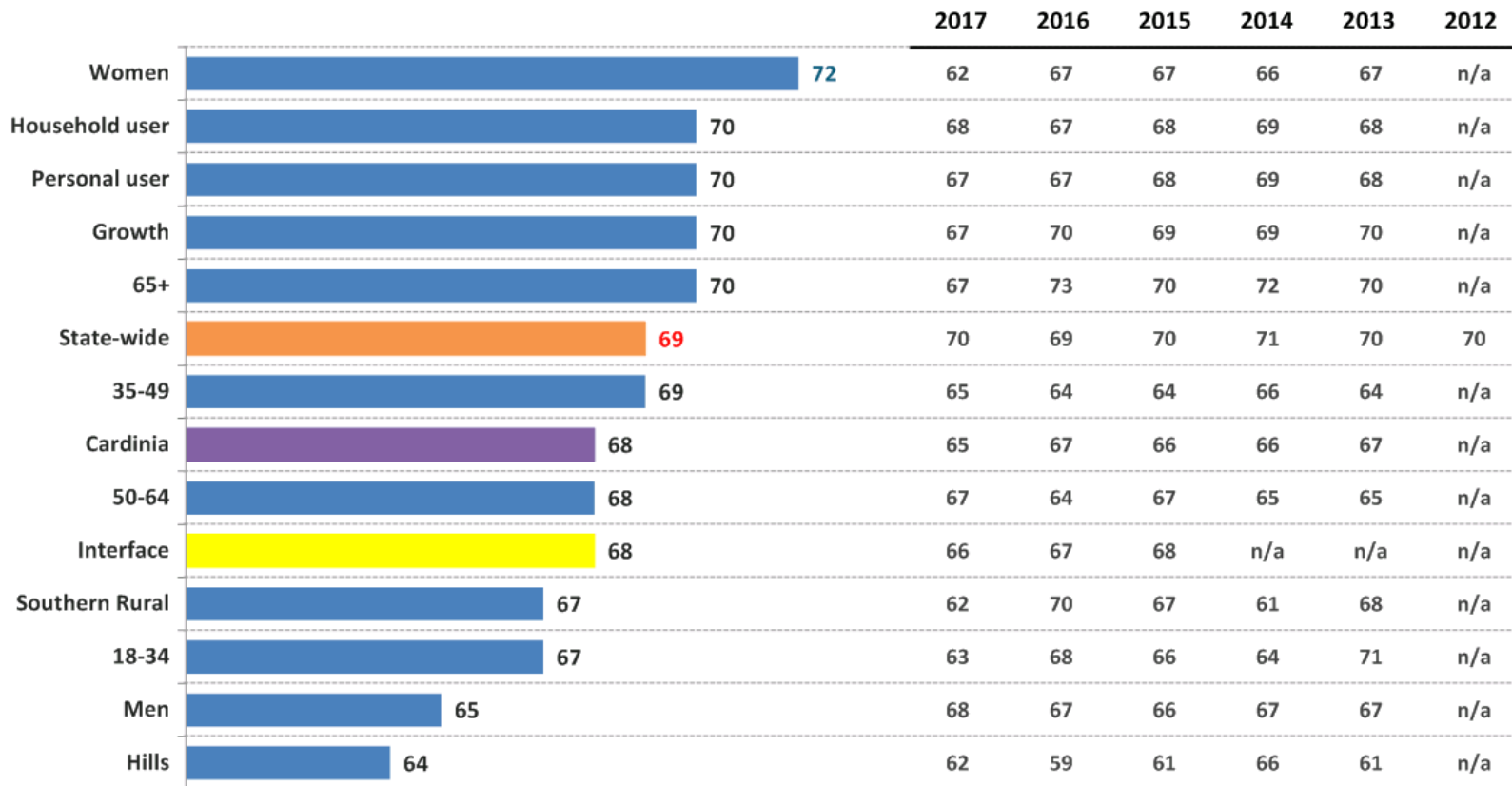


Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

2018 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES



2018 Recreational Facilities Performance



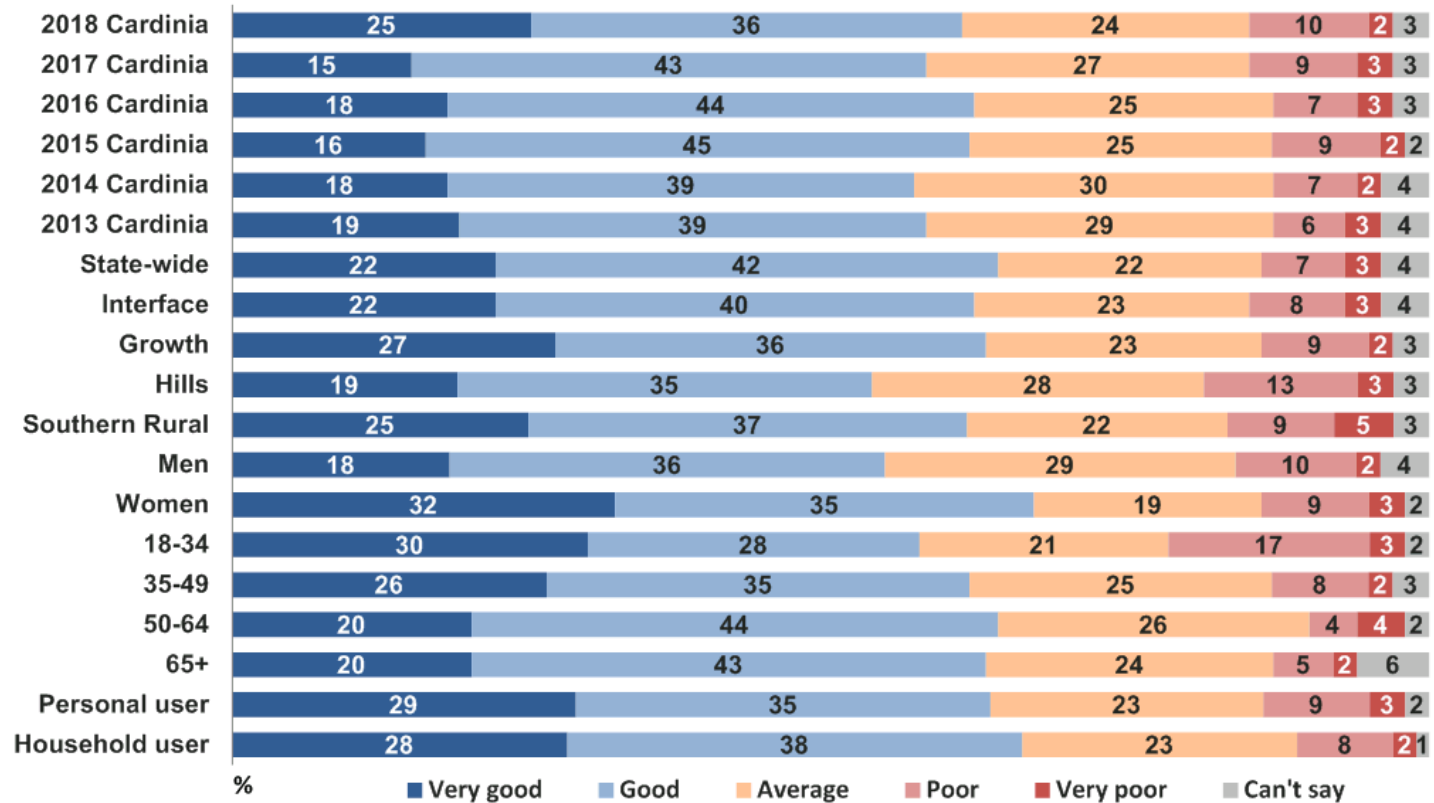
Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4
 Note: Please see page 6 for explanation about significant differences.

2018 RECREATIONAL FACILITIES

PERFORMANCE DETAILED PERCENTAGES



2018 Recreational Facilities Performance



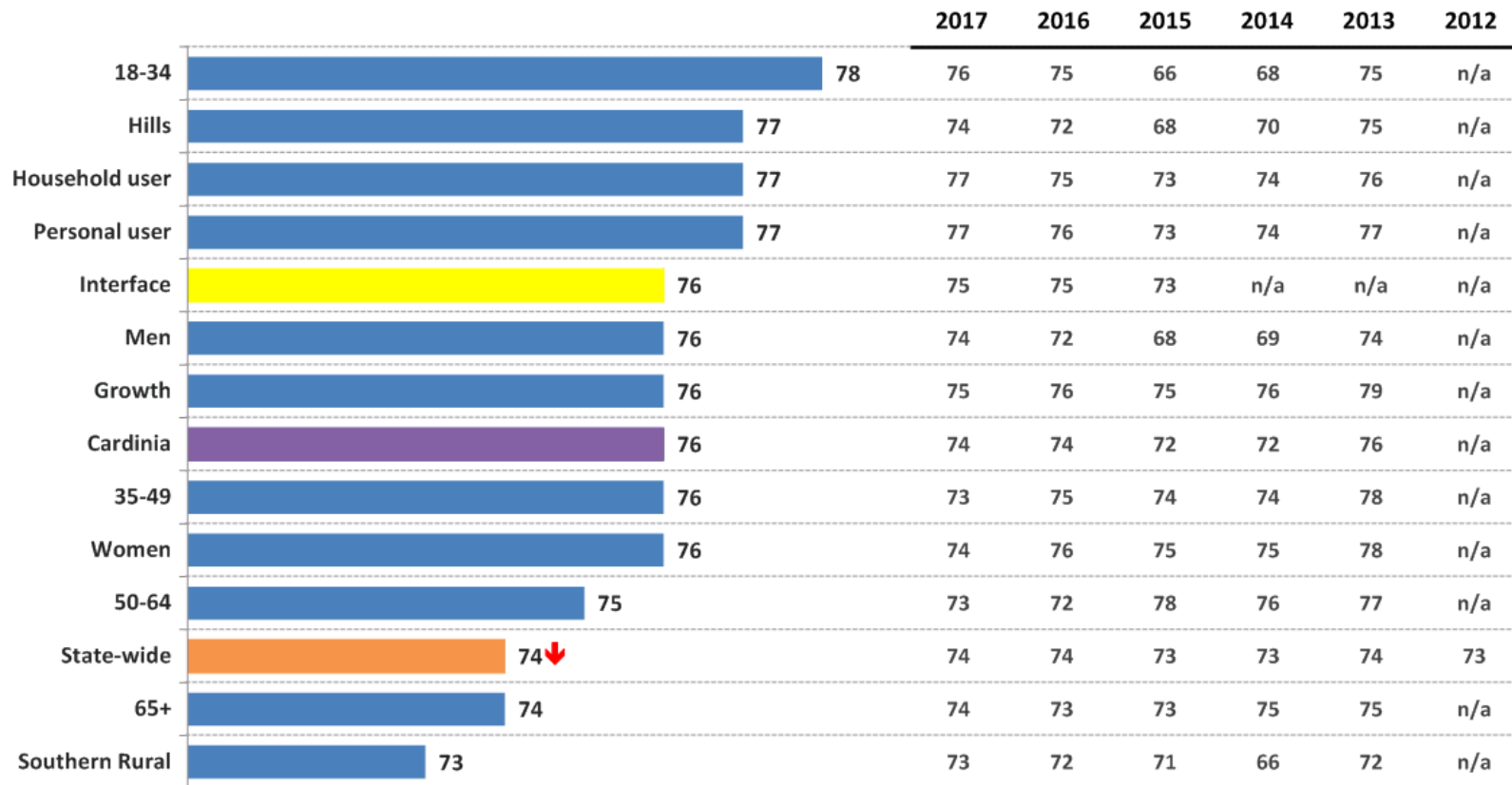
Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4

2018 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE INDEX SCORES



2018 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: 26 Councils asked group: 2

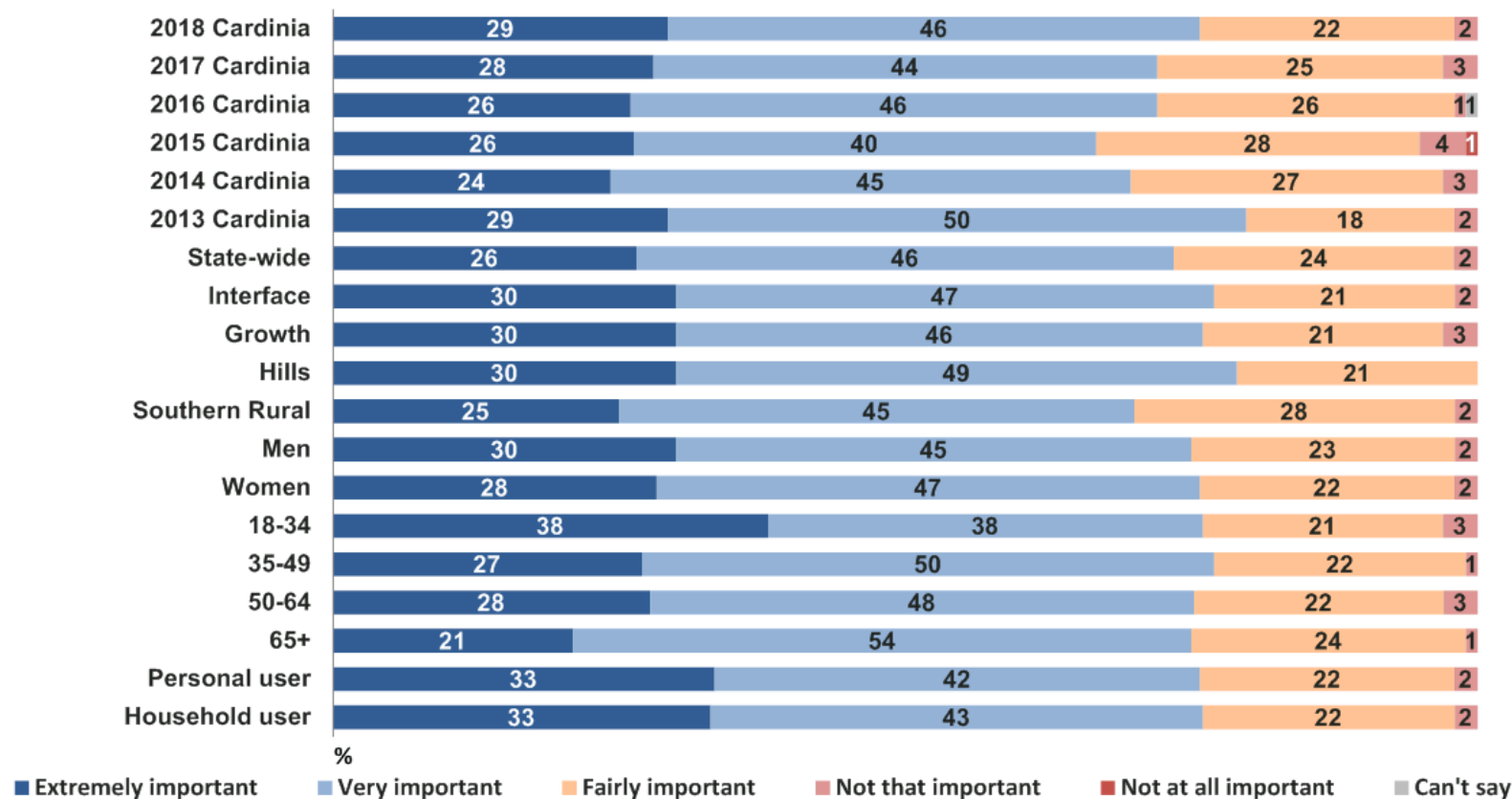
Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE DETAILED PERCENTAGES



2018 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: 26 Councils asked group: 2

2018 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE INDEX SCORES



2018 Public Areas Performance

		2017	2016	2015	2014	2013	2012
State-wide	71↑	71	71	72	72	71	71
Growth	68	61	67	69	61	62	n/a
50-64	68	62	63	65	61	62	n/a
Personal user	68	61	66	68	64	64	n/a
65+	68	63	66	67	67	66	n/a
Women	68	62	65	69	63	62	n/a
Household user	68	60	66	69	64	64	n/a
Interface	68	66	66	67	n/a	n/a	n/a
Cardinia	67	61	66	67	63	63	n/a
18-34	66	56	66	71	55	65	n/a
Hills	65	63	62	66	66	64	n/a
35-49	65	66	67	66	69	62	n/a
Men	65	60	66	66	63	65	n/a
Southern Rural	60↓	60	66	66	62	66	n/a

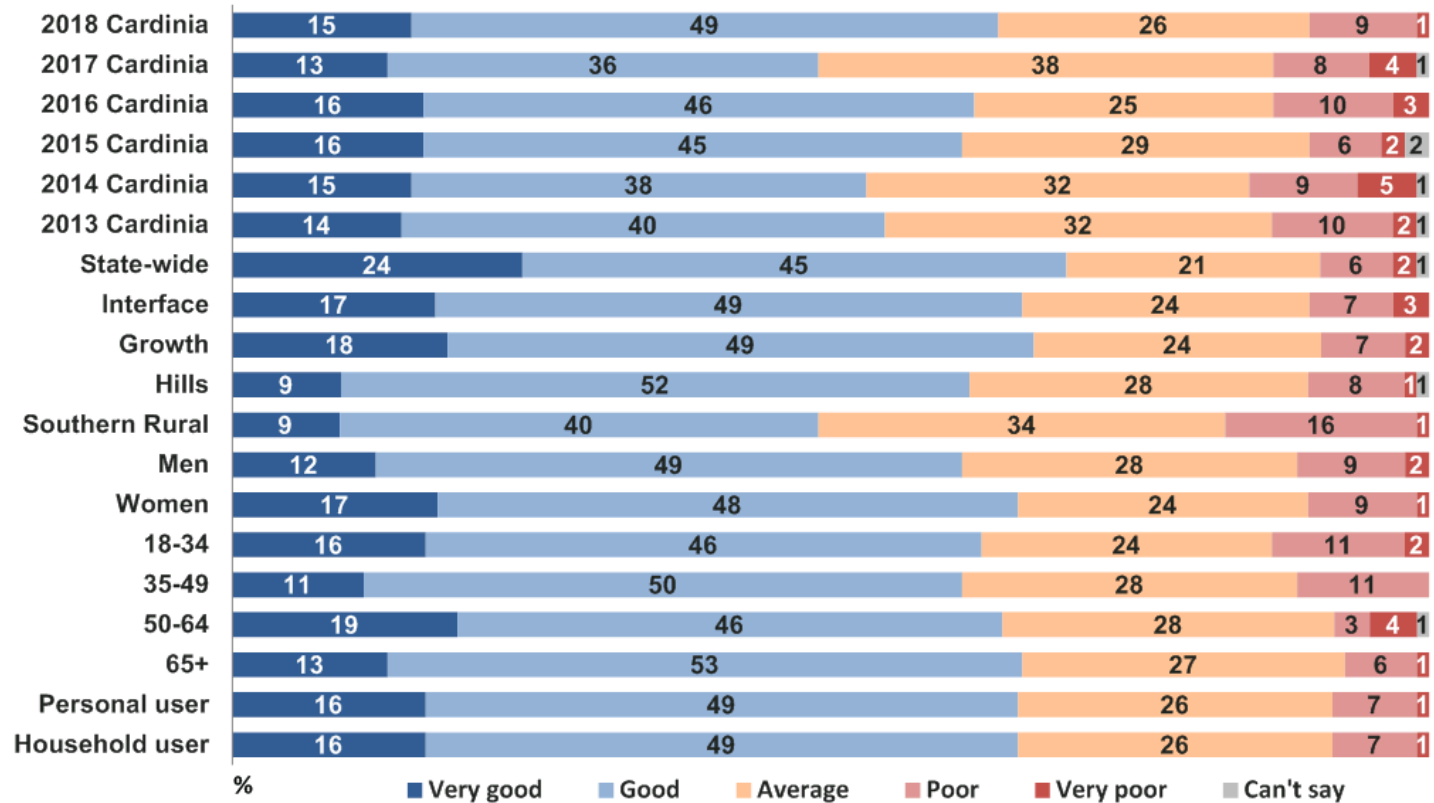
Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 4
 Note: Please see page 6 for explanation about significant differences.

2018 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE DETAILED PERCENTAGES



2018 Public Areas Performance

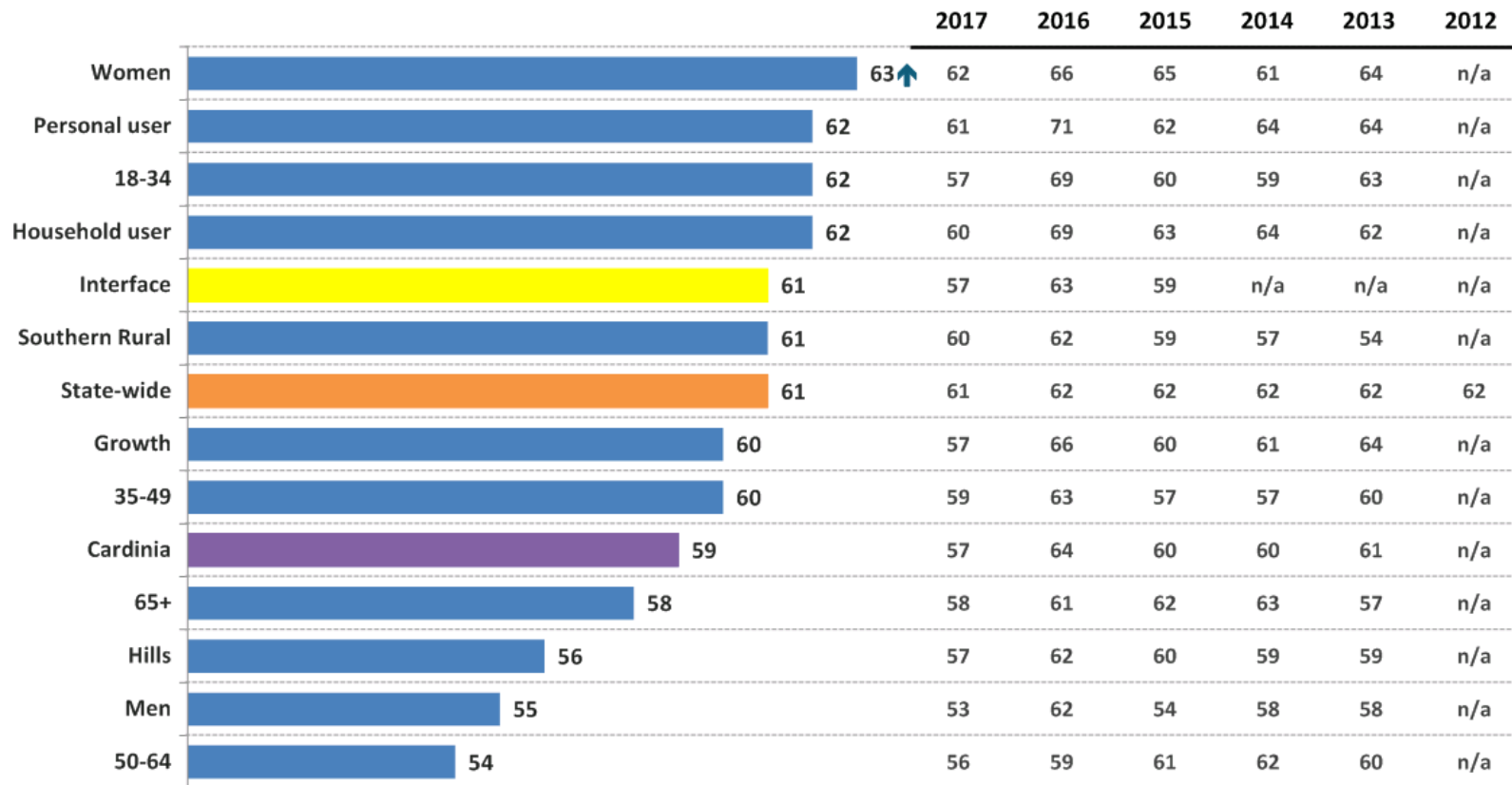


Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 4

2018 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES



2018 Community Activities Importance



Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?

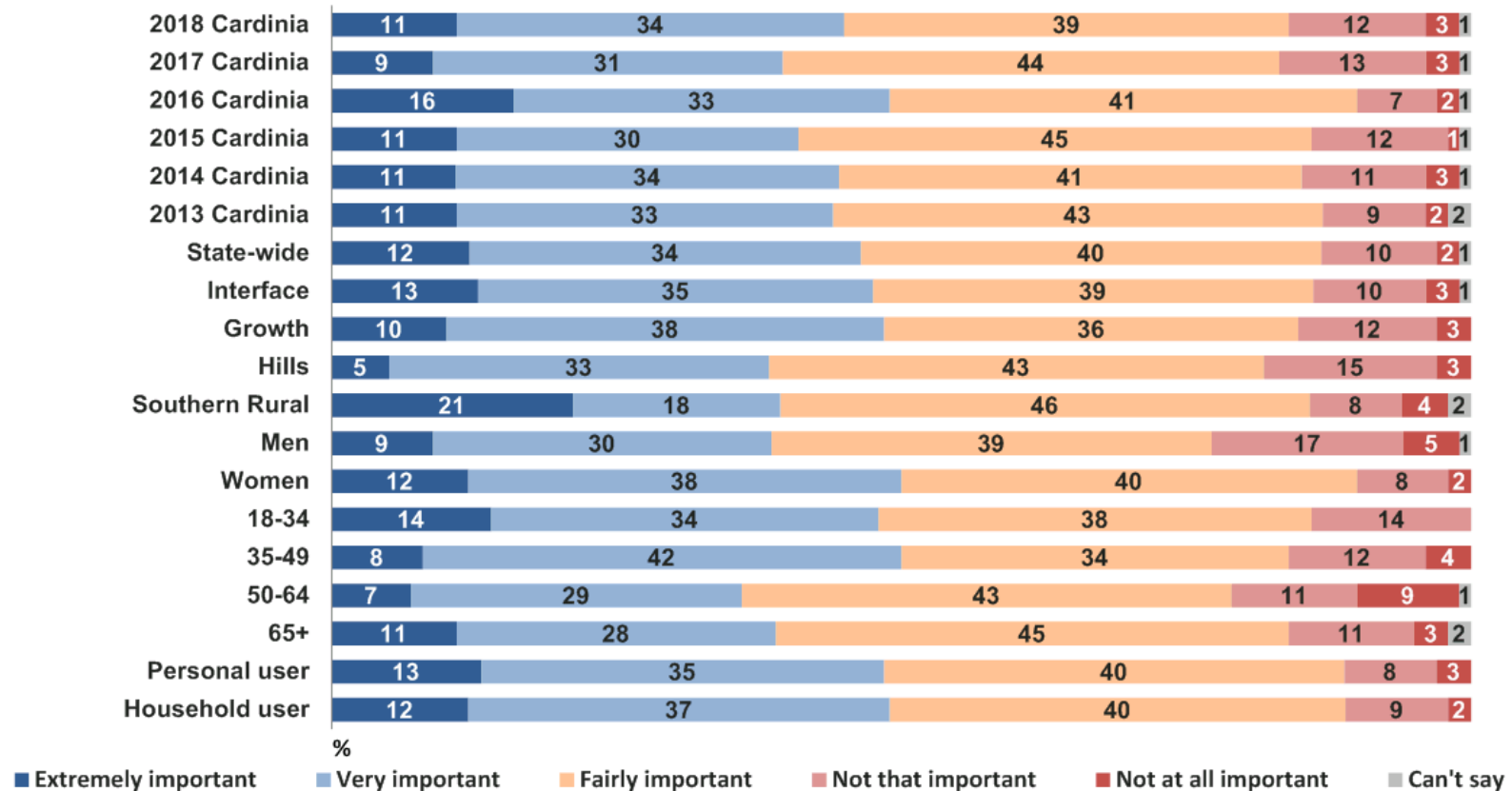
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE DETAILED PERCENTAGES



2018 Community Activities Importance

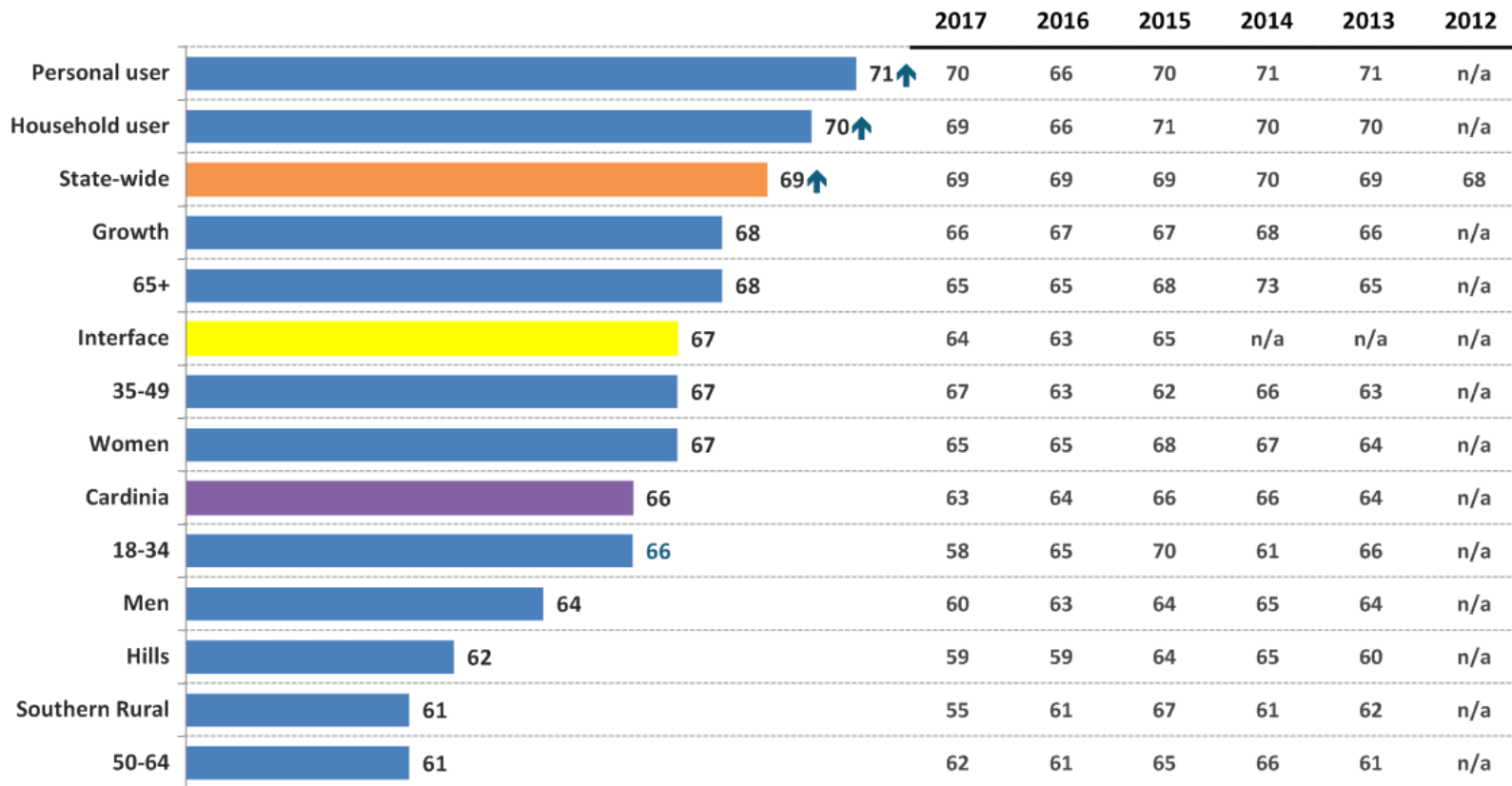


Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 2

2018 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES



2018 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: 23 Councils asked group: 3

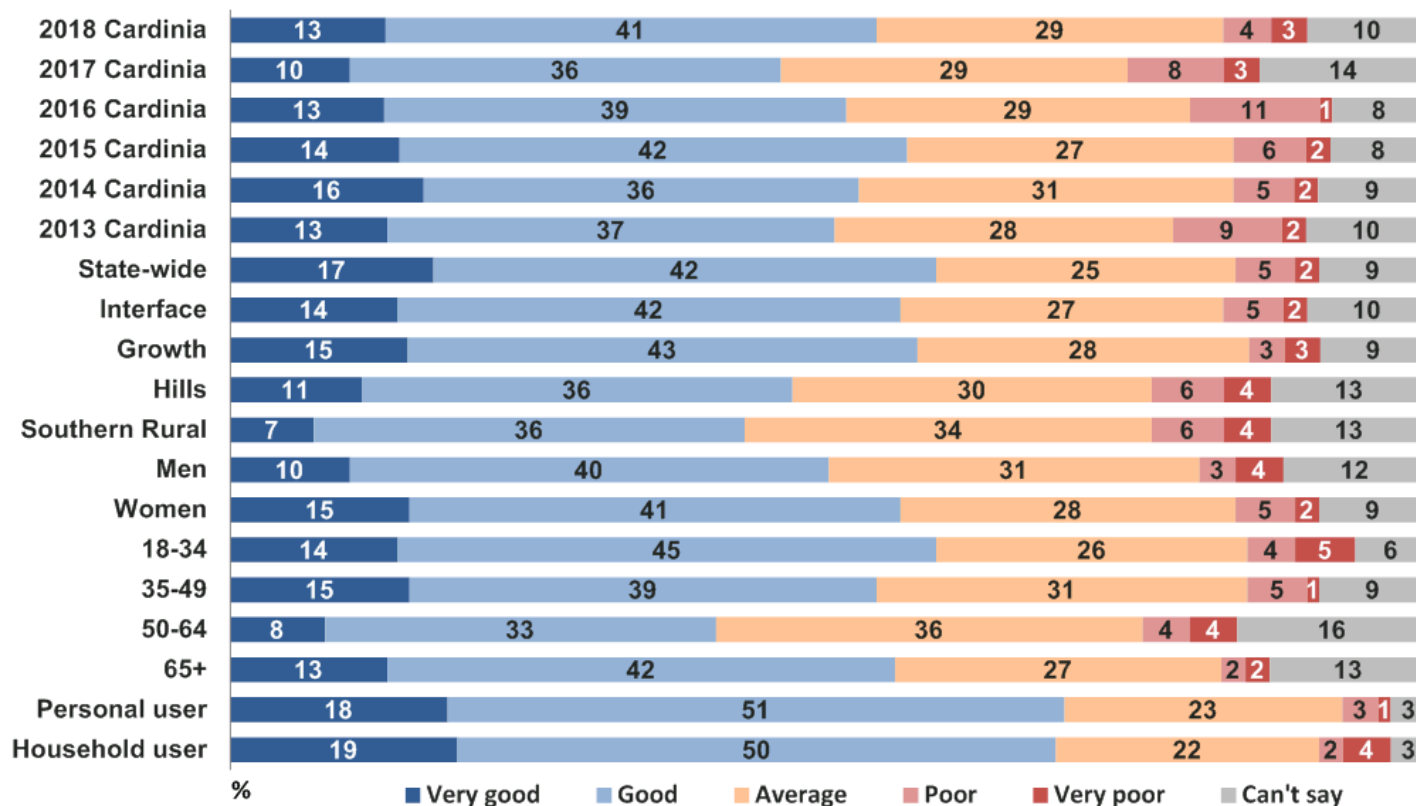
Note: Please see page 6 for explanation about significant differences.

2018 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE DETAILED PERCENTAGES



2018 Community Activities Performance

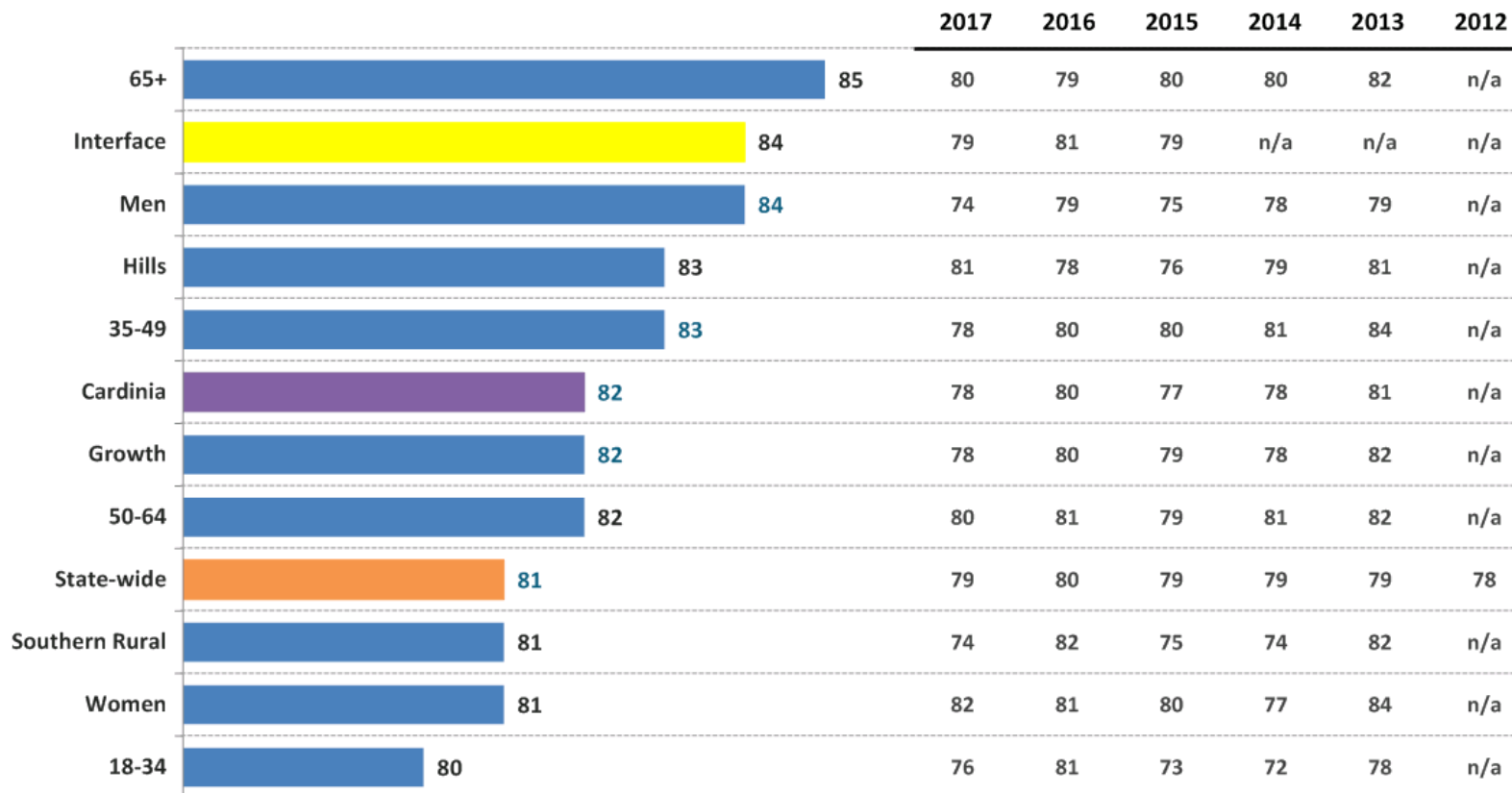


Q2. How has Council performed on 'community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 3

2018 WASTE MANAGEMENT IMPORTANCE INDEX SCORES



2018 Waste Management Importance



Q1. Firstly, how important should 'waste management' be as a responsibility for Council?

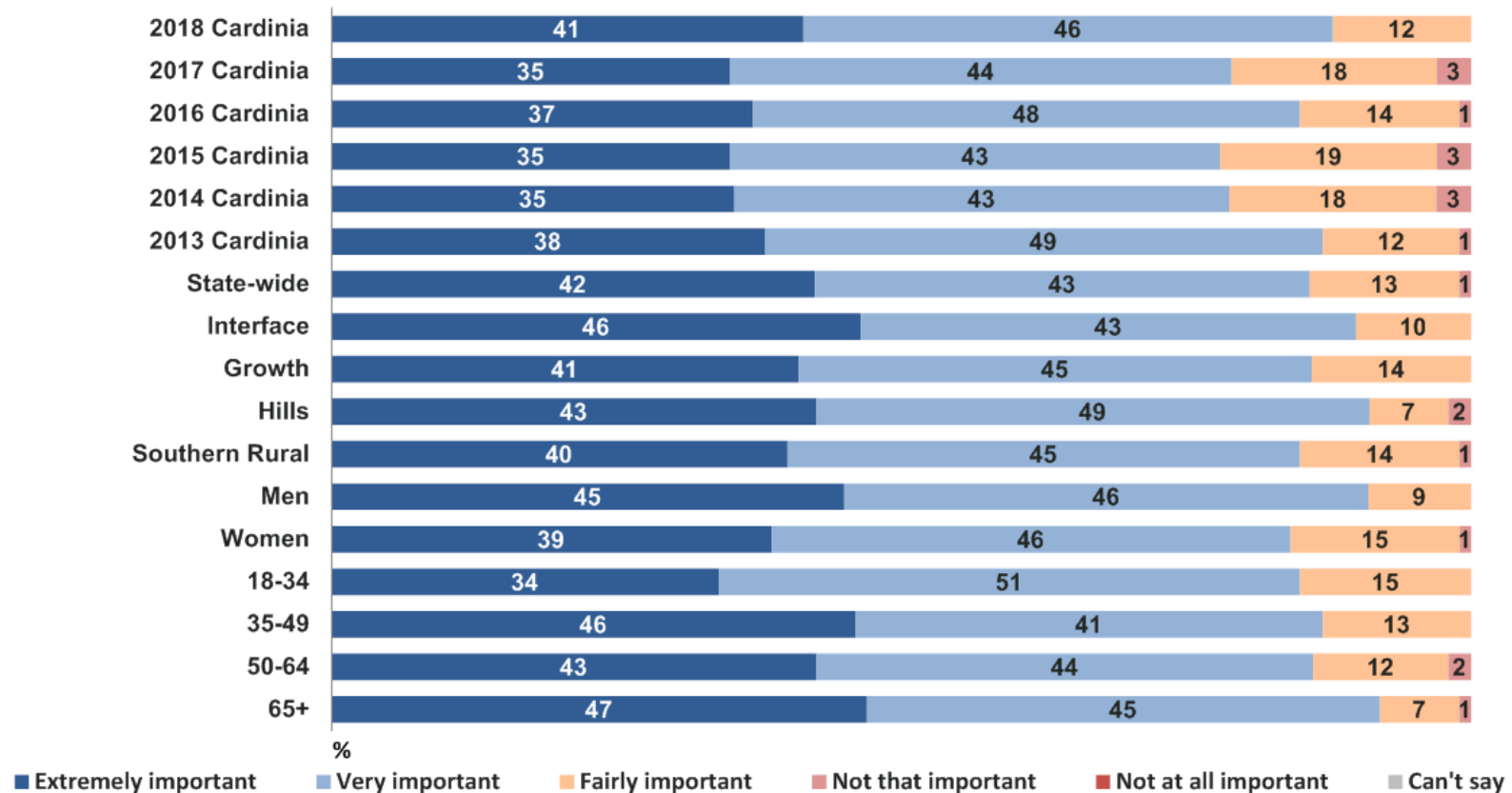
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

2018 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



2018 Waste Management Importance

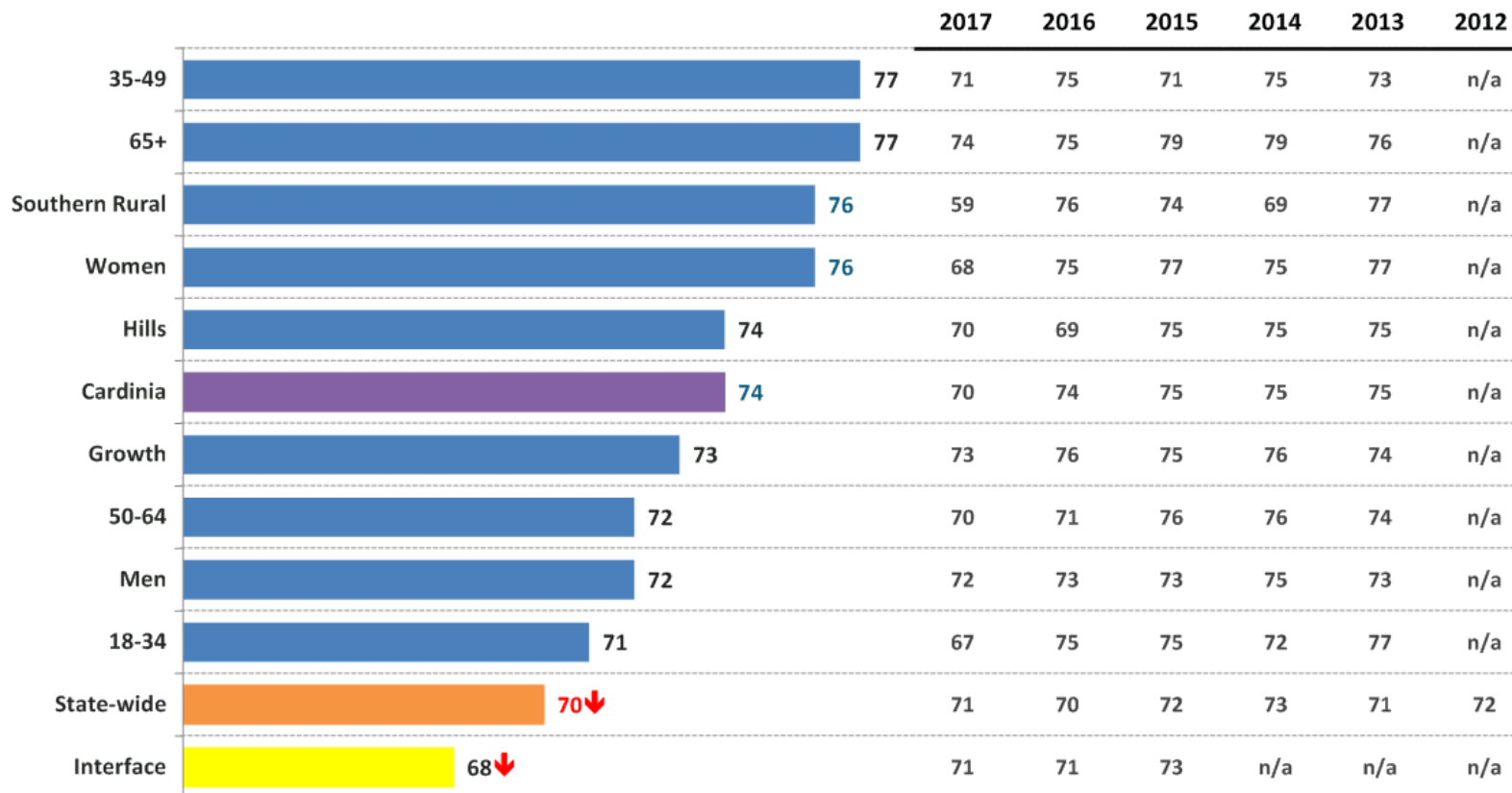


Q1. Firstly, how important should 'waste management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 2

2018 WASTE MANAGEMENT PERFORMANCE INDEX SCORES



2018 Waste Management Performance



Q2. How has Council performed on 'waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 36 Councils asked group: 4
 Note: Please see page 6 for explanation about significant differences.

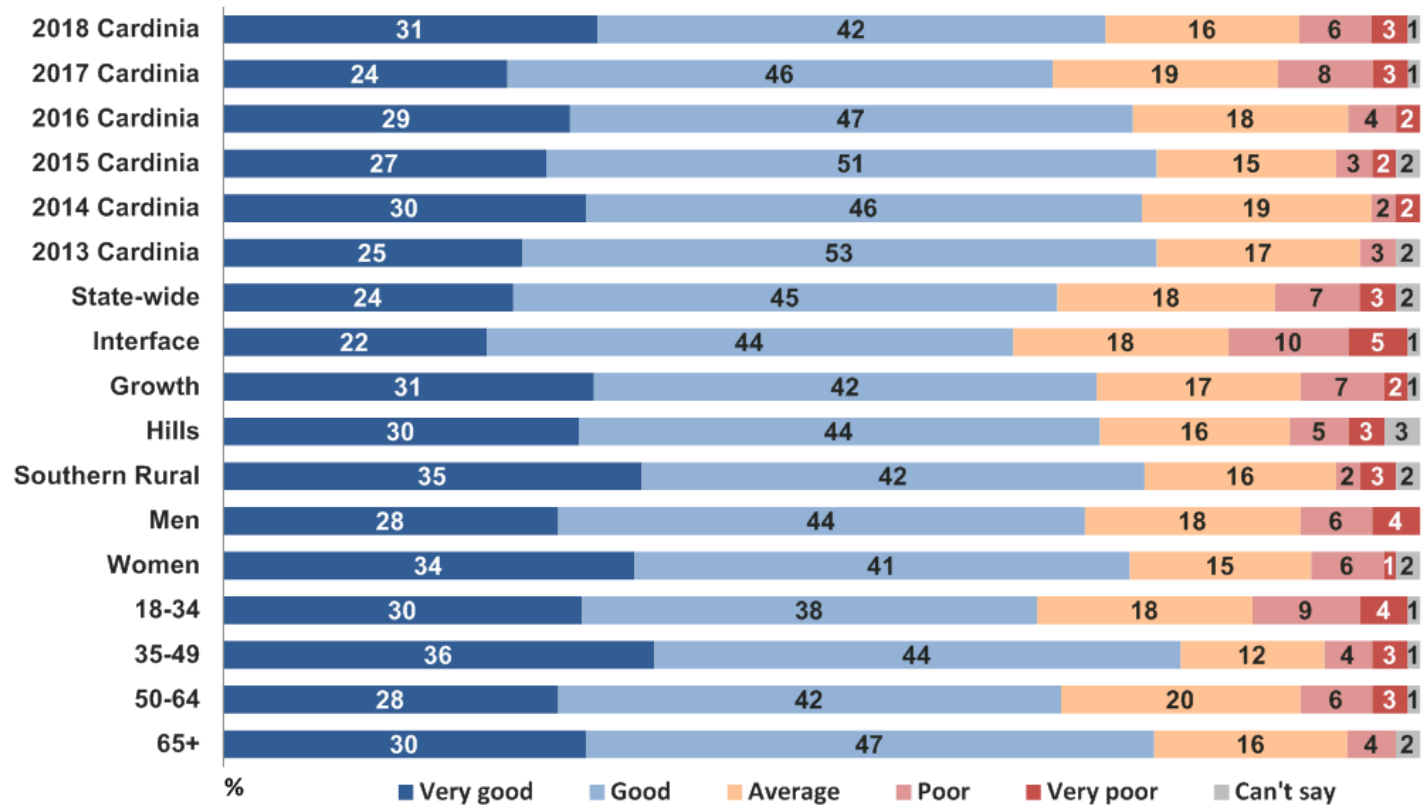
100

J00643 Community Satisfaction Survey 2018 - Cardinia Shire Council

2018 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



2018 Waste Management Performance



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

2018 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES



2018 Disaster Management Importance

		2017	2016	2015	2014	2013	2012
Personal user	85	88	88	85	n/a	n/a	n/a
Household user	84	87	86	85	n/a	n/a	n/a
Women	84	83	87	84	n/a	n/a	n/a
Interface	84↑	82	83	81	n/a	n/a	n/a
50-64	84	83	85	81	n/a	n/a	n/a
Southern Rural	82	85	82	76	n/a	n/a	n/a
18-34	82	82	83	82	n/a	n/a	n/a
Hills	81	79	80	83	n/a	n/a	n/a
State-wide	81	80	80	80	80	80	80
Cardinia	81	82	83	81	n/a	n/a	n/a
Growth	81	82	84	83	n/a	n/a	n/a
35-49	80	80	83	81	n/a	n/a	n/a
65+	79	83	81	81	n/a	n/a	n/a
Men	78	80	79	78	n/a	n/a	n/a

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?

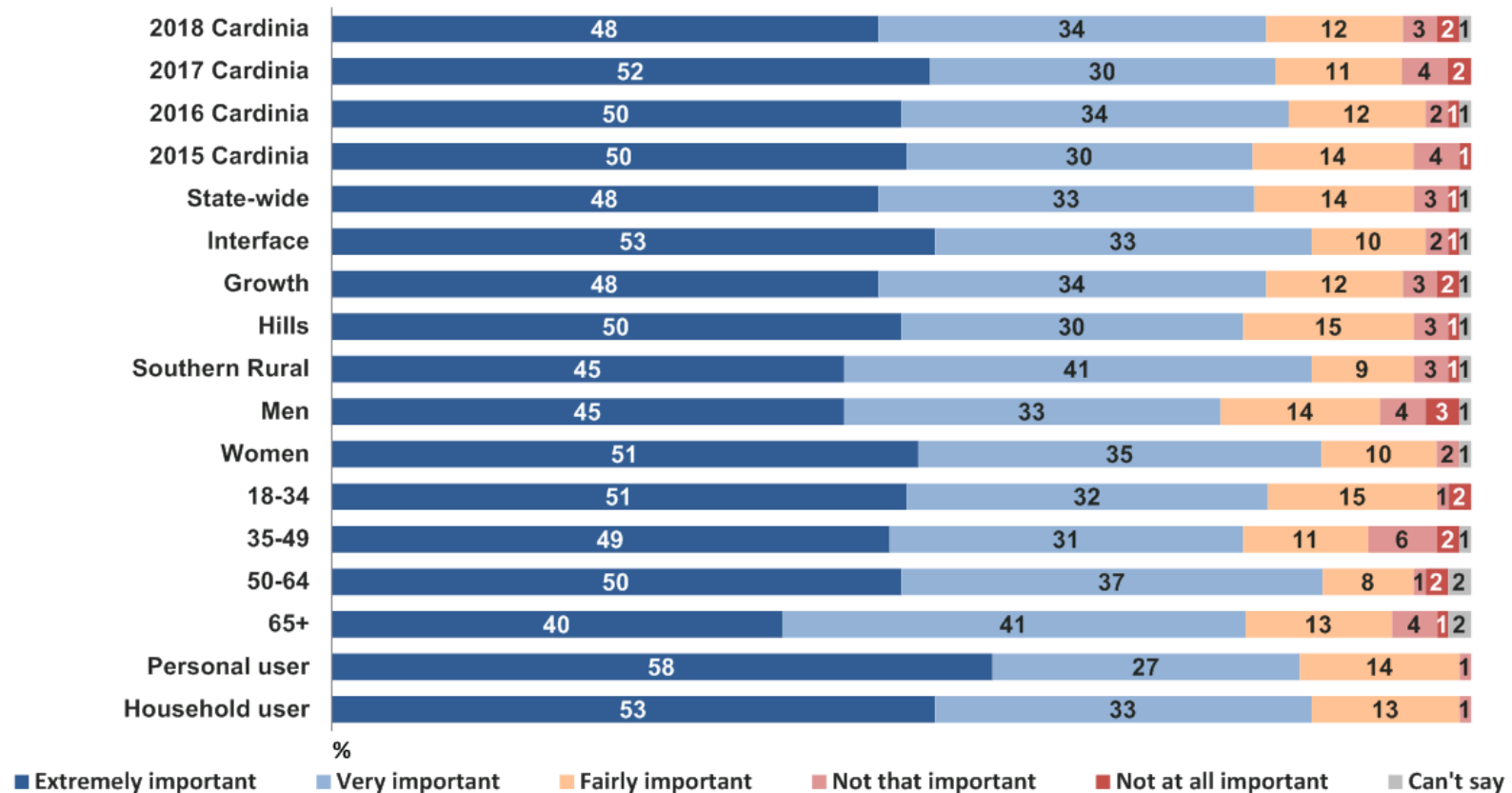
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

2018 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES



2018 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: 17 Councils asked group: 2

2018 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES



2018 Disaster Management Performance

		2017	2016	2015	2014	2013	2012
Household user	74	67	63	69	n/a	n/a	n/a
Personal user	74	67	62	67	n/a	n/a	n/a
Women	71	66	70	72	n/a	n/a	n/a
State-wide	71	70	69	70	71	70	70
35-49	71	65	70	65	n/a	n/a	n/a
Interface	70	69	69	70	n/a	n/a	n/a
50-64	70	67	62	65	n/a	n/a	n/a
Growth	69	70	74	74	n/a	n/a	n/a
Cardinia	69	67	69	70	n/a	n/a	n/a
Hills	68	63	61	65	n/a	n/a	n/a
65+	68	66	70	69	n/a	n/a	n/a
Southern Rural	67	60	67	70	n/a	n/a	n/a
18-34	67	68	72	77	n/a	n/a	n/a
Men	66	68	69	68	n/a	n/a	n/a

Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?

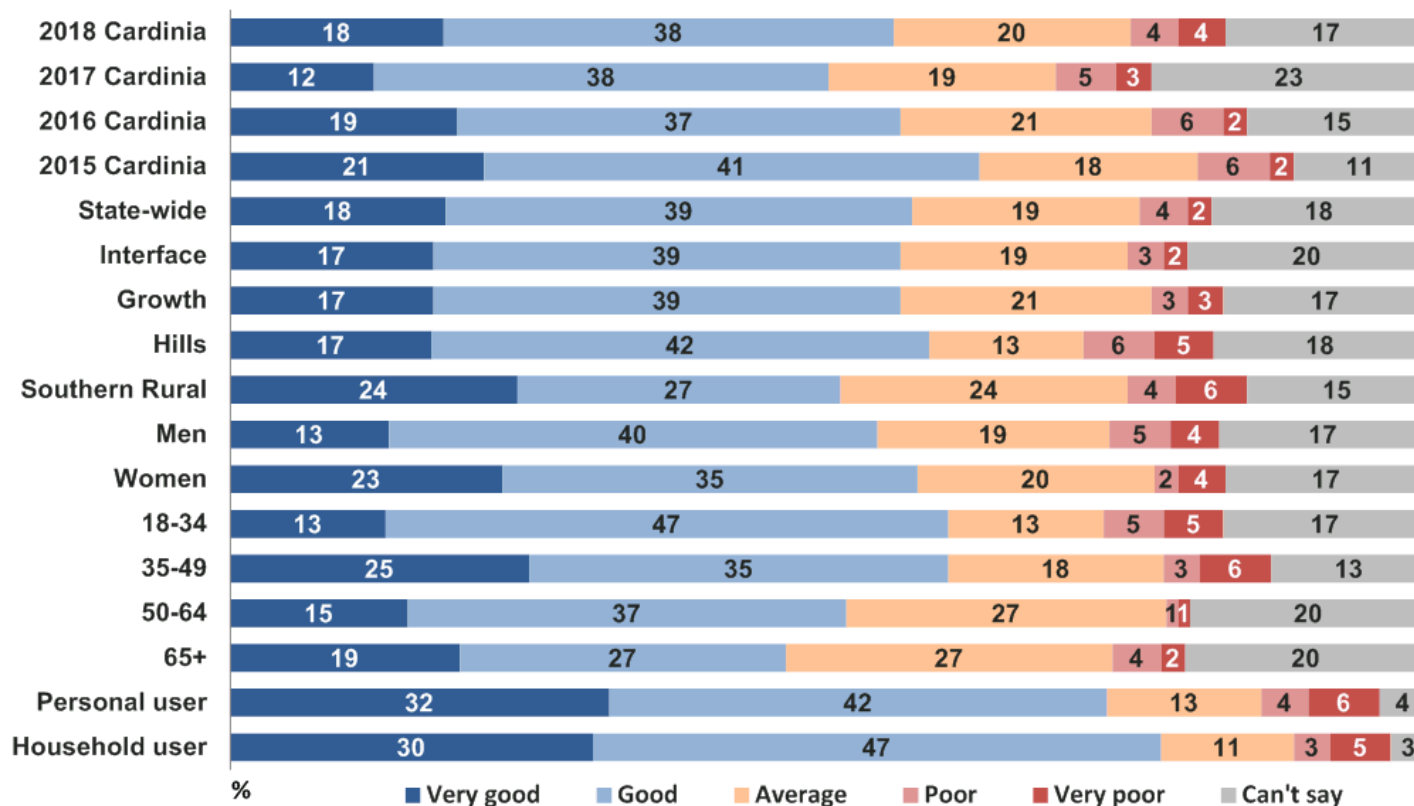
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

Note: Please see page 6 for explanation about significant differences.

2018 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



2018 Disaster Management Performance



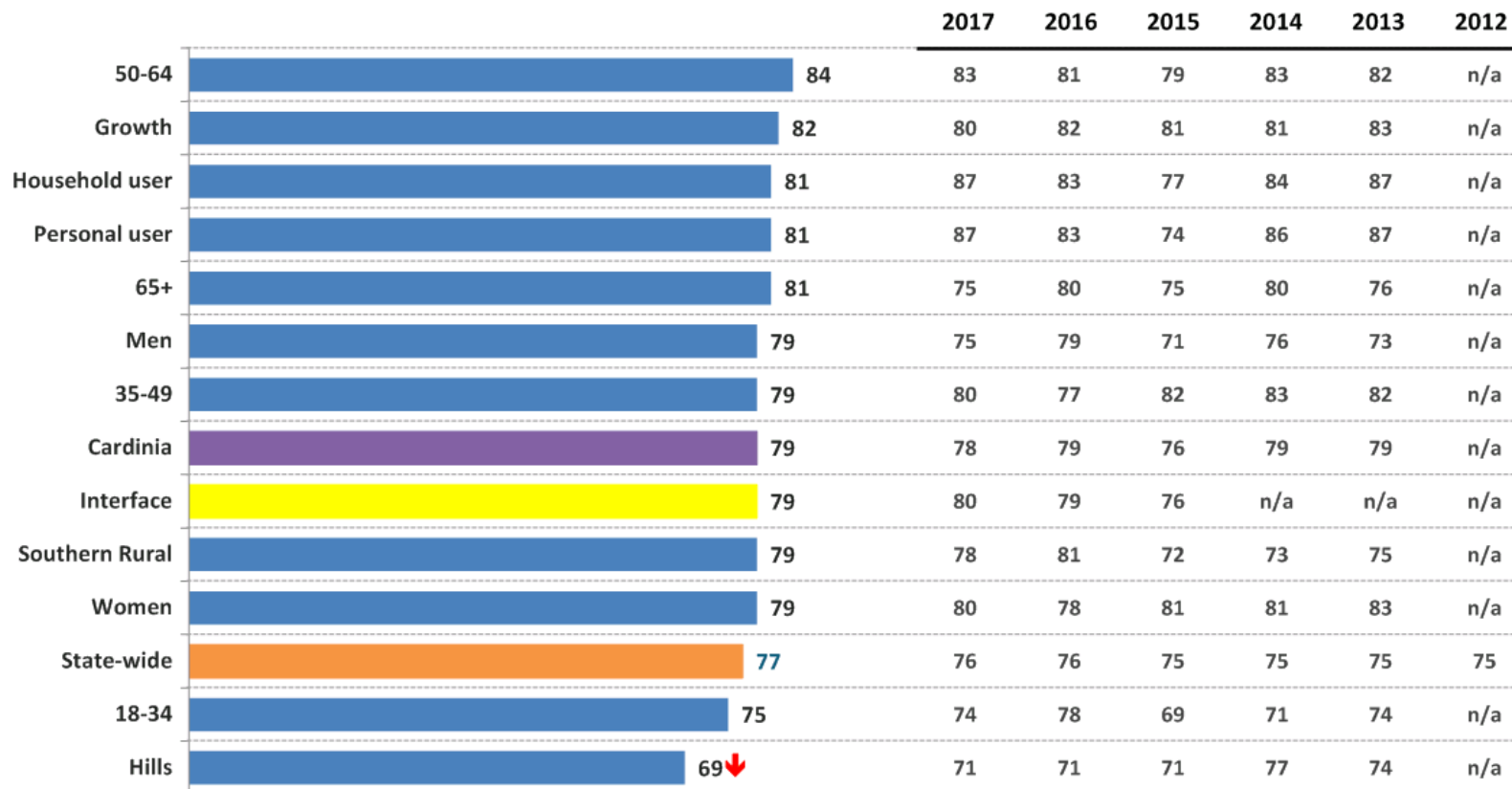
Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 3

2018 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE INDEX SCORES



2018 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: 12 Councils asked group: 1

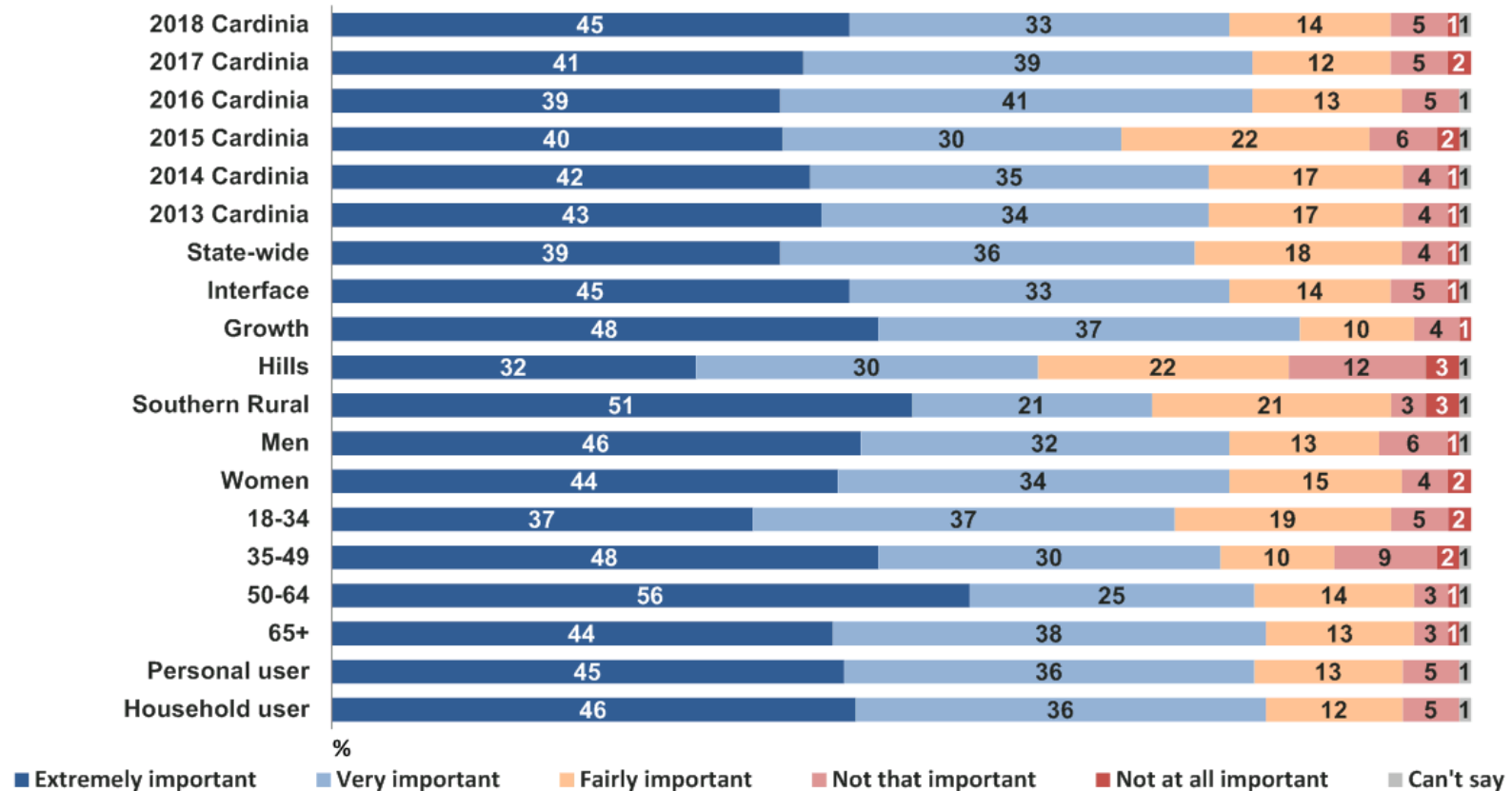
Note: Please see page 6 for explanation about significant differences.

2018 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE DETAILED PERCENTAGES



2018 Population Growth Importance



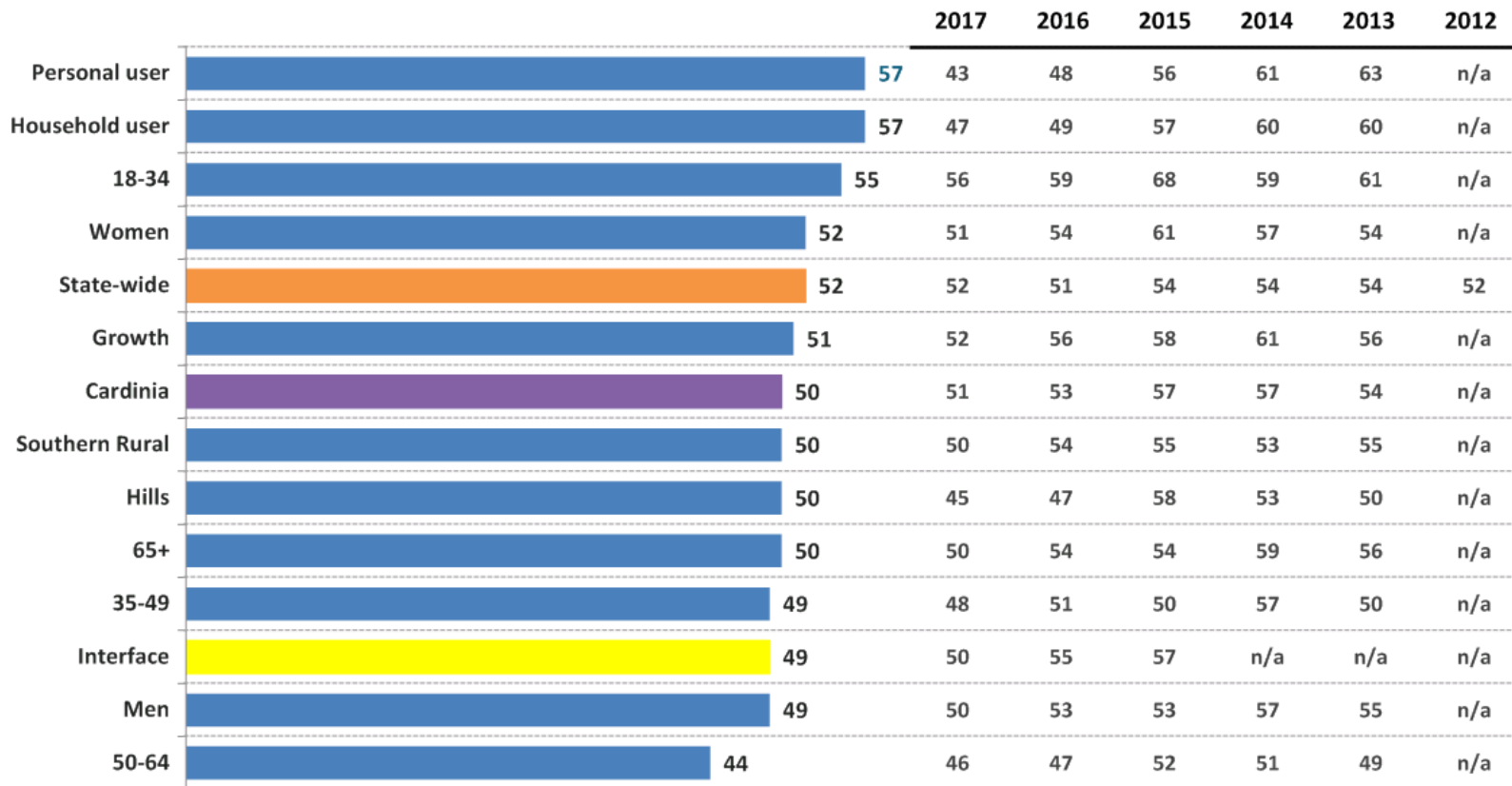
Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1

2018 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE INDEX SCORES



2018 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: 14 Councils asked group: 2

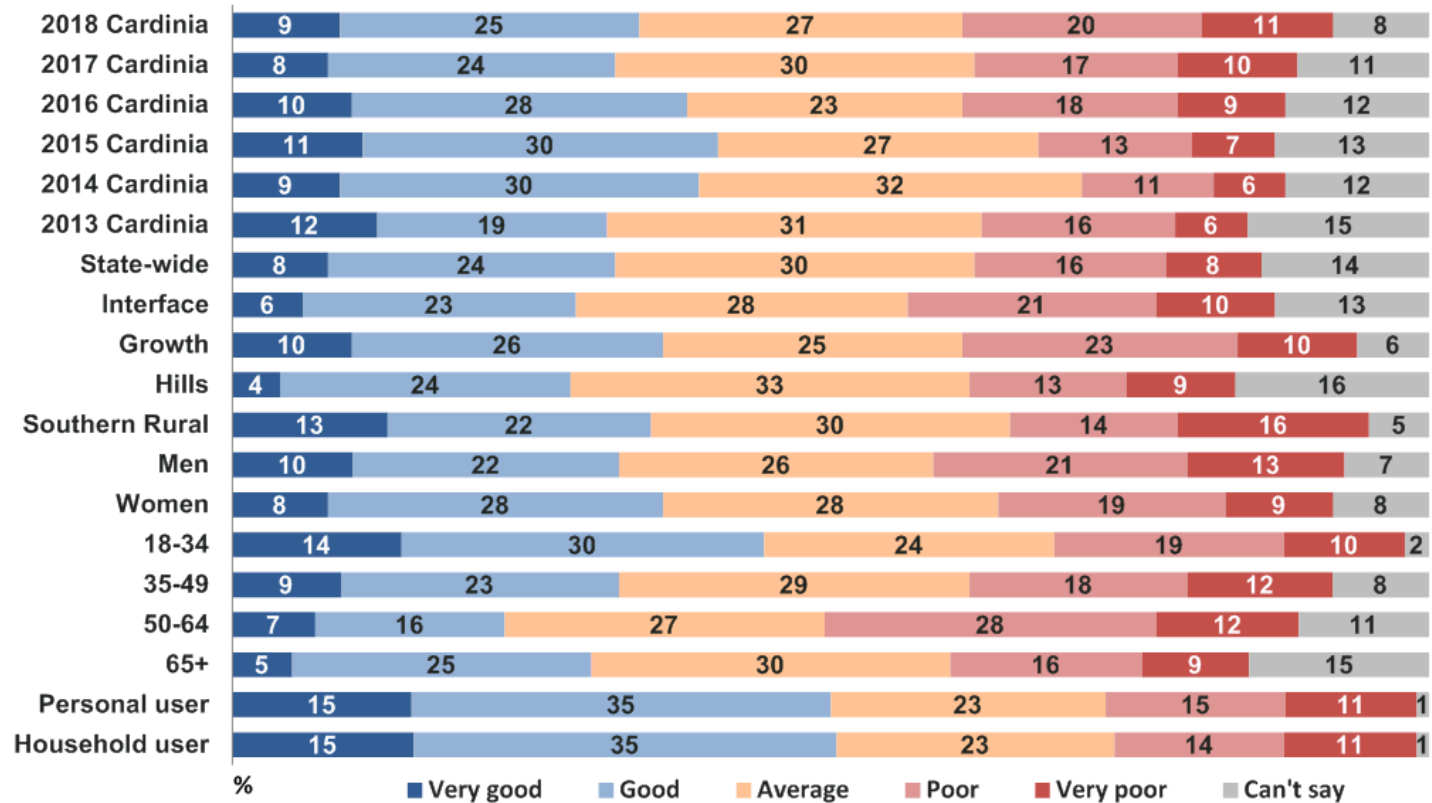
Note: Please see page 6 for explanation about significant differences.

2018 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE DETAILED PERCENTAGES



2018 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: 14 Councils asked group: 2

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES



2018 Unsealed Roads Importance

		2017	2016	2015	2014	2013	2012
Southern Rural	89↑	88	91	88	83	82	n/a
Hills	89↑	87	83	83	85	85	n/a
Household user	84	84	82	85	81	82	n/a
Personal user	84	84	82	85	81	82	n/a
50-64	83	86	83	83	85	87	n/a
65+	82	83	83	81	76	86	n/a
35-49	82	78	81	82	83	78	n/a
Women	82	83	81	84	82	82	n/a
Cardinia	81	81	80	83	78	81	n/a
Interface	81	79	79	78	n/a	n/a	n/a
Men	80	80	79	82	74	81	n/a
State-wide	80	79	79	78	78	81	80
18-34	79	80	77	83	73	78	n/a
Growth	77↓	78	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: 1

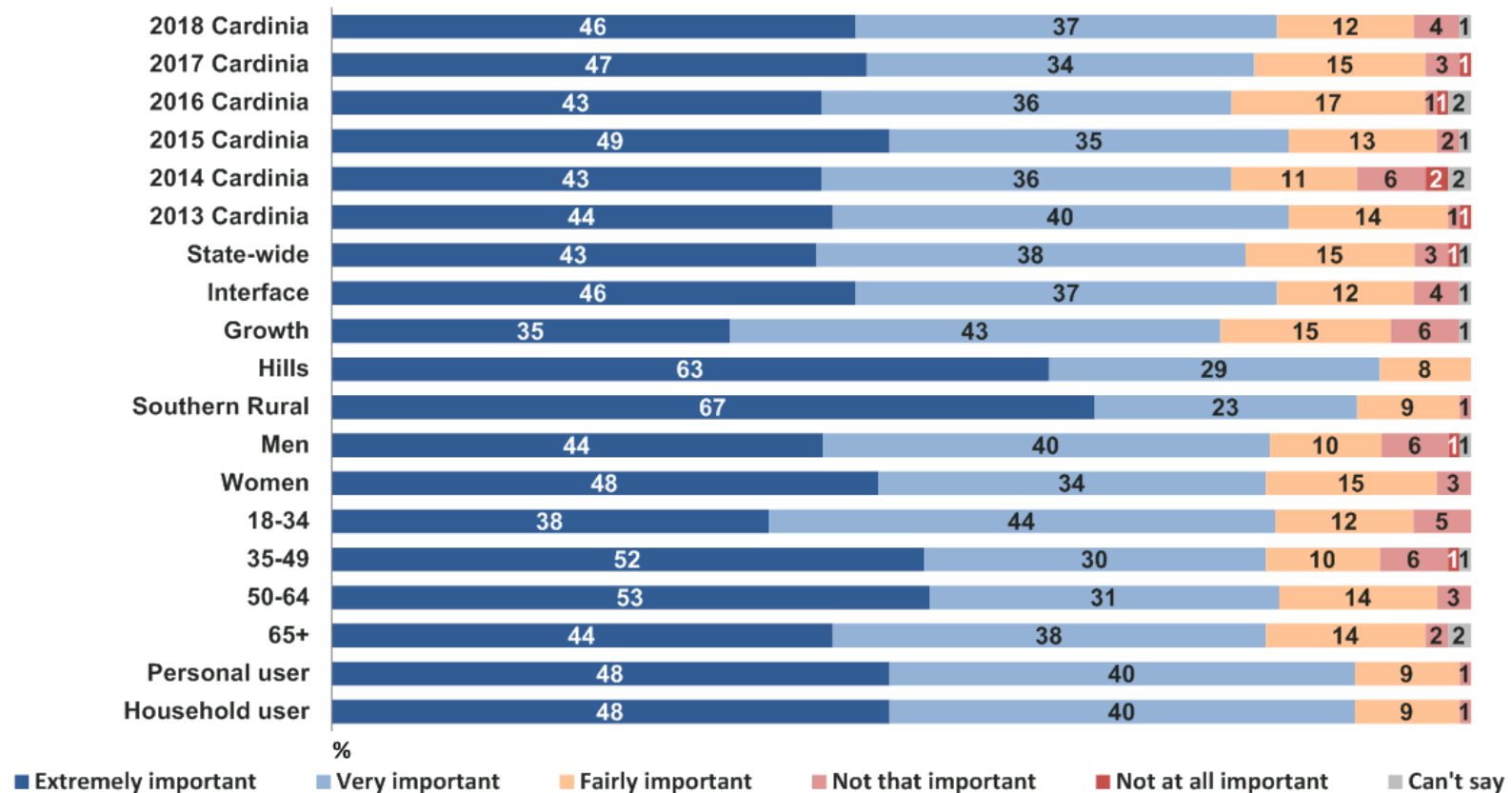
Note: Please see page 6 for explanation about significant differences.

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES



2018 Unsealed Roads Importance



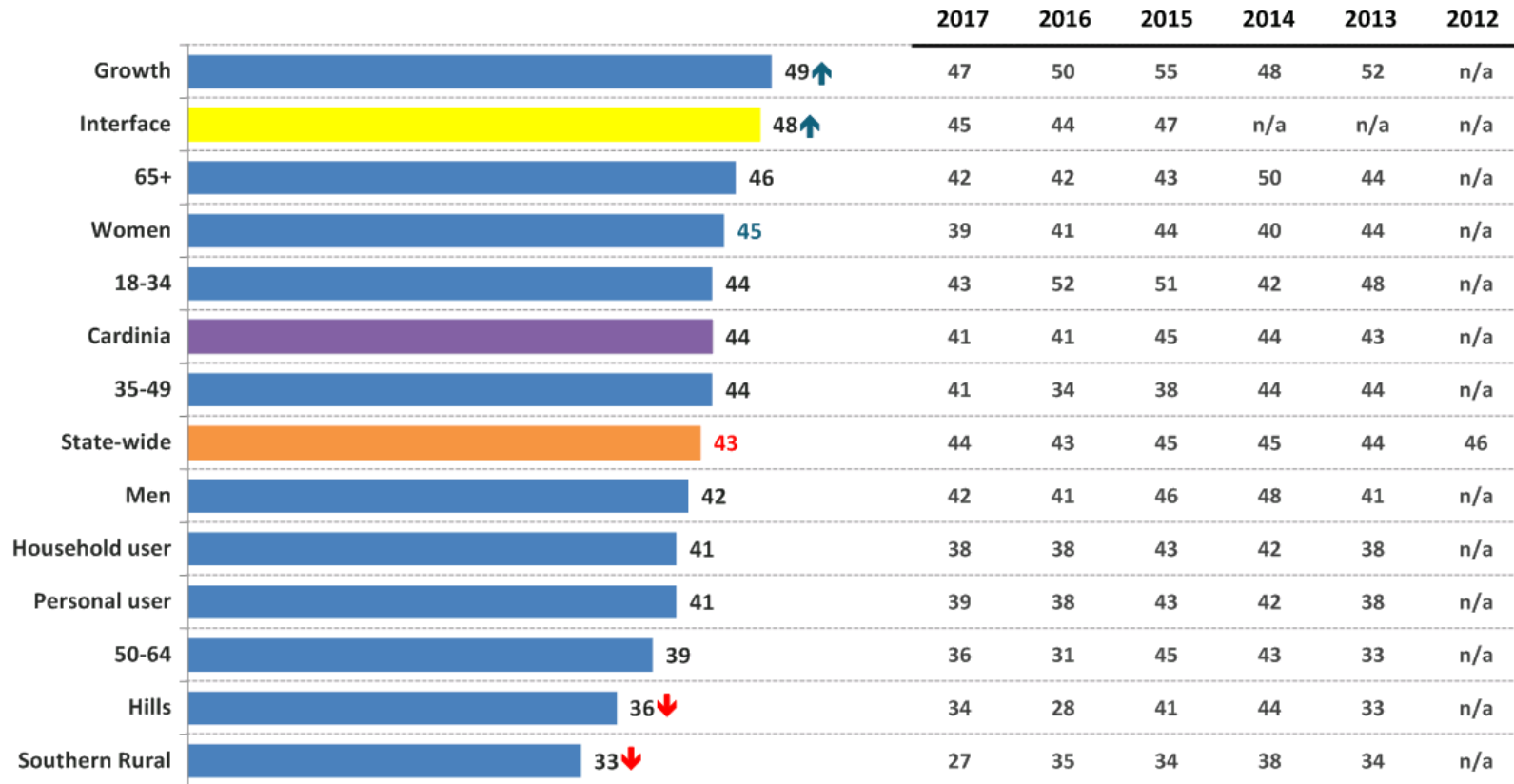
Q1. Firstly, how important should 'maintenance of unsealed roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 13 Councils asked group: 1

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2018 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: 21 Councils asked group: 3

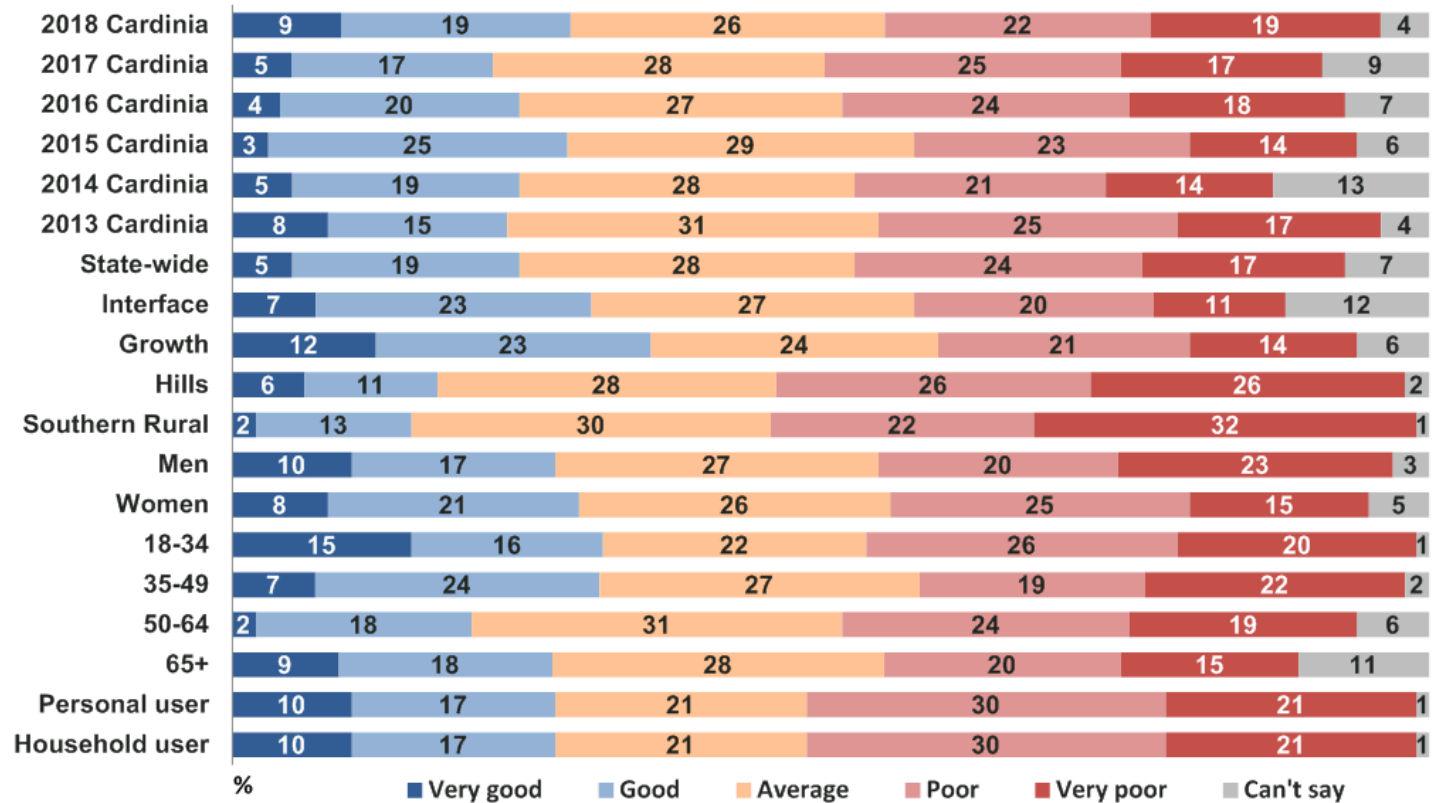
Note: Please see page 6 for explanation about significant differences.

2018 MAINTENANCE OF UNSEALED ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2018 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: 21 Councils asked group: 3

2018 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES



2018 Business/Community Development Importance

		2017	2016	2015	2014	2013	2012
Household user	76↑	73	80	62	70	n/a	n/a
Personal user	75↑	72	84	61	71	n/a	n/a
Southern Rural	72	61	67	65	69	n/a	n/a
18-34	70	68	73	69	66	n/a	n/a
35-49	69	69	71	68	72	n/a	n/a
State-wide	69	70	70	69	69	n/a	n/a
Growth	69	70	72	73	68	n/a	n/a
Women	68	69	73	70	70	n/a	n/a
Interface	68	67	69	67	n/a	n/a	n/a
Cardinia	68	68	70	67	69	n/a	n/a
Men	68	66	67	65	68	n/a	n/a
50-64	66	64	69	68	70	n/a	n/a
65+	64	67	65	64	70	n/a	n/a
Hills	63	64	68	61	72	n/a	n/a

Q1. Firstly, how important should 'business and community development' be as a responsibility for Council?

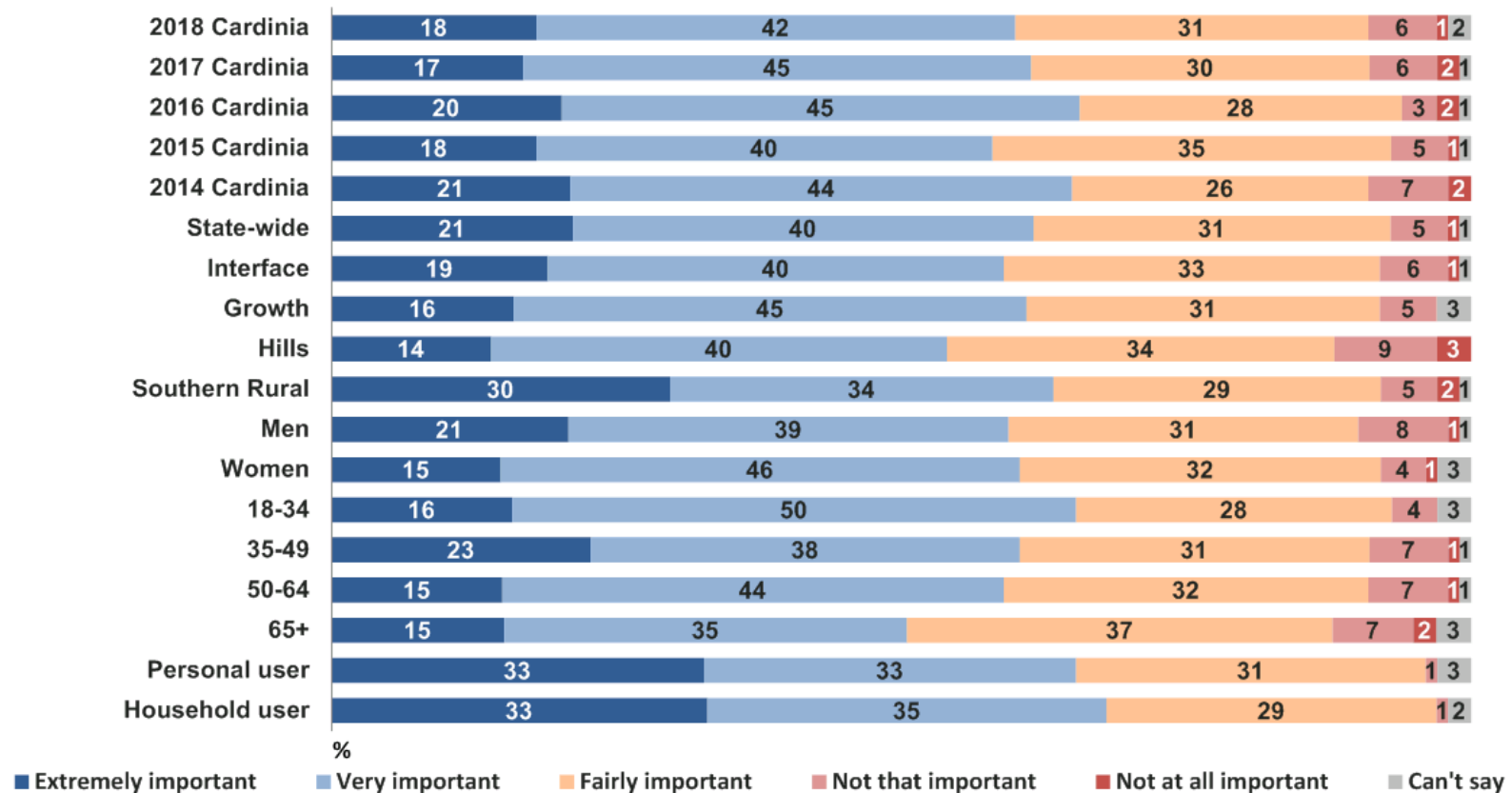
Base: All respondents. Councils asked state-wide: 7 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES



2018 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

2018 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES



2018 Business/Community Development Performance

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

Q2. How has Council performed on 'business and community development' over the last 12 months?

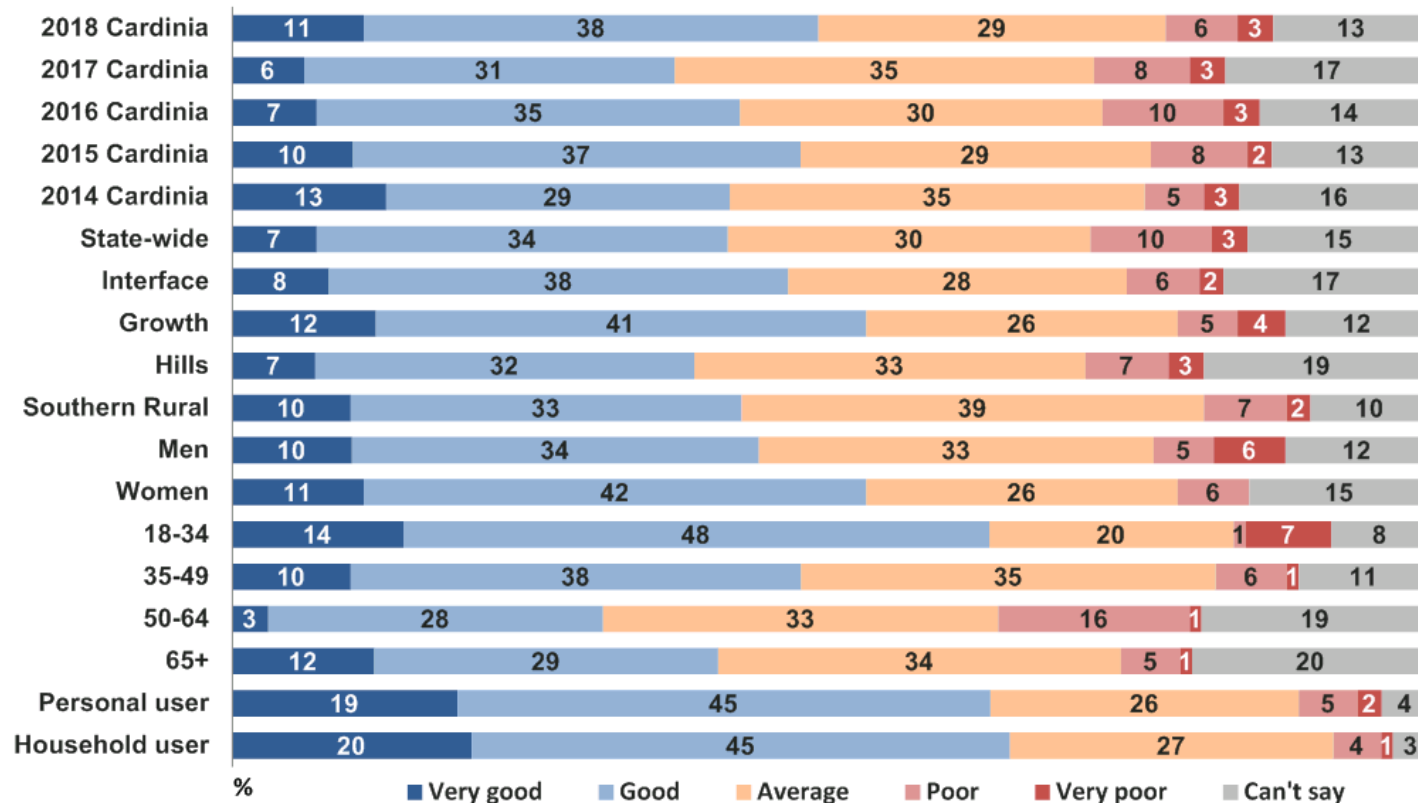
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 3

Note: Please see page 6 for explanation about significant differences.

2018 BUSINESS AND COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES



2018 Business/Community Development Performance

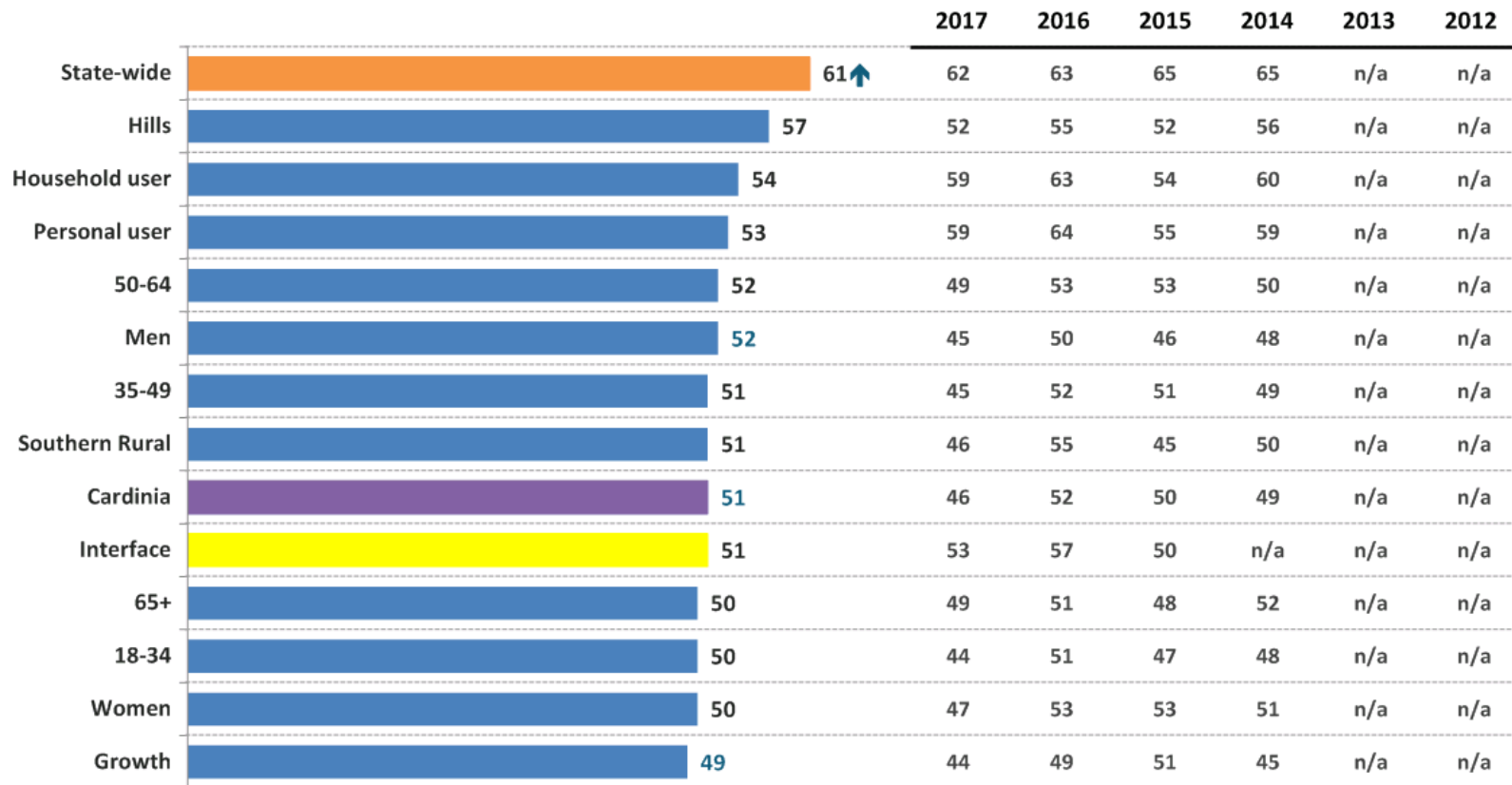


Q2. How has Council performed on 'business and community development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 3

2018 TOURISM DEVELOPMENT IMPORTANCE INDEX SCORES



2018 Tourism Development Importance



Q1. Firstly, how important should 'tourism development' be as a responsibility for Council?

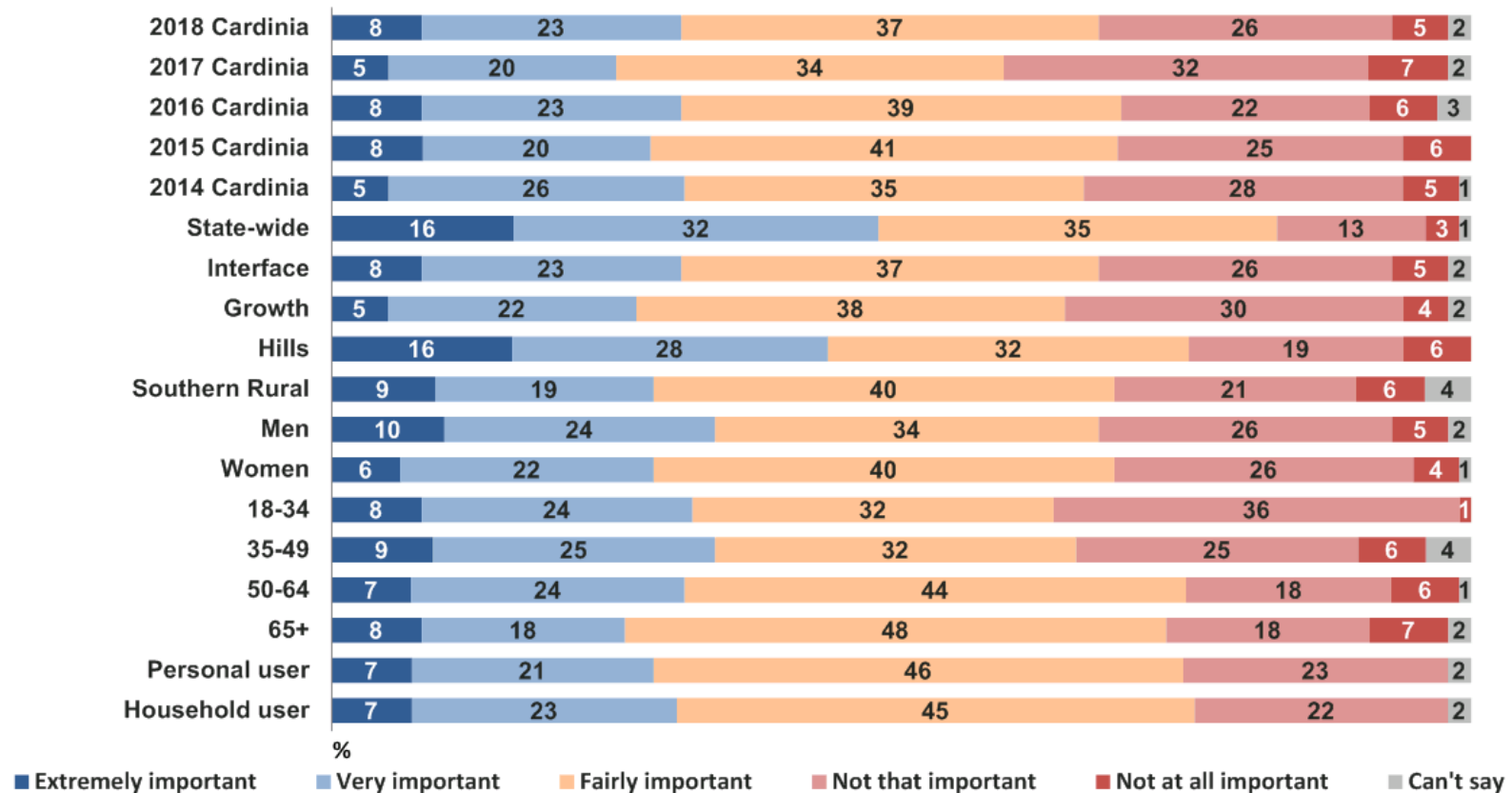
Base: All respondents. Councils asked state-wide: 6 Councils asked group: 1

Note: Please see page 6 for explanation about significant differences.

2018 TOURISM DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES



2018 Tourism Development Importance



Q1. Firstly, how important should 'tourism development' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 6 Councils asked group: 1

2018 TOURISM DEVELOPMENT PERFORMANCE INDEX SCORES



2018 Tourism Development Performance

		2017	2016	2015	2014	2013	2012
Personal user	70↑	48	53	62	56	n/a	n/a
Household user	69↑	49	54	63	58	n/a	n/a
State-wide	63↑	63	63	63	64	n/a	n/a
Interface	61↑	56	56	53	n/a	n/a	n/a
Hills	59	53	52	54	54	n/a	n/a
65+	57	48	52	50	54	n/a	n/a
18-34	56	51	56	59	48	n/a	n/a
35-49	55	49	51	50	51	n/a	n/a
Women	55	50	52	56	50	n/a	n/a
Cardinia	55	50	53	53	51	n/a	n/a
Men	54	50	53	51	51	n/a	n/a
Southern Rural	54	48	52	51	46	n/a	n/a
Growth	53	50	53	55	51	n/a	n/a
50-64	47↓	53	49	52	51	n/a	n/a

Q2. How has Council performed on 'tourism development' over the last 12 months?

Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2

Note: Please see page 6 for explanation about significant differences.

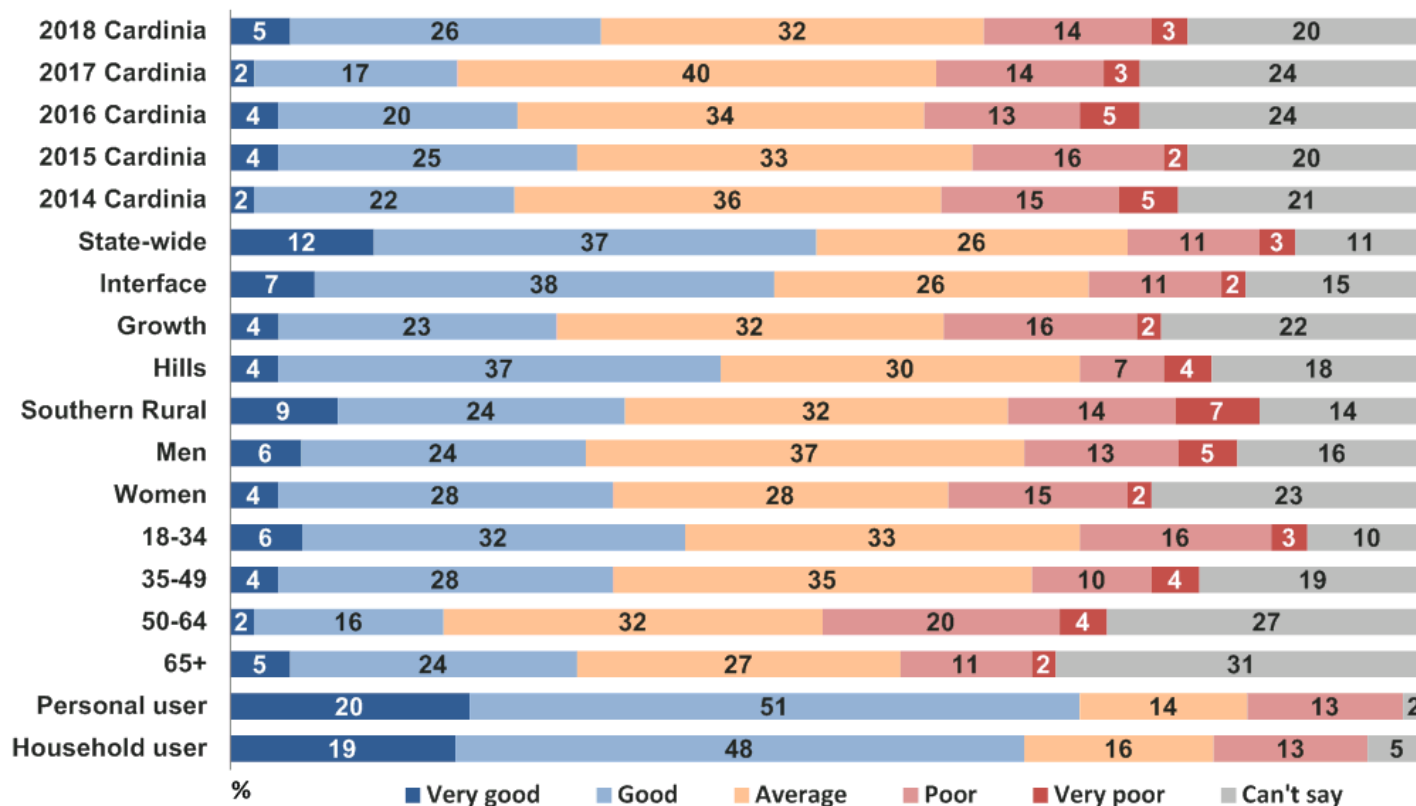
120

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2018 TOURISM DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES



2018 Tourism Development Performance



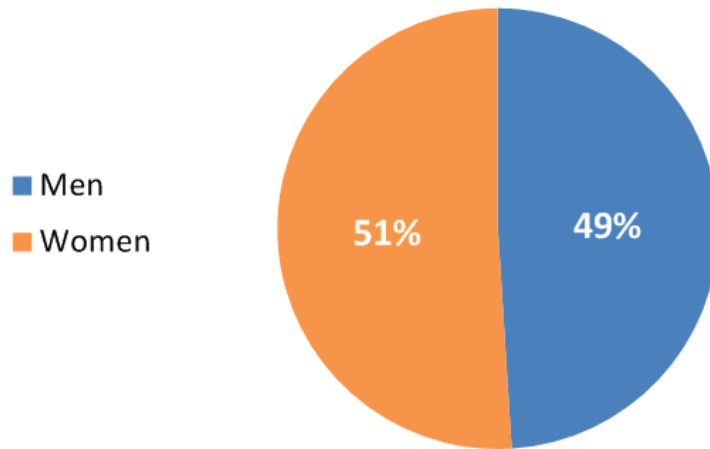
Q2. How has Council performed on 'tourism development' over the last 12 months?
Base: All respondents. Councils asked state-wide: 10 Councils asked group: 2



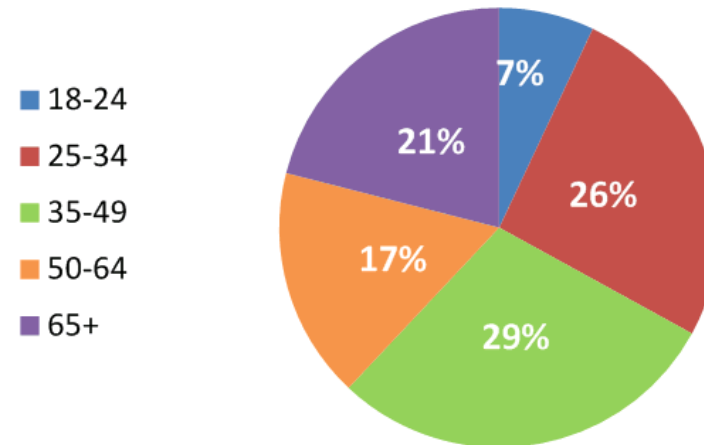
2018 GENDER AND AGE PROFILE



Gender



Age



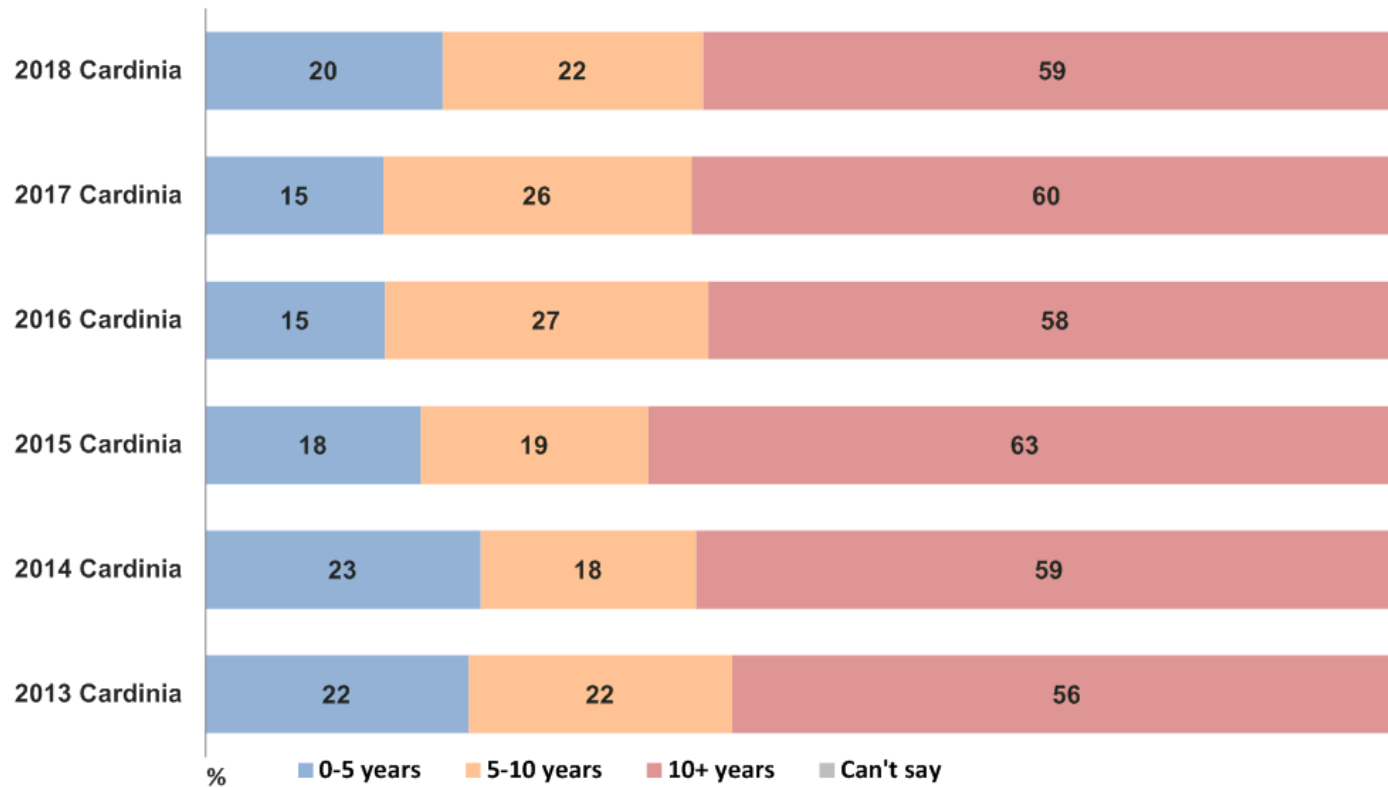
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked state-wide: 64 Councils asked group: 6

2018 YEARS LIVED IN AREA



2018 Years Lived in Area

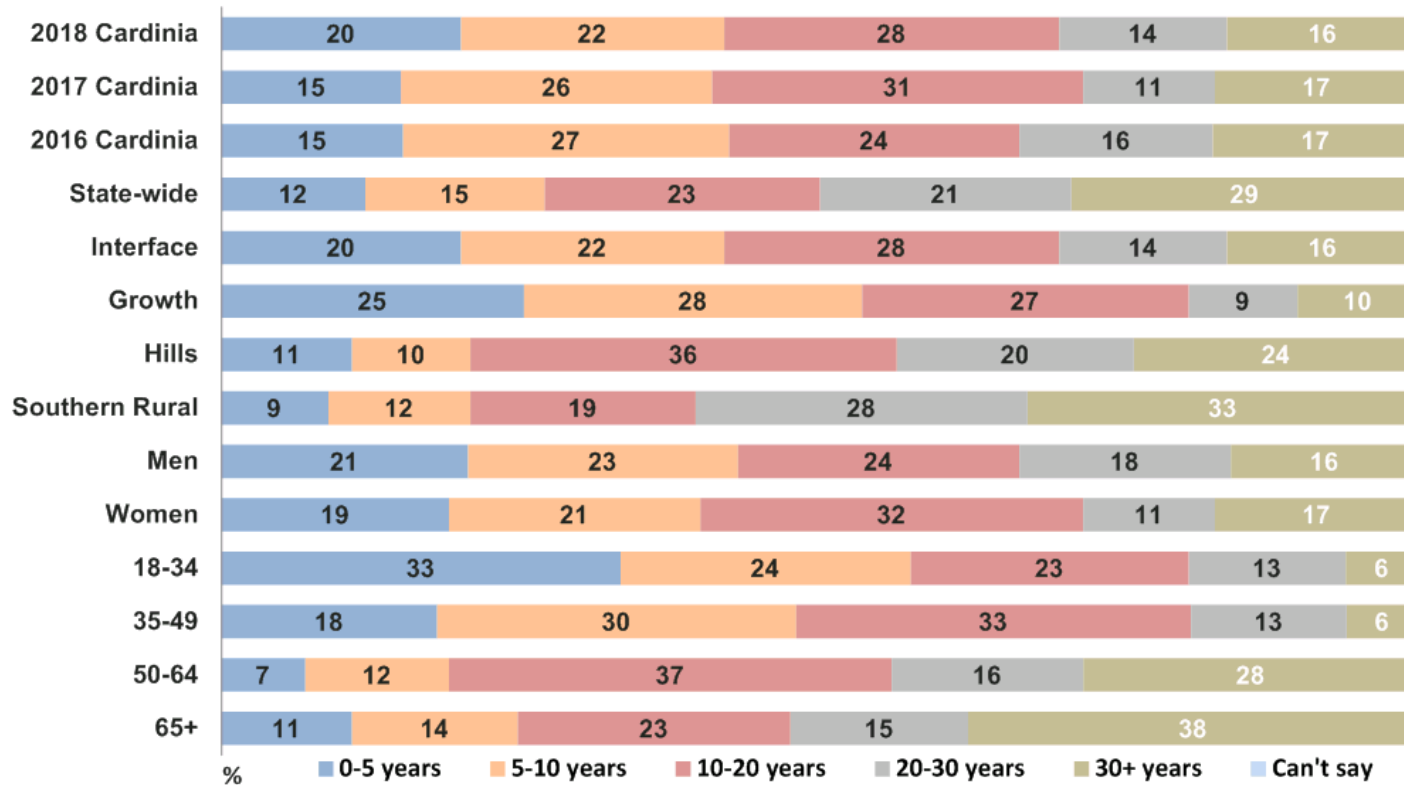


S5. How long have you lived in this area?/How long have you owned a property in this area?
 Base: All respondents. Councils asked state-wide: 12 Councils asked group: 1

2018 YEARS LIVED IN AREA




2018 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: 12 Councils asked group: 1

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years". As such, this chart presents the last three years of data only.



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





**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 2012-2018 have been made throughout this report as appropriate.**

APPENDIX B: MARGINS OF ERROR



The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Cardinia Shire Council was 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 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 71,000 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	184	195	+/-7.2
Women	216	205	+/-6.7
Growth	235	253	+/-6.4
Hills	95	86	+/-10.1
Southern Rural	70	61	+/-11.8
18-34 years	65	134	+/-12.2
35-49 years	106	114	+/-9.6
50-64 years	101	67	+/-9.8
65+ years	128	85	+/-8.7

APPENDIX B: ANALYSIS AND REPORTING



All participating councils are listed in the State-wide report published on the DELWP website. In 2018, 64 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 2012-2018 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 2018 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 1
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

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

APPENDIX B: ANALYSIS AND REPORTING



Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2018 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 2018 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 2018 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 <http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

APPENDIX B: GLOSSARY OF TERMS



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

CSS: 2018 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.

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

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

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



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