

Casey City Council Community Satisfaction



51

Overall Performance

+4 since last year

58

State Performance

+4 vs last year

53

Interface Performance

+5 vs last year

Key Takeouts

Casey City Council’s overall score is 51 in 2026, an increase of +4 but below the State benchmark. Performance is more positive amongst younger (18-34) and older (65+) residents. Residents in the North are slightly more positive than those located elsewhere.

Top performing areas

73

Waste management*

66

Customer service

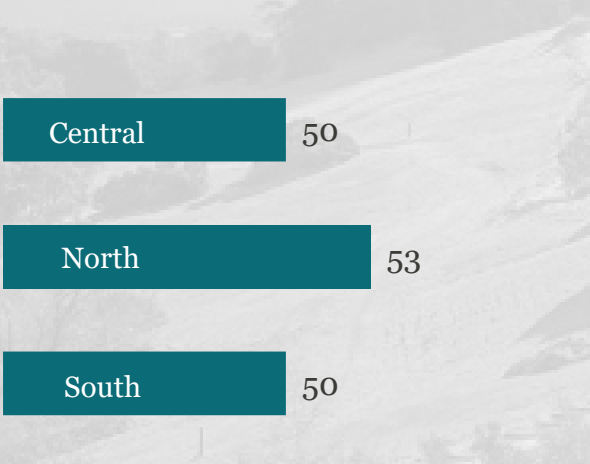
51

+4

52

+4

Aged 18-34	55	-
Aged 35-49	49	+2
Aged 50-64	47	+7
Aged 65+	55	+13



Lowest performing areas

47

Making decisions*

48

Opportunities to give feedback*

52

Sealed local streets*

LGV Core Summary



		Casey CC 2026	Chg vs 2025	State 2026	Chg vs 2025	Interface 2026	Chg vs 2025
Overall Performance <i>Overall Performance of Council</i>		51	+4	58	+4	53	+5
Spending Public Funds* <i>Spending public funds... in ways that benefit the community</i>		46	-	51	+4	47	+3
General Direction <i>Views on direction of council's performance</i>		48	+4	48	+2	47	+4
Customer Service <i>...on most recent contact, rate Council for Customer Service</i>		66	+2	68	+2	66	+5
Opportunities to Give Feedback* <i>Opportunities offered by Council to give your feedback on key local issues</i>		48	+8	55	+5	50	+7
Waste management* <i>Waste Management including garbage, recyclables and green waste</i>		73	+6	72	+6	70	+9
Making decisions* <i>Making decisions in the interest of the community</i>		47	+5	52	+3	48	+3
Sealed local streets* <i>Condition of sealed local streets</i>		52	+6	54	+9	51	+7

Executive Summary – Key Strengths of Casey City Council



Waste management

Waste management scores 73, in line with the State and slightly higher than the Interface Council benchmark. Performance has improved six points year-on-year, and residents who have used the service rate it higher again.



Customer service and resident engagement

Customer service is rated at 66, on par with the Interface benchmark and slightly behind the State, and the contact rate has risen seven points to 61% — above the State average of 58%.



Improving direction of Council

Casey City Council's score for the direction of the council has improved four points year-on-year to 48, level with the State average and one point above the Interface group. Momentum on this headline measure is moving in the right direction, even as the overall performance gap to State remains.

Executive Summary – Key Opportunities for Council to Address



Decisions in the interest of the community

Making decisions in the interest of the community is rated at 47, five points higher than 2025 but also five points below the State average. Results for Trust in Council Decisions, a closely related measure, reinforce this gap: only 26% of residents express high or complete trust while a third express little or none.



Opportunities to give feedback on key local issues

While opportunities for the community to give feedback improved significantly in 2026, it remains one of the lower-rated service areas and has the largest negative gap compared to the State benchmark, at 48 against a State average of 55. The gap is most acute among 35–64 year-olds and South ward residents, both notably less positive than the rest of the municipality.



Condition of sealed local streets

The condition of sealed local streets scores 52, below the State average of 54. While performance improved by six points in 2026, the rating of 52 indicates a substantial proportion of residents remain dissatisfied with this area.



Spending public funds

Spending public funds was rated at 46, the lowest rated area for Casey City Council and five points below the State average. As one of the three headline measures of council performance, resident perceptions of Casey's performance in this area is impacting overall Council sentiment.

Executive Summary – Recommendations



Build on improving momentum

Casey City Council's overall performance score has lifted four points year-on-year, supported by strong increases in performance across most service areas measured. We recommend Casey City Council continue this momentum by communicating the benefits and availability of services residents already rate well (primarily waste management), while concentrating new investment on the lower performance areas.

Rebuild trust in decision-making

We recommend Casey City Council consider prioritising making decisions in the interest of the community as an area for improvement. With only 26% of residents expressing high or complete trust in decisions, the priority is to communicate the reasoning behind major decisions and demonstrate how community input has shaped them.

Open genuine two-way feedback

We suggest Casey City Council consider expanding the range and visibility of channels through which residents can give feedback on local issues, with particular attention to 35–64 year-olds and the South ward where the gap is widest.

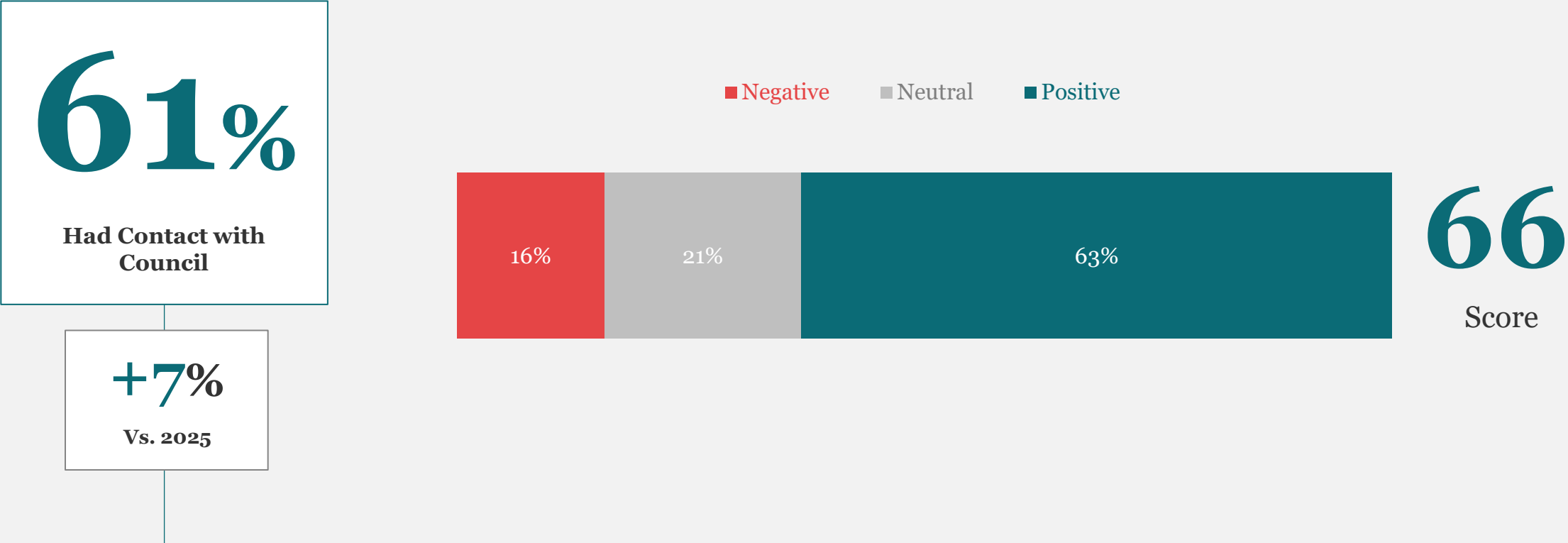
Sealed streets — deliver and communicate

We recommend Casey City Council pair continued investment in sealed local streets with clearer, more visible communication about maintenance and renewal progress. Maps of upcoming works and communications that demonstrate progress are likely to be valued by residents.

South ward priority focus

We suggest Casey City Council adopt a coordinated South ward engagement program across the priority opportunity areas. South ward residents rate Council below the rest of the municipality on sealed streets, feedback opportunities, and decisions in the interest of the community.

Satisfaction with Customer Service During Contact



Q5C. Thinking of the most recent contact, how would you rate Council for customer service? Please keep in mind we do NOT mean the ACTUAL OUTCOME. For base sizes, please refer to slide 19.

Experience of Council Services – 2026



	Casey CC 2026	State 2026	Interface 2026
Waste Management	92	90	NA
Condition of Footpaths	77	NA	NA
Condition of Sealed Local Streets	75	NA	NA
Recreational facilities	61	66	NA
Streetscapes, Garden Beds & Trees	53	NA	NA
Libraries	47	48	NA
Animal Management	43	NA	NA
Keeping the Community Informed	41	47	NA
Opportunities to Give Feedback	33	38	NA
Enforcement of Local Laws	31	NA	NA
Community Facilities & Venues for Hire	31	NA	NA
Arts Centres	27	29	NA
Family Support Services	18	NA	NA
Planning and Building Permits	14	15	NA

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? For base sizes, please refer to slide 19.