

EXPLORING SAFETY IN CASEY 2025-26

Stage 1. Quantitative Survey Findings

December 2025

FINAL

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We acknowledge the Mayone Bulluk Bunurong / Boonwurrung people as the traditional Custodians of the Casey region and pay respect to their Elders, past, present, and future, and recognise that sovereignty was never ceded.

This report has been prepared with careful attention to accuracy and is based on collected survey data. However, ASDF Research cannot be held liable for any loss or damages that may result from actions taken based on the findings contained herein.

Background and introduction

Introduction

City of Casey is undertaking this research project to help understand the perceptions and experiences of the community regarding community safety. This information will be used to provide baseline data to track effectiveness of future programs, as well as provide data to inform development of programs and services.

Methodology

To ensure research results can be used to accurately represent the broader community, as well as provide all interested parties with the opportunity to share their ideas and experiences, the research was conducted using two different distribution methods; stratified random representative sampling and a general access survey, as explained further below.

REPRESENTATIVE COMMUNITY SURVEY

Total sample: n=1,236 (n=1,415 in 2023-24 and n=1,333 in 2021-22)

Sampling method: Proportional stratified sampling using the rates database. Households were randomly drawn to be representative of the broader community by suburb. This method ensures coverage of all Casey residents, including renters and mobile-only households.

Distribution method: Selected households were matched to Council contact databases to identify email address. Where an email was available the respondent was sent an email invite, where no email was available the household was sent a paper survey with option to complete online.
Respondents were given the option to opt out via SMS/email address (paper surveys, 7 opt outs) or direct link (email invites, 52 opt outs).

Distribution dates: 20 August – Letter invite mail-out (4,600 households)
18-21 August – Email invites (6,600 households)
10 September – Postcard reminders
11-12 September – Email reminders
18-19 September – Additional email invites (2,000 households)
15-19 September – Phone Reminders

Phone reminders: A subset of 4,328 selected households were identified to increase response rates, with a focus on:

- Localities with high instances of CALD and younger adults
- Localities with low response rates

These addresses were matched to mobile numbers within Council's contact databases, and TKW Research then conducted phone calls with over 1,100 of these households to encourage participation, with 457 saying they would complete it. This resulted in an additional 93 responses to the survey.

Response rate: After removing the bounces / return to sender, the response rates were:

- Mail-out, 15%
- Email, 9%

<i>Survey error reduction strategies:</i>	Strategies were employed in the design of the mail-out material and the survey questions to maximise response rates from all community members. This included using Council logos, and letter / email invite wording to encourage participation by both those who have and don't have safety concerns. Survey forms were scanned to minimise the risk of human error in the data entry process.
<i>Notes on analysis:</i>	Anonymity has been maintained throughout analysis. The survey data file has NOT been linked to the street address of respondents.
<i>How to interpret findings:</i>	The results from this component of the research provides an overview of community knowledge, perceptions and experiences and can be interpreted as being representative of a holistic community view.

GENERAL ACCESS SURVEY

<i>Total sample:</i>	n=93 (n=314 in 2023-24, n=503 in 2021-22)
<i>Sampling method:</i>	Online with option to request a paper form
<i>Distribution method:</i>	Limited distribution through Council social media.
<i>Survey error reduction strategies:</i>	To try and encourage the widest possible scope of community members to participate, the survey tool was designed with introductory questions which covered a broad spectrum of community views (to reduce the incidence of people discontinuing because they feel it isn't relevant to them).
<i>How to interpret findings:</i>	Given the targeted nature of distribution for this survey, findings cannot be interpreted as representing the whole Casey community, but rather those with a particular interest in the topic. This has afforded the opportunity to collect considered feedback from those who are well versed on the issues.

Notes on methodology

The researcher noted significant changes in perceptions of safety in the current wave of research. To ensure this was genuine, extensive data checks were undertaken to ensure there were no errors in data processing. No errors were identified.

The methodology employed for the 2025-26 wave of surveying was identical to previous waves with the exception of:

- The cover letter, which was changed by Council Communications department. It is possible that this change in the cover letter (away from the researchers extensively tested format) may have had an impact on response rates and attitudes of those who completed the survey.
- Scope of promotion of the survey. In 2025 Council did not promote the survey as broadly through their own communication channels, which resulted in reduced engagement.

Respondent profile

Within the representative sample, the gender mix of respondents was similar to population figures. The general access survey showed an over-representation of female respondents, as is often the case with social research surveys distributed through traditional communications channels.

In terms of age range, both samples showed an under-representation of young people, which is common amongst social research. This has been catered for in the representative survey analysis by applying a weighting (interlocking ward (old), age and gender).

Distribution of the representative sample by household type was slightly skewed towards couples without children.

Table 1 – 2025-26 Demographics

	CATEGORY	REPRESENTATIVE		GENERAL ACCESS		2025 or *2022 ID.FORECAST	
		n=	%	n=	%	n=	%
GENDER	Male	520	43%	23	25%	214,494	50%
	Female	681	56%	67	72%	214,889	50%
	Non-binary	3	0%	-	-	-	-
AGE	18-34	128	11%	21	23%	109,093	35%
	35-59	542	45%	55	61%	141,243	45%
	60+	539	45%	14	16%	64,183	20%
HOUSEHOLD*	Couple with children living at home	404	34%	46	49%	54,567	43%
	Single parent	60	5%	6	6%	13,261	11%
	One person	200	17%	7	8%	18,941	15%
	Couple with no children	359	30%	22	24%	30,176	24%

The representative survey achieved a robust 305 responses from residents who speak a language other than English, which is below the population distribution. The general access survey reached relatively few non-English-speaking residents.

Across both samples, there was an under-representation of renters; this is often the case with social research. However, there was a high enough sample size of renters (n=120 representative) to identify statistically meaningful variations in findings.

Table 2 – 2025-26 Cultural background and tenure

		REPRESENTATIVE		GENERAL ACCESS		2021 CENSUS	
		n=	%	n=	%	n=	%
CALD	Speak language other than English	305	25%	17	18%	152,526	42%
	Aboriginal or Torres Strait Islander	9	1%	1	1%	2,398	0.6%
TENURE	Owner occupier	919	77%	66	71%	83,860	71%
	Renter	124	10%	12	13%	26,446	22%
	Prefer not to say	135	11%	15	16%	-	-

Geographic distribution

The representative sample was generated by a random stratified sample based on suburb, therefore it aligns closely with geographic population distribution. The general access sample is skewed towards moderately established localities.

Table 3 – 2023-24 Sample distribution by ward and region

	CATEGORY	SUBURBS	REPRESENTATIVE		GENERAL ACCESS		2025 RATES DATABASE	
			N=	%	N=	%	N=	%
REGION	Well established	Beaconsfield, Berwick, Cranbourne, Cranbourne North, Doveton, Endeavour Hills, Eumemmerring, Hallam, Hampton Park, Junction Village, Narre Warren.	703	57%	52	56%	72,778	54%
	Moderately established	Cranbourne East, Lynbrook, Lyndhurst, Narre Warren South.	224	18%	20	22%	23,149	17%
	New growth	Botanic Ridge, Clyde, Clyde North, Cranbourne West.	213	17%	17	18%	32,006	24%
	Rural and coastal	Blind Bight, Cannons Creek, Cranbourne South, Devon Meadows, Harkaway, Lysterfield South, Narre Warren North, Pearcedale, Tooradin, Warneet.	96	8%	4	4%	8,029	6%
OLD WARDS	Balla	Clyde, Botanic Ridge, Pearcedale, Cranbourne South, Tooradin, Devon Meadows, Blind Bight, Junction Village, Warneet, Cannons Creek.	122	10%	9	10%	15,153	11%
	Edrington	Berwick, Clyde North, Beaconsfield.	315	25%	27	29%	35,725	26%
	Four Oaks	Endeavour Hills, Narre Warren North, Harkaway, Lysterfield South.	120	10%	4	4%	11,640	9%
	Mayfield	Cranbourne North, Cranbourne East, Cranbourne, Cranbourne West, Lyndhurst.	304	25%	23	25%	34,403	25%
	River Gum	Hampton Park, Doveton, Hallam, Lynbrook, Eumemmerring.	178	14%	10	11%	19,828	15%
	Springfield	Narre Warren, Narre Warren South.	197	16%	20	22%	19,213	14%

In 2024 new Council wards were introduced. These wards were assigned to property IDs using a document provided by Council. Therefore the new ward data is only available for the representative sample.

Table 4 – 2025-26 Sample distribution by new ward

2024 WARDS	REPRESENTATIVE		2025 RATES DATABASE	
	N=	%	N=	%
Akoonah	133	11%	11,263	8%
Casuarina	98	8%	11,099	8%
Correa	117	9%	12,090	9%
Cranbourne Gardens	108	9%	11,134	8%
Dillwynia	79	6%	13,745	10%
Grevillea	122	10%	10,499	8%
Kalora	94	8%	10,118	7%
Kowan	105	8%	9,635	7%
Quarters	94	8%	11,462	8%
River Gum	85	7%	10,095	7%
Tooradin	89	7%	13,330	10%
Waratah	112	9%	11,492	8%

How to read this document

Each analysis section commences with a summary of the data point used to conduct the analysis, as well as any things to consider when interpreting findings.

SAMPLE:	N=xx (number of responses contributing to the findings, unweighted)
QUESTION:	Q# text (question text and type)
NOTES:	Includes information to help interpret the findings, including whether respondents could choose multiple responses, or if only a subset of respondents saw the question.

Weighting

The representative survey has been weighted using interlocking age, gender and (old) ward figures (proportionally, based on the 2021 Census). The old wards have been used so that the weighting is comparable to previous waves of the research.

This weighting has been employed to cater for lower response rates amongst younger people. This means that the representative findings can be confidently extrapolated to be giving us a picture of the whole-of-community perspective. Any records which didn't have enough detail to weight them (declined to provide age or gender) have been grouped with the general access data set for analysis, so that their contribution to the research is not lost. The following table shows the weight assigned to each individual according to their ward (old), age and gender. As an example, each 18-34 year old male in Mayfield ward has had their contribution increased four-fold, whereas 60+ year old females in that ward have had their contribution to the overall statistics halved.

Table 5 – 2023-24 Weighting assigned to representative data

	18-34		35-59		60+	
	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
BALLA BALLA	3.0	1.3	1.1	0.8	0.4	0.4
EDRINGTON	3.1	2.1	0.8	0.9	0.5	0.4
FOUR OAKS	2.6	5.2	2.6	0.9	0.6	0.5
MAYFIELD	4.1	2.7	1.2	0.9	0.5	0.5
RIVER GUM	8.8	2.0	1.1	1.1	0.6	0.6
SPRINGFIELD	8.2	2.9	1.7	1.0	0.4	0.4

The total weighted representative sample (where we had suburb, age and gender information for weighting) was 1,188. The 48 remaining surveys fall within the general access component of the analysis.

In this report the N= figure in section summaries, tables and charts presents the unweighted count. Percentages and means have been calculated on weighted data.

Thematic analysis

For the questions collecting a written answer, responses have been grouped into meaningful themes to assist with analysis. Where relevant, individual comments have been assigned to multiple themes. An excel document with this thematic analysis has been provided in a separate document and allows for filtering of comments by themes.

Statistical significance testing

Results have been tested for statistical significance using the Bonferroni method at 95% confidence level. Where a statistically significant variation has been identified in the analysis, this has either been included in a written comment or demonstrated in charts and tables with arrows denoting a higher than average result (↑) or lower than average result (↓). To ensure relevance and usefulness of this report, cross analysis of variables which do not yield any statistically significant insights have not been included in the written analysis.

All findings have had significance testing conducted based on:

- Gender;
- Age;
- Speak a language other than English;
- Ward; and
- Region

Glossary of key terms

CALD	Culturally and Linguistically Diverse
N=	The number of respondents who contributed to the reported percentages (base number). In this report the N= figure in section introductions, tables and charts is the unweighted count. Percentages and means have been calculated on weighted data.
OPEN ENDED COMMENT BOX	Question type where responses are recorded as written text.
RESPONDENT	Those who participated in the survey.
SAMPLE SIZE	The number of people who provided an answer to the question.
STATISTICALLY SIGNIFICANT	Highlights a phenomenon / variation in the data that one can be confident is reflective of the entire target population. For more information see previous section.
THEMATIC ANALYSIS	Grouping of written comments into themes to assist in analysis. See previous section.
WAVE	The round of survey. For this project there have been three 'waves' of surveying: 2021-22, 2023-24 and 2025-26.

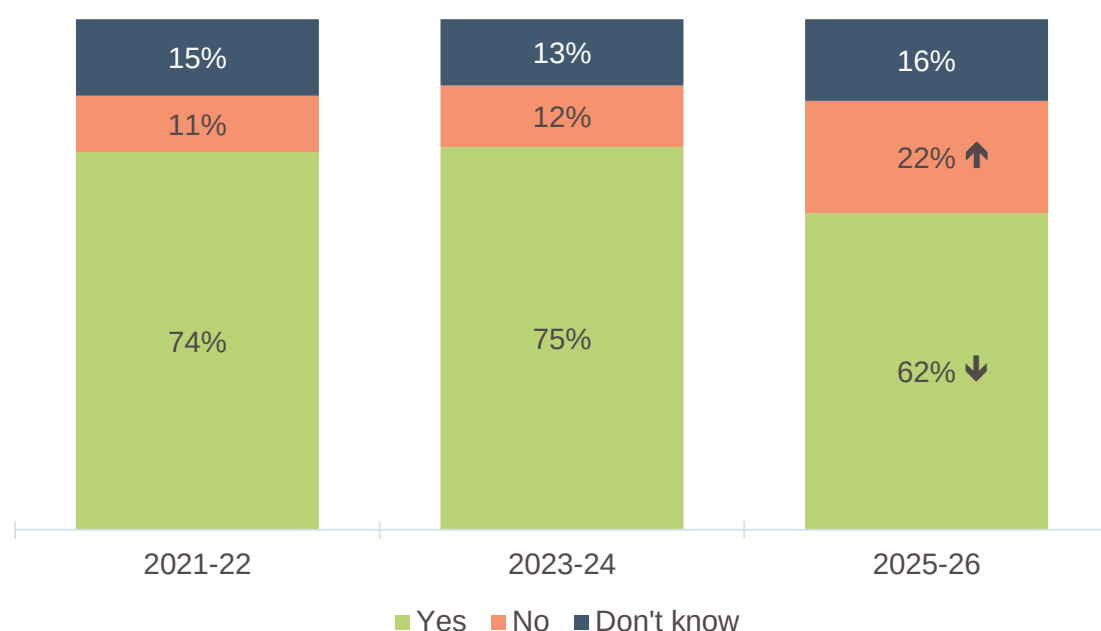
Research findings

Perceptions of Safety

SAMPLE:	Q4 n=1,181 Representative Q4a n=244 Representative & n=43 general access
QUESTION:	Q4. Would you recommend City of Casey to friends and family as a good place to live, work and play? [If they said no] Q4a. Why not?
NOTES:	This question can be used to understand overall perceptions, and identify the extent to which safety influences this. Q4a was recorded as an open text field and then later coded into themes for ease of analysis.

Whilst the majority of residents indicated that they would recommend City of Casey as a good place to live, work and play, in 2025-26 the proportion has dropped significantly when compared to previous waves of the research. Despite this decrease, it is important to bear in mind that the majority of residents would recommend the area.

**Figure 1. Would you recommend City of Casey as a good place to live, work and play?
Representative sample**



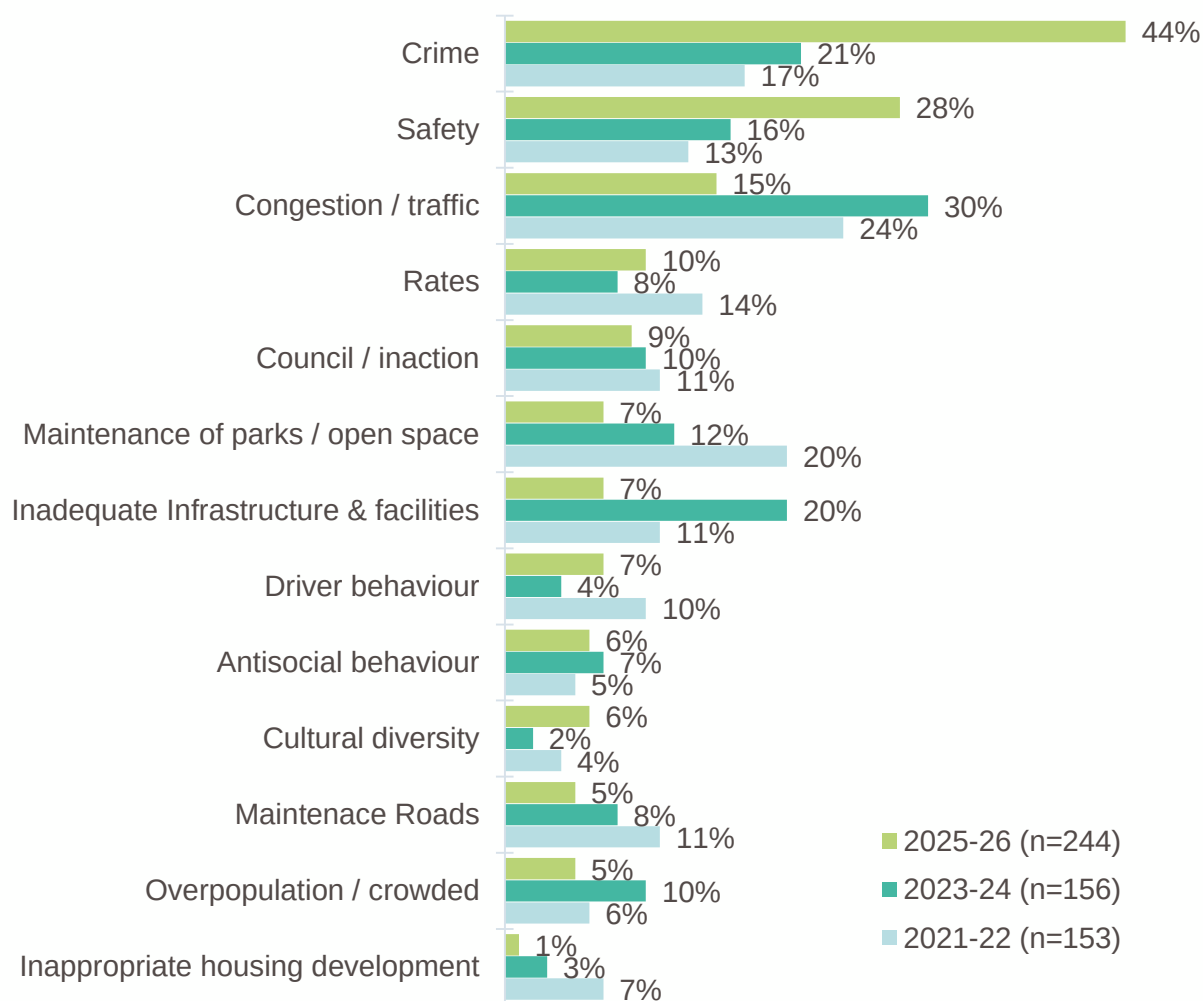
In 2025-26, those who completed the general access survey more commonly answered *No* (30%, compared to 28% in 2023-24). This highlights the importance of undertaking representative sampling when conducting research, as it demonstrates that surveys distributed through Council networks will be completed by those with more issues relating to the topic.

In all three waves of research, within the representative survey, those who speak a language other than English showed a higher instance of saying *Yes* (69% in 2025-26, down from 82% in 2023-24)

than English-only respondents (60% in 2025-26, down from 71% in 2023-24). In 2025-26 there were no statistically significant variations in ward findings.

Those who said *No* were asked to write in why. In 2025-26 the focus of responses shifted away from infrastructure-related issues towards crime and safety. Over half of representative sample comments related to crime or safety, including antisocial behaviour and drugs (59%, up from 38% in 2023-24 and 33% in 2021-22).

Figure 2 – Reasons for not recommending Casey – Representative sample



In previous waves, the general access survey showed significantly higher incidences of stating crime and safety issues, whereas in 2025-26 the incidence was similar between the two samples (59% representative, 67% general access). In 2025-26 the general access sample more commonly mentioned *dumping of rubbish* (12%, 3% representative) and *public transport* (12%, compared to 1% representative).

Notable variations in the answers given by those who wouldn't recommend Casey follow:

- Writing in a comment relating to *safety* (including crime, antisocial behaviour or drugs) was more common amongst respondents in Casuarina ward (88%, compared to 33% Cranbourne Gardens ward), and those who live in well established (74%), or moderately established regions (67%, compared to 30% rural and coastal).

- Over half (56%) of respondents in Kalora ward who said they wouldn't recommend Casey wrote in a comment relating to *rates*.
- Respondents from the rural and costal region who said they wouldn't recommend Casey more often wrote in a reason relating to *maintenance of roads* (27%, compared to 2% well established).
- Mentioning an aspect relating to safety was more common amongst respondents aged under 60 years (74% 18-34 and 67% 35-39 year olds, compared to 44% 60+ year olds).

It's not safe! There is no way I would go for a walk in my neighbourhood at dusk by myself. I've seen school kids threatened with knives for their mobile phones, home invasions across the road, a stabbing in the park, gang members (according to southern metro police) use my street as a dumping ground for stolen cars. It's out of control. [35-59, Female, Cranbourne East]

The roads in and out of Clyde need upgrades, the rubbish dumping is the worst, and the reckless driving and car accidents are an everyday occurrence. Cars also park over driveways and block traffic. The number of irresponsible dog owners I've never seen in any other area. [18-34, Male, Clyde North]

Traffic is terrible; schools too big & over crowded; Clyde rd terrible; a lot of roadworks for years!! Our bus route has been removed. We are stranded at home - walking is not safe [60+, Female, Berwick]

It used to feel safe here - not anymore. It's overcrowded, the roads are terrible, parks not maintained and it's not safe even to go shopping at night. [35-59, Female, Narre Warren South]

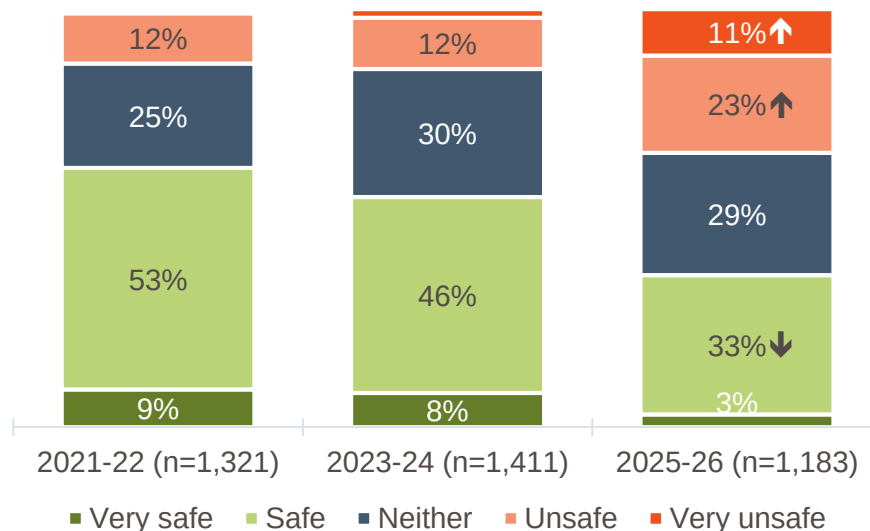
The main areas are well kept eg main streets Wilson park etc but the rest is shabby. For years I have been embarrassed by the state of the unmaintained park I live across the road from. It has been in the past 1 meter high grass. Excuses from the council have mainly been "due to wet weather" however the sports ground around the corner and local schools seem to manage in what I presume are the same conditions. Roads are so busy that it is impossible to move around the area at peak times. Crime is also an issue. I have been personally robbed 2 x in the past 7 years. [60+, Female, Cranbourne North]

Serious increase in crime with police not even bothering to show up when incidents are reported. Roads are absolutely terrible with what seems to be no care to improve/upgrade them. New industrial estate along western port hwy I suspect is going to result in even more traffic light intersections along the western port hwy resulting in even worse congestion. [35-59, Male, Cranbourne East]

SAMPLE:	Q5 n=1,183 Representative
QUESTION:	Q5. Overall, how safe or unsafe do you feel living in Casey?

Just over a third (36%) of respondents indicated that they feel *very safe* or *safe* living in City of Casey, down from 54% in 2023-24 and 62% in 2021-22. Given the topic of this survey, we can assume that those who feel unsafe would be more likely to participate in the research, therefore the actual incidence of feeling safe is likely higher than recorded.

Figure 3. Overall, how safe or unsafe do you feel living in Casey? – Representative sample



Those who completed the general access survey more commonly answered *very unsafe* (19%).

The incidence of feeling *unsafe* or *very unsafe* was higher amongst female respondents (36%, compared to 21% males, up from 17% and 12% respectively in 2023-24), and younger people (36% of 18-34 year olds and 36% of 35-59 year olds, compared to 24% of 60+ year olds).

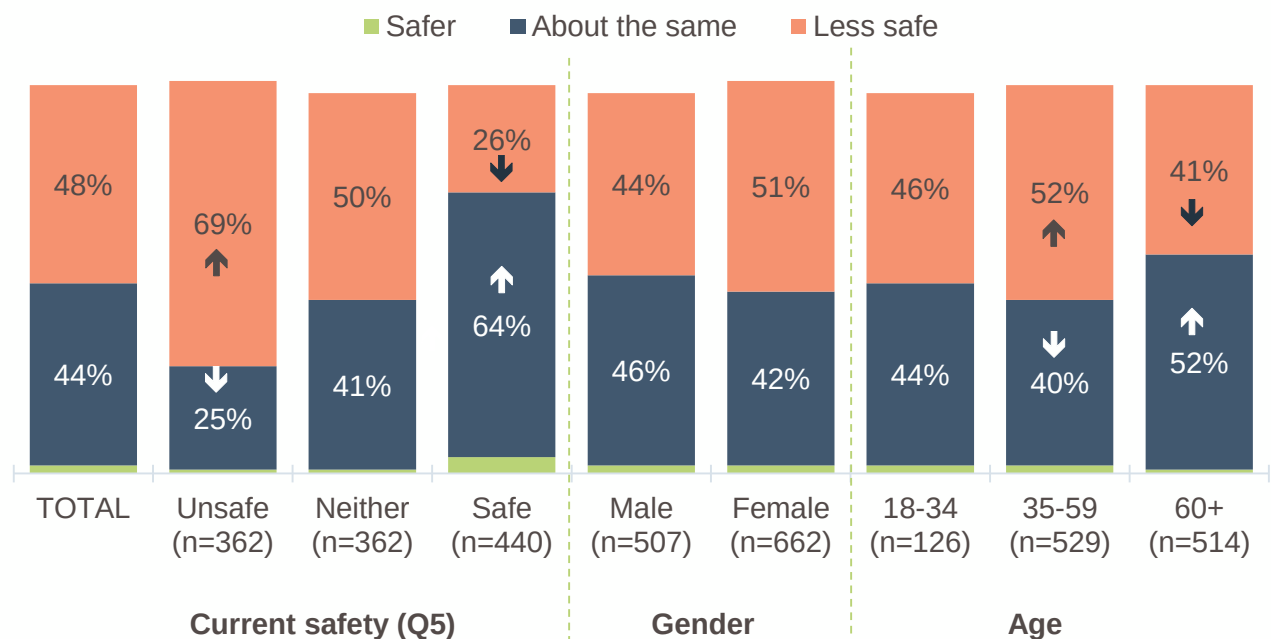
Almost half of respondents who said they speak a language other than English gave a rating of *safe* or *very safe* (45%, compared to 33% English only, down from 62% in 2023-24).

A quarter of respondents from Casuarina ward rated their feelings of safety as *very unsafe* (25%, compared to 7% or less for Grevillea, Akoonah, Kalora and Quarters). Providing a rating of *safe* or *very safe* was more common amongst respondents from River Gum ward (53%).

SAMPLE:	Q6 n=1,169 Representative
QUESTION:	Q6. How do you feel about safety in Casey now when compared to 12 months ago?

In 2025-26 almost a half (48%) of respondents indicated that they perceived Casey to be *less safe* when compared to 12 months prior, up from 27% in 2023-24 and 17% in 2021-22. Those who rated Casey as unsafe initially and 35-59 year olds showed a significantly higher incidences of indicating City of Casey has become *less safe*.

Figure 4. Safety in Casey compared to 12 months prior to interview – 2025-26 Representative sample



Those who completed the general access survey more commonly answered *less safe* (63%, up from 50% in 2023-24 and 34% in 2021-22).

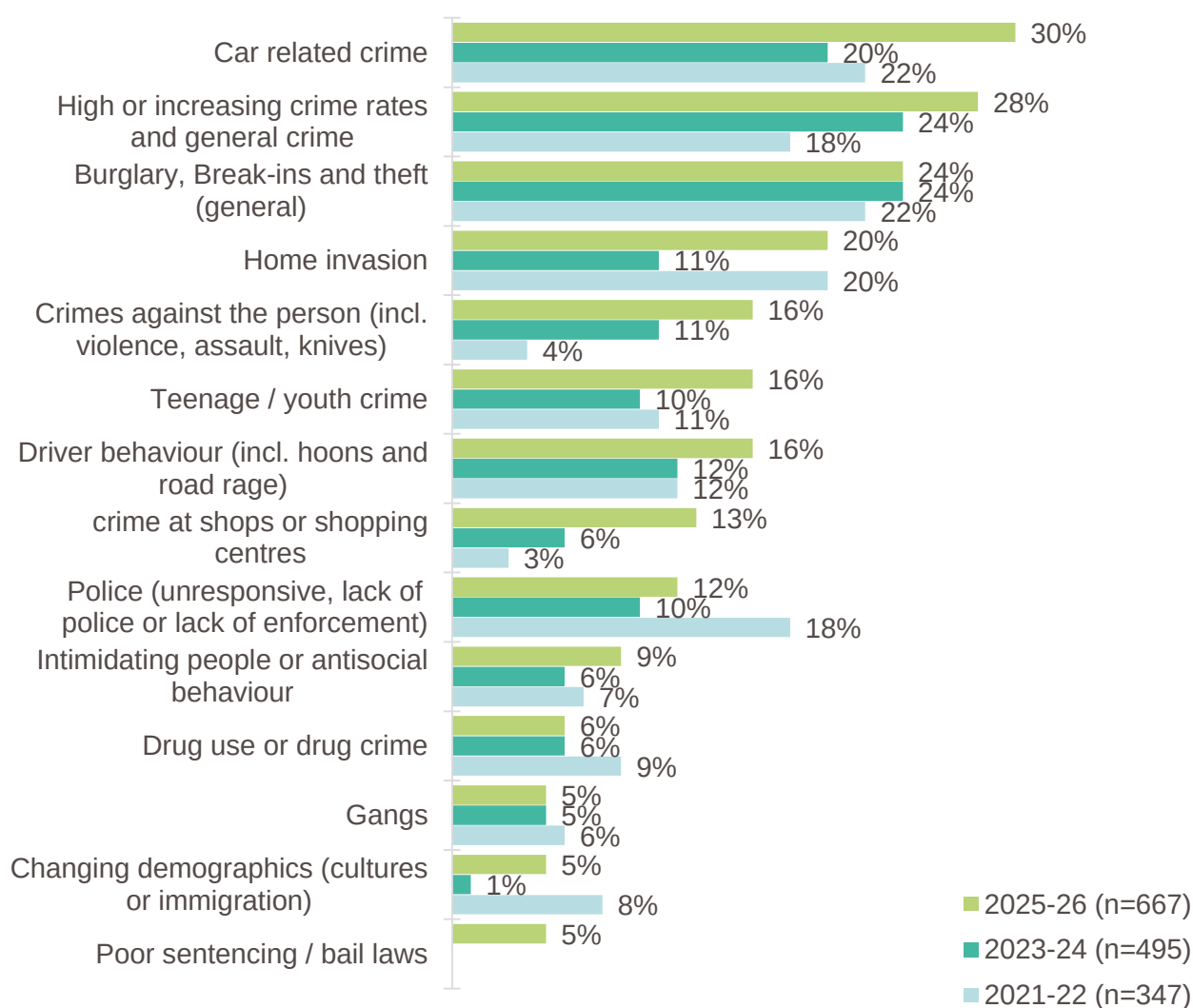
Less safe was selected by notably higher proportions of respondents from Akoonah (62%) and Dillwynia (61%) wards, compared to 31% for Waratah.

SAMPLE:	Q5a and Q6a combined for more meaningful analysis. n=667 Representative & n=96 general access
QUESTION:	[If they said unsafe] Q5a. Why do you feel unsafe? [If they said less safe] Q6a. Why is it less safe?
NOTES:	Q5a and Q6a were recorded as an open text field and then later coded into themes for ease of analysis.

Those who said *very unsafe*, *unsafe* or *less safe* were asked to write in why. This was recorded across two separate text boxes, however most respondents typed in similar findings, so these have been combined for a more holistic analysis.

The main reasons given revolve around general perceptions of *crime rates* and *burglaries* (without specifying a location), as well as crime related to *houses* and *cars*. In 2025-26 the incidence of respondents mentioning *increasing crime rates* and *crime related to cars* was notably higher than previous waves of the research. The incidence of mentioning *crimes against the person* has also been steadily increasing over time.

Figure 5 – Reasons for feeling unsafe / less safe in Casey – Representative sample



In 2025-26, those in the general access survey who said they feel unsafe or less safe more commonly mentioned *burglary* (38%) and/or *intimidating youths* (9%) as the reason they feel unsafe.

Of those who said they feel unsafe / less safe, key variations in the reason given by gender and geography were:

- Middle-aged respondents (35-59) more commonly mentioned *car related crime* (37%, compared to 26% 18-34 and 19% 60+ year olds).
- Younger respondents (18-34 year olds) more commonly mentioned *drug use* (11%, compared to 4% 35+ year olds) and/or *gangs* (10%, compared to 2% 35-59 year olds).
- Female respondents more commonly mentioned *crime against the person* (21%, compared to 10% males).
- Male respondents more commonly mentioned *driver behaviour* (20%, compared to 12% females) and/or *police* (16%, compared to 9% females).
- Respondents who said they speak a language other than English more often mentioned they had *personally experienced a crime* (12%, compared to 7% English-only). They also more commonly mentioned *burglary or theft* as a reason for feeling unsafe / less safe (34%, compared to 21% English-only).
- *Car crime* was more commonly mentioned by respondents from Akoonah (41%), Casuarina (43%) and Dillwynia (48%) wards, compared to just 10% in River Gum ward.
- In Quarters ward, there was a higher incidence of respondents mentioning *burglary* as a reason for feeling unsafe / less safe (38%, compared to 12 Casuarina ward).
- *Intimidating behaviour* was more commonly mentioned as a reason for feeling unsafe or less safe by respondents from River Gum (29%) and Waratah (26%).

I feel unsafe about living in the City of Casey because crime rates, burglaries, youth gang crime, carjackings and car theft rates are all up. I no longer go to Westfield Fountain Gate. I no longer shop for groceries (in person). I only get groceries delivered. I no longer feel safe leaving my car at a public car park such as the shopping centres, outside grocery stores or on the street outside my home - let alone at a train station or near public transport. [Unsafe, 18-34, Female, Narre Warren South]

Fountain gate shopping centre sees gangs, violence, shoplifting constantly. Overcrowded roads not maintained. Home invasions - stealing [Unsafe, 60+, Female, Narre Warren South]

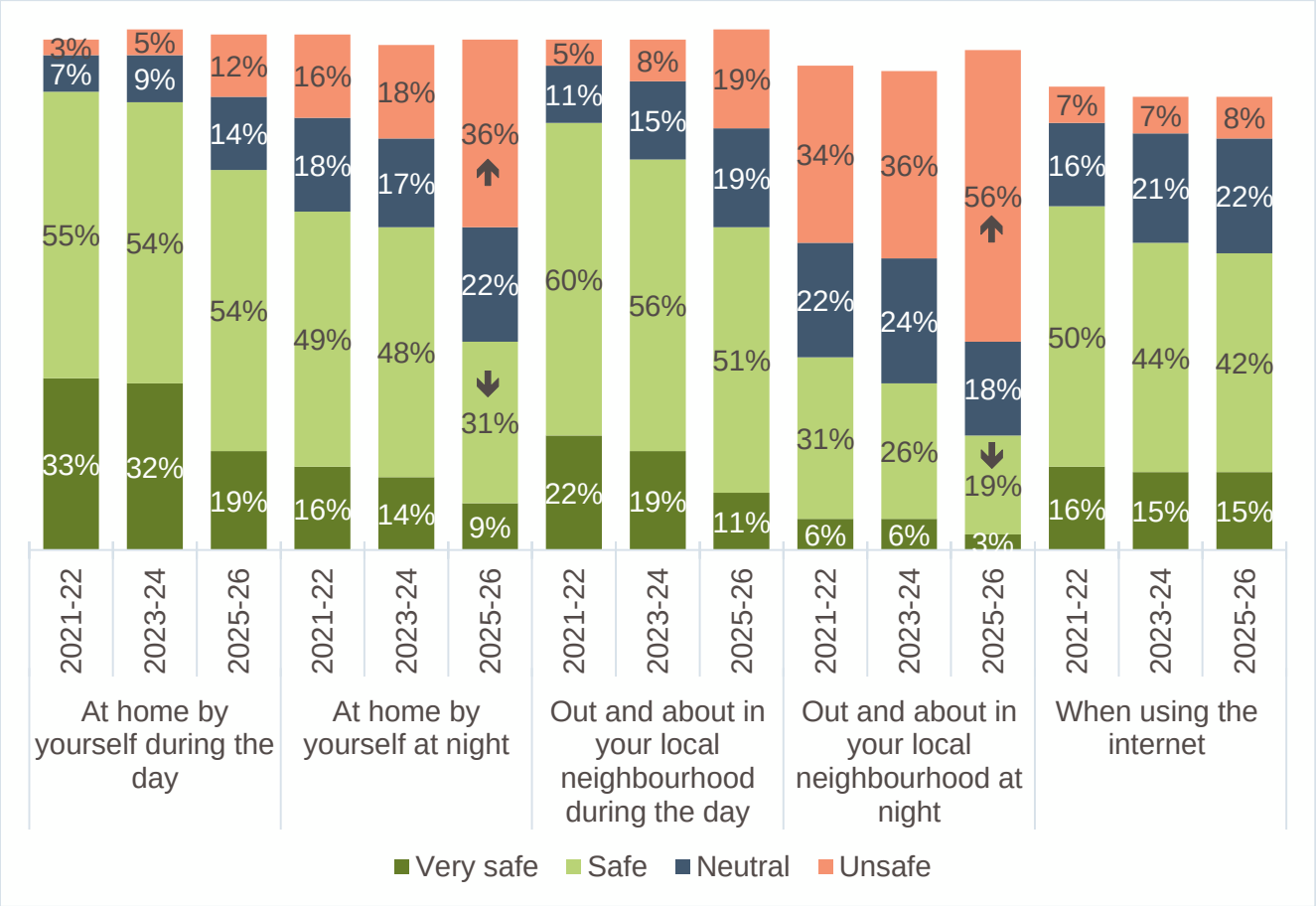
News of attacks at the shops in Lynbrook and Marriot waters. Fatal accidents on Glasscocks Rd and south Gippsland Hwy. Street lights and signs removed due to people hitting them with cars, no easy way to report anything. [Less safe, 35-59, Male, Cranbourne North]

The amount of crime, car thefts, car jacking, truant adolescents, accidents and break-ins. There is no or very little done about these situations, everyone just is asked to stand by and watch, bail laws are a big problem and no accountability for actions. I have a crappy old car but I now lock my doors whenever I get in, especially when I have the children in the car. And I've lived in more traditionally Lower Socio Economic areas and not felt this way. [Less safe, 35-59, Female, Berwick]

SAMPLE:	Q7 n=1,162 – Representative
QUESTION:	Q7. How safe or unsafe do you feel in the following situations?

The primary situation where people feel unsafe continues to be their *local neighbourhood at night*. This has increased significantly in 2025-26. Feeling unsafe when *at home by yourself at night* has also increased significantly in the current wave of research.

Figure 6 – Rating of safety in situations – Representative sample



Feeling unsafe when *out and about in their local neighbourhood at night* was more common amongst female respondents (63%, up from 46% in 2023-24 and 39% in 2021-22, compared to 49% males, up from 26% in 2023-24). Female respondents also more often reported feeling unsafe when *home alone at night* (43%, compared to 27% males).

SAMPLE:	n=1,428 locations specified (representative and general access)
QUESTION:	Q8. Please tell us about anywhere in Casey you do not go because you feel unsafe?
NOTES:	Each respondent could provide up to 3 locations, specifying place, day/night/both and why they feel unsafe. This analysis is across all specified locations (including multiples per respondent). A full categorised list will be provided so that locations can be explored in detail to inform planning.

When providing a location that they felt unsafe, mostly these were places people felt unsafe at night (685 locations), or both day and night (682 locations). Only 44 were locations where residents felt unsafe only during the day.

The most commonly cited locations were:

- Shopping centres (557 mentions, with 232 specifically specifying Fountain Gate);
- In the local neighbourhood (including those who specified their own or a nearby street, or suburb) (403 mentions);
- Parks (135 mentions); and
- Public transport / station (122 mentions).

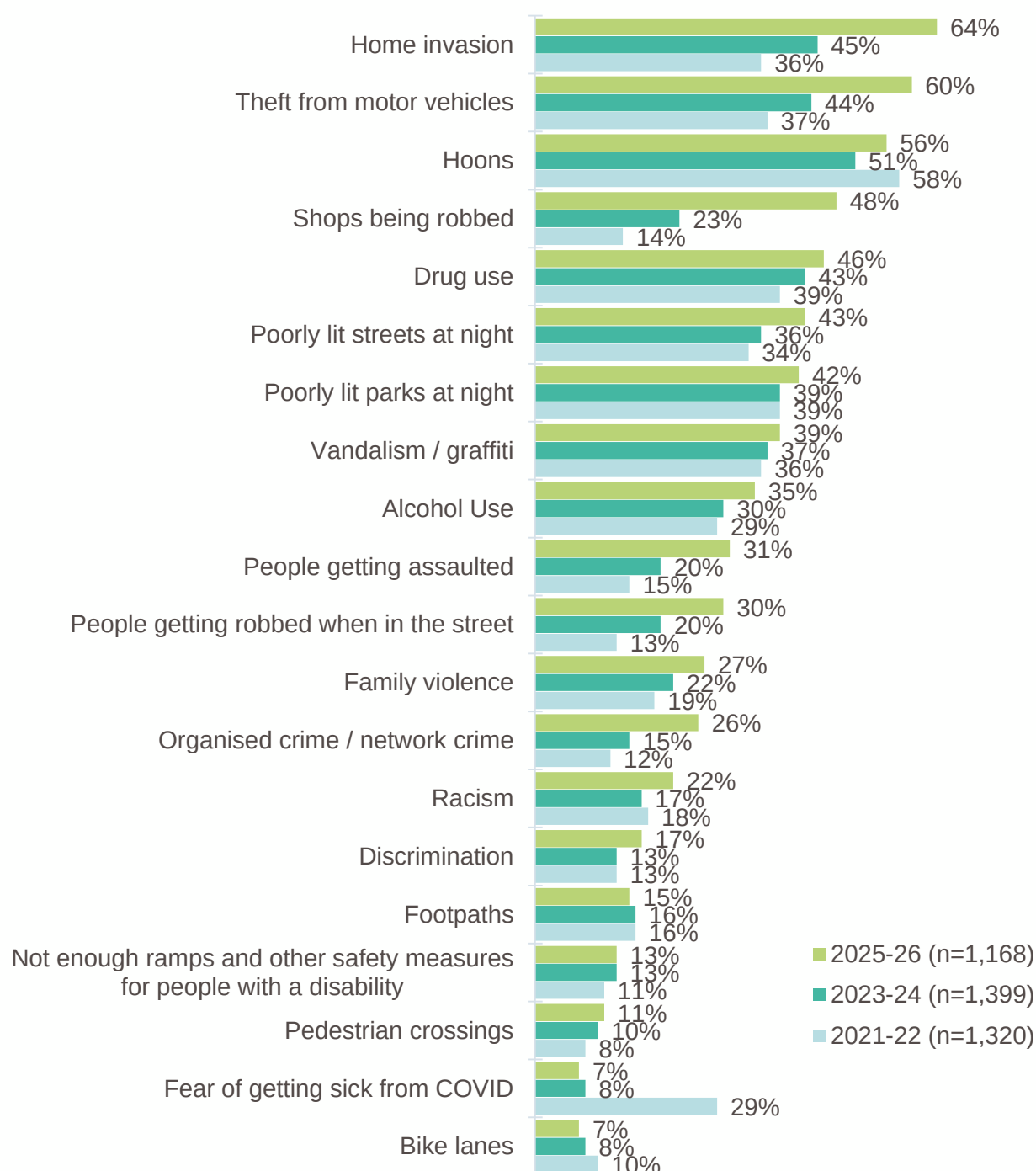
The most common reasons given for feeling unsafe were:

- Assault / theft / crime (411 mentions);
- Undesirable / antisocial people (290 mentions);
- Comments that specified youth or children (190 mentions);
- Gangs (youth, culturally-defined, just 'gangs') (107 mentions);
- Dark / lack of lighting (105 mentions); and
- Drugs and alcohol (87 mentions).

SAMPLE:	n=1,168 – Representative
QUESTION:	Q22 Do you think that there are any particular safety issues in City of Casey?
NOTES:	Respondents were encouraged to 'please select all that apply'.

When presented with a list of potential safety issues in City of Casey, the main issues selected by representative respondents were *home invasion* (increasing over time), *theft from motor vehicles* (increasing over time), and *hoons* (relatively constant over time). Coupled with earlier reasons given for feeling unsafe, it is clear that home invasion and car related crime are becoming an increasing issue for the community of Casey. The latest wave of surveying also shows a significant increase in perceptions about *shops being robbed* as an issue in Casey.

Figure 7 Perceived safety issues in Casey – Representative sample



When analysing the findings by demographics there were a range of notable variations:

- Female respondents showed higher instances of selecting most of these safety issues than males (similar finding to last wave).
- Respondents from new growth areas showed higher instances of selecting *racism* (30%, compared to 19% well established).
- Respondents from the rural and costal region more often selected *things being stolen from homes* (78%, up from 67% in 2023-24, compared to 60% well established region).
- Respondents from the well established region more often selected *graffiti / vandalism* (42%, compared to 31% moderately established region).
- Those in Akoonah, Casuarina, Cranbourne Gardens and Dillwynia wards more often selected *things being stolen from homes* (71-76%) when compared to Waratah (43%).
- Grevillea, Kalora, Cranbourne Gardens and Kowan respondents showed a higher instance of selecting *shops being robbed* (59-62%, compared to 29% River Gum and 32% Waratah).
- Respondents from Grevillea ward more often selected *racism* (35%, compared to 13% Akoonah and 14% Kalora), whilst respondents from Dillwynia more often selected *organised crime* (41%, compared to 16% Correa and 18% Tooradin) and/or *theft from motor vehicles* (77%, compared to 46% River Gum and 43% Waratah).
- Respondents who speak English only showed higher instances of selecting most options (similar finding to last wave).
- Over four in ten 18-34 year old respondents selected *alcohol use* (43%, up from 33% in 2023-24, compared to 28% 60+ year olds) and 71% selected *things being stolen from homes* (up from 48% in 2023-24, compared to 53% 60+ year olds).

When comparing findings to Victorian crime statistics, it is evident that crime has indeed been increasing for a number of these categories, with the highest increases (from 2021 to 2025) being in the categories for residential aggravated burglary (97% increase), theft from motor vehicle (89% increase) and theft from a retail store (87% increase). Over this time period there has been a decrease in the rate of criminal incidents for drug possession. It should be noted that crime rates are based on police activities, and therefore changes over time may reflect police programs.

Table 6 Crime Statistics Victoria Casey annual rate of criminal incidents per 100,000 population for year ending June.

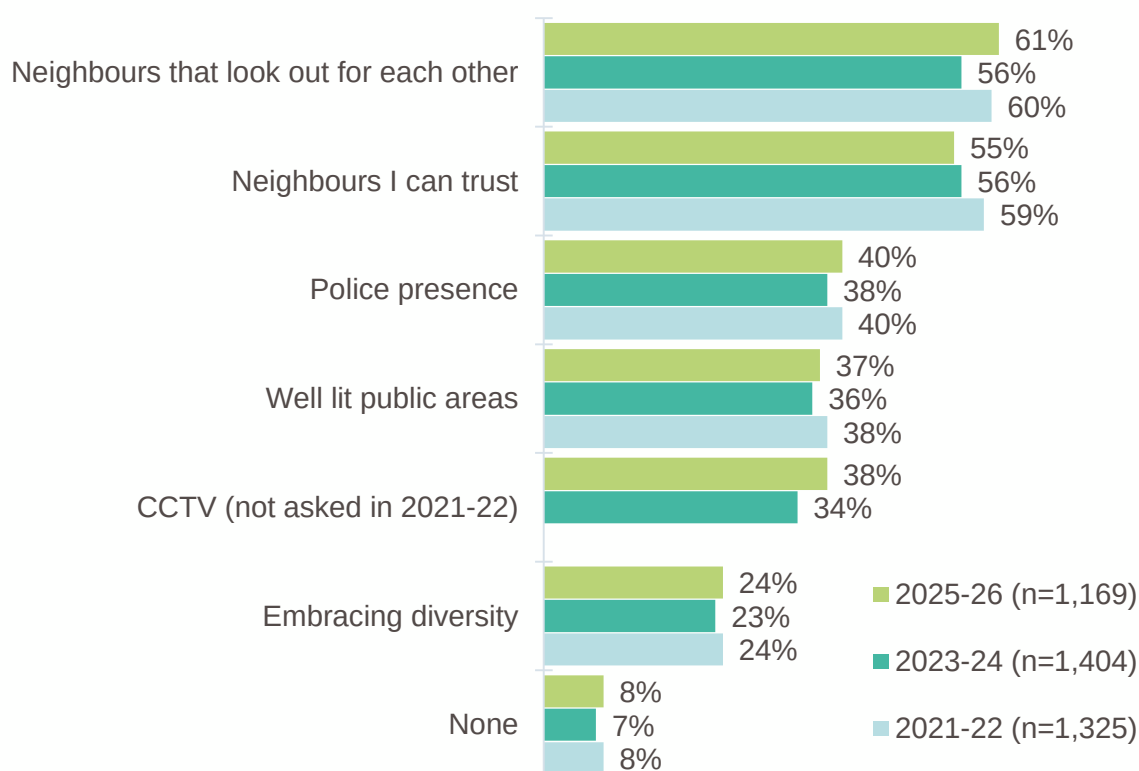
	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	Change 2021-25
Home invasion - B311 Residential aggravated burglary	87.60	75.09	52.06	49.72	56.60	64.40	52.23	99.47	86.58	126.91	+97%
Home invasion - B321 Residential non-aggravated burglary	432.56	464.38	302.29	264.77	239.58	168.85	146.66	178.29	185.49	202.58	+20%
Theft from motor vehicles - B42 Steal from a motor vehicle	743.31	771.51	635.64	748.57	789.08	493.83	439.46	558.33	729.62	934.82	+89%
Hoons - A81 Dangerous driving	8.31	14.16	11.24	13.35	11.26	16.78	17.15	10.97	17.51	17.24	+3%
Shops robbed - B43 Steal from a retail store	247.45	263.74	202.31	225.56	254.14	183.19	206.54	226.24	260.47	343.38	+87%
Drug use - C32 Drug possession	134.92	148.33	121.27	159.94	217.60	162.63	120.28	89.53	92.25	99.37	(-39%)
Vandalism - B21 Criminal damage	398.03	437.00	383.04	359.37	379.98	313.62	298.34	336.68	338.42	381.93	+22%
Assault - A212 Non-FV Serious assault	85.36	88.01	99.38	92.61	100.01	76.58	82.04	83.92	82.63	100.57	+31%
Assault - A232 Non-FV Common assault	243.30	267.74	245.20	253.69	257.99	261.39	235.82	288.48	262.20	263.64	+1%
People being robbed - A51 Aggravated robbery	39.32	30.77	37.27	45.17	48.08	33.82	31.39	50.76	35.27	51.96	+54%
Family violence - A211 FV Serious assault	119.89	108.63	111.21	103.41	102.76	90.65	92.06	98.45	111.24	152.05	+68%
Family violence - A231 FV Common assault	243.30	267.74	245.20	253.69	257.99	261.39	235.82	288.48	262.20	263.64	+1%

Source: <https://www.crimestatistics.vic.gov.au/crime-statistics/latest-victorian-crime-data/download-data>

SAMPLE:	n=1,169 – Representative
QUESTION:	Q23 Is there anything about your community that makes you feel safer?
NOTES:	Respondents were encouraged to 'please select all that apply'.

In order to quantify qualitative research conducted on this topic, respondents were asked if there was anything about the community that makes them feel safer. *Looking out for each other* and *fostering trust* continue to be recognised as key to helping communities feel safer. *Whilst police presence* was important to many, community cohesion was more widespread as a driver of feelings of safety. The difference in proportion of respondents who selected CCTV when comparing 2023-24 and 2025-26 is not statistically significant (no notable change over time).

Figure 8 Perceived things that make the community feel safer – Representative sample



Neighbours I can trust, *well lit public areas*, and *CCTV* were more commonly mentioned by female respondents (58%, 42% and 45% respectively) than males (52%, 31% and 30% respectively). Furthermore, respondents aged 18-34 showed a high incidence of mentioning *embracing diversity* (29%, compared to 17% 60+ year olds). *Embracing diversity* was also selected by a notably higher proportion of respondents in the new growth area (32%, compared to 21% well established and 11% rural and coastal).

Notably high proportions of respondents selected *neighbours that look out for each other* in the Kalora (73%), Grevillea (72%), River Gum (69%) and Kowan (68%) wards, compared to 42% Dillwynia and 46% Tooradin.

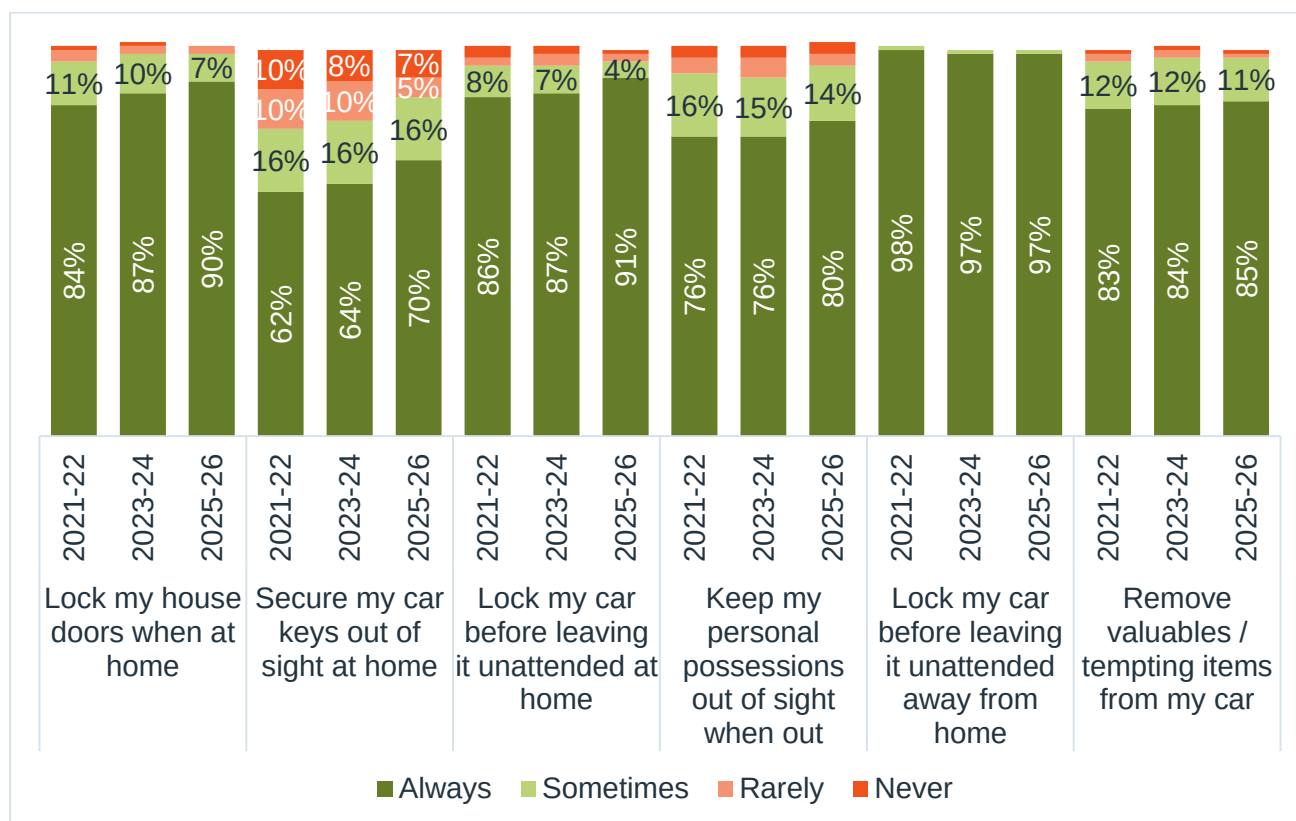
Police presence was selected by higher proportions of respondents from Cranbourne Gardens (52%) and Kowan (51%, compared to 27% Waratah).

Safety behaviours

SAMPLE:	Q9 n=1,171 – Representative
QUESTION:	Q9. Do you do any of the following to improve your safety when at home and/or out and about?
NOTES:	The responses to this question provide baseline measures to assist in designing and evaluating behaviour change programs.

Almost all of those surveyed in the representative sample said they *always lock their car before leaving it unattended*, and over time the proportion who said they *always keep their car keys out of sight when at home* has been increasing.

Figure 9 – Frequency of behaviours – Representative sample



Key demographics and locations where these desired behaviours were less common were:

- Male respondents less often *remove valuable items from their car before leaving it unattended* (16% sometimes/rarely, compared to 8% females).
- Younger respondents less often *keep personal possessions out of sight when out and about* (5% never, compared to 1% 60+ year olds);
- Respondents who speak a language other than English less commonly *keep personal possessions out of site when out and about* (9% never, compared to 0% English-only).
- 6% of those in the rural and costal region said they *never lock their house doors when at home*, compared to 1% or less in other regions.
- 17% of respondents from Cranbourne Gardens, Quarters and River Gum wards said they only sometimes *remove valuables from their car before leaving it unattended* (compared to Dillwynia, where 98% said they always do this).

Personal experiences

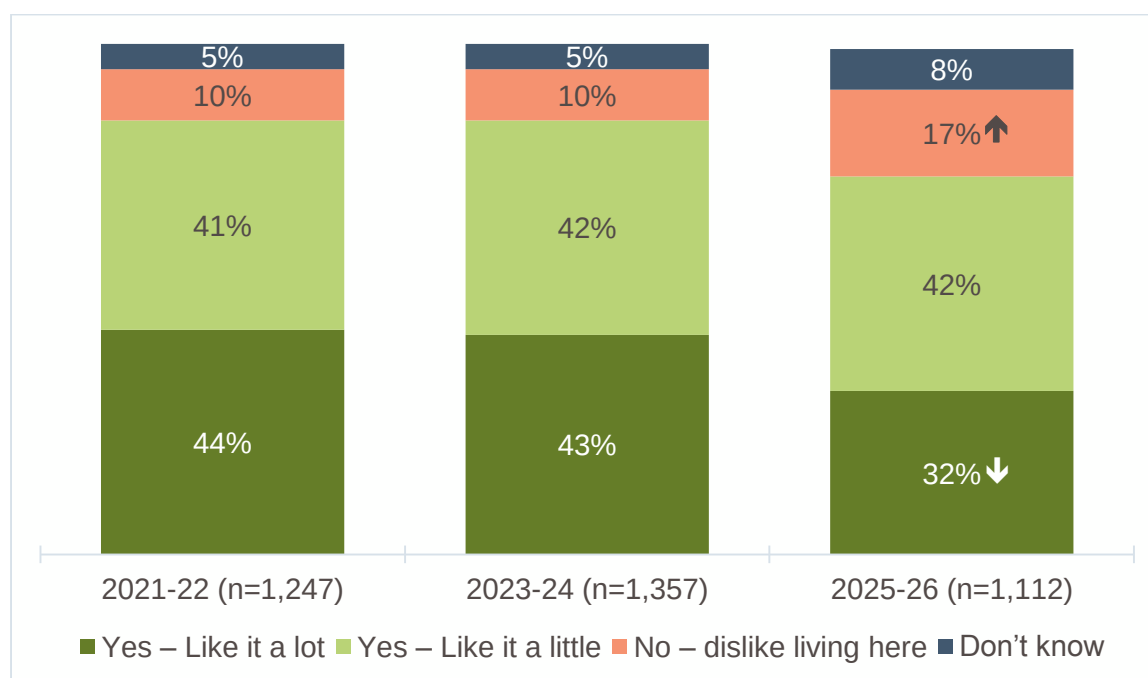
For the following questions, respondents were given the definition:

For the next questions 'Your neighbourhood' is defined as the streets and shops within a 5 minute drive of your house. 'City of Casey' is the broader local government area.

SAMPLE:	n=1,167 and n=1,112 – Representative
QUESTION:	Q10. Do you like living in City of Casey / your neighbourhood?
NOTES:	The 'your neighbourhood' aspect of this question is reported as data by ward. New ward data is only available for the 2023-24 and 2025-26 data sets.

In the 2025-26 survey there was a notable decline in the proportion of respondents who said they *like living in Casey a lot*, coupled with an increase in the proportion saying they *dislike living in Casey*.

Figure 10 Like living in Casey – Representative sample

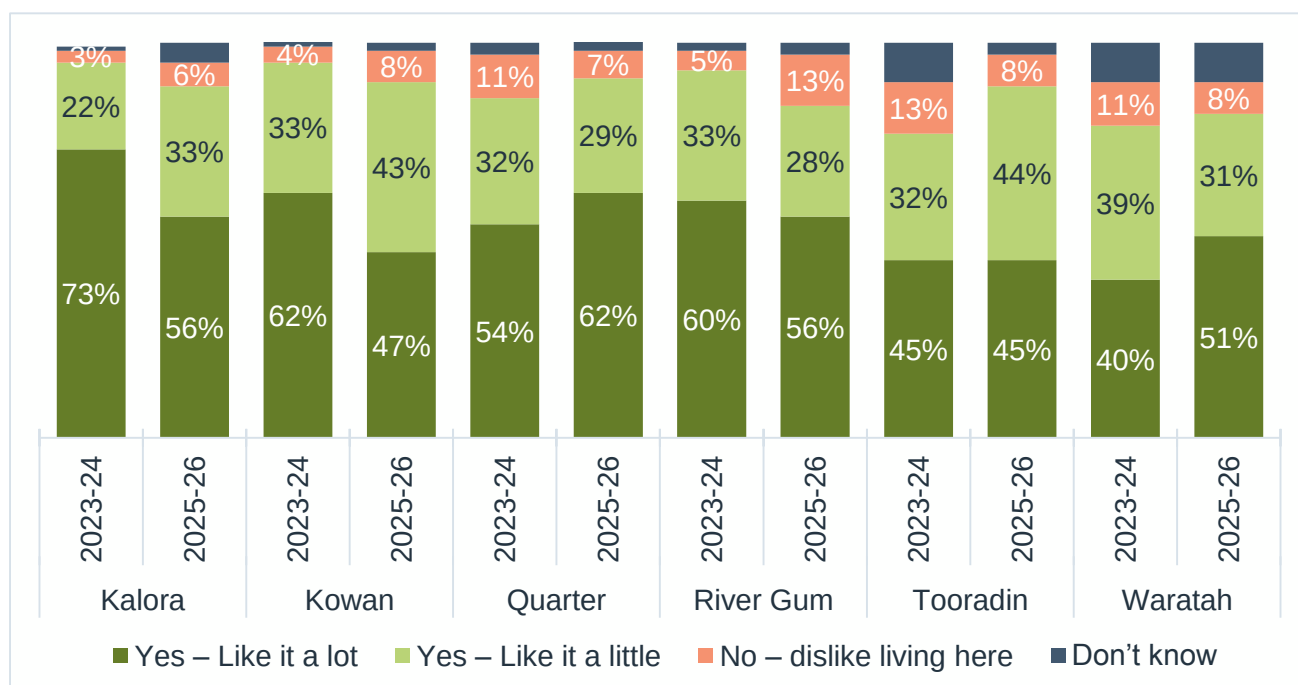
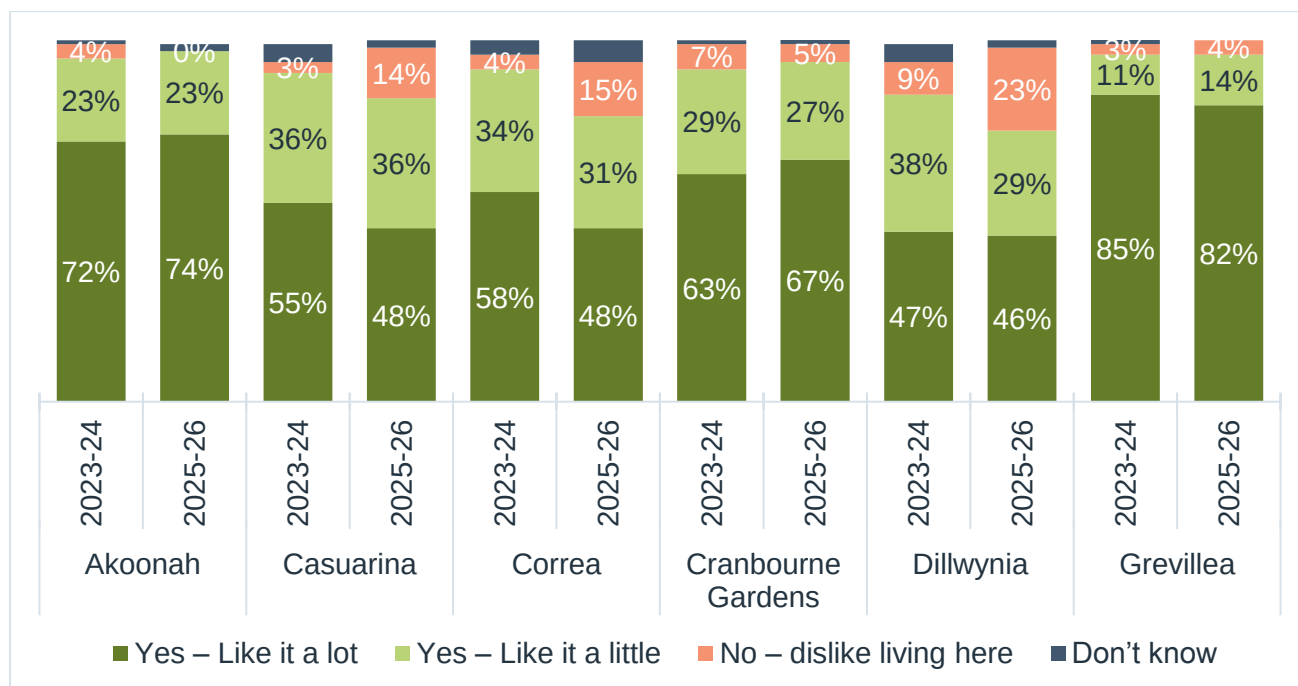


Generally, residents like living in their local area to a greater extent than Casey in general; the proportion saying they like living in their neighbourhood *a lot* was 62% in 2021-22, 59% in 2023-24 and 57% in 2025-26.

60+ year old respondents showed a notably higher instance of saying they like living in Casey *a lot* and their local neighbourhood *a lot* (49% and 73% respectively) than 18-34 year olds (23% and 49% respectively). Respondents who speak a language other than English also showed a notably high incidence of liking living in Casey *a lot* (41%, compared to 30% English only).

When comparing findings across wards, Casuarina, Correa, and Dillwynia recorded higher instances of respondents saying they *dislike* their neighbourhood in the current wave when compared to 2023-24. In comparison, Quarter and Waratah wards recorded higher instances of respondents saying they like their local neighbourhood *a lot* in the current wave, compared to 2023-24.

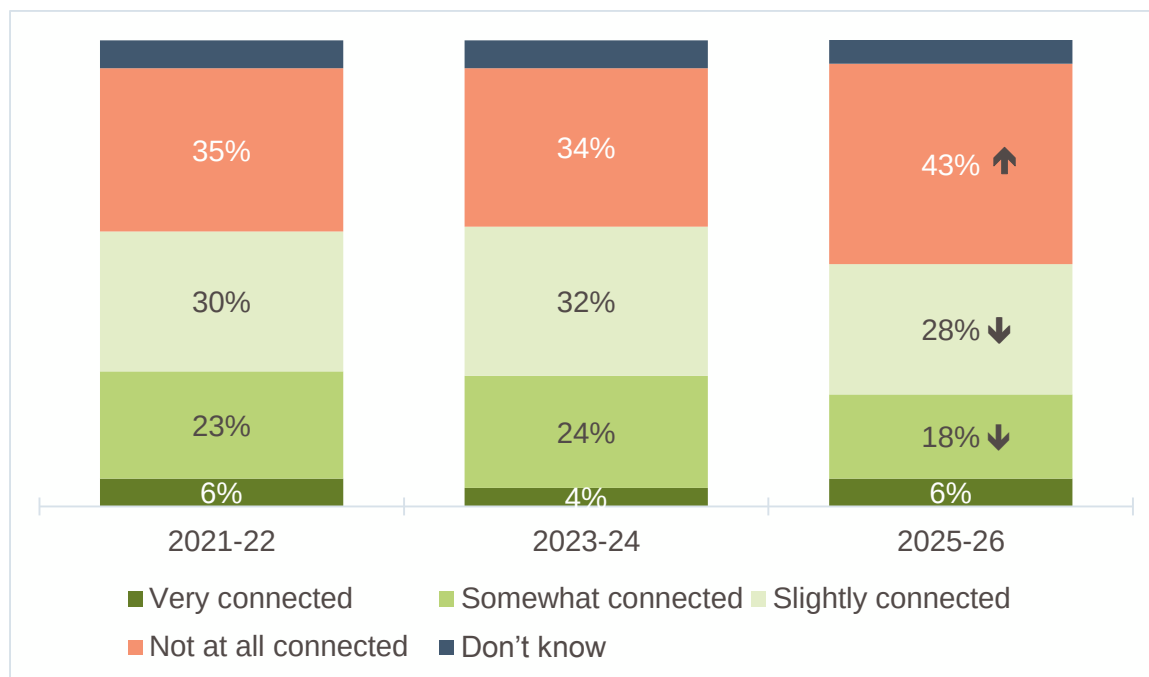
Figure 11 Like living in your neighbourhood by ward – Representative sample



SAMPLE:	n=1,403 – Representative
QUESTION:	Q11. How connected do you feel to The Casey community / The local community, in your neighbourhood?
NOTES:	The 'your neighbourhood' aspect of this question is reported as data by ward. New ward data is only available for the 2023-24 and 2025-26 data sets.

In the 2025-26 survey there was a notable decline in the proportion of respondents who said they *feel connected* to the Casey community.

Figure 12 Sense of connection to Casey community – Representative sample



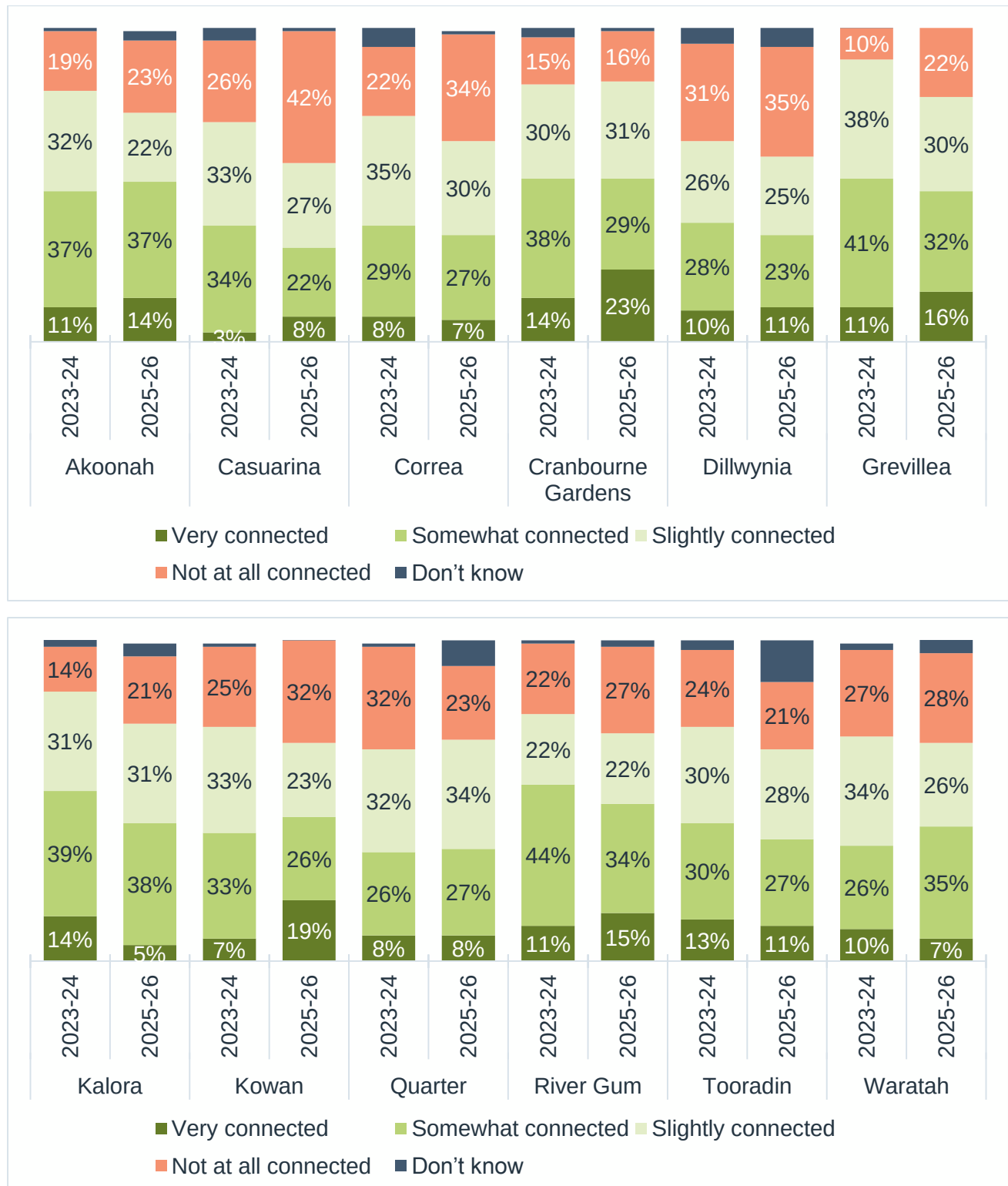
In the 2025-26 survey there was also a notable decline in the proportion of respondents who said they *feel connected to their neighbourhood community* (*Not at all connected* 27% in 2025-26, up from 22% in 2021-22 and 2023-24).

In 2025-26 a higher proportion of respondents who speak a language other than English said they felt *very connected* or *connected* to the Casey community (34%) than English-only speakers (20%).

The instance of feeling connected to the Casey community increases with age: 53% of 18-34 year old respondents said *not at all connected*, decreasing to 42% 35-59 year olds and 32% 60+ year olds. 18-34 year old respondents also show a higher instance of *not feeling connected to their local community in their neighbourhood* (37%, compared to 24% 35-59 year olds and 19% 60+ year olds).

When applying the new wards to the last 2 waves of data, sense of connection to the local community has declined amongst respondents in Casuarina, Correa, Grevillea, Kalora and River Gum, although it has improved somewhat in Kowan and Cranbourne Gardens (higher proportion with strong connection).

Figure 13 Connection to your neighbourhood community by ward – Representative sample



SAMPLE: n=1,173 – Representative

QUESTION: Q12. How much do you trust people in your neighbourhood?

In 2025-26 the proportion of respondents who said they *don't trust people in their local neighbourhood at all* increased from 8% in 2023-24 to 12%.

Wards showing a notable increase in the proportion of respondents saying *not at all* in 2025-26 were Casuarina, Correa, Dillwynia, and River Gum, whereas Tooradin ward respondents saw a fall in the proportion saying *not at all*.

Figure 14 Trust people in their neighbourhood – Representative sample



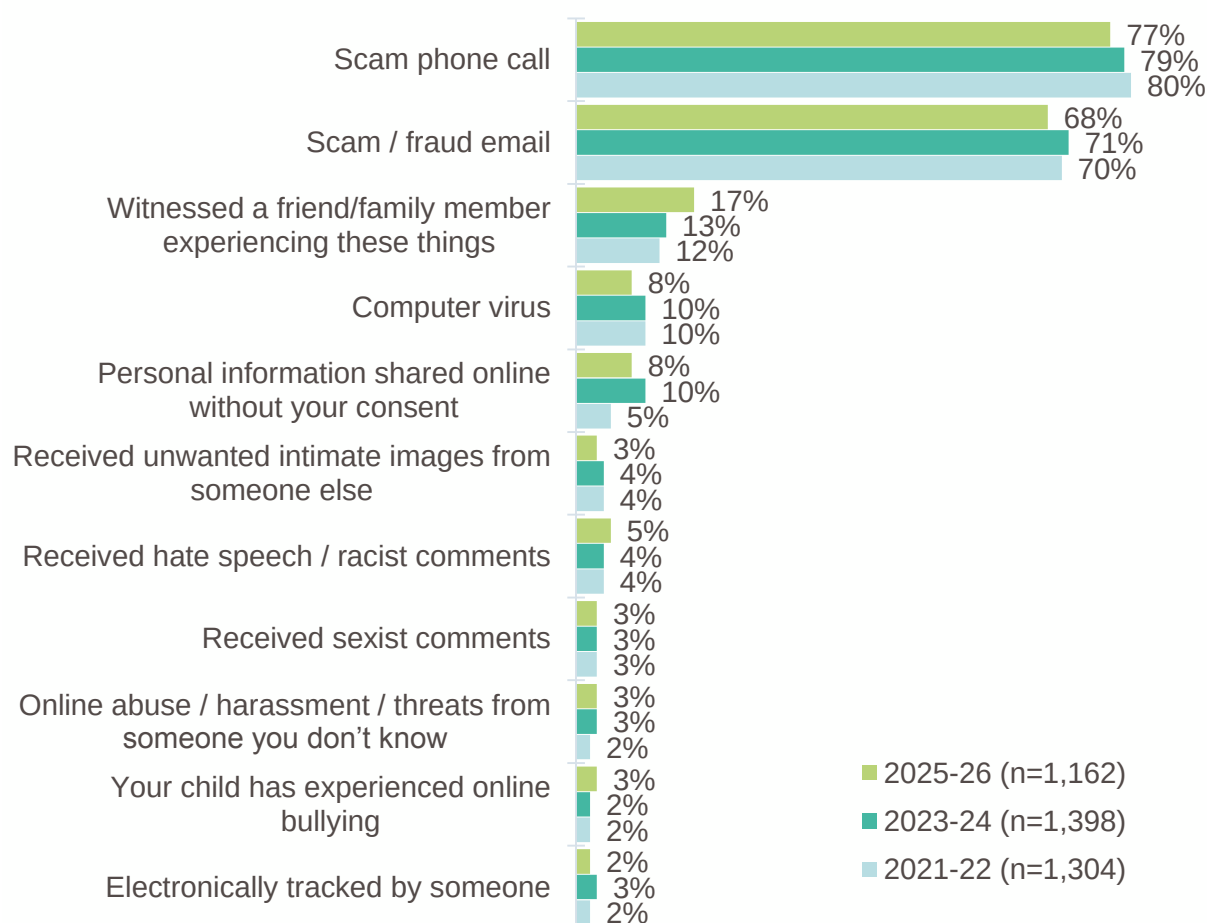
Demographic categories showing high levels of a lot of trust for people in their neighbourhood (*trust a lot*) were:

- Respondents aged 60 years and over (28%, compared to 7% 18-34 year olds); and
- Respondents who live in the rural and costal region (40%, compared to 17% or less for other regions).

SAMPLE:	n=1,162 – Representative
QUESTION:	Q17 Have you personally experienced any of the following when using the internet in the last 12 months?
NOTES:	Respondents were encouraged to 'please select all that apply'. A further descriptor clarified 'This includes using the internet on your phone, tablet, laptop and desktop computer'

More than two thirds of those surveyed indicated that they had received a *scam call* and/or *email*. Most measures were similar to previous waves, except *witnessing a family member experiencing these things*, which has increased.

Figure 15 Experiences of internet safety – Representative sample



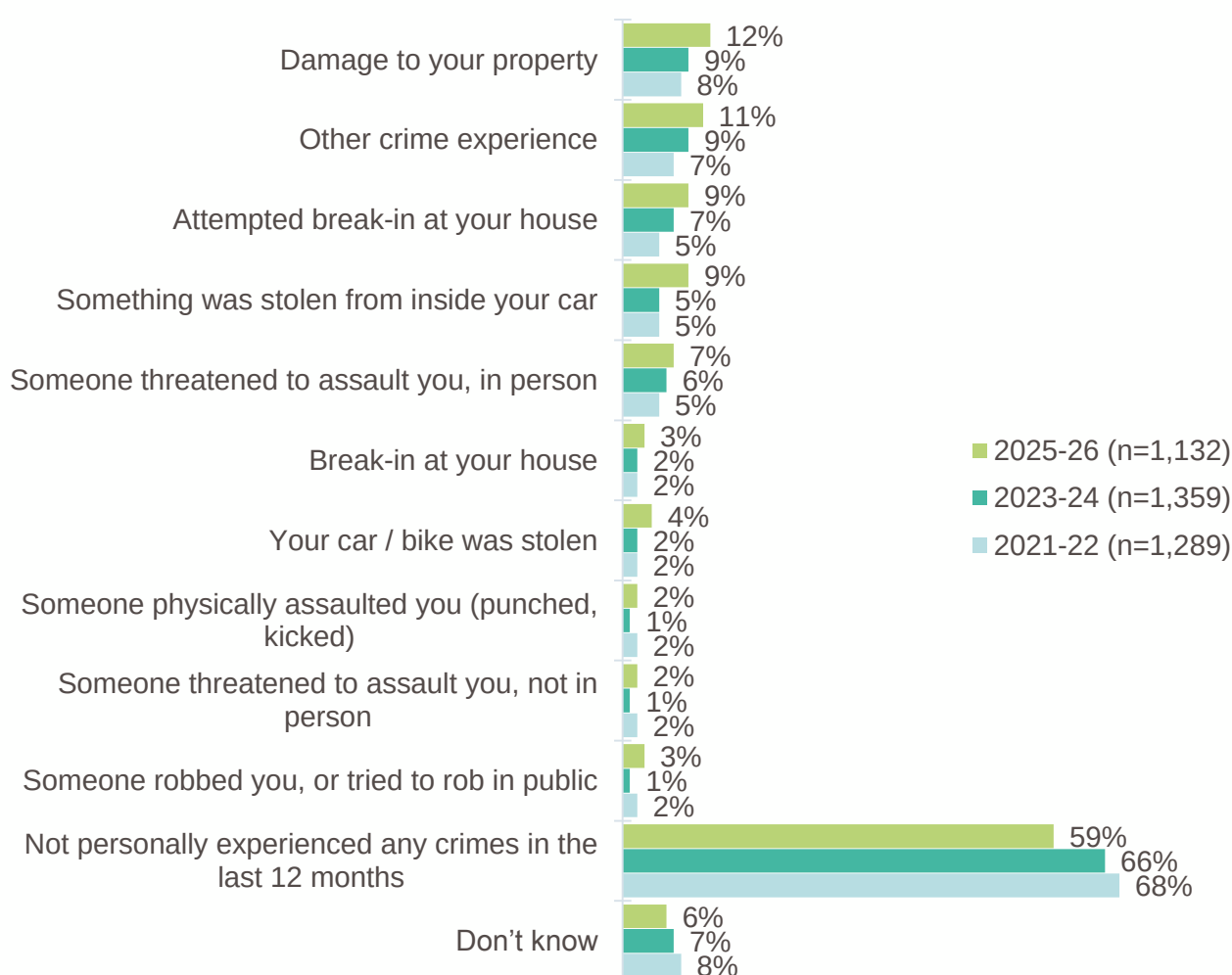
There were some notable demographic variations, as follows:

- 5% of female respondents said they had experienced *sexist comments* (compared to 2% males);
- 35-59 year old respondents more commonly report experiencing *scam calls* (81%, compared to 70% 60+ year olds) and/or *scam emails* (75%, compared to 65% 60+ year olds and 60% 18-34 year olds).
- 5% of those with children under the age of 18 said their *child had experienced online bullying*.
- Higher instances of having experienced *scam or fraudulent emails* was recorded amongst respondents in Grevillea (81%) and Quarters (78%) wards.

SAMPLE:	Q19. n=1,132 – Representative Q20. n=361 - Representative
QUESTION:	Q19 In the last 12 months, have you personally experienced any of the following within the City of Casey...? Q20 Did you report it to the police?
NOTES:	Q19. Respondents were encouraged to 'please select all that apply'.

Amongst the representative sample, just over a third (35%) indicated they had experienced at least one of the listed community safety issues in the 12 months prior to interview (compared to 27% in 2023-24 and 24% in 2021-22). Amongst the general access sample the incidence of having experienced at least one of these issues was higher (42%, compared to 40% in 2023-24), illustrating how important it is to run representative surveying to better understand broader community experiences (rather than just those who are engaged with council or interested in the topic).

Figure 16 Community safety issues experienced in the 12 months prior to interview – Representative sample



The most common things mentioned for 'other crime experience' were theft outside of their house (e.g. parcels), attempted car break-in, verbal abuse, damage to property, stolen license plate, trespassing, and identity theft.

The incidence of having experienced a crime was higher amongst 18-34 year old respondents (38%, compared to 20% 60+ year olds – this was a similar finding to 2023-24).

Of those who said they had experienced any of these, 55% said they had *reported it to police* (up from 39% in 2023-24 and 40% in 2021-22). The incidence of reporting to police was more common amongst those who said they had their *car stolen* (83%, up from 72% in 2023-24), a *break-in at their house* (80%, up from 63% in 2023-24), being *physically assaulted* (80%, up from 48% in 2023-24), and/or *being robbed when out in public* (76%, up from 59% in 2023-24).

SAMPLE:	n=1,142 - representative
QUESTION:	Q24 Have you seen newspaper articles (online or paper) or social media posts about safety issues in your local area / City of Casey?
NOTES:	Those who said yes were asked to specify the issue and where they saw it reported.

More than one in four (44%) representative respondents said they had seen reports of safety issues in their area, which was a significant increase when compared to previous waves (26% in 2023-24 and 24% in 2021-22). Amongst the general access sample the rate is similar (46%, the same as 2023-24 and similar to 48% in 2021-22).

Respondents were given the chance to write in up to 3 issues they had heard of and where they had seen each reported. 816 separate incidents were mentioned by 409 respondents across both surveys (max 3 per person).

More than half of these reports (472, 58%) were seen on social media, up from 52% in 2023-24 and 20% in 2021-22.

Other common sources for information were:

- News (TV or general) – 27% (up from 16% in 2023-24, 218 reports).
- Newspapers – 17% (up from 14% in 2023-24, 137 reports).
- Casey Crime page – 9% (same as 2023-24, 71 reports).

The most common safety issues cited were:

- Car theft (227 mentions, 28% of reports, compared to 19% in 2023-24);
- Break-ins (199 mentions, 24% of reports, compared to 28% in 2023-24); and
- Assault / violence / theft / robberies (179 mentions, 22% of reports, compared to 22% in 2023-24).

Local area

SAMPLE: n=1,150 – Representative

QUESTION: Q13. How would you rate your local neighbourhood in terms of...?

NOTES: 'Poor' rating shows the % who rated each as *very poor* or *poor*

The following chart shows the proportion of respondents from each ward who rated aspects of their local neighbourhood as *very poor* or *poor* in 2025-26. Findings suggest that respondents in Kalora and River Gum wards have a particular issue with *landscaping of local parks* and *appearance of shopfronts / shopping strips*. Furthermore, Kalora respondents more often rate *street trees* as poor, and Waratah respondents more often rate *shopfronts* as poor.

Figure 17 – Rating of neighbourhood amenity as poor – 2025-26 Representative sample

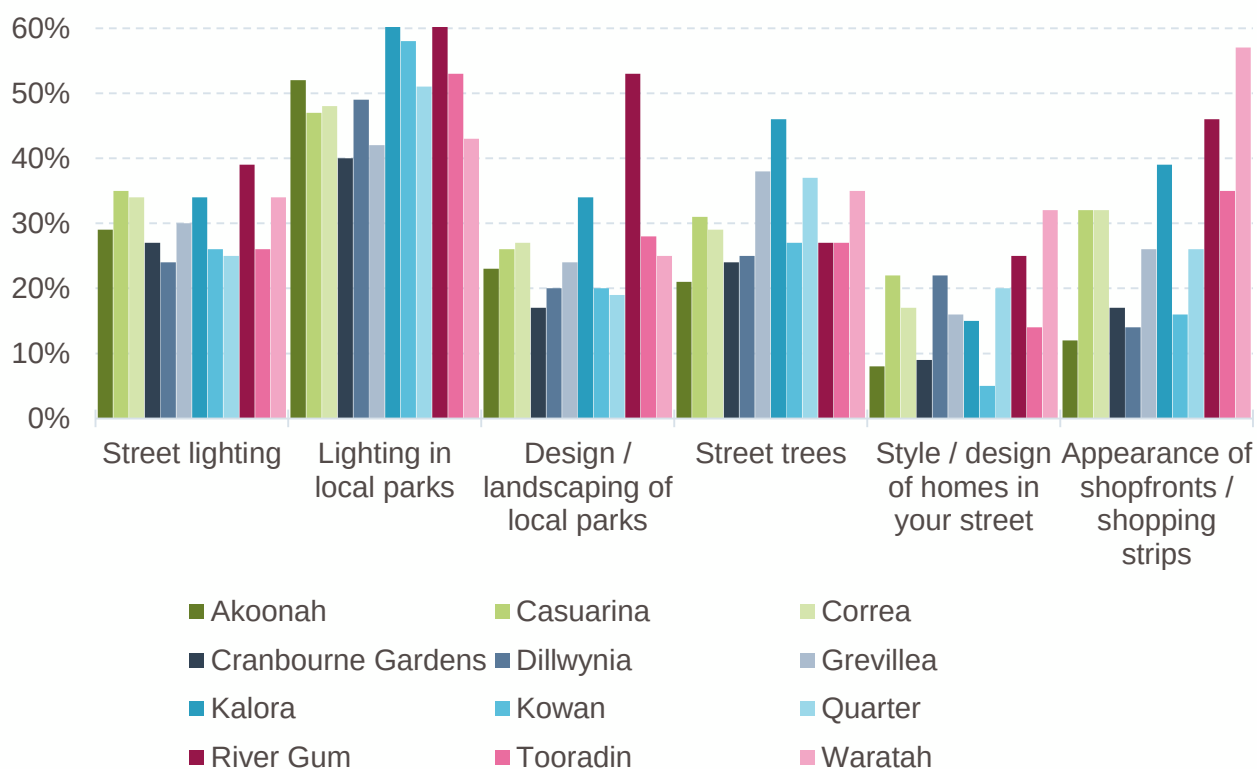
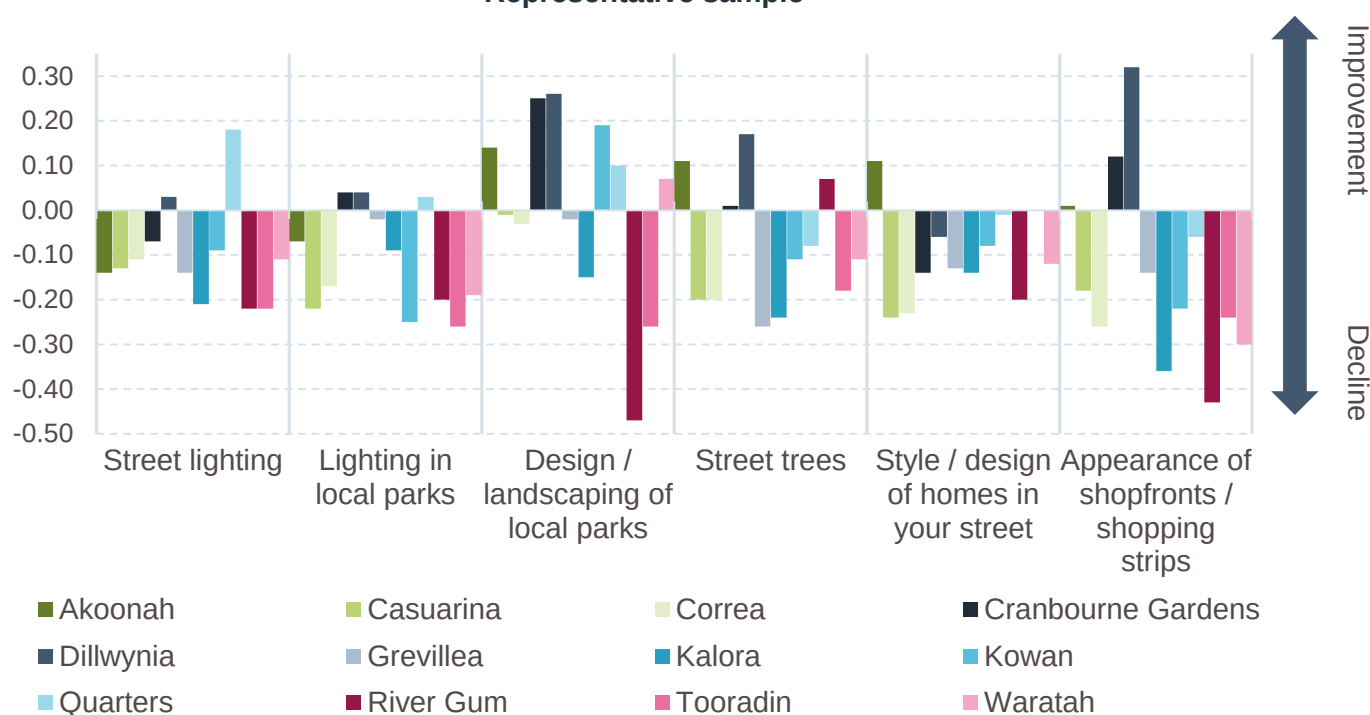


Figure 18 – 2023-24 Rating of neighbourhood amenity as poor – Representative sample

	Street lighting	Lighting in local parks	Design / landscaping of local parks	Street trees	Style / design of homes in your street	Appearance of shopfronts / shopping strips
Akoonah	29%	52%	23%	21%	8%	12%
Casuarina	35%	47%	26%	31%	22%	32%
Correa	34%	48%	27%	29%	17%	32%
Cranbourne Gardens	27%	40%	17%	24%	9%	17%
Dillwynia	24%	49%	20%	25%	22%	14%
Grevillea	30%	42%	24%	38%	16%	26%
Kalora	34%	64%	34%	46%	15%	39%
Kowan	26%	58%	20%	27%	5%	16%
Quarter	25%	51%	19%	37%	20%	26%
River Gum	39%	62%	53%	27%	25%	46%
Tooradin	26%	53%	28%	27%	14%	35%
Waratah	34%	43%	25%	35%	32%	57%

When analysing change in mean over time by ward (mean out of 4, where 1 is very poor and 4 is very good), data suggests there have been improvements in *landscaping and shopfronts* in Cranbourne Gardens and Dillwynia wards, whilst these aspects have been becoming poorer in Kalora, River Gum and Tooradin. *Street trees* have received lower mean ratings across all wards in 2025-26 except Dillwynia, Akoonah, River Gum, and Cranbourne Gardens.

Figure 19 – Change in mean rating of neighbourhood amenity over time – 2023-24 to 2025-26 Representative sample

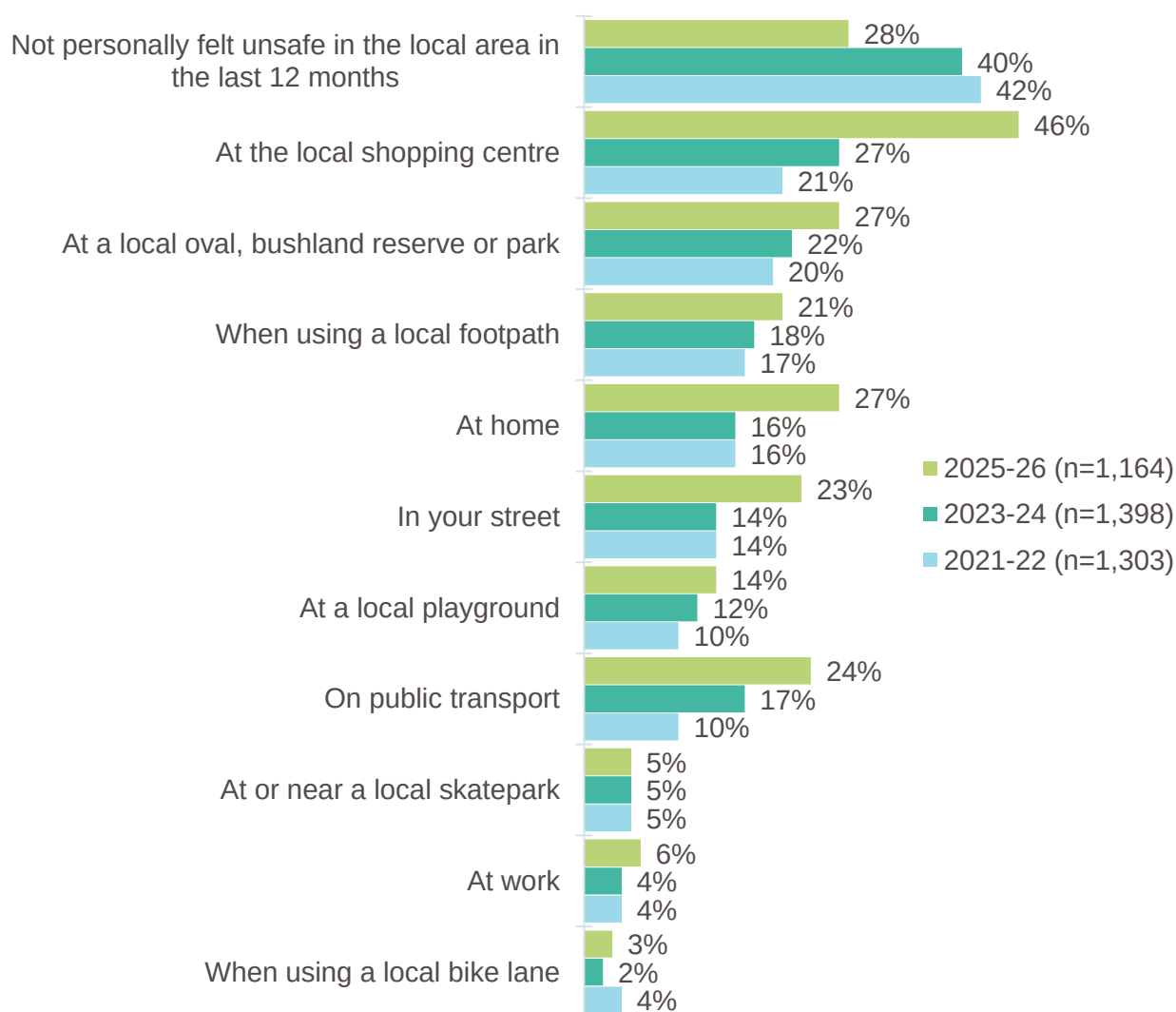


SAMPLE:	n=1,164 – Representative
QUESTION:	Q21 In the last 12 months, have you felt unsafe in any of the following places in your local area?
NOTES:	Respondents were encouraged to 'please select all that apply'.

Over two thirds (67%) of representative respondents said they had felt unsafe somewhere in their local area in the 12 months prior to interview, up from 60% in 2023-24. The incidence of feeling unsafe in the local area was higher amongst general access survey respondents (78%, up from 74% in 2023-24), further illustrating the importance of viewing the representative data set to understand broader community experiences.

Amongst those who indicated they had experienced safety issues, the most common locations were *shopping centres* and *local parks*, which has also shown a significant increase in 2025-26 when compared to previous waves. Other locations showing notable increases in the proportion reporting that they feel unsafe were *at home*, *in their street* and *on public transport*.

Figure 20 Community safety issues experienced in local area in the 12 months prior to interview – Representative sample



Notable geographic and demographic variations were:

- Casuarina ward respondents showed a particularly high instance of saying they feel unsafe in *their street* (51%, compared to 27% or less for all other wards).
- Reporting feeling unsafe *at home* was more common amongst respondents from Casuarina (41%) and Dillwynia (38%) wards (compared to 15% River Gum).
- Female respondents more commonly said that they had felt unsafe in most of these locations, in particular at a *local shopping centre* (51%, compared to 41% males).
- 18-59 year olds more commonly report having felt unsafe in most of the listed situations, when compared to 60+ year olds. 44% of 60+ year olds report not having experienced any feelings of being unsafe locally.

Council responsibilities

SAMPLE: n=1,153 – Representative

QUESTION: Q14. Do you think community safety is one of the areas Council should be working in?
If no, whose responsibility should it be?

Almost all of those surveyed (91%, 88% in 2023-24, 89% in 2021-22) indicated that it was appropriate for Council to be addressing community safety.

Suggested alternative providers (instead of Council) were:

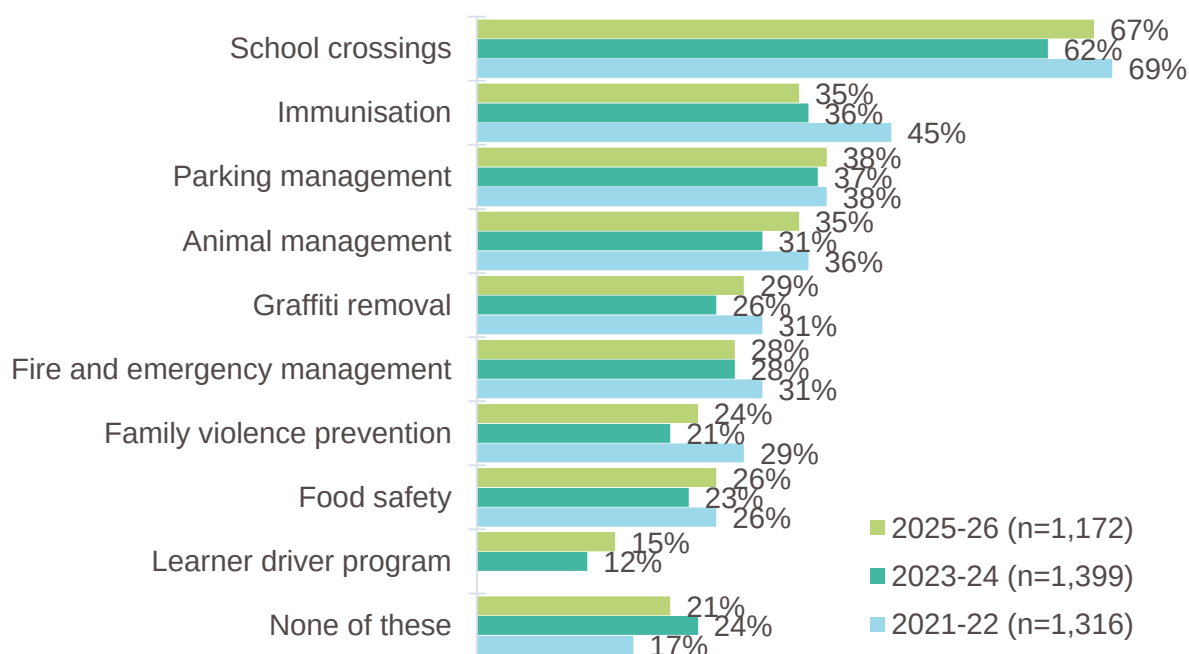
- Victoria Police;
- State Government;
- Joint effort between Council and other providers; and
- Personal responsibility.

SAMPLE:	n=1,172 – Representative
QUESTION:	Q15. Which of the following Council community safety programs are you aware of?
NOTES:	Respondents were encouraged to ‘please select all that apply’. Parking management was defined as ‘ensuring parking restrictions are appropriate to enhance public safety’. Animal management was defined as ‘ensuring animals are kept in a safe environment and responding to reports of unsafe animal situations’. Food safety was defined as ‘registering and monitoring food premises to make sure they meet with food handling safety requirements’. The findings for this question provide a baseline for identifying opportunities for increasing community awareness, and evaluating the effectiveness of awareness programs.

21% of representative survey respondents said they *weren’t aware of any* of the listed Council community safety programs in 2025-26, representing a decrease from 24% in 2023-24. This was lower amongst the general access sample (18%, compared to 17% in 2023-24 and 12% in 2021-22).

When compared to 2023-24 findings, awareness increased for most safety programs, with the exception of *immunisation* and *fire and emergency management*. *School crossings* continues to be the program with the highest level of awareness, especially amongst respondents with children under 18 (72%, up from 67% in 2023-24 and down from 74% in 2021-22). Fewer than half of respondents were aware of each of the other community safety programs, suggesting that there is an opportunity to raise awareness of Council activities in the community safety space.

Figure 21 Awareness of community safety programs – Representative sample



Respondents from Grevillea and Akoonah wards (each 50%) show a higher instance of being aware of *parking management* (compared to 26% Casuarina ward). Respondents from Cranbourne Gardens ward showed a higher instance of awareness of *animal management* (50%), and/or *graffiti removal* (42%). Respondents from Dillwynia ward showed higher instances of awareness of *family violence prevention* (36%), and the *Learner driver program* (28%).

SAMPLE:	n=1,018
QUESTION:	Q16. What do you think City of Casey should focus on in the next 12 months to make our community even safer?
NOTES:	This question provided respondents with the opportunity to write in answers, which were later coded for ease of analysis.

The most commonly put forth ideas were related to:

- Police / more police presence (178 comments).
- Lighting in streets and parks (142 comments).
- Road / parking management (127 comments). Many of the comments within this category related to general road improvement ('better roads') such as repairing potholes, better parking opportunities on residential streets.
- Crime prevention (116).
- Park / verge maintenance (103 comments). Most comments under this theme relate to mowing the grass, tree maintenance and litter management.
- Driver behaviour (101 comments). In particular 'hoon drivers'.

Other specific topic areas mentioned were:

- Education / awareness / community engagement (neighbourhood watch given as an example) – 76 mentions.
- More security patrols – 76 mentions.
- Address crime at shopping centres – 75 mentions.
- Outreach or social programs, particularly for youth – 74 mentions.
- Tougher laws and sentencing – 74 mentions.
- Address youth crime – 69 mentions.
- Surveillance cameras – 65 mentions.

An Excel file with the full comment list, categorised into themes has been provided so that these can be reviewed in detail to help inform program or policy development.

The community feedback- we need action. There is a lot you can do to improve the upkeep of areas and simply by improving lighting you will aid to crime prevention. You don't follow up people that have overgrown lawns or rubbish on nature strips for weeks - it all adds to unsightly areas where people feel down about living in ugly areas. Crime is a major factor. Take a role in improving this with preventative measures in areas that attract crime. [35-59, Female, Cranbourne East]

More lights in our walk ways and allies trees cut back on Hearhton Rd neighbours over grown trees that are a fire safety and Cameras on our street lights and police patrol reduce rates [35-59, Female, Endeavour Hills]

Roads. Especially the speed limits on Greaves Rd. The trucks that barrel through is getting dangerous and the pot holes. More security in our shopping centres because of the heightened crime that is happening with young thugs. [Narre Warren South]

Adequate lighting across as many areas as possible. As a woman the most unsafe I feel is at night and I wouldn't go to any space that doesn't have good lighting. E-Bikes and e-scooters are a real problem at the moment and are dangerous for pedestrians and drivers. I do believe that this is a bigger Statewide issue, but Councils can highlight the needs of the community around this issue and the need for stronger laws around their usage to State Government. [35-59, Female, Berwick]

Personal safety. While attacks on people are criminal acts and the domain of the police, I believe Council has responsibility for improving surveillance (temporary or permanent cctv) and lighting/visibility in areas like Duff Street and around the train station. This is an amenity that should be able to be accessed by all, but currently I wouldn't let my wife and/or teenage kids use after 5pm. It's a known joke in the community that you avoid the area after dark. Drug and alcohol programs should also be considered a safety program, these are clearly safety issues in the community and need to be addressed as part of the overall community safety issue. [35-59, Male, Botanic Ridge]

Try to keep 'unsavoury' people off the streets, who are creating an unsafe environment. Hoons in cars, or on scooters/bikes, no lights and barely visible. [60+, Male, Clyde North]

Pro-active action to youth crime, improved street mowing on/in roads/parks, support residents better re planning applications. [60+, Narre Warren South]

Shopping centre safety - youth gang violence, theft and property break ins. more police presence in streets & public places. [60+, Female, Endeavour Hills]

Online safety

Most respondents said they *feel safe when using the internet* (57%), although 8% said *unsafe* (see Q7 results on page 20). 60+ year old respondents showed a higher instance of saying they felt unsafe when using the internet (15%, compared to 4% 18-34 year olds).

SAMPLE: n=1,105 – Representative

QUESTION: Q18 What sorts of things do you do to protect yourself when using the internet?

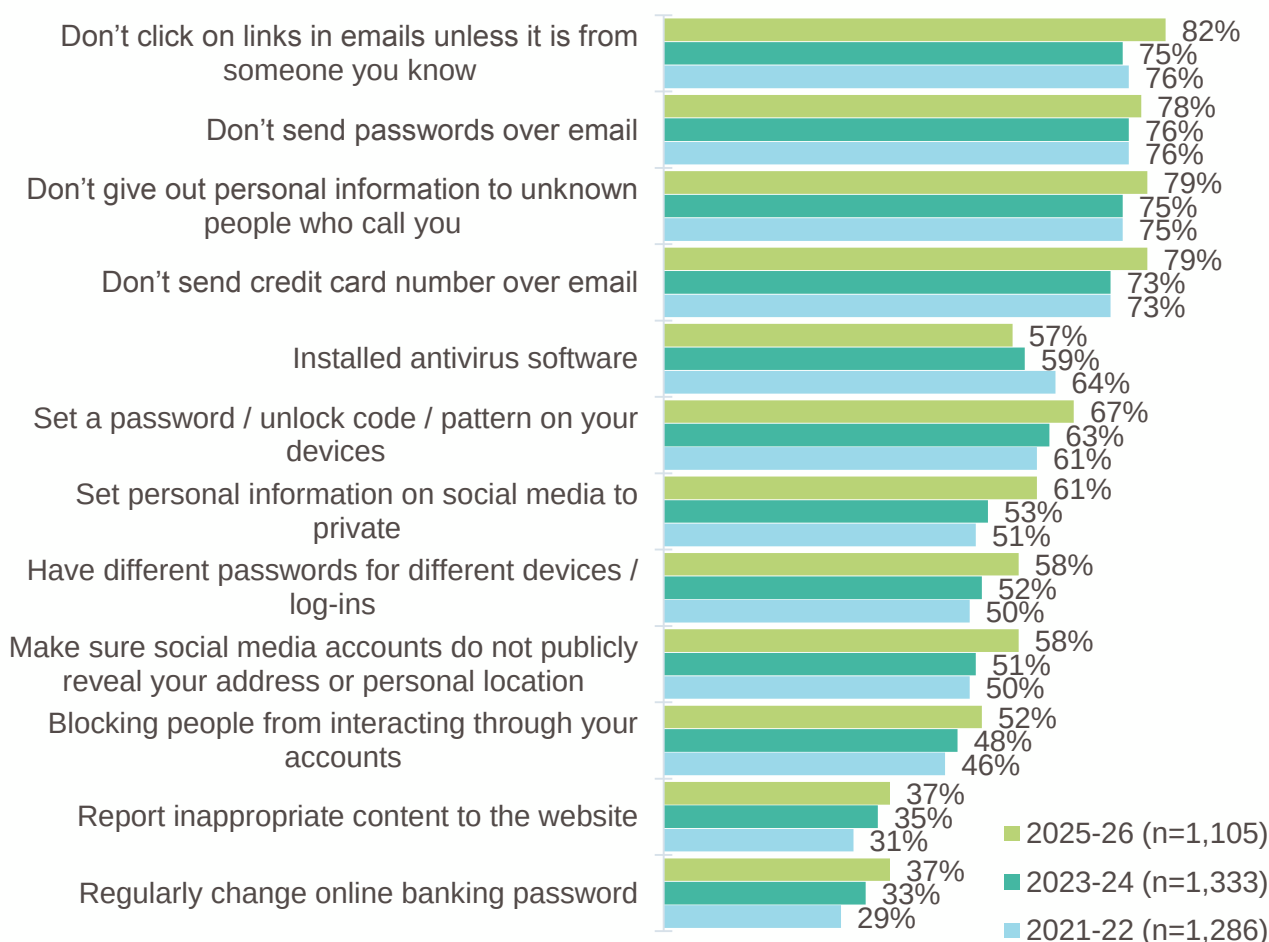
NOTES: Respondents were encouraged to 'please select all that apply'.

Only 4% of representative respondents said that they *do nothing* to protect themselves on the internet (similar proportion to previous waves, 2%).

Most respondents claimed that they *avoid clicking on links in emails from untrusted sources, don't send passwords over email, don't give out personal information, and don't send credit card numbers over email*.

Over time there has been a decline in the proportion of respondents who have *installed antivirus software*, but an increase in the proportion *improving their password management and/or privatising their social media / online presence*.

Figure 22 Protecting self on the internet – Representative sample



Notable variations by demographics were:

- Female respondents more commonly do most of these actions.
- Younger respondents (18-34 year olds) more commonly manage their social media privacy (76% *set to private*, compared to 33% 60+; 56% *blocking people*, compared to 39% 60+) and have *passwords/unlock codes on their devices* (70%, compared to 54% 60+ year olds).
- Older adult respondents more commonly said that they have installed *anti-virus software* (63%), compared to just under half of young people (47% 18-34 year olds).
- Respondents who speak a language other than English showed lower incidences of undertaking all of these behaviours.