

EXPLORING SAFETY IN CASEY 2023-24

Stage 1. Quantitative Survey Findings

March 2024

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Revised in 2024 with new wards.

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=1,415 (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, 50 opt outs) or direct link (email invites, 70 opt outs).

Distribution dates: 22 September – initial mail-out (4,600 households)
26-28 September – Email invites (6,600 households)
25-26 October – Email reminders
20 October – Postcard reminders
4-14 November – Phone Reminders

Phone reminders: A subset of 8,627 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 Market Solutions then conducted phone calls with over 800 of these households to encourage participation. This resulted in an additional 267 responses to the survey.

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

- Mail-out, 10%
- Email, 16%

Survey error reduction strategies: 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=314 (n=503 in 2021-22)
<i>Sampling method:</i>	Online with option to request a paper form
<i>Distribution method:</i>	Widespread 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.

Respondent profile

Within the representative sample, the gender mix of respondents was closely aligned 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 relatively in line with population distribution.

Table 1 – 2023-24 Demographics

	CATEGORY	REPRESENTATIVE		GENERAL ACCESS		2022 ID.FORECAST	
		n=	%	n=	%	n=	%
GENDER	Male	650	46%	94	31%	139,629	50%
	Female	765	54%	174	58%	142,093	50%
AGE	18-34	240	17%	36	13%	96,126	34%
	35-59	700	50%	164	57%	125,387	45%
	60+	475	34%	87	30%	60,209	21%
HOUSEHOLD	Couple with children living at home	556	40%	127	41%	54,567	43%
	Single parent	87	6%	12	4%	13,261	11%
	One person	203	15%	24	8%	18,941	15%
	Couple with no children	366	26%	95	31%	30,176	24%

The representative survey achieved a robust 444 responses from residents who speak a language other than English, which is slightly 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=166 representative) to identify statistically meaningful variations in findings.

Table 2 – 2023-24 Cultural background and tenure

		REPRESENTATIVE		GENERAL ACCESS		2021 CENSUS	
		n=	%	n=	%	n=	%
CALD	Speak language other than English	444	32%	45	15%	152,526	42%
	Aboriginal or Torres Strait Islander	12	0.9%	8	2.6%	2,398	0.6%
TENURE	Owner occupier	1092	78%	228	74%	83,860	71%
	Renter	166	12%	29	9%	26,446	22%

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 those in Springfield ward (moderately established localities).

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

	CATEGORY	SUBURBS	REPRESENTATIVE		GENERAL ACCESS		2022 ID.FORECAST	
			N=	%	N=	%	N=	%
REGION	Well established	Beaconsfield, Berwick, Cranbourne, Cranbourne North, Doveton, Endeavour Hills, Eumemmerring, Hallam, Hampton Park, Junction Village, Narre Warren.	796	56%	154	52%	211,833	54%
	Moderately established	Cranbourne East, Lynbrook, Lyndhurst, Narre Warren South.	274	19%	71	24%	79,285	20%
	New growth	Botanic Ridge, Clyde, Clyde North, Cranbourne West.	243	17%	44	15%	79,131	20%
	Rural and coastal	Blind Bight, Cannons Creek, Cranbourne South, Devon Meadows, Harkaway, Lysterfield South, Narre Warren North, Pearcedale, Tooradin, Warneet.	102	7%	30	10%	20,546	5%
OLD WARDS	Balla Balla	Clyde, Botanic Ridge, Pearcedale, Cranbourne South, Tooradin, Devon Meadows, Blind Bight, Junction Village, Warneet, Cannons Creek.	136	10%	27	9%	29,534	8%
	Edrington	Berwick, Clyde North, Beaconsfield.	344	24%	75	25%	91,801	23%
	Four Oaks	Endeavour Hills, Narre Warren North, Harkaway, Lysterfield South.	159	11%	33	11%	35,405	9%
	Mayfield	Cranbourne North, Cranbourne East, Cranbourne, Cranbourne West, Lyndhurst.	310	22%	70	23%	112,996	29%
	River Gum	Hampton Park, Doveton, Hallam, Lynbrook, Eumemmerring.	262	19%	32	11%	60,977	16%
	Springfield	Narre Warren, Narre Warren South.	204	14%	62	21%	60,082	15%

In 2024 this report was revised to cover the new Council wards. These wards were assigned to property IDs using a document provided by Council assigning each property ID with its new ward. Therefore the new ward data is only available for the representative sample.

The quotes throughout this document have been updated with the new ward category.

Table 4 – 2023-24 Sample distribution by new ward

2024 WARDS	REPRESENTATIVE	
	N=	%
Cranbourne Gardens	147	10%
Dillwynia	82	6%
Grevillea	106	7%
Kalora	138	10%
Kowan	115	8%
Quarters	105	7%
River Gum	115	8%
Tooradin	86	6%
Waratah	160	11%
Akoonah	137	10%
Casuarina	126	9%
Correa	98	7%

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)
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). 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 suburb, age or gender) have been grouped with the general access data set so that their contribution to the research is not lost. The following table shows the weight assigned to each individual according to their ward, age and gender. As an example, each 18-34 year old male in Four Oaks ward has had their contribution increased three-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	4.31	1.99	0.93	0.63	0.56	0.45
EDRINGTON	3.22	2.53	1.04	0.95	0.44	0.39
FOUR OAKS	3.39	2.32	1.17	0.86	0.55	0.50
MAYFIELD	1.97	2.08	1.18	0.91	0.85	0.91
RIVER GUM	1.17	1.03	0.68	0.97	0.84	0.79
SPRINGFIELD	2.43	1.78	0.91	0.88	1.46	0.78

The total weighted representative sample (where we had suburb, age and gender information for weighting) was 1,333. The 503 remaining surveys fall within the general access component of the analysis.

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;
- CALD;
- 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)
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.

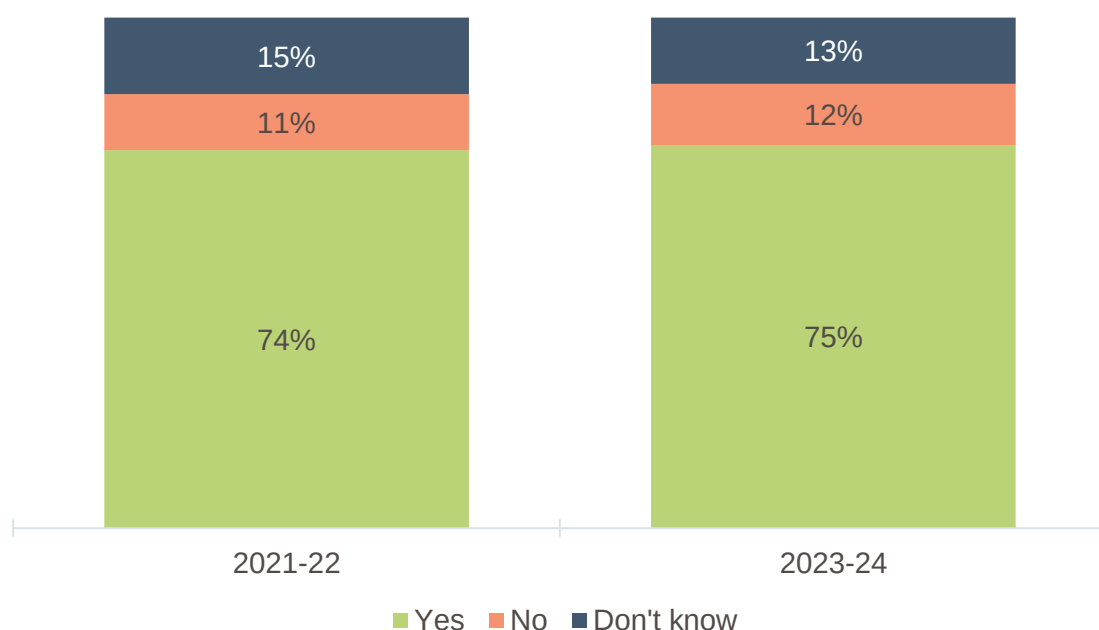
Research findings

Perceptions of Safety

SAMPLE:	Q4 n=1,408 Representative Q4a n=156 Representative & n=86 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.

The clear majority of residents indicated that they would recommend City of Casey as a good place to live, work and play, suggesting that overall the area is highly regarded. Given that the reminder of the survey was very focussed on issues, 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**

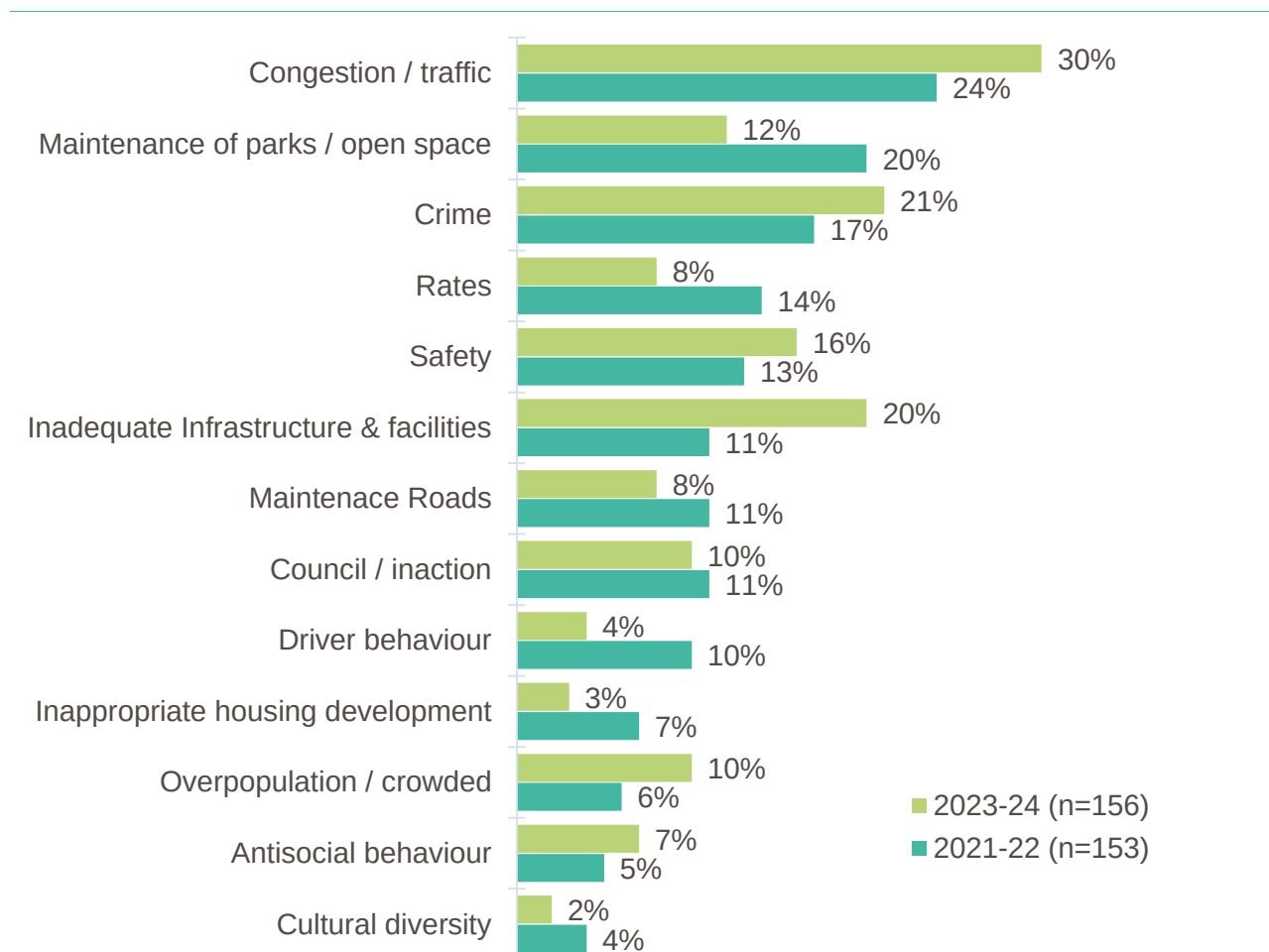


In 2023-24, those who completed the general access survey more commonly answered *No* (28%). This highlights the importance of undertaking representative sampling when conducting research, as it demonstrates that surveys distributed through Council networks will be completed by those with more issues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

In both 2021-22 and 2023-24, within the representative survey, those from a CALD background showed a higher instance of saying Yes (82%) than non-CALD respondents (71%). In 2023-24, a higher instance of saying No was recorded amongst Dillwynia (24%) and Quarters (21%) wards, compared to 8% or less for Grevillea, Waratah, Akoonah and Casuarina.

Those who said No were asked to write in why. The main reasons given by the representative sample revolve around infrastructure, specifically congestion and traffic, and open space maintenance. A third of representative sample comments related to crime or safety, including antisocial behaviour and drugs (38%, up from 33% in 2021-22).

Figure 2 – Reasons for not recommending Casey – Representative sample



The general access survey showed significantly higher incidences of stating crime and safety issues (53%, similar to 54% in 2021-22) which is unsurprising given it was distributed to the general population as a 'Safety survey', and therefore would have reached those with safety issues. The general access sample also more commonly mentioned maintenance of roads and potholes (19%) and Council inaction (20%).

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

- Over a third (36%) of respondents from the Dillwynia ward made a comment relating to phone reception.
- Males more commonly mentioned antisocial behaviour (13%, compared to 2% females) while females more commonly mentioned crime (29%, compared to 11% males).

Horrible infrastructure, poor planning , heavy traffic , extreme dust , poor public transport , less facilities , poor medical facilities when in an emergency and many more [Female, 35-59, Dillwynia]

Parks not well looked after. Over grown grass on council land. Less educating people (all including migrants) of not throwing rubbish anywhere. Increased crime numbers. [Female, 18-34, Quarters]

Dirty and untidy. Parks and walkways overgrown and not maintained often enough. Dangerous gum trees dropping branches causing concern for walkers using pathways. Housing growth too rapid and causing road congestion. [Male, 60+, Akoonah]

There's a lot of areas in Casey that are very unsafe. The infrastructure in Clyde is horrible. Constant road works meaning constant traffic jams all times of the day and roads are not designed currently for the amount of residents in the area. Most, if not all of Clyde, does not have any mobile reception. This includes not being able to call emergency services. [Female, 18-34, Tooradin]

Extreme traffic congestion, extreme wait times at Casey hospital, poor infrastructure to support population growth. [Male, 35-59, Kowan]

Too much crime Gangs hang out around fountain gate It is not the place it used to be. Young people and the violence they have shown towards people. [Female, 35-59, Grevillea]

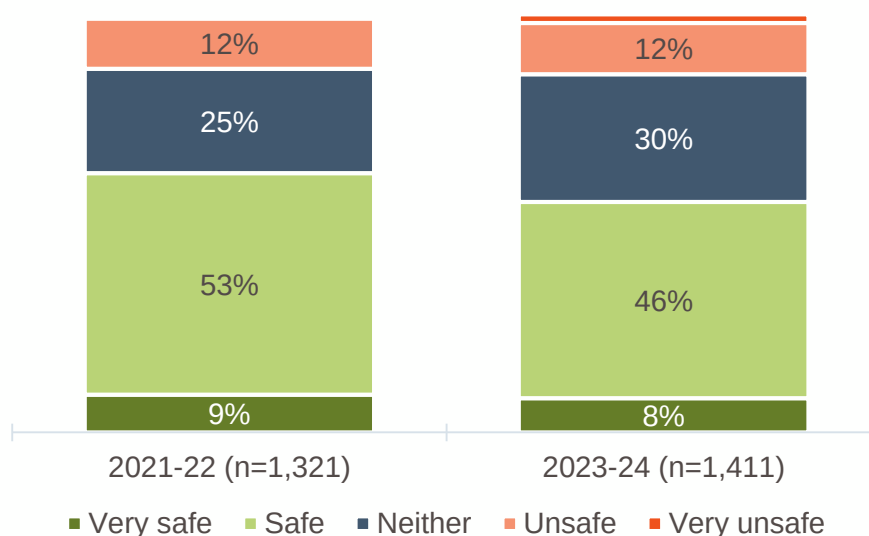
Rates are too expensive for area, dirty place, not maintained, looks neglected, too much crime [Female, 60+, Tooradin]

Infrastructure that doesn't keep up, corrupt councillors, persistent problems with theft and petty crime, promised developments in estates that take decades to ever eventuate. [Male, 35-59, Dillwynia]

SAMPLE:	Q5 n=1,411 Representative Q5a n=212 Representative & n=310 general access
QUESTION:	Q5. Overall, how safe or unsafe do you feel living in Casey? [If they said unsafe] Q5a. Why do you feel unsafe?
NOTES:	Q5a was recorded as an open text field and then later coded into themes for ease of analysis.

Just over half (54%) of respondents indicated that they feel very safe or safe living in City of Casey, down from 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

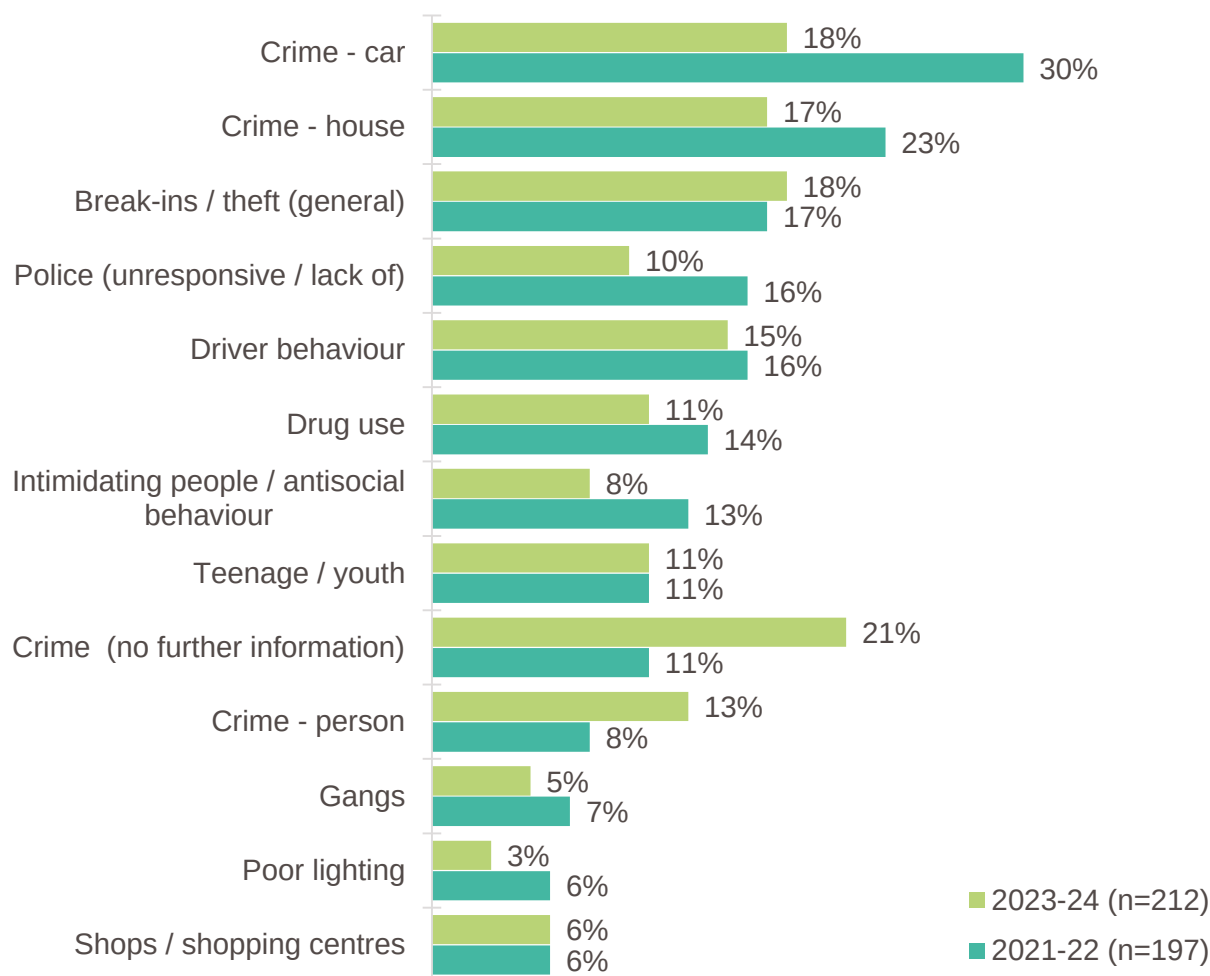


Those who completed the general access survey more commonly answered *Very unsafe or unsafe* (33%).

The incidence of feeling unsafe or very unsafe was higher amongst females (17%, compared to 12% males), whilst 62% of those who speak a language other than English gave a rating of safe or very safe (62%, compared to 50% English only).

Those who said *very unsafe or unsafe* were asked to write in why. The main reasons given revolve around crime related to houses and cars. There were also quite a few mentions of hooning / driver behaviour.

Figure 4 – Reasons for feeling unsafe in Casey – Representative sample



Those in the general access survey who said they feel unsafe more commonly mentioned teenage / youth crime (21%), police (21%), gangs (17%) and/or shops or shopping centres as the reason / places they feel unsafe.

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

- Young people (18-34 year olds) more commonly mentioned in-person crime and violence (19%, compared to 1% 60+ year olds).
- Females more commonly mentioned general crime (27%, compared to 12 % males) and teenage / youth crime (15%, compared to 5% males).
- The incidence of mentioning burglary and break-ins was particularly high amongst those who speak a language other than English (35%, compared to 11% English-only).

I hear of homes being broken into and cars stolen on a regular basis. Mine was one of them as was the houses either side of me. [Female, 60+, Kowan]

Hear about the crime/violence at Westfield Fountain Gate and surrounds - witness dangerous driving weekly and can hear hoons most nights around the neighbourhood - quite dark in central Berwick when it's not daylight savings, instances of leaving fitness. [Female, 18-34, Casuarina]

Casey has disproportionate crime rates, with aggravated crimes occurring often. My street is commonly used by one group of people as a stolen car dumping ground. The police are regularly asking me if I have seen anything or if I have cameras. [Male, 35-59, Casuarina]

The youth crime and youths walking the streets is getting worse, the graffiti is increasing, i've had my front door kicked, packages stolen and have even started organising a petition based on prevention - something Casey council needs to do more about. . [Female, 35-59, Waratah]

Increasing crime rate, home invasion, car thefts, drug related issues. [Male, 60+, Kalora]

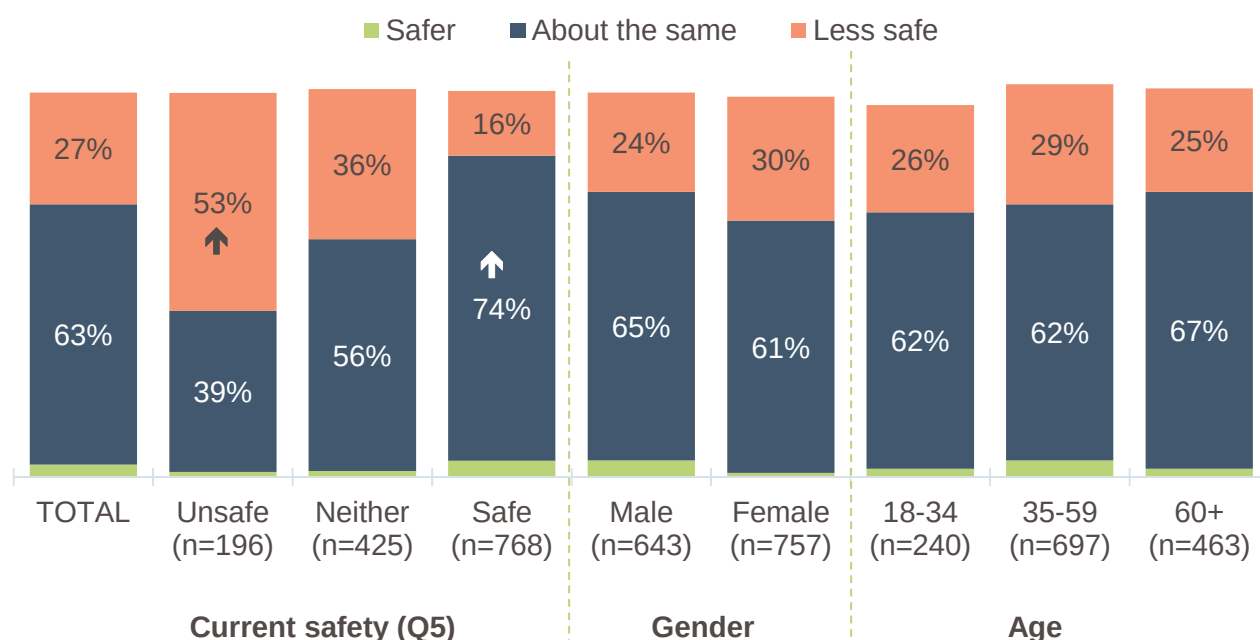
I see many people asking for help in social media because their car or work ute have been stolen, or broken into, to steal work tools, personal belongings [Male, 35-59, Kowan]

I live in Doveton. It is not the greatest area. The council needs to put in a lot of work to improve the living standards. The shop areas are horrible which is fine 99% of the time until you're not home to receive a package and you have to pick it up from Doveton post office... I hate going for walks in the area, just feels so bad compared to neighbouring endeavour hills. [Female, 18-34, Waratah]

SAMPLE:	Q6 n=1,400 Representative Q6a n=389 representative & n=151 general access
QUESTION:	Q6. How do you feel about safety in Casey now when compared to 12 months ago? [If they said unsafe] Q6a. Why is it less safe?
NOTES:	Q6a was recorded as an open text field and then later coded into themes for ease of analysis.

In 2023-24 just over a quarter (27%) of respondents indicated that they perceived Casey to be less safe when compared to 12 months prior, up from 17% in 2021-22. Those who rated Casey as unsafe initially and females showed a significantly higher incidence of indicating it has become less safe.

Figure 5. Safety in Casey compared to 12 months prior to interview – 2023-24 Representative sample

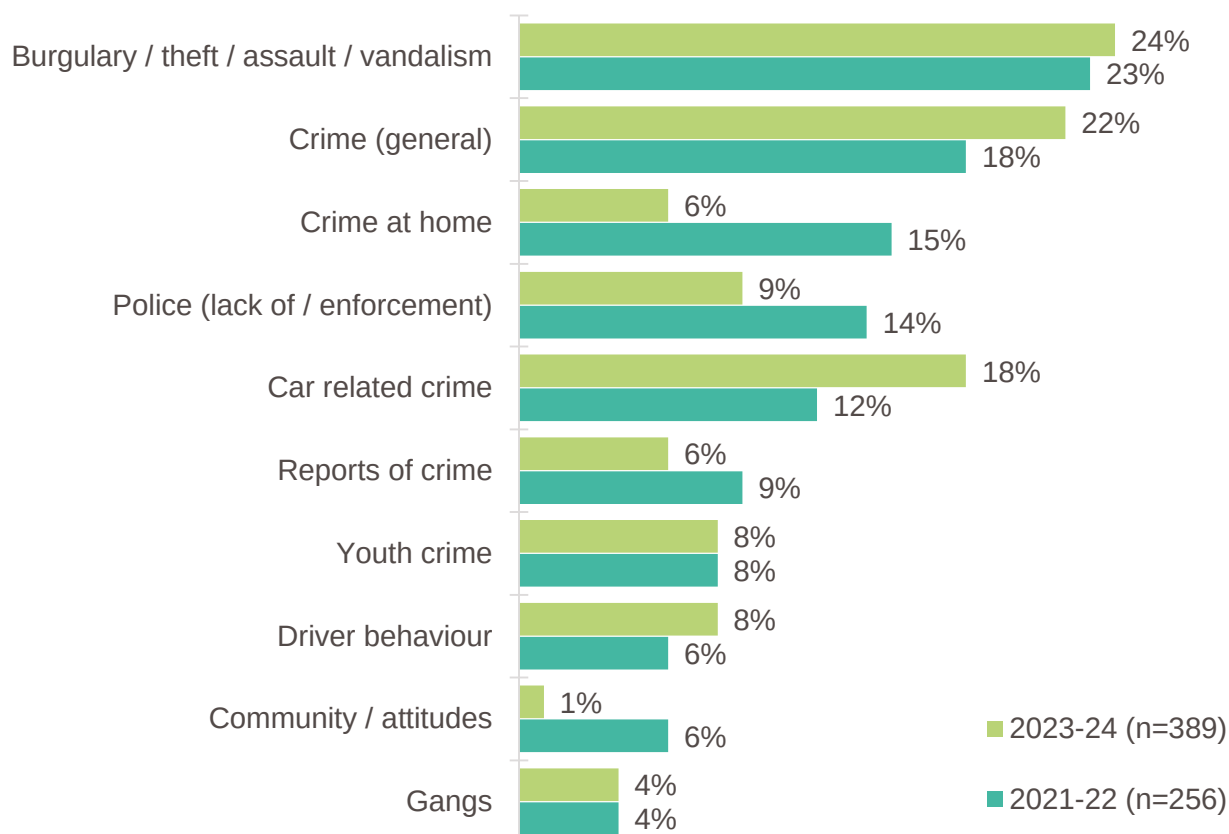


Those who completed the general access survey more commonly answered *Less safe* (50%, up from 34% in 2021-22).

A notably higher proportion of respondents from Kalora ward said *less safe* (45%) compared to 24% or less for Kowan, River Gum, Waratah, Casuarina and Correa.

When those who said it is less safe were asked why (n=389), the most commonly mentioned crimes continue to be burglary / theft / assault / vandalism, and general crime / crime rates. In 2023-24 there was a notable increase in the proportion of respondents mentioning car related crime.

Figure 6 – Reasons for why Casey has become less safe – Representative sample



Those who completed the general access survey and reported that they feel less safe showed a higher incidence of saying things to do with driver behaviour, shopping centres and gangs reasons for feeling less safe (17%, 13% and 10% respectively).

Notable variations in mentions of things that make them feel less safe were as follows:

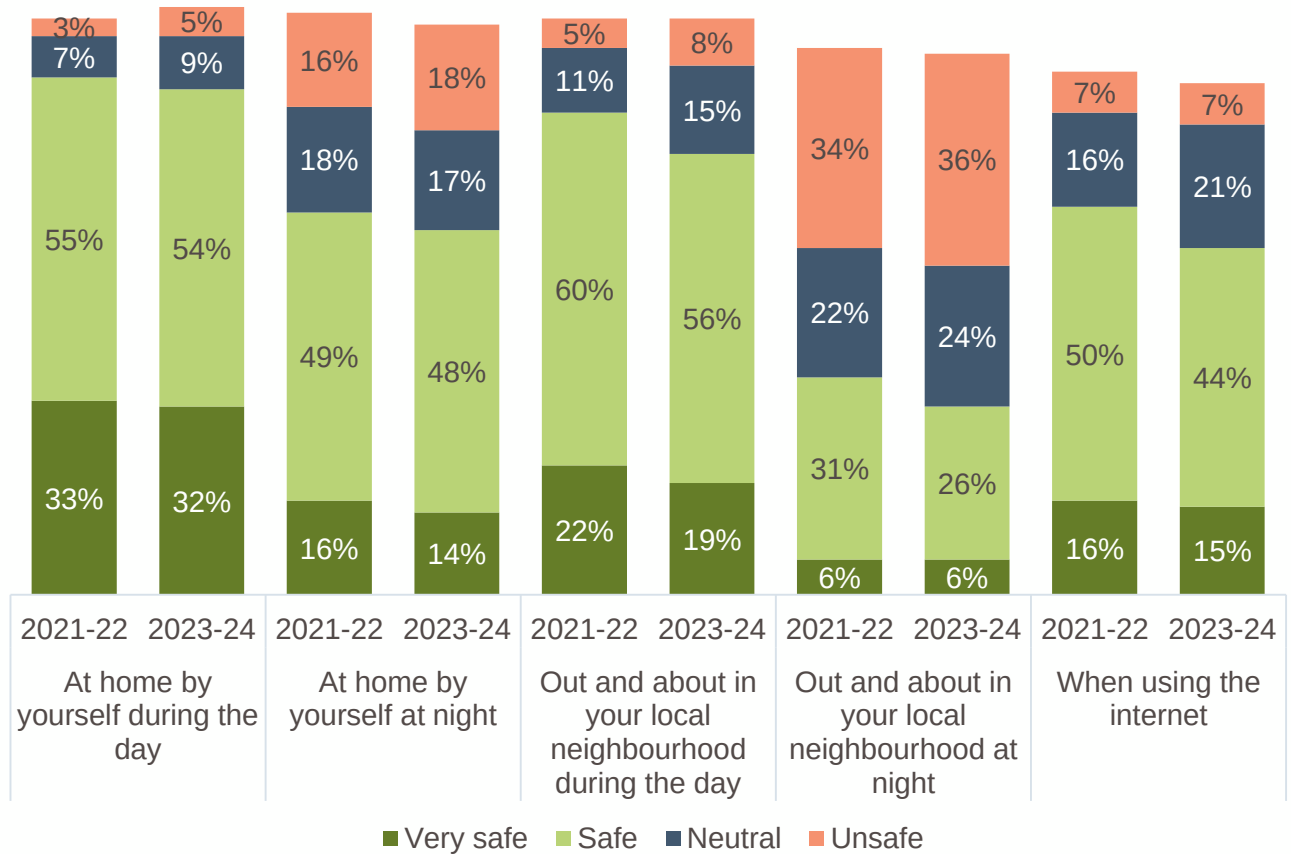
- Females more commonly mentioned crime rates / general crime (26% of females who made a comment, compared to 16% males) and/or driver behaviour (10%, compared to 5% males).
- Young people (18-34 year olds) more commonly mentioned burglary (31% of young people who made a comment, compared to 16% 60+ year olds), while older aged respondents (60+ year olds) more commonly mentioned lack of police / enforcement (17% of 60+ year olds who made a comment, compared to 6% 18-34 year olds).
- Those who speak a language other than English more commonly mentioned driver behaviour (13% of those who made a comment, compared to 6% English-only).

SAMPLE: Q7 n=1,401 – Representative

QUESTION: Q7. How safe or unsafe do you feel in the following situations?

The primary situation where people feel unsafe continue to be their local neighbourhood at night.

Figure 7 – Rating of safety in situations – Representative sample



Feeling unsafe when in their local neighbourhood at night was more common amongst females (46%, up from 39% in 2021-22, compared to 26% males).

SAMPLE:	n=1,683 locations specified
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 (936 locations), or both day and night (664 locations). Only 51 were locations where residents felt unsafe only during the day.

The most commonly cited locations were:

- Shopping centres (606 mentions, with 228 specifically specifying Fountain Gate);
- In the local neighbourhood (including those who specified their own or a nearby street) (160 mentions);
- Parks (212 mentions); and
- Public transport / station (179 mentions).

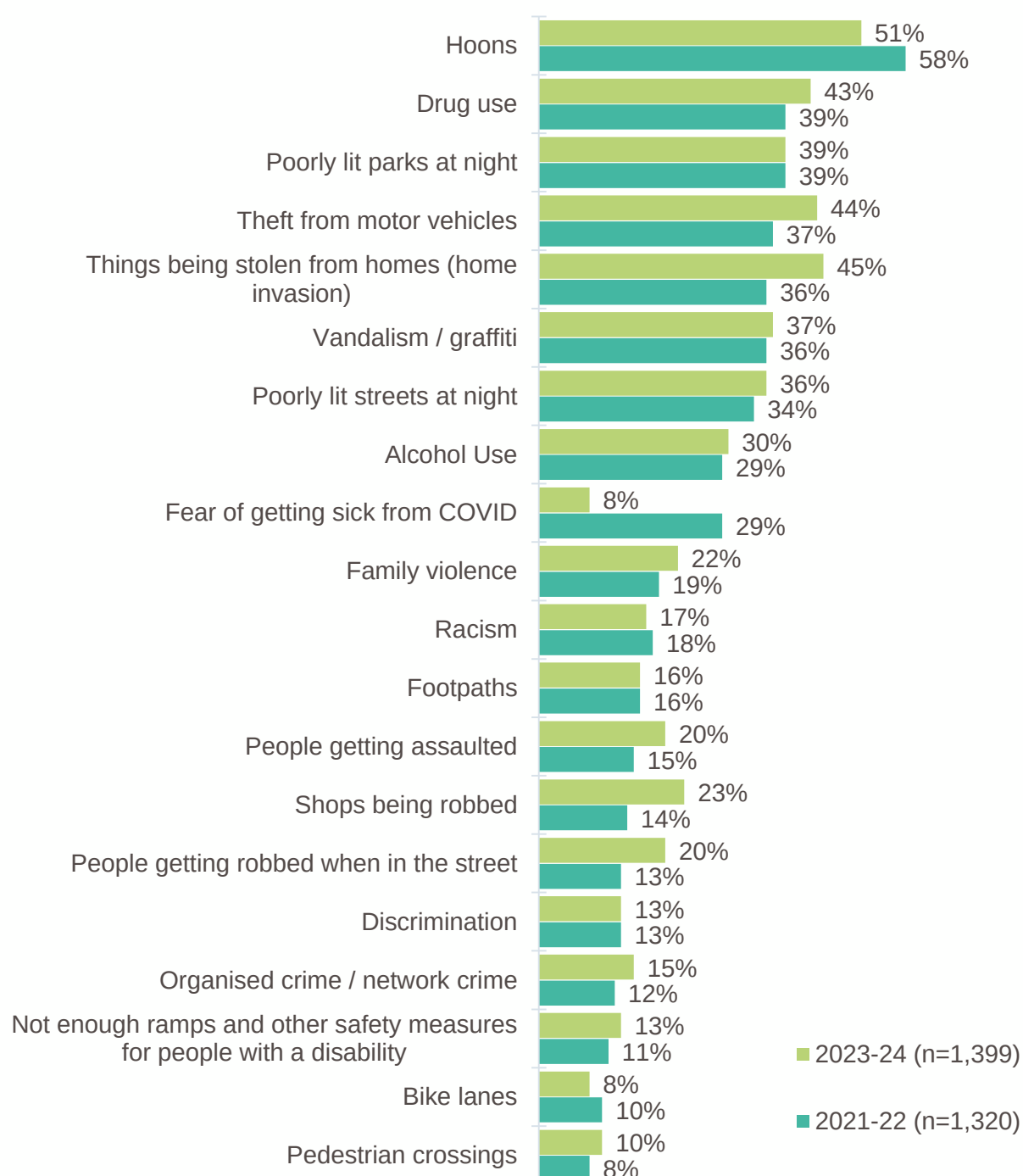
The most common reasons given for feeling unsafe were:

- Undesirable / antisocial people (478 mentions);
- Assault / theft / crime / feels unsafe (412 mentions);
- Gangs (youth, culturally-defined, just 'gangs') (141 mentions);
- Dark / lack of lighting (163 mentions); and
- Drugs and alcohol (170 mentions).

SAMPLE:	n=1,399 – 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 hoons, things being stolen from homes (increase since 2021-22) and theft from motor vehicles (increase since 2021-22). Coupled with earlier reasons given for feeling unsafe, it is clear that car related crime continues to be a major issue for the community of Casey.

Figure 8 Perceived safety issues in Casey – Representative sample



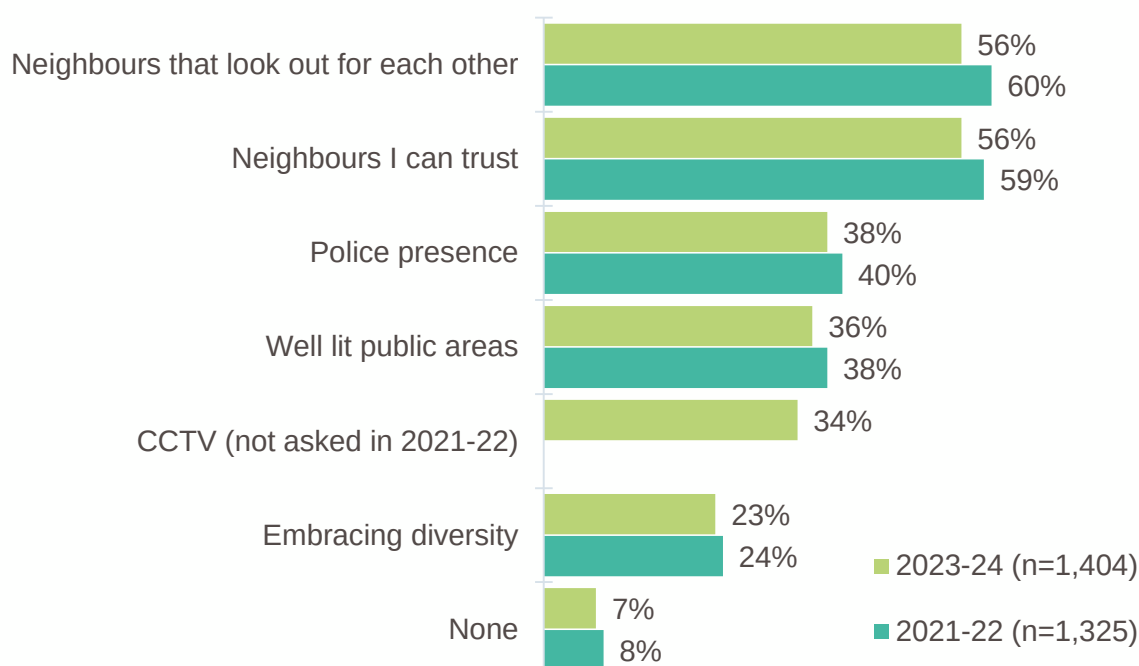
When analysing the findings by demographics there were a range of notable variations:

- Females showed higher instances of selecting all of these safety issues than males.
- Those in new growth areas showed higher instances of selecting many items from this list, the most prominent being discrimination (20%, compared to 12% or less for other areas), people getting assaulted (27%), theft from motor vehicles (51%) and things being stolen from homes (51%).
- Those in the rural and coastal region more often selected things being stolen from homes (67%, compared to 42% well/moderately established regions) and theft from motor vehicles (60%, compared to 40% well/moderately established regions).
- Those in Tooradin, Cranbourne Gardens, Dillwynia and Kalora wards more often selected things being stolen from homes and/or theft from motor vehicles (53-58%) when compared to River Gum and Waratah (30-34%). Tooradin respondents also showed a higher instance of mentioning shops being robbed (38%, compared to 12% River Gum and 16% Dillwynia).
- Those in Grevillea ward more often selected vandalism / graffiti (61%, all other wards 36% or less) and/or family violence (36%, compared to 16% Casuarina).
- Those who speak English only showed higher instances of selecting each option.
- A third of 18-34 year olds selected alcohol use (33%, compared to 25% 6-+ year olds) and almost half selected things being stolen from homes (48%, compared to 38% 60+ year olds).
- 60+ year olds showed higher instances of selecting shops being robbed (28%, compared to 19% 18-34 year olds) and not enough ramps and other safety measures for people with a disability (18%, compared to 11% other ages).

SAMPLE:	n=1,404 – 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. It is clear that looking out for each other and fostering trust are 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.

Figure 9 Perceived things that make the community feel safer – Representative sample



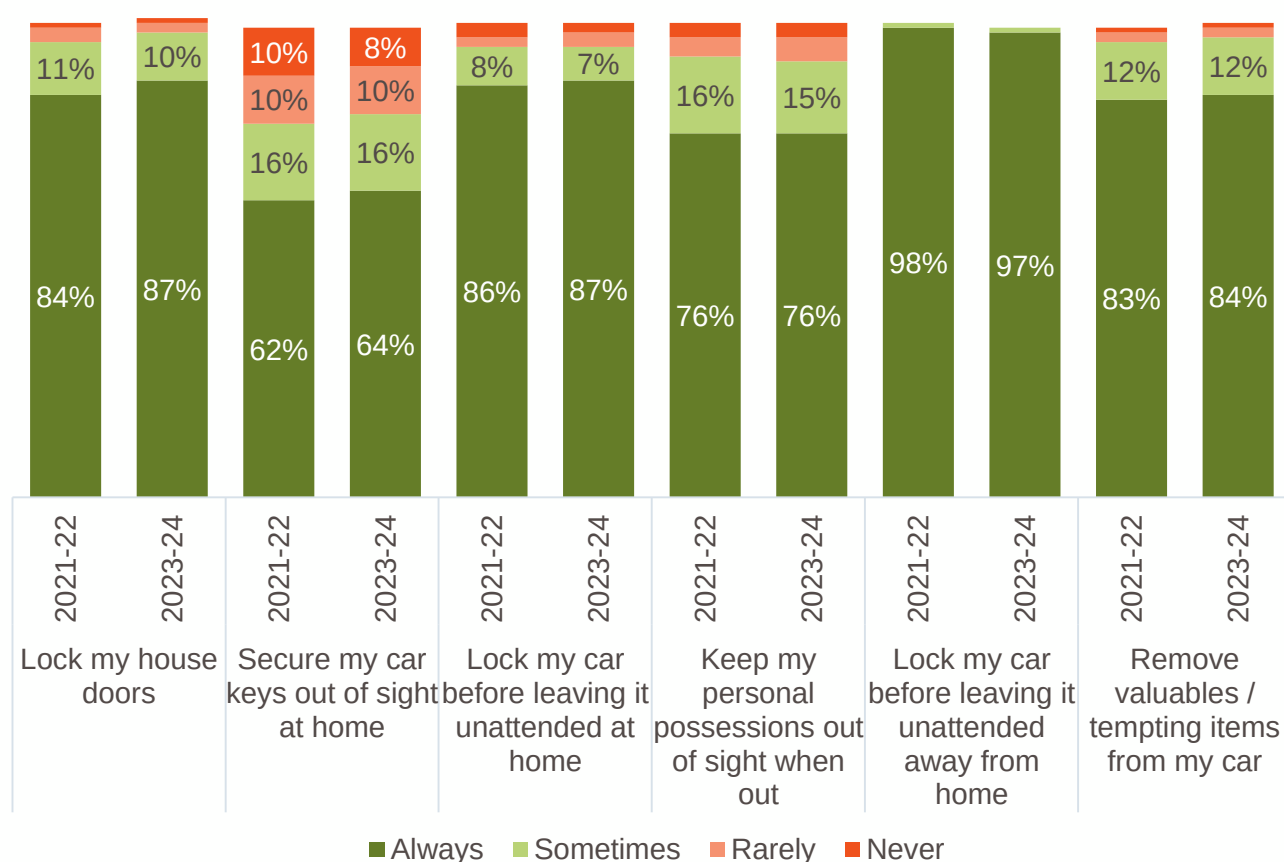
Neighbours that look out for each other, well lit public areas, and embracing diversity were more commonly mentioned by females (61%, 39% and 26% respectively) than males (52%, 33% and 20% respectively). Furthermore, those aged 18-59 showed a high incidence of mentioning embracing diversity (25%, compared to 16% 60+ year olds). Embracing diversity was also selected by a notably higher proportion of those who speak a language other than English (27%, compared to 21% English only) and a notably lower proportion of those in Akoonah ward (11%, compared to 30%+ in Dillwynia, Kowan, River Gum, Tooradin, and Waratah).

Safety behaviours

SAMPLE:	Q9 n=1,400 – 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, however over a third will not always keep their car keys out of sight when at home.

Figure 10 – Frequency of behaviours – Representative sample



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

- Men less often remove valuable items from their car before leaving it unattended (17% sometimes/rarely, compared to 11% females).
- Younger people less often keep personal possessions out of sight when out and about (28% sometimes/rarely, compared to 10% 60+ year olds);
- People who speak English only less commonly lock their house doors when they are home (15% sometimes or rarely, compared to 9% LOE).
- 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.
- A high proportion of those in Quarters ward said they always keep personal possessions out of sight when out and about (87%, compared to 69% Kowan and 65% Casuarina), secure car keys out of sight when home (77%, compared to 55% Casuarina), and/or lock house

doors when home (93%, compared to 77% Cranbourne Gardens and 75% Grevillea). Those in Dillwynia and Kowan wards also showed high instances of locking house doors when at home (93% and 92% respectively).

- Almost all of those in Kalora ward said they always remove valuables from their car before leaving it unattended (93%, compared to 76% Dillwynia and 73% Grevillea).

Personal experiences

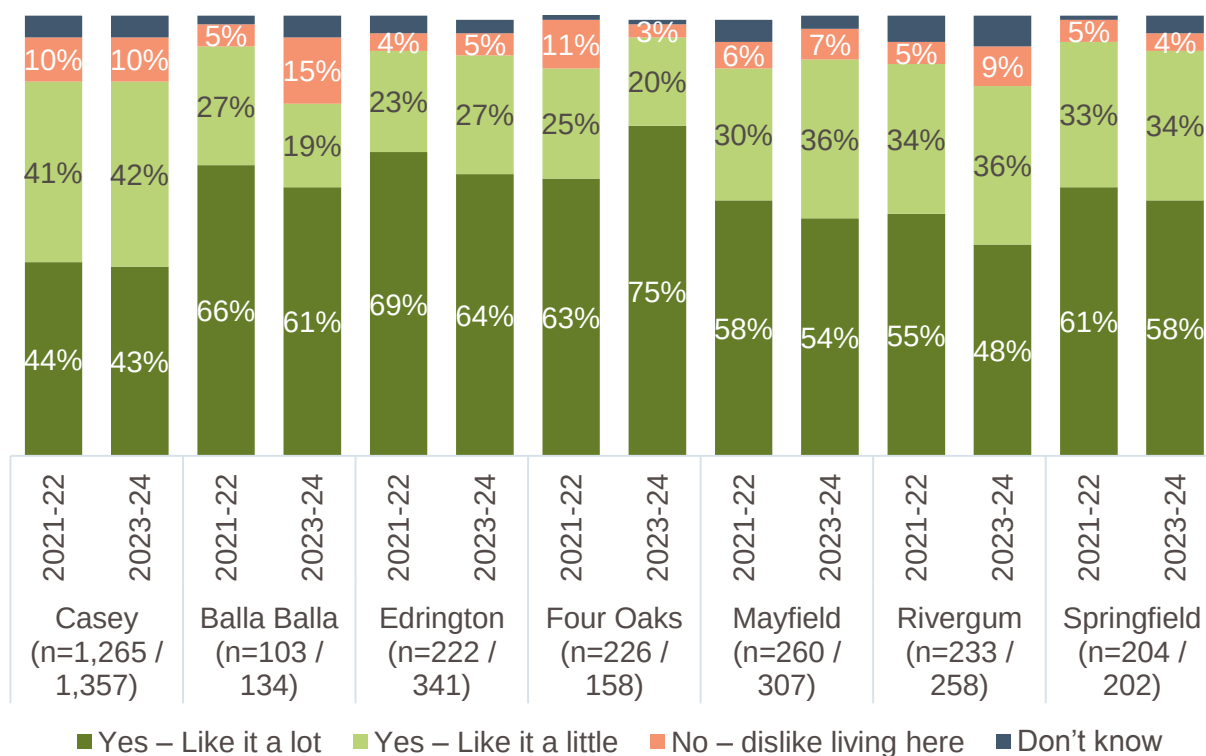
For the following questions, respondents were given the definition:

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=1,400 and n=1,357 – 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 in the following chart.

Generally, residents like living in their local area to a greater extent than Casey in general. The old wards registering the highest levels of liking living in the local area were Four Oaks (notable increase since 2021-22), Edrington and Balla Balla.

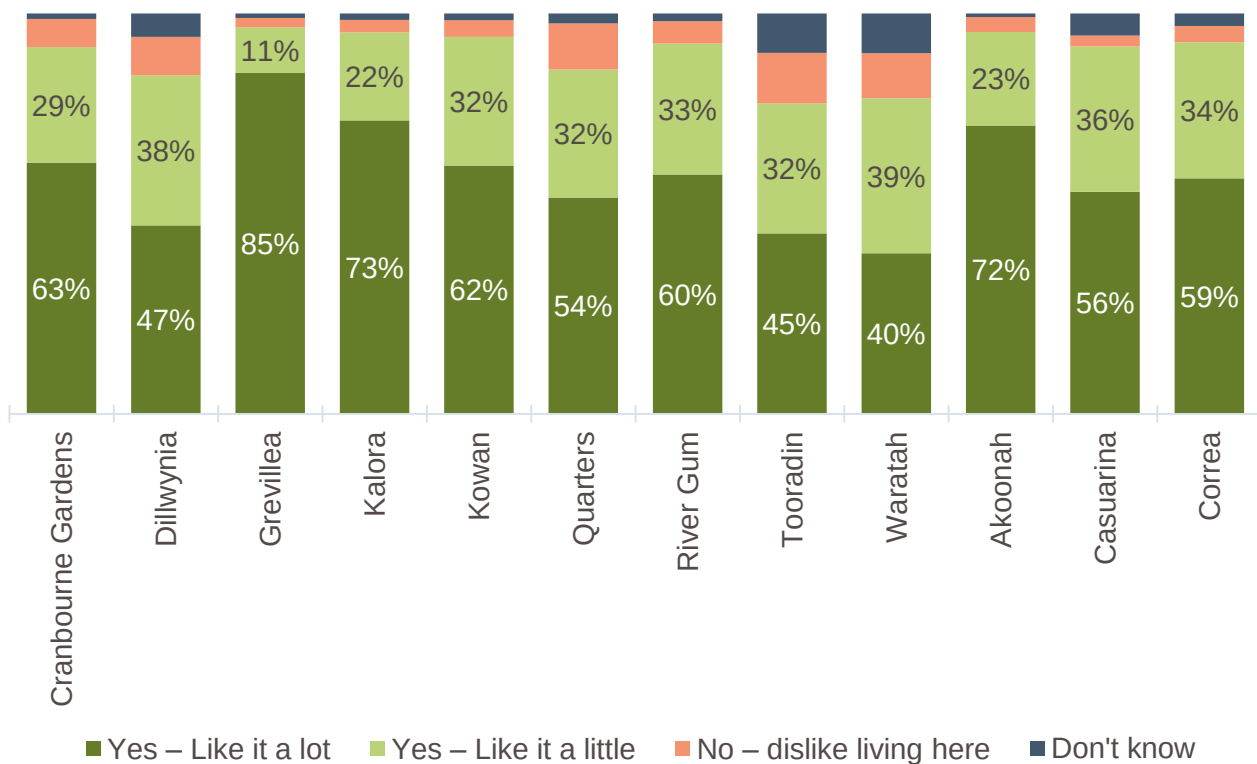
Figure 11 – Like living in Casey / your neighbourhood – Representative sample



60+ year olds showed a notably higher instance of saying they like living in Casey a lot and their local neighbourhood a lot (59% and 74% respectively) than 18-34 year olds (34% and 47% respectively). Those who speak a language other than English also showed a notably high incidence of liking living in Casey a lot (51%, compared to 39% English only).

When applying the new wards to the 2023-24 data higher instances of liking living in their local neighbourhood *a lot* was more prominent in Grevillea, Kalora and Akoonah wards.

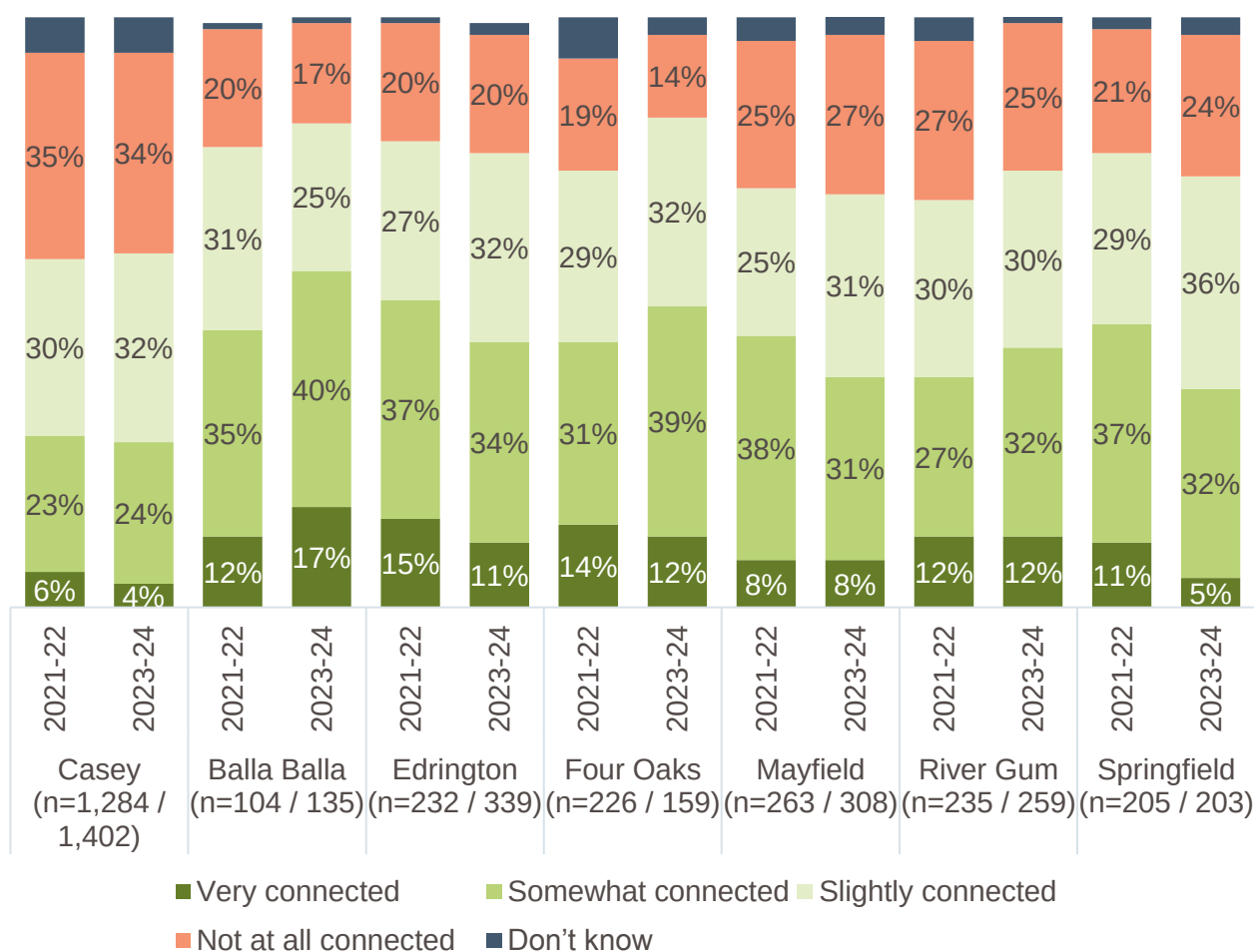
Figure 12 Like living in your neighbourhood new wards – 2023-24 Representative sample



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 in the following chart.

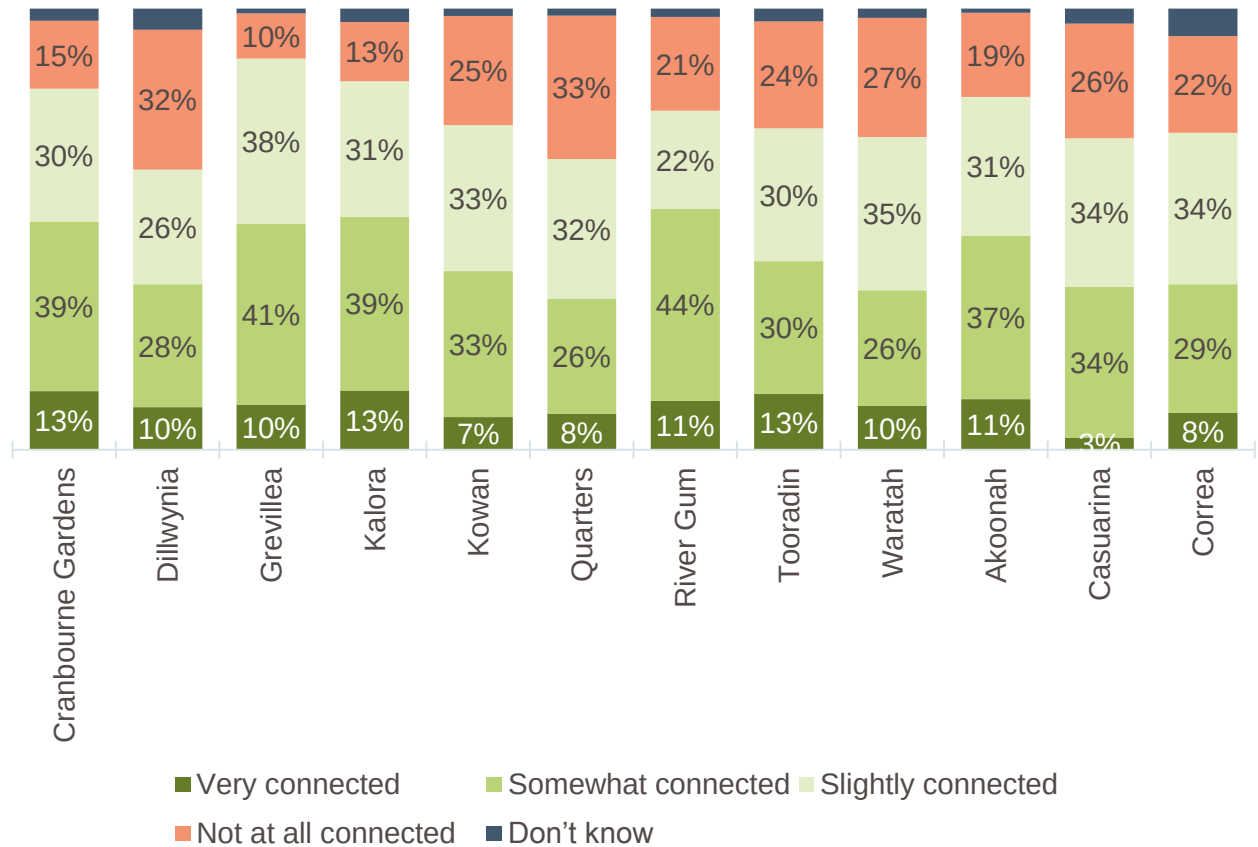
Self-reported levels of connection to the community are more common amongst those living in Edrington and Springfield wards (old wards).

Figure 13 – Connection to Casey community / your neighbourhood community – Representative sample



When applying the new 2024 wards, those in Dillwynia and Quarters wards more commonly indicated they were not at all connected.

Figure 14 Connection to your neighbourhood community new wards – 2023-24
Representative sample

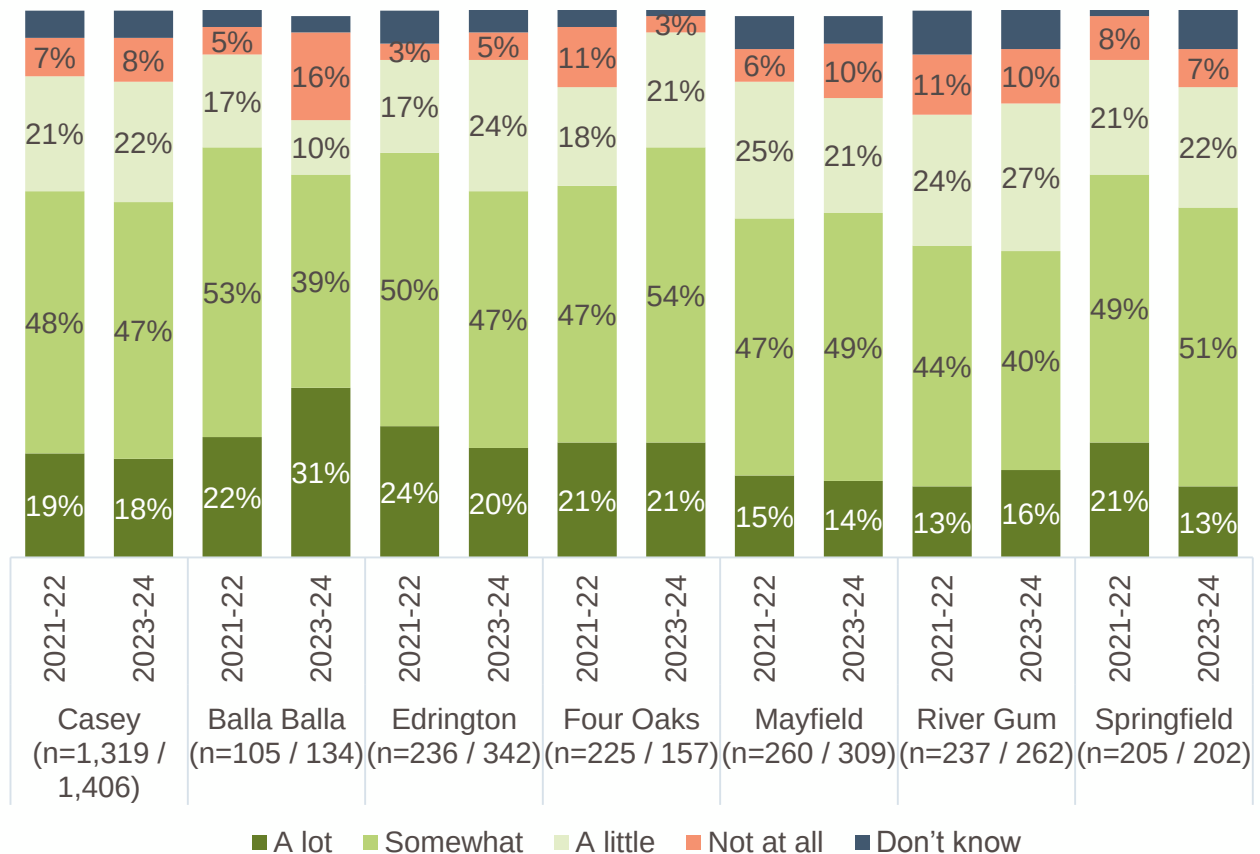


SAMPLE: n=1,406 – Representative

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

Generally, most people trust those in their neighbourhood, particularly in the old Balla Balla, and Four Oaks wards. However, Balla Balla has recently shown an increase in the proportion who say 'not at all'.

Figure 15 – Trust people in their neighbourhood – Representative sample

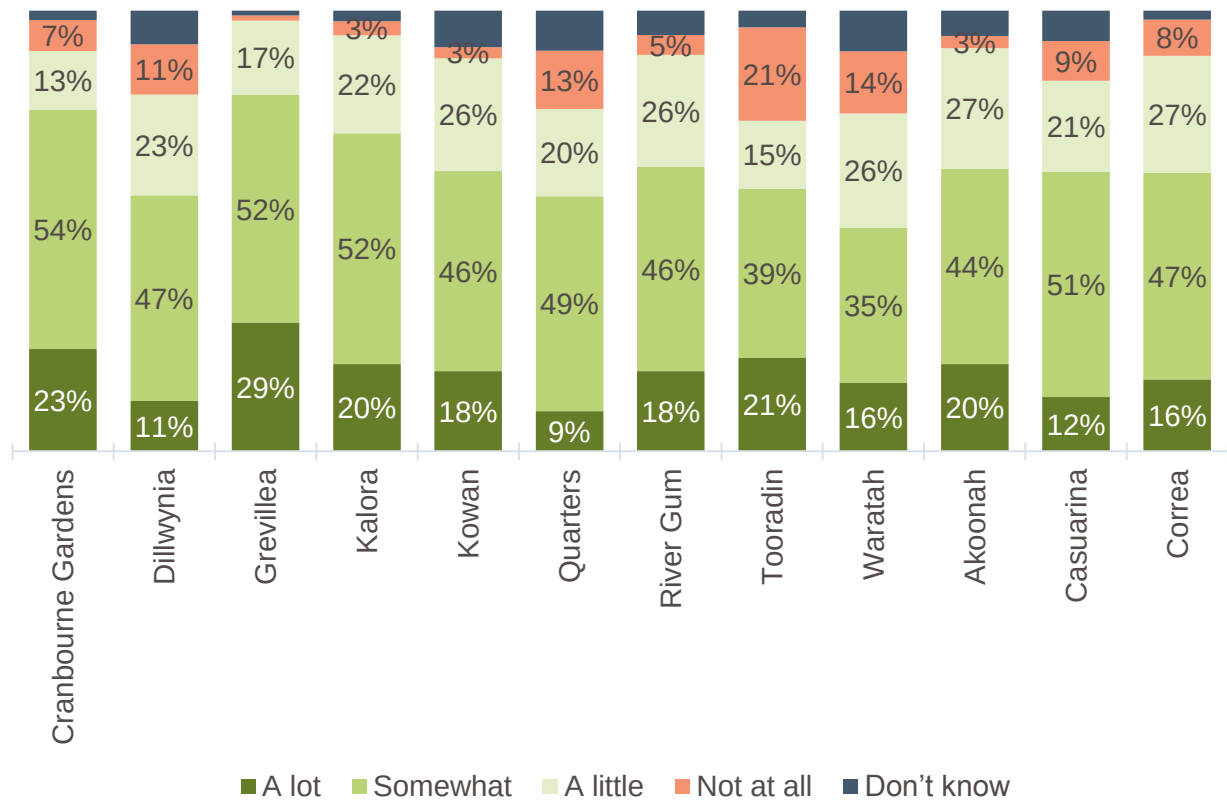


Demographic categories showing high levels of a lot of trust for people in their neighbourhood were:

- those aged 60 years and over (27%, compared to 11% 18-34 year olds);
- Those who speak a language other than English (22%, compared to 16% English only);
- Those in Balla Balla ward (31%, compared to 16% or less in Mayfield, River Gum and Springfield wards); and
- Those who live in the rural and costal region (37%, compared to 17% or less for other regions).

When applying the new 2024 wards, those in Tooradin and Waratah wards more commonly indicated they don't trust people in their neighbourhood.

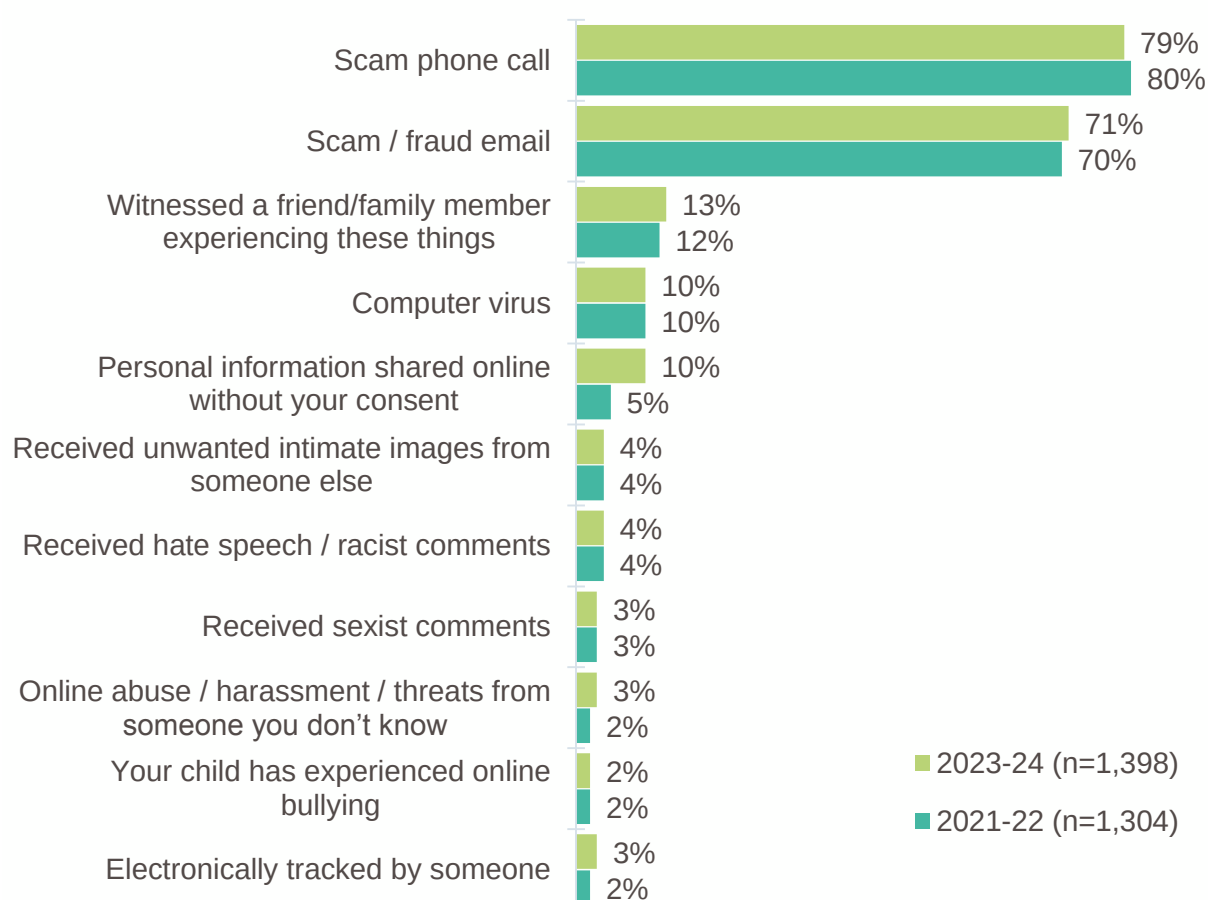
Figure 16 Trust people in their neighbourhood new wards – 2023-24 Representative sample



SAMPLE:	n=1,398 – 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. The incidence of experiencing bullying, intimate or racist telecommunications issues was much lower. Most measures were consistent with 2021-22, except personal information shared online without consent which has doubled.

Figure 17 Experiences of internet safety – Representative sample



There were some notable demographic variations, as follows:

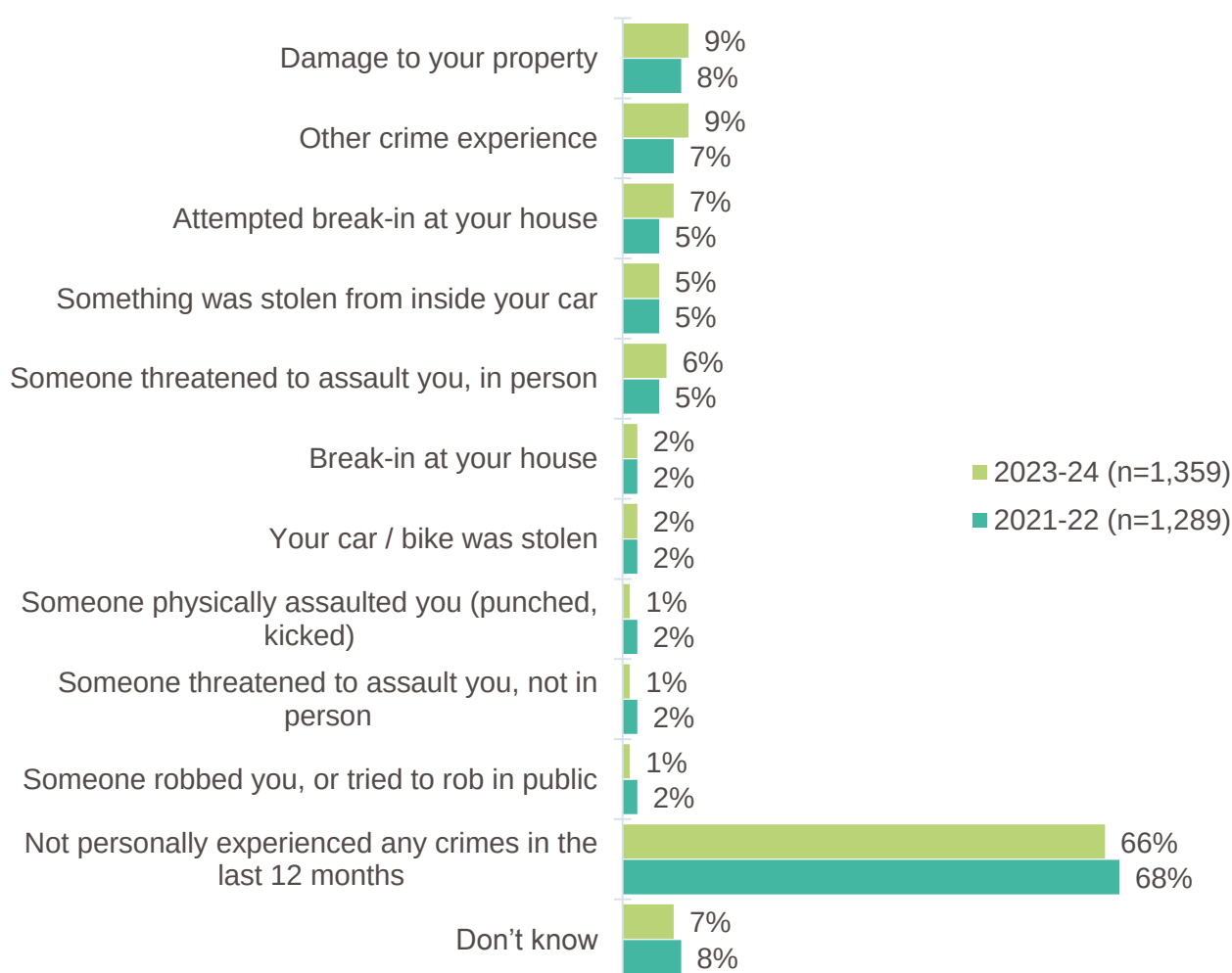
- 4% of females said they had experienced sexist comments (compared to 2% males);
- Young people (18-34 year olds) more commonly report experiencing scam calls (83%).
- 4% of those with children under the age of 18 said their child had experienced online bullying.
- Higher instances of having experienced scam or fraudulent emails was recorded amongst those in Grevillea (89%), Casuarina (82%), Kowan (79%) and Kalora (78%) wards.

SAMPLE:	Q19. n=1,359 – Representative Q20. n=344 - 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 quarter (27%, compared to 24% in 2021-22) indicated they had experienced at least one of the listed community safety issues in the 12 months prior to interview. Amongst the general access sample the incidence of having experienced at least one of these issues was higher (40%), 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).

Those who said 'other crime experience' often mentioned their neighbours being victims of crime, issues with neighbours trespassing or being verbally abusive, car related crime (number plates or other parts stolen), and trespassing/theft from property (packages from front door, yard etc.)

Figure 18 Community safety issues experienced in the 12 months prior to interview – Representative sample



The incidence of having experienced a crime was higher amongst 18-34 year olds (33%, compared to 15% 60+ year olds), and males (30% compared to 25% females).

Higher instances of indicating they had *not experienced any crime* was recorded amongst those in Grevillea (78%) and Kowan (79%) wards, compared to 55% Kalora and River Gum.

Of those who said they had experiences any of these, 39% said they had reported it to police (similar to 40% recorded in 2021-22). The incidence of reporting to police was more common amongst those who said they had their car stolen (72%), a break-in at their house (63%) been robbed when out in public (59%).

SAMPLE:	n=1,380 - 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.

One quarter (26%, similar to 24% in 2021-22) of representative respondents said they had seen reports of safety issues in their area. Amongst the general access sample this increases to almost half (46%, 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. 764 separate incidents were mentioned by 395 people across both surveys (max 3 per person). 529 reports were from the representative survey 232 from general access (average 1.9 incidents each).

Half of these reports (400, 52%) were seen on social media, up from 20% in 2021-22 (283 reports).

Other common sources for information were:

- News (TV or general) – 16% (126 reports).
- Newspapers – 14% (106 reports).
- Casey Crime page – 9% (69 reports, down from 93 in 2021-22).

The most common safety issues cited were:

- Break-ins (216 mentions, 28% of reports);
- Car theft (147 mentions, 19% of reports); and
- Assault / violence (165 mentions, 22% of reports).

Local area

SAMPLE: n=1,401 – 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 2023-24. Findings suggest that Balla Balla and River Gum wards have a particular issue with style / design of home and appearance of shopfronts / shopping strips, whilst Rivergum and Springfield residents more commonly rate design and landscaping of parks as poor.

Figure 19 – Rating of neighbourhood amenity as poor – 2023-24 Representative sample

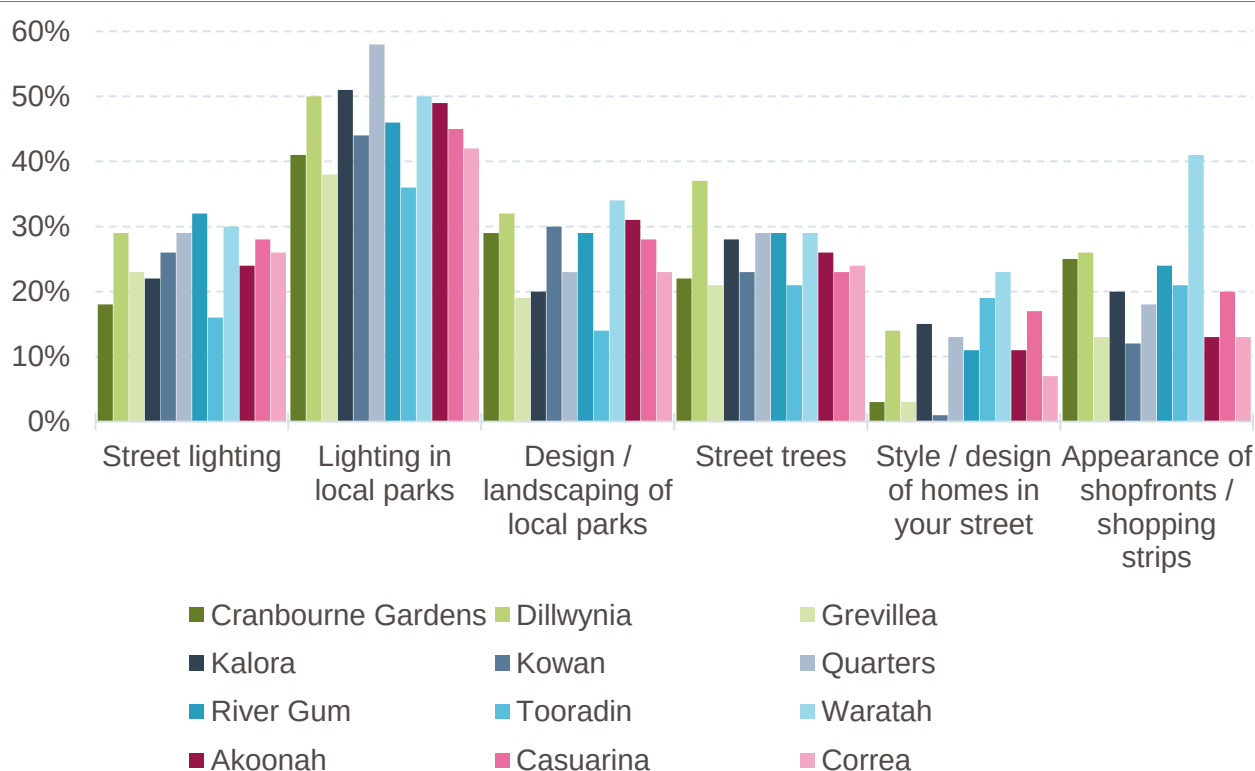
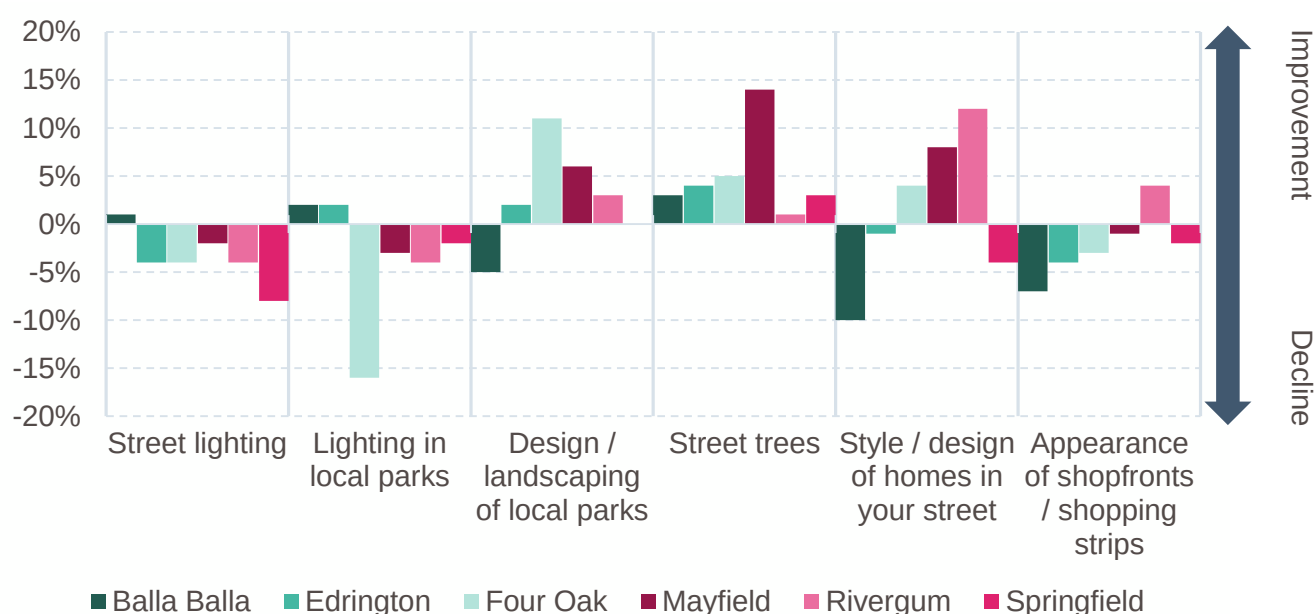


Figure 20 – 2023-24 Rating of neighbourhood amenity as poor – Representative sample

	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
Cranbourne Gardens	18%	41%	29%	22%	3%	25%
Dillwynia	29%	50%	32%	37%	14%	26%
Grevillea	23%	38%	19%	21%	3%	13%
Kalora	22%	51%	20%	28%	15%	20%
Kowan	26%	44%	30%	23%	1%	12%
Quarters	29%	58%	23%	29%	13%	18%
River Gum	32%	46%	29%	29%	11%	24%
Tooradin	16%	36%	14%	21%	19%	21%
Waratah	30%	50%	34%	29%	23%	41%
Akoonah	24%	49%	31%	26%	11%	13%
Casuarina	28%	45%	28%	23%	17%	20%
Correa	26%	42%	23%	24%	7%	13%

When analysing change over time using old ward categories, data suggests there have been improvements in street trees in all wards, and a decline in lighting and an improvement in landscaping in local parks in Four Oaks. There has also been an improvement in landscaping of local parks in Mayfield and an improvement in the style of homes in Rivergum.

Figure 21 – Rating of neighbourhood amenity as poor over time – 2023-24 Representative sample

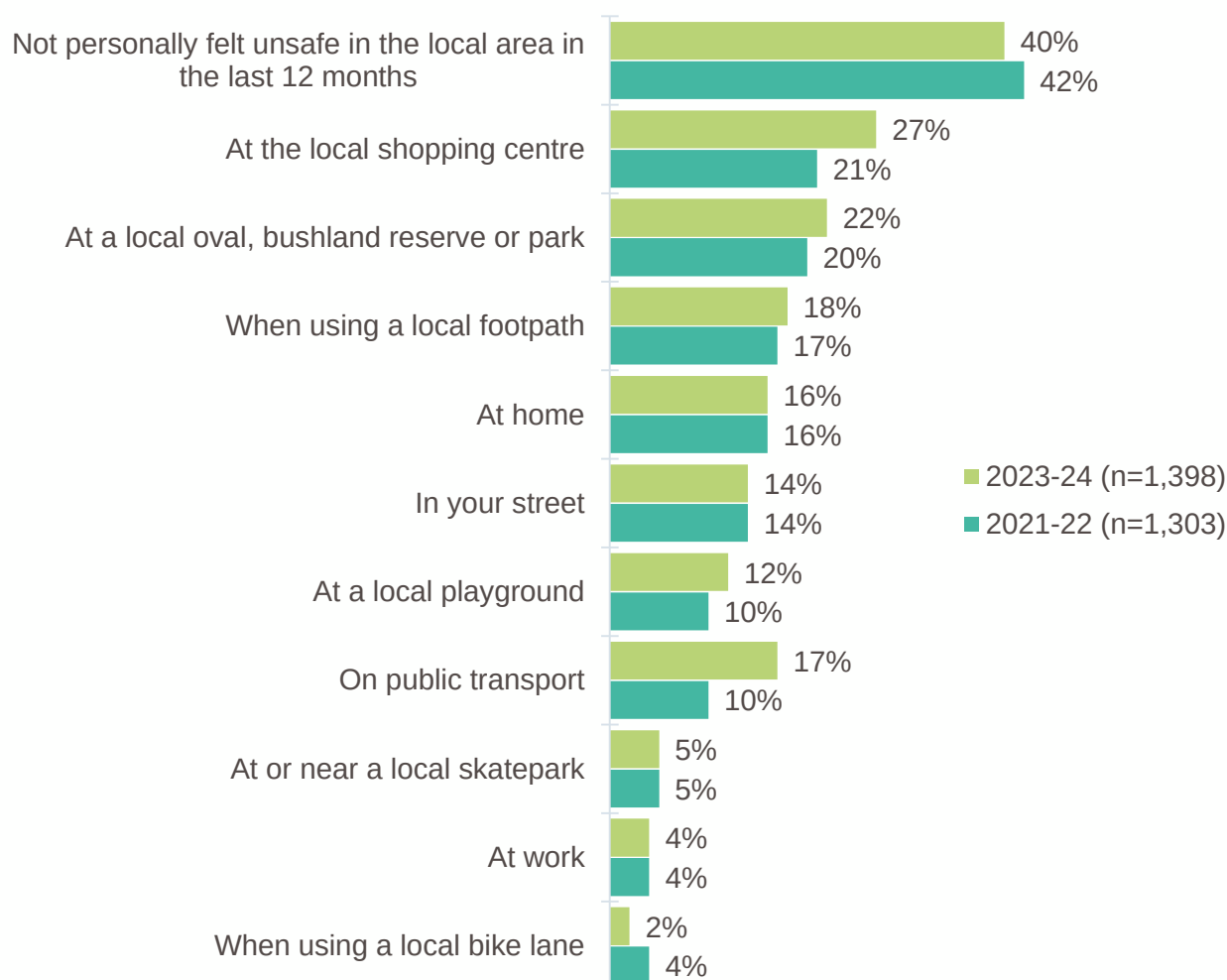


SAMPLE:	n=1,398 – Representative
QUESTION:	Q21 In the last 12 months, have you felt unsafe in any of the following places in your local area?
NOTES:	Respondents were encouraged to 'please select all that apply'.

Just over half (54%) of representative respondents said they had felt unsafe somewhere in their local area in the 12 months prior to interview. The incidence of feeling unsafe in the local area was much higher amongst general access survey respondents (74%), 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. In 2023-24 the incidence of respondents reporting that they had felt unsafe on public transport increased significantly.

Figure 22 Community safety issues experienced in local area in the 12 months prior to interview – Representative sample



Notable geographic and demographic variations were:

- Those in Kalora ward more commonly specify having experienced issues at a local bushland reserve or park (35%, compared to 16% in Cranbourne Gardens and 15% in River Gum).

- Those in Grevillea and Quarters wards more often said they had felt unsafe at the local shopping centre (40% and 39% respectively, compared to 14% Correa ward).
- Feeling unsafe in their street was more commonly selected by those in Waratah (20%) and Akoonah (24%) wards, compared to 3% Grevillea ward.
- Almost a third of those in Rive Gum ward (31%) said they feel unsafe using a local footpath, compared to 9% of those in Grevillea ward.
- Females more commonly say that they have felt unsafe in most of these locations, in particular at a local shopping centre 32%, compared to 22% males) and in their street (17%, compared to 10% males).
- 18-34 year olds more commonly report having felt unsafe in most of the listed situations, when compared to 60+ year olds. More than half (58%) of 60+ year olds report not having experienced any feelings of being unsafe locally.
- Those who speak English only more often report feeling unsafe in many of these locations, in particular at a local oval *24%, compared to 14% LOE) and / or at the local shopping centre (33%, compared to 18% LOE).

Council responsibilities

SAMPLE:	n=1,398 – 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 (88%, 89% in 2021-22) indicated that it was appropriate for Council to be addressing community safety. Support for Council spending resources on community safety was higher amongst the general access sample (93%, 94% in 2021-22), which is to be expected as the general access survey was distributed through Council communication channels, therefore reaching those who are more engaged with Council.

Suggested alternative providers (instead of Council) were:

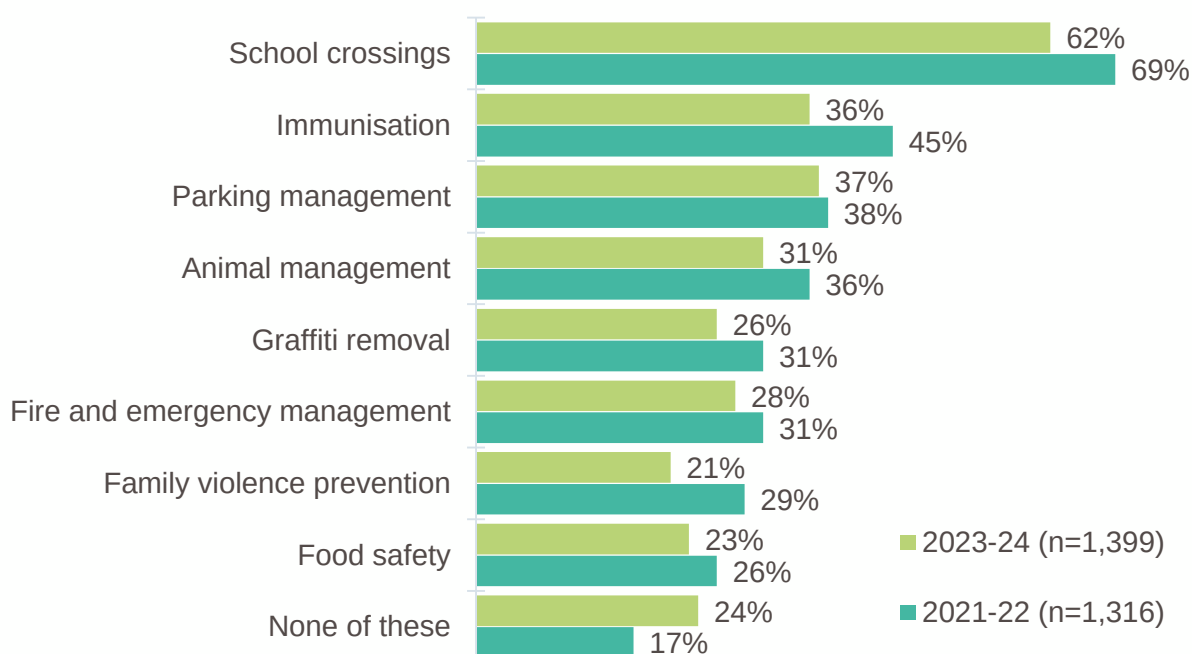
- Victoria Police;
- State Government;
- Joint effort between Council and other providers; and
- Personal responsibility.

SAMPLE:	n=1,399 – 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.

Almost a quarter of representative survey respondents said they weren’t aware of any of the listed Council community safety programs in 2023-24, representing an increase from 17% in 2021-22. This was lower amongst the general access sample (17%, compared to 12% in 2021-22).

Awareness fell across the board, however school crossings remained the program with the highest level of awareness, especially amongst those with children under 18 (67%, 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 23 Awareness of community safety programs – Representative sample



Those in Grevillea ward showed higher instances of awareness of most programs, whilst lower instances of awareness were evident in Cranbourne Gardens, Dillwynia, Waratah and Casuarina wards.

SAMPLE:	n=1,151
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:

- Road / parking management (285 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 and improved lighting.
- Police / more police presence (219 comments).
- Lighting in streets and parks (215 comments).
- Park / verge maintenance (157 comments). Most comments under this theme relate to mowing the grass, tree maintenance and litter management.
- Driver behaviour (96 comments). In particular 'hoon drivers'.

Other specific topic areas mentioned were:

- Outreach and social programs for youth – 89 mentions
- Crime prevention – 89 mentions
- Surveillance cameras / CCTV – 68 mentions
- Security patrols – 62 mentions
- Youth crime – 59 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 city of Casey should focus on dealing with gangsters, teenagers or even younger than this that normally commits violence, theft for people to feel safe to walk even at night. Police should be seen in city of Casey patrolling or even police stations in Clyde north will deter some of this crimes.

[Female, 35-59, Dillwynia]

Install more lighting on walking paths & dark streets in the area & install more safety barriers for walking paths close to roads. More security at Fountain Gate to make the community & staff feel safer.

Investigate the local parks for hiding spots/homeless people & maintain the roads better as there are many pot holes & poorly maintained roads that cause people to swerve & attempt to avoid them that causes danger. [Female, 35-59, Kowan]

Better Lighting in Estates & Streets which will also help prohibit crime Houses with overgrown gardens given notice to clean them up as this is perfect place for Burglars to hide Better Road & Road Gardening, spraying of weeds, cutting of Grass & Shrubs to enable better vision when using the roads Better CCTV to stop illegal rubbish dumping. [Male, 35-59, Kalora]

Improving some of the rural areas, cleaning up overgrowth and dead trees from many areas. Making streets and roads safer by sealing some of the unsealed roads, improve street and shopping centre lighting will improve our township and make it a safer place to live. [Female, 60+, Cranbourne Gardens]

Cleaning and fixing the local roads, getting rid of the rubbish along the side of the roads. More lighting along some of the streets. Trimming the trees back from signs and cutting the grass. The grass in my local park was almost 500mm long before it was cut. [Male, 60+, Cranbourne Gardens]

I think more patrols of areas after dark is important. I'm not sure that the police have the capacity to do this but better lighting in crime hot spots, security companies employed to patrol, more of a focus on looking out for your neighbour, and ramp up monitored security cameras. Not sure whether Government at State and Local level would consider funding assistance for homes and businesses to install security cameras and the like. [Male, 60+, Cranbourne Gardens]

Online safety

Most people said they feel safe when using the internet, although 7% said unsafe (see Q7 results on page 20). There were no stand-out demographics reporting higher instances of feeling unsafe online.

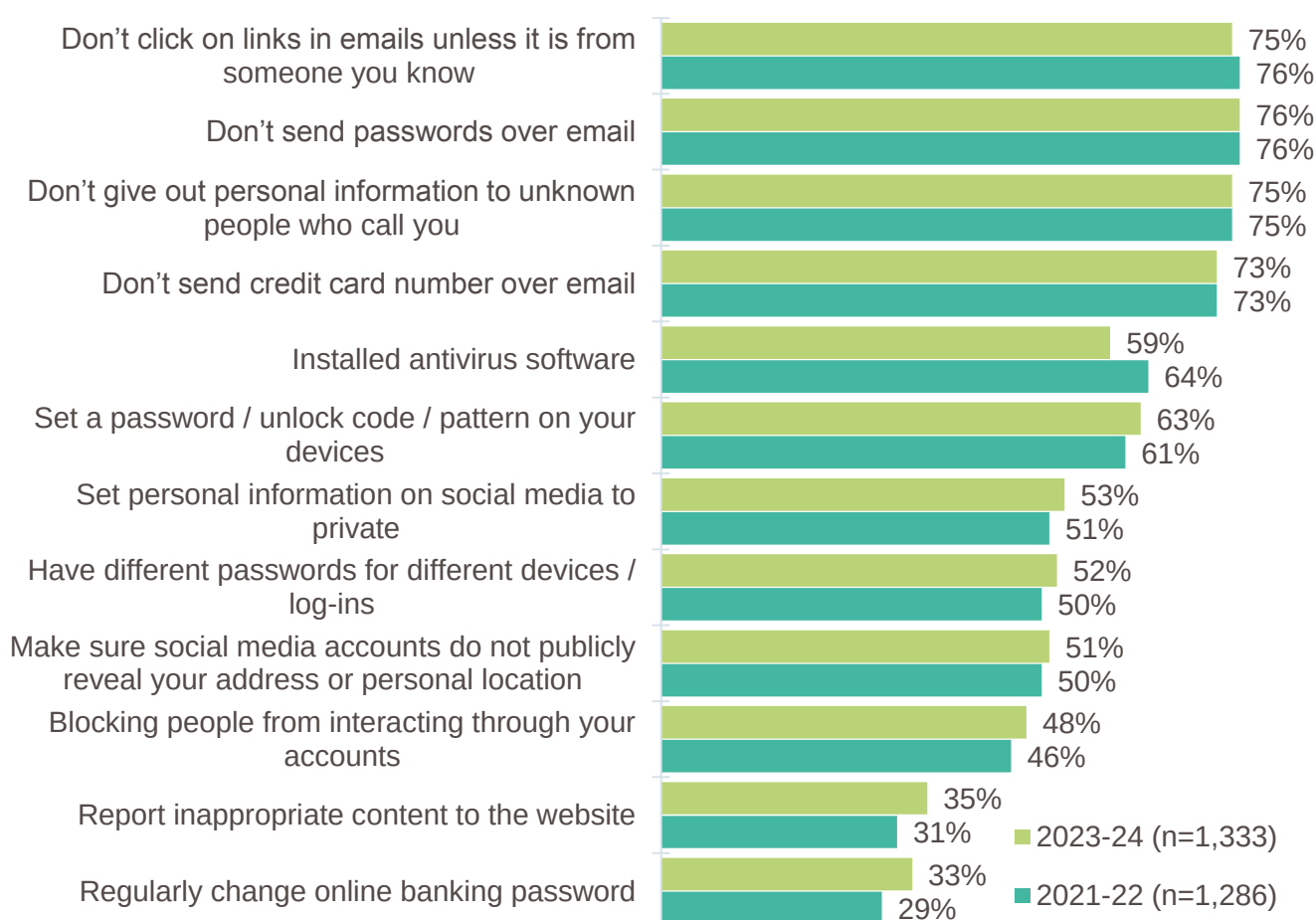
SAMPLE:	n=1,333 – Representative
QUESTION:	Q18 What sorts of things do you do to protect yourself when using the internet?
NOTES:	Respondents were encouraged to 'please select all that apply'.

Only 2% of representative respondents said that they do nothing to protect themselves on the internet (same proportion as 2021-22).

Most people 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.

Since 2021-22 there has been a slight increase in the incidence of respondents reporting that they have reported inappropriate content and regularly change their internet banking password; future waves of research will reveal if this is a trend.

Figure 24 Protecting self on the internet – Representative sample



Notable variations by demographics are:

- Females more commonly do most of these actions;
- Young people (18-34 year olds) more commonly have passwords/unlock codes on their devices (70%), however this was relatively uncommon amongst 60+ year olds (50%);
- Older adults more commonly state that they have installed anti-virus software (70%), compared to just under half of young people (47% 18-34 year olds); and
- Those who speak a language other than English showed lower incidences of undertaking all of these behaviours.