

5.4 RESULTS OF 2022 LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY

(JR:)

Submitting Senior Officer: Dr Andi Diamond, Chief Executive Officer

RECOMMENDATION

That Council notes the findings of the 2022 Monash Community Satisfaction Survey and that specific areas have been identified for further attention or improvement.

INTRODUCTION

This year's Community Satisfaction Survey was conducted in April/May 2022 as a telephone survey, not a face-to-face doorstep interview as planned, due to COVID-19 impacts on labour supply. The research was again undertaken by independent research company *Metropolis Research Pty Ltd*, with 800 randomly selected residents aged 15 years and over.

The aim of the research is to measure community satisfaction with aspects of governance and leadership, planning and development, customer service and the performance of Council across all areas of responsibility.

The survey also measured the importance to the community of 28 individual services and facilities and explored the top issues the community feel needs to be addressed in the municipality. This year there were also several questions exploring community values of Monash residents and on the delivery and content of the Monash Bulletin.

The survey sample reflects the cultural and linguistic diversity of our community with 43% of respondents coming from a multi-lingual household.

The survey meets the requirements of the Local Government Victorian annual satisfaction survey by providing ratings on importance and satisfaction for the major services and facilities provided by Council, as well as scores for satisfaction with Council.

The results are useful to Council as they highlight areas where we are performing well and identify areas for improvement, as well as helping track our performance over time.

RESULTS

Council recorded an overall satisfaction score of 7.07, a 3.7% decline from last year's 7.3. Our understanding is the score of 7.07 places Monash as

tracking equal with another Council for the highest level of satisfaction amongst metropolitan councils.

Monash rated higher than the metropolitan Melbourne average benchmark of 6.6 and higher than the 6.65 recorded by the eastern region councils in the 2022 *Governing Melbourne* research.

Overall satisfaction with the City of Monash remains in the “very good” range.

Metropolis Research advises that across metropolitan Melbourne there has been a decline in satisfaction with the overall performance of local government, believed to be reflecting a fatigue with “government” more broadly.

Satisfaction in the Local Government Performance Reporting Framework reporting requirements for Monash were:

- Council’s overall performance (7.07)
- Maintaining trust and confidence of the local community (6.96)
- Community engagement and consultation (6.81)
- Making decisions in the interest of the community (6.83)
- Responsiveness to local community needs (6.93) and
- Representation, lobbying and advocacy on behalf of community (6.90).

The highest community satisfaction results were recorded for the local library and library services (8.4), regular green waste collection (8.2), sports ovals and outdoor sporting facilities (8.1), recreation and aquatic centres (8.08) and the regular garbage collection (8.07). Council run services for children and families (7.98) and local playground provision and maintenance (7.97) also recorded strong satisfaction scores.

SOME AREAS FOR COUNCIL’S ATTENTION OR IMPROVEMENT

Key issues in this year’s survey were rubbish and waste issues including rubbish collection, traffic management, parking, building (housing, planning and development) and parks (gardens and open spaces).

Council recorded a decline of 10.4% in its customer service across the organisation. In part, this score was impacted by community concerns on the change in the kerbside bin collection service. Verbatim comments, however, also reflect a decline in Council’s customer service across the organisation. Council will immediately focus on improving its service levels across the organisation.

Other areas of concern include Council's activities to encourage environmental sustainability (down 8.7%), regular recycling service (down 7.7%) and regular garbage collection (down 5.6%).

Residents dissatisfied with Council's overall performance also mentioned footpath maintenance and repairs (7.04), local traffic management (6.93), provision of parking facilities (6.83), public toilets (6.61) and parking enforcement (6.43).

The areas identified as needing attention of Monash Council are:

- Rubbish and waste issues including garbage collection (13% up from 5%)
- Traffic management (12% up from 7.96%)
- Building, housing and planning and development (8.6% down from 9.6%)
- Parks, gardens and open spaces (7.5% down from 9.1%)
- Road maintenance and repairs (5.8% up from 6%).

There was a significant increase this year in the proportion of respondents nominating rubbish and waste issues with an increase from 5% to 13% in the number of residents raising these as an issue.

CONCLUSION

Council thanks those community members who gave of their time to participate in our 2022 Community Satisfaction Survey. The feedback provided gives Council direction on what matters to our residents and inspires us to build an even higher-functioning organisation that is responsive to the community and acts on issues quickly.

The full results of this survey have been made public (in this meeting's agenda) and will be communicated to residents via the Monash Bulletin, the e-newsletter, a media release and on Council's website. There is no requirement for this, but Monash does make its full report publicly available every year in the interests of transparency and open government.