Monash City Council

2021 Annual Community Satisfaction Survey

May 2021

Contact details

This report was prepared by Metropolis Research Pty Ltd on behalf of the Monash City Council. For more information, please contact:

Dale Hubner
Managing Director
Metropolis Research Pty Ltd

P O Box 1357
CARLTON VIC 3053

(03) 9272 4600
d.hubner@metropolis-research.com

Diana Bell
Consultation and Research Coordinator
Monash City Council

293 Springvale Road
GLEN WAVERLEY VIC 3150

(03) 9518 3675
Diana.Bell@monash.vic.gov.au

The Research Society
2020-21 Member
PROFESSIONAL - ETHICS

Metropolis RESEARCH

Table of contents

Executive summary

Survey aims and methodology

Metropolis Research conducted this, Council's fifth *Annual Community Satisfaction Survey* as a telephone interview survey of 801 respondents in April and May 2021.

Due to the continued COVID-19 issues, the survey was again in 2021 completed as a telephone interview, rather than the traditional doorstop, face-to-face interview.

The aim of the research was to measure community satisfaction with the broad range of Council provided services and facilities, 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 "at the moment".

This year, there were also several questions included exploring the values of and vision for the City of Monash. These questions were included as part of the community vision planning work currently being conducted by Council.

Key findings

The key finding from the survey this year is that satisfaction with most aspects of Council performance were either stable or declined only marginally this year, giving up some of the significant gains to a record high satisfaction that were recorded in 2020.

Overall satisfaction declined 2.3% to 7.34, this year. This was not a statistically significant decline, and it reverses some of the large increase reported last year. This brings overall satisfaction back into line with the long-term average over the last five years of 7.37.

This is the currently the highest overall satisfaction recorded by Metropolis Research in 2021.

Whilst it cannot be discounted that the continuing COVID-19 pandemic may have influenced community sentiment over the last 12 months, the results outlined in the survey this year clearly represent a continued high level of community satisfaction with the performance of Council across the broad range of services and facilities.

It is noted, however, that there was an average 4.5% decline in satisfaction with the five aspects of governance and leadership, more than reversing the average 1.8% increase recorded last year. Metropolis Research advises that similar and larger declines in governance and leadership have been observed in calendar 2021 so far, and that these appear unrelated to satisfaction with overall performance. It is possible that the local government elections in late 2020 may have impacted a little on satisfaction with governance and leadership.

The key issues in the municipality this year are: "building, housing, planning and development", "parks, gardens, and open spaces", "traffic management", and "parking".

The issues that are most likely to be exerting a negative influence on satisfaction with Council for the respondents raising the issues include road maintenance and repairs, parking, rubbish, and waste issues, and most notably issues with building, housing, planning, and development.

The following table outlines the key satisfaction results, including the LGPRF reporting requirement scores.

Satisfaction with:	*Metro. Melbourne 2021*	*City of Monash 2020*	*City of Monash 2021*
Council's Overall performance	6.92	7.51	7.34
Making decisions in the interests of community	6.76	7.35	7.11
Maintaining trust and confidence of the community	6.75	7.48	7.20
Community consultation and engagement	6.72	7.34	6.96
Representation, lobbying and advocacy	6.66	7.36	6.85
Responsiveness of Council to local community needs	6.70	7.35	7.13
Customer s*ervice (average score across 7 indicators)*	7.35	7.55	7.87
Maintenance and repair of sealed local roads	7.05	7.58	7.48

Satisfaction with the performance of Council

Satisfaction with the overall performance of Monash City Council decreased 2.3% this year to 7.34 out of a potential 10, which was not a statistically significant decline at the 95% confidence level. This result gives up some of the 3.2% increase recorded in 2020.

This result was measurably higher than the metropolitan Melbourne average of 6.92, and marginally but not measurably higher than the eastern region councils' (7.23), as recorded in the 2021 *Governing Melbourne* research.

Overall satisfaction with the City of Monash remains in the "very good" range, and Metropolis Research notes that of the seven of nine councils for which Metropolis Research has so far conducted this research this year, the City of Monash is the only council to report an overall satisfaction score in the "very good" range.

Almost half (48.4% down from 56.2%) of respondents were "very satisfied" with Council's overall performance (rating satisfaction at eight or more out of 10), whilst just 3.1% (up from 2.8%) were dissatisfied (rating zero to four).

There was some variation in satisfaction with Council's overall performance observed this year, as follows:

- *More satisfied than average* – includes respondents from Hughesdale, young adults (aged 18 to 34 years), respondents from multi-lingual households, and respondents from two-parent families (with youngest child aged 0 to 4 years).

- *Less satisfied than average* – includes respondents from Oakleigh, middle-aged adults (aged 45 to 59 years) and respondents from two-parent families with adult children only at home.

The only areas of Council performance to record a substantive decline in average satisfaction this year was governance and leadership. Satisfaction with the five included aspects of governance and leadership decreased by an average of 4.5% this year to 7.05, which is a "good" level of satisfaction. Satisfaction with all five aspects of governance and leadership remain higher than the 2021 metropolitan Melbourne (6.72), but lower than the eastern region councils' average of 7.19. This variation from the eastern region councils' average was not statistically significant.

Metropolis Research notes that a decline in average satisfaction with governance and leadership has been observed in several municipalities in calendar 2021, which appear unrelated to the overall satisfaction score. It may be the case that the local government elections held in late 2020 may have had a mild impact on governance and leadership.

There was no other insight into any underlying reasons for the decline in satisfaction with governance and leadership recorded in the survey. Issues did not arise in the issues to address section, nor were there significant issues raised by respondents who were dissatisfied with Council's overall performance.

Despite the declines recorded this year, these results confirm that respondents were on average, satisfied at a "good" level with Council's performance maintaining community trust and confidence (7.20), the responsiveness of Council to local community needs (7.13), making decisions in the interests of the community (7.11), community consultation and engagement (6.96), and representation, lobbying and advocacy (6.85).

Satisfaction with Council's customer service increased strongly this year, up 4.3% to 7.87, which is an "excellent", up from a "very good" level. This more than reverses the small decline recorded in 2020 and confirms that customer service is very well regarded by respondents.

The average satisfaction with the 28 Council provided services and facilities included in the survey was essentially stable this year at 7.82 (down less than one percent from 7.86), and it remains on average at an "excellent" level.

The average satisfaction with these services and facilities in the City of Monash (7.82) was measurably higher than the metropolitan Melbourne average of 7.53.

The services with the highest satisfaction include the garbage collection (8.55), recycling service (8.54), local library and library services (8.49), green waste collection (8.48), Council run services for children and their families (8.21), hard rubbish collection (8.19), and recreation and aquatic centres (8.13). These services and facilities all recorded average satisfaction scores measurably higher than the average of all 28 services and facilities.

Many of these services and facilities with the highest levels of satisfaction were also those with higher-than-average importance. This shows that many of the services and facilities of most importance to the community are those with which the community is most satisfied.

Satisfaction with all but five services and facilities recorded satisfaction scores higher than the overall satisfaction with Council this year, suggesting most services and facilities are a positive influence on satisfaction with Council's overall performance.

The five services and facilities to record satisfaction scores lower than overall satisfaction include public toilets (6.68), parking enforcement (6.97), provision of parking facilities (7.06), footpath maintenance and repairs (7.21), and local traffic management (7.31).

It is important to bear in mind that satisfaction with these services and facilities were "good" and "very good", despite recording satisfaction scores lower than the overall satisfaction.

There were no services and facilities included in the survey this year that received satisfaction scores rated as "solid", "poor" or lower.

Satisfaction with planning for population growth by all levels of government declined marginally but not measurably this year, down 2.2% to 6.67, and remains at a "good" level. This remains measurably higher than the metropolitan Melbourne average of 6.14, but marginally but not measurably lower than the eastern region council's average of 6.86.

Satisfaction with the planning and development outcomes, "the design of public spaces" (7.57), "the protection of trees and vegetation on private property" (7.00) and the "appearance and quality of new developments" (6.71) all declined marginally this year. Satisfaction with the appearance and quality of new developments was marginally lower than the metropolitan Melbourne average of 6.71 this year, and measurably lower than the eastern region council's average of 7.29.

Issues to address for the City of Monash

The main issues to address in the City of Monash "at the moment" include "building, housing, planning, and development" (9.6% up from 9.2%), "parks, gardens, and open spaces" (9.1% up from 3.6%), "traffic management" (7.6% down from 10.1%), "parking" (7.2% down from 11.1%), and "road maintenance and repairs" (6.0% up from 2.6%).

Apart from "parks, gardens, and open spaces", the other four issues all appear to exert a negative influence on respondents' satisfaction with Council's overall performance.

The other issue that appears to exert a negative influence on overall satisfaction for the respondents' raising the issue was "rubbish and waste" issues. Whilst only raised by five percent of respondents, the 40 respondents who raised rubbish and waste issues as one of the top three issues to address in the City of Monash were measurably less satisfied with Council's overall performance, rating it at 6.82 compared to the overall result of 7.34.

Value and vision about the City of Monash

This set of questions was included to help inform Council's community vision planning work.

Asked as an open-ended question with the responses categorised into 54 categories, the top five aspects respondents' value most about the City of Monash were "parks, gardens, open and green spaces" (11.0%), "community atmosphere / feel" (5.6%), "cleanliness and maintenance of the area" (4.4%), "cultural diversity" (4.4%), and "safety" (4.4%).

When asked to rate how important 10 issues were to respondents, the most important issue was "traffic congestion" (8.57), "waste, pollution, greenhouse gas emissions" (8.50), and "local biodiversity and green spaces" (8.49), whilst the least important was "technology and the pace of change" (7.95). It is noted that the importance of nine of the 10 issues were rated at more than eight out of 10, and therefore considered "very important".

Respondents were asked to "imagine Monash 20 years in the future and that all your hopes for the city have been realised. What is different, how is the municipality a better place".

Asked as an open-ended question with the responses categorised into 55 categories, the top five categories of responses were "more trees, greenery, green spaces" (9.1%), less overdevelopment / density / high-rises" (7.9%), "better traffic management" (5.1%), "more parks, gardens, open spaces, and equipment" (3.7%), and better planning and development" (3.7%).

When asked to rate how important each of 10 aspects were to their personal vision of an ideal City of Monash in the future, the most important were "well connected, rapid transport" (8.76), "sustainable consumption, resource use, reduced waste" (8.65), and "growing employment, economic prosperity" (8.65), whilst the least important was "technological innovation" (8.17). It is noted that the importance of all 10 issues was rated at more than eight out of 10, and are therefore considered very important.

Respondents were asked "as you imagine the City of Monash in 20 years that you described, what are the important things we can do to get there?". Asked as an open-ended question with the responses categorised into 39 categories, the top three categories were "better development outcomes" (3.7%), "better / more communication and information" (2.5%), and "quality of housing and less development" (2.5%).

A small number of respondents also provided other ideas that could lead to better outcomes for the City of Monash, with the most common being the category "quality of housing and less development" (0.9%).

Introduction

Metropolis Research Pty Ltd was commissioned by Monash City Council to undertake this, its fifth *Annual Community Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment on a range of additional issues of concern in the municipality.

The *Monash City Council - 2021 Annual Community Satisfaction Survey* comprises the following:

⊗   Satisfaction with Council's overall performance.

⊗   Satisfaction with aspects of governance and leadership.

⊗   Importance of and satisfaction with 28 Council services and facilities.

⊗   Issues of importance for the City of Monash "at the moment".

⊗   Satisfaction with aspects of Council's customer service.

⊗   Satisfaction with planning for population growth by all levels of government.

⊗   Value about City of Monash

⊗   Vision of an ideal City of Monash.

⊗   Respondent profile.

Rationale

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and community feel and involvement. The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

The *Annual Community Satisfaction Survey* provides an in-depth coverage of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Monash.

In addition, the *Annual Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed. For example, the *Annual Community Satisfaction Survey* includes data on age structure, gender, language spoken at home, disability, dwelling type, period of residence, and household structure.

By including these variables, satisfaction scores can be analysed against these variables and individual sub-groups in the community that have issues with Council's performance or services can be identified.

Methodology, response rate and statistical strength

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.

Due to the lockdowns and social distancing requirements in response to the COVID-19 pandemic, it was not possible to conduct the survey as a face-to-face, doorstop interview survey this year. Consequently, the survey was conducted as a telephone interview.

The surveying was all completed from 6th to the 24th of April.

Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.

Several (up to approximately four) attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 801 surveys were conducted from a random sample of 19,991 residential telephone numbers, including mostly mobile phone numbers but also including landlines where available.

The sample of residential telephone numbers was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

Of the 19,991 telephone numbers, the following results were obtained:

- No answer - 10,405.
- Refused - 3,276.
- Call back another time - 747.

- **Completed** **- 801.**

This provides a response rate of 19.6%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is down a little on the 26.2% response rate achieved in 2020 which was also conducted by telephone. Metropolis Research notes, however, that the response rate is good for a telephone survey, a fact that reflects well on community engagement with Council.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

This is based on a total sample size of 801 respondents, and an underlying population of the City of Monash of 202,847.

The 95% confidence level around the precinct level results is approximately plus or minus 12%, based on an average sample size of approximately 65 respondents.

The 95% confidence level around the gender-based results is approximately plus or minus 5%, and for the age groups averages around plus or minus 7%.

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of 1,200 respondents usually, but only 600 this year due to COVID-19, drawn in equal numbers from each of the thirty-one municipalities across metropolitan Melbourne. *Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Monash City Council – 2020 Annual Community Satisfaction Survey.* It is not intended to provide a "league table" for local councils, rather to provide a context within which to understand the results.

This report provides some comparisons against the 2019 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the East region (Boroondara, Manningham, Monash, Maroondah, Whitehorse, Yarra Ranges, Knox).

Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as presented in Council's Community Profile as published by i.d Consulting.

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls, based on a one-sample t-test.

The margin of error around percentage results presented in this report at the municipal level is plus or minus 3.5%.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- ⊗ *Excellent -* scores of 7.75 and above are categorised as excellent.

- ⊗ *Very good -* scores of 7.25 to less than 7.75 are categorised as very good.

- ⊗ *Good -* scores of 6.5 to less than 7.25 are categorised as good.

- ⊗ *Solid -* scores of 6 to less than 6.5 are categorised as solid.

- ⊗ *Poor -* scores of 5.5 to less than 6 are categorised as poor.

- ⊗ *Very Poor -* scores of 5 to less than 5.5 are categorised as very poor.

- ⊗ *Extremely Poor –* scores of less than 5 are categorised as extremely poor.

Council's overall performance

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Council across all areas of responsibility?"

Satisfaction with the performance of Council across all areas of responsibility "overall performance" declined marginally but not measurably this year, down 2.3% to 7.34. This result is essentially identical to the long-term average over the last five years of 7.37. This remains a "very good" level of satisfaction, the same categorisation that the City of Monash has recorded in each of the five *Annual Community Satisfaction Surveys*.

By way of comparison, the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021 reported a measurably lower 6.92 for metropolitan Melbourne and a marginally lower 7.23 for the eastern region.

Metropolis Research notes that overall satisfaction with many municipalities surveyed in calendar 2021 declined somewhat, and that this marginal decline is a strong result in the current climate. This climate includes the local government elections held in October 2020, which traditionally appear to have a mildly negative influence on overall satisfaction.

A factor affecting the decline in satisfaction this year, was the fact that there were almost no "new residents" (i.e., less than one year in the municipality) reported this year. Whilst the survey did not include "period of residence in the City of Monash" this year, due to the size restrictions, Metropolis Research has observed that there were very few new residents due to COVID-19 affecting movement over 2020. This has had a measurable impact on overall satisfaction, as new residents have consistently reported measurably higher satisfaction.

Reference this year is also made to the third COVID-19 lockdown that occurred in mid-February. This lockdown appears to have had a measurable impact on overall satisfaction with some municipalities that were surveyed in late February and early March.
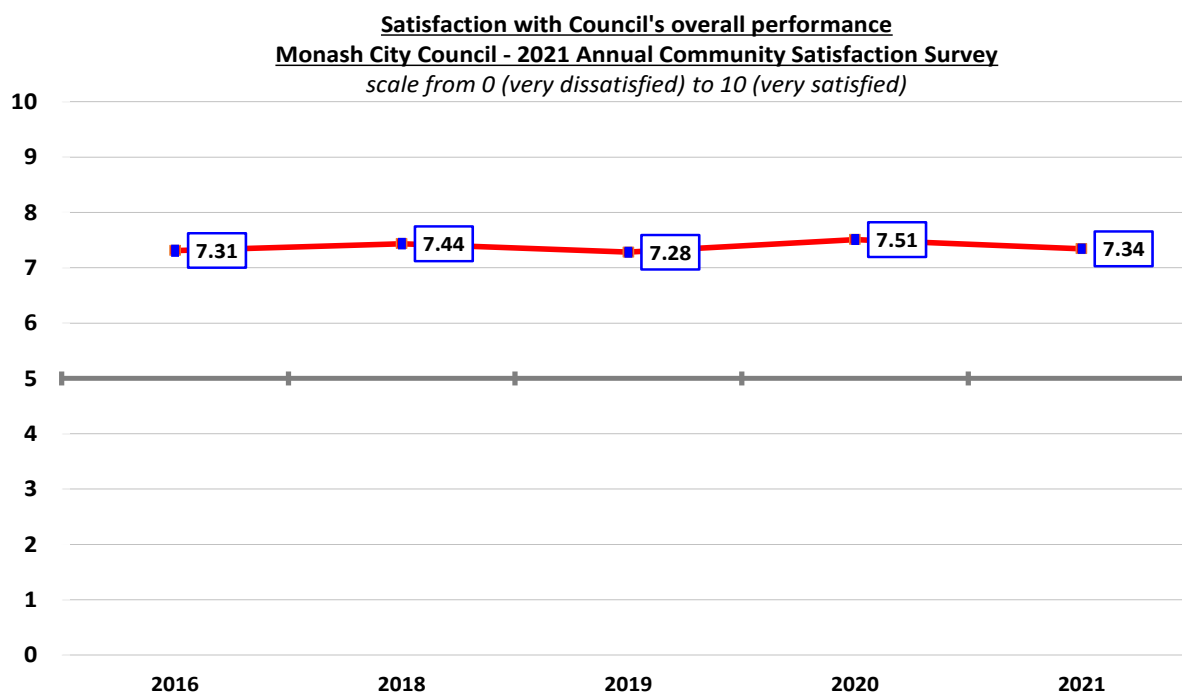
Satisfaction with Council's overall performance
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Year	Value
2016	7.31
2018	7.44
2019	7.28
2020	7.51
2021	7.34

The following graph provides a breakdown of these results into the proportion of respondents who were "very satisfied" with Council's overall performance (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (rated satisfaction at five to seven), and those who were "dissatisfied" (rated satisfaction at less than five out of 10).

There was a small decline this year in the proportion of respondents who were "very satisfied" with Council's overall performance, down from the unusually high 56.2% reported after the first wave of COVID-19 in March 2020 to 48.4% this year. This result is consistent with the previous results and reflects a strong level of community satisfaction with Council's overall performance.

Over the course of the five *Annual Community Satisfaction Surveys* conducted for the City of Monash by Metropolis Research, an average of 50.7% of the respondents rating Council's overall performance, rated it as "very good" (i.e., eight or more out of 10).

In 2021, a total of 3.1% of respondents providing a satisfaction score were dissatisfied with Council's overall performance. This is a very low proportion and again, reflects a high level of satisfaction with the overall performance of the Monash City Council.
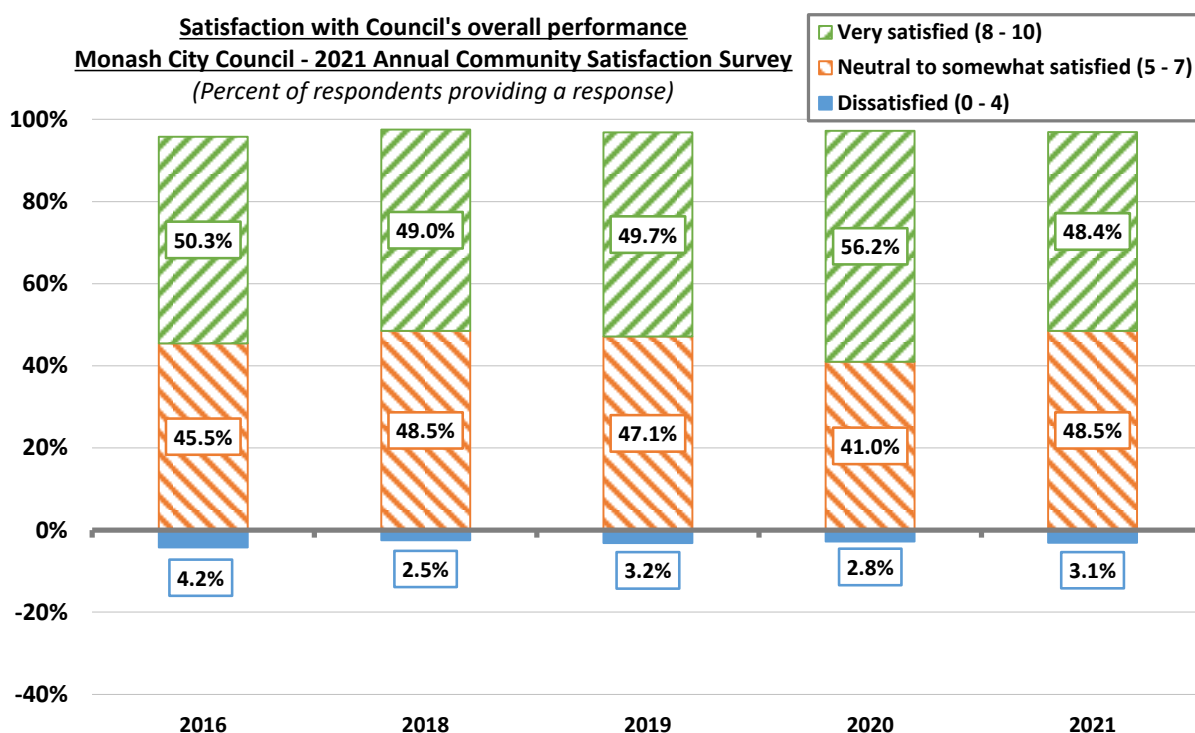
Satisfaction with Council's overall performance
Monash City Council - 2021 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

Legend
Very satisfied (8 - 10)
Neutral to somewhat satisfied (5 - 7)
Dissatisfied (0 - 4)

Year	Very satisfied (8-10)	Neutral to somewhat satisfied (5-7)	Dissatisfied (0-4)
2016	50.3%	45.5%	4.2%
2018	49.0%	48.5%	2.5%
2019	49.7%	47.1%	3.2%
2020	56.2%	41.0%	2.8%
2021	48.4%	48.5%	3.1%

There was no statistically significant variation in satisfaction with Council's overall performance observed across the 12 precincts comprising the City of Monash, with attention, however, drawn to the following:

- *Ashwood/Burwood, Hughesdale, and Oakleigh* – respondents rated satisfaction somewhat, but not measurably lower than the municipal average and "good" rather than "very good".

- *City of Monash* – respondents rated satisfaction measurably and significantly higher than the metropolitan Melbourne average and at a "very good" rather than a "good" level.

Satisfaction with Council's overall performance by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
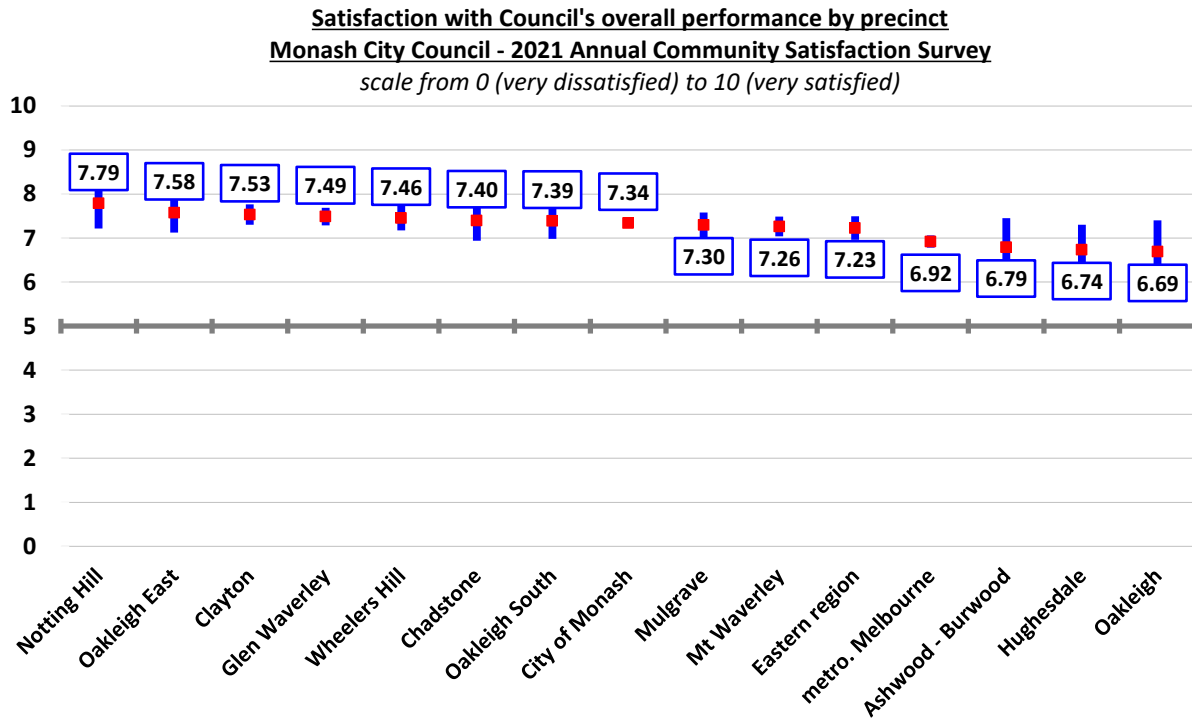
Cognisant of the relatively small sample sizes at the individual precinct level, with a 95% confidence interval of approximately plus or minus 12%, it is noted that:

- *Hughesdale* – respondents were somewhat less likely than average to be "very satisfied" and more likely to be "neutral to somewhat satisfied".

- *Oakleigh* – respondents were somewhat more likely than average to be "dissatisfied".

Satisfaction with Council's overall performance by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

Legend:
- Very satisfied (8 - 10)
- Neutral to somewhat satisfied (5 - 7)
- Dissatisfied (0 - 4)

Metropolis RESEARCH
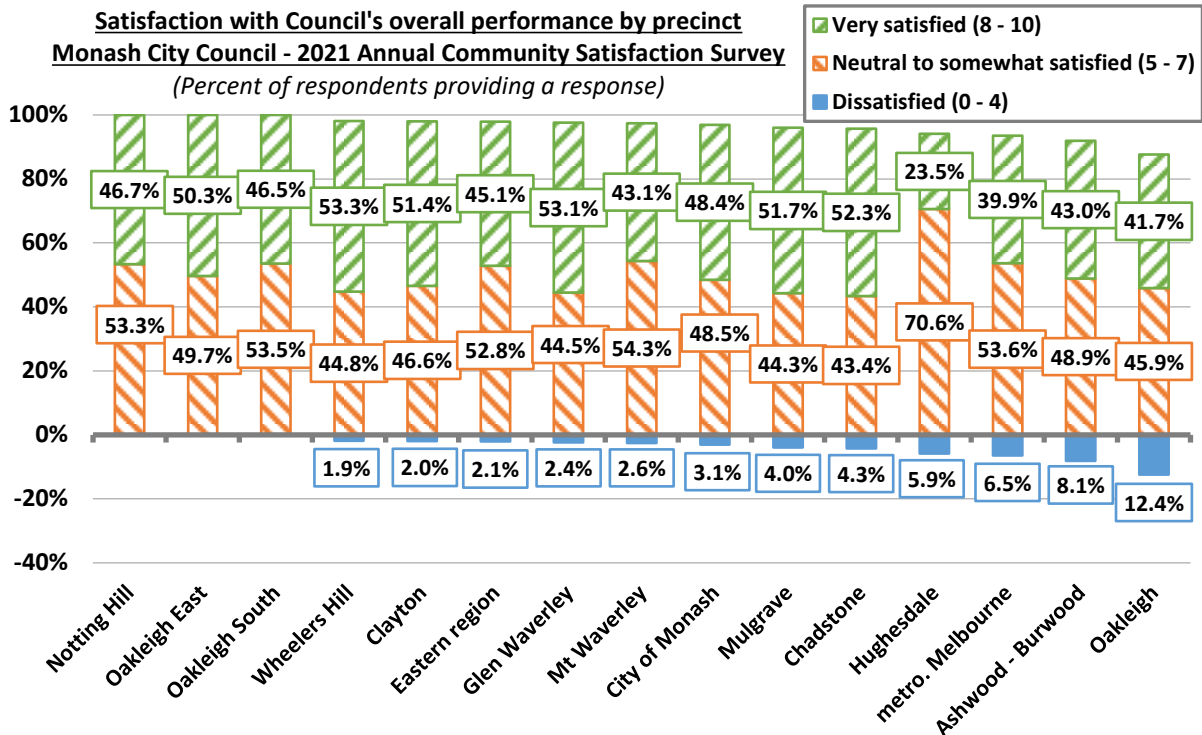
Overall performance by respondent profile

The following graphs provide a breakdown of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, and household structure.

The survey implemented this year was somewhat smaller than in previous years, as the survey had to be conducted by telephone due to the COVID-19 pandemic. As a result of this, the questions around housing situation and the period of residence in the City of Monash were not included in the survey this year.

There was some variation in satisfaction with Council's overall performance observed by respondent profile, as follows:

- *More satisfied than average* – includes young adults (aged 18 to 34 years), respondents from multi-lingual households, and respondents from two-parent families (with youngest child aged 0 to 4 years).

- *Less satisfied than average* – includes middle-aged adults (aged 45 to 59 years) and respondents from two-parent families with adult children only at home.

Satisfaction with Council's overall performance by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Profile	Score
Young adults	7.67
Adults	7.36
Middle-aged adults	7.05
Older adults	6.97
Senior citizens	7.39
Male	7.31
Female	7.38
English speaking h'sehold	7.25
Multi-lingual h'sehold	7.46
H'sehold with a disability	7.09
H'sehold without disability	7.37
City of Monash	7.34

Satisfaction with Council's overall performance by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

Legend:
- Very satisfied (8 - 10)
- Neutral to somewhat satisfied (5 - 7)
- Dissatisfied (0 - 4)

Category	Very satisfied	Neutral to somewhat satisfied	Dissatisfied
Young adults	59.6%	38.2%	2.2%
Adults	46.3%	50.2%	3.5%
Middle-aged adults	39.2%	57.0%	3.8%
Older adults	35.1%	59.9%	5.0%
Senior citizens	52.5%	45.8%	1.7%
Male	48.2%	47.9%	3.9%
Female	48.7%	49.0%	2.3%
English speaking h'sehold	47.1%	50.0%	2.9%
Multi-lingual h'sehold	50.4%	46.2%	3.4%
H'hold with a disability	37.7%	58.9%	3.4%
H'hold without disability	49.2%	47.9%	2.9%
City of Monash	48.4%	48.5%	3.1%

Satisfaction with Council's overall performance by household structure
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Category	Score
Two parent (youngest 0 - 5 yrs)	7.87
Two parent (youngest 6 - 12 yrs)	7.10
Two parent (youngest 13 - 18 yrs)	7.18
Two parent (adults only)	6.96
One parent family	7.51
Couple only household	7.42
Group household	7.42
Sole person household	7.34
City of Monash	7.34

Satisfaction with Council's overall performance by household structure
Monash City Council - 2020 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

Legend:
- Very satisfied (8 - 10)
- Neutral to somewhat satisfied (5 - 7)
- Dissatisfied (0 - 4)

Category	Very satisfied	Neutral to somewhat satisfied	Dissatisfied
Two parent (youngest 0 - 5 yrs)	63.2%	36.8%	
Two parent (youngest 6 - 12 yrs)	40.8%	52.3%	6.9%
Two parent (youngest 13 - 18 yrs)	41.9%	53.2%	4.9%
Two parent (adults only)	37.6%	58.1%	4.3%
One parent family	53.1%	44.8%	2.1%
Couple only household	49.6%	47.8%	2.6%
Group household	52.3%	44.4%	3.3%
Sole person household	53.9%	44.2%	1.9%
City of Monash	48.4%	48.5%	3.1%

Relationship between issues and satisfaction with overall performance

The following graph displays the average overall satisfaction score for respondents nominating each of the top ten issues to address for the City of Monash "at the moment", with a comparison to the overall satisfaction score of all respondents (7.34).

The detailed analysis of the top issues to address in the City of Monash "at the moment" is discussed in the Current Issues for the City of Monash section of this report.

The aim of this data is to explore the relationship between the issues nominated by respondents and their satisfaction with Council's overall performance. The data does not prove a causal relationship between the issue and satisfaction with Council's overall performance but does provide meaningful insight into whether these issues are likely to be exerting a positive or negative influence on these respondents' satisfaction with Council's overall performance.

Clearly the number of respondents nominating each of these ten issues varies substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

The 66 respondents who nominated issues with "parks, gardens, and open spaces" (7.64), on average were marginally but not measurably more satisfied with Council's overall performance than the municipal average. This does not necessarily imply that these respondents are more satisfied with Council's overall performance because of the issues around parks, gardens, and open spaces, but it does show that the issue is highly unlikely to be negatively influencing these respondents' satisfaction with Council's overall performance.

There was only one issue this year that appears to exert a substantial negative influence on the satisfaction with Council's overall performance for the respondents' nominating the issues. This issue was "building, housing, planning and development issues" (6.75). Respondents' nominating this issue, on average rated satisfaction with Council's overall performance measurably lower than the municipal average overall satisfaction score (7.34).

There were a range of other issues nominated by respondents, for which the respondents nominating the issues on average were somewhat but not measurably less satisfied with Council's overall performance than the municipal average. These include roads maintenance and repairs (6.87), parking (6.83), and rubbish and waste issues (6.82).

It is likely that, for the respondents nominating these issues, they may exert a negative influence on their satisfaction with Council's overall performance. This does reflect the importance of these issues (and services provided by Council) in influencing community satisfaction with Council's overall performance.

Satisfaction with Council's overall performance by top issues
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Issue	Score
Parks and gardens (n = 66)	7.64
Overall satisfaction	7.34
Hard rubbish collection (n = 35)	7.28
Street trees (n = 28)	7.27
Footpath (n = 32)	7.27
Traffic management (n = 55)	7.16
Safety, policing and crime (n = 28)	6.95
Roads (n = 44)	6.87
Parking (n = 55)	6.83
Rubbish and waste (n = 38)	6.82
Building and development (n = 72)	6.75

Relationship between satisfaction with services and overall satisfaction

The following graph provides the average satisfaction with Council's overall performance of respondents dissatisfied with individual services and facilities.

Services and facilities with fewer than 10 dissatisfied respondents have been excluded from these results.

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 40 dissatisfied respondent), hence the relatively large 95% confidence interval around these results.

Satisfaction with overall performance of respondents' dissatisfied with services
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Service	Score
Public toilets (n = 36)	6.66
Hard rubbish (n = 20)	6.61
Street lighting (n = 32)	6.43
Green waste (n = 18)	6.28
Parking enforcement (n = 81)	6.21
Parking facilities (n = 67)	6.17
Street sweeping (n = 61)	6.00
Parks, gardens, reserves (n = 17)	5.97
Drains (n = 52)	5.90
Footpaths (n = 58)	5.80
Traffic management (n = 48)	5.79
Envir. sustainability (n = 20)	5.77
Council's newsletter (n = 30)	5.75
Street trees (n = 36)	5.65
Sealed local roads (n = 42)	5.64
Garbage collection (n = 15)	5.61

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (7.34).

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one service and facility were likely to be dissatisfied with several services and facilities and were also measurably less satisfied with Council's overall performance.

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores this year were parks, gardens and open spaces, drains, footpaths, traffic management, environmental sustainability, *Monash Bulletin*, street trees, sealed local roads, and regular garbage collection. Respondents who were dissatisfied with any of these services, on average, rated satisfaction with Council's overall performance at a "poor" level.

This reflects the fact that some (a small number) of respondents were dissatisfied with Council's performance and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for many respondents who tended to provide the same satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the full range of services and facilities provided by Council.

Improvements to Council's overall performance

Respondents were asked:

"If overall satisfaction less than 6, what does Council most need to do to improve its performance?

A total of 30 responses were received from the 44 respondents who were either dissatisfied (24 respondents) or "neutral" (20 respondents) with Council's overall performance.

The verbatim comments received from respondents are outlined in the following table.

Most needed improvements to Council's overall performance
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Response	Number
Listen to opposing viewpoints, care more for people	2
Bureaucratic and needs to work their way around building permits	1
Consult with the local residents. Need to take care of particular areas of Monash. Commercial zoning areas where people live have no infrastructure	1
Council doesn't do things that benefit the existing community	1
Council only cares about themselves, just a money making business	1
Does nothing	1
Doesn't act upon community consultation and suggestions	1
Given the amount of money being collected and the services provided are inadequate	1
Gum tree issue, poor choice of trees	1
High rates	1
Lack of consultation. They seem to be obsessed with their own problems	1
Less compared to other Councils	1
Maintenance of roads must be improved	1
Make people move around the community, communicate more	1
Need to engage more with the community	1
Not taking feedback from residents before planning and implementation	1
Overdevelopment. No consistency in what they do	1
Poor management	1
The Council staff is not interested to listen to the residents	1
The don't take any responsibility	1
The facilities are there but don't work	1
The only time they perform is when there are elections, there is equality in upgrading facilities	1
There is not much parking available but empty space is being used for unnecessary things	1
They focus on minorities and less focus on general public.	1
They need competent employees	1
Try to invoke community engagement	1
Very politically, should be pay more attention to residents	1
Very poor response to the complaints	1
Very rude. They don't care about people anymore	1
Total	**30**

Governance and leadership

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of Council's performance?"

The average satisfaction with the five included aspects of governance and leadership was 7.05 out of a potential 10, or a "good" level of satisfaction.

This result represents a measurable decline of 4.5% on the unusually high average of 7.38 reported last year immediately after the first COVID-19 lockdown.

This decline was greater than the decline in satisfaction with Council' overall performance (2.3%) and the average decline in satisfaction with services and facilities (0.5%).

There were no questions in the survey seeking further information from respondents who were dissatisfied with aspects of governance and leadership. Traditionally, satisfaction with most aspects of governance and leadership will tend to mirror but be marginally lower than overall satisfaction.

The correlation between overall satisfaction and governance and leadership is very high (approximately 0.8), which highlights how the two measures are interrelated.   Issues that may affect satisfaction with aspects of governance and leadership such as "maintaining community trust and confidence" will typically flow strongly through into the satisfaction with Council's overall performance.

It is difficult to provide significant additional insight into the reasons why average satisfaction with governance and leadership declined this year, given that overall satisfaction only declined very marginally (and not by a statistically significant degree). Metropolis Research notes that similar or larger declines in average satisfaction with governance and leadership were recorded by Metropolis Research in other municipalities surveyed as part of the *Annual Community Satisfaction Survey* program conducted in 2021.

In the view of Metropolis Research, these declines are likely to reflect, at least in part, the reasons for dissatisfaction and the reasons for changing performance of Council discussed in the preceding section.

Satisfaction with the five included aspects of governance and leadership can best be summarised as follows:

- *Good* – for Council maintaining community trust and confidence, the responsiveness of Council to local community needs, making decisions in the interests of the community, community consultation and engagement, and Council's representation, lobbying, and advocacy on behalf of the community to other levels of government, and Council offering value for rates.
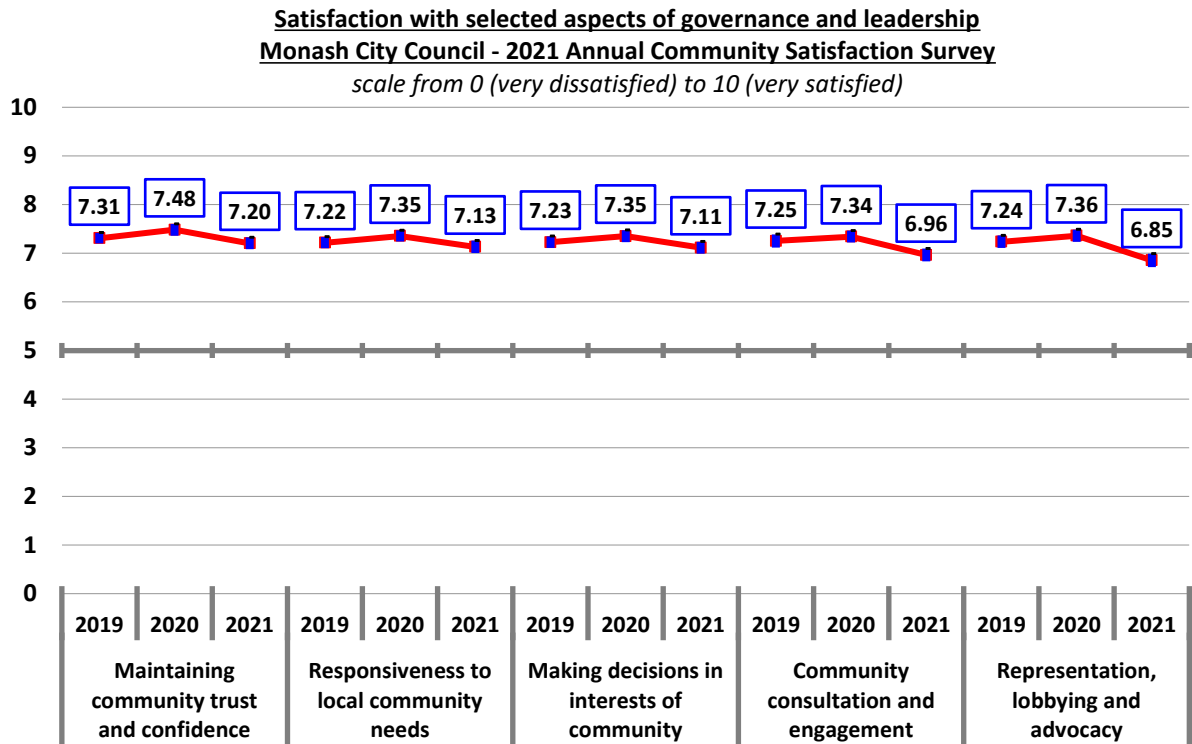
Satisfaction with selected aspects of governance and leadership
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

The following graph provides a breakdown of these results into the proportion of respondents who were "very satisfied" with each aspect of governance and leadership (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (rated satisfaction at five to seven), and those who were "dissatisfied" (rated less than five).

Attention is drawn to the fact that there was a decline in the proportion of "very satisfied" respondents for each aspect of governance and leadership this year, down from approximately half to a little more than one-third. There was also a very small increase in the proportion of "dissatisfied" respondents.

Satisfaction with selected aspects of leadership and governance
Monash City Council - 2021 Annual Community Satisfaction Survey
(Percent of respondents providing a response)
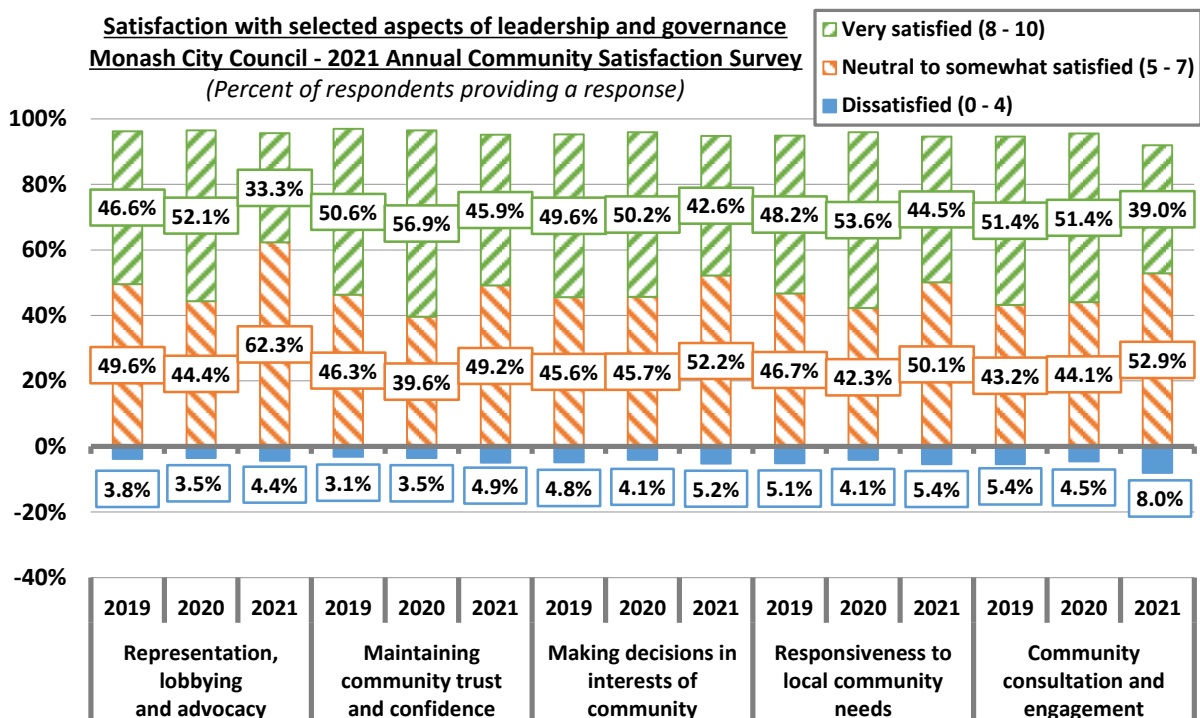
Despite the small decline in average satisfaction with each of the five included aspects of governance and leadership this year, satisfaction with each aspect remains somewhat higher in the City of Monash than the metropolitan Melbourne average, as recorded in the 2021 *Governing Melbourne* research.

Satisfaction with each aspect in the City of Monash was similar to that recorded for the eastern region councils, as measured in the 2021 *Governing Melbourne* research.

Satisfaction with aspects of governance and leadership
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Aspect	City of Monash	metro. Melbourne	Eastern region
Maintaining community trust and confidence	7.20	6.75	7.14
Responsiveness to local community needs	7.13	6.70	7.27
Making decisions in interests of community	7.11	6.76	7.24
Community consultation and engagement	6.96	6.72	7.23
Representation, lobbying and advocacy	6.85	6.66	7.09

Community consultation and engagement

Satisfaction with Council's "community consultation and engagement" declined measurably this year, down 5.2% to 6.96. This is a "good", down from a "very good" level of satisfaction.

**Satisfaction with performance in community consultation and engagement
Monash City Council - 2021 Annual Community Satisfaction Survey**
scale from 0 (very dissatisfied) to 10 (very satisfied)
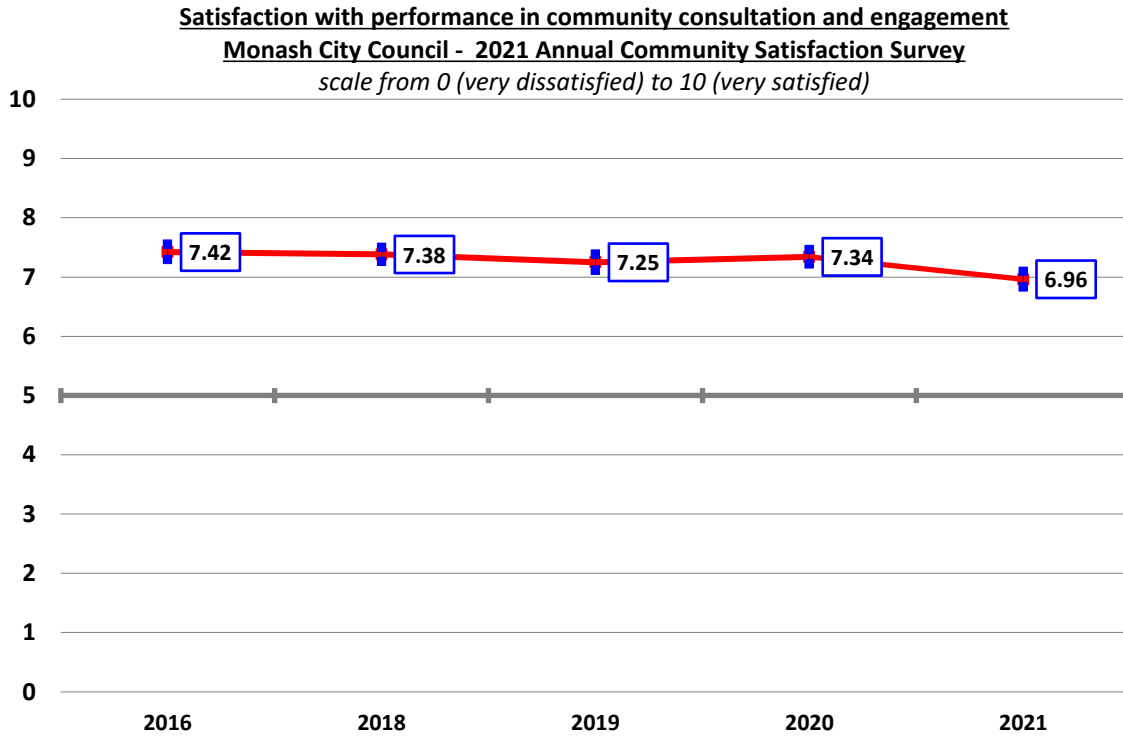
There was no statistically significant variation in satisfaction with "community consultation and engagement" observed across the 12 precincts comprising the City of Monash.

**Council's community consultation and engagement by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey**
scale from 0 (very dissatisfied) to 10 (very satisfied)
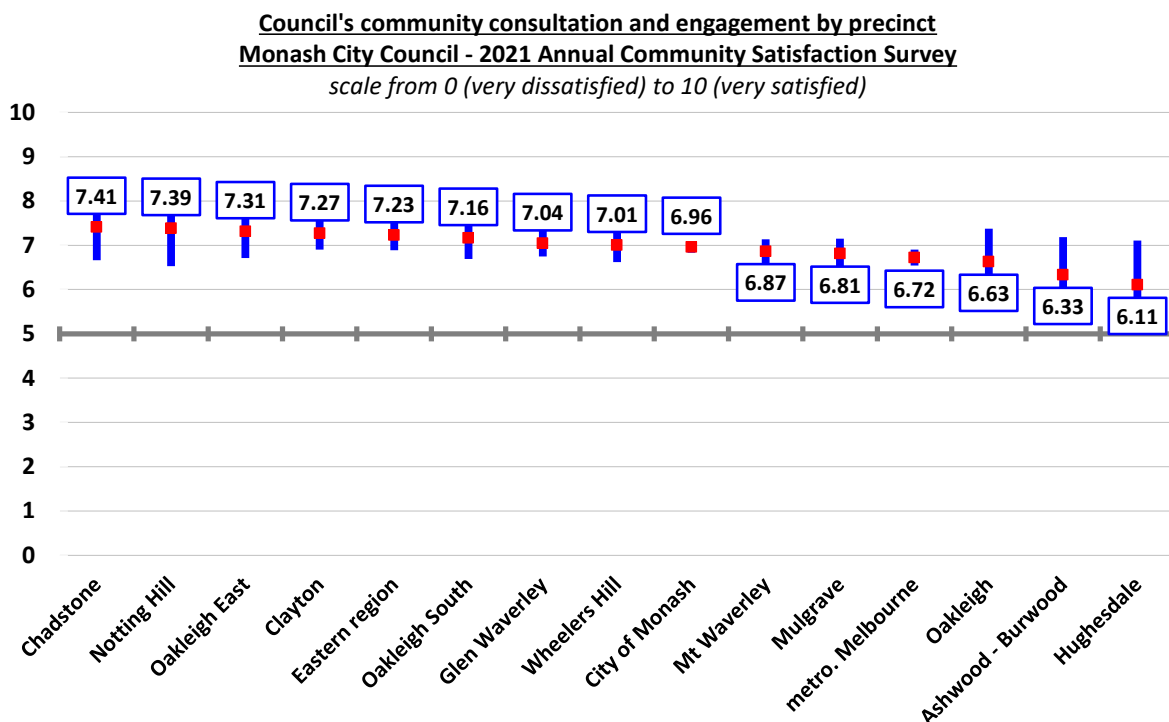
Preferred consultation topics / issues

Respondents dissatisfied with community consultation and engagement were asked:

"What do you wish Council would ask you about?"

The 67 respondents who were either dissatisfied (52 respondents) or "neutral" (15 respondents) with Council's community consultation and engagement were asked what they wished that Council would ask them about.

A total of 64 responses were received from these respondents, as outlined in the following table.

The most common responses were not focused on specific information or issues about which respondents would want to be consulted with or informed by Council. The responses were, overall, mostly general in nature referring a perception that respondents had never heard from Council, that Council was not doing enough consultation, or that Council did not provide sufficient information to the community.

Preferred consultation topics / issues
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Response	Number
Never heard from Council	6
Not enough / no consultation	5
There is little / no engagement with residents from the Council	5
More information to resident about decisions taken	3
Don't respond to the email / never reply	2
Not done enough	2
A sense that sometimes consultation occurs without real consideration of different perspectives	1
Any decisions that affect parking and construction	1
Building decisions	1
Confused the resident regarding building permits and planning, unclear regulations about building developments	1
Council only cares about themselves	1
Excessive development in Mount Waverley	1
Have not seen any information about their planning	1
I have significant issues with the process	1
Improve process for the implementation on green space	1
In general, not enough consultation other than bulletin	1
Ingenuine due to phrasing	1
Lack of communication	1
Lack of consultation- around new tennis facilities near golf course. Lack of clarity	1
Misusing the public spaces	1

More communication	1
More engagement via other sources required	1
No proper communication regarding the planning processes	1
No proper reply to the complaints, still not resolved after many enquires	1
Not experienced much engagement personally	1
Not got any response for some enquiries	1
Not hearing much	1
Parking issues	1
Planning and development feedback not getting considered	1
Poor response and implementation	1
Sometimes Council consultation not fair	1
Tennis complex at the Golf course. Information from the Council is very poor	1
Tennis courts	1
The newsletter is the only engagement from the Council	1
There should be more face-to-face interaction	1
They are not listening to our request of removing gum trees in front of the house which is dangerous	1
They do not consult us well while planning a development	1
They don't contact the community a lot	1
They haven't organised any activities for the community	1
They haven't responded to the petition we filled based on the community's consultation regarding the high-rise buildings	1
They ignored the consents of the public regarding the green vegetation	1
They're useless	1
This is the first	1
Too much involvement in unnecessary things	1
Very difficult to get in touch with someone from Council	1
Visibility and location of Council	1
We're no more aware what's going on in the Council	1

Total   **64**

Representation, lobbying and advocacy

Satisfaction with Council's "representation, lobbying, and advocacy with other levels of government or other organisations on key issues" declined measurably and significantly this year, down 6.9% to 6.85. This is now a "good", down from a "very good" level of satisfaction.

Satisfaction with Council's representation, lobbying and advocacy
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
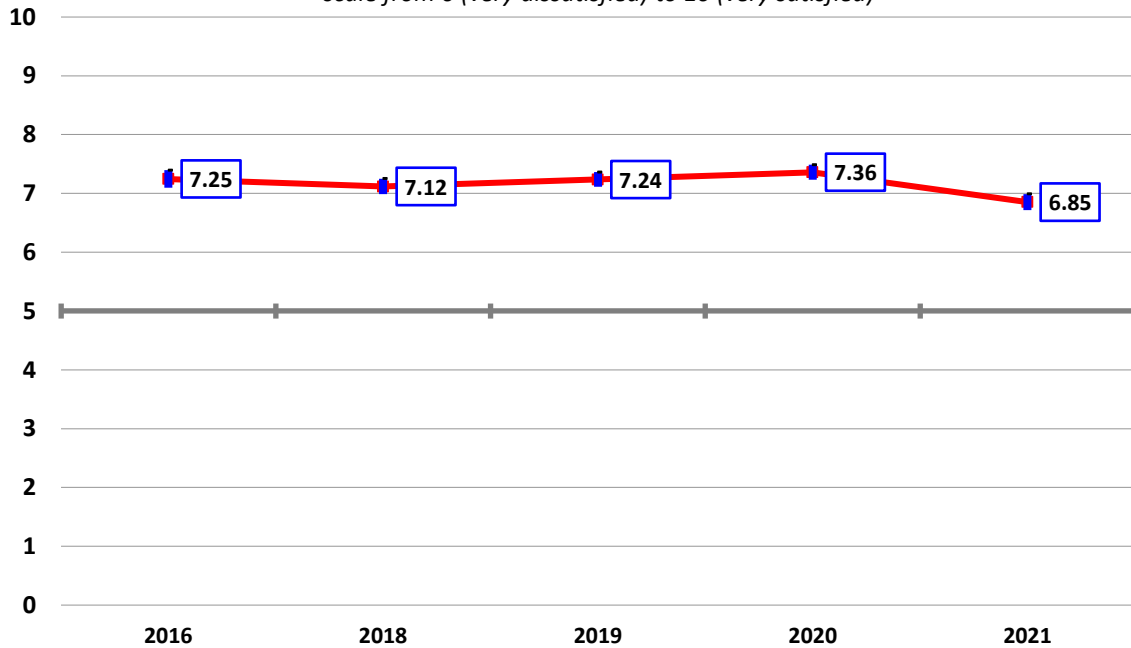
There was some measurable variation in this result observed across the municipality, with respondents from Mt. Waverley measurably less satisfied than the municipal average.

Council's representation, lobbying and advocacy by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
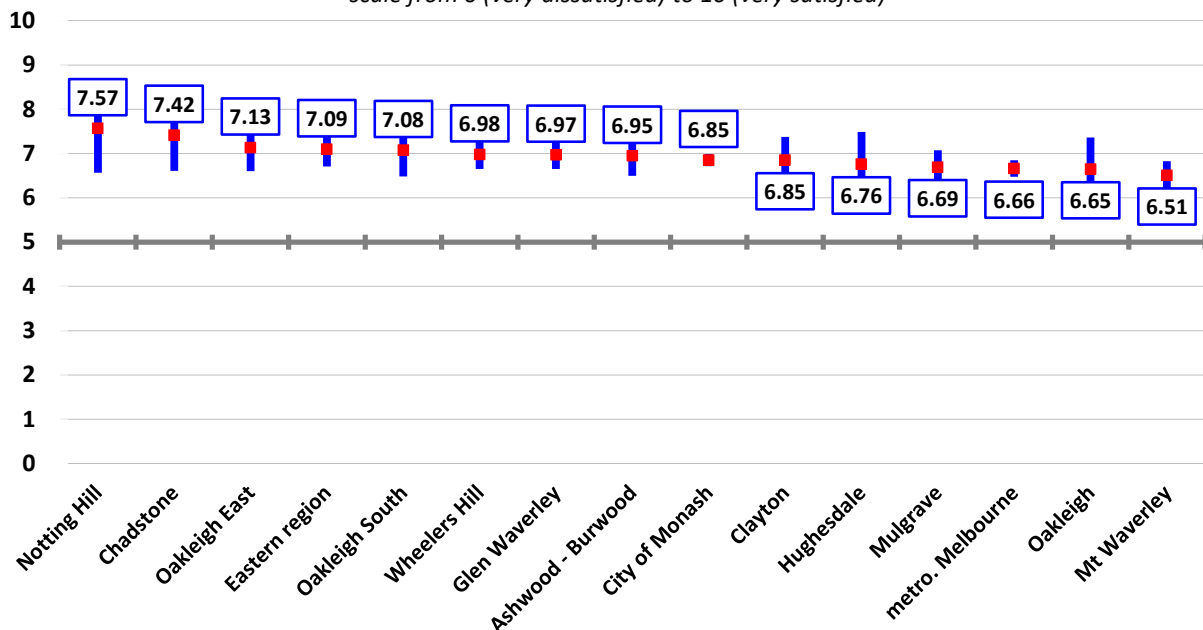
Responsiveness of Council

Satisfaction with the "responsiveness of Council to local community needs" declined notably but not measurably this year, down three percent to 7.13, which is a "good", down from a "very good" level of satisfaction.

Satisfaction with the responsiveness of Council to local community needs
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
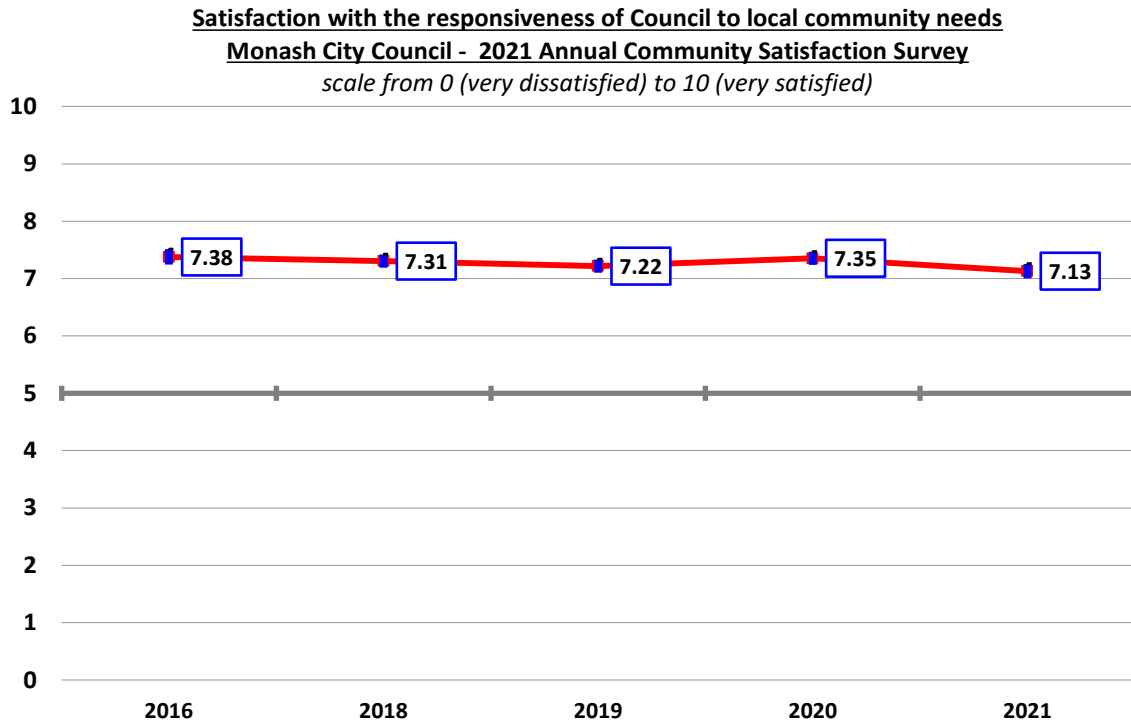
There was some measurable variation in satisfaction with is aspect of governance and leadership observed, with respondents from Notting Hill measurably more satisfied and at an "excellent" rather than a "good" level of satisfaction.

Responsiveness of Council to local community needs by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
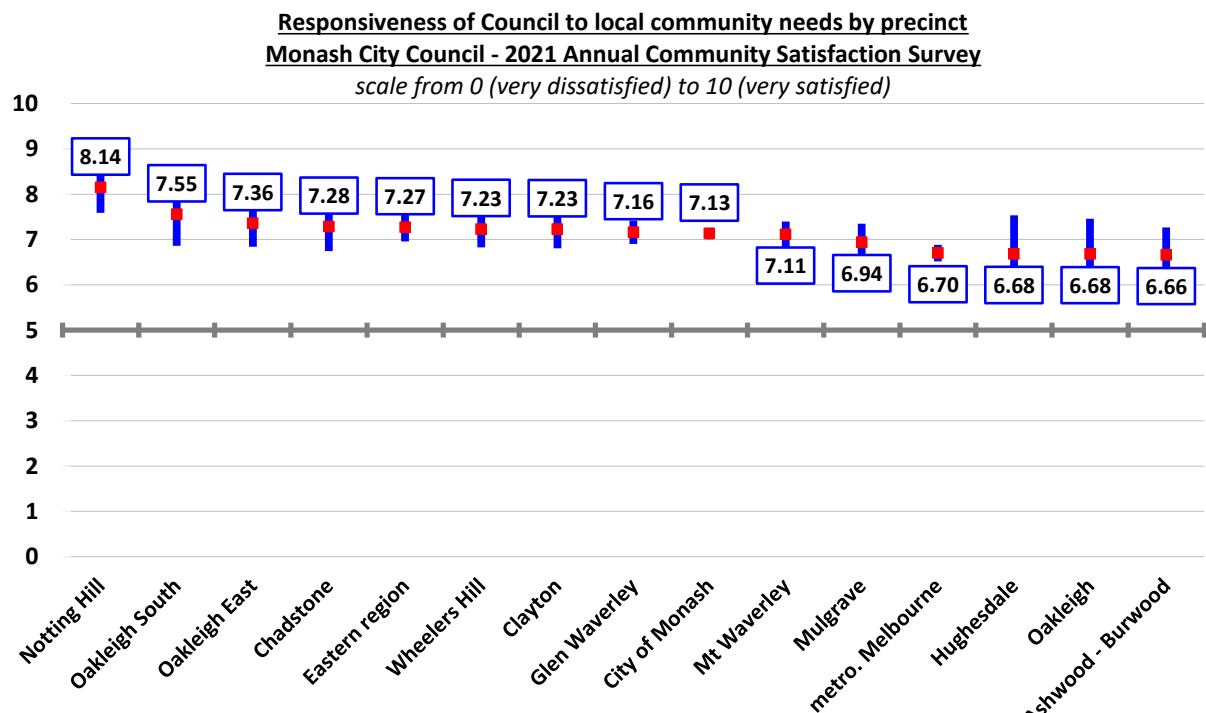
Maintaining trust and confidence of local community

Satisfaction with Council's performance "maintaining the trust and confidence of the local community" declined measurably this year, down 3.7% to 7.20, which is a "good", down from a "very good" level of satisfaction.

Satisfaction with Council maintaining community trust and confidence
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
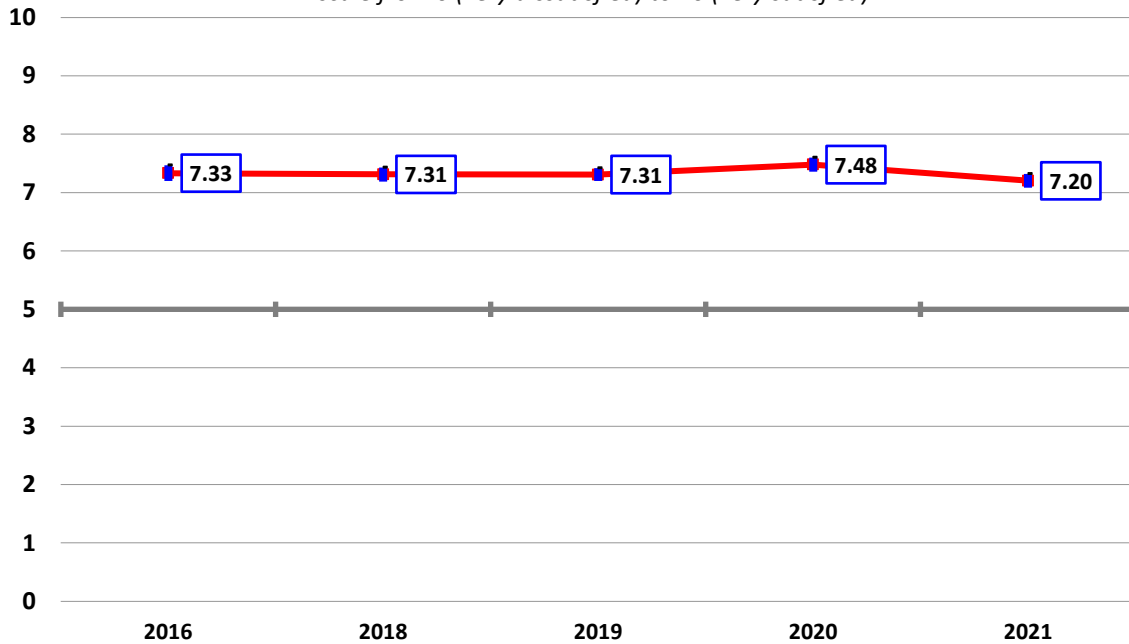
There was measurable variation in this result observed across the municipality, with respondents from Notting Hill measurably more satisfied than average, at an "excellent" level.

Maintaining trust and confidence of local community by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
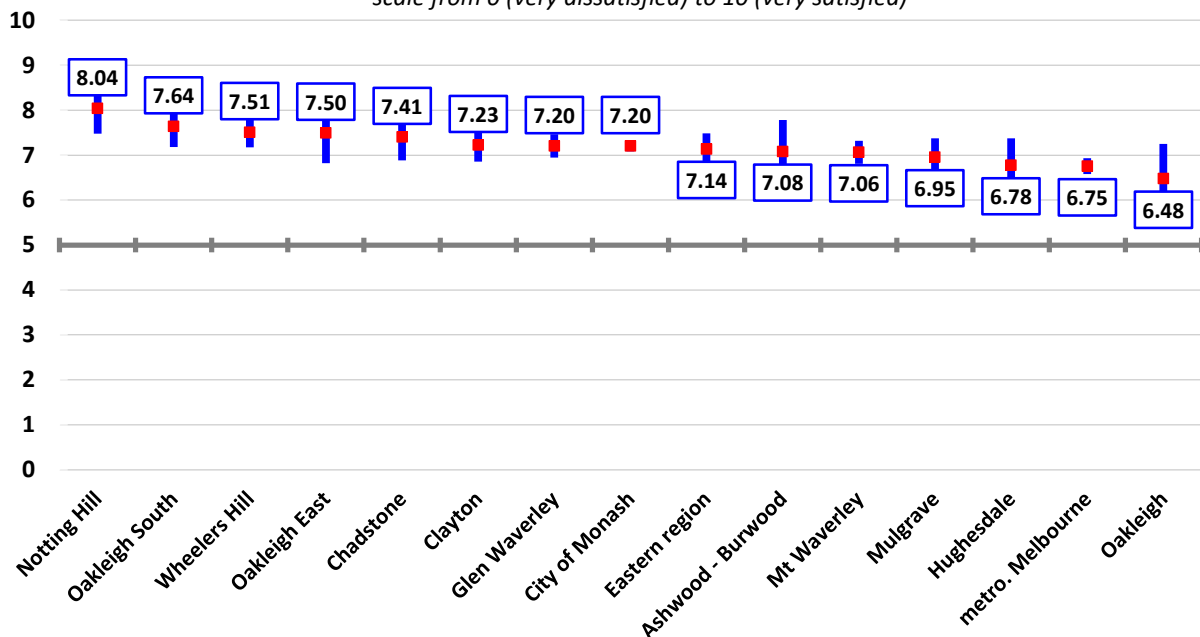
Making decisions in the interests of the community

Satisfaction with Council's performance "making decisions in the interests of the community" declined somewhat, but not measurably this year, down 3.3% to 7.11, which is a "good", down from a "very good" level.

Satisfaction with Council making decisions in the interest of the community
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
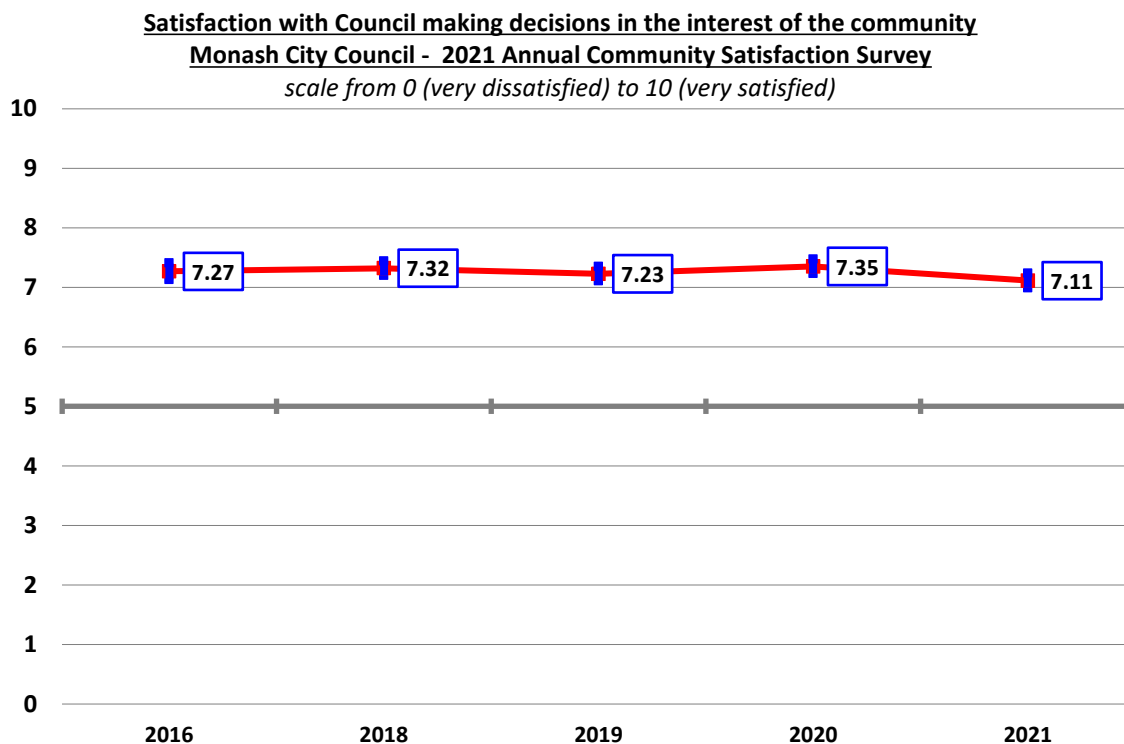
There was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the 12 precincts comprising the City of Monash.

Making decisions in the interests of the community by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
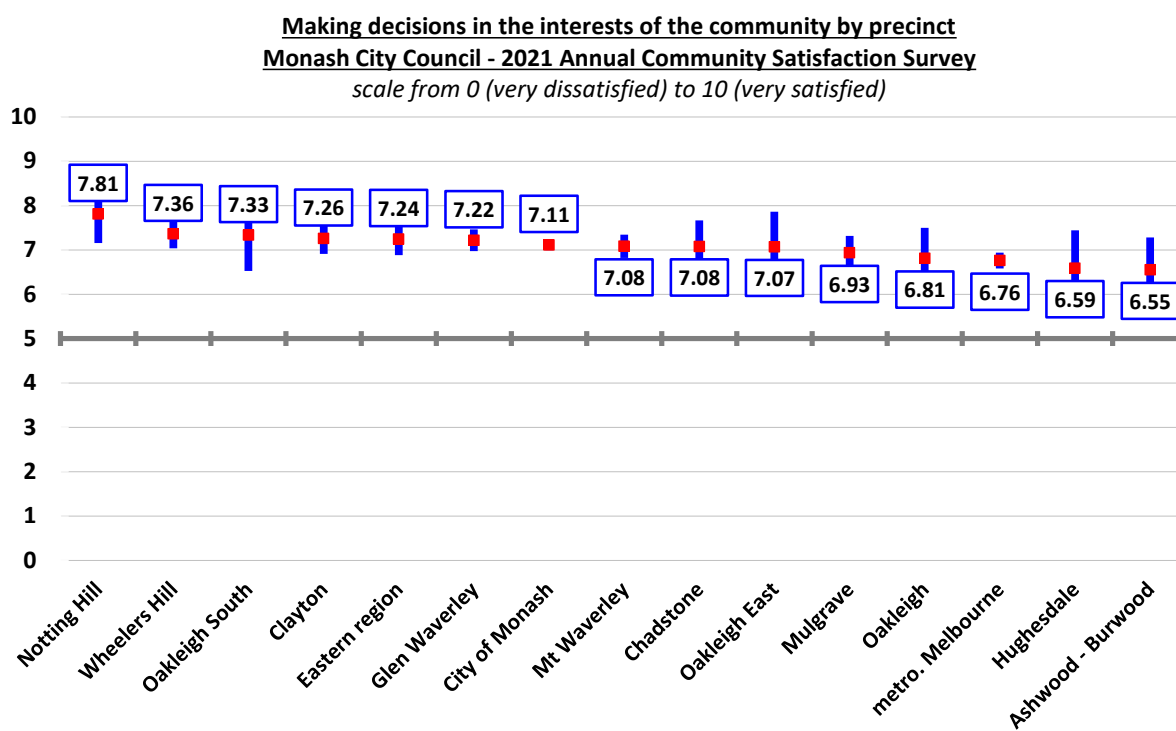
Contact with Council

Contact with Council in the last twelve months

Respondents were asked:

"Have you had any contact with Monash City Council in the last 12 months?"

There was a small increase this year, in the proportion of respondents who had any contact with Monash City Council in the last 12 months, up from 26.5% to 30.0%. This result is consistent with the long-term average over the last five years of 30.4%.

Contacted Council in the last twelve months
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2021		2020	2019	2018	2016
	Number	Percent				
Yes	240	30.0%	26.5%	24.0%	36.1%	35.2%
No	560	70.0%	73.5%	76.0%	63.9%	64.8%
Not stated	1		0	9	3	2
Total	**801**	**100%**	**805**	**805**	**800**	**807**

Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

"On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last had contact with the Monash City Council?"

The average satisfaction with the seven included aspects of customer service increased marginally but not measurably this year, up 1.4% this year to 7.87 from 7.76.

This level of satisfaction remains "excellent", the same categorisation customer service has recorded in each of the five *Annual Community Satisfaction Surveys* conducted for the City of Monash by Metropolis Research.

By way of comparison, the 2021 metropolitan Melbourne average satisfaction with the same seven aspects of customer service was 7.35.

The City of Monash result was notably (7.1%) higher than the metropolitan Melbourne average, a result that reflects well on the level of customer service provided by Monash City Council.

Satisfaction with the seven included aspects of customer service can best be summarised as follows:

- *Excellent* – for staff understanding language needs (multi-lingual households only), courtesy of service, and access to relevant officer / area.

- *Very Good* – for general reception, provision of information, and care and attention to enquiry.

- *Good* – for the speed of service.

Apart from satisfaction with "general reception", which declined by less than one percent this year, satisfaction with the remaining six aspects of customer service all recorded increased satisfaction. These increases were not statistically significant, largely due to the smaller sample size for these questions (approximately 240 respondents).
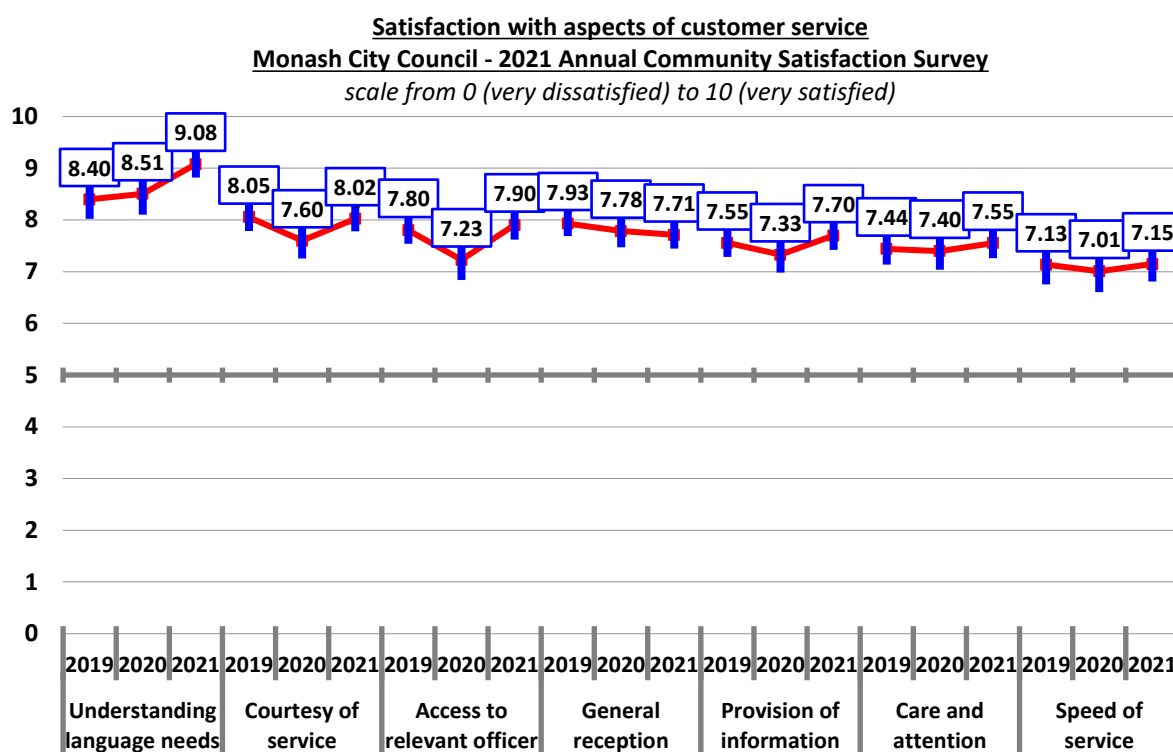
Satisfaction with aspects of customer service
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

The following graph provides a breakdown of these results into the proportion of respondents who were "very satisfied" with each aspect of customer service (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (rated satisfaction at five to seven), and those who were "dissatisfied" (rated satisfaction at less than five out of 10).

Attention is drawn to the fact that significantly more than half of the respondents rating satisfaction with each aspect of customer service were "very satisfied" with each aspect.

It is, however, noted that more than 10% of respondents were dissatisfied with the "care and attention to enquiry" and the "speed of service".

Satisfaction with aspects of customer service
Monash City Council - 2021 Annual Community Satisfaction Survey
(Percent of respondents contacting Council and providing a response)

Legend:
- Very satisfied (8 - 10)
- Neutral to somewhat satisfied (5 - 7)
- Dissatisfied (0 - 4)

	2019	2020	2021
Understanding language needs (Very satisfied)	80.2%	77.8%	96.9%
Understanding language needs (Neutral)	16.8%	21.5%	3.1%
Understanding language needs (Dissatisfied)	3.0%	0.7%	
Courtesy of service (Very satisfied)	74.0%	67.2%	74.3%
Courtesy of service (Neutral)	22.5%	21.3%	20.8%
Courtesy of service (Dissatisfied)	3.5%	11.5%	4.9%
Access to relevant officer (Very satisfied)	64.9%	61.3%	68.1%
Access to relevant officer (Neutral)	31.9%	25.1%	26.8%
Access to relevant officer (Dissatisfied)	3.2%	13.6%	5.1%
Provision of information (Very satisfied)	61.8%	59.6%	66.9%
Provision of information (Neutral)	32.1%	28.5%	26.0%
Provision of information (Dissatisfied)	6.1%	11.9%	7.1%
General reception (Very satisfied)	77.1%	68.7%	68.5%
General reception (Neutral)	18.6%	22.1%	24.1%
General reception (Dissatisfied)	4.3%	9.2%	7.4%
Care and attention (Very satisfied)	63.0%	62.7%	68.2%
Care and attention (Neutral)	26.6%	24.1%	21.4%
Care and attention (Dissatisfied)	10.4%	13.2%	10.4%
Speed of service (Very satisfied)	60.1%	57.7%	58.8%
Speed of service (Neutral)	25.7%	24.4%	26.3%
Speed of service (Dissatisfied)	14.2%	17.9%	14.9%

The following graph provides a comparison of average satisfaction with the seven included aspects of customer service against the metropolitan Melbourne average, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

Metropolis Research draws attention to the fact that satisfaction with all seven aspects of customer service was somewhat higher in the City of Monash than the metropolitan Melbourne average, although the variation was not statistically significant due to the relatively small sample size.

Satisfaction with aspects of customer service
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

|	City of Monash	metro. Melbourne
Language needs	9.08	8.60
Courtesy of service	8.02	7.50
Access to relevant officer	7.90	7.15
General reception	7.71	7.22
Provision of information	7.70	7.19
Care and attention	7.55	7.32
Speed of service	7.15	6.92
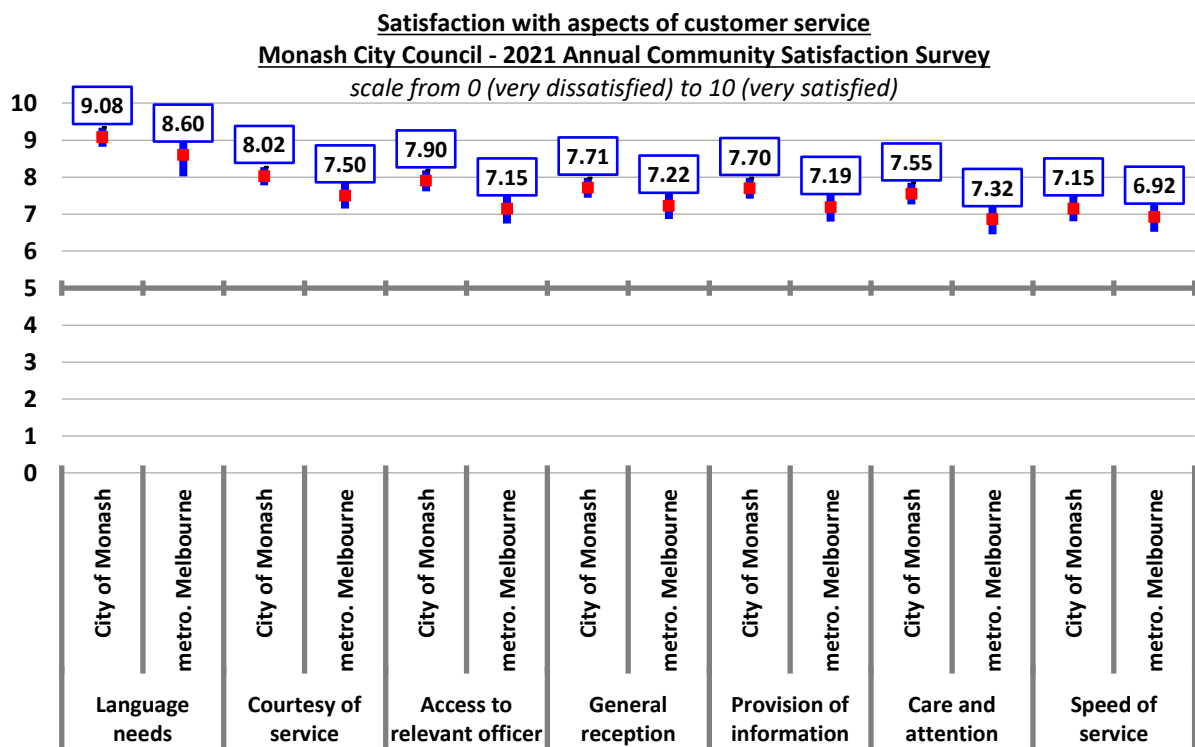
Satisfaction with "general reception" declined marginally but not measurably this year, down less than one percent to 7.71, which is a "good" down from "very good" level. Whilst not statistically significant, it is noted that satisfaction with general reception has declined 5.5% from the peak in 2018.

General reception
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisified)
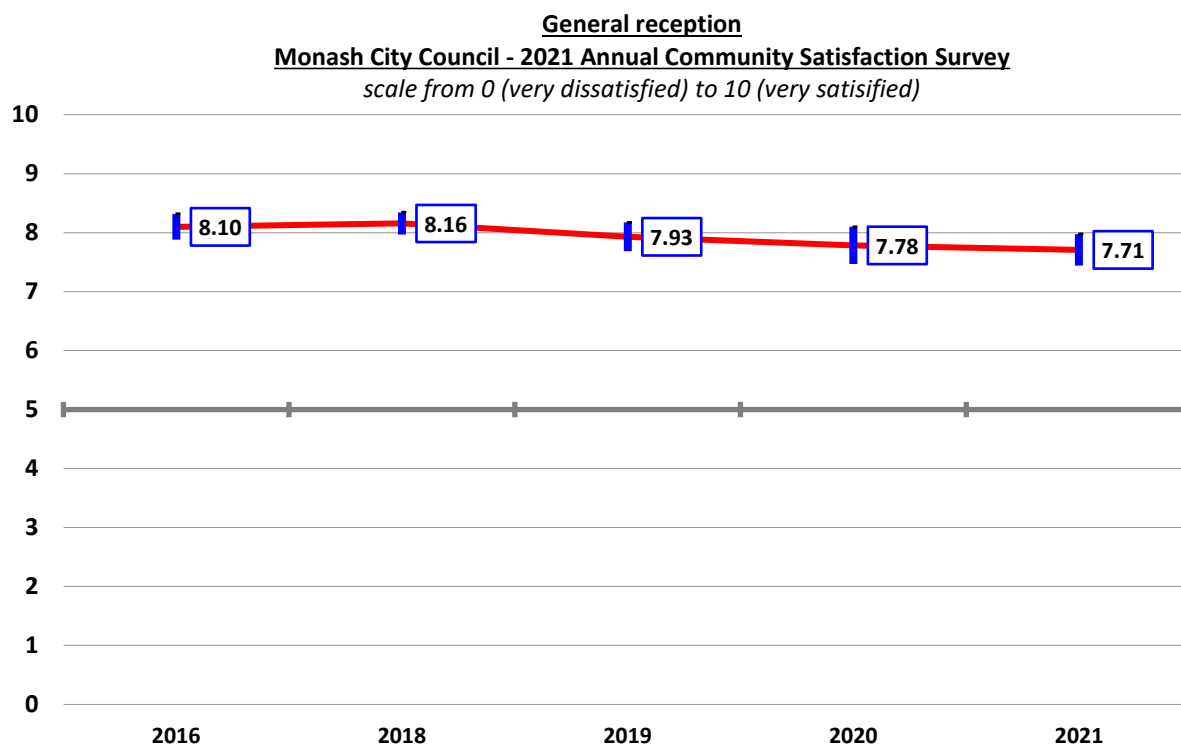
Satisfaction with "care and attention to enquiry" increased marginally this year, up two percent to 7.55, but remains at a "very good" level.

Care and attention to your enquiry
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
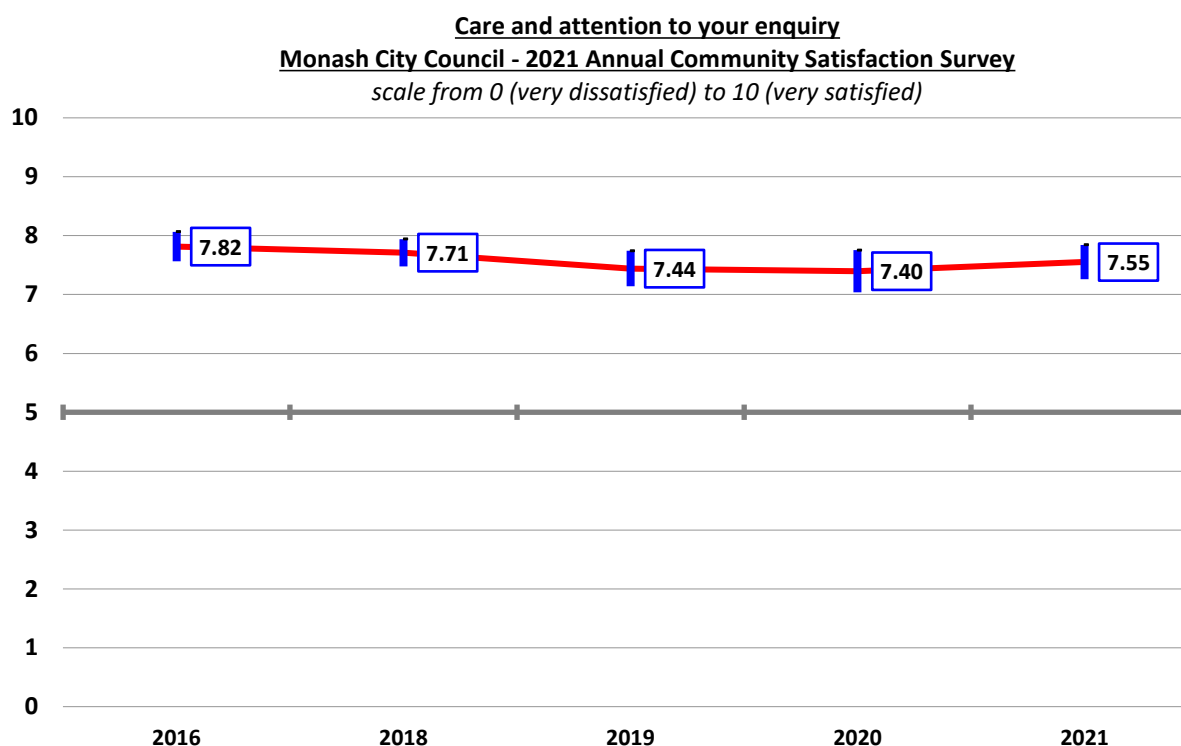
Satisfaction with the "provision of information on Council and its services" increased somewhat this year, up five percent to 7.70, but remains at a "very good" level. This increase reverses the unusually low result recorded during the first wave of COVID-19 in May 2020.

Provision of information on the Council and its services
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
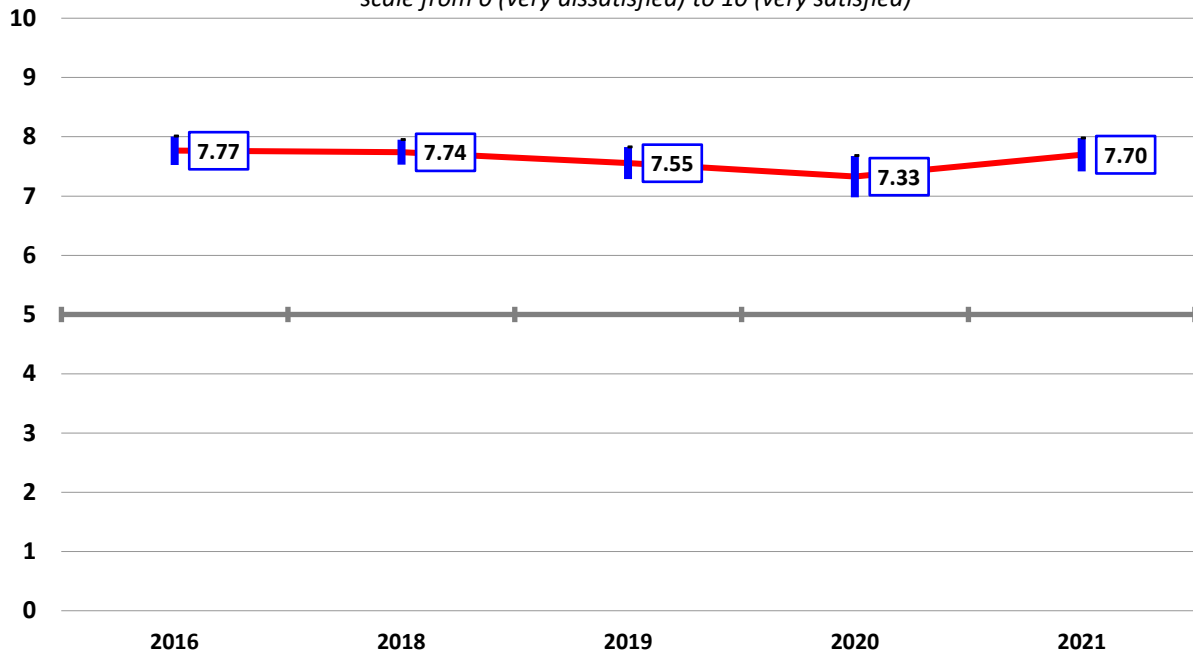
Satisfaction with the "speed of service" increased marginally but not measurably this year, up two percent to 7.15, but remains at a "good" level. This increase reverses the lower result recorded during the first wave of COVID-19 in May 2020.

Speed of service
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
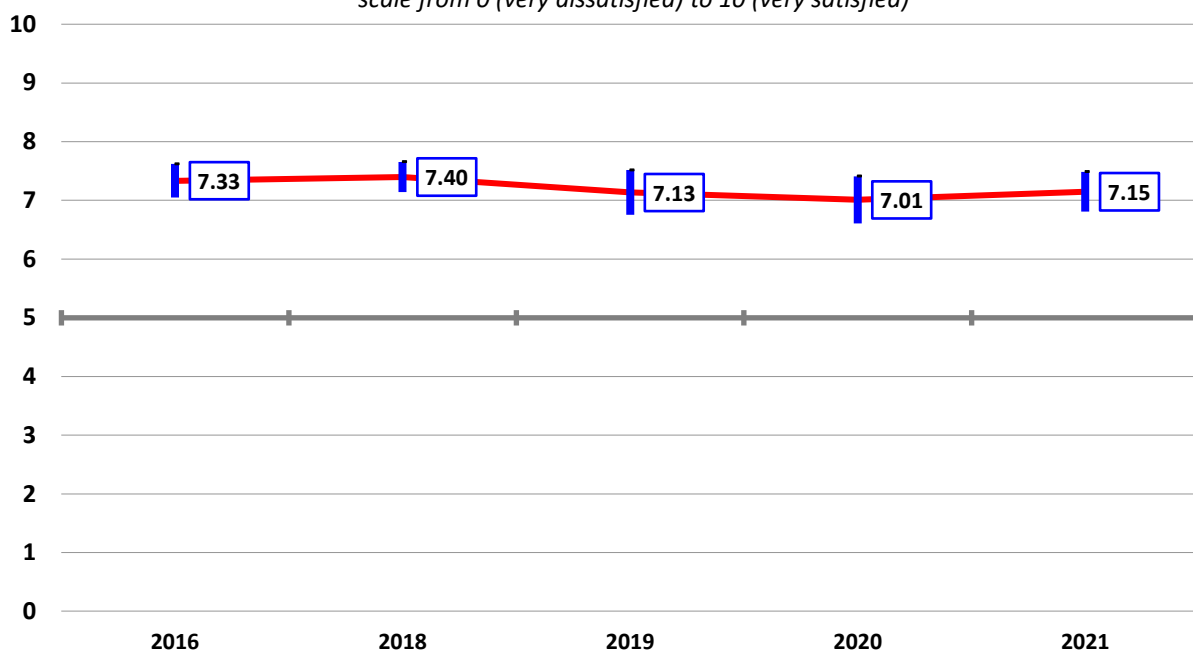
Satisfaction with the "courtesy of service" increased notably but not measurably this year, up 5.5% to 8.02, which is now an "excellent", up from "very good" level of satisfaction. This result reverses the unusually low result of 7.60 recorded during the first wave of COVID-19.

Courtesy of service
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
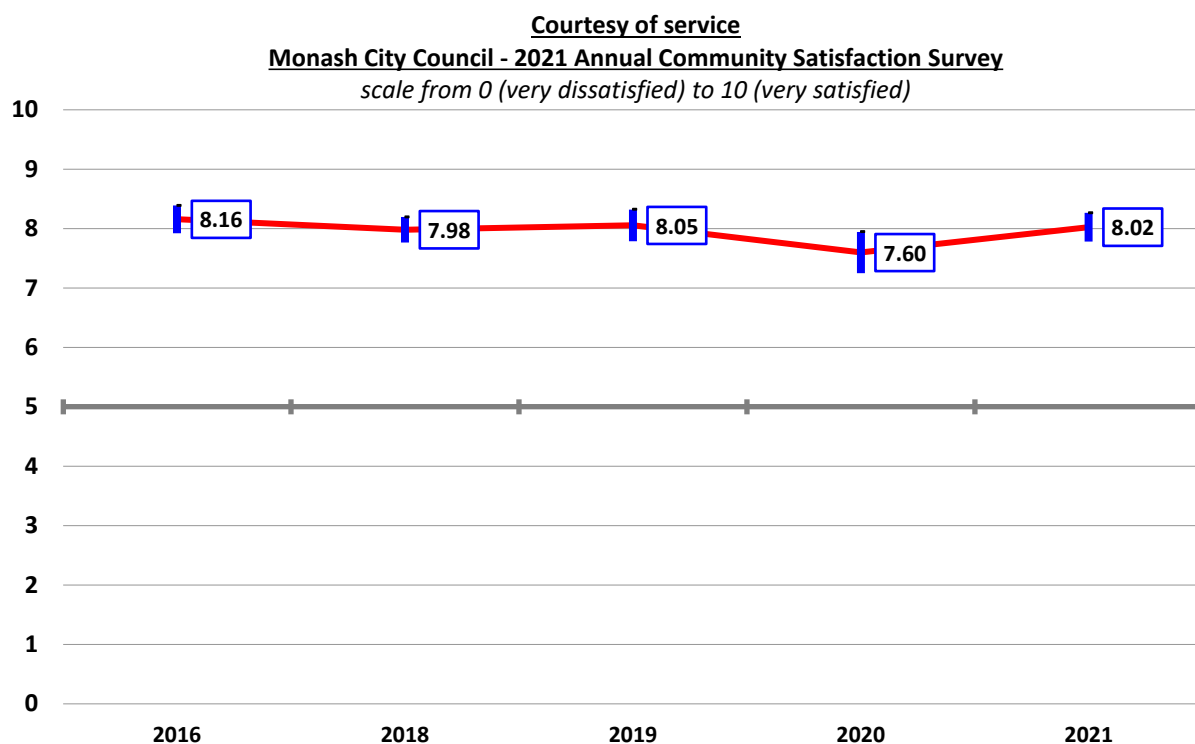
Satisfaction with the "access to relevant officer / area" increased notably but not measurably this year, up 9.3% to 8.02, which is now an "excellent", up from "good" level of satisfaction. This reverses the unusually low result of 7.23 recorded during the first wave of COVID-19.

Access to relevant officer / area
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
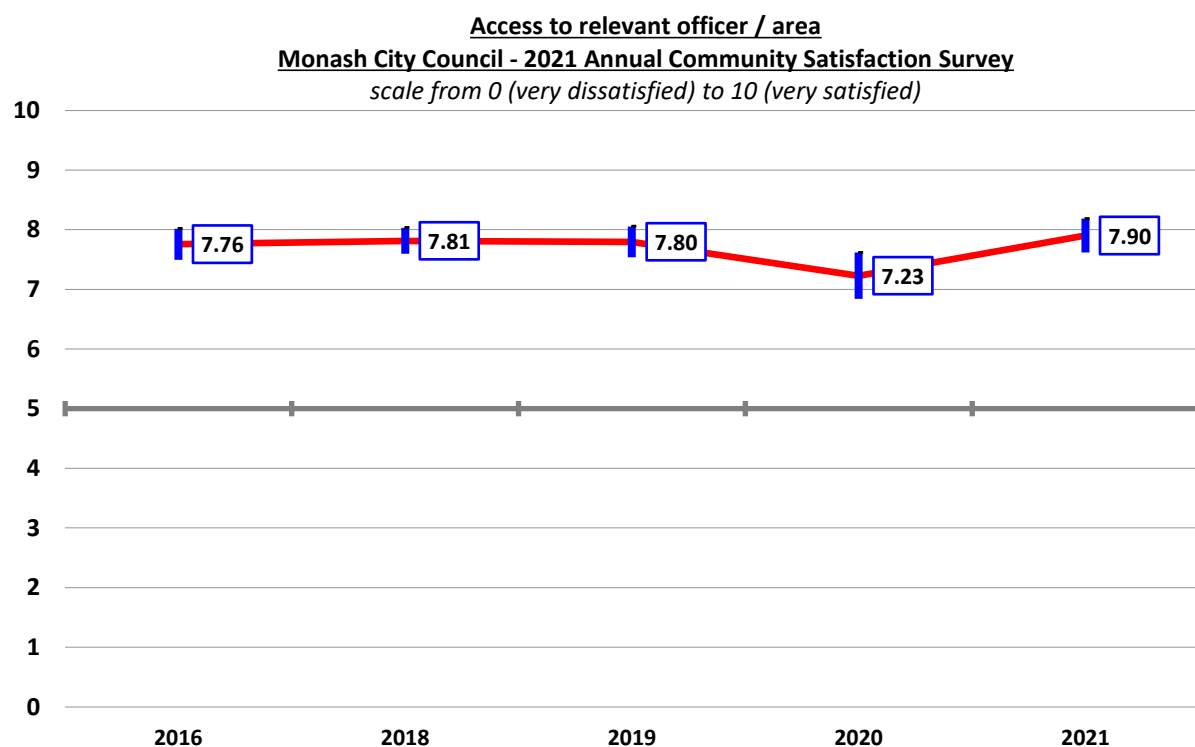
Satisfaction with "staff understanding language needs" is recorded only for respondents from multi-lingual households.

Satisfaction with this aspect of customer service increased notably but not measurably this year, up 6.7% to 9.08, and remains at an "excellent" level of satisfaction.

Staff's understanding of your language needs
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
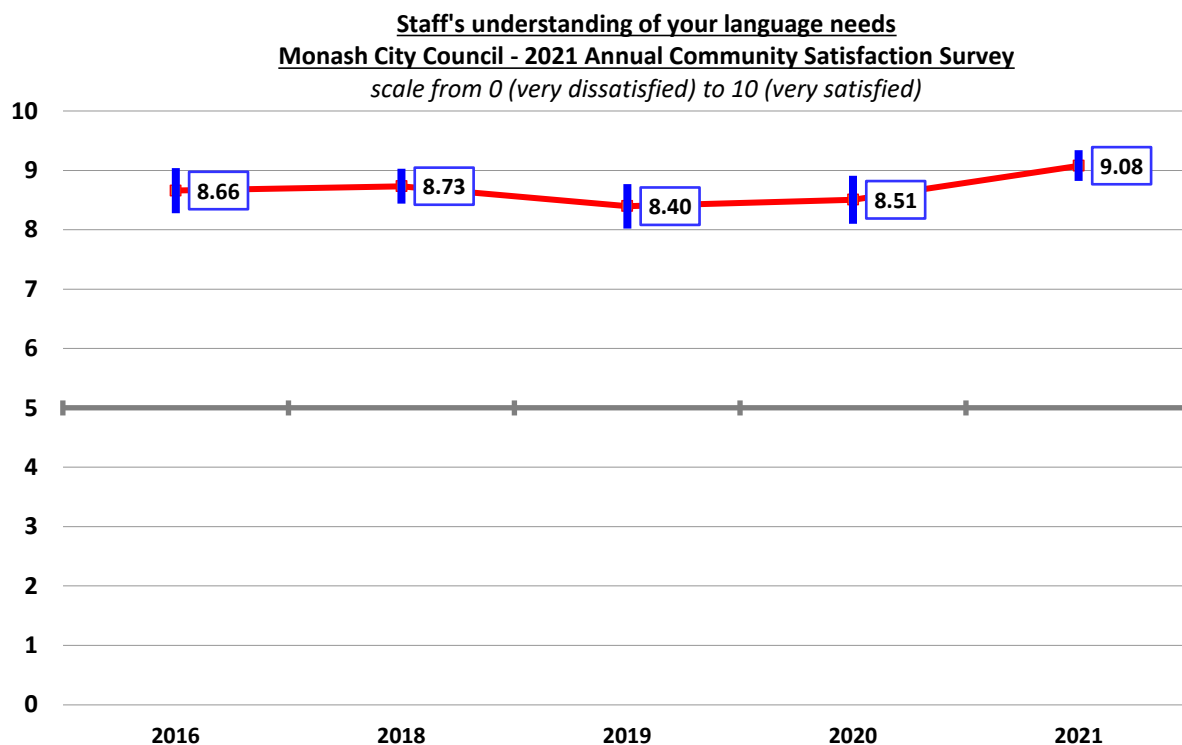
Reason for dissatisfaction with selected aspects of customer service

The 41 respondents who were dissatisfied with any aspect of customer service were asked the reasons why they were dissatisfied. A total of 37 responses were received, as outlined in the following table.

The most common concerns raised by these dissatisfied respondents were a perception that it took long to respond, that the issue has still not been resolved, or that there was insufficient engagement with the respondent by Council (such as returning calls, replying to emails).

Reasons for rating satisfaction with selected aspects of customer service less than 6
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Too slow to respond	5
The problem has not been dealt with	3
They haven't responded to the query yet	2
At times it took months to get a feedback from the Council	1
Bump in the road due to tree not fixed when called (Oliphant Ct)	1
Communication was very unclear	1
Complained many times but have not got any response	1
Council never responded to the complaint that was repeatedly made regarding neighbours burning toxic stuff	1
Doesn't pay proper attention to the individual complaints, makes residents switch between offices	1
Due to COVID, couldn't do anything timely	1
Had to email multiple times	1
Had to go to the authorities	1
Had to go to the authorities, not transparent regarding valuation of property	1
I must be waiting so long. The document is not clear	1
In general, front desk people not very helpful in terms of referring to right person. Difficult to access help, too many obstacles	1
Incompetent. Hypocrisy	1
It took Council over a week to respond back	1
Never got back to me regarding neighbouring property	1
No negotiation, not willing to listen to better outcome	1
No response from the Council for more than 2 months over a complaint lodged	1
Person on the other end was rushed and took my comments very personally	1
Poor response and very little help offered for the issue raised	1
Still waiting for what I was waiting for	1
The customer service representative couldn't understand the complaint lodged	1
The service was too slow	1
There was no call back when requested for a relevant officer, follow up calls were required	1
They never answered, they were not able not assist	1
They took a lot of time to deal with the issue and kept dodging the issue	1
Traffic, parents double park near school, put kids in dangerous	1
Was on hold for more than 40 minutes, got frustrated and couldn't get the license for the property	1
Total	**37**

Importance of and satisfaction with Council services

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following Council provided services?"

Importance of Council services and facilities

Respondents were asked to rate how important they considered each of 28 Council provided services and facilities included in the survey were to "the community as a whole".

The question specifies "to the community" rather than to them personally as individuals. This is important as it shows how important respondents consider that Council provides services and facilities to the community, even those services and facilities that they do not use.

The average importance of the 28 included services and facilities was 8.90 out of a potential 10 this year, down 1.8% on the average of 9.06 recorded for the same list of services and facilities last year, but up on the 2019 average.

This result highlights the fact that the importance of Council provided services and facilities to the Monash community has remained relatively stable over recent years at a very high level of approximately nine out of 10.

The average importance of these services and facilities varied from a high of 9.34 for the regular garbage collection service, to a low of 8.39 for parking enforcement. It is important to note that all 28 services and facilities were considered very important this year, with importance scores of well more than eight out of 10.

As is outlined in the left-hand side of the table, six services and facilities were measurably more important than the average of all 28 services and facilities, including the regular garbage collection service, regular recycling service, regular green waste collection, footpath maintenance and repairs, the provision and maintenance of street lighting, and the provision and maintenance of parks, gardens, and reserves.

There were five services and facilities that were measurably less important than the average of all services and facilities, including Council run programs and activities for young people, Council website, animal management, the *Monash Bulletin*, and parking enforcement.

This pattern of waste and recycling services being more important than the average and communication services tending to be less important than average is a well-established pattern that Metropolis Research has recorded across metropolitan Melbourne.

Change in importance in 2021

There was relatively little significant variation in the average importance of the 28 included Council provided services and facilities recorded this year, although it is noted that:

- *Increased importance in 2021* – there were no services or facilities to record an increase in importance this year.

- *Decreased importance in 2021* – includes parking enforcement (down 4%), animal management (down 3%), Council run programs and activities for young people (down 3%), Council's website (down 3%), and Council's waste transfer station (down 3%).

Comparison to the metropolitan Melbourne average

When compared to the metropolitan Melbourne average, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021, the following variations are noted:

- *Higher than average importance in the City of Monash* – includes the regular green waste collection (1% higher in Monash).

- *Lower than average importance in the City of Monash* – includes parking enforcement (6% lower in Monash), Council run programs and activities for young people (5% lower), Council run services for children and their families (4% lower), animal management (4% lower), Council's website (3% lower), local traffic management (3% lower), provision and maintenance of local playgrounds (3% lower), Council's newsletter (3% lower), the provision and maintenance of street trees (3% lower), and bike paths and shared pathways (3% lower).

Metropolis Research does note that two of the community services were included with a different name in this survey than in *Governing Melbourne*, as follows: "Council run programs and activities for young people" is in *Governing Melbourne* as "services for youth (e.g., school holiday programs, Council recreation events" and "Council run services for children and their families" is in Governing Melbourne as "services for children aged 0 to 4 years (e.g., family day care, Maternal and Child Health, kinder).

Importance of selected Council services and facilities
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2021 Lower	2021 Mean	2021 Upper	2020	2019	2021 Metro.*
Higher than average importance	Regular garbage collection	798	9.28	**9.35**	9.41	9.41	9.43	9.34
	Regular recycling service	797	9.24	**9.31**	9.37	9.40	9.29	9.30
	Regular green waste collection	796	9.18	**9.25**	9.32	9.20	9.15	9.18
	Footpath maintenance and repairs	786	9.04	**9.11**	9.18	9.21	9.06	9.22
	Provision and maintenance of street lighting	784	9.00	**9.07**	9.14	9.27	9.07	9.19
	Provision and maintenance of parks, gardens, reserves	794	9.00	**9.06**	9.13	9.19	9.02	9.19
Average importance	The maintenance and repair of sealed local roads	795	8.97	**9.05**	9.13	9.16	9.03	9.26
	Hard rubbish collection	750	8.94	**9.01**	9.08	9.20	9.11	9.11
	Local library and library services	683	8.91	**8.99**	9.07	9.13	9.07	9.09
	Drains maintenance and repairs	781	8.89	**8.96**	9.04	9.17	8.89	9.15
	Council services: older residents, activities: seniors	622	8.79	**8.91**	9.02	9.12	9.17	9.13
	Provision and maintenance of street trees	792	8.83	**8.90**	8.98	9.07	8.80	9.16
	Council activities encourage envir'mental sustainability	743	8.81	**8.90**	8.98	9.06	8.90	9.10
	Recreation and Aquatic Centres	683	8.81	**8.89**	8.98	9.04	8.62	9.07
	Local traffic management	785	8.81	**8.89**	8.97	9.05	8.87	9.19
	Bike paths and shared pathways	701	8.80	**8.89**	8.98	9.04	8.63	9.12
	Public toilets	681	8.78	**8.87**	8.96	9.00	8.77	9.01
	Street sweeping	773	8.78	**8.87**	8.95	8.97	8.81	8.98
	Provision of parking facilities	782	8.77	**8.86**	8.94	9.04	9.03	n.a.
	Sports ovals and other outdoor sporting facilities	698	8.76	**8.85**	8.93	8.91	8.86	9.05
	Council's Waste Transfer Station	664	8.75	**8.84**	8.93	9.07	n.a.	n.a.
	Provision and maintenance of local playgrounds	682	8.73	**8.83**	8.92	8.91	8.92	9.10
	Council run services for children and their families	619	8.69	**8.81**	8.93	9.02	8.86	9.20
Lower than average	Council run programs and activities for young people	601	8.56	**8.68**	8.80	8.92	8.83	9.12
	Council's website	681	8.53	**8.64**	8.75	8.87	8.33	8.94
	Animal management	752	8.53	**8.63**	8.72	8.91	8.57	9.00
	Council's newsletter *Monash Bulletin*	747	8.37	**8.48**	8.59	8.67	8.11	8.73
	Parking enforcement	763	8.27	**8.39**	8.51	8.71	8.44	8.95
	Average importance of Council services		*8.82*	***8.90***	*8.99*	*9.06*	*8.79*	*9.09*

(*) 2021 metropolitan Melbourne average from Governing Melbourne

Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with each of the 16 services and facilities that everyone in the community in some way uses and with which they are likely to be able to rate satisfaction, and their satisfaction with each of the 12 client-based services and facilities that they or members of their household had used in the last 12 months.

The average satisfaction with these 28 included services and facilities was 7.82 out of a potential 10 this year, a decrease of less than one percent on the 7.86 average recorded for the same list of services and facilities last year. This remains an "excellent" level of satisfaction.

Satisfaction with selected Council services and facilities
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2021 Lower	2021 Mean	2021 Upper	2020	2019	2021 Metro.*
Higher than average satisfaction	Regular garbage collection	796	8.44	**8.55**	8.65	8.82	8.75	8.52
	Regular recylcing service	791	8.44	**8.54**	8.63	8.61	8.31	8.32
	Local library and library services	390	8.38	**8.49**	8.60	8.65	8.54	8.58
	Regular green waste collection	786	8.38	**8.48**	8.59	8.78	8.47	7.96
	Council run services for children and their families	106	7.98	**8.21**	8.45	7.98	7.88	7.95
	Hard rubbish collection	551	8.06	**8.19**	8.33	8.06	7.89	7.63
	Recreation and Aquatic Centres	319	7.99	**8.13**	8.27	8.18	7.83	7.77
Average satisfaction	Council's Waste Transfer Station	230	7.91	**8.13**	8.34	8.36	n.a.	n.a.
	Council run programs and activities for young people	29	7.44	**8.10**	8.76	7.71	7.64	7.41
	Provision and maintenance of parks, gardens, reserves	780	7.95	**8.05**	8.15	8.05	7.92	8.01
	Bike paths and shared pathways	498	7.91	**8.03**	8.14	7.95	7.64	7.64
	Provision and maintenance of local playgrounds	363	7.87	**8.02**	8.16	8.06	7.90	n.a.
	Sports ovals and other outdoor sporting facilities	376	7.79	**7.93**	8.07	8.14	7.96	7.90
	Provision and maintenance of street lighting	778	7.76	**7.88**	8.00	7.71	7.15	7.72
	Animal management	605	7.74	**7.86**	7.99	7.81	7.64	7.90
	Council's website	364	7.69	**7.84**	7.98	7.76	7.51	7.47
	Council activities encourage envir'mental sustainability	673	7.69	**7.79**	7.90	7.54	7.34	7.26
	Council services: older residents, activities: seniors	86	7.43	**7.75**	8.06	7.99	8.02	7.44
	Provision and maintenance of street trees	785	7.50	**7.62**	7.74	7.53	7.27	7.40
	Council's newsletter *Monash Bulletin*	675	7.46	**7.59**	7.72	7.91	7.56	7.08
	Street sweeping	745	7.38	**7.52**	7.65	7.45	7.48	7.49
	The maintenance and repair of sealed local roads	789	7.36	**7.48**	7.61	7.58	7.76	7.05
Lower than average satisfaction	Drains maintenance and repairs	751	7.30	**7.43**	7.56	7.42	7.72	7.29
	Local traffic management	763	7.18	**7.31**	7.44	7.37	7.24	7.14
	Footpath maintenance and repairs	784	7.08	**7.21**	7.34	7.22	7.47	7.00
	Provision of parking facilities	756	6.92	**7.06**	7.21	7.21	6.92	n.a.
	Parking enforcement	697	6.80	**6.97**	7.13	7.17	7.01	6.97
	Public toilets	372	6.50	**6.68**	6.86	6.98	7.10	6.57
	Average satisfaction with Council services		*7.65*	***7.82***	*7.98*	*7.86*	*7.71*	*7.53*

(*) 2021 metropolitan Melbourne average from Governing Melbourne

This result is measurably higher than the metropolitan Melbourne average of 7.53 recorded for the 26 of the 28 services and facilities that were included in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

As is outlined in the left-hand side of the table, respondents rated their satisfaction with seven services and facilities measurably higher than the average of all services and facilities (7.82). These included regular garbage collection, regular recycling service, local library and library service, regular green waste collection, Council run services for children and their families, hard rubbish collection, and recreation and aquatic centres.

Conversely, respondents were measurably less satisfied with six services and facilities than the average of all services and facilities (7.82).

These included public toilets, parking enforcement, the provision of parking facilities, footpath maintenance and repairs, local traffic management, and drains maintenance and repairs.

Metropolis Research also draws attention to the fact that satisfaction with 23 of the 28 Council services and facilities included in the 2021 survey was higher than satisfaction with the performance of Council across all areas of responsibility (7.34).

The five services and facilities to record satisfaction lower than the overall satisfaction score (7.34) were public toilets, parking enforcement, the provision of parking facilities, footpaths, local traffic management, drains, and street sweeping.

This higher satisfaction with the majority of Council services and facilities is an important finding, as it highlights the fact that most in the community are very satisfied with how Council is providing the overwhelming majority of its broad range of services and facilities.

Relative satisfaction with Council services and facilities

The average satisfaction with the 29 included services and facilities can best be summarised as follows:

- *Excellent* – for the regular garbage collection, regular recycling services, local library and library services, regular green waste collection, Council run services for children and their families, hard rubbish collection, recreation and aquatic centres, Council's waste transfer station, Council run programs and activities for young people, provision and maintenance of parks, gardens, and reserves, bike paths and shared pathways, provision and maintenance of local playgrounds, sports ovals and other outdoor sporting facilities, provision and maintenance of street lighting, animal management, the Council website, Council activities to encourage environmental sustainability, and Council run services for older residents and activities for seniors.

- *Very Good* – for the provision and maintenance of street trees, Council's newsletter Monash Bulletin, street sweeping, the maintenance and repair of sealed local roads, drains maintenance and repairs, and local traffic management.

- *Good* – for footpath maintenance and repairs, the provision of parking facilities, parking enforcement, and public toilets.

Metropolis Research notes that there were no services or facilities included in the survey in 2021 that recorded satisfaction scores categorised as "solid", "poor", "very poor", or "extremely poor".

Change in satisfaction in 2021

Satisfaction with 11 of the 28 included services and facilities increased this year, one remains stable (provision and maintenance of parks, gardens, and open spaces), and satisfaction with 16 declined marginally.

- *Increased satisfaction in 2021* – includes Council run programs and activities for young people (up 5%), Council activities to promote environmental sustainability (up 3%), Council run services for children and their families (up 3%), the provision and maintenance of street lighting (up 2%), and hard rubbish collection (up 2%).

- *Decreased satisfaction in 2021* – includes public toilets (down 4%), *Monash Bulletin* (down 4%), regular green waste collection (down 3%), regular garbage collection (down 3%), Council services for older residents and activities for seniors (down 3%), parking enforcement (down 3%), waste transfer station (down 3%), sports ovals and outdoor sporting facilities (down 3%), provision of parking facilities (down 2%), and local library and library services (down 2%).

None of the increases or decreases in average satisfaction with the 28 included services and facilities were statistically significant at the 95% confidence level.

Comparison to the metropolitan Melbourne average

When comparing these results to the metropolitan Melbourne average satisfaction, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021, of the 28 services and facilities included in the City of Monash survey, 26 were also included in *Governing Melbourne*.

Of these 26 services and facilities, satisfaction with 22 was higher in the City of Monash than the metropolitan Melbourne average, with approximately eight being statistically significant.

Attention is drawn to the following notable variation from the Governing Melbourne results:

- *Notably higher satisfaction in the City of Monash* – includes Council run programs and activities for young people (sample of 29 respondents) (9.3% higher in the City of Monash), hard rubbish collection (7.4% higher), Council activities to promote environmental sustainability (7.3% higher), Council' newsletter Monash Bulletin (7.2% higher), regular green waste collection (6.6% higher), the maintenance and repair of sealed local roads (6.2% higher), bike paths and shared pathways (5.1% higher), Council website (4.9% higher), and recreation and aquatic centres (4.6% higher), and Council services for older residents and activities for seniors (86 respondents) (4.1% higher).

- *Marginally lower satisfaction in the City of Monash* – local library and library services (1.1% lower in the City of Monash). This was not a statistically significant variation.

It has consistently been found over the previous four *Annual Community Satisfaction Surveys* conducted for the City of Monash by Metropolis Research, that satisfaction with a wide range of services and facilities tends to be higher in the City of Monash than the metropolitan Melbourne average.

Percentage satisfaction results

The following table provides a breakdown of the satisfaction results into the proportion of respondents who were "very satisfied" with each of the 28 included services and facilities (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (rated satisfaction at five to seven), and those who were "dissatisfied" (rated less than five).

The table also outlines the number of respondents who did not provide a satisfaction score for each of the 28 included services and facilities, which includes both those who did not use the service (for those services and facilities where the screening use question was asked), or those who chose not to provide a satisfaction score.

Metropolis Research draws attention to the fact that more than half of the respondents providing a satisfaction score were "very satisfied" with 27 of the 28 included services and facilities. Public toilets were the only service or facility to record less than half, with 33.6% "very satisfied".

Approximately three-quarters or more of respondents were "very satisfied" with 17 of the 28 services and facilities.

Less than 10% of respondents were dissatisfied with any of these services and facilities, with less than five percent dissatisfied with 25 of the 28 included services and facilities.

Satisfaction with selected Council services and facilities
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Regular green waste collection	0.5%	8.4%	91.1%	15	801
Regular garbage collection	0.7%	9.7%	89.6%	5	801
Regular recycling service	0.1%	12.8%	87.1%	10	801
Local library and library services	0.4%	12.5%	87.1%	1	391
Provision and maintenance of street lighting	2.0%	12.1%	85.9%	23	801
Footpath maintenance and repairs	3.4%	14.7%	81.9%	17	801
Street sweeping	4.9%	13.7%	81.4%	56	801
Drains maintenance and repairs	3.2%	16.4%	80.4%	50	801
The maintenance and repair of sealed local roads	1.9%	18.0%	80.1%	12	801
Provision of parking facilities	1.5%	18.8%	79.7%	45	801
Parking enforcement	3.0%	17.8%	79.2%	104	801
Hard rubbish collection	3.8%	19.5%	76.7%	2	553
Council's Waste Transfer Station	3.4%	20.9%	75.7%	0	230
Bike paths and shared pathways	1.6%	22.7%	75.7%	1	499
Recreation and Aquatic Centres	1.3%	25.4%	73.3%	0	319
Council run services for children and their families	0.7%	26.5%	72.8%	0	106
Provision and maintenance of parks, gardens and reserves	2.1%	25.9%	72.0%	21	801
Provision and maintenance of local playgrounds	1.5%	27.9%	70.6%	1	363
Sports ovals and other outdoor sporting facilities	2.3%	27.9%	69.8%	0	376
Council's website	2.7%	28.1%	69.2%	3	367
Council run programs and activities for young people	8.1%	24.0%	67.9%	0	29
Animal management	2.3%	31.0%	66.7%	196	801
Council activities to encourage envir'mental sustainability	3.1%	31.0%	65.9%	128	801
Council services for older residents & activities for seniors	3.4%	31.0%	65.6%	0	86
Provision and maintenance of street trees	5.0%	31.6%	63.4%	16	801
Council's newsletter Monash Bulletin	4.5%	36.6%	58.9%	126	801
Local traffic management	6.6%	39.4%	54.0%	38	801
Public toilets	9.9%	56.5%	33.6%	0	372

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 28 included Council services and facilities against the average satisfaction with each service and facility. The grey crosshairs represent the metropolitan Melbourne average importance (9.09) and satisfaction (7.53) with Council services and facilities as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

Services and facilities located in the top right-hand quadrant are therefore more important than average, and of higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant are those of most concern as they are of higher-than-average importance but received lower than average satisfaction scores.

It is noted that again in 2021, the three key waste and recycling collection services were of the highest importance, and all received measurably higher than average satisfaction.

Community services again reported higher than average satisfaction, however, they were of lower-than-average importance. This is somewhat different to results observed elsewhere, where importance tends to be higher than average. This variation may reflect the different wording used for these services in the City of Monash survey.

From these results, the services, and facilities of most concern in the City of Monash this year include footpaths, traffic management, public toilets, parking facilities, and to a lesser extent parking enforcement.
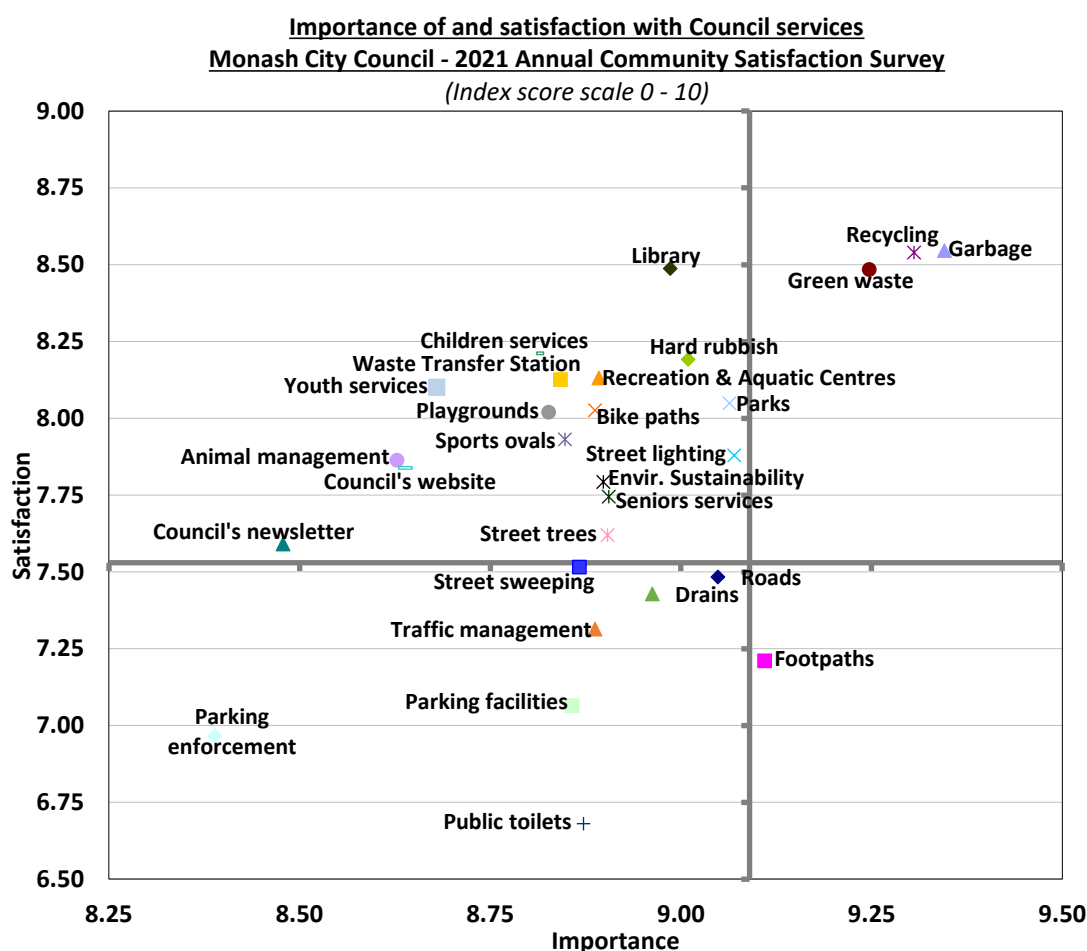
Importance of and satisfaction with Council services
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score scale 0 - 10)

Average satisfaction with Council services and facilities

The average satisfaction with the 28 included Council provided services and facilities was 7.82 out of a potential 10 in 2021, down less than one percent on the 7.86 recorded last year.

This result remains consistent with the average of the eastern region councils and measurably higher than the metropolitan Melbourne average, both as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

Average satisfaction with Council services and facilities
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
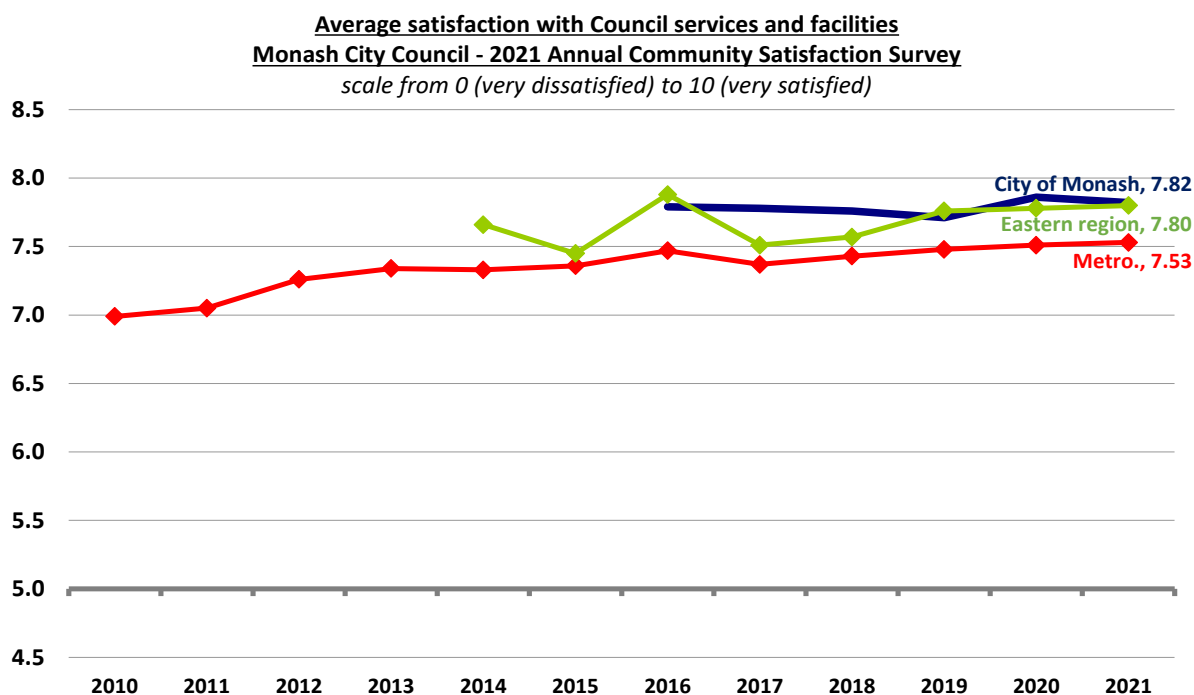
Correlation between service / facilities satisfaction and overall satisfaction

The following table provides the Pearson correlation coefficient for each of the 28 services and facilities when analysed individually against satisfaction with Council's overall performance.

The correlation coefficient provides a measure of the relationship between satisfaction with each of the 28 services and facilities and satisfaction with Council's overall performance. The correlation coefficient is a number between minus one and positive one, with scores of more than zero representing a positive correlation, and scores of less than one a negative correlation.

In other words, these results show how closely related satisfaction with the individual services and facilities are to satisfaction with Council's overall performance. It does not show a causal relationship between satisfaction with services and facilities and overall performance but does highlight how closely they are related (correlated).

The fact that the correlation coefficients are relatively low (averaging 0.4) suggests that there is not a strong relationship between satisfaction with individual services and facilities and satisfaction with Council's overall performance.

This reflects the fact that satisfaction with services and facilities is relatively strong in the City of Monash and is significantly higher than satisfaction with Council's overall performance.

This highlights the fact that satisfaction with Council's overall performance is a very subjective score and is a score that is not strongly related to satisfaction with the delivery of individual services and facilities, as most respondents are very well satisfied with most services and facilities.

Overall satisfaction is much more strongly correlated with satisfaction with the aspects of governance and leadership. The correlation between the average satisfaction with governance and leadership and satisfaction with overall performance was strong at 0.785.

Correlation between satisfaction with services and facilities and overall satisfaction
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

Service / facility	2021		Correlation*
	Number	Mean	
Council run programs and activities for young people	29	**8.10**	0.634
Council services for older residents & activities for senior	86	**7.75**	0.504
Local traffic management	763	**7.31**	0.470
The maintenance and repair of sealed local roads	789	**7.48**	0.468
Footpath maintenance and repairs	784	**7.21**	0.458
Drains maintenance and repairs	751	**7.43**	0.444
Council's website	364	**7.84**	0.441
Provision and maintenance of parks, gardens and reserves	780	**8.05**	0.438
Provision and maintenance of street trees	785	**7.62**	0.438
Parking enforcement	697	**6.97**	0.429
Council's newsletter Monash Bulletin	675	**7.59**	0.425
Street sweeping	745	**7.52**	0.411
Local library and library services	390	**8.49**	0.409
Council activities to encourage envir'mental sustainability	673	**7.79**	0.406
Provision and maintenance of local playgrounds	363	**8.02**	0.400
Sports ovals and other outdoor sporting facilities	376	**7.93**	0.393
Provision of parking facilities	756	**7.06**	0.372
Council run services for children and their families	106	**8.21**	0.370
Bike paths and shared pathways	498	**8.03**	0.368
Recreation and Aquatic Centres	319	**8.13**	0.367
Public toilets	372	**6.68**	0.341
Regular garbage collection	796	**8.55**	0.334
Council's Waste Transfer Station	230	**8.13**	0.334
Regular green waste collection	786	**8.48**	0.329
Regular recycling service	791	**8.54**	0.327
Hard rubbish collection	551	**8.19**	0.319
Provision and maintenance of street lighting	778	**7.88**	0.291
Animal management	605	**7.86**	0.285
Average satisfaction with selected services		*7.82*	

(*) Pearson coefficent

Satisfaction by broad service areas

Metropolis Research has created a standard set of broad service areas for use in comparing average satisfaction with results from *Governing Melbourne*. The following graph provides the average satisfaction with the 10 broad service areas for the City of Monash, with a comparison to the metropolitan Melbourne 2021 averages.

The breakdown of services and facilities into these broad service areas is as follows:

- *Infrastructure* – includes drains maintenance and repairs, provision and maintenance of street lighting, provision and maintenance of street trees, and public toilets.

- *Waste and recycling* – includes the regular garbage collection, regular recycling service, regular green waste collection, and hard rubbish collection.

- *Recreation and culture* – includes recreation and aquatic centres, sports ovals and other outdoor sporting facilities, provision and maintenance of local playgrounds, and local library and library services.

- *Community services* – includes Council run services for children and their families, Council services for older residents and activities for seniors, and Council run programs and activities for young people (10 – 25 years).

- *Enforcement* – includes parking enforcement, and animal management.

- *Communication* – includes the Council's newsletter *Monash Bulletin*, and Council's website.

- *Cleaning* – includes street sweeping.

- *Transport infrastructure* – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and bike paths and shared pathways.

- *Parks and gardens* – includes the provision and maintenance of parks, gardens, and reserves.

- *Environmental sustainability* – includes Council activities to encourage environmental sustainability.

Satisfaction with the 10 broad services areas can be best summarised as follows:

- *Excellent* – for waste and recycling services, recreation and culture, parks and gardens, community services, and environmental sustainability.

- *Very Good* – for communication, cleaning, transport infrastructure, enforcement, and infrastructure.

There was a small, but not statistically significant, decline in average satisfaction with waste and recycling services (down 1.8%), cleaning (down 1.8%), communication (1.5%), recreation and culture (down 1.3%), enforcement (down 1.1%), transport infrastructure and infrastructure (both down less than one percent).

There was a notable, but not statistically significant increase in satisfaction with Council activities to promote environmental sustainability (up 3.3%) and community services (up 1.6%).

Satisfaction by broad service areas
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
Values	8.53	8.38	8.25	8.14	8.05	8.05	7.89	8.02	7.54	7.79	7.83	7.71	7.66	7.52	7.53	7.51	7.49	7.41	7.41	7.40

Waste and recycling · Recreation and culture · Parks and gardens · Community services · Envir'mental sustainability · Communi-cation · Cleaning · Transport & infrastructure · Enforcement · Infra-structure

When compared to the metropolitan Melbourne average, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021, with attention drawn to the following key results:

- *Higher satisfaction in the City of Monash* – includes community services (9.0% higher), waste and recycling (8.5% higher), environmental sustainability (7.3% higher), transport infrastructure (4.2% higher), recreation and culture (3.2% higher), and infrastructure (2.1% higher).

Satisfaction by broad service areas
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

	City of Monash	metro. Melb.	City of Monash	metro. Melb.	City of Monash	metro. Melb.	City of Monash	metro. Melb.	City of Monash	metro. Melb.	City of Monash	metro. Melb.	City of Monash	metro. Melb.	City of Monash	metro. Melb.	City of Monash	metro. Melb.	City of Monash	metro. Melb.
Values	8.38	7.72	8.14	7.89	8.05	8.01	8.02	7.36	7.79	7.26	7.71	7.27	7.52	7.44	7.51	7.21	7.41	7.44	7.40	7.25

Waste and recycling · Recreation and culture · Parks and gardens · Community services · Envir'mental sustainability · Communi-cation · Cleaning · Transport & infrastructure · Enforcement · Infra-structure

Satisfaction by Council division

The following section of the report provides details on the average importance and average satisfaction with each of the 28 services and facilities included in the survey, broken down by the four Council divisions.

The average satisfaction with Community Development and Services Division remained stable at 8.08, which is an excellent level of satisfaction. The Infrastructure Division also maintained an "excellent" average satisfaction, despite a marginal (less than one percent) decline this year.

Satisfaction with both the Executive and City Development divisions recorded marginal but not measurable declines in average satisfaction, however, both remain at "very good" levels.

None of the variations in the average satisfaction with the service and facilities of each division was statistically significant, consistent with the consistent level of satisfaction recorded in recent years.

Satisfaction by Council *Divisions*
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

	Community development and services division	Infrastructure division	Executive division	City development division
2016	7.95	7.78	7.89	7.32
2018	7.82	7.81	7.67	7.35
2019	7.94	7.69	7.54	7.20
2020	8.08	7.84	7.83	7.40
2021	8.08	7.78	7.71	7.30
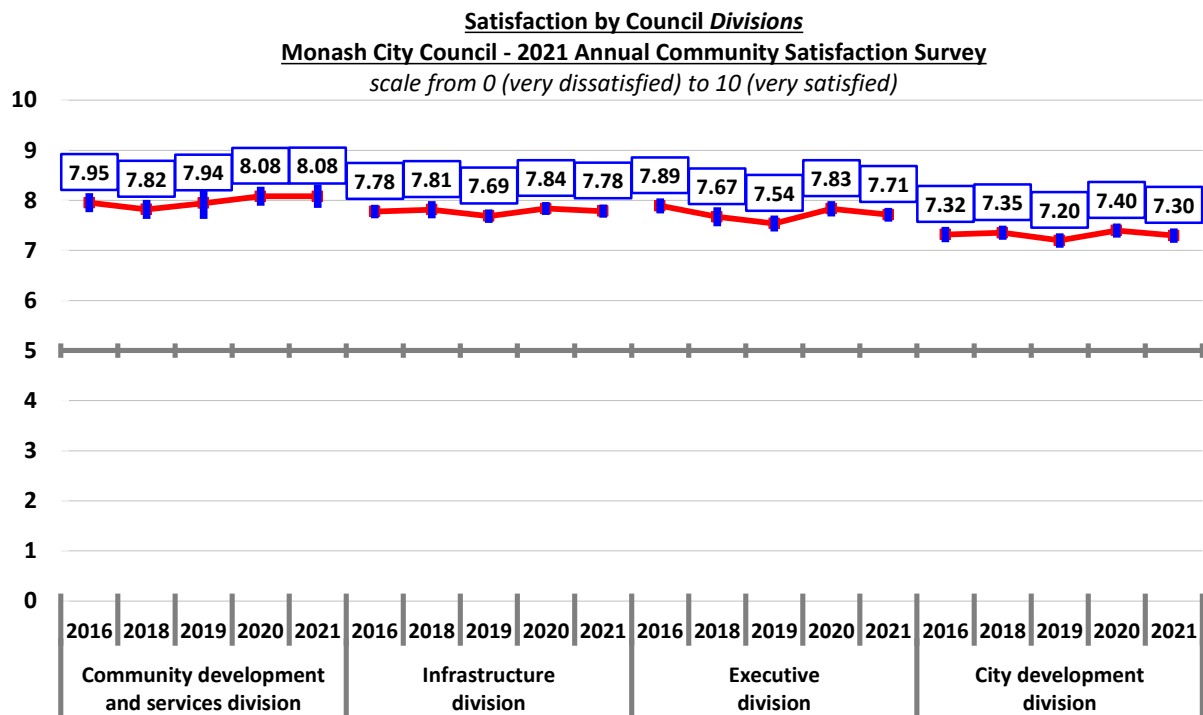
Infrastructure Division – waste and recycling

The following graph provides a summary of the average importance of and satisfaction with the five waste and recycling related services and facilities of Council. These services represent five of the 19 services and facilities of the Infrastructure Division of Council. The remaining 14 services and facilities are presented separately.

The crosshairs represent the average importance (8.90) and average satisfaction (7.82) of all 28 Council services and facilities included in the 2021 *Annual Community Satisfaction Survey*.

As discussed in previous reports, it is noted that the three kerbside waste and recycling collection services (regular garbage, regular recycling, and green waste) are all of higher-than-average importance to the community and received higher than average satisfaction scores.

The regular garbage, regular recycling, and green waste collection services were ranked first, second, and third in terms of importance to the community, and first, second and fourth in terms of satisfaction.

This is an important result, as it highlights the fact that Council is providing the highest levels of service to the services of most importance to the community.

The waste transfer station was of marginally lower than average importance, albeit still important, but received notably higher than average satisfaction.

Importance of and satisfaction with infrastructure (waste and recycling)
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score scale 0 - 10)
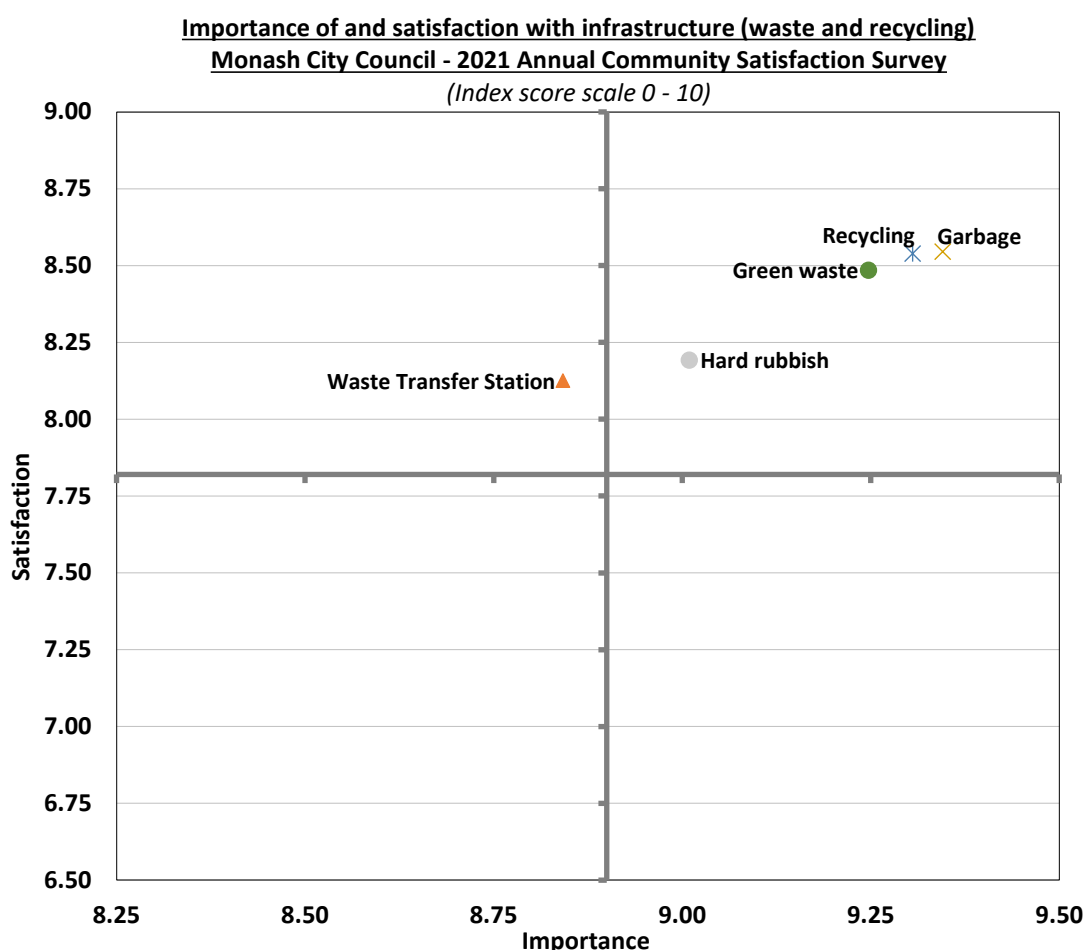
Regular garbage collection

The regular garbage collection service was the most important of the 28 included services and facilities. Satisfaction declined marginally this year, down 3.1% to 8.55, although it remains at an "excellent" level and ranked 1st for satisfaction.

Importance of and satisfaction with regular garbage collection
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
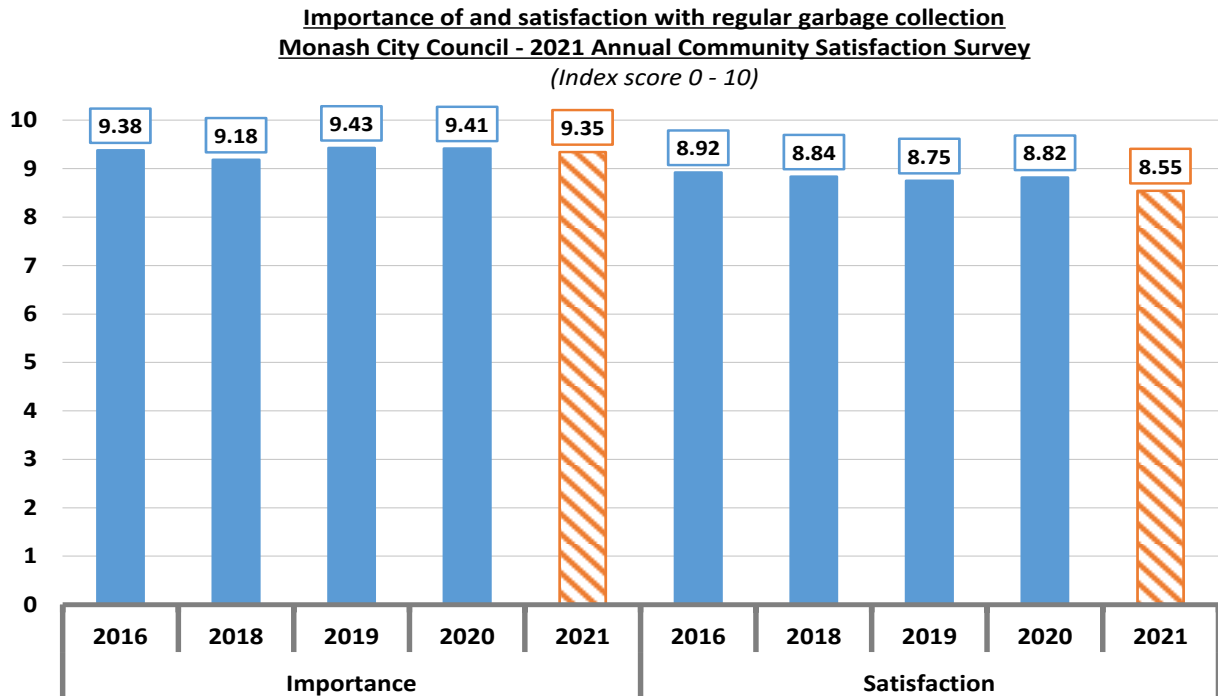
Regular green waste collection

The regular green waste collection was the 3rd most important of the 28 included services and facilities. Satisfaction declined somewhat this year, down 3.4% to 8.48, although it remains at an "excellent" level, consistent with the long-term average of 8.6 and ranked 4th.

Importance of and satisfaction with regular green waste collection
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
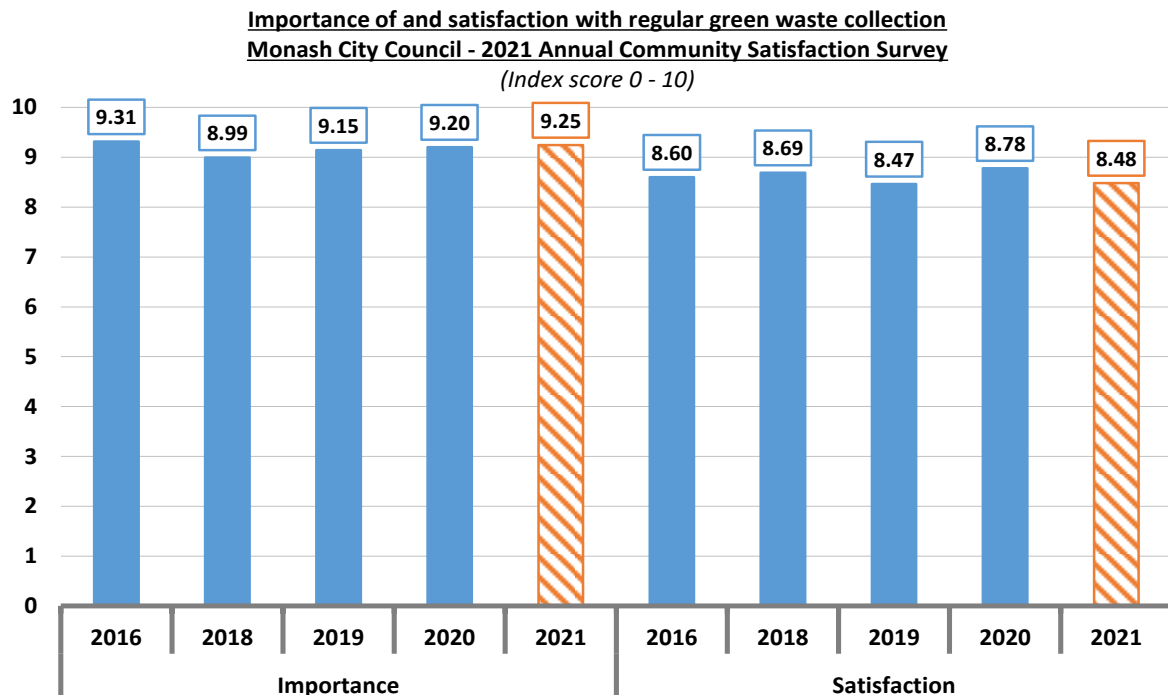
Regular recycling service

The regular recycling service was the 2nd most important of the 28 included services and facilities, despite a marginal decline this year. Satisfaction also declined marginally, down 0.8% to 8.54, although it remains at an "excellent" level and ranked 2nd for satisfaction.

Importance of and satisfaction with regular recycling service
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
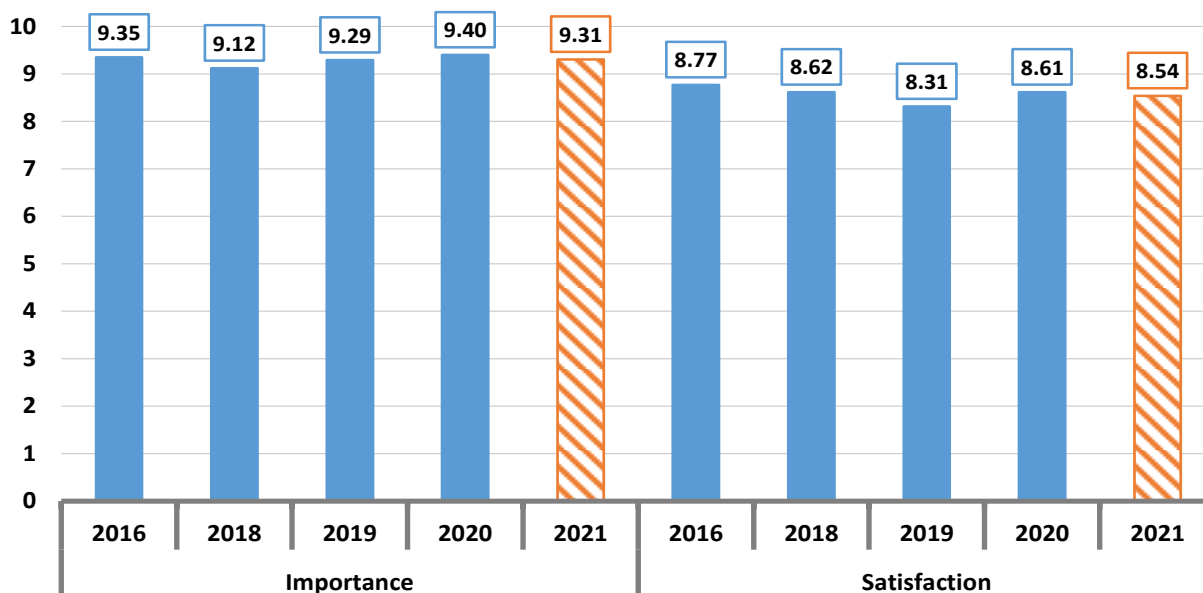
Eight respondents were dissatisfied with the regular recycling service, and a total of 11 responses were received from dissatisfied and neutral respondents as to the reasons for not being satisfied with the service.

Reasons for rating satisfaction with regular recycling service less than 6
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Bins are not collected for three consecutive days	1
Come very late or sometimes miss	1
Not doing so much	1
Not frequent enough	1
Recycling should be weekly	1
Rubbish isn't recycled, highlighted in an article that got published a year ago, the Council doesn't tell the public about it	1
Taking money for no reason, no good service	1
They haven't provided clear instructions for disposal of metal/glass jars	1
Too small	1
Too small, weekly	1
We don't get access to the service as we run a business from home so we need to go to the station for disposal	1
Total	**11**

Hard rubbish collection

The hard rubbish collection was the 8th most important of the 28 included services and facilities, despite a marginal decline this year. Satisfaction increased marginally again this year, up 1.6% to 8.19, remains at an "excellent" level and ranked 6th for satisfaction.

Importance of and satisfaction with hard rubbish collection
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction				
	2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
	9.33	9.00	9.11	9.20	9.01	7.96	7.99	7.89	8.06	8.19
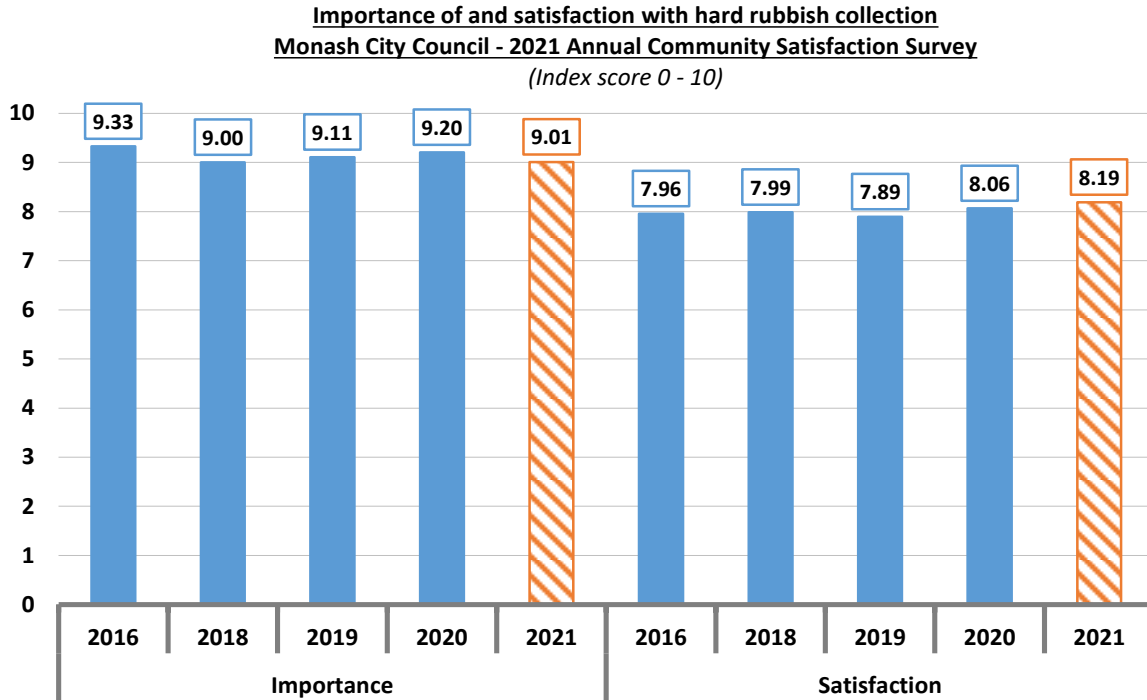
Council's Waste Transfer Station

This was the 21st most important of the 28 included services and facilities, with a marginal decline of 2.5% this year. Satisfaction also declined somewhat (based on a smaller sample of 230 respondents), down 2.8% to 8.13, but remains "excellent" and ranked 8th for satisfaction.

Importance of and satisfaction with Council's Waste Transfer Station
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction				
	2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
	n.a.	n.a.	n.a.	9.07	8.84	n.a.	n.a.	n.a.	8.36	8.13
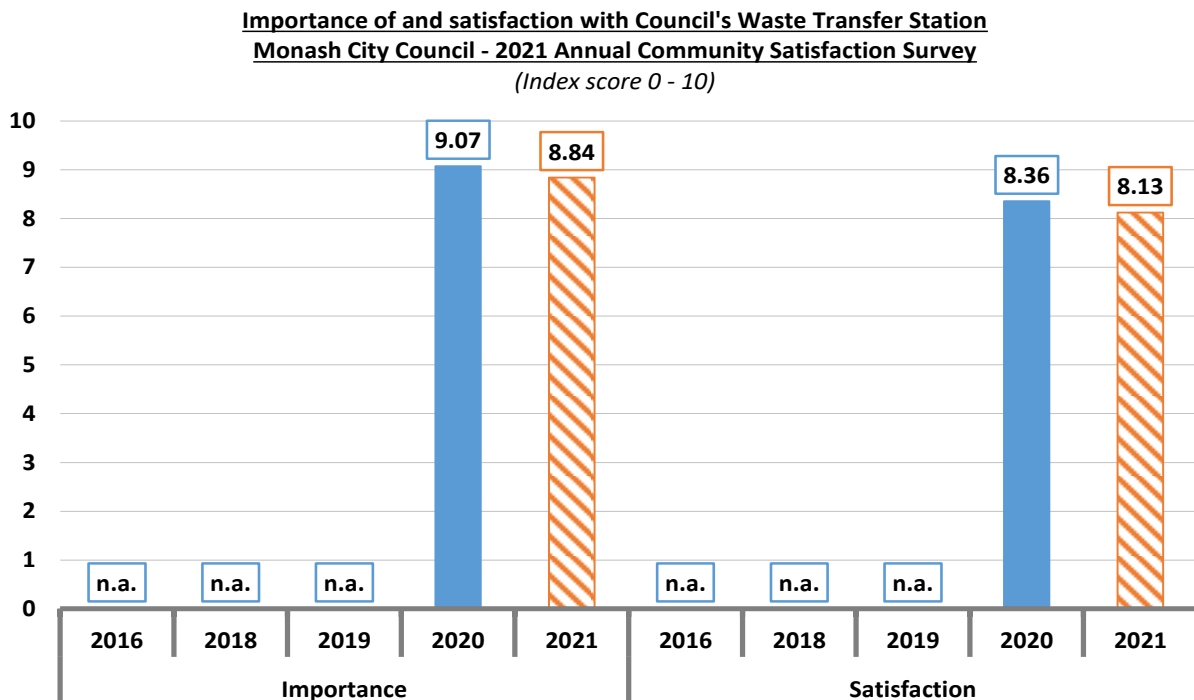
Infrastructure Division – other

The following graph provides a summary of the average importance of and satisfaction with 14 services and facilities of Council. These services represent 14 of the 19 services and facilities of the Infrastructure Division of Council. The remaining 5 services and facilities related to waste and recycling services are presented in the previous section.

The crosshairs represent the average importance (8.90) and average satisfaction (7.82) of all 28 Council services and facilities included in the 2021 *Annual Community Satisfaction Survey*.

It is noted that the provision and maintenance of parks, gardens, and open spaces was of higher-than-average importance to the community and scored a higher-than-average satisfaction. A similar result was recorded for street lighting.

The services and facilities of most concern in the Infrastructure Division were footpaths, drains, street sweeping, the maintenance and repair of sealed local roads, parking facilities, and public toilets.

It is important to bear in mind, however, that apart from public toilets and parking facilities (both rated as "good"), satisfaction with all the other Infrastructure Division services and facilities were rated as "very good" or "excellent".

Importance of and satisfaction with infrastructure (other) division
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score scale 0 - 10)
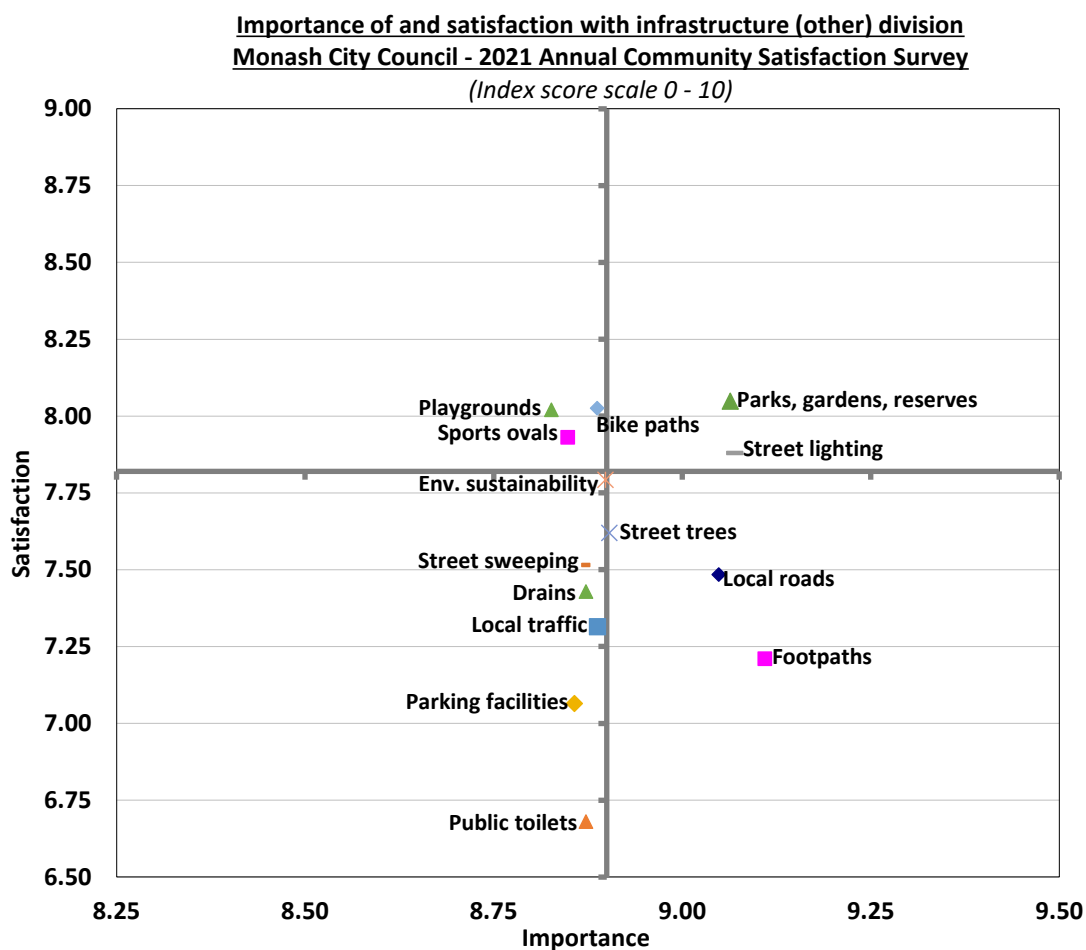
Maintenance and repairs of sealed local roads

The maintenance and repair of sealed local roads was the 7th most important of the 28 included services and facilities. Satisfaction declined marginally, down 1.3% to 7.48, although it remains at a "very good" level and ranked 22nd of the 28 services and facilities.

Importance of and satisfaction with the maintenance and repair of sealed local roads
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction			
2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
8.95	8.60	9.03	9.16	9.05	7.67	7.67	7.76	7.58	7.48
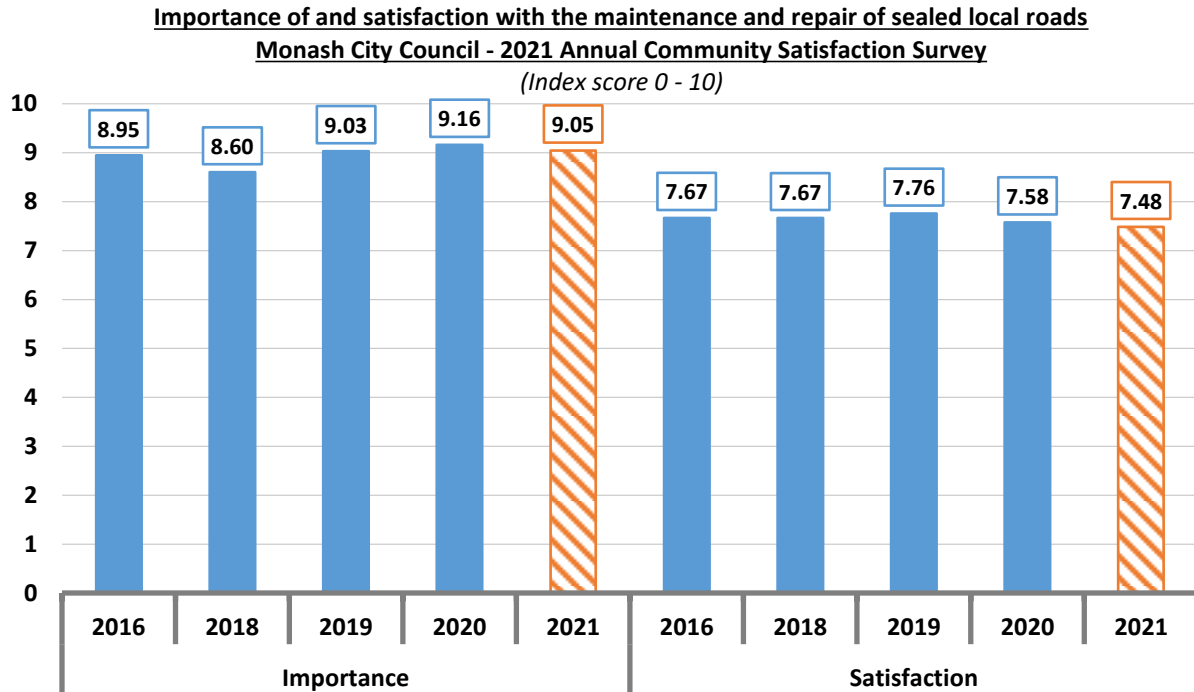
Footpath maintenance and repairs

Footpath maintenance and repairs was the 4th most important of the 28 included services and facilities. Satisfaction remained essentially stable at 7.21, which is a "good" level of satisfaction and one that ranks the service 25th.

Importance of and satisfaction with footpath maintenance and repairs
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction			
2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
8.97	8.65	9.06	9.21	9.11	7.25	7.51	7.47	7.22	7.21
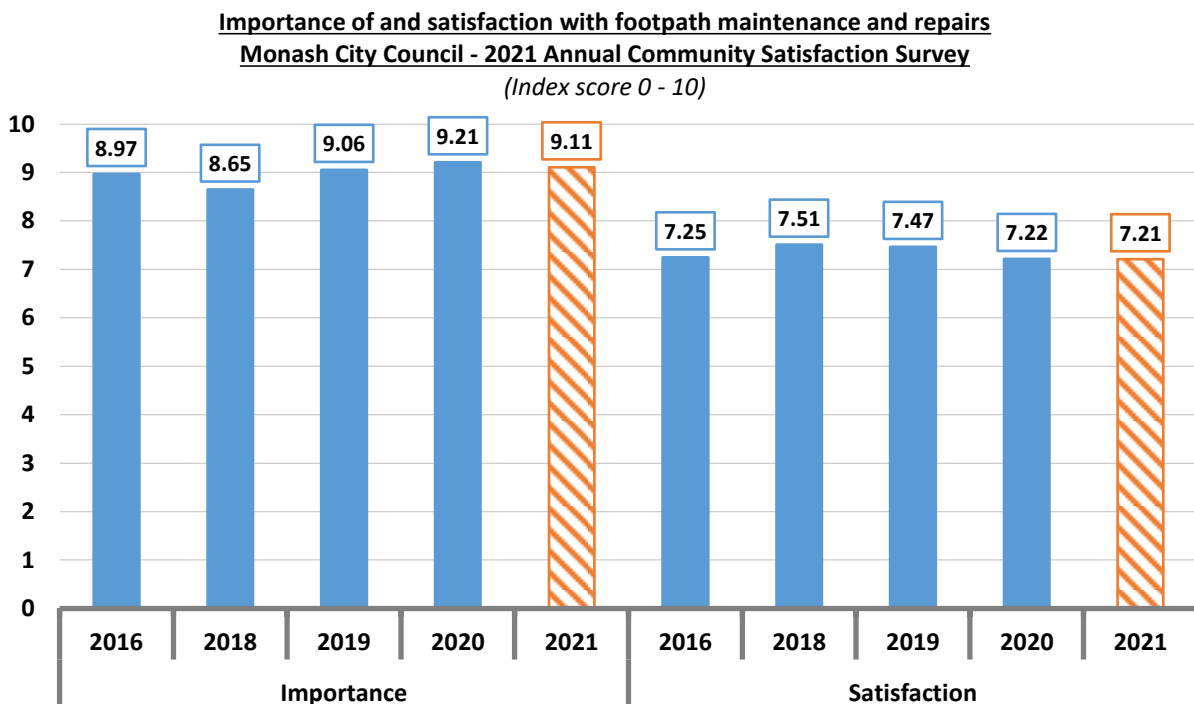
Street sweeping

Street sweeping was 18th most important of the 28 included services and facilities this year. Satisfaction increased by less than one percent to 7.52 but remains at a "very good" level.

Importance of and satisfaction with street sweeping
Monash City Council - 2021 Anuual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction			
2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
8.68	8.37	8.81	8.97	8.87	7.55	7.80	7.48	7.45	7.52
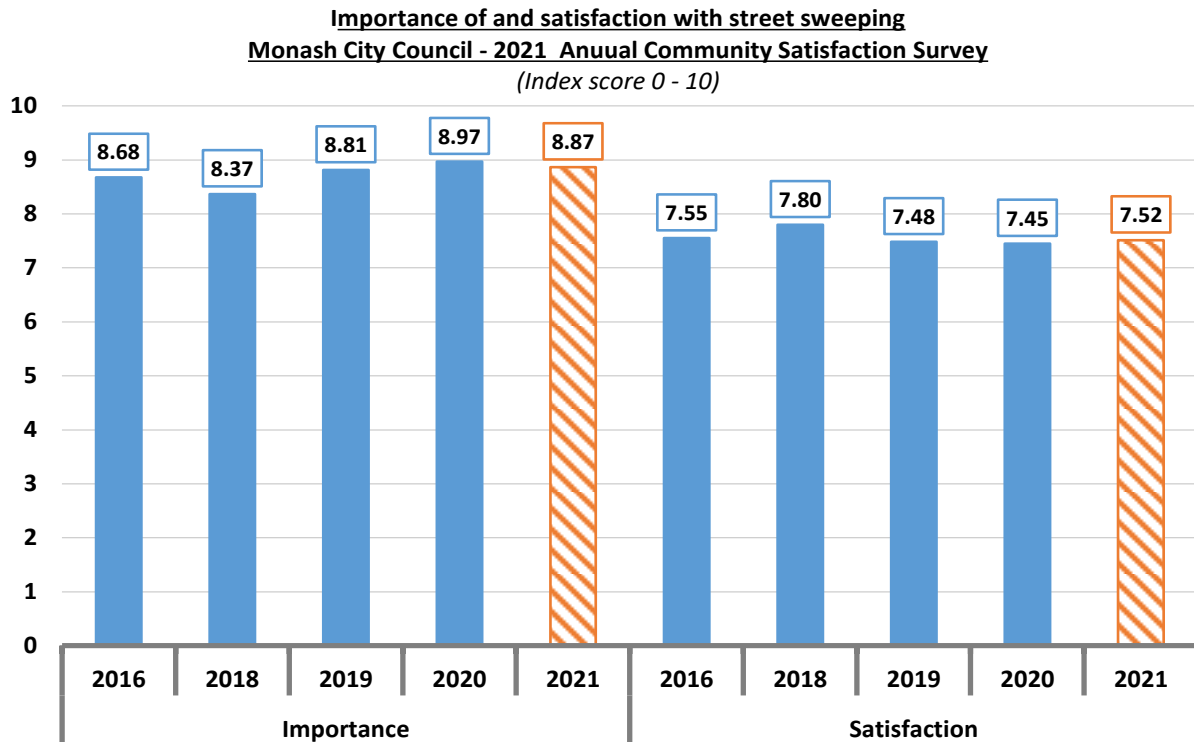
Drains maintenance and repairs

Drains maintenance and repairs was the 10th most important of the 28 included services and facilities, despite a small decline in importance this year. Satisfaction remained essentially stable at 7.43, which is a "very good" level and one that ranks it 23rd for satisfaction.

Importance of and satisfaction with drains maintenance and repairs
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction			
2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
8.94	8.64	8.89	9.17	8.96	7.77	7.71	7.72	7.42	7.43
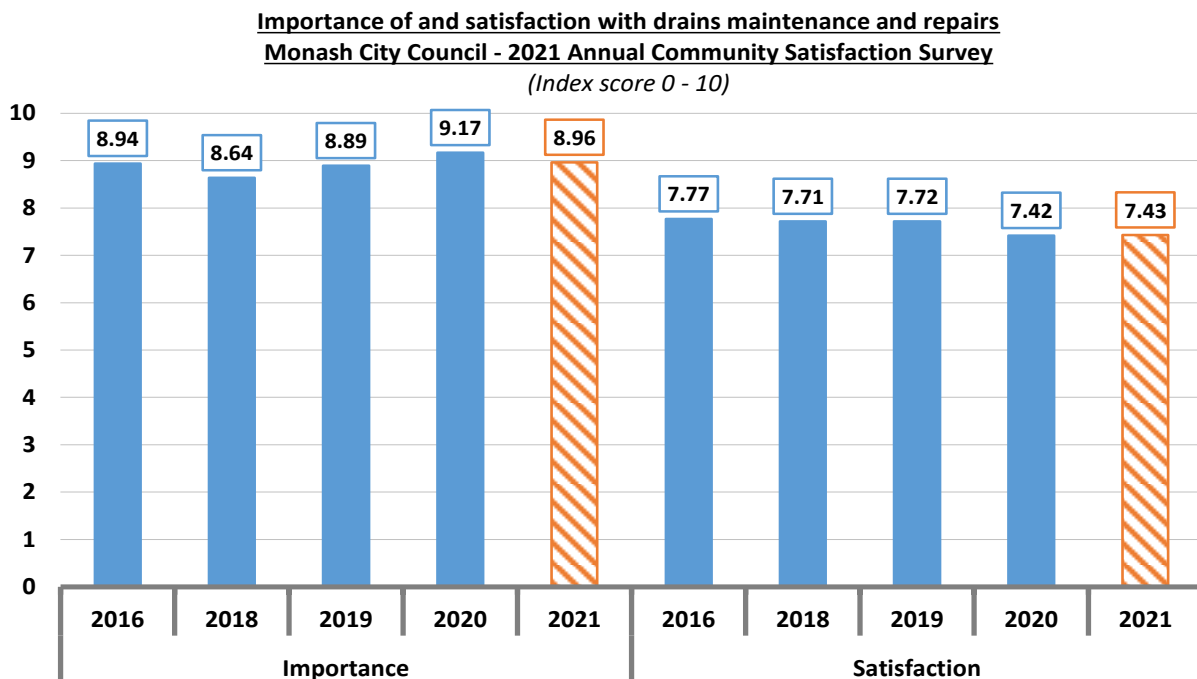
Provision and maintenance of street lighting

Street lighting was the 5th most important of the 28 included services and facilities. Satisfaction increased marginally again this year, up 2.2% to 7.88, which is an "excellent" up from a "very good" level, and one that ranks it 14th for satisfaction.

Importance of and satisfaction with provision and maintenance of street lighting
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
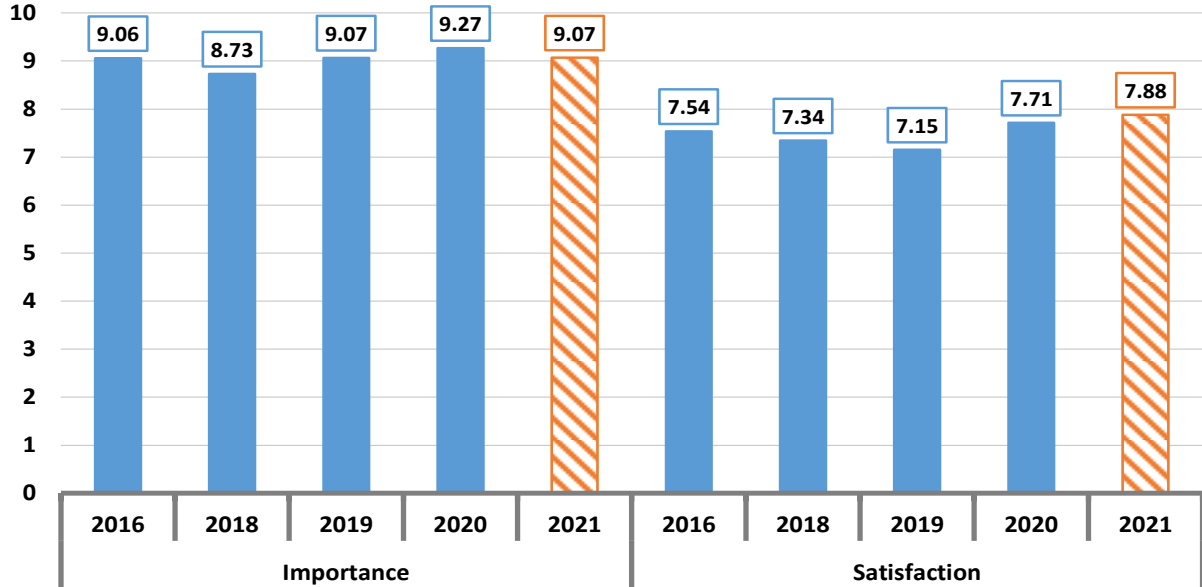
Provision of parking facilities

The provision of parking facilities was the 19th most important of the 28 included services and facilities, with a two percent decline in importance recorded this year. Satisfaction declined marginally from an unusually high 7.21 last year, down 2.1% to 7.06, but remains "good".

Importance of and satisfaction with provision of parking facilities
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
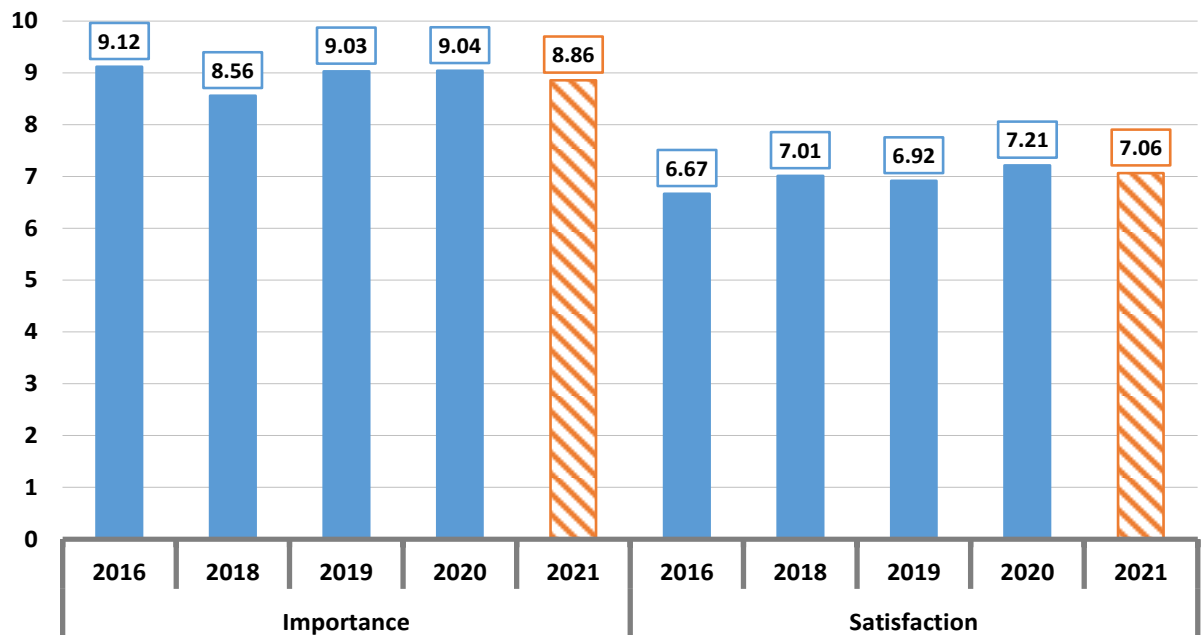
Local traffic management

Local traffic management was the 15th most important of the 28 included services and facilities. Satisfaction declined by less than one percent to 7.31, but remains "very good", but only ranked 24th for satisfaction.

Importance of and satisfaction with local traffic management
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction			
2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
9.07	8.56	8.87	9.05	8.89	6.98	7.36	7.24	7.37	7.31

Provision and maintenance of street trees

Street trees were the 12th most important service this year. Satisfaction continued to increase, up 1.2% to 7.62, but remains "very good" and ranked 19th for satisfaction.

Importance of and satisfaction with provision and maintenance of street trees
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction			
2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
8.77	8.35	8.80	9.07	8.90	7.45	7.40	7.27	7.53	7.62

Metropolis
R E S E A R C H

The 39 respondents dissatisfied with the provision and maintenance of street trees, as well as those who were "neutral" (rated at 5), provided a total of 74 responses as to why they were not satisfied. These comments are outlined in the following table.

The most common concerns appear to be a perception that maintenance is inadequate and that the type of street trees is inappropriate in some way (e.g., the number and type of trees, as well as branches and leaves that fall).

Reasons dissatisfaction with provision and maintenance of street trees
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Reason	*Number*
Better / timely maintenance of trees and branch trimming required on nature strips	9
Need to be cut back, pruned better	5
The street trees aren't well maintained	4
Gum trees are not suitable, needs lot of maintenance	3
Gum trees drop leaves, bark, and limbs	3
Poor maintenance of over-growing street trees	3
Big trees under power lines	2
Overgrown trees on the nature strip / footpaths needs to be fixed	2
A lot of branches fall. Fall on electricity wires	1
Appalling that when the trees reach the powerline, they cut them in the middle and they look ridiculous	1
Big ones are not good	1
Branches coming onto the roads, need to plant suitable trees	1
Council hasn't responded to the request made for a branch trimming service	1
Council managed one of them	1
Cutting trees make lots of mess	1
Difficulty in trimming the trees on the street that falls in the property	1
Get stuck in power lines on Waverley Rd	1
Gum roots are out on footpaths, are dangerous. Don't do anything about it. Branches all over the road	1
Gum tree on Kings Lynn Pl, Wheeler's Hill is not appropriate. Branches are all over the place. Council is aware of it but does nothing about it	1
Huge gum tree along all streets has branches that extend into property, causing barks and trees falling over property	1
Lodged a complaint against a tree in front of the house and no response from Council yet	1
Massive gum trees on Tessa Ct	1
Need to be cut back and away from electric wires	1
No one likes the tree types	1
No policing on maintaining trees, poorly managed	1
No visible street maintenance. Causing damage to other infrastructure	1
Planted wrong type of trees i.e., gum trees, instead plant evergreen trees, they are not trimmed	1
Possum issues	1
Selection of gum trees is not wise	1
Shaftsbury St	1

Street trees must be replaced but they don't care enough	1
The contractor demands that the residents take care of the trees or any issues related to street trees	1
The contractors don't clean up properly	1
The trees look ridiculous and its hazardous, planted wrong trees	1
The type of trees is a nuisance. They don't have canopy	1
there are a lot of streets, the roots are damaging the concrete of the footpaths and roads	1
There are many streets sweeping	1
There aren't a lot of trees / greenery observed in the area	1
There aren't enough street trees	1
They don't plant trees that often	1
They not clean and people don't collect dog poo	1
They obstruct power lines. After cutting they are lopsided. Only one branch left after cutting	1
They plant the wrong trees. After pruning they look like sticks	1
They prune the outsides. Become unbalanced	1
Too huge gum trees, might fall on the roof, at Griffiths Ct	1
Trees are gum trees and are terrible. Drop trees and bark and suck up all moisture	1
Trees are shitty. Gum trees	1
Trees too small for the streets planted	1
Very large tree. Feels unsafe when it's windy	1
Waverley Rd. Stupid trees with branches hanging over the road	1
Wheelers Hill trees are cut and left unattended	1

Total   **74**

Public toilets

Public toilets were the 17th most important of the 28 included services and facilities. Based on a small sample of 320 respondents, satisfaction declined again this year, down 4.3%, and down 9.6% since the peak in 2018. Despite the decline, satisfaction remains at a "good" level.

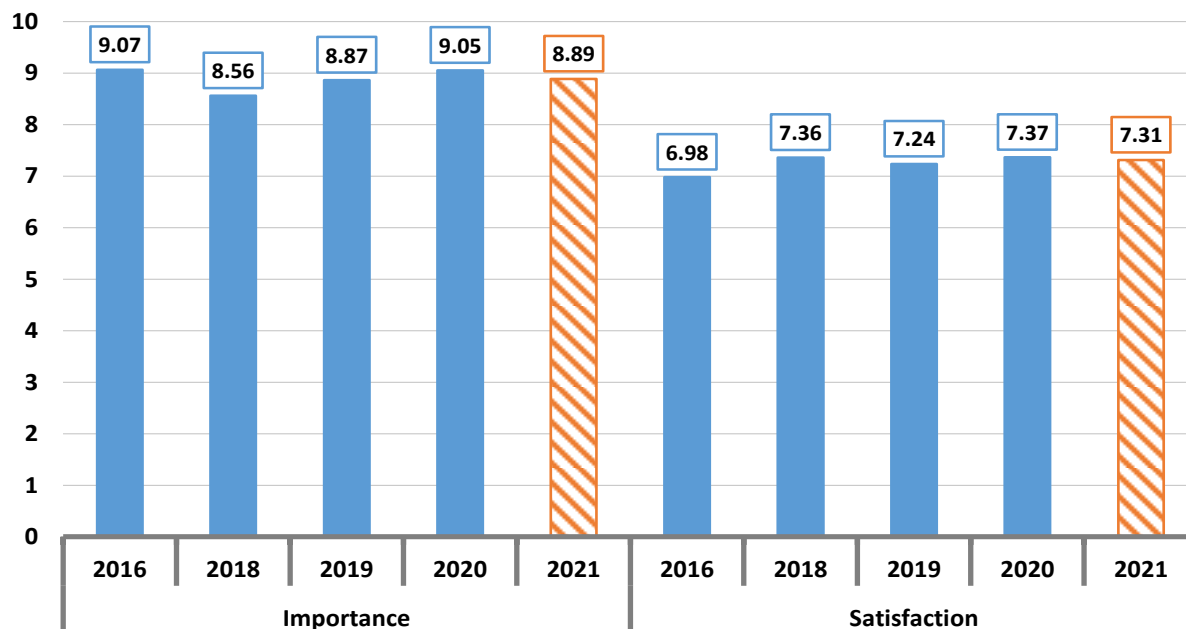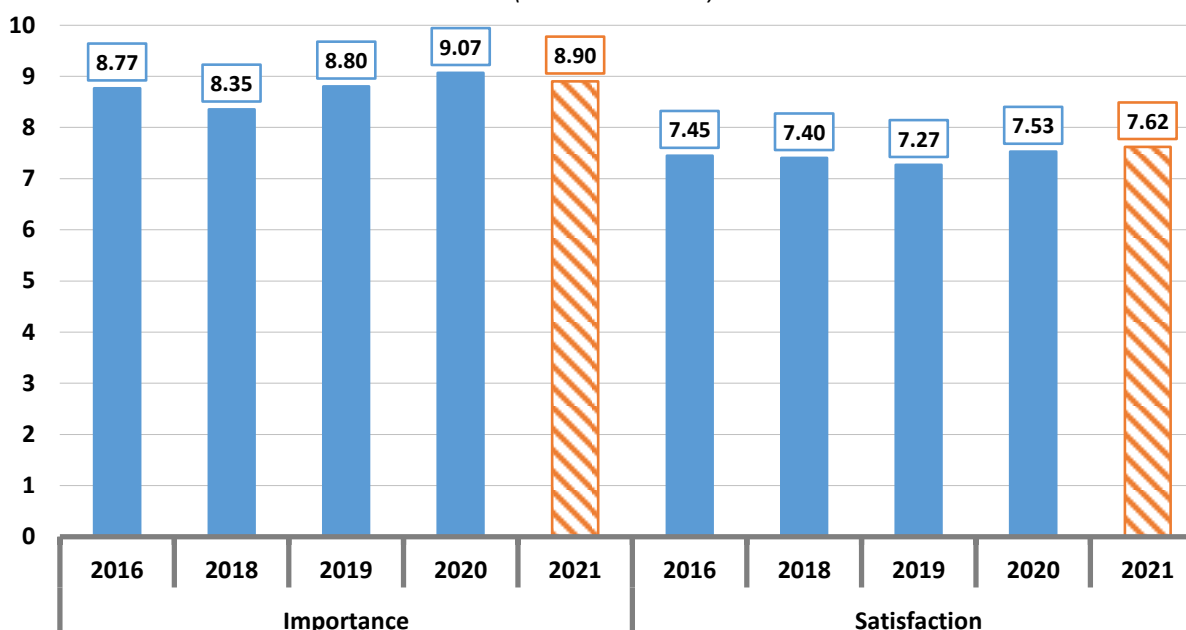**Importance of and satisfaction with public toilets**
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction				
	2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
	8.93	8.82	8.77	9.00	8.87	7.25	7.39	7.10	6.98	6.68
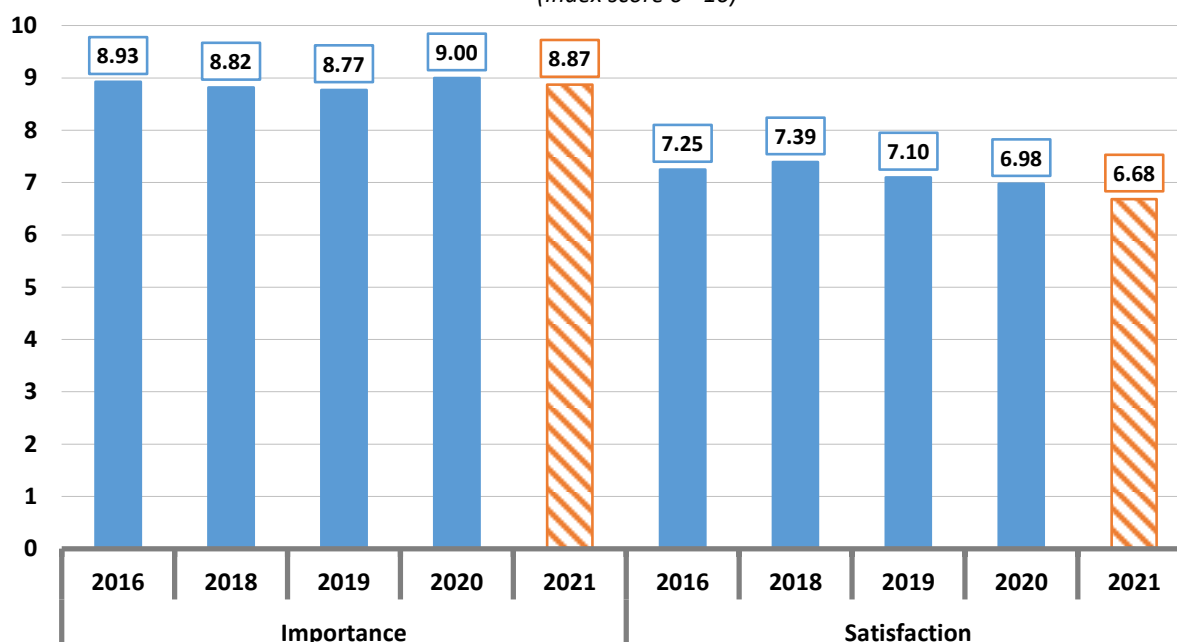
The 32 respondents dissatisfied with public toilets, as well as the respondents who were "neutral" provided a total of 73 responses outlining the reasons why they were not satisfied, as well as 44 specific locations of public toilets of concern.

The most common reasons why respondents were not satisfied with public toilets were a perception that they are not clean or that they are insufficiently maintained (48 responses), or that there are not enough toilets (16 responses).

Reasons for rating satisfaction with public toilets less than 6
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Reason	*Number*
Dirty / not clean	27
Not enough toilets	9
Unhygienic	7
They are not maintained well / regularly	5
Not enough of them in parks and sports grounds	3
Smelly	3
Toilet never open / always locked / not accessible	3
Haven't been upgraded	2
Always disgusting and unhygienic	1
Cracked	1
Disabled toilets are not good at all	1
Flooded	1
No soaps, hot water, and paper towel	1
Not enough in the open. Must go to buildings	1
Not enough toilet paper	1
Not sure where they are located	1
Not well ventilated	1
People don't flush	1
Stand-alone toilets are awful, very closed, unclean	1
The ones in the parks are not maintained well	1
Toilets are locked up in sports fields	1
Used extensively by gay community for daytime activities	1
Total	**73**

The following table outlines the locations of concern to respondents who were not satisfied with public toilets in the City of Monash.

Specific locations of public toilets of concern
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Response	Number
All of them, all areas	8
All the parks	4
Mount Waverley Hamilton Place	3
Jells Park	2
Just in general	2
Mount Waverley Station	2
Behind police station, Atherton Rd	1
Besides Wellington tennis court	1
Clayton shopping centre	1
Clayton South next to golf club, Monash hospital	1
Coles Clayton	1
Driveway to Jacks Place in Dandenong	1
Dunstan St	1
Federal Reserve Park	1
Glen	1
Glen car park opposite station	1
Glen Waverley North Reserve	1
Harris Reserve	1
Huntingdale	1
Huntingdale Rd	1
Jordanville	1
Kingsway car park	1
Mulgrave parks	1
Mulgrave St Park	1
Norton Park	1
Reg Harris Reserve	1
Shopping centres	1
Tally Ho Reserve	1
Warrawee Park	1
Total	**44**

Provision and maintenance of local playgrounds

Local playgrounds were the 22nd most important of the 28 included services and facilities. Satisfaction remains essentially stable again this year at 8.02, which is "excellent" and ranked 12th for satisfaction.

Importance of and satisfaction with provision and maintenance of local playgrounds
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
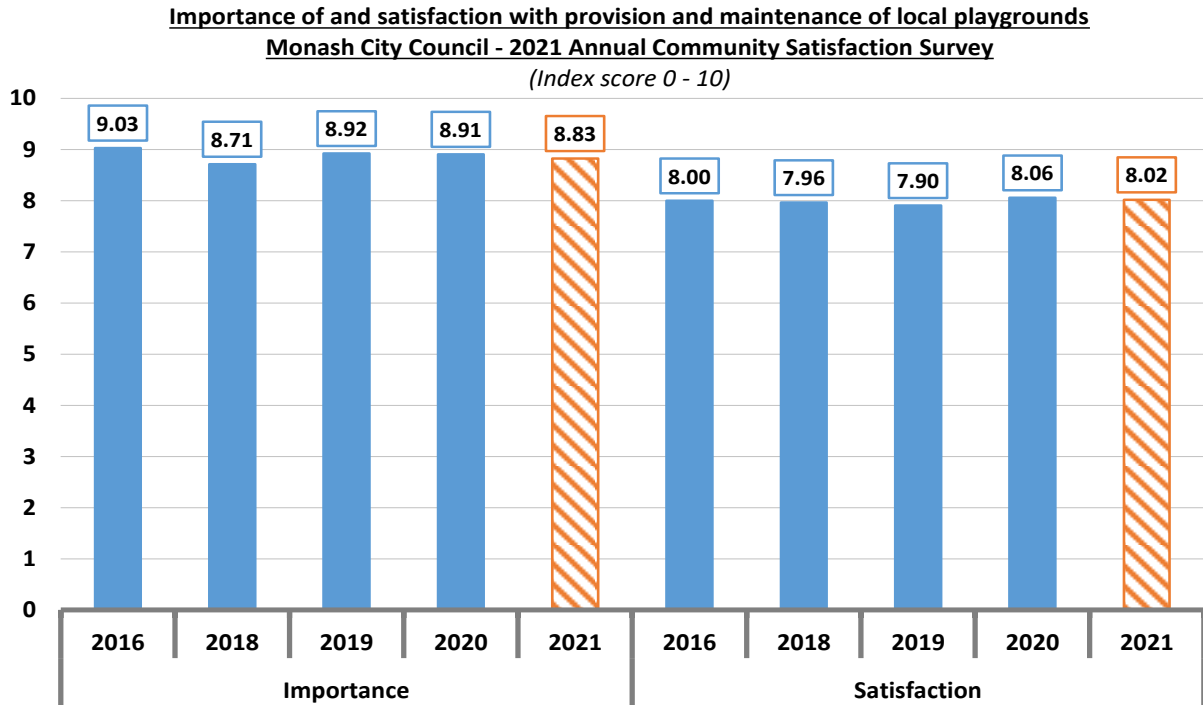
Provision and maintenance of parks, gardens, and reserves

Parks, gardens, and reserves were the 6th most important of the 28 included services and facilities. Satisfaction remains essentially stable again this year at 8.05, which is "excellent" and ranked 10th for satisfaction.

Importance of and satisfaction with provision and maintenance of parks, gardens and reserves
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
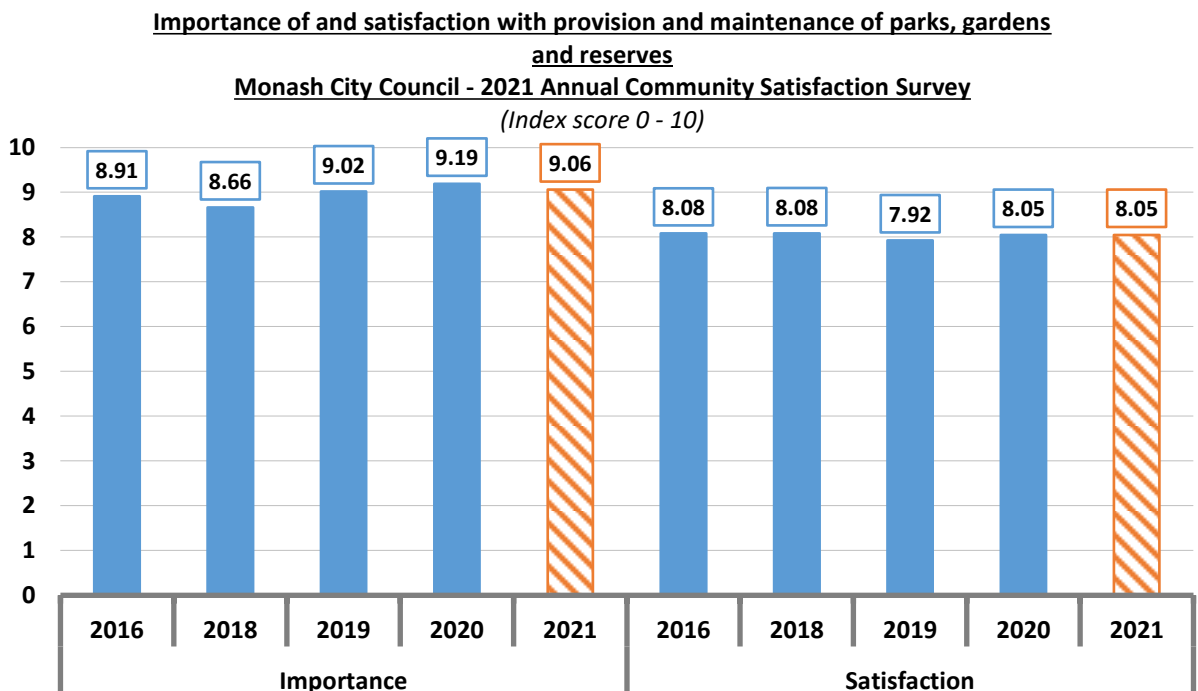
The 16 respondents dissatisfied with the provision and maintenance of parks, gardens, and reserves, as well as those who were "neutral" (rated 5), provided a total of 18 responses as to why they were not satisfied, as well as 16 specific parks, gardens, or reserves of concern.

Reasons for rating satisfaction with provision and maintenance of parks, gardens and reserves less than 6
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Dog walker don't clean up	2
Bad quality of grass in the park	1
Cannot take the dogs to the park, not enough dog parks	1
Facilities too old	1
Footpaths are raised along the parks - not touched in recent times, the grass doesn't seem to be cut	1
Lots of rubbish	1
Monash gets worse maintenance than everywhere else	1
No exercise equipment for seniors and adults	1
No maintenance during lockdown, specially footpaths in the nature strips	1
No toilets in the park	1
Not maintained, hasn't been updated, not neat and clean	1
Nothing cleaned	1
Slow in maintenance	1
The equipment was broken in the park and wasn't repaired	1
The quality is very low, not pleasant to do activity	1
There are no parks within walking distance	1
Toilets are dirty	1
Total	**18**

Specific locations of concern	
All	1
Along Warrigal Rd	1
Around shopping area	1
Athletics track	1
Capital Rd park	1
Coolaroo Reserve	1
Golf Rd on Oakleigh South	1
In Chadstone	1
It's on Central Rd	1
Melle Park	1
Mulgrave Reserve	1
Near Albany and Hansworth St	1
Oakleigh footy ground	1
Park on Garnett Rd	1
Shepherd Bush, Napier Park and nature strips (Torwood Ave)	1
Smaller park - where people don't go much like on Portland St	1
Total	**16**

Metropolis
RESEARCH

Bike paths and shared pathways

Bike paths and shared pathways were the 16th most important of the 28 included services and facilities. Satisfaction increased again marginally this year, up less than one percent to 8.03, which remains "excellent" and ranked 11th for satisfaction.

Importance of and satisfaction with bike paths and shared pathways
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction			
2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
8.96	8.57	8.63	9.04	8.89	7.71	7.61	7.64	7.95	8.03

Sport ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 20th most important of the 28 included. Satisfaction declined marginally this year, down 2.6% to 7.93, but remains "excellent" and ranked 13th in terms of satisfaction.

Importance of and satisfaction with sport ovals and other outdoor sporting facilities
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction			
2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
9.04	8.63	8.86	8.91	8.85	8.07	8.20	7.96	8.14	7.93

Council activities to encourage environmental sustainability

This service was ranked 13th of the 28 included services and facilities this year. Satisfaction increased notably for the second consecutive year, up 3.3% this year to 7.79, which is an "excellent" up from "very good" level of satisfaction, and which ranks this 17th for satisfaction.

Importance of and satisfaction with Council activities to encourage environmental sustainability
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
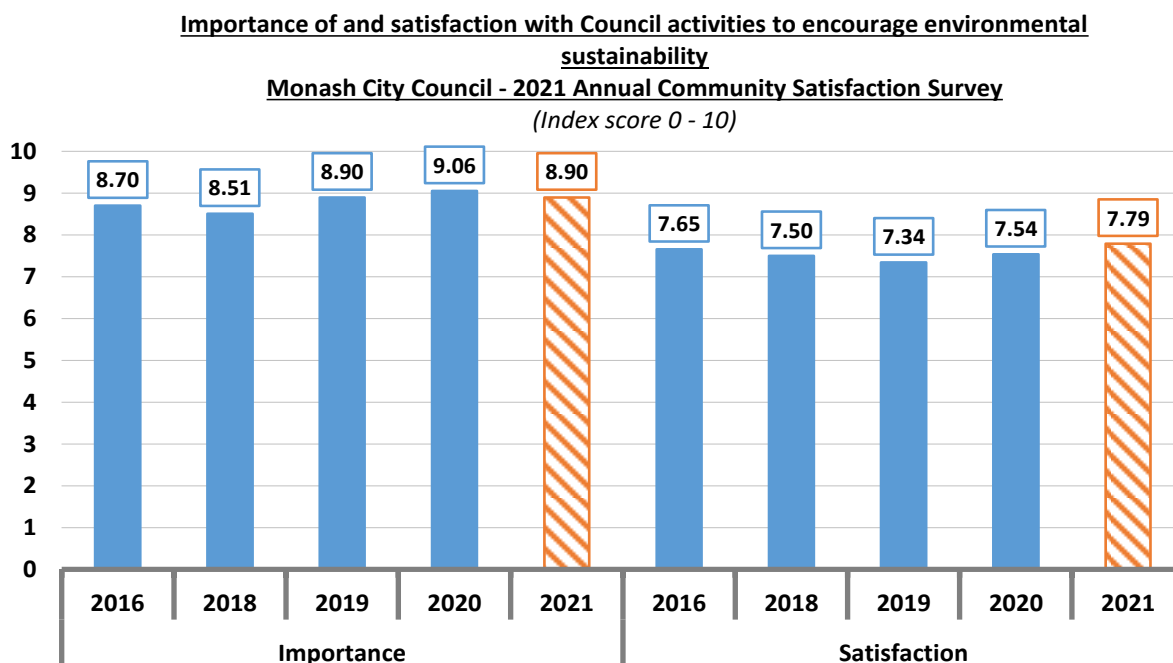
The 20 respondents dissatisfied with this service, along with those who were "neutral" provided the following comments as to why they were not satisfied with the service.

Reasons for rating satisfaction with Council activities to encourage environmental sustainability less than 6
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Have not seen anything	5
Don't know what the Council is doing	3
Don't hear about it	2
Eucalyptus should not be planted	1
I've obtained the flyers but I've haven't seen any initiative	1
Lack of communication	1
Less greenery	1
Litter in gutters	1
No consistency	1
Not much happening, no communication	1
Not sure	1
Poor maintenance of street trees	1
The overdevelopment in the area and reducing garden space	1
There isn't much info available about this service by the Council	1
They need to maintain the trees they planted	1
Unaware of any activities, Council isn't doing anything currently	1
Total	**23**

Community Development and Services division

There were eight services and facilities from the Community Development and Services Division included in the 2021 survey.

The following graph displays the average importance to the community "as a whole", as well as the average satisfaction of respondents using these services and facilities in the last year.

The crosshairs represent the average importance (8.90) and average satisfaction (7.82) of all 28 Council services and facilities included in the 2021 *Annual Community Satisfaction Survey*.

It is noted that all but one of the eight services received a higher-than-average satisfaction score, whilst services for older residents and activities for seniors was only marginally lower than average. Satisfaction with all eight services was at an "excellent" level.

It is interesting to note that the services for children and families and services for young people were of lower-than-average importance. This was also observed last year and is somewhat unusual. In the experience of Metropolis Research, services for children from birth to five years of age, services for young persons, services for seniors, and services for persons with a disability tend to be of higher-than-average importance. It may be the case, that the slightly different wording used for these services in this survey may have impacted on the relative importance score when compared to *Governing Melbourne* and other municipalities.

Importance of and satisfaction with community development and services
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score scale 0 - 10)
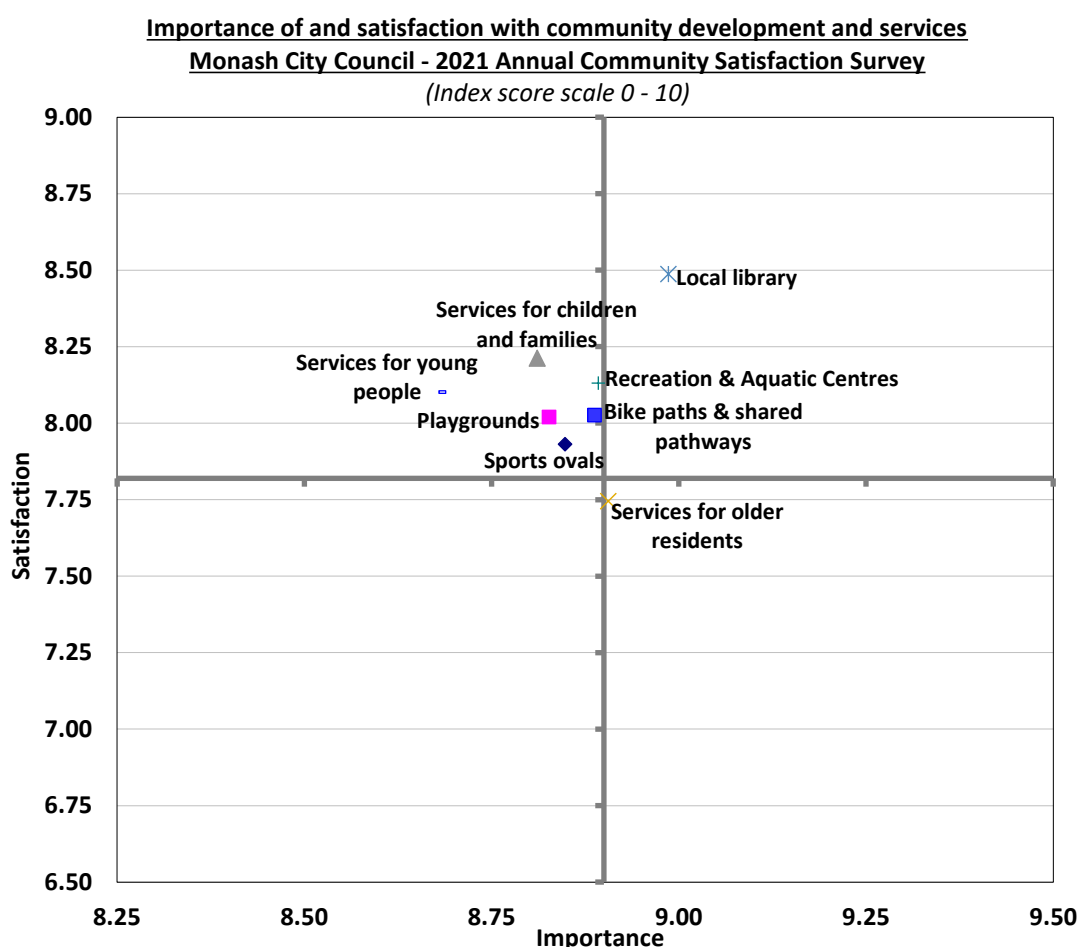
Recreation and Aquatic Centres

Recreation and Aquatic Centres were the 14th most important of the 28 included services and facilities. Satisfaction has remained relatively stable over time, with all years' recording an "excellent" level of satisfaction. This year, these facilities were ranked 7th for satisfaction.

**Importance of and satisfaction with Recreation and Aquatic centres
Monash City Council - 2021 Annual Community Satisfaction Survey**
(Index score 0 - 10)
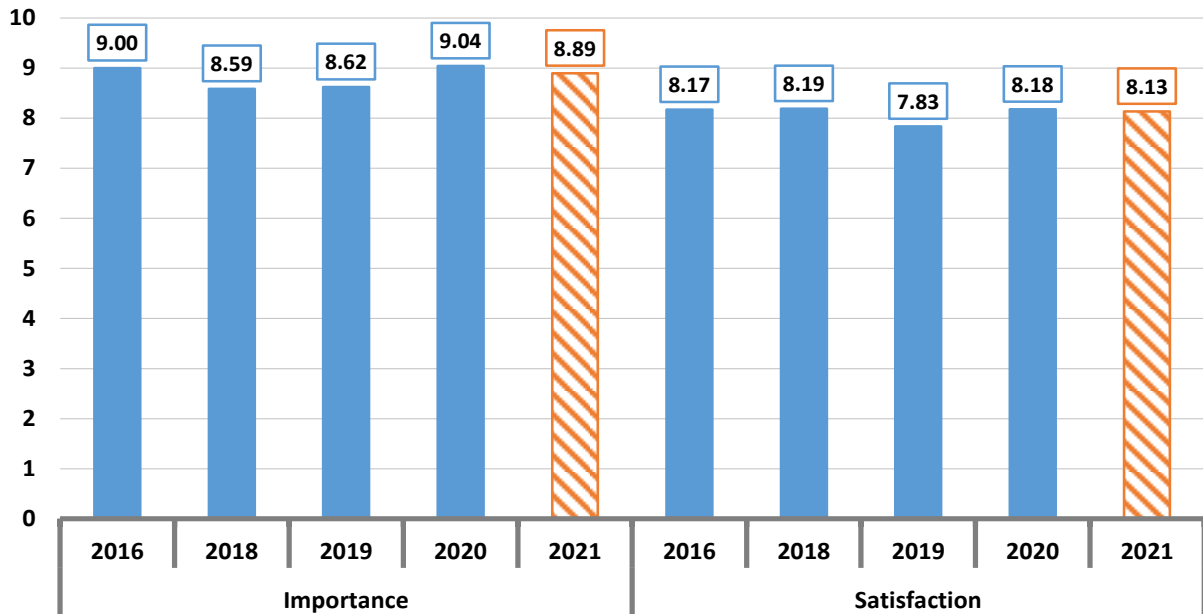
Bike paths and shared pathways

Bike paths and shared pathways were the 16th most important of the 28 included services and facilities. Satisfaction increased again marginally this year, up less than one percent to 8.03, which remains "excellent" and ranked 11th for satisfaction.

**Importance of and satisfaction with bike paths and shared pathways
Monash City Council - 2021 Annual Community Satisfaction Survey**
(Index score 0 - 10)

Sport ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 20th most important of the 28 included. Satisfaction declined marginally this year, down 2.6% to 7.93, but remains "excellent" and ranked 13th in terms of satisfaction.

Importance of and satisfaction with sport ovals and other outdoor sporting facilities
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

Provision and maintenance of local playgrounds

Local playgrounds were the 22nd most important of the 28 included services and facilities. Satisfaction remains essentially stable again this year at 8.02, which is "excellent" and ranked 12th for satisfaction.

Importance of and satisfaction with provision and maintenance of local playgrounds
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

Council run services for children and their families

These services were the 23rd most important of the 28 included services and facilities. Satisfaction increased marginally again this year, up 2.9% to 8.21, remains "excellent" and ranked 5th in terms of satisfaction. A total of 106 of the 801 respondents used these services.

Importance of and satisfaction with Council run services for children and their families
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
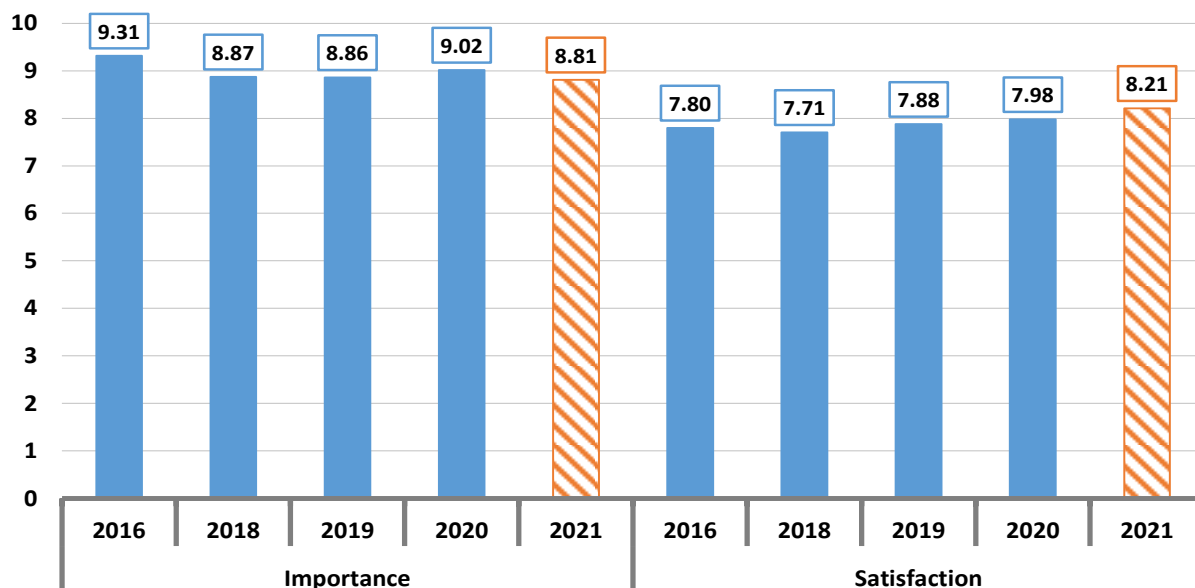
Council services for older residents and activities for seniors

These services were the 11th most important of the 28 included services and facilities, with a marginal decline in importance of 2.3%. Satisfaction declined marginally this year, down 3.1% to 7.75, but remains "excellent" and ranked 18th, with 86 respondents using these services.

Importance of and satisfaction with Council services for older residents and activities for seniors
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
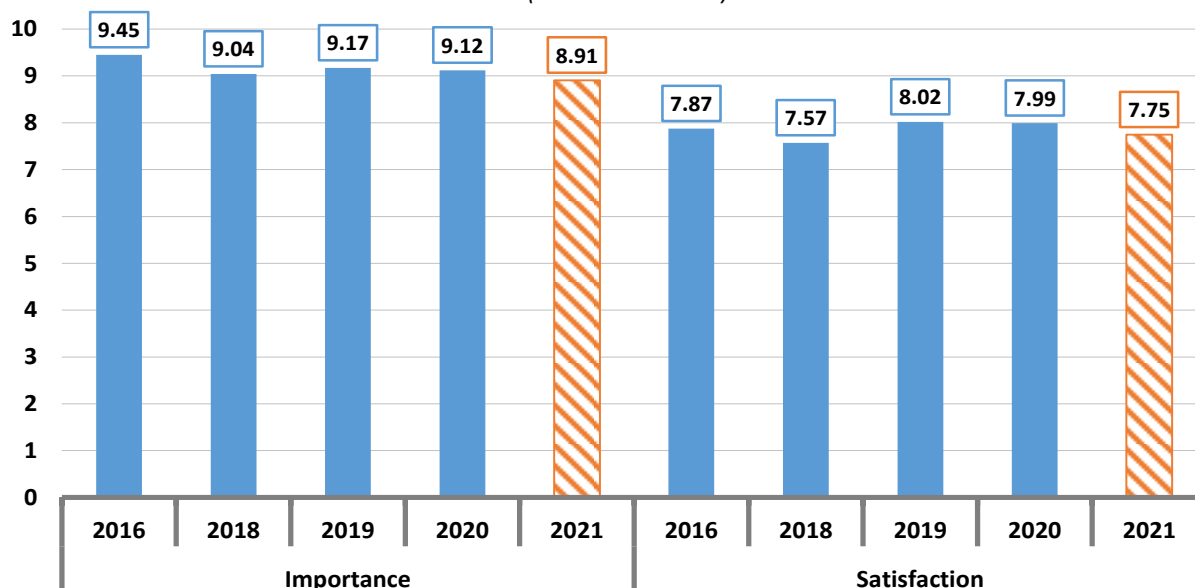
Local library and library services

The local library and library services were the 9th most important of the 28 included services and facilities. Satisfaction declined very marginally this year, down 1.9% to 8.49, but remains "excellent" and ranked 3rd for satisfaction. 390 of the 800 respondents used these services.

Importance of and satisfaction with local library and library services
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
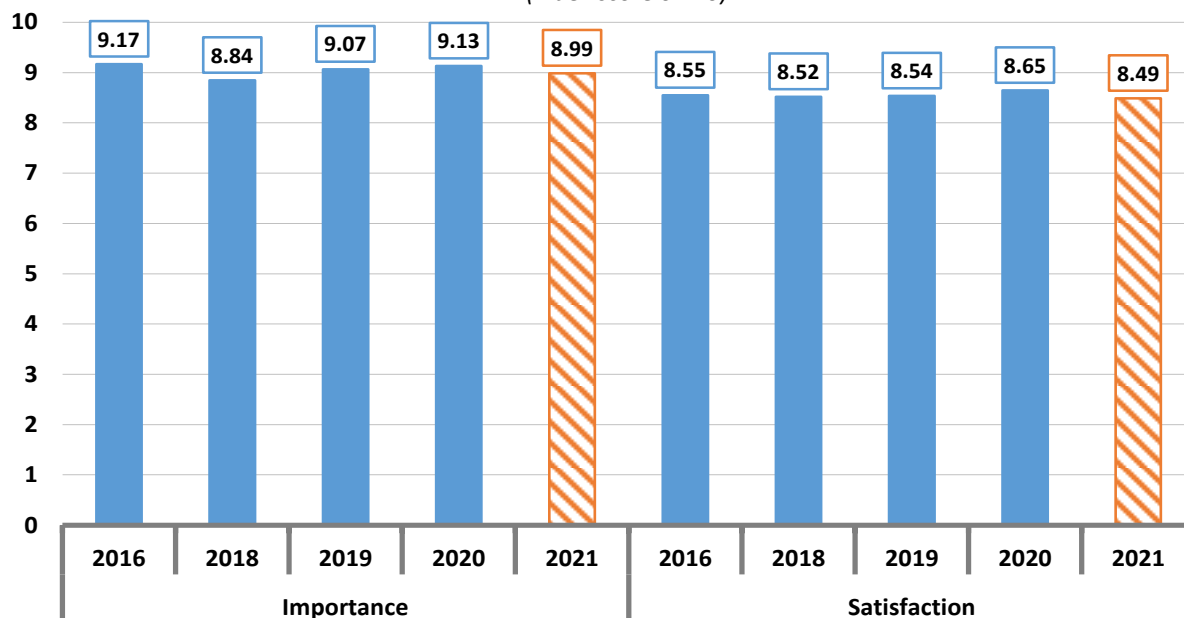
Council run programs and activities for young people (10 – 25 years)

These services were the 24th most important of the 28 included services and facilities. Satisfaction increased notably but not measurably this year, up 5.1% to 8.10, which is "excellent", and ranked 9th for satisfaction. Only 29 of 801 respondents used these services.

Importance of and satisfaction with Council run programs and activities for young people (10 - 25 years)
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
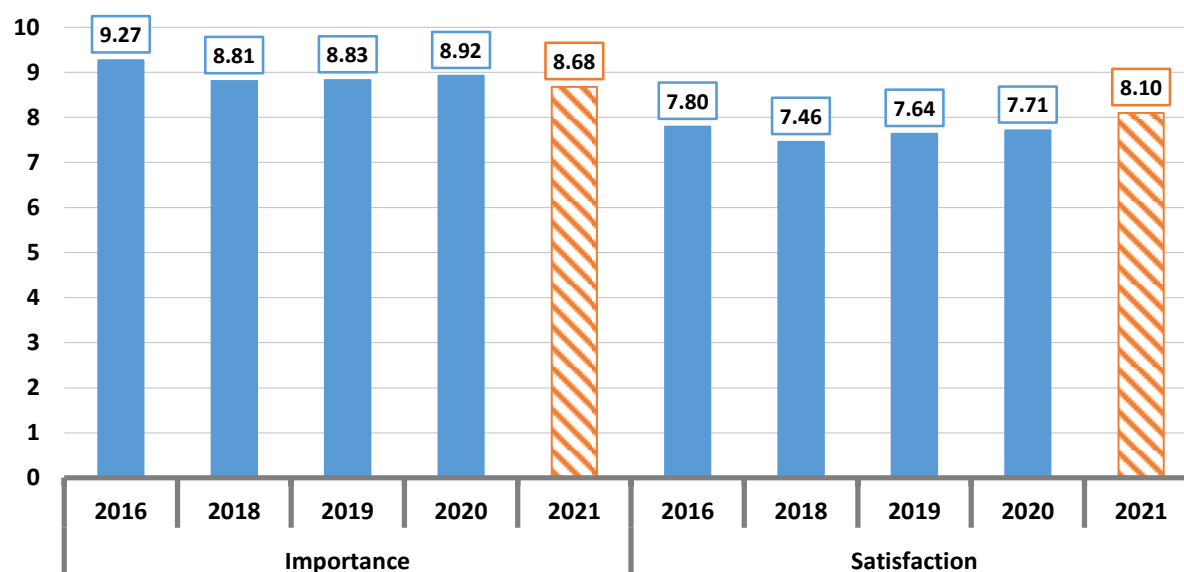
City Development division

There were three services and facilities from the City Development Division included in the 2021 survey.

The following graph displays the average importance to the community "as a whole", as well as the average satisfaction of respondents using these services and facilities in the last year.

The crosshairs represent the average importance (8.90) and average satisfaction (7.82) of all 28 Council services and facilities included in the 2021 *Annual Community Satisfaction Survey*.

All these of these services and facilities were of marginally lower than average importance to the community, with the two parking related services also recording somewhat lower than average satisfaction scores.

It is important to note that whilst parking facilities and parking enforcement both recorded lower than average satisfaction, satisfaction with both was rated at "good" levels.

Importance of and satisfaction with city development division
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score scale 0 - 10)
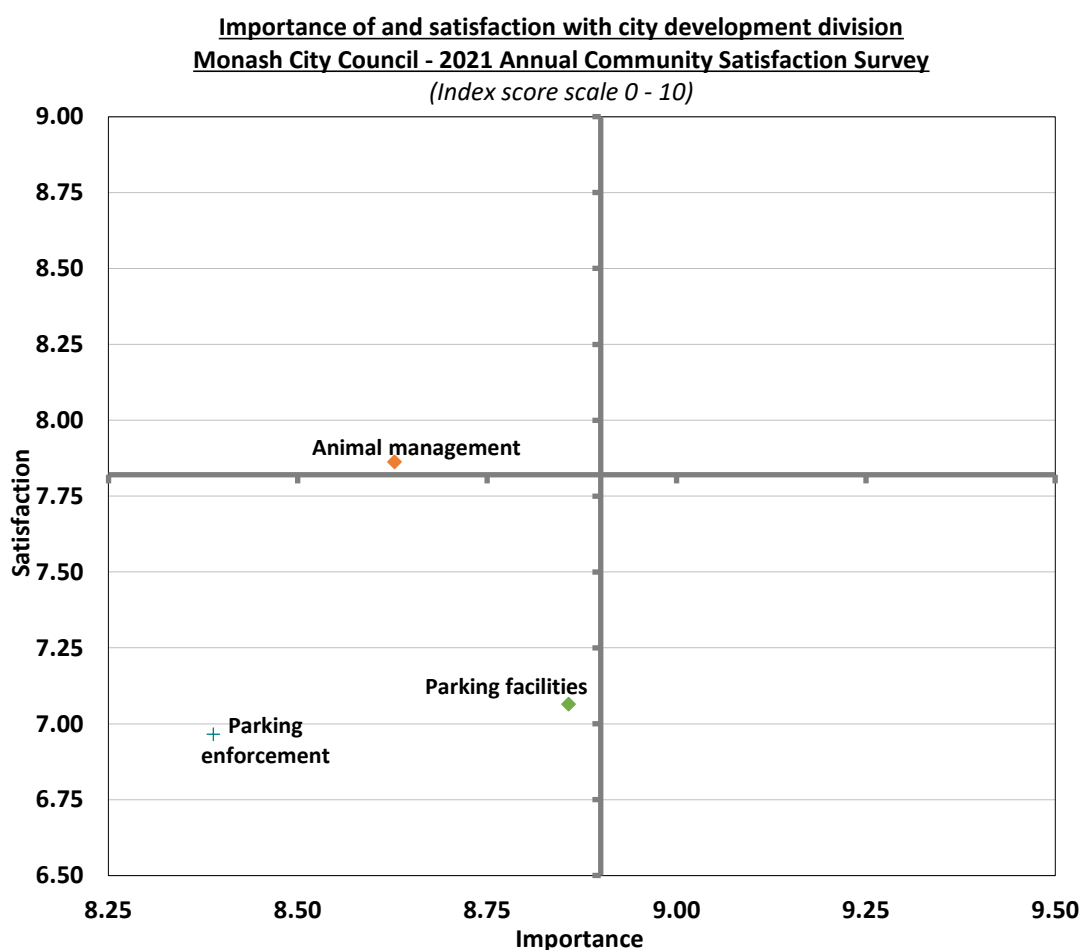
Parking enforcement

Parking enforcement was the least important of 28 included services and facilities. Satisfaction declined marginally, down 2.8% to 6.97, but remains at a "good" level, and ranked 27th for satisfaction.
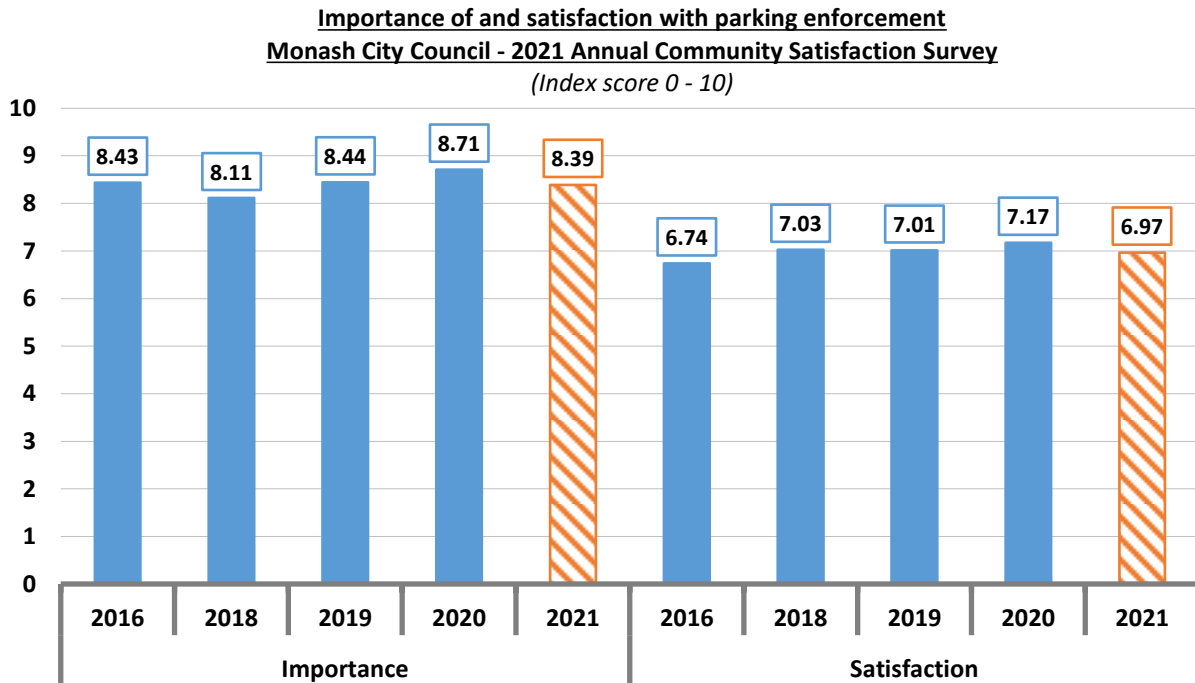
Importance of and satisfaction with parking enforcement
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction				
	2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
	8.43	8.11	8.44	8.71	8.39	6.74	7.03	7.01	7.17	6.97

Provision of parking facilities

The provision of parking facilities was the 19th most important of the 28 included services and facilities, with a two percent decline in importance recorded this year. Satisfaction declined marginally from an unusually high 7.21 last year, down 2.1% to 7.06, but remains "good".

Importance of and satisfaction with provision of parking facilities
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)

	Importance					Satisfaction				
	2016	2018	2019	2020	2021	2016	2018	2019	2020	2021
	9.12	8.56	9.03	9.04	8.86	6.67	7.01	6.92	7.21	7.06
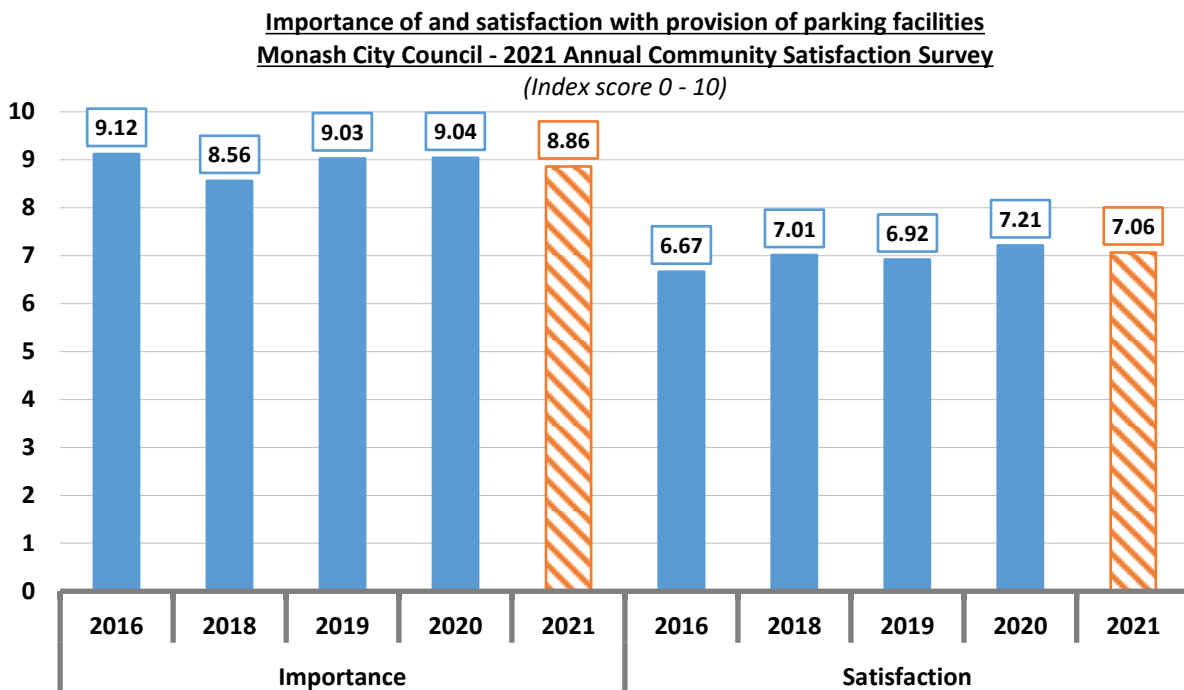
Animal management

Animal management was the 26th most important of the 28 included services and facilities. Satisfaction increased marginally again this year, up less than one percent to 7.86, which remains at an "excellent" level and ranked 15th for satisfaction.

Importance of and satisfaction with animal management
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
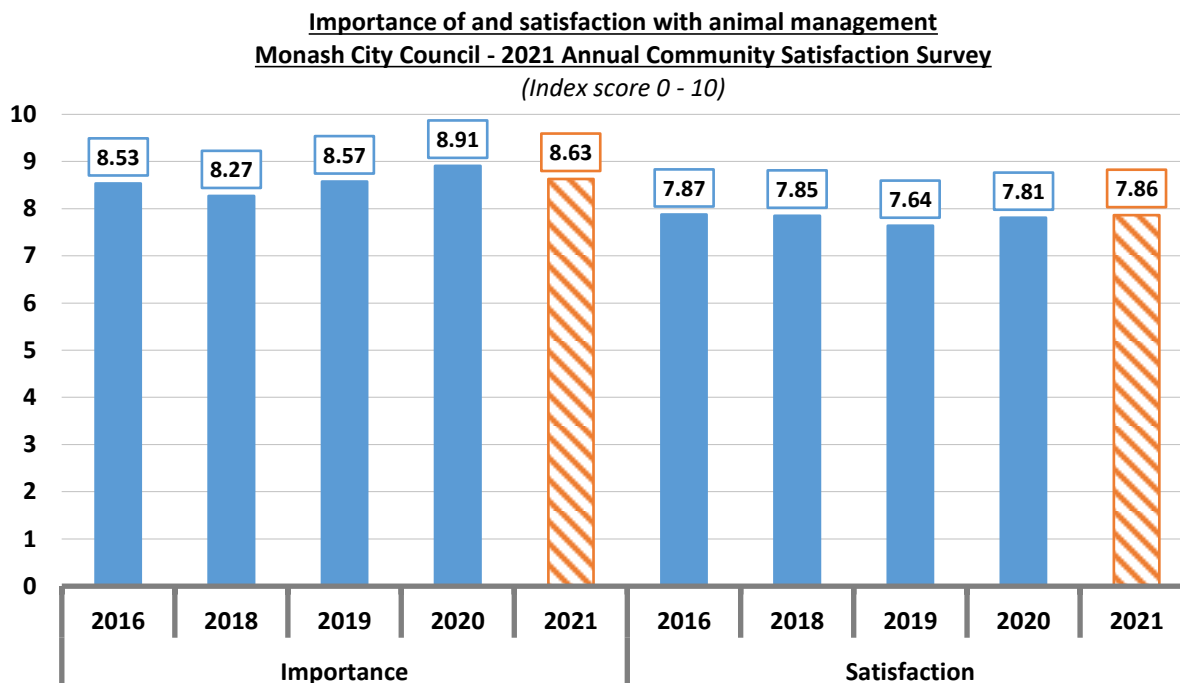
Executive Division

There were two services and facilities from the Executive Division included in the 2021 survey.

The following graph displays the average importance to the community "as a whole", as well as the average satisfaction of respondents using these services and facilities in the last year.

The crosshairs represent the average importance (8.90) and average satisfaction (7.82) of all 28 Council services and facilities included in the 2021 *Annual Community Satisfaction Survey*.

Both the website and the Council newsletter were of lower-than-average importance, although still important in absolute terms (more than 8.5 out of 10).

This is consistent with results observed elsewhere across metropolitan Melbourne, where communication tools are of always of lower-than-average importance, when compared to other services such as waste and recycling, infrastructure, and health and human services.

Satisfaction with the two communication related services and facilities were at a "very good" and "excellent" level.

Importance of and satisfaction with executive division
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score scale 0 - 10)
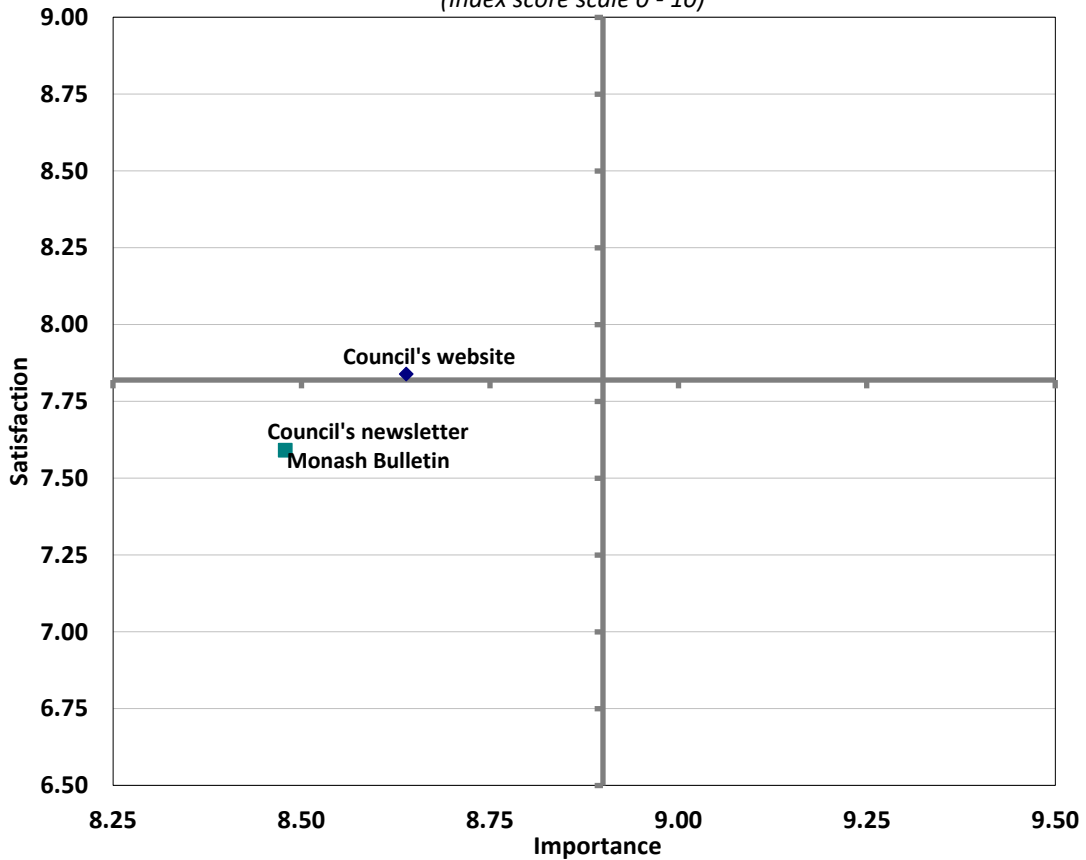
Council's newsletter *Monash Bulletin*

The *Monash Bulletin* was the 27th most important of the 28 included services and facilities. Satisfaction declined somewhat this year, reversing the increase recorded in 2020. Satisfaction is now at a "very good" level, and the service was ranked 20th for satisfaction.

Importance of and satisfaction with Council's newsletter *Monash Bulletin*
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
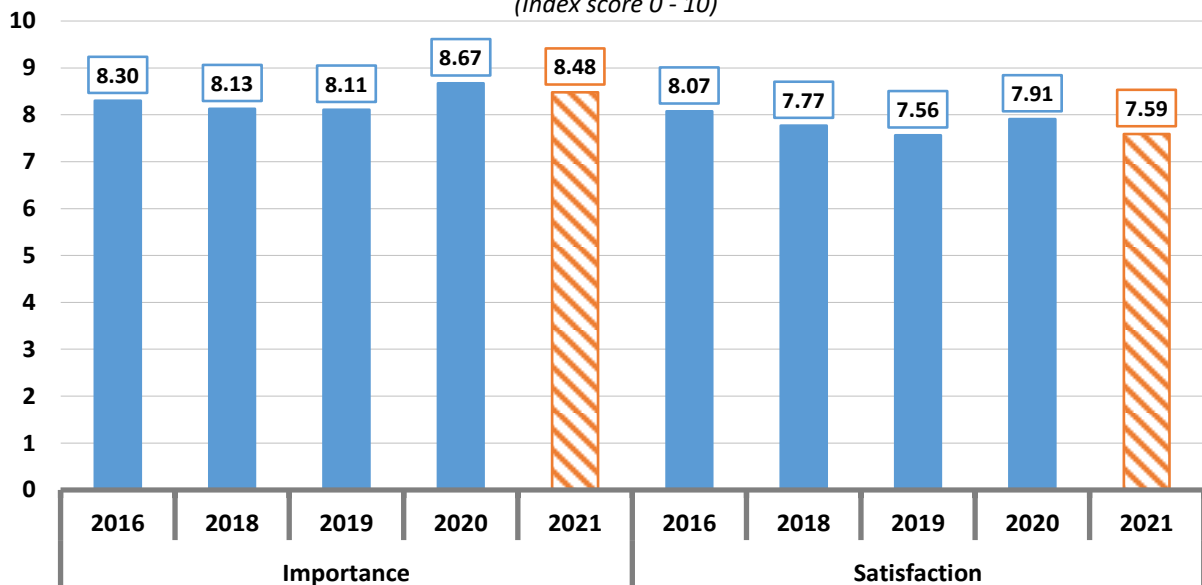
The 31 respondents dissatisfied with the Monash Bulletin, as well as those who were "neutral" (rated 5), provided a total of 27 responses as to why they were not satisfied.

Reasons for rating satisfaction with Council's newsletter *Monash Bulletin* less than 6
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Don't get it	10
Comes very rarely / not delivered often	5
I would prefer a digital copy / should only be online	2
I want to know how much you are spending and distribution of the paper Monash bulletin	1
Information is biased towards the Council and doesn't convey anything about the community	1
Issues I'm concerned with not mentioned, more promotional material	1
It's a little misleading	1
It comes out late	1
Nothing good	1
Old information	1
Too political	1
Useless	1
Waste of money	1
Total	**27**

Council's website

The Council website was the 25th most important of the 28 included services and facilities. Satisfaction with the website increased by less than one percent this year and is now at its highest level recorded over the five years of the survey. Satisfaction remains at an "excellent" level and ranks the website 16th for satisfaction.

Importance of and satisfaction with Council's website
Monash City Council - 2021 Annual Community Satisfaction Survey
(Index score 0 - 10)
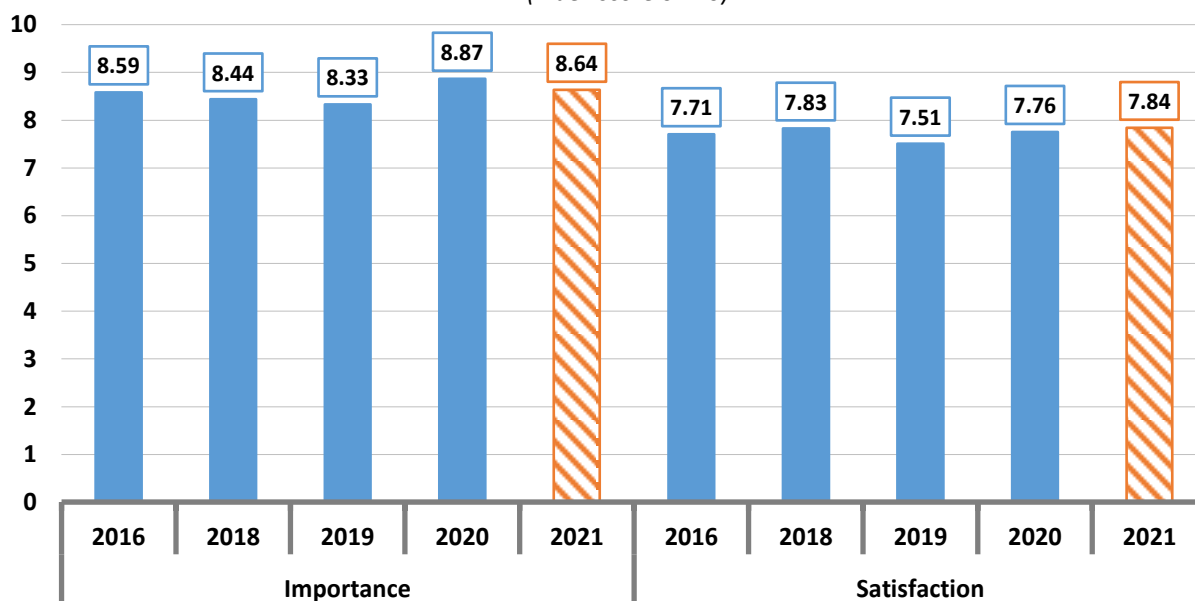
Planning and housing development

Planning for population growth

Respondents were read the following preamble:

The population of Monash is expected to grow by approximately 22,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

Respondents were then asked:

"On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with planning for population growth (by all levels of government). If rated less than 6, why do you say that?"

Satisfaction with "planning for population growth by all levels of government" declined marginally but not measurably this year, down 2.2% to 6.67, but remains at a "good" level.

By way of comparison, this result is measurably and significantly higher than the metropolitan Melbourne average of 6.14 but is marginally but not measurably lower than the eastern region councils' average of 6.86. These comparisons are sourced from the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

Satisfaction with planning for population growth
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
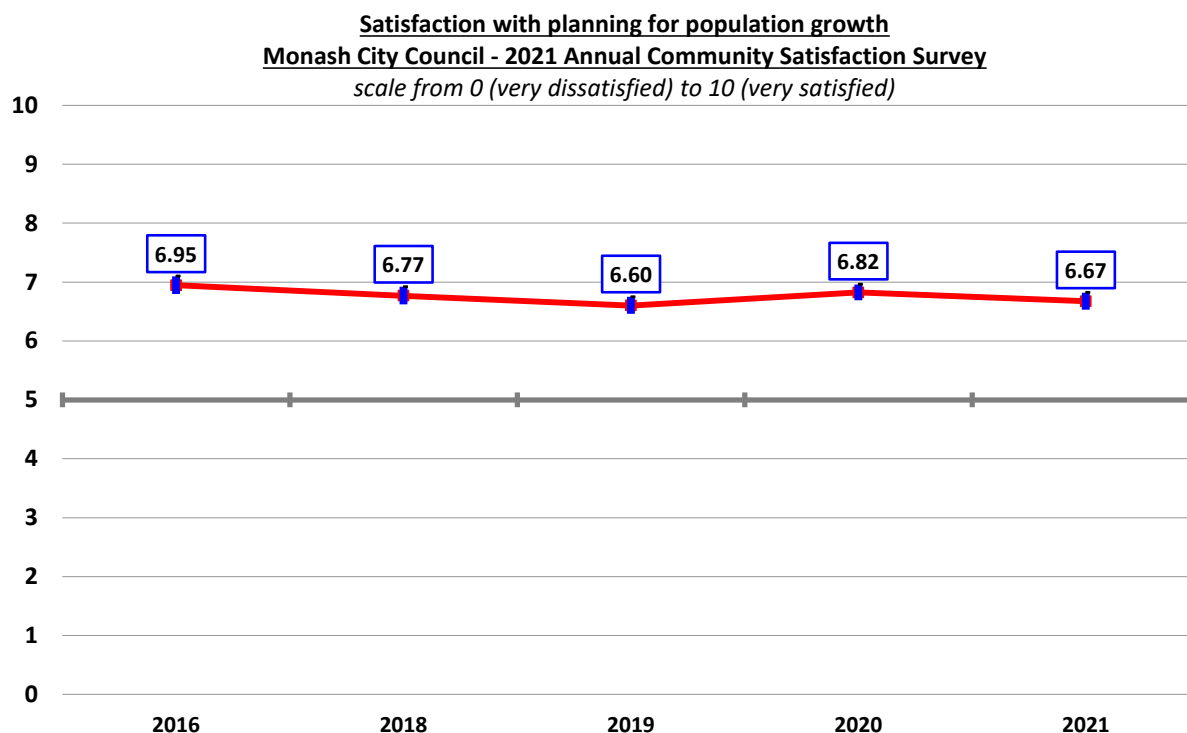
The following graph provides a breakdown of these results into the proportion of respondents who were "very satisfied" with "planning for population growth by all levels of government" (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (rated satisfaction at five to seven), and those who were "dissatisfied" (rated satisfaction at less than five out of 10).

Consistent with recent years, approximately one-third (37.9% in 2021) of respondents were "very satisfied" with planning for population growth, whilst there was an increase in the proportion of dissatisfied respondents, up from 8.8% to 12.4%. This reverses the decline in dissatisfied respondents recorded in 2020, after the first wave of COVID-19.
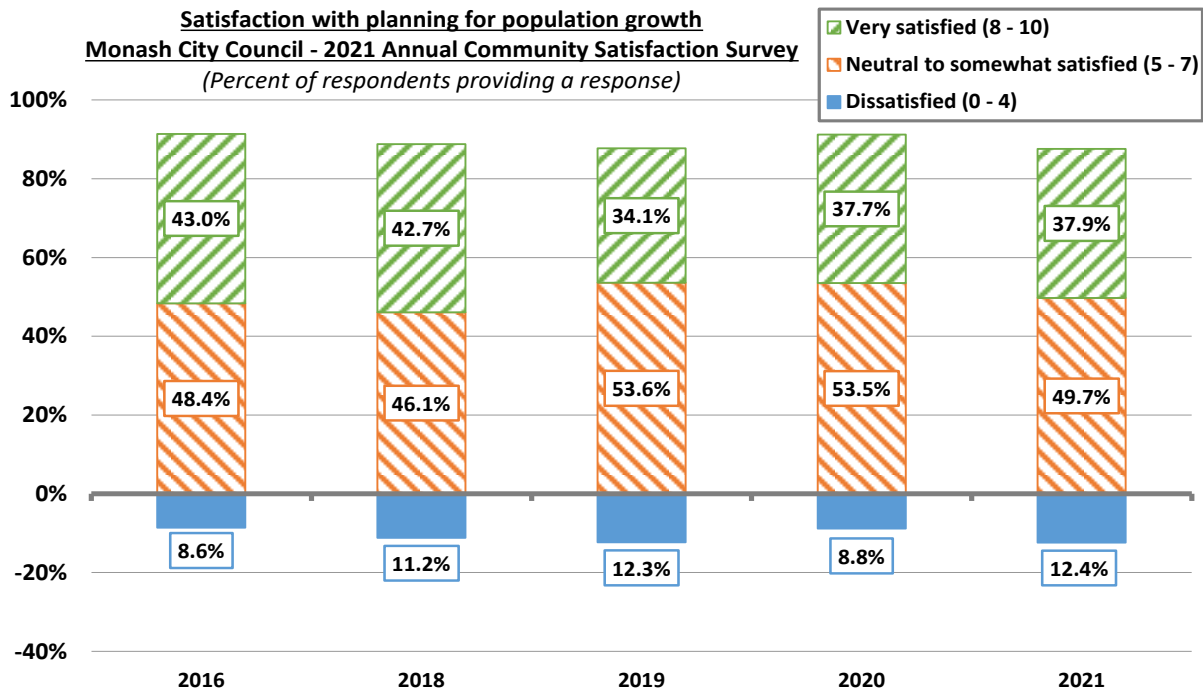
There was some measurable and notable variation in this result observed across the municipality, with respondents from Notting Hill measurably more satisfied (and at an "excellent" level). It is noted that respondents from Ashwood/Burwood, Mulgrave, and Hughesdale were notably but not measurably less satisfied than the municipal average and at "solid" rather than "good" levels.
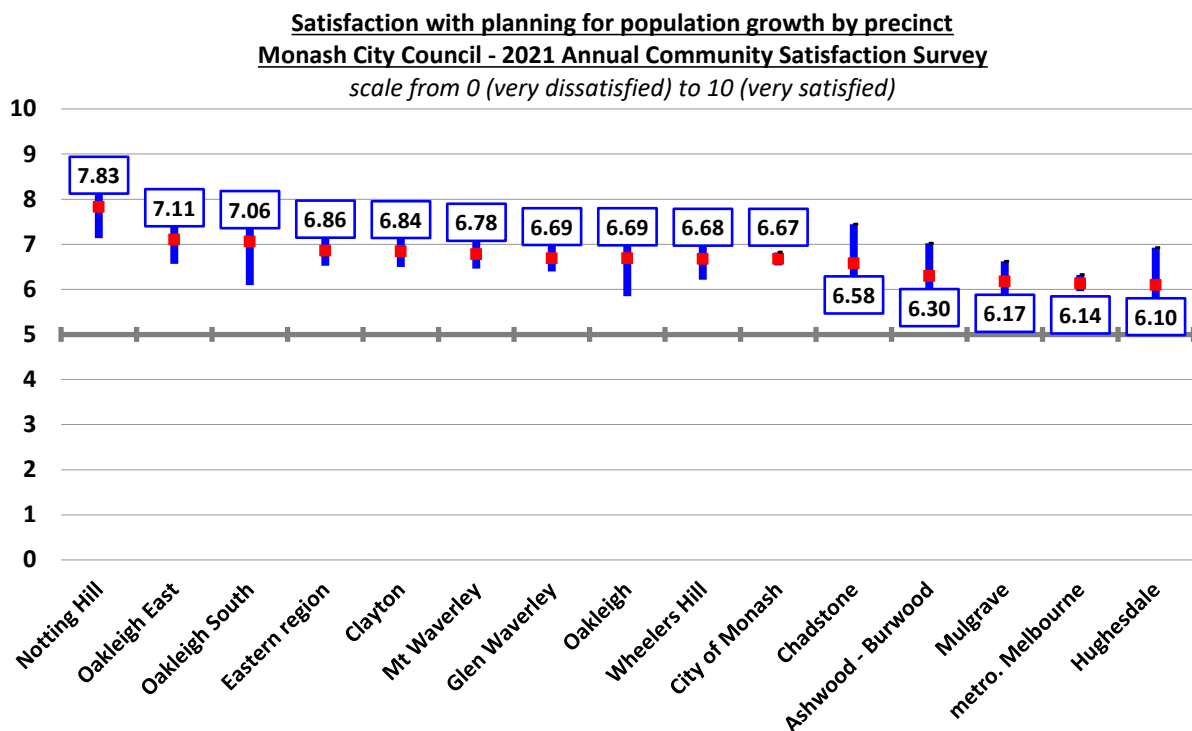
There was measurable and significant variation in "satisfaction with "planning for population growth by all levels of government" observed by respondent profile, as follows:

- *Age structure* – satisfaction with planning for population growth declines with the respondents' age, with young adults and adults (aged 18 to 44 years) measurably more satisfied than average and middle-aged and older adults (aged 45 to 74 yeas) measurably less.

- *Disability status* – respondents from households with a member with a disability were measurably and significantly less satisfied than other respondents.

Satisfaction with planning for population growth by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
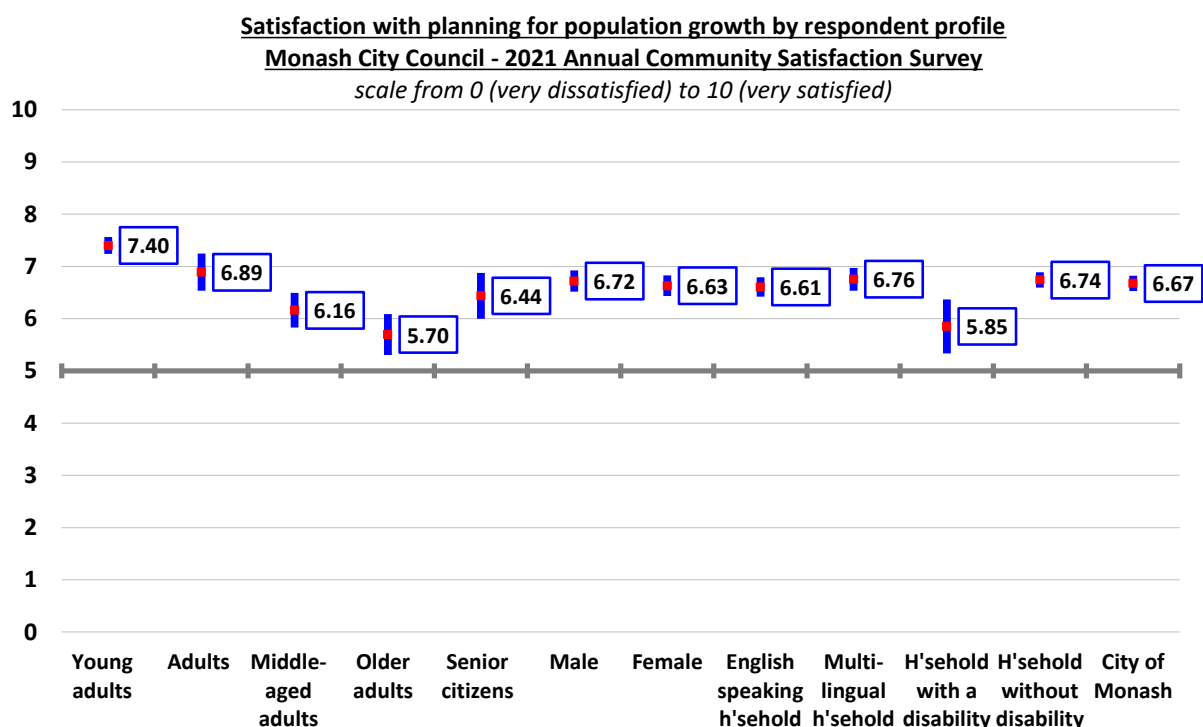
Reason for dissatisfaction with planning for population growth

The 84 respondents dissatisfied with planning for population growth, along with the respondents who were "neutral" (rated 5), provided a total of 168 responses outlining the reasons why they were dissatisfied.

- *Planning and development* – 78 responses were around the number, type, and density of new residential development in the area, including a perception of overcrowding / overpopulation.

- *Infrastructure* – 32 responses were concerned about the impact of population growth on existing infrastructure, including 18 specifically referencing traffic congestion and parking.

- *Traffic and parking* – 33 responses were concerned about the impact of population growth on traffic congestion and parking.

- *Services and facilities* – 20 responses were concerned about the impact of population growth on services and facilities, including health and human services.

- *Other* – 4 responses outlining other concerns.

Reasons for rating satisfaction with planning for population growth less than 6
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Planning and development / neighbourhood character	
Overdevelopment	15
High density, unit buildings	5
No planning	5
Overly populated and infrastructure is not keeping up with the growth	4
Getting overcrowded	4
Increase in population density is affecting amount of public space available and results in traffic congestion, lack of parking	3
It's becoming overpopulated	3
No space to further develop systematically	3
Overdevelopment. Council is losing its character	3
Too many high-rises	3
Unsuitable development	3
No regulation on sub-dividing of lands, too much	2
The overdevelopment plans need to be discussed with the residents	2
The planning is not adequate / very poor	2
Too many multi-storey developments coming up, not suited to the area	2
Allowing people to build 3 storey town houses without thinking of neighbourhood character	1
Already so congested, no idea how they will manage	1
Badly built developments, like 4 units on a small block	1
Developments aren't well balanced with the growth in the population	1
Higher density housing without appropriate infrastructure	1
Out of control	1
Overdevelopment without permit	1
Overdevelopment, parking is a big issue	1
The planning approvals are an issue	1
There's too much land left empty	1
They can't see in the future	1
They need to consider the approval of high-density buildings	1
They tend to be reactive than proactive which is inappropriate and costly, very slow	1
Too many dwellings and developments causing traffic congestion and parking issues	1
Too many high-rise buildings not enough parking for them they will block roads in future	1
Too many units in one block, overcrowded	1
Too much development will have a lots people coming	1
We shouldn't be planning for population growth	1
Whole planning is mixed up and not well planned at all	1
Total	**78**
Infrastructure	
Lack of infrastructure	21
Not enough infrastructure	3

Infrastructure is not keeping up with the growth	2
Poor infrastructure planning	2
Certain parts of Monash the infrastructure is at full capacity	1
Monash will be overpopulated soon and more needs to be done to improve the required infrastructure and facilities	1
No proper infrastructure	1
So much development going to be strain on things like water levels, parking, sewage	1
Total	**32**

Parking, traffic, roads, and public transport

Parking and traffic congestion	17
Parking is bad, facilities needed to manage increase	4
No provision of parking near the train stations	2
Increase in traffic and lesser parking due new developments	1
Not enough parking for high-rise developments	1
Not enough public transport	1
Rail infrastructure should be reconsidering and connect more suburbs	1
Road management is struggling already	1
Roads are congested parking are insufficient footpaths are a new urban planning required and they should stop making buildings	1
Roads are not wide enough for parking for increased density and other infrastructure	1
Subdivisions have caused much more parking on the street which takes up space on the street	1
Traffic congestion	1
Traffic has greatly increased, and trip times have increased	1
Total	**33**

Services and facilities

Services haven't increased (drainage, electricity, etc)	17
Struggling already with current population in terms of facilities	1
The residential area services need to develop more rapidly	1
The Council is not considering the impacts of overdevelopment to things like water level and sewage	1
The sports ground could be maintained better	1
Total	**21**

Other

Council only cares about themselves, no consultation with the community	1
Cutting down trees and destroying green spaces to make concrete blocks is outrageous	1
Nothing is done till the time its critically needed	1
System is broken from the root level, i.e., from the State government	1
Total	**4**
Total	**168**

Satisfaction with aspects of planning and housing development

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and housing development in your local area?

Satisfaction with all three of the planning and housing development related outcomes declined marginally but not measurably this year, down by an average of 2.9%.

Despite a marginal decline this year, satisfaction with the "design of public spaces" remains at a "very good" level, whilst satisfaction with the "protection of trees and vegetation on private property" and "the appearance and quality of new developments" are both now at "good" levels of satisfaction.
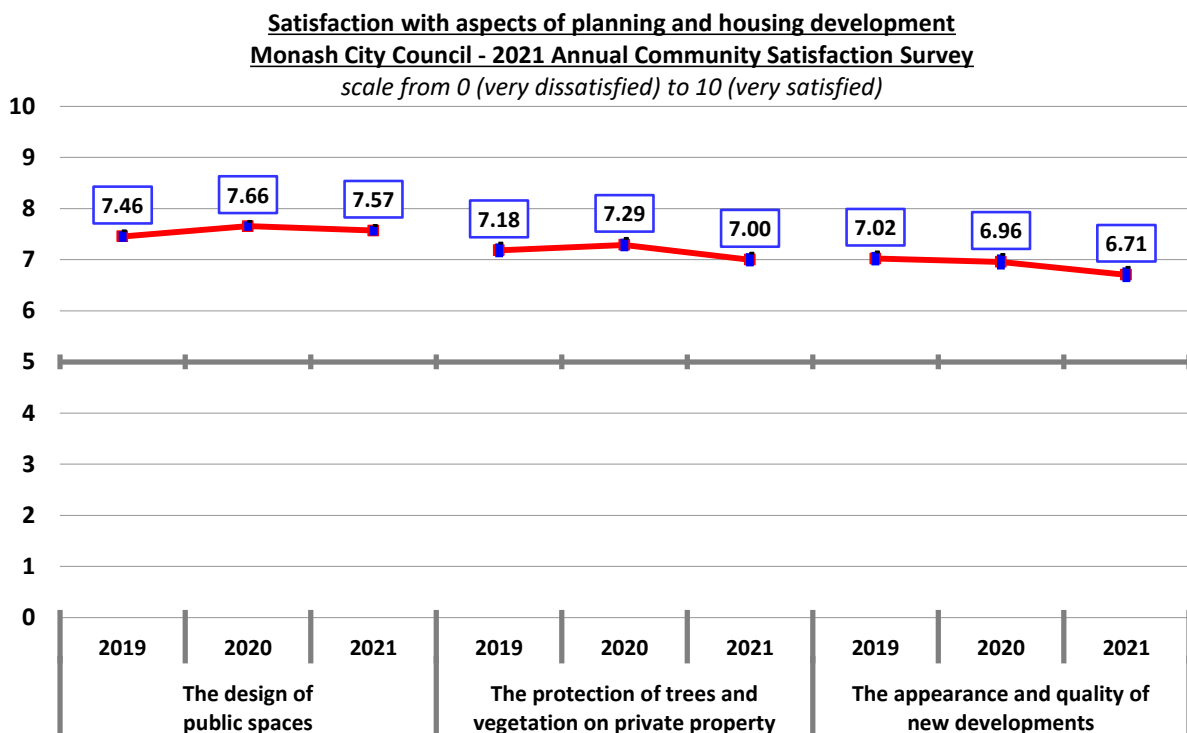
Satisfaction with aspects of planning and housing development
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

	The design of public spaces			The protection of trees and vegetation on private property			The appearance and quality of new developments		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
	7.46	7.66	7.57	7.18	7.29	7.00	7.02	6.96	6.71

The following graph provides a breakdown of these results into the proportion of respondents who were "very satisfied" with each of the three aspects of planning and housing development (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (rated satisfaction at five to seven), and those who were "dissatisfied" (rated satisfaction at less than five out of 10).

Attention is drawn this year to the continued increase in the proportion of respondents "dissatisfied" with the appearance and quality of new developments, which has increased from 7.9% in 2019 to 15.4% this year.

Satisfaction with aspects of planning and housing development
Monash City Council - 2021 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

Legend:
- ▨ Very satisfied (8 - 10)
- ▨ Neutral to somewhat satisfied (5 - 7)
- ▪ Dissatisfied (0 - 4)

	The design of public spaces			The protection of trees and vegetation on private property			The appearance and quality of new developments		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Very satisfied	54.5%	62.2%	57.2%	52.3%	53.4%	46.1%	45.3%	48.4%	41.4%
Neutral	41.8%	35.5%	40.2%	40.9%	40.3%	46.2%	46.8%	39.4%	43.2%
Dissatisfied	3.7%	2.3%	2.6%	6.8%	6.3%	7.7%	7.9%	12.2%	15.4%

When compared to the metropolitan Melbourne and eastern region councils' average results from the 2021 *Governing Melbourne* research, it is noted that satisfaction with the design of public spaces is somewhat higher than the metropolitan Melbourne average and consistent with the eastern region councils' average.

Satisfaction with the appearance and quality of new developments has declined marginally over the last three years, and is now similar to the metropolitan Melbourne average, but somewhat lower than the average for the eastern region councils.

Satisfaction with aspects of planning and housing development
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

	The design of public spaces			Appearance and quality new developments		
	City of Monash	metro. Melbourne	Eastern region	City of Monash	metro. Melbourne	Eastern region
Value	7.57	7.27	7.66	6.71	6.68	7.29
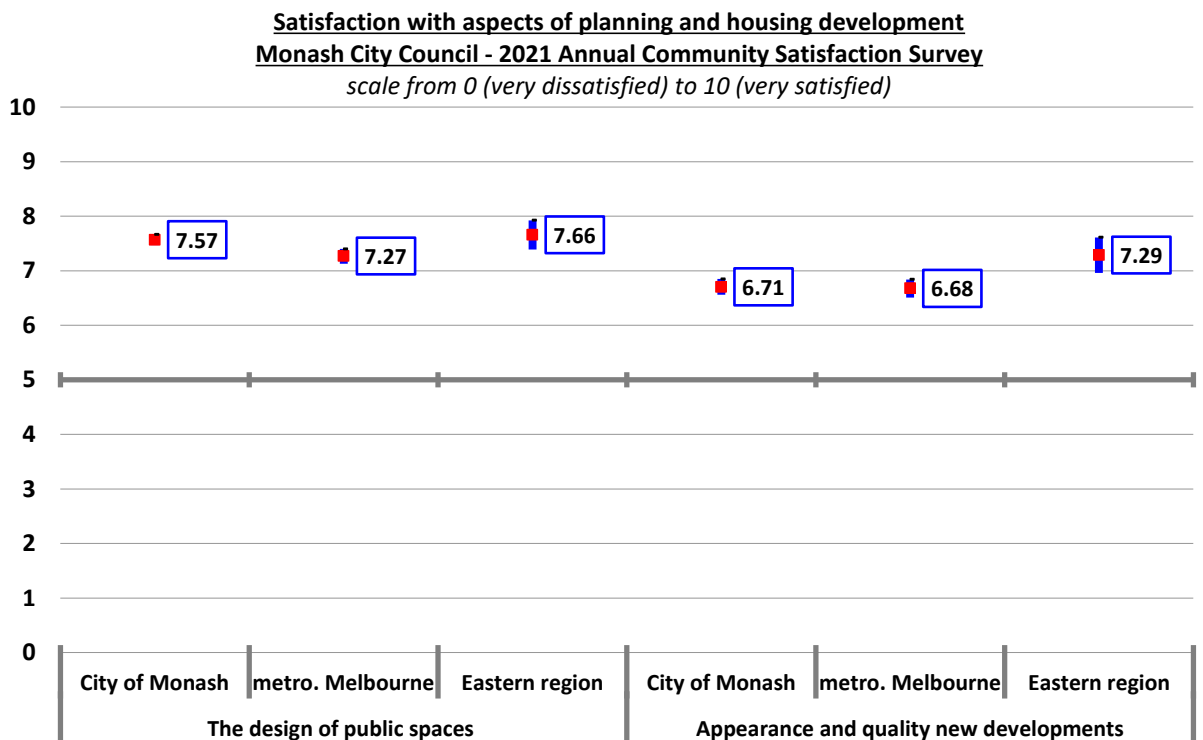
Satisfaction with "the design of public spaces" declined marginally but not measurably this year, down 1.2% to 7.57, although it remains at a "very good" level. Satisfaction with the design of public spaces in the City of Monash has remained consistent at a "very good" level and a long-term average over the last five years of 7.57.

The design of public spaces
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
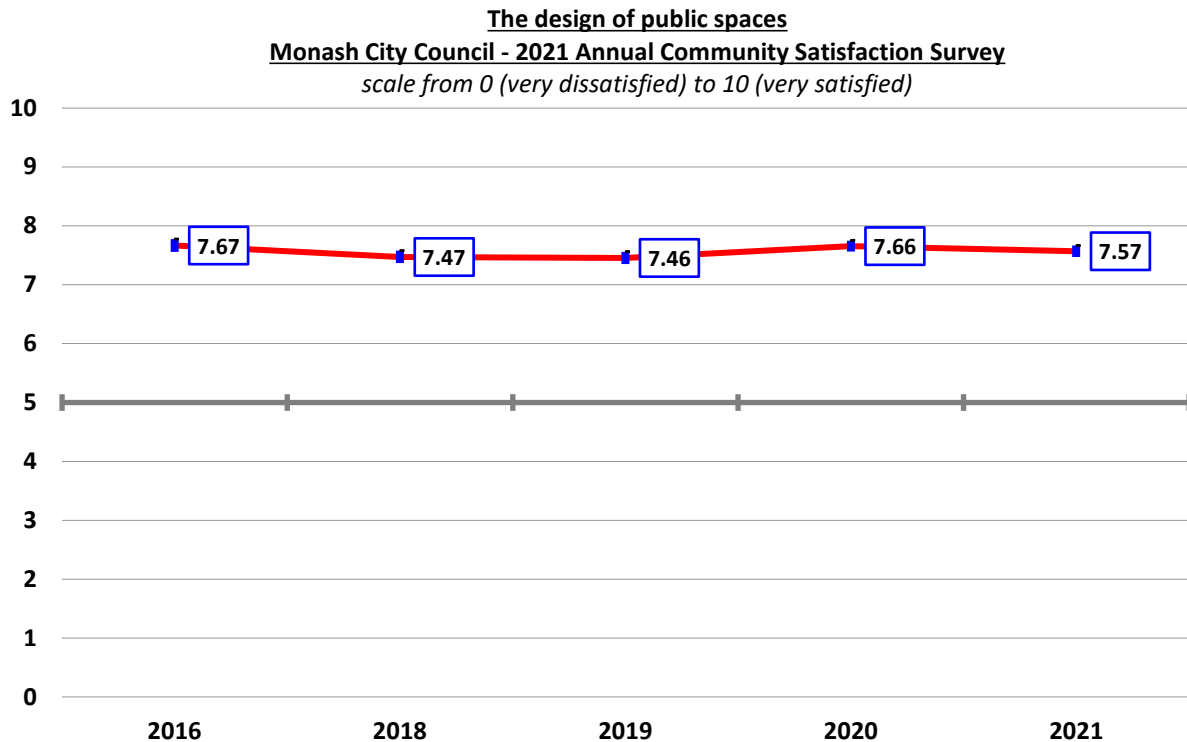
Satisfaction with "the protection of trees and vegetation on private property" declined measurably this year, down four percent to 7.00, which is "good", down from "very good".

The protection of trees and vegetation on private property
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
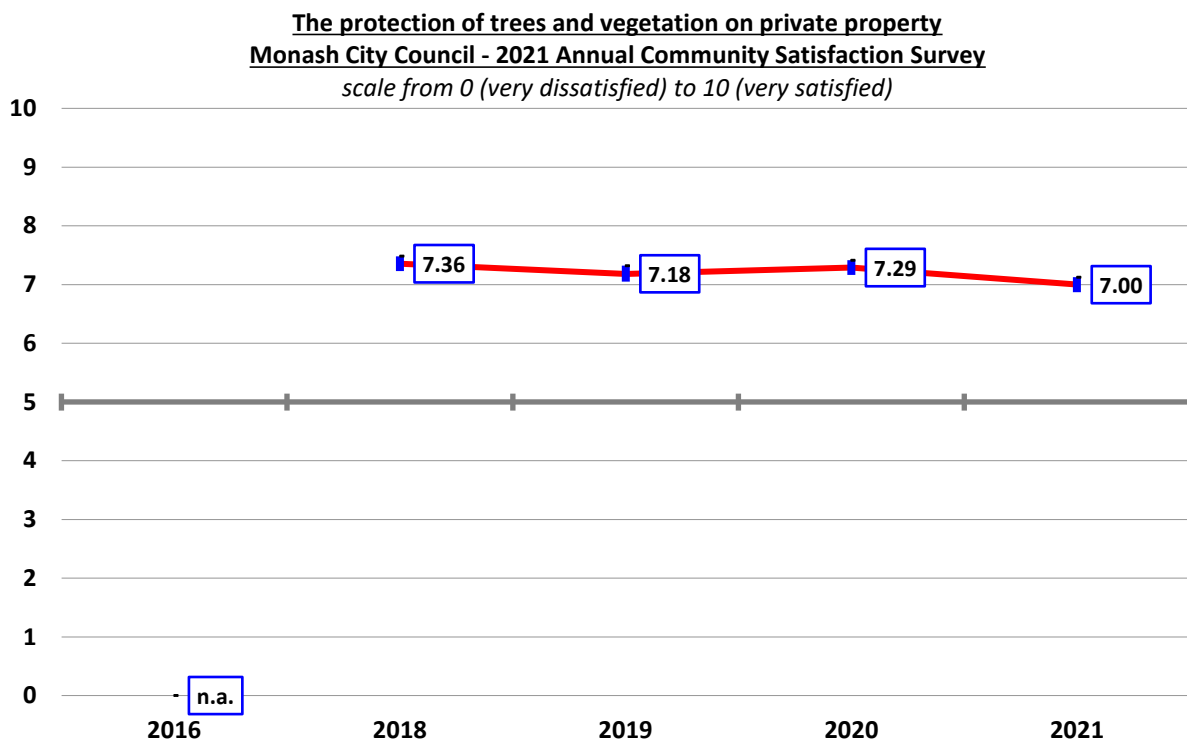
Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Ashwood/Burwood rated satisfaction at a "solid" rather than a "good" level of satisfaction.

The protection of trees and vegetation on private property by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
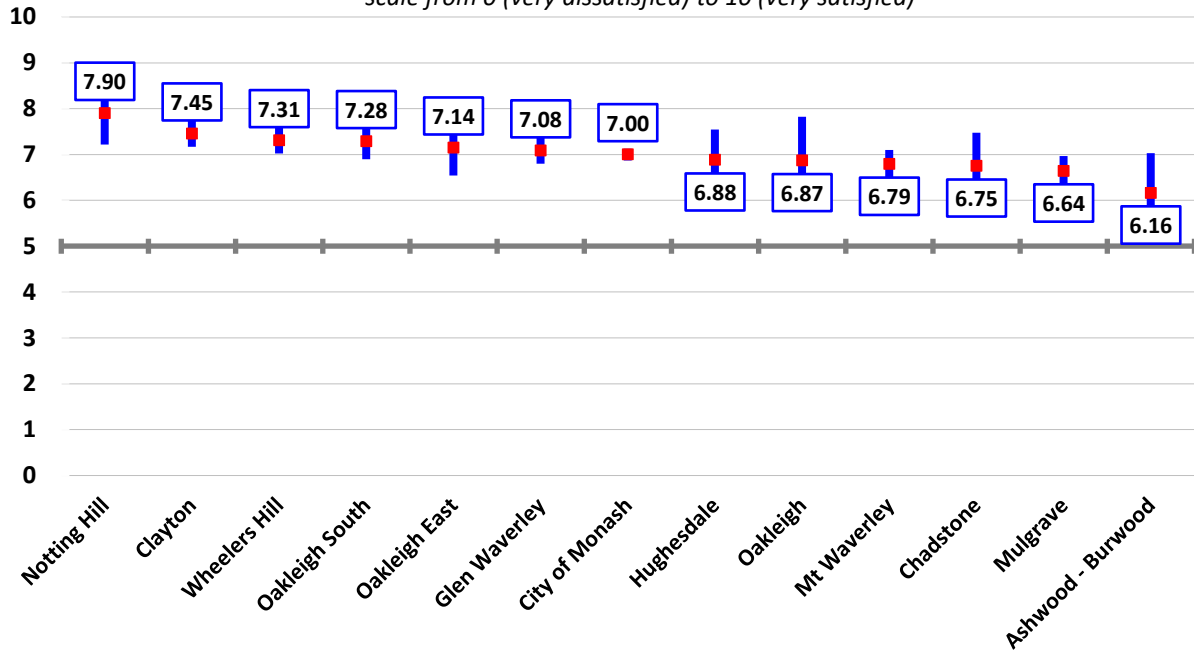
Appearance and quality of new developments

Satisfaction with the "appearance and quality of new developments" declined somewhat this year, down 3.6% to 6.71, although it remains at a "good" level of satisfaction.

The appearance and quality of new developments in your area
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisified)
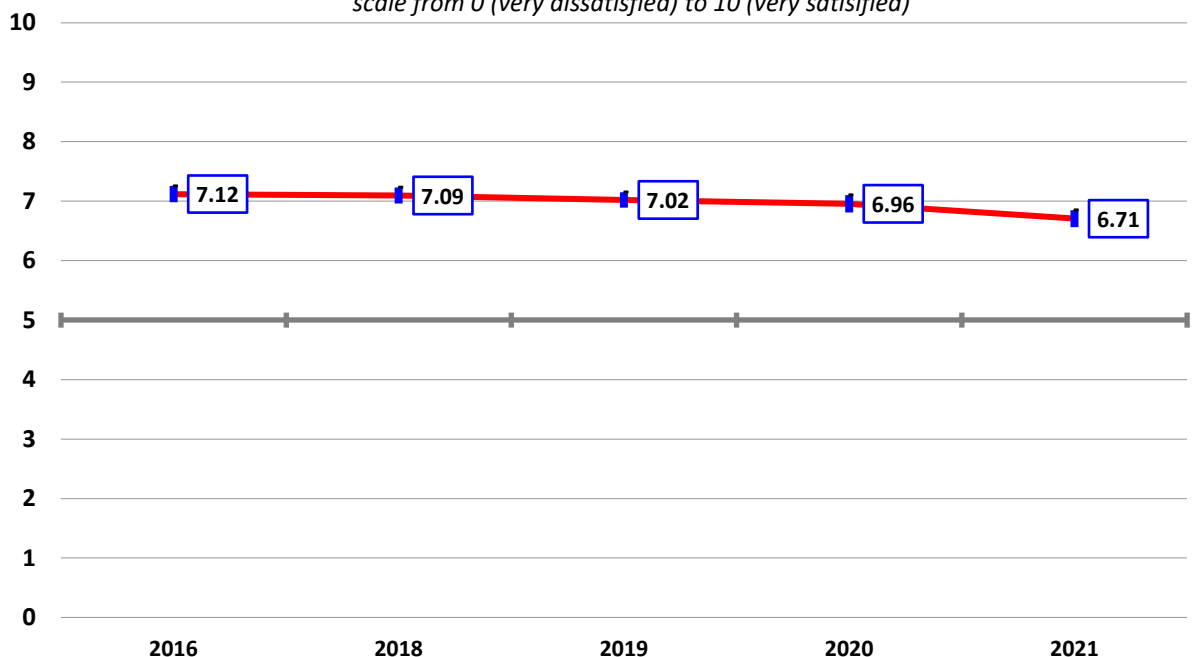
There was measurable variation in this result observed across the municipality, with respondents from Notting Hill measurably more satisfied than average and at an "excellent" rather than a "good" level. It is also noted that respondents from Hughesdale rated satisfaction notably, but not measurably lower than average at 5.84, or a "poor" level.
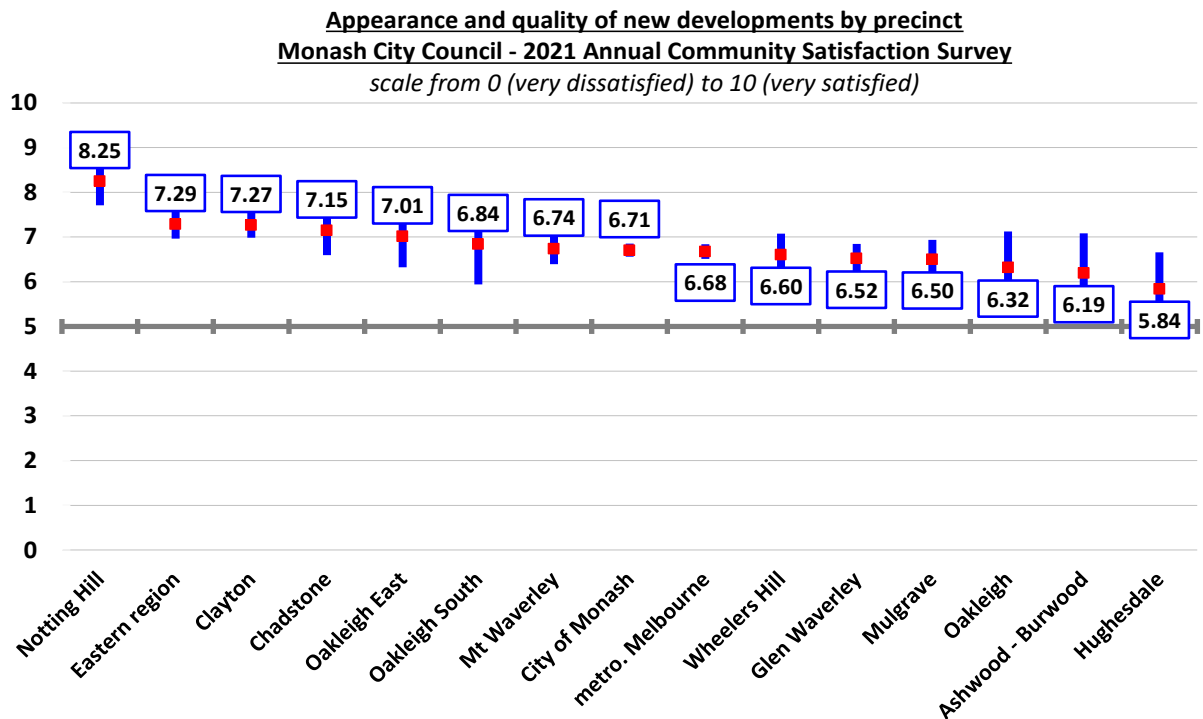
Appearance and quality of new developments by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

There was measurable and significant variation in satisfaction with the "appearance and quality of new developments" observed by respondent profile, as follows:

- *Age structure* – satisfaction with this aspect of planning and housing development declined significantly with the respondents' age structure, from a high of 7.59 "very good" for young adults (aged 18 to 34 years) to a low of 5.77 "poor" for older adults (aged 60 to 74 years).

Appearance and quality of new developments by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
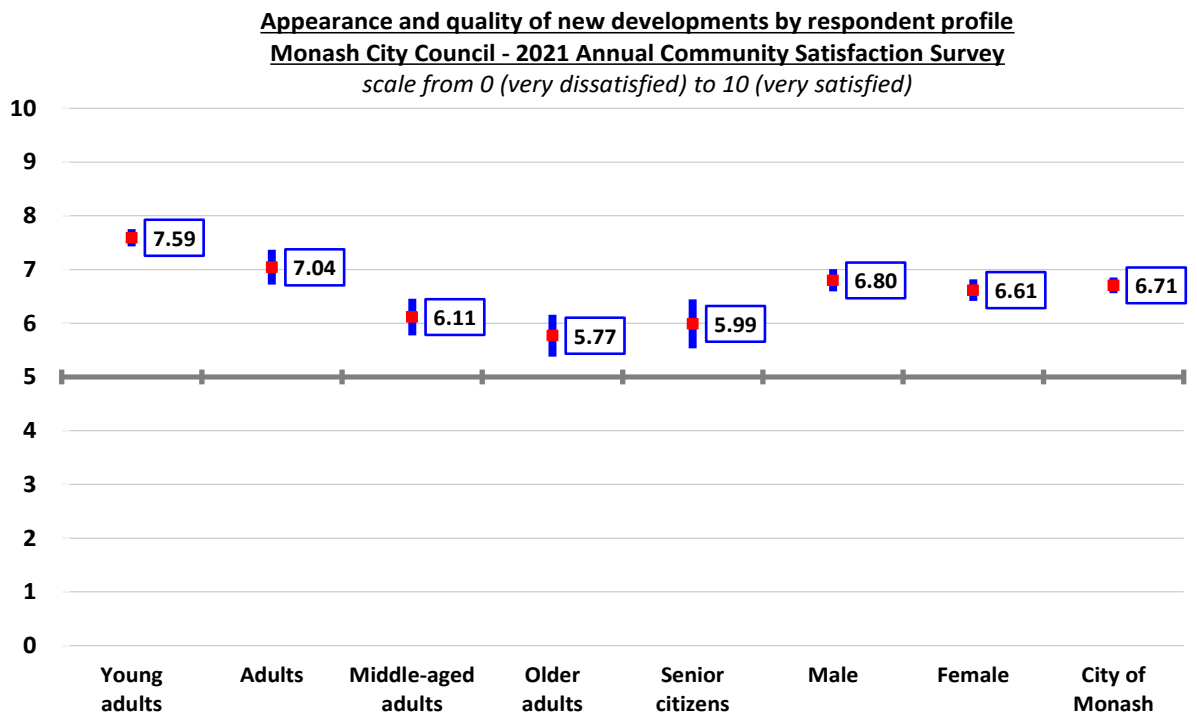
Examples of and comments about specific developments

The following table outlines the reasons why respondents were not satisfied with the appearance and quality of new developments, as well as examples of developments of concern.

It is clear from these results that the most common reason why respondents were dissatisfied was concern over the number, size, and density of new "high-rise" apartments in the municipality.

Reason for rating satisfaction with the appearance and quality of new development less than 6
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Reason	*Number*
Too many high-rises, multi-units, high density apartments	43
Ugly developments	15
Lack of parking spaces	8
Not enough green spaces, vegetation	7
Too crowded / too much congestion	6
Lack of open spaces	5
Too many dwellings on small blocks / narrow streets	5
Too tall apartments, less parking	5
Bad / increase in traffic	3
Developments / units taking down trees	3
Housing developments	3
New developments do not match with the aesthetics of the neighbourhood and landscape	3
Not suitable for this area	3
Poor quality of material for houses	5
Less development is ideal	2
Overdevelopment	2
Too many new developments, more thought should be given to granting permits	2
Useless multistorey dwellings on small blocks of land	2
6 or 8 townhouses on a double block	1
All over Monash townhouses	1
Allowing double storeys on the corners and on the streets	1
Architecturally basic	1
Big townhouses on small blocks	1
Boxes developments	1
French style mansions are outrageous	1
High density apartments. It increases traffic congestion	1
High levels of buildings overlooking other backyards	1
Houses are too big	1
In general, no consideration for style, gardens	1
Lots of sub-dividing and units	1
Loud construction	1
Maintenance of nature strips and front yards by property owners are very poor near the apartments	1

Many people	1
Medium density housing looks the same and all too small	1
More shops in residential buildings	1
Multi-storey houses	1
Multi-unit developments destroy landscape	1
No consideration for the surrounding neighbours during construction	1
No forward planning	1
No infrastructure for population growth	1
Not enough attention to ignorance about personal gardens. Council is doing nothing about it	1
Not keeping up with heritage and no architectural aesthetic	1
Not sufficient parking, the driveways are being blocked by the cars	1
Nothing special. Units very suburban and cheap looking	1
Poorly built housing developments	1
Residences taking up the green spaces around the local area	1
Residential	1
Similar looking buildings	1
The current development cannot sustain the growth development	1
The high-rise buildings that cover most of the area	1
Too cramped. No garden space at all	1
Too high, obstructing sunlight	1
Truck blocks the street	1
Two storey buildings. Destroys the look of the area	1
Total	**158**

Specific sites identified by respondents

Around Carnegie, Murrumbeena	1
Blackburn Rd developments	1
Conner of Miller Cres and Alvie Rd	1
Development on the corner of Jells Rd south side and Ferntree Gully Rd	1
Developments on Kingston St	1
Developments on Warrigal Rd near Holmesglen	1
Ferntree Gully Rd and Jells Rd	1
Hansworth St	1
High-rise buildings in Swidon Rd in Oakleigh, not enough parking for the residents and visitors and they are using local roads for parking which is causing congestion	1
High-rise buildings occupying the green areas near Oakleigh	1
Multi-storey Mt Waverly SC	1
Near Mount View Primary	1
New houses coming up near Lawrence Rd. They come up to the edge of the road	1
Packham St has development of high-rise buildings	1
The high-rise buildings in Clayton	1
The high-rise developments near Glen Waverley shopping centres	1
Too many high-rises. Especially on Montclair Avenue	1
Wilson St development	1
Total	**18**
Total	**176**

Metropolis RESEARCH

Value and vision about City of Monash

The following set of questions around issues, what respondents' value most about and their future vision for the City of Monash were included for the first time in the survey program this year. These questions were included to help inform Council's community vision planning.

Aspects valued most about Monash and reasons why

Respondents were asked:

"What do you value most about Monash and why?"

Respondents were asked an open-ended question as to what they value most about Monash and why.

A little more than half (54.8%) of respondents provided at least one aspect they value most about Monash in answer to this question, at an average of approximately 1.5 aspects each.

These open-ended responses have been broadly categorised, as outlined in the following table, with the verbatim comments available on request.

The aspect most valued about Monash was the "parks, gardens, and open / green spaces" (11.0%). The four next most valued were community atmosphere / feel (5.6%), cleanliness and maintenance of the area (4.4%), cultural diversity (4.4%), and safety (4.4%).

Whilst it is important to bear in mind the relatively small number of respondents who nominated at least one aspect they value most about the City of Monash, there was some variation in these results observed across the 12 precincts comprising the City of Monash, with attention drawn to the following:

- *Ashwood/Burwood* – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces.

- *Chadstone* – respondents were somewhat more likely than average to nominate central location.

- *Clayton* – respondents were somewhat more likely than average to nominate cultural diversity.

- *Wheelers Hill* – respondents were somewhat more likely than average to nominate cleanliness and maintenance of the area.

- *Oakleigh* – respondents were somewhat more likely than average to nominate community atmosphere / feel.

- *Oakleigh East* – respondents were somewhat more likely than average to nominate safety, cultural diversity, and access / proximity to public services.

- *Hughesdale* – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces, cultural diversity, accessibility / proximity to amenities, and access / availability of public transport.

Value most about Monash
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2021 Number	2021 Percent
Parks, gardens and open / green spaces	88	11.0%
Community atmosphere / feel	45	5.6%
Cleanliness and maintenance of area	35	4.4%
Cultural diversity	35	4.4%
Safety	35	4.4%
Access / availability of facilities	24	3.0%
Trees and greenery	23	2.9%
Accessibility / proximity to amenities	21	2.6%
Central location	21	2.6%
Shopping centres / shops	21	2.6%
Access / availability of public transport	20	2.5%
Quiet / peaceful area	19	2.4%
Clean air / environment	17	2.1%
Good planning, housing	14	1.7%
Access / proximity to city	13	1.6%
School / education	13	1.6%
Good area	12	1.5%
Access / proximity to public services	11	1.4%
Library	11	1.4%
Reasonable / value for rates	11	1.4%
Spacious area, big blocks / low density	10	1.2%
Access / availability of sports and recreational services	8	1.0%
Roads / traffic	8	1.0%
Services for the elderly / aged care	8	1.0%
Easy accessibility	7	0.9%
Governance, transparency, non-political	7	0.9%
Access / availability of facilities for kids	6	0.7%
Access / proximity to freeway, main roads	5	0.6%
Proximity to everything	5	0.6%
Aesthetics of the area	4	0.5%
Childcare facilities	4	0.5%
Close to family, friends	4	0.5%
Communication / engagement from Council	4	0.5%
Health care	4	0.5%
Live / born here	4	0.5%
Parking facilities	4	0.5%
Council management / dependability / accountability	3	0.4%
Customer service / responsiveness of Council	3	0.4%
Family oriented	3	0.4%
Monash University	3	0.4%
All other issues *(20 separately identified issues)*	29	3.6%

Total responses	**622**	
Respondents identifying at least one aspect	*439 (54.8%)*	

Value most about Monash by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Ashwood - Burwood	
Parks, gardens and open / green spaces	18.6%
Access / proximity to city	7.0%
Central location	7.0%
Trees and greenery	7.0%
School / education	4.7%
Cleanliness and maintenance of area	4.7%
Quiet / peaceful area	4.7%
Community atmosphere / feel	4.7%
Live / born here	4.7%
Services for the elderly / aged care	2.3%
All other issues	25.6%
Respondents identifying an issue	*27 (62.2%)*

Chadstone	
Central location	11.9%
Parks, gardens and open / green spaces	7.1%
Cleanliness and maintenance of area	4.8%
Safety	4.8%
Community atmosphere / feel	4.8%
Cultural diversity	4.8%
Good area	4.8%
Communication / engagement from Council	2.4%
Quiet / peaceful area	2.4%
Customer service/responsiveness of Council	2.4%
All other issues	19.0%
Respondents identifying an issue	*20 (47.3%)*

Clayton	
Cultural diversity	8.7%
Parks, gardens and open / green spaces	4.8%
Access / availability of facilities	3.8%
Safety	2.9%
Easy accessibility	2.9%
Access / availability of public transport	2.9%
School / education	1.9%
Community atmosphere / feel	1.9%
Shopping centres / shops	1.9%
Library	1.9%
All other issues	25.0%
Respondents identifying an issue	*52 (49.6%)*

Notting Hill	
Access / availability of facilities	6.7%
Access / availability of facilities for kids	6.7%
Access / proximity to freeway, main roads	6.7%
Community atmosphere / feel	6.7%
Cultural diversity	6.7%
Parks, gardens and open / green spaces	6.7%
School / education	6.7%
Trees and greenery	6.7%
Respondents identifying an issue	*5 (30.3%)*

Glen Waverley	
Parks, gardens and open / green spaces	10.9%
Community atmosphere / feel	7.5%
Access / availability of facilities	5.7%
Cleanliness and maintenance of area	5.2%
Trees and greenery	5.2%
Cultural diversity	4.0%
Shopping centres / shops	4.0%
School / education	2.9%
Spacious area, big blocks / low density	2.3%
Safety	2.3%
All other issues	28.7%
Respondents identifying an issue	*98 (56.5%)*

Wheelers Hill	
Parks, gardens and open / green spaces	15.2%
Cleanliness and maintenance of area	10.1%
Safety	6.3%
Central location	6.3%
Cultural diversity	5.1%
Access / availability of public transport	5.1%
Quiet / peaceful area	3.8%
Community atmosphere / feel	3.8%
Access / availability of facilities	3.8%
Good planning, housing	3.8%
All other issues	39.2%
Respondents identifying an issue	*50 (63.8%)*

Value most about Monash by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Mt Waverley	
Parks, gardens and open / green spaces	14.5%
Community atmosphere / feel	6.6%
Cleanliness and maintenance of area	3.9%
Trees and greenery	3.3%
Services for the elderly / aged care	2.6%
Central location	2.6%
Library	2.6%
Clean air / environment	2.6%
Accessibility / proximity to amenities	2.0%
Access / availability of facilities	2.0%
All other issues	28.3%
Respondents identifying an issue	*72 (47.4%)*

Mulgrave	
Parks, gardens and open / green spaces	12.8%
Accessibility / proximity to amenities	12.8%
Safety	11.5%
Quiet / peaceful area	5.1%
Shopping centres / shops	5.1%
Cleanliness and maintenance of area	3.8%
Access / proximity to city	3.8%
Community atmosphere / feel	3.8%
Reasonable / value for rates	3.8%
Spacious area, big blocks / low density	2.6%
All other issues	24.4%
Respondents identifying an issue	*51 (65.7%)*

Oakleigh	
Community atmosphere / feel	13.8%
Parks, gardens and open / green spaces	6.9%
Safety	6.9%
Reasonable / value for rates	6.9%
Access / availability of public transport	6.9%
Clean air / environment	6.9%
Services for the elderly / aged care	3.4%
Cleanliness and maintenance of area	3.4%
Quiet / peaceful area	3.4%
Roads / traffic	3.4%
All other issues	51.7%
Respondents identifying an issue	*22 (76.6%)*

Oakleigh East	
Safety	11.8%
Cultural diversity	11.8%
Access / proximity to public services	11.8%
Quiet / peaceful area	5.9%
Access / availability of facilities	5.9%
Easy accessibility	5.9%
Other issues n.e.i	2.9%
Parks, gardens and open / green spaces	2.9%
Access / proximity to city	2.9%
Community atmosphere / feel	2.9%
All other issues	11.8%
Respondents identifying an issue	*20 (60.1%)*

Oakleigh South	
Cleanliness and maintenance of area	9.5%
Community atmosphere / feel	9.5%
Parks, gardens and open / green spaces	4.8%
Safety	4.8%
Good planning, housing	4.8%
Respondents identifying an issue	*4 (20.0%)*

Hughesdale	
Parks, gardens and open / green spaces	16.7%
Cultural diversity	13.3%
Accessibility / proximity to amenities	10.0%
Access / availability of public transport	10.0%
Safety	6.7%
Community atmosphere / feel	6.7%
Cleanliness and maintenance of area	3.3%
Roads / traffic	3.3%
Access / proximity to city	3.3%
Governance, transparency, non-political	3.3%
All other issues	33.3%
Respondents identifying an issue	*18 (59.4%)*

There was no statistically significant variation in these results observed by respondent profile, although attention is drawn to the following minor variations:

- *Adults (aged 35 to 44 years)* – respondents were somewhat more likely than average to nominate access / availability of facilities for children.

- *Middle-aged adults (aged 45 to 59 years)* – respondents were somewhat more likely than average to nominate community atmosphere / feel, and access / proximity to the city.

- *Older adults (aged 60 to 74 years)* – respondents were somewhat more likely than average to nominate parks, garden, open spaces / green spaces, access / availability of public transport, clean air / environment, and shopping centres / areas.

- *Senior citizens (aged 75 years and over)* – respondents were somewhat more likely than average to nominate trees and greenery, shopping centres / shops, and quiet / peaceful area.

- *Male* – respondents were somewhat more likely than female respondents to nominate parks, gardens, open / green spaces.

- *Female* – respondents were somewhat more likely than male respondents to nominate community atmosphere / feel.

- *English speaking household* – respondents were somewhat more likely than respondents from multi-lingual households to nominate community atmosphere / feel.

- *Multi-lingual household* - respondents were somewhat more likely than respondents from English speaking households to nominate safety.

Value most about Monash by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Young adults (18 to 34 years)	
Parks, gardens and open / green spaces	7.9%
Cleanliness and maintenance of area	5.7%
Safety	5.7%
Community atmosphere / feel	5.4%
Access / availability of facilities	3.9%
Central location	3.2%
Cultural diversity	3.2%
Clean air / environment	2.5%
Accessibility / proximity to amenities	2.5%
Good planning, housing	2.2%
All other issues	23.3%
Respondents identifying an issue	*133 (47.7%)*

Adults (35 to 44 years)	
Parks, gardens and open / green spaces	8.7%
Community atmosphere / feel	4.7%
Cultural diversity	4.7%
Cleanliness and maintenance of area	3.1%
Reasonable / value for rates	3.1%
Access / availability of public transport	3.1%
Quiet / peaceful area	3.1%
Access / availability of facilities for kids	2.4%
Accessibility / proximity to amenities	2.4%
Safety	2.4%
All other issues	39.4%
Respondents identifying an issue	*71 (55.4%)*

Middle aged adults (45 to 59 years)	
Parks, gardens and open / green spaces	14.0%
Community atmosphere / feel	9.6%
Safety	6.7%
Cultural diversity	6.7%
Cleanliness and maintenance of area	3.9%
Access / availability of facilities	3.9%
Access / proximity to city	3.9%
Shopping centres / shops	3.4%
Trees and greenery	2.8%
Access / availability of public transport	2.2%
All other issues	34.8%
Respondents identifying an issue	*108 (60.6%)*

Older adults (60 to 74 years)	
Parks, gardens and open / green spaces	18.6%
Access / availability of public transport	5.4%
Clean air / environment	5.4%
Community atmosphere / feel	4.7%
Shopping centres / shops	4.7%
Quiet / peaceful area	3.9%
Cultural diversity	3.9%
Reasonable / value for rates	3.1%
Accessibility / proximity to amenities	3.1%
Central location	3.1%
All other issues	34.1%
Respondents identifying an issue	*79 (61.4%)*

Senior citizens (75 years and over)	
Trees and greenery	11.4%
Parks, gardens and open / green spaces	9.1%
Cleanliness and maintenance of area	6.8%
Shopping centres / shops	5.7%
Quiet / peaceful area	4.5%
Accessibility / proximity to amenities	4.5%
Reasonable / value for rates	3.4%
Aesthetics of the area	3.4%
Cultural diversity	3.4%
School / education	2.3%
All other issues	29.5%
Respondents identifying an issue	*49 (55.3%)*

City of Monash	
Parks, gardens and open / green spaces	11.0%
Community atmosphere / feel	5.6%
Cleanliness and maintenance of area	4.4%
Cultural diversity	4.4%
Safety	4.4%
Access / availability of facilities	3.0%
Trees and greenery	2.9%
Accessibility / proximity to amenities	2.6%
Central location	2.6%
Shopping centres / shops	2.6%
All other issues	34.2%
Respondents identifying an issue	*439 (54.8%)*

Value most about Monash by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Male	
Parks, gardens and open / green spaces	12.9%
Safety	5.4%
Cultural diversity	4.9%
Community atmosphere / feel	4.1%
Cleanliness and maintenance of area	3.6%
Quiet / peaceful area	3.1%
Access / availability of facilities	3.1%
Accessibility / proximity to amenities	2.8%
Access / availability of public transport	2.6%
Clean air / environment	2.3%
All other issues	33.4%
Respondents identifying an issue	*219 (56.2%)*

Female	
Parks, gardens and open / green spaces	9.2%
Community atmosphere / feel	7.0%
Cleanliness and maintenance of area	5.1%
Cultural diversity	3.9%
Safety	3.4%
Trees and greenery	3.4%
Central location	3.2%
Shopping centres / shops	3.2%
Access / availability of facilities	2.9%
Access / availability of public transport	2.4%
All other issues	33.7%
Respondents identifying an issue	*221 (53.5%)*

English speaking	
Parks, gardens and open / green spaces	13.0%
Community atmosphere / feel	6.0%
Cleanliness and maintenance of area	4.6%
Trees and greenery	4.4%
Cultural diversity	4.2%
Accessibility / proximity to amenities	3.2%
Central location	3.0%
Access / availability of public transport	2.8%
Safety	2.8%
Good planning, housing	2.6%
All other issues	31.6%
Respondents identifying an issue	*221 (51.2%)*

Multi-lingual	
Parks, gardens and open / green spaces	8.8%
Safety	6.6%
Community atmosphere / feel	5.2%
Cultural diversity	4.7%
Cleanliness and maintenance of area	4.1%
Access / availability of facilities	3.8%
School / education	3.0%
Shopping centres / shops	3.0%
Quiet / peaceful area	2.7%
Central location	2.5%
All other issues	33.5%
Respondents identifying an issue	*216 (59.2%)*

Importance of selected issues

Respondents were asked:

"On a scale from 0 (very unimportant) to 10 (very important), how important are the following issues to you?"

Respondents were asked to rate, on a scale from zero to 10, how important each of 10 issues were to them personally.

As is clear in the following graph, respondents rated all 10 issues as very important, with average importance scores of approximately eight to 8.5 out of 10.

Traffic congestion was measurably more important, on average, than vulnerability to pandemics, climate change, coordinated service provision, and technology and the pace of change. It is also noted that technology and the pace of change was measurably less important than the other nine listed issues, although still very important on average.

Importance of selected issues
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Traffic congestion	Waste, pollution, greenhouse gas emissions	Local biodiversity and green space	Job availability, accessibility	Accessible, affordable housing	Social connection, acceptance of social, cultural diversity	Well designed developments	Vulnerability to pandemics, climate change	Coordinated service provision	Technology, the pace of change
8.57	8.50	8.49	8.48	8.48	8.42	8.42	8.32	8.31	7.95

The following graph provides a breakdown of these results into the proportion of respondents who considered each issue "very important" (i.e., rated importance at eight or more out of 10), those who considered each issue to be "neutral to somewhat important" (rated importance at five to seven), and those who considered each issue to be "unimportant" (rated satisfaction at less than five out of 10).

It is noted that more than two-thirds of respondents providing an importance score, considered each of the 10 issues to be "very important", whilst less than four percent of respondents considered any of the 10 issues to be unimportant.
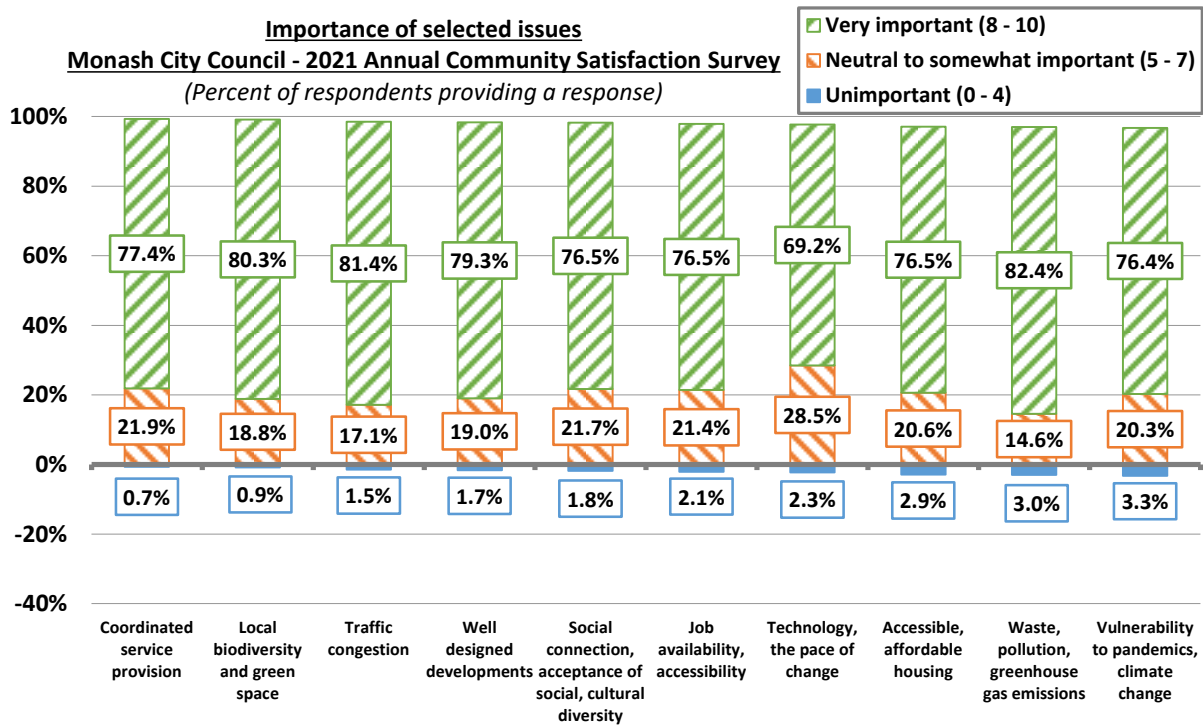
Importance of selected issues
Monash City Council - 2021 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

Legend:
- Very important (8 - 10)
- Neutral to somewhat important (5 - 7)
- Unimportant (0 - 4)

Issue	Very important	Neutral to somewhat important	Unimportant
Coordinated service provision	77.4%	21.9%	0.7%
Local biodiversity and green space	80.3%	18.8%	0.9%
Traffic congestion	81.4%	17.1%	1.5%
Well designed developments	79.3%	19.0%	1.7%
Social connection, acceptance of social, cultural diversity	76.5%	21.7%	1.8%
Job availability, accessibility	76.5%	21.4%	2.1%
Technology, the pace of change	69.2%	28.5%	2.3%
Accessible, affordable housing	76.5%	20.6%	2.9%
Waste, pollution, greenhouse gas emissions	82.4%	14.6%	3.0%
Vulnerability to pandemics, climate change	76.4%	20.3%	3.3%

The following graphs outline the average importance of each of these 10 issues across the 12 precincts comprising the City of Monash.

It is noted that there was no statistically significant variation recorded. This is due, at least in part, to the relatively small precinct-level sample sizes. It is also true, however, that given the high importance of each of these 10 issues in the community, it is not unexpected that they may be relatively consistently important across the municipality.

There was no statistically significant variation in the average importance of "well designed developments" observed across the 12 precincts comprising the City of Monash.
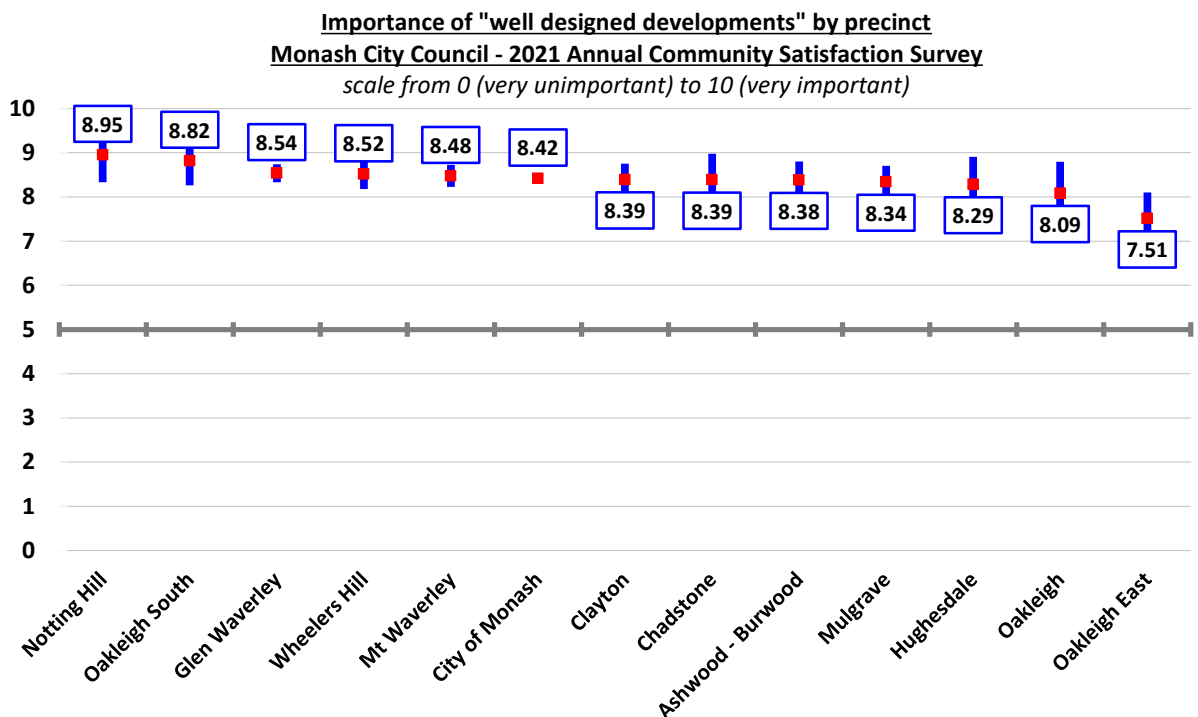
Importance of "well designed developments" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Precinct	Score
Notting Hill	8.95
Oakleigh South	8.82
Glen Waverley	8.54
Wheelers Hill	8.52
Mt Waverley	8.48
City of Monash	8.42
Clayton	8.39
Chadstone	8.39
Ashwood - Burwood	8.38
Mulgrave	8.34
Hughesdale	8.29
Oakleigh	8.09
Oakleigh East	7.51

There was relatively little variation in average importance observed by respondent profile, although it is noted that older adults rated importance marginally higher than than average, and male respondents rated importance marginally lower than female respondents.
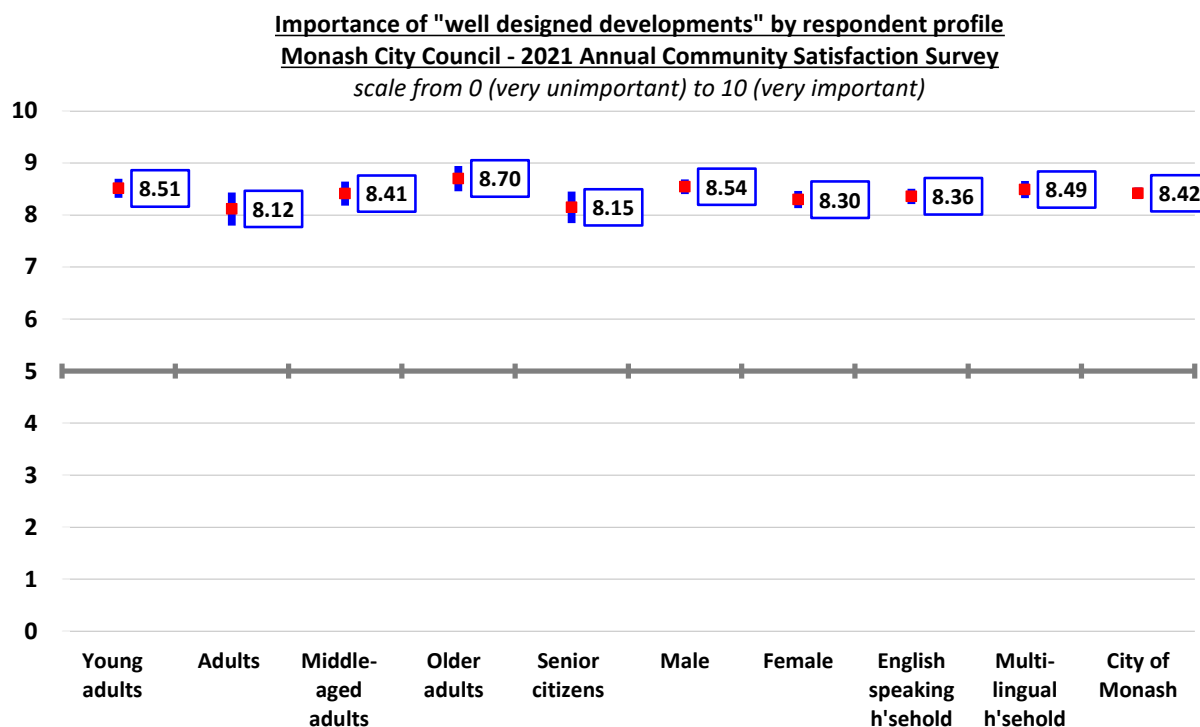
Importance of "well designed developments" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

There was no statistically significant variation in the average importance of "waste, pollution, greenhouse gas emissions and resource use" observed across the 12 precincts comprising the City of Monash.

Importance of "waste, pollution, greenhouse gas emissions and resource use" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

There was relatively little variation in average importance observed by respondent profile, although it is noted that young adults (aged 18 to 34 years) rated this marginally more important than the municipal average.

Importance of "waste, pollution, greenhouse gas emissions and resource use" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

There was no statistically significant variation in the average importance of "vulnerability to pandemics, climate change, and other hazards" observed across the 12 precincts comprising the City of Monash.

Importance of "vulnerability to pandemics, climate change and other hazards" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)
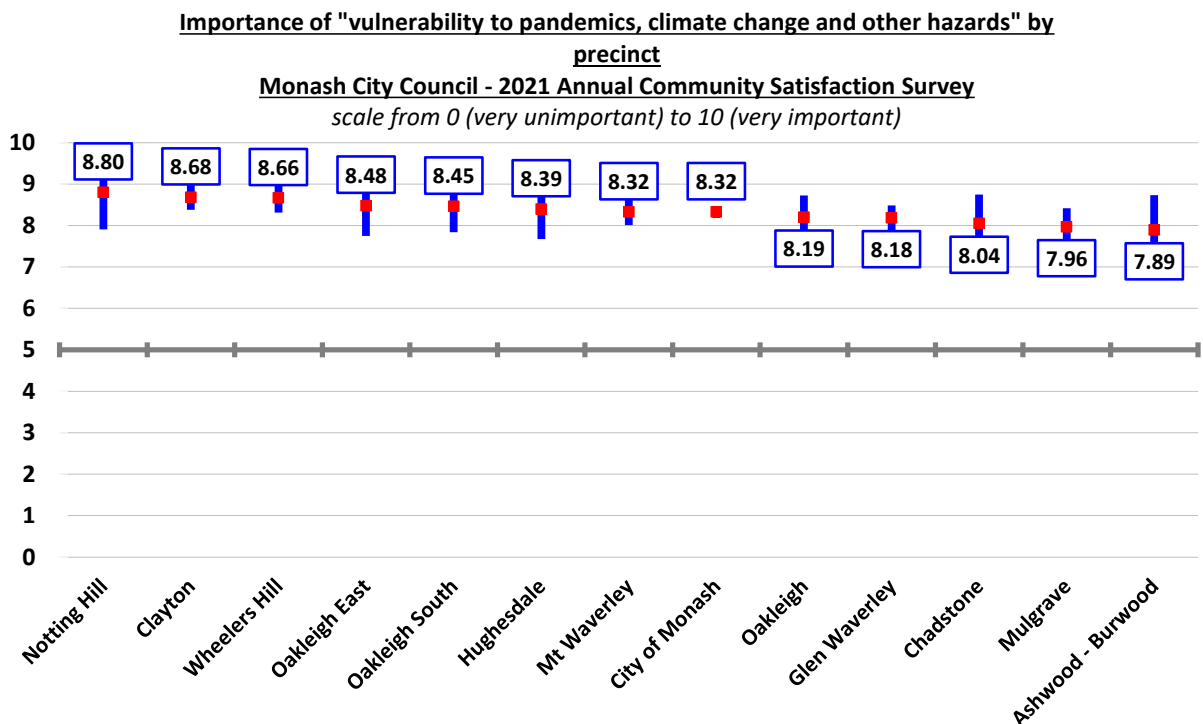
Whilst there was no statistically significant variation in average importance observed by respondent profile, it is noted that young adults (aged 18 to 34 years) rated this marginally more important than average, whilst senior citizens (aged 75 years and over) rated it marginally less important than average.

Importance of "vulnerability to pandemics, climate change and other hazards" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking h'sehold	Multi-lingual h'sehold	City of Monash
8.59	8.43	8.09	8.23	7.87	8.19	8.44	8.24	8.42	8.32
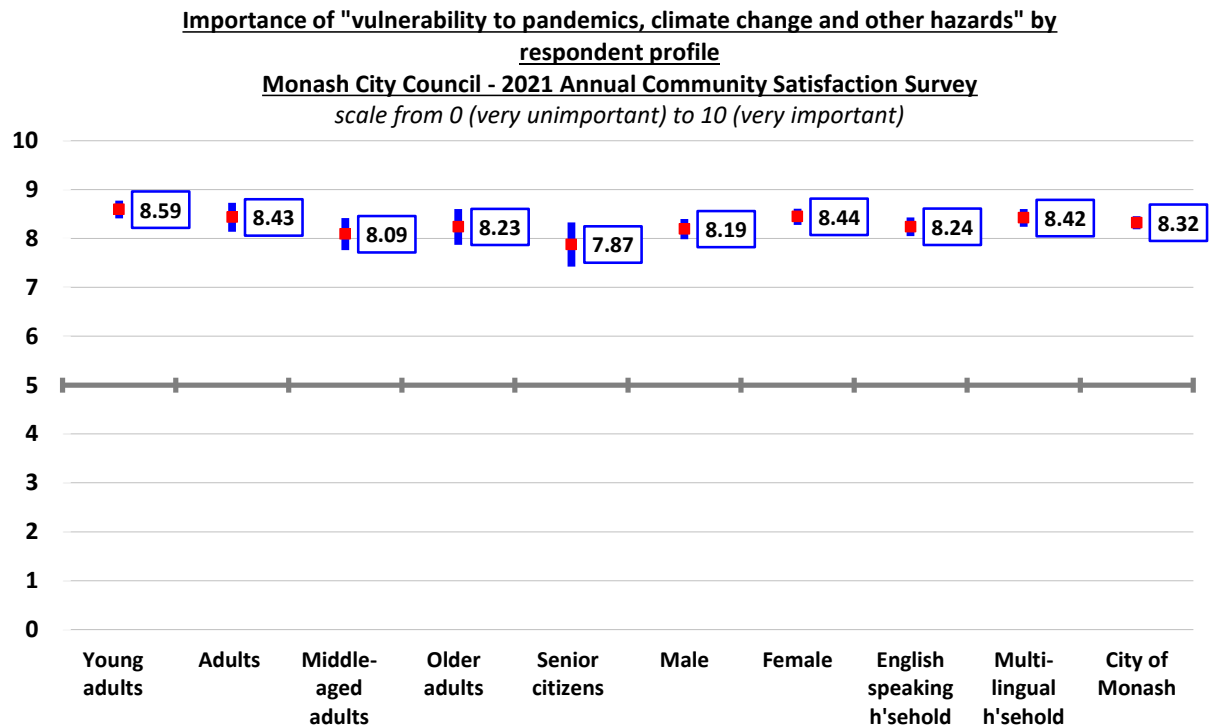
There was no statistically significant variation in the average importance of "traffic congestion" observed across the 12 precincts comprising the City of Monash.
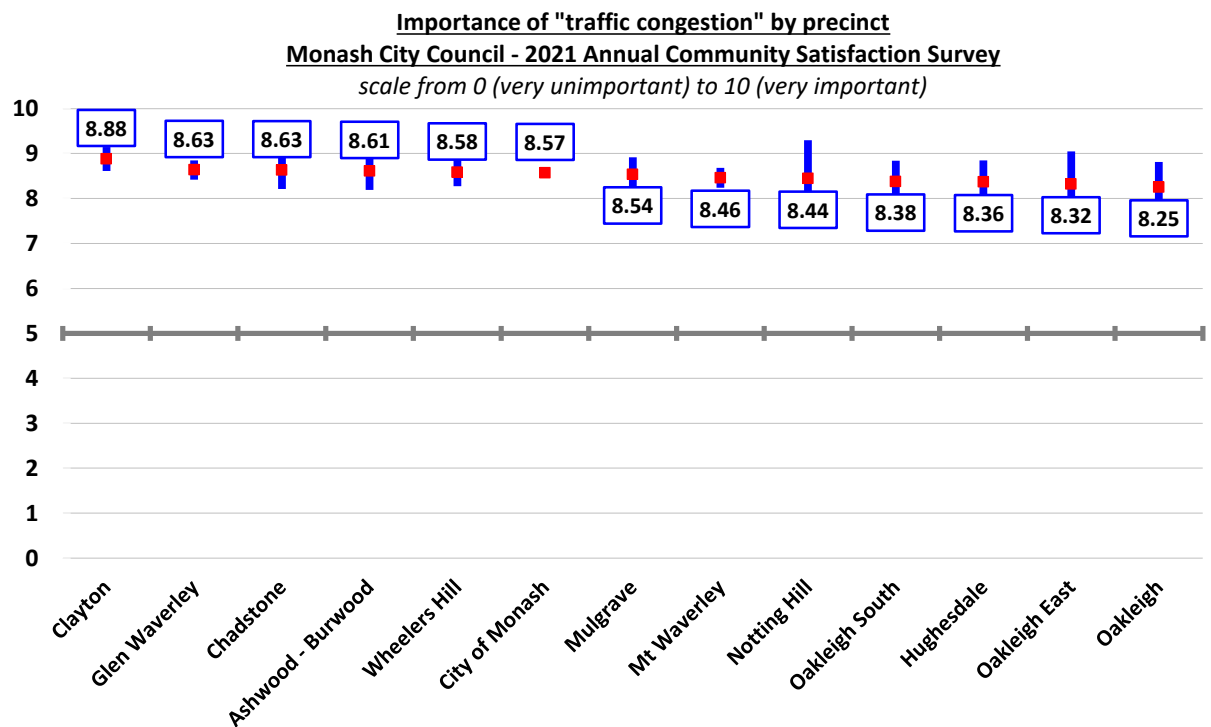
Importance of "traffic congestion" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Clayton	Glen Waverley	Chadstone	Ashwood - Burwood	Wheelers Hill	City of Monash	Mulgrave	Mt Waverley	Notting Hill	Oakleigh South	Hughesdale	Oakleigh East	Oakleigh
8.88	8.63	8.63	8.61	8.58	8.57	8.54	8.46	8.44	8.38	8.36	8.32	8.25

There was no substantial variation in the average importance of this issue observed by respondent profile.

Importance of "traffic congestion" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)
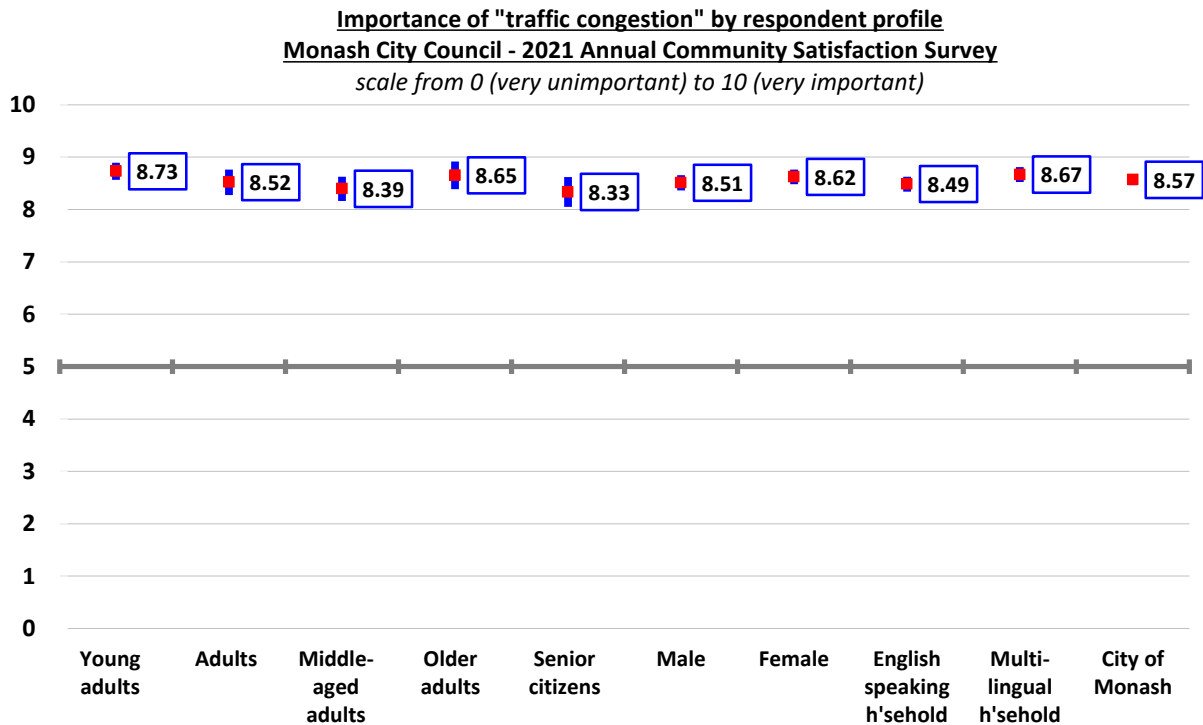
There was no statistically significant variation in the average importance of "housing that is accessible and affordable to all" observed across the 12 precincts comprising the City of Monash.
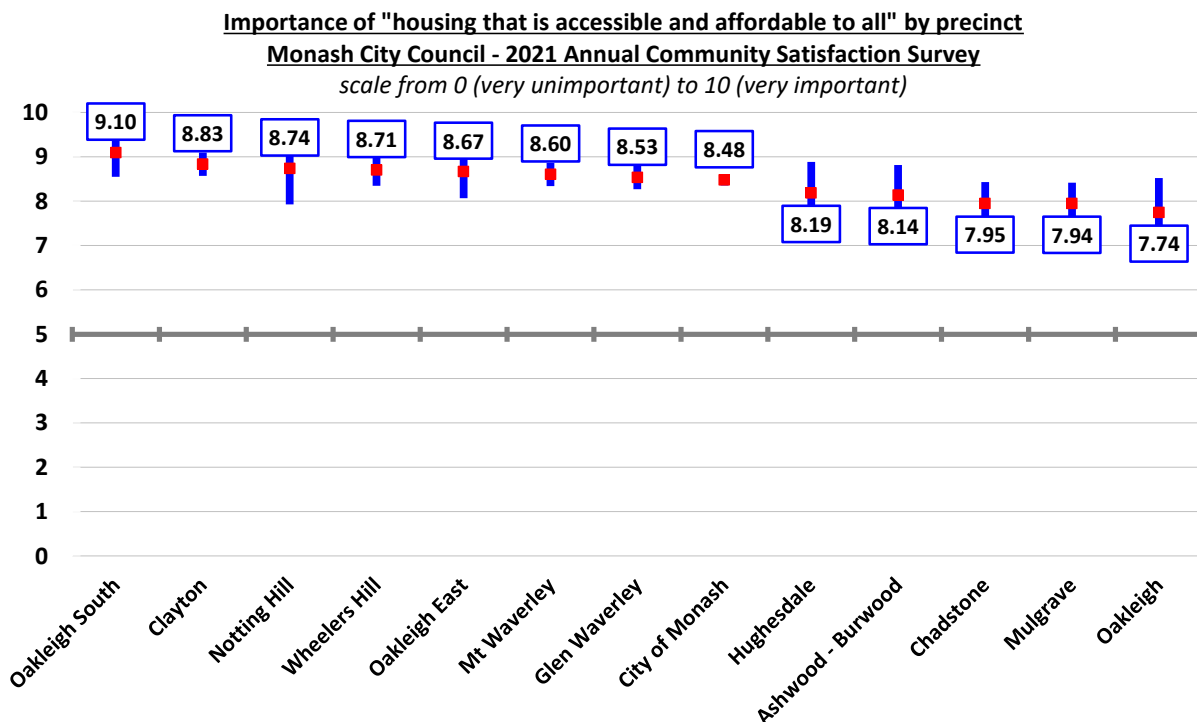
Importance of "housing that is accessible and affordable to all" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

There was substantial variation in the average importance of this issue observed by respondent profile, with the average importance declining measurably with the respondents' age. It is also noted that female respondents rated this issue notably but not measurably more important than male respondents.

Importance of "housing that is accessible and affordable to all" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)
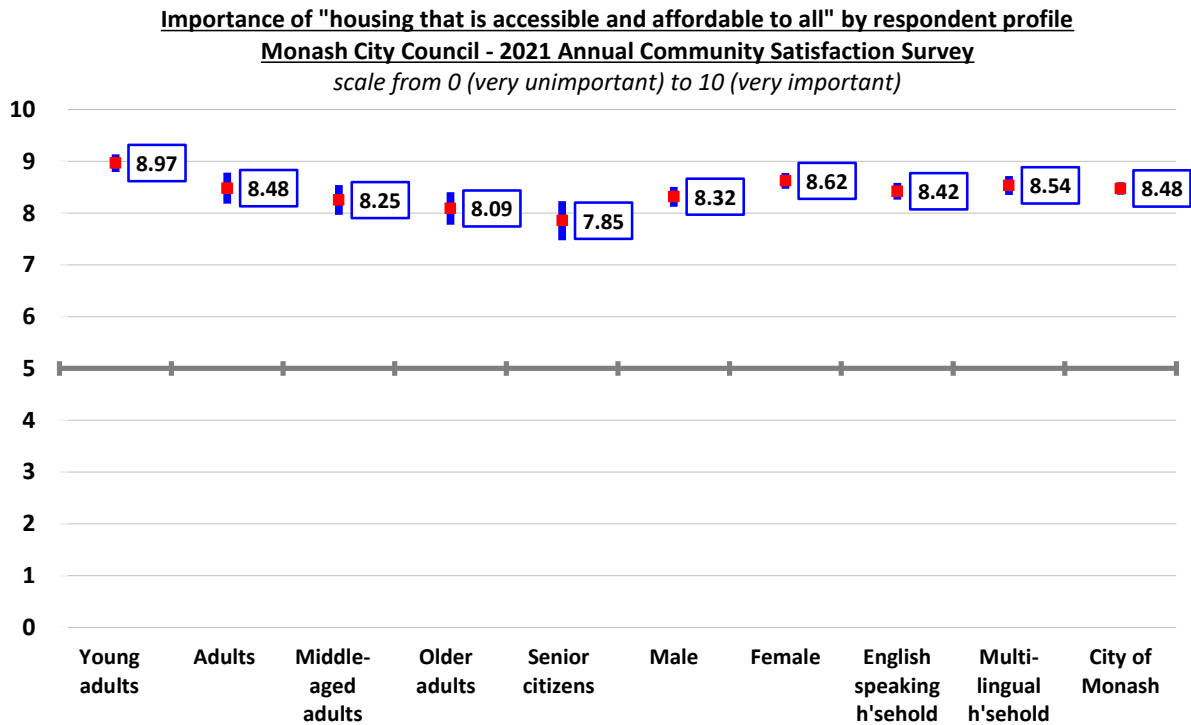
There was no statistically significant variation in the average importance of "social connection and acceptance of social and cultural diversity" observed across the 12 precincts comprising the City of Monash.

Importance of "social connection and acceptance of soical and cultural diversity" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)
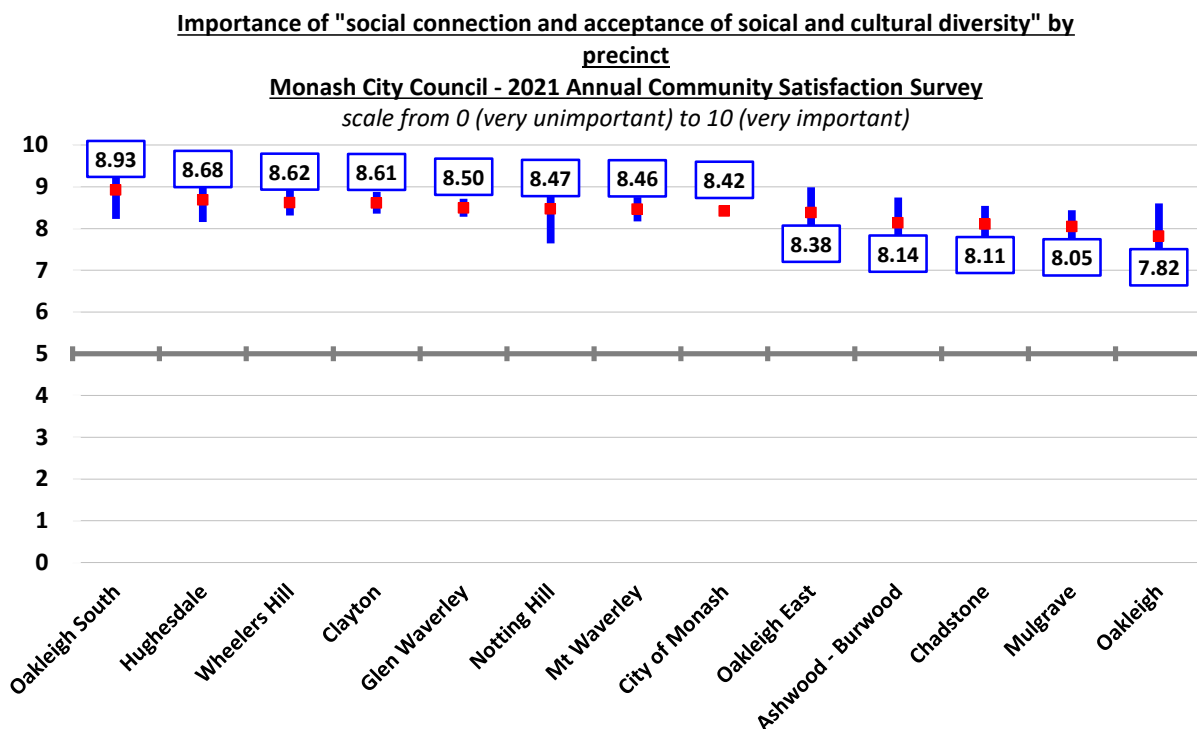
There was notable variation in the average importance of this issue observed by respondent profile, with the average importance declining measurably with the respondents' age. It is also noted that female respondents rated this issue notably but not measurably more important than male respondents.

Importance of "social connection and acceptance of soical and cultural diversity" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)
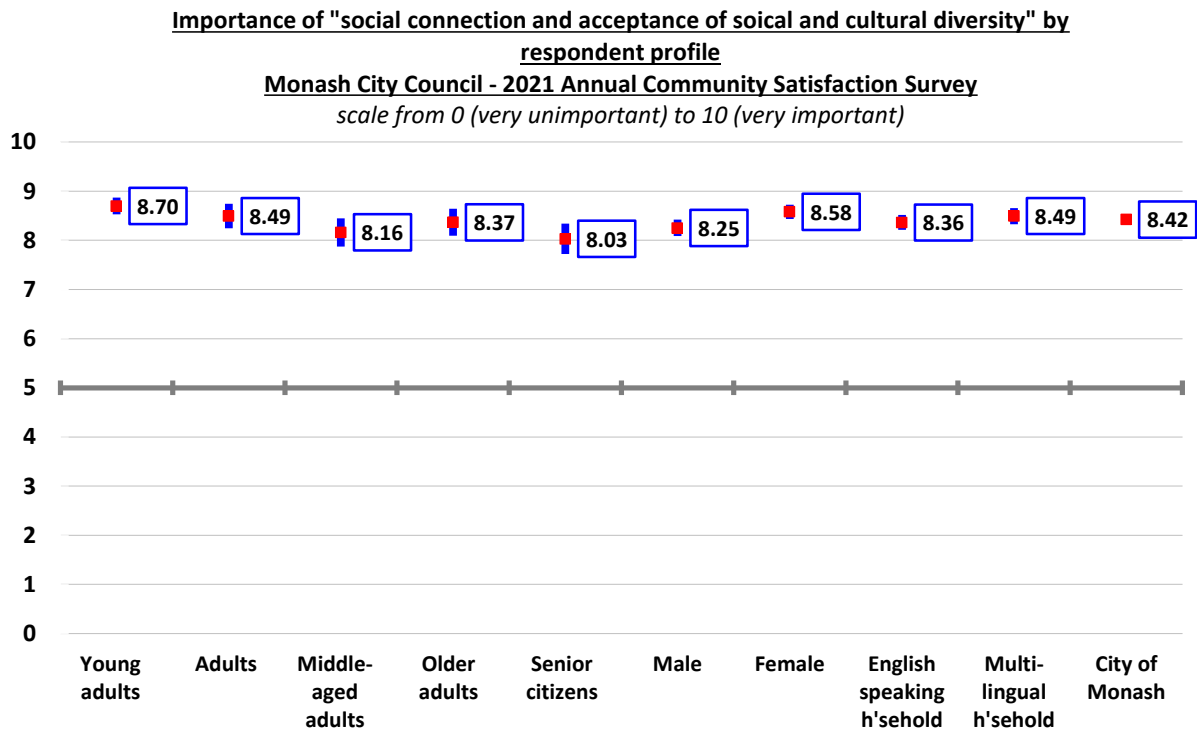
There was no statistically significant variation in the average importance of "technology and the pace of change" observed across the 12 precincts comprising the City of Monash.
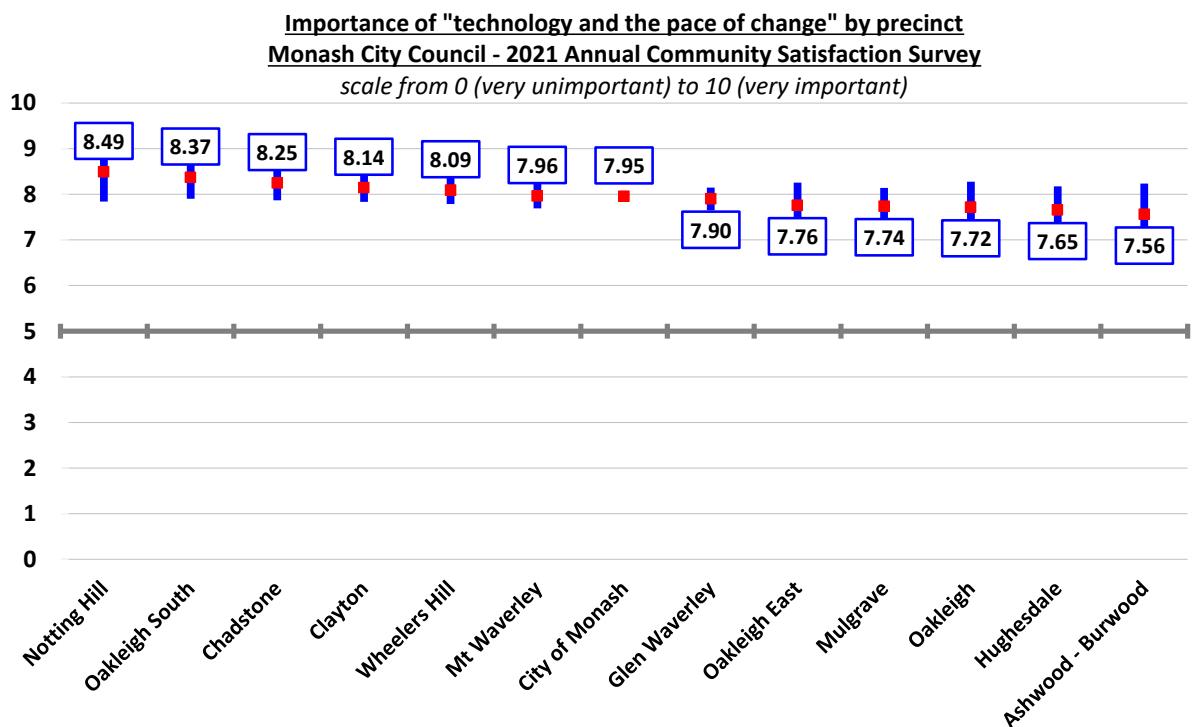
Importance of "technology and the pace of change" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

There was substantial variation in the average importance of this issue observed by respondent profile, with the average importance declining measurably with the respondents' age.

Importance of "technology and the pace of change" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)
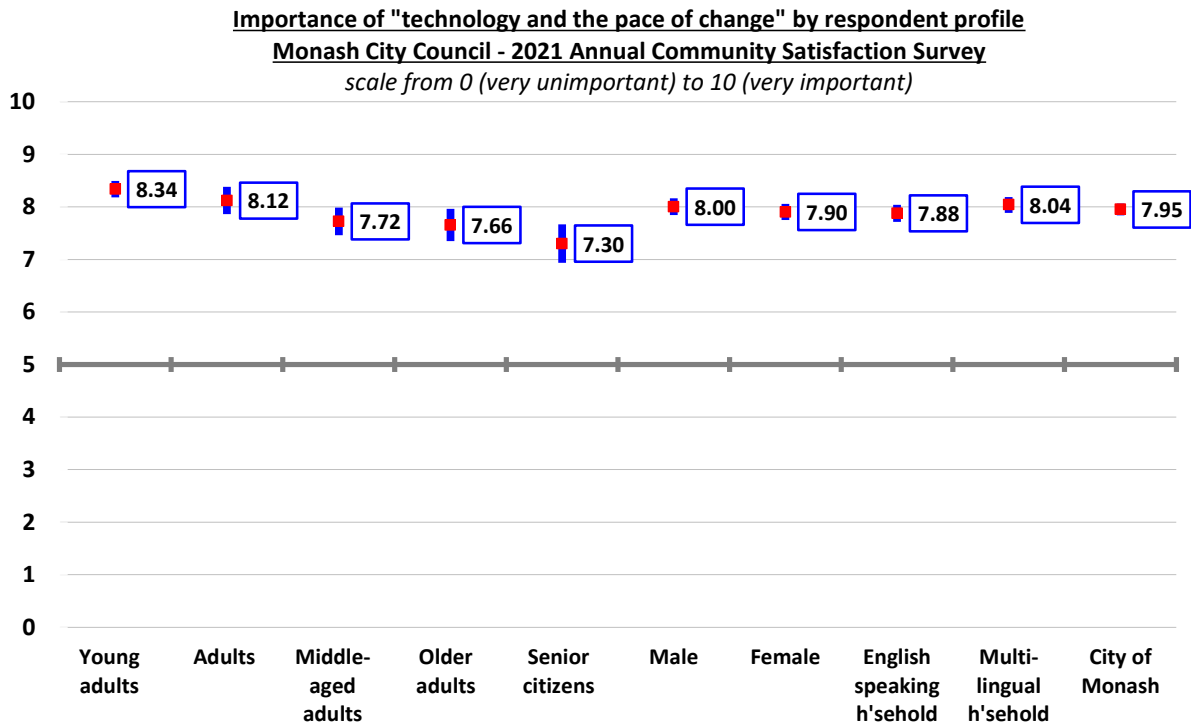
There was no statistically significant variation in the average importance of "job availability and accessibility" observed across the 12 precincts comprising the City of Monash.
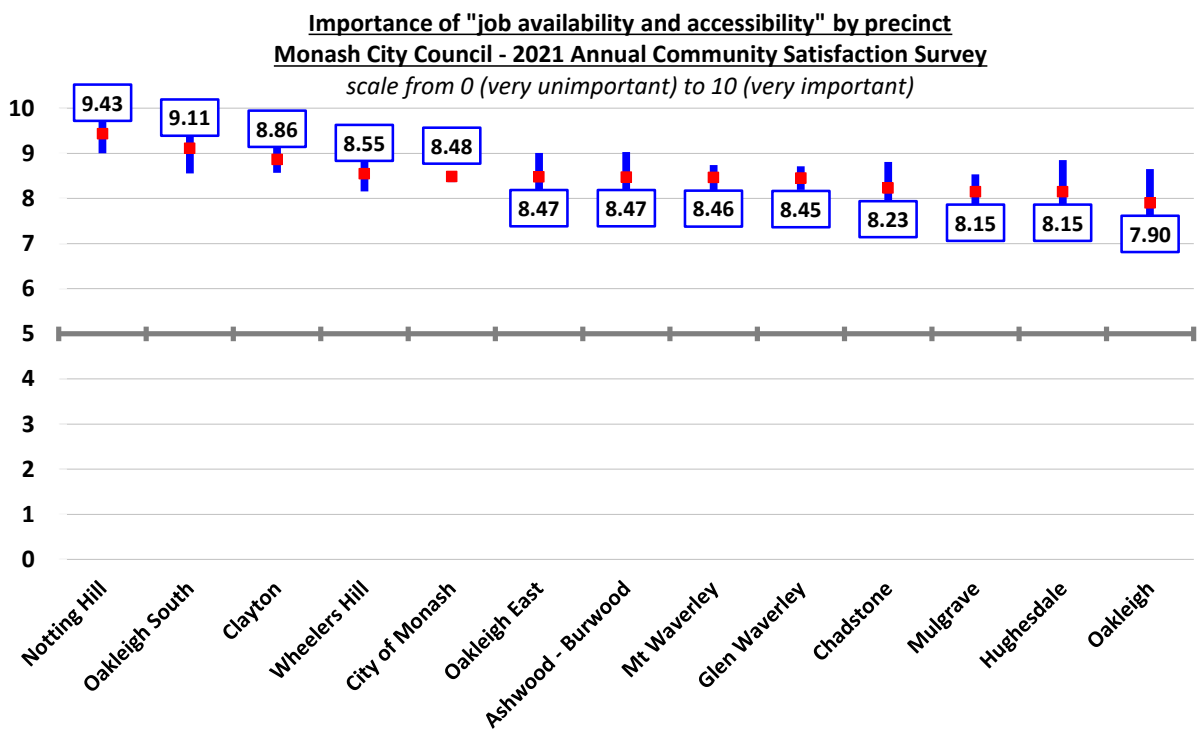
Importance of "job availability and accessibility" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

There was substantial variation in the average importance of this issue observed by respondent profile, with the average importance declining measurably with the respondents' age. It is also noted that female respondents rated this issue notably but not measurably more important than male respondents, and respondents from multi-lingual households rated it rated it notably but not measurably more important than respondents from English speaking households.

Importance of "job availability and accessibility" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Profile	Value
Young adults	8.89
Adults	8.61
Middle-aged adults	8.33
Older adults	8.05
Senior citizens	7.73
Male	8.33
Female	8.63
English speaking h'sehold	8.38
Multi-lingual h'sehold	8.61
City of Monash	8.48
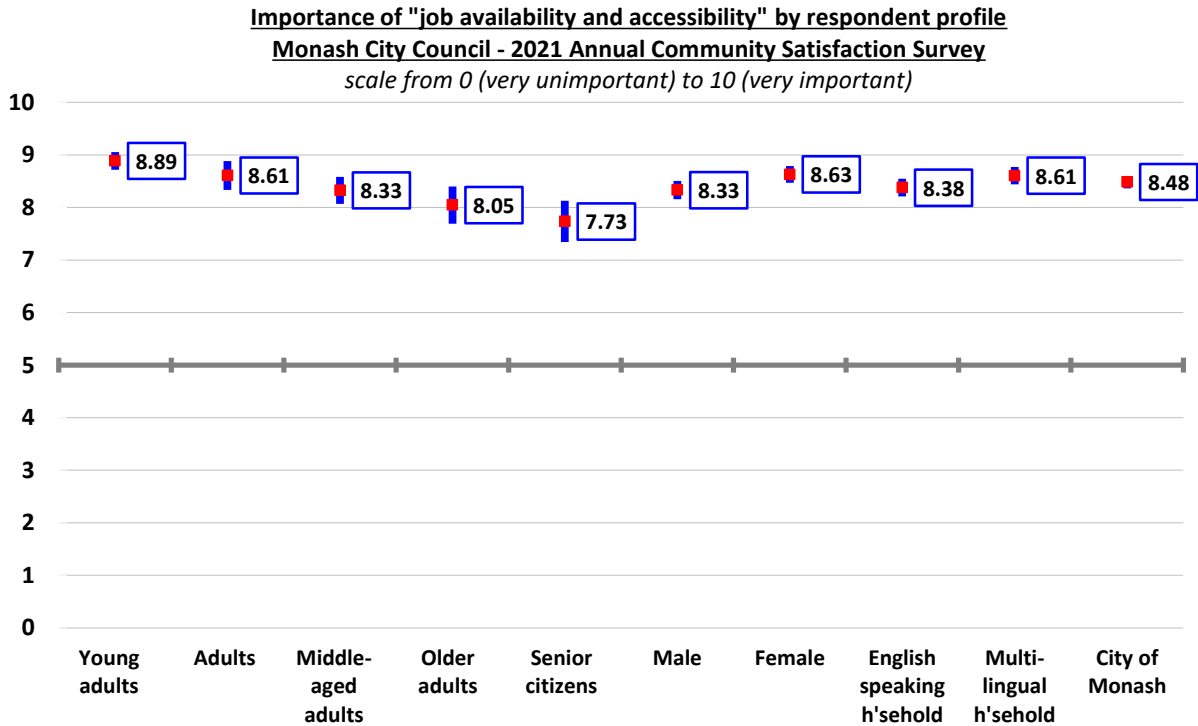
There was no statistically significant variation in the average importance of "coordinated service provision by Monash Council" observed across the 12 precincts.

Importance of "coordinated service provision by Monash Council" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Precinct	Value
Oakleigh East	8.84
Chadstone	8.65
Clayton	8.62
Notting Hill	8.60
Oakleigh South	8.36
Mt Waverley	8.34
Glen Waverley	8.34
City of Monash	8.31
Wheelers Hill	8.14
Mulgrave	8.00
Ashwood - Burwood	7.95
Oakleigh	7.90
Hughesdale	7.78

Whilst there was no measurable variation in the average importance of this issue observed by respondent profile, it is noted that respondents from multi-lingual households rated it rated it notably but not measurably more important than respondents from English speaking households.

Importance of "coordinated service provision by Monash Council" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

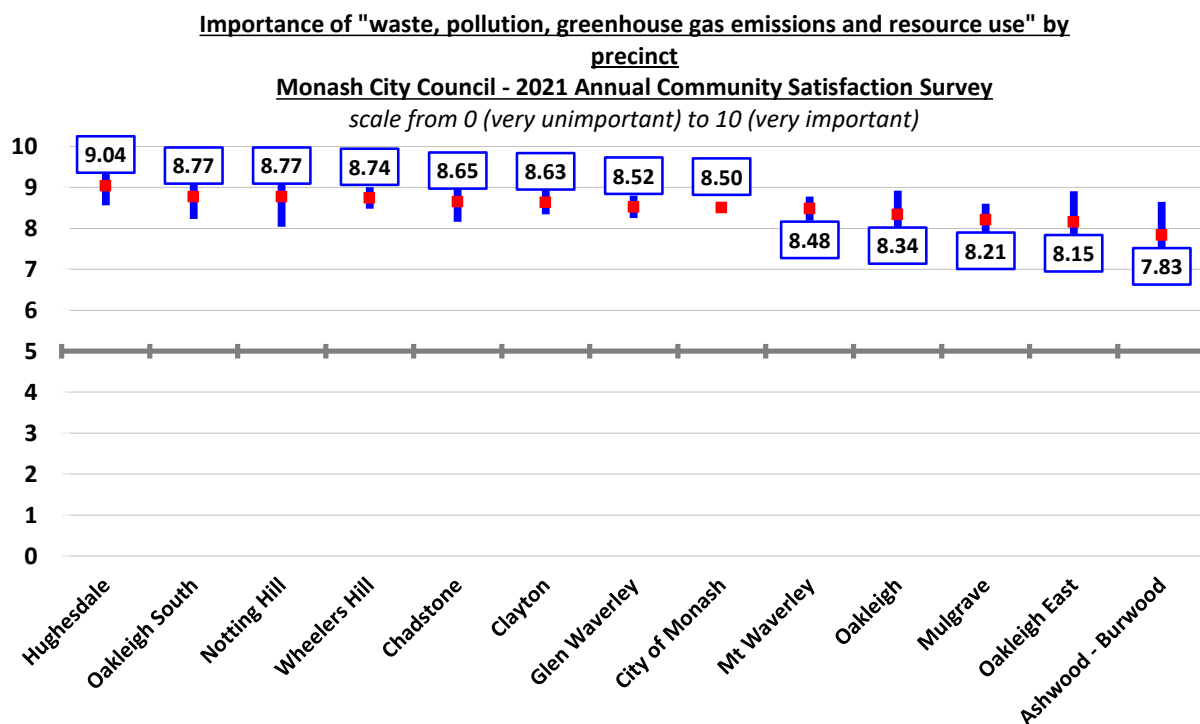|	
Young adults	8.49
Adults	8.23
Middle-aged adults	8.02
Older adults	8.36
Senior citizens	8.35
Male	8.26
Female	8.36
English speaking h'sehold	8.18
Multi-lingual h'sehold	8.46
City of Monash	8.31
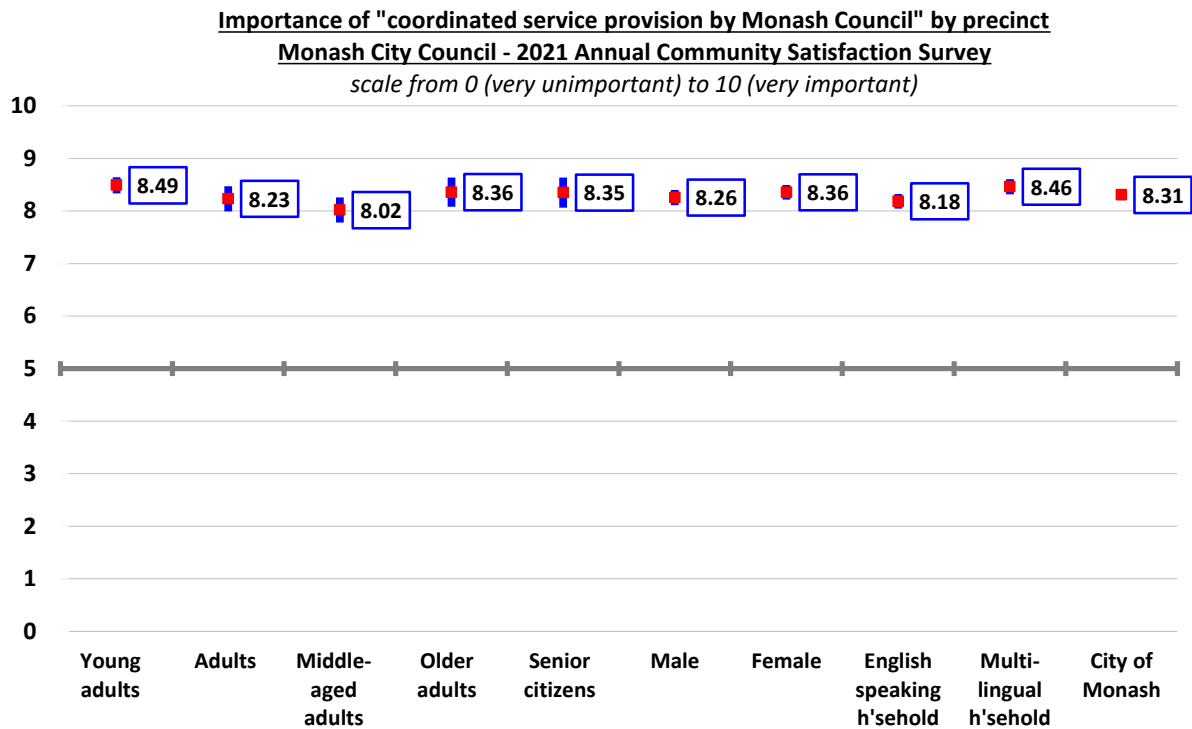
There was no statistically significant variation in the average importance of "local biodiversity and green space" observed across the 12 precincts comprising the City of Monash.
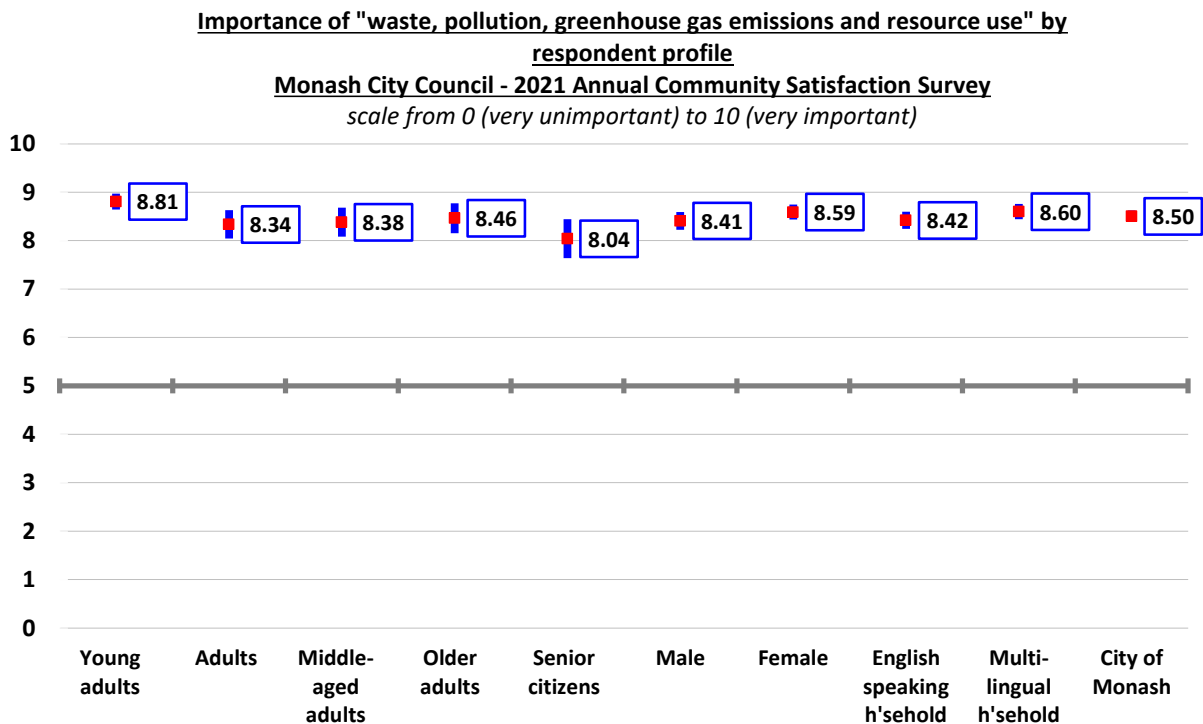
Importance of "local biodiversity and green space" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Notting Hill	8.90
Wheelers Hill	8.70
Hughesdale	8.70
Mt Waverley	8.64
Oakleigh South	8.60
Glen Waverley	8.57
Clayton	8.56
City of Monash	8.49
Oakleigh East	8.37
Ashwood - Burwood	8.26
Mulgrave	8.15
Chadstone	8.05
Oakleigh	7.98

There was no substantial variation in the average importance of this issue observed by respondent profile.

Importance of "local biodiversity and green space" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking h'sehold	Multi-lingual h'sehold	City of Monash
8.54	8.29	8.44	8.62	8.55	8.43	8.56	8.47	8.52	8.49

Meeting your hopes for the city in 20 yrs, how is the municipality a better place

Respondents were asked:

"Image Monash 20 years in the future and all your hopes for the city have been realised. What is different? How is the municipality a better place?"

Respondents were asked how they imagined the municipality to be in 20 years if all their hopes for the city have been realised.

A little less than half (42.3%) of respondents provided at least one response to this question, at an average of approximately 1.5 responses each.

Metropolis Research suggests that this is a difficult question to be implemented in a face-to-face survey where respondents have only a relatively short time to consider each individual question. Questions such as this are more often tackled in longer-format consultations, such as focus groups.

These results reflect respondents' immediate thoughts on how they envisage a future City of Monash, with the results tending to reflect some of the main issues raised throughout this report, including the importance of parks and gardens, open spaces, trees and greenery, a desire for there to be less development and "better planning", as well as concerns around traffic congestion and the need for public transport.

Difference and City of Monash to be a better place in 20 years
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2021 Number	Percent
More trees, greenery, green spaces	73	9.1%
Less overdevelopment / density / high rises	63	7.9%
Better traffic management / less cars, congestion	41	5.1%
More parks, gardens, open sapces and equipment	30	3.7%
Better planning and development	30	3.7%
Better public transport	29	3.6%
Affordable housing	22	2.7%
Environment, low carbon, sustainable facilities / housing	22	2.7%
More safety, less crime	16	2.0%
More / better shops, restaurants, cafes	16	2.0%
More parking spaces	15	1.9%
Better roads / footpaths	13	1.6%
Better infrastructure and technology	13	1.6%
Cleaner, tidier neighbourhoods	11	1.4%
More employment opportunities	9	1.1%
Better bike / walking paths, infrastruct	8	1.0%
Better aged care and support services for elderly	7	0.9%
Better / more schools and education	7	0.9%
More diversity/ inclusiveness / acknowledgement of ATSI	7	0.9%
Activities / facilities for kids	6	0.7%
Better recycling, hard rubbish and waste management	6	0.7%
Higher density / population	6	0.7%
Keep it as it is now	6	0.7%
More facilities, services for the youth	6	0.7%
Better / more facilities	5	0.6%
Better health and medical care	5	0.6%
More / better community activities	5	0.6%
More / better community spirit	5	0.6%
Better / more sports, recreation and leisure facilities	4	0.5%
Less pollution	4	0.5%
More / better community services	4	0.5%
More aesthetic / better streetscapes	4	0.5%
More better governance, leadership and transparency	4	0.5%
More resident centred / responsiveness	4	0.5%
Balanced, controlled population	3	0.4%
More family friendly	3	0.4%
All other issues *(25 separately identified issues)*	35	4.4%

Total responses | **547** |

Respondents identifying at least one aspect | *339 (42.3%)* |

Whilst it is important to bear in mind the small number of respondents (339 respondents) who provided at least one response to this question, there was some variation in these results observed across the 12 precincts comprising the City of Monash, with attention drawn to the following:

- *Ashwood/Burwood* – respondents were somewhat more likely than average to nominate more trees, greenery, green spaces, and better traffic management / fewer cars.

- *Glen Waverley* – respondents were somewhat more likely than average to nominate less overdevelopment, density, and high-rises.

- *Mulgrave* – respondents were somewhat more likely than average to nominate more trees, greenery, and green spaces.

- *Oakleigh* – respondents were somewhat more likely than average to nominate more trees, greenery, and green spaces.

- *Oakleigh East* – respondents were somewhat more likely than average to nominate better traffic management, fewer cars, environment, low carbon, sustainable facilities, and better roads and footpaths.

- *Oakleigh South* – respondents were somewhat more likely than average to nominate less overdevelopment, density, high-rises.

- *Hughesdale* – respondents were somewhat more likely than average to nominate more trees, greenery, and green spaces.

Whilst there was no statistically significant variation in these results observed by respondent profile, attention is drawn to the following variations:

- *Young adults (aged 18 to 34 years)* – respondents were somewhat more likely than average to nominate affordable housing.

- *Adults (aged 35 to 44 years)* – respondents were somewhat more likely than average to nominate better traffic management / less cars.

- *Middle-aged adults (aged 45 to 59 years)* – respondents were somewhat more likely than average to nominate less overdevelopment / density / high rises.

- *Older adults (aged 60 to 74 years)* – respondents were somewhat more likely than average to nominate less overdevelopment / density / high rises, more trees, greenery, green spaces, and more parking spaces.

- *Senior citizens (aged 75 years and over)* – respondents were somewhat more likely than average to nominate less overdevelopment / density / high rises.

- *Female* – respondents were somewhat more likely than males to nominate less overdevelopment / density / high rises.

- *English speaking household* – respondents were somewhat more likely than respondents from multilingual households to nominate less overdevelopment / density / high rises, and better planning and development.

Difference and City of Monash to be a better place in 20 years by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Ashwood - Burwood	
More trees, greenery, green spaces	16.3%
Better traffic management / less cars	11.6%
Less overdevelopment / density / high rises	7.0%
More safety, less crime	7.0%
Cleaner, tidier neighbourhoods	4.7%
Better planning and development	4.7%
Better public transport	4.7%
More facilities, services for the youth	4.7%
More aesthetic / better streetscapes	4.7%
Better aged care, support elderly services	2.3%
All other issues	27.9%
Respondents identifying an issue	22 (51.5%)

Chadstone	
Better planning and development	7.1%
More trees, greenery, green spaces	7.1%
More parks,gardens,open sapces,equipment	4.8%
More parking spaces	4.8%
Affordable housing	4.8%
Less overdevelopment / density / high rises	4.8%
More safety, less crime	4.8%
Less pollution	4.8%
Better traffic management / less cars	4.8%
More facilities, services for the youth	4.8%
All other issues	26.2%
Respondents identifying an issue	20 (47.4%)

Clayton	
More trees, greenery, green spaces	9.6%
Affordable housing	5.8%
Better traffic management / less cars	4.8%
More parks,gardens,open sapces,equipment	3.8%
Better public transport	3.8%
More safety, less crime	3.8%
Better / more schools and education	3.8%
Less overdevelopment / density / high rises	2.9%
Better infrastructure and technology	2.9%
More parking spaces	1.9%
All other issues	19.2%
Respondents identifying an issue	40 (38.8%)

Notting Hill	
Activities / facilities for kids	6.7%
Better bike / walking paths, infrastruct	6.7%
Better public transport	6.7%
Envir., low carbon, sustainable facilities	6.7%
Lower rates	6.7%
More employment opportunities	6.7%
More parking spaces	6.7%
More parks,gardens,open sapces,equipment	6.7%
More safety, less crime	6.7%
Respondents identifying an issue	5 (30.7%)

Glen Waverley	
Less overdevelopment / density / high rises	13.2%
More trees, greenery, green spaces	6.9%
Better traffic management / less cars	5.7%
More parks,gardens,open sapces,equipment	5.2%
Affordable housing	5.2%
Better planning and development	4.6%
Better public transport	4.0%
Envir., low carbon, sustainable facilities	2.3%
Better infrastructure and technology	2.3%
More parking spaces	1.7%
All other issues	23.6%
Respondents identifying an issue	74 (42.6%)

Wheelers Hill	
More trees, greenery, green spaces	8.9%
Less overdevelopment / density / high rises	7.6%
More parks,gardens,open sapces,equipment	5.1%
Better traffic management / less cars	5.1%
More / better shops, restaurants, cafes	5.1%
Better planning and development	3.8%
Better public transport	3.8%
Envir., low carbon, sustainable facilities	3.8%
More parking spaces	2.5%
More / better accessibility	2.5%
All other issues	22.8%
Respondents identifying an issue	33 (41.7%)

Metropolis RESEARCH

Difference and City of Monash to be a better place in 20 years by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Mt Waverley	
Less overdevelopment / density / high rises	9.2%
More trees, greenery, green spaces	8.6%
Better planning and development	4.6%
More parks,gardens,open sapces,equipment	3.9%
Better aged care, support elderly services	2.6%
Envir., low carbon, sustainable facilities	2.6%
Better traffic management / less cars	2.6%
Affordable housing	2.0%
Better public transport	2.0%
More / better shops, restaurants, cafes	2.0%
All other issues	21.1%
Respondents identifying an issue	*58 (37.9%)*

Mulgrave	
More trees, greenery, green spaces	16.7%
More / better shops, restaurants, cafes	6.4%
Better public transport	3.8%
Better traffic management / less cars	3.8%
More parking spaces	2.6%
Less overdevelopment / density / high rises	2.6%
Better infrastructure and technology	2.6%
More aesthetic / better streetscapes	2.6%
Affordable housing	1.3%
Cleaner, tidier neighbourhoods	1.3%
All other issues	15.4%
Respondents identifying an issue	*32 (41.4%)*

Oakleigh	
More trees, greenery, green spaces	13.8%
Better planning and development	6.9%
Better public transport	6.9%
Envir., low carbon, sustainable facilities	6.9%
Better traffic management / less cars	6.9%
Better roads / footpaths	6.9%
Better aged care, support elderly services	3.4%
More parks,gardens,open sapces,equipment	3.4%
Less overdevelopment / density / high rises	3.4%
More safety, less crime	3.4%
All other issues	27.6%
Respondents identifying an issue	*17 (59.3%)*

Oakleigh East	
Better traffic management / less cars	11.8%
Envir., low carbon, sustainable facilities	8.8%
Better roads / footpaths	8.8%
Cleaner, tidier neighbourhoods	5.9%
Less overdevelopment / density / high rises	5.9%
Better planning and development	5.9%
Better public transport	5.9%
More safety, less crime	5.9%
More trees, greenery, green spaces	5.9%
More employment opportunities	5.9%
All other issues	26.5%
Respondents identifying an issue	*20 (60.1%)*

Oakleigh South	
Less overdevelopment / density / high rises	14.3%
Better public transport	14.3%
Better health and medical care	4.8%
Better roads / footpaths	4.8%
Respondents identifying an issue	*6 (30.5%)*

Hughesdale	
More trees, greenery, green spaces	13.3%
Less overdevelopment / density / high rises	6.7%
Better traffic management / less cars	6.7%
More parks,gardens,open sapces,equipment	3.3%
More parking spaces	3.3%
Cleaner, tidier neighbourhoods	3.3%
Better planning and development	3.3%
Envir., low carbon, sustainable facilities	3.3%
Less pollution	3.3%
More / better shops, restaurants, cafes	3.3%
All other issues	20.0%
Respondents identifying an issue	*11 (37.6%)*

Difference and City of Monash to be a better place in 20 years by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Young adults (18 to 34 years)	
More trees, greenery, green spaces	6.5%
Affordable housing	5.4%
More parks,gardens,open sapces,equipment	3.2%
Better public transport	3.2%
More / better shops, restaurants, cafes	3.2%
Better traffic management / less cars	3.2%
Better infrastructure and technology	2.5%
Better / more schools and education	2.2%
Cleaner, tidier neighbourhoods	2.2%
Better planning and development	2.2%
All other issues	28.3%
Respondents identifying an issue	*106 (38.0%)*

Adults (35 to 44 years)	
More trees, greenery, green spaces	9.4%
Better traffic management / less cars	9.4%
Less overdevelopment / density / high rises	4.7%
More parks,gardens,open sapces,equipment	3.9%
Better public transport	3.9%
More parking spaces	3.1%
Envir., low carbon, sustainable facilities	3.1%
More safety, less crime	3.1%
Better roads / footpaths	2.4%
More / better shops, restaurants, cafes	2.4%
All other issues	26.0%
Respondents identifying an issue	*57 (44.9%)*

Middle aged adults (45 to 59 years)	
Less overdevelopment / density / high rises	10.7%
More trees, greenery, green spaces	9.6%
Better planning and development	6.2%
Better public transport	5.1%
More parks, gardens, open sapces	4.5%
Envir., low carbon, sustainable facilities	3.9%
Better traffic management / less cars	3.9%
More safety, less crime	2.2%
Affordable housing	1.7%
Cleaner, tidier neighbourhoods	1.7%
All other issues	25.8%
Respondents identifying an issue	*77 (43.4%)*

Older adults (60 to 74 years)	
Less overdevelopment / density / high rises	14.0%
More trees, greenery, green spaces	13.2%
Better traffic management / less cars	7.0%
More parking spaces	3.9%
Better planning and development	3.9%
Envir., low carbon, sustainable facilities	3.9%
More parks, gardens, open sapces	3.1%
Better roads / footpaths	2.3%
Better recycling, hard rubbish, waste mgt	2.3%
Better aged care, support elderly services	1.6%
All other issues	24.0%
Respondents identifying an issue	*63 (48.5%)*

Senior citizens (75 years and over)	
Less overdevelopment / density / high rises	17.0%
More trees, greenery, green spaces	10.2%
Better planning and development	5.7%
More parks, gardens, open sapces	4.5%
Better public transport	3.4%
Better traffic management / less cars	3.4%
Affordable housing	2.3%
More parking spaces	1.1%
Envir., low carbon, sustainable facilities	1.1%
More / better community spirit	1.1%
All other issues	8.0%
Respondents identifying an issue	*36 (41.1%)*

City of Monash	
More trees, greenery, green spaces	9.1%
Less overdevelopment / density / high rises	7.9%
Better traffic management / less cars	5.1%
More parks, gardens, open sapces	3.7%
Better planning and development	3.7%
Better public transport	3.6%
Affordable housing	2.7%
Envir., low carbon, sustainable facilities	2.7%
More safety, less crime	2.0%
More / better shops, restaurants, cafes	2.0%
All other issues	25.6%
Respondents identifying an issue	*339 (42.3%)*

Difference and City of Monash to be a better place in 20 years by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Male	
More trees, greenery, green spaces	9.0%
Less overdevelopment / density / high rises	6.4%
Better traffic management / less cars	4.4%
Better planning and development	4.1%
Better public transport	3.3%
More parks,gardens,open sapces,equipment	3.1%
Envir., low carbon, sustainable facilities	2.8%
Affordable housing	2.6%
Better infrastructure and technology	2.3%
More employment opportunities	2.1%
All other issues	26.2%
Respondents identifying an issue	*167 (42.8%)*

Female	
More trees, greenery, green spaces	9.5%
Less overdevelopment / density / high rises	9.2%
Better traffic management / less cars	5.8%
More parks,gardens,open sapces,equipment	4.4%
Better public transport	3.6%
Better planning and development	3.4%
Affordable housing	3.2%
More / better shops, restaurants, cafes	2.9%
Envir., low carbon, sustainable facilities	2.7%
More parking spaces	2.2%
All other issues	24.5%
Respondents identifying an issue	*172 (41.8%)*

English speaking	
Less overdevelopment / density / high rises	10.4%
More trees, greenery, green spaces	9.5%
Better planning and development	5.1%
Better traffic management / less cars	4.6%
More parks,gardens,open sapces,equipment	3.5%
Envir., low carbon, sustainable facilities	3.5%
Better public transport	2.6%
Affordable housing	2.1%
Better roads / footpaths	1.9%
Cleaner, tidier neighbourhoods	1.6%
All other issues	20.2%
Respondents identifying an issue	*176 (40.9%)*

Multi-lingual	
More trees, greenery, green spaces	8.8%
Better traffic management / less cars, c	5.8%
Less overdevelopment / density / high ri	4.9%
Better public transport	4.7%
More parks,gardens,open sapces,equipment	4.1%
Affordable housing	3.6%
More safety, less crime	3.6%
More / better shops, restaurants, cafes	3.0%
More parking spaces	2.5%
Better planning and development	2.2%
All other issues	30.5%
Respondents identifying an issue	*162 (44.5%)*

Importance of selected aspects of an ideal City of Monash

Respondents were asked:

"On a scale from 0 (very unimportant) to 10 (very important), how important are the following to your personal vision of an ideal City of Monash in the future?"

Respondents were asked to rate the importance of 10 aspects were to their personal vision of an ideal City of Monash in the future.

As is clear in the graph, on average, respondents considered all 10 of these aspects to be very important to their vision of an ideal City of Monash.

Metropolis Research notes that these results reflect the fact that there will be relatively few in the community who will not consider these aspects to be important. This is borne out by the fact that less than 2.5% of respondents who answered this question rated the importance of any of these 10 aspects at less than five (i.e., unimportant).

Whilst all 10 of these aspects were considered very important on average, it is noted that "well-connected and rapid transport" was measurably but not significantly more important than "high resilience to pandemics and climate change", "integrated, transparent governance" and "technological innovation".

It is also noted that "technological innovation" was measurably less important, but still important none the less, than all other nine aspects.

These results are quite consistent with those to the previous question around the importance of selected issues to respondents, in which technology and the pace of change was measurably less important than the other aspects, whilst traffic congestion was the most important.

Importance of selected aspects of an ideal City of Monash
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Aspect	Value
Well-connected, rapid transport	8.76
Sustainable consumption, resource use, reduced waste	8.65
Growing employment, economic prosperity	8.65
Enhanced nature conservation, biodiversity	8.64
Strong social connected-ness	8.63
Easy access to, affordability of housing	8.61
Well planned urban growth, redevelopment, density	8.57
High resilience to pandemics, climate change	8.47
Integrated, transparent governance	8.45
Technological innovation	8.17

The following graph provides a breakdown of these results into the proportion of respondents who considered each issue "very important" to their personal vision of an ideal City of Monash in the future (i.e., rated importance at eight or more out of 10), those who considered each issue to be "neutral to somewhat important" (rated importance at five to seven), and those who considered each issue to be "unimportant" (rated satisfaction at less than five out of 10).

Attention is drawn to the fact that approximately three-quarters or more of respondents providing an answer to this set of questions rated each of these 10 aspects as "very important", whilst less than 2.5% rated them "unimportant".
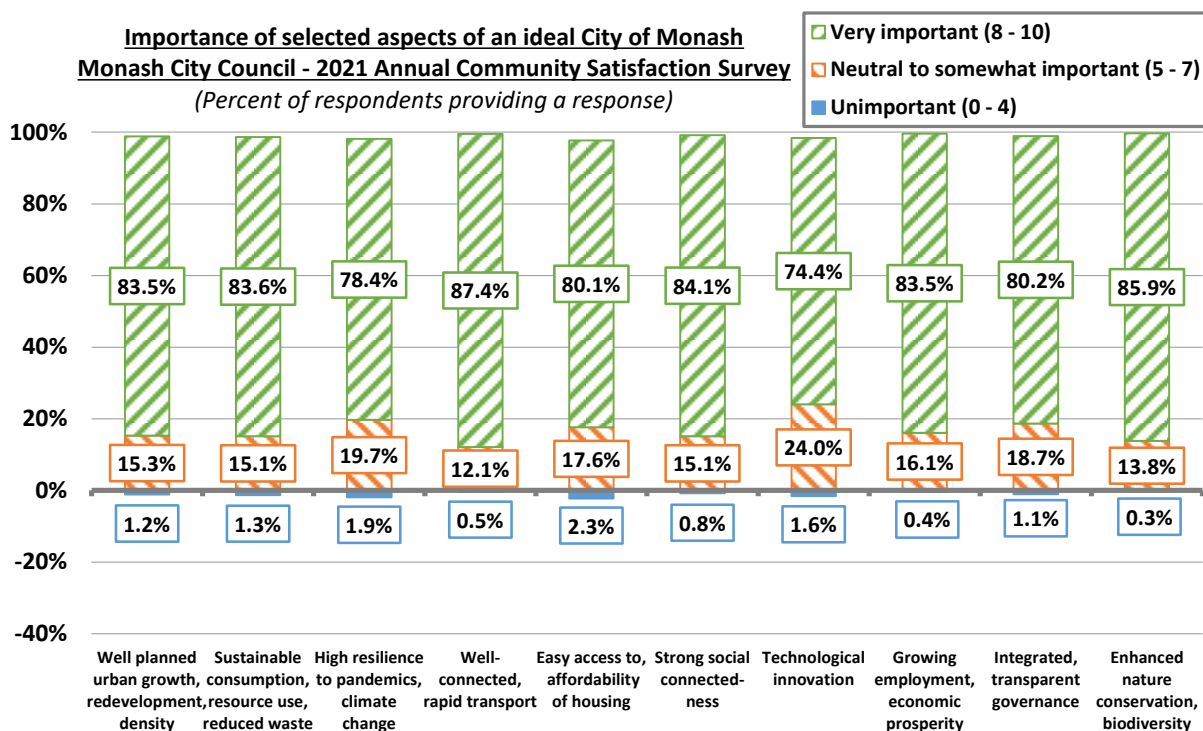
Importance of selected aspects of an ideal City of Monash
Monash City Council - 2021 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

Legend:
- Very important (8 - 10)
- Neutral to somewhat important (5 - 7)
- Unimportant (0 - 4)

Aspect	Very important	Neutral to somewhat	Unimportant
Well planned urban growth, redevelopment, density	83.5%	15.3%	1.2%
Sustainable consumption, resource use, reduced waste	83.6%	15.1%	1.3%
High resilience to pandemics, climate change	78.4%	19.7%	1.9%
Well-connected, rapid transport	87.4%	12.1%	0.5%
Easy access to, affordability of housing	80.1%	17.6%	2.3%
Strong social connectedness	84.1%	15.1%	0.8%
Technological innovation	74.4%	24.0%	1.6%
Growing employment, economic prosperity	83.5%	16.1%	0.4%
Integrated, transparent governance	80.2%	18.7%	1.1%
Enhanced nature conservation, biodiversity	85.9%	13.8%	0.3%

The following graphs outline the average importance of each of these 10 issues across the 12 precincts comprising the City of Monash.

It is noted that there was no statistically significant variation recorded.

This is due, at least in part, to the relatively small precinct-level sample sizes. It is also true, however, that given the high importance of each of these 10 issues in the community, it is not unexpected that they may be relatively consistently important across the municipality.

This does reflect the relatively general nature of these 10 aspects, as issues that the overwhelming majority of the community will view as important issues that should be addressed in an ideal world.

There was no statistically significant variation in the average importance of "urban growth, redevelopment and density are well planned and designed" observed across the 12 precincts comprising the City of Monash.

Importance of "urban growth, redevelopement and density are well planned and designed" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)
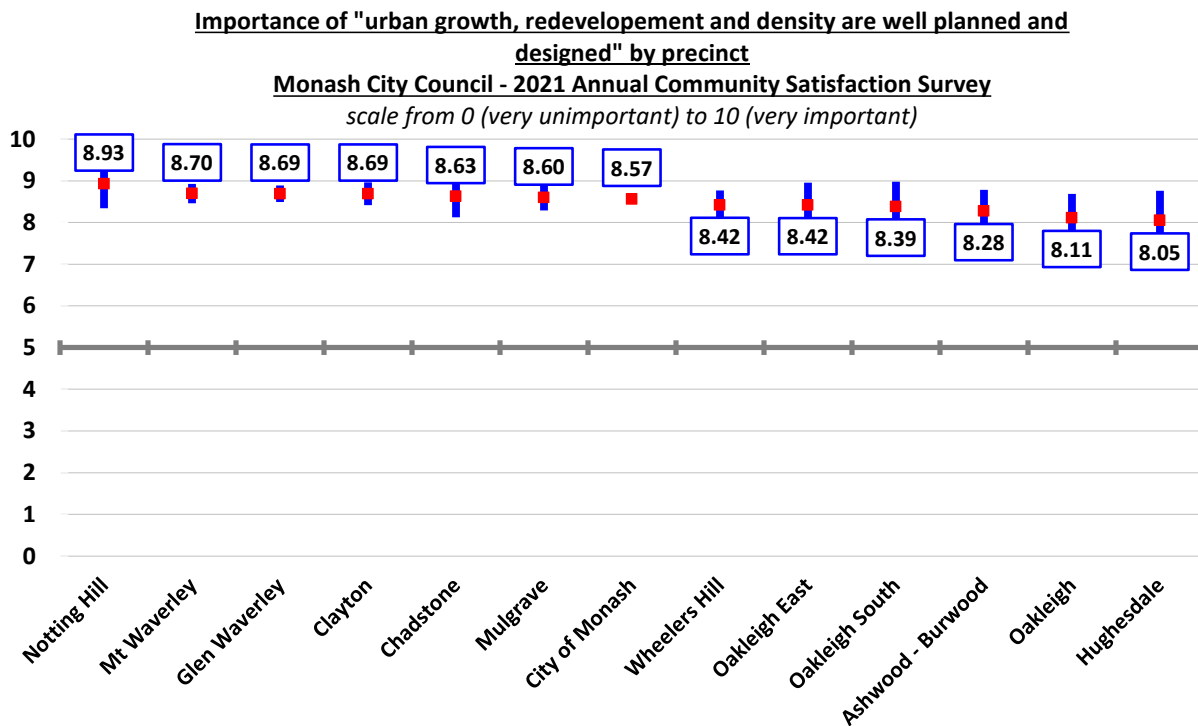
Whilst there was no statistically significant variation the importance of this issue observed by respondent profile, although it is noted that young adults rated its notably more important than average, and male respondents rated it notably more important than female respondents.

Importance of "urban growth, redevelopement and density are well planned and designed" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)
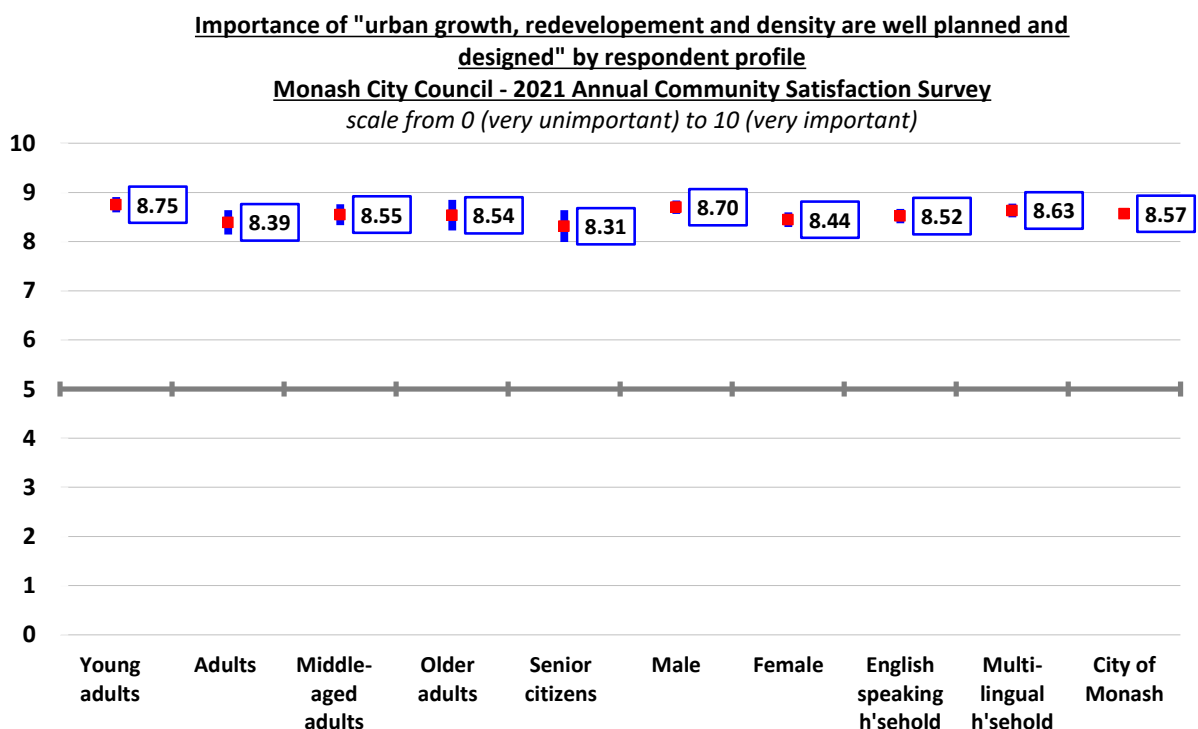
There was no statistically significant variation in the average importance of "sustainable consumption and resource use; reduced waste, pollution, and greenhouse gas emissions" observed across the 12 precincts comprising the City of Monash.
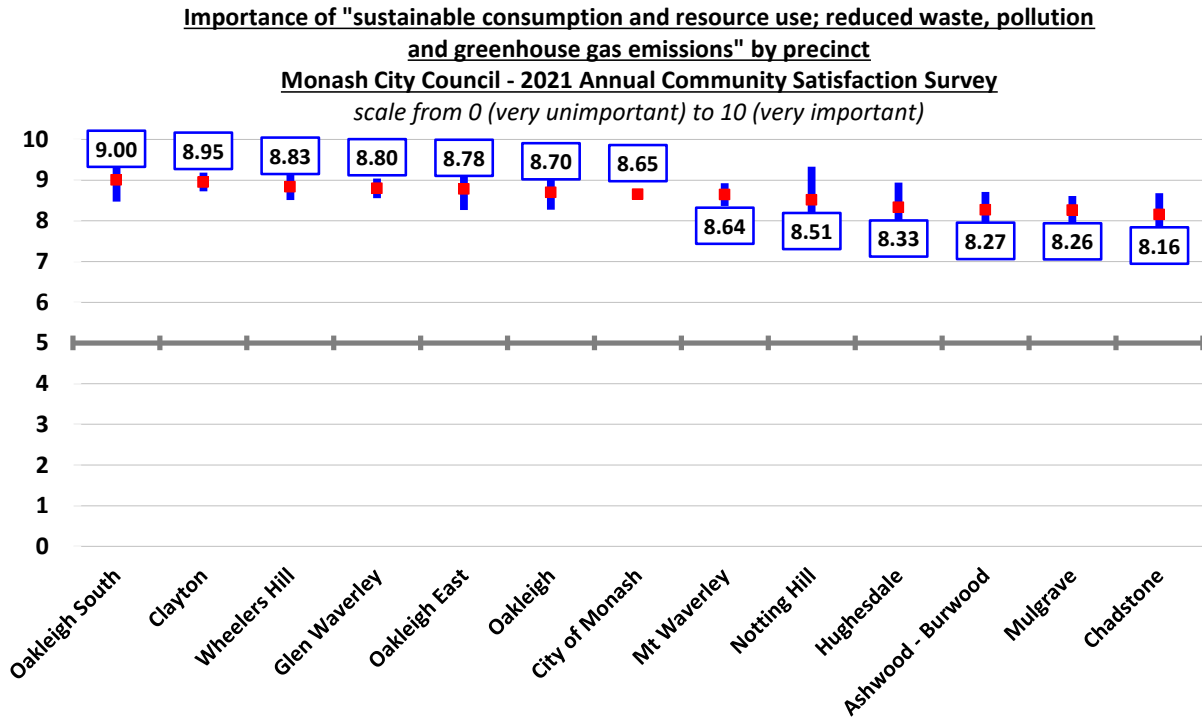
Importance of "sustainable consumption and resource use; reduced waste, pollution and greenhouse gas emissions" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

The importance of this issue declined notably with the respondents' age, with young adults rating it measurably more important than average. Respondents from multi-lingual households rated it notably but not measurably more important than respondents from English speaking households.

Importance of "sustainable consumption and resource use; reduced waste, pollution and greenhouse gas emissions" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)
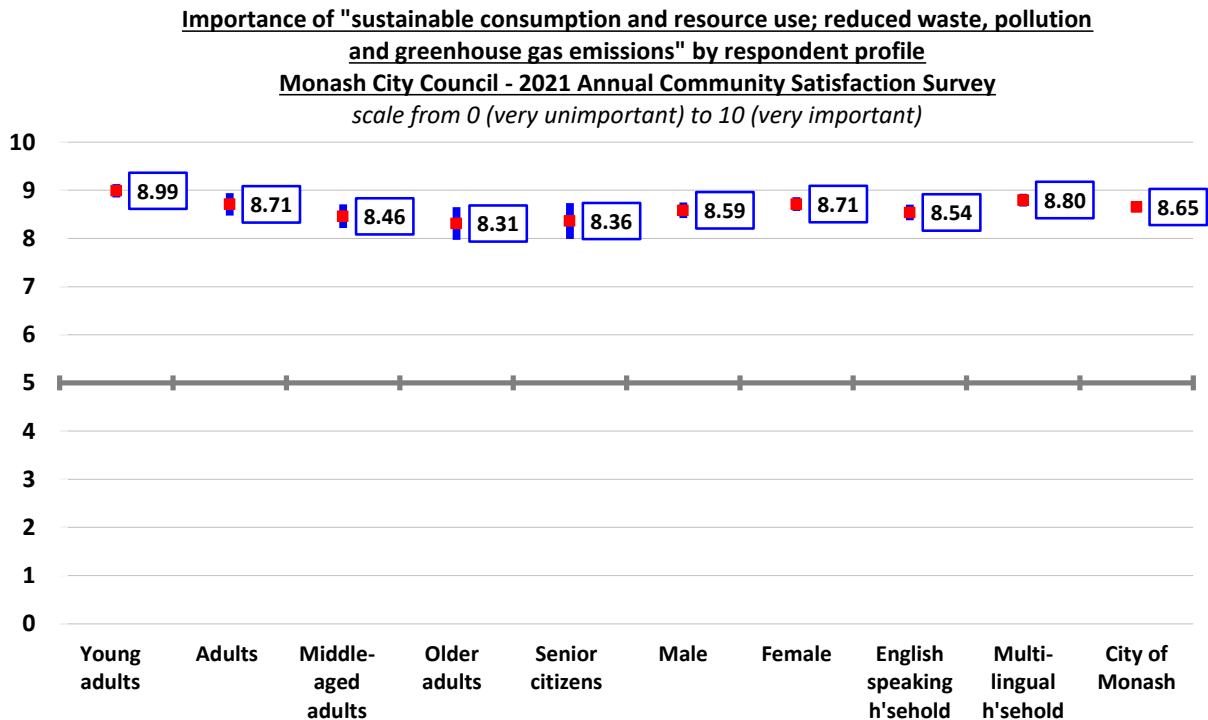
There was some statistically significant variation in the average importance of "high resilience to pandemics, weather-related disaster, climate change and other hazards" observed across the 12 precincts, with respondents from Clayton rated it measurably more important than average.
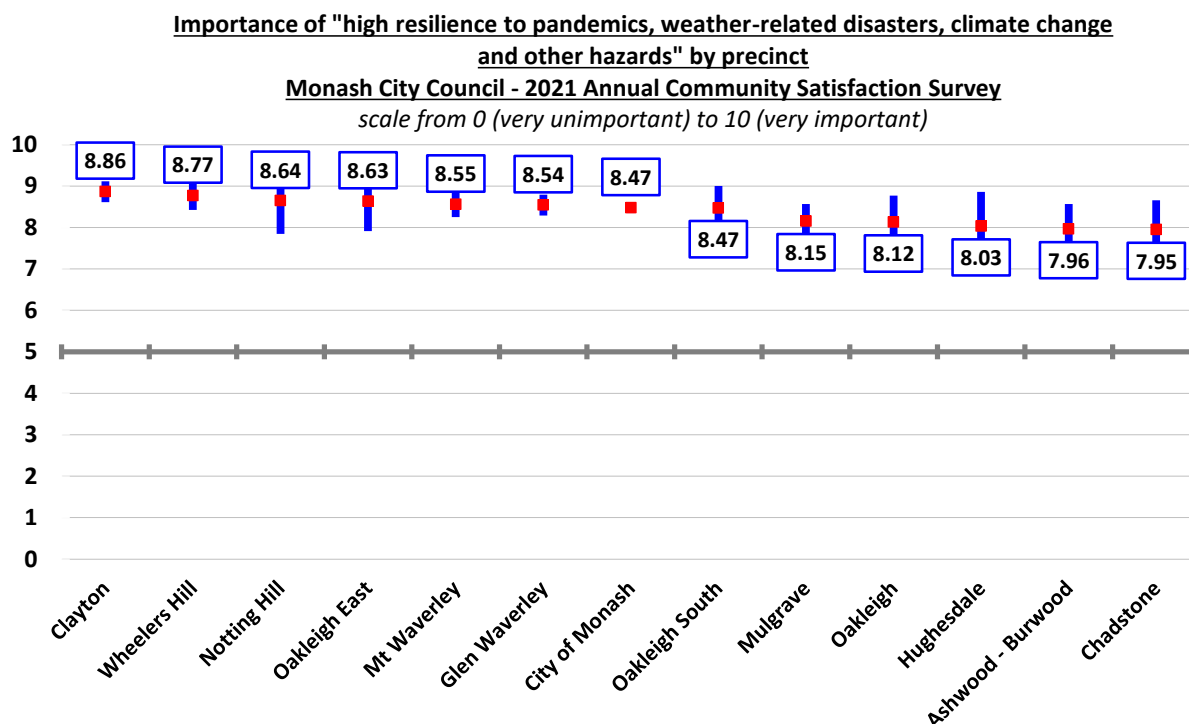
Importance of "high resilience to pandemics, weather-related disasters, climate change and other hazards" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

The importance of this issue declined notably with the respondents' age, with young adults rating it measurably more important than average, and middle-aged adults rated it notably but not measurably less important than average. Female respondents rated it measurably more important than male respondents.

Importance of "high resilience to pandemics, weather-related disasters, climate change and other hazards" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

There was no statistically significant variation in the average importance of "well-connected and rapid transport" observed across the 12 precincts comprising the City of Monash.

Importance of "well-connected and rapid transport" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Whilst there was no statistically significant variation in the average importance of this issue observed by respondent profile, it is noted that young adults rated it notably more important than average and senior citizens rated it notably less important than average.

Importance of "well-connected and rapid transport" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)
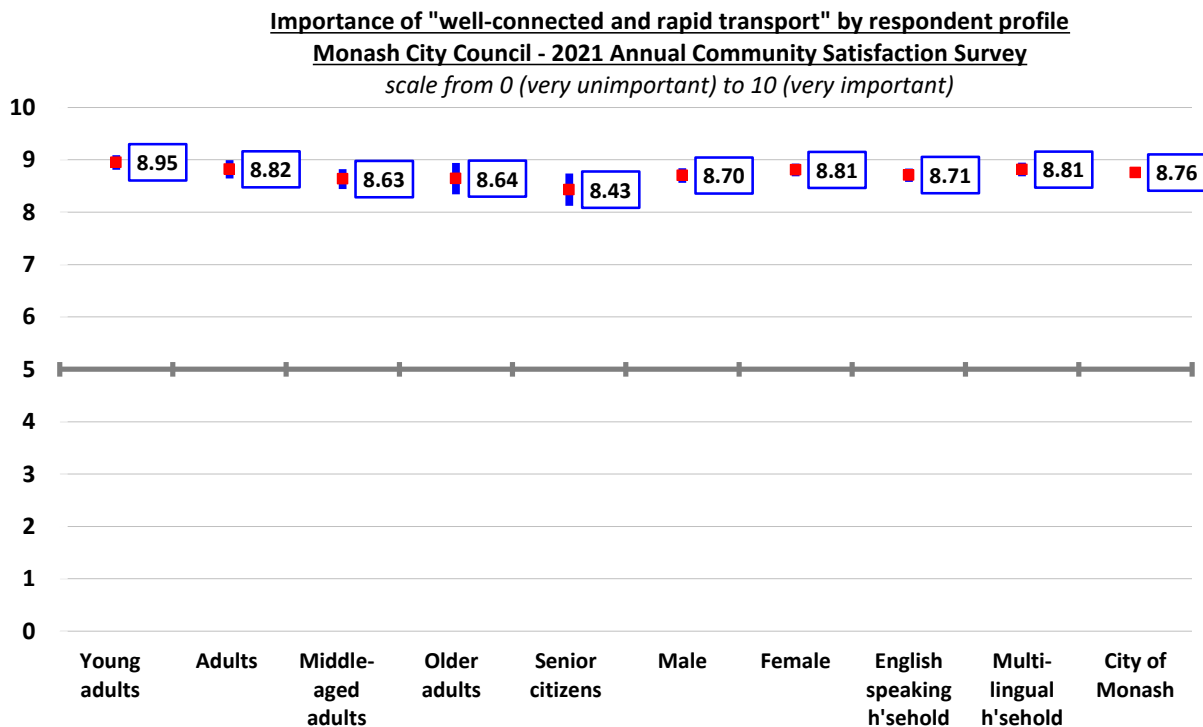
There was no statistically significant variation in the average importance of "easy access to and affordability of housing" observed across the 12 precincts comprising the City of Monash.
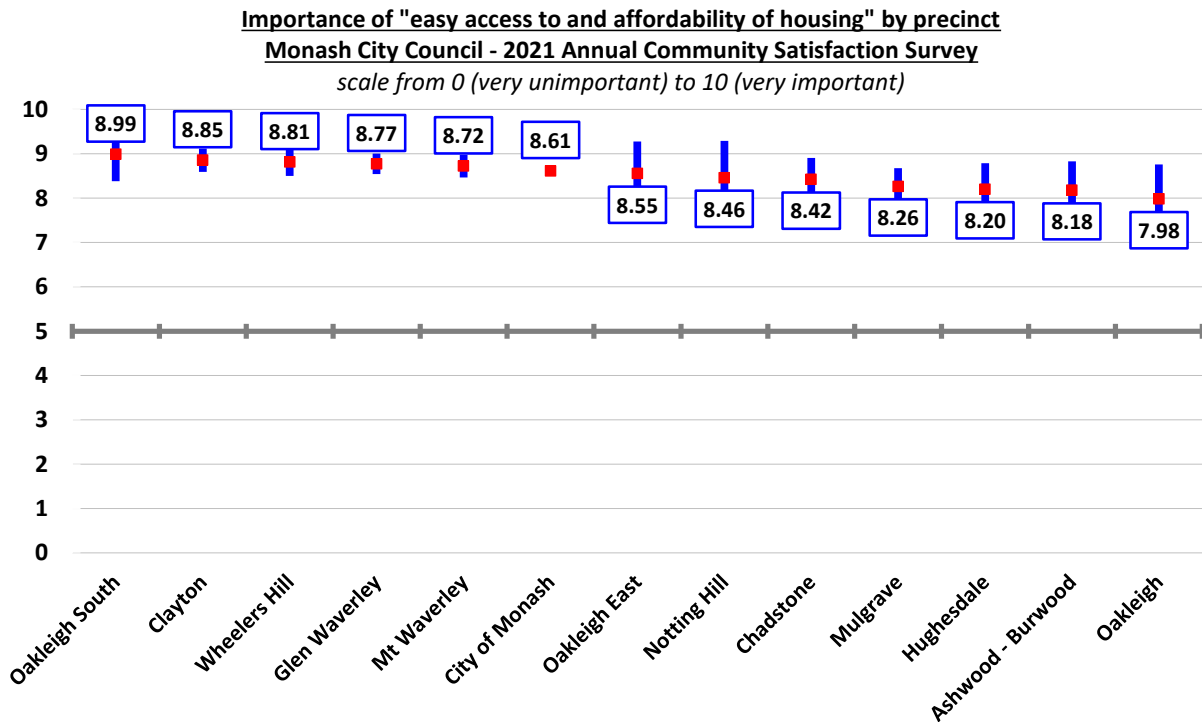
Importance of "easy access to and affordability of housing" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

The importance of this issue declined notably with the respondents' age, with young adults rating it measurably more important than average, and senior citizens rated it measurably less important than average. Female respondents rated it notably but not measurably more important than male respondents.

Importance of "easy access to and affordability of housing" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

There was no statistically significant variation in the average importance of "strong social connectedness that is reflected by reduced social inequality, less crime, and higher cultural diversity and harmony" observed across the 12 precincts comprising the City of Monash.
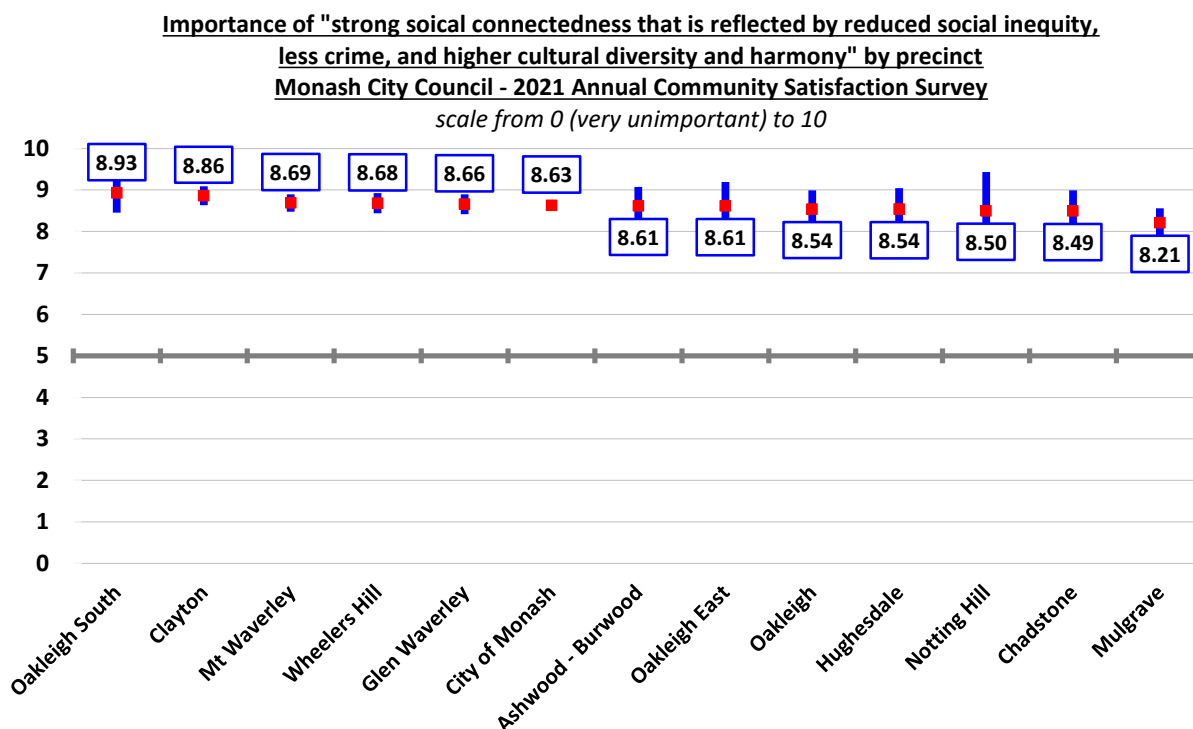
Importance of "strong soical connectedness that is reflected by reduced social inequity, less crime, and higher cultural diversity and harmony" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10

The importance of this issue declined notably with the respondents' age, with young adults rating it measurably more important than average and senior citizens measurably less. Respondents from multi-lingual households rated it measurably more important than respondents from English speaking households, and females rated it measurably more important than male respondents.
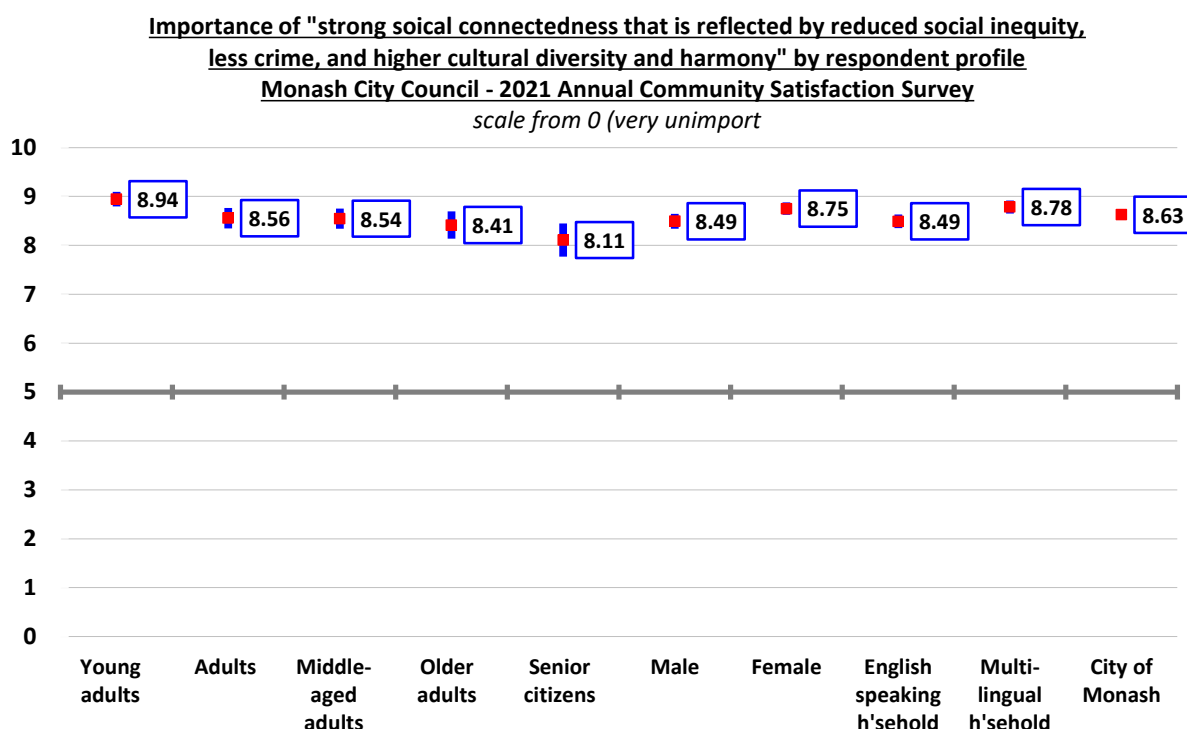
Importance of "strong soical connectedness that is reflected by reduced social inequity, less crime, and higher cultural diversity and harmony" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimport

There was no statistically significant variation in the average importance of "technological innovation applied to most aspects of life" observed across the 12 precincts comprising the City of Monash.
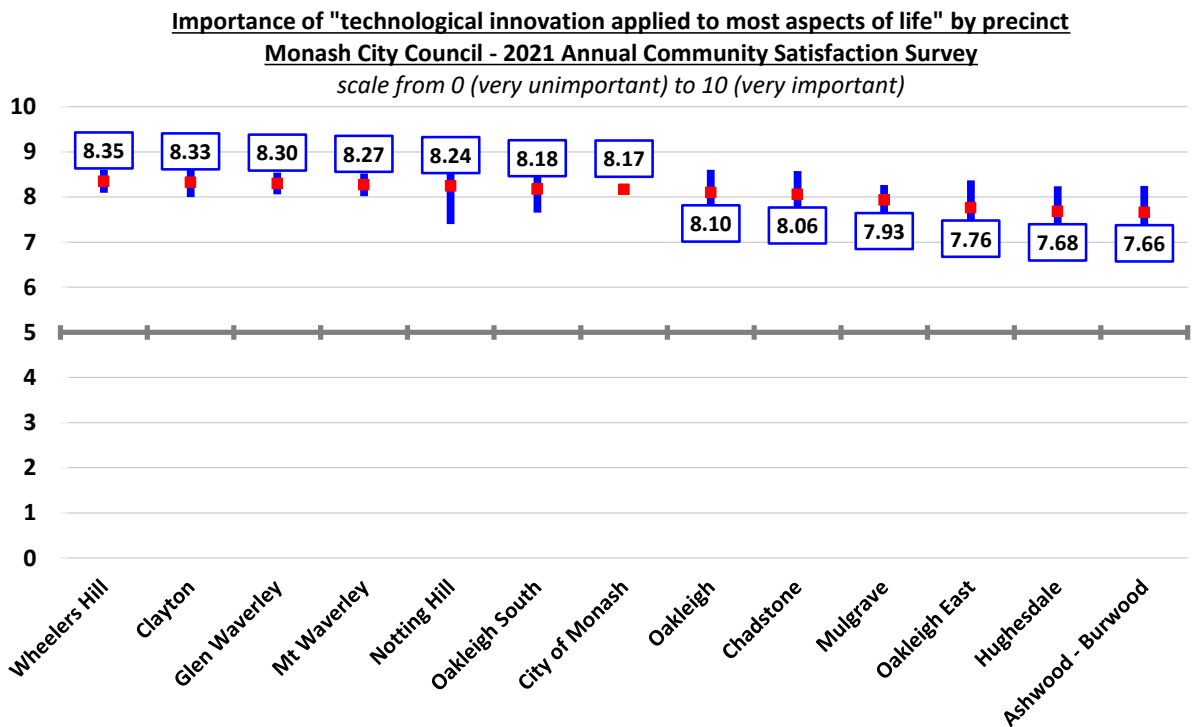
Importance of "technological innovation applied to most aspects of life" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

The importance of this issue declined notably with the respondents' age, with young adults rating it measurably more important than average, and senior citizens rated it measurably less important than average. Respondents from multi-lingual households rated it measurably more important than respondents from English speaking households.

Importance of "technological innovation applied to most aspects of life" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)
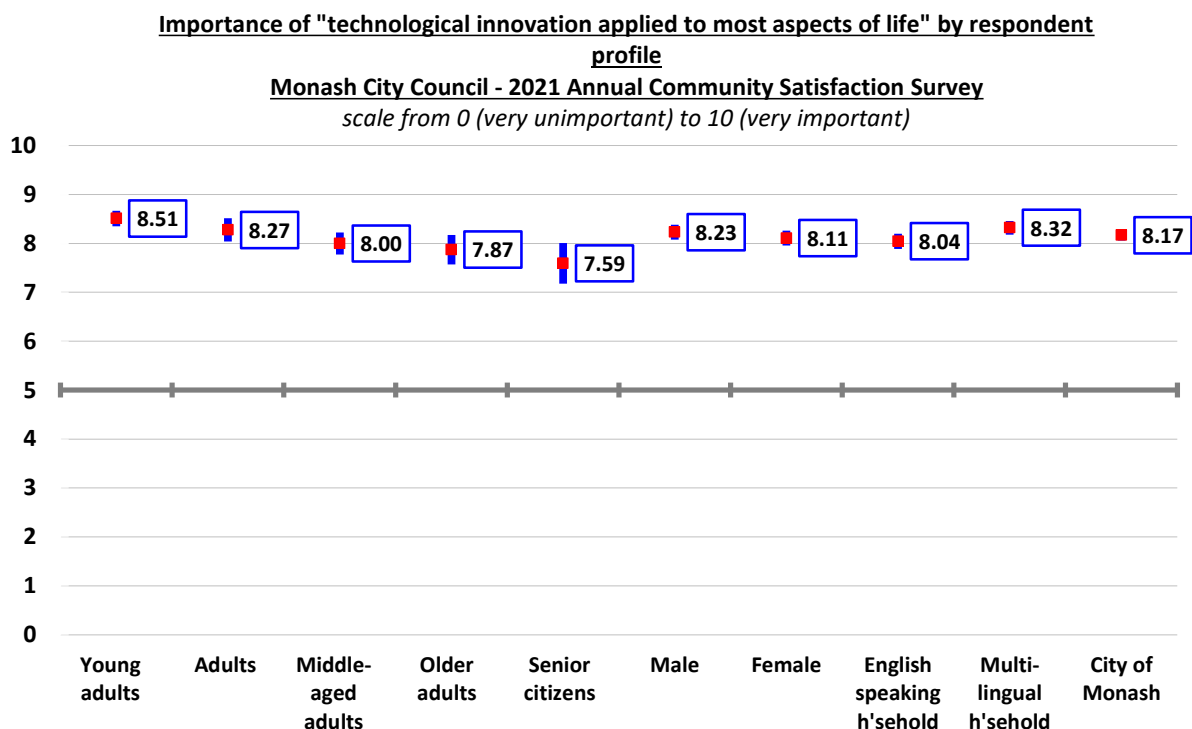
There was no statistically significant variation in the average importance of "growing employment and economic prosperity" observed across the 12 precincts comprising the City of Monash.
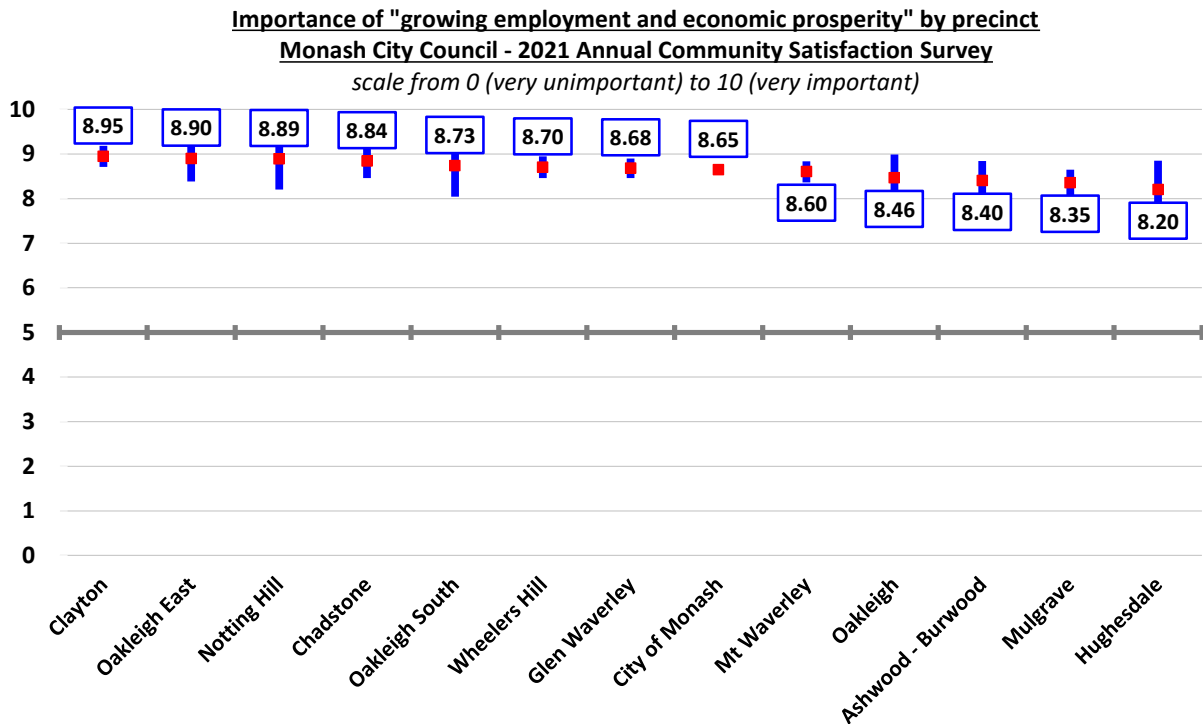
Importance of "growing employment and economic prosperity" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
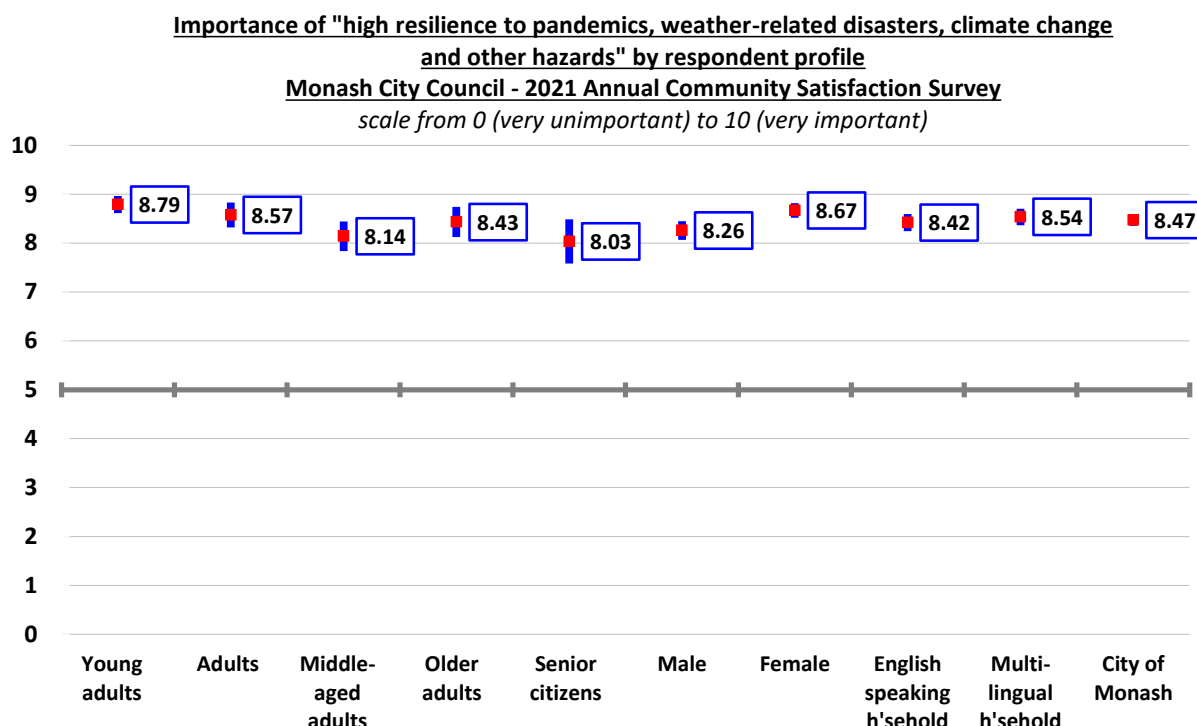*scale from 0 (very unimportant) to 10 (very important)*

The importance of this issue declined notably with the respondents' age, with young adults rating it measurably more important than average, and senior citizens rated it measurably less important than average. Respondents from multi-lingual households rated it measurably more important than respondents from English speaking households.

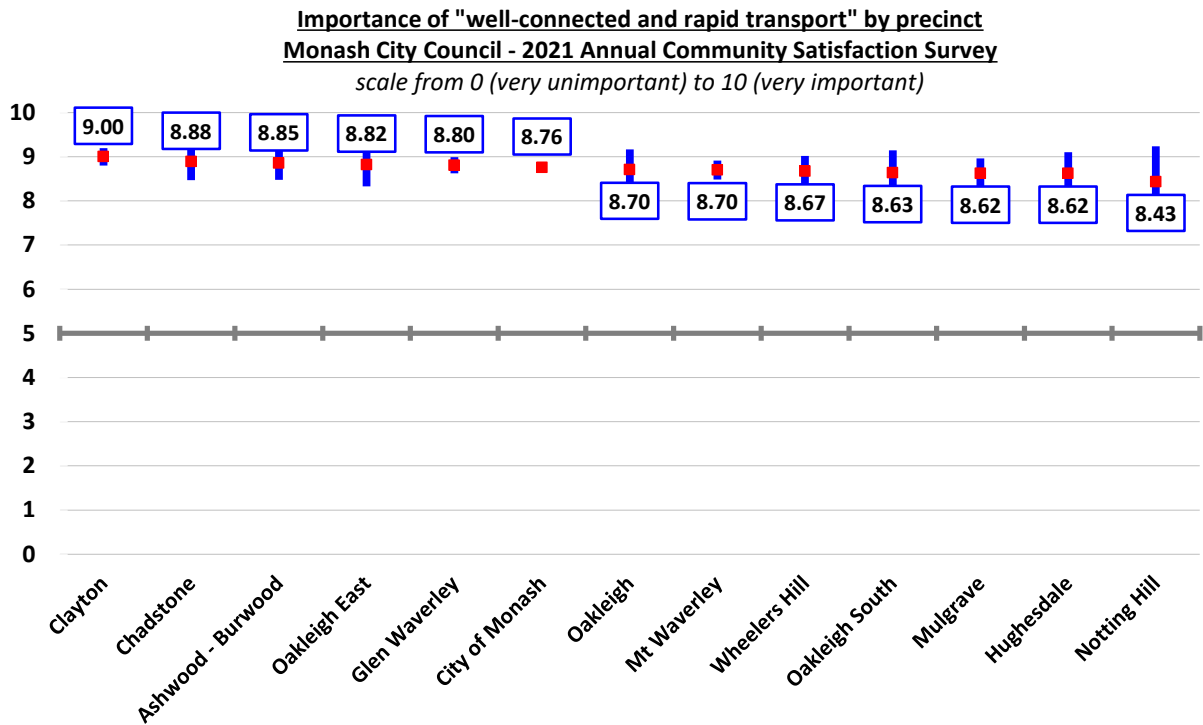**Importance of "growing employment and economic prosperity" by respondent profile**
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

There was some statistically significant variation in the average importance of "integrated and transparent governance" observed across the 12 precincts, with respondents from Oakleigh East rating it measurably more important than average.

Importance of "integrated and transparent governance" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Precinct	Score
Oakleigh East	9.04
Chadstone	8.89
Oakleigh	8.72
Clayton	8.69
Notting Hill	8.69
Wheelers Hill	8.54
Mt Waverley	8.53
City of Monash	8.45
Oakleigh South	8.32
Glen Waverley	8.26
Mulgrave	8.20
Ashwood - Burwood	8.13
Hughesdale	7.89

Whilst there was no statistically significant variation in the average importance of this issue observed by respondent profile, it is noted that young adults rated it notably but not measurably more important than average.

Importance of "integrated and transparent governance" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

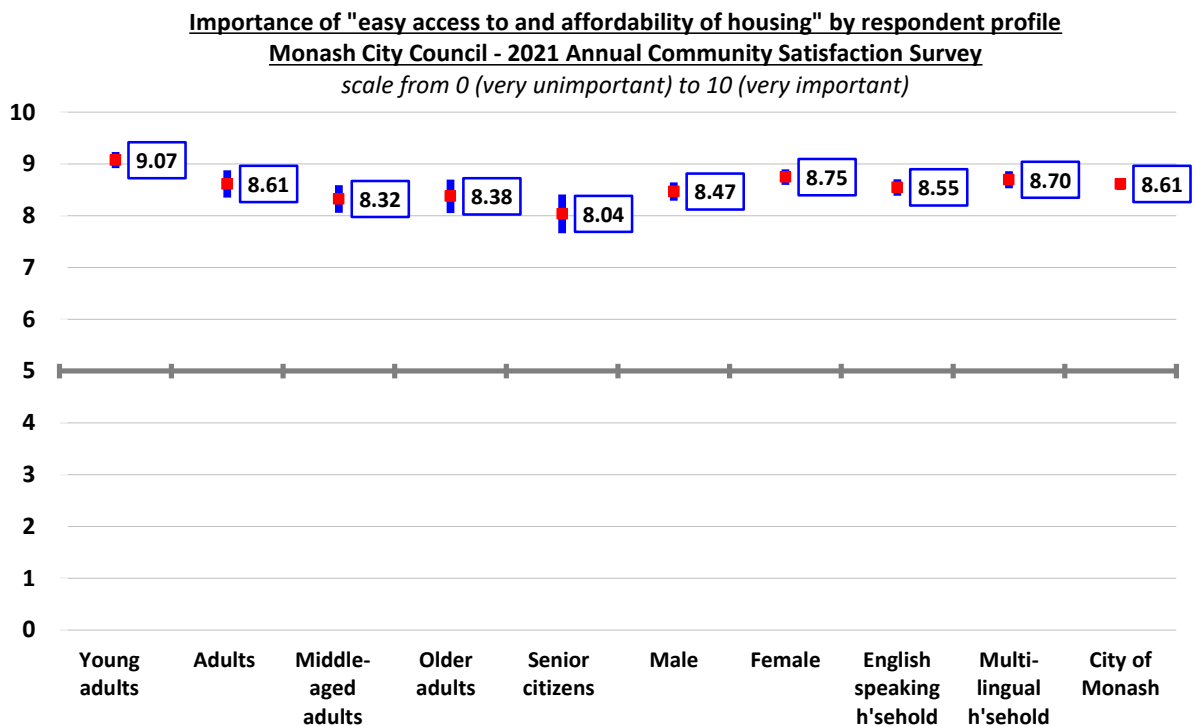| Profile	Score
Young adults	8.69
Adults	8.38
Middle-aged adults	8.31
Older adults	8.35
Senior citizens	8.19
Male	8.51
Female	8.40
English speaking h'sehold	8.41
Multi-lingual h'sehold	8.50
City of Monash	8.45

There was no statistically significant variation in the average importance of "enhanced nature conservation and biodiversity" observed across the 12 precincts comprising the City of Monash.
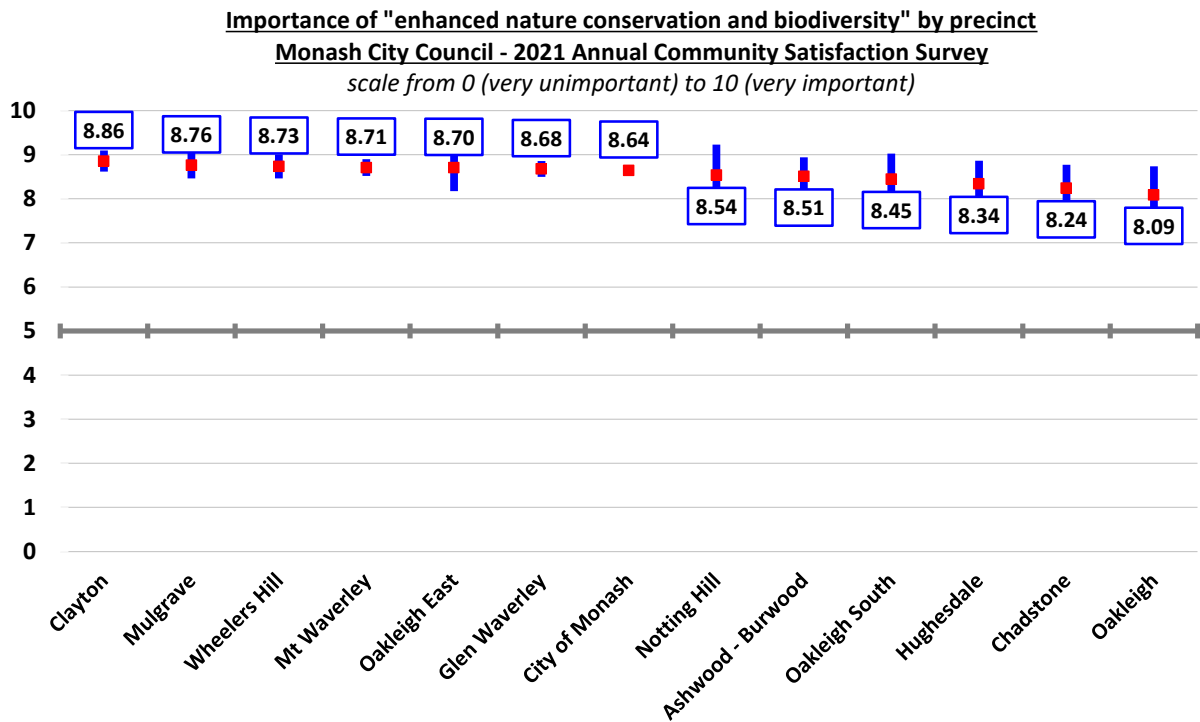
Importance of "enhanced nature conservation and biodiversity" by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Whilst there was no statistically significant variation in the average importance of this issue observed by respondent profile, it is noted that young adults rated it notably but not measurably more important than average.

Importance of "enhanced nature conservation and biodiversity" by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)

Most important things to do to get to the ideal City of Monash

Respondents were asked:

"As you imagine the City of Monash in 20 years that you described, what are the most important things we can do to get there?"

A total of just 160 of the 801 respondents nominated at least one "most important thing we can do to get there", at an average of a little more than one response each.

These open-ended responses have been broadly categorised as outlined in the following tables.

The most prominent areas outlined by respondents were:

- *Planning and development* – including better development planning (3.7%) quality of housing and less development (2.5%), and control overpopulation (0.4%).

- *Communication* – including better / more communication and information (2.5%),

- *Transport related* – including better / more public transport (1.7%), better traffic management (1.2%), better roads (0.5%).

- *Parks, gardens, and greenery related* - including provision and maintenance of parks, gardens, and open spaces (1.2%), more trees and greenery (0.9%),

Whilst precinct level results have been published for this question, readers are reminded that only a small number of respondents in each precinct provided a response to this question and therefore these precinct-level results are considered indicative at best.

The small sample size also precludes meaningful examination of variation in the results by respondent profile, although the results are published in the following tables.

Most important things to do for the ideal City of Monash
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2021	
	Number	*Percent*
Better development planning	30	3.7%
Better / more communication, information	20	2.5%
Quality of housing and less development	20	2.5%
Better / more public transport	14	1.7%
Environment, sustainability, renewables, biodiversity	13	1.6%
Provision and maintenance of parks and gardens	10	1.2%
Better traffic management	10	1.2%
Council governance, management, transparency	7	0.9%
More trees and greenery	7	0.9%
Better waste management	6	0.7%
More community activities / arts, culture	5	0.6%
More parking and enforcements	5	0.6%
Better roads	4	0.5%
Better safety and policing measures	4	0.5%
Investment in technology and infrastructure	4	0.5%
Maintaining the aesthetics of the area	4	0.5%
More affordable housing	4	0.5%
More jobs/ economic development	4	0.5%
More public facilities	4	0.5%
Youth and community engagement	4	0.5%
Better infrastructure planning and management	3	0.4%
Cleanliness and maintenance of area	3	0.4%
Control over population	3	0.4%
Good financial management / rates	3	0.4%
More community support	3	0.4%
More investment in sports and recreation	3	0.4%
Accessibility of elderly / people with disability	2	0.2%
Investment in education and schools	2	0.2%
Keep doing what you are doing	2	0.2%
More dog parks and facilities	2	0.2%
Better footpaths	1	0.1%
Greater diversity	1	0.1%
Maintenance and cleanliness of streets	1	0.1%
More / better storm water harvesting	1	0.1%
More public housing	1	0.1%
More responsive	1	0.1%
More social justice	1	0.1%
Stick to the basics	1	0.1%
Other issues n.e.i.	6	0.7%

Total responses **219**

Respondents identifying at least one aspect *160 (20.0%)*

Most important things to do for the ideal City of Monash by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Ashwood - Burwood	
Better development planning	11.6%
Better / more communication, information	9.3%
Better / more public transport	7.0%
Quality of housing and less development	4.7%
Better waste management	4.7%
Better traffic management	4.7%
More community support	4.7%
Investment in education and schools	2.3%
Provision, maintenance of parks, gardens	2.3%
More parking and enforcements	2.3%
All other issues	25.6%
Respondents identifying an issue	24 (55.9%)

Chadstone	
Better development planning	7.1%
Control over population	4.8%
Better waste management	4.8%
Better traffic management	4.8%
Better / more communication, information	2.4%
More investment in sports and recreation	2.4%
Better safety and policing measures	2.4%
Better infrastructure planning, management	2.4%
More affordable housing	2.4%
More jobs/ economic development	2.4%
All other issues	9.5%
Respondents identifying an issue	13 (31.4%)

Clayton	
Better / more communication, information	4.8%
Better development planning	3.8%
More trees and greenery	3.8%
Provision, maintenance of parks, gardens	1.9%
Quality of housing and less development	1.9%
Better traffic management	1.9%
More public facilities	1.9%
Investment in education and schools	1.0%
More parking and enforcements	1.0%
Better / more public transport	1.0%
All other issues	10.6%
Respondents identifying an issue	22 (21.5%)

Notting Hill	
Investment in technology and infrastructure	6.7%
More public facilities	6.7%
Respondents identifying an issue	2 (9.8%)

Glen Waverley	
Quality of housing and less development	2.9%
Better development planning	2.3%
Better / more public transport	2.3%
Provision, maintenance of parks, gardens	1.7%
Council governance, management	1.7%
Better roads	1.7%
Better / more communication, information	1.1%
Env.,sustainability,renewables,biodiversity	1.1%
Youth and community engagement	1.1%
More investment in sports and recreation	1.1%
All other issues	6.3%
Respondents identifying an issue	27 (15.6%)

Wheelers Hill	
Better development planning	3.8%
Better / more communication, information	2.5%
Quality of housing and less development	2.5%
Env.,sustainability,renewables,biodiversity	2.5%
More community activities / arts, culture	2.5%
Provision, maintenance of parks, gardens	1.3%
More parking and enforcements	1.3%
Better / more public transport	1.3%
Youth and community engagement	1.3%
Better waste management	1.3%
All other issues	6.3%
Respondents identifying an issue	17 (21.5%)

Most important things to do for the ideal City of Monash by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Mt Waverley	
Quality of housing and less development	3.9%
Better development planning	3.3%
Better / more public transport	2.6%
Better / more communication, information	2.0%
Env.,sustainability,renewables,biodiversity	2.0%
Cleanliness and maintenance of area	1.3%
Provision, maintenance of parks, gardens	0.7%
More parking and enforcements	0.7%
More trees and greenery	0.7%
Better traffic management	0.7%
All other issues	2.6%
Respondents identifying an issue	*21 (13.6%)*

Mulgrave	
Maintaining the aesthetics of the area	3.8%
Quality of housing and less development	2.6%
More dog parks and facilities	2.6%
More parking and enforcements	1.3%
Better / more public transport	1.3%
Env.,sustainability,renewables,biodiversity	1.3%
Control over population	1.3%
All other issues	1.3%
Respondents identifying an issue	*21 (13.6%)*

Oakleigh	
Better development planning	17.2%
Better / more communication, information	10.3%
Provision, maintenance of parks, gardens	3.4%
Env.,sustainability,renewables,biodiversity	3.4%
More trees and greenery	3.4%
Better safety and policing measures	3.4%
Better infrastructure planning, management	3.4%
Good financial management / rates	3.4%
Respondents identifying an issue	*12 (41.4%)*

Oakleigh East	
More jobs/ economic development	8.8%
Quality of housing and less development	2.9%
Better development planning	2.9%
Investment in technology and infrastructure	2.9%
Better traffic management	2.9%
Keep doing what you are doing	2.9%
Cleanliness and maintenance of area	2.9%
Respondents identifying an issue	*5 (14.6%)*

Oakleigh South	
Provision, maintenance of parks, gardens	4.8%
Quality of housing and less development	4.8%
Respondents identifying an issue	*2 (8.4%)*

Hughesdale	
Better development planning	3.3%
Env.,sustainability,renewables,biodiversity	3.3%
More affordable housing	3.3%
More parking and enforcements	3.3%
More responsive	3.3%
More trees and greenery	3.3%
All other issues	
Respondents identifying an issue	*5 (15.2%)*

Most important things to do for the ideal City of Monash by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Young adults (18 to 34 years)	
Better development planning	2.5%
Better / more public transport	1.8%
More affordable housing	1.4%
Better / more communication, information	1.4%
Quality of housing and less development	1.4%
Provision, maintenance of parks, gardens	1.1%
More jobs/ economic development	1.1%
More community activities / arts, culture	1.1%
More trees and greenery	1.1%
Cleanliness and maintenance of area	0.7%
All other issues	6.8%
Respondents identifying an issue	*42 (15.0%)*

Adults (35 to 44 years)	
Better development planning	5.5%
Better / more communication, information	3.1%
Provision, maintenance of parks, gardens	2.4%
More parking and enforcements	2.4%
Better infrastructure planning/management	1.6%
Quality of housing and less development	1.6%
More jobs/ economic development	1.6%
More trees and greenery	1.6%
Env.,sustainability,renewables,biodiversity	1.6%
Better safety and policing measures	0.8%
All other issues	7.9%
Respondents identifying an issue	*28 (22.0%)*

Middle aged adults (45 to 59 years)	
Better development planning	5.6%
Quality of housing and less development	5.1%
Better / more communication, information	3.4%
Better / more public transport	2.8%
Env.,sustainability,renewables,biodiversity	2.8%
Provision, maintenance of parks, gardens	1.7%
More community activities / arts, cultur	1.7%
Better traffic management	1.7%
Better safety and policing measures	1.1%
More public facilities	1.1%
All other issues	12.9%
Respondents identifying an issue	*47 (26.5%)*

Older adults (60 to 74 years)	
Better / more communication, information	3.9%
Env.,sustainability,renewables,biodiversity	3.9%
Quality of housing and less development	3.1%
Better development planning	3.1%
Council governance and management	3.1%
Better traffic management	2.3%
Better / more public transport	1.6%
Investment in education and schools	0.8%
Provision, maintenance of parks, gardens	0.8%
More public facilities	0.8%
All other issues	9.3%
Respondents identifying an issue	*30 (23.1%)*

Senior citizens (75 years and over)	
Council governance, management	3.4%
Quality of housing and less development	2.3%
Better waste management	2.3%
Better / more communication, information	1.1%
Maintaining the aesthetics of the area	1.1%
Better development planning	1.1%
Youth and community engagement	1.1%
Better traffic management	1.1%
Env.,sustainability,renewables,biodiversity	1.1%
Keep doing what you are doing	1.1%
All other issues	2.3%
Respondents identifying an issue	*14 (15.5%)*

City of Monash	
Better development planning	3.7%
Better / more communication, information	2.5%
Quality of housing and less development	2.5%
Better / more public transport	1.7%
Env.,sustainability,renewables,biodiversity	1.6%
Provision, maintenance of parks, gardens	1.2%
Better traffic management	1.2%
Council governance and management	0.9%
More trees and greenery	0.9%
Better waste management	0.7%
All other issues	10.2%
Respondents identifying an issue	*160 (20.0%)*

Most important things to do for the ideal City of Monash by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Male	
Better development planning	4.4%
Better / more communication, information	2.3%
Quality of housing and less development	2.1%
Env.,sustainability,renewables,biodiversity	1.8%
Better / more public transport	1.5%
Better traffic management	1.5%
Provision, maintenance of parks, gardens	1.0%
More parking and enforcements	1.0%
More affordable housing	1.0%
Maintaining the aesthetics of the area	1.0%
All other issues	12.1%
Respondents identifying an issue	*83 (21.3%)*

Female	
Better development planning	3.2%
Better / more communication, information	2.9%
Quality of housing and less development	2.9%
Better / more public transport	1.9%
Provision, maintenance of parks, gardens	1.5%
Env.,sustainability,renewables,biodiversity	1.2%
Better waste management	1.0%
Better traffic management	1.0%
Council governance and management	1.0%
More public facilities	0.7%
All other issues	8.7%
Respondents identifying an issue	*77 (18.8%)*

English speaking	
Better development planning	4.4%
Quality of housing and less development	3.5%
Better / more communication, information	2.3%
Better / more public transport	2.1%
Env.,sustainability,renewables,biodiversity	1.9%
Provision, maintenance of parks, gardens	1.4%
Better waste management	1.2%
Council governance and management	1.2%
More trees and greenery	0.9%
Better traffic management	0.9%
All other issues	9.7%
Respondents identifying an issue	*93 (21.7%)*

Multi-lingual	
Better development planning	3.0%
Better / more communication, information	2.5%
Quality of housing and less development	1.6%
Better traffic management	1.6%
Env.,sustainability,renewables,biodiversity	1.4%
Better / more public transport	1.1%
Provision, maintenance of parks, gardens	1.1%
More community activities / arts, culture	1.1%
More public facilities	1.1%
More parking and enforcements	0.8%
All other issues	10.1%
Respondents identifying an issue	*66 (18.1%)*

Other ideas that could lead to better outcomes in the City of Monash

Respondents were asked:

"Are there any other ideas you believe could lead to better outcomes in the City of Monash?"

A total of just 40 of the 801 respondents provided a response to this question asking if respondents had any other ideas that they believe could lead to better outcomes for the city.

The low response rate for this question reflects both the fact that the key issues of concern to respondents were likely already outlined in response to the earlier questions, as well as the fact that this question is somewhat difficult to include in a large interview survey conducted at the door, as it doesn't allow sufficient time to elicit considered responses.

Other ideas that could lead to better outcomes in the City of Monash
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2021	
	Number	Percent
Quality of housing and less development	7	0.9%
Better development planning	5	0.6%
Better / more public transport	3	0.4%
Environment, sustainability. renewables, biodiversity	3	0.4%
More investment in sports and recreation	3	0.4%
Better waste management	2	0.2%
Cleanliness and maintenance of area	2	0.2%
Investment in technology and infrastructure	2	0.2%
More social justice	2	0.2%
More trees and greenery	2	0.2%
Stick to the basics	2	0.2%
Accessibility of elderly / people with disability	1	0.1%
Better / more communication, information	1	0.1%
Better safety and policing measures	1	0.1%
Better traffic management	1	0.1%
Good financial management / rates	1	0.1%
Greater diversity	1	0.1%
More community activities / arts, culture	1	0.1%
More jobs/ economic development	1	0.1%
More public facilities	1	0.1%
More public services	1	0.1%
More responsive	1	0.1%
Provision and maintenance of parks, gardens and open spaces	1	0.1%
Other issues n.e.i.	1	0.1%
Total responses	**46**	
Respondents identifying at least one aspect	*40 (4.9%)*	

Current issues for the City of Monash

Respondents were asked:

"Can you please list what you consider to be the top three issues for the City of Monash at the moment?"

Respondents were asked to nominate what they considered to be the top three issues for the City of Monash "at the moment".

A little more than half (56.7%) of respondents nominated an average of approximately two issues each. This is identical to the 2020 result, which was a decline on the approximately two-thirds of respondents who had nominated at least one issue in each of the three previous surveys.

The decline from 2019 to 2020 is likely due largely to the change in methodology from face-to-face interaction to telephone survey this year. Telephone surveys do not receive the same level of engagement that can be achieved face-to-face, and this will impact on the response to these large open-ended style questions.

It is important to bear in mind that these responses are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Monash City Council. Many of the issues raised by respondents are suggestions for future actions rather than complaints about prior actions, and many are issues that are principally the responsibility of the state government.

Metropolis Research notes that the most raised issues to address for the City of Monash this year remain consistent with those from previous years, including planning and development, traffic management, and parking.

There was, however, a significant increase this year in the proportion of respondents nominating issues around parks, gardens, and open spaces. This increase from 3.6% last year to 9.1% this year, brings this result into line with the metropolitan Melbourne average, and results observed by Metropolis Research in other municipalities in recent years.

This result highlights the importance of parks, gardens, and open spaces to the community, a fact that has been reinforced over the last 12 months through the COVID-19 pandemic, where active use of parks, gardens, and open spaces appears to have increased as many people were spending more time closer to home, and limited to exercise outside, which increased patronage of parks, gardens, and open spaces.

The following variations of note from the 2020 results were observed:

- *Notable increase in 2020* – includes parks, gardens, and open spaces (9.1% up from 3.6%), road maintenance and repairs (6.0% up from 2.6%), rubbish and waste (5.0% up from 1.9%).

- *Notable decrease in 2020* – includes traffic management (7.6% down from 10.1%) and parking (7.2% down from 11.1%).

Attention is drawn to the fact that 8 respondents, representing just one percent of the total sample, raised issues around COVID-19. This is a decline on the 16 respondents from 2020.

When compared to the results from the 2021 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2021, there was relatively little significant variation noted.

The following variations of note were observed:

- *Notably more prominent in Monash* – includes building, housing, planning, and development (9.6% compared to 4.1% in metropolitan Melbourne) and to a lesser extent hard rubbish collection (4.5% compared to 2.7%).

- *Notably less prominent in Monash* – includes traffic management (7.6% compared to 13.4% in metropolitan Melbourne).

Top three issues for the City of Monash at the moment
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2021 Number	2021 Percent	2020	2019	2018	2021 Metro.*
Building, planning, housing and development	77	9.6%	9.2%	8.3%	11.3%	4.1%
Parks, gardens and open spaces	73	9.1%	3.6%	3.5%	4.6%	9.2%
Traffic management	61	7.6%	10.1%	12.8%	14.8%	13.4%
Parking	58	7.2%	11.1%	20.5%	20.9%	7.2%
Roads maintenance and repairs	48	6.0%	2.6%	2.0%	3.4%	7.0%
Rubbish and waste issues inc. garbage collection	40	5.0%	1.9%	2.6%	2.6%	3.3%
Hard rubbish collection	36	4.5%	4.1%	3.2%	3.0%	2.7%
Footpath maintenance and repairs	35	4.4%	3.2%	3.2%	4.4%	5.7%
Safety, policing and crime	29	3.6%	3.2%	6.7%	7.1%	3.3%
Provision and maintenance of street trees	28	3.5%	6.7%	9.1%	5.5%	2.5%
Lighting	25	3.1%	5.0%	9.6%	8.9%	4.8%
Public toilets	22	2.7%	1.6%	0.4%	0.4%	1.9%
Communication, consultation, provision of info.	21	2.6%	3.9%	2.2%	1.3%	3.0%
Provision and maint. of cycling / walking paths	17	2.1%	2.5%	0.2%	1.8%	3.7%
Rates	17	2.1%	3.2%	3.1%	3.6%	2.5%
Street cleaning and maintenance	17	2.1%	1.9%	1.0%	2.4%	2.1%
Prov. and maint. of sports and recreation facilities	16	2.0%	2.2%	1.2%	1.4%	1.9%
Activities and facilities for children	15	1.9%	1.0%	0.9%	1.3%	1.1%
Drains maintenance and repairs	15	1.9%	2.5%	1.2%	2.8%	2.2%
Council management, governance, accountability	14	1.7%	1.2%	0.6%	0.9%	0.8%
Environment, conservation and climate change	13	1.6%	2.6%	1.4%	1.8%	2.4%
Animal management	11	1.4%	1.1%	1.5%	1.1%	0.5%
Public transport	11	1.4%	1.1%	3.0%	3.6%	0.6%
Green waste collection	10	1.2%	0.1%	0.7%	0.9%	1.0%
Community activities, arts and culture	9	1.1%	0.0%	1.4%	1.3%	2.2%
Council customer service / responsivenes	8	1.0%	0.1%	0.2%	0.6%	1.0%
COVID19 issues	8	1.0%	2.0%	n.a.	n.a.	0.8%
Nature strips	8	1.0%	1.9%	n.a.	n.a.	0.0%
Provision & maintenance of community facilities	8	1.0%	0.2%	0.6%	0.3%	0.0%
Enforcement and update of local laws	7	0.9%	0.7%	0.1%	0.4%	0.3%
Multicultural issues / cultural diversity	7	0.9%	0.5%	0.1%	0.4%	1.9%
Provision and maintenance of infrastructure	7	0.9%	0.6%	0.4%	0.8%	1.1%
Cleanliness and maintenance of area	6	0.7%	3.5%	2.1%	0.9%	2.9%
Recycling collection	6	0.7%	1.7%	2.1%	2.3%	1.3%
Services and facilities for the elderly	6	0.7%	1.2%	1.0%	1.3%	1.0%
Shops, restaurants and entertainment venue	6	0.7%	0.2%	0.1%	1.1%	0.6%
All other issues *(29 separately identified issues)*	62	7.7%	3.4%	10.3%	8.9%	11.1%
Total responses	**857**		**843**	**934**	**1,006**	**699**
Respondents identifying at least one issue	*454 (56.7%)*		*458 (56.8%)*	*523 (65.0%)*	*523 (65.3%)*	*395 (62.9%)*

(*) 2021 metropolitan Melbourne average from Governing Melbourne

Issues by precinct

There was some variation in the top issues to address for the City of Monash "at the moment" observed across the 12 precincts comprising the City of Monash.

It is important to bear in mind when examining these results, that the sample size for some of the precincts this year is quite small. This was due to the changed methodology employed this year due to the pandemic, but also because there are a large number of 12 precincts splitting a total sample size of 801 respondents (average of 67 respondents each).

Attention is drawn to the following:

- *Ashwood-Burwood* – respondents were somewhat more likely than average to nominate building, housing, planning, and development; road maintenance and repairs; rubbish and waste, and community activities, arts, and culture related issues.

- *Chadstone* – respondents were somewhat more likely than average to nominate building, housing, planning and development; parks, gardens, and open spaces; and rubbish and waste issues.

- *Clayton* – respondents were somewhat more likely than average to nominate activities and facilities for children.

- *Glen Waverley* – respondents were somewhat more likely than average to nominate street trees and communication and consultation.

- *Mulgrave* – respondents were somewhat more likely than average to nominate traffic management, road maintenance and repairs, footpaths, street trees, and nature strip issues.

- *Oakleigh* – respondents were somewhat more likely than average to nominate hard rubbish collection.

- *Oakleigh East* – respondents were somewhat more likely than average to nominate building, housing, planning and development, and road maintenance and repairs.

- *Oakleigh South* – respondents were somewhat more likely than average to nominate rubbish and waste, animal management, and cycling / walking paths related issues.

- *Hughesdale* – respondents were more likely than average to nominate parks, gardens, and open spaces; traffic management; hard rubbish collection; cycling / walking paths; and recycling collection.

Top three issues for the City of Monash at the moment by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Ashwood - Burwood	
Building, planning, housing, development	16.3%
Road repairs and maintenance	14.0%
Parks, gardens and open space	9.3%
Rubbish and waste issues inc. garbage	9.3%
Parking	7.0%
Traffic management	7.0%
Community activities, arts and culture	7.0%
Footpath repairs and maintenance	4.7%
Safety, policing and crime	4.7%
Public toilets	4.7%
All other issues	48.8%
Respondents identifying an issue	*27 (62.8%)*

Chadstone	
Building, planning, housing, development	16.7%
Parks, gardens and open space	14.3%
Rubbish and waste issues inc. garbage	9.5%
Parking	7.1%
Environment,conservation, climate change	4.8%
Safety, policing and crime	4.8%
Public toilets	4.8%
Sports and recreation facilities	4.8%
Drains maintenance and repairs	4.8%
Lighting	4.8%
All other issues	28.6%
Respondents identifying an issue	*25 (60.3%)*

Clayton	
Parks, gardens and open space	10.6%
Parking	8.7%
Traffic management	6.7%
Hard rubbish collection	6.7%
Lighting	6.7%
Communication, consultation, prov. of info.	5.8%
Activities and facilities for children	5.8%
Safety, policing and crime	4.8%
Public toilets	4.8%
Rubbish and waste issues inc. garbage	4.8%
All other issues	44.2%
Respondents identifying an issue	*62 (59.9%)*

Notting Hill	
Parks, gardens and open space	1.0%
Building, planning, housing, development	1.0%
Safety, policing and crime	1.0%
Prov. & maint. of cycling / walking path	1.0%
Sports and recreation facilities	1.9%
Lighting	2.9%
Health and medical services	1.0%
Council customer service / responsivenes	1.0%
Activities and facilities for children	1.0%
Respondents identifying an issue	*6 (41.5%)*

Glen Waverley	
Parking	11.5%
Building, planning, housing, development	11.5%
Parks, gardens and open space	10.3%
Provision and maintenance of street trees	6.9%
Traffic management	6.9%
Communication, consultation, prov. of info.	5.2%
Road repairs and maintenance	4.0%
Footpath repairs and maintenance	3.4%
Safety, policing and crime	3.4%
Rates	2.9%
All other issues	43.7%
Respondents identifying an issue	*97 (55.5%)*

Wheelers Hill	
Parks, gardens and open space	10.1%
Building, planning, housing, development	10.1%
Rubbish and waste issues inc. garbage	7.6%
Traffic management	6.3%
Parking	5.1%
Rates	5.1%
Road repairs and maintenance	5.1%
Footpath repairs and maintenance	3.8%
Safety, policing and crime	3.8%
Public toilets	3.8%
All other issues	48.1%
Respondents identifying an issue	*40 (50.5%)*

Top three issues for the City of Monash at the moment by precinct
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Mt Waverley	
Building, planning, housing, development	11.8%
Road repairs and maintenance	6.6%
Traffic management	6.6%
Parks, gardens and open space	5.3%
Parking	4.6%
Rubbish and waste issues inc. garbage	4.6%
Footpath repairs and maintenance	3.9%
Enforcement / update of local laws	2.6%
Street cleaning and maintenance	2.6%
Lighting	2.6%
All other issues	33.6%
Respondents identifying an issue	*67 (44.1%)*

Mulgrave	
Hard rubbish collection	16.7%
Traffic management	15.4%
Road repairs and maintenance	11.5%
Parks, gardens and open space	10.3%
Footpath repairs and maintenance	9.0%
Provision and maintenance of street trees	7.7%
Building, planning, housing, development	5.1%
Public toilets	5.1%
Nature strip issues	5.1%
Parking	3.8%
All other issues	42.3%
Respondents identifying an issue	*54 (69.8%)*

Oakleigh	
Parking	10.3%
Hard rubbish collection	10.3%
Rates	6.9%
Building, planning, housing, development	6.9%
Road repairs and maintenance	6.9%
Footpath repairs and maintenance	6.9%
Rubbish and waste issues inc. garbage	6.9%
Provision and maintenance of street trees	6.9%
Traffic management	6.9%
Parks, gardens and open space	3.4%
All other issues	51.7%
Respondents identifying an issue	*19 (65.2%)*

Oakleigh East	
Building, planning, housing, development	20.6%
Road repairs and maintenance	17.6%
Footpath repairs and maintenance	14.7%
Traffic management	11.8%
Parks, gardens and open space	8.8%
Parking	8.8%
Rubbish and waste issues inc. garbage	8.8%
Environment,conservation, climate change	5.9%
Safety, policing and crime	5.9%
Provision and maintenance of street tree	5.9%
All other issues	52.9%
Respondents identifying an issue	*27 (78.8%)*

Oakleigh South	
Rubbish and waste issues inc. garbage	14.3%
Parks, gardens and open space	9.5%
Animal management	9.5%
Prov. & maint. of cycling / walking path	9.5%
Parking	4.8%
Road repairs and maintenance	4.8%
Footpath repairs and maintenance	4.8%
Traffic management	4.8%
Council management and governance	4.8%
Lighting	4.8%
All other issues	4.8%
Respondents identifying an issue	*10 (44.9%)*

Hughesdale	
Parks, gardens and open space	16.7%
Traffic management	16.7%
Hard rubbish collection	10.0%
Prov. & maint. of cycling / walking path	10.0%
Recycling collection	10.0%
Building, planning, housing, development	6.7%
Safety, policing and crime	6.7%
Public toilets	6.7%
Drains maintenance and repairs	6.7%
Cleanliness and maintenance of area	6.7%
All other issues	43.3%
Respondents identifying an issue	*20 (67.3%)*

Issues by respondent profile

The following tables outline the top issues to address for the City of Monash "at the moment" by respondent profile, including age structure, gender, language spoken at home, and household disability status.

Attention is drawn to the following variation of note:

- *Adults (aged 35 to 44 years)* – respondents were somewhat more likely than average to nominate parking issues.

- *Middle-aged adults (aged 45 to 59 years)* – respondents were somewhat more likely than average to nominate building, housing, planning and development and rubbish and waste issues.

- *Older adults (aged 60 to 74 years)* – respondents were somewhat more likely than average to nominate building, housing, planning, and development related issues.

- *Senior citizens (aged 75 years and over)* – respondents were somewhat more likely than average to nominate street trees, and communication and consultation related issues.

- *Male* – respondents were somewhat more likely than female respondents to nominate road maintenance and repairs.

- *English speaking household* – respondents were somewhat more likely than respondents from multi-lingual households to nominate building, housing, planning and development.

- *Multi-lingual household* – respondents were more likely than respondents from English speaking households to nominate parks, gardens, and open space related issues.

- *Household disability status* – respondents from households with a member with a disability were somewhat more likely than average to nominate parking, road maintenance and repairs, street trees, and footpath maintenance and repairs.

Top three issues for the City of Monash at the moment by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Young adults (18 to 34 years)	
Parks, gardens and open space	8.6%
Road repairs and maintenance	5.4%
Rubbish and waste issues inc. garbage	4.7%
Safety, policing and crime	3.6%
Public toilets	3.6%
Hard rubbish collection	3.6%
Traffic management	3.2%
Parking	2.9%
Building, planning, housing, development	2.9%
Prov. & maint. of cycling / walking path	2.9%
All other issues	35.8%
Respondents identifying an issue	*126 (45.1%)*

Adults (35 to 44 years)	
Parking	11.8%
Traffic management	10.2%
Parks, gardens and open space	8.7%
Building, planning, housing, development	7.9%
Safety, policing and crime	6.3%
Lighting	5.5%
Road repairs and maintenance	3.9%
Hard rubbish collection	3.9%
Activities and facilities for children	3.1%
Footpath repairs and maintenance	3.1%
All other issues	33.1%
Respondents identifying an issue	*68 (53.3%)*

Middle aged adults (45 to 59 years)	
Building, planning, housing, development	14.0%
Parks, gardens and open space	10.1%
Traffic management	9.6%
Road repairs and maintenance	9.0%
Parking	8.4%
Rubbish and waste issues inc. garbage	8.4%
Hard rubbish collection	5.6%
Footpath repairs and maintenance	5.1%
Lighting	3.9%
Provision and maintenance of street trees	3.9%
All other issues	55.6%
Respondents identifying an issue	*120 (67.3%)*

Older adults (60 to 74 years)	
Building, planning, housing, development	20.9%
Traffic management	12.4%
Parks, gardens and open space	9.3%
Parking	9.3%
Footpath repairs and maintenance	7.8%
Hard rubbish collection	7.0%
Rates	5.4%
Road repairs and maintenance	5.4%
Council management and governance	5.4%
Rubbish and waste issues inc. garbage	4.7%
All other issues	55.8%
Respondents identifying an issue	*86 (66.3%)*

Senior citizens (75 years and over)	
Parks, gardens and open space	9.1%
Parking	9.1%
Building, planning, housing, development	9.1%
Provision and maintenance of street trees	9.1%
Communication, consultation, prov. of info.	6.8%
Footpath repairs and maintenance	6.8%
Traffic management	6.8%
Road repairs and maintenance	5.7%
Street cleaning and maintenance	5.7%
Nature strip issues	3.4%
All other issues	39.8%
Respondents identifying an issue	*55 (62.7%)*

City of Monash	
Building, planning, housing, development	9.6%
Parks, gardens and open spaces	9.1%
Traffic management	7.6%
Parking	7.2%
Roads maintenance and repairs	6.0%
Rubbish and waste issues inc. garbage	5.0%
Hard rubbish collection	4.5%
Footpath maintenance and repairs	4.4%
Safety, policing and crime	3.6%
Provision and maintenance of street trees	3.5%
All other issues	46.4%
Respondents identifying an issue	*454 (56.7%)*

Top three issues for the City of Monash at the moment by respondent profile
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Male	
Building, planning, housing, development	9.3%
Parks, gardens and open space	8.2%
Road repairs and maintenance	7.2%
Traffic management	7.2%
Parking	6.4%
Rubbish and waste issues inc. garbage	5.7%
Footpath repairs and maintenance	4.6%
Hard rubbish collection	4.6%
Provision and maintenance of street trees	3.9%
Prov. & maint. of cycling / walking path	3.3%
All other issues	43.7%
Respondents identifying an issue	*216 (55.4%)*

Female	
Building, planning, housing, development	10.0%
Parks, gardens and open space	9.7%
Parking	8.0%
Traffic management	8.0%
Road repairs and maintenance	4.9%
Lighting	4.6%
Safety, policing and crime	4.4%
Hard rubbish collection	4.4%
Footpath repairs and maintenance	4.1%
Rubbish and waste issues inc. garbage	4.1%
All other issues	47.8%
Respondents identifying an issue	*239 (57.9%)*

English speaking	
Building, planning, housing, development	12.5%
Parks, gardens and open space	7.0%
Traffic management	7.0%
Footpath repairs and maintenance	6.7%
Road repairs and maintenance	6.3%
Parking	6.0%
Hard rubbish collection	5.1%
Rubbish and waste issues inc. garbage	4.9%
Communication, consultation, prov. of info.	3.7%
Provision and maintenance of street trees	3.7%
All other issues	46.6%
Respondents identifying an issue	*247 (57.3%)*

Multi-lingual	
Parks, gardens and open space	11.5%
Parking	8.5%
Traffic management	8.5%
Building, planning, housing, development	6.3%
Road repairs and maintenance	5.8%
Rubbish and waste issues inc. garbage	4.9%
Safety, policing and crime	4.4%
Lighting	4.1%
Hard rubbish collection	3.8%
Provision and maintenance of street trees	3.3%
All other issues	41.8%
Respondents identifying an issue	*204 (56.1%)*

Household members with a disability	
Parking	13.5%
Building, planning, housing, development	12.2%
Road repairs and maintenance	10.8%
Provision and maintenance of street trees	10.8%
Footpath repairs and maintenance	9.5%
Parks, gardens and open space	8.1%
Traffic management	8.1%
Rubbish and waste issues inc. garbage	6.8%
Communication, consultation, prov. of info.	5.4%
Public toilets	5.4%
All other issues	59.5%
Respondents identifying an issue	*49 (66.4%)*

Household members without a disability	
Building, planning, housing, development	9.3%
Parks, gardens and open space	9.1%
Traffic management	7.7%
Parking	6.7%
Road repairs and maintenance	5.6%
Rubbish and waste issues inc. garbage	4.7%
Hard rubbish collection	4.3%
Footpath repairs and maintenance	4.0%
Safety, policing and crime	3.6%
Provision and maintenance of street trees	3.0%
All other issues	44.6%
Respondents identifying an issue	*390 (55.5%)*

Respondent profile

The following section provides the demographic profile of respondents to the *Monash City Council – 2021 Annual Community Satisfaction Survey*.

Age structure

Because the survey was conducted using a telephone survey methodology this year rather than the door-to-door methodology, the age structure of the respondents was less reflective of the underlying community.

Consequently, the database was weighted by age and gender to ensure the final sample reflected the Census demographic profile. It is noted that the underlying sample did meet the 40% requirement of the Performance Reporting Framework prior to the weighting.

Age structure
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2021 (unweighted) Number	2021 (unweighted) Percent	2021 (weighted)	2020	2019	2018	2016
Adolescents *(18 - 19 years)*	14	1.7%	4.3%	4.3%	3.1%	4.3%	3.1%
Young adults *(20 - 34 years)*	159	19.9%	30.5%	30.4%	22.8%	23.1%	26.3%
Adults *(35 - 44 years)*	155	19.4%	15.9%	15.9%	19.0%	20.1%	21.6%
Middle-aged adults *(45 - 59 yrs)*	216	27.0%	22.2%	22.2%	26.9%	26.8%	22.4%
Older adults *(60 - 74 years)*	178	22.2%	16.2%	16.1%	20.4%	18.1%	18.5%
Senior citizens *(75 years and over)*	79	9.9%	11.0%	10.9%	7.6%	7.6%	8.2%
Not stated	0		0	0	7	0	0
Total	**801**	**100%**	**801**	**805**	**805**	**800**	**800**

Gender

As discussed above, the results are weighted by age and gender to reflect the 2016 *Census*.

Gender
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2021 Number	2021 Percent	2020	2019	2018	2016
Male	389	48.6%	48.6%	56.0%	56.7%	52.4%
Female	412	51.4%	51.4%	44.0%	43.0%	47.6%
Other	0	0.0%	0.0%	0.0%	0.3%	0.0%
Prefer not to say / not stated	0		0	18	5	0
Total	**801**	**100%**	**805**	**805**	**800**	**807**

Language spoken at home

The survey continues to obtain a significant input from respondents from households that a speak a language other than English, with 54.2% this year, up from 52.3% in 2020.

Language spoken at home
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2021 Number	2021 Percent	2020	2019	2018	2016
English	431	54.2%	52.3%	51.2%	51.3%	58.5%
Mandarin	71	8.9%	6.3%	12.2%	15.1%	5.5%
Greek	35	4.4%	5.4%	2.9%	2.8%	3.3%
Hindi	33	4.2%	3.9%	2.8%	4.0%	2.1%
Sinhalese	23	2.9%	2.7%	3.0%	3.7%	2.3%
Italian	22	2.8%	3.0%	1.8%	2.3%	1.5%
Vietnamese	17	2.1%	1.4%	1.3%	1.1%	0.5%
Chinese, n.f.d	16	2.0%	2.4%	5.6%	0.5%	9.4%
Cantonese	12	1.5%	2.8%	0.1%	3.9%	1.3%
Tamil	12	1.5%	1.6%	3.3%	1.2%	2.0%
Indonesian	11	1.4%	2.0%	0.8%	0.1%	0.0%
Korean	10	1.3%	0.1%	0.3%	0.4%	0.8%
Punjabi	9	1.1%	0.8%	0.1%	0.4%	0.6%
French	7	0.9%	0.8%	1.0%	0.4%	0.6%
German	7	0.9%	0.9%	0.4%	0.5%	0.6%
Japanese	6	0.8%	0.5%	0.1%	0.5%	1.3%
Malayalam	6	0.8%	1.4%	0.8%	0.1%	0.8%
Polish	6	0.8%	0.9%	0.8%	0.3%	0.5%
Spanish	6	0.8%	0.5%	0.4%	0.1%	0.3%
Arabic	5	0.6%	0.3%	0.5%	0.4%	0.9%
Telugu	4	0.5%	0.9%	1.1%	0.5%	0.1%
Russian	4	0.5%	0.0%	0.5%	0.5%	0.1%
Bengali	3	0.4%	0.9%	0.4%	0.4%	0.5%
Hungarian	3	0.4%	0.0%	0.1%	0.0%	0.0%
Nepali	2	0.3%	1.9%	0.2%	0.1%	0.1%
Serbian	2	0.3%	0.4%	0.1%	0.5%	0.0%
Tagalog (Filipino)	2	0.3%	0.5%	0.6%	0.3%	0.8%
Urdu	2	0.3%	0.6%	0.3%	0.4%	0.3%
Gujarati	2	0.3%	0.3%	0.3%	0.1%	0.0%
Turkish	2	0.2%	0.2%	0.0%	0.0%	0.0%
Dutch	1	0.1%	0.6%	0.3%	0.1%	0.3%
All languages *(21 separately identified)*	21	2.6%	3.5%	3.8%	3.7%	4.4%
Multiple	2	0.3%	0.4%	3.3%	4.4%	0.6%
Not stated	6		13	8	4	11
Total	**801**	**100%**	**805**	**805**	**800**	**807**

Household member with a disability

Almost 10% of respondents were from households with a member with a disability, a result that is consistent with previous years.

Household member with a disability
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2021 Number	2021 Percent	2020	2019	2018	2016
Yes	74	9.5%	12.2%	7.8%	6.8%	9.7%
No	702	90.5%	87.8%	92.2%	93.2%	90.3%
Not stated	25		36	25	10	6
Total	**801**	**100%**	**805**	**805**	**800**	**807**

Household structure

A little more than 40% of respondents in 2021 were from two-parent families, a result similar to the 2020 results, but down marginally on the 51.5% in 2019. There were more couple-only households included in the sample in 2020 and 2021. These slight variations may reflect the change in methodology.

Household structure
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2021 Number	2021 Percent	2020	2019	2018	2016
Two parent family total	**325**	**41.5%**	**44.2%**	**51.5%**	**52.2%**	**50.3%**
youngest child 0 - 5 years	88	11.2%	7.7%	9.7%	11.1%	11.4%
youngest child 6 - 12 years	75	9.6%	10.7%	17.5%	15.0%	15.2%
youngest child 13 - 18 years	50	6.4%	9.5%	8.0%	9.7%	9.2%
adult children only	112	14.3%	16.3%	16.2%	16.4%	14.7%
One parent family	**43**	**5.5%**	**5.9%**	**4.7%**	**4.5%**	**3.0%**
youngest child 0 - 5 years	2	0.3%	0.3%	0.1%	0.3%	0.4%
youngest child 6 - 12 years	5	0.6%	0.9%	1.0%	0.1%	0.2%
youngest child 13 - 18 years	5	0.6%	0.9%	0.9%	0.8%	0.1%
adult children only	31	4.0%	3.9%	2.7%	3.3%	2.2%
Couple only household	236	30.1%	27.9%	20.1%	18.7%	24.4%
Group household	85	10.9%	9.8%	14.8%	15.1%	12.5%
Sole person household	87	11.1%	11.1%	8.3%	9.3%	7.7%
Extended or multiple families	7	0.9%	1.2%	0.6%	0.3%	1.9%
Not stated	18		27	22	14	2
Total	**801**	**100%**	**805**	**805**	**800**	**807**

Aboriginal or Torres Strait Islander

Consistent with the results recorded in 2020, less than one percent of respondents identified as Aboriginal or Torres Strait Islander.

Aboriginal Australian or Torres Strait Islander
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2021		2020
	Number	Percent	
Yes	2	0.3%	0.8%
No	791	99.7%	99.2%
Not stated	8		12
Total	**801**	**100%**	**805**

General comments

The following tables outline the general comments received from respondents at the conclusion of the survey this year.

The issues most raised related to community facilities, services, and activities (16.9%), traffic and public transport management (15.4%), and planning and development issues (12.3%).

General comments
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2021		2020	2019	2018	2016
	Number	Percent				
Community facilities / services / activities	11	16.9%	19.3%	3.3%	6.2%	2.2%
Traffic and public transport management	10	15.4%	2.8%	3.3%	11.1%	3.3%
Planning and development issues	8	12.3%	9.2%	3.3%	14.8%	11.8%
Parking	5	7.7%	6.4%	11.1%	2.5%	10.8%
General positive comments	4	6.2%	16.5%	18.9%	2.5%	12.9%
Parks, gardens, open spaces and tree maintenances	4	6.2%	6.4%	10.0%	7.4%	11.8%
Comments relating to this survey	3	4.6%	2.8%	2.2%	6.2%	0.0%
Street lighting	3	4.6%	0.9%	4.4%	6.2%	4.3%
Waste management and cleanliness	3	4.6%	6.4%	1.1%	7.4%	6.5%
Communication, consultation, Council management	2	3.1%	7.3%	11.1%	11.1%	8.6%
Cleanliness of areas	1	1.5%	1.8%	6.7%	2.5%	0.0%
General negative comments	1	1.5%	2.8%	3.3%	1.2%	0.0%
Rates / financial management	1	1.5%	2.8%	3.3%	4.9%	7.5%
Other	9	13.8%	7.3%	6.7%	9.9%	8.6%
Total	**65**	**100%**	**109**	**81**	**81**	**93**

General comments
Monash City Council - 2021 Annual Community Satisfaction Survey
(Number of responses)

Comment	Number
Community facilities / services / activities	
Better facilities for the disabled and they are taken into consideration when doing anything related community	1
Bring the community as a whole forward	1
Concerned about the footpath trip hazards due to construction work in Ashwood, particularly near Arthur St	1
Disappointed that Oakley Hall was shut after so much money spent on it	1
Golf course should be improved	1
I understand there are plans for a new mural near Holmesglen station	1
Improve local access to high schools, more facilities must be provided	1
More disability services should be accessible	1
Oakleigh South feels like a neglected area	1
The free Zumba classes are good they should continue and more of these activities should be added	1
We would like to see community garden in Wheeler's Hill	1
Traffic and public transport management	
Bakers Rd should have speed bumps near Oakleigh South College	1
Bus frequency can be increased to every 15 minutes	1
Concerned about bumpy footpaths in Ashwood for older residents	1
Concerned about the traffic for residents near the Ashwood netball courts	1
Consultation with the Council needs to be more professional	1
Glen Shopping Centre - it is inconvenient to get in and out of quickly	1
Immediate attention to the speed limit on Cypress Avenue is needed. Limit is 50 but cars are always at 100-120 because no patrol or bumps. Please investigate it	1
Lots of complaints about the traffic around Clayton Rd where the station has been redone. I believe traffic is now worse and now I do my shopping in Oakleigh avoid traffic although I live in Clayton	1
Please reduce the speed limit on View St	1
Traffic on Cameron Ave	1
Planning and development issues	
A planning issue where there was the appearance of Council consultation but the I felt that the issue had already been decided, so that the consultation wasn't of any real effect	1
Control the overdevelopment	1
Just hope that the high-density living is reduced or eliminated	1
Losing green space because of overdevelopment	1
More thoughtful developments in terms of maintaining vegetation and parking space	1
Number of units	1

Reduce building to many units	1
Too much development. There's going to be a high density building near Jells Rd in place of lifestyle gym. It is not a good idea with regards to parking and traffic. Rang Council about it. They did nothing. Very disappointing	1

Parking

It's getting overcrowded with limited parking, roads. It is not good for standard of living	1
More parking should be available	1
Parking is not being enforced on Kionga Street and people are parking for longer than the time limits	1
People park in Waverly Rd and Prospect Street school parents parking on street, can't get out of house	1
Teach people how to park and drive in a courteous manner	1

General positive comments

Monash is doing a good	1
Really happy with the consulting department of Council however they should be more responding especially traffic department	1
The Monash counci is doing a fantastic job	1
Very happy resident!	1

Parks, gardens, open spaces, and tree maintenances

Better maintenance and facilities required in parks and gardens, public spaces throughout Monash	1
More vegetation in residential areas	1
Overhanging branches of trees need to be taken care of in Mt. Waverly	1
Regular maintenance of nature strips required	1

Street lighting

Brighter streetlights required	1
Improve the lighting in area near the Clayton train station	1
Lighting is too dark at night a sports oval near Centre Rd	1

Comments relating to this survey

Its good for Council to conduct the surveys	1
These questions are too general and are designed to just get boxes ticked	1
There are so many things that are beyond the control of the Council in this survey	1

Communication, consultation & Council management

Council could be perceived as to be engaging in gender vilification	1
Council is political and needs to focus on ratepayers instead of their own interests	1

Waste management and cleanliness

Focus on garbage collection	1
Please provide better instructions for disposal of recycling items	1
Would prefer green waste collection to be weekly because of the smell	1

Cleanliness of areas

Focus on the cleanliness of the local area	1

Rates / financial management

Lower the rates	1

General negative comments

No need of the council	1

Other

Council shouldn't jump on the intersectionality bandwagon	1
Drug users and drug dealers	1
Just moved in	1
Lived in Monash for 15 years and seen a lot of change	1
Oakleigh market near Portman and Chester St has a shop that is racist towards Australian people	1
Quality of residents	1
Road maintenance	1
There are male victims of domestic violence	1
We feel a little ignored than other areas of the Council	1

Total	**65**

Appendix One: survey form

Monash City Council
2021 Annual Community Satisfaction Survey

Metropolis RESEARCH

Hello my name is _____ from Metropolis Research and I am calling on behalf of Monash City Council.

We recognise that this is a difficult time for the community, but Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council

The survey also includes a few questions about what the community values most about Monash and what the issues are that affect Monash both now and into the future.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

---

1 · **Have you had any contact with Monash City Council in the last 12 months?**

Yes (*continue*)	**1**	No (*go to Q. 3*)	**2**

---

2 · **On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last had contact with the Monash City Council?**

	0	1	2	3	4	5	6	7	8	9	10	99
1. General reception	0	1	2	3	4	5	6	7	8	9	10	99
2. Care and attention to your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
3. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	99
4. Speed of service	0	1	2	3	4	5	6	7	8	9	10	99
5. Courtesy of service	0	1	2	3	4	5	6	7	8	9	10	99
6. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99
7. Staff's understanding of your language needs	0	1	2	3	4	5	6	7	8	9	10	99

If any aspect rated less than 6, why do you say that?

---

3 · **On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.**

		0	1	2	3	4	5	6	7	8	9	10	99
1. The maintenance and repair of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Regular recycling service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If less than 6, why do you say that?													
6. Regular green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

3 | **On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.**

7. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision of parking facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Provision and maintenance of parks, gardens and reserves	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

If less than 6, why do you say that?

Is there a specific park, garden or reserve of concern?

| 13. Provision and maintenance of street trees | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

If less than 6, why do you say that?

14. Animal management *(control and regulation of pets and domestic animals)*	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Council activities to encourage environmental sustainability	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

If less than 6, why do you say that?

| 16. Council's newsletter *Monash Bulletin (delivered by Australia Post to every household in Monash)* | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

If less than 6, why do you say that?

4 | **On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?**

(note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

		0	1	2	3	4	5	6	7	8	9	10	99
2. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's Waste Transfer Station *(located in Ferntree Gully Road, Notting Hill)*	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Recreation and Aquatic Centres	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Bike paths and shared pathways	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Sports ovals and other outdoor sporting facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision and maintenance of local playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, why do you say that, and please name any specific locations of concern?													
9. Council run services for children and their families	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Council services for older residents and activities for seniors	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Local library and library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Council run programs and activities for young people (10—25 years)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

1. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	*99*
If less than 6, what do you wish Council would ask you about?												
2. Council's representation, lobbying and advocacy on behalf of the community with other levels of government or organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	*99*
3. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	*99*
4. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	*99*
5. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	*99*
6. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	*99*

If overall satisfaction less than 6, what does Council most need to do to improve its performance?

6

Can you please list what you consider to be the top three issues for the City of Monash at the moment?

Issue One:	
Issue Two:	
Issue Three:	

The population of Monash is expected to grow by approximately 46,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

7

On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with planning for population growth (by all levels of government).

Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than 6, why do you say that?												

8 On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and housing development in your local area.

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than 6, please identify the developments:												
2. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	*99*
3. The protection of trees and vegetation on private property	0	1	2	3	4	5	6	7	8	9	10	*99*

Thank you. I would now like to ask you a few more questions about what you value about Monash and how you would like to see Monash change into the future.

9 What do you value most about Monash and why?

1.	
2.	
3.	

10 On a scale from 0 (very unimportant) to 10 (very important), how important are the following issues to you?

1. Well designed developments	0	1	2	3	4	5	6	7	8	9	10	*99*
2. Waste, pollution, greenhouse gas emissions and resource use	0	1	2	3	4	5	6	7	8	9	10	*99*
3. Vulnerability to pandemics, climate change and other hazards	0	1	2	3	4	5	6	7	8	9	10	*99*
4. Traffic congestion	0	1	2	3	4	5	6	7	8	9	10	*99*
5. Housing that is accessible and affordable to all	0	1	2	3	4	5	6	7	8	9	10	*99*
6. Social connection and acceptance of social and cultural diversity	0	1	2	3	4	5	6	7	8	9	10	*99*
7. Technology and the pace of change	0	1	2	3	4	5	6	7	8	9	10	*99*
8. Job availability and accessibility	0	1	2	3	4	5	6	7	8	9	10	*99*
9. Coordinated service provision by Monash Council	0	1	2	3	4	5	6	7	8	9	10	*99*
10. Local biodiversity and green space	0	1	2	3	4	5	6	7	8	9	10	*99*

11

Imagine Monash 20 years in the future and all your hopes for the city have been realised. What is different? How is the municipality a better place?

One:	
Two:	
Three:	

12

On a scale from 0 (very unimportant) to 10 (very important), how important are the following to your personal vision of an ideal City of Monash in the future?

	0	1	2	3	4	5	6	7	8	9	10	99
1. Urban growth, redevelopment and density are well planned and designed	0	1	2	3	4	5	6	7	8	9	10	99
2. Sustainable consumption and resource use; reduced waste, pollution and greenhouse gas emissions	0	1	2	3	4	5	6	7	8	9	10	99
3. High resilience to pandemics, weather-related disasters, climate change and other hazards.	0	1	2	3	4	5	6	7	8	9	10	99
4. Well-connected and rapid transport	0	1	2	3	4	5	6	7	8	9	10	99
5. Easy access to and affordability of housing	0	1	2	3	4	5	6	7	8	9	10	99
6. Strong social connectedness that is reflected by reduced social inequality, less crime, and higher cultural diversity and harmony	0	1	2	3	4	5	6	7	8	9	10	99
7. Technological innovation applied to most aspects of life	0	1	2	3	4	5	6	7	8	9	10	99
8. Growing employment and economic prosperity	0	1	2	3	4	5	6	7	8	9	10	99
9. Integrated and transparent governance	0	1	2	3	4	5	6	7	8	9	10	99
10. Enhanced nature conservation and biodiversity	0	1	2	3	4	5	6	7	8	9	10	99

13

As you imagine the City of Monash in 20 years that you described, what are the most important things we can do to get there?

One:	
Two:	
Three:	

14 Are there any other ideas you believe could lead to better outcomes in the City of Monash?

One:	
Two:	
Three:	

15 Please indicate which of the following best describes you.

15 - 19 years	**1**	45 - 59 years	**4**
20 - 34 years	**2**	60 - 74 years	**5**
35 - 44 years	**3**	75 years or over	**6**

16 With which gender do you most identify?

Male	**1**	Other / non-binary	**3**
Female	**2**	Prefer not to say	**4**

17 Are you an Aboriginal Australian or Torres Strait Islander?

Yes	**1**	No	**2**

18 What are all the languages spoken in this household?

English only	**1**	Other *(specify):_____*	**2**

19 Do any members of this household identify as having a disability?

Yes	**1**	No	**2**

20 What is the structure of this household?

Two parent family *(youngest 0 - 5 yrs.)*	**1**	One parent family *(youngest 13-18 yrs)*	**7**
Two parent family *(youngest 6– 12 yrs.)*	**2**	One parent family *(adult child only)*	**8**
Two parent family *(youngest 13 - 18 yrs.)*	**3**	Group household	**9**
Two parent family *(adult child only)*	**4**	Sole person household	**10**
One parent family *(youngest 0 - 5 yrs.)*	**5**	Couple only family	**11**
One parent family *(youngest 6 – 12 yrs.)*	**6**	Other *(specify):_____*	**12**

21 Do you have any further comments you would like to make?

Thank you for your time
Your feedback is most appreciated

Council will publish the full results of this survey on its website by end June 2020, following detailed analysis and discussion with Councillors and senior officers.

22 | **We will invite members of the online community panel to provide additional feedback on the aggregated responses to these questions. Would you like to join the panel?**

Yes	1	No	2

If Yes, please leave your email address and first name;

Email address:

First name: