



Metropolis  
RESEARCH



*Monash City Council*  
**2018 Annual Community Satisfaction Survey**

*June 2018*

*Prepared for:*

Monash City Council

*Prepared by:*

Metropolis Research  
ABN 39083 090 993

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## Introduction

Metropolis Research Pty Ltd was commissioned by Monash City Council to undertake this, its second *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 - 2018 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 thirty-two 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 and development outcomes and aspects of the planning approvals process.
- ⊗ Satisfaction with planning for population growth by all levels of government.
- ⊗ Preferred methods of seeking / receiving information from Council
- ⊗ Agreement with selected statements about the sense of community
- ⊗ Perception of safety in public areas and worries about becoming a victim of crime.
- ⊗ 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**

The *Monash City Council – 2018 Annual Community Satisfaction Survey* was conducted as a door-to-door interview style survey of eight hundred households drawn randomly from across the municipality during the months of April and May 2018. The results have been weighted by precinct to ensure that each precinct within Monash contributes proportionally to the municipal result. The precinct weightings have been conducted using the enumerated population figures from the *Australian Bureau of Statistics – 2016 Census of Population and Housing*.

Trained Metropolis Research survey staff conducted face-to-face interviews of approximately twenty minutes duration with householders. This methodology has produced highly consistent results in terms of the demographics of those surveyed, although it should be noted that voluntary surveys will tend to slightly over represent families, in particular parents with younger children, and can at times slightly under-represent residents who speak a language other than English. Additional steps were taken to maximise the participation of residents who speak a language other than English at home, including Metropolis Research staff conducting the interviews in other languages where appropriate and staff have the relevant language skills. The Metropolis Research fieldwork team typically speaks in the order of fifteen to twenty languages.

Despite the inherent limitations of any voluntary data collection or consultation process where individual residents are not obliged to participate; the methodology developed by Metropolis Research over almost two decades provides the most effective means of including respondents from across the broad spectrum of the Monash community.

## **Response rate and statistical strength**

The 95% confidence interval (margin of error) of these results is plus or minus 3.7% 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% and 54%. This is based on a total sample size of eight hundred respondents, and an underlying population of the City of Monash of 196,789.

A total of approximately 3,817 households were approached to participate in the *Monash City Council – 2018 Annual Community Satisfaction Survey*. Of these 1,802 were unattended at the time, 1,213 refused to participate in the research and eight hundred completed surveys.

This provides a response rate of 39.7%, which is consistent with results obtained elsewhere and is higher than that typically obtained in telephone surveys.

The solid response rate reflects the strength of the door-to-door methodology in engaging effectively with the Monash community.



## **Governing Melbourne**

*Governing Melbourne* is a service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of one thousand respondents 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 – 2018 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 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 term precinct is used by Metropolis Research to describe the small areas and in this instance reflects the official suburbs within Monash. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary. The precinct “Oakleigh East” includes the suburbs of Oakleigh East as well as Huntingdale.

### *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.



### 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.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.7%.

### Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context, 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.

## Executive summary

Metropolis Research conducted this, Council's second *Annual Community Satisfaction Survey* as a door-to-door, interview style survey of eight hundred respondents in April and May 2018.

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, aspects of planning and development, aspects of customer service, and the performance of Council across all areas of responsibility.

The survey also measured the importance to the community of the thirty-two individual services and facilities, explored the top issues the community feel need to be addressed in the municipality at the moment, as well as the perception of safety in Monash's public areas.

In addition to these core components, the survey also explores a range of one-off questions and in 2018 this included questions on the sense of community in the City of Monash, the preferred methods of seeking and receiving information from Council, and a question about concerns about becoming a victim of crime.





Satisfaction with the **overall performance** of Monash City Council increased by 1.8 in 2018 to 7.44 (up from 7.31) although it remains categorised as “very good”.

This result was measurably and significantly higher than the eastern region councils’ average (6.44) and the metropolitan Melbourne average (6.53), as recorded in the 2017 *Governing Melbourne* research conducted independently by Metropolis Research.

Metropolis Research notes that this overall satisfaction with the City of Monash is far and away the highest overall satisfaction score recorded by Metropolis Research since it commenced measuring community satisfaction in 2001. It is unusual for overall satisfaction to be more than seven out of ten, and this Monash result reflects extremely well on how the community views the performance of the Monash City Council.

Almost half (49.0%) of respondents were very satisfied with Council’s overall performance (rating eight or more), whilst just 2.5% were dissatisfied (rating zero to four). There was some variation in satisfaction observed, as follows:

- **More satisfied than average** – younger respondents, new Monash residents (less than five years in Monash), multi-lingual households, group households, male respondents, and respondents from Chadstone and Clayton tended to be more satisfied than average.
- **Less satisfied than average** – middle-aged respondents, long-term residents (ten years or more in Monash), couple-only households, English-speaking households, and respondents from Oakleigh South and Wheelers Hill tended to be less satisfied than average.

The most common responses from respondents as to how Council could improve performance related to additional communication and consultation with the community.

Consistent with the high level of overall satisfaction, satisfaction with the five included aspects of **governance and leadership** also remained high in 2018 at 7.29 out of ten (down from 7.33 in 2016). Metropolis Research notes that satisfaction with aspects of governance and leadership were all measurably and significantly higher in the City of Monash than the 2017 metropolitan Melbourne results.

Satisfaction with **Council’s customer service** delivery remains strong, with an average satisfaction with the six included aspects of customer service of 7.93 out of ten, categorised as “excellent”. Satisfaction with Council’s customer service appears to be both consistently high and higher than the metropolitan Melbourne average.

Satisfaction with the **services and facilities** provided by the Monash City Council remains on average very high at 7.76 out of ten, categorised as “excellent”. This is measurably and significantly higher than the 2017 metropolitan Melbourne average satisfaction with the same group of services and facilities of 7.37 (rated as “very good”).

Satisfaction with all the waste and recycling services as well as most of the recreation and leisure services and facilities were categorised as “excellent”. No services or facilities were rated as “solid”, “poor” or lower satisfaction.



**Parking and traffic issues** remain significant issues in the City of Monash. Parking issues were identified by 20.9% of respondents, whilst traffic management issues were identified as an issue to address in the municipality by 14.8% of respondents this year.

Both parking enforcement and provision of parking facilities were amongst the lowest rated services in terms of satisfaction. Metropolis Research does note however that respondents that identified these two issues as issues to address in Monash, were on average only mildly less satisfied with Council's overall performance than the municipal average. In other words, this issue is likely to exert at best only a mildly negative influence on community satisfaction with the performance of Council.

**Planning and housing development** remain significant issues in the City of Monash. "Building, housing, planning and development" issues remain the third most commonly identified issues to address in the municipality, with 11.3% identifying these issues this year. Respondents that identified these issues were on average measurably less satisfied with Council's overall performance than the municipal average, which strongly implies that these issues exert a somewhat negative influence on community satisfaction with the performance of Monash City Council.

Satisfaction with planning and development outcomes such as the appearance and quality of new developments was relatively good when compared to the metropolitan Melbourne average, with a score 7.12 in Monash compared to 6.33 in metropolitan Melbourne.

Satisfaction with "planning for population growth" by all levels of government was good at 6.77 (down from 6.95) and was measurably and significantly higher than the 2017 metropolitan Melbourne average of 5.70 (rated "poor").

The **perception of safety in the public areas** of the City of Monash both during the day and at night was very high, and higher than the metropolitan Melbourne averages. "Safety, policing and crime" related issues were raised as issues to address in Monash by 7.1% of respondents, almost double the result from 2016 (3.7%), but only half the 15.2% recorded for metropolitan Melbourne.

The significant perception of safety concerns that have been observed in the outer western regions of metropolitan Melbourne have not been replicated in the City of Monash. Metropolis Research does note however that female respondents felt on average 6.4% less safe in the public areas of the City of Monash at night than did male respondents.

Interestingly however, multi-lingual household respondents did not feel significantly less safe than respondents from English speaking households, which is a somewhat unusual result.

The **sense of community** in the City of Monash remains relatively high, with attention drawn to the measurably higher agreement in Monash than the metropolitan Melbourne average that "the community is accepting of people from diverse cultures and backgrounds". This is a very positive result that reflects the very diverse Monash community.



The most commonly **preferred methods of seeking or receiving information from Council** remain the Council website (47.1%), the Monash Bulletin (41.1%), articles in the local newspapers (33.9%), email (33.6%), and direct mail / letterbox drop of information (33.0%).

The Council e-newsletter has increased in popularity as a preferred communication method between 2016 and 2018, up from 10.7% to 14.6%. It is noted however that social media declined a little this year, down from 19.8% to 14.0%. The proportion of respondents preferring social media appears to have plateaued across metropolitan Melbourne at between approximately one-sixth and one-fifth of respondents in recent years

Significant variation in the preferred methods of communication were observed based on the respondents age structure. Generally speaking, older respondents preferred printed communication methods (including information in local newspapers), whilst younger respondents were more likely to prefer electronic methods and social media.

## 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?”*

A total of 714 respondents representing 89.3% of the total sample provided a satisfaction score for Council's overall performance.

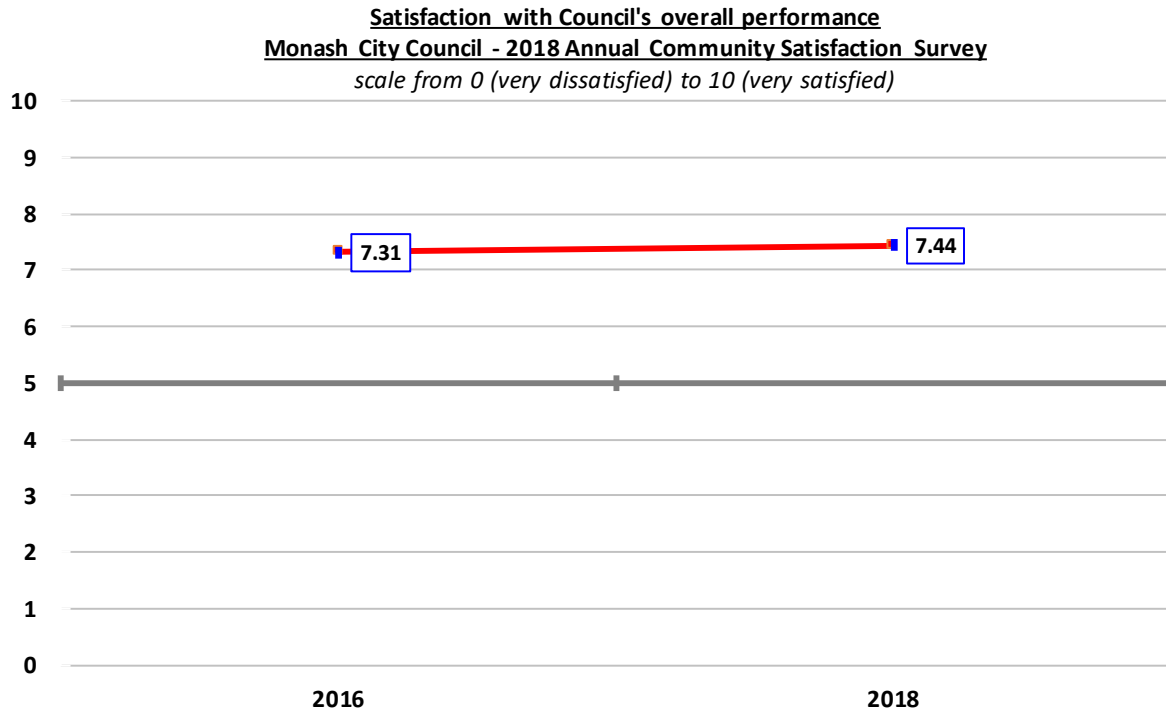
Satisfaction with the performance of Council across all areas of responsibility (overall performance) was 7.44 out of ten, a level of satisfaction best categorised as “very good”.

This result is 1.8% higher than the 7.31 recorded by Metropolis Research for the City of Monash in 2016.

By way of comparison, this result is 13.9% higher than the 2017 metropolitan Melbourne average of 6.53, as recorded in *Governing Melbourne*. *Governing Melbourne* is an independent survey conducted by Metropolis Research of a sample of one thousand respondents, which includes a sample from all thirty-one metropolitan Melbourne municipalities.

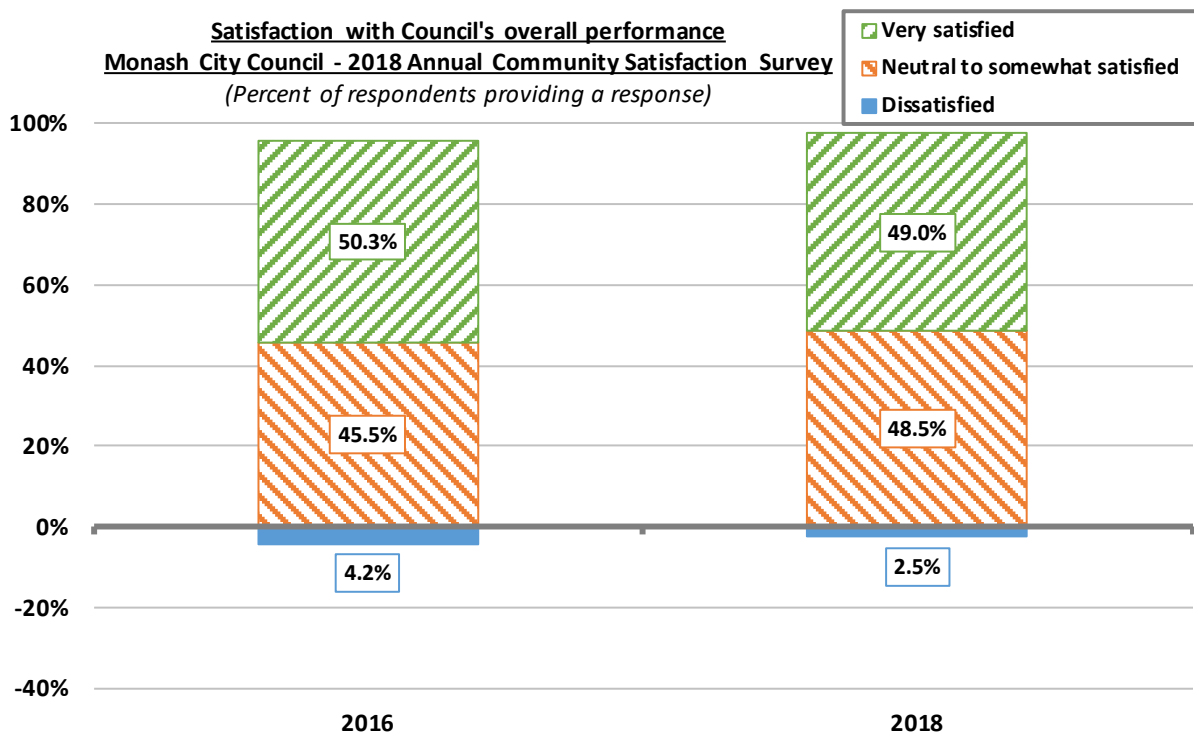
Metropolis Research notes that this result is by far the highest overall performance score recorded by Metropolis Research since it began measuring community satisfaction with local government in 2001. Apart from the 2016 City of Monash result of 7.31, the next highest result recorded by Metropolis Research was 7.15 recorded for the City of Yarra in 2016.





This very high average overall satisfaction score is reflected in the percentage results outlined in the following graph. This graph provides the proportion of respondents dissatisfied (rating zero to four), neutral to somewhat satisfied (rating five to seven), and very satisfied (rating eight to ten).

Almost half (49.0%) of respondents were very satisfied with Council’s overall performance, whilst just 2.5% were dissatisfied.



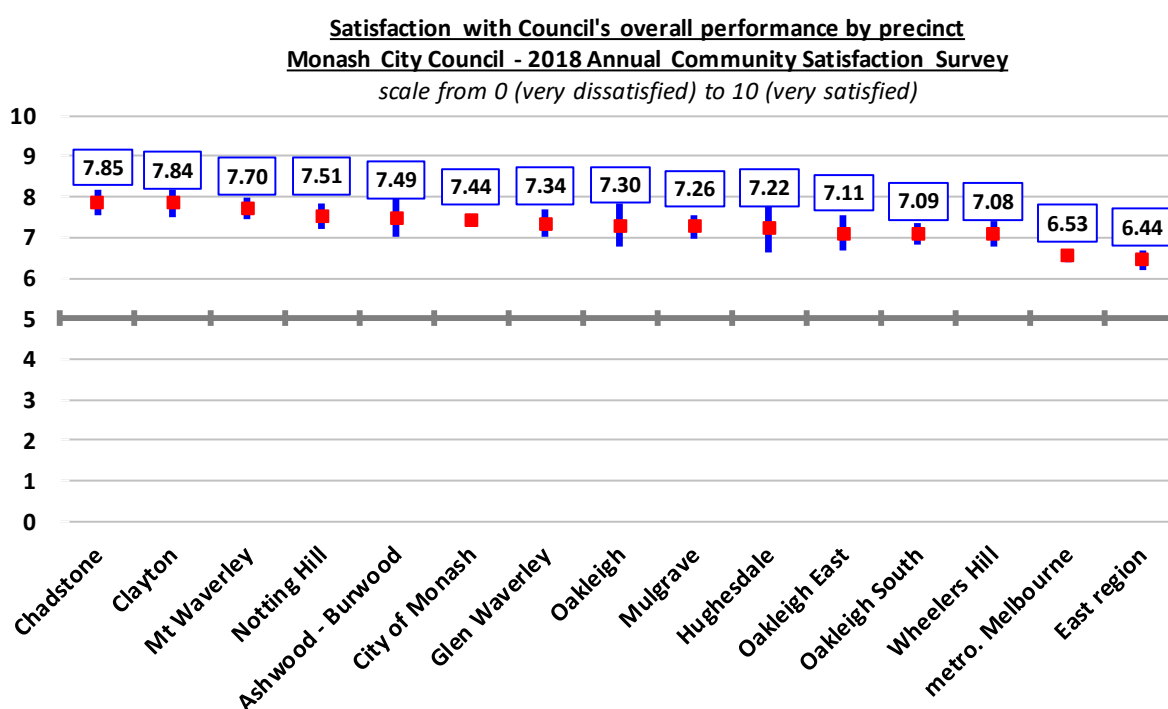
The following graph provides the average satisfaction with each precinct including the 95% confidence interval. Metropolis Research does note that with a sample of eight hundred respondents and twelve precincts, the maximum sample size for each precinct is approximately sixty-seven respondents. Because of this relatively small precinct sample size, the 95% confidence interval for these results is relatively large.

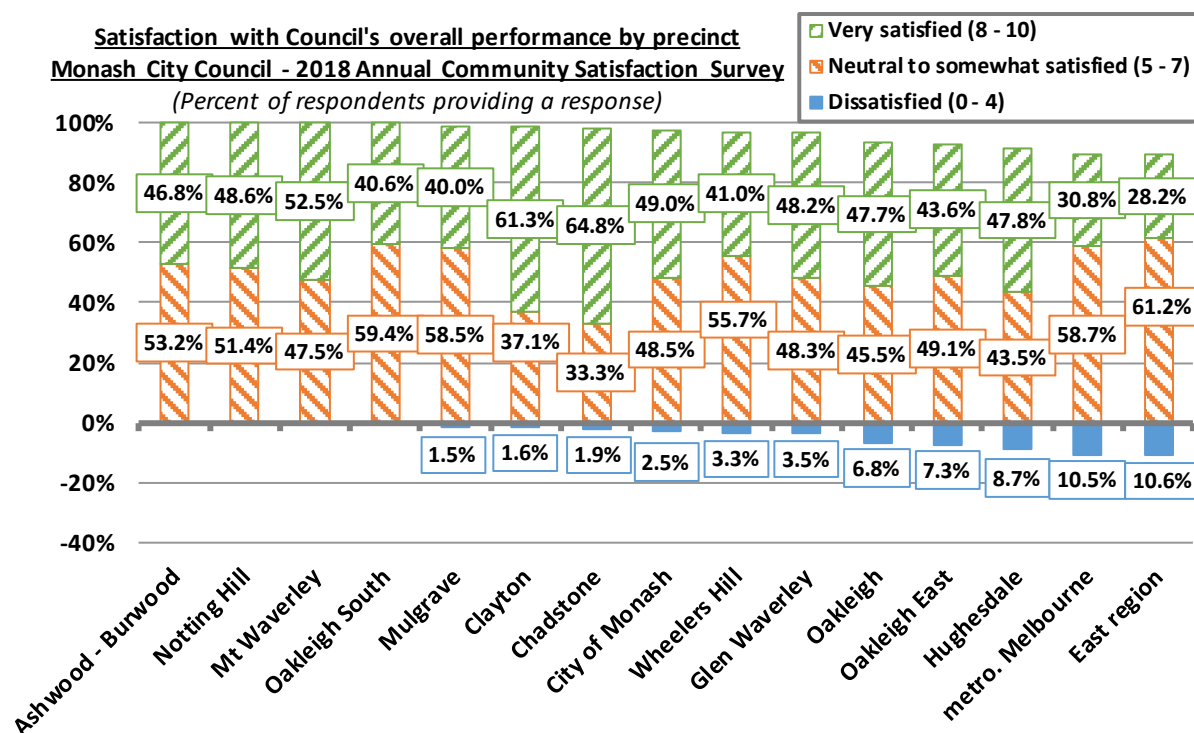
There was some variation in satisfaction with Council’s overall performance observed across the twelve precincts comprising the City of Monash. Attention is drawn to the following:

- **Chadstone and Clayton** – respondents rated satisfaction measurably higher than the municipal average, and at levels categorised as “excellent”.
- **Oakleigh South and Wheelers Hill** – respondents rated satisfaction measurably lower than the municipal average, and at levels categorised as “good”.

Metropolis Research notes that the precinct “Oakleigh East” includes the suburbs of Oakleigh East and Huntingdale. It is referred to in this report as simply “Oakleigh East”.

Metropolis Research also notes that more than five percent of respondents from Oakleigh, Oakleigh East, and Hughesdale were dissatisfied with Council’s overall performance. It is important to bear in mind however that these results are still significantly smaller than the metro. Melbourne average level of dissatisfaction of 10.5%.





### 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, country of birth, household disability status, household structure, housing situation, and period of residence in the City of Monash.

Given the varying sample sizes, there are a range of confidence intervals around these average satisfaction scores, as evidenced by the varying size of the vertical blue bars.

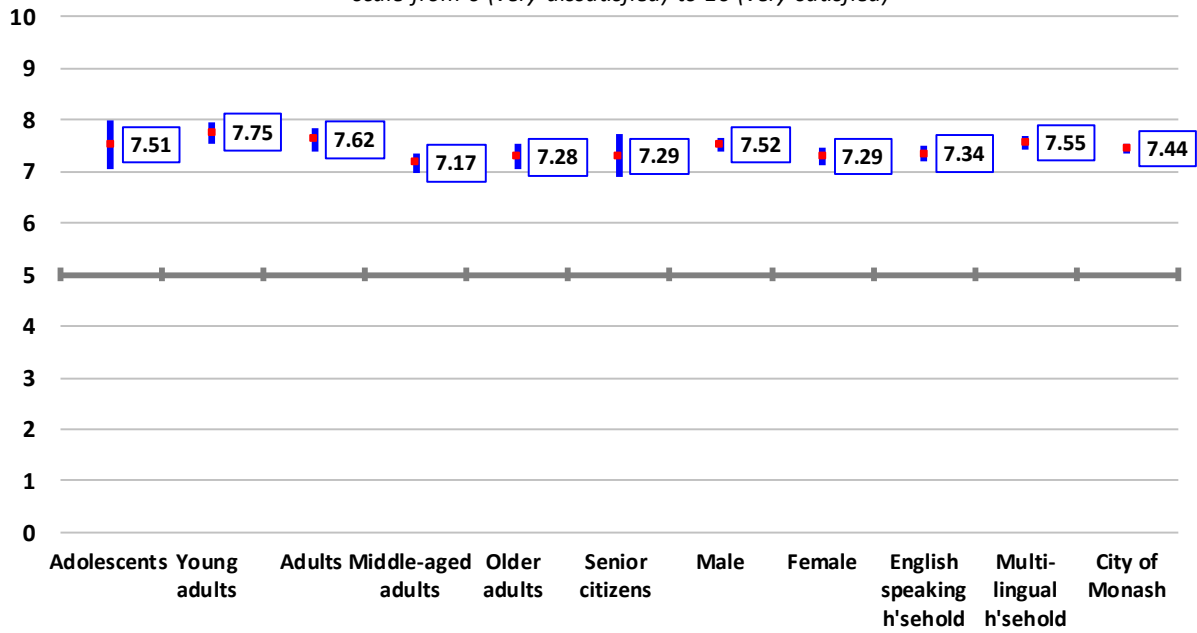
In general terms, the pattern of satisfaction with Council’s overall performance can best be summarised as follows:

- **Less satisfied than average** – includes middle-aged adults (aged 45 to 59 years), English speaking households, females, long-term residents (more than ten years in Monash), and couple-only households.
- **More satisfied than average** – includes young adults (aged 20 to 34 years), males, multi-lingual households, shorter-term residents (less than five years in Monash), and group household respondents.

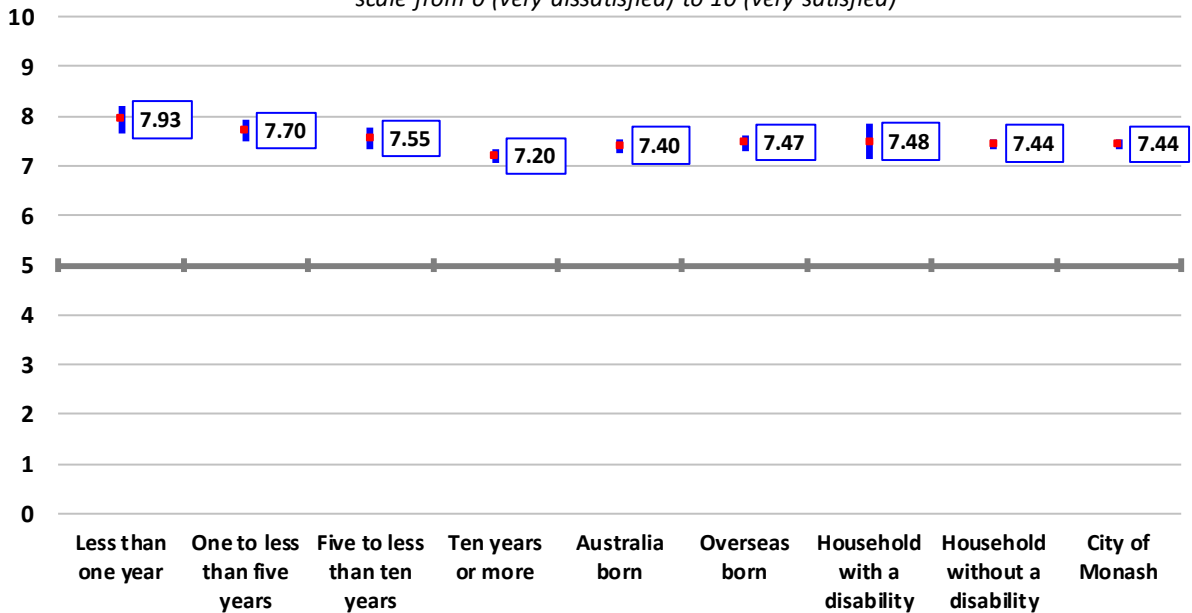
Metropolis Research notes that this basic pattern of satisfaction, particularly in relation to age structure and period of residence is commonly observed across metropolitan Melbourne. It tends to be middle-aged and older adults (aged 45 to 74 years), home-owners (not asked in this survey), who have lived in the municipality for ten years or more who tend to be less satisfied with this local council.



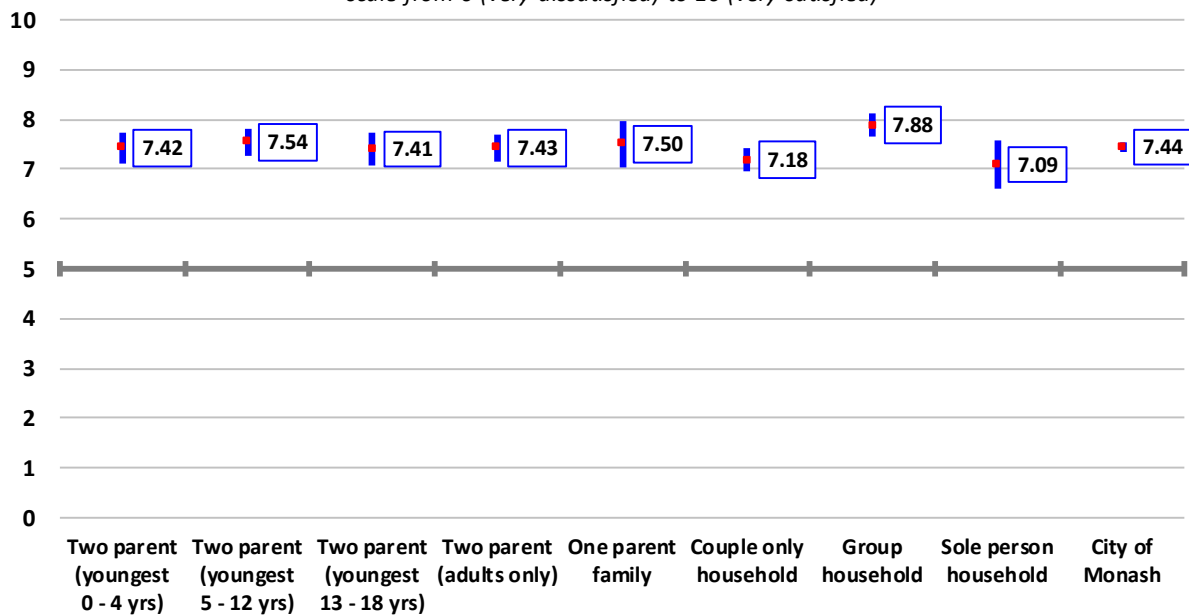
**Satisfaction with Council's overall performance by respondent profile**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with Council's overall performance by period of residence, country of birth and disability**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with Council's overall performance by household structure**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





## Improvement 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?"*

There were only a small number of respondents that rated their satisfaction with Council's overall performance at less than six out of ten, in other words were dissatisfied or neutral in relation to Council's overall performance.

These respondents were asked what improvement was most needed to improve Council performance, and the open-ended responses are outlined in the following table.

There were a range of issues identified by a small number of respondents including parks and gardens, development, parking, and cleaning and maintenance, however the most common responses related to a perceived lack of communication from Council.

**Improvement most needed to Council's performance**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
There is not much communication from the Council, need more communication	6
Parking issues in Monash area is a big problem	3
Need to balance development with infrastructure	2
Never see them, they don't do enough	2
Park and green areas	2
Accessing information relevant to your concerns	1
Better walkways, need more light	1
Cleaning of the area	1
Council have their own agenda	1
Development out of control	1
Don't just engage or take on board of the residents who actually live here not just the property owners, trees always need improvement	1
Do not like the unsafe environment at Kingsway	1
Favour minority groups like buildings or places for Muslim people to pray	1
Have had issues with backyard. Council never comes to inspect and it has been 4 months	1
It need to ensure they focus on important responsibilities	1
Listen to the residents and all residents should have equal rights, staff should respond in a proper and serious attitude	1
Need to consult senior members of community	1
Non political	1
Public transport frequency on weekends	1
Reviewing rates	1
They are not listening to the rate payers	1
<b>Total</b>	<b>31</b>



## 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?”*

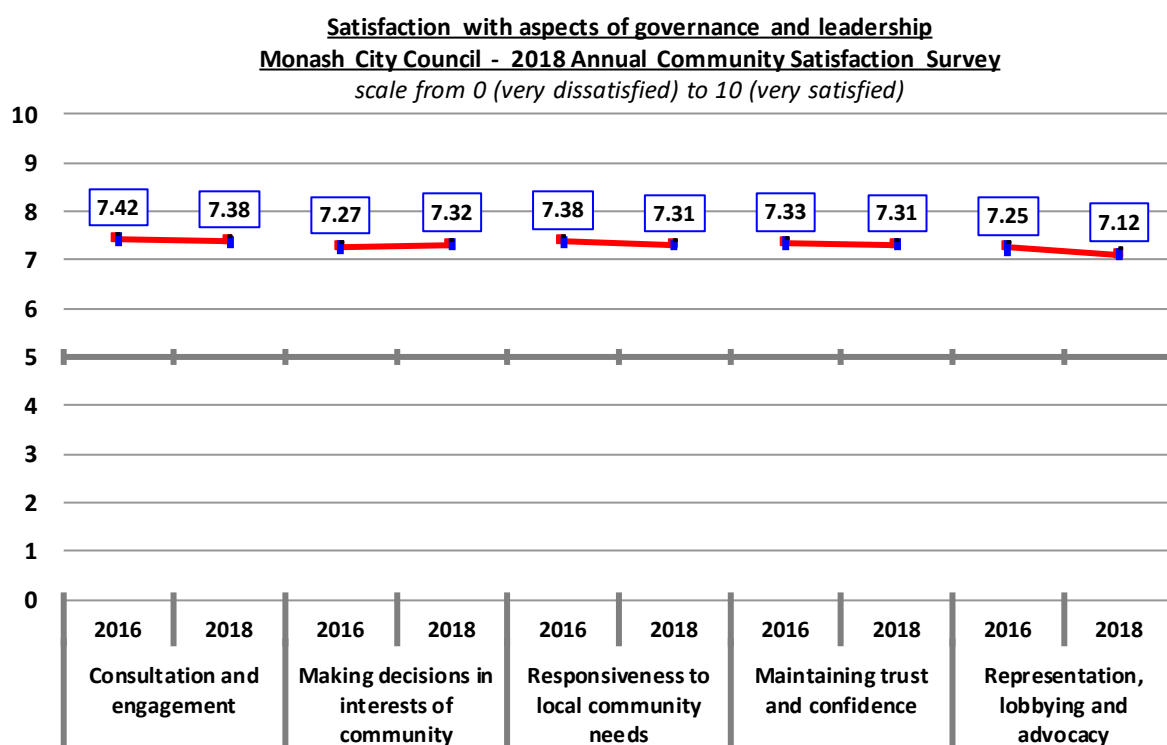
An average of 642 respondents representing 80.3% of the total sample provided a satisfaction score for each of the five included aspects of governance and leadership.

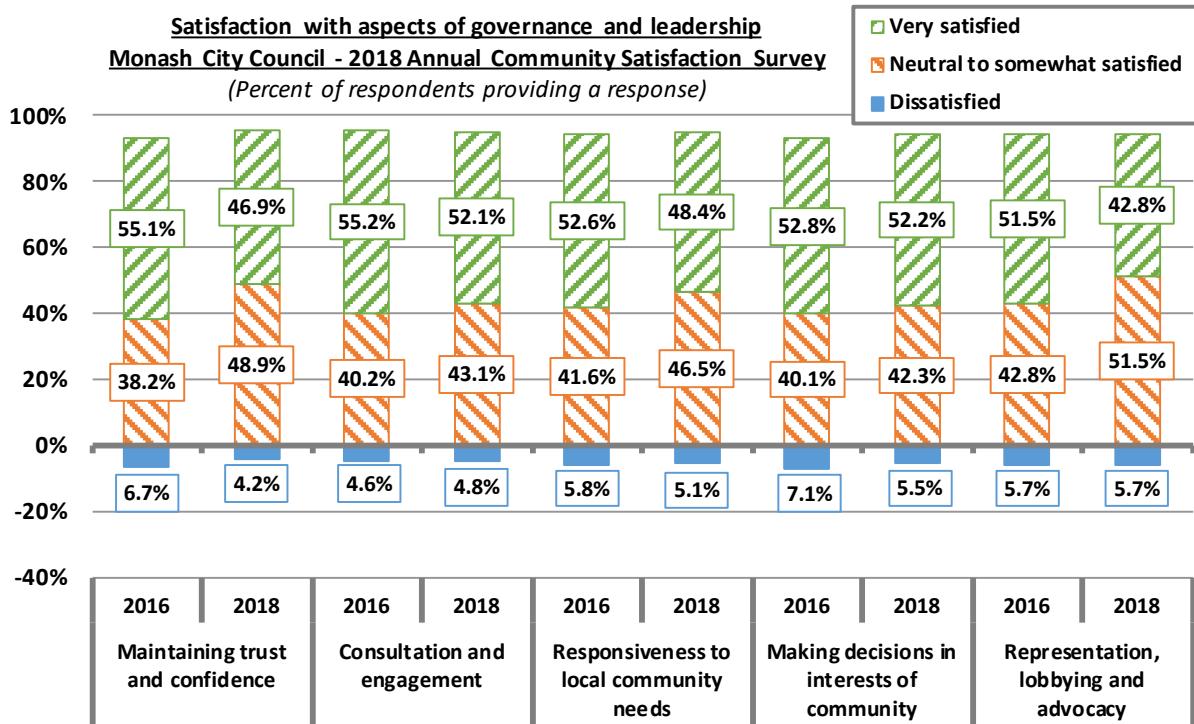
The average satisfaction with the five included aspects of governance and leadership was 7.29 in 2018, a decline of less than one percent on the 7.33 recorded in 2016. Despite this decline, average satisfaction with governance and leadership remains at a level categorised as “very good”.

By way of comparison, the 2017 *Governing Melbourne* research recorded an average satisfaction with these five aspects of governance and leadership of 6.26 (rated as “solid”) for metro. Melbourne and six for the eastern region councils.

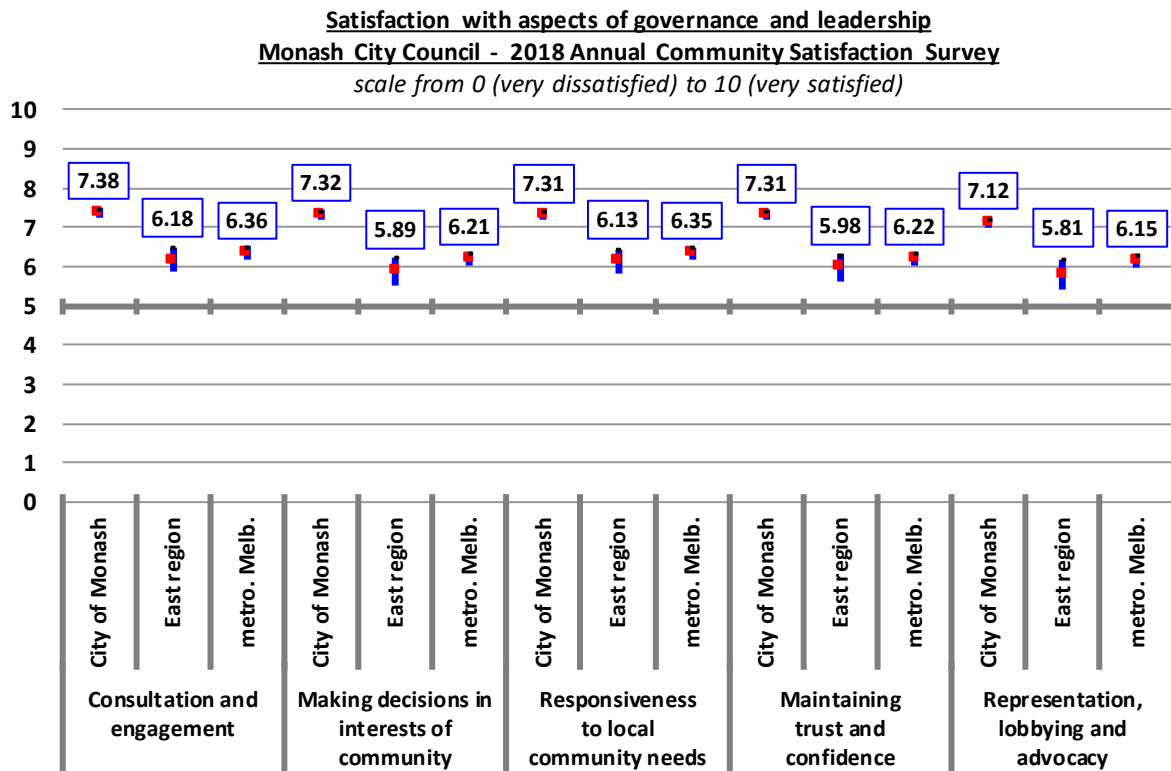
Satisfaction with these six aspects of governance and leadership can best be summarised as:

- **Very Good** – for consultation and engagement, making decisions in the interests of the community, the responsiveness of Council to local community needs, and maintaining trust and confidence. Approximately half the respondents were very satisfied with these five aspects, whilst approximately five percent were dissatisfied.
- **Good** – for Council’s representation, lobbying and advocacy. 42.8% of respondents were very satisfied with this aspect, whilst 5.7% were dissatisfied.





Satisfaction with each of the five aspects of governance and leadership was measurably and significantly higher in the City of Monash than the 2017 metropolitan Melbourne or eastern region councils' averages as recorded in *Governing Melbourne*.

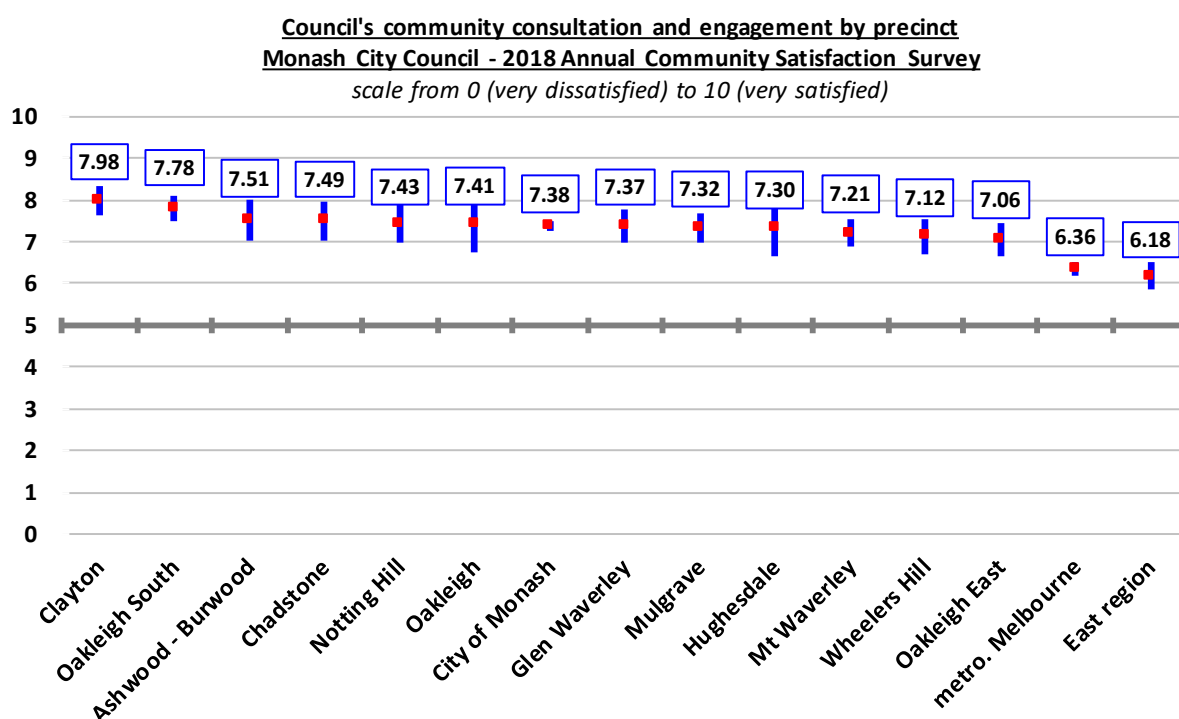


The following section outlines the breakdown of these results by precinct. Attention is drawn to the fact that respondents from Clayton were measurably more satisfied with a number of these aspects of governance and leadership.

### Community consultation and engagement

Satisfaction with Council’s community consultation and engagement was rated at 7.38 out of ten, a level of satisfaction categorised as “very good”. There was some variation in this result observed across the municipality, with attention drawn to the following:

- **Clayton and Oakleigh South** – respondents rated satisfaction measurably higher than the municipal average and at levels categorised as “excellent”.

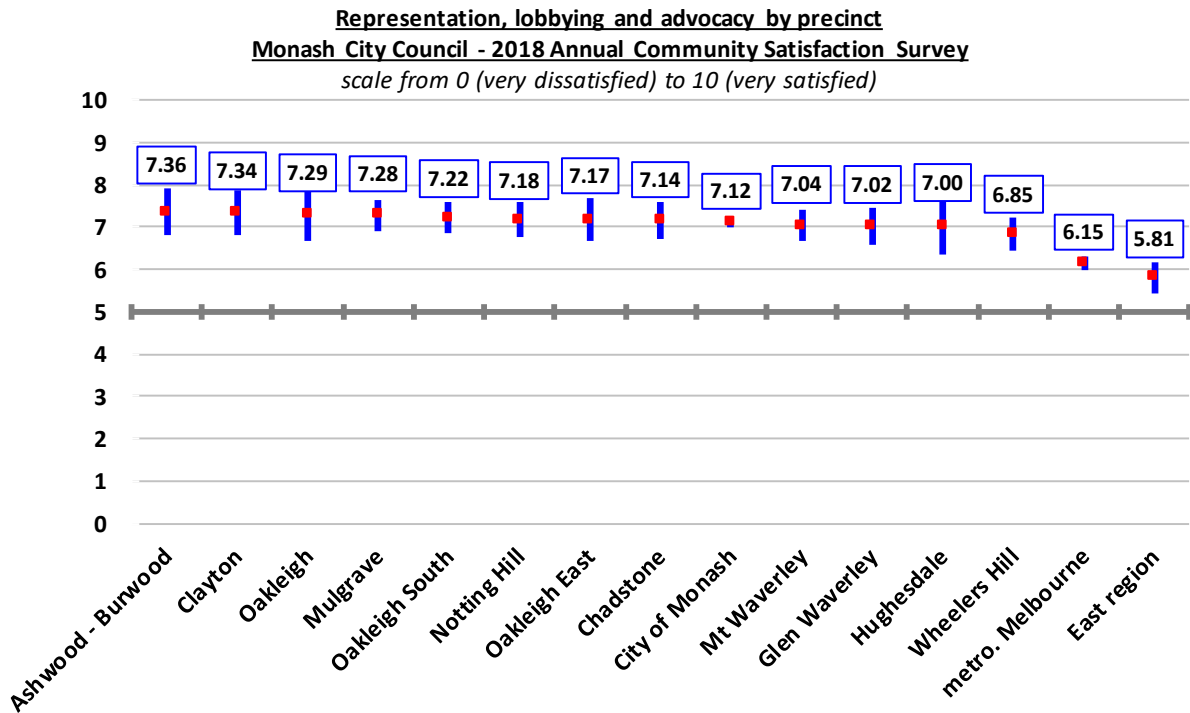


### Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying and advocacy was rated at 7.12 out of ten, a level of satisfaction categorised as “good”.

There was no measurable variation in satisfaction with this aspect of governance and leadership observed across the twelve precincts comprising the City of Monash.

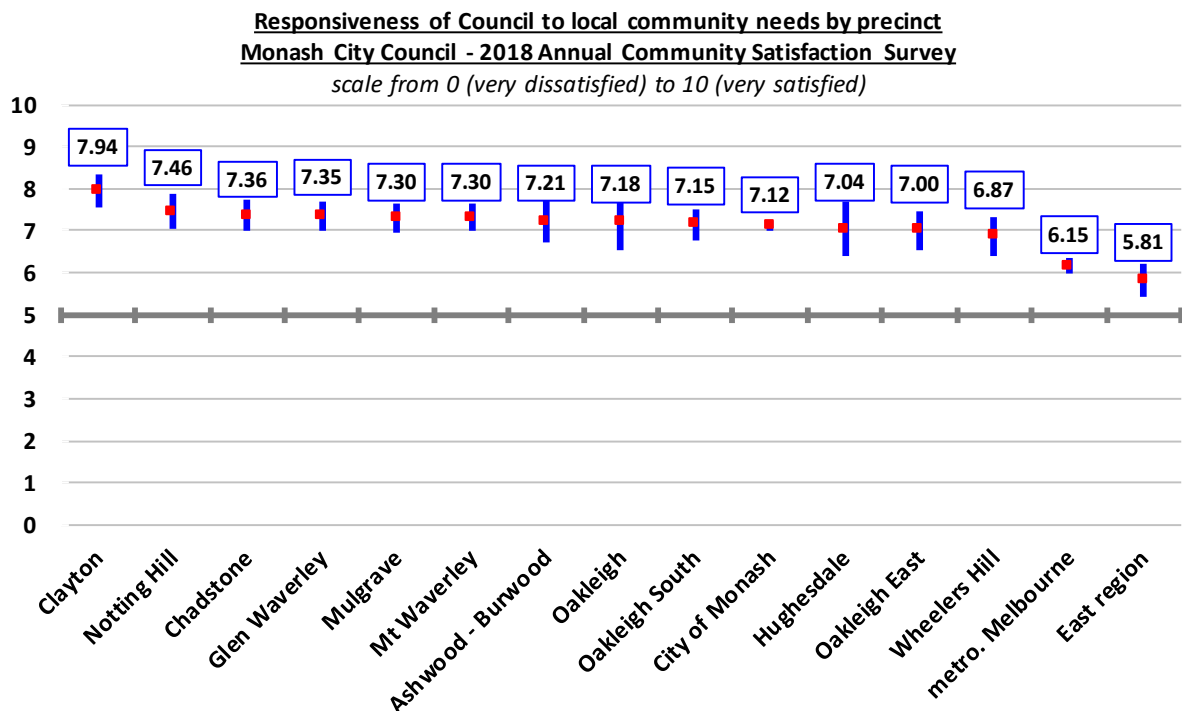




### Responsiveness of Council

Satisfaction with the responsiveness of Council to local community needs was rated at 7.12 out of ten, a level of satisfaction categorised as “good”. There was measurable variation in this result observed across the municipality, with attention drawn to the following:

- **Clayton** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “excellent”.

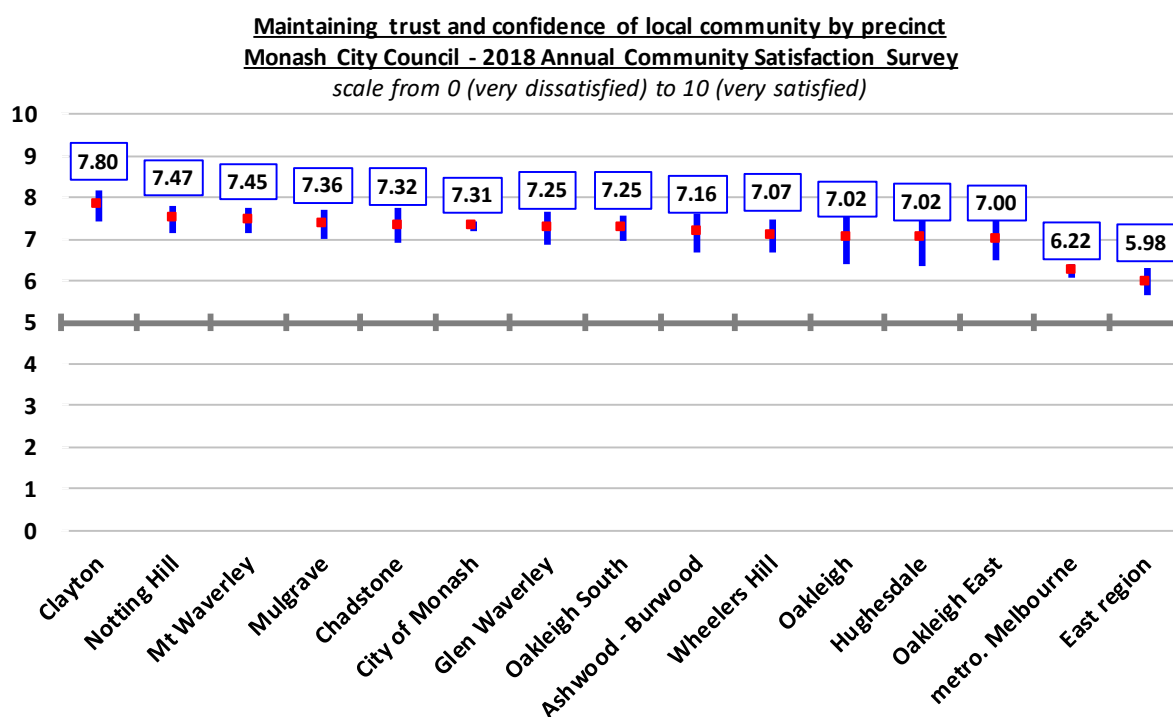


### Maintaining trust and confidence of local community

Satisfaction with Council’s performance maintaining the trust and confidence of the local community was rated at 7.31 out of ten, a level of satisfaction categorised as “very good”.

There was some variation in this result observed across the municipality, with attention drawn to the following:

- **Clayton** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “excellent”.



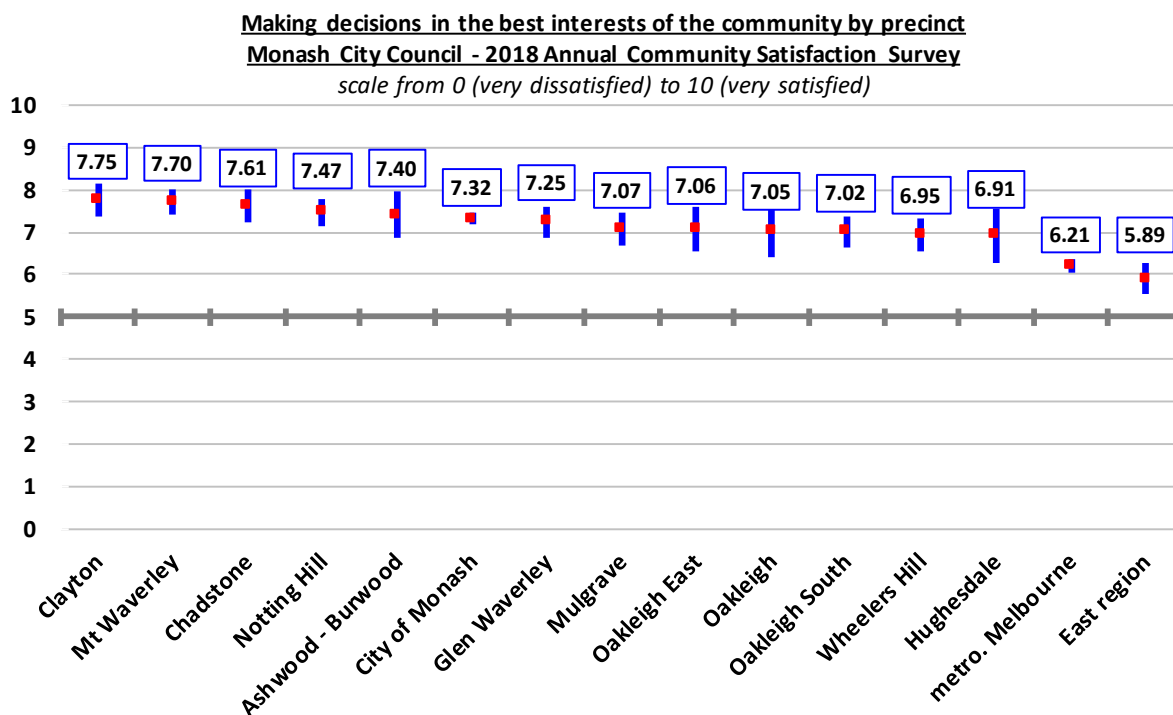
### Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community was rated at 7.32 out of ten, a level of satisfaction categorised as “very good”.

There was measurable variation in this result observed across the municipality, with attention drawn to the following:

- **Clayton** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “excellent”.
- **Mount Waverley** – respondents rated satisfaction measurably higher than the municipal average, although still at a level categorised as “very good”.





## 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 less than two-thirds (65.3%) of respondents identified at least one issue, providing a total of 1,006 responses, at an average of approximately two issues each.

The open-ended responses receive from respondents have been broadly categorised into a set of approximately seventy categories to facilitate understanding, time series analysis, and other comparisons.

It is important to bear in mind that these responses are not to be read as complaints about the performance of Council, nor do they reflect only services, facilities and issues within the remit of the Monash City Council. Many of these issues that respondents identify in the municipality are within the general remit of other levels of government, often the state government.



Metropolis Research notes that there have been some changes in the top issues to address in the City of Monash observed between 2016 and 2018, with attention drawn to the following:

- **Notable increase in 2018** – there was a notable increase in 2018 in the proportion of respondents identifying safety, policing and crime (7.1% up from 3.7%) and recycling collection (2.3% up from 0.0%).
- **Notable decrease in 2018** – there was a notable decrease in 2018 in the proportion of respondents identifying hard rubbish collection (3.0% down from 7.9%).

Clearly these changes between 2016 and 2018 are relatively modest and do not materially impact on the main findings reported in 2016.

The most prominent issues in the City of Monash in 2018 were parking (including enforcement) (20.9%), traffic management (14.8%), and building, housing, planning and development related issues (11.3%).

Metropolis Research notes that these issues are commonly identified as issues across metropolitan Melbourne, and that there are no stand-out issues that appear unique to the City of Monash. These results for the City of Monash are in many respects consistent with the metropolitan Melbourne averages, and there are no issues that are overly prominent in the City of Monash.

By way of comparison, in recent research conducted by Metropolis Research, several other municipalities reported results that showed a significantly prominent single issue. Some examples of this in 2017 and 2018 include building, housing, planning and development in the City of Bayside (39.1%) and the City of Yarra (24.3%), traffic management in the Nillumbik Shire (33.7%) and the City of Maribyrnong (26.8%), and safety, policing and crime in the City of Melton (31.8%).

When compared to the 2017 metropolitan Melbourne results from *Governing Melbourne*, the following is noted:

- **Notably more prominent in Monash** – parking issues were notably more commonly identified in the City of Monash than the metropolitan Melbourne average.
- **Notably less prominent in Monash** – traffic management, safety, policing and crime, footpath maintenance and repairs, road maintenance and repairs, and most notably the cleanliness and maintenance of the area were all less commonly identified in the City of Monash than the metropolitan Melbourne average.

Metropolis Research draws attention to the fact that whereas 10.4% of respondents across metropolitan Melbourne identified cleanliness and maintenance related issues, less than one percent of respondents in the City of Monash in 2018 identified these issues. This is a very significant and positive finding that reflects well on the performance of Monash City Council.





**Top three issues for the City of Monash at the moment**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

Response	2018		2016	metro. Melb. 2017
	Number	Percent		
Parking	167	20.9%	21.9%	15.8%
Traffic management	118	14.8%	14.4%	20.6%
Building, planning, housing and development	90	11.3%	10.9%	10.9%
Lighting	71	8.9%	6.1%	10.4%
Safety, policing and crime	57	7.1%	3.7%	15.2%
Provision and maintenance of street trees	44	5.5%	7.7%	6.0%
Parks, gardens and open spaces	37	4.6%	6.3%	7.2%
Footpath maintenance and repairs	35	4.4%	7.2%	8.5%
Rates	29	3.6%	2.5%	3.6%
Public transport	29	3.6%	1.9%	5.2%
Roads maintenance and repairs	27	3.4%	3.7%	11.3%
Hard rubbish collection	24	3.0%	7.9%	2.8%
Drains maintenance and repairs	22	2.8%	1.0%	1.8%
Rubbish and waste issues inc. garbage collection	21	2.6%	1.2%	4.2%
Street cleaning and maintenance	19	2.4%	2.0%	2.2%
Recycling collection	18	2.3%	0.0%	0.9%
Environment, conservation and climate change	14	1.8%	0.9%	3.0%
Provision and maint. of cycling / walking paths	14	1.8%	2.6%	3.8%
Prov. and maint. of sports and recreation facilities	11	1.4%	1.0%	2.3%
Services and facilities for the elderly	10	1.3%	1.9%	2.1%
Communication, consultation and provision	10	1.3%	1.9%	2.6%
Activities and facilities for children	10	1.3%	1.9%	1.0%
Community activities, arts and culture	10	1.3%	1.2%	2.0%
Noise	9	1.1%	0.4%	0.9%
Animal management	9	1.1%	2.0%	4.1%
Shops, restaurants and entertainment venue	9	1.1%	0.9%	1.0%
Cleanliness and maintenance of area	7	0.9%	1.9%	10.4%
Green waste collection	7	0.9%	0.4%	1.4%
Quality and provision of community service	6	0.8%	0.7%	1.2%
Provision and maintenance of infrastructure	6	0.8%	0.2%	2.1%
Education and schools	5	0.6%	2.2%	1.5%
Services and facilities for people with a disability	5	0.6%	0.9%	0.4%
Council customer service / responsiveness	5	0.6%	0.0%	0.6%
Community support	4	0.5%	0.0%	0.0%
Library services	4	0.5%	0.2%	0.5%
Health and medical services	4	0.5%	0.0%	1.4%
Governance and accountability	4	0.5%	0.5%	2.2%
All other issues (23 separately identified issues)	35	4.4%	8.9%	12.3%
<b>Total responses</b>	<b>1,006</b>		<b>1,064</b>	<b>1,479</b>
<i>Respondents identifying at least one issue</i>	523 (65.3%)		561 (69.6%)	692 (85.3%)



## ***Issues by precinct***

There was some variation in the top issues to address in the City of Monash at the moment observed across the ten precincts comprising the municipality, although the amount of variation was relatively limited, and less than has typically been observed in some other municipalities across metropolitan Melbourne.

Attention is however drawn to the following:

- ***Glen Waverley*** – respondents were measurably and significantly more likely than average to identify parking issues.
- ***Wheelers Hill*** – respondents were measurably more likely than average to identify traffic management and the provision and maintenance of street trees.
- ***Oakleigh*** – respondents were measurably more likely than average to identify road maintenance and repair related issues.
- ***Oakleigh South*** – respondents were measurably more likely than average to identify parking issues.
- ***Hughesdale*** – respondents were measurably more likely than average to identify public transport and the provision and maintenance of street trees.



**Top three issues for the City of Monash at the moment by precinct**

**Monash City Council - 2018 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Ashwood - Burwood	
Parking	16.7%
Building, planning, housing and develop.	16.7%
Traffic management	13.3%
Parks, gardens and open spaces	11.7%
Footpath maintenance and repairs	8.3%
Lighting	8.3%
Safety, policing and crime	8.3%
Provision and maintenance of street trees	6.7%
Hard rubbish collection	6.7%
Services and facilities for the elderly	5.0%
All other issues	71.7%
Respondents identifying an issue	48 (80.0%)

Chadstone	
Traffic management	15.0%
Parking	8.3%
Building, planning, housing and develop.	8.3%
Safety, policing & crime	8.3%
Provision and maintenance of street trees	8.3%
Lighting	6.7%
Parks, gardens and open spaces	5.0%
Public transport	5.0%
Footpath maintenance and repairs	5.0%
Street cleaning and maintenance	5.0%
All other issues	31.7%
Respondents identifying an issue	36 (60.0%)

Clayton	
Building, planning, housing and develop.	11.4%
Parking	10.0%
Lighting	10.0%
Traffic management	5.7%
Public transport	4.3%
Services and facilities for the elderly	2.9%
Activities and facilities for children	2.9%
Footpath maintenance and repairs	2.9%
Rubbish and waste issues inc. garbage	2.9%
Street cleaning and maintenance	2.9%
All other issues	20.0%
Respondents identifying an issue	28 (40.0%)

Notting Hill	
Parking	28.0%
Lighting	18.0%
Building, planning, housing and develop.	12.0%
Safety, policing and crime	10.0%
Provision and maintenance of street trees	8.0%
Noise	8.0%
Footpath maintenance and repairs	6.0%
Traffic management	6.0%
Parks, gardens and open spaces	4.0%
Animal management	4.0%
All other issues	24.0%
Respondents identifying an issue	34 (68.0%)

Glen Waverley	
Parking	38.5%
Traffic management	17.6%
Lighting	9.9%
Safety, policing & crime	9.9%
Building, planning, housing and develop.	8.8%
Rates	7.7%
Footpath maintenance and repairs	5.5%
Envir., conservation and climate change	3.3%
Hard rubbish collection	3.3%
Noise	3.3%
All other issues	36.3%
Respondents identifying an issue	71 (78.0%)

Wheelers Hill	
Traffic management	24.6%
Parking	17.4%
Provision and maintenance of street trees	15.9%
Building, planning, housing and develop.	11.6%
Safety, policing and crime	8.7%
Lighting	5.8%
Recycling collection	5.8%
Parks, gardens and open spaces	4.3%
Rates	4.3%
Public transport	4.3%
All other issues	26.1%
Respondents identifying an issue	48 (69.6%)



**Top three issues for the City of Monash at the moment by precinct**

**Monash City Council - 2018 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Mt Waverley</b>	
Parking	23.3%
Building, planning, housing and develop.	15.6%
Traffic management	15.6%
Parks, gardens and open spaces	11.1%
Safety, policing and crime	10.0%
Roads maintenance and repairs	8.9%
Lighting	7.8%
Drains maintenance and repairs	6.7%
Rubbish and waste issues inc. garbage	6.7%
Provision and maintenance of street trees	4.4%
All other issues	32.2%
<i>Respondents identifying an issue</i>	64 (71.1%)

<b>Mulgrave</b>	
Traffic management	14.5%
Lighting	8.7%
Provision and maintenance of street trees	8.7%
Building, planning, housing and develop.	7.2%
Hard rubbish collection	5.8%
Parks, gardens and open spaces	2.9%
Public transport	2.9%
Footpath maintenance and repairs	2.9%
Safety, policing and crime	2.9%
Street cleaning and maintenance	2.9%
All other issues	23.2%
<i>Respondents identifying an issue</i>	33 (47.8%)

<b>Oakleigh</b>	
Parking	16.7%
Building, planning, housing and develop.	16.7%
Roads maintenance and repairs	14.6%
Traffic management	12.5%
Lighting	6.3%
Recycling collection	6.3%
Quality and provision of community servic	6.3%
Education and schools	4.2%
Rates	4.2%
Provision and maintenance of street trees	4.2%
All other issues	50.0%
<i>Respondents identifying an issue</i>	33 (68.8%)

<b>Oakleigh East</b>	
Parking	20.3%
Building, planning, housing and develop.	13.6%
Lighting	13.6%
Traffic management	10.2%
Safety, policing and crime	8.5%
Prov & maint. of cycling / walking paths	6.8%
Envir., conservation and climate change	5.1%
Footpath maintenance and repairs	5.1%
Rates	3.4%
Public transport	3.4%
All other issues	20.3%
<i>Respondents identifying an issue</i>	31 (52.5%)

<b>Oakleigh South</b>	
Parking	30.6%
Lighting	15.3%
Footpath maintenance and repairs	8.3%
Parks, gardens and open spaces	6.9%
Public transport	6.9%
Provision and maintenance of street trees	6.9%
Building, planning, housing and develop.	5.6%
Activities and facilities for children	4.2%
Safety, policing and crime	4.2%
Street cleaning and maintenance	4.2%
All other issues	47.2%
<i>Respondents identifying an issue</i>	52 (72.2%)

<b>Hughesdale</b>	
Parking	21.0%
Public transport	17.7%
Traffic management	16.1%
Provision and maintenance of street trees	12.9%
Footpath maintenance and repairs	9.7%
Building, planning, housing and develop.	6.5%
Lighting	6.5%
Parks, gardens and open spaces	4.8%
Roads maintenance and repairs	4.8%
Drains maintenance and repairs	3.2%
All other issues	35.5%
<i>Respondents identifying an issue</i>	42 (67.7%)



## ***Issues by respondent profile***

The following tables outline the top issues to address for the City of Monash at the moment by respondent profile. There was some variation observed in these results, with attention drawn to the following:

- ***Adolescents (aged 15 to 19 years)*** – respondents were somewhat more likely than average to identify safety, policing and crime related issues, although Metropolis Research notes the very small sample size for this age group.
- ***Senior citizens (aged 75 years and over)*** – respondents were significantly more likely than average to identify parking and building, housing, planning and development related issues.
- ***Female*** – respondents were measurably more likely than male respondents to identify parking related issues.
- ***English speaking households*** – respondents were measurably more likely than those from multi-lingual households to identify building, housing, planning and development and the provision and maintenance of street trees related issues.
- ***Multi-lingual households*** – respondents were somewhat more likely than those from English speaking households to identify lighting and safety, policing and crime related issues.
- ***Chinese speaking households*** – respondents were somewhat more likely than those from English speaking households to identify safety, policing and crime and lighting related issues.
- ***Indian speaking households*** – respondents were somewhat more likely than those from English speaking households to identify parking and lighting related issues.



**Top three issues for the City of Monash at the moment by respondent profile**

**Monash City Council - 2018 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Adolescents (15 to 19 years)</b>	
Parking	23.5%
Safety, policing and crime	23.5%
Traffic management	17.6%
Parks, gardens and open spaces	11.8%
Rubbish and waste issues inc. garbage	11.8%
Building, planning, housing and develop.	8.8%
Lighting	8.8%
Education and schools	2.9%
Public transport	2.9%
<i>Respondents identifying an issue</i>	<i>17 (50.0%)</i>

<b>Young adults (20 to 34 years)</b>	
Parking	22.2%
Lighting	13.5%
Traffic management	10.8%
Public transport	4.3%
Safety, policing and crime	4.3%
Parks, gardens and open spaces	3.8%
Recycling collection	3.2%
Rates	3.2%
Footpath maintenance and repairs	3.2%
Building, planning, housing and develop.	2.7%
All other issues	29.2%
<i>Respondents identifying an issue</i>	<i>100 (53.9%)</i>

<b>Adults (35 to 44 years)</b>	
Parking	18.0%
Traffic management	17.4%
Lighting	9.9%
Building, planning, housing and develop.	8.7%
Safety, policing and crime	7.5%
Public transport	5.0%
Provision and maintenance of street trees	5.0%
Hard rubbish collection	4.3%
Rubbish and waste issues inc. garbage	3.7%
Rates	3.7%
All other issues	42.9%
<i>Respondents identifying an issue</i>	<i>105 (65.1%)</i>

<b>Middle aged adults (45 to 59 years)</b>	
Parking	12.6%
Traffic management	12.1%
Building, planning, housing and develop.	11.7%
Lighting	9.3%
Safety, policing and crime	8.4%
Provision and maintenance of street trees	7.9%
Parks, gardens and open spaces	7.0%
Footpath maintenance and repairs	6.5%
Drains maintenance and repairs	5.6%
Rates	5.6%
All other issues	54.2%
<i>Respondents identifying an issue</i>	<i>153 (71.5%)</i>

<b>Older adults (60 to 74 years)</b>	
Parking	28.3%
Traffic management	18.6%
Building, planning, housing and develop.	17.9%
Provision and maintenance of street trees	8.3%
Safety, policing and crime	7.6%
Roads repairs and maintenance	5.5%
Drains maintenance and repairs	4.1%
Footpath maintenance and repairs	4.1%
Parks, gardens and open spaces	3.4%
Public transport	3.4%
All other issues	41.4%
<i>Respondents identifying an issue</i>	<i>103 (71.0%)</i>

<b>Senior citizens (75 years and over)</b>	
Parking	34.4%
Building, planning, housing and develop.	23.0%
Traffic management	18.0%
Provision and maintenance of street trees	9.8%
Footpath maintenance and repairs	6.6%
Parks, gardens and open spaces	4.9%
Drains maintenance and repairs	4.9%
Lighting	3.3%
Street cleaning and maintenance	3.3%
Services and facilities for the elderly	3.3%
All other issues	13.1%
<i>Respondents identifying an issue</i>	<i>44 (73.4%)</i>



**Top three issues for the City of Monash at the moment by respondent profile**

**Monash City Council - 2018 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Male	
Parking	19.3%
Traffic management	15.1%
Building, planning, housing and develop.	10.9%
Lighting	8.2%
Safety, policing and crime	8.0%
Parks, gardens and open spaces	6.4%
Provision and maintenance of street trees	4.9%
Public transport	4.4%
Footpath maintenance and repairs	4.4%
Rates	3.8%
All other issues	37.5%
<i>Respondents identifying an issue</i>	282 (62.6%)

Female	
Parking	23.4%
Traffic management	14.0%
Building, planning, housing and develop.	11.7%
Lighting	9.9%
Provision and maintenance of street trees	6.4%
Safety, policing and crime	6.1%
Footpath maintenance and repairs	4.4%
Hard rubbish collection	4.1%
Drains maintenance and repairs	3.5%
Rates	3.5%
All other issues	43.9%
<i>Respondents identifying an issue</i>	237 (69.4%)

English speaking	
Parking	20.6%
Building, planning, housing and develop.	16.7%
Traffic management	13.5%
Lighting	7.4%
Provision and maintenance of street trees	7.4%
Parks, gardens and open spaces	4.7%
Roads maintenance and repairs	4.4%
Footpath maintenance and repairs	4.4%
Safety, policing and crime	4.2%
Public transport	4.2%
All other issues	40.7%
<i>Respondents identifying an issue</i>	272 (66.7%)

Multi-lingual	
Parking	21.4%
Traffic management	15.8%
Lighting	10.6%
Safety, policing and crime	10.3%
Building, planning, housing and develop.	5.2%
Parks, gardens and open spaces	4.7%
Footpath maintenance and repairs	4.1%
Rates	3.6%
Provision and maintenance of street trees	3.6%
Hard rubbish collection	3.1%
All other issues	40.1%
<i>Respondents identifying an issue</i>	247 (63.7%)

Chinese speaking	
Parking	13.5%
Safety, policing and crime	12.9%
Lighting	11.0%
Traffic management	10.3%
Parks, gardens and open spaces	4.5%
Commun., consultation and prov. of info.	3.9%
Rates	3.9%
Building, planning, housing and develop.	3.9%
Footpath maintenance and repairs	3.9%
Provision and maintenance of street trees	3.2%
All other issues	29.7%
<i>Respondents identifying an issue</i>	85 (55.1%)

Indian speaking	
Parking	33.7%
Traffic management	16.9%
Lighting	14.6%
Parks, gardens and open spaces	7.9%
Safety, policing and crime	6.7%
Footpath maintenance and repairs	5.6%
Hard rubbish collection	5.6%
Services and facilities for the elderly	4.5%
Building, planning, housing and develop.	3.4%
Activities and facilities for children	3.4%
All other issues	31.5%
<i>Respondents identifying an issue</i>	61 (68.5%)



## ***Correlation between issues and satisfaction with Council's overall performance***

The following graph displays the average overall satisfaction score for respondents identifying each of the top ten issues to address in Monash at the moment, with a comparison to the municipal average overall satisfaction score.

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

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

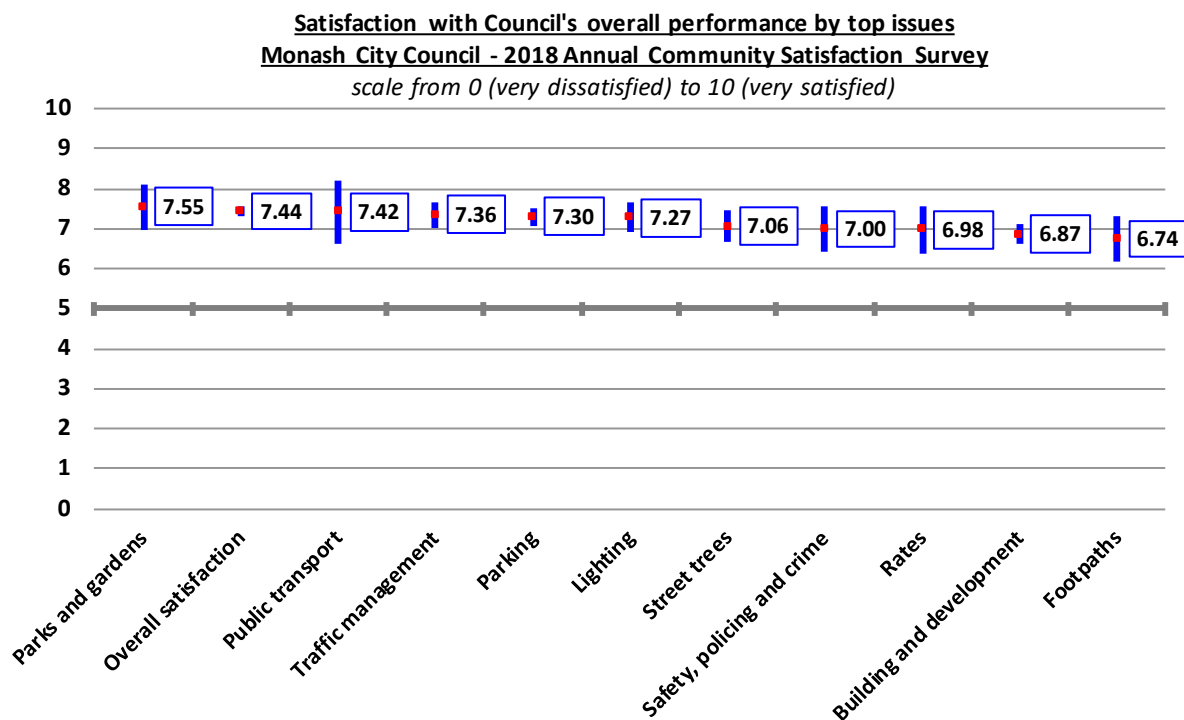
Metropolis Research notes that respondents that identified building, housing, planning and development issues (6.87) and footpath maintenance and repairs (6.74) both rated satisfaction with Council's overall performance measurably lower than the municipal average (7.44). These results strongly imply that both these issues exert a somewhat negative influence on satisfaction with Council's overall performance for those that identified these two issues.

It is noted that this is not an unusual result and that building, housing, planning and development issues almost always exert a negative influence on satisfaction with Council's overall performance.

A similar result is often found in relation to footpath maintenance and repairs, which does highlight the importance of footpaths to many in the community. It is important to note however that satisfaction with footpath maintenance and repairs was rated at 7.51 out of ten, which is consistent with the average satisfaction with all thirty-two services and facilities. These two sets of results imply that for a small number of respondents (thirty-three), footpath maintenance and repairs is an important issue to address and that the issue is a negative influence on this small number of respondents' satisfaction with Council's overall performance.







## Planning and housing development

There were two sets of questions relating to planning and development included in the 2018 survey.

The first set of three questions were asked of all respondents and asked for satisfaction with three planning and development related outcomes.

The second set of questions were asked only of these respondents that had been personally involved in the planning approvals process in the last twelve months. This involvement includes both applicants and objectors to planning applications.

### ***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? If any aspect rated less than 6, why do you say that?”*

An average of approximately 725 of the eight hundred respondents provided a satisfaction score for these three planning and development outcomes. Satisfaction with the three planning and development related outcomes all declined marginally in 2018, as outlined in the following graph.

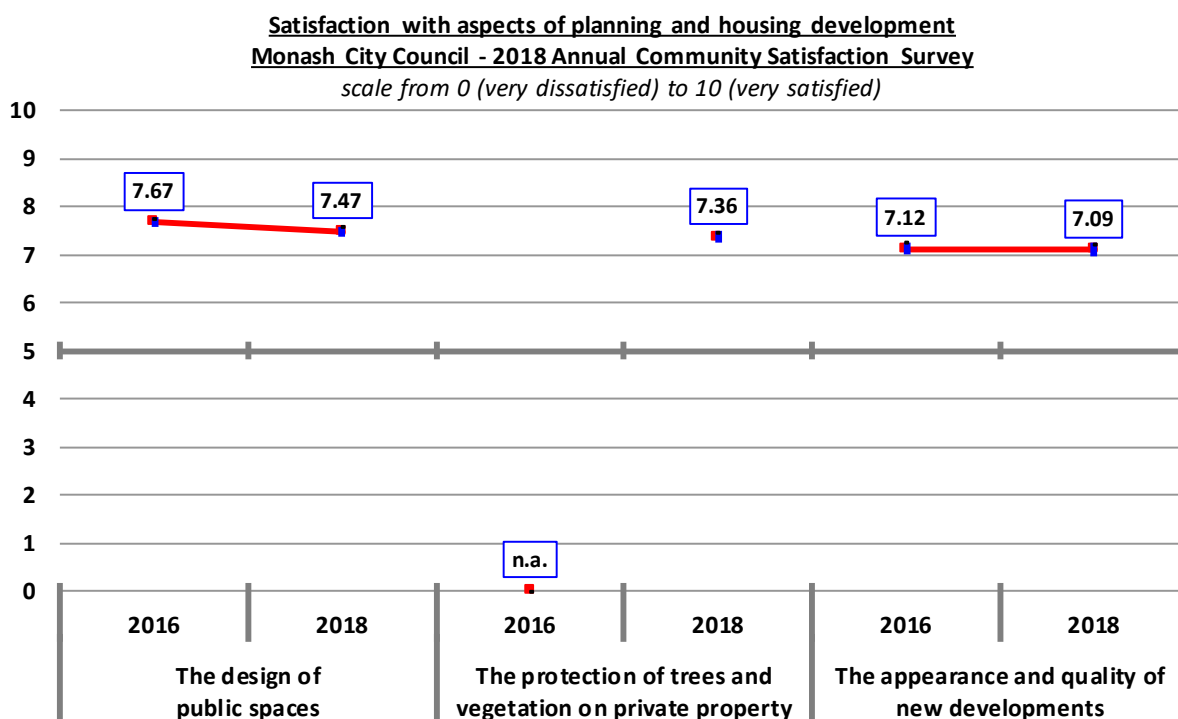


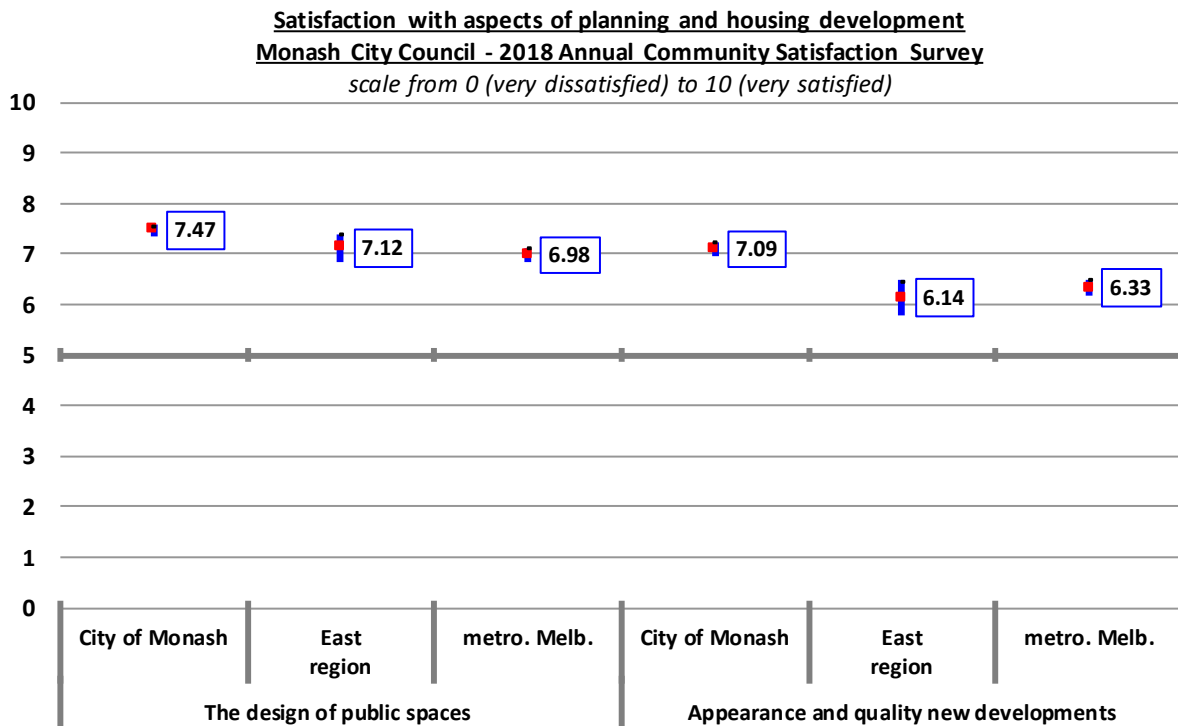
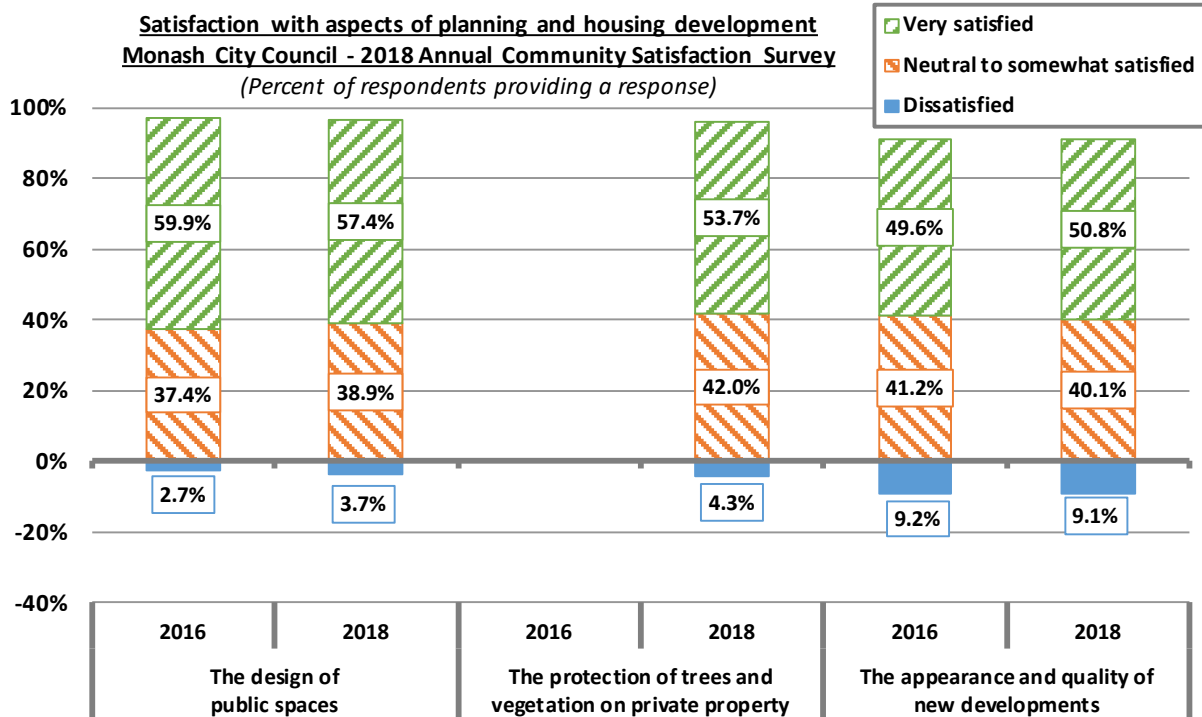
Despite the small declines this year, satisfaction with the design of public spaces was still rated as “very good”, as was the new aspect about the protection of trees and vegetation on private property. Satisfaction with the appearance and quality of new developments remains at a level categorised as “good”.

When compared to the 2017 *Governing Melbourne* results, satisfaction with both the design of public spaces and the appearance and quality of new developments was measurably and significantly higher in the City of Monash than either the metro. Melbourne or eastern region councils’ average satisfaction.

Whilst more than half of the respondents were very satisfied with each of the three aspects of planning and development outcomes, Metropolis Research does note that approximately ten percent of respondents were dissatisfied with the appearance and quality of new developments.

This result is consistent with the fact that 11.3% of respondents identified “building, housing, planning and development” related issues as one of the top three issues to addressed in the City of Monash at the moment.

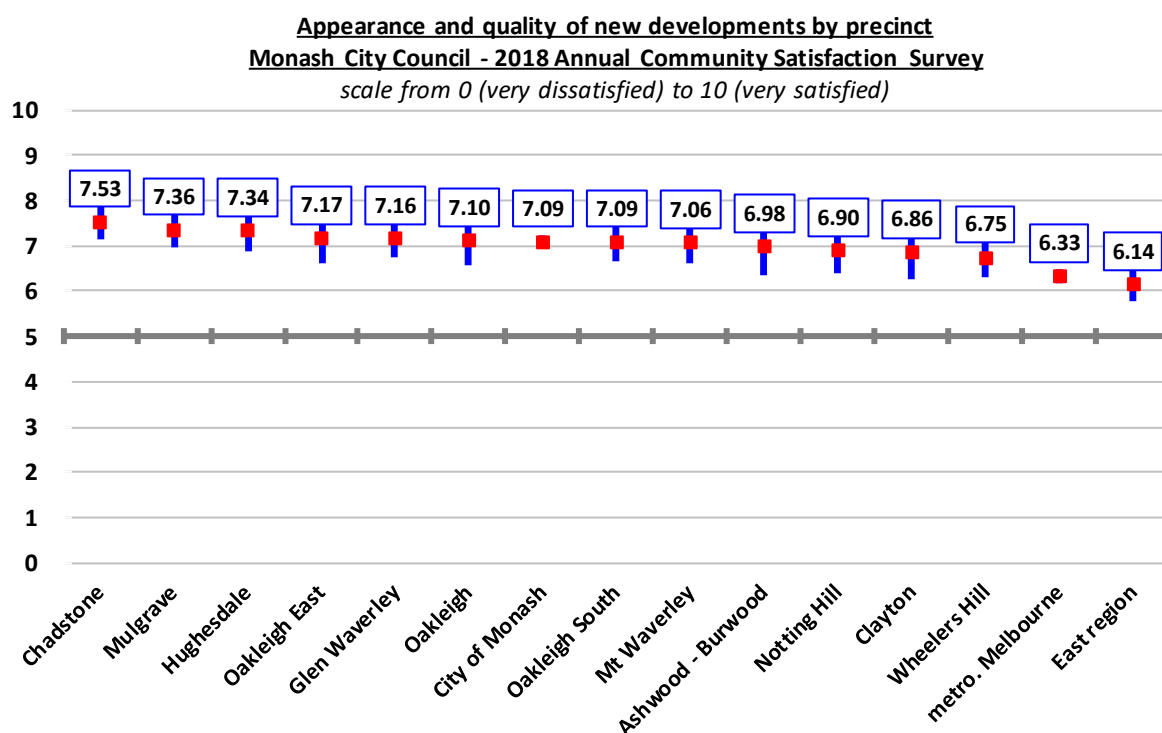




## Appearance and quality of new developments

Satisfaction with the appearance and quality of new developments was rated at 7.09 out of ten, a level of satisfaction categorised as “good”. There was some variation in this result however observed across the municipality, with attention drawn to the following:

- **Chadstone** – respondents rated satisfaction measurably higher than the municipal average and at a level categorised as “very good”.
- **Wheelers Hill** – respondents rated satisfaction measurably lower than the municipal average, although still at a level categorised as “good”.

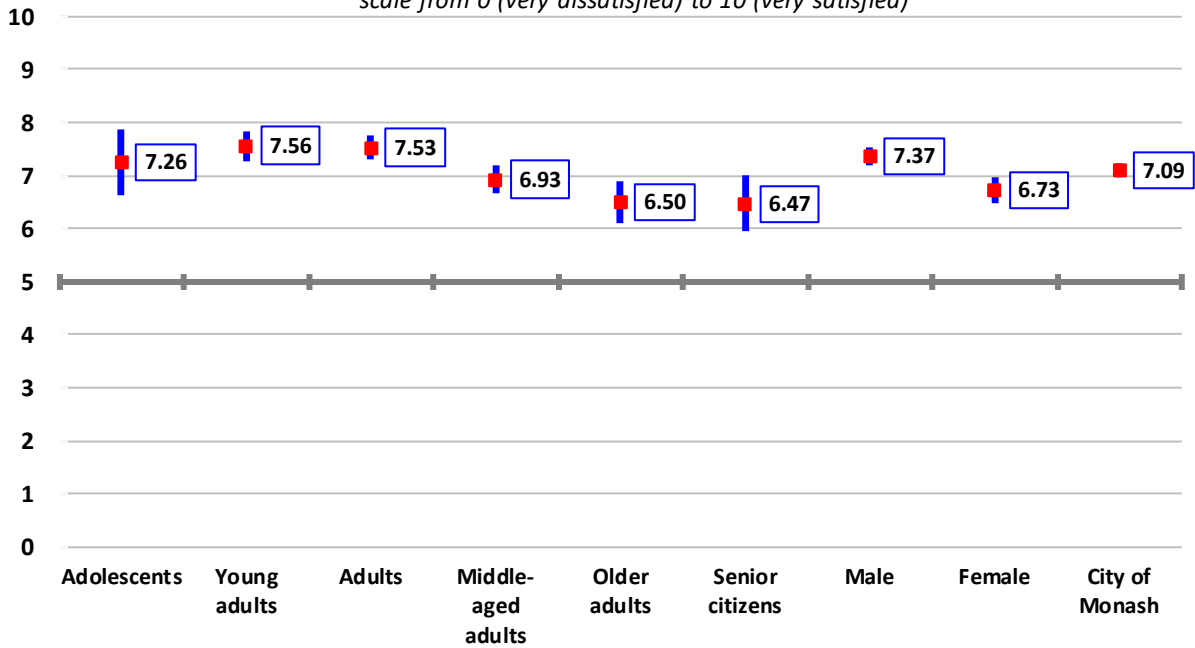


There was measurable and significant variation in this result observed by respondent profile, with attention drawn to the following:

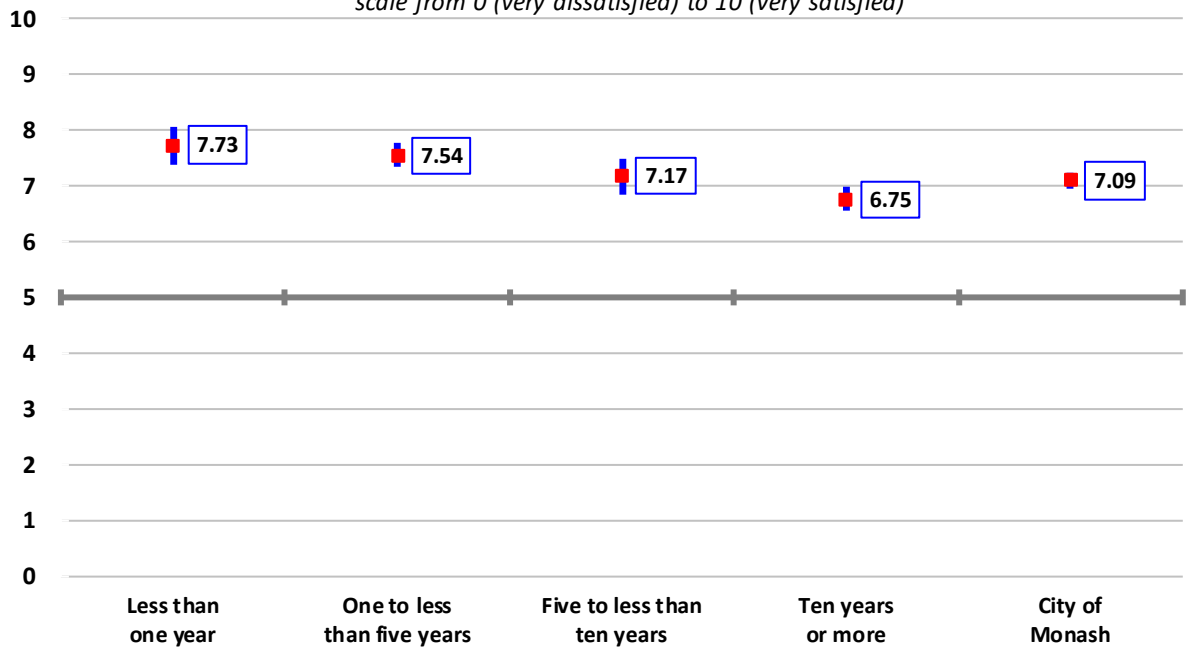
- **Young adults and adults (aged 20 to 44 years)** – respondents rated satisfaction measurably higher than the municipal average.
- **Older adults and senior citizens (aged 60 years and over)** – respondents rated satisfaction measurably and significantly lower than the municipal average. Metropolis Research notes that this is an unusual result, as typically it is middle-aged and older adults (aged 45 to 59 years) that are measurably less satisfied, whilst senior citizens tend to be of average satisfaction with the appearance and quality of new developments.
- **Gender** – male respondents rated satisfaction measurably and significantly (9.5%) higher than female respondents.
- **Period of residence in the City of Monash** – satisfaction with the appearance and quality of new developments declines with the period of residence. Respondents that had lived in the City of Monash for ten years or more were measurably less satisfied than the average.



**Appearance and quality of new developments by respondent profile**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Appearance and quality of new developments by period of residence**  
**Monash City Council - 2018 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 open-ended responses received from respondents dissatisfied with the appearance and quality of new developments.

The most common issues raised by respondents related to the perception that there were too many medium and higher density housing developments in the municipality.

Some comments also related to the appearance, quality, and design of new developments and to issues around a loss of greenery in the municipality.

**Comments regarding the appearance and quality of new development**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Lots of units / apartment / multi-storey buildings / high-rise buildings	17
No more development / too many developments	15
Awful / bad design / not look nice / ugly	10
Generally squashed houses / too dense	6
A lot of high density and large building which change the character of the neighbourhood	3
All new developments - lesser / no greenery	2
Better plans can be implemented	2
Land covered by concrete and buildings	2
Not happy about big houses	2
Overdevelopment, no parking spaces	2
Building sites can be really messy with lots of rubbish coming into street from them	1
Cars affect quietness	1
Cheap apartments	1
Cheap material	1
Doesn't suit old style	1
Hideous houses	1
Loud construction starts early	1
Not enough yards for family	1
Not happy with the school site	1
Nothing changed	1
Over development of restaurants	1
People don't look after maintenance especially front garden	1
The new house is terrible, they are like offices	1
<i>Specific sites identified by respondents</i>	
Three sites identified by respondents - details redacted	3
<b>Total</b>	<b>77</b>



## Reason for dissatisfaction with aspects of planning and development

The following table outlines the open-ended responses received from respondents dissatisfied with the other included aspects of planning and development.

The most common responses related to issues with construction damaging trees and plants in the local area.

### Reason for dissatisfaction with selected aspects of planning and housing development

#### Monash City Council - 2018 Annual Community Satisfaction Survey

(Number of responses)

Response	Number
According to the construction trees and plants are chopped off but should be protected	9
Don't do anything / don't notice	7
Dead plants / trees. Overgrown grass in the neighbouring area	3
Council needs to do more to stop developers	2
Bad vegetation, grass doesn't grow	1
Cars affect quietness	1
Drain, spent too much money, heavy rain still blocked	1
I think that sometimes people disrespect private property	1
Just making money	1
Knocking down houses with gardens, new units with minimum greenery	1
Not enough public spaces	1
People picking up flowers and fruit from our garden	1
Percentage of property needs regulation	1
Poor design, unmaintained empty parks	1
Public spaces should be designed for exercise facilities	1
Regulation is not enforced	1
Residents should be able to control own vegetation	1
Some houses take down all their trees even though they are in vegetation protected zone	1
The developers are not disincentivised by small fines	1
There is enormous development with private residential homes taking up the entire block with little contribution to the greenscape, skyscape, streetscape	1
Too many multi apartment housing	1
Too many townhouses built, not enough trees for shade	1
Gumtree roots grown	1
Trees	1
Trees take over the lawn	1
Trees too tall, need cut down	1
Unreasonably dense	1
You have to pay to cut down the trees	1
<b>Total</b>	<b>45</b>



## ***Involvement in planning approvals process***

Respondents were asked:

*“Have you or members of this household been personally involved in any planning applications or development in the last twelve months?”*

Consistent with the results recorded in 2016, a little less than ten percent of respondents had participated in a planning application or development in the last twelve months, either as an applicant (5.0%), an objector (3.0%), or other (0.5%).

**Involvement in planning and housing development**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Response	2018		2016
	Number	Percent	
Yes - as an applicant	40	5.0%	3.7%
Yes - as an objector	24	3.0%	2.9%
Yes - other involvement	4	0.5%	0.4%
No involvement	728	91.5%	93.0%
Not stated	4		2
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>807</b>

## ***Satisfaction with aspects of planning approvals process***

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?”*

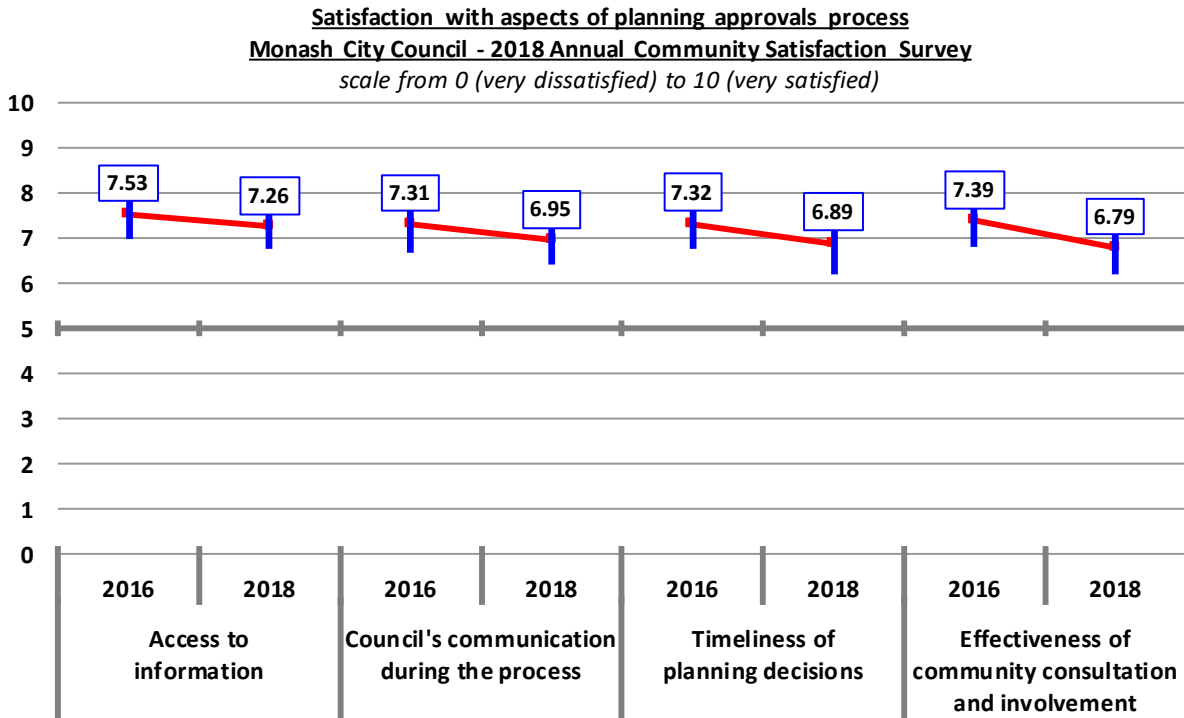
The sixty-eight respondents that had been personally involved in the planning process in the last twelve months were asked to rate their satisfaction with four aspects of the planning application process. As is clearly evident with the large 95% confidence intervals for these results, a significant degree of uncertainty exists around these average scores.

Satisfaction with all four aspects of the planning application process declined somewhat, albeit not measurably in 2018 compared to 2016. Given the small sample sizes, Metropolis Research is unwilling to endorse these results as reflecting falling levels of satisfaction.

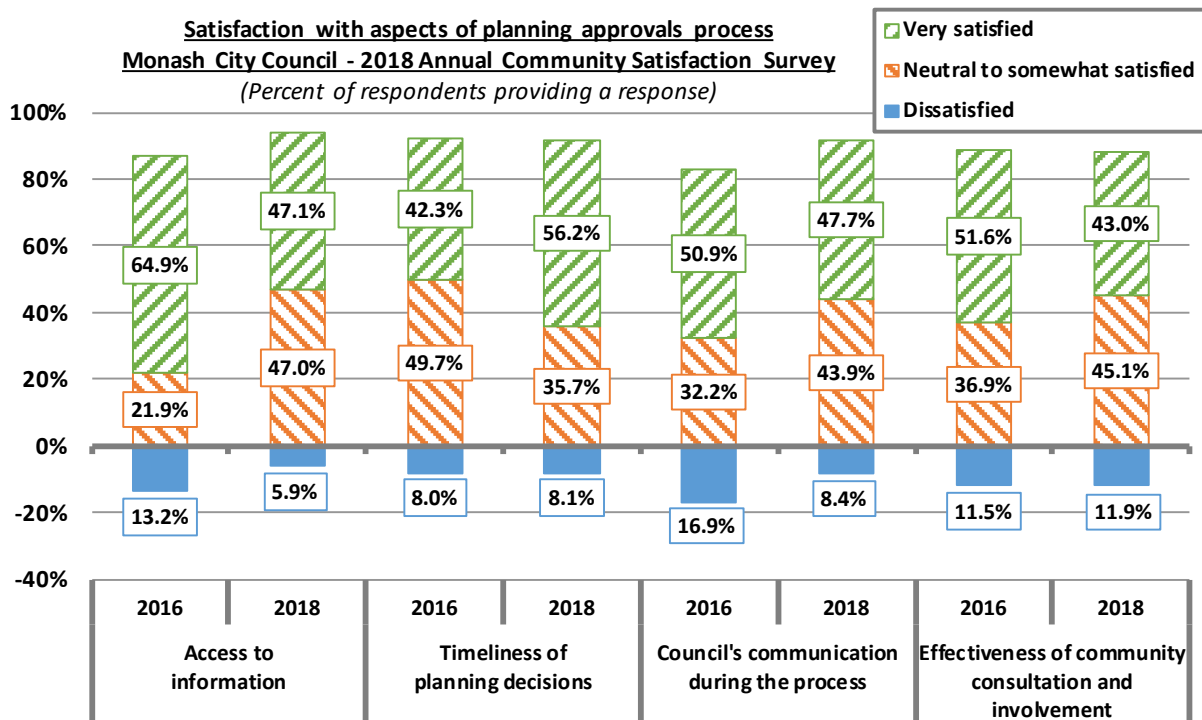
In 2016, satisfaction with all four aspects was at a level categorised as “very good”. In 2018, satisfaction with access to information remains categorised as “very good”, whilst satisfaction with communication, timeliness of planning decisions, and the effectiveness of community consultation and involvement were at levels categorised as “good”.







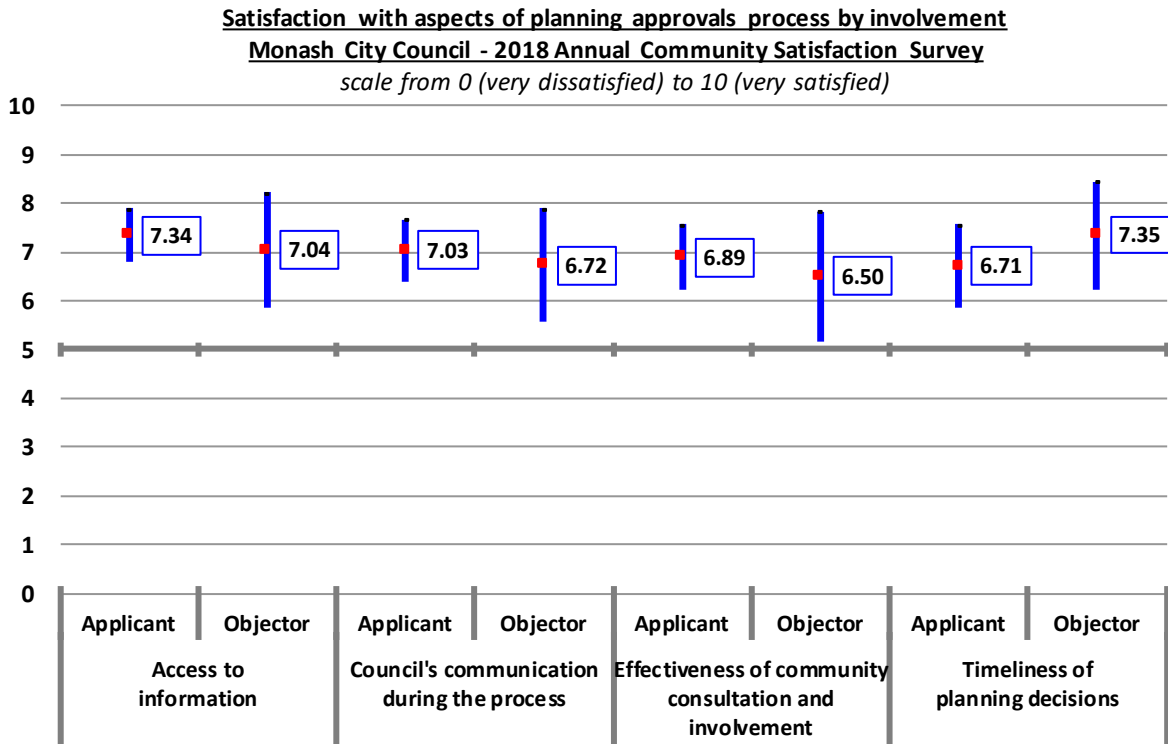
Consistent with these good to very good average satisfaction scores, approximately half of the sixty-eight respondents were very satisfied with each aspect, whilst between six and twelve percent were dissatisfied.



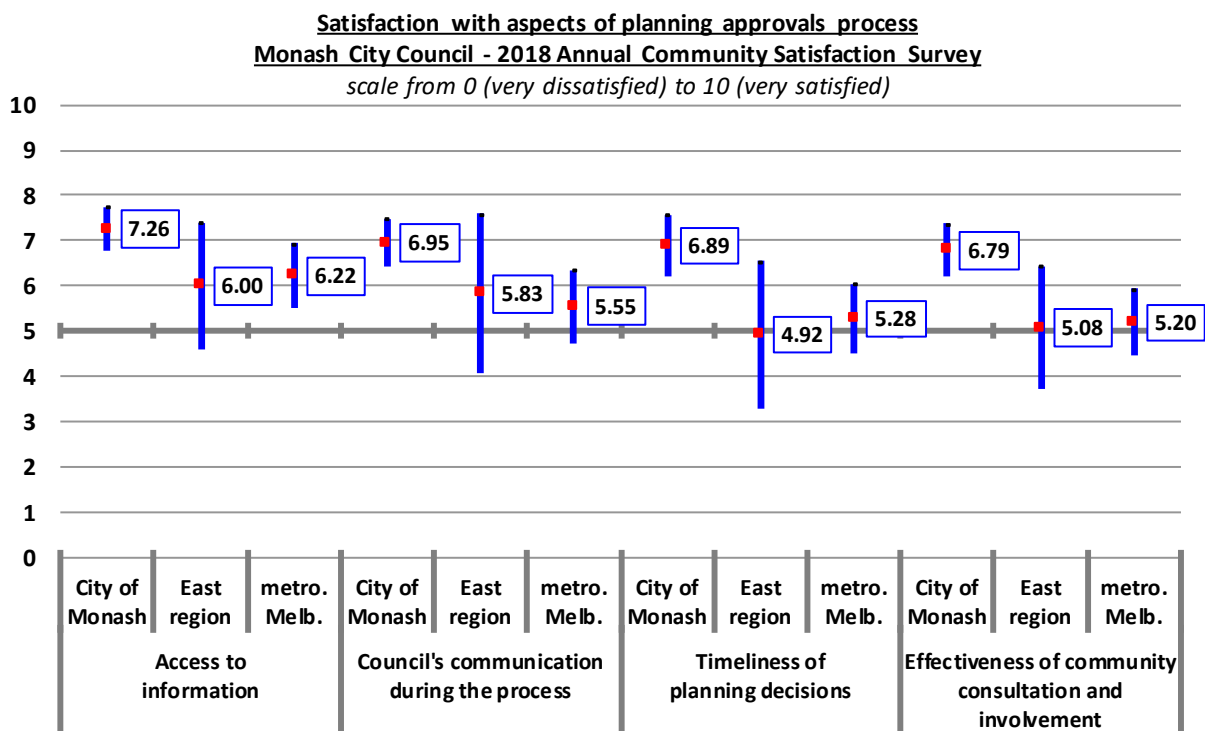
Consistent with long-established patterns of results for these question, applicant respondents were more satisfied than objector respondents with access to information, Council's communication during the process, and the effectiveness of community consultation and involvement. Objector respondents were however more satisfied with the timeliness of planning decisions.



This pattern of results reflects the fact that objectors tend to be less concerned about how long applications can take to process than do applicants. It is noted that given the very small sample sizes, these variations are not statistically significant, even though they are relatively large.



Satisfaction with all four aspects of the planning application process was measurably higher in the City of Monash than the results for the eastern region councils and metropolitan Melbourne, as recorded in the 2017 *Governing Melbourne* research.



## Reason for dissatisfaction with effectiveness of community consultation and involvement

The following table outlines the nine responses received from respondents dissatisfied with the effectiveness of community consultation and involvement.

**Reason for dissatisfaction with effectiveness of community consultation and involvement**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number of responses)

Response	Number
Average person lodging is not highly regarded	1
Bad staff. Loss of files. Don't return calls	1
Better follow up communication needed	1
Communication was dreadful	1
Council does not listen to us	1
Just average - not too good not too bad	1
Not good meeting, only showed plans	1
They have a standard reply, unless you really kick up a fuss	1
They operates in favour of business planning	1
<b>Total</b>	<b>9</b>

## 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.*

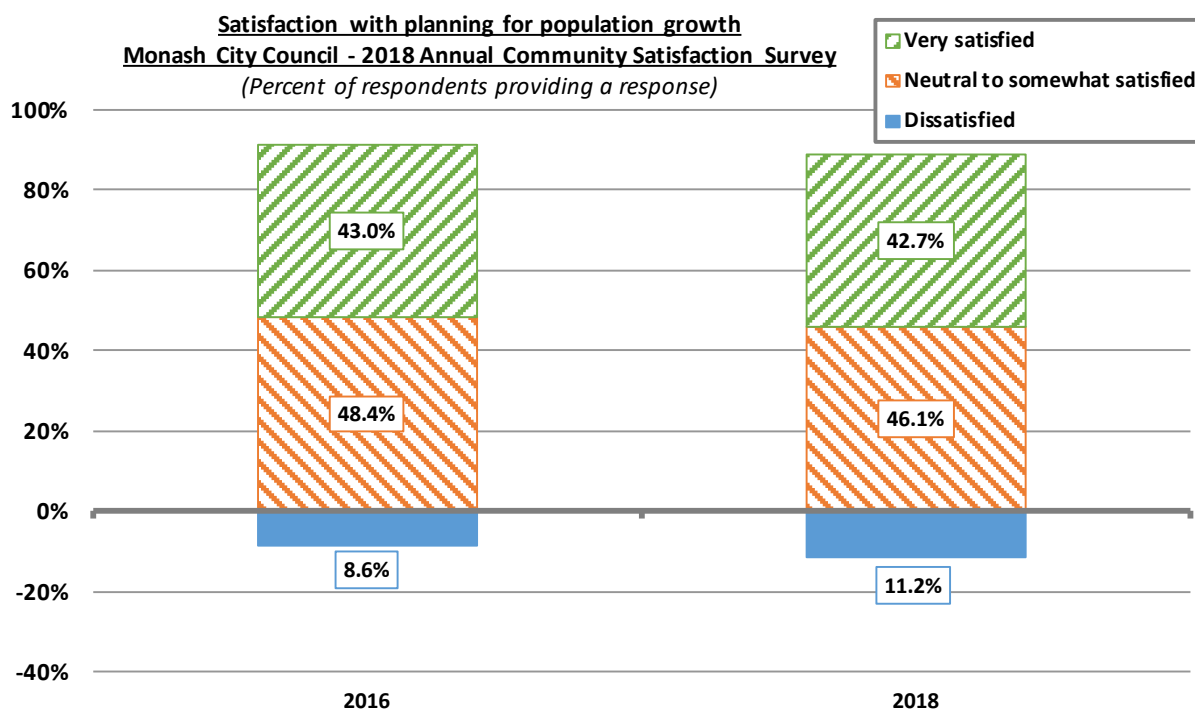
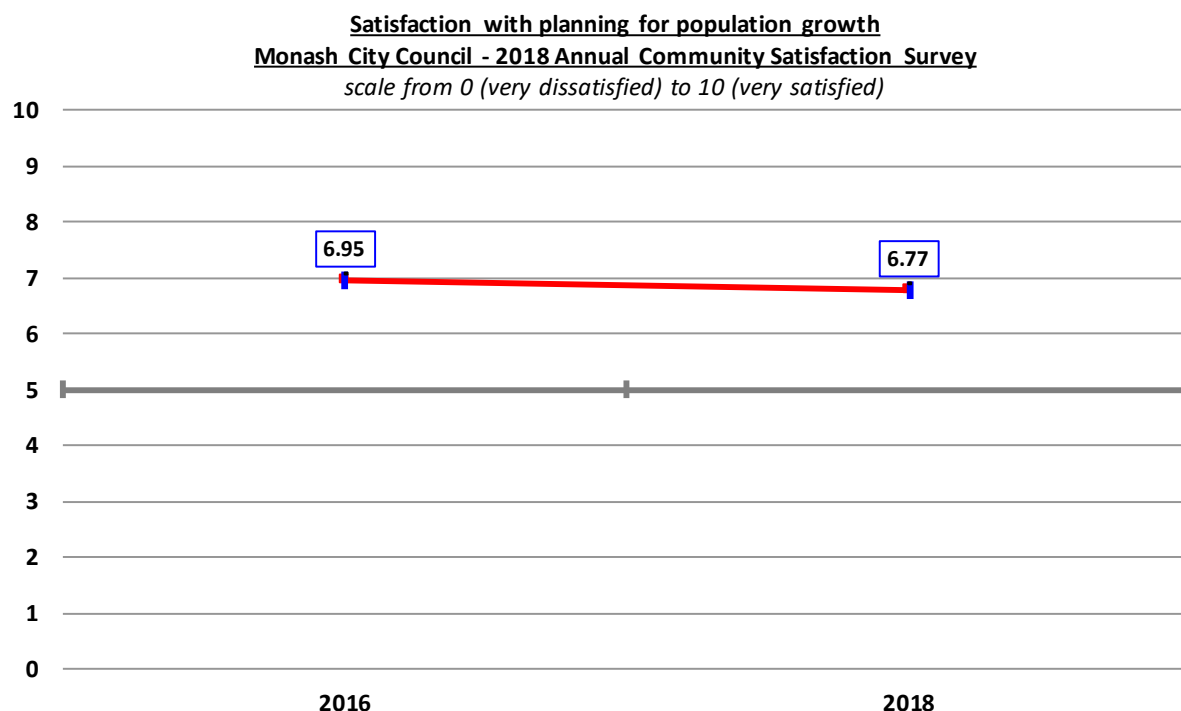
Respondents were then asked:

*“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?”*

Given that planning for population growth is a shared responsibility between multiple levels of government, and that it is difficult for respondents to have a comprehensive understanding of the specific role of local government in this area, the question was designed to measure satisfaction with planning for population growth by all levels of government.

Satisfaction with planning for population growth declined marginally but not measurably in 2018, down 2.5% to 6.77 although it remains at a level categorised as “good”. Metropolis Research notes that this is a very good result when compared both to the 2017 *Governing Melbourne* results for metropolitan Melbourne (5.70) and the eastern region councils (5.63). This result is also significantly higher than Metropolis Research has recorded in many other municipalities across metropolitan Melbourne in 2017 and 2018.



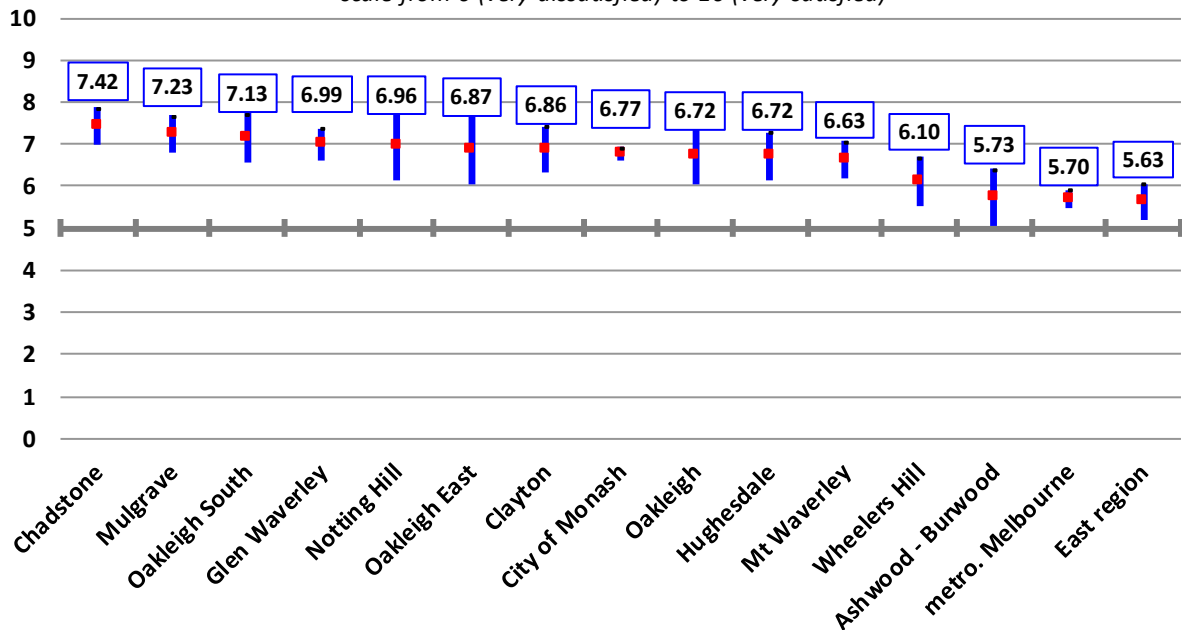


There was measurable variation in this result observed across the ten precincts comprising the City of Monash, with attention drawn to the following:

- **Chadstone** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “very good”.
- **Wheelers Hill and Ashwood / Burwood** – respondents rated satisfaction measurably lower than the municipal average and at levels categorised as “solid” and “poor” respectively.



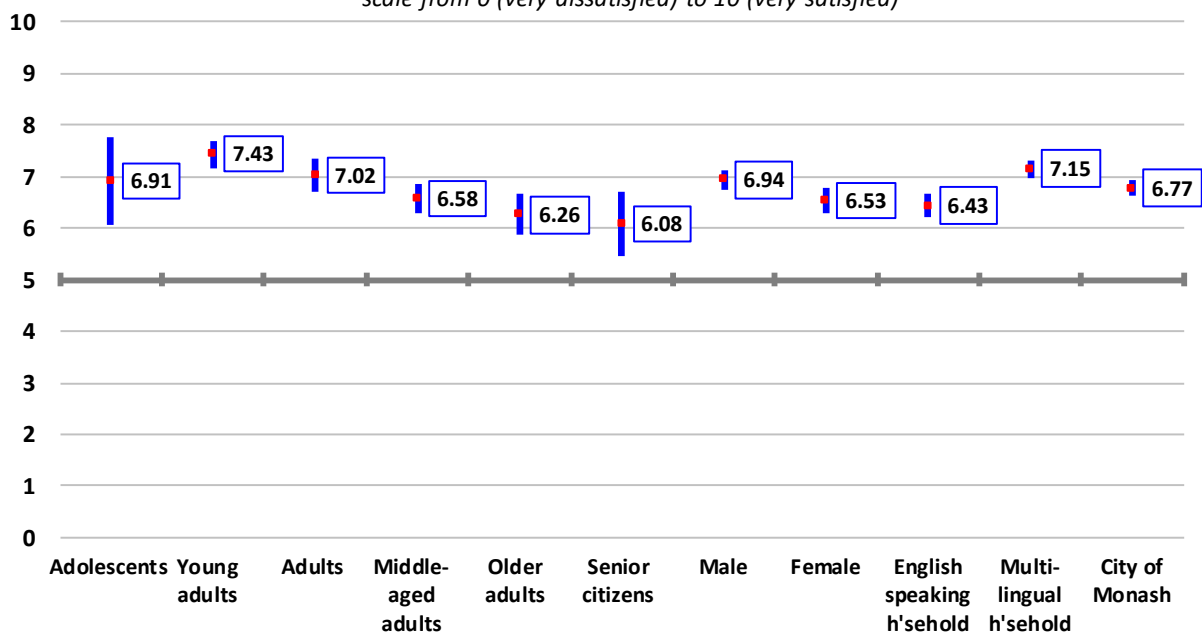
**Satisfaction with planning for population growth by precinct**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following graphs outline the average satisfaction with planning for population growth by respondent profile. Measurable and significant variation in these results is observed, with attention drawn to the following:

- **Less satisfied than average** – older adults and senior citizens (aged 60 years and over), females, English-speaking households, Australian-born, and couple-only households.
- **More satisfied than average** – young adults (aged 20 to 34 years), males, multi-lingual households, overseas born, and group households.

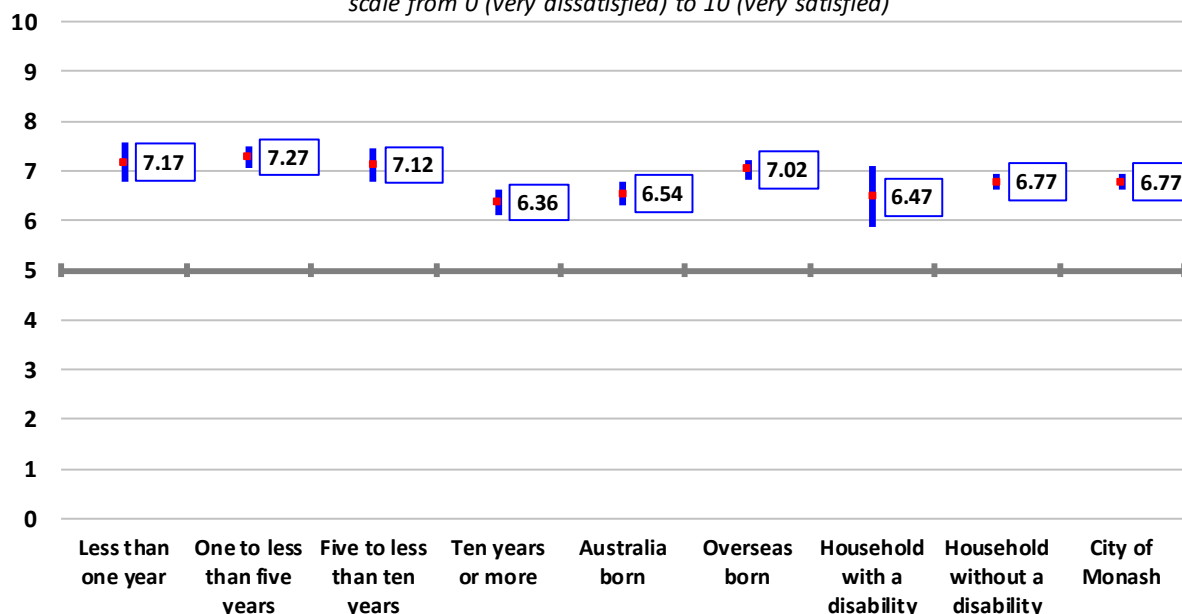
**Satisfaction with planning for population growth by respondent profile**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Satisfaction with planning for population growth by period of residence, country of birth and disability**

**Monash City Council - 2018 Annual Community Satisfaction Survey**

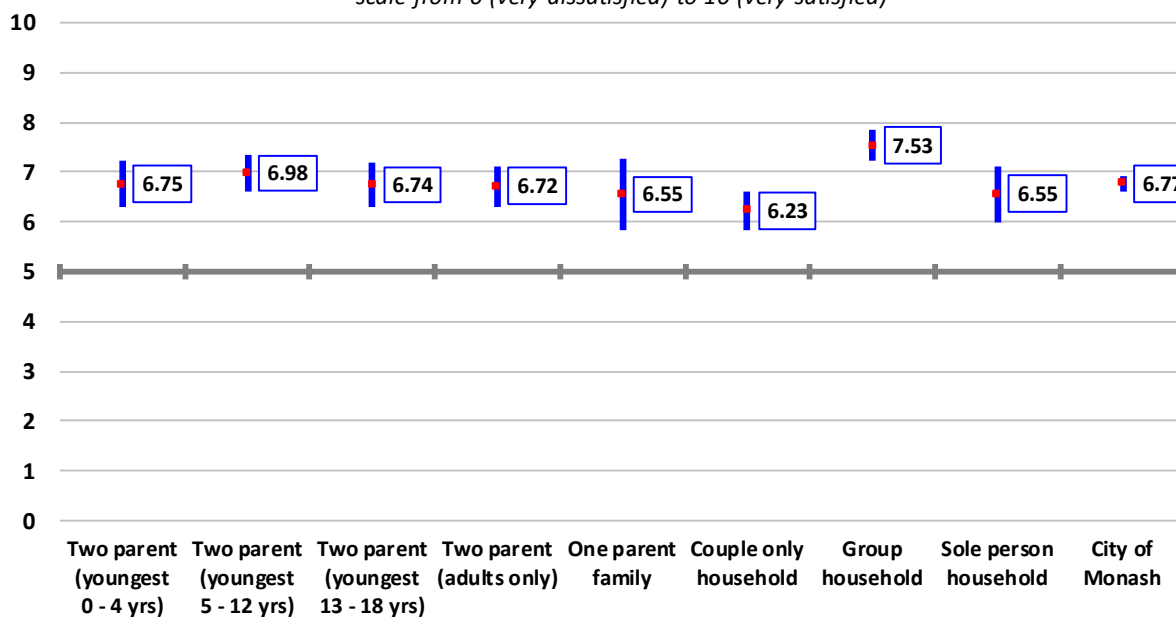
scale from 0 (very dissatisfied) to 10 (very satisfied)



**Satisfaction with planning for population growth by household structure**

**Monash City Council - 2018 Annual Community Satisfaction Survey**

scale from 0 (very dissatisfied) to 10 (very satisfied)



**Reason for dissatisfaction with planning for population growth**

The following table provides the open-ended comments received from respondents dissatisfied with planning for population growth. Approximately one-third of the comments related to concerns around planning and development, particularly the perception of too much higher-density development. Approximately one-third of the comments related to impacts of increasing population on parking, traffic management, roads and public transport.



It is noted that relatively few comments related to the impact of population growth on other infrastructure or access to health and human services. This is somewhat different to the pattern of results observed in outer growth areas, where access to services is more problematic.

**Reason for dissatisfaction with planning for population growth**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Planning and development</i>	
Allowing too many houses on one block, crowded streets	6
Too many high density housing	6
No plan has been made / not aware of any	5
New houses do not have enough green areas	3
Over development	3
Better Plans would be required	2
Because the planning takes place behind the door. What they are doing? Infrastructure? Schools? Transport?	1
I don't want to see multistorey developments	1
Just maintain the current settings, too many individual developments	1
Making sure that the development is appropriate for the areas not too many high rise buildings	1
Not planned according to the housing affordability, not in account to other nationalities, Development Finance are not accommodated and solid	1
Plan is too ambitious; life quality will inevitably go down	1
Some areas not developed enough	1
Too many subdivision	1
Urbanization of Farm land	1
<i>Parking, traffic, roads and public transport</i>	
Traffic is terrible / traffic congestion	12
Not enough parking spaces	4
Improve public transport	3
More units, less parking	2
Haven't seen any progress .e.g. in corner of Blackburn/Princess Highway Traffic problems with Bigger buildings	1
I don't think its ready, and the roads cannot get bigger	1
Impact to traffic with apartments higher than 2 levels	1
It is over populated already, the roads are blocked, traffic is so bad	1
Melbourne traffic is bad already, public transport needs to be upgraded well	1
No access to transport and roads to areas	1
Public transport higher capacity or more regular hours	1
Road / public transport are very crowded. Redevelopment of private properties are happening very quickly	1
The situation currently with the trains, roads, schools speak for itself	1
Transport is an issue. Congested roads and better bus/train/tram services needed	1
transportation, not enough parking at the train station	1



**Reason for dissatisfaction with planning for population growth**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Infrastructure</i>	
We just cannot have that many people, not enough infrastructure to cope with	6
No infrastructure	4
Need to do more with the infrastructure to keep up with the population	2
Poor infrastructure	1
The infrastructure and space are inadequate for the current plans	1
<i>Services and facilities</i>	
I don't object to the plan, but it should be done in a way not destroying basic amenities	1
<i>Other</i>	
Growth too much and fast	4
Monash is already well populated	4
Population growth is beyond the control of council	3
More info should be provided	2
Over population would make the area worse	2
To have high density, you need to have high quality open spaces	2
Bins approval and totally lack of commitment to work	1
Government should control the population rate, avoid overpopulated	1
I have my doubts whether the Council can fit everyone in without squeezing people into smaller denser housing	1
I think it is generally short-sighted to use growth as a major economic driver, too crowded	1
Need to listen to community consultation	1
Polices	1
Shopping centre to cope with the people and traffic on roads. Bigger and more people but hard to get disabled parking	1
Stop cutting funding to TAFE, and more diversity programs	1
The design of city and streets are not suitable	1
The nice part of this area is for low rise buildings not high rise buildings	1
there's too much catering for Asians	1
They have got to be careful of what they are doing	1
<b>Total</b>	<b>110</b>





## Sense of community

Respondents were then asked:

*“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.”*

Again in 2018, respondents were asked to rate their agreement with seven statements relating to the local sense of community. There was a new statement included this year about being connected to the neighbours.

An average of 755 of the eight hundred respondents, provided an agreement score for each of the seven statements.

It is observed that the average agreement with all six statements that were included in both 2016 and 2018 declined somewhat this year. In addition, it is noted that the decline for each was also statistically significant.

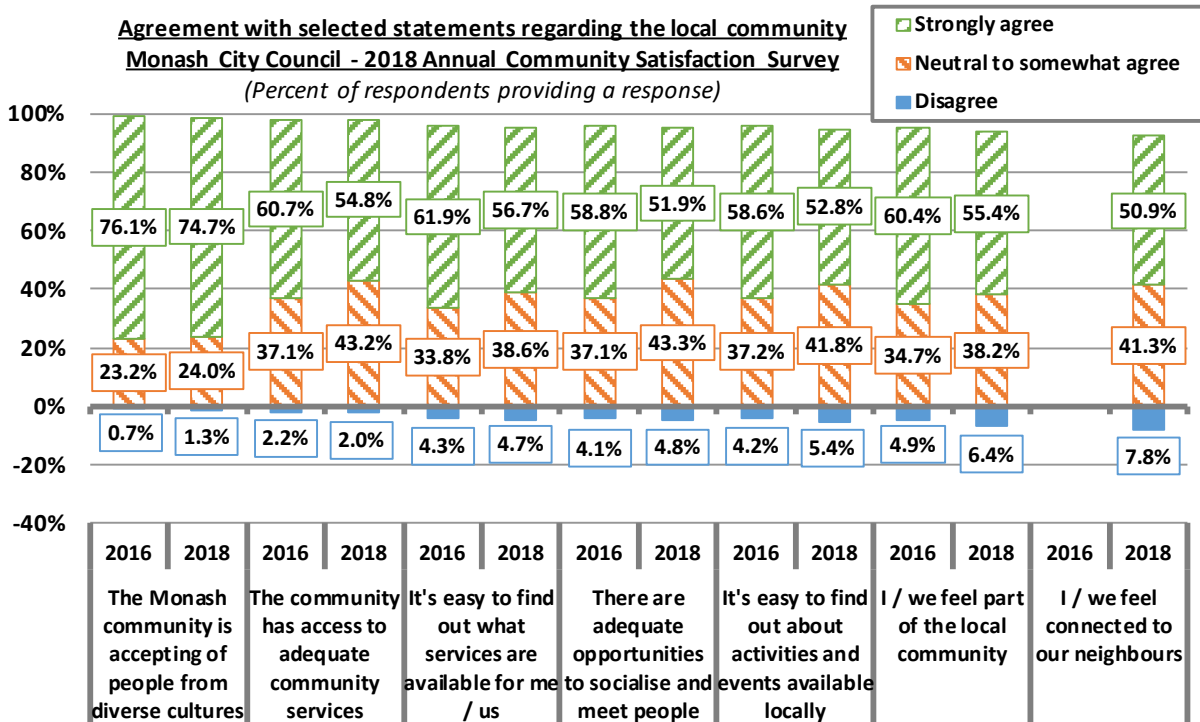
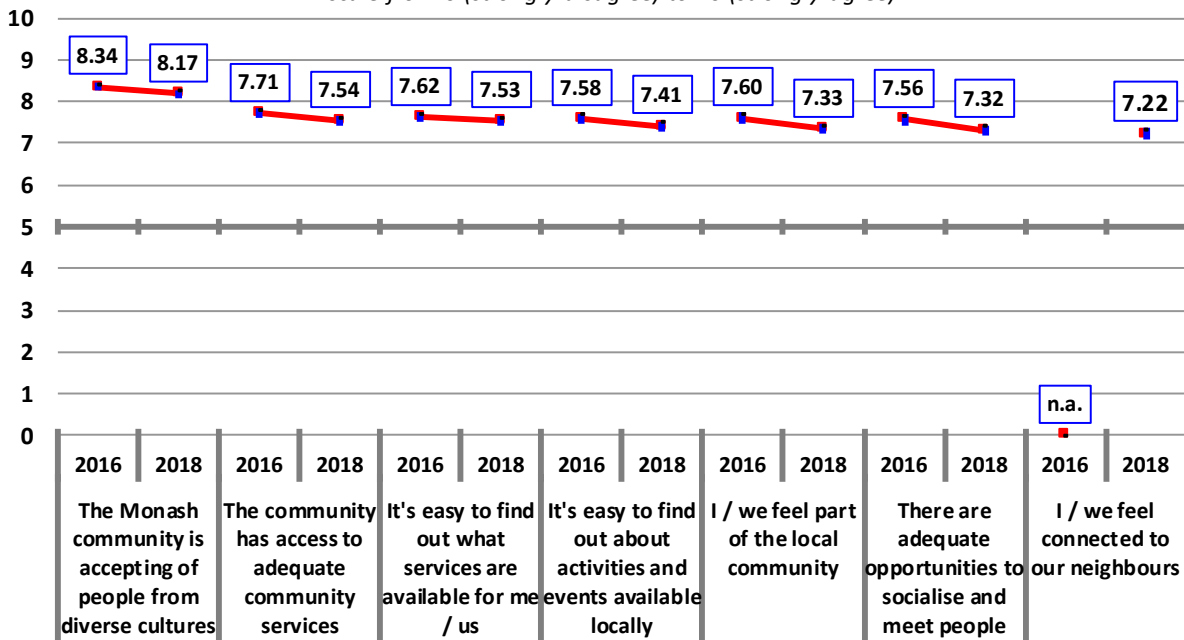
Despite these declines, average agreement with these seven statements remains relatively high, which is reflected in the fact that more than half of the respondents strongly agreed with each statement (rating eight to ten out of ten) and less than eight percent of respondents disagreed with any of the eight statements.

Agreement that the Monash community is accepting of people from diverse cultures remains very strong at more than eight out of ten. This is consistent with the fact that the Monash community is a very culturally diverse community, with for example more than half of the survey respondents being born overseas.

The statements with the lowest average agreement scores were related to community connectedness in some way, whilst agreement with the statements that are more directly related to the performance of Council (access to adequate community services, easy to find out about services, activities and events) was slightly higher.

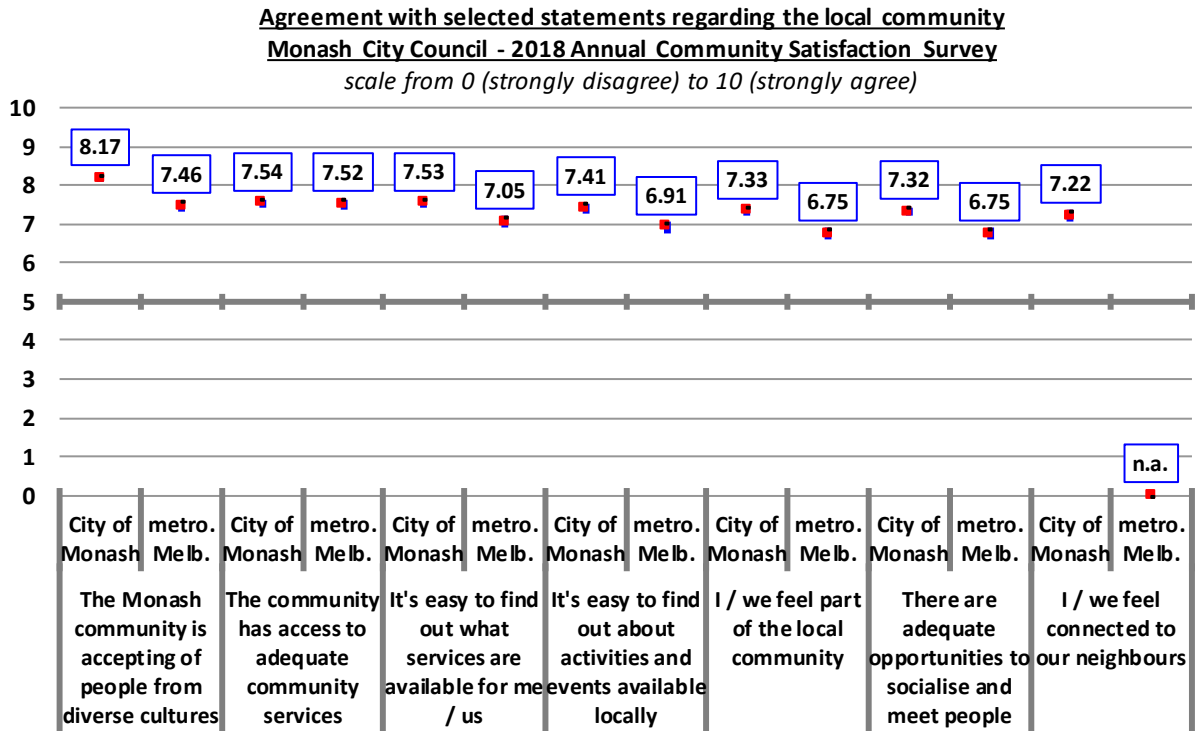


**Agreement with selected statements regarding the local community**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*



When compared to the metropolitan Melbourne results from the 2017 *Governing Melbourne* research, it is noted that respondents from the City of Monash were measurably more in agreement about the community being accepting of people from diverse cultures, they feel part of the local community, there are adequate opportunities to socialise and meet people, and that it is easy to find out about services, activities and events.

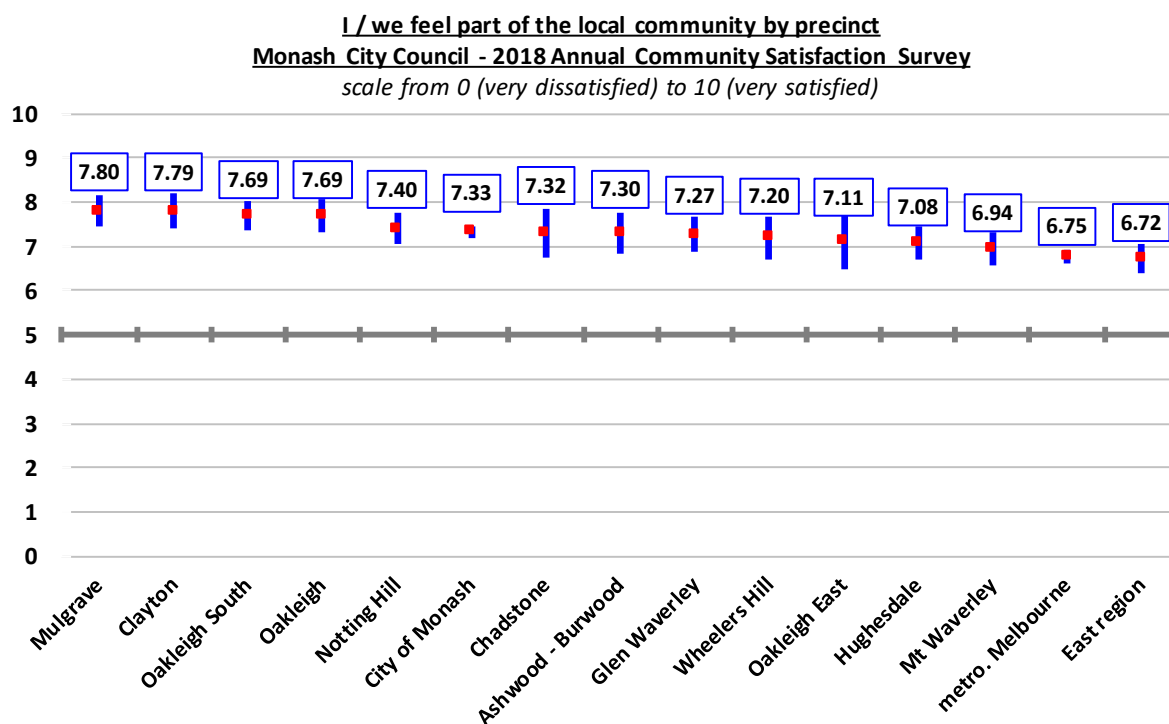
Agreement that the community has access to adequate community services is consistent with the metropolitan Melbourne results.



## ***I / we feel part of the local community***

There was some variation in agreement that the respondent feels part of the local community observed across the City of Monash, with respondents from Mulgrave and Clayton rating agreement somewhat higher than average.

Agreement with this statement, despite the small decline this year, remains measurably higher than the 2017 metropolitan Melbourne and eastern region councils' average agreement.

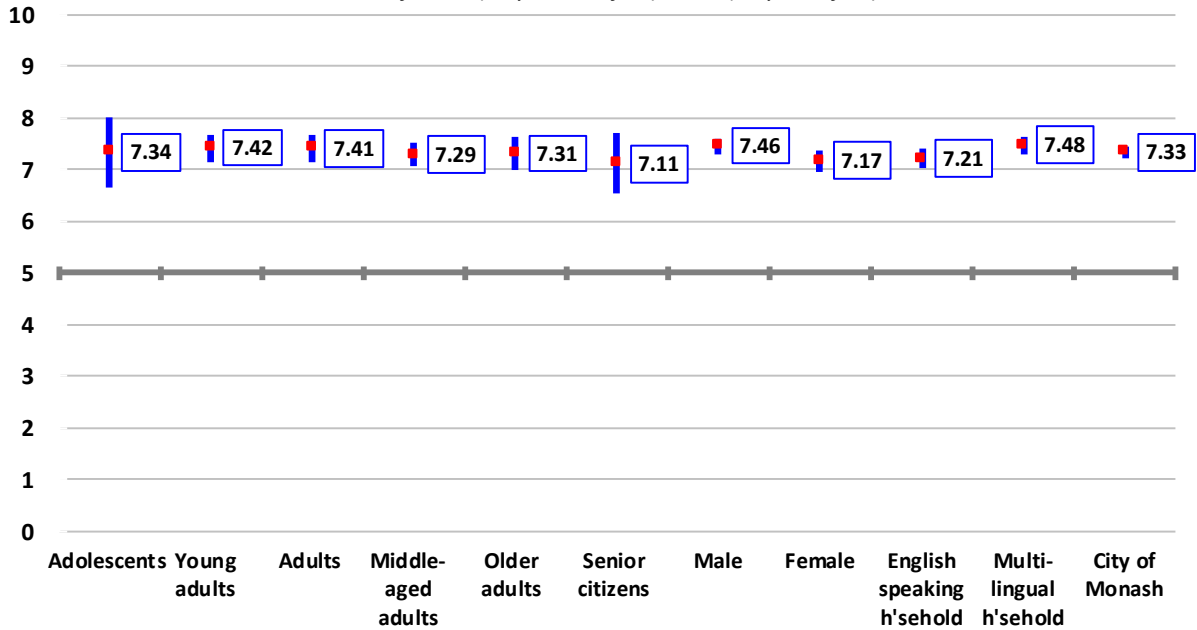


There was some variation in this result observed by respondent profile, with attention drawn to the following:

- **Senior citizens (aged 75 years and over)** – respondents were somewhat, albeit not measurably less in agreement that they feel part of the local community than the municipal average.
- **Gender** – male respondents were measurably (4.1%) more in agreement than female respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably (3.8%) more in agreement than respondents from English speaking households.



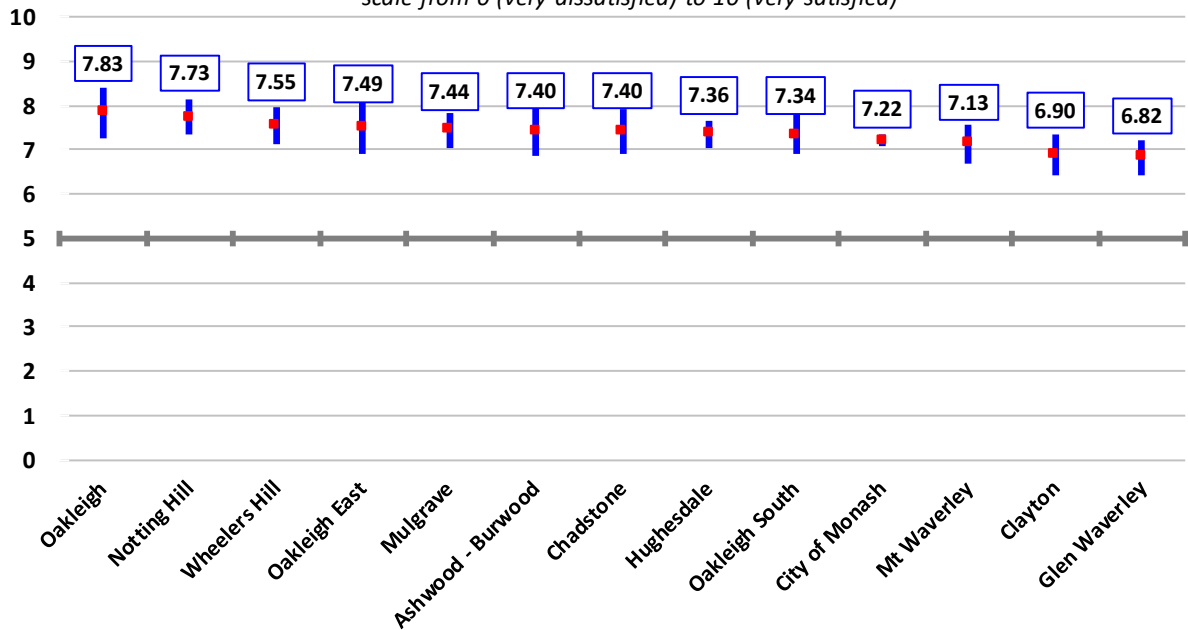
**I / we feel part of the local community by respondent profile**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**I / we feel connected to our neighbours**

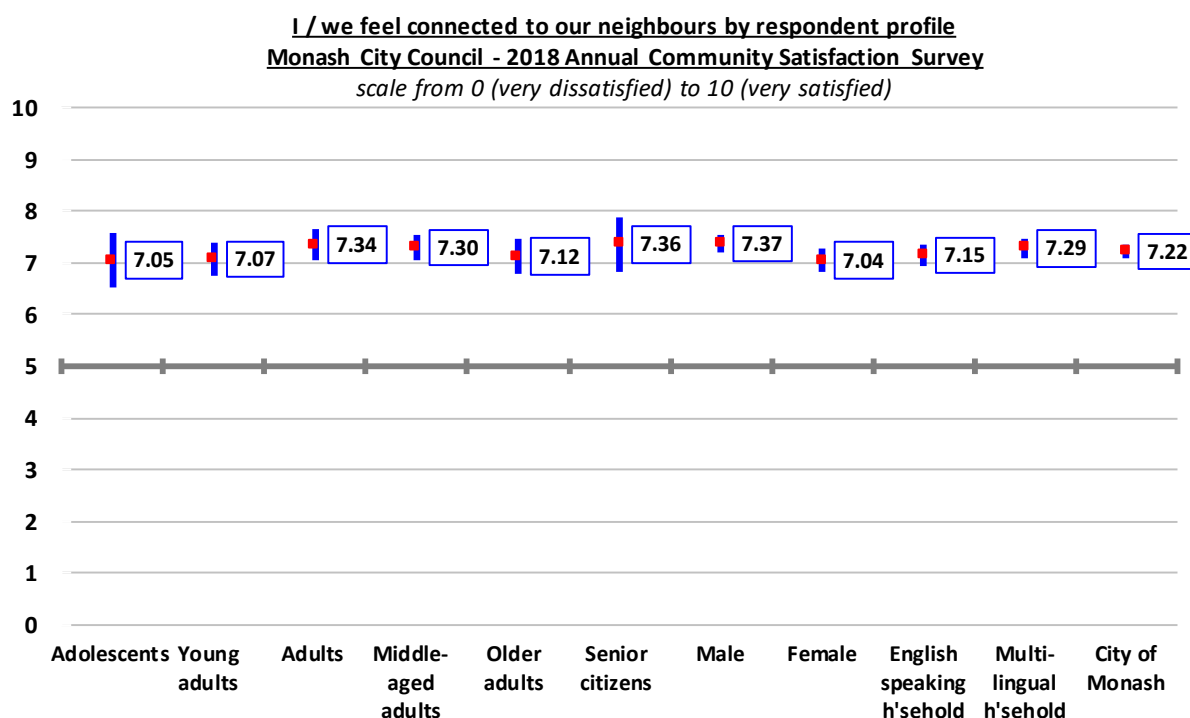
There was some variation in agreement that the respondent feels connected to their neighbours observed across the municipality, with respondents from Oakleigh and Notting Hill measurably more in agreement than the municipal average.

**I / we feel connected to our neighbours by precinct**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in agreement that the respondent feels connected to their neighbours observed by respondents age structure, although it is noted that younger respondents were marginally less in agreement than older respondents.

There was variation by gender however, with male respondents rating agreement measurably (4.7%) more in agreement than female respondents. There was no meaningful variation observed by language spoken at home.



### ***The Monash community is accepting of people from diverse cultures***

There was some variation in agreement that the Monash community is accepting of people from diverse cultures observed across the twelve precincts comprising the City of Monash, with respondents from Oakleigh East and Oakleigh measurably more in agreement than the municipal average.

Agreement that the Monash community is accepting of people from diverse cultures was measurably higher in each of Monash's twelve precincts than the 2017 metropolitan Melbourne average result for the same statement (with Monash replaced with the relevant council name as appropriate).

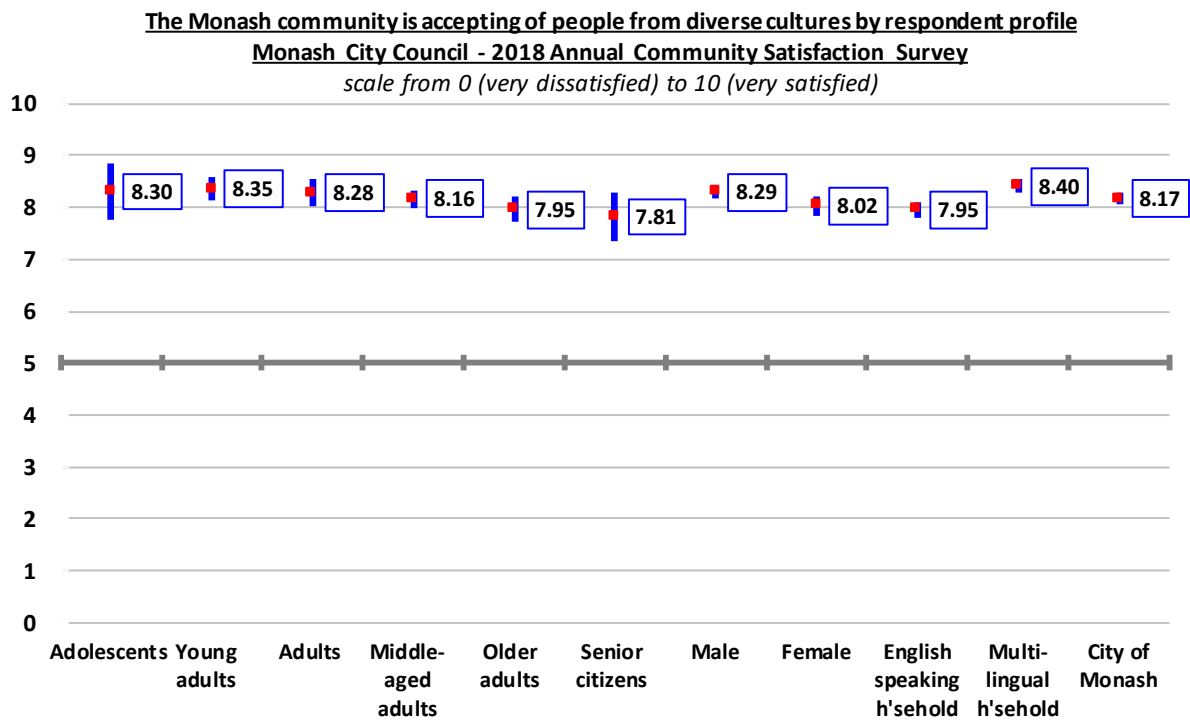
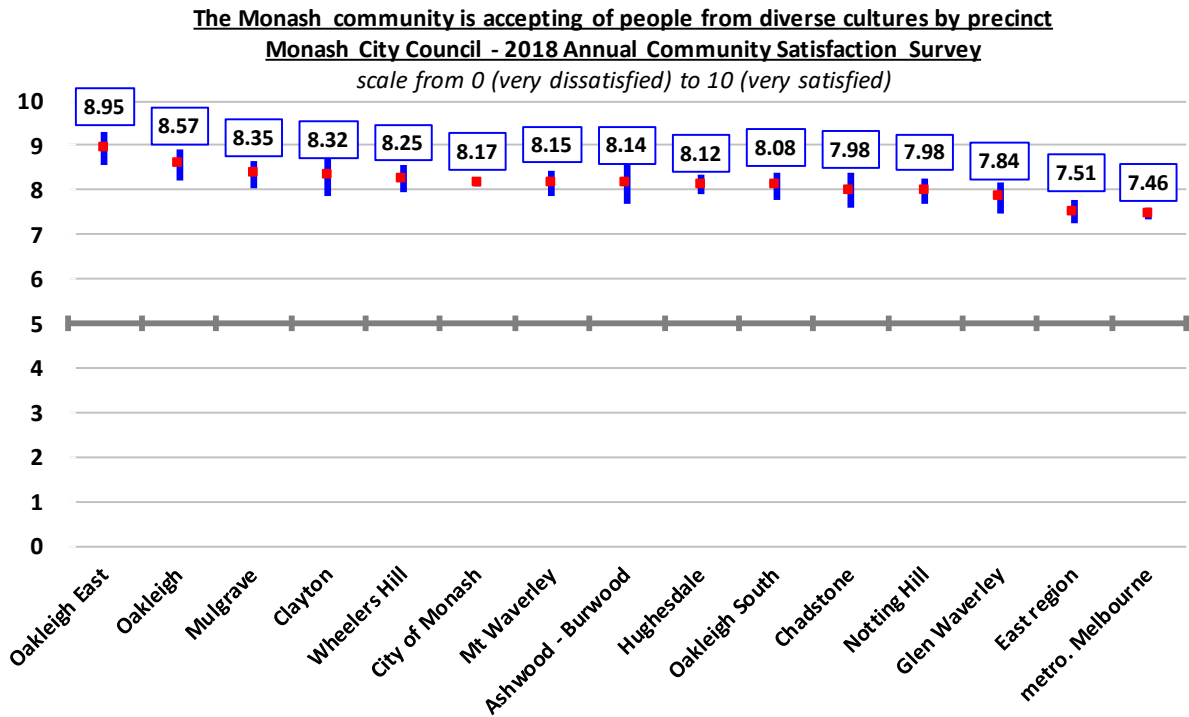
There was variation observed by respondent profile, as follows:

- **Age structure** - agreement with this statement appears to decline with the respondents' age, with young adults (aged 20 to 34 years) rating agreement at 8.35, declining to 7.81 for senior citizens (aged 75 years and over).
- **Gender** – male respondents rated agreement with this statement measurably (3.4%) higher than female respondents.



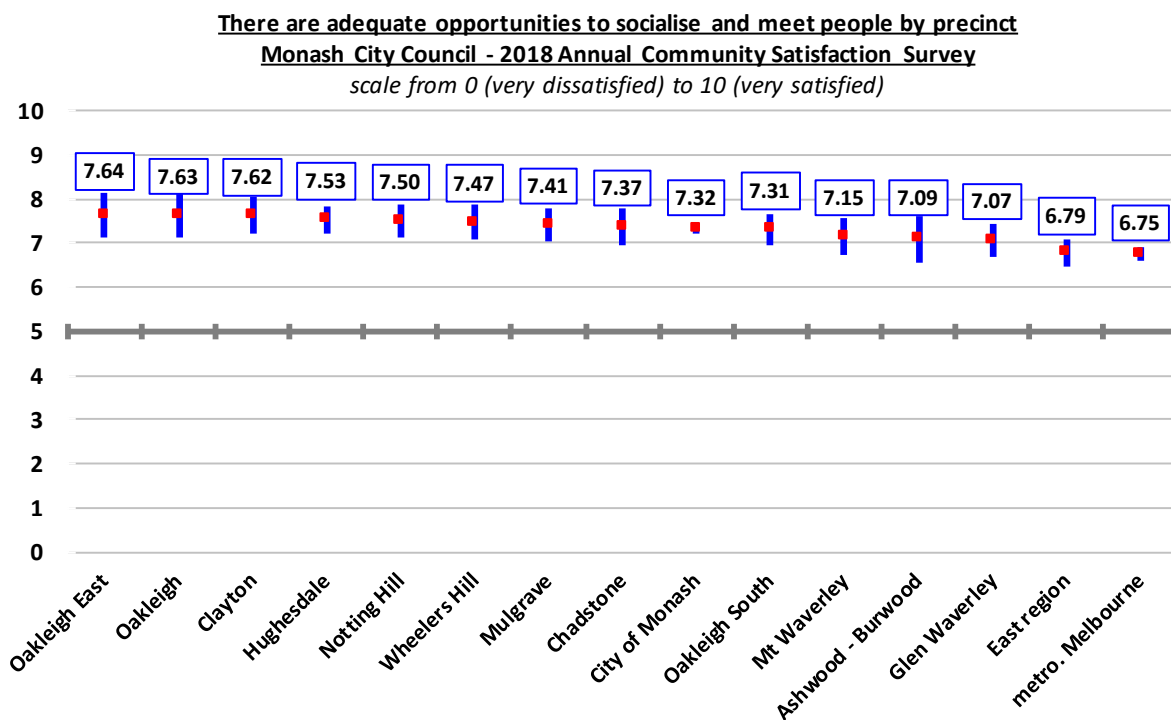
- **Language spoken at home** – respondents from multi-lingual households rated agreement that the Monash community is accepting of people from diverse cultures measurably and significantly (5.7%) higher than respondents from English speaking households.

This language-based result is an important result, as it highlights the fact that on average, those respondents from diverse cultures feel more accepted in the Monash community than English speaking respondents believe.



### ***There are adequate opportunities to socialise and meet people***

There was no statistically significant variation in agreement that there are adequate opportunities to socialise and meet people observed across the municipality. This City of Monash result was measurably and significantly higher than the 2017 metropolitan Melbourne average.



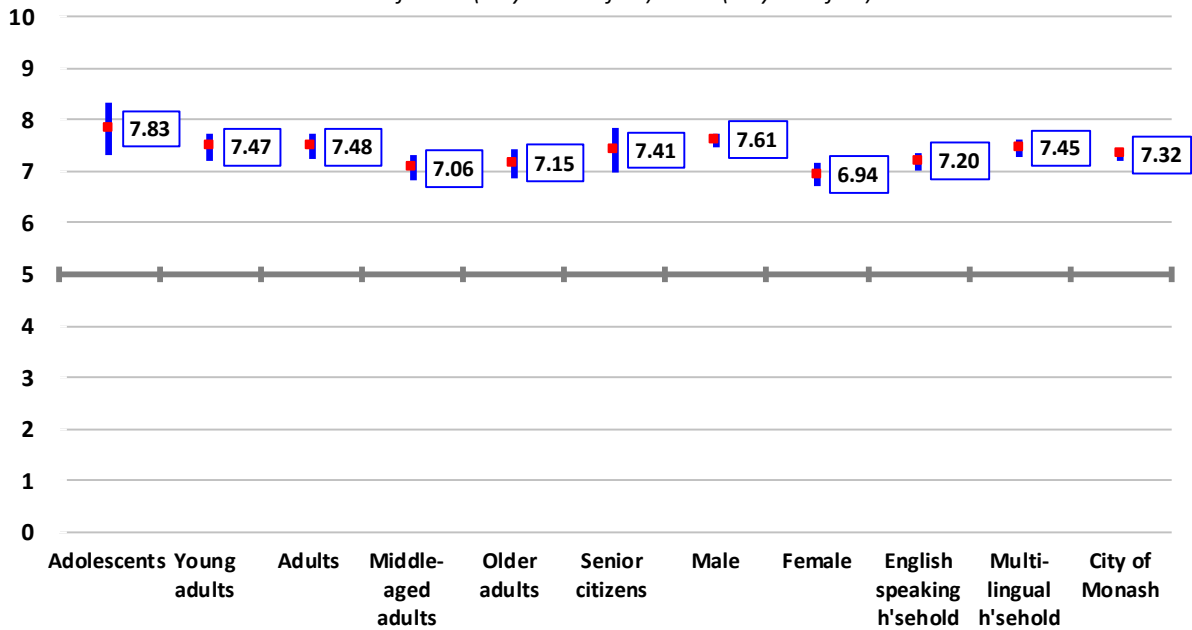
There was some variation in these results observed by respondent profile, with attention drawn to the following:

- ***Middle-aged adults (aged 45 to 59 years)*** – respondents rated agreement measurably lower than the municipal average.
- ***Gender*** – male respondents rated agreement with this statement measurably and significantly (9.6%) higher than female respondents.
- ***Language spoken at home*** – respondents from multi-lingual households rated agreement somewhat, albeit not measurably higher than respondents from English speaking households.





**There are adequate opportunities to socialise and meet people by respondent profile**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)

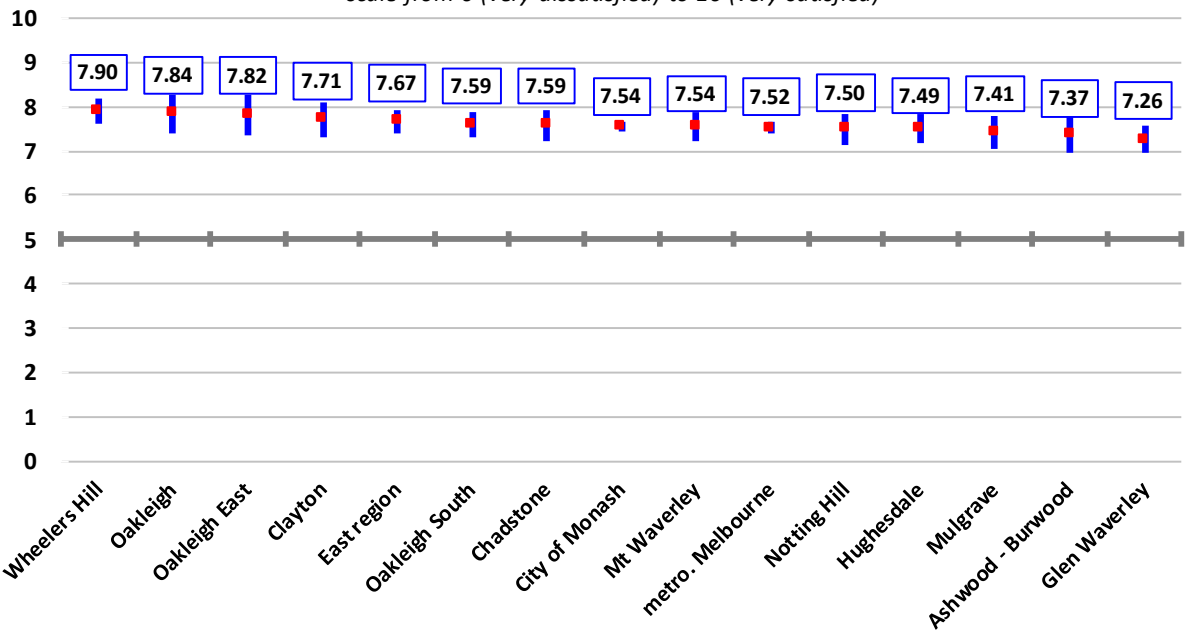


***The community has access to adequate community services***

There was no measurable variation in agreement that the community has access to adequate community services observed across the ten precincts comprising the City of Monash.

Agreement with this statement in the City of Monash in 2018 was almost identical to the 2017 metropolitan Melbourne average.

**The community has access to adequate community services by precinct**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)

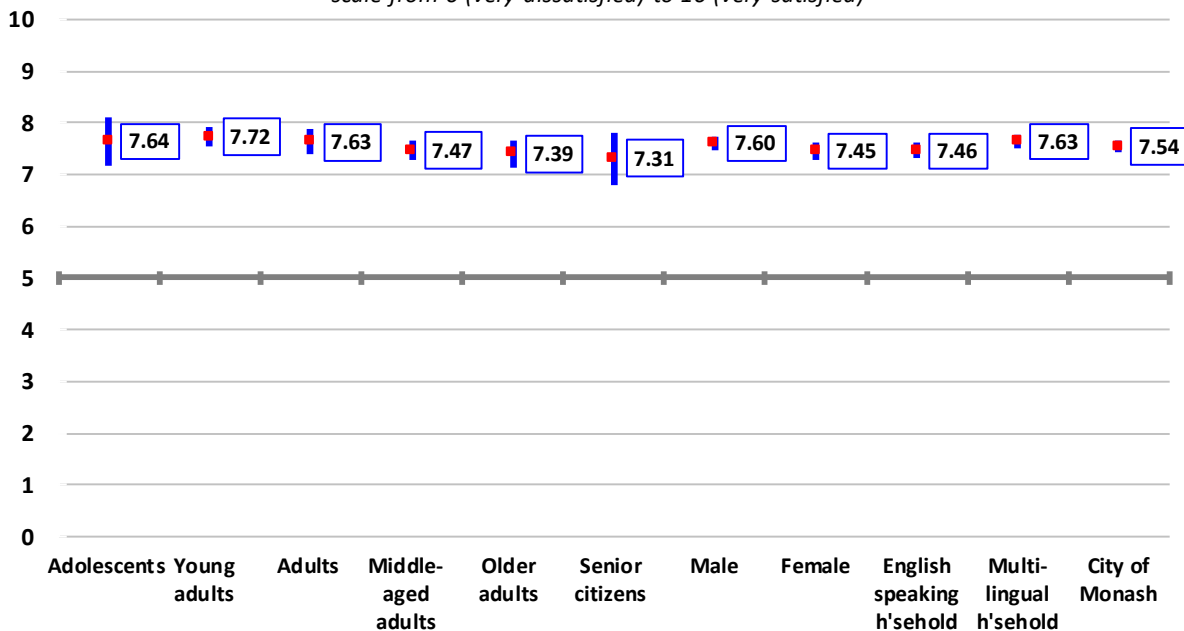


There was no significant variation in this result observed by respondent profile, although it is noted that male respondents rated agreement marginally higher than female respondents, and respondents from multi-lingual households rated it marginally higher than respondents from English speaking households.

**The community has access to adequate community services by respondent profile**

**Monash City Council - 2018 Annual Community Satisfaction Survey**

*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## Specific services that are difficult to access

Respondents were then asked:

*“If rated less than 6, what specific services are most difficult to access?”*

There were only fifteen responses received from respondents in relation to services about which it is difficult to access information.

As is evident in the table, there were no significantly issues identified by many respondents.

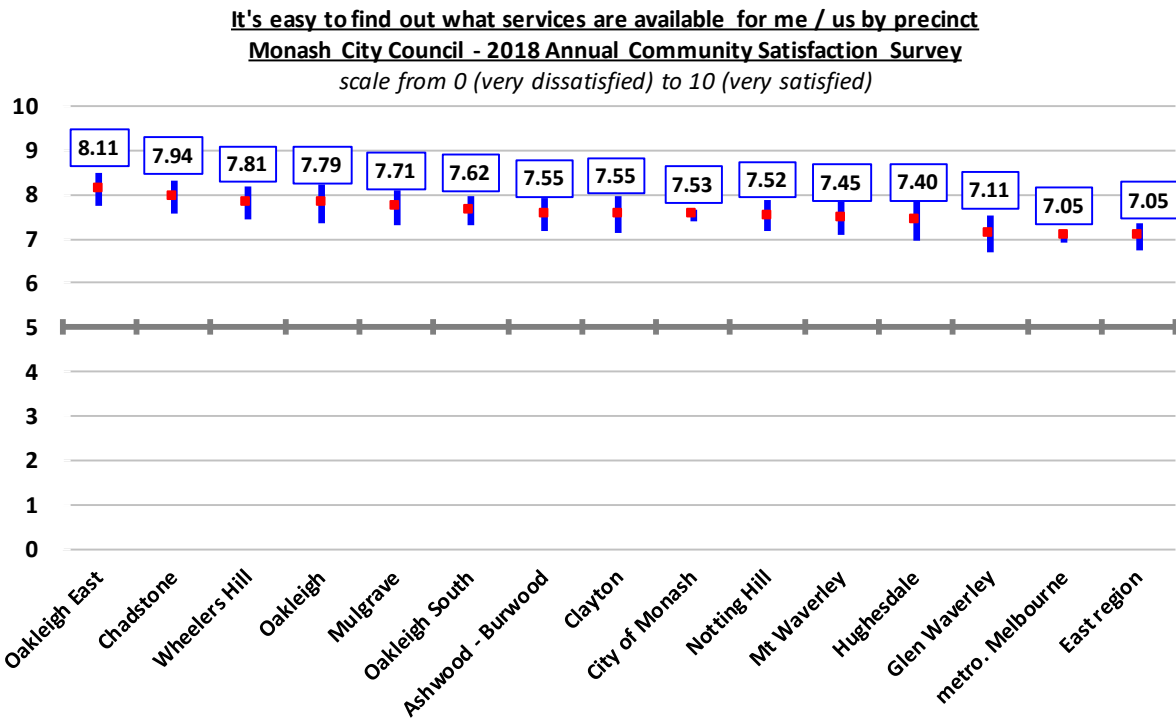
**Specific services that are most difficult to access**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Not noticed any / no particular information	6
Local community services are difficult to access	2
Childcare	1
Community events and public transport, increase frequency of the buses please	1
Diverse cultures do not integrate or keep their own	1
People should get the service updates regularly	1
Social service	1
Socialise with people around	1
Women escaping domestic violence, services for low income family	1
<b>Total</b>	<b>15</b>

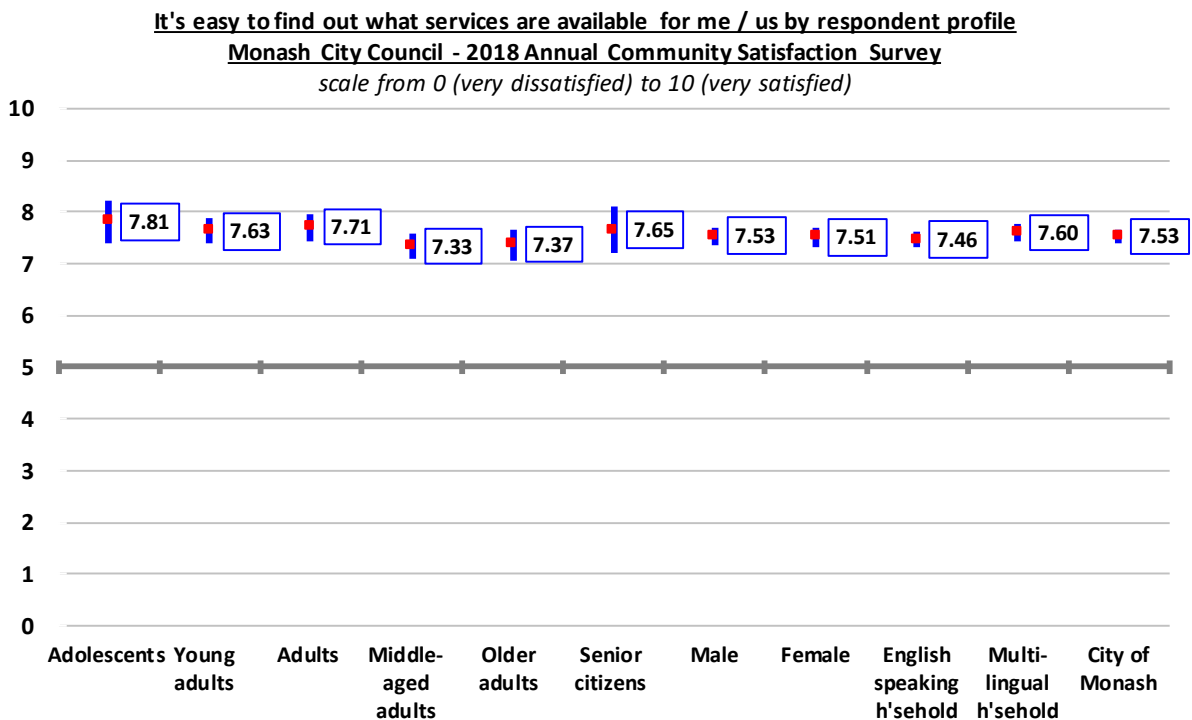


**It's easy to find out what services are available for me / us**

There was some variation in agreement that it's easy to find out what services are available observed across the municipality, with respondents from Oakleigh East rating agreement measurably higher than the municipal average.

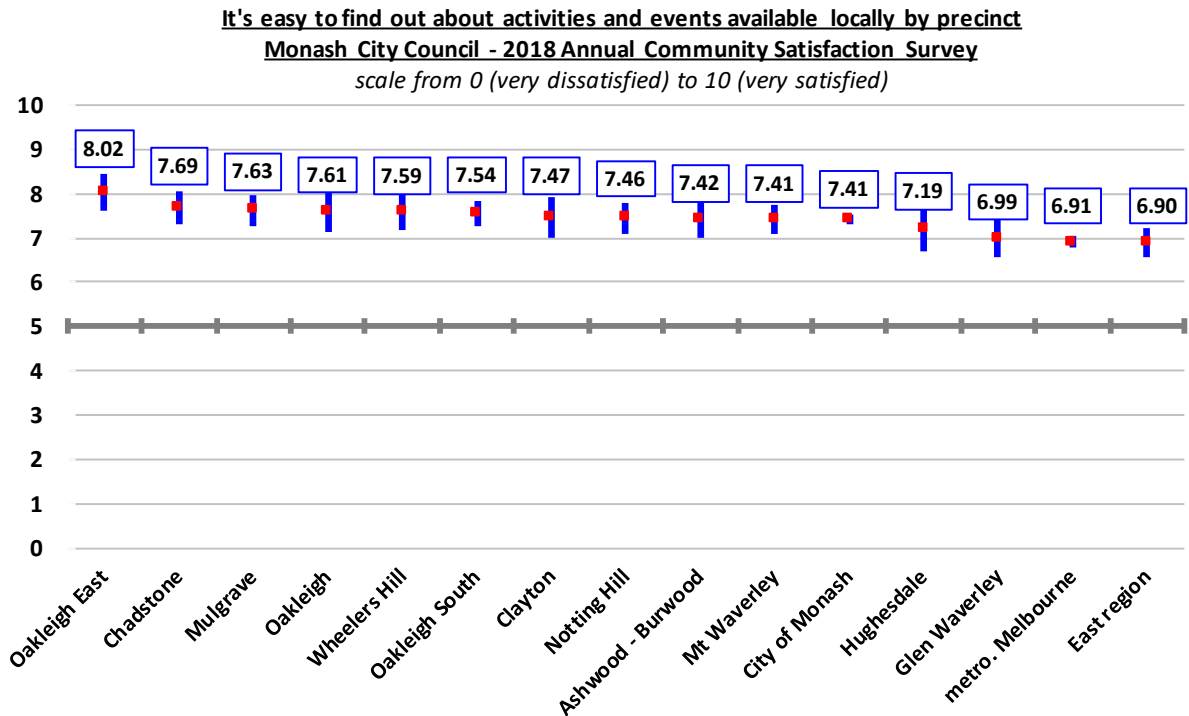


There was some variation in this result observed by respondent profile, with younger respondents (aged 15 to 44 years) rating agreement notably higher than middle-aged and older respondents (aged 45 to 74 years).

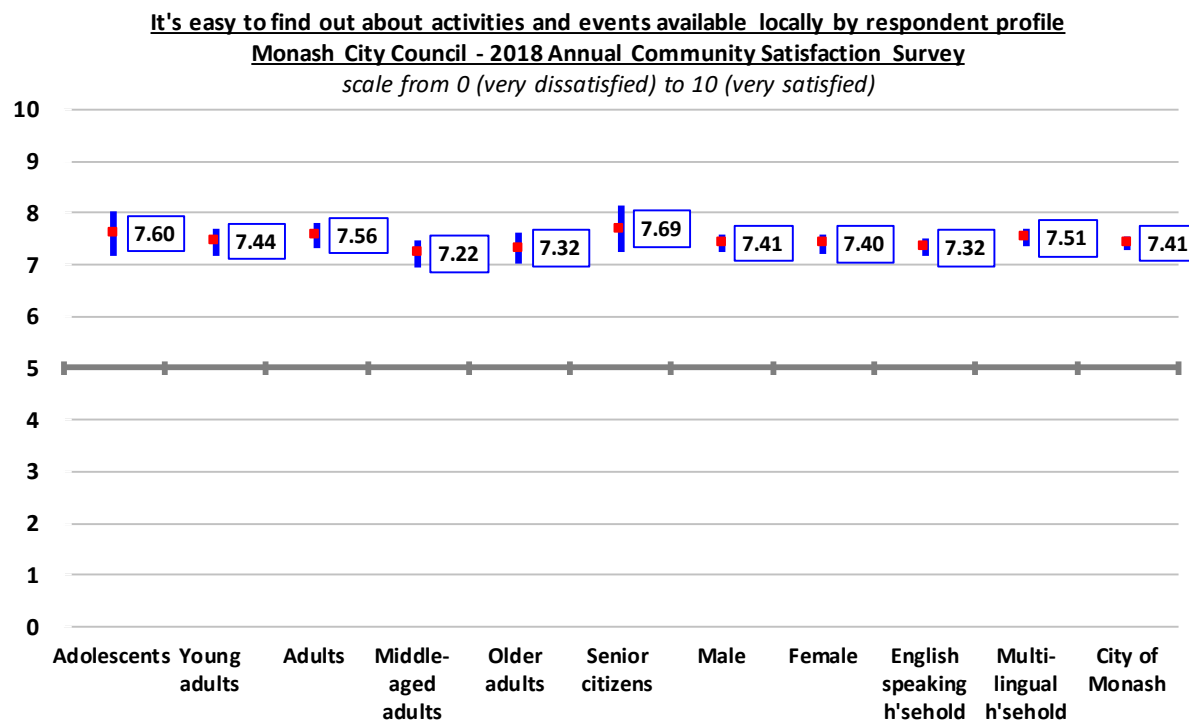


**It's easy to find out about activities and events available locally**

There was some variation in agreement that it's easy to find out about activities and events available locally observed across the municipality, with respondents from Oakleigh East rating agreement measurably higher than the municipal average.



There was no significant variation in this result observed by respondent profile.



## Preferred methods of seeking / receiving information from Council

Respondents were then asked:

*“What are all the methods by which you would prefer to receive or seek information from Council?”*

Almost all (97.7%) of the respondents selected at least one method by which they would prefer to receive or seek information from Council.

These 782 respondents selected an average of 3.6 methods each. This does highlight the fact that Council is a large organisation providing a diverse range of services and facilities to the community. Different circumstances and different types of enquiries often result in different methods of communicating with Council, and this is reflected in the fact that respondents prefer more than three methods each.

The five most common methods remain the website (47.1%), the *Monash Bulletin* (41.1%), articles in the local newspapers (33.9%), email (33.6%), and direct mail / letterbox drop of information (33.0%).

**Preferred methods of receiving information from Council**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Method	2018		2016
	Number	Percent	
Council's website	377	47.1%	47.6%
Council's printed newsletter <i>Monash Bulletin</i>	329	41.1%	41.1%
Articles in local newspaper	271	33.9%	47.8%
Via email	269	33.6%	32.6%
Direct mail / letterbox drop of printed materials	264	33.0%	36.4%
By calling Council via telephone	171	21.4%	29.9%
Council adverts / columns in local newspapers	145	18.1%	21.8%
Flyers / brochures at locations in the community	145	18.1%	30.4%
Information sent with the Rates Notice	133	16.6%	23.8%
In person at local library	120	15.0%	17.6%
Council's digital newsletter (monthly)	117	14.6%	10.7%
Social media ( <i>Facebook, Twitter, etc</i> )	112	14.0%	19.8%
In person at Customer Service Centre	91	11.4%	10.9%
Mobile phone / tablet App	91	11.4%	9.8%
Community information boards	70	8.8%	9.2%
Information available at local events	62	7.8%	8.6%
Local radio	44	5.5%	9.9%
Other	4	0.5%	0.6%
<b>Total responses</b>	<b>2,815</b>		<b>3,296</b>
<i>Respondents identifying at least one method</i>	<i>782</i> <i>(97.7%)</i>		<i>799</i> <i>(99.0%)</i>

There was however some variation in the popularity of a range of communication methods observed between 2016 and 2018.



The following variation between 2016 and 2018 is noted:

- **Increasing popularity** – Council’s digital monthly newsletter (up 36.5%).
- **Decreasing popularity** – local radio (down 44.4%), flyers / brochures at locations in the community (down 40.5%), information sent with the rates notice (down 30.3%), social media (down 29.3%), articles in the local newspapers (down 29.1%), and telephoning Council (down 28.5%).

It is important to bear in mind that these percentage changes are based on differing percentage of respondents preferring the individual method. For example, the 44.4% decline for local radio reflects a change from 9.9% in 2016 to 5.5% in 2018.

Metropolis Research notes that the popularity of social media as a means of seeking or receiving information from the local council has grown in recent years across metropolitan Melbourne. That said, this growth appears to have stabilised at between one-sixth and one-fifth of residents preferring this method of communication. This trend of a stabilising result is evident in these City of Monash results.

There was significant variation in the preferred methods of seeking or receiving information from Council observed across the ten precincts comprising the City of Monash, with attention drawn to the following:

- **Ashwood / Burwood** – respondents were more likely than average to prefer the *Monash Bulletin*, and email.
- **Chadstone** – respondents were more likely than average to prefer Council’s website.
- **Clayton** – respondents were more likely than average to prefer social media and mobile phone / tablet apps.
- **Notting Hill** – respondents were more likely than average to prefer flyers / brochures at locations in the community.
- **Whealers Hill** – respondents were more likely than average to prefer articles in the local newspapers.
- **Mt Waverley** – respondents were more likely than average to prefer Council’s website, direct mail / letterbox drop of information, information sent with the rates notice, and Council’s digital monthly newsletter.
- **Oakleigh** – respondents were more likely than average to prefer email, direct mail / letterbox drop of information, in person at the local library, community information boards, and information available at local events.
- **Oakleigh East** – respondents were more likely than average to prefer Council’s website, the *Monash Bulletin*, email, and by calling Council directly.
- **Hughesdale** – respondents were more likely than average to prefer email and local radio.



**Preferred methods of receiving information from Council by precinct**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

Method	Ashwood - Burwood	Chadstone	Clayton	Notting Hill	Glen Waverley	Whealers Hill
Council's website	53.3%	66.7%	27.1%	44.0%	47.3%	21.7%
Council's printed newsletter <i>Monash Bulletin</i>	53.3%	40.0%	30.0%	48.0%	42.9%	47.8%
Articles in local newspaper	30.0%	31.7%	30.0%	18.0%	39.6%	47.8%
Via email	45.0%	35.0%	42.9%	16.0%	30.8%	20.3%
Direct mail/letterbox drop of printed materials	25.0%	21.7%	20.0%	28.0%	35.2%	37.7%
By calling Council via telephone	20.0%	21.7%	22.9%	10.0%	17.6%	11.6%
Council adverts / columns in local papers	21.7%	20.0%	10.0%	16.0%	16.5%	14.5%
Flyers / brochures at locations in community	21.7%	15.0%	12.9%	46.0%	20.9%	21.7%
Information sent with the Rates Notice	21.7%	11.7%	12.9%	14.0%	9.9%	13.0%
In person at local library	16.7%	11.7%	22.9%	6.0%	15.4%	11.6%
Council's digital newsletter (monthly)	18.3%	13.3%	12.9%	8.0%	15.4%	11.6%
Social media ( <i>Facebook, Twitter, etc</i> )	20.0%	6.7%	28.6%	10.0%	13.2%	4.3%
In person at Customer Service Centre	6.7%	13.3%	15.7%	2.0%	12.1%	5.8%
Mobile phone / tablet App	10.0%	8.3%	21.4%	10.0%	8.8%	7.2%
Community information boards	13.3%	6.7%	12.9%	2.0%	7.7%	4.3%
Information available at local events	13.3%	6.7%	10.0%	0.0%	5.5%	4.3%
Local radio	6.7%	6.7%	5.7%	0.0%	4.4%	1.4%
Other	0.0%	0.0%	2.9%	0.0%	0.0%	1.4%
<b>Total responses</b>	<b>238</b>	<b>202</b>	<b>239</b>	<b>139</b>	<b>312</b>	<b>199</b>
<i>Respondents identifying at least one method</i>	59 (98.3%)	58 (96.7%)	66 (94.3%)	50 (100%)	90 (98.9%)	64 (92.8%)

Method	Mt Waverley	Mulgrave	Oakleigh	Oakleigh East	Oakleigh South	Hughesdale
Council's website	64.4%	40.6%	50.0%	85.4%	48.6%	48.4%
Council's printed newsletter <i>Monash Bulletin</i>	45.6%	30.4%	41.7%	54.2%	41.7%	32.3%
Articles in local newspaper	24.4%	33.3%	43.8%	33.3%	33.3%	32.3%
Via email	37.8%	17.4%	50.0%	50.0%	33.3%	48.4%
Direct mail/letterbox drop of printed materials	48.9%	26.1%	43.8%	22.9%	25.0%	29.0%
By calling Council via telephone	25.6%	30.4%	25.0%	41.7%	18.1%	12.9%
Council adverts / columns in local papers	25.6%	17.4%	25.0%	10.4%	23.6%	21.0%
Flyers / brochures at locations in community	18.9%	15.9%	25.0%	12.5%	16.7%	1.6%
Information sent with the Rates Notice	28.9%	13.0%	27.1%	12.5%	13.9%	24.2%
In person at local library	14.4%	7.2%	25.0%	12.5%	13.9%	22.6%
Council's digital newsletter (monthly)	27.8%	1.4%	12.5%	10.4%	12.5%	8.1%
Social media ( <i>Facebook, Twitter, etc</i> )	16.7%	5.8%	10.4%	20.8%	16.7%	14.5%
In person at Customer Service Centre	15.6%	7.2%	16.7%	8.3%	13.9%	6.5%
Mobile phone / tablet App	15.6%	5.8%	16.7%	4.2%	8.3%	16.1%
Community information boards	12.2%	1.4%	18.8%	12.5%	4.2%	8.1%
Information available at local events	11.1%	5.8%	18.8%	8.3%	2.8%	3.2%
Local radio	7.8%	2.9%	6.3%	6.3%	5.6%	16.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total responses</b>	<b>397</b>	<b>181</b>	<b>219</b>	<b>195</b>	<b>239</b>	<b>214</b>
<i>Respondents identifying at least one method</i>	89 (98.9%)	69 (100%)	48 (100%)	59 (100%)	72 (100%)	59 (95.2%)





There was measurable and significant variation in the preferred methods of seeking or receiving information from Council observed by respondents' age structure.

The general theme of these results was that older respondents tended to prefer printed publications, whilst younger respondents tended to prefer electronic communication methods. Attention is drawn to the following:

- **Adolescents (aged 15 to 19 years)** – respondents were more likely than average to prefer social media and mobile phone / tablets apps.
- **Young adults (aged 20 to 34 years)** – respondents were more likely than average to prefer social media.
- **Older adults (aged 60 to 74 years)** – respondents were more likely than average to prefer the *Monash Bulletin*, articles in the local newspapers, Council advertisements / columns in the local newspapers, information sent with the rates notice, and in person at the Customer Service centre.
- **Senior citizens (aged 75 years and over)** – respondents were more likely than average to prefer the *Monash Bulletin*, articles in the local newspapers, direct mail / letterbox drop of information, by calling Council directly, Council advertisements / columns in the local newspapers, and information sent with the rates notice.

**Preferred methods of receiving information from Council by age group**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

Method	Adolescents	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens
Council's website	55.9%	55.1%	46.6%	52.3%	39.3%	21.3%
Council's printed newsletter <i>Monash Bulletin</i>	20.6%	22.7%	42.9%	42.1%	58.6%	57.4%
Articles in local newspaper	20.6%	18.4%	37.9%	30.8%	44.8%	59.0%
Via email	35.3%	45.9%	40.4%	34.1%	20.0%	9.8%
Direct mail/letterbox drop of printed materials	38.2%	22.2%	40.4%	29.4%	37.2%	45.9%
By calling Council via telephone	23.5%	16.2%	19.9%	22.4%	24.1%	31.1%
Council adverts / columns in local papers	14.7%	8.1%	14.3%	20.1%	26.2%	34.4%
Flyers / brochures at locations in community	26.5%	14.6%	22.4%	15.0%	20.0%	19.7%
Information sent with the Rates Notice	5.9%	7.6%	11.2%	17.8%	29.7%	29.5%
In person at local library	8.8%	11.9%	20.5%	15.0%	15.9%	13.1%
Council's digital newsletter (monthly)	17.6%	12.4%	18.0%	12.6%	17.9%	9.8%
Social media ( <i>Facebook, Twitter, etc</i> )	35.3%	23.2%	18.6%	7.0%	6.2%	4.9%
In person at Customer Service Centre	8.8%	7.0%	10.6%	7.9%	22.8%	13.1%
Mobile phone / tablet App	23.5%	13.0%	18.6%	7.5%	6.2%	6.6%
Community information boards	8.8%	8.1%	11.2%	7.0%	10.3%	6.6%
Information available at local events	14.7%	7.0%	7.5%	7.9%	7.6%	6.6%
Local radio	5.9%	7.0%	4.3%	4.2%	6.2%	4.9%
Other	0.0%	0.0%	0.6%	0.5%	0.7%	0.0%
<b>Total responses</b>	<b>124</b>	<b>554</b>	<b>622</b>	<b>714</b>	<b>573</b>	<b>227</b>
<i>Respondents identifying at least one method</i>	34 (100%)	177 (95.7%)	160 (99.6%)	210 (98.0%)	141 (97.0%)	59 (98.2%)



There was also some variation in the preferred methods of seeking or receiving information from Council observed by gender and language spoken at home, with attention drawn to the following:

- **Male** – respondents were more likely than female respondents to prefer Council’s website, email, and mobile phone / tablet apps.
- **Female** – respondents were more likely than male respondents to prefer direct mail / letterbox drop of information, the *Monash Bulletin*, flyers / brochures at locations in the community, and information sent with the rates notice.
- **English speaking households** – respondents were more likely than those from multi-lingual households to prefer Council’s website, the *Monash Bulletin*, articles in the local newspapers, by calling Council directly, Council advertisements / columns in the local newspapers, information sent with the rates notice, and in person at a Customer Service Centre.
- **Multi-lingual households** – respondents were more likely than those from English speaking households to prefer email, social media, and mobile phone / tablet apps.

**Preferred methods of receiving information from Council by respondent profile**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<i>Method</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Council's website	50.6%	41.8%	49.8%	44.7%
Council's printed newsletter <i>Monash Bulletin</i>	39.9%	43.0%	44.1%	38.0%
Articles in local newspaper	32.6%	36.0%	38.2%	29.2%
Via email	35.7%	30.7%	26.2%	41.6%
Direct mail/letterbox drop of printed materials	28.8%	38.9%	33.3%	33.1%
By calling Council via telephone	21.5%	20.5%	24.3%	18.6%
Council adverts / columns in local papers	18.0%	18.4%	21.3%	14.7%
Flyers / brochures at locations in community	15.7%	21.6%	19.9%	16.3%
Information sent with the Rates Notice	14.6%	19.0%	21.6%	11.6%
In person at local library	16.9%	12.6%	15.4%	14.7%
Council's digital newsletter (monthly)	15.1%	14.0%	13.0%	16.3%
Social media ( <i>Facebook, Twitter, etc</i> )	13.7%	14.0%	11.8%	16.5%
In person at Customer Service Centre	12.6%	9.6%	14.7%	8.0%
Mobile phone / tablet App	13.1%	8.8%	9.3%	13.7%
Community information boards	8.4%	9.4%	9.6%	8.0%
Information available at local events	6.2%	9.6%	9.3%	6.2%
Local radio	6.9%	3.8%	6.4%	4.4%
Other	0.9%	0.0%	0.2%	0.8%
<b>Total responses</b>	<b>1,585</b>	<b>1,205</b>	<b>1,502</b>	<b>1,300</b>
<i>Respondents identifying at least one method</i>	438 (97.3%)	336 (98.2%)	402 (98.6%)	375 (96.8%)



## Perception of safety

Respondents were then asked:

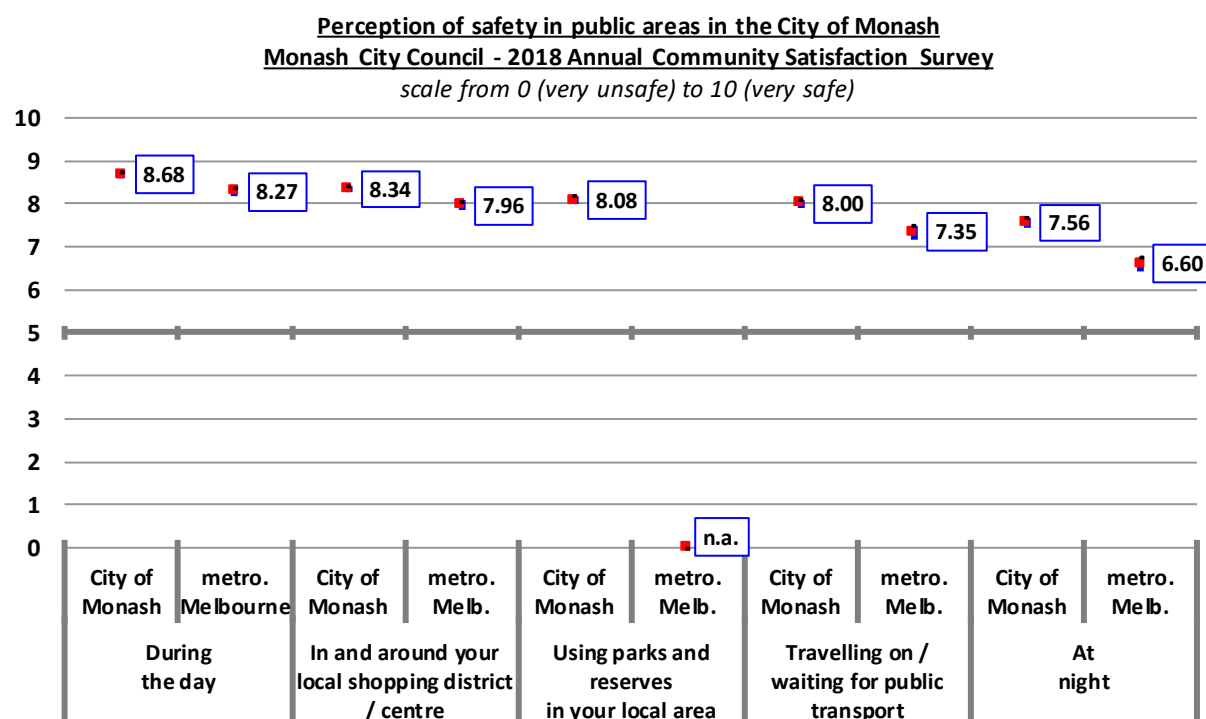
*“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Monash? If rated less than 5, why do you say that?”*

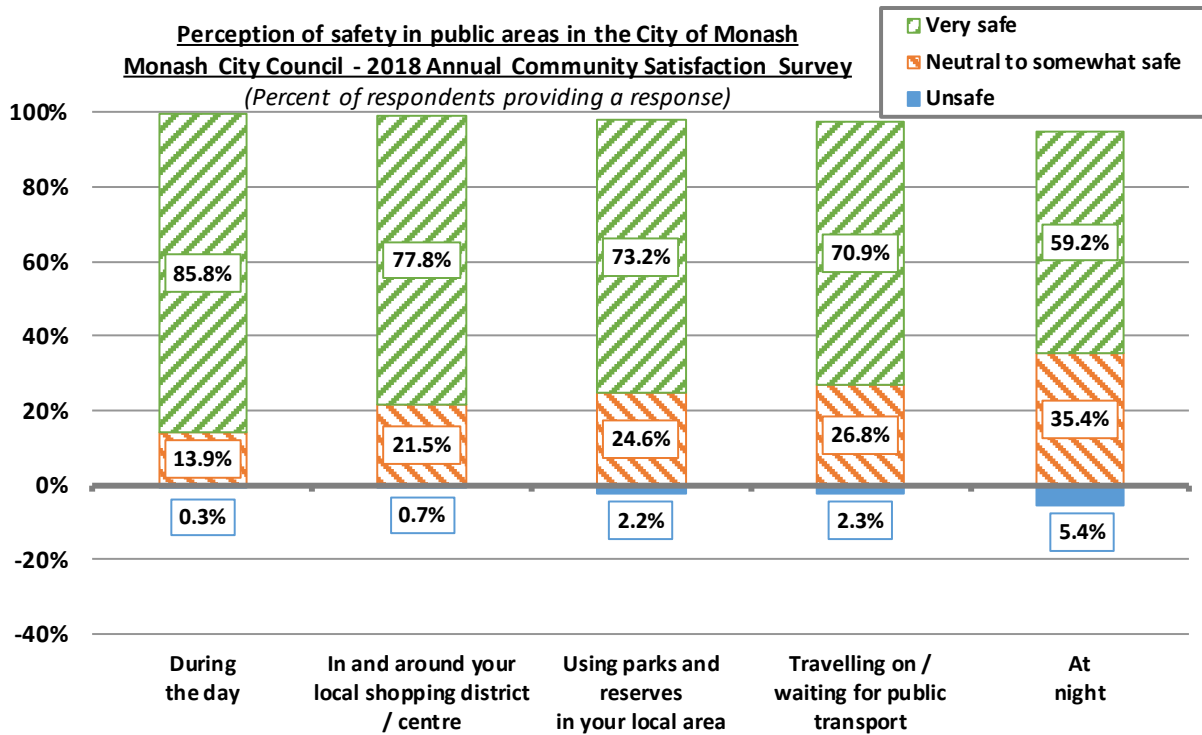
This set of questions relating to the perception of safety were included for the first time in this 2018 survey.

The perception of safety in the public areas of the City of Monash was very high, measurably and significantly higher than recorded in 2017 across metropolitan Melbourne.

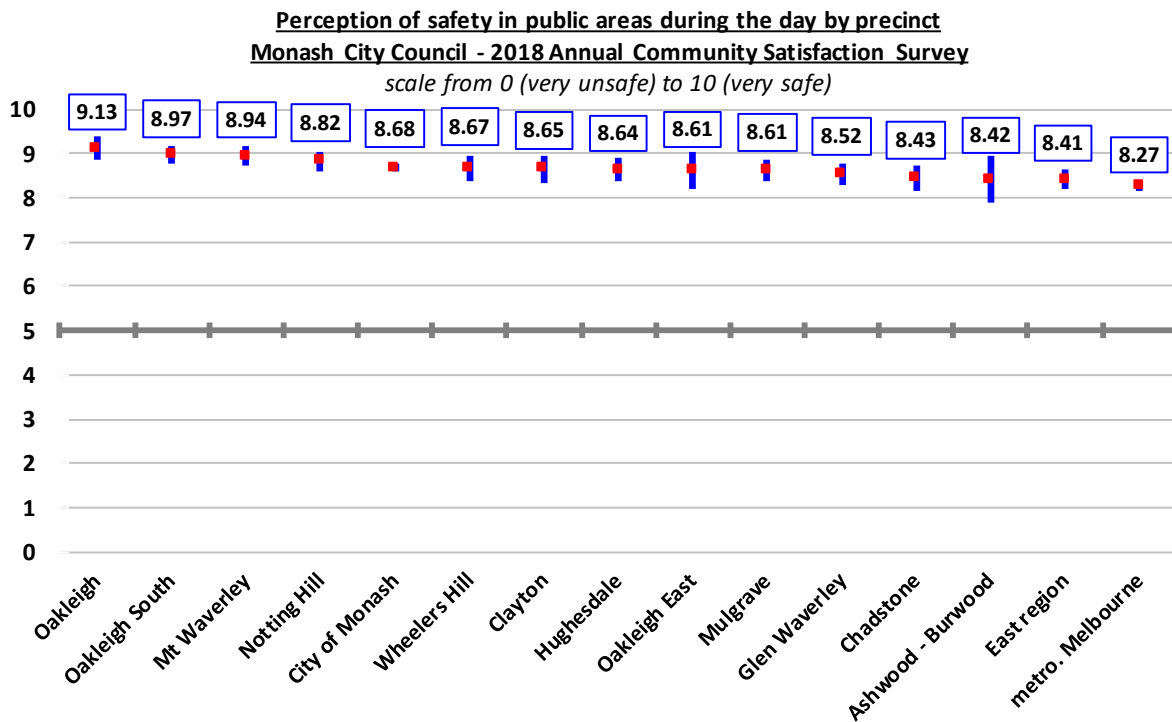
Metropolis Research has recorded in recent years significant perception of safety issues in some of the outer urban growth areas of metropolitan Melbourne, particularly in the outer western suburbs. This lower perception of safety in parts of metropolitan Melbourne has reflected community concerns around the perception of increased frequency and violence with property break-ins, as well as perceived gang related violence in public areas. These concerns appear not to have been significant factors in the City of Monash this year.

This is consistent with the fact that 7.1% of respondents raised “safety, policing, and crime” related issues as one of the top three issues to address in the municipality at the moment. Whilst this is an increase on the 3.7% recorded in 2016, it is only half the 2017 metropolitan Melbourne average of 15.2%.



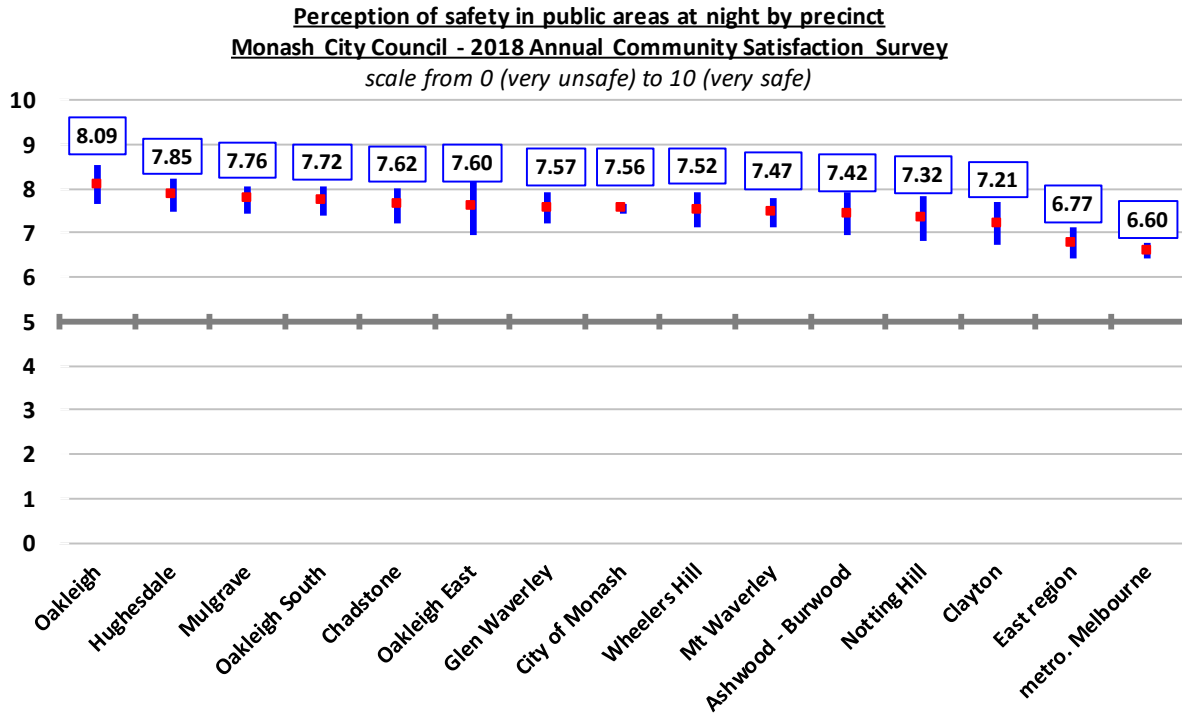


There was some measurable variation in the perception of safety in the public areas of the City of Monash during the day observed by precinct, with respondents from Oakleigh (9.13) rating their perception of safety during the day measurably higher than the municipal average.



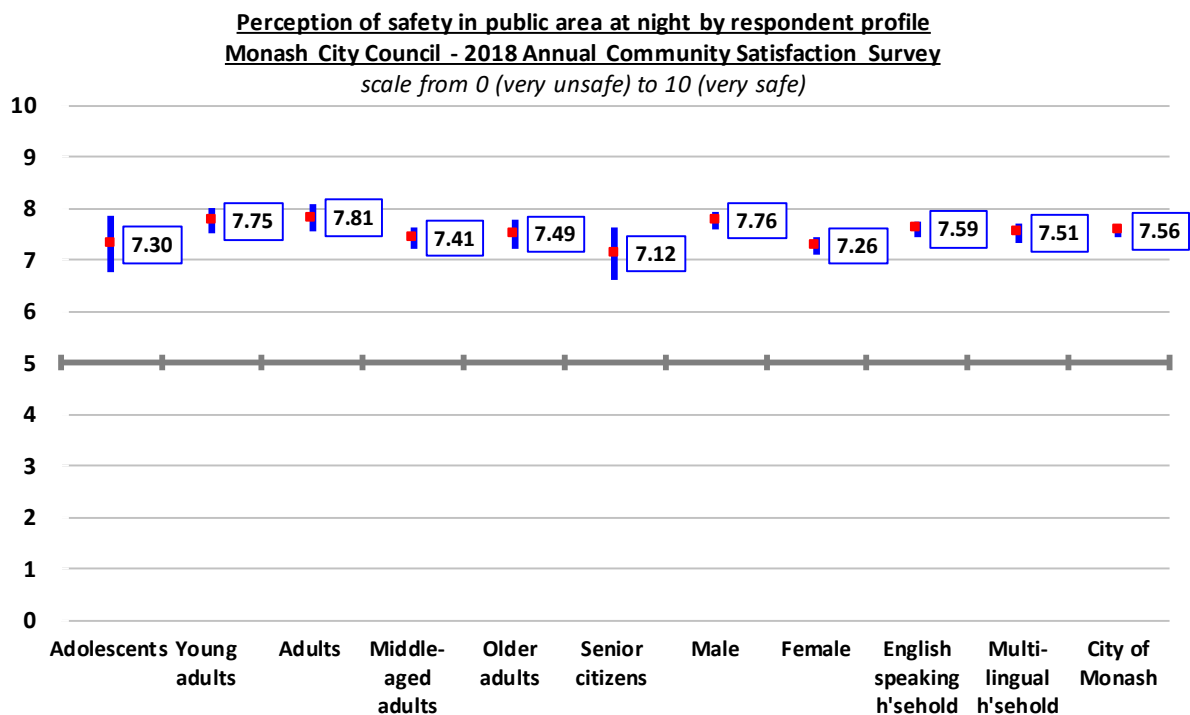
There was some measurable variation in the perception of safety in the public areas of the City of Monash at night observed by precinct, with respondents from Oakleigh (9.13) rating their perception of safety at night measurably higher than the municipal average.



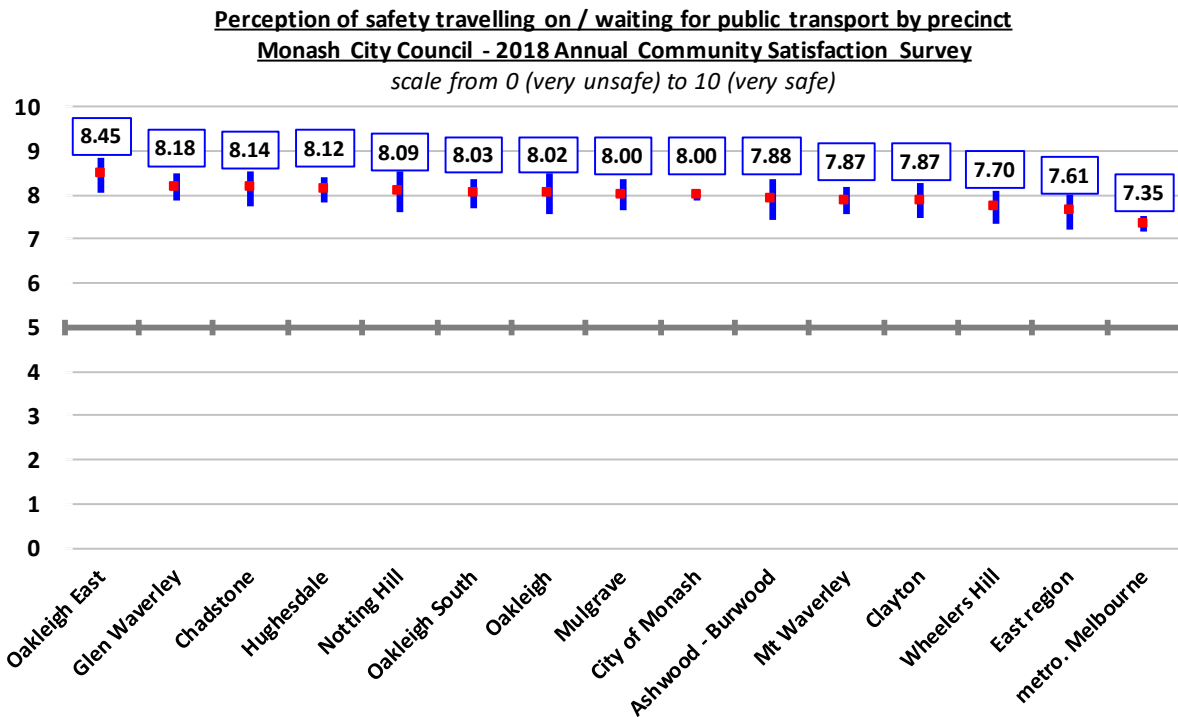


The relatively high average perception of safety at night is reflected in the fact that there was relatively little meaningful variation observed by the respondents age structure. It is noted however that:

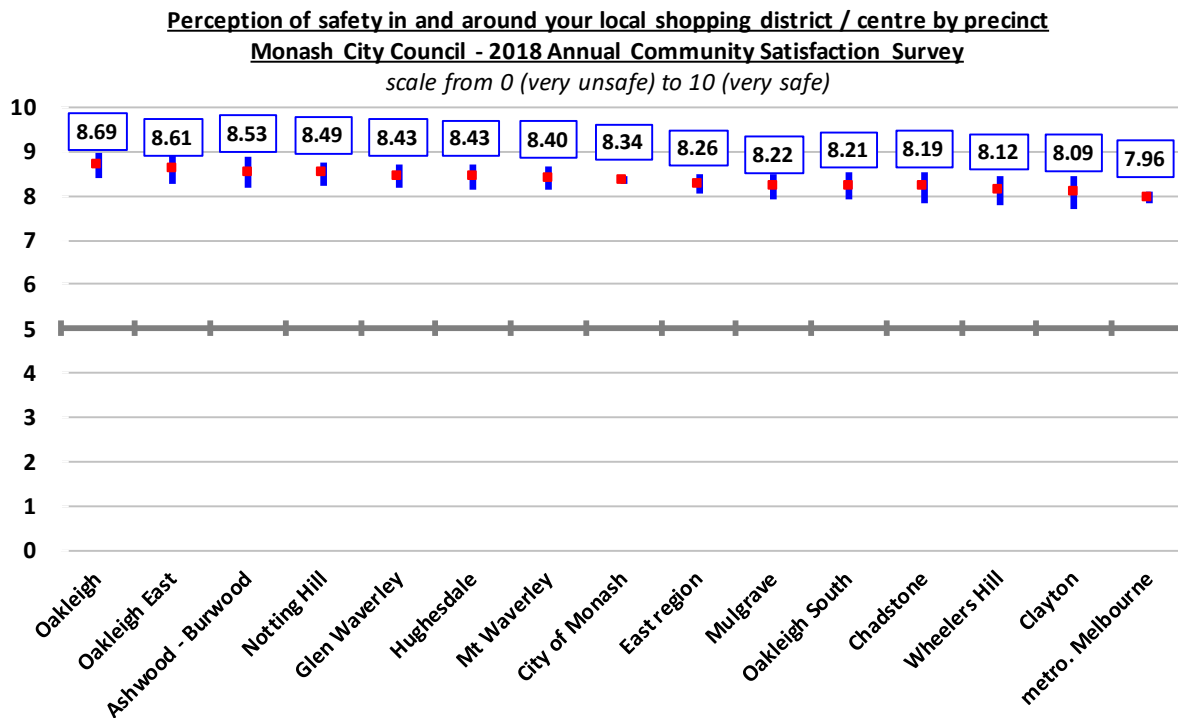
- **Senior citizens (aged 75 years and over)** – respondents felt somewhat, albeit not measurably less safe than the municipal average.
- **Gender** – female respondents felt measurably and significantly (6.4%) less safe in the public areas of the municipality at night than did male respondents.



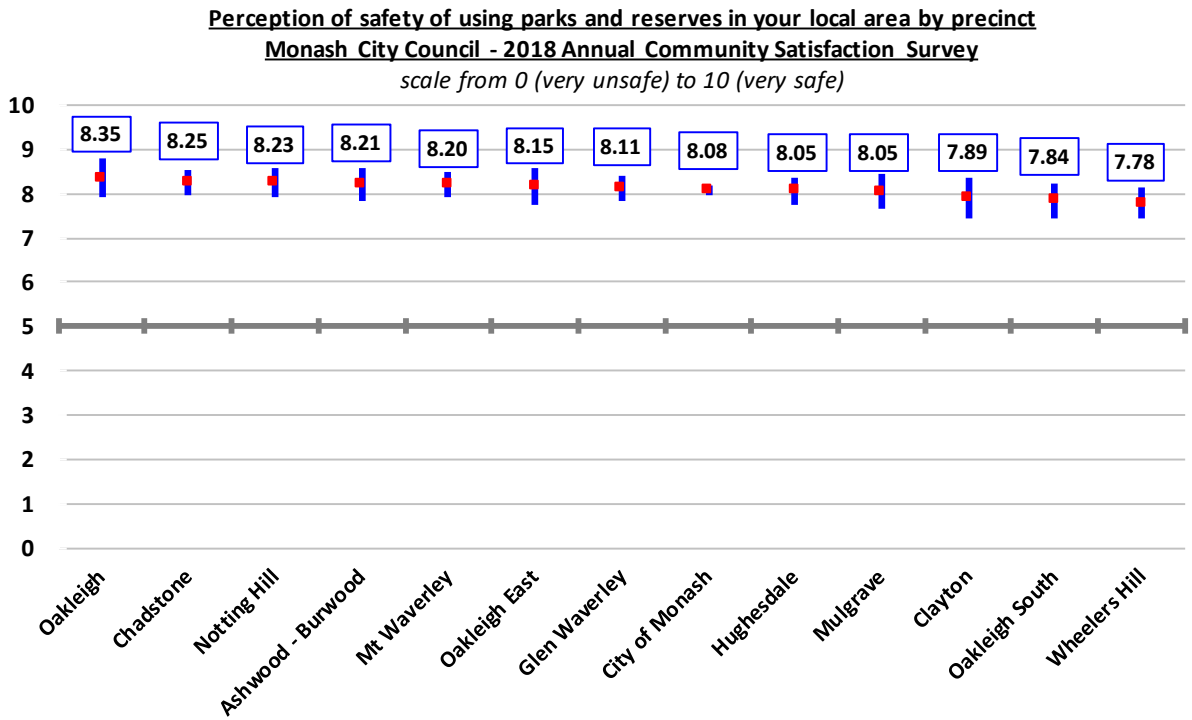
There was some measurable variation in the perception of safety travelling on or waiting for public transport observed by precinct, with respondents from Oakleigh East (8.45) rating their perception of safety measurably higher than the municipal average.



There was some measurable variation in the perception of safety in in and around the local shopping district observed by precinct, with respondents from Oakleigh (8.69) rating their perception of safety during the day measurably higher than the municipal average.



There was no meaningful variation in the perception of safety using parks and reserves in the local area observed across the ten precincts comprising the City of Monash.



## Reason for feeling unsafe in public areas

The following table outlines the reasons why respondents feel unsafe in the public areas of the City of Monash.

A total of thirty-six comments were received from respondents, with lighting being the most commonly raised issue with nine of the thirty-six comments.

**Reason for feeling unsafe in public areas in the City of Monash**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number of responses)

Response	Number
Insufficient lighting, street is dark at night	9
Increase rate of theft on houses and motor cars	3
Parks are not properly lit, no presence of guards	3
Sometimes there are strange people hang around	3
Because a lot of burglary, informed by neighbourhood watch	2
Lack of police petrol	2
Rate of crime is high	2
Too dark at night and waiting for public transport can be dangerous	2
At night there is insufficient lighting near shopping centres	1
Bad incidents have happened around the Mt Waverly areas	1
Because I was a victim of the crime	1
Depend on time of day	1
Drunk and creepy people on trains	1
My car was hit in this area	1
My daughter felt unsafe on the bus on Waverley Rd	1
Not enough cameras	1
Some strangers go into my yard at night	1
Violent happens around	1
<b>Total</b>	<b>36</b>

## Victim of crime

Respondents were then asked:

*“How often, if at all, do you worry about becoming a victim of crime?”*

Whilst a little less than half (47.4%) of respondents reported that they worry about becoming a victim of crime at least occasionally, less than ten percent (9.3%) often or always worry about this.



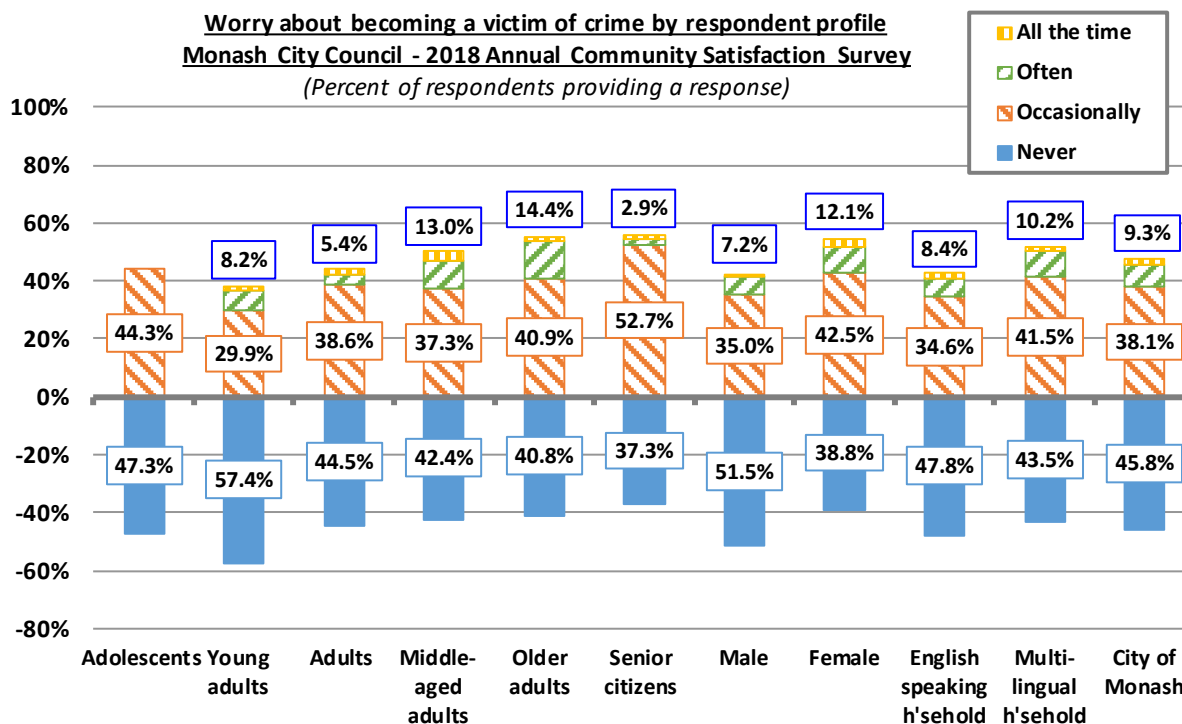


**Worry about becoming a victim of crime**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

Response	2018	
	Number	Percent
All the time	15	1.9%
Often	59	7.4%
Occasionally	305	38.1%
Never	366	45.8%
Prefer not to say	55	6.9%
<b>Total</b>	<b>800</b>	<b>100%</b>

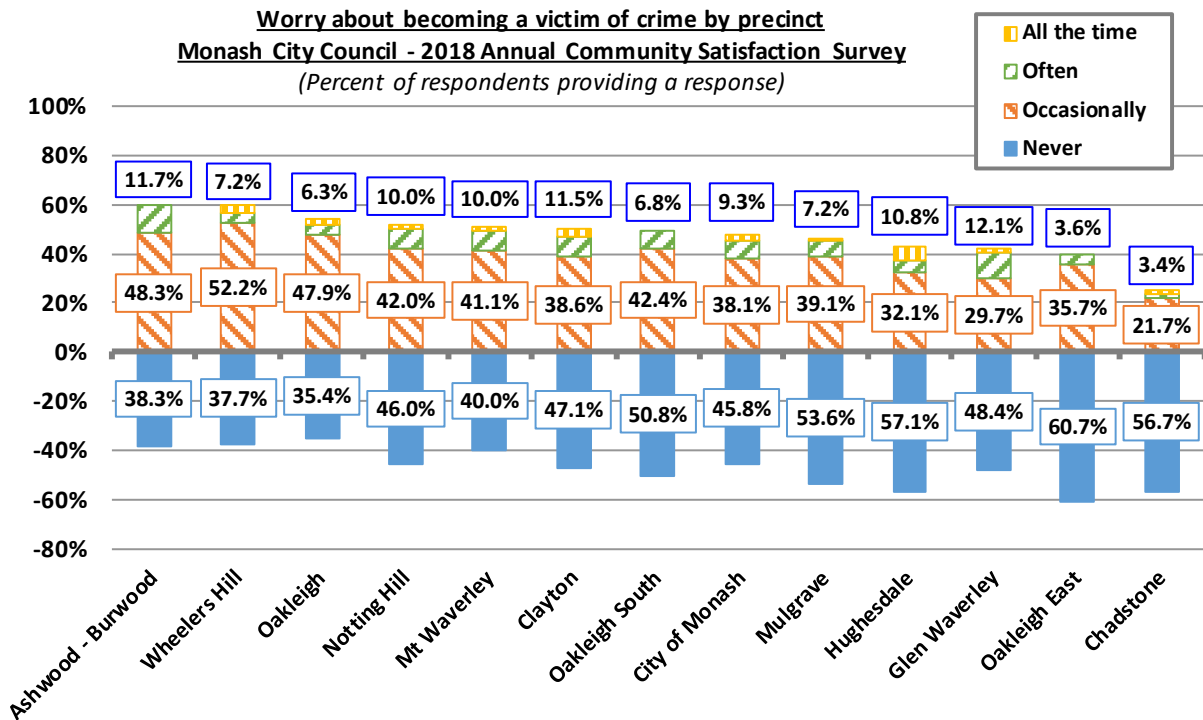
There was some notable variation in the frequency with which respondents worried about becoming a victim of crime observed by respondent profile, with attention drawn to the following:

- **Age structure** – the proportion of respondents worried about becoming a victim of crime tends to increase with age, although it is noted that it is middle-aged and older adults (aged 45 to 74 years) who were the most likely to often or always be worried.
- **Gender** – female respondents were measurably more likely than male respondents to be worried about becoming a victim of crime.
- **Language spoken at home** – respondents from multi-lingual households were more likely than those from English speaking households to be worried about becoming a victim of crime.



There was some variation in these results observed across the twelve precincts comprising the City of Monash, with attention drawn to the following:

- **Ashwood / Burwood and Wheelers Hill** – respondents were notably more likely than average to be worried about becoming a victim of crime at least occasionally.
- **Chadstone** – respondents were measurably less likely than average to be worried about becoming a victim of crime at least occasionally. It is noted that a significant proportion of respondents from Chadstone could or would not provide a response to this question.



### Aspects that worry respondents most about crime

Respondents who worried about being a victim of crime were then asked:

*“What worries you the most?”*

Of the 379 respondents that were at least occasionally worried about becoming a victim of crime, 320 provided a response to the question as to what worried them the most.

Far and away the most common aspect that worries respondents most about becoming a victim of crime related to property crimes such as house break-ins, robbery, and vandalism, with more than one-third of the respondents identifying these concerns. This result suggests that a little less than one-sixth (14.1%) of the total sample of eight hundred respondents are at least occasionally worried about property crimes against their home.



A little more than one-sixth (18.1%) of respondents that were at least occasionally worried about becoming a victim of crime were worried about people, such as “gangs”, “youths” and other intimidating people in the community. In addition to those who specifically referenced people, there were a further 7.5% who specifically referred to drug and alcohol affected people, and a further 6.9% who were directly concerned with crimes against their person such as assaults, muggings, or intimidation. Taken together, these three groups of responses suggest that approximately thirteen percent of the total sample of eight hundred respondents were worried about people in the community and / or being personally impacted by the behaviour of people.

A little more than ten percent (10.3%) of respondents worried about becoming a victim of crime were worried about property crime against property other than their home, such as car break-ins and vandalism.

**Aspects that worry respondents most about crime**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of respondents worried about being a victim of crime)*

<i>Response</i>	<i>2018</i>	
	<i>Number</i>	<i>Percent</i>
Property crime - house break-ins / robbery / vandalism	113	35.3%
Intimidating people / groups / gangs / youths	58	18.1%
Property crime - car break-ins / vandalism / theft	33	10.3%
Alcohol / drug affected people	24	7.5%
Crimes against person - assault / mugging / intimidation	22	6.9%
Dark / no lighting	21	6.6%
Traffic safety related - speed / hooning	13	4.1%
Media	5	1.6%
Lack of policing	4	1.3%
Location - shopping centre	4	1.3%
Location - train station	4	1.3%
Graffiti	2	0.6%
Too little people	1	0.3%
Homeless people	1	0.3%
Other	15	4.7%
Not stated	59	
<b>Total</b>	<b>379</b>	<b>100%</b>

The following tables outline these results about what worries respondents most about becoming a victim of crime by respondent profile.

Metropolis Research notes that the sample size for these results is relatively low, at only appropriately half the total sample for each group. Caution should be exercised in the interpretation of variation in these results given the small sample sizes.



Some points to note in the respondent profile results include the following:

- **Senior citizens (aged 75 years and over)** – were somewhat more likely than younger respondents to be worried about intimidating people and crimes against people.
- **Adolescents and young adults (aged 15 to 34 years)** – respondents were more likely than average to be worried about a lack of lighting.
- **Gender** – female respondents were more likely than males to be worried about intimidating people.
- **Language spoken at home** – respondents from English speaking households were more likely than those from multi-lingual households to be worried about intimidating people.

**Aspects that worry respondents most about crime by age structure**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of respondents worried about being a victim of crime)*

Response	Adolescents	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens
Property crime - house break-ins / vandalism	31.8%	30.3%	34.7%	44.5%	25.3%	45.1%
Intimidating people / groups / gangs / youths	9.4%	19.6%	14.4%	12.5%	24.7%	28.0%
Property crime - car break-ins / vandalism	0.0%	8.7%	12.6%	12.7%	10.3%	5.7%
Alcohol / drug affected people	5.6%	4.1%	11.4%	8.6%	8.2%	0.0%
Crimes against person - assault / mugging	19.3%	5.5%	7.5%	3.3%	8.1%	14.4%
Dark / no lighting	24.4%	13.7%	0.0%	10.8%	0.0%	0.0%
Traffic safety related - speed / hooning	0.0%	0.0%	8.0%	0.0%	8.9%	5.4%
Media	0.0%	0.0%	0.0%	2.6%	4.1%	0.0%
Lack of policing	0.0%	0.0%	1.9%	0.0%	3.9%	0.0%
Location - shopping centre	0.0%	4.7%	1.9%	0.0%	0.0%	0.0%
Location - train station	9.5%	1.4%	0.0%	0.0%	2.2%	0.0%
Graffiti	0.0%	0.0%	0.0%	0.8%	1.1%	0.0%
Too little people	0.0%	0.0%	1.1%	0.7%	0.0%	0.0%
Homeless people	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	9.5%	6.2%	3.6%	3.1%	1.4%
Not stated	2	17	8	12	8	11
<b>Total</b>	<b>15</b>	<b>70</b>	<b>71</b>	<b>108</b>	<b>80</b>	<b>34</b>



**Aspects that worry respondents most about crime by respondent profile**

**Monash City Council - 2018 Annual Community Satisfaction Survey**

(Number and percent of respondents worried about being a victim of crime)

<i>Response</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Property crime - house break-ins / robbery / vandalism	36.5%	34.3%	34.7%	35.2%
Intimidating people / groups / gangs / youths	10.4%	25.9%	23.9%	13.2%
Property crime - car break-ins / vandalism / theft	12.2%	8.7%	13.4%	7.9%
Alcohol / drug affected people	8.3%	6.9%	5.4%	9.6%
Crimes against person - assault / mugging / intimidation	9.0%	5.1%	7.4%	6.7%
Dark / no lighting	7.5%	5.5%	4.1%	8.3%
Traffic safety related - speed / hooning	3.6%	4.4%	3.3%	4.6%
Media	2.7%	0.8%	1.8%	1.6%
Lack of policing	2.6%	0.0%	0.8%	1.7%
Location - shopping centre	0.8%	0.8%	0.8%	1.5%
Location - train station	1.8%	0.4%	1.1%	1.2%
Graffiti	0.6%	0.3%	1.0%	0.0%
Too little people	0.4%	0.4%	0.0%	0.8%
Homeless people	0.0%	0.8%	0.0%	0.8%
Other	3.5%	5.8%	2.1%	7.0%
Not stated	32	26	25	32
<b>Total</b>	<b>190</b>	<b>187</b>	<b>176</b>	<b>201</b>



## Contact with Council

### Contact with Council in the last twelve months

Respondents were asked:

*“Have you contacted Monash City Council in the last twelve months?”*

Consistent with the result recorded in 2016, a little more than one-third (36.1%) of respondents had contacted Council in the last twelve months. Metropolis Research notes that this result is consistent with results recorded elsewhere, including in *Governing Melbourne*.

**Contacted Council in the last twelve months**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Response	2018		2016
	Number	Percent	
Yes	288	36.1%	35.2%
No	509	63.9%	64.8%
Not stated	3		2
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>807</b>

### Forms of contact

Respondents who had contacted Council were asked:

*“When you last contacted the Council, was it?”*

The three most common methods by which respondents contacted Council were via telephone (48.8%), visits in person (22.5%), and via email (13.0%).

It is noted that there was a small decrease in the proportion contacting Council via telephone and by visiting in person, whilst there was an increase in the proportion making contact through the website.

Metropolis Research notes that although methods such as the website and social media are included in the list of methods, when asked to identify the method by which they last contacted Council many respondents are still thinking of traditional customer contact methods, such as telephone or visits in person.

This is reinforced by the fact that in this survey report, a total of 398 respondents (49.8%) reported that they had used the website in the last twelve and rated satisfaction with the website, whereas just 18 respondents reported that using the Council website was the method by which they last contacted Council.



**Method of contact with Council**

**Monash City Council - 2018 Annual Community Satisfaction Survey**

(Number and percent of respondents contacting Council providing a response)

Method	2018		2016
	Number	Percent	
Via telephone	139	48.8%	56.8%
Visit in person	64	22.5%	27.1%
Via email	37	13.0%	11.4%
Use of Council website	18	6.3%	2.1%
Via mail	7	2.5%	1.4%
Via social media (incl. smartphone app.)	2	0.7%	0.7%
Council listening post in the local area	0	0.0%	n.a.
Multiple	18	6.3%	0.4%
Can't say	3		3
<b>Total</b>	<b>288</b>	<b>100%</b>	<b>283</b>

**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 contacted the Monash City Council?”*

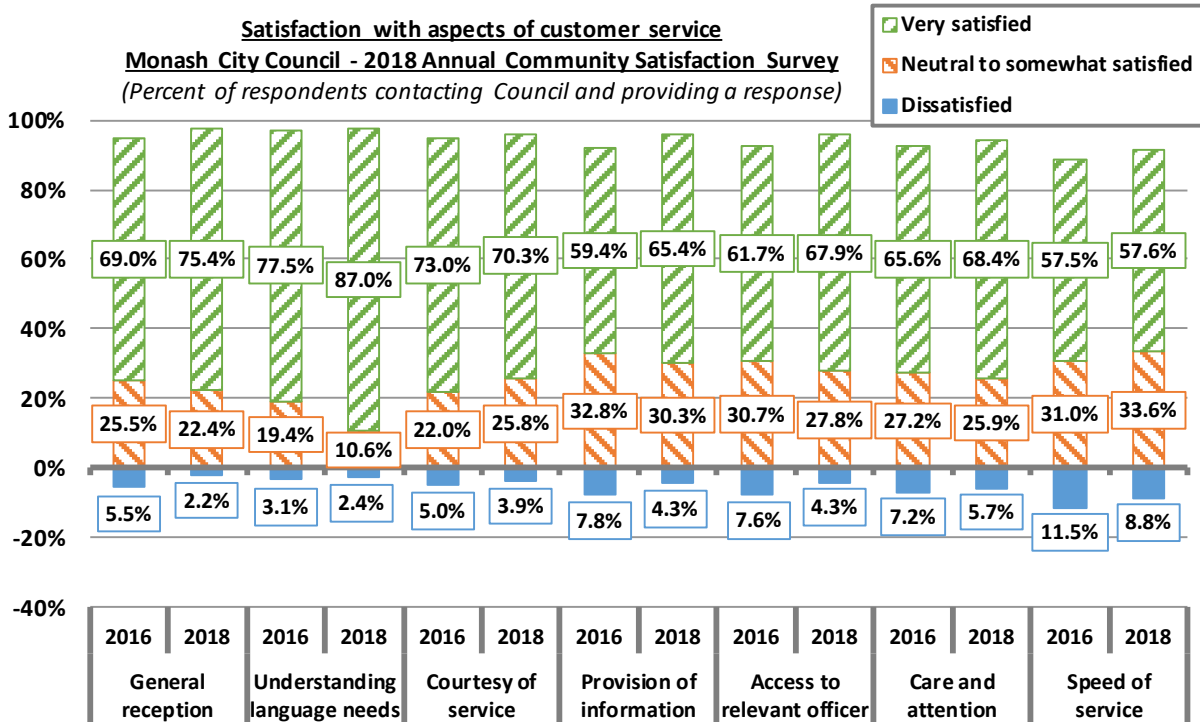
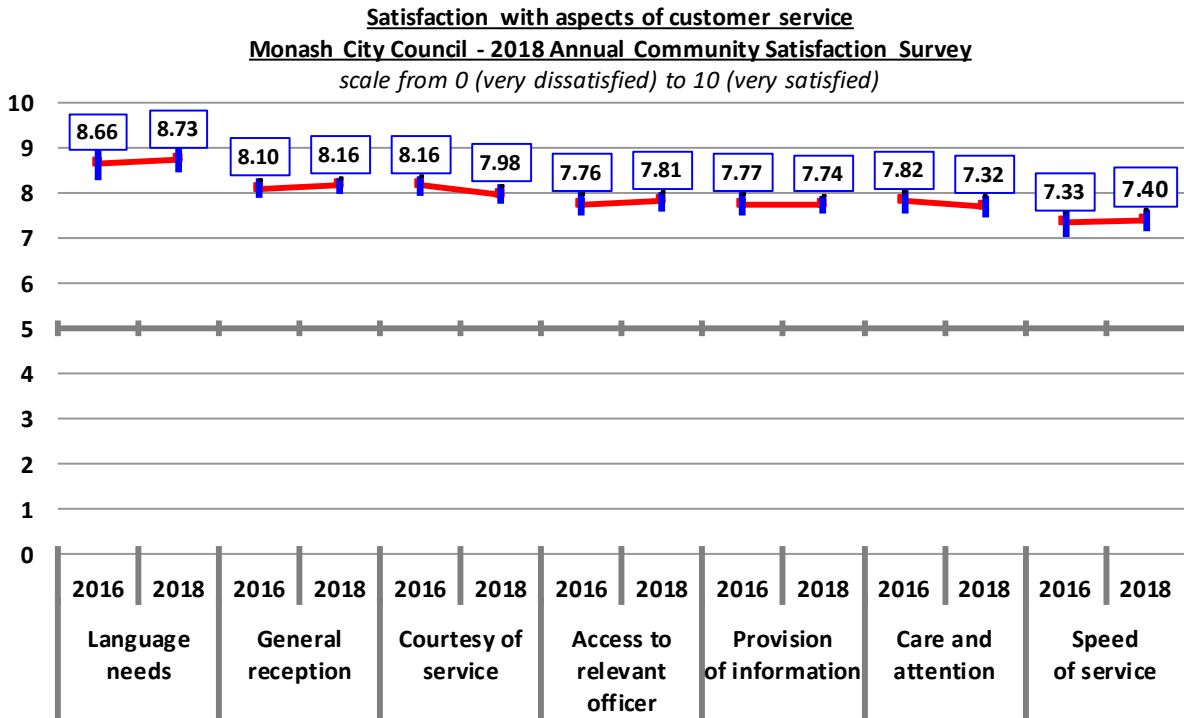
An average of 273 respondents rated satisfaction with six of the seven aspects of customer service, and ninety-seven rated satisfaction with staff understanding their language needs (for respondents from multi-lingual households only).

The average satisfaction with these seven aspects of customer service was 7.93 out of ten in 2018, essentially identical to the 7.94 recorded in 2016. This level of satisfaction is best categorised as “excellent”, and is comprised of the following:

- **Excellent** – for staff understanding language needs, general reception, courtesy of service, and access to relevant officer. More than two-thirds of respondents were very satisfied with these aspects, whilst less than five percent were dissatisfied.
- **Very Good** – for the provision of information, care and attention to enquiry, and the speed of service. Two-thirds of respondents were very satisfied with the provision of information and care and attention whilst 57.6% were very satisfied with the speed of service. It is noted that 8.8% of respondents were dissatisfied with the speed of service.

By way of comparison, the 2017 *Governing Melbourne* research conducted independently by Metropolis Research recorded average satisfaction with the same seven aspects of customer service of 7.49 (rated “very good”), measurably lower than this City of Monash result.

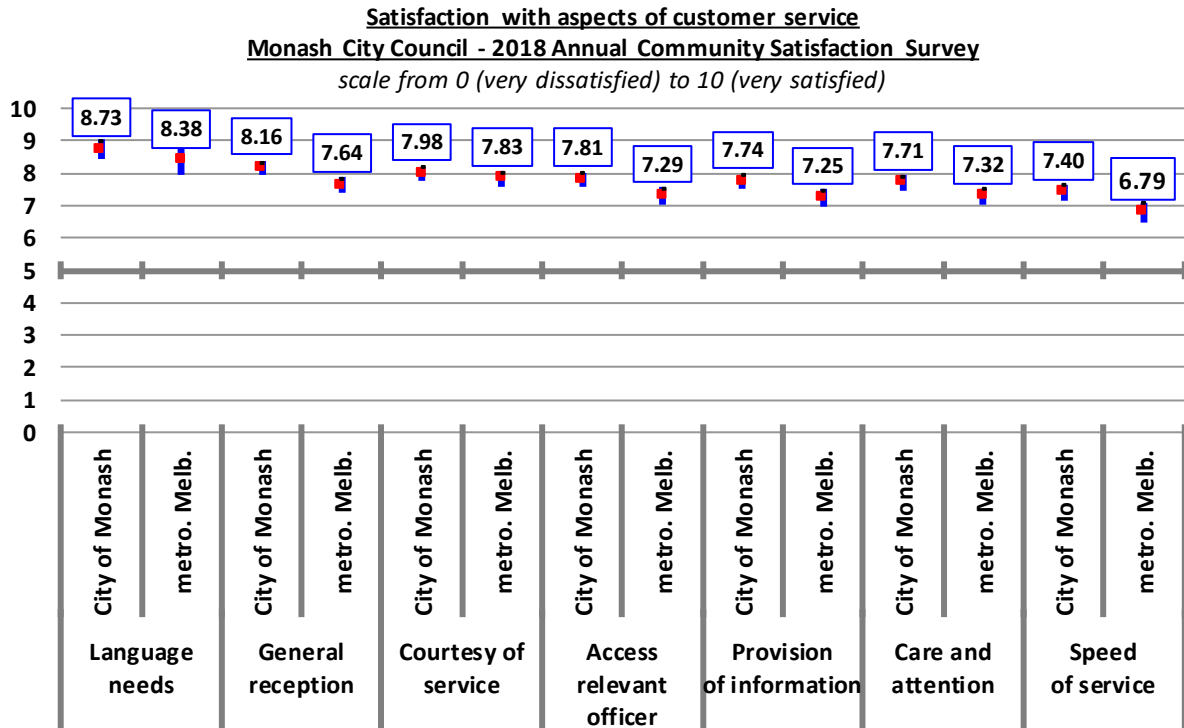




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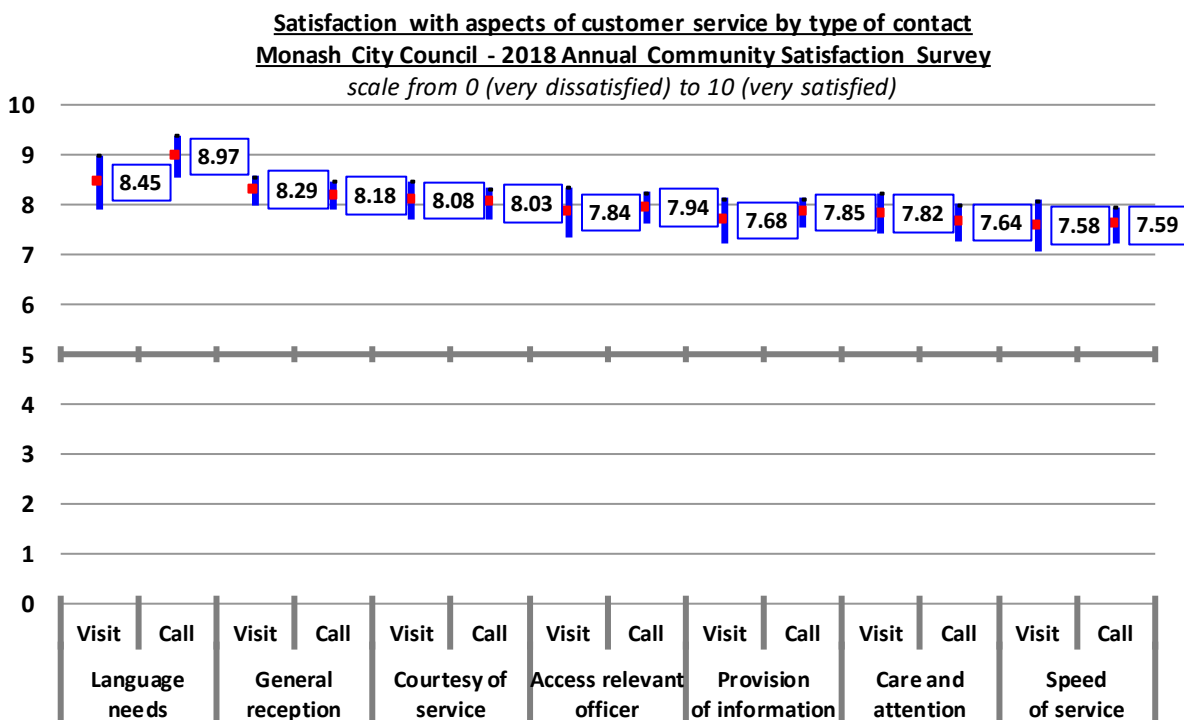






The following graph provides a comparison of satisfaction with the seven aspects of customer service broken down between respondents telephoning Council and those visiting in person.

There was no statistically significant variation in satisfaction with customer service recorded between those that visited in person and those that telephoned Council. This is a somewhat unusual result, as it is often (but not always) found that those visiting in person record a marginally higher satisfaction with customer service than those who telephone Council.



## Reason for dissatisfaction with selected aspects of customer service

The following table outlines the thirty-eight comments received from respondents dissatisfied with aspects of customer service. Response times were prominent in these results and a range of other issues were also identified by a small number of respondents.

**Reason for dissatisfaction with selected aspects of customer service**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Slow response / no response	2
Speed of services / slow services	2
The person didn't care much	2
Take 6 months for planning permit (too long)	1
Building section needs more staffing	1
Complained about abandoned car, no action taken	1
Extremely poor ongoing service from town planning department	1
Hard to get to who you want to speak to, someone was rude	1
I had a dispute with a property developer that took out my fence and for privacy reasons the Council could not give me the contact details of the developer	1
Kept calling with no response. Had to solve the problem myself - Lack of communication with the council	1
Misunderstood the question and sent the wrong guy to fix the issue	1
No answer after 20 minutes of waiting on the phone	1
Not all facts were given to us; very long delay in action of submission for development	1
Only to pay dog licence	1
Parking issue	1
Parking permit for a longer time	1
Reponses has been very poor the issue disappointed before the response given	1
Request to remove spare rubbish collected but not collected after 5-6 calls	1
Rang and contact for parking permits never give any	1
Rude reception	1
Sack incompetent staff and set performance measures	1
Slow response times, no one heard the problem of the tree	1
Street trees	1
Talk about the issues of the lights on the street, it's very slow	1
Telephone options for language when calling Council	1
Their planning development needs better training	1
They are inflexible and didn't listen	1
They didn't think it was necessary to do anything about u enquiry	1
They didn't solve the problem	1
They don't seem to get back on the footpath issues	1
They really don't know answers and not guiding to particular area	1
They were not very helpful in dealing with issues, with gardening fines	1
Took more than 60 days guarantee as stated online	1
Website is not friendly	1
You enquiry was ignored	1

**Total**

**38**



## 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 thirty-two Council provided services and facilities included in the survey are to the community as a whole. The question specifies “to the community” and not to them personally as individually. This is important as it shows how important respondents consider that Council provide services and facilities, even those that they may not personally use.

The average importance of these thirty-two services and facilities was 8.60 out of a potential ten, slightly lower than the 8.96 recorded in 2016.

The average importance of these services and facilities varied from a high of 9.18 for the regular garbage collection service, to a low of 7.48 for Council’s e-newsletter. As is outlined at the left-hand side of the table, several services were measurably more important to respondents than the average importance of all thirty-two services and facilities (8.60), and a number were measurably less important than the average.

### **Change in importance over time**

These results confirm that the community consider it important that Council provide the broad range of services and facilities that they do, although there was naturally a variation in the degree to which each service and facility was considered important. The following variations between 2016 and 2018 are noted:

- **Increased importance in 2018** – there were no services and facilities to record increased importance in 2018.
- **Decreased importance in 2018** - provision of parking facilities (down 6.1%), local traffic management (down 5.6%), provision of arts and cultural events (down 5.3%), services for young people and their families (down 5.0%), provision and maintenance of street trees (down 4.8%), services for young children and their families (down 4.7%), recreation and aquatic centres (down 4.6%), Council’s support for local clubs, associations, and community organisations (down 4.5%), bike paths and shared pathways (down 4.4%), and services for older residents, senior and persons with a disability (down 4.4%).

### **Comparison to the metropolitan Melbourne average**

When compared to the 2017 metropolitan Melbourne results, the following variations were observed:

- **Higher than average importance in Monash** – Council’s newsletter *Monash Bulletin* (9.2% higher in Monash), Council’s website (6.3% higher), Council’s support of local business and economic development (3.7% higher), public toilets (2.6% higher) were all considered more important in the City of Monash than the metropolitan Melbourne average.



- **Lower than average importance in Monash** – provision and maintenance of street trees (4.1% lower in Monash), local traffic management (3.9% lower), street sweeping (3.2% lower), provision and maintenance of parks, gardens, and reserves (3.2% lower), the maintenance and repair of sealed local roads (2.9% lower), and the provision and maintenance of street lighting (2.8% lower) were all considered less important in the City of Monash than the metropolitan Melbourne average.

**Importance of selected Council services and facilities**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2018			2016	2017 Metro.*
			Lower	Mean	Upper		
Higher than average importance	Regular garbage collection	792	9.11	<b>9.18</b>	9.26	9.38	9.35
	Regular recycling service	789	9.03	<b>9.12</b>	9.21	9.35	9.28
	Services for older residents, seniors & persons with a disability	575	8.93	<b>9.04</b>	9.15	9.45	9.01^
	Hard rubbish collection	755	8.91	<b>9.00</b>	9.09	9.33	8.97
	Green waste collection	762	8.90	<b>8.99</b>	9.09	9.31	8.92
	Services for young children and their families	557	8.77	<b>8.87</b>	8.98	9.31	8.89
	Local library	695	8.74	<b>8.84</b>	8.95	9.17	8.79
	Public toilets	686	8.72	<b>8.82</b>	8.92	8.93	8.60
Average importance	Services for young people and their families	556	8.70	<b>8.81</b>	8.91	9.27	8.77
	Provision and maintenance of street lighting	783	8.63	<b>8.73</b>	8.84	9.06	8.95
	Maintenance and cleaning of public areas	786	8.63	<b>8.73</b>	8.83	9.06	8.90
	Provision and maintenance of playgrounds	672	8.62	<b>8.71</b>	8.81	9.03	n.a.
	Provision and maintenance of parks, gardens and reserves	777	8.57	<b>8.66</b>	8.76	8.91	8.95
	Footpath maintenance and repairs	790	8.55	<b>8.65</b>	8.75	8.97	8.90
	Drains maintenance and repairs	775	8.53	<b>8.64</b>	8.75	8.94	8.83
	Sports ovals and other outdoor sporting facilities	640	8.52	<b>8.63</b>	8.74	9.04	8.71
	The maintenance and repair of sealed local roads	791	8.50	<b>8.60</b>	8.70	8.95	8.86
	Recreation and Aquatic Centres	634	8.47	<b>8.59</b>	8.70	9.00	8.63
	Bike paths and shared pathways	679	8.46	<b>8.57</b>	8.68	8.96	8.71
	Local traffic management	779	8.46	<b>8.56</b>	8.67	9.07	8.91
	Provision of parking facilities	773	8.44	<b>8.56</b>	8.67	9.12	n.a.
	Council activities to encourage environmental sustainability	665	8.40	<b>8.51</b>	8.63	8.70	8.63
	Council support of local business and economic development	514	8.36	<b>8.49</b>	8.61	8.79	8.18
	Council's support of local clubs, associ. & comm. organisations	563	8.33	<b>8.44</b>	8.56	8.84	n.a.
	Council's website	623	8.32	<b>8.44</b>	8.55	8.59	7.94
Street sweeping	767	8.25	<b>8.37</b>	8.49	8.68	8.65	
Lower than average importance	Provision and maintenance of street trees	784	8.24	<b>8.35</b>	8.47	8.77	8.71
	Animal management	697	8.14	<b>8.27</b>	8.39	8.53	8.32
	Provision of arts and cultural events	597	8.02	<b>8.15</b>	8.28	8.61	8.27
	Council's newsletter <i>Monash Bulletin</i>	711	7.98	<b>8.13</b>	8.27	8.30	7.44
	Parking enforcement	772	7.97	<b>8.11</b>	8.25	8.43	8.13
	Council's E-newsletter	533	7.30	<b>7.48</b>	7.66	n.a.	n.a.
<i>Average importance of Council services</i>			8.48	<b>8.60</b>	8.71	8.96	8.70

(^) Services for seniors

(\*) 2017 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 seventeen core services and facilities that everyone in the community in some way uses and with which they are likely to be able to rate their satisfaction, and their satisfaction with each of the fifteen non-core services and facilities that they or members of their household had used in the last twelve months.

The average satisfaction with these thirty-two Council provided services and facilities was essentially stable in 2018 at 7.76, down less than one percent on the 7.79 recorded in 2016.

This level of satisfaction is best categorised as “excellent”. This result remains measurably higher than the 2017 metropolitan Melbourne average satisfaction of 7.39 recorded in *Governing Melbourne*. *Governing Melbourne* includes thirty-one services and facilities, some of which are worded in a slightly different way to the wording used in this survey, however they are all essentially the same and comparison at this level remains valid.

As is outlined at the left-hand side of the following table, respondents rated several services and facilities measurably higher than the average of all thirty-two services and facilities, and a number received measurably lower than average satisfaction.

### ***Relative satisfaction with Council services and facilities***

The average satisfaction with the thirty-two Council services and facilities included in the survey can best be summarised as follows:

- **Excellent** – for regular garbage collection, green waste collection, regular recycling service, local library, sports ovals and other outdoor sports facilities, recreation and aquatic centres, provision and maintenance of parks, gardens, and reserves, hard rubbish collection, provision and maintenance of playgrounds, animal management, Council’s website, street sweeping, maintenance and cleaning of public areas, Council’s newsletter *Monash Bulletin*.
- **Very Good** – for drains maintenance and repairs, services for young children and their families, the maintenance and repair of sealed local roads, bike paths and shared pathways, services for older residents, seniors and persons with a disability, provision of arts and cultural events, Council support of local clubs, associations and community organisations, Council’s e-newsletters, provision and maintenance of street trees, public toilets, local traffic management, and the provision and maintenance of street lighting.
- **Good** – for parking enforcement and the provision of parking facilities.

Metropolis Research draws attention to the fact that there were no services and facilities that were rated as “solid”, “poor”, “very poor”, or “extremely poor”.



### **Change in satisfaction over time**

There was some variation in the average satisfaction with the thirty-two services and facilities in 2018 compared to 2016, with attention drawn to the following:

- **Increased satisfaction in 2018** – local traffic management (up 5.5%), provision of parking facilities (up 5.2%), parking enforcement (up 4.2%), footpath maintenance and repairs (up 3.6%), street sweeping (3.3%), and public toilets (up 2.0%). Of these local traffic management, provision of parking facilities and parking enforcement were statistically significant.
- **Decreased satisfaction in 2018** – Council’s support of local clubs, associations and community organisations (down 6.2%), services for young people and their families (down 4.3%), services for older residents, seniors and persons with a disability (down 3.9%), Monash Bulletin (down 3.8%), provision and maintenance of street lighting (down 2.6%), and Council activities to promote environmental sustainability (down 2.0%). None of these declines were statistically significant.

### **Comparison to the metropolitan Melbourne average**

When compared to the 2017 metropolitan Melbourne average satisfaction scores as recorded in *Governing Melbourne*, there were twenty-seven services and facilities included in both surveys.

Satisfaction with twenty-four of the twenty-seven services and facilities was higher in the City of Monash than the metropolitan Melbourne average, with seventeen of these being statistically significant.

These results clearly reflect the fact that City of Monash respondents were significantly more satisfied with a broad range of Council services and facilities than the average across metropolitan Melbourne. This is consistent with higher than average satisfaction in the City of Monash with governance and leadership and overall performance as discussed elsewhere in this report.

In summary, the variation between the City of Monash and metropolitan Melbourne results are as follows:

- **Higher than average satisfaction in Monash** – includes footpath maintenance and repairs (15.2% higher in Monash), public toilets (14.8% higher), local traffic management (11.9% higher), Council’s newsletter *Monash Bulletin* (11.6% higher), Council’s support for local business and economic development (11.3% higher), the maintenance and repair of sealed local roads (11.1% higher), maintenance and cleaning of public areas (11.0% higher), Council activities to encourage environmental sustainability (10.3% higher), drains maintenance and repairs (9.0% higher), parking enforcement (6.3% higher), street sweeping (6.2% higher), animal management (6.2% higher), provision and maintenance of street lighting (5.8% higher), provision and maintenance of parks, gardens, and reserves (5.4% higher), Council’s website (5.3% higher), bike paths and shared pathways (5.2%), sports ovals and other outdoor sporting facilities (4.4% higher), recreation and aquatic centres (4.0% higher), and green waste collection (2.6% higher).
- **Lower than average satisfaction in Monash** – includes provision of arts and cultural events (3.9% lower). This result is not statistically significant.



**Satisfaction with selected Council services and facilities**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2018			2016	2017 Metro.*
			Lower	Mean	Upper		
Higher than average satisfaction	Regular garbage collection	796	8.57	<b>8.84</b>	9.11	8.92	8.71
	Green waste collection	625	8.58	<b>8.69</b>	8.80	8.60	8.47
	Regular recycling service	784	8.51	<b>8.62</b>	8.72	8.77	8.55
	Local library	420	8.39	<b>8.52</b>	8.65	8.55	8.55
	Sports ovals and other outdoor sporting facilities	360	8.06	<b>8.20</b>	8.33	8.07	7.85
	Recreation and Aquatic Centres	338	8.02	<b>8.19</b>	8.35	8.17	7.87
Average satisfaction	Provision and maintenance of parks, gardens and reserves	764	7.84	<b>8.08</b>	8.33	8.08	7.67
	Hard rubbish collection	589	7.84	<b>7.99</b>	8.13	7.96	7.99
	Provision and maintenance of playgrounds	416	7.82	<b>7.96</b>	8.11	8.00	n.a.
	Animal management	641	7.73	<b>7.85</b>	7.97	7.87	7.39
	Council's website	398	7.69	<b>7.83</b>	7.96	7.71	7.43
	Street sweeping	743	7.46	<b>7.80</b>	8.13	7.55	7.34
	Maintenance and cleaning of public areas	782	7.67	<b>7.78</b>	7.90	7.75	7.01
	Council's newsletter <i>Monash Bulletin</i>	680	7.63	<b>7.77</b>	7.90	8.07	6.96
	Drains maintenance and repairs	761	7.49	<b>7.71</b>	7.94	7.77	7.08
	Services for young children and their families	200	7.49	<b>7.71</b>	7.92	7.80	7.69
	The maintenance and repair of sealed local roads	791	7.56	<b>7.67</b>	7.77	7.67	6.90
	Bike paths and shared pathways	420	7.45	<b>7.61</b>	7.76	7.71	7.23
	Services for older residents, seniors & persons with a disability	141	7.31	<b>7.57</b>	7.83	7.87	7.48 <sup>^</sup>
	Provision of arts and cultural events	273	7.34	<b>7.54</b>	7.74	7.63	7.85
	Council support of local business and economic development	406	7.37	<b>7.52</b>	7.67	7.66	6.76
	Footpath maintenance and repairs	791	7.26	<b>7.51</b>	7.77	7.25	6.52
	Council activities to encourage environmental sustainability	589	7.36	<b>7.50</b>	7.64	7.65	6.80
	Services for young people and their families	161	7.21	<b>7.46</b>	7.71	7.80	7.45
	Council's support of local clubs, associ. & comm. organisations	181	7.23	<b>7.44</b>	7.66	7.94	n.a.
	Council's E-newsletter	128	7.12	<b>7.42</b>	7.72	n.a.	n.a.
	Provision and maintenance of street trees	782	7.27	<b>7.40</b>	7.54	7.45	6.97
	Public toilets	333	7.19	<b>7.39</b>	7.59	7.25	6.44
	Lower than average	Local traffic management	775	7.24	<b>7.36</b>	7.49	6.98
Provision and maintenance of street lighting		783	7.20	<b>7.34</b>	7.48	7.54	6.94
Parking enforcement		752	6.88	<b>7.03</b>	7.18	6.74	6.61
Provision of parking facilities		763	6.87	<b>7.01</b>	7.16	6.67	n.a.
<i>Average satisfaction with Council services</i>			7.58	<b>7.76</b>	7.94	7.79	7.37

(<sup>^</sup>) Services for seniors

(\*) 2017 metropolitan Melbourne average from Governing Melbourne



## ***Importance and satisfaction cross tabulation***

The following graph provides a cross-tabulation of the average importance of each of the thirty-two included Council services and facilities against the average satisfaction with each service and facility.

The grey cross-hairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2017 *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.

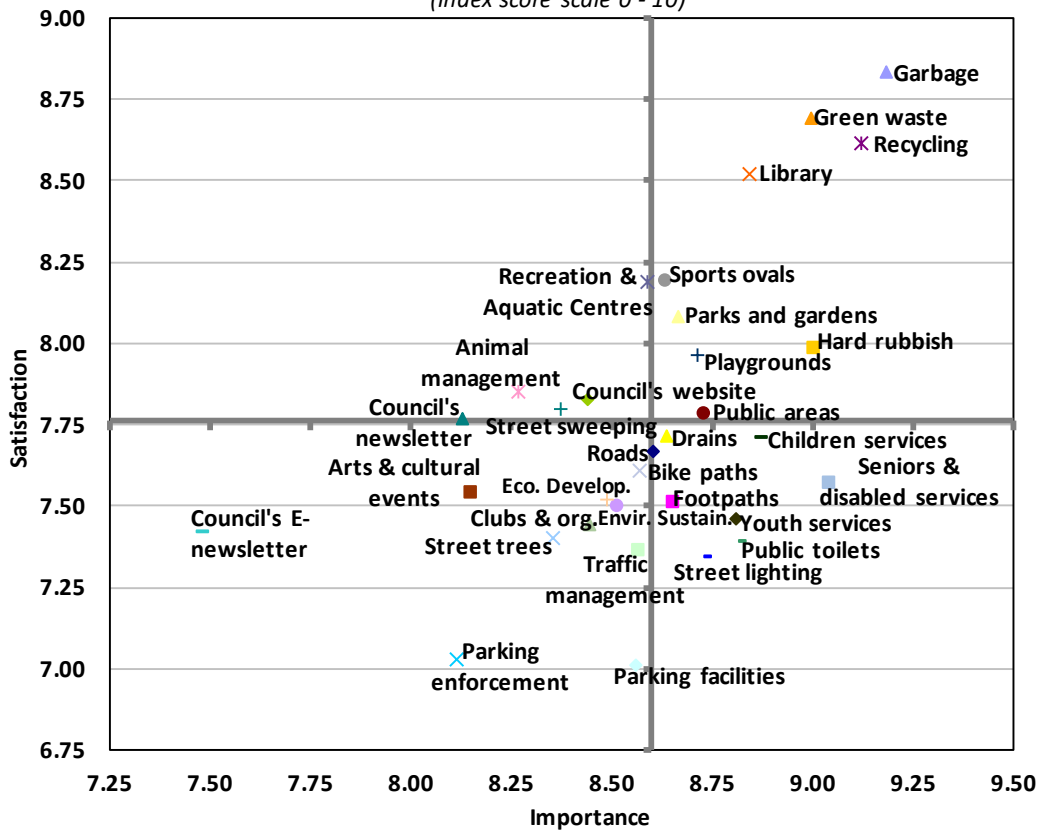
Attention is drawn to the following main points:

- ⊗ All the ***waste and recycling collection services*** (weekly garbage, recycling, green waste, and hard rubbish) are included in or close to the top right-hand quadrant. Metropolis Research has consistently found this pattern across metropolitan Melbourne.
- ⊗ All the ***core health and human services*** (families and children, older persons, youth, disability services) are in the lower right-hand quadrant, although still with “very good” levels of satisfaction. This is a somewhat unusual result, as typically it is found that health and human services tend to be of higher than average satisfaction and higher than importance.
- ⊗ The ***recreation services and facilities*** are in the top half of the graph, at approximately average importance but higher than average satisfaction. This reflects the fact that a smaller proportion of the community will have cause to use these services in any given year, and therefore their importance tends to be a little lower than the core services such as waste and health and human services.
- ⊗ Metropolis Research notes that ***the condition of sealed local roads*** and ***footpaths*** both recorded relatively average levels of satisfaction. This is somewhat unusual for a metropolitan Melbourne council, as often local roads and footpaths are of average or slightly higher than average importance, but of significantly lower than average satisfaction. These are positive results for the City of Monash.
- ⊗ ***Parking enforcement and provision of parking facilities*** are of somewhat lower than average importance and significantly lower than average satisfaction. This result is consistent with results observed elsewhere across metropolitan Melbourne. Satisfaction with parking enforcement is a very difficult result to improve, as increased enforcement will create additional dissatisfaction with some respondents, whilst reduced enforcement will create additional dissatisfaction with a different group of respondents.

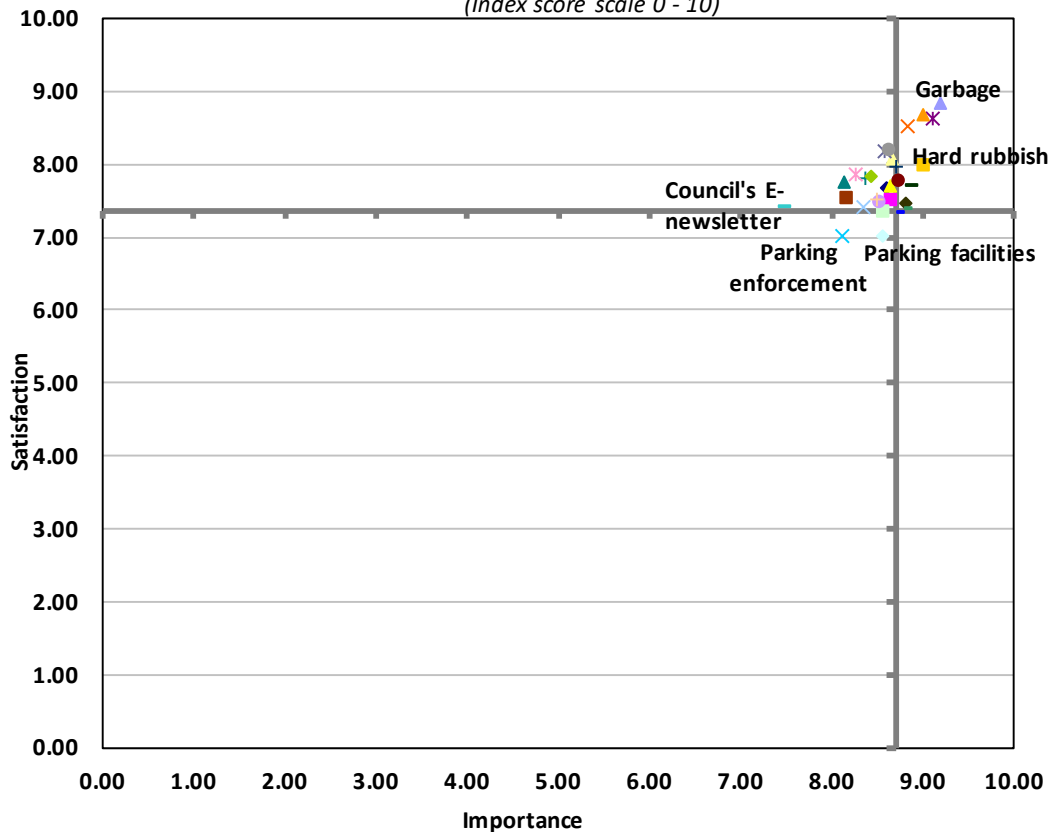




**Importance of and satisfaction with Council services**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)

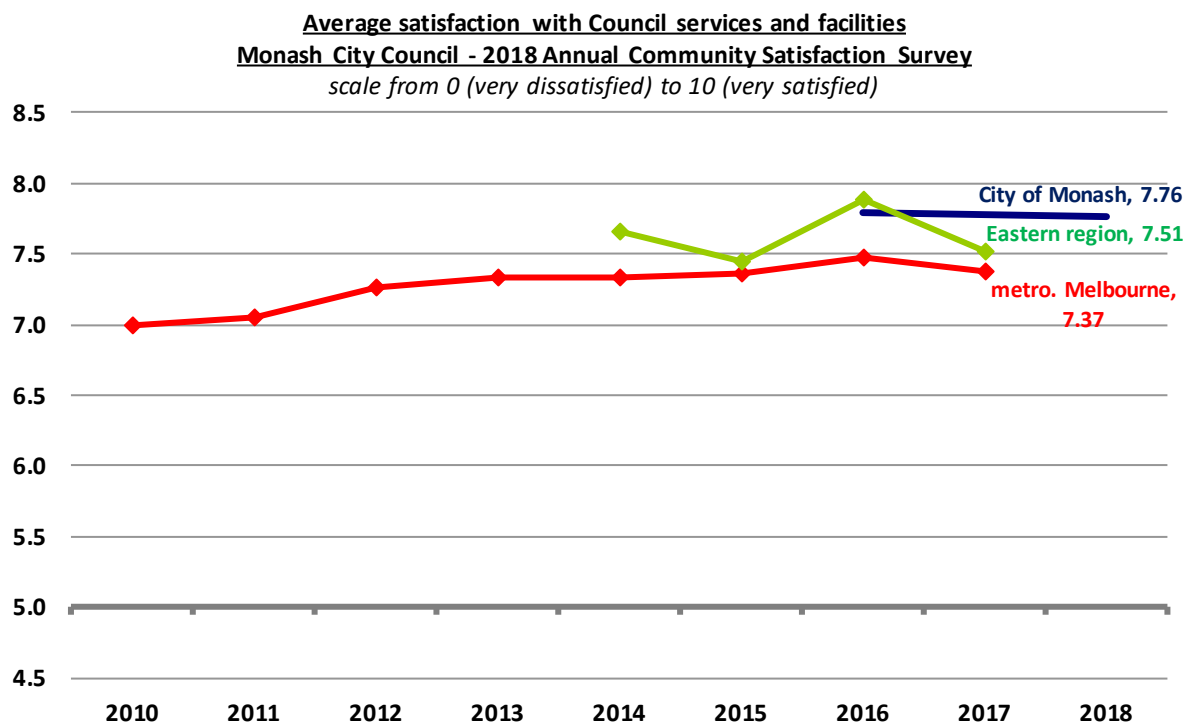


**Importance of and satisfaction with Council services**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)



## Average satisfaction with Council services and facilities

The following graph provides the average satisfaction with the broad range of Council services and facilities for metropolitan Melbourne and the City of Monash. These results clearly show that satisfaction with Council services and facilities is measurably higher in the City of Monash than has been consistently recorded in *Governing Melbourne*.



## Correlation between satisfaction with services and facilities and overall satisfaction

The following table provides the Pearson correlation coefficient for each of the thirty-one 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 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).

Each of these correlation coefficients were statistically significant, in other words there was a positive relationship between satisfaction with each service and facility when compared individually to satisfaction with Council’s overall performance.



The services and facilities that were most positively correlated with overall satisfaction were services for young people and their families (0.537), services for young children and their families (0.517), the provision and maintenance of street trees (0.438), and the provision and maintenance of playgrounds (0.428). This implies that these services have a greater than average impact on overall satisfaction, as the results are more highly correlated than other services and facilities. That said, it is important to note that the correlation is relatively weak at around 0.5.

The fact that the correlation coefficients are relatively low (less than 0.4 for most of them) 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. In other words, this implies that it is other aspects of performance that are greater influence on satisfaction with Council. This is not to say however that a sudden fall in satisfaction with a core service such as garbage collection would not result in a large decline in overall satisfaction.

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 services and facilities, as most respondents are satisfied with most services and facilities most of the time, even if their satisfaction with Council's overall performance varies.

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 very strong at 0.816. In other words, there was almost a linear relationship between satisfaction with the aspects of governance and leadership and satisfaction with Council's overall performance.

This is very logical, as the aspects of governance and leadership such as responsiveness, maintaining trust, making decisions in community interests, and communicating and consulting are all very closely related to overall satisfaction. If a respondent feels dissatisfied with Council's overall performance they almost always feel that Council is not listening to them, that Council is not responding to their needs, and Council is not making decisions in their interests.



**Satisfaction with selected services and facilities**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

Service / facility	2018		Correlation*
	Number	Mean	
Services for young people and their families	161	<b>7.46</b>	0.537
Services for young children and their families	200	<b>7.71</b>	0.517
Provision and maintenance of street trees	782	<b>7.40</b>	0.438
Provision and maintenance of playgrounds	416	<b>7.96</b>	0.428
Council's newsletter <i>Monash Bulletin</i>	680	<b>7.77</b>	0.421
Council's E-newsletter	128	<b>7.42</b>	0.421
Council's support of local clubs, associ. & comm. organisations	181	<b>7.44</b>	0.420
Council activities to encourage environmental sustainability	589	<b>7.50</b>	0.377
Council support of local business and economic development	406	<b>7.52</b>	0.376
The maintenance and repair of sealed local roads	791	<b>7.67</b>	0.371
Local traffic management	775	<b>7.36</b>	0.363
Parking enforcement	752	<b>7.03</b>	0.360
Maintenance and cleaning of public areas	782	<b>7.78</b>	0.344
Public toilets	333	<b>7.39</b>	0.336
Provision and maintenance of street lighting	783	<b>7.34</b>	0.333
Bike paths and shared pathways	420	<b>7.61</b>	0.320
Provision of parking facilities	763	<b>7.01</b>	0.312
Council's website	398	<b>7.83</b>	0.284
Provision of arts and cultural events	273	<b>7.54</b>	0.276
Animal management	641	<b>7.85</b>	0.271
Green waste collection	625	<b>8.69</b>	0.261
Recreation and Aquatic Centres	338	<b>8.19</b>	0.254
Hard rubbish collection	589	<b>7.99</b>	0.249
Sports ovals and other outdoor sporting facilities	360	<b>8.20</b>	0.246
Local library	420	<b>8.52</b>	0.217
Drains maintenance and repairs	761	<b>7.71</b>	0.213
Provision and maintenance of parks, gardens and reserves	764	<b>8.08</b>	0.202
Regular recycling service	784	<b>8.62</b>	0.189
Footpath maintenance and repairs	791	<b>7.51</b>	0.186
Services for older residents, seniors & persons with a disability	141	<b>7.57</b>	0.178
Street sweeping	743	<b>7.80</b>	0.160
Regular garbage collection	796	<b>8.84</b>	0.045

Average satisfaction with selected services

**7.76**

(\*) Pearson coefficient



## **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 six broad service areas for the City of Monash, with a comparison to the metropolitan Melbourne 2017 averages.

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

- **Recreation** – includes local library, recreation and aquatic centres, sports ovals and other outdoor sporting facilities, provision and maintenance of playgrounds, bike paths and shared pathways, and provision of arts and cultural events.
- **Community** – includes services for young children and their families, services for young people and their families, and services for older residents, seniors and persons with a disability.
- **Waste** – includes regular garbage collection, regular recycling service, maintenance and cleaning of public areas, street sweeping, hard rubbish collection, and green waste collection.
- **Communications** – includes Council’s newsletter *Monash Bulletin*, Council’s E-newsletter, and Council’s website.
- **Infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, drains maintenance and repairs, provision and maintenance of street lighting, provision and maintenance of parks, gardens and reserve, provision and maintenance of street trees, and public toilets.
- **Local laws** – includes parking enforcement, local traffic management, and animal management.

Satisfaction with these six broad service areas can best be summarised as follows:

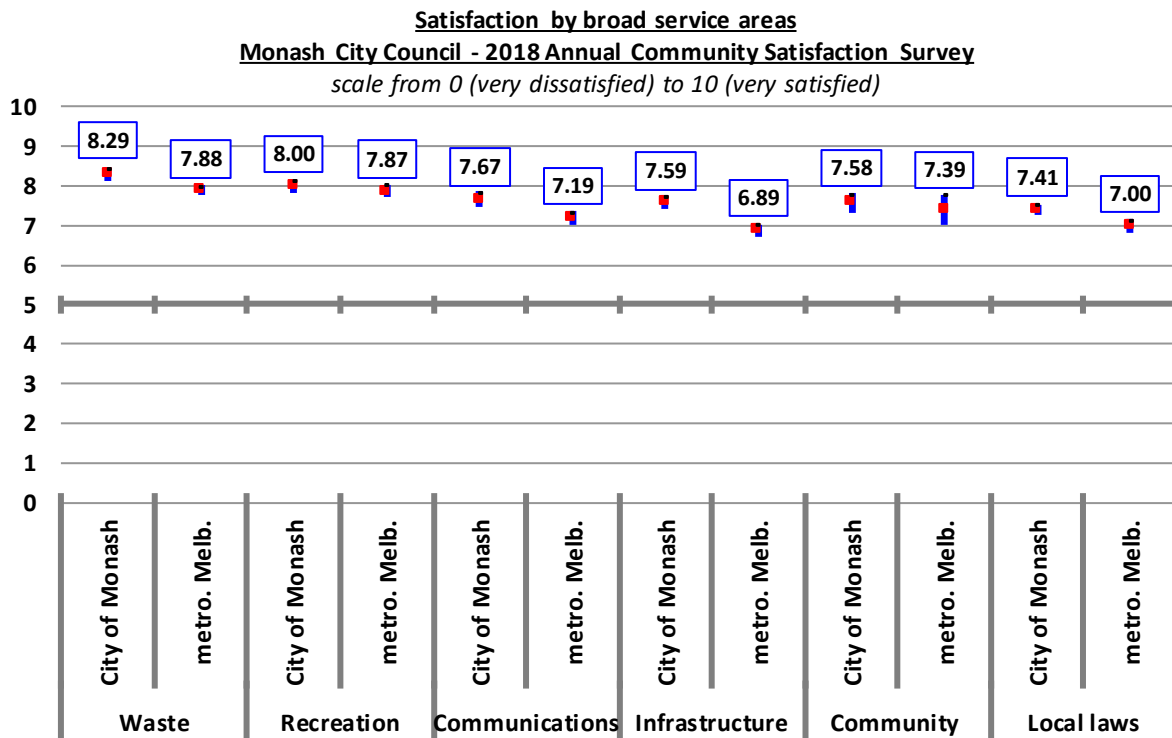
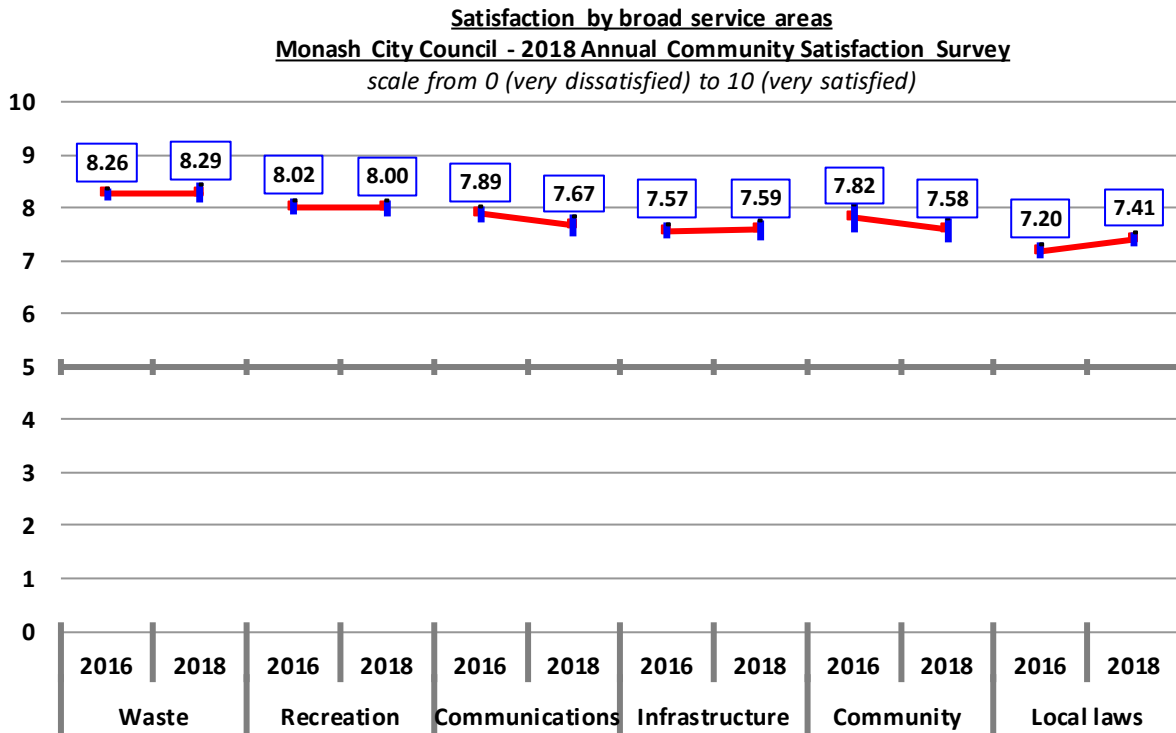
- **Excellent** – for waste and cleaning and recreation services and facilities.
- **Very Good** – for communications, infrastructure, community services, and local laws.

There was no statistically significant variation in satisfaction with these broad service areas observed between 2016 and 2018, reflecting the fact that satisfaction with Council’s services and facilities is relatively stable over time.

When compared to the 2017 metropolitan Melbourne results from *Governing Melbourne*, it is found that respondents in the City of Monash were marginally more satisfied than the metropolitan Melbourne average with waste, recreation, and community services.

Respondents in the City of Monash were however measurably more satisfied with communications and infrastructure services and facilities.



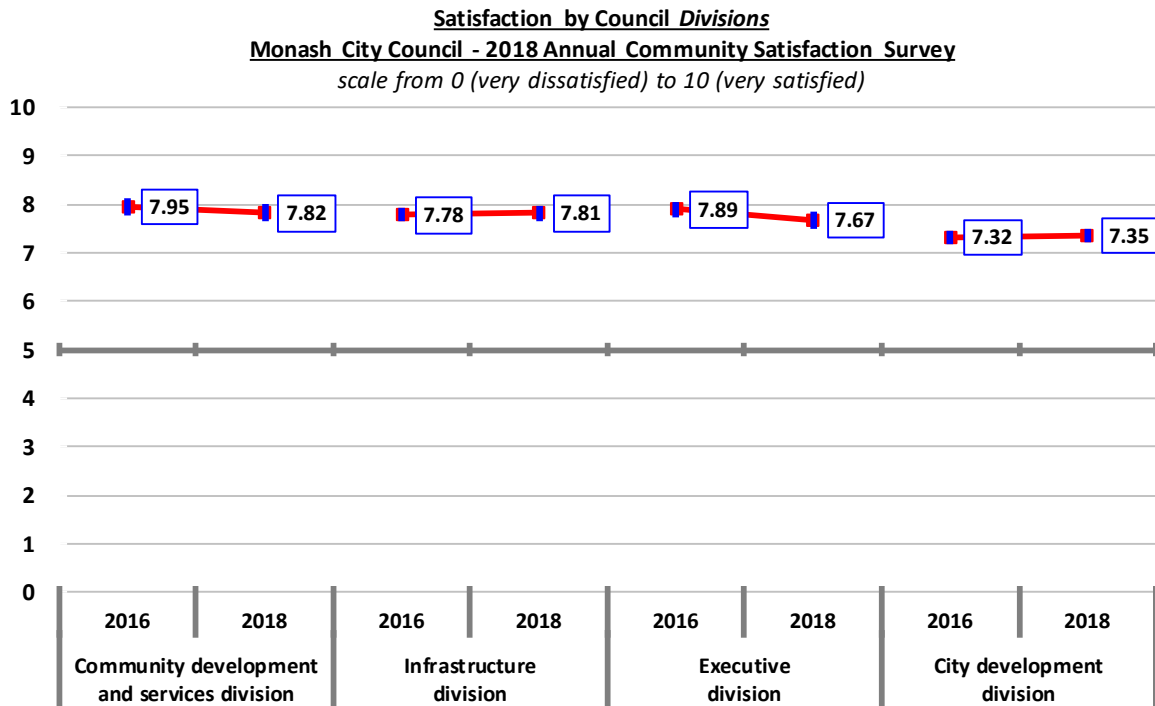


### Satisfaction by Council Divisions

The following graph provides a summary of average satisfaction with the services and facilities contained within each of the four Council Divisions.

As is clear in the graph, there was relatively little meaningful variation in these results between 2016 and 2018.

Whilst there was some variation in satisfaction with individual services and facilities between 2016 and 2018, as discussed earlier in this section of the report, when combined into divisional average scores, little meaningful variation is evident.

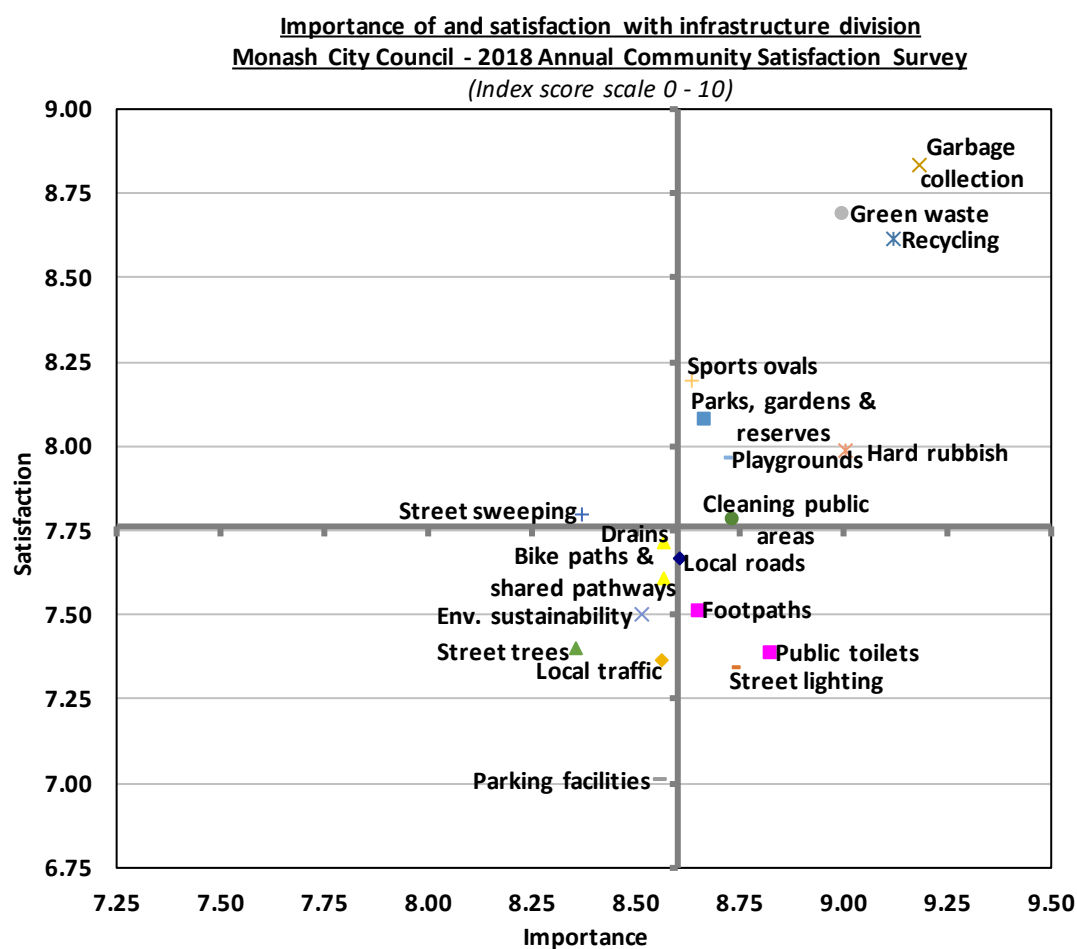


## Infrastructure division

There was a diverse range of services and facilities from the Infrastructure Division included in the survey, as outlined in the following summary graph.

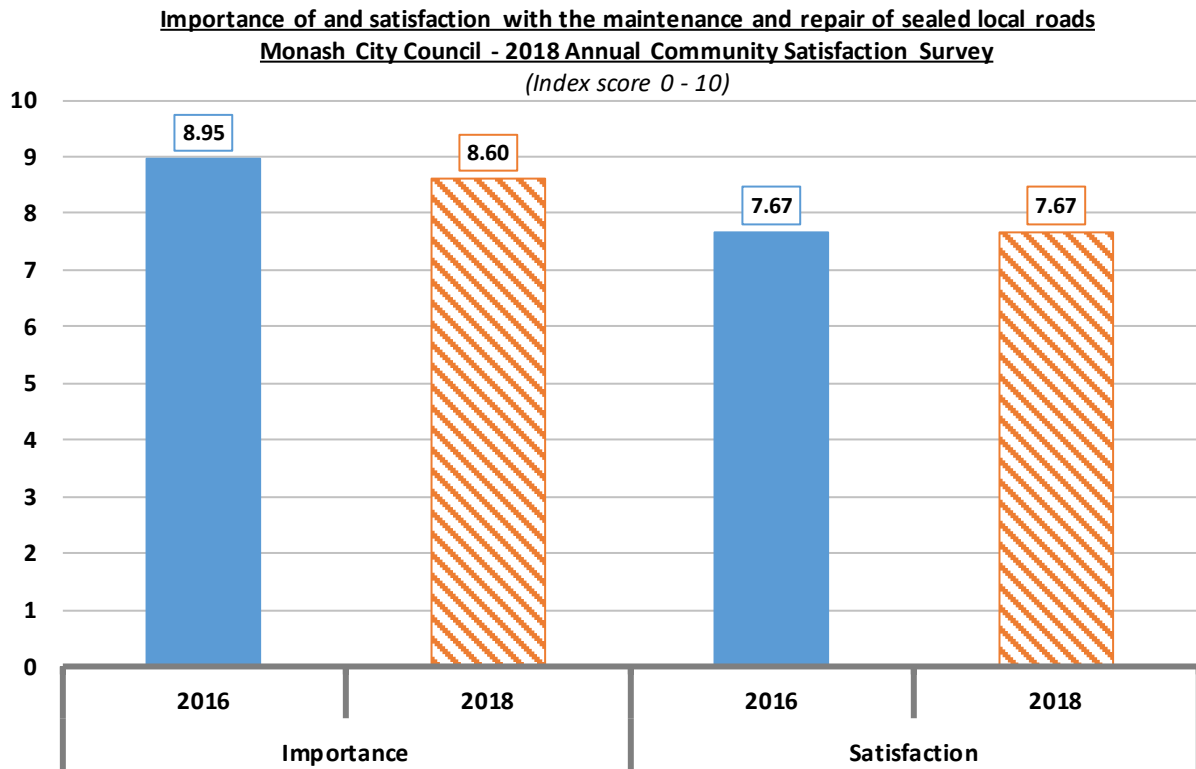
Whilst most of these services and facilities were of approximately average importance and average satisfaction, attention is drawn to the following:

- **Waste and recycling services** – were amongst the most important services provided by Council and which obtained amongst the highest satisfaction scores.
- **Parking facilities** – was of average importance but was the lowest rated service in terms of satisfaction. That said, it is noted that satisfaction was still rated at seven out of ten, which is categorised as “good”.

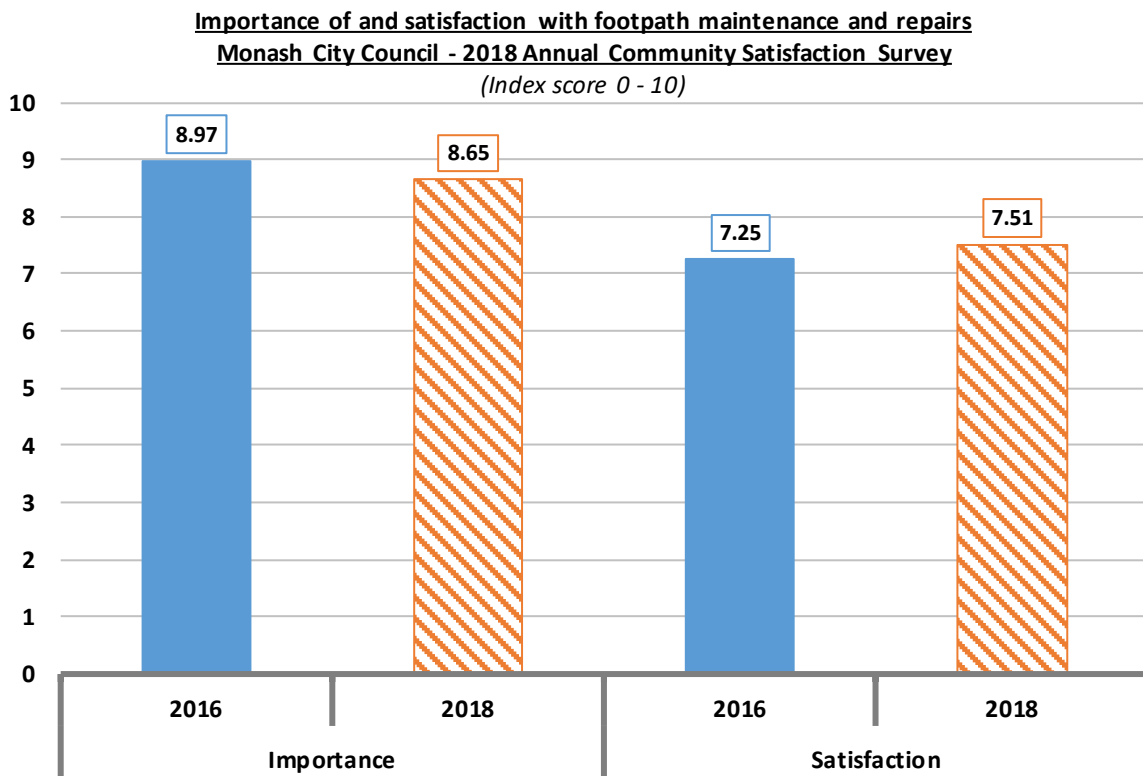




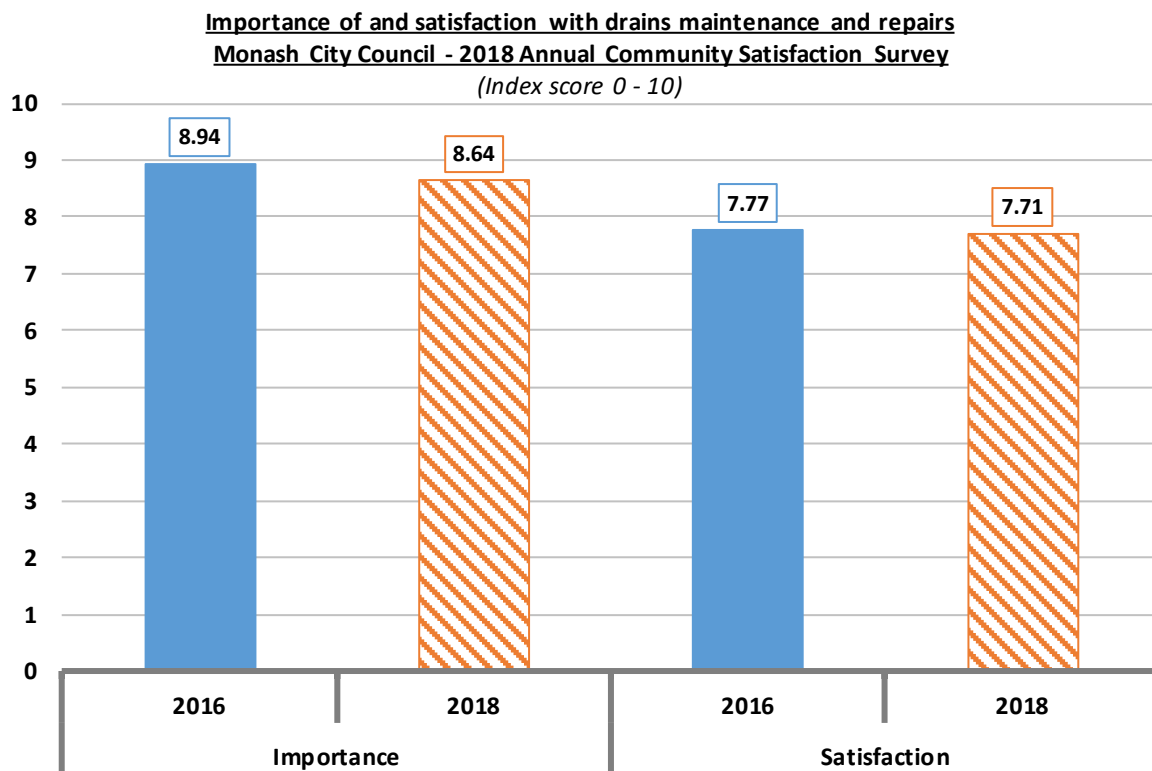
### Maintenance and repairs of sealed local roads



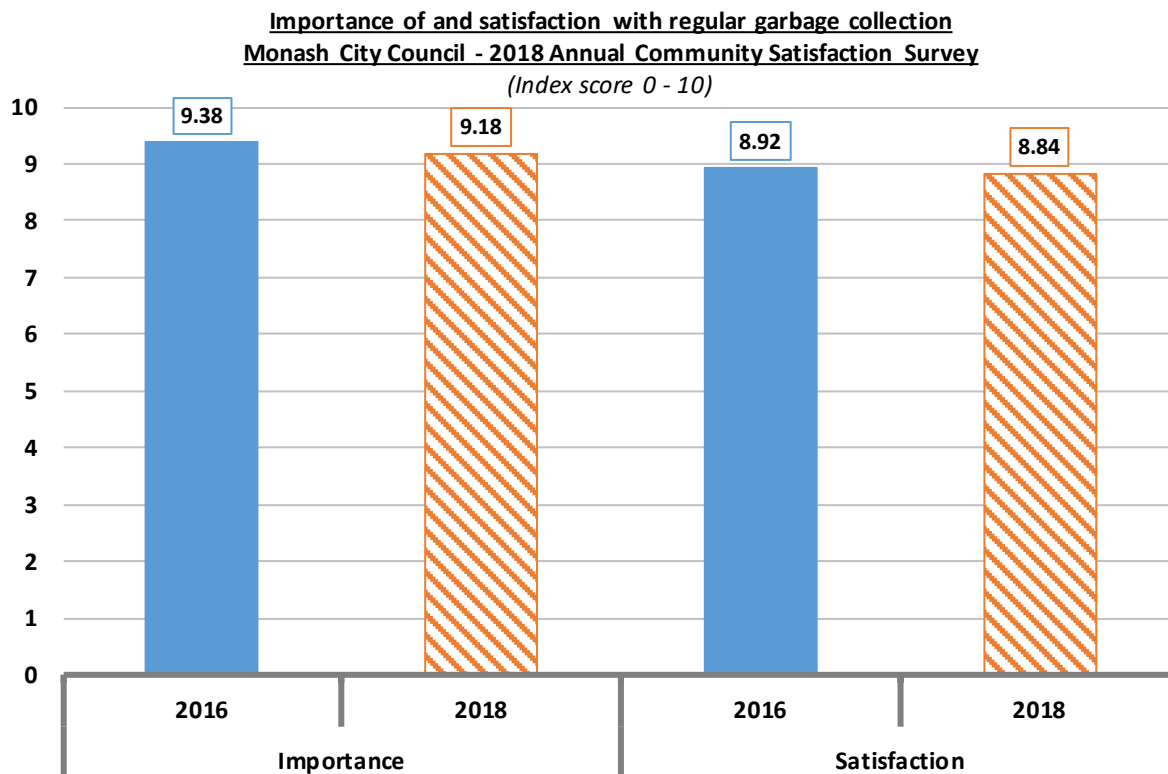
### Footpath maintenance and repairs



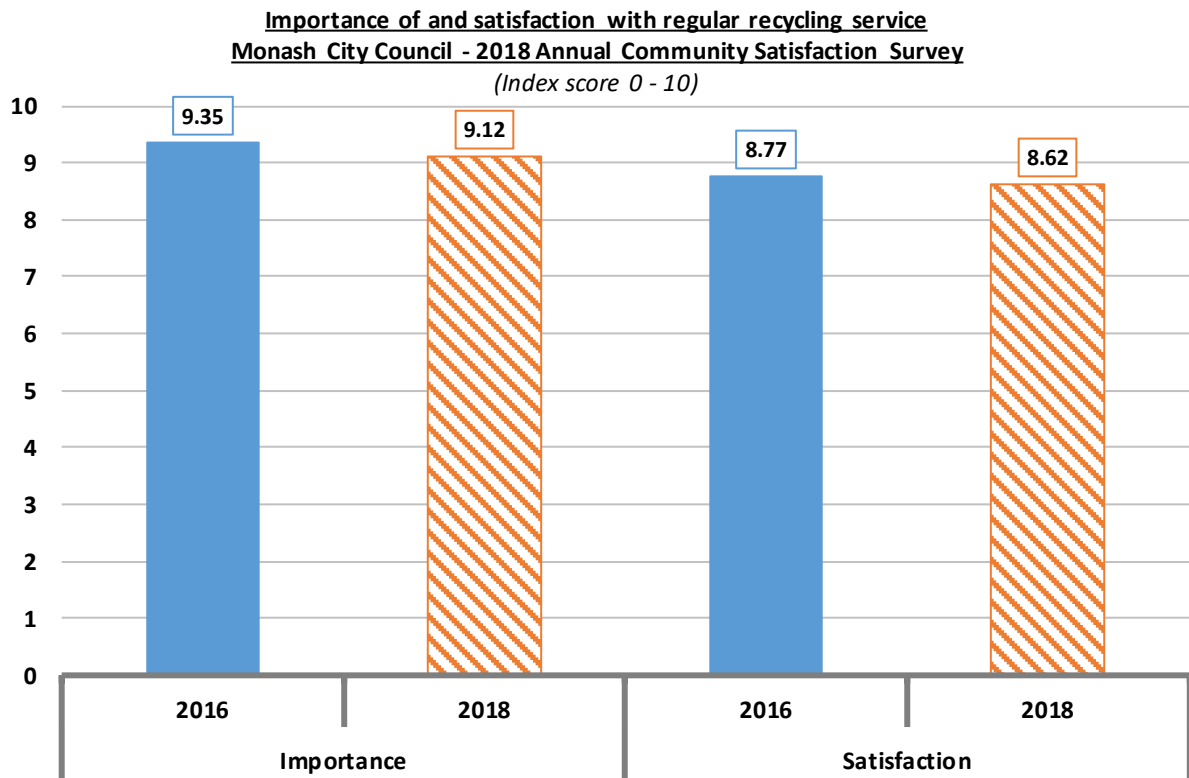
### Drains maintenance and repairs



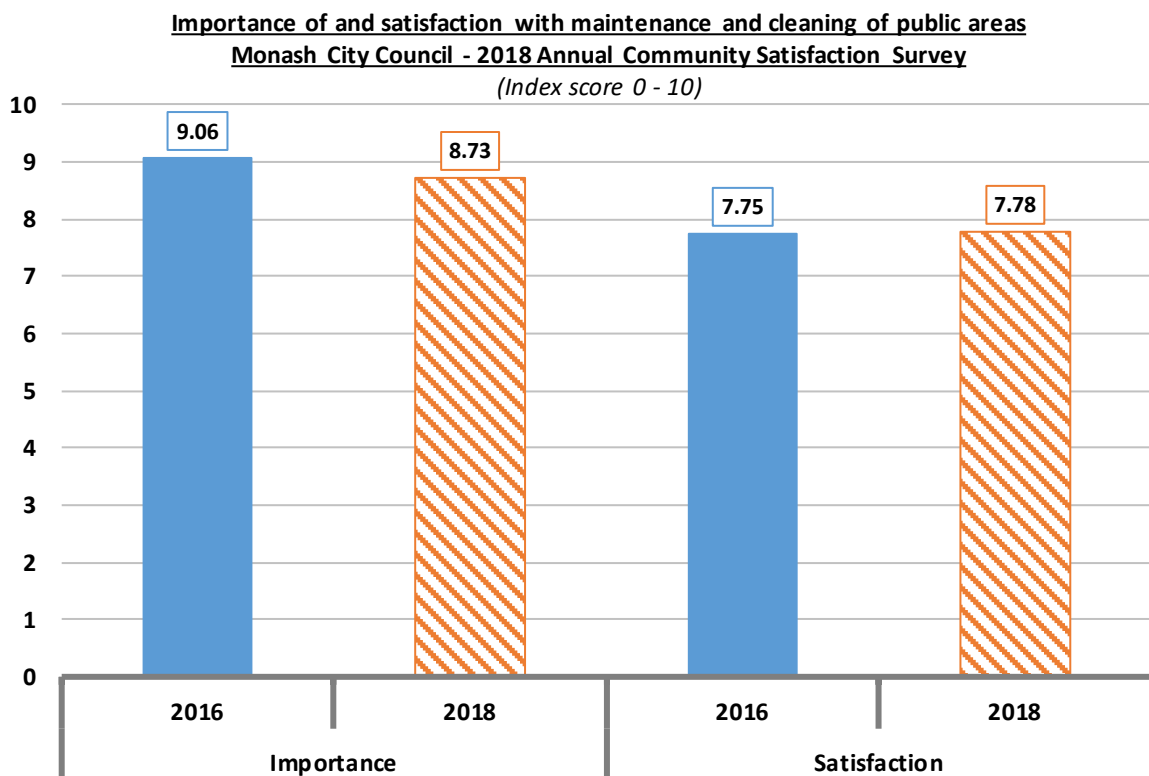
### Regular garbage collection



### Regular recycling service



### Maintenance and cleaning of public areas



**Reason for dissatisfaction with maintenance and cleaning of public areas and specific locations of concern**

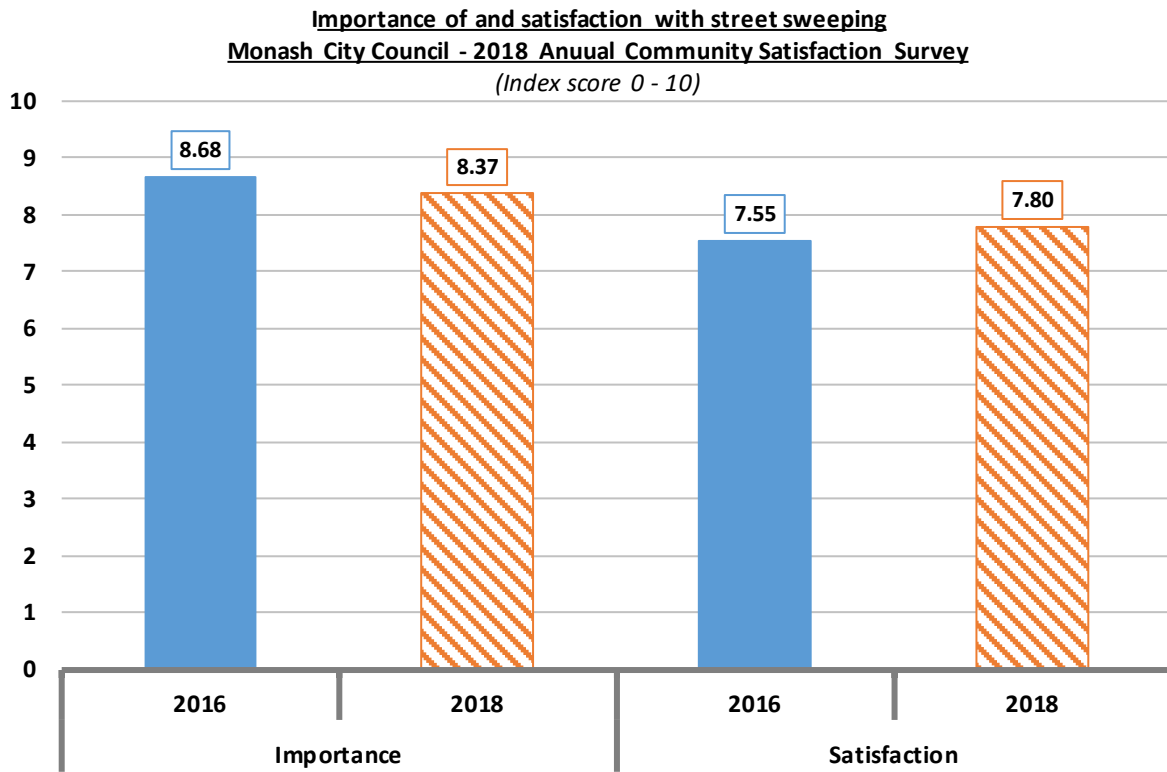
**Monash City Council - 2018 Annual Community Satisfaction Survey**

(Number of responses)

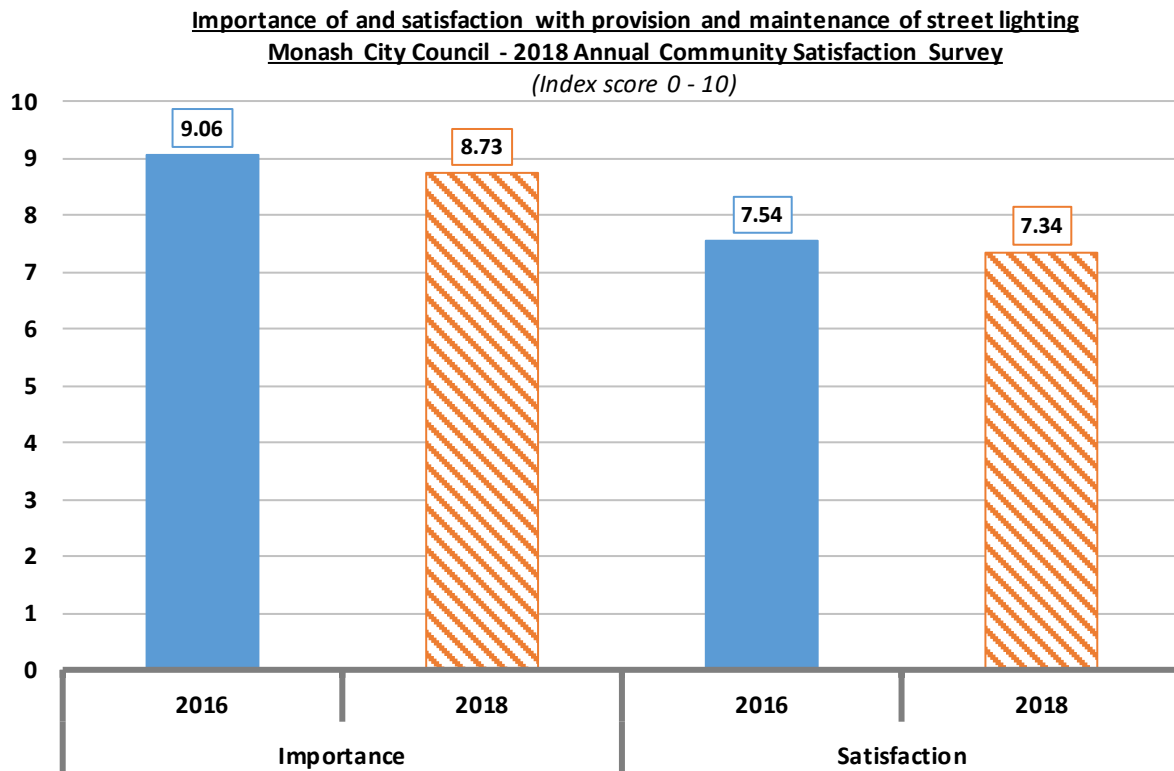
<i>Reason</i>	<i>Number</i>
Not clean	5
Drains clogged	4
Rubbish can be found on the roads	4
Rubbish in the parks and playgrounds	4
Footpaths are not even	3
It is not regularly looked after	3
More frequent cleaning	3
Not maintained well	3
Lots of garbage spilled on collection day	2
Sometimes people leave litter on the road	2
The leaves are falling all on the street and no one cleaned it	2
Holes in roads can damage cars, they have cracked my footpath, broken my drainage pipe	1
Graffiti on bridges and walls	1
No toilet at all in my area	1
Park was not cleaned well for 2 months	1
Path from train station	1
<i>Specific locations identified by respondents</i>	
Bolwarra Street is not clean	1
Evelyn street is not clean	1
Millers Crescent maintenance is not good, near Avondale Grove	1
Near the Monash Library	1
Reported rubbish at the intersection at the Bank St Oakleigh Road and it has not cleaned up	1
<b>Total</b>	<b>45</b>



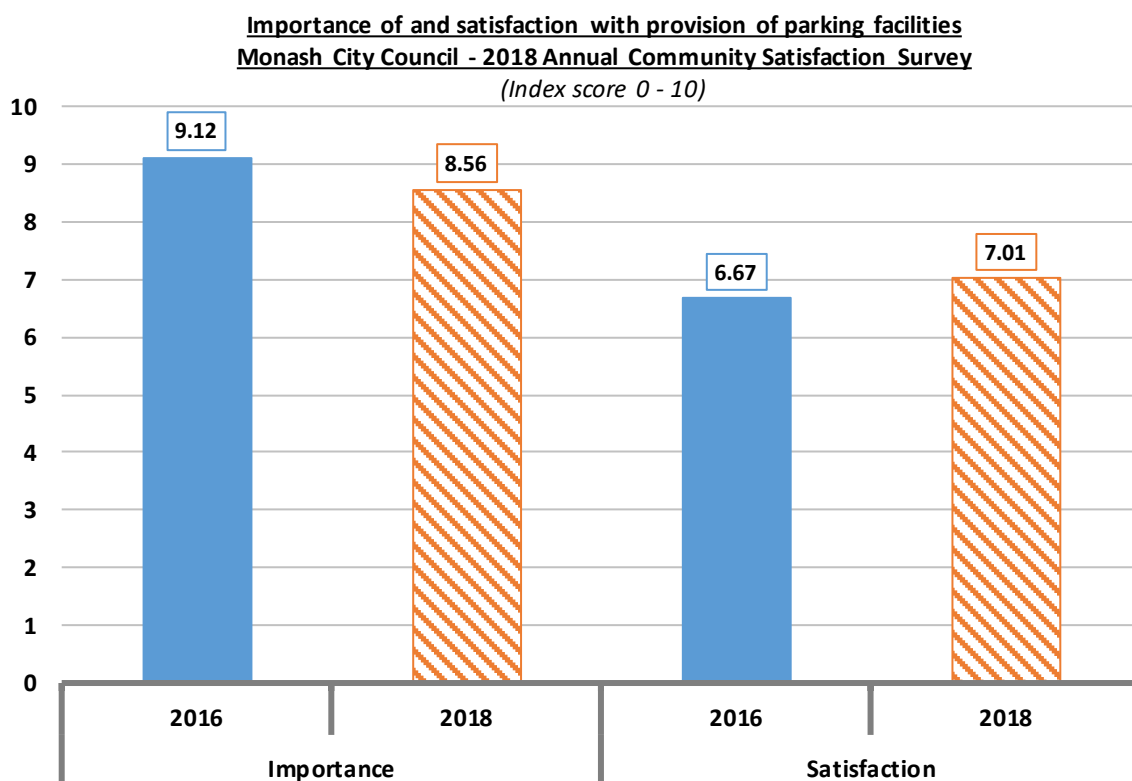
### Street sweeping



### Provision and maintenance of street lighting



## Provision of parking facilities



**Reason for dissatisfaction with provision of parking facilities and specific locations of concern**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number of responses)

Reason	Number
Not enough parking spaces	28
Not enough parking at train stations	11
Too many cars parked on the streets	8
More parking facilities	5
Excess parking on both sides of the streets	3
Multiple dwelling and cars are parked on the streets	3
All the areas in general	2
Gets busy at school time, hard to drop children off	2
No parking permit	2
Some residents have too many cars in one premise, they take up too many parking space	2
They are not enough in strip shopping areas	2
Could have done multi-levels car parks rather than the single	1
Danger on streets	1
Everyone parks in the footpath	1
Huge trucks at construction sites and block streets	1
Lighting is poor, too dark	1



**Reason for dissatisfaction with provision of parking facilities and specific locations of concern**

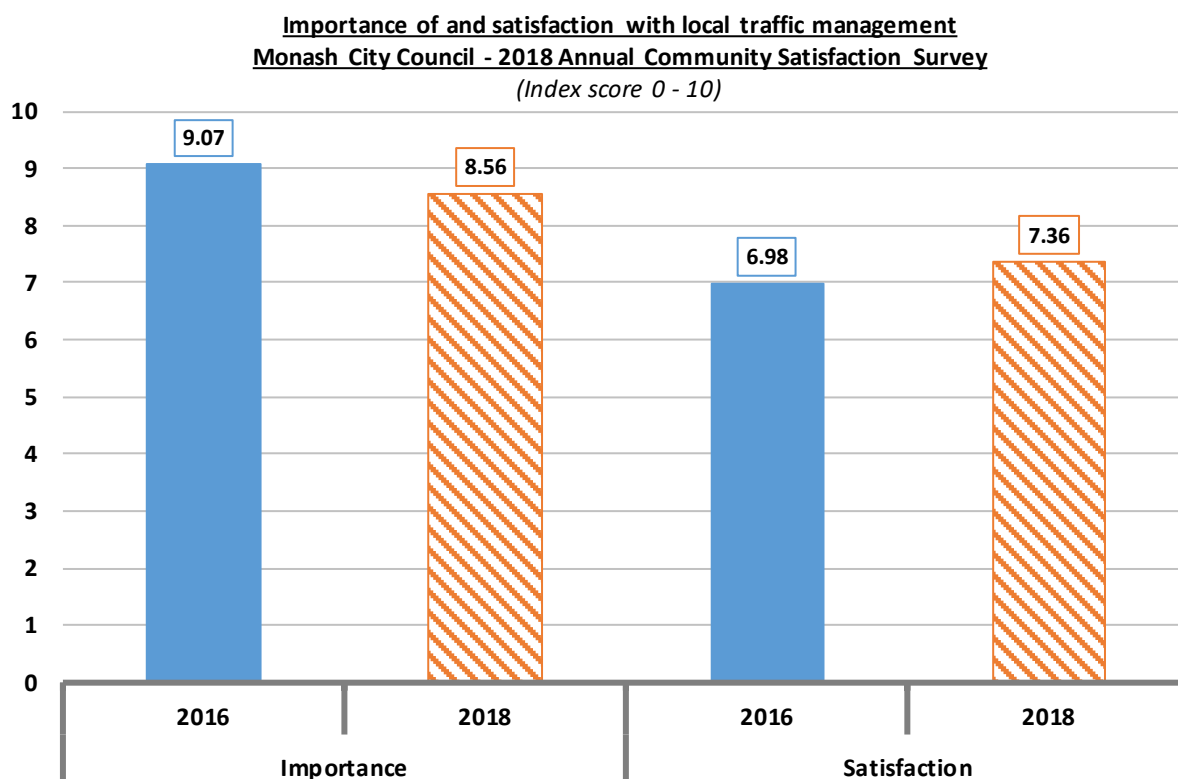
**Monash City Council - 2018 Annual Community Satisfaction Survey**

(Number of responses)

<i>Reason</i>	<i>Number</i>
Needs improvement	1
No space for parking - Have to pay if parked for more than 2 hours	1
Oakleigh doesn't have not enough car park	1
One car has been here for two years and not moved. Someone should check them	1
Parked cars prevent proper sweeping of streets, not enough all day parking around Mt Waverly Station	1
People using other people's car spots	1
Very bad enforcement in the street	1
When you have visitors it is hard to park	1
<i>Specific locations identified by respondents</i>	
Not enough around Monash Uni, students are parking in residential streets	4
Inadequate parking at the Glen Shopping Centre	3
Not enough parking spaces in Glen Kingsway	3
Around Clayton shops	2
Nonna St	2
Aquatic Centre Street surrounding failure for enough off street parking with new development	1
Around Beryl Ave, Golf Rd no proper management	1
Bolwarra Street	1
Evelyn street no parking at night	1
Floren St near round about	1
Glen Waverley Station	1
Lighting doesn't work, hard to find parking slot Princes Hwy and Albert Cres	1
Macrina St both sides of Nonna St are parked	1
Overflow of traffic from Chadstone, Visitors parking on the local street (Maroo St)	1
Raymond street is busy on netball court - needs an exit	1
Very tight parking at Brandon St	1
Voumard St dark and unsafe	1
Warrigal Rd parking	1
<b>Total</b>	<b>108</b>



## Local traffic management



**Reason for dissatisfaction with local traffic management and specific locations of concern**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number of responses)

Reason	Number
Traffic congestion	10
Heavy traffic	10
Traffic light was not working couple of days ago	2
Always busy during peak hours	2
No safety with cars parking, hard to drive safely	2
Overcrowding because of a school nearby	2
Overdevelopment leading to traffic congestion	2
Speeding traffic	2
In the morning there is a lack of supervision for children, unsafe environment	1
Because of the local railway construction there has been too much congestion	1
Buses during traffic busy time	1
During constructions, more enforcement officer should be there	1





**Reason for dissatisfaction with local traffic management and specific locations of concern**

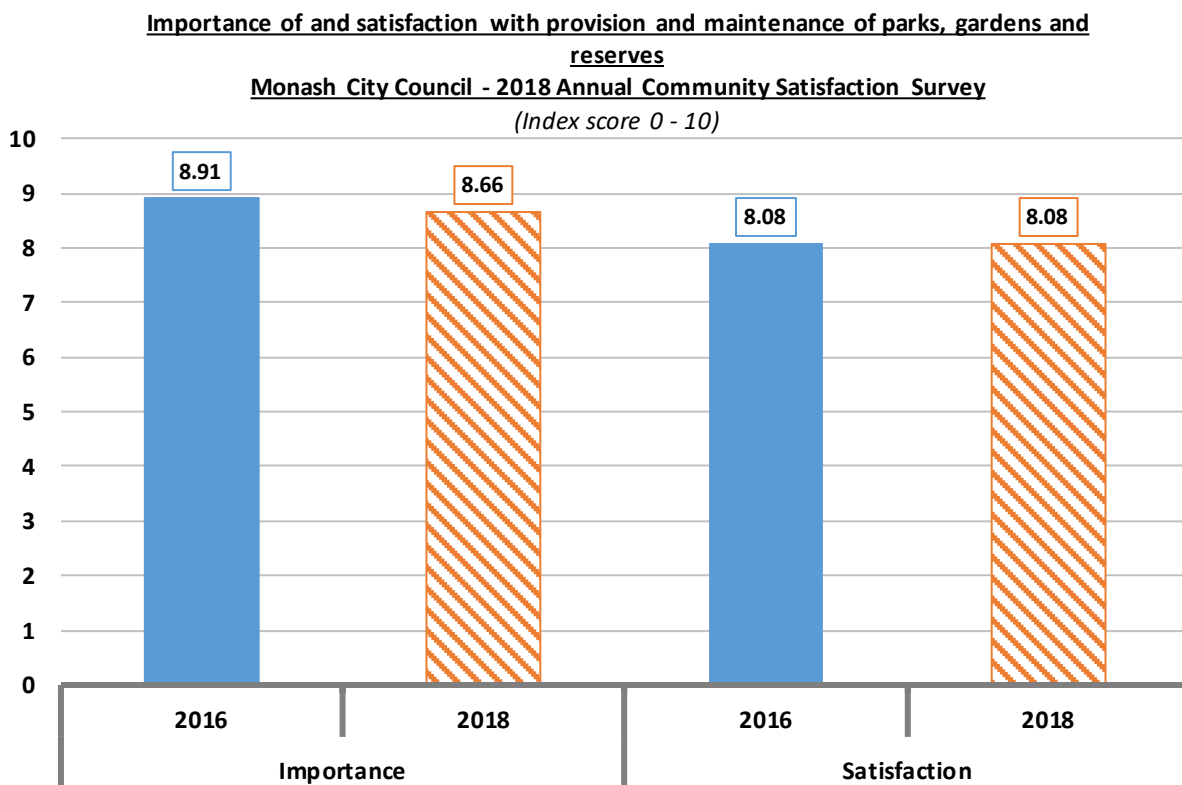
**Monash City Council - 2018 Annual Community Satisfaction Survey**

(Number of responses)

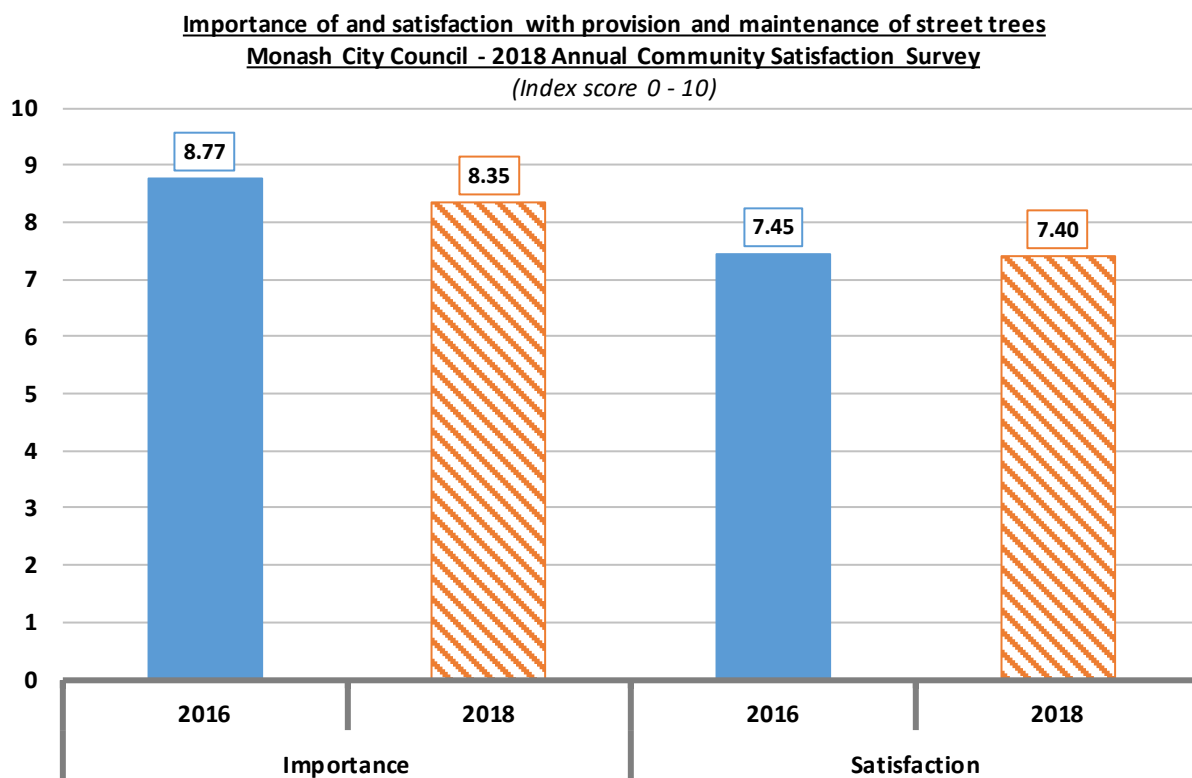
<i>Reason</i>	<i>Number</i>
Lots of trucks coming and going because of building	1
More arrangement	1
More laws	1
No clear signage - confusing	1
Not even caring the pedestrians	1
Pedestrian lights doesn't make sense	1
Road bumps are bad	1
Road is always blocked	1
Roads are really congested , especially park times	1
School college roads	1
Traffic need to improve	1
<i>Specific locations identified by respondents</i>	
Around Clayton Shops	2
45 minutes to get to Brandon shops	1
Both sides of Nonna St are parked, hard to get through	1
During school times - Beryl Ave	1
Golf Link Rd is shocking	1
Heavy traffic on Centre Rd in school times	1
In the Glen shopping centre	1
Kingsway is not managed at all	1
Patrick Street, Oakleigh East, lack of enforcement	1
Red light at corner of Clayton and Princes Highway	1
Speed humps in Monash Dr	1
Speeding cars in our local streets and increase traffic congestion as a cut through from Dandenong Road	1
The traffic lights on Chanendon St need to be replaced	1
Traffic in Clayton Rd, weekday peak hour traffic	1
Turning right into Clayton Rd is impossible	1
<b>Total</b>	<b>63</b>



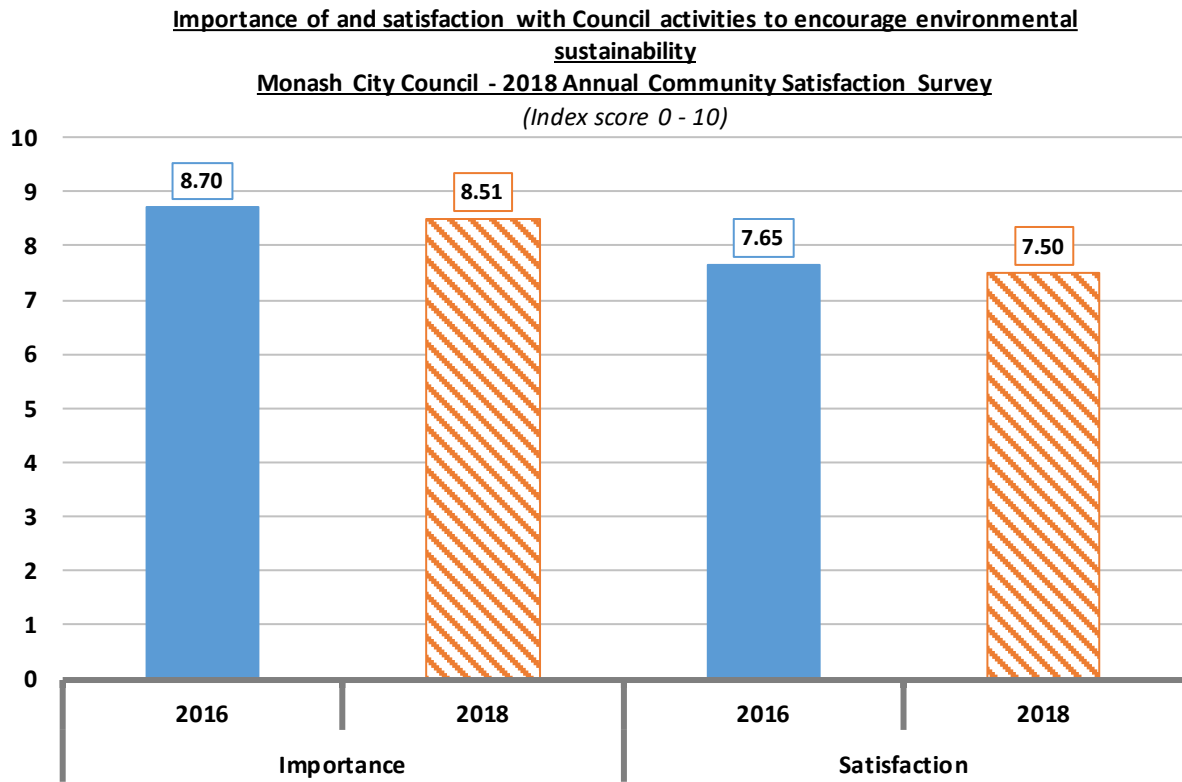
### Provision and maintenance of parks, gardens and reserves



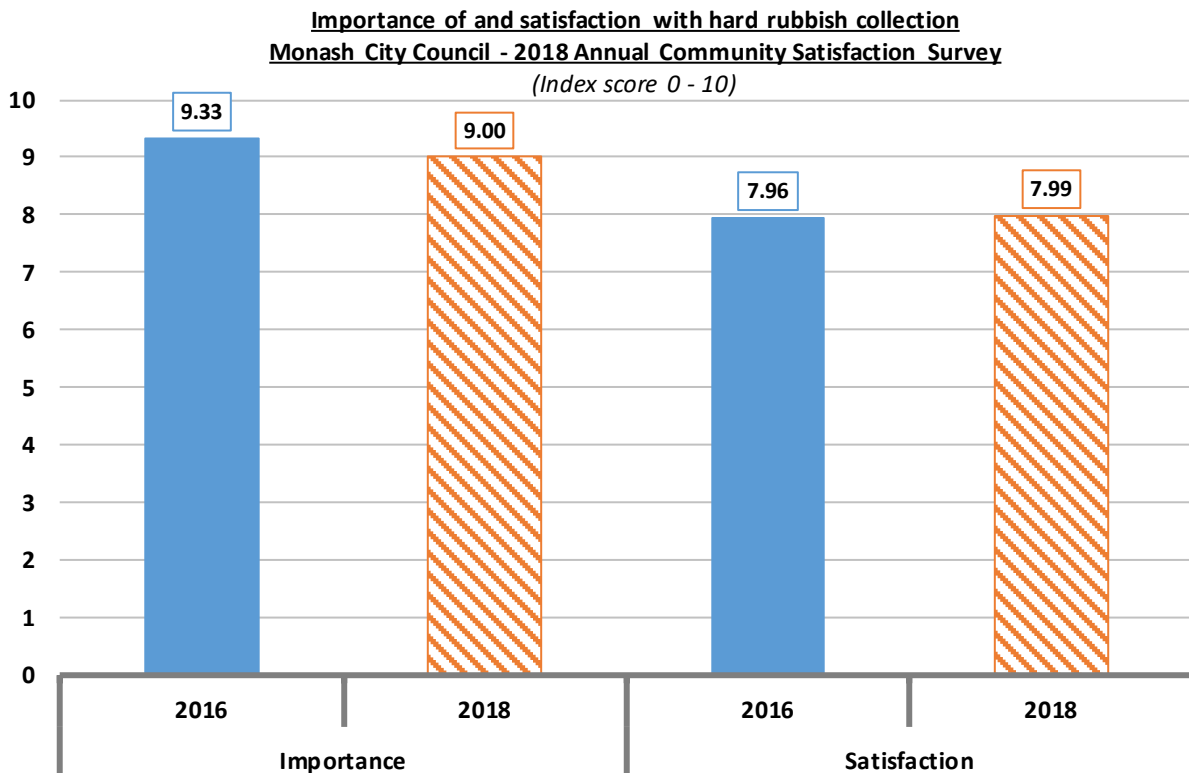
### Provision and maintenance of street trees



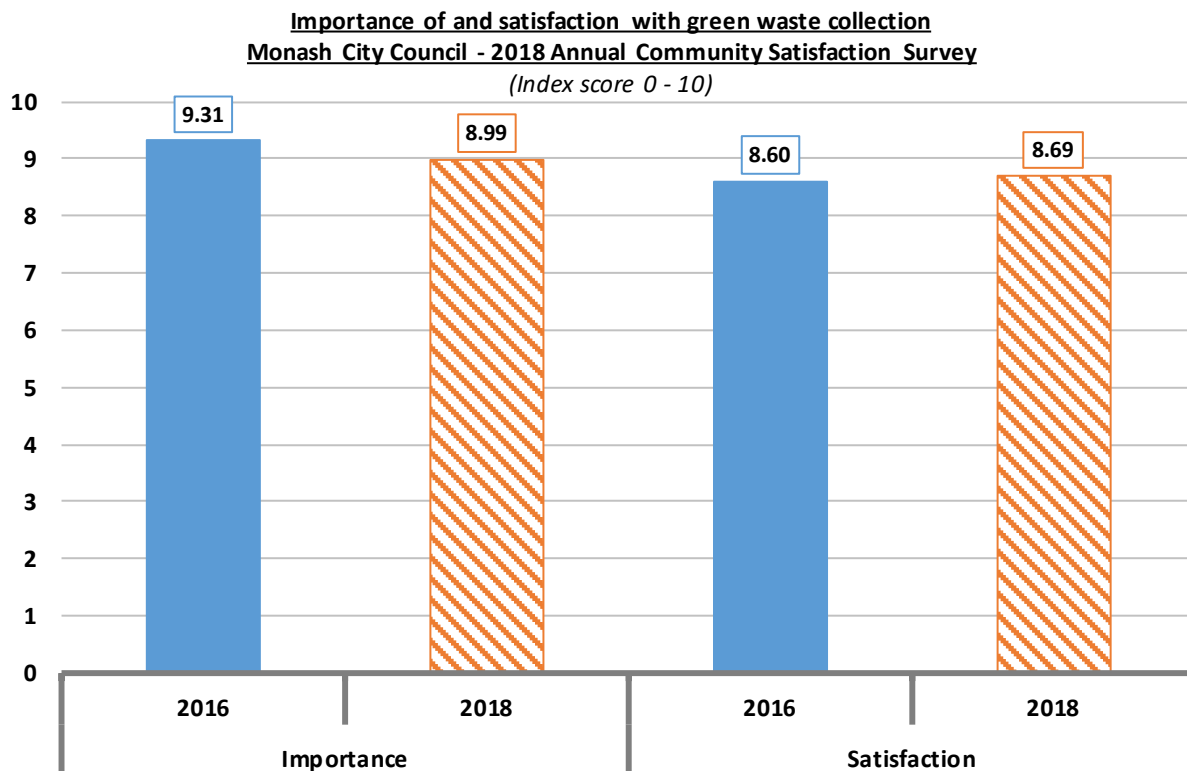
### Council activities to encourage environmental sustainability



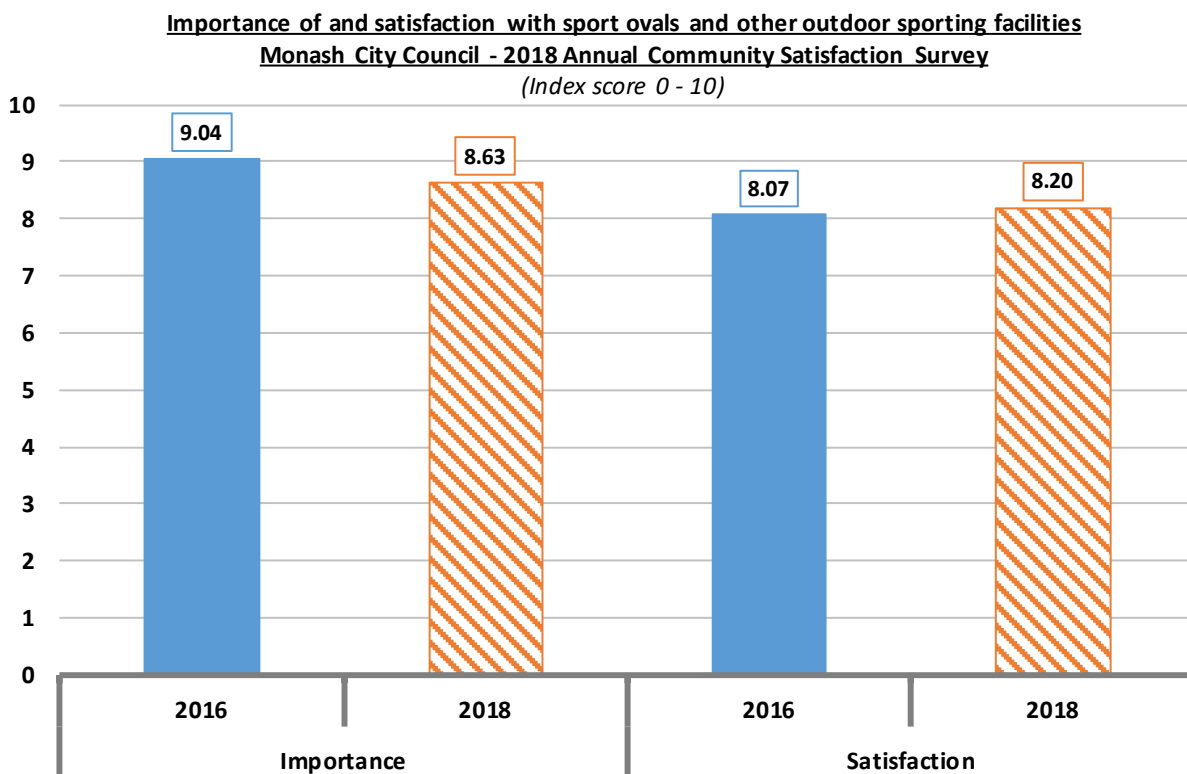
### Hard rubbish collection



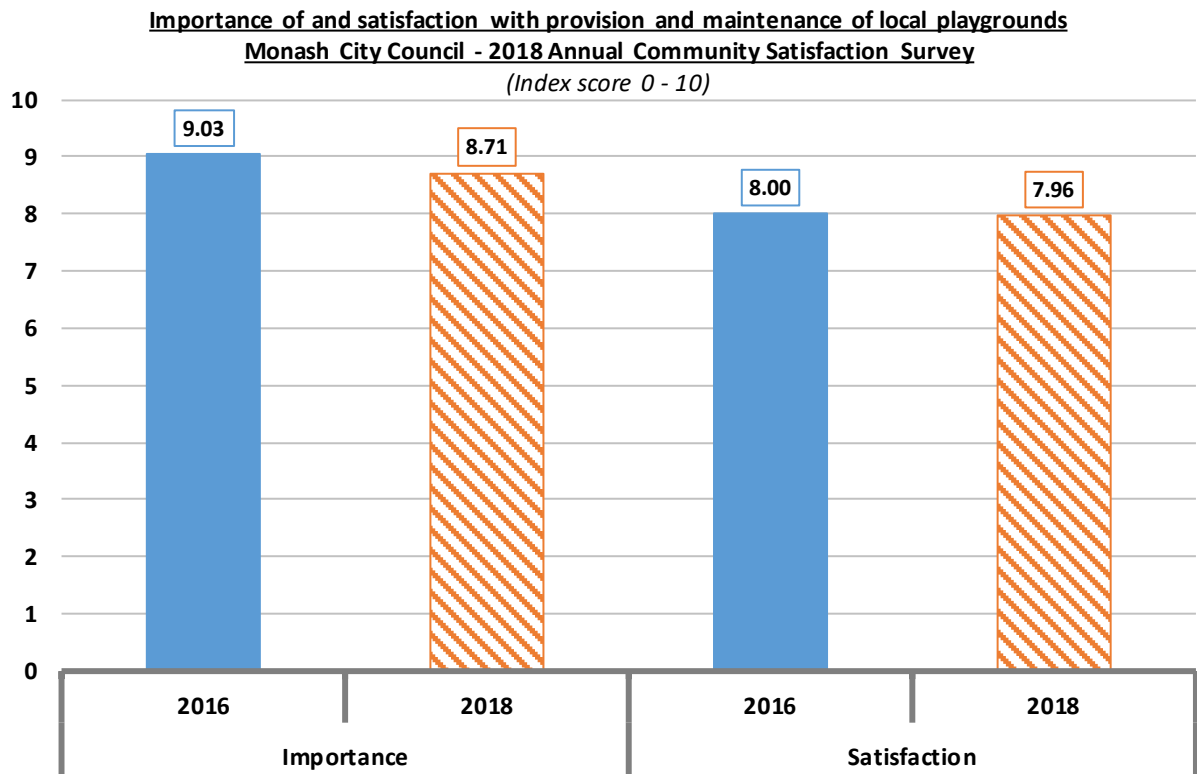
### Green waste collection



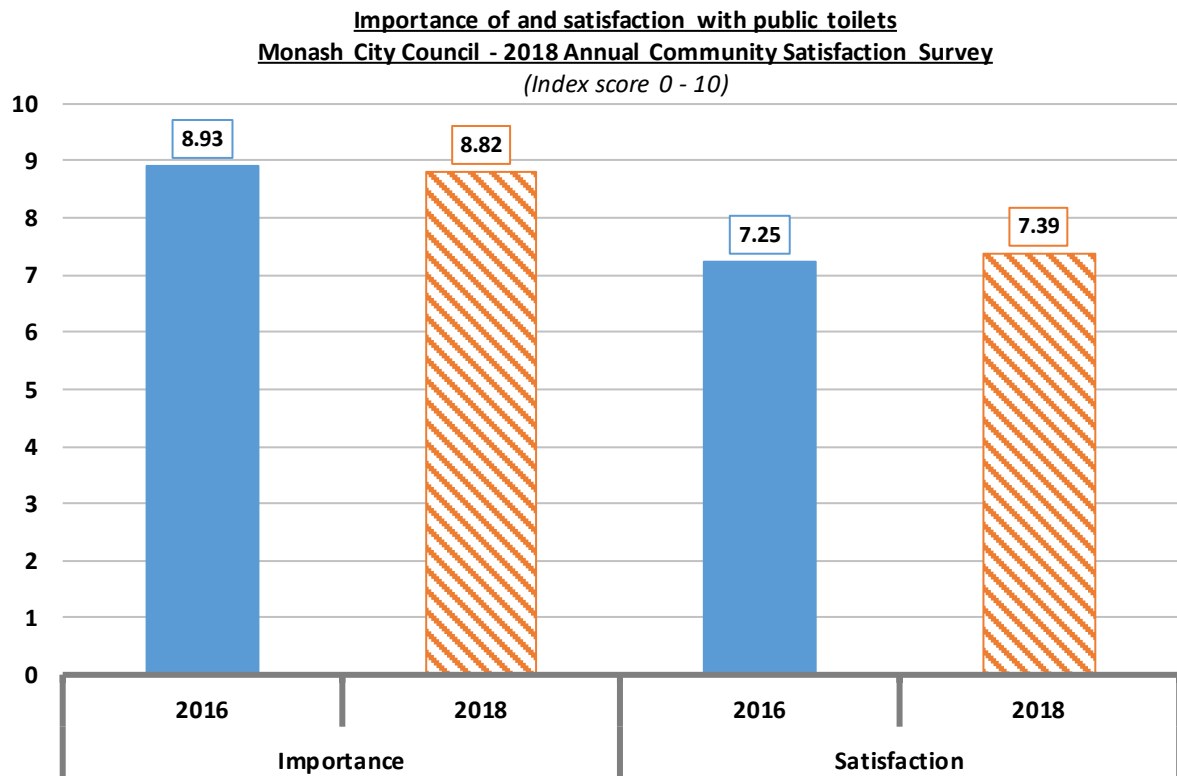
### Sport ovals and other outdoor sporting facilities



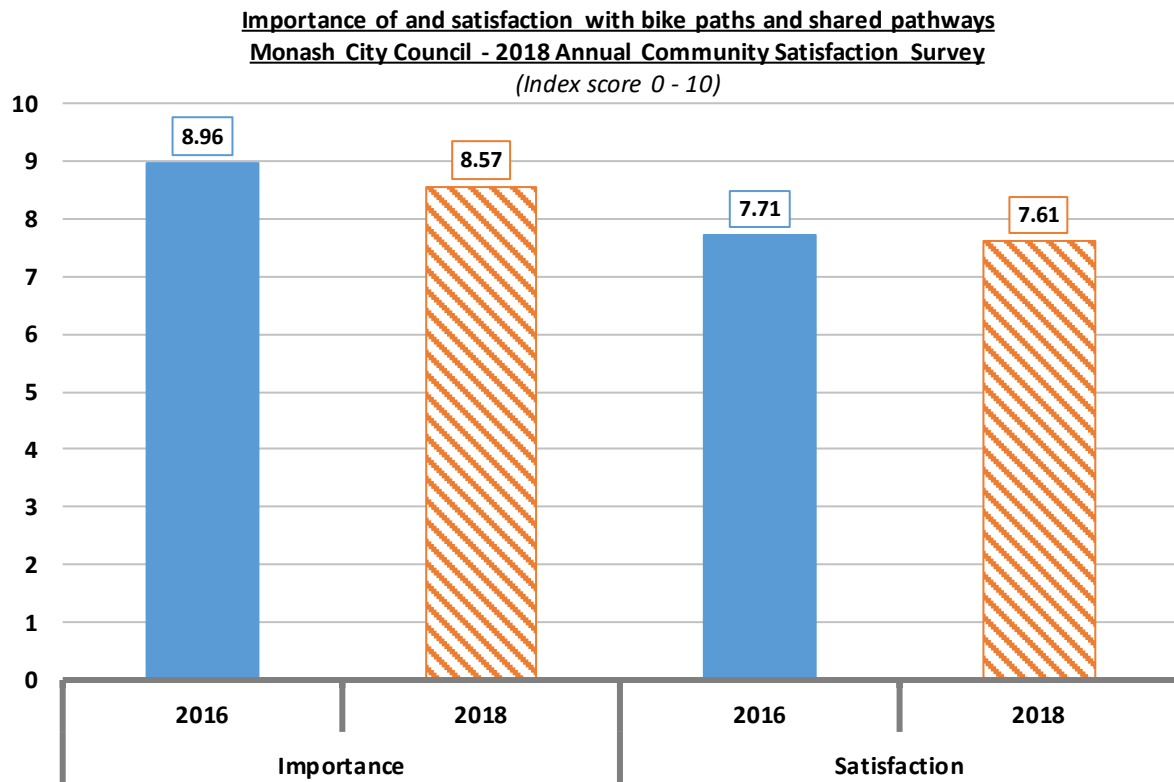
### Provision and maintenance of local playgrounds



### Public toilets



## Bike paths and shared pathways



### Community Development and Services division

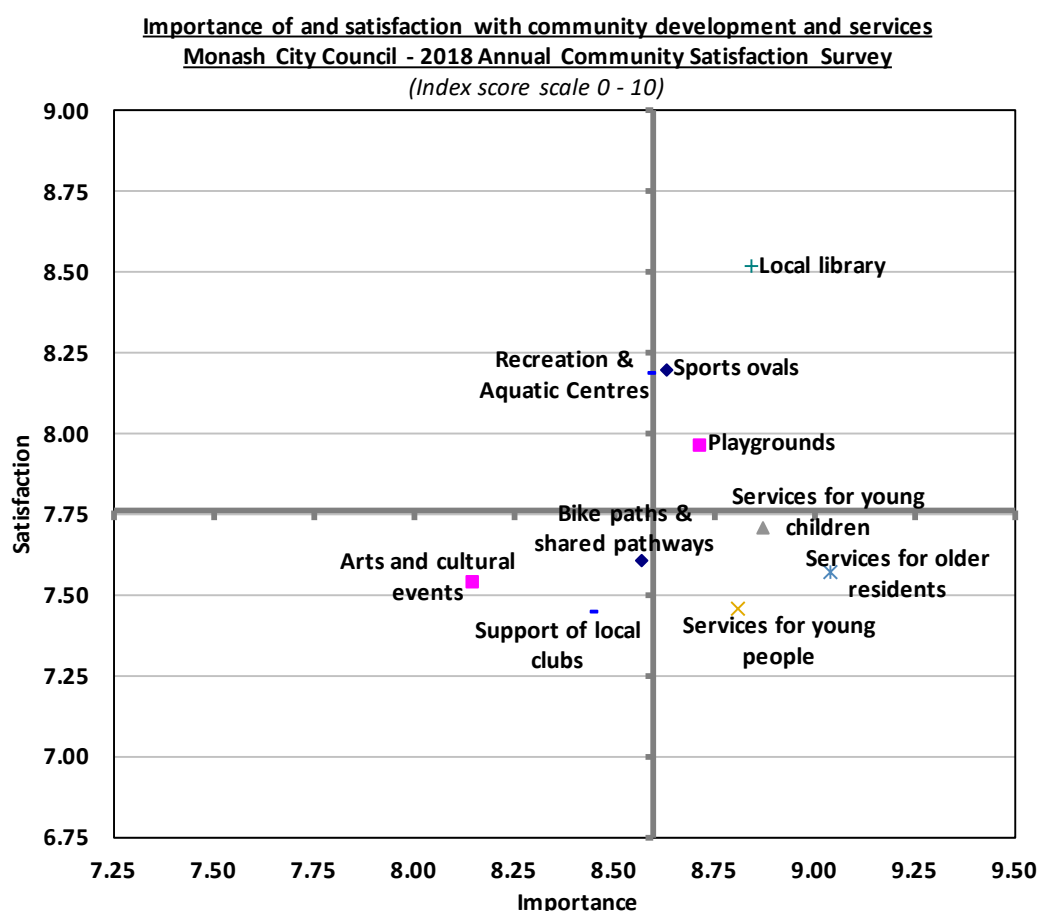
There were seven services and facilities from the Community Development and Services division included in the survey, as outlined in the following summary graph.

It is slightly unusual to find that the core health and human services are of lower than average importance, although it is noted that they are all higher than average satisfaction. Metropolis Research notes that the wording of these services is somewhat broader in nature in this survey than in *Governing Melbourne* or most other Councils for whom Metropolis Research conducts this research. This may well be a factor influencing their lower importance results.

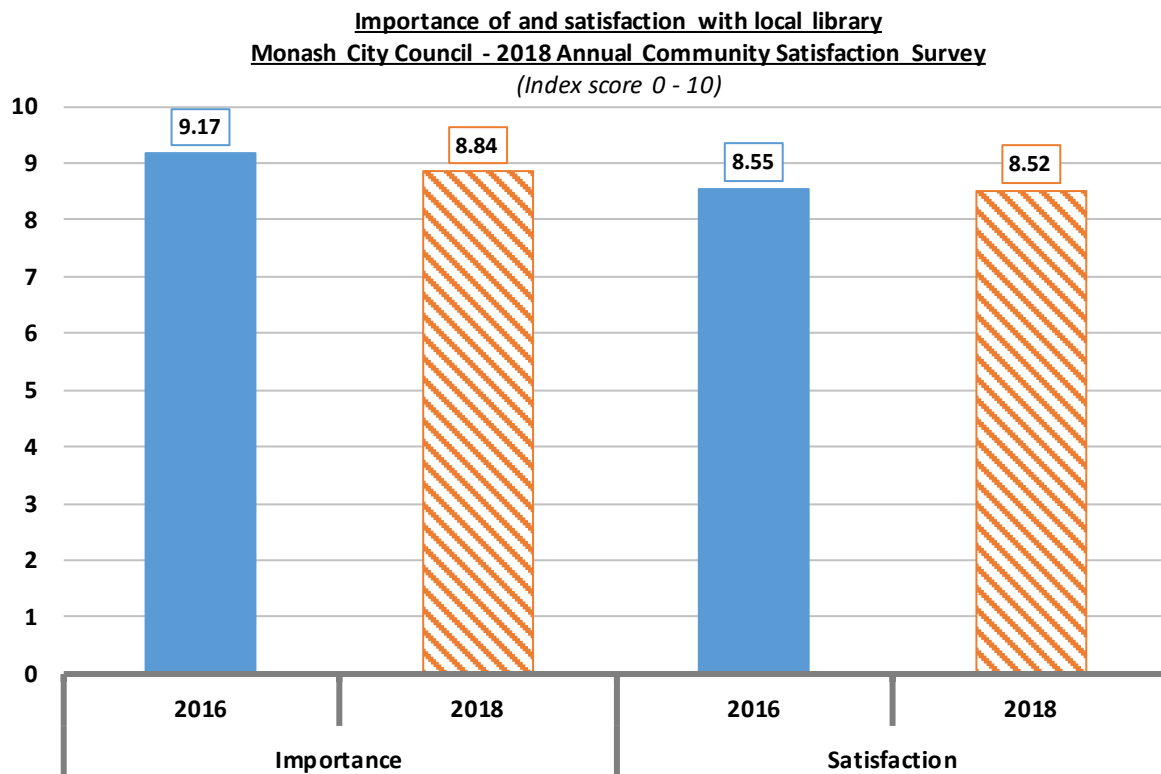
The library service is always amongst the most important services provided by Council and is often one of the highest rated in terms of satisfaction. In the City of Monash in 2018, the local library was the fourth highest rated service in terms of satisfaction.

Arts and cultural services and facilities, including support for local clubs tends to be of less than average importance, whilst still objectively very important. Given the smaller number of respondents using these services, their satisfaction scores can be somewhat more volatile than those for the core services that are used by almost all respondents.

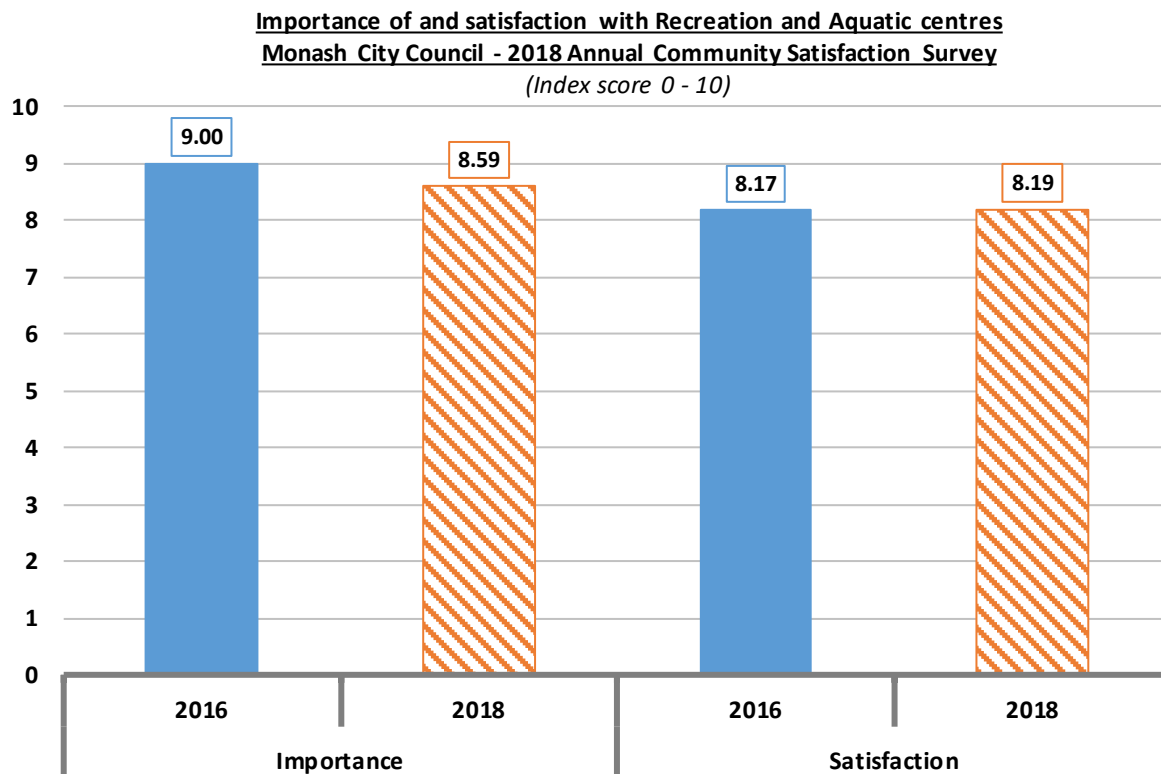
The bike paths and shared pathways are of average importance and average satisfaction, which is also a relatively consistent result observed across metropolitan Melbourne. These facilities tend to be of higher importance in inner metropolitan areas of Melbourne and of average importance in the middle-ring municipalities.



## Local library

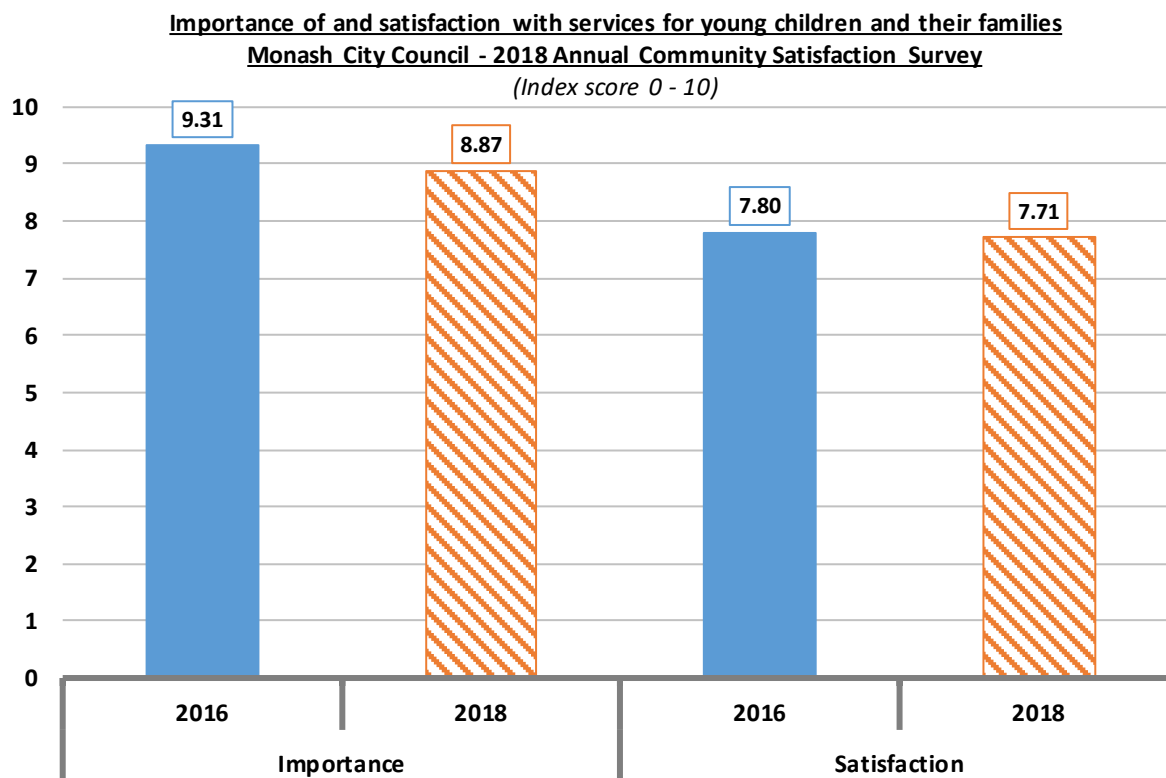


## Recreation and Aquatic Centres





## Services for young children and their families

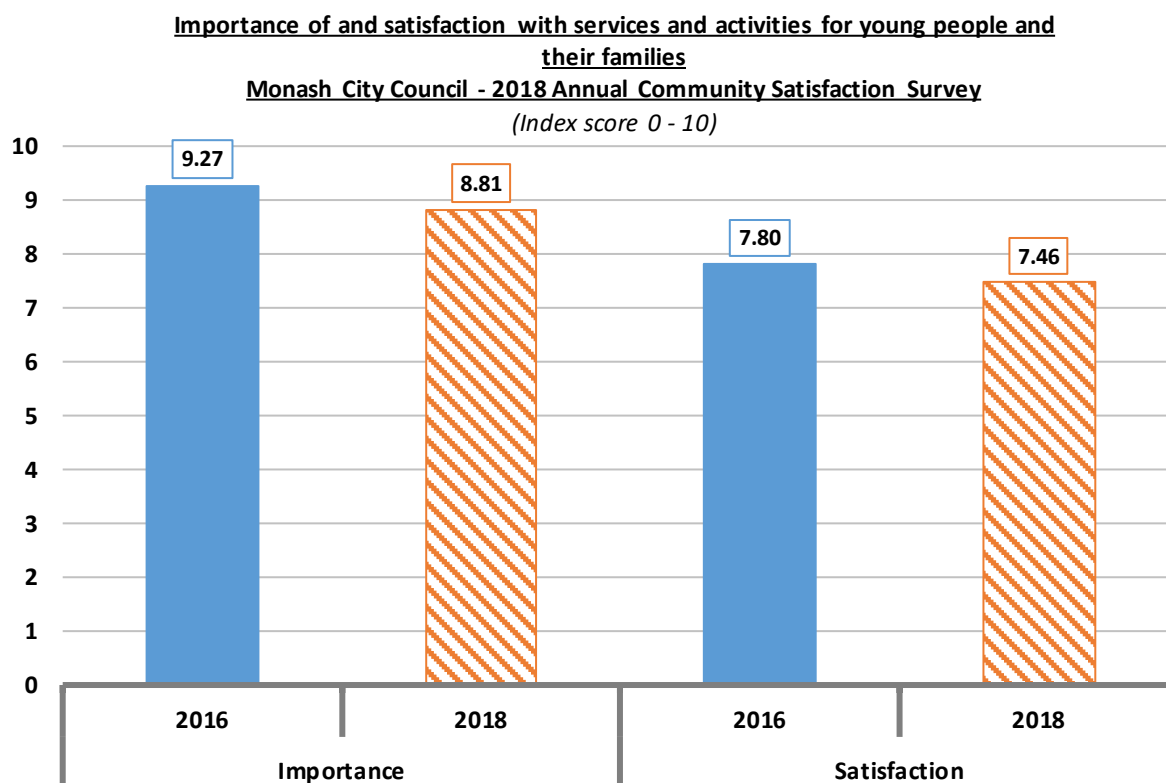


**Reason for dissatisfaction with services for young children and their families**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number of responses)

Reason	Number
Better services can be provided	1
Need more	1
Not many activities going on	1
Not enough and not accessible enough	1
<b>Total</b>	<b>4</b>



## Services and activities for young people and their families



### Reason for dissatisfaction with services and activities for young people and their families

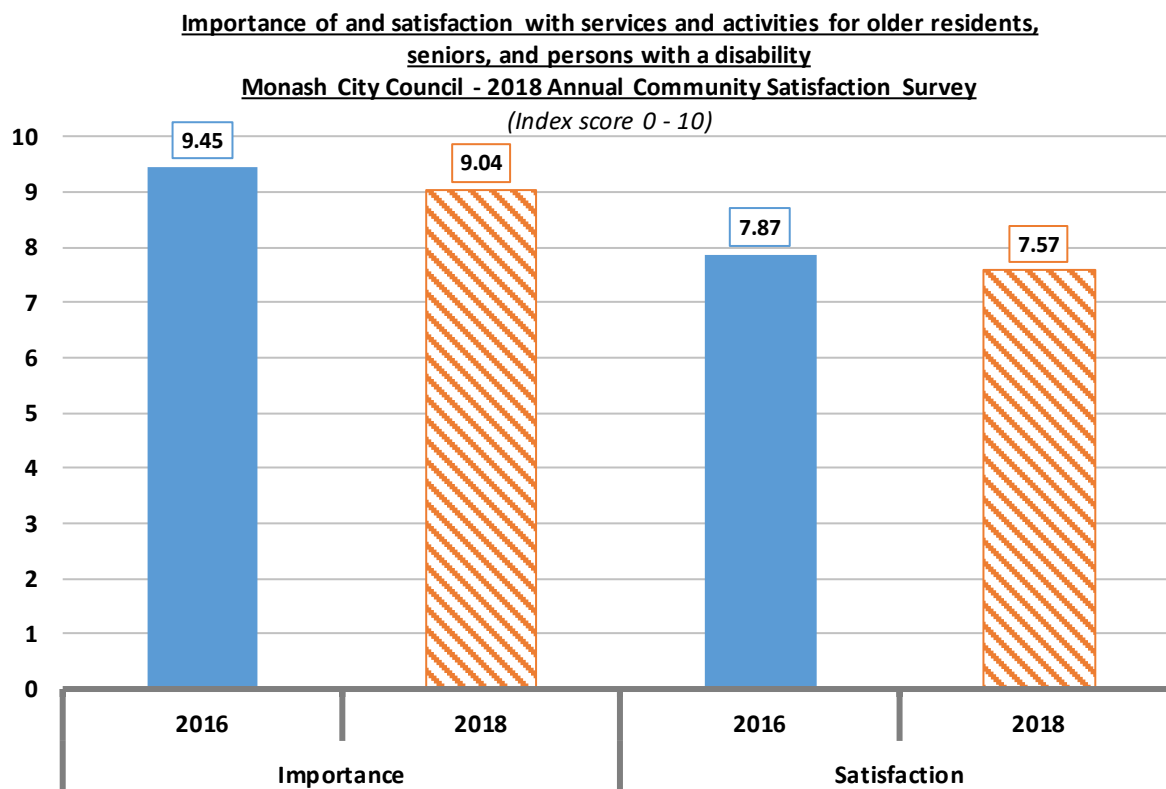
#### Monash City Council - 2018 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
More activities for kids and family events	1
More facilities for young people	1
Not enough free activities	1
<b>Total</b>	<b>3</b>



**Services and activities for older residents, seniors, and persons with a disability**

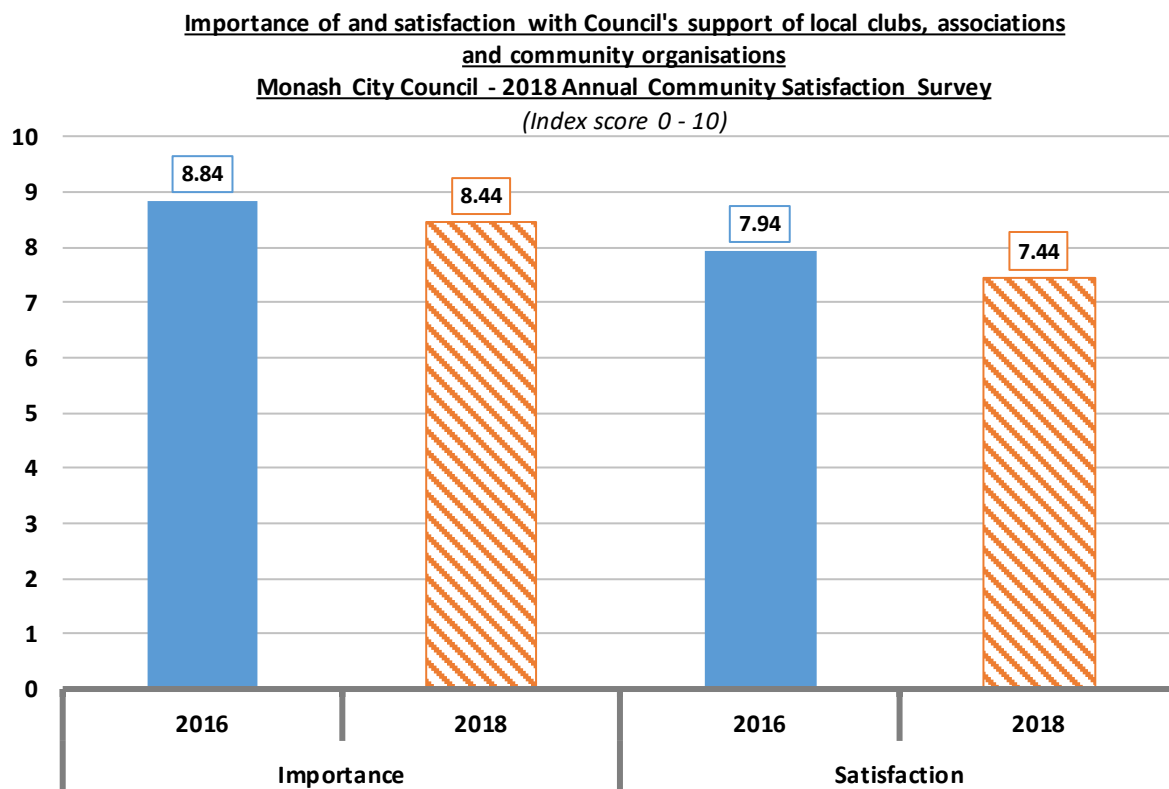


**Reason for dissatisfaction with services and activities for older residents, seniors, persons with a disability**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number of responses)

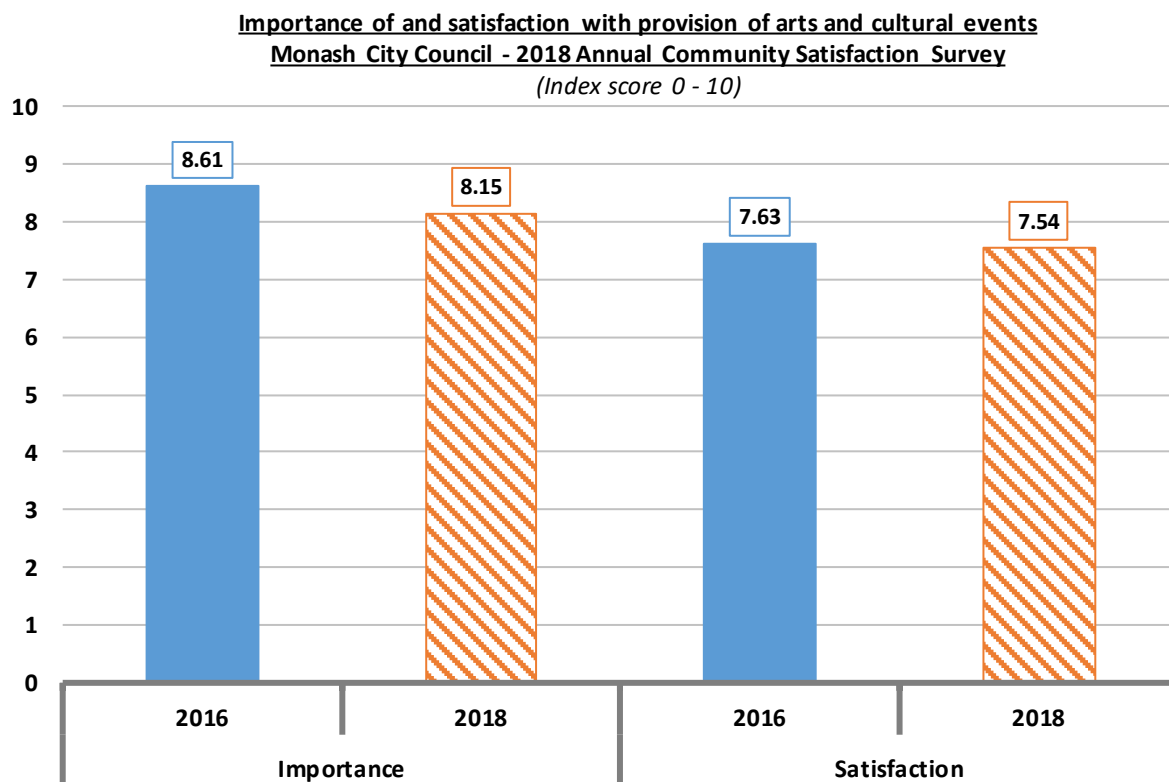
Reason	Number
Disability parking should be more	2
More activities for elderly	1
More services for the elderly	1
Not many activities	1
<b>Total</b>	<b>5</b>



### Council's support of local clubs, associations and community organisations



### Provision of arts and cultural events

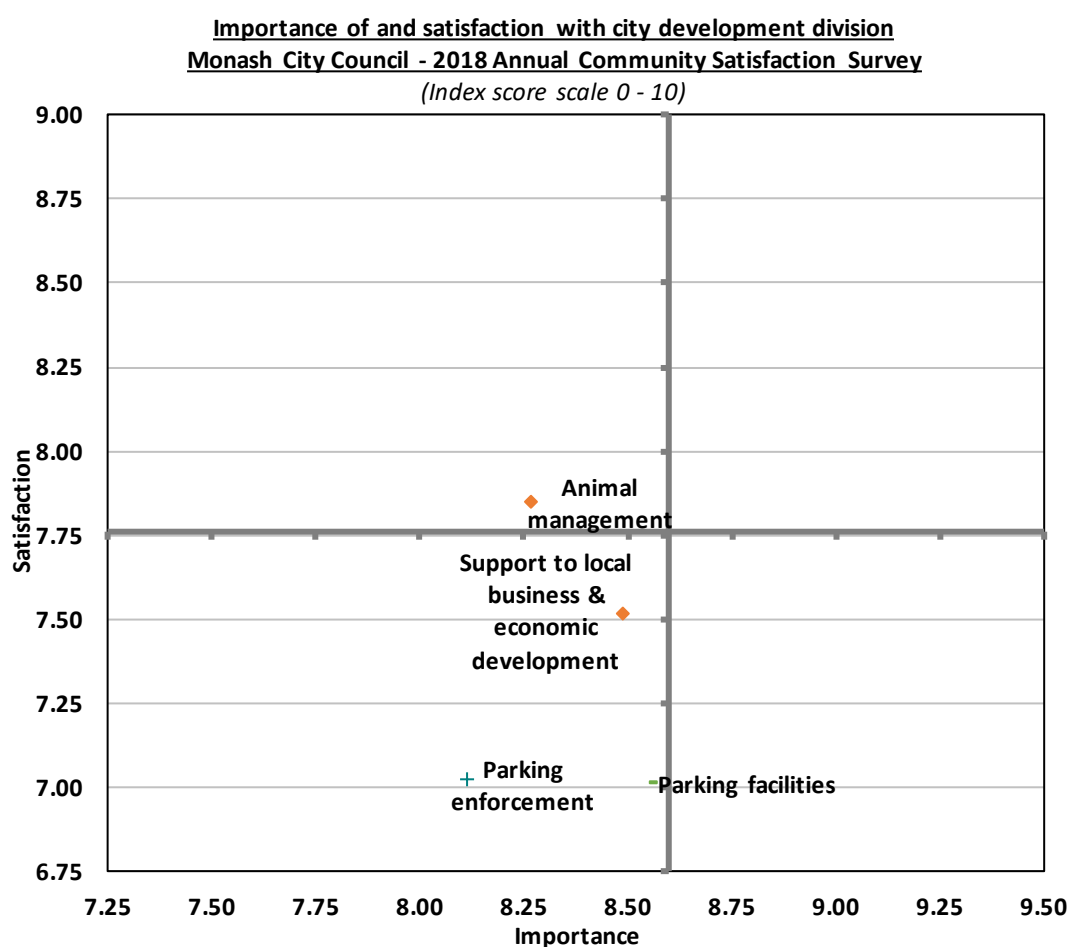


### City Development division

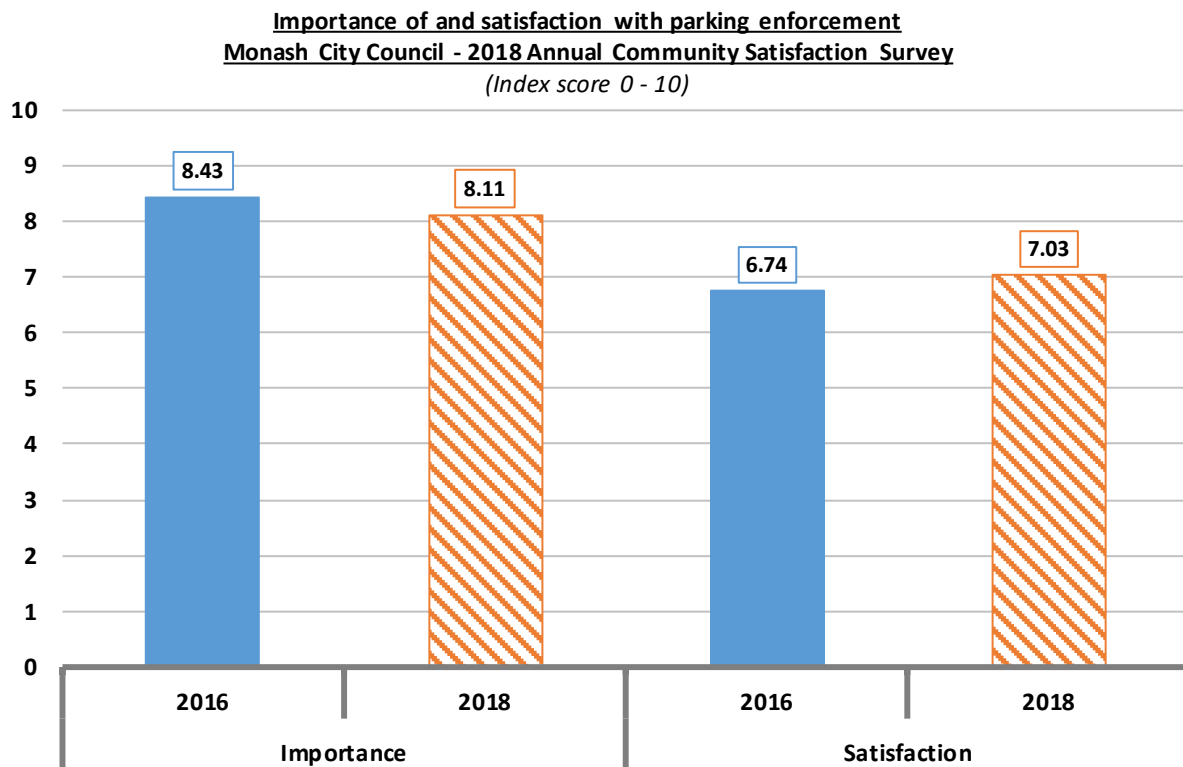
The services and facilities from the City Development Division were all of average or below average importance and average or marginally below average satisfaction.

This is a common pattern observed across metropolitan Melbourne, particularly in relation to parking enforcement. Parking enforcement is always of lower than average satisfaction, although it is worth noting here that parking enforcement was rated at 7.03 or “good”.

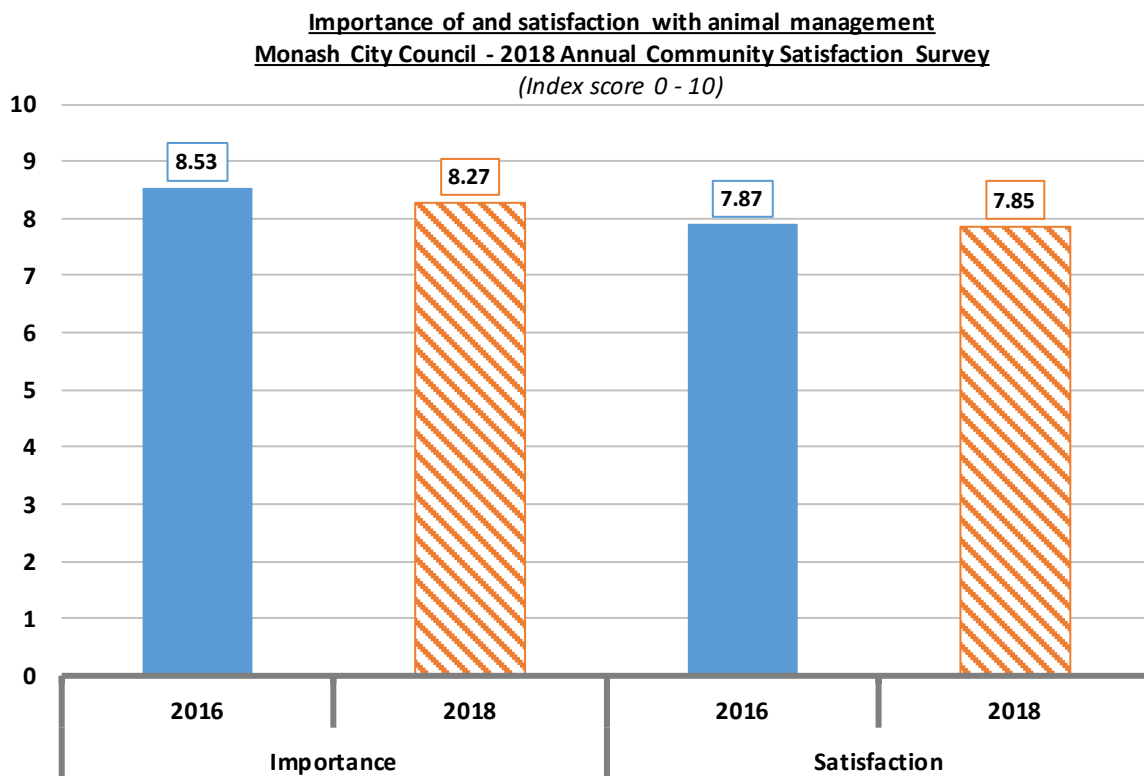
Economic development is generally of slightly lower than average importance, as it is generally considered less important than core services such as waste and health and human services.



## Parking enforcement



## Animal management

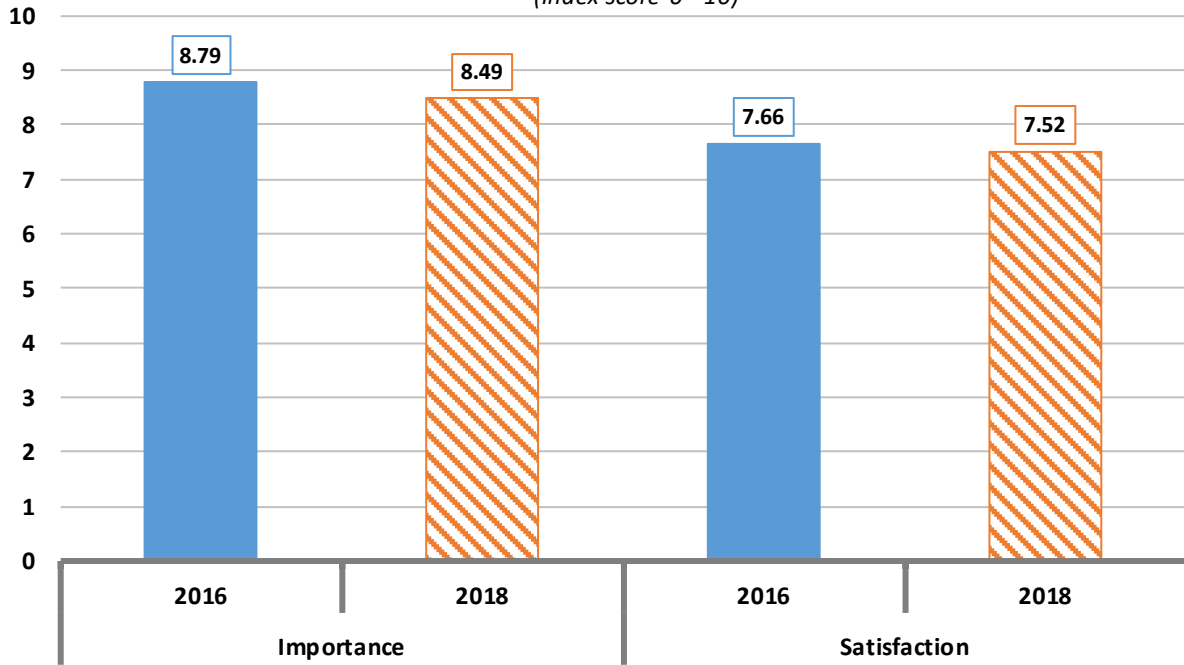


### Council support of local business and local economic development

**Importance of and satisfaction with Council support of local business and local economic development**

**Monash City Council - 2018 Annual Community Satisfaction Survey**

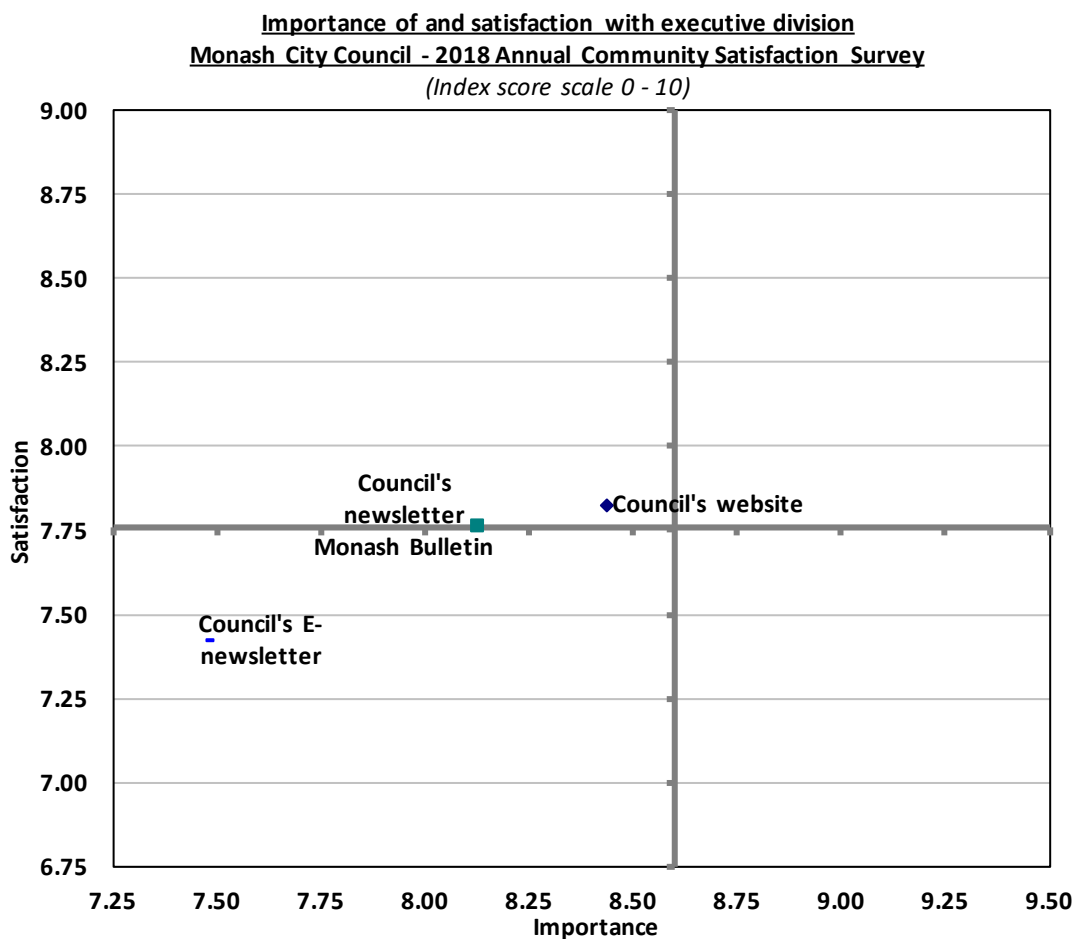
(Index score 0 - 10)



### Executive division

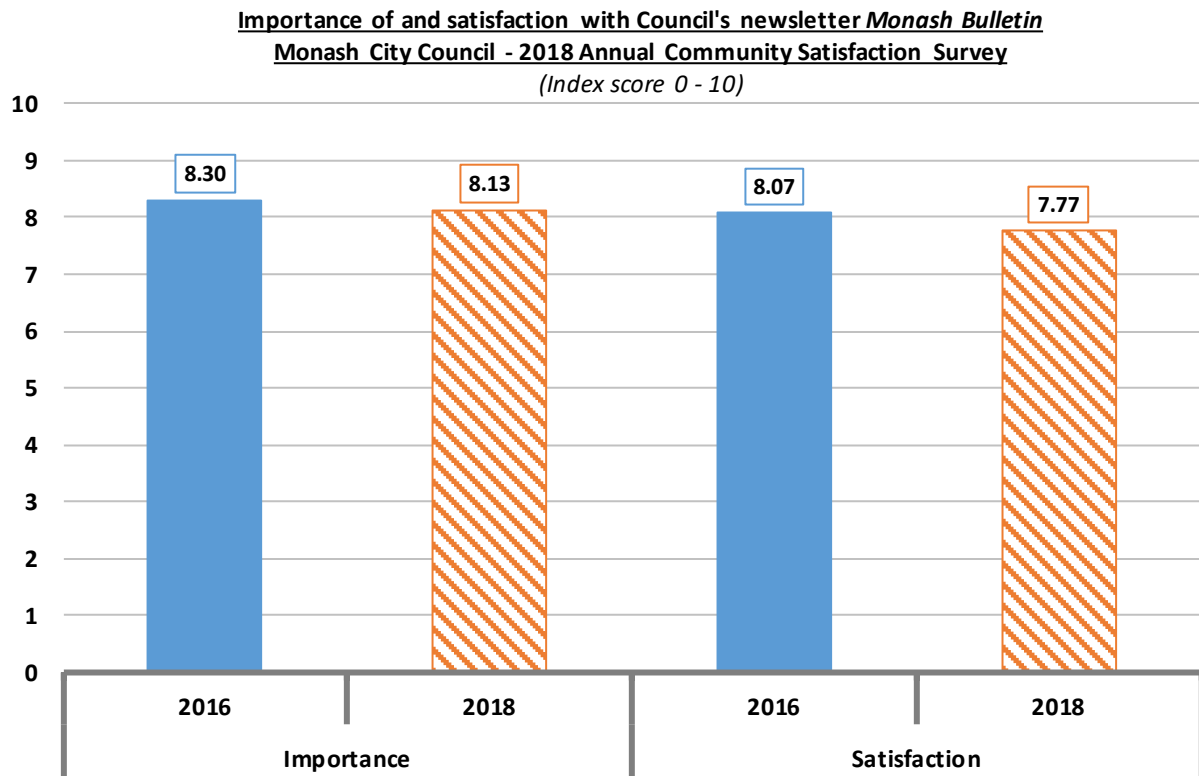
The three communication related services and facilities from the Executive Division were all relatively average satisfaction, but generally of lower than average importance.

Consistent with the prominence of the website as a preferred method of seeking or receiving information from Council, it was considered the most important of the three communication services included in the survey.

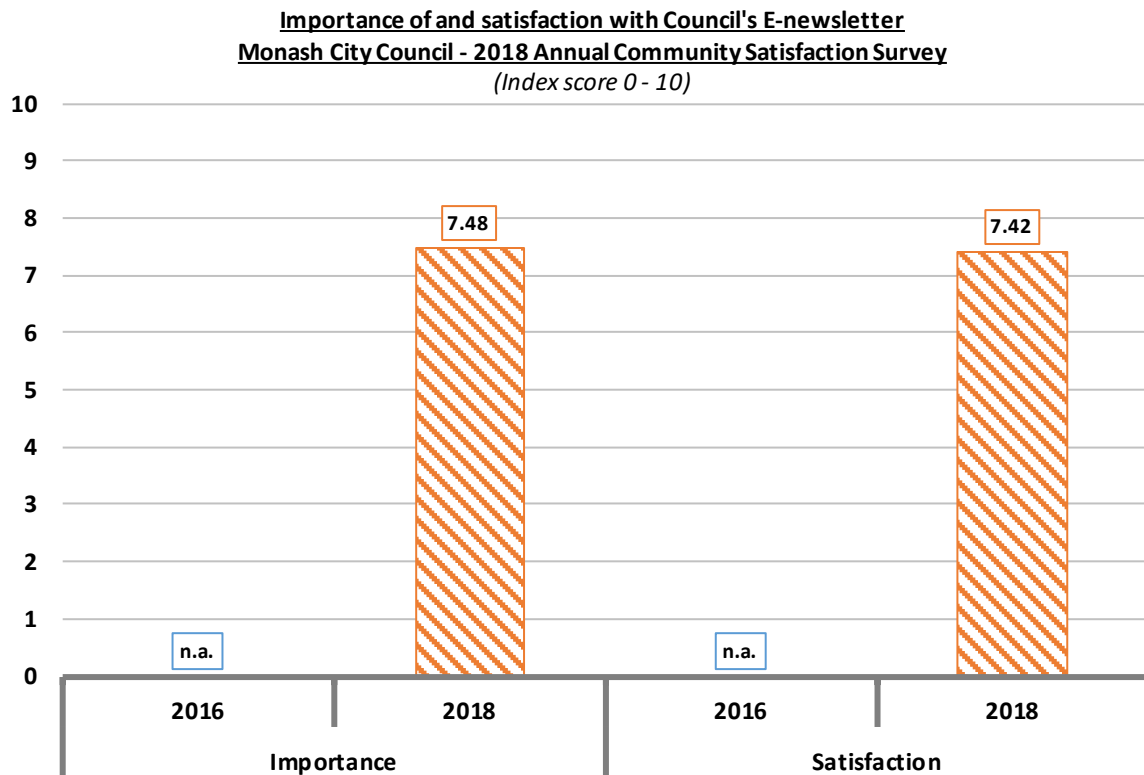




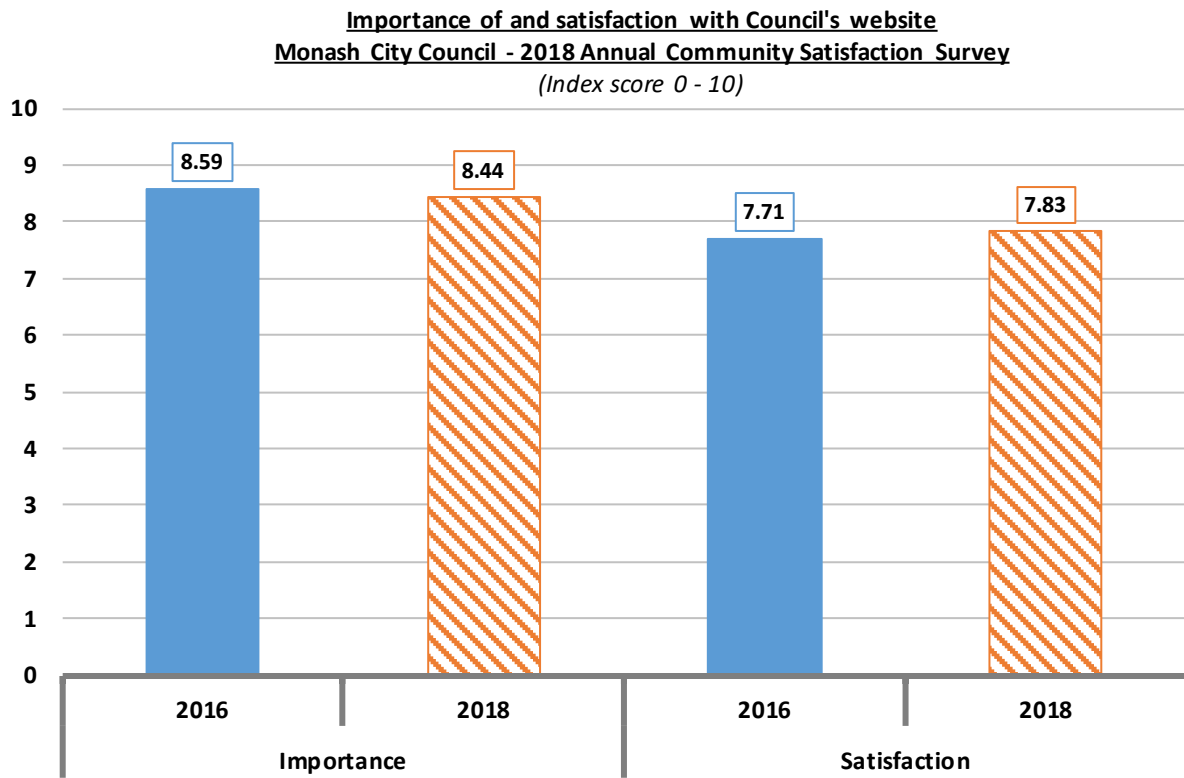
**Council's newsletter *Monash Bulletin***



**Council's E-newsletter**



### Council's website



## Respondent profile

The following section provides the demographic profile of respondents to the *Monash City Council – 2018 Annual Community Satisfaction Survey*.

The survey obtained a sample broadly reflective of the underlying population and was stable between 2016 and 2018.

This reflects well on the survey methodology and the ability of the face-to-face interview at the residents' door in obtaining feedback from across the diverse Monash community.

### Age structure

**Age structure**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Age	2018		2016
	Number	Percent	
Adolescents (15 - 19 years)	34	4.3%	3.1%
Young adults (20 - 34 years)	185	23.1%	26.3%
Adults (35 - 44 years)	161	20.1%	21.6%
Middle-aged adults (45 - 59 yrs)	214	26.8%	22.4%
Older adults (60 - 74 years)	145	18.1%	18.5%
Senior citizens (75 yrs and over)	61	7.6%	8.2%
Not stated	0		0
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>807</b>

### Gender

**Gender**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Gender	2018		2016
	Number	Percent	
Male	451	56.7%	52.4%
Female	342	43.0%	47.6%
Other	2	0.3%	0.0%
Prefer not to say / not stated	5		0
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>807</b>



## Household structure

**Household structure**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Structure	2018		2016
	Number	Percent	
<b>Two parent family total</b>	<b>410</b>	<b>52.2%</b>	<b>50.3%</b>
<i>youngest child 0 - 4 years</i>	87	11.1%	11.4%
<i>youngest child 5 - 12 years</i>	118	15.0%	15.2%
<i>youngest child 13 - 18 years</i>	76	9.7%	9.2%
<i>adult children only</i>	129	16.4%	14.7%
<b>One parent family</b>	<b>35</b>	<b>4.5%</b>	<b>3.0%</b>
<i>youngest child 0 - 4 years</i>	2	0.3%	0.4%
<i>youngest child 5 - 12 years</i>	1	0.1%	0.2%
<i>youngest child 13 - 18 years</i>	6	0.8%	0.1%
<i>adult children only</i>	26	3.3%	2.2%
Couple only household	147	18.7%	24.4%
Group household	119	15.1%	12.5%
Sole person household	73	9.3%	7.7%
Extended or multiple families	2	0.3%	1.9%
Not stated	14		2
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>807</b>



## Language spoken at home

**Language spoken at home**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Language	2018		2016
	Number	Percent	
English	408	51.3%	58.5%
Mandarin	120	15.1%	5.5%
Hindi	31	4.0%	2.1%
Cantonese	31	3.9%	1.3%
Sinhalese	30	3.7%	2.3%
Greek	22	2.8%	3.3%
Italian	18	2.3%	1.5%
Tamil	10	1.2%	2.0%
Vietnamese	9	1.1%	0.5%
Chinese, n.f.d	4	0.5%	9.4%
German	4	0.5%	0.6%
Japanese	4	0.5%	1.3%
Russian	4	0.5%	0.1%
Serbian	4	0.5%	0.0%
Telugu	4	0.5%	0.1%
Arabic	3	0.4%	0.9%
Bengali	3	0.4%	0.5%
French	3	0.4%	0.6%
Korean	3	0.4%	0.8%
Malay	3	0.4%	0.1%
Persian	3	0.4%	0.1%
Punjabi	3	0.4%	0.6%
Urdu	3	0.4%	0.3%
Croatian	2	0.3%	0.3%
Konkani	2	0.3%	0.0%
Maltese	2	0.3%	0.1%
Polish	2	0.3%	0.5%
Swahili	2	0.3%	0.0%
Tagalog (Filipino)	2	0.3%	0.8%
Other languages n.f.d.	9	1.1%	1.3%
All other languages ( <i>twelve</i> )	12	1.5%	4.0%
Multiple	35	4.4%	0.6%
Not stated	4		11
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>807</b>



## Country of birth

**Country of birth**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Country	2018	
	Number	Percent
Australia	397	49.6%
China	123	15.4%
India	70	8.7%
Sri Lanka	37	4.7%
Malaysia	26	3.3%
Hong Kong	15	1.9%
Greece	11	1.4%
Vietnam	10	1.2%
Italy	7	0.9%
United Kingdom n.f.d.	6	0.7%
France	5	0.6%
New Zealand	5	0.6%
Scotland	5	0.6%
Bangladesh	4	0.5%
Russia	4	0.5%
England	3	0.4%
Fiji	3	0.4%
Germany	3	0.4%
Ireland	3	0.4%
Japan	3	0.4%
Kenya	3	0.4%
Pakistan	3	0.4%
Philippines	3	0.4%
Poland	3	0.4%
South Africa	3	0.4%
South Korea	3	0.4%
Taiwan	3	0.4%
United States	3	0.4%
Afghanistan	2	0.3%
Iran	2	0.3%
Singapore	2	0.3%
Ukraine	2	0.3%
Yugoslavia	2	0.3%
Countries other than Australia	11	1.4%
All other countries ( <i>fourteen</i> )	14	1.8%
Not stated	4	
<b>Total</b>	<b>804</b>	<b>100%</b>



## Household member with a disability

**Household member with a disability**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2018		2016
	Number	Percent	
Yes	54	6.8%	9.7%
No	736	93.2%	90.3%
Not stated	10		6
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>807</b>

## Period of residence in the City of Monash

**Period of residence in the City of Monash**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Period	2018		2016
	Number	Percent	
Less than one year	73	9.2%	7.2%
One to less than five years	194	24.5%	22.8%
Five to less than ten years	122	15.4%	15.6%
Ten years or more	403	50.9%	54.4%
Not stated	8		5
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>807</b>



## General comments

The following comments were received from respondents to the *Monash City Council – 2018 Annual Community Satisfaction Survey*.

Consistent with the findings throughout this report, the most common comments received related to planning and development issues (14.8%), traffic and public transport (11.1%), and communication and consultation (11.1%).

**General comments**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of total responses)*

Comment	2018		2016
	Number	Percent	
Planning and development issues	12	14.8%	11.8%
Traffic and public transport management	9	11.1%	3.3%
Communication, consultation and Council management	9	11.1%	8.6%
Parks, gardens, open spaces and tree maintenances	6	7.4%	11.8%
Community facilities / services / activities	5	6.2%	2.2%
Comments relating to this survey	5	6.2%	0.0%
Street lighting	5	6.2%	4.3%
Waste management and cleanliness	6	7.4%	6.5%
Rates / financial management	4	4.9%	7.5%
Parking	2	2.5%	10.8%
General positive comments	2	2.5%	12.9%
Environment and sustainability	2	2.5%	0.0%
Cleanliness of areas	2	2.5%	0.0%
Safety, policing and crime	2	2.5%	2.2%
Animal management	1	1.2%	2.2%
General negative comments	1	1.2%	0.0%
Other	8	9.9%	8.6%
<b>Total</b>	<b>81</b>	<b>100%</b>	<b>93</b>





**General comments**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number of responses)

Comment	Number
<i>Planning and development issues</i>	
Do not allow too many housing, the street are already kill of cars	1
Down the big apartments block	1
For city growth population, initial population needs to be known	1
Growth and overtake of land - lost a bit of faith	1
I think there is a problem with the scale development and although the social cohesion at the current point of time is not showing any sign of strain, in the long run, relations might become fractious	1
I will be moving out of Mt Waverly after living for more than 50 years because of overpopulation and dangerous driving	1
Make sure not too many apartments	1
More attention to development, lawn being concrete	1
Stop developments	1
Try and streamline the process of planning and make it more efficient	1
Urban density could be managed	1
We hope the council could do something to sponsor the owners of heritage building renovation	1
<i>Traffic and public transport management</i>	
Traffic management	2
Local traffic congestion	1
More convenient for public transport	1
More public transport on the weekends	1
Traffic in Coles	1
Need more easy available information when buses replace trains	1
Need speed bumps	1
Need to address speeding on the street	1
<i>Community facilities / services / activities</i>	
More culture books in Clayton libaray	1
More facilities	1
More social activities in Oakleigh for people don't drive	1
Online book reserve facilities in library should be given	1
Very appreciative of the services from the local council and their attention to the community	1
<i>Waste management and cleanliness</i>	
4 wheels on the bin instead of 2 wheels	1
Clean the public spaces	1
Regular street sweepers on Highbury Rd	1
Sometimes needs to be careful with littering	1
Traffic and more information about recycling	1
Work out sustainable recycling	1



**General comments**  
**Monash City Council - 2018 Annual Community Satisfaction Survey**  
 (Number of responses)

Comment	Number
<i>Rates / financial management</i>	
Keep the rate low	3
Make sure they prioritise spending of money	1
<i>Street lighting</i>	
More lighting on the streets	3
More lights on Leeds Rd	1
The street lighting is a major concern	1
<i>Communication, consultation &amp; Council management</i>	
Council is pretty good	1
I like th council, this organisation is all good	1
Increase the speed of response	1
Keep it up Monash, you are one of the better councils	1
Lack of written advice on anything from council	1
No proper follow up on feedback from council	1
On the whole, very happy with Monash Council	1
Trim staff levels, increase efficiency and reward good work. Time to cut off the diseased arm!	1
Very supportive and helpful Council	1
<i>Safety, policing and crime</i>	
Increase the safety	1
Street bridge will become unsafe of traffic	1
<i>Parking</i>	
Concentrate on better or more parking availability	1
The parking problem is very serious, difficult to drive in the area	1
<i>Animal management</i>	
The animal management, and environment management should be improved	1
<i>Environment and sustainability</i>	
Environment management should be improved	1
Environmental sustainability initiatives	1



**General comments**

**Monash City Council - 2018 Annual Community Satisfaction Survey**

(Number of responses)

Comment	Number
<i>Parks, gardens, open spaces and tree maintenances</i>	
Improvement in parks has be to made	1
Maintain the garden	1
More quality trees	1
The trees need maintenance	1
Trees are nice in Oakpark Dr	1
Wild animals in the late nights in the parks are also a concern	1
<i>General negative comments</i>	
I am sad to see our lovely suburb becoming third world, colse to the gates	1
<i>General positive comments</i>	
Thanks for all the benefits of living in Monash	1
Overall is great	1
<i>Comments relating to this survey</i>	
Survey is too long	2
Good survey	1
Pleased to have the oppportunity to take part in this survey	1
Thanks for my review	1
<i>Other</i>	
Car breakage do something	1
Diversity is wonderful	1
I love living here, but would like to see more improvements in Glen Waverly	1
Monash should improve the quality of education in schools	1
More diverse shopping	1
Should be considering offering	1
Strengthen the connection with community members	1
Would like to see more reminders about noise levels from dogs, buildings and hoppy workshops which is frequently high at night and over the weekends	1
<b>Total</b>	<b>79</b>



## Appendix One: survey form



# Monash City Council 2018 Community Satisfaction Survey



1

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.

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
6. Maintenance and cleaning of public areas (including litter 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
<i>If less than 6, why do you say that, and please name any specific locations of concern?</i>													
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
<i>If less than 6, why do you say that, and please name any specific locations of concern?</i>													
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
<i>If less than 6, why do you say that, and please name any specific locations of concern?</i>													
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
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
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

1

16. Council support of local business and local economic development	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
17. Council's newsletter <i>Monash Bulletin</i>	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

**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 twelve months)*

1. Council's E-newsletter	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
2. 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
3. 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
4. Green waste 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
5. Local library	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. 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
7. 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
8. 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
9. 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
10. Services for young 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

*If rated less than 6, why do you say that?*

**2**

11. Services and activities for young people 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	
<i>If rated less than 6, why do you say that?</i>														
12. Services and activities for older residents, seniors, and persons with a disability	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	
<i>If rated less than 6, why do you say that?</i>														
13. Council's support of local clubs, associations and community organisations	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	
14. 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	
15. Provision of arts and cultural events (including local festivals)	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**

**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
2. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private 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?**


**4**

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:	

**5**

Have you contacted Monash City Council in the last twelve months?

Yes (*continue*) 1 No (*go to Q. 8*) 2

**6**

When you last contacted the Council, was it?

Visit in person	1	Use of the Council website	5
Via telephone	2	Via mail	6
Via social media (incl. Smartphone app.)	3	Council listening post in the local area	7
Via email	4		

**7**

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

1. General reception	0	1	2	3	4	5	6	7	8	9	10	99
2. Care & 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?

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**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
<i>If rated less than 6, please identify the developments:</i>												
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

*If rated less than 6, why do you say that?*



**9**

**Have you or members of this household been personally involved in any planning applications or development in the last twelve months?**

- Yes - lodged an application **1**      Yes - other: \_\_\_\_\_ **3**  
 Yes - objected to an application **2**      No involvement (*go to q11*) **4**

**10**

**On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?**

1. Access to information	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's communication during the process	0	1	2	3	4	5	6	7	8	9	10	99
3. Effectiveness of community consultation and involvement	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
4. Timeliness of planning decisions	0	1	2	3	4	5	6	7	8	9	10	99

**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.**

**11**

**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
<i>If rated less than 6, why do you say that?</i>												

**12**

**On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.**

<i>Statement</i>	<i>Strongly disagree</i>					<i>Neutral</i>					<i>Strongly agree</i>	
1. I / we feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	99
2. I / we feel connected to our neighbours	0	1	2	3	4	5	6	7	8	9	10	99
3. The Monash community is accepting of people from diverse cultures and backgrounds	0	1	2	3	4	5	6	7	8	9	10	99
4. There are adequate opportunities to socialise and meet people in the local area	0	1	2	3	4	5	6	7	8	9	10	99
5. The community has access to adequate community services	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, what specific services are most difficult to access?</i>												
6. It's easy to find out what services are available for me / us	0	1	2	3	4	5	6	7	8	9	10	99
7. It's easy to find out about activities and events available locally	0	1	2	3	4	5	6	7	8	9	10	99

**13****What are all the methods by which you would prefer to receive or seek information from Council?***(please circle as many as appropriate)*

Articles in local newspaper	<b>1</b>	By calling Council via telephone	<b>10</b>
Council adverts / columns in local newspapers	<b>2</b>	Council's website	<b>11</b>
Council's printed newsletter <i>Monash Bulletin</i>	<b>3</b>	Via email	<b>12</b>
Council's digital newsletter (monthly)	<b>4</b>	Local radio	<b>13</b>
In person at Customer Service Centre	<b>5</b>	Social media ( <i>Facebook, Twitter, etc</i> )	<b>14</b>
In person at local library	<b>6</b>	Mobile phone / tablet App	<b>15</b>
Direct mail / letterbox drop of printed materials	<b>7</b>	Community information boards	<b>16</b>
Flyers / brochures at locations in community	<b>8</b>	Information available at local events	<b>17</b>
Information sent with the Rates Notice	<b>9</b>	Other ( <i>specify</i> ) _____	<b>18</b>

**14****On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Monash?**

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. Travelling on / waiting for public transport	0	1	2	3	4	5	6	7	8	9	10	99
4. In and around your local shopping district / centre	0	1	2	3	4	5	6	7	8	9	10	99
5. Using parks and reserves in your local area	0	1	2	3	4	5	6	7	8	9	10	99

**If any rated less than 5, why do you say that?**


**15****How often, if at all, do you worry about becoming a victim of crime?**

Never ( <i>go to q.17</i> )	<b>1</b>	All the time	<b>4</b>
Occasionally	<b>2</b>	Prefer not to say ( <i>go to q.17</i> )	<b>9</b>
Often	<b>3</b>		

**16****What worries you the most?**


**17****Please indicate which of the following best describes you.**

15 - 19 years	<b>1</b>	45 - 59 years	<b>4</b>
20 - 34 years	<b>2</b>	60 - 74 years	<b>5</b>
35 - 44 years	<b>3</b>	75 years or over	<b>6</b>

**18****With which gender do you most identify?**

Male	<b>1</b>	Other	<b>3</b>
Female	<b>2</b>	Prefer not to say	<b>4</b>

**19****What are all the languages spoken in this household?**

English only	<b>1</b>	Other ( <i>specify</i> ): _____	<b>2</b>
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**20****In which country were you born?**

Australia	<b>1</b>	Other ( <i>specify</i> ): _____	<b>2</b>
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**21****What is the structure of this household?**

Two parent family ( <i>youngest 0 - 4 yrs.</i> )	<b>1</b>	One parent family ( <i>youngest 13-18 yrs</i> )	<b>7</b>
Two parent family ( <i>youngest 5 – 12 yrs.</i> )	<b>2</b>	One parent family ( <i>adult child only</i> )	<b>8</b>
Two parent family ( <i>youngest 13 - 18 yrs.</i> )	<b>3</b>	Group household	<b>9</b>
Two parent family ( <i>adult child only</i> )	<b>4</b>	Sole person household	<b>10</b>
One parent family ( <i>youngest 0 - 4 yrs.</i> )	<b>5</b>	Couple only family	<b>11</b>
One parent family ( <i>youngest 5 – 12 yrs.</i> )	<b>6</b>	Other ( <i>specify</i> ): _____	<b>12</b>

**22****Do any members of this household identify as having a disability?**

Yes	<b>1</b>	No	<b>2</b>
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**23****How long have you lived in the City of Monash?**

Less than 1 year	<b>1</b>	5 to less than 10 years	<b>3</b>
1 to less than 5 years	<b>2</b>	10 years or more	<b>4</b>

**24****Do you have any further comments you would like to make?**


**Thank you for your time  
Your feedback is most appreciated**