



**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
MONASH CITY COUNCIL**

2016 RESEARCH REPORT

**COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND
PLANNING ON BEHALF OF VICTORIAN COUNCILS**

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BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2016 State-wide Local Government Community Satisfaction Survey for Monash City Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional and participating councils have a range of choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations.

The main objectives of the survey are to assess the performance of Monash City Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING

This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Monash City Council.

Survey sample matched to the demographic profile of Monash City Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 10% mobile phone numbers to cater to the diversity of residents within Monash City Council, particularly younger people.

A total of n=400 completed interviews were achieved in Monash City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2016.

The 2016 results are compared with previous years, as detailed below:

- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Monash City Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, ‘—’ denotes not mentioned and ‘0%’ denotes mentioned by less than 1% of respondents. ‘Net’ scores refer to two or more response categories being combined into one category for simplicity of reporting.

SURVEY METHODOLOGY AND SAMPLING

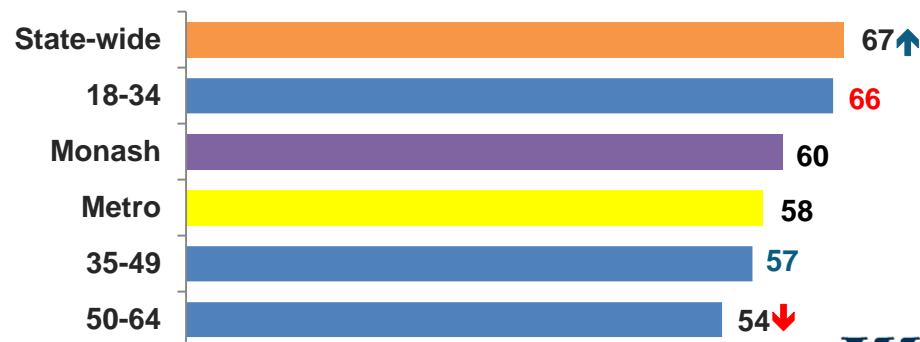
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the ‘Total’ result for the council for that survey question for that year. Therefore in the example below:

- The state-wide result is significantly higher than the overall result for the council.
- The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2015. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2015.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2015.

Overall Performance – Index Scores (example extract only)



Note: For details on the calculations used to determine statistically significant differences, please refer to Appendix B.

FURTHER INFORMATION

Further Information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

Contacts

For further queries about the conduct and reporting of the 2016 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

A satellite night view of South Africa, showing the country's outline and major cities illuminated by lights. The background is dark, with the ocean visible around the coastlines. The text "KEY FINDINGS & RECOMMENDATIONS" is overlaid in white, bold, sans-serif font across the center of the image.

KEY FINDINGS & RECOMMENDATIONS

KEY FINDINGS AND RECOMMENDATIONS

- Performance on all core measures and individual service areas is **consistent with or higher than 2015** results.
 - Notably, performance increased *significantly* in 2016 on the core measures of **Community Consultation** (index score of 62, +4) and **Overall Council Direction** (61, +4).
 - The core measures of **Overall Performance** (70, +2), **Customer Service** (76, +3) and **Sealed Local Roads** (72, +1) increased *slightly* in the past year.
 - Results for **Lobbying** (59) and **Community Decisions** (60) mirror 2015 performance ratings.

- Monash City Council will be pleased to note that it's performance **exceeds the Metropolitan and State-wide council averages** on all core measures.
 - Monash significantly exceeds State-wide averages (by six to eighteen points each) on all measures, *except for* community and cultural facilities.
 - It exceeds Metropolitan council averages on **Overall Performance, Community Consultation, Lobbying, Sealed Roads** and **Council Direction**.

KEY FINDINGS AND RECOMMENDATIONS

- The **Overall Performance** index score of 70 is a **two point improvement** on the 2015 result.
 - All demographic and geographic groups rate Overall Performance within a few points of 2015 results. The exception was Monash South-West residents, whose performance rating increased *significantly* – by 10 points to an index score of 75.
 - Monash South-West residents rate Council higher for Overall Performance (75) than any other resident group, including their counterparts in Monash East (69) and West (69).
 - Residents aged 50 to 64 years rate Council lowest (64) and considerably behind residents aged 18 to 34 (72) and 65+ years (71). (Residents aged 35 to 49 years award Council an index score of 70 for Overall Performance.)

- The **largest improvements** in 2016 were four point increases on **Overall Council Direction** (index score of 61) and **Community Consultation** (62).
 - Perceptions of **Council Direction** have been on the rise since 2012 (+7 index points on the 2012 result).
 - Residents are more likely to believe Council's Overall Direction has improved rather than declined over the past twelve months (28% 'improved', 63% 'stayed the same' and 7% 'deteriorated').

KEY FINDINGS AND RECOMMENDATIONS

- Although consistent with 2015 results, Council's performance score for **Lobbying** (59) is its lowest of the core measures.
 - Notably, performance ratings on Lobbying have **higher levels of 'don't know'** responses than other core measures (20%). This suggests that a lot of the community is not hearing what Council is doing in this area.

- Monash City Council **performs best** on the core measure of **Customer Service** (index score of 76). Performance on this measure **increased three points** in the past year, with Customer Service ratings at their highest level since 2012 (71).
 - Two in five (39%) rate Council's Customer Service as 'very good', with a further 35% rating Customer Service as 'good' (15% 'average' and 9% 'very poor' or 'poor'), just a few percentage points behind the 2015 result.

KEY FINDINGS AND RECOMMENDATIONS

- Council is **performing well** on **individual service areas** beyond core measures. Of the 14 services where performance was evaluated in 2016 (in addition to core measures), Council receives positive ratings (an index score of 60 or higher) on 11 of them and a rating of 70 or higher on seven of them.
 - Council's performance increased significantly in the past year on the measures of **Waste Management** (+3 to 80), **Informing the Community** (+5 to 68) and **Population Growth** (+5 to 58).
 - Council **performs best** on **Waste Management** (index score of 80), **Arts Centres and Libraries** (76), **Recreational Facilities** (74), **Appearance of Public Areas** (74), **Community and Cultural Activities** (71) and **Elderly Support Services** (71).
 - Performance is **weakest** on **Parking Facilities** (57), **Population Growth** (58) and **Town Planning Policy** (59).
 - Notably, Council **significantly exceeds the Metropolitan and State-wide council averages** on a majority of individual service areas examined beyond core measures.

KEY FINDINGS AND RECOMMENDATIONS

- Notwithstanding positive results, Council should pay attention to service areas where residents stated **importance exceeds rated performance** by 10 points or more – four service areas:
 - **Parking Facilities** (margin of 16 points)
 - **Population Growth** (margin of 16 points)
 - **Town Planning Policy** (margin of 13 points)
 - **Traffic Management** (margin of 11 points).

- Similar to last year's results, residents are most likely to cite parking availability (12%), inappropriate development (7%) and communication (7%) as the **key areas for improvement** for Council.
 - That said, performance ratings on **Parking Facilities** *improved slightly* in the past year, up two points to a performance index score of 57; however, as noted above it is one of the performance areas with the largest discrepancy between importance and performance ratings in 2016.

KEY FINDINGS AND RECOMMENDATIONS

- Residents largely prefer a **council newsletter sent via mail** (51%) to all other communications, even an **e-newsletter** (23%). Residents are 10 percentage points more likely to prefer a print newsletter than in 2015 (41%), while the popularity of an e-newsletter has fallen (29% in 2015).
 - Younger residents (under 50) are much more likely to prefer a print newsletter this time around (48% prefer a newsletter via mail versus 26% for a newsletter via email, compared to 35% and 37% respectively in 2015).
 - Residents over the age of 50 years prefer a print newsletter to an e-newsletter by a 37 point margin (56% to 19%).
- Residents **aged 18 to 34 years** and residents of **Monash's Southwest** are generally the **most satisfied resident groups**. These are the groups Council can leverage to understand what is working, in order to further consolidate their positive views of Council.
- Conversely, Monash City Council should pay extra attention to areas and cohorts where it is underperforming in comparison with other areas and cohorts. **Residents aged 35 to 49 and 50 to 64 years are generally more critical of Council** in 2016 compared with other resident segments.

KEY FINDINGS AND RECOMMENDATIONS

- An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, or self-mining the SPSS data provided or via the dashboard portal available to the council.
- Please note that the category descriptions for the coded open ended responses are generic summaries only. We recommend further analysis of the detailed cross tabulations and the actual verbatim responses, with a view to the responses of the key gender and age groups, especially any target groups identified.
- **A complimentary personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.**

KEY FINDINGS AND RECOMMENDATIONS

Higher results in 2016

- Community consultation
- Council direction
- Waste management
- Informing the community
- Population growth

Lower results in 2016

- None

Most favourably disposed towards Council

- 18-34 year olds
- Monash Southwest region

Least favourably disposed towards Council

- 50-64 year olds
- 35-49 year olds

A satellite night view of South America, showing city lights and a network of white lines. The text "SUMMARY OF FINDINGS" is overlaid in white, bold, sans-serif font.

SUMMARY OF FINDINGS

2016 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

Performance Measures	Monash 2012	Monash 2013	Monash 2014	Monash 2015	Monash 2016	Metro 2016	State-wide 2016
OVERALL PERFORMANCE	71	69	67	68	70	66	59
COMMUNITY CONSULTATION (Community consultation and engagement)	59	56	54	58	62	58	54
ADVOCACY (Lobbying on behalf of the community)	60	57	56	59	59	56	53
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	n/a	n/a	55	60	60	59	54
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	69	71	72	67	54
CUSTOMER SERVICE	71	70	73	73	76	73	69
OVERALL COUNCIL DIRECTION	54	55	55	57	61	55	51

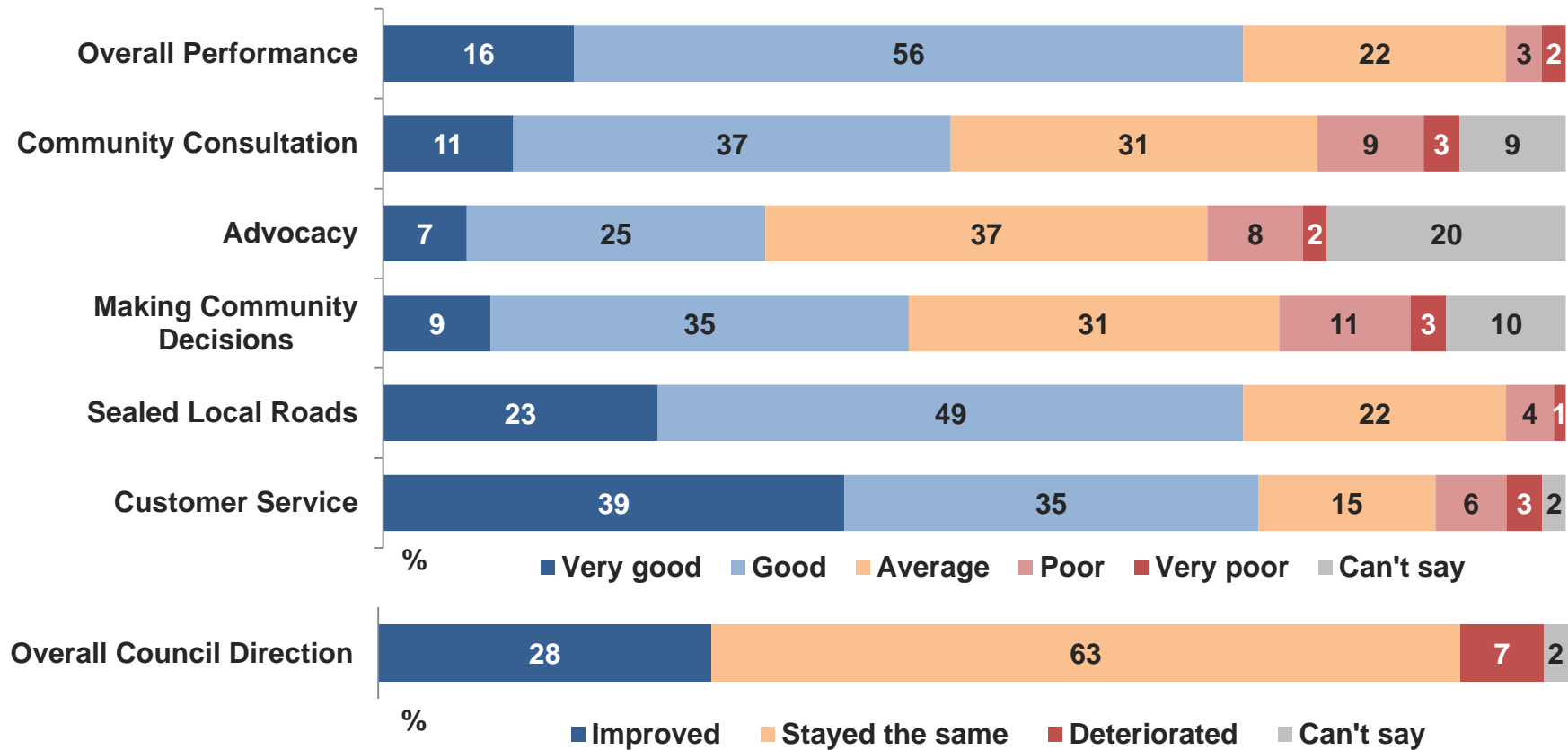
2016 SUMMARY OF CORE MEASURES

DETAILED ANALYSIS

Performance Measures	Monash 2016	vs Monash 2015	vs Metro 2016	vs State-wide 2016	Highest score	Lowest score
OVERALL PERFORMANCE	70	2 points higher	4 points higher	11 points higher	Monash South-West	50-64 year olds
COMMUNITY CONSULTATION (Community consultation and engagement)	62	4 points higher	4 points higher	8 points higher	Monash South-West	35-49 year olds
ADVOCACY (Lobbying on behalf of the community)	59	Equal	3 points higher	6 points higher	Monash South-West	50-64 year olds
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	60	Equal	1 point higher	6 points higher	18-34 year olds	50-64 year olds
SEALED LOCAL ROADS (Condition of sealed local roads)	72	1 point higher	5 points higher	18 points higher	18-34 year olds	35-49 year olds
CUSTOMER SERVICE	76	3 points higher	3 points higher	7 points higher	65+ year olds	50-64 year olds
OVERALL COUNCIL DIRECTION	61	4 points higher	6 points higher	10 points higher	18-34 year olds	35-49 year olds

2016 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

Key Measures Summary Results



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

Significantly higher than state-wide average

- Consultation & engagement
- Lobbying
- Informing the community
- Traffic management
- Enforcement of local laws
- Elderly support services
- Recreational facilities
- Appearance of public areas
- Art centres & libraries
- Waste management
- Town planning policy
- Population growth
- Making community decisions
- Sealed local roads

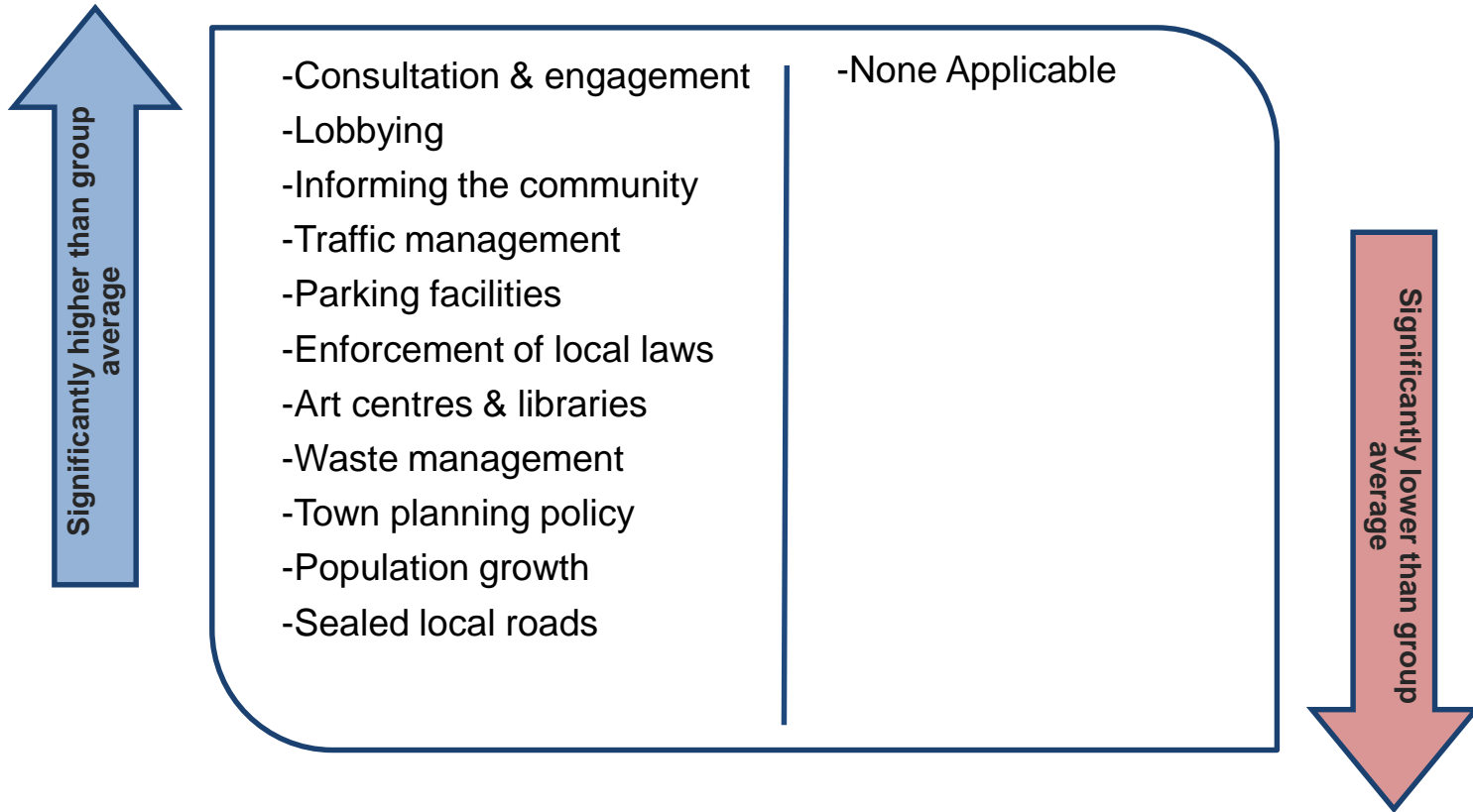
-None Applicable

Significantly lower than state-wide average



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE



INDIVIDUAL SERVICE AREA SUMMARY

IMPORTANCE VS PERFORMANCE

Service areas where importance exceeds performance by 10 points or more, suggesting further investigation is necessary:

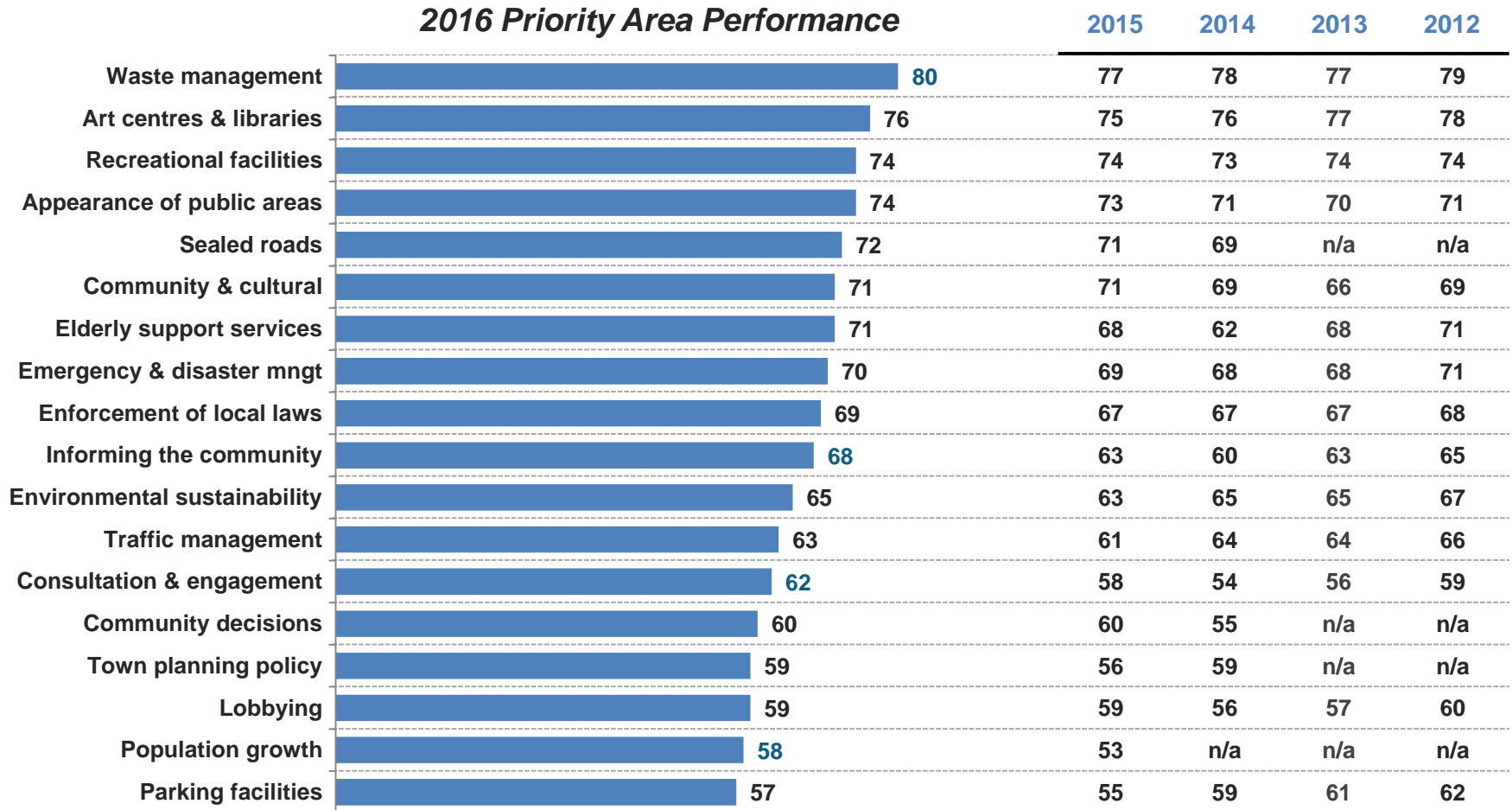
Service	Importance	Performance	Net differential
Parking facilities	73	57	-16
Planning for population growth	74	58	-16
Town planning policy	72	59	-13
Traffic management	74	63	-11

2016 IMPORTANCE SUMMARY

2016 Priority Area Importance		2015	2014	2013	2012
Waste management	78	79	80	81	81
Elderly support services	77	76	77	78	78
Local streets & footpaths	77	76	77	79	76
Emergency & disaster mngt	76	72	74	76	78
Traffic management	74	74	72	74	75
Population growth	74	73	n/a	n/a	n/a
Sealed roads	73	75	n/a	n/a	n/a
Parking facilities	73	72	71	73	72
Family support services	73	72	71	74	71
Town planning policy	72	72	72	n/a	n/a
Environmental sustainability	72	72	72	71	71
Informing the community	72	72	72	72	70
Appearance of public areas	71	72	72	73	73
Enforcement of local laws	71	71	68	73	73
Recreational facilities	71	71	71	71	73
Art centres & libraries	65	68	66	68	69
Community & cultural	59	60	59	60	61

Base: All respondents. Councils asked state-wide: 69
 Note: Please see page 5 for explanation of significant differences

2016 PERFORMANCE SUMMARY



Base: All respondents. Councils asked state-wide: 69

Note: Please see page 5 for explanation of significant differences

2016 IMPORTANCE SUMMARY BY COUNCIL GROUP

Top Three Most Important Service Areas (Highest to lowest, i.e. 1. = most important)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Waste management 2. Elderly support services 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Waste management 2. Community decisions 3. Elderly support services 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Waste management 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Community decisions 2. Emergency & disaster mngt 3. Waste management 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Unsealed roads 3. Elderly support services 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Community decisions 3. Sealed roads

Bottom Three Most Important Service Areas (Lowest to highest, i.e. 1. = least important)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Bus/community dev./tourism 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Lobbying 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Tourism development 	<ol style="list-style-type: none"> 1. Traffic management 2. Community & cultural 3. Art centres & libraries

2016 PERFORMANCE SUMMARY BY COUNCIL GROUP

Top Three Most Performance Service Areas (Highest to lowest, i.e. 1. = highest performance)

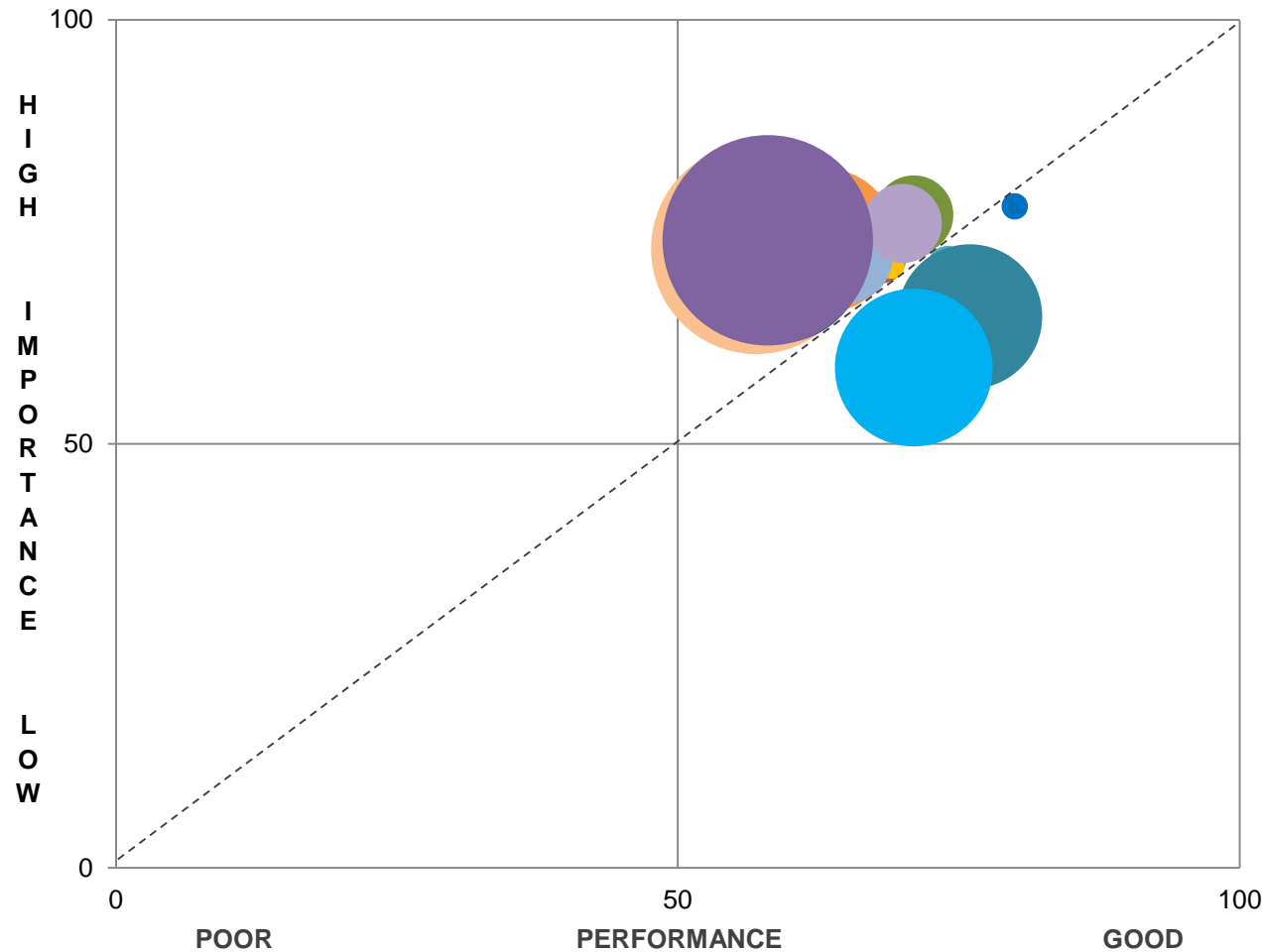
Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Emergency & disaster mngt 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Tourism development 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Emergency & disaster mngt 3. Appearance of public areas 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Art centres & libraries 3. Emergency & disaster mngt

Bottom Three Most Performance Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Parking facilities 2. Population growth 3. Lobbying 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Town planning policy 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Town planning policy 	<ol style="list-style-type: none"> 1. Community decisions 2. Lobbying 3. Consultation & engagement 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Population growth 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Town planning policy 3. Planning permits

Service	Importance	Performance
Condition of sealed local roads	73	72
Informing the community	72	68
Traffic management	74	63
Parking facilities	73	57
Enforcement of local laws	71	69
Elderly support services	77	71
Recreational facilities	71	74
Appearance of public areas	71	74
Art centres & libraries	65	76
Community & cultural activities	59	71
Waste management	78	80
Town planning policy	72	59
Environmental sustainability	72	65
Emergency & disaster management	76	70
Planning for pop. growth	74	58

Importance and Performance 2016 Index Scores Grid



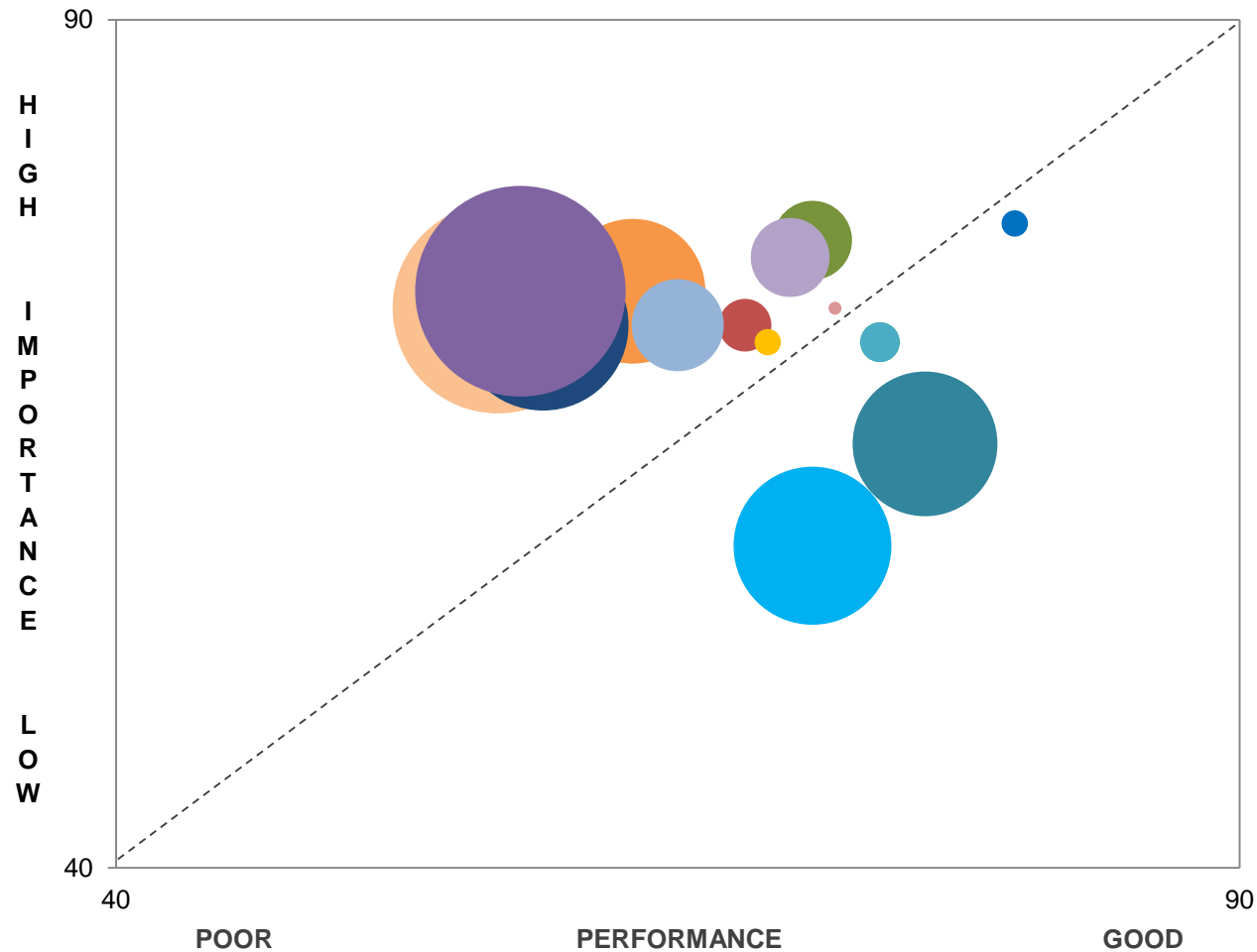
Note: The larger the circle, the larger the gap between importance and performance.

Base: All respondents



Service	Importance	Performance
Condition of sealed local roads	73	72
Informing the community	72	68
Traffic management	74	63
Parking facilities	73	57
Enforcement of local laws	71	69
Elderly support services	77	71
Recreational facilities	71	74
Appearance of public areas	71	74
Art centres & libraries	65	76
Community & cultural activities	59	71
Waste management	78	80
Town planning policy	72	59
Environmental sustainability	72	65
Emergency & disaster management	76	70
Planning for pop. growth	74	58

Importance and Performance 2016 Index Scores Grid (Magnified view)



Note: The larger the circle, the larger the gap between importance and performance.

Base: All respondents



AREAS FOR IMPROVEMENT SUMMARY

- Parking availability
- Inappropriate development
- Communication
- Traffic management
- Footpaths/walking tracks

AREAS FOR IMPROVEMENT

COMMUNICATIONS SUMMARY

Overall preferred forms of communication

- Newsletter sent via mail (51)

Preferred forms of communication among over 50s

- Newsletter sent via mail (56)

Preferred forms of communication among under 50s

- Newsletter sent via mail (48)

Greatest change since 2015

- Newsletter sent via mail (up 10 points)

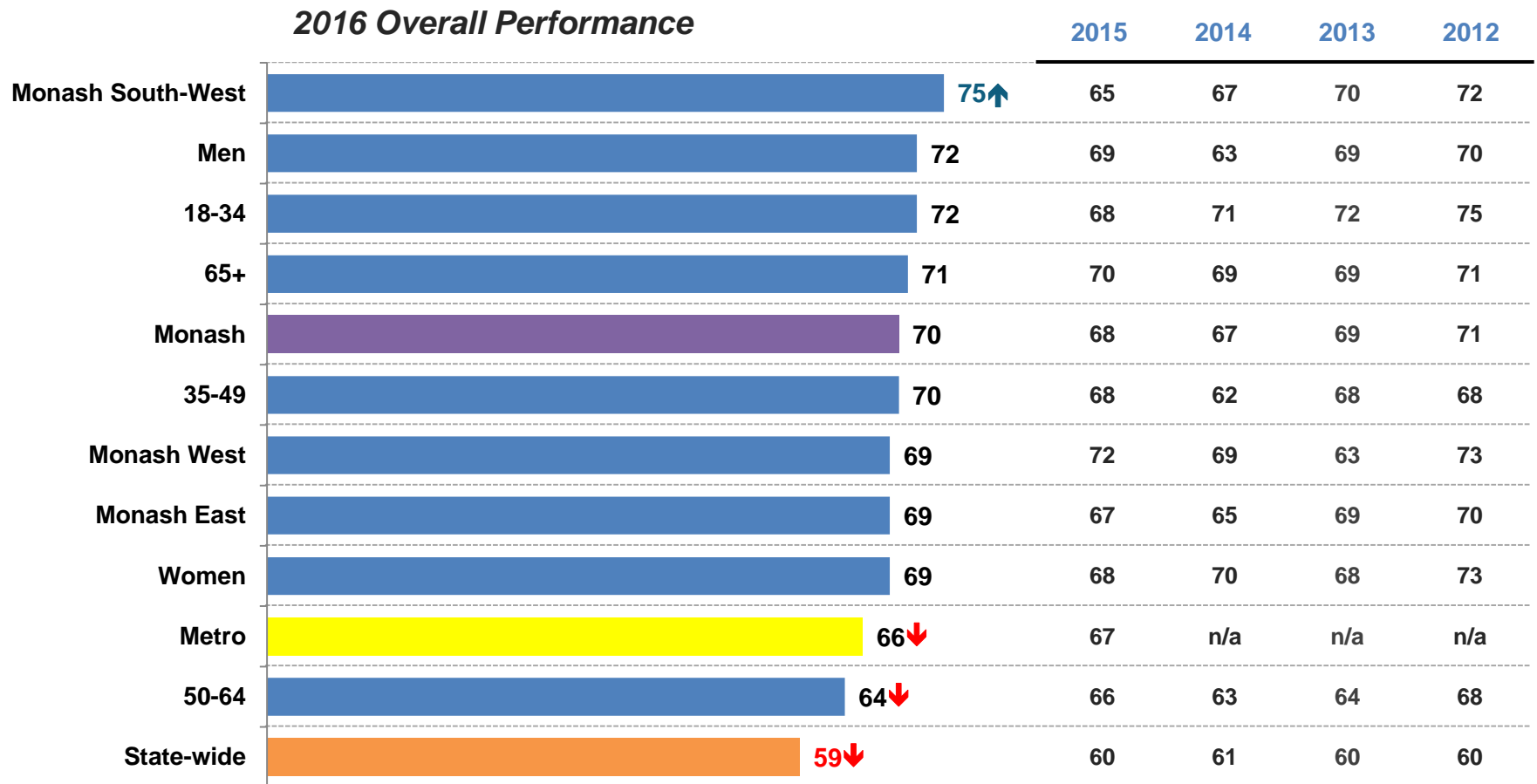
A satellite night view of South America, showing the continent's outline against the dark ocean. The landmass is illuminated by a dense network of glowing yellow and white lines representing roads and city lights. Major urban centers like Lima, Bogotá, and São Paulo are particularly bright. The text "DETAILED FINDINGS" is overlaid in white, bold, sans-serif font on the left side of the image.

DETAILED FINDINGS

A satellite night view of South Africa, showing the country's coastline and interior. Major cities like Johannesburg, Cape Town, and Durban are brightly lit, with their road networks glowing. The surrounding oceans are dark, and the overall scene is illuminated by the city lights.

**KEY CORE MEASURE
OVERALL PERFORMANCE**

OVERALL PERFORMANCE INDEX SCORES



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Monash City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

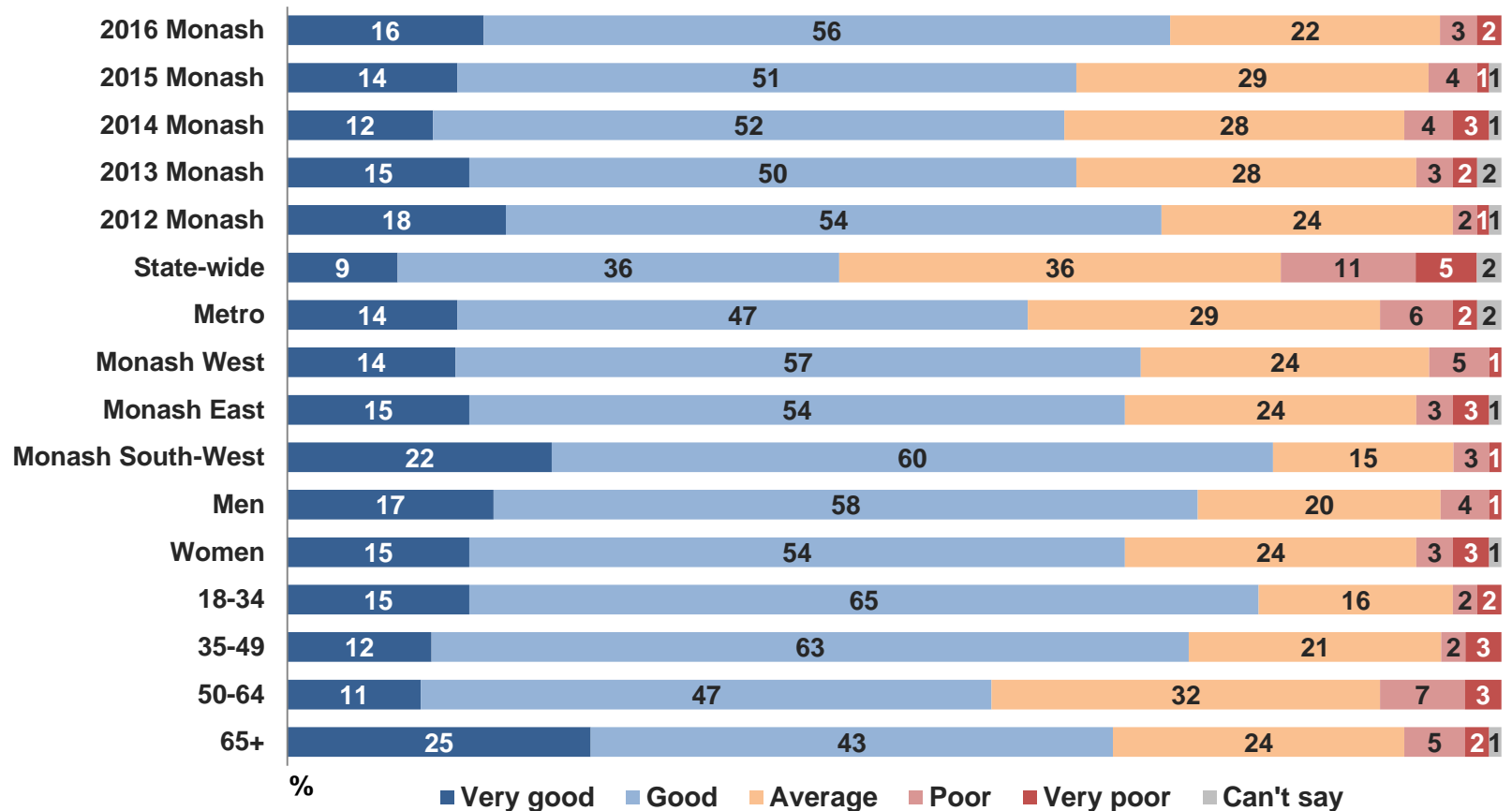
Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences



OVERALL PERFORMANCE DETAILED PERCENTAGES

2016 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Monash City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

A satellite night view of South Africa, showing the country's coastline and major cities illuminated by city lights. The lights are concentrated in the coastal areas and major inland cities, creating a glowing network of light points and lines. The surrounding ocean is dark, and the landmass is a mix of brown and green tones, indicating vegetation and terrain.

**KEY CORE MEASURE
CUSTOMER SERVICE**

CONTACT LAST 12 MONTHS SUMMARY

Overall contact with Monash City Council

- 52%, up 1 point on 2015

Most contact with Monash City Council

- Aged 50-64 years
- Aged 65+ years

Least contact with Monash City Council

- Aged 18-34 years
- Monash East

Customer Service rating

- Index score of 76, up 3 points on 2015

Most satisfied with Customer Service

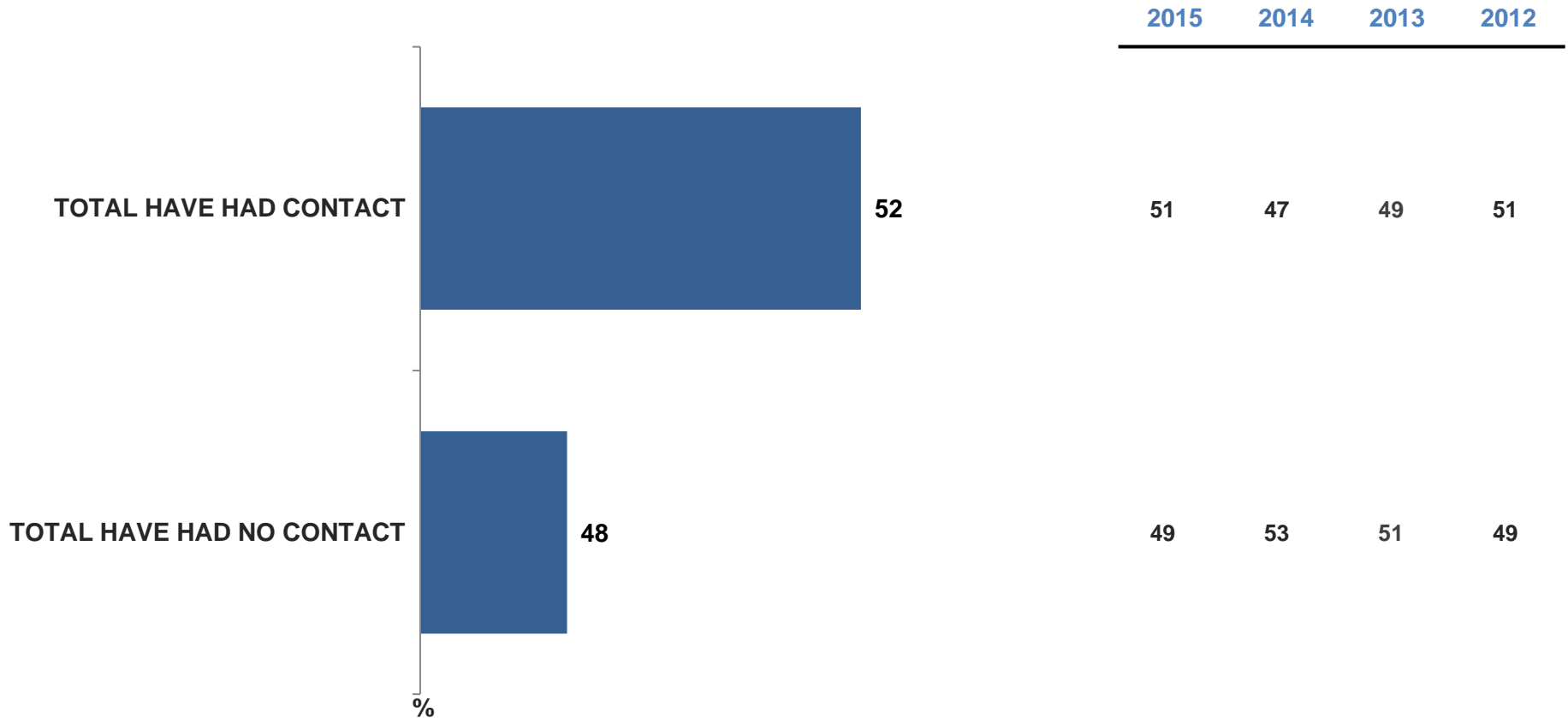
- Aged 65+ years
- Monash South-West

Least satisfied with Customer Service

- Aged 50-64 years
- Aged 35-49 years

2016 CONTACT WITH COUNCIL LAST 12 MONTHS

2016 Method of Contact



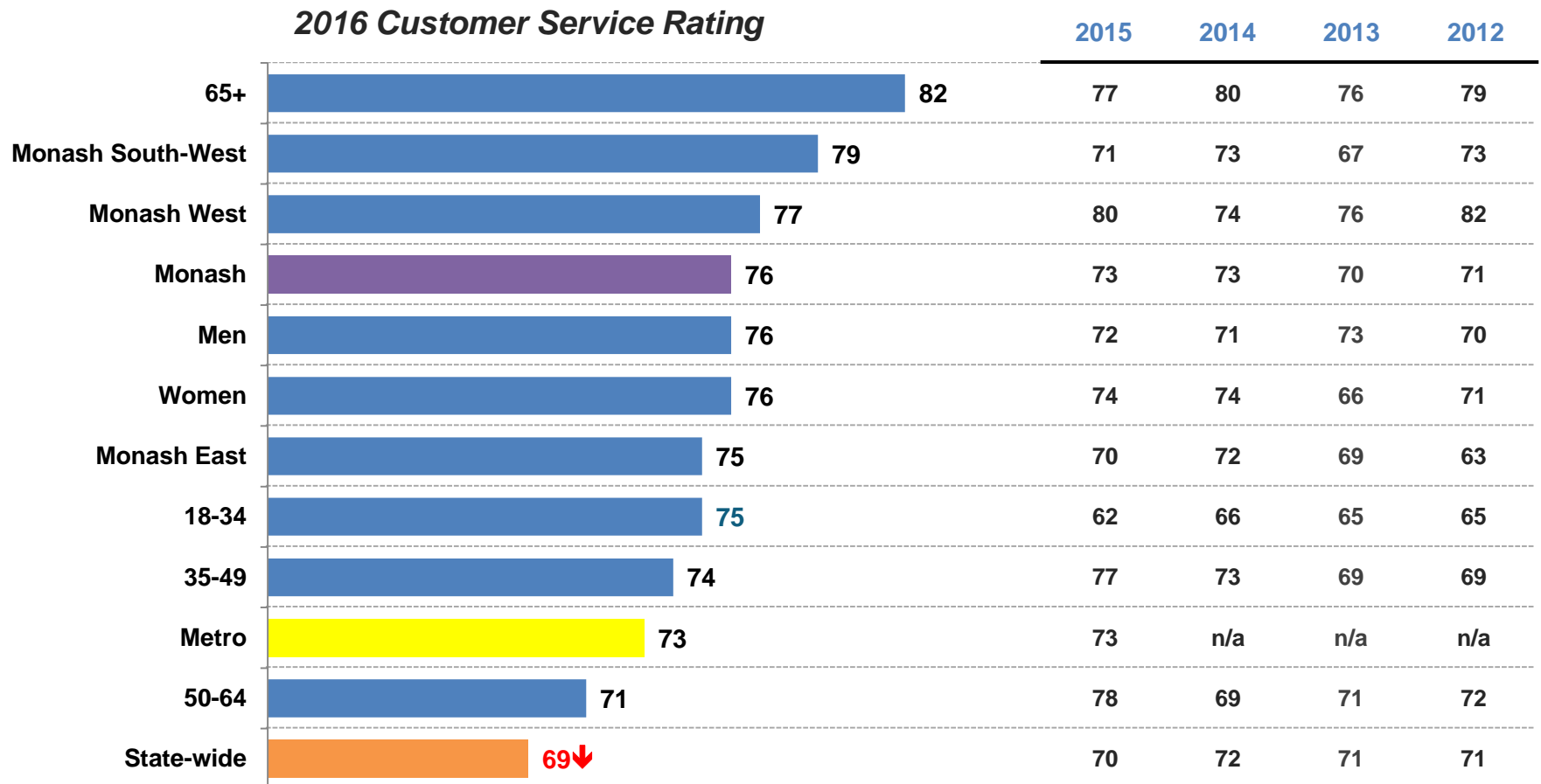
Q5. Over the last 12 months, have you or any member of your household had any contact with Monash City Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 52 Councils asked group: 14

Note: Please see page 5 for explanation about significant differences



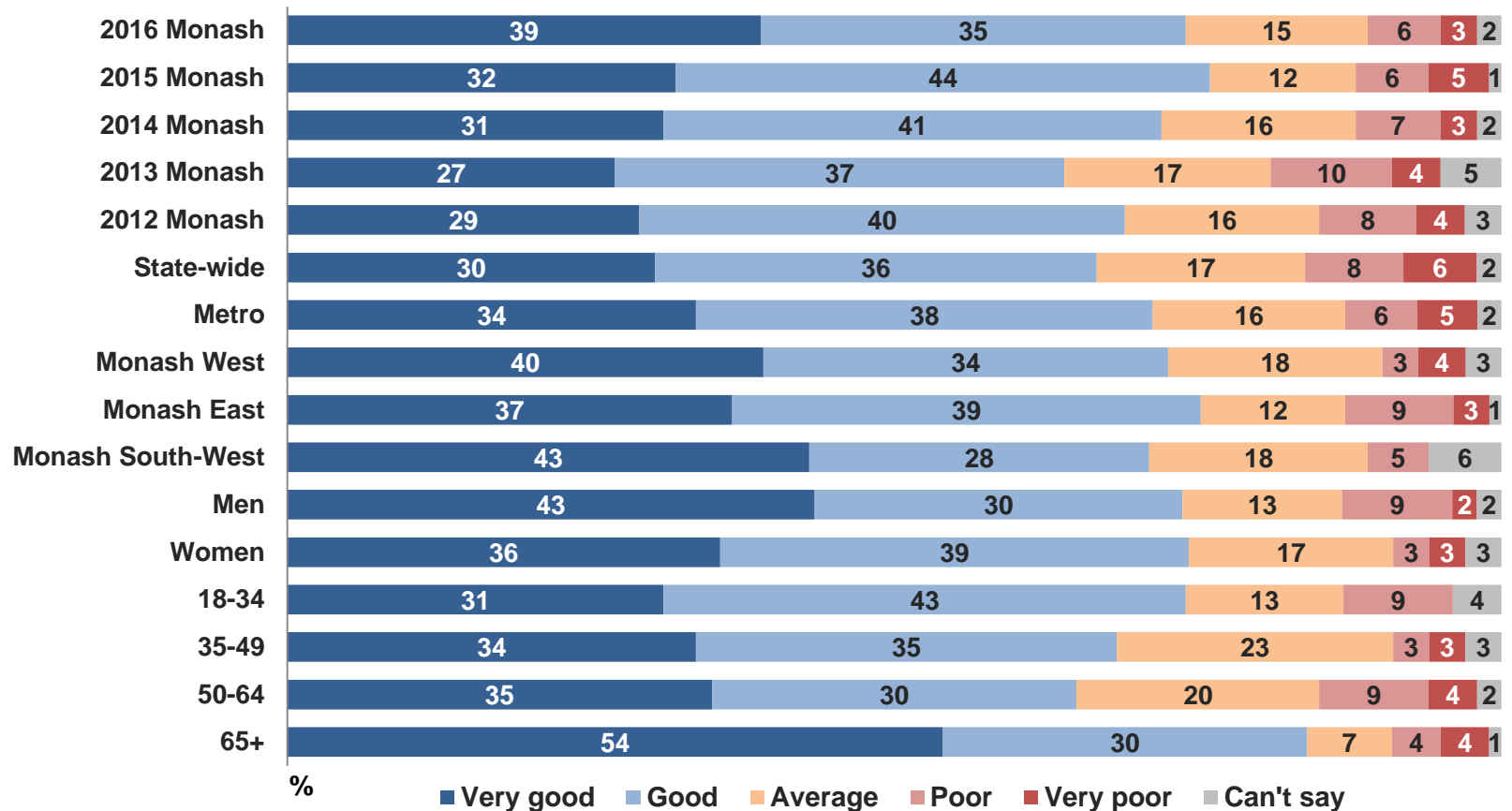
2016 CONTACT CUSTOMER SERVICE INDEX SCORES



Q5c. Thinking of the most recent contact, how would you rate Monash City Council for customer service?
 Please keep in mind we do not mean the actual outcome but rather the actual service that was received.
 Base: All respondents who have had contact with Council in the last 12 months.
 Councils asked state-wide: 69 Councils asked group: 18
 Note: Please see page 5 for explanation about significant differences

2016 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES

2016 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Monash City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 69 Councils asked group: 18





**KEY CORE MEASURE
COUNCIL DIRECTION INDICATORS**

COUNCIL DIRECTION SUMMARY

Council Direction over last 12 months

- 63% stayed about the same, down 2 points on 2015
- 28% improved, up 6 points on 2015
- 7% deteriorated, down 1 point on 2015

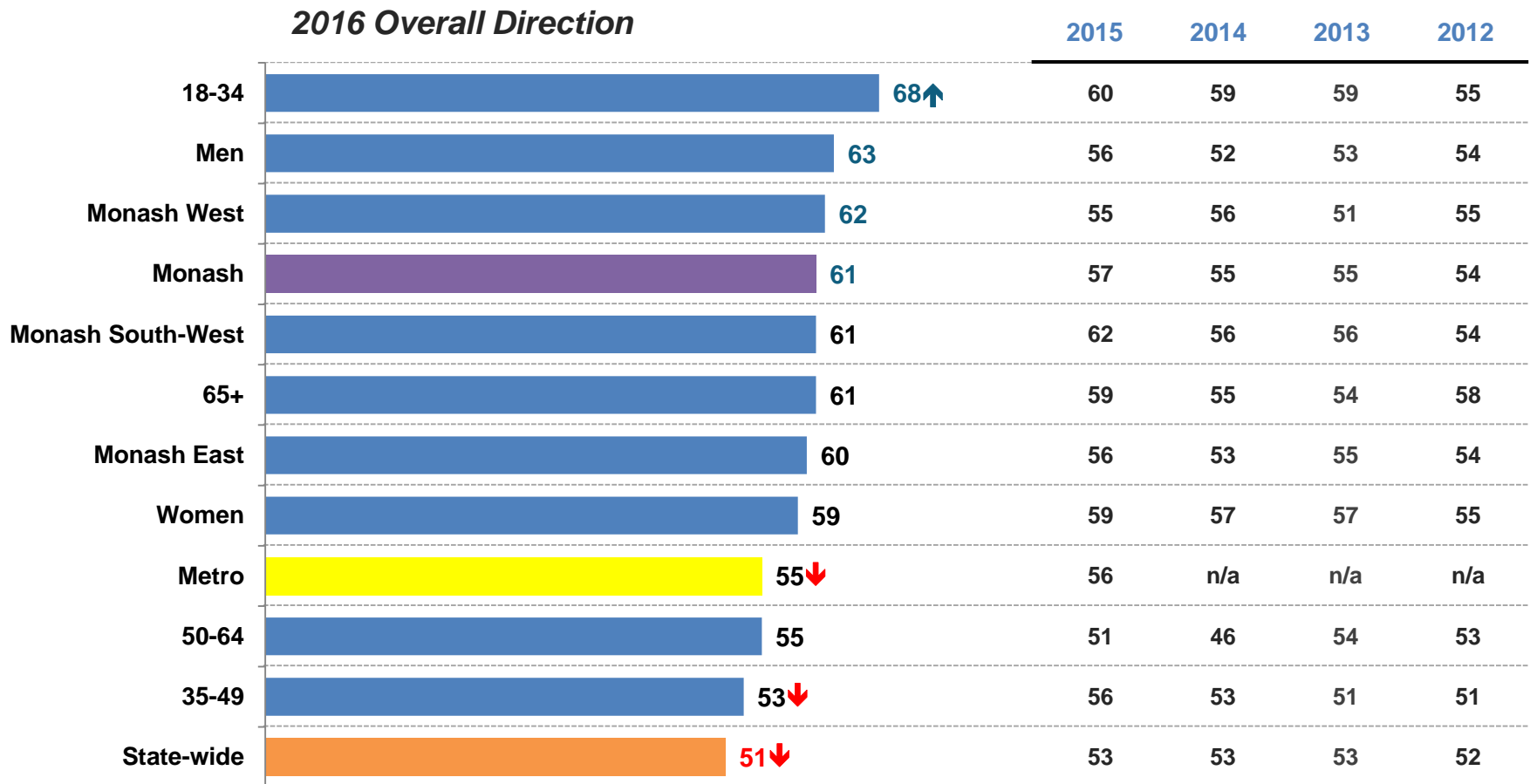
Most satisfied with Council Direction

- Aged 18-34 years
- Men

Least satisfied with Council Direction

- Aged 35-49 years
- Aged 50-64 years

2016 OVERALL COUNCIL DIRECTION LAST 12 MONTHS INDEX SCORES



Q6. Over the last 12 months, what is your view of the direction of Monash City Council's overall performance?

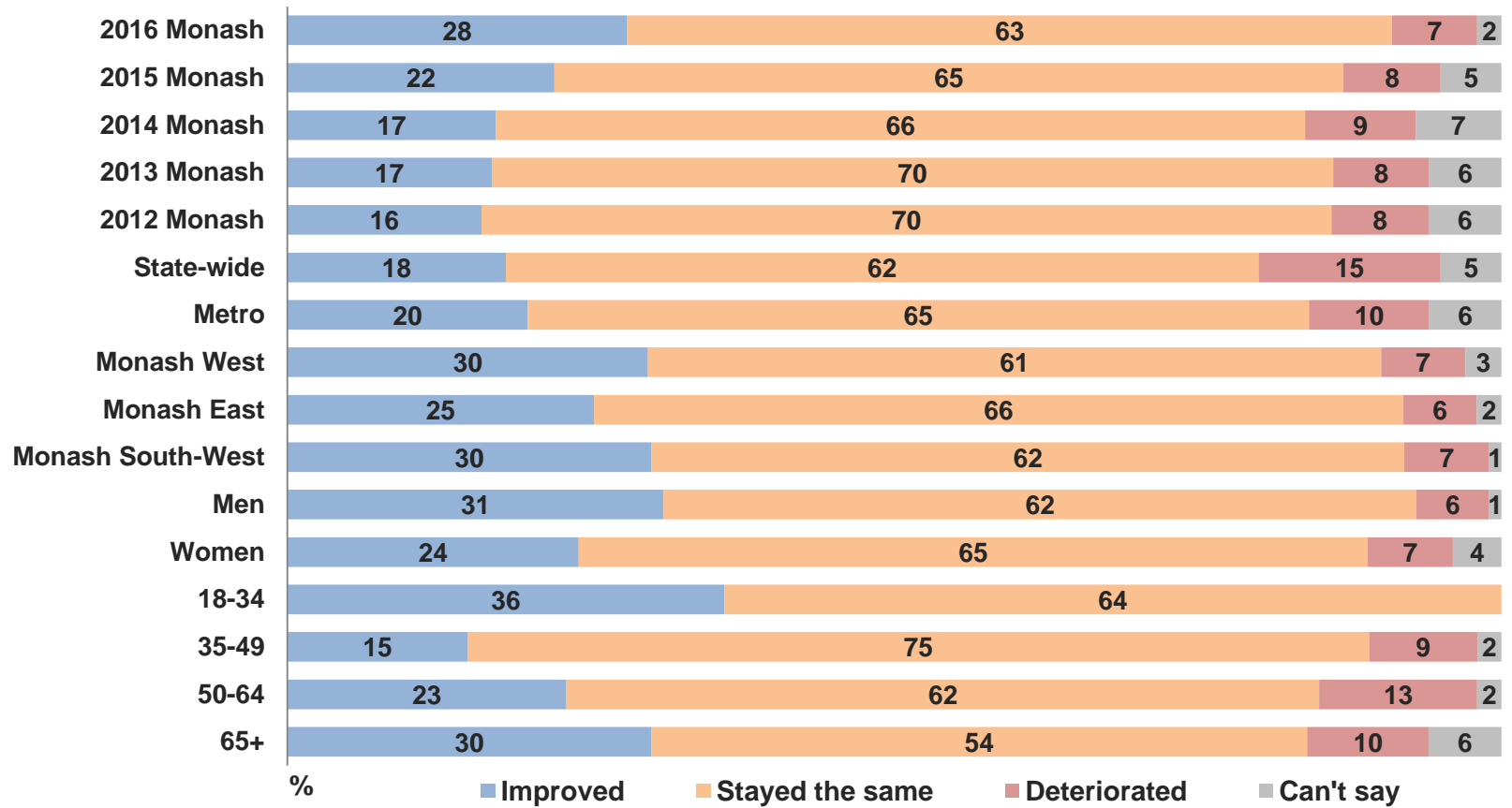
Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences

2016 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES

2016 Overall Direction



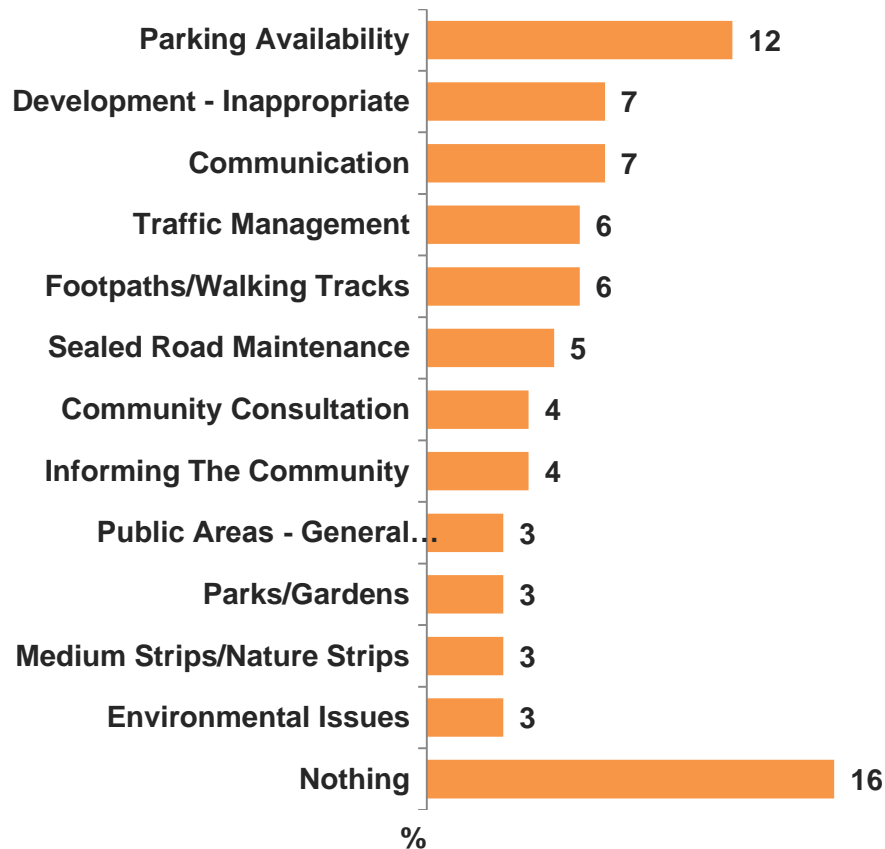
Q6. Over the last 12 months, what is your view of the direction of Monash City Council's overall performance?
 Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

A satellite night map of South America, showing a dense network of roads and city lights. The text "AREAS FOR IMPROVEMENT" is overlaid in white, bold, sans-serif font across the central part of the continent.

AREAS FOR IMPROVEMENT

2016 SERVICES TO IMPROVE DETAILED PERCENTAGES

2016 Areas for Improvement



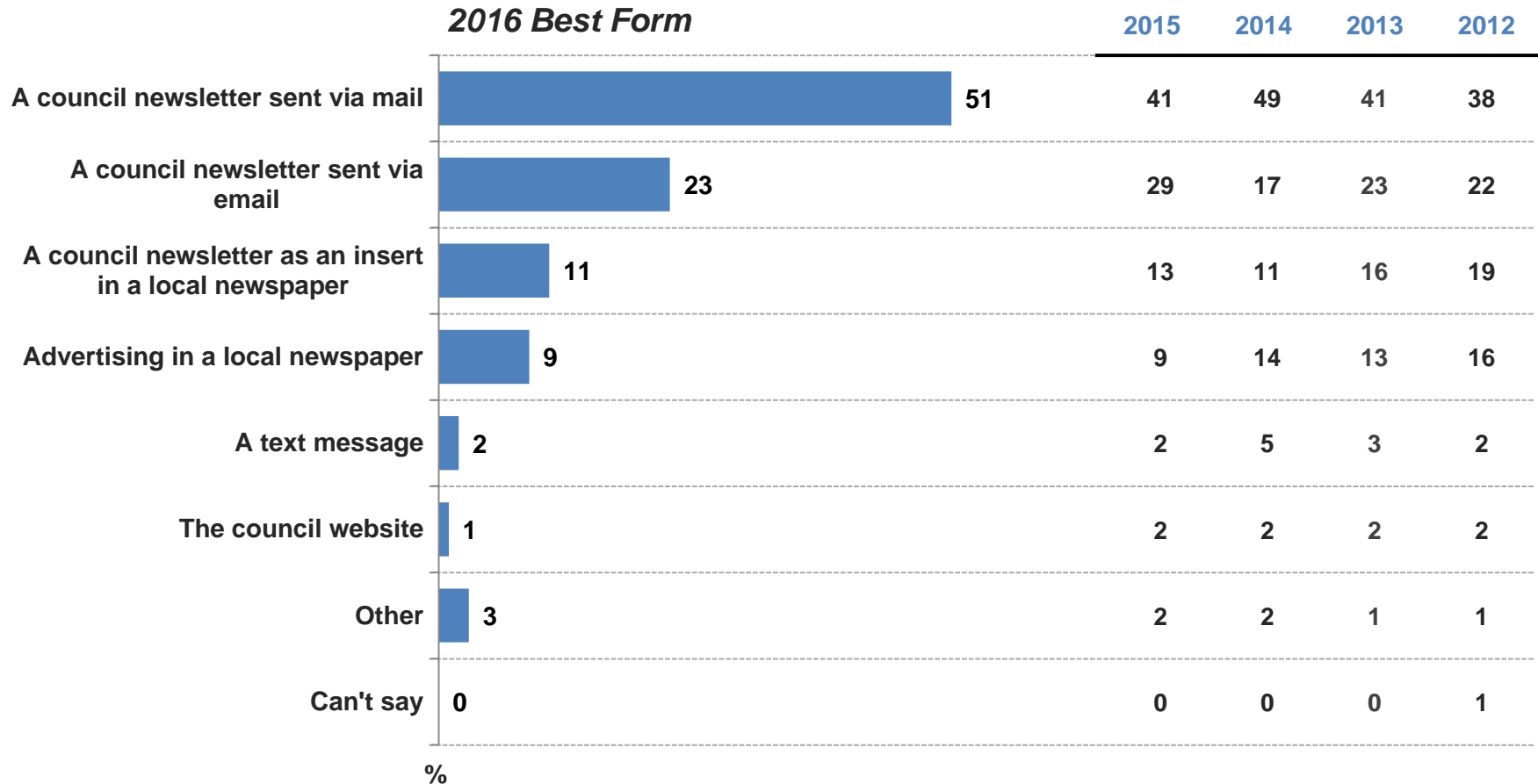
Q17. What does Monash City Council MOST need to do to improve its performance?
Base: All respondents. Councils asked state-wide: 37 Councils asked group: 12

COMMUNICATIONS

A satellite night view of South America, showing the continent's outline against the dark blue ocean. The landmass is covered with a dense, glowing network of white and yellow lines, representing a communication or data network. The lines are most concentrated in the eastern and southern coastal regions, with several bright, starburst-like nodes indicating major hubs or data centers. The overall effect is a futuristic, high-tech representation of the continent's infrastructure.

2016 BEST FORMS OF COMMUNICATION

2016 Best Form



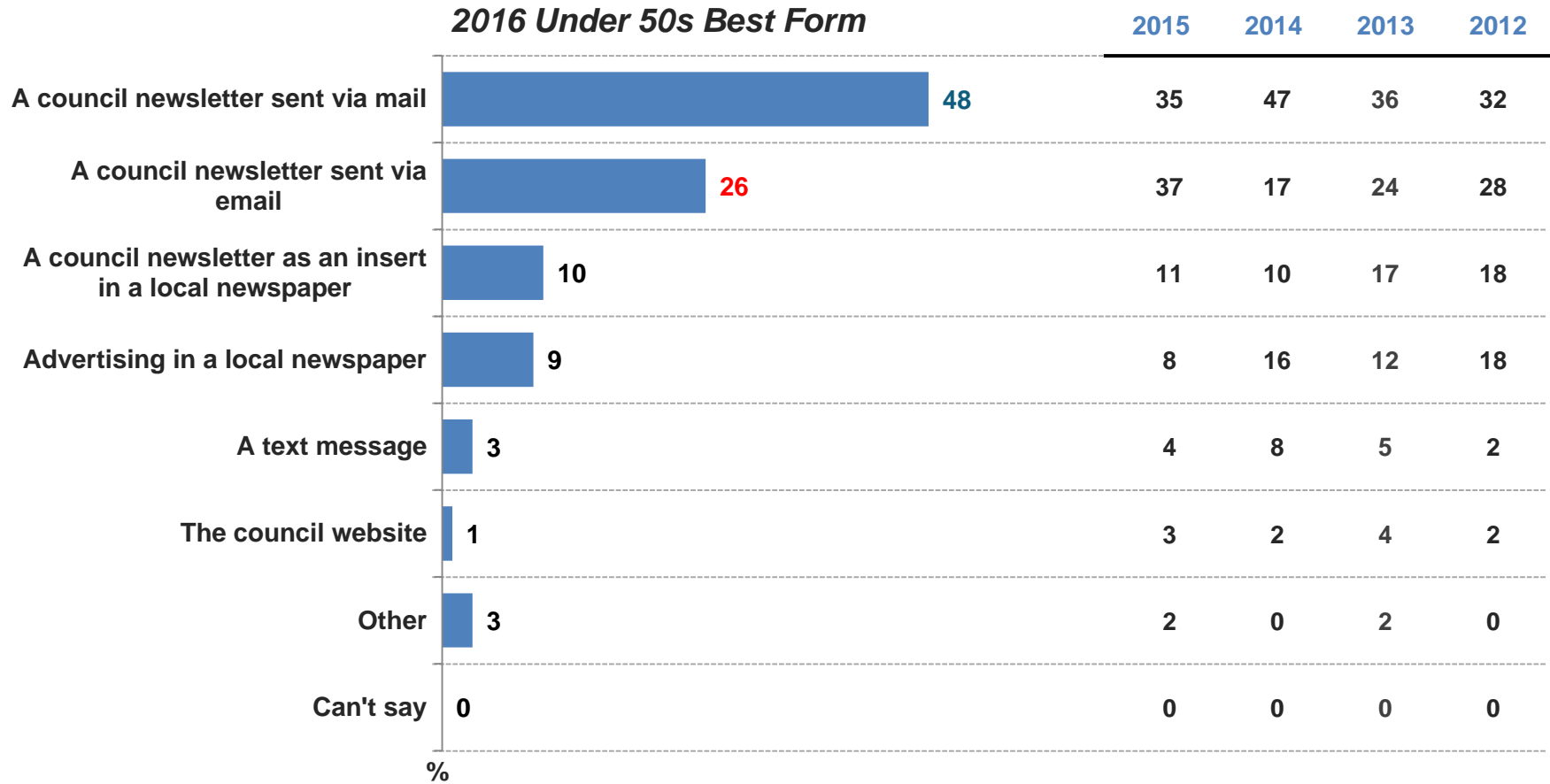
Q13. If Monash City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2016 BEST FORMS OF COMMUNICATION: UNDER 50s

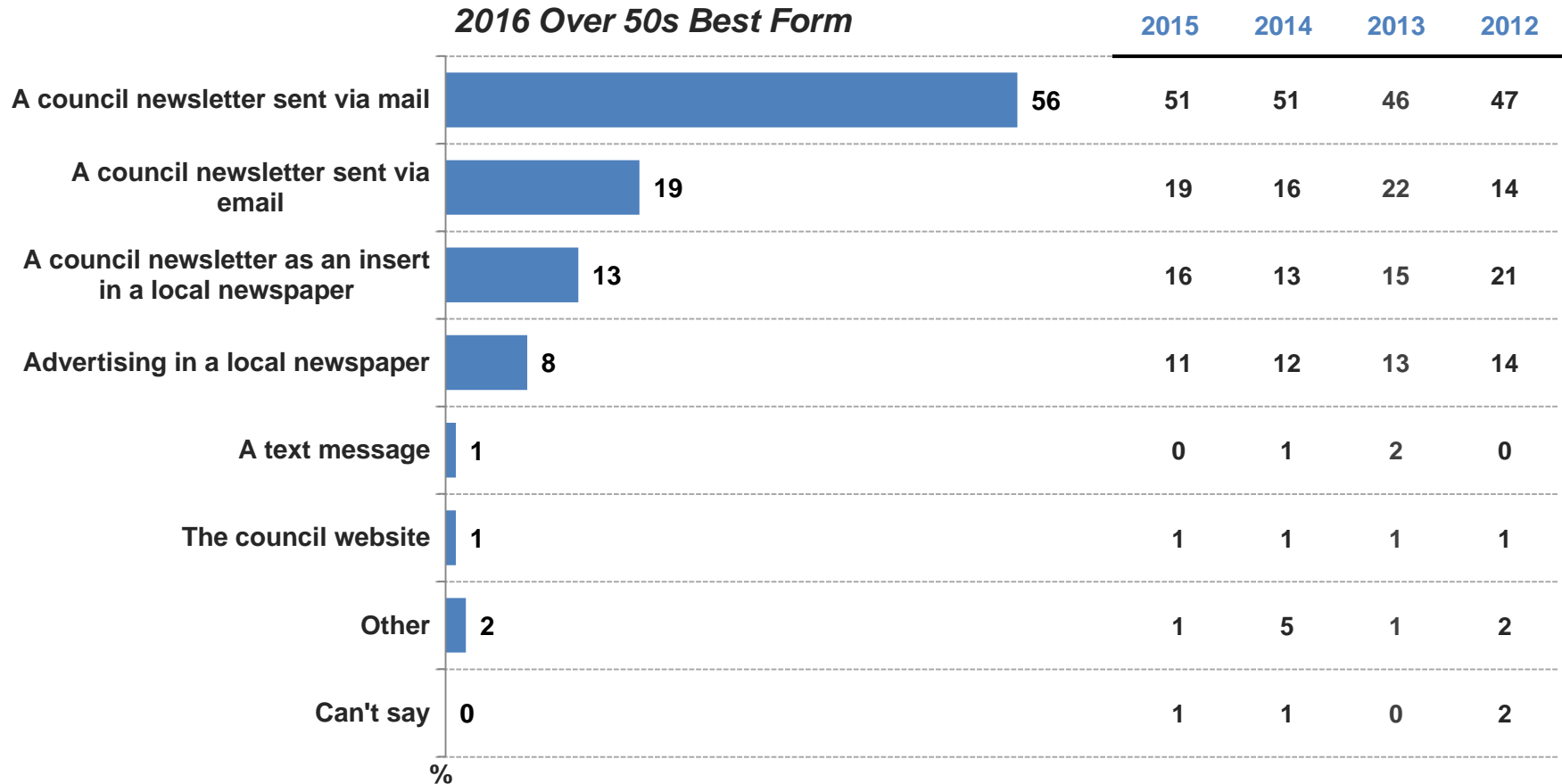
2016 Under 50s Best Form



Q13. If Monash City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?
 Base: All respondents aged under 50. Councils asked state-wide: 23 Councils asked group: 6
 Note: Please see page 5 for explanation about significant differences

2016 BEST FORMS OF COMMUNICATION: OVER 50s

2016 Over 50s Best Form



Q13. If Monash City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you?

Base: All respondents aged over 50. Councils asked state-wide: 23 Councils asked group: 6

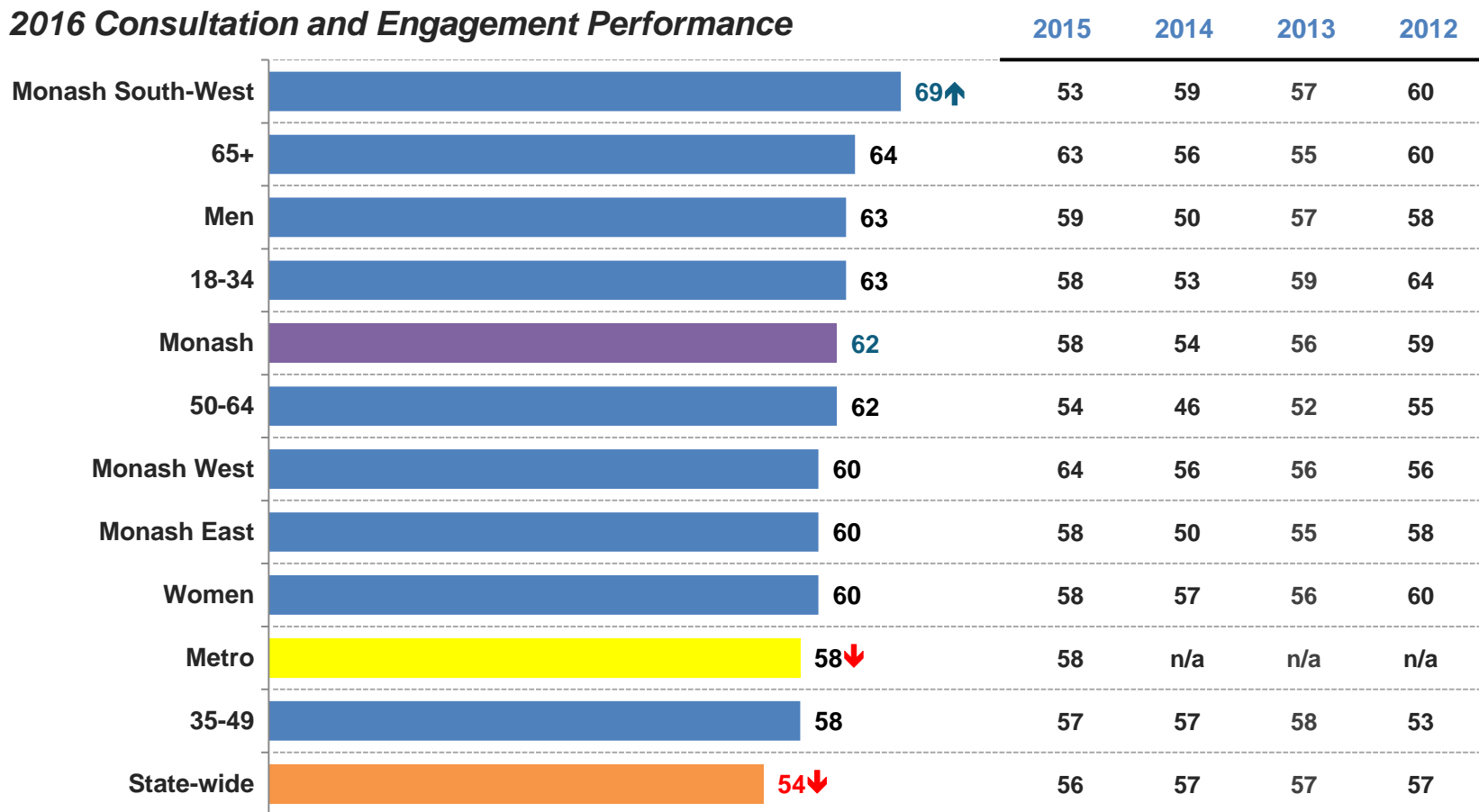
Note: Please see page 5 for explanation about significant differences

A satellite night view of the United States, showing the glowing outlines of individual service areas. The map is centered on the continental United States, with Alaska and Hawaii visible. The service areas are represented by a network of glowing yellow and white lines, indicating the extent of each service area. The background is a dark, textured map of the United States, with the glowing service areas overlaid. The text "INDIVIDUAL SERVICE AREAS" is overlaid in the center of the map.

INDIVIDUAL SERVICE AREAS

2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

2016 Consultation and Engagement Performance



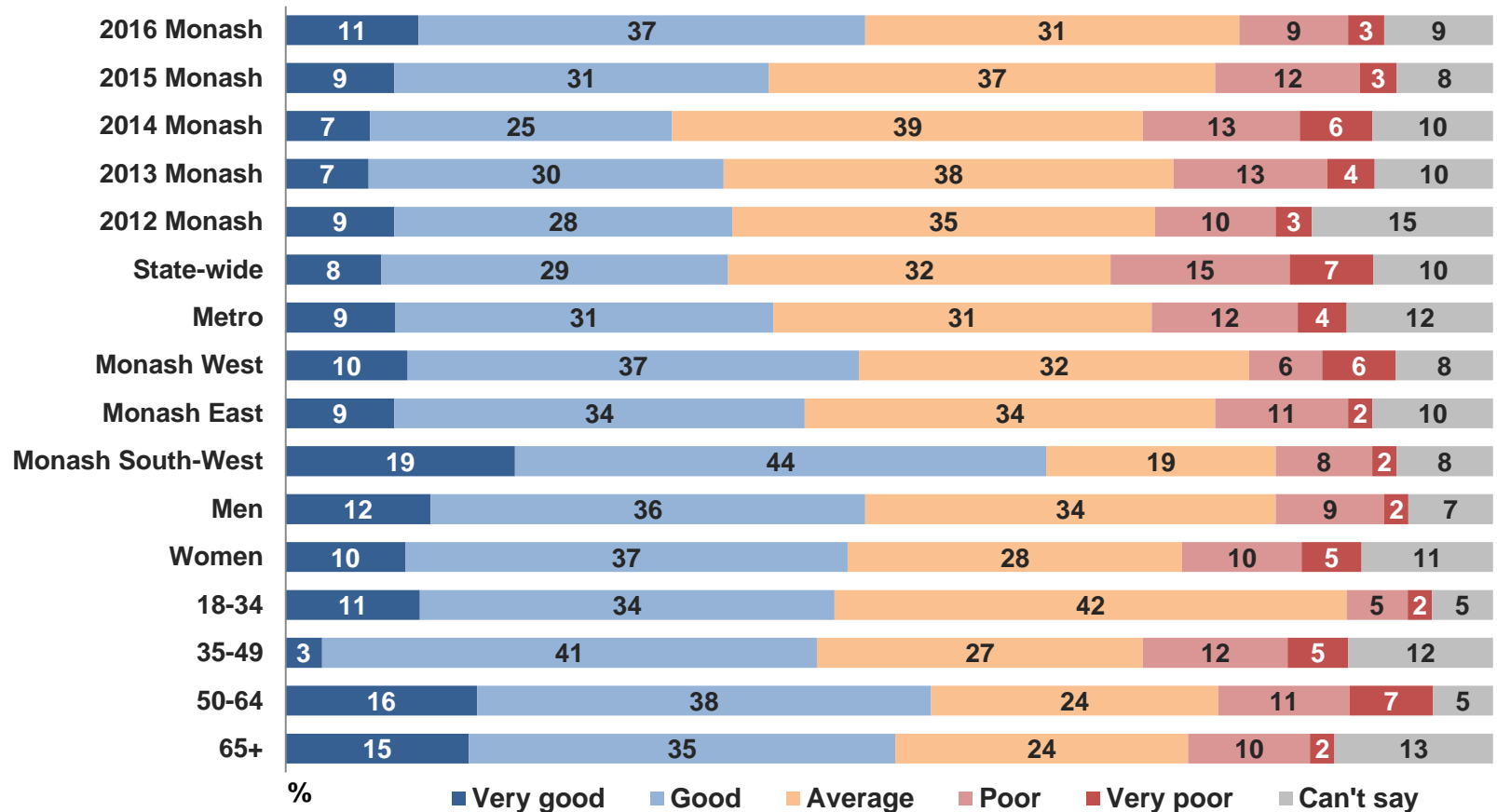
Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

Note: Please see slide 5 for explanation about significant differences

2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES

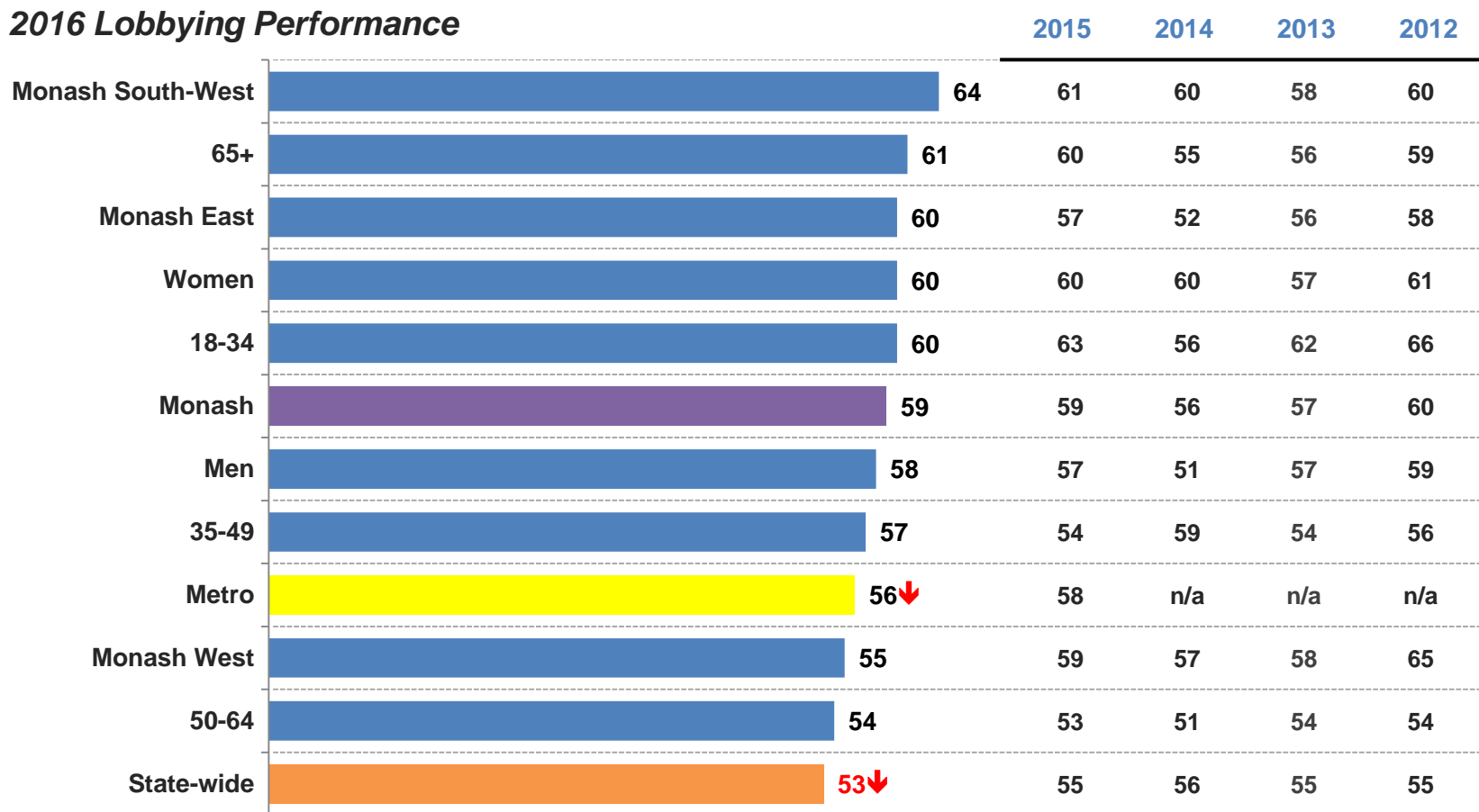
2016 Consultation and Engagement Performance



Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES

2016 Lobbying Performance



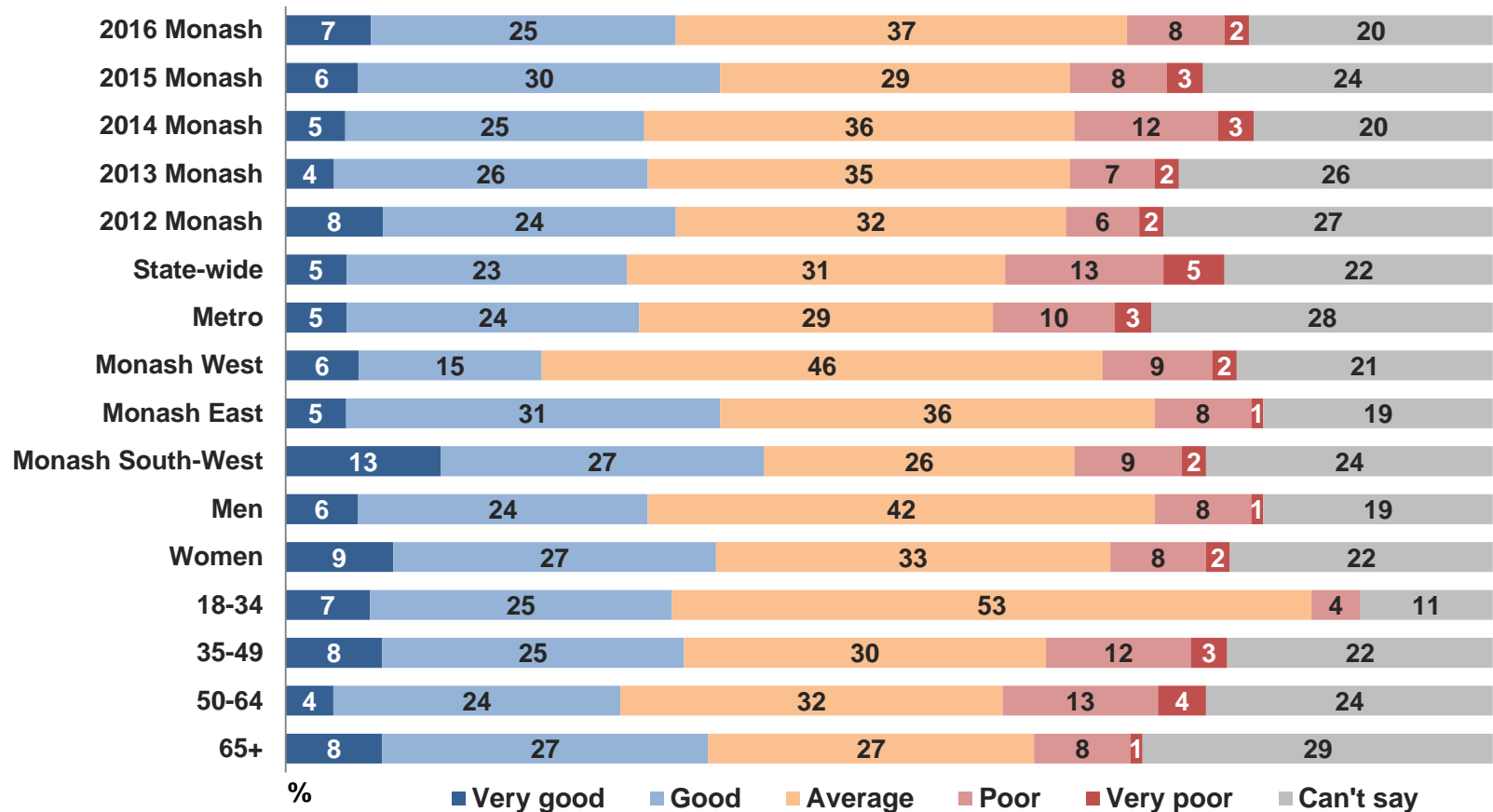
Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

Note: Please see slide 5 for explanation about significant differences

2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

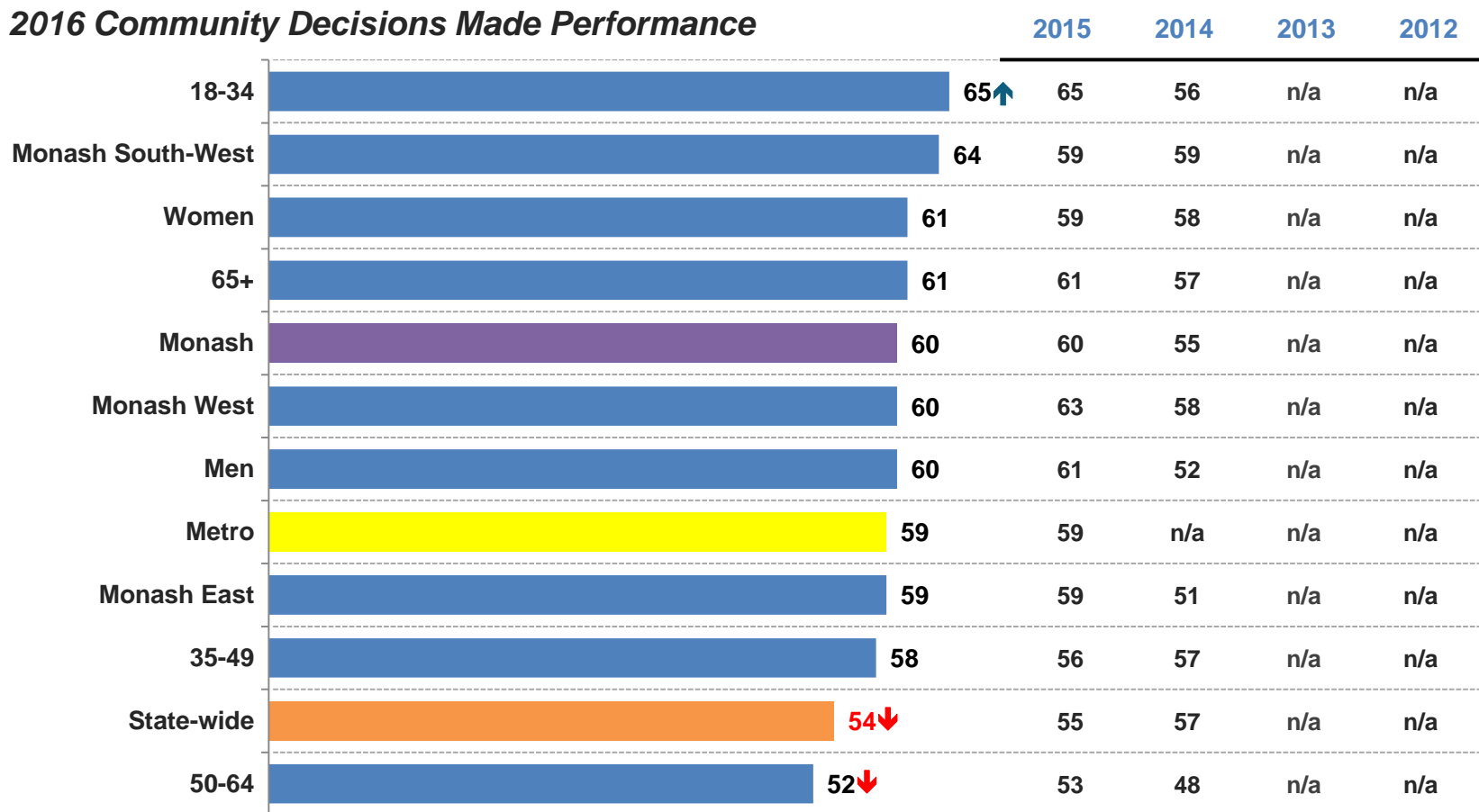
2016 Lobbying Performance



Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES

2016 Community Decisions Made Performance



Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

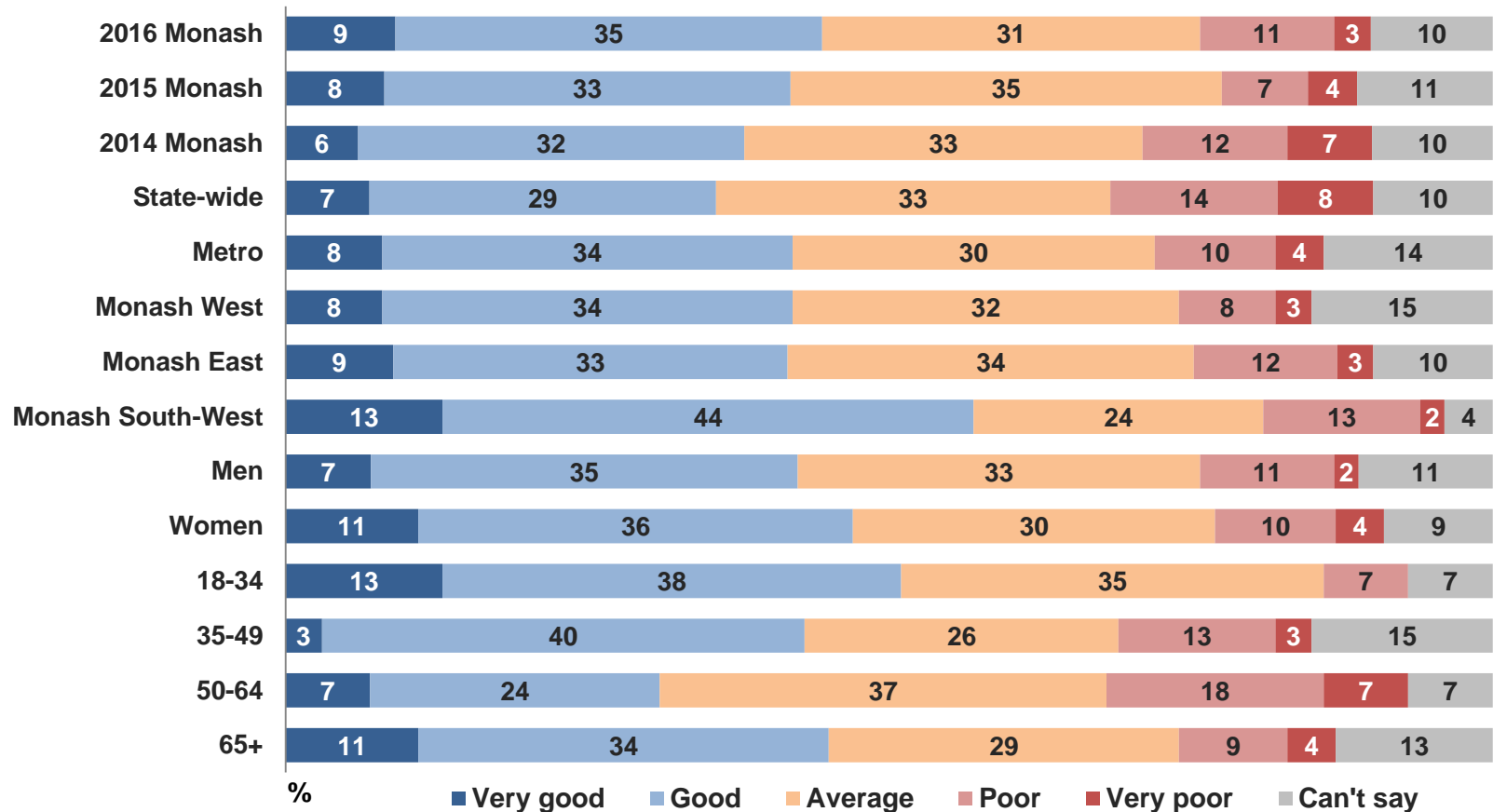
Note: Please see slide 5 for explanation about significant differences



2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

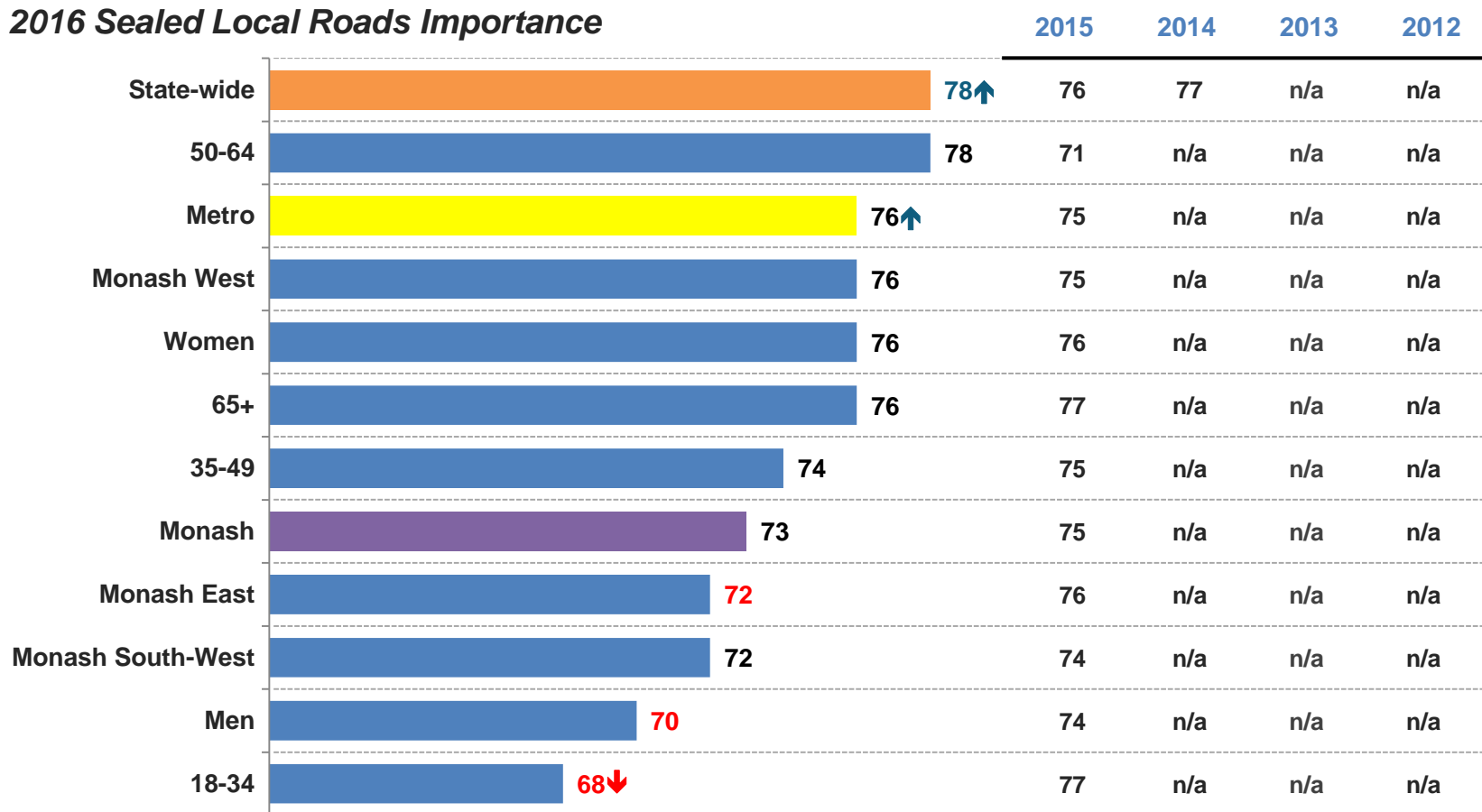
2016 Community Decisions Made Performance



Q2. How has Council performed on 'decisions made in the interest of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA IMPORTANCE INDEX SCORES

2016 Sealed Local Roads Importance



Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 8

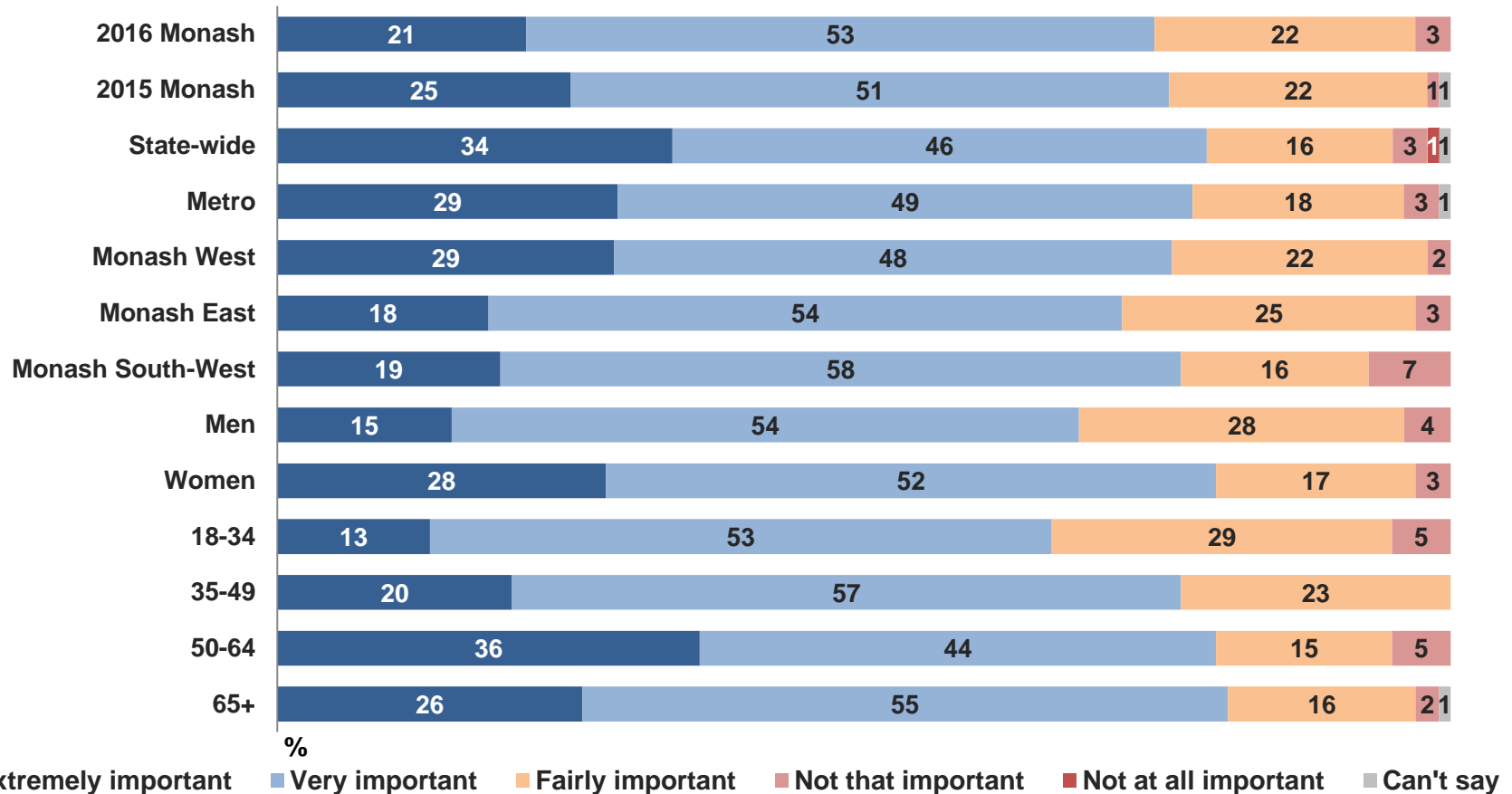
Note: Please see slide 5 for explanation about significant differences



2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2016 Sealed Local Roads Importance



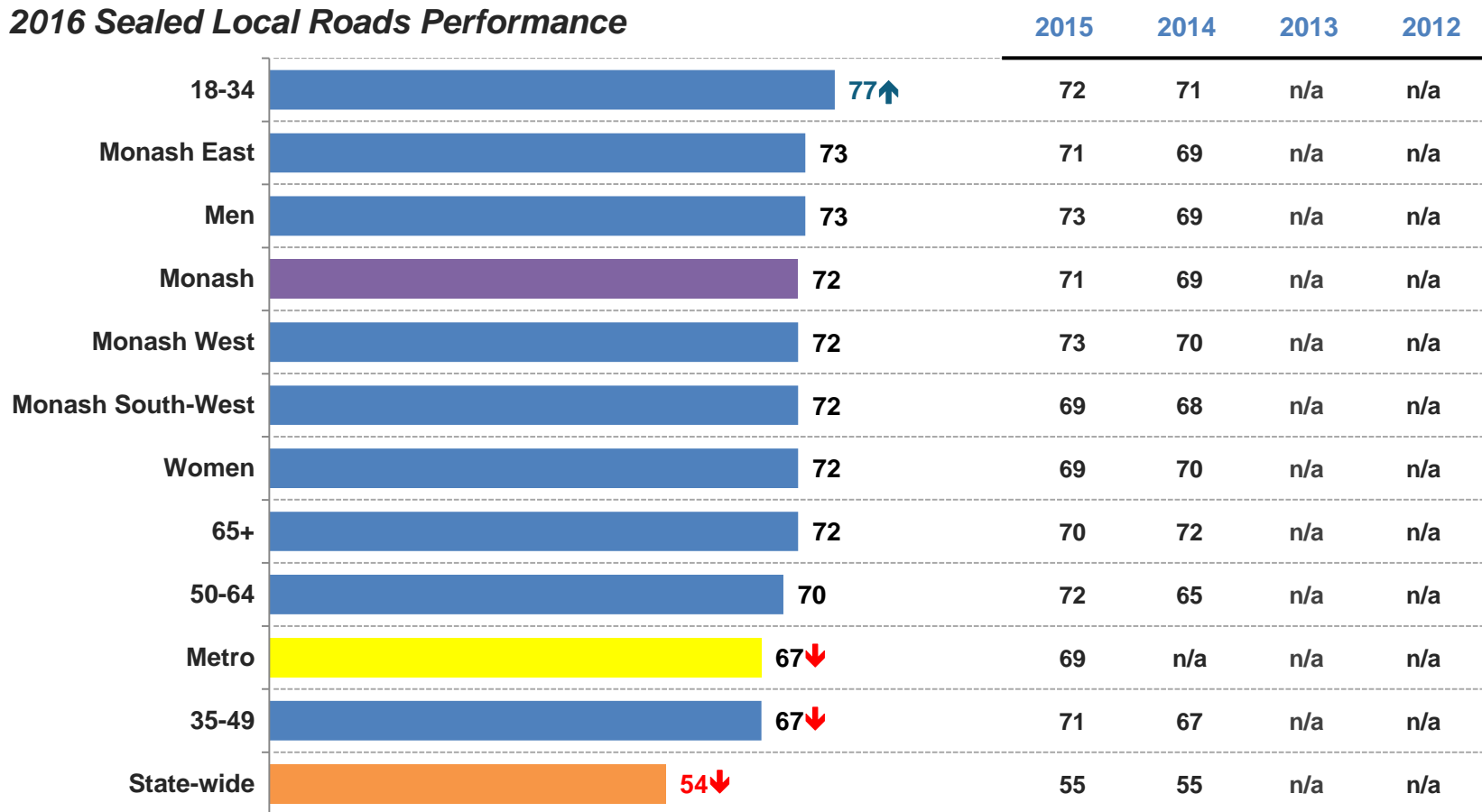
Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 8



2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

2016 Sealed Local Roads Performance



Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?

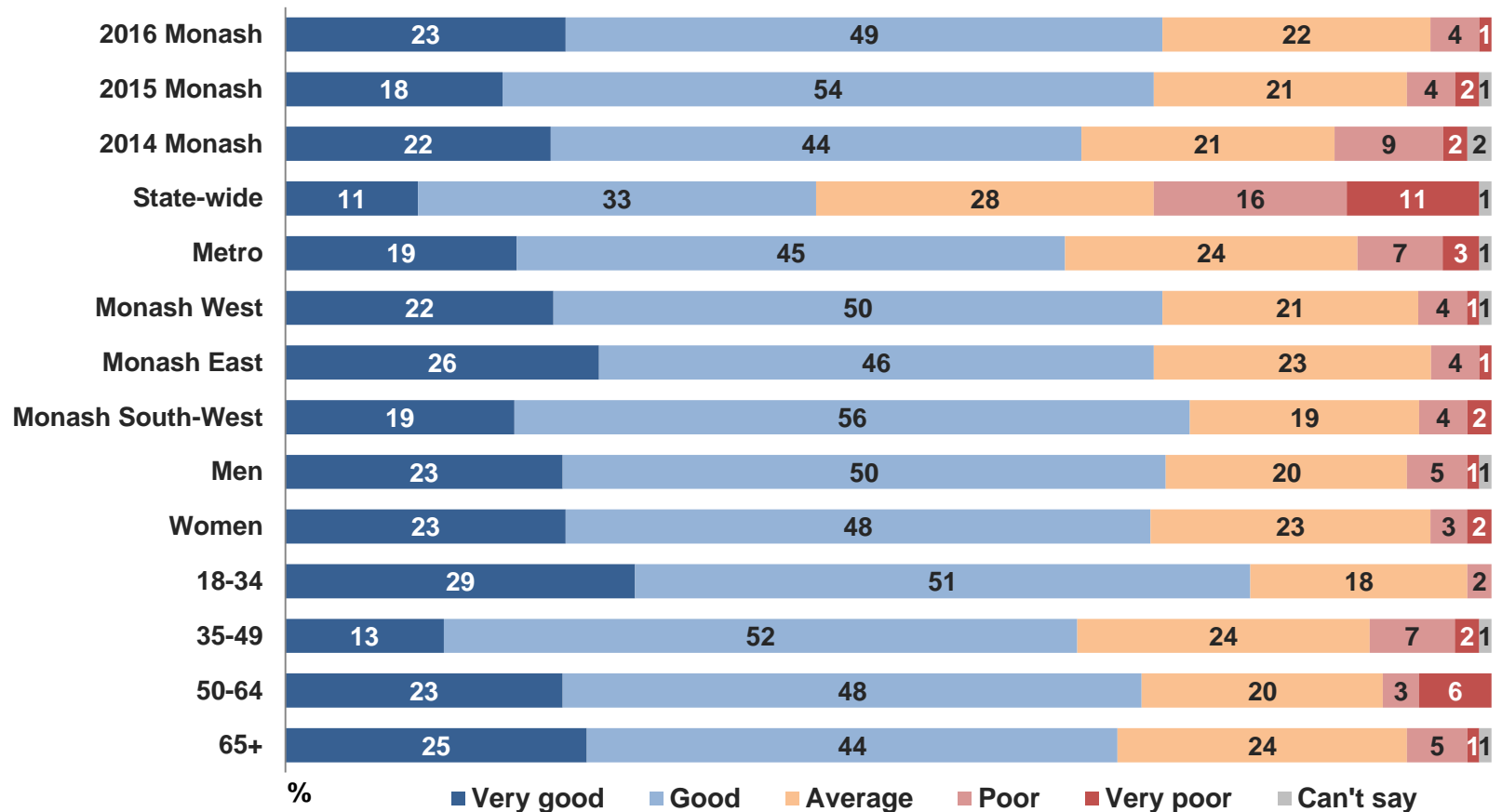
Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

Note: Please see slide 5 for explanation about significant differences

2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES

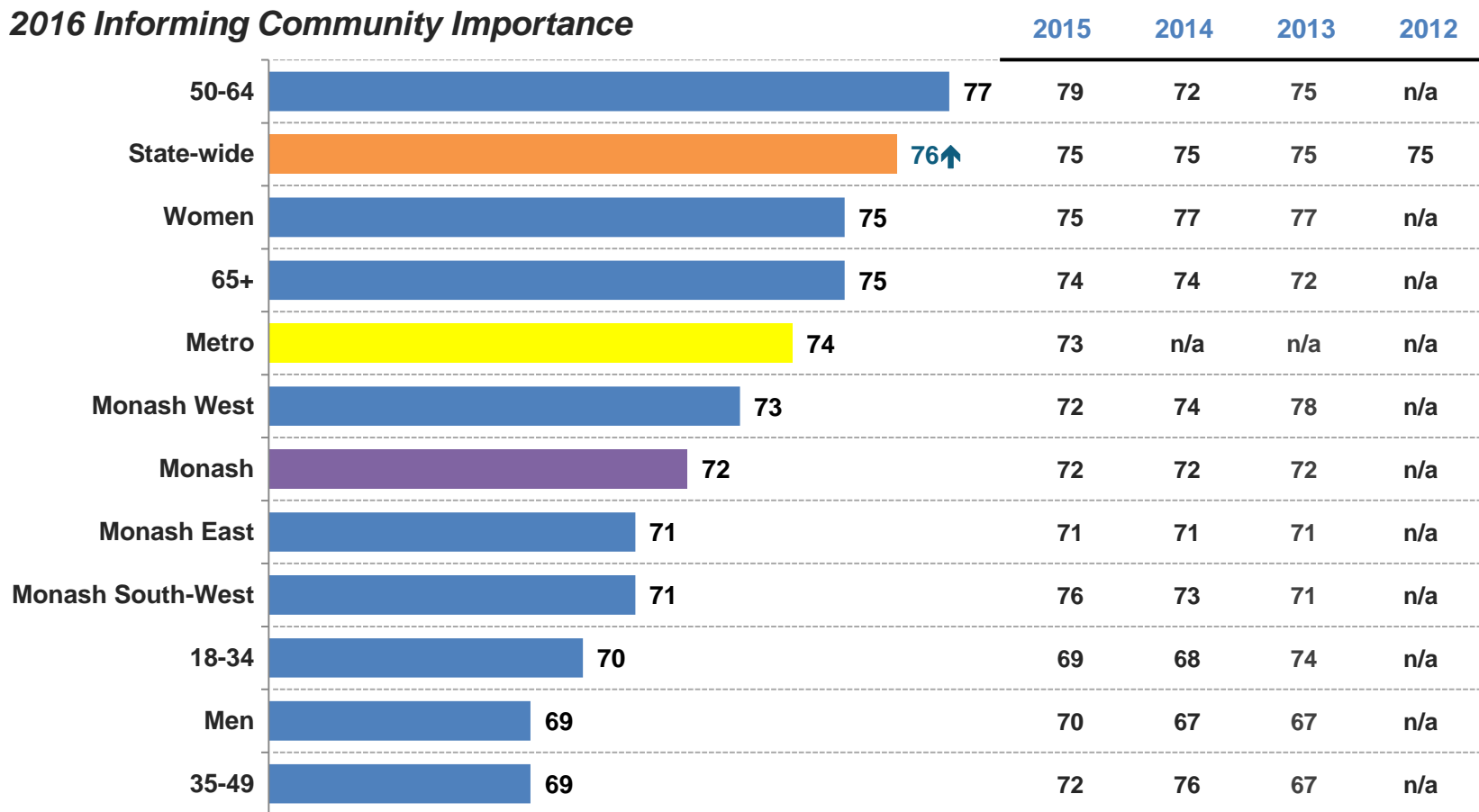
2016 Sealed Local Roads Performance



Q2. How has Council performed on 'the condition of sealed local roads in your area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

2016 INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES

2016 Informing Community Importance



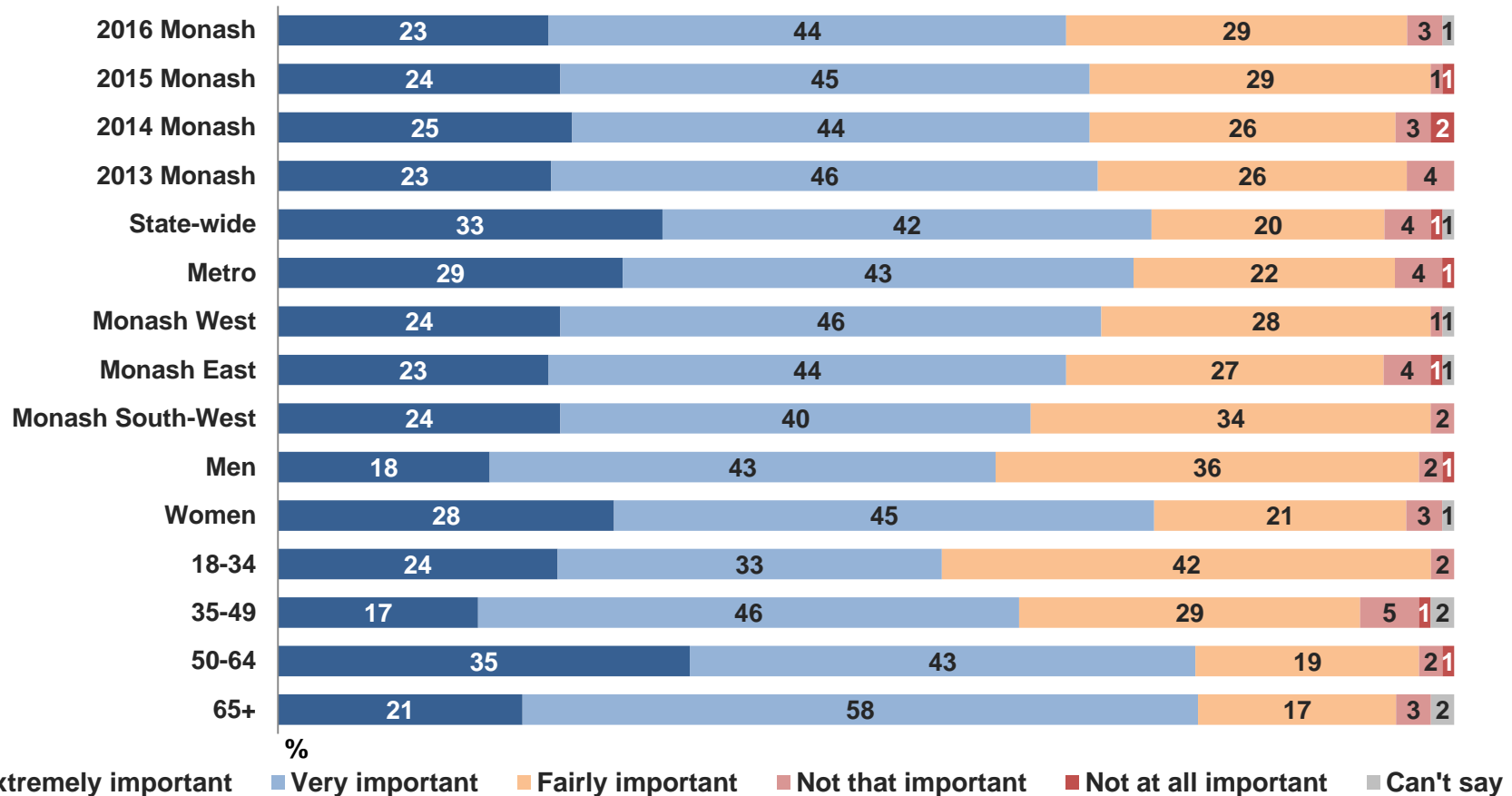
Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

2016 INFORMING THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

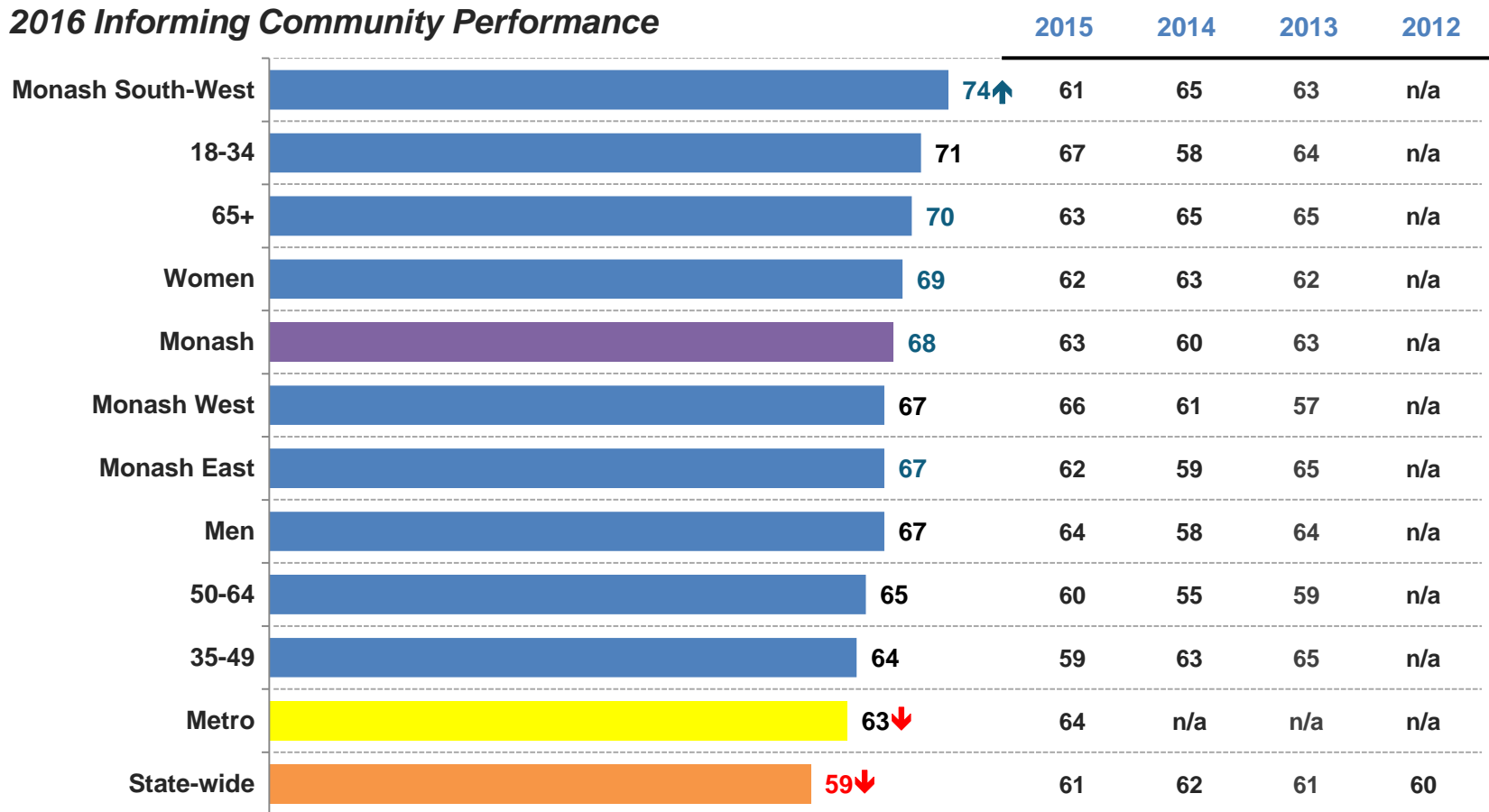
2016 Informing Community Importance



Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8

2016 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES

2016 Informing Community Performance



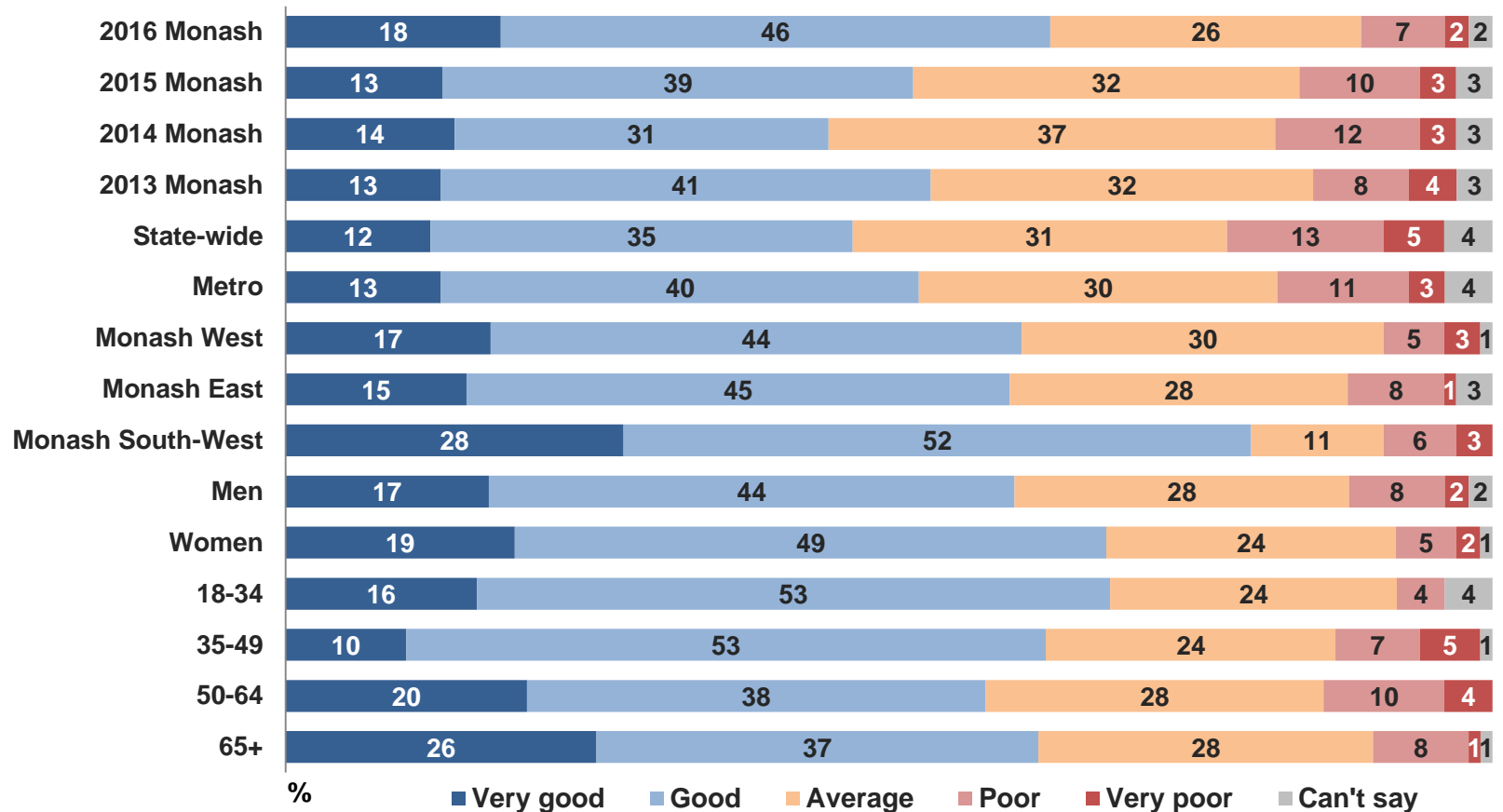
Q2. How has Council performed on 'informing the community' over the last 12 months?

Base: All respondents. Councils asked state-wide: 37 Councils asked group: 13

Note: Please see slide 5 for explanation about significant differences

2016 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

2016 Informing Community Performance

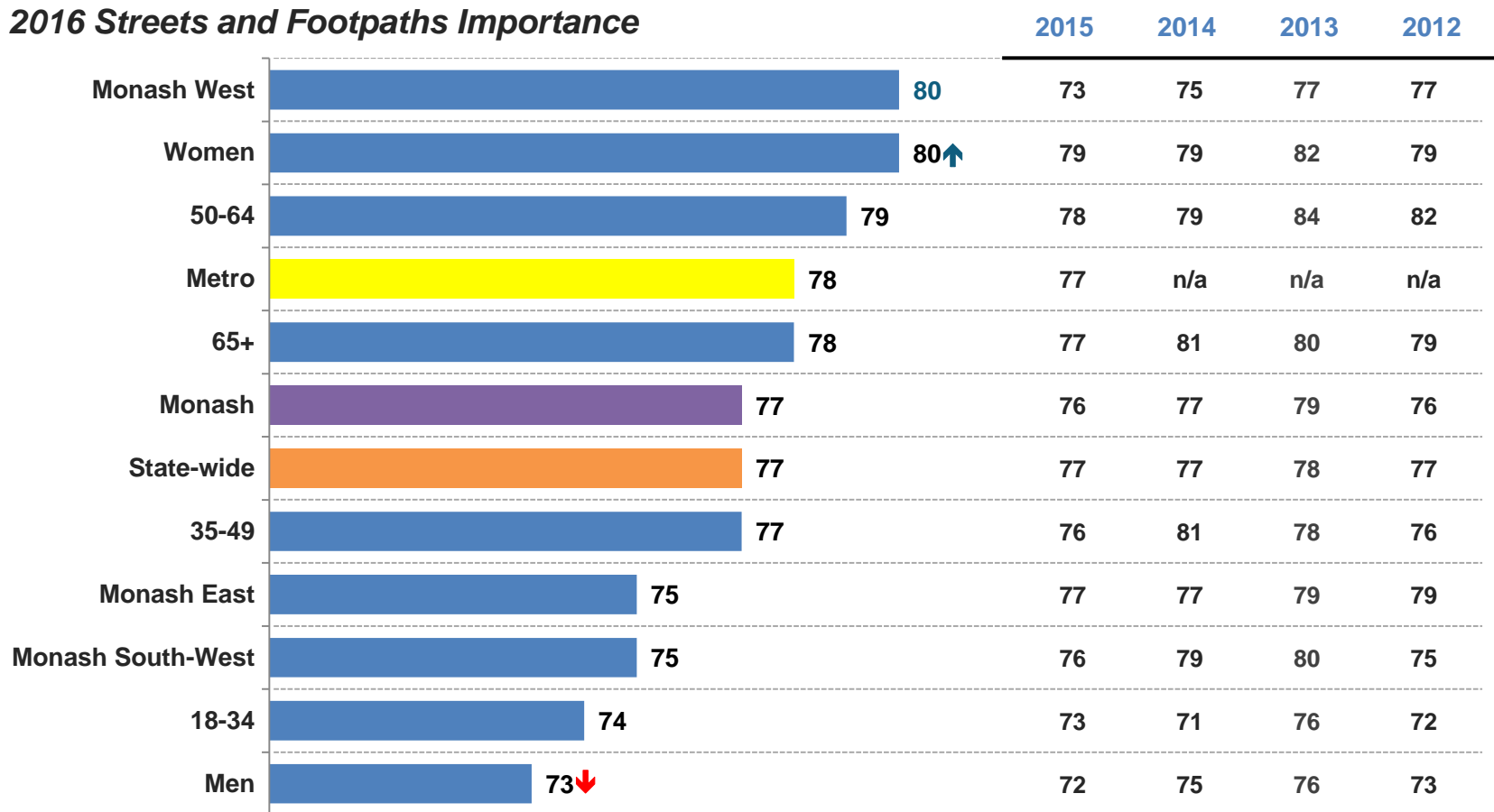


Q2. How has Council performed on 'informing the community' over the last 12 months?
Base: All respondents. Councils asked state-wide: 37 Councils asked group: 13

2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE INDEX SCORES

2016 Streets and Footpaths Importance



Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

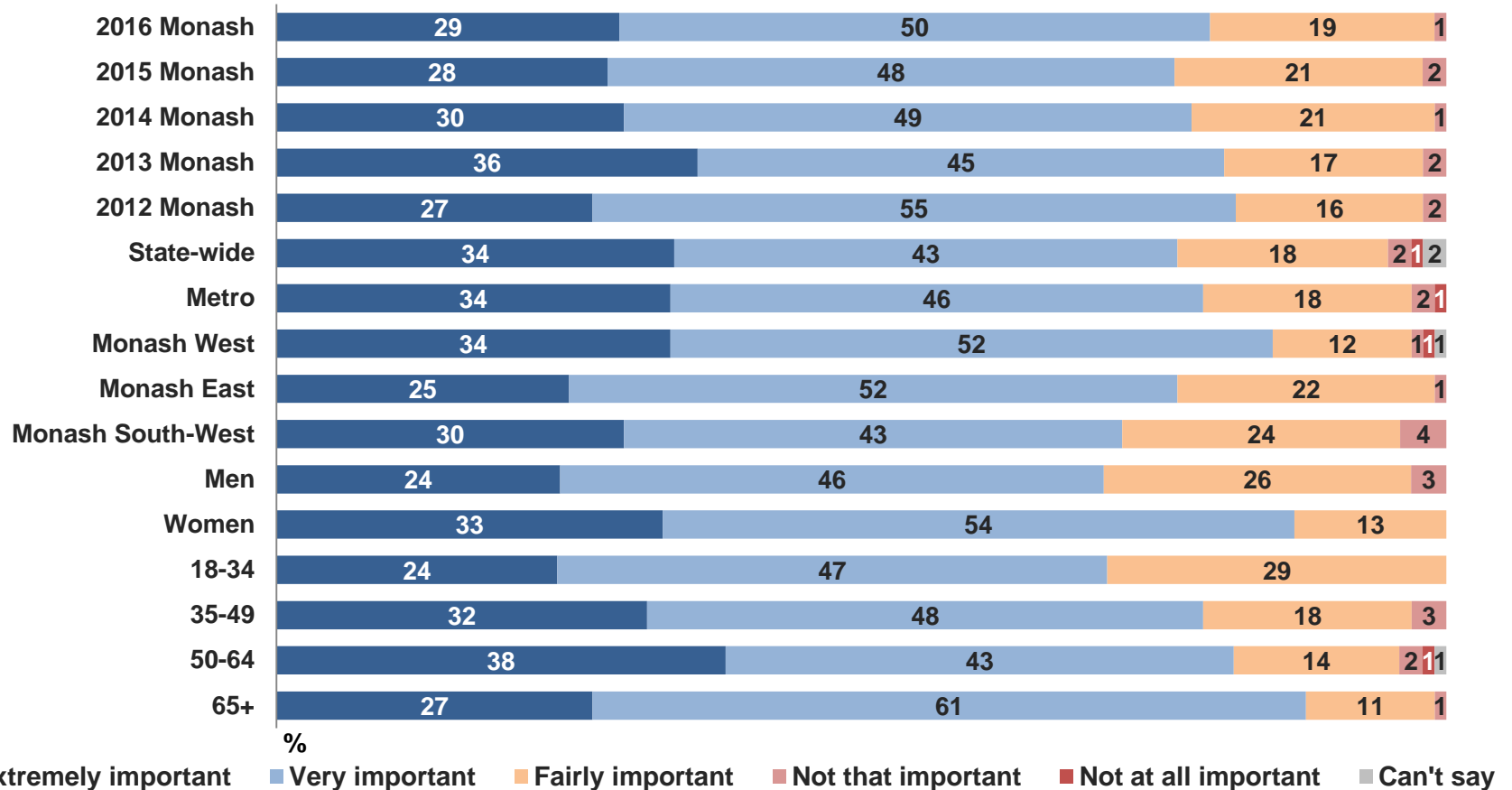
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5

Note: Please see slide 5 for explanation about significant differences

2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2016 Streets and Footpaths Importance



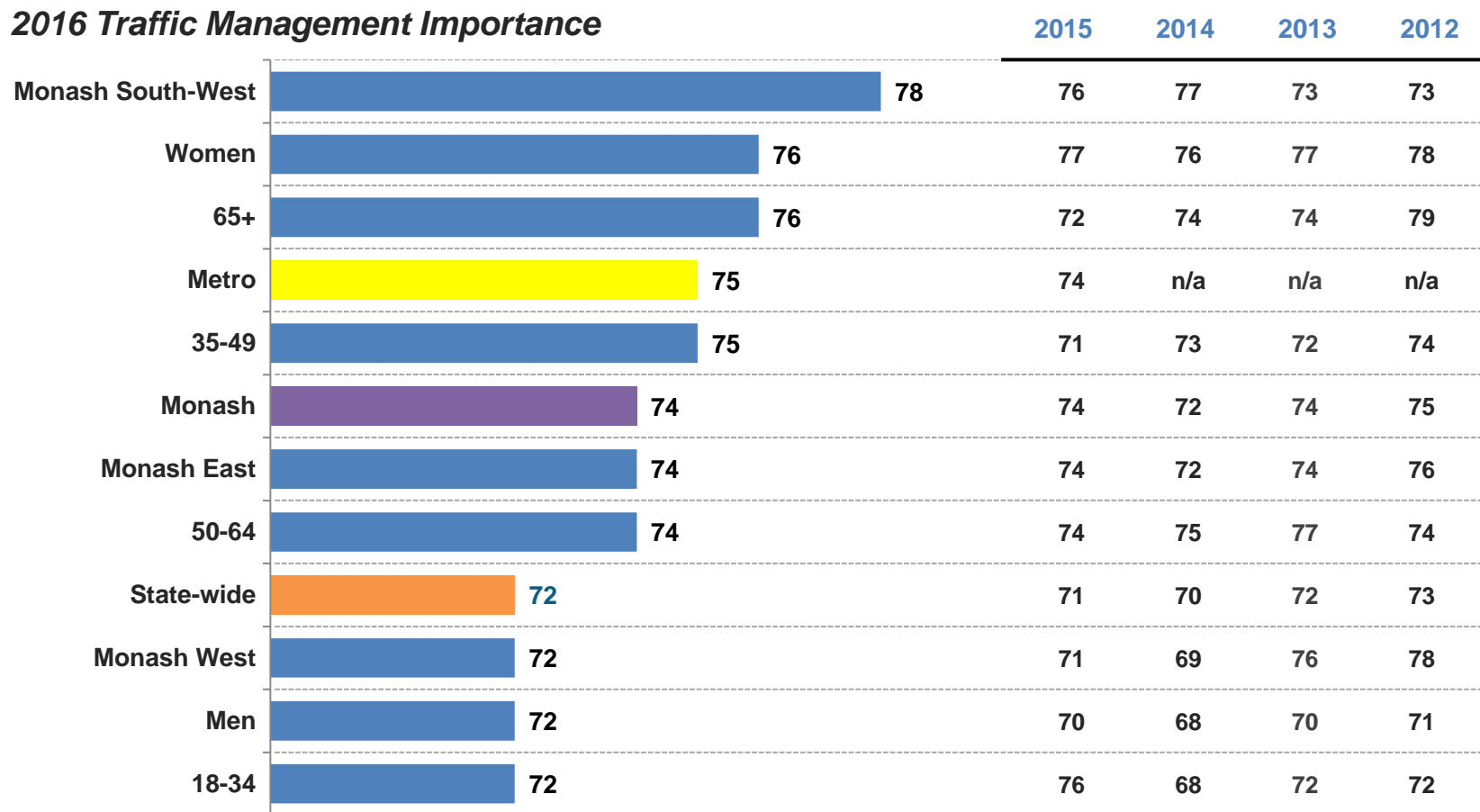
Q1. Firstly, how important should 'the condition of local streets and footpaths in your area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 27 Councils asked group: 5



2016 TRAFFIC MANAGEMENT IMPORTANCE INDEX SCORES

2016 Traffic Management Importance



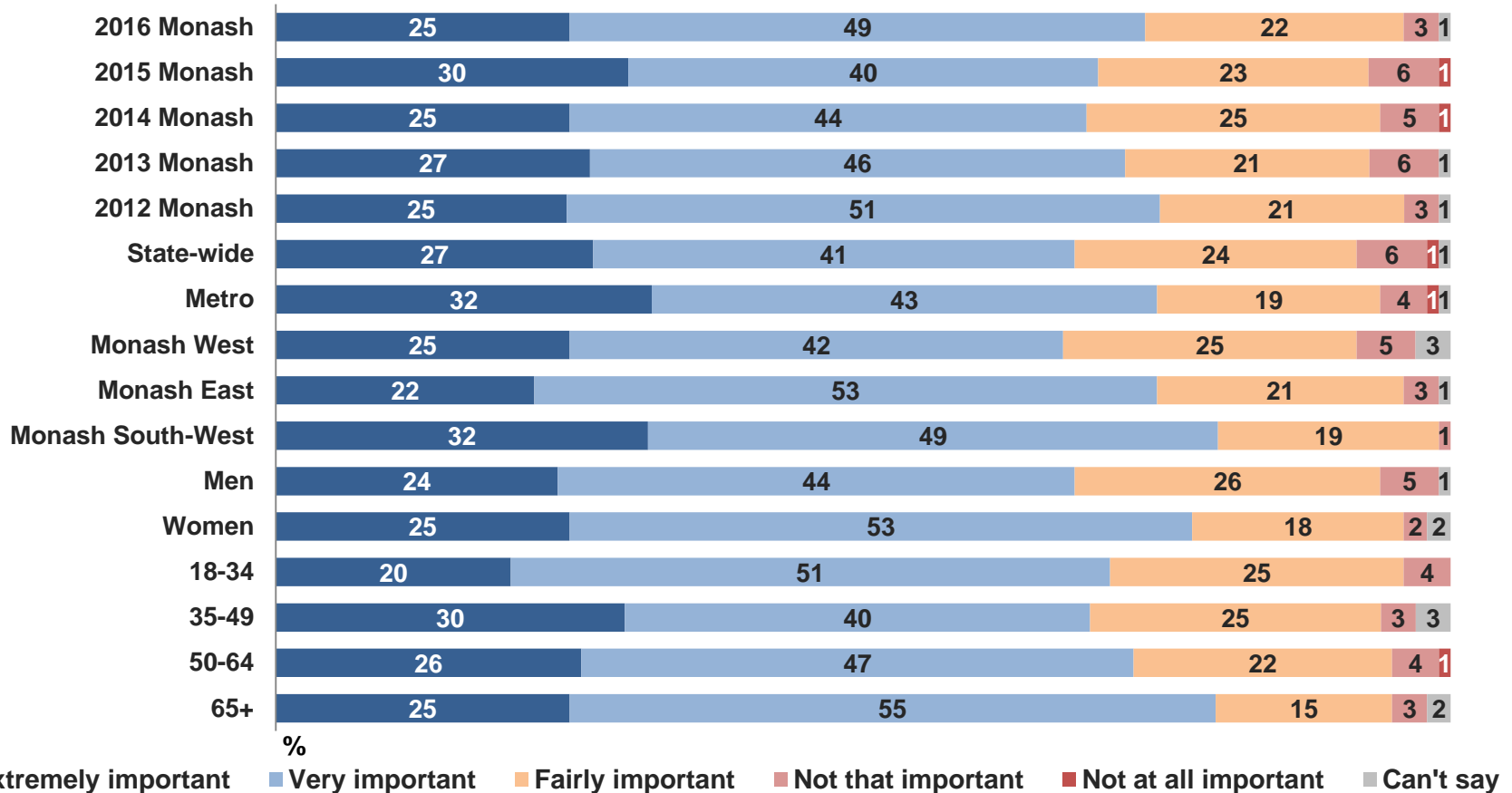
Q1. Firstly, how important should 'traffic management' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 15 Councils asked group: 6

Note: Please see slide 5 for explanation about significant differences

2016 TRAFFIC MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

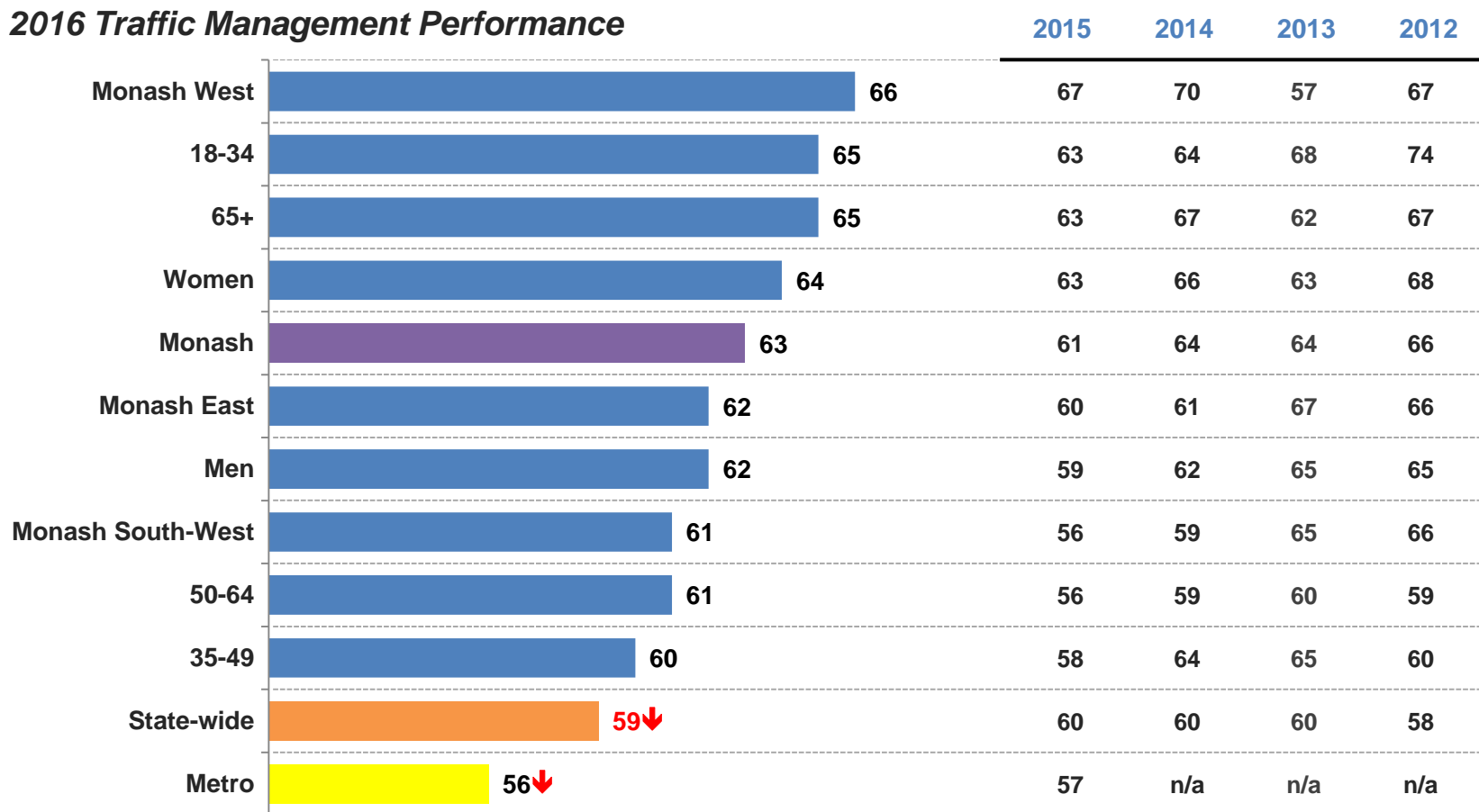
2016 Traffic Management Importance



Q1. Firstly, how important should 'traffic management' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 6

2016 TRAFFIC MANAGEMENT PERFORMANCE INDEX SCORES

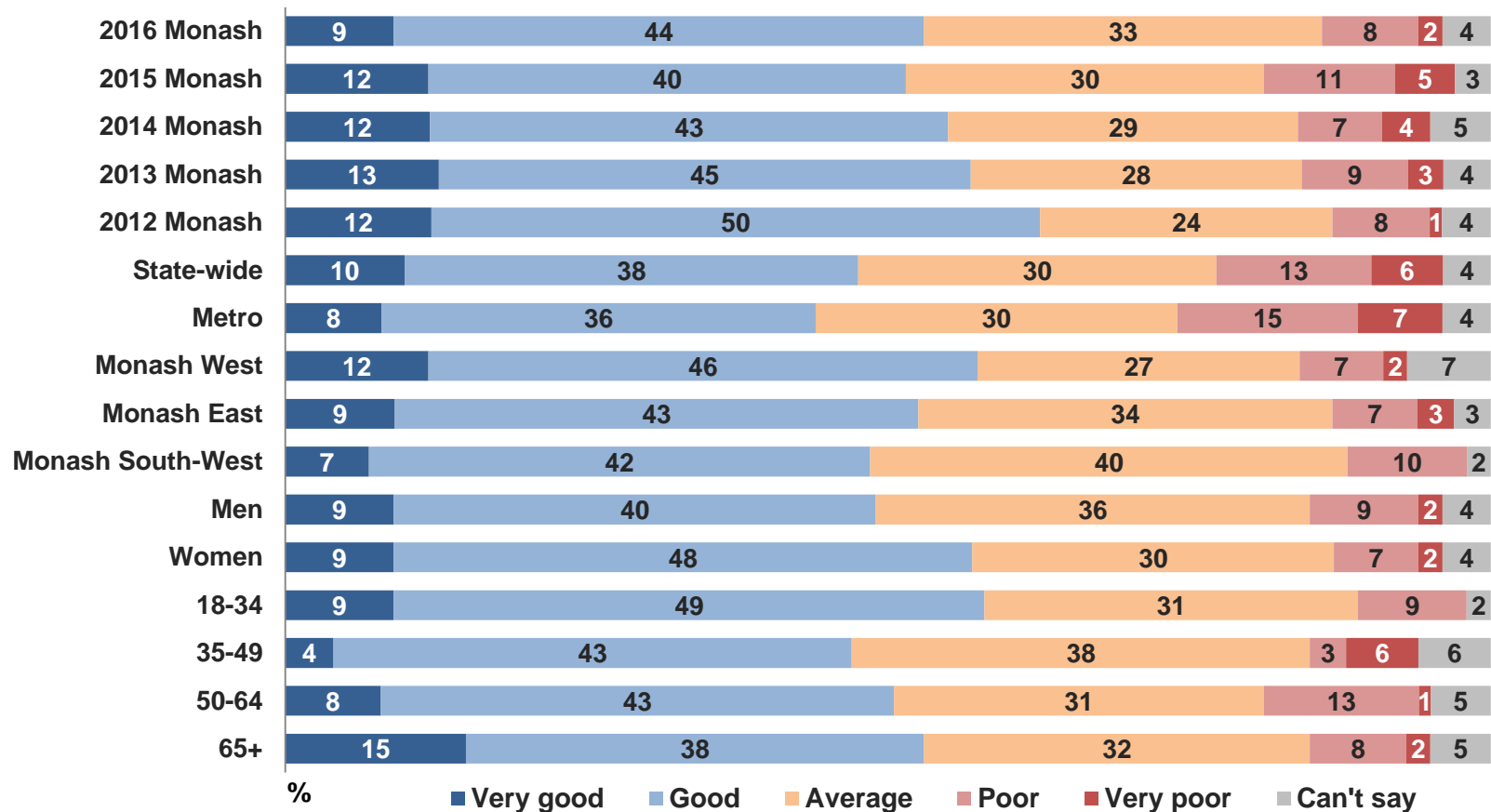
2016 Traffic Management Performance



Q2. How has Council performed on 'traffic management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 9
 Note: Please see slide 5 for explanation about significant differences

2016 TRAFFIC MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

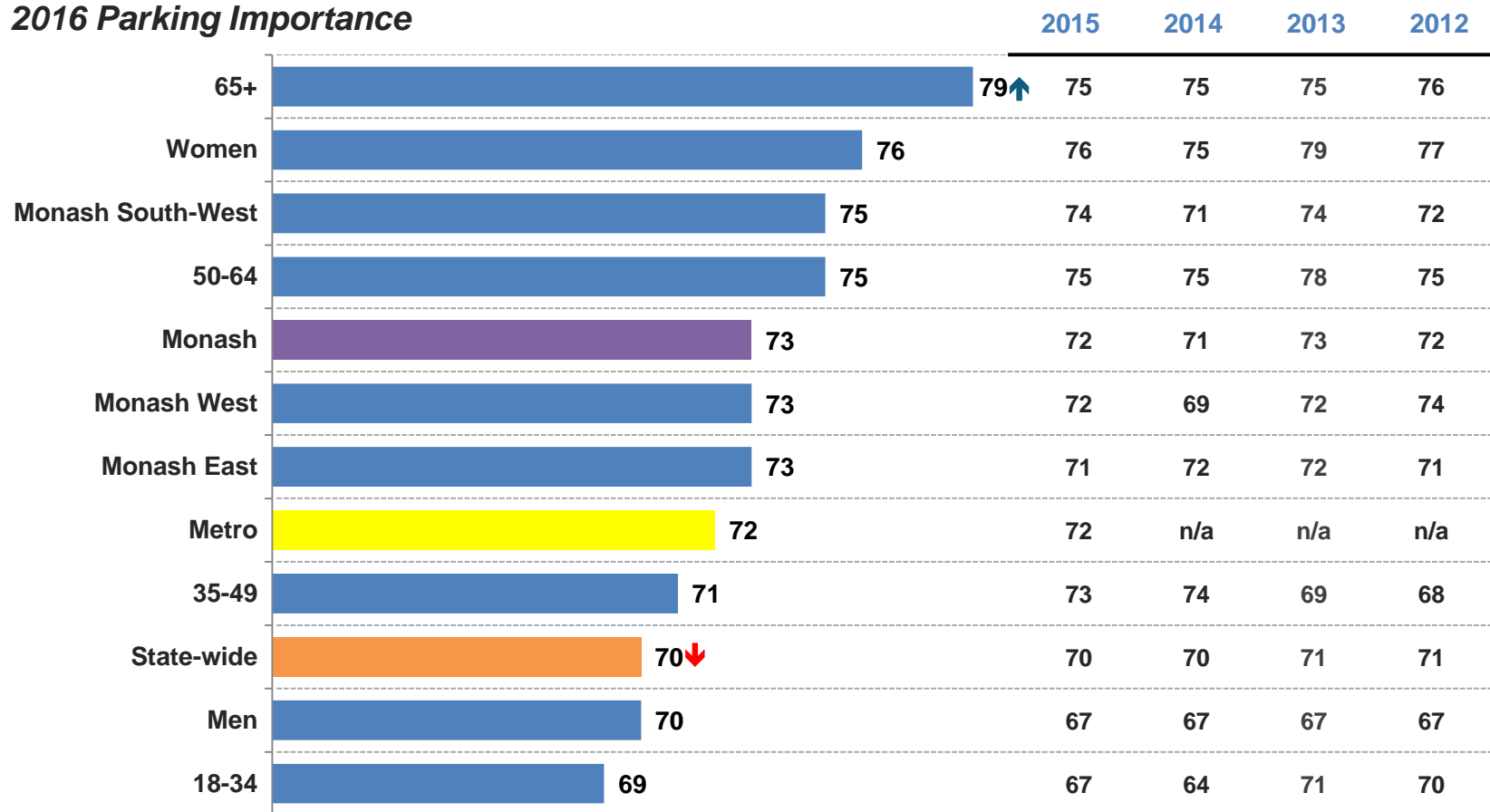
2016 Traffic Management Performance



Q2. How has Council performed on 'traffic management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 9

2016 PARKING FACILITIES IMPORTANCE INDEX SCORES

2016 Parking Importance



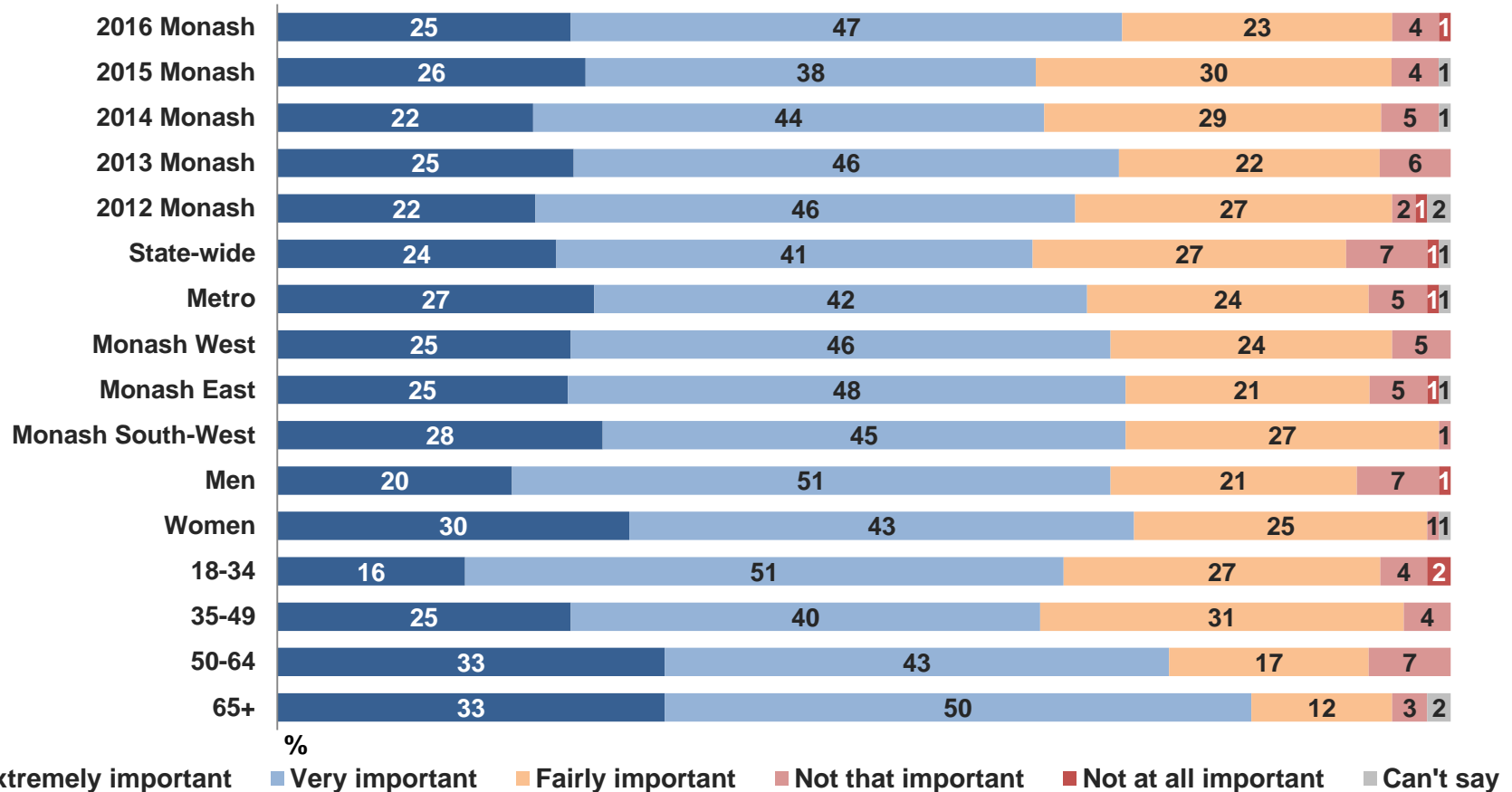
Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 6

Note: Please see slide 5 for explanation about significant differences

2016 PARKING FACILITIES IMPORTANCE DETAILED PERCENTAGES

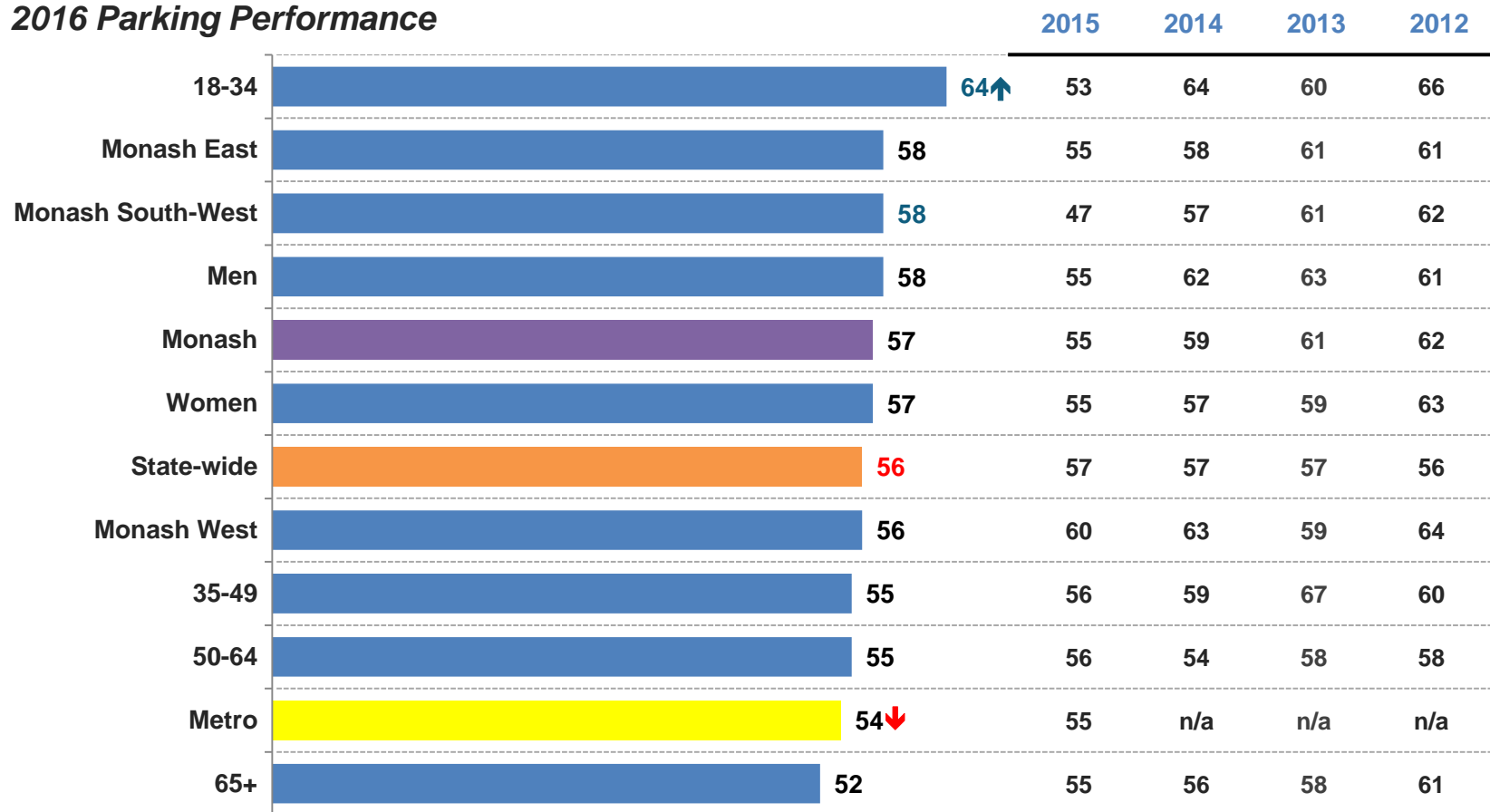
2016 Parking Importance



Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 6

2016 PARKING FACILITIES PERFORMANCE INDEX SCORES

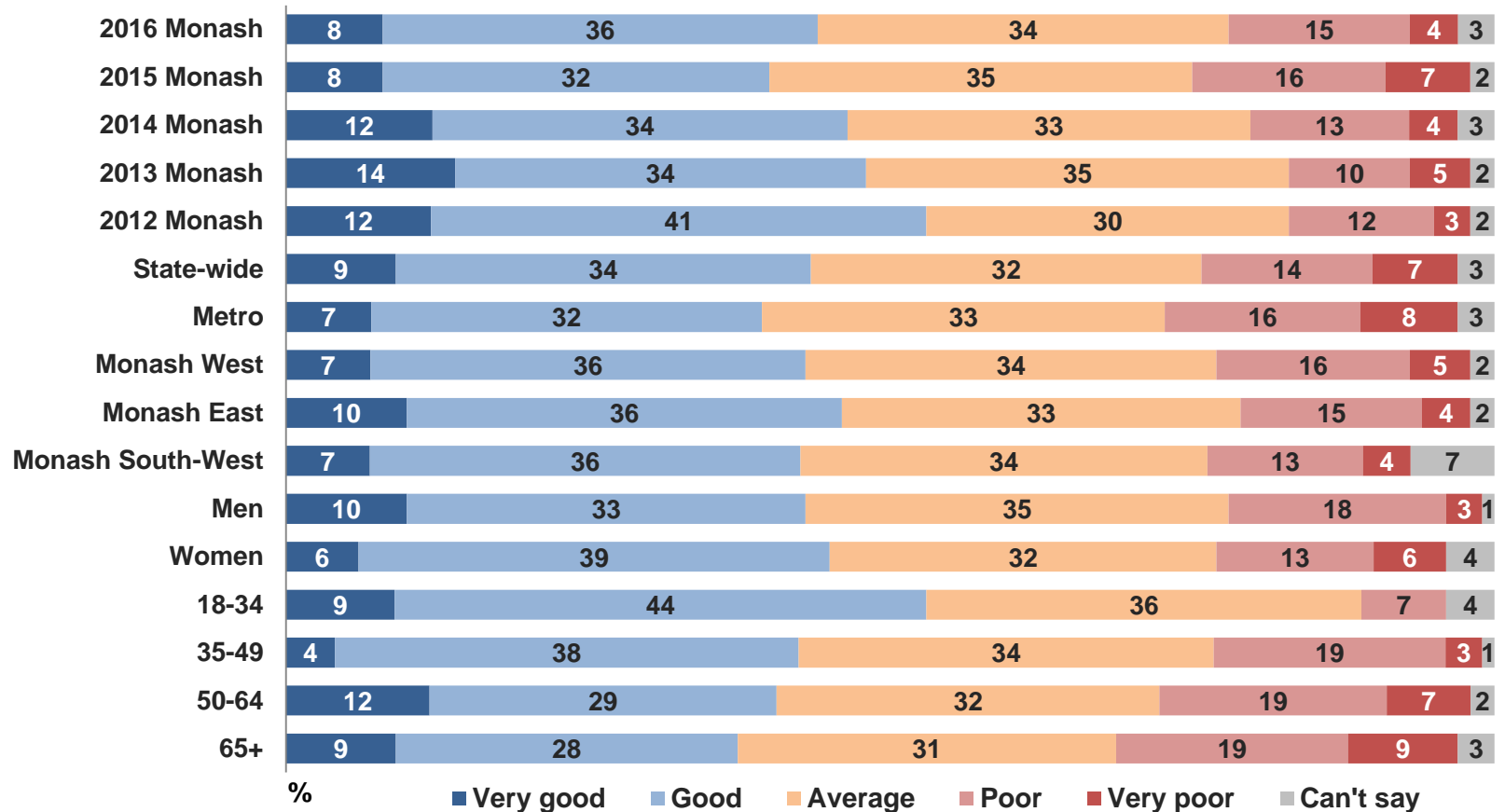
2016 Parking Performance



Q2. How has Council performed on 'parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10
 Note: Please see slide 5 for explanation about significant differences

2016 PARKING FACILITIES PERFORMANCE DETAILED PERCENTAGES

2016 Parking Performance



Q2. How has Council performed on 'parking facilities' over the last 12 months?
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10

2016 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES

2016 Law Enforcement Importance

		2015	2014	2013	2012
Monash West	73	72	68	75	75
Women	73	74	71	75	77
65+	72	72	73	68	76
Monash	71	71	68	73	73
Metro	71	72	n/a	n/a	n/a
Monash East	71	70	67	70	73
18-34	71	70	62	78	71
50-64	71	70	71	74	73
State-wide	70	71	70	71	70
35-49	70	73	70	69	71
Men	69	69	66	70	69
Monash South-West	68	73	72	74	72

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?

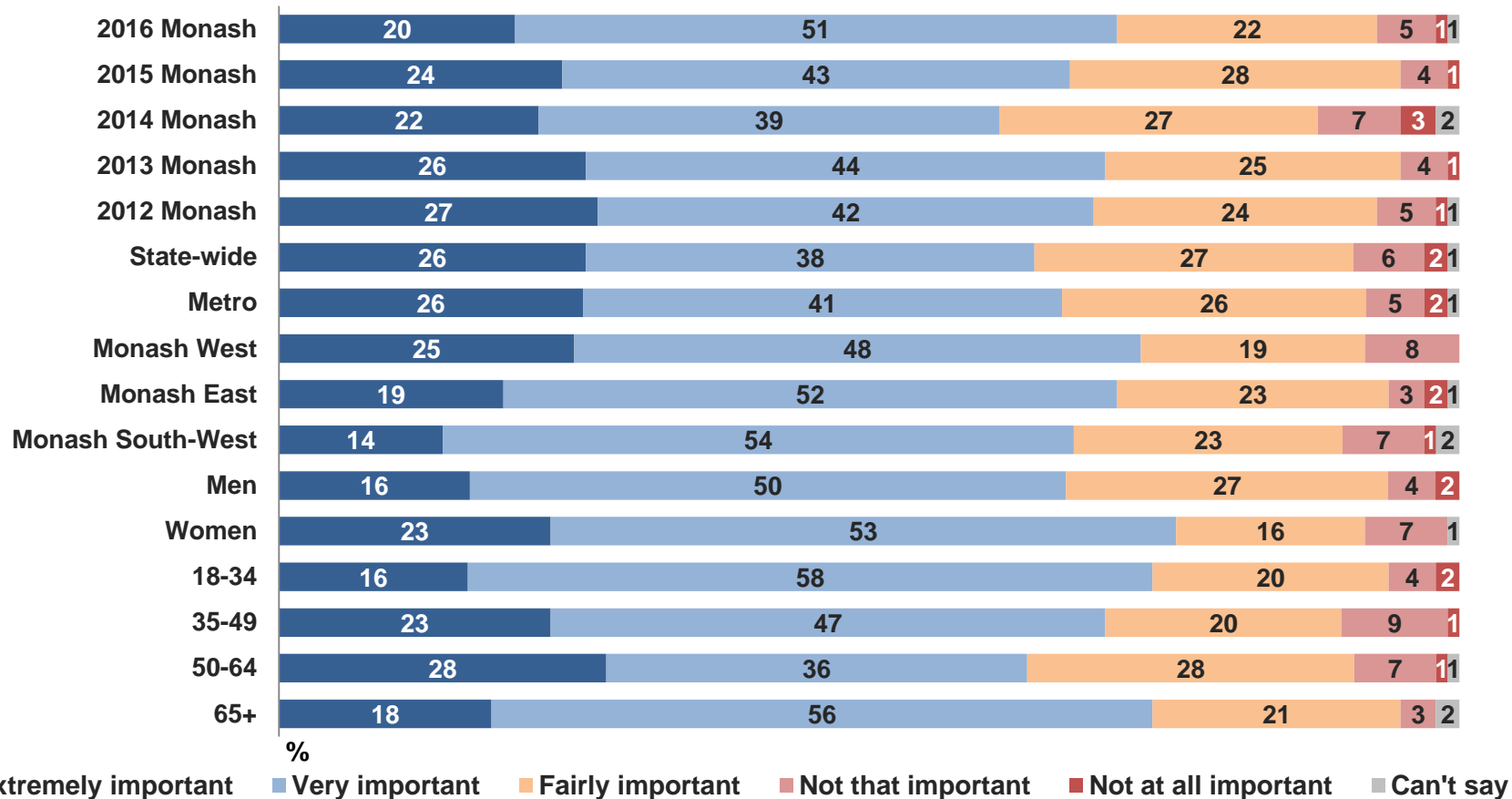
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

Note: Please see slide 5 for explanation about significant differences



2016 ENFORCEMENT OF LOCAL LAWS IMPORTANCE DETAILED PERCENTAGES

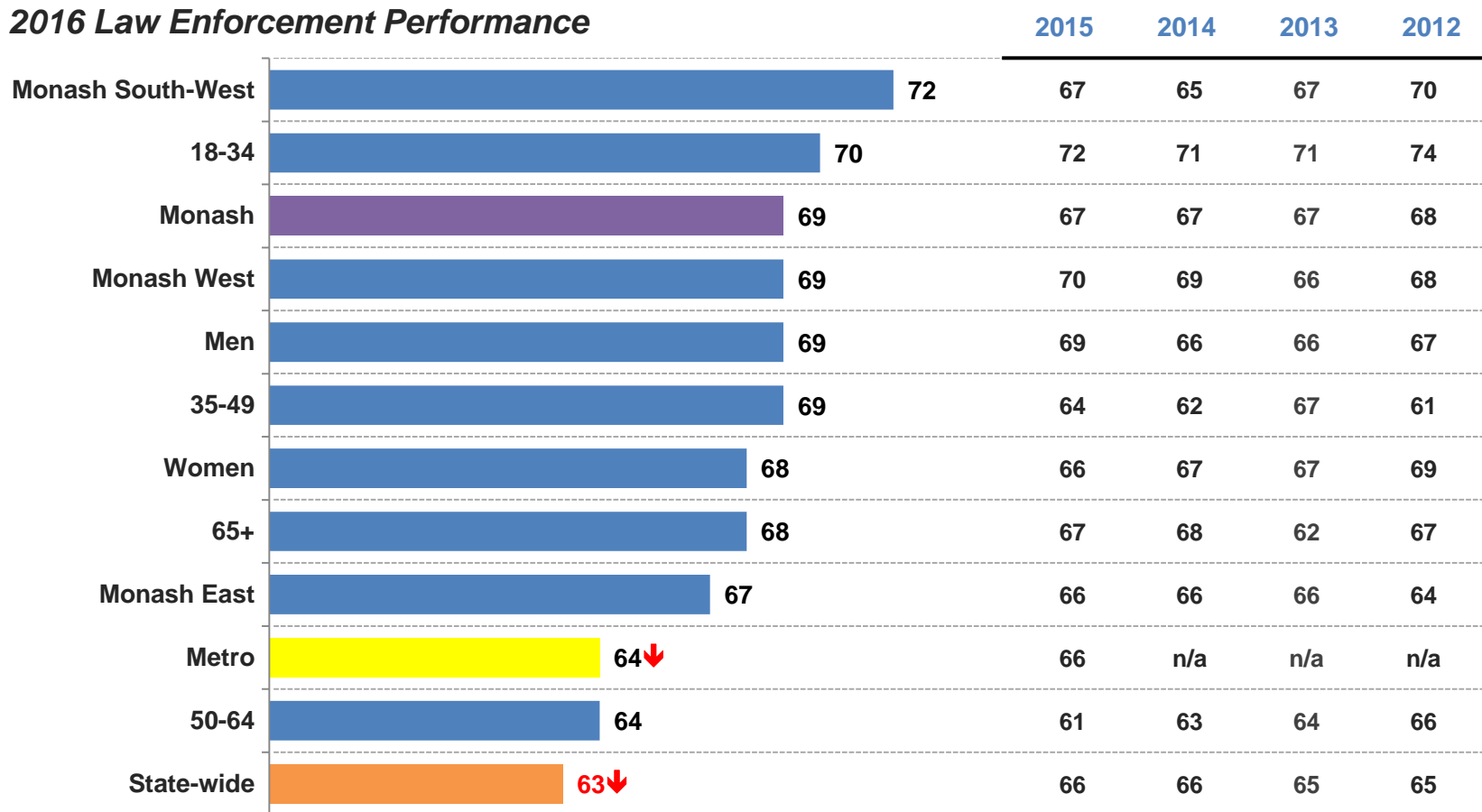
2016 Law Enforcement Importance



Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

2016 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES

2016 Law Enforcement Performance



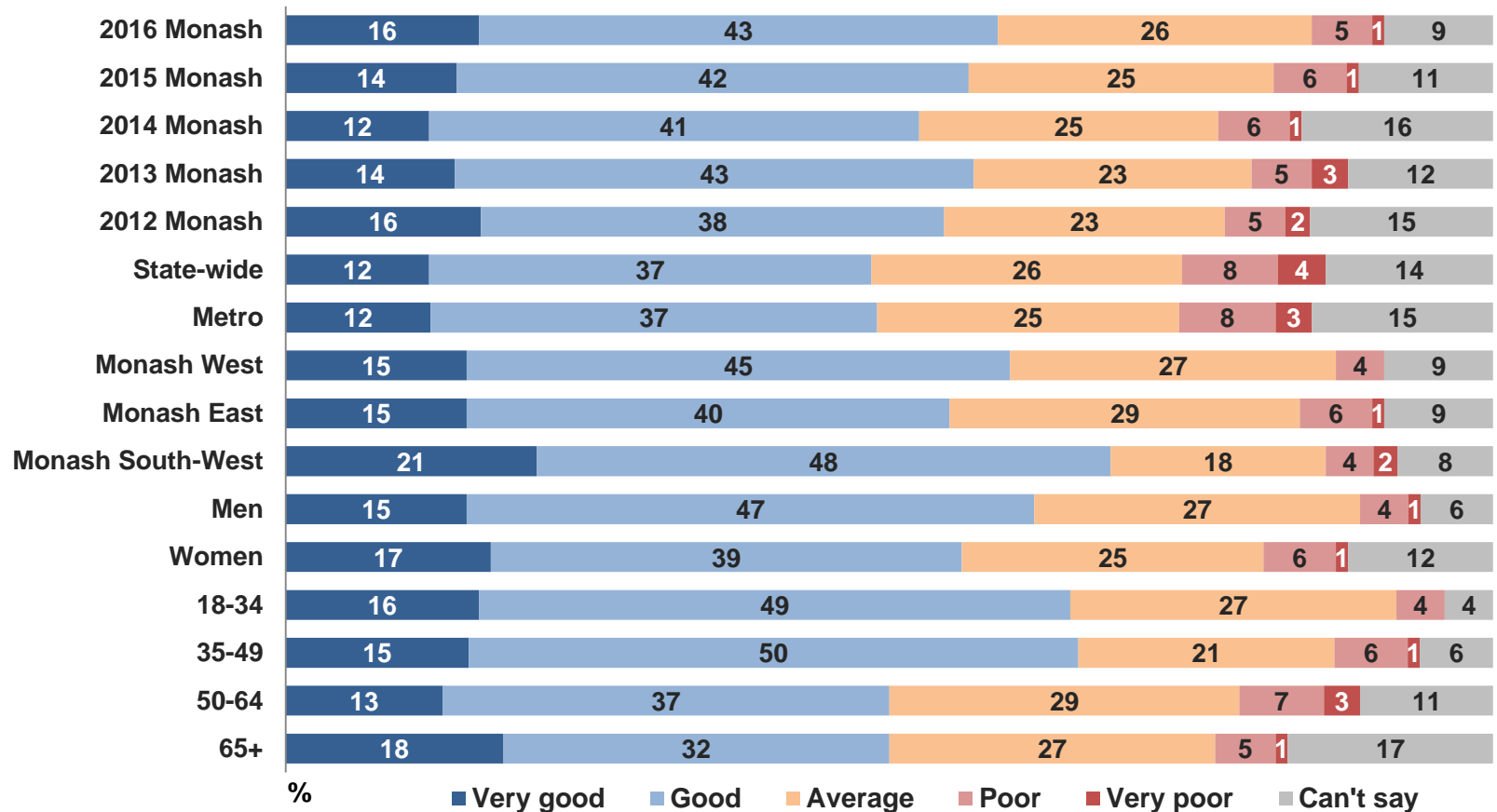
Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 11

Note: Please see slide 5 for explanation about significant differences

2016 ENFORCEMENT OF LOCAL LAWS PERFORMANCE DETAILED PERCENTAGES

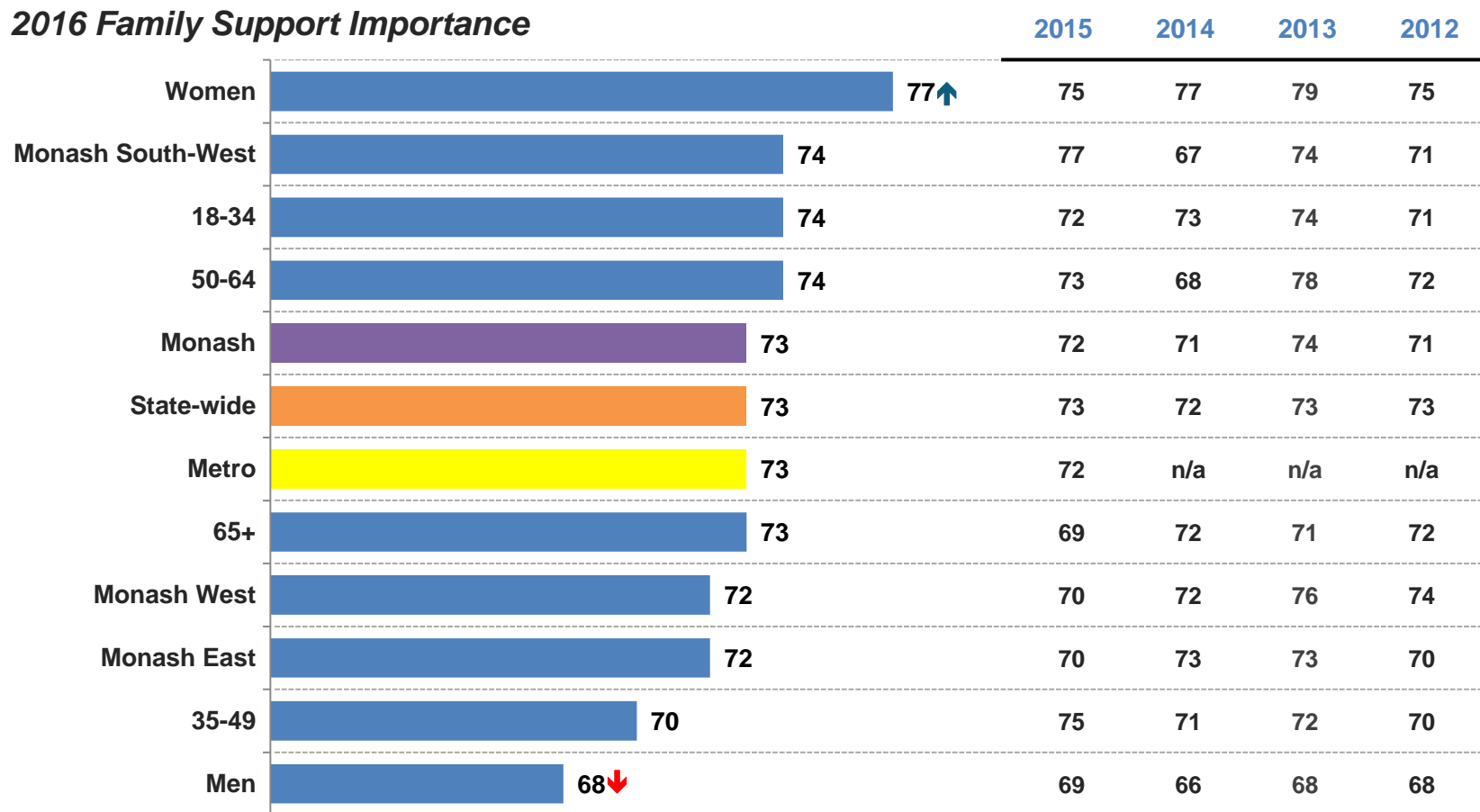
2016 Law Enforcement Performance



Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 11

2016 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Family Support Importance



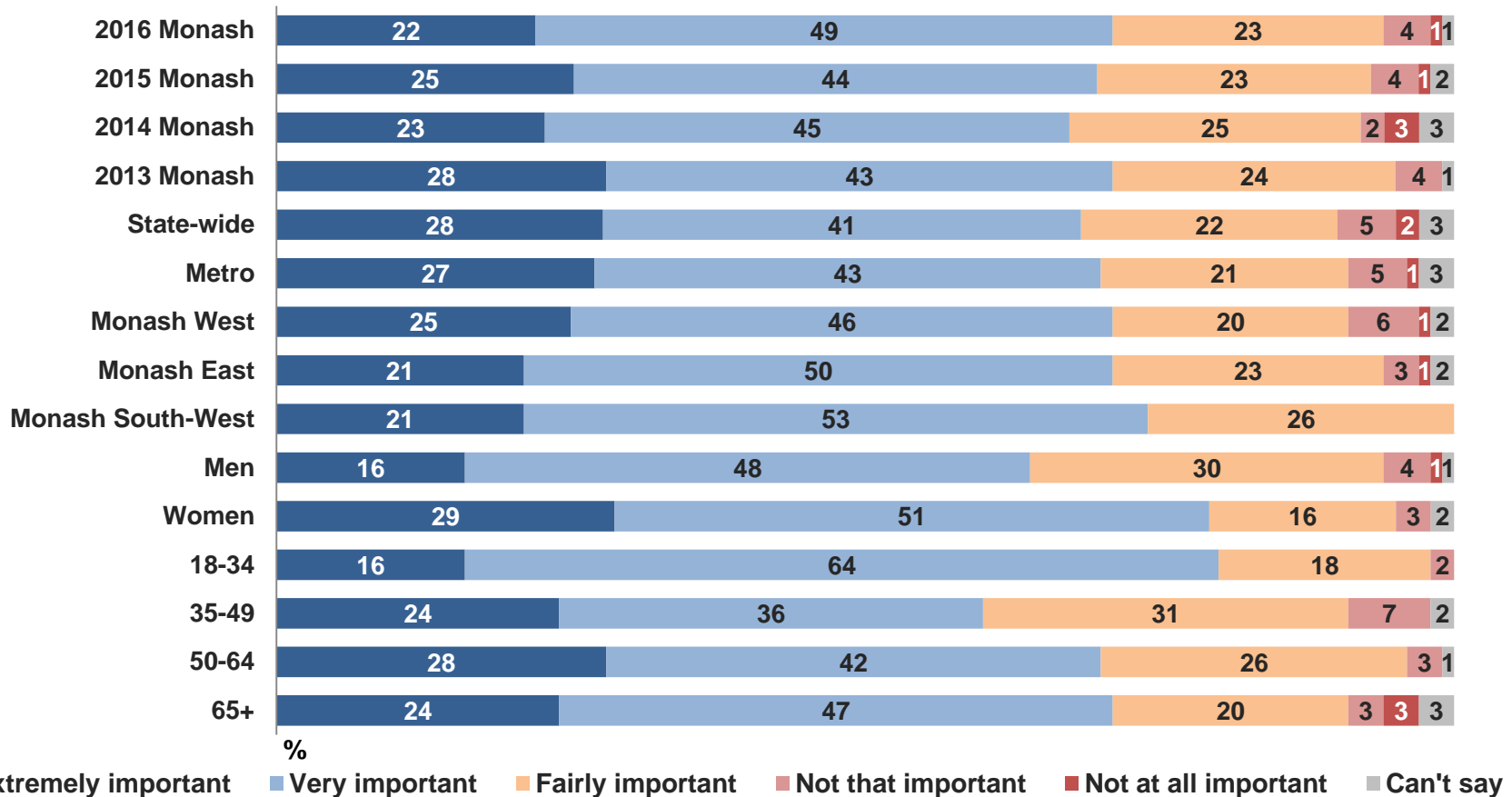
Q1. Firstly, how important should 'family support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

2016 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

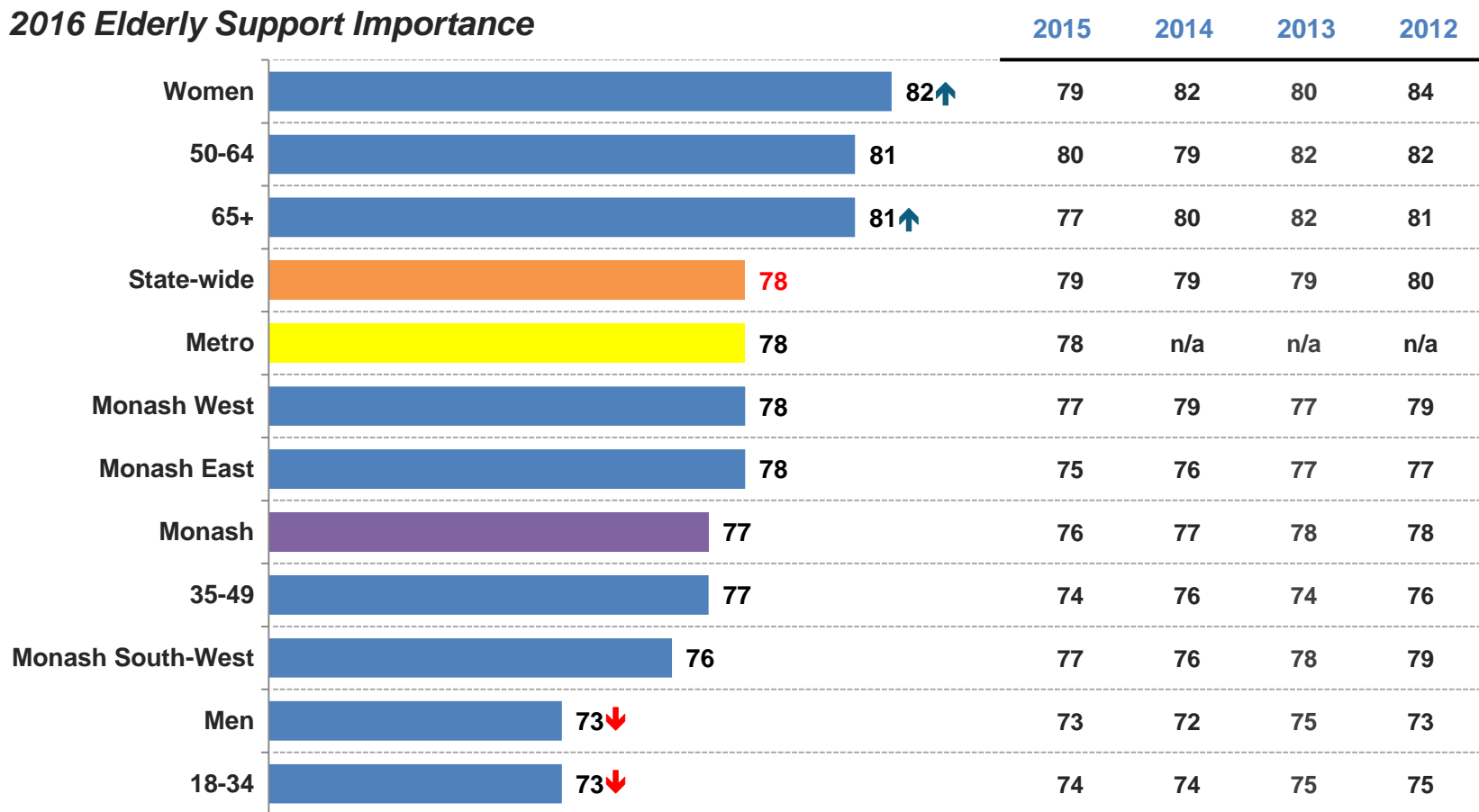
2016 Family Support Importance



Q1. Firstly, how important should 'family support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8

2016 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Elderly Support Importance



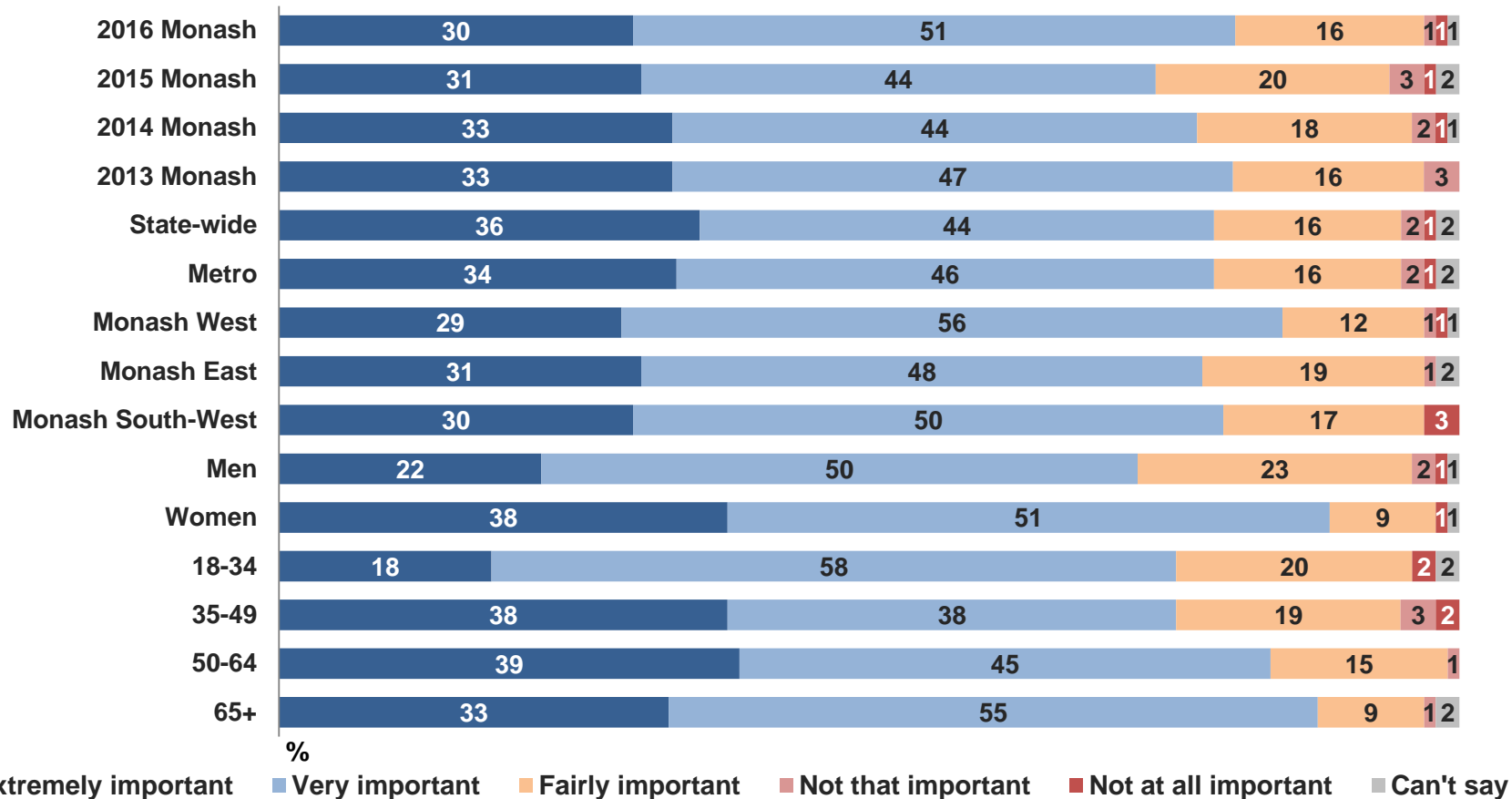
Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

2016 ELDERLY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES

2016 Elderly Support Importance



Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

2016 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES

2016 Elderly Support Performance

		2015	2014	2013	2012
Monash South-West	80↑	70	62	69	75
65+	74	74	69	75	74
Monash	71	68	62	68	71
Men	71	68	60	66	73
Women	71	69	65	70	70
18-34	71	66	60	68	76
Monash East	70	69	60	67	71
Metro	69	69	n/a	n/a	n/a
35-49	69	66	62	68	67
State-wide	68↓	69	70	69	69
Monash West	68	66	65	64	70
50-64	66	67	55	60	65

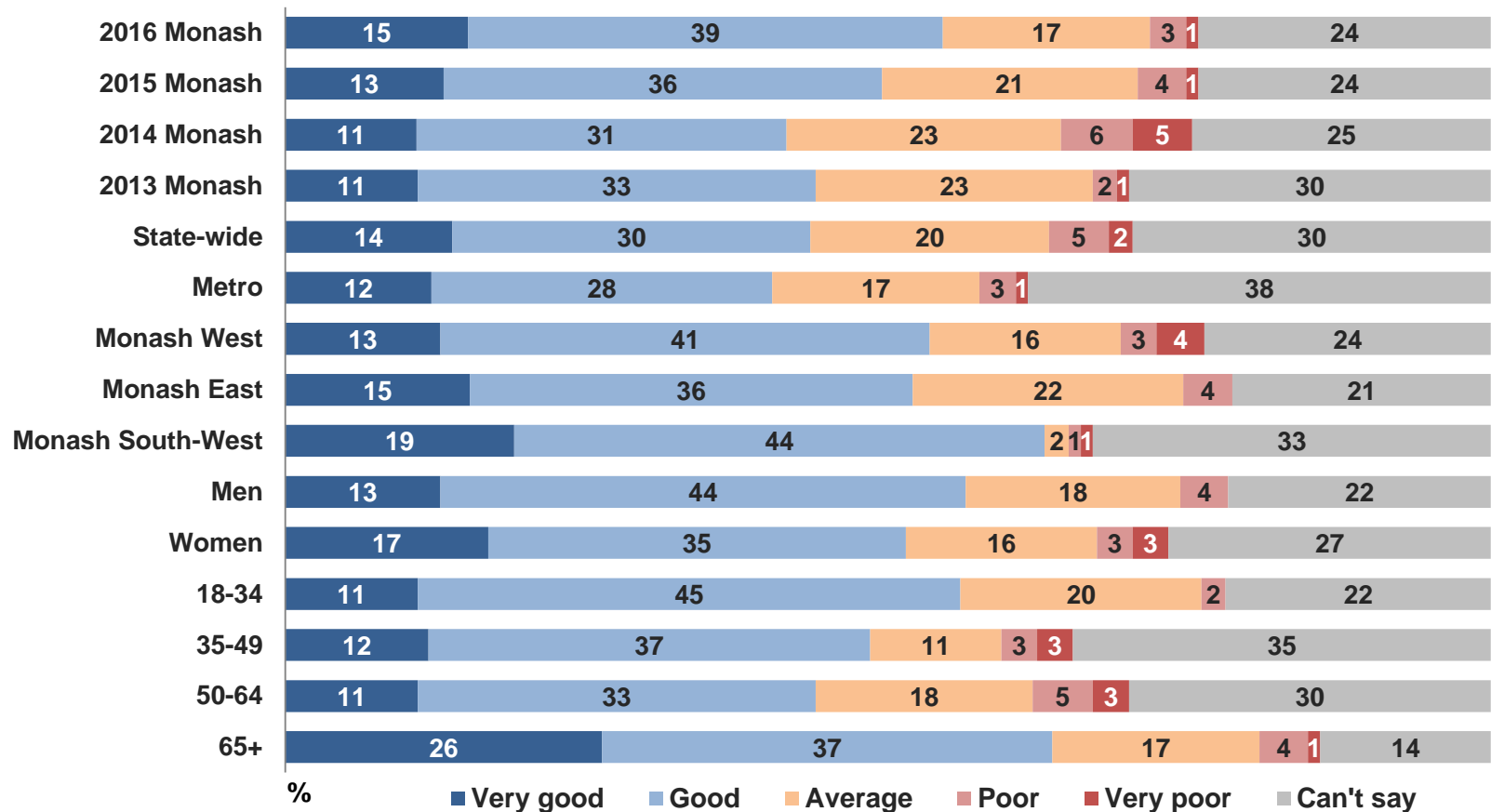
Q2. How has Council performed on 'elderly support services' over the last 12 months?

Base: All respondents. Councils asked state-wide: 37 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences

2016 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

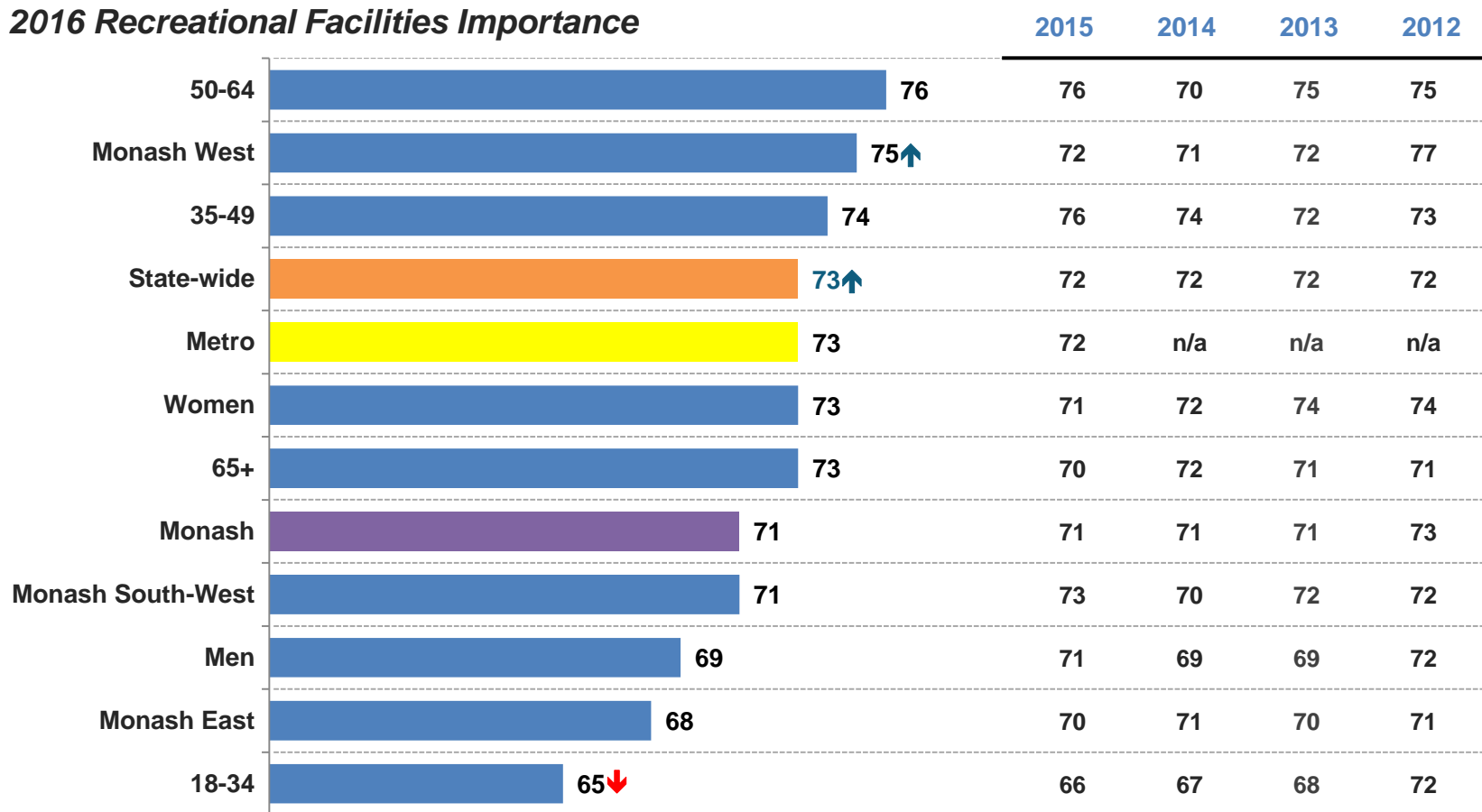
2016 Elderly Support Performance



Q2. How has Council performed on 'elderly support services' over the last 12 months?
Base: All respondents. Councils asked state-wide: 37 Councils asked group: 12

2016 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES

2016 Recreational Facilities Importance



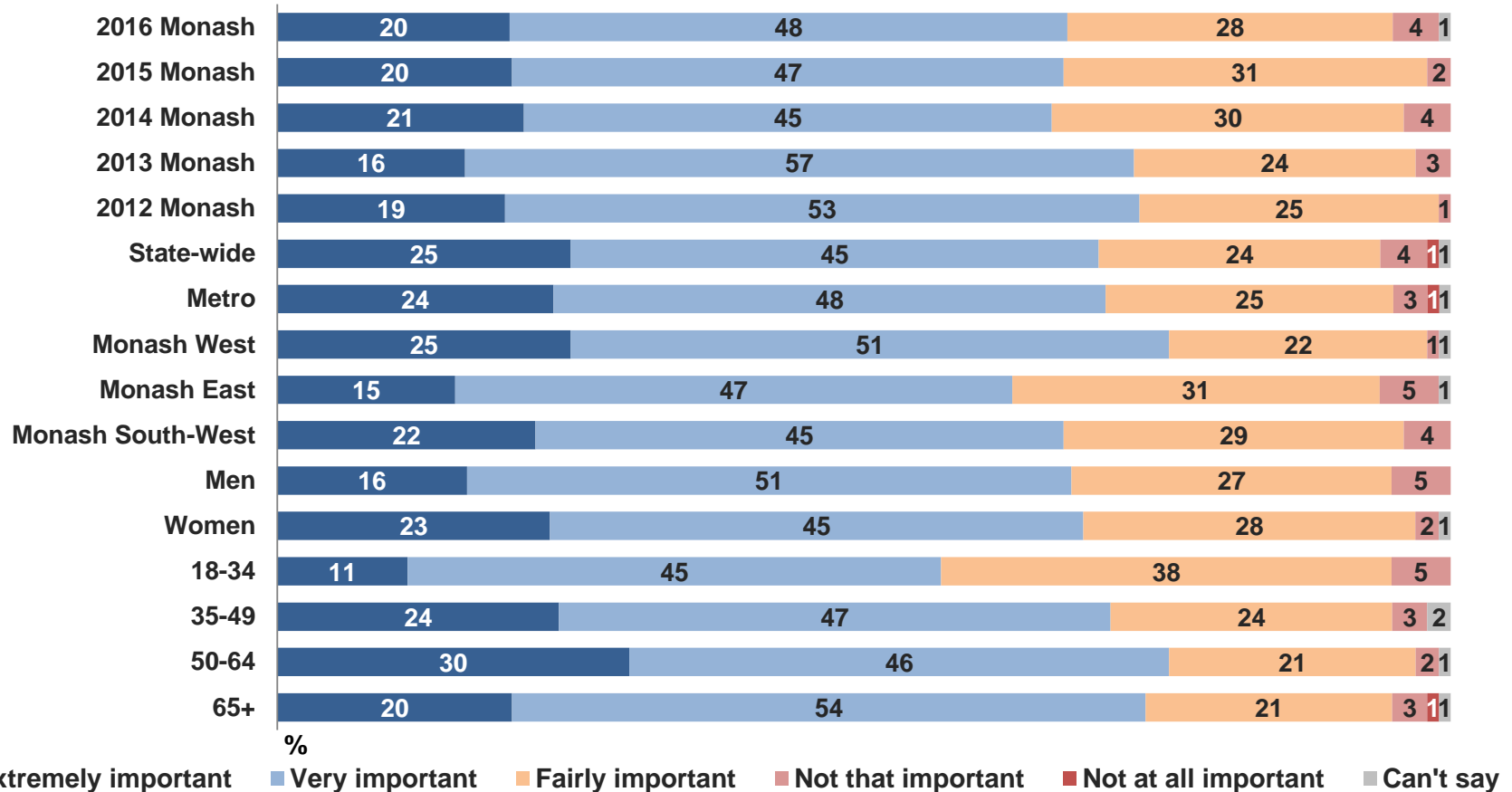
Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

2016 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES

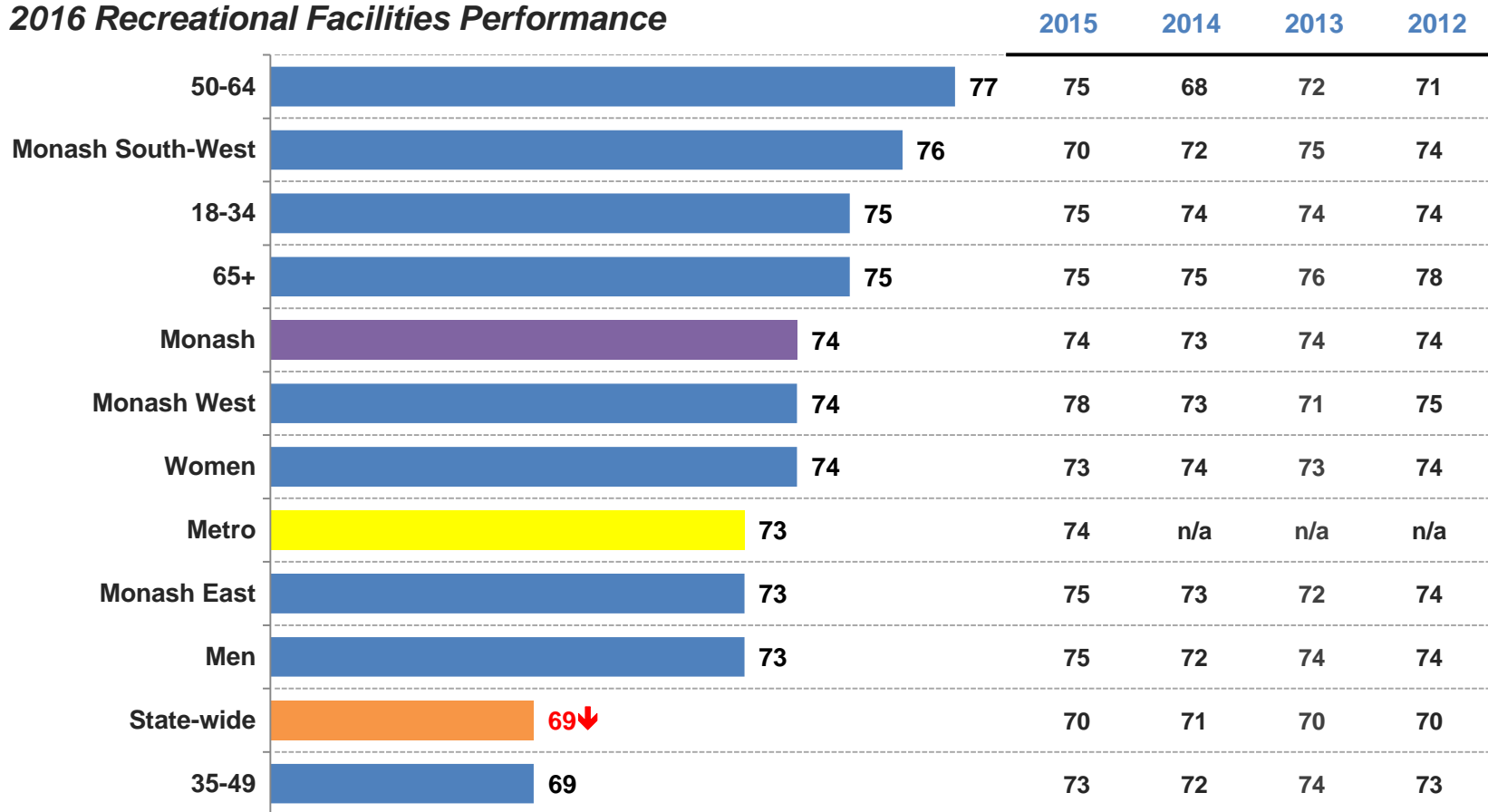
2016 Recreational Facilities Importance



Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 9

2016 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES

2016 Recreational Facilities Performance



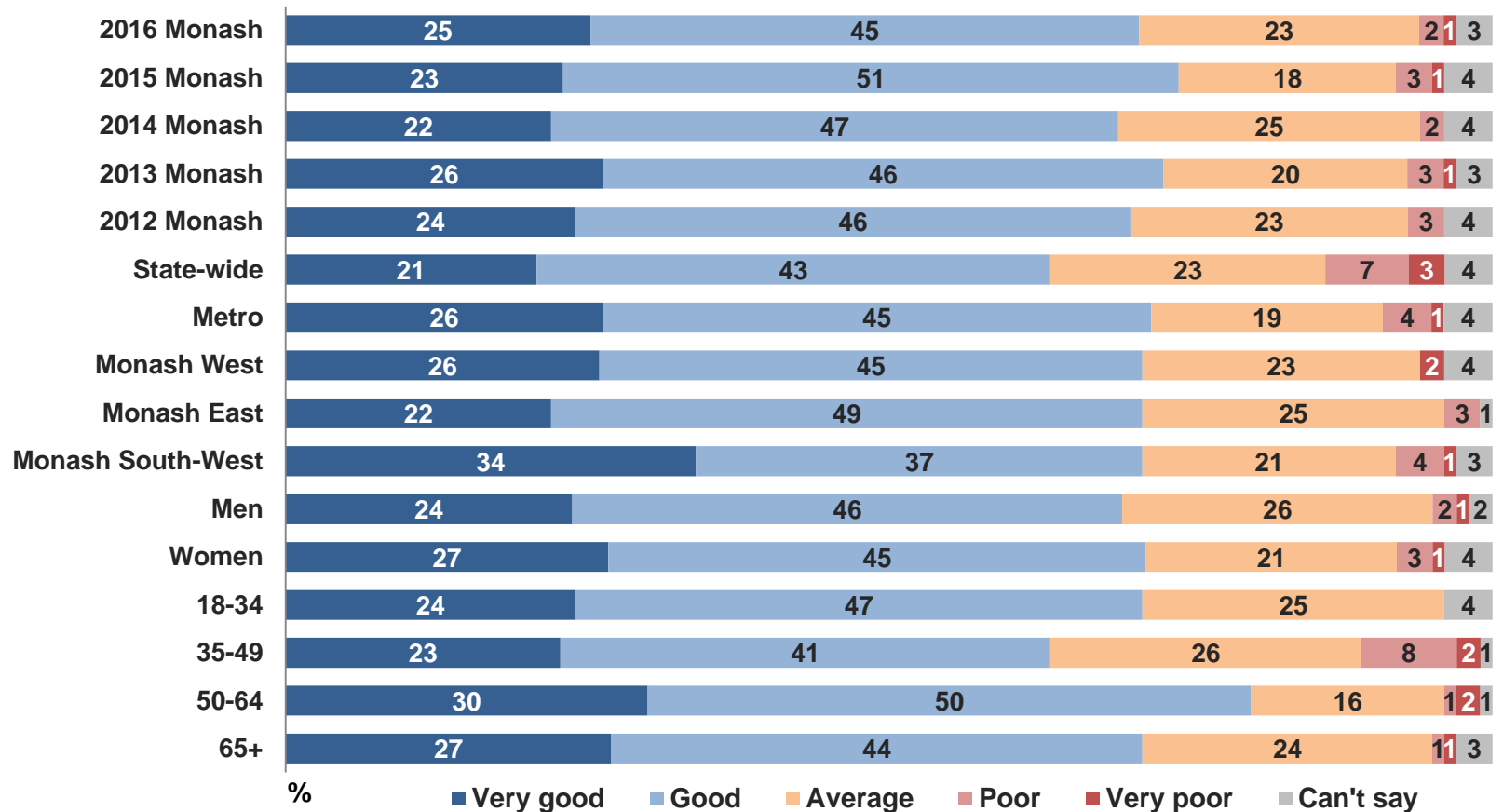
Q2. How has Council performed on 'recreational facilities' over the last 12 months?

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 13

Note: Please see slide 5 for explanation about significant differences

2016 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES

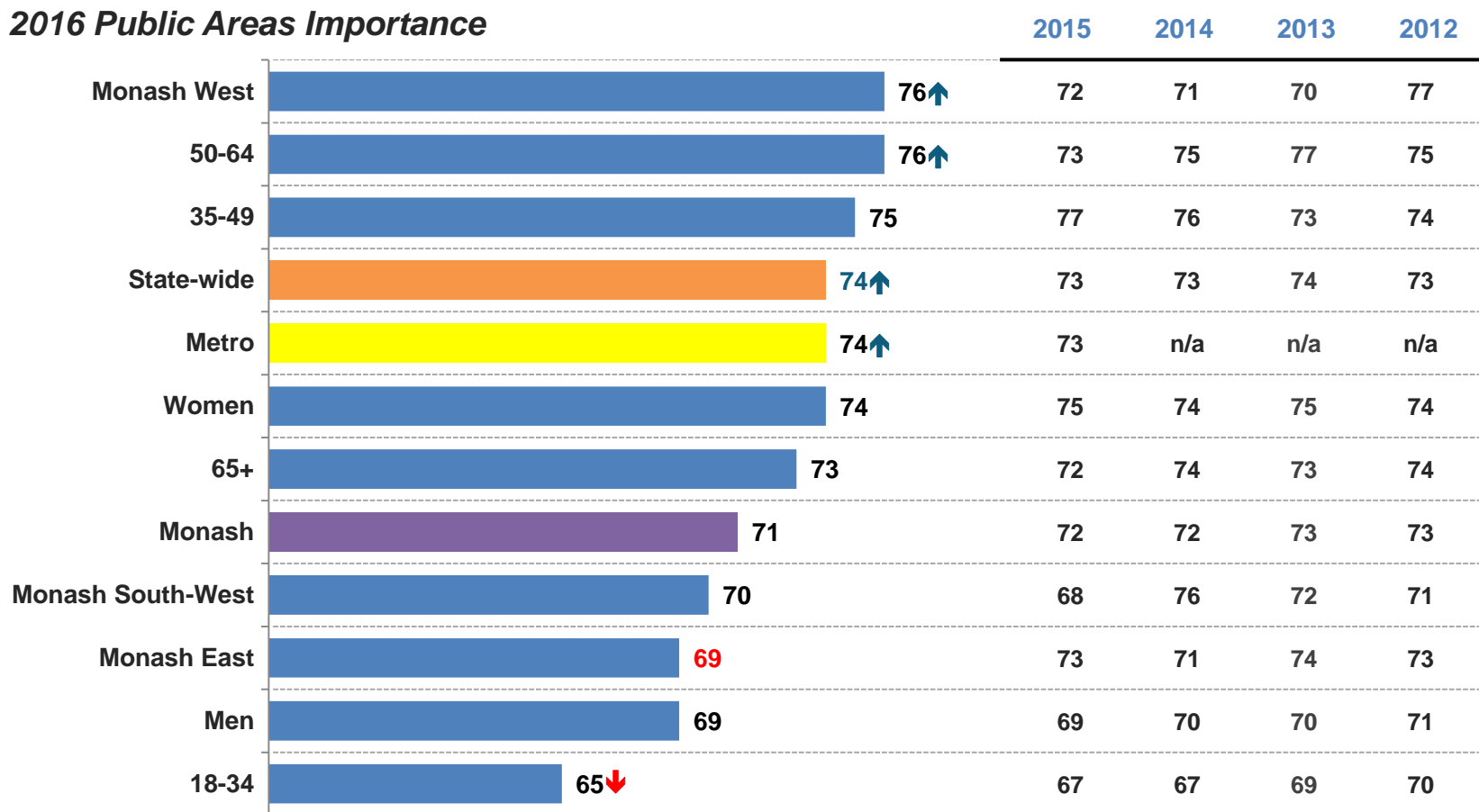
2016 Recreational Facilities Performance



Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 43 Councils asked group: 13

2016 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES

2016 Public Areas Importance



Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?

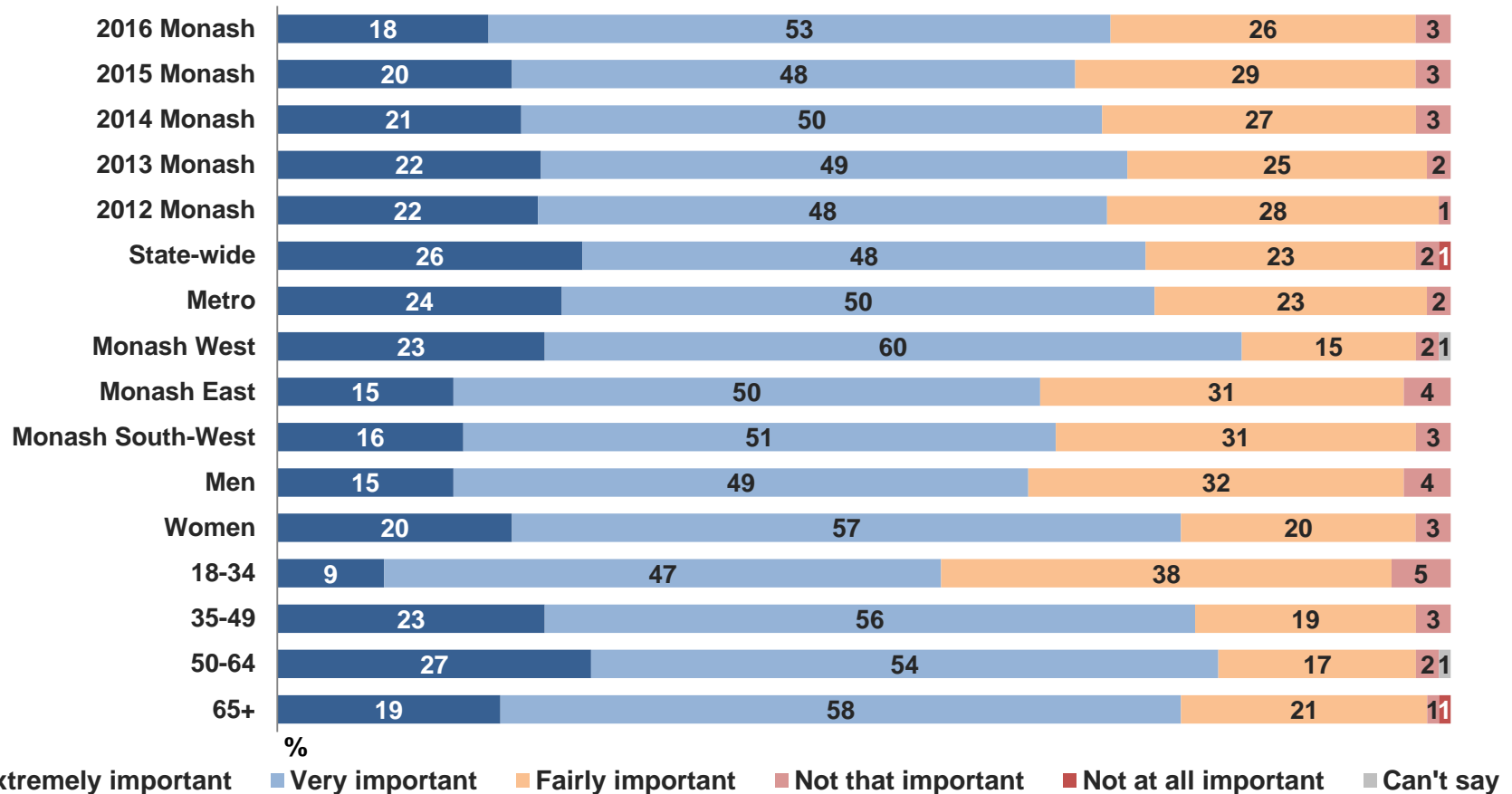
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

2016 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE DETAILED PERCENTAGES

2016 Public Areas Importance



Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 8

2016 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES

2016 Public Areas Performance

		2015	2014	2013	2012
18-34	76	76	73	73	70
Men	75	74	70	71	68
Monash	74	73	71	70	71
Monash West	74	75	74	65	68
Monash South-West	74	70	69	71	72
Monash East	73	74	69	71	70
50-64	73	72	69	66	68
65+	73	72	72	70	75
Metro	72	73	n/a	n/a	n/a
Women	72	72	72	70	74
State-wide	71↓	72	72	71	71
35-49	71	72	68	71	69

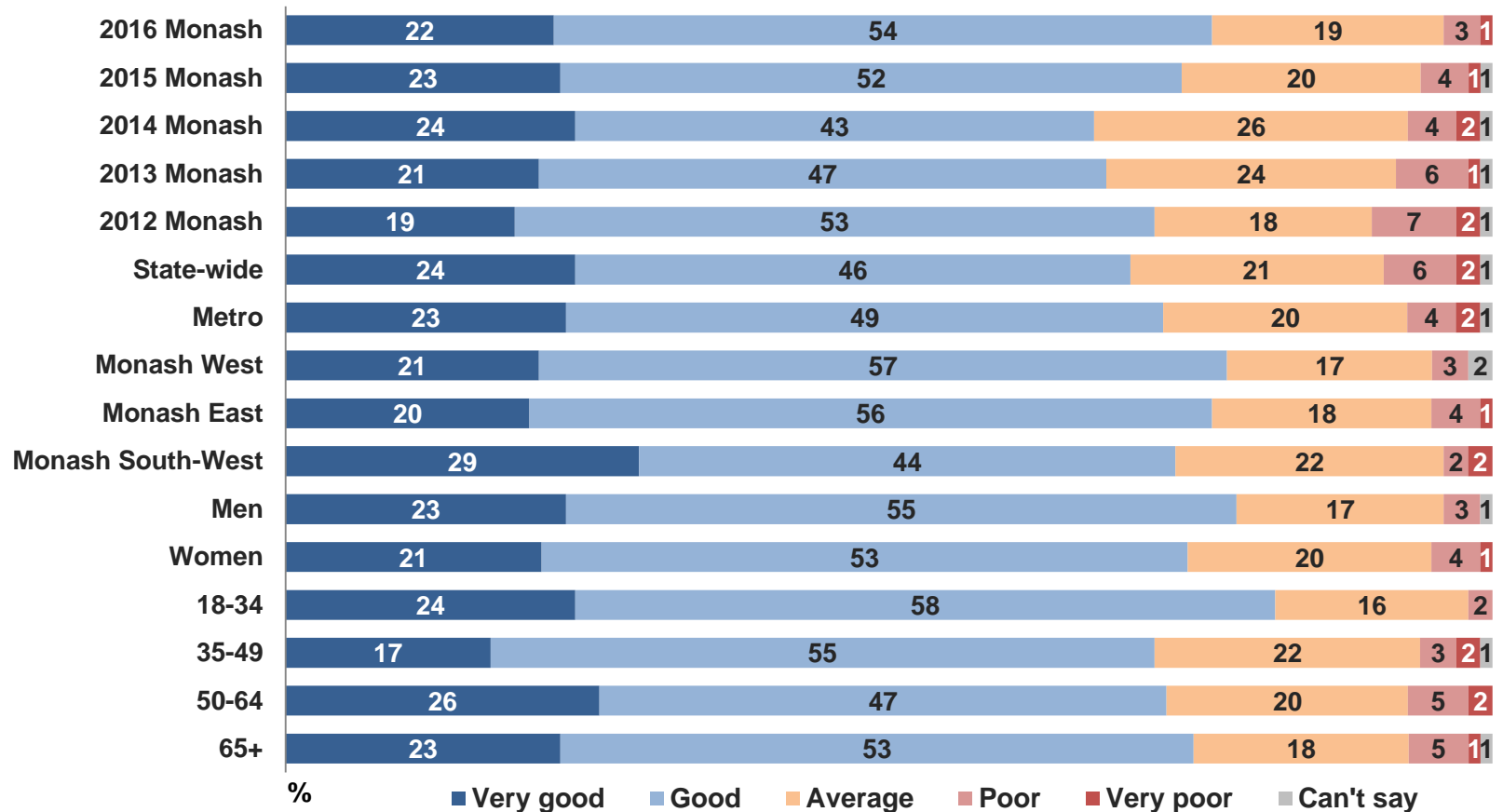
Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?

Base: All respondents. Councils asked state-wide: 37 Councils asked group: 11

Note: Please see slide 5 for explanation about significant differences

2016 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES

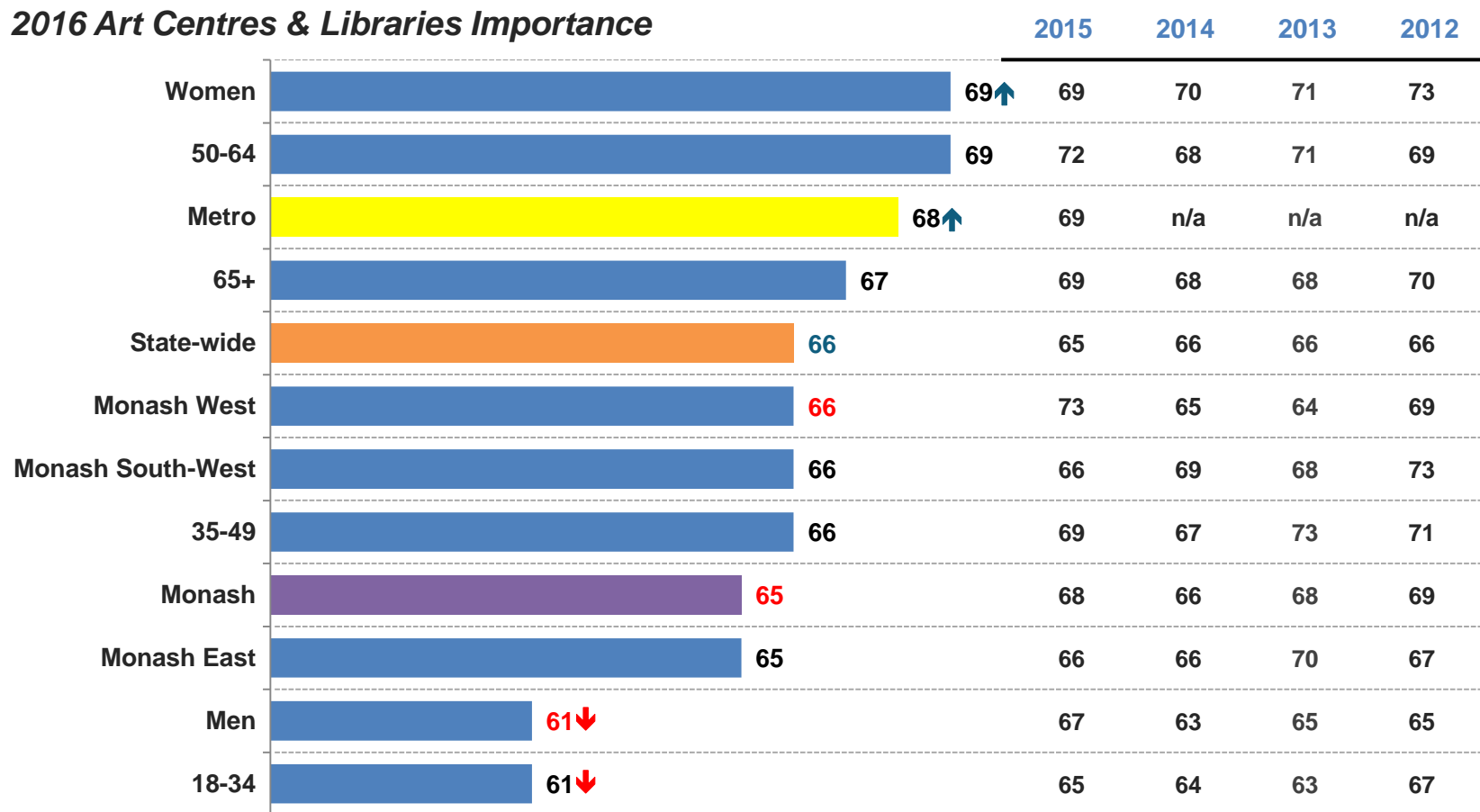
2016 Public Areas Performance



Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?
Base: All respondents. Councils asked state-wide: 37 Councils asked group: 11

2016 ART CENTRES AND LIBRARIES IMPORTANCE INDEX SCORES

2016 Art Centres & Libraries Importance



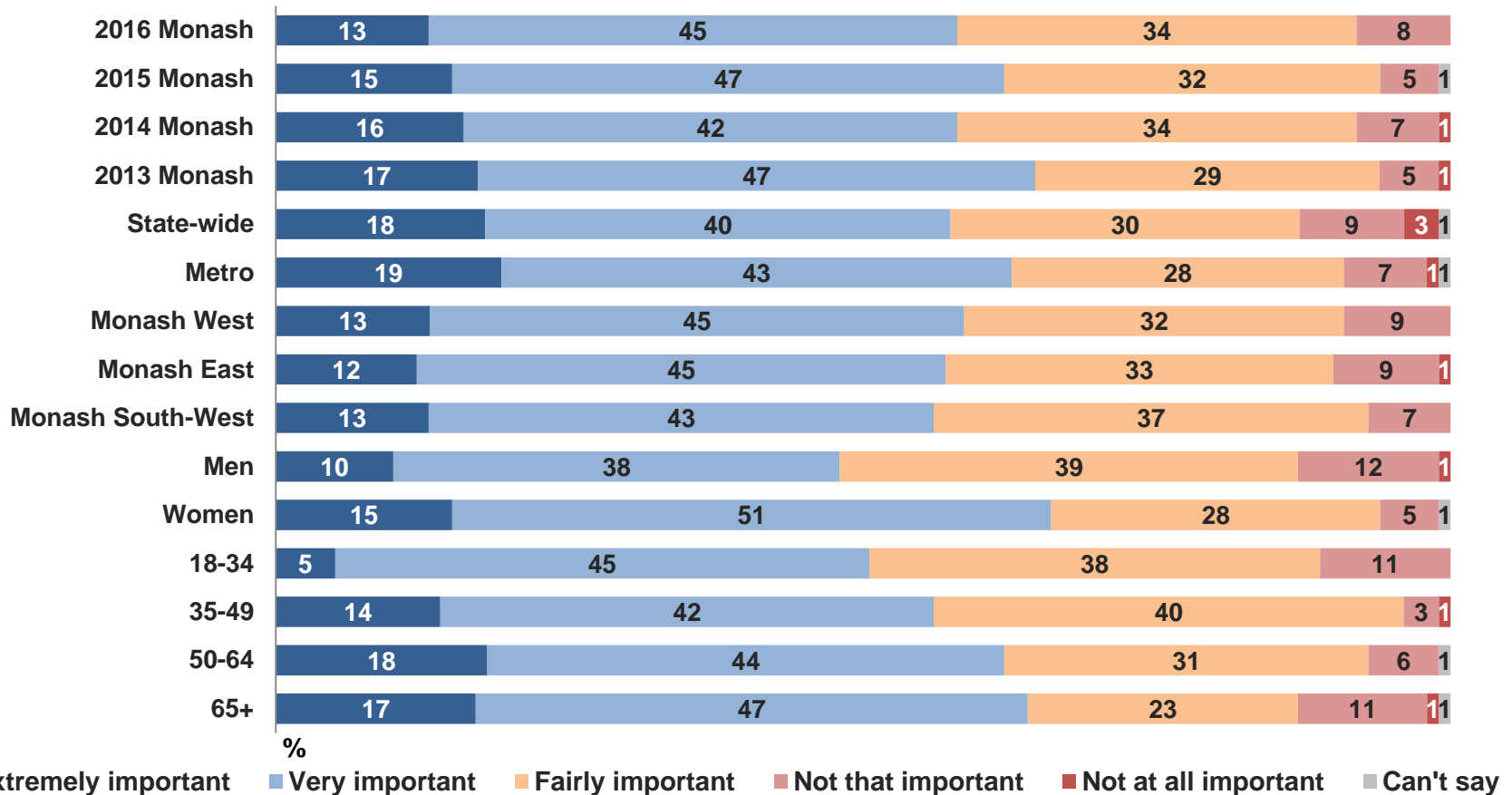
Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8

Note: Please see slide 5 for explanation about significant differences

2016 ART CENTRES AND LIBRARIES IMPORTANCE DETAILED PERCENTAGES

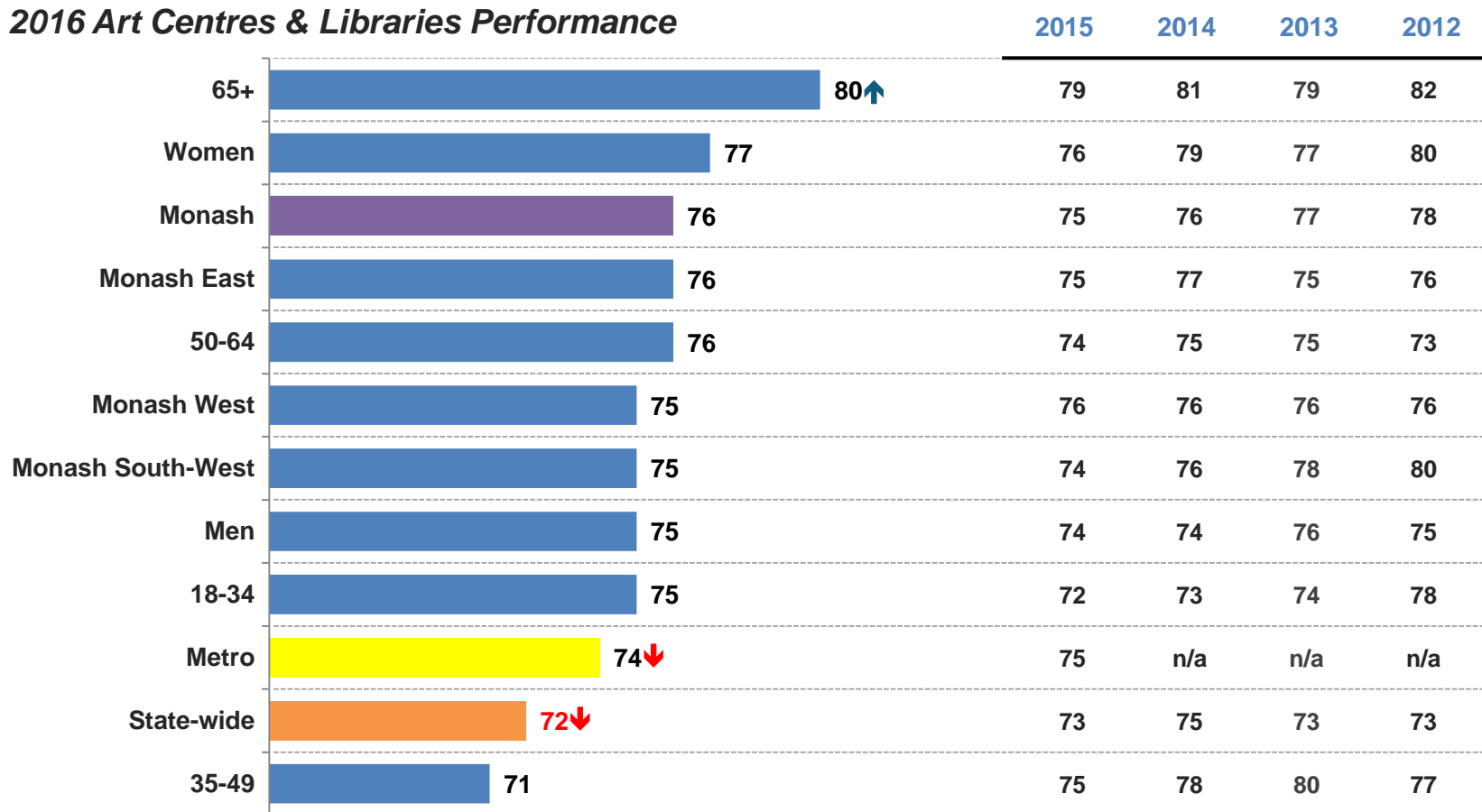
2016 Art Centres & Libraries Importance



Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8

2016 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES

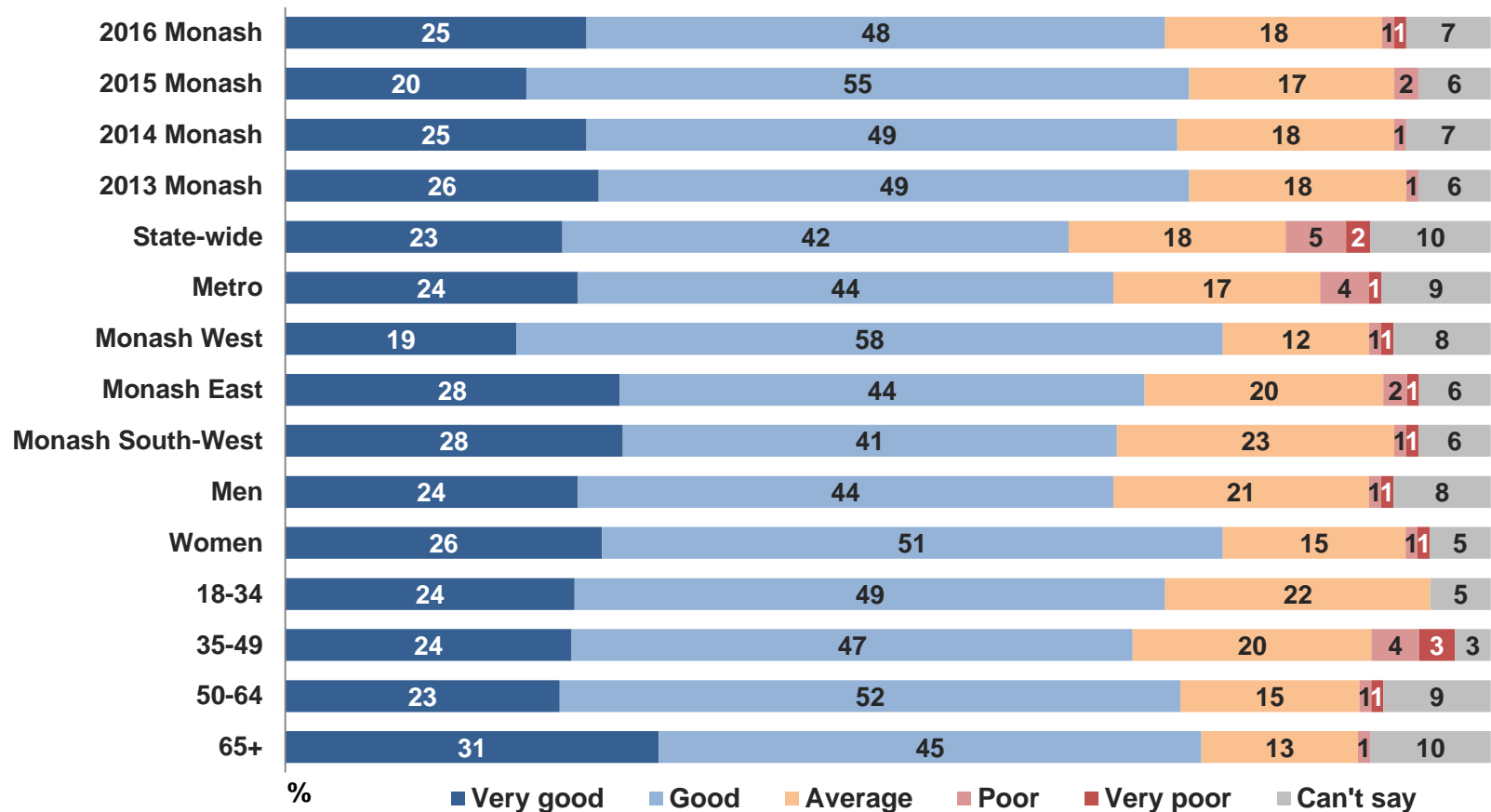
2016 Art Centres & Libraries Performance



Q2. How has Council performed on 'art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 11
 Note: Please see slide 5 for explanation about significant differences

2016 ART CENTRES AND LIBRARIES PERFORMANCE DETAILED PERCENTAGES

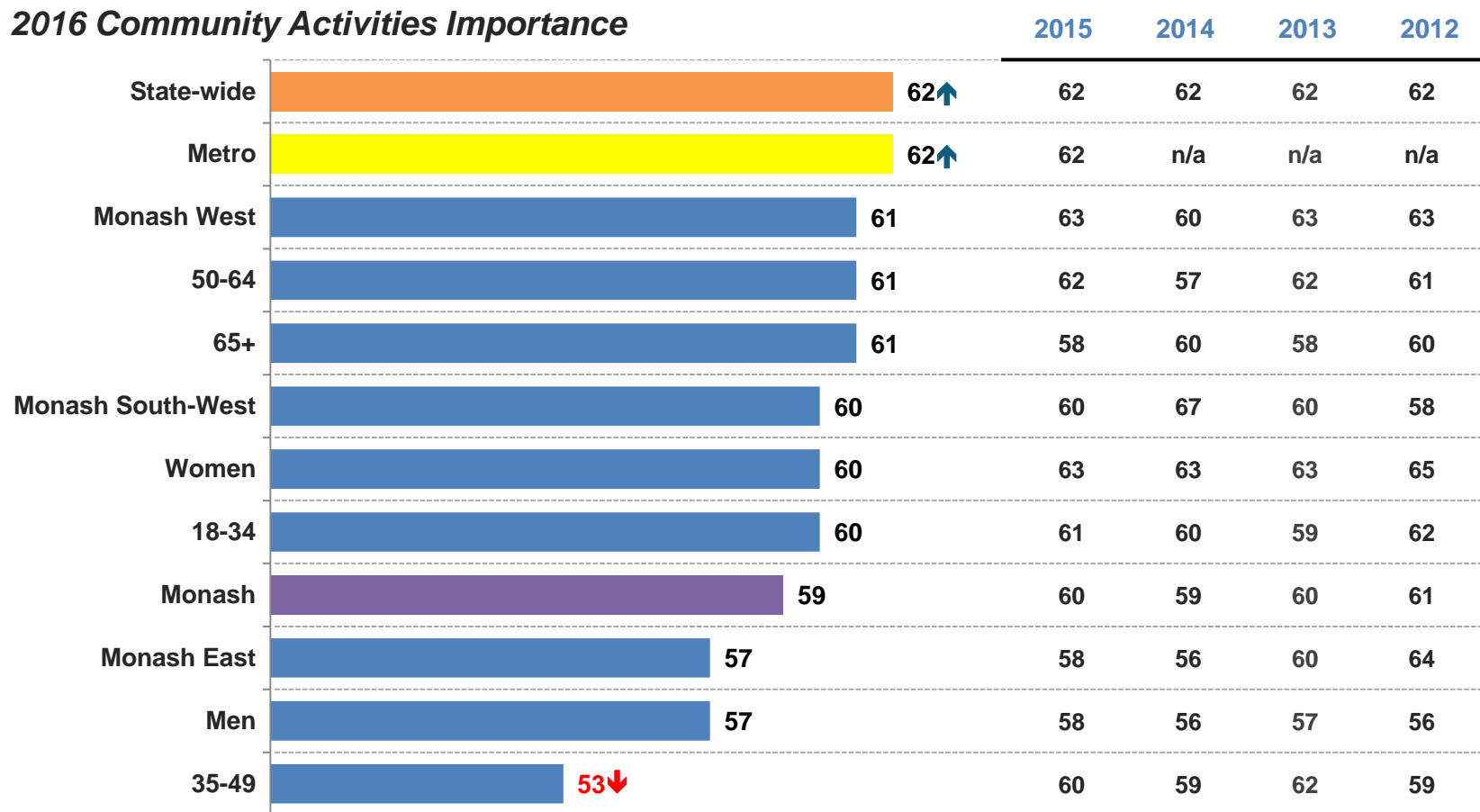
2016 Art Centres & Libraries Performance



Q2. How has Council performed on 'art centres and libraries' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 11

2016 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES

2016 Community Activities Importance



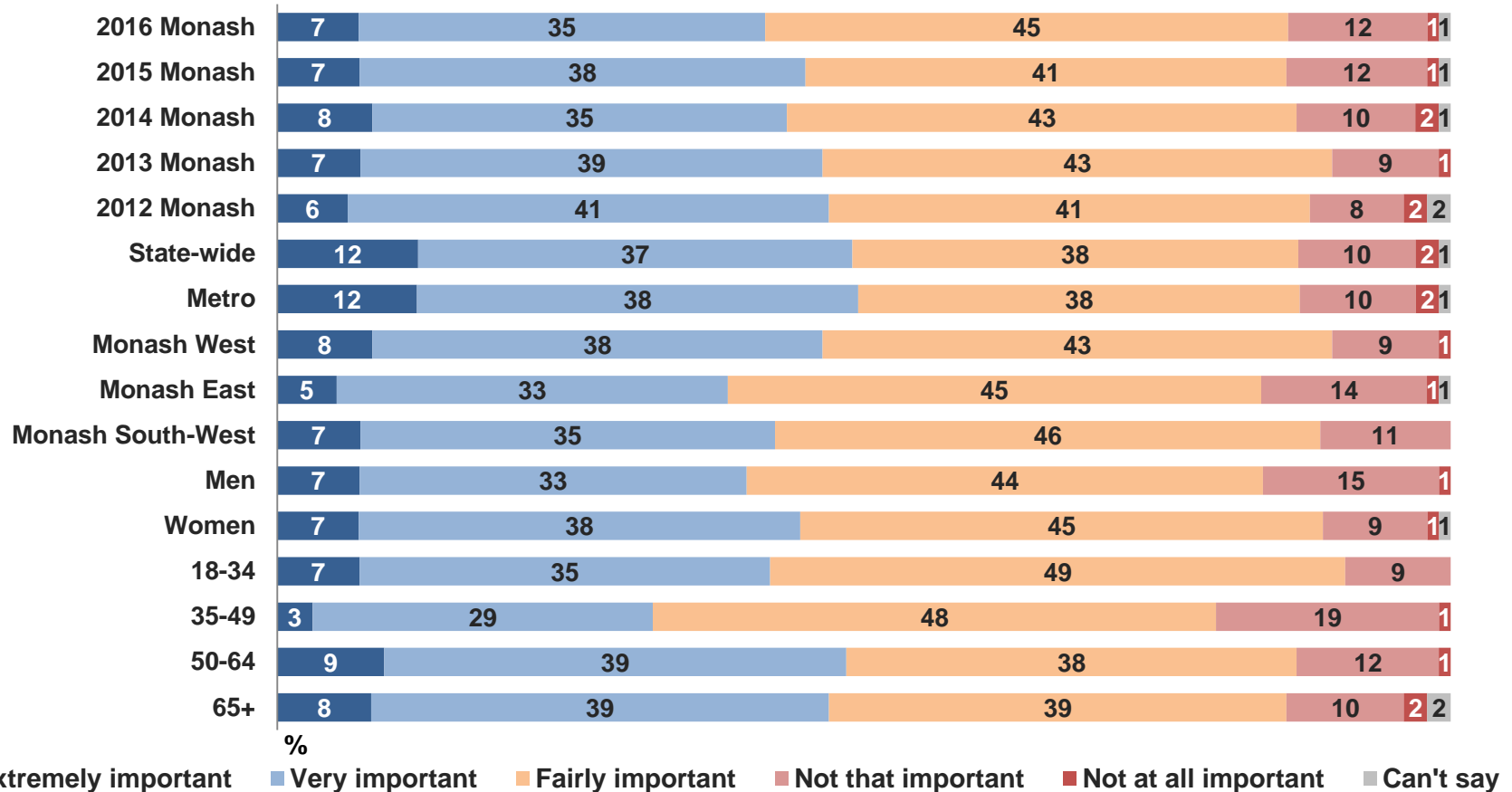
Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences

2016 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE DETAILED PERCENTAGES

2016 Community Activities Importance



Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9

2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES

2016 Community Activities Performance

	2015	2014	2013	2012
Monash South-West	72	69	68	72
Women	71	71	67	72
65+	71	72	68	75
35-49	72	73	68	66
Monash	71	69	66	69
Metro	71	n/a	n/a	n/a
Monash West	75	68	69	72
18-34	71	65	66	69
50-64	69	65	64	65
State-wide	69	70	69	68
Men	72	67	65	67
Monash East	69	69	63	64

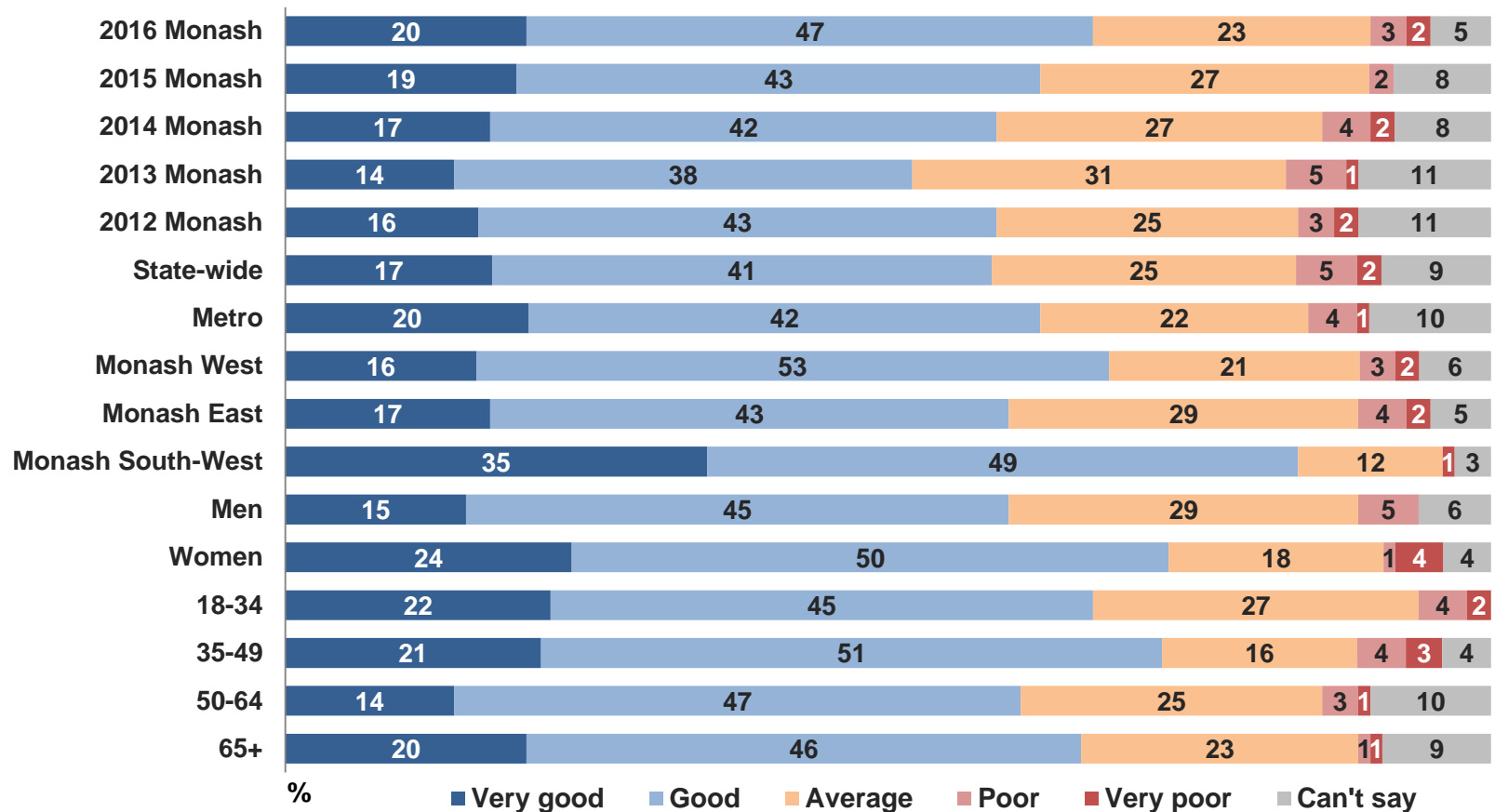
Q2. How has Council performed on 'community and cultural activities' over the last 12 months?

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 12

Note: Please see slide 5 for explanation about significant differences

2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE DETAILED PERCENTAGES

2016 Community Activities Performance

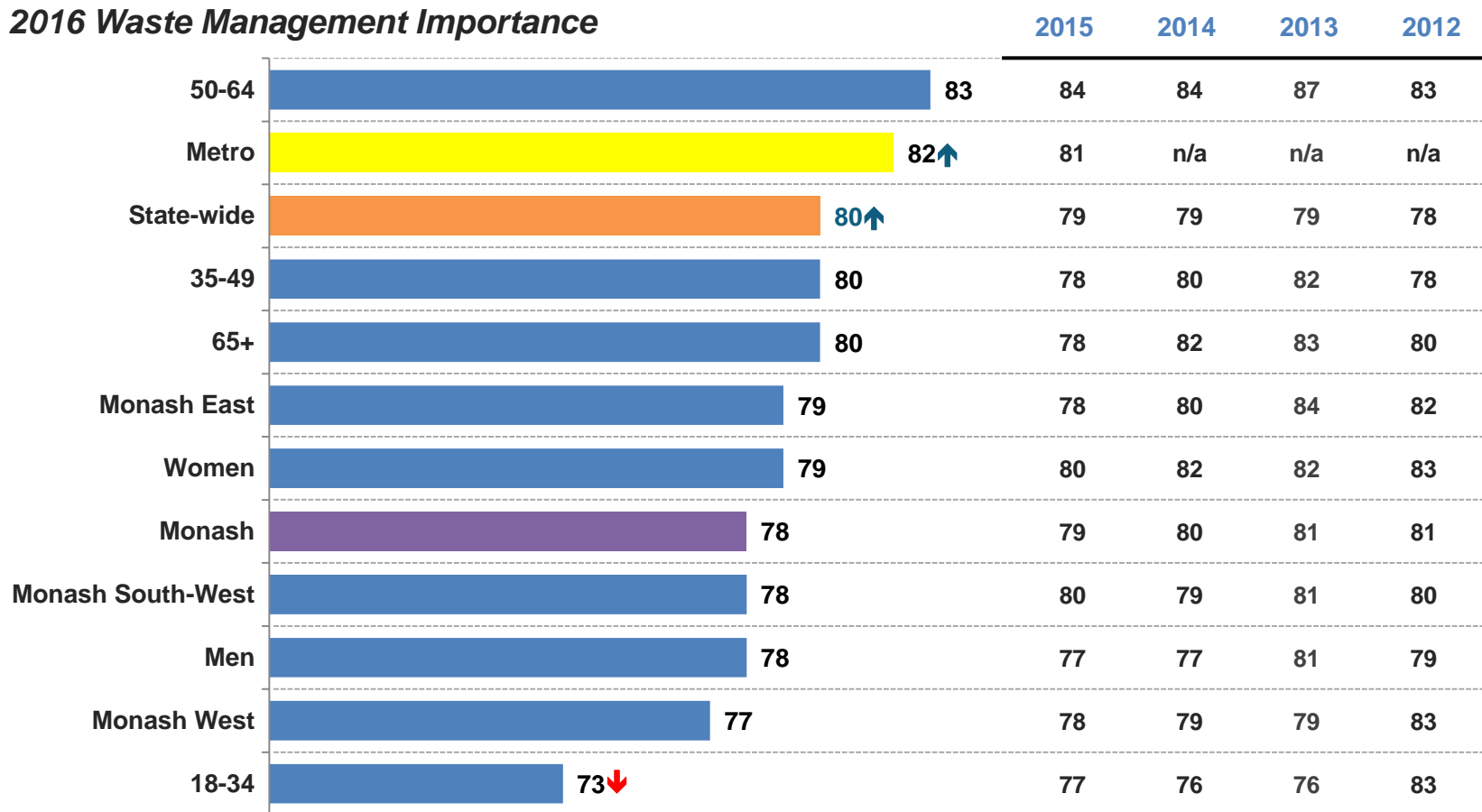


Q2. How has Council performed on 'community and cultural activities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 12



2016 WASTE MANAGEMENT IMPORTANCE INDEX SCORES

2016 Waste Management Importance



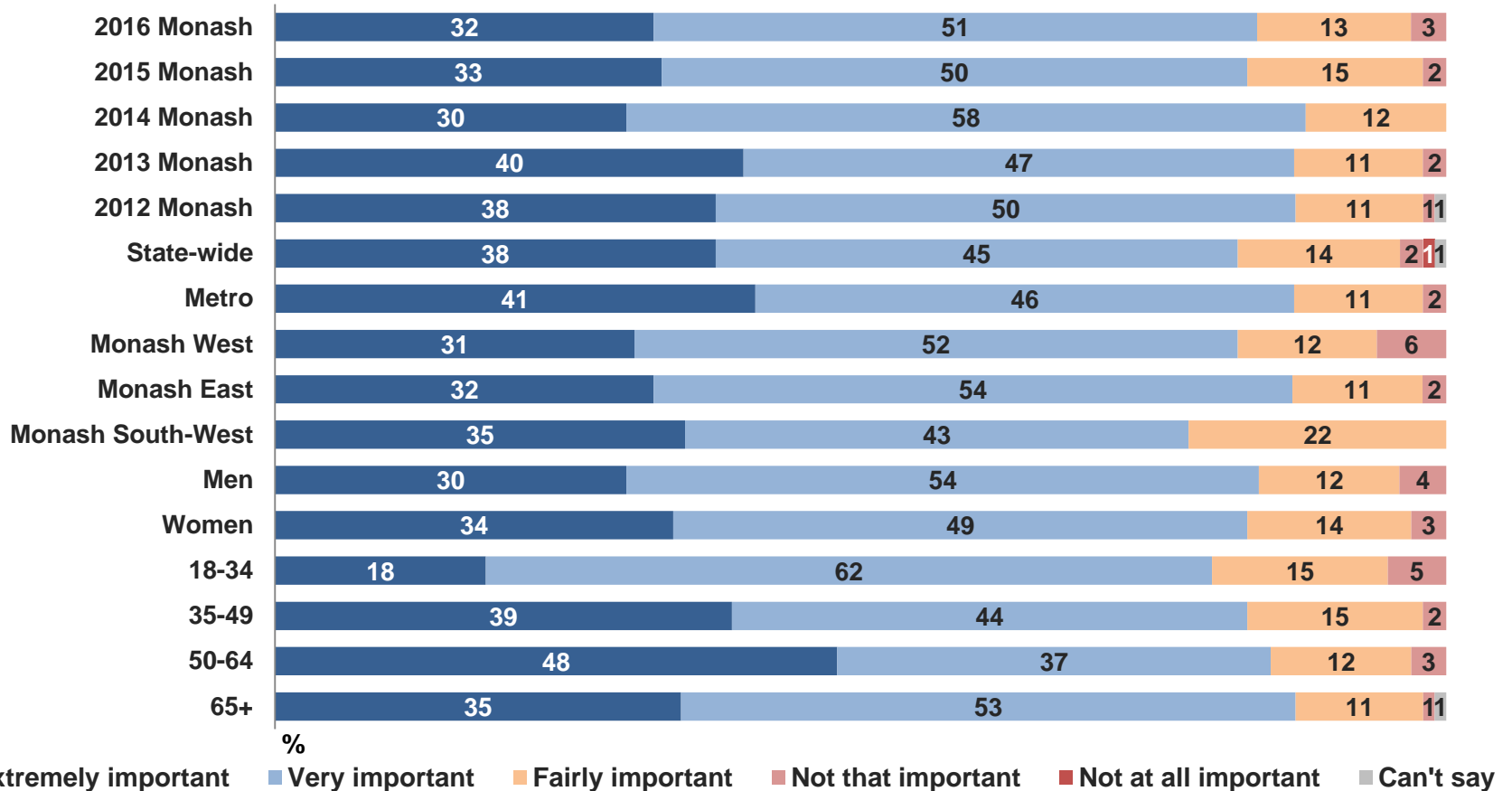
Q1. Firstly, how important should 'waste management' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 31 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences

2016 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

2016 Waste Management Importance

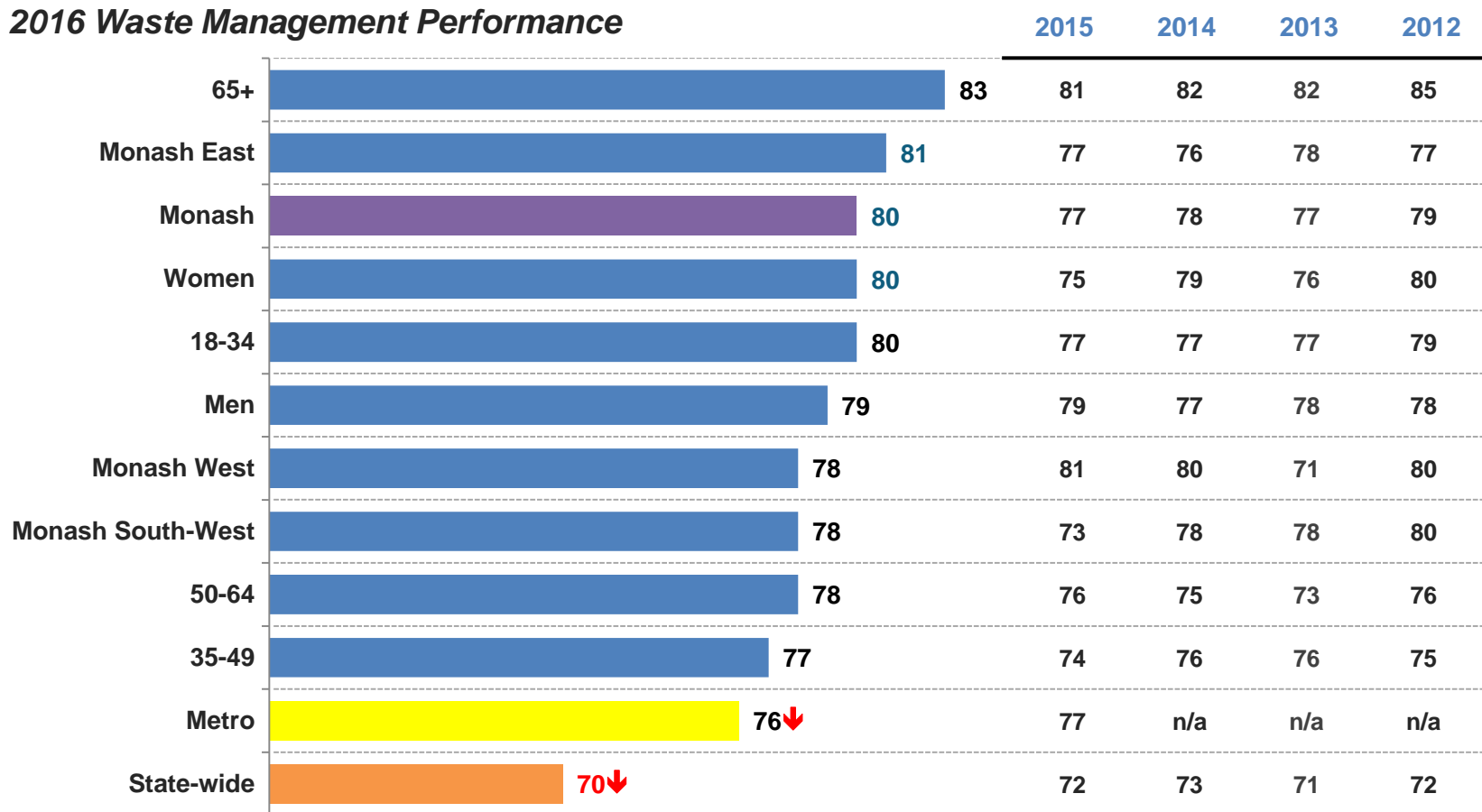


Q1. Firstly, how important should 'waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 10



2016 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

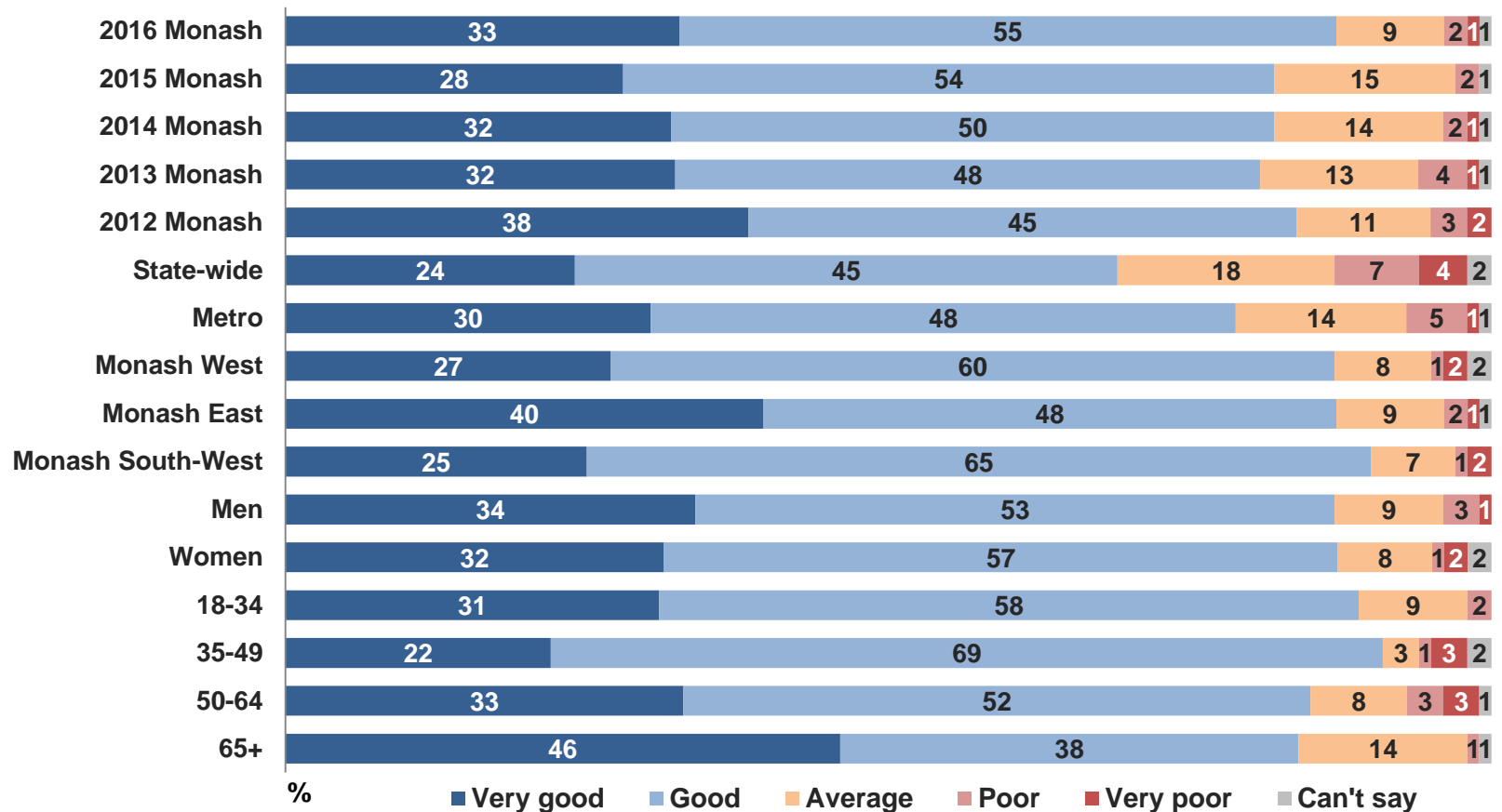
2016 Waste Management Performance



Q2. How has Council performed on 'waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13
 Note: Please see slide 5 for explanation about significant differences

2016 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

2016 Waste Management Performance

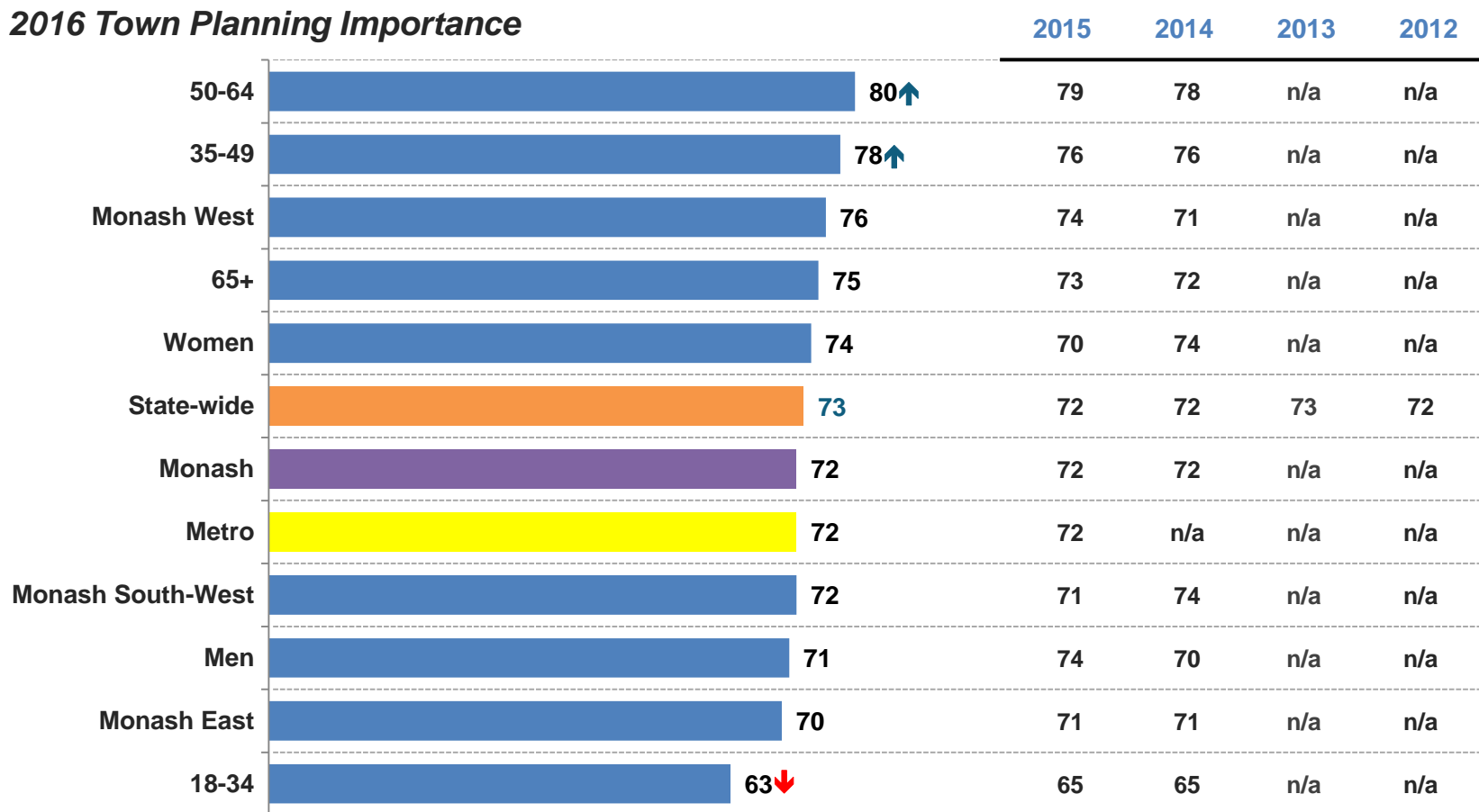


Q2. How has Council performed on 'waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13



2016 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE INDEX SCORES

2016 Town Planning Importance



Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council?

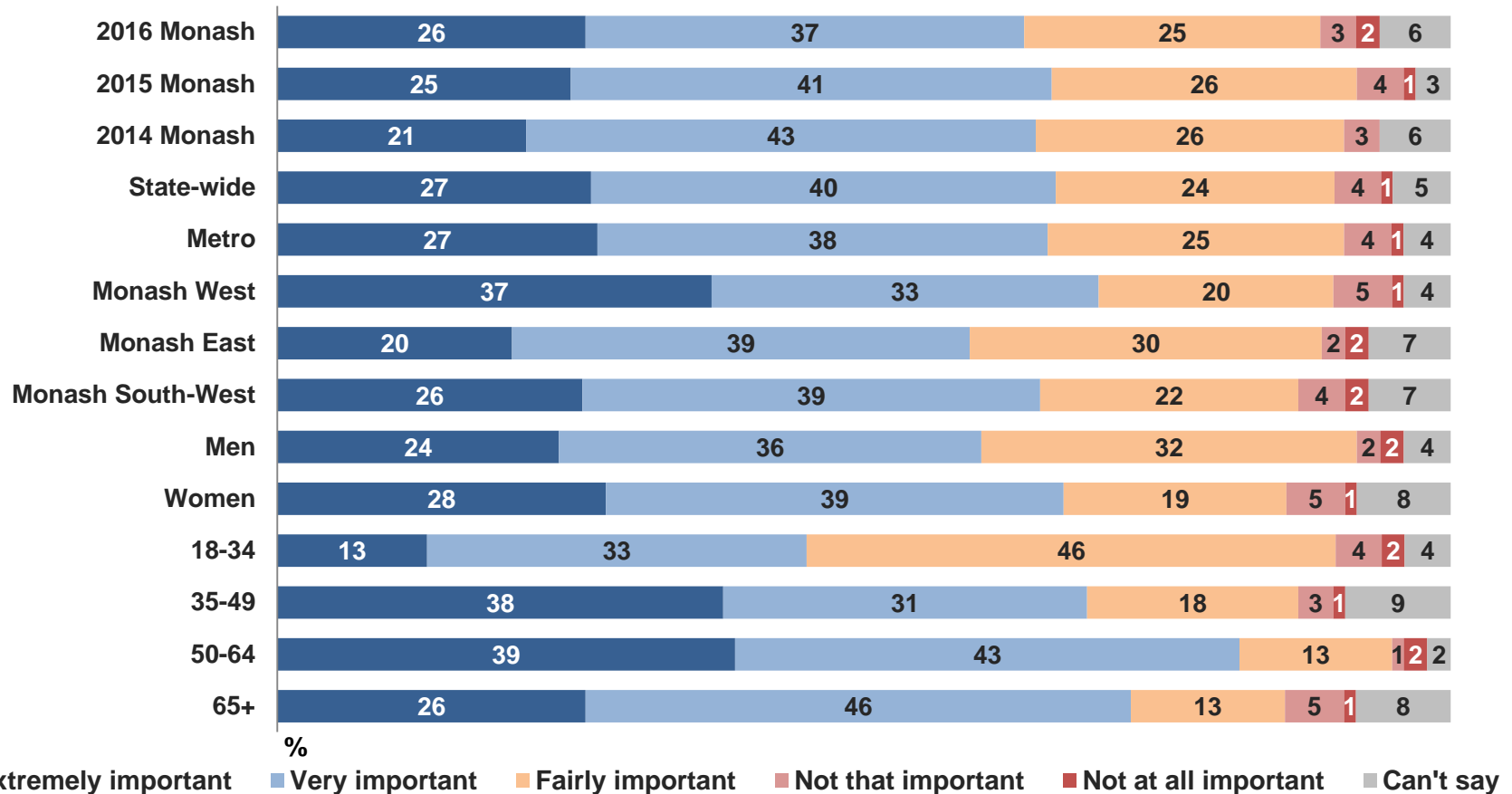
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 6

Note: Please see slide 5 for explanation about significant differences



2016 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE DETAILED PERCENTAGES

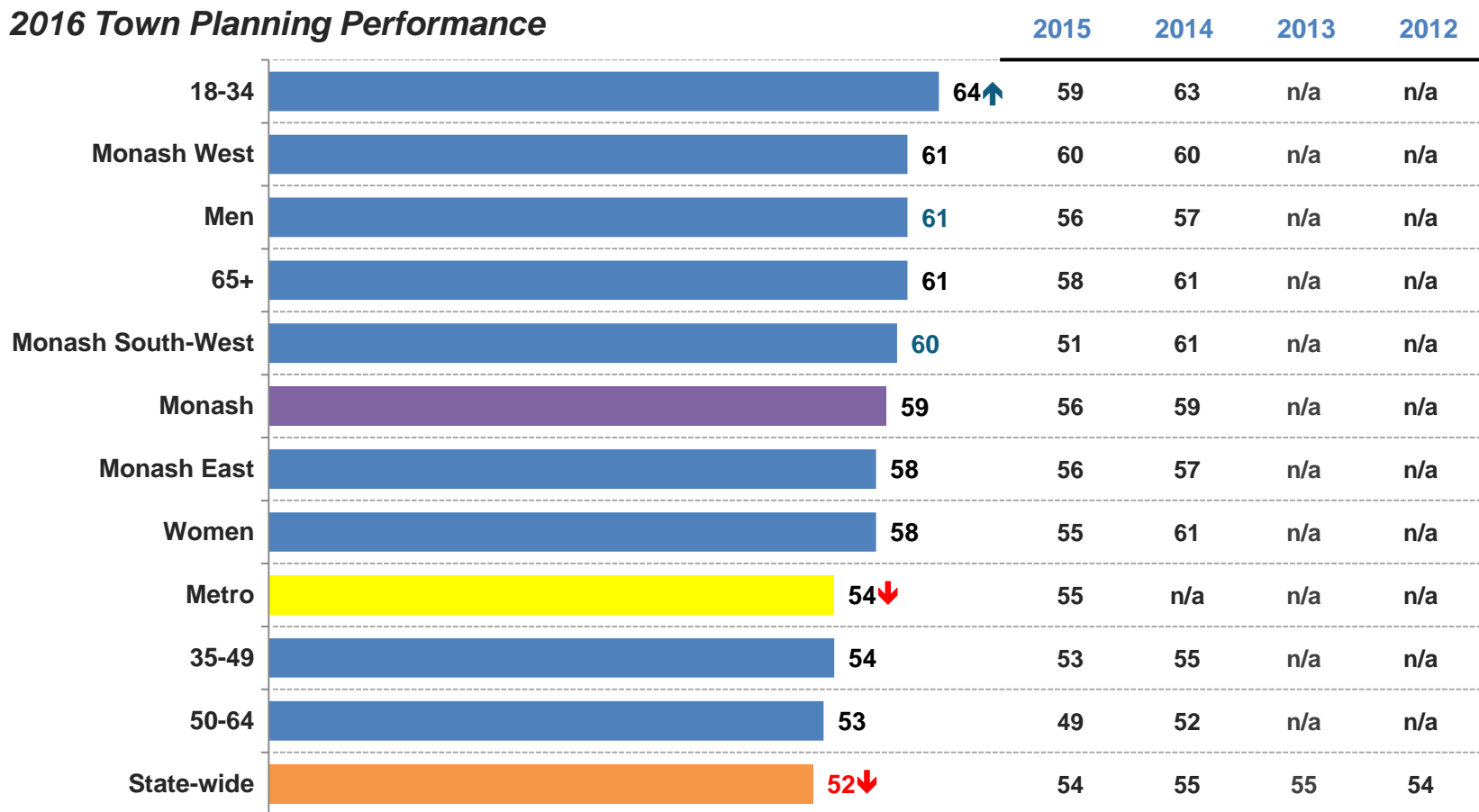
2016 Town Planning Importance



Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council?
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 6

2016 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX SCORES

2016 Town Planning Performance



Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?

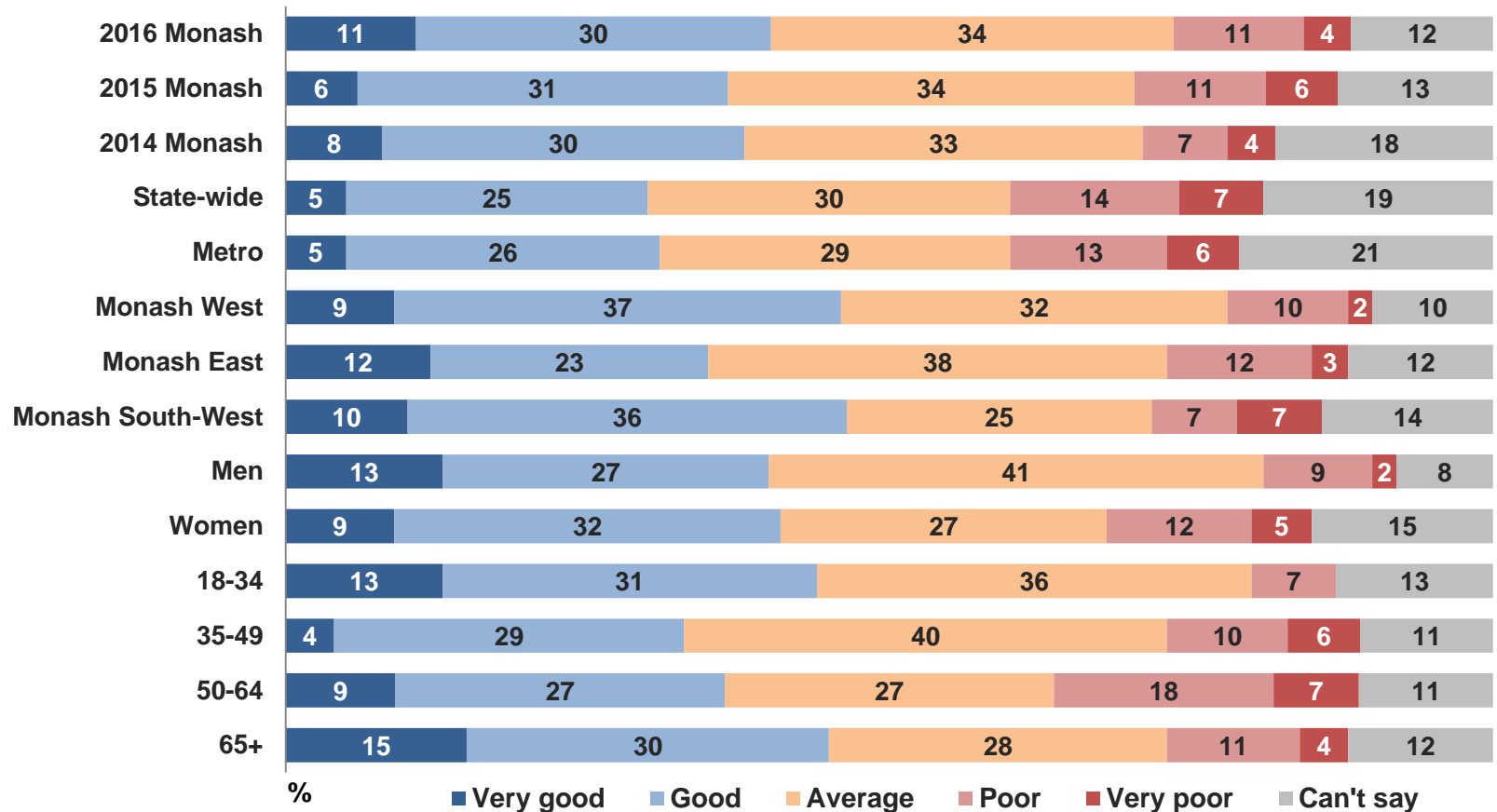
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

Note: Please see slide 5 for explanation about significant differences



2016 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE DETAILED PERCENTAGES

2016 Town Planning Performance

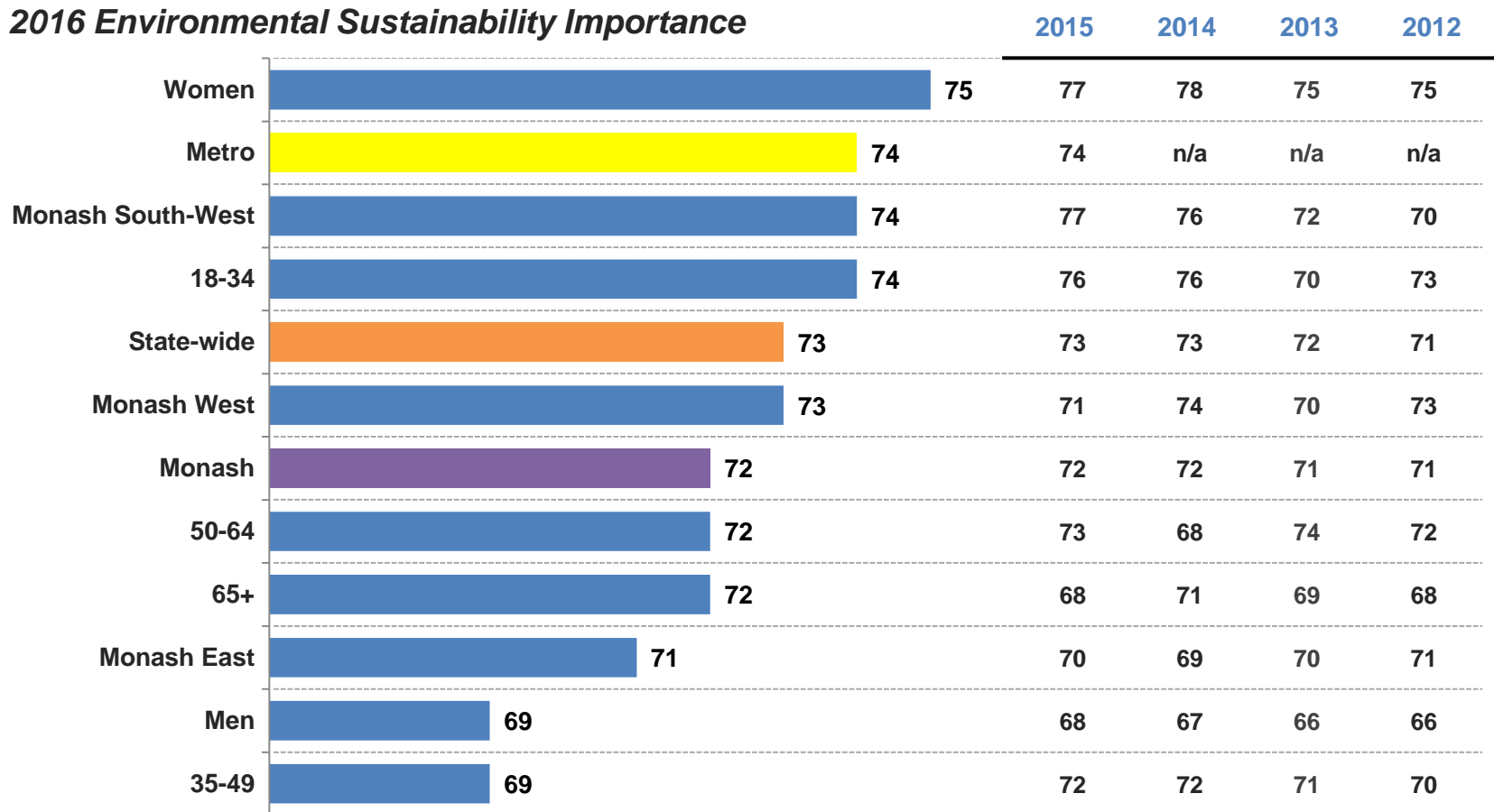


Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9



2016 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES

2016 Environmental Sustainability Importance



Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?

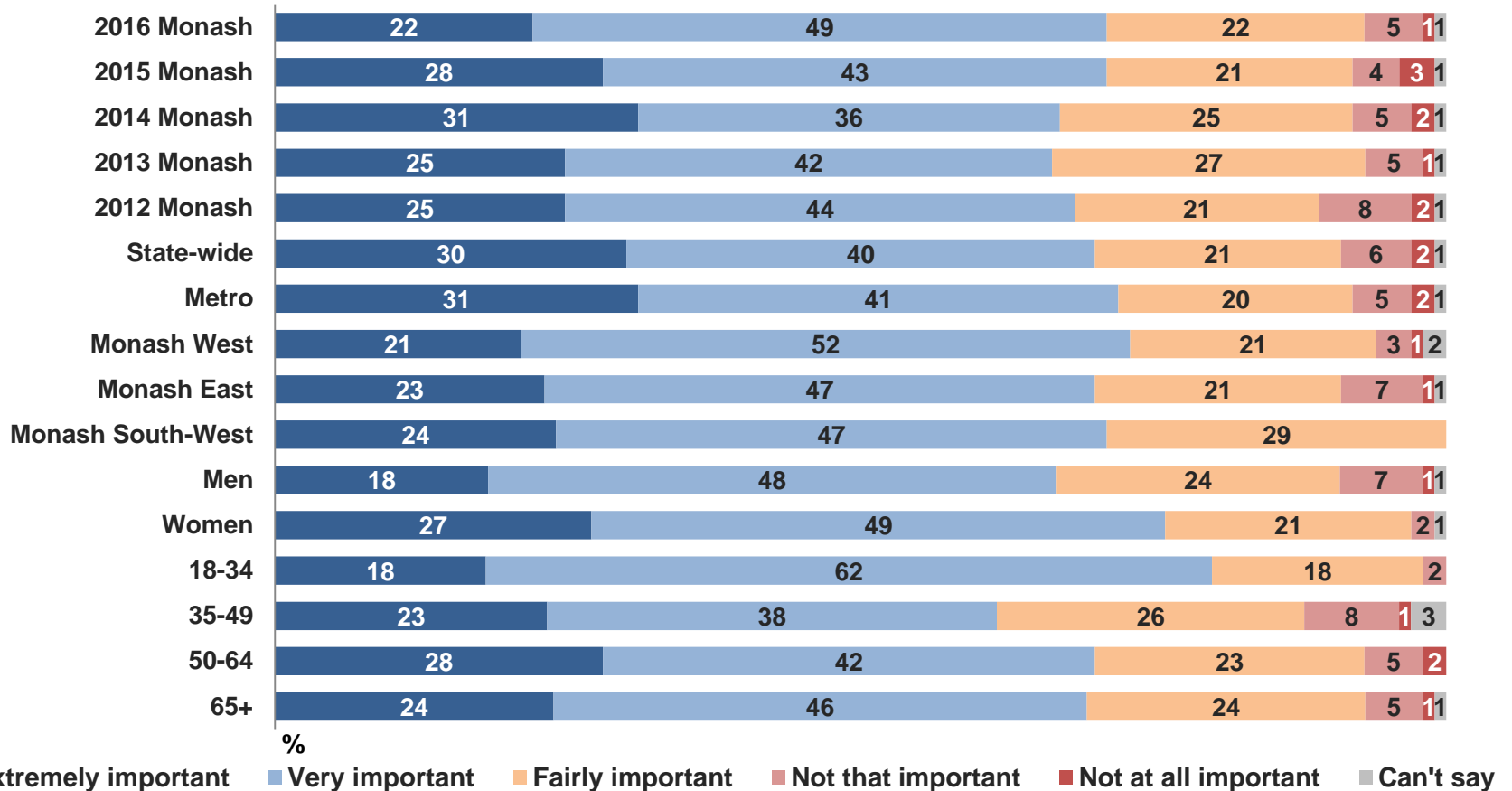
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 10

Note: Please see slide 5 for explanation about significant differences



2016 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE DETAILED PERCENTAGES

2016 Environmental Sustainability Importance

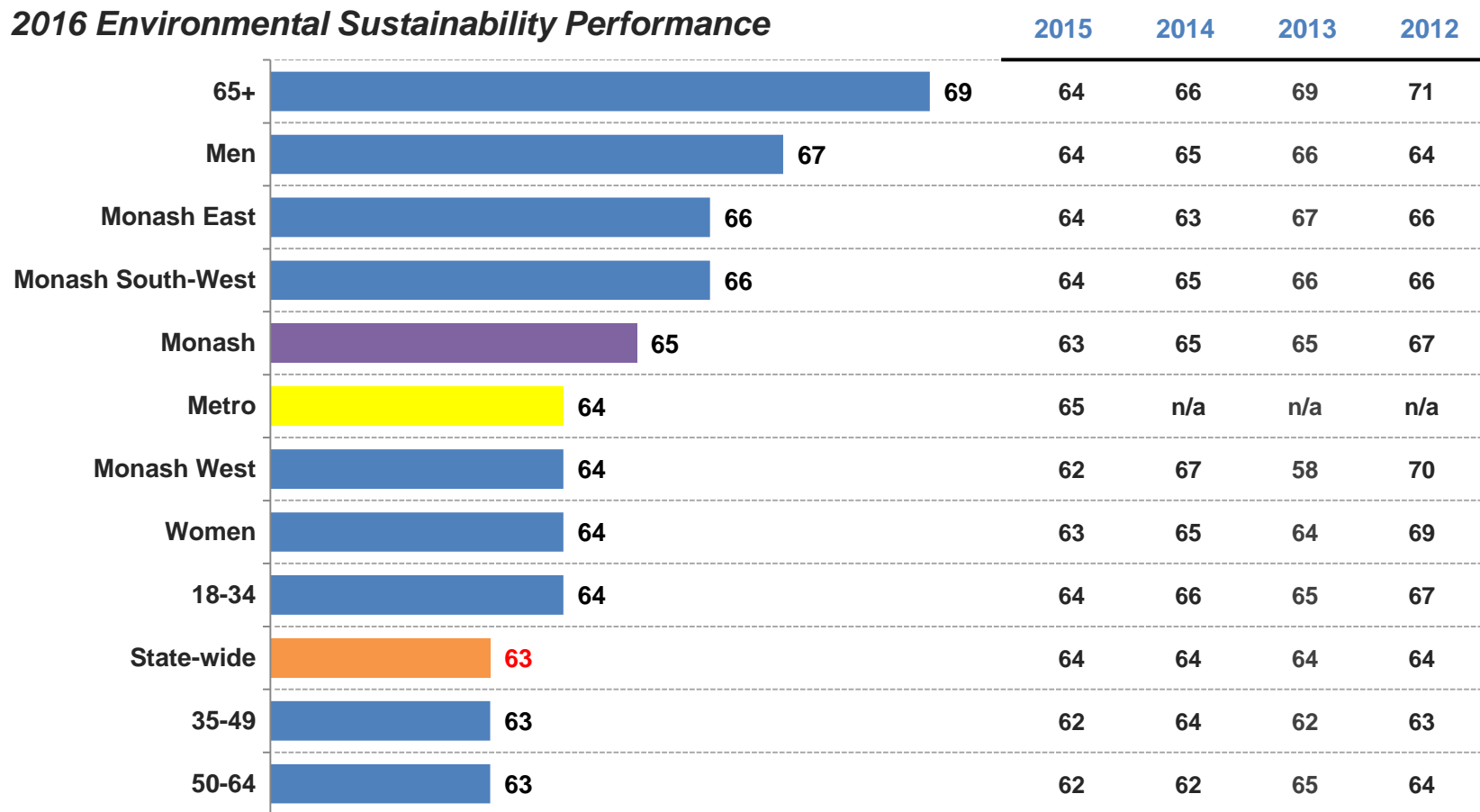


Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 21 Councils asked group: 10



2016 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES

2016 Environmental Sustainability Performance



Q2. How has Council performed on 'environmental sustainability' over the last 12 months?

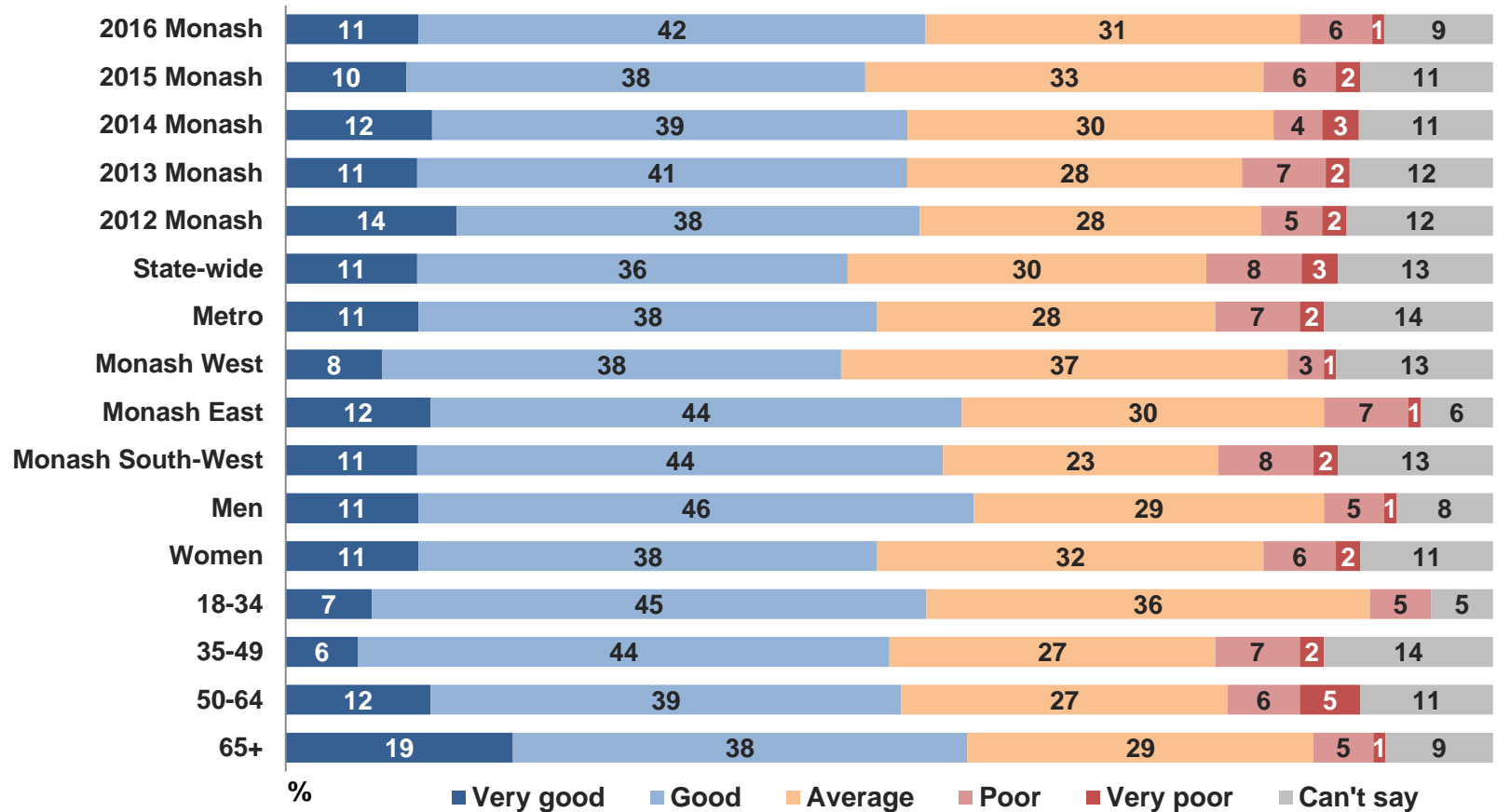
Base: All respondents. Councils asked state-wide: 31 Councils asked group: 14

Note: Please see slide 5 for explanation about significant differences



2016 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE DETAILED PERCENTAGES

2016 Environmental Sustainability Performance

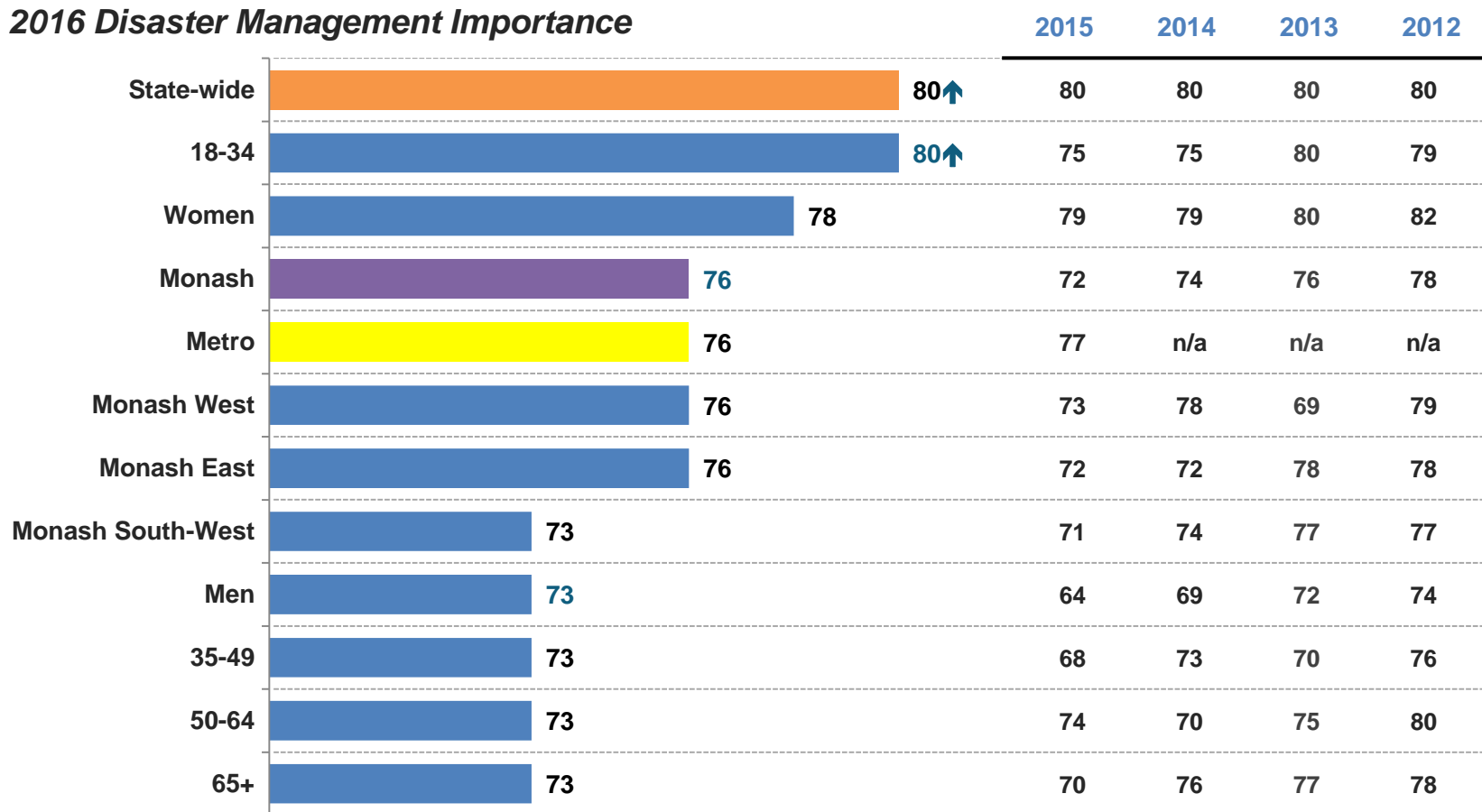


Q2. How has Council performed on 'environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 31 Councils asked group: 14



2016 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES

2016 Disaster Management Importance



Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?

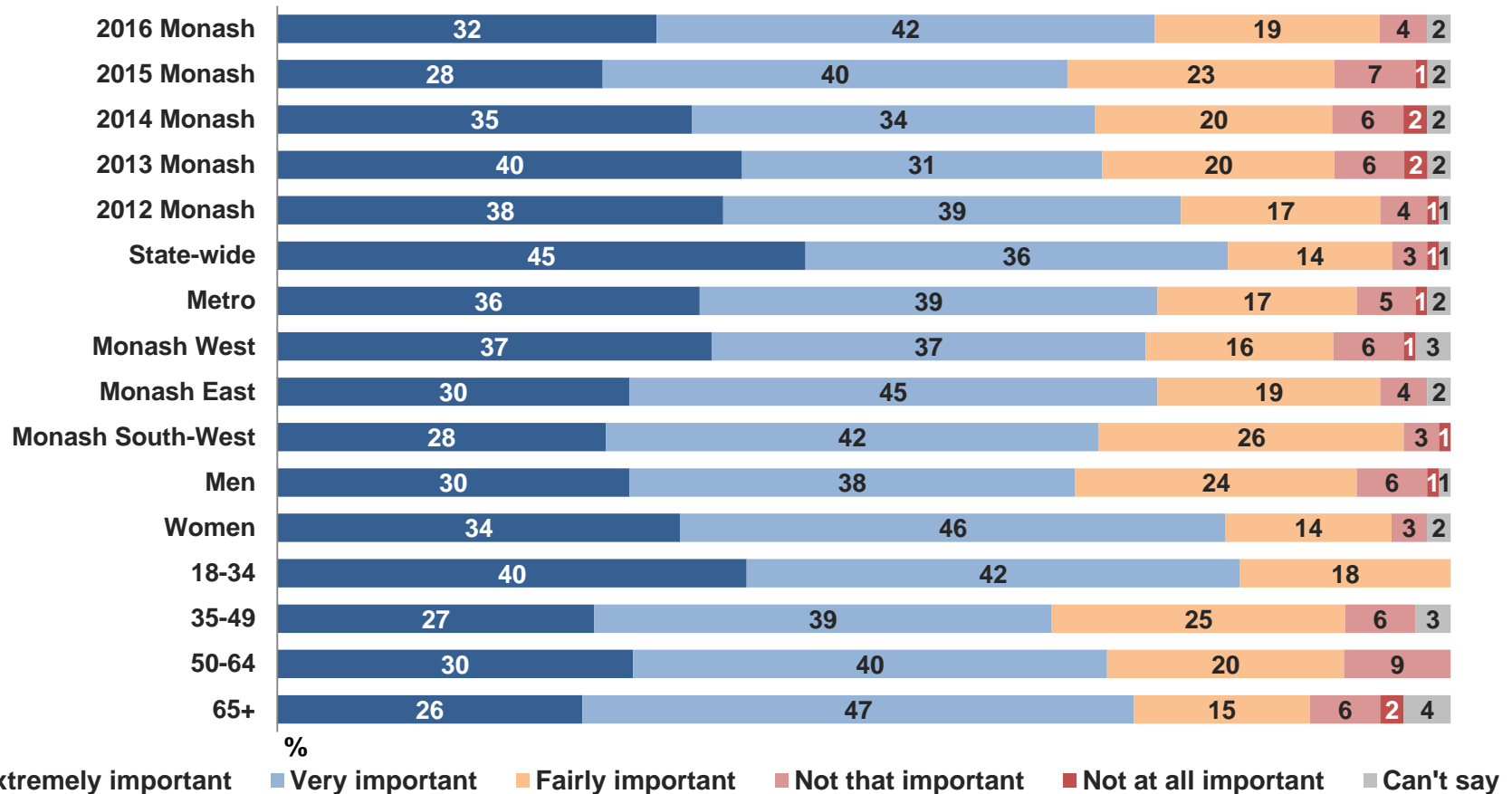
Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4

Note: Please see slide 5 for explanation about significant differences



2016 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

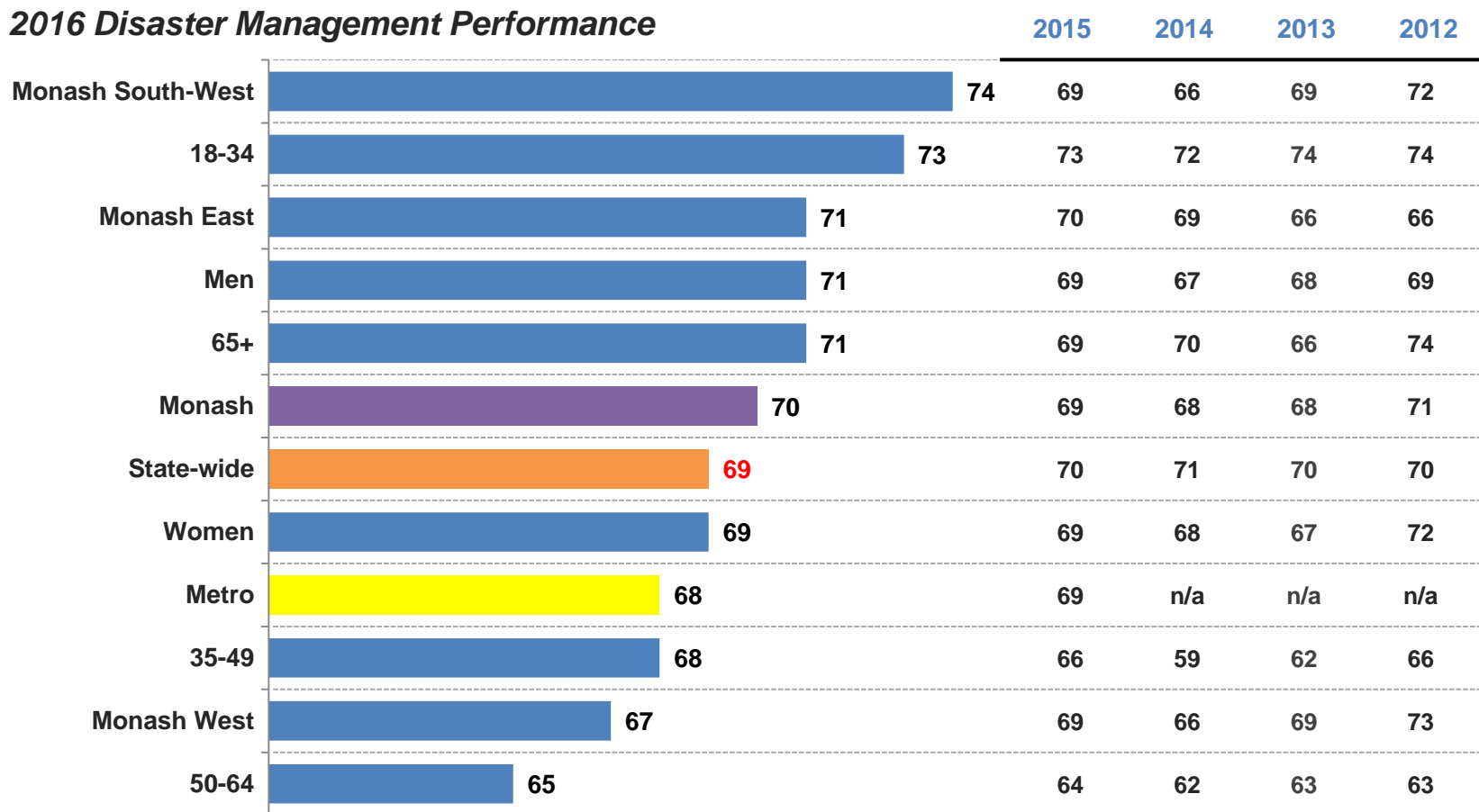
2016 Disaster Management Importance



Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4

2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

2016 Disaster Management Performance



Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?

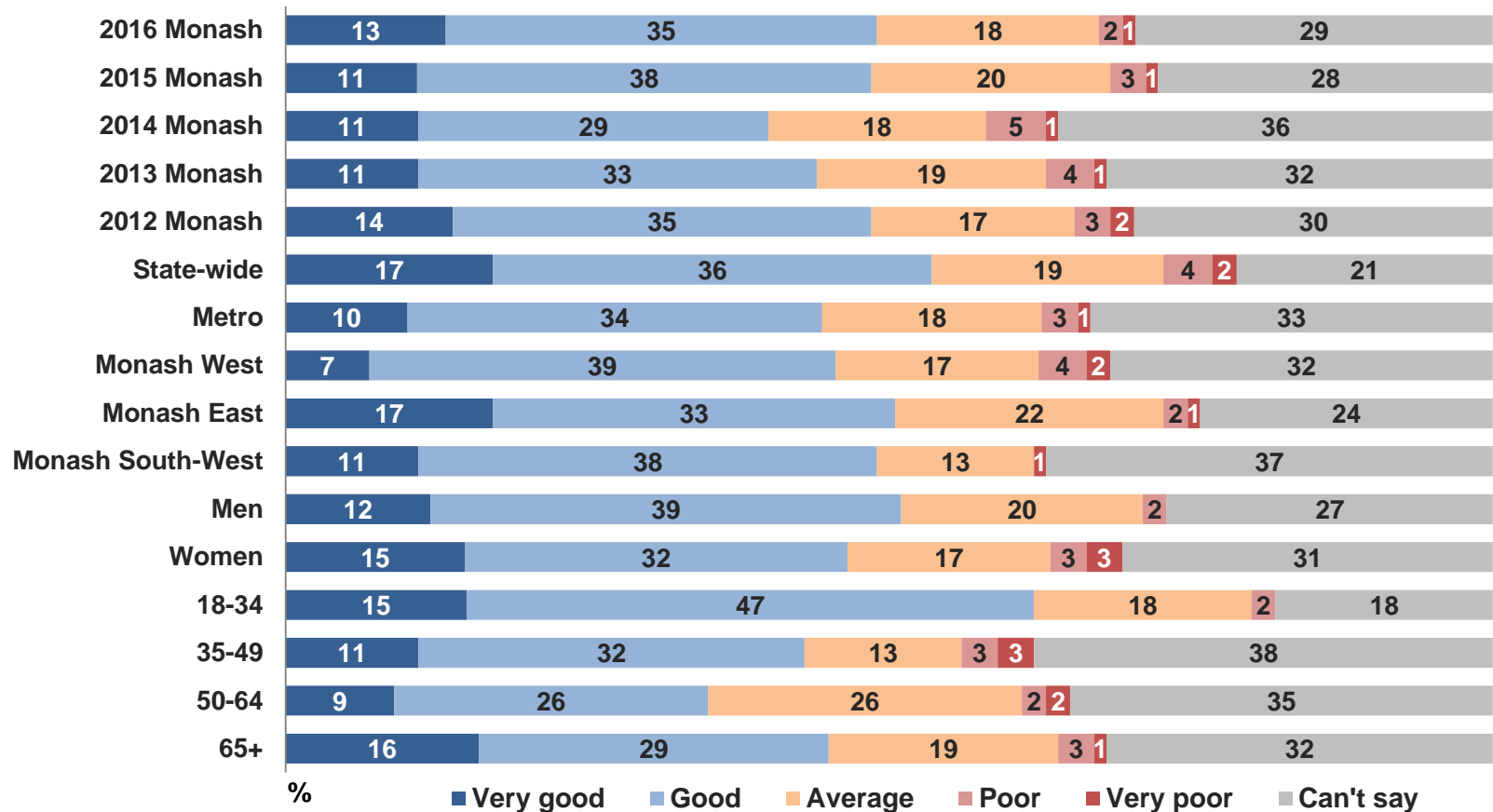
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5

Note: Please see slide 5 for explanation about significant differences



2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

2016 Disaster Management Performance



Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5



2016 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE INDEX SCORES

2016 Population Growth Importance

		2015	2014	2013	2012
Monash West	78	75	n/a	n/a	n/a
50-64	78	78	n/a	n/a	n/a
State-wide	76	75	75	75	75
Monash South-West	76	75	n/a	n/a	n/a
65+	76	72	n/a	n/a	n/a
Metro	75	74	n/a	n/a	n/a
Women	75	74	n/a	n/a	n/a
35-49	75	74	n/a	n/a	n/a
Monash	74	73	n/a	n/a	n/a
Men	72	71	n/a	n/a	n/a
Monash East	71	70	n/a	n/a	n/a
18-34	69↓	71	n/a	n/a	n/a

Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?

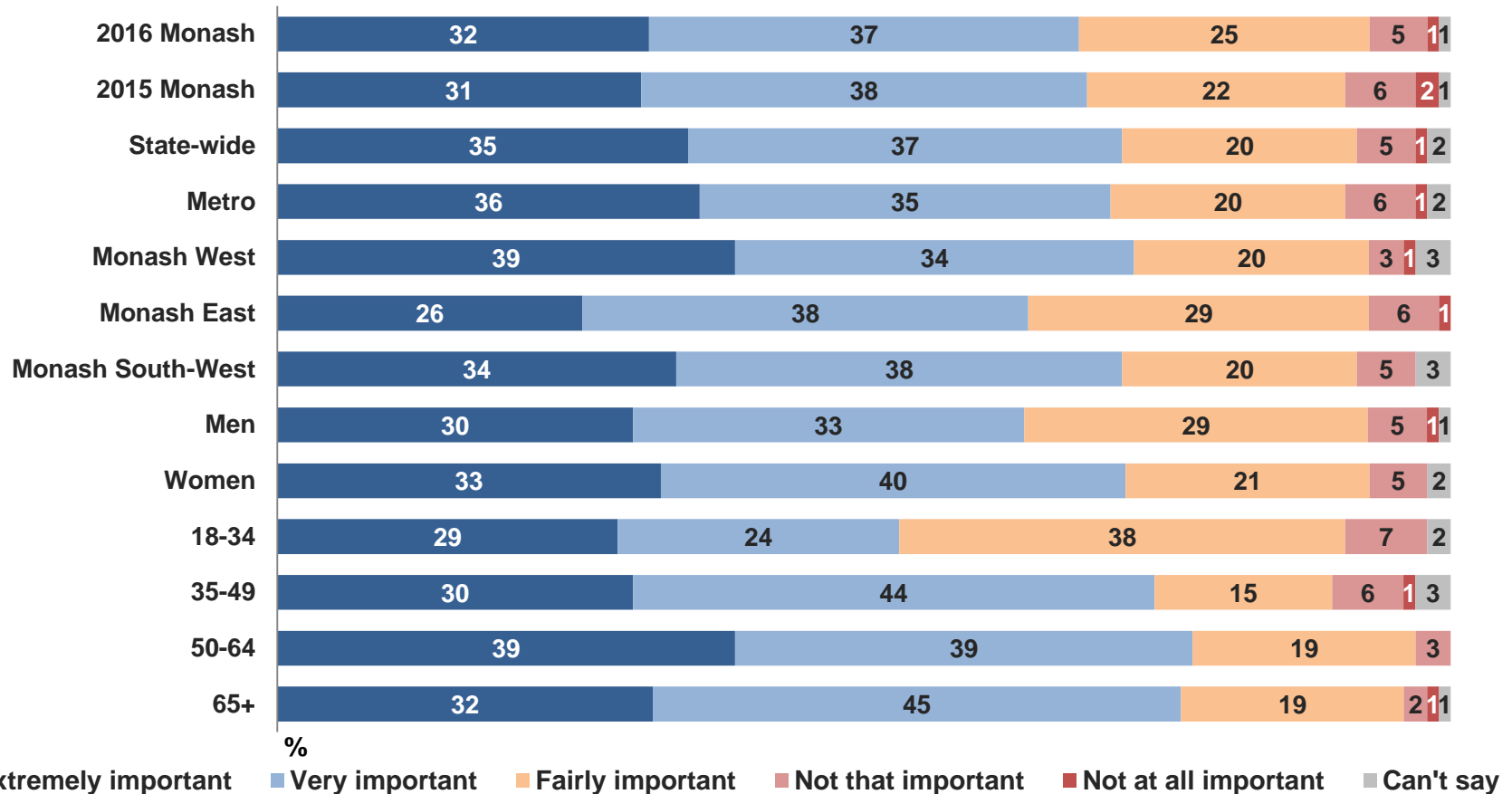
Base: All respondents. Councils asked state-wide: 14 Councils asked group: 5

Note: Please see slide 5 for explanation about significant differences



2016 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE DETAILED PERCENTAGES

2016 Population Growth Importance



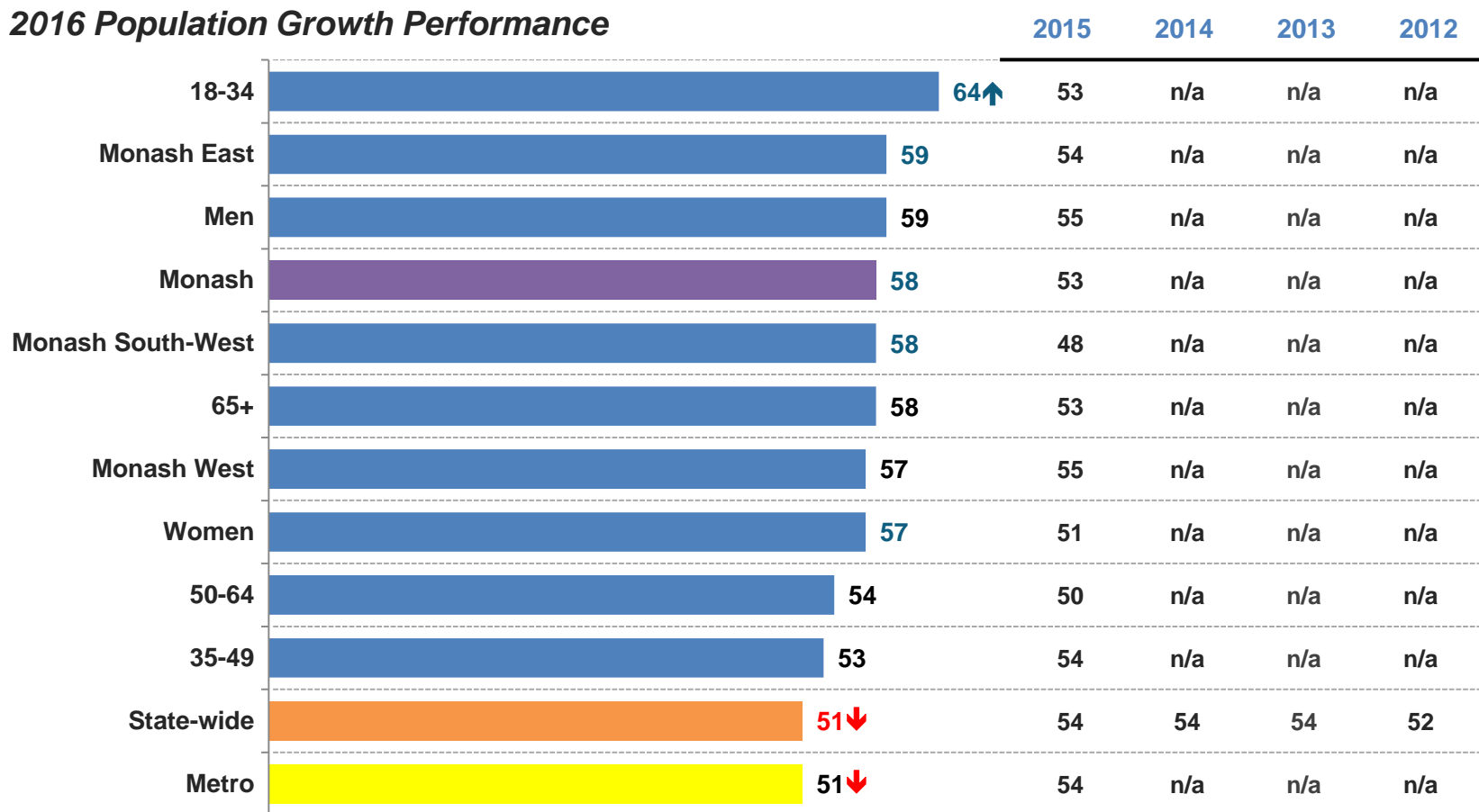
Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 14 Councils asked group: 5



2016 PLANNING FOR POPULATION GROWTH IN THE AREA PERFORMANCE INDEX SCORES

2016 Population Growth Performance



Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months?

Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

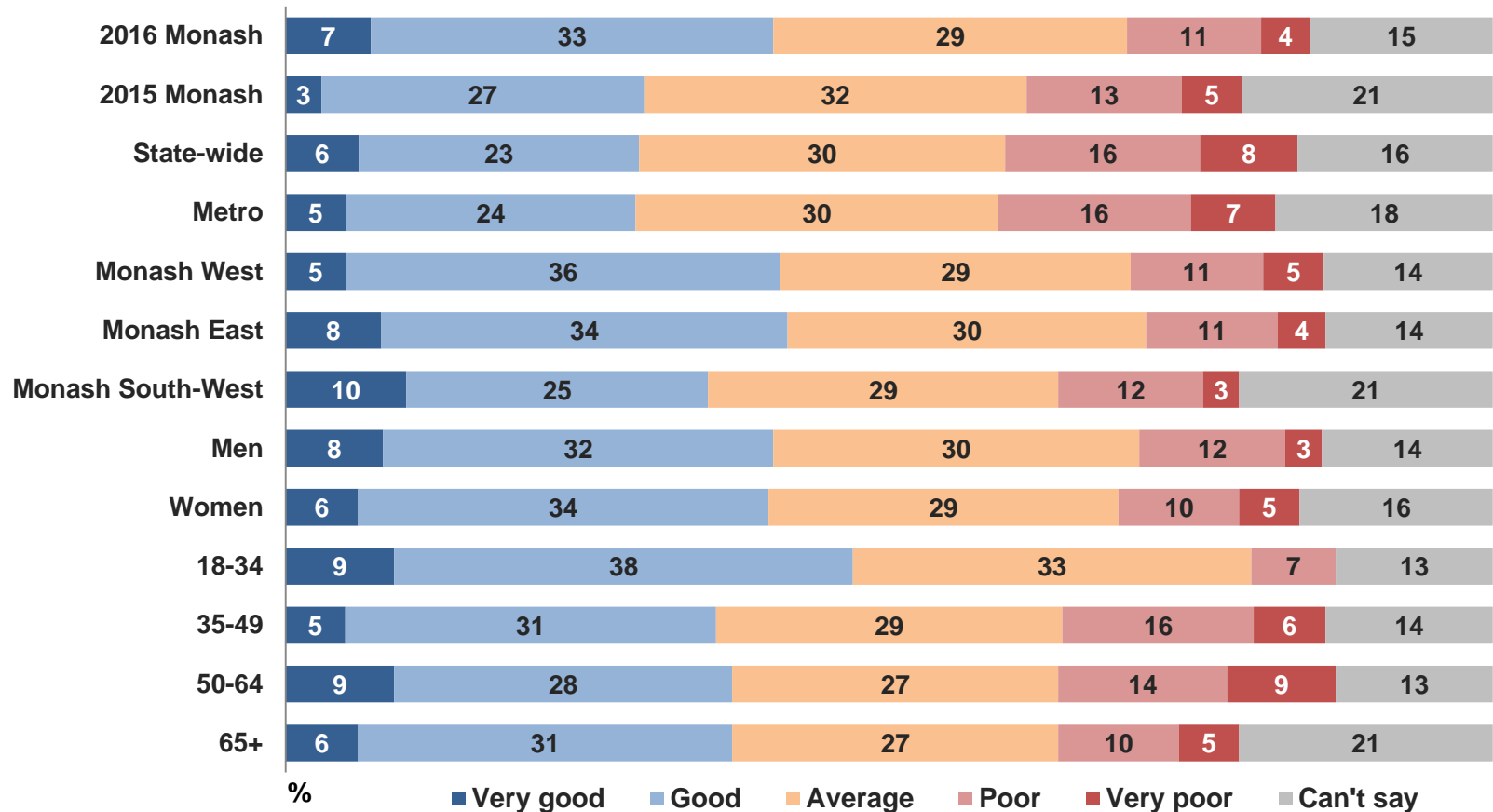
Note: Please see slide 5 for explanation about significant differences



2016 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE DETAILED PERCENTAGES

2016 Population Growth Performance



Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

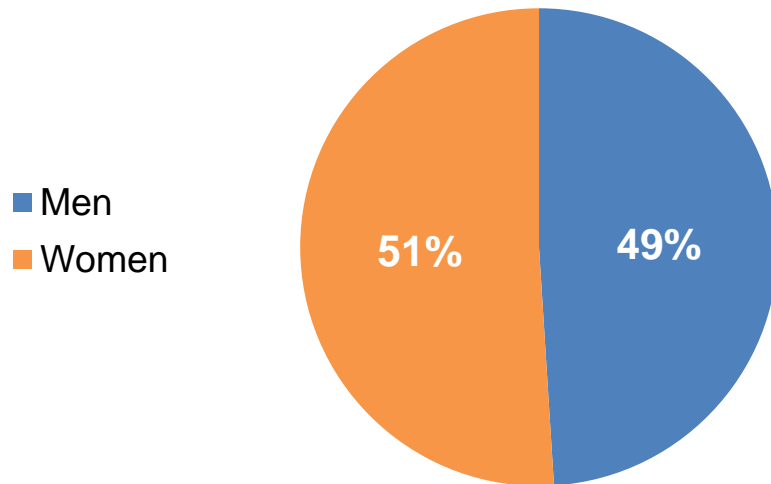


A satellite night view of South America, showing the continent's outline against the dark ocean. The landmass is illuminated by a dense network of glowing yellow and white lights, representing city lights and road networks. The lights are most concentrated in the eastern and southern coastal regions, with several major urban centers appearing as bright, multi-pointed starbursts. The surrounding ocean is dark blue, and the overall scene is a high-contrast, detailed representation of the continent's infrastructure and population density.

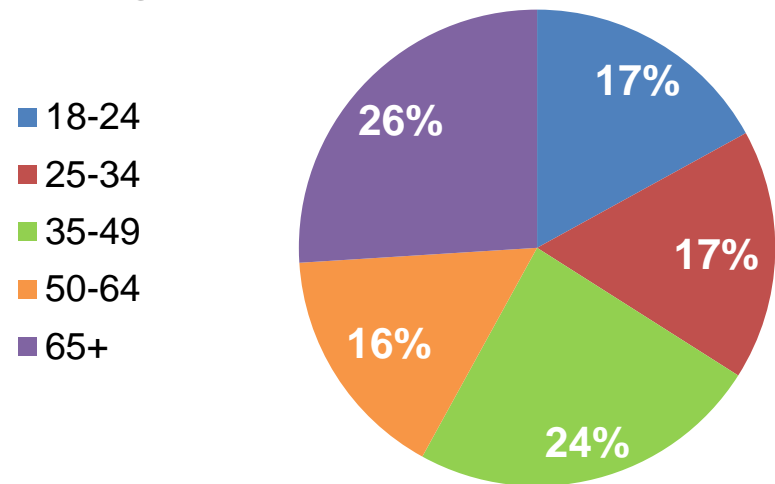
DETAILED DEMOGRAPHICS

2016 GENDER AND AGE PROFILE

Gender



Age

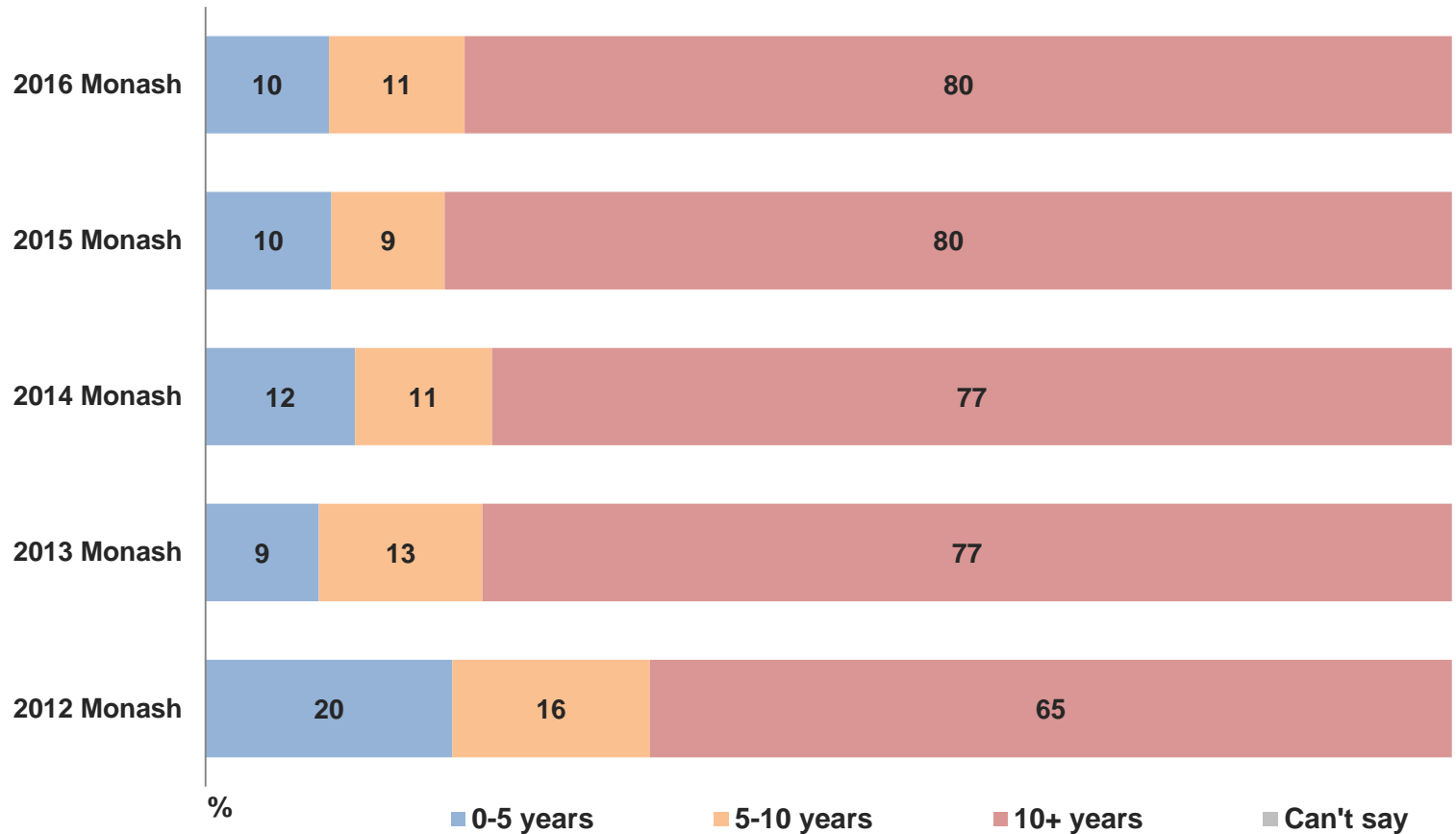


Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

S3. [Record gender] / S4. To which of the following age groups do you belong?
 Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

2016 YEARS LIVED IN AREA

2016 Years Lived in Area

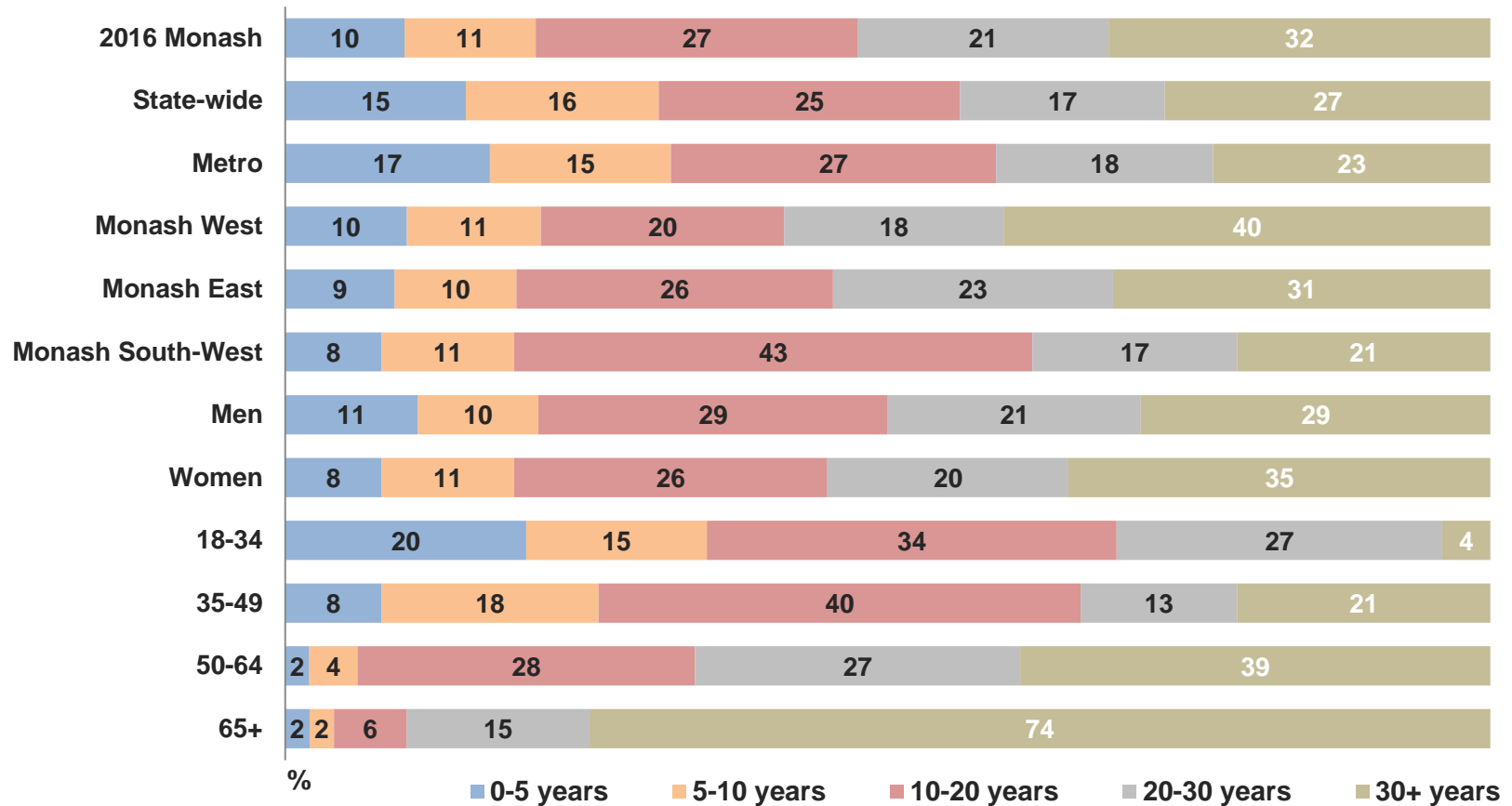


S5. How long have you lived in this area?/How long have you owned a property in this area?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7



2016 YEARS LIVED IN AREA

2016 Years Lived in Area



S5. How long have you lived in this area?/How long have you owned a property in this area?

Base: All respondents. Councils asked state-wide: 18 Councils asked group: 7

Note: For 2016, the code frame expanded out "10+ years", to include "10-20 years", "20-30 years" and "30+ years".

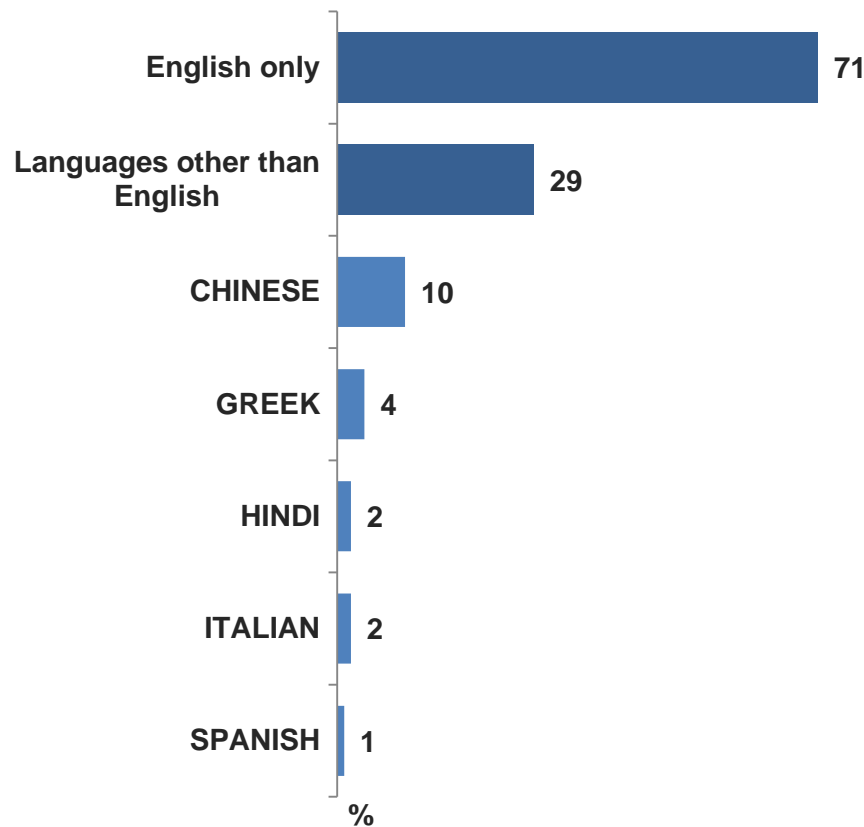
As such, this chart presents this year's data only.



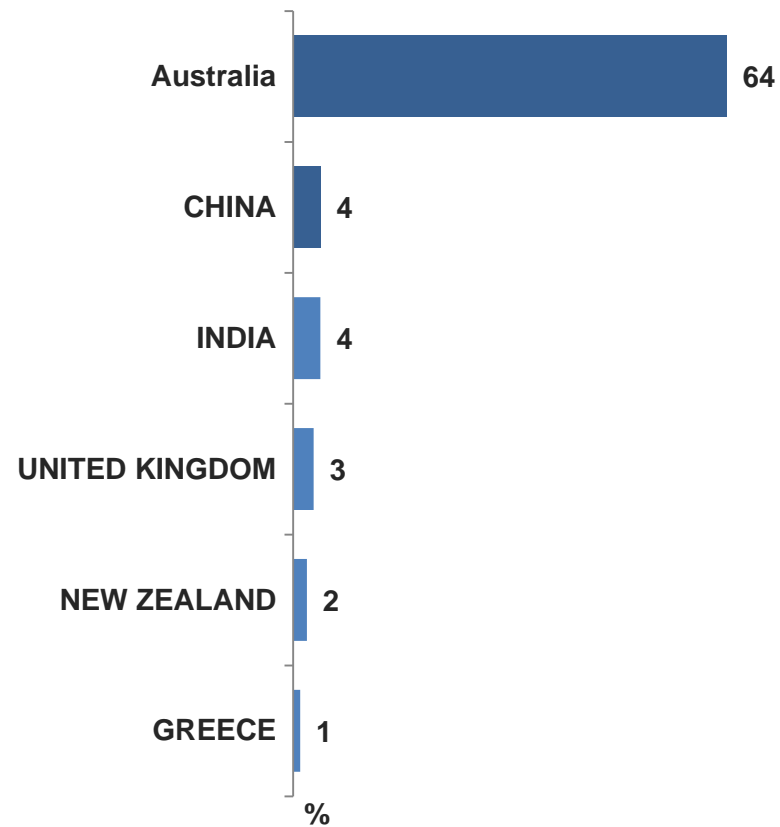
2016 LANGUAGES SPOKEN AT HOME

2016 COUNTRIES OF BIRTH

2016 Languages Spoken



2016 Countries of Birth



Q11. What languages, other than English, are spoken regularly in your home?

Base: All respondents. Councils asked state-wide: 4 Councils asked group: 4

Note: Respondents could name multiple contacts methods so responses may add to more than 100%

Q12. Could you please tell me which country you were born in?

Base: All respondents. Councils asked state-wide: 2 Councils asked group: 2



**APPENDIX A:
DETAILED SURVEY TABULATIONS**

AVAILABLE IN SUPPLIED EXCEL FILE

A satellite night view of the United States, showing the glowing outlines of cities and a dense network of roads. The text is overlaid on the left side of the image.

**APPENDIX B:
FURTHER PROJECT INFORMATION**

APPENDIX B:

BACKGROUND AND OBJECTIVES

The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a ‘head of household’ survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Monash City Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2016 have been made throughout this report as appropriate.**

APPENDIX B:

MARGINS OF ERROR

The sample size for the 2016 State-wide Local Government Community Satisfaction Survey for Monash City Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately n=400 interviews is +/-4.9% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.1% - 54.9%.

Maximum margins of error are listed in the table below, based on a population of 149,000 people aged 18 years or over for Monash City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Monash City Council	400	400	+/-4.9
Men	183	197	+/-7.3
Women	217	203	+/-6.7
Monash West	132	125	+/-8.6
Monash East	202	203	+/-6.9
Monash South-West	66	73	+/-12.2
18-34 years	55	136	+/-13.3
35-49 years	67	96	+/-12.1
50-64 years	104	63	+/-9.7
65+ years	174	105	+/-7.4

APPENDIX B: ANALYSIS AND REPORTING

All participating councils are listed in the state-wide report published on the DELWP website. In 2016, 69 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2016 vary slightly.

Council Groups

Monash City Council is classified as a Metropolitan council according to the following classification list:

- Metropolitan, Interface, Regional Centres, Large Rural & Small Rural

Councils participating in the Metropolitan group are: Banyule, Bayside, Boroondara, Brimbank, Glen Eira, Greater Dandenong, Frankston, Kingston, Knox, Manningham, Maroondah, Melbourne, Monash, Moonee Valley, Moreland, Port Phillip, Stonnington and Whitehorse.

Wherever appropriate, results for Monash City Council for this 2016 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metro group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.

APPENDIX B:

ANALYSIS AND REPORTING

Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 benchmark survey and measured against the state-wide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Very good	9%	100	9
Good	40%	75	30
Average	37%	50	19
Poor	9%	25	2
Very poor	4%	0	0
Can't say	1%	--	INDEX SCORE 60

APPENDIX B: ANALYSIS AND REPORTING

Similarly, an Index Score has been calculated for the Core question ‘Performance direction in the last 12 months’, based on the following scale for each performance measure category, with ‘Can’t say’ responses excluded from the calculation.

SCALE CATEGORIES	% RESULT	INDEX FACTOR	INDEX VALUE
Improved	36%	100	36
Stayed the same	40%	50	20
Deteriorated	23%	0	0
Can't say	1%	--	INDEX SCORE 56

APPENDIX B: INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z \text{ Score} = (\$1 - \$2) / \text{Sqrt} ((\$3^2 / \$5) + (\$4^2 / \$6))$$

Where:

- \$1 = Index Score 1
- \$2 = Index Score 2
- \$3 = unweighted sample count 1
- \$4 = unweighted sample count 1
- \$5 = standard deviation 1
- \$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.

APPENDIX B: ANALYSIS AND REPORTING

Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2016 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2016 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX B: ANALYSIS AND REPORTING

Reporting

Every council that participated in the 2016 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

The overall State-wide Local Government Community Satisfaction Report is available at <http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey>.

APPENDIX B:

GLOSSARY OF TERMS

Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2016 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic sub-group e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as ‘detailed results’, meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

State-wide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.



**LOCAL GOVERNMENT COMMUNITY SATISFACTION
SURVEY
MONASH CITY COUNCIL
2016**

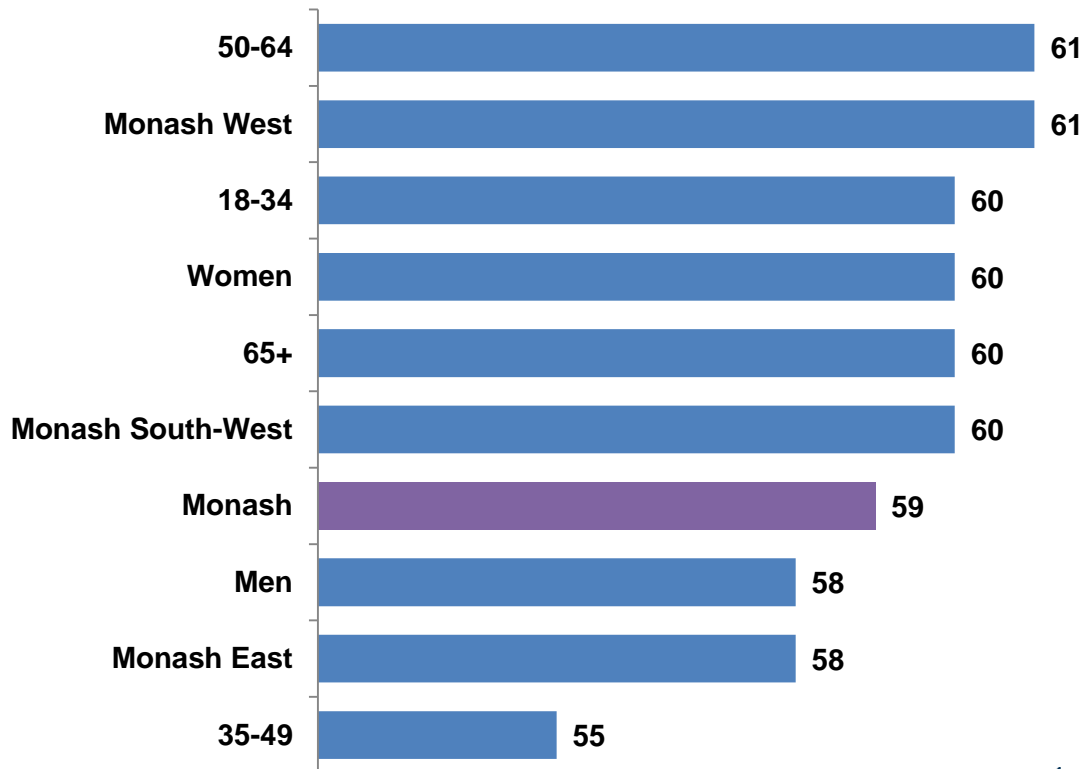
TAILORED QUESTIONS

**COORDINATED BY DEPARTMENT OF TRANSPORT, PLANNING AND LOCAL
INFRASTRUCTURE ON BEHALF OF VICTORIAN COUNCILS**



2016 BUSINESS DEVELOPMENT IMPORTANCE INDEX SCORES

2016 Business Development Importance



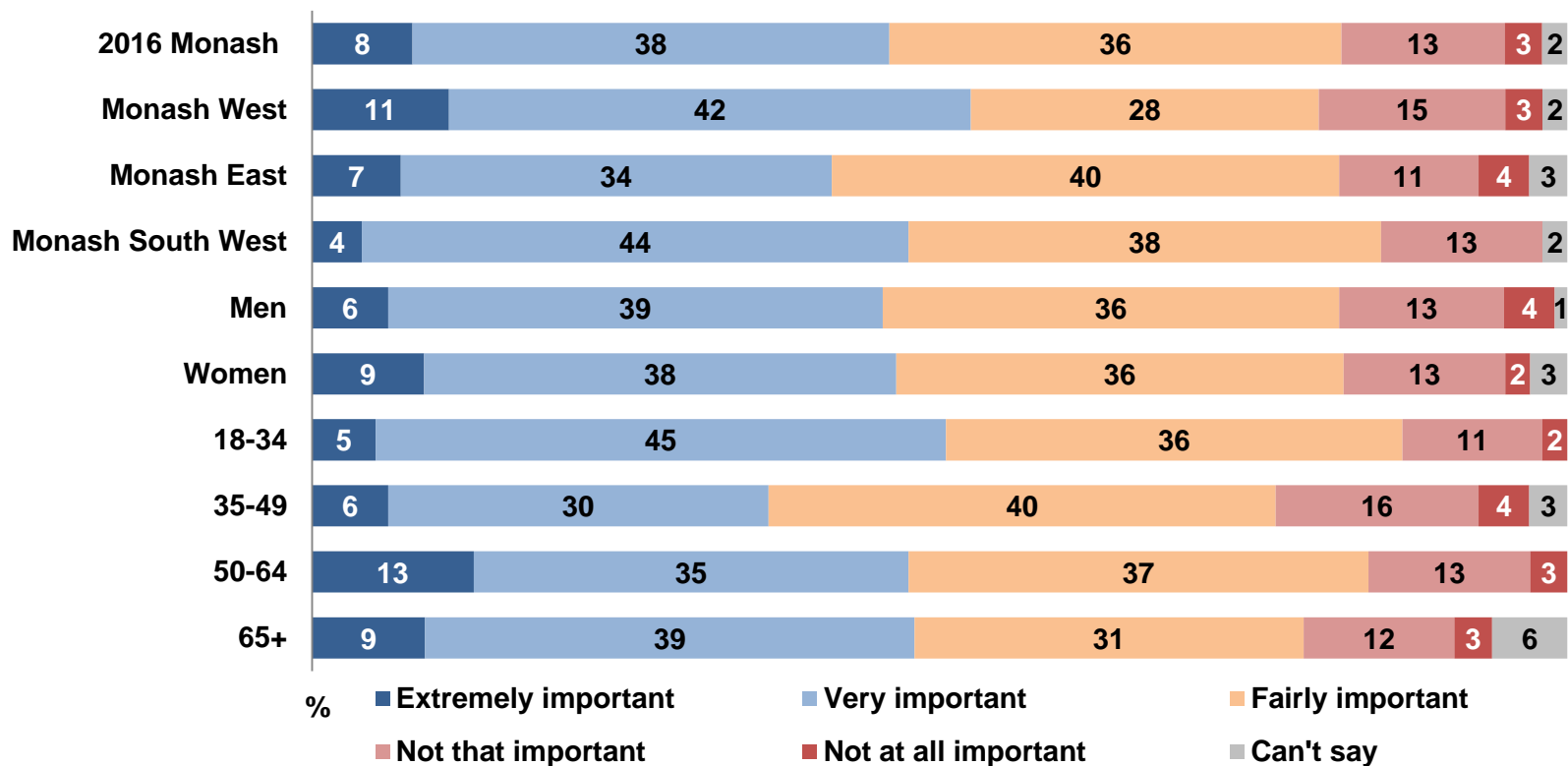
MO15. How important should 'Business development' be as a responsibility for Monash City Council?
Base: All respondents.



JWS RESEARCH

2016 BUSINESS DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

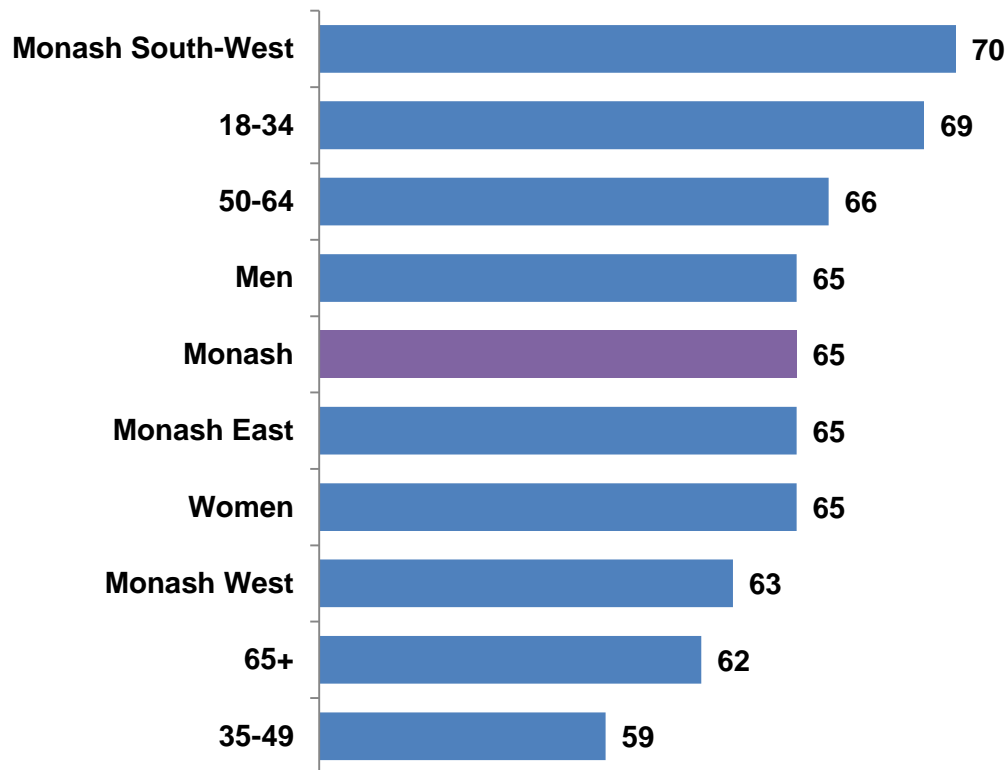
2016 Business Development Importance



MO15. How important should 'Business development' be as a responsibility for Monash City Council?
Base: All respondents.

2016 BUSINESS DEVELOPMENT PERFORMANCE INDEX SCORES

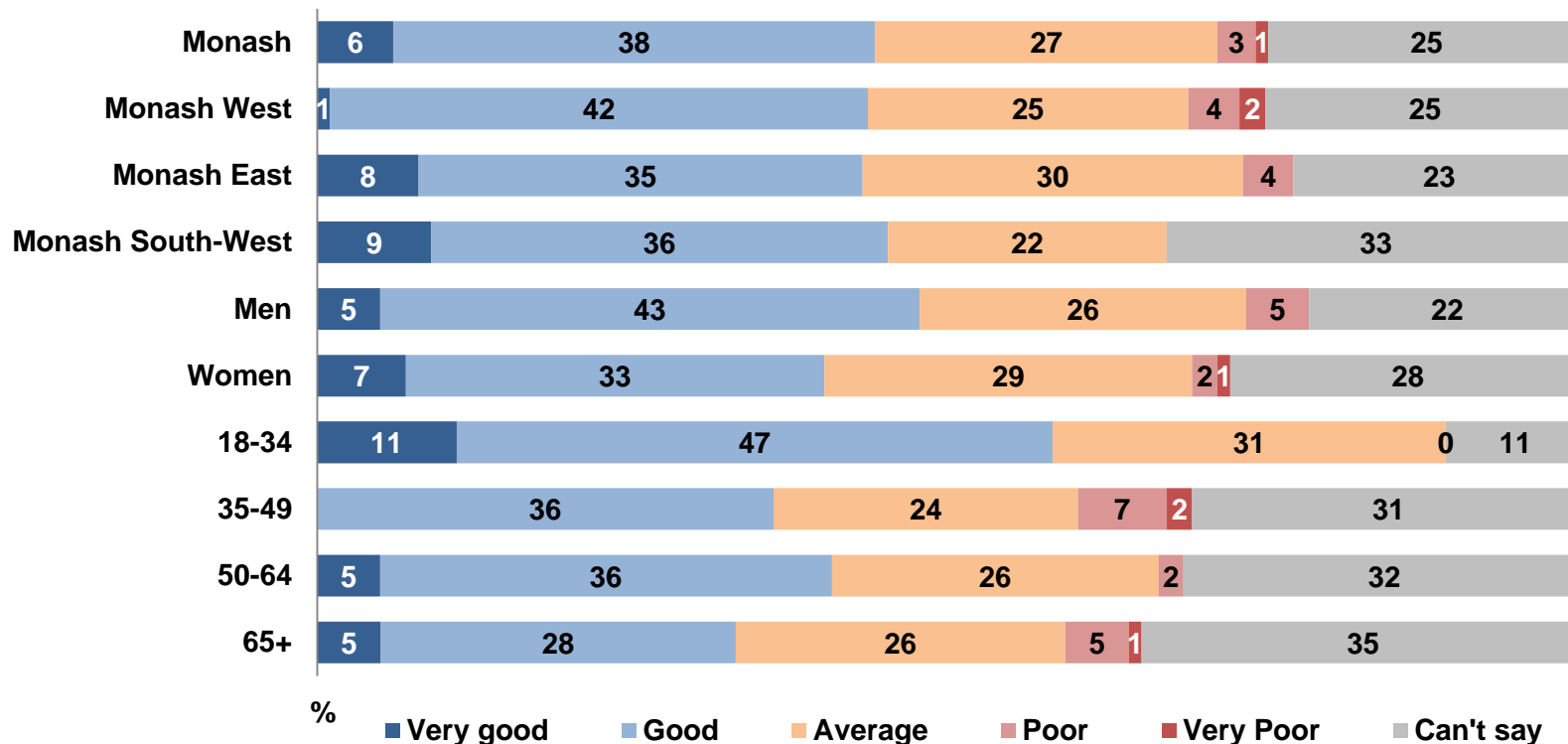
2016 Business Development Performance



MO23. How has Monash City Council performed on 'Business development' over the last 12 months?
Base: All respondents.

2016 BUSINESS DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

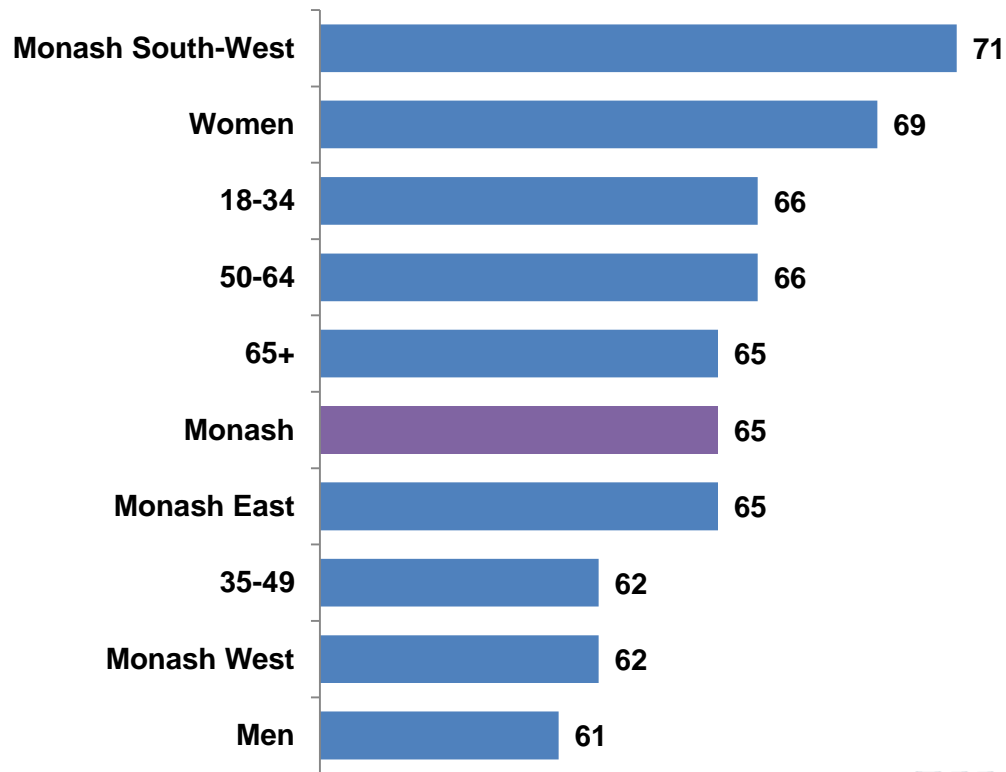
2016 Business Development Performance



MO23. How has Monash City Council performed on 'Business development' over the last 12 months?
Base: All respondents.

2016 COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES

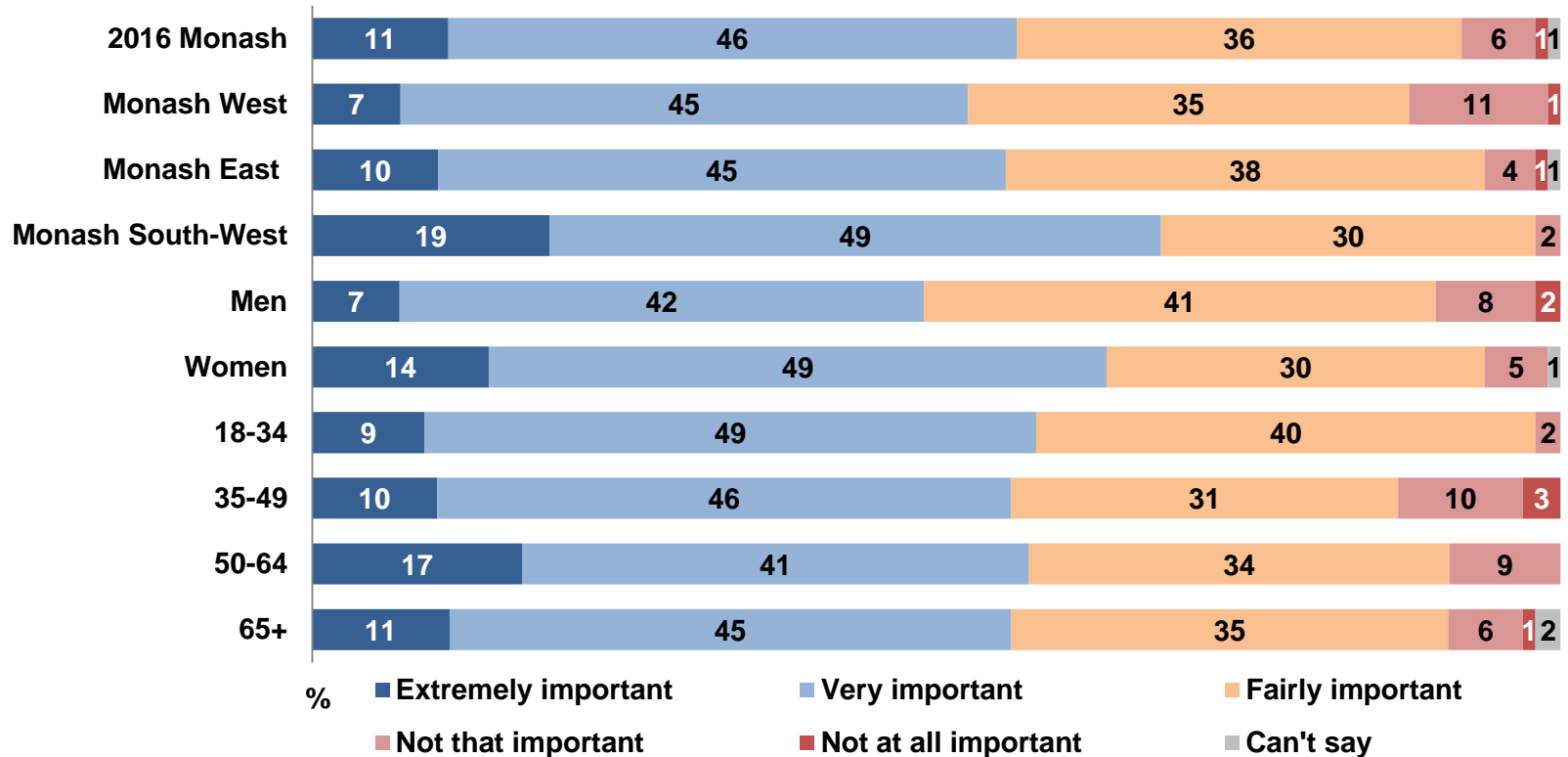
2016 Community Development Importance



MO15. How important should 'Community development' be as a responsibility for Monash City Council?
Base: All respondents.

2016 COMMUNITY DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

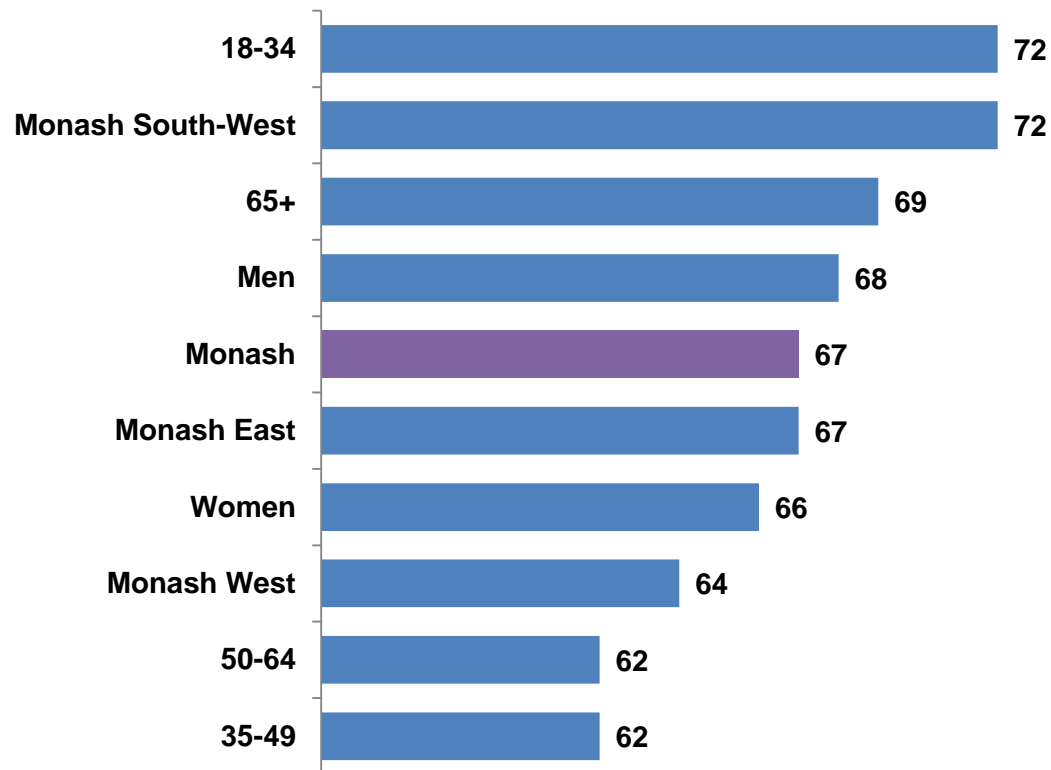
2016 Community Development Importance



MO15. How important should 'Community development' be as a responsibility for Monash City Council?
 Base: All respondents.

2016 COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES

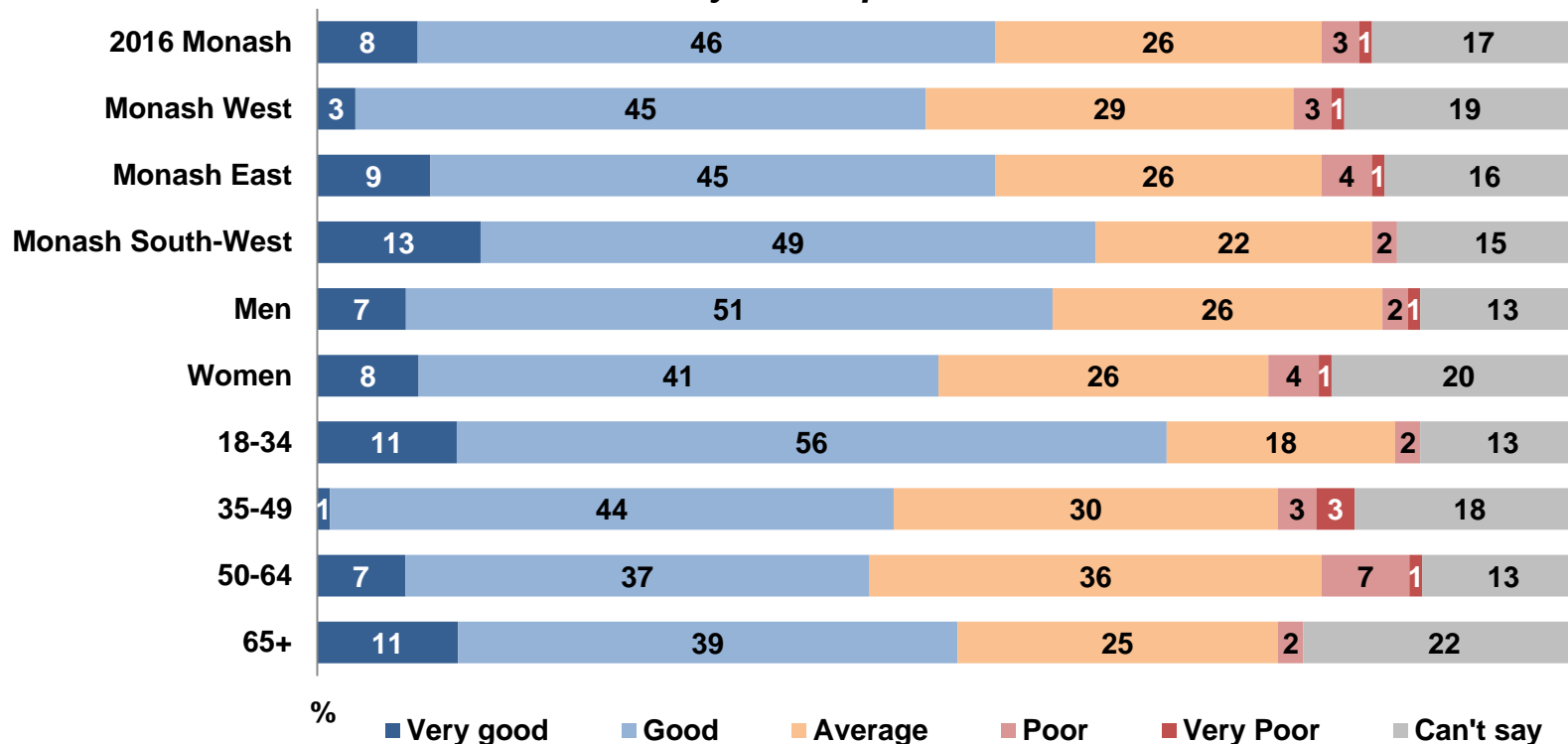
2016 Community Development Performance



MO22. How has Monash City Council performed on 'Community development' over the last 12 months?
Base: All respondents.

2016 COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

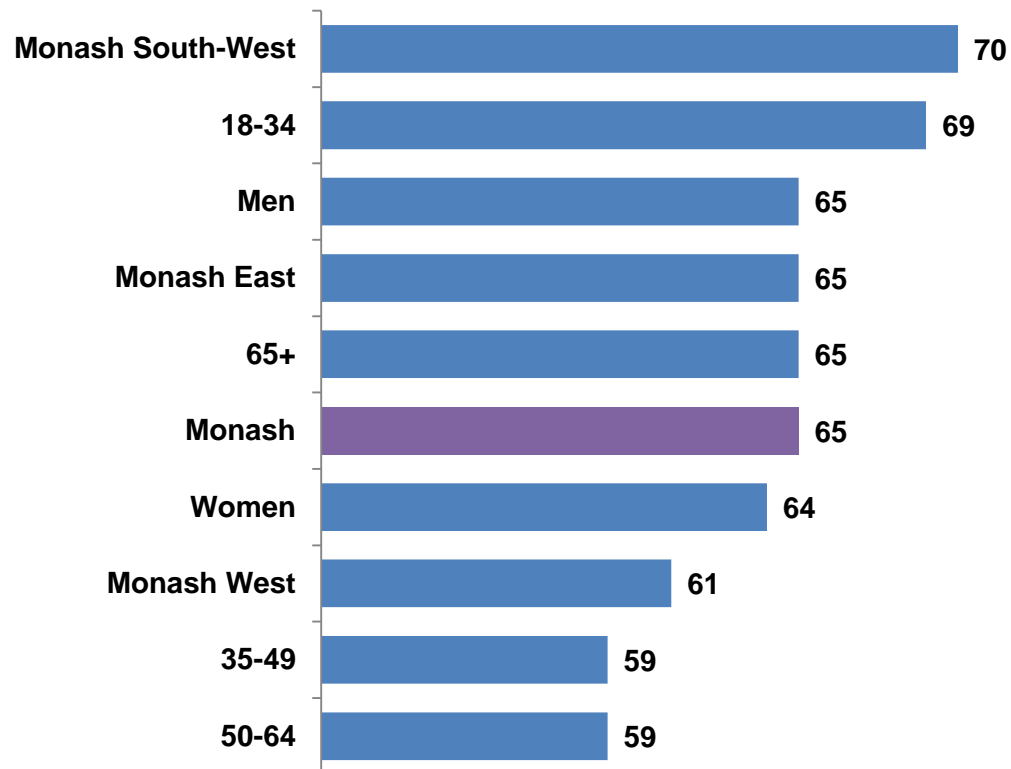
2016 Community Development Performance



MO22. How has Monash City Council performed on 'Community development' over the last 12 months?
Base: All respondents.

2016 YOUTH SERVICES - ACTIVITIES AND SUPPORT PERFORMANCE INDEX SCORES

2016 Youth Services - Activities and Support Performance

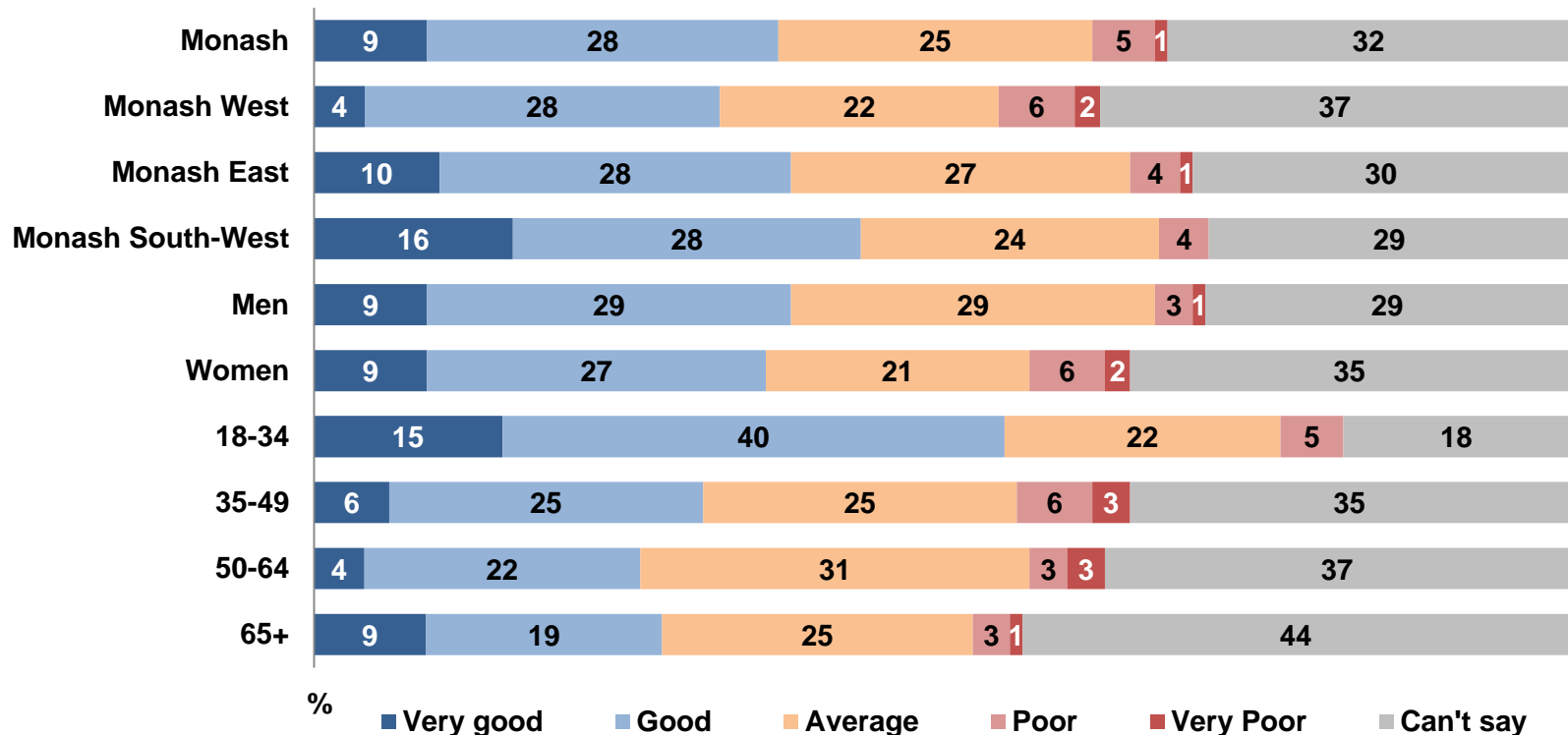


MO21. How has Monash City Council performed on 'Youth services & activities and support for their families' over the last 12 months?
Base: All respondents.



2016 YOUTH SERVICES – ACTIVITIES AND SUPPORT PERFORMANCE DETAILED PERCENTAGES

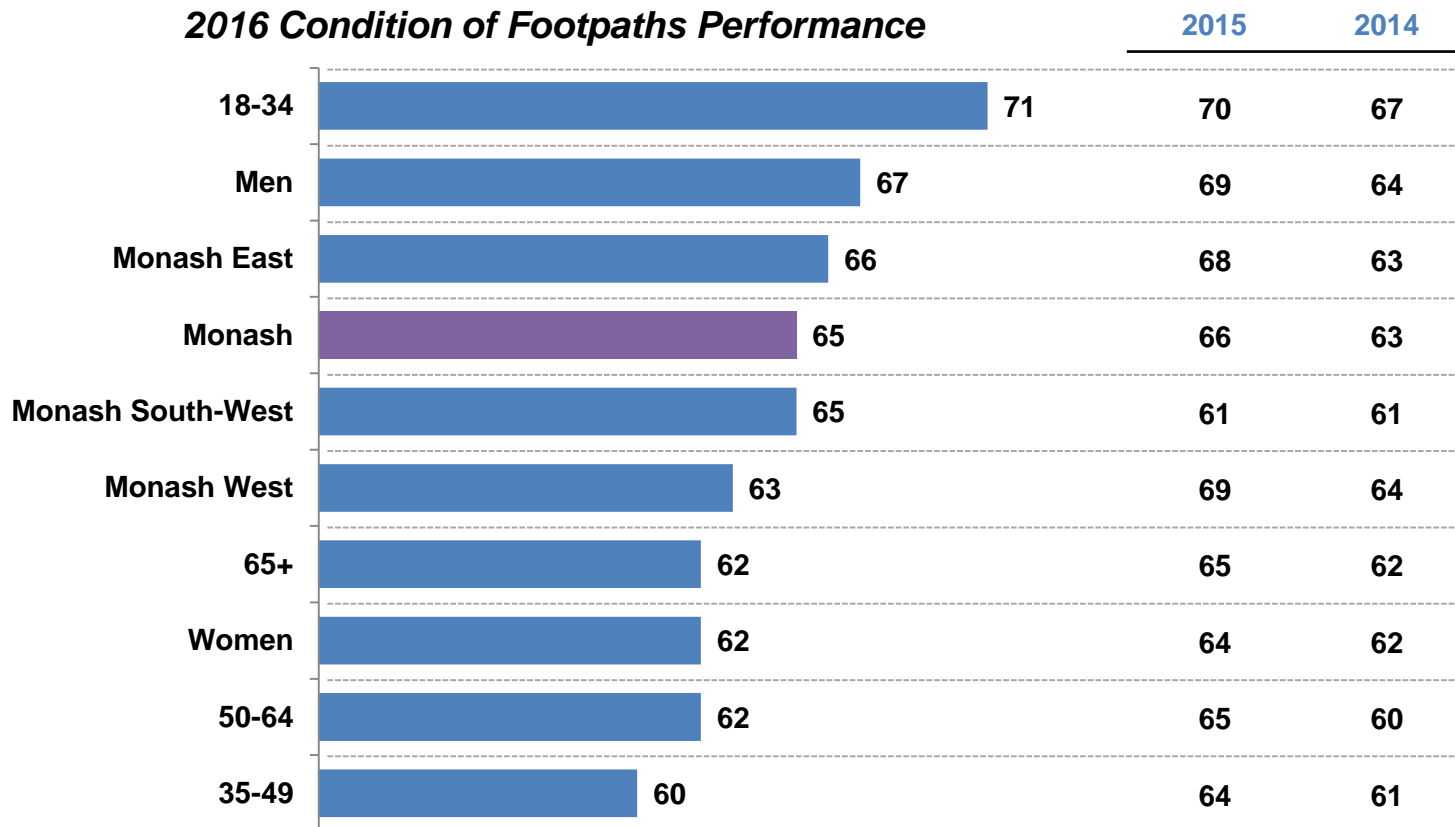
2016 Youth Services - Activities and Support Performance



MO21. How has Monash City Council performed on 'Services and support for children and their families' over the last 12 months?
Base: All respondents.



2016 CONDITION OF FOOTPATHS PERFORMANCE INDEX SCORES

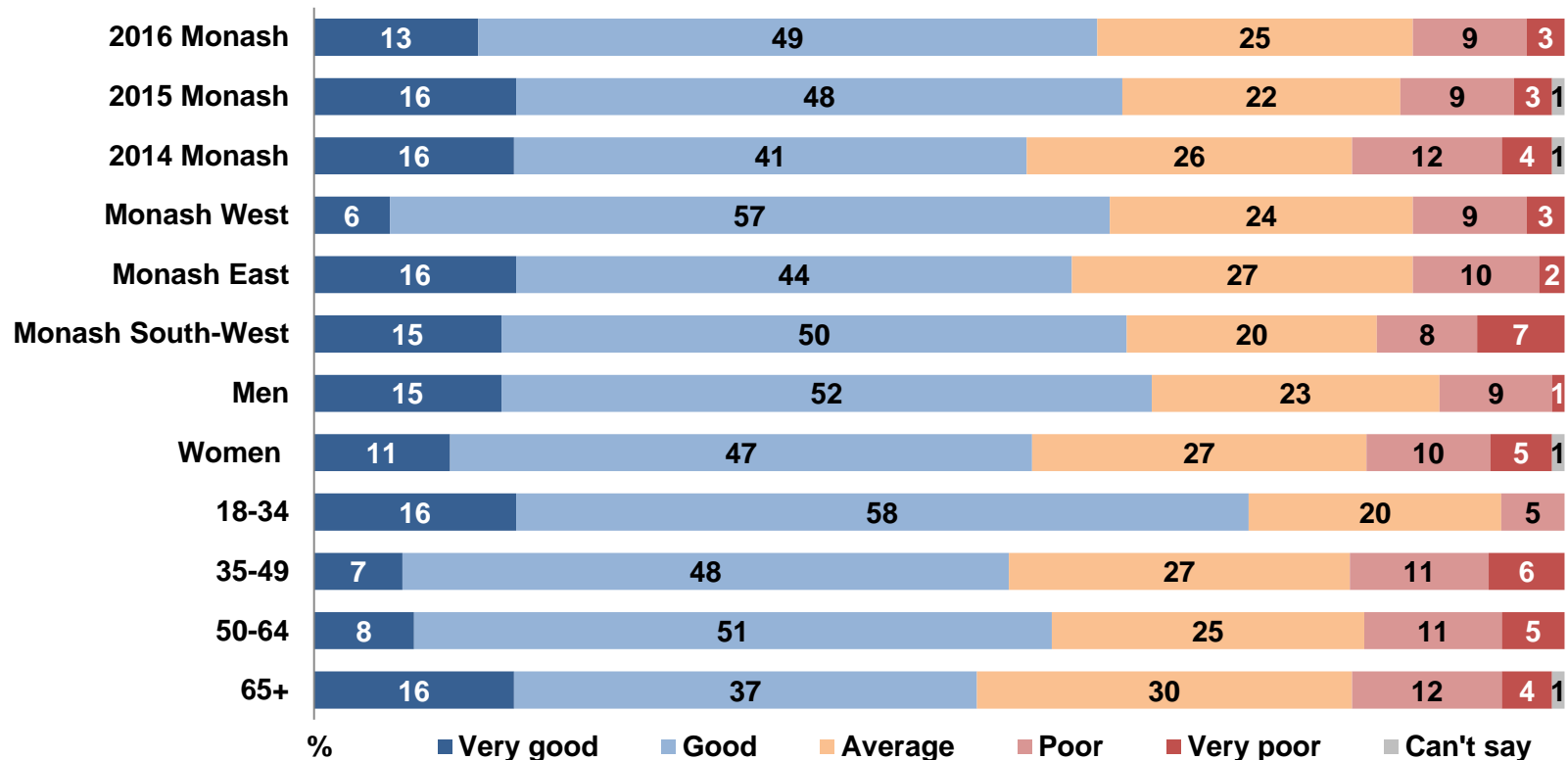


MO11. How has Monash City Council performed on 'The condition of footpaths in your area' over the last 12 months?
Base: All respondents.



2016 CONDITION OF FOOTPATHS PERFORMANCE DETAILED PERCENTAGES

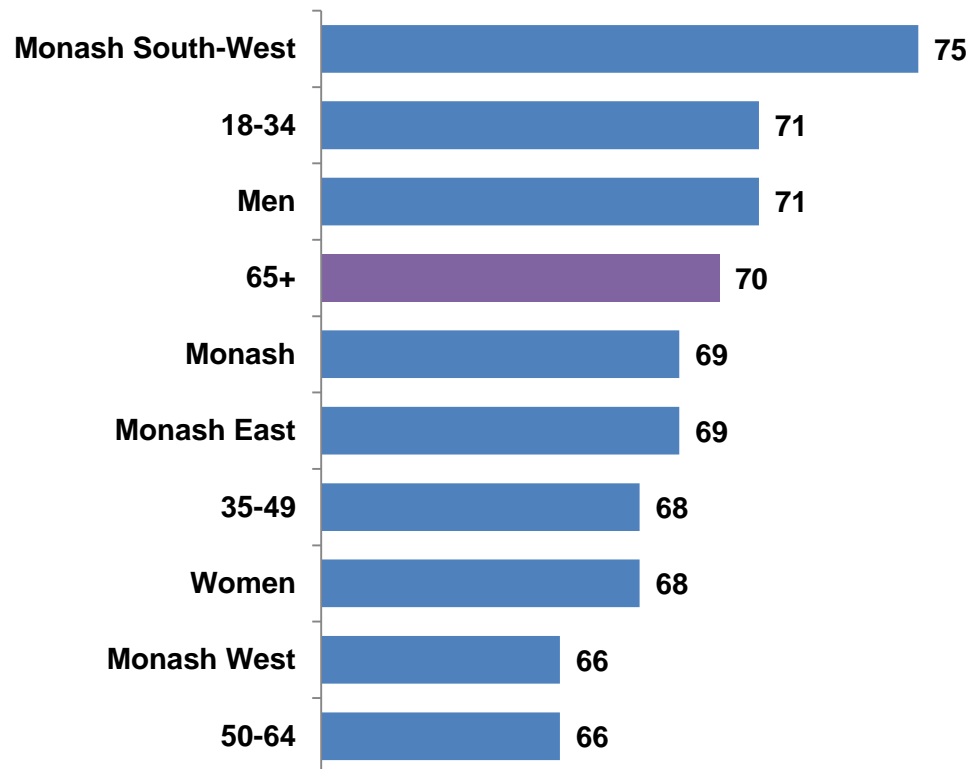
2016 Condition of Footpaths Performance



MO11. How has Monash City Council performed on 'The condition of footpaths in your area' over the last 12 months?
Base: All respondents.

2016 SUPPORT SERVICES FOR CHILDREN AND THEIR FAMILIES PERFORMANCE INDEX SCORES

2016 Support Services for Children and their Families Performance



MO20. How has Monash City Council performed on 'Services and support for children and their families' over the last 12 months?

Base: All respondents.

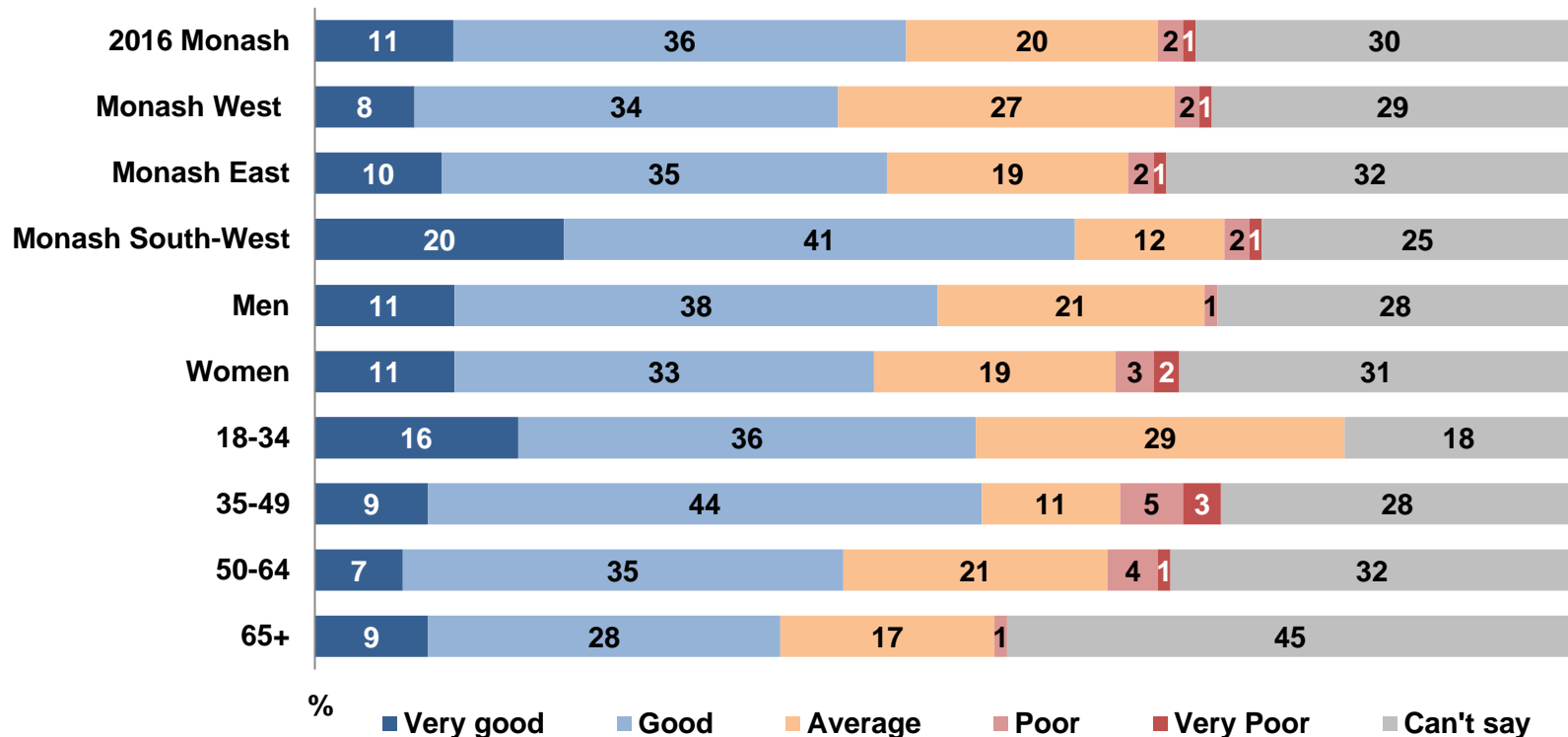


JWS RESEARCH

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2016 SUPPORT SERVICES FOR CHILDREN AND THEIR FAMILIES PERFORMANCE DETAILED PERCENTAGES

2016 Support Services for Children and their Families Performance

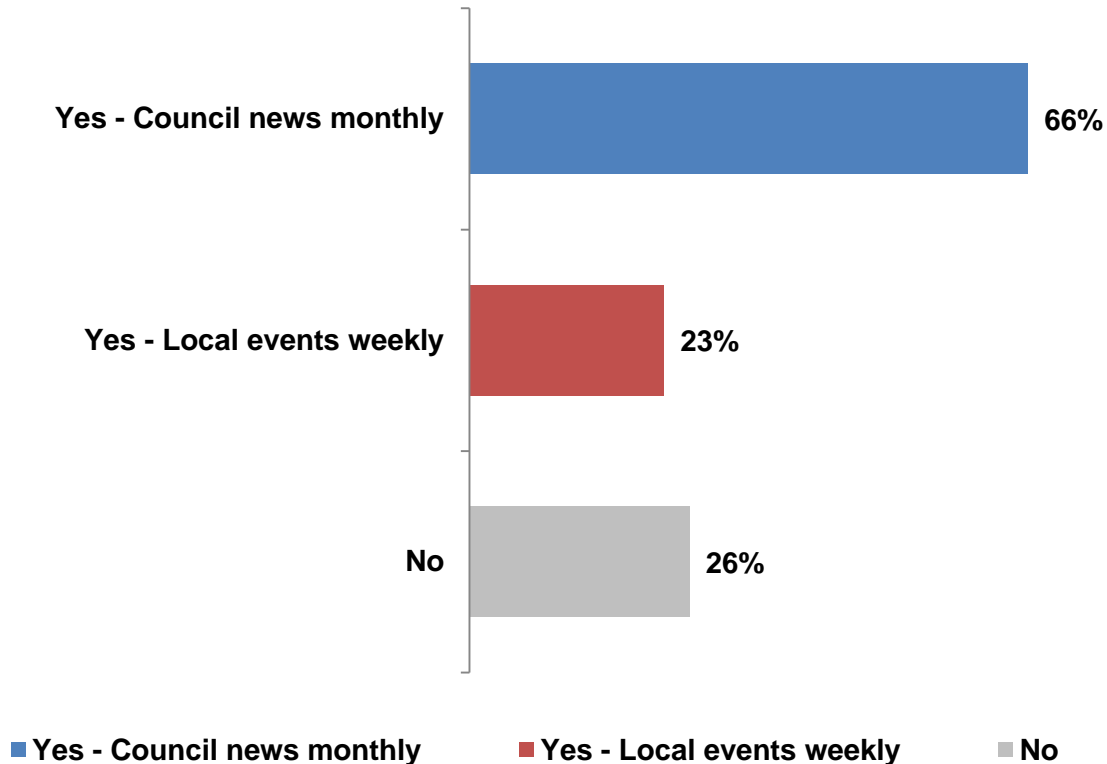


MO20. How has Monash City Council performed on 'Services and support for children and their families' over the last 12 months?
Base: All respondents.



J W S R E S E A R C H

2016 OPENNESS TO COUNCIL NEWS / EVENTS VIA EMAIL



MO26. I note you nominated emails. Would you now like to receive regular emails from Monash City Council about Council News on a monthly basis OR local events on a weekly basis?

Base: Those who answered Code 4 (A council newsletter sent via email) at Q13, n=82



J W S R E S E A R C H

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