Monash City Council

2020 Annual Community Satisfaction Survey

June 2020

Metropolis RESEARCH

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Executive summary

Survey aims and methodology

Metropolis Research conducted this, Council's fourth *Annual Community Satisfaction Survey* primarily as a telephone interview survey of 805 respondents in May 2020.

The survey was commenced in early March 2020, just prior to the COVID-19 lockdown coming into effect. A total of just 67 surveys were conducted via this method prior to the postponement of fieldwork.

The remaining 738 surveys were conducted as a telephone interview of a slightly shortened survey form in May 2020.

The aim of the research was to measure community satisfaction with the broad range of Council provided services and facilities, aspects of governance and leadership, planning and development, customer service, and the performance of Council across all areas of responsibility.

The survey also measured the importance to the community of 29 individual services and facilities, explored the top issues the community feel need to be addressed in the municipality "at the moment", as well as measuring the perception of safety in Monash's public areas.

This year, there were also a small number of questions included in the survey that explored how well the community was coping with COVID-19, how well supported they felt by the various levels of government, and ways in which they believe Council could help them during the pandemic, and then help the community rebuild and reconnect once the pandemic passes.

Key findings

The key finding from the survey this year is that satisfaction with most aspects of Council performance increased this year, with overall satisfaction now at its highest level since the survey program commenced in 2016, at 7.51 out of a potential 10.

Whilst it cannot be discounted that the COVID-19 pandemic may have influenced community sentiment, the results outlined in the survey this year clearly represent a very significant level of community satisfaction with the performance of Council across the full range of services and facilities, as well as governance and leadership performance of Council.

The key issues in the municipality remain: parking; traffic management; building, housing, planning and development; street trees; and lighting.

The issues that are most likely to be exerting a negative influence on community satisfaction with the performance of Council include; parking; parks and gardens; street trees; cleanliness of the public areas; building, housing, planning, and development; and communication.

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

Satisfaction with	***Metro. Melbourne 2019***	***City of Monash 2019***	***City of Monash 2020***
Council's Overall performance	6.93	7.28	7.51
Making decisions in the interests of community	6.83	7.23	7.35
Maintaining trust and confidence of the community	6.89	7.31	7.48
Community consultation and engagement	6.77	7.25	7.34
Representation, lobbying and advocacy	6.75	7.24	7.36
Responsiveness of Council to local community needs	6.85	7.22	7.35
Customer *service (average score across 7 indicators)*	7.48	7.76	7.55
Maintenance and repair of sealed local roads	6.93	7.76	7.58

Satisfaction with the performance of Council

Satisfaction with the overall performance of Monash City Council increased 3.2% this year to 7.51 out of a potential 10, which was a statistically significant improvement.

This satisfaction score of 7.51 is the highest recorded by Metropolis Research since it commenced conducting community satisfaction surveys for local government in Victoria in 2001.

This result was measurably higher than the eastern region councils' (7.02) and metropolitan Melbourne (6.93) averages, as recorded in the 2019 *Governing Melbourne* research.

Metropolis Research notes that it cannot be discounted that the significant external factor of the COVID-19 pandemic may well have impacted on community mindset and outlook, and may have had an impact on their satisfaction with the performance of government more broadly, and the City of Monash in particular.

More than half (56.2% up from 49.7%) of respondents were "very satisfied" with Council's overall performance (rating satisfaction at eight or more out of 10), whilst just 2.8% (down from 3.2%) were dissatisfied (rating zero to four).

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

- ***More satisfied than average*** – includes young adults (aged 20 to 34 years) and senior citizens (aged 75 years and over), respondents from multi-lingual households, respondents living in group households and respondents living alone.

- ***Less satisfied than average*** – includes middle-aged adults (aged 45 to 59 years), respondents from English speaking households.

Consistent with the high level of overall satisfaction with Council, satisfaction with the five included aspects of governance and leadership also increased by an average of 1.8% this year to 7.25, which is a "very good" level of satisfaction. Satisfaction with all five aspects of governance and leadership were higher than the 2019 metropolitan Melbourne and eastern region councils' averages.

These results confirm that respondents were very satisfied with Council's performance maintaining community trust and confidence (7.48), representation, lobbying and advocacy (7.36), the responsiveness of Council to local community needs (7.35), making decisions in the interests of the community (7.35), and community consultation and engagement (7.34).

Satisfaction with Council's customer service delivery remains at a "very good" level, despite another small decline this year, with the average satisfaction with the six included aspects of customer service down 2.7% to 7.55.

The average satisfaction with the 29 Council provided services and facilities included in the survey increased 1.9% this year, and it remains on average at an "excellent" level.
The services with the highest levels of satisfaction include the garbage collection (8.82), green waste collection (8.78), local library and library services (8.65), recycling service (8.61), and the waste transfer station (8.36).

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

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

The seven services and facilities to record satisfaction scores lower than overall satisfaction include street sweeping (7.45), drains (7.42), local traffic management (7.37), footpaths (7.22), parking facilities (7.21), parking enforcement (7.17), and public toilets (6.98). It is important to bear in mind that satisfaction with these services and facilities were "good" and "very good".

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

Satisfaction with planning for population growth by all levels of government increased this year, up 3.3% to 6.82, and remains at a "good" level. This remains higher than the metropolitan Melbourne average.

Satisfaction with the planning and development outcomes, "the design of public spaces" (7.66) and "the protection of trees and vegetation on private property" (7.29) both increased marginally this year, whilst satisfaction with the "appearance and quality of new developments" declined very marginally to 6.96. These results remain just a little higher than the metropolitan Melbourne results.

Issues to address for the City of Monash

The main issues to address in the City of Monash remain parking (11.1% down from 20.5%), traffic management (10.1% down from 12.8%), building, housing, planning and development (9.2% up from 8.3%), street trees (6.7% down from 9.1%), and lighting (5.0% down from 9.6%).

All these issues appear to exert at least a mildly negative influence on respondents' satisfaction with Council's performance.

The other issue that appears to exert a negative influence on overall satisfaction for the respondents' raising the issue was "communication" issues. The 31 respondents who raised communication as one of the top three issues to address in the City of Monash were measurably less satisfied with Council's overall performance, rating it at 6.19 compared to the overall result of 7.51. This group often reflect those most likely to have had a negative interaction with Council, often around a contentious issue such as parking or planning.

Communication and consultation

Approximately one-sixth (16.1%) of respondents had participated in a Monash community engagement in the last two years. English speaking (19.1%), middle-aged adults (23.0%) were the most likely to want to participate in community engagements.

The type of consultation that respondents were most likely to want to participate were "decisions about the physical environment", with 26.1% interested in participating.

The preferred methods for respondents to provide their views to Council were surveys (48.2%) and online interaction participation (36.8%).

The preferred methods for respondents to receive information from Council remain email (44.7%), the Council website (30.3%), and the *Monash Bulletin* (30.2%).

COVID-19 Pandemic

On average, respondents were relatively positive in terms of how well they felt they were coping with the impacts of COVID-19.

On average, they rated how well their household was coping in terms of their physical health and wellbeing (7.82), their financial wellbeing (7.72), and their mental health and wellbeing (7.60) at very strong levels. Less than five percent of respondents reported that they were not coping well (i.e. rated coping at less than five out of 10), in terms of physical (2.9%) and mental health and wellbeing (4.7%) and financial wellbeing (4.9%).

When asked how well supported their household felt by the three levels of government, respondents felt more supported by the federal government (7.60) than the state government (7.49), and the local council (6.81). The average level of support from the Council was however 6.81, which is a solid level of support. It is noted that 13.8% of respondents did not feel well supported (i.e. rated support at less than five out of 10) by the local council.

It is highly likely that the lower result for the local council reflects the fact that the role of the federal (e.g. income support, border control) and state governments (e.g. lockdown enforcement, hospitals) would be more prominent than the support provided by the local council.

The main ways by which respondents feel that Council could assist them through the pandemic were focused on communicating and providing information, assisting the elderly, homeless and other "at risk" groups, and by reducing rates.

The main ways by which respondents feel that Council could assist the community to rebuild and reconnect once the pandemic passes were communication and education, employment opportunities and the economy, community activities such as fetes, concerts, and BBQs, and getting normal services and facilities running again.

Introduction

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

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

The *Monash City Council - 2020 Annual Community Satisfaction Survey* comprises the following:

- ⊗ Satisfaction with Council's overall performance.
- ⊗ Satisfaction with aspects of governance and leadership.
- ⊗ Importance of and satisfaction with 29 Council services and facilities.
- ⊗ Issues of importance for the City of Monash "at the moment".
- ⊗ Satisfaction with aspects of Council's customer service.
- ⊗ Satisfaction with planning for population growth by all levels of government.
- ⊗ Communication and consultation.
- ⊗ Impact of COVID19 and government support during the pandemic.
- ⊗ Respondent profile.

Rationale

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

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

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

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

Methodology, response rate and statistical strength

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

A single day's surveying was undertaken door-to-door in March, completing 67 interviews; however, this was discontinued due to the poor response from the community, and the subsequent lockdown that was implemented in response to the COVID-19 pandemic.

The remaining 738 surveys were conducted using a telephone methodology, commencing on Monday 4th May 2020, and completed on the 25th of May.

The survey was shortened in length to accommodate the limitations inherent in conducting surveys by telephone. The results are presented in this report only for the shortened survey.

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

Multiple attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 738 surveys were conducted from a random sample of 6,862 residential telephone numbers, including an approximately equal number of landline and mobile phone numbers.

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

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

Of the 6,862 telephone numbers (and dwellings for the 67 door-to-door surveys), the following results were obtained:

- No answer - 3,726
- Refused - 2,264
- Completed - 805

This provides a response rate of 26.2%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is significantly lower than the 40.9% response rate achieved in 2019 using the more superior door-to-door methodology.

The 95% confidence interval (margin of error) of these results is plus or minus 3.7% at the fifty percent level.

In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46% and 54%.

This is based on a total sample size of 805 respondents, and an underlying population of the City of Monash of 196,789.

Governing Melbourne

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

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

Glossary of terms

Precinct

The term precinct is used by Metropolis Research to describe the small areas and in this instance reflects the official suburbs within Monash. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary. The precinct "Oakleigh East" includes the suburbs of Oakleigh East as well as Huntingdale.

Measurable and statistically significant

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

Significant result

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

Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight.

95% confidence interval

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

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

Satisfaction categories

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

- ***Excellent -*** scores of 7.75 and above are categorised as excellent
- ***Very good -*** scores of 7.25 to less than 7.75 are categorised as very good
- ***Good -*** scores of 6.5 to less than 7.25 are categorised as good
- ***Solid -*** scores of 6 to less than 6.5 are categorised as solid
- ***Poor -*** scores of 5.5 to less than 6 are categorised as poor
- ***Very Poor -*** scores of 5 to less than 5.5 are categorised as very poor
- ***Extremely Poor*** – scores of less than 5 are categorised as extremely poor.

Council's overall performance

Respondents were asked:

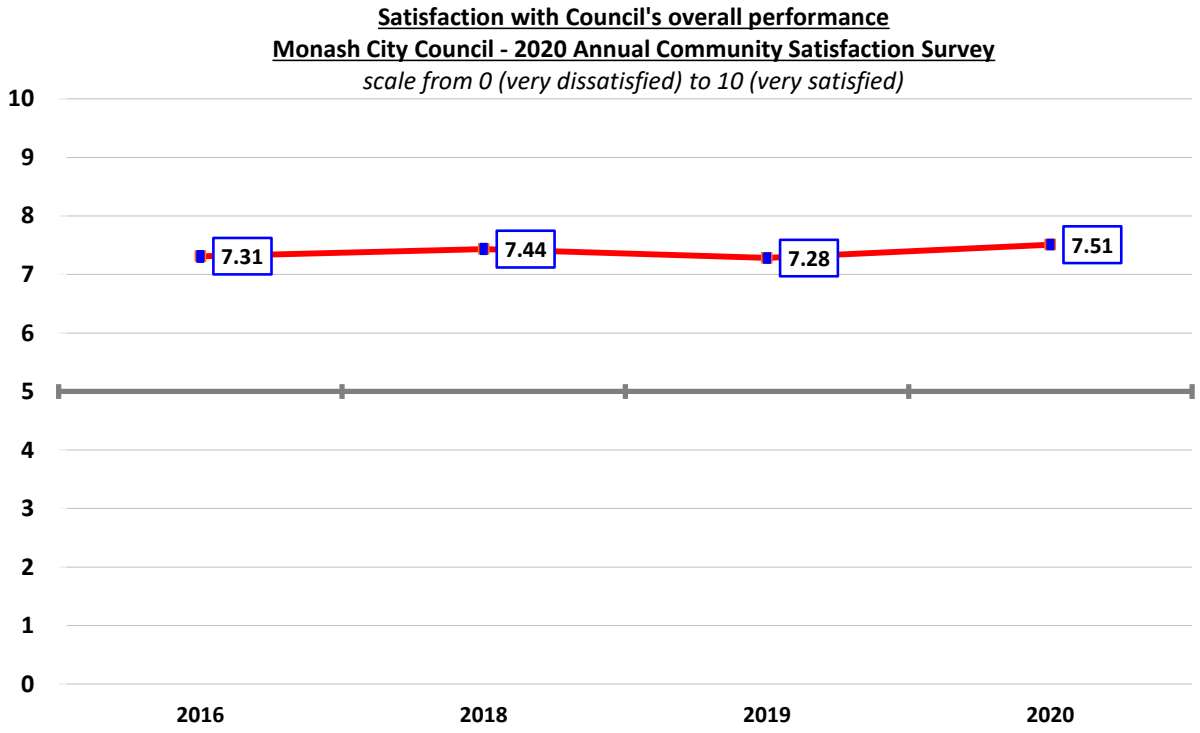
"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Council across all areas of responsibility?"

Satisfaction with the performance of Council across all areas of responsibility "overall performance" increased 3.2% this year, which is a statistically significant increase.

This is the highest level of overall satisfaction recorded by Metropolis Research in any municipality for which Metropolis Research has conducted a community satisfaction survey, since commencing these projects in 2001.

This level of satisfaction remains best categorised as "very good", the same categorisation that Metropolis Research has recorded for the City of Monash in each of the four surveys.

By way of comparison, this result was measurably and significantly higher than the 2019 metropolitan Melbourne average of 6.93, and the eastern region councils' average of 7.09. These comparison results are sourced from the 2019 *Governing Melbourne* research, conducted independently of a sample of 1,200 respondents from across the 31 metropolitan Melbourne municipalities.



Metropolis Research notes that this result is somewhat higher than the Monash Pulse Survey, conducted by JWS in October 2019. There may be a range of reasons why the JWS survey recorded a lower level of satisfaction, the most prominent mostly likely being the fact that this survey includes a more complete examination of satisfaction with the full range of services and facilities provided by Council.

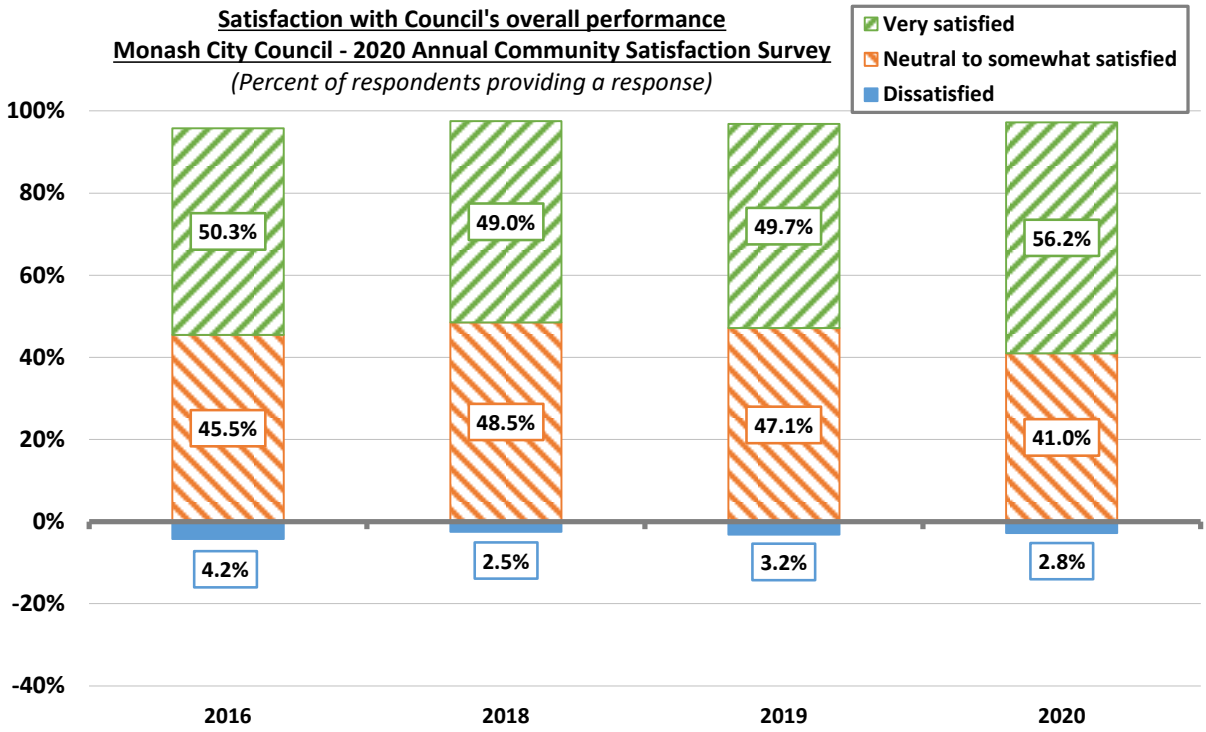
By exploring satisfaction with the full range of Council services and facilities, many of which obtain higher levels of satisfaction than the overall score, this result is a more considered view of satisfaction with the performance of Council "across all areas of responsibility".

It is also important to note that the survey was conducted primarily in May 2020, during the second half of the COVID-19 initial lockdown. It cannot be discounted that this significant external event may have an impact on the attitude of respondents, and their satisfaction with the performance of Council, as discussed in the COVID-19 Pandemic section of this report.

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

Attention is drawn to the fact that more than half (56.2%) of respondents were "very satisfied" with Council's overall performance, an increase on the 49.7% recorded last year.

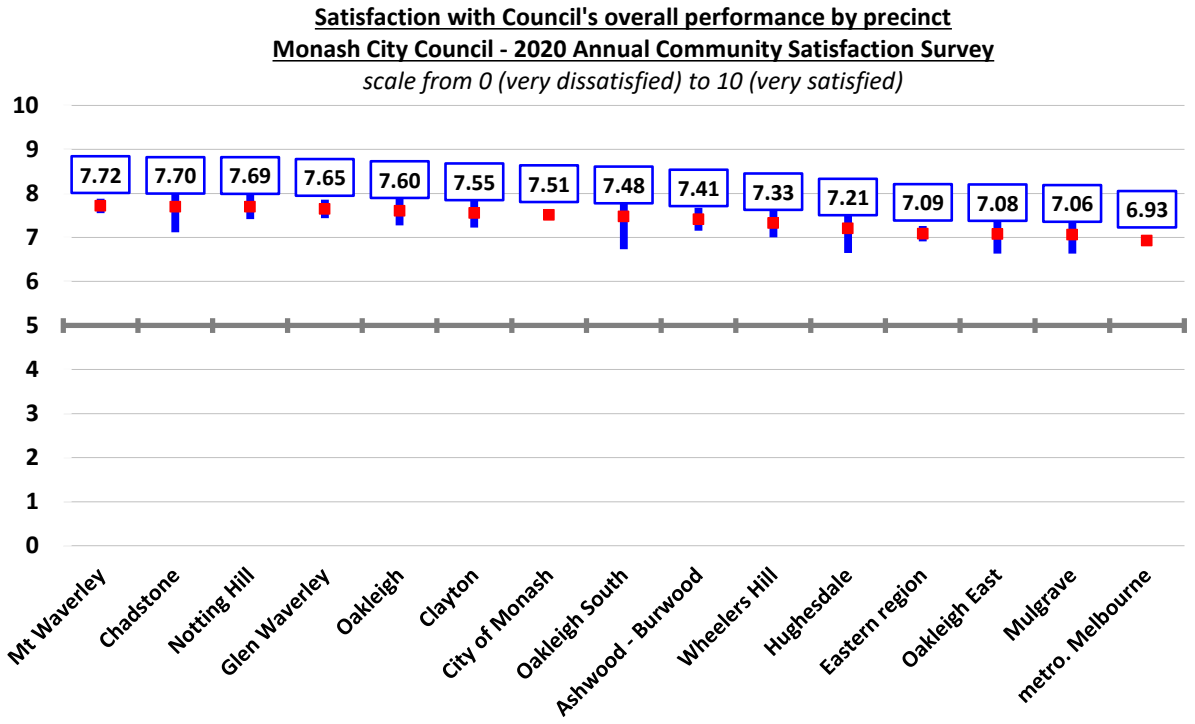
By contrast, just 2.8% of respondents were dissatisfied with Council's overall performance. Metropolis Research notes that less than five percent of respondents have reported that they were dissatisfied with Council's overall performance in any of the four years of the survey.



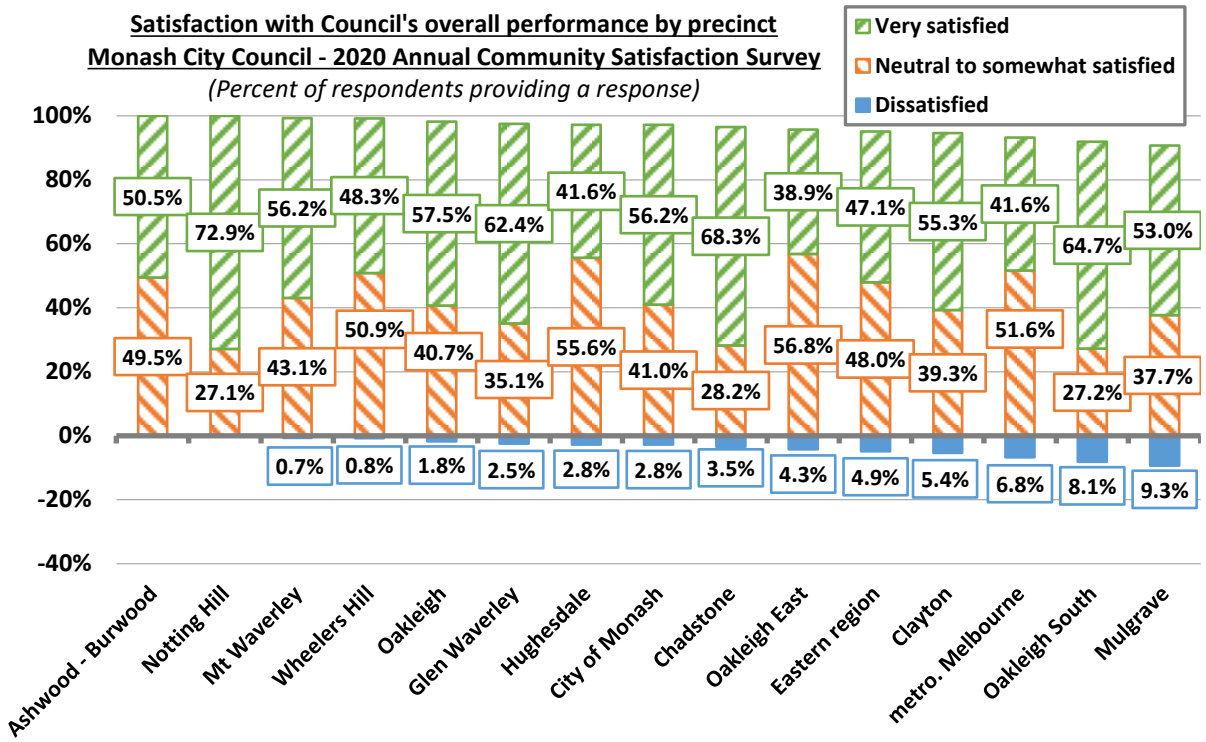
The following graph provides a comparison of overall satisfaction by precinct. Attention is drawn to the fact that this year, given the different methodology employed in conducting the survey, that the precinct sample sizes differ from previous years. They were pre-weighted by precinct population to ensure that each precinct contributed proportionally to the overall result. This allowed for the post-survey weighting by age and gender to be undertaken.

As a result of this, the precinct level results are less reliable for several precincts this year than last. Consequently, some caution should be exercised in the analysis of the precinct level variation in satisfaction, given the small sample sizes.

There was no statistically significant variation in overall satisfaction observed across the 12 precincts comprising the City of Monash. It is noted, however, that respondents from Hughesdale, Oakleigh East, and Mulgrave rated satisfaction marginally lower than the municipal average and at "good" levels of satisfaction.



It is noted this year that more than five percent of respondents from Clayton, Oakleigh South and Mulgrave were dissatisfied with Council's overall performance.



Overall performance by respondent profile

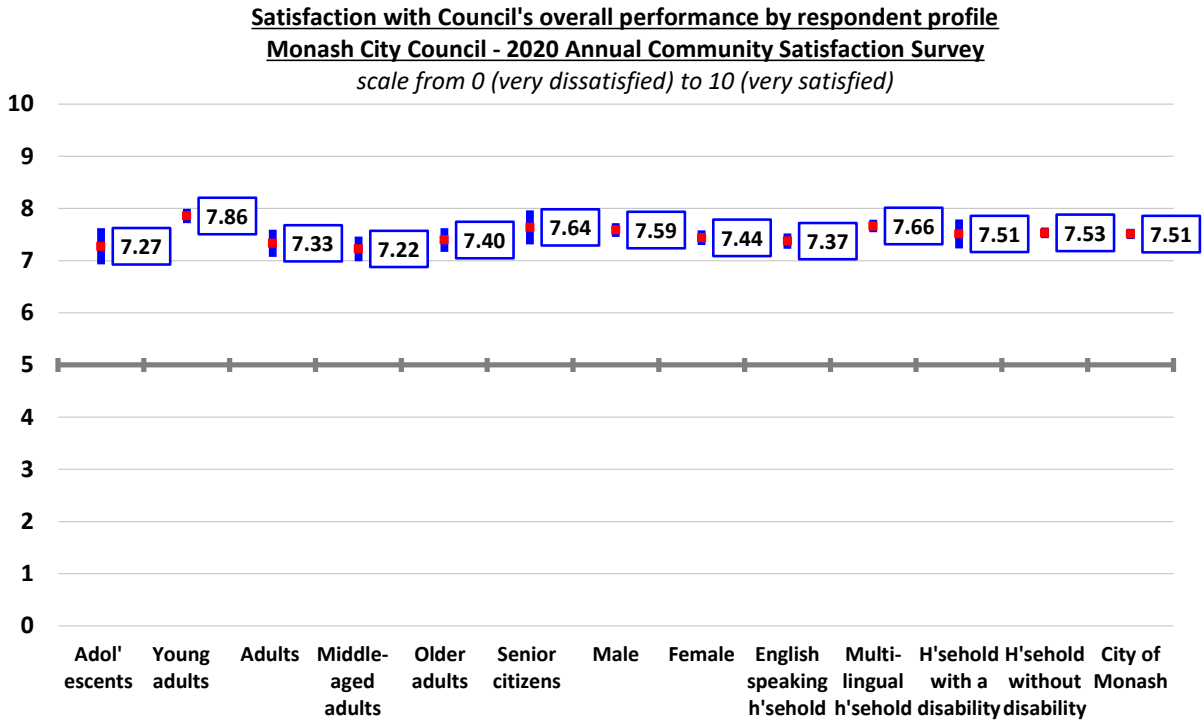
The following graphs provide a breakdown of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, and household structure.

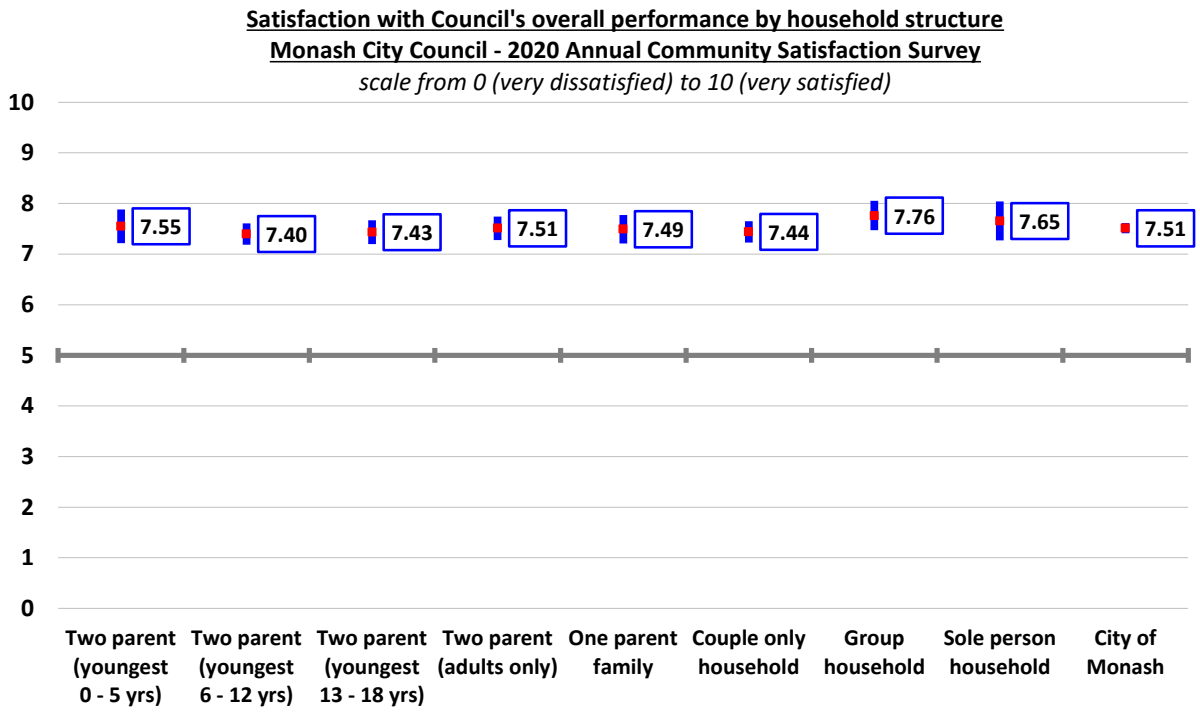
The survey implemented this year was somewhat smaller than in previous years, as the survey had to be conducted by telephone due to the COVID-19 pandemic. As a result of this, the questions around housing situation and the period of residence in the City of Monash were not included in the survey this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

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

- ***More satisfied than average*** – includes young adults (aged 20 to 34 years) and senior citizens (aged 75 years and over), respondents from multi-lingual households, respondents living in group households and respondents living alone.

- ***Less satisfied than average*** – includes middle-aged adults (aged 45 to 59 years), respondents from English speaking households.





Correlation between issues and satisfaction with Council's overall performance

The following graph displays the average overall satisfaction score for respondents nominating each of the top ten issues to address for the City of Monash "at the moment", with a comparison to the overall satisfaction score of all respondents (7.51). The detailed analysis of the top issues to address in the City of Monash "at the moment" is discussed in the Current Issues for the City of Monash section of this report.

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

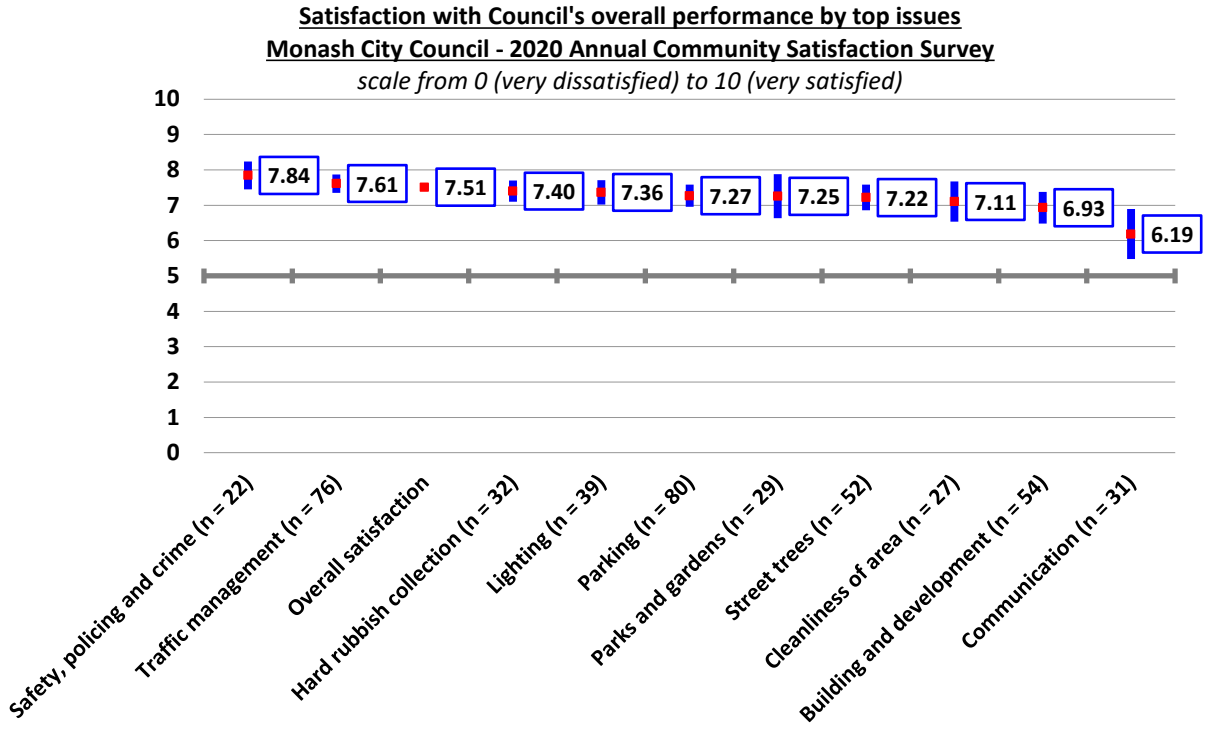
Clearly the number of respondents nominating each of these ten issues varies substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

The small number of respondents (22 respondents) who nominated issues with safety, policing, and crime (7.84), on average were marginally but not measurably more satisfied with Council's overall performance than the municipal average. This does not necessarily imply that these respondents are more satisfied with Council's overall performance because of the issues around safety, policing, and crime (such as Council's handling of the issue), but it does show that the issue is highly unlikely to be negatively influencing these respondents' satisfaction with Council's overall performance.

There were two issues that appear to exert a substantial negative influence on the satisfaction with Council's overall performance for the respondents' nominating the issues, those being, building, housing, planning and development issues (6.93) and communication issues (6.19). Respondents' nominating both issues on average rated satisfaction with Council's overall performance measurably lower than the municipal average overall satisfaction score (7.51).

There were a range of other issues nominated by respondents, for which the respondents nominating the issues on average were marginally but not measurably less satisfied with Council's overall performance than the municipal average. These include parking, parks and gardens, street trees, and cleanliness of the area.

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



Improvement to Council's overall performance

Respondents were asked:

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

The 21 respondents who were dissatisfied with Council's overall performance were asked what Council does most need to do to improve its performance. The open-ended responses are outlined in the following table.

Consistent with the results reported last year, there were clearly a range of specific issues raised including parking, traffic, cleanliness, and maintenance of the area, and planning related issues. These issues are all addressed in several sections of this report, including the satisfaction with services and facilities and the issues to address in Monash sections.

Many of the responses were relatively broad in nature, with some referring to communication, consultation, and listening to the community, as well as value for money.

Most needed improvements to Council's overall performance
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number of responses)

Response	*Number*
Council could do more involvement in decision making	1
Council doesn't do anything for older people	1
Council don't listen to the community, should come up a meeting to take care of businesses in COVID19 situation, minority should be taken care of	1
Decisions made so silly, look at the planning, access to parking near the centre	1
Get more information about requests and do more action about petitions and requests	1
Glen Waverley and Mount Waverley get more privilege on facilities, people living in Clayton area are left out	1
It's politically biased	1
It should have stronger cost control and reduction	1
Need to consult the general community and put up with what they need and not simply increase the rates	1
Not aware of the things that they do	1
Parking, consultation is really poor	1
Rates keep going up, the amount of street cleaning, drains blockage, maintenance of trees etc.	1
Stop wasting time on silly issues and focus on roads, rubbish	1
Take care of traffic, parks. Focus on real problems. Like town planning, public consultation, traffic. And not useless services like pathways and landscape	1
They don't represent the community, but only development, destroy neighbourhood	1
They keep changing the roads and sign	1
Too long to get on to someone	1
Too much of exception to building regulations, tall building touching the electric lines, exceptions done for certain ethnic groups	1
Very disappointing and not alert	1
Waste of money, zero credit, got paid too much for the staff	1
Total	**20**

Governance and leadership

Respondents were asked:

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

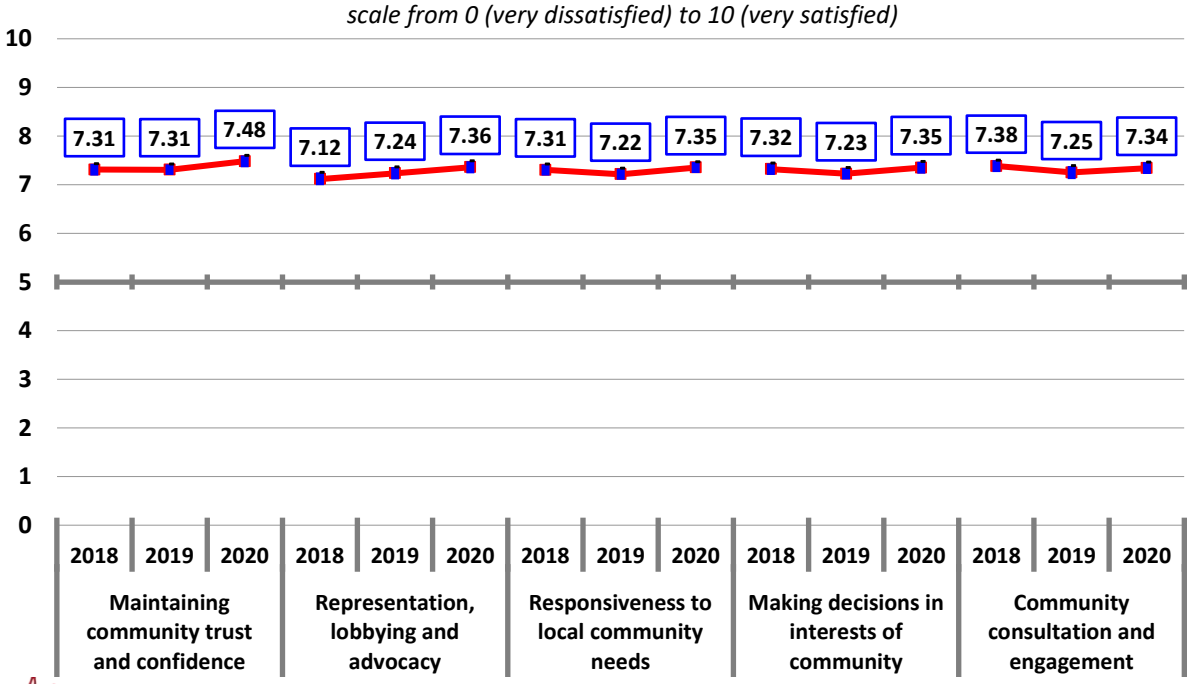
An average of 645 respondents representing 80.6% of the total sample provided a satisfaction score for each of the five included aspects of governance and leadership.

The average satisfaction with these five aspects of governance and leadership was 7.38 out of 10, an increase of 1.8% on the 7.25 recorded last year. This level of satisfaction remains best categorised as "very good". Attention is drawn to the fact that satisfaction with all five aspects of governance and leadership were recorded at "very good" levels, and that satisfaction with all five increased marginally but not measurably this year.

This result remains marginally but not measurably lower than satisfaction with Council's overall performance (7.51). Metropolis Research notes that it is typically found, in the absence of a significant impacting factor, that satisfaction with governance and leadership tends to be marginally lower than overall satisfaction with Council. It is likely that the higher overall satisfaction score reflects the influence of the higher levels of satisfaction with the vast majority of services and facilities provided by Council, as discussed in the Satisfaction with Services and Facilities section of this report.

By way of comparison, the 2019 *Governing Melbourne* research recorded an average satisfaction with the same five aspects of governance and leadership of 6.82, measurably and significantly lower than this City of Monash result. The 2019 eastern region councils' average was 7.12, also somewhat lower than the City of Monash result.

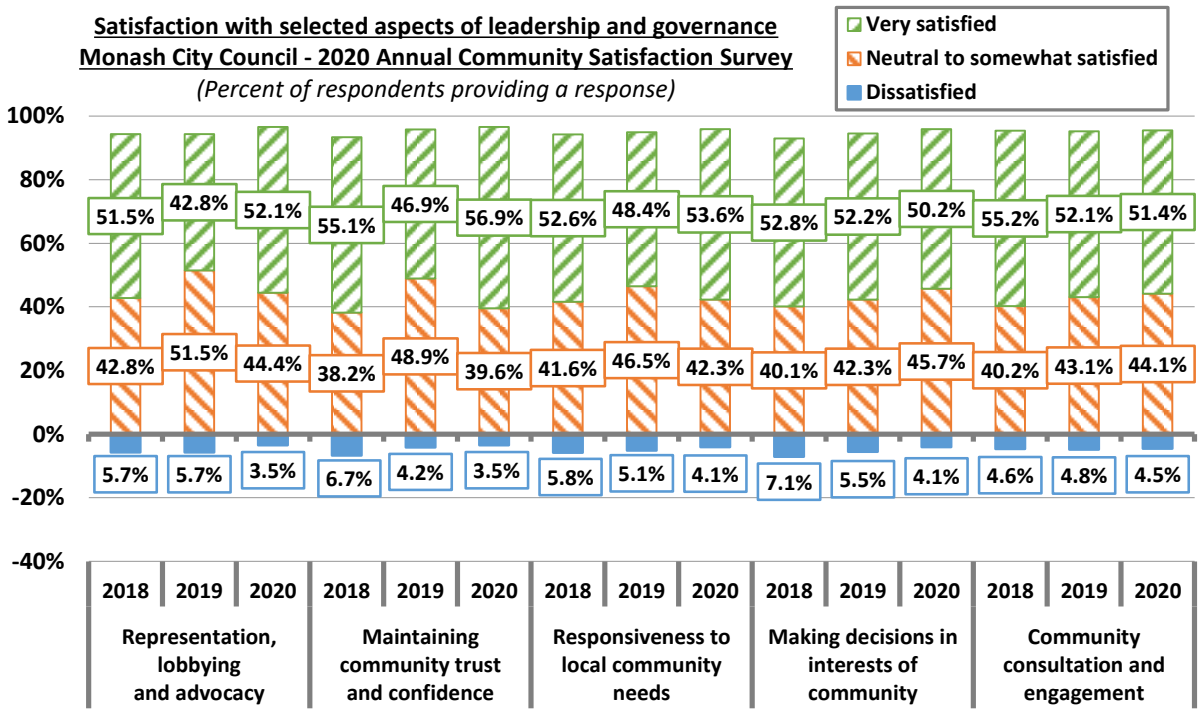
Satisfaction with selected aspects of governance and leadership
Monash City Council - 2020 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

The most important finding from these results is that more than half of the respondents providing a response were "very satisfied" with each of the five aspects of governance and leadership, whilst less than five percent were dissatisfied.

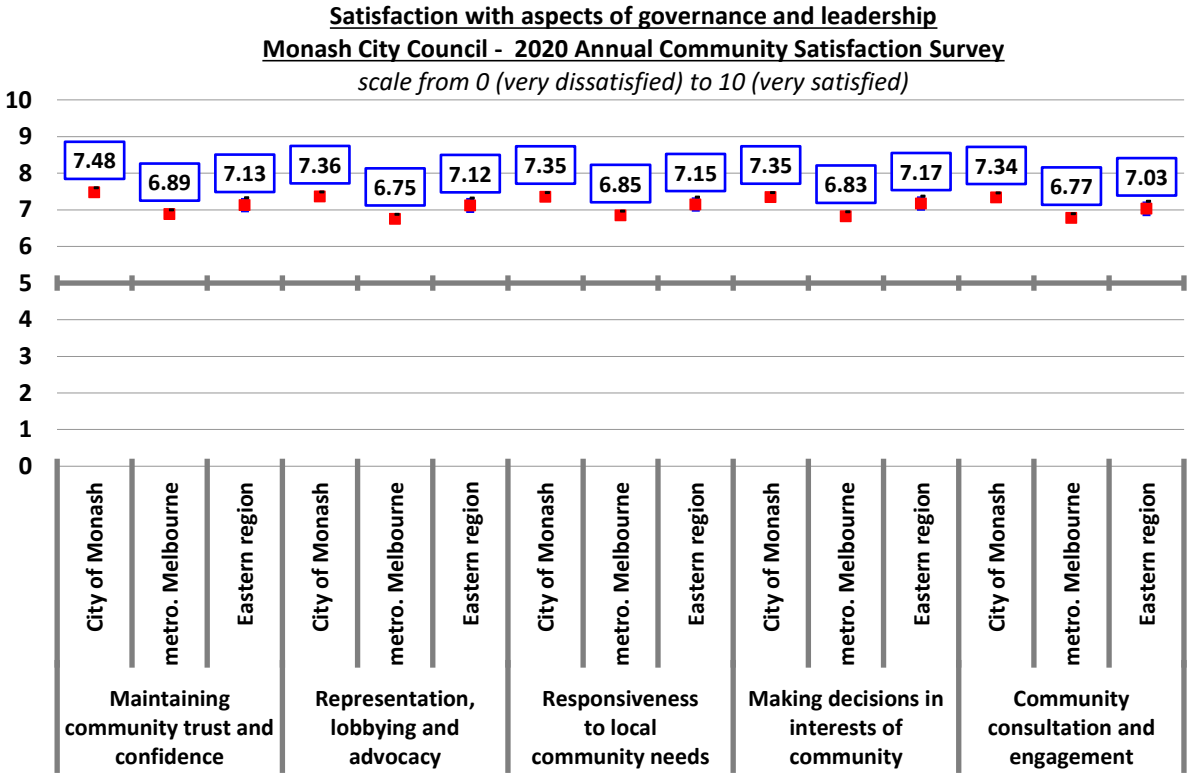
It is noted that the proportion of dissatisfied respondents has trended lower for most aspects over the last three years.



The following graph provides a comparison of satisfaction with the five aspects of governance and leadership against the 2019 metropolitan Melbourne and eastern region councils' averages, as sourced from the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

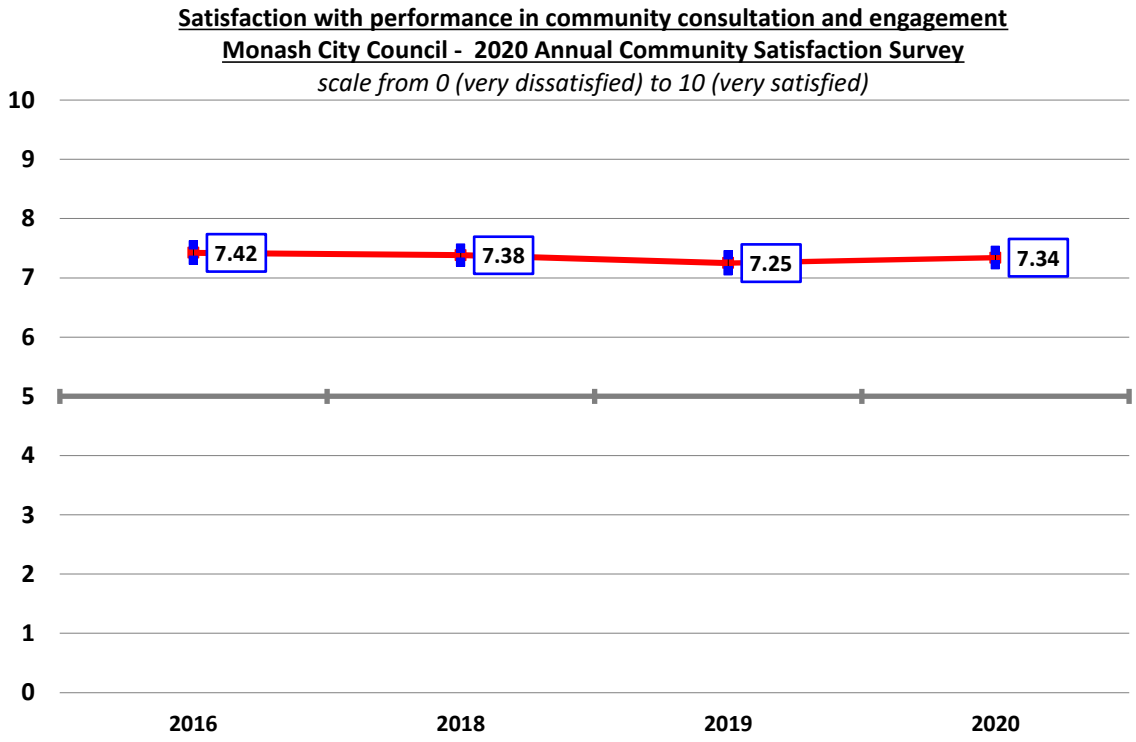
It is noted that satisfaction with all five aspects of governance and leadership were measurably and significantly higher in the City of Monash than the metropolitan Melbourne averages, and measurably but not significantly higher than the eastern region councils' averages.

It is recognised, however, that satisfaction with governance and leadership increased in 2020 in the City of Monash, and it is possible that this trend may have been more broadly occurring across metropolitan Melbourne. This is particularly true given the recent events around COVID-19, which cannot be discounted as a factor underpinning some of the increase in satisfaction with the governance and leadership performance of Monash City Council this year.

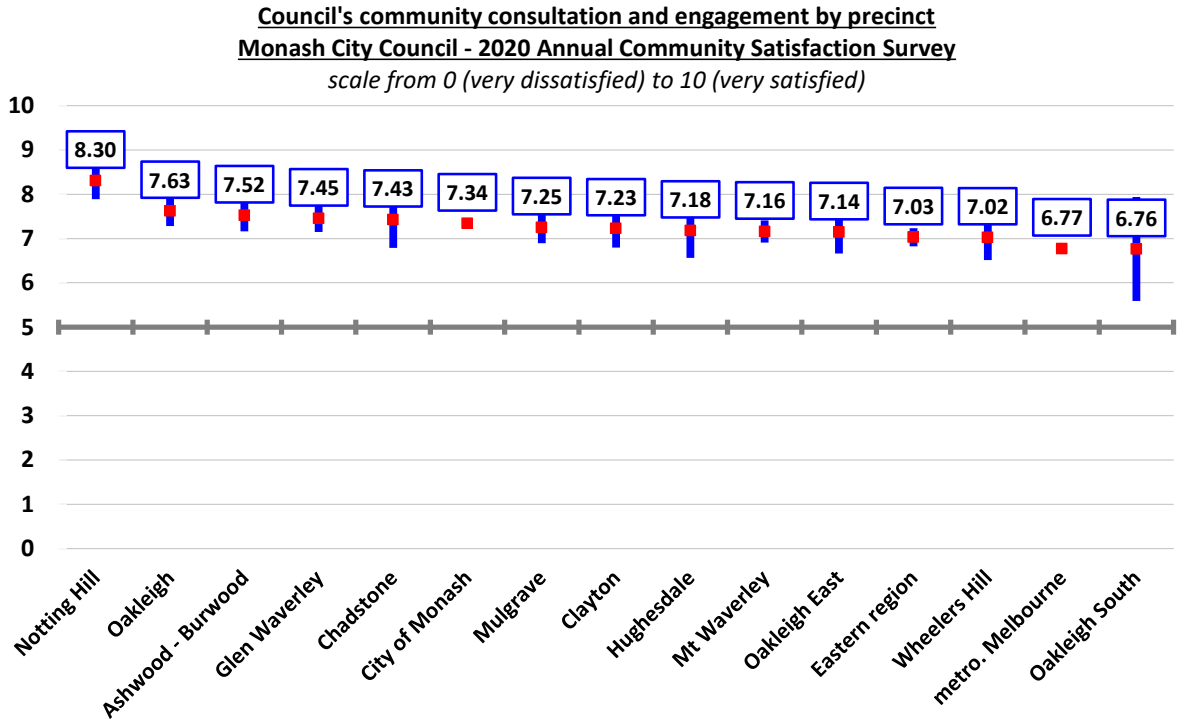


Community consultation and engagement

Satisfaction with community consultation and engagement increased marginally but not measurably this year, up 1.2% to 7.34. This remains a "very good" level of satisfaction.



Except for respondents from Notting Hill, who were measurably and significantly more satisfied than average with Council's community consultation and engagement performance, there was no statistically significant variation in satisfaction observed across the municipality.



Preferred consultation topics / issues

Respondents dissatisfied with community consultation and engagement were asked:

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

The 30 respondents dissatisfied with community consultation and engagement were asked what they wish Council would ask them about. The open-ended responses are outlined in the following table.

There were a small number of responses outlining specific issues such as planning and parking, however the majority of responses were more general in nature referring to a perceived lack of consultation, or a perceived lack of follow-through from consultation activities into decisions that reflect community preferences.

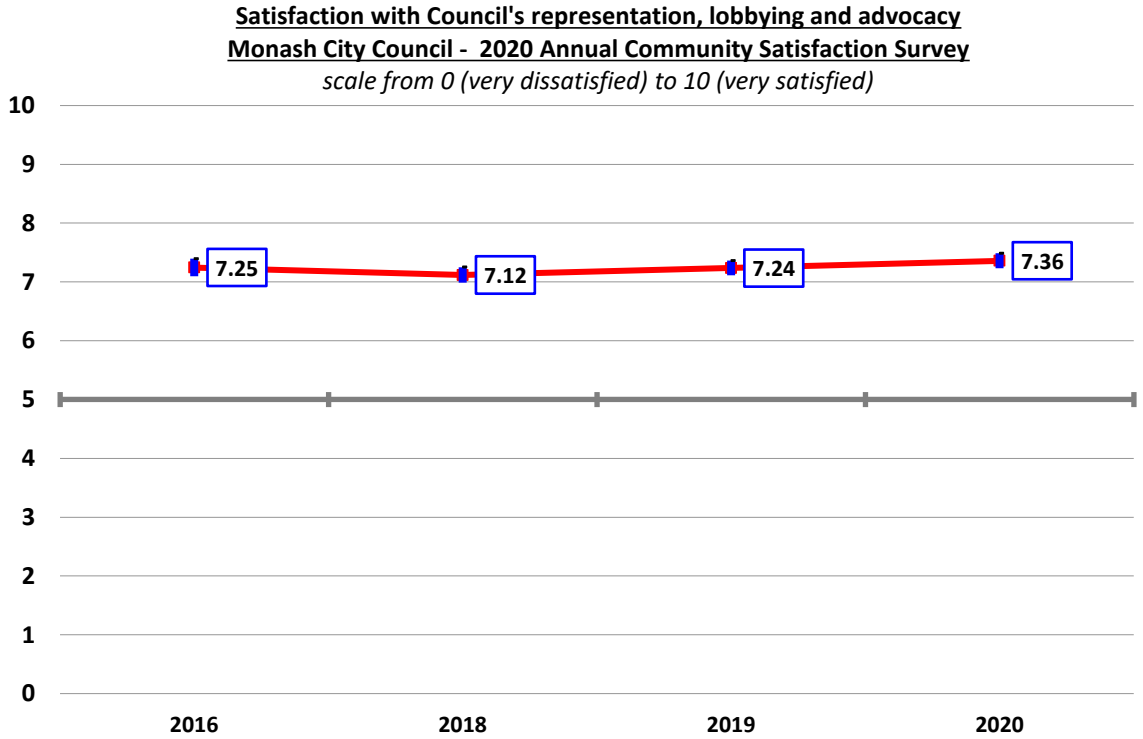
A number of the comments made reference to the perception that Council only consults once they have already made up their mind as to what they intend to do, rather than consulting earlier in the process, where the consultation can influence outcomes more effectively.

Preferred consultation topics / issues
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number of responses)

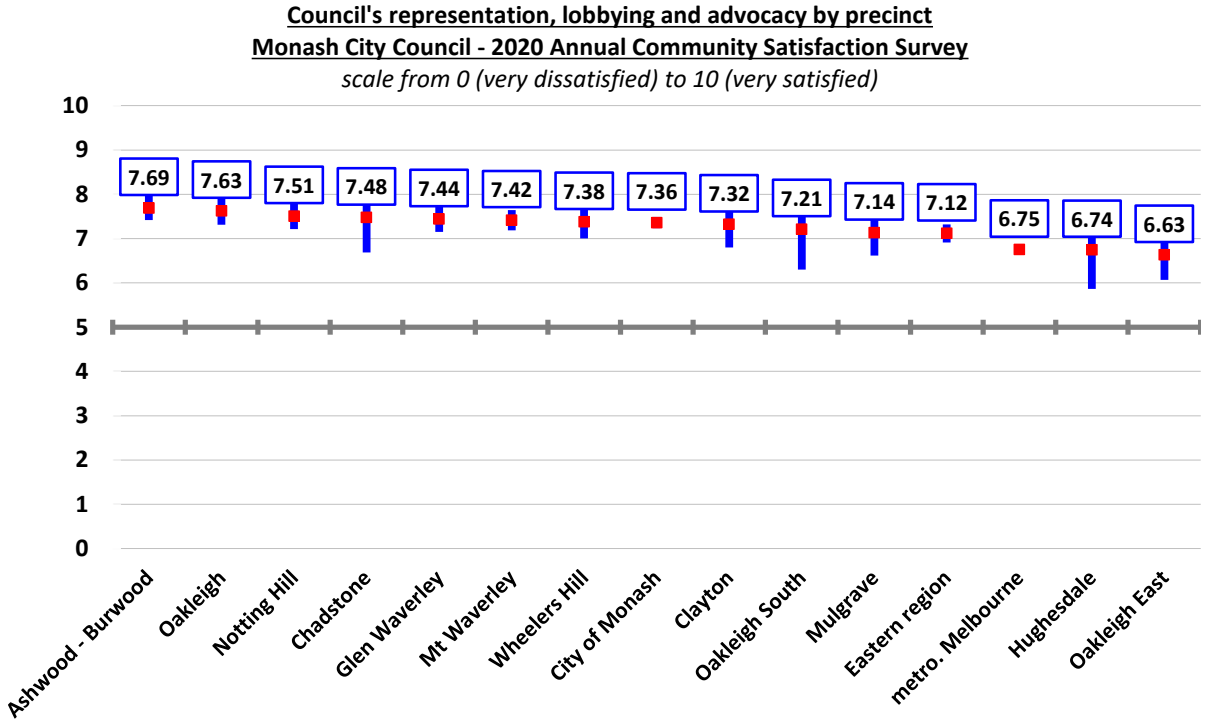
Response	*Number*
Because I own business they have been very unhelpful regarding the parking and other issues	1
Changed planning restrictions even after public backlash	1
Communication comes very late, they have already made the decisions. Limited to the people live here for a log time, we are left out	1
Communication of the events is a problem	1
Council not actually do things they promise	1
Council only do in their agenda not listen to the community	1
Council rates and charges	1
Issues	1
Live in the council area, never talk to a councillor or council members	1
More consultation	1
More information on planning	1
Needs to be improved lot of issues	1
Never had any consultation on last 45 years	1
No consultation. Make up their own mind	1
No social mobilisation no information on how to participate, no awareness amongst immigrants	1
Oakleigh shopping centre	1
Peoples opinions on what needs improvement	1
Planning and environmental issues are not taken seriously, over developing the neighbourhood	1
Several community clubs associated, part of council consultation	1
Survey questions get answers they want	1
There are not much consultation, they are just announce it without the consultation	1
There was a huge house next door without consultation, now it is blocking the sunlight and causing problems	1
They don't give the opportunity to express your views	1
They do not consult much, they are not transparent or timely either	1
They need to get community in decision making	1
They only consult after they've made their mind	1
Transparency with finace	1
We do get things in the mail but council still increase the rate	1
Total	**28**

Representation, lobbying and advocacy

Satisfaction with Council's representation, lobbying and advocacy increased marginally but not measurably this year, up 1.7% to 7.36. This remains a "very good" level of satisfaction.

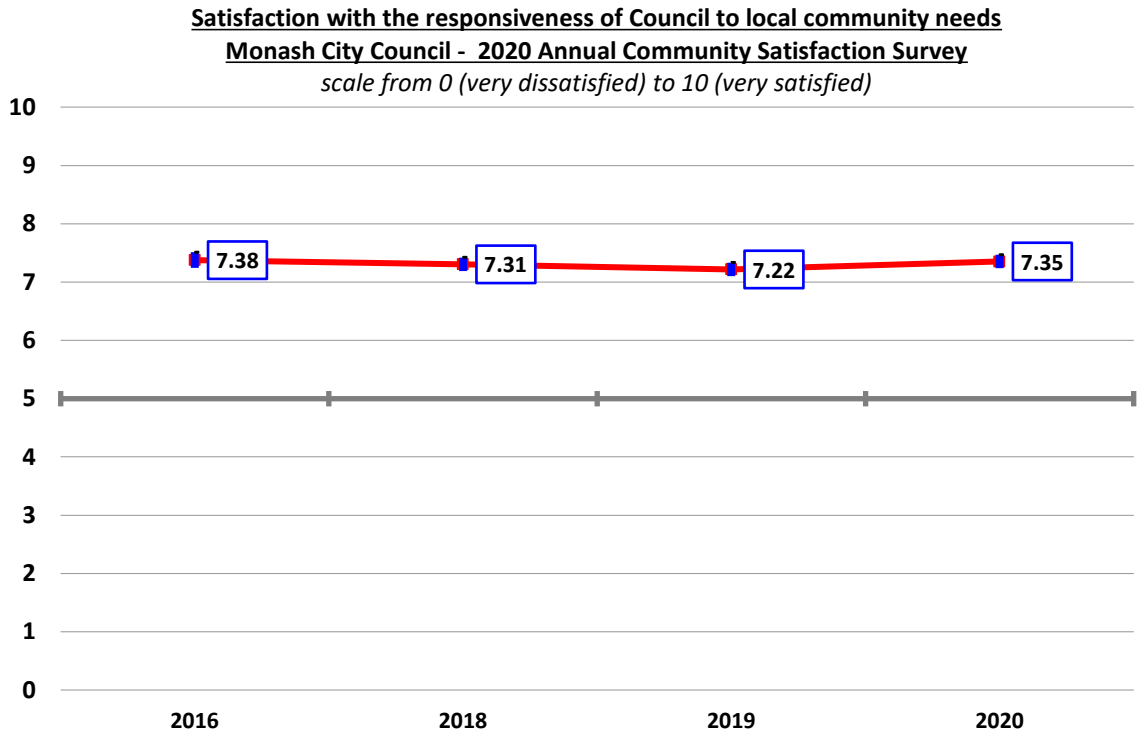


There was some variation in satisfaction with Council's representation, lobbying and advocacy observed across the municipality. Respondents from Ashwood-Burwood were measurably more satisfied than average, whilst respondents from Oakleigh East were measurably less.

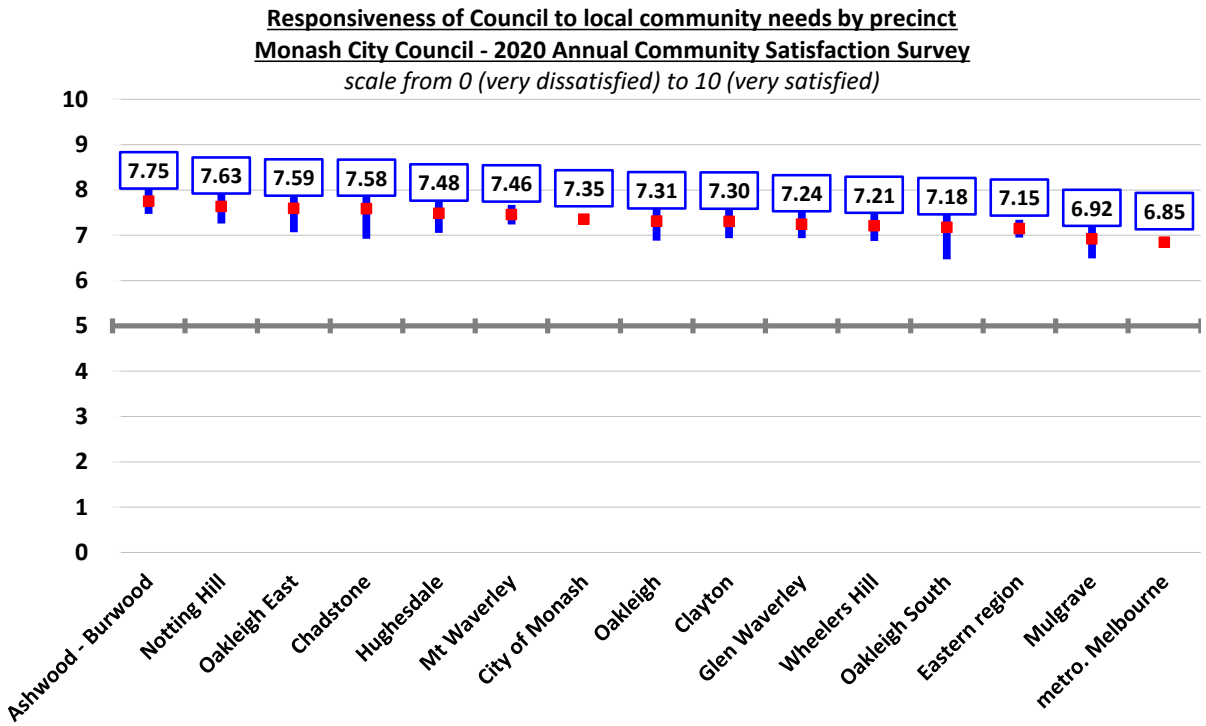


Responsiveness of Council

Satisfaction with the responsiveness of Council increased marginally but not measurably this year, up 1.8% to 7.35. This result is now a "very good", up from "good" level of satisfaction.

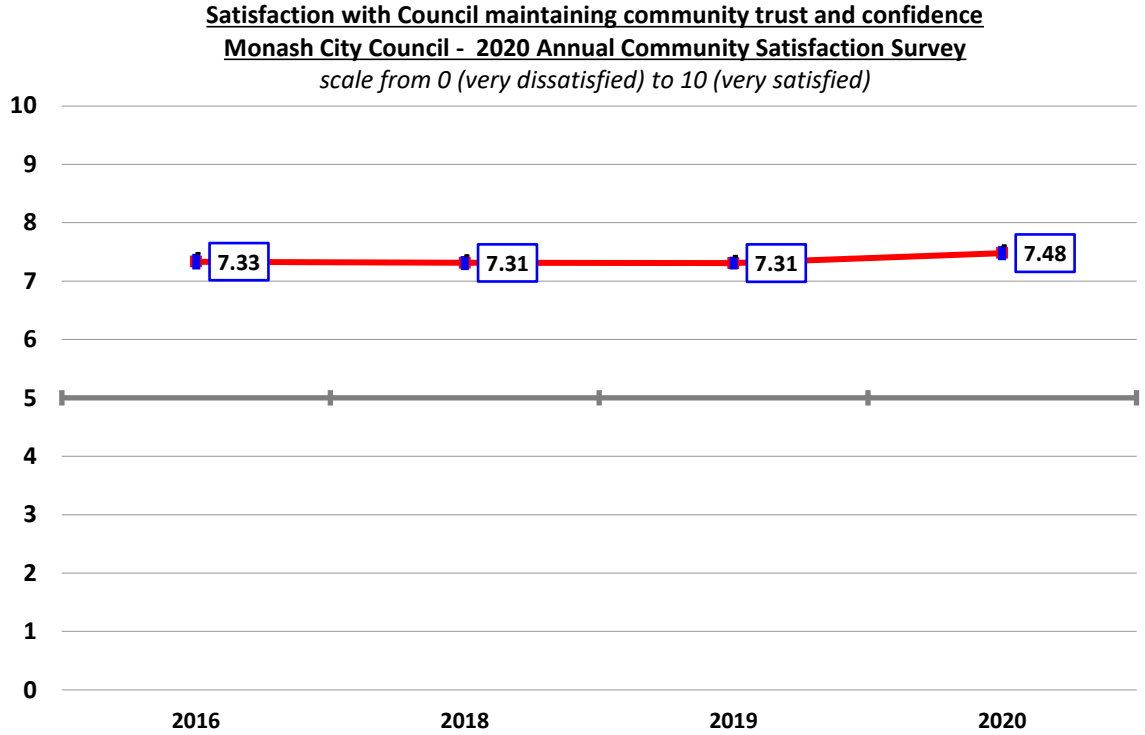


There was some variation in satisfaction with the responsiveness of Council observed across the municipality, with respondents from Ashwood-Burwood measurably more satisfied than the municipal average, and at an "excellent" level.

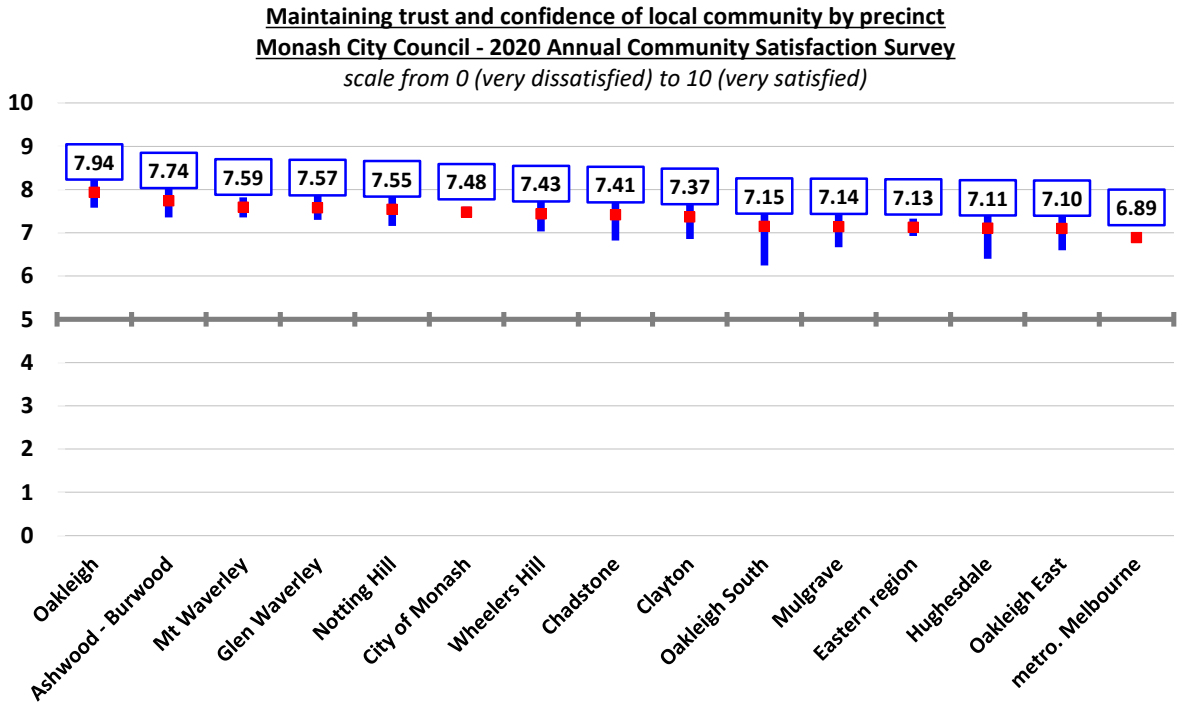


Maintaining trust and confidence of local community

Satisfaction with Council maintaining the trust and confidence of the community increased marginally but not measurably this year, up 2.3%, although it remains at a "very good" level.

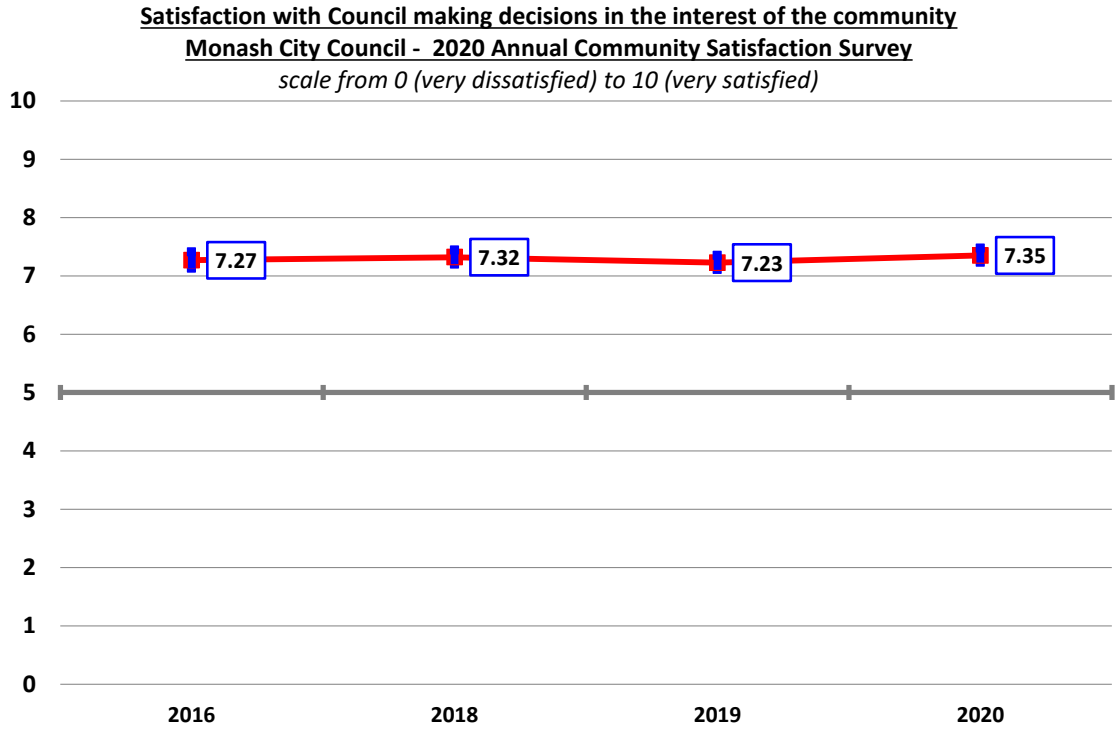


Except for respondents from Oakleigh, who were measurably and significantly more satisfied than average with Council maintaining the trust and confidence of the local community, and at an "excellent" level, there was no measurable variation in satisfaction observed.

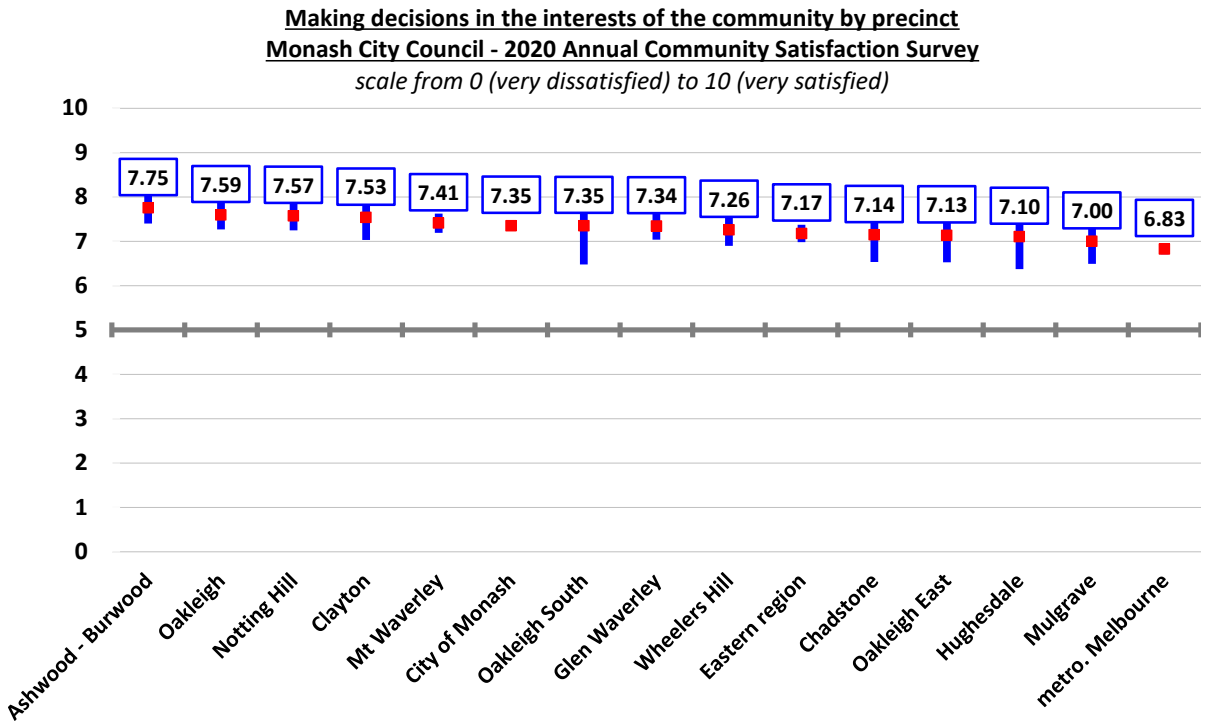


Making decisions in the interests of the community

Satisfaction with Council making decisions in the interests of the community increased marginally but not measurably this year, up 1.7% to 7.35, and is now at a "very good" level.



There was no statistically significant variation in satisfaction with Council's performance making decisions in the interests of the community observed across the municipality. It is noted that respondents from Ashwood-Burwood were satisfied at an "excellent" level.



Contact with Council

Contact with Council in the last twelve months

Respondents were asked:

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

Consistent with the results recorded last year, approximately one-quarter (26.5%) of respondents reported that they had contact with Council in the last 12 months. It is noted that this result is lower than the approximately one-third recorded in both 2016 and 2018.

Metropolis Research notes that this decline in the proportion of respondents contacting Council has been observed in other municipalities across metropolitan Melbourne in recent years.

This maybe an emerging trend, whereby fewer respondents are making direct contact with Council, i.e. by telephone or in-person, and more likely to seek information from Council via more passive interactions such as visiting the website.

Contacted Council in the last twelve months
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	*2020*		*2019*	*2018*	*2016*
	Number	*Percent*			
Yes	213	26.5%	24.0%	36.1%	35.2%
No	592	73.5%	76.0%	63.9%	64.8%
Not stated	0		9	3	2
Total	**805**	**100%**	**805**	**800**	**807**

Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

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

An average of 201 respondents provided a satisfaction rating for six of the seven aspects of customer service, whilst 59 rated satisfaction with staff understanding the respondents' language needs. This aspect was asked only of respondents from multi-lingual households.

The average satisfaction with these seven aspects of customer service was 7.55 out of 10 this year, a small decrease of 2.7% on the average of 7.66 recorded last year. Despite this decline, average satisfaction with customer service remains at a "very good" level.

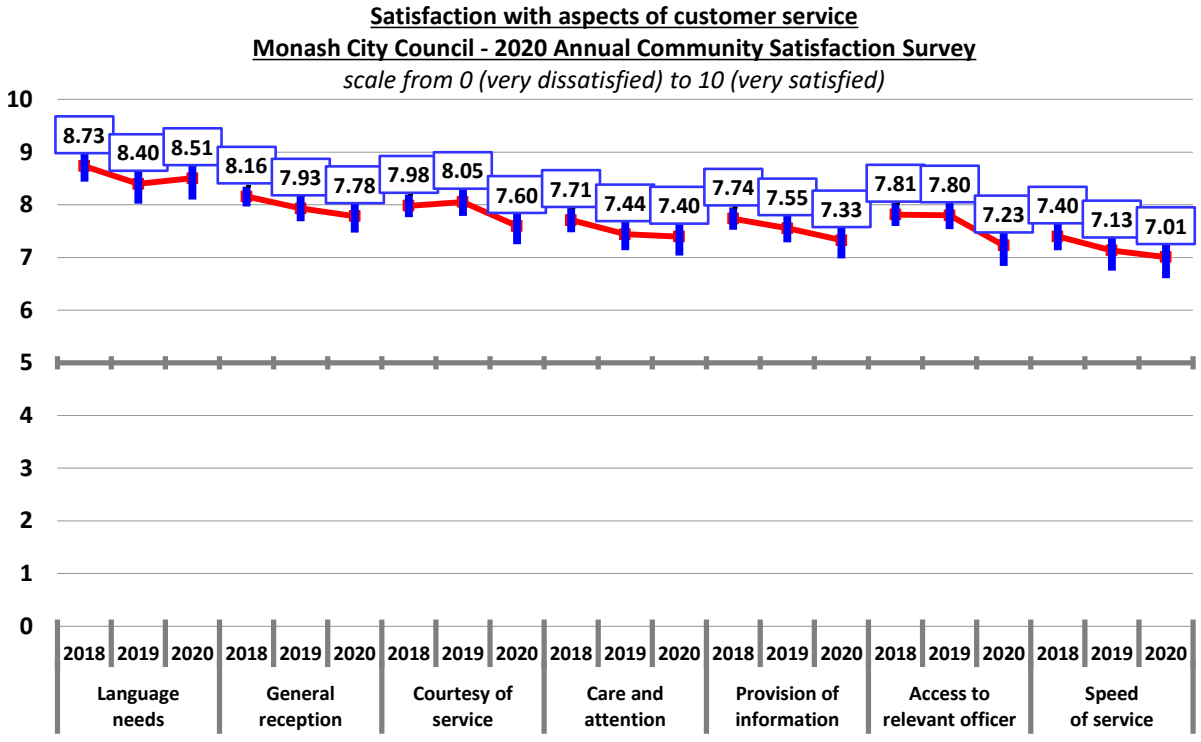
Metropolis Research notes that the average satisfaction with customer service was marginally but not measurably higher than satisfaction with Council's overall performance.

It is noted that satisfaction with six of the seven aspects of customer service declined marginally this year, with only satisfaction with staff understanding of the respondents' language needs increasing marginally (but not measurably).

By way of comparison, the 2019 metropolitan Melbourne average satisfaction with the same seven aspects of customer service was 7.24, measurably but not significantly lower than this 2020 City of Monash result.

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

- ***Excellent*** – for staff understanding the respondents' language needs and general reception.
- ***Very Good*** – for the courtesy of service, care and attention to enquiry, and the provision of information.
- ***Good*** – for the access to relevant officer and the speed of service.



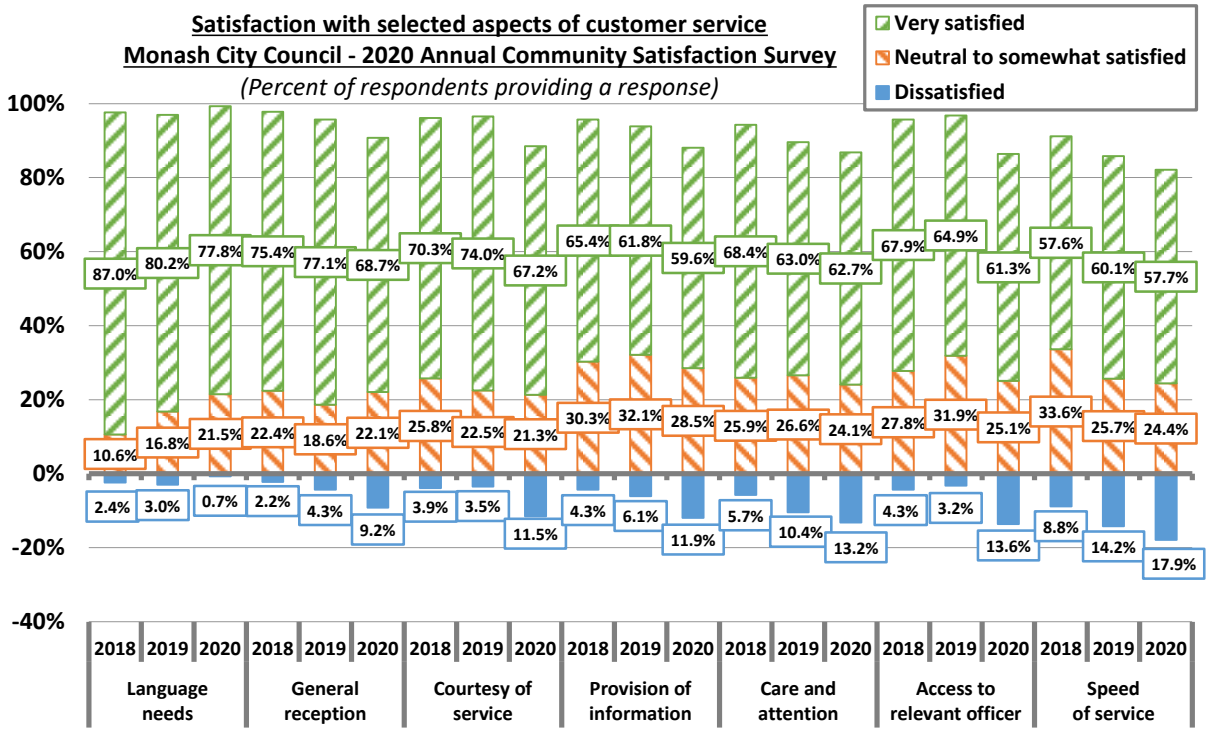
The following graph provides a breakdown of these satisfaction scores into the proportion of respondents who were "very satisfied" (i.e. rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (rated satisfaction at five to seven), and those who were dissatisfied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

Consistent with the "good" to "excellent" levels of satisfaction with the seven aspects of customer service, attention is drawn to the fact that more than half of the respondents who had contacted Council in the last 12 months were "very satisfied" (i.e. rated satisfaction at eight or more) with all seven aspects.

This was highest for staff understanding the respondents' language needs, whereby more than three-quarters (77.8%) of the 59 respondents from multi-lingual households who had contacted Council were "very satisfied" with this aspect of customer service.

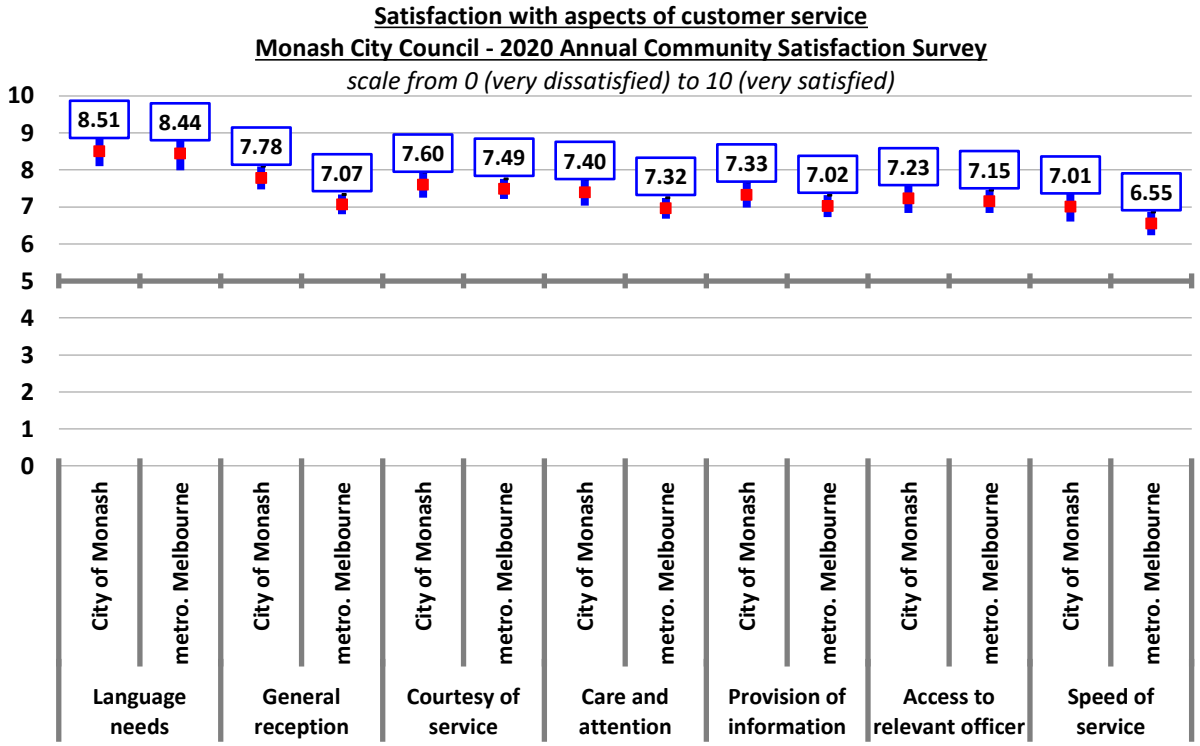
That said, it is noted that approximately ten percent or more of respondents who had contacted Council were dissatisfied with the remaining six aspects, with particular attention drawn to the fact that approximately one-sixth (17.9%) of respondents contacting Council were dissatisfied with the speed of service.

Metropolis Research notes that speed of service is the aspect of customer service that typically records the lowest level of satisfaction, although it is important to note that satisfaction with the speed of service was still rated at a "good" level.



The following graph provides a comparison of satisfaction with these seven aspects of customer service for the City of Monash against the 2019 metropolitan Melbourne average satisfaction, as sourced from the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

On average, respondents in the City of Monash were marginally more satisfied than the metropolitan Melbourne average with six of the seven aspects of customer service and measurably more satisfied with the general reception (7.78 compared to 7.07).



Reason for dissatisfaction with selected aspects of customer service

The 38 respondents who were dissatisfied with at least one of the seven aspects of customer service were asked why they were dissatisfied. These responses are outlined in the following table.

There were a range of specific issues raised by respondents with which they were dissatisfied, including for example trees, parking, planning, and building related issues. Some of these issues tend to receive relatively low levels of community satisfaction, which can underpin the low levels of satisfaction with customer service.

Specifically in relation to why the respondents were dissatisfied with the customer service experience, a number of respondents referenced a perception that it took a long time to deal with their enquiry or issue, a perception that they were not followed up with effectively and efficiently, and that they had to wait a long time or follow up themselves to deal with the underlying issue.

Reasons for rating satisfaction with selected aspects of customer service less than 6
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number of responses)

Reason	*Number*
No response. No care at all	8
It is not followed up and not done. Problem is not resolved	6
It took too long, too slow	2
As a rate payer, I complained about the trees, but nothing has been done	1
Council officer is slack	1
Dispute about tree. Treated poorly	1
First time terrible, second time online better	1
Generally not happy with Council, they don't provide service that we want, we are just paying rates	1
Have to find things ourselves	1
Haven't heard anything, supposed to be someone in contact with me about nature strip permit	1
Haven't received payment from Council for damaged car port, and slow response on permit	1
I didn't get a response from them even after following up	1
I haven't heard anything from them yet. I complained about the parking on the street	1
It was about a drainage problem, I haven't had anybody ring or contact	1
My neighbour property was refurbished inappropriately and affected my life, and I have to pay to do by myself	1
No concrete answers. Matter still pending. About neighbours house	1
Numerous complaints. Takes 3 phone calls before people come to pick up trolleys	1
Parking near school. Street is being used for parking for school staff, rang so many times	1
Person on the phone was rude	1
Put on hold for a long time	1
Rebuild of the property, changed all the setback process of planning and development, and the officer was not helpful and no knowledge, and was not disrespectful	1
Staff difficult to understand from different backgrounds	1
They said they'll call back and they never did. Had to call up multiple times. Then they asked me to send an email, I don't know how to use the computer	1
Very poor at being proactive	1
Waiting 2 years for work to be done that I paid for	1
Total	**38**

Importance of and satisfaction with Council services

Respondents were asked:

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

Importance of Council services and facilities

Respondents were asked to rate how important they considered each of 29 Council provided services and facilities included in the survey were to "the community as a whole". The question specifies "to the community" rather than to them personally as individuals. This is important as it shows how important respondents consider that Council provides services and facilities to the community, even those services and facilities that they do not personally use.

The average importance of the 29 included services and facilities was 9.07 out of a potential 10 this year, up 3.2% on the average of 8.79 recorded for the same list of services and facilities last year.

The average importance of these services and facilities varied from a high of 9.41 for the regular garbage collection service, to a low of 8.67 for the *Monash Bulletin*. It is important to note that all 29 services and facilities were considered very important this year, with importance scores of more than eight out of 10.

As is outlined in the left-hand side of the table, four services and facilities were measurably more important than the average of all 29 services and facilities, including the regular garbage collection service, the regular recycling service, the provision and maintenance of street lighting, and the maintenance and cleaning of public areas. There were three services and facilities that were measurably less important than the average of all services and facilities, including the Council website, parking enforcement, and the *Monash Bulletin*.

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

Change in importance in 2020

These results confirm that the community considers it important than Council provide the broad range of services and facilities listed on the survey form, although there was some variation observed between the average importance scores in 2019 and 2020.

- ***Increased importance in 2020*** – includes the *Monash Bulletin* (up 7.0%), Council's website (up 6.4%), recreation and aquatic centres (up 4.8%), bike paths and shared pathways (up 4.8%), animal management (up 3.5%), parking enforcement (up 3.2%), drains maintenance and repairs (up 3.1%), and the provision and maintenance of street trees (up 3.0%).
- ***Decreased importance in 2020*** – there were no services and facilities to record a significant decline in importance in 2020.

Comparison to the metropolitan Melbourne average

When compared to the 2019 metropolitan Melbourne average importance scores, as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research, the following variations were observed:

- ***Higher than average importance in the City of Monash*** – includes the *Monash Bulletin* (10.5% higher in Monash), Council's website (6.1% higher), animal management (5.5% higher), Council run programs and activities for young people (4.8% higher), bike paths and shared pathways (4.7% higher), recreation and aquatic centres (4.5% higher), maintenance and cleaning of public areas (3.7% higher), provision and maintenance of street trees (3.4% higher), footpath maintenance and repairs (3.2% higher), and Council run services for children and families (3.1% higher).
- ***Lower than average importance in the City of Monash*** - there were no services or facilities to record lower importance than the 2019 metropolitan Melbourne average.

Importance of selected Council services and facilities
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	*Number*	*2020 Lower*	*2020 Mean*	*2020 Upper*	*2019*	*2018*	*2016*	*2019 Metro.**
Higher than average	Regular garbage collection	795	9.36	**9.41**	9.47	9.43	9.18	9.38	9.33
	Regular recycling service	795	9.34	**9.40**	9.46	9.29	9.12	9.35	9.24
	Provision and maintenance of street lighting	797	9.20	**9.27**	9.33	9.07	8.73	9.06	9.05
	Maintenance and cleaning of public areas	791	9.19	**9.26**	9.32	8.95	8.73	9.06	8.93
Average importance	Footpath maintenance and repairs	794	9.15	**9.21**	9.28	9.06	8.65	8.97	8.93
	Hard rubbish collection	776	9.14	**9.20**	9.27	9.11	9.00	9.33	8.98
	Regular green waste collection	791	9.13	**9.20**	9.28	9.15	8.99	9.31	9.01
	Provision and maintenance of parks, gardens and reserves	789	9.12	**9.19**	9.26	9.02	8.66	8.91	8.93
	Drains maintenance and repairs	790	9.10	**9.17**	9.24	8.89	8.64	8.94	8.92
	The maintenance and repair of sealed local roads	792	9.10	**9.16**	9.23	9.03	8.60	8.95	9.00
	Local library and library services	752	9.06	**9.13**	9.20	9.07	8.84	9.17	8.99
	Council services for older residents & activities for seniors	709	9.05	**9.12**	9.19	9.17	9.04	9.45	8.87
	Council's Waste Transfer Station	674	9.00	**9.07**	9.15	n.a.	n.a.	n.a.	n.a.
	Provision and maintenance of street trees	787	8.99	**9.07**	9.14	8.80	8.35	8.77	8.77
	Council activities to encourage envir'mental sustainability	765	8.97	**9.06**	9.14	8.90	8.51	8.70	8.84
	Local traffic management	783	8.98	**9.05**	9.13	8.87	8.56	9.07	8.92
	Bike paths and shared pathways	743	8.97	**9.04**	9.12	8.63	8.57	8.96	8.64
	Recreation and Aquatic Centres	729	8.97	**9.04**	9.11	8.62	8.59	9.00	8.65
	Provision of parking facilities	778	8.96	**9.04**	9.12	9.03	8.56	9.12	n.a.
	Council run services for children and their families	698	8.94	**9.02**	9.10	8.86	8.87	9.31	8.75
	Public toilets	743	8.92	**9.00**	9.07	8.77	8.82	8.93	8.84
	Street sweeping	788	8.89	**8.97**	9.05	8.81	8.37	8.68	8.74
	Council run programs and activities for young people	658	8.84	**8.92**	9.00	8.83	8.81	9.27	8.51
	Animal management	767	8.82	**8.91**	9.00	8.57	8.27	8.53	8.44
	Sports ovals and other outdoor sporting facilities	730	8.83	**8.91**	8.99	8.86	8.63	9.04	8.72
	Provision and maintenance of local playgrounds	727	8.83	**8.91**	8.99	8.92	8.71	9.03	n.a.
Lower	Council's website	711	8.78	**8.87**	8.96	8.33	8.44	8.59	8.36
	Parking enforcement	775	8.60	**8.71**	8.82	8.44	8.11	8.43	8.47
	Council's newsletter *Monash Bulletin*	767	8.57	**8.67**	8.78	8.11	8.13	8.30	7.85
	Average importance of Council services		*8.99*	***9.07***	*9.15*	*8.79*	*8.60*	*8.96*	*8.78*

(*) 2019 metropolitan Melbourne average from Governing Melbourne

Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with each of the 17 services and facilities that everyone in the community in some way uses and with which they are likely to be able to rate satisfaction, and their satisfaction with each of the 12 client-based services and facilities that they or members of their household had used in the last 12 months.

The average satisfaction with these 29 included services and facilities was 7.86 out of a potential 10 this year, an increase of 1.9% on the 7.71 average recorded for the same list of services and facilities last year. This is an "excellent", up from a "very good" level of satisfaction.

Satisfaction with selected Council services and facilities
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	*Number*	*2020 Lower*	*2020 Mean*	*2020 Upper*	*2019*	*2018*	*2016*	*2019 Metro.**
Higher than average satisfaction	Regular garbage collection	800	8.73	**8.82**	8.91	8.75	8.84	8.92	8.53
	Regular green waste collection	784	8.69	**8.78**	8.87	8.47	8.69	8.60	8.28
	Local library and library services	457	8.53	**8.65**	8.76	8.54	8.52	8.55	8.56
	Regular recycling service	789	8.51	**8.61**	8.72	8.31	8.62	8.77	8.04
	Council's Waste Transfer Station	278	8.18	**8.36**	8.53	n.a.	n.a.	n.a.	n.a.
	Recreation and Aquatic Centres	369	8.03	**8.18**	8.32	7.83	8.19	8.17	7.90
	Sports ovals and other outdoor sporting facilities	370	8.01	**8.14**	8.27	7.96	8.20	8.07	7.78
Average satisfaction	Hard rubbish collection	626	7.93	**8.06**	8.20	7.89	7.99	7.96	7.90
	Provision and maintenance of local playgrounds	396	7.92	**8.06**	8.20	7.90	7.96	8.00	n.a.
	Provision and maintenance of parks, gardens and reserves	781	7.95	**8.05**	8.15	7.92	8.08	8.08	7.74
	Council services for older residents & activities for seniors	112	7.67	**7.99**	8.31	8.02	7.57	7.87	7.65
	Council run services for children and their families	126	7.71	**7.98**	8.24	7.88	7.71	7.80	7.92
	Bike paths and shared pathways	494	7.82	**7.95**	8.09	7.64	7.61	7.71	7.40
	Council's newsletter *Monash Bulletin*	687	7.78	**7.91**	8.03	7.56	7.77	8.07	6.99
	Maintenance and cleaning of public areas	767	7.77	**7.88**	7.98	7.72	7.78	7.75	7.30
	Animal management	659	7.68	**7.81**	7.93	7.64	7.85	7.87	7.41
	Council's website	289	7.57	**7.76**	7.94	7.51	7.83	7.71	7.34
	Council run programs and activities for young people	82	7.44	**7.71**	7.98	7.64	7.46	7.80	7.55
	Provision and maintenance of street lighting	788	7.59	**7.71**	7.83	7.15	7.34	7.54	7.23
Lower than average satisfaction	The maintenance and repair of sealed local roads	797	7.46	**7.58**	7.70	7.76	7.67	7.67	7.27
	Council activities to encourage envir'mental sustainability	680	7.42	**7.54**	7.65	7.34	7.50	7.65	7.26
	Provision and maintenance of street trees	791	7.41	**7.53**	7.65	7.27	7.40	7.45	7.10
	Street sweeping	771	7.31	**7.45**	7.59	7.48	7.80	7.55	7.19
	Drains maintenance and repairs	750	7.28	**7.42**	7.56	7.72	7.71	7.77	7.39
	Local traffic management	768	7.23	**7.37**	7.50	7.24	7.36	6.98	6.69
	Footpath maintenance and repairs	795	7.08	**7.22**	7.35	7.47	7.51	7.25	6.93
	Provision of parking facilities	749	7.07	**7.21**	7.36	6.92	7.01	6.67	n.a.
	Parking enforcement	720	7.02	**7.17**	7.33	7.01	7.03	6.74	6.80
	Public toilets	329	6.77	**6.98**	7.18	7.10	7.39	7.25	6.58
	Average satisfaction with Council services		*7.71*	***7.86***	*8.00*	*7.71*	*7.76*	*7.79*	*7.48*

(*) 2019 metropolitan Melbourne average from Governing Melbourne

This result is measurably higher than the 2019 metropolitan Melbourne average of 7.48 recorded for the 26 of the 29 services and facilities that were included in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

As is outlined in the left-hand side of the table, respondents rated their satisfaction with seven services and facilities measurably higher than the average of all services and facilities (7.86). These included regular garbage collection, regular green waste collection, local library and library service, regular recycling service, council's waste transfer station, recreation and aquatic centres, and sports ovals and other outdoor sporting facilities.

Conversely, respondents were measurably less satisfied with 10 services and facilities than the average of all services and facilities (7.86). These included the maintenance and repair of sealed local roads, Council activities to encourage environmental sustainability, the provision and maintenance of street trees, street sweeping, drains maintenance and repairs, local traffic management, footpath maintenance and repairs, the provision of parking facilities, parking enforcement, and public toilets.

Relative satisfaction with Council services and facilities

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

- ***Excellent*** – for the regular garbage collection, regular green waste collection, local library and library services, regular recycling services, waste transfer station, recreation and aquatic centres, sports ovals and other outdoor sporting facilities, hard rubbish collection, local playgrounds, parks, gardens, and reserves, Council services for older residents and activities for seniors, Council run services for children and their families, bike paths and shared pathways, the *Monash Bulletin*, the maintenance and cleaning of public areas, animal management, and the Council website.
- ***Very Good*** – for Council run programs and activities for young people, street lighting, the maintenance and repair of sealed local roads, Council activities to encourage environmental sustainability, street trees, street sweeping, drains, and local traffic management.
- ***Good*** – for footpaths, the provision of parking facilities, parking enforcement, and public toilets.

Change in satisfaction in 2020

There was some variation in the average satisfaction with the 29 included services and facilities in 2020 compared to 2019, with attention drawn to the following:

- ***Increased satisfaction in 2020*** – includes street lighting (up 7.8%), the *Monash Bulletin* (up 4.5%), recreation and aquatic centres (up 4.4%), the provision of parking facilities (up 4.3%), bike paths and shared pathways (up 4.1%), the regular green waste collection (up 3.7%), the regular recycling service (up 3.6%), street trees (up 3.6%), and Council's website (up 3.2%).
- ***Decreased satisfaction in 2020*** – includes drains maintenance and repairs (down 3.9%), footpath maintenance and repairs (down 3.3%), the maintenance and repair of sealed local roads (down 2.3%), and public toilets (down 1.7%).

Comparison to the metropolitan Melbourne average

When comparing these results to the metropolitan Melbourne average satisfaction, as recorded in the 2019 *Governing Melbourne* research, of the 29 services and facilities included in the City of Monash survey, 26 were also included in *Governing Melbourne*.

Of these 26 services and facilities, satisfaction with all was higher in the City of Monash than the 2019 metropolitan Melbourne average, with approximately 15 being measurably higher.

Attention is drawn to the following statistically significant variation:

- ***Measurably more satisfied in the City of Monash*** – includes the Monash Bulletin (13.1% higher in the City of Monash), local traffic management (10.1% higher), the maintenance and cleaning of public areas (7.9% higher), bike paths and shared pathways (7.4% higher), regular recycling service (7.1% higher), the provision and maintenance of street lighting (6.7% higher), the provision and maintenance of street trees (6.1% higher), the regular green waste collection service (6.0% higher), public toilets (6.0% higher), Council's website (5.7% higher), parking enforcement (5.5% higher), animal management (5.3% higher), sports ovals and other outdoor sporting facilities (4.6% higher), the maintenance and repair of sealed local roads (4.35 higher), and footpath maintenance and repairs (4.2% higher), and the provision and maintenance of parks, gardens, and reserves (4.0% higher).

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

Having said that, it is important to bear in mind when examining these comparisons, that this survey was conducted using a telephone methodology this year, rather than the door-to-door interview style methodology employed in previous years, and as employed in the conduct of *Governing Melbourne*.

Whilst any variation due to methodology is likely to be marginal at most, it cannot be discounted that the different methodology may impact marginally on the comparability of the results.

It is also important to bear in mind this year, that the survey was conducted during the lockdown for COVID-19. It is not possible to discount the possibility that this significant external factor may have an impact on respondents' perception of the performance of local government. This is discussed in more detail in the COVID-19 Pandemic section of this report.

Metropolis Research also draws attention to the fact that satisfaction with all, but seven of the 29 included Council services and facilities was higher than satisfaction with the performance of Council across all areas of responsibility.

The seven services and facilities to record satisfaction lower than the overall satisfaction score (7.51) were public toilets, parking enforcement, the provision of parking facilities, footpaths, local traffic management, drains, and street sweeping.

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

Percentage satisfaction results

The following table provides the proportion of respondents who were "very satisfied" (i.e. rated satisfaction at eight or more out of 10), the proportion who were "neutral to somewhat satisfied" (rated five to seven), and the proportion who were "dissatisfied" (rated satisfaction at less than five).

Apart from public toilets, it is noted that more than half of the respondents rating satisfaction with each of the other services and facilities were "very satisfied".

Satisfaction with selected Council services and facilities
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Service/facility	*Dissatisfied*	*Neutral to somewhat satisfied*	*Very satisfied*	*Can't say*	***Total***
Sports ovals and other outdoor sporting facilities	0.3%	27.0%	72.7%	0	370
Regular garbage collection	0.5%	12.7%	86.8%	5	805
Regular green waste collection	0.6%	13.3%	86.1%	21	805
Local library and library services	0.9%	11.8%	87.3%	3	460
Regular recycling service	1.5%	15.6%	82.9%	16	805
Recreation and Aquatic Centres	1.7%	24.7%	73.6%	0	369
Provision and maintenance of parks, gardens and reserves	1.8%	26.5%	71.7%	24	805
Council's Waste Transfer Station	1.8%	21.3%	76.9%	1	279
Provision and maintenance of local playgrounds	1.8%	28.8%	69.4%	1	397
Council's website	2.1%	32.4%	65.5%	2	291
Council run programs and activities for young people	2.1%	31.6%	66.3%	1	83
Council run services for children and their families	2.9%	30.5%	66.6%	2	129
Maintenance and cleaning of public areas	3.0%	29.7%	67.3%	38	805
Animal management	3.0%	32.8%	64.2%	146	805
Council's newsletter Monash Bulletin	3.0%	27.4%	69.6%	118	805
Council activities to encourage envir'mental sustainability	3.2%	37.8%	59.0%	125	805
Bike paths and shared pathways	3.3%	24.4%	72.3%	2	496
Council services for older residents & activities for seniors	3.9%	23.4%	72.7%	2	114
Hard rubbish collection	4.1%	23.3%	72.6%	0	626
The maintenance and repair of sealed local roads	4.9%	30.7%	64.4%	8	805
Provision and maintenance of street lighting	5.2%	32.7%	62.1%	17	805
Provision and maintenance of street trees	5.6%	36.0%	58.4%	14	805
Local traffic management	7.3%	35.7%	57.0%	37	805
Street sweeping	7.4%	34.1%	58.5%	34	805
Drains maintenance and repairs	8.3%	34.2%	57.5%	55	805
Footpath maintenance and repairs	8.9%	38.2%	52.9%	10	805
Parking enforcement	9.0%	37.1%	53.9%	85	805
Provision of parking facilities	9.0%	39.2%	51.8%	56	805
Public toilets	10.6%	48.2%	41.2%	0	329

Importance and satisfaction cross tabulation

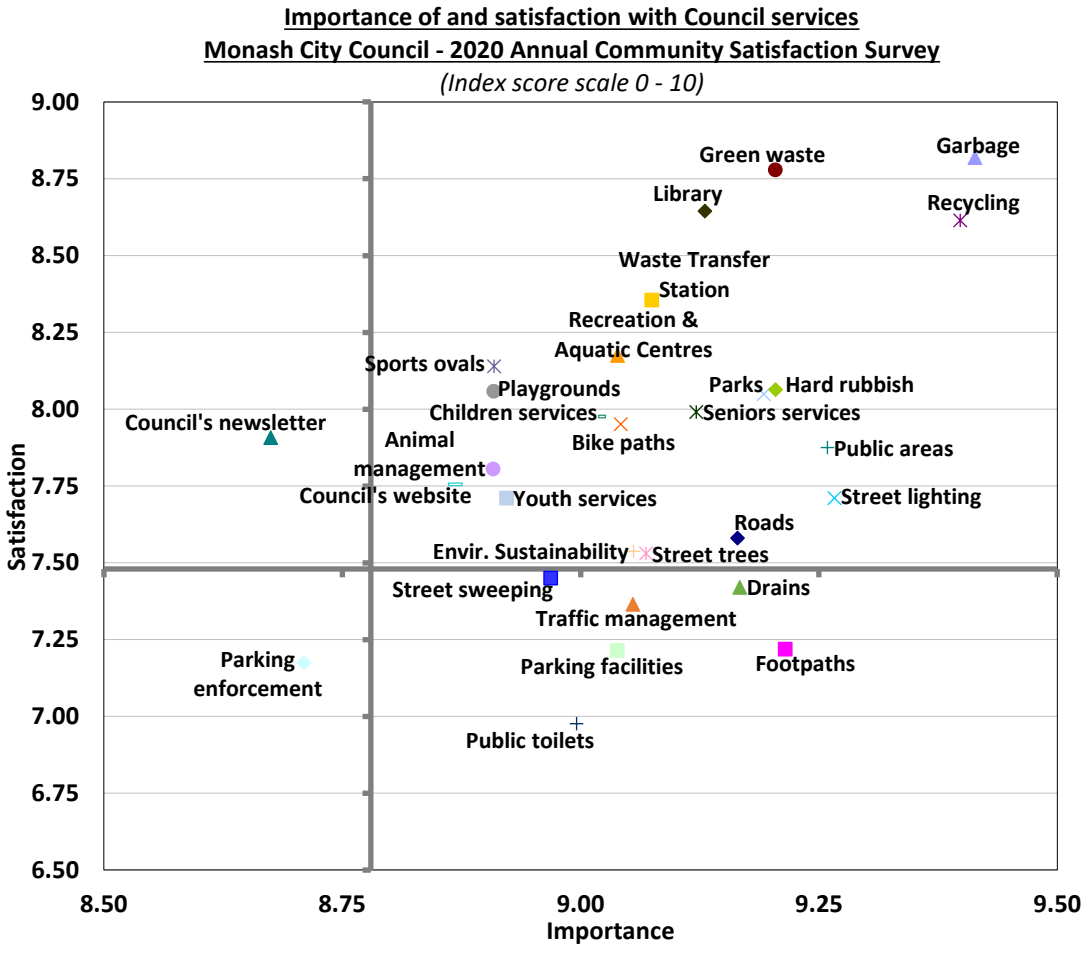
The following graph provides a cross-tabulation of the average importance of each of the thirty-one included Council services and facilities against the average satisfaction with each service and facility.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

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

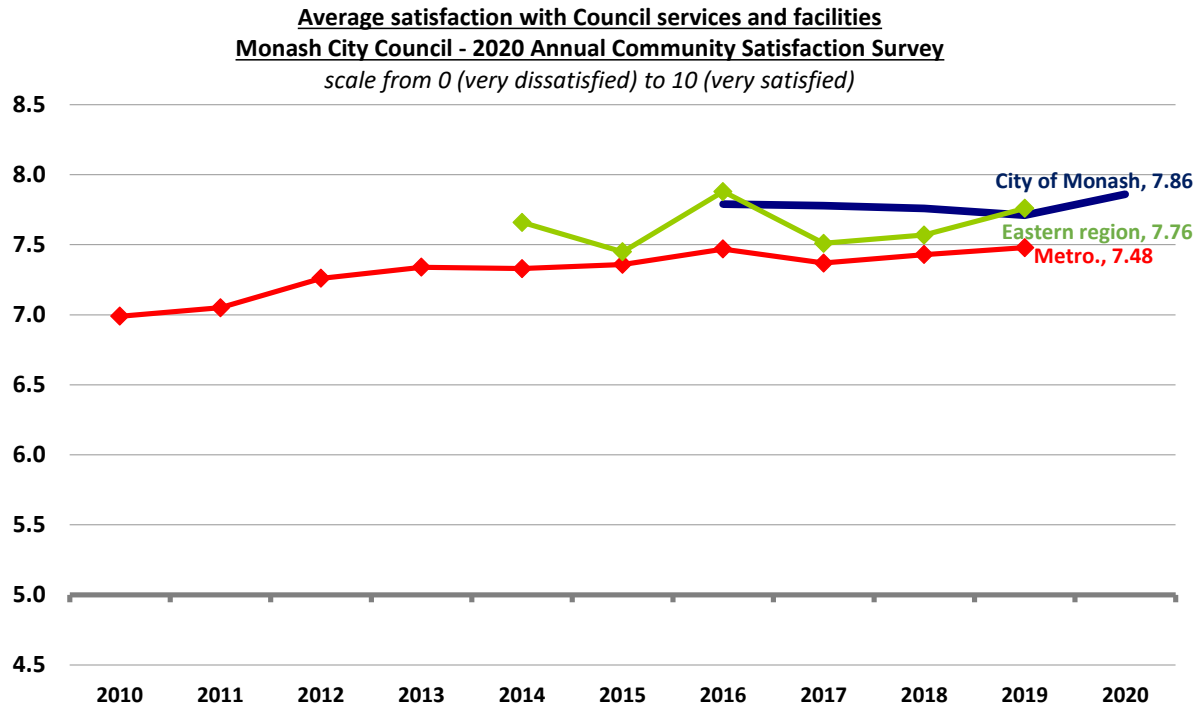
It is noted that this year, the average importance of the 29 City of Monash services and facilities was 9.07, higher than the 8.78 recorded for metropolitan Melbourne average as recorded in *Governing Melbourne*. Consequently, most of the City of Monash services and facilities obtained an importance score higher than the metropolitan Melbourne average.

From these results, the services, and facilities of most concern in the City of Monash this year include public toilets, footpaths, parking facilities, traffic management, and to a lesser extent parking enforcement.



Average satisfaction with Council services and facilities

The average satisfaction with the 29 included services and facilities was 7.86 out of 10 this year. This result was marginally higher than the eastern region councils' average and measurably higher than the metropolitan Melbourne average as recorded in *Governing Melbourne*.



Correlation between service / facilities satisfaction and overall satisfaction

The following table provides the Pearson correlation coefficient for each of the 29 services and facilities when analysed individually against satisfaction with Council's overall performance.

The correlation coefficient provides a measure of the relationship between satisfaction with each of the 29 services and facilities and satisfaction with Council's overall performance. The correlation coefficient is a number between minus one and positive one, with scores of more than zero representing a positive correlation, and scores of less than one a negative correlation.

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

The fact that the correlation coefficients are relatively low (less than 0.45 for most of them) suggests that there is not a strong relationship between satisfaction with individual services and facilities and satisfaction with Council's overall performance.

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

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

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

Satisfaction with selected services and facilities
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

Service / facility	*2020*		*Correlation**
	Number	*Mean*	
Council run services for children and their families	126	**7.98**	0.526
Maintenance and cleaning of public areas	767	**7.88**	0.513
The maintenance and repair of sealed local roads	797	**7.58**	0.489
Drains maintenance and repairs	750	**7.42**	0.473
Parking enforcement	720	**7.17**	0.470
Sports ovals and other outdoor sporting facilities	370	**8.14**	0.470
Provision and maintenance of parks, gardens and reserves	781	**8.05**	0.464
Provision and maintenance of local playgrounds	396	**8.06**	0.458
Council's newsletter *Monash Bulletin*	687	**7.91**	0.443
Footpath maintenance and repairs	795	**7.22**	0.442
Provision of parking facilities	749	**7.21**	0.438
Provision and maintenance of street trees	791	**7.53**	0.420
Council activities to encourage envir'mental sustainability	680	**7.54**	0.399
Bike paths and shared pathways	494	**7.95**	0.397
Local traffic management	768	**7.37**	0.391
Animal management	659	**7.81**	0.385
Recreation and Aquatic Centres	369	**8.18**	0.367
Street sweeping	771	**7.45**	0.361
Council's website	289	**7.76**	0.357
Regular recylcing service	789	**8.61**	0.354
Regular green waste collection	784	**8.78**	0.345
Council's Waste Transfer Station	278	**8.36**	0.331
Local library and library services	457	**8.65**	0.315
Regular garbage collection	800	**8.82**	0.309
Council services for older residents & activities for seniors	112	**7.99**	0.309
Hard rubbish collection	626	**8.06**	0.307
Provision and maintenance of street lighting	788	**7.71**	0.259
Public toilets	329	**6.98**	0.222
Council run programs and activities for young people	82	**7.71**	0.132
Average satisfaction with selected services		***7.86***	

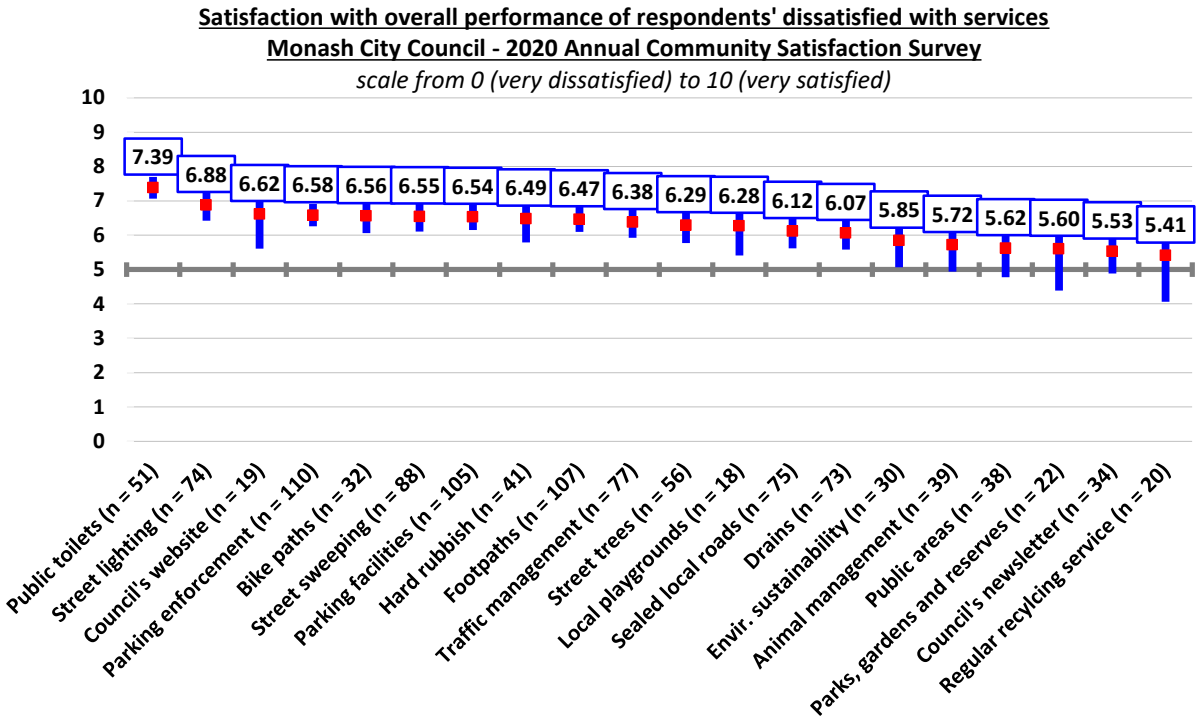
(*) Pearson coefficent

Respondents dissatisfied with services

The following graph provides the average satisfaction with Council's overall performance of respondents dissatisfied with individual services and facilities. Services and facilities with fewer than 10 dissatisfied respondents have been excluded from these results.

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

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (7.51).



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

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores were environment and sustainability, animal management, maintenance and cleaning of public areas, parks, gardens and reserves, the *Monash Bulletin*, and the regular recycling service. Respondents who were dissatisfied with any of these services, on average, rated satisfaction with Council's overall performance at "poor" to "very poor" levels.

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

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

Satisfaction by broad service areas

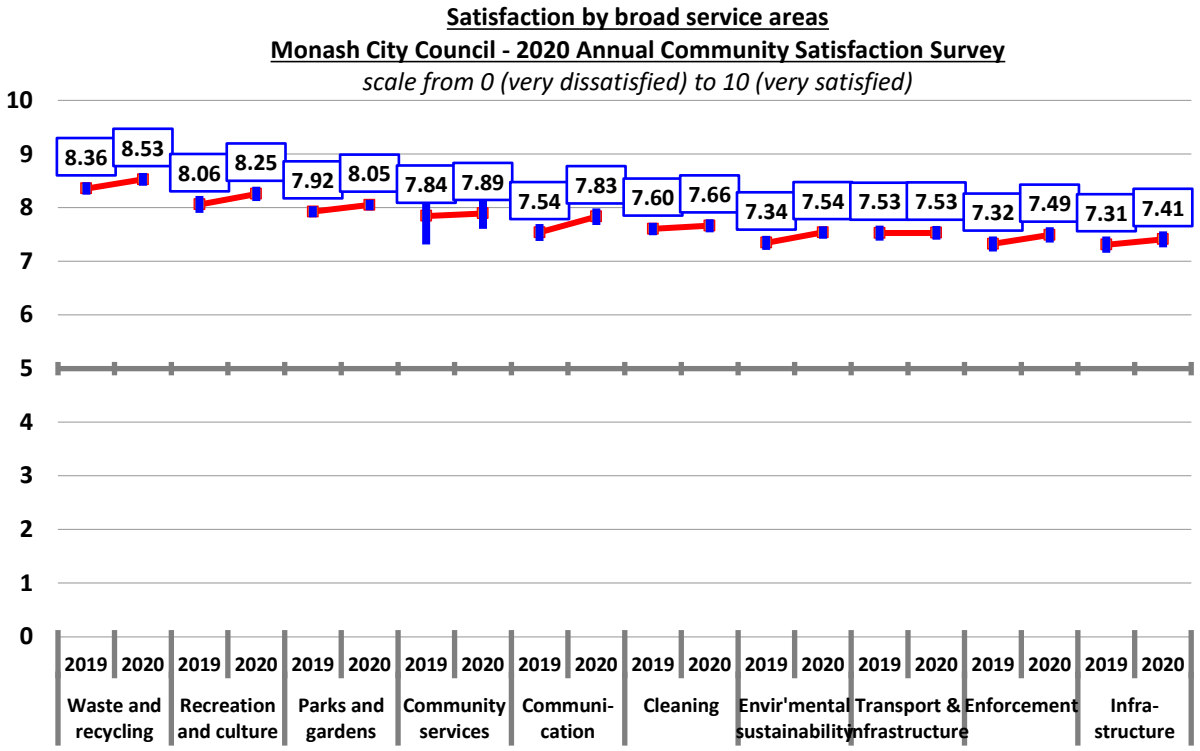
Metropolis Research has created a standard set of broad service areas for use in comparing average satisfaction with results from *Governing Melbourne*. The following graph provides the average satisfaction with the 10 broad service areas for the City of Monash, with a comparison to the metropolitan Melbourne 2019 averages.

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

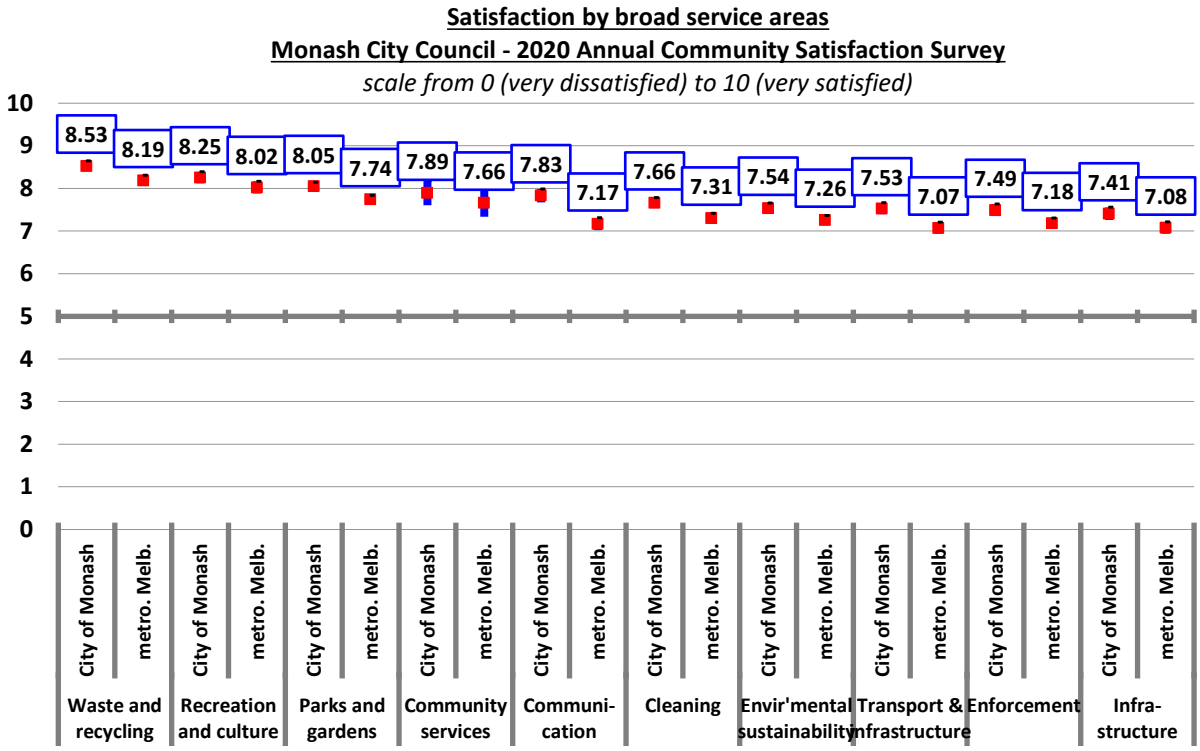
- ***Infrastructure*** – includes drains maintenance and repairs, provision and maintenance of street lighting, provision and maintenance of street trees, and public toilets.
- ***Waste and recycling*** – includes regular garbage collection, regular recycling service, regular green waste collection, and hard rubbish collection.
- ***Recreation and culture*** – includes recreation and aquatic centres, sports ovals and other outdoor sporting facilities, provision and maintenance of local playgrounds, and local library and library services.
- ***Community services*** – includes Council run services for children and their families, Council services for older residents and activities for seniors, and Council run programs and activities for young people (10 – 25 years).
- ***Enforcement*** – includes parking enforcement, and animal management.
- ***Communication*** – includes the Council's newsletter *Monash Bulletin*, and Council's website.
- ***Cleaning*** – includes maintenance and cleaning of public areas, and street sweeping.
- ***Transport infrastructure*** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and bike paths and shared pathways.
- ***Parks and gardens*** – includes the provision and maintenance of parks, gardens, and reserves.
- ***Environmental sustainability*** – includes Council activities to encourage environmental sustainability.

The average satisfaction with nine of the 10 broad service areas increased marginally but not measurably this year, whilst satisaction with transport infrastructure remained the same. None of these variations were statistically significant this year. Satisfaction with these 10 broad service areas can best be summarised as follows:

- ***Excellent*** – for waste and recycling, recreation and culture, parks and gardens, community services, and communication.
- ***Very Good*** – for cleaning, environment and sustainability, transport infrastructure, enforcement, and infrastructure.



The following graph provides a comparison of satisfaction with the 10 broad service areas against the 2019 metropolitan Melbourne averages, as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research. Metropolis Research notes that satisfaction with all 10 broad service areas was marginally higher in the City of Monash than the 2019 metropolitan Melbourne averages.



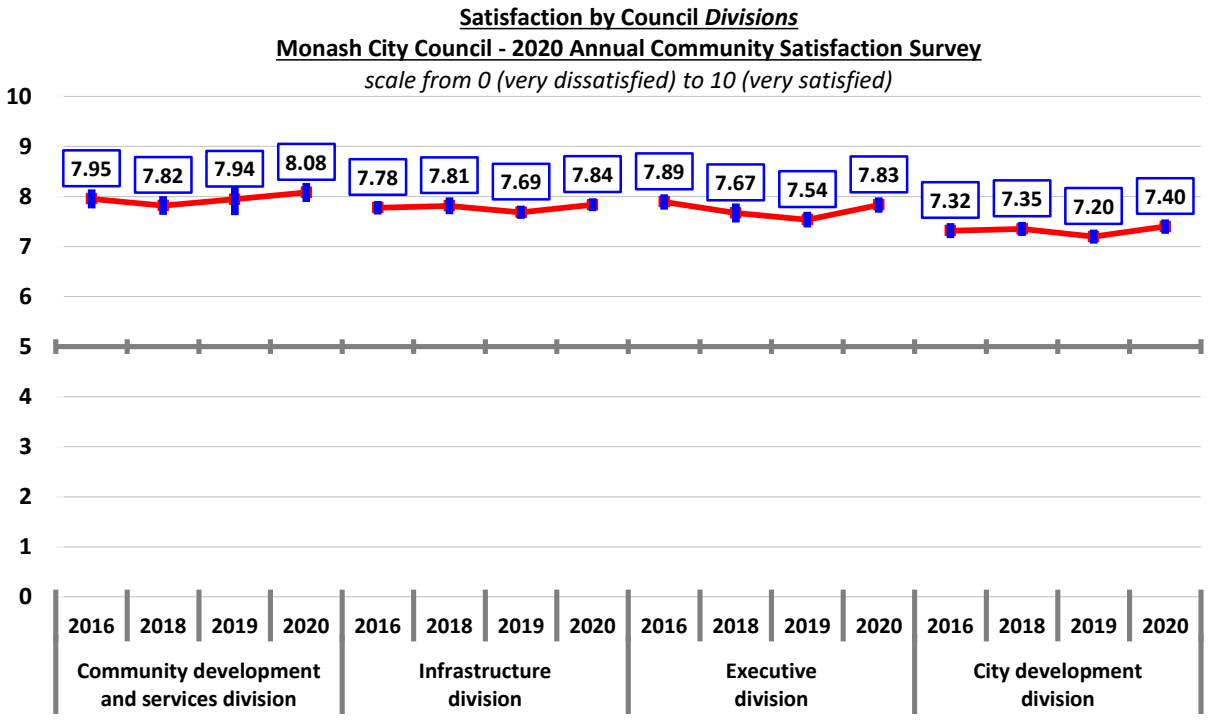
Satisfaction by Council Division

The following graph provides a comparison of the average satisfaction with the 29 included services and facilities by Council Division.

Satisfaction with all four divisions increased marginally this year, with the largest increase recorded for the Executive Division (communications services), which increased by an average of 3.8%.

Satisfaction with the services and facilities by Council Division can best be summarised as follows:

- ***Excellent*** – for Community Development and Services Division, Infrastructure Division, and Executive Division.
- ***Very Good*** – for City Development Division.



A more detailed examination of the 29 individual Council services and facilities included in the 2020 survey is outlined in the following section.

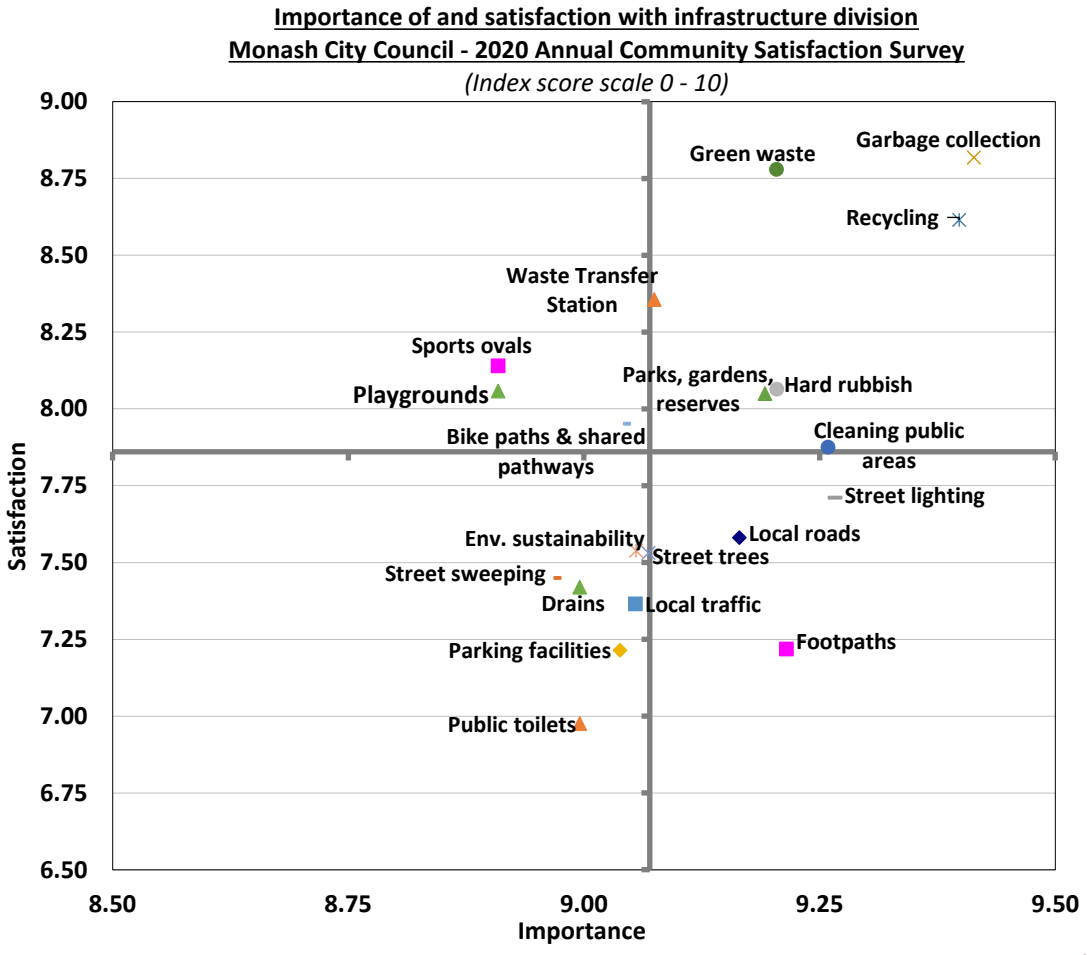
Infrastructure Division

The following graph provides a summary of the average importance of and satisfaction with the 20 Council services and facilities provided by the Infrastructure Division of Monash City Council.

The crosshairs represent the average importance and average satisfaction of all 29 Council services and facilities included in the 2020 *Annual Community Satisfaction Survey*.
It is noted that all the core waste and recycling services (garbage, regular recycling, green waste, and hard rubbish collection) all received higher than average importance and significantly higher than average satisfaction. In other words, the services and facilities that the community regard as the most important also received the highest levels of satisfaction.

The Infrastructure Division services of most concern were footpath maintenance and repairs, which was measurably more important than average, but received a measurably lower than average satisfaction score. It is important to bear in mind that, despite being measurably lower than average satisfaction, satisfaction was still rated at 7.22 which is a "good" and almost a "very good" level of satisfaction.

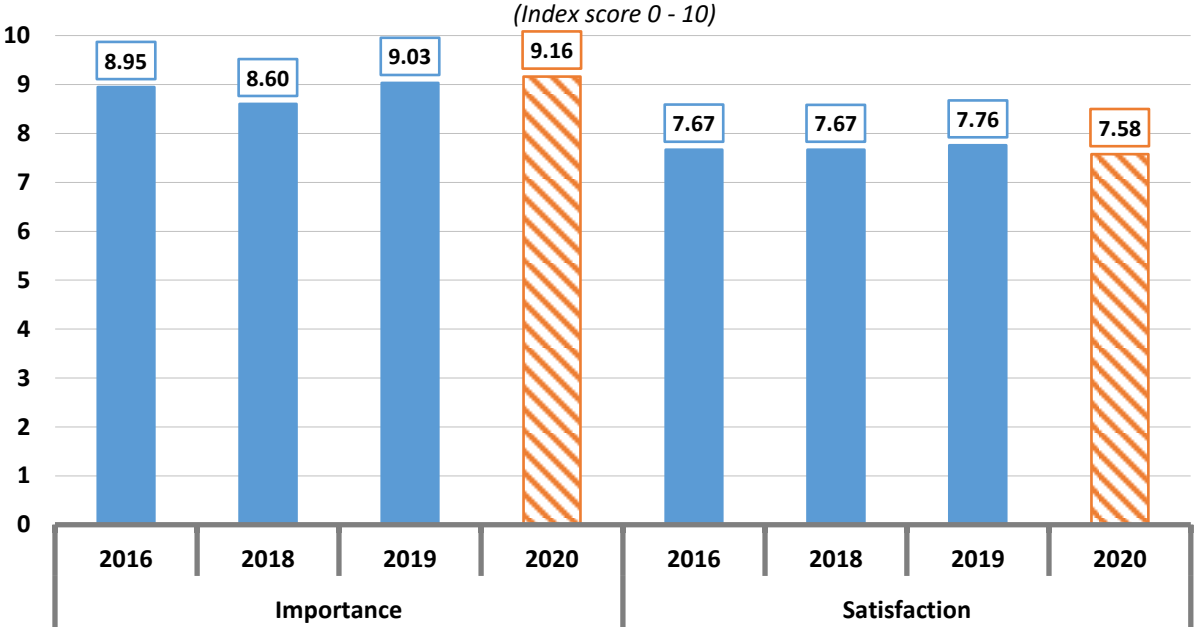
Attention is also drawn to public toilets, although the service received a marginally lower than average importance score, satisfaction was measurably and significantly lower than the average of all services at 6.98, although still at a "good" level.



Maintenance and repairs of sealed local roads

The maintenance and repair of sealed local roads was the 10th most important of the 29 included services and facilities. Satisfaction with this service declined this year, down 2.3% to 7.58. This is a "very good" down from "excellent" level of satisfaction.

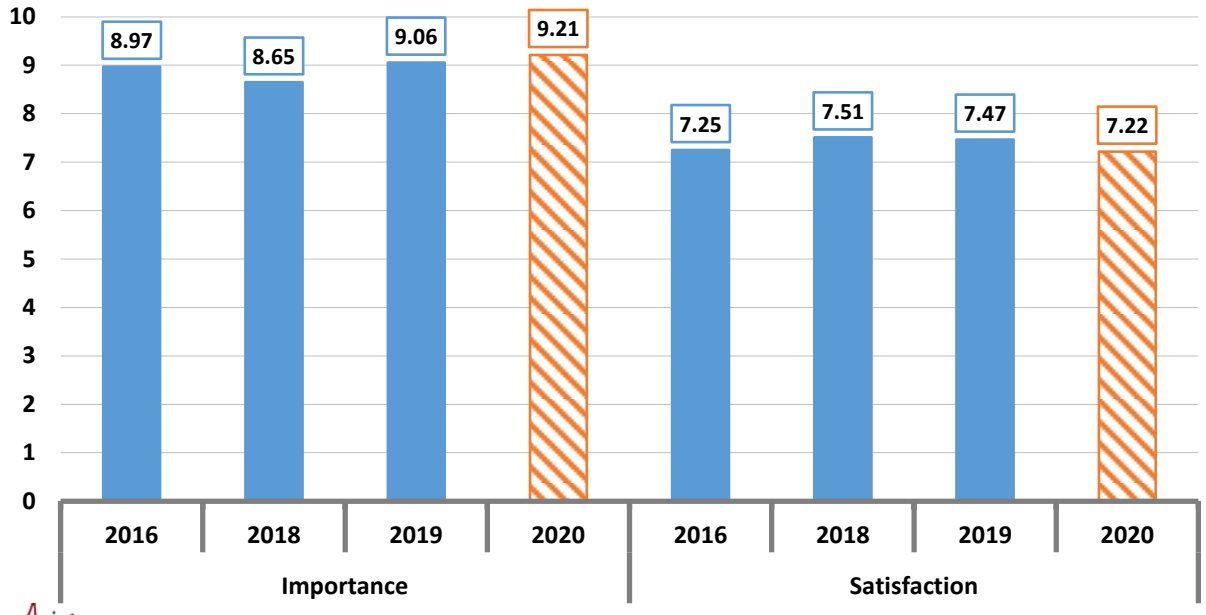
Importance of and satisfaction with the maintenance and repair of sealed local roads
Monash City Council - 2020 Annual Community Satisfaction Survey
(Index score 0 - 10)



Footpath maintenance and repairs

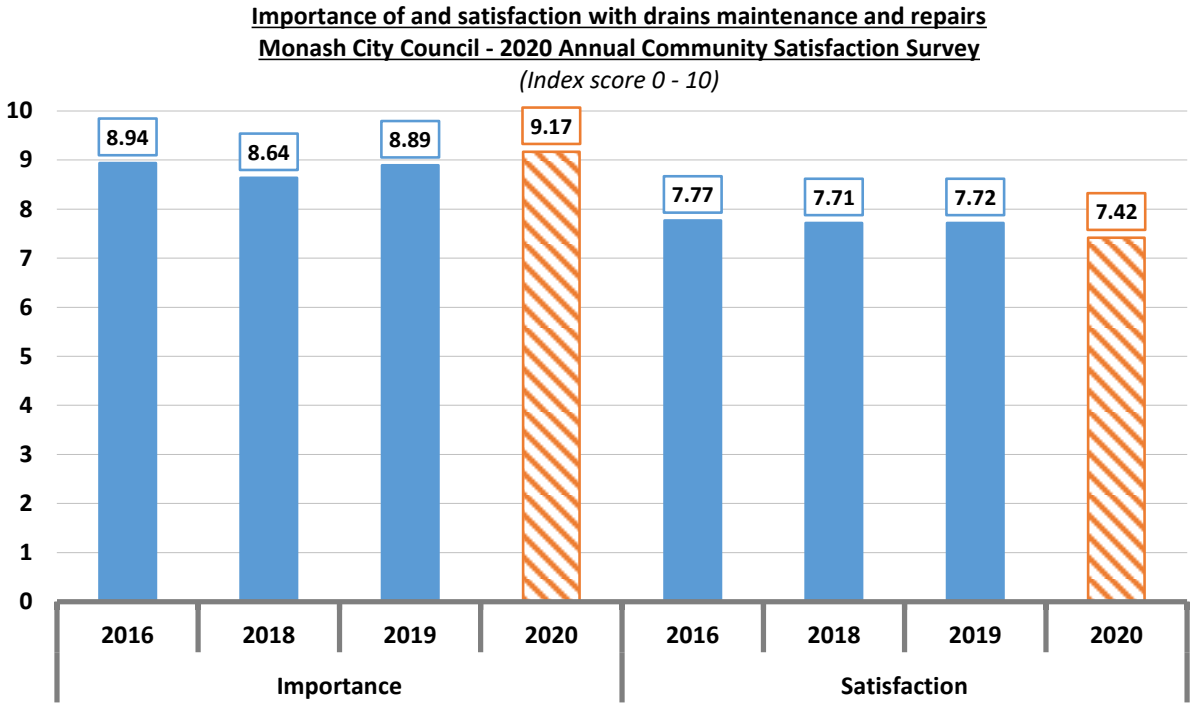
Footpath maintenance and repairs was the fifth most important of the 29 included services and facilities. Satisfaction with this service declined this year, down 3.3% to 7.22. This is a "good" down from a "very good" level of satisfaction.

Importance of and satisfaction with footpath maintenance and repairs
Monash City Council - 2020 Annual Community Satisfaction Survey
(Index score 0 - 10)



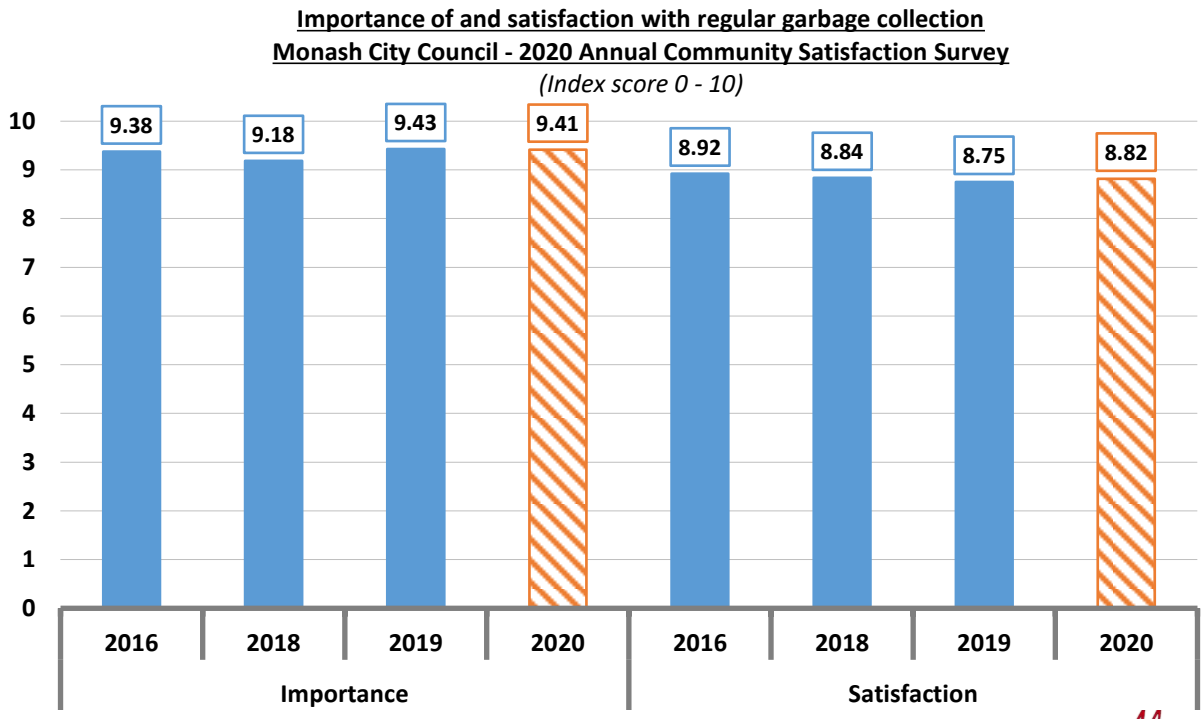
Drains maintenance and repairs

Drains maintenance and repairs was the ninth most important of the 29 included services and facilities. Satisfaction declined measurably this year, down 3.9% to 7.42, although it remains at a "very good" level.



Regular garbage collection

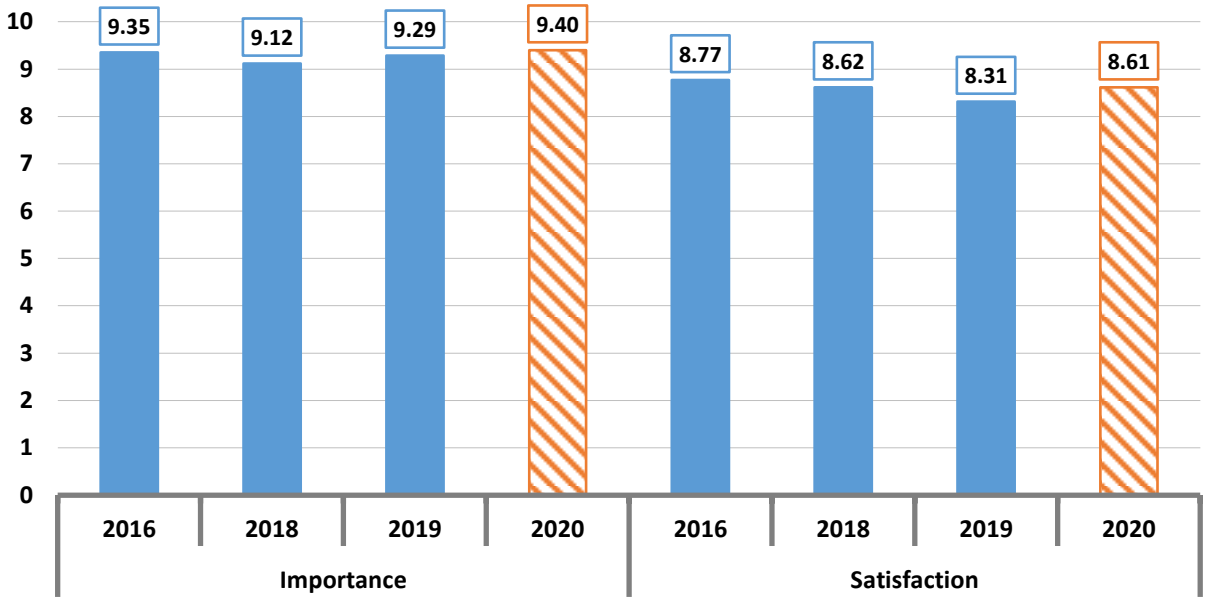
The regular garbage collection remains the most important of the 29 included services and facilities. Satisfaction with the service increased marginally, up less than one percent to 8.82. This remains an "excellent" level of satisfaction and highest satisfaction recorded this year.



Regular recycling service

The regular recycling service remains the second most important of the 29 included services and facilities. Satisfaction with the service increased measurably this year, up 3.6% to 8.61. Satisfaction with this service has been at an "excellent" level in each survey.

Importance of and satisfaction with regular recycling service
Monash City Council - 2020 Annual Community Satisfaction Survey
(Index score 0 - 10)



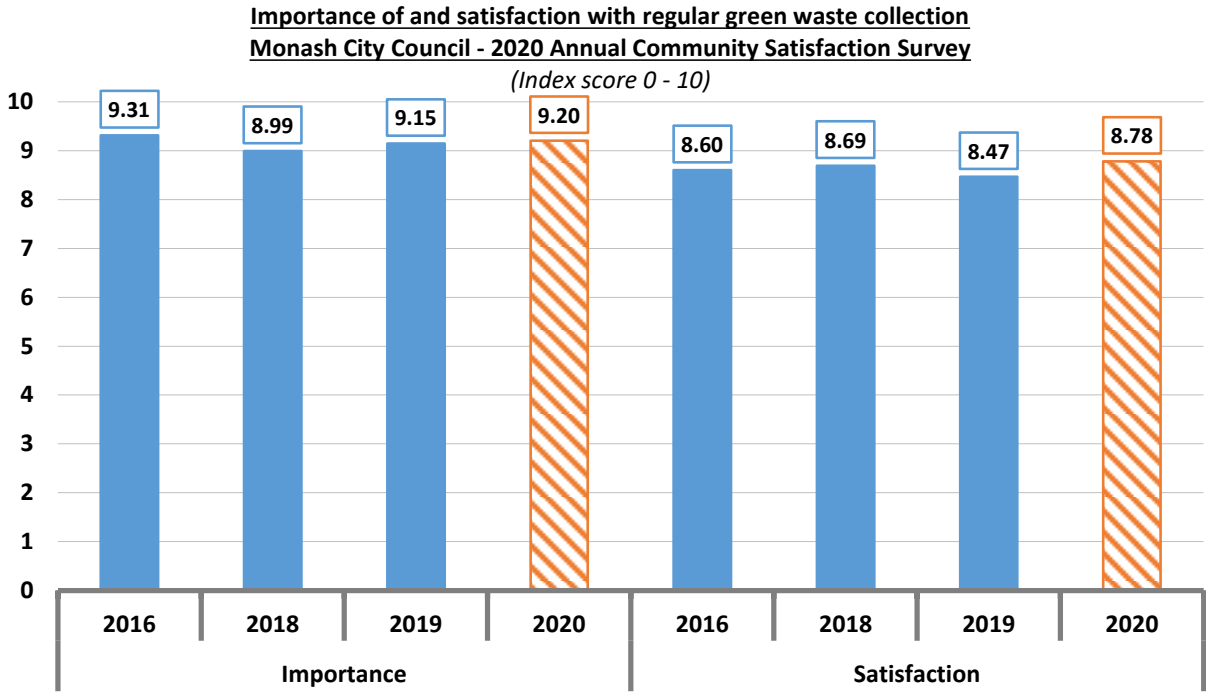
The following table outlines the responses received from the 12 respondents dissatisfied with the regular recycling service.

Reasons for dissatisfaction with regular recycling service
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number of responses)

Reason	*Number*
They are not collecting regularly	2
They don't recycle	2
A lot of money spent on it and media says recycling not done well	1
Bins are appalling	1
Bins broken	1
Council stop recycling overseas, and has to be recycling in Australia and only 2% is recycle, the don't do anything about it	1
I don't know what the Council do with the recycling rubbish	1
Other councils give a free pick up which is more sensible, we shouldn't have to store rubbish for a year, should have two free pick ups	1
People dump all over	1
Should be done every week	1
The council should provide more recycling, like food bins	1
There is a lot of contamination that happens but no one checks it	1
Total	**14**

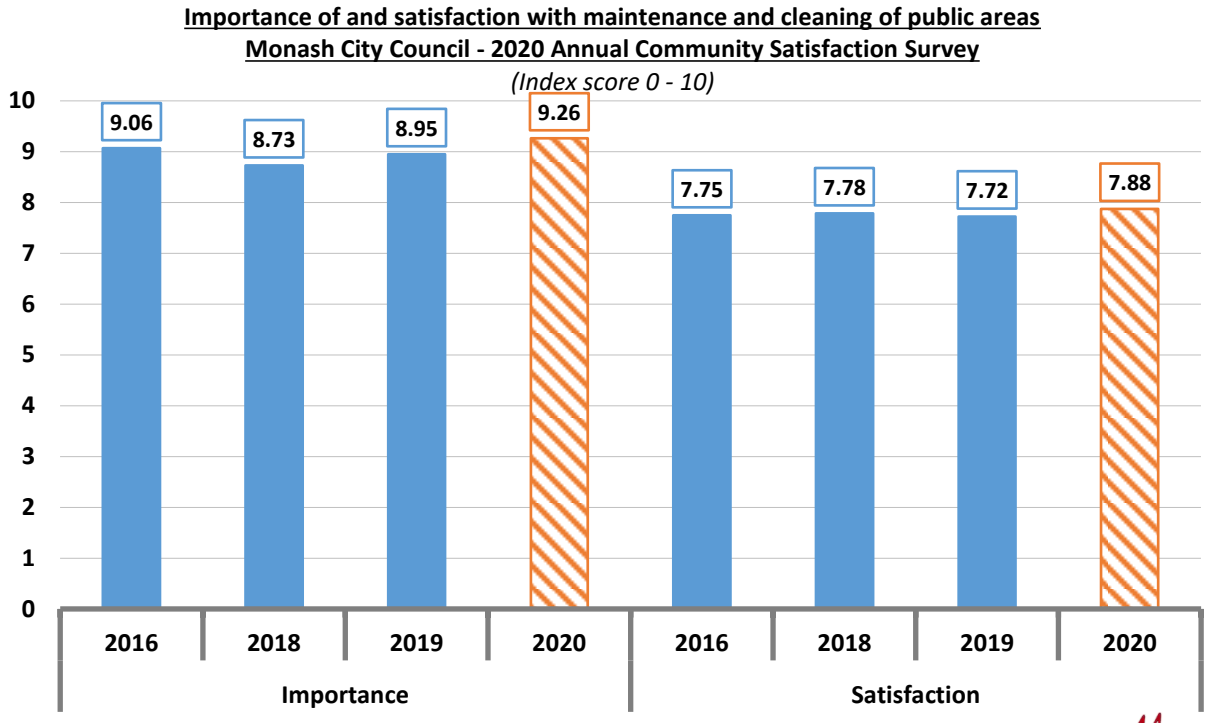
Regular green waste collection

The regular green waste collection service was the seventh most important of the 29 included services and facilities. Satisfaction with the service increased measurably this year, up 3.7% to 8.78. Satisfaction with this service has been at an "excellent" level in each survey.



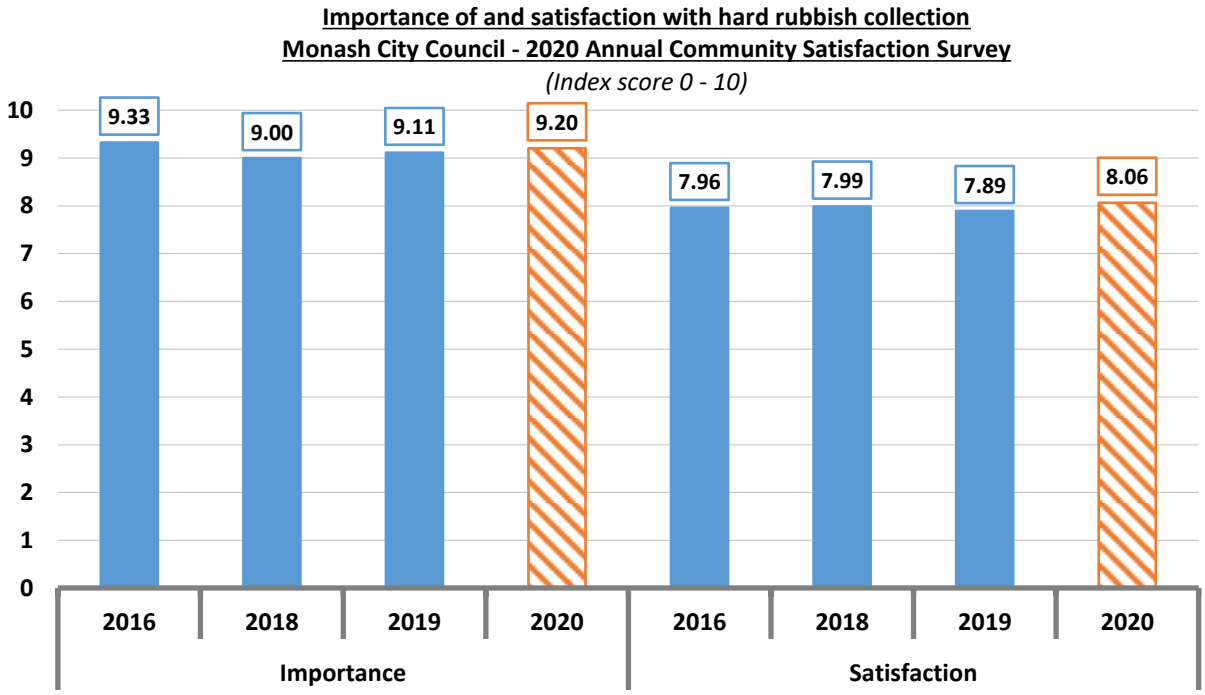
Maintenance and cleaning of public areas

The maintenance and cleaning of public areas was the fourth most important of the 29 included services and facilities, increasing 3.5% in importance this year. Satisfaction also increased marginally, up 2.1% to 7.88, which is an "excellent" up from "very good" level.



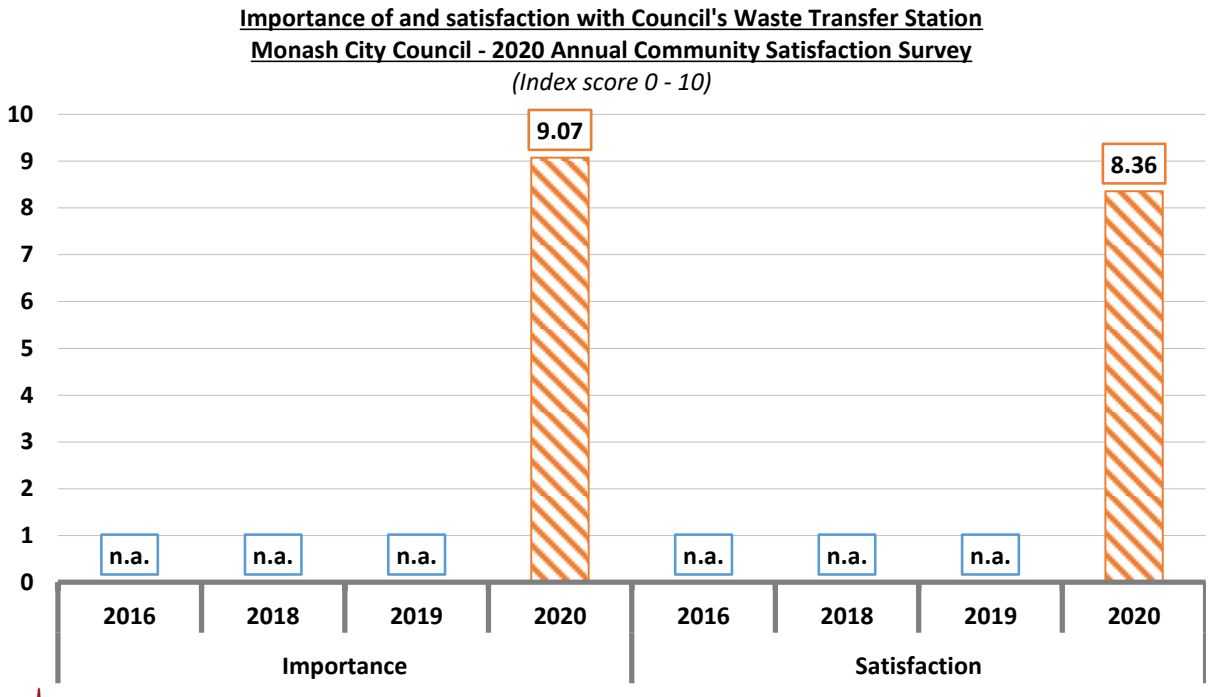
Hard rubbish collection

The hard rubbish collection was the sixth most important of the 29 included services and facilities. Satisfaction increased 2.1% this year to 8.06, although it remains at an "excellent" level. Satisfaction has been categorised as "excellent" in every year of the survey program.



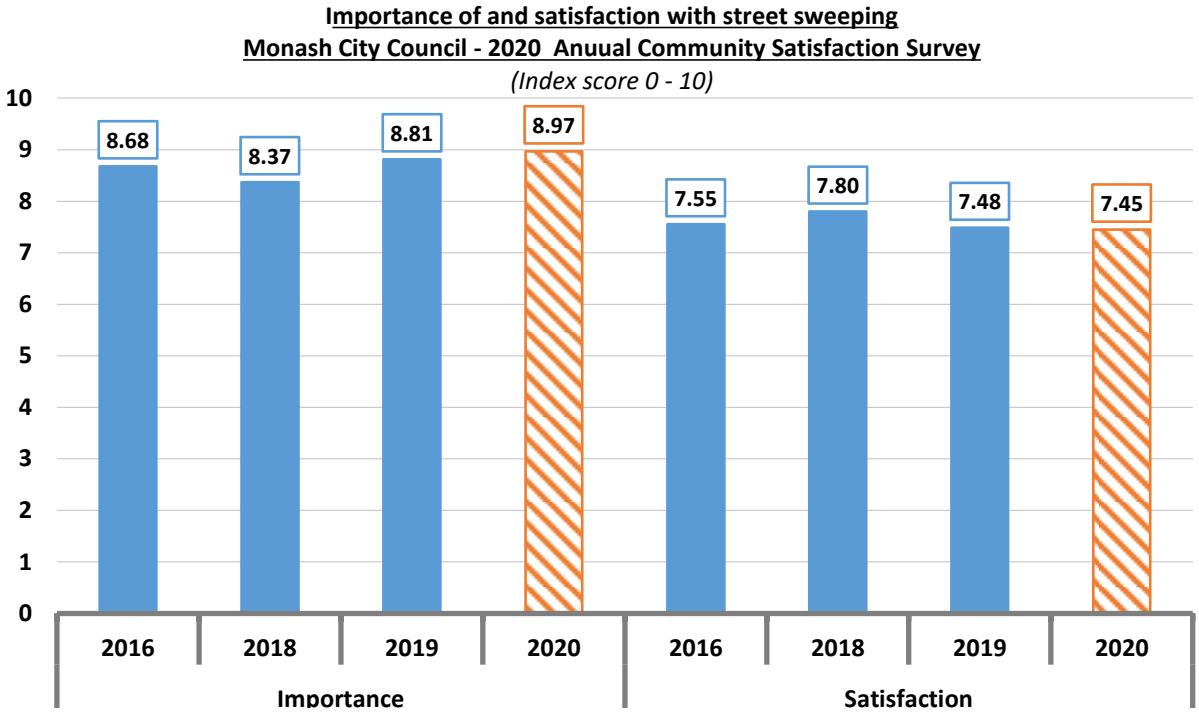
Council's Waste Transfer Station

The waste transfer station was included for the first time in the survey program this year. It was the 13th most important of the 29 included services and facilities. Satisfaction was 8.36 out of 10 this year, an "excellent" level of satisfaction.



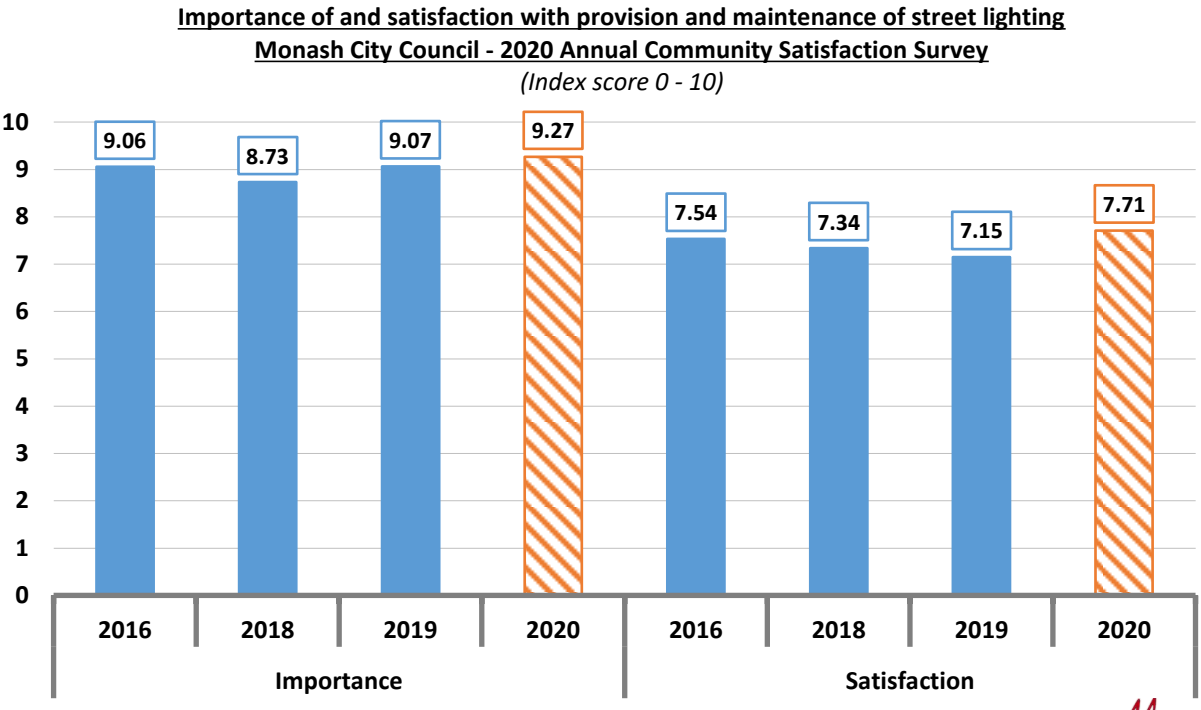
Street sweeping

Street sweeping was the 22nd most important of the 29 included services and facilities, despite increasing marginally this year. Satisfaction remained essentially stable, down less than one percent to 7.45. This remains a "very good" level of satisfaction.



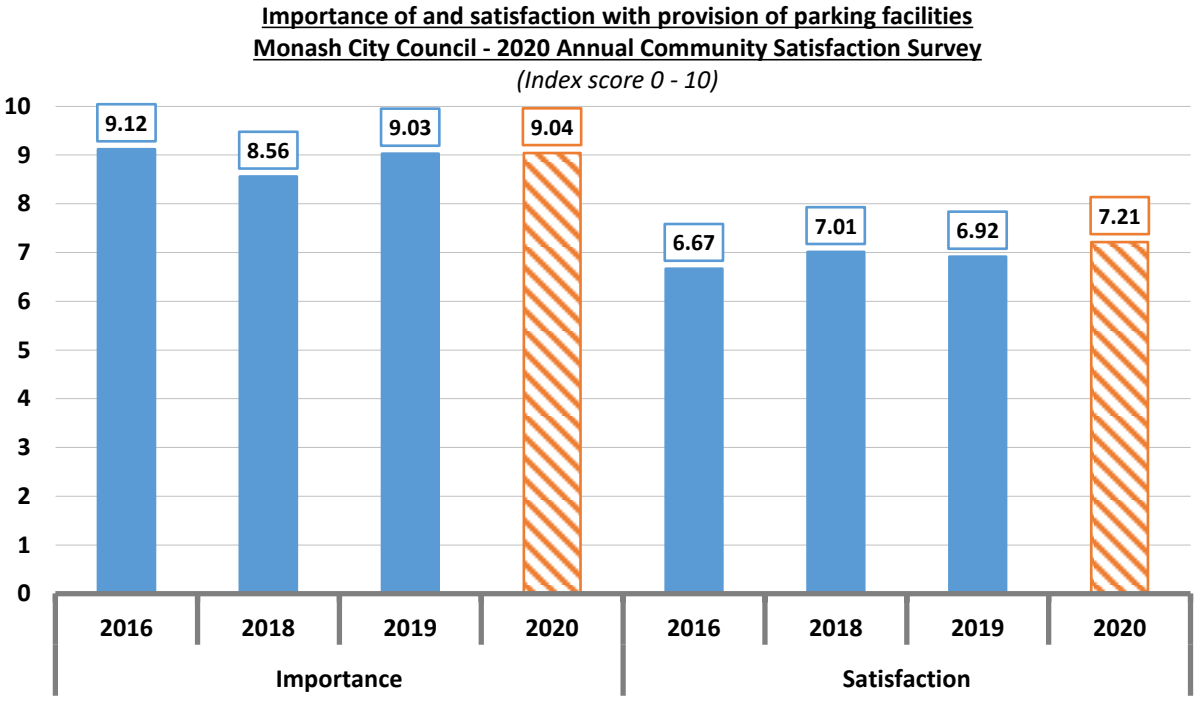
Provision and maintenance of street lighting

Street lighting was the third most important of the 29 included services and facilities. Satisfaction increased measurably and significantly this year, up 7.8% to 7.71, which is a "very good", up from "good" level of satisfaction, and is the highest score recorded for this service.



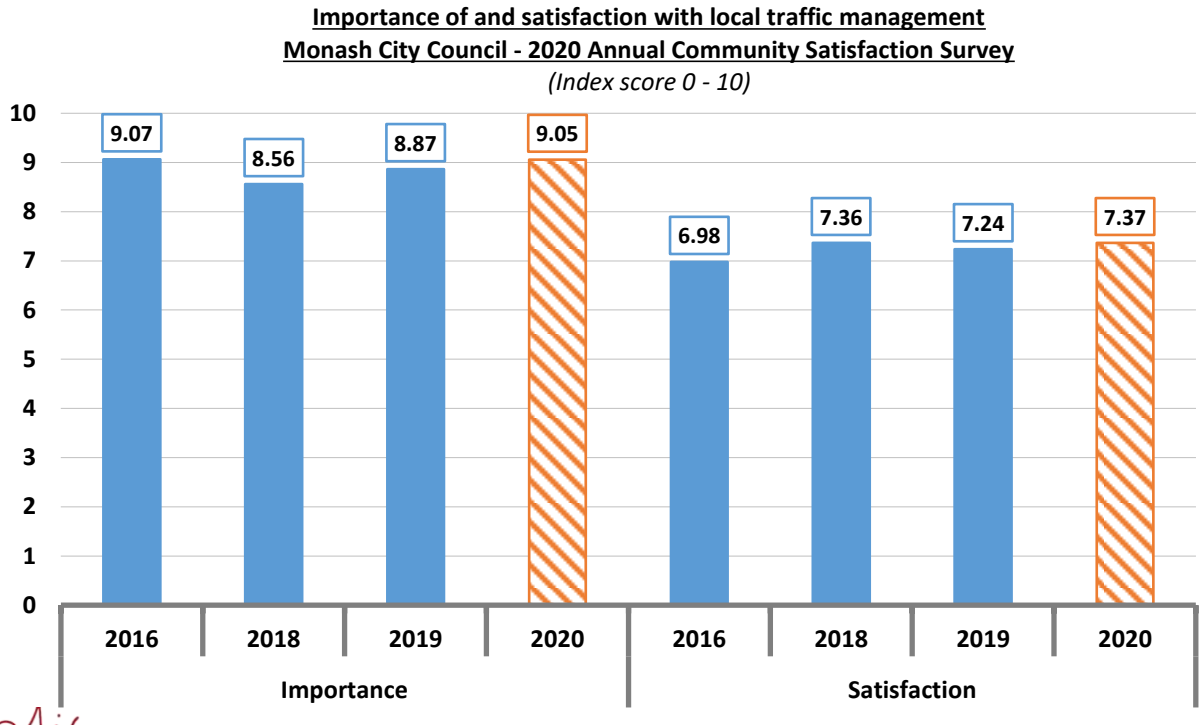
Provision of parking facilities

The provision of parking facilities was the 19th most important of the 29 included services and facilities. Satisfaction with parking facilities has trended higher over time, up measurably by 4.2% this year and 8.1% since 2016. It remains this year at a "good" level of satisfaction.



Local traffic management

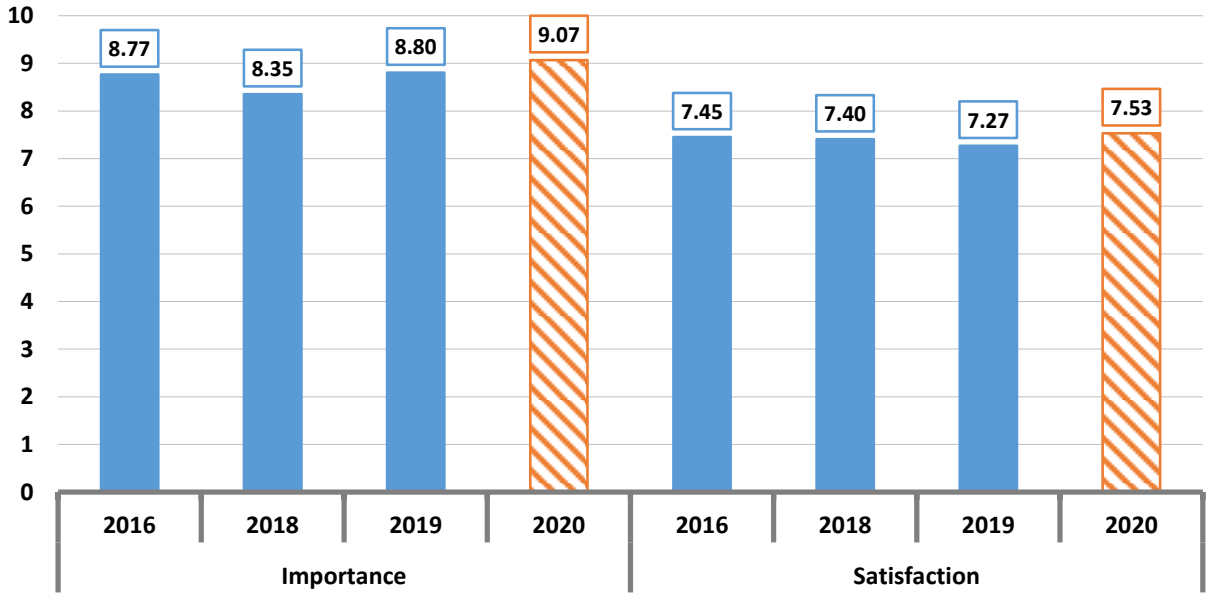
The importance of local traffic management was the 16th most important of the 29 included services and facilities. Satisfaction increased marginally this year, up 1.8% to 7.37, which is now a "very good", up from "good" level, and is the highest score recorded for this survey.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 14th most important of the 29 included services and facilities, despite increasing 3.1% this year. Satisfaction also increased, up 3.6% to 7.53, although it remains at an "excellent" level.

Importance of and satisfaction with provision and maintenance of street trees
Monash City Council - 2020 Annual Community Satisfaction Survey
(Index score 0 - 10)



The following table outlines the responses received from the 45 respondents dissatisfied with the provision and maintenance of street trees.

A range of issues were raised by respondents, including the perception that there is insufficient trimming or pruning of street trees, that the trees were inappropriate to the location (including size and species), and trees causing damage to the footpaths, drains and driveways.

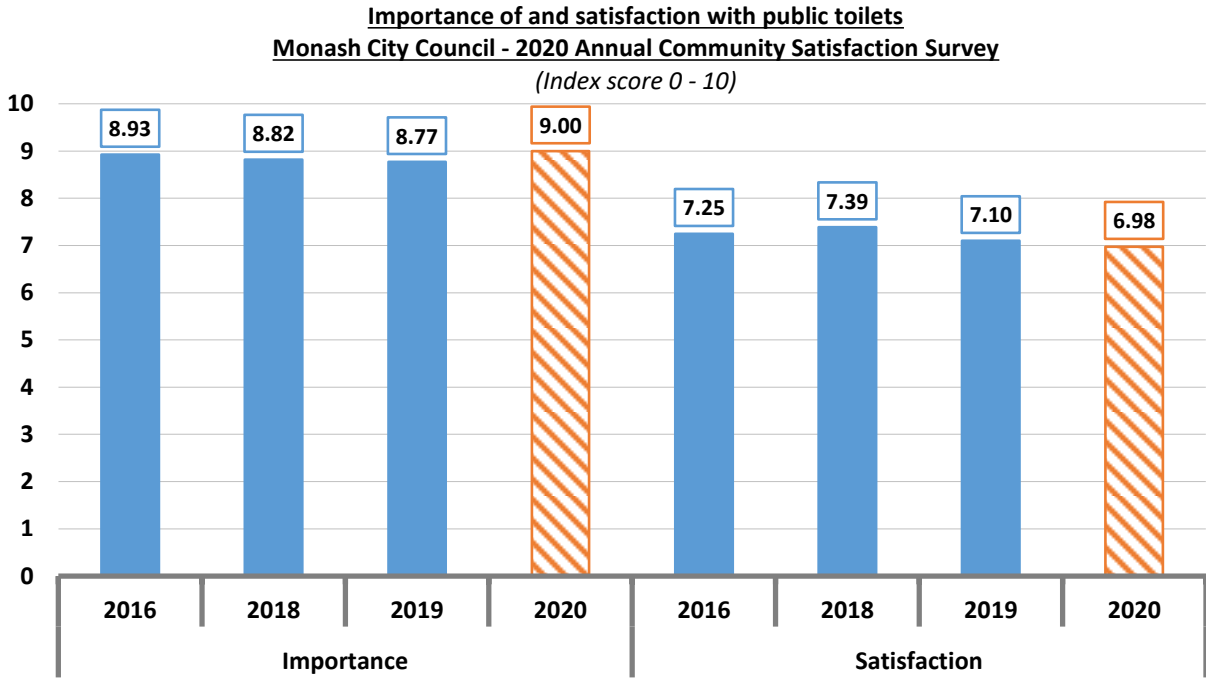
Reasons dissatisfaction with provision and maintenance of street trees
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number of responses)

Reason	*Number*
A lot of trees are not cut properly / some of the branches should be cut / not trimmed often	11
It's out of control, plant the wrong type of trees	5
Do the tree maintenance, trees are not maintained and not replaced	4
Constantly having trees overhanging on the property	2
Huge gum trees, the grass is not cut. When big storm, trees will fall over. It's not safe	2
A huge tree which does not need to be planted on the streets are there	1
A new tree put in front of my house; I must look after the tree	1
Appalling. The number of trees falling over is huge	1

Beautiful trees are pulled down, footpath is uneven, total waste of money	1
Big trees - lean over the houses - wrong spot	1
Big trees near the house not maintained. We are not allowed to cut the trees on our property too	1
Children play in the garden and tree is very big. Branches can fall on them	1
Council is not doing well in that area	1
Elm trees leave leaves on the ground. Roots pushing fence over	1
Give the council some advice, it falls on their ears, they do not listen and act, continually fall	1
Huge gum trees	1
Huge trees are in front of my house and blocking the road	1
I do not like the choice of trees and how they trim one side of it. Should have the same kind of trees	1
I have maintained stupid tree	1
I have requested the tree to be maintained or cut back which does not happen	1
It took a long time to get it replaced	1
Many have been removed. Species chosen to replace not appropriate. Not indigenous	1
No replacement for the tree next to the house	1
Not happy with the choice of trees. The trees keep dropping berries	1
On Blackburn Rd outside our house there is a big gum tree that sheds leaves and nuts into our garden. I sent many letters to the Council to get it trimmed but they have done nothing. I cannot afford a gardener and I am 74 years old	1
Overgrown trees, overhanging on footpath, need to be trimmed, pick up fallen branches	1
Plant in nature strips, hard to drive, block the sight. They are horrible	1
Police road Mulgrave side go halfway into the road and powerline and very ugly and branches dangerous	1
Presence of dangerous trees in the area	1
Replacement is not proper in the case of trees	1
Risks of falling and way too big to be on the streets. No pruning	1
Roots in the footpath - patched up	1
Some of the streets need cleaning	1
The choice of trees is unsatisfactory. Councils attitude towards suggestions is bad	1
The number that have fallen in the past years is significant on footpaths and walking areas that could have killed someone and it is not in rainy weather. Needs to be maintained	1
There are gum trees, it is all littered because of that	1
They are being trimmed horribly; street looks terrible because of that	1
They are growing over the power lines. They are lopsided. Dreadful trees planted	1
They are not being replaced	1
They are planting ugly trees, unsuitable and RIP up the footpaths. Other could drop nuts on the footpath and is dangerous for the elderly with water.	1
They over cut them , replant another native tree, some stupid trees	1
Trees cut down, not replace yet	1
Trees in front of house get too large, trees not maintained	1
Trees lift footpaths root problems	1
Trees need more pruning everywhere, Cowrie St	1
Trees over hanging, Council not enforcing	1
Trees plant in the wrong place, three trees in one place, and all died	1
Trim them away from power lines, they are so unattractive	1
Types of trees make a mess, affected the pavements	1
Total	**68**

Public toilets

Public toilets were the 21st most important of the 29 included services and facilities. Satisfaction with public toilets have trended slightly lower over time, down 1.7% to 6.98, although it remains at a "good" level of satisfaction.



The following table outlines the responses received from the 35 respondents dissatisfied with the provision and maintenance of public toilets.

The two most common issues raised by respondents dissatisfied with public toilets related to a perception that they were insufficiently clean and a perception that there were an insufficient number of public toilets available in the municipality.

Several specific locations of concern were also identified by respondents.

Reasons for dissatisfaction with public toilets

Monash City Council - 2020 Annual Community Satisfaction Survey

(Number of responses)

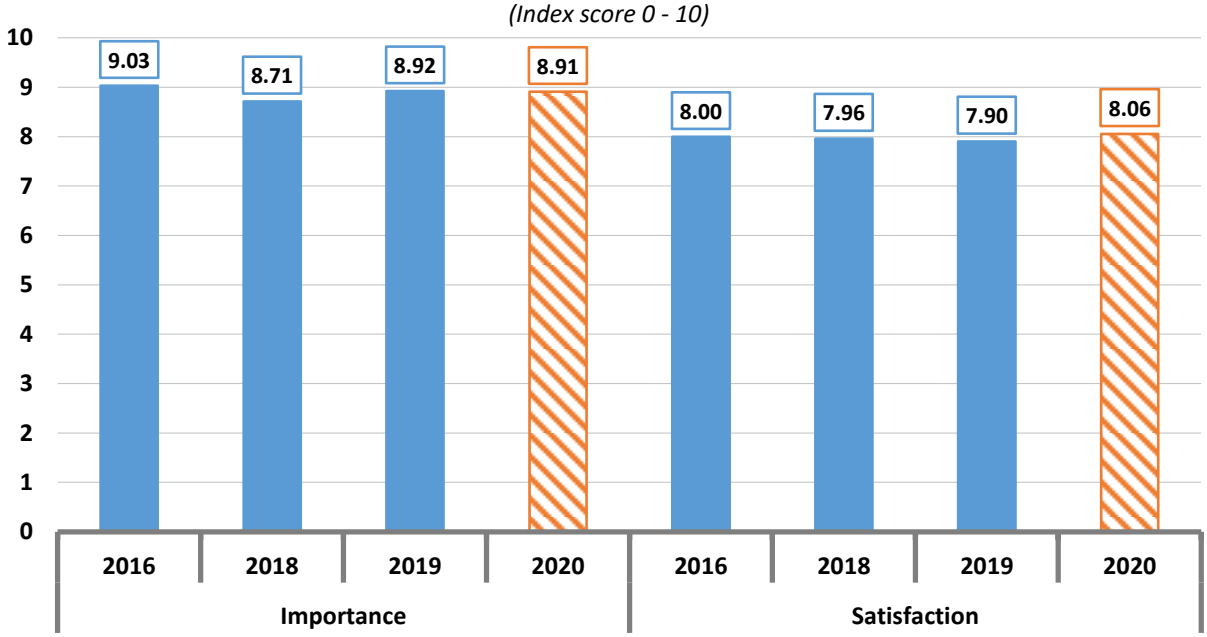
Reason	*Number*
Could be cleaner, dirty, hygiene is very bad	12
Need to be more, don't see enough around	11
Design of automatic doors	1
Hard rubbish should be at a better time	1
Most of them closed	1
Needs more regular maintenance and safety	1
Not enough and not clean in shopping centre	1
Not enough in Clayton and other areas. Closes too early. If there were no fast food areas, we would have problems in going to the toilets	1
Public toilets not available in parks	1
There is need of improvement in toilets in train station	1
Very unclean and full of water	1
Total	**32**

Specific locations of concern	*Number*
Near Glen Waverly station	2
Shopping areas	2
Chadstone	1
Community Centre Clayton	1
Corner of Waverley and Springvale Road	1
Davis Road toilet	1
Heatherton	1
Hughesdale Park	1
In Mount Waverley Shopping Centre	1
In Oakleigh overused and not enough in Oakleigh	1
Kingsway	1
Lack of public toilets in parks and playgrounds	1
At ovals, usually closed by 4pm but people use the ovals evenings, Mount Waverly / Ashwood	1
Northern Park	1
Not enough public toilets	1
Not many in shopping areas	1
Oakleigh Central	1
Parks	1
Shopping centres, Oakleigh	1
Shopping centres, playgrounds and train stations especially in Hughesdale	1
Soccer ground	1
Springvale station	1
Walking parks	1
Warrigal Road Park	1
Total	**26**

Provision and maintenance of local playgrounds

The provision and maintenance of local playgrounds was the 26th most important of the 29 included services and facilities. Satisfaction has remained essentially stable over time at an "excellent" level, and the 8.06 recorded this year is the highest score recorded for this service.

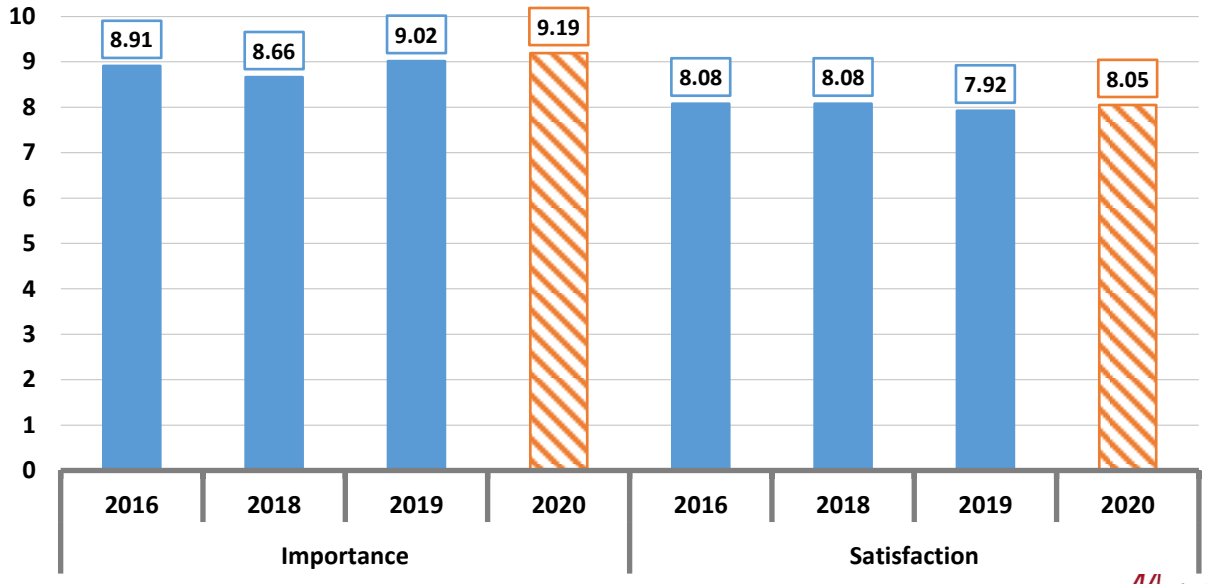
Importance of and satisfaction with provision and maintenance of local playgrounds
Monash City Council - 2020 Annual Community Satisfaction Survey
(Index score 0 - 10)



Provision and maintenance of parks, gardens, and reserves

The importance of the provision and maintenance of parks, gardens, and reserves was the eighth most important of the 29 included services and facilities. Satisfaction has remained stable over the four surveys at an "excellent" level, despite increasing 1.6% this year to 8.05.

Importance of and satisfaction with provision and maintenance of parks, gardens and reserves
Monash City Council - 2020 Annual Community Satisfaction Survey
(Index score 0 - 10)



The following table outlines the responses received from the 14 respondents dissatisfied with the provision and maintenance of parks, gardens, and reserves. A range of issues were raised, including bins, cleanliness, general maintenance, and the condition of grass.

Reasons for dissatisfaction with the provision and maintenance of parks, gardens and reserves

Monash City Council - 2020 Annual Community Satisfaction Survey

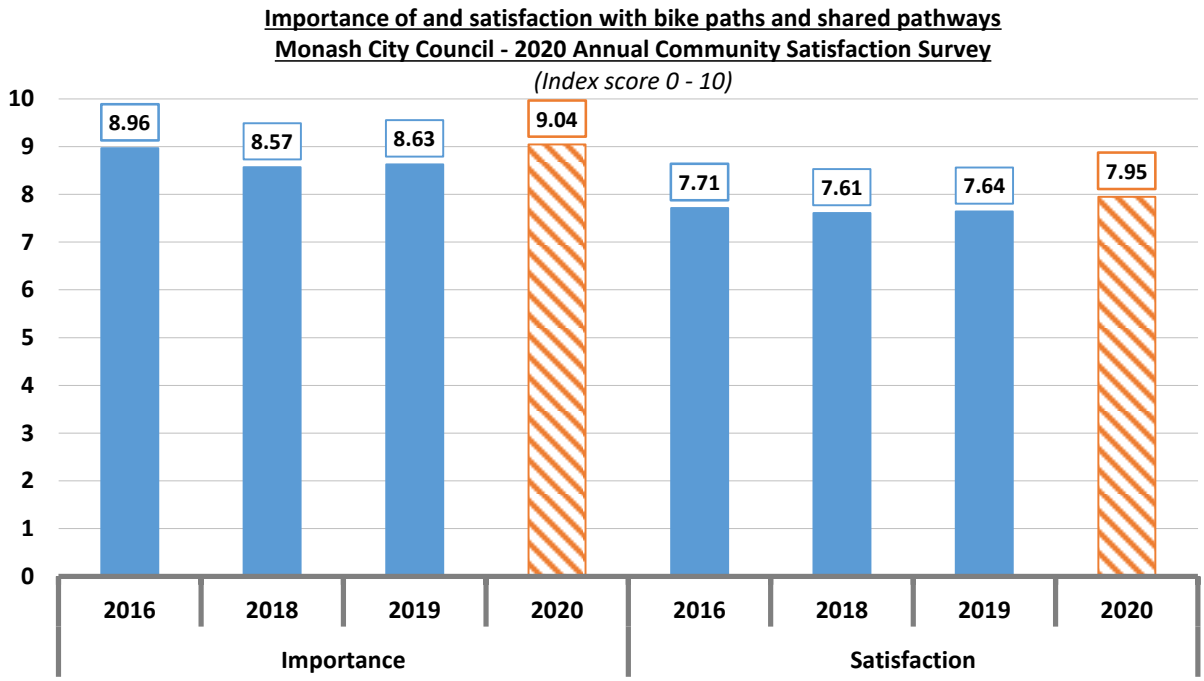
(Number of responses)

Reason	*Number*
Bins overflowing, no maintenance	1
Grass is not good	1
Grass not lawned, children kicking balls not safe, let dog to run free, without leash	1
I don't use them, I don't care	1
Less child facilities in parks	1
No water taps or toilets	1
Not good poor maintenance	1
Only for children, needs more elderly equipment	1
Poisonous mushrooms growing everywhere	1
Rubbish everywhere	1
The lake is full of weeds. Can't see the water	1
They are not kept well, not good play equipment	1
They are not maintained properly and no repairs have been done	1
They don't cut the grass enough	1
Warren Park, over 100 years, no maintenance and not upgraded, in poor state	1
Wheelers Hills tennis court people don't pick up dog poop and the smell is unbearable	1
Total	**16**

Specific locations of concern	*Number*
Bike track owned by Yarra water	1
Capital Avenue and Eastman Drive	1
Central Reserve	1
Davis Reserve	1
Ferntree Gully entrance park	1
Lagooen crescent	1
Notting Hill Park	1
Park in Genesis Road	1
Shepherd bush	1
Talboit Park	1
The one on Ferntree Gully Road	1
Valley Reserve	1
Warron Park	1
Whites Lane Reserve	1
Total	**14**

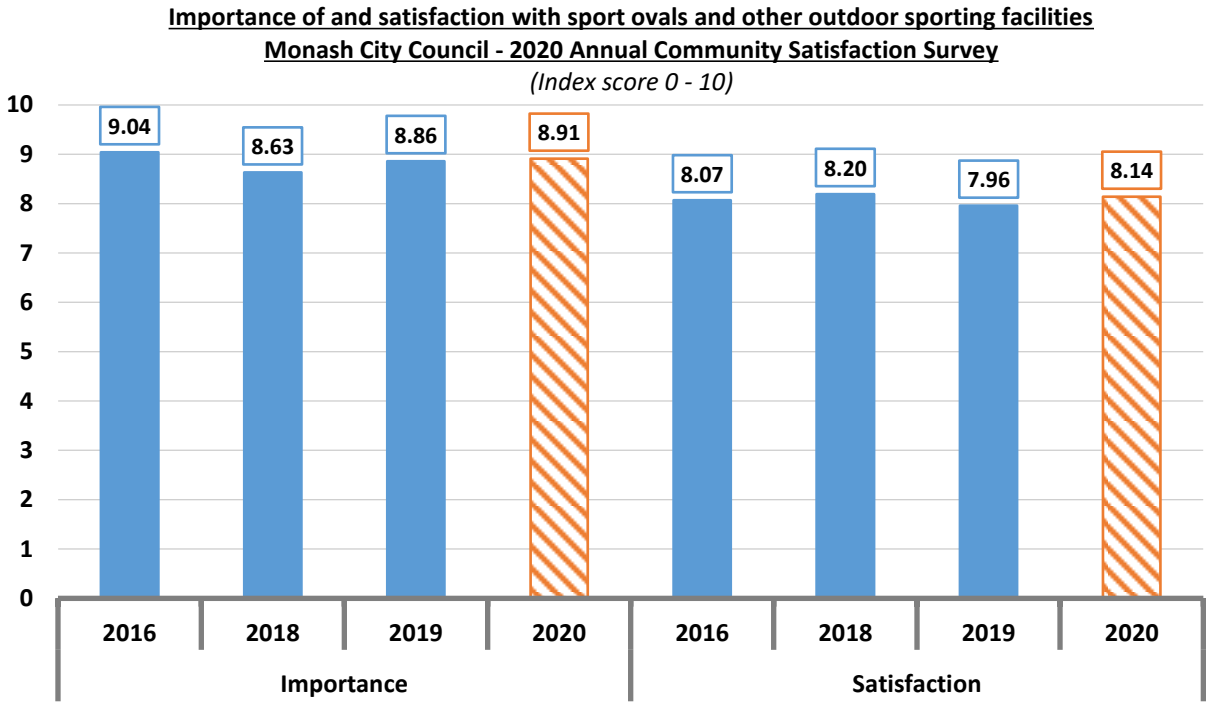
Bike paths and shared pathways

Bike and shared pathways were the 17th most important of the 29 included services and facilities, despite increasing measurably by 4.8% this year. Satisfaction also increased to its highest score, up 4.1% to 7.95. This is an "excellent", up from a "very good" level.



Sport ovals and other outdoor sporting facilities

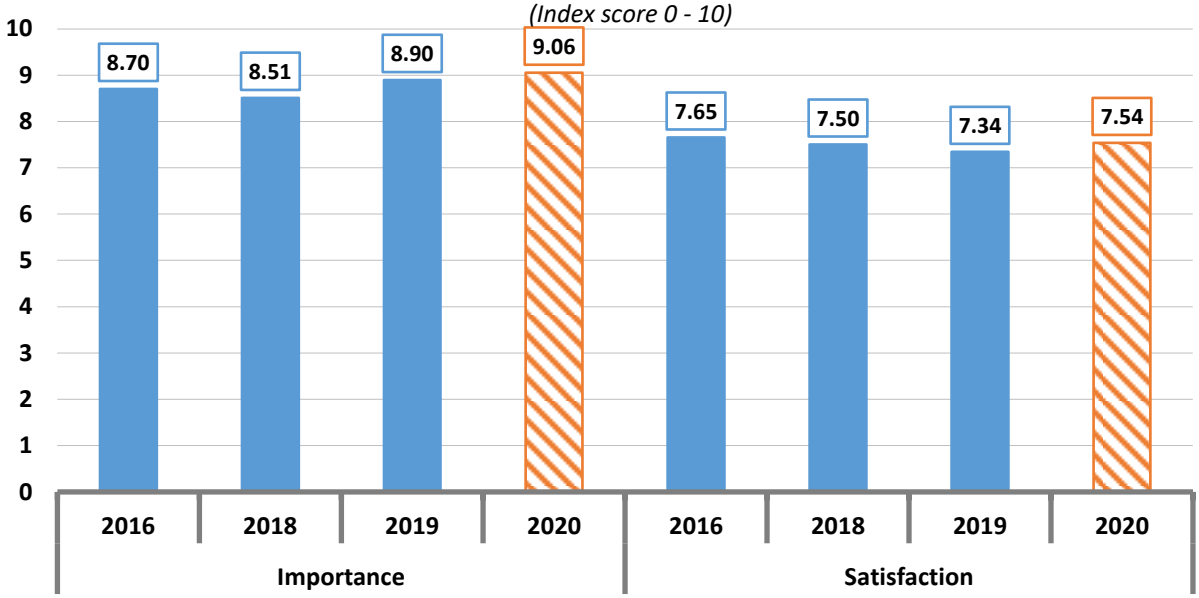
Sports ovals and other outdoor sporting facilities were the 25th most important of the 29 services and facilities. Satisfaction has remained essentially stable over time, despite increasing 2.3% this year. Satisfaction has been at an "excellent" level in each of four surveys.



Council activities to encourage environmental sustainability

Council activities to encourage environmental sustainability were the 15th most important of the 29 included services and facilities. Satisfaction increased 2.7% this year, reversing the decline recorded last year, and satisfaction remains at a "very good" level.

Importance of and satisfaction with Council activities to encourage environmental sustainability
Monash City Council - 2020 Annual Community Satisfaction Survey
(Index score 0 - 10)



The following table outlines the responses received from the 22 respondents dissatisfied with Councils activities to encourage environmental sustainability.

Reasons for dissatisfaction with Council activities to encourage environmental sustainability
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number of responses)

Reason	*Number*
Doing nothing about it, haven't seen any	9
Does not directly impact me, don't care	2
Council ideas on green issues are distorted, not adjust by diversity, oriented to developments, doing stuff by themselves	1
Council should assist with battery disposal as it is too hard	1
Don't actually see the Council's role	1
Live down the creek. Big houses being built and gardens being pulled out	1
No activities	1
No care for wild and local animals	1
No information provided for this, very important for next generation	1
Not happy with Council, other areas look better and Council not doing much	1
Not taking the environment in to consider	1
Taking away the parks, not enough open space	1
Too hard recycle batteries	1
Too much focus on canopy trees. Not enough focus on protecting people with solar panels	1
Total	**23**

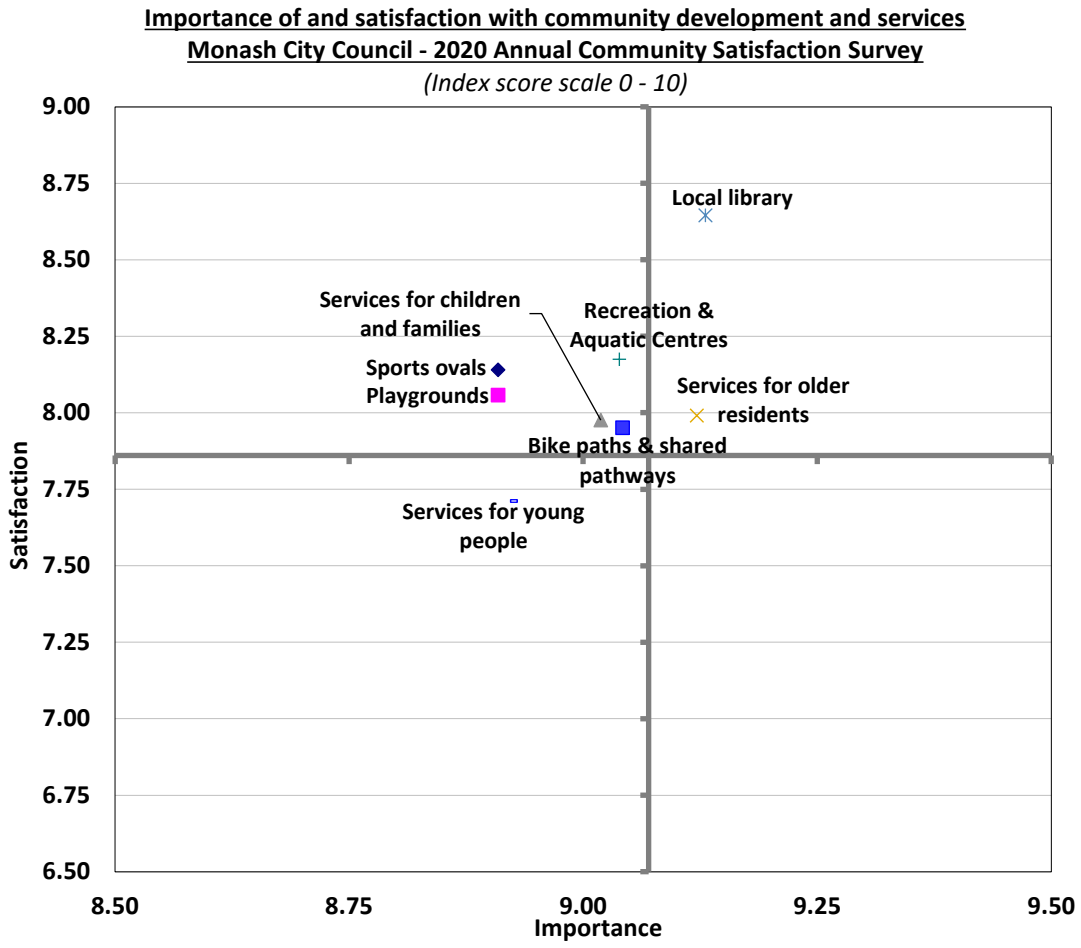
Community Development and Services division

The following graph provides a summary of the average importance of and satisfaction with the eight services and facilities provided by the Community Development and Services Division of Monash City Council.

The crosshairs represent the average importance and average satisfaction of all 29 Council services and facilities included in the 2020 *Annual Community Satisfaction Survey*.

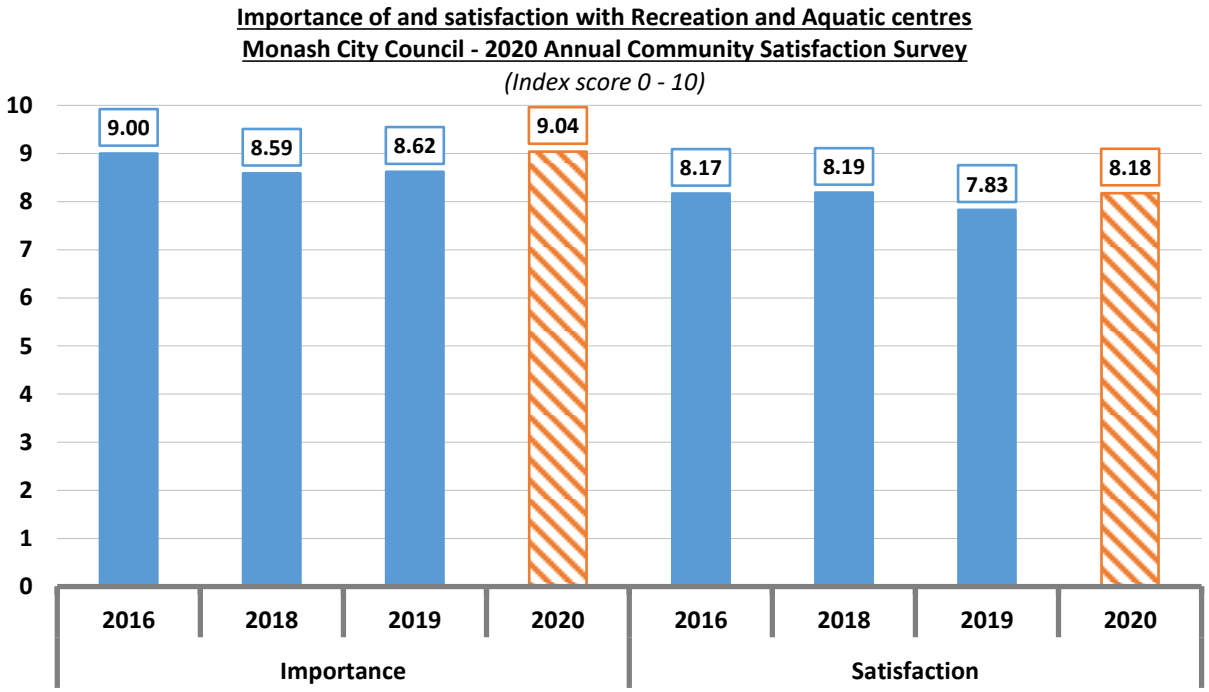
Metropolis Research notes that only two of these eight services and facilities were of higher than average importance (the library services and services for older residents). This is slightly unusual when compared to results typically observed, whereby it is often the case that services for children and families and to a lesser extent services for young people tend to be of higher than average importance. It was the case in previous years in the City of Monash that these two services were of higher than average importance. The variation this year may be random fluctuation, or maybe the result of the different methodology employed this year.

Except for services for young people, satisfaction with the remaining seven services and facilities were all higher than the average satisfaction with all 29 included Council services and facilities. Having said that, it is important to bear in mind that satisfaction with services for young people was rated at 7.71, which is a "very good" and almost an "excellent" level of satisfaction.



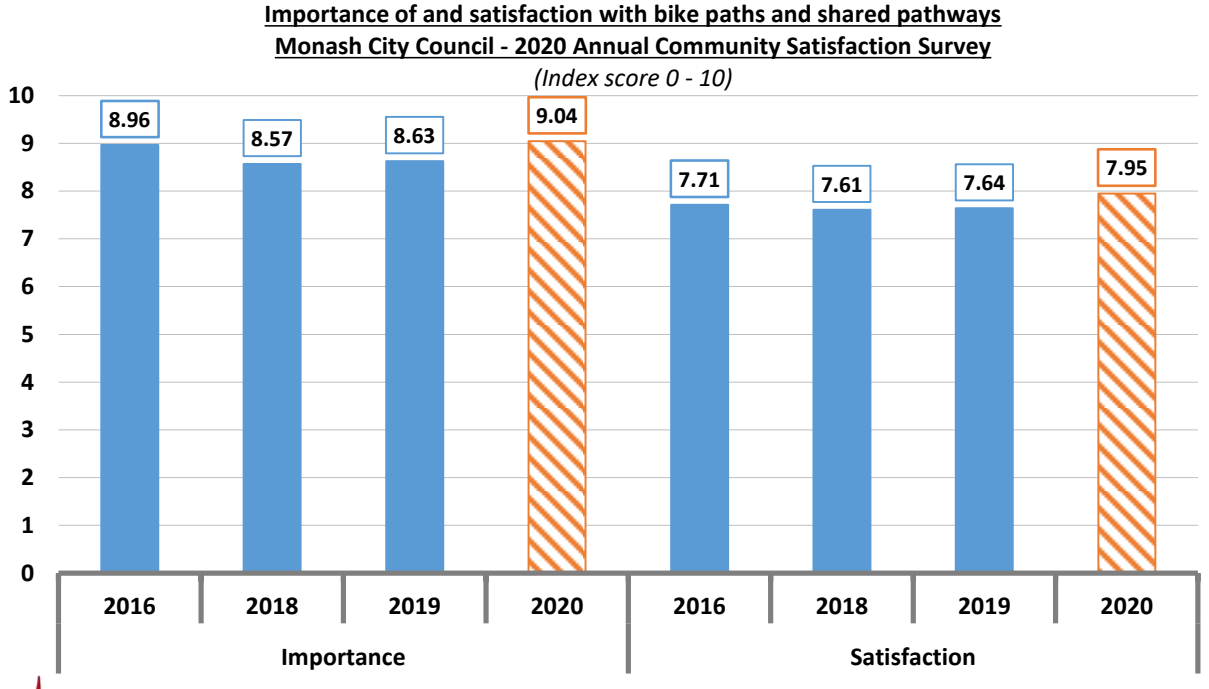
Recreation and Aquatic Centres

Recreation and Aquatic Centres were the 18th most important of the 29 included services and facilities. Satisfaction increased measurably by 4.5% this year, reversing the small decline recorded last year. Satisfaction has been at an "excellent" level in each of the four surveys.



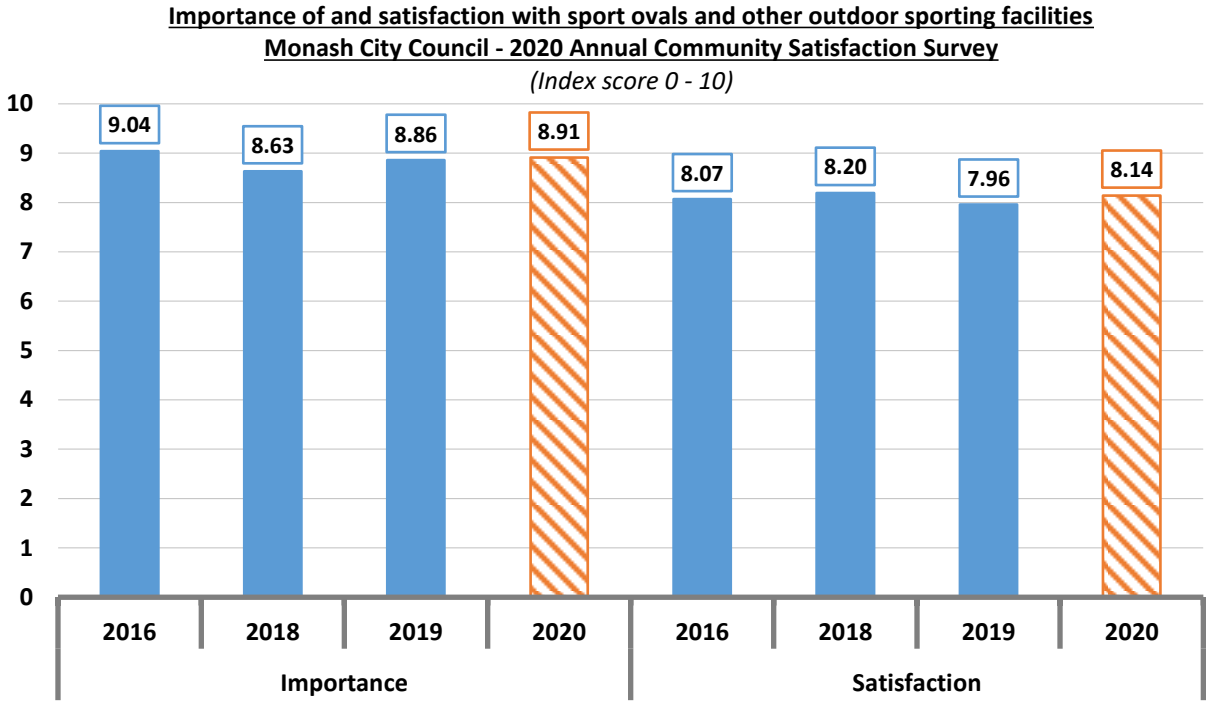
Bike paths and shared pathways

Bike and shared pathways were the 17th most important of the 29 included services and facilities, despite increasing measurably by 4.8% this year. Satisfaction also increased to its highest score, up 4.1% to 7.95. This is an "excellent", up from a "very good" level.



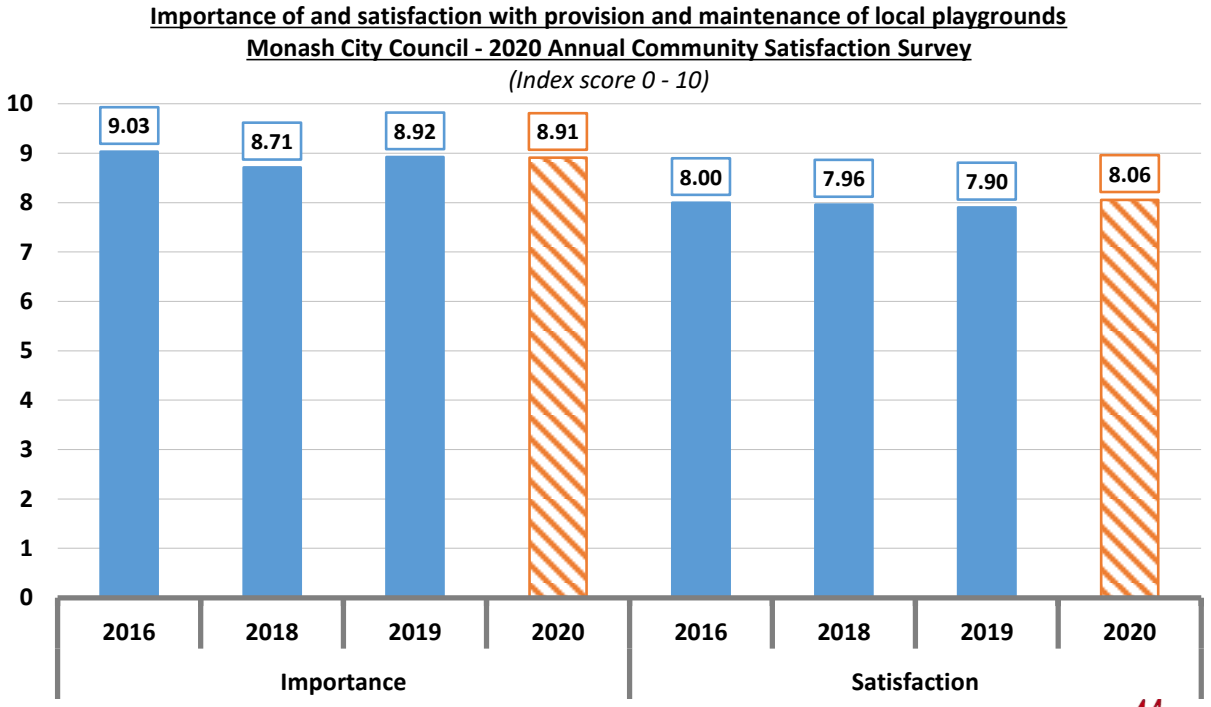
Sport ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 25th most important of the 29 services and facilities. Satisfaction has remained essentially stable over time, despite increasing 2.3% this year. Satisfaction has been at an "excellent" level in each of four surveys.



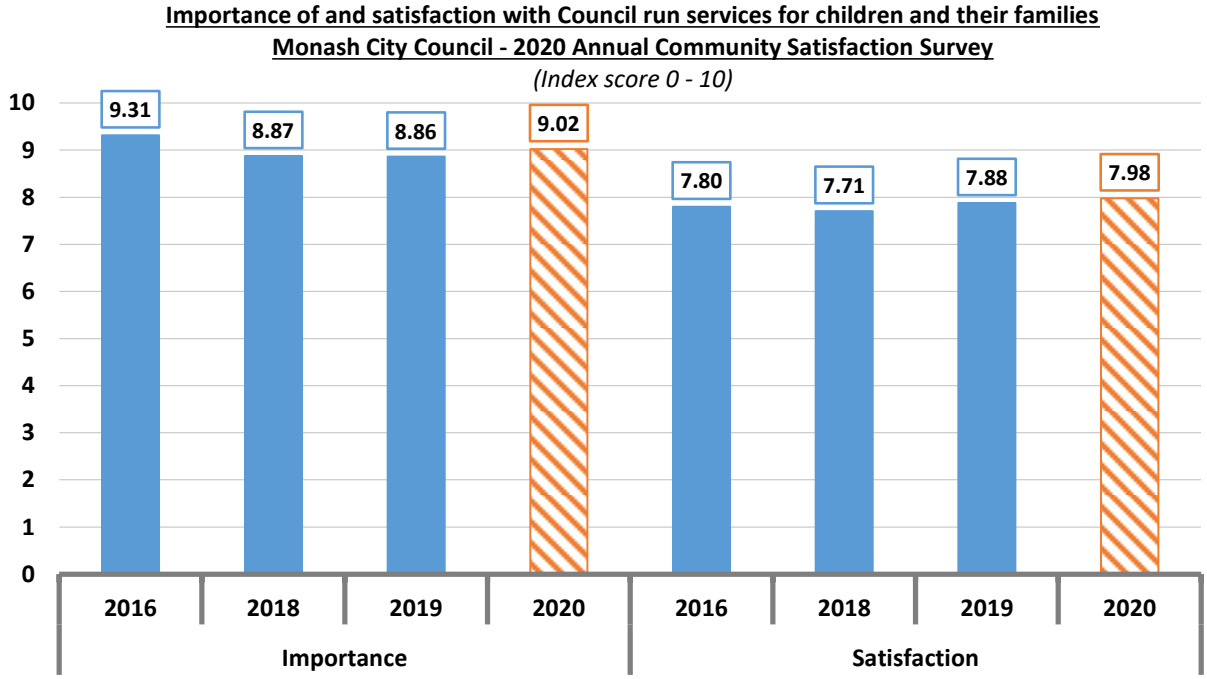
Provision and maintenance of local playgrounds

The provision and maintenance of local playgrounds was the 26th most important of the 29 included services and facilities. Satisfaction has remained essentially stable over time at an "excellent" level, and the 8.06 recorded this year is the highest score recorded for this service.



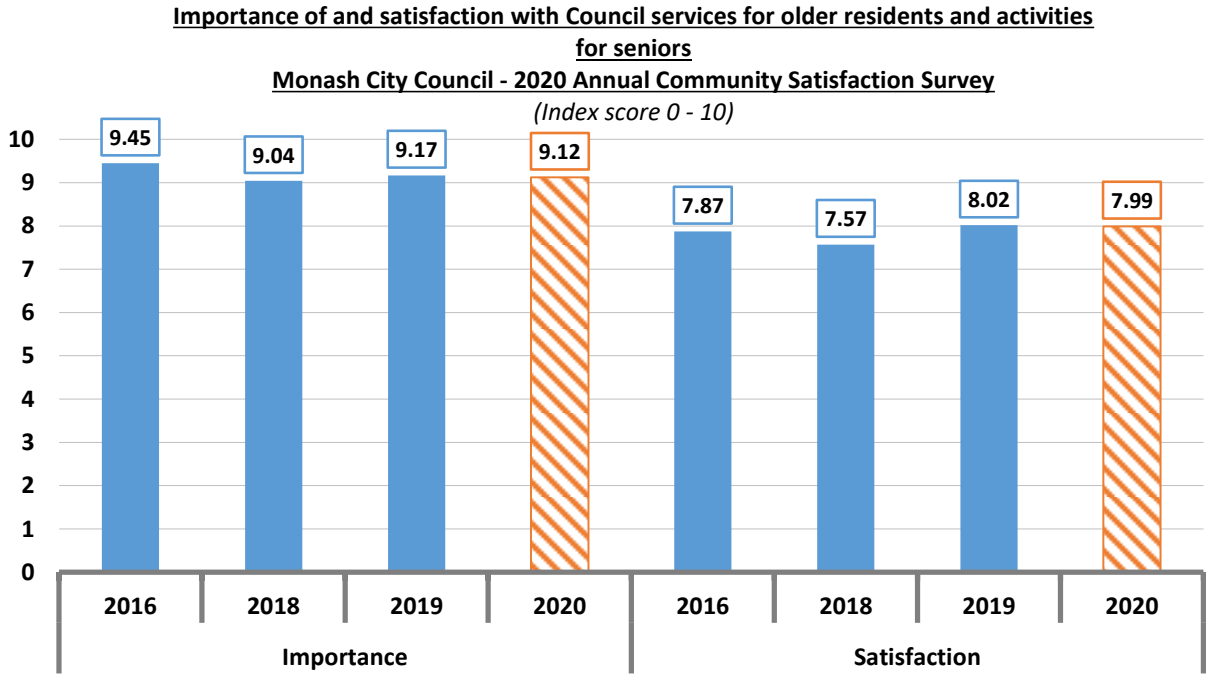
Council run services for children and their families

Council run services for children and their families were the 20th most important of the 29 included services and facilities. Satisfaction has remained essentially stable over time, despite increasing 1.3% to its highest level this year. This is an "excellent" level of satisfaction.



Council services for older residents and activities for seniors

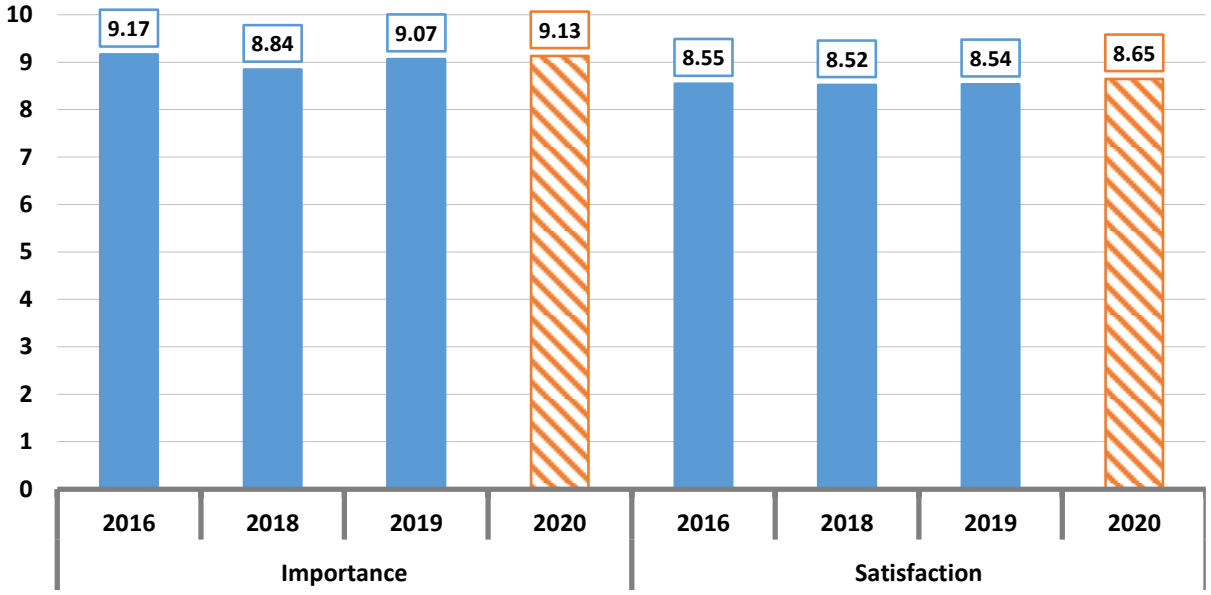
Council services for older residents and activities for seniors were the 12th most important of the 29 included services and facilities. Satisfaction remained essentially stable this year, down less than one percent to 7.99. This remains an "excellent" level of satisfaction.



Local library and library services

The local library and library services were the 11th most important of the 29 included services and facilities. This is unusually low ranking of importance compared to other municipalities. Satisfaction has remained very stable at an "excellent" level, despite increasing 1.3% to its highest level this year (8.65 out of 10).

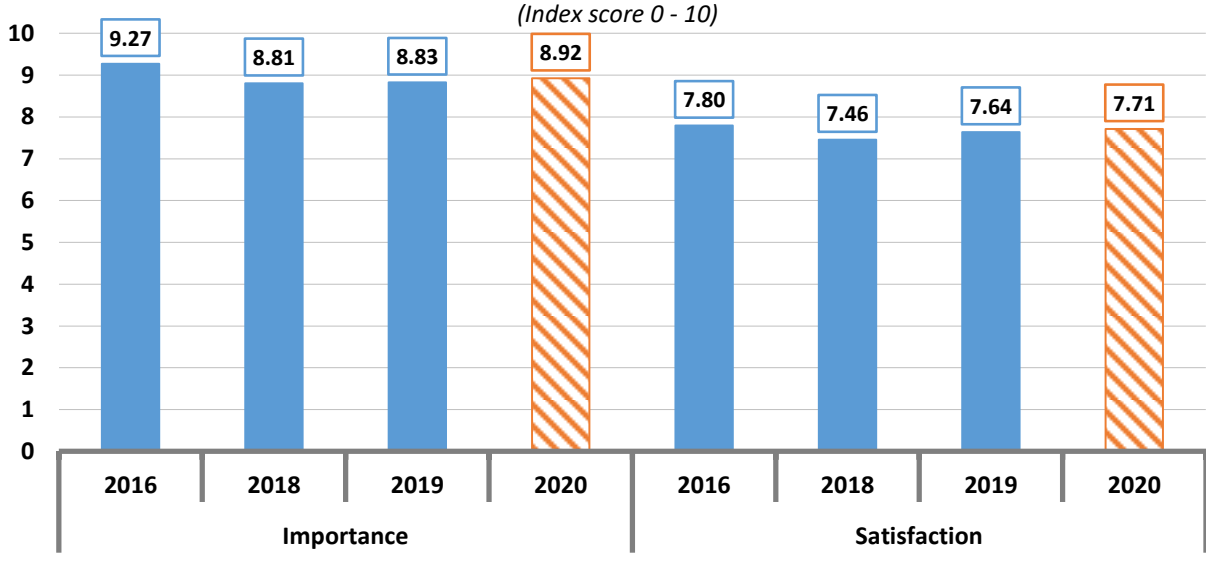
Importance of and satisfaction with local library and library services
Monash City Council - 2020 Annual Community Satisfaction Survey
(Index score 0 - 10)



Council run programs and activities for young people (10 – 25 years)

Council run programs and activities for young people were the 23rd most important of the 29 included services and facilities. Satisfaction increased less than one percent this year to 7.71. This is the highest level of satisfaction recorded for this service but remains "very good".

Importance of and satisfaction with Council run programs and activities for young people (10 - 25 years)
Monash City Council - 2020 Annual Community Satisfaction Survey
(Index score 0 - 10)



City Development division

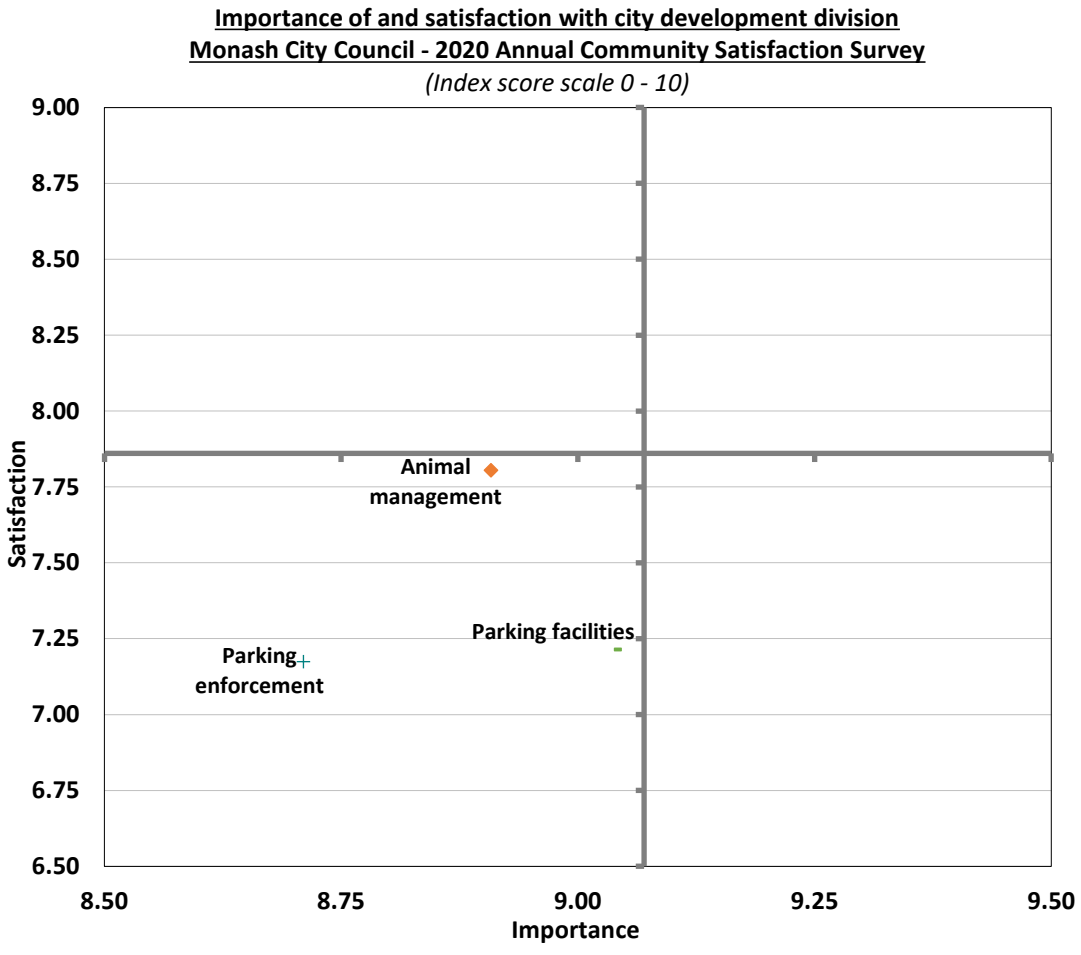
The following graph provides a summary of the average importance of and satisfaction with the three services and facilities provided by the City Development Division of Monash City Council.

The crosshairs represent the average importance and average satisfaction of all 29 Council services and facilities included in the 2020 *Annual Community Satisfaction Survey*.

It is noted that all three of these services were of lower than average importance, and all received lower than average satisfaction scores.

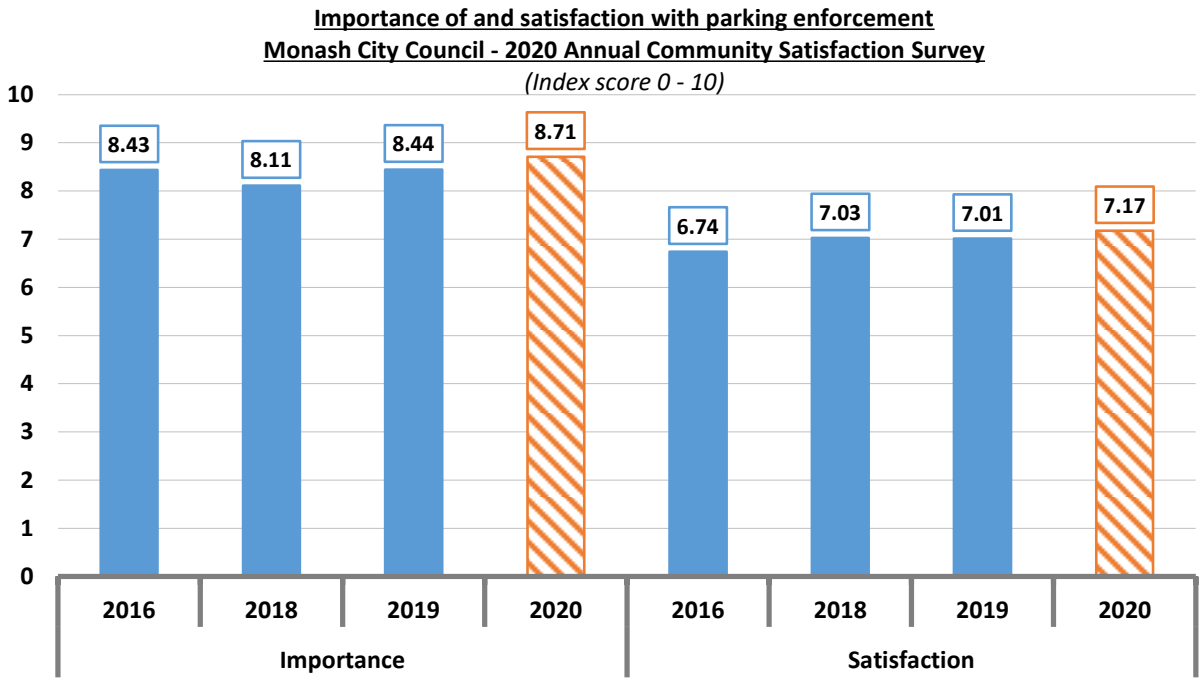
It is important to note that, despite receiving lower than average satisfaction scores, satisfaction with both parking enforcement (7.17) and the provision of parking facilities (7.21) were both rated at "good" and almost "very good" levels of satisfaction.

Metropolis Research notes that parking enforcement is often the service receiving the lowest or near lowest levels of satisfaction. This also tends to result in lower than average importance scores as well, given the nature of the parking enforcement service. Many respondents consider it to be of lower than average importance because of their dissatisfaction with the extent of parking enforcement and how it may impact on them personally.



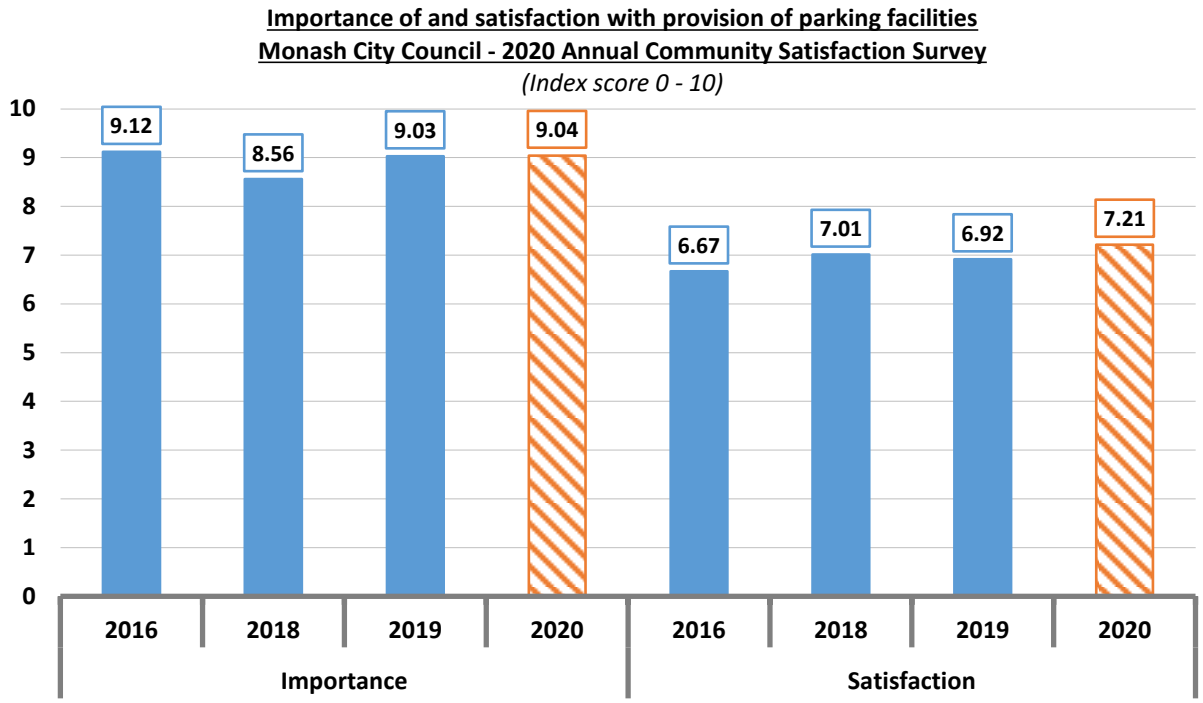
Parking enforcement

Parking enforcement was the 28th most important of the 29 included services and facilities, despite increasing 3.2% this year. Satisfaction has trended marginally higher over time, up 2.3% this year and up 6.4% since 206, although it remains at a "good" level.



Provision of parking facilities

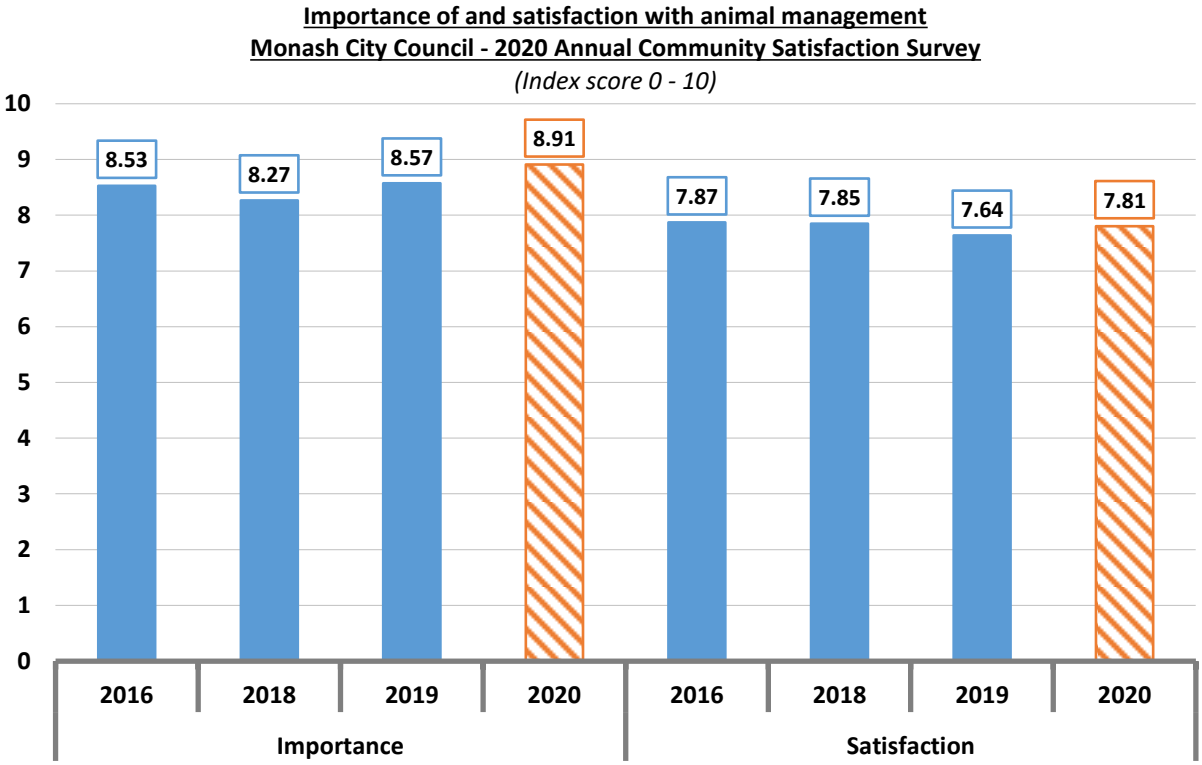
The provision of parking facilities was the 19th most important of the 29 included services and facilities. Satisfaction with parking facilities has trended higher over time, up measurably by 4.2% this year and 8.1% since 2016. It remains this year at a "good" level of satisfaction.



Animal management

The importance of animal management increased measurably this year, up four percent to 8.91, which ranks the service the 24th most important of the 29 included services and facilities.

Satisfaction with animal management has remained relatively stable over time around the long-term average of 7.79. Satisfaction increased 2.2% this year, reversing the decline recorded last year. Satisfaction is again at an "excellent", up from "very good" level.



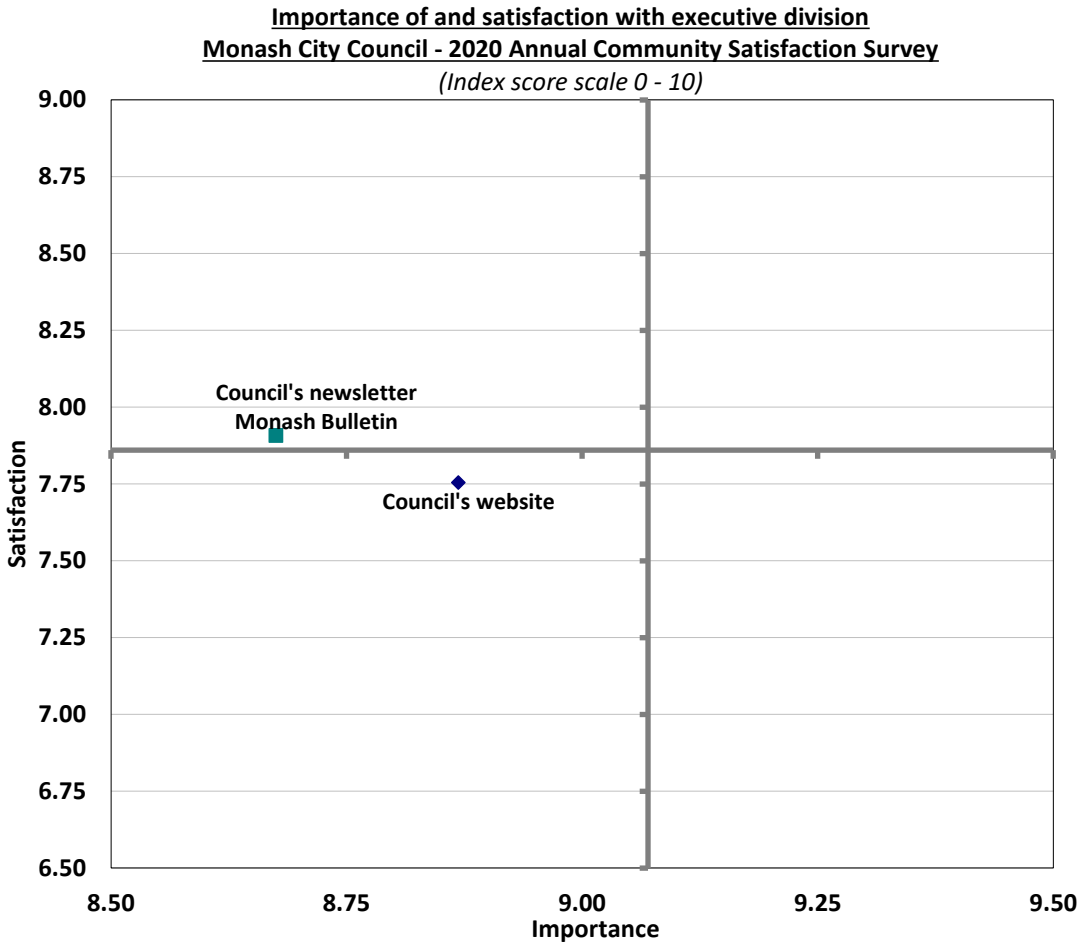
Executive division

The following graph provides a summary of the average importance of and satisfaction with the two services and facilities provided by the Executive Division of Monash City Council.

The crosshairs represent the average importance and average satisfaction of all 29 Council services and facilities included in the 2020 *Annual Community Satisfaction Survey*.

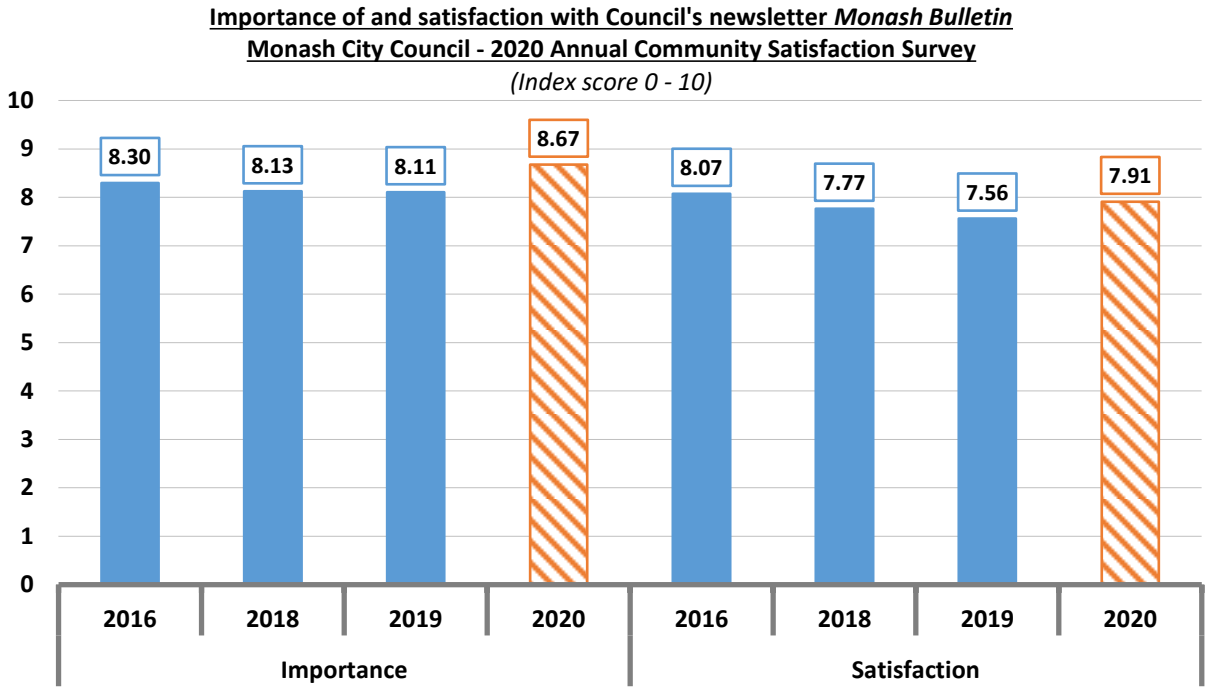
Both communication related services received lower than average importance scores. This is always the case, in that respondents will rate the importance of service delivery (such as roads, garbage collection, health and human services) as more important than communication services. This is even though, in many parts of this report, respondents have made clear that effective communication from Council is an important factor influencing their satisfaction with the performance of Council.

It is noted that satisfaction with both the *Monash Bulletin* and the Council website were rated at "excellent" levels of satisfaction, and both are at close to record levels of satisfaction this year.



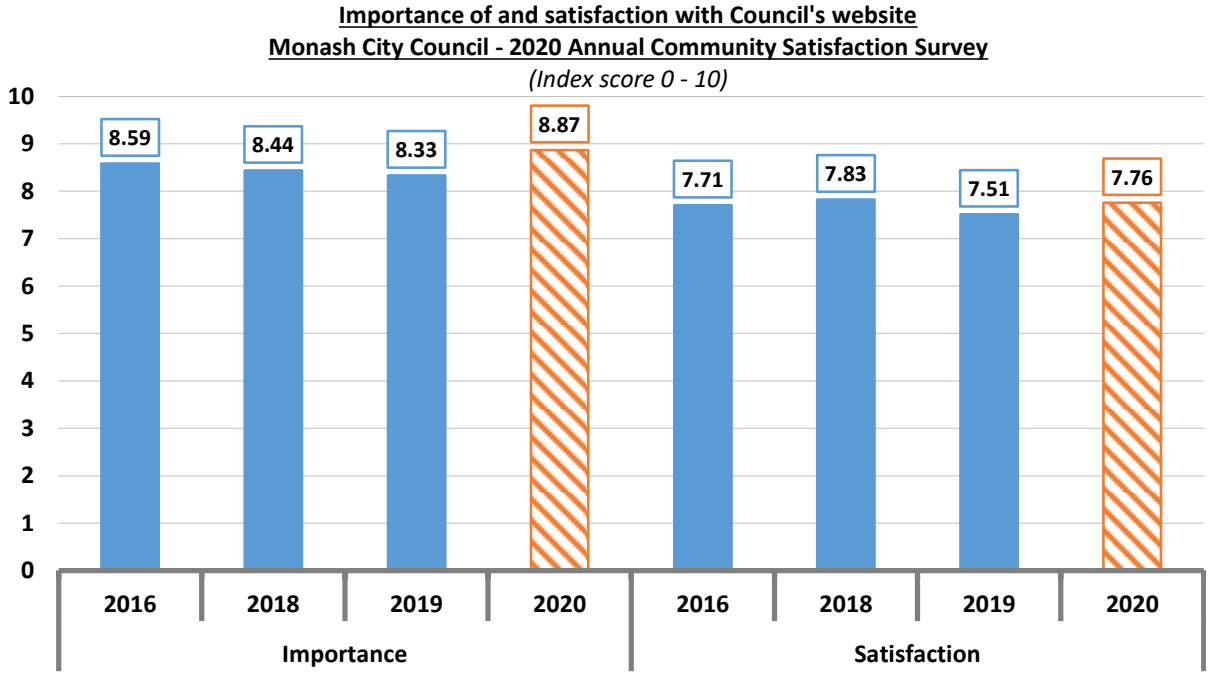
Council's newsletter *Monash Bulletin*

The Monash Bulletin was the least important of the 29 included services and facilities, despite increasing 6.9% this year and had an importance score of 8.67 out of 10. Satisfaction also increased, up a measurable 4.6% to 7.91. This is an "excellent", up from a "very good" level.



Council's website

The Council website was the 27th most important of the 29 included services and facilities, despite increasing 6.5% this year. Satisfaction also increased, up 3.3% to 7.76. This is an "excellent", up from a "very good" level of satisfaction.



Planning for population growth

Respondents were read the following preamble:

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

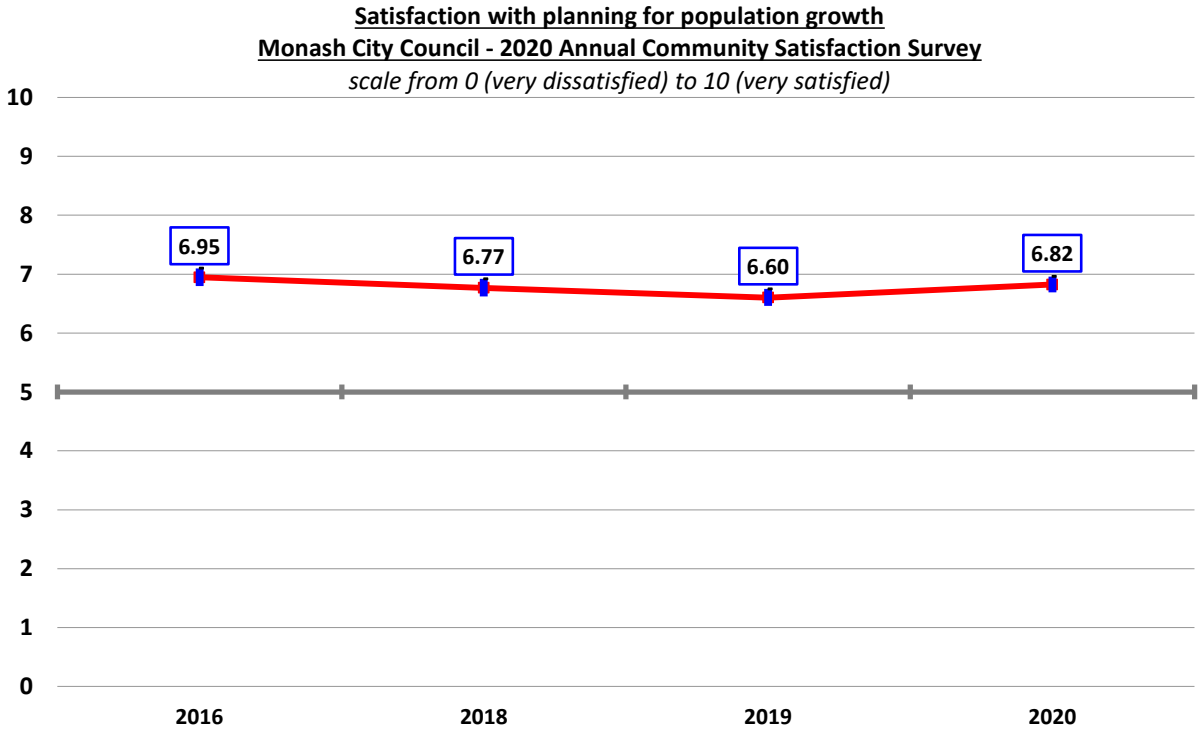
Respondents were then asked:

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

Satisfaction with planning for "population growth by all levels of government" increased notably this year, up 3.3% to 6.82, although it remains at a "good" level.

Metropolis Research notes that satisfaction with planning for population growth has remained relatively stable around the long-term average of 6.78, which is best categorised as a "good" level of satisfaction.

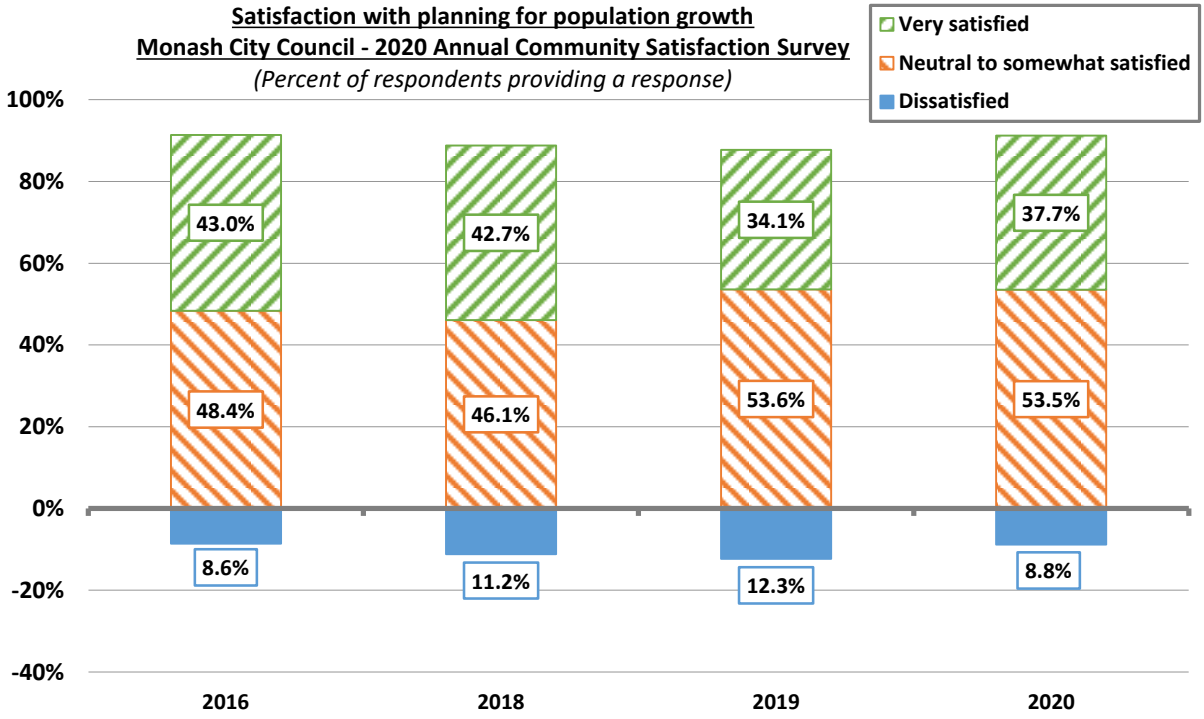
By way of comparison, the 2019 metropolitan Melbourne average satisfaction with planning for population growth was 6.22, or a "solid" level of satisfaction.



The following graph provides a breakdown of this average satisfaction score into the proportion of respondents who were "very satisfied" (rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (rated satisfaction from five to seven), and those who were "dissatisfied" (rated satisfaction at less than five out of 10).

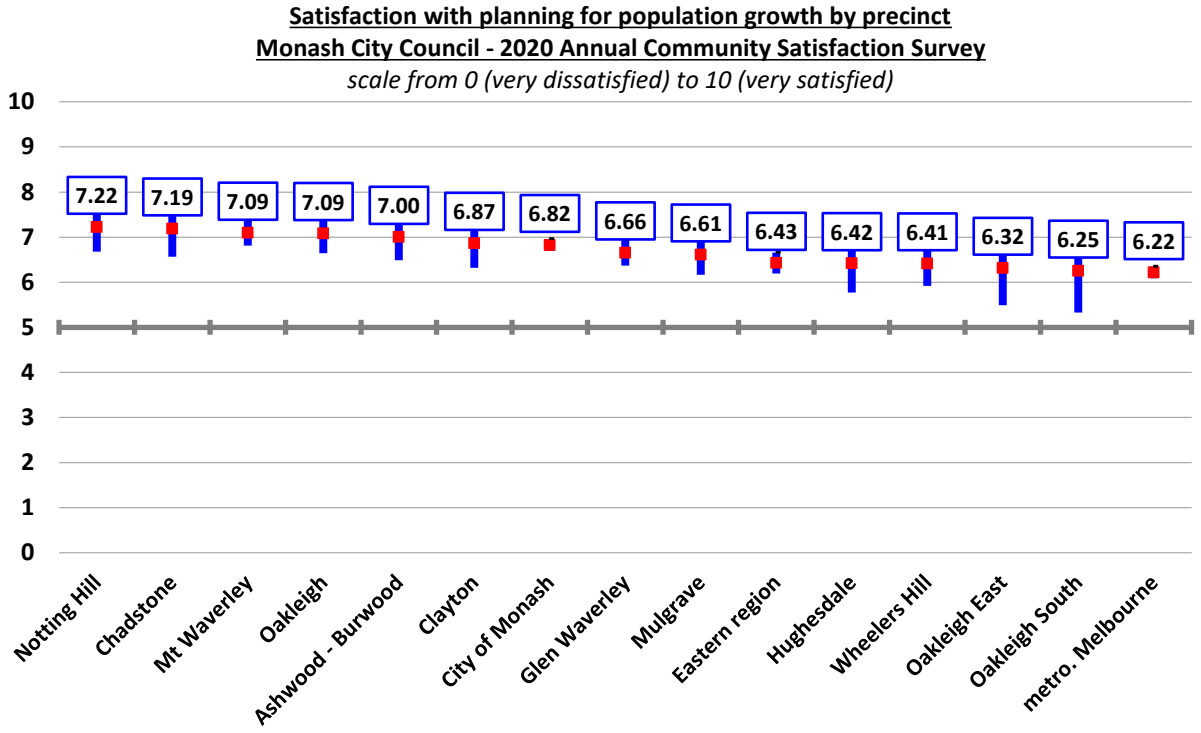
Consistent with the small increase in average satisfaction recorded this year, there was a small increase in the proportion of respondents "very satisfied" and a small decline in the proportion who were "dissatisfied".

Given the fact that planning and housing development is a significant issue, both for the City of Monash, as well as more broadly across metropolitan Melbourne, it is important to note that more than four times as many respondents in the City of Monash were "very satisfied" with planning for population growth by all levels of government, than were dissatisfied.



There was no statistically significant variation in satisfaction with planning for population growth observed across the 12 precincts comprising the City of Monash.

Having said that, it is worth noting that respondents from Hughesdale, Wheelers Hill, Oakleigh East, and Oakleigh South were somewhat less satisfied than average, and at a "solid" rather than a "good" level.



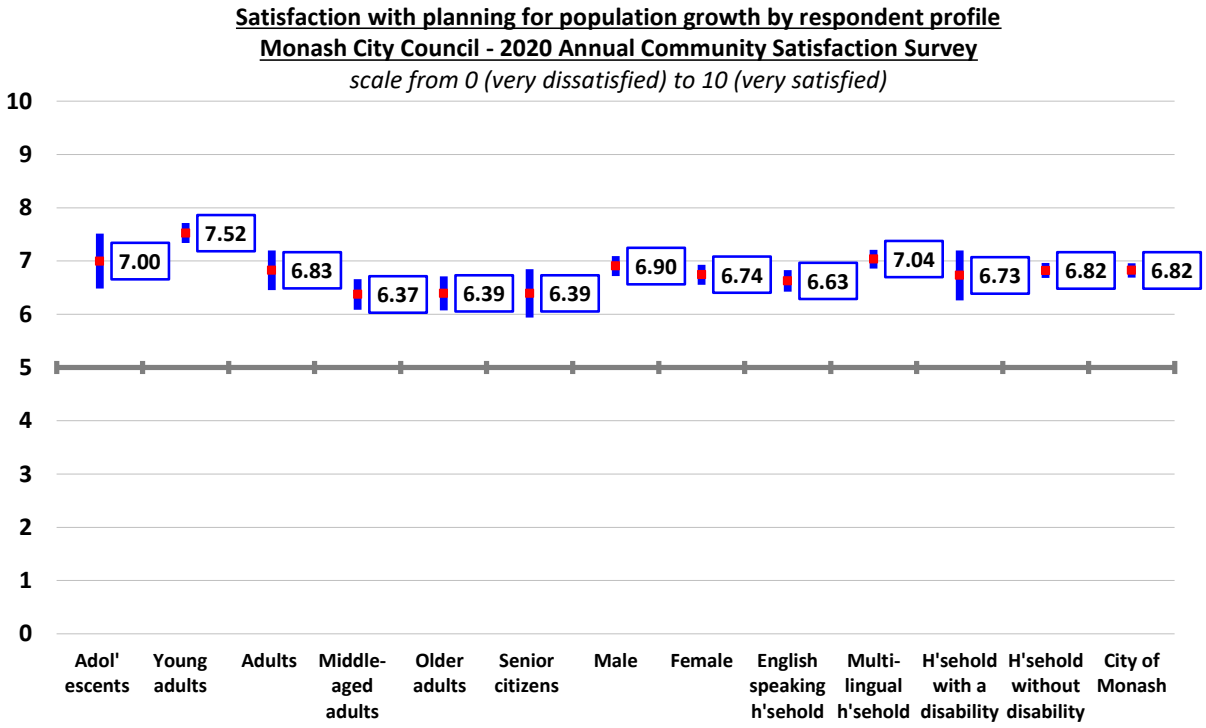
There was measurable and significant variation in satisfaction with planning for population growth by all levels of government observed by respondent profile, with attention drawn to the following:

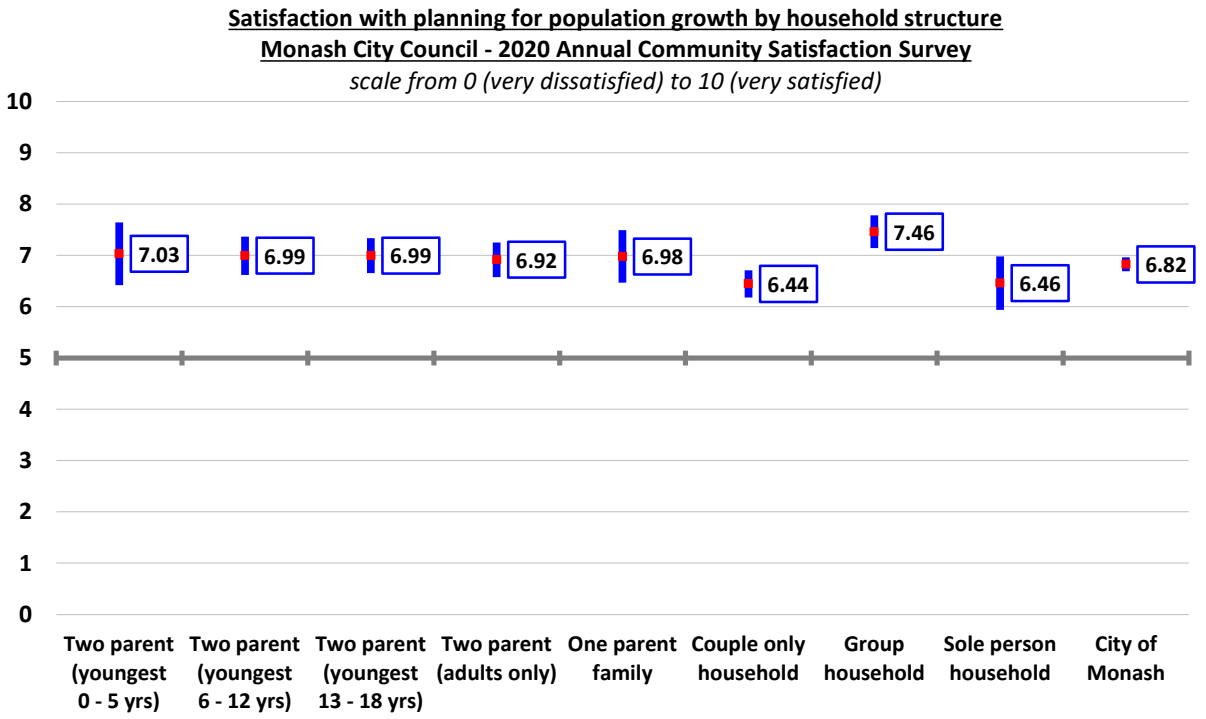
- ***Age structure*** – whilst young adults (aged 20 to 34 years) were measurably and significantly more satisfied with planning for population growth, middle-aged adults, older adults, and senior citizens (aged 45 years and over) were measurably less satisfied than average.

- ***Gender*** – male respondents were marginally, but not measurably more satisfied than female respondents.

- ***Language spoken at home*** – respondents from multi-lingual households were measurably and significantly more satisfied than respondents from English speaking households.

- ***Household structure*** – respondents living in couple-only and sole person households were measurably less satisfied than the municipal average.





Reason for dissatisfaction with planning for population growth

The following table outline the reasons why respondents were dissatisfied with planning for population growth by all levels of government.

The 60 respondents who were dissatisfied provided a total of 97 separately listed responses. These responses have been broken down into categories for each of understanding, as follows:

- ***Planning and development (66 responses)*** – relating to the perception of overdevelopment and its impacts on a range of factors.
- ***Impacts on infrastructure (10 responses)*** – relating to the perceived negative impacts of development on general infrastructure in the area.
- ***Parking, traffic, and roads (10 responses)*** – relating to the perceived negative impacts of population growth on parking, traffic, and roads.
- ***Services and facilities (5 responses)*** – relating to the perceived negative impacts of population growth on the provision of and demand for services and facilities

Reasons for rating satisfaction with planning for population growth less than 6
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number of responses)

Reason	*Number*
Planning and development / neighbourhood character	
It is becoming overpopulated with lot of units and apartments	9
Already feels overdeveloped	6
Lots high rise development	3
Allow too many developments	2
Allowing sub-division	2
Density of buildings in the area. Many houses in a small area	2
Do not like apartment blocks	2
There is no planning	2
Allow development without planning	1
Approval of plans of land with no infrastructure, the Council is money hungry	1
Cannot see how you can plan for that	1
Change planning scheme. Take notice of public feedback	1
Council should restrict the subdivisions, roads getting congestion, blocks of too many houses	1
Developer knocks at the door and threaten us to leave, tell us to keep the money otherwise will become the only household in the block, my parents suffer a lot, it is an intrusive attack	1
Do not like the tall buildings	1
Everybody is pushed into apartments and it is not good thing, need more planning	1
Getting too many massive homes	1
High rise buildings a disgrace in Waverly Gardens, Hainsworth St	1
High rise buildings in the area, not enough infrastructure	1
High rise buildings which is making it populated	1
High rise developments, no long-term planning for the residents, not healthy	1
I do not think they are good proper planning in terms of growing infrastructure	1

I live in a heritage area in Oakleigh and now they are destroying the history and greenery	1
Lots of houses two storey houses so not enough space for parking	1
Maintain single houses	1
No planning control in place, movement of population and transport	1
Not happy with the double storey building on one block	1
Stop planning, we lost the environmental sustainability	1
The character of Glen Waverley has changed because of new developments	1
The delay in the building permits but few of them get it very quickly	1
The units coming up are disgusting	1
Their population forecast is wrong, it is already rapidly increasing, and zoning provisions come late, property prices is very high as supply is not enough	1
There are no green spaces. It is getting filled with buildings	1
There are too many houses and ruining the area	1
There is inadequate control of overdevelopment. Not supported by infrastructure	1
There is too much occupancy and there are no trees	1
They always start something never finish it like the extension of roads	1
They are not planning for aged community	1
Too many poor buildings everywhere	1
Too much double dwelling	1
Too much growth and the govt is not ready for it, there is no infrastructure	1
Too populated in Glen Waverley, too many units, a lot of people	1
Townhouse getting small, parking both side on the streets	1
Two units in Mulgrave takes two years to approve, planning permit process streamline	1
Will become a slum very quick	1
Total	**65**

Infrastructure

Not enough infrastructure for population increase	3
Immigration figures going too high and no infrastructure	2
Infrastructure not in place	2
Because the growth too fast and there is no infrastructure	1
Infrastructure is terrible	1
Not enough infrastructure. Road networks	1
Total	**10**

Parking, traffic, roads, and public transport

There are too many people, street traffic is too busy	2
Too crowded and parking issue	2
Congestion on roads and parking, no place on the streets	1
Monash is already overpopulated, and you cannot increase the population, just look at the amount of traffic	1
Not coping now especially Springvale Road	1
Overpopulated, no parking accordingly	1

Road infrastructure needs to be worked on	1
Overdevelopment congestion of traffic	2
Total	**11**

Services and facilities

More public transport needed	2
Public transport is not enough to accommodate population	2
Lack of schools, recreation facilities and public transport in conjunction with the population increase	1
Total	**5**

Other

Do not know what they are doing	2
Do not like lower part of new Glen	1
Not being looked out	1
The activities of the Council are not transparent to the community	1
They are not doing enough	1
Total	**6**
Total	**97**

Planning and housing development

Given the need to reduce the size of the survey this year to facilitate its implementation by telephone rather than as a face-to-face interview, the planning section of the survey was reduced this year.

The survey includes only the set of questions relating to planning and development outcomes, including the design of public spaces, the protection of trees and vegetation on private property, and the appearance and quality of new developments.

The set of questions relating specifically to respondents personally involved in the planning approvals process was not included in the survey this year.

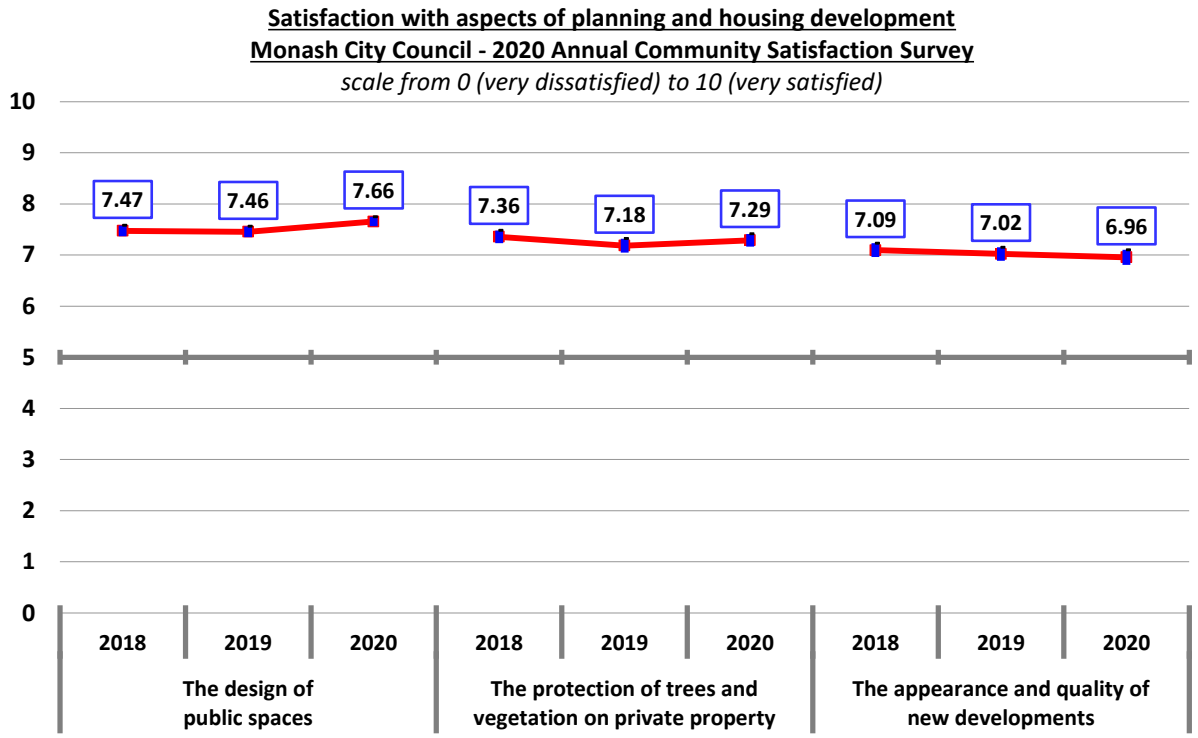
Satisfaction with aspects of planning and housing development

Respondents were asked:

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

Satisfaction with two of the three planning and development related outcomes increased marginally this year, whilst satisfaction with the appearance and quality of new developments declined very marginally, by less than one percent.

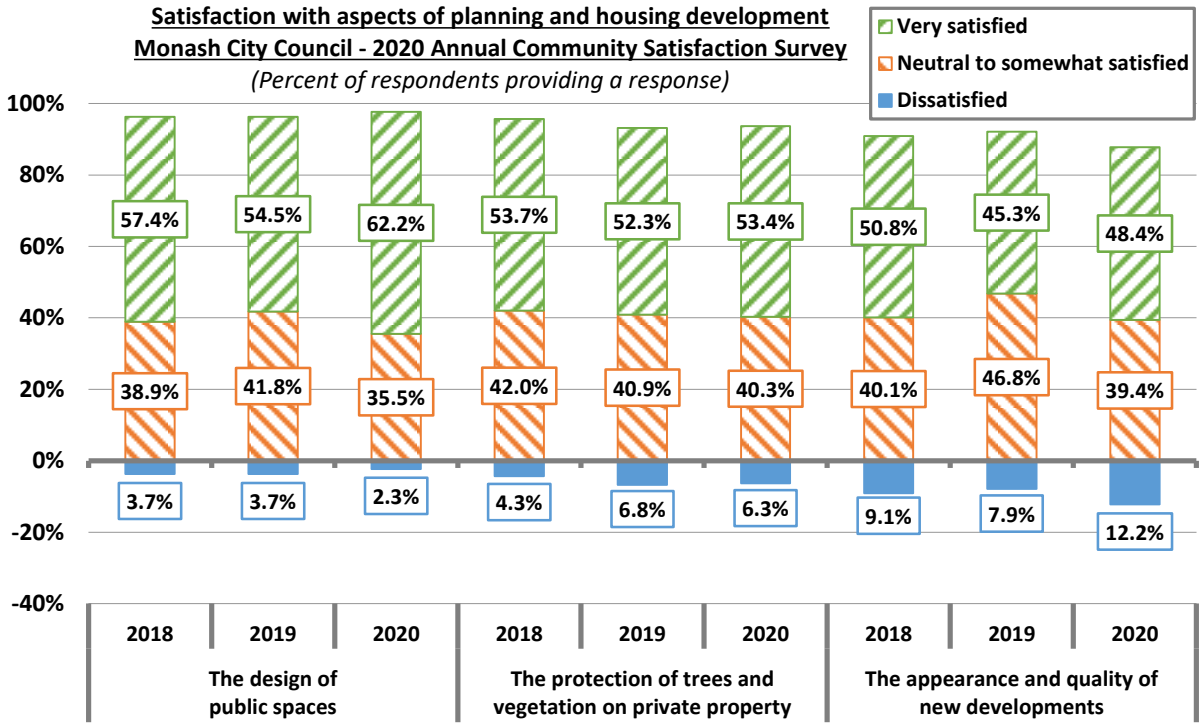
Satisfaction with the design of public spaces (7.66) and the protection of trees and vegetation on private property remain at "very good" levels, whilst satisfaction with the appearance and quality of new developments remains at a "good" level.



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

Particular attention is drawn to the fact that more than ten percent (12.2%) of respondents were dissatisfied with the appearance and quality of new developments, an increase on the 7.9% recorded last year and the 9.1% recorded in 2018.

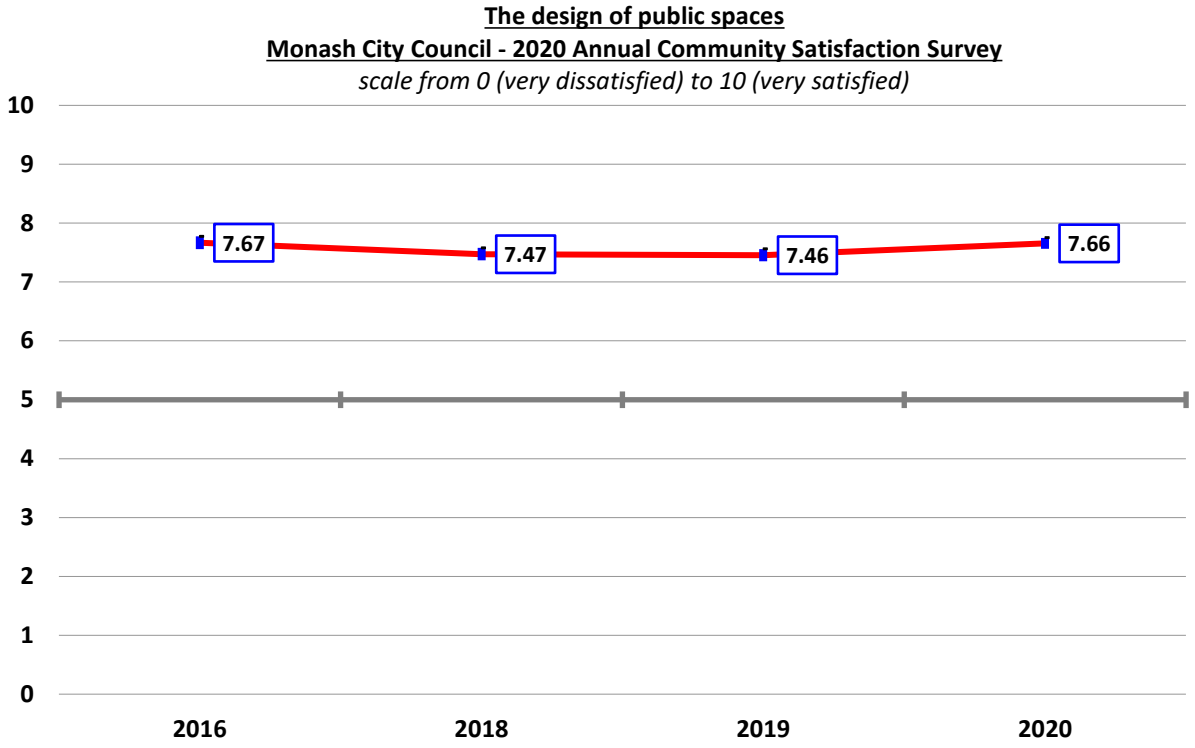
Metropolis Research notes that approximately four times as many respondents were "very satisfied" with the appearance and quality of new developments than were dissatisfied. This is an important point to bear in mind when interpreting community views about new developments in the municipality, given that there is still a substantial group of respondents who remain dissatisfied with new developments.



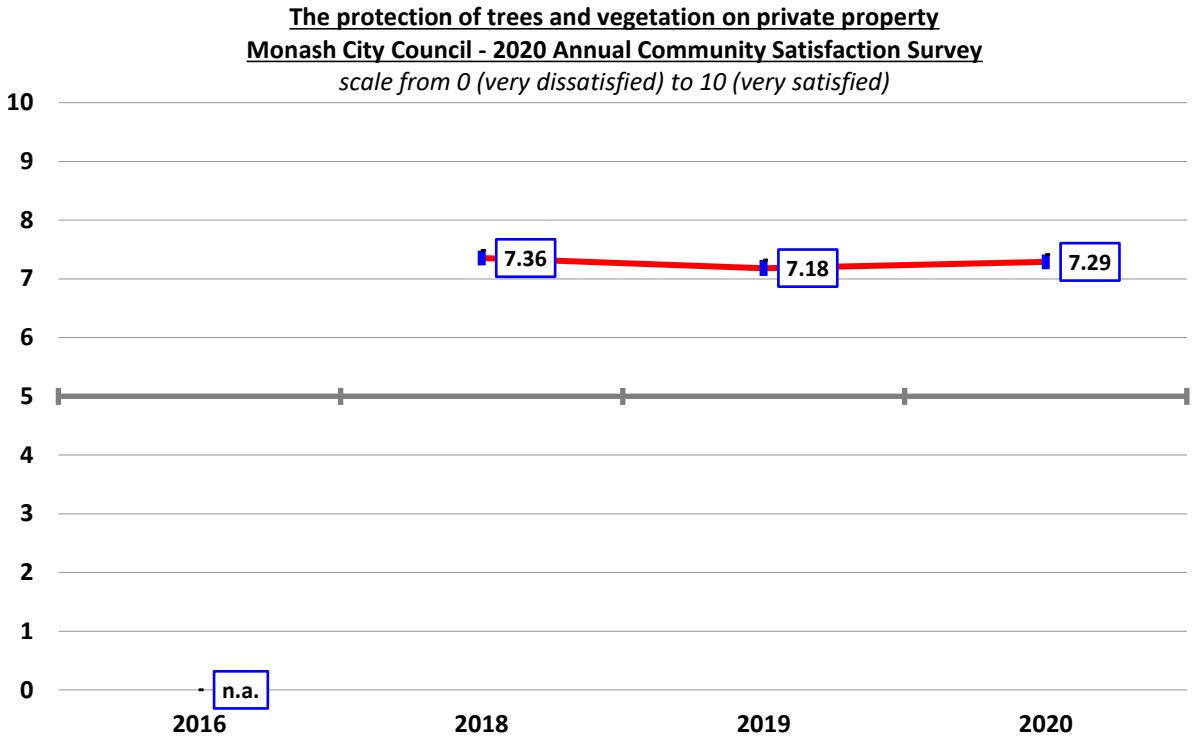
The following graph provides a comparison of satisfaction with two of the three planning and development outcomes against the metropolitan Melbourne and eastern region councils' average satisfaction. These comparison results are sourced from the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

Metropolis Research notes that satisfaction with both the design of public spaces and the appearance and quality of new developments was marginally but not measurably higher in the City of Monash than either the eastern region councils' or metropolitan Melbourne.

Satisfaction with the design of public spaces has remained relatively stable over the course of the four surveys at a long-term average of 7.57, or a "very good" level of satisfaction.

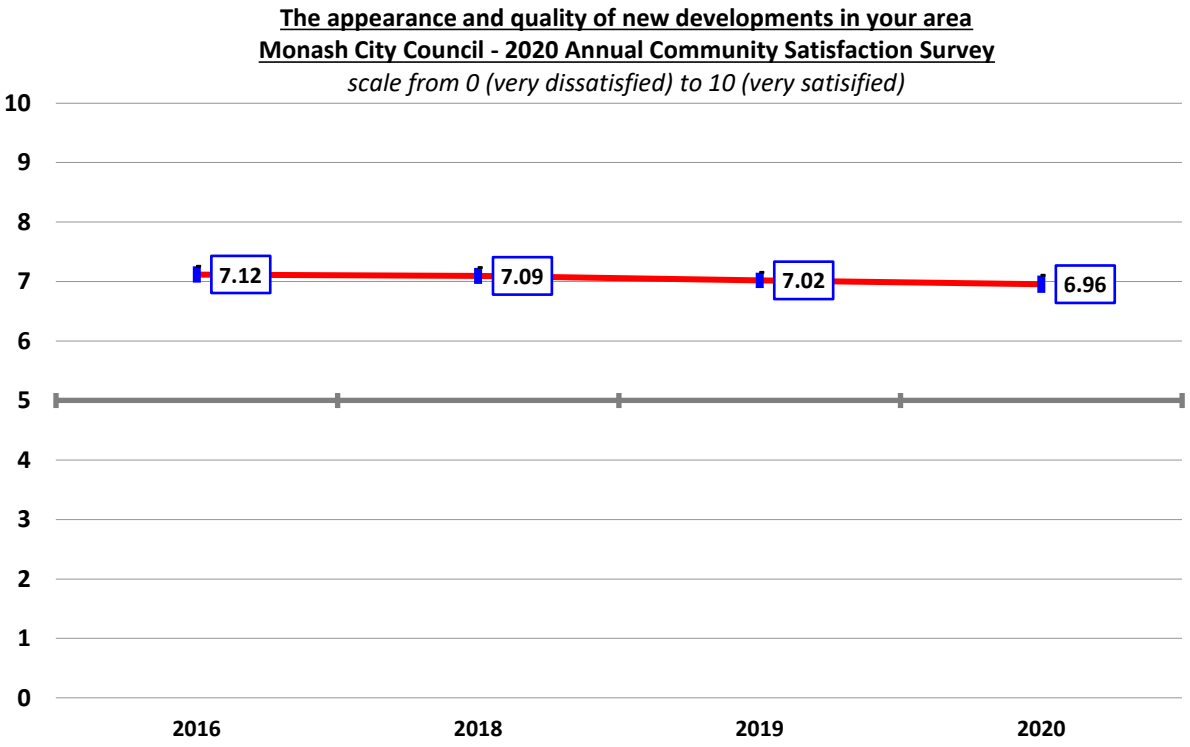


Satisfaction with the protection of trees and vegetation on private property has remained relatively stable around the long-term average of 7.28, or a "very good" level of satisfaction. Satisfaction was "good" last year but returned to "very good" this year.



Appearance and quality of new developments

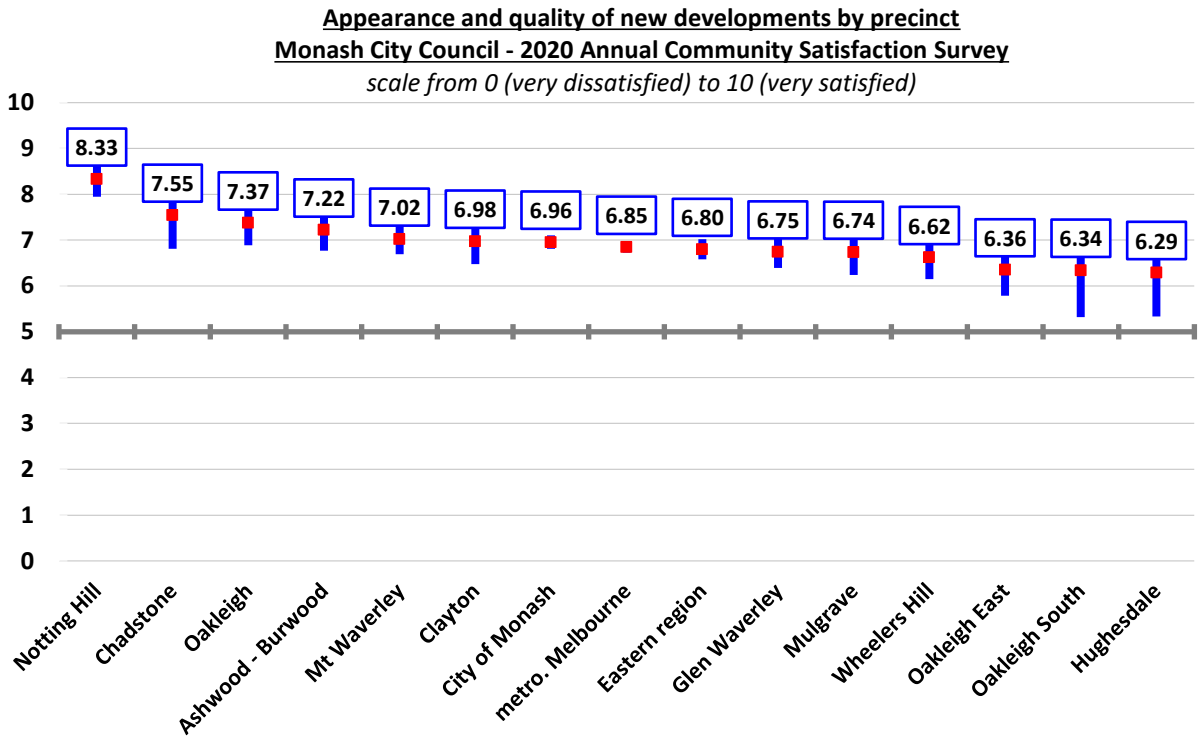
Satisfaction with the appearance and quality of new developments has remained very stable over the four years of the survey program at or around the long-term average of 7.05, or a "good" level of satisfaction. It is noted, however, that satisfaction has declined very marginally in each of the four surveys, although this decline is not statistically significant.



There was some statistically significant variation in this result observed across the municipality, with respondents from Notting Hill measurably and significantly more satisfied than the municipal average, and at an "excellent" level.

It is also noted that respondents from Oakleigh East, Oakleigh South, and Hughesdale rated satisfaction at "solid" levels, compared to the municipal "good".

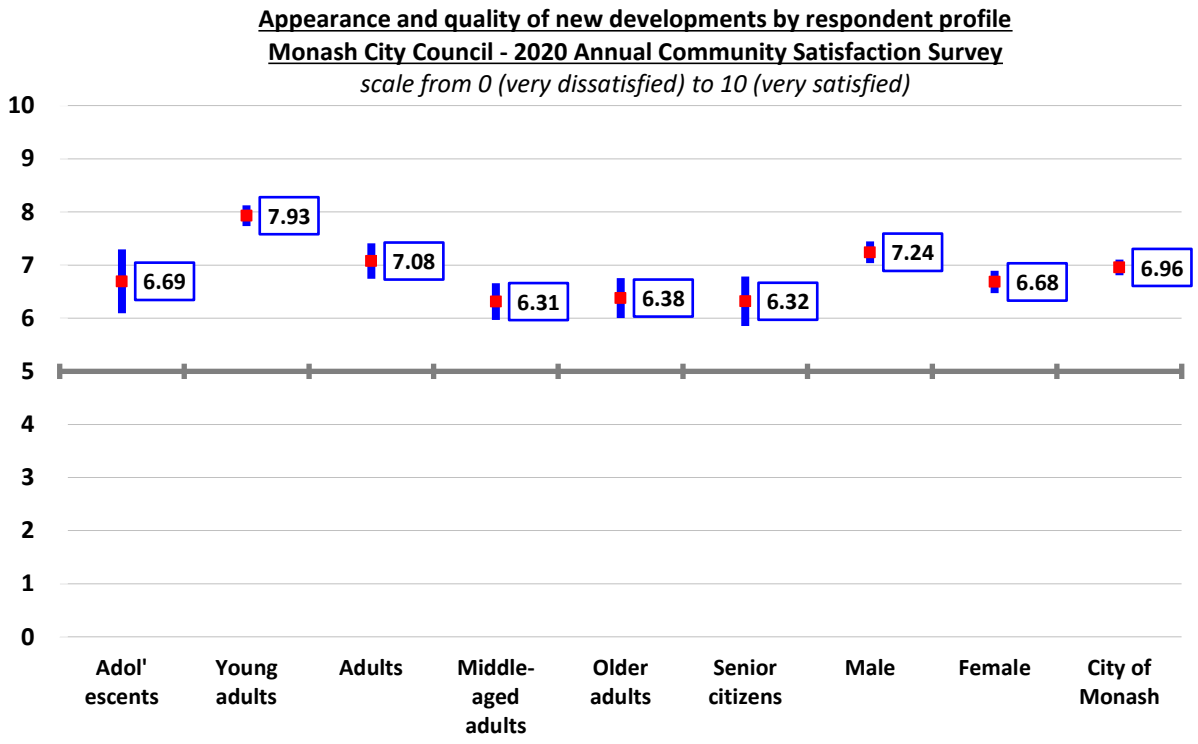
Given the variability in precinct sample sizes this year due to the changed methodology, some caution should be exercised in the interpretation of precinct level variation in satisfaction this year.



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

- ***Young adults (aged 20 to 34 years)*** – respondents were measurably and significantly more satisfied with the appearance and quality of new developments than the municipal average.
- ***Middle-aged, older adults and senior citizens (aged 45 years and over)*** – respondents were measurably and significantly less satisfied than the municipal average.
- ***Gender*** – male respondents were measurably and significantly more satisfied than female respondents.

Metropolis Research notes that this trend of middle-aged and older adults being less satisfied and young adults more satisfied with the appearance and quality of new developments is a well-established trend that has been consistently observed across metropolitan Melbourne for many years.



Examples of and comments about specific developments

The 92 respondents dissatisfied with the appearance and quality of new developments were asked why there were dissatisfied and if there were any specific developments of concern. The specific developments are included to provide some examples of the types of development with which respondents were most dissatisfied.

Consistent with the results recorded in previous surveys, the most common responses related to the perception that there is too much development, including specific apartments, and that development is "too dense".

Reason for dissatisfaction with the appearance and quality of new development
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number of responses)

Reason	*Number*
Too many developments / apartments / units. Too dense	20
High rise buildings are too many, smaller would be great	8
Buildings are too big, too high, and too many of them in general	7
A lot of them are ugly and on a cheap scale	6
Generally, high density units result in over parking	5
The houses are too big and less greenery / trees	5
Dual occupancies. The new houses have no character / no landscaping	4
Too many buildings / too many cars but not enough parking. All cars are on the street	4

Units create overcrowding of people / congestion	4
Nothing appealing. Only two-story boxes	3
They are causing too much congestion on the roads and the roads are narrow	3
Apartments are too big, no privacy	2
Not well suited for the area, inappropriate	2
Quality of buildings not good	2
Bit ghettoish. The units	1
Construction areas do not have monitoring for issues like dust control etc. Lots of muddied roads, more controls necessary	1
Council going over the top. Commercial interests by big businesses	1
I do not like the design of houses	1
In one block they are building two or three apartments which is not good	1
It should development in the right area	1
Multi-storey buildings ruining landscaping	1
Near the railway station apartments icon building	1
New houses	1
New houses take up a lot of block	1
No place for trees and it is just filled with concrete everywhere	1
No quality of life	1
Not happy at all	1
Old houses being knocked down for big houses and no backyards	1
Overdevelopment leading to over-crowding at stations	1
Private buildings, large residential developments	1
Small houses should not be encouraged	1
So many units being constructed, changing the character of the area	1
Suburban area is too packed, disturb the local roads parking	1
The new buildings in area are too big no regulations on shadows on neighbour's property and privacy	1
The overcrowded units which are 3-4 storeys	1
They are disgusting	1
They are getting busy because of more housing and not giving proper attention	1
They are inflexible for development	1
They are just big card boxes; town houses are better instead of the tall buildings	1
They are only interested in making money through new building and not taking care of the people who created the area	1
They are saying yes to every sort of development	1
They look good on the paper but not after the construction is over, and making it congested	1
Too close and too much public land is used	1
Ugly houses and apartment building, there are no enforcements about the empty space around them	1
Unplanned development no infrastructure such as schooling hospitals and high traffic congestion	1
Total	**106**

Specific sites identified by respondents	
All developments around the Glen	6
Any of the developments on the Warrigal Road, causing traffic congestion while coming Oakleigh station	1
Apartments along Dandong Road and lack of parking because of them	1
Atherton Road developments. 8 storey building	1
Atherton Road and William Street that looks ugly	1
Between Monash University and hospital too many houses in a single block	1
Bronze Road primary school area, blocks on Centre Road	1
Development near the Glen shopping centre	1
High rises near The Glen	1
Mt Waverley similar houses	1
No new developments on Springvale Road	1
Size of buildings on Ferntree Gully, too high density, will cause problems later	1
Talbot quarry	1
The buildings they are allowing to be built are too big in Wheelers Hill area	1
The Glen and units too big ruining neighbourly feel	1
The Glen, the high-rise on Burwood Highway, it is shocking what the Council is allowing to be built	1
The old age home is being built at Wheelers Hill. Why put old people on a hill? We already have too many old age homes	1
They have destroyed Kingston Golf Course	1
Too many in Kingsway Glen Waverly. Congestion	1
Towers around The Glen will create issues	1
Town houses and Oakleigh Central high rises	1
Warrigal road near corner with Dandenong Road	1
Waverly State Park	1
Total	**28**
Total	**134**

Communication and consultation

Participation in Monash community engagements

Respondents were then asked:

"Have you participated in a Monash community engagement in the last two years?"

Approximately one-sixth (16.1%) of respondents reported that they had participated in at least one type of Monash community engagement in the last two years, excluding this survey.

The two most common forms of engagement with which respondents had engaged were surveys (7.1%) and a community meeting or workshop (6.3%).

Participated in a Monash community engagement in the last two years
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	*2020*	
	Number	*Percent*
A survey (such as this one)	57	7.1%
Community meeting or workshop	51	6.3%
Made a submission or objection	27	3.4%
Council presence at an event	18	2.2%
Listening Post	4	0.5%
None, this is my first time	640	79.5%
Total responses	**797**	
Respondents who had engaged with Council by at least one method in the last 2 years	*129 (16.1%)*	

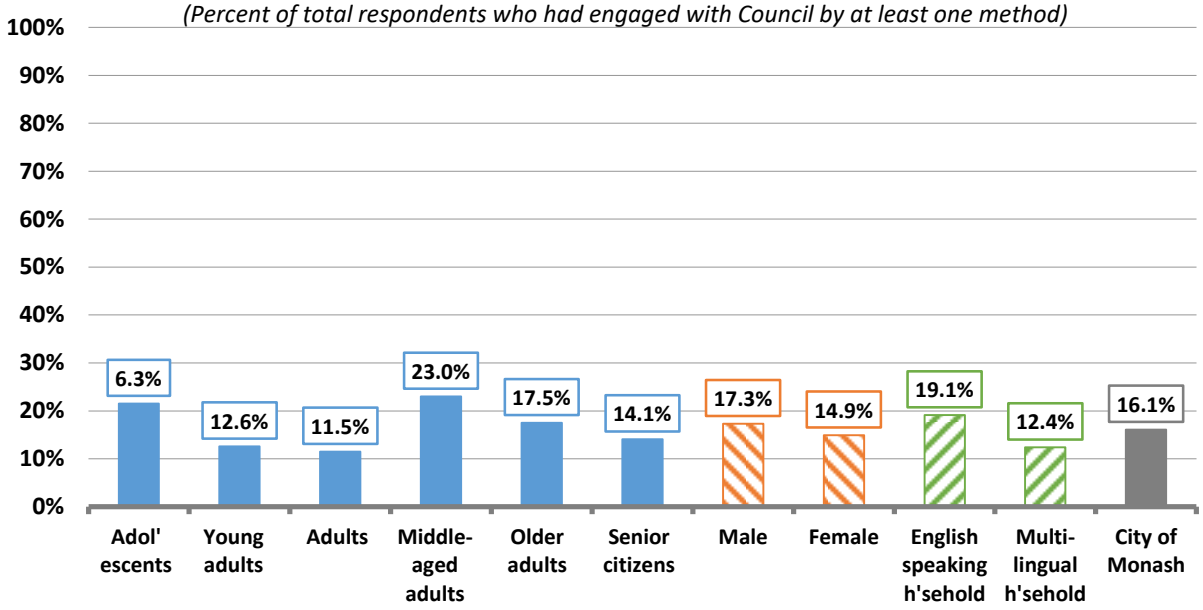
The following graph provides a comparison of the proportion of respondents who had participated in a Monash community consultation in the last two years by respondent profile, including age structure, gender, and language spoken at home. Attention is drawn to:

- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were measurably more likely to have participated in a Monash community engagement than the municipal average.
- ***Young adults and adults (aged 20 to 44 years)*** – respondents were somewhat, albeit not measurably less likely than average to have participated.
- ***Language spoken at home*** – respondents from English speaking households were measurably more likely than respondents from multi-lingual households to have participated.

Metropolis Research draws particular attention to the fact that the age group of respondents most likely to participate in community engagement activities with Council, are also the age group of respondents who typically report the lowest levels of satisfaction with Council's overall performance. This does not reflect poorly on the performance of community engagement activities, rather it highlights the fact that this group of respondents tends to be more engaged with activities in the municipality.

This age group also often have more significant concerns in relation to the exercise of local government. This may include for example, concerns around planning and development.

Participated in a Monash community engagement in the last two years
Monash City Council - 2020 Annual Community Satisfaction Survey
(Percent of total respondents who had engaged with Council by at least one method)



Type of consultations

Respondents were then asked:

"In what types of consultations, if any, would you be interested in participating?"

Approximately half (49.3%) of respondents nominated at least one type of consultation in which they would potentially be interested in participating. These respondents nominated an average of almost two preferred types of consultations. The most common types of consultation in which respondents were potentially interested in participating were related to decisions about the natural environment (26.1%).

Preferred types of consultations in which to participate
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	*2020*	
	Number	*Percent*
Decisions about the physical environment	210	26.1%
Formal Council plans and policies	161	20.0%
Ongoing engagement on services for community wellbeing	159	19.8%
Research and evaluation of services	121	15.0%
Regulatory matters	100	12.4%
Total responses	**751**	
Respondents preferring at least one type of consultation	*396 (49.3%)*	

Preferred ways of providing views to Council

Respondents were then asked:

"What ways would you prefer to provide your views to Council?"

The overwhelming majority (84.2%) of respondents nominated at least one method by which they would prefer to provide their views to Council. These respondents nominated an average of approximately 1.5 methods.

This question was asked of all respondents, not just those who nominated at least one type of consultation in the previous question.

This question therefore provides a more general answer regarding the preferred methods of providing views to Council, rather than just in relation to the five types of consultations listed in the previous question.

The most popular method of providing views to Council were by surveys, with almost half (48.2%) of the total sample of 800 respondents nominating this method.

Metropolis Research does note however, that the respondents answering this question were all participating in a survey, and therefore are already predisposed to participating in this type of consultation.

More than one-third (36.8%) of respondents reported that they would prefer to provide their views to Council via online interactive participation.

Preferred ways of providing views to Council
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Preferred methods	*2020*	
	Number	*Percent*
Survey	388	48.2%
Online interaction participation	296	36.8%
Written submissions	111	13.8%
Informal conversations with staff at Listening Posts or events	102	12.7%
Workshops or meetings	91	11.3%
A panel made up of community representations	36	4.5%
Other	12	1.5%
Total responses	**1,036**	
Respondents preferring at least one method	*678 (84.2%)*	

The following table provides a breakdown of the preferred method of providing views to Council by the types of consultations in which respondents would prefer to participate. It is important to bear in mind when exploring these results, that respondents were able to nominate more than one preferred method of providing their views to Council.

Almost all the respondents that nominated a type of consultation in which they would potentially like to participate, provided at least one method by which they would prefer to provide their views on these types of consultations.

Apart from ongoing engagement in relation to community wellbeing, respondents were most likely to prefer to provide their views on the other four types of consultations by survey.

It is noted that respondents were most likely to prefer to provide their views on ongoing engagement in relation to community wellbeing by online interaction, although it is noted that almost as many preferred surveys.

It is important, however, to bear in mind the relatively small sample size for some of these types of consultations. When bearing this in mind, there was no little significant variation in the preferred methods of providing views for each of these five types of consultations.

Preferred ways of providing views to Council by type of consultation
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents interested in participating)

Preferred methods	*Formal Council plans and policies*	*Decisions about the physical environment*	*Regulatory matters*	*Research and evaluation of services*	*Ongoing engagement - community wellbeing*
Survey	72.7%	70.0%	60.0%	71.9%	46.5%
Online interaction participation	34.8%	40.0%	55.0%	54.5%	49.1%
Written submissions	23.6%	19.5%	27.0%	24.0%	22.0%
Informal conversations with staff at Listening Posts or events	18.6%	17.1%	18.0%	24.8%	22.6%
Workshops or meetings	25.5%	19.5%	33.0%	32.2%	25.8%
A panel made up of community reps.	14.3%	11.9%	21.0%	15.7%	11.9%
Other	0.6%	2.4%	2.0%	2.5%	3.8%
Total responses	306	378	216	273	290
Respondents preferring at least one method	*160 (99.5%)*	*208 (98.9%)*	*100 (100%)*	*120 (99.5%)*	*156 (98.6%)*

The following table provides a comparison of the preferred ways of providing views to Council for respondents from each of the municipality's 12 precincts. Readers are reminded that the sample size for some of these precincts is very low this year and therefore some caution should be exercised in the interpretation of precinct level variation in these results this year.

- ***Notting Hill*** – respondents were more likely than average to prefer surveys, online interaction participation, and workshops or meetings.
- ***Oakleigh*** – respondents were more likely than average to prefer a survey.
- ***Hughesdale*** – respondents were more likely than average to prefer informal conversations with staff.

Preferred ways of providing views to Council by precinct
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Method	*Ashwood - Burwood*	*Chadstone*	*Clayton*	*Notting Hill*	*Glen Waverley*	*Wheelers Hill*
Survey	54.2%	41.2%	38.5%	76.7%	49.0%	54.1%
Online interaction participation	33.9%	41.2%	44.6%	83.3%	34.6%	18.0%
Written submissions	5.1%	11.8%	13.8%	0.0%	15.0%	18.0%
Informal conversations with staff	11.9%	15.7%	13.8%	16.7%	10.5%	11.5%
Workshops or meetings	0.0%	17.6%	16.9%	33.3%	6.5%	11.5%
A panel made up of community representations	3.4%	7.8%	4.6%	0.0%	3.9%	6.6%
Other	0.0%	2.0%	0.0%	0.0%	0.7%	4.9%
Total responses	**65**	**71**	**87**	**64**	**184**	**77**
Respondents preferring at least one method	*49 (82.7%)*	*39 (75.9%)*	*59 (90.8%)*	*30 (100%)*	*134 (87.4%)*	*51 (83.7%)*

Method	*Mt Waverly*	*Mulgrave*	*Oakleigh*	*Oakleigh East*	*Oakleigh South*	*Hughes-dale*
Survey	45.4%	36.0%	63.8%	38.9%	44.4%	51.4%
Online interaction participation	38.2%	41.9%	22.4%	41.7%	27.8%	28.6%
Written submissions	9.9%	22.1%	17.2%	8.3%	22.2%	22.9%
Informal conversations with staff	6.6%	11.6%	19.0%	19.4%	16.7%	22.9%
Workshops or meetings	9.2%	19.8%	3.4%	2.8%	22.2%	17.1%
A panel made up of community representations	3.3%	7.0%	0.0%	8.3%	11.1%	2.9%
Other	0.7%	1.2%	0.0%	8.3%	5.6%	0.0%
Total responses	**171**	**119**	**73**	**46**	**27**	**51**
Respondents preferring at least one method	*116 (76.3%)*	*65 (76.2%)*	*52 (89.6%)*	*33 (90.5%)*	*14 (80.2%)*	*35 (100%)*

There was also some variation in the preferred methods of providing views to Council observed by respondent profile, including age structure, gender, and language spoken at home, as follows:

- ***Young adults (aged 20 to 34 years)*** – respondents were more likely than average to prefer online interaction participation.
- ***Adults (aged 35 to 44 years)*** – respondents were more likely than average to prefer a panel made up of community representatives.
- ***Middle-aged and older adults (aged 45 to 74 years)*** – respondents were somewhat more likely than average to prefer surveys and written submissions.
- ***Gender*** – female respondents were more likely than male respondents to prefer a survey and workshops or meetings.

- ***Language spoken at home*** – respondents from multi-lingual households were more likely than respondents from English speaking households to prefer online interaction participation and workshops or meetings.

Preferred ways of providing views to Council by age structure
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Method	*Adol' escents*	*Young adults*	*Adults*	*Middle-aged adults*	*Older adults*	*Senior citizens*
Survey	28.6%	47.8%	48.4%	53.6%	52.3%	40.9%
Online interaction participation	20.0%	53.5%	39.1%	39.1%	23.1%	8.0%
Written submissions	0.0%	9.8%	12.5%	18.4%	18.5%	15.9%
Informal conversations with staff	0.0%	10.6%	14.1%	15.6%	15.4%	11.4%
Workshops or meetings	8.6%	13.5%	8.6%	12.8%	11.5%	6.8%
A panel made up of community representations	0.0%	2.0%	10.9%	4.5%	6.2%	2.3%
Other	0.0%	0.0%	0.0%	2.8%	3.8%	2.3%
Total responses	**20**	**336**	**170**	**263**	**169**	**78**
Respondents preferring at least one method	*20 (57.3%)*	*214 (87.4%)*	*110 (85.6%)*	*167 (93.4%)*	*110 (84.5%)*	*57 (64.9%)*

Method	*Male*	*Female*	*English speaking*	*Multi-lingual*	*City of Monash*
Survey	45.8%	50.5%	47.8%	49.1%	48.2%
Online interaction participation	36.6%	37.0%	32.9%	39.8%	36.8%
Written submissions	13.0%	14.7%	15.2%	12.1%	13.8%
Informal conversations with staff	12.0%	13.3%	11.8%	14.0%	12.7%
Workshops or meetings	9.2%	13.3%	9.7%	13.5%	11.3%
A panel made up of community representations	3.8%	5.3%	3.9%	5.3%	4.5%
Other	1.8%	1.2%	1.4%	1.6%	1.5%
Total responses	**477**	**559**	**508**	**513**	**1,036**
Respondents preferring at least one method	*326 (83.3%)*	*352 (85.1%)*	*242 (82.6*	*327 (86.3%)*	*678 (84.2%)*

Preferred methods of receiving or seeking information from Council

Respondents were then asked:

"What are the methods by which you prefer to receive or seek information from Council?"

The overwhelming majority (95.7%) of respondents nominated at least one method by which they prefer to receive information from Council.

This is an important finding, as it highlights the fact that most people are prepared to receive information from Council by at least one method, a finding that has been consistent over the last three years.

It is noted, however, that this year, the respondents nominated an average of approximately two methods each, compared to an average of more than 3.5 in 2019 and four in 2018.

The difference in these results is likely to reflect the different methodology employed in the conduct of the survey this year. When surveys are conducted by telephone, respondents are much more likely to nominate fewer methods than they would in a face-to-face interaction where they can see the full list of methods and so find it easier to select multiple methods.

As a result of the decline in the average number of methods nominated by respondents, the proportion of respondents nominating most of the nine listed methods (including "other") declined a little this year. The main exception to this was email, which 44.7% of respondents nominated as a preferred method of receiving information from Council this year, up from approximately one-third in each of the previous two years.

Preferred methods of receiving information from Council
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Method	*2020*		*2018*	*2016*
	Number	*Percent*		
Via email	360	44.7%	33.6%	32.6%
Council's website	244	30.3%	47.1%	47.6%
Council's monthly newsletter - the "*Monash Bulletin" or e-news*	243	30.2%	41.1%	41.1%
By calling via telephone	206	25.6%	21.4%	29.9%
Direct mail or letterboxed materials	206	25.6%	33.0%	36.4%
In person, at a Customer Service Centre	94	11.7%	11.4%	10.9%
Social media *(Facebook, Twitter, Instagram)*	72	8.9%	14.0%	19.8%
Community Information Boards	17	2.1%	8.8%	9.2%
Other	3	0.4%	0.5%	0.6%
Total responses	**1,445**		**2,815**	**3,296**
Respondents identifying at least one method	*770 (95.7%)*		*782 (97.7%)*	*799 (99.0%)*

There was some variation in the preferred methods of receiving information from Council observed across the municipality. Readers are reminded to bear in mind that due to the changed methodology this year, the sample size for some precincts is quite small and caution should be exercised in the interpretation of precinct-level variation. That said, attention is drawn to the following:

- ***Ashwood-Burwood*** – respondents were more likely than average to prefer Council's website.
- ***Chadstone*** – respondents were more likely than average to prefer email and social media.
- ***Clayton*** – respondents were more likely than average to prefer the *Monash Bulletin* and direct mail.
- ***Notting Hill*** – respondents were more likely than average to prefer email, the website, the *Monash Bulletin*, and social media.

- ***Mt Waverley*** – respondents were more likely than average to prefer email.
- ***Mulgrave*** – respondents were more likely than average to prefer in person at a Customer Service Centre.
- ***Oakleigh*** – respondents were more likely than average to prefer calling by telephone.
- ***Oakleigh East*** – respondents were more likely than average to prefer direct mail.
- ***Oakleigh South*** – respondents were more likely than average to prefer calling by telephone.
- ***Hughesdale*** – respondents were more likely than average to prefer the website, calling by telephone, and in person at a Customer Service Centre.

Preferred methods of receiving information from Council by precinct
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Method	*Ashwood - Burwood*	*Chadstone*	*Clayton*	*Notting Hill*	*Glen Waverley*	*Wheelers Hill*
Via email	39.0%	54.9%	41.5%	63.3%	45.8%	32.8%
Council's website	40.7%	21.6%	26.2%	53.3%	26.8%	19.7%
Council's monthly newsletter - the "*Monash Bulletin" or e-news*	25.4%	19.6%	49.2%	66.7%	37.9%	27.9%
By calling via telephone	28.8%	17.6%	23.1%	10.0%	26.8%	29.5%
Direct mail or letterboxed materials	18.6%	11.8%	41.5%	20.0%	30.1%	32.8%
In person, at a Customer Service Centre	6.8%	5.9%	13.8%	3.3%	9.8%	9.8%
Social media *(Facebook, Twitter, Instagram)*	3.4%	21.6%	12.3%	23.3%	7.2%	6.6%
Community Information Boards	0.0%	3.9%	1.5%	6.7%	3.9%	1.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
Total responses	**95**	**80**	**135**	**73**	**290**	**98**
Respondents identifying at least one method	*57 (95.8%)*	*45 (87.1%)*	*65 (100%)*	*30 (100%)*	*151 (99.0%)*	*54 (88.4%)*

Method	*Mt Waverly*	*Mulgrave*	*Oakleigh*	*Oakleigh East*	*Oakleigh South*	*Hughes-dale*
Via email	53.3%	48.8%	34.5%	36.1%	33.3%	31.4%
Council's website	38.8%	23.3%	27.6%	19.4%	33.3%	40.0%
Council's monthly newsletter - the "*Monash Bulletin" or e-news*	29.6%	20.9%	19.0%	16.7%	11.1%	25.7%
By calling via telephone	14.5%	29.1%	36.2%	30.6%	50.0%	42.9%
Direct mail or letterboxed materials	22.4%	22.1%	20.7%	38.9%	22.2%	20.0%
In person, at a Customer Service Centre	7.2%	24.4%	17.2%	8.3%	16.7%	22.9%
Social media *(Facebook, Twitter, Instagram)*	7.2%	7.0%	0.0%	13.9%	11.1%	14.3%
Community Information Boards	0.7%	0.0%	0.0%	5.6%	5.6%	2.9%
Other	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
Total responses	**264**	**151**	**90**	**64**	**33**	**69**
Respondents identifying at least one method	*146 (95.7%)*	*79 (92.0%)*	*58 (99.2%)*	*34 (92.9%)*	*17 (97.5%)*	*35 (100%)*

There was also a substantial degree of variation in the preferred methods of receiving information from Council observed by respondent profile, including age structure, gender, and language spoken at home. Attention is drawn to the following:

- ***Young adults (age 20 to 34 years)*** – respondents were more likely than average to prefer to receive information via the website and social media.

- ***Adults (aged 35 to 44 years)*** – respondents were more likely than average to prefer to receive information via email.

- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were more likely than average to prefer to receive information via the website, calling by telephone, and in person at a Customer Service Centre.

- ***Older adults (aged 60 to 74 years)*** – respondents were more likely than average to prefer to receive information via the Monash Bulletin, calling by telephone, and direct mail.

- ***Senior citizens (aged 75 years and over)*** – respondents were more likely than average to prefer to receive information via the *Monash Bulletin*, calling by telephone, direct mail, and in person at a Customer Service Centre.

- ***Male*** – respondents were more likely than female respondents to prefer to receive information via the website and by direct mail.

- ***Female*** – respondents were more likely than male respondents to prefer to receive information via the *Monash Bulletin*.

- ***Language spoken at home*** – respondents from multi-lingual households were more likely than respondents from English speaking households to prefer to receive information by email.

Preferred methods of receiving information from Council by respondent profile
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Method	*Adol' escents*	*Young adults*	*Adults*	*Middle-aged adults*	*Older adults*	*Senior citizens*
Via email	34.3%	49.4%	57.8%	48.6%	36.2%	21.6%
Council's website	34.3%	37.1%	27.3%	39.1%	20.8%	10.2%
Council's monthly newsletter - the *"Monash Bulletin" or e-news*	5.7%	27.3%	30.5%	26.3%	37.7%	44.3%
By calling via telephone	5.7%	21.2%	12.5%	31.3%	33.8%	39.8%
Direct mail or letterboxed materials	20.0%	20.4%	21.9%	22.9%	33.8%	39.8%
In person, at a Customer Service Centre	0.0%	8.6%	8.6%	16.8%	12.3%	17.0%
Social media *(Facebook, Twitter, Instagram)*	5.7%	15.5%	10.9%	6.7%	3.8%	1.1%
Community Information Boards	0.0%	2.9%	1.6%	2.2%	0.8%	2.3%
Other	8.6%	0.0%	0.0%	0.0%	0.8%	0.0%
Total responses	**42**	**448**	**219**	**346**	**235**	**155**
Respondents identifying at least one method	*25 (71.4%)*	*236 (96.1%)*	*125 (97.4%)*	*176 (98.4%)*	*127 (97.5%)*	*83 (93.8%)*

Method	*Male*	*Female*	*English speaking*	*Multi-lingual*	*City of Monash*
Via email	43.7%	45.7%	41.5%	48.3%	44.7%
Council's website	32.7%	28.0%	28.7%	32.7%	30.3%
Council's monthly newsletter - the *"Monash Bulletin" or e-news*	27.6%	32.6%	31.4%	29.8%	30.2%
By calling via telephone	23.0%	28.0%	25.4%	25.9%	25.6%
Direct mail or letterboxed materials	28.6%	22.7%	26.6%	24.3%	25.6%
In person, at a Customer Service Centre	10.2%	13.0%	11.1%	12.4%	11.7%
Social media *(Facebook, Twitter, Instagram)*	7.2%	10.6%	10.1%	7.9%	8.9%
Community Information Boards	2.3%	1.7%	1.7%	2.6%	2.1%
Other	0.8%	0.2%	0.2%	0.0%	0.4%
Total responses	**688**	**756**	**732**	**696**	**1,445**
Respondents identifying at least one method	*374 (95.7%)*	*396 (95.7%)*	*389 (94.0%)*	*372 (98.3%)*	*770 (95.7%)*

COVID-19 Pandemic

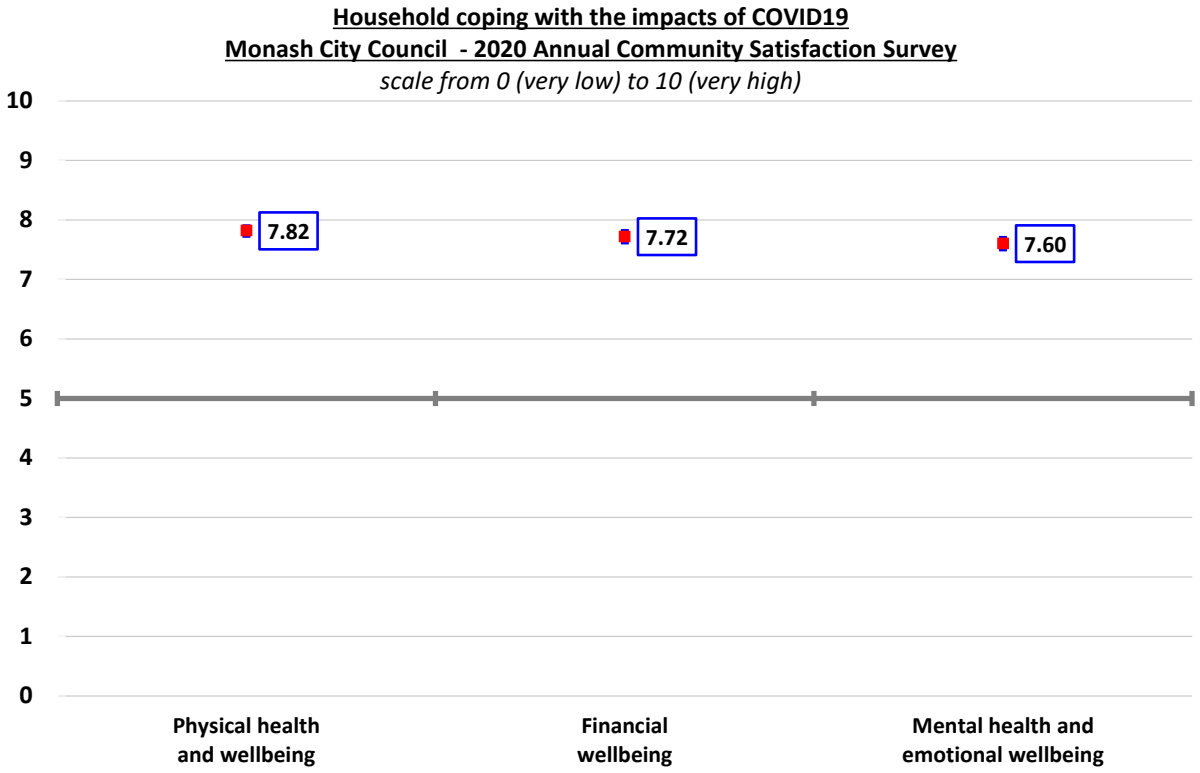
Household coping with the impacts of COVID-19

Respondents were asked:

"On a scale of 0 (very low) to 10 (very high), how well do you feel that you and your household are coping with the impacts of COVID19?"

On average, respondent households were relatively positive in terms of how well they feel they were coping with the impacts of COVID19.

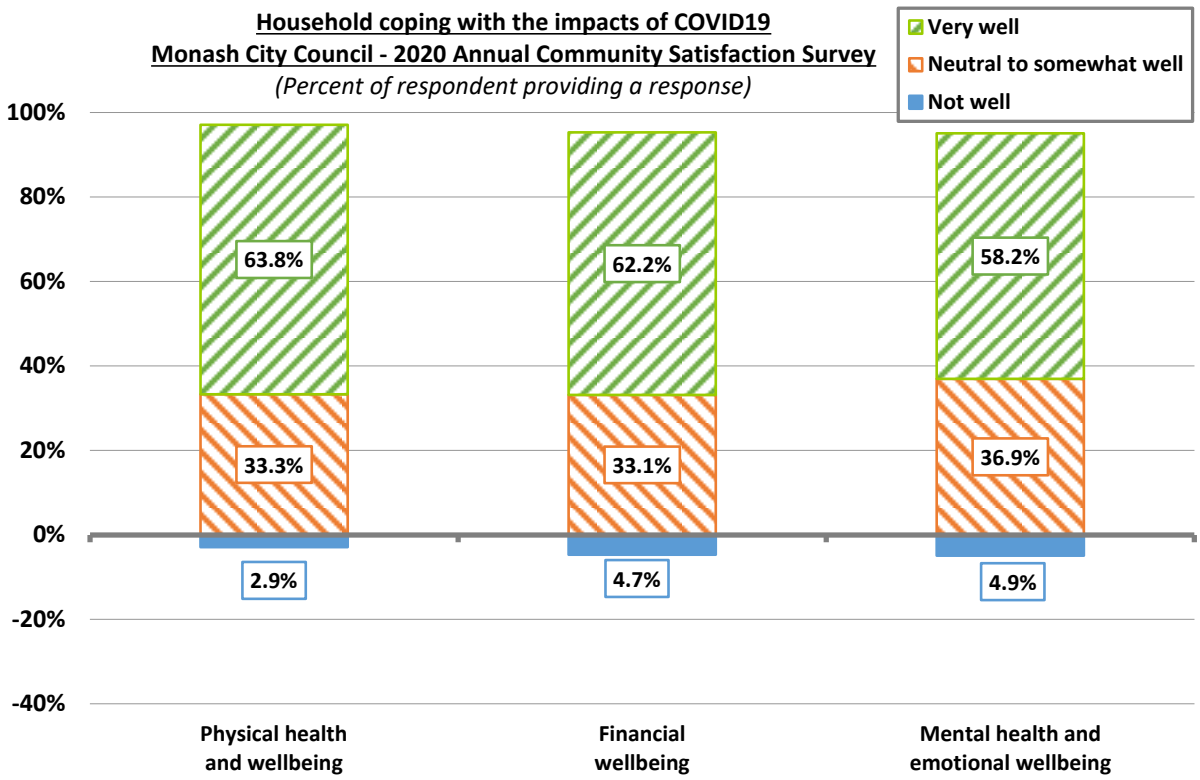
This result was strongest for physical (7.82) and was marginally lower for mental (7.60) health and wellbeing.



The following graph provides a breakdown of these results into respondents who felt they were coping "very well" (i.e. rated coping at eight or more out of 10), those who were coping "neutral to somewhat well" (rated coping at five to seven), and those who were not coping well (rated coping at less than five).

It is noted that less than five percent of respondent households reported that they were not coping well with the impacts of COVID19 on their physical and mental health and wellbeing, as well as financial wellbeing.

A little less than two-thirds of respondents reported that they and their household were coping very well (i.e. rated coping at eight or more out of 10). This is a positive result, that reflects well on the coping capacity of much of the community.

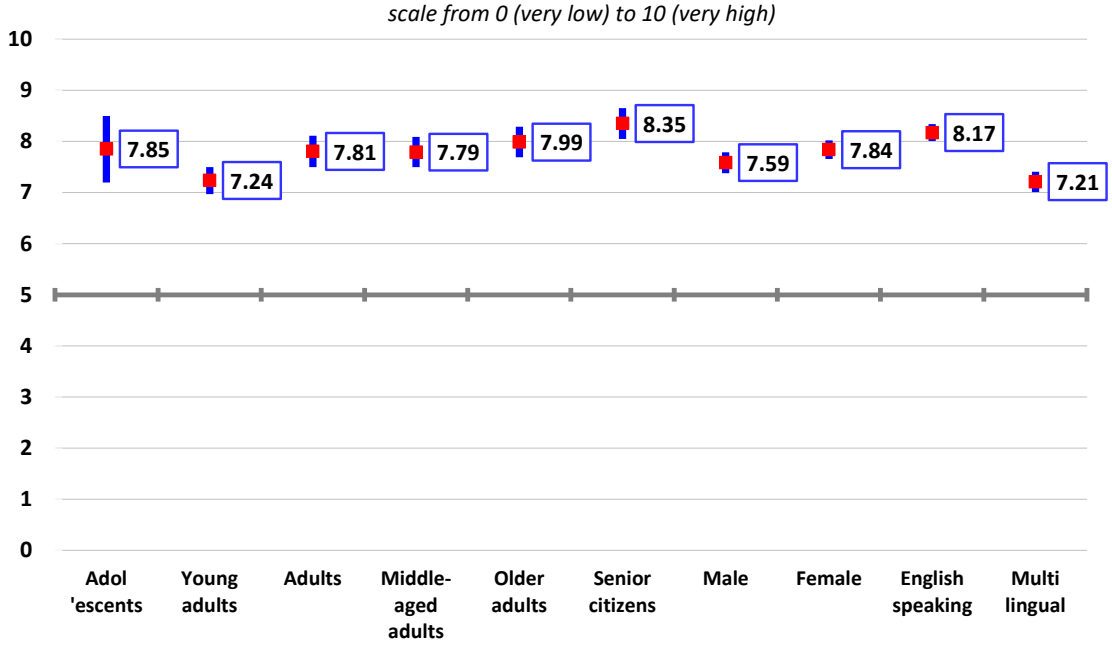


The following three graphs provide a breakdown of how well respondents and their households were coping with the impacts of COVID19 in terms of mental health and wellbeing and financial wellbeing by respondent profile, including age structure, gender, and language spoken at home.

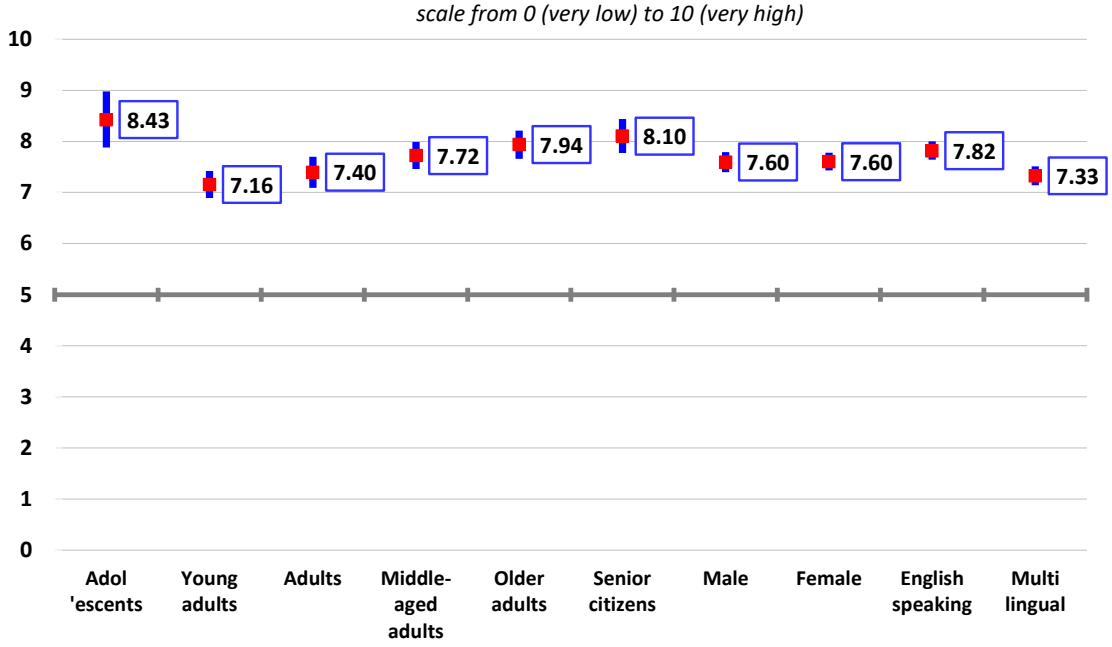
There was measurable and significant variation in how well some respondents and their households were coping in terms of financial and mental health and wellbeing during the pandemic, with attention drawn to the following:

- ***Adolescents (aged 15 to 19 years)*** – the small sample of adolescents reported a measurably higher level of coping with the pandemic in terms of mental health and wellbeing than the municipal average.
- ***Young adults (aged 20 to 34 years)*** – respondents reported a measurably lower level of coping financially and in terms of mental health and wellbeing than the average.
- ***Senior citizens (aged 75 years and over)*** – respondents reported a measurably higher level of coping with the pandemic both in terms of financial wellbeing as well as mental health and wellbeing than the municipal average.
- ***Gender*** – female respondents reported a somewhat higher level of coping with the pandemic in terms of financial wellbeing than male respondents.
- ***Language spoken at home*** – respondents from multi-lingual households reported a measurably and significantly lower level of coping with the pandemic both in terms of financial wellbeing as well as mental health and wellbeing than respondents from English speaking households.

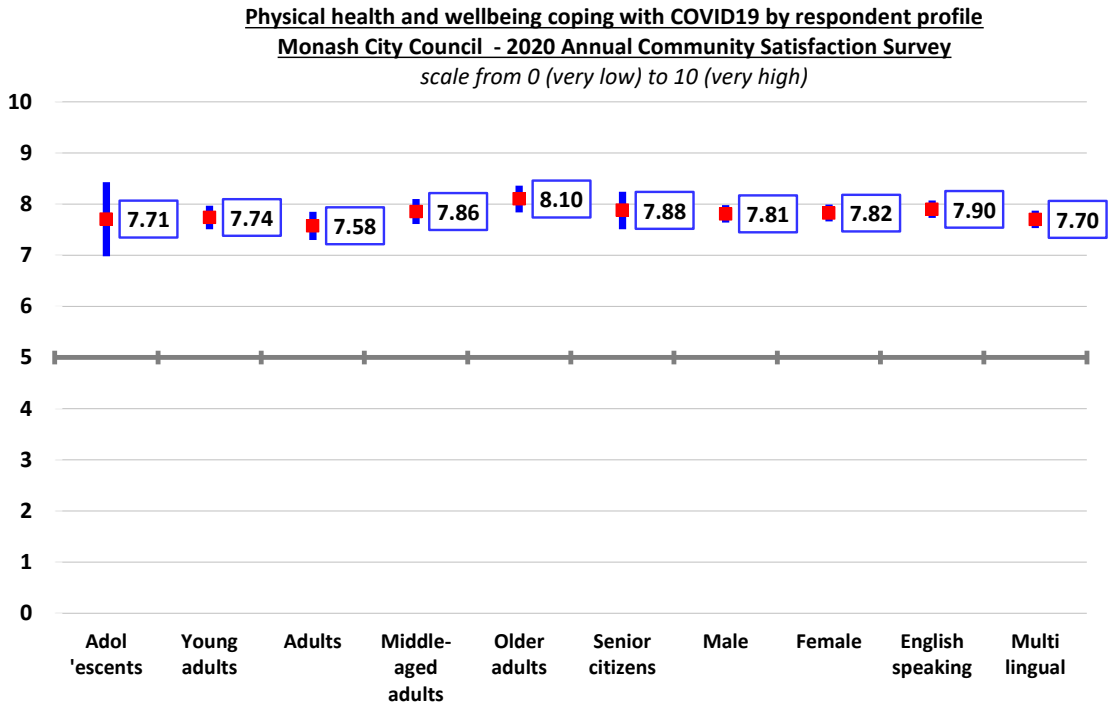
Financial wellbeing coping with COVID19 by respondent profile
Monash City Council - 2020 Annual Community Satisfaction Survey
scale from 0 (very low) to 10 (very high)



Mental health and wellbeing coping with COVID19 by respondent profile
Monash City Council - 2020 Annual Community Satisfaction Survey
scale from 0 (very low) to 10 (very high)



It is interesting to note, that whilst there was significant measurable variation by respondent profile in how well respondents' were coping with the impacts of COVID19 on their financial and mental health and wellbeing, there was no statistically significant variation by respondent profile in relation to their and their households' physical health and wellbeing.



Supported by government during the pandemic

Respondents were asked:

"On a scale of 0 (no support) to 10 (strong support), to what extent do you feel supported by government during the pandemic?"

When asked to rate how well the three levels of government were supporting them during the pandemic, respondent households, on average, rated well the support of the state (7.60) and federal (7.49) governments.

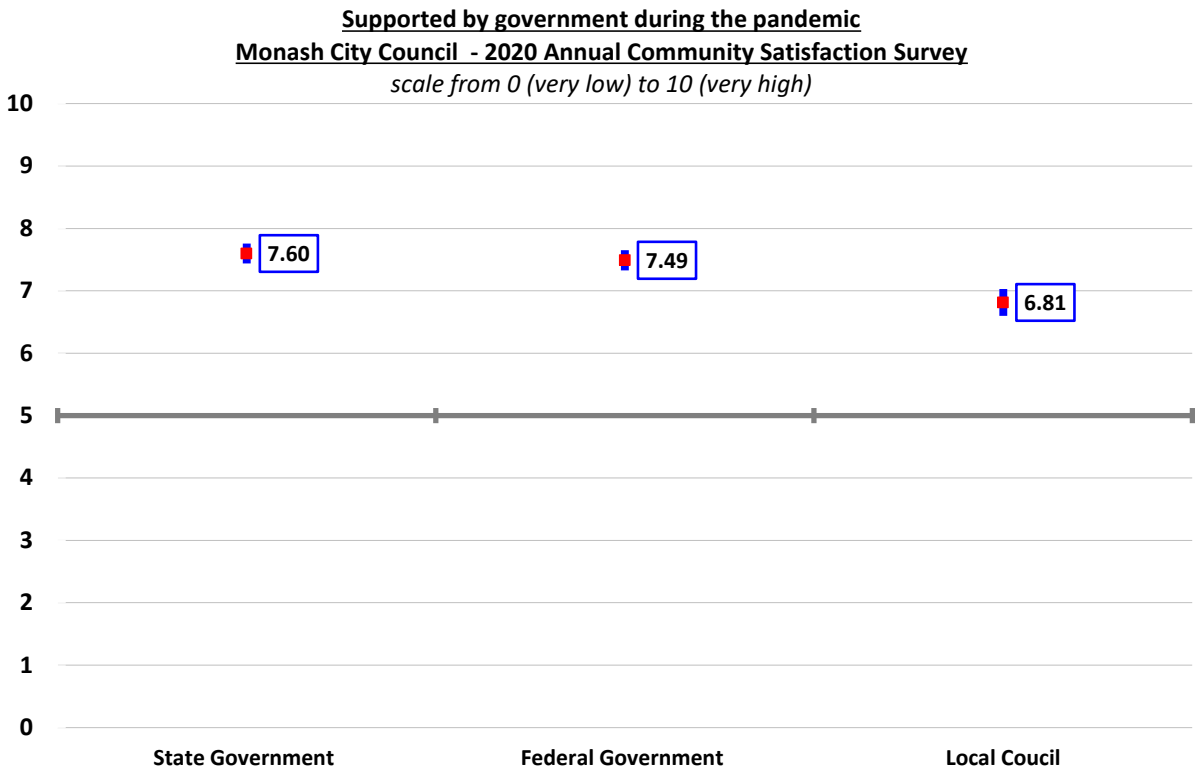
Respondents rated the support from local government measurably and significant lower, although still at a moderately positive level of 6.81.

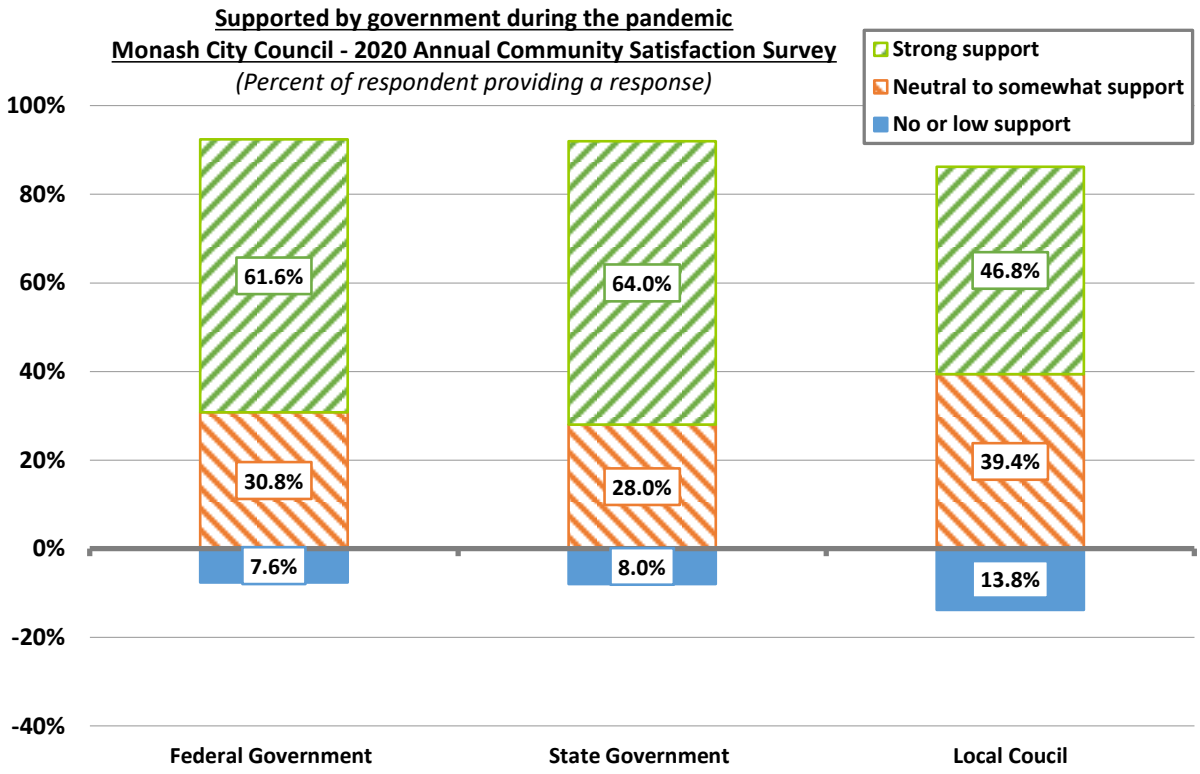
This lower result for local government may well reflect the fact that local government was perceived to have a less critical role in handling the initial pandemic than either the federal government (e.g. funding, border controls) and state government (e.g. hospitals, lockdown enforcement).

The second following graph provides a breakdown of these results into respondents' who felt "very supported" (i.e. rated support at eight or more), those who felt "neutral to somewhat supported" (rated support at five to seven), and those who felt "little or no support" (rated support at less than five).

Approximately two-thirds of respondents felt very supported by the Federal and State governments, whilst a little less than half (46.8%) felt very supported by the local council.

Particular attention is drawn to the fact that a little less than one-sixth (13.8%) of respondent households did not feel well supported by local government during the pandemic.





Overall satisfaction by level of support by government during COVID-19 pandemic

The following graph provides the average satisfaction with Council's overall performance for respondents who did not feel supported by government during the pandemic (i.e. rated support at less than five out of 10).

The average satisfaction with Council's overall performance this year was 7.51 out of 10, or a "very high" level of satisfaction.

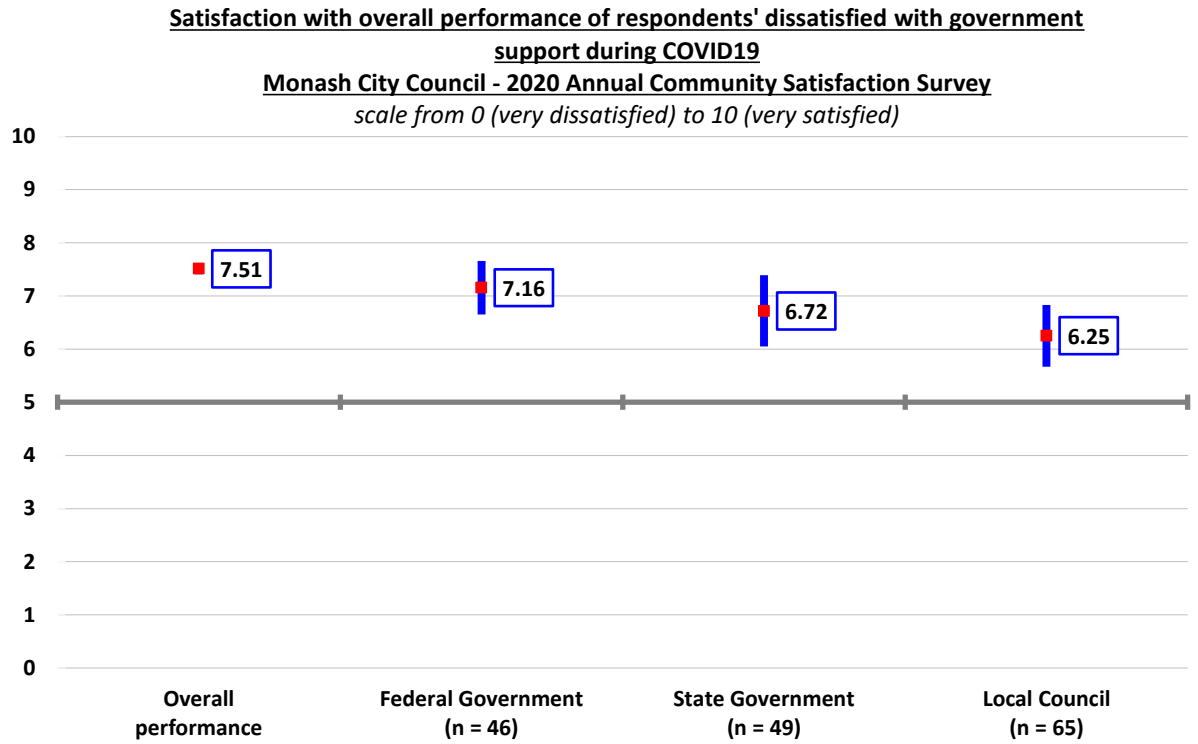
Respondents who did not feel supported by the federal government rated satisfaction with Council marginally, but not measurably lower at 7.16.

Those who did not feel supported by the state government rated satisfaction with Council's overall performance measurably lower than the municipal average at 6.72.

It is noted however, that the 65 respondents who did not feel well supported by the local council during the pandemic, were on average, measurably, and significantly less satisfied with Council's overall performance than the municipal average.

These respondents rated satisfaction with Council's overall performance at just 6.25 out of 10, or a "solid" rather than a "very good" level of satisfaction.

This result does imply, that for this small group of 65 respondents who did not feel well supported by the Council during the pandemic, this dissatisfaction may well have been a factor influencing their lower satisfaction with Council's overall performance this year.



Ways of Council assisting the community deal with the pandemic

Respondents were asked:

"In what ways do you feel that Council could best assist the community with the pandemic now / assist the community rebuild and reconnect when the pandemic passes"

Respondents were asked in an open-ended question format, to list the ways in which they feel that Council could best assist the community both during the pandemic now and to assist the community rebuild and reconnect when the pandemic passes.

Almost one-third (31.2%) of respondents listed at least one way that Council could assist the community now, at an average of a little more than one way each.

Almost one-fifth (19.1%) of respondents listed at least one way that Council could assist the community rebuild and reconnect when the pandemic passes.

The most common ways in which respondents felt that Council could assist the community with the pandemic now included general communication and information (7.3%), assisting the elderly, homeless and other people at risk (3.1%), and to reduce rates (2.7%).

Communication and the provision of relevant information was the most common theme that emerged from the results in relation to helping the community now through the pandemic. This included a range of categories including general communication and information (7.3%), information on the virus, cleanliness and social distancing (1.5%), community consultation (1.4%), information and visibility of services and facilities (1.2%), and multi-lingual documentation and information (1.2%).

When asked how Council could assist the community rebuild and reconnect once the pandemic passes, the most common responses were communication and education (4.8%), employment opportunities and the economy (3.2%), community activities such as fetes, concerts, BBQs (3.0%), and getting normal services and facilities running again (2.2%).

It is noted that in relation to helping the community rebuild and reconnect, there were a small number of respondents that referred to the need to continue / to promote / monitor social distancing (1.6%).

Ways of assisting the community deal with the pandemic now
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2020	
	Number	Percent
More communication and information in general	59	7.3%
Assist the elderly, homeless, people at risk	25	3.1%
Rates reduction	22	2.7%
Enforcing restrictions / social distancing	19	2.4%
Cleanliness of public area	14	1.7%
Checking on people	13	1.6%
Information on virus, cleanliness, socia distancing	12	1.5%
Community consultation	11	1.4%
Information and visibility of services and facilities	10	1.2%
Multi-lingual documentation / information	10	1.2%
Financial support	10	1.2%
Conduct tests	7	0.9%
Availability fo hand sanitisers and mask	7	0.9%
Continue with closue, don't open early	6	0.7%
Cleanliness of parks	5	0.6%
Assistance with mental health	5	0.6%
Rent relieve	5	0.6%
Open up / return to normal	5	0.6%
Cleanliness of equipment, public spaces	4	0.5%
Each suburb to have test centres	4	0.5%
Restrictions to stop spread	4	0.5%
Assist peple under hardship policy	3	0.4%
Assist international students	3	0.4%
Reduce unemployment	3	0.4%
Backing the state government	3	0.4%
Keep library, other spaces open with social distancing	3	0.4%
PPE for health workers	3	0.4%
Online services	3	0.4%
Open tip	3	0.4%
Safe spaces for people suffering from domestic violence	2	0.2%
Counselling services	2	0.2%
Support small businesses	2	0.2%
Ensure safety of people	2	0.2%
Continue what they are doing	2	0.2%
Open up spaces for kids	2	0.2%
Assist with digital technology	2	0.2%
All other ways *(31 separately identified)*	29	3.6%
Total responses	**324**	
Respondents identifying at least one way	*251 (31.2%)*	

Ways of assisting the community rebuild and reconnect when the pandemic passes
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	*2020*	
	Number	*Percent*
Communication, education, information, awareness campaign	39	4.8%
Employment opportunities / economy	26	3.2%
Community activities, fete, concert, BBQ	24	3.0%
Get normal services / facilities running	18	2.2%
Continue/promote/monitor social distancing	13	1.6%
Support / check on elderly, disabled and the vulnerable	12	1.5%
Cleanliness of equipment, public spaces, high touch areas	10	1.2%
Community engagement and inclusion	10	1.2%
Assisting small business	9	1.1%
Rates reduction	9	1.1%
Assist those with mental health	4	0.5%
Alternatives to face-to-face interaction	2	0.2%
Services at a lower cost	2	0.2%
Support community organisations	2	0.2%
Slow return to normal	2	0.2%
Encourage wearing masks, staying home when sick	1	0.1%
Open up facilities, library, sports, commuity	1	0.1%
Free public transport and parking	1	0.1%
Counselling	1	0.1%
Environment protection	1	0.1%
Set up testing stations / increase testing	1	0.1%
Prepare for vaccine production and distribution	1	0.1%
Allow people to make their own decisions	1	0.1%
All other ways *(13 separately identified)*	13	1.6%
Total responses	**203**	
Respondents identifying at least one way	*154 (19.1%)*	

Current issues for the City of Monash

Respondents were asked:

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

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

A little more than half (56.8%) of respondents nominated an average of approximately two issues each. This is a decline on the approximately two-thirds of respondents who had nominated at least one issue in each of the three previous surveys.

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

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

Metropolis Research notes that the most raised issues to address for the City of Monash this year remain consistent with those from previous years, including parking, traffic management, planning and development, street trees, and lighting. The following variations of note were observed:

- ***Notable increase in 2020*** – there were no issues that reported a significant increase in prominence this year. This may be affected by the lower response rate this year compared to previous years, as discussed above.

- ***Notable decrease in 2020*** – there was a notable decrease this year in the proportion of respondents raising parking (11.1% down from 20.5%), lighting (5.0% down from 9.6%), and safety, policing and crime issues (3.2% down from 6.7%).

Attention is drawn to the fact that 16 respondents, representing two percent of the total sample, raised issues around COVID-19.

When compared to the results from the 2019 *Governing Melbourne* research, which was conducted independently by Metropolis Research including a sample of 1,200 respondents drawn from across all 31 metropolitan Melbourne municipalities, the following variations of note were observed:

- ***Notably more prominent in Monash*** – includes hard rubbish collection (4.1% compared to 1.9%) and communication, consultation, and the provision of information (3.9% compared to 1.5%).

- ***Notably less prominent in Monash*** – includes traffic management (10.1% compared to 20.3%), parks, gardens, and open spaces (3.6% compared to 6.0%), safety, policing and crime (3.2% compared to 6.3%), footpath maintenance and repairs (3.2% compared to 6.5%), road maintenance and repairs (2.6% compared to 7.0%), rubbish and waste issues including garbage collection (1.9% compared to 3.9%), recycling collection (1.7% compared to 3.6%), and public transport (1.1% compared to 5.1%).

It is noted that the 2019 *Governing Melbourne* research was conducted face-to-face, as per previous City of Monash surveys, but this is different to the telephone methodology employed for the survey this year. It is possible that the lower response for some issues this year for the City of Monash may reflect the different methodology for the survey this year.

Top three issues for the City of Monash at the moment
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	*2020*		*2019*	*2018*	*2016*	*2019 Metro.**
	Number	*Percent*				
Parking	89	11.1%	20.5%	20.9%	21.9%	14.6%
Traffic management	81	10.1%	12.8%	14.8%	14.4%	20.3%
Building, planning, housing and development	74	9.2%	8.3%	11.3%	10.9%	7.3%
Provision and maintenance of street trees	54	6.7%	9.1%	5.5%	7.7%	6.5%
Lighting	40	5.0%	9.6%	8.9%	6.1%	6.6%
Hard rubbish collection	33	4.1%	3.2%	3.0%	7.9%	1.9%
Communication, consultation, provision of info.	31	3.9%	2.2%	1.3%	1.9%	1.5%
Parks, gardens and open spaces	29	3.6%	3.5%	4.6%	6.3%	6.0%
Cleanliness and maintenance of area	28	3.5%	2.1%	0.9%	1.9%	3.1%
Safety, policing and crime	26	3.2%	6.7%	7.1%	3.7%	6.3%
Footpath maintenance and repairs	26	3.2%	3.2%	4.4%	7.2%	6.5%
Rates	26	3.2%	3.1%	3.6%	2.5%	3.2%
Environment, conservation and climate change	21	2.6%	1.4%	1.8%	0.9%	3.0%
Roads maintenance and repairs	21	2.6%	2.0%	3.4%	3.7%	7.0%
Drains maintenance and repairs	20	2.5%	1.2%	2.8%	1.0%	1.9%
Provision and maint. of cycling / walking paths	20	2.5%	0.2%	1.8%	2.6%	2.5%
Prov. and maint. of sports and recreation facilities	18	2.2%	1.2%	1.4%	1.0%	1.5%
COVID19 issues	16	2.0%	n.a.	n.a.	n.a.	n.a.
Nature strips	15	1.9%	n.a.	n.a.	n.a.	n.a.
Rubbish and waste issues inc. garbage collection	15	1.9%	2.6%	2.6%	1.2%	3.9%
Street cleaning and maintenance	15	1.9%	1.0%	2.4%	2.0%	2.9%
Recycling collection	14	1.7%	2.1%	2.3%	0.0%	3.6%
Public toilets	13	1.6%	0.4%	0.4%	3.0%	1.1%
Council management, governance, accountability	10	1.2%	0.6%	0.9%	0.5%	0.3%
Services and facilities for the elderly	10	1.2%	1.0%	1.3%	1.9%	0.7%
Animal management	9	1.1%	1.5%	1.1%	2.0%	3.0%
Public transport	9	1.1%	3.0%	3.6%	1.9%	5.1%
Activities and facilities for children	8	1.0%	0.9%	1.3%	1.9%	0.7%
Education and schools	8	1.0%	0.1%	0.6%	2.2%	0.6%
Enforcement and update of local laws	6	0.7%	0.1%	0.4%	0.5%	0.6%
Financial issues and priorities for Council	6	0.7%	0.1%	0.1%	0.9%	0.3%
Library services	6	0.7%	1.1%	0.5%	0.2%	0.6%
Quality and provision of community services	6	0.7%	0.1%	0.8%	0.7%	0.2%
Provision and maintenance of infrastructure	5	0.6%	0.4%	0.8%	0.2%	1.3%
Community support	4	0.5%	0.1%	0.5%	0.0%	0.0%
Multicultural issues / cultural diversity	4	0.5%	0.1%	0.4%	0.9%	0.1%
All other issues *(19 separately identified issues)*	27	3.4%	10.3%	8.9%	10.2%	12.4%
Total responses	**843**		**934**	**1,006**	**1,064**	**1,682**
Respondents identifying at least one issue	*458*	*(56.8%)*	*523*	*523*	*561*	*849*
			(65.0%)	*(65.3%)*	*(69.6%)*	*(69.4%)*

(*) 2019 metropolitan Melbourne average from Governing Melbourne

Issues by precinct

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

It is important to bear in mind when examining these results, that the sample size for some of the precincts this year is quite small. This was due to the changed methodology employed this year due to the pandemic.

Attention is drawn to the following:

- ***Chadstone*** – respondents were more likely than average to nominate cleanliness and maintenance of the area.
- ***Clayton*** – respondents were more likely than average to nominate lighting, cleanliness and maintenance of the area, and street cleaning and maintenance.
- ***Notting Hill*** – respondents were more likely than average to nominate lighting, street trees, hard rubbish collection, and public toilets.
- ***Glen Waverley*** – respondents were more likely than average to nominate rates and hard rubbish collection.
- ***Wheelers Hill*** – respondents were more likely than average to nominate street trees, nature strips, hard rubbish collection, and drains maintenance and repairs.
- ***Mt Waverley*** – respondents were more likely than average to nominate environment, conservation, and climate change, drains maintenance and repairs, and COVID-19 issues.
- ***Mulgrave*** – respondents were more likely than average to nominate communication, consultation, and the provision of information.
- ***Oakleigh*** – respondents were more likely than average to nominate quality and provision of community services.
- ***Oakleigh East*** – respondents were more likely than average to nominate building, housing, planning and development, parks, gardens and open spaces, rates, environment, conservation and climate change, and education and schools.
- ***Oakleigh South*** – respondents were more likely than average to nominate building, housing, planning and development, street trees, and COVID-19 issues.
- ***Hughesdale*** – respondents were more likely than average to nominate parking, parks, gardens, and open spaces, rates, recycling collection, cleanliness and maintenance of area, street cleaning, and COVID-19 issues.

Top three issues for the City of Monash at the moment by precinct
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Ashwood - Burwood	
Traffic management	11.9%
Building, planning, housing, development	10.2%
Parking	5.1%
Communication, consultation, prov. of info.	5.1%
Footpath repairs and maintenance	5.1%
Lighting	5.1%
Safety, policing and crime	5.1%
Recycling collection	5.1%
Library services	5.1%
Hard rubbish collection	5.1%
All other issues	32.2%
Respondents identifying an issue	*31 (51.4%)*

Chadstone	
Traffic management	15.7%
Parking	9.8%
Cleanliness and maintenance of area	9.8%
Parks, gardens and open spaces	3.9%
Lighting	3.9%
Provision and maintenance of street trees	3.9%
Promote / improve community atmosphere	3.9%
Community support	3.9%
Public toilets	3.9%
Multicultural issues / cultural diversity	3.9%
All other issues	11.8%
Respondents identifying an issue	*22 (42.9%)*

Clayton	
Parking	15.4%
Traffic management	15.4%
Lighting	9.2%
Cleanliness and maintenance of area	9.2%
Building, planning, housing, development	6.2%
Street cleaning and maintenance	6.2%
Provision and maintenance of street trees	4.6%
Prov. and maint. of sports and recreation	4.6%
Rubbish and waste issues inc. garbage	4.6%
Council management and governance	4.6%
All other issues	36.9%
Respondents identifying an issue	*37 (57.5%)*

Notting Hill	
Lighting	20.0%
Provision and maintenance of street trees	16.7%
Hard rubbish collection	10.0%
Public toilets	10.0%
Nature strips	6.7%
Safety, policing and crime	6.7%
Parks, gardens and open spaces	3.3%
Communication, consultation, prov. of info.	3.3%
Building, planning, housing, development	3.3%
Respondents identifying an issue	*13 (41.2%)*

Glen Waverley	
Parking	11.8%
Building, planning, housing, development	11.8%
Traffic management	7.8%
Rates	5.9%
Lighting	5.2%
Provision and maintenance of street trees	5.2%
Hard rubbish collection	4.6%
Footpath repairs and maintenance	3.9%
Roads repairs and maintenance	2.6%
Prov. and maint. of cycling / walking paths	2.6%
All other issues	30.7%
Respondents identifying an issue	*84 (54.9%)*

Wheelers Hill	
Parking	11.5%
Provision and maintenance of street trees	9.8%
Nature strips	8.2%
Building, planning, housing, development	8.2%
Traffic management	8.2%
Hard rubbish collection	4.9%
Drains maintenance and repairs	4.9%
Communication, consultation, prov. of info.	3.3%
Rates	3.3%
Public transport	3.3%
All other issues	26.2%
Respondents identifying an issue	*29 (48.4%)*

Top three issues for the City of Monash at the moment by precinct
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Mt Waverley	
Parking	14.5%
Traffic management	13.2%
Building, planning, housing, development	7.9%
Environment, conservation, climate change	7.9%
Provision and maintenance of street trees	7.9%
Safety, policing and crime	7.2%
Drains maintenance and repairs	7.2%
Lighting	6.6%
Communication, consultation, prov. of info.	5.9%
COVID19 issues	5.3%
All other issues	44.1%
Respondents identifying an issue	*104 (68.3%)*

Mulgrave	
Communication, consultation, prov. of info.	8.1%
Provision and maintenance of street trees	8.1%
Building, planning, housing, development	7.0%
Traffic management	7.0%
Parking	5.8%
Safety, policing and crime	5.8%
Roads repairs and maintenance	4.7%
Cleanliness and maintenance of area	4.7%
Rates	3.5%
Footpath repairs and maintenance	3.5%
All other issues	40.7%
Respondents identifying an issue	*50 (58.5%)*

Oakleigh	
Parking	10.3%
Quality and prov. of community services	8.6%
Building, planning, housing, development	6.9%
Footpath repairs and maintenance	5.2%
Traffic management	5.2%
Rates	3.4%
Public transport	3.4%
Roads repairs and maintenance	3.4%
Hard rubbish collection	3.4%
Cleanliness and maintenance of area	3.4%
All other issues	8.6%
Respondents identifying an issue	*28 (48.7%)*

Oakleigh East	
Building, planning, housing, development	30.6%
Parks, gardens and open spaces	13.9%
Rates	11.1%
Traffic management	11.1%
Parking	8.3%
Environment, conservation, climate change	8.3%
Provision and maintenance of street trees	8.3%
Education and schools	5.6%
Communication, consultation, prov. of info.	5.6%
Roads repairs and maintenance	5.6%
All other issues	44.4%
Respondents identifying an issue	*24 (65.2%)*

Oakleigh South	
Building, planning, housing, development	22.2%
Provision and maintenance of street tree	22.2%
Traffic management	16.7%
Communication, consultation, prov. of info.	11.1%
Environment, conservation, climate change	11.1%
Hard rubbish collection	11.1%
Prov. and maint. of sports and recreation	11.1%
COVID19 issues	11.1%
Parks, gardens and open spaces	5.6%
Parking	5.6%
All other issues	11.1%
Respondents identifying an issue	*12 (66.5%)*

Hughesdale	
Parking	20.0%
Parks, gardens and open spaces	17.1%
Rates	8.6%
Recycling collection	8.6%
Provision and maintenance of street trees	8.6%
Traffic management	8.6%
Cleanliness and maintenance of area	8.6%
Street cleaning and maintenance	8.6%
COVID19 issues	8.6%
Footpath repairs and maintenance	5.7%
All other issues	48.6%
Respondents identifying an issue	*24 (67.8%)*

Issues by respondent profile

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

Attention is drawn to the following variation of note:

- ***Adolescents (aged 18 to 19 years)*** – the small sample of 35 adolescents were more likely than average to nominate drains, safety, policing and crime, street trees, parks, gardens, and open spaces, general infrastructure, and nature strips.
- ***Young adults (aged 20 to 34 years)*** – respondents were more likely than average to nominate lighting and public toilets.
- ***Adults (aged 35 to 44 years)*** – respondents were more likely than average to nominate parks, gardens, and open spaces.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were more likely than average to nominate building, housing, planning and development and rates.
- ***Older adults (aged 60 to 74 years)*** – respondents were more likely than average to nominate footpath maintenance and repairs.
- ***Male*** – respondents were more likely than female respondents to nominate traffic management.
- ***Female*** – respondents were more likely than male respondents to nominate parking and street trees.
- ***English speaking household*** – respondents were more likely than respondents from multi-lingual households to nominate building, housing, planning and development related issues.
- ***Multi-lingual household*** – respondents were more likely than respondents from English speaking households to nominate traffic management, parking, and COVID-19 issues.
- ***Household disability status*** – respondents from households with a member with a disability were more likely than average to nominate parking, communication, consultation and the provision of information, environment, conservation and climate change, COVID-19 issues, and services and facilities for the elderly.

Top three issues for the City of Monash at the moment by respondent profile
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Adolescents (18 to 19 years)	
Drains maintenance and repairs	20.0%
Parking	14.3%
Building, planning, housing, development	14.3%
Safety, policing and crime	14.3%
Provision and maintenance of street trees	14.3%
Traffic management	14.3%
Parks, gardens and open spaces	8.6%
Prov. and maintenance of infrastructure	8.6%
Nature strips	5.7%
Cleanliness and maintenance of area	5.7%
All other issues	5.7%
Respondents identifying an issue	*22 (64.1%)*

Young adults (20 to 34 years)	
Traffic management	12.7%
Parking	9.8%
Provision and maintenance of street trees	7.8%
Lighting	7.8%
Cleanliness and maintenance of area	4.1%
Safety, policing and crime	4.1%
Public toilets	4.1%
Nature strips	2.9%
Environment, conservation, climate change	2.9%
Hard rubbish collection	2.9%
All other issues	24.5%
Respondents identifying an issue	*121 (49.5%)*

Adults (35 to 44 years)	
Traffic management	15.6%
Building, planning, housing, development	10.9%
Parks, gardens and open spaces	8.6%
Parking	8.6%
Lighting	7.0%
Communication, consultation, prov. of info.	6.3%
Provision and maintenance of street trees	5.5%
Safety, policing and crime	4.7%
Rates	4.7%
Hard rubbish collection	3.9%
All other issues	42.2%
Respondents identifying an issue	*72 (56.5%)*

Middle aged adults (45 to 59 years)	
Parking	15.6%
Building, planning, housing, development	15.1%
Traffic management	8.4%
Rates	7.3%
Communication, consultation, prov. of info.	6.1%
Roads repairs and maintenance	5.0%
Footpath repairs and maintenance	5.0%
Provision and maintenance of street trees	4.5%
Hard rubbish collection	4.5%
Recycling collection	4.5%
All other issues	53.1%
Respondents identifying an issue	*119 (66.7%)*

Older adults (60 to 74 years)	
Parking	12.3%
Building, planning, housing, development	10.0%
Hard rubbish collection	6.9%
Provision and maintenance of street trees	6.2%
Footpath repairs and maintenance	6.2%
Traffic management	5.4%
Cleanliness and maintenance of area	4.6%
Rubbish and waste issues inc. garbage	4.6%
Lighting	3.8%
Rates	3.8%
All other issues	
Respondents identifying an issue	*80 (61.8%)*

Senior citizens (75 years and over)	
Building, planning, housing, development	10.2%
Provision and maintenance of street trees	8.0%
Parking	5.7%
Traffic management	4.5%
Roads repairs and maintenance	4.5%
Footpath repairs and maintenance	4.5%
Street cleaning and maintenance	4.5%
Hard rubbish collection	4.5%
Parks, gardens and open spaces	2.3%
Drains maintenance and repairs	2.3%
All other issues	29.5%
Respondents identifying an issue	*42 (47.7%)*

Top three issues for the City of Monash at the moment by respondent profile
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Male	
Traffic management	13.0%
Building, planning, housing, development	9.5%
Parking	7.9%
Provision and maintenance of street trees	5.4%
Rates	4.6%
Lighting	4.3%
Communication, consultation, prov. of info.	3.8%
Safety, policing and crime	3.8%
Cleanliness and maintenance of area	3.3%
Roads repairs and maintenance	3.3%
All other issues	34.8%
Respondents identifying an issue	*210 (53.7%)*

Female	
Parking	13.8%
Building, planning, housing, development	8.9%
Provision and maintenance of street trees	8.0%
Traffic management	7.2%
Lighting	5.6%
Hard rubbish collection	5.3%
Parks, gardens and open spaces	4.1%
Drains maintenance and repairs	3.9%
Communication, consultation, prov. of info.	3.9%
Cleanliness and maintenance of area	3.6%
All other issues	50.7%
Respondents identifying an issue	*248 (59.8%)*

English speaking	
Building, planning, housing, development	10.9%
Parking	9.4%
Traffic management	7.0%
Provision and maintenance of street trees	6.5%
Hard rubbish collection	5.6%
Parks, gardens and open spaces	4.8%
Footpath repairs and maintenance	3.9%
Environment, conservation, climate change	3.6%
Roads repairs and maintenance	3.4%
Lighting	3.4%
All other issues	48.8%
Respondents identifying an issue	*238 (57.4%)*

Multi-lingual	
Traffic management	14.0%
Parking	13.2%
Provision and maintenance of street trees	6.6%
Lighting	6.6%
Building, planning, housing, development	6.3%
Communication, consultation, prov. of info.	4.5%
Cleanliness and maintenance of area	4.2%
Safety, policing and crime	3.4%
Rates	3.4%
COVID19 issues	3.2%
All other issues	37.7%
Respondents identifying an issue	*215 (56.7%)*

Household members with a disability	
Parking	16.0%
Lighting	12.8%
Building, planning, housing, development	11.7%
Traffic management	11.7%
Communication, consultation, prov. of info.	8.5%
Provision and maintenance of street trees	7.4%
Environment, conservation, climate change	7.4%
Hard rubbish collection	5.3%
COVID19 issues	5.3%
Services and facilities for the elderly	5.3%
All other issues	52.1%
Respondents identifying an issue	*67 (70.9%)*

Household members without a disability	
Parking	10.2%
Traffic management	10.2%
Building, planning, housing, development	8.6%
Provision and maintenance of street trees	6.4%
Lighting	4.1%
Hard rubbish collection	4.0%
Parks, gardens and open spaces	3.7%
Safety, policing and crime	3.6%
Cleanliness and maintenance of area	3.4%
Rates	3.4%
All other issues	43.1%
Respondents identifying an issue	*376 (55.7%)*

Respondent profile

The following section provides the demographic profile of respondents to the *Monash City Council – 2020 Annual Community Satisfaction Survey*.

Age structure

Because the survey was conducted using a telephone survey methodology this year rather than the door-to-door methodology, the age structure of the respondents was less reflective of the underlying community.

Consequently, the database was weighted by age and gender to ensure the final sample reflected the Census demographic profile. It is noted that the underlying sample did meet the 40% requirement of the Performance Reporting Framework prior to the weighting.

Age structure
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	*2020 (unweighted)*		*2020*	*2019*	*2018*	*2016*
	Number	*Percent*	*(weighted)*			
Adolescents *(18 - 19 years)*	14	1.7%	4.3%	3.1%	4.3%	3.1%
Young adults *(20 - 34 years)*	103	12.8%	30.4%	22.8%	23.1%	26.3%
Adults *(35 - 44 years)*	71	8.8%	15.9%	19.0%	20.1%	21.6%
Middle-aged adults *(45 - 59 yrs)*	183	22.7%	22.2%	26.9%	26.8%	22.4%
Older adults *(60 - 74 years)*	253	31.4%	16.1%	20.4%	18.1%	18.5%
Senior citizens *(75 years and over)*	181	22.5%	10.9%	7.6%	7.6%	8.2%
Not stated			0	7	0	0
Total	**805**	**100%**	**805**	**805**	**800**	**800**

Gender

Gender
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	*2020*		*2019*	*2018*	*2016*
	Number	*Percent*			
Male	391	48.6%	56.0%	56.7%	52.4%
Female	414	51.4%	44.0%	43.0%	47.6%
Other	0	0.0%	0.0%	0.3%	0.0%
Prefer not to say / not stated	0		18	5	0
Total	**805**	**100%**	**805**	**800**	**807**

Language spoken at home

Language spoken at home
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2020		2019	2018	2016
	Number	Percent			
English	414	52.3%	51.2%	51.3%	58.5%
Mandarin	50	6.3%	12.2%	15.1%	5.5%
Greek	43	5.4%	2.9%	2.8%	3.3%
Hindi	31	3.9%	2.8%	4.0%	2.1%
Italian	24	3.0%	1.8%	2.3%	1.5%
Cantonese	22	2.8%	0.1%	3.9%	1.3%
Sinhalese	21	2.7%	3.0%	3.7%	2.3%
Chinese, n.f.d	19	2.4%	5.6%	0.5%	9.4%
Indonesian	16	2.0%	0.8%	0.1%	0.0%
Nepali	15	1.9%	0.2%	0.1%	0.1%
Tamil	13	1.6%	3.3%	1.2%	2.0%
Vietnamese	11	1.4%	1.3%	1.1%	0.5%
Malayalam	11	1.4%	0.8%	0.1%	0.8%
Bengali	7	0.9%	0.4%	0.4%	0.5%
German	7	0.9%	0.4%	0.5%	0.6%
Polish	7	0.9%	0.8%	0.3%	0.5%
Telugu	7	0.9%	1.1%	0.5%	0.1%
French	6	0.8%	1.0%	0.4%	0.6%
Punjabi	6	0.8%	0.1%	0.4%	0.6%
Dutch	5	0.6%	0.3%	0.1%	0.3%
Urdu	5	0.6%	0.3%	0.4%	0.3%
Danish	4	0.5%	0.0%	0.0%	0.0%
Japanese	4	0.5%	0.1%	0.5%	1.3%
Lithuanian	4	0.6%	0.0%	0.0%	0.0%
Spanish	4	0.5%	0.4%	0.1%	0.3%
Tagalog (Filipino)	4	0.5%	0.6%	0.3%	0.8%
Serbian	3	0.4%	0.1%	0.5%	0.0%
All languages *(22 separately identified)*	26	3.3%	4.6%	4.2%	5.0%
Multiple	3	0.4%	3.3%	4.4%	0.6%
Not stated	13		8	4	11
Total	**805**	**100%**	**805**	**800**	**807**

Household member with a disability

Household member with a disability
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2020 Number	2020 Percent	2019	2018	2016
Yes	94	12.2%	7.8%	6.8%	9.7%
No	675	87.8%	92.2%	93.2%	90.3%
Not stated	36		25	10	6
Total	**805**	**100%**	**805**	**800**	**807**

Household structure

Household structure
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2020 Number	2020 Percent	2019	2018	2016
Two parent family total	**344**	**44.2%**	**51.5%**	**52.2%**	**50.3%**
youngest child 0 - 5 years	*60*	*7.7%*	*9.7%*	*11.1%*	*11.4%*
youngest child 6 - 12 years	*83*	*10.7%*	*17.5%*	*15.0%*	*15.2%*
youngest child 13 - 18 years	*74*	*9.5%*	*8.0%*	*9.7%*	*9.2%*
adult children only	*127*	*16.3%*	*16.2%*	*16.4%*	*14.7%*
One parent family	**46**	**5.9%**	**4.7%**	**4.5%**	**3.0%**
youngest child 0 - 5 years	*2*	*0.3%*	*0.1%*	*0.3%*	*0.4%*
youngest child 6 - 12 years	*7*	*0.9%*	*1.0%*	*0.1%*	*0.2%*
youngest child 13 - 18 years	*7*	*0.9%*	*0.9%*	*0.8%*	*0.1%*
adult children only	*30*	*3.9%*	*2.7%*	*3.3%*	*2.2%*
Couple only household	217	27.9%	20.1%	18.7%	24.4%
Group household	76	9.8%	14.8%	15.1%	12.5%
Sole person household	86	11.1%	8.3%	9.3%	7.7%
Extended or multiple families	9	1.2%	0.6%	0.3%	1.9%
Not stated	27		22	14	2
Total	**805**	**100%**	**805**	**800**	**807**

Aboriginal or Torres Strait Islander

Aboriginal Australian or Torres Strait Islander
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	*2020*	
	Number	*Percent*
Yes	6	0.8%
No	787	99.2%
Not stated	12	
Total	**805**	**100%**

General comments

The following tables outline the general comments received from respondents at the conclusion of the survey this year. The issues most raised related to community facilities, services, and activities (19.3%), general positive comments about Council (16.5%), and planning and development issues (9.2%).

General comments
Monash City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	*2020*		*2019*	*2018*	*2016*
	Number	*Percent*			
Community facilities / services / activities	21	19.3%	3.3%	6.2%	2.2%
General positive comments	18	16.5%	18.9%	2.5%	12.9%
Planning and development issues	10	9.2%	3.3%	14.8%	11.8%
Communication, consultation and Council management	8	7.3%	11.1%	11.1%	8.6%
Parking	7	6.4%	11.1%	2.5%	10.8%
Parks, gardens, open spaces and tree maintenances	7	6.4%	10.0%	7.4%	11.8%
Waste management and cleanliness	7	6.4%	1.1%	7.4%	6.5%
COVID-19	4	3.7%	0%	0%	0%
General negative comments	3	2.8%	3.3%	1.2%	0.0%
Rates / financial management	3	2.8%	3.3%	4.9%	7.5%
Traffic and public transport management	3	2.8%	3.3%	11.1%	3.3%
Comments relating to this survey	3	2.8%	2.2%	6.2%	0.0%
Environment and sustainability	3	2.8%	1.1%	2.5%	0.0%
Cleanliness of areas	2	1.8%	6.7%	2.5%	0.0%
Street lighting	1	0.9%	4.4%	6.2%	4.3%
Animal management	1	0.9%	1.2%	1.2%	2.2%
Safety, policing and crime	0	0.0%	10.0%	2.5%	2.2%
Other	8	7.3%	6.7%	9.9%	8.6%
Total	**109**	**100%**	**81**	**81**	**93**

General comments

Monash City Council - 2020 Annual Community Satisfaction Survey

(Number of responses)

Comment	*Number*
Communication, consultation & Council management	
Arrange a community meeting to develop relationships in community	1
Consultation about rules and regulations should be better	1
Council needs to be more vocal; I see state government and federal government doing something, but not the Council	1
Council previously called me saying someone used my email address left in library and may hack my personal info	1
I have been on couple of Council meetings there much of politics community should be first	1
Like the Monash Bulletin	1
Need to be responsive to individual political agenda	1
Respond well when you get contacted	1
Total	**8**
Parking	
No restrictions on parking in some streets,	1
Not happy with the parking officers and attitudes	1
Parking in Glen Waverley station does not allow the residents to go and come from city without ticket. Need more time to park	1
Parking is not monitored	1
People parking on both sides of the road	1
Too many home run businesses, which cause parking issues	1
What they have done is illegal decision against me for parking	1
Total	**7**
Parks, gardens, open spaces, and tree maintenances	
Appropriate greenery	1
Issue with trees outside my house has not been fixed	1
Jells Park - dead trees omnipresent	1
Keep Notting Hill greener	1
Take out the gum trees, leaves dropping, and the Council should attend to it	1
Trees are not taken in consideration when it comes to construction	1
Trees should be maintained	1
Total	**7**

Planning and development issues	
Clean up your permit giving to developers	1
Control over increased density of houses	1
Development is very poor in Hughesdale compared to Oakleigh	1
High degree of gentrification and the local residents are being uprooted	1
High rise apartment development should be stopped	1
I just cannot understand who allows the building designs that look like factory or crematorium, they should not be allowed	1
I love the industrial area in Wellington Road as it is well planned. However, The Glen and other high rises are ugly and makes the area look really bad	1
It would good to see some less development	1
Old quarry to be turned into houses. People want exercise spaces	1
Stop giving approval to developers for high rise buildings	1
Total	**10**

Traffic and public transport management	
Traffic light in Albany Dr, Mulgrave	1
Traffic on Bakers Rd needs better traffic management	1
Trucks and workmen everywhere near The Glen in Blackburn Rd	1
Total	**3**

Community facilities / services / activities	
Drains are overflowing and creating flood in heavy rain maintenance should be done regularly	2
Fixing up footpaths	2
More assistance for older people	2
Arrange street sweeping regularly during autumn	1
Environmental sustainability should be considered	1
Footpaths are not even	1
Free charges of gardening, I have been paying and the job is not done	1
Help them deal with mental health and other related issues	1
House maintenance services were provided but not anymore	1
Just focus on your people	1
No footpaths in the May Court	1
Public art is very poor	1
Shopping strips have not been repaired in the last 26 years	1
Street leaves are blocking the gutters and it's overflowing in Baker Avenue	1
Street sweeping	1
The library should have more books in other languages of other communities	1
Toilets must be checked regularly	1
Top issue is mental health of the people	1
Total	**21**

Waste management and cleanliness	
Can you please make hard rubbish collection on call basis	2
Can you please make hard rubbish collection 2 times a year	1
Hard rubbish is too expensive	1
Increase the items for hard rubbish	1
Recycling	1
Recycling confusing which things can go in recycling or other bin send out detailed instructions	1
Total	**7**

Cleanliness of areas	
Keep the place tidier and nicer	1
Please do something about graffiti	1
Total	**2**

Animal management	
People are leaving dog faeces in plastic and trolled in middle of nowhere	1
Total	**1**

Street lighting	
More street lighting on Baker Ave	1
Total	**1**

COVID-19	
A few services should be back	1
Help each community to upskill and get on track after the pandemic	1
Local Council should put pressure on state govt for COVID data and information	1
Restart all the activities as soon	1
Total	**4**

Rates / financial management	
Rates are hiked so much	1
Rates and animal registration fees should be reduced and given concession for healthcare holders	1
Make good decisions and spend the money accurately	1
Total	**3**

Environment and sustainability	
Look after the environment and the vulnerable community members	1
More about the environment and less about over development of residential areas	1
They should regulate for the type of wood used in wood heaters on private property	1
Total	**3**

General negative comments	
I do not like the attitude of staff in the library	1
Just focus on community satisfaction rather than doing materialistic stuff hoping we will be happy	1
The area is too overcrowded, and we are moving out soon	1
Total	**3**

General positive comments	
Council overall is doing a good job	5
Very happy with the Council	4
Keep up the good work	3
I trust the Council regarding their work, would be nice to see them fulfill our expectations	1
It is a good thing that the Council is checking on people living in the area. I am happy	1
Music festival is very good	1
Overall, it's a good place to live in	1
Think they're doing a good job, continue providing support and safety	1
We are very impressed with the Council	1
Total	**18**

Comments relating to this survey	
I didn't know the Council will do this type of survey to the residents, highly appreciated	1
I would you like to receive feedback about the survey	1
When are the results of the survey going be out	1
Total	**3**

Other	
Do better	1
Give more attention to Hughesdale suburb	1
Most of the Council members are part of political party, they should concentrate on community	1
Need to be more innovative and be with the current times a bit more	1
Noise control must be regulated	1
People are concreting their front yards, especially the overseas people. The area looks like a third world country. It's not pretty anymore	1
Racism in the area is getting bad. Verbally and other behaviour	1
Stay out of people's lives	1
Total	**8**

Appendix One: survey form

Monash City Council
2020 Annual Community Satisfaction Survey

Hello my name is _____ from Metropolis Research and I am calling on behalf of Monash City Council.

We recognise that this is a difficult time for the community, but Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council

The survey also includes a few questions about the coronavirus pandemic and the ways in which Council may assist the community at this time.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

1 **On a scale of 0 (very low) to 10 (very high), how well do you feel that you and your household are coping with the impacts of COVID19?**

1. Financial wellbeing	0	1	2	3	4	5	6	7	8	9	10	*99*
2. Mental health and emotional wellbeing	0	1	2	3	4	5	6	7	8	9	10	*99*
3. Physical health and wellbeing	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than five, why do you say that?												

2 **On a scale from 0 (no support) to 10 (strong support), to what extent do you feel supported by government during the pandemic?**

1. Federal Government	0	1	2	3	4	5	6	7	8	9	10	*99*
2. State Government	0	1	2	3	4	5	6	7	8	9	10	*99*
3. Local Council	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than five, why do you say that?												

3 **In what ways do you feel that Council could best?**

Assist the community deal with the pandemic now	**1**	
	2	
	3	
Assist the community rebuild and reconnect when the pandemic passes	**1**	
	2	
	3	

Thank you for your feedback about the pandemic. The remaining questions in the survey relate to the performance of Council providing services and facilities to the community.

4

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

1. The maintenance and repair of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
2. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
4. Regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
5. Regular recycling service	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
If less than 6, why do you say that?													
6. Regular green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
7. Maintenance and cleaning of public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
8. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
9. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
10. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
11. Provision of parking facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
12. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
13. Provision and maintenance of parks, gardens and reserves	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
If less than 6, why do you say that?													
Is there a specific park, garden or reserve of concern?													
14. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
If less than 6, why do you say that?													
15. Animal management *(control and regulation of pets and domestic animals)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*

4

16. Council activities to encourage environmental sustainability	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
If less than 6, why do you say that?													
17. Council's newsletter *Monash Bulletin (delivered by Australia Post to every household in Monash)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
If less than 6, why do you say that?													

5

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?

(note: Ask importance, then use, then satisfaction only if service has been used in last twelve months)

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
2. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
3. Council's Waste Transfer Station *(located in Ferntree Gully Road, Notting Hill)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
4. Recreation and Aquatic Centres	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
5. Bike paths and shared pathways	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
6. Sports ovals and other outdoor sporting facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
7. Provision and maintenance of local playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
8. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than 6, why do you say that, and please name any specific locations of concern?													

5

9. Council run services for children and their families	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
10. Council services for older residents and activities for seniors	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
11. Local library and library services	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
12. Council run programs and activities for young people (10—25 years)	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*

6

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

1. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	*99*
If less than 6, what do you wish Council would ask you about?												
2. Council's representation, lobbying and advocacy on behalf of the community with other levels of government or organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	*99*
3. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	*99*
4. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	*99*
5. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	*99*
6. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	*99*

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

7

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

Issue One:	
Issue Two:	
Issue Three:	

8 **Have you had any contact with Monash City Council in the last twelve months?**

Yes (*continue)* **1** No (*go to Q. 10)* **2**

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

1. General reception	0	1	2	3	4	5	6	7	8	9	10	*99*
2. Care and attention to your enquiry	0	1	2	3	4	5	6	7	8	9	10	*99*
3. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	*99*
4. Speed of service	0	1	2	3	4	5	6	7	8	9	10	*99*
5. Courtesy of service	0	1	2	3	4	5	6	7	8	9	10	*99*
6. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	*99*
7. Staff's understanding of your language needs	0	1	2	3	4	5	6	7	8	9	10	*99*
If any aspect rated less than 6, why do you say that?												

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

10 **On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with planning for population growth (by all levels of government).**

Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than 6, why do you say that?												

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

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than 6, please identify the developments:												
2. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	*99*
3. The protection of trees and vegetation on private property	0	1	2	3	4	5	6	7	8	9	10	*99*

12 **Have you participated in a Monash community engagement in the last two years?**

(please select as many as appropriate)

A survey (such as this one)	**1**	Community meeting or workshop	**4**
Listening Post	**2**	Made a submission or objection	**5**
Council presence at an event	**3**	None, this is my first time	**6**

13 **In what types of consultations, if any, would you be interested in participating?**

(please select as many as appropriate)

Formal Council plans and policies *(e.g. the Council Plan, the Budget, Environmental Sustainability, Health and Wellbeing Plan)*	**1**
Decisions about the physical environment *(e.g. traffic, streetscapes, parking, open spaces)*	**2**
Regulatory matters *(e.g. local laws and planning permits)*	**3**
Research and evaluation of services *(e.g. leisure services and libraries)*	**4**
Ongoing engagement on services for community wellbeing *(e.g. families, children, youth, ageing and disability, sports, or business)*	**5**

14 **What ways would you prefer to provide your views to Council?**

(please select as many as appropriate)

Survey	**1**	Written submissions	**5**
Informal conversations with staff at Listening Posts or events	**2**	A panel made up of community representatives	**6**
Online interaction participation	**3**	Other *(specify)*	**9**
Workshops or meetings	**4**	_____	

15 **What are the methods by which you prefer to receive or seek information from Council?**

(please select as many as appropriate)

In person, at a Council Customer Service Centre	**1**	Council's monthly newsletter — the "Monash Bulletin" or e-news	**6**
By calling via telephone	**2**	Direct Mail or letterboxed materials	**7**
Council's website	**3**	Community Information Boards	**8**
Via email	**4**	Other (specify)	**9**
Social media (Facebook, Twitter or Instagram)	**5**		

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

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

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

Male	**1**	Other / non-binary	**3**
Female	**2**	Prefer not to say	**4**

18 **Are you an Aboriginal Australian or Torres Strait Islander?**

Yes	**1**	No	**2**

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

English only	**1**	Other *(specify):*_____	**2**

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

Yes	**1**	No	**2**

21 **What is the structure of this household?**

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

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

Thank you for your time
Your feedback is most appreciated

Council will publish the full results of this survey on its website by end June 2020, following detailed analysis and discussion with Councillors and senior officers.

23 **Would you like your name to be provided to Council specifically so you may receive regular emails from Council about Council news or local events?**

Yes	**1**	No	**2**

If Yes, please leave your email address and first name;

Email address:
First name: