



*Monash City Council*

**2023 Annual Community Satisfaction Survey**

*April 2023*

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## Executive summary

### **Survey aims and methodology:**

Metropolis Research conducted this, Council's seventh *Annual Community Satisfaction Survey* as a door-to-door, 15-minute interview survey of 815 respondents in February and March 2023.

The survey had been conducted by telephone interview over the last three years in response to the COVID-19 pandemic, but this year returned to the superior, door-to-door interview style methodology. This provides a much richer interaction with the community, and importantly, received a significantly improved response rate of 44.4%, up from 18.2% last year.

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

The survey also measured the importance to the community of 28 individual services and facilities and explored the top issues the community feel needs to be addressed in the municipality 'at the moment'.

This year, there were also a set of questions relating to Council's performance across four policy areas (gender equity, family violence, support for local business, and reducing loneliness in the community).

### **Key findings:**

The key finding from the survey this year is that satisfaction with almost all aspects of Council performance increased this year, with satisfaction with most remaining notably higher than the metropolitan Melbourne average.

Overall satisfaction increased 1.6% to 7.18, this year, although it remains a little below the long-term average since 2016 of 7.31.

There were increases in satisfaction with planning for population growth by all levels of government (up 9.5%), customer service (up 8.1%), planning and development outcomes (up 5.5%), aspects of traffic and parking (up 3.4%), aspects of governance and leadership performance (up 3.3%), and average satisfaction with Council services and facilities (up 1.9%).

There were significant increases in satisfaction with a wide range of individual Council services and facilities this year, with the largest increases recorded for parking enforcement (up 8.7%), Council's website (up 5.2%), footpath maintenance and repairs (up 5.1%), local traffic management (up 4.9%), provision of parking facilities (up 4.4%), and drains maintenance and repairs (up 4.4%).



Many of the results this year reflect a return to the long-term average satisfaction, reversing the unusually large declines recorded last year, and some were at historically high levels.

The only service to record a notable (but not statistically significant) decline in satisfaction this year was the regular garbage collection, which declined three percent to 7.83, which was 8.1% lower than the metropolitan Melbourne average this year. This clearly reflects the changes to the kerbside collection, with some respondents referring to the frequency of bin collection and a smaller number commenting on the size of the bins.

In 2022, Metropolis Research referenced the significant external factors that were impacting on community satisfaction with local government across metropolitan Melbourne, including mostly importantly, a general fatigue with government following the COVID-19 lockdowns. These factors have, as anticipated, dissipated significantly, and the City of Monash results have begun to return to trend.

Metropolis Research identifies the factor that most held back a larger increase in satisfaction this year include were the changes to the kerbside collection services.

This issue was nominated as a top three issue by 17.1% of respondents, and on average, these respondents rated satisfaction with Council’s overall performance 3.5% lower than the municipal average. This was a significant drag on a more substantial increase in satisfaction.

Metropolis Research suggests that to record an increase in overall satisfaction despite the significant one-off factor of changes to the kerbside collection services reflects well on the underlying high level of community satisfaction with the performance of Council.

The three most nominated issues all continued to exert a negative influence on overall satisfaction for the respondents who nominate the issues, including parking issues (6.1% lower), traffic management (3.9% lower) and rubbish and waste issues (3.3% lower).

Other issues that appeared to exert a negative influence on satisfaction with Council’s overall performance for the respondents nominating them were cleanliness, parks and gardens, street trees, lighting, roads, planning and development, communication, and footpath related issues, although each of these issues were nominated by a smaller proportion of respondents.

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

<b>Satisfaction with:</b>	<b>Metro. Melbourne 2023</b>	<b>City of Monash 2022</b>	<b>City of Monash 2023</b>
Council’s Overall performance	6.98	7.07	7.18
Making decisions in the interests of community	6.84	6.83	7.15
Maintaining trust and confidence of the community	7.00	6.96	7.14
Community consultation and engagement	7.22	6.81	7.17
Representation, lobbying and advocacy	6.84	6.90	7.13
Responsiveness of Council to local community needs	7.00	6.93	7.01
Customer service (average score across 7 indicators)	7.57	7.05	7.62
Maintenance and repair of sealed local roads	7.05	7.21	7.48



### **Satisfaction with the performance of Council:**

Satisfaction with the [overall performance](#) of Monash City Council increased 1.6% this year to 7.18 out of a potential 10. This was not a statistically significant increase, and satisfaction remains somewhat lower than the long-term average satisfaction since 2016 of 7.31.

This result was, however, notably higher than the metropolitan Melbourne average of 6.98 and the eastern region councils' (7.01), as recorded in the 2023 *Governing Melbourne* research.

Satisfaction with Monash City Council improved from the unusually low result of 7.07 recorded last year, which Metropolis Research notes was a positive result given the negative influence of some community concern around the changes to the kerbside collection services which were clearly evident in the results to a range of questions in the survey this year.

Overall satisfaction with the City of Monash remains at a “good” level.

A little less than half (42.8% down from 47.1%) of respondents were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst 4.4% (down from 7.6%) were dissatisfied (rating zero to four).

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

- **Notably more satisfied than the municipal average** – includes 15 respondents from Notting Hill, young adults (aged 18 to 34 years), male respondents, two-parent families (youngest child aged 0 to 4 years), group households, and sole person households.
- **Notably less satisfied than the municipal average** – includes 29 respondents from Hughesdale, older adults (aged 60 to 74 years), female respondents, households with member with disability, respondents who had contacted Council in the last 12 months, one-parent families, persons with chronic illness, LGBTIQ+ residents, and respondents experiencing financial hardship.

Satisfaction with the five included aspects of [governance and leadership](#) increased by an average of 3.3% this year to 7.12, following on from the unusual declines recorded over the last two years.

Satisfaction with all five aspects of governance and leadership remain similar to or slightly higher than the 2023 metropolitan Melbourne (6.98), and eastern region councils (7.09).

Metropolis Research notes that satisfaction with all five aspects of governance and leadership increased this year, with the statistically significant 5.3% increase in satisfaction with Council’s community consultation and engagement performance the most significant this year.

Apart from the impact of rubbish and waste issues, traffic management issues, and to a lesser extent car parking issues, there were no other significant underlying factors that negatively impacted on satisfaction with Council’s overall performance or satisfaction with governance and leadership by a substantial number of respondents.





Governance and leadership issues did not appear as substantive issues to address in the municipality, nor were there significant issues raised by respondents who were dissatisfied with Council's overall performance relating to governance and leadership performance.

As in previous years, there were comments received from respondents dissatisfied with overall performance or governance and leadership that referred a perception from these respondents that Council was not adequately listening to or communicating effectively with the community.

Satisfaction with all five aspects of governance and leadership remained at "good" levels, including satisfaction with Council's community consultation and engagement (up 5.3% to 7.17), making decisions in the interests of the community (up 4.7% to 7.15), maintaining community trust and confidence (7.14), representation, lobbying and advocacy (7.13), and the responsiveness of Council to local community needs (7.01).

Satisfaction with Council's [customer service](#) increased significantly this year, up by an average of 8.1% to 7.62, which is a "very good", up from a "good" level. This increase recovered most of the ground lost last year in satisfaction with customer service.

These strong results suggest a very positive turnaround for Council in terms of customer service, particularly given the existence of one-off issues such as the kerbside collection service changes which will have flowed through into more engagement with Council from residents with concerns around the changes.

The average satisfaction with the 28 Council provided [services and facilities](#) included in the survey increased by an average of 1.9% this year, up from 7.55 to 7.69, which remains a "very good" level.

The average satisfaction with these services and facilities in the City of Monash (7.69) was marginally (1.6%) higher than the metropolitan Melbourne average of 7.57.

There were significant increases in satisfaction with parking enforcement (up 8.7%), Council's website (up 5.2%), footpath maintenance and repairs (up 5.1%), local traffic management (up 4.9%), provision of parking facilities (up 4.4%), drains maintenance and repairs (up 4.4%), the provision and maintenance of street trees (up 4.3%), the *Monash Bulletin* (up 3.9%), Council activities to promote environmental sustainability (up 3.9%), the maintenance and repair of sealed local roads (up 3.7%), and bike paths and shared pathways (up 2.9%).

The only service or facility to record a notable, but not statistically significant decline this year was the regular garbage collection, which declined three percent to 7.83, which remains at an "excellent" level, although it was 8.1% lower than the metropolitan Melbourne average this year.

Metropolis Research notes that a three percent decline in satisfaction with the regular garbage collection immediately following the changes to the kerbside collection services suggests widespread community acceptance of the changes. It is noted, however, that a total of 7.8% of respondents were "dissatisfied" with the regular garbage collection this year.



The services with the highest satisfaction this year again include the local library and library services (8.52), regular green waste collection (8.28), recreation and aquatic centres (8.24), Council’s waste transfer station (8.06), sports ovals and other outdoor sporting facilities (8.06), and the provision and maintenance of local playgrounds (8.03). These services and facilities all recorded satisfaction scores measurably higher than the average of all 28.

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 three 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 three services and facilities to record satisfaction scores lower than overall satisfaction include public toilets (6.66), parking enforcement (6.99), and provision of parking facilities (7.13).

It is important to bear in mind that satisfaction with all of these services and facilities were “good”, despite recording satisfaction scores lower than the overall satisfaction. There were no services and facilities included in the survey this year that received “poor” or lower satisfaction scores.

Satisfaction with [planning for population growth by all levels of government](#) increased significantly this year, up 9.5% to 7.02, which is a “good”, up from a “solid” level. This remains notably higher than the metropolitan Melbourne (6.84) and eastern region councils (6.87).

This is the highest satisfaction with planning for population growth recorded for the City of Monash.

Satisfaction with the [planning and development outcomes](#), “the design of public spaces” (7.71 up from 7.49), “the protection of trees and vegetation on private property” (7.36 up from 6.89) and the “appearance and quality of new developments” (7.21 up from 6.73) all increased strongly this year.

Satisfaction with the appearance and quality of new developments and the design of public spaces were higher than the metropolitan Melbourne and eastern region councils’ results.

### ***Issues to address for the City of Monash:***

The main [issues to address in the City of Monash ‘at the moment’](#) include rubbish and waste issues including garbage collection (17.1% up from 13.0%), traffic management (13.7% up from 12.5%), parking both enforcement and availability (12.0% up from 11.1%), lighting (7.1% up from 5.4%), road maintenance and repairs (6.4% up from 5.4%), and provision and maintenance of street trees (5.4% up from 4.1%).

All of these issues appear to exert a negative influence on satisfaction with Council’s overall performance for the respondents who raised the issues.



Particular attention is drawn to the significant proportion of respondents who nominated rubbish and waste issues this year, up from five percent in 2021 and 13.7% in 2022 to 17.1%.

This significant increase reflects the changes to the kerbside collection services, which will have had a notable impact on satisfaction with Council's overall performance this year. The 139 respondents who nominated these issues, on average, rated satisfaction with Council's overall performance at 6.93, or 3.5% lower than the municipal average.

### ***Importance of Council initiatives:***

Respondents were in 2023, asked to rate the [importance of Council initiatives](#) in relation to four policy areas. Each of these four initiatives were considered very to extremely important.

These included "prevention of family violence and all forms of violence against women" (8.84 out of 10), "support for local business to grow, to increase jobs, and investment" (8.37), "reducing loneliness in the community" (8.30), and promotion of gender equity" (7.90).

Two-thirds or more of respondents providing a score considered each of these four initiatives to be "very important", whilst it is noted that 6.5% considered "unimportant" Council initiatives in the promotion of gender equity.

### ***Perception of safety:***

Respondents were again in 2023, asked to rate their [perception of safety in the public areas of the municipality](#) during the day (8.64 down from 8.77), in and around the local shopping district / centre (8.30 down from 8.40), travelling on / waiting for public transport (7.91 up from 7.68), and at night (7.46 up from 7.11).

These results all remain consistent with the eastern region councils' average, and somewhat higher than the metropolitan Melbourne averages, and suggest a strong perception of safety in the public areas of the City of Monash again this year.

It is noted that just 3.2% (down from 3.6%) of respondents nominated safety, policing, and crime related issues as one of the top three issues to address, although it is noted that 6.1% of respondents felt "unsafe" in the public areas of the City of Monash at night (compared to a metropolitan Melbourne average of 11.3%).

### ***Traffic and parking:***

Respondents were again in 2023, asked to rate their satisfaction with six aspects of [traffic and parking](#) on residential streets and main roads.

On average, respondents rated satisfaction with the speed of traffic on main roads (7.14) and residential streets (7.13), the volume of traffic on main roads (6.70 up from 6.29) and residential streets (7.08 up from 6.61), and the availability of parking on main roads (6.71) and residential streets (7.02) at "good" levels.



## Introduction

Metropolis Research Pty Ltd was commissioned by Monash City Council to undertake this, its seventh *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 - 2023 Annual Community Satisfaction Survey* comprises the following:

- Satisfaction with Council's overall performance.
- Satisfaction with aspects of governance and leadership.
- Importance of and satisfaction with 28 Council services and facilities.
- Issues of importance for the City of Monash 'at the moment'.
- Satisfaction with aspects of Council's customer service.
- Satisfaction with planning for population growth by all levels of government.
- Importance of Council initiatives in four policy areas (gender equity, loneliness, economy, and family violence).
- Perception of safety in Monash.
- Satisfaction with traffic and parking.
- 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, period of residence, household structure, and diverse population groups.

### ***Methodology, response rate and statistical strength***

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey, and the 2023 survey returned fully to this traditional method.

The door-to-door, face-to-face interview style survey methodology was employed for this project, as it provides the richest interaction with residents, encourages their thoughtful participation in the research, records a substantially higher response rate, and provides a sample that is more representative of the underlying Monash community than can be obtained via other methods.

The surveying was completed from the 4<sup>th</sup> of February to the 12<sup>th</sup> of March 2023.

All surveys were completed on Saturdays and Sundays from 11am till 5pm, as this is the best time to ensure that the sample is most randomly selected and therefore representative of the underlying population.

The sample 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.

A total of 3,576 residents were approached with a view to inviting them to participate in the research. Of these:

- No answer - 1,740
- Refused – 1,021
- Completed - 815

This provides a response rate of 44.4%, which is a significant improvement over the unusually low 18.2% recorded in 2022, using the less effective telephone methodology. This very strong response rate reflects well on the door-to-door methodology, as well as the level of engagement of the Monash community with their local council.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.



This is based on a total sample size of 800 respondents, and an underlying population of the City of Monash of 202,847.

The 95% confidence level around the precinct level results is approximately plus or minus 12%, based on an average sample size of approximately 65 respondents. The 95% confidence level around the gender-based results is approximately plus or minus 5%, and for the age groups averages around plus or minus 7%.

## ***Governing Melbourne***

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne.

*Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Monash City Council – 2023 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 2023 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the East region (Boroondara, Manningham, Monash, Maroondah, Whitehorse, Yarra Ranges, Knox).

## ***Glossary of terms***

### *Precinct*

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council.

The precincts used for this report are the sub-municipal areas as presented in Council’s *Community Profile* as published by i.d Consulting.

### *Measurable and statistically significant*

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

### *Significant result*

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



### *Marginal / somewhat / notable*

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.

In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment.

### *95% confidence interval*

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

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

### *Satisfaction categories*

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

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

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

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



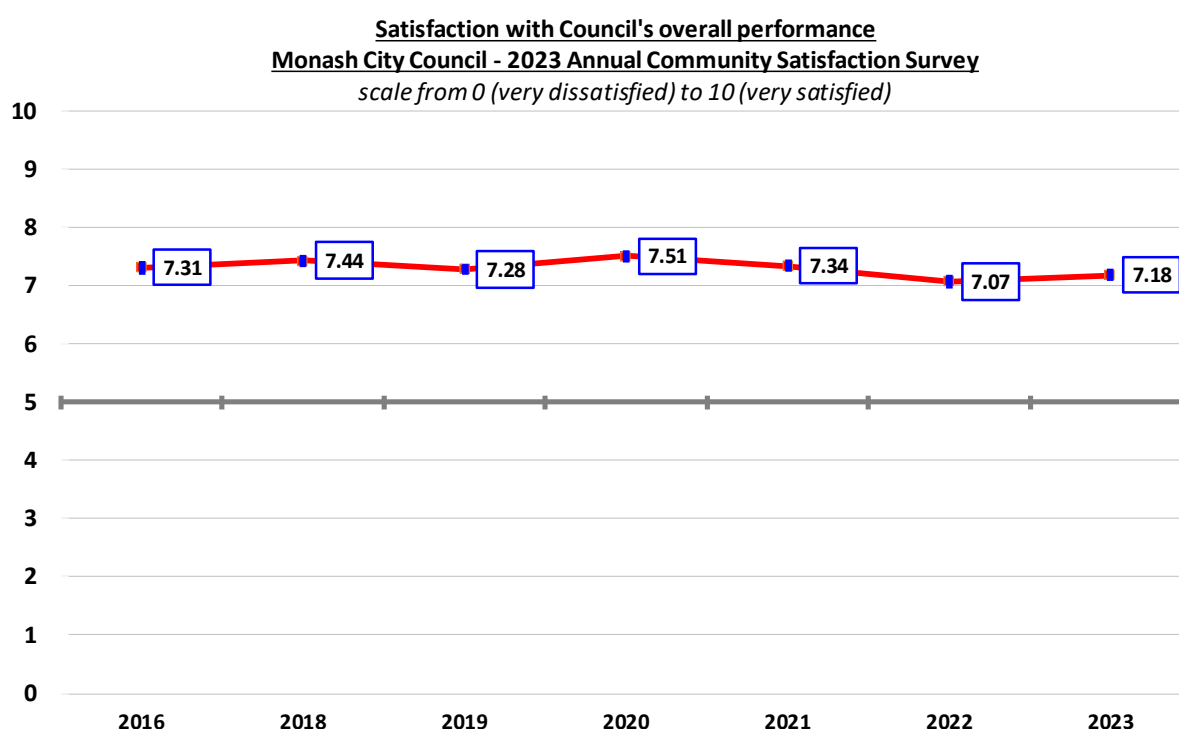
## Council’s overall performance

Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility (“overall performance”) increased marginally, but not measurably this year, up 1.6% to 7.18, which remains a “good” level of satisfaction.

Despite the increase in satisfaction this year, satisfaction with Council’s overall performance remains marginally below the long-term average since 2016 of 7.31.



By way of comparison, this result was notably but not measurably (2.7%) higher than the metropolitan Melbourne average of 6.98, and 2.3% higher than the eastern region councils’ average of 7.01. These comparison results were sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

Metropolis Research notes that the survey was conducted by telephone in 2020, 2021, and 2022, and that the telephone methodology often records a marginally lower satisfaction score than is recorded using the more interactive face-to-face survey method.

It does appear that satisfaction with Monash City Council has improved from the unusually low result of 7.07 recorded last year. Metropolis Research notes that this is a positive result given the likely negative influence of some community concern around the changes to the kerbside collection services.





The impact of changes to the kerbside collection services was observed in several results throughout this report, including that waste management issues were the most nominated issue to address for the City of Monash ‘at the moment’, with 17.1% of respondents nominating these issues. This was measurably and significantly higher than the metropolitan Melbourne average of 5.8%, as discussed in the [Issues to Address](#) section of this report.

The respondents who nominated waste management issues were 3.5% less satisfied with Council’s overall performance than the average of all respondents (6.93 compared to 7.17).

[Satisfaction with the regular garbage collection](#) service declined three percent this year and was 8.1% lower than the metropolitan Melbourne average satisfaction with regular garbage collection (7.83 compared to 8.52).

Taken together, these results do suggest a notable level of community concern around changes to the kerbside collection services, a result that clearly exerted a negative influence on overall satisfaction with Monash City Council.

The fact that satisfaction with Council’s overall performance managed to increase this year, despite the impact of this significant one-off factor, speaks well to the underlying level of community satisfaction with the Monash City Council.

Metropolis Research notes from experience measuring community satisfaction elsewhere where kerbside collection service changes have been implemented, it is likely that this negative influence on overall satisfaction will diminish over a relatively short period of time.

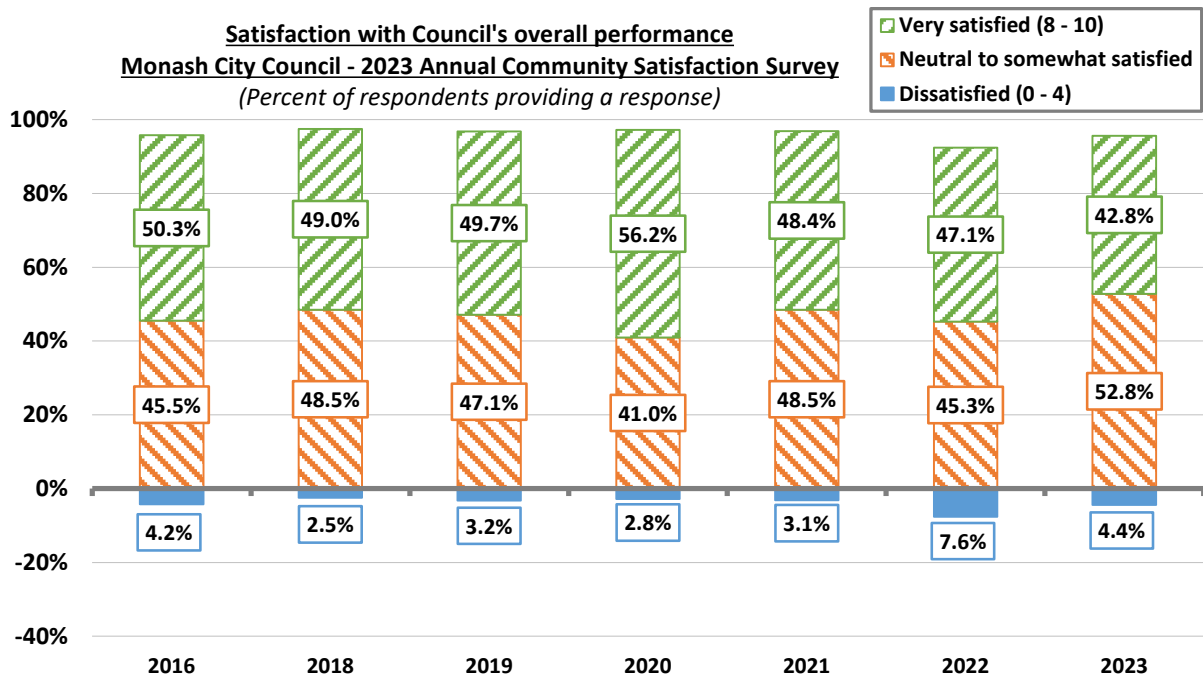
Metropolis Research also notes that a range of other issues exerted a negative influence on satisfaction with Council’s overall performance for the respondents raising the issues, which is discussed in the [Relationship between Issues and Overall satisfaction](#) section of this report, which follows.

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

There was a small decline this year, in the proportion of respondents who were “very satisfied” with Council’s overall performance, down from 47.1% to 42.8%, but also a small decline in the proportion of respondents who were “dissatisfied” with Council’s overall performance.

It is an important to note that, whilst there was a substantial group within the community who were concerned around the kerbside collection service changes, this did not flow through into an increase in the proportion of respondents “dissatisfied” with Council’s overall performance this year.

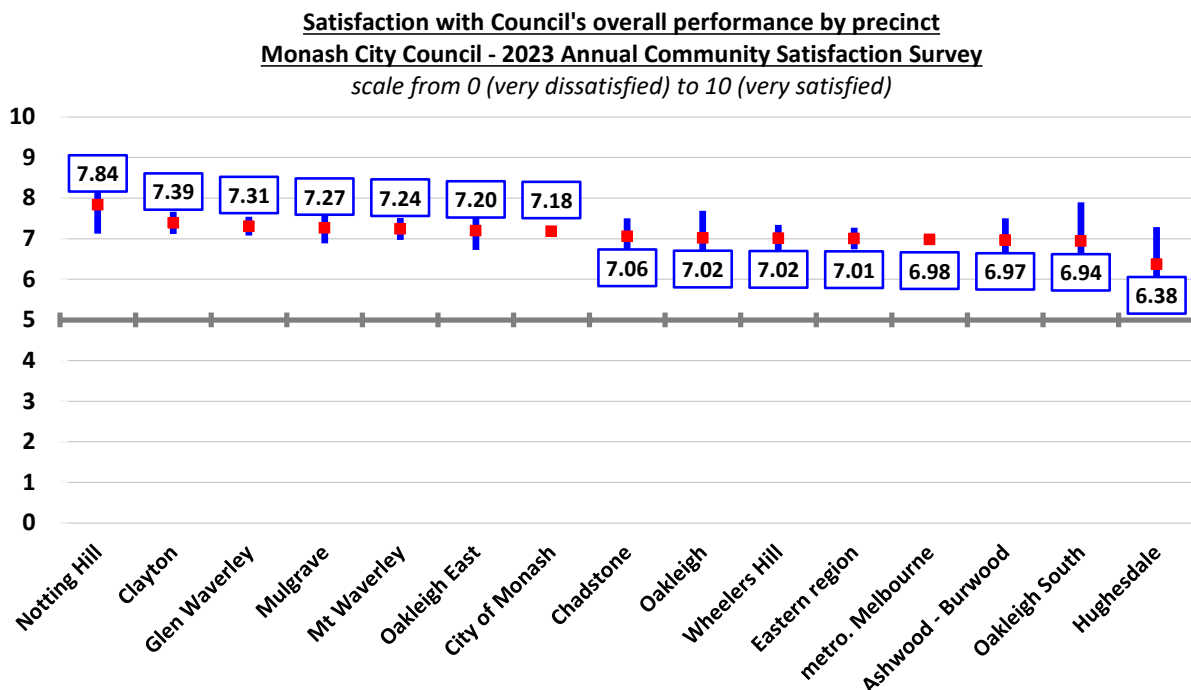




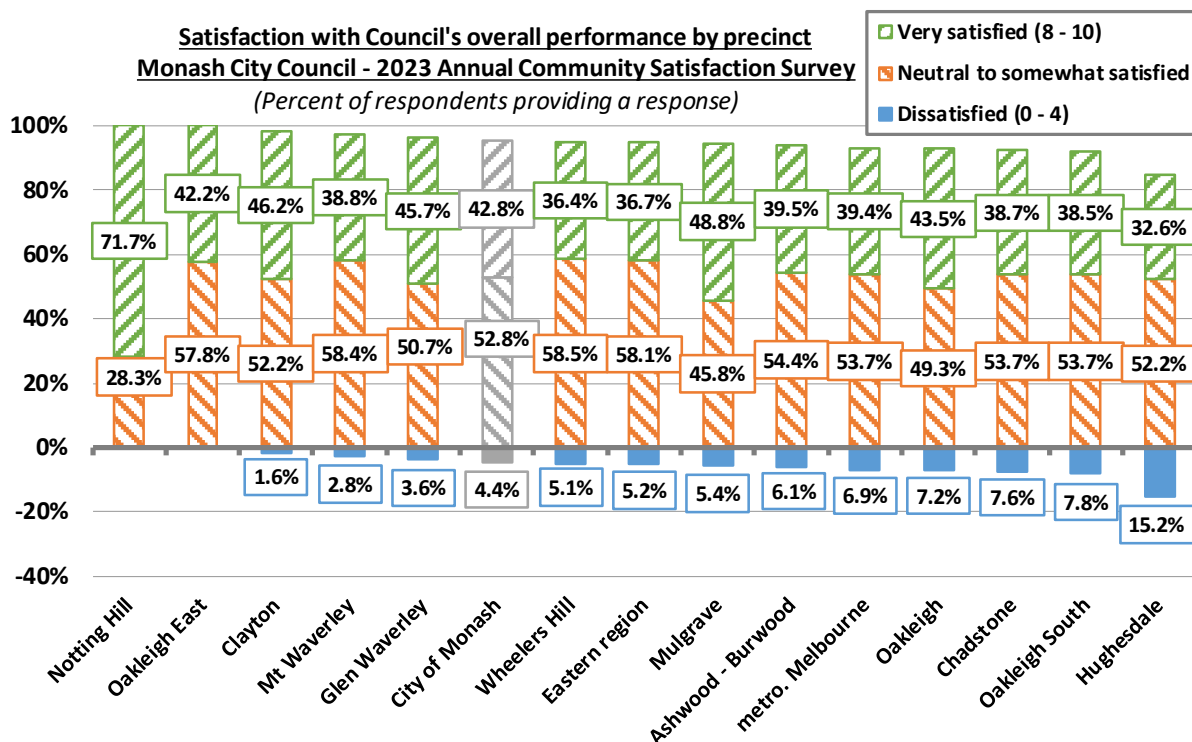
**Overall performance by precinct**

Cognisant of the relatively small sample size for some of the 12 precincts comprising the City of Monash, there was no statistically significant variation observed this year. It is, however, noted that:

- **Notting Hill** – the 15 respondents were notably more satisfied than average and at an “excellent” rather than “good” level of satisfaction.
- **Hughesdale** – the 29 respondents were notably, but not measurably less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.



It is noted that 15.2% of the 29 respondents from Hughesdale providing a score were “dissatisfied” with Council’s overall performance.



### Overall performance by respondent profile

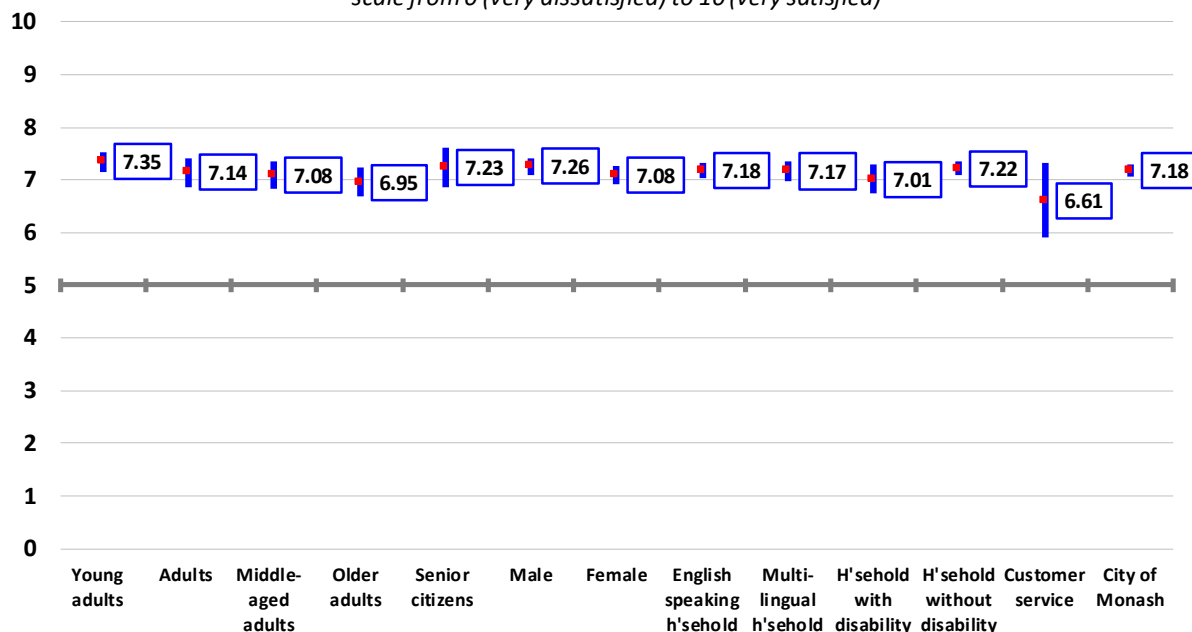
The following graphs provide a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, whether respondents had contacted Council in the last 12 months, and household structure.

There was some measurable and notable variation in satisfaction with Council’s overall performance observed by respondent profile, as follows:

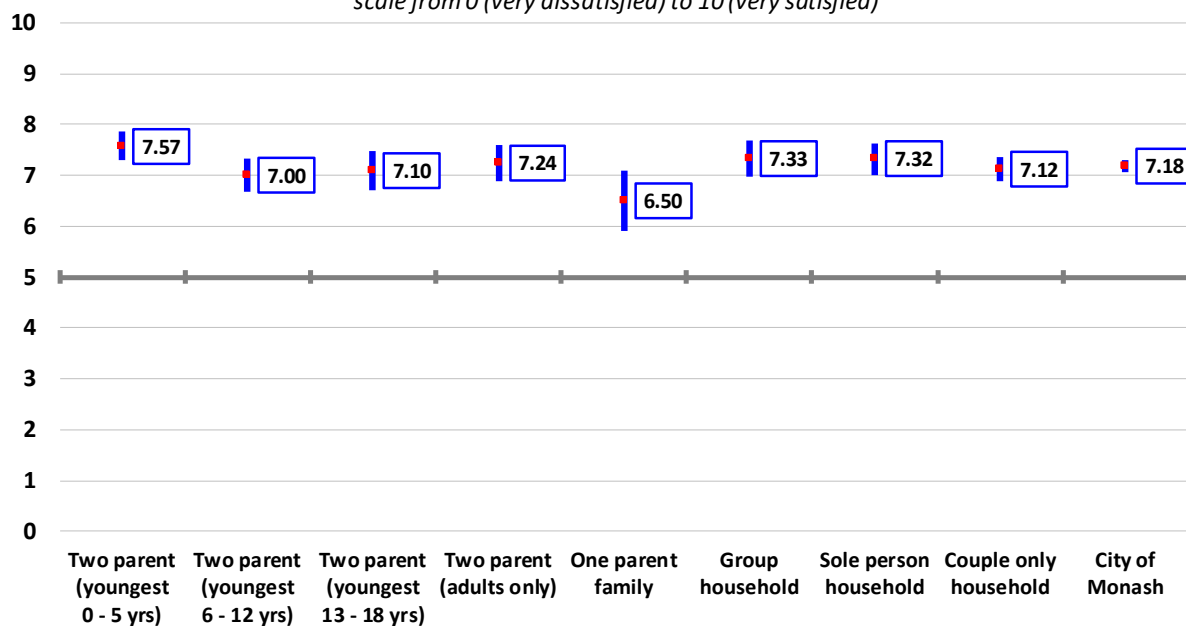
- **Notably more satisfied than the municipal average** – includes young adults (aged 18 to 34 years), male respondents, two-parent families (youngest child aged 0 to 4 years), group households, and sole person households.
- **Notably less satisfied than the municipal average** – includes older adults (aged 60 to 74 years), female respondents, households with member with disability, respondents who had contacted Council in the last 12 months, one-parent families, persons with chronic illness, LGBTIQ+ residents, and respondents experiencing financial hardship.



**Satisfaction with Council's overall performance by respondent profile**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



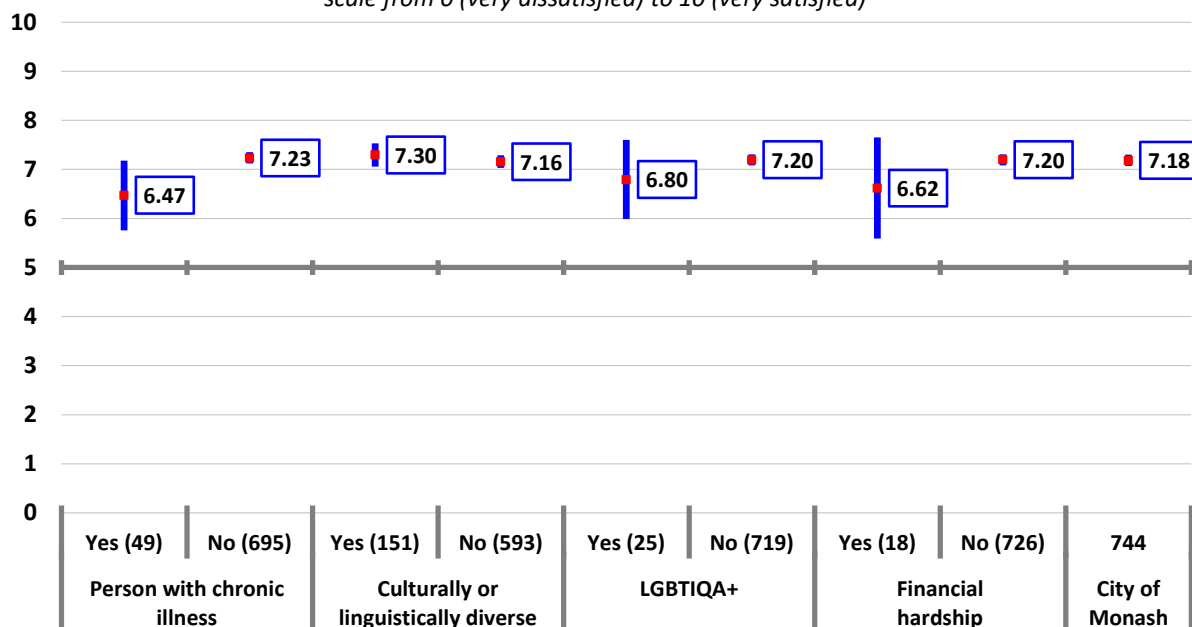
**Satisfaction with Council's overall performance by household structure**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with Council's overall performance by diverse population groups**

**Monash City Council - 2023 Annual Community Satisfaction Survey**

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



**Relationship 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 12 issues to address for the City of Monash “at the moment”, with a comparison to the overall satisfaction score of all respondents (7.18), as well as a comparison to the 231 respondents who did not nominate any issues to address (7.63)

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 the 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 12 issues varied substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

Metropolis Research notes that 231 respondents (28.3% of the total sample) did not have any issues they felt needed to be addressed ‘at the moment’ for the City of Monash. Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council’s overall performance 6.3% higher than the municipal average at 7.63 out of 10.



There were clearly three significant issues that dominated the results this year, those being rubbish and waste issues (139 respondents), traffic management (112 respondents), and car parking (98 respondents).

The respondents who nominated each of these issues were notably less satisfied with Council’s overall performance than the municipal average, strongly suggesting that these issues exerted a negative influence on satisfaction for the respondents who nominated them.

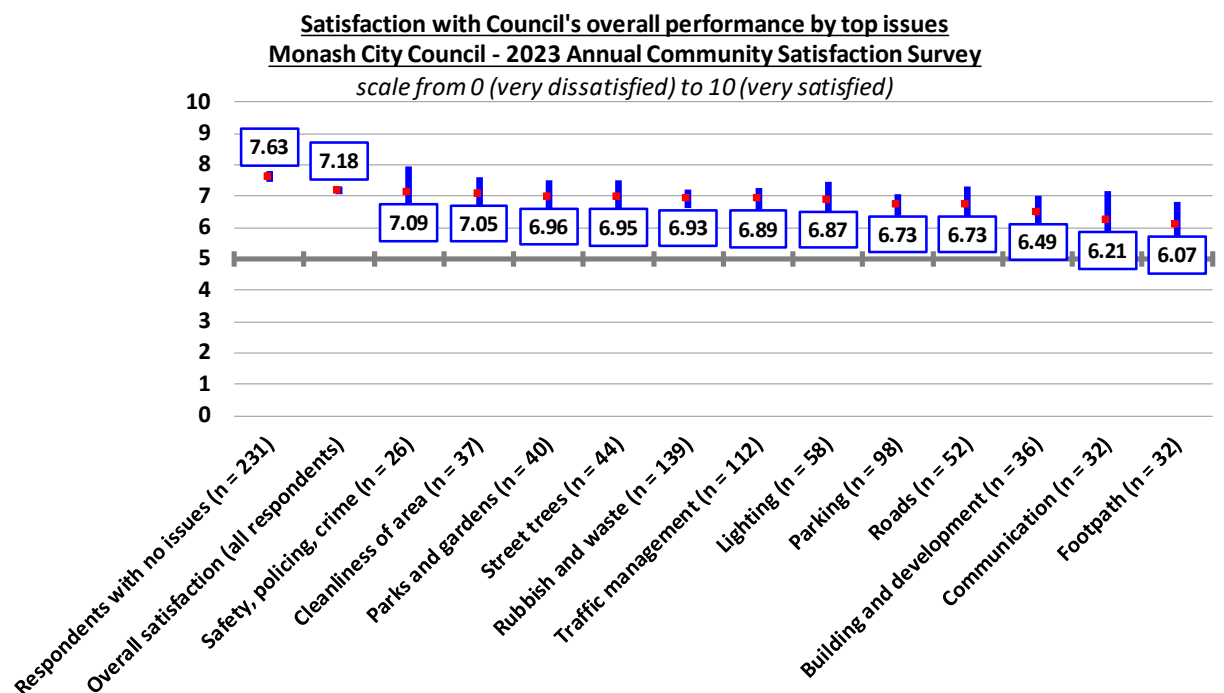
This negative influence appeared strongest for the respondents’ nominating car parking issues (6.1% lower) but was substantial for respondents nominating traffic management (3.9% lower) and rubbish and waste issues (3.3% lower).

Other issues that appeared to exert a negative influence on satisfaction with Council’s overall performance for the respondents nominating them were cleanliness, parks and gardens, street trees, lighting, roads, planning and development, communication, and footpath related issues, although each of these issues were nominated by a smaller proportion of respondents.

Metropolis Research notes that these issues typically all exert a negative influence on satisfaction for the respondents who nominate them.

Particular attention is drawn to the fact that rubbish and waste issues were nominated by 139 respondents this year, up from 104 last year. Both the 2022 and 2023 numbers nominating these issues were up significantly on historical results, reflecting the lead up to and implementation of the changes to the kerbside collection services.

Clearly, this issue continues to exert a notable negative influence on community satisfaction with Council, however, Metropolis Research does note that in other municipalities across metropolitan Melbourne which have implemented similar changes in the past, satisfaction has tended to return to trend with a year or two.



The following table provides an alternative method of exploring the relationship between the issues to address for the City of Monash and satisfaction with Council’s overall performance.

The table displays the proportion of respondents who were “dissatisfied” with Council’s overall performance who nominated each of the top 12 issues, compared to the proportion of all respondents who nominated each issue.

This table shows that respondents who were “dissatisfied” with Council’s overall performance were notably more likely to nominate rubbish and waste issues (33.3% compared to 17.1%), parking issues (24.2% compared to 12.0%), traffic management (21.2% compared to 13.7%), communication / consultation issues (15.2% compared to 3.9%), footpath issues (15.2% compared to 3.9%), and road related issues (12.1% compared to 6.4%).

These results clearly reinforce the average satisfaction results discussed above, and in 2023, particularly highlight the significance of rubbish and waste issues to those who were “dissatisfied” with Council’s overall performance, with fully one-third of “dissatisfied” respondents nominating the issue.

**Top issues for Monash of respondents' dissatisfied with overall performance**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents who dissatisfied with overall performance)*

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondent</i>
	<i>Number</i>	<i>Percent</i>	
Rubbish and waste issues inc. garbage	11	33.3%	17.1%
Parking	8	24.2%	12.0%
Traffic management	7	21.2%	13.7%
Communication, consultation, provision of information	5	15.2%	3.9%
Footpath repairs and maintenance	5	15.2%	3.9%
Roads maintenance and repairs	4	12.1%	6.4%
Lighting	3	9.1%	7.1%
Provision and maintenance of street trees	3	9.1%	5.4%
Hard rubbish collection	3	9.1%	2.9%
Parks, gardens and open space	2	6.1%	4.9%
Building, planning, housing and development	2	6.1%	4.4%
Pollution (incl. tip / smell)	2	6.1%	0.4%
All other issues <i>(12 separately identified issues)</i>	10	30.3%	51.5%
<b>Total responses</b>	<b>65</b>		<b>1,089</b>
<i>Respondents identifying at least one issue</i>	<i>31</i>		<i>553</i>
<i>(percent of total respondents)</i>	<i>(95.9%)</i>		<i>(67.8%)</i>

**Overall satisfaction of respondents dissatisfied with services and facilities:**

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



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

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

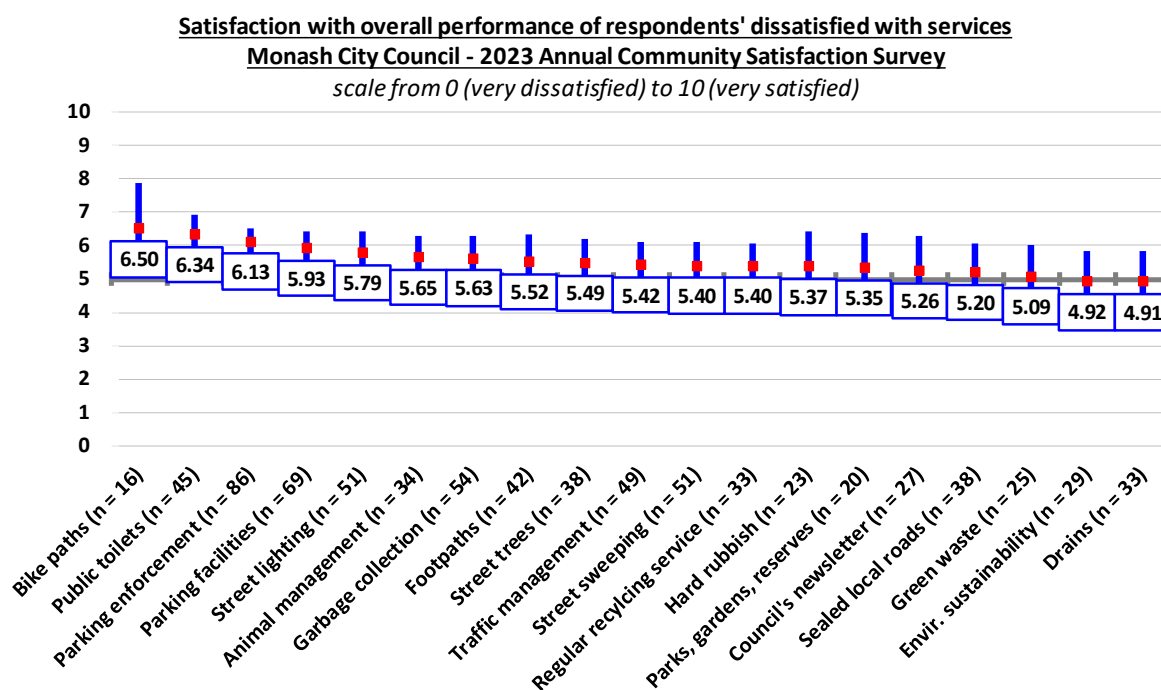
Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council’s overall performance than the municipal average of all respondents (7.17).

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 were likely to be dissatisfied with several, and they 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 this year were the *Monash Bulletin*, sealed local roads, green waste collection, environmental sustainability, and drains maintenance and repairs. Respondents who were dissatisfied with any of these, on average, rated satisfaction with Council’s overall performance at a “very poor” to “extremely poor” level.

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

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





## Improvements to Council's overall performance

Respondents were asked:

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

Respondents who were not "satisfied" (i.e., rated satisfaction at less than six out of 10) with any of the six aspects of Council's governance or leadership or overall performance were asked what Council most needed to do to improve its performance.

A total of 65 comments were received, as outlined in the following table.

Of these 65 comments, 30 were related to perceived poor quality of Council communication and or consultation, with many of these being relatively broad in nature, reflecting a perception that Council was not listening to the community and responding effectively to its needs.

There were 16 comments that were more focused on Council's general management performance, some comments around Council's governance performance, and some around the responsiveness of Council.

There were also several comments relating to the issues commonly referenced in this report, including waste, roads, traffic, and parking, some comments on specific other services and facilities, and some comments about rates, fees, and charges.

**Most needed improvements to Council's overall performance**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Communication</i>	
More communication	2
Actually talk to the people (the community)	1
Communication and delivery	1
Council won't listen	1
Do what the community told what they need to do	1
Engage more with the community and being more practical stop talking and do what you say you will do	1
Every aspect of communication	1
Hard to say, they don't listen and do what they think is right but not what the community wants	1
I don't even use Council services and I don't even know about them	1
Just don't see too much that they do	1
Lack of communication	1
Listen to people more	1
Make the consultation with the community easier	1
More consulting with community needed. And responding to community's wishes	1



More engagement / connection with residents	1
More engagement and care to residents	1
They are not proactive in discussing issues with the community. They should communicate more	1
They do have enough of a presence	1
They don't engage with residents they don't listen, and they only have some agendas that do not cater more to the Council	1
<b>Total</b>	<b>20</b>

*Council management, governance, and responsiveness*

At the least respond to our concerns / emails	4
Broken promises	1
I called Council for many things, I put some papers for my husband but did not get a response	1
Just not trustworthy	1
Maybe they should look how some situations are and just don't blindly following rules	1
More careful with people's needs	1
Take residents' concerns seriously and act on it	1
Their performance has become bad	1
There is a lot of talk from them and very little action	1
They are bias towards me regarding garbage regulations and cat curfews	1
They are very slow to make decisions and act	1
They need to take people more seriously. There is no follow through	1
They should reach out more and I would appreciate them acting on feedback	1
<b>Total</b>	<b>16</b>

*Council services and facilities*

Clarity and community participation	1
Implementation of their works	1
Our area, Hughesdale, is mostly neglected	1
Public toilets	1
Streetlights	1
The Council is inconsistent and does not provide enough services	1
There is a lot of billboards shaky in the stormy day	1
<b>Total</b>	<b>7</b>

*General negative*

Everything / every aspect	2
If they solved all the issues mentioned, that would be a 10	1
More room for improvement but not the worst	1
Our personal needs haven't been met well	1
Overall, I'm not satisfied	1
They are doing an okay job and I'm only one person so I think they can always do more	1
<b>Total</b>	<b>7</b>



<i>Rates and financial management</i>	
Certain areas get more funding and facilities than others	1
Keep our rates down	1
Spend money where money is needed	1
Stop asking for money	1
They are putting the rates higher and higher while house prices are dropping, and I feel like I don't get enough value	1
We don't get value for our rates	1
<b>Total</b>	<b>6</b>
<i>Roads, footpaths, and traffic management</i>	
Fix roads and footpaths	1
Focus on more important issues like fixing the holes on Dandenong Rd	1
Roads can be improved	1
<b>Total</b>	<b>3</b>
<i>Planning, development, and housing</i>	
They seem to only care to increase multi dwelling units to make more money	1
Too many residential developments	1
<b>Total</b>	<b>2</b>
<i>Waste management</i>	
Empty my bin every week	1
Garage collection	1
<b>Total</b>	<b>2</b>
<i>Parks</i>	
Parks can be improved	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Because they stop smoking by the shopping malls, it ferreted people from coming here, leaving empty shopping fronts	1
<b>Total</b>	<b>1</b>
<b>Total</b>	<b>65</b>



## Governance and leadership

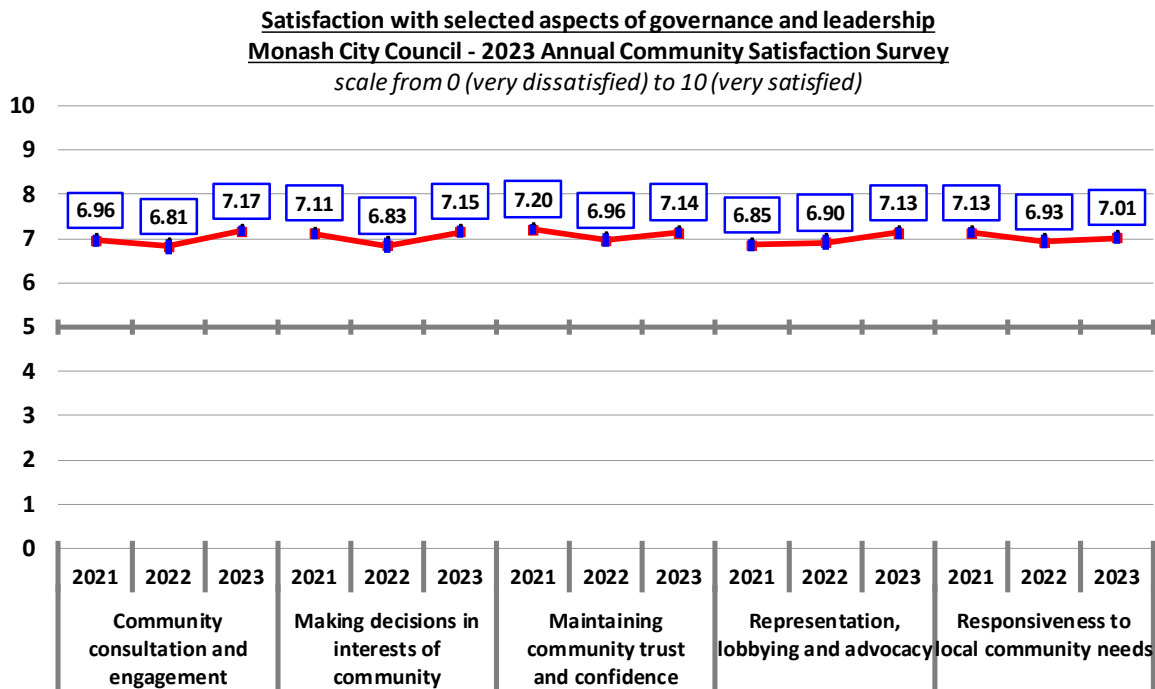
Respondents were asked:

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

Respondents were again in 2023, asked to rate their satisfaction with five core aspects of Council’s governance and leadership performance.

Satisfaction with all five measures of governance and leadership increased this year, up an average of 3.3% to 7.12 (up from 6.89), although it remains at a “good” level.

Satisfaction with governance and leadership has recovered approximately half of the ground lost from the pre-pandemic average from 2016 through 2020 of 7.31, up from the average over the last two years of 6.97.



The increase in average satisfaction with governance and leadership (3.3%) was larger than the 1.5% increase in satisfaction with Council’s overall performance. Metropolis Research highlights that the impact of this kerbside collection service issue on overall satisfaction was less evident for aspects of governance and leadership.

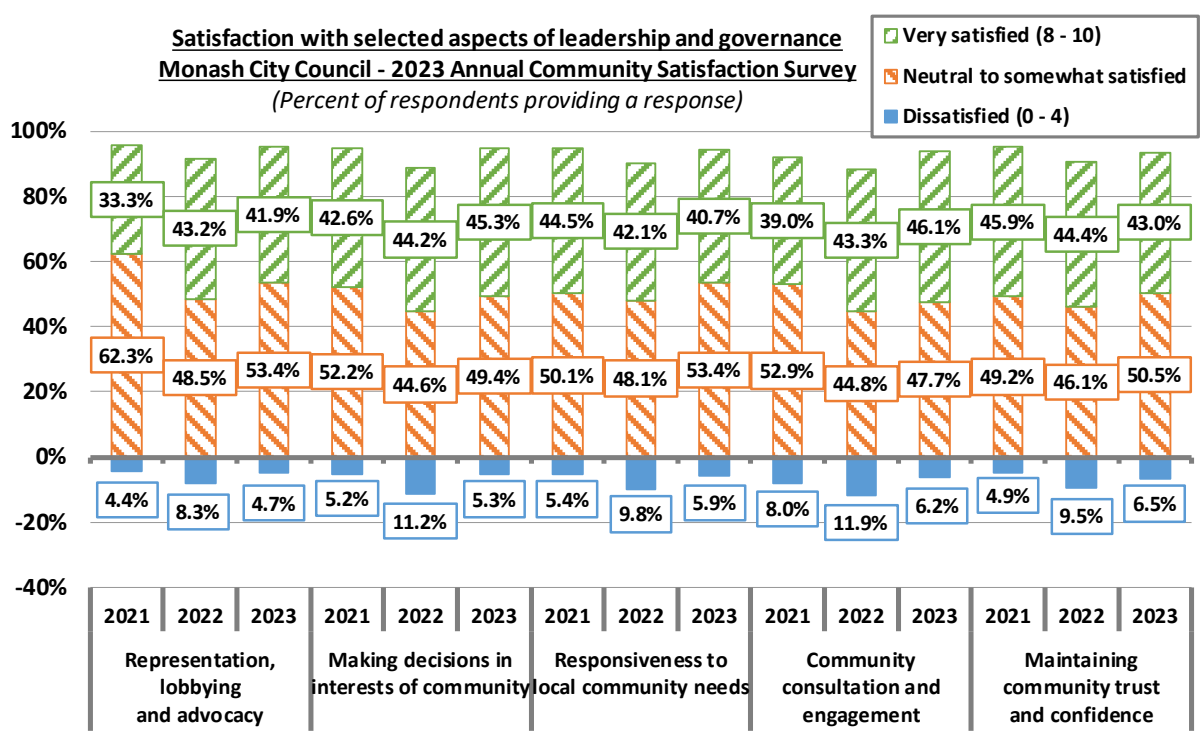
It is notable that whilst 17% of respondents nominated waste and recycling issues and were less satisfied with Council, which represents a notable group within the community with some concern with the kerbside collection service changes, satisfaction with Council’s community consultation and engagement increased 5.3% and satisfaction with Council’s performance making decisions in the interests of the community increased 4.7%.



These strong results for community satisfaction with Council’s consultation and decision-making processes, strongly implies many in the community were satisfied with both the decisions taken by Council in relation to the kerbside collection services, as well as with the way Council consulted and communicated with the community over the last 12 months.

This does imply that the largest impact of the kerbside collection services on satisfaction with governance and leadership was likely in 2022, with “dissatisfied” respondents almost halving this year.

Metropolis Research notes that a little less than half of the respondents providing a satisfaction score, were “very satisfied” with each of these five aspects of governance and leadership, whilst the proportion who were “dissatisfied” declined sharply from the unusually large proportion of “dissatisfied” respondents recorded in 2022.



The following graph provides a comparison of satisfaction with these five aspects of governance and leadership between the City of Monash and the eastern region councils and metropolitan Melbourne results, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research.

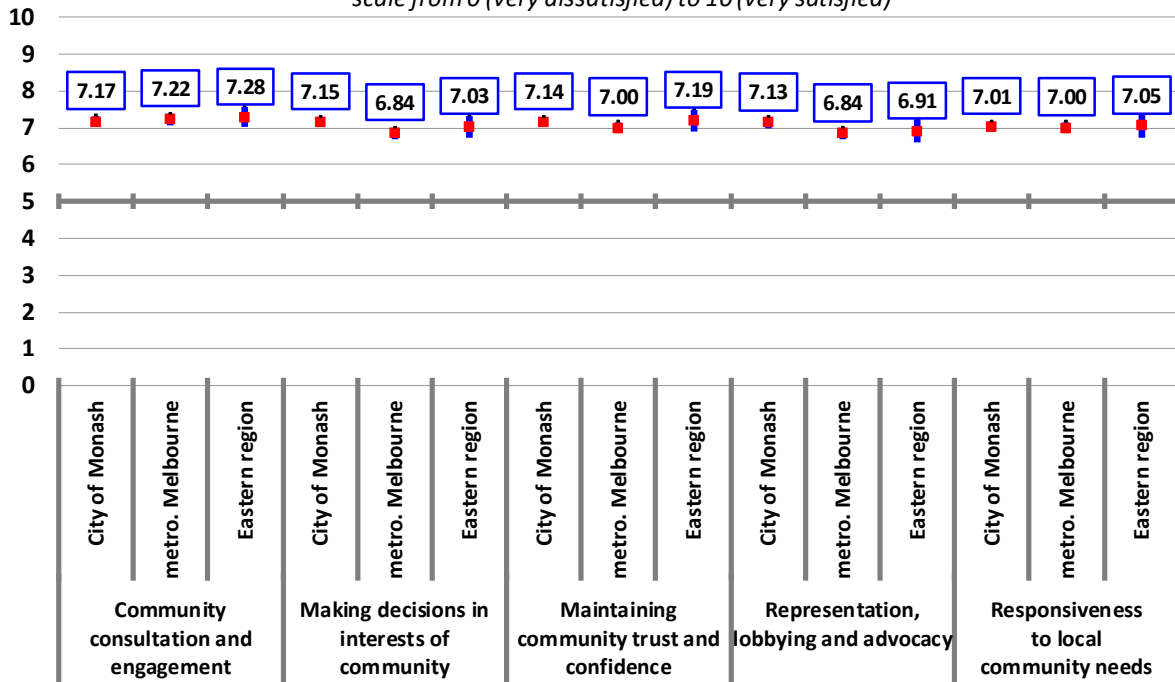
*Governing Melbourne* was conducted in January 2023, using the same door-to-door methodology.

Metropolis Research notes that satisfaction with all five aspects of governance and leadership was consistent with the eastern region councils’ averages.

Satisfaction with Council performance making decisions in the interests of the community (4.5% higher), representation, lobbying, and advocacy (4.2% higher), and maintaining trust and confidence (2.0% higher) were, however, slightly above the metropolitan Melbourne results.



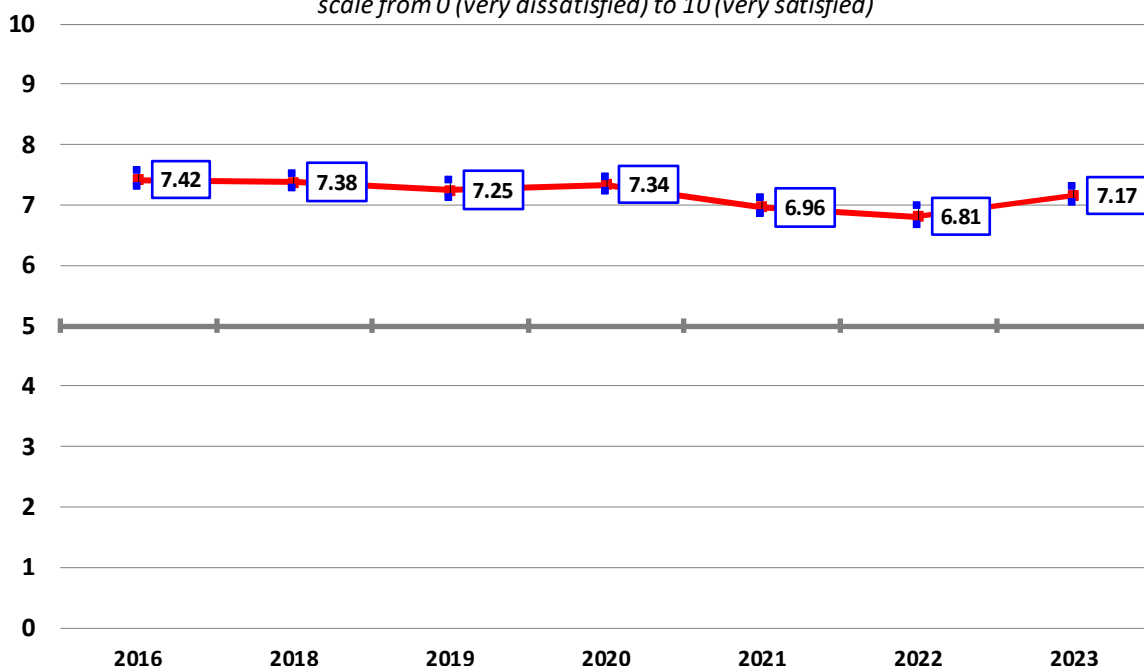
**Satisfaction with aspects of governance and leadership**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



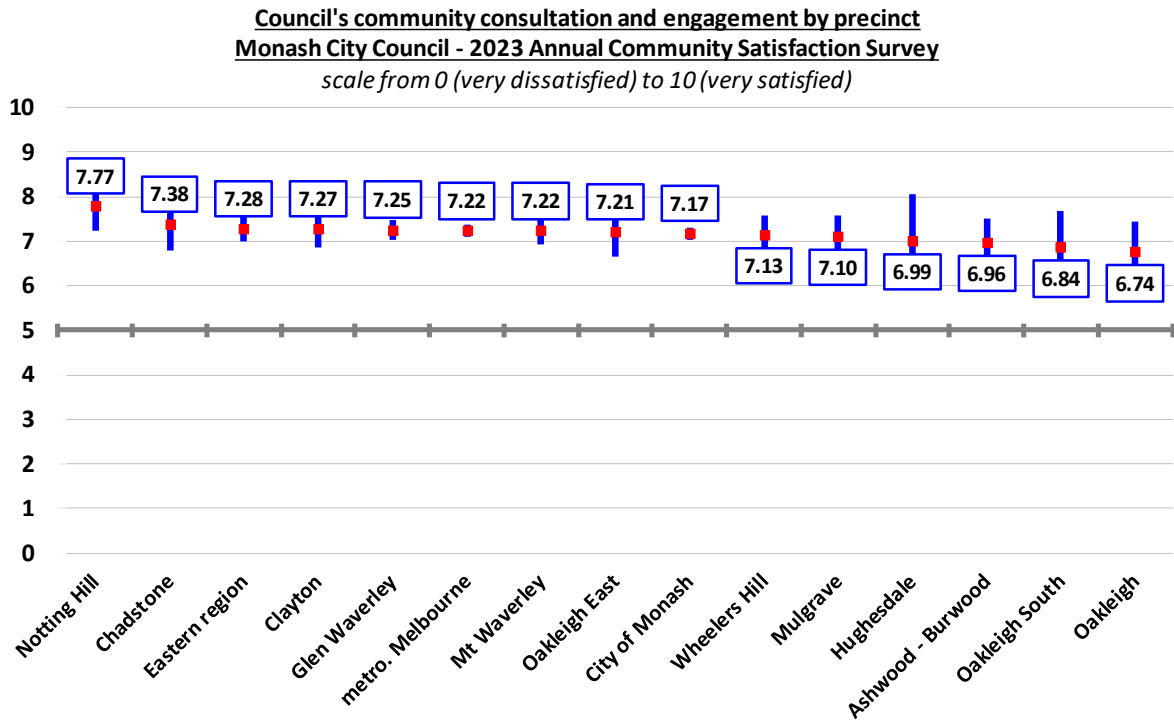
**Community consultation and engagement**

Satisfaction with Council’s community consultation and engagement increased measurably this year, up 5.3% to 7.17, although it remains at a “good” level. This result was consistent with the long-term average satisfaction since 2016 of 7.19 and has recovered approximately half of the ground lost over the previous two years.

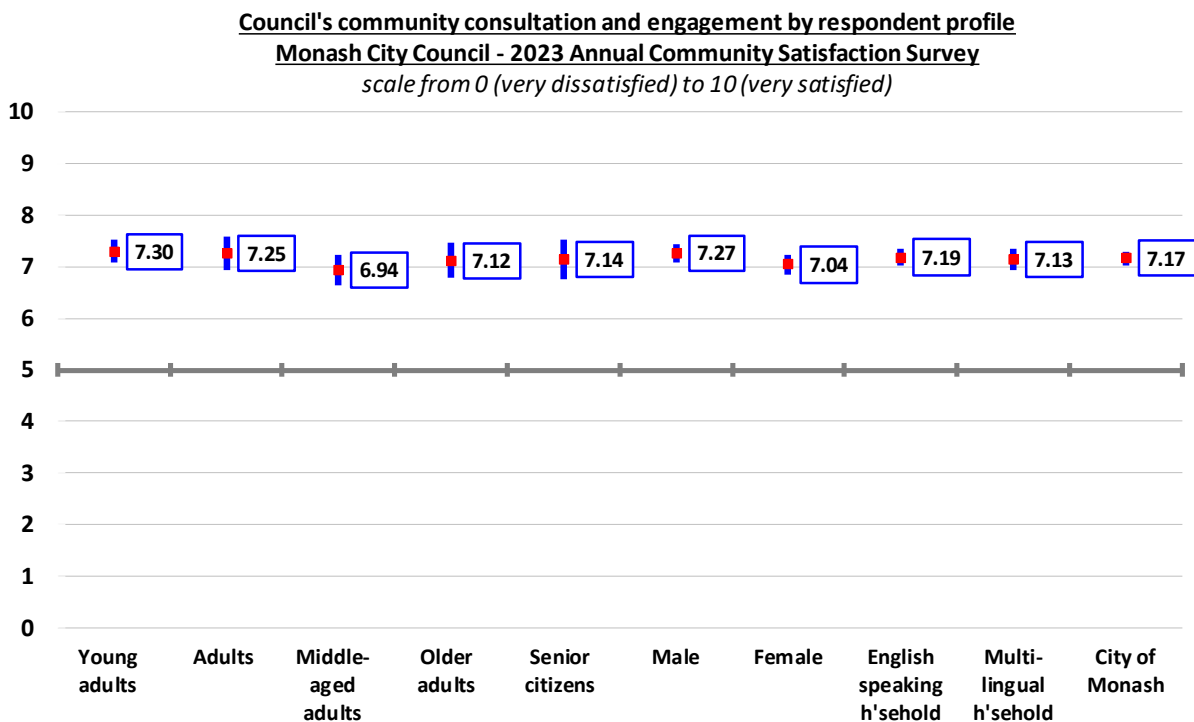
**Satisfaction with performance in community consultation and engagement**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant variation in this result observed across the municipality, although it is noted that the 13 respondents from Notting Hill were somewhat more satisfied than average, and at a “very good” rather than “good” level.



There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) the least satisfied, and male respondents somewhat more satisfied than females.



## Preferred consultation topics / issues

Respondents dissatisfied with community consultation and engagement were asked:

*“What do you wish Council would ask you about?”*

There was a total of 55 comments received from respondents as to their preferred consultation topics or issues.

The most common responses received, however, related to general communication, consultation, and responsiveness (34 of 55 comments). These reflect the main reasons for “dissatisfaction” with Council’s communication consultation and engagement processes.

It is noted that many of these comments refer to a general perceived lack of adequate consultation, engagement, or communication with the community, rather than specific issues with Council’s communication or consultation tools.

The focus of some of these comments was the perception that Council was not listening to the community, or not acting in line with the feedback received from the community. This does speak to the importance of Council making clear the role and limits of consultation with the community in Council’s decision-making processes.

Metropolis Research notes that the various preferred consultation topics and issues included the kerbside collection services (5 comments), planning and development (2 comments), traffic management (2 comments), and several other issues.

**Preferred consultation topics / issues**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>General lack of communication, consultation, and responsiveness</i>	
Absolutely no engagement with any decision making	1
Any changes they propose to do, they should be more open with their communication. The newsletter isn't enough.	1
Any queries that I would need cleared up	1
Anything, they don't really ask do they	1
Because we contacted them, and they don't follow through	1
Besides the newsletter I don't see anything else	1
Better information through newsletter needed.	1
Communicate better. Lack of communication	1
Communication and issues	1
Communication is quite poor	1
Council needs to have clear and succinct points of what they are going to do	1
I am not aware that they do	1





I called council for many things, but did not get a response	1
I don't see anything besides this survey	1
It just feels like the resident's opinion is disregarded	1
It took 3 days for them to get back to me, and no action was taken. And further talks till this day nothing has happened regarding upkeep of the neighbourhood	1
Just listen to the issues and solve	1
Lack of communication	1
Listening to concerns about issues and being informed	1
No announcements	1
No communication at all	1
No response	1
Not that engaging	1
On their website, you can say your concern, and someone gets back to you in a timely fashion.	1
They need to do more than the bare minimum	1
Prior to this survey I've never been asked for my opinion in anything	1
Really poor consultation	1
There's less communication by the council to the community	1
There is barely any	1
There should be more opportunities for the public to give them feedback	1
They are not listening to us	1
They disregarded the opinions of residents. They made the decisions and then send out the survey to consult the residents.	1
They don't consider the feedback from the people.	1
When you have a question or a message, they take too long to get back to you if they do at all	1
You don't hear from them	1
<b>Total</b>	<b>34</b>

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*Waste management*

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Change is red bin frequency	1
They are bias towards me in regard to garbage regulations and cat curfews.	1
They don't really consult with the bin change	1
They just make decisions such as the rubbish bins	1
They should come to collect rubbish when they miss it	1
<b>Total</b>	<b>5</b>

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*Planning and development*

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Building development needs more consulting with residents. Recent overdevelopment is affecting local services and putting extra pressure on that.	1
I am not too happy with the boulevard proposal on Fellow Street.	1
<b>Total</b>	<b>2</b>

---

*Council services and facilities*

---

The implement of their work	1
Which services and facilities are most important to us	1
<b>Total</b>	<b>2</b>



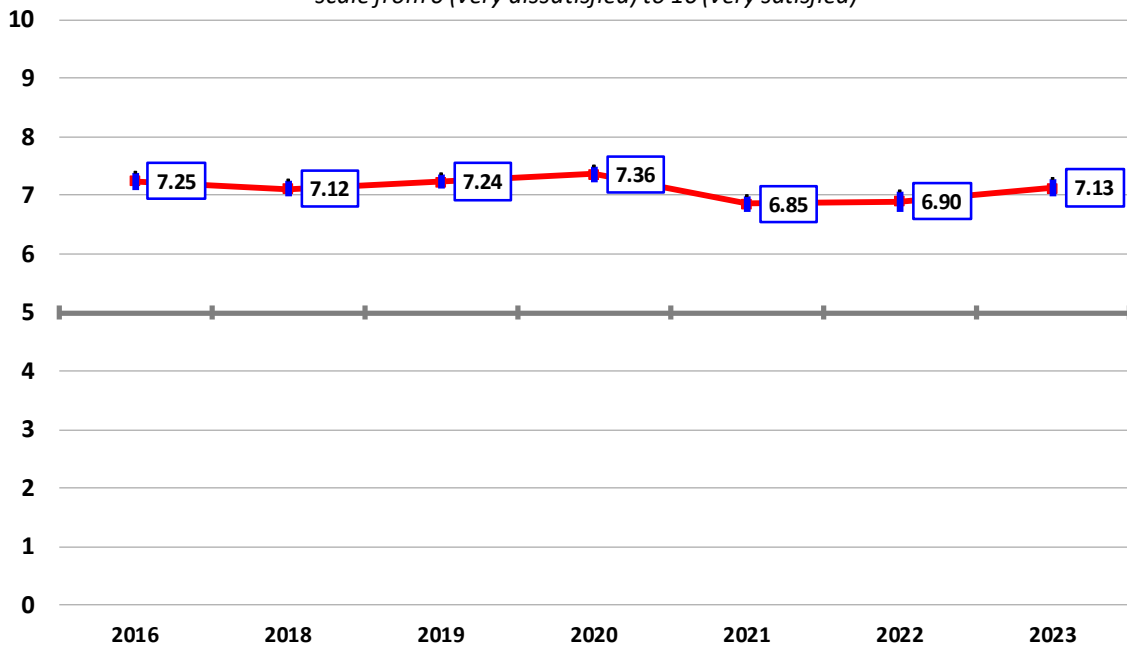
<i>Traffic management</i>	
Mass housing very busy side roads uncontrollable 40 limits on main roads have created additional traffic in suburbs	1
Nothing has been done about the traffic hazard and we don't get consulted and they don't listen to our complaints	1
<b>Total</b>	<b>2</b>
<i>Parking</i>	
They can talk to people, ask us what we want and do it. We want them to set up parking limits, and signs	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
All about money	1
All the issues on this survey they don't listen to us on any of those issues.	1
Feels alienated by council.	1
General wellbeing and support	1
Household needs and assistance	1
How to resolve with the burnt down house next door	1
Need more community events to know the community more.	1
They take no notice of things happening in the street	1
They just don't keep us informed on anything and don't consider us when making decisions only focused on how they can make more money	1
<b>Total</b>	<b>9</b>
<b>Total</b>	<b>55</b>



**Representation, lobbying and advocacy:**

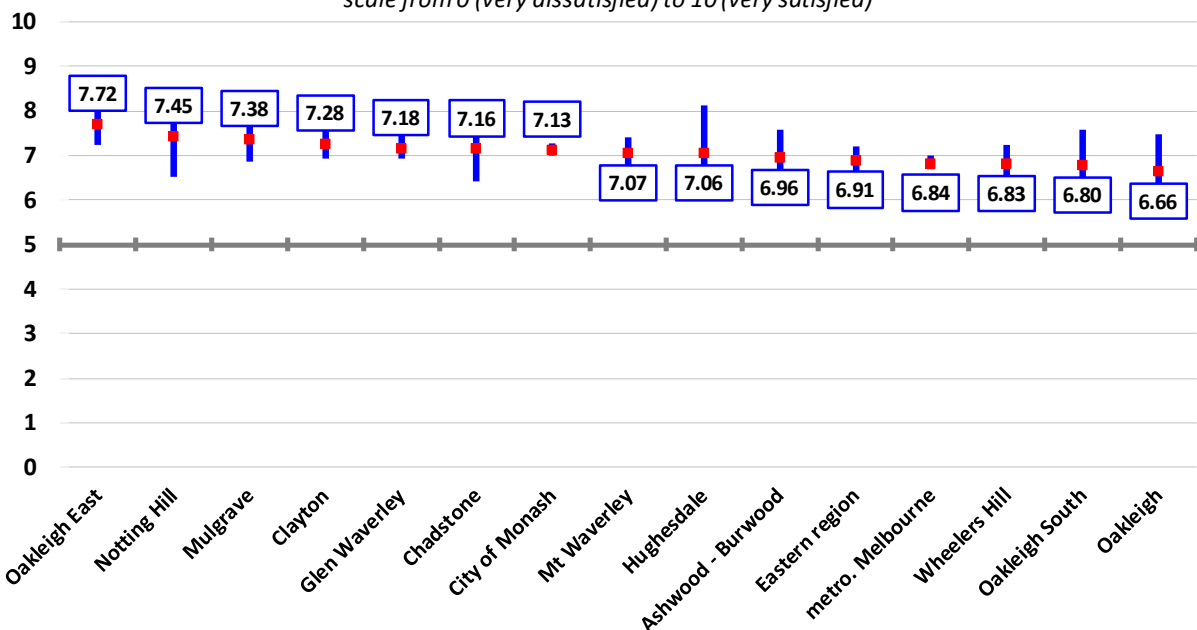
Satisfaction with Council’s representation, lobbying, and advocacy increased notably, but not measurably this year, up 3.3% to 7.13, although it remains at a “good” level. This result was consistent with the long-term average satisfaction since 2016 of 7.12, although the increase this year recovered approximately half of the ground lost over the last two years.

**Satisfaction with Council's representation, lobbying and advocacy**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

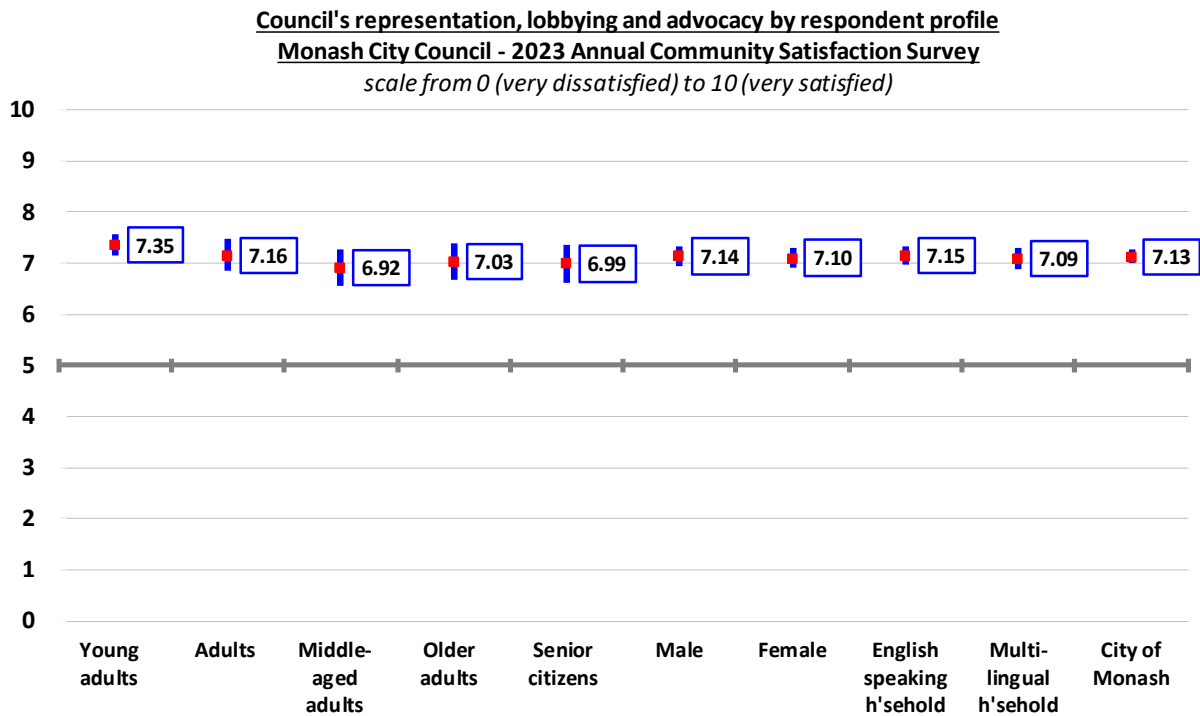


There was measurable variation in this result observed by precinct, with respondents from Oakleigh East measurably more satisfied than average and at a “very good” level.

**Council's representation, lobbying and advocacy by precinct**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that young adults (aged 18 to 34 years) were somewhat more satisfied than average and at a “very good” level of satisfaction.



**Responsiveness of Council to local community needs:**

Satisfaction with the responsiveness of Council to local community needs increased marginally, but not measurably this year, up 1.2% to 7.01, although it remains at a “good” level.

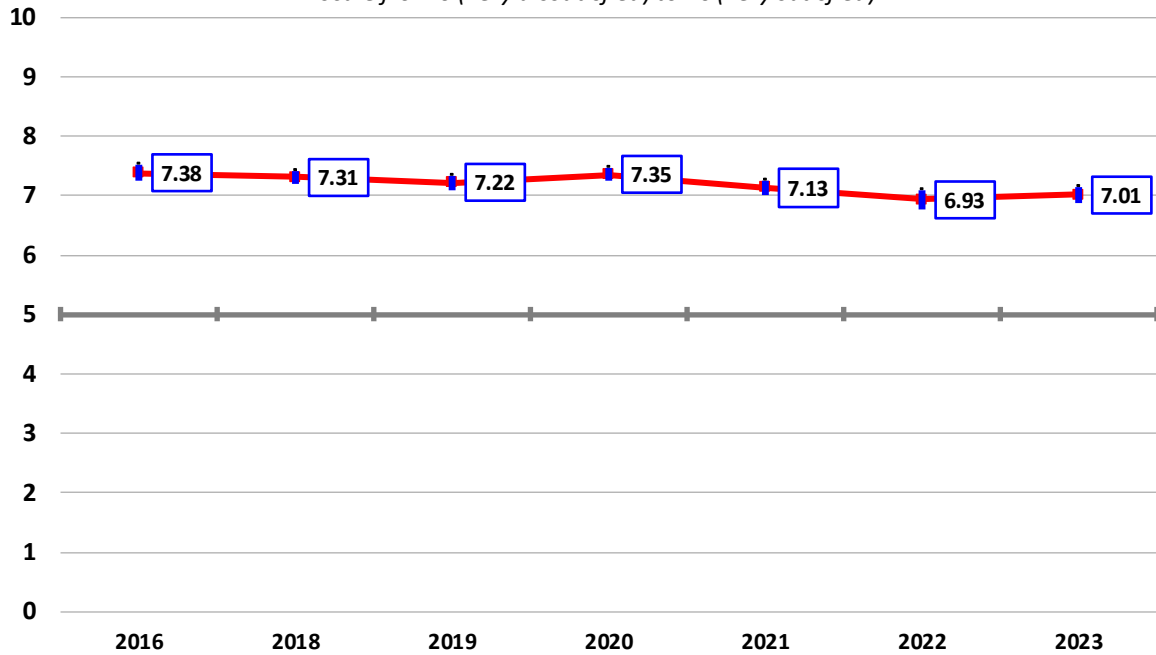
This result remains below the long-term average satisfaction since 2016 of 7.19, and well below the pre-pandemic average of 7.31.

Metropolis Research suggests that it was likely that the degree of community focus on kerbside collection issues this year was likely to be a negative influence on community satisfaction with the responsiveness of Council to local community needs.

Based on experience elsewhere across metropolitan Melbourne where kerbside collection changes have been made in recent years, it is likely that this negative influence on satisfaction will dissipate somewhat over the coming year as the community becomes more at ease with the new system.

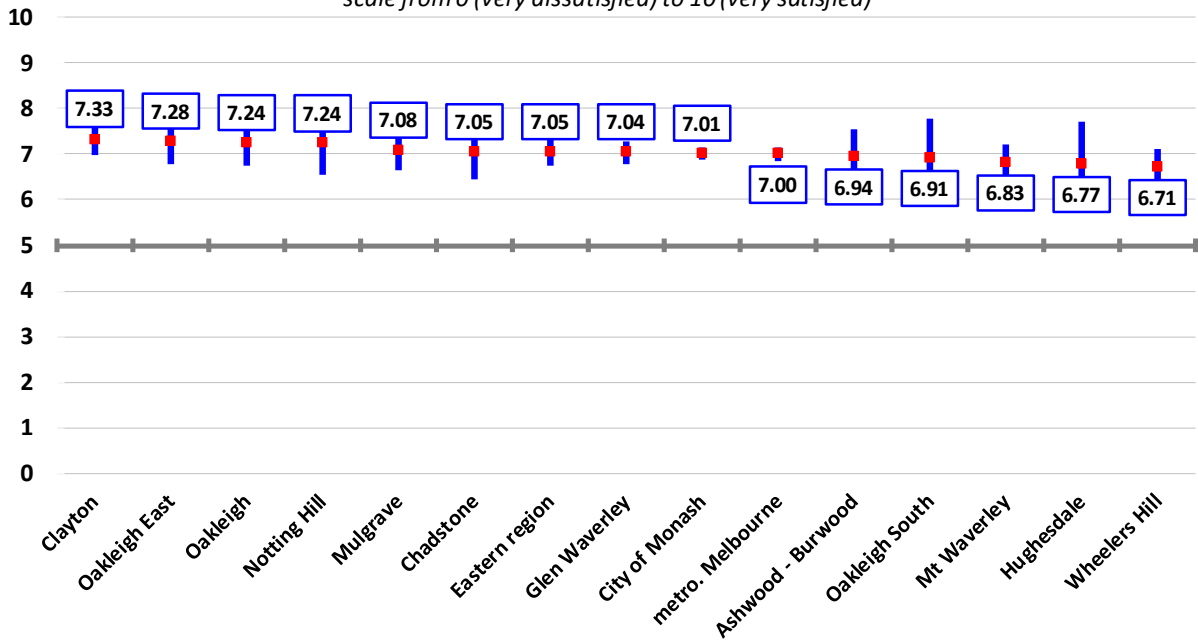


**Satisfaction with the responsiveness of Council to local community needs**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Clayton and Oakleigh East rated satisfaction at “very good” rather than “good” levels of satisfaction.

**Responsiveness of Council to local community needs by precinct**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that older adults and senior citizens (aged 60 years and over) were marginally less satisfied than average.



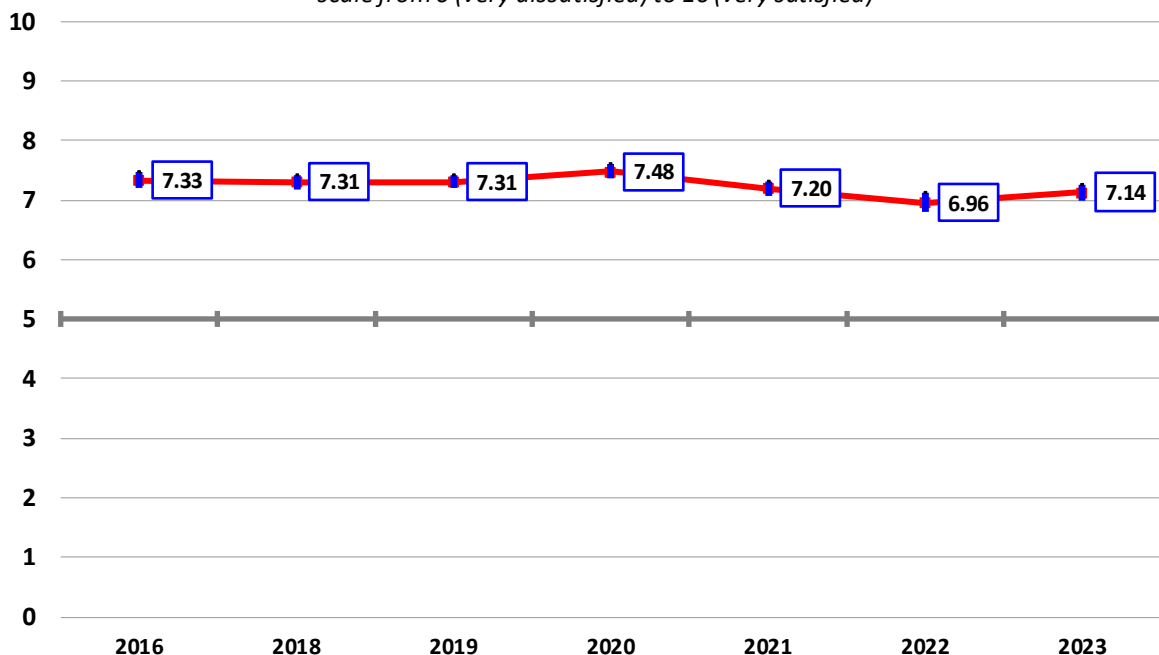
**Responsiveness of Council to local community needs by respondent profile**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



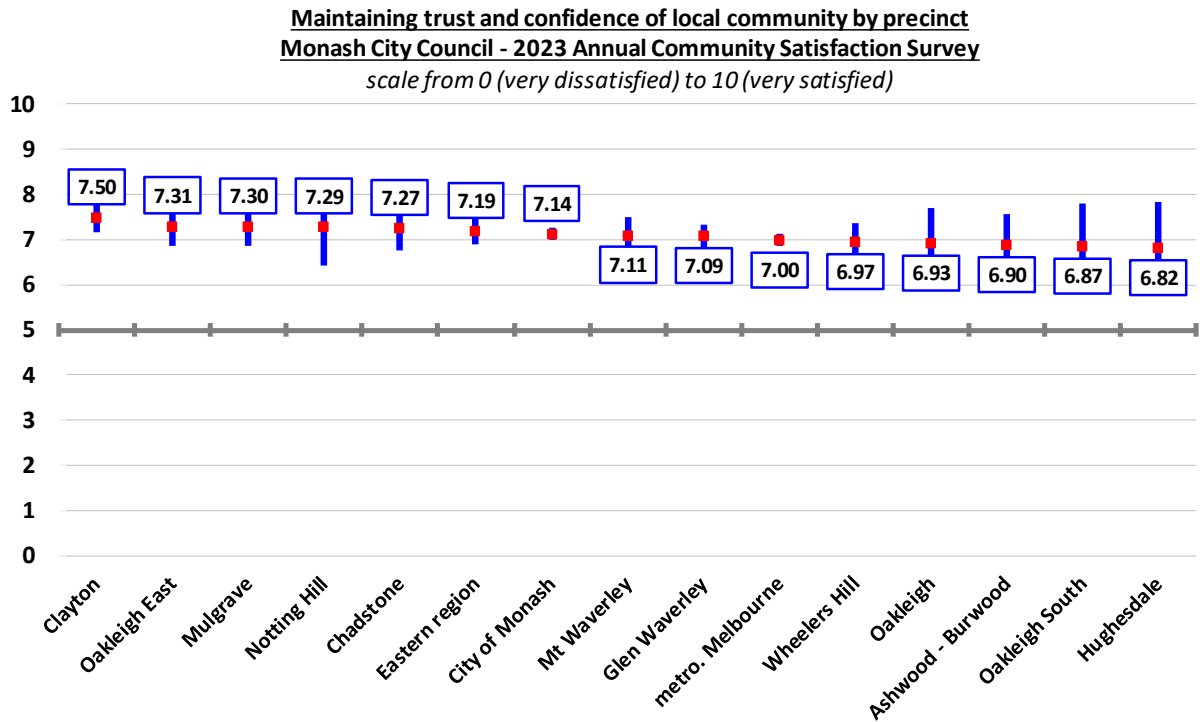
**Maintaining trust and confidence of local community**

Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased somewhat, but not measurably this year, up 2.9% to 7.14, which remains a “good” level of satisfaction, but somewhat below the long-term average satisfaction since 2016 of 7.25. The improvement this year has recovered approximately half of the ground lost over the last two years.

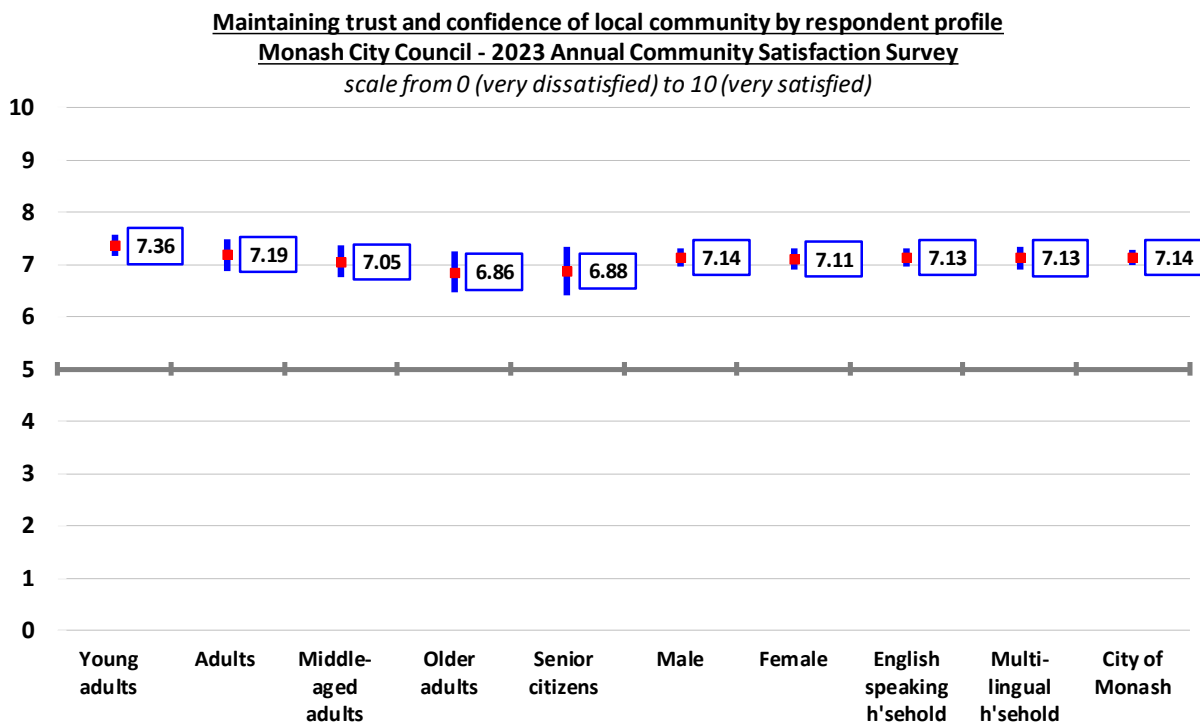
**Satisfaction with Council maintaining community trust and confidence**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Whilst there was no statistically significant variation in satisfaction with this aspect observed across the municipality, it is noted that respondents from Clayton were somewhat more satisfied than average and at a “very good” level of satisfaction.

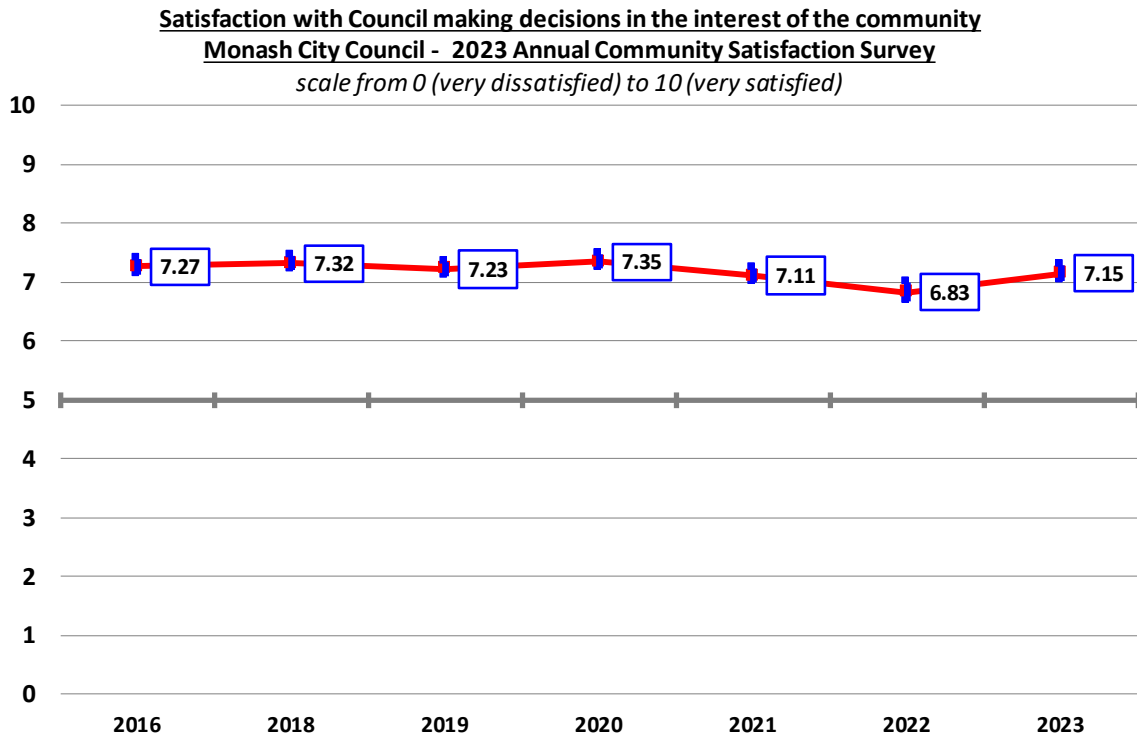


Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that young adults (aged 18 to 34 years) were the most satisfied and at a “very good” rather than a “good” level of satisfaction as recorded by all other groups.

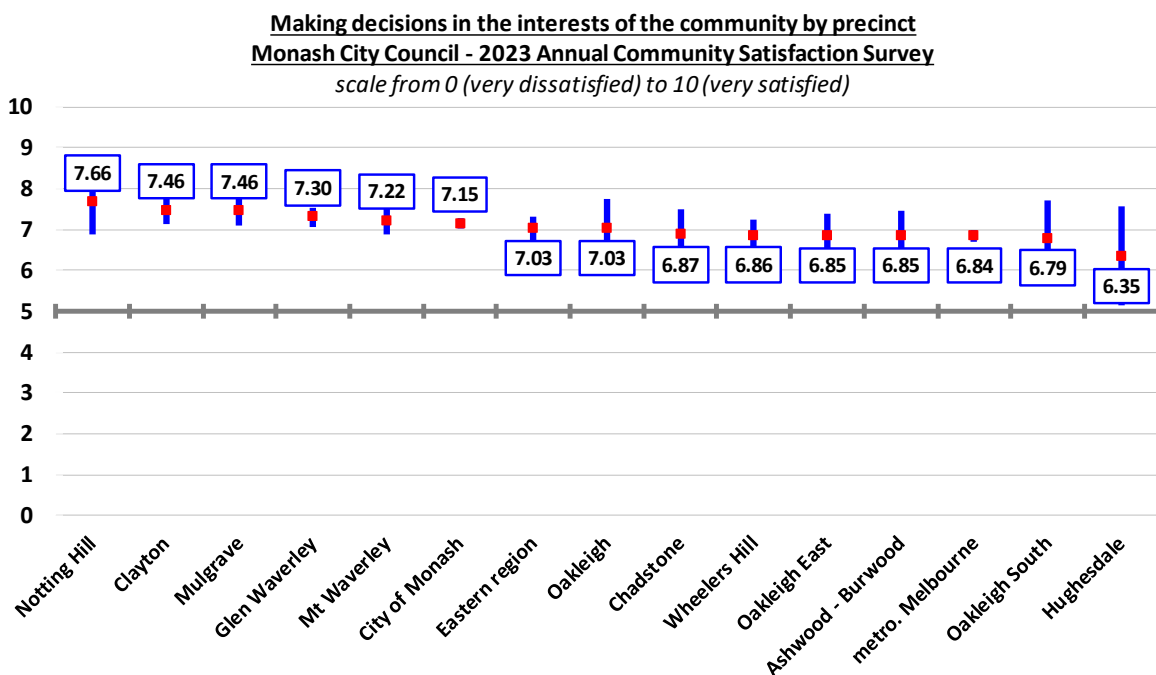


### Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community increased measurably this year, up 4.7% to 7.15, although it remains at a “good” level. This result recovered approximately half of the decline recorded over the last two years and was consistent with the long-term average satisfaction since 2016 of 7.18.



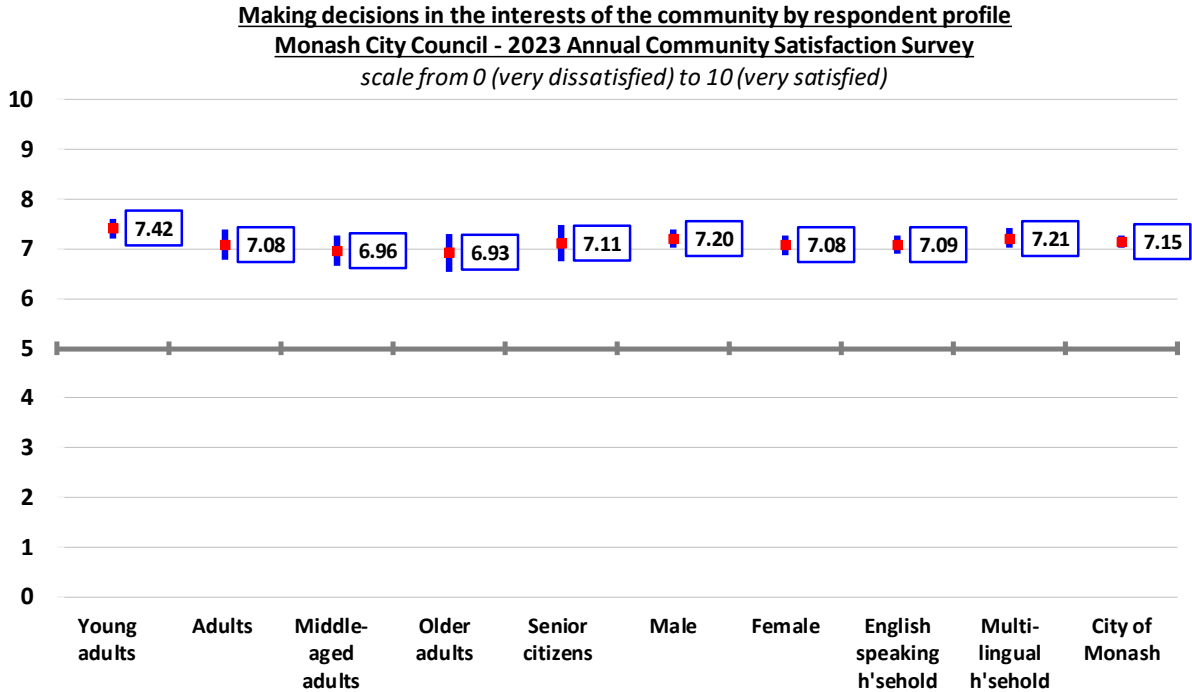
Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that the 28 respondents from Hughesdale were notably less satisfied than average and at a “solid”, rather than a “good” level of satisfaction.





There was some measurable variation in satisfaction with Council’s performance making decisions in the interests of the community observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “very good”, rather than a “good” level of satisfaction.



## Contact with Council

### Contact with Council in the last 12 months:

Respondents were asked:

*“Have you had any contact with Monash City Council in the last 12 months?”*

Consistent with the results recorded in recent years, a little more than one-quarter (27.2%) of respondents reported that they had contacted Council in the last 12 months.

Metropolis Research notes that this result is somewhat lower than has typically been observed across metropolitan Melbourne in recent years, with the metropolitan Melbourne average since 2018 of 34.0%. Metropolis Research has recorded results in several other municipalities this year at more than 40%.

**Contacted Council in the last twelve months**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Yes	222	27.2%	27.2%	30.0%	26.5%	24.0%	36.1%
No	593	72.8%	72.8%	70.0%	73.5%	76.0%	63.9%
Not stated	0		6	1	0	9	3
<b>Total</b>	<b>815</b>	<b>100%</b>	<b>800</b>	<b>801</b>	<b>805</b>	<b>805</b>	<b>800</b>

### Satisfaction with Council’s customer service:

Respondents who had contacted Council were asked:

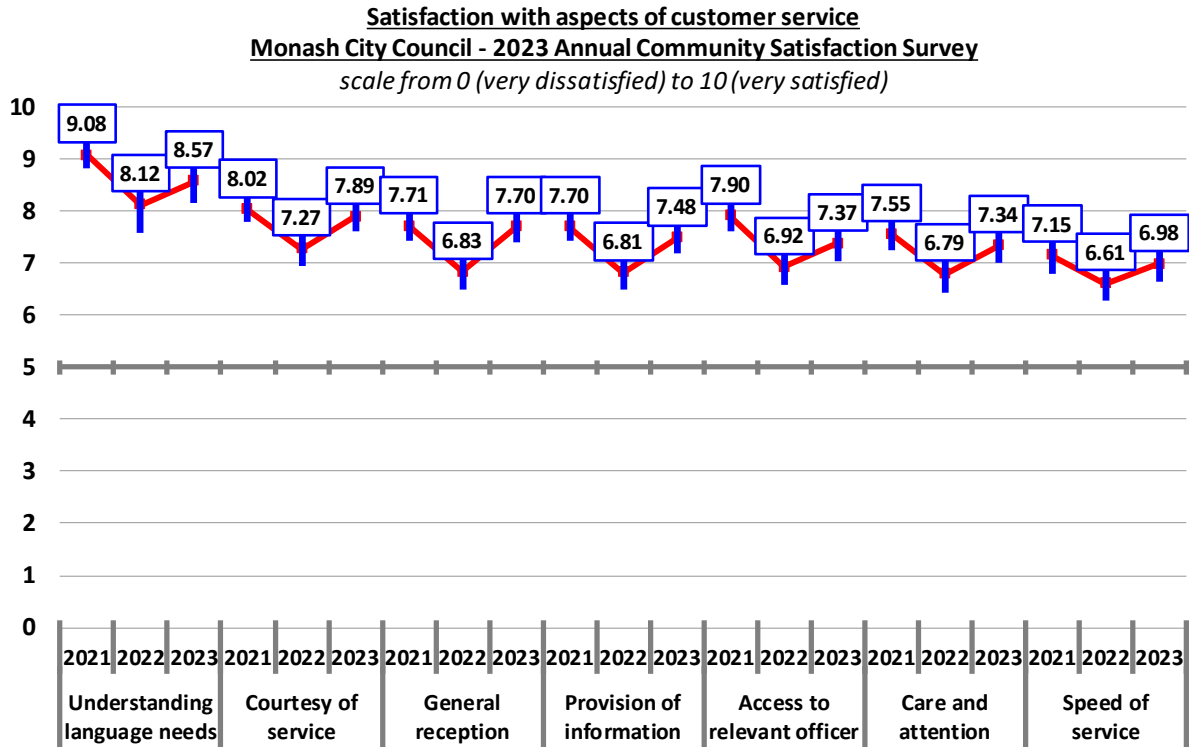
*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last had contact with the Monash City Council?”*

The 222 respondents who reported that they had contacted Council in the last 12 months were again this year, asked to rate their satisfaction with seven aspects of customer service.

The average satisfaction with these seven aspects of customer service increased notably, but not measurably this year, up eight percent to 7.62, which is a “very good”, up from a “good” level of satisfaction.

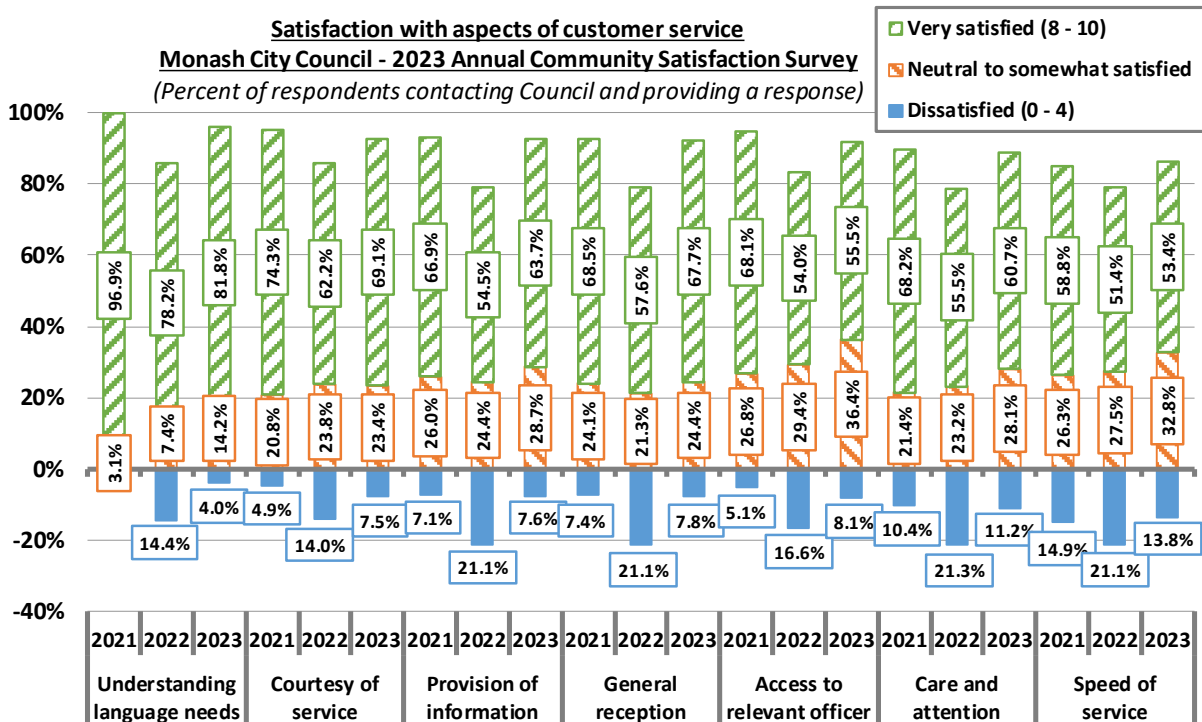
Metropolis Research notes that the average satisfaction with these seven aspects of customer service averaged 7.88 or “excellent” in the three years prior to COVID-19, then averaged 7.49 from 2020 through 2022, and in 2023 appears to have recovered approximately half of the ground lost over COVID-19 to be 7.62 this year.





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

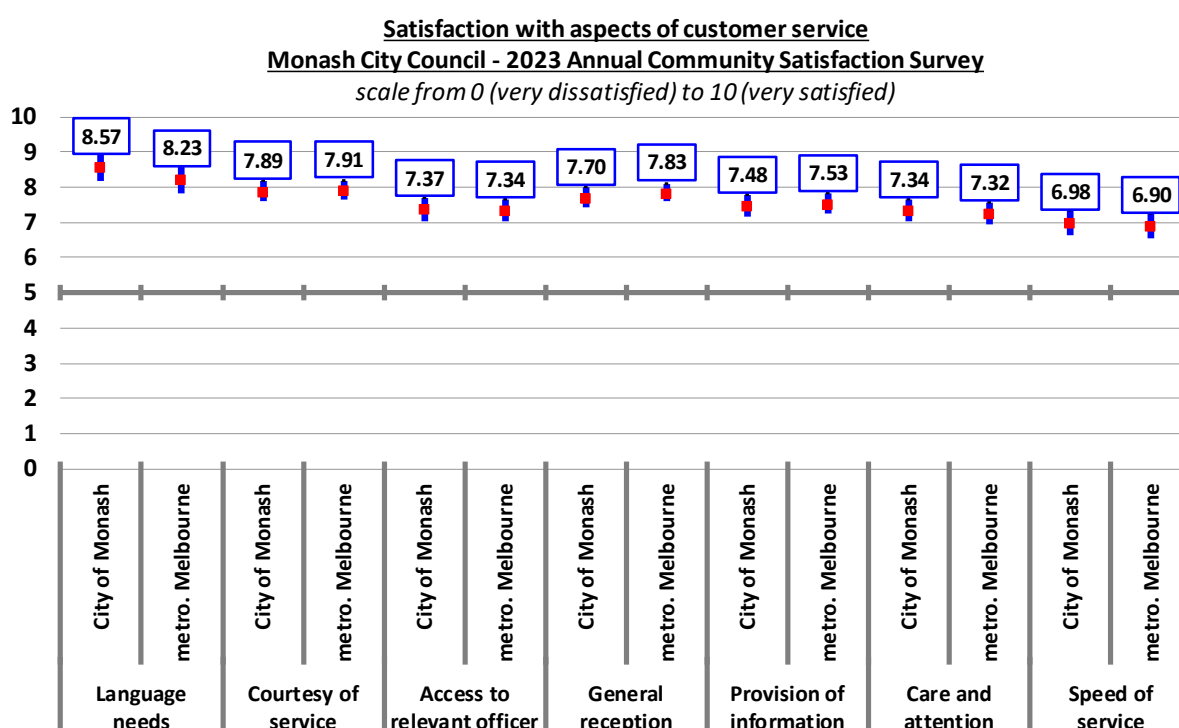
Consistent with the notably increases in average satisfaction, there was an increase in the proportion of respondents “very satisfied” with each of these aspects of customer service. Of most importance, however, was the substantial decline in “dissatisfied” respondents.



The following graph provides a comparison of satisfaction with these seven aspects of customer service against the metropolitan Melbourne results from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

Metropolis Research notes that the average satisfaction with these seven aspects of customer service for the City of Monash was almost identical to the metropolitan Melbourne average (7.62 compared to 7.57).

The City of Monash recorded a somewhat higher-than-average satisfaction score for staff understanding language needs (of respondents from multilingual households only). The other aspects all recorded extremely consistent results against the metropolitan Melbourne average.

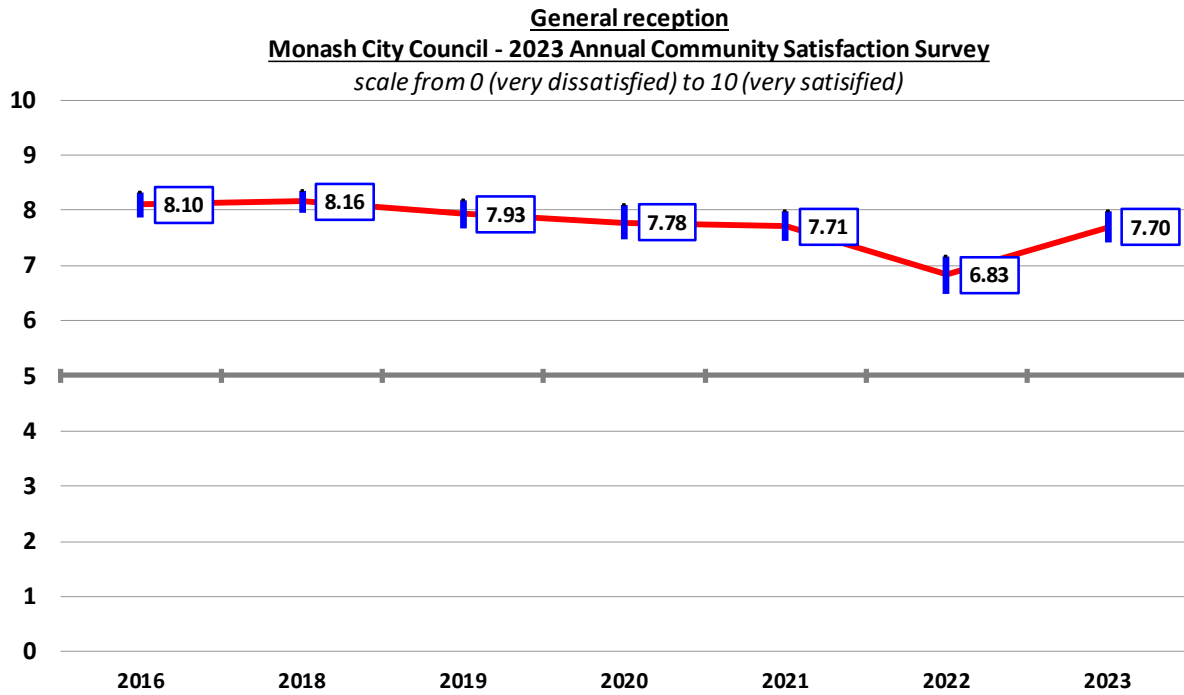


### General reception

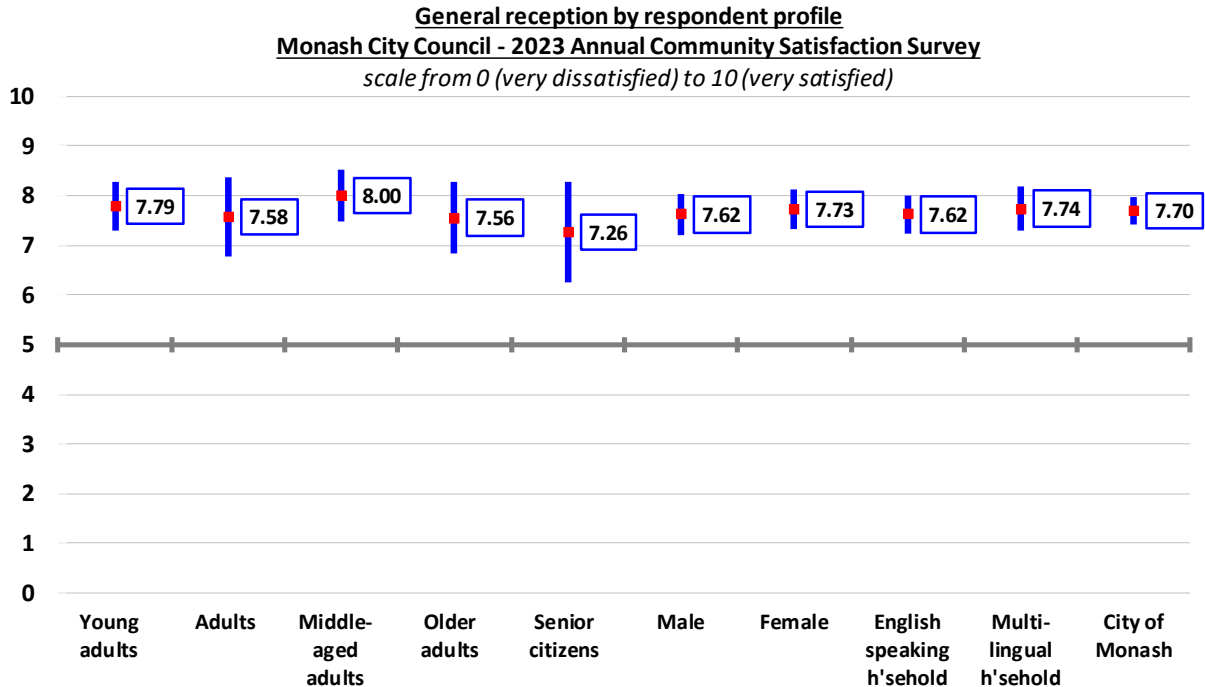
Satisfaction with Council’s general reception increased measurably this year, up 12.7% to 7.70, which is a “very good”, up from a “good” level of satisfaction.

This result was just marginally below the long-term average satisfaction since 2016 of 7.74, and whilst recovering the ground lost last year, remains somewhat lower than the pre-pandemic results.



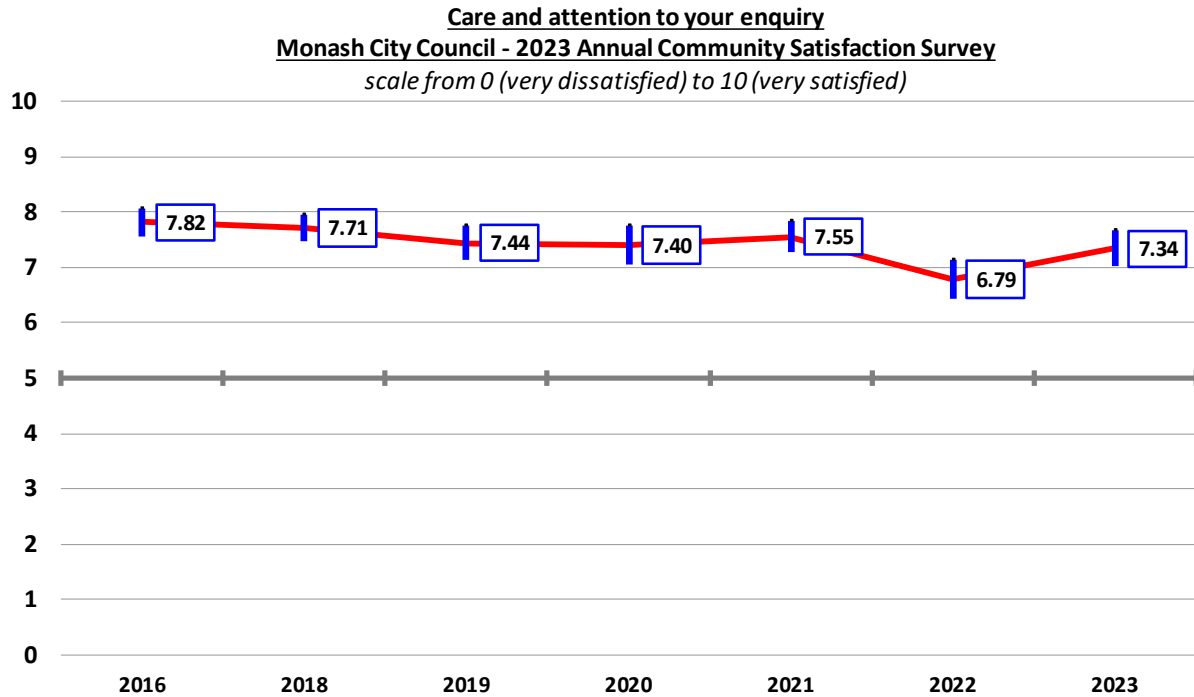


There was no statistically significant variation in satisfaction with Council’s general reception observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were somewhat more satisfied than average, whilst senior citizens (aged 75 years and over) were somewhat less satisfied.

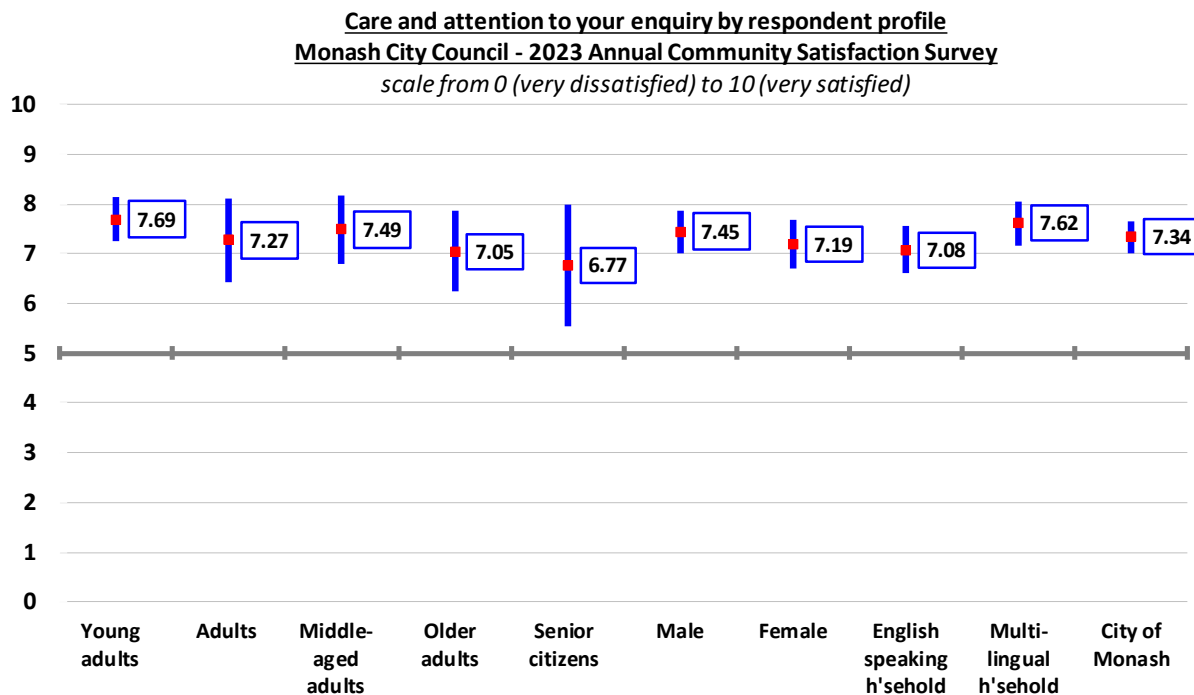


### Care and attention to your enquiry

Satisfaction with care and attention to the respondents’ enquiry increased notably, but not measurably this year, up 8.1% to 7.34, which is a “very good”, up from a “good” level of satisfaction. This result was just marginally below the long-term average satisfaction since 2016 of 7.43.

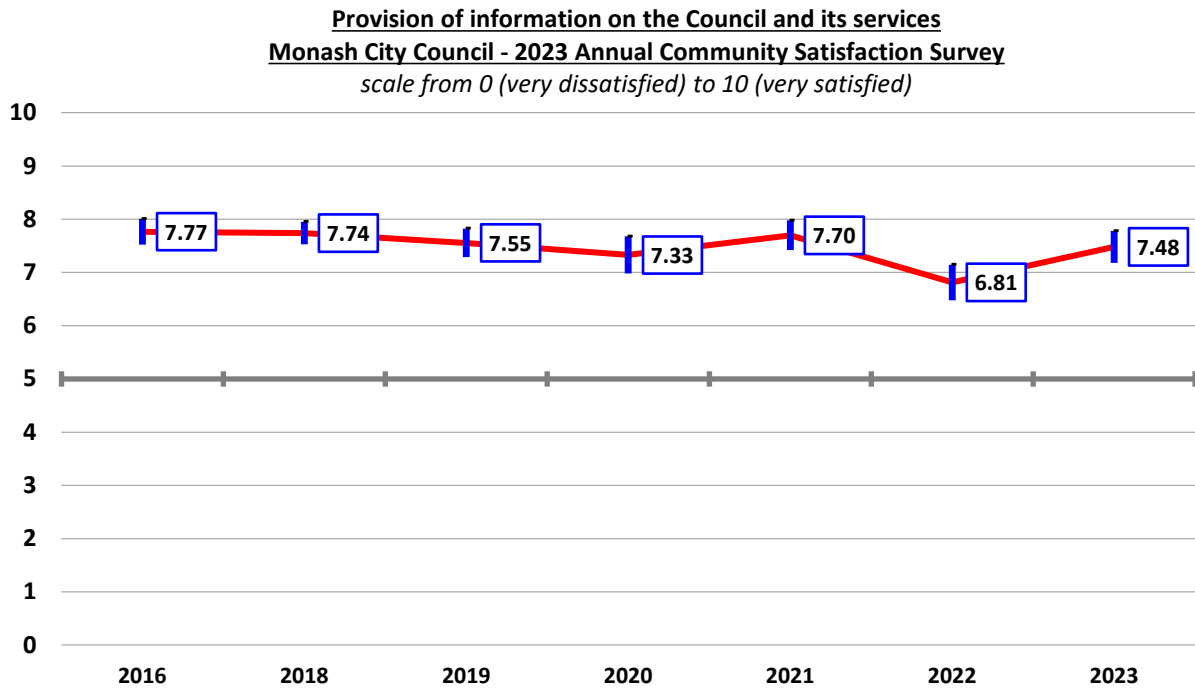


There was no measurable variation in satisfaction observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) were somewhat less satisfied than average, and respondents from multilingual households were somewhat more satisfied.

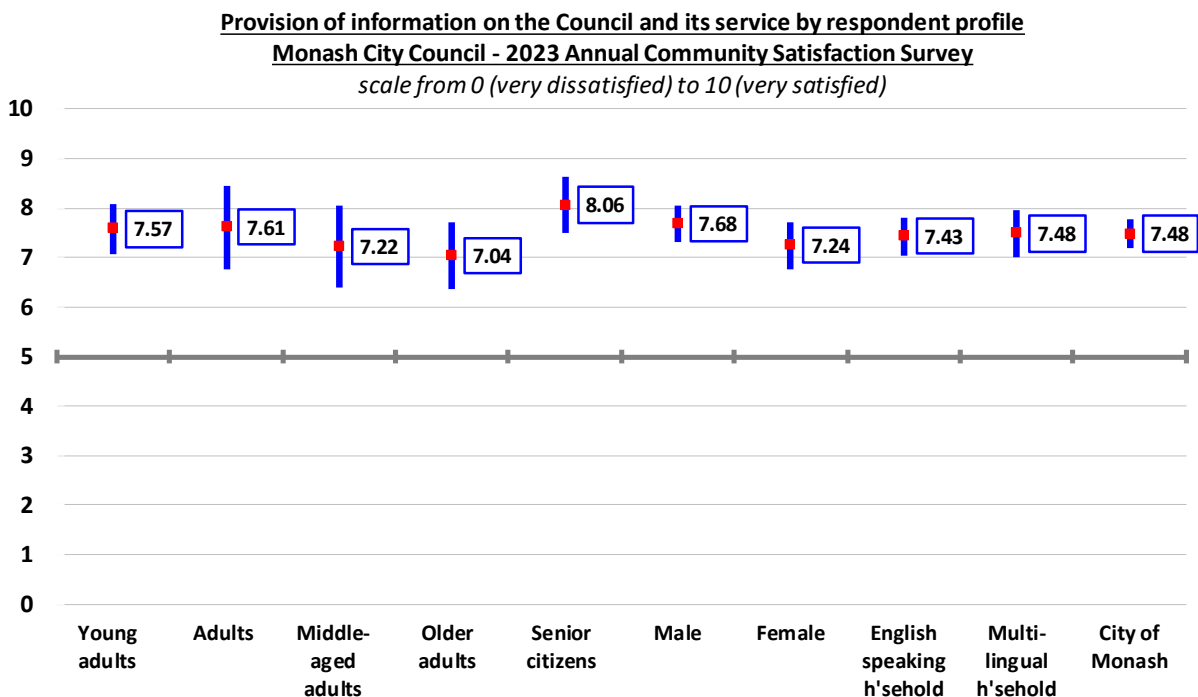


### Provision of information on the Council and its services

Satisfaction with the provision of information on the Council and its services increased measurably this year, up 9.8% to 7.48, which is a “very good”, up from a “good” level of satisfaction. This result was consistent with the long-term average satisfaction since 2016 of 7.48, but remains marginally below the pre-pandemic results, particularly 2016 and 2018.

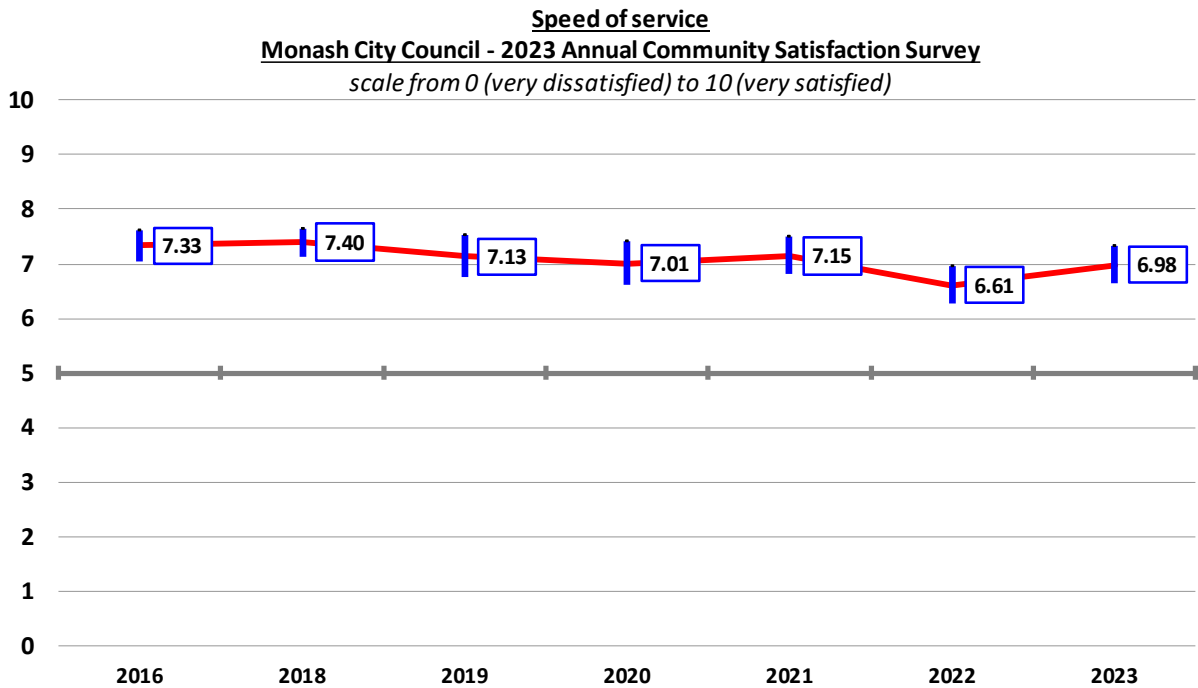


Whilst there was no measurable variation in this result observed by respondent profile, it is noted that older adults were somewhat less satisfied and senior citizens notably more satisfied than average, and male respondents were notably more satisfied than females.

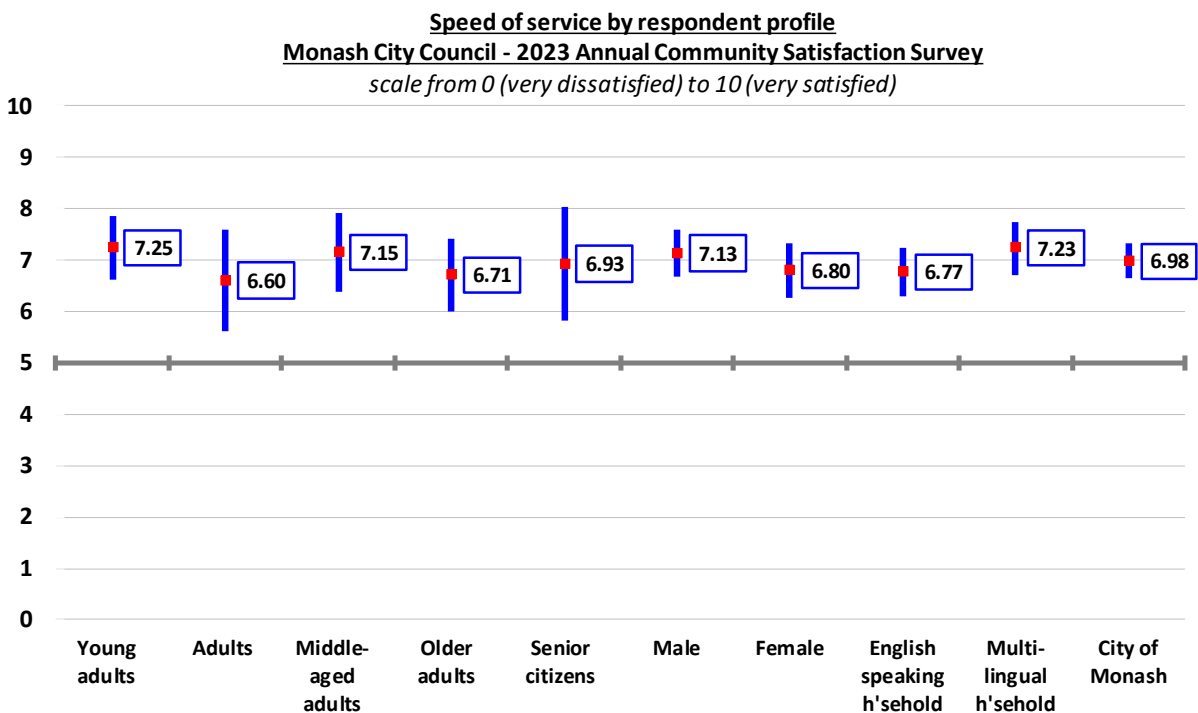


### Speed of service

Satisfaction with the speed of service increased somewhat, but not measurably this year, up 5.6% to 6.98, although it remains at a “good” level. This result remains marginally below the long-term average since 2016 of 7.09.



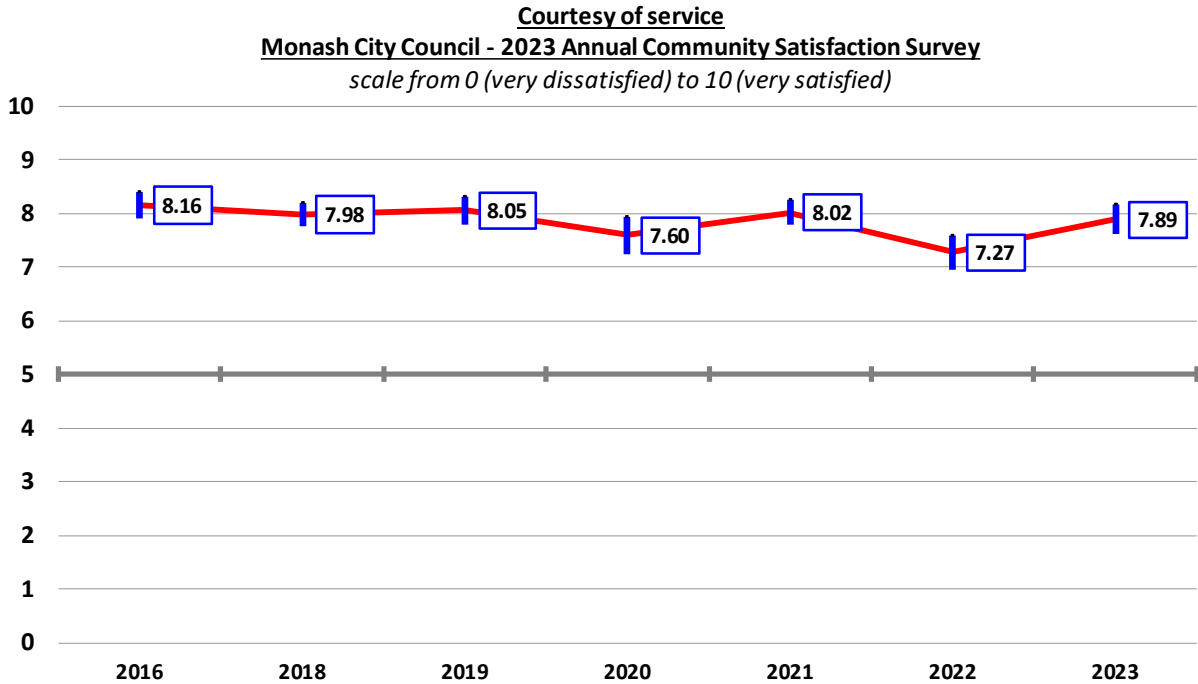
There was no statistically significant variation in satisfaction with the speed of service observed by respondent profile, although young adults (aged 18 to 34 years) and respondents from multilingual households were marginally more satisfied than average.



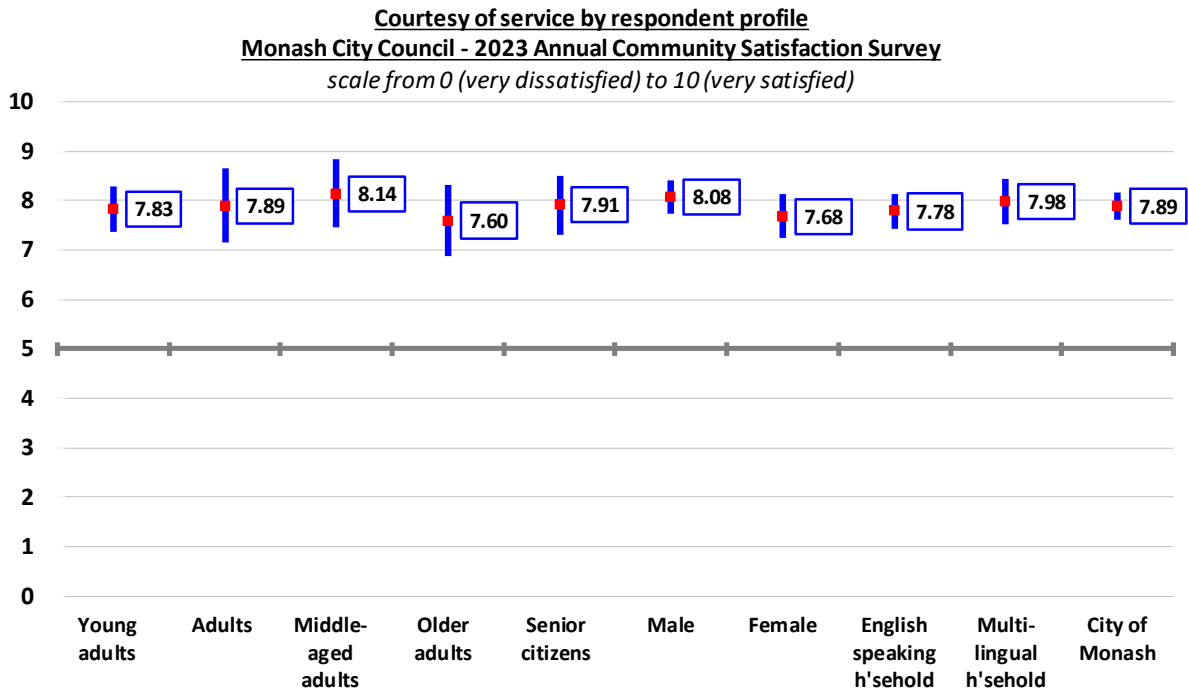


### Courtesy of service

Satisfaction with the courtesy of service increased measurably and significantly this year, up 8.5% to 7.89, which is an “excellent”, up from a “very good” level of satisfaction. This result was marginally above the long-term average satisfaction since 2016 of 7.85. This result clearly reverses the significant decline recorded last year and returns this variable to historical levels.

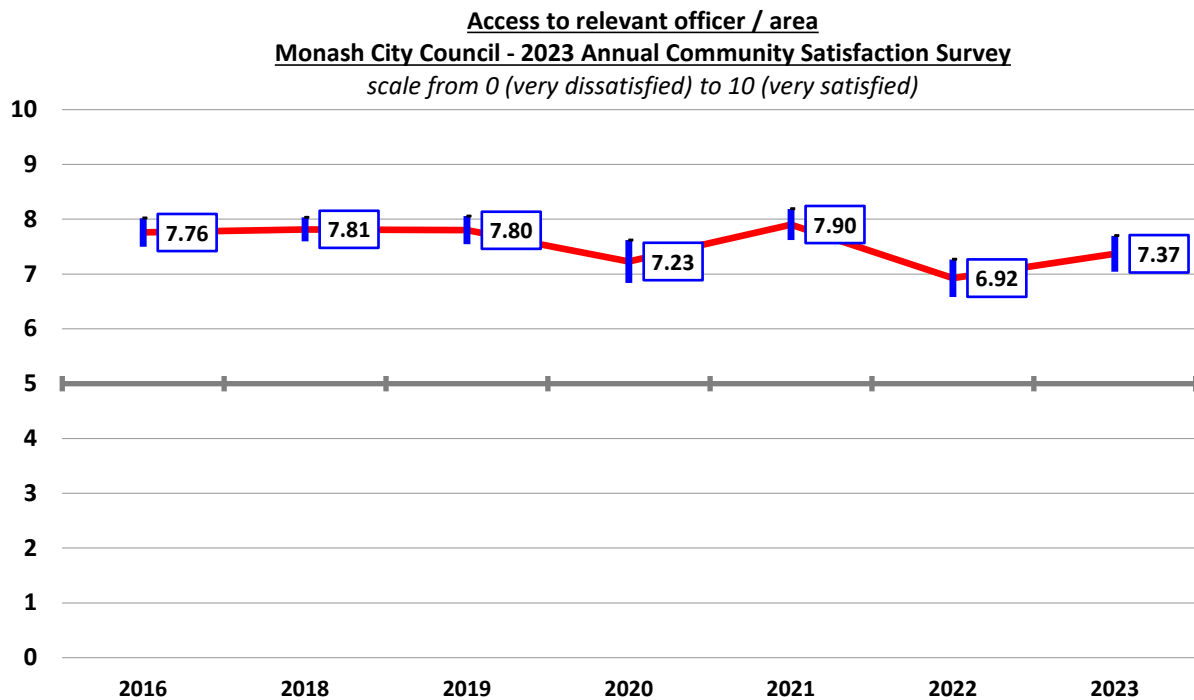


There was no statistically significant variation in satisfaction with this important aspect of customer service observed by respondent profile, although it is noted that male respondents were somewhat more satisfied than female respondents.

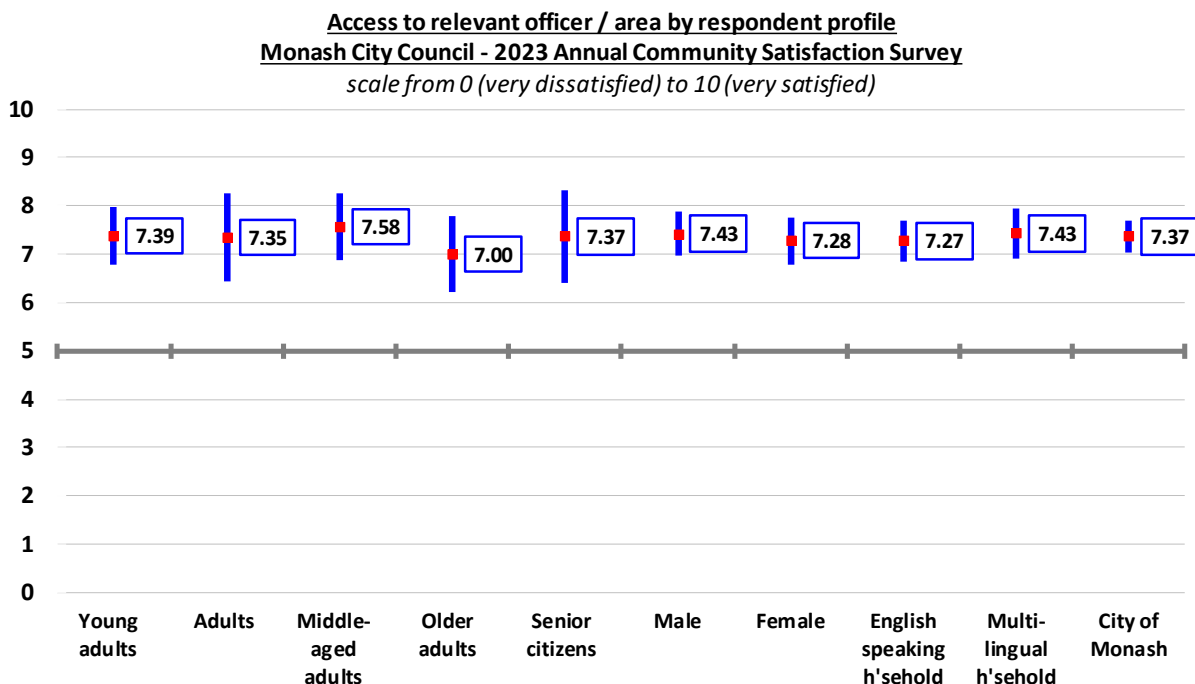


### Access to relevant officer / area

Satisfaction with access to relevant officer / area increased somewhat, but not measurably this year, up 6.5% to 7.37, which is a “very good”, up from a “good” level of satisfaction, but it remains marginally below the long-term average satisfaction since 2016 of 7.54. Metropolis Research notes that this aspect of customer service appears to have been impacted by the COVID-19 pandemic more so than most other aspects, not only in the City of Monash, but across metropolitan Melbourne.

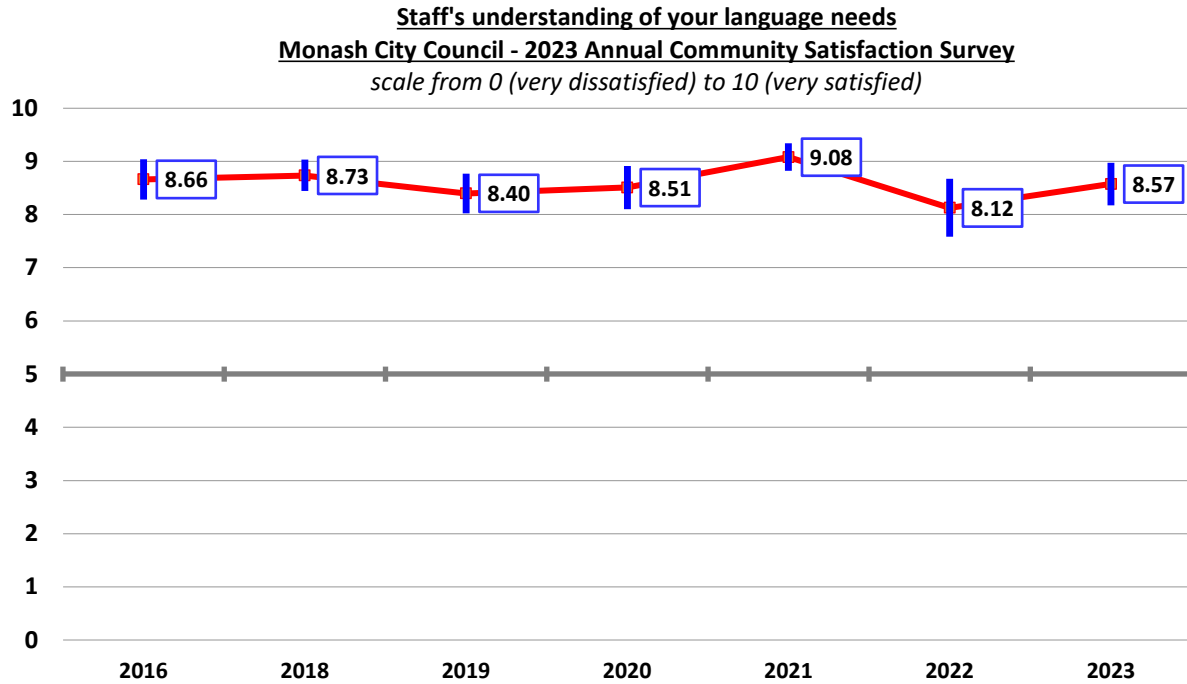


Whilst there was no measurable variation observed by respondent profile, it is noted that older adults (aged 60 to 74 years) were the least satisfied, albeit not measurably.

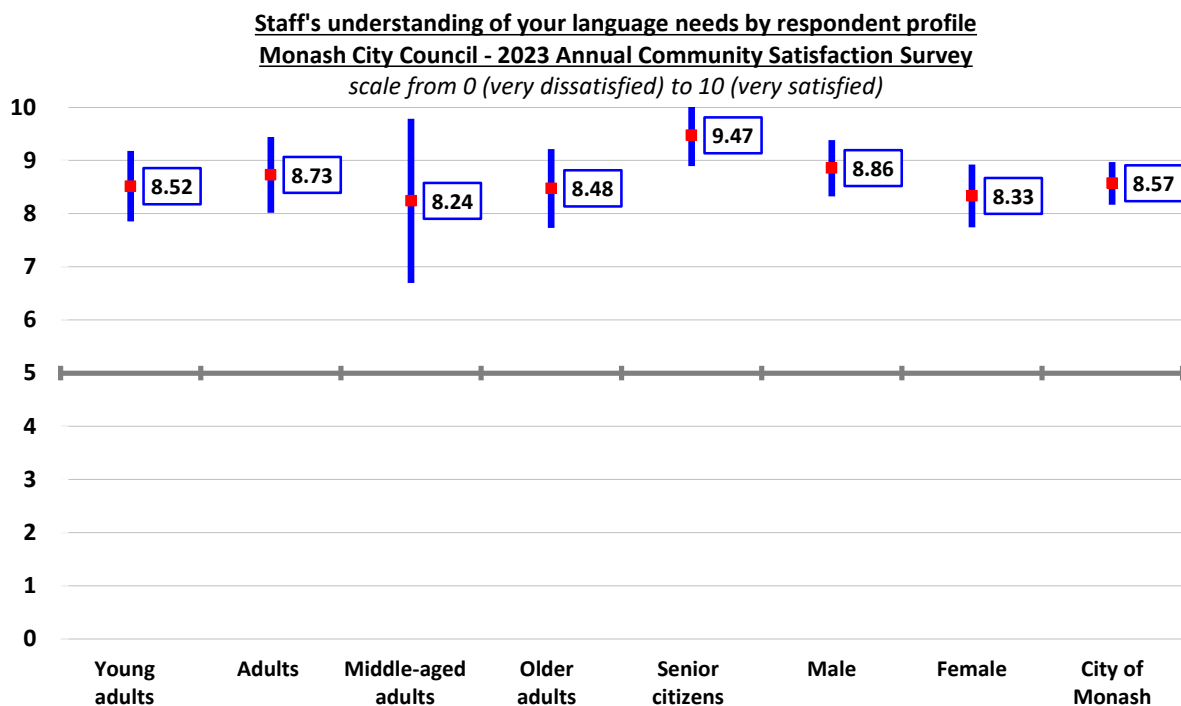


### Staff’s understanding of your language needs

Satisfaction with staff understanding of the respondents’ language needs (of multilingual households only) increased somewhat, but not measurably this year, up 5.5% to 8.57, which remains an “excellent” level. This result was almost identical to the long-term average satisfaction since 2016 of 8.58. This was the only aspect of customer service to be categorised as “excellent” in every year of the survey program.



Cognisant of the small sample size for this aspect of customer service, no measurable variation was observed by respondent profile.



## Reason for dissatisfaction with selected aspects of customer service

There was a total of 43 comments received from respondents “dissatisfied” with aspects of Council’s customer service, as broadly categorised and outlined in the following table.

These comments were focused on similar issues to previous years, including most notably perceived slow or no response from Council (17 comments), requests poorly actioned or not resolved (12 comments), poor communication or information from Council (5 comments), and a perceived lack of support / help from Council (4 comments).

**Reasons for dissatisfaction with selected aspects of customer service**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Slow / no response</i>	
A bit slow in response	1
Contacted them to not let people park in front of my pathway to take out car. No action done.	1
General reception was bad because they didn't pick up my call and they should contact us more at maybe email or phone.	1
I asked them to help with bins and there is a lot of rubbish, no reply.	1
I contact them on garbage collection, but I only get inconsistent responses and no follow ups. The e.g., dumped rubbish on the street has been there for 2 weeks without any action.	1
I had an enquiry about parking. It took more than two weeks before they actually solved it	1
I made a complaint on a crossing over across the street and I sent an email, and nothing has been done 9 months.	1
Just too slow	1
No return call and email	1
Our response took too much time and effort	1
Slow in speed	1
The response of my email wasn't swiftly delivered.	1
The speed was slow because it wasn't done on the day, I needed it to be done.	1
They didn't always take actions quickly	1
They haven't contacted after 5 days I sent an enquiry	1
They were a bit slow to respond to our emails.	1
We had a lot of enquiries, but the Council took too long time to respond to us. We need the Council put a sign on the street for people to avoid parking fine, but Council hasn't done anything	1
<b>Total</b>	<b>17</b>
<i>Requests / complaints poorly actioned / unresolved</i>	
Couldn't understand nature of enquiry when asking about trees in front of house	1
Customer service is disgusting	1
Every time we told them, they didn't work, explain anything	1
Failed to communicate with the hard waste people. They did not know that the collection is happening	1



I've had parking issues and have needed to contact them constantly. Comparatively Glen Eira was better. They take upwards of two weeks to reply to parking issues	1
I had asked for a follow up twice.	1
I had to follow up to get an answer	1
I told them my garbage bin is broken but they haven't changed it yet	1
It wasn't resolved	1
No follow up from the council on a serious accident scenario and road rules complain	1
No solution to the drain issue in the unit	1
They have not done anything with the derelict house next door over the past 4 years	1
<b>Total</b>	<b>12</b>

*Poor communication, information, and consultation*

The information provided is not incomplete, just telling the half-truth and did not provide the detail, economical with the truth, take causal approach	1
They didn't understand my language and didn't care to understand it (Greek)	1
We needed to call couple of times. Then we talked in person, and it was very vague, she didn't explain properly	1
Can't even turn up for meeting. They did it on zoom for in person meeting.	1
We have an ongoing issue, and they did not consult us and poor communication	1
<b>Total</b>	<b>5</b>

*Lack of support / help from Council*

A car is parked on the street (Monash Drive) dangerously and no action has been taken by council even after several complaints.	1
I have arthritis in the spine, and I chased the council to have some improvements for that in my home, but the council said we are too busy.	1
It is not that good; the problem is not fixed	1
We have lived here 30 years ago. We are no longer able to walk our dogs in Damper Creek.	1
<b>Total</b>	<b>4</b>

*Difficulty in contacting / accessing Council*

It's hard to get in touch with anyone	1
It's hard to get in touch with someone	1
I kept ringing before someone talked to me	1
<b>Total</b>	<b>3</b>

*Difficulty accessing relevant officer / department*

Took forever to get to the relevant officer.	1
<b>Total</b>	<b>1</b>

*Rude staff*

They seem like they don't care but carry it out anyway	1
<b>Total</b>	<b>1</b>

**Total** **43**



## 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?”*

The annual community survey in 2023, included importance of and satisfaction scores for 28 Council provides services and facilities.

### ***Importance of Council services and facilities***

The average importance of the 28 included services and facilities remained stable this year at 8.54, down less than one percent from the 8.61 recorded last year.

Of these 28 services and facilities, 27 were included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

The average importance of services and facilities was marginally lower in the City of Monash than the metropolitan Melbourne average.

These results confirm that the community considers all the wide range of Council services and facilities to be important, with importance varying from a “very high” 7.79 for the *Monash Bulletin* to an “extremely high” 9.06 for the regular garbage collection.

### **Change in importance 2022 to 2023:**

Of the 28 included services and facilities, the importance of eight increased somewhat this year, and the importance of 20 declined somewhat, with attention drawn to the following notable variations:

- **Notably more important in 2023 than in 2022** – included parking enforcement (6.0% more important this year), footpath maintenance and repairs (2.6%) and the *Monash Bulletin*.
- **Notably less important in 2023 than in 2022** – included recreation and aquatic centres (3.9% less important this year), the waste transfer station (3.2%), sports ovals and other outdoor sporting facilities (3.0%), the provision and maintenance of parks, gardens, and reserves (2.7%), bike paths and shared pathways (2.6%), the provision and maintenance of street lighting (2.5%), and Council services for older residents and activities for seniors (2.5%).

### **Variation in importance from the metropolitan Melbourne average:**

Of the 27 services and facilities included in both the City of Monash survey and *Governing Melbourne*, 26 were somewhat less important in the City of Monash, and one was somewhat more important, as follows:



- **Notably more important in the City of Monash than metro. average** – included the *Monash Bulletin*.
- **Notably less important in the City of Monash than metro. average** – included Council activities encouraging environmental sustainability (4.9% less important), animal management (4.7%), street sweeping (4.5%), regular recycling service (4.5%), recreation and aquatic centres (4.3%), Council services for older residents and activities for seniors (3.7%), waste transfer station (3.6%), Council run services for children and their families (3.5%), drains maintenance and repairs (3.5%), sports ovals and other outdoor sporting facilities (3.5%).

**Importance of selected Council services and facilities**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2023 Metro.*
			Lower	Mean	Upper			
Higher than average importance	Regular garbage collection	808	8.98	<b>9.06</b>	9.14	9.15	9.35	9.31
	Regular green waste collection	804	8.82	<b>8.90</b>	8.99	8.96	9.25	8.97
	Regular recycling service	804	8.78	<b>8.86</b>	8.94	8.97	9.31	9.28
	Hard rubbish collection	769	8.76	<b>8.84</b>	8.93	9.03	9.01	9.01
	The maintenance and repair of sealed local roads	810	8.70	<b>8.78</b>	8.87	8.62	9.05	8.94
	Council services: older residents, activities: seniors	670	8.65	<b>8.74</b>	8.84	8.97	8.91	9.08
	Local library and library services	759	8.66	<b>8.74</b>	8.83	8.86	8.99	8.98
	Footpath maintenance and repairs	807	8.65	<b>8.73</b>	8.81	8.50	9.11	8.97
Average importance	Public toilets	744	8.57	<b>8.66</b>	8.75	8.87	8.87	8.86
	Provision and maintenance of parks, gardens, reserves	793	8.58	<b>8.65</b>	8.73	8.90	9.06	8.90
	Drains maintenance and repairs	786	8.56	<b>8.64</b>	8.73	8.54	8.96	8.96
	Provision and maintenance of local playgrounds	763	8.53	<b>8.62</b>	8.71	8.78	8.83	8.90
	Council run services for children and their families	689	8.51	<b>8.61</b>	8.71	8.81	8.81	8.93
	Provision and maintenance of street lighting	806	8.53	<b>8.61</b>	8.69	8.84	9.07	8.80
	Sports ovals and other outdoor sporting facilities	750	8.46	<b>8.55</b>	8.64	8.82	8.85	8.86
	Local traffic management	800	8.44	<b>8.53</b>	8.62	8.44	8.89	8.78
	Council's Waste Transfer Station	638	8.43	<b>8.53</b>	8.63	8.81	8.84	8.85
	Recreation and Aquatic Centres	741	8.38	<b>8.47</b>	8.57	8.82	8.89	8.85
	Provision and maintenance of street trees	806	8.37	<b>8.46</b>	8.55	8.61	8.90	8.71
	Bike paths and shared pathways	748	8.34	<b>8.44</b>	8.54	8.66	8.89	8.71
	Council run programs and activities for young people	654	8.33	<b>8.44</b>	8.55	8.51	8.68	8.74
	Provision of parking facilities	785	8.29	<b>8.39</b>	8.49	8.45	8.86	n.a.
	Council's website	720	8.24	<b>8.34</b>	8.45	8.20	8.64	8.64
	Lower than average	Street sweeping	789	8.17	<b>8.28</b>	8.38	8.20	8.87
Council activities encourage environmental sustainability		754	8.15	<b>8.25</b>	8.36	8.40	8.90	8.68
Animal management		720	7.94	<b>8.05</b>	8.16	8.18	8.63	8.44
Parking enforcement		784	7.92	<b>8.04</b>	8.17	7.59	8.39	8.24
	Council's newsletter <i>Monash Bulletin</i>	730	7.66	<b>7.79</b>	7.92	7.60	8.48	7.65
Average importance of Council services			8.44	<b>8.54</b>	8.63	8.61	8.90	8.76

(\*) 2023 metropolitan Melbourne average from Governing Melbourne



## Average importance by respondent profile

The following table provides a comparison of the average importance of all 28 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

Metropolis Research notes the average number of respondents in each group outlined at the bottom of the table.

**Average importance of selected Council services and facilities**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maint. & repair of sealed local roads	8.74	8.92	8.84	8.91	8.44	8.72	8.85	8.77	8.81
Footpath maintenance and repairs	8.69	8.74	8.80	8.87	8.52	8.68	8.78	8.73	8.73
Drains maintenance and repairs	8.63	8.72	8.62	8.77	8.45	8.66	8.64	8.62	8.69
Regular garbage collection	8.93	9.12	9.09	9.32	8.97	9.01	9.14	9.07	9.04
Regular recycling service	8.83	8.99	8.91	8.96	8.60	8.82	8.92	8.87	8.86
Regular green waste collection	8.66	8.95	9.07	9.13	8.94	8.92	8.92	8.97	8.82
Street sweeping	8.21	8.31	8.44	8.38	7.95	8.20	8.35	8.17	8.40
Provision & maintenance of street lighting	8.55	8.61	8.73	8.80	8.31	8.61	8.63	8.55	8.70
Parking enforcement	7.93	8.00	8.18	8.31	7.83	8.01	8.11	7.91	8.19
Provision of parking facilities	8.41	8.37	8.53	8.46	8.01	8.39	8.42	8.35	8.44
Local traffic management	8.45	8.60	8.62	8.58	8.41	8.52	8.56	8.55	8.51
Prov. & maint. of parks, gardens, reserves	8.56	8.69	8.65	8.85	8.65	8.62	8.69	8.67	8.63
Provision and maintenance of street trees	8.47	8.44	8.40	8.57	8.44	8.37	8.53	8.47	8.45
Animal management	8.02	7.99	8.16	8.11	7.87	8.05	8.05	8.02	8.07
Activities encourage environmental sustain.	8.28	8.35	8.32	8.32	7.82	8.22	8.28	8.19	8.31
Council's newsletter <i>Monash Bulletin</i>	7.65	7.44	7.91	7.99	8.11	7.64	7.89	7.83	7.71
Council's website	8.31	8.34	8.40	8.61	7.90	8.23	8.44	8.33	8.36
Hard rubbish collection	8.81	8.81	8.86	9.02	8.71	8.88	8.81	8.83	8.85
Council's Waste Transfer Station	8.47	8.48	8.55	8.93	8.07	8.50	8.56	8.60	8.42
Recreation and Aquatic Centres	8.36	8.61	8.54	8.71	8.13	8.49	8.47	8.47	8.48
Bike paths and shared pathways	8.35	8.49	8.55	8.58	8.17	8.51	8.38	8.52	8.35
Sports ovals / outdoor sporting facilities	8.43	8.67	8.62	8.68	8.45	8.56	8.58	8.59	8.51
Provision & maint. of local playgrounds	8.48	8.69	8.76	8.81	8.46	8.63	8.62	8.63	8.63
Public toilets	8.72	8.62	8.65	8.74	8.46	8.58	8.75	8.63	8.69
Services for children and their families	8.54	8.68	8.74	8.64	8.40	8.57	8.67	8.63	8.60
Services: older residents, activities: seniors	8.68	8.63	8.78	8.94	8.72	8.72	8.78	8.84	8.61
Local library and library services	8.68	8.80	8.77	8.84	8.69	8.71	8.79	8.78	8.69
Programs and activities for young people	8.30	8.49	8.59	8.51	8.38	8.47	8.42	8.58	8.28
<i>Average importance</i>	8.47	8.55	8.61	8.69	8.35	8.51	8.57	8.54	8.53
<b>Total respondents</b>	<b>283</b>	<b>129</b>	<b>180</b>	<b>129</b>	<b>89</b>	<b>389</b>	<b>409</b>	<b>446</b>	<b>362</b>





## **Satisfaction with Council services and facilities**

The average satisfaction with the 28 included services and facilities increased marginally, but not measurably this year, up 1.9% to 7.69, although it remains a “good” level of satisfaction.

This result was consistent with the long-term average satisfaction with Council services and facilities since 2016 of 7.74. It is noted, however, that there have been a small number of changes to the list of services included in the survey from year to year, although the general level of satisfaction with Council services and facilities remains comparable over time.

### **Comparative satisfaction:**

As outlined at the right-hand side of the main satisfaction table following, there were six services that recorded a satisfaction score measurably higher than the average of all 28 (7.69), and six that recorded a satisfaction score measurably lower than the average of all 28:

- **Measurably higher-than-average satisfaction** – included the local library and library services (11% higher), regular green waste collection (8% higher), recreation and aquatic centres (7% higher), the waste transfer station (5% higher), sports ovals and other outdoor sporting facilities (5% higher), and the provision and maintenance of playgrounds (4% higher).
- **Measurably lower-than-average satisfaction** – included public toilets (13% lower), parking enforcement (9% lower), provision of parking facilities (7% lower), local traffic management (5% lower), footpath maintenance and repairs (4% lower), and Council activities promoting environmental sustainability (4% lower).

### **Change in satisfaction between 2022 and 2023:**

Of the 28 services and facilities included in the survey in 2023, the average satisfaction with 21 increased somewhat, whilst the average satisfaction with seven declined.

Whilst most of these variations were not statistically significant, attention is drawn to the following notable variations in satisfaction this year:

- **Notably higher satisfaction in 2023 than in 2022** – included parking enforcement (up 8.7%), Council’s website (up 5.2%), footpath maintenance and repairs (up 5.1%), local traffic management (up 4.9%), provision of parking facilities (up 4.4%), drains maintenance and repairs (up 4.4%), the provision and maintenance of street trees (up 4.3%), the Monash Bulletin (up 3.9%), Council activities to promote environmental sustainability (up 3.9%), the maintenance and repair of sealed local roads (up 3.7%), and bike paths and shared pathways (up 2.9%).
- **Notably lower satisfaction in 2023 than in 2022** – included the regular garbage collection (down 3.0%).

Metropolis Research draws particular attention to the notable decline in satisfaction with the regular garbage collection. The changes to the kerbside collection service were identified as a significant factor in the results of the survey this year, across a wide range of results in the survey.



**Satisfaction with selected Council services and facilities**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2023 Metro.*	
			Lower	Mean	Upper				
Higher than average satisfaction	Local library and library services	343	8.37	<b>8.52</b>	8.67	8.44	8.49	8.19	
	Regular green waste collection	802	8.16	<b>8.28</b>	8.39	8.21	8.48	8.21	
	Recreation and Aquatic Centres	325	8.09	<b>8.24</b>	8.39	8.08	8.13	7.80	
	Council's Waste Transfer Station	242	7.85	<b>8.06</b>	8.28	7.92	8.13	7.90	
	Sports ovals and other outdoor sporting facilities	362	7.90	<b>8.06</b>	8.22	8.11	7.93	7.91	
	Provision and maintenance of local playgrounds	394	7.89	<b>8.03</b>	8.17	7.97	8.02	7.69	
Average satisfaction	Hard rubbish collection	561	7.79	<b>7.94</b>	8.09	7.94	8.19	8.14	
	Provision and maintenance of parks, gardens, reserves	781	7.82	<b>7.93</b>	8.03	7.88	8.05	7.74	
	Bike paths and shared pathways	392	7.74	<b>7.91</b>	8.08	7.69	8.03	7.45	
	Council run services for children and their families	143	7.67	<b>7.90</b>	8.14	7.98	8.21	8.05	
	Regular recycling service	802	7.77	<b>7.89</b>	8.01	7.88	8.54	8.45	
	Regular garbage collection	811	7.69	<b>7.83</b>	7.98	8.07	8.55	8.52	
	Council's website	360	7.60	<b>7.75</b>	7.90	7.37	7.84	7.62	
	Council run programs and activities for young people	97	7.45	<b>7.75</b>	8.04	7.60	8.10	7.57	
	Council services: older residents, activities: seniors	91	7.30	<b>7.75</b>	8.20	7.78	7.75	7.85	
	Drains maintenance and repairs	768	7.48	<b>7.60</b>	7.73	7.29	7.43	7.50	
	Provision and maintenance of street trees	802	7.46	<b>7.59</b>	7.71	7.28	7.62	7.37	
	Council's newsletter <i>Monash Bulletin</i>	677	7.42	<b>7.56</b>	7.71	7.28	7.59	7.08	
	Provision and maintenance of street lighting	801	7.36	<b>7.49</b>	7.63	7.53	7.88	7.64	
	Animal management	671	7.35	<b>7.48</b>	7.62	7.50	7.86	7.62	
	The maintenance and repair of sealed local roads	808	7.36	<b>7.48</b>	7.59	7.21	7.48	7.05	
	Street sweeping	757	7.28	<b>7.43</b>	7.57	7.43	7.52	7.47	
	Lower than average satisfaction	Council activities encourage environmental sustainability	704	7.27	<b>7.40</b>	7.53	7.12	7.79	7.11
		Footpath maintenance and repairs	805	7.27	<b>7.39</b>	7.52	7.04	7.21	7.24
Local traffic management		792	7.14	<b>7.27</b>	7.40	6.93	7.31	7.31	
Provision of parking facilities		780	7.00	<b>7.13</b>	7.27	6.83	7.06	n.a.	
Parking enforcement		755	6.83	<b>6.99</b>	7.15	6.43	6.97	7.11	
	Public toilets	342	6.44	<b>6.66</b>	6.88	6.61	6.68	6.39	
<i>Average satisfaction with Council services</i>			7.53	<b>7.69</b>	7.85	7.55	7.82	7.57	

(\* ) 2023 metropolitan Melbourne average from Governing Melbourne

### Comparison to the metropolitan Melbourne average

Of the 28 services and facilities included in the survey this year, 27 were also included in *Governing Melbourne* in a comparable format. Of these 27 services and facilities, 17 recorded a higher satisfaction score in the City of Monash, whilst 10 recorded a lower score, as follows:

- **Notably higher satisfaction in the City of Monash than metro. average** – included the Monash Bulletin (6.8% higher satisfaction in Monash), bike paths and shared pathways (6.2% higher), the maintenance and repair of sealed local roads (6.0% higher), recreation and aquatic centres (5.6% higher), the provision and maintenance of playgrounds (4.4% higher), public toilets (4.2% higher), Council activities promoting environmental sustainability (4.0% higher), local library and library services (4.0% higher), and the provision and maintenance of street trees (3.0% higher).



- **Notably lower satisfaction in the City of Monash than metro. average** – included the regular garbage collection (8.1% lower satisfaction in Monash), the regular recycling service (6.6% lower), and the hard rubbish collection (2.5% lower).

## Percentage satisfaction results

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

Of the 28 services and facilities, more than half of the respondents providing a score were “very satisfied” with 25, whilst more than 10% were “dissatisfied” with public toilets (13.5%), parking enforcement (12.2%), and Council services for older residents and activities for seniors (10.5%).

**Satisfaction with selected Council services and facilities**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<b>Total</b>
Local library and library services	1.2%	19.3%	79.5%	3	<b>346</b>
Regular green waste collection	3.4%	18.7%	77.9%	13	<b>815</b>
Recreation and Aquatic Centres	1.4%	21.2%	77.4%	0	<b>325</b>
Provision and maintenance of local playgrounds	1.4%	25.9%	72.7%	2	<b>396</b>
Sports ovals and other outdoor sporting facilities	3.4%	24.9%	71.7%	2	<b>364</b>
Council's Waste Transfer Station	3.2%	25.7%	71.1%	1	<b>242</b>
Hard rubbish collection	4.2%	25.1%	70.7%	4	<b>566</b>
Regular garbage collection	7.8%	23.1%	69.1%	4	<b>815</b>
Provision and maintenance of parks, gardens, reserves	2.8%	28.8%	68.4%	34	<b>815</b>
Regular recycling service	4.4%	27.5%	68.1%	13	<b>815</b>
Bike paths and shared pathways	4.1%	28.9%	67.0%	5	<b>397</b>
Council services: older residents, activities: seniors	10.5%	23.3%	66.2%	5	<b>96</b>
Council run programs and activities for young people	3.4%	30.9%	65.7%	2	<b>99</b>
Council's website	3.0%	34.8%	62.2%	2	<b>363</b>
Council run services for children and their families	2.0%	36.9%	61.1%	3	<b>146</b>
Provision and maintenance of street trees	5.1%	34.8%	60.1%	13	<b>815</b>
Drains maintenance and repairs	4.5%	36.0%	59.5%	47	<b>815</b>
The maintenance and repair of sealed local roads	5.1%	36.0%	58.9%	7	<b>815</b>
Provision and maintenance of street lighting	7.7%	33.6%	58.7%	14	<b>815</b>
Council's newsletter Monash Bulletin	4.6%	37.3%	58.1%	138	<b>815</b>
Street sweeping	7.2%	35.2%	57.6%	58	<b>815</b>
Animal management	5.9%	36.7%	57.4%	144	<b>815</b>
Footpath maintenance and repairs	5.9%	39.2%	54.9%	10	<b>815</b>
Council activities encourage environmental sustainability	4.7%	42.8%	52.5%	111	<b>815</b>
Local traffic management	6.7%	42.9%	50.4%	23	<b>815</b>
Provision of parking facilities	9.6%	41.2%	49.2%	35	<b>815</b>
Parking enforcement	12.2%	39.4%	48.4%	60	<b>815</b>
Public toilets	13.5%	48.7%	37.8%	5	<b>347</b>



## Change in satisfaction over the last seven years:

The following graph displays the percentage change in satisfaction with included services and facilities over the course of the satisfaction survey program from 2016.

The graph displays the change in satisfaction from the three-year moving average (2016 through 2018) compared to 2023.

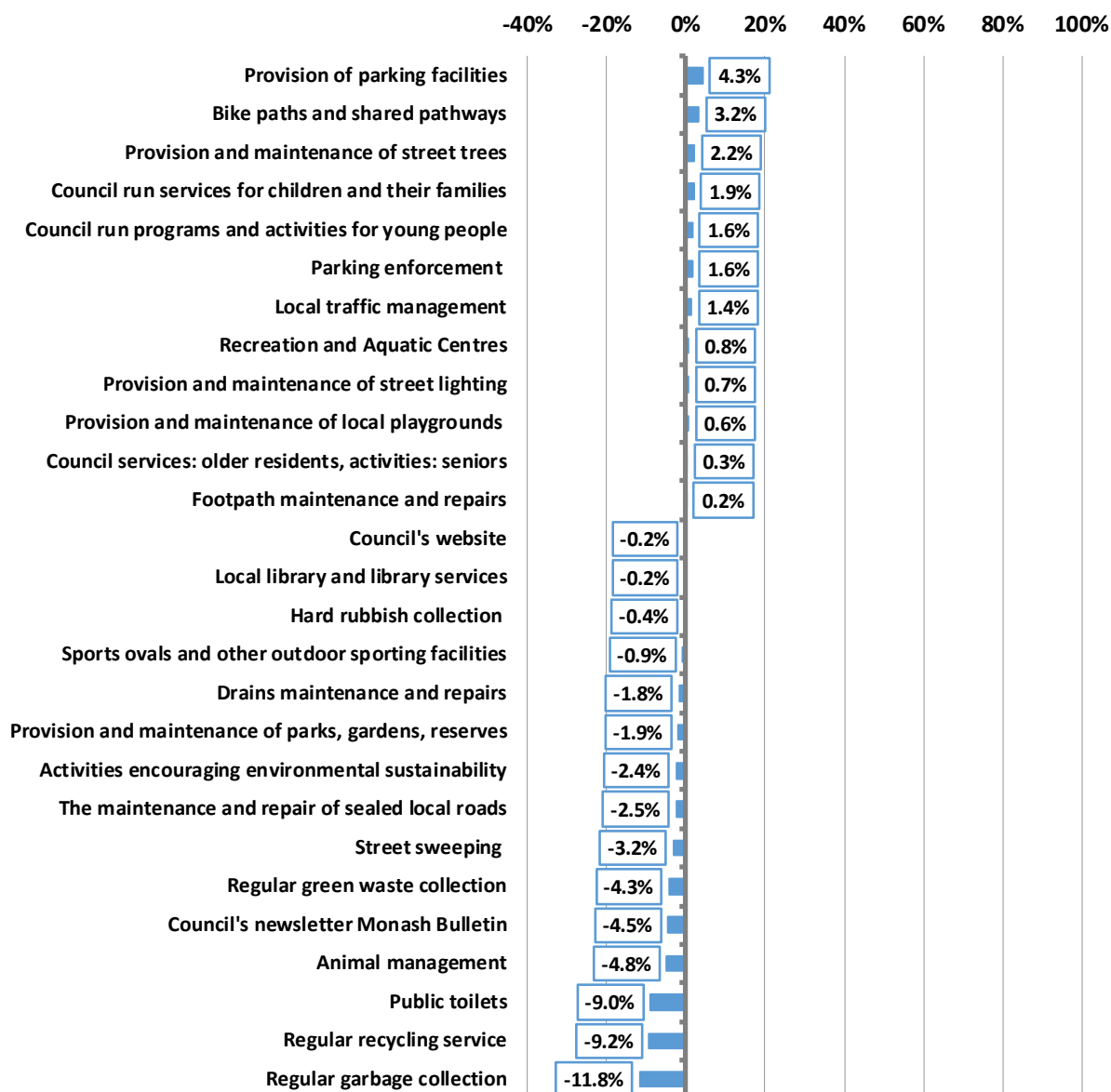
It is noted that satisfaction with 12 services and facilities increased over this timeframe, whilst satisfaction with 15 declined.

Metropolis Research draws attention to the following when interpreting these results.

1. **Higher-than-average satisfaction with services and facilities in the City of Monash** – over the course of the City of Monash survey, the average satisfaction with services and facilities was three percent higher than the metropolitan Melbourne average. This higher-than-average satisfaction varied from a low of one percent this year, to a high of five percent in 2020.
2. **Stable satisfaction over time** – satisfaction with more than half (15 of the 27) the services and facilities remained essentially stable over time, either increasing or decreasing in satisfaction by less than two percent.
3. **Lower than satisfaction in 2021 and 2022** - satisfaction with many aspects of Council performance declined notably in 2021 and again in 2022, with the 2023 results often reporting a reversal of these declines. Many services and facilities recovered more than half of the ground they lost over the last two years. When looking at this longer-time frame, it is noted that several services and facilities have not recovered all the ground lost from the very high levels of satisfaction recorded in 2016 through to 2020.
4. **Parking facilities and enforcement** – satisfaction with parking related services and facilities has improved over time, with satisfaction with parking facilities up 4.3%.
5. **Kerbside collection services** – it is noted that satisfaction with the three kerbside collection services all declined sharply this year, building on the substantial declines recorded last year. These services were all well below the average satisfaction from 2016 to 2018. Community concerns around the changes to the kerbside collection services were a strong theme discussed throughout this report, including the [Issues to Address](#) section, the [Relationship between Issues and Overall Satisfaction](#), and other results. Based on experience exploring community satisfaction across metropolitan Melbourne over many years, Metropolis Research suggests that satisfaction with the kerbside collection services is likely to recover over time, as the community becomes more comfortable with the new arrangements.



**Percentage change in satisfaction 2016-2018 to 2023**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Percentage increase / decrease)



**Satisfaction by respondent profile:**

The following table displays the average satisfaction with each of these 28 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

Whilst the total number of respondents in each of these profile groups was included at the bottom of the table, it is important to bear in mind that not all respondents will have been asked to or provided a satisfaction score with each service and facility. Some services and facilities were used by only a sub-set of the community, and therefore the number of respondents varies for each service and facility.



Looking at the average satisfaction with all 28 services and facilities by respondent profile, it was noted that young adults (aged 18 to 34 years), on average, rated satisfaction marginally higher than average at 7.78, whilst senior citizens (aged 75 years and over) rated satisfaction somewhat lower than average at 7.49.

A more detailed discussion of satisfaction with Council services and facilities is provided in the following section outlining the results for each individual service and facility.

**Average satisfaction with selected Council services and facilities**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and index score scale 0 - 10)*

<i>Service/facility</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Maint. & repair of sealed local roads	7.80	7.66	7.28	7.25	6.82	7.52	7.42	7.41	7.55
Footpath maintenance and repairs	7.83	7.49	7.20	6.93	6.85	7.50	7.26	7.27	7.54
Drains maintenance and repairs	7.81	7.69	7.56	7.32	7.31	7.57	7.67	7.57	7.64
Regular garbage collection	7.60	7.92	7.86	7.96	8.14	7.91	7.75	7.92	7.72
Regular recycling service	7.77	7.89	7.90	8.10	7.90	7.91	7.85	7.88	7.89
Regular green waste collection	8.02	8.41	8.37	8.50	8.38	8.35	8.21	8.33	8.21
Street sweeping	7.61	7.54	7.31	7.34	6.97	7.46	7.39	7.36	7.49
Provision & maintenance of street lighting	7.45	7.57	7.38	7.79	7.32	7.54	7.45	7.63	7.30
Parking enforcement	7.35	6.91	7.01	6.71	6.24	6.98	6.99	6.79	7.21
Provision of parking facilities	7.34	7.01	7.17	7.05	6.60	7.19	7.05	7.09	7.16
Local traffic management	7.50	7.24	7.30	6.94	6.95	7.32	7.21	7.17	7.37
Prov. & maint. of parks, gardens, reserves	8.00	7.79	7.90	7.76	8.13	8.03	7.83	7.87	7.99
Provision and maintenance of street trees	7.97	7.48	7.21	7.43	7.43	7.47	7.68	7.49	7.71
Animal management	7.90	7.32	7.44	7.05	7.10	7.51	7.45	7.36	7.62
Activities encourage environmental sustain.	7.57	7.33	7.25	7.46	7.06	7.43	7.35	7.37	7.41
Council's newsletter <i>Monash Bulletin</i>	7.68	7.29	7.59	7.53	7.59	7.49	7.61	7.56	7.56
Council's website	7.91	7.73	7.74	7.46	7.78	7.59	7.94	7.59	7.94
Hard rubbish collection	7.82	7.77	7.69	8.33	8.33	8.09	7.74	8.04	7.88
Council's Waste Transfer Station	8.20	7.80	8.13	8.28	7.43	8.11	7.96	8.11	7.96
Recreation and Aquatic Centres	8.40	8.13	8.15	8.24	7.86	8.20	8.26	8.20	8.26
Bike paths and shared pathways	8.05	7.98	7.89	7.70	7.19	7.94	7.88	7.94	7.88
Sports ovals / outdoor sporting facilities	8.21	7.91	7.82	8.22	8.43	8.11	8.03	8.11	8.03
Provision & maint. of local playgrounds	8.04	7.80	8.10	8.03	8.33	8.11	7.95	8.11	7.95
Public toilets	6.52	6.60	6.98	6.56	6.62	6.73	6.60	6.73	6.60
Services for children and their families	8.17	7.74	7.72	8.06	7.00	7.76	8.01	7.76	8.01
Services: older residents, activities: seniors	6.82	7.70	8.64	7.92	7.70	7.91	7.46	7.91	7.46
Local library and library services	8.57	8.36	8.53	8.45	8.71	8.58	8.43	8.58	8.43
Programs and activities for young people	7.97	7.11	7.81	8.31	n.a.	7.78	7.72	7.78	7.72
<i>Average satisfaction</i>	<i>7.78</i>	<i>7.61</i>	<i>7.68</i>	<i>7.67</i>	<i>7.49</i>	<i>7.72</i>	<i>7.65</i>	<i>7.68</i>	<i>7.70</i>
<b>Total respondents</b>	<b>283</b>	<b>129</b>	<b>180</b>	<b>129</b>	<b>89</b>	<b>389</b>	<b>409</b>	<b>446</b>	<b>362</b>



## **Importance and satisfaction cross tabulation**

The following graph provides a cross-tabulation of the average importance of each of the 28 included Council services and facilities against the average satisfaction with each.

The grey crosshairs represent the metropolitan Melbourne average importance (8.76) and satisfaction (7.57) with Council services and facilities as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

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

Metropolis Research notes that most of the services of higher-than-average importance also obtained higher than average satisfaction scores. This suggests that Council was overall effectively meeting community expectations of quality service delivery in relation to the most important services. This general pattern was commonly observed by Metropolis Research and is not unique to Monash.

It is noted that the average satisfaction with services and facilities was lower in the City of Monash than the metropolitan Melbourne average, which tends to mask the services of most concern somewhat.

The services and facilities in the lower right-hand quadrant are those that were more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

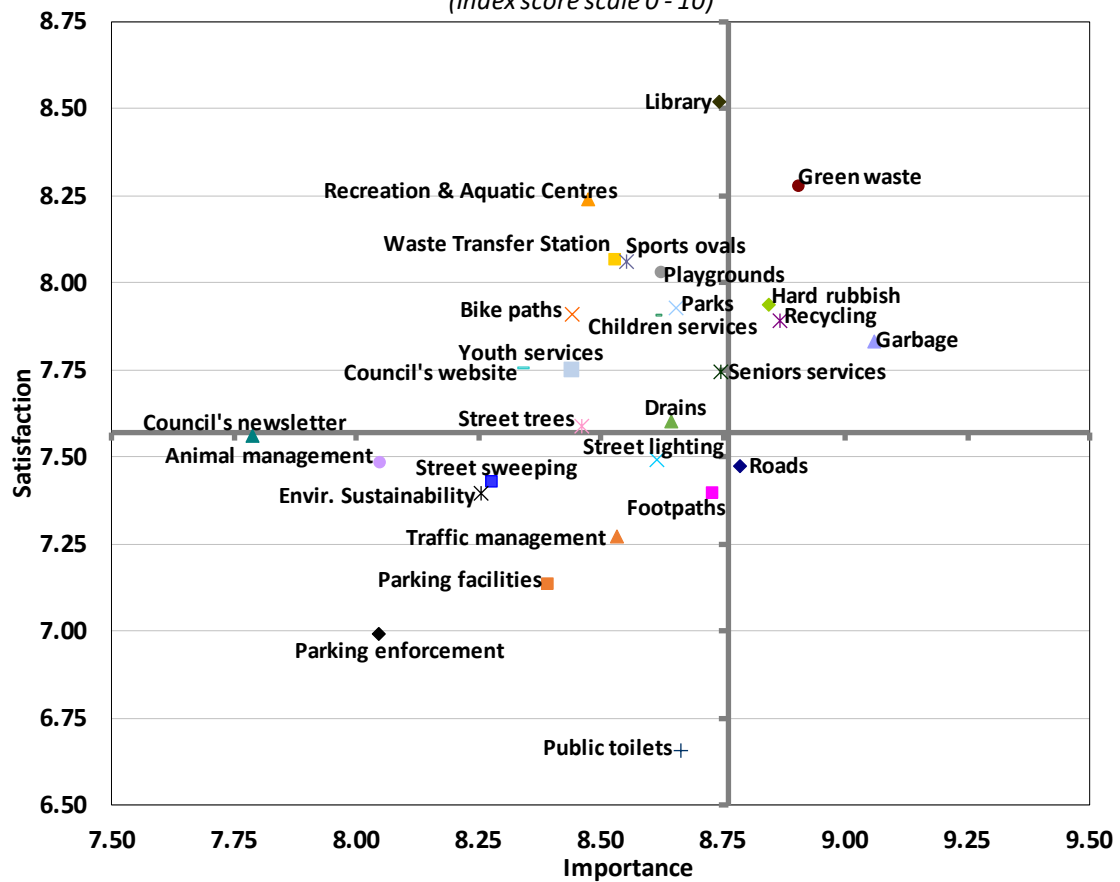
Some points to note from these results:

- **Kerbside collection services** – despite the decline in satisfaction this year, these services were all higher-than-average importance and continued to record higher than average satisfaction.
- **Community services** – these were mostly of average importance, somewhat lower than typically observed, but they all received higher than average satisfaction scores.
- **Sports and recreation** – these all received higher than average satisfaction scores but were somewhat less important than the metropolitan Melbourne average importance of services and facilities. It is typically, but not universally found, that sports and recreation services tend to be of a lower importance than average.
- **Communication** – both services were of somewhat lower-than-average importance, but approximately average or slightly higher-than-average satisfaction.
- **Parking** – both parking enforcement and the provision of parking facilities were of lower-than-average importance and received notably lower than average satisfaction, particularly enforcement which received the second lowest satisfaction score this year.
- **Services and facilities of most concern** – included public toilets, and to a lesser extent parking enforcement and facilities, traffic management, footpaths, roads, and environmental



sustainability. It is important to note, however, that many of these services received “very good” satisfaction scores.

**Importance and satisfaction with Council services**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)



**Correlation between service / facilities satisfaction and overall satisfaction**

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

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

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





It is important to bear in mind when interpreting the correlation coefficients, that many of the services that are most important, and which have consistently recorded high levels of satisfaction tend to have a low correlation coefficient.

This is because almost all the respondents are very satisfied with these services (such as the library and recreation and aquatic centres), regardless of whether they were satisfied or dissatisfied with Council's overall performance.

If the performance of Council delivering these critical services and facilities was to fall unexpectedly, such a fall would likely have a significant impact on overall satisfaction with Council.



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

**Monash City Council - 2023 Annual Community Satisfaction Survey**

(Number and index score scale 0 - 10)

Service / facility	2023		Correlation*
	Number	Mean	
Local library and library services	343	<b>8.52</b>	0.374
Regular green waste collection	802	<b>8.28</b>	0.309
Recreation and Aquatic Centres	325	<b>8.24</b>	0.359
Council's Waste Transfer Station	242	<b>8.06</b>	0.273
Sports ovals and other outdoor sporting facilities	362	<b>8.06</b>	0.355
Provision and maintenance of local playgrounds	394	<b>8.03</b>	0.433
Hard rubbish collection	561	<b>7.94</b>	0.304
Provision and maintenance of parks, gardens, reserves	781	<b>7.93</b>	0.317
Bike paths and shared pathways	392	<b>7.91</b>	0.282
Council run services for children and their families	143	<b>7.90</b>	0.502
Regular recycling service	802	<b>7.89</b>	0.320
Regular garbage collection	811	<b>7.83</b>	0.340
Council's website	360	<b>7.75</b>	0.448
Council run programs and activities for young people	97	<b>7.75</b>	0.567
Council services: older residents, activities: seniors	91	<b>7.75</b>	0.477
Drains maintenance and repairs	768	<b>7.60</b>	0.443
Provision and maintenance of street trees	802	<b>7.59</b>	0.361
Council's newsletter <i>Monash Bulletin</i>	677	<b>7.56</b>	0.403
Provision and maintenance of street lighting	801	<b>7.49</b>	0.327
Animal management	671	<b>7.48</b>	0.372
The maintenance and repair of sealed local roads	808	<b>7.48</b>	0.430
Street sweeping	757	<b>7.43</b>	0.440
Council activities encourage environmental sustainability	704	<b>7.40</b>	0.424
Footpath maintenance and repairs	805	<b>7.39</b>	0.436
Local traffic management	792	<b>7.27</b>	0.451
Provision of parking facilities	780	<b>7.13</b>	0.383
Parking enforcement	755	<b>6.99</b>	0.307
Public toilets	342	<b>6.66</b>	0.368

Average satisfaction with selected services

**7.69**

(\*) Pearson coefficient



## Satisfaction by broad service areas

Metropolis Research has created a standard set of broad service areas for use in comparing average satisfaction with results from *Governing Melbourne*. The following graph provides the average satisfaction with the 10 broad service areas for the City of Monash, with a comparison to the metropolitan Melbourne 2023 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** – include the regular garbage collection, regular recycling service, regular green waste collection, hard rubbish collection, and Council’s Waste Transfer Station.
- **Recreation and culture** – include recreation and aquatic centres, sports ovals and other outdoor sporting facilities, provision and maintenance of local playgrounds, and local library and library services.
- **Community services** – includes Council run services for children and their families, Council services for older residents and activities for seniors, and Council run programs and activities for young people (10 – 25 years).
- **Enforcement** – includes parking enforcement, and animal management.
- **Communication** – includes the Council’s newsletter *Monash Bulletin*, and Council’s website.
- **Cleaning** – includes street sweeping.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, bike paths and shared pathways.
- **Parks and gardens** – include the provision and maintenance of parks, gardens, and reserves.
- **Environmental sustainability** – includes Council activities to encourage environmental sustainability.

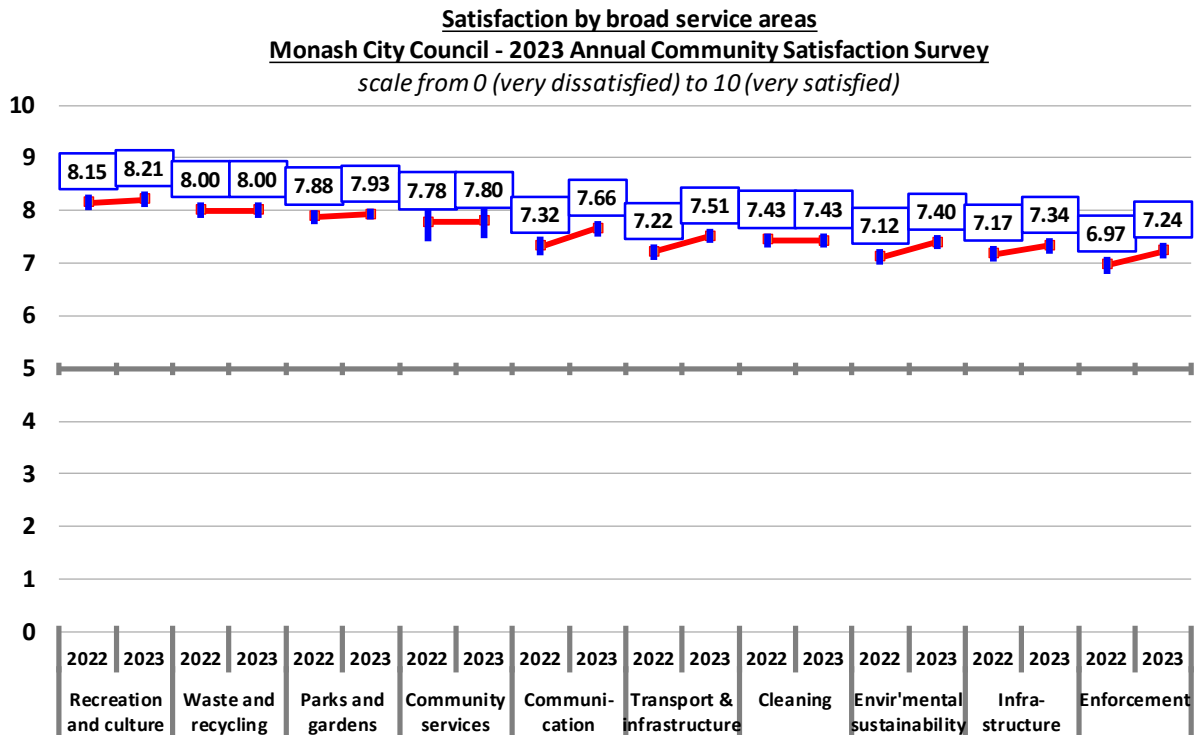
Satisfaction with the 10 broad services areas can be best summarised as follows:

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

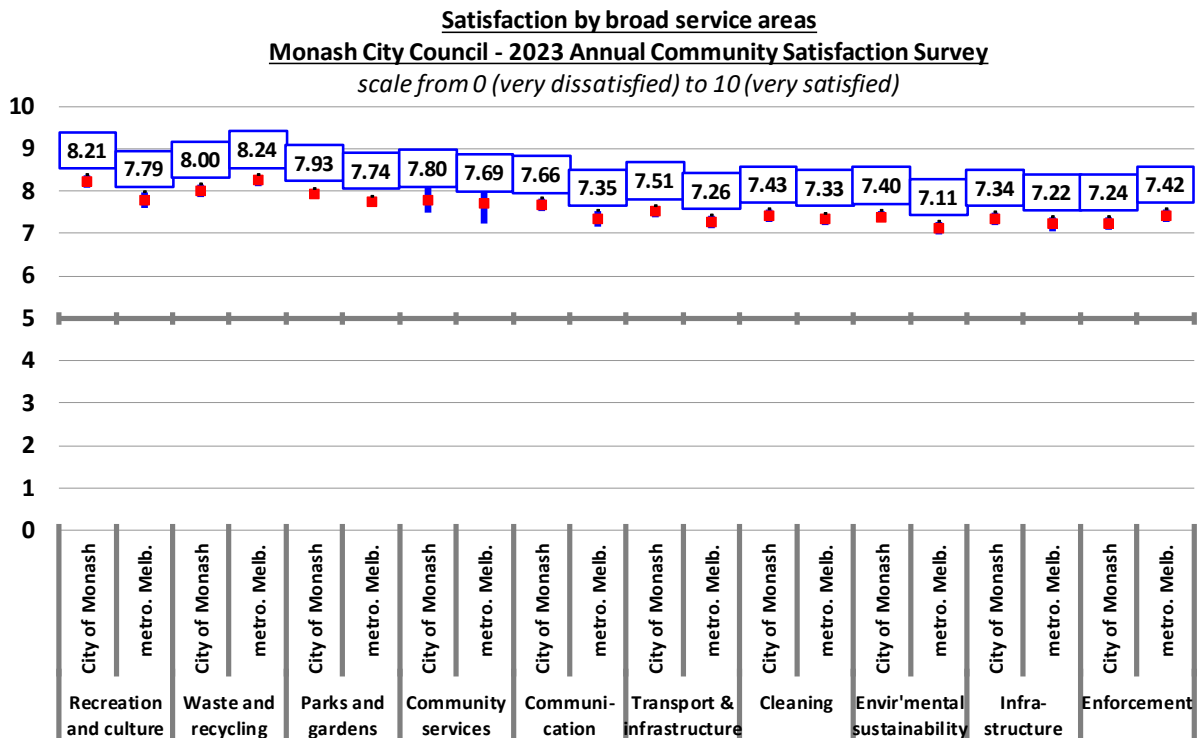
The average satisfaction with seven broad service areas increased somewhat this year, notably communication (up 4.6%), transport (up 4.0%), environmental sustainability (up 3.9%), enforcement (up 3.8%), and infrastructure (up 2.4%).



Satisfaction with waste and recycling and cleaning remained the same as in 2022, at “excellent” and “very good” levels respectively.



When compared to the metropolitan Melbourne results sourced from the 2023 *Governing Melbourne* research, it is noted that satisfaction with eight of the 10 areas was higher for the City of Monash, including most notably 5.4% higher for recreation and culture. Satisfaction with waste and recycling (2.9% lower in Monash), and enforcement (2.4% lower) were noted.



The following graph provides a comparison of the average importance of and satisfaction with these 10 broad service areas between the City of Monash and the metropolitan Melbourne average.

It is noted that waste and recycling and enforcement (mostly parking related) were the two areas of Council performance that were lower in the City of Monash.

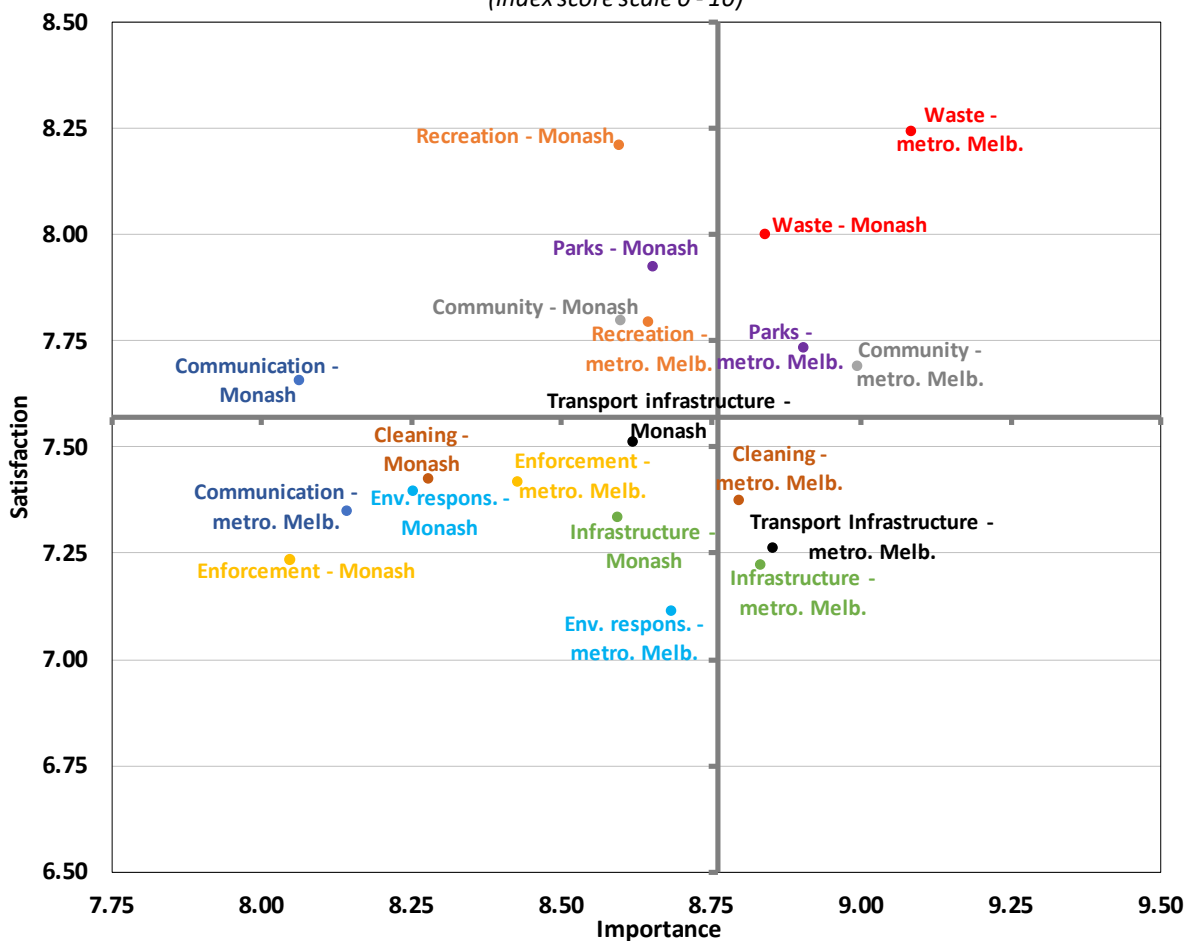
Metropolis Research notes the importance of parking related issues in the City of Monash over recent years, which clearly flows through into slightly lower than average satisfaction.

The most notable variation in these results from previous years, was the substantial decline in satisfaction with some of the kerbside collection services, which resulted in the City of Monash recording a lower-than-average satisfaction with waste and recycling services.

Despite the impact of this issue this year, Metropolis Research highlights that satisfaction with waste and recycling in the City of Monash remained at an “excellent” level.

Metropolis Research also notes that many of the broad service areas were of somewhat lower importance in the City of Monash than the metropolitan Melbourne average.

**Importance of and satisfaction with Council services**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)



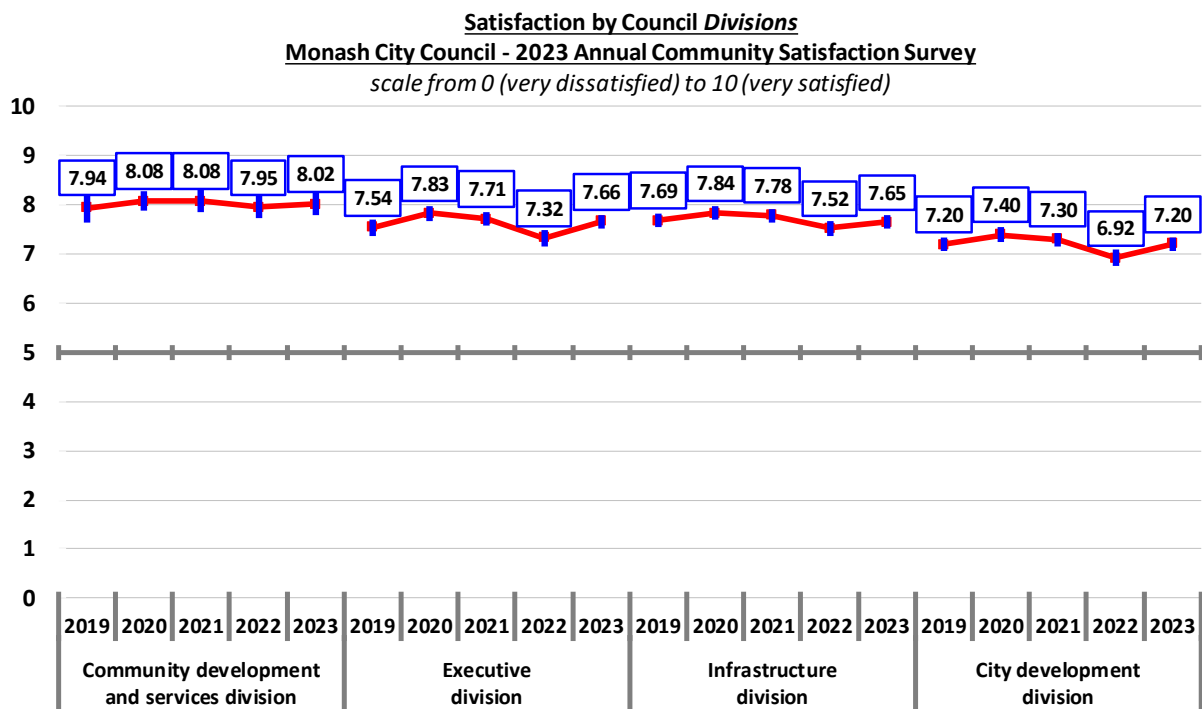
### Satisfaction by Council division

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

The average satisfaction with the services and facilities of each Council division increased somewhat this year, with the largest increases recorded for the Executive Division (up 4.6%) and the City Development Division (up 4.0%).

Metropolis Research notes that these very general satisfaction scores for the four divisions was consistent with the general theme developed throughout this report, that being that community satisfaction with the performance of Monash City Council improved across the board, with most, but not all areas increasing by a small degree this year.

This increase in satisfaction somewhat returned satisfaction with many aspects of Council performance to the long-term average and recovered some to most of the ground lost over the last two years.

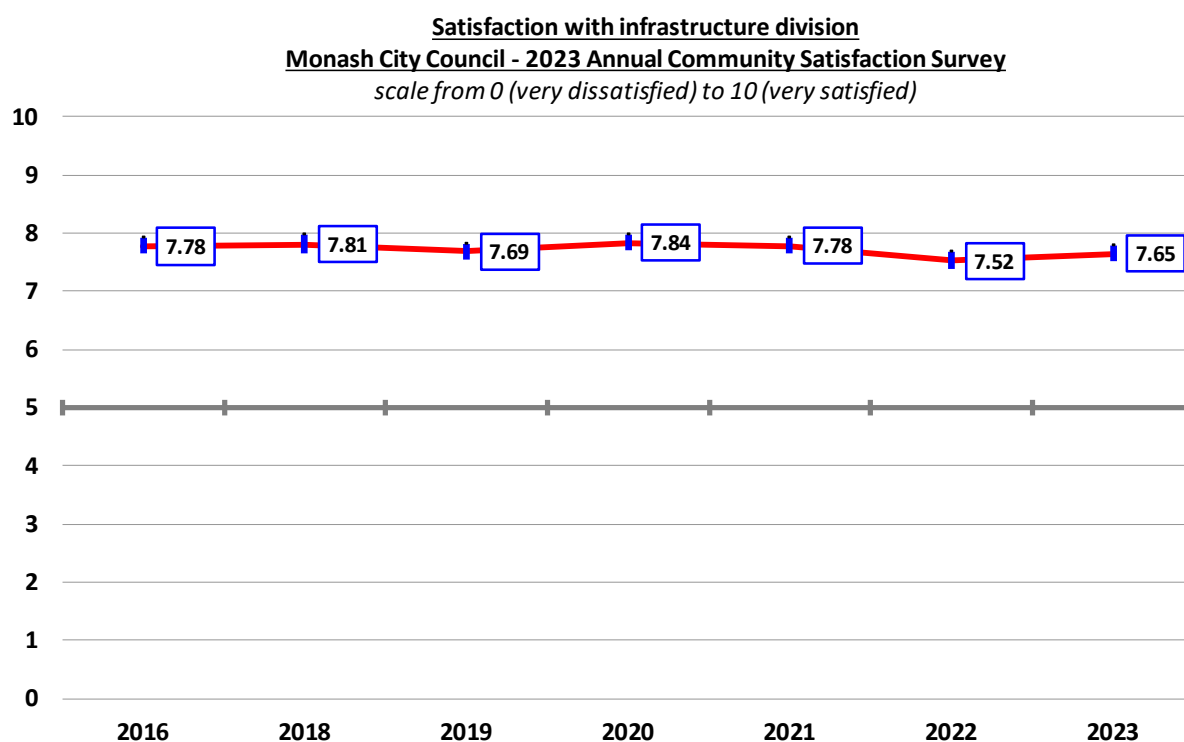


## Infrastructure Division

There were 19 services and facilities from the Infrastructure Division of Council included in the survey again this year.

Of these, five were waste and recycling related services and facilities, and 14 were other infrastructure services and facilities. These two groups have been discussed separately in the following section.

The average satisfaction with the 19 Infrastructure Division services and facilities increased marginally, but not measurably this year, up 1.7% to 7.65, although it remains at a “very good” level, and marginally below the long-term average satisfaction since 2016 of 7.72.



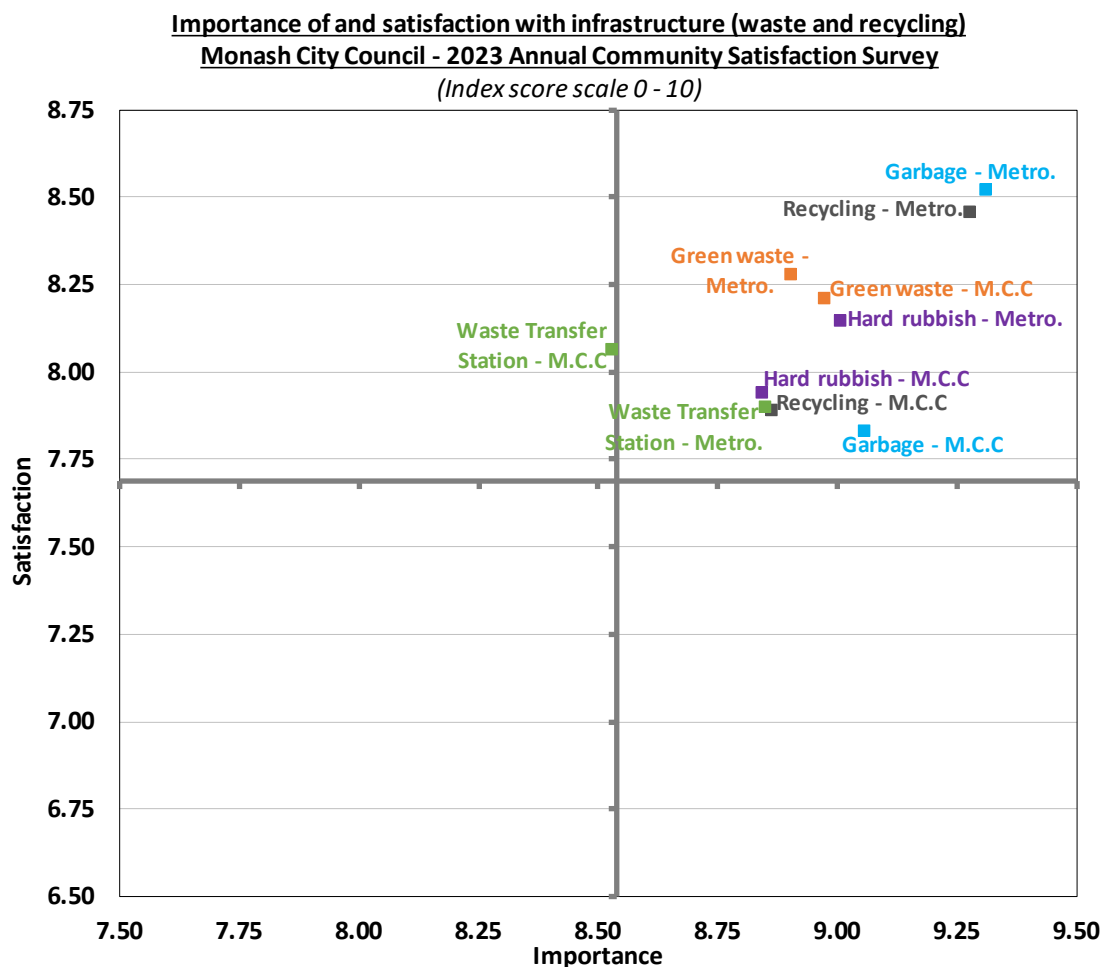
## Infrastructure Division – waste and recycling

The five waste and recycling services and facilities were all higher-than-average importance again in 2023 and remain among the most important services and facilities provided by Monash City Council.

Despite some decline in satisfaction this year with some of these services this year, it is important to note that all five again recorded a higher-than-average satisfaction score.

Metropolis Research draws attention to the significantly lower satisfaction with the regular garbage and regular recycling collections for the City of Monash compared to the metropolitan Melbourne average, reflecting the recent kerbside collection service changes.





### Regular garbage collection

The regular garbage collection was the most important of the 28 included services and facilities, with an average importance of 9.06 out of 10 this year. This has been among the most important services provided by Monash City Council over the course of the survey program.

Satisfaction with the regular garbage collection service declined notably, but not measurably this year, down three percent to, which remains an “excellent” level of satisfaction.

This was by far the lowest satisfaction recorded for this service since the program commenced in 2016 and was well below the long-term average satisfaction since 2016 of 8.54.

This ranks the regular garbage collection 12<sup>th</sup> in terms of satisfaction, down sharply on the 5<sup>th</sup> last year and the 1<sup>st</sup> recorded in 2021.

Clearly, the changes to the kerbside collection services have impacted on community satisfaction with the regular garbage collection. Metropolis Research notes, however, that satisfaction remained at an “excellent” level and was higher than the average of all 28 services and facilities (7.69).





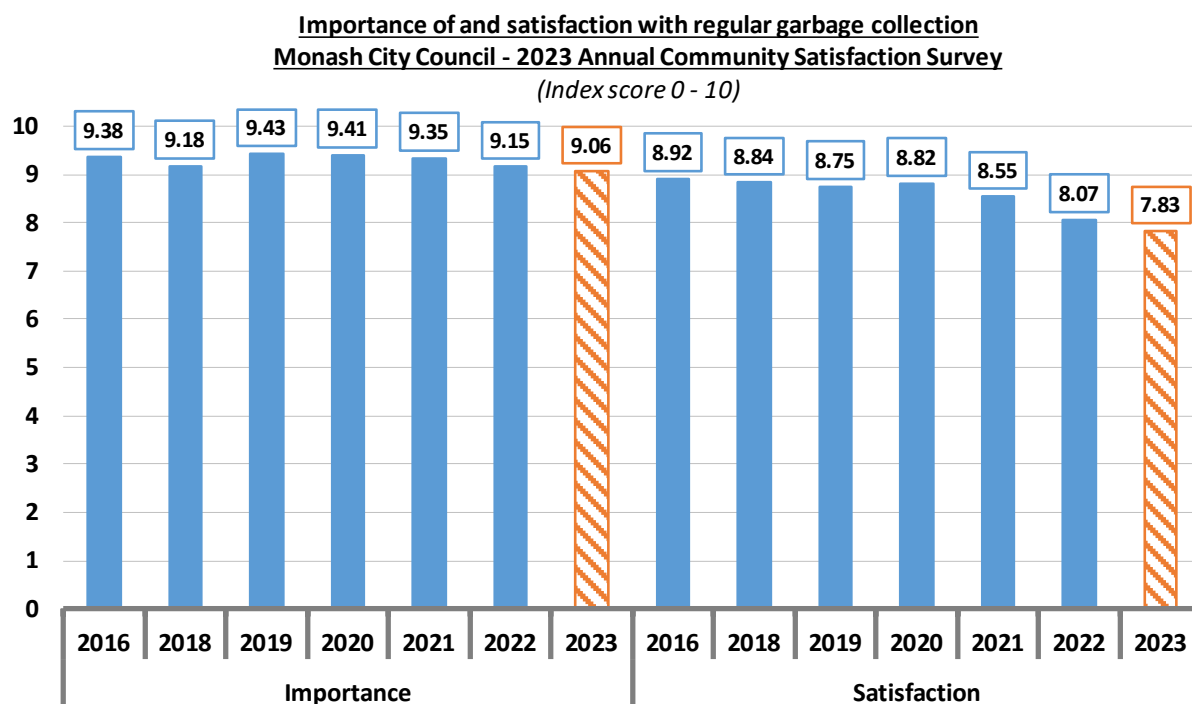
This does reinforce the view of Metropolis Research that satisfaction with the regular garbage collection is likely to recover over the coming few years, as the community becomes more comfortable with the new system.

This pattern of a sharp decline, followed by a relatively quick return to trend results has been observed elsewhere across metropolitan Melbourne in relation to changes to the kerbside collection services.

This result was comprised of 69.1% “very satisfied” and 7.8% “dissatisfied” respondents, based on a total sample of 811 of the 815 respondents who provided a score.

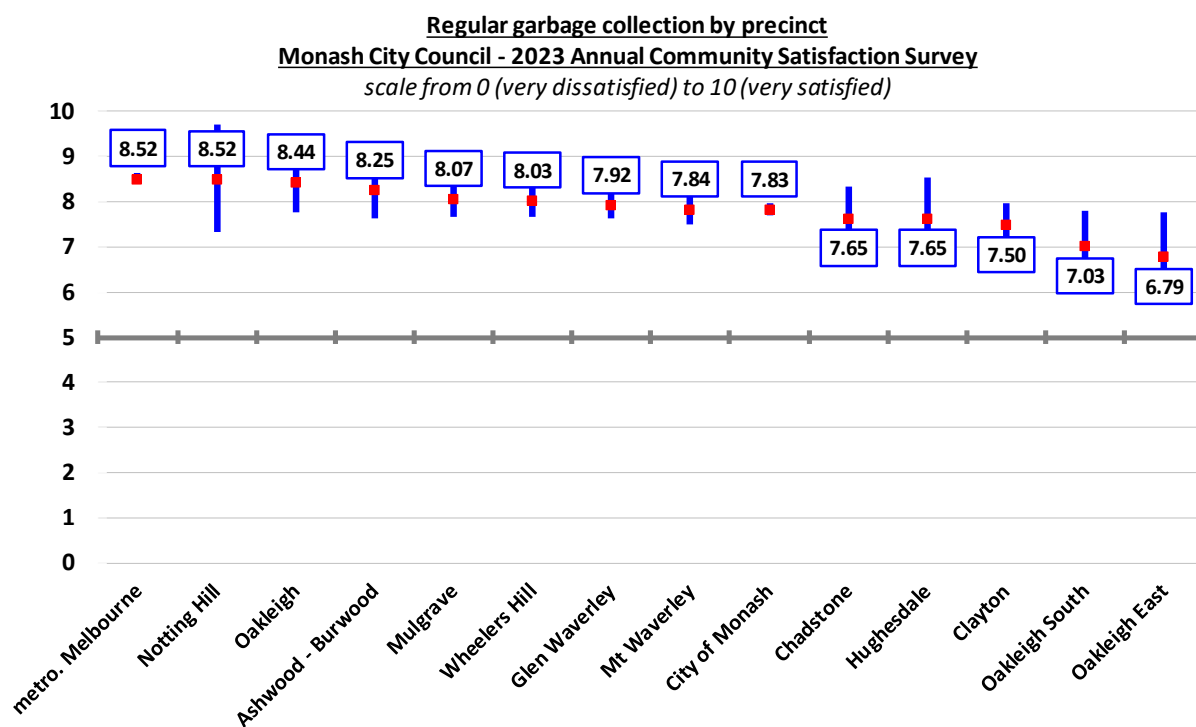
Young adults (aged 18 to 34 years) were the least satisfied (7.60), and senior citizens (aged 75 years and over) the most satisfied (8.14). Male (7.91) respondents were notably more satisfied than females (7.75), and respondents from English speaking households (7.92) were somewhat more satisfied than respondents from multilingual households (7.72).

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “regular garbage collection” of 8.52, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the regular garbage collection observed across the municipality, it is noted that respondents from Oakleigh South and Oakleigh East were the least satisfied, somewhat lower than the municipal average, and at “good” rather than “excellent” levels of satisfaction.





## Regular green waste collection

The regular green waste collection was the 2<sup>nd</sup> most important of the 28 included services and facilities, with an average importance of 8.90 out of 10 this year. This has been among the most important services provided by Monash City Council over the course of the survey program.

Satisfaction with the green waste collection service remained essentially stable this year, up less than one percent to 8.28, which remains an “excellent” level of satisfaction.

Satisfaction scores of more than eight out of 10 are relatively rare and reflect a high level of community satisfaction with the service or facility.

Despite the stable score, satisfaction with the green waste collection remained below the long-term average satisfaction since 2016 of 8.50.

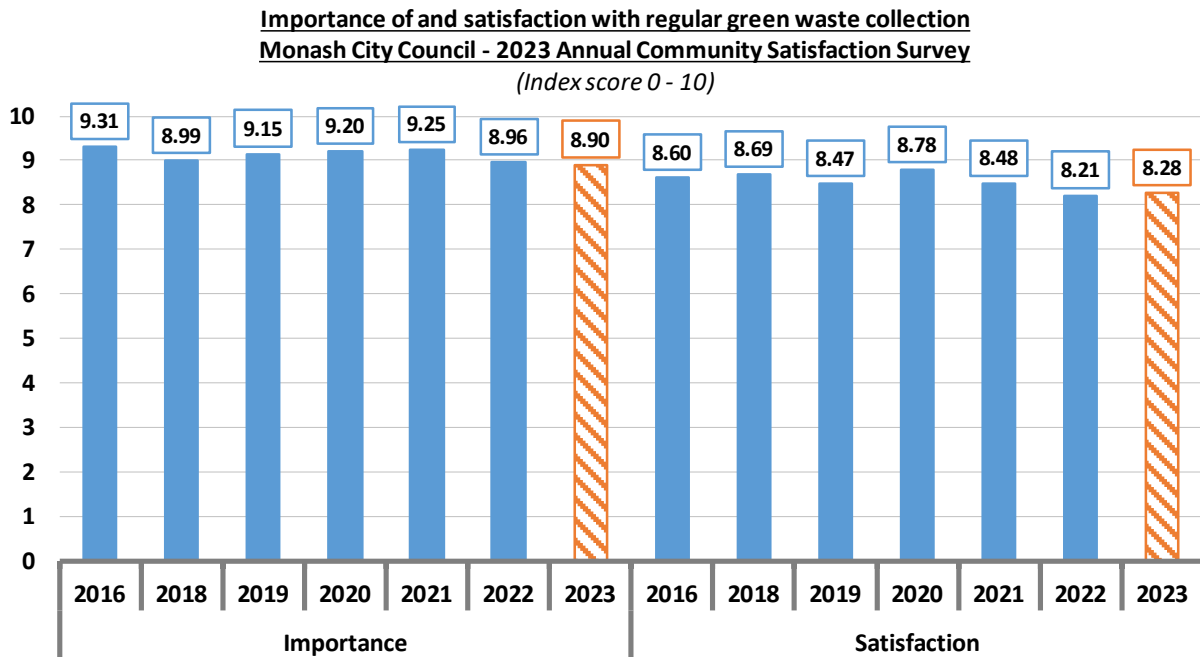
This ranks the green waste collection 2<sup>nd</sup> in terms of satisfaction this year.

This result was comprised of 77.9% “very satisfied” and 3.4% “dissatisfied” respondents, based on a total sample of 802 of the 815 respondents who provided a score.

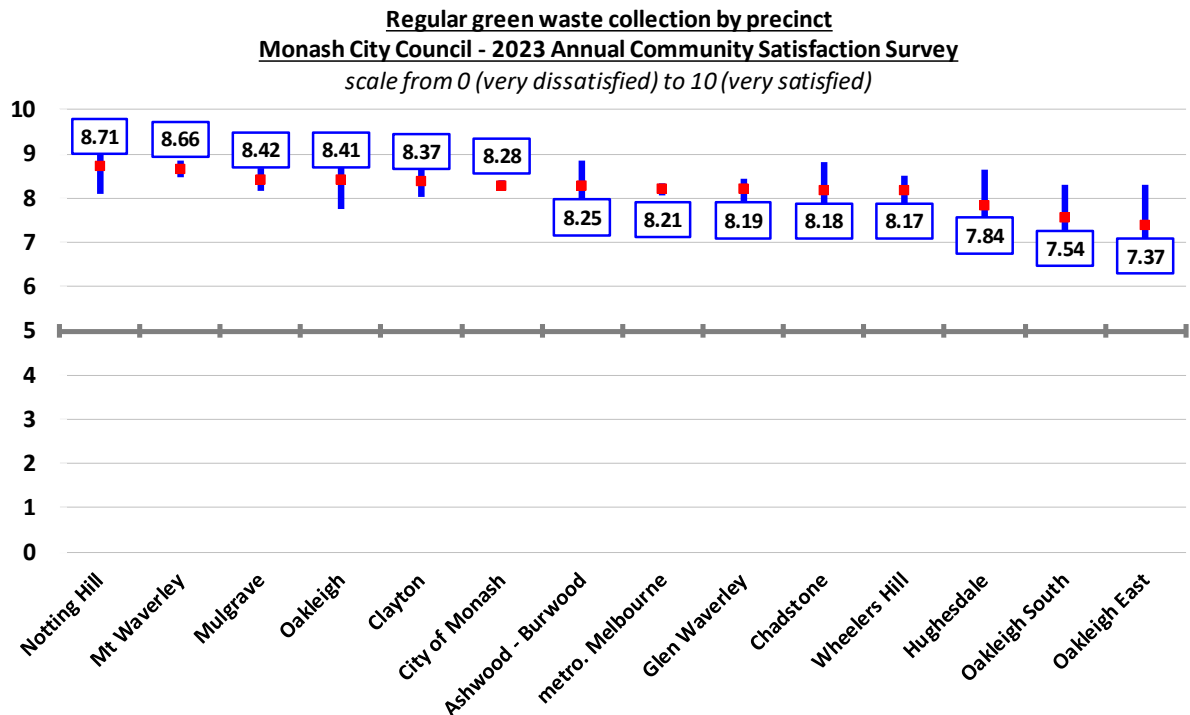
There was no significant variation in satisfaction with the green waste collection observed by respondent profile, although it is noted that young adults (aged 18 to 34 years) were the least satisfied, but still at an “excellent” level of satisfaction.



By way of comparison, this result was essentially identical to the metropolitan Melbourne average satisfaction with “green waste collection” of 8.21, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the green waste collection observed across the municipality, it is noted that respondents from Oakleigh South and Oakleigh East were the least satisfied, somewhat lower than the municipal average, and at “good” rather than “excellent” levels of satisfaction.



## Regular recycling service

The regular recycling collection was the 3<sup>rd</sup> most important of the 28 included services and facilities, with an average importance of 8.86 out of 10 this year. This has been among the most important services provided by Monash City Council over the course of the survey program.

Satisfaction with the regular recycling collection service remained essentially stable this year, up less than one percent to 7.89, which remains an “excellent” level of satisfaction.

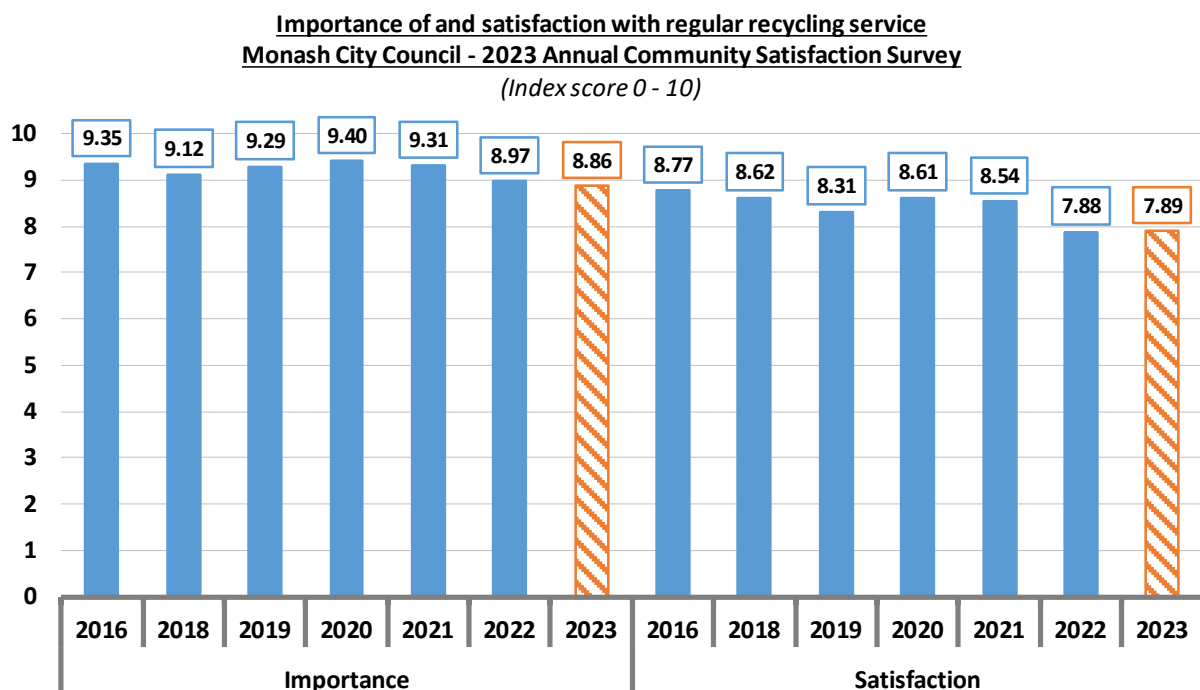
This ranks the regular recycling collection 11<sup>th</sup> in terms of satisfaction this year and one of six to record a satisfaction score measurably higher than the average of all 28 services and facilities (7.69).

Whilst the changes to the kerbside collection services have clearly impacted on community satisfaction with the regular garbage collection, the impact on the regular recycling service was less evident. Some of the comments received do reference concerns around bin size and collection frequency.

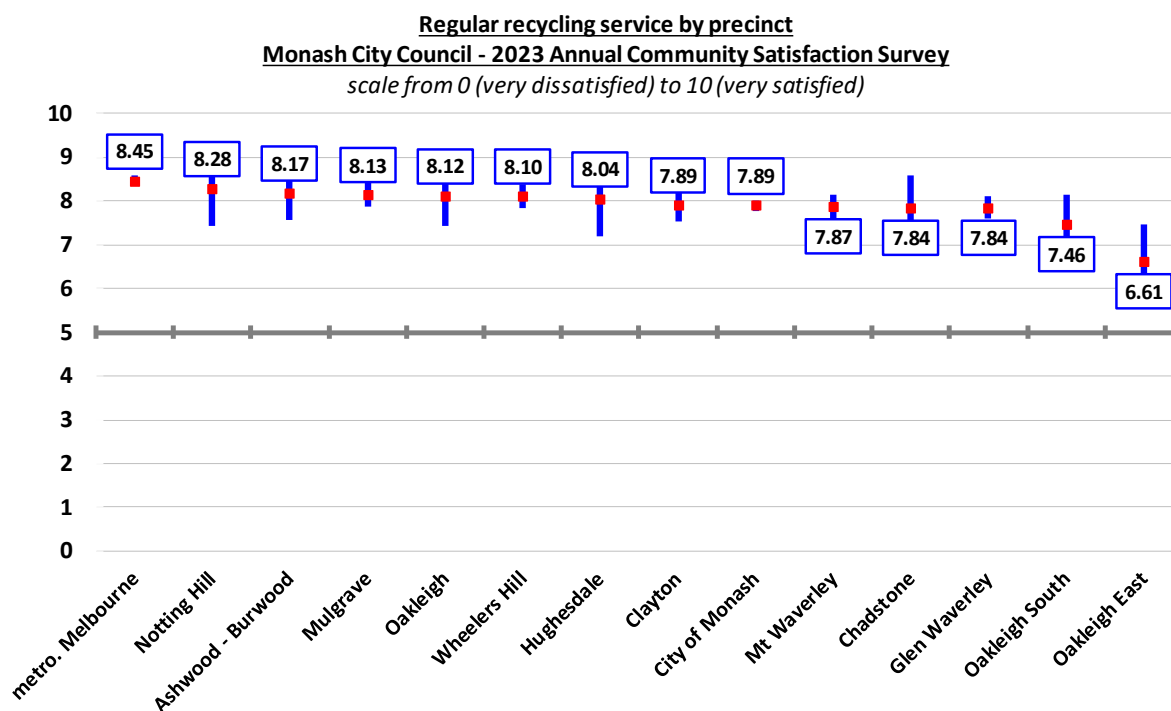
This result was comprised of 68.1% “very satisfied” and 4.4% “dissatisfied” respondents, based on a total sample of 802 of the 815 respondents who provided a score.

There was no significant variation in satisfaction with the regular recycling collection observed by respondent profile, although it is noted that young adults (aged 18 to 34 years) were the least satisfied, but still at an “excellent” level of satisfaction.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “regular recycling collection” of 8.45, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was notable and measurable variation in satisfaction with the recycling service observed across the City of Monash, with 27 respondents from Oakleigh South notably less satisfied at a “very good” level, and the 34 respondents from Oakleigh East measurably less satisfied than average, and at a “good” rather than an “excellent” level of satisfaction.



There was a total of 49 comments received from respondents in relation to the regular recycling collection. Most of these comments related to frequency of service (20 comments), the bin collection timing and reliability (10 comments), and bin contents (5 comments).

**Reasons for dissatisfaction with regular recycling service**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

Reason	Number
<i>Frequency</i>	
Fortnightly collected	5
It should be weekly	5
It's not often enough, the bin cannot contain enough	1
It would be better if it was collected more regularly	1
Not frequent enough	1
Should be done weekly not green waste	1
Should be more frequent and regular	1
The bins are not collected frequently	1
The way they collect changed	1
They need do it more	1
We could do it weekly. It's always full.	1
With the big households, it is not working out	1
<b>Total</b>	<b>20</b>



<i>Bin collection</i>	
Although it's becoming untimely these days	1
I don't see them providing this service.	1
Missed collection	1
Missed sometimes and come at late afternoon	1
Not emptying it properly.	1
Rubbish collection process is rough	1
Sometimes they forget it	1
They don't collect some items	1
They forget to pick up the bins and the driver take things that are not recyclable.	1
They often skip our garbage collection. The bin is clearly accessible. They didn't come to my street to collect, and we needed to wait for a week for the council response	1
<b>Total</b>	<b>10</b>
<i>Bin contents</i>	
A lot of items I think should be recyclable can't be recycled, like some plastics.	1
Generally, I don't like it as I don't know which bin to put what in	1
Lots of things can't be recycled, so people throw on the road	1
Soft plastic can't be recycled	1
Soft plastics are non-recyclable so they must go to red bins.	1
<b>Total</b>	<b>5</b>
<i>Bin size</i>	
Bin too small	4
We have a red bin small. It's hard to not overfill it	1
<b>Total</b>	<b>5</b>
<i>Communication</i>	
I am not sure of the segregation of recycling waste, could be better	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
I don't care about that	1
All councils are struggling with delivering on their recycling promises	1
I feel it's just not enough	1
In Queensland there are cash for cans and here there isn't that and Queensland is the most backward state in Australia	1
Sometimes in this council, we have designated date to collect the hard waste. But other councils you can pick the date	1
Still can improve	1
We don't have a proper recycling system	1
We only have one hard rubbish collection; I would expect at least two times	1
<b>Total</b>	<b>8</b>
<b>Total</b>	<b>49</b>



## Hard rubbish collection

The hard rubbish collection was the 4<sup>th</sup> most important of the 28 included services and facilities, with an average importance of 8.90 out of 10 this year. This has been among the most important services provided by Monash City Council over the course of the survey program.

Satisfaction with the hard rubbish collection service remained stable this year at 7.94, which remains an “excellent” level of satisfaction.

Metropolis Research notes that satisfaction scores of more than eight out of 10 are relatively rare and reflect a high level of community satisfaction with the service or facility.

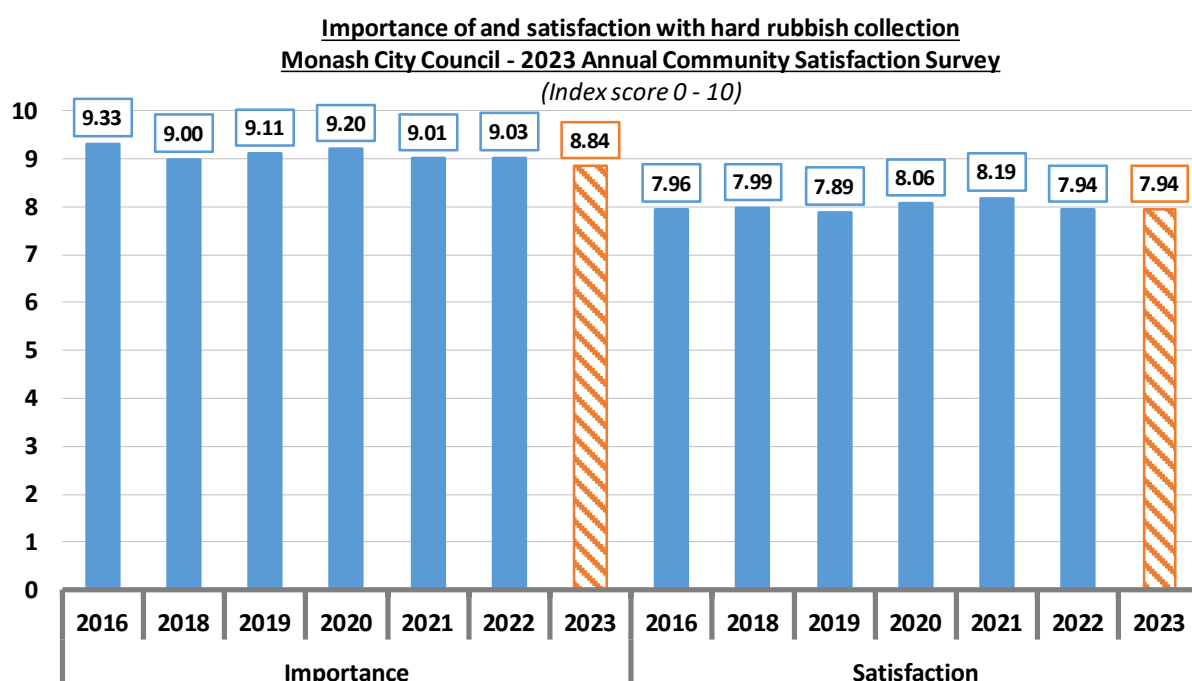
As a result of the stable result this year, satisfaction with the hard rubbish collection remained marginally below the long-term average satisfaction since 2016 of 8.00.

This ranks the hard rubbish collection 7<sup>th</sup> in terms of satisfaction this year.

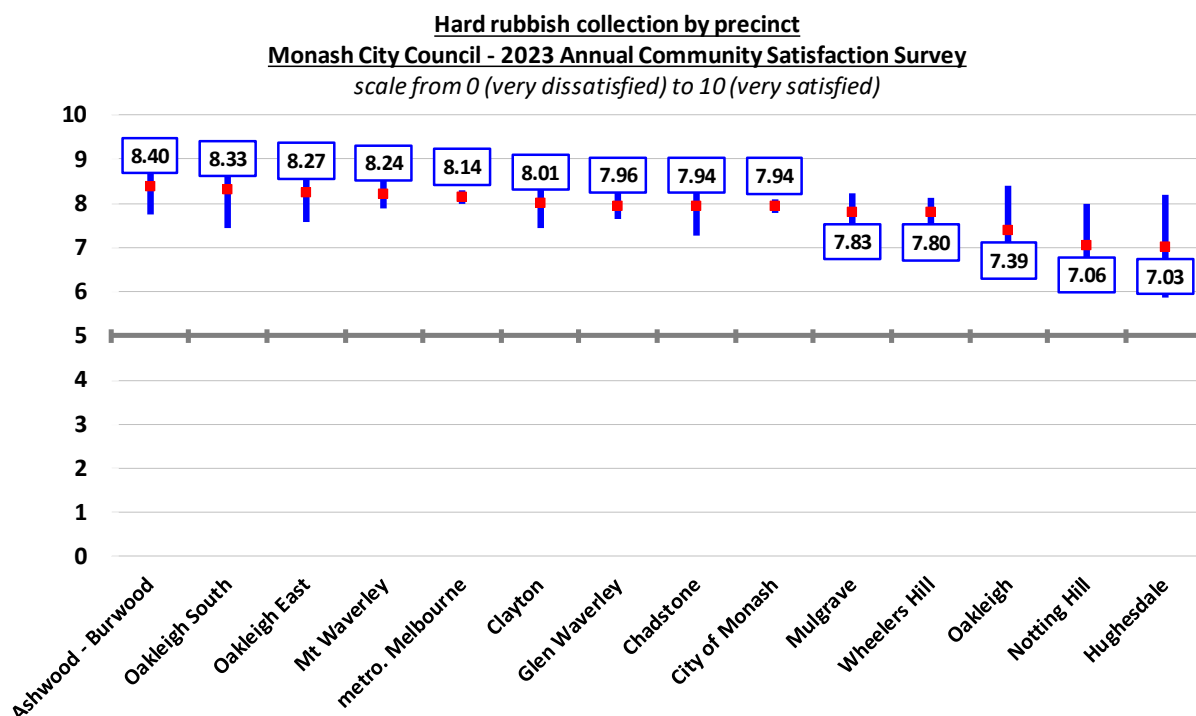
This result was comprised of 70.7% “very satisfied” and 4.2% “dissatisfied” respondents, based on a total sample of 562 of the 566 respondents (69.5%) from households who had used these services in the last 12 months.

Older adults and senior citizens (aged 60 years and over) were more satisfied than average, males were somewhat more satisfied than females, and respondents from English speaking households were somewhat more satisfied than respondents from multilingual households.

By way of comparison, this result was notably but not measurably lower than the metropolitan Melbourne average satisfaction with “hard rubbish collection” of 8.14, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that the 11 respondents from Notting Hill and the 25 respondents from Hughesdale were notably less satisfied than average and at “good” rather than “excellent” levels of satisfaction.



### Council’s Waste Transfer Station

Council’s waste transfer station was the 17<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.53 this year. It is noted that the importance of this facility has declined somewhat (6.0% lower) over the last four years.

Satisfaction with the waste transfer station increased marginally this year, up 1.8% to 8.06, which remains an “excellent” level of satisfaction. This increase was consistent with the average increase with all services and facilities this year.

Despite this small increase, satisfaction has remained marginally below the long-term average satisfaction since 202 of 8.12.

This ranks the waste transfer station 4<sup>th</sup> in terms of satisfaction and one of six to record a satisfaction score measurably higher than the average of all services and facilities (7.69).

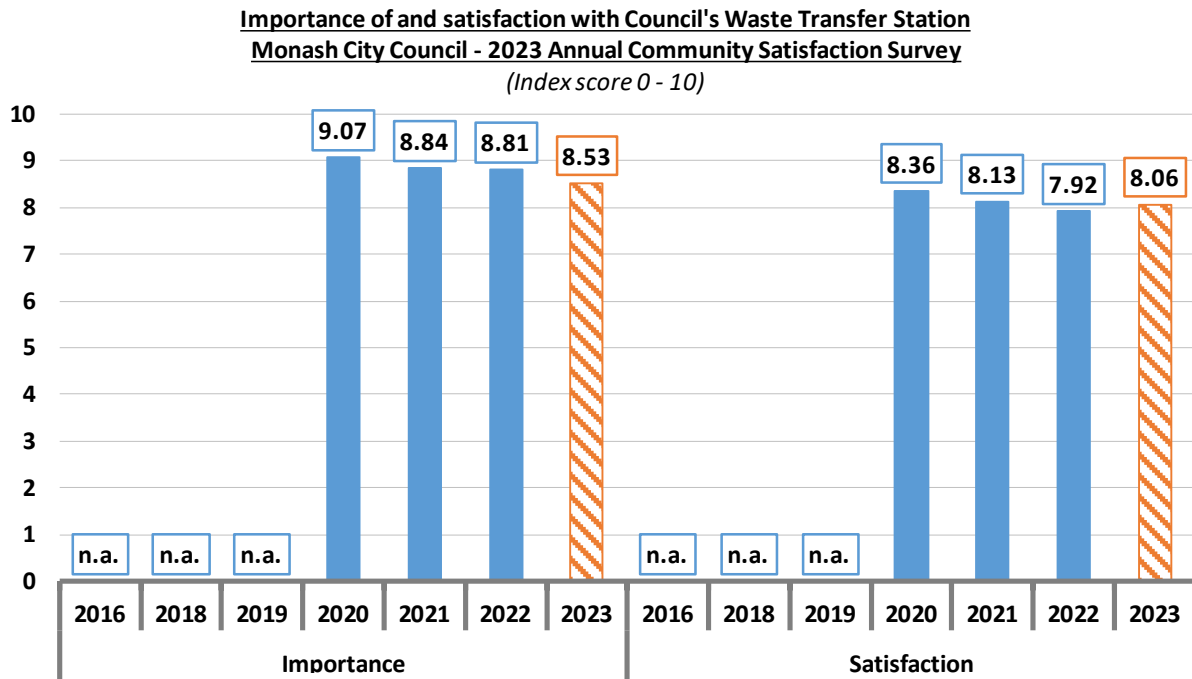
This result was comprised of 71.7% “very satisfied” and 3.2% “dissatisfied” respondents, based on a total sample of 241 of the 242 respondents (29.7%) from households who had used these services in the last 12 months.



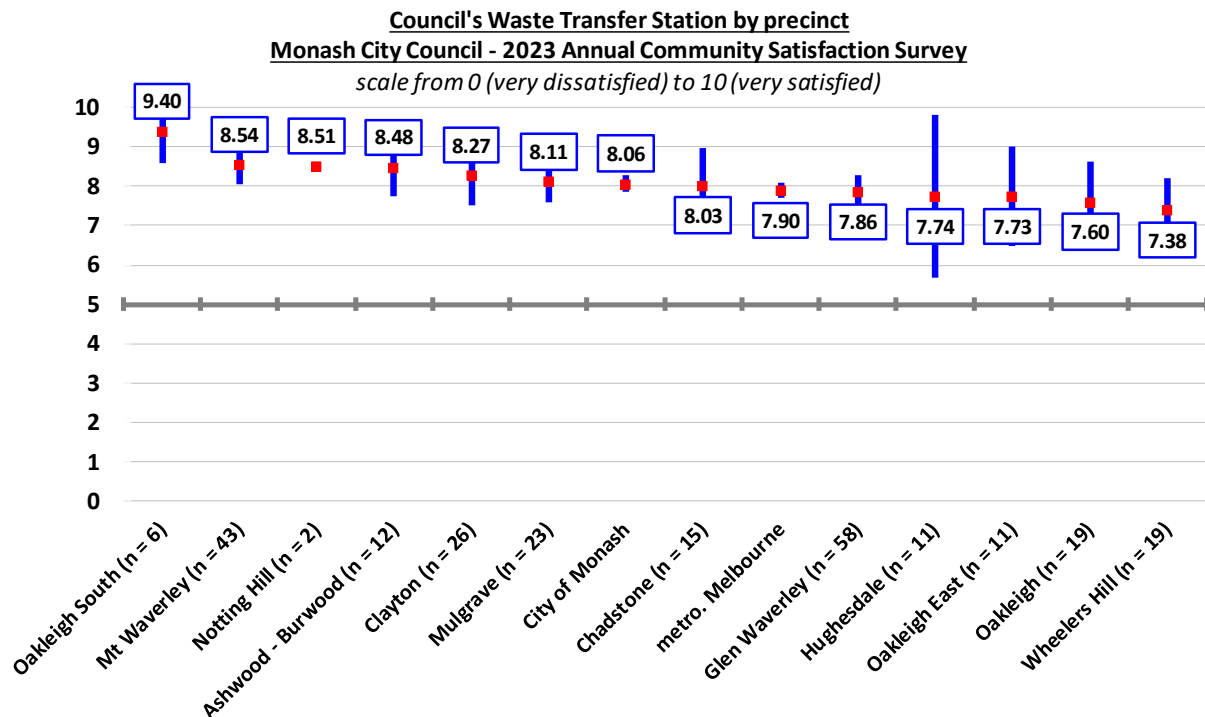


There was no significant variation in satisfaction with the waste transfer station observed by respondent profile, including age structure, gender, and language spoken at home.

By way of comparison, this result was marginally but not measurably higher than the metropolitan Melbourne average satisfaction with “waste transfer station / tip” of 7.90, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



Cognisant of the small sample size at the precinct level for this facility, no measurable variation in satisfaction was observed across the municipality, although the 19 respondents from Oakleigh and the 19 respondents from Wheelers Hill were somewhat less satisfied than average and at “very good” rather than “excellent” levels.



**Infrastructure Division – other**

There were 14 other services and facilities from the Infrastructure Division included in the survey again this year, as outlined in the following graph.

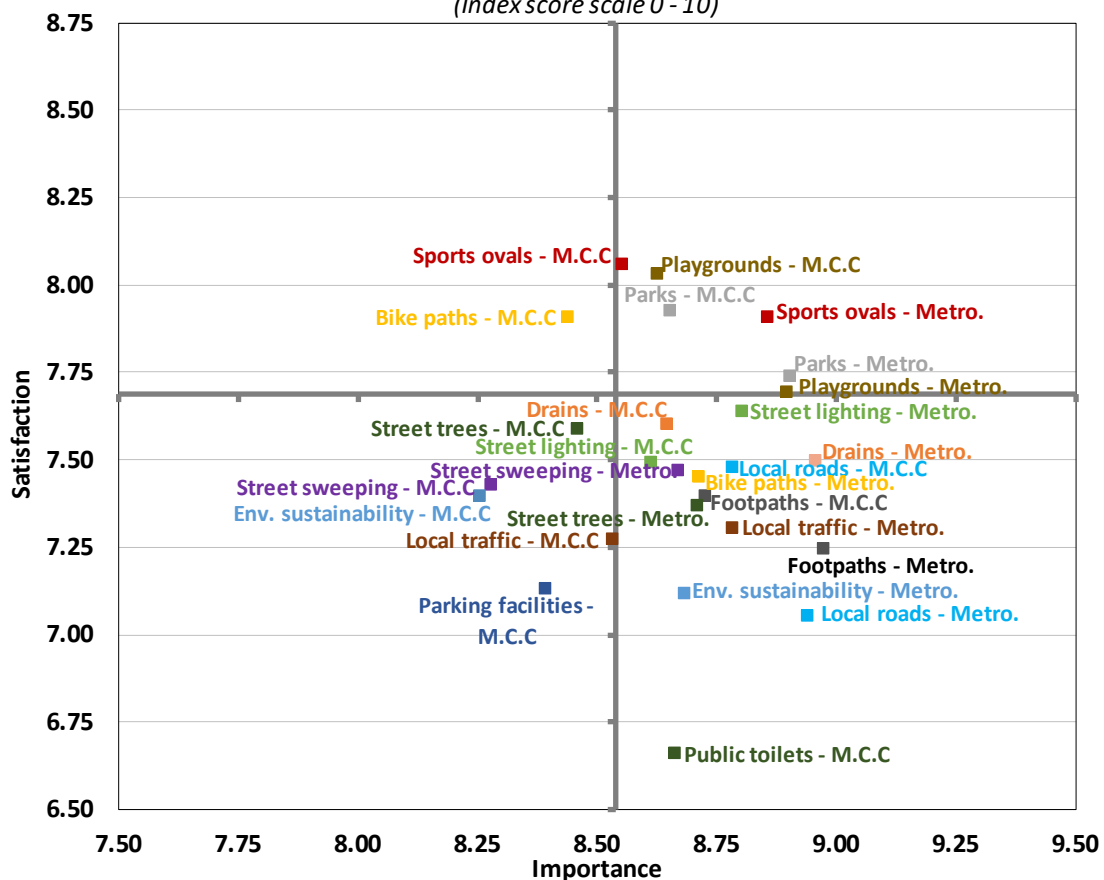
The graph displays the average importance of and satisfaction with each of these 14 services and facilities, with a comparison against the metropolitan Melbourne average results from the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same methodology.

As is clear in the graph, most of the infrastructure services and facilities were spread relatively closely around the average importance and satisfaction.

That said, it is noted that public toilets were of concern, and the only service to record a satisfaction score of less than seven out of 10.

The most important point to note from this graph was that most, but not all, of these services and facilities recorded a higher satisfaction score in the City of Monash than the metropolitan Melbourne average.

**Importance of and satisfaction with infrastructure (other division)**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)



### Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads the 5<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.78 this year, and one of eight that were measurably more important than the average of all services and facilities (8.54).

Satisfaction with sealed local roads increased notably this year, up 3.7% to 7.48, which was a “very good”, up from a “good” level of satisfaction. This increase was larger than the average increase with all services and facilities this year (1.9%).

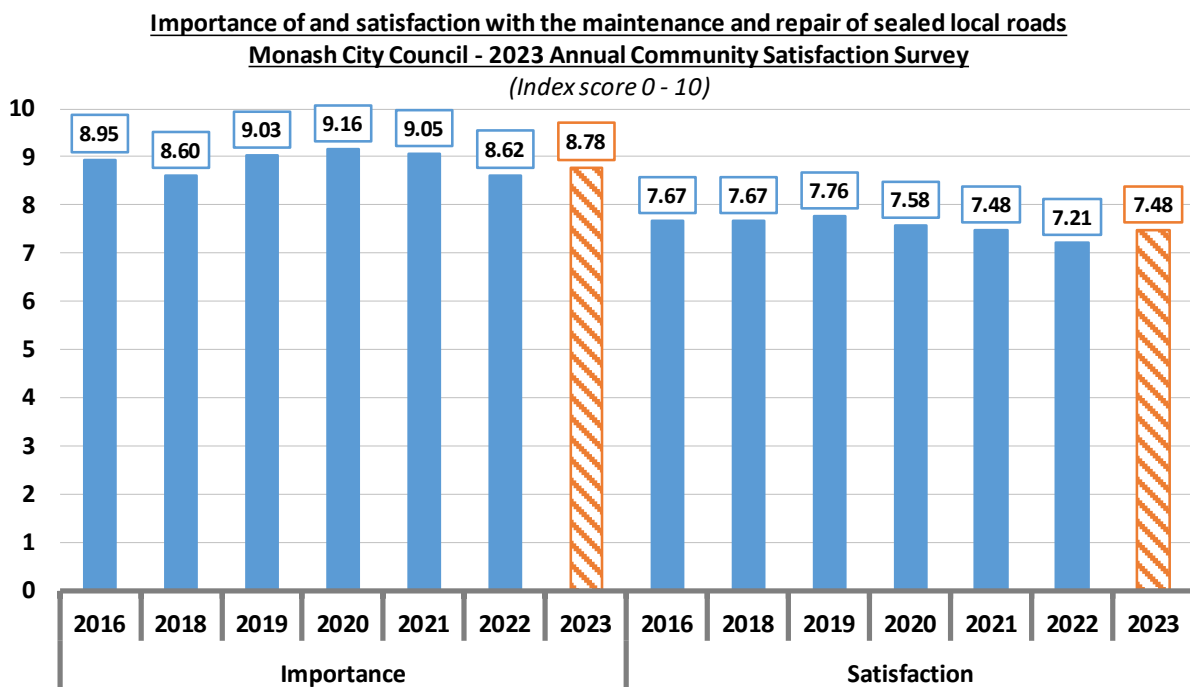
Despite this small increase, satisfaction has remained very marginally below the long-term average satisfaction since 2016 of 7.55.

This ranks the maintenance and repair of sealed local roads 21<sup>st</sup> in terms of satisfaction this year.

This result was comprised of 58.9% “very satisfied” and 5.1% “dissatisfied” respondents, based on a total sample of 808 of the 815 respondents who provided a score.

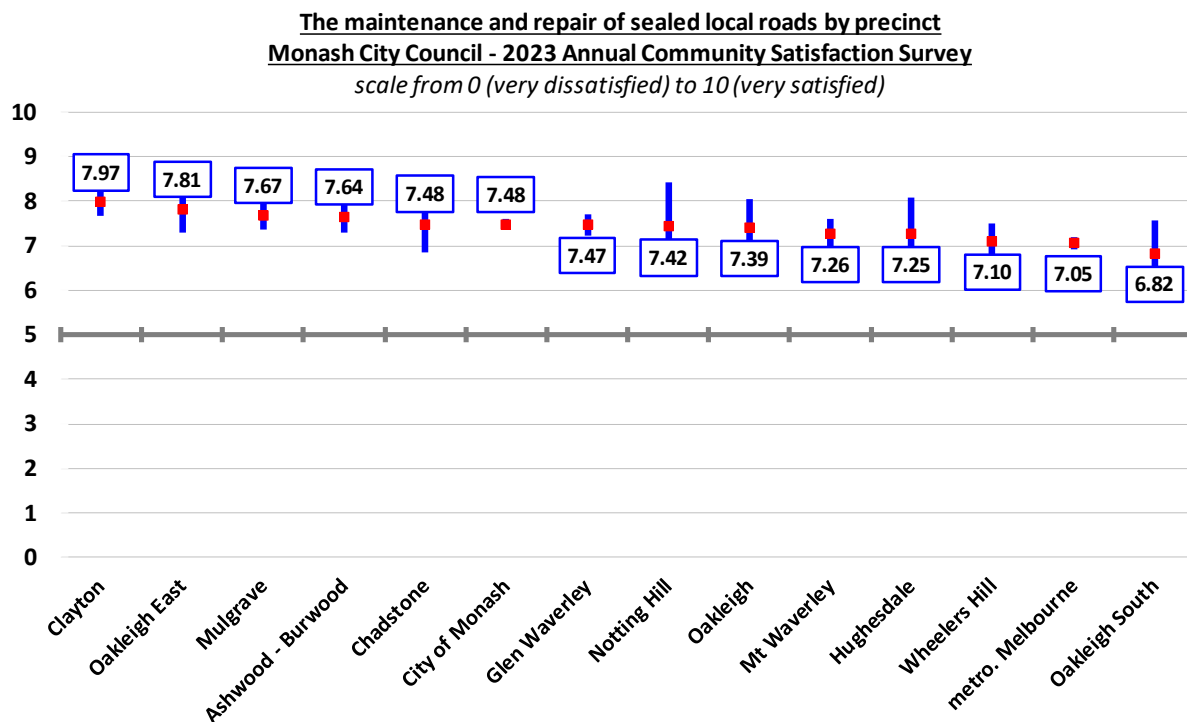
There was some variation in this result observed by the respondents’ age structure, with younger adults and adults (aged 18 to 44 years) somewhat more satisfied than middle-aged, older adults, and senior citizens (aged 55 years and over).

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “maintenance and repair of sealed local roads” of 7.90, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



There was some measurable and notable variation in satisfaction with the maintenance and repair of sealed local roads observed across the municipality.

Respondents from Clayton were measurably, and respondents from Oakleigh East notably more satisfied than average and at “excellent” levels. By contrast, respondents from Wheelers Hill and Oakleigh South were notably less satisfied than average and at a “good” rather than “very good” level of satisfaction.



### Footpath maintenance and repairs

Footpath maintenance and repairs the 8<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.73 this year, and one of eight that were measurably more important than the average of all services and facilities (8.54).

Satisfaction with footpath maintenance and repairs increased measurably this year, up 5.0% to 7.39, which was a “very good”, up from a “good” level of satisfaction. This increase was larger than the average increase with all services and facilities this year (1.9%).

This result was now marginally above the long-term average satisfaction since 2016 of 7.30.

This ranks the footpath maintenance and repairs 24<sup>th</sup> in terms of satisfaction this year and one of six to record a satisfaction score measurably below the average of all 28 services and facilities (7.69).

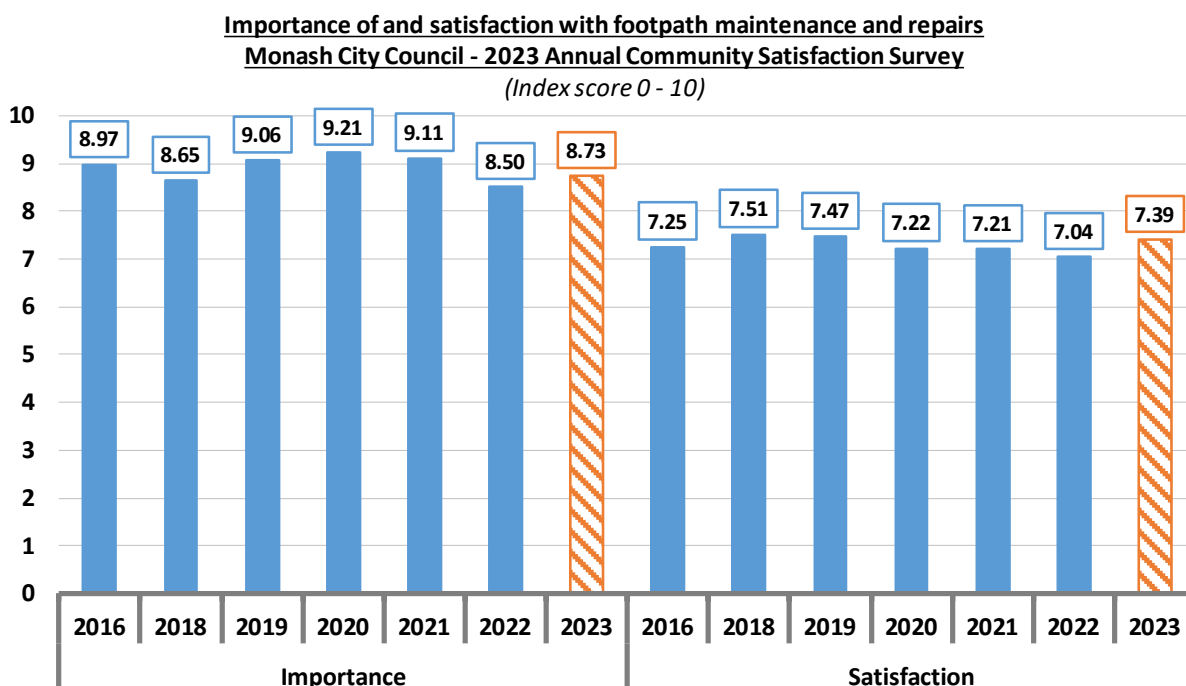
This result was comprised of 54.9% “very satisfied” and 5.9% “dissatisfied” respondents, based on a total sample of 805 of the 815 respondents who provide a score.



There was some variation in this result observed by the respondents’ age structure, with younger adults and adults (aged 18 to 44 years) somewhat more satisfied than middle-aged, older adults, and senior citizens (aged 55 years and over).

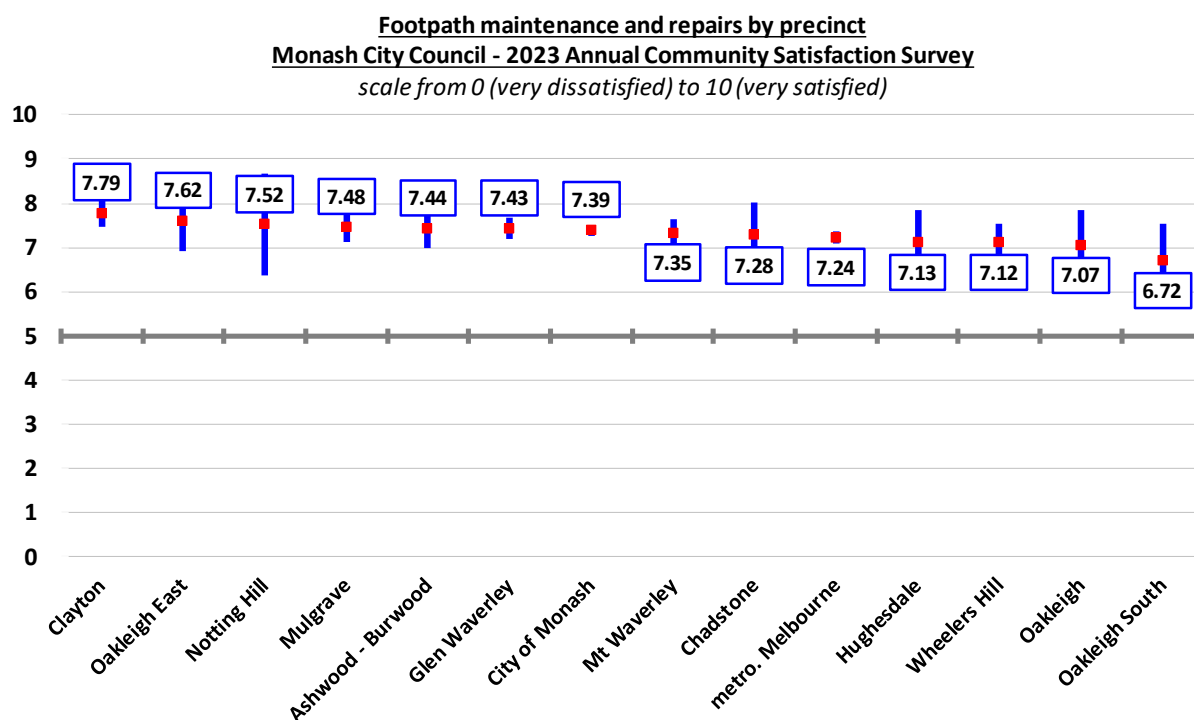
Male respondents were somewhat more satisfied than females, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, this result was somewhat, but not measurably higher than the metropolitan Melbourne average satisfaction with “footpath maintenance and repairs” of 7.24, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was some notable and measurable variation in satisfaction with footpath maintenance and repairs observed across the municipality. Respondents from Clayton were measurably more satisfied than average and at an “excellent” level, whilst respondents from Oakleigh South were notably less satisfied and at a “good” rather than a “very good” level.





## Street sweeping

Street sweeping was the 24<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.28 this year, and one of five that were measurably less important than the average of all services and facilities (8.54).

Satisfaction with street sweeping remained stable this year at 7.43, which remains a “very good” level of satisfaction.

This result remains very marginally below the long-term average satisfaction since 2016 of 7.52.

This ranks street sweeping 22<sup>nd</sup> in terms of satisfaction this year.

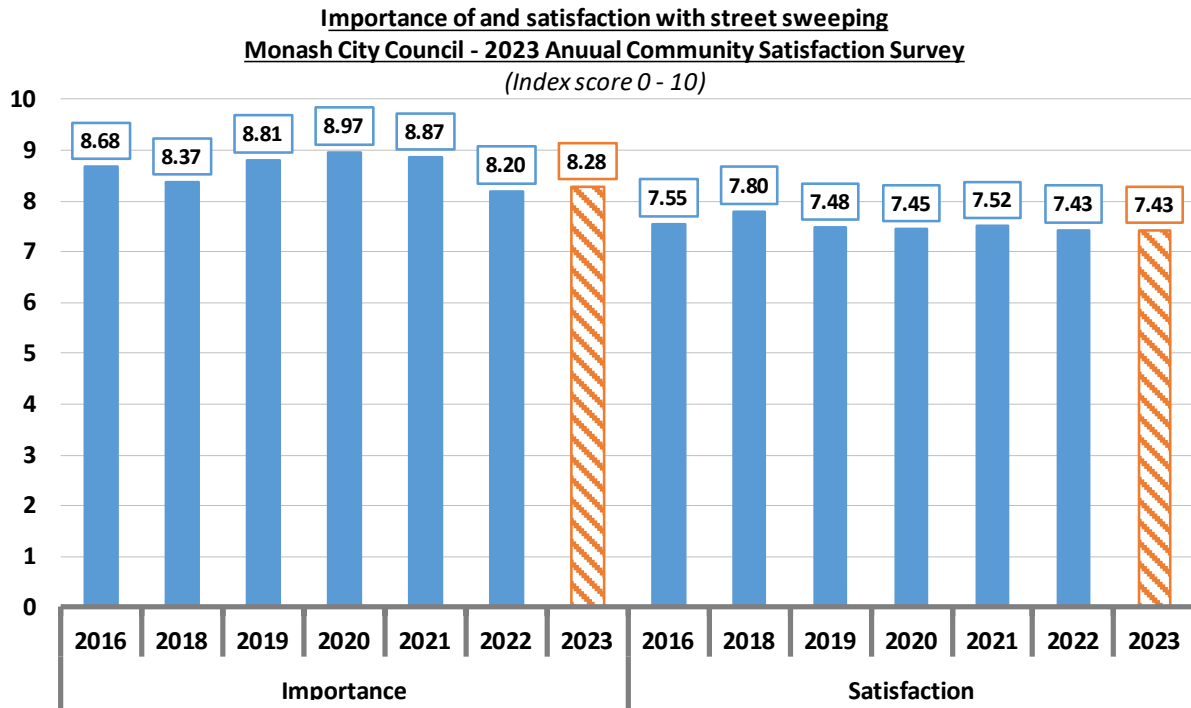
This result was comprised of 57.6% “very satisfied” and 7.2% “dissatisfied” respondents, based on a total sample of 757 of the 815 respondents who provided a score.

There was some variation in this result observed by the respondents’ age structure, with senior citizens (aged 75 years and over) notably less satisfied than average.

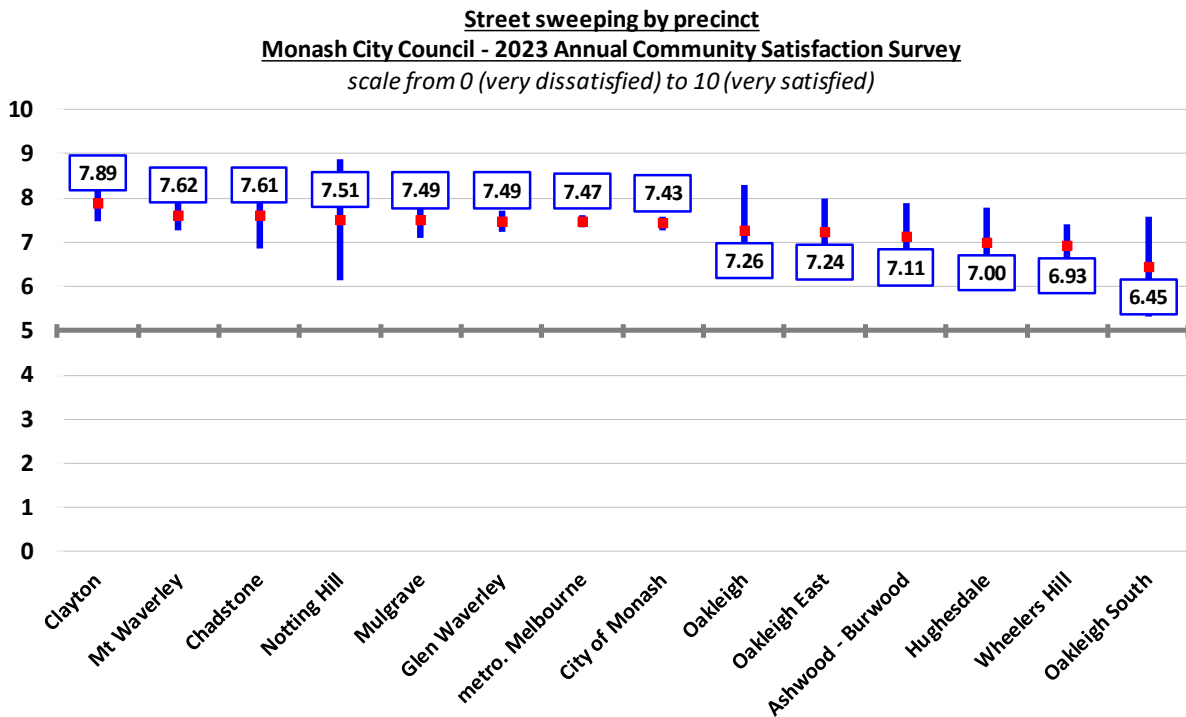
Male respondents were somewhat more satisfied than females, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with “street sweeping” of 7.47, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.





Whilst there was no statistically significant variation in satisfaction with street sweeping observed across the municipality, it is noted that respondents from Clayton were notably more satisfied than average and at an “excellent” level, whilst 24 respondents from Oakleigh South were notably less satisfied and at a “solid” rather than a “very good” level of satisfaction.



### Drains maintenance and repairs

Drains maintenance and repairs was the 11<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.64 this year.

Satisfaction with drains maintenance and repairs increased measurably this year, up 4.3% to 7.60, although it remains a “very good” level of satisfaction.

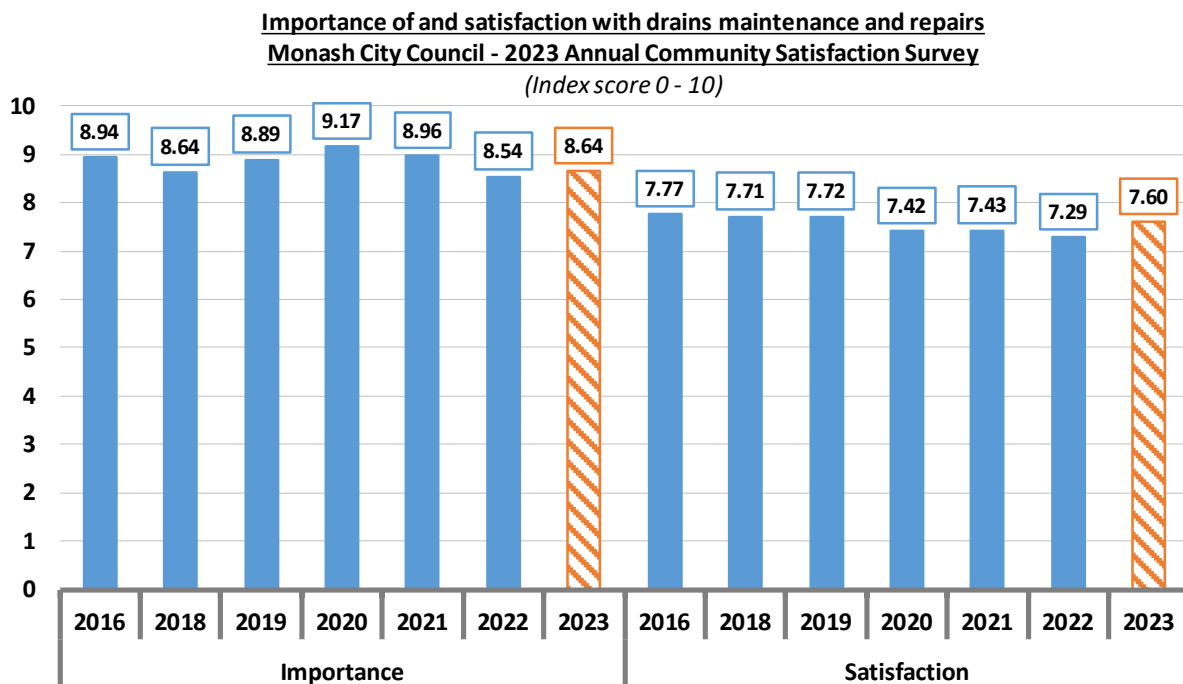
This result remains consistent with the long-term average satisfaction since 2016 of 7.56.

This result ranks drains maintenance and repairs 16<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 59.5% “very satisfied” and 4.5% “dissatisfied” respondents, based on a total sample of 768 of the 815 respondents who provided a score.

There was some variation in this result observed by the respondents’ age structure, with young adults (aged 18 to 34 years) somewhat more satisfied than average.

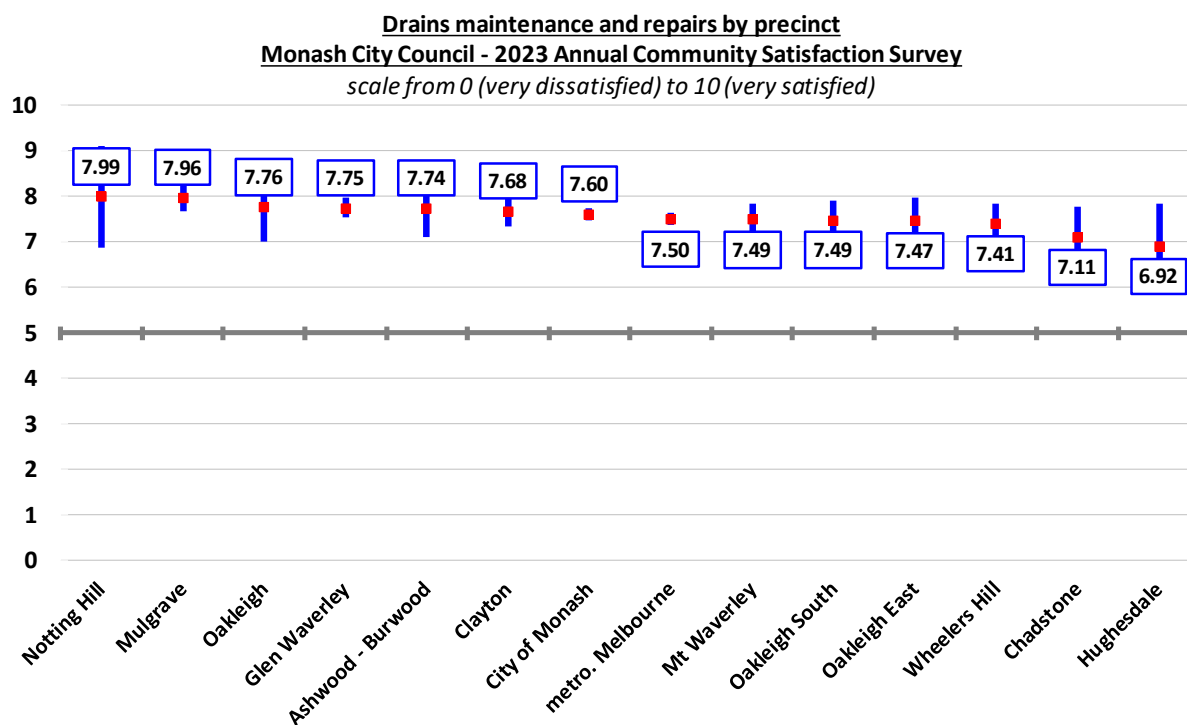
By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “drains maintenance and repairs” of 7.50, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with drains maintenance and repairs observed across the municipality, it is noted that respondents from Chadstone and Hughesdale were somewhat less satisfied than average and at a “good” rather than a “very good” level of satisfaction.







### Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 14<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.61 this year.

Satisfaction with street lighting remained essentially stable this year, down less than one percent to 7.49, although it remains a “very good” level of satisfaction.

This result remains consistent with the long-term average satisfaction since 2016 of 7.52.

This result ranks street lighting 19<sup>th</sup> in terms of satisfaction this year.

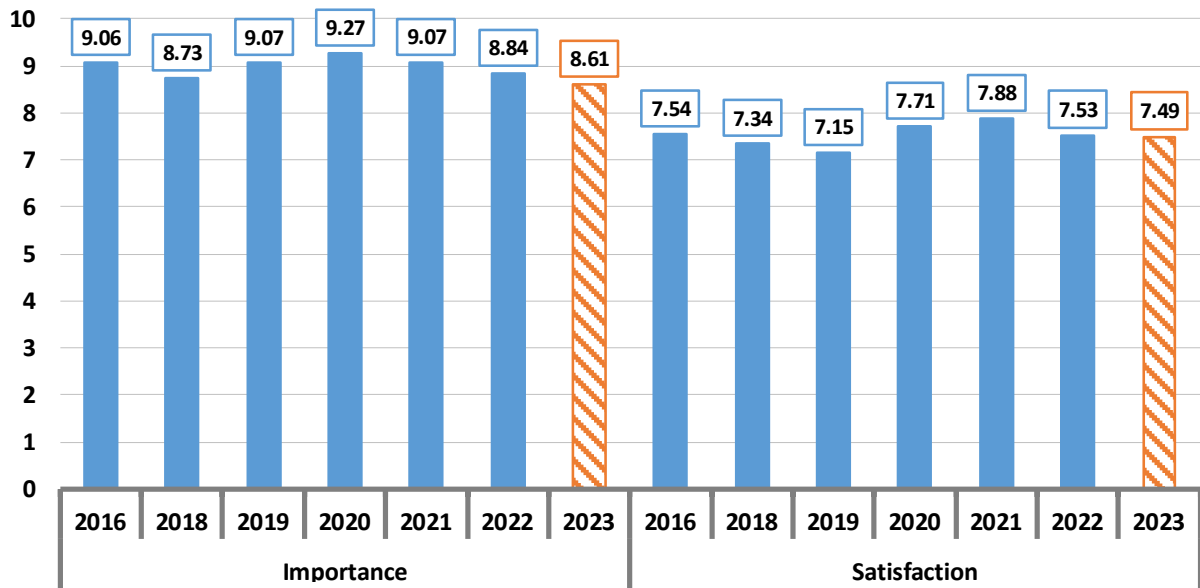
This result was comprised of 58.7% “very satisfied” and 7.7% “dissatisfied” respondents, based on a total sample of 801 of the 815 respondents who provided a score.

There was some variation in this result observed by the respondents’ language spoken at home, with respondents from multilingual households somewhat more satisfied than respondents from English speaking households.

By way of comparison, this result was marginally lower than the metropolitan Melbourne average satisfaction with “the provision and maintenance of street lighting” of 7.64, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



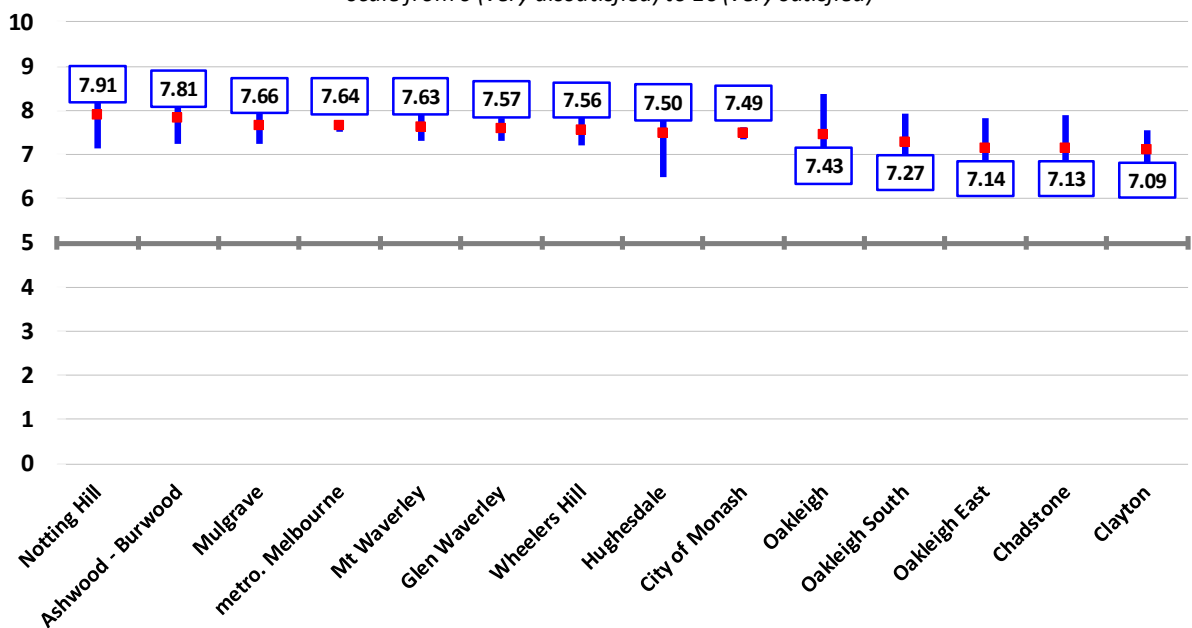
**Importance of and satisfaction with provision and maintenance of street lighting**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



There was no statistically significant variation in satisfaction with the provision and maintenance of street lighting observed across the municipality.

It is noted, however, that respondents from Notting Hill and Ashwood-Burwood rated satisfaction at “excellent” levels, whilst respondents from Oakleigh East, Chadstone, and Clayton rated satisfaction at “good” rather than “very good” levels.

**Provision and maintenance of street lighting by precinct**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



## Provision of parking facilities

The provision of parking facilities was the 22<sup>nd</sup> most important of the 28 included services and facilities, with an importance score of 8.39 this year. It is noted that this was the lowest importance score recorded for these facilities over the life of the survey.

Metropolis Research suggests that the decline in importance maybe reflecting the increase in satisfaction over time. As a greater proportion of respondents were satisfied with these facilities, they may well not consider the facilities as important, as they are not experiencing as many issues in accessing them.

Satisfaction with the provision of parking facilities increased measurably this year, up 4.4% to 7.13, although it remains a “good” level of satisfaction.

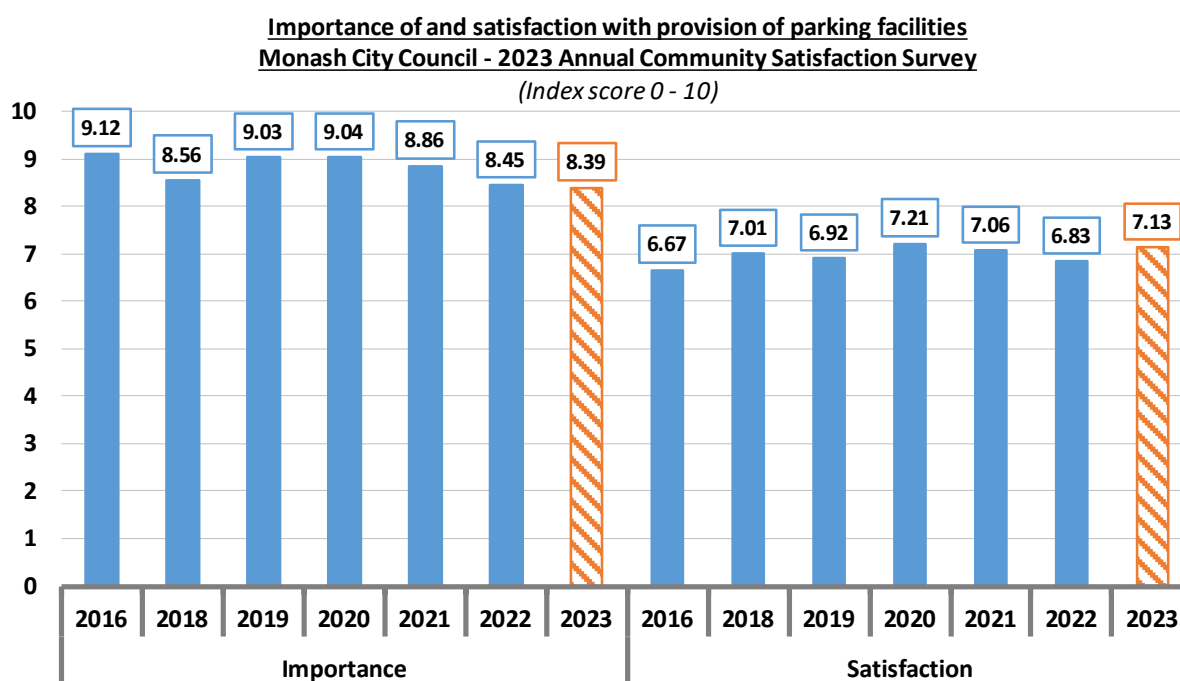
This result was above the long-term average satisfaction since 2016 of 6.98.

This result ranks the provision of parking facilities 22<sup>nd</sup> in terms of satisfaction this year.

This result was comprised of 49.2% “very satisfied” and 9.6% “dissatisfied” respondents, based on a total sample of 780 of the 815 respondents who provided a score.

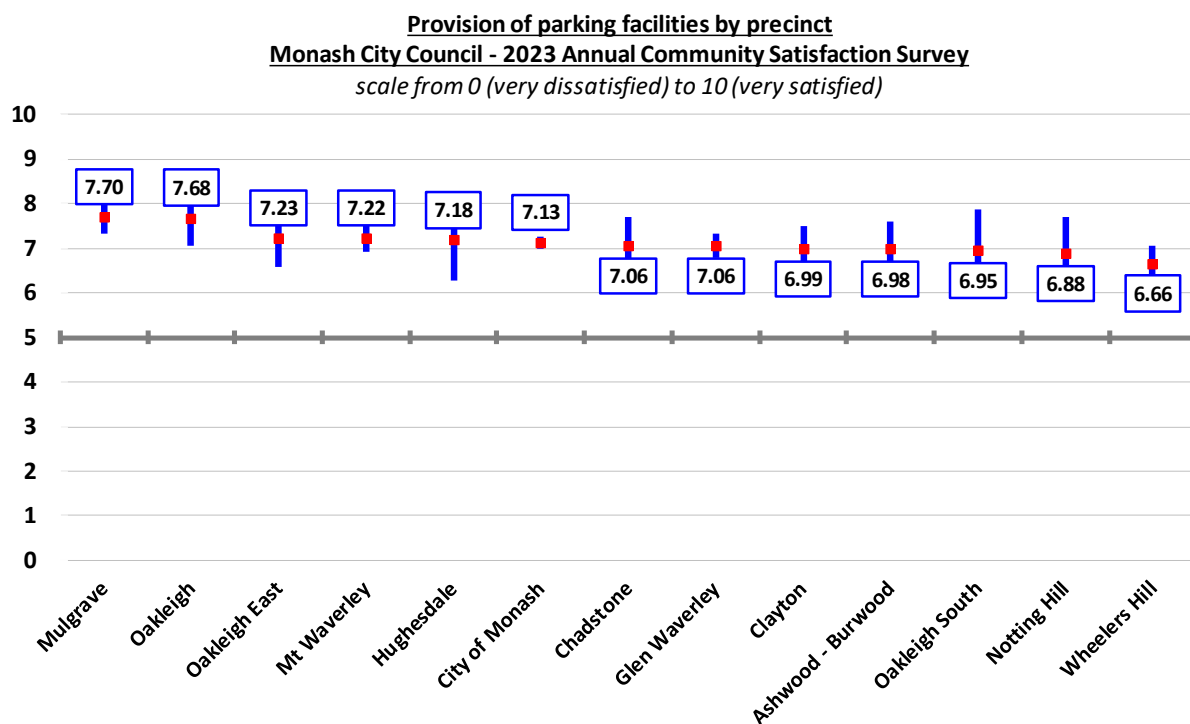
There was some variation in this result observed by the respondents’ age structure, with young adults (aged 18 to 34 years) notably more satisfied and senior citizens (aged 75 years and over) notably less satisfied than average.

These facilities were not included in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results can be provided.



There was measurable and notable variation in satisfaction with the provision of parking facilities observed across the municipality.

Respondents from Mulgrave were measurably and respondents from Oakleigh were notably more satisfied than average, and at “very good” levels. By contrast, 15 respondents from Notting Hill were notably less satisfied and respondents from Wheelers Hill were measurably less satisfied than average, although still at “good” levels.



## Local traffic management

Local traffic management was the 16<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.53 this year.

Satisfaction with local traffic management increased measurably this year, up 4.9% to 7.27, which is a “very good”, up from a “good” level of satisfaction.

This result was marginally above the long-term average satisfaction since 2016 of 7.21.

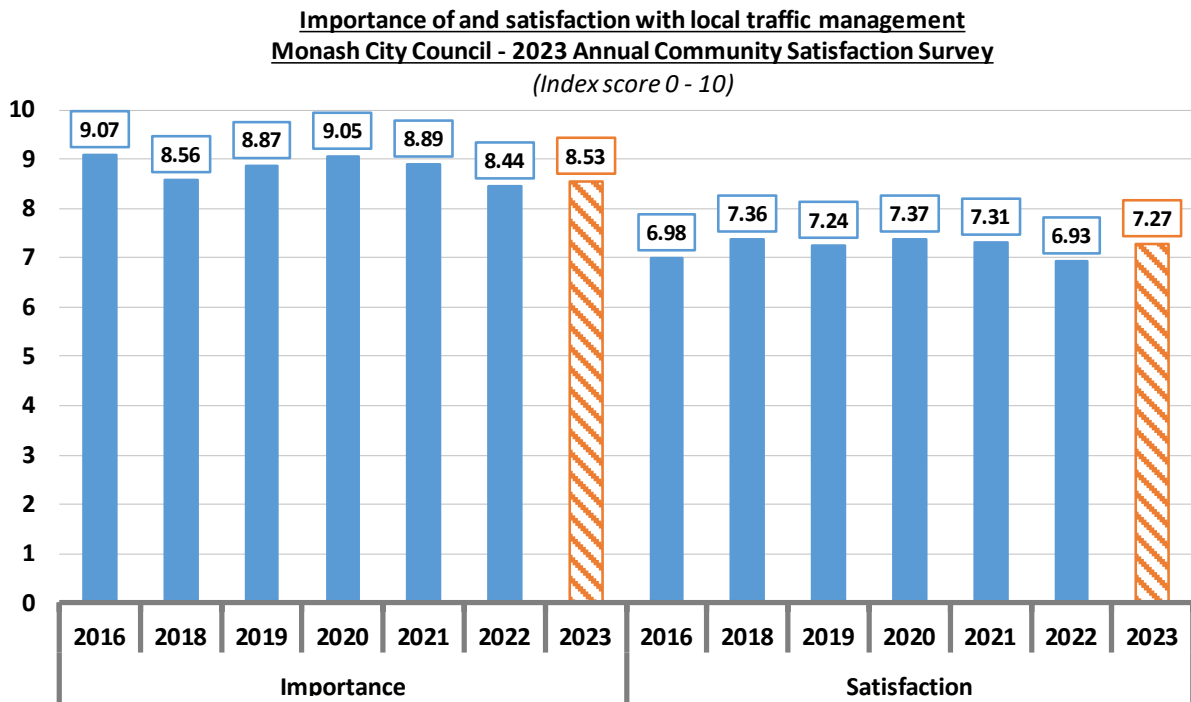
This result ranks local traffic management 25<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 50.4% “very satisfied” and 6.7% “dissatisfied” respondents, based on a total sample of 792 of the 815 respondents who provided a score.

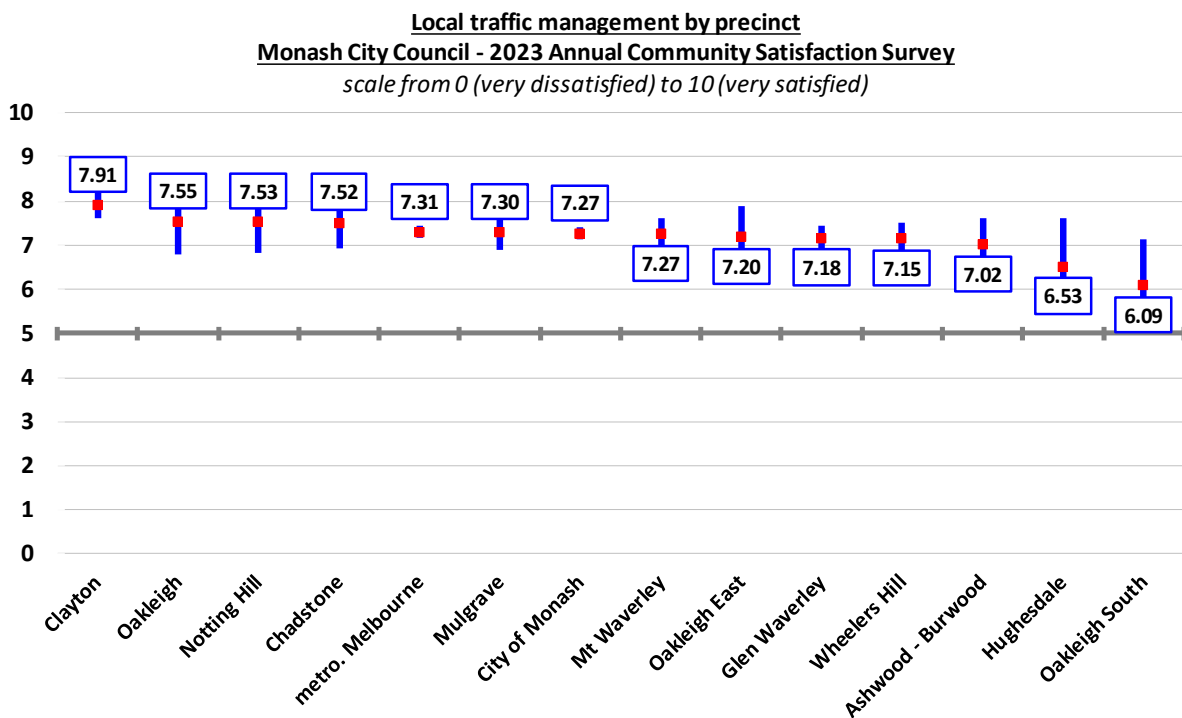
There was some variation in this result observed by the respondents’ age structure, with older adults and senior citizens (aged 60 years and over) somewhat less satisfied than average.



By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with “local traffic management” of 7.31, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was measurable variation in satisfaction with local traffic management observed across the municipality. Respondents from Clayton were measurably more satisfied than average and at an “excellent” level, whilst 27 respondents from Oakleigh South were measurably less satisfied and at a “solid” rather than a “very good” level of satisfaction.



### Provision and maintenance of street trees

The provision and maintenance of street trees was the 19<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.46 this year.

Satisfaction with street trees increased measurably this year, up 4.3% to 7.59, which remains a “very good” level of satisfaction.

This result was somewhat above the long-term average satisfaction since 2016 of 7.45.

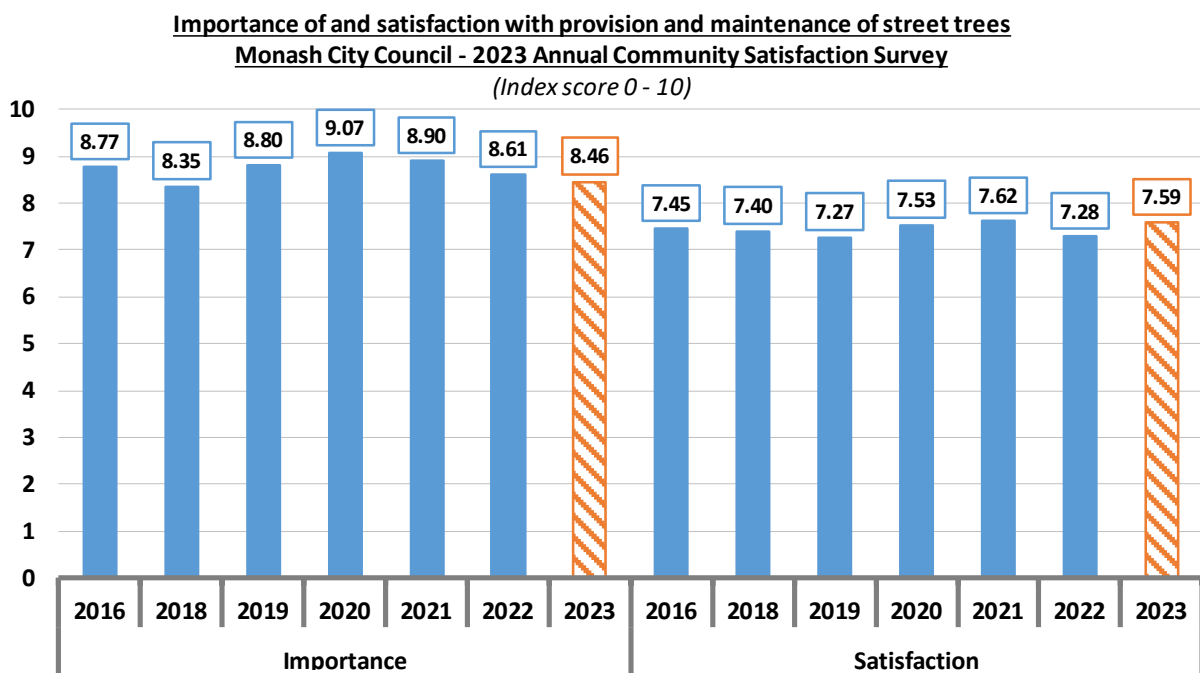
This result ranks the provision and maintenance of street trees 17<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 60.1% “very satisfied” and 5.1% “dissatisfied” respondents, based on a total sample of 802 of the 815 respondents who provided a score.

There was some variation in this result observed by the respondents’ age structure, with young adults (aged 18 to 34 years) somewhat more satisfied than average, and middle-aged adults (aged 45 to 59 years) somewhat less satisfied than average.

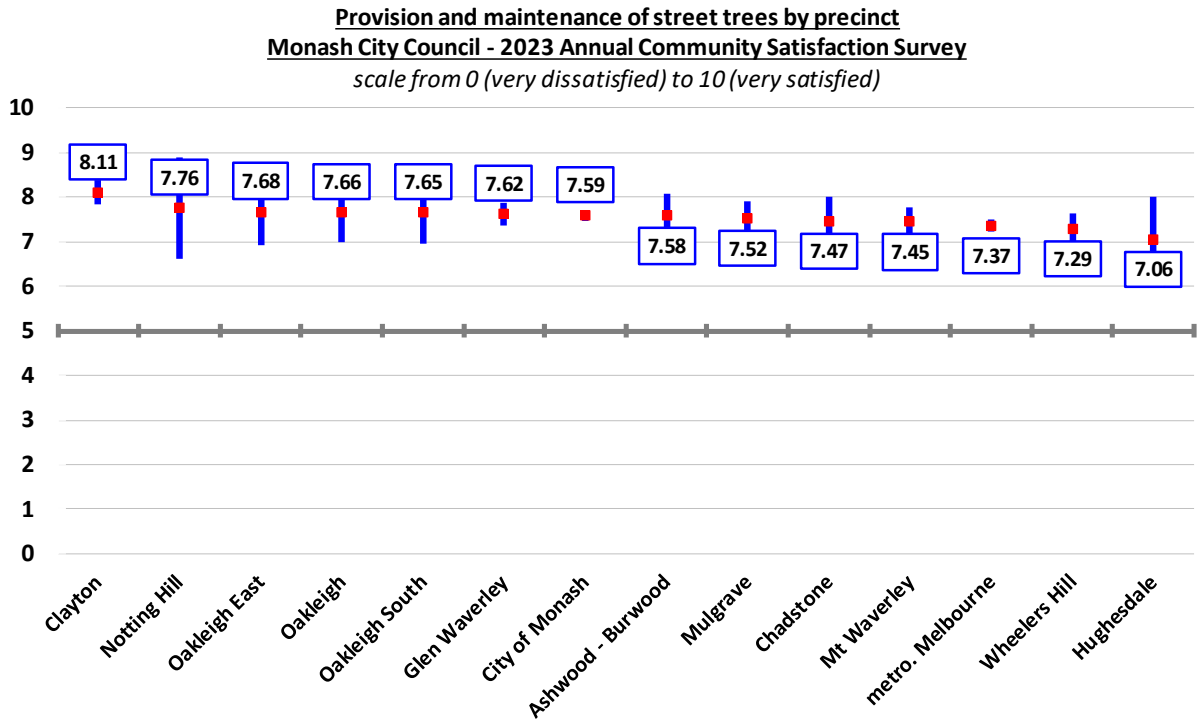
Female respondents were marginally more satisfied than males, and respondents from multilingual households were marginally more satisfied than respondents from English speaking households.

By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with “provision and maintenance of street trees” of 7.37, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was measurable and notable variation in satisfaction with street trees observed across the municipality.

Respondents from Clayton were measurably and 16 respondents from Notting Hill were notably more satisfied than average and at “excellent” levels of satisfaction. By contrast, 30 respondents from Hughesdale were notably less satisfied and at a “good” rather than a “very good” level of satisfaction.



There was a total of 56 comments received from respondents “dissatisfied” with the provision and maintenance of street trees.

These comments were largely focused on a perceived lack of maintenance (25 comments), concerns around the type of trees used (14 comments), and some comments about perceived problems caused by trees such as overhanging property and roads and footpaths.



**Reasons for dissatisfaction with provision and maintenance of street trees**

**Monash City Council - 2022 Annual Community Satisfaction Survey**

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Tree / branch maintenance</i>	
I don't see any maintenance	3
Infrequently done and not often	3
Not enough maintained	3
Contractors come and are ruthless as they strip them off	1
Disgusting pruning	1
Don't see council do much to cut or maintain trees	1
I am unsatisfied with the way they are being kept	1
Not pruning the trees enough	1
Poor response to tree maintenance	1
Terrible	1
The maintenance does not seem to be efficient	1
The trees aren't maintained outside our house by the council, so we have to do it ourselves	1
The trees make such a mess, and the council doesn't do anything about it and make us have to clean up after the leaves which block the drainage	1
They are not doing it regularly. I haven't seen them in last one year regularly. Trees need more trimming as they touch electrical wires.	1
They aren't looking after the trees at all. They should look out for detachable trunks.	1
They cut many trees	1
They don't maintain the trees. I must look after them, roots rip up the footpaths and Council does nothing	1
Trees are hard to maintain and leave a mess	1
We must contact the council to get the tree maintained	1
<b>Total</b>	<b>25</b>
<i>Choice of trees</i>	
Because the wrong tree is in the wrong spot two big trees covering house	1
Inappropriate trees selection. Gum trees shouldn't be grown. Natives should be grown more.	1
The trees are ugly, and the leaves spike up my hay fever	1
The trees are ugly in my opinion	1
The trees are ugly and make a mess with the leaves all the time	1
The trees in the area are not nice in terms of species.	1
The trees within the area are not suited for the residential area as they drop leaves throughout the year and some gum that attracts flies and at the same time the council does not clean it up and expect us to	1
The trees leave a mess and aren't appropriate for the area we need ever green trees	1
There are trees which are not suitable for this area (near legend park) and whenever there is wind it just falls on the path.	1
There is a lot of pollen trees around Pamela St.	1
They need to get rid of the itchy powder bomb trees they are no good for young families	1
Too many missing trees, don't like the species.	1





Too many useless trees	1
I am allergic to the trees, and I contacted the council about getting them changed but I never got a response	1
<b>Total</b>	<b>14</b>

*Overgrown / dangerous trees*

Block the street lighting and need more pruning	1
Overgrown greenery in neighbourhood	1
Overgrown on many properties	1
Some trees need to be trimmed	1
They are often overgrown and dangerous. I have contacted the Council, but they haven't done it	1
<b>Total</b>	<b>5</b>

*Trees overhanging footpaths / roads / property*

Branches hanging over dangerously	1
The trees are hanging on the road and gardens and are not straight. Location-Highbury Road	1
The tree on the street is coming into our property	1
The trees shed a lot of leaves on my front yard that I must clean up all the time	1
They overhang into my property, and I have to maintain and clean up after the leaves it drops on my driveway and blocked up my drainage when it rains	1
<b>Total</b>	<b>5</b>

*Tree roots uprooting footpaths, drains*

The tree is blocking the drains on fellow street residences.	1
The trees have roots around the footpath	1
<b>Total</b>	<b>2</b>

*Need more trees*

I don't think there is many trees here.	1
Need more trees	1
<b>Total</b>	<b>2</b>

*Other*

Big trees are out there	1
I hate these things	1
They keep changing them and they make a mess everywhere which we have to clean	1
<b>Total</b>	<b>3</b>

<b>Total</b>	<b>56</b>
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## Public toilets

Public toilets were the 9<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.66 this year. This was a decline of 2.4% in importance this year and the lowest importance score recorded for this service over the course of the survey since 2016.

Satisfaction with public toilets remained essentially stable this year, up less than one percent to 6.66, which remains a “good” level of satisfaction.

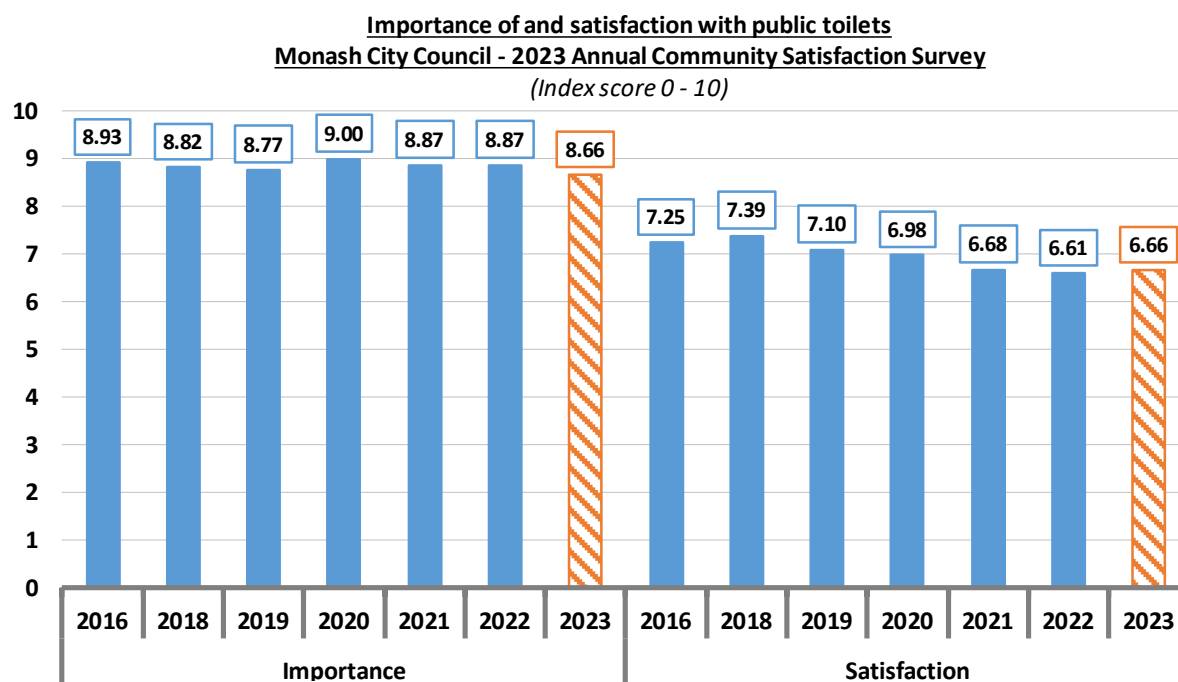
This result remains somewhat below the long-term average satisfaction since 2016 of 6.95.

This result ranks public toilets last (28<sup>th</sup>) in terms of satisfaction this year.

This result was comprised of 37.8% “very satisfied” and 13.5% “dissatisfied” respondents, based on a total sample of 342 of the 347 respondents (42.6%) from households who had used these facilities in the last 12 months.

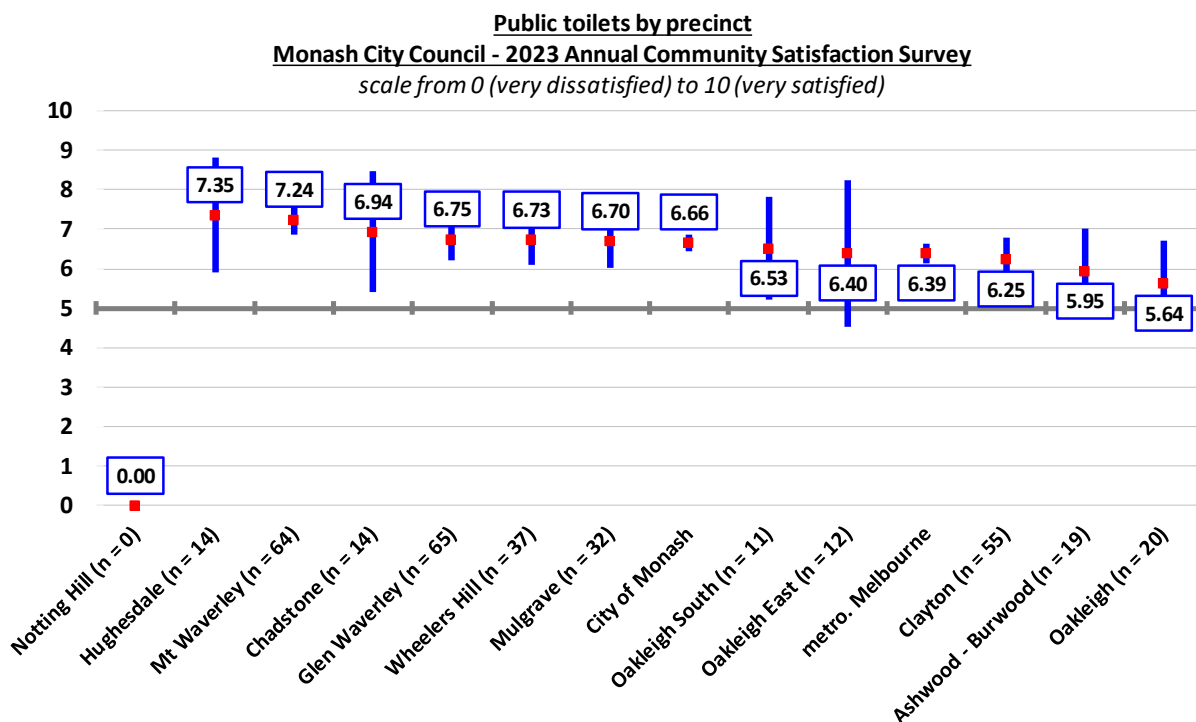
There was some variation in this result observed by the respondents’ age structure, with middle-aged adults (aged 45 to 59 years) somewhat more satisfied than average.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “public toilets” of 6.39, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Cognisant of the small sample size at the precinct level for these facilities, there was no statistically significant variation observed across the City of Monash. It is noted, however, that 14 respondents from Hughesdale rated satisfaction at a “very good” level, whilst 19 respondents from Ashwood-Burwood and 20 from Oakleigh rated satisfaction at “poor” levels.





The following table outlines the 115 comments received from respondents “dissatisfied” with public toilets. Most of these comments related to a perception that the toilets were poorly maintained, dirty, or unhygienic.

A range of specific locations were identified by respondents.

**Reasons for dissatisfaction with public toilets**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Dirty / messy / unhygienic / not enough cleaning	36
Inadequate / not enough toilets	13
They are too busy	1
It is difficult to find, and it should be built near the station	1
Kids use the one by the train station say it messy wet floors, tissue missing	1
More public should be built and maintained more frequently	1
Need more public toilets and water in playgrounds.	1
Need more public toilets around Greek trail as it is many km long and public need to go to toilet.	1
Public toilet on Google maps shows closed but are open, location close to the station	1
Public toilets are not big enough in shopping centres	1
School toilets should be more hygienic	1
Should be more public toilets	1
Sometimes it's wet on the floor	1
The doors open on their own	1
Sometimes are not open the public.	1
They aren't enough of them	1



They don't get cleaned in Warrawee park	1
In general.	1
<b>Total</b>	<b>65</b>

*Specific locations of concern*

Clayton shopping centre toilets	5
Jells Park, leaking toilets, filthy	3
Needs more cleaning, smells bad. Location: near Glen Waverly station	3
Pinewood shopping centre	2
Need more public toilets around playgrounds.	2
Carnish Road	1
Chaster street	1
Clayton station. Behind Coles and in the carpark of Clayton shops	1
Dandenong Road Clayton	1
Fenton street shops	1
Hamilton place shop	1
Huntingdale station	1
In Mt Waverley Village	1
Jordan reserve	1
Local shopping centre	1
Lumping Park	1
Mainly Oakleigh but generally all over Monash.	1
More public toilets needed around creeks	1
Near Clayton train station	1
Near Mount Waverley	1
Near Warrawee Park Oakleigh	1
Princes' highway	1
Railway station toilet locked	1
Sporting grounds aren't always open.	1
The one at Warrawee Park is gone	1
The one in Oakleigh Shopping centres	1
The self-wash ones around Clayton and Clarinda	1
At glen Waverly precinct near century city wasn't maintained properly and not cleaned.	1
Jells Park need more accessibility to toilets	1
Chadstone	1
The toilet by the mount Waverley library never looks sanitary a bit and smells	1
There are none with the toilet near Jordan reserve	1
Not in a great state, valley reserve	1
Public toilet near Eastern soccer club ground, it stinks	1
Closes very early on sudden days, location-pine wood	1
The mount Waverly village public toilet needs more toilets and cleanliness	1
The one at Waverly Kingsway near train station. It needs more cleanliness and need more toilets around the area	1
The one next to Kingsway is not maintained properly	1
They are just filthy by the Springvale train station not kept well	1
It's always messy by the Hong Kong supermarket	1
<b>Total</b>	<b>50</b>



## Provision and maintenance of local playgrounds

The provision and maintenance of local playgrounds was the 12<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.62 this year. Although only somewhat lower, this was the lowest importance score recorded for this service over the course of the survey since 2016.

Satisfaction with local playgrounds remained essentially stable this year, up less than one percent to 8.03, which remains an “excellent” level of satisfaction.

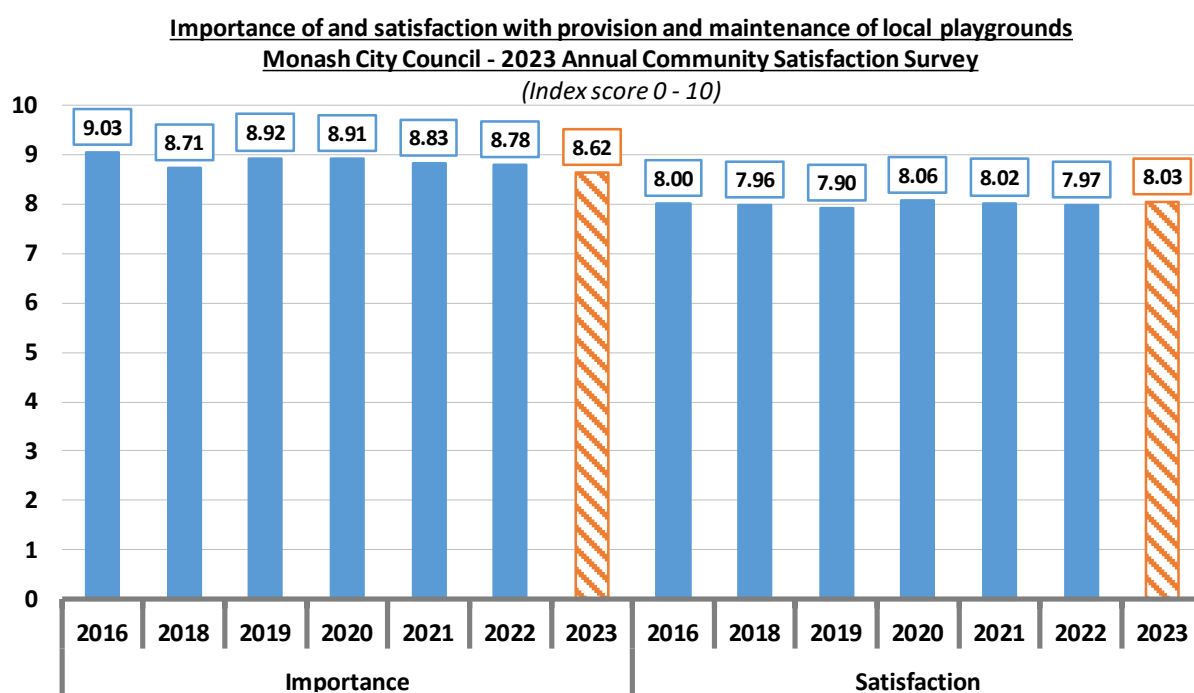
This result has remained remarkably stable around the long-term average satisfaction since 2016 of 7.99.

This result ranks the provision and maintenance of local playgrounds 5<sup>th</sup> in terms of satisfaction this year, and one of six to record a satisfaction score measurably higher than the average of all 28 services and facilities (7.69).

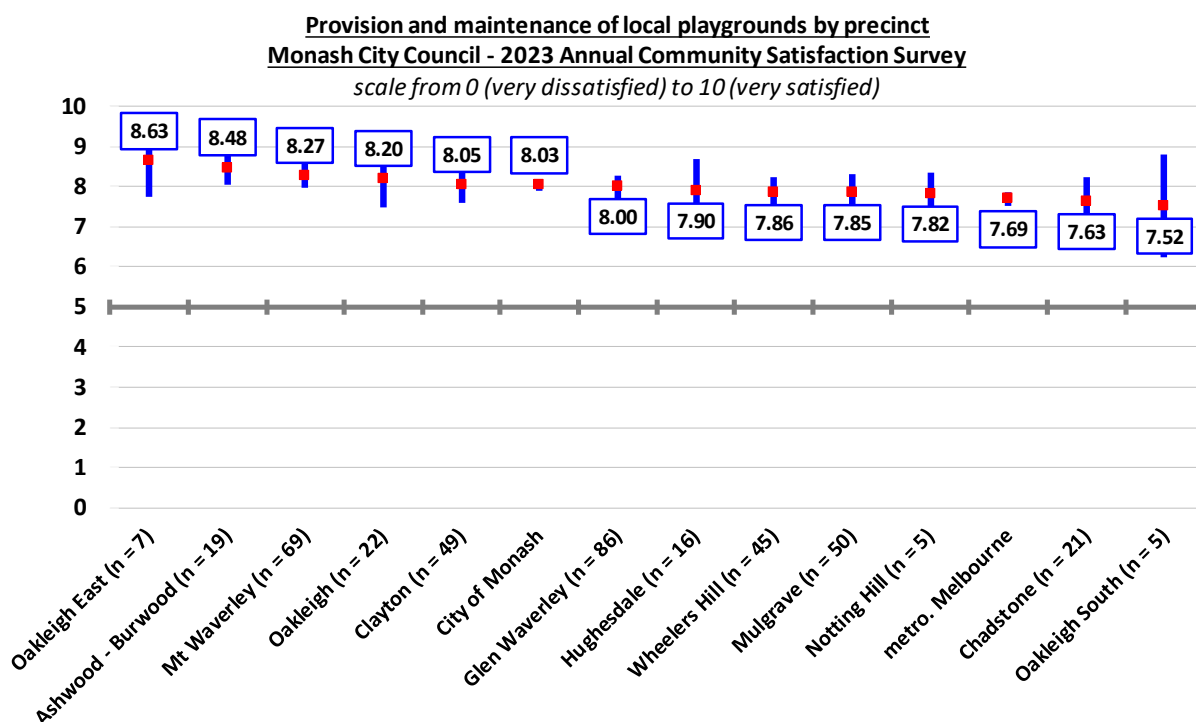
This result was comprised of 72.7% “very satisfied” and 1.4% “dissatisfied” respondents, based on a total sample of 325 of the 325 respondents (39.9%) from households who had used these facilities in the last 12 months.

There was some variation in this result observed by the respondents’ age structure, with senior citizens (aged 75 years and over) somewhat more satisfied than average.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “provision and maintenance of playgrounds” of 7.69, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the provision and maintenance of local playgrounds observed across the municipality, it is noted that 21 respondents from Chadstone and five from Oakleigh South rated satisfaction at “very good” rather than “excellent” levels.



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

The provision and maintenance of parks, gardens, and reserves was the 10<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.65 this year.

Satisfaction with parks, gardens, and reserves remained essentially stable this year, up less than one percent to 7.93, which remains an “excellent” level of satisfaction.

This result has remained remarkably stable around the long-term average satisfaction since 2016 of 8.00.

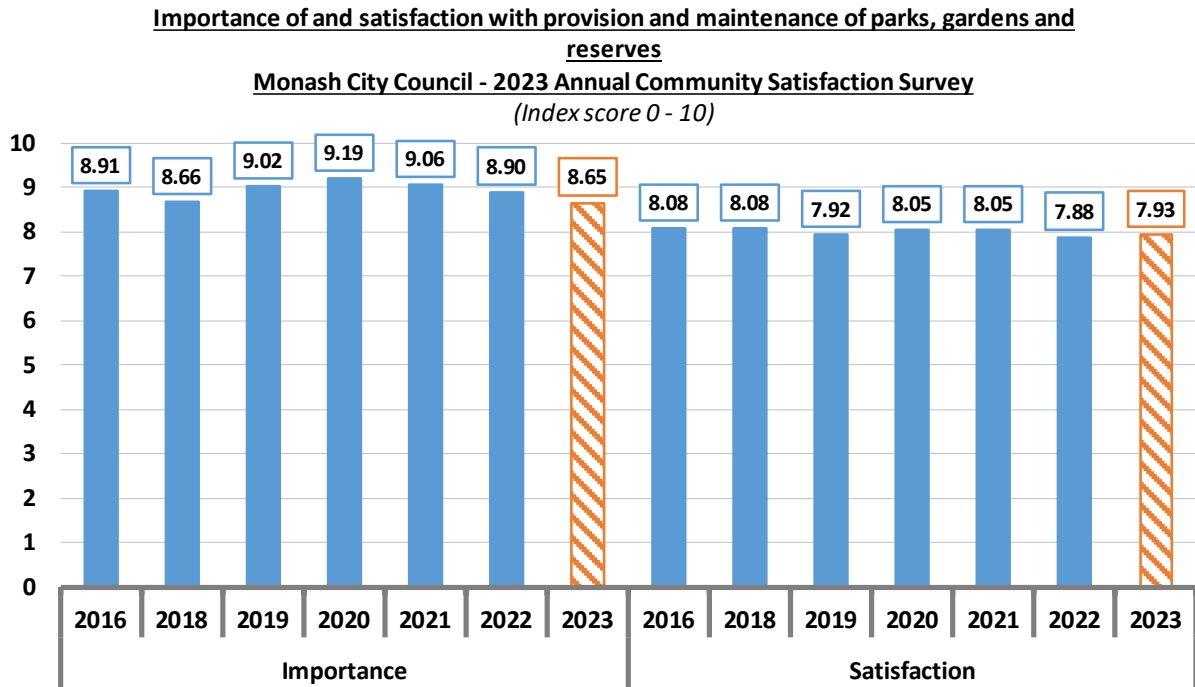
This result ranks the provision and maintenance of parks, gardens, and reserves 8<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 68.4% “very satisfied” and 2.8% “dissatisfied” respondents, based on a total sample of 781 of the 815 respondents who provided a score.

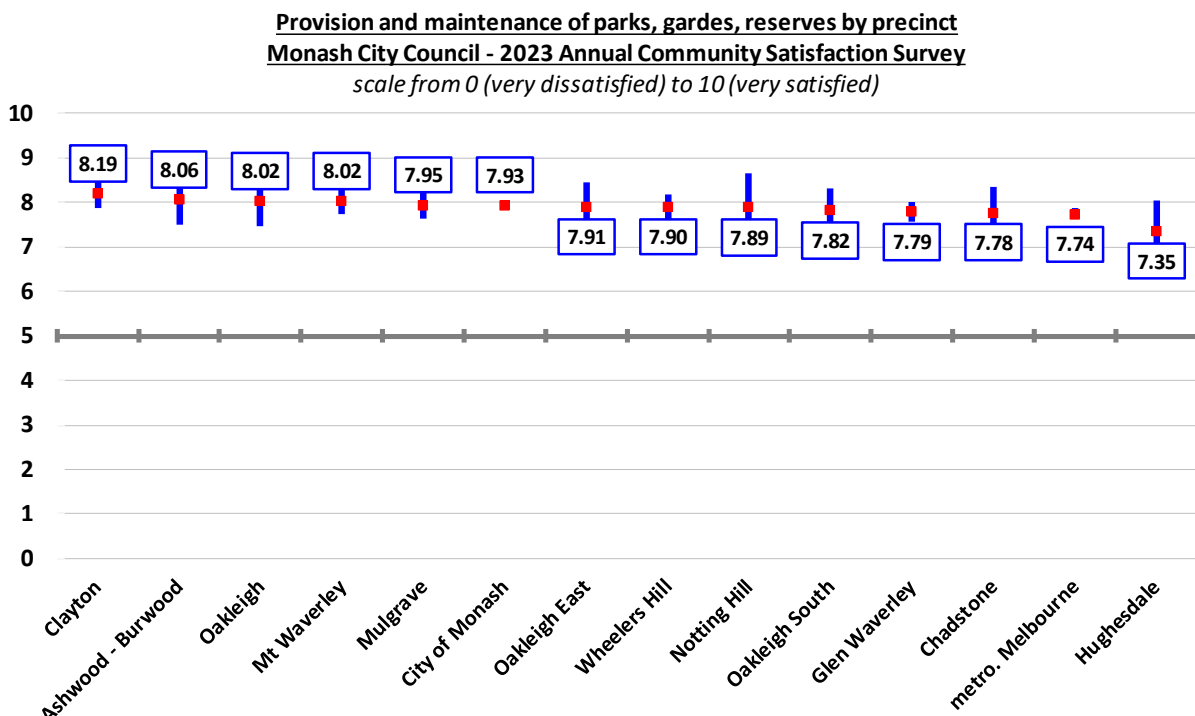
There was no significant variation in satisfaction with these facilities observed by respondent profile, although it is noted that male respondents were marginally more satisfied than females.



By way of comparison, this result was somewhat higher than the metropolitan Melbourne average satisfaction with “provision and maintenance parks, gardens, and open spaces” of 7.74, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the provision and maintenance of parks, gardens, and reserves observed across the municipality, it is noted that 29 respondents from Hughesdale rated satisfaction at a “very good” rather than “excellent” level of satisfaction.



The following table outlines the 45 comments received from respondents “dissatisfied” with the provision and maintenance of parks, gardens, and reserves.

Most of these comments were related to perceived lack of maintenance of parks and gardens, although there were several that referred a perceived lack of open spaces.

A range of specific locations of concern were identified by respondents.

**Reasons for dissatisfaction with provision and maintenance of parks, gardens and reserves**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
All parks are like s***	1
Because they are not appealing to parents and families. They are quite dangerous as well.	1
It's all grass	1
Mending of the concrete path around the oval of the park is a tripping hazard especially for elderly people	1
Mowing not regular	1
Not enough parks around Clayton and other areas	1
Not many around	1
Not important to me	1
Old and tiny playgrounds	1
Parks need more lights at night.	1
Rubbish is dumped on the parks, and it takes a long time to clean it	1
Sometimes, it's too overgrown and too long	1
The community grass in the walking path has not been cut	1
There's not one nearby	1
There should be more provision	1
They are not mowing grasses properly	1
They don't have doggy bags, no water to wash your hand	1
They don't have enough for disabled children	1
Watering of plants because they are dry	1
Weeds everywhere on streets without much maintenance	1
Monash council's parks are not maintained well, and facilities are outdated compared to other council's	1
Overgrown	1
Should be more parks	1
Not enough of them	1
Inadequate frequency of mowing	1
There are a lot of weeds and bushland that needs to be cleared in parks.	1
Unfair bias towards certain groups and lack of community consultation	1
<b>Total</b>	<b>27</b>

*Specific locations of concern*

Freeway Reserve needs good playground facilities	2
Tally Reserve	2





Ashwood Reserve lots of dog litter and rubbish not picked up	1
Brandon Park reserve: the grass wasn't mowed when I last went there, and seats are dirty.	1
Burnet Reserve needs a refurbishment, a brand-new park, like everything. It's not safe for kids and families.	1
Fregon reserve	1
Holmesglen	1
Mayfield	1
No maintenance of Waverley Road basin park.	1
The Murrumbeena park	1
Valley Reserve	1
Werribee Park near the library	1
Valley reserve is an absolute mess. Dead trees everywhere	1
Lafey Court playground needs more maintenance and people need to clean their pet's poo more often. It's not up to Melbourne standards at all.	1
Long grasses and trees in the parks in Gardeners Creek	1
Many off leash dogs on Lum Reserve Park, it's scary. Family members are scared to go on these parks as we get attacked and no actions taken even if we complain about it.	1
<b>Total</b>	<b>18</b>
<b>Total</b>	<b>45</b>

## Bike paths and shared pathways

Bike paths and shared pathways were the 20<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.44 this year.

This was the lowest importance score recorded for these facilities over the course of the survey program, down 2.5% this year, and now down 3.7% on the long-term average importance since 2016 of 8.77.

Satisfaction with bike paths and shared pathways increased somewhat, but not measurably this year, up 2.9% to 7.91, which was an “excellent”, up from “very good” level of satisfaction.

This result was marginally above the long-term average satisfaction since 2016 of 7.79.

This result ranks bike paths and shared pathways 9<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 67.0% “very satisfied” and 4.1% “dissatisfied” respondents, based on a total sample of 392 of the 397 respondents (48.7%) from households who had used these facilities in the last 12 months.

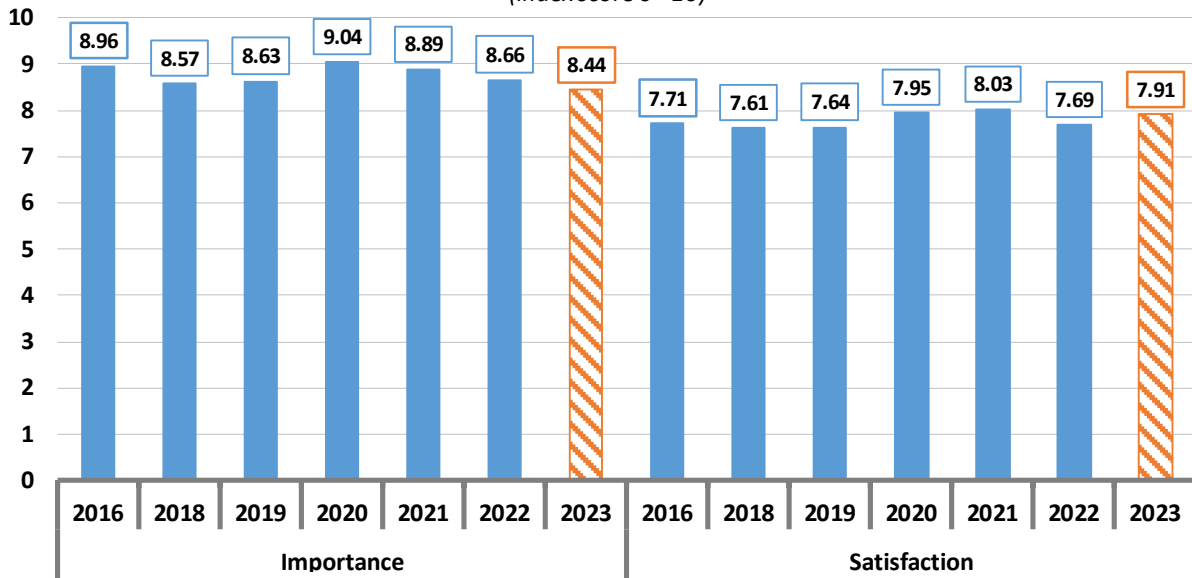
There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably less satisfied than average.

By way of comparison, this result was somewhat higher than the metropolitan Melbourne average satisfaction with “bike paths and shared pathways” of 7.69, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



**Importance of and satisfaction with bike paths and shared pathways  
Monash City Council - 2023 Annual Community Satisfaction Survey**

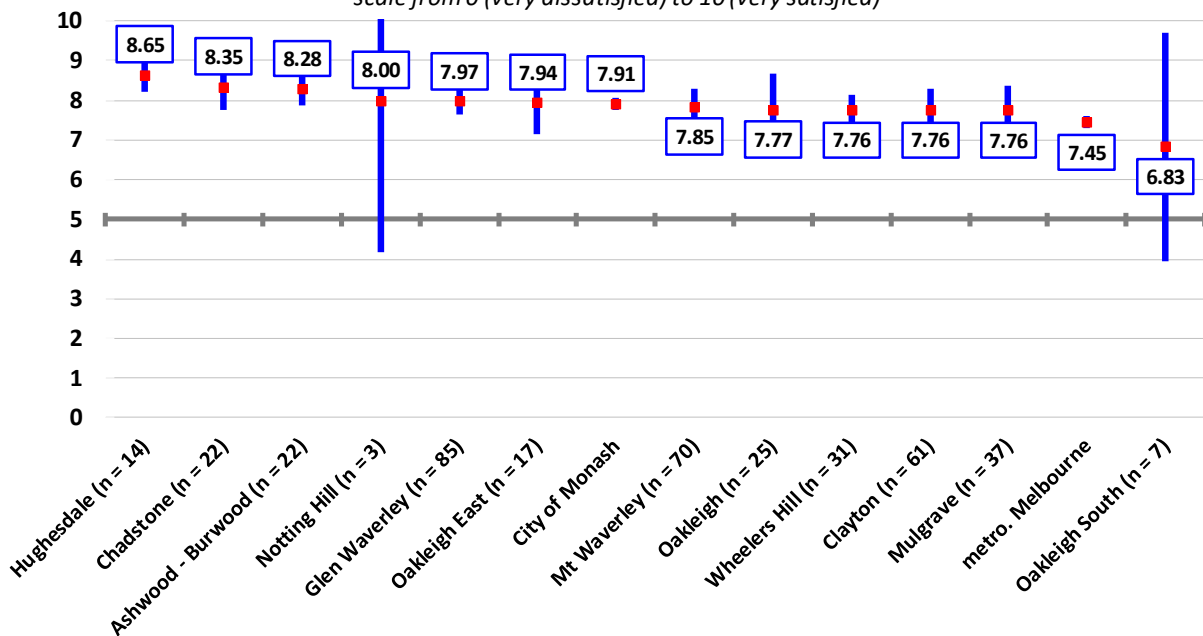
(Index score 0 - 10)



There was measurable variation in satisfaction with bike paths and shared pathways observed across the municipality, with 14 respondents from Hughesdale measurably more satisfied than average, and seven respondents from Oakleigh South notably less satisfied and at a “good” rather than an “excellent” level of satisfaction.

**Bike paths and shared pathways by precinct  
Monash City Council - 2023 Annual Community Satisfaction Survey**

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



## Sport ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 15<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.55 this year.

Whilst still extremely important to the community, this was the lowest importance score recorded for these facilities over the course of the survey program, down 3.1% this year, and now down 2.8% on the long-term average importance since 2016 of 8.80.

Satisfaction with sports ovals and other outdoor sporting facilities remained essentially stable this year, down less than one percent to 8.06, although it remains at an “excellent”.

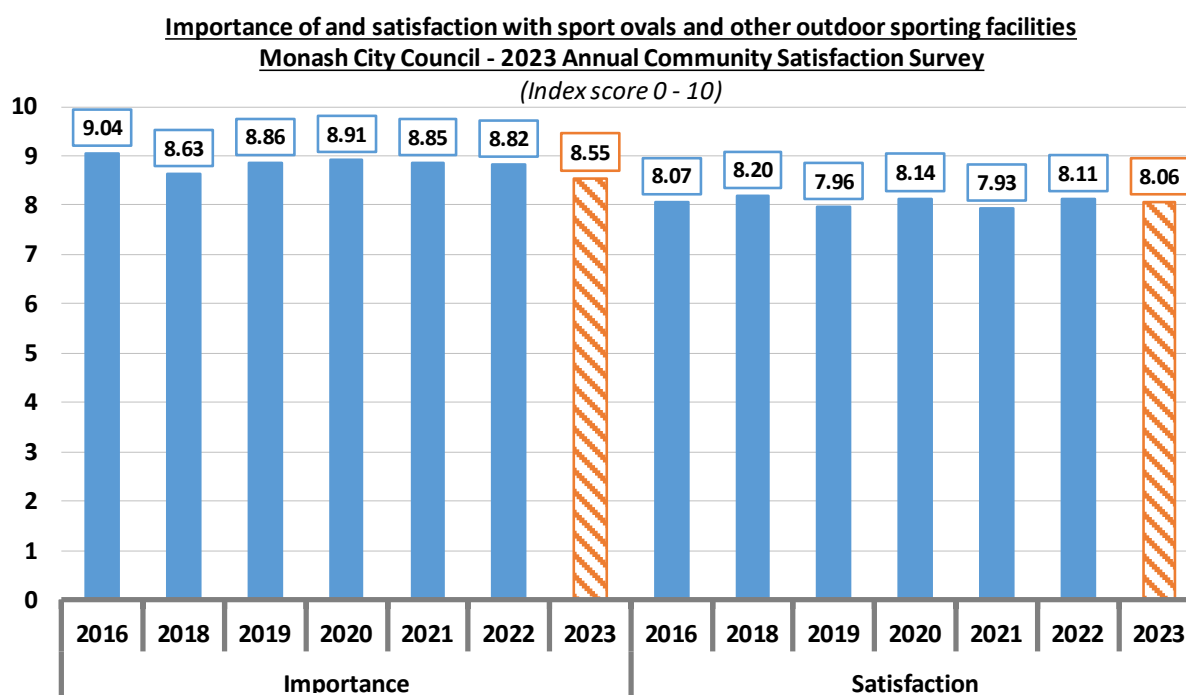
This result has remained quite stable around the long-term average satisfaction since 2016 of 8.07.

This result ranks these facilities 5<sup>th</sup> in terms of satisfaction this year and one of six to record a satisfaction score measurably higher than the average of all 28 services and facilities of 7.69.

This result was comprised of 71.7% “very satisfied” and 3.4% “dissatisfied” respondents, based on a total sample of 362 of the 364 respondents (44.7%) from households who had used these facilities in the last 12 months.

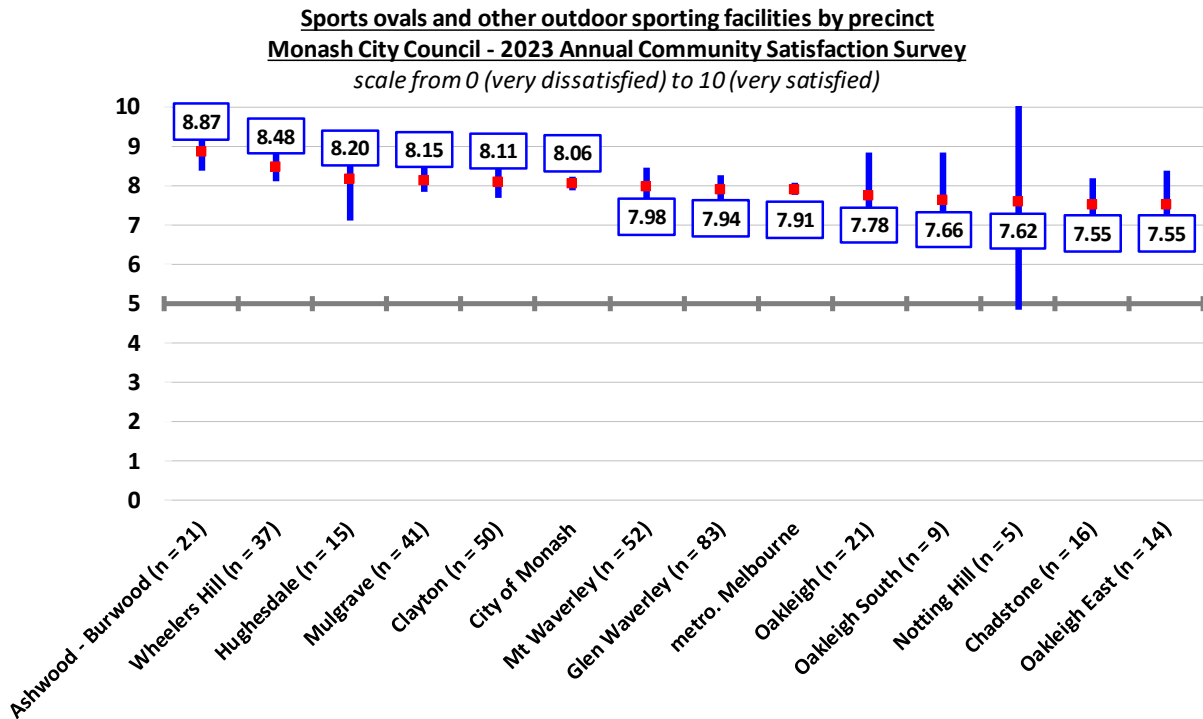
There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 59 years) somewhat less satisfied and senior citizens (aged 75 years and over) somewhat more satisfied than average.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “sports ovals and other outdoor sporting facilities” of 7.91, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



Whilst cognisant of the smaller sample size at the precinct level for these facilities, there was some variation in satisfaction observed across the municipality.

Respondents from Ashwood-Burwood were measurably more satisfied than average.



### Council activities to encourage environmental sustainability

Council activities to encourage environmental sustainability were the 25<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.25 this year.

Whilst still extremely important to the community, this was the lowest importance score recorded for these facilities over the course of the survey program and was down 4.8% on the long-term average importance since 2016 of 8.67.

Satisfaction with these services increased notably, but not measurably this year, up 3.9% to 7.40, which is a “very good”, up from a “good” level of satisfaction.

This result was just marginally below the long-term average satisfaction since 2016 of 7.48.

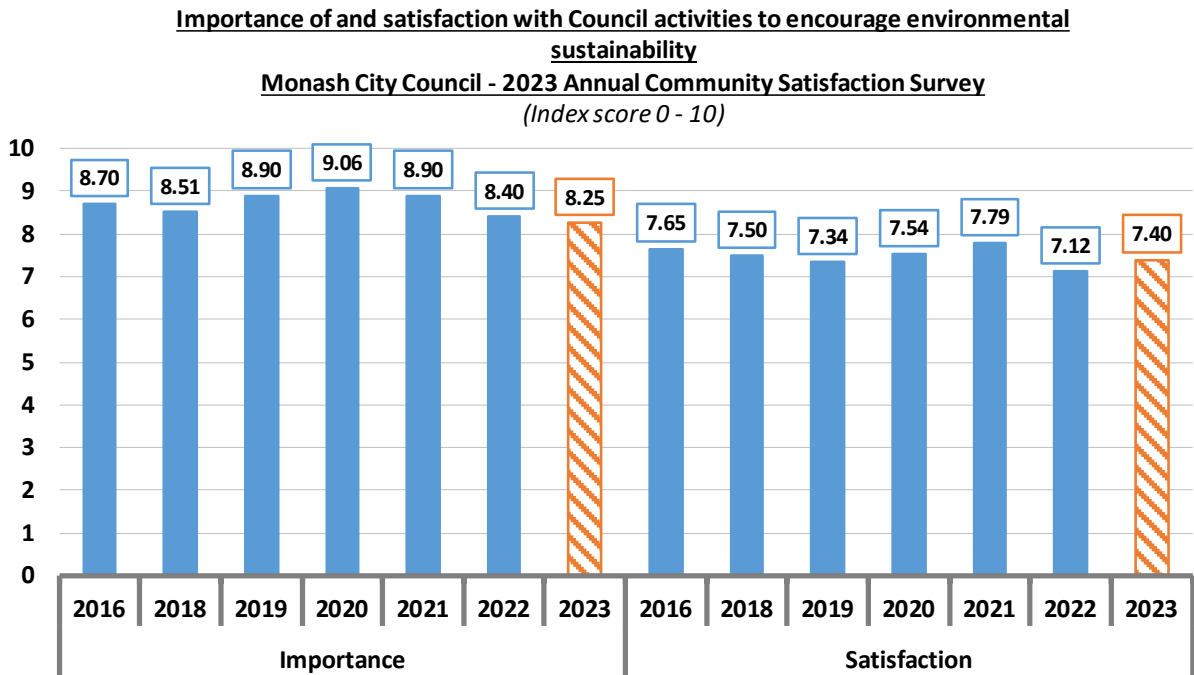
This result ranks these facilities 23<sup>rd</sup> in terms of satisfaction this year and one of six to record a satisfaction score measurably lower than the average of all 28 services and facilities of 7.69.

This result was comprised of 52.5% “very satisfied” and 4.7% “dissatisfied” respondents, based on a total sample of 804 of the 815 respondents who provided a score.

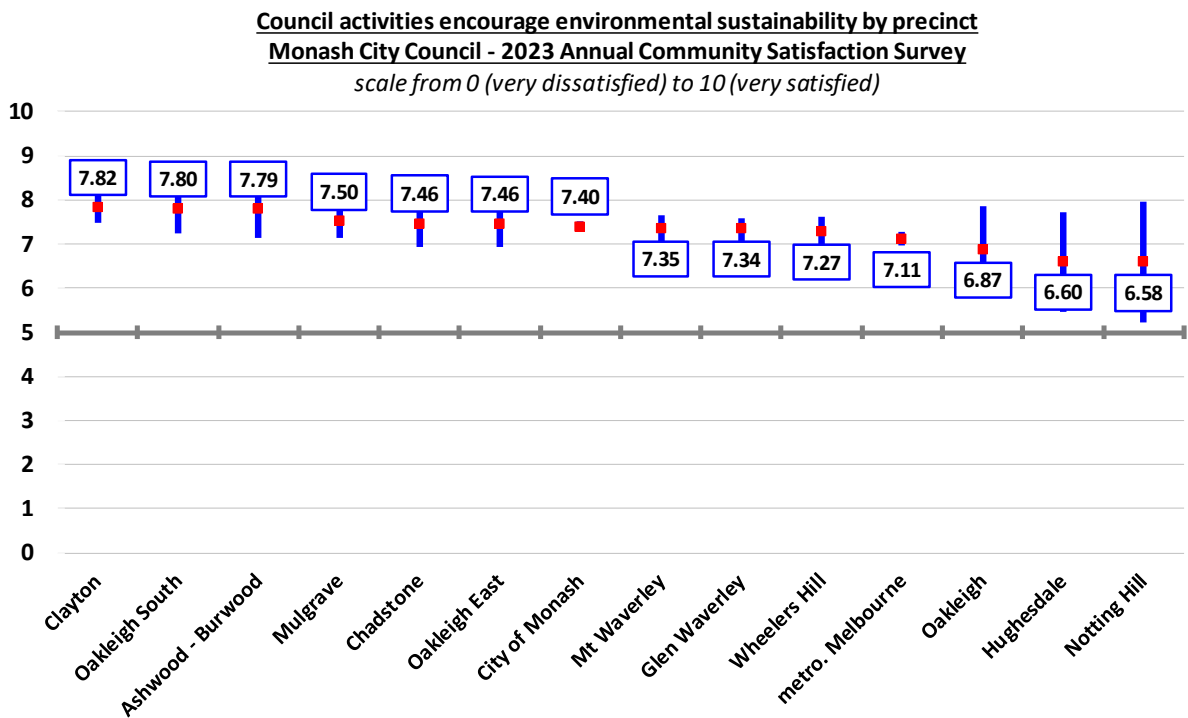
There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) somewhat less satisfied than average.



By way of comparison, this result was notably higher than the metropolitan Melbourne average satisfaction with “Council meeting its responsibilities towards the environment” of 7.91, as recorded in the Metropolis Research 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Clayton, Oakleigh South, and Ashwood-Burwood rated satisfaction at “excellent” levels, whilst respondents from Oakleigh, Hughesdale, and Notting Hill rated satisfaction at “good” rather than “very good” levels.



The following table outlines the 53 comments received from respondents “dissatisfied” with Council activities to encourage environmental sustainability.

Most of these comments related to a perception that the respondent had not seen Council doing anything, or the perception that Council was not doing enough.

There were also several comments from respondents who believed that Council should not be active in this policy area.

**Reasons for dissatisfaction with Council activities to encourage environmental sustainability**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
I don't know of any / see any	18
They don't do enough / any	11
Council should not be involved	2
Don't use it / not interested	2
Big corporations are responsible, it's not council's job	1
Can't understand why they haven't gotten onto solar lighting and the walking track does not have lighting at all-in-one section near Huntingdale. Solar lights would be ideal	1
Council is not listening to young people	1
How do we even know that they recycle the garbage	1
During events council install led lights on trees which are not good for the trees	1
Haven't had any marketing material from Monash Council about sustainability at all and seems like it is more of self-led by family rather than a push by the council	1
I am not a climate change believer; they pick up green waste bins with no waste it's a waste manpower and funds.	1
I don't care about it. They changed the bin to protect the environment, but we think it causes more harms	1
I think there are still many more thing to do and they should do more	1
Just make the rubbish collection worse	1
Not enough trees on new development	1
Previously you got one free trailer load to the tip and now you must pay a lot	1
Should do more for green bins	1
Should sweep more often	1
The whole communication about compass was terrible	1
There are things the council could have done better, bad examples on how street trees are being managed	1
They don't do it I don't see anything we don't even know if they really recycle the recycled waste bins	1
They don't have place to put plastic	1
They need to recycle more	1
They should change the lights from hydrogen to LEDs	1
<b>Total</b>	<b>53</b>

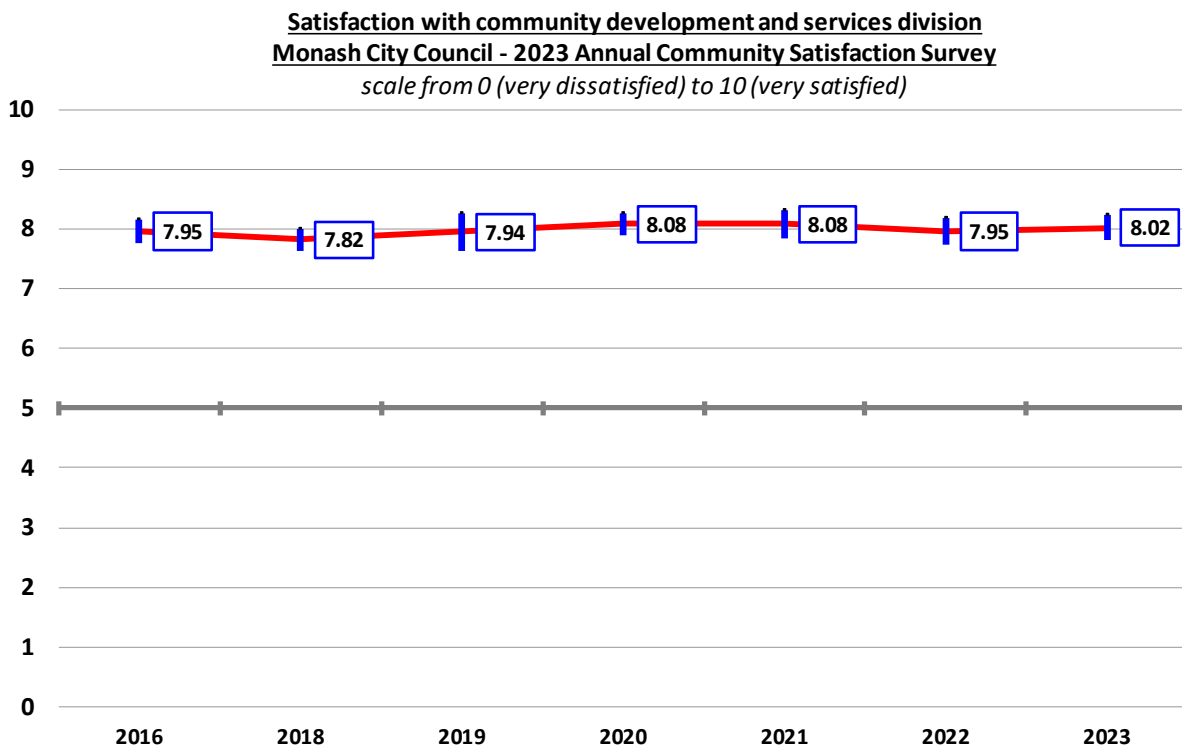


## Community Development and Services division

There were eight services from the Community Development and Services Division of Council included in the survey this year.

The average satisfaction with these services and facilities remained essentially stable again this year, up less than one percent to 8.02, which remains an “excellent” level of satisfaction.

Satisfaction with the Community Development and Services Division has remained very stable around a long-term average satisfaction since 2016 of 7.97.



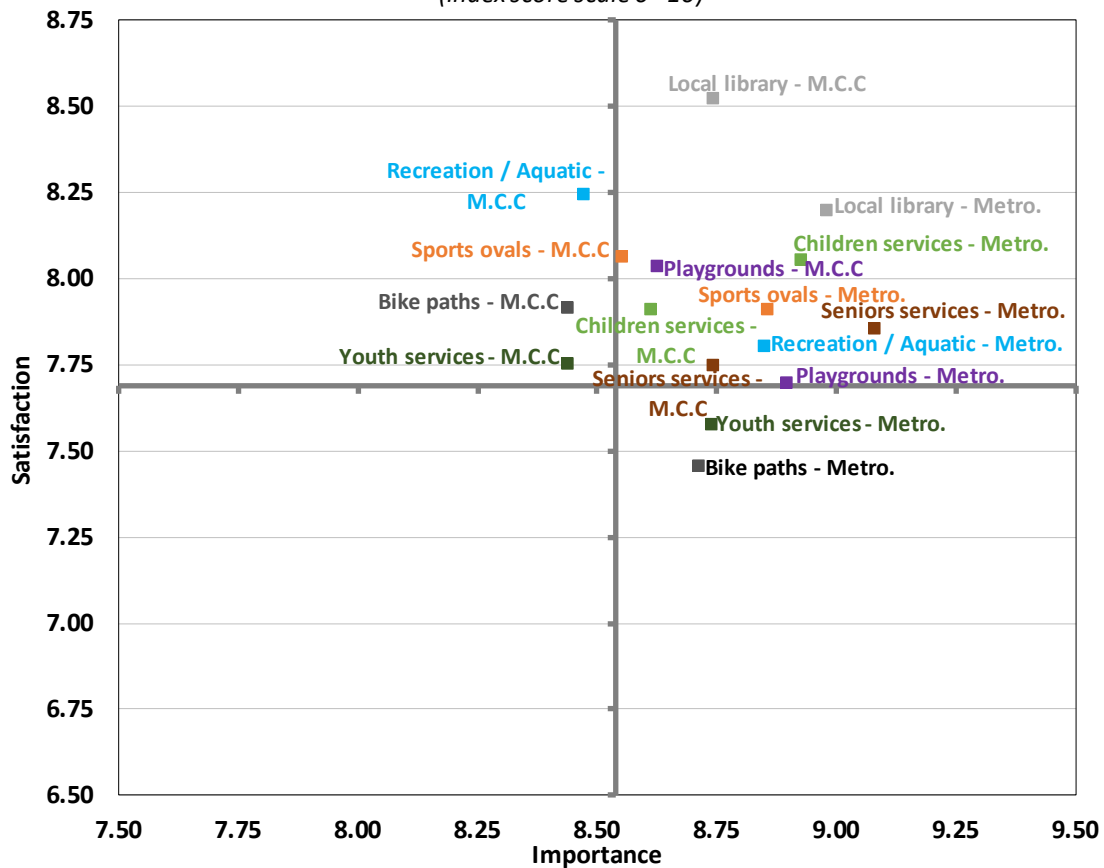
The following graph displays the average importance of and satisfaction with each of these eight services and facilities, with a comparison to the metropolitan Melbourne results from the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

There were several points to note in this graph, as follows:

1. Satisfaction with all these services and facilities and facilities was somewhat higher in the City of Monash than the metropolitan Melbourne average satisfaction.
2. All these services and facilities were of average or higher-than-average importance, and all received average or higher-than-average satisfaction scores.



**Importance of and satisfaction with community development and services**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)



### Recreation and Aquatic Centres

Recreation and Aquatic Centres were the 18<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.47 this year.

Whilst still extremely important to the community, this was the lowest importance score recorded for these facilities over the course of the survey program and was down 3.4% on the long-term average importance since 2016 of 8.77.

Satisfaction with recreation and aquatic centres increased marginally but not measurably this year, up 1.9% to 8.24, which remains an “excellent” level of satisfaction. Satisfaction scores of more than eight are relatively rare and reflect significant community satisfaction with the service or facility.

This result was marginally above the long-term average satisfaction since 2016 of 8.12.

This result ranks these facilities 3<sup>rd</sup> in terms of satisfaction this year and one of six to record a satisfaction score measurably higher than the average of all 28 services and facilities of 7.69.

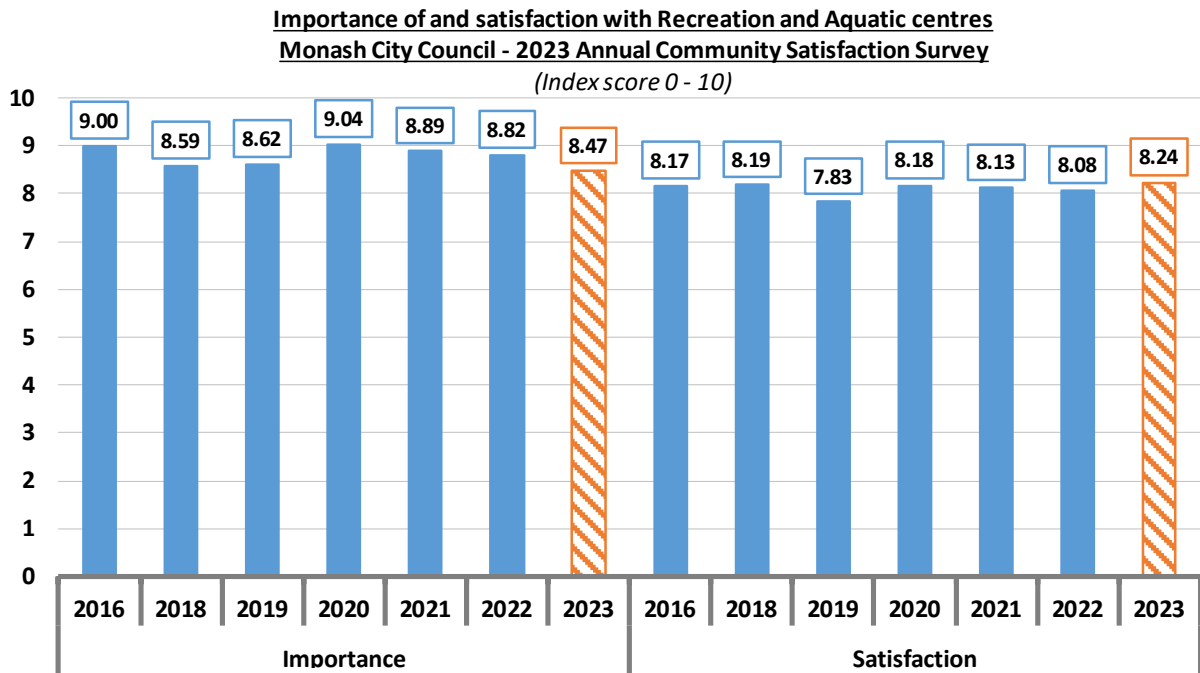
This result was comprised of 77.4% “very satisfied” and 1.4% “dissatisfied” respondents, based on a total sample of 325 of the 325 respondents (39.9%) from households who had used these facilities in the last 12 months.



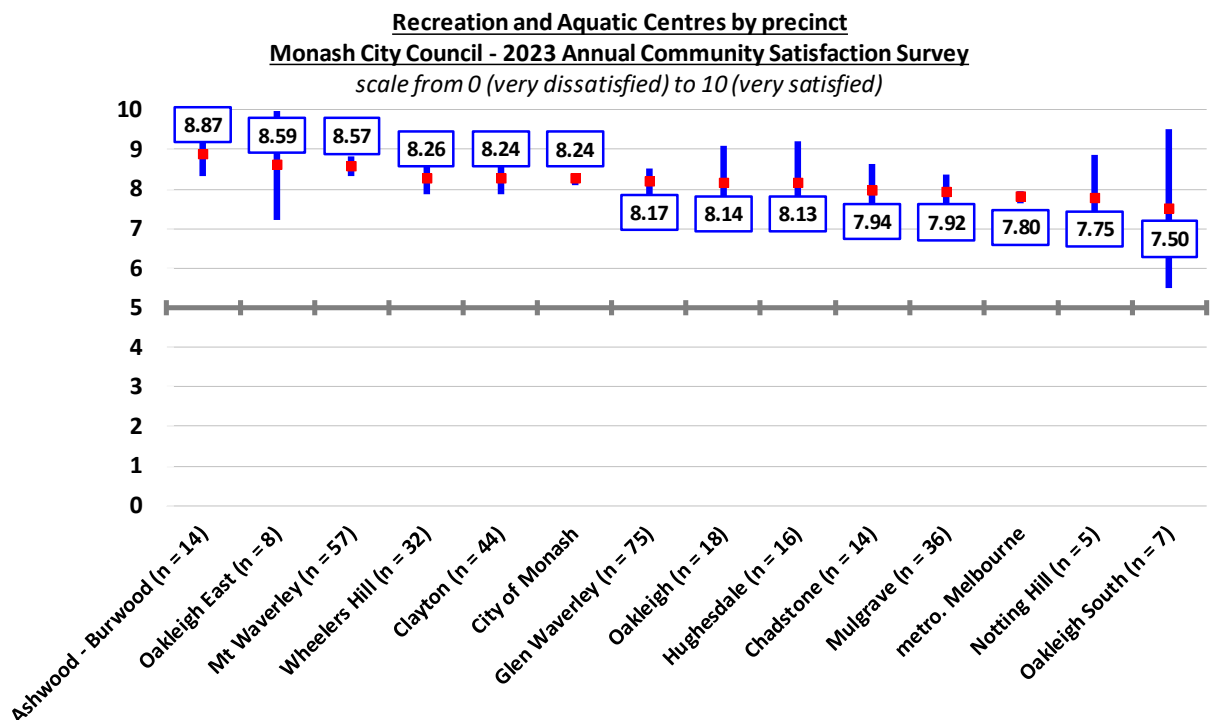


There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied and senior citizens (aged 75 years and over) somewhat less satisfied than average.

By way of comparison, this result was notably higher than the metropolitan Melbourne average satisfaction with “recreation and aquatic centres” of 7.80, as recorded in the Metropolis Research 2023 *Governing Melbourne* research.



Whilst there was no statistically significant variation observed across the municipality, it is noted that seven respondents from Oakleigh South rated satisfaction at a “very good” level.



## Bike paths and shared pathways

Bike paths and shared pathways were the 20<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.44 this year.

This was the lowest importance score recorded for these facilities over the course of the survey program, down 2.5% this year, and now down 3.7% on the long-term average importance since 2016 of 8.77.

Satisfaction with bike paths and shared pathways increased somewhat, but not measurably this year, up 2.9% to 7.91, which was an “excellent”, up from “very good” level of satisfaction.

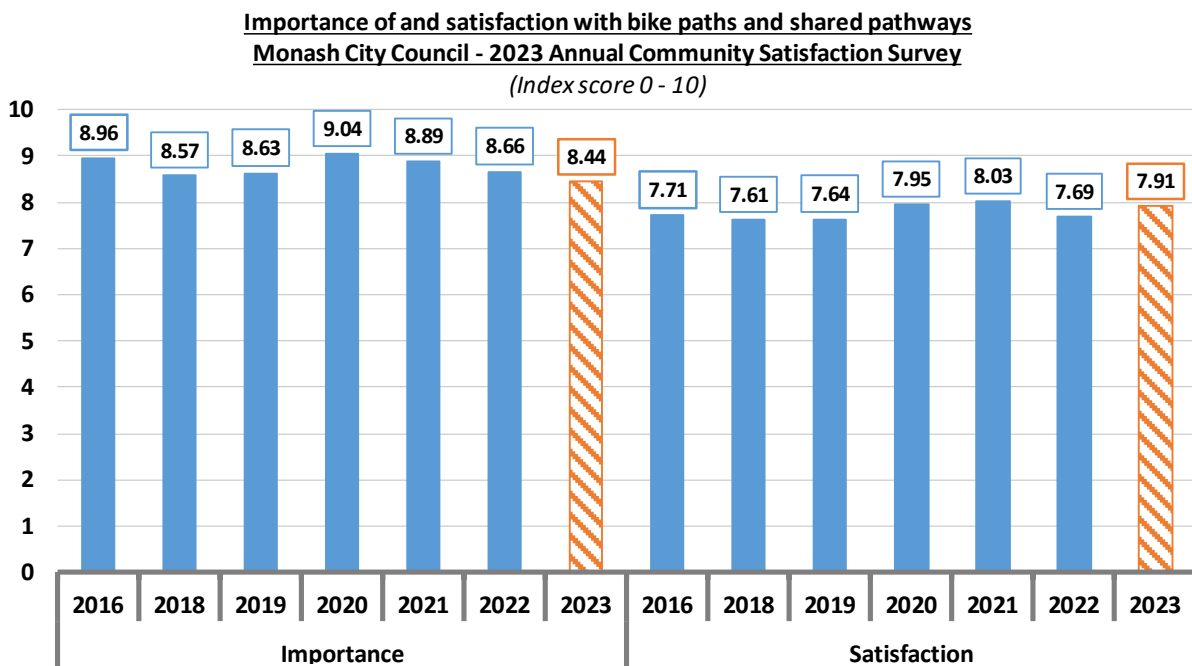
This result was marginally above the long-term average satisfaction since 2016 of 7.79.

This result ranks bike paths and shared pathways 9<sup>th</sup> in terms of satisfaction this year.

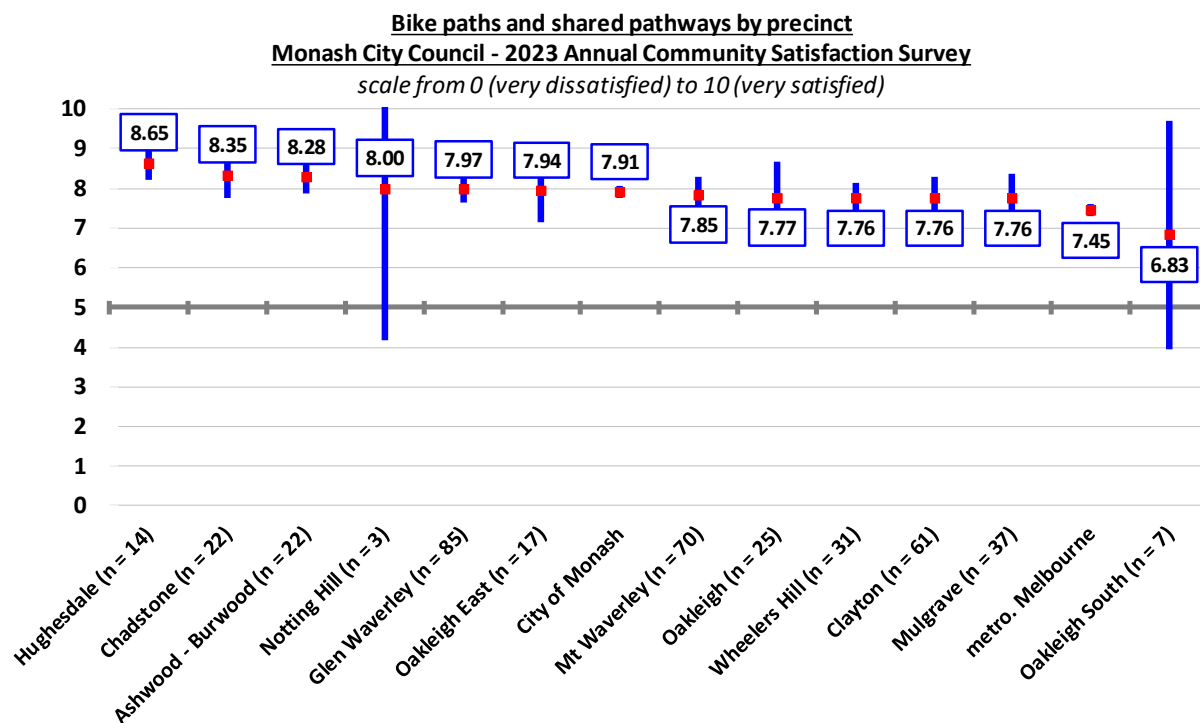
This result was comprised of 67.0% “very satisfied” and 4.1% “dissatisfied” respondents, based on a total sample of 392 of the 397 respondents (48.7%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably less satisfied than average.

By way of comparison, this result was somewhat higher than the metropolitan Melbourne average satisfaction with “bike paths and shared pathways” of 7.69, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was measurable variation in satisfaction with bike paths and shared pathways observed across the municipality, with 14 respondents from Hughesdale measurably more satisfied than average, and seven respondents from Oakleigh South notably less satisfied and at a “good” rather than an “excellent” level of satisfaction.



### Sport ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 15<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.55 this year.

Whilst still extremely important to the community, this was the lowest importance score recorded for these facilities over the course of the survey program, down 3.1% this year, and now down 2.8% on the long-term average importance since 2016 of 8.80.

Satisfaction with sports ovals and other outdoor sporting facilities remained essentially stable this year, down less than one percent to 8.06, although it remains at an “excellent”.

This result has remained quite stable around the long-term average satisfaction since 2016 of 8.07.

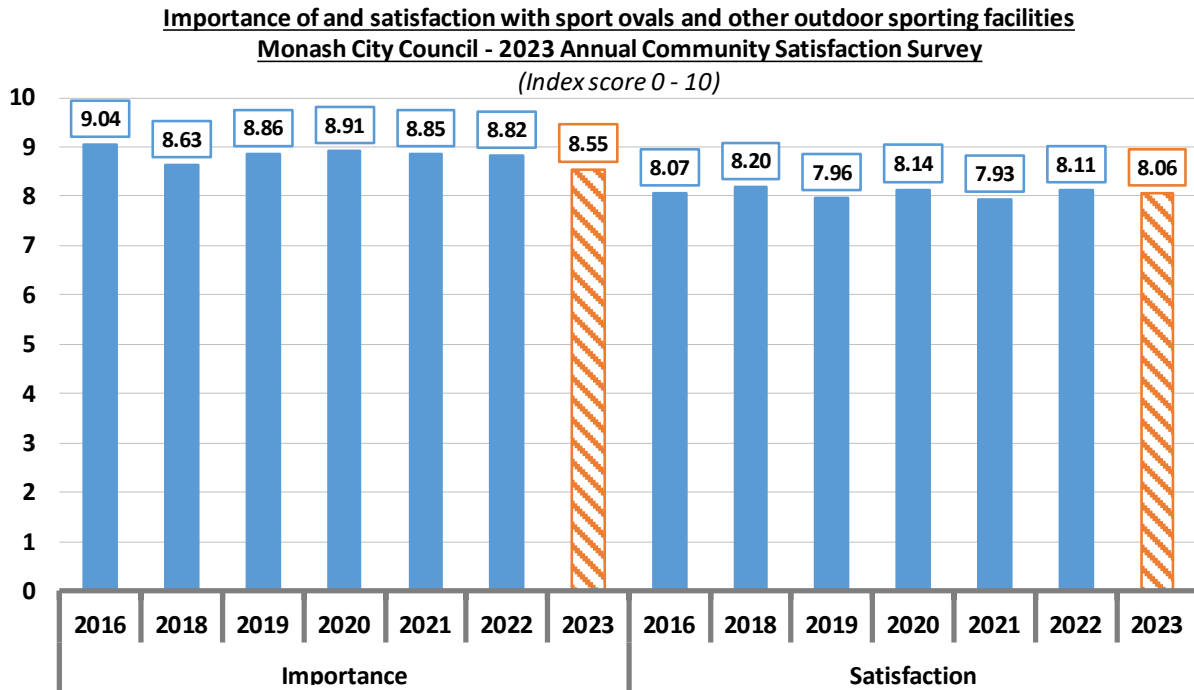
This result ranks these facilities 5<sup>th</sup> in terms of satisfaction this year and one of six to record a satisfaction score measurably higher than the average of all 28 services and facilities of 7.69.

This result was comprised of 71.7% “very satisfied” and 3.4% “dissatisfied” respondents, based on a total sample of 362 of the 364 respondents (44.7%) from households who had used these facilities in the last 12 months.

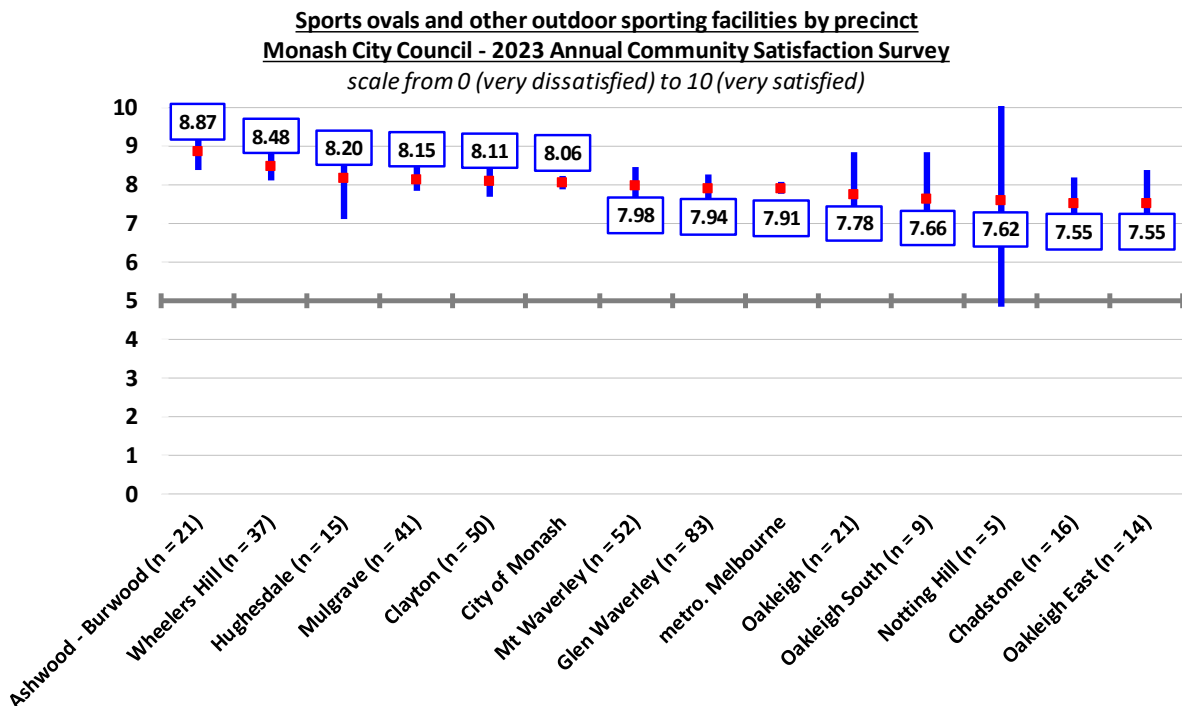


There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 59 years) somewhat less satisfied and senior citizens (aged 75 years and over) somewhat more satisfied than average.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “sports ovals and other outdoor sporting facilities” of 7.91, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.



Whilst cognisant of the smaller sample size at the precinct level for these facilities, there was some variation in satisfaction observed across the municipality. Respondents from Ashwood-Burwood were measurably more satisfied than average.



## Provision and maintenance of local playgrounds

The provision and maintenance of local playgrounds was the 12<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.62 this year. Although only somewhat lower, this was the lowest importance score recorded for this service over the course of the survey since 2016.

Satisfaction with local playgrounds remained essentially stable this year, up less than one percent to 8.03, which remains an “excellent” level of satisfaction.

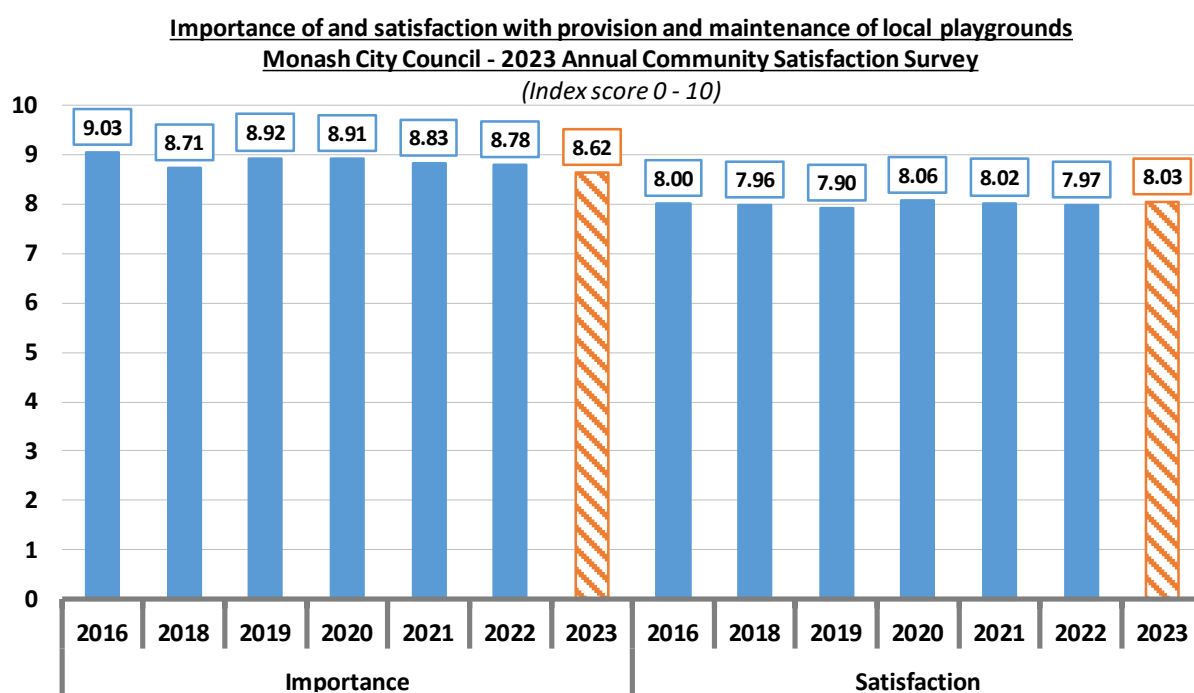
This result has remained remarkably stable around the long-term average satisfaction since 2016 of 7.99.

This result ranks the provision and maintenance of local playgrounds 5<sup>th</sup> in terms of satisfaction this year, and one of six to record a satisfaction score measurably higher than the average of all 28 services and facilities (7.69).

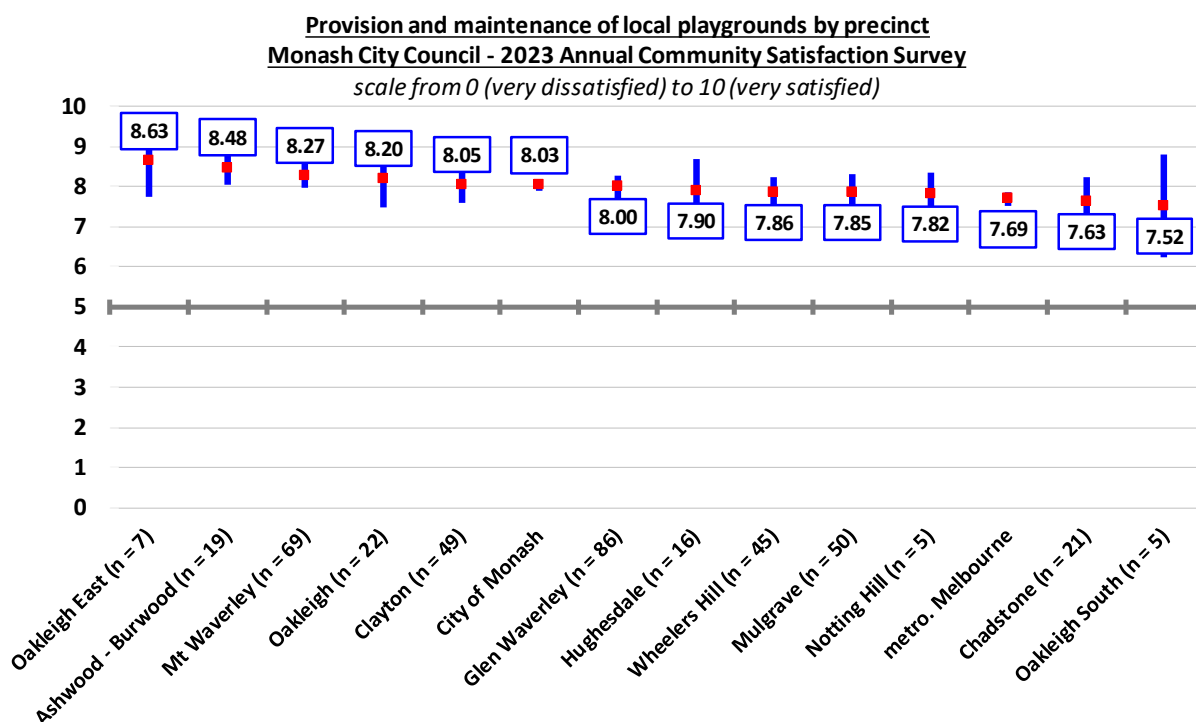
This result was comprised of 72.7% “very satisfied” and 1.4% “dissatisfied” respondents, based on a total sample of 325 of the 325 respondents (39.9%) from households who had used these facilities in the last 12 months.

There was some variation in this result observed by the respondents’ age structure, with senior citizens (aged 75 years and over) somewhat more satisfied than average.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “provision and maintenance of playgrounds” of 7.69, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the provision and maintenance of local playgrounds observed across the municipality, it is noted that 21 respondents from Chadstone and five from Oakleigh South rated satisfaction at “very good” rather than “excellent” levels.



### Council run services for children and their families

Council run services for children and their families were the 13<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.61 this year. Although only somewhat lower, this was the lowest importance score recorded for this service over the course of the survey since 2016.

Satisfaction with these services remained essentially stable this year, down one percent to 7.90, which remains an “excellent” level of satisfaction.

This result was almost identical to the long-term average satisfaction since 2016 of 7.92.

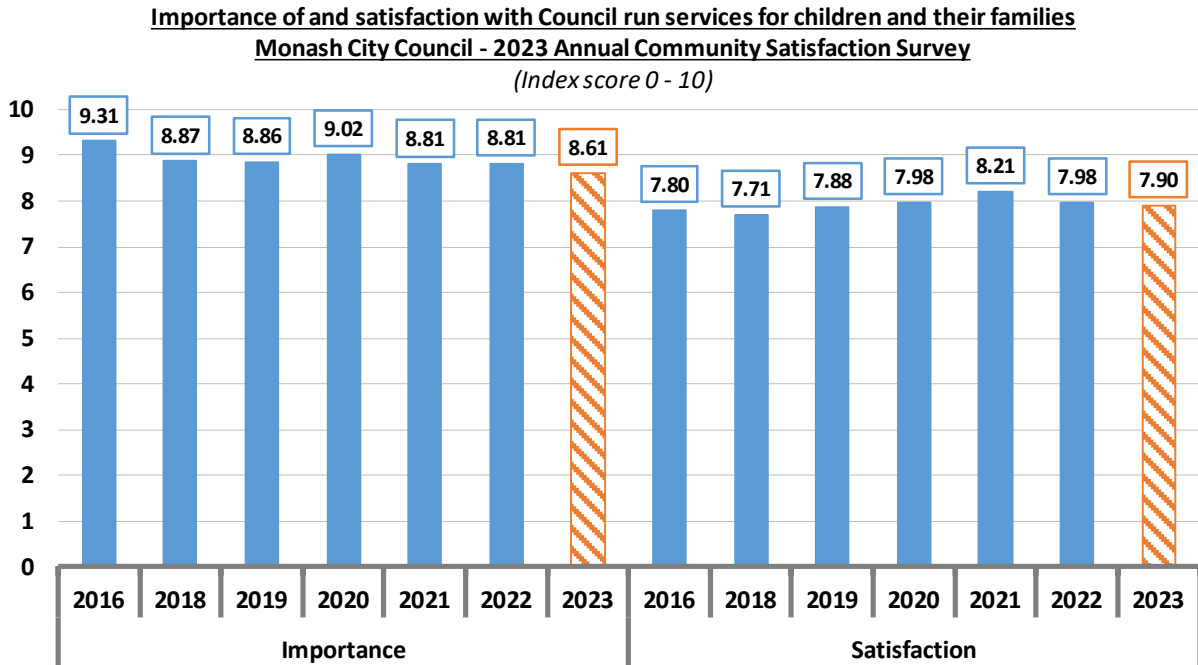
This result ranks these services 10<sup>th</sup> in terms of satisfaction this year, and one of six to record a satisfaction score measurably higher than the average of all 28 services and facilities (7.69).

This result was comprised of 61.1% “very satisfied” and 2.0% “dissatisfied” respondents, based on a total sample of 143 of the 146 respondents (17.9%) from households who had used these facilities in the last 12 months.

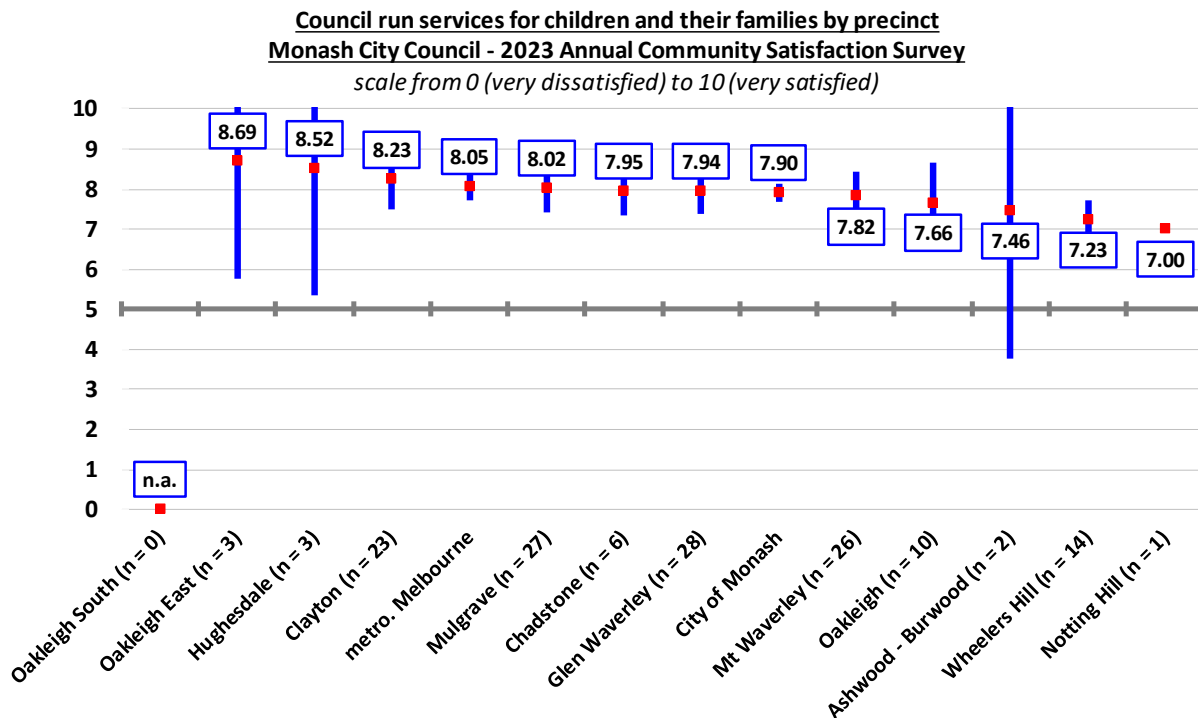
Cognisant of the small sample size for these services, it is noted that young adults (aged 18 to 34 years) were the most satisfied, female respondents were marginally more satisfied than males, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.



By way of comparison, this result was marginally but not measurably lower than the metropolitan Melbourne average satisfaction with “services for children aged 0 to 5 years” of 8.05, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Cognisant of the very small sample size at the precinct level for these services, there was no statistically significant variation in satisfaction observed across the municipality.



### Council services for older residents and activities for seniors

Council services for older residents and activities for seniors were the 6<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.61 this year and one of eight that were measurably more important than the average of all 28 services and facilities (8.74).

Although only somewhat lower, this was the lowest importance score recorded for this service over the course of the survey since 2016, and down 3.4% on the long-term average importance since 2016 of 9.05.

Satisfaction with these services remained essentially stable this year, down one percent to 7.75, which remains an “excellent” level of satisfaction.

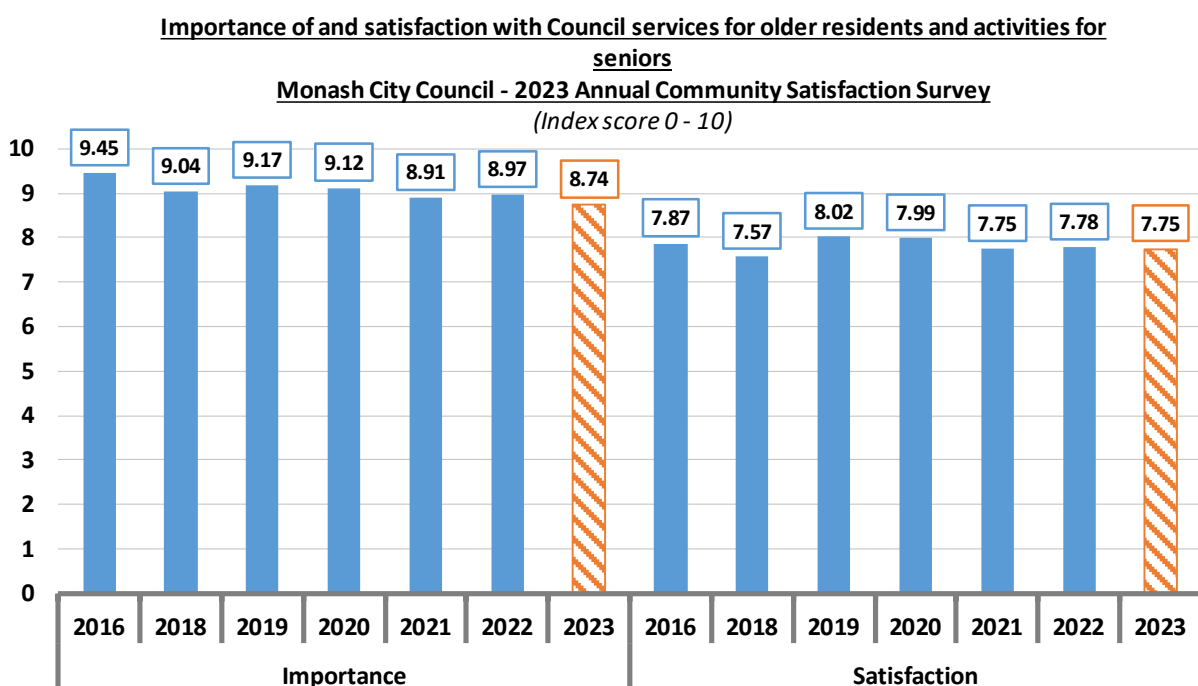
This result was just marginally below the long-term average satisfaction since 2016 of 7.82.

This result ranks these services 15<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 66.2% “very satisfied” and 10.5% “dissatisfied” respondents, based on a total sample of 91 of the 96 respondents (11.8%) from households who had used these facilities in the last 12 months.

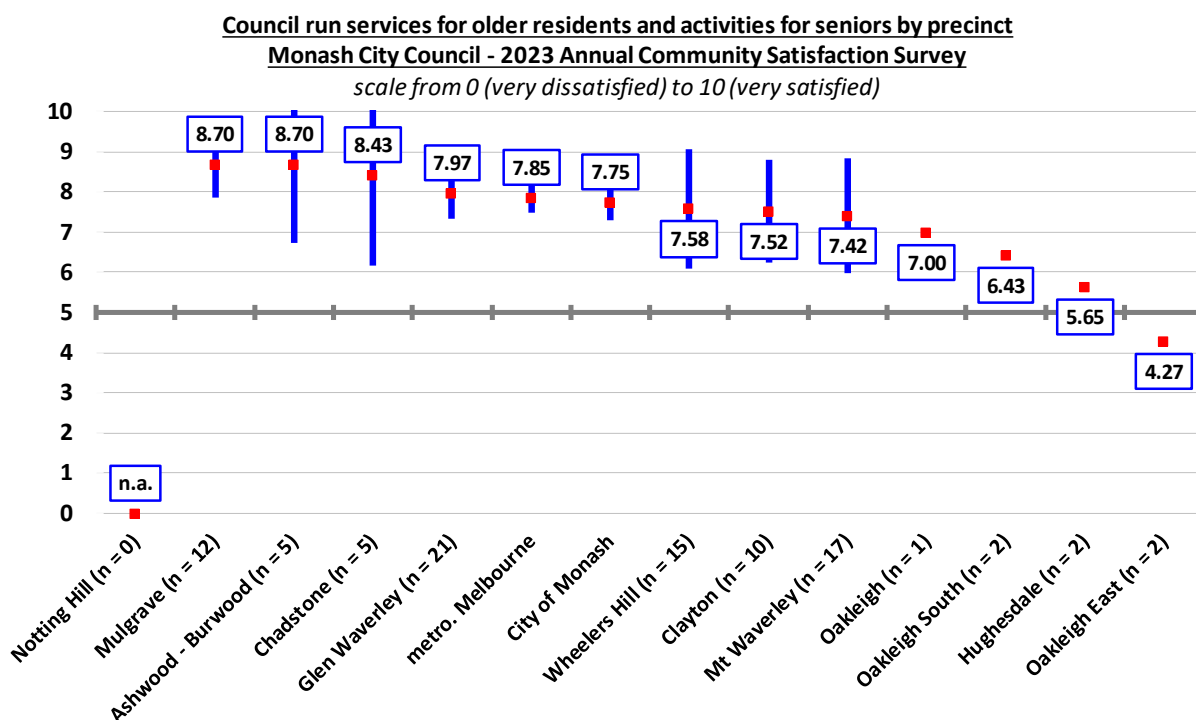
Cognisant of the very small sample size for these services, it is noted that middle-aged adults (aged 45 to 59 years) were the most satisfied, male respondents were more satisfied than females, and respondents from English speaking households were more satisfied than respondents from multilingual households.

By way of comparison, this result was very marginally lower than the metropolitan Melbourne average satisfaction with “services for seniors” of 7.85, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.





Cognisant of the very small sample size at the precinct level for these services, there was no statistically significant variation in satisfaction observed across the municipality.



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

Council run programs and activities for young people were the 21<sup>st</sup> most important of the 28 included services and facilities, with an importance score of 8.44 this year.

Although only somewhat lower, this was the lowest importance score recorded for this service over the course of the survey since 2016, and down 3.4% on the long-term average importance since 2016 of 8.78.

Satisfaction with these services increased marginally but not measurably this year, up two percent to 7.75, which was a “very good”, up from a “good” level of satisfaction.

This result was almost identical to the long-term average satisfaction since 2016 of 7.72.

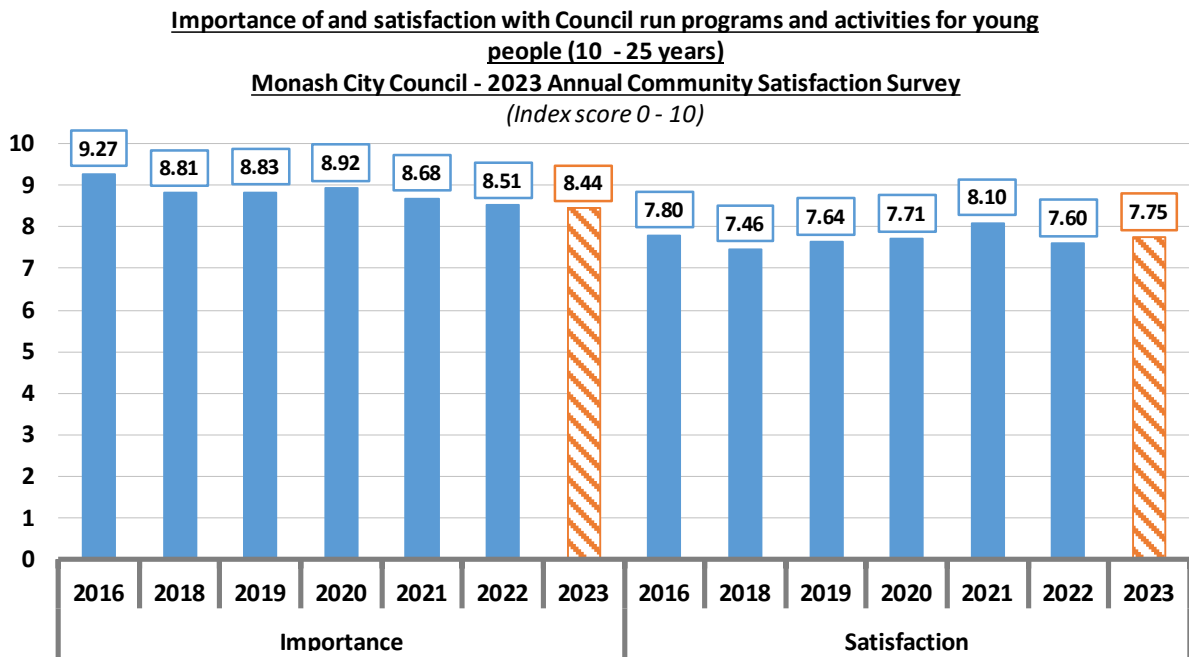
This result ranks these services 14<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 65.7% “very satisfied” and 3.4% “dissatisfied” respondents, based on a total sample of 97 of the 99 respondents (12.1%) from households who had used these facilities in the last 12 months.

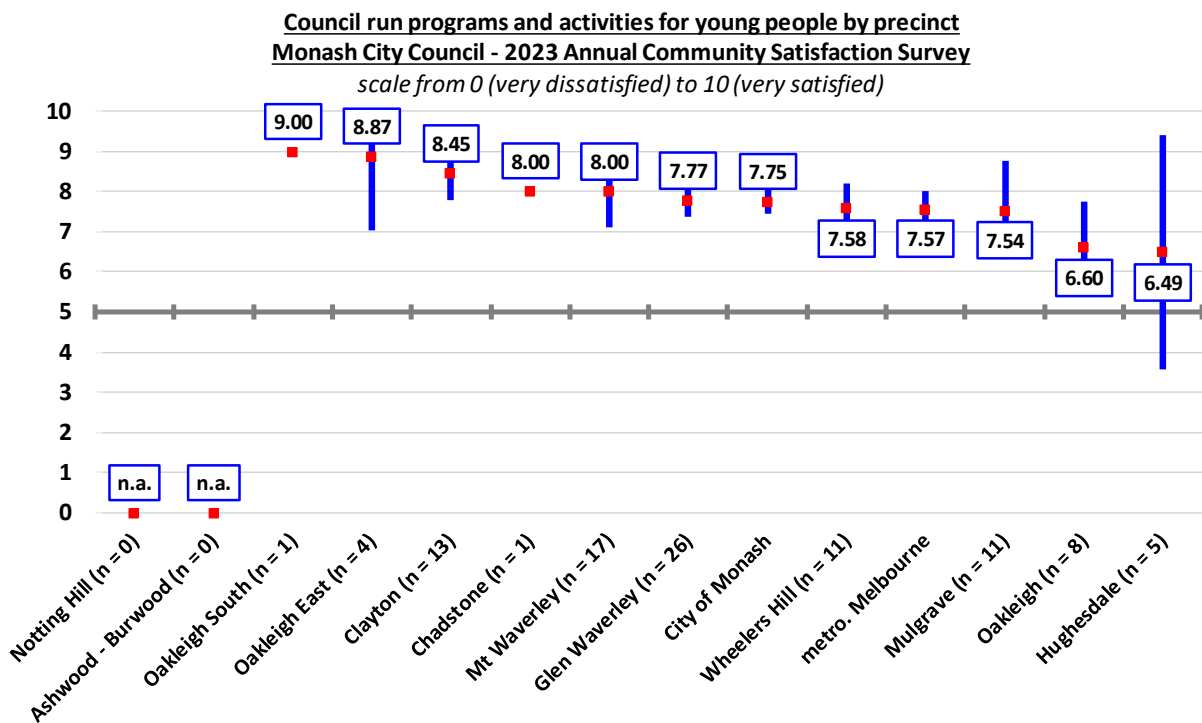
Cognisant of the very small sample size for these services, it is noted that older-aged adults (aged 60 to 74 years) were the most satisfied.



By way of comparison, this result was somewhat but not measurably higher than the metropolitan Melbourne average satisfaction with “services for youth” of 7.57, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Cognisant of the very small sample size at the precinct level for these services, there was no statistically significant variation in satisfaction observed across the municipality.



## Local library and library services

The local library and library services were the 7<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.74 this year and one of eight that were measurably more important than the average of all 28 services and facilities (8.54).

Satisfaction with these services remained essentially stable this year, up less than one percent to 8.52, which remains an “excellent” level of satisfaction.

Metropolis Research notes that satisfaction scores of more than eight are relatively rare and reflect a very high level of community satisfaction with the service or facility.

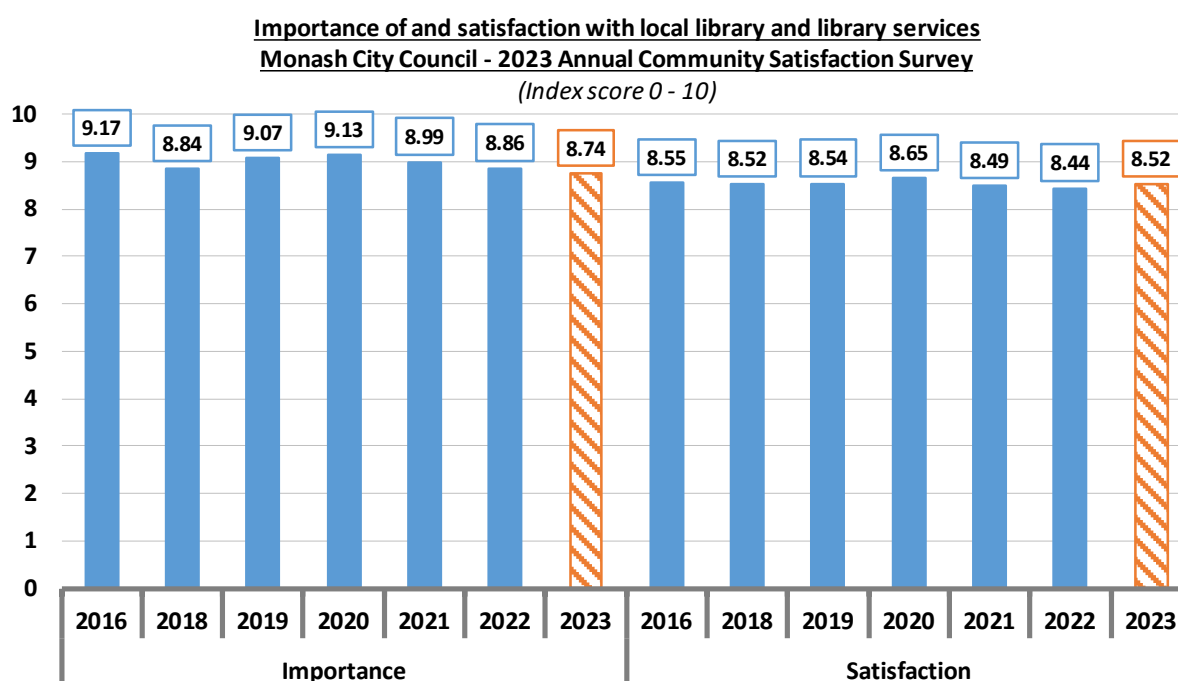
This result was almost identical to the long-term average satisfaction since 2016 of 8.54.

This result ranks these services 1<sup>st</sup> in terms of satisfaction again this year.

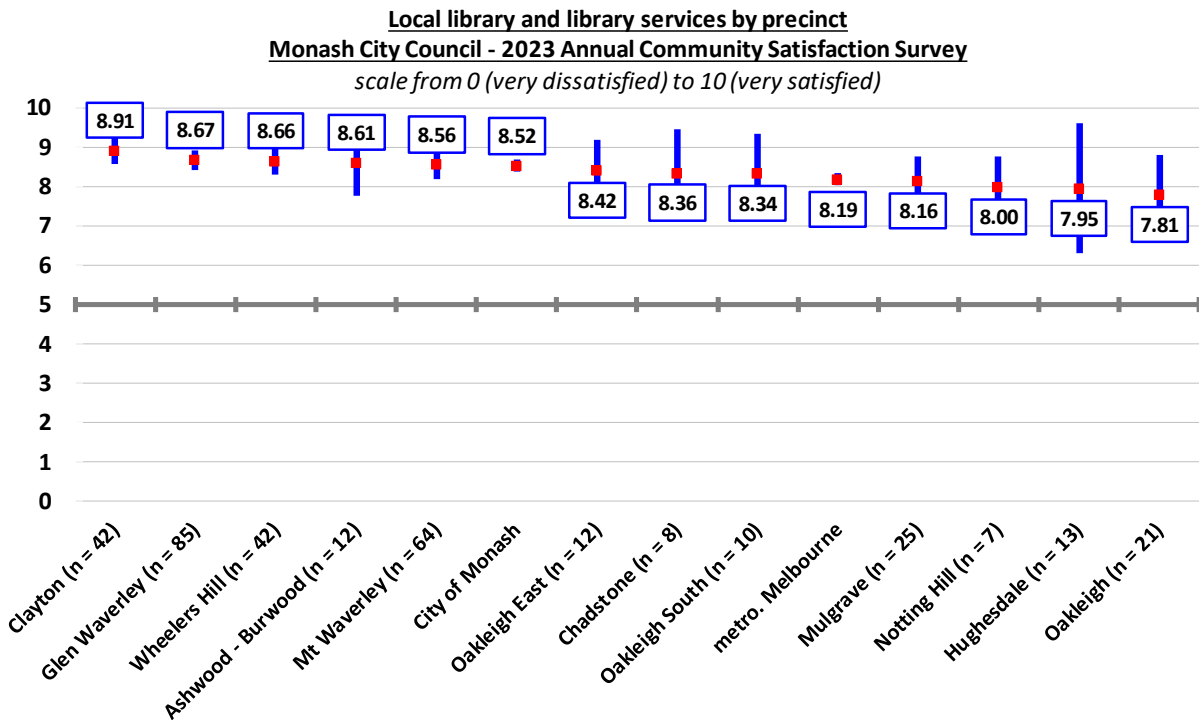
This result was comprised of 79.5% “very satisfied” and 1.2% “dissatisfied” respondents, based on a total sample of 343 of the 346 respondents (42.5%) from households who had used these facilities in the last 12 months.

There was no significant variation in satisfaction with the local library and library services observed by respondent profile, with respondents of all ages, gender, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, this result was notably but not measurably higher than the metropolitan Melbourne average satisfaction with “local library services” of 8.19, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

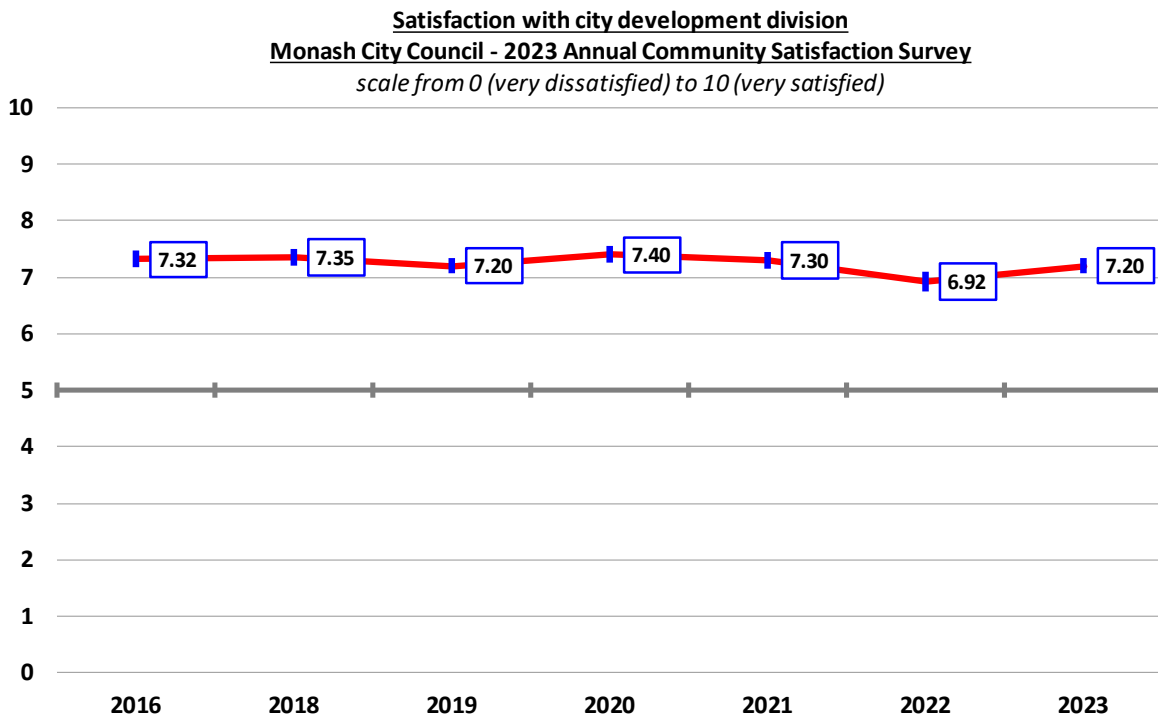


There was no statistically significant variation in satisfaction with the local library and library services observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



### City Development division

There were three services and facilities from the City Development Division of Council included in the survey again this year. The average satisfaction with these three services and facilities increased notably this year, up four percent to 7.20, although it remains “good”.



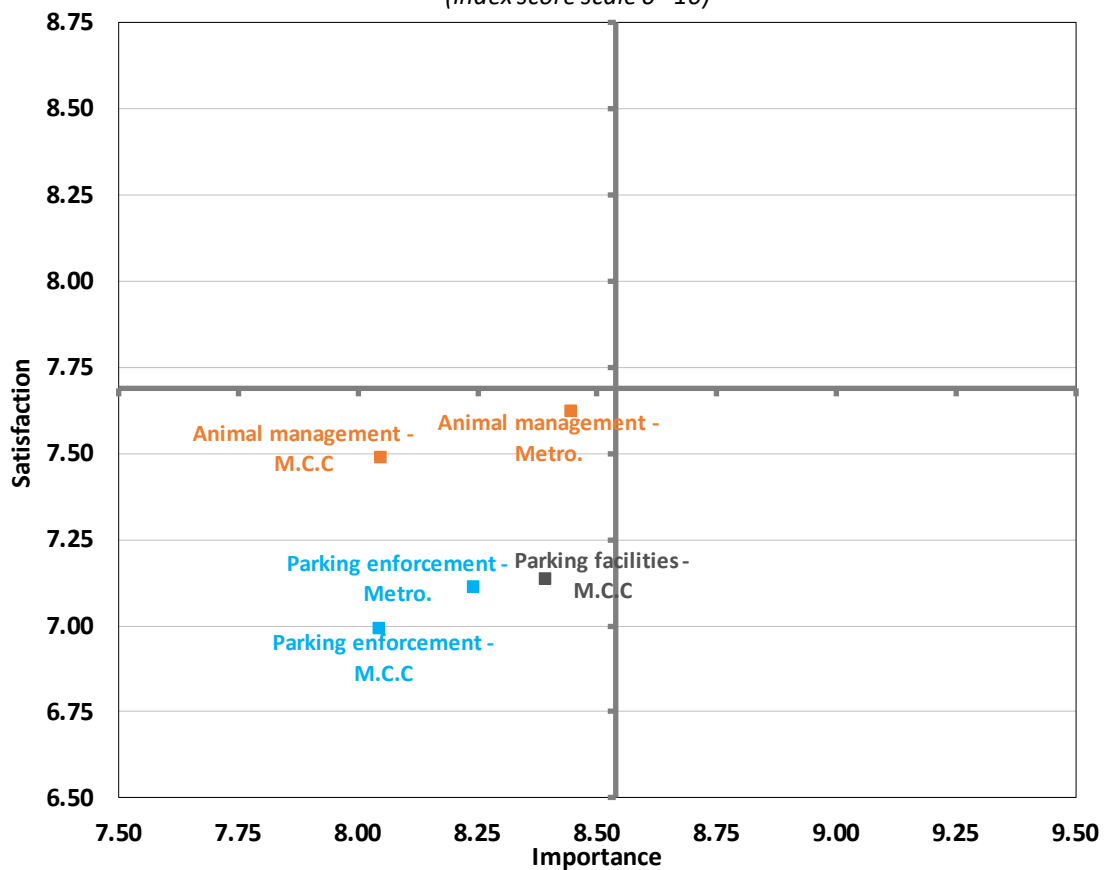
The following graph provides a crosstabulation of the average importance of and satisfaction with each of these three services and facilities, with a comparison against the metropolitan Melbourne results.

The metropolitan Melbourne comparisons were sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

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

Metropolis Research notes that satisfaction with both animal management and parking enforcement was marginally lower in the City of Monash than the metropolitan Melbourne average.

**Importance of and satisfaction with city development**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score scale 0 - 10)



### Parking enforcement

Parking enforcement was the 27<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.04 this year and one of five that were measurably less important than the average of all 28 services and facilities (8.54).



Metropolis Research notes that parking enforcement was one of the few services to record an increase in importance this year.

Satisfaction with parking enforcement increased measurably this year, up 8.7% to 6.99, which was a “good”, up from a “solid” level of satisfaction.

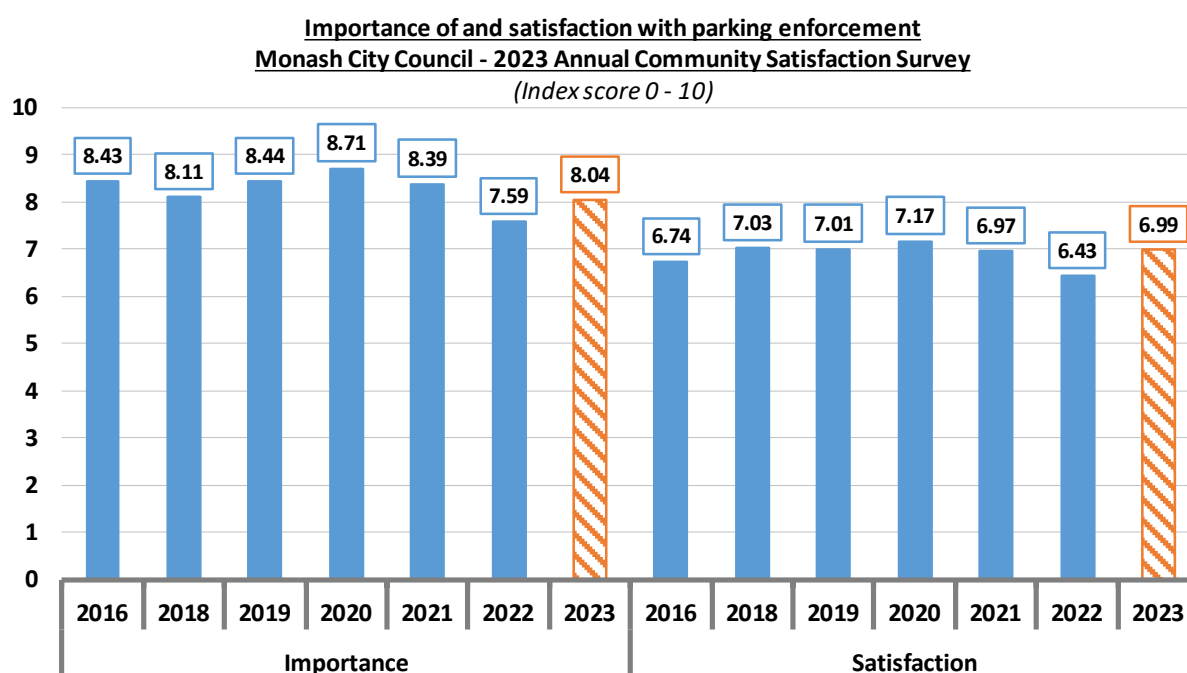
This result was very marginally higher than the long-term average satisfaction since 2016 of 6.91.

This result ranks these services 27<sup>th</sup> in terms of satisfaction this year.

This result was comprised of 48.5% “very satisfied” and 12.2% “dissatisfied” respondents, based on a total sample of 755 of the 815 respondents who provided a score.

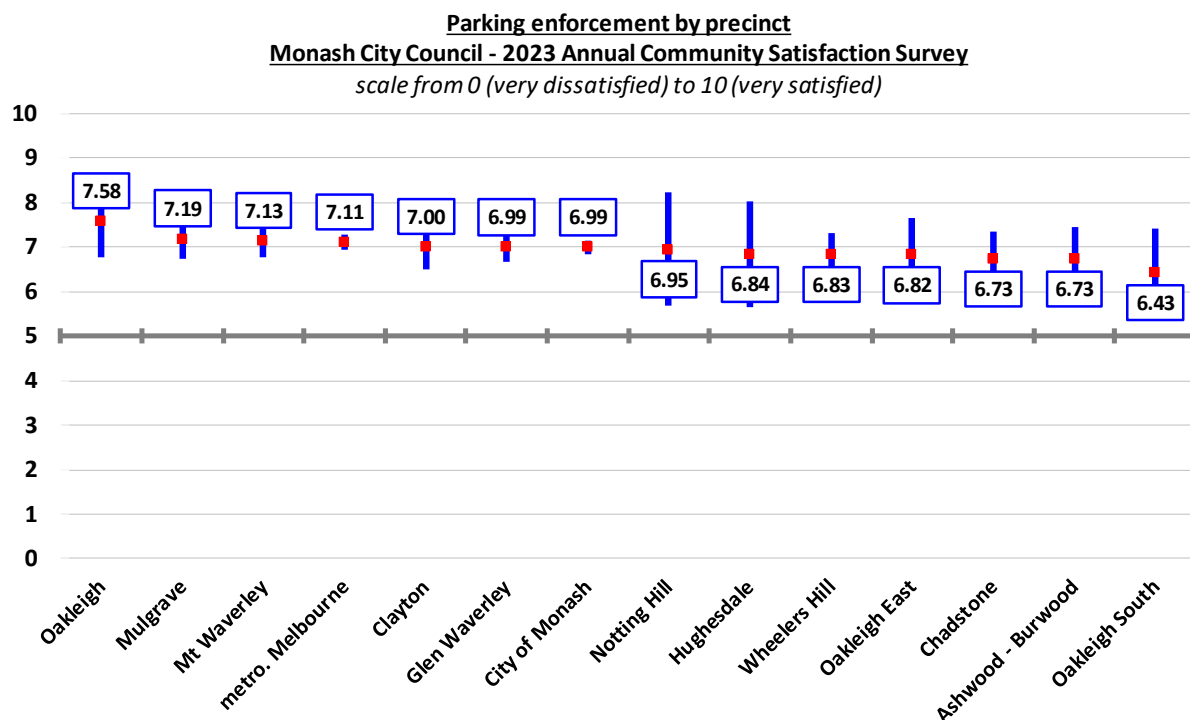
There was some variation in satisfaction with parking enforcement observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and senior citizens (aged 75 years and over) notably less satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was notably but not measurably lower than the metropolitan Melbourne average satisfaction with “parking enforcement” of 7.11, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with parking enforcement observed across the municipality, it is noted that respondents from Oakleigh rated satisfaction at a “very good” level, whilst respondents from 25 respondents from Oakleigh South rated satisfaction at a “solid” rather than a “good” level.





### Provision of parking facilities

The provision of parking facilities was the 22<sup>nd</sup> most important of the 28 included services and facilities, with an importance score of 8.39 this year. It is noted that this was the lowest importance score recorded for these facilities over the life of the survey.

Metropolis Research suggests that the decline in importance maybe reflecting the increase in satisfaction over time. As a greater proportion of respondents were satisfied with these facilities, they may well not consider the facilities as important, as they are not experiencing as many issues in accessing them.

Satisfaction with the provision of parking facilities increased measurably this year, up 4.4% to 7.13, although it remains a “good” level of satisfaction.

This result was above the long-term average satisfaction since 2016 of 6.98.

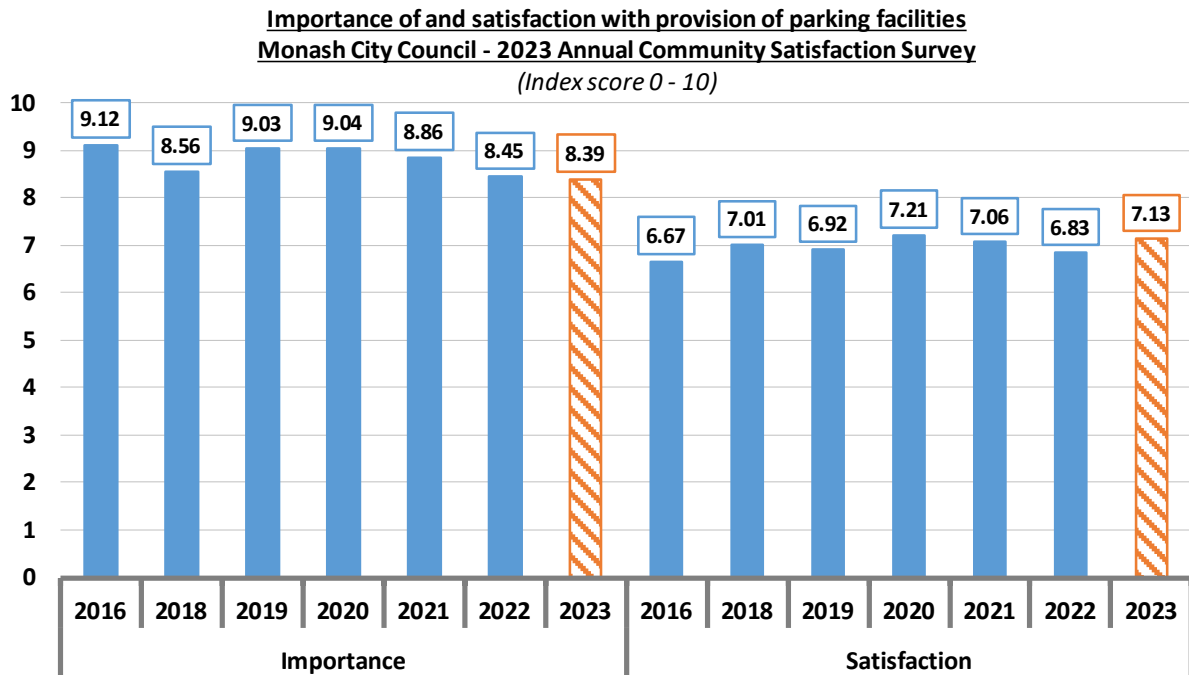
This result ranks the provision of parking facilities 22<sup>nd</sup> in terms of satisfaction this year.

This result was comprised of 49.2% “very satisfied” and 9.6% “dissatisfied” respondents, based on a total sample of 780 of the 815 respondents who provided a score.

There was some variation in this result observed by the respondents’ age structure, with young adults (aged 18 to 34 years) notably more satisfied and senior citizens (aged 75 years and over) notably less satisfied than average.

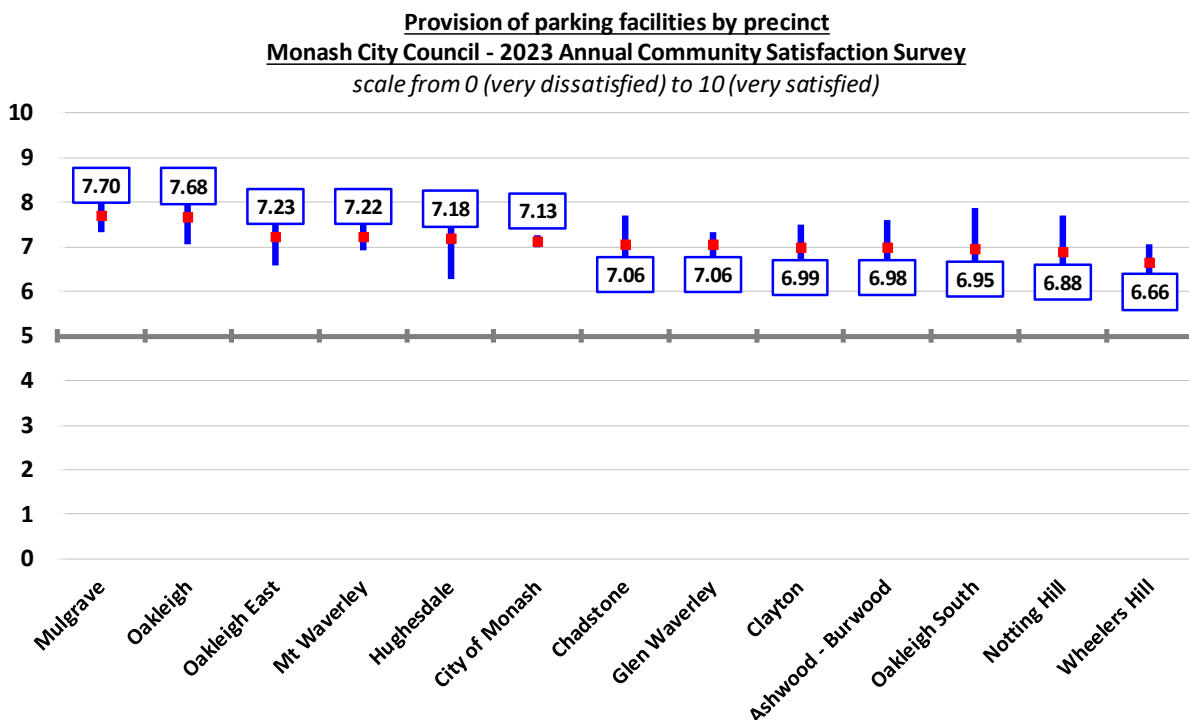


These facilities were not included in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results can be provided.



There was measurable and notable variation in satisfaction with the provision of parking facilities observed across the municipality.

Respondents from Mulgrave were measurably and respondents from Oakleigh were notably more satisfied than average, and at “very good” levels. By contrast, 15 respondents from Notting Hill were notably less satisfied and respondents from Wheelers Hill were measurably less satisfied than average, although still at “good” levels.





## Animal management

Animal management was the 26<sup>th</sup> most important of the 28 included services and facilities, with an importance score of 8.05 this year and one of eight that were measurably less important than the average of all 28 services and facilities (8.54).

Satisfaction with these services remained essentially stable this year, down less than one percent to 7.48, which remains a “very good” level of satisfaction.

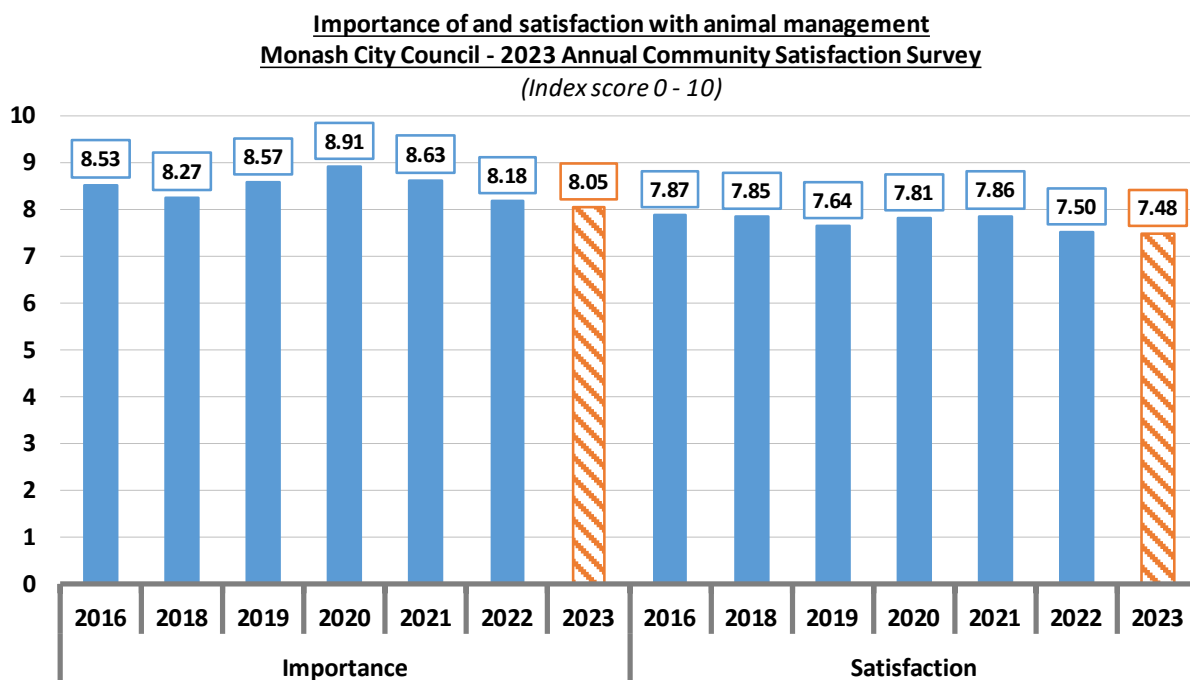
This result remains notably below the long-term average satisfaction since 2016 of 7.72.

This result ranks these services 20<sup>th</sup> in terms of satisfaction again this year.

This result was comprised of 57.4% “very satisfied” and 5.9% “dissatisfied” respondents, based on a total sample of 671 of the 815 respondents who provided a score.

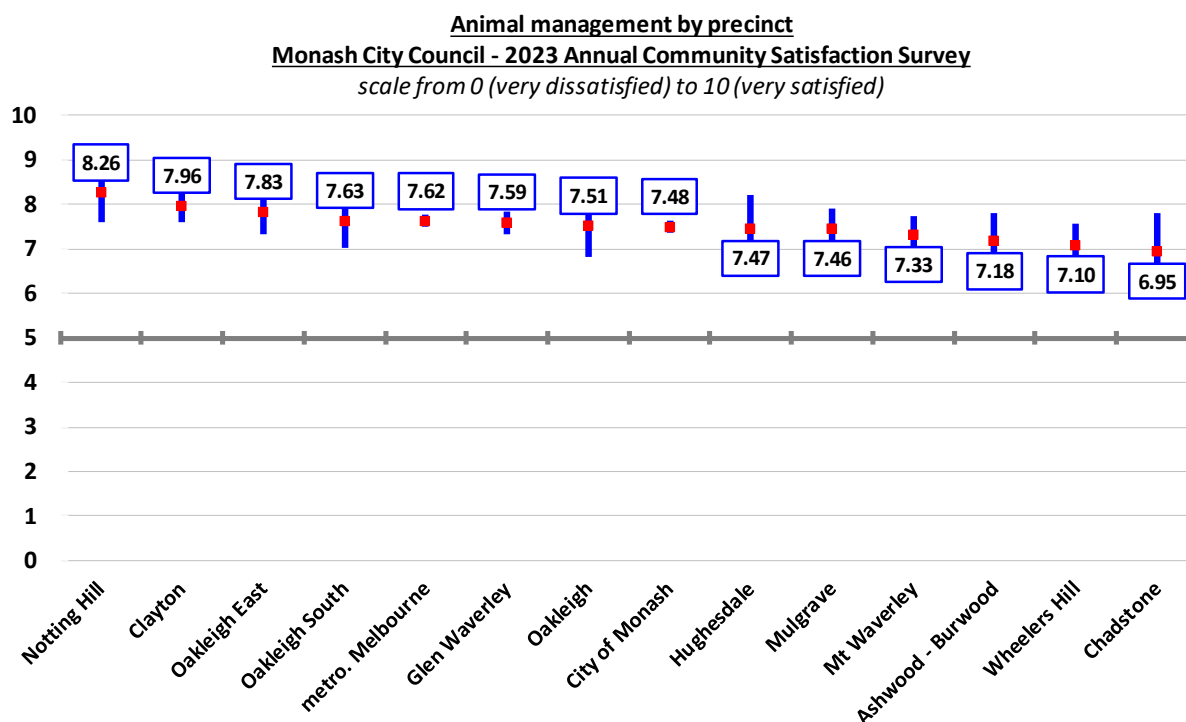
There was some variation in this result observed by the respondents’ age structure, with young adults (aged 18 to 34 years) notably more satisfied and older adults and senior citizens (aged 60 years and over) notably less satisfied than average. Respondents from multilingual households were also notably more satisfied than respondents from English speaking households.

By way of comparison, this result was notably but not measurably higher than the metropolitan Melbourne average satisfaction with “animal management” of 7.62, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with animal management observed across the municipality, it was noted that 14 respondents from Notting Hill as well as respondents from Clayton and Oakleigh East rated satisfaction at “excellent” levels.

Respondents from Ashwood-Burwood, Wheelers Hill, and Chadstone were somewhat less satisfied than average, and at “good” rather than “very good” levels of satisfaction.



### Executive Division

There were two services from the Executive Division included in the survey again this year, relating to the website and the *Monash Bulletin*.

The average satisfaction with these two services increased measurably this year, up 4.6% to 7.66, which remains a “very good” level of satisfaction.

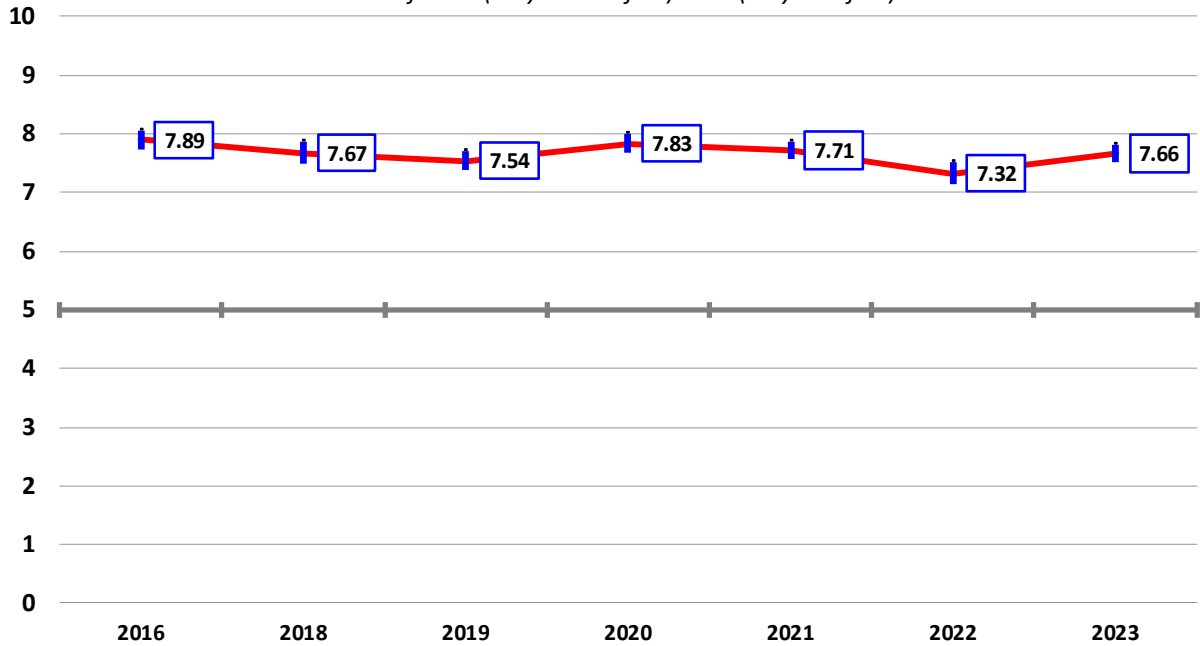
The second following graph provides a crosstabulation of the average importance of and satisfaction with these two services, with a comparison to the metropolitan Melbourne results.

The metropolitan Melbourne results were sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

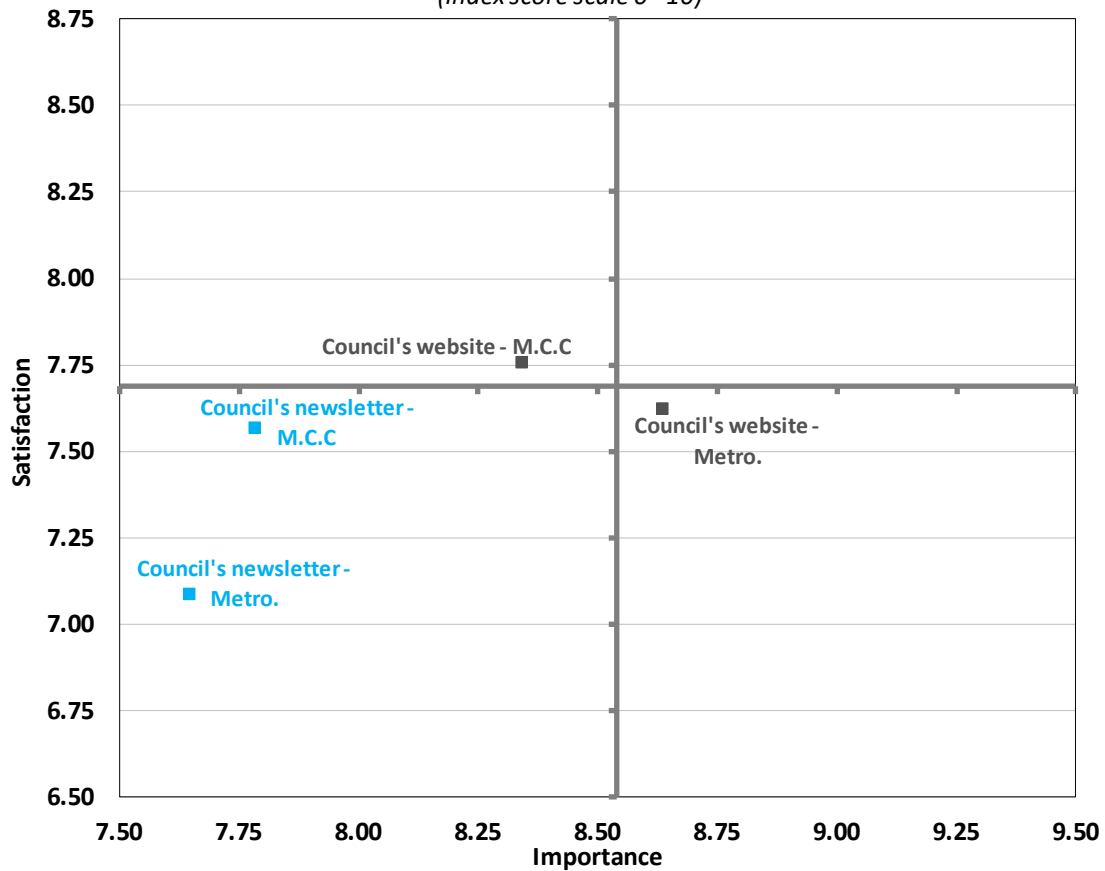
It is noted that both these communication services were of lower-than-average importance, which is consistent with the typical spread of importance, and both received approximately average satisfaction scores.



**Satisfaction with executive division**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Importance of and satisfaction with executive division**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Index score scale 0 - 10)*



### Council’s newsletter *Monash Bulletin*

Council’s newsletter was the least most important of the 28 included services and facilities, with an importance score of 7.79 this year and one of eight that were measurably less important than the average of all 28 services and facilities (8.54).

Satisfaction with *Monash Bulletin* increased notably but not measurably this year, up 3.8% to 7.56, which remains a “very good” level of satisfaction.

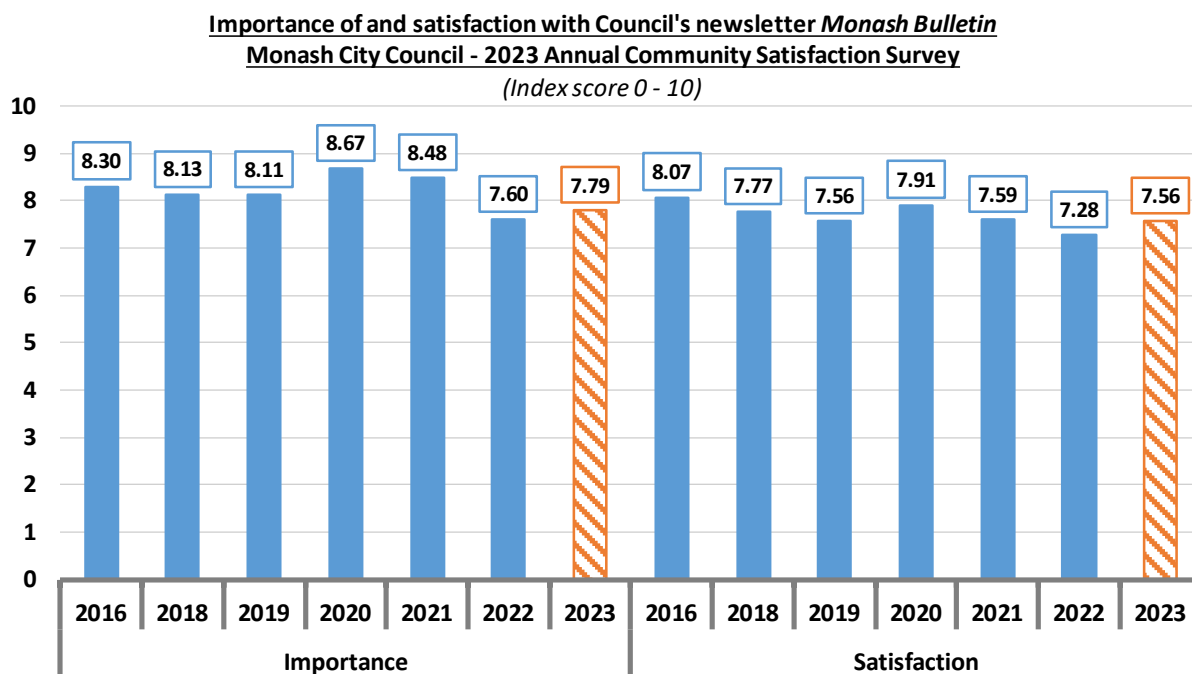
This result was remains just marginally below the long-term average satisfaction since 2016 of 7.68.

This result ranks these services 18<sup>th</sup> in terms of satisfaction again this year.

This result was comprised of 57.4% “very satisfied” and 5.9% “dissatisfied” respondents, based on a total sample of 671 of the 815 respondents who provided a score.

There was no significant variation satisfaction with the newsletter observed by respondent profile, although it is noted that adults (aged 35 to 44 years) were the least satisfied.

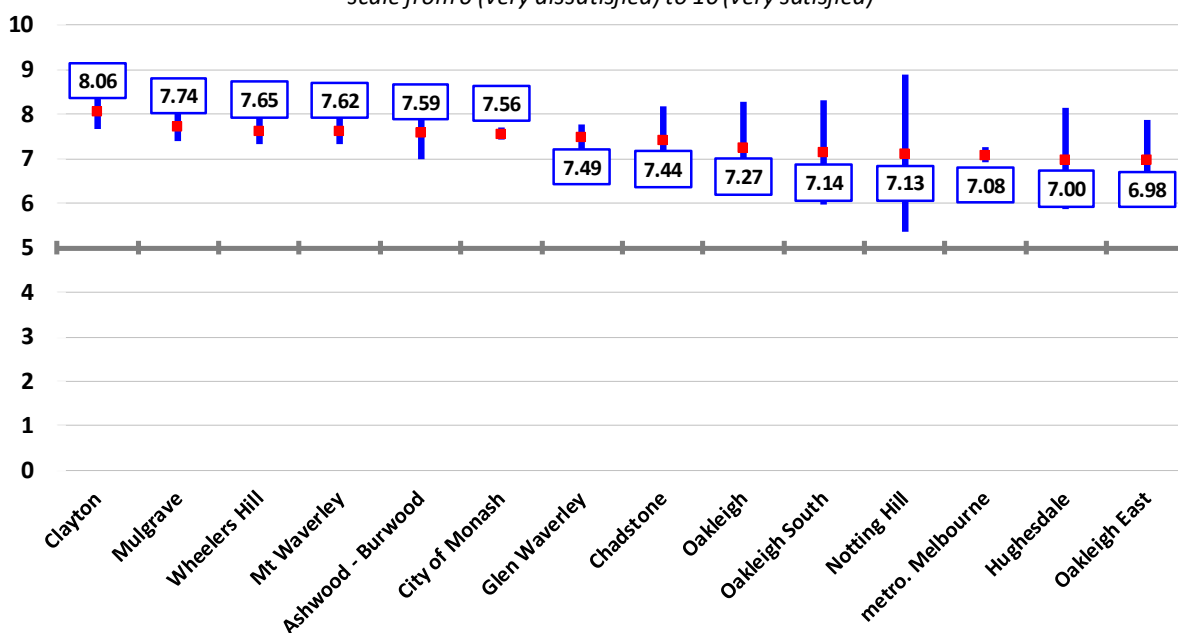
By way of comparison, this result was notably but not measurably higher than the metropolitan Melbourne average satisfaction with “Council’s regular printed publication” of 7.08, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction with the newsletter observed across the municipality, it is noted that respondents from Clayton rated satisfaction at an “excellent” level. Respondents from Oakleigh South, Hughesdale, and Oakleigh East rated satisfaction at “good” rather than “very good” levels.



**Council's newsletter *Monash Bulletin* by precinct**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



The following table displays the 41 comments received from respondents “dissatisfied” with the Council newsletter. Most of these comments related to a perception that the respondent either did not receive or did not regularly read the publication. There were also several comments relating to a perception that the publication did not provide useful information, or that it included only positive stories about Council.

**Reasons for dissatisfaction with Council's newsletter *Monash Bulletin***  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

Reason	Number
Don't read it	7
I've never seen it	4
I am not interested in the newsletter	2
Giving false hope	1
I don't get the papers	1
I don't have much delivery here, so I don't care much about it	1
I find that it's often not relevant to me	1
I never got it in 30 years.	1
I think they can give it digitally and it will be more convenient	1
It's not always relevant to me. Need more local development issues and over development	1
It's not coming here at all.	1
It should be more support for other thing rather than newsletter	1
It would be better if it was digitalised.	1
Just do not receive it consistently.	1
Newsletter doesn't come frequently and has useful information	1
Newspaper only says good things about them.	1



No focus on people like me	1
No need for this and waste of paper. Should be electronic	1
Not as much as it used to be as it is every 3 months	1
Not much interesting articles or if value	1
Not receiving half of the time	1
Not sure about it	1
Not useful	1
Physical newspaper is outdated.	1
The amount of money costed them to publish newspaper out, there is not enough value information that we get	1
There is not much local information, just pictures.	1
They say they do this do that in the newsletter, but they never do it	1
Very hard to read	1
Waste of money	1
Waste of money in printing and not using that money for proper service	1
We don't get it all the time	1
Total	41

### Council's website

Council's website was the 23<sup>rd</sup> most important of the 28 included services and facilities, with an importance score of 8.34 this year and one few services and facilities to record an increase in importance this year.

Satisfaction with the website increased measurably this year, up 5.2% to 7.75, which was an "excellent", up from a "very good" level of satisfaction.

This result was very marginally above the long-term average satisfaction since 2016 of 7.68.

This result ranks these services 18<sup>th</sup> in terms of satisfaction again this year.

This result was comprised of 62.2% "very satisfied" and 3.0% "dissatisfied" respondents, based on a total sample of 361 of the 363 respondents (44.5%) from households who had used these facilities in the last 12 months.

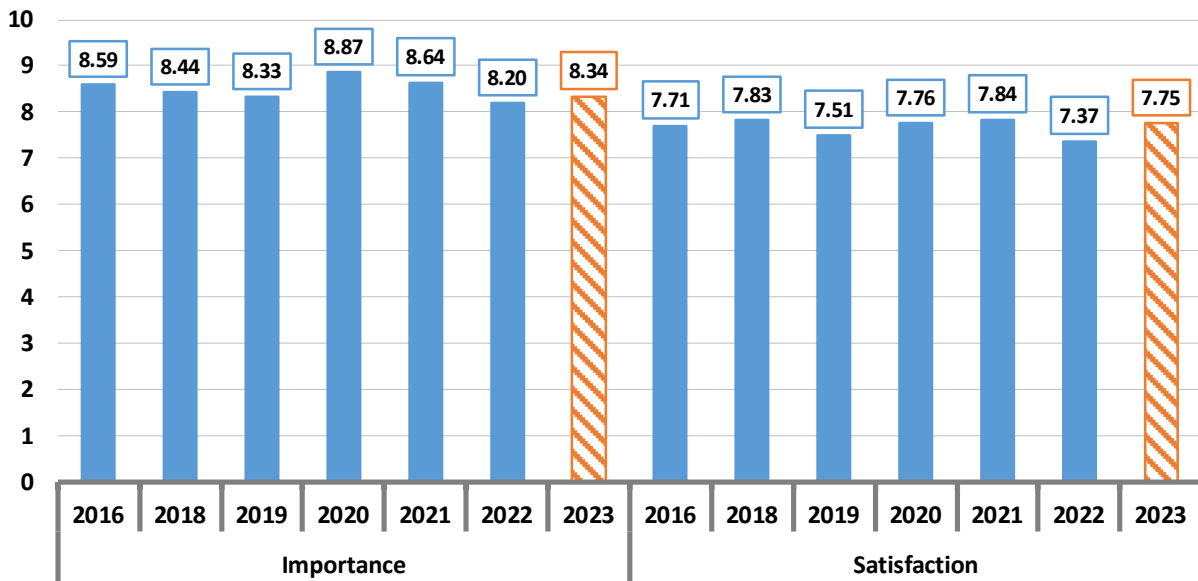
There was no significant variation satisfaction with the newsletter observed by respondents' age structure, although it is noted that older adults (aged 60 to 74 years) were the least satisfied.

Female respondents were notably more satisfied than males, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was notably but not measurably higher than the metropolitan Melbourne average satisfaction with "Council's website" of 7.62, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

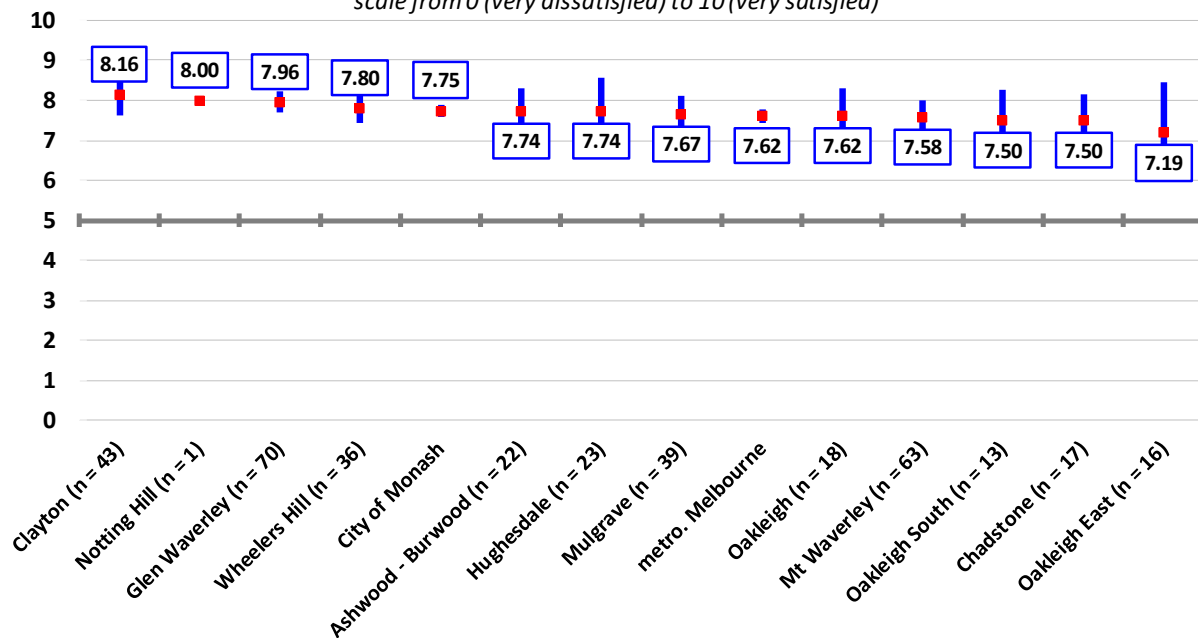


**Importance of and satisfaction with Council's website**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with the Council website observed across the municipality, it is noted that 16 respondents from Oakleigh East rated satisfaction at a “good” rather than an “excellent” level of satisfaction.

**Council's website by precinct**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



## Planning and housing development

### Planning for population growth

Respondents were read the following preamble, and then asked:

*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.*

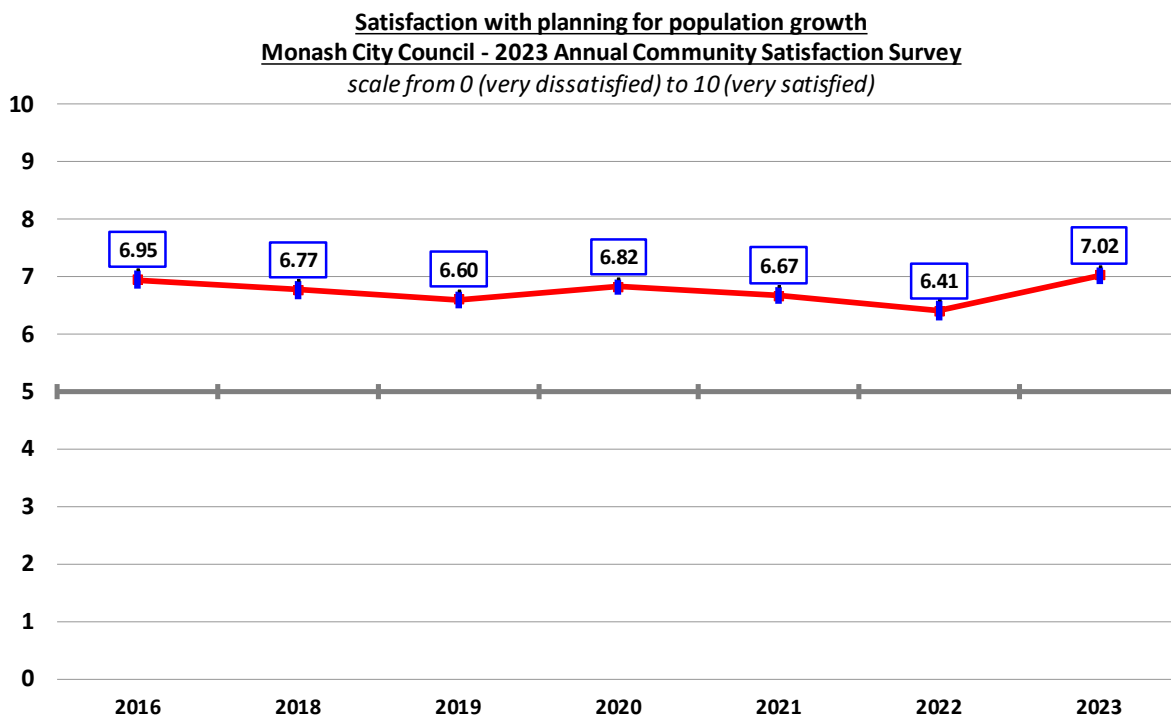
*“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with planning for population growth (by all levels of government). If rated less than 6, why do you say that?”*

Satisfaction with planning for population growth by all levels of government increased measurably and significantly this year, up 9.5% to 7.02, which is a “good”, up from “solid”.

This was the highest level of satisfaction for this aspect recorded for the City of Monash over the course of the survey program and was well above the long-term average of 6.75.

By way of comparison, this result was marginally, but not measurably higher than both the metropolitan Melbourne (6.84) and eastern region councils’ (6.87) averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

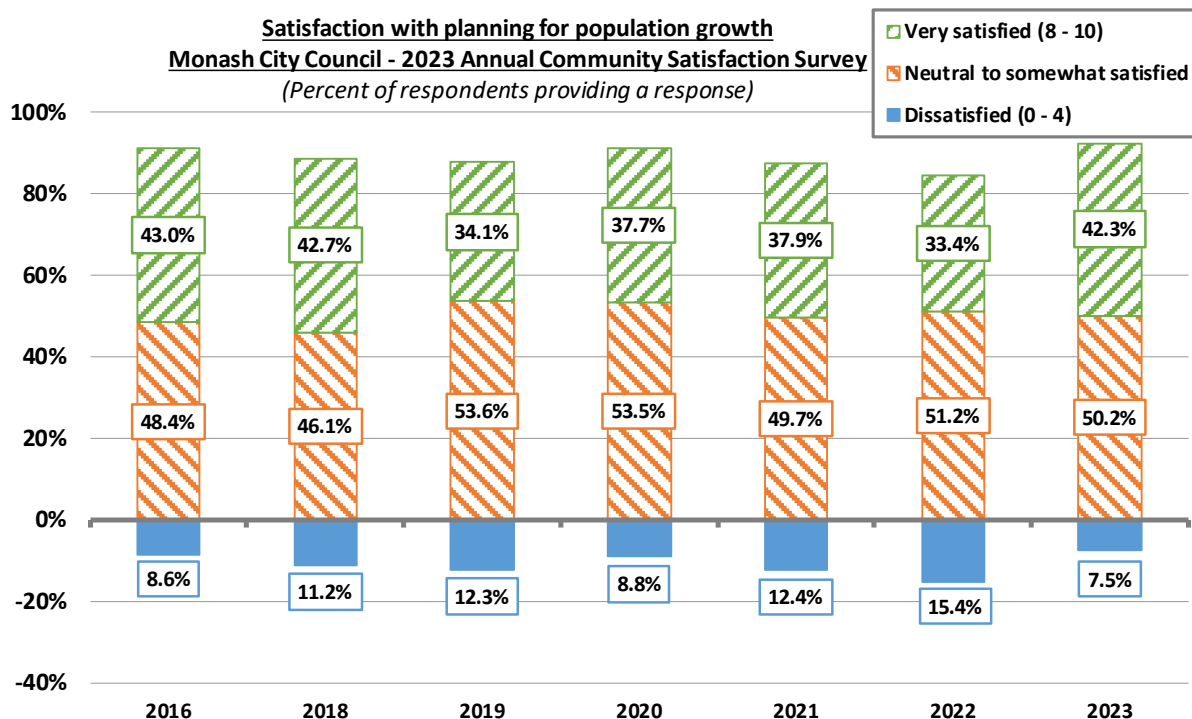
Metropolis Research notes that this higher-than-average satisfaction with planning for population growth was consistent with the fact that just 4.4% of respondents (down from 8.6%) of respondents nominated “building, housing, planning, and development” related issues as one of the top three issues to address for the City of Monash ‘at the moment’. Nor were there many related to infrastructure or other perceived impacts of population change nominated. This is discussed in more detail in the [Issues To Address](#) section of this report.





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

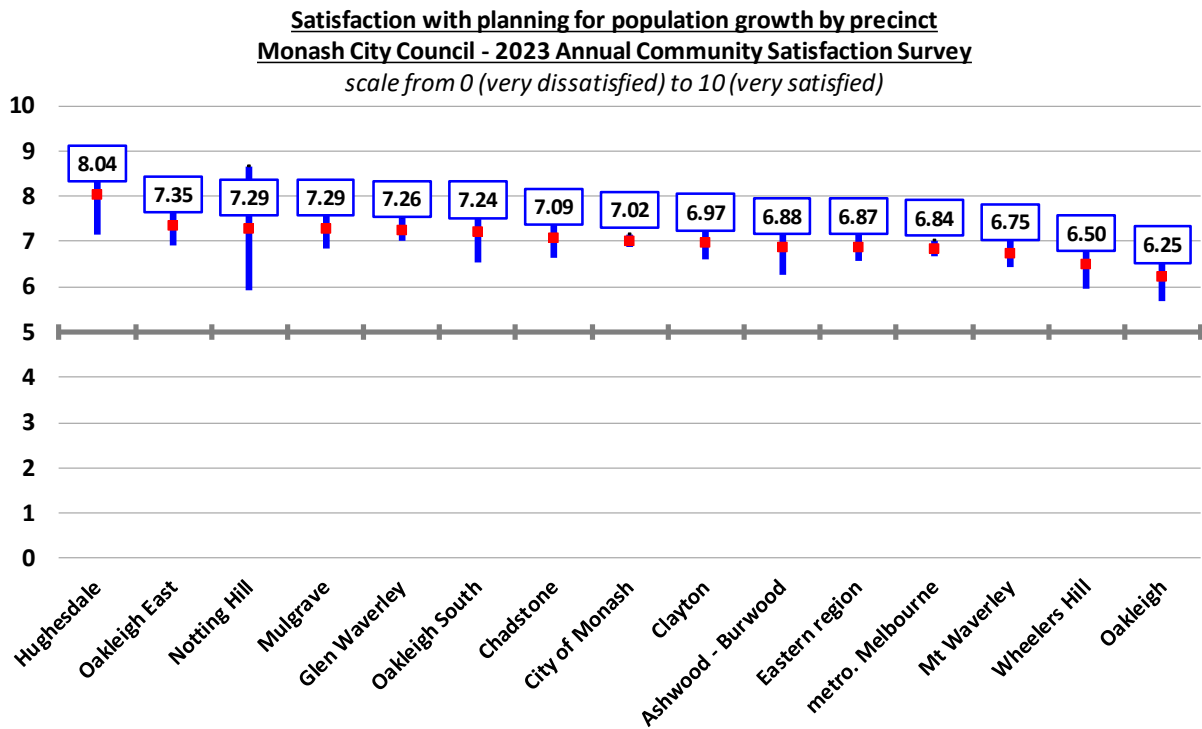
There was a significant increase in the proportion of “very satisfied” respondents this year, and a significant, halving, of the proportion of “dissatisfied” respondents. This was the lowest proportion of respondents “dissatisfied” with planning for population growth recorded for the City of Monash.



There was measurable and notable variation in satisfaction with planning for population growth by all levels of government observed across the municipality, as follows:

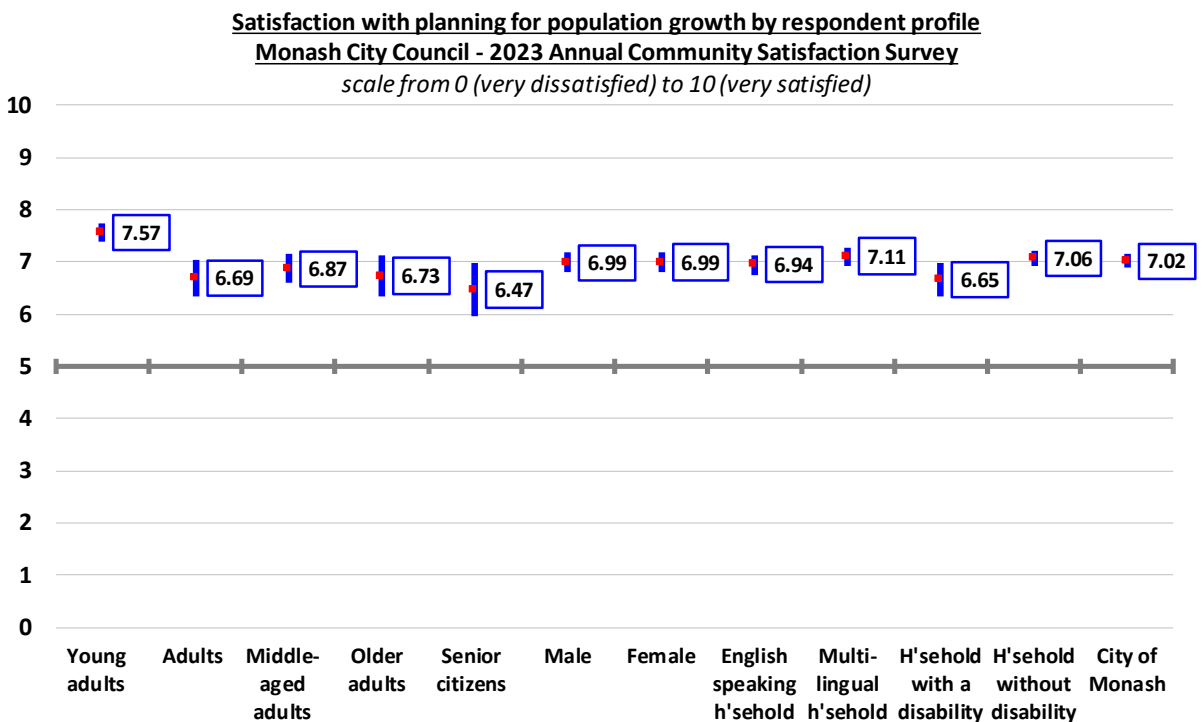
- **Hughesdale** – the 19 respondents were measurably more satisfied than average and at an “excellent” rather than a “good” level of satisfaction.
- **Whealers Hill** – respondents were notably, but not measurably less satisfied than average although still at a “good” level of satisfaction.
- **Oakleigh** – the 27 respondents were measurably less satisfied than average and at a “solid” rather than a “good” level of satisfaction.





There was measurable and notable variation in this result observed by respondent profile:

- **Young adults (aged 18 to 34 years)** – respondents were measurably and significantly more satisfied than average and at a “very good” rather than a “good” level of satisfaction.
- **Senior citizens (aged 75 years and over)** – respondents were notably, but not measurably less satisfied than average and at a “solid” level of satisfaction.
- **Household disability status** – respondents from households with a member with disability were measurably less satisfied than other respondents.

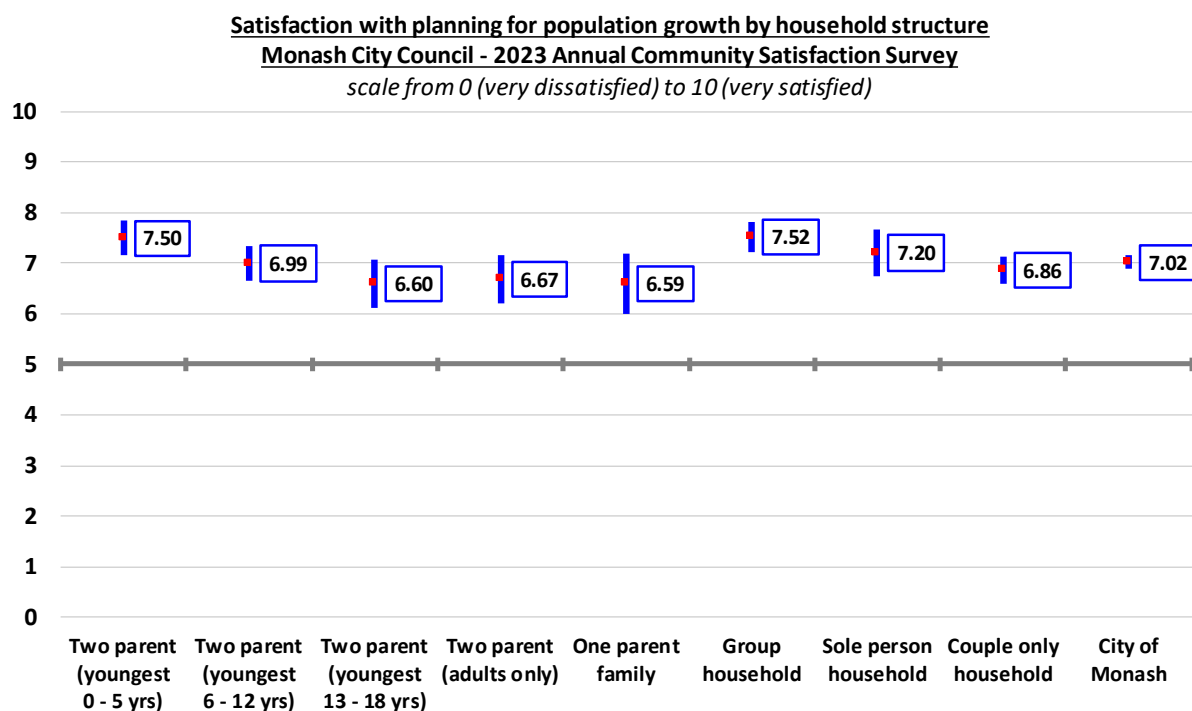


Consistent with the age structure variation in satisfaction with planning for population growth, it is noted that two-parent families with young children and group households were measurably more satisfied than average.

It is noted that mature two-parent families (with adolescent and adult children), as well as one parent families, and to a lesser extent couple households without children, who were somewhat less satisfied than average.

The City of Monash does not include housing situation, dwelling type, or period of residence in the municipality in the respondent profile section. These results typically suggest that newer residents moving into the municipality are more satisfied than average, whilst middle-aged and older adults, often parents with adolescent or adult children, typically living in separate detached homes, and who tend to own their home outright, are the least satisfied.

Metropolis Research notes that young families were more satisfied than average with planning for population growth. This result is certainly reflective of results typically observed in middle-ring municipalities. A different picture often apparent in growth area municipalities, where population growth exerts a more noticeable impact on access to health and human services, such as childcare.



### Reasons for dissatisfaction with planning for population growth

There was a total of 67 comments received from respondents “dissatisfied” with planning for population growth by all levels of government.



Most of these issues were related to concerns around the planning and development (e.g., too many apartments, and impact on neighbourhood character) (25 comments), and concerns around the impact of population growth on roads, traffic, and parking (18 comments).

Metropolis Research notes, however, that this year there were also six comments related to a perceived lack of new housing supply.

**Reasons for dissatisfaction with planning for population growth**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Planning and development / neighbourhood character</i>	
Approving way too many apartments	1
Because for me the town planning is not that good	1
I am upset with building on old Oakleigh south primary school site, the number of apartments being built, and old historical homes being knocked down destroying street scapes	1
I don't see much planning there concerned	1
Irrational decisions	1
Lack of planning is leading to reduced liveability in middle ring suburbs	1
Monash is a central suburb with no way to expand in any direction	1
More planning needed	1
Need more planning for housing.	1
Overdevelopment	1
Overloading the place	1
The authorities are not listening to the residents. They just do their own thing.	1
The population need to be educated more about small and big things. Also, unit building shouldn't be allowed too much.	1
There's not enough room for this many people	1
There is no space to accommodate new people	1
There is not enough space, all buildings would need to be demolished and made to stories	1
They do something but it's not enough	1
They shouldn't allow units to be built in the blocks. They are not managing the resources properly in hand.	1
Too dense	1
Too many apartments making it too dense	1
Too many units, overpopulated	1
Too much focus on medium and high population building	1
Watering down of building regulation. They are losing the quality with their new developments. They should regulate it properly that should favour green gardens.	1
We don't want our area to become like box hill and do not want to remove the appeal no it.	1
Haven't communicated about this issue much, only thing is visible is that there's more housing on the same block of land	1
<b>Total</b>	<b>25</b>



*Parking, traffic, roads, and public transport*

Not enough parking	4
I think transportation is not good, they have to be more mindful of these issues	1
Increase of time stuck in traffic. Local traffic in general	1
Increase of traffic	2
Lack of infrastructure like roads etc	1
Poor roads	1
Less room on streets	1
Parking inefficiency	1
Particularly with traffic. They don't build roads for future expectations.	1
Road infrastructure not keeping up with growing population	1
Roads are not ready for the growth	1
There is not enough parking for people	1
They give consent to too many towers, parking density	1
While going to the CBD on the M1 on weekdays, I must face heavy traffic. Public transportation can be improved.	1
<b>Total</b>	<b>18</b>

*Infrastructure*

I can't see any improvements in infrastructure to support population growth	1
Infrastructure is not coping now; it will not be enough	1
Lack of infrastructure and housing.	1
The infrastructure doesn't match the grooming population	1
They must build more parks and playgrounds and recreation centres	1
Too many people for the infrastructure availed	1
You are increasing the amount of people in the area at faster rate than the right infrastructure is being set up leading too many problems in the community such as parking availability	1
<b>Total</b>	<b>7</b>

*Need more housing / housing supply issues*

Already struggling with traffic and housing market. It's not sustainable. There should be more housing to accommodate	1
Availability of inventory. Huge gap between supply and demand	1
Feels last minute. Students are finding it hard to get accommodation	1
Not providing enough housing for new joiners	1
They've failed to do anything to have affordable housings	1
We need to grow the population faster	1
<b>Total</b>	<b>6</b>



<i>Services and facilities</i>	
Don't get resources or facilities for the growth	1
I don't think they can manage the building and maintenance	1
I just don't think the current services are inadequate for population growth, so I don't think they will be able to give services in the future	1
Too many people are being squashed into an area that doesn't have the facilities and infrastructure to maintain them	1
<b>Total</b>	<b>4</b>
<i>Other</i>	
Council can give services sure, but more people will bring more problems like crime and less employment and council can't do much about that	1
I don't even know about it	1
If they can't help me, how will they help others	1
It's well thought out sometimes	1
More can be done	1
They should think about long term residents rather than new investors	1
Too optimistic	1
<b>Total</b>	<b>7</b>
<b>Total</b>	<b>67</b>

### ***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?”*

Respondents were again in 2023, asked to rate their satisfaction with three key planning and development outcomes in the municipality.

Satisfaction with all three of these planning and development outcomes increased measurably this year, up 5.5%.

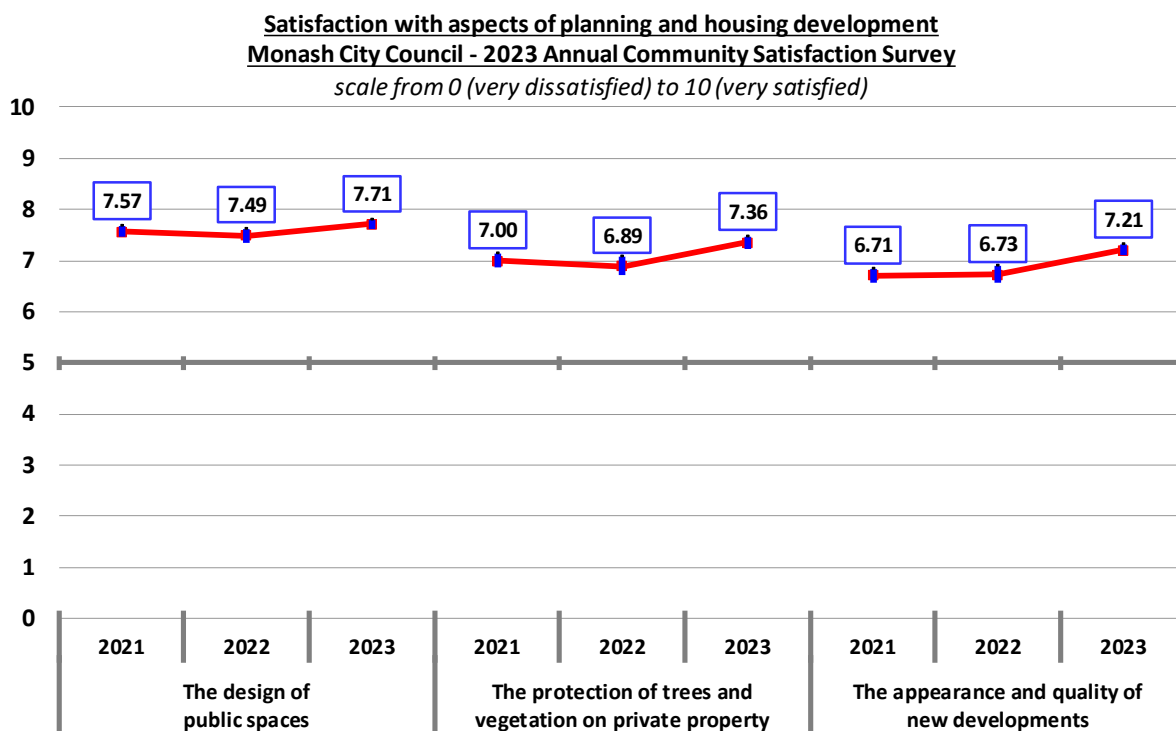
Metropolis Research notes that these are positive results for Council, that reinforce the view that most in the community were relatively satisfied with key planning outcomes.

Particularly informative was the “good” satisfaction with the appearance and quality of new developments, which is the key measure of community satisfaction with development outcomes, which is often the critical aspect that impacts on how satisfied the community is with how well Council is managing development in the municipality.



Satisfaction with these aspects can best be summarised as follows:

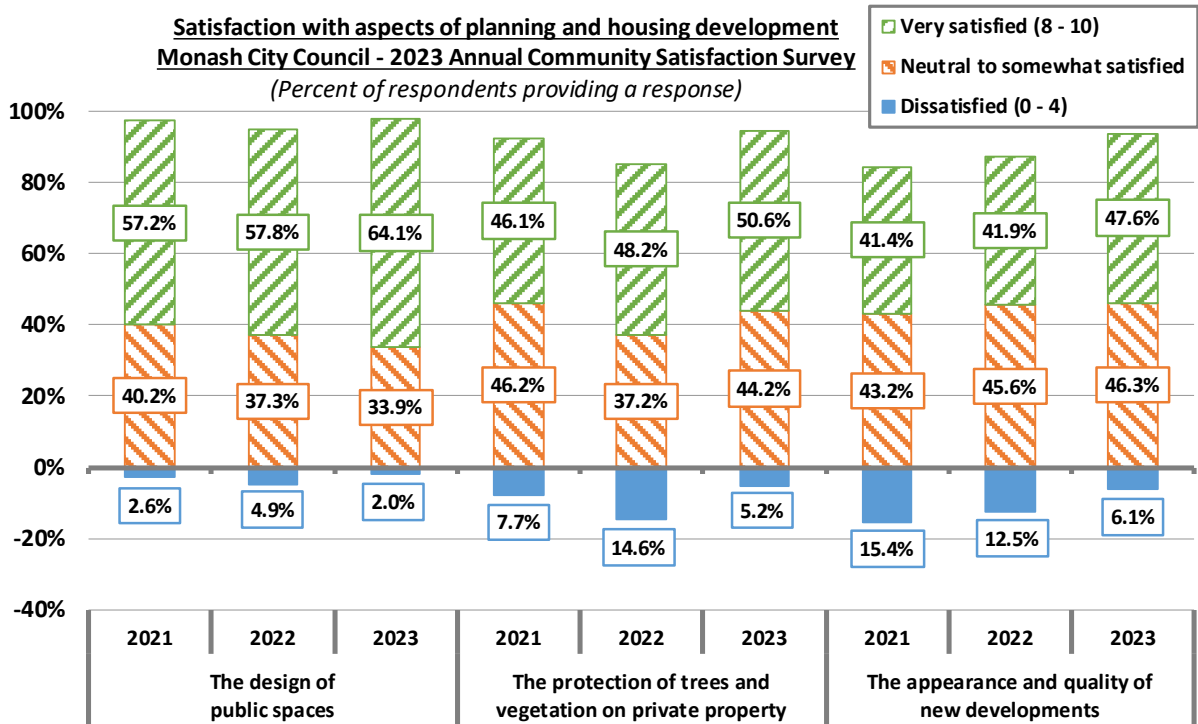
- **Very Good** – for the design of public spaces, and the protection of trees and vegetation on private property.
- **Good** – for the appearance and quality of new developments.



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

The increase in satisfaction with these three planning outcomes was broadly exhibited, with an increase both in the proportion of “very satisfied” respondents, as well as significant declines in the proportion who were “dissatisfied” with the protection of trees and vegetation on private property (5.2% down from 14.6%) and the appearance and quality of new developments (6.1% down from 12.5%).





The following graph provides a comparison against the eastern region councils and metropolitan Melbourne, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same methodology.

Satisfaction with the design of public spaces was marginally higher than the eastern region council’s average and measurably higher than the metropolitan Melbourne average. Satisfaction with the appearance and quality of new developments was just marginally above the comparison results.

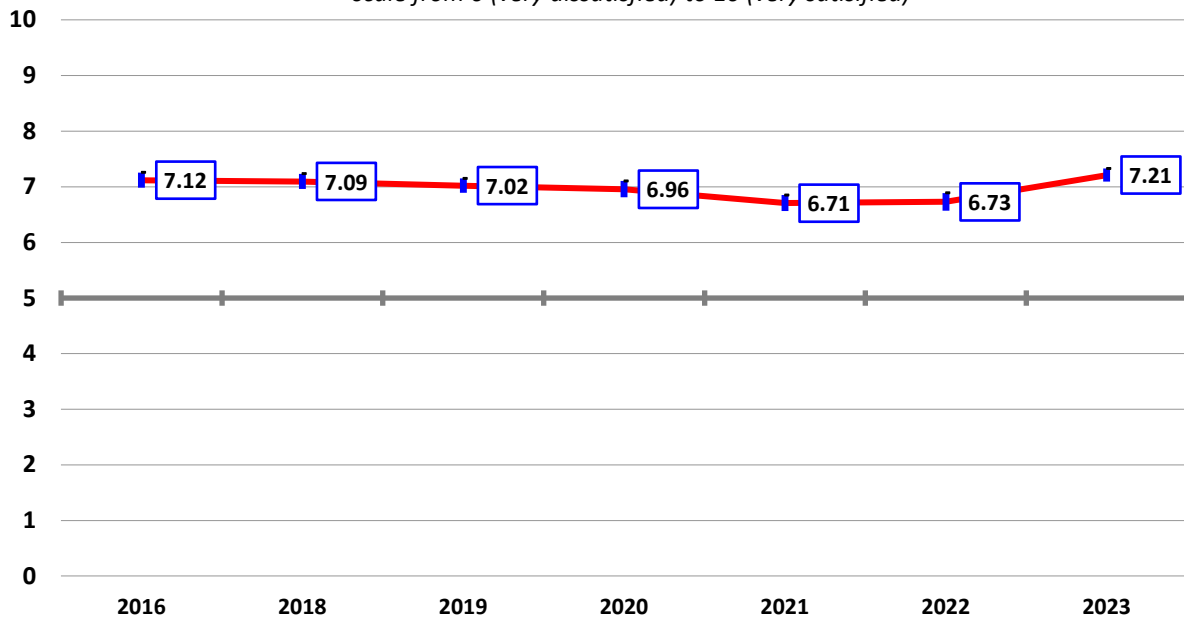




## Appearance and quality of new developments

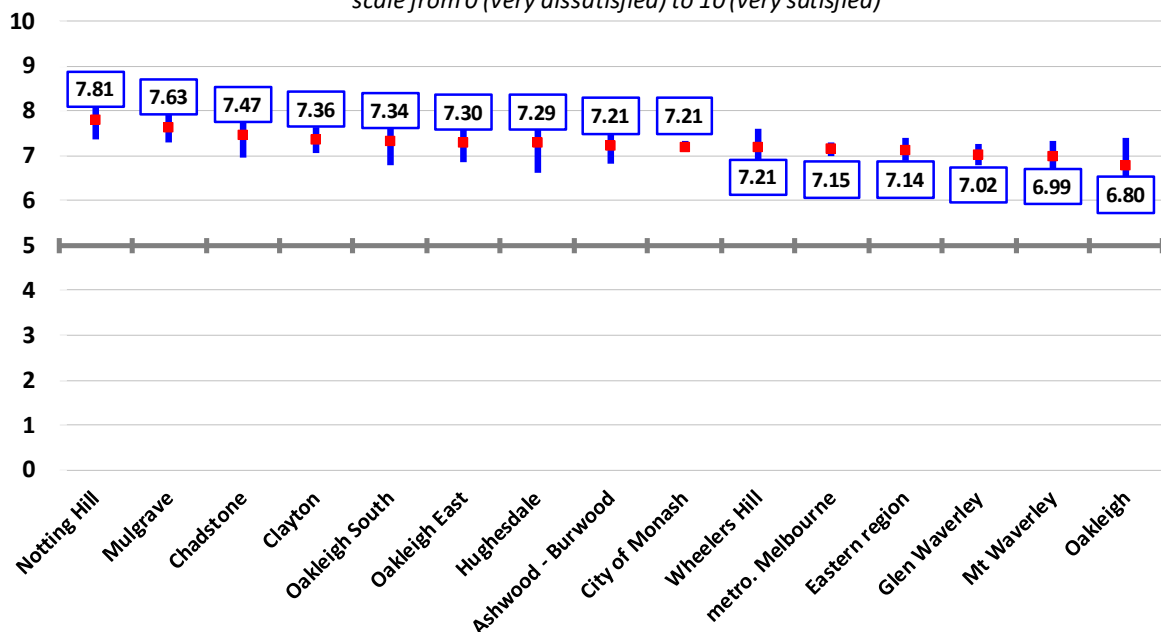
Satisfaction with the appearance and quality of new developments increased measurably and significantly this year, up 7.1% to 7.21, although it remains at a “good” level. This was the highest satisfaction with this aspect of performance recorded for the City of Monash and was notably above the long-term average satisfaction since 2016 of 6.98.

**The appearance and quality of new developments in your area**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was measurable variation in this result observed across the municipality, with the 14 respondents from Notting Hill and respondents from Mulgrave measurably more satisfied than average and at “very good” rather than “good” levels of satisfaction.

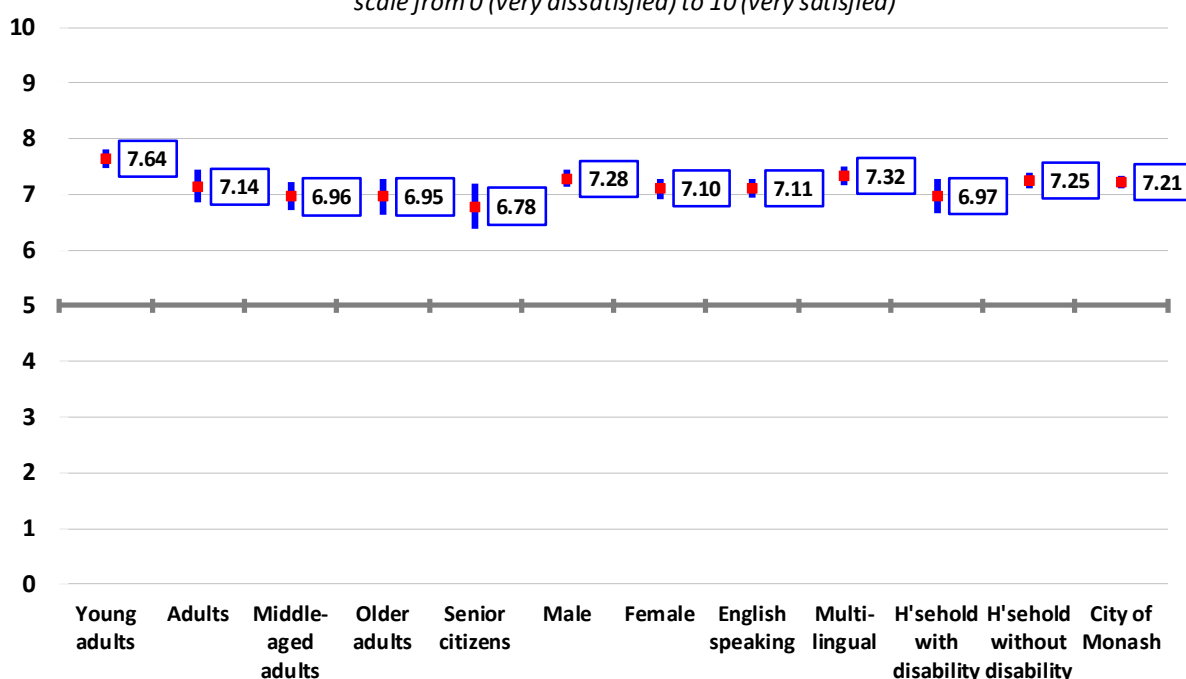
**Appearance and quality of new developments by precinct**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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

- **Age structure** – satisfaction with the appearance and quality of new developments declined measurably with the respondents’ age, from a “very high” 7.64 for young adults to a low of 6.78 for senior citizens.
- **Gender** – male respondents were somewhat, but not measurably more satisfied than female respondents.
- **Language spoken at home** – respondents from multilingual households were somewhat, but not measurably more satisfied than respondents from English speaking households.

**Appearance and quality of new developments by respondent profile**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



### Examples of and comments about specific developments

The following table outlines the 69 comments received from respondents with concerns around the appearance and quality of new developments, as well as examples of developments of concern.

Consistent with the results observed in previous years, the most common concerns around the appearance and quality of new developments in the City of Monash related to perceived concerns around the nature and extent of development (25 comments) and some concerns around quality (10 comments)

There were also some concerns around trees / greenery (5 comments), and a several around heritage and neighbourhood character, some concerns around traffic and parking implications, some concerns around process, and some specific sites of concern.



**Reasons for dissatisfaction with the appearance and quality of new development**

**Monash City Council - 2023 Annual Community Satisfaction Survey**

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Overdevelopment / high density development</i>	
Too many high-rises	4
Townhouses	2
Council can't allow 4 or 5 units in a small piece of land and multi-storeys shouldn't be allowed in residential areas	1
Too populated now	1
Double floor houses	1
Housing development	1
Impact of high-rise buildings on environment	1
It's bad because they shouldn't allow more than one house to be built in a block	1
Multiple housing on single block site. New housing too closes to boundary fences	1
New homes are too big for the block, no trees, too much concrete and no trees	1
No new developments	1
Overdevelopment of parks and there are too many two storeys	1
They need to be overlooking issues and density	1
Too congested in my area	1
Too many houses and pulling down trees. Houses too big	1
Too many subdivisions	1
Houses too large and too close to fence line.	1
Too many town houses for the level of infrastructure currently available	1
Too many town houses. No space for parking. It is like living in the city	1
Too many units going in small area and leading to less greenery	1
Townhouses and apartments	1
<b>Total</b>	<b>25</b>
<i>Appearance and quality</i>	
High-rise apartments look terrible	1
I don't think they look good	1
Multiple developments built at speed compromises quality of build	1
Large personal dwellings that are ugly and have no trees or garden spaces	1
Multi-unit developments are poor quality build function and design	1
Standard pf quality is reduced	1
They are awful and bad	1
They are ordinary	1
They just don't look good	1
They look cheap and won't last long	1
<b>Total</b>	<b>10</b>



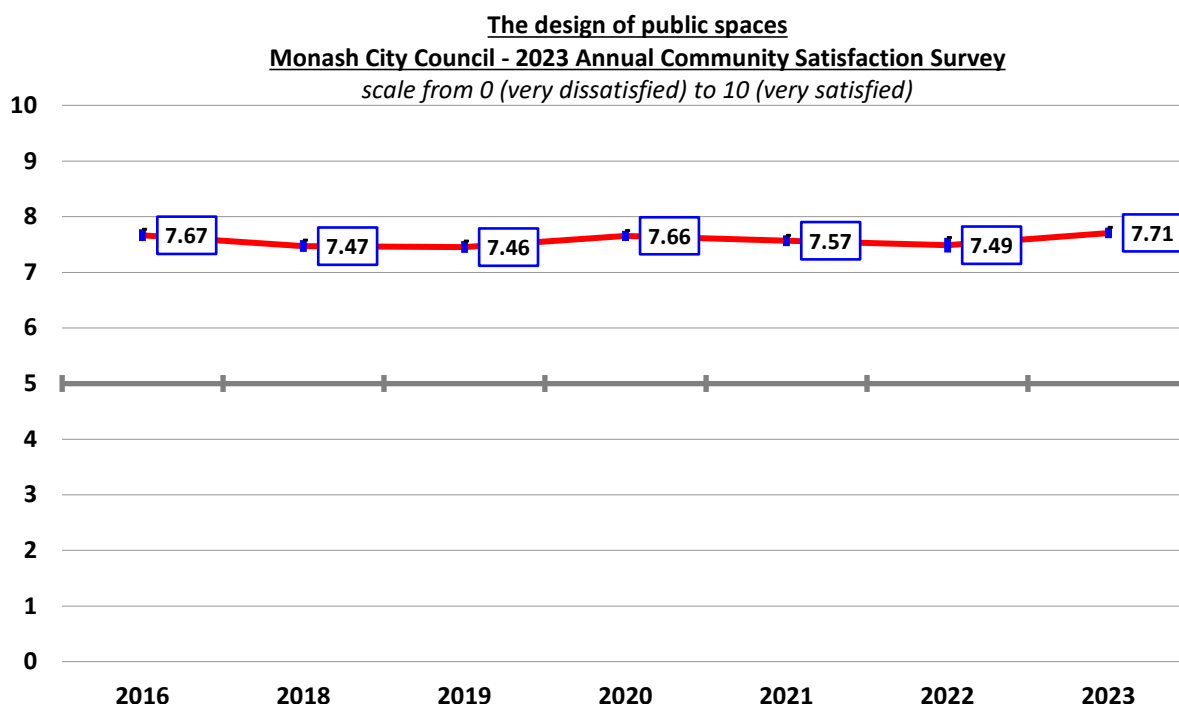
<i>Trees / greenery</i>	
Grass grows over looks like a jungle, planning around new gardens is not good	1
Mansions with no trees	1
Needs more green spaces	1
Proportion of green spaces with high density housing developments	1
We are losing parks and nature	1
<b>Total</b>	<b>5</b>
<i>Planning and development process / regulations</i>	
Did not get the permit	1
Local housing obstructions	1
The Council are not ensuring the developers complete the projects	1
<b>Total</b>	<b>3</b>
<i>Heritage protection / character of neighbourhood</i>	
I think some developments are out of character with existing homes	1
No character, all blend townhouses	1
Not fitting in with the Oakleigh heritage in general	1
<b>Total</b>	<b>3</b>
<i>Traffic / parking</i>	
Not enough parking for them	1
The area does not have the right infrastructure to accommodate to the growing population in the area leading to loads of traffic	1
Then too many extra cars parked on narrow streets	1
<b>Total</b>	<b>3</b>
<i>Specific sites identified by respondents</i>	
Albert St Mount Waverley	1
Along Madeleine St	1
Big houses on Essex Rd	1
Dandenong Rd	1
One on corner of Highbury and Carlow and massive building along Highbury Rd went from residential to commercial	1
<b>Total</b>	<b>5</b>



<i>Other / general comments</i>	
I can't see many developments here	1
Indifferent	1
Residential developments	1
There is a halfway house that caught on fire couple of months ago. Need better security on those houses	1
Previous it wasn't good, but it starts getting better	1
<b>Total</b>	<b>15</b>
<b>Total</b>	<b>69</b>

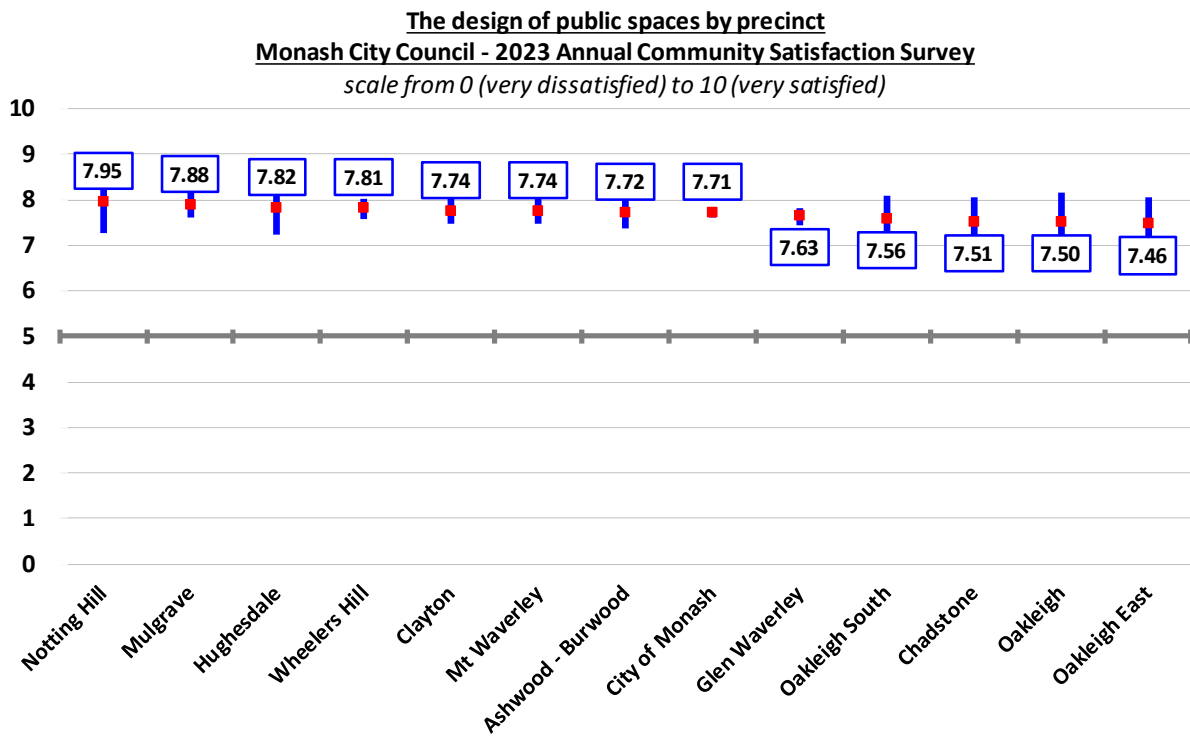
### The design of public spaces

Satisfaction with the design of public spaces increased marginally, but not measurably this year, up 2.95 to 7.71, which remains a “very good” level. This result has remained remarkably stable over the life of the survey program, around a long-term average of 7.57.



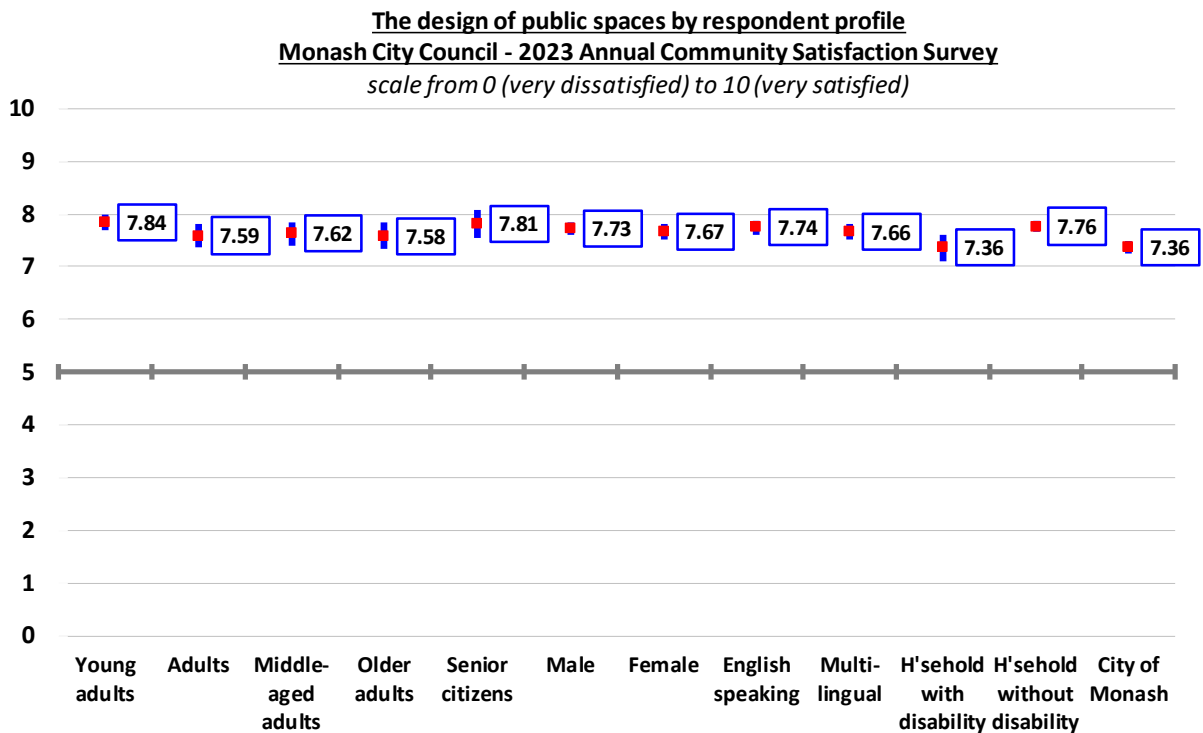
Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Notting Hill, Mulgrave, Hughesdale, and Wheelers Hill rated satisfaction at “excellent” rather than “very good” levels.





There was no statistically significant variation in satisfaction with the design of public spaces observed by age structure, gender, or language spoken at home.

It is noted, however, that respondents from households with a member with disability were measurably less satisfied than other respondents, although still at a “very good” level.

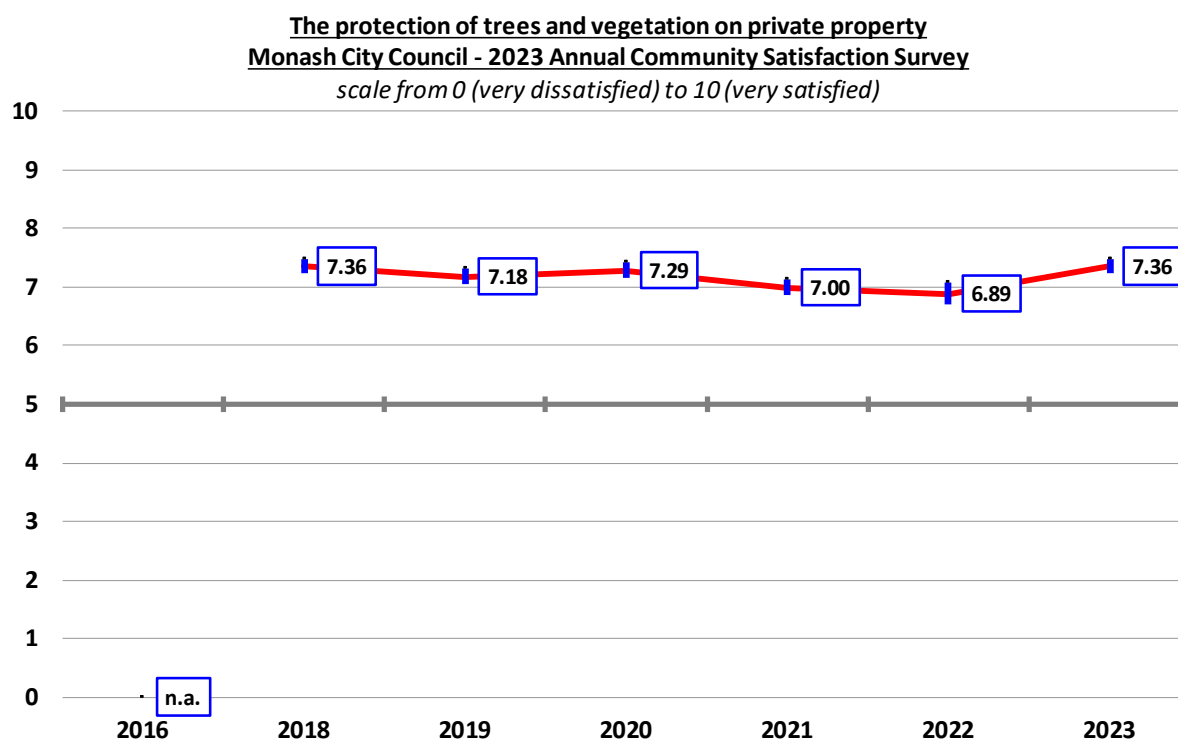


## The protection of trees and vegetation on private property

Satisfaction with the protection of trees and vegetation on private property increased measurably and significantly this year, up 6.8% to 7.36, which is a “very good”, up from a “good” level of satisfaction.

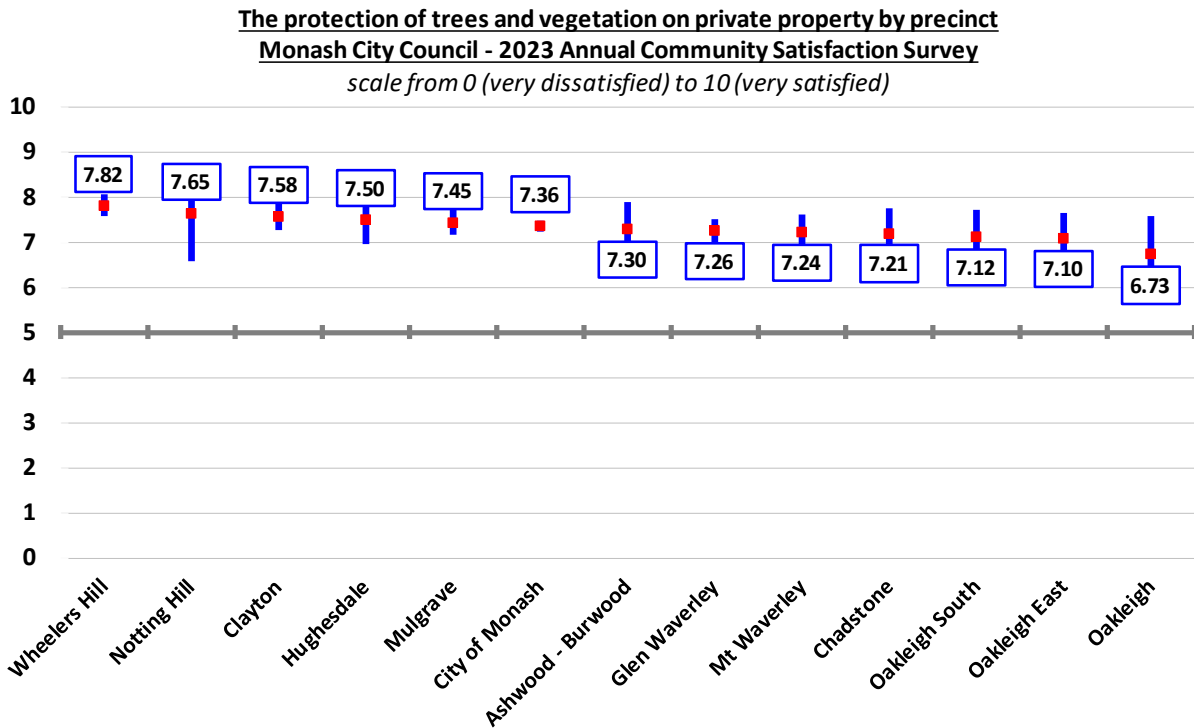
Metropolis Research notes that satisfaction with this aspect of planning and development recovered all the ground lost over the last three years of the pandemic and the telephone survey methodology and has returned to a record level (7.36).

This result was above the long-term average satisfaction since 2018 of 7.18 or “good”.

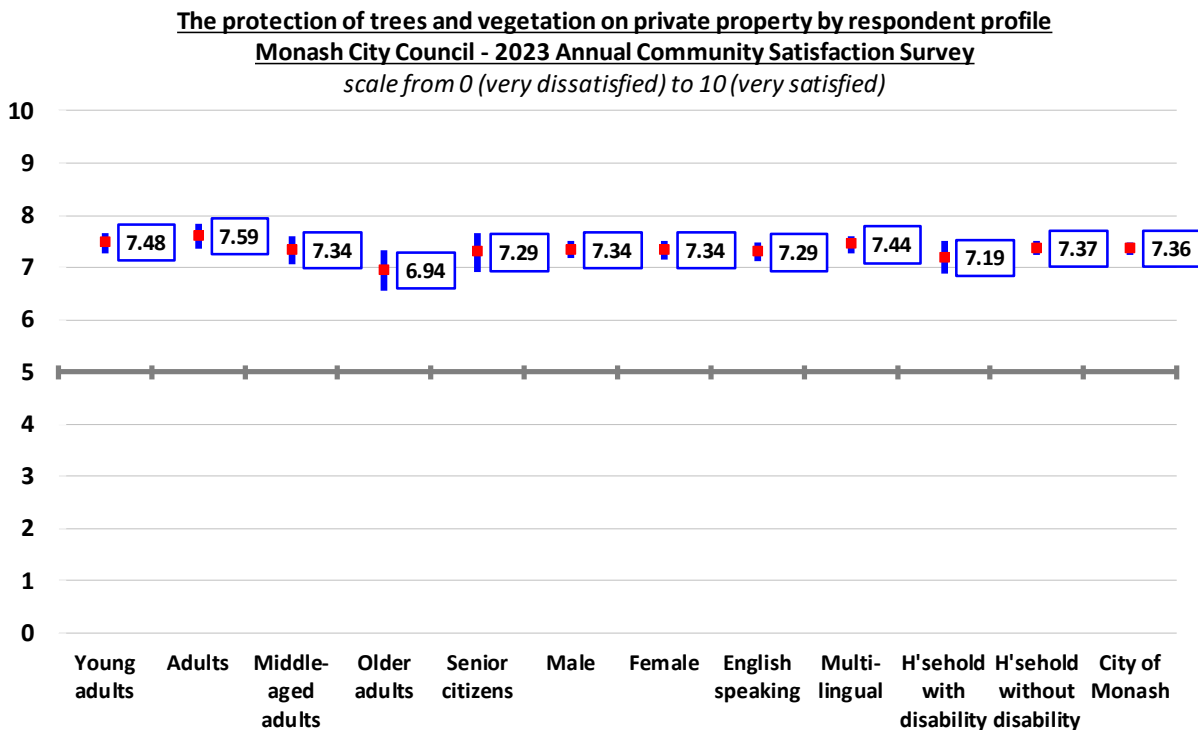


Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Wheelers Hill rated satisfaction somewhat higher than the municipal average and at an “excellent” level of satisfaction. Respondents from Oakleigh were somewhat less satisfied than average, although still at a “good” level.





Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that older adults (aged 60 to 74 years) were somewhat less satisfied than average and at a “good” rather than a “very good” level of satisfaction.





## Importance of selected Council initiatives

Respondents were asked:

*“On a scale from 0 (very unimportant), to 10 (very important), how important are the following Council initiatives to you?”*

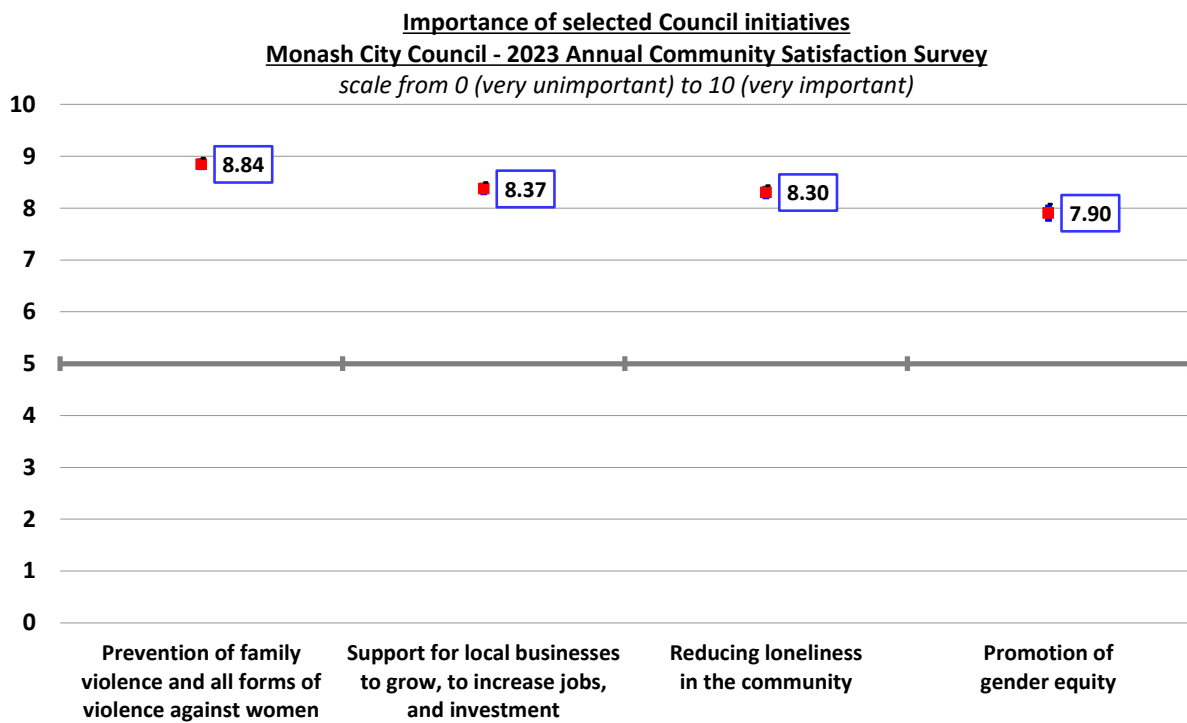
This set of questions relating to the importance of four Council initiatives was included in the survey program for the first time this year.

Respondents were asked to rate how important they considered each of these initiatives were to them.

Whilst all four of these Council initiatives were, on average, rated as very important, with average importance scores of approximately eight an over, there was statistically significant variation observed.

Respondents, on average, rated the importance of prevention of family violence and all forms of violence against women measurably more important than the other three initiatives.

By contrast, on, average, respondents rated the promotion of gender equity measurably less important than the other three initiatives.

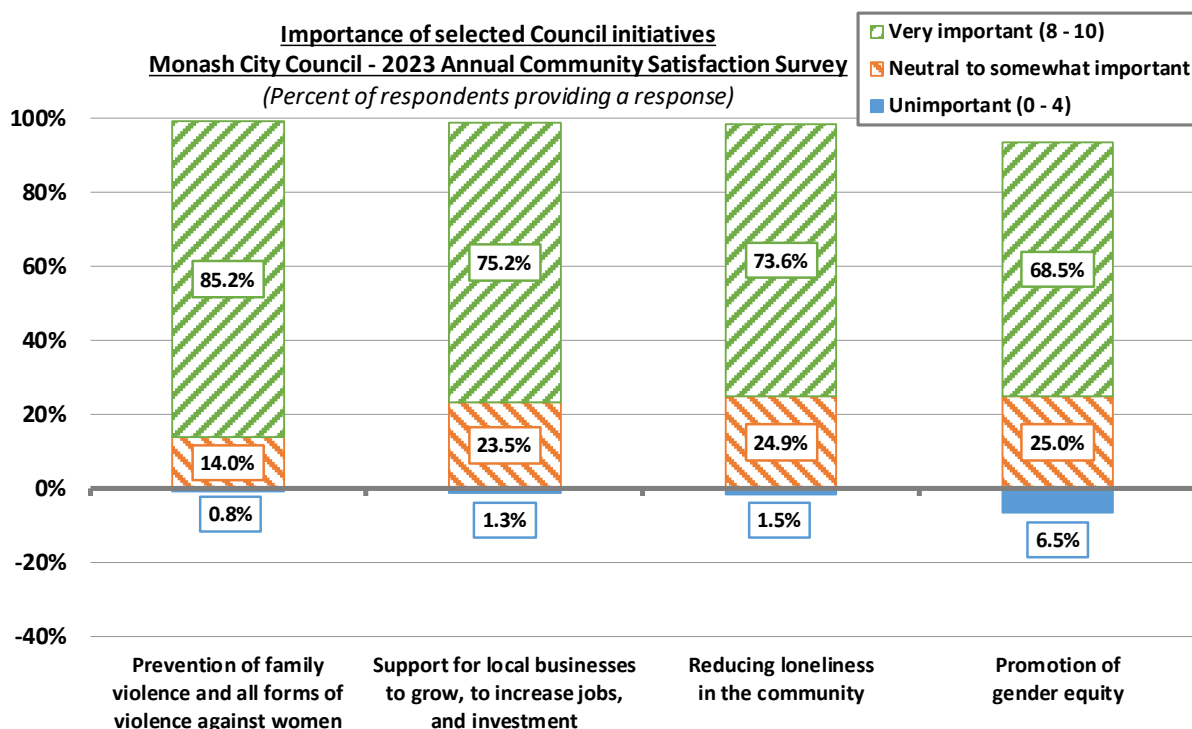


The following graph provides a breakdown of these results into the proportion of respondents who considered each initiative to be “very important” (i.e., rated importance at eight or more), those who considered each to be “neutral to somewhat important” (i.e., rated importance at between five and seven),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



Consistent with the average importance scores discussed above, it is noted that more than four-fifths (85.2%) of respondents providing a score considered the prevention of family violence and violence against women to be “very important”, with a similar proportion considering spot for local business to grow, to increase jobs, and investment also considered “very important”.

By contrast, a little more than two-thirds (68.5%) of respondents providing a score considered the promotion of gender equity to be “very important”, whilst 6.5% considered it “unimportant”. Less than two percent of respondents providing a score considered the other three initiatives to be unimportant.



**Importance of selected Council initiatives**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Number, index score 0 - 10 and percent of respondents providing a response)

Response	Promotion of gender equity		Prevention of family violence and all forms of violence against women		Support for local businesses to grow, to increase jobs, and investment		Reducing loneliness in the community	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Very important (8 - 10)	412	68.5%	505	85.2%	457	75.2%	416	73.6%
Neutral to somewhat important (5 - 7)	150	25.0%	83	14.0%	143	23.5%	141	24.9%
Unimportant (0 - 4)	39	6.5%	5	0.8%	8	1.3%	9	1.5%
Not stated	214		223		207		249	
<b>Total</b>	<b>815</b>	<b>100%</b>	<b>815</b>	<b>100%</b>	<b>815</b>	<b>100%</b>	<b>815</b>	<b>100%</b>
Average importance		7.90		8.84		8.37		8.30



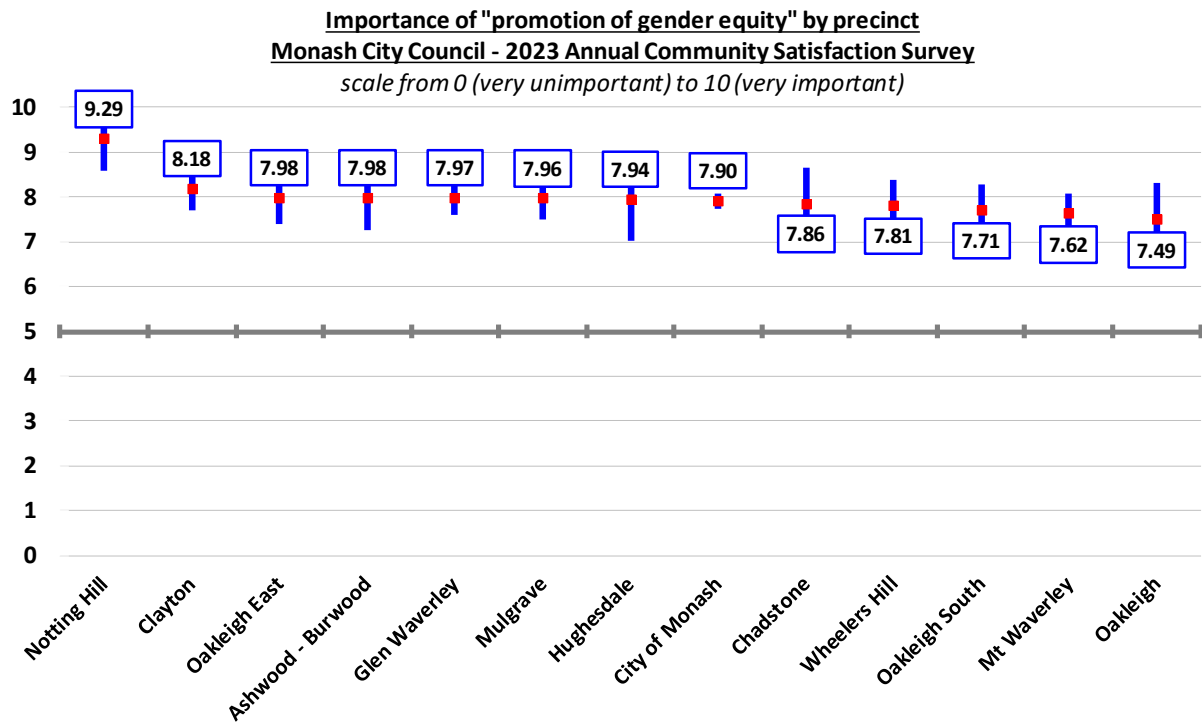
### Promotion of gender equity

On average, respondents rated the importance of Council’s initiatives in promoting gender equity at a high to very high level of 7.90 out of 10. A total of 39 respondents (6.5% of those answering the question) considered this initiative to be “unimportant”.

It is noted that this was the least important of the four Council initiatives included in this section of this survey, although still nonetheless, very important.

There was some measurable variation in the average importance of this initiative observed across the municipality, as follows:

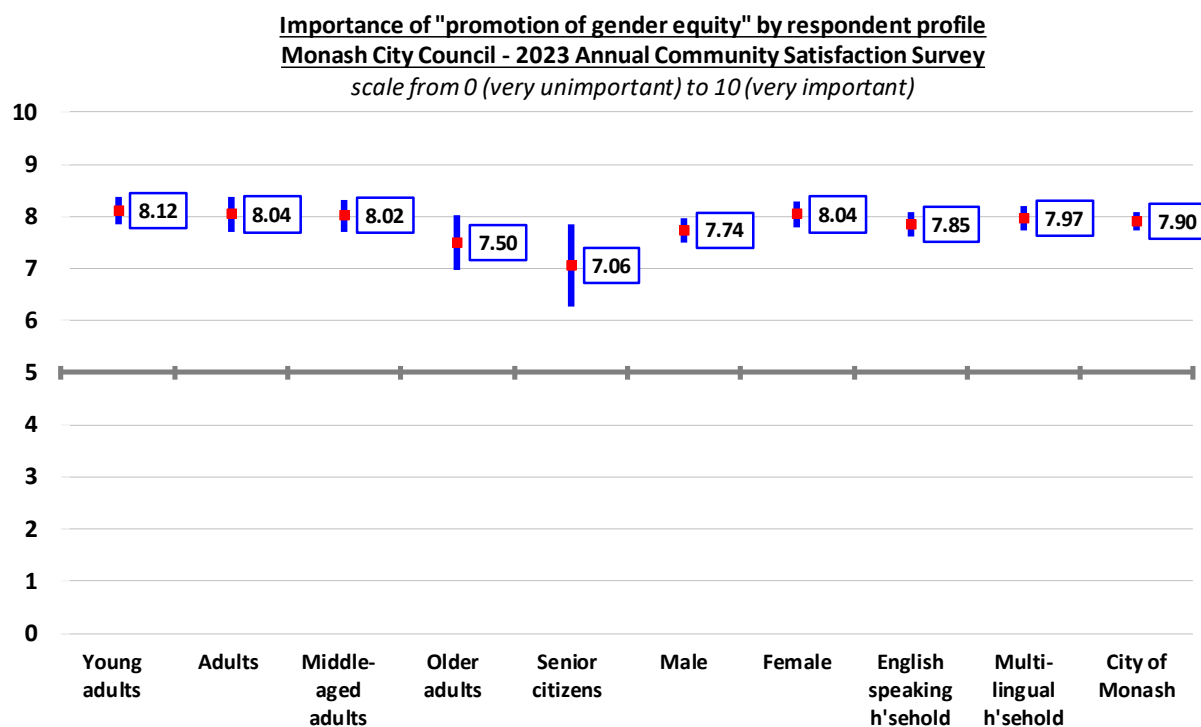
- **Notting Hill** – the 14 respondents considered this initiative measurably more important than the municipal average.
- **Oakleigh** – respondents considered this initiative notably, but not measurably less important than the municipal average.



There was measurable as well as notable variation in the average importance of this initiative observed by respondent profile, as follows:

- **Older adults and senior citizens (aged 60 years and over)** – respondents considered this initiative notably, but not measurably less important than the municipal average.
- **Gender** – female respondents considered this initiative somewhat, but not measurably more important than male respondents.





### ***Prevention of family violence and all forms of violence against women***

On average, respondents rated the importance of Council initiatives around the prevention of family violence and all forms of violence against women at a very high level of 8.84 out of 10.

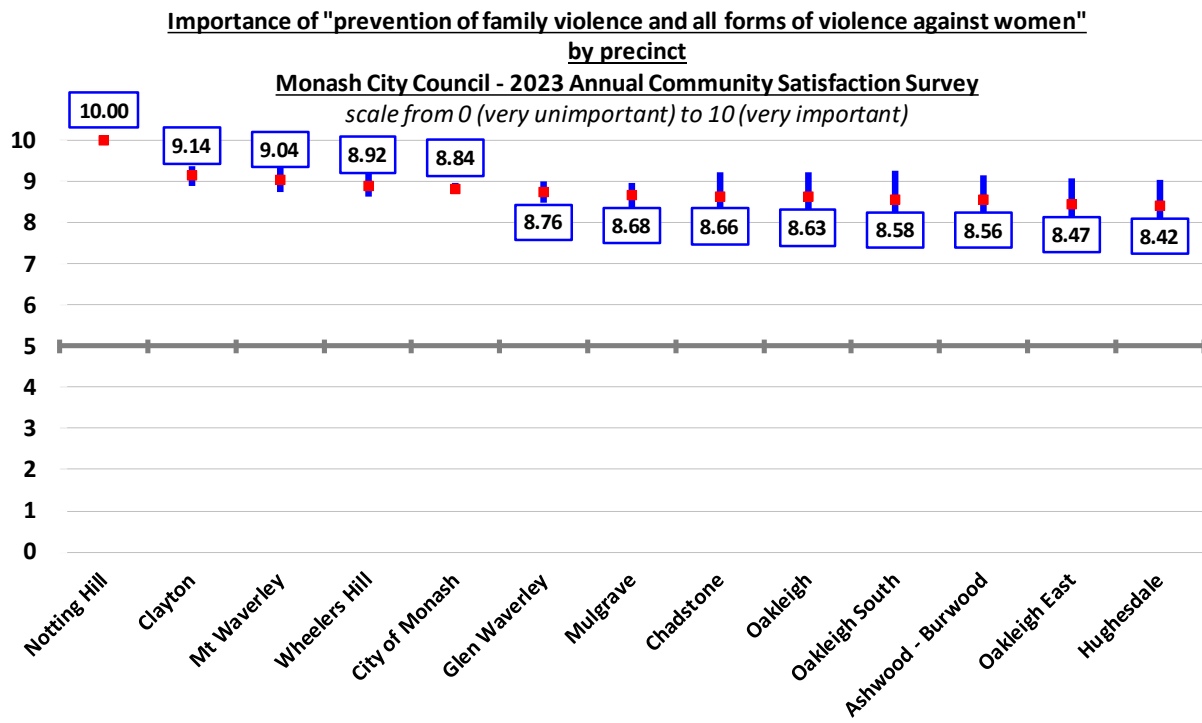
It is noted that just five of the 815 respondents considered this initiative “unimportant” (i.e., rated it at less than five).

This was the most important of the four Council initiatives included in this section of this survey.

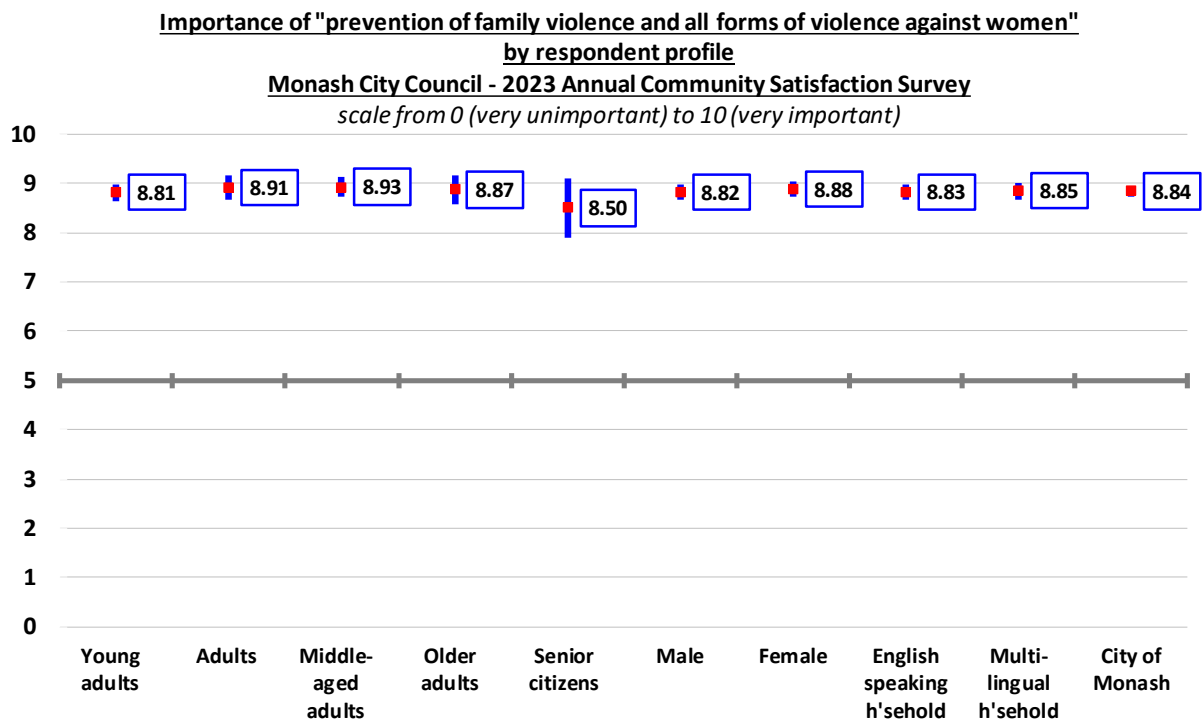
There was some variation in this result observed across the municipality, with the 10 respondents from Notting Hill all rating this at 10 out of 10.

It is noted, however, that on average, respondents from all precincts considered this a very to extremely important Council initiative, with scores of well above eight out of 10.





There was no measurable or significant variation in this result observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) considered it just marginally less important than other respondents, although still at an extremely high score of more than eight out of 10.



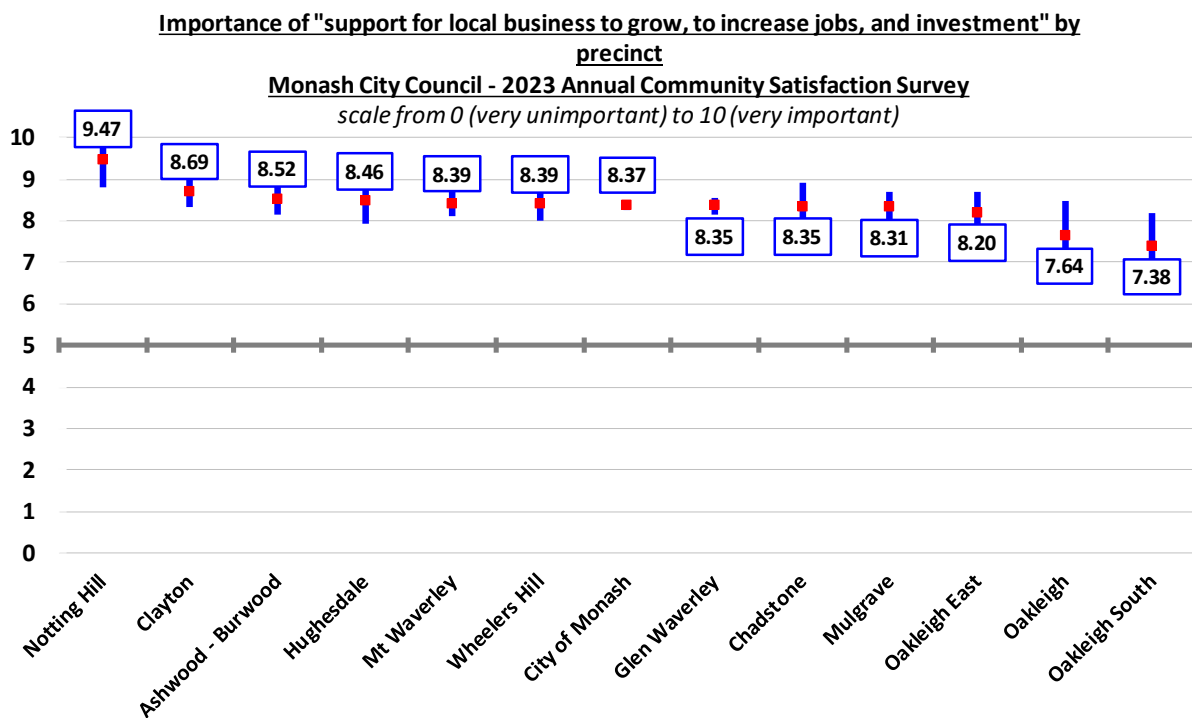
### Support for local businesses to grow, to increase jobs, and investment

Respondents considered Council initiatives to support local business to grow, increase jobs, and investment very important, with an average score of 8.37 out of 10.

It is noted that just eight of the 815 respondents considered this initiative “unimportant” (i.e., rated importance at less than five).

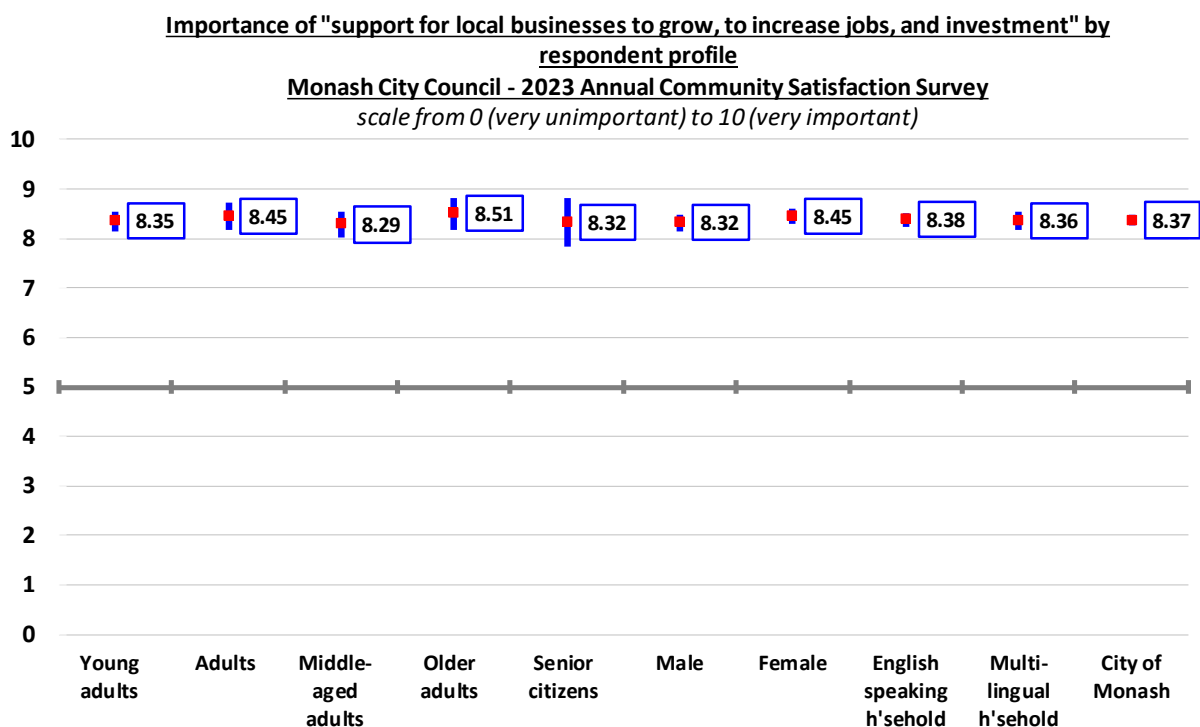
There was notable and measurable variation in the average importance of this initiative observed across the municipality, as follows:

- **Notting Hill** – the 14 respondents considered this measurably more important than the municipal average.
- **Oakleigh** – respondents considered this notably, but not measurably less important than the municipal average.
- **Oakleigh South** – the 14 respondents considered this initiative measurably less important than the municipal average.



There was no statistically significant or meaningful variation in the average importance of this Council initiative observed by respondent profile, with respondents of all age groups, gender, and language spoken at home considering this initiative, on average, to be “very important”.





### **Reducing loneliness in the community**

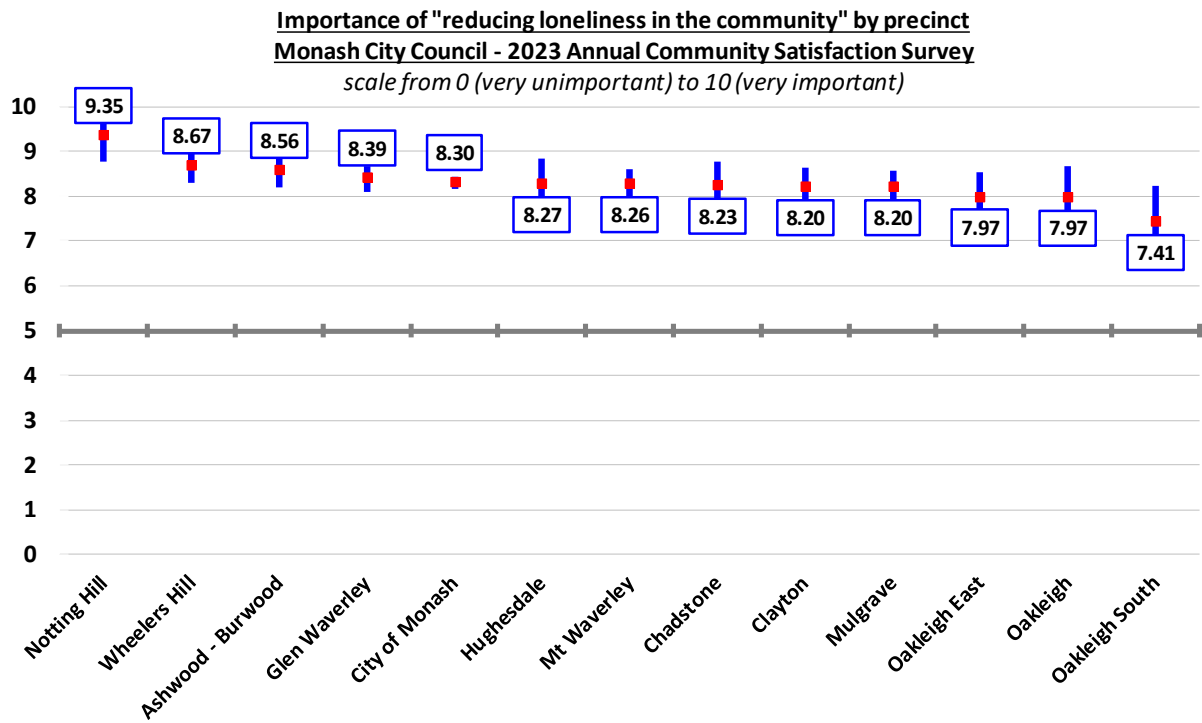
Respondents, on average, considered Council’s initiatives in reducing loneliness in the community to be “very important”, with an average importance score of 8.30 out of 10.

It is noted that just nine respondents (1.5% of those answering the question) considered this initiative to be “unimportant” (i.e., rated importance at less than five).

There was notable and measurable variation in the average importance of this initiative observed across the municipality, as follows:

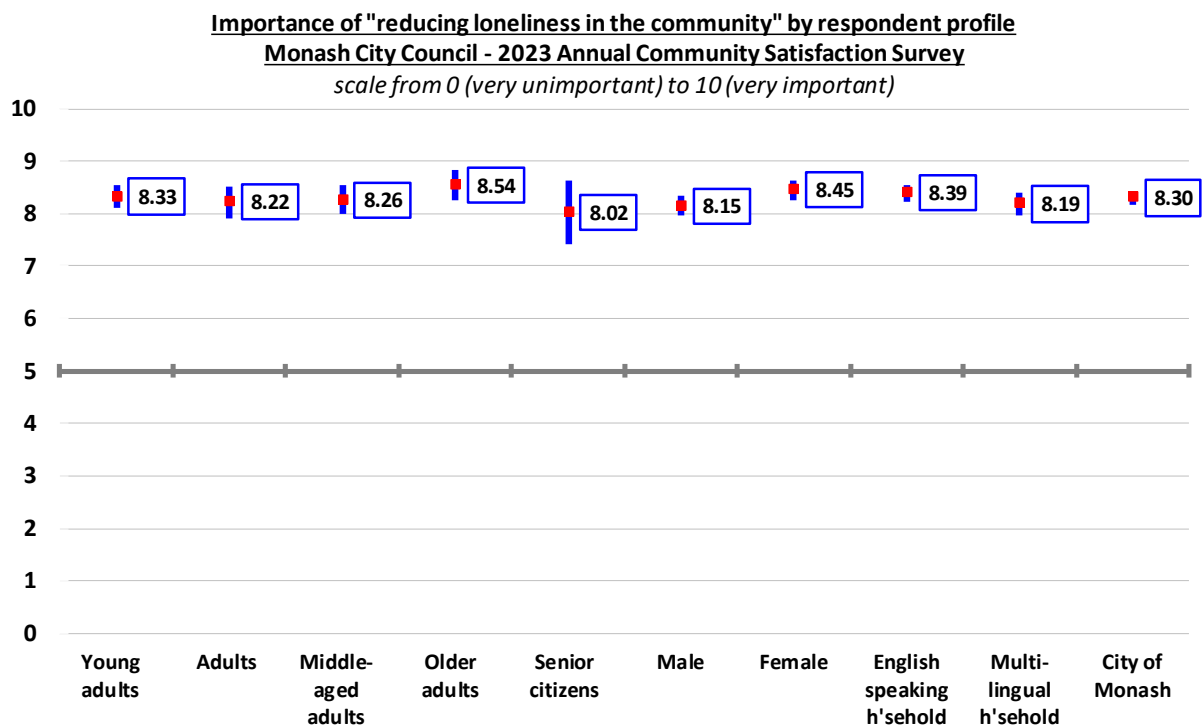
- **Notting Hill** – the 12 respondents considered this measurably more important than the municipal average.
- **Oakleigh East and Oakleigh** – respondents considered this notably, but not measurably less important than the municipal average.
- **Oakleigh South** – the 14 respondents considered this initiative measurably less important than the municipal average.





Whilst there was no statistically significant variation in this result observed by respondent profile, with respondents from all age groups, gender, and language spoken at home considering this to be “very important”, there was some variation noted, as follows:

- **Older adults (aged 60 to 74 years)** – respondents considered this initiative somewhat, but not measurably more important than average.
- **Language spoken at home** – respondents from English speaking households considered this initiative marginally more important than respondents from multilingual households.





## Perception of safety

Respondents were then asked:

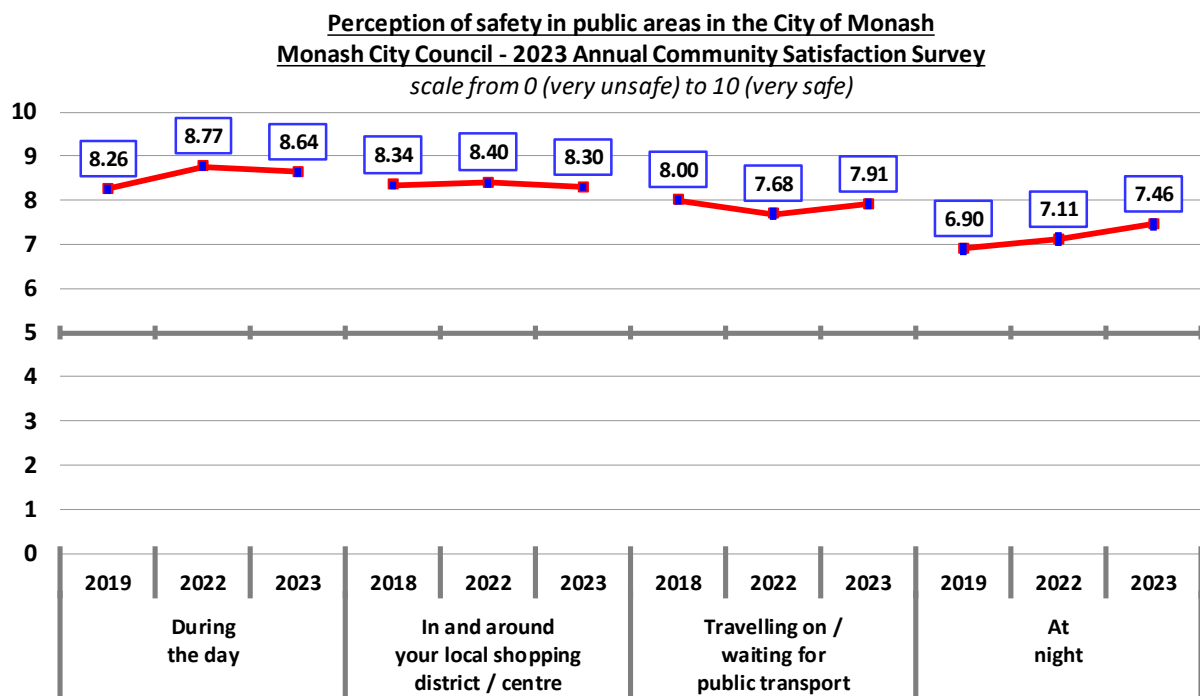
*“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Monash? If rated less than 5, why do you say that?”*

Respondents were again in 2023, asked to rate their perception of safety in the public areas of the City of Monash during the day, at night, in and around their local shopping district / centre, and travelling on / waiting for public transport.

There was a marginal decrease in both the perception of safety during the day, as well as in and around local shopping districts centres, although these declines were not statistically significant and the average perception of safety remained very high, at more than eight out of 10.

There was a small, three percent, increase in the average perception of safety travelling on / waiting for public transport, and a statistically significant increase in the perception of safety in the public areas of the City of Monash at night (up 4.9%).

These results clearly indicate that overall, the Monash community feels very to extremely safe in and around the City of Monash.

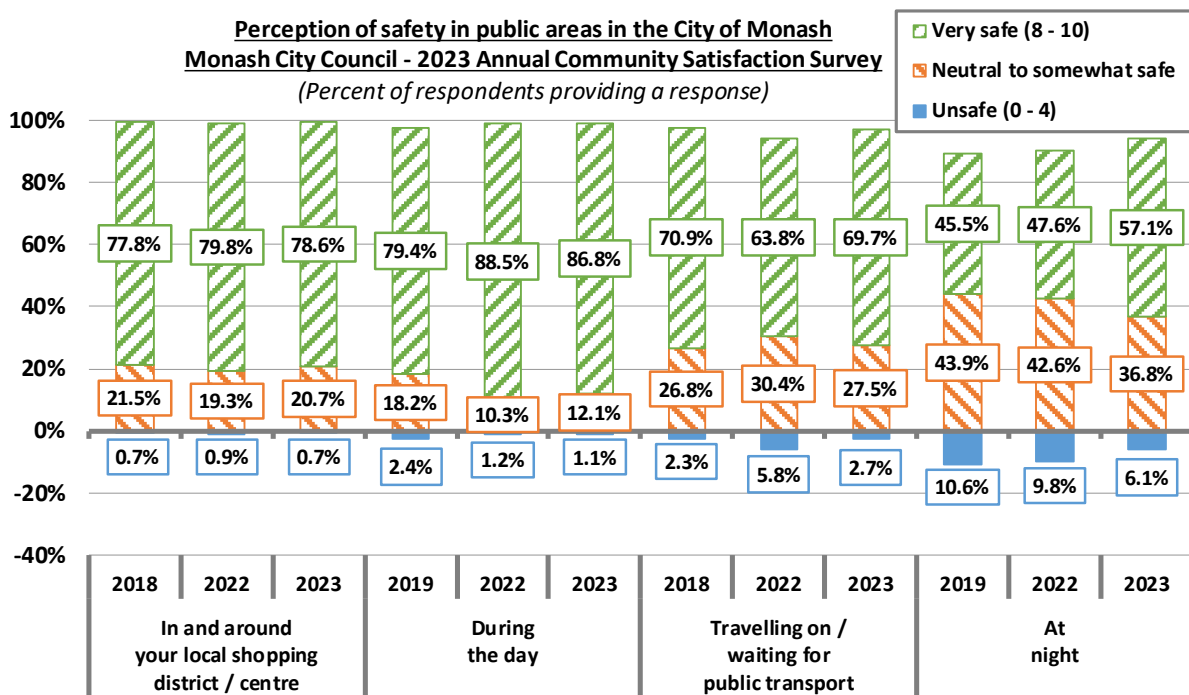


The following graph provides the breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five).



Metropolis Research notes that more than three-quarters of respondents who provided a score, felt “very safe” in the public areas of Monash during the day, in and around their local shopping district / centre, whilst two-thirds felt “very safe” travelling on / waiting for public transport.

Metropolis Research draws attention to the continued improvement in the perception of safety in the public areas of the City of Monash at night, with 57.1% (up from 47.6%) feeling “very safe” and 6.1% (down from 9.8%) felt “unsafe”.



The following graph provides a comparison of these results against the metropolitan Melbourne and eastern region councils’ average perception of safety results, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

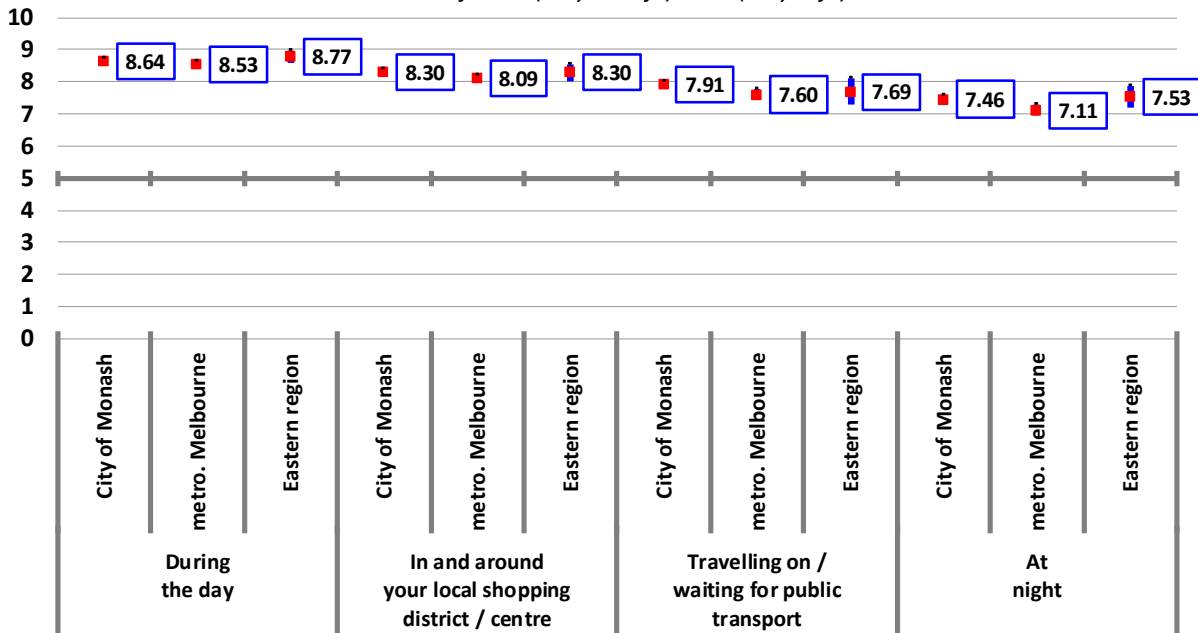
Metropolis Research notes that the perception of safety in all four situations was somewhat higher in the City of Monash than the metropolitan Melbourne average, and broadly similar to the results for the eastern region councils.

These results clearly reinforce the core finding that the perception of safety is higher-than-average in the City of Monash, a result that is consistent with the general perception of safety in the eastern region of metropolitan Melbourne.

Metropolis Research notes that across the metropolitan Melbourne area in 2023, the inner eastern (7.57) and eastern (7.53) regions reported the highest, whilst the southeastern (6.35) and northern (6.93) regions perception of safety in the municipality at night scores.



**Perception of safety in public areas in the City of Monash**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*

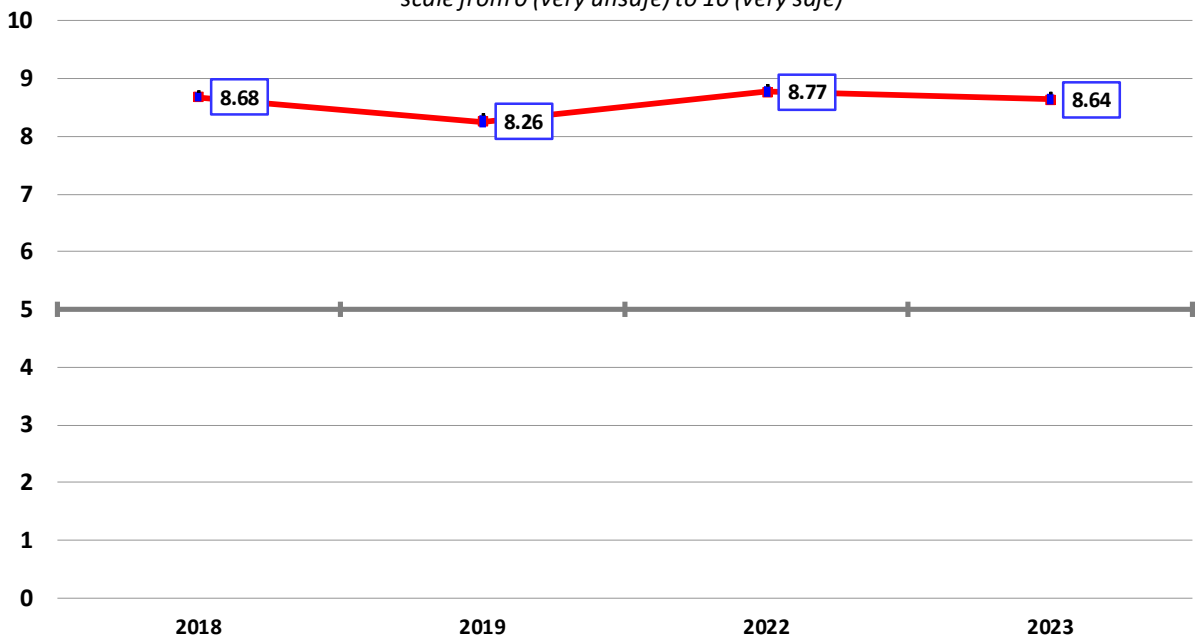


**Perception of safety in public areas during the day**

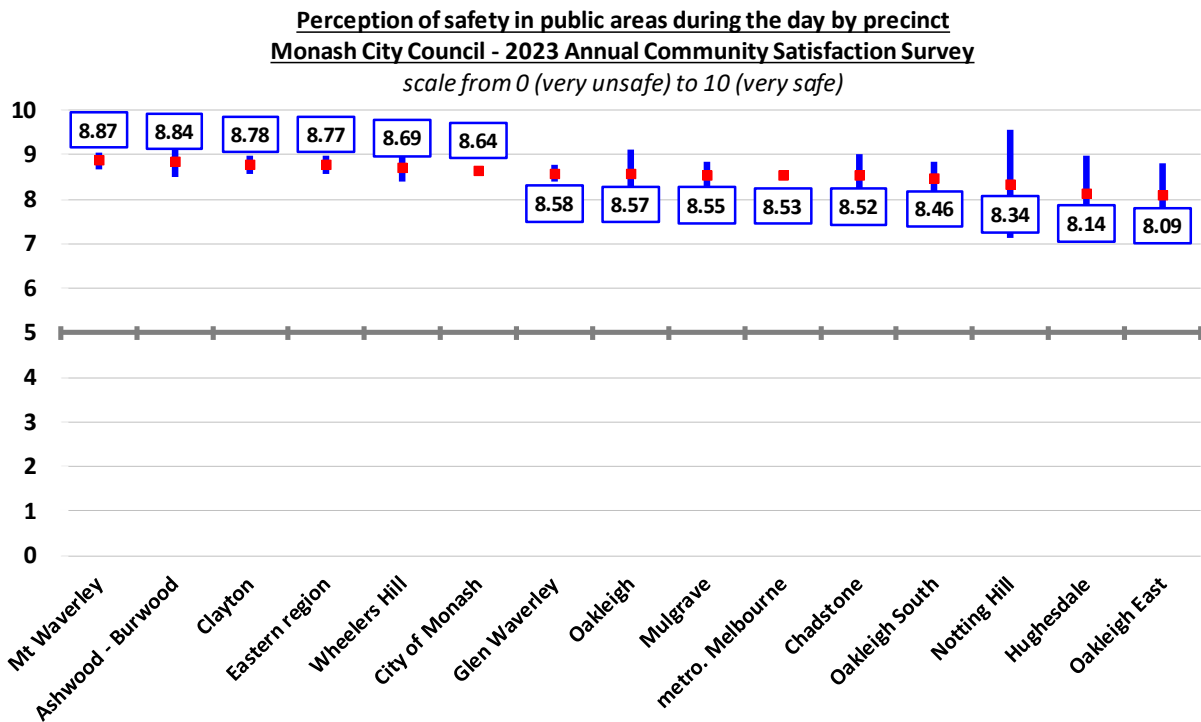
The perception of safety in the public areas of the City of Monash during the day declined marginally, but not measurably this year, down 1.5% to 8.64, although it remains at an “extremely high” level, and consistent with the long-term average since 2018 of 8.59.

It is important to bear in mind that 86.8% of respondents providing a score felt “very safe” whilst just nine respondents (1.1%) felt unsafe.

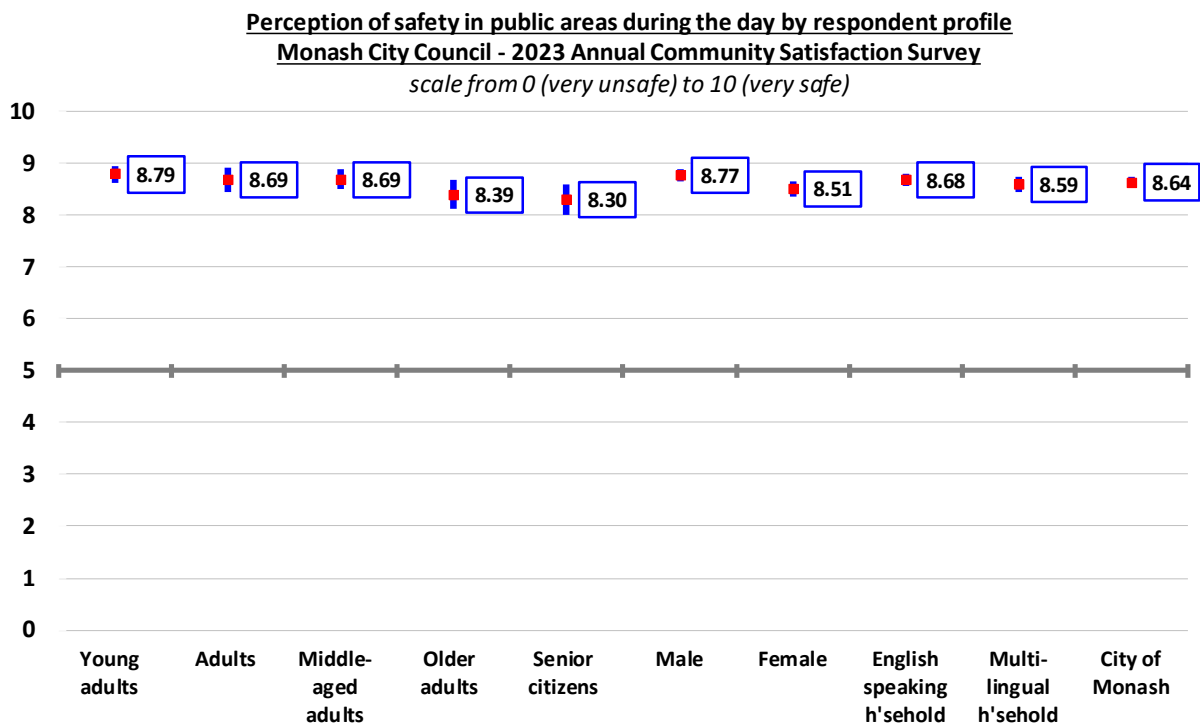
**Perception of safety in public areas during the day**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*



There was no statistically significant or meaningful variation in the perception of safety in the public areas of the City of Monash observed across the municipality, with respondents from all precincts rating their perception of safety at “extremely high” averages of more than eight.

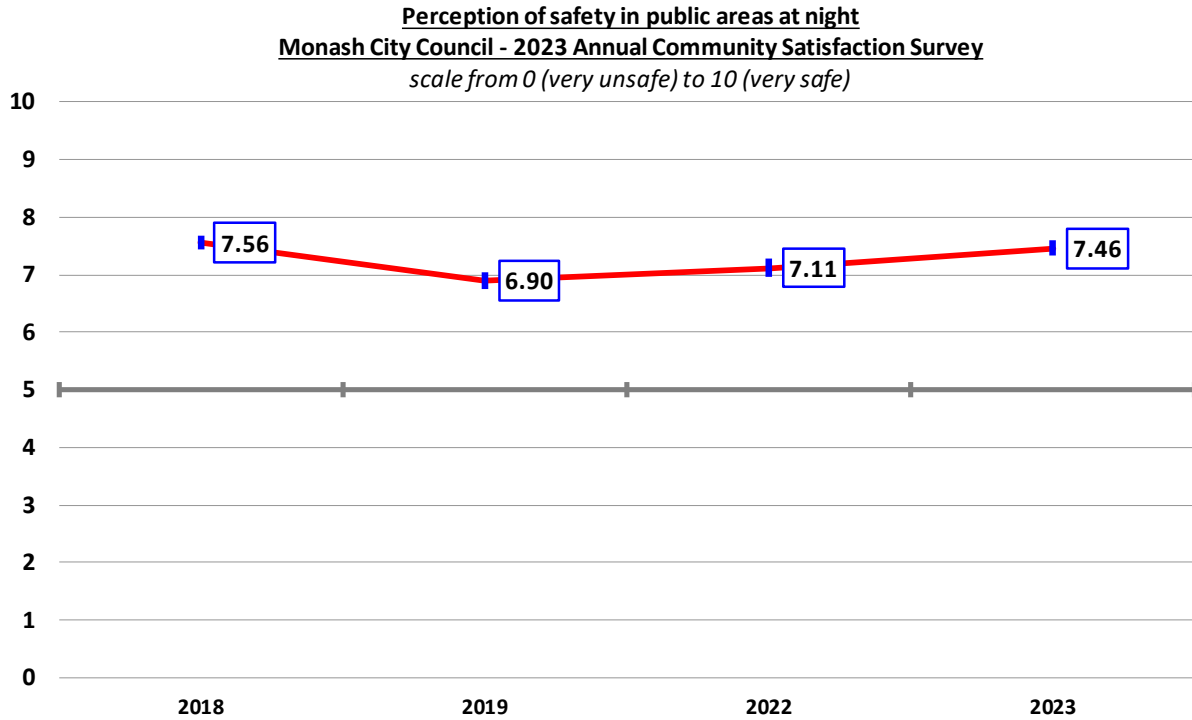


There was no statistically significant variation in this result observed by the respondents’ age structure, although it is noted that female respondents felt measurably (three percent) less satisfied than male respondents.

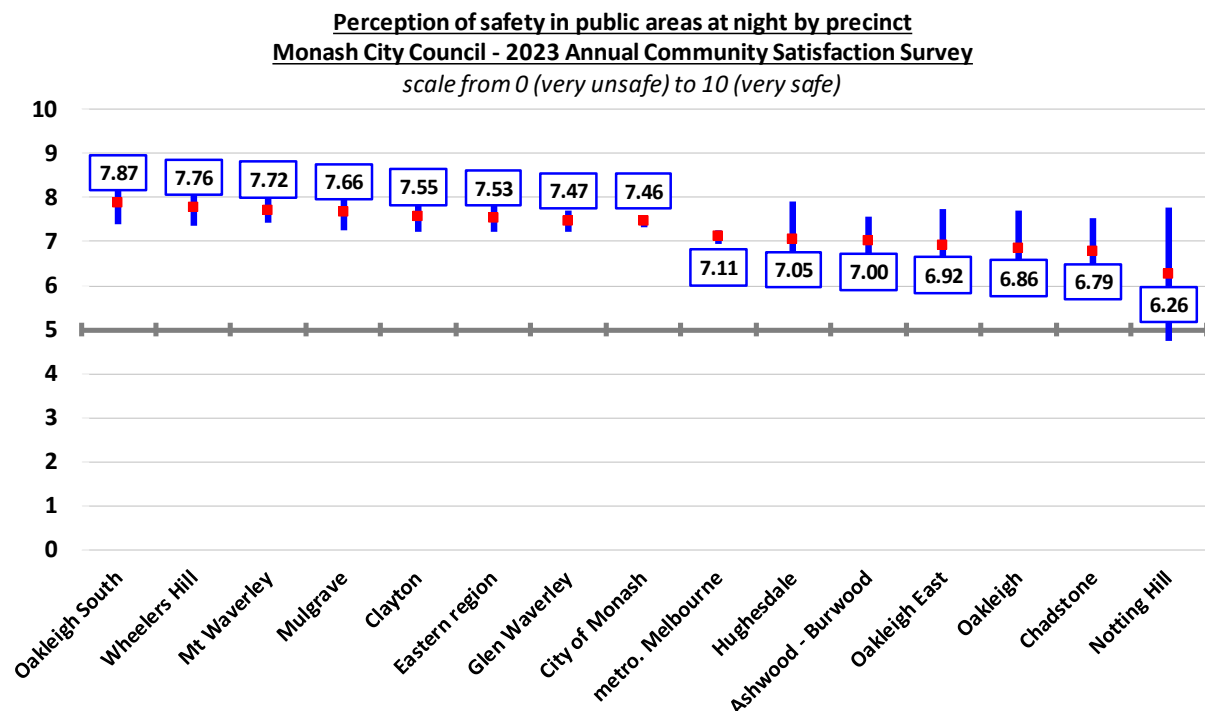


### Perception of safety in public areas at night

The perception of safety in the public areas of the City of Monash at night increased measurably this year, up 4.9% to 7.46. This result was still marginally below the long-term average result since 2018 of 7.26.



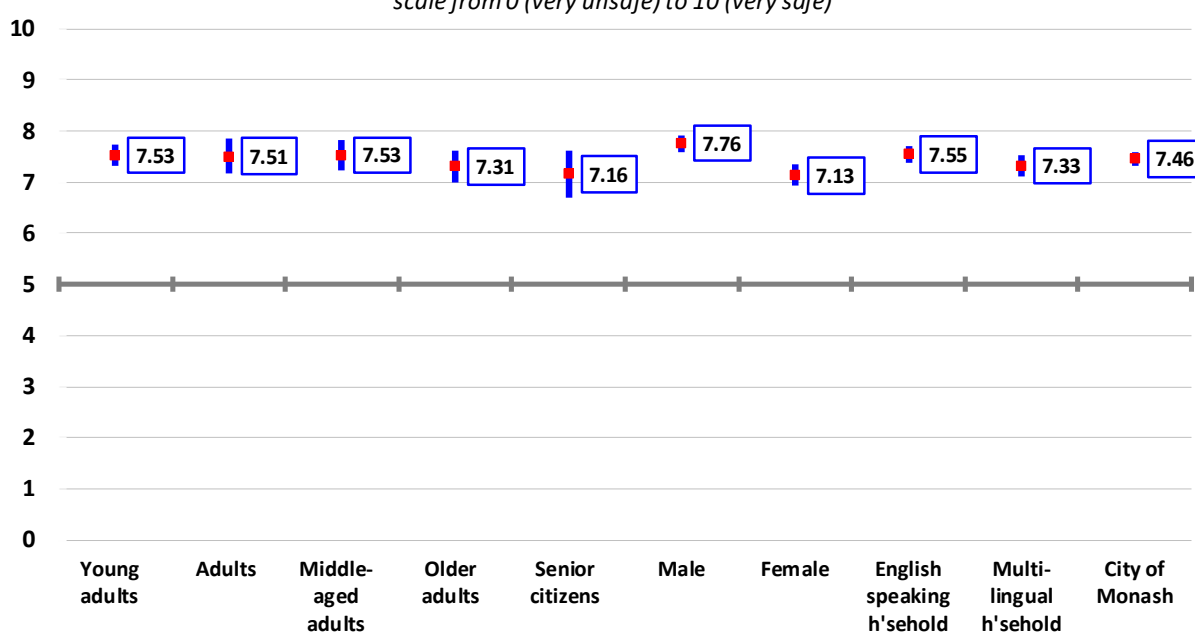
Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that the 11 respondents from Notting Hill felt notably less safe than average, and at a “moderate” rather than a “very high” perception of safety score.



There was measurable and notable variation in the perception of safety in the public areas of the City of Monash at night observed by respondent profile, as follows:

- **Age structure** – older respondents (aged 60 years and over) felt marginally, but not measurably less safe than younger respondents (aged 18 to 59 years).
- **Gender** – female respondents felt measurably and significantly (8.2%) less safe than male respondents.
- **Language spoken at home** – respondents from multilingual households felt somewhat, but not measurably less safe than respondents from English speaking households.

**Perception of safety in public area at night by respondent profile**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*

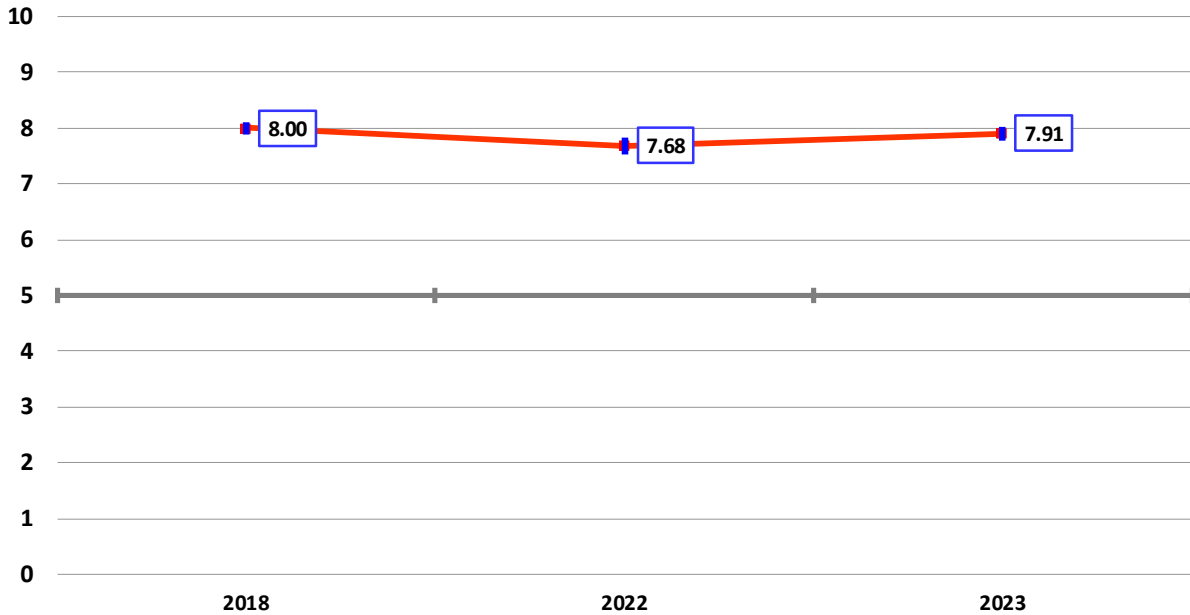


### **Perception of safety travelling on / waiting for public transport**

The perception of safety travelling on / waiting for public transport increased marginally, but not measurably this year, up three percent to 7.91, which remains a “very high” perception of safety score.

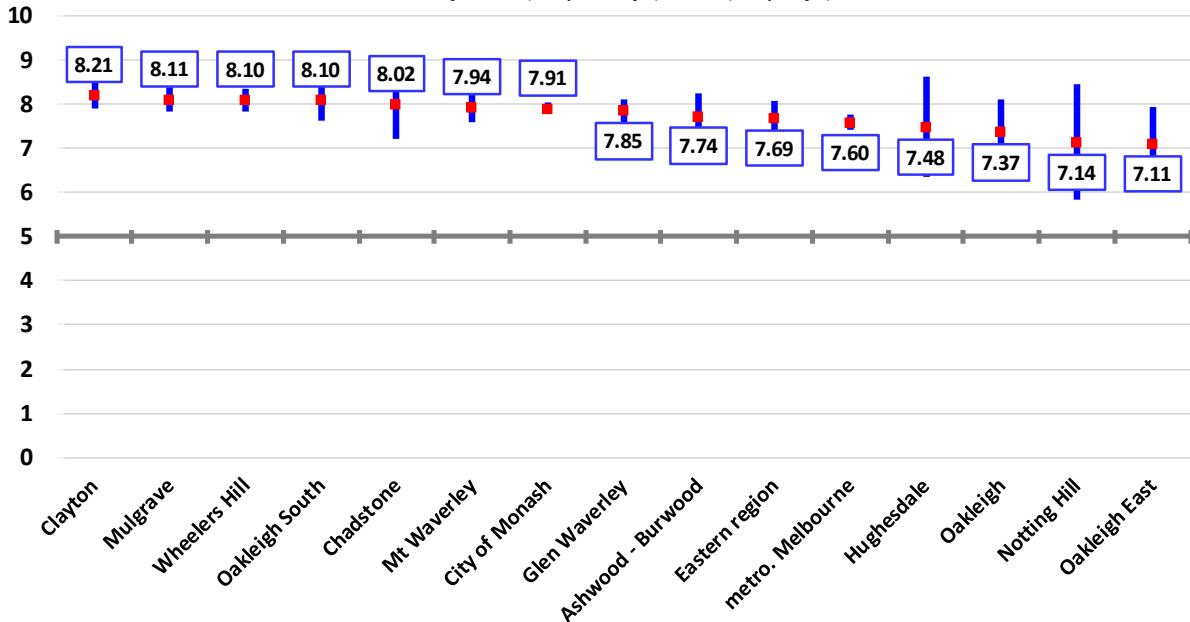


**Perception of safety travelling on / waiting for public transport**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*



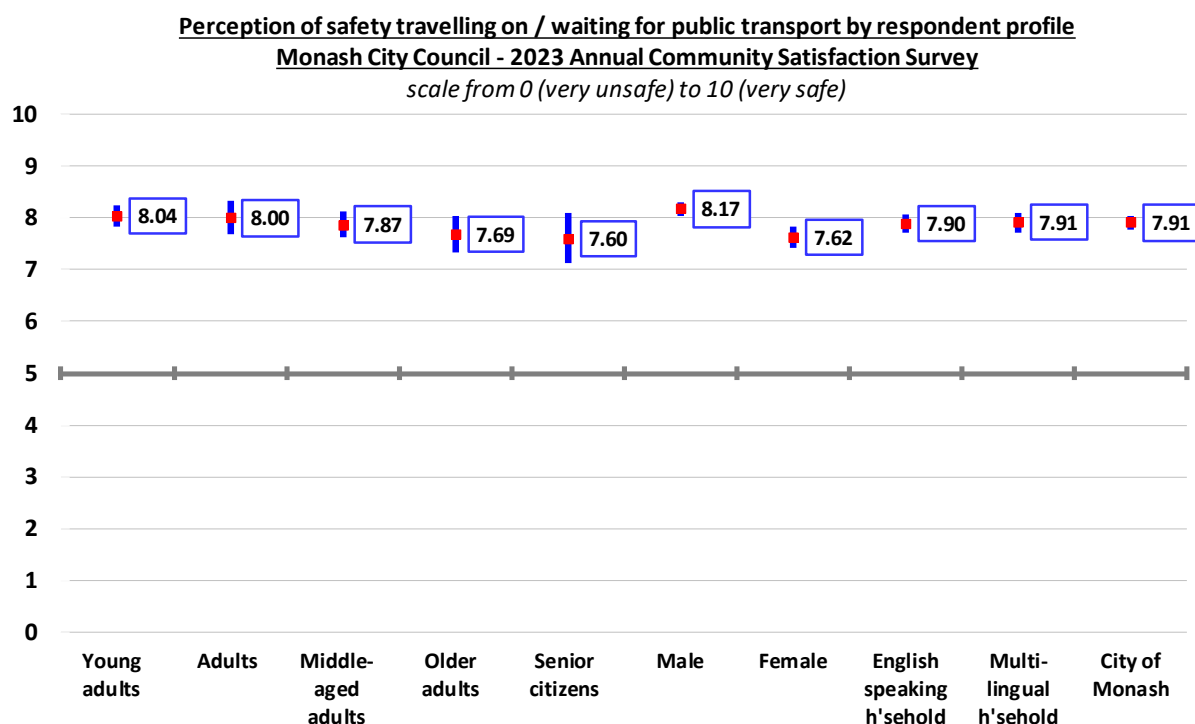
Whilst there was no statistically significant variation in the perception of safety travelling on / waiting for public transport observed across the municipality, it is noted that the 10 respondents from Noting Hill and the 27 from Oakleigh East felt notably less satisfied than average.

**Perception of safety travelling on / waiting for public transport by precinct**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*



There was measurable and notable variation in the perception of safety in the public areas of the City of Monash at night observed by respondent profile, as follows:

- **Age structure** – older respondents (aged 60 years and over) felt marginally, but not measurably less safe than younger respondents (aged 18 to 59 years).
- **Gender** – female respondents felt measurably and significantly (6.7%) less safe than male respondents.



### ***Perception of safety in and around your local shopping district / centre***

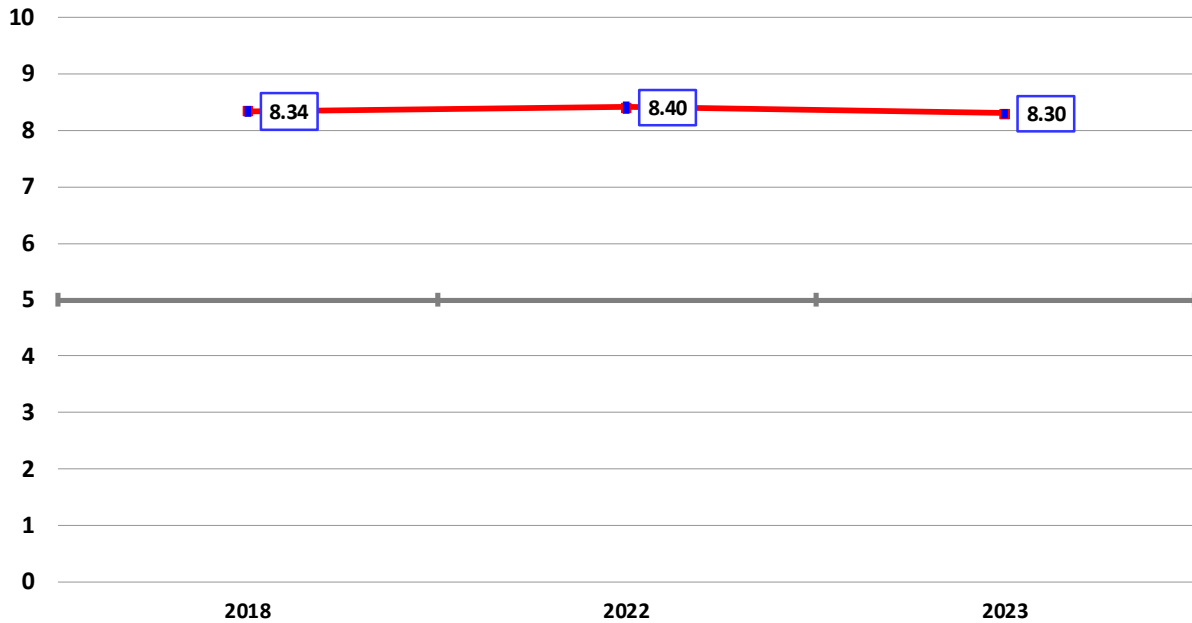
The perception of safety in and around the respondents’ local shopping district / centre declined very marginally, but not measurably this year, down 1.2% to 8.30, although it remains at an “extremely high” perception of safety level.

This result has remained very stable over the course of the three years in which it was included in the survey program.



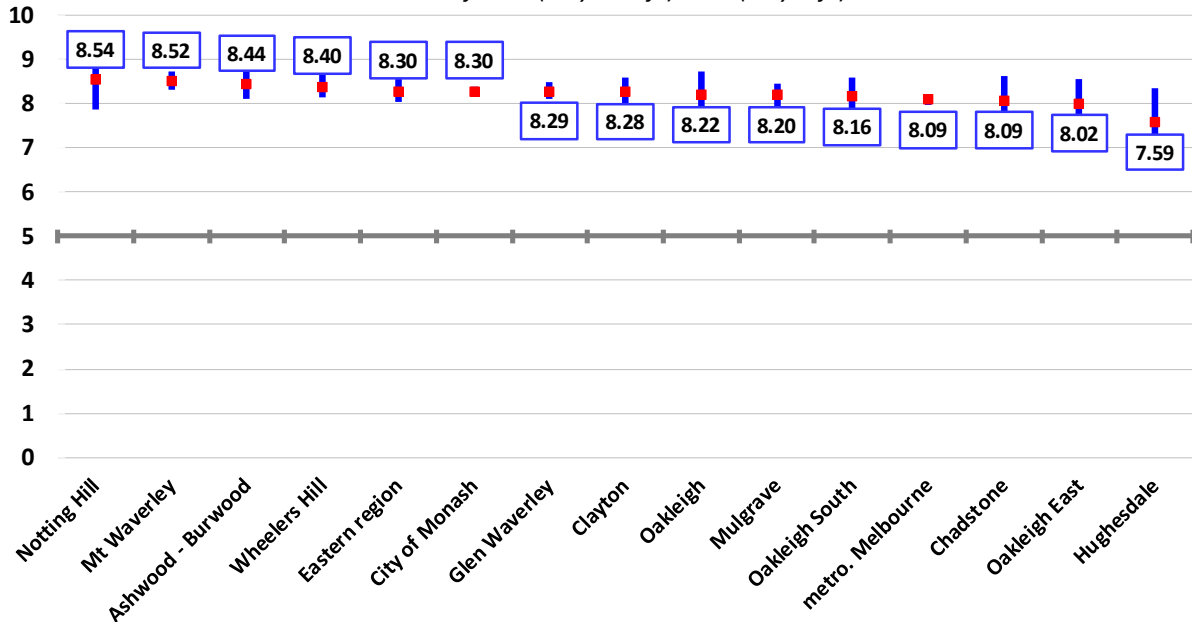


**Perception of safety in and around your local shopping district / centre**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*



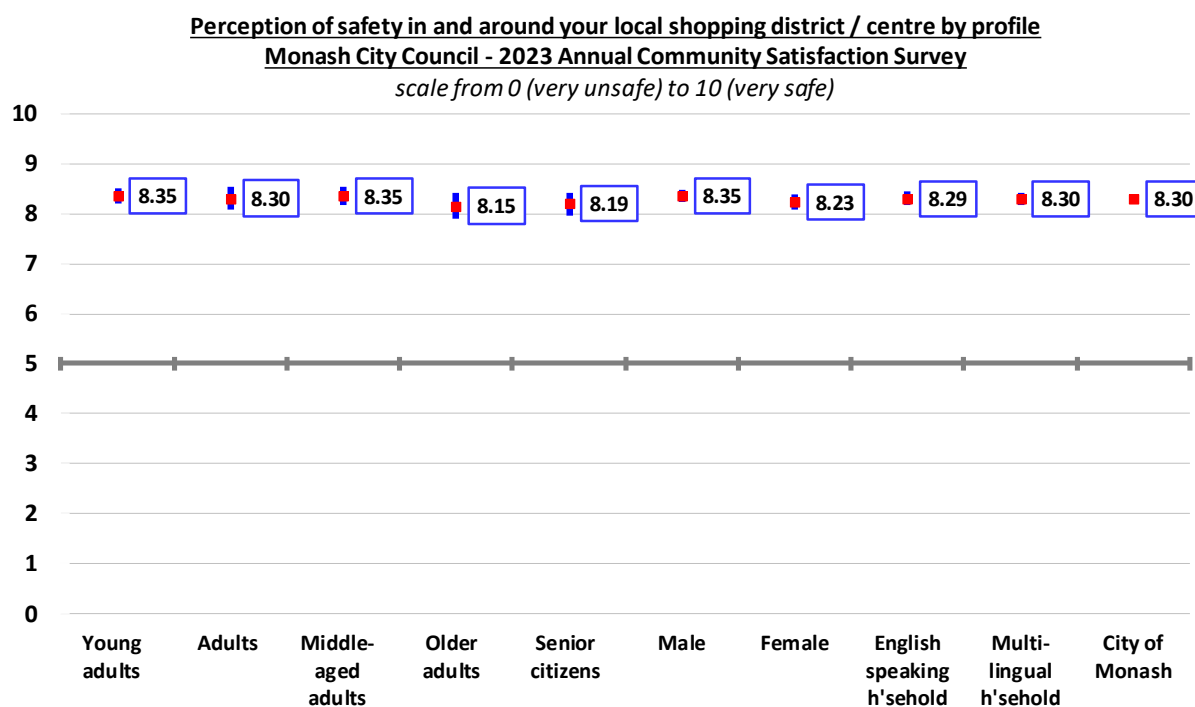
Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that the 22 respondents from Hughesdale felt notably, but not measurably less safe than average, and at a “very high” rather than an “extremely high” perception of safety level.

**Perception of safety in and around your local shopping district / centre by precinct**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*



There was no statistically significant or meaningful variation in this result observed by respondent profile, with respondents from all groups rating their perception of safety at ‘extremely high’ levels.





**Reason for feeling unsafe in public areas:**

There were 40 comments received from respondents who felt “unsafe” in and around the City of Monash, with the summary outlined in the table below. The verbatim comments are outlined in the main table following.

Consistent with recent years, concern around safety at night and lighting, issues with people, and concerns or experience of crime or policing related issues were the most common reasons. It is noted that the decline in commentary around drugs and alcohol continued this year, with none of the 40 comments directly referencing drugs or alcohol.

**Reason for feeling unsafe in public areas in the City of Monash**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total responses)*

Comment	2023		2022	2019	2018
	Number	Percent			
Perception of safety at night	19	47.5%	39.7%	7.0%	30.6%
Issues with people - gangs, youths, "louts" etc	8	20.0%	16.4%	4.7%	11.1%
Crime and policing	7	17.5%	20.5%	46.5%	33.3%
General perception of safety	4	10.0%	13.7%	25.6%	5.6%
Image / feel of place and news reports	1	2.5%	4.1%	4.7%	8.3%
Drugs and alcohol	0	0.0%	2.7%	8.1%	5.6%
Other	1	2.5%	2.7%	3.5%	5.6%
<b>Total</b>	<b>40</b>	<b>100%</b>	<b>73</b>	<b>86</b>	<b>36</b>



**Reason for feeling unsafe in public areas in the City of Monash**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Perception of safety at night</i>	
In general, not safe at night	2
Not enough lighting / streetlights	2
Too dark around here	2
I don't feel safe around Glen Waverly station in night.	1
I feel safe during the day but not at night	1
Insufficient lighting on streets	1
It's never safe at night	1
It's very dark and I also met dirty people	1
Not enough streetlights and robbery happens at night	1
Some areas are lacking in an ample streetlight. Around Oakleigh people always hanging around the area and they don't make me feel safe	1
Some streets with no lighting	1
The darkness, there is not enough streetlights and there are car break ins and thievery.	1
There are no lights on Downing Street	1
Traffic at night, they speed up all the time	1
Traffic in the areas at night. I feel unsafe over there	1
Traffic is heavy. No street lighting at night.	1
<b>Total</b>	<b>19</b>
<i>Issues with people - gangs, youths, "louts" etc</i>	
Being a female, people are desperate	1
Feel really unsafe on trains to city, people make feel very uncomfortable	1
Gangs at night roam the streets	1
Lots of crazy people around	1
Lots of homeless on trains and buses	1
People are turning bad because of the things going around, I am scared to go out for a stroll alone	1
There are a lot of people with mental health issues, and they ask for money	1
Too many undesirables around these days.	1
<b>Total</b>	<b>8</b>



<i>Crime and policing</i>	
Few burglaries in the neighbourhood	1
I got an attempted mugging during the day near the railway	1
I was robbed	1
Robbery happens and car crushed, not enough street lighting	1
Someone broke into a house 4 blocks away from mine	1
There are thieves	1
They have broken into my car once	1
<b>Total</b>	<b>7</b>
<i>General perception of safety</i>	
Don't feel safe generally	1
I am a woman so it's not sensible	1
Isolated areas	1
Not safe	1
<b>Total</b>	<b>4</b>
<i>Image / feel of place and news reports</i>	
Because of what I heard about people, what happened around	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Old and feels scared of getting sick when alone	1
<b>Total</b>	<b>1</b>
<b>Total</b>	<b>40</b>



## Traffic and parking

### Satisfaction with aspects of traffic and parking:

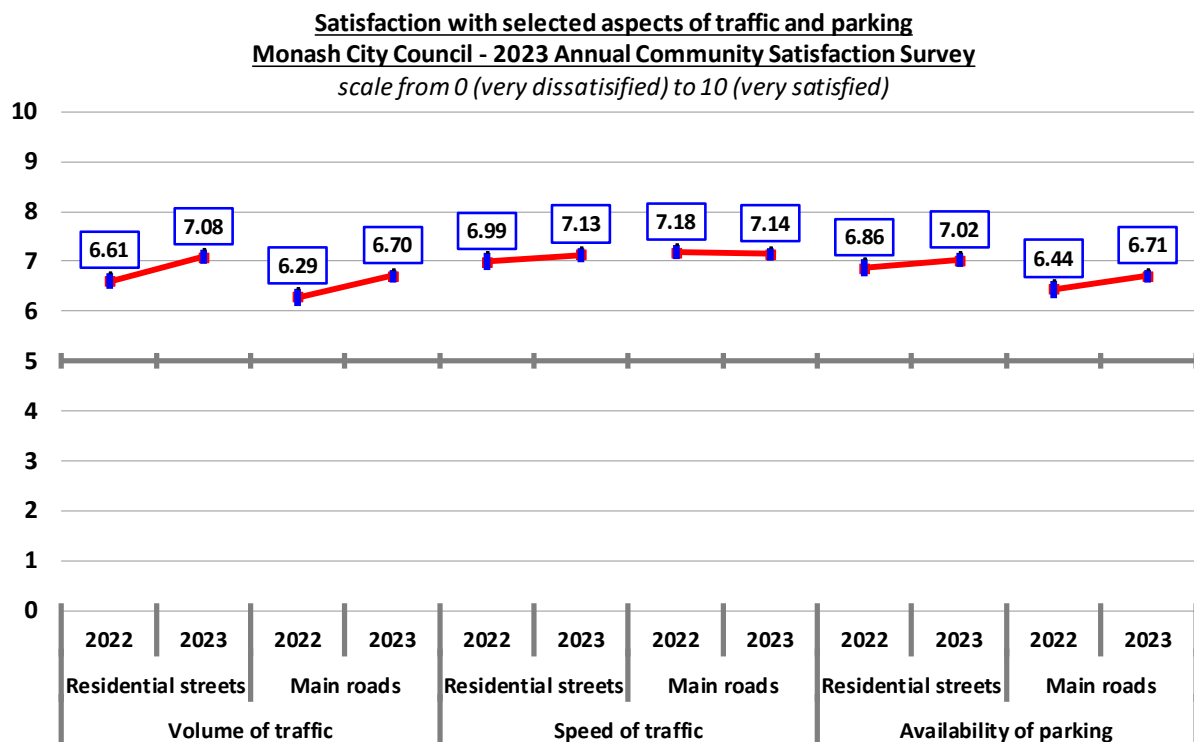
Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of traffic and parking in the City of Monash?”*

Respondents were again in 2023, asked to rate their satisfaction with the volume and speed of traffic and the availability of parking on both residential streets and main roads.

Consistent with the increase in satisfaction with [local traffic management](#) (up 4.9%), [parking enforcement](#) (up 8.7%), and [the provision of parking facilities](#) (up 4.4%), the average satisfaction with these six aspects of traffic and parking increased 3.5% this year.

Despite these increases, satisfaction with all aspects of traffic and parking were rated as “good” this year, with satisfaction with the volume of traffic and availability of parking improving from “solid” to “good” levels.



Metropolis Research does note, however, that despite these increases in satisfaction with aspects of traffic and parking, as well as the increases in satisfaction with the three of the four traffic and parking related services and facilities, “traffic management” (13.2% up from 12.5%) and “car parking related issues (both availability and enforcement)” (12.0% up from 11.1%) remain the second and third most nominated issues to address for the City of Monash ‘at the moment’. This is discussed in the [Issues to Address](#) section of this report.

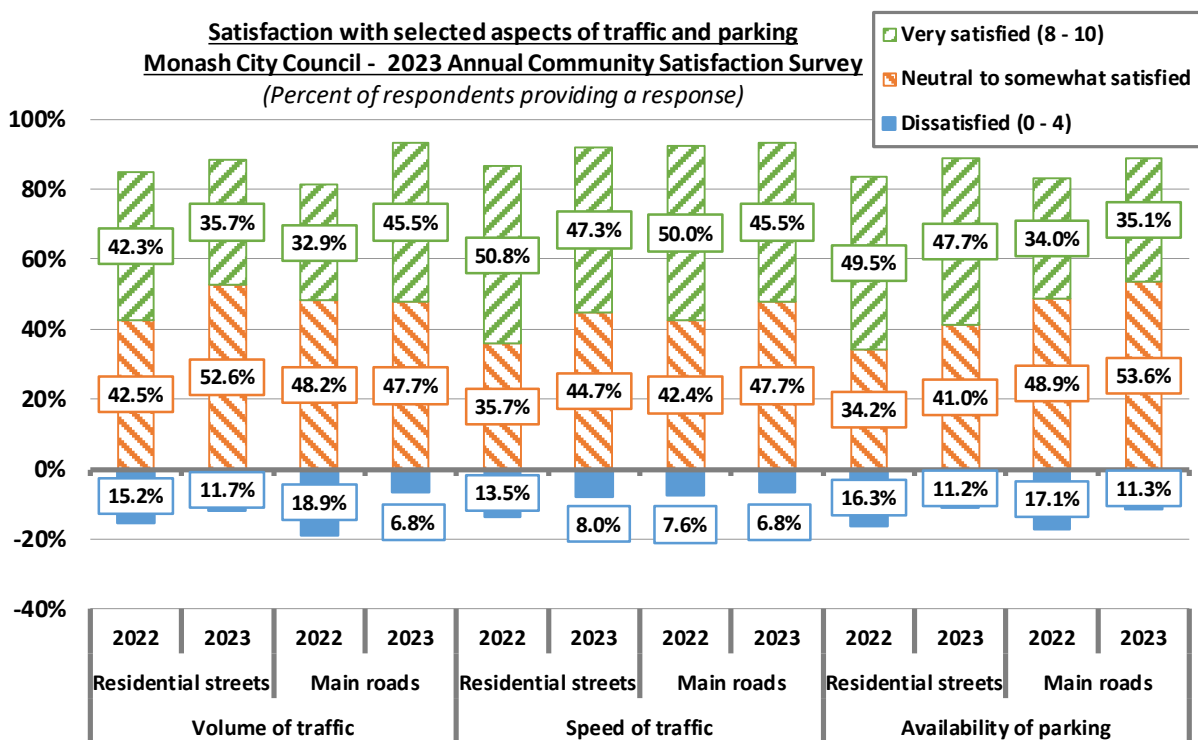


The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e.,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

It is noted that between one-third and a little less than half of the respondents providing a satisfaction score were “very satisfied” with each of these aspects. This is important, as it highlights that most in the community have some concerns or feel there is room for improvement with the volume and speed of traffic and the availability of parking on both residential street and main roads in and around the City of Monash.

Despite declining notably for all six of these aspects, there remains approximately one-eighth of the respondents providing a satisfaction score who were “dissatisfied” with each aspect of traffic and parking.

These percentage of respondents nominating traffic management and car parking were broadly consistent with the proportion of respondents “dissatisfied” with aspects of traffic and parking.



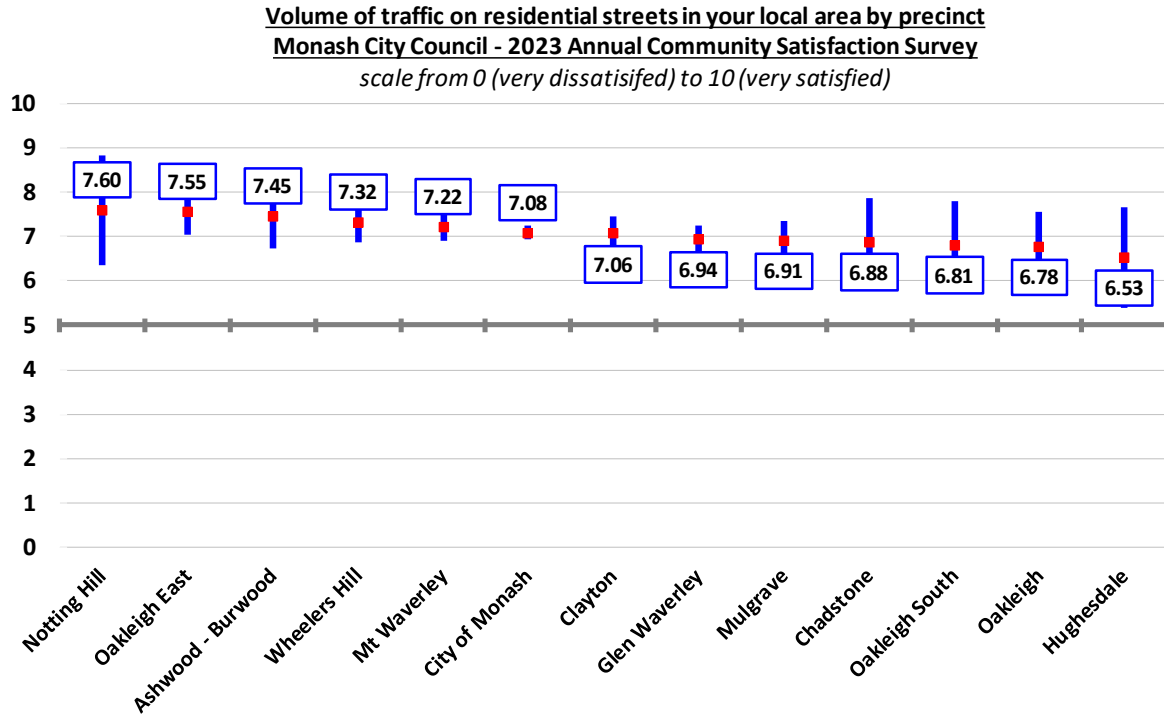
## Volume of traffic

### Volume of traffic on residential streets

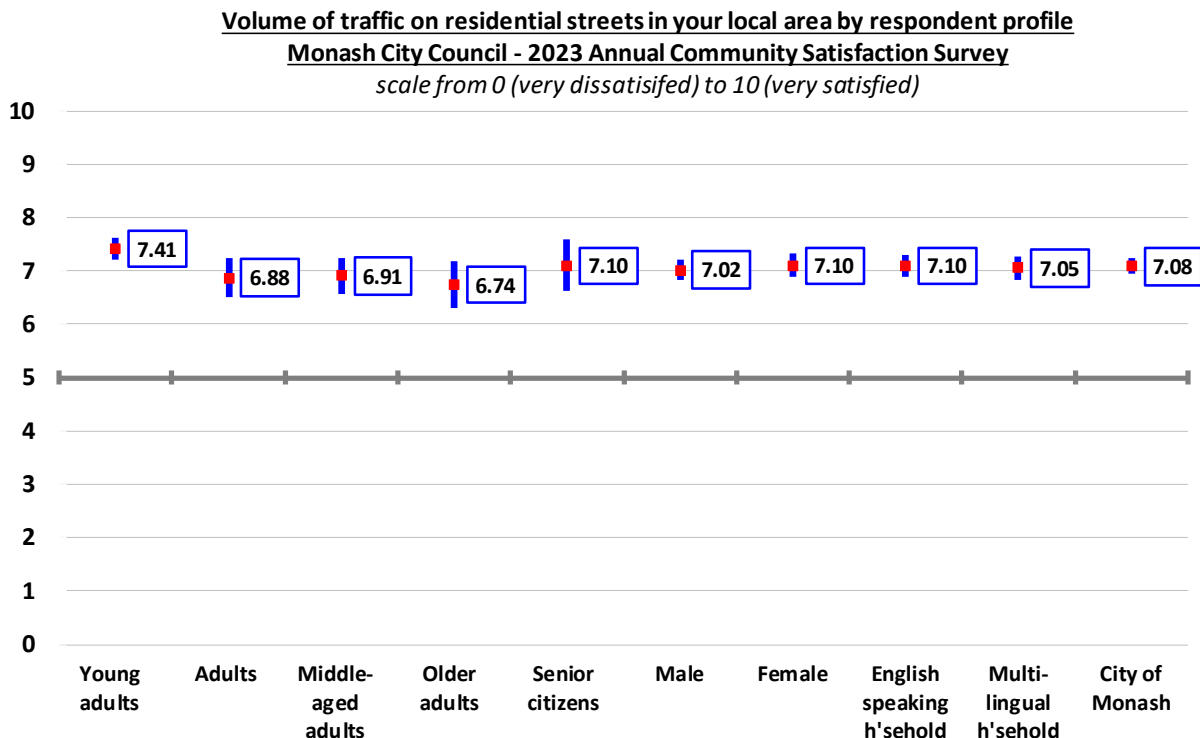
Satisfaction with the volume of traffic on residential streets increased measurably and significantly this year, up 7.1% to 7.08, although it remains at a “good” level, and with 11.7% “dissatisfied”.



Whilst there was no statistically significant variation in satisfaction with the volume of traffic on residential streets observed across the municipality, it is noted that respondents from Notting Hill, Oakleigh East, and Ashwood-Burwood all rated satisfaction at “very good” rather than “good” levels. The 22 respondents from Hughesdale, however, were notably, but not measurably less satisfied than average, although still at a “good” level.



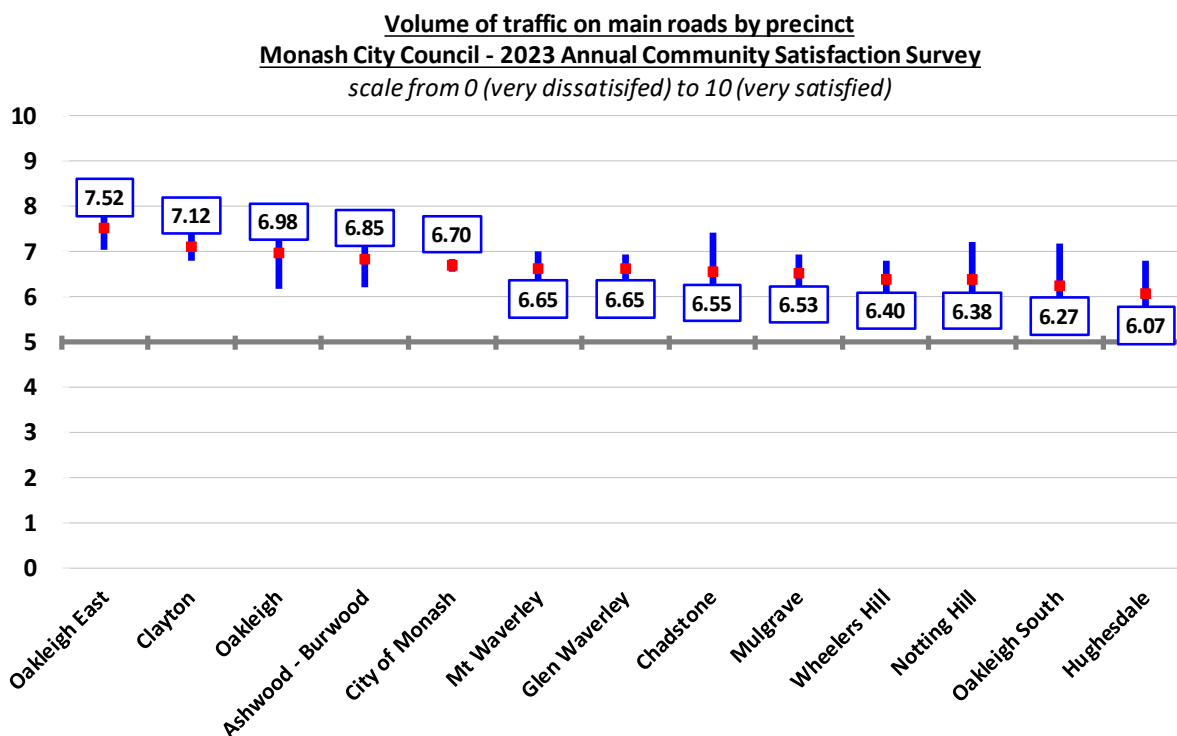
Except for young adults (aged 18 to 34 years) who were measurably more satisfied than average, and at a “very good” level, there was no other meaningful variation in this result observed by respondent profile.



## Volume of traffic on main roads

Satisfaction with the volume of traffic on main roads increased measurably and significantly this year, up 6.5% to 6.70, which is a “good”, up from a “solid” level of satisfaction.

There was measurable and notable variation in this result observed across the municipality, with respondents from Oakleigh East measurably more satisfied than average and at a “very good” level. By contrast, respondents from Wheelers Hill, Notting Hill, Oakleigh South, and Hughesdale were somewhat less satisfied than average, and at “solid” levels.



Somewhat unusually, satisfaction with the volume of traffic on main roads varied by respondent profile, with satisfaction declining notably with the respondent’s age.

- **Young adults (aged 18 to 34 years)** – respondents were notably, but not measurably more satisfied than average, although still at a “good” level
- **Senior citizens (aged 75 years and over)** – respondents were measurably less satisfied than average and at a “solid” rather than a “good” level.





**Volume of traffic on main roads by respondent profile**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## Speed of traffic

### Speed of traffic on residential streets

Satisfaction with the speed of traffic on residential streets increased marginally, but not measurably this year, up two percent to 7.13, which remains a “good” level of satisfaction.

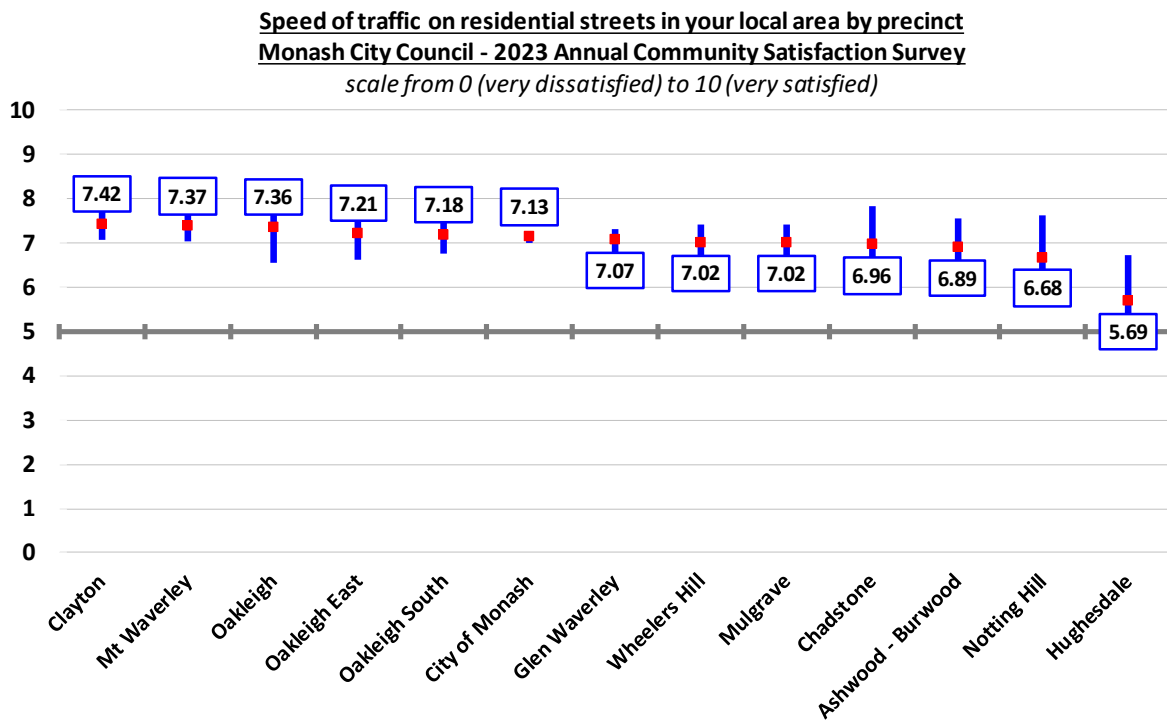
Metropolis Research notes that satisfaction with the speed of traffic on both residential streets and main roads remained relatively stable this year, in an environment where satisfaction with most aspects of Council performance improved this year.

This does suggest somewhat consistent community views about the speed of traffic, separate to ongoing community concerns around the volume of traffic and traffic management issues such as commuting times and congestion.

There was some notable and measurable variation in satisfaction with the speed of traffic on residential streets observed across the municipality, as follows:

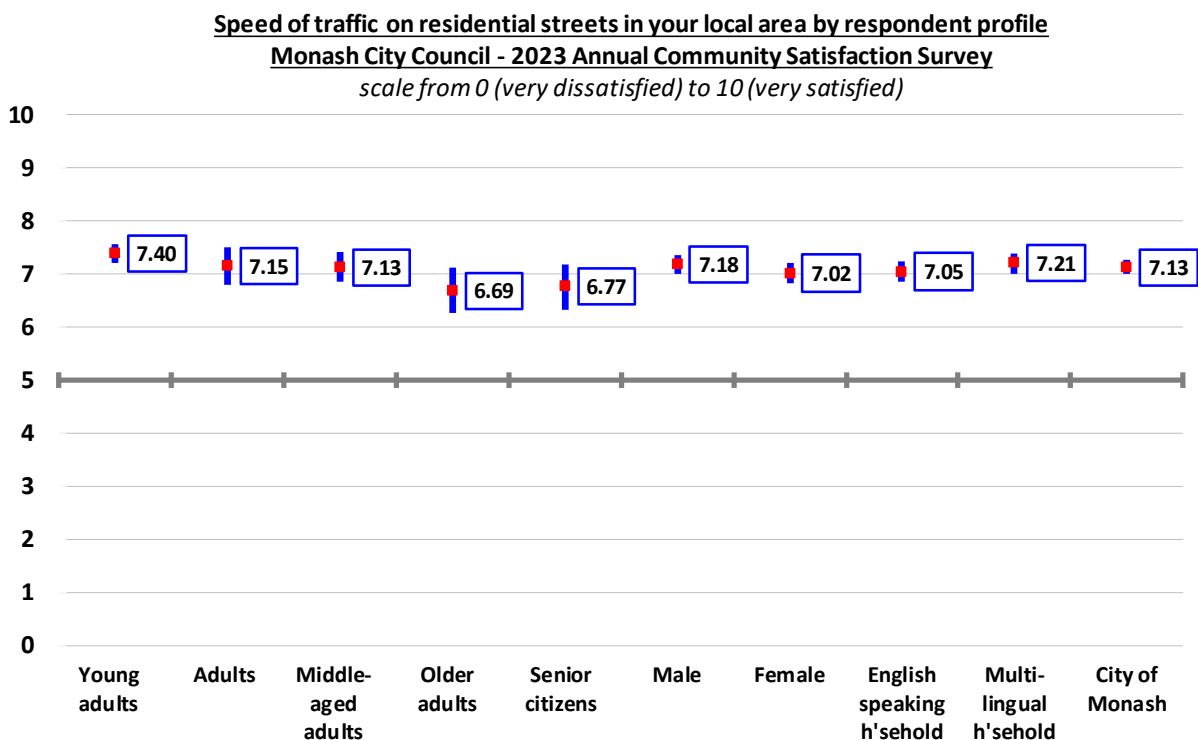
- **Clayton, Mt Waverley, and Oakleigh** – respondents were somewhat more satisfied than average and at “very good” rather than “good” levels of satisfaction.
- **Hughesdale** – the 21 respondents were measurably less satisfied than average and at a “poor” rather than a “good” level of satisfaction.





There was notable variation in satisfaction with the speed of traffic on residential streets observed by respondent profile.

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “very good” level.
- **Older adults and senior citizens (aged 60 years and over)** – respondents were notably less satisfied than average, although still at “good” levels.
- **Gender** – female respondents were marginally, but not measurably less satisfied than males.

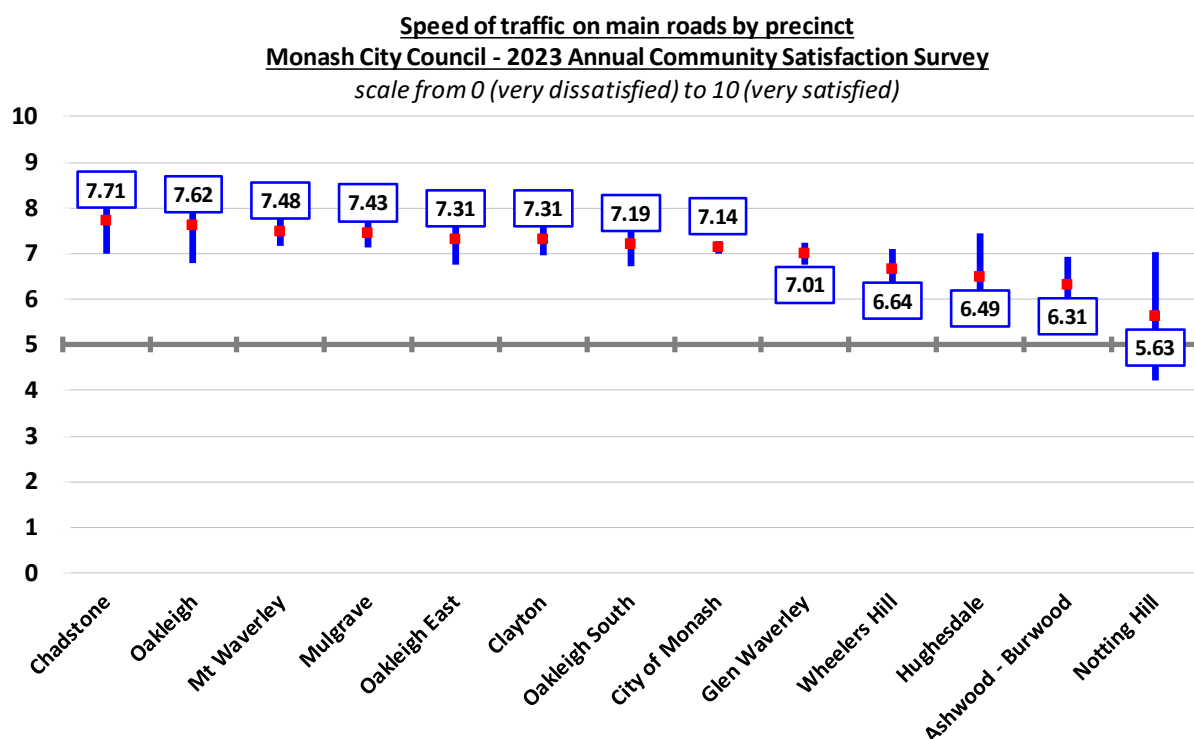


## Speed of traffic on main roads

Satisfaction with the speed of traffic on main roads remained essentially stable this year, down by less than one percent to 7.14, which remains a “good” level of satisfaction.

There was measurable variation in this result observed across the municipality, as follows:

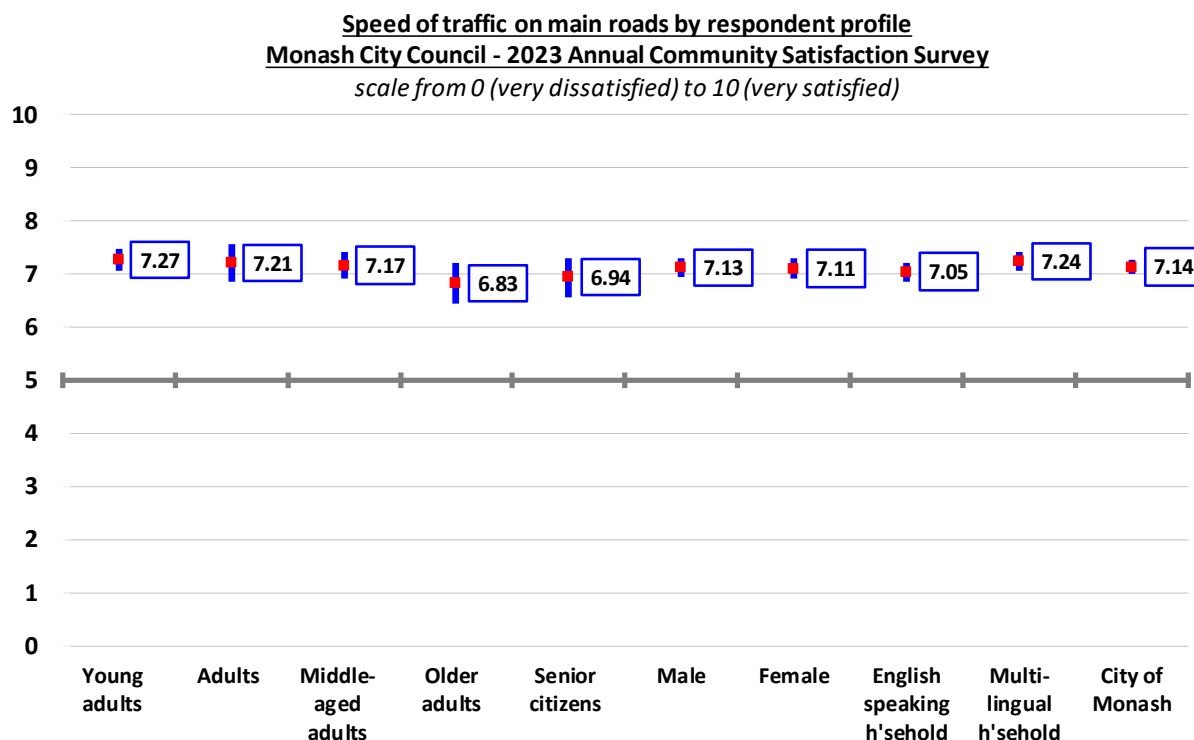
- **Chadstone and Oakleigh** – respondents were notably more satisfied than average and at “very good” levels.
- **Hughesdale** – respondents were notably less satisfied than average and at a “solid” level.
- **Ashwood-Burwood and 13 from Notting Hill** – respondents were measurably less satisfied than average, and at “solid” and “poor” levels of satisfaction respectively.



There was no statistically significant variation in satisfaction with the speed of traffic on main roads observed by respondent profile.

It is noted, however, that older adults (aged 60 to 74 years) were the least satisfied, although still at a “good” level of satisfaction.





### Reasons for dissatisfaction with the speed of traffic

Most respondents who were “dissatisfied” with the speed of traffic, both male and female, considered that the speed was ‘too fast’, including on both residential streets and main roads. There was some gender-based variation in this result observed, although based on only a relatively small sample of respondents.

**Reasons for dissatisfaction with the speed of traffic by gender**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents dissatisfied with the speed of traffic)*

Response	Residential streets				Main roads			
	Male		Female		Male		Female	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Too fast	19	82.6%	21	61.8%	12	60.0%	16	53.3%
Too slow	1	4.3%	3	8.8%	7	35.0%	8	26.7%
Both	3	13.0%	10	29.4%	1	5.0%	6	20.0%
Not stated	1		2		1		0	
<b>Total</b>	<b>24</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>30</b>	<b>100%</b>

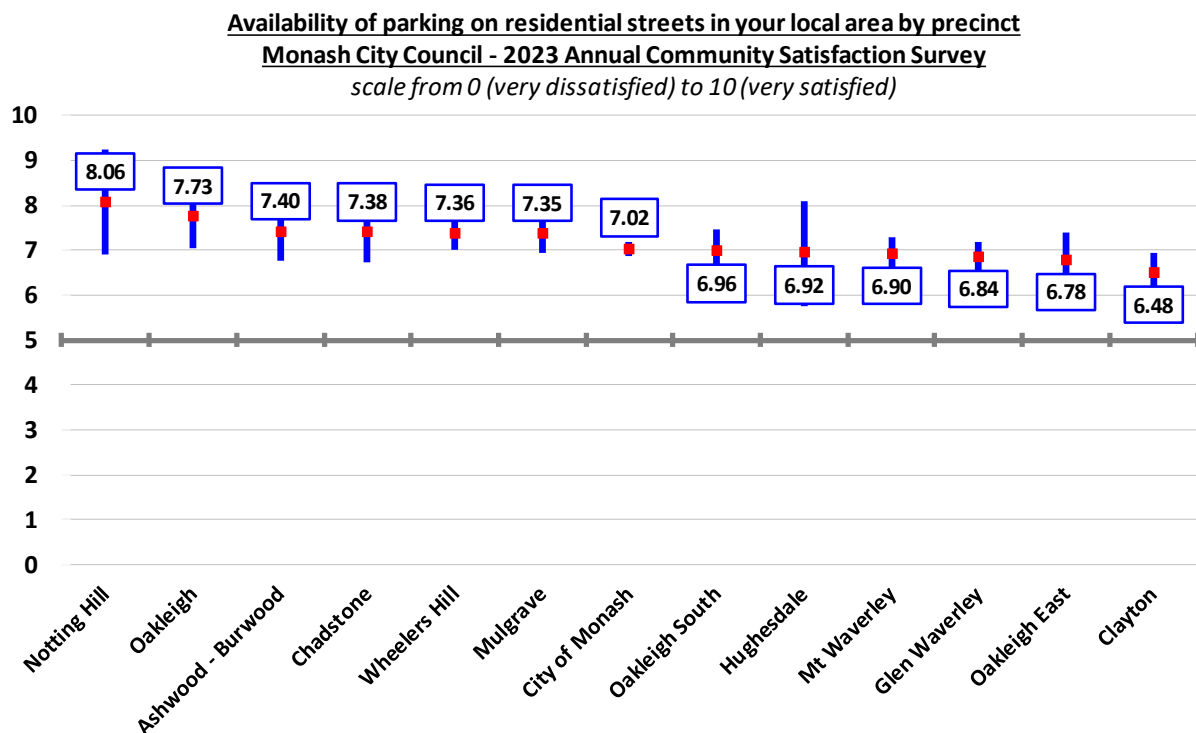


## Availability of parking

### Availability of parking on residential streets

Satisfaction with the availability of parking on residential streets increased marginally, but not measurably this year, up 2.3% to 7.02, although it remains at a “good” level.

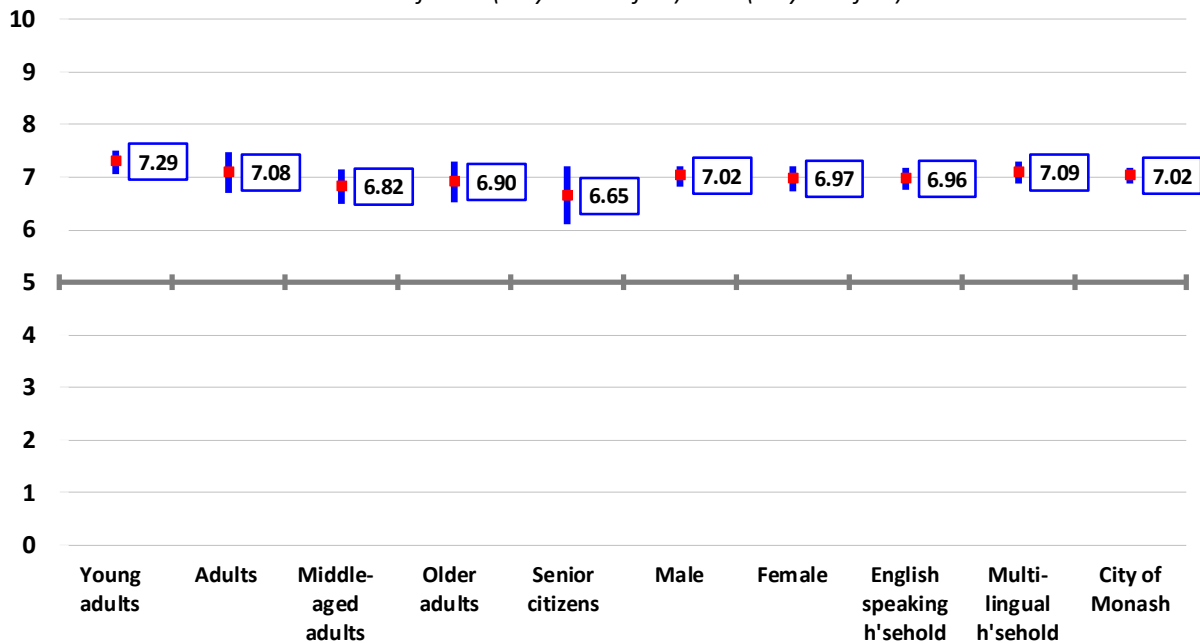
Whilst there was no statistically significant variation in satisfaction with this aspect observed across the municipality, it is noted that the 12 respondents from Notting Hill rated satisfaction at an “excellent” level, whilst respondents from Clayton rated it as “solid” rather than “good”.



Whilst there was no statistically significant variation in satisfaction with the availability of parking on residential streets observed by respondent profile, it is noted that senior citizens (aged 75 years and over) were the least satisfied, although still at a “good” level.



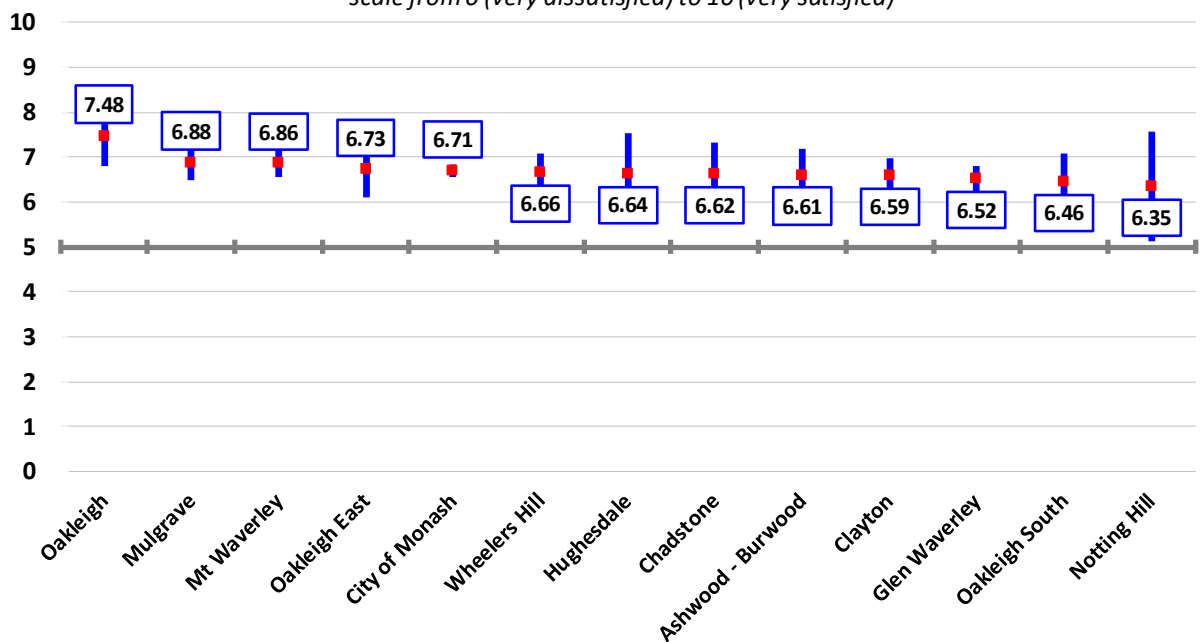
**Availability of parking on residential streets in your local area by respondent profile**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



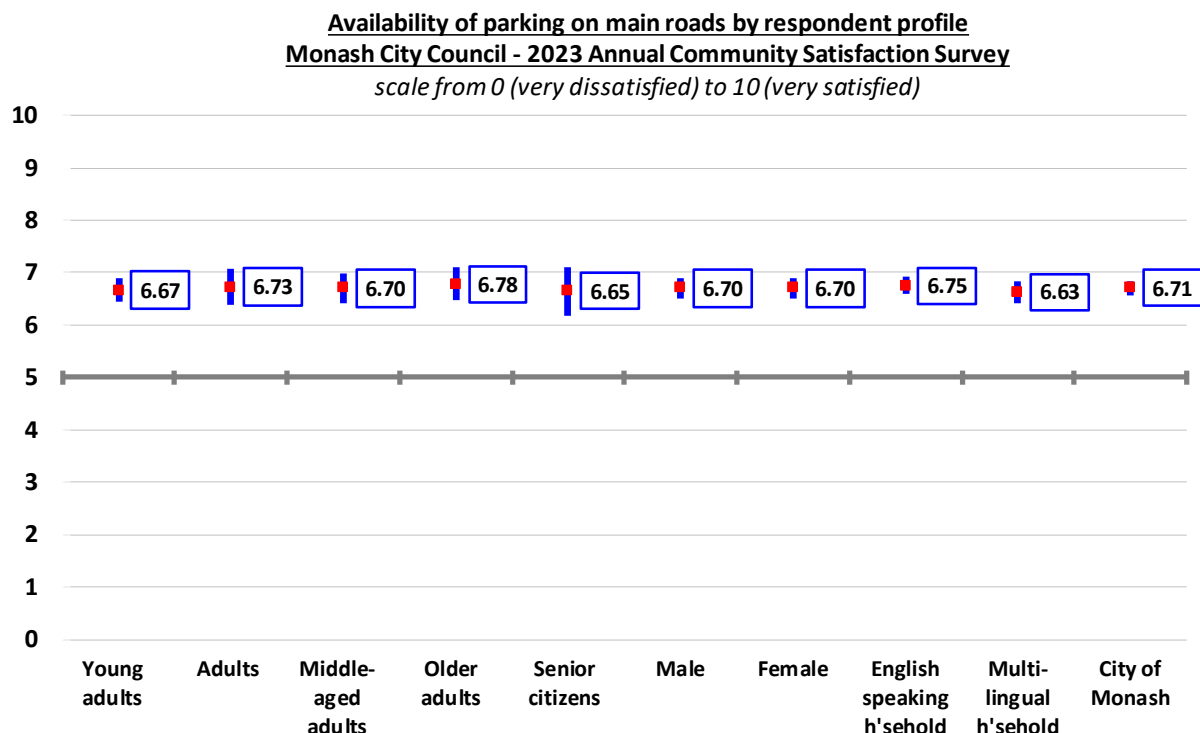
### Availability of parking on main roads

Satisfaction with the availability of parking on main roads increased measurably this year, up 4.2% to 6.71, which is a “good”, up from a “solid” level. There was notable variation in this result observed across the municipality, with respondents from Oakleigh notably more satisfied and at a “very good” level, whilst respondents from Oakleigh South and the 12 from Notting Hill rated satisfaction at “solid” levels.

**Availability of parking on main roads by precinct**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no meaningful variation in this result observed by respondent profile, including age structure, gender, or language spoken at home.



## 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 again in 2023 asked to identify what they considered to be the top three issues for the City of Monash to address ‘at the moment’.

Approximately two-thirds (67.8% up from 63.9%) of respondents provided a total of 1,089 responses, at an average approximately two issues per respondent.

This is a critical component of the *Annual Community Survey* program, as it provides meaningful insight into the range of issues currently of importance to the community and insight into how these issues may be impacting on community satisfaction with Council.

These can include a wide range of issues, some relating to the activities of Council, and some relating to other areas. They all, however, have the capacity to impact on the local community’s satisfaction with, and expectations of their local council.

It is important to bear in mind that these responses were not necessarily all complaints about the performance of Council, nor do they only reflect services, facilities, and issues within the specific remit of the Monash City Council. Many of the issues that respondents nominate as significant are generally within the remit of other levels of government.



The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and examination of change over time.

***Rubbish and waste issues:***

Of most importance in the results this year was the continued increase in the proportion of respondents nominating rubbish and waste issues (including mostly kerbside collection) related issues, up from 1.9% in 2020 and five percent in 2021, 13.0% last year, to 17.1% now.

This increase clearly reflects community engagement with kerbside collection issues through firstly the communication stages and then the implementation stage of the changes to the kerbside collection services.

As discussed in the [Relationship between issues and overall satisfaction](#) section, the 139 respondents who nominated rubbish and waste issues, were notably (3.5%) less satisfied with Council's overall performance than the municipal average (6.93 compared to 7.18).

This result clearly indicates the degree to which the changes in the kerbside collection services have negatively impacted on satisfaction with Council's overall performance.

Metropolis Research does note, however, that satisfaction with Monash City Council's overall performance did increase by 1.6% this year, despite this substantial, one-off negative influence from these changes. In our experience, the impact on overall satisfaction of changes to the kerbside collection services tends to dissipate over time, as the community becomes more comfortable with the new service provision.

Metropolis Research also notes that this result was consistent with the three percent decline in satisfaction with the regular garbage collection, the only one of the 28 services and facilities included in the survey that reported a notable, but not statistically significant, decline in satisfaction. This is discussed in the [Regular garbage collection](#) section of this report.

***Traffic and parking issues:***

There have traditional been two issues that have dominated the issues to address section of the survey since it commenced in 2016, those being traffic management (e.g., commuting times, congestion) and parking issues (both availability and enforcement).

It is noted that both these issues have returned to pre-pandemic levels over the last two years.

Parking issues also continue to be notably more nominated in the City of Monash than the metropolitan Melbourne average (12.0% compared to 6.4%).

Both traffic and parking issues appear to exert a somewhat negative influence on satisfaction with Council's overall performance for the respondents' nominating them. The consistently negative impact on overall satisfaction of these issues has been observed over a long period of time and typically observed across metropolitan Melbourne, although the strength of the impact on satisfaction does vary somewhat from municipality to municipality.





### **Other notable issues:**

Other issues commonly nominated by a smaller proportion of respondents (typically between approximately five and ten percent) in recent years in the City of Monash include lighting, road maintenance and repairs including roadworks, provision and maintenance of street trees, parks, gardens, and open spaces issues, cleanliness and maintenance of the local area, and building, housing, planning, and development issues.

These issues were all evident in these results again in 2023.

Importantly, all these issues appear to consistently exert a somewhat negative influence on satisfaction with Council's overall performance, for the respondents who raised the issues, although the proportion of respondents nominating each issue remains relatively small.

Further discussion of the relationship between the issues nominated in this section and the respondents' overall satisfaction with the performance of Council is included in the [Relationship between issues and overall satisfaction](#) section of this report.

### **Change in results from 2022 to 2023:**

There was some variation observed in the top issues to address this year, as follows:

- **Somewhat more commonly nominated in 2023 than in 2022** – includes rubbish and waste issues (17.1% up from 13.0%), lighting (7.1% up from 5.4%), cleanliness and maintenance of the area (4.5% up from 2.1%), and cost of living issues (3.1% up from 0.3%).
- **Somewhat less commonly nominated in 2023 than in 2022** – includes parks, gardens, and open space related issues (4.9% down from 7.5%), building, housing, planning, and development issues (4.4% down from 8.6%), and hard rubbish collection (2.9% down from 4.6%).

### **Variation between the City of Monash and metropolitan Melbourne:**

There was some variation observed in the top issues to address this year between the City of Monash and metropolitan Melbourne, as recorded in *Governing Melbourne*, as follows:

- **Somewhat more commonly nominated in the City of Monash** – included rubbish and waste issues (17.1% compared to 5.8%), parking issues both enforcement and availability (12.0% compared to 6.4%), lighting (7.1% compared to 3.1%), and cost of living issues (3.1% compared to 1.0%).
- **Somewhat less commonly nominated in the City of Monash** – included road maintenance and repairs (6.4% compared to 9.4%), parking, gardens, and open spaces (4.9% compared to 8.6%), footpath maintenance and repairs (3.9% compared to 7.1%), safety, policing, and crime related issues (3.2% compared to 5.3%), Council rates, fees, and charges (1.8% compared to 4.6%), and public transport (1.5% compared to 4.9%).



**Top three issues for the City of Monash at the moment**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Response	2023		2022	2021	2020	2023 Metro.*
	Number	Percent				
Rubbish and waste issues inc. garbage collection	139	17.1%	13.0%	5.0%	1.9%	5.8%
Traffic management	112	13.7%	12.5%	7.6%	10.1%	12.6%
Parking	98	12.0%	11.1%	7.2%	11.1%	6.4%
Lighting	58	7.1%	5.4%	3.1%	5.0%	3.1%
Roads maintenance and repairs	52	6.4%	5.8%	6.0%	2.6%	9.6%
Provision and maintenance of street trees	44	5.4%	4.1%	3.5%	6.7%	6.8%
Parks, gardens and open spaces	40	4.9%	7.5%	9.1%	3.6%	8.6%
Cleanliness and maintenance of area	37	4.5%	2.1%	0.7%	3.5%	4.8%
Building, planning, housing and development	36	4.4%	8.6%	9.6%	9.2%	2.9%
Communication, consultation, provision of info.	32	3.9%	3.9%	2.6%	3.9%	3.4%
Footpath maintenance and repairs	32	3.9%	2.8%	4.4%	3.2%	7.1%
Safety, policing and crime	26	3.2%	3.6%	3.6%	3.2%	5.3%
Environment, conservation and climate change	25	3.1%	3.4%	1.6%	2.6%	2.6%
Cost of living	25	3.1%	0.3%	0.1%	0.0%	1.0%
Hard rubbish collection	24	2.9%	4.6%	4.5%	4.1%	1.4%
Public toilets	23	2.8%	2.3%	2.7%	1.6%	1.5%
Street cleaning and maintenance	22	2.7%	2.0%	2.1%	1.9%	4.0%
Rates	15	1.8%	2.0%	2.1%	3.2%	4.6%
Provision and maint. of cycling / walking paths	14	1.7%	1.5%	2.1%	2.5%	2.8%
Drains maintenance and repairs	13	1.6%	2.1%	1.9%	2.5%	1.9%
Prov. and maint. of sports and recreation facilities	12	1.5%	2.6%	2.0%	2.2%	1.8%
Public transport	12	1.5%	1.9%	1.4%	1.1%	4.9%
Activities and facilities for children	11	1.3%	1.5%	1.9%	1.0%	1.8%
Animal management	11	1.3%	1.1%	1.4%	1.1%	2.0%
Recycling collection	11	1.3%	0.8%	0.7%	1.7%	2.1%
Housing availability / affordability	11	1.3%	0.4%	0.2%	0.0%	0.1%
Council management, governance, accountability	9	1.1%	1.6%	1.7%	1.2%	0.9%
Noise	8	1.0%	0.3%	0.2%	0.2%	1.4%
Upkeep of private property	8	1.0%	0.0%	0.0%	0.0%	0.4%
Council customer service / responsiveness	7	0.9%	1.6%	1.0%	0.1%	0.8%
Services and facilities for the elderly	7	0.9%	2.3%	0.7%	1.2%	1.5%
Dog off leash parks / bins / facilities	6	0.7%	1.5%	0.6%	1.9%	0.5%
Education and schools	6	0.7%	0.5%	0.0%	1.0%	0.6%
Green waste collection / organic waste	6	0.7%	1.3%	1.2%	0.1%	1.8%
Shops, restaurants and entertainment venue	6	0.7%	1.1%	0.7%	0.2%	1.6%
All other issues (38 separately identified issues)	91	11.2%	7.0%	7.7%	3.4%	16.5%
<b>Total responses</b>	<b>1,089</b>		<b>1,016</b>	<b>857</b>	<b>843</b>	<b>1,061</b>
<i>Respondents identifying at least one issue</i>	553 (67.8%)		511 (63.9%)	454 (56.7%)	458 (56.8%)	558 (69.8%)

(\* ) 2023 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 municipality, as follows:

- **Ashwood-Burwood (42 respondents)** – were somewhat more likely than average to nominate traffic management, road maintenance and repairs, parks, gardens, and open spaces, hard rubbish collection, and education and schools related issues.
- **Chadstone (37 respondents)** – were somewhat more likely than average to nominate rubbish and waste issues, lighting, road maintenance and repairs, footpath maintenance and repairs, and safety, policing, and crime issues.
- **Clayton (109 respondents)** – were somewhat more likely than average to nominate rubbish and waste issues, parking, lighting, cleanliness of the area, and public toilet related issues.
- **Notting Hill (17 respondents)** – were somewhat more likely than average to nominate cost of living issues, traffic management, and communication and consultation related issues.
- **Glen Waverley (109 respondents)** – nominated no issues more than average.
- **Wheelers Hill (82 respondents)** – were somewhat more likely than average to nominate provision and maintenance of street trees, and communication and consultation related issues.
- **Mt Waverley (145 respondents)** – were somewhat more likely than average to nominate building, housing, planning, and development related issues.
- **Mulgrave (87 respondents)** – were somewhat more likely than average to nominate rubbish and waste issues.
- **Oakleigh (35 respondents)** – were somewhat more likely than average to nominate parks, gardens, and open spaces, cleanliness and maintenance of the area, footpath maintenance and repairs, building, housing, planning, and development related issues, and provision and maintenance of street trees.
- **Oakleigh East (35 respondents)** – were somewhat more likely than average to nominate rubbish and waste issues, Council rates, fees, and charges, and services and facilities for the elderly.
- **Oakleigh South (27 respondents)** – were somewhat more likely than average to nominate rubbish and waste issues, and the provision and maintenance of street trees.
- **Hughesdale (30 respondents)** – respondents were somewhat more likely than average to nominate traffic management, parking, road maintenance and repairs, cleanliness and maintenance of the area, communication and consultation, provision and maintenance of street trees, safety, policing, and crime issues, and Council customer service / responsiveness.



**Top three issues for the City of Monash at the moment by precinct**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

<b>Ashwood - Burwood</b>	
Rubbish and waste issues inc. garbage	18.6%
Traffic management	18.6%
Parks, gardens and open space	11.6%
Hard rubbish collection	9.3%
Road repairs and maintenance	7.0%
Lighting	7.0%
Education and schools	4.7%
Parking	4.7%
Building, planning, housing, development	4.7%
Environment, conservation, climate change	4.7%
All other issues	58.1%
<i>Respondents identifying an issue</i>	30 (71.1%)

<b>Chadstone</b>	
Rubbish and waste issues inc. garbage	24.3%
Lighting	18.9%
Road repairs and maintenance	16.2%
Traffic management	13.5%
Parking	10.8%
Footpath repairs and maintenance	8.1%
Safety, policing and crime	8.1%
Cleanliness and maintenance of area	5.4%
Provision and maintenance of street trees	5.4%
Hard rubbish collection	5.4%
All other issues	32.4%
<i>Respondents identifying an issue</i>	26 (69.7%)

<b>Clayton</b>	
Rubbish and waste issues inc. garbage	24.8%
Parking	22.9%
Lighting	14.7%
Traffic management	10.1%
Cleanliness and maintenance of area	8.3%
Public toilets	7.3%
Safety, policing and crime	3.7%
Parks, gardens and open space	2.8%
Drains maintenance and repairs	2.8%
Communication, consultation, prov. of info.	2.8%
All other issues	22.9%
<i>Respondents identifying an issue</i>	71 (65.3%)

<b>Notting Hill</b>	
Cost of living	31.3%
Traffic management	25.0%
Communication, consultation, prov. of info.	18.8%
Parks, gardens and open space	12.5%
Cleanliness and maintenance of area	12.5%
Environment, conservation, climate change	12.5%
Safety, policing and crime	12.5%
Road repairs and maintenance	6.3%
Community support	6.3%
Prov. / maint. of community facilities	6.3%
All other issues	25.0%
<i>Respondents identifying an issue</i>	12 (72.9%)

<b>Glen Waverley</b>	
Traffic management	15.9%
Parking	14.1%
Rubbish and waste issues inc. garbage	11.2%
Provision and maintenance of street trees	7.1%
Road repairs and maintenance	5.9%
Building, planning, housing, development	4.7%
Cost of living	4.7%
Communication, consultation, prov. of info.	4.1%
Environment, conservation, climate change	4.1%
Lighting	3.5%
All other issues	50.0%
<i>Respondents identifying an issue</i>	108 (63.3%)

<b>Wheelers Hill</b>	
Rubbish and waste issues inc. garbage	14.8%
Traffic management	14.8%
Parking	12.3%
Provision and maintenance of street trees	11.1%
Cleanliness and maintenance of area	7.4%
Communication, consultation, prov. of info.	7.4%
Cost of living	7.4%
Road repairs and maintenance	4.9%
Parks, gardens and open space	3.7%
Footpath repairs and maintenance	3.7%
All other issues	48.1%
<i>Respondents identifying an issue</i>	56 (68.3%)



**Top three issues for the City of Monash at the moment by precinct**  
**Monash City Council - 2022 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

<b>Mt Waverley</b>	
Rubbish and waste issues inc. garbage	13.7%
Traffic management	9.6%
Parking	8.9%
Parks, gardens and open space	8.2%
Building, planning, housing, development	7.5%
Lighting	7.5%
Road repairs and maintenance	6.8%
Footpath repairs and maintenance	5.5%
Environment, conservation, climate change	4.1%
Recycling collection	4.1%
All other issues	61.6%
<i>Respondents identifying an issue</i>	103 (71.0%)

<b>Mulgrave</b>	
Rubbish and waste issues inc. garbage	20.9%
Traffic management	16.3%
Parks, gardens and open space	7.0%
Lighting	7.0%
Parking	5.8%
Footpath repairs and maintenance	4.7%
Provision and maintenance of street trees	4.7%
Hard rubbish collection	4.7%
Environment, conservation, climate change	3.5%
Public toilets	3.5%
All other issues	40.7%
<i>Respondents identifying an issue</i>	54 (62.3%)

<b>Oakleigh</b>	
Rubbish and waste issues inc. garbage	14.3%
Parks, gardens and open space	11.4%
Parking	11.4%
Cleanliness and maintenance of area	11.4%
Footpath repairs and maintenance	11.4%
Building, planning, housing, development	8.6%
Provision and maintenance of street trees	8.6%
Road repairs and maintenance	5.7%
Health and medical services	5.7%
Street cleaning and maintenance	5.7%
All other issues	54.3%
<i>Respondents identifying an issue</i>	25 (71.3%)

<b>Oakleigh East</b>	
Rubbish and waste issues inc. garbage	34.3%
Traffic management	14.3%
Parking	11.4%
Lighting	11.4%
Rates	8.6%
Road repairs and maintenance	8.6%
Safety, policing and crime	8.6%
Services and facilities for the elderly	5.7%
Footpath repairs and maintenance	5.7%
Street cleaning and maintenance	5.7%
All other issues	22.9%
<i>Respondents identifying an issue</i>	24 (69.9%)

<b>Oakleigh South</b>	
Rubbish and waste issues inc. garbage	25.9%
Road repairs and maintenance	11.1%
Lighting	11.1%
Provision and maintenance of street trees	11.1%
Cleanliness and maintenance of area	7.4%
Building, planning, housing, development	7.4%
Traffic management	7.4%
Parking	3.7%
Communication, consultation, prov. of info.	3.7%
Rates	3.7%
All other issues	18.5%
<i>Respondents identifying an issue</i>	19 (70.3%)

<b>Hughesdale</b>	
Traffic management	26.7%
Parking	16.7%
Road repairs and maintenance	13.3%
Cleanliness and maintenance of area	10.0%
Communication, consultation, prov. of info.	10.0%
Provision and maintenance of street trees	10.0%
Safety, policing and crime	10.0%
Council customer service / responsiveness	10.0%
Building, planning, housing, development	6.7%
Rubbish and waste issues inc. garbage	6.7%
All other issues	70.0%
<i>Respondents identifying an issue</i>	25 (82.5%)



## Issues by respondent profile

There was also some variation in the top issues to address for the City of Monash ‘at the moment’ observed by respondent profile, as follows:

- **Young adults (18 to 34 years)** – respondents were somewhat more likely than average to nominate rubbish and waste issues, and public toilets.
- **Adults (35 to 44 years)** – respondents nominated no issues more than average.
- **Middle-aged adults (45 to 59 years)** – respondents were somewhat more likely than average to nominate traffic management, parking, and hard rubbish related issues.
- **Older adults (60 to 74 years)** – respondents were somewhat more likely than average to nominate building, housing, planning, and development issues, footpath maintenance and repairs, and street cleaning and maintenance related issues.
- **Senior citizens (75 years and over)** – respondents were somewhat more likely than average to nominate road repairs and maintenance including roadworks, provision and maintenance of street trees, and cost of living related issues.
- **Male** – respondents nominated no issues more than female respondents.
- **Female** – respondents were somewhat more likely than male respondents to nominate rubbish and waste issues, lighting, and cleanliness and maintenance of the area related issues.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to nominate building, housing, planning, and development related issues.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to nominate lighting related issues.
- **Household disability status** – respondents from households with a member with disability were somewhat more likely than other respondents to nominate rubbish and waste issues, traffic management, parking, and building, housing, planning, and development related issues.



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

**Monash City Council - 2023 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Young adults (18 to 34 years)</b>	
Rubbish and waste issues inc. garbage	24.4%
Traffic management	13.4%
Lighting	9.5%
Parking	9.2%
Parks, gardens and open space	5.7%
Road repairs and maintenance	5.7%
Public toilets	4.6%
Provision and maintenance of street trees	4.2%
Cleanliness and maintenance of area	4.2%
Environment, conservation, climate change	3.5%
All other issues	33.9%
<i>Respondents identifying an issue</i>	180 (63.9%)

<b>Adults (35 to 44 years)</b>	
Rubbish and waste issues inc. garbage	14.0%
Parking	12.4%
Traffic management	9.3%
Lighting	7.8%
Road repairs and maintenance	7.0%
Provision and maintenance of street trees	5.4%
Parks, gardens and open space	5.4%
Cleanliness and maintenance of area	5.4%
Safety, policing and crime	5.4%
Building, planning, housing, development	4.7%
All other issues	59.7%
<i>Respondents identifying an issue</i>	87 (67.1%)

<b>Middle aged adults (45 to 59 years)</b>	
Traffic management	18.3%
Rubbish and waste issues inc. garbage	16.7%
Parking	14.4%
Building, planning, housing, development	7.8%
Provision and maintenance of street trees	7.2%
Lighting	6.7%
Hard rubbish collection	6.1%
Parks, gardens and open space	5.6%
Communication, consultation, prov. of info.	5.6%
Footpath repairs and maintenance	5.6%
All other issues	56.7%
<i>Respondents identifying an issue</i>	127 (70.5%)

<b>Older adults (60 to 74 years)</b>	
Parking	14.0%
Traffic management	13.2%
Rubbish and waste issues inc. garbage	12.4%
Building, planning, housing, development	9.3%
Road repairs and maintenance	7.0%
Footpath repairs and maintenance	7.0%
Lighting	6.2%
Street cleaning and maintenance	5.4%
Public toilets	4.7%
Communication, consultation, prov. of info.	3.9%
All other issues	65.9%
<i>Respondents identifying an issue</i>	95 (73.7%)

<b>Senior citizens (75 years and over)</b>	
Parking	13.5%
Traffic management	12.4%
Road repairs and maintenance	10.1%
Provision and maintenance of street trees	9.0%
Cost of living	7.9%
Cleanliness and maintenance of area	6.7%
Rubbish and waste issues inc. garbage	5.6%
Footpath repairs and maintenance	5.6%
Communication, consultation, prov. of info.	4.5%
Other issues n.e.i	3.4%
All other issues	44.9%
<i>Respondents identifying an issue</i>	60 (68.3%)

<b>City of Monash</b>	
Rubbish and waste issues inc. garbage	17.1%
Traffic management	13.7%
Parking	12.0%
Lighting	7.1%
Roads maintenance and repairs	6.4%
Provision and maintenance of street trees	5.4%
Parks, gardens and open spaces	4.9%
Cleanliness and maintenance of area	4.5%
Building, planning, housing, development	4.4%
Communication, consultation, prov. of info.	3.9%
All other issues	54.1%
<i>Respondents identifying an issue</i>	553 (67.8%)



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

**Monash City Council - 2022 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Male</b>	
Rubbish and waste issues inc. garbage	15.9%
Traffic management	12.9%
Parking	11.6%
Road repairs and maintenance	6.7%
Lighting	5.9%
Building, planning, housing, development	5.1%
Provision and maintenance of street trees	4.9%
Parks, gardens and open space	4.4%
Hard rubbish collection	3.9%
Safety, policing and crime	3.3%
All other issues	46.8%
<i>Respondents identifying an issue</i>	249 (63.9%)

<b>Female</b>	
Rubbish and waste issues inc. garbage	18.6%
Traffic management	14.9%
Parking	13.0%
Lighting	8.6%
Cleanliness and maintenance of area	6.6%
Road repairs and maintenance	6.1%
Provision and maintenance of street trees	5.4%
Parks, gardens and open space	5.4%
Communication, consultation, prov. of info.	5.1%
Footpath repairs and maintenance	4.6%
All other issues	57.9%
<i>Respondents identifying an issue</i>	294 (71.9%)

<b>English speaking</b>	
Rubbish and waste issues inc. garbage	16.1%
Traffic management	13.5%
Parking	12.6%
Road repairs and maintenance	6.3%
Provision and maintenance of street trees	6.1%
Building, planning, housing, development	6.1%
Lighting	5.6%
Cleanliness and maintenance of area	5.2%
Parks, gardens and open space	4.9%
Communication, consultation, prov. of info.	4.9%
All other issues	58.3%
<i>Respondents identifying an issue</i>	312 (70.1%)

<b>Multi-lingual</b>	
Rubbish and waste issues inc. garbage	18.5%
Traffic management	13.8%
Parking	11.6%
Lighting	9.1%
Road repairs and maintenance	6.4%
Parks, gardens and open space	4.7%
Provision and maintenance of street trees	4.1%
Footpath repairs and maintenance	4.1%
Public toilets	4.1%
Cleanliness and maintenance of area	3.9%
All other issues	44.2%
<i>Respondents identifying an issue</i>	236 (65.1%)

<b>Household members with disability</b>	
Rubbish and waste issues inc. garbage	24.1%
Traffic management	18.5%
Parking	17.6%
Lighting	9.3%
Building, planning, housing, development	6.5%
Provision and maintenance of street trees	6.5%
Parks, gardens and open space	4.6%
Footpath repairs and maintenance	4.6%
Hard rubbish collection	4.6%
Prov. & maint. of cycling / walking path	4.6%
All other issues	53.7%
<i>Respondents identifying an issue</i>	83 (76.9%)

<b>Household members without disability</b>	
Rubbish and waste issues inc. garbage	16.5%
Traffic management	12.3%
Parking	11.7%
Road repairs and maintenance	7.1%
Lighting	7.0%
Provision and maintenance of street trees	5.2%
Parks, gardens and open space	5.0%
Cleanliness and maintenance of area	5.0%
Communication, consultation, prov. of info.	3.9%
Building, planning, housing, development	3.9%
All other issues	54.2%
<i>Respondents identifying an issue</i>	451 (67.0%)





## Rubbish and waste issues

The following table displays the broadly categorised and summarised verbatim comments received from respondents relating to issues that have been categorised as “rubbish and waste issues”.

The majority of these comments referred to concerns around the frequency of the bin collection, with a smaller number focused on the bin size.

**Issues regarding "rubbish and waste issues including garbage collection"**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Issue</i>	<i>Number</i>
<i>Bin collection frequency</i>	
Garbage collection should be weekly	35
Garbage collection should be more frequent / regular	22
Bins need to revert to their original cycle	2
Fortnightly garbage collection is too infrequent	2
The bin collection every two weeks is problematic	2
Be clearer on garbage collection schedule	1
Change to fortnightly collection	1
Garbage collection needs to be more regular for us retirees as we are unable to lift the load of rubbish collected in a week	1
I don't like the new garbage rules	1
Major issue with trash collection. It needs to go back to weekly. It smells, etc. we should be given the issue	1
Move to fortnightly rubbish collection	1
Red bin collection is not enough and too many leaves	1
Red bin collection weekly instead of fortnightly. Good for soft plastic recycling but the process can be convenient	1
Red bin should be going weekly and not fortnightly. Especially in the summers	1
Red bin situation: it should be swapped with green bin in terms of service and weekly thing	1
Re-evaluate the garbage collection	1
The landfill rubbish is more frequent. We got babies so it's really hard for us. The bin is always full	1
Waste management: how the Council is managing it is not good	1
<b>Total</b>	<b>76</b>
<i>Garbage collection general issues</i>	
Irregular garbage collection	5
Collection of general waste	4
They keep missing the bins many times. That should be strictly checked	5
Bin collection is an issue	3
Regular Garbage collection should be improved	2
The bin is not taken regularly	2
Bin collecting should be done properly	1
Bin replacement not done	1



Collect garbage not empty	1
Free big bins should be provided	1
Garbage collection and recycling methods need improvements.	1
Garbage collection education is necessary for some residents	1
Garbage collection is a problem	1
Garbage collection is critical	1
Rubbish removal	1
The garbage collection system is inefficient and too expensive	1
The waste services can be different	1
There needs to be a difference between the number of bins allocated to a home based on the number of people living in the house not the type of home	1
<b>Total</b>	<b>33</b>

*Bin size*

Red bin is too small / needs to be bigger	10
Red bins are inadequate / insufficient	8
Bigger bin is nicer given it is fortnightly collected	1
For a certain property that has many people living they should at least have a bigger bin. That's unfair that bigger house must pay more rates, but they get standard bins like a small house will.	1
Red bin is small and	1
Rubbish bin is too small and overflows all the time, which make the street dirty	1
Red bin collection should either be a larger bin or needs to be weekly	1
<b>Total</b>	<b>23</b>

*Green waste collection*

Green bin collection might be too much	1
Green bin is too big and not useful	1
Green bin should be collected fortnightly and the other 2 to be done weekly	1
Green waste collection should be frequently done	1
<b>Total</b>	<b>4</b>

*Hard rubbish collection*

Hard rubbish collection should be done twice a year	1
Hard rubbish service should be once a quarter	1
Rubbish management, I would like to have more flexibility in hard waste collection	1
<b>Total</b>	<b>3</b>

*Recycling collection*

The recycling bin collection should be on time and in the same day. It should come earlier or on time	1
Every week for recycling	1
Rubbish collection, I need another yellow bin	1
<b>Total</b>	<b>3</b>



<i>Other</i>	
A bin on the crossroads of Pepperell Ave has been lying for a month, not picked up by Council	1
Continue work in sustainable waste management	1
It is not enough street bins, especially on the bus stop	1
Much rubbish is being thrown out by the office workplace	1
Red Bin not replaced by Council	1
Rubbish	1
Strictness on general waste management and people should be made more aware on public cleanliness	1
Waste service should offer as much as other nearby Councils	1
<b>Total</b>	<b>8</b>
<b>Total</b>	<b>150</b>



## Respondent profile

The following section provides the demographic profile of respondents to the *Monash City Council – 2023 Annual Community Satisfaction Survey*.

### Age structure

The results have continued to be weighted by age and gender to maintain consistency with the previous three years, although Metropolis Research notes that the return to the door-to-door methodology provided an underlying sample that was more in line with the *Census* results than had been achieved via the telephone methodology.

**Age structure**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Age	2023 (unweighted)		2023 (weighted)	2022	2021	2020	2019
	Number	Percent					
Young adults (18 - 34 years)	243	30.0%	34.9%	34.8%	34.8%	34.7%	25.8%
Adults (35 - 44 years)	192	23.7%	15.9%	15.9%	15.9%	15.9%	19.0%
Middle-aged adults (45 - 59 yrs)	182	22.5%	22.2%	22.2%	22.2%	22.2%	26.9%
Older adults (60 - 74 years)	135	16.7%	15.9%	16.2%	16.2%	16.1%	20.4%
Senior citizens (75 yrs and over)	57	7.0%	11.0%	11.0%	11.0%	10.9%	7.6%
Not stated	6		6	0	0	0	7
<b>Total</b>	<b>815</b>	<b>100%</b>	<b>815</b>	<b>801</b>	<b>801</b>	<b>805</b>	<b>805</b>

### Gender

As discussed above, the sample was weighted by age and gender to reflect the *Census*, although the strength of the underlying sample is noted.

**Gender**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Gender	2023 (unweighted)		2023 (weighted)	2022	2021	2020	2019
	Number	Percent					
Man / Male	423	52.6%	48.4%	48.5%	48.6%	48.6%	56.0%
Women / Female	376	46.8%	50.9%	51.5%	51.4%	51.4%	44.0%
Non-binary	5	0.6%	0.6%	0.0%	0.0%	0.0%	0.0%
Prefer to self describe	0	0.0%	0.0%	0.0%			
Prefer not to say / not stated	11		12	0	0	0	18
<b>Total</b>	<b>815</b>	<b>99%</b>	<b>815</b>	<b>800</b>	<b>801</b>	<b>805</b>	<b>805</b>



### Language spoken at home:

Consistent with historical results, Metropolis Research notes that the sample continues to reflect the diverse Monash community, with a little less than half of the respondents from households who spoke a language other than English at home.

**Language spoken at home**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Language	2023		2022	2021	2020	2019	2018
	Number	Percent					
English	446	55.2%	57.2%	54.2%	52.3%	51.2%	51.3%
Mandarin	97	12.0%	9.5%	8.9%	6.3%	12.2%	15.1%
Greek	36	4.5%	4.9%	4.4%	5.4%	2.9%	2.8%
Hindi	31	3.8%	3.1%	4.2%	3.9%	2.8%	4.0%
Sinhalese	23	2.8%	3.7%	2.9%	2.7%	3.0%	3.7%
Cantonese	22	2.7%	2.6%	1.5%	2.8%	0.1%	3.9%
Chinese, n.f.d	15	1.9%	1.9%	2.0%	2.4%	5.6%	0.5%
Tamil	13	1.6%	2.3%	1.5%	1.6%	3.3%	1.2%
Vietnamese	11	1.4%	0.9%	2.1%	1.4%	1.3%	1.1%
Punjabi	9	1.1%	0.3%	1.1%	0.8%	0.1%	0.4%
Telugu	9	1.2%	0.1%	0.5%	0.9%	1.1%	0.5%
Italian	8	1.0%	1.8%	2.8%	3.0%	1.8%	2.3%
Korean	8	1.0%	0.3%	1.3%	0.1%	0.3%	0.4%
Tagalog (Filipino)	8	1.0%	0.5%	0.3%	0.5%	0.6%	0.3%
Gujarati	7	0.9%	0.1%	0.3%	0.3%	0.3%	0.1%
Arabic	5	0.6%	0.9%	0.6%	0.3%	0.5%	0.4%
French	5	0.6%	0.5%	0.9%	0.8%	1.0%	0.4%
Marathi	5	0.7%	0.0%	0.0%	0.1%	0.2%	0.0%
Russian	4	0.5%	0.5%	0.5%	0.0%	0.5%	0.5%
Indonesian	4	0.5%	0.4%	1.4%	2.0%	0.8%	0.1%
Nepali	4	0.5%	0.0%	0.3%	1.9%	0.2%	0.1%
Spanish	3	0.4%	0.4%	0.8%	0.5%	0.4%	0.1%
Portuguese	3	0.4%	0.1%	0.1%	0.0%	0.2%	0.0%
Urdu	3	0.4%	0.0%	0.3%	0.6%	0.3%	0.4%
Czech	2	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Japanese	2	0.2%	0.1%	0.8%	0.5%	0.1%	0.5%
Macedonian	2	0.2%	0.1%	0.1%	0.1%	0.0%	0.0%
Malayalam	2	0.2%	0.1%	0.8%	1.4%	0.8%	0.1%
Persian	2	0.2%	0.1%	0.1%	0.1%	0.1%	0.4%
All languages (18 separately identified)	18	2.2%	5.2%	6.4%	9.7%	6.7%	5.7%
Multiple	1	0.1%	0.0%	0.3%	0.4%	3.3%	4.4%
Not stated	7		25	6	13	8	4
<b>Total</b>	<b>815</b>	<b>100%</b>	<b>800</b>	<b>801</b>	<b>805</b>	<b>805</b>	<b>800</b>



### **Aboriginal or Torres Strait Islander:**

Consistent with historical results and the *Census*, there were only a small number of respondents identifying as Aboriginal and / or Torres Strait Islander.

**Aboriginal Australian or Torres Strait Islander**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Response	2023		2022	2021	2020
	Number	Percent			
Yes	8	1.0%	1.3%	0.3%	0.8%
No	793	99.0%	98.7%	99.7%	99.2%
Not stated	14		18	8	12
<b>Total</b>	<b>815</b>	<b>100%</b>	<b>800</b>	<b>801</b>	<b>805</b>

### **Household member with disability:**

Consistent with the results recorded over the last few years, a little more than 10% of respondents were from households with a member with disability.

**Household member with disability**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Response	2023		2022	2021	2020	2019	2018
	Number	Percent					
Yes	108	13.8%	13.3%	9.5%	12.2%	7.8%	6.8%
No	674	86.2%	86.7%	90.5%	87.8%	92.2%	93.2%
Not stated	33		35	25	36	25	10
<b>Total</b>	<b>815</b>	<b>100%</b>	<b>800</b>	<b>801</b>	<b>805</b>	<b>805</b>	<b>800</b>

### **Household structure**

Consistent with historical results, the survey sample continues to include a good cross-section of households, with a little less than half from two-parent families, one-quarter couple households without children, approximately 10% group households, 10% sole person households, and approximately five percent from one-parent families.



**Household structure**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Structure	2023		2022	2021	2020	2019	2018
	Number	Percent					
<b>Two parent family total</b>	<b>373</b>	<b>46.2%</b>	<b>45.3%</b>	<b>41.5%</b>	<b>44.2%</b>	<b>51.5%</b>	<b>52.2%</b>
<i>youngest child 0 - 5 years</i>	85	10.5%	10.4%	11.2%	7.7%	9.7%	11.1%
<i>youngest child 6 - 12 years</i>	100	12.4%	12.2%	9.6%	10.7%	17.5%	15.0%
<i>youngest child 13 - 18 years</i>	89	11.0%	7.8%	6.4%	9.5%	8.0%	9.7%
<i>adult children only</i>	99	12.3%	14.9%	14.3%	16.3%	16.2%	16.4%
<b>One parent family</b>	<b>46</b>	<b>5.7%</b>	<b>10.3%</b>	<b>5.5%</b>	<b>5.9%</b>	<b>4.7%</b>	<b>4.5%</b>
<i>youngest child 0 - 5 years</i>	4	0.5%	0.9%	0.3%	0.3%	0.1%	0.3%
<i>youngest child 6 - 12 years</i>	7	0.9%	1.6%	0.6%	0.9%	1.0%	0.1%
<i>youngest child 13 - 18 years</i>	15	1.9%	1.8%	0.6%	0.9%	0.9%	0.8%
<i>adult children only</i>	20	2.5%	6.0%	4.0%	3.9%	2.7%	3.3%
Couple only household	206	25.5%	23.5%	30.1%	27.9%	20.1%	18.7%
Group household	89	11.0%	7.9%	10.9%	9.8%	14.8%	15.1%
Sole person household	85	10.5%	9.9%	11.1%	11.1%	8.3%	9.3%
Extended or multiple families	9	1.1%	3.1%	0.9%	1.2%	0.6%	0.3%
Not stated	7		30	18	27	22	14
<b>Total</b>	<b>815</b>	<b>100%</b>	<b>800</b>	<b>801</b>	<b>805</b>	<b>805</b>	<b>800</b>

**Identify as diverse population groups:**

This new question was included this year, asking respondents if they identified with one of five diverse population groups. It is noted that these results may not reflect actual profile, as for example, whilst 45% of respondents were from multilingual households, only 20.2% identified as being culturally or linguistically diverse.

**Diverse population groups**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

Response	2023	
	Number	Percent
Culturally or linguistically diverse	165	20.2%
Person with chronic illness	49	6.0%
LGBTIQ+	25	3.1%
Financial hardship	23	2.8%
Other	22	2.7%
<b>Total responses</b>	<b>284</b>	
<i>Respondents identifying at least one response</i>	253	(31.0%)



## General comments

The following tables outline the general comments received from respondents at the conclusion of the survey this year.

The four most common issues raised by respondents were feedback on Council’s management, communication, and consultation performance (12 comments), generally positive comments about Council performance (11 comments), comments on waste management and cleanliness including the kerbside collection service changes (9 comments), and comments on community facilities, services, and activities of Council (9 comments).

**General comments**  
**Monash City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total responses)*

Comment	2023		2022	2021	2020	2019
	Number	Percent				
Communication, consultation, Council management	12	14.3%	6.9%	3.1%	7.3%	11.1%
General positive comments	11	13.1%	7.5%	6.2%	16.5%	18.9%
Waste management and cleanliness	9	10.7%	24.3%	4.6%	6.4%	1.1%
Community facilities / services / activities	9	10.7%	11.0%	16.9%	19.3%	3.3%
Roads and footpaths	6	7.1%	5.2%	0.0%	0.0%	0.0%
Parking	5	6.0%	10.4%	7.7%	6.4%	11.1%
Traffic and public transport management	5	6.0%	6.9%	15.4%	2.8%	3.3%
Street lighting	5	6.0%	2.9%	4.6%	0.9%	4.4%
Parks, gardens, open spaces and tree maintenances	4	4.8%	12.1%	6.2%	6.4%	10.0%
Safety, policing and crime	4	4.8%	5.8%	0.0%	0.0%	10.0%
Comments relating to this survey	4	4.8%	2.3%	4.6%	2.8%	2.2%
Multicultural issues	4	4.8%	0.0%	0.0%	0.0%	0.0%
Rates / financial management	2	2.4%	4.6%	1.5%	2.8%	3.3%
Planning and development issues	1	1.2%	5.8%	12.3%	9.2%	3.3%
Environment and sustainability	1	1.2%	1.2%	0.0%	2.8%	1.1%
Animal management	0	0.0%	4.6%	0.0%	0.9%	1.2%
Cleanliness of areas	0	0.0%	1.2%	1.5%	1.8%	6.7%
COVID-19	0	0.0%	1.2%	0.0%	3.7%	0.0%
General negative comments	0	0.0%	1.2%	1.5%	2.8%	3.3%
Other	2	2.4%	2.9%	13.8%	7.3%	6.7%
<b>Total</b>	<b>84</b>	<b>100%</b>	<b>173</b>	<b>65</b>	<b>109</b>	<b>81</b>

The following table outlines the verbatim comments received from respondents this year.





**General comments**

**Monash City Council - 2023 Annual Community Satisfaction Survey**

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Communication, consultation &amp; Council management</i>	
Access to Council can be difficult. And when issues are raised can take some time to get a resolution or even outcome. For example, consultation on planting species and selection of planting trees on nature strips is zero and conditions of these saplings look like weeds However when consulting to the council about this matter it has fallen on deaf ears. And nothing has been done about it	1
Better communication needed from Monash Council	1
Don't see Councillors and don't know what they actually do	1
Handle responses a bit quicker	1
It would be nice to have transparency	1
Listen to the residential owners, they don't listen to the person only go by books	1
More communication needed on waterworks happening when we as residents are impacted	1
More ways should be found to make people more aware in the community	1
Nominees for Council should be non-political	1
The size of Council and number of Councils, is there a need for this?	1
Try to cover all the areas of Monash instead of just Glen Waverley or Oakleigh	1
Would like to know more about the affiliation of the Councillors when we have to vote	1
<b>Total</b>	<b>12</b>
<i>General positive comments</i>	
Appreciate your patience	1
Happy with the neighbourhood	1
He handled all the questions professionally	1
It's a good city	1
It's good that you are asking us questions. It's encouraging!	1
On the whole the Council is doing a good job especially in trying times	1
Pretty happy with the Council	1
Questions are too general. Need to be summarised or else people will lose interest	1
The Council is doing a good job	1
The Council is doing a great job and overall, we are satisfied with what the Council is doing for the local residents	1
The Council is doing alright at the moment and has been doing so for a while	1
<b>Total</b>	<b>11</b>



*Waste management and cleanliness*

Garbage collection should be more often, should be done weekly	3
Council should go back to basics mainly rubbish	1
Garbage collection should be done more frequently	1
Hard rubbish collection should increase the frequency	1
My rubbish goes out less frequently even with the rise in Council fees	1
Pick up more red bins	1
We need bigger red bin; it is too small	1
<b>Total</b>	<b>9</b>

*Community facilities / services / activities*

Council libraries need to be made more near Camelot Rise school	1
Council should go back to basics mainly provision of services	1
Improve seats in public spaces	1
Lack of high schools in our zone (very important)	1
More facilities should be provided for gathering or clubs for older people in the local area	1
Need more outdoor activities	1
Should have more supermarkets and GP	1
Sports and aquatic centre need to be made more near Camelot Rise school	1
They need to improve the services according to their increased rates	1
<b>Total</b>	<b>9</b>

*Roads and footpaths*

Council should go back to basics mainly roads	1
Dandenong Rd has a few potholes that need to be maintained	1
Ensuring house owners install soundproof for houses on main roads	1
Footpaths around my house are not maintained properly	1
Stick to the knitting like roads etc. Don't take up social issues	1
Better sidewalks	1
<b>Total</b>	<b>6</b>

*Traffic and public transport management*

Fix the mess on Edna St with the truck parked which is blocking traffic and making it dangerous for others	1
Heavy trucks need more parking space in residential areas. They shouldn't make noise in weekends and late nights and on public holidays	1
House on Munro Ave has 5-8 vehicles parked causing spill over in the street and traffic issues	1
Large vehicles should be banned along Clayton Rd	1
More speed regulation needed on Cavanagh Blvd	1
<b>Total</b>	<b>5</b>



*Street lighting*

Need better street lighting on Ormond St, it is too dark	1
Streetlight outside house	1
Street lighting around my house between Trent bridge Road and Stadium Circuit needed	1
Streetlights are a must in our day and age	1
More streetlights please	1
<b>Total</b>	<b>5</b>

*Parking*

Difficult to drive through roads with cars parked on both sides	1
More parking	1
More parking enforcement needed near Waverly Park Lake playground	1
The parking should be longer than half an hour	1
Worker's parking on Carinish Rd is blocking bins	1
<b>Total</b>	<b>5</b>

*Multicultural issues*

Immigrants should have more assistance; newcomers are being exploited	1
Migrants	1
Newcomers	1
Please listen and think more about immigrants. Thank you	1
<b>Total</b>	<b>4</b>

*Parks, gardens, open spaces, and tree maintenances*

Need more lenient rules for owning vegetation and trees on our own properties	1
Please get rid of trees that are uprooting the footpaths and coming under our house in Edna St. The trees are not suitable for suburban areas	1
The Council don't care as much about maintenance of lawn areas	1
Trees can be pruned more frequently	1
<b>Total</b>	<b>4</b>

*Safety, policing and crime*

Extra policing can be added along this street	1
Need to look at maintaining safety in the suburbs	1
Praise for the Victorian police, they are friendly and helpful	1
Stolen shoes	1
<b>Total</b>	<b>4</b>



<i>Comments relating to this survey</i>	
That was a huge interview	1
The interviewer did a really good job	1
This should have been a written survey. It's way too long for a doorstep interview. Needed more time to consider the questions	1
You can email the surveys for residents to do it by their own time	1
<b>Total</b>	<b>4</b>
<i>Rates / financial management</i>	
Council can lower their wage rates	1
Thank you for the low rates compared to any other Councils	1
<b>Total</b>	<b>2</b>
<i>Environment and sustainability</i>	
Can't the money be diverted into more essential areas such as climate emergency? Council is just too large	1
<b>Total</b>	<b>1</b>
<i>Planning and development issues</i>	
Too many apartments and high-rise buildings	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Demographic around don't seem to care	1
Please get rid of the vaping store on Clayton store	1
<b>Total</b>	<b>2</b>
<b>Total</b>	<b>84</b>

## Appendix One: survey form



# Monash City Council 2023 Annual Community Satisfaction Survey



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

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, including ways in which Council may improve its performance.

The survey also includes a few questions about what the community values most about Monash and what the issues are that affect Monash both now and into the future.

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

**1**

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

Yes (*continue*)

1

No (*go to Q. 3*)

2

**2**

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

1. General reception	0	1	2	3	4	5	6	7	8	9	10	99
2. Care and attention to your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
3. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	99
4. Speed of service	0	1	2	3	4	5	6	7	8	9	10	99
5. Courtesy of service	0	1	2	3	4	5	6	7	8	9	10	99
6. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99
7. Staff's understanding of your language needs	0	1	2	3	4	5	6	7	8	9	10	99

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


**3**

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

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
<i>This includes local streets and roads managed by Monash but excludes highways and main roads that are managed by VicRoads</i>													
2. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Regular recycling service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

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

6. Regular green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

**3**

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

7. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision of parking facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Provision and maintenance of parks, gardens and reserves	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, why do you say that?</i>													
<i>Is there a specific park, garden or reserve of concern?</i>													
13. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, why do you say that?</i>													
14. Animal management (control and regulation of pets and domestic animals)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Council activities to encourage environmental sustainability	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, why do you say that?</i>													
16. Council's newsletter Monash Bulletin (delivered by Australia Post to every household in Monash)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, why do you say that?</i>													

**4**

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

*(note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)*

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

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 <i>(located in Ferntree Gully Road, Notting Hill)</i>	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	
<i>If rated less than 6, why do you say that, and please name any specific locations of concern?</i>														
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 to 25 years of age)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

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

1. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, what do you wish Council would ask you about?</i>												
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
<b>If overall satisfaction less than 6, what does Council most need to do to improve its performance?</b>												

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

Issue One:	
Issue Two:	
Issue Three:	

The population of Monash is expected to grow by approximately 46,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

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

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



8

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

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

**Thank you. I would now like to ask you a few questions about what you value about living in Monash.**

9

**On a scale from 0 (very unimportant) to 10 (very important), how important are the following Council initiatives to you?**

1. Promotion of gender equity	0	1	2	3	4	5	6	7	8	9	10	99
2. Prevention of family violence and all forms of violence against women	0	1	2	3	4	5	6	7	8	9	10	99
3. Support for local businesses to grow, to increase jobs, and investment	0	1	2	3	4	5	6	7	8	9	10	99
4. Reducing loneliness in the community	0	1	2	3	4	5	6	7	8	9	10	99

10

**On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of traffic and parking in the City of Monash?**

1. Volume of traffic on residential streets	0	1	2	3	4	5	6	7	8	9	10	99
2. Volume of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	99
3. Speed of traffic on residential streets	0	1	2	3	4	5	6	7	8	9	10	99
<i>If &lt; 5, is speed too fast or too slow</i>	Too fast						Too slow					
4. Speed of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	99
<i>If &lt; 5, is speed too fast or too slow</i>	Too fast						Too slow					
5. Availability of parking on residential sts.	0	1	2	3	4	5	6	7	8	9	10	99
6. Availability of parking on main roads	0	1	2	3	4	5	6	7	8	9	10	99

**11**

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

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

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


Thank you. Finally, just a few questions about you.

**12**

**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

**13**

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

Man / Male	1	Prefer to self describe:	4
Women / Female	2	_____	
Non-binary	3	Prefer not to say	5

**14**

**Are any members of this household of Aboriginal and / or Torres Strait Islander origin?**

Yes	1	No	2
-----	---	----	---

**15**

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

English only	1	Other (specify): _____	2
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**16**

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

Yes	1	No	2
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**17**

**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

**18**

**Do you identify with any of the following diverse population groups?**

Person with chronic illness	1	Financial hardship	4
Culturally or linguistically diverse	2	Other ( <i>please describe:</i> )	9
LGBTIQA+	3	_____	

**19**

**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 2022, following detailed analysis and discussion with Councillors and senior officers.