

#ThisIsMonash

Monash City Council

2022 Annual Community Satisfaction Survey

June 2022

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Executive summary

Survey aims and methodology

Metropolis Research conducted this, Council's sixth *Annual Community Satisfaction Survey* as a telephone interview survey of 800 respondents in April and May 2022.

Due to the continued impact of COVID-19 on labour supply, the survey was again in 2022 completed as a telephone interview, rather than the traditional doorstep, face-to-face interview.

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

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

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

Key findings

The key finding from the survey this year is that satisfaction with most aspects of Council performance declined somewhat this year, although satisfaction with all aspects remain higher than the metropolitan Melbourne average.

Overall satisfaction declined by a statistically significant 3.7% to 7.07, this year, which is the lowest level recorded since the survey commenced in 2016.

There was also a decline in average satisfaction with governance and leadership (down 2.3%), average satisfaction with services and facilities (down 3.4%), and a larger decline in average satisfaction with customer service (down 10.4%).

Metropolis Research suggests that the factors underpinning the decline in satisfaction this year include, most notably, the declines in satisfaction with and increased prominence as issues of the kerbside collection services, parking, local traffic management, and to a lesser extent environment, conservation, and climate change.

The key issues in the municipality this year were rubbish and waste issues including garbage collection, traffic management, parking, building, housing, planning and development, and parks, gardens, and open spaces.



The issues that are most likely to be exerting a negative influence on satisfaction with Council for the respondents raising the issues include rubbish and waste issues, parking, parks and gardens, environment, planning and development, and street trees

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

<i>Satisfaction with:</i>	<i>Metro. Melbourne 2022</i>	<i>City of Monash 2021</i>	<i>City of Monash 2022</i>
Council's Overall performance	6.92	7.34	7.07
Making decisions in the interests of community	6.76	7.11	6.83
Maintaining trust and confidence of the community	6.75	7.20	6.96
Community consultation and engagement	6.72	6.96	6.81
Representation, lobbying and advocacy	6.66	6.85	6.90
Responsiveness of Council to local community needs	6.70	7.13	6.93
Customer service (average score across 7 indicators)	7.35	7.87	7.05
Maintenance and repair of sealed local roads	7.05	7.48	7.21

Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Monash City Council decreased 3.7% this year to 7.07 out of a potential 10, a statistically significant decline at the 95% confidence level. This was the lowest overall satisfaction score recorded since the program commenced in 2016.

This result was, however, measurably higher than the metropolitan Melbourne average of 6.60 and the eastern region councils' (6.65), as recorded in the 2022 *Governing Melbourne* research.

Despite the decline this year, Metropolis Research notes that of the five municipalities which Metropolis Research has so far reported satisfaction in 2022, this City of Monash result was highest.

Overall satisfaction with the City of Monash was in the “good”, down from the “very good” range.

Almost half (47.1% down from 48.4%) of respondents were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst 7.6% (up from 3.1%) 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 average*** – includes respondents from Wheelers Hill, Notting Hill, Oakleigh East, young adults aged 18 to 34 years, senior citizens aged 75 years and over, female respondents, respondents from two-parent families with youngest child aged 0 to 4 years (statistically significant), one-parent families, and sole person households.
- ***Notably less satisfied than average*** – middle-aged and older adults aged 45 to 74 years, male respondents, respondents from households with disability, and respondents from two-parent families with youngest child aged 13 to 18 years.



Satisfaction with the five included aspects of [governance and leadership](#) decreased by an average of 2.3% this year to 6.89, following on from the 4.5% decline last year, but satisfaction remains at a “good” level of satisfaction. Satisfaction with all five aspects of governance and leadership remain higher than the 2022 metropolitan Melbourne (6.33), and the eastern region councils’ average of 6.38.

Metropolis Research notes that a decline in average satisfaction with governance and leadership has been observed in several municipalities in 2022. It does appear to be the case that across metropolitan Melbourne there has been a decline in satisfaction with these subjective measures of the performance of local government, apparently reflecting something of a fatigue with government more broadly.

Apart from the impact of rubbish and waste, parking, and traffic management issues, there was no other insight into any underlying reasons for the decline in satisfaction with governance and leadership recorded in the survey. Governance and leadership issues did not arise in the issues to address section, nor were there significant issues raised by respondents who were dissatisfied with Council’s overall performance.

Despite the declines recorded this year, these results confirm that respondents were on average, satisfied at a “good” level with Council’s performance maintaining community trust and confidence (6.96), the responsiveness of Council to local community needs (6.93), representation, lobbying and advocacy (6.90 up from 6.85), making decisions in the interests of the community (6.83), and community consultation and engagement (6.81).

Satisfaction with Council’s [customer service](#) strongly decreased this year, down an average of 10.4% to 7.05, which is a “good”, down from an “excellent” level. This more than reverses the increase recorded in 2021. It does appear that issues around the kerbside collection services may have been a contributing factor to the decline in satisfaction with customer service.

The average satisfaction with the 28 Council provided [services and facilities](#) included in the survey declined by an average of 3.4% this year, down from 7.82 to 7.55, which is a “very good”, down from an “excellent” level.

The average satisfaction with these services and facilities in the City of Monash (7.55) was marginally higher than the metropolitan Melbourne average of 7.40.

There were notable declines in satisfaction in 2022 with includes Council activities to encourage environmental sustainability (down 8.7%), regular recycling service (down 7.7%), parking enforcement (down 7.7%), Council’s website (down 6.0%), regular garbage collection (down 5.6%), local traffic management (down 5.3%), animal management (down 4.6%), the provision and maintenance of street trees (down 4.5%), and the provision and maintenance of street lighting (down 4.5%).

Metropolis Research notes that despite recording declines in satisfaction this year, the kerbside collection services continue to record higher than average satisfaction scores.



The services with the highest satisfaction include the local library and library services (8.44), regular green waste collection (8.21), sports ovals and other outdoor sporting facilities (8.11), recreation and aquatic centres (8.08), regular garbage collection (8.07), Council run services for children and their families (7.98), the provision and maintenance of local playgrounds (7.97), hard rubbish collection (7.94), Council’s waste transfer station (7.92), the regular recycling service (7.88), and the provision and maintenance of parks, gardens, and reserves (7.88). These services and facilities all recorded average satisfaction scores measurably higher than the average of all 28 services and facilities.

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

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

The five services and facilities to record satisfaction scores lower than overall satisfaction include parking enforcement (6.43), public toilets (6.61), provision of parking facilities (6.83), local traffic management (6.93), and footpath maintenance and repairs (7.04).

It is important to bear in mind that satisfaction with all but one of these services and facilities were “good”, despite recording satisfaction scores lower than the overall satisfaction, with only parking enforcement recording a “solid” level of 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](#) declined notably but not measurably this year, down 3.9% to 6.41, which is a “solid”, down from a “good” level. This remains measurably higher than the metropolitan Melbourne average of 5.99, and notably higher than the eastern region council’s average of 6.02.

Satisfaction with the [planning and development outcomes](#), “the design of public spaces” (7.49), “the protection of trees and vegetation on private property” (6.89) and the “appearance and quality of new developments” (6.73 up from 6.71) were all stable or declined only marginally this year. Satisfaction with the appearance and quality of new developments was measurably higher than the metropolitan Melbourne (6.54) and eastern region councils” (6.35) averages this year.

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” (13.0% up from 5.0%), “traffic management” (12.5% up from 7.6%), “parking” (11.1% up from 7.2%), “building, housing, planning, and development” (8.6% down from 9.6%), “parks, gardens, and open spaces” (7.5% down from 9.1%), and “road maintenance and repairs” (5.8% down from 6.0%).

Apart from “road maintenance and repairs”, the issues all appear to exert a negative influence on respondents’ satisfaction with Council’s overall performance.



Attention was drawn back in 2021, that the issue “rubbish and waste” issues appeared to exert a negative influence on overall satisfaction for the small number of respondents’ raising the issue last year. This continues to be the case in 2022, and the fact that the proportion of respondents who nominated these issues increased from five percent to 13.0% will have been a notable factor underpinning the decline in overall satisfaction with Monash City Council this year.

Community values in the City of Monash

This set of questions was included to help inform Council’s community strengthening work.

Respondents were asked to rate the importance of seven [aspects of value were to them living in Monash](#). Each of the seven aspects was considered important, with importance scores varying from a high of 8.26 for “embracing social and cultural diversity”, to a low of 7.84 for “embracing gender and sexual diversity (LGBTIQ+)”.

Council’s gambling policy

Respondents were asked to rate how important it was to them that Council should engage in three actions in relation to [gambling policy](#).

On average, respondents considered it extremely important that Council engage in all three of these actions, which included protecting the community from gambling harm (8.53); continuing to protect the most vulnerable communities against social, economic, and health impacts from poker machines (8.27); and continuing to advocate for regulatory reform to prevent harm from gambling and poker machines (8.23).

Perception of safety

Respondents were again in 2022, asked to rate their [perception of safety in the public areas of the municipality](#) during the day (8.77 up from 8.26), at night (7.11 up from 6.90), travelling on / waiting for public transport (7.68 down from 8.00), and in and around the local shopping district / centre (8.40 up from 8.34).

These results strongly suggest that most respondents feel very safe in the public areas of the City of Monash, although it is noted that 9.8% of respondents felt unsafe in the public areas at night.

Traffic and parking

A new set of questions was included in 2022, asking respondents to rate their satisfaction with aspects of [traffic and parking](#) on residential streets and main roads.

On average, respondents rated satisfaction with the speed of traffic on main roads (7.18) and residential streets (6.99), the volume of traffic on residential streets (6.61), and the availability of parking on residential streets (6.86) at “good” levels, and the volume of traffic on main roads (6.29) and the availability of parking on main roads (6.44) at “solid” levels.



Introduction

Metropolis Research Pty Ltd was commissioned by Monash City Council to undertake this, its sixth *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 - 2022 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 aspects of value about living in Monash and Council’s gambling policy.
- ⊗ 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, dwelling type, period of residence, and household structure.



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

Methodology, response rate and statistical strength

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

Due to the continued impact of the COVID-19 pandemic on staff and labour availability, it was not possible to conduct the survey as a face-to-face, doorstop interview survey this year.

Consequently, the survey was conducted as a telephone interview.

The surveying was all completed from 1st of April till the 20th of May 2022.

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

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

A total of 800 surveys were conducted from a random sample of 19,944 residential telephone numbers, including mostly mobile phone numbers but also including landlines where available.

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

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

Of the 19,944 telephone numbers, the following results were obtained:

- No answer - 14,900.
- Refused - 3,481.
- Call back another time - 763.

- **Completed - 800.**

This provides a response rate of 18.6%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

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



This is based on a total sample size of 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

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is usually conducted with a sample of 1,200 respondents, however, due to COVID-19 this year, the survey included a sample of 800 respondents. This was because of both the time and budget limitations caused by delays in and rescheduling of projects at the end of January 2022. *Governing Melbourne* will return to a larger sample in 2023.

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 – 2022 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 2022 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the East region (Boroondara, Manningham, Monash, Maroondah, Whitehorse, Yarra Ranges, Knox).

Glossary of terms

Precinct

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

Measurable and statistically significant

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



Significant result

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

Somewhat / notable / marginal

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

95% confidence interval

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

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

Satisfaction categories

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

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

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

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



Council’s overall performance

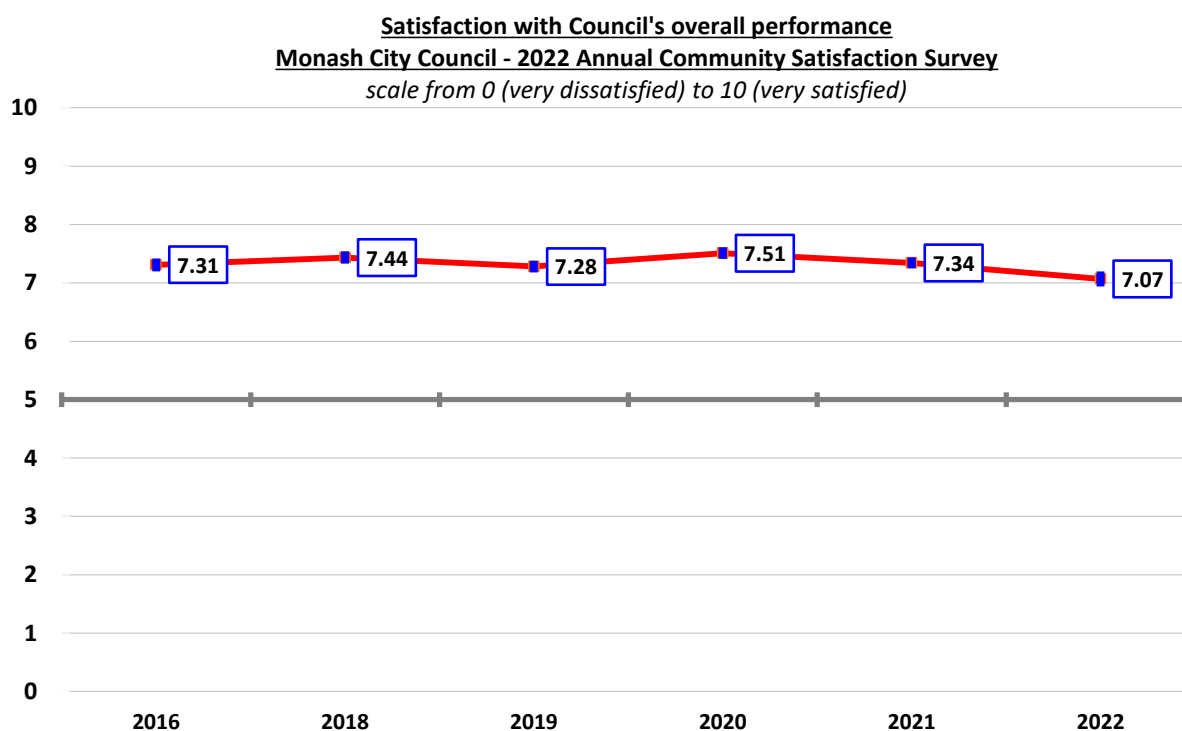
Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility (overall performance) declined measurably this year, down 3.7% to 7.07, which is a “good”, down from a “very good” level of satisfaction.

This is the lowest level of satisfaction recorded for the City of Monash since the survey program commenced in 2016 and is below the long-term average satisfaction since 2016 of 7.33.

Despite the statistically significant decline reported this year, this result remains measurably and significantly above the 2022 metropolitan Melbourne average of 6.60 and the eastern region councils’ average of 6.65, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research using the telephone methodology in January 2022.



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

Metropolis Research draws attention to the fact that the proportion of respondents who were “very satisfied” with Council’s overall performance remained essentially the same as in 2021, with just under half (47.1% down from 48.4%) “very satisfied”.

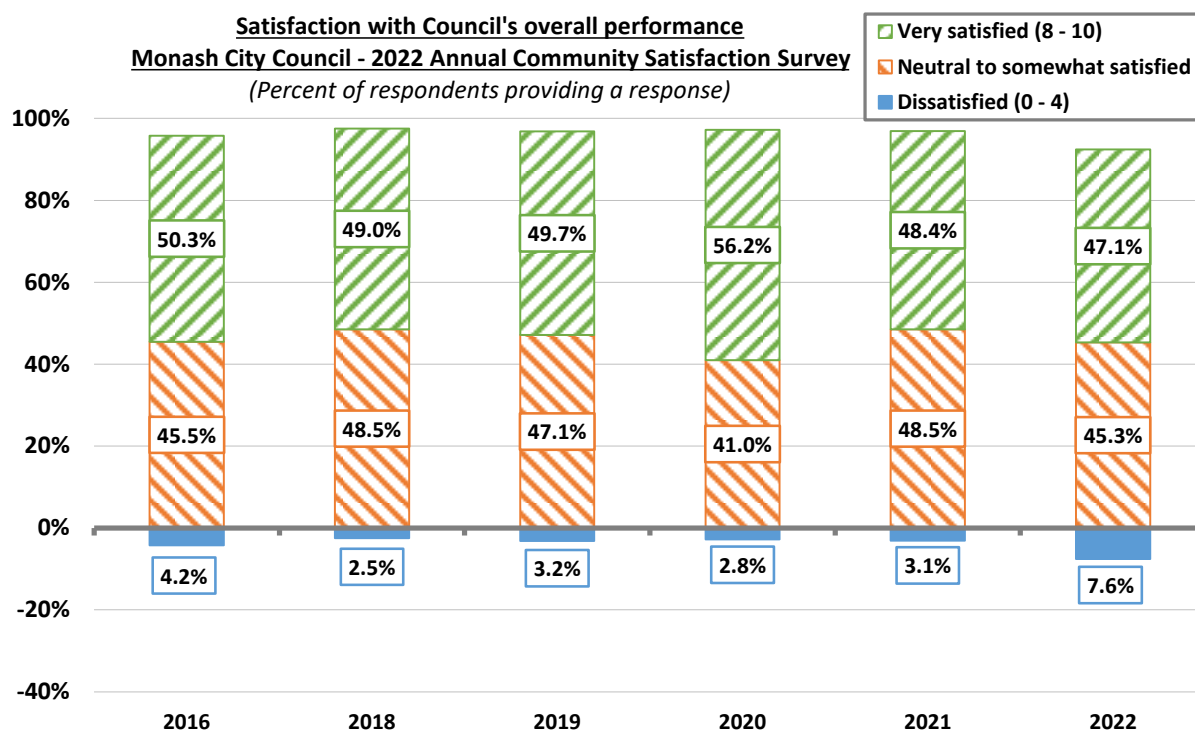


This is an important result, as it highlights the fact that approximately half of the Monash community were very satisfied with Council’s performance. This is a significantly better result than the metropolitan Melbourne average of 33.7% and the eastern region council’s average of 37.3%.

This is consistent with the long-term trend of the City of Monash reporting higher-than-average levels of community satisfaction.

In 2022, however, there was a notable increase in the proportion of respondents who were “dissatisfied” with Council’s overall performance, up from 3.1% in 2021, and an average between 2016 and 2021 of 3.2%, to 7.6% this year.

Despite this increase in the proportion of dissatisfied respondents this year, this result remains better than both the metropolitan Melbourne (12.0%) and eastern region councils’ (12.2%) results from the 2022 *Governing Melbourne* research.



Metropolis Research suggests that this pattern of satisfaction, with stable proportion of “very satisfied” and a small spike in “dissatisfied” respondents this year is likely to be a reflection, at least in part, of one-off factors this year.

These factors are likely to include the continued impacts of the COVID-19 pandemic on community sentiment. This has been observed by Metropolis Research across several municipalities this calendar year, as well as for the metropolitan Melbourne average.

This was evident in relation to a decline in overall satisfaction, as well as a decline in satisfaction with aspects of governance and leadership (as discussed in the next section of this report).



Specifically in relation to the City of Monash, it does appear that the kerbside collection services were significant in the municipality this year, with 13.0% of respondents nominating rubbish and waste issues as one of the top three issues to address. The respondents who nominated these issues, were, on average, measurably less satisfied with Council’s overall performance than the average of all respondents (7.07), and the satisfaction of respondents who did not nominate any issues to address this year (7.36).

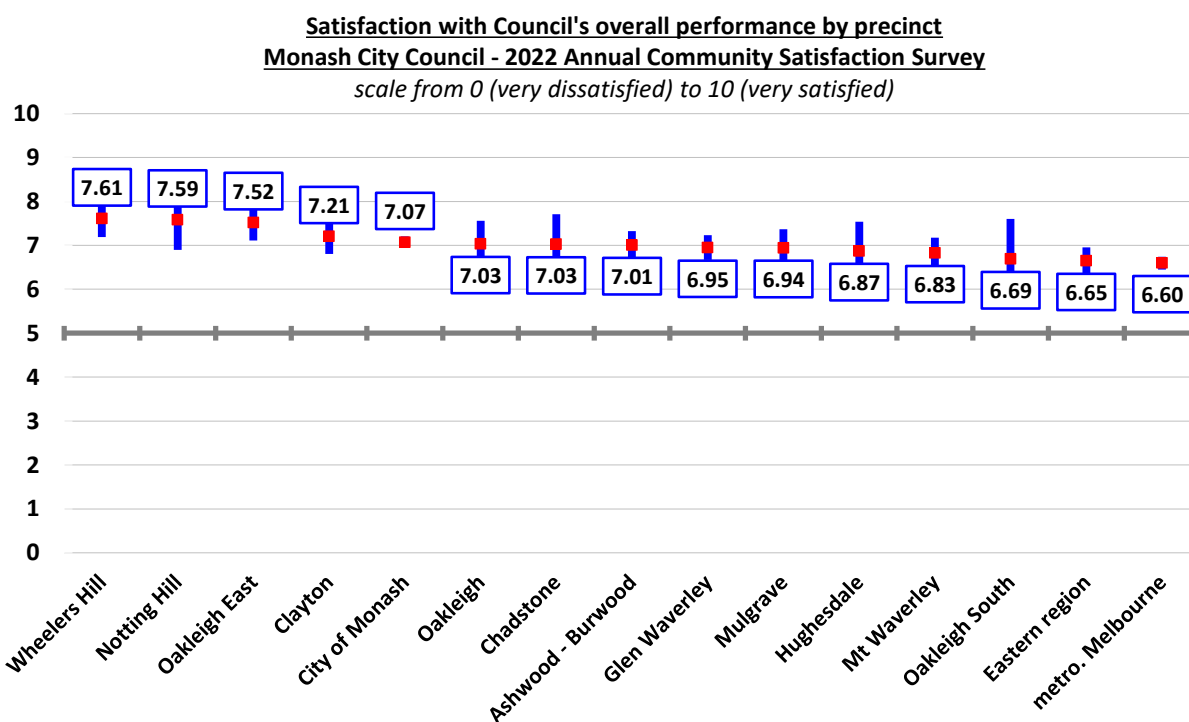
Metropolis Research notes that, consistent with the results every year, there were a range of other issues that appear to exert a negative influence on community satisfaction with the performance of Council. These are discussed in more detail in the following sections; however, they include issues of concern for some respondents around parking issues, planning and development issues, environment, and street trees. These issues appear to negatively influence the overall satisfaction for the respondents who consider these important issues to address for the municipality.

As discussed in the [improvements to Council performance](#) section of this report following, the perception of how well Council is listening to, communicating with, and responding to the needs of the local community were the most common factors raised as to how Council could improve its overall performance.

Overall performance by precinct

There was some statistically significant variation in satisfaction with Council’s overall performance observed across the 12 precincts comprising the City of Monash, as follows:

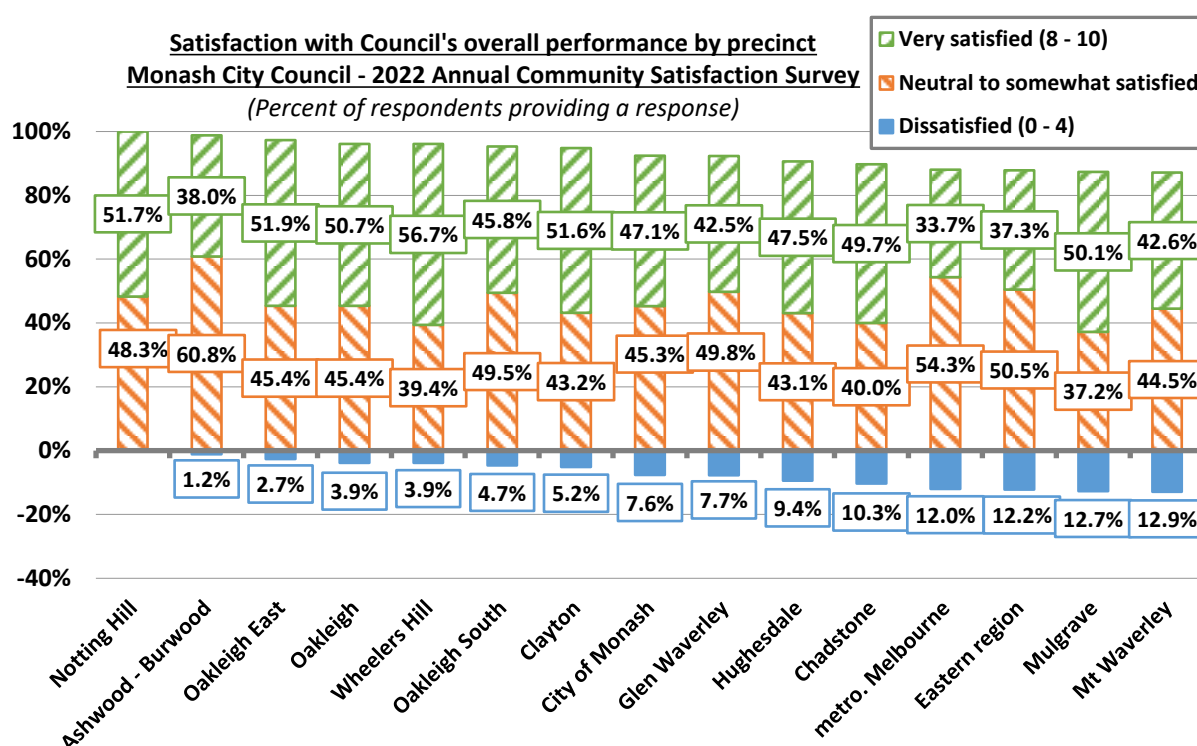
- **Whealers Hill** – respondents were measurably more satisfied than average and at a “very good” level.



Apart from respondents from Ashwood-Burwood (38.0%), more than 40% of respondents providing a satisfaction score from each of the other 11 precincts were “very satisfied” with Council’s overall performance.

A larger proportion of respondents from all 12 precincts were “very satisfied” with Council’s overall performance than either the metropolitan Melbourne (33.7%) or eastern region councils’ (37.3%) results, as recorded in *Governing Melbourne*.

Metropolis Research does note, however, that approximately 10% or more of the respondents from Hughesdale (9.4%), Chadstone (10.3%), Mulgrave (12.7%), and Mt Waverley (12.9%) were “dissatisfied” with Council’s overall performance.



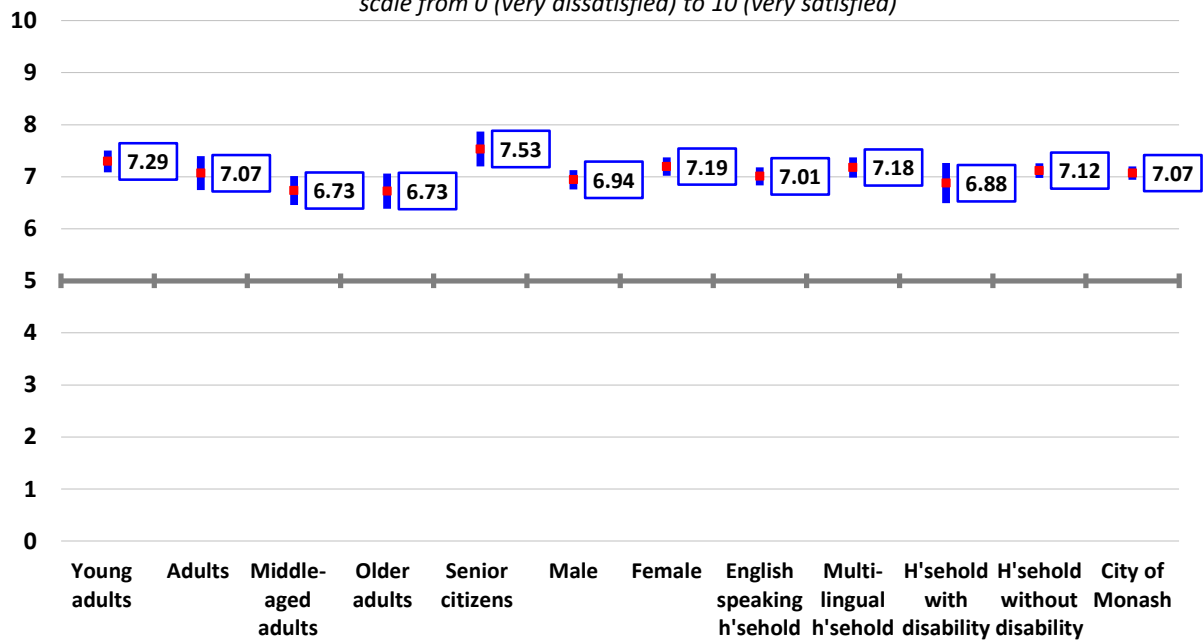
Overall performance by respondent profile

The following graph provide a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, and household structure. Whilst there was little statistically significant variation observed, there was some notable variation observed, as follows:

- **Notably more satisfied than average** – includes young adults aged 18 to 34 years, senior citizens aged 75 years and over, female respondents, respondents from two-parent families with youngest child aged 0 to 4 years (statistically significant), one-parent families, and sole person households.
- **Notably less satisfied than average** – middle-aged and older adults aged 45 to 74 years, male respondents, respondents from households with disability, and respondents from two-parent families with youngest child aged 13 to 18 years.

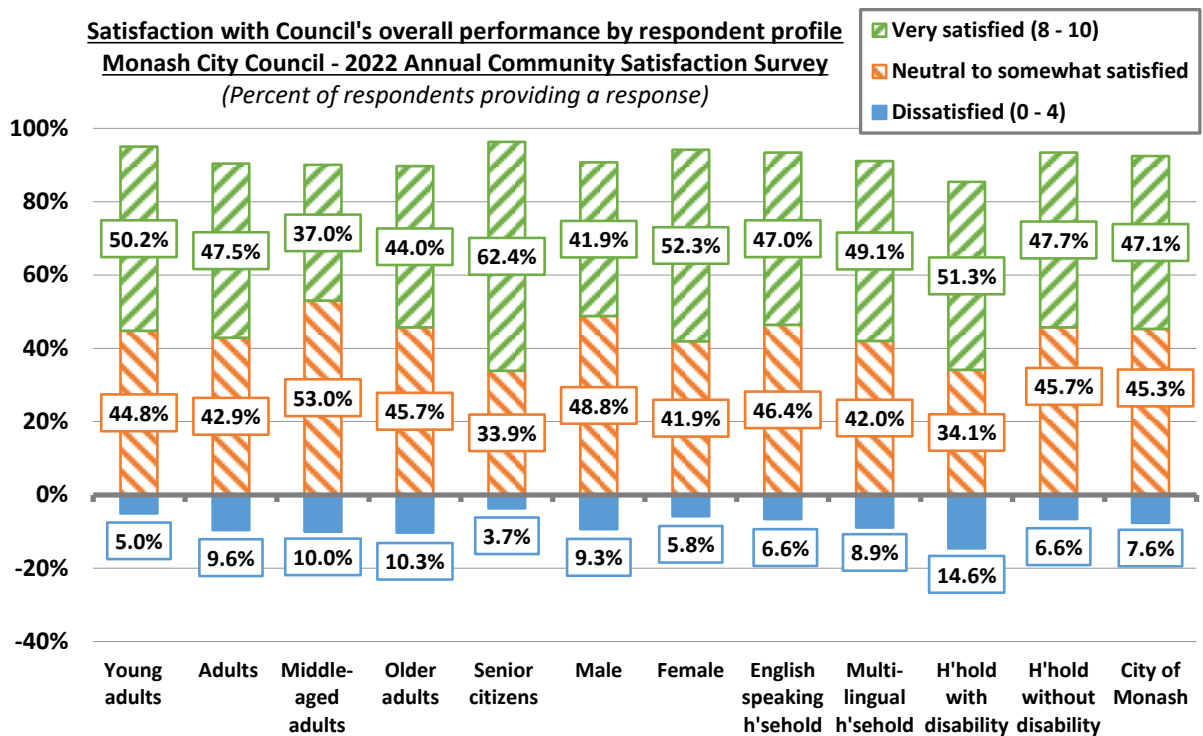


Satisfaction with Council's overall performance by respondent profile
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

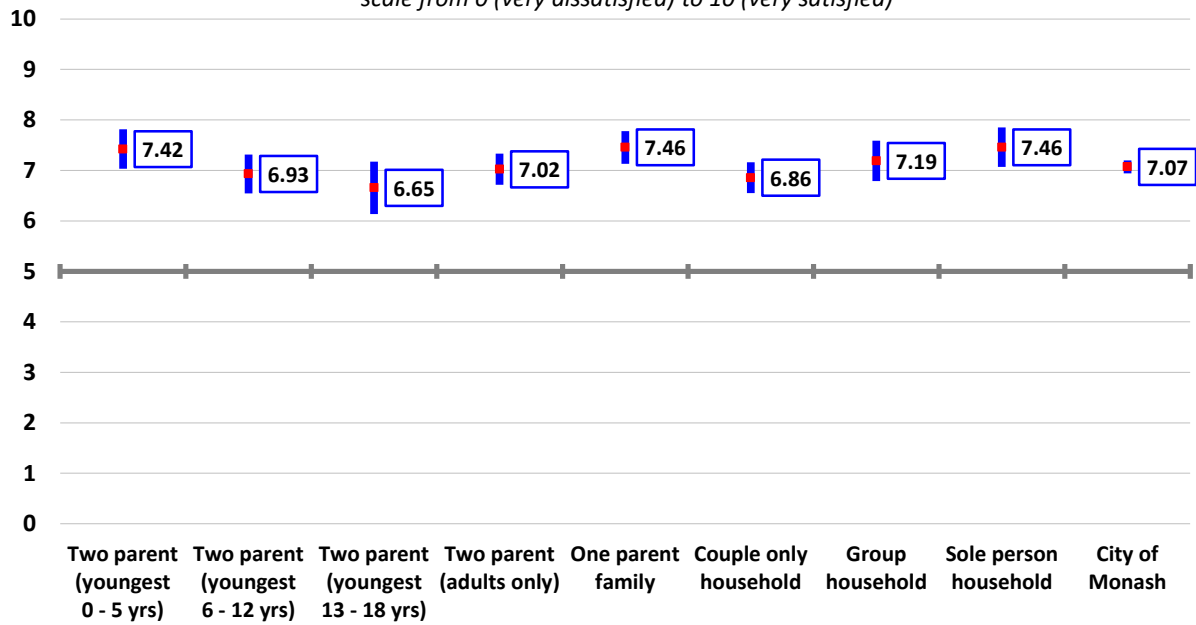


Attention is drawn to the 14.6% of the 96 respondent households with a member with disability who provided a satisfaction score and were “dissatisfied” with Council’s overall performance. This was more than double the 6.6% of “dissatisfied” respondents from other households.

Satisfaction with Council's overall performance by respondent profile
Monash City Council - 2022 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

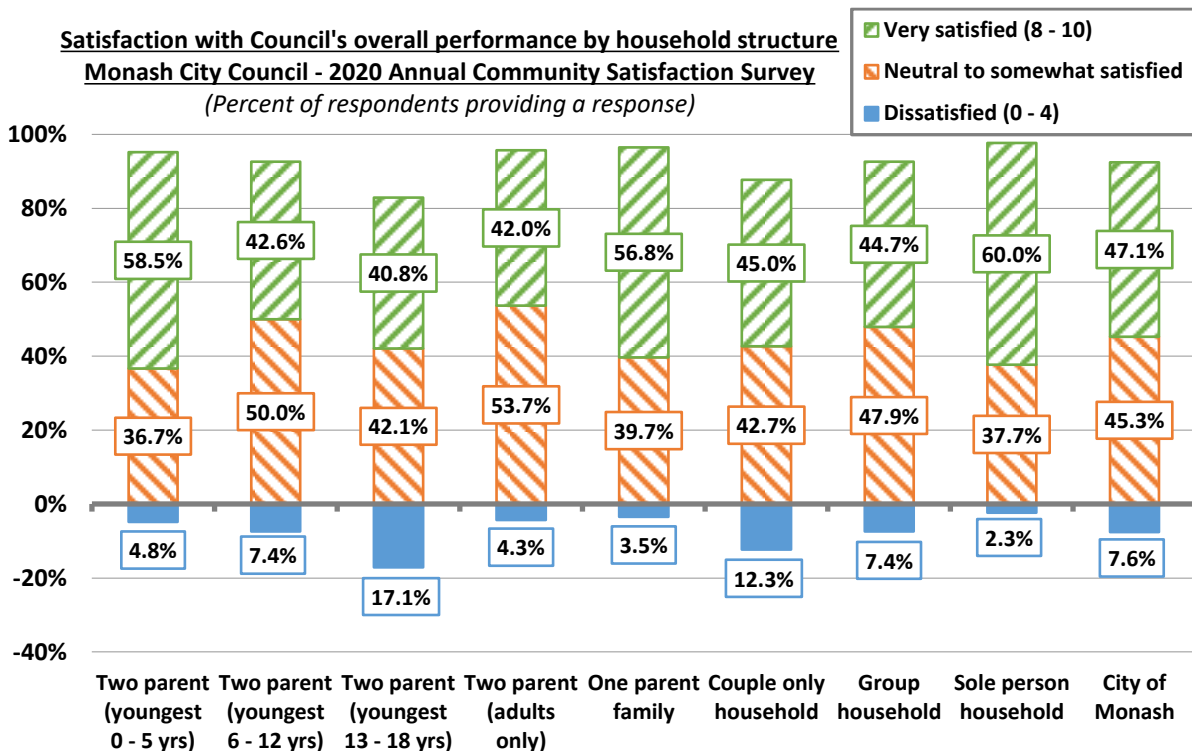


Satisfaction with Council's overall performance by household structure
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Attention is drawn to the 17.1% of the 56 respondents providing a satisfaction score from two-parent families with youngest child aged 13 to 18 years who were “dissatisfied” with Council’s overall performance. This was more than double the municipal average of 7.6%.

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



Relationship between issues and satisfaction with Council’s overall performance

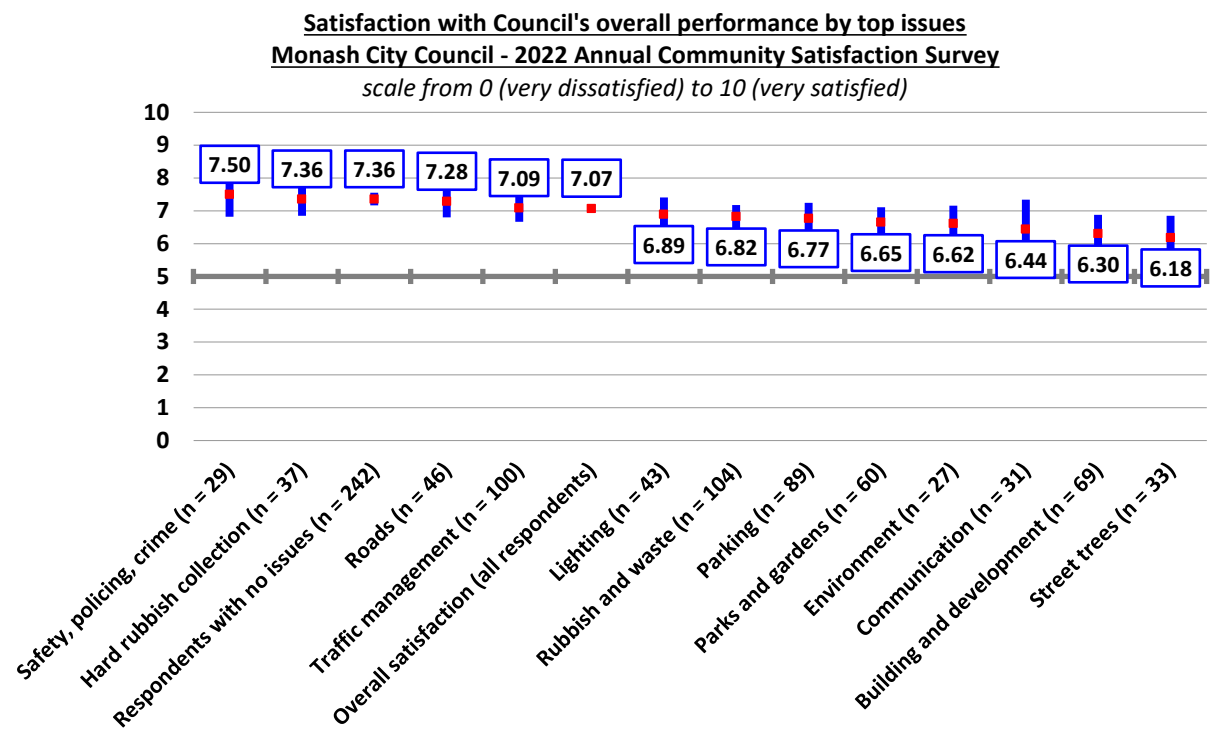
The following graph displays the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the City of Monash “at the moment”, with a comparison to the overall satisfaction score of all respondents (7.07), as well as a comparison to the 242 respondents who did not nominate any issues to address (7.36)

The detailed analysis of the top issues to address in the City of Monash “at the moment” is discussed in the [Current Issues for the City of Monash](#) section of this report.

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

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

It is worth noting that the small number of respondents who nominated issues with safety, policing, and crime and, of most interest, the 37 respondents who nominated hard rubbish collection were, on average, no less satisfied with Council’s overall performance than respondents who did not have any issues to nominate. Clearly respondents who do not feel there are any issues to address for the municipality will almost always be more satisfied with Council’s performance than respondents who believe there are issues to address.



There were a range of issues with which respondents who nominated the issues were, on average, measurably less satisfied than the average satisfaction of respondents who did not nominate any issues, and notably lower than the average of all respondents.

These issues include street lighting; rubbish and waste issues; parking; parks and gardens; environment; sustainability and climate change; communication; planning and development; and street trees.

Of these, most attention is drawn to the significant number of respondents who nominated rubbish and waste issues (104 respondents up from 38 in 2021), parking (89 respondents up from 55 in 2021), planning and building (69 respondents down from 72 in 2021), and parks and gardens (60 respondents down from 66 in 2021).

These groups of respondents reflect a substantial proportion of respondents, and therefore these issues will have exerted a notable impact on satisfaction with overall performance.

Metropolis Research does note, however, that respondents who nominated rubbish and waste issues this year, reported the same average satisfaction with Council as they did last year, whilst those who nominated parks and gardens were substantially less satisfied this year than last (6.65 compared to 7.64).

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.

Top issues for Monash of respondents' dissatisfied with overall performance

Monash City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents who dissatisfied with overall performance)

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Parking	11	15.3%	11.1%
Traffic management	11	15.3%	12.5%
Building, planning, housing and development	10	13.9%	8.6%
Parks, gardens and open space	8	11.1%	7.5%
Rubbish and waste issues inc. garbage	8	11.1%	13.0%
Council customer service / responsiveness	7	9.7%	1.6%
Provision and maintenance of street trees	5	6.9%	4.1%
Communication, consultation, provision of information	4	5.6%	3.9%
Footpath repairs and maintenance	4	5.6%	2.8%
Green waste collection / organic waste	4	5.6%	1.3%
Cleanliness and maintenance of area	3	4.2%	2.1%
Council management, governance, accountability	3	4.2%	1.6%
Rates	2	2.8%	2.0%
Roads maintenance and repairs	2	2.8%	5.8%
Lighting	2	2.8%	5.4%
All other issues <i>(24 separately identified issues)</i>	25	34.7%	43.7%
Total responses	109		1,016
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>44 (81.8%)</i>		<i>511 (63.9%)</i>



This table shows that respondents who were “dissatisfied” with Council’s overall performance were notably more likely to nominate planning and development issues (13.9% compared to 8.6%), and council customer service / responsiveness (9.7% compared to 1.6%) related issues.

These “dissatisfied” respondents were somewhat more likely than average to nominate parking, traffic management, and parks and gardens related issues.

Overall satisfaction of respondents dissatisfied with services and facilities

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

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

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

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 (7.07).

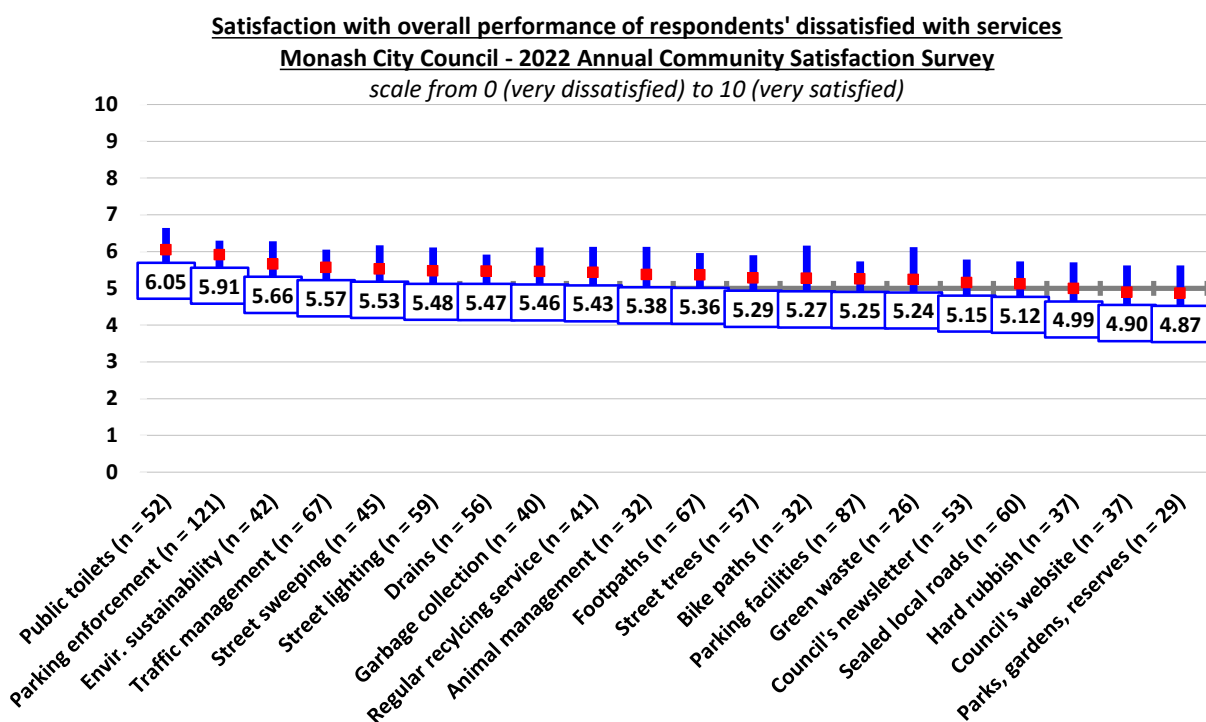
It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one service and facility were likely to be dissatisfied with several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

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

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

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





Improvements to Council's overall performance

Respondents were asked:

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

Respondents who were not satisfied with Council's overall performance (i.e., rated satisfaction at less than six out of 10), were provided an open-ended opportunity to outline what they believe Council most needs to do to improve its performance.

The 108 respondents provided a total of 78 comments, as outlined in the following table.

These comments have been broadly categorised as follows:

- **Communication** related (22 comments) – these comments tended to focus on the perception that Council was not listening to the community, and a perceived lack of appropriate information.
- **Council management and governance** (20 comments) – these comments tended to focus on a perception by some that Council was not focusing on community needs in favour of other issues.
- **General negative comments** (8 comments) – general negative comments about Council's performance and value for money proposition.
- **Council services and facilities** (7 comments) – including drains, street trees, and parks.



- **Planning, development, and housing** (5 comments) – focused on perceived lack of good planning in the municipality.
- **Waste management** (4 comments) – interestingly, given the increase in rubbish and waste issues and the significant decline in satisfaction with kerbside collection services, there were only four comments received.
- **Rates and financial management** (4 comments) – focused on perception that rates and fees are too high.
- **Parking** (4 comments) – interestingly, given the significance of parking issues in the municipality observed in the issues section of this report, there were only four comments received.
- **Roads, footpaths, and traffic management** (3 comments) – general comments about roads and traffic.
- **Comments on the survey** (1 comment) – that the survey be sent to everyone.

Most needed improvements to Council's overall performance
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Communication</i>	
There's no consultation with community residents / need more	5
Improve communication to the community	4
Listen to the residents, don't feel heard	3
The way they do things don't hear anything	2
Being more open, asking residents what they want	1
Council needs to be more serious and effective in consulting the community. They need to take on board the views of the community	1
For the start, they need to find out what the community wants and not just have the ambition to become a politician	1
Information provided are biased	1
Lack of communication where it's hard to find information	1
Listen to the communities needs	1
The Council needs to consider the public more while making decisions	1
Their communication. It is so hard to contact them and when I reported about the dangerous tree in the direct waterfront Park playground it took them a long time to do it	1
Total	22
<i>Council management, governance, and responsiveness</i>	
Become non political	1
Decisions made are not in favour of community	1
It needs to be back when it used to be before (when the Council was smaller)	1
More transparency	1



Need to be more proactive	1
Not too keen to go green, focus on other important things	1
Some members of the Council who are just using this as steppingstone for Federal politics. More on their personal gain	1
Stop being politically self-interested and woke	1
Stop social activities and focus on core needs of community	1
Very low work	1
They do not respond	5
I don't think the Council is responding well enough to the community	1
The concerns should be addressed	1
They do not involve the community	1
Council is not being responsible towards community needs	1
Council is not properly work for community	1
Total	20

General negative

Average	1
It could better	1
Money means a lot to them; they are not very fair	1
Not doing a good job at all	1
The Council must improve more	1
They are not very helpful	1
They haven't been doing much	1
They're s**t	1
Total	8

Council services and facilities

Can do more for the seniors, make sure they are looked after. Provide trip services for the seniors	1
Drainage cleaning is not done, the maintenance of the drainage pits is way below par	1
Fix up street lightning	1
Prioritise people's health and wellbeing over business	1
To complete the new upgrades to the local football team at Mulgrave Reserve as well as other sporting team	1
Too many street trees with no consultation with specific residents	1
Street trees	1
Consider parks	1
Total	8

Planning, development, and housing

Development projects building more, not taking into consideration of population growth	1
I don't see any urban planning	1
I'm not satisfied with the planning approval	1
Needs more improvement regarding the planning	1



Overload of apartments being developed	1
Total	5
<i>Waste management</i>	
FOGO needs to be implemented	1
In my area, when shopping centres got open then they throw rubbish and trollies then don't care (Murdo Rd)	1
Representation of the garbage bin size is too small	1
Rubbish collection is not good	1
Total	4
<i>Rates and financial management</i>	
Council rate is too high	1
Lot of wasted money and they are thinking of their own interest. During hard times, they are not doing anything	1
Lower the rates	1
Need lower fees for waste management	1
Total	4
<i>Parking</i>	
Parking not being checked	1
Reorganise the parking problem, where it needs to benefit the public rather than the revenue of the Council	1
They don't check streets. Parking enforcement is too poor	1
Total	3
<i>Roads, footpaths, and traffic management</i>	
Look at the roads	1
Look at the traffic congestion	1
Roads getting narrower, traffic increasing	1
Total	3
<i>Survey</i>	
Send this survey to everyone	1
Total	1
Total	78



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 2022, asked to rate their satisfaction with five core aspects of Council’s leadership and governance performance.

The average satisfaction with these five aspects of leadership and governance declined somewhat, but not measurably this year, down an average of 2.3%, which was a smaller decline than the 3.2% in overall satisfaction with Council, down from 7.05 to 6.89.

The fact that satisfaction with governance and leadership declined by a smaller proportion than the fall in overall satisfaction is likely in the view of Metropolis Research, to reflect, at least in part, that the decline in overall satisfaction was somewhat related to declines in satisfaction with some of the Council services and facilities this year. This includes most notably, declines for the regular recycling (down 7.7%), parking enforcement (down 7.7%), and the regular garbage collection (down 5.6%).

This was, however, the second consecutive decline in average satisfaction with governance and leadership, from the high of 7.38 recorded back in 2020.

Metropolis Research does note that satisfaction with governance and leadership declined for many other municipalities for which Metropolis Research conducts this survey program.

Metropolis Research also recorded a 5.8% decline in average satisfaction with the same five core aspects of governance and leadership recorded for metropolitan Melbourne in the 2022 *Governing Melbourne* research.

The decline in governance and leadership observed by Metropolis Research through calendar 2022, does appear to be related, at least in part, to a fatigue with government more broadly following from two years of the COVID-19 pandemic, rather than a reflection of declining satisfaction with the governance and leadership performance of local government.

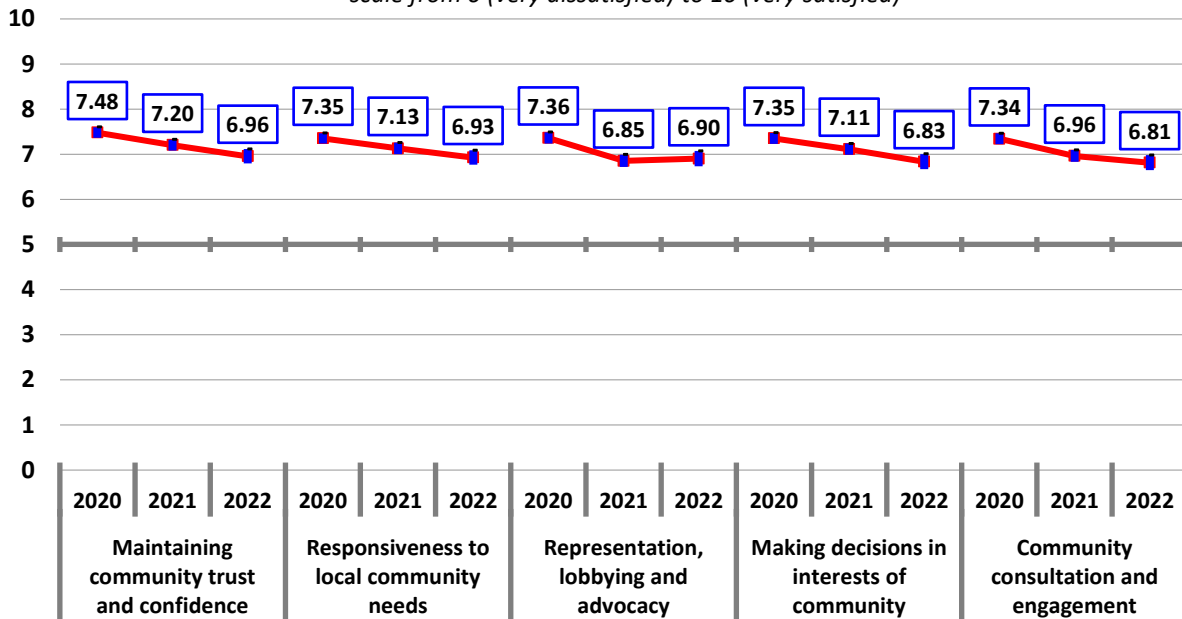
It is likely that the decline in both overall satisfaction as well as satisfaction with the governance and leadership performance of Monash City Council this year, have been partly influenced by this fatigue with government.

Satisfaction with four of the five aspects of governance and leadership declined marginally this year, with only satisfaction with Council’s representation, lobbying, and advocacy on behalf of the community increasing marginally, but not measurably this year.

Satisfaction with all five aspects were recorded at “good” levels of satisfaction, maintaining the “good” level of satisfaction, following the decline from “very good” levels of satisfaction recorded in 2020 and previous years.

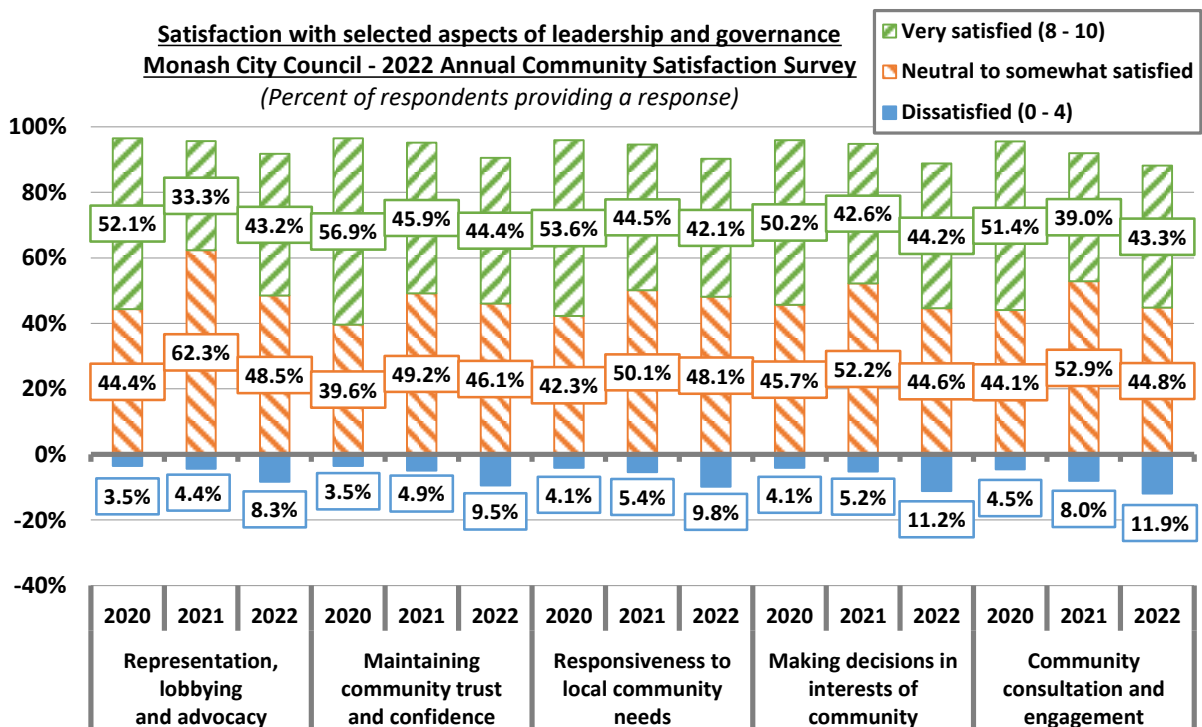


Satisfaction with selected aspects of governance and leadership
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

Metropolis Research notes that in 2022, a little less than 50% of respondents were “very satisfied” with each of the five aspects of governance and leadership, with three aspects recording an increase in the proportion of “very satisfied” respondents. It is, however, noted that there was an increase in the proportion of respondents “dissatisfied” with each of these five aspects, up from approximately five percent last year to 10% this year.



Metropolis Research suggests that these results reflect the fact that whilst most of the community remains satisfied to very satisfied with Council’s performance, there was an increase in the proportion of respondents dissatisfied this year.

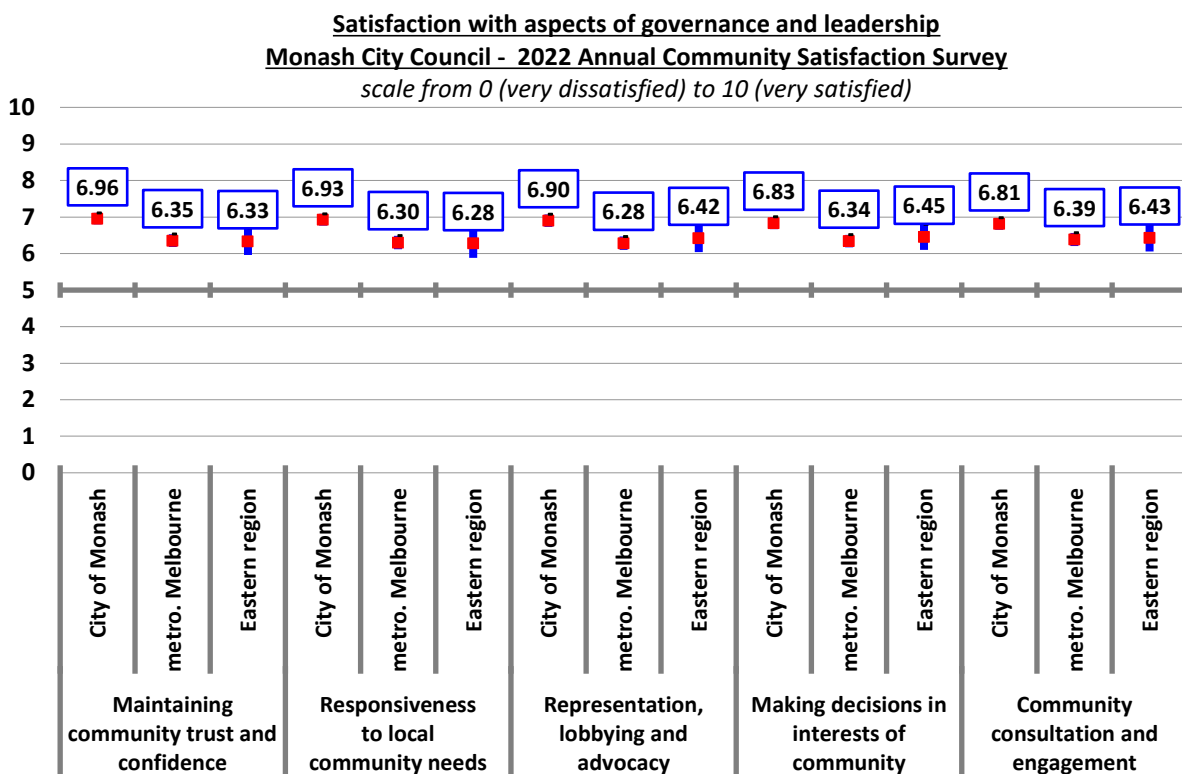
It is highly likely that this increase in “dissatisfied” respondents reflects one-off factors in relation to declines in satisfaction with some services such as parking enforcement and, most notably, the kerbside collection services.

Declines in satisfaction with the kerbside collection services, whilst still reporting “excellent” levels of satisfaction, were likely to have impacted notably on sentiment to a proportion of respondents. This reflects the importance of these services to the community and the high levels of satisfaction that these services have maintained over a long period of time.

Changes to these long-standing services often result in one-off measurable declines in satisfaction, with significant dissatisfaction from a small proportion of the community. These declines do tend to dissipate relatively quickly, as the changes to the services are absorbed by the community.

Consistent with the fact that average satisfaction with governance and leadership declined by a smaller degree for the City of Monash than the metropolitan Melbourne average (5.8%), satisfaction with all five aspects was measurably and significantly higher in the City of Monash than the metropolitan Melbourne average, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis research in January 2022.

Metropolis Research notes that satisfaction with all five aspects of governance and leadership were recorded at “solid” levels of satisfaction for both the eastern region councils, as well as metropolitan Melbourne, whilst satisfaction with all five aspects was recorded at “good” levels for the City of Monash.



Community consultation and engagement

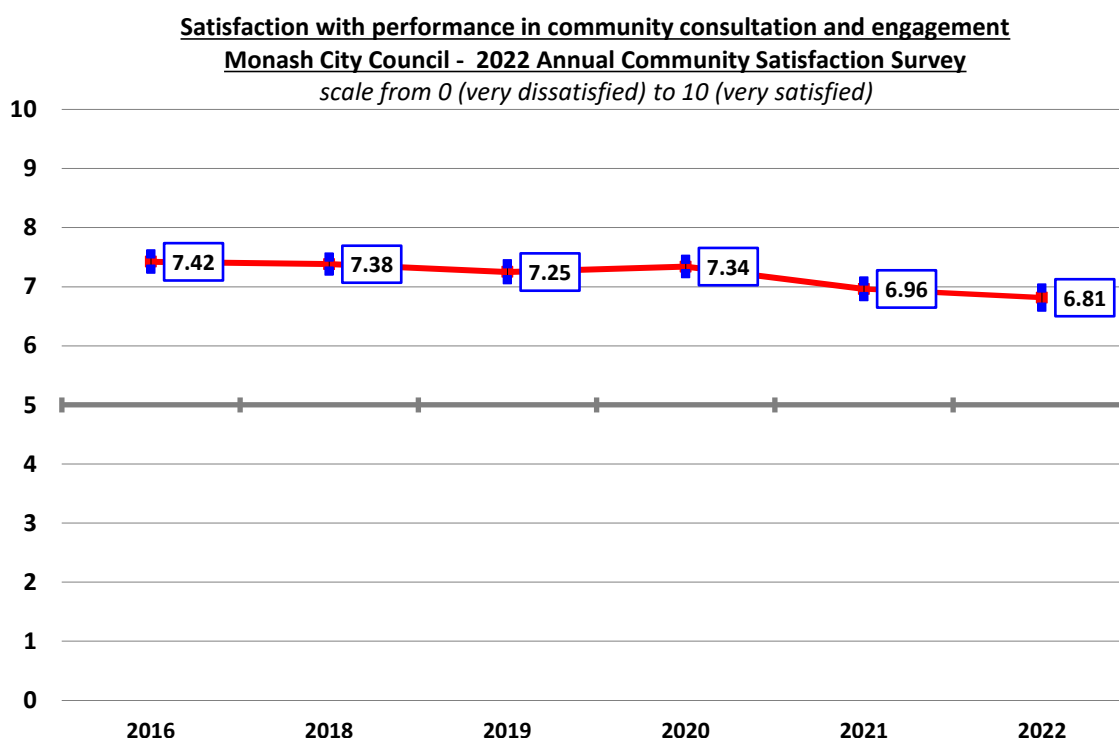
Satisfaction with Council’s community consultation and engagement performance declined somewhat, but not measurably this year, down 2.2% to 6.81, although it remains at a “good” level.

This result has trended lower over the course of the survey, declining 8.2% from a high of 7.42 back in 2016 to 6.81 this year.

This result remains below the long-term average satisfaction since 2016 of 7.20.

This includes 43.3% of respondents providing a response being “very satisfied” and 11.9% dissatisfied (up from 8.0% in 2021).

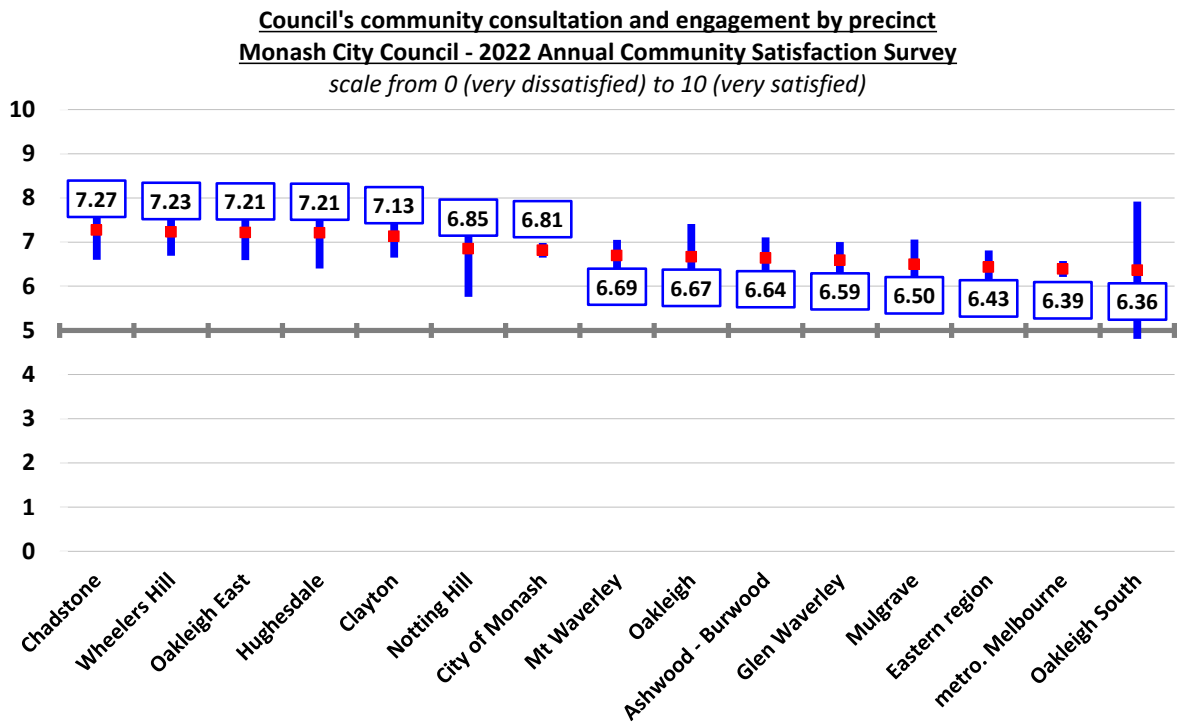
Despite declining somewhat this year, satisfaction with Monash Council’s community consultation and engagement remains measurably above the metropolitan Melbourne average of 6.39, and notably above the eastern region councils’ average of 6.43.



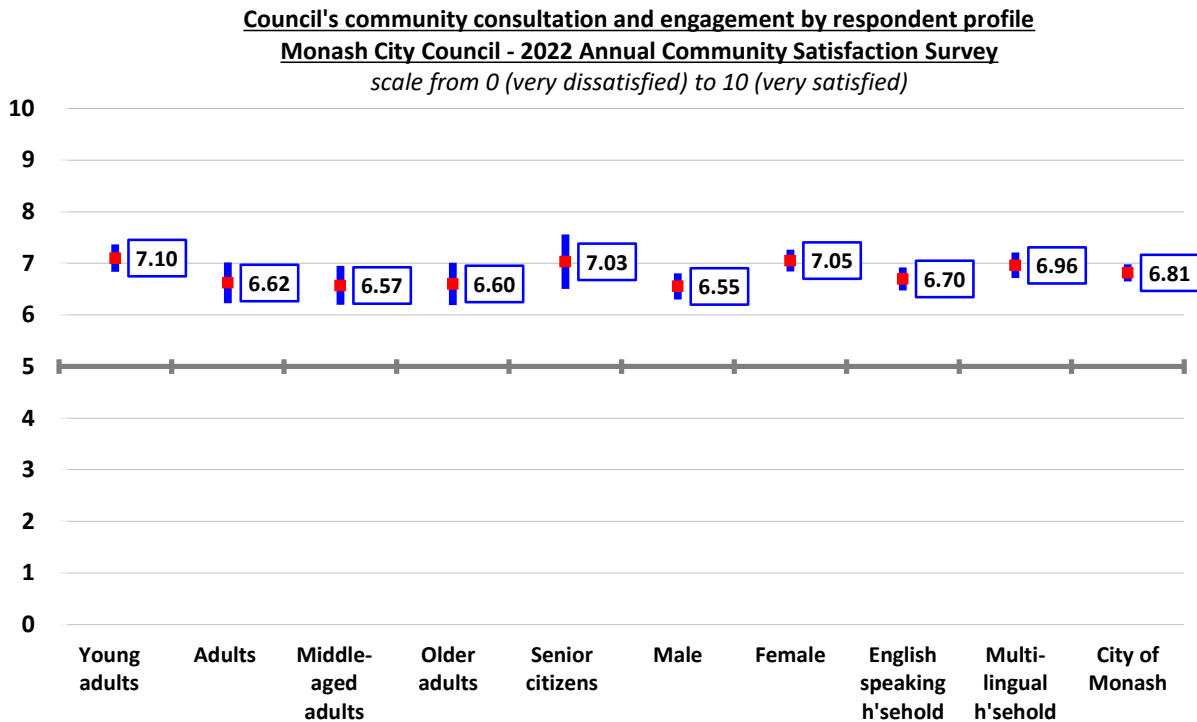
There was no statistically significant variation in satisfaction with Council’s community consultation and engagement performance observed across the 12 precincts comprising the City of Monash.

It is, however, noted that respondents from Chadstone were somewhat more satisfied than average, and at a “very good” level, whilst the small sample of just 14 respondents providing a response from Oakleigh South were somewhat less satisfied and at a “solid” level.





Whilst young adults aged 18 to 34 years and senior citizens aged 75 years and over were slightly more satisfied than average, there was no statistically significant variation observed by the respondents' age structure. It is noted, however, that female respondents were measurably more satisfied than male respondents. Respondents from multilingual households were marginally, but not measurably more satisfied than respondents from English speaking households.



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 114 comments received from respondents dissatisfied with Council’s community consultation and engagement. Whilst respondents were specifically asked what they wish Council would ask them about, the responses received included a mix of some reference to specific issues, as well as comments more broadly about Council’s consultation performance.

Of the 114 comments provided, 57 were related to Council’s performance in conducting consultation and engagement, with many of these comments reflecting a perception that Council was not consulting with the community effectively, or not acting on the outcomes from those consultations.

In relation to the issues with which respondents would like Council to consult more with the community, these included waste management (19 comments), planning and development (8 comments), parking (6 comments), Council services and facilities (3 comments), parks, gardens, and trees (3 comments), roads (3 comments), traffic management (2 comments), and other comments (10 comments).

Preferred consultation topics / issues
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>General lack of communication, access to consultation, and responsiveness</i>	
No Council consultation / don't see anybody / don't hear from them	10
Council doesn't respond to community problems	4
Don't act on consultation outcomes	3
First time contacting me, they hide behind their screens	2
I think they need to talk more to the community	2
More consultation needed	2
They do not involve the community / need to involve community more	2
Arrogant while approached us over on enquiry	1
Bad experience bad representative bad customer service careless	1
Because they take a very long time to get back at me	1
Changes that are happening asking residents about what they need	1
Communicate with residents rather than having their own agenda	1
Council has everyone's email or phone so it's better to contact directly instead of a mail in drop box	1
Don't hear from them. Low effort to engage with community	1
Don't listen to average person	1
Frequency	1



Make decision and then only let the public know. Council don't really consult the public	1
Not engaged, no advertisement, no investment in Mulgrave	1
Not much engagement other than this call	1
Not much promotion or letting us know about anything, must find out on my own	1
Not sure what they're doing	1
Only tell what they want to do things, don't ask people's opinion	1
Poor Council and poor consultation with the public	1
Response time should be quicker for services. Action requests	1
The Council only engages, when necessary, otherwise no representative is taking care	1
They are just doing what they want and not listening to people's feedback	1
They assume what the community wants without talking to the whole community but only a small number	1
They don't really make announcements about it and if they do it is too late already	1
They need to consult with communities more often and be responsive when people reach out to them	1
They said that they did not really think our issue is important. Rather not say the issue	1
This is the first time I'm interacting with regards to Council services apart from that no other interaction	1
Consultation is not accessible for everybody in the community. Monash need to engage more people, especially those that are not always consulted. Give more time to participate. Redesign project according to the desire of the community	1
I just wish there is more engagement	1
More promotion on how to engage with Council	1
No information about consultation	1
The Council doesn't approach the community much	1
The Council has never approached me regarding anything	1
They are not doing a proper job about this. It is so hard to contact the Council	1
They have change consultation and I cannot attend	1
Total	57

Waste management

I wish they would have consulted us with the bin collection changes	6
No consultation with the bin changes and sample sizes were so small	2
Not good communication with garbage collection	2
Doesn't seem to be any discussions on rubbish collection, not agreed by community	2
I would like to know more about the rubbish collection	1
The Council is not asking for upcoming proposals or changes specifically regarding garbage bin	1
The decision to take away the red bins	1
Usually information comes in the newsletter but there was minimal consultation about the bin changes in August	1
Wastage policy had poor consultation	1
Bin collection and sizing having poor options for consultation or larger sizing	1
Bin collection issue is just an assumption and lack of wide consultation	1
Total	19



Planning and development

Hard work to build anything	1
I've found that a lot of development is happening without information	1
Losing green belt, overdevelopment. Too much cement	1
No information available with the actions and plans of the Council	1
Not enough consultation on new developments and construction	1
Planning department is shocking, non-responsive, assessment process not standardised. Very difficult to build due to red tape	1
There was a proposed plan for my property but I don't get to move the obstacles in the way of the plan	1
Too concerned about profit, too many overpopulated areas	1
Total	8

Parking

Parking, fines	2
Don't get consulted enough on parking	1
Parking facilities	1
Parking is not provided when work is being done on road	1
We live on side street and has massive student accommodations and too many cars were crowded and not following car park timings, too packed	1
Total	6

Sports and recreation

No consultation made in building the tennis court in the Glen Waverly golf course	1
Tennis courts not properly consulted about or matched to local demographic	1
The Council not following through with the upgrades to Mulgrave football grounds upgrades and failing to understand that the failure of the upgrades had led to the inability of the team to compete this year	1
Total	3

Roads

Don't get consulted enough on road condition	1
Road maintenance	1
The attitude of Council, work is not notified in the area when work is being done on road	1
Total	3

Council services and facilities

There is no electric wire maintenance or the footpaths	1
Don't get consulted enough on provision of facilities	1
The Council closed kindergarten and there is a lack of consultation with community	1
Total	3



<i>Parks, gardens, trees</i>	
Consultation regarding the parks, specifically the one on Ashwood Drive. Should have a basketball court or a communal BBQ or something like that. It's a bad park	1
I have contacted the Council regarding the tree in my house, but they have not done anything, when they consult on other issues they say yes and just don't care later	1
Park facilities	1
Total	3
<i>Traffic management</i>	
Ring up Council to complain about traffic but no result or further reply about Bakers Rd	1
Traffic management	1
Total	2
<i>Other</i>	
I think they are don't understand business or residents in hand	1
Not keen to go green	1
Some members of the Council who are just using this as steppingstone for Federal politics. More on their personal gain	1
The Council is politically biased	1
They are not dealing with the real problems	1
They don't care	1
They think they are the law and do whatever they want. They have very little experience	1
Too money focused	1
Too political	1
Zero communication	1
Total	10
Total	114



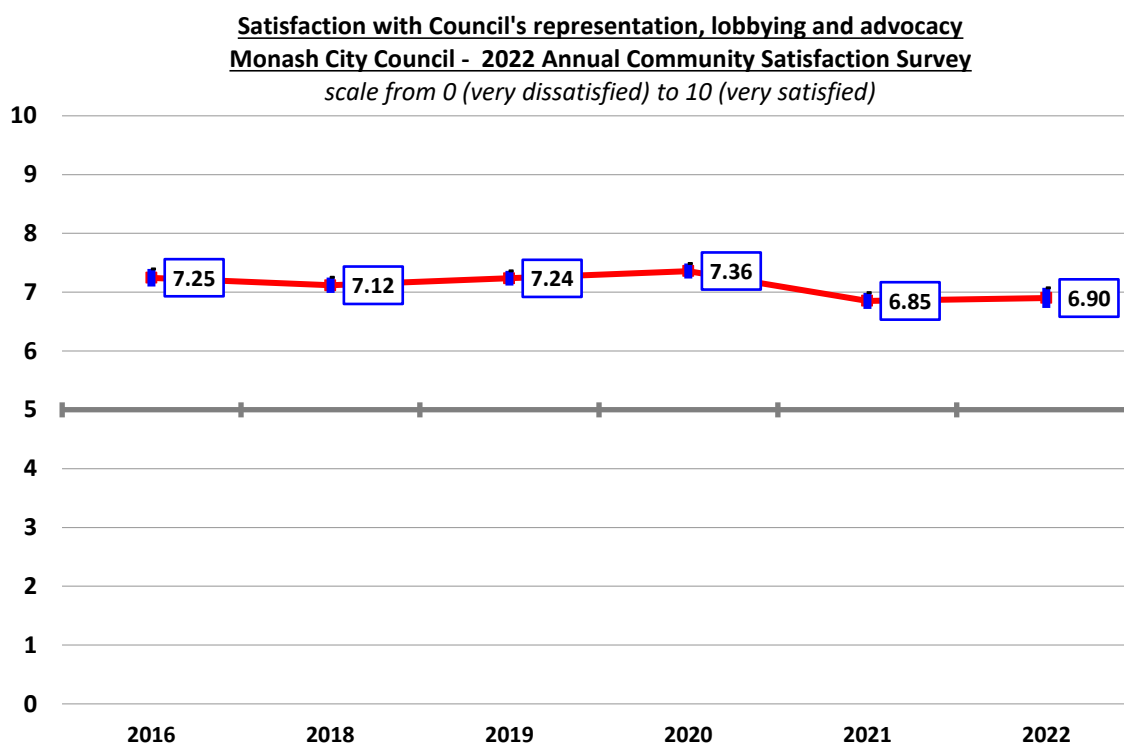
Representation, lobbying and advocacy

Satisfaction with Monash Council’s representation, lobbying and advocacy on behalf of the community with other levels of government or organisations on key issues increased by less than one percent this year to 6.90, and remains at a “good” level.

Despite the marginal increase this year, satisfaction remains marginally below the long-term average satisfaction since 2016 of 7.12.

This includes 43.2% of respondents providing a response being “very satisfied” and 8.3% dissatisfied (up from 4.4% in 2021).

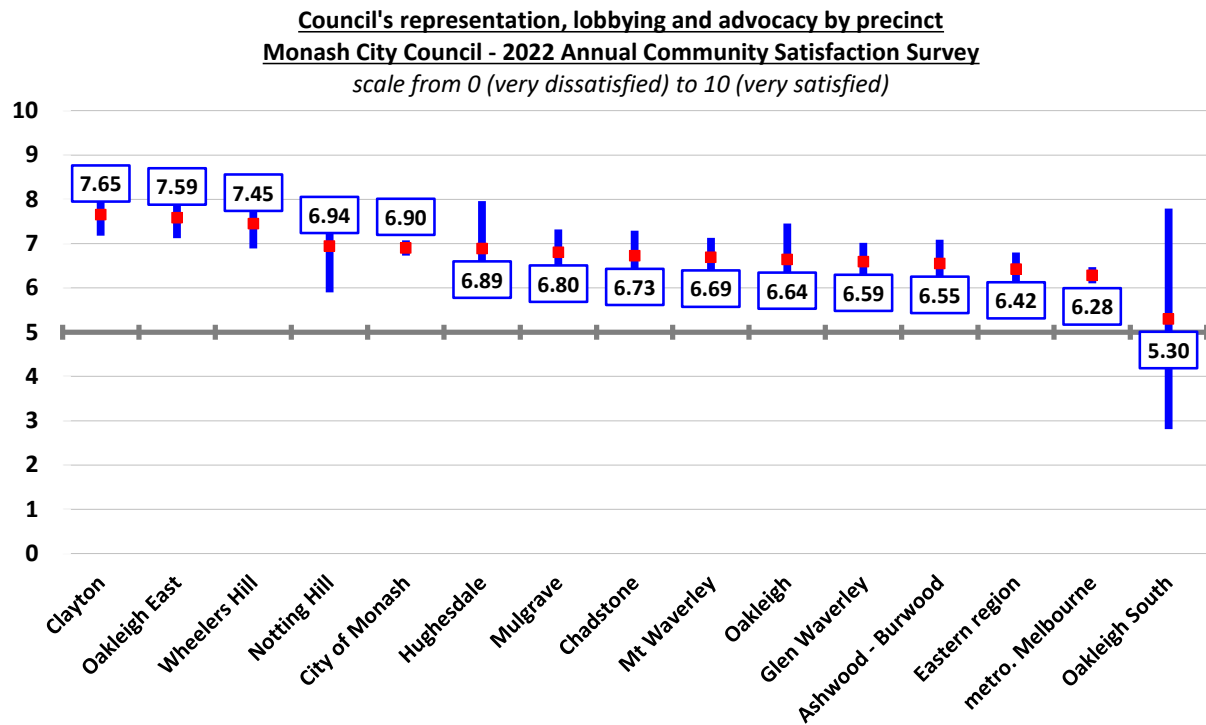
Satisfaction with Council’s representation, lobbying, and advocacy was measurably higher than the metropolitan Melbourne average of 6.28 and notably higher than the eastern region councils’ average of 6.42.



There was statistically significant variation in satisfaction with Council’s representation, lobbying, and advocacy observed across the municipality.

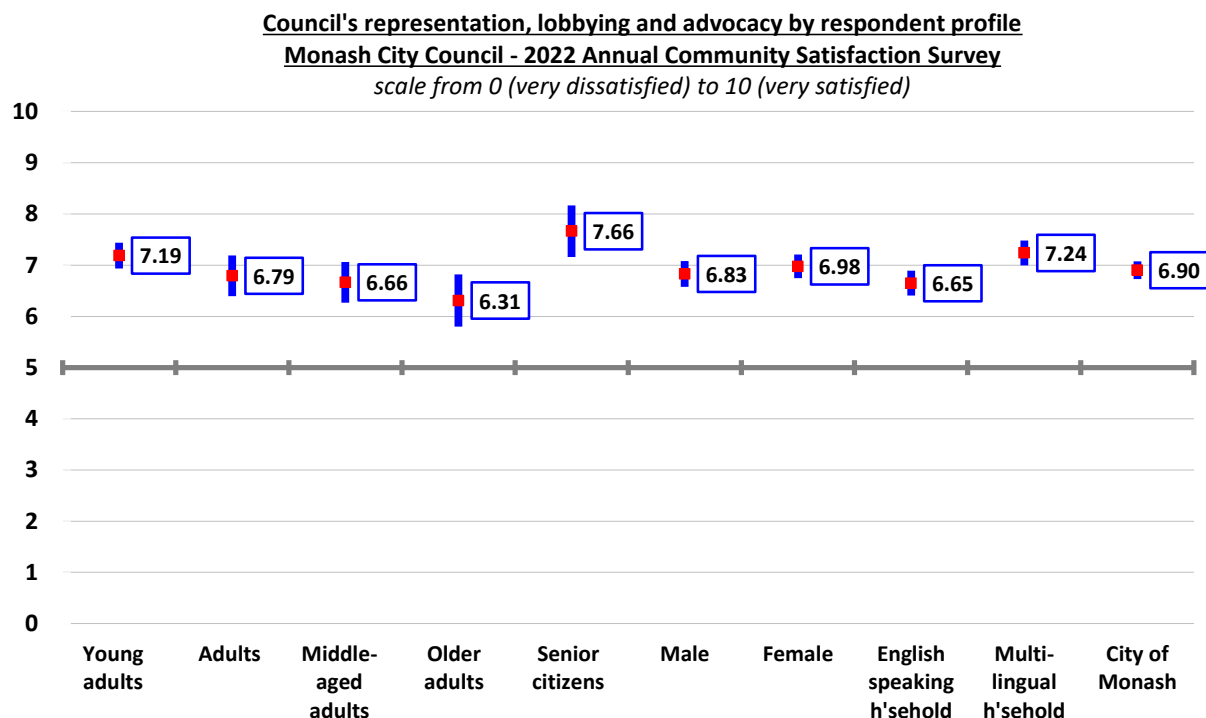
Respondents from Clayton and Oakleigh East were measurably more satisfied than average and at “very good” levels, whilst the small sample of just nine respondents providing a response from Oakleigh South were notably less satisfied and at a “very poor” level.





There was statistically significant variation in satisfaction with this aspect of governance and leadership observed, as follows:

- **Age structure** – satisfaction with Council’s representation, lobbying and advocacy declined marginally with the respondents’ age from young adults through to older adults, although senior citizens aged 75 years and over were measurably more satisfied than average.
- **Language spoken at home** – respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

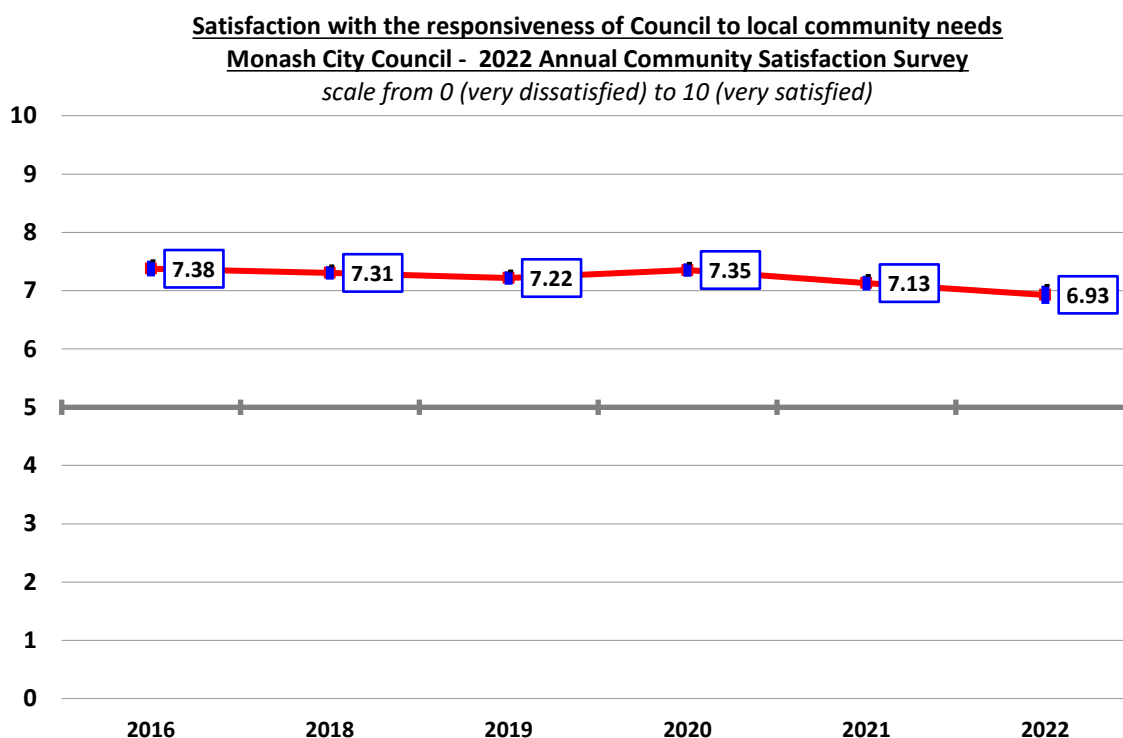


Responsiveness of Council to local community needs

Satisfaction with the responsiveness of Council to local community needs declined somewhat, but not measurably this year, down 2.8% to 6.93, although it remains at a “good” level.

This result was below the long-term average satisfaction since 2016 of 7.22.

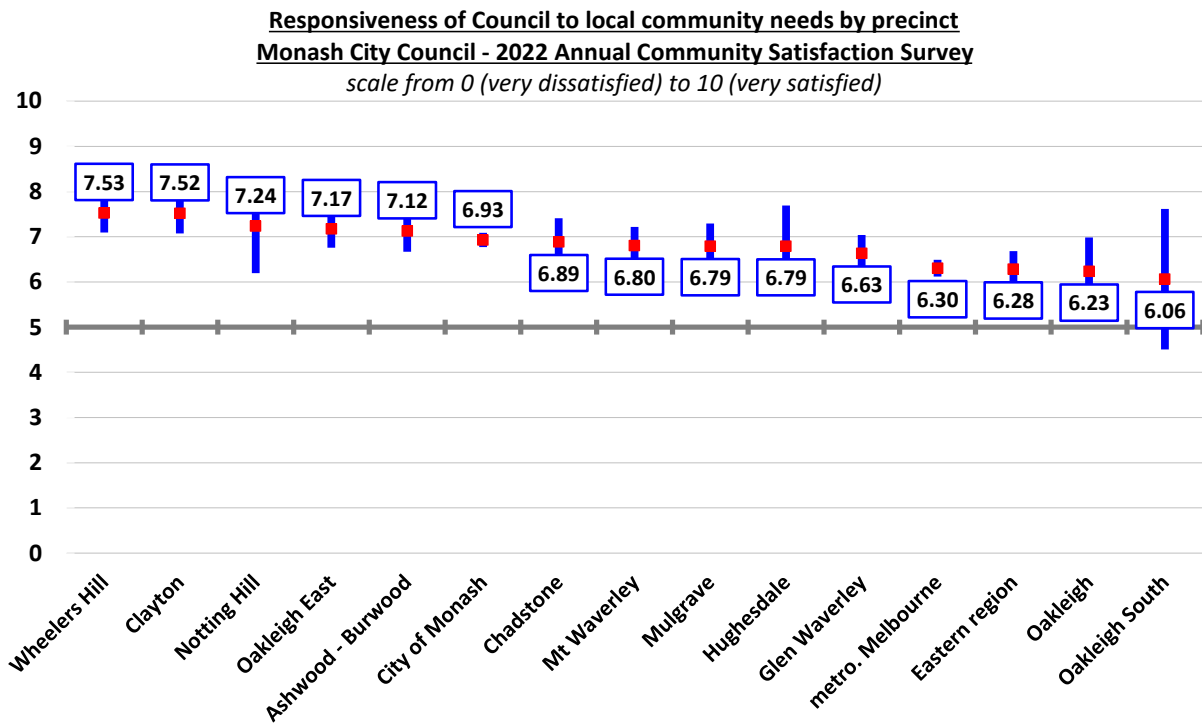
Despite the small decline this year, satisfaction with the responsiveness of Monash Council to local community needs remains measurably higher than the metropolitan Melbourne average and notably higher than the eastern region councils’ average, as recorded in *Governing Melbourne*.



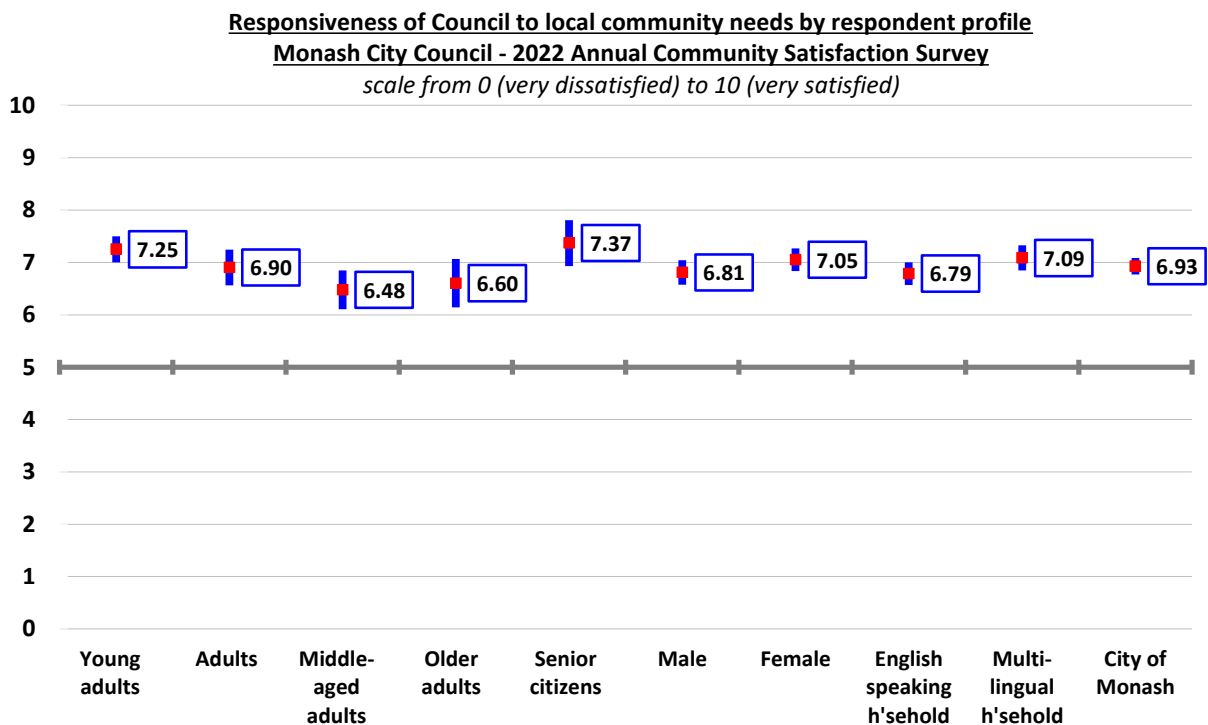
There was measurable variation in satisfaction with the responsiveness of Monash Council to local community needs observed across the municipality. Respondents from Wheelers Hill and Clayton were measurably more satisfied than average and at “very good” levels.

Respondents from Oakleigh and the small sample of 15 respondents providing a response from Oakleigh South were notably less satisfied than average and at “solid” levels of satisfaction.





Whilst there was no statistically significant variation observed by respondent profile, it is noted that young adults aged 18 to 34 years and senior citizens aged 75 years and over were somewhat more satisfied, while middle-aged adults aged 45 to 59 years were somewhat less satisfied. There was no measurable variation observed by the respondents' gender or language spoken at home.



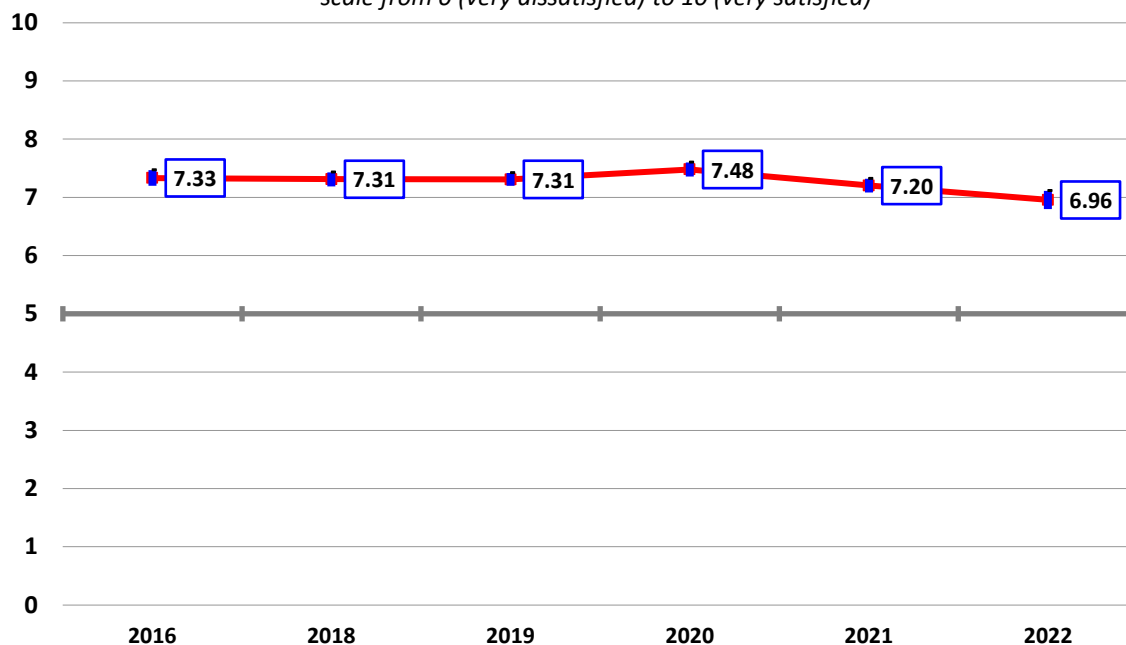
Maintaining trust and confidence of local community

Satisfaction with Council’s performance maintaining the trust and confidence of the local community declined notably, but not measurably this year, down 3.3% to 6.96, although it remains at a “good” level of satisfaction.

This result was lower than the long-term average satisfaction since 2016 of 7.12.

Despite the decline in satisfaction recorded this year, satisfaction with Council’s performance maintaining the trust and confidence of the local community remains measurably and significantly higher than the metropolitan Melbourne (6.35) and eastern region councils (6.33) satisfaction, as recorded in the 2022 *Governing Melbourne* research.

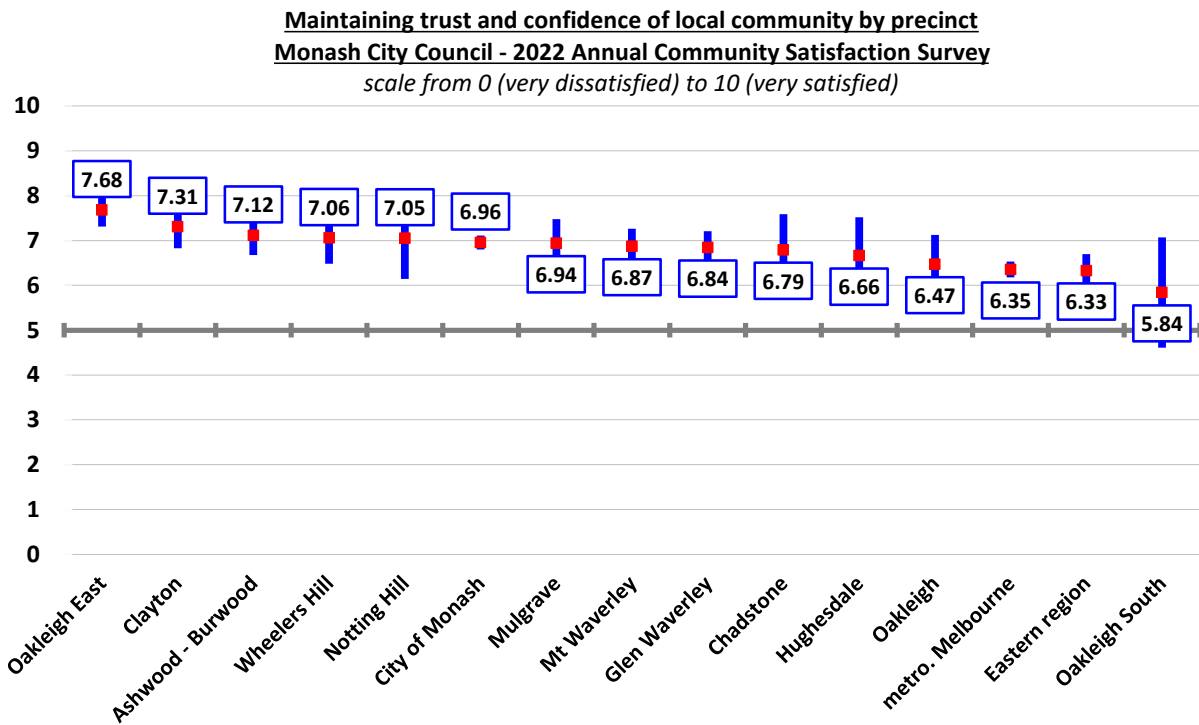
Satisfaction with Council maintaining community trust and confidence
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



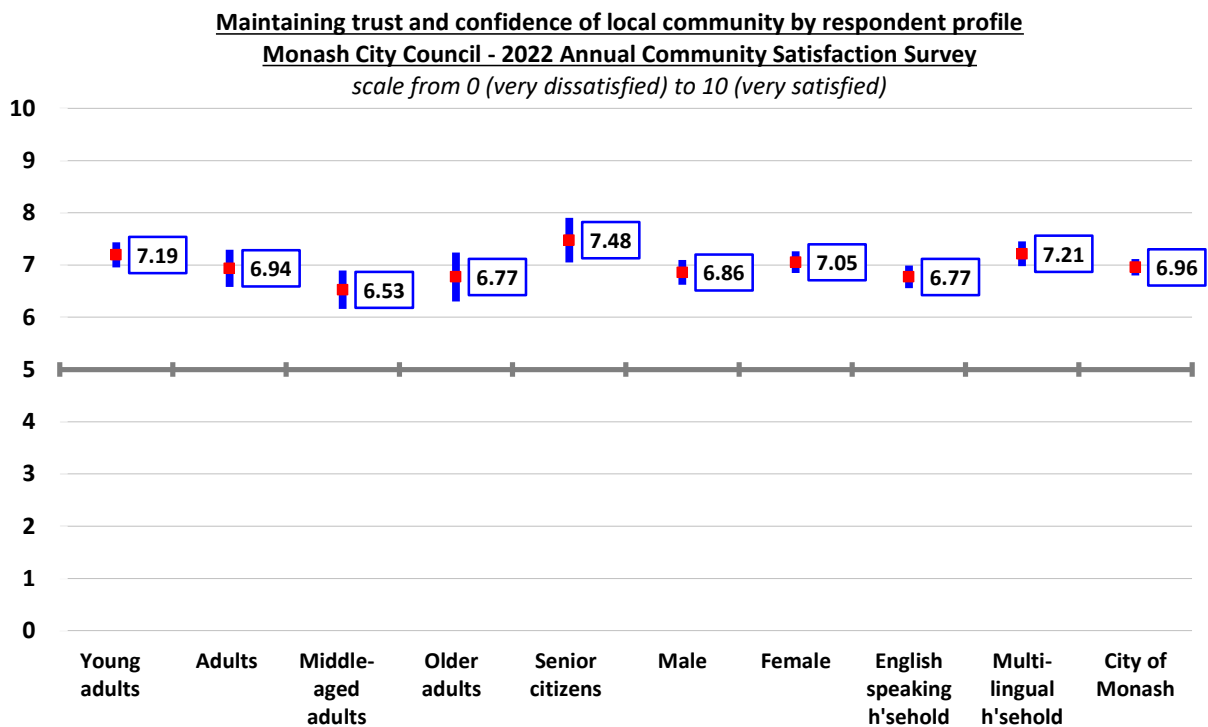
There was statistically significant variation in this result observed by respondent profile, with respondents from Oakleigh East measurably and significantly more satisfied than average, and at a “very good” level of satisfaction.

By contrast, it is noted that the small sample of 17 respondents providing a score from Oakleigh South were substantially less satisfied than average, and at a “poor” level of satisfaction. This variation was not, however, statistically significant given the small sample size.





Whilst there was no statistically significant variation from the average satisfaction observed by the respondents' age, it is noted that senior citizens aged 75 years and over were notably more satisfied, whilst middle-aged adults aged 45 to 59 years were notably less satisfied. Respondents from multilingual households were measurably more satisfied than respondents from English speaking respondents. There was no meaningful variation observed by gender.

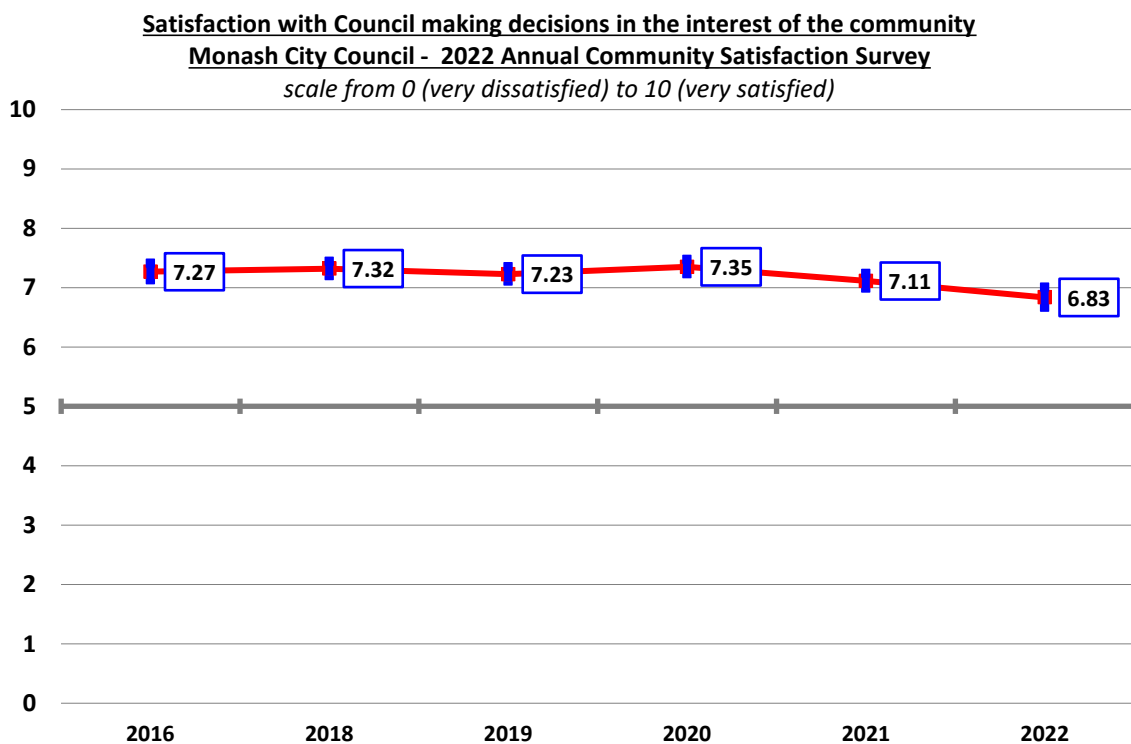


Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community declined measurably this year, down 3.9% to 6.83, although it remains at a “good” level of satisfaction.

This result was lower than the long-term average satisfaction since 2016 of 7.19.

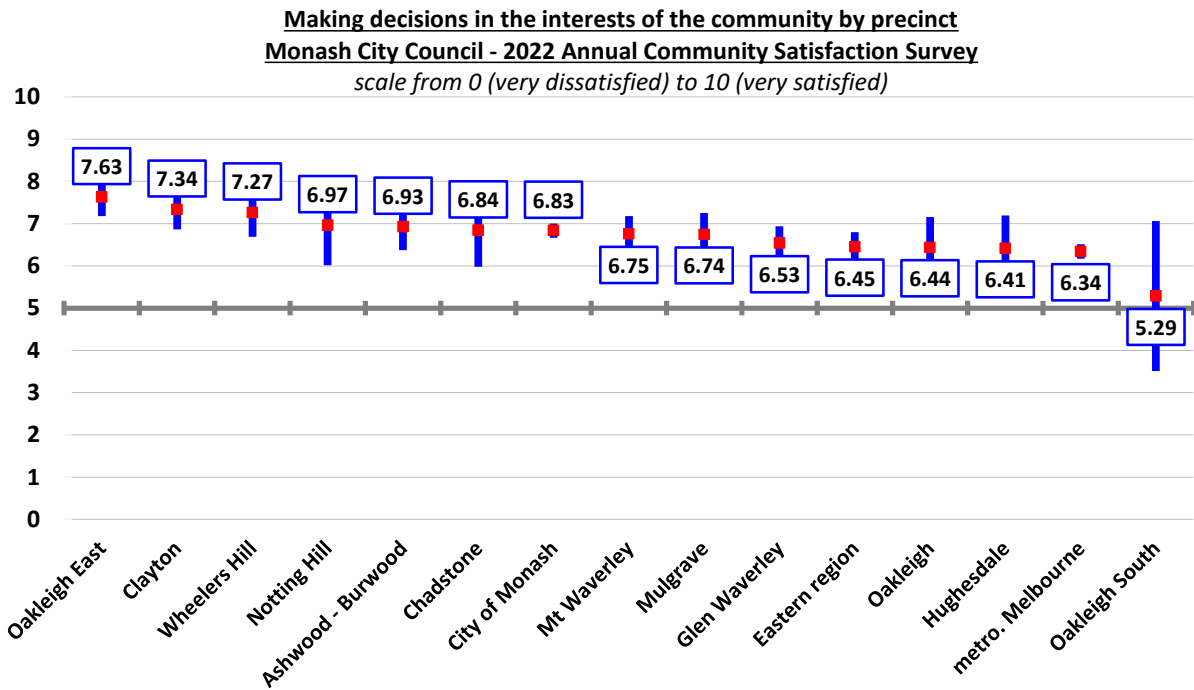
Despite the decline in satisfaction recorded this year, satisfaction with Council’s performance maintaining the trust and confidence of the local community remains measurably and significantly higher than the metropolitan Melbourne (6.34) and notably, but not measurably higher than the eastern region councils (6.45) satisfaction, as recorded in the 2022 *Governing Melbourne* research.



There was statistically significant variation in this result observed by respondent profile, with respondents from Oakleigh East measurably and significantly more satisfied than average, and at a “very good” level of satisfaction.

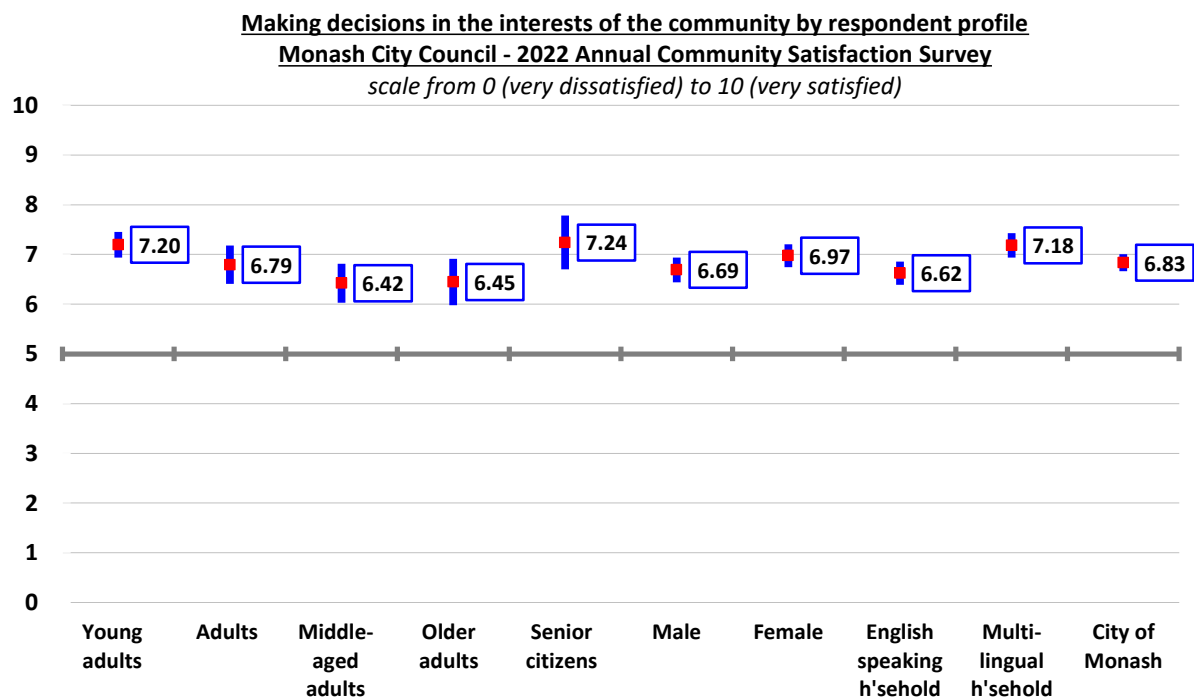
By contrast, it is noted that the small sample of 14 respondents providing a score from Oakleigh South were substantially less satisfied than average, and at a “very poor” level of satisfaction. This variation was not, however, statistically significant given the small sample size.





There was notable variation in this result observed by respondent profile, as follows:

- **Age structure** – young adults aged 18 to 34 years were measurably more satisfied than average and senior citizens aged 75 years and over notably more satisfied, whilst middle-aged and older adults aged 45 to 74 years were somewhat less satisfied.
- **Gender** – female respondents were notably but not measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



Contact with Council

Contact with Council in the last twelve months

Respondents were asked:

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

There was a small increase this year, in the proportion of respondents who reported that they had contacted Council in the last 12 months, up from 30.0% last year to 38.3%.

This is the highest proportion of respondents to report that they had contacted Council recorded since the survey program commenced in 2016.

Contacted Council in the last twelve months
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018	2016
	Number	Percent					
Yes	304	38.3%	30.0%	26.5%	24.0%	36.1%	35.2%
No	490	61.7%	70.0%	73.5%	76.0%	63.9%	64.8%
Not stated	6		1	0	9	3	2
Total	800	100%	801	805	805	800	807

Satisfaction with Council’s customer service

Respondents who had contacted Council were asked:

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

The average satisfaction with the seven included aspects of customer service declined 10.4% this year, down from 7.87 to 7.05, and down from an “excellent” to a “good” level of satisfaction.

This was the lowest level of average satisfaction with customer service recorded since the program commenced back in 2016 and was lower than the long-term average satisfaction with customer service since 2016 of 7.68.

Metropolis Research notes, however, that despite the measurable decline in satisfaction with aspects of customer service this year, satisfaction with customer service remains 4.3% higher than the metropolitan Melbourne average satisfaction with the identical seven aspects of customer service.



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

- **Excellent** – for staff understanding the respondents’ language needs (respondents from multilingual households only).
- **Very Good** – for the courtesy of service.
- **Good** – for access to relevant officer, general reception, the provision of information, care and attention to enquiry, and the speed of service.

Metropolis Research notes that the largest declines in satisfaction with customer service over the last 12 months related to access to relevant officer (down 12.4%), the provision of information (down 11.5%), and general reception (down 11.4%).

It is likely, that some of these aspects may well have been impacted, at least in part, by the impacts of COVID-19 lockdowns and social distancing requirements on the provision of customer service by Council to the community over the last 12 months. This is unlikely to explain all the decline in satisfaction, but it is highly likely to explain some of the decline.

This view is reinforced, in the view of Metropolis Research, by the fact that declines in customer service have been observed this year in several other municipalities, as well as for metropolitan Melbourne as a whole, which recorded an eight percent in *Governing Melbourne* research this year.

Metropolis Research also notes the significant issue around kerbside collection services in the survey results this year. It is likely, in the view of Metropolis Research that community concern around changes to the kerbside collection services may well have been a factor underpinning at least some of the decline in satisfaction with customer service this year.

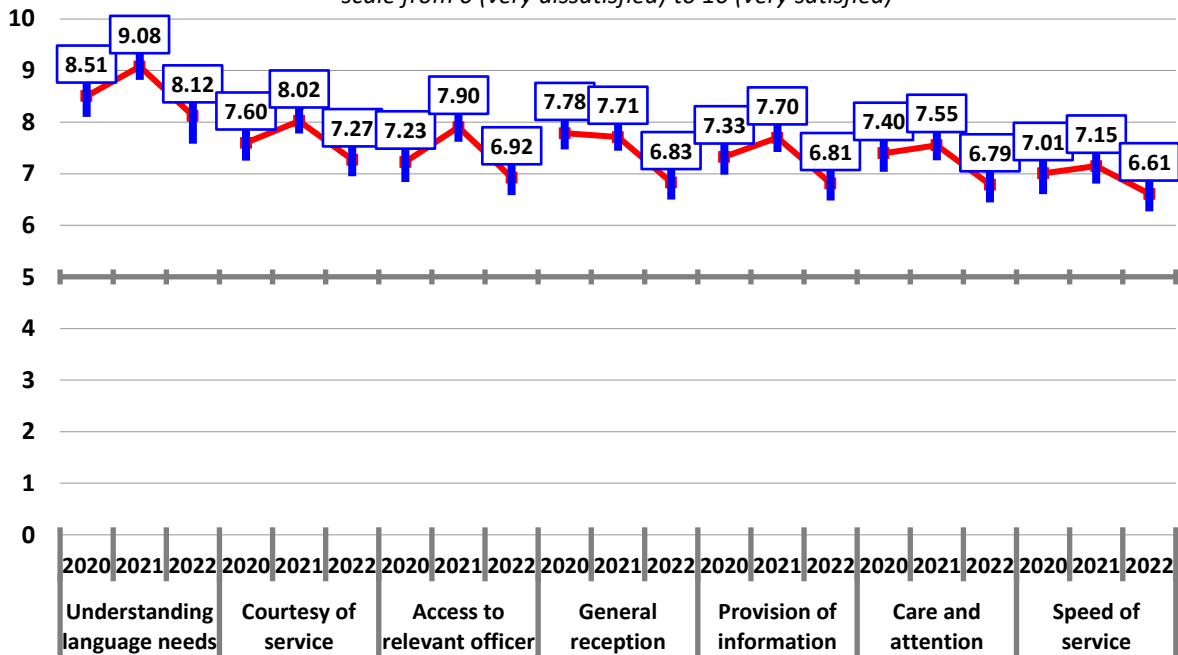
This view is reinforced by the fact that there were 77 respondents who were dissatisfied with regular garbage collection, regular recycling, or regular green waste collection services. Of these 77 respondents, a total of 64 (83.1%) reported that they had contacted Council in the last 12 months. This is significantly higher than the average of 38.3% of all respondents who reported that they had contacted Council in the last 12 months.

Whilst not all these respondents would have contacted Council in relation to their concerns about the kerbside collection services, it is noted that these respondents, on average rated satisfaction with the seven aspects of customer service at just 6.22, significantly lower than the average of all respondents, who on average rated satisfaction with customer service at 7.05.

This result strongly suggests that the dissatisfaction some respondents had with the kerbside collection services was a contributing factor to their lower satisfaction with customer service this year.



Satisfaction with aspects of customer service
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

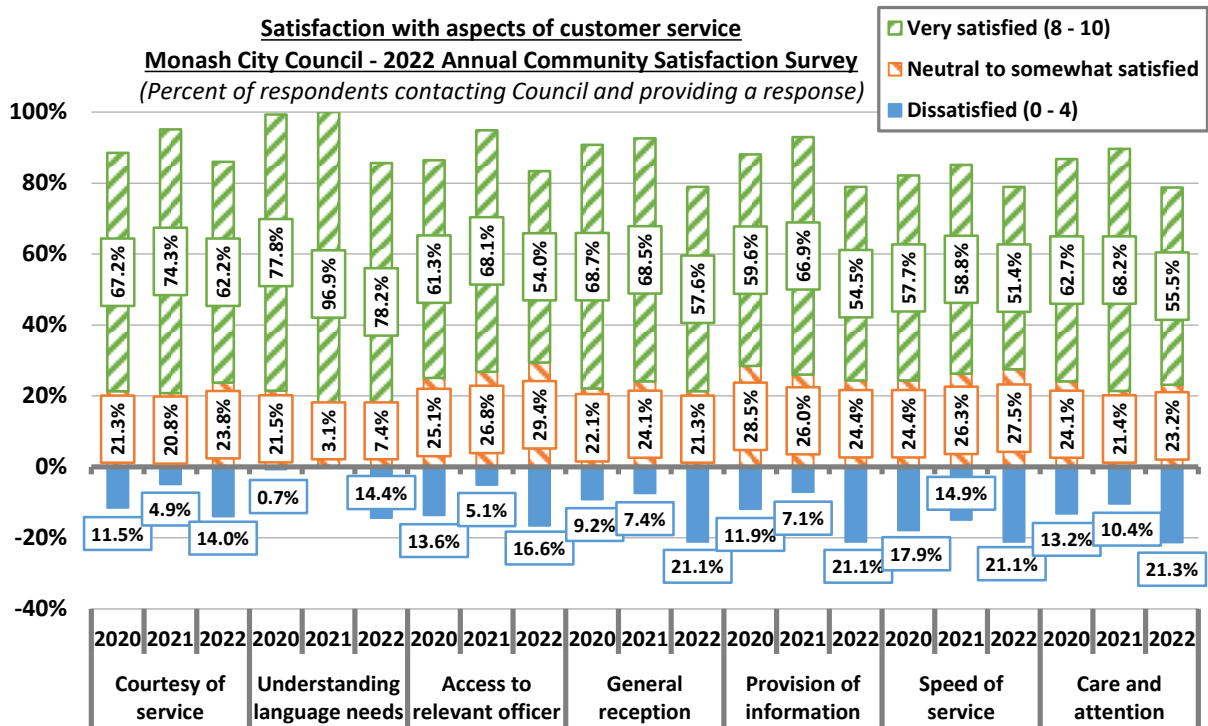


The following graph provides a breakdown of this result into the proportion of respondents (providing a response) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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

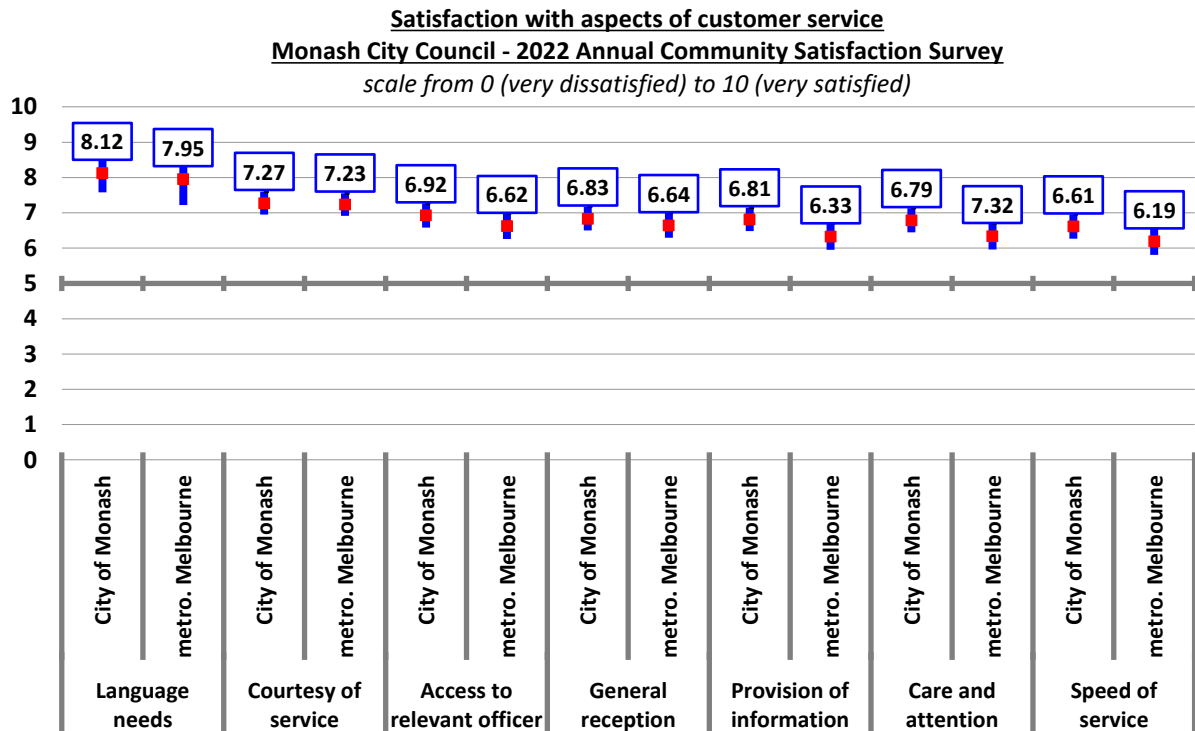
Despite falling this year, more than half of the respondents providing a response were “very satisfied” with each of the seven aspects of customer service.

It is noted, however, that more than one-fifth of respondents were “dissatisfied” with general reception, the provision of information, the speed of service, and care and attention to enquiry.



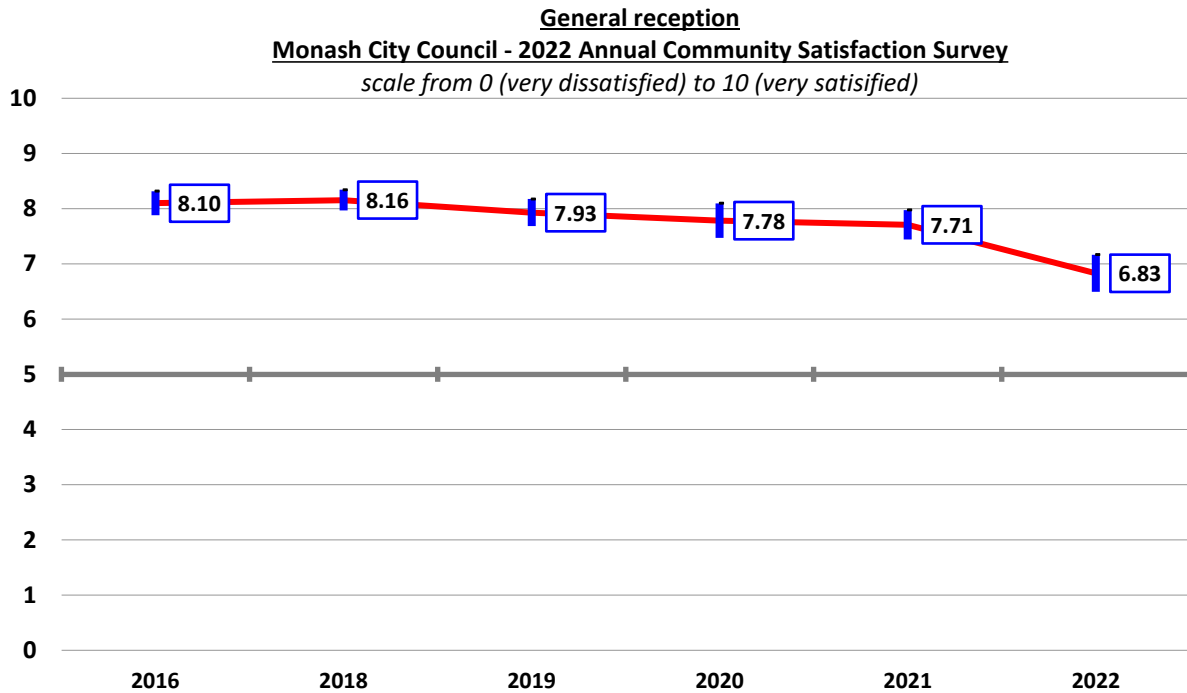


Satisfaction with all seven aspects of customer service was higher in the City of Monash than the metropolitan Melbourne average, as recorded in the 2022 *Governing Melbourne*.

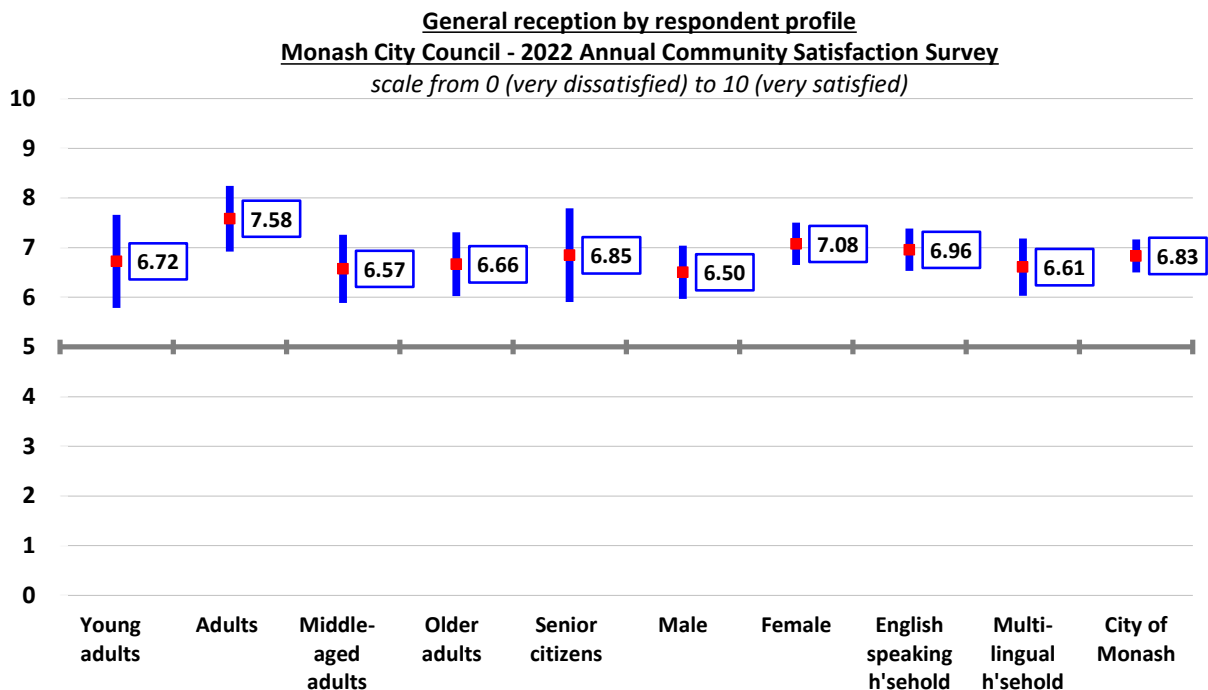


General reception

Satisfaction with general reception declined measurably and significantly this year, down 11.4% to 6.83, which is a “good”, down from a “very good” level of satisfaction. This result was the lowest level of satisfaction with this aspect recorded, and below the long-term average satisfaction since 2016 of 7.75.

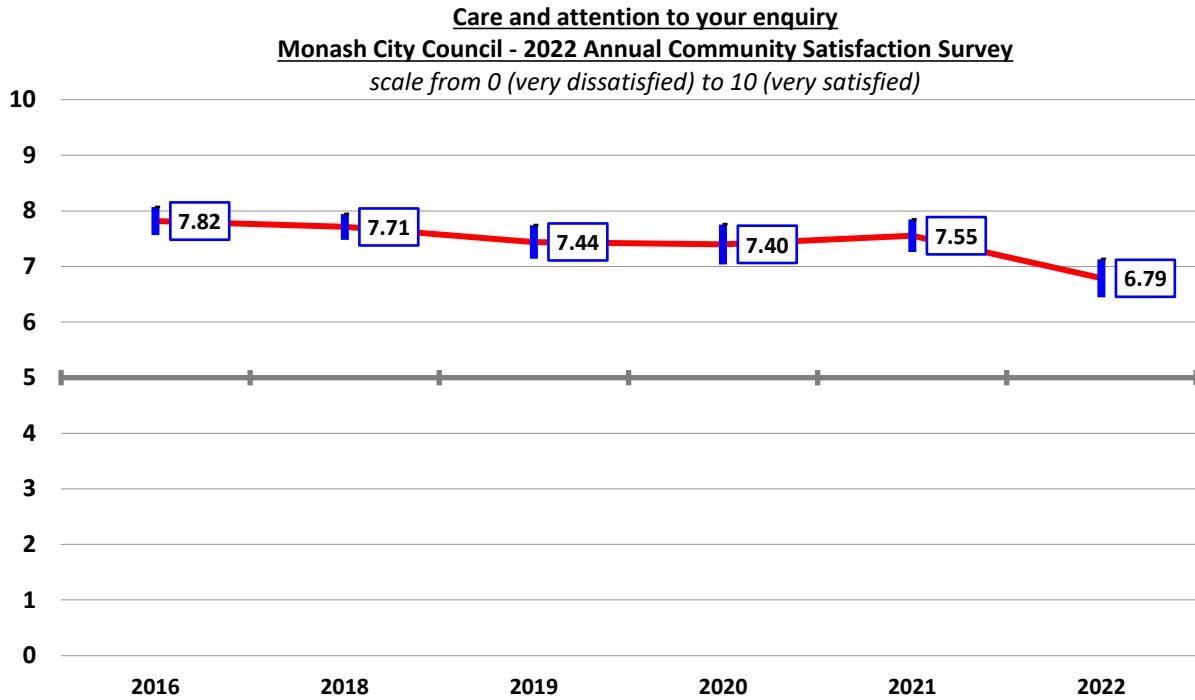


Whilst there was no statistically significant variation observed by respondent profile, it is noted that adults aged 35 to 44 years were substantially more satisfied than average and at a “very good” level of satisfaction. Female respondents were also notably, but not measurably more satisfied than male respondents.

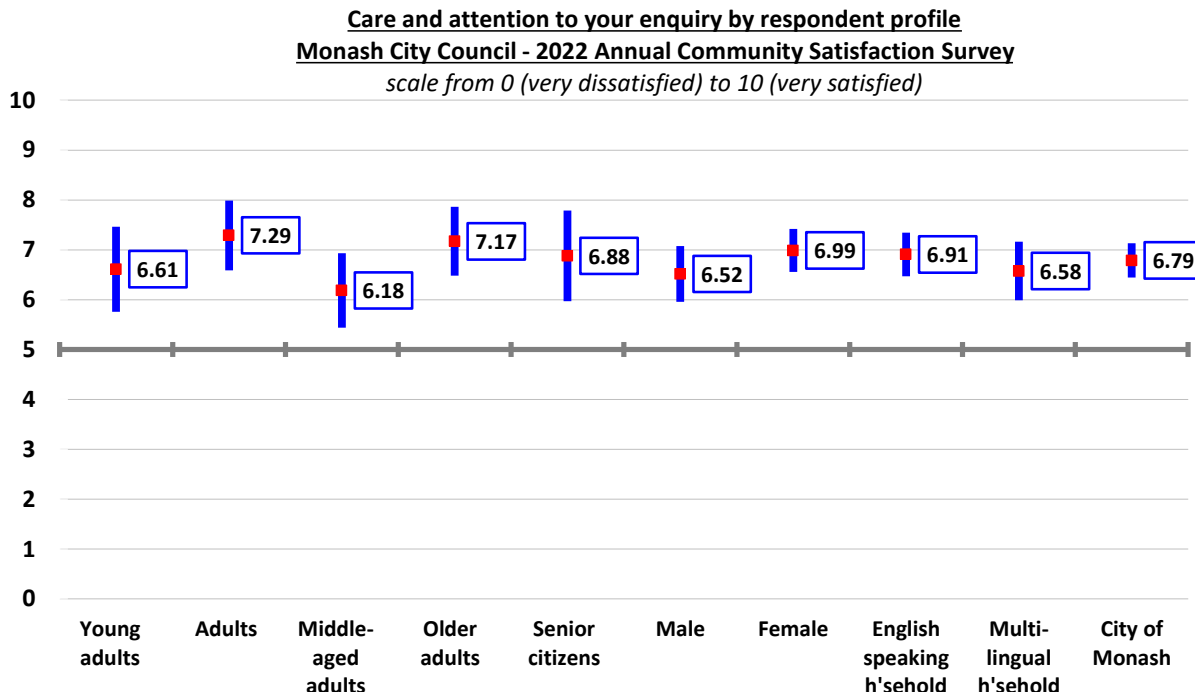


Care and attention to your enquiry

Satisfaction with care and attention to enquiry declined measurably and significantly this year, down 10.1% to 6.79, which is a “good”, down from a “very good” level of satisfaction. This result was the lowest level of satisfaction with this aspect recorded, and below the long-term average satisfaction since 2016 of 7.45.

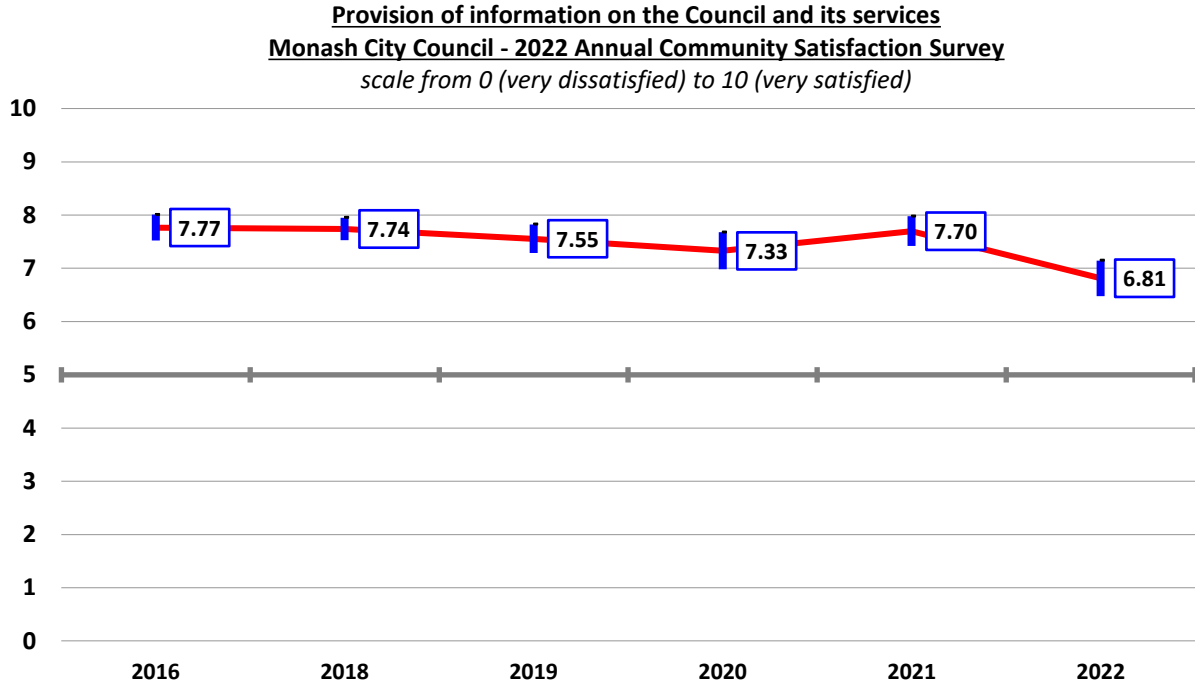


Whilst there was no statistically significant variation observed by respondent profile, it is noted that middle-adults aged 45 to 59 years were substantially less satisfied than average and at a “solid” level of satisfaction. Female respondents were also notably, but not measurably more satisfied than male respondents.

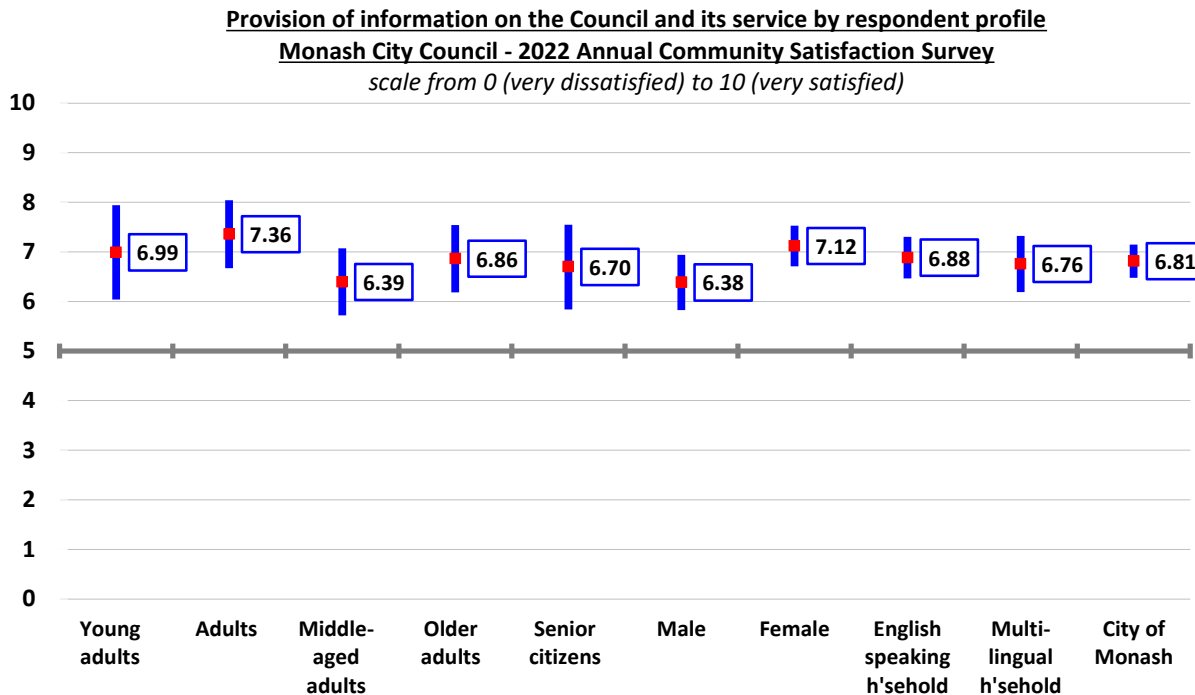


Provision of information on the Council and its services

Satisfaction with the provision of information declined measurably and significantly this year, down 11.6% to 6.81, which is a “good”, down from a “very good” level of satisfaction. This result was the lowest level of satisfaction with this aspect recorded, and below the long-term average satisfaction since 2016 of 7.48.

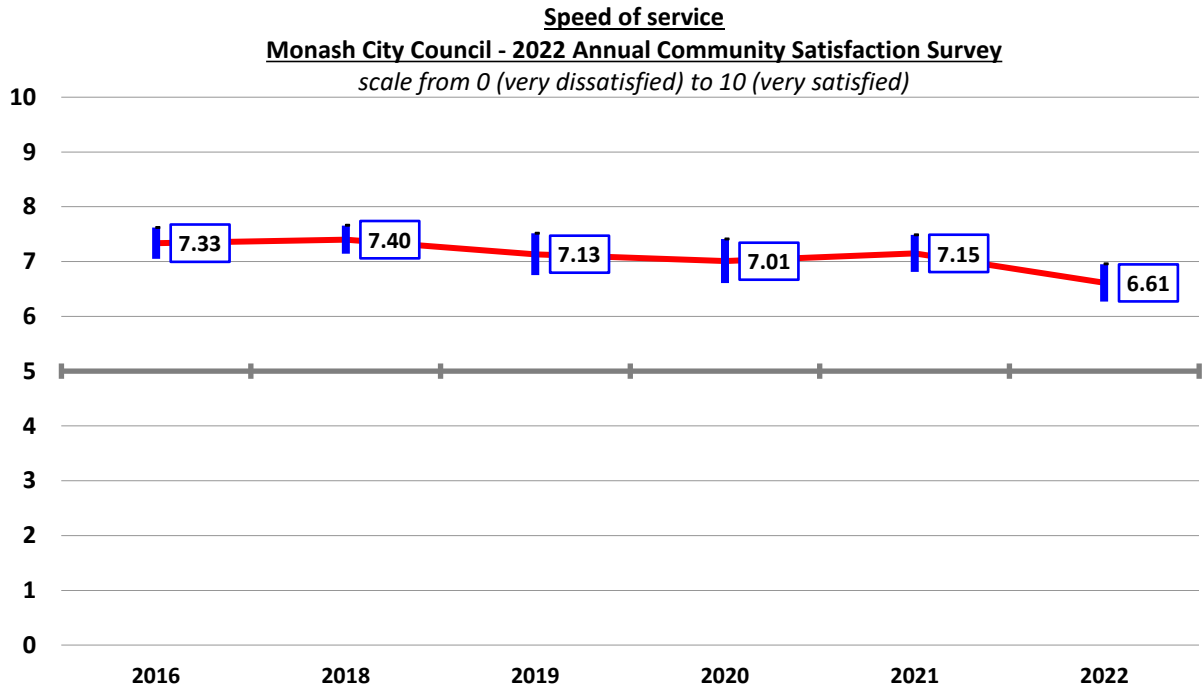


Whilst there was no statistically significant variation observed by respondent profile, it is noted that middle-adults aged 45 to 59 years were substantially less satisfied than average and at a “solid” level of satisfaction. Female respondents were also notably, but not measurably more satisfied than male respondents.

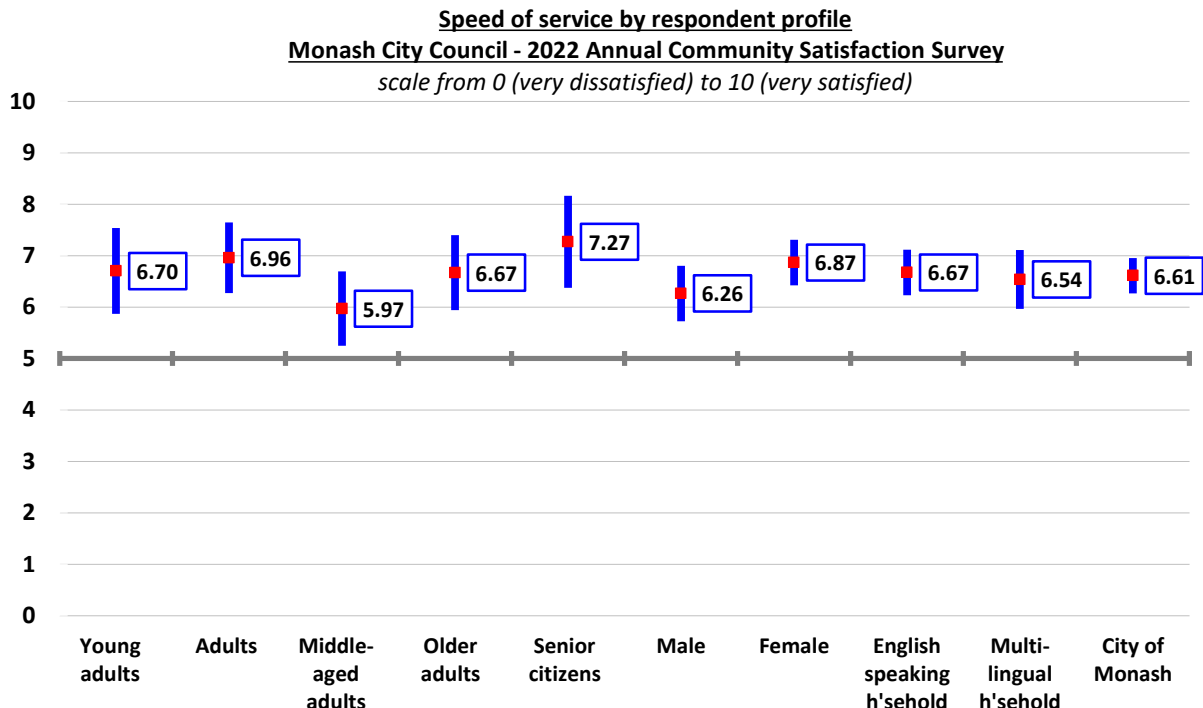


Speed of service

Satisfaction with the speed of service declined notably, but not measurably this year, down 7.6% to 6.61, but remains at a “good” level of satisfaction. This result was the lowest level of satisfaction with this aspect recorded, and below the long-term average satisfaction since 2016 of 7.11.

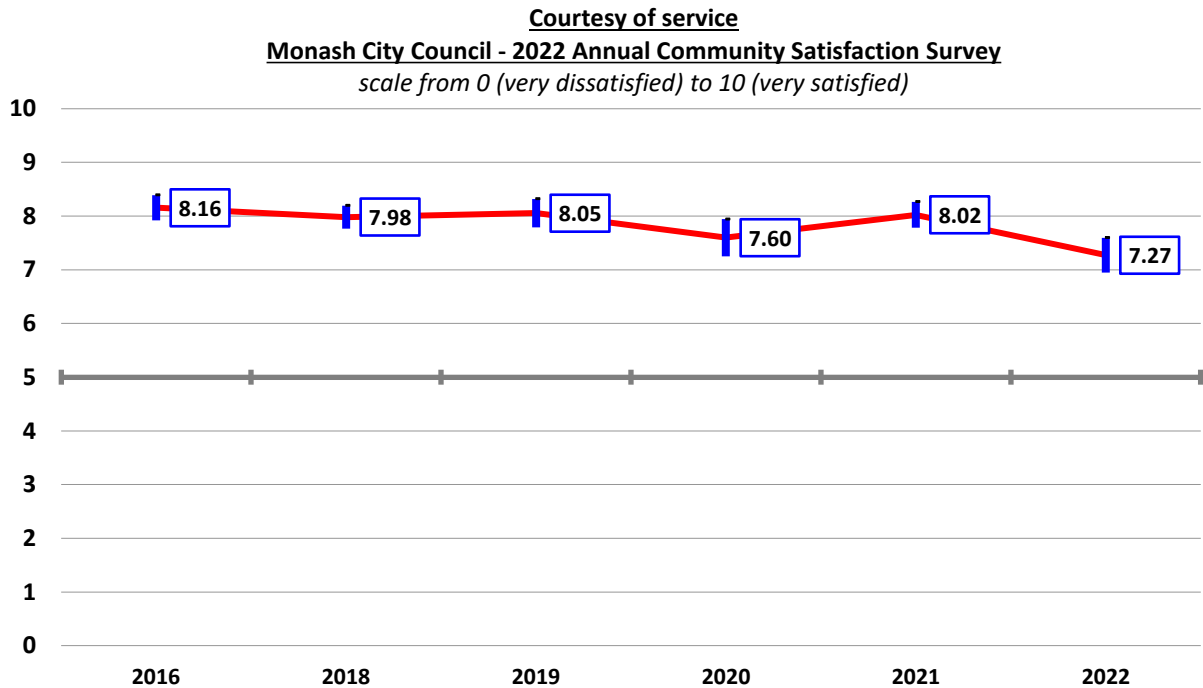


Whilst there was no statistically significant variation observed by respondent profile, it is noted that middle-adults aged 45 to 59 years were substantially less satisfied than average and at a “solid” level of satisfaction. Female respondents were also notably, but not measurably more satisfied than male respondents.

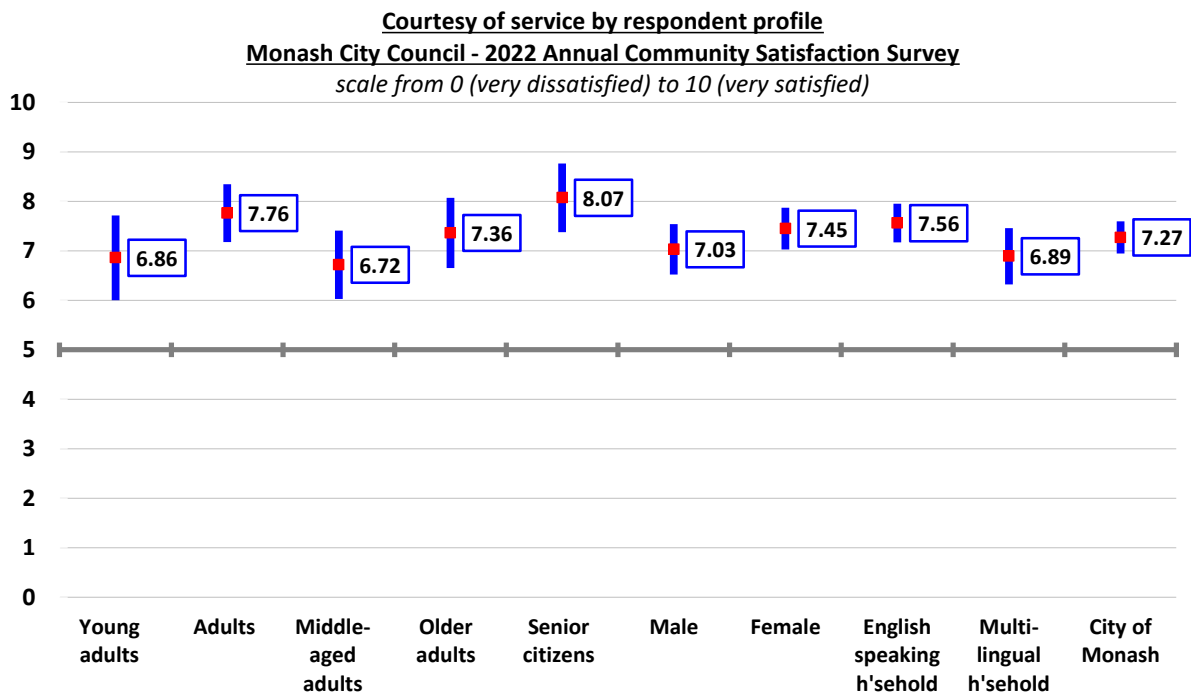


Courtesy of service

Satisfaction with the courtesy of service declined measurably and significantly this year, down 9.4% to 7.27, which is a “very good”, down from an “excellent” level of satisfaction. This result was the lowest level of satisfaction with this aspect recorded, and below the long-term average satisfaction since 2016 of 7.85.

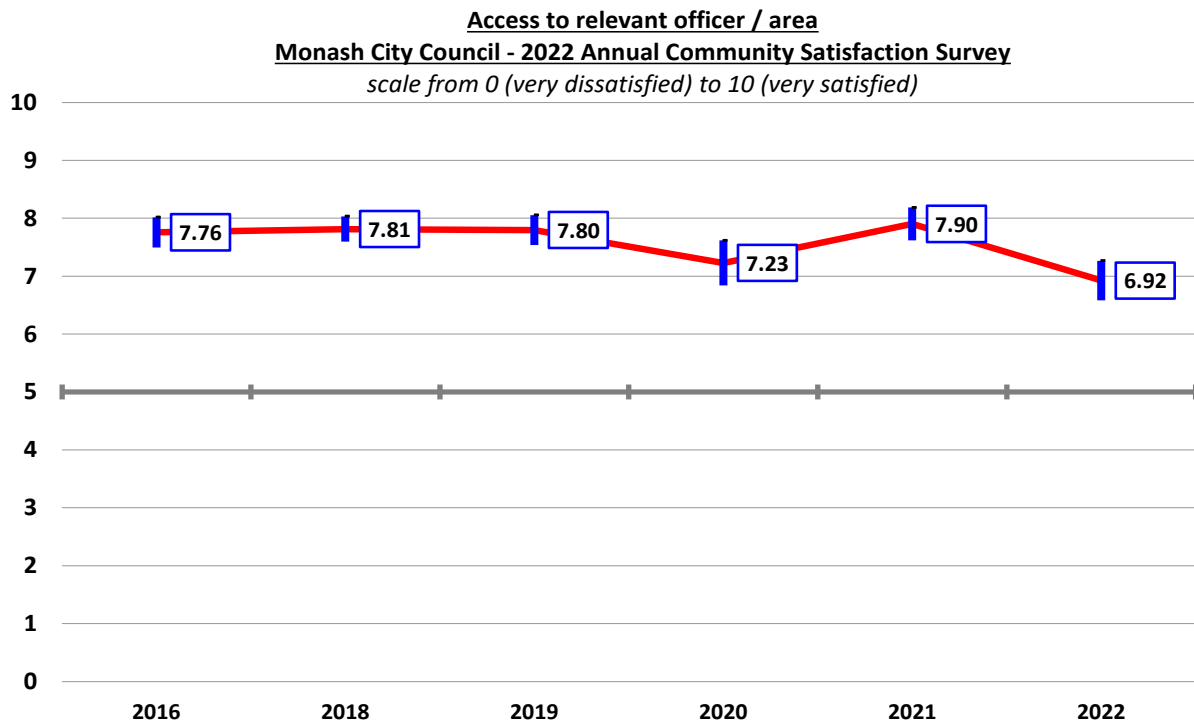


Whilst there was no statistically significant variation in satisfaction with the courtesy of service observed by respondent profile, it is noted that senior citizens aged 75 years and over were notably more satisfied than average. It is also noted that respondents from English-speaking households were notably more satisfied than respondents from multilingual.

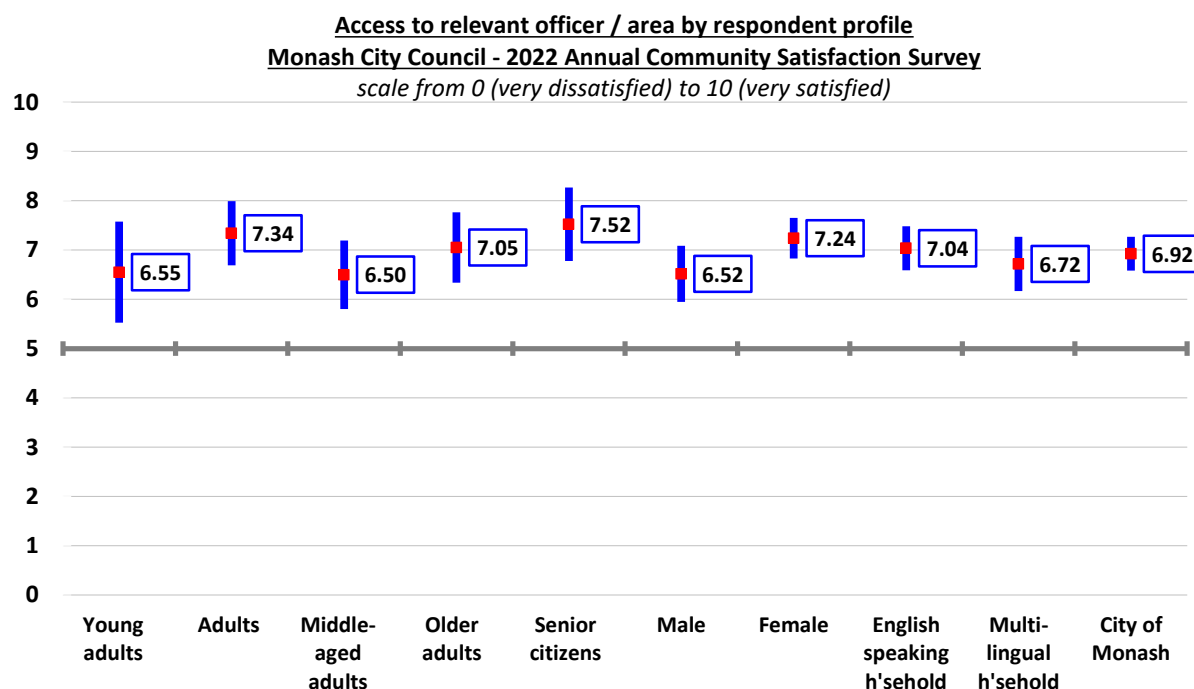


Access to relevant officer / area

Satisfaction with the access to relevant officer / area declined measurably and significantly this year, down 12.4% to 6.92, which is a “good”, down from an “excellent” level of satisfaction. This result was the lowest level of satisfaction with this aspect recorded, and below the long-term average satisfaction since 2016 of 7.57.

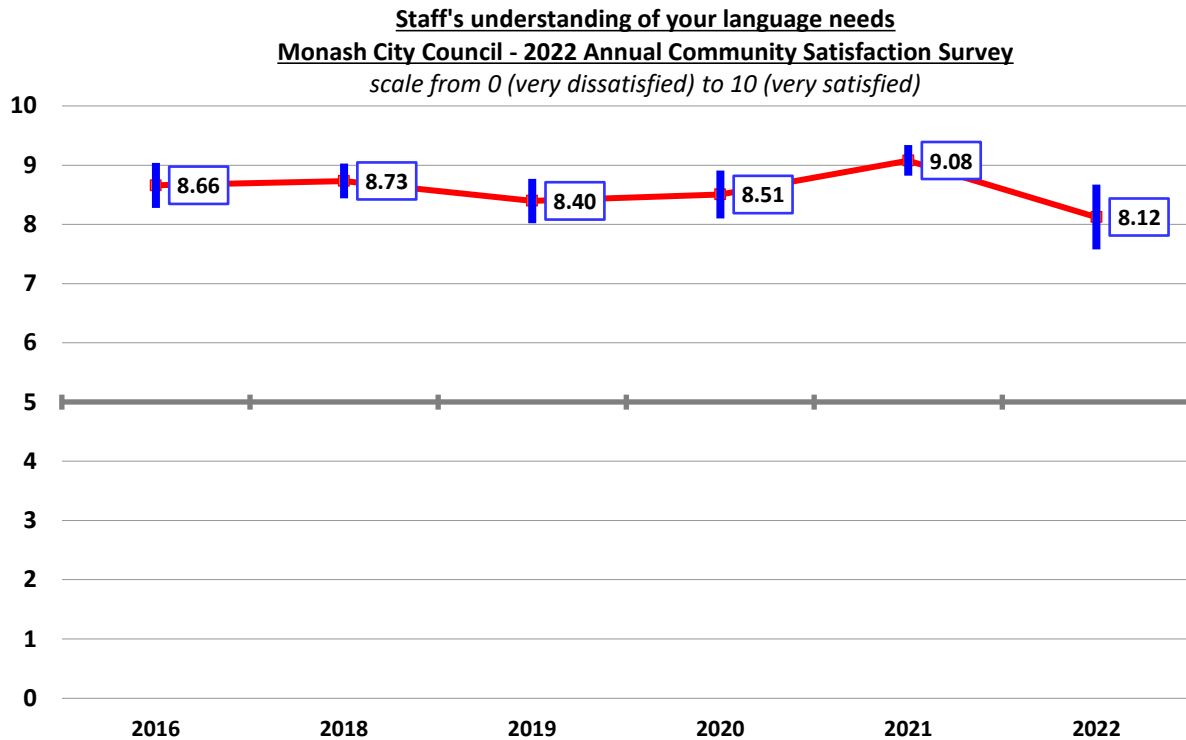


Whilst there was no statistically significant variation in satisfaction with the courtesy of service observed by respondent profile, it is noted that senior citizens aged 75 years and over were notably more satisfied than average. It is also noted that female respondents were notably more satisfied than male respondents.

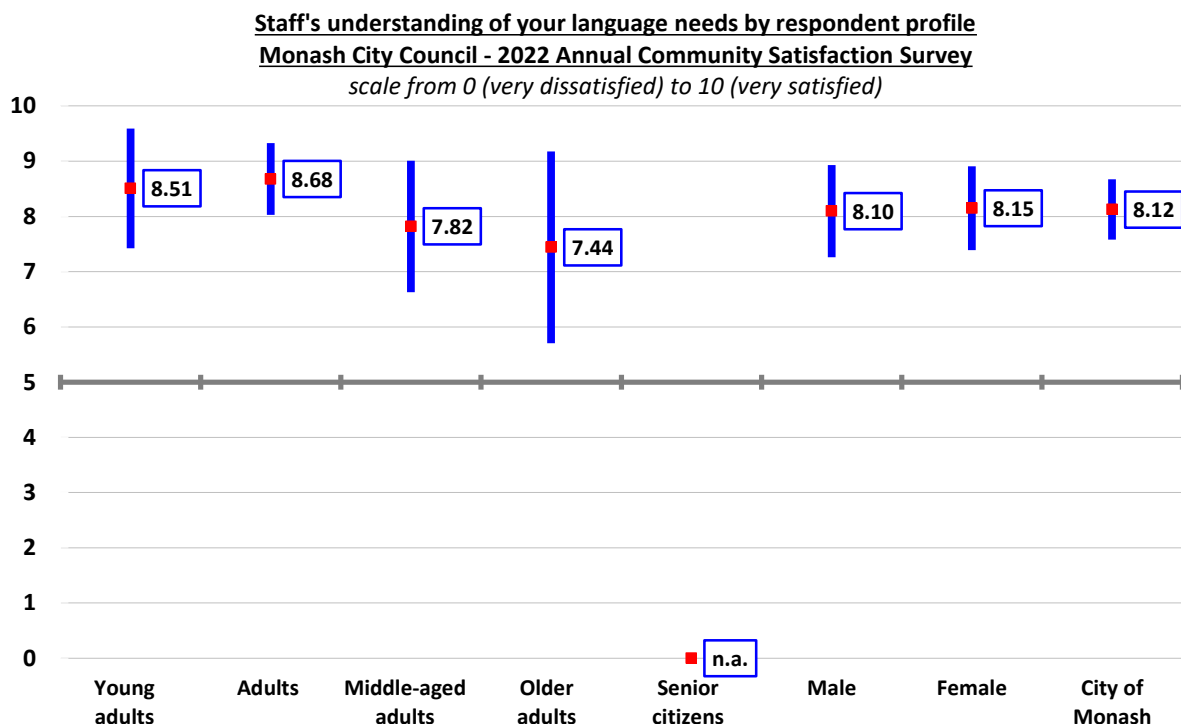


Staff’s understanding of your language needs

Satisfaction with staff understanding language needs (multilingual households only) declined measurably and significantly this year, down 10.6% to 8.12, although it remains at an “excellent” level of satisfaction. This result was the lowest level of satisfaction with this aspect recorded, and below the long-term average satisfaction since 2016 of 8.58.



There was no meaningful variation in this result observed by age structure or gender.



Reason for dissatisfaction with selected aspects of customer service

A total of 89 comments were received from respondents outlining the reasons why they were dissatisfied with aspects of customer service. These have been broadly categorised as follows, with the verbatim comments outlined in the following table.

- Slow / no response 32 responses
- Requests / complaints poorly actioned / unresolved 15 responses
- Lack of support / help from Council 9 responses
- General negative 7 responses
- Difficulty in contacting / accessing Council 6 responses
- Poor communication, information, and consultation 5 responses
- Unfair treatment / action 3 responses
- Difficulty accessing relevant officer / department 3 responses
- Rude staff 2 responses
- Other issues 7 responses

Reasons for dissatisfaction with selected aspects of customer service
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Slow / no response</i>	
Slow / no response	6
Issue was not resolved	2
No response from Council regarding complaints / query	2
3 different people with 3 different info, yes and no and yes and no. Took about 6 weeks	1
A letter is received after 12 years of notifying the Council of a specific concern and was solved after a year	1
A tree fell at Direct Waterfront Park Playground, and I reported it. It was about 6 months ago, and it took them 2 months to respond after a lot of follow ups, very poor service	1
After 3 e-mails, no response was received with my concern	1
Contacted regarding bin replacement but haven't received any response or resolution from the Council regarding it	1
Contacted the Council regarding planning objection and permits but the response was not helpful, and the service was too slow	1
Didn't get back, took forever to get back regarding dog and couldn't get through to reception	1
Kept having to call back then said wasn't their business	1
Multiple calls were made before the issue was addressed	1
No follow up by the Council	1
No response on parking concerns (unidentified cars parked on street for long period of time in Glen Waverly)	1
No response regarding my query from Council	1
Planning permit issue. The Council realised we were in the right and is taking steps to resolve it hopefully. Cost us 6k and the issue is still not yet resolved which delayed our construction by 2 years	1



Reported damage bin, left on nature strip for replacement and took several days for collection to occur	1
Slack in doing everything they took too long to deal with inquiry they took over a year	1
Some services speedy e.g., bins, parking enforcement very slow	1
Sometimes they're slow to move on, some departments are good, and some are not	1
Speed of service - too slow, took 4 days	1
There was a delay in connecting. I was expecting a call from the engineering team. There was a delay in getting information because they were too busy	1
Took 4 years to complete the problem, division of the townhouse	1
Unhappy with the result. Made request for speed humps on Bayview Avenue due to hooning, haven't received response in almost a year	1
We recently had to cut a tree down, but it took several months to grant a permit and took ages to respond on our application. It was frustrating	1

Total **32**

Requests / complaints poorly actioned / unresolved

The Council did not resolve my issue	2
Because the Council, does not do what they say they will. Noises and property damage	1
Called about road needing cleaning and wasn't actioned	1
Called multiple times about green bin not being picked up and wasn't fixed	1
Car had been sitting on street long time, sent email but couldn't be actioned by Council	1
Complaint about cracked concrete outside the house. Council acknowledged the issue, but no action taken for over 2 years now	1
Contacted about green waste bin being spilled on road when collecting, requested cleaning but wasn't actioned till next week after rainstorm etc.	1
Council needs to listen to rate payers and requests more of making website user friendly also ensuring frequent and proper communication and timely	1
Didn't feel satisfied. Chopped down tree not handled correctly in backyard	1
I ordered a large red bin near the end of April. It's been 2 weeks and I still haven't gotten it	1
Needed parking permits reorganized, didn't get it	1
Outsourced to contractor, didn't get job done	1
Trees fell over in November and still haven't been cleared	1
We had an issue with cutting the tree that the Council didn't solve	1

Total **15**

Lack of support / help from Council

Call but don't get any assistance and attitude is not acceptable	1
Council officer during weekends should be able to help and resolve issues as well, not just there to have fun	1
Enquiry about dog parks and dog not on leash. Receive no support or answer	1
It was to do with issue. They did not think it was important. Would rather not say the issue	1
Not give assistance, not taking new clients because of no funding	1
Parking situation is bad in the area	1
There was issue with a cracked storm drain. They never checked and said it was under my house	1
They have no idea to what they are talking about. Unhelpful, inexperienced	1
They refused to help me with resolving my query	1

Total **9**



General negative

Bad experience	2
It is not up to par with being a Council	1
Local Council doesn't seem to understand the laws. The Council tends to protect themselves and lost track of what the Council's actual job is and they are not accountable to their actions	1
Monash Council are s**t	1
Not taken seriously	1
Pay exorbitant fees for little and new rubbish system and street tree maintenance	1
Total	7

Difficulty in contacting / accessing Council

Called twice and couldn't get through on Thursday after calling on Monday and being told would get a call back	1
Hard to contact	1
It is so hard to contact the Council	1
It is very hard to contact them	1
There are no officers present to attend queries related to certain sections and there is a long waiting time for calls	1
There is no one responding properly on the Council regarding my query and there will be no one on the buildings department for answering the call	1
Total	6

Poor communication, information, and consultation

Information provided is not related to enquiry and unwanted. Disappointed with the way they accept the feedback	1
Lack of communication between authorities, had to call several people for answer. Difficulty contacting due to office hours being during regular work hours only	1
Poor communication	1
The website is hard to navigate	1
They don't communicate, no consultation	1
Total	5

Unfair treatment / action

My car has been booked and my permit fell on the ground, so I emailed the Council about it but they didn't care and I had to cough up a fine	1
Still haven't fixed problem and got fined and got ridiculous answer I got fined for doing my job and left waiting for response	1
Wanted to build a fence but wouldn't let him while letting others did it	1
Total	3



<i>Difficulty accessing relevant officer / department</i>	
Spoke to plenty of people just being passed around	1
Took many calls to reach correct person regarding construction site opposite home crushing storm drain entrance. Wasn't actioned for 3 months	1
Trouble contacting department that handles shared fencing	1
Total	3
<i>Rude staff</i>	
Called up for a bin issue and the lady was rude and unhelpful	1
The Council staff were rude and hasn't resolved my query	1
Total	2
<i>Other</i>	
Got enquiry wrong	1
Hard rubbish booking cost was too high	1
I am not happy about the rubbish bin	1
I can't get approval for the housing plan and quite disappointed	1
Tennis centre built in Glen Waverly Golf Course that did not consider any of the resident's needs prior to building	1
The Council has not paid much attention to the sporting clubs within the Monash area and failed to complete the new upgrades required for local teams to compete with other team	1
Waste money on unnecessary things. Must focus on core things for community	1
Total	7
Total	89



Importance of and satisfaction with Council services

Respondents were asked:

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

Importance of Council services and facilities

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

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

The average importance of these 28 services and facilities declined somewhat this year, down 3.2% this year, from 8.90 to 8.61. This decline brings the average importance with the 28 services and facilities into line with the metropolitan Melbourne average importance with 26 services and facilities of 8.65.

Metropolis Research notes that this decline in average importance this year is consistent with declines in average importance observed in several other municipalities this year, and that it is likely that this decline reflects the generalised decline in satisfaction resulting from some fatigue with government and other broader issues, rather than a significant decline in the importance of the range of services and facilities that local government provide for local communities.

The following table displays the average importance of each of these 28 services and facilities, along with the 95% confidence interval around each average importance score.

The table also provides the number of respondents providing an importance score for each service and facilities, as well as a comparison to the 2022 metropolitan Melbourne average importance score, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

The table also displays a graph showing which services and facilities were measurably more important than the average of all services and facilities in the City of Monash, and which services and facilities were measurably less important than the average, as follows:

- ***Measurably more important than the average of all services / facilities*** – includes the regular garbage collection, hard rubbish collection, regular recycling service, Council services for older residents and activities for seniors, regular green waste collection, provision and maintenance of parks, gardens, and reserves, public toilets, local library and library services, provision and maintenance of street lighting, sports ovals and other outdoor sporting facilities, and recreation and aquatic centres.
- ***Measurably less important than the average of all services / facilities*** – includes street sweeping, Council website, animal management, the Monash Bulletin, and parking enforcement.



Importance of selected Council services and facilities
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2022			2021	2020	2022 Metro.*
			Lower	Mean	Upper			
Higher than average importance	Regular garbage collection	783	9.08	9.15	9.23	9.35	9.41	9.28
	Hard rubbish collection	746	8.94	9.03	9.12	9.01	9.20	8.82
	Regular recycling service	772	8.88	8.97	9.07	9.31	9.40	9.26
	Council services: older residents, activities: seniors	556	8.85	8.97	9.09	8.91	9.12	8.93
	Regular green waste collection	772	8.86	8.96	9.05	9.25	9.20	8.77
	Provision and maintenance of parks, gardens, reserves	771	8.81	8.90	8.98	9.06	9.19	8.90
	Public toilets	659	8.76	8.87	8.98	8.87	9.00	8.69
	Local library and library services	679	8.75	8.86	8.97	8.99	9.13	8.65
	Provision and maintenance of street lighting	776	8.74	8.84	8.93	9.07	9.27	8.78
	Sports ovals and other outdoor sporting facilities	675	8.72	8.82	8.91	8.85	8.91	8.81
	Recreation and Aquatic Centres	646	8.72	8.82	8.91	8.89	9.04	8.68
	Average importance	Council run services for children and their families	539	8.69	8.81	8.94	8.81	9.02
Council's Waste Transfer Station		604	8.71	8.81	8.91	8.84	9.07	n.a.
Provision and maintenance of local playgrounds		659	8.67	8.78	8.90	8.83	8.91	8.85
Bike paths and shared pathways		672	8.55	8.66	8.78	8.89	9.04	8.64
The maintenance and repair of sealed local roads		771	8.53	8.62	8.72	9.05	9.16	8.85
Provision and maintenance of street trees		755	8.51	8.61	8.72	8.90	9.07	8.62
Drains maintenance and repairs		752	8.43	8.54	8.65	8.96	9.17	8.73
Council run programs and activities for young people		516	8.36	8.51	8.65	8.68	8.92	8.76
Footpath maintenance and repairs		775	8.40	8.50	8.61	9.11	9.21	8.86
Provision of parking facilities		750	8.34	8.45	8.56	8.86	9.04	n.a.
Local traffic management		760	8.31	8.44	8.56	8.89	9.05	8.70
Council activities encourage environmental sustainability		687	8.27	8.40	8.52	8.90	9.06	8.74
Lower than average	Street sweeping	751	8.08	8.20	8.32	8.87	8.97	8.42
	Council's website	647	8.04	8.20	8.36	8.64	8.87	8.42
	Animal management	713	8.05	8.18	8.31	8.63	8.91	8.36
	Council's newsletter <i>Monash Bulletin</i>	711	7.43	7.60	7.77	8.48	8.67	7.42
	Parking enforcement	728	7.43	7.59	7.76	8.39	8.71	7.79
<i>Average importance of Council services</i>			8.50	8.61	8.72	8.90	9.06	8.65

(*) 2022 metropolitan Melbourne average from Governing Melbourne

Change in importance in 2022

The average importance of 25 of the 28 services and facilities declined this year, the importance of Council run services for children and their families remained stable, and the importance of two services and facilities declined by less than one percent this year (Council services for older residents and activities for seniors, and hard rubbish collection).



Attention is drawn to the following notable variations in average importance this year:

- **Notably less important in 2022 than in 2021** – includes the *Monash Bulletin* (down 10.4%), parking enforcement (down 9.5%), street sweeping (down 7.5%), footpath maintenance and repairs (down 6.7%), Council activities to encourage environmental sustainability (down 5.6%), animal management (down 5.2%), local traffic management (down 5.1%), Council's website (down 5.1%), drains maintenance and repairs (down 4.7%), maintenance and repair of sealed local roads (down 4.7%), provision of parking facilities (down 4.6%), and the regular recycling service (down 3.6%).

Comparison to the metropolitan Melbourne average

When compared to the 2022 metropolitan Melbourne average importance with the 26 of 28 services and facilities included in both surveys in a comparable format, the importance of 10 services and facilities was higher in the City of Monash, whilst the importance of 16 was lower.

None of these variations were statistically significant, although attention is drawn to the following variations of note:

- **Notably more important in the City of Monash than the metropolitan Melbourne average** – includes local library and library services (2.4% more important in Monash), hard rubbish collection (2.4% more important), the *Monash Bulletin* (2.4% more important), regular green waste collection (2.1% more important), and public toilets (2.0% more important).
- **Notably less important in the City of Monash than the metropolitan Melbourne average** – includes footpath maintenance and repairs (4.0% less important in Monash), Council activities to encourage environmental sustainability (3.9% less important), regular recycling service (3.1% less important), local traffic management (3.0% less important), Council run programs and activities for young people (2.9% less important), Council website (2.6% less important), street sweeping (2.6% less important), the maintenance and repair of sealed local roads (2.6% less important), and parking enforcement (2.6% less important).

Average importance by respondent profile

The following table provides the average importance of all 28 Council services and facilities by respondents' age, gender, and language spoken at home.

Looking at the average importance with all 28 services and facilities, it is noted that:

- **Age structure** - young adults and adults (aged 18 to 45 years) tended to rate the importance of services and facilities very marginally lower than the average, whilst older adults (aged 60 to 74 years) tended to rate the importance marginally higher than average.
- **Gender** - female respondents, on average, rated the importance of Council services and facilities marginally higher than male respondents.
- **Language spoken at home** – respondents from multilingual households, on average, rated the importance of Council services and facilities marginally higher than respondents from English speaking households.



When exploring the variation in average importance for individual services and facilities, it is noted that:

- **Older adults (aged 60 to 74 years)** – respondents rated regular green waste collection, local traffic management, animal management, the *Monash Bulletin*, and the website notably more important than average.
- **Senior citizens (aged 75 years and over)** – respondents rated the *Monash Bulletin* notably more important than average.
- **Female** – respondents rated footpaths, green waste collection, street sweeping, street lighting, provision of parking facilities, local traffic management, animal management, activities to encourage environmental sustainability, the *Monash Bulletin*, the website, local playgrounds, public toilets, services for children and their families, services for older residents and activities for seniors, local library and library services, and programs and activities for young people notably more important than male respondents.
- **Male** – respondents did not, on average, rate any services and facilities higher than female respondents
- **Multilingual household** – respondents rated street sweeping, the *Monash Bulletin*, Council's website, and programs and activities for young people notably higher than respondents from English speaking households.
- **English speaking household** – respondents did not, on average, rate any services and facilities higher than respondents from multilingual households.



Average importance of selected Council services and facilities
Monash City Council - 2022 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	8.64	8.58	8.62	8.70	8.53	8.49	8.75	8.56	8.72
Footpath maintenance and repairs	8.28	8.34	8.68	8.78	8.65	8.27	8.72	8.53	8.43
Drains maintenance and repairs	8.38	8.66	8.55	8.84	8.39	8.38	8.69	8.42	8.66
Regular garbage collection	8.96	9.13	9.30	9.30	9.28	9.07	9.23	9.16	9.13
Regular recycling service	8.92	8.96	9.04	9.19	8.70	8.84	9.09	8.93	9.04
Regular green waste collection	8.77	8.71	9.02	9.33	9.23	8.76	9.15	8.94	8.97
Street sweeping	8.00	8.07	8.33	8.48	8.35	7.96	8.43	8.00	8.50
Provision & maintenance of street lighting	8.68	8.60	8.93	9.07	9.18	8.58	9.07	8.86	8.81
Parking enforcement	7.41	7.29	7.57	8.03	8.15	7.43	7.74	7.44	7.79
Provision of parking facilities	8.27	8.36	8.49	8.83	8.53	8.22	8.67	8.35	8.58
Local traffic management	8.21	8.43	8.50	8.92	8.37	8.26	8.60	8.37	8.57
Prov. & maint. of parks, gardens, reserves	8.78	8.83	8.87	9.19	8.98	8.78	9.00	8.96	8.82
Provision and maintenance of street trees	8.69	8.35	8.54	8.69	8.81	8.42	8.79	8.62	8.61
Animal management	8.13	7.99	8.29	8.57	7.83	7.94	8.41	8.17	8.21
Activities encourage enviro'mental sustain.	8.53	8.15	8.27	8.64	8.26	8.19	8.58	8.27	8.57
Council's newsletter <i>Monash Bulletin</i>	7.22	7.31	7.52	8.21	8.36	7.12	8.04	7.39	7.93
Council's website	8.14	8.08	8.31	8.57	7.68	8.01	8.38	8.01	8.41
Hard rubbish collection	8.88	8.94	9.15	9.19	9.16	8.90	9.16	9.08	8.96
Council's Waste Transfer Station	8.72	8.59	8.93	8.98	8.86	8.70	8.91	8.79	8.83
Recreation and Aquatic Centres	8.88	8.73	8.76	8.92	8.70	8.66	8.96	8.74	8.91
Bike paths and shared pathways	8.70	8.48	8.73	8.94	8.18	8.54	8.78	8.57	8.76
Sports ovals / outdoor sporting facilities	8.79	8.68	8.85	9.10	8.66	8.65	8.98	8.85	8.84
Provision & maint. of local playgrounds	8.68	8.61	8.77	9.07	9.11	8.59	8.96	8.79	8.75
Public toilets	8.69	8.76	8.87	9.14	9.27	8.69	9.04	8.80	8.93
Services for children and their families	8.73	8.66	8.79	9.06	9.03	8.57	9.02	8.79	8.84
Services: older residents,activities: seniors	8.90	8.73	8.87	9.24	9.24	8.77	9.14	8.95	8.99
Local library and library services	8.70	8.78	8.93	9.13	8.98	8.54	9.14	8.82	8.97
Programs and activities for young people	8.35	8.25	8.56	8.94	8.64	8.30	8.69	8.40	8.70
<i>Average importance</i>	<i>8.50</i>	<i>8.47</i>	<i>8.64</i>	<i>8.90</i>	<i>8.68</i>	<i>8.41</i>	<i>8.79</i>	<i>8.56</i>	<i>8.69</i>
Total respondents	278	127	177	129	88	388	412	443	335



Satisfaction with Council services and facilities

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

The average satisfaction with the 28 included services and facilities declined notably this year, down 3.5% from 7.82 to 7.55, which is a “very good”, down from an “excellent” level of satisfaction.

Despite this decline in average satisfaction recorded this year, it is noted that the average satisfaction with these services and facilities was marginally higher than the metropolitan Melbourne average satisfaction with the 26 services and facilities included in both this survey and the 2022 *Governing Melbourne* research in a comparable format.

The following table provides the average satisfaction with all 28 services and facilities, with the 95% confidence interval for the average satisfaction score. A comparison is also provided to the 2021 and 2020 satisfaction scores, as well as a comparison to the 2022 metropolitan Melbourne average satisfaction, as recorded in *Governing Melbourne*.

The table also provides a graphic at the left-hand side, that displays the services and facilities that received a satisfaction score that was measurably higher than the average satisfaction with all 28 services and facilities, as well as those that received a measurably lower than average satisfaction score.

There were 11 services and facilities that received a measurably higher satisfaction score than the average of all 28 services and facilities, and seven that received a measurably lower than average satisfaction score, as follows:

- **Measurably higher satisfaction than the average of all services / facilities** – includes local library and library services, regular green waste collection, sports ovals and other outdoor sporting facilities, recreation and aquatic centres, regular garbage collection, Council run services for children and their families, provision and maintenance of local playgrounds, hard rubbish collection, Council’s waste transfer station, regular recycling service, and the provision and maintenance of parks, gardens, and reserves.
- **Measurably lower satisfaction than the average of all services / facilities** – includes the maintenance and repair of sealed local roads, Council activities to encourage environmental sustainability, footpath maintenance and repairs, local traffic management, the provision of parking facilities, public toilets, and parking enforcement.



Satisfaction with selected Council services and facilities
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2022			2021	2020	2022 Metro.*
			Lower	Mean	Upper			
Higher than average satisfaction	Local library and library services	387	8.31	8.44	8.57	8.49	8.65	8.49
	Regular green waste collection	761	8.09	8.21	8.34	8.48	8.78	8.16
	Sports ovals and other outdoor sporting facilities	432	7.99	8.11	8.24	7.93	8.14	7.99
	Recreation and Aquatic Centres	352	7.91	8.08	8.24	8.13	8.18	7.97
	Regular garbage collection	785	7.93	8.07	8.21	8.55	8.82	8.41
	Council run services for children and their families	158	7.74	7.98	8.22	8.21	7.98	8.14
	Provision and maintenance of local playgrounds	422	7.81	7.97	8.14	8.02	8.06	8.04
	Hard rubbish collection	649	7.79	7.94	8.08	8.19	8.06	7.99
	Council's Waste Transfer Station	347	7.72	7.92	8.13	8.13	8.36	n.a.
	Regular recycling service	772	7.75	7.88	8.01	8.54	8.61	8.35
	Provision and maintenance of parks, gardens, reserves	765	7.75	7.88	8.00	8.05	8.05	7.75
Average satisfaction	Council services: older residents, activities: seniors	101	7.32	7.78	8.24	7.75	7.99	7.51
	Bike paths and shared pathways	466	7.51	7.69	7.86	8.03	7.95	7.40
	Council run programs and activities for young people	77	7.21	7.60	7.99	8.10	7.71	7.30
	Provision and maintenance of street lighting	778	7.39	7.53	7.67	7.88	7.71	7.72
	Animal management	670	7.36	7.50	7.65	7.86	7.81	7.60
	Street sweeping	739	7.29	7.43	7.58	7.52	7.45	7.45
	Council's website	405	7.17	7.37	7.57	7.84	7.76	7.28
	Drains maintenance and repairs	738	7.15	7.29	7.43	7.43	7.42	7.07
Lower than average satisfaction	Council's newsletter <i>Monash Bulletin</i>	673	7.12	7.28	7.44	7.59	7.91	6.70
	Provision and maintenance of street trees	761	7.13	7.28	7.42	7.62	7.53	7.12
	The maintenance and repair of sealed local roads	772	7.07	7.21	7.34	7.48	7.58	6.66
	Council activities encourage environmental sustainability	644	6.97	7.12	7.26	7.79	7.54	7.04
	Footpath maintenance and repairs	781	6.90	7.04	7.18	7.21	7.22	6.74
	Local traffic management	751	6.78	6.93	7.08	7.31	7.37	6.80
	Provision of parking facilities	741	6.67	6.83	7.00	7.06	7.21	n.a.
Public toilets	390	6.41	6.61	6.81	6.68	6.98	6.33	
Parking enforcement	702	6.24	6.43	6.62	6.97	7.17	6.54	
<i>Average satisfaction with Council services</i>			7.37	7.55	7.72	7.82	7.86	7.40

(*) 2022 metropolitan Melbourne average from Governing Melbourne

Change in satisfaction in 2022

Satisfaction with 26 of the 28 included services and facilities declined somewhat this year, whilst satisfaction with sports ovals and other outdoor sporting facilities (up 2.3%), and Council services for older residents and activities for seniors (up 0.4%) increased marginally but not measurably.



Attention is drawn to the following measurable declines in satisfaction:

- **Measurably lower satisfaction in 2022 than in 2021** – includes Council activities to encourage environmental sustainability (down 8.7%), regular recycling service (down 7.7%), parking enforcement (down 7.7%), Council’s website (down 6.0%), regular garbage collection (down 5.6%), local traffic management (down 5.3%), animal management (down 4.6%), the provision and maintenance of street trees (down 4.5%), and the provision and maintenance of street lighting (down 4.5%).

It is also noted that satisfaction with Council run programs and activities for young people declined notably, but not measurably this year, down 6.2%, but based on a total sample of respondents who had used these services of just 77 respondents.

Comparison to the metropolitan Melbourne average

Despite the average decline in satisfaction with Monash Council services and facilities this year, the average satisfaction with services and facilities was higher in the City of Monash than the metropolitan Melbourne average. Satisfaction with 16 services and facilities was higher in the City of Monash, whilst satisfaction with 10 was lower, as follows:

- **Notably higher satisfaction in the City of Monash** – includes the *Monash Bulletin* (8.6% higher satisfaction in Monash), the maintenance and repair of sealed local roads (8.2% higher), footpath maintenance and repairs (4.4% higher), public toilets (4.4% higher), Council run programs and activities for young people (4.1% higher), bike paths and shared pathways (3.9% higher), Council services for older residents and activities for seniors (3.6% higher), and drains maintenance and repairs (3.0% higher).
- **Notably lower satisfaction in the City of Monash** – includes the regular recycling service (5.6% lower satisfaction in Monash), regular garbage collection (4.0% lower), provision and maintenance of street lighting (2.5% lower), and Council run services for children and their families (2.0% lower).

Satisfaction by respondent profile

The following table provides a comparison of the average satisfaction with each of the 28 services and facilities by respondent profile, including age structure, gender, and language spoken at home. On average, it is noted that:

- **Age structure** - young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) tended to be more satisfied than average with Council services, whilst middle-aged adults (aged 45 to 59 years) tended to be marginally less satisfied.
- **Gender** – female respondents were marginally more satisfied on average with Council services and facilities than male respondents.
- **Language spoken at home** – respondents from multilingual households were, on average, very marginally more satisfied with Council services and facilities than respondents from English speaking households.



A detailed discussion of variation in satisfaction is provided in the following sections, however, regarding individual services, it is noted that:

- **Young adults (aged 18 to 34 years)** – respondents were notably more satisfied than average with street trees
- **Older adults (age 60 to 74 years)** – respondents were notably more satisfied than average with recreation and aquatic centres.
- **Senior citizens (aged 75 years and over)** – respondents were notably more satisfied than average with regular garbage collection, regular green waste collection, the provision and maintenance of street lighting, the provision and maintenance of parks, gardens, and reserves, the provision and maintenance of street trees, Council’s website, sports ovals and other outdoor sporting facilities, public toilets, services for children and their families, and services for older residents and activities for seniors.
- **Female** – respondents were notably more satisfied than male respondents with street sweeping, the *Monash Bulletin*, services for children and their families, services for older residents and activities for seniors, and programs and activities for young people.
- **Male** – respondents were marginally to somewhat more satisfied than female respondents with drains maintenance and repairs, hard rubbish collection, bike paths and shared pathways, and public toilets.
- **Multilingual household** – respondents were notably more satisfied than respondents from English speaking households with footpath maintenance and repairs, parking enforcement, the *Monash Bulletin*, bike paths and shared pathways, and programs and activities for young people.
- **English speaking household** – respondents were marginally to somewhat more satisfied than respondents from multilingual households with regular garbage collection, regular recycling collection, regular green waste collection, the provision and maintenance of street lighting, the provision and maintenance of street trees, Council’s website, recreation and aquatic centres, the provision and maintenance of local playgrounds, and local library and library services.



Average satisfaction with selected Council services and facilities
Monash City Council - 2022 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	7.55	7.28	6.78	6.80	7.50	7.10	7.31	7.10	7.37
Footpath maintenance and repairs	7.48	7.09	6.75	6.49	6.96	6.98	7.09	6.85	7.31
Drains maintenance and repairs	7.51	7.30	6.78	7.29	7.57	7.34	7.24	7.15	7.43
Regular garbage collection	8.07	7.85	7.83	8.17	8.72	7.97	8.17	8.12	7.97
Regular recycling service	7.91	7.86	7.68	7.89	8.20	7.87	7.89	7.91	7.80
Regular green waste collection	8.18	7.97	8.16	8.16	8.85	8.07	8.35	8.29	8.10
Street sweeping	7.72	7.48	7.03	7.12	7.73	7.19	7.67	7.37	7.46
Provision & maintenance of street lighting	7.52	7.32	7.34	7.46	8.39	7.45	7.60	7.61	7.43
Parking enforcement	6.88	6.28	5.79	6.53	6.38	6.39	6.47	6.10	6.84
Provision of parking facilities	7.06	6.85	6.34	6.58	7.55	6.84	6.82	6.82	6.85
Local traffic management	7.16	6.94	6.58	6.62	7.37	6.89	6.97	6.83	7.03
Prov. & maint. of parks, gardens, reserves	7.83	7.68	7.71	8.06	8.43	7.79	7.95	7.87	7.88
Provision and maintenance of street trees	7.74	7.17	6.88	6.69	7.68	7.24	7.31	7.30	7.22
Animal management	7.55	7.74	7.32	7.53	7.30	7.47	7.54	7.46	7.57
Activities encourage enviro'mental sustain.	7.28	7.12	6.89	7.09	7.11	7.05	7.18	7.05	7.26
Council's newsletter <i>Monash Bulletin</i>	7.29	7.30	7.27	7.00	7.66	6.91	7.62	7.09	7.55
Council's website	7.23	7.29	7.50	7.34	8.00	7.30	7.44	7.50	7.32
Hard rubbish collection	8.17	7.64	7.70	7.84	8.36	7.96	7.92	7.99	7.90
Council's Waste Transfer Station	8.18	7.86	7.74	7.61	8.31	7.84	8.02	7.95	7.91
Recreation and Aquatic Centres	7.95	8.00	8.02	8.56	8.26	8.08	8.07	8.13	7.99
Bike paths and shared pathways	7.85	7.68	7.78	7.38	7.08	7.75	7.62	7.53	7.96
Sports ovals / outdoor sporting facilities	8.30	7.88	8.03	7.87	8.59	8.03	8.21	8.11	8.13
Provision & maint. of local playgrounds	8.07	7.63	7.87	8.20	8.57	7.90	8.03	8.04	7.93
Public toilets	6.80	5.94	6.29	7.14	7.35	6.71	6.50	6.55	6.64
Services for children and their families	8.19	7.91	7.48	8.54	9.00	7.81	8.14	8.06	7.90
Services: older residents, activities: seniors	8.31	7.50	6.74	7.50	8.81	7.59	7.96	7.76	7.76
Local library and library services	8.47	8.48	8.45	8.39	8.26	8.31	8.53	8.46	8.39
Programs and activities for young people	7.75	7.17	7.56	n.a.	n.a.	7.26	7.89	7.19	7.94
<i>Average satisfaction</i>	7.71	7.44	7.30	7.48	7.93	7.47	7.63	7.51	7.60
Total respondents	278	127	177	129	88	388	412	443	335



Percentage satisfaction results

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

It is noted that more than half of the respondents providing a satisfaction score were “very satisfied” with 22 of the 28 included services and facilities, with approximately two-thirds or more “very satisfied” with 13 of the 28.

By contrast, it is noted that more than 10% of respondents were “dissatisfied” with parking enforcement (19.4%), public toilets (13.6%), and the provision of parking facilities (12.7%).

Satisfaction with selected Council services and facilities
Monash City Council - 2022 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>	<i>Total</i>
Local library and library services	1.4%	19.7%	78.9%	6	393
Regular green waste collection	3.6%	19.1%	77.3%	39	800
Regular garbage collection	5.4%	18.5%	76.1%	15	800
Recreation and Aquatic Centres	2.8%	26.2%	71.0%	3	355
Sports ovals and other outdoor sporting facilities	1.4%	27.8%	70.8%	6	438
Council services: older residents, activities: seniors	8.2%	21.3%	70.5%	5	106
Hard rubbish collection	6.2%	23.8%	70.0%	15	664
Council's Waste Transfer Station	6.0%	25.7%	68.3%	5	352
Council run services for children and their families	3.0%	28.8%	68.2%	7	166
Regular recycling service	5.9%	27.0%	67.1%	28	800
Provision and maintenance of parks, gardens, reserves	4.6%	29.2%	66.2%	35	800
Provision and maintenance of local playgrounds	4.0%	30.7%	65.3%	6	429
Bike paths and shared pathways	7.4%	30.6%	62.0%	5	471
Provision and maintenance of street lighting	7.8%	33.7%	58.5%	22	800
Animal management	6.0%	37.5%	56.5%	130	800
Street sweeping	7.5%	37.2%	55.3%	61	800
Council's website	9.9%	35.3%	54.8%	9	414
Drains maintenance and repairs	8.6%	36.9%	54.5%	62	800
Council's newsletter Monash Bulletin	8.7%	37.4%	53.9%	127	800
Council run programs and activities for young people	7.2%	40.4%	52.4%	2	79
The maintenance and repair of sealed local roads	8.7%	39.1%	52.2%	28	800
Provision and maintenance of street trees	8.8%	39.9%	51.3%	39	800
Footpath maintenance and repairs	9.1%	44.1%	46.8%	19	800
Council activities encourage enviro'mental sustainability	7.2%	46.3%	46.5%	156	800
Local traffic management	9.8%	45.3%	44.9%	49	800
Provision of parking facilities	12.7%	43.7%	43.6%	59	800
Parking enforcement	19.4%	39.5%	41.1%	98	800
Public toilets	13.6%	53.5%	32.9%	5	395



Importance and satisfaction cross tabulation

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

The grey crosshairs represent the metropolitan Melbourne average importance (8.65) and satisfaction (7.40) with Council services and facilities as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research.

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

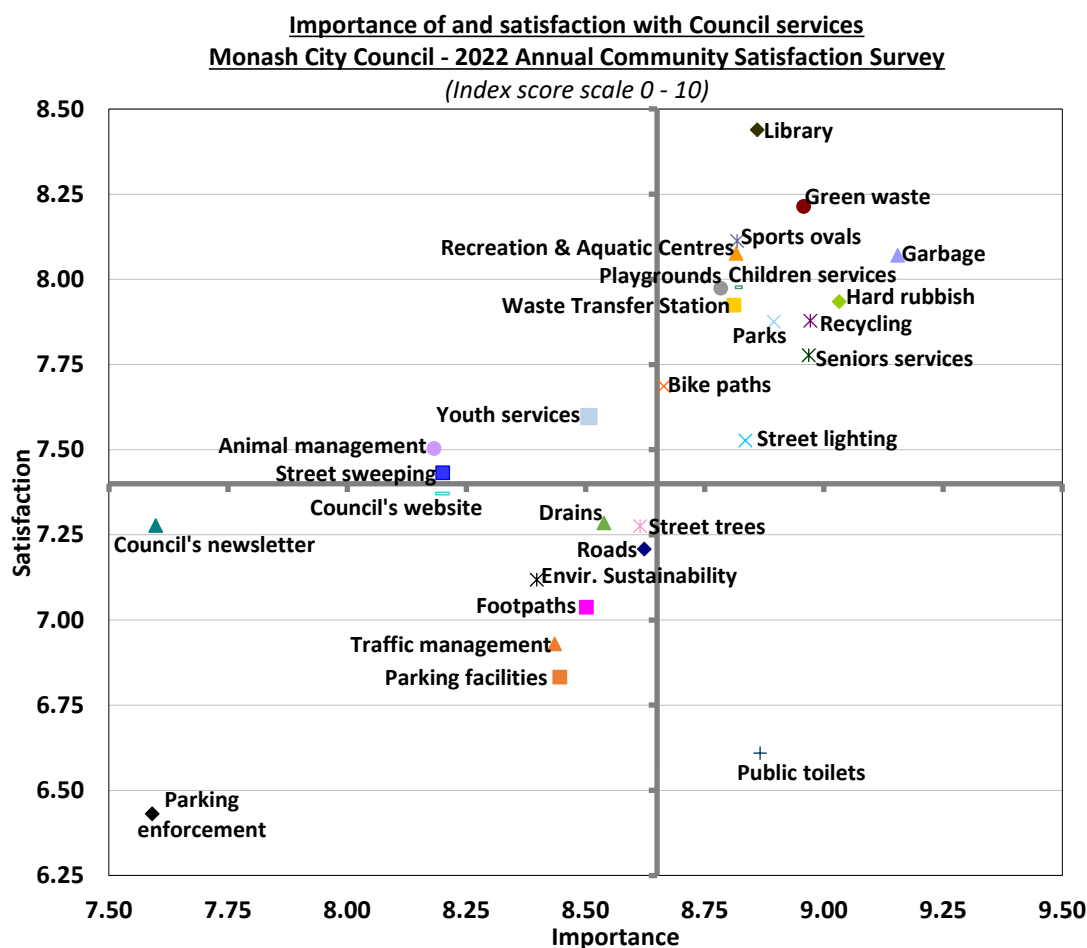
Metropolis Research notes that most of the services of higher-than-average importance also obtained higher than average satisfaction scores. This suggests that Council is overall effectively meeting community expectations in terms of quality service delivery in relation to the most important services.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

The services and facilities in the lower right-hand quadrant are those that are 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 recorded this year, these key services were all higher-than-average importance and received higher than average satisfaction scores.
- **Community services** – these were mostly of higher-than-average importance, and they all received higher than average satisfaction scores.
- **Sports and recreation** – these were all higher-than-average importance and received higher than average satisfaction scores. This higher importance is somewhat unusual, as these tend to be of average or somewhat lower than average importance, but almost always higher than average satisfaction.
- **Communication** – both services were of somewhat lower-than-average importance, but approximately 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 was the lowest rated service for satisfaction.
- **Services and facilities of most concern** – the only service / facility to receive a lower than average satisfaction but higher than average importance was public toilets.





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.

This was the case to some extent for the City of Monash this year, with the decline in satisfaction with the kerbside collection services likely to be a substantial factor underpinning some of the decline in overall satisfaction this year.

Correlation between satisfaction with services and facilities and overall satisfaction

Monash City Council - 2022 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Service / facility	2022		Correlation*
	Number	Mean	
Council run services for children and their families	158	7.98	0.620
Council run programs and activities for young people	77	7.60	0.568
Council's website	405	7.37	0.526
The maintenance and repair of sealed local roads	772	7.21	0.507
Council services for older residents & activities for senior	101	7.78	0.504
Provision of parking facilities	741	6.83	0.502
Council's newsletter Monash Bulletin	673	7.28	0.501
Footpath maintenance and repairs	781	7.04	0.495
Council's Waste Transfer Station	347	7.92	0.492
Provision and maintenance of local playgrounds	422	7.97	0.486
Provision and maintenance of parks, gardens and reserves	765	7.88	0.476
Provision and maintenance of street trees	761	7.28	0.474
Sports ovals and other outdoor sporting facilities	432	8.11	0.461
Parking enforcement	702	6.43	0.460
Local traffic management	751	6.93	0.460
Animal management	670	7.50	0.460
Bike paths and shared pathways	466	7.69	0.457
Council activities to encourage environmental sustainability	644	7.12	0.456
Drains maintenance and repairs	738	7.29	0.446
Regular recycling service	772	7.88	0.425
Hard rubbish collection	649	7.94	0.419
Provision and maintenance of street lighting	778	7.53	0.402
Regular green waste collection	761	8.21	0.397
Public toilets	390	6.61	0.397
Street sweeping	739	7.43	0.393
Regular garbage collection	785	8.07	0.373
Local library and library services	387	8.44	0.362
Recreation and Aquatic Centres	352	8.08	0.360

Average satisfaction with selected services

7.55

(*) 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 2022 averages.

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

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

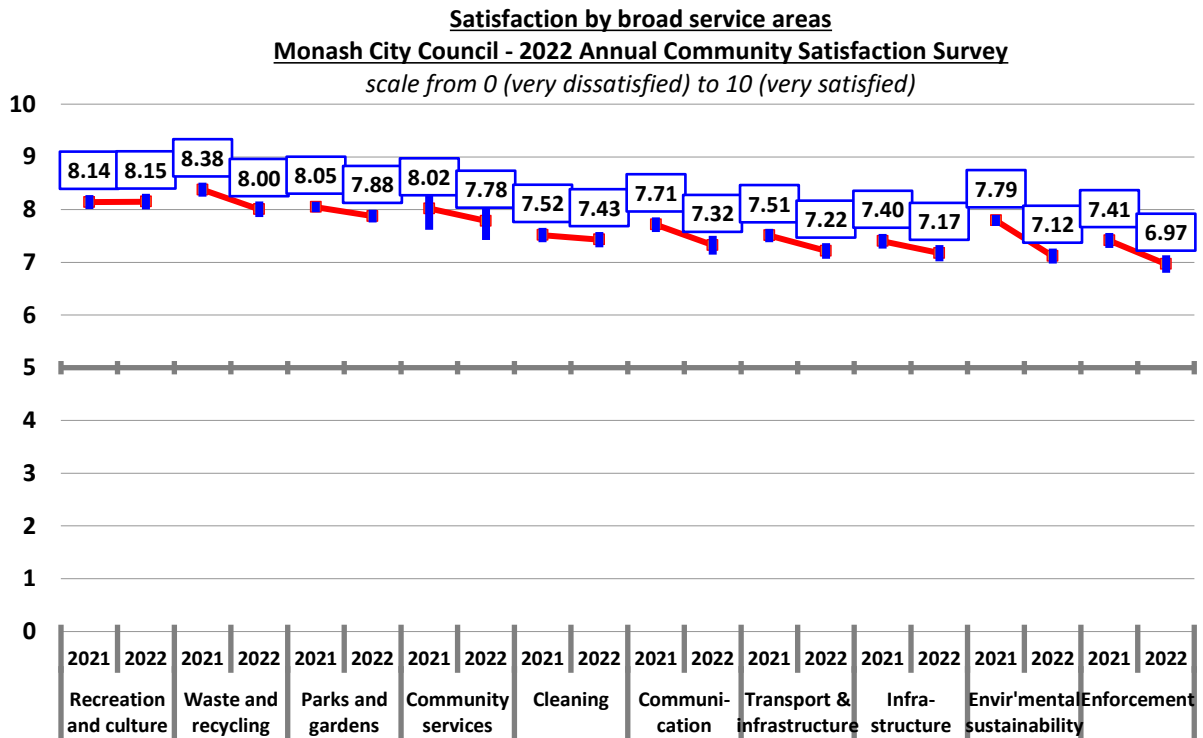
Satisfaction with the 10 broad services areas can be best summarised as follows:

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

There were, however, falls recorded for nine of the 10 broad service areas, with only recreation and culture remaining stable this year.

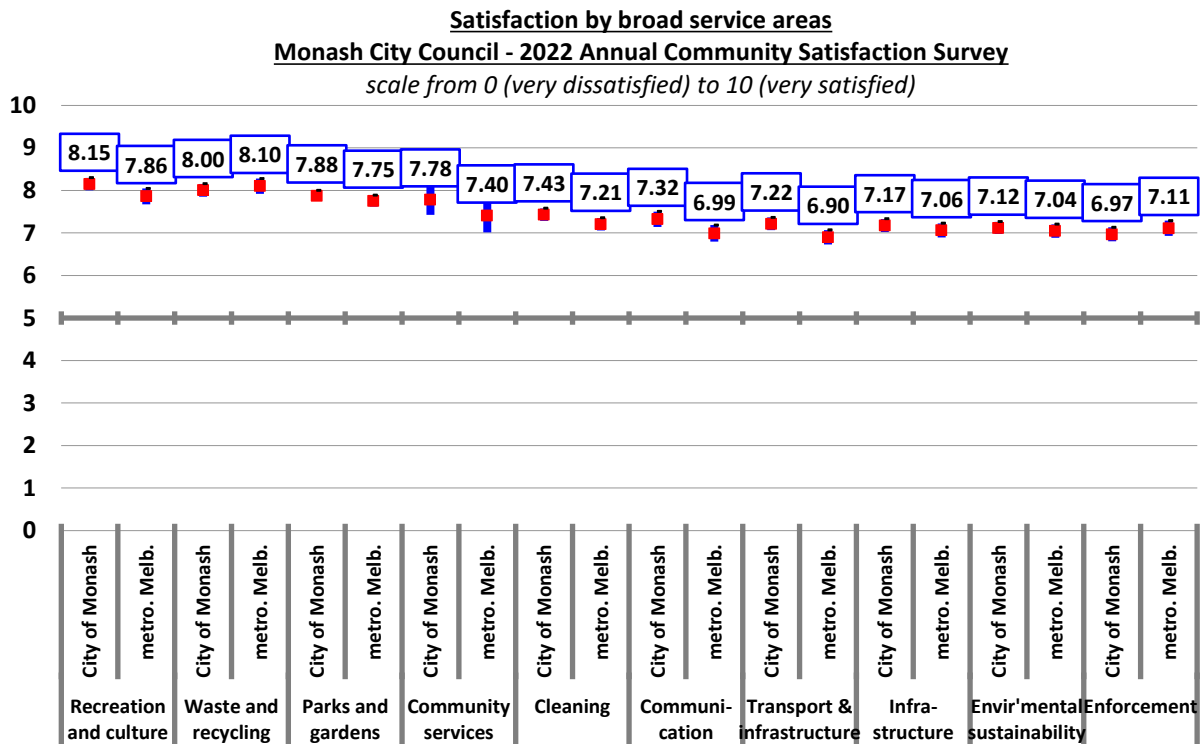
These declines were statistically significant for communication, transport infrastructure, infrastructure, environmental sustainability, and enforcement.



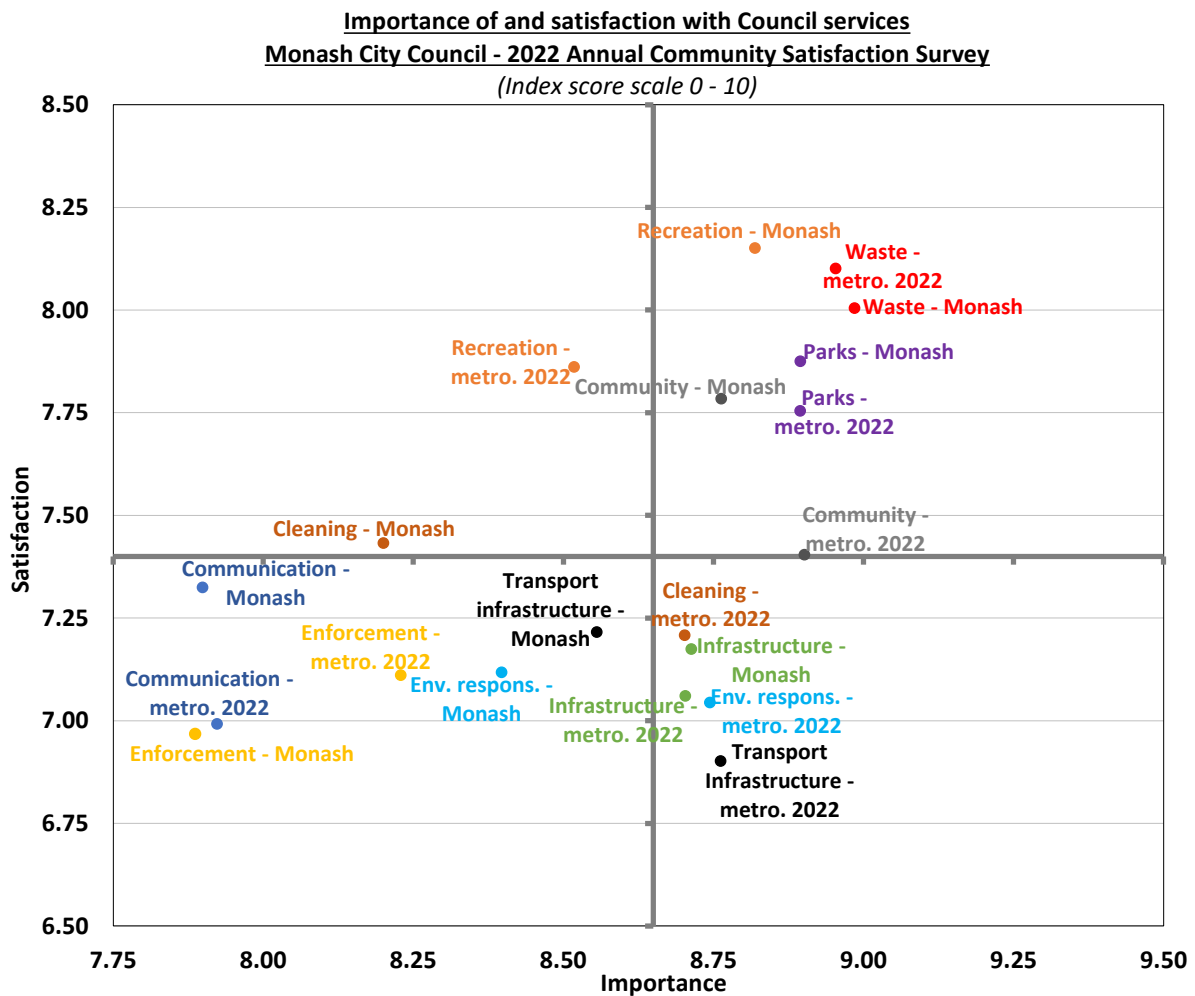


Despite the declines for most broad service areas for the City of Monash this year, satisfaction with eight of the 10 broad service areas was marginally higher in the City of Monash than the metropolitan Melbourne average, as recorded in the 2022 Governing Melbourne research.

It is noted that satisfaction with waste and recycling (1.2% lower) and enforcement (2.0% lower) were marginally, but not measurably lower in the City of Monash this year.



The following graph provides a comparison of the average importance of and satisfaction with the 10 broad services areas for the City of Monash and the metropolitan Melbourne average, as recorded in *Governing Melbourne*.

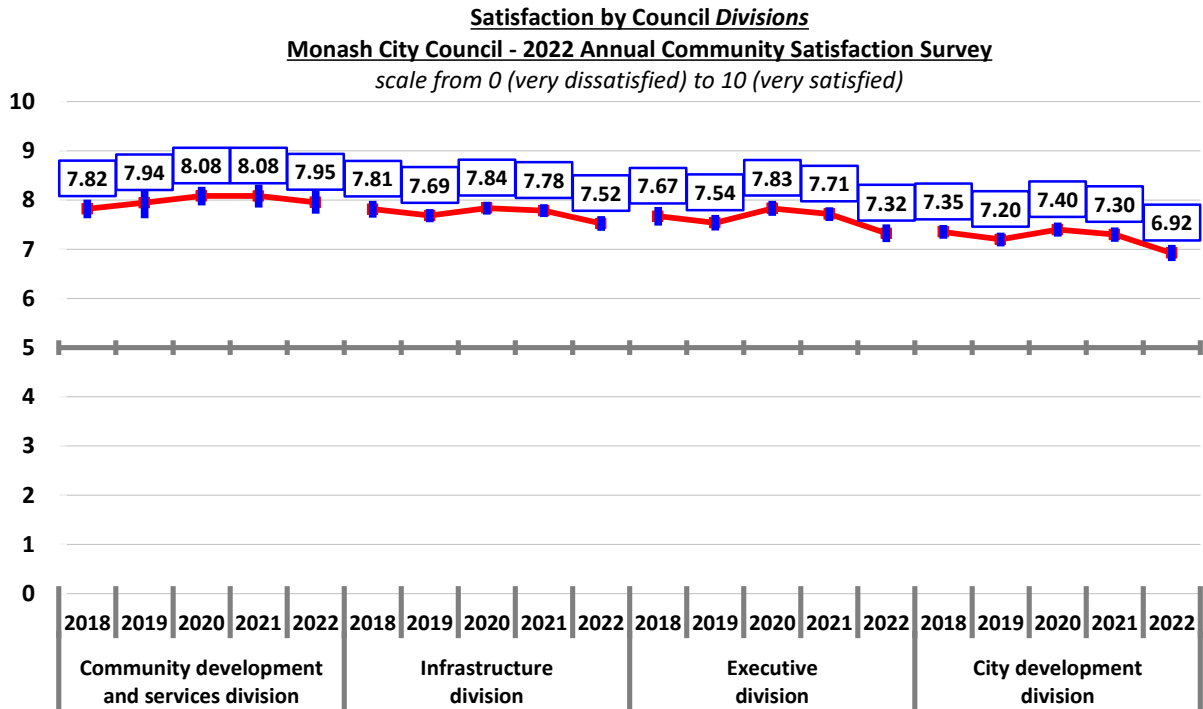


Satisfaction by Council division

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.

There were declines in the average satisfaction with the services and facilities for each of the four divisions recorded this year, with the declines being statistically significant for the Infrastructure, Executive, and City Development divisions.

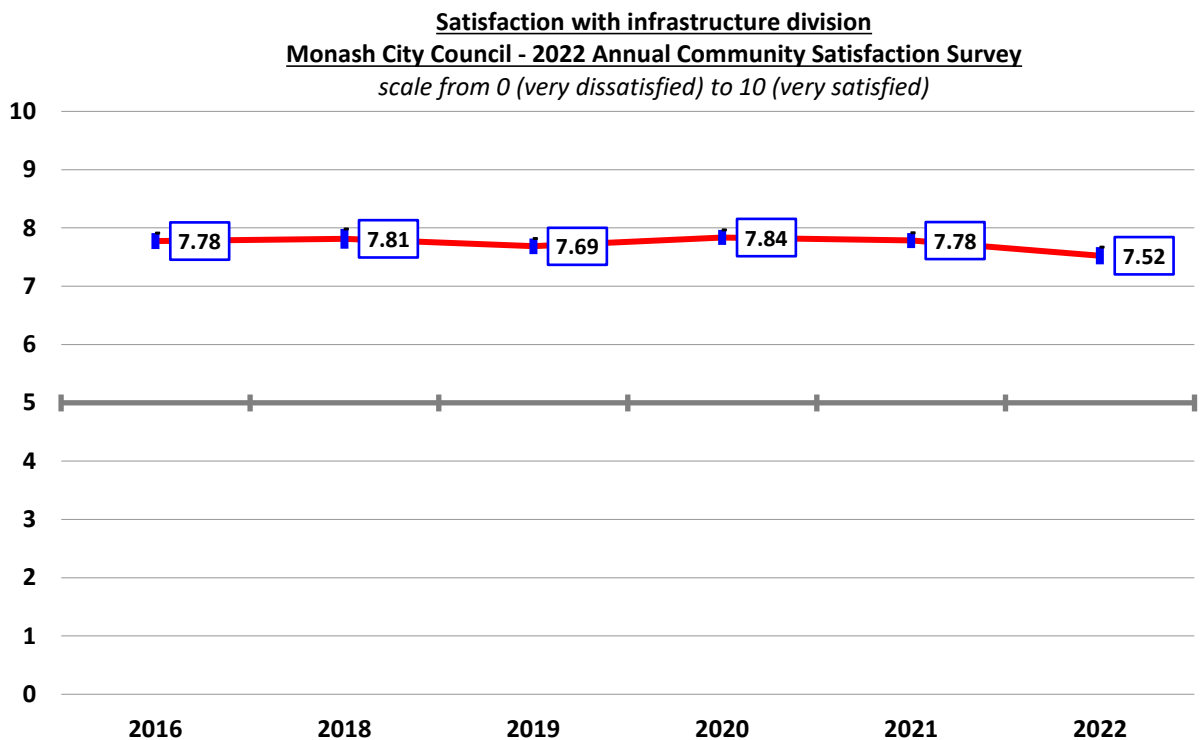




The following section provides a detailed examination of each individual service and facility, grouped by Council Division.

Infrastructure Division

The average satisfaction with the services and facilities in the Infrastructure Division declined notably but not measurably this year, down 3.3% to 7.52, which is a “very good”, down from an “excellent” level.



Infrastructure Division – waste and recycling

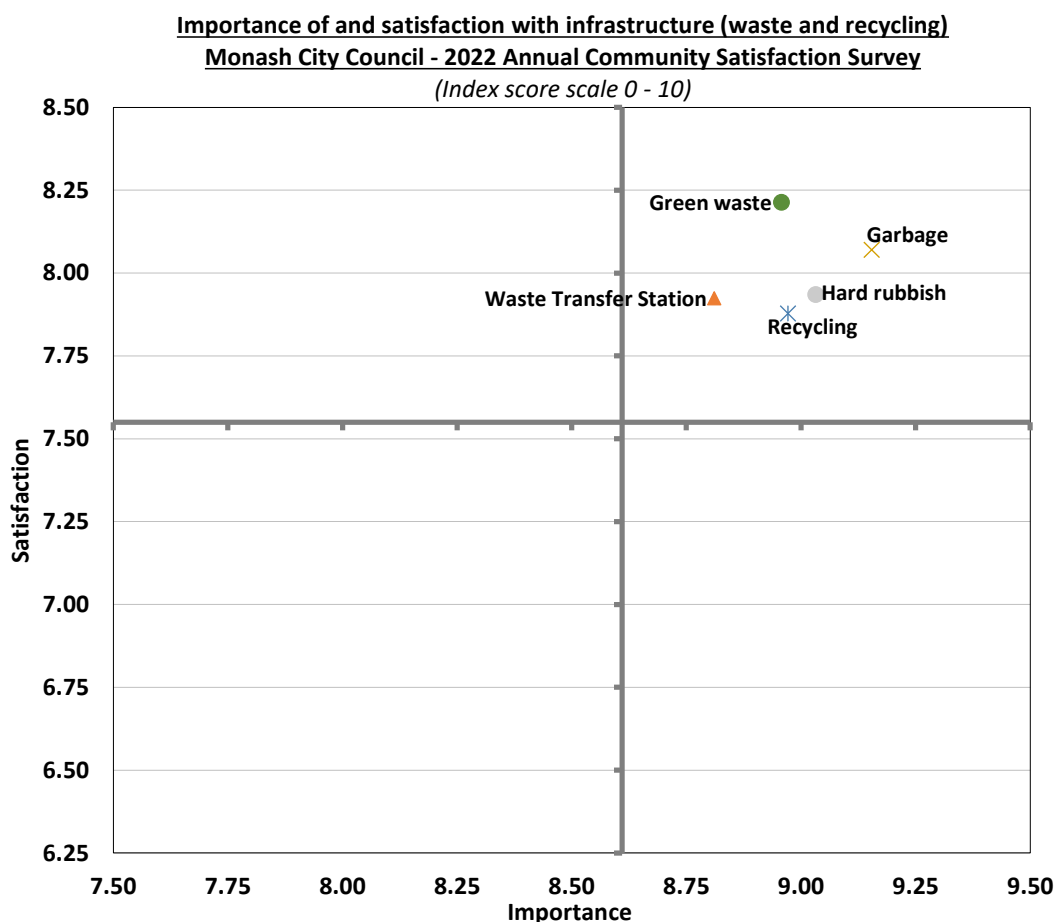
The following graph provides a summary of the average importance of and satisfaction with the five waste and recycling related services and facilities of Council. These services represent five of the 19 services and facilities of the Infrastructure Division of Council. The remaining 14 services and facilities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

The crosshairs represent the average importance (8.61) and average satisfaction (7.55) of all 28 Council services and facilities included in the 2022 *Annual Community Satisfaction Survey*.

Metropolis Research notes that rubbish and waste collection issues were the most nominated issue to address for the City of Monash ‘at the moment’, with 13.0% (up from five percent) of respondents nominating these issues this year. This is more than double the metropolitan Melbourne average of five percent as recorded in the *Governing Melbourne* research. More details are provided in the [Issues to Address](#) section of this report.

Respondents who nominated rubbish and waste issues were, on average, notably less satisfied with Council’s overall performance than respondents who did not raise any issues (6.82 compared to 7.32). This strongly suggests that the decline in satisfaction with kerbside collection services was a contributing factor to the decline in overall satisfaction.

Despite the decline in satisfaction with all the kerbside collection services this year, all four of these services, as well as the waste transfer station remain of above average importance, and all received higher-than-average satisfaction scores.



Regular garbage collection

The regular garbage collection was the most important of the 28 included Council services and facilities, despite a small decline in the average importance this year. The decline in average importance was consistent with the 3.2% average decline in importance this year.

Satisfaction with the regular garbage collection declined substantially this year, down a statistically significant 5.6% to 8.07, although it remains at an “excellent” level.

Metropolis Research notes that satisfaction with the regular garbage collection had trended marginally lower from 2016 to 2021 (down 4.1%), with the 2022 result 9.5% lower than the 2016 highpoint.

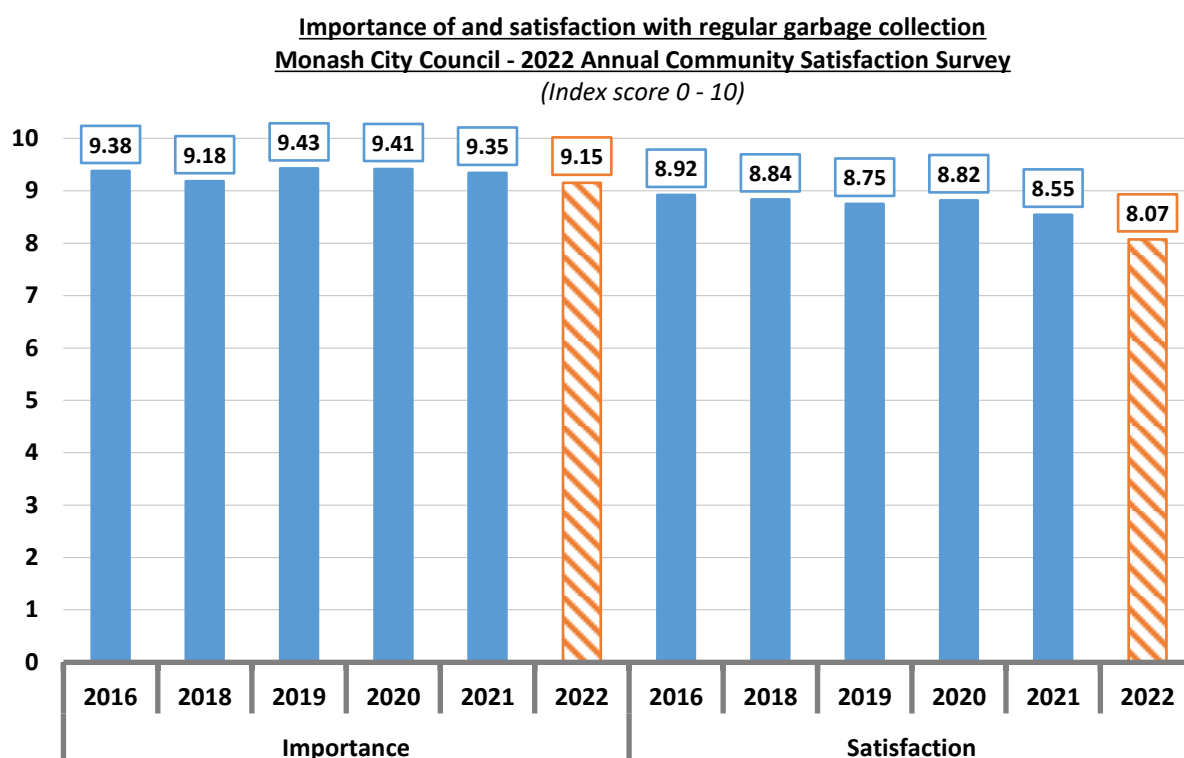
This result was notably lower than the long-term average since 2016 of 8.47.

This ranks the service 5th in terms of satisfaction, down from the previous ranking of first.

This result includes 76.1% “very satisfied” respondents and 5.4% “dissatisfied” (up from just 0.7% in 2021), based on a total sample of 785 of the 800 respondents.

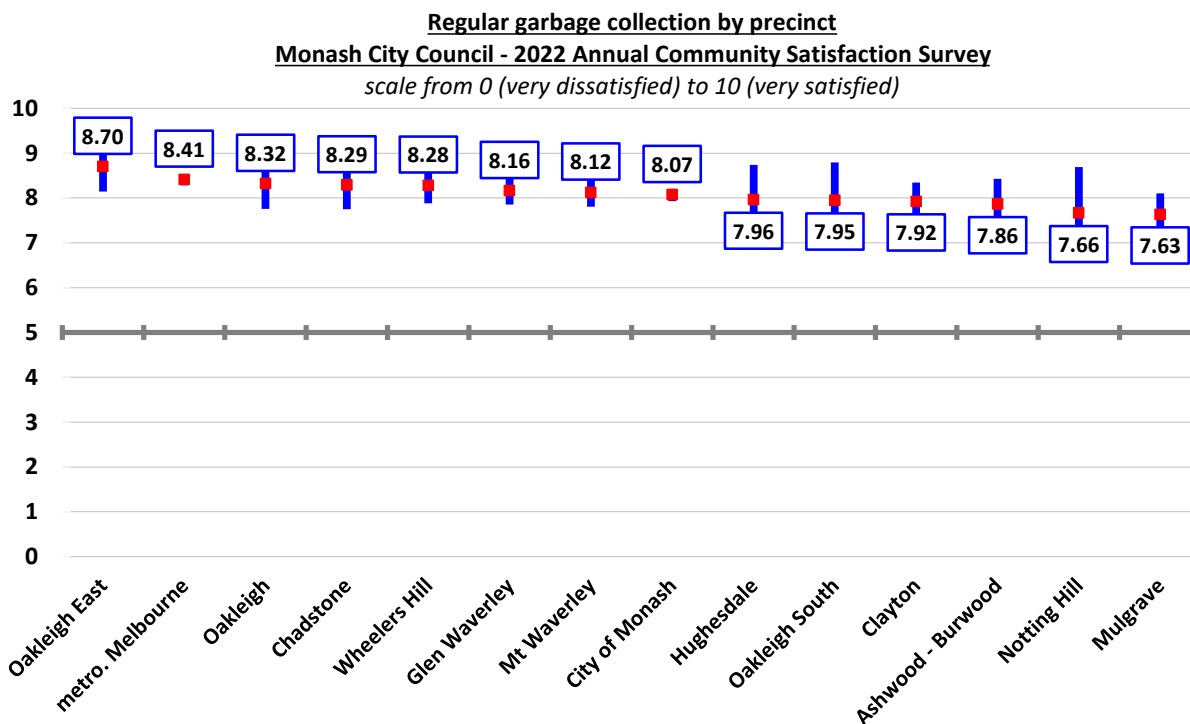
There was some marginal variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) (8.72) somewhat more satisfied than average, and female respondents (8.17) were marginally more satisfied than male respondents (7.97).

By way of comparison, this result was notably lower than the 2022 metropolitan Melbourne average with the “regular garbage collection service” of 8.41, as recorded in *Governing Melbourne*.



There was no statistically significant variation in satisfaction with the regular garbage collection service observed across the municipality.

It is noted, however, that respondents from Notting Hill and Mulgrave rated satisfaction at “very good” rather than “excellent” levels of satisfaction.



Regular green waste collection

The regular green waste collection service was the 5th most important of the 28 included services and facilities this year, despite a small decline in average importance in line with the 3.2% decrease in average importance of all services and facilities.

Satisfaction with the green waste collection service declined notably, but not measurably this year, down 3.2% to 8.21, although it remains at an “excellent” level.

Metropolis Research notes that satisfaction with this service remained relatively stable between 2016 and 2021 around the long-term average of 8.54, with the 2022 result the first result notably outside the trend result.

Despite the decline in satisfaction this year, this result ranks the regular green waste collection service 2nd in terms of satisfaction.

This result included 77.3% “very satisfied” respondents and 3.6% “dissatisfied”, based on a total of 761 of the 800 respondents.

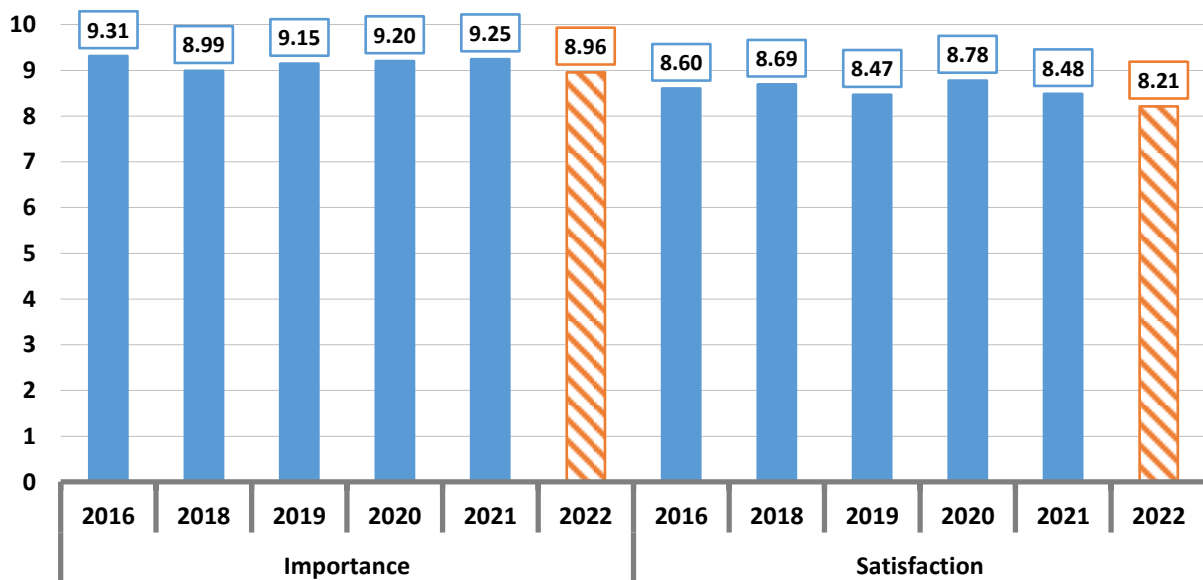


There was some marginal variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) (8.85) somewhat more satisfied than average, and female respondents (8.35) were marginally more satisfied than male respondents (8.07).

By way of comparison, this result was just marginally higher than the metropolitan Melbourne average satisfaction with “green waste collection” of 8.16.

Importance of and satisfaction with regular green waste collection
Monash City Council - 2022 Annual Community Satisfaction Survey

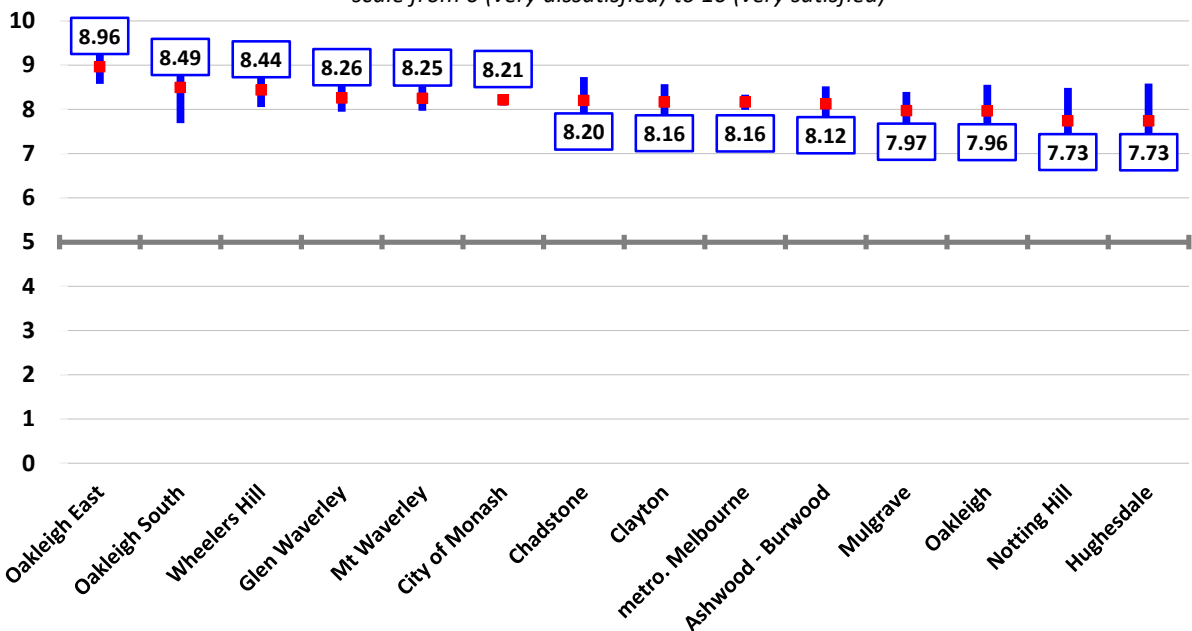
(Index score 0 - 10)



There was statistically significant variation in satisfaction with the green waste collection service observed across the municipality, with respondents from Oakleigh East measurably more satisfied than average. It is also noted that respondents from Notting Hill and Hughesdale rated satisfaction somewhat lower than average and at “very good” levels.

Regular green waste collection by precinct
Monash City Council - 2022 Annual Community Satisfaction Survey

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



Regular recycling service

The regular recycling service was the 3rd most important of the 28 included services and facilities this year, despite a small decline in importance, which was consistent with the 3.2% average decline in importance this year.

Satisfaction with the regular recycling service declined measurably and significantly this year, down 7.7% to 7.88, although it remains at an “excellent” level.

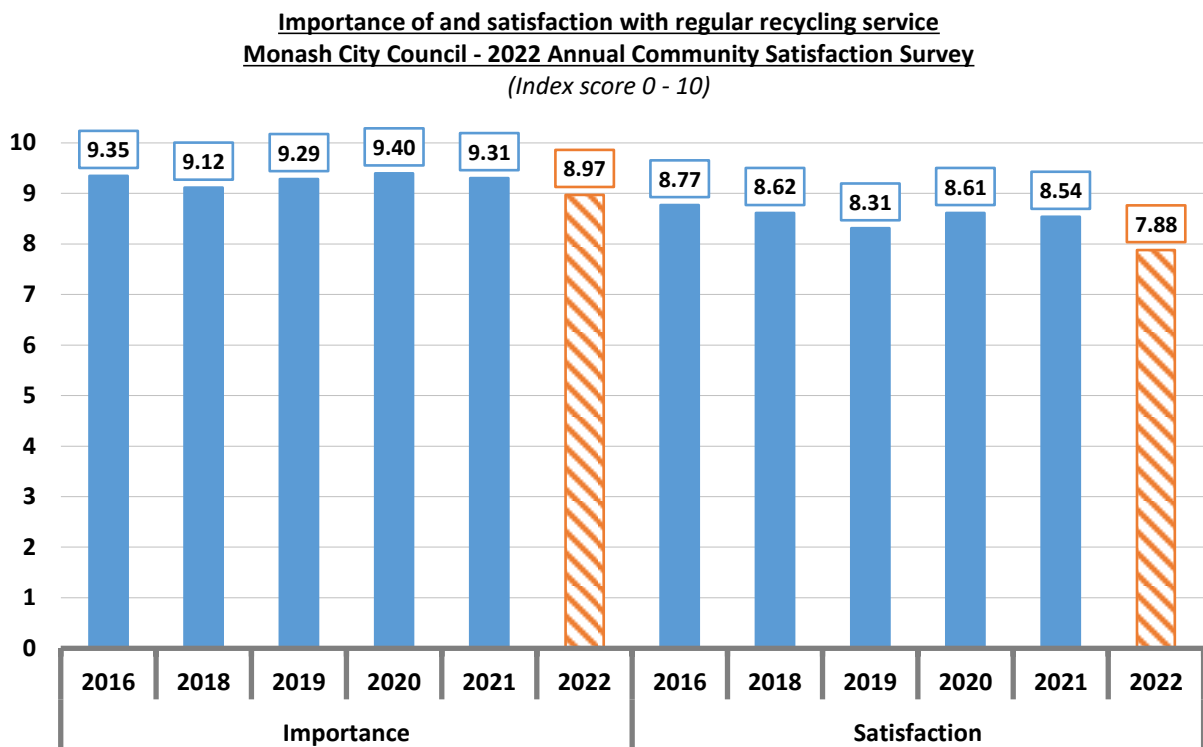
This result was measurably and significantly lower than the long-term average satisfaction since 2016 of 8.45.

This result ranks the regular recycling service 10th in terms of satisfaction, a significant decline on the 2021 ranking of 2nd.

This result included 67.1% “very satisfied” respondents and 5.9% “dissatisfied”, based on a total sample of 772 of the 800 respondents.

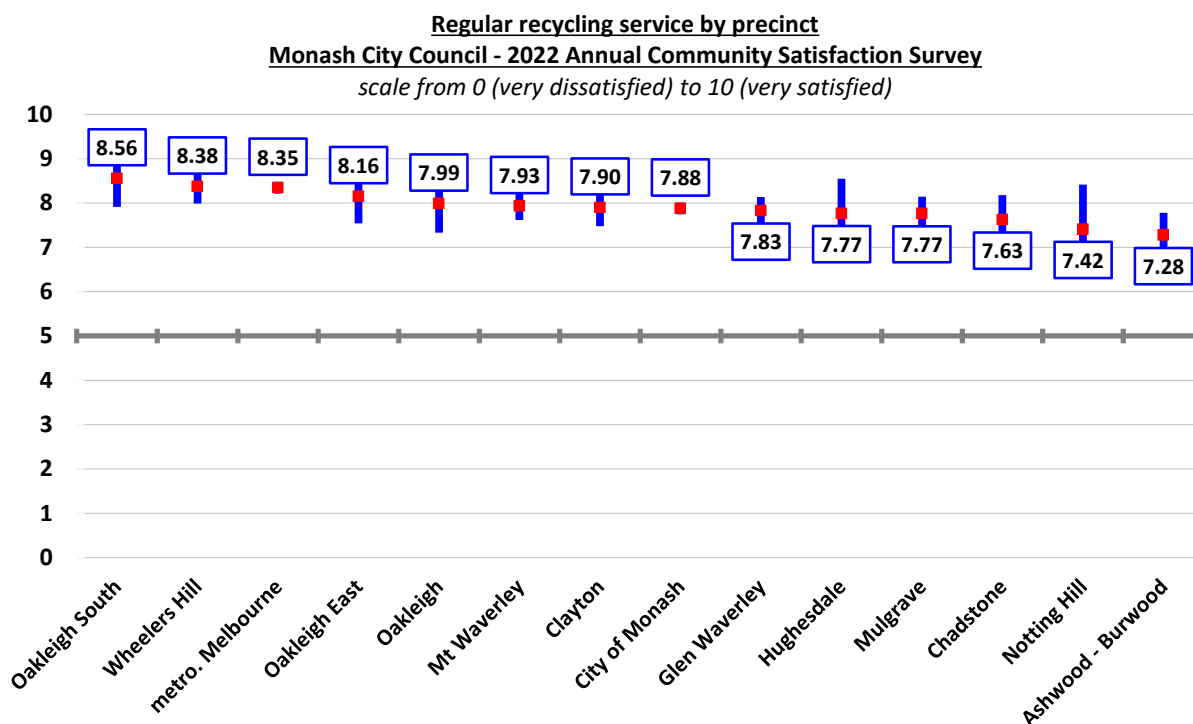
There was some marginal variation in this result observed by age structure, with senior citizens (aged 75 years and over) (8.20) somewhat more satisfied than average. There was no meaningful variation observed by gender or language spoken at home.

By way of comparison, this result was measurably lower than the 2022 metropolitan Melbourne average satisfaction with the “regular recycling service” of 8.35.



There was statistically significant variation in satisfaction with the regular recycling service observed across the municipality, with respondents from Ashwood-Burwood measurably less satisfied than average, and at a “very good” level.

It is also noted that respondents from Chadstone and Notting Hill rated satisfaction at “very good” rather than “excellent” levels of satisfaction.



There were 52 responses received from respondents dissatisfied with the regular recycling service, as outlined in the following table.

Many (24 of 52) of the comments received related to a perception that the service was not frequent enough, with some preferring that the service be weekly rather than fortnightly.

There were 10 comments focused on what can be put in the bins, eight comments about the quality of collections, two about communication of the service, and eight other comments.

Reasons for dissatisfaction with regular recycling service
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Frequency</i>	
Done fortnightly should be weekly	7
Not frequent enough / need more	4



Reducing it to once every two weeks / not enough	4
Irregular / needs to be more regular	2
Changing waste management plan, doesn't reflect household need	1
Don't make it fortnightly and shouldn't have to pay for bigger bin	1
Had second general waste bin taken away despite paying for it, had to fight for it. Very unhappy about regular waste collection being halved, 7 person home	1
Infrequent no opportunity for free rubbish	1
Lot of delays and upcoming changes reducing frequency	1
More frequent hard rubbish recycling than once a year	1
Not sufficiently frequent, not innovation service and it's affecting the environment. Not taken seriously	1
Total	24

Bin contents

Don't do FOGO system	1
I noticed a month or two earlier with stickers placed on bins and some plastics leftover (12 Glenbrook Avenue)	1
Mixture of paper and glass	1
Not sure where to dump things like batteries collection	1
Picking out the most ridiculous things in bins	1
The bins are stinky and bad with lot of maggots sticking to it	1
The recycling service could give more options like including plastic, etc.	1
Things aren't going where they're meant to	1
Too much confusion about what needs to be recycled and what not	1
Why are the meat and vegetables etc. going in the green bin?	1
Total	10

Bin collection

Sometimes they forget the bin	2
Collection is not done properly, bins are smashed and thrown everywhere	1
Does not get picked up properly. Not the same times every week. Mulgrave. Central Mulgrave	1
Most times I put the recycle bin they pick up on time	1
Not enough public access for recycling, trucks have been coming late recently	1
Should be able to call and request rather than doing it annually	1
The lids always left open	1
Total	8

Communication

Because I don't see much of communication, lack of education and information on recycling	1
Not enough done to promote recycling	1
Total	2



<i>Other</i>	
Bin size is not big enough	1
Don't have much to do with it	1
I'm not happy with fee of tip. It is too high for the rate payer	1
Monash Council does money making scheme	1
Not a lot of checks to see if people are following rules, not monitored closely	1
Not important	1
Not sure how much actually gets recycled	1
Things could be improved	1
Total	8
Total	52

Hard rubbish collection

The hard rubbish collection was the 2nd most important of the 28 included services and facilities and was one of only two services and facilities to report an increase in importance this year. The average importance for all 28 services and facilities declined 3.2%.

Satisfaction with the hard rubbish collection declined somewhat, but not measurably this year, down 3.1% to 7.94, although it remains at an “excellent” level.

This result was just marginally below the long-term average satisfaction with the hard rubbish collection since 2016 of 8.00 out of 10.

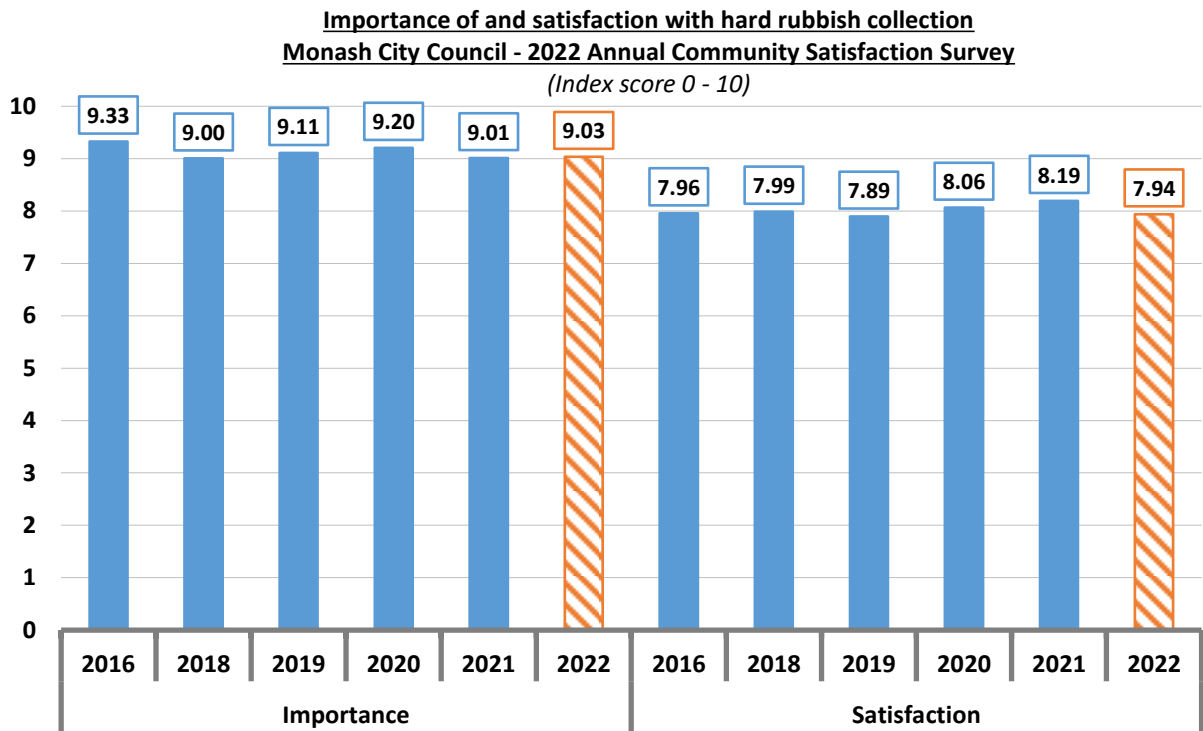
This ranks the service 8th in terms of satisfaction.

This result includes 70.0% “very satisfied” respondents and 6.2% “dissatisfied”, based on a total sample of 649 of the 664 respondents (83.0%) of respondents who had used the service in the last 12 months.

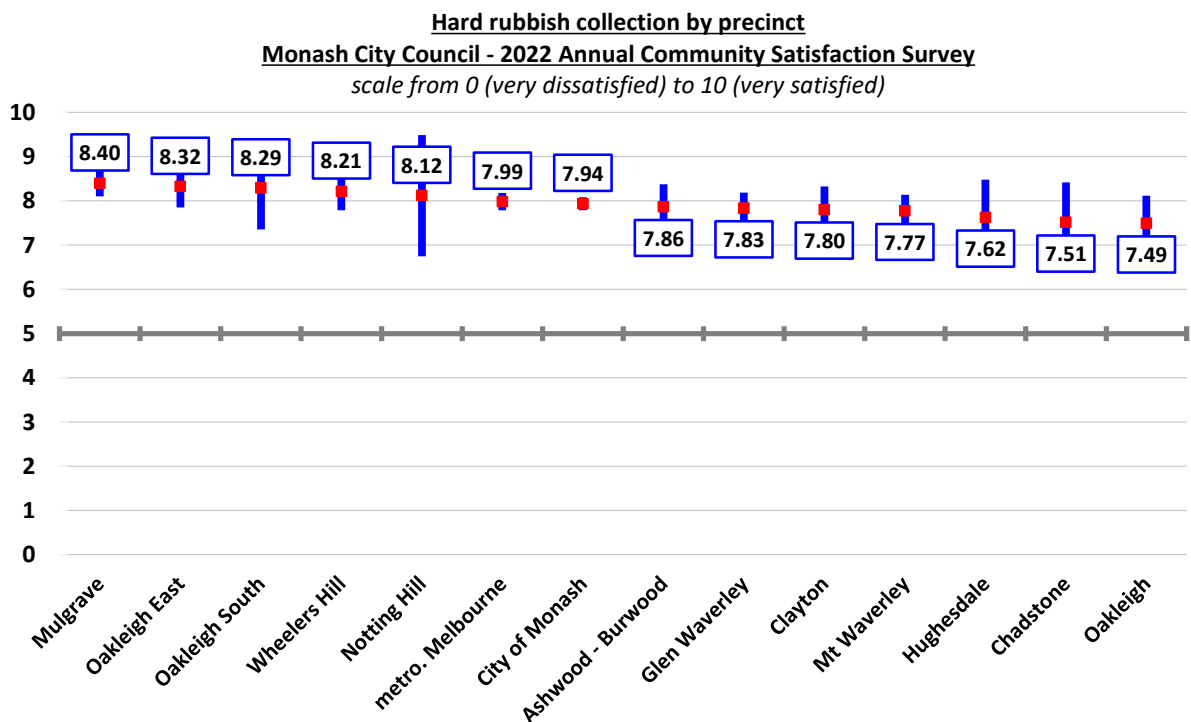
There was some variation in this result observed by the respondents’ age structure with adults aged 35 to 44 years (7.64) and middle-aged adults aged 45 to 59 years (7.70) marginally less satisfied than average, and senior citizens aged 75 years and over (8.36) somewhat more satisfied. There was no meaningful variation observed by gender or language spoken at home.

By way of comparison, this result was almost identical to the 2022 metropolitan Melbourne average satisfaction with the “hard rubbish collection” of 7.99, as recorded in Governing Melbourne.





There was no statistically significant variation in satisfaction with the hard rubbish collection observed across the municipality.



Council’s Waste Transfer Station

Council’s waste transfer station was the 13th most important of the 28 included services and facilities, with the average importance declining by less than one percent, a much smaller decline than the average 3.2% decline in average importance.

Satisfaction with the waste transfer station declined marginally but not measurably this year, down 2.6% to 7.92, although it remains at an “excellent” level of satisfaction.

This result was lower than the long-term average satisfaction since 2020 of 8.14.

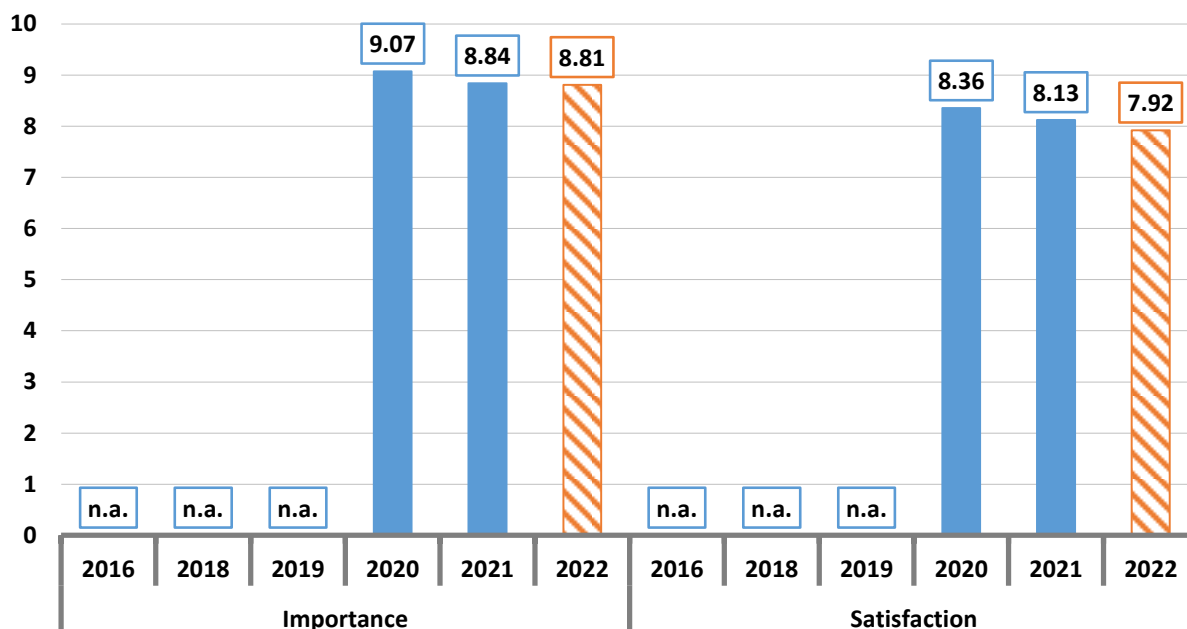
This ranks the waste transfer station 9th in terms of satisfaction.

This includes 68.3% “very satisfied” respondents and six percent “dissatisfied”, based on a total sample of 347 of the 348 (44.0%) of 800 respondents who had used the facility in the last 12 months.

Given the relatively small sample size at the age structure level, no measurable variation by age structure was observed. There was also no meaningful variation observed by gender or language spoken at home.

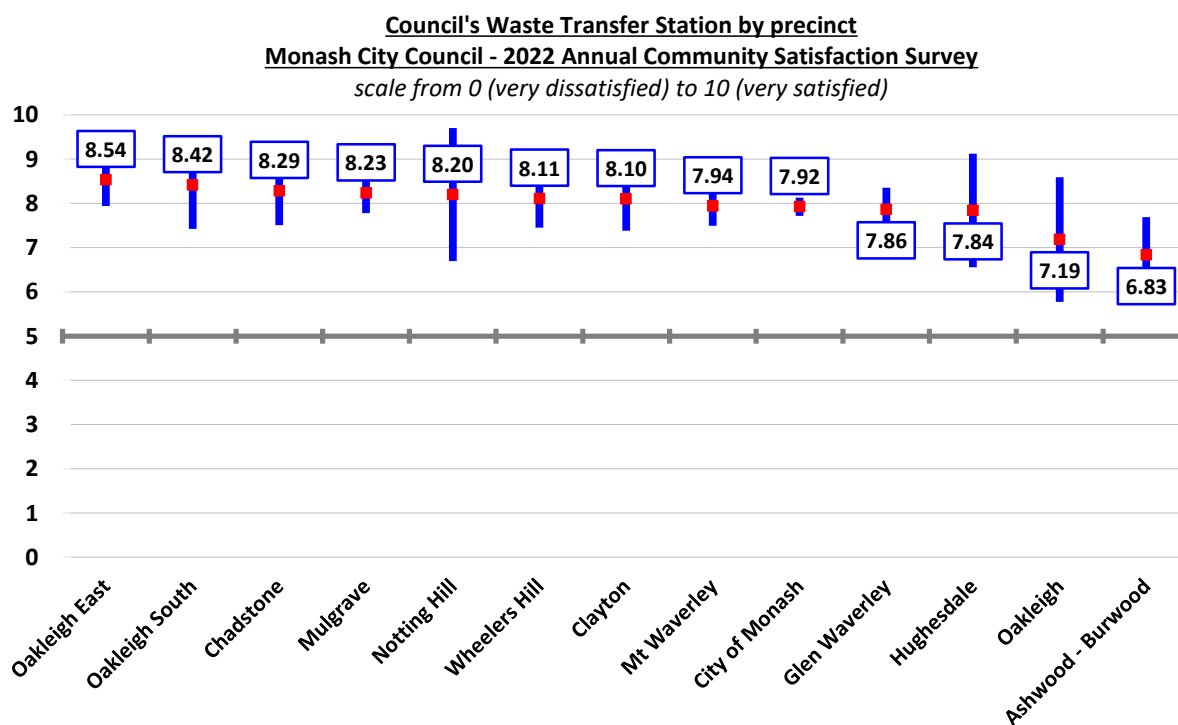
This facility was not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne comparison is available.

Importance of and satisfaction with Council's Waste Transfer Station
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was some measurable variation in satisfaction with the waste transfer station observed across the municipality, with respondents from Ashwood-Burwood measurably less satisfied than average, and at a “good”, rather than an “excellent” level of satisfaction.





Infrastructure Division – other

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

The crosshairs represent the average importance (8.61) and average satisfaction (7.55) of all 28 Council services and facilities included in the 2022 *Annual Community Satisfaction Survey*.

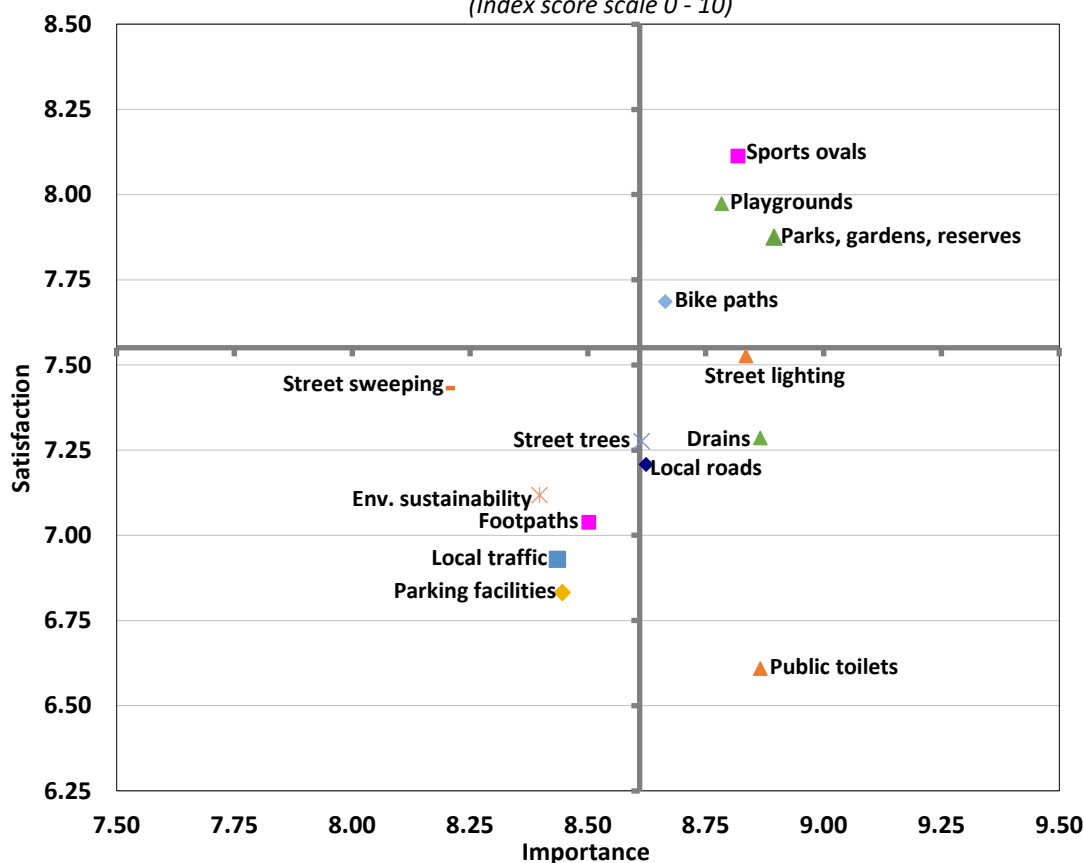
The sports and recreation facilities, as well as playgrounds and bike paths / shared pathways, were of higher-than-average importance and received higher-than-average satisfaction scores.

The infrastructure facilities such as drains, roads, footpaths, and street lighting were of all of approximately average importance, and all received average or somewhat lower than average satisfaction scores. These results are generally consistent with those recorded in previous years.

The facilities of most concern were, again in 2022, public toilets, which was of marginally higher than average importance, but received a measurably lower than average satisfaction score.



Importance of and satisfaction with infrastructure (other) division
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 16th most important of the 28 included services and facilities this year. The average importance declined 4.8% this year, a larger decline than the average decline in importance of all 28 services and facilities of 3.2%.

Satisfaction with the maintenance and repair of sealed local roads declined somewhat, but not measurably this year, down 3.6% to 7.21, which is a “good”, down from a “very good” level of satisfaction.

This result was the lowest satisfaction with the maintenance and repair of sealed local roads observed since the survey commenced in 2016 and was below the long-term average since 2016 of 7.56.

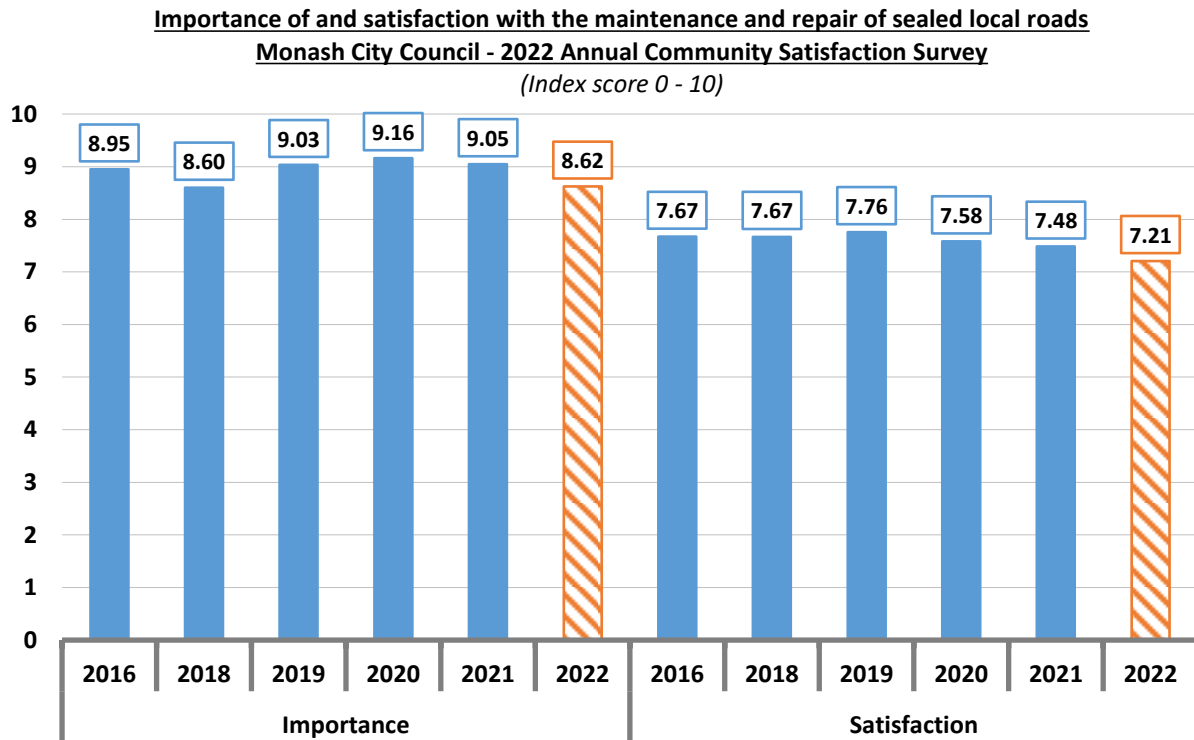
This ranks the service 22nd in terms of satisfaction.

This includes 52.2% “very satisfied” respondents and 8.7% (up from 1.9%) “dissatisfied”, based on a total sample of 772 of the 800 respondents.

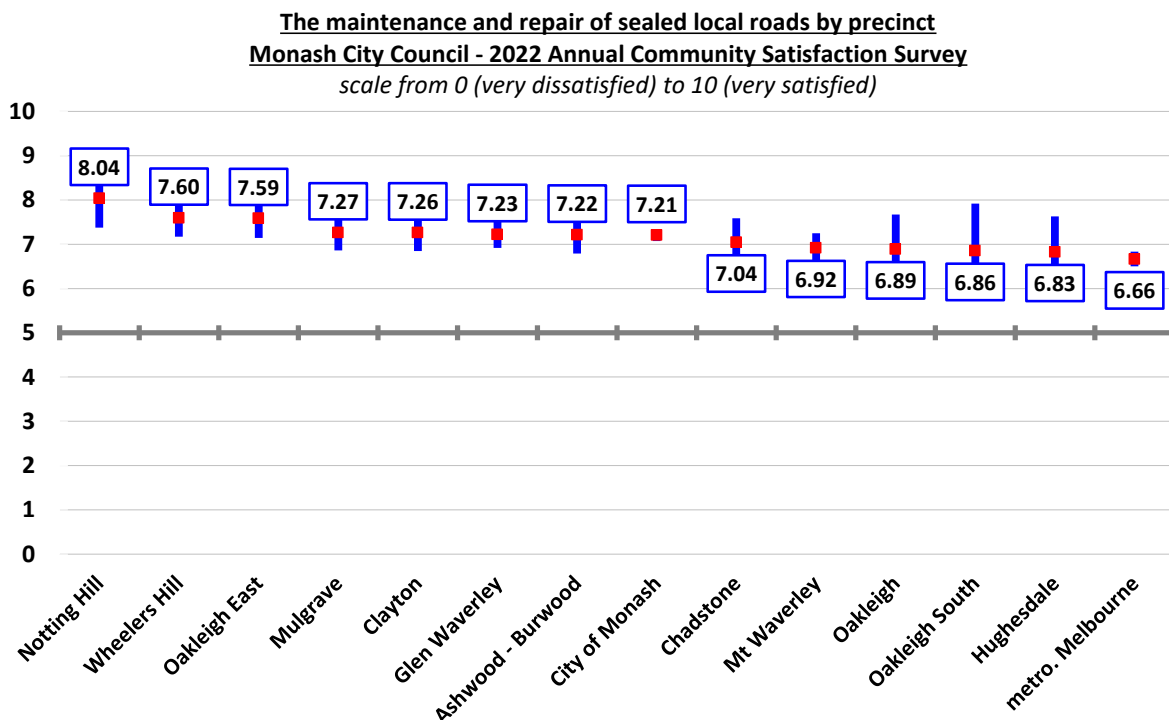
There was only relatively minor variation in satisfaction with the maintenance and repair of sealed local roads observed by the respondents’ age structure, with middle-aged aged 45 to 59 years (6.78) and older adults aged 60 to 74 years (6.80) somewhat less satisfied than average. There was no significant variation observed by gender or language spoken at home.



By way of comparison, despite the decline in satisfaction reported this year, this result remains measurably and significantly higher than the 2022 metropolitan Melbourne average satisfaction with “the maintenance and repair of sealed local roads”, as recorded in the *Governing Melbourne* research.



There was statistically significant variation in satisfaction with the maintenance and repair of sealed local roads observed across the municipality, with respondents from Notting Hill measurably more satisfied than average, and at an “excellent” level of satisfaction.



Footpath maintenance and repairs

Footpath maintenance and repairs was the 20th most important of the 28 included services and facilities this year, with the average importance declining 6.7% this year, a larger decline than the average decline of 3.2%. In 2021, footpath maintenance and repairs were ranked fourth.

Satisfaction with footpath maintenance and repairs declined marginally, but not measurably this year, down 2.4% to 7.04, although it remains at a “good” level.

This result was marginally below the long-term average satisfaction since 2016 of 7.28 and was the lowest level of satisfaction with footpath maintenance and repairs recorded since 2016.

This ranks the service 24th in terms of satisfaction, and one of only seven services and facilities to record a satisfaction score measurably lower than the average satisfaction with all 28 services and facilities (7.55).

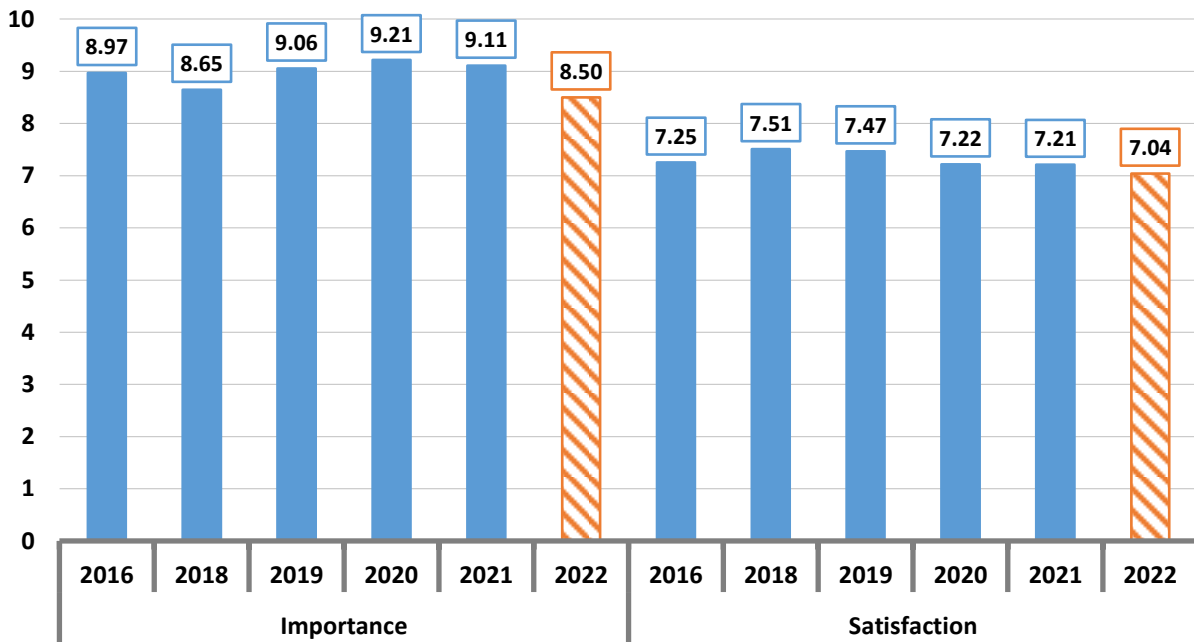
This includes 46.8% “very satisfied” respondents and 9.1% (up from 3.4%) “dissatisfied” respondents, based on a total sample of 781 of the 800 respondents.

There was some variation in satisfaction with footpath maintenance and repairs observed by the respondents’ age structure, with young adults aged 18 to 34 years (7.48) somewhat more satisfied than average, and older adults aged 60 to 74 years (6.49) somewhat less satisfied than average. There was no significant variation observed by gender, however, respondents from multilingual households (7.31) were somewhat more satisfied than respondents from English speaking households (6.85).

By way of comparison, despite the decline in satisfaction recorded this year, this result was notably, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction of 6.74, as recorded in the *Governing Melbourne* research.

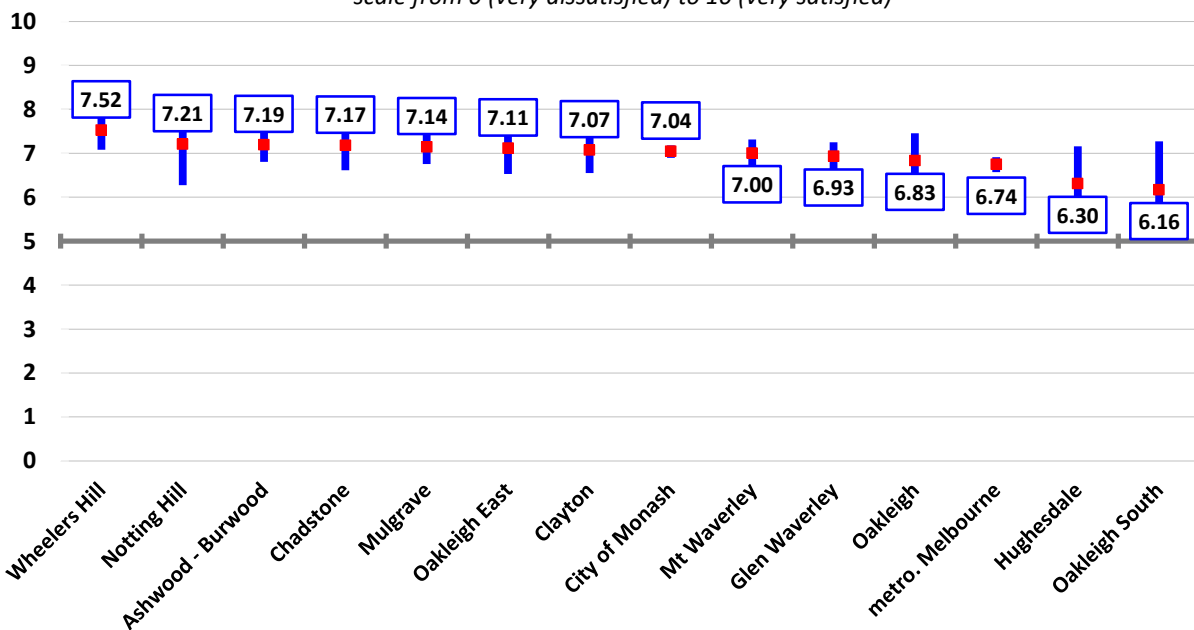


Importance of and satisfaction with footpath maintenance and repairs
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was no statistically significant variation in satisfaction with footpath maintenance and repairs observed across the municipality. It is noted, however, that respondents from Wheelers Hill rated satisfaction as “very good”, whilst respondents from Hughesdale and Oakleigh South rated satisfaction at “solid” levels of satisfaction.

Footpath maintenance and repairs by precinct
Monash City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Street sweeping

Street sweeping was the 24th most important of the 28 included services and facilities and was one of five services and facilities to record an importance score that was measurably lower than the average of all services and facilities. The average importance declined measurably this year, down 7.6% to 8.20.

Satisfaction with street sweeping declined marginally, but not measurably this year, down 1.2% to 7.42, although it remains at a “very good” level of satisfaction.

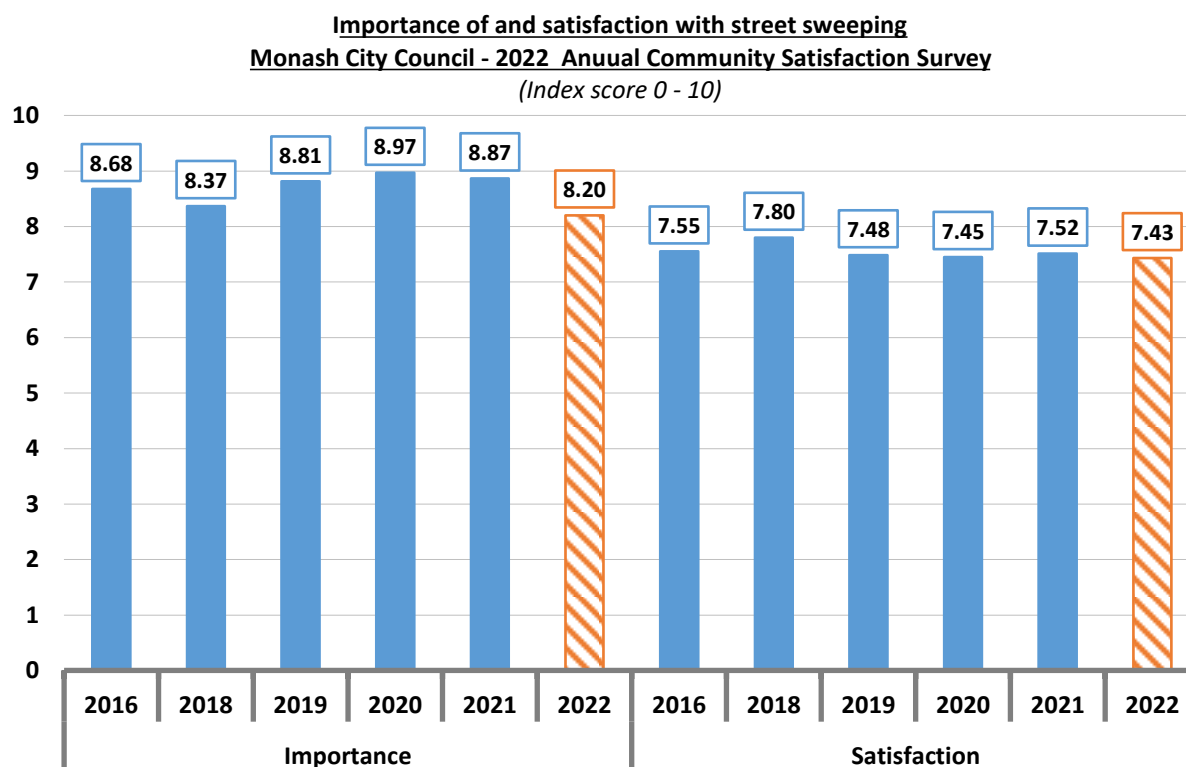
This result remains consistent with the long-term average satisfaction since 2016 of 7.53.

This ranks street sweeping 17th in terms of satisfaction.

This result includes 55.3% “very satisfied” respondents and 7.5% “dissatisfied”, based on a total of 739 of the 800 respondents.

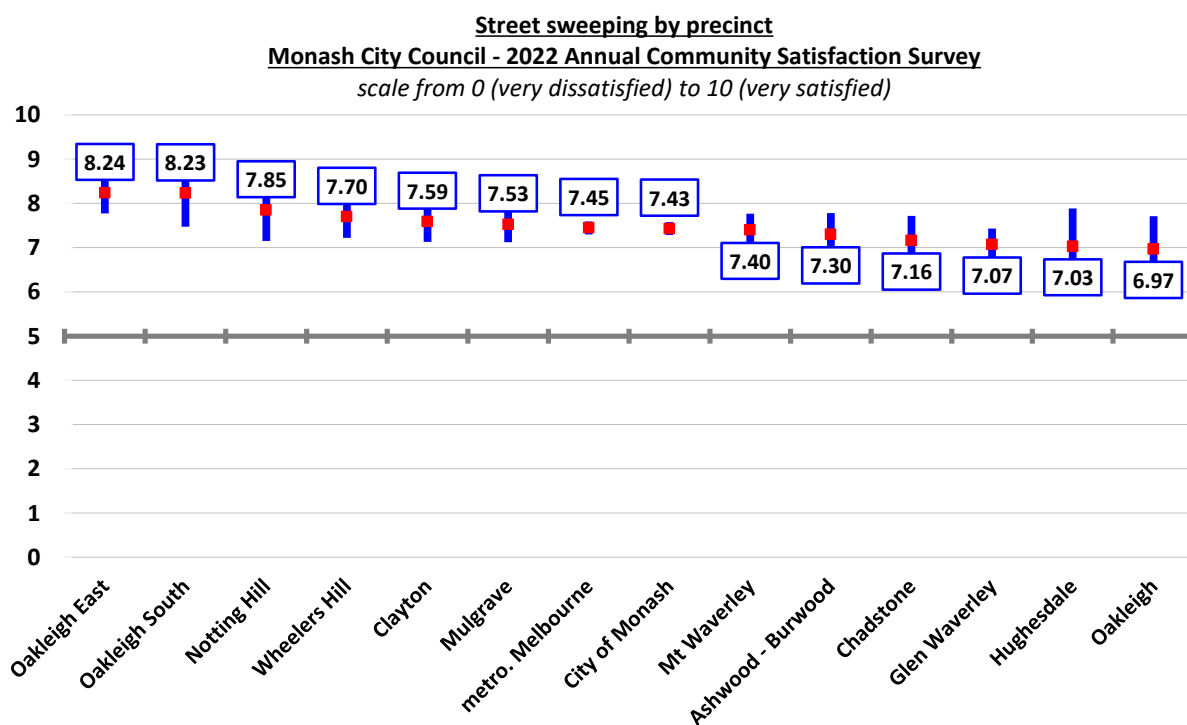
There was some variation in satisfaction with street sweeping observed by the respondents’ age structure, with middle-aged adults aged 45 to 59 years (7.03) somewhat less satisfied than average. There was no significant variation observed by language spoken at home, however, female respondents (7.67) were notably more satisfied than males (7.19).

By way of comparison, this result was almost identical to the 2022 metropolitan Melbourne average satisfaction with “street sweeping” of 7.45.



There was statistically significant variation in satisfaction with street sweeping observed across the municipality, with respondents from Oakleigh East measurably more satisfied than average, and at an “excellent” level.





Drains maintenance and repairs

Drains maintenance and repairs was the 18th most important of the 28 included services and facilities. The average importance of drains maintenance and repairs declined 4.7% this year, somewhat higher than the average decline in importance of 3.2%.

Satisfaction with drains maintenance and repairs declined marginally, but not measurably this year, down 1.9% to 7.29, although it remains at a “very good” level of satisfaction.

Satisfaction with drains maintenance and repairs has trended somewhat lower over time, declining 6.2% since 2016.

It is noted that the 2022 result was the lowest level of satisfaction with drains maintenance and repairs recorded for the City of Monash and was lower than the long-term average satisfaction since 2016 of 7.56.

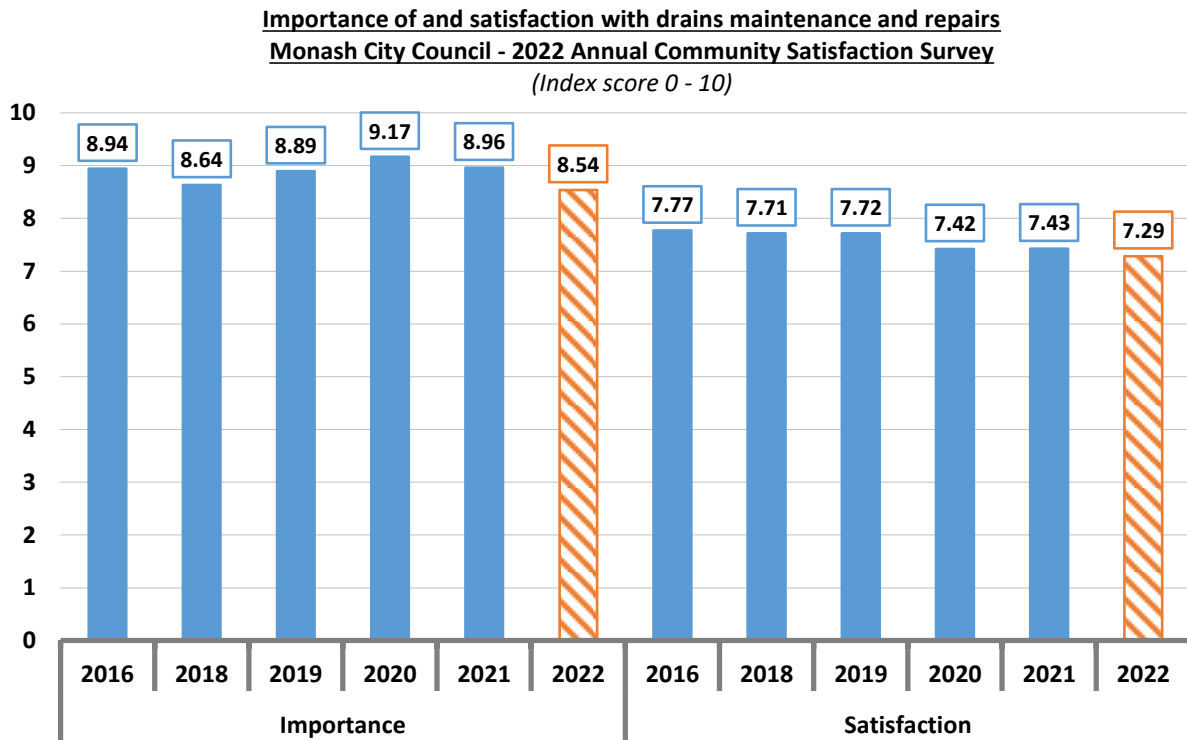
This result ranks drains maintenance and repairs 19th in terms of satisfaction.

This result includes 54.5% “very satisfied” respondents and 8.6% “dissatisfied”, based on a total sample of 738 of the 800 respondents.

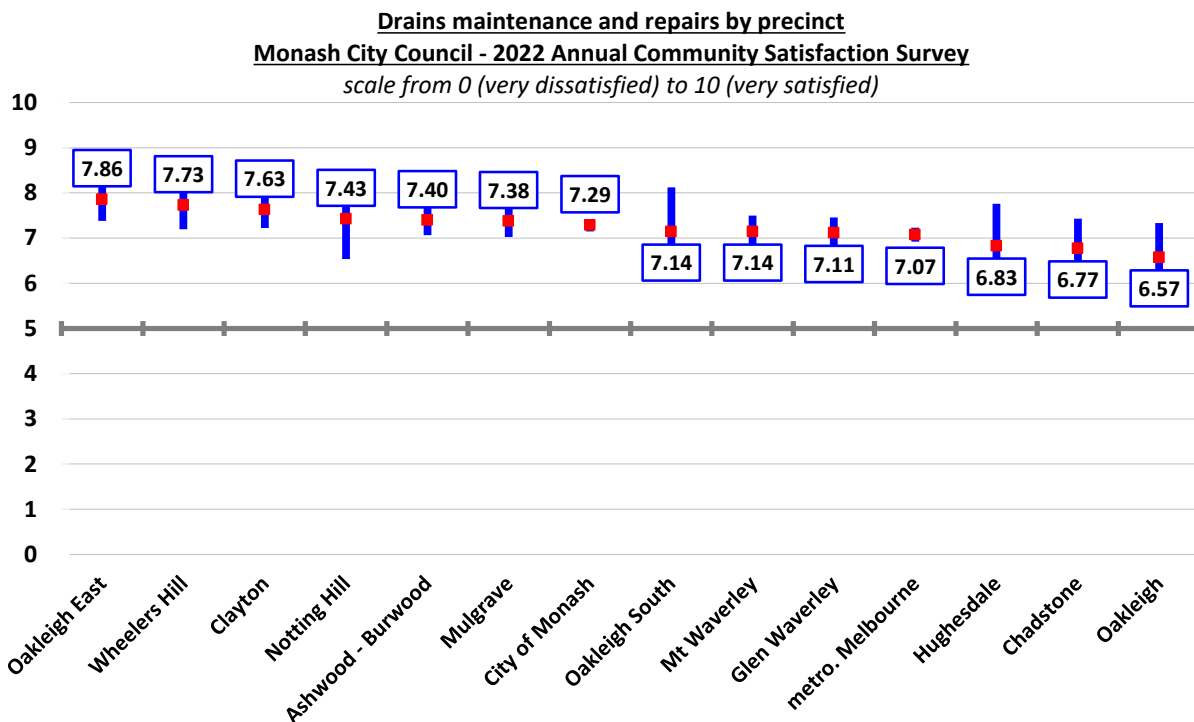
There was no statistically significant variation in satisfaction with drains maintenance and repairs observed by respondent profile, including age structure, gender, and language spoken at home. It is noted, however, that middle-aged adults aged 45 to 59 years (6.78) were somewhat less satisfied than the municipal average.



By way of comparison, this result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “drains maintenance and repairs” of 7.07.



Whilst there was no statistically significant variation in satisfaction with drains maintenance and repairs observed across the municipality, it is noted that respondents from Oakleigh East were notably more satisfied than average, and at an “excellent” rather than a “very good” level of satisfaction.



Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 9th most important of the 28 included services and facilities this year. The average importance declined marginally this year, down 2.5%, which was lower than the average decline in importance of 3.2% this year.

Satisfaction with the provision and maintenance of street lighting declined notably, but not measurably this year, down 4.4% to 7.53, which was a “very good”, down from an “excellent” level of satisfaction.

This result was identical to the long-term average satisfaction since 2016 of 7.53.

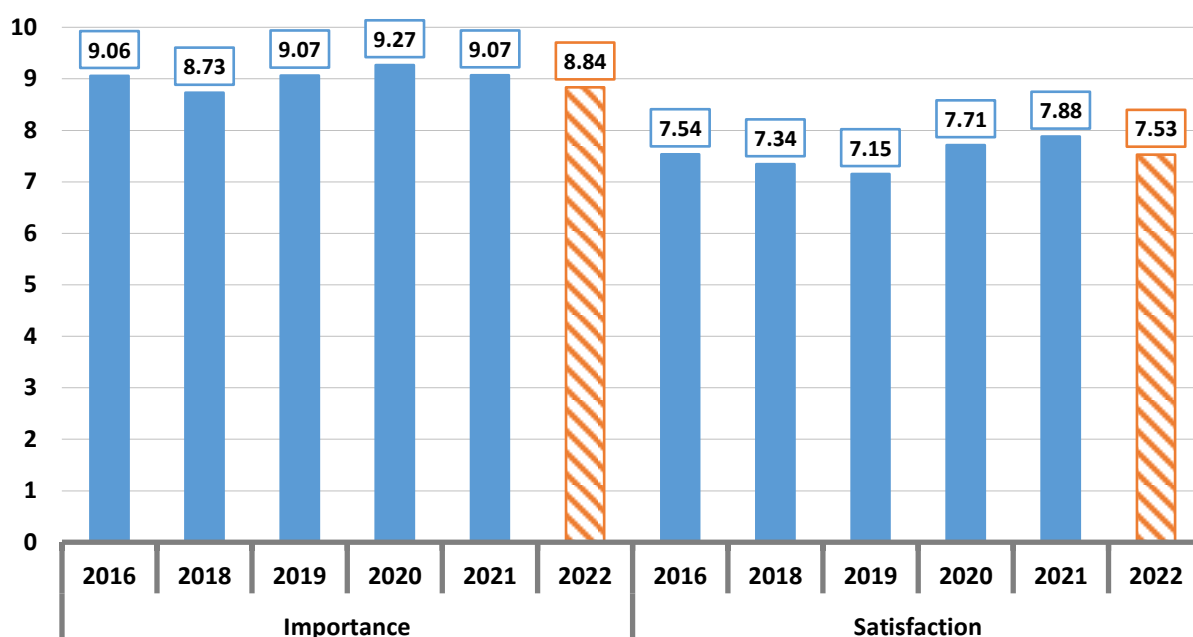
This ranks the provision and maintenance of street lighting 15th in terms of satisfaction.

This includes 58.5% “very satisfied” respondents and 7.8% “dissatisfied”, based on a total sample of 778 of the 800 respondents.

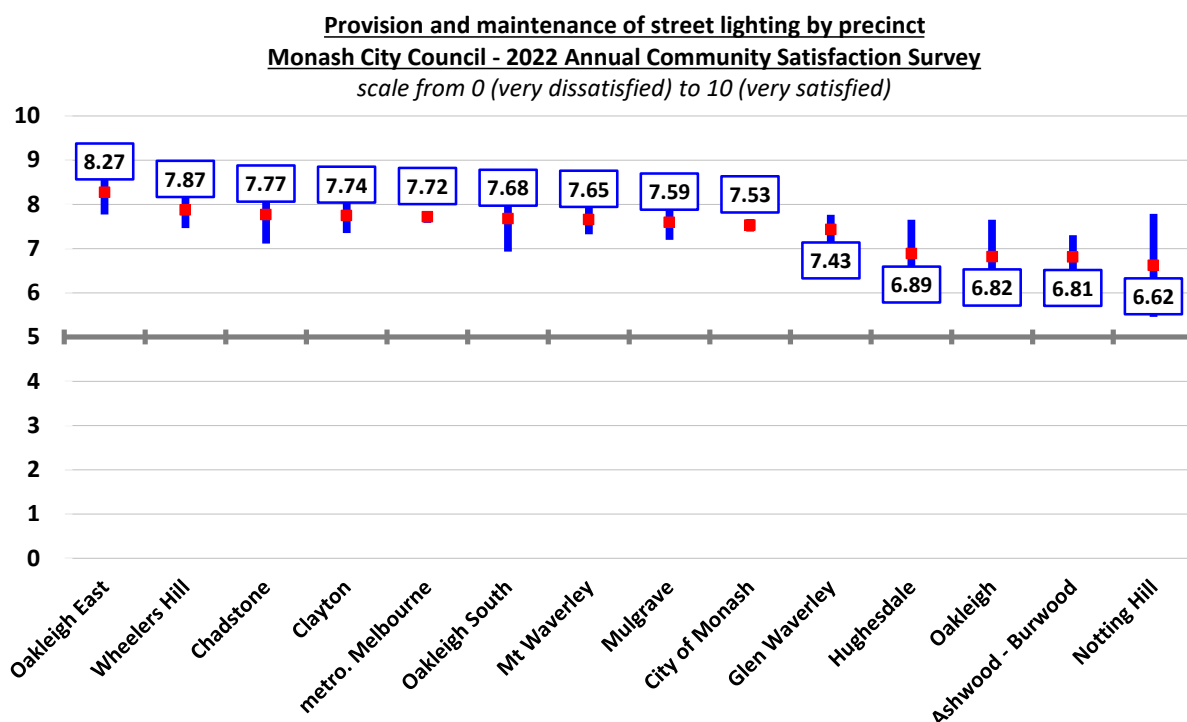
There was measurable variation in satisfaction with the provision and maintenance of street lighting observed by age structure, with senior citizens aged 75 years and over (8.39) measurably more satisfied than average. There was no measurable variation observed by gender or language spoken at home.

By way of comparison, this result marginally, but not measurably lower than the 2022 metropolitan Melbourne average satisfaction with the “provision and maintenance of street lighting” of 7.72, as recorded in the *Governing Melbourne* research.

Importance of and satisfaction with provision and maintenance of street lighting
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was statistically significant variation in satisfaction with the provision and maintenance of street lighting observed across the municipality. Respondents from Oakleigh East were measurably more satisfied than average and at an “excellent” level, and respondents from Ashwood-Burwood were measurably less satisfied and Notting Hill notably less satisfied.



Provision of parking facilities

The provision of parking facilities was the 21st most important of the 28 included services and facilities. The importance of these facilities declined notably this year, down 4.6%, which was larger than the average decline in importance this year of 3.2%.

Satisfaction with the provision of parking facilities declined marginally, but not measurably this year, down 3.3% to 6.83, although it remains at a “good” level of satisfaction.

This result was only very marginally lower than the long-term average satisfaction since 2016 of 6.95.

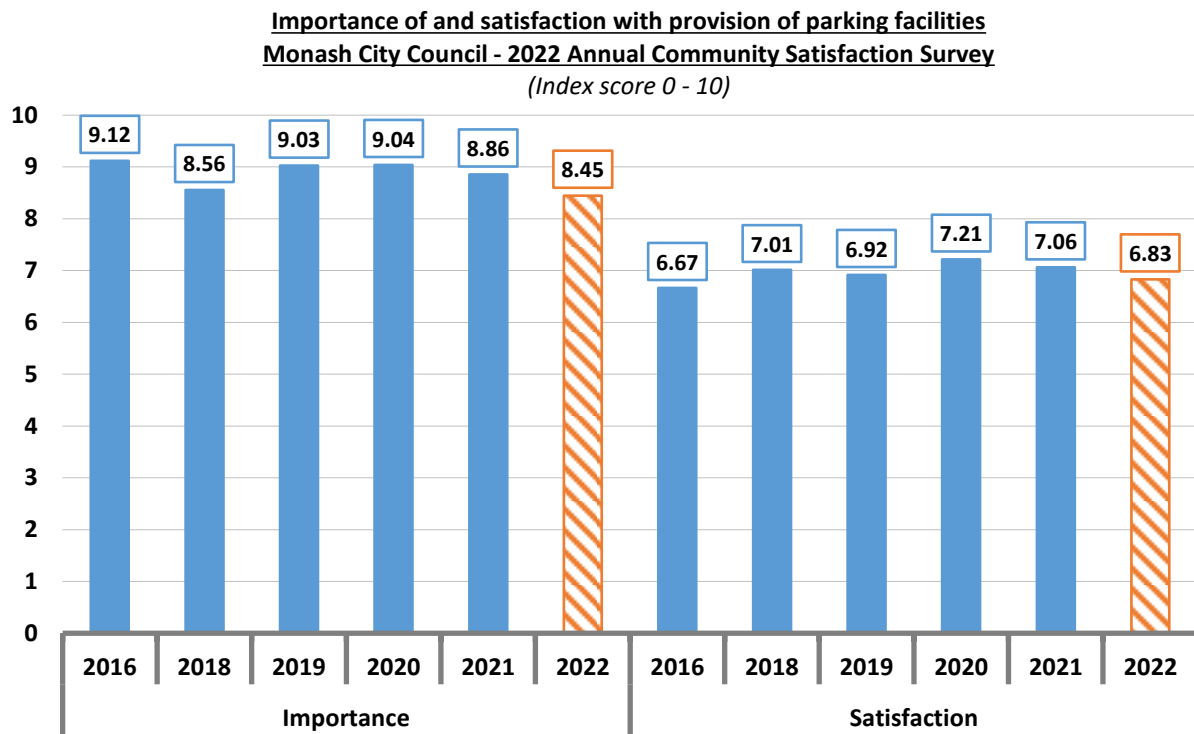
This ranks the provision of parking facilities 26th in terms of satisfaction, and one of only seven services and facilities to record a satisfaction score measurably lower than the average satisfaction with all 28 services and facilities (7.55).

This includes 43.6% “very satisfied” respondents and 12.7% “dissatisfied”, based on a total sample of 741 of the 800 respondents.

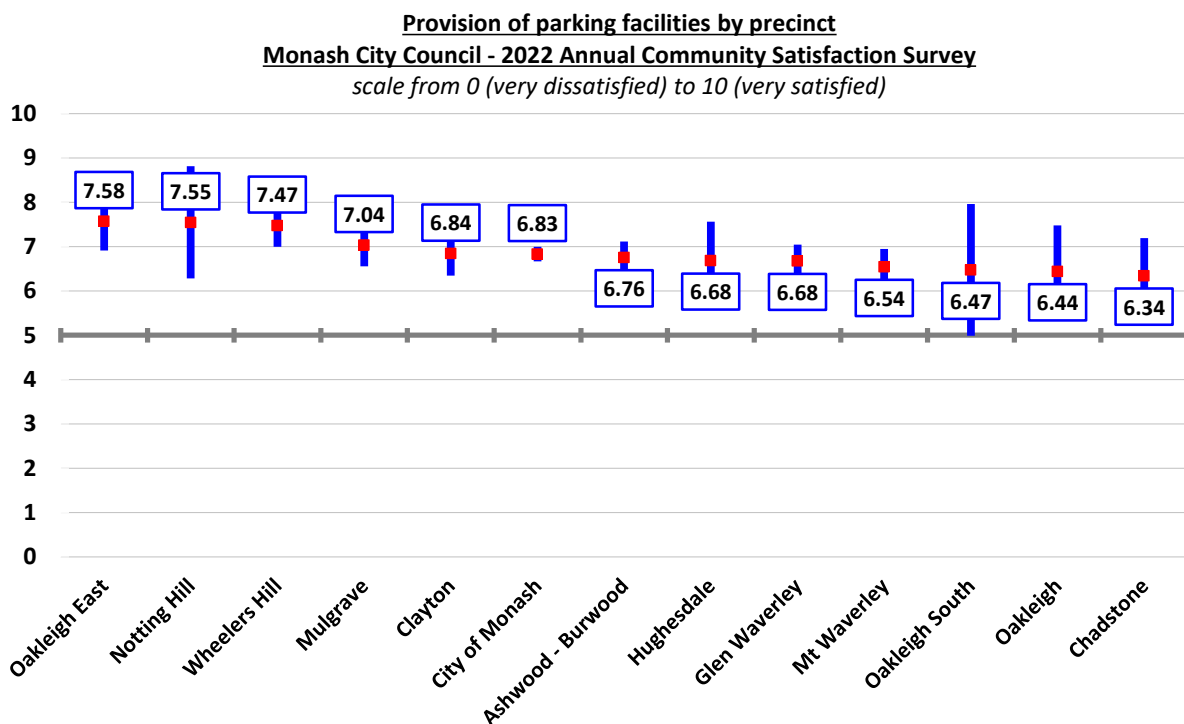
There was some measurable variation in satisfaction with the provision of parking facilities observed by the respondents’ age structure, with middle-aged adults aged 45 to 59 years (6.34) measurably less satisfied than average, and senior citizens aged 75 years and over (7.55) measurably more satisfied. There was no meaningful variation in satisfaction observed by the respondents’ gender or language spoken at home.



These facilities were not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne comparison can be provided.



Whilst there was no statistically significant variation in satisfaction with the provision of parking facilities observed across the municipality, it is noted that respondents from Oakleigh East were notably more satisfied than average, and at a “very good” level of satisfaction. It is also noted that respondents from Oakleigh South, Oakleigh and Chadstone were notably less satisfied than average and at “solid” rather than “good” levels of satisfaction.



Local traffic management

Local traffic management was the 22nd most important of the 28 included services and facilities this year. The average importance declined notably, down a statistically significant 5.1% to 8.44. This was a larger decline than the average decline in importance with services and facilities this year of 3.2%.

Satisfaction with local traffic management declined a statistically significant 5.1% this year, down from 7.31 to 6.93, which is a “good”, down from a “very good” level of satisfaction.

This result was somewhat lower than the long-term average satisfaction since 2016 of 7.20.

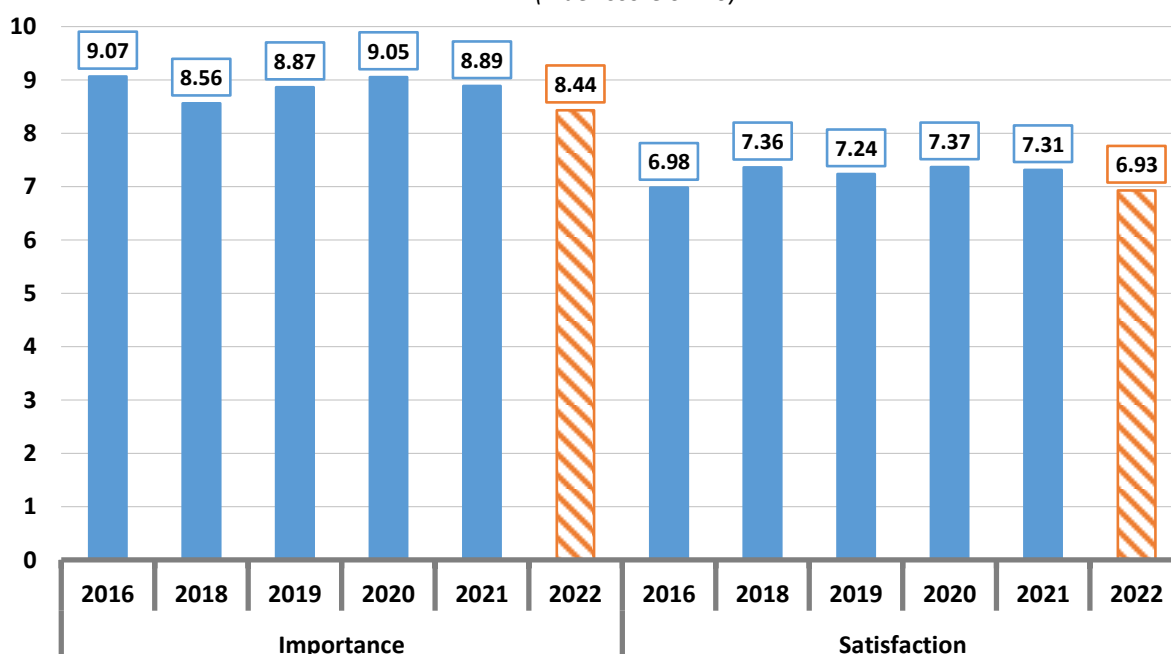
This ranks local traffic management 25th in terms of satisfaction, and one of only seven services and facilities to record a satisfaction score measurably lower than the average satisfaction with all 28 services and facilities (7.55).

This result includes 44.9% “very satisfied” respondents and 9.8% “dissatisfied”, based on a total sample of 751 of the 800 respondents.

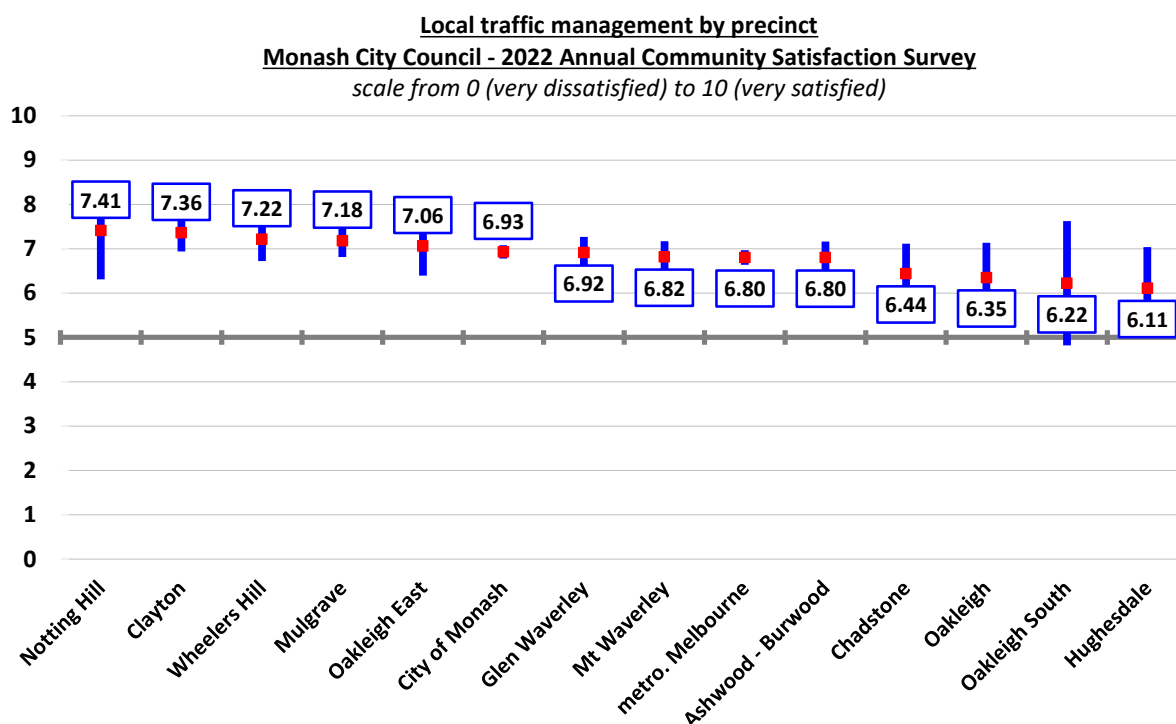
There was some notable variation in satisfaction with local traffic management observed by the respondents’ age structure, with middle-aged adults aged 45 to 59 years (6.58) and older adults aged 60 to 74 years (6.62) notably less satisfied than average, and senior citizens aged 75 years and over (7.37) measurably more satisfied than average. There was no measurable variation observed by gender or language spoken at home.

By way of comparison, despite the measurable decline in satisfaction recorded this year, this result was marginally but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “local traffic management” of 6.80, as recorded in *Governing Melbourne*.

Importance of and satisfaction with local traffic management
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was no statistically significant variation in satisfaction with local traffic management observed across the municipality. It is noted, however, that respondents from Chadstone, Oakleigh, Oakleigh South, and Hughesdale all rated satisfaction at “solid” rather than “good” levels of satisfaction.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 17th most important of the 28 included services and facilities this year, with a small 3.2% decline in average importance in line with the 3.2% average decline this year.

Satisfaction with the provision and maintenance of street trees declined notably, but not measurably this year, down 4.7% to 7.28, although it remains at a “very good” level.

This result was marginally, but not measurably lower than the long-term average satisfaction since 2016 of 7.43.

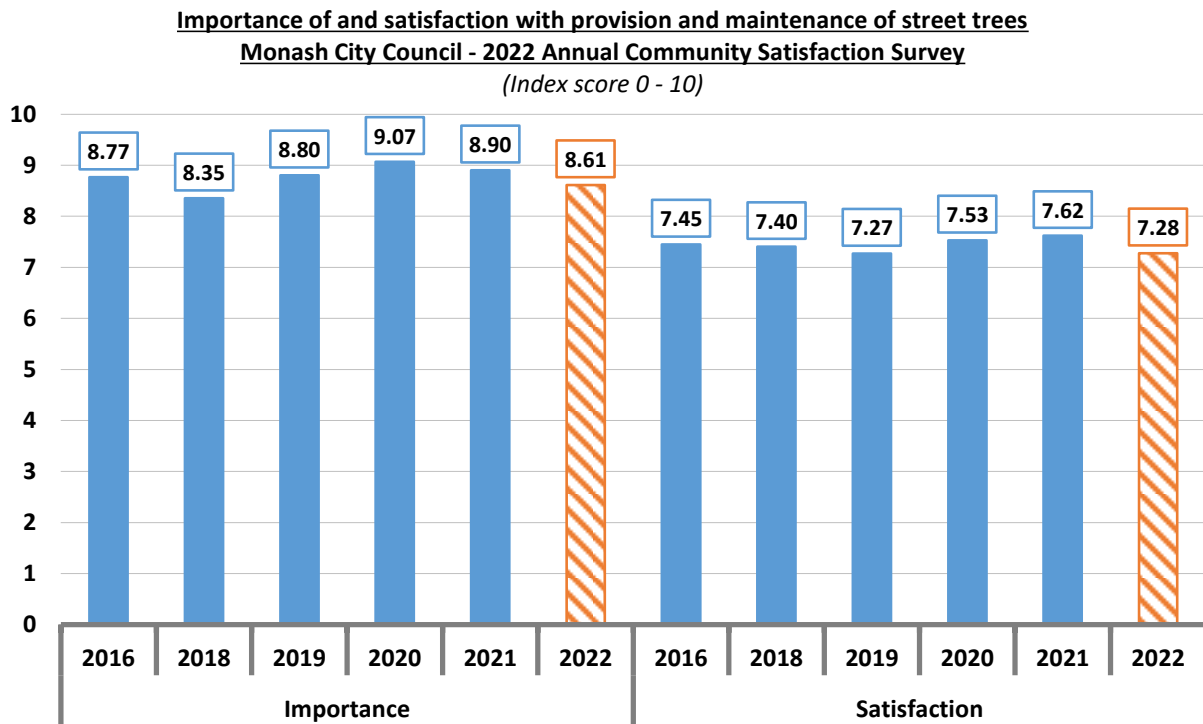
This ranks the provision and maintenance of street trees 21st in terms of satisfaction.

This result includes 51.3% “very satisfied” respondents and 8.8% “dissatisfied”, based on a total sample of 761 of the 800 respondents.

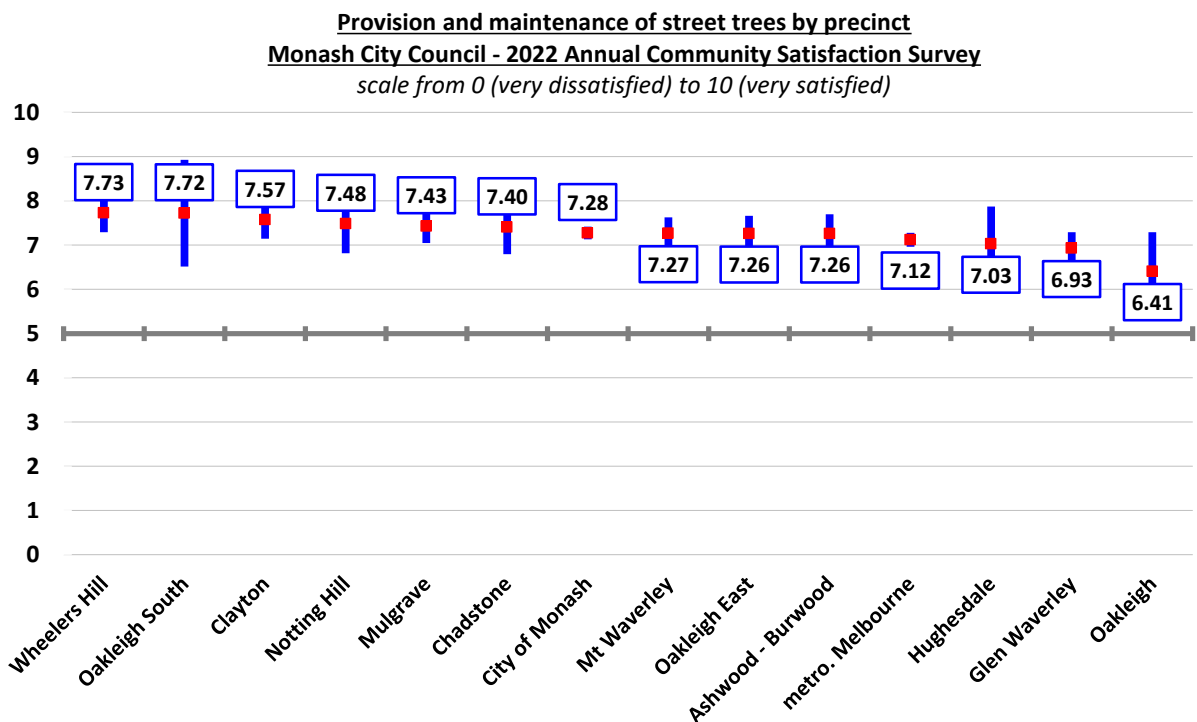
There was some notable variation in satisfaction with the provision and maintenance of street trees observed by the respondents’ age, with young adults aged 18 to 34 years (7.74) notably more satisfied, and older adults aged 60 to 74 years (6.69) notably less satisfied. There was no meaningful variation in this result observed by the respondents’ gender or language spoken at home.



By way of comparison, this result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “the provision and maintenance of street trees” of 7.12, as recorded in the *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the provision and maintenance of street trees observed across the municipality. It is noted, however, that the 32 respondents from Oakleigh rated satisfaction notably, but not measurably lower, and at a “solid” rather than a “good” level of satisfaction.



There was a total of 96 comments received from respondents who were not satisfied with the provision and maintenance of street trees.

Most of these comments were related to the perception of inadequate maintenance of street trees, with issues such as maintenance (30 comments), removal of tree debris / damaged / dead trees (11 comments), overgrown / dangerous trees (11 comments), trees overhanging footpaths / roads / property (6 comments), and trees uprooting footpaths (4 comments).

There were also 15 comments received from respondents related to the choice of trees used.

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>	
Not maintained	11
Need to be trimmed	4
A lot of trees and branches they are not cutting	2
Could be maintained better	1
Gumtree branches dangerous and not removed even after request and investigation	1
Must be chopped too much because of power lines	1
Some trees planted years ago still haven't grown	1
The maintenance of street trees is terrible	1
The reason is because they plant trees on these normal pathways near the house. They should look after trees by trimming and maintenance. When the leaves fall in my property, and you must clean it up	1
They are not trimming trees that are coming into property and when trees are falling on footpath the Council tell me to remove in (Nelson Avenue)	1
They keep butchering the trees, stop it. They don't need to. There is no thought behind that	1
They trim too much	1
To trim nicely, not just to cut away from powerline in the whole area	1
Tree branches cut down properly, so it touches the electric wire	1
Trees along Waverly that distracts view	1
Trees planted haven't grown	1
Total	30
<i>Choice of trees</i>	
Choice of trees originally was short sighted could be improved. Lilly Pillies dropping all over footpath, bark stripping everywhere. Huge leaves falling into everyone's yards	1
Don't like gum trees. Bizley St. Chop under line	1
Keep getting taken and replaced with tiny trees if at all	1
Planted wrong trees in wrong areas, should take out and plant elsewhere, never replace fallen trees in parks	1



Should be prettier street trees. Need new species	1
The inappropriate trees under power lines, and then spending too much time and money cleaning damage. Plant appropriate trees instead.	1
No consistency with trees	1
They cut down a tree in front of my house and replaced another one (gumtree) which I'm not satisfied (21 Harlington St)	1
Trees planted are not within regulation and branches everywhere	1
We have a tree in front of our nature strips outgrown, drop leaves and gum nuts. I would like some other trees instead of gum trees (26 Danien St)	1
Council planted a tree on the nature strip even though I do not want it	1
Gumtree drops nuts and makes footpaths slippery	1
Remove trees that throw buds	1
Tree is inappropriate for nature strip	1
Not happy with the street trees totally horrendous	1
Total	15

Removal of tree debris / damaged / dead trees

100 trees got cut down a few years ago and the trees haven't been cleared for past 6 months	1
After the storm had lots of trees and they didn't collect	1
Faster in collecting damaged trees that are obstructing ways in all areas	1
Old trees that are dead they refuse to clean. But if we clean it, we get a fine	1
One outside of my place is dead, needs a new one. Reid St Ashwood	1
The large tree debris took a long time to be collected	1
The trees seem to be collapse on to our houses. I was told it would be removed but it has not been done. Eva St	1
There are a lot of trees after storm	1
There was a storm, tree cracked and blocked the road, but didn't take care of it. It is still on the nature strip	1
They are not getting rid of the trees on Dallas St	1
Trees are losing bark	1
Total	11

Overgrown / dangerous trees

Lot of out of hand / overgrown trees	4
Gumtree on nature strip needs to go because dangerous branches, Council won't action	1
Lots of old and dangerous trees, not enough trees	1
Madigan Dr has two very dangerous mature trees waiting to fall, widowmakers	1
Overgrown tree branches and grass (Glen Waverley)	1
The trees on Waverly Rd are extremely dangerous (Stephensons Rd)	1
There are lots of trees on the nature strip that are overgrown, and the branches are hanging down	1
Tree outside house. Getting dangerous height, scared of falling onto house	1
Total	11

Trees overhanging footpaths / roads / property

Bus driver. Trees too low for bus	1
Constantly must clean my garden	1
Major problem with residential overhanging limbs over footpaths	1
Recently had a tree limb fall and has a tree limb over a property	1



Trees and bushes hang over the footpath	1
We live in the city and some trees are growing over to our property	1
Total	6
<i>Tree roots uprooting footpaths</i>	
Because they don't solve the cause of the problem. They patch the footpaths instead of cutting the roots	1
Issues with nature strip trees, the roots are taking over the footpath	1
Tree roots coming onto pavements need to be addressed immediately	1
Trees are blocking the footpath	1
Total	4
<i>Trees and powerlines</i>	
Powerlines cut through tree	1
Some trees too close to power lines, tree choices too high and bushy, end up with ugly holes cut out and leaves branches hanging over road	1
The trees grew around the electric overhead cables and Council has denied responsibility to maintain the trees	1
There should be better maintenance of the trees when they interfere with the wiring	1
Total	4
<i>Other</i>	
More trees will be better	3
Don't fix the problem when reported	2
Council not letting me cut tree down in own yard	1
Happy to fine when it's your responsibility but very slow to act when it's theirs	1
Native trees are causing the streets of Monash to be ugly	1
Not enforcing proper street maintenance	1
Possums are also in the trees. Every street in Mulgrave	1
The area I live is surrounded by trees, Genoa Ct	1
The Council is very reactive not proactive (Glen Waverly)	1
Tree upfront eaten by possum	1
Very bad	1
When trees are cut down, there's no consultation with the owners of the property	1
Total	15
Total	96

Public toilets

Public toilets were the 7th most important of the 28 included services and facilities. The average importance of public toilets remained stable this year, compared to an average decline in importance with all services and facilities of 3.2%.

Satisfaction with public toilets also remained almost stable this year at 6.61, down just one percent on the 6.68 recorded last year, and remains at a “good” level of satisfaction.

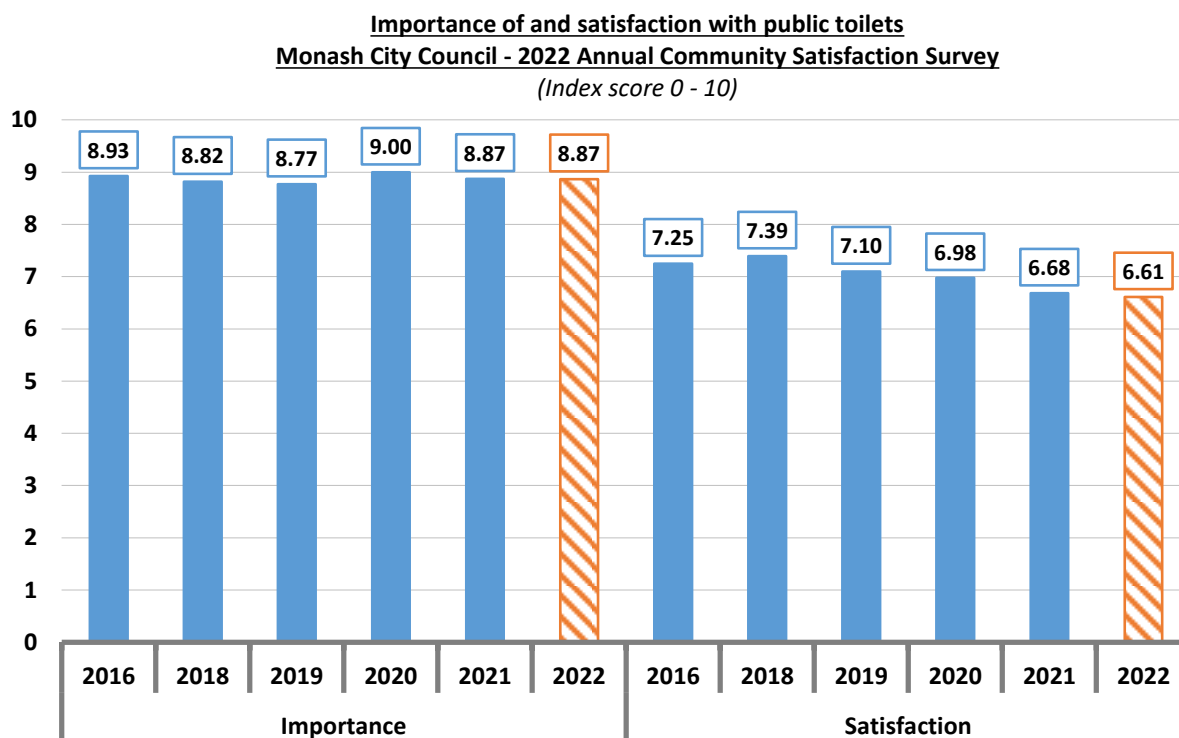


Metropolis Research notes that satisfaction with public toilets has trended very marginally lower over time, down 10.5% from the high point of 7.39 recorded in 2017, with the 2022 result was somewhat lower than the long-term average since 2016 of seven.

This ranks public toilets 27th in terms of satisfaction this year, and one of only seven services and facilities to record a satisfaction score measurably lower than the average for all 28 services and facilities (7.55).

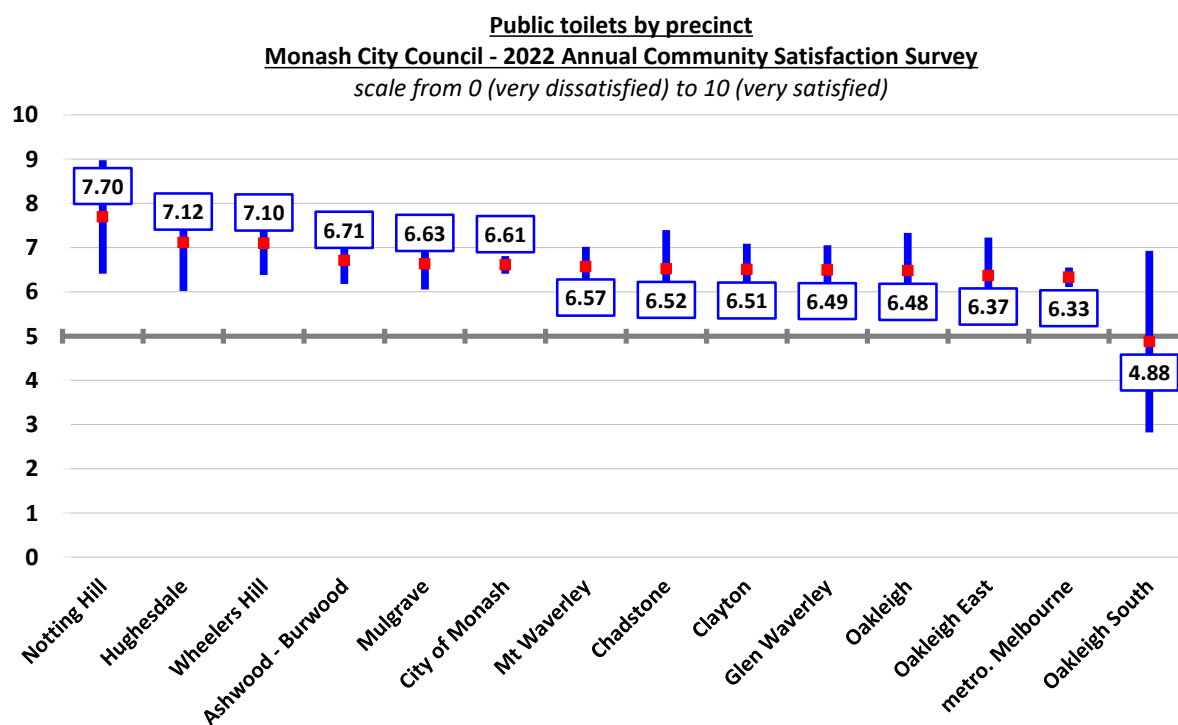
This result includes 32.9% “very satisfied” respondents and 13.6% “dissatisfied” respondents, based on a total sample of 390 of the 395 respondents (49.4%) who had used these facilities in the last 12 months. Public toilets received the lowest proportion of “very satisfied” respondents of all 28 services and facilities.

There was some notable variation in satisfaction with public toilets observed by the respondents’ age, with adults aged 35 to 44 years (5.94) notably less satisfied, and senior citizens aged 75 years and over (7.35) notably more satisfied. There was no meaningful variation in this result observed by the respondents’ gender or language spoken at home.



There was no statistically significant variation in satisfaction with public toilets observed across the municipality, due in part to the relatively small precinct sample size. It is noted, however, that the nine respondents from Notting Hill were notably more satisfied and at a “very good” level, whilst the eight respondents from Oakleigh South were notably less satisfied, and at an “extremely poor” level.





There was a total of 104 comments received from respondents who were not satisfied with public toilets, as outlined in the following table.

Most of these comments related to a perception that the toilets were inadequately maintained and were dirty, unhygienic, or clean.

There were also 15 comments received that listed specific locations of concern.

Reasons for dissatisfaction with public toilets
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Always dirty / unhygienic, never clean	27
Insufficient toilets	20
Could be cleaner / better maintenance	7
Not well maintained	7
Need more toilets in parks / playgrounds	4
Public toilets are shocking / disgusting	3
They are always locked	3
Absolutely feral amenities facilities	1
Hard to find even though there are a lot of parks etc.	1
Its dirty during afternoon	1
Lighting	1
Need to be in obvious places with lots of signage	1
Needs to be updated	1
Not all toilets are accessible	1



Not enough public toilets for children people use the bushes for their kids in parks	1
Not enough, especially at night	1
Sometimes its busy	1
The station and public toilets in carparks	1
The toilets are very unhygienic especially near the playgrounds	1
The toilets should be cleaned regularly and maintained twice on a daily basis all 7 days	1
There are limited numbers of toilets in the area and needs to be cleaner	1
There are not provided in parks and many public areas	1
There was puddles and no toilet paper, outside shopping strip	1
They stink	1
Time limit should be increased	1
Total	89

Specific locations of concern

All along Kingsway unsatisfactory, especially Karaoke Bar next to Village Cinemas	1
Brentwood Footy Ground toilets aren't open during day unless club playing	1
Clayton ones in poor condition	1
Clayton, Mulgrave public toilets need to be cleaned more often	1
Cleanliness is poor, Reg Harris Reserve. Brick Makers Park is better	1
Facilities in Portman St need to be refurbished	1
Jells Park toilet needs an upgrade	1
Need more toilets all around Monash	1
Need more toilets in Mount Waverly Shopping Centre	1
Not enough toilets on golf course	1
Public toilet needs cleaning more often	1
The toilet near the Central Reserve is always blocked and not maintained well	1
There are no public toilets in the parks. Locked toilets. Galbally Reserve	1
Used toilet near Oakleigh Police Station three times and stunk very bad	1
Some public locations like suburbs like Clayton does not have public toilets	1
Total	15

Provision and maintenance of local playgrounds

The importance of the provision and maintenance of local playgrounds was the 14th most important of the 28 included services and facilities, with an average importance of 8.78 that declined by a significantly smaller amount than the average decline in importance this year of 3.2%.

Satisfaction with the provision and maintenance of local playgrounds remained almost stale this year, down less than one percent to 7.97, although it remains at an “excellent” level.

Metropolis Research notes that satisfaction with these facilities has remained remarkably stable over the six years at a long-term average of 7.99.

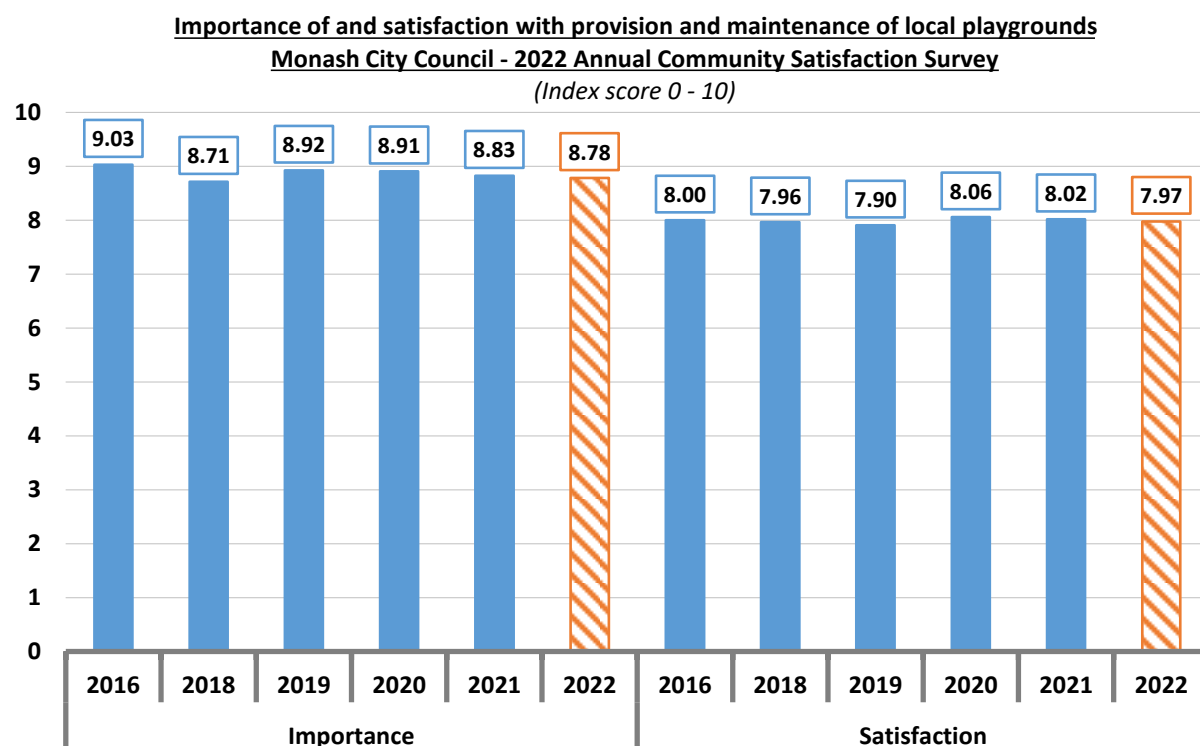
This ranks these facilities 7th in terms of satisfaction.



This result includes 65.3% “very satisfied” respondents and just four percent “dissatisfied”, based on a total sample of 423 of the 429 respondents (53.6%) who had used these facilities in the last 12 months.

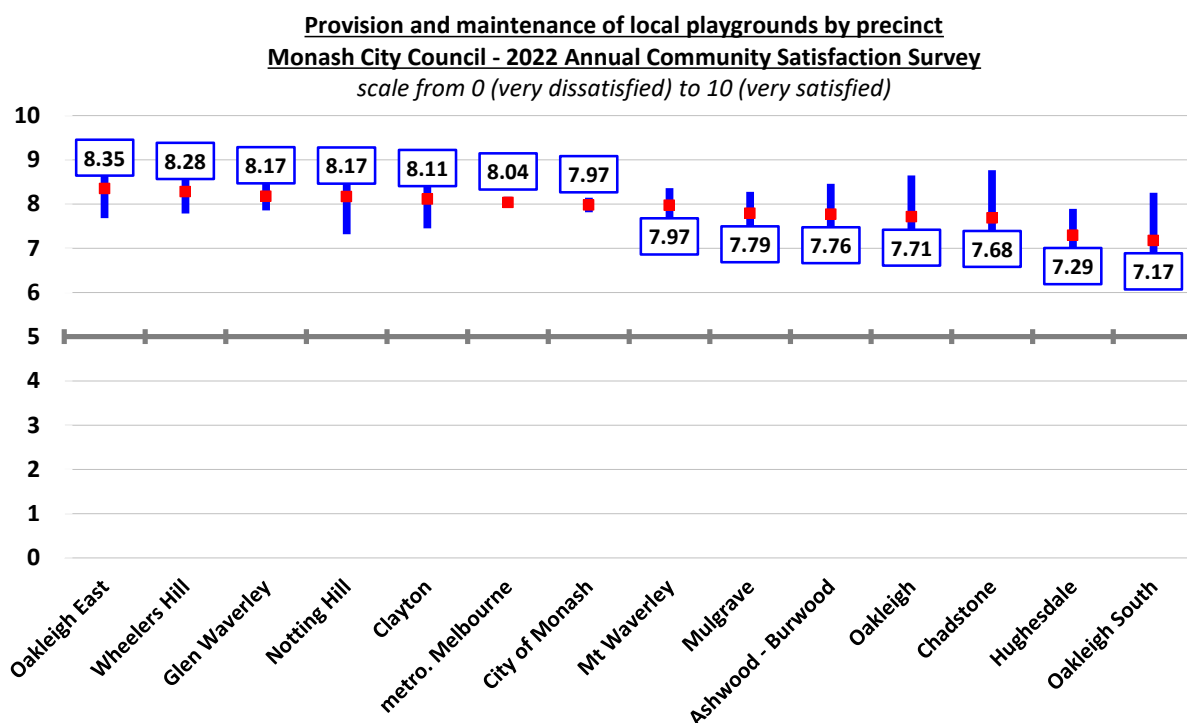
There was some variation in satisfaction with public toilets observed by the respondents’ age, with adults aged 35 to 44 years (7.63) somewhat less satisfied, and senior citizens aged 75 years and over (8.57) notably more satisfied. There was no meaningful variation in this result observed by the respondents’ gender or language spoken at home.

By way of comparison, this result was almost identical to the 2022 metropolitan Melbourne average satisfaction with “provision and maintenance of playgrounds” of 8.04, as recorded in *Governing Melbourne*.



There was no statistically significant variation in satisfaction with the provision and maintenance of local playgrounds observed across the municipality, although it is noted that the 19 respondents from Hughesdale and the 11 respondents from Oakleigh South were somewhat less satisfied than average, and at “very good” and “good” levels of satisfaction respectively.





Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 6th most important of the 28 included services and facilities this year. The importance of these facilities declined just marginally this year, down 1.8%, which was lower than the average decline in importance this year of 3.2%.

Satisfaction with the provision and maintenance of parks, gardens, and reserves declined marginally, but not measurably this year, down 2.1% to 7.88, although it remains at an “excellent” level.

This result was marginally, but not measurably below the long-term average satisfaction since 2016 of 8.01. Metropolis Research notes that despite this being the lowest satisfaction score recorded, it remains broadly consistent with the long-term average.

This ranks the provision and maintenance of parks, gardens, and reserves 11th in terms of satisfaction.

This result includes 66.2% “very satisfied” respondents and 4.6% “dissatisfied”, based on a total sample of 765 of the 800 respondents.

There was no statistically significant variation in satisfaction with these facilities observed by respondent profile, although it is noted that adults aged 35 to 44 years (7.68) and middle-aged adults aged 45 to 59 years (7.71) were marginally less satisfied than other respondents, and senior citizens aged 75 years and over (8.43) were notably more satisfied than average. There was no measurable variation observed by the respondents’ gender or language spoken at home.

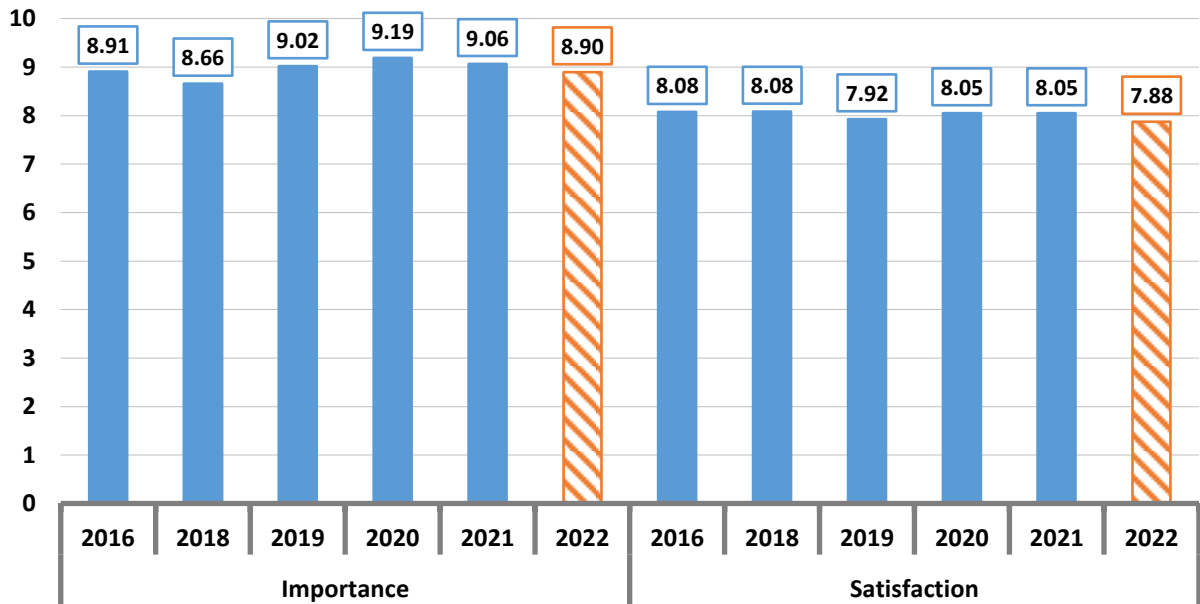


By way of comparison, this result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with the “provision and maintenance of parks and gardens” of 7.75, as recorded in *Governing Melbourne*.

Importance of and satisfaction with provision and maintenance of parks, gardens and reserves

Monash City Council - 2022 Annual Community Satisfaction Survey

(Index score 0 - 10)

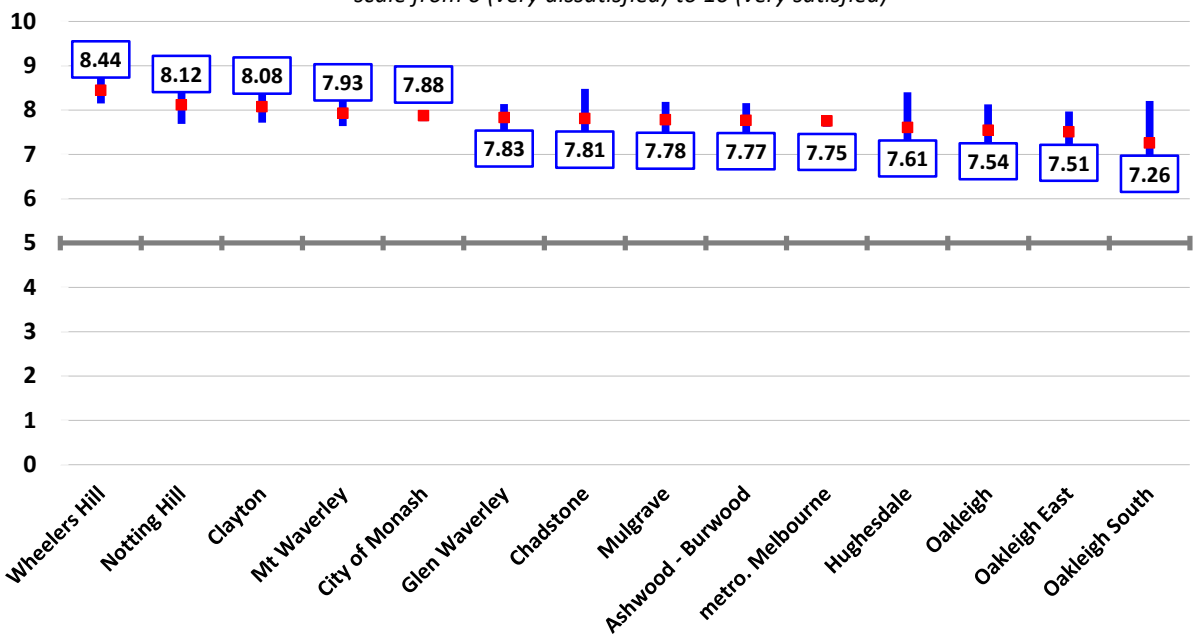


There was some measurable variation in satisfaction with the provision and maintenance of parks, gardens, and reserves observed across the municipality, with respondents from Wheelers Hill measurably more satisfied than average.

Provision and maintenance of parks, gardens, reserves by precinct

Monash City Council - 2022 Annual Community Satisfaction Survey

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



There was a total of 44 comments received from respondents who were not satisfied with the provision and maintenance of parks, gardens, and reserves, as outlined in the following table.

These comments were a mix of comments about park maintenance, as well as some comments about the need for more trees, and a perceived lack of facilities in parks, as well as 14 comments focused on specific locations of concern.

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

Monash City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Need more trees in the paths and community gardens and better utilisation & maintenance of nature strips	4
The parks have no maintenance	4
Dirty parks	3
A lot of rubbish flowing in the bins in parks and gardens	2
Other Councils put more effort into developing their parks. Monash should do the same	2
Trees & grass needs to be cut and mowed in parks	2
Building unnecessary things to destroy reserves	1
Could improve	1
Light in terms of dog parks relative to other Councils, need more of them	1
No toilet facilities	1
Not enough parks	1
Not safe	1
Park benches are always littered and unclean	1
Playground has old equipment	1
Smaller playgrounds need attention needs maintenance.	1
The equipment is bad, and the parks are not fenced	1
There should be facilities for all ages	1
Too much dog poop	1
Uneven oval and lack of facilities	1
Total	30

Specific locations of concern

Bins are never emptied in Mayfield Park	1
All over Glen Waverley is messy and has rubbish	1
The Council hardly does anything with the local park, we want chairs etc. - Argyle Reserve	1
Need more facilities such as these in Glen Waverley	1
Risky parks, especially no fencing and dogs can go onto roads - Jells Park	1
Slow development of parks in Cameron Ave	1
The grass grows too long, and the Council doesn't seem to be quick at maintaining them - High Street Rd	1
The local park is set up for kids at the end of Queens Ave	1
Too much rubbish in parks, grass not cut often enough, fire hazard - Glen Waverley North Reserve	1
Davies Reserve Playground is taking a long time to complete	1



Clayton Football Club is overgrown	1
Talbot Park needs more area for flooding	1
Kingston Parks are exemplary, local parks are murky	1
The path connecting the railway to the Army Barracks is in serious need to maintenance. The grass is disgusting	1
Total	14

Bike paths and shared pathways

Bike paths and shared pathways were the 15th most important of the 28 included services and facilities this year. The average importance did decline somewhat this year, down 2.6%, which was lower than the average decline in importance of 3.2% this year.

Satisfaction with bike paths and shared pathways declined notably, but not measurably this year, down 4.2% to 7.69, which is a “very good”, down from an “excellent” level of satisfaction.

This decline returns satisfaction with bike paths and shared pathways to the results recorded prior to COVID-19, with the last two years’ results notably higher than previous years. Despite this, satisfaction this year was marginally lower than the long-term average satisfaction since 2016 of 7.77.

This ranks bike paths and shared pathways 13th in terms of satisfaction.

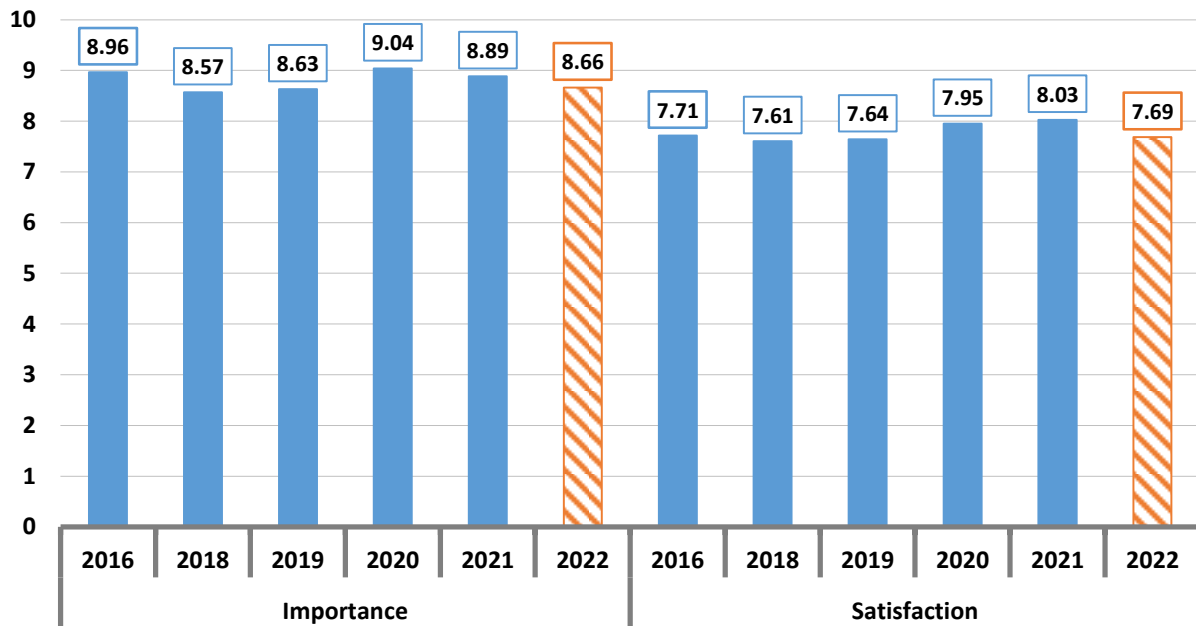
This result includes 62.0% “very satisfied” respondents and 7.4% “dissatisfied”, based on a total sample of 466 of the 471 respondents (58.9%) who had used these facilities in the last 12 months.

There was some variation in satisfaction with bike paths and shared pathways observed by respondent profile, with senior citizens aged 75 years and over (7.08) notably less satisfied than average, and respondents from multilingual households (7.96) notably more satisfied than respondents from English speaking households (7.53).

By way of comparison, this result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “bike paths and shared pathways” of 7.40, as recorded in the *Governing Melbourne* research.

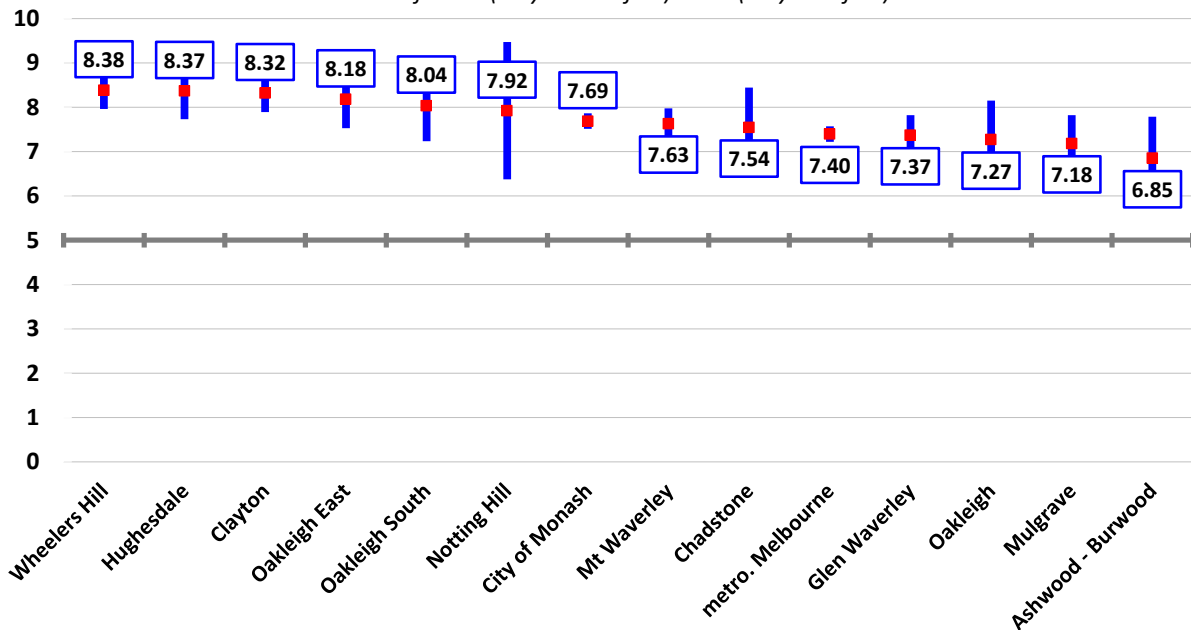


Importance of and satisfaction with bike paths and shared pathways
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Whilst cognisant of the smaller sample size at the precinct level for these facilities, it is noted that respondents from Wheelers Hill were measurably more satisfied than average and at an “excellent” level of satisfaction. It is also noted that respondents from Mulgrave and Ashwood-Burwood were notably less satisfied than average and at “good” levels/.

Bike paths and shared pathways by precinct
Monash City Council - 2022 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 10th most important of the 28 included services and facilities this year, up from 20th last year, with the average importance remaining almost stable at 8.82. This compares to an average decline in the importance of services and facilities of 3.2% this year.

Satisfaction with sports ovals and other outdoor sporting facilities increased marginally, but not measurably this year, up 2.3% to 8.11, and it remains at an “excellent” level. These facilities were one of only two services and facilities to report an increase in satisfaction, the other being Council services for older residents and seniors.

This result remains in line with the long-term average satisfaction since 2016 of 8.06. Metropolis Research notes that satisfaction with sports ovals and other outdoor sporting facilities has remained remarkably stable around this long-term average since 2016.

This ranks these facilities 3rd in terms of satisfaction this year, a substantial improvement on the 2021 ranking of 13th.

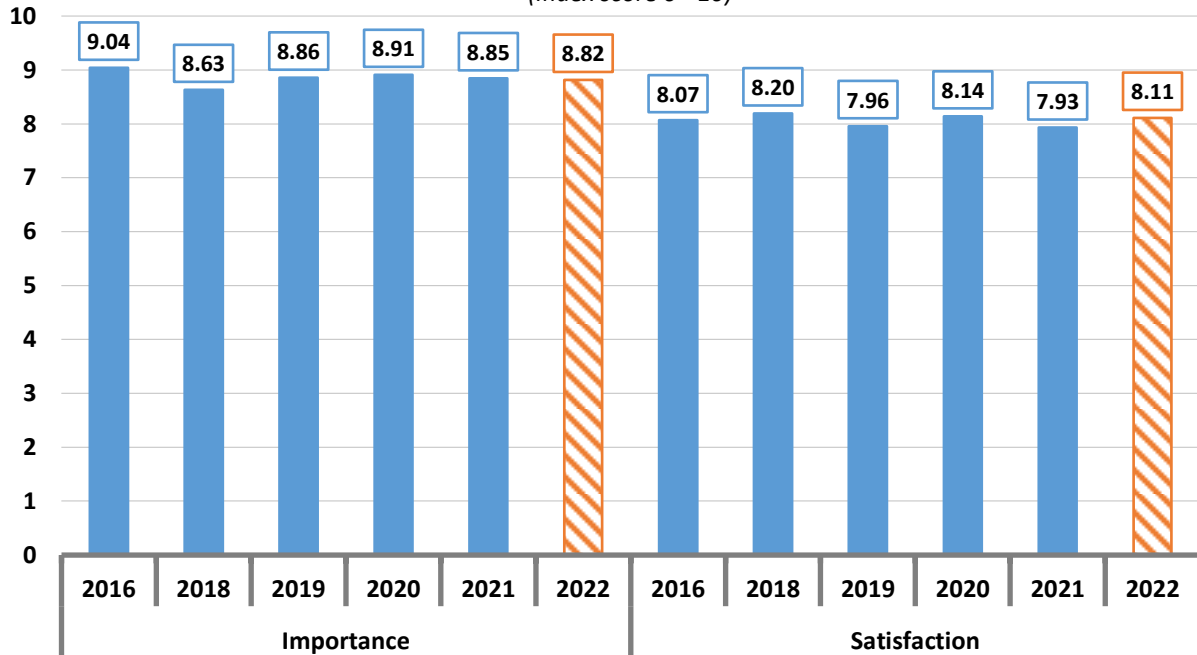
This result includes 70.8% “very satisfied” respondents and 1.4% “dissatisfied” respondents, based on a total sample of 432 of the 438 respondents (54.8%) who had used these facilities in the last 12 months.

There was some variation in this result observed by respondent profile, with senior citizens aged 75 years and over (8.59) notably more satisfied than average. There was no measurable variation in this result observed by the respondents’ gender or language spoken at home.

By way of comparison, this result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “sports ovals and other local sporting facilities”, as recorded in *Governing Melbourne*.

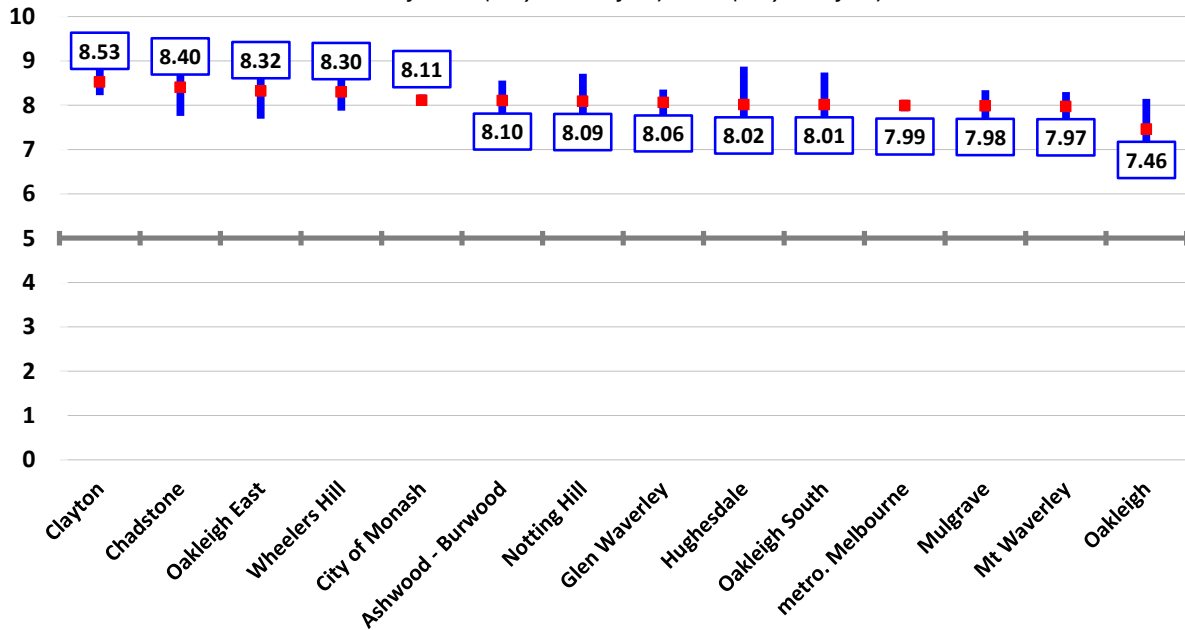


Importance of and satisfaction with sport ovals and other outdoor sporting facilities
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Despite the smaller sample size for these facilities at the precinct level, there was statistically significant variation observed, with respondents from Clayton measurably more satisfied than average. It is also noted that the 19 respondents from Oakleigh were notably but not measurably less satisfied than the municipal average.

Sports ovals and other outdoor sporting facilities by precinct
Monash City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Council activities to encourage environmental sustainability

Council activities to encourage environmental sustainability were the 23rd most important of the 28 included services and facilities, with a 5.6% decline in importance this year. This was a larger decline in importance than the average decline in services and facilities of 3.2% this year.

Metropolis Research notes that the decline in importance with these services this year may be due, at least in part, to the decline in satisfaction. It has been observed that sometimes when satisfaction declines, importance can also dip somewhat.

This is an interesting result, given that there was a small, but notable increase in the proportion of respondents nominating “environment, sustainability, and climate change” related issues as one of the top three issues to address for the City of Monash at the moment, up from 1.6% to 3.4%. This is discussed in more detail in the [Issues to Address](#) section of this report.

Satisfaction with Council activities to encourage environmental sustainability declined measurably and significantly this year, down 8.6% to 7.12, which is a “good”, down from an “excellent” level of satisfaction.

This was the largest decline in satisfaction with any of the 28 included services and facilities recorded in 2022, with both parking enforcement and regular recycling service reporting declines in satisfaction of 7.7%, and the average decline in satisfaction was 3.5%.

This result was notably lower than the long-term average satisfaction since 2016 of 7.49.

This ranks these services 23rd in terms of satisfaction and was one of only seven services and facilities to record an average satisfaction score that was lower than the average satisfaction with all 28 services and facilities (7.55).

This result includes 46.5% “very satisfied” respondents and 7.2% “dissatisfied” respondents, based on a total sample of 644 of the 800 respondents who provided a satisfaction score for these services.

Whilst there was no statistically significant variation in satisfaction with Council activities to encourage environmental sustainability observed by respondent profile, it is noted that middle-aged adults aged 45 to 59 years (6.89) were somewhat less satisfied than the municipal average.

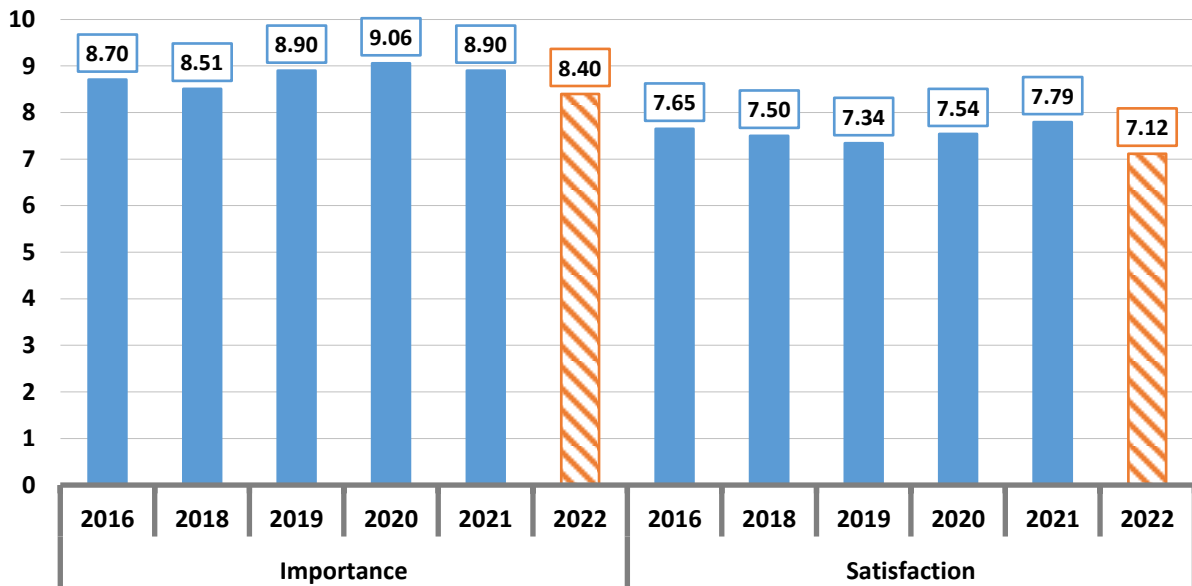
By way of comparison, this result was marginally but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “Council meeting its responsibilities towards the environment” of 7.04, as recorded in the *Governing Melbourne* research.



Importance of and satisfaction with Council activities to encourage environmental sustainability

Monash City Council - 2022 Annual Community Satisfaction Survey

(Index score 0 - 10)

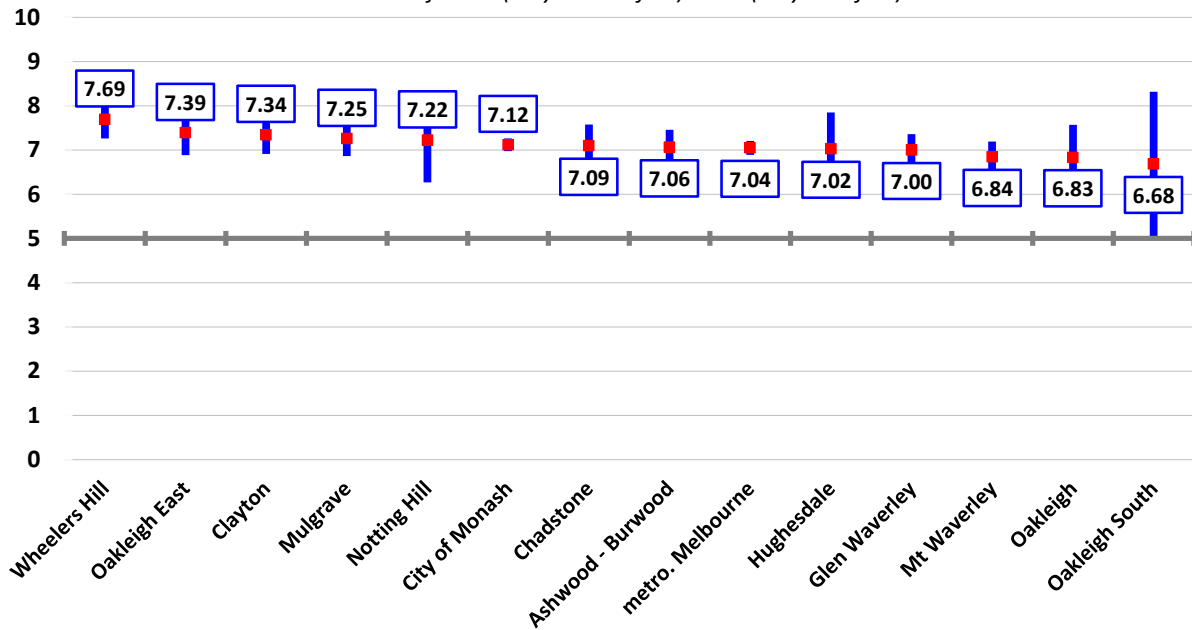


There was some measurable variation in satisfaction with Council activities to promote environmental sustainability observed across the municipality, with respondents from Wheelers Hill measurably more satisfied than average, and at a “very good” level of satisfaction.

Council activities encourage environmental sustainability by precinct

Monash City Council - 2022 Annual Community Satisfaction Survey

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



There was a total of 55 comments received from respondents who were dissatisfied with Council activities to promote environmental sustainability, as outlined in the following table.



Reasons for dissatisfaction with Council activities to encourage environmental sustainability

Monash City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Haven't seen the Council do anything / not much activities	9
Not sure what the Council is doing for that / don't hear much	9
Destruction of trees for development in the area	2
Don't see a lot of it or encouragement of it	2
No comment	2
Active during election only	1
All the change in August had minimal consultation	1
Also introduce clothes recycling	1
Number of new houses don't have gardens. Should encourage residents maintain lawn and garden	1
Because they could do a lot better getting people to recycle plastic and cardboard	1
Community abuses the energy and dismiss global warming	1
Compared to other councils that have things like collection services, Monash Council does not have it	1
Council could do more with regards to the street trees	1
Don't do proper recycling	1
Don't need to be involved	1
Don't receive green bins	1
Face mask should be collected that are everywhere	1
Haven't called back on reducing bins	1
I would like more frequent recycle and hard rubbish collection	1
It can be improved. Educate people about the bins like where to recycle	1
It's all b****t	1
Messaging did not reach him	1
More could be done	1
Not engaging people groups for environmental awareness and activities	1
Not important	1
Not satisfied with the environmental activities. Must improve the campaigns	1
Overdevelopment	1
Parking for trains is poor	1
People putting wrong rubbish in wrong bins	1
Proposal to take away the red bins is not good	1
Some Councils spend money overseas they should focus more on local recycling	1
Tennis courts at golf course hasn't considered environmental impact	1
The newsletter from City Council is not adequate, there is not enough community involvement	1
Tip fees too high to allow recycling	1
Upgrading all streetlights and LEDs	1
Very poor communication to the community	1
Total	55



Community Development and Services division

There were eight services and facilities from the Community Development and Services Division included in the 2022 survey.

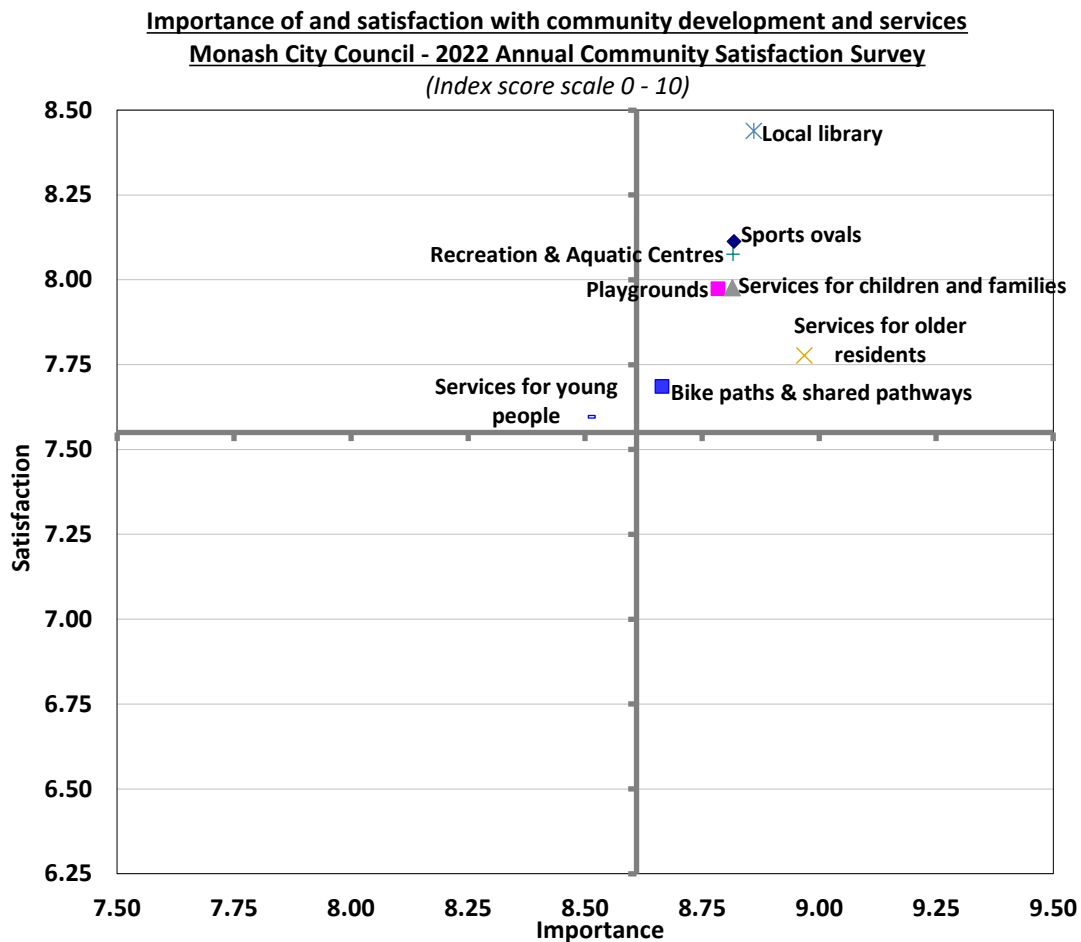
The following graph displays the average importance to the community “as a whole”, as well as the average satisfaction of respondents using these services and facilities in the last year.

The crosshairs represent the average importance (8.61) and average satisfaction (7.55) of all 28 Council services and facilities included in the 2022 Annual Community Satisfaction Survey.

The local library and library services remains one of the most important facilities provided by Council and received the highest satisfaction score this year.

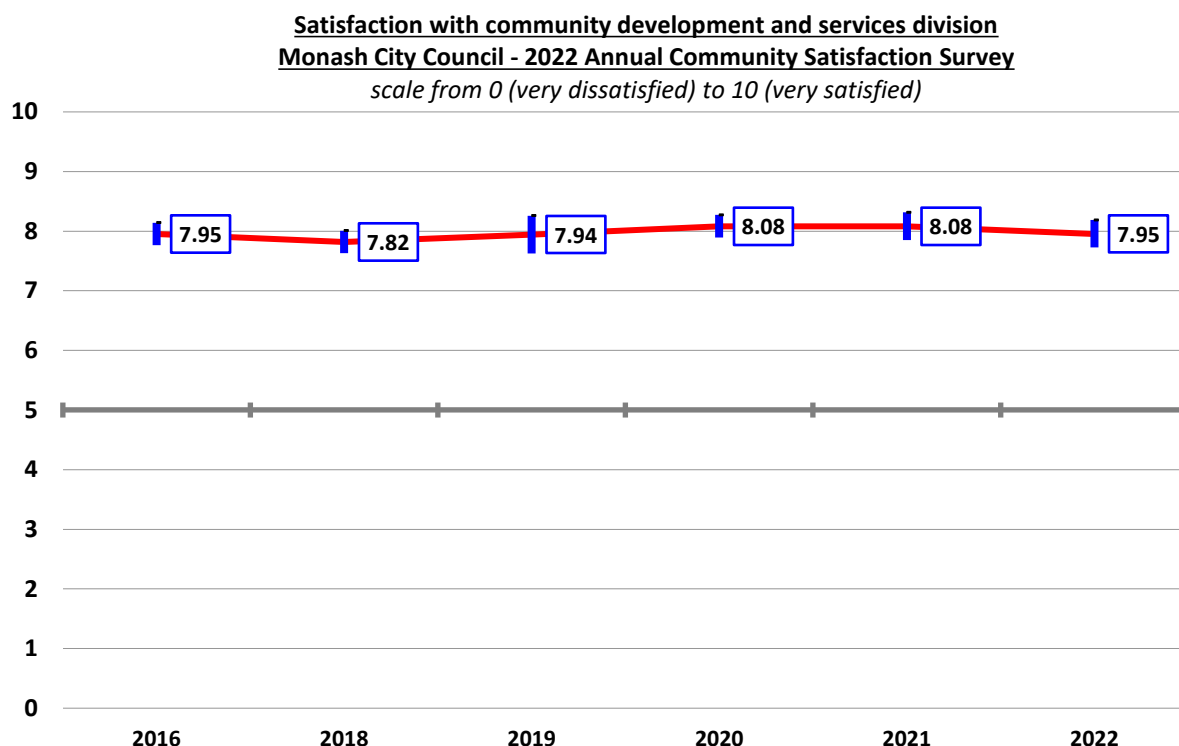
Consistent with the results observed in previous years for the City of Monash, as well as elsewhere by Metropolis Research, the community support services for children, youth, and seniors were of average or higher than average importance, and all received average or higher than average satisfaction scores.

Metropolis Research also notes that all the sports and recreation facilities were of higher-than-average importance and received a higher-than-average satisfaction score.



It is noted that satisfaction with the Community Development and Services Division, despite declining marginally this year, remains at an “excellent” level.





Recreation and Aquatic Centres

Recreation and aquatic centres were the 11th most important of the 28 included services and facilities, with only a marginal decline in importance this year, compared to a 3.2% decline in average importance with all services and facilities.

Satisfaction with recreation and aquatic centres declined very marginally, but not measurably this year, down less than one percent to 8.08, although it remains at an “excellent” level of satisfaction.

This result remains consistent with the long-term average satisfaction with recreation and aquatic centres since 2016 of 8.10. Metropolis Research notes that satisfaction with these facilities has remained remarkably stable around the long-term average, with the 2019 result of 7.83 being only marginally below the long-term average.

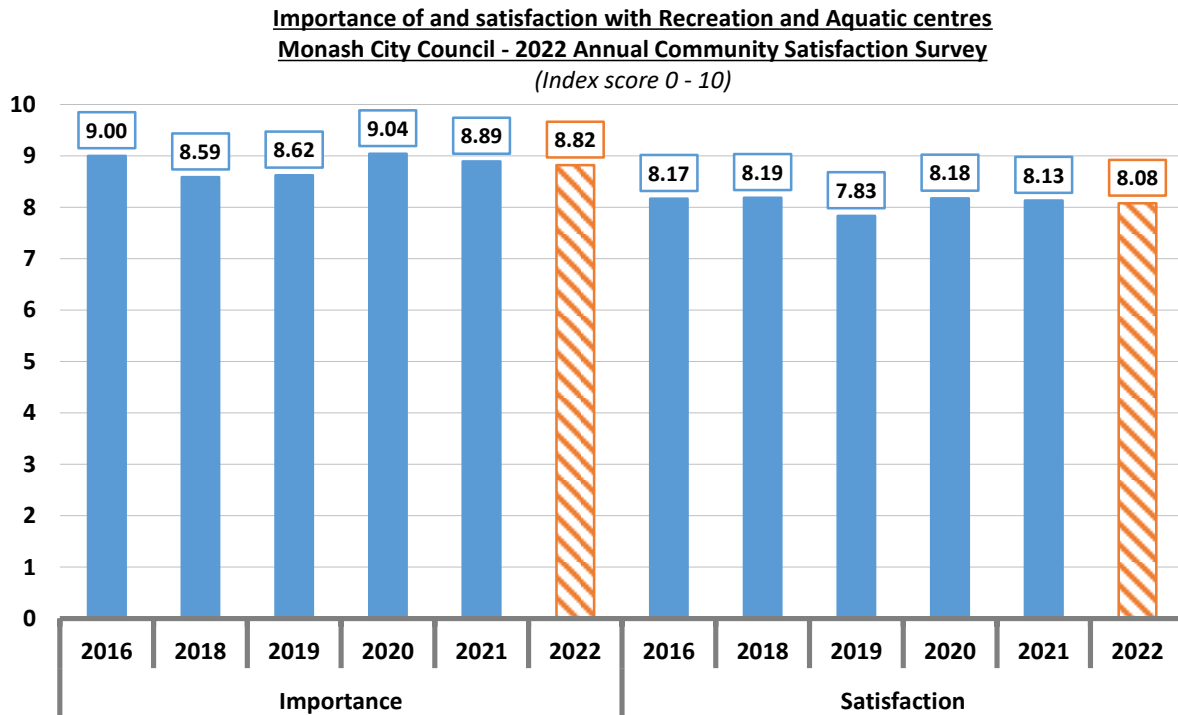
This ranks recreation and aquatic centres 4th in terms of satisfaction this year, up from 7th last year.

This result includes 71.0% “very satisfied” respondents and 2.8% “dissatisfied”, based on a total sample of 350 of the 355 respondents (44.4%) who had used these facilities in the last 12 months.

Whilst there was no statistically significant variation in this result observed by the respondents’ age, it is noted that older adults aged 60 to 74 years (8.56) were notably more satisfied than average. There was no measurable variation observed by respondents’ gender or language spoken at home.

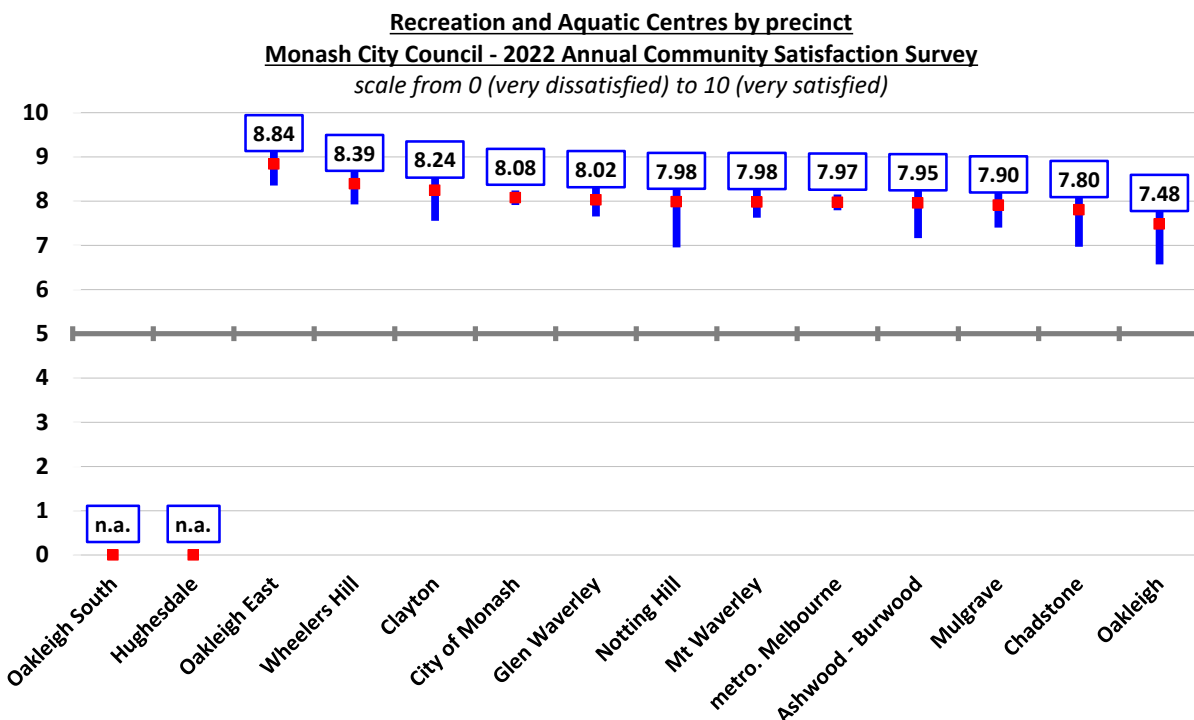


By way of comparison, this result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “recreation and / or aquatic centres” of 7.97, as recorded in the *Governing Melbourne* research.



Whilst cognisant of the smaller sample size at the precinct level for these facilities, there was statistically significant variation observed, with the 24 respondents from Oakleigh East measurably more satisfied than the municipal average.

There were fewer than 10 respondents from Oakleigh South and Hughesdale who rated satisfaction with recreation and aquatic centres, and therefore no results are published.



Bike paths and shared pathways

Bike paths and shared pathways were the 15th most important of the 28 included services and facilities this year. The average importance did decline somewhat this year, down 2.6%, which was lower than the average decline in importance of 3.2% this year.

Satisfaction with bike paths and shared pathways declined notably, but not measurably this year, down 4.2% to 7.69, which is a “very good”, down from an “excellent” level of satisfaction.

This decline returns satisfaction with bike paths and shared pathways to the results recorded prior to COVID-19, with the last two years’ results notably higher than previous years. Despite this, satisfaction this year was marginally lower than the long-term average satisfaction since 2016 of 7.77.

This ranks bike paths and shared pathways 13th in terms of satisfaction.

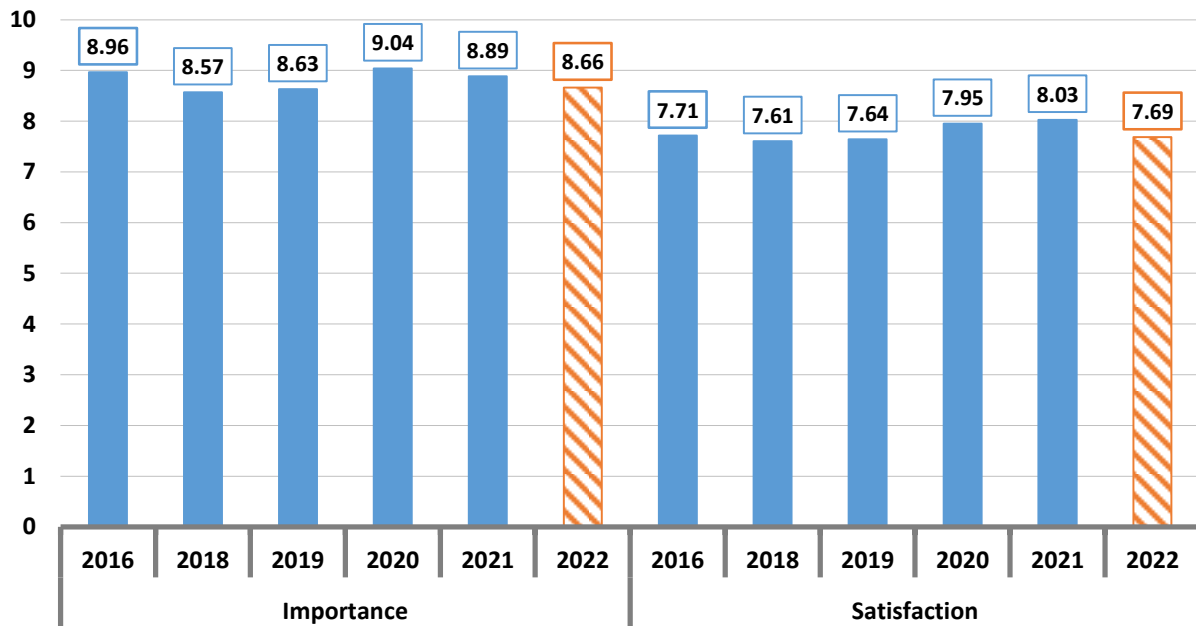
This result includes 62.0% “very satisfied” respondents and 7.4% “dissatisfied”, based on a total sample of 466 of the 471 respondents (58.9%) who had used these facilities in the last 12 months.

There was some variation in satisfaction with bike paths and shared pathways observed by respondent profile, with senior citizens aged 75 years and over (7.08) notably less satisfied than average, and respondents from multilingual households (7.96) notably more satisfied than respondents from English speaking households (7.53).

By way of comparison, this result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “bike paths and shared pathways” of 7.40, as recorded in the *Governing Melbourne* research.

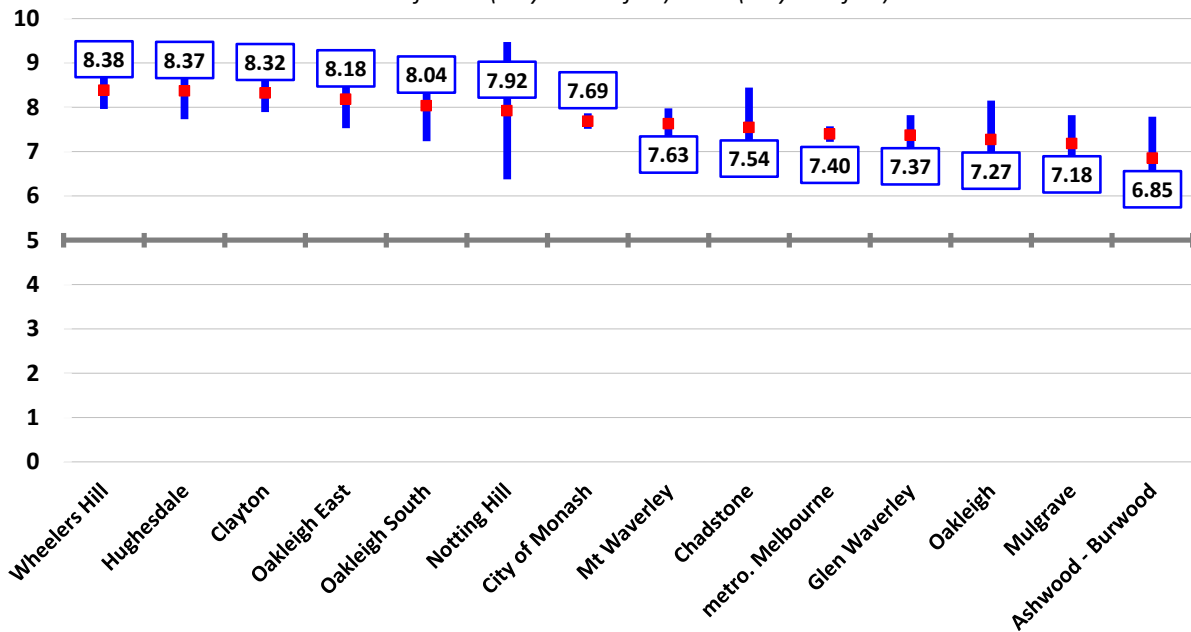


Importance of and satisfaction with bike paths and shared pathways
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Whilst cognisant of the smaller sample size at the precinct level for these facilities, it is noted that respondents from Wheelers Hill were measurably more satisfied than average and at an “excellent” level of satisfaction. It is also noted that respondents from Mulgrave and Ashwood-Burwood were notably less satisfied than average and at “good” levels/.

Bike paths and shared pathways by precinct
Monash City Council - 2022 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 10th most important of the 28 included services and facilities this year, up from 20th last year, with the average importance remaining almost stable at 8.82. This compares to an average decline in the importance of services and facilities of 3.2% this year.

Satisfaction with sports ovals and other outdoor sporting facilities increased marginally, but not measurably this year, up 2.3% to 8.11, and it remains at an “excellent” level. These facilities were one of only two services and facilities to report an increase in satisfaction, the other being Council services for older residents and seniors.

This result remains in line with the long-term average satisfaction since 2016 of 8.06. Metropolis Research notes that satisfaction with sports ovals and other outdoor sporting facilities has remained remarkably stable around this long-term average since 2016.

This ranks these facilities 3rd in terms of satisfaction this year, a substantial improvement on the 2021 ranking of 13th.

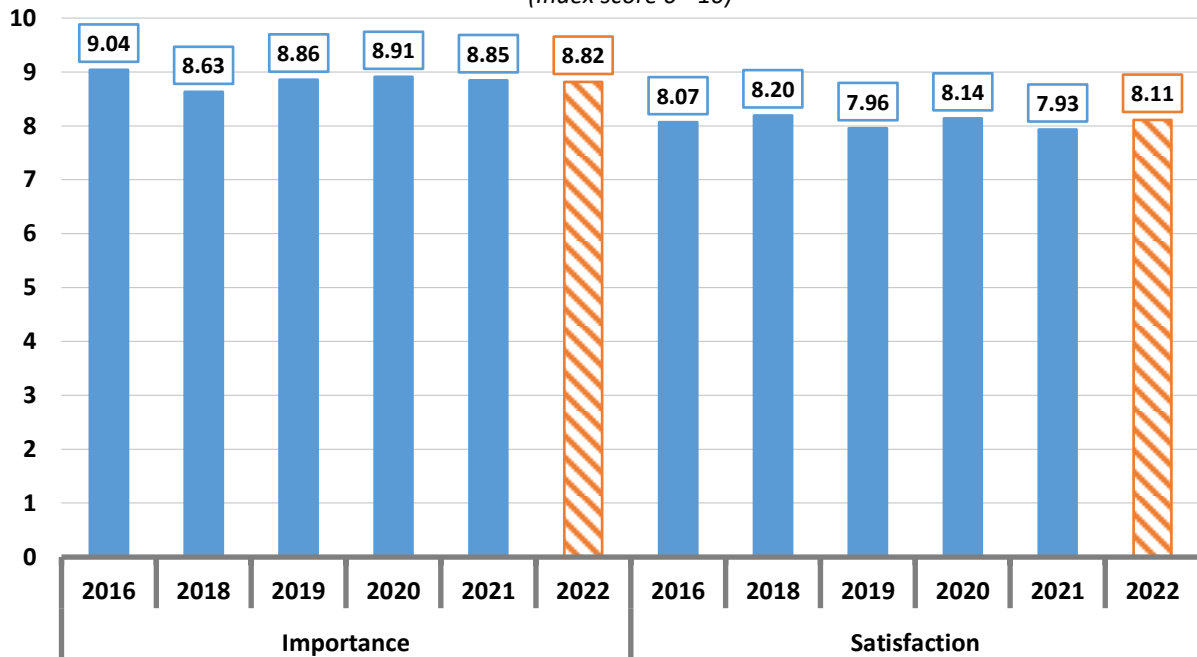
This result includes 70.8% “very satisfied” respondents and 1.4% “dissatisfied” respondents, based on a total sample of 432 of the 438 respondents (54.8%) who had used these facilities in the last 12 months.

There was some variation in this result observed by respondent profile, with senior citizens aged 75 years and over (8.59) notably more satisfied than average. There was no measurable variation in this result observed by the respondents’ gender or language spoken at home.

By way of comparison, this result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “sports ovals and other local sporting facilities”, as recorded in *Governing Melbourne*.

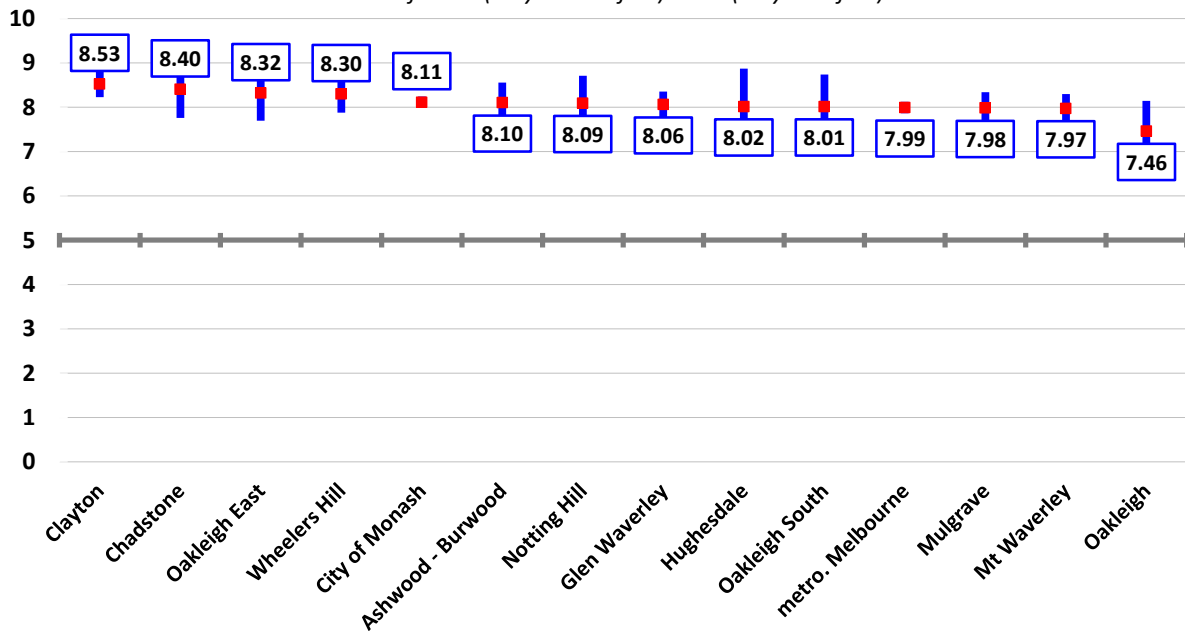


Importance of and satisfaction with sport ovals and other outdoor sporting facilities
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Despite the smaller sample size for these facilities at the precinct level, there was statistically significant variation observed, with respondents from Clayton measurably more satisfied than average. It is also noted that the 19 respondents from Oakleigh were notably but not measurably less satisfied than the municipal average.

Sports ovals and other outdoor sporting facilities by precinct
Monash City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Provision and maintenance of local playgrounds

The importance of the provision and maintenance of local playgrounds was the 14th most important of the 28 included services and facilities, with an average importance of 8.78 that declined by a significantly smaller amount than the average decline in importance this year of 3.2%.

Satisfaction with the provision and maintenance of local playgrounds remained almost stale this year, down less than one percent to 7.97, although it remains at an “excellent” level.

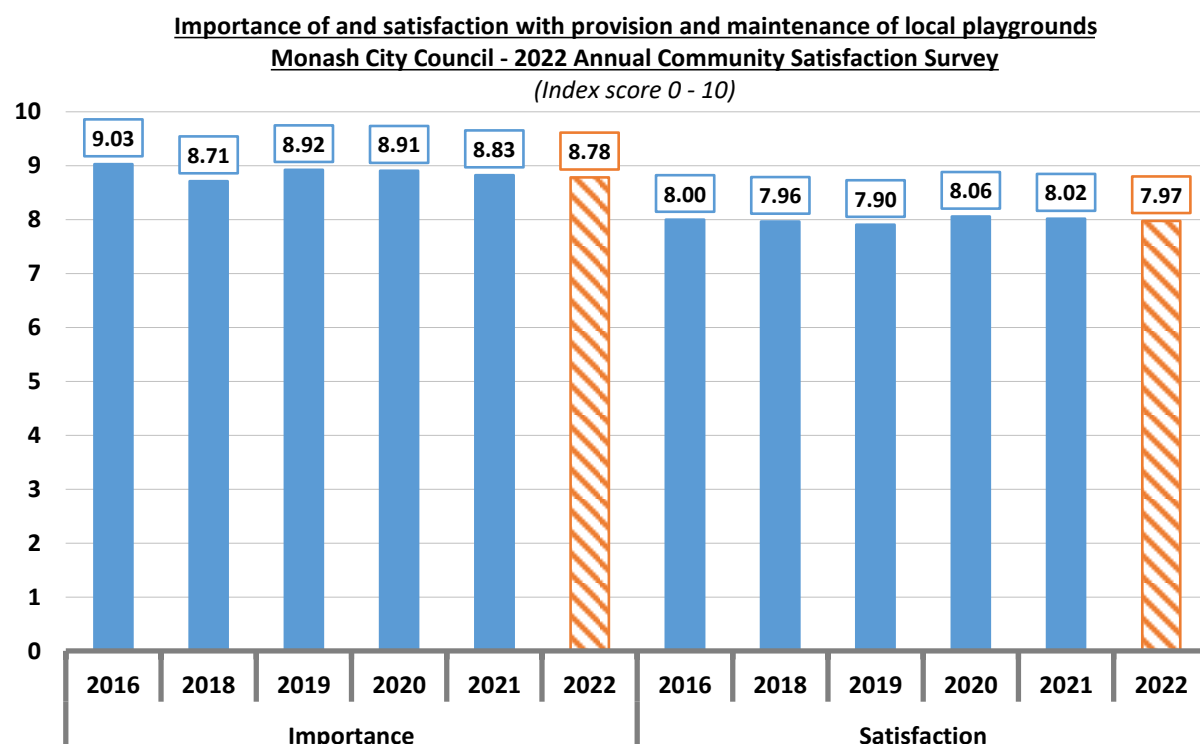
Metropolis Research notes that satisfaction with these facilities has remained remarkably stable over the six years at a long-term average of 7.99.

This ranks these facilities 7th in terms of satisfaction.

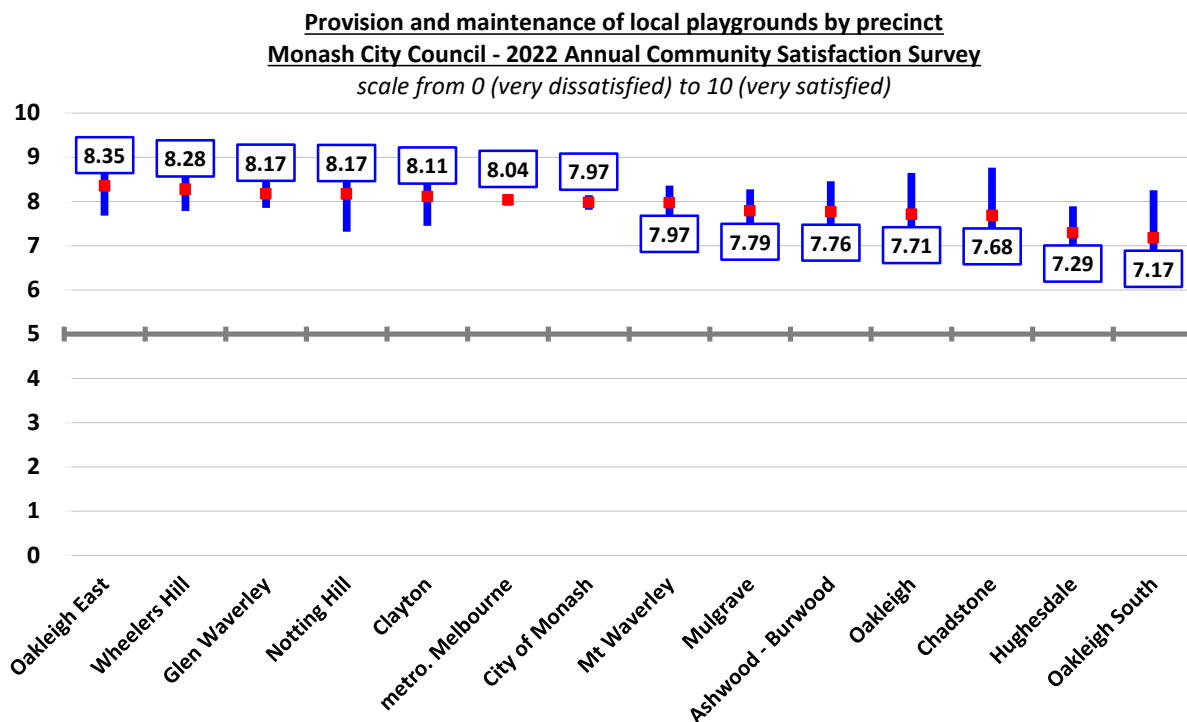
This result includes 65.3% “very satisfied” respondents and just four percent “dissatisfied”, based on a total sample of 423 of the 429 respondents (53.6%) who had used these facilities in the last 12 months.

There was some variation in satisfaction with public toilets observed by the respondents’ age, with adults aged 35 to 44 years (7.63) somewhat less satisfied, and senior citizens aged 75 years and over (8.57) notably more satisfied. There was no meaningful variation in this result observed by the respondents’ gender or language spoken at home.

By way of comparison, this result was almost identical to the 2022 metropolitan Melbourne average satisfaction with “provision and maintenance of playgrounds” of 8.04, as recorded in *Governing Melbourne*.



There was no statistically significant variation in satisfaction with the provision and maintenance of local playgrounds observed across the municipality, although it is noted that the 19 respondents from Hughesdale and the 11 respondents from Oakleigh South were somewhat less satisfied than average, and at “very good” and “good” levels of satisfaction respectively.



Council run services for children and their families

Council run services for children and their families were the 12th most important of the 28 included services and facilities this year, with the average importance remaining stable at 8.81. This compares to an average decline in importance with all services and facilities of 3.2% this year.

Satisfaction with Council run services for children and their families declined marginally, but not measurably this year, down 2.8% to 7.98, although it remains at an “excellent” level.

Despite the small decline reported this year, satisfaction remains at near record levels, with the 2021 result of 8.21 being unusually high. This 2022 result was consistent with the long-term average satisfaction since 2016 of 7.92.

This ranks Council run services for children and their families 6th in terms of satisfaction, similar to the 5th reported last year.

This result includes 68.2% “very satisfied” respondents and three percent “dissatisfied”, based on a total sample of 159 of the 166 respondents (20.8%) who had used these services in the last 12 months.

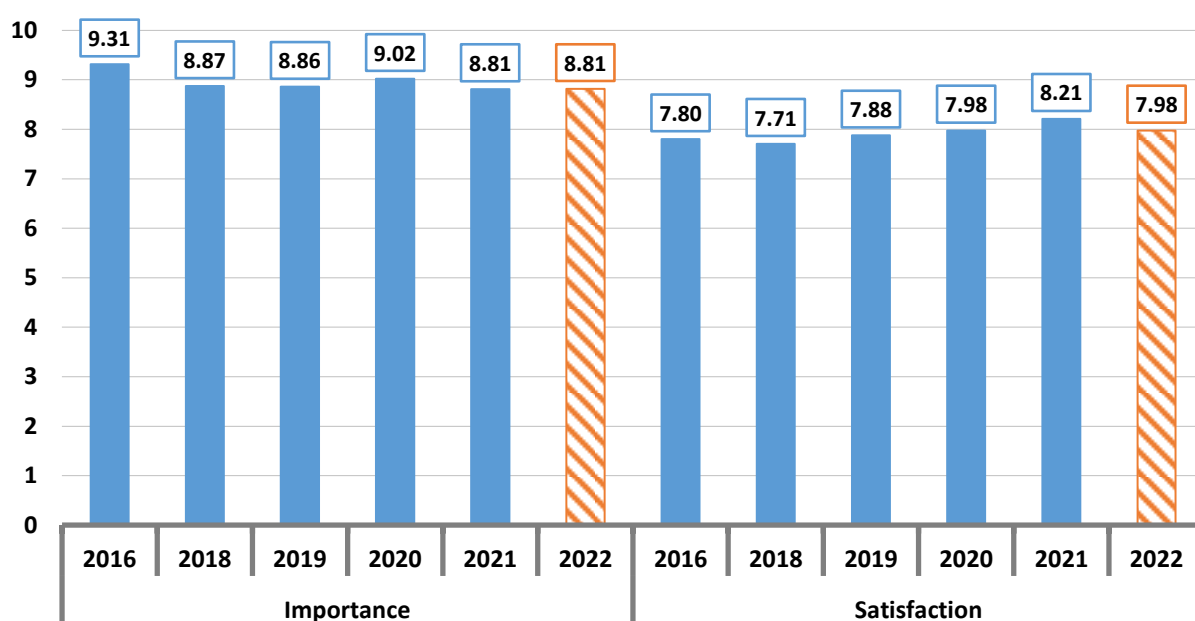


Cognisant of the small sample of just 166 respondents who had used these services in the last 12 months, there was no statistically significant variation in satisfaction observed by the respondents’ age, gender, or language spoken at home.

The 44 respondents from two-parent families with youngest child aged 0 to 4 years rated satisfaction with Council run services for children and their families at 7.59.

By way of comparison, this result was marginally but not measurably lower than the 2022 metropolitan Melbourne average satisfaction with “services for children aged 0 to 4 years” of 8.14, as recorded in *Governing Melbourne*.

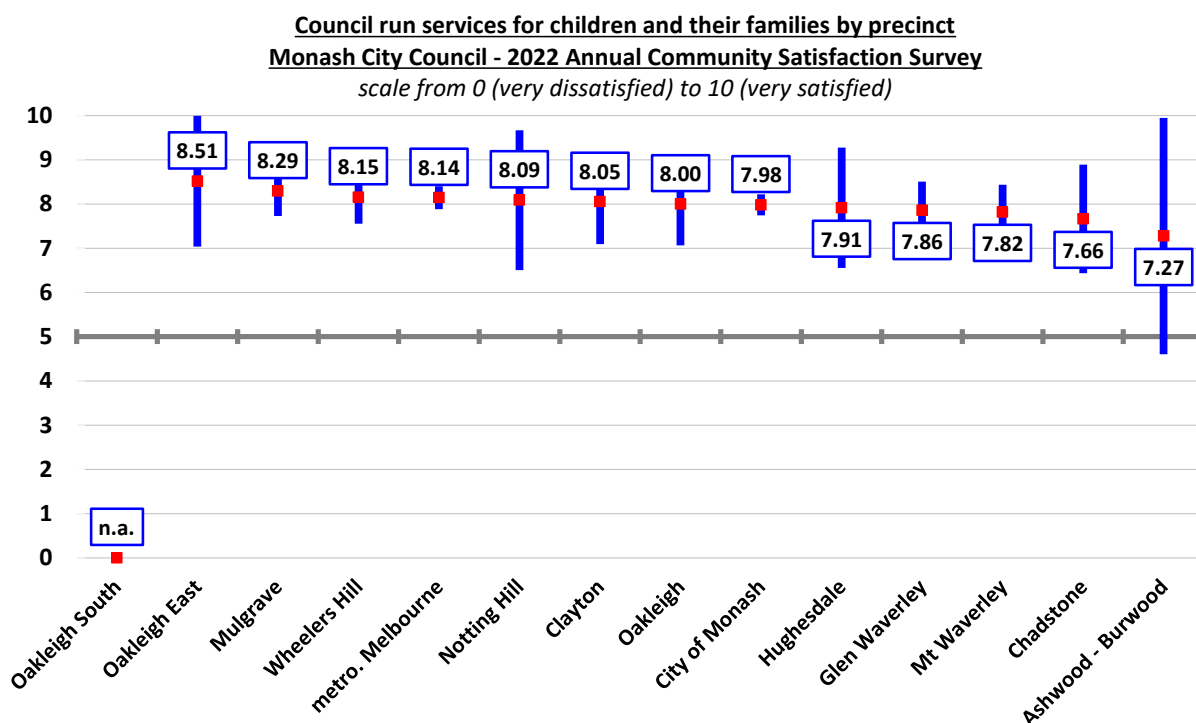
Importance of and satisfaction with Council run services for children and their families
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



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

There were fewer than 10 respondents from Oakleigh South who rated satisfaction with these services and therefore no satisfaction score is published.





Council services for older residents and activities for seniors

Council services for older residents and activities for seniors was the 4th most important of the 28 included services and facilities and was one of only two services and facilities to record an increase in importance this year, compared to an average decline in importance of 3.2%.

Satisfaction with Council services for older residents and activities for seniors increased marginally, but not measurably this year, up less than one percent to 7.78, and it remains at an “excellent” level of satisfaction. These facilities were one of only two services and facilities to report an increase in satisfaction, the other being sports ovals and other outdoor sporting facilities.

Satisfaction with these services has remained relatively stable around the long-term average satisfaction since 2016 of 7.83.

This ranks Council services for older residents and activities for seniors 12th in terms of satisfaction, up from 18th last year.

This result includes 70.5% “very satisfied” respondents and 8.2% “dissatisfied” respondents, based on a total sample of 101 of the 106 respondents (13.3%) who had used these services in the last 12 months.

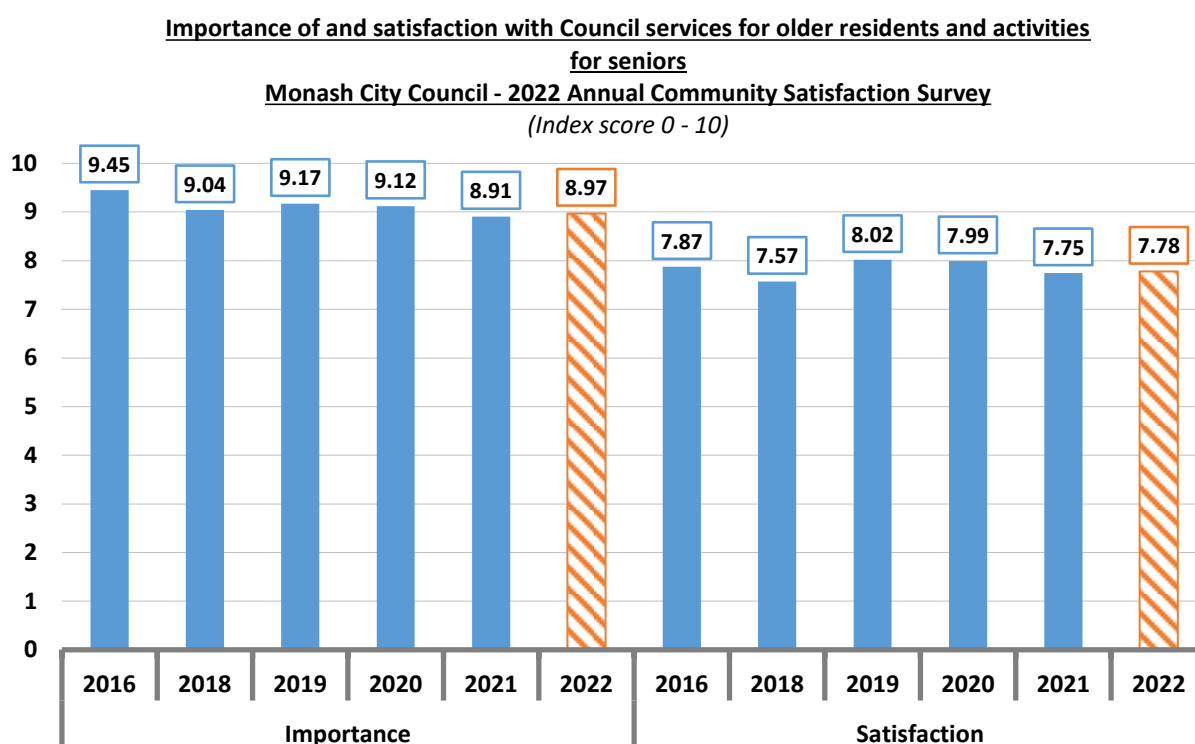
Cognisant of the small sample size of just 106 respondents for these services, there was no measurable variation in satisfaction with these services observed by respondent profile, including age structure, gender, and language spoken at home.



The 16 respondents from two-parent families with adult children only rated satisfaction with services for older residents and activities for seniors at 7.08, the 17 older sole person households rated satisfaction at 8.17, and the 13 older couple households rated satisfaction at 7.82.

It is noted that older adults aged 60 to 74 years (7.50) rated satisfaction somewhat lower than the municipal average, whilst senior citizens aged 75 years and over (8.81) rated satisfaction notably higher than the municipal average.

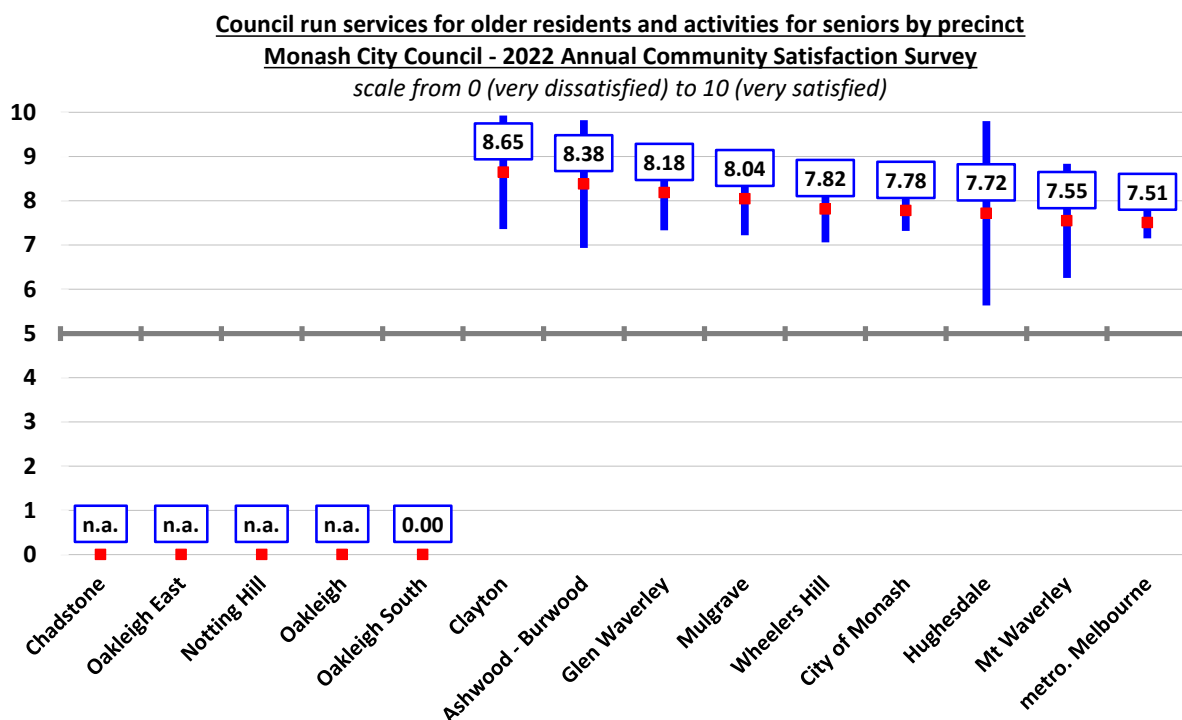
By way of comparison, this result was somewhat, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “services for seniors” of 7.51, as recorded in *Governing Melbourne*.



Cognisant of the small sample size of just 106 respondents, there was no statistically significant variation in satisfaction with Council services for older residents and activities for seniors observed across the municipality.

There were fewer than 10 respondents from Chadstone, Oakleigh East, Notting Hill, Oakleigh, and Oakleigh South who rated satisfaction with these services, and therefore no satisfaction score is published for these precincts.





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

Council run programs and activities for young people (aged 10 to 25 years) were the 19th most important of the 28 included services and facilities. The average importance of these services declined two percent this year, a smaller decline than the average decline of 3.2%.

Satisfaction with Council run programs and activities for young people declined notably, but not measurably this year, down 6.2% to 7.60, which is a “very good”, down from an “excellent” level of satisfaction.

Despite the decline this year, and cognisant of the very small sample size of just 77 respondents who had used these services in the last 12 months, satisfaction has remained remarkably stable around the long-term average satisfaction since 2016 of 7.72.

This ranks these services 19th in terms of satisfaction, down from the unusually high ranking of 9th reported last year.

This result includes 52.4% “very satisfied” respondents and 7.2% “dissatisfied”, based on a total sample of 77 of the 79 respondents (9.9%) who had used these services in the last 12 months.

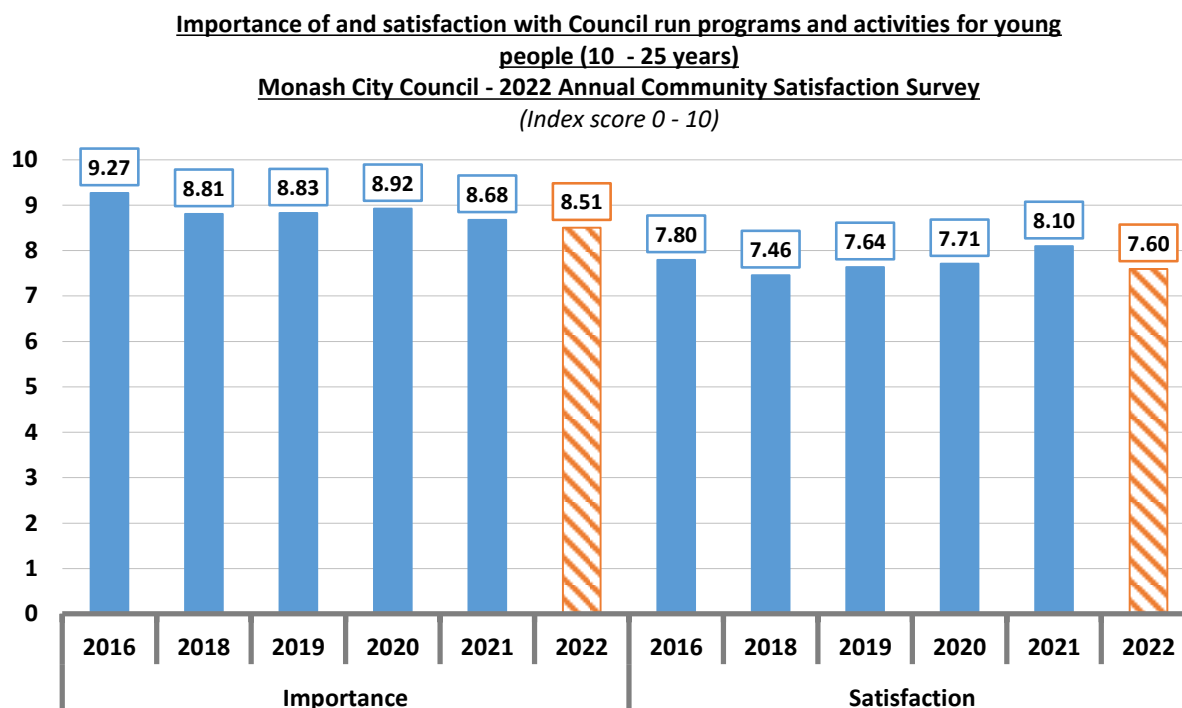
There was no statistically significant variation in this result observed by respondent profile, although it is noted that female respondents (7.89) were somewhat more satisfied than male respondents (7.26).



The 17 respondents from two-parent families with youngest child aged 6 to 12 years rated satisfaction at 7.78, and 10 respondents from two-parent families with youngest child aged 13 to 18 years rated satisfaction with these services at 7.10.

By way of comparison, this result was somewhat higher than the 2022 metropolitan Melbourne average satisfaction with “services for young people” of 7.30, as recorded in *Governing Melbourne*.

Given the very small sample size of just 77 respondents who rated satisfaction with these services, no precinct level results are published.



Local library and library services

Local library and library services were the 8th most important of the 28 included services and facilities this year, with just a marginal decline of 1.4% in importance this year, which was smaller than the average decline in importance with all services and facilities of 3.2% this year.

Satisfaction with local library and library services remained stable this year, down less than one percent to 8.44, which remains at an “excellent” level.

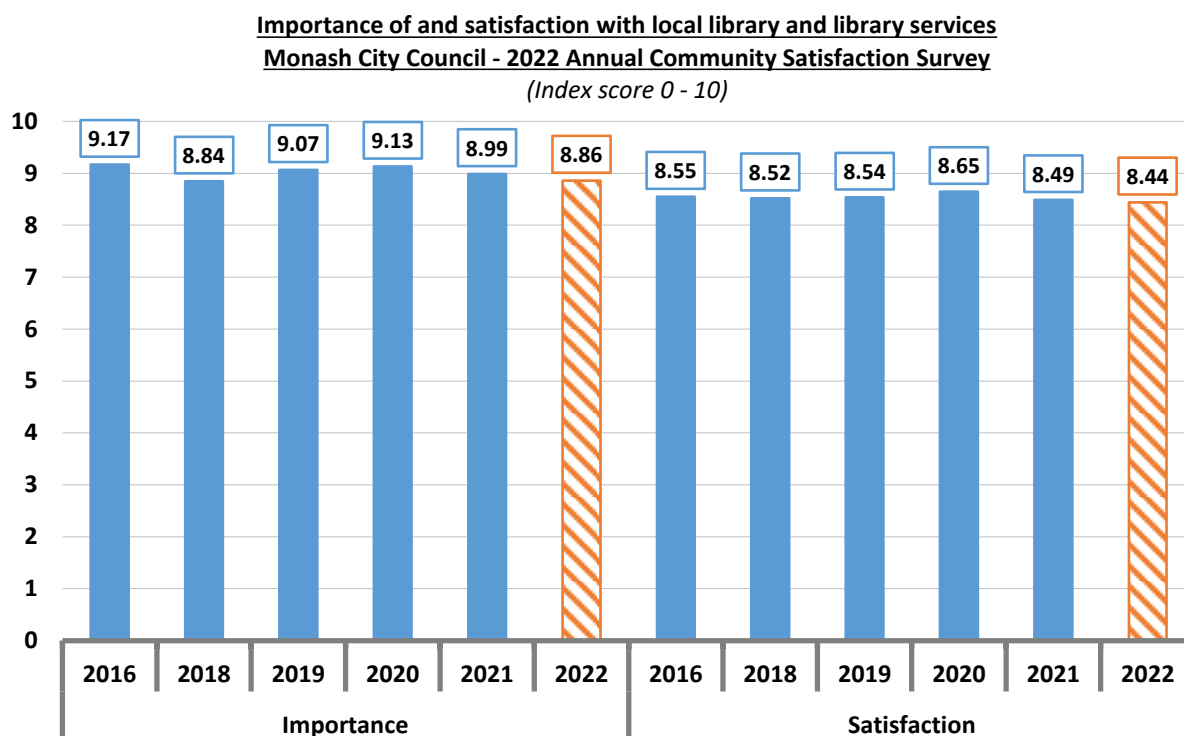
This result has remained remarkably stable around the long-term average satisfaction since 2016 of 8.53.

This ranks the local library and library services first in terms of satisfaction, up from the ranking of 3rd reported last year.



This result includes 78.9% “very satisfied” respondents and 1.4% “dissatisfied”, based on a total sample of 387 of the 393 respondents (49.1%) who had used these services and facilities in the last 12 months.

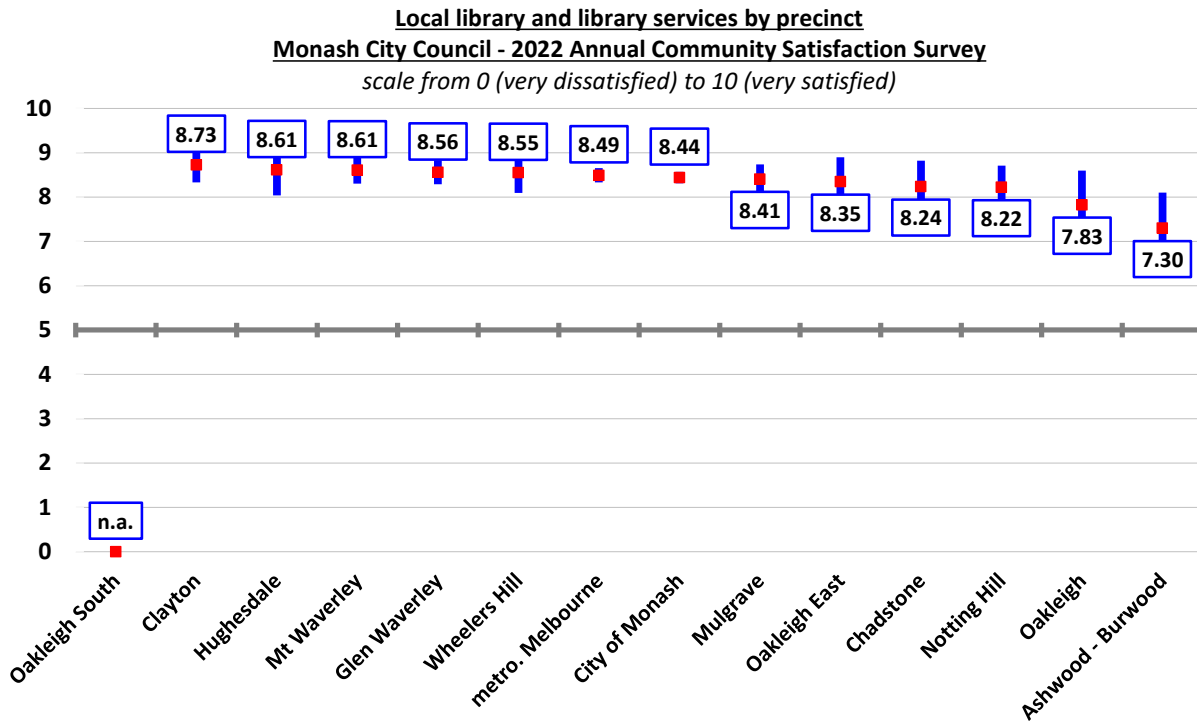
There was no meaningful variation in satisfaction with local library and library services observed by the respondents’ age, gender, or language spoken at home, with all groups rating satisfaction at “excellent” levels of well over eight out of 10.



There was measurable variation in satisfaction with local library and library services observed across the municipality, with respondents from Ashwood-Burwood measurably less satisfied than average, and at a “very good” rather than an “excellent” level.

There were fewer than 10 respondents from Oakleigh South who rated satisfaction with local library and library services and therefore no satisfaction score was published.





City Development division

There were three services and facilities from the City Development Division included in the 2022 survey.

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

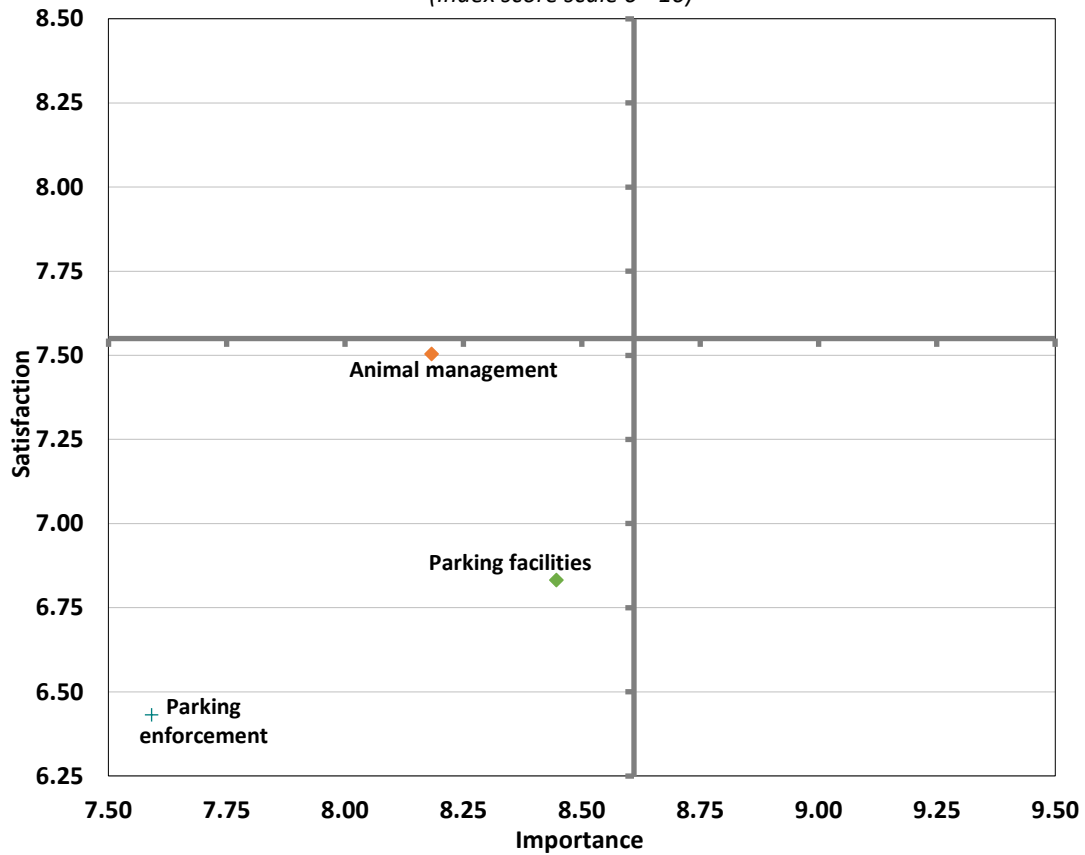
The crosshairs represent the average importance (8.61) and average satisfaction (7.55) of all 28 Council services and facilities included in the 2022 *Annual Community Satisfaction Survey*.

All three of the City Development Division services and facilities were of lower-than-average importance, and all received lower than average satisfaction scores.

This is most evident in relation to parking enforcement, which received the second lowest satisfaction score this year, and to a lesser extent the provision of parking facilities, which received the third lowest satisfaction score this year.

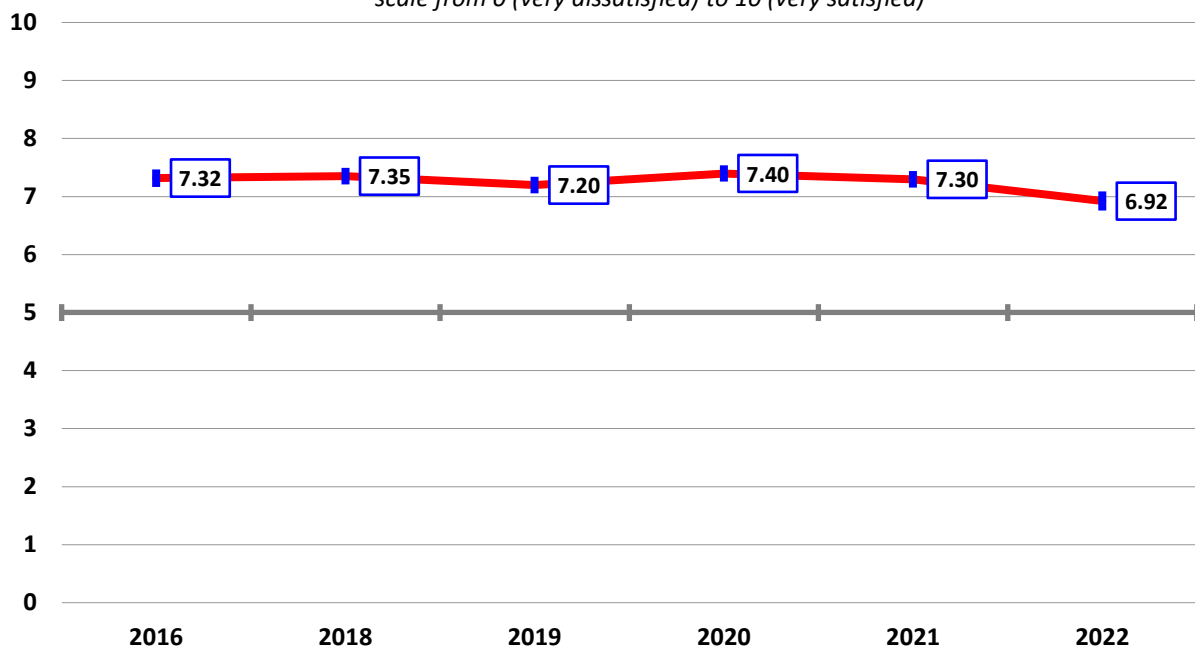


Importance of and satisfaction with city development division
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



The average satisfaction with the City Development Division services declined measurably this year, down 5.3% to 6.92, which is a “good”, down from a “very good” level of satisfaction.

Satisfaction with city development division
Monash City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Parking enforcement

Parking enforcement was the least important of the 28 included services and facilities, the same ranking as in 2021. There was a measurable and significant decline in the average importance of parking enforcement recorded this year, down 9.5% to 7.59. This is a significant decline in importance, and larger than the average decline in importance of all services and facilities of 3.2% this year.

It may well be the case that the decline in importance of parking enforcement reflects, at least in part, the measurable decline in satisfaction with parking enforcement recorded this year.

Satisfaction with parking enforcement also declined notably this year, down 7.7% to 6.43, which is a “solid” down from a “good” level of satisfaction.

This 2022 result was measurably lower than the long-term average satisfaction since 2016 of 6.89.

This ranks parking enforcement 28th in terms of satisfaction, recording the lowest satisfaction score of all 28 services and facilities this year, and down on the ranking of 27th recorded last year.

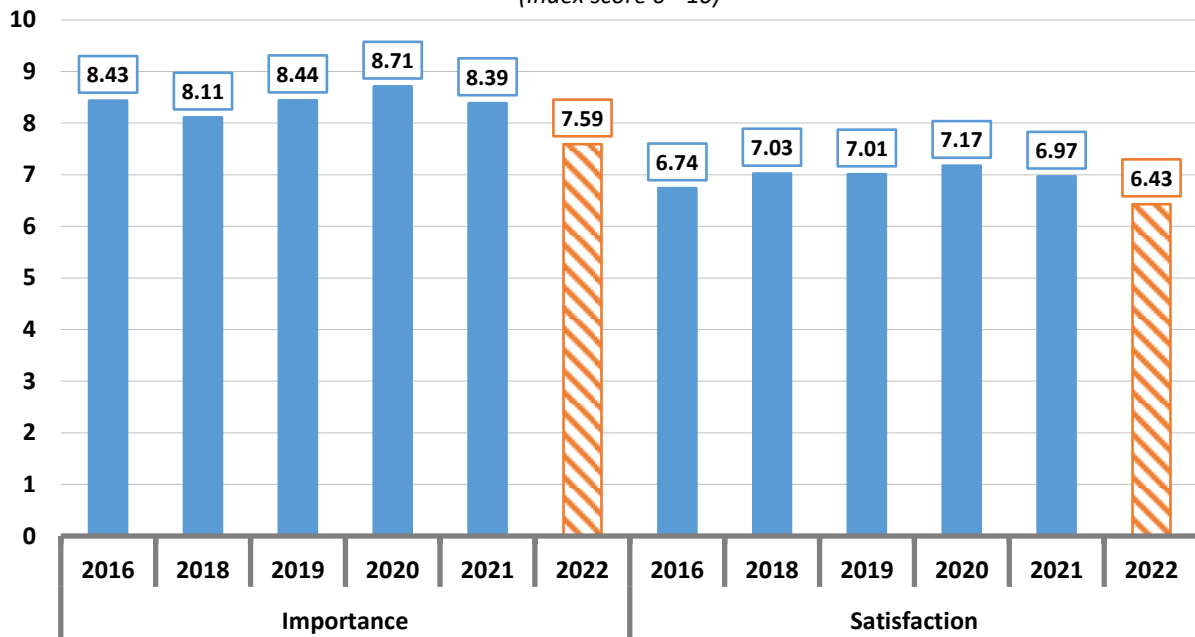
This result includes 41.1% “very satisfied” respondents and 19.4% “dissatisfied” respondents, based on a total sample of 702 of the 800 respondents.

There was some variation in satisfaction with parking enforcement observed by respondent profile, with middle-aged adults aged 45 to 59 years (5.79) measurably less satisfied than average, and respondents from multilingual households (6.84) measurably more satisfied than respondent from English speaking households (6.10).

By way of comparison, this result was marginally but not measurably lower than the 2022 metropolitan Melbourne average satisfaction with “parking enforcement” of 6.54, as recorded in the *Governing Melbourne* research.



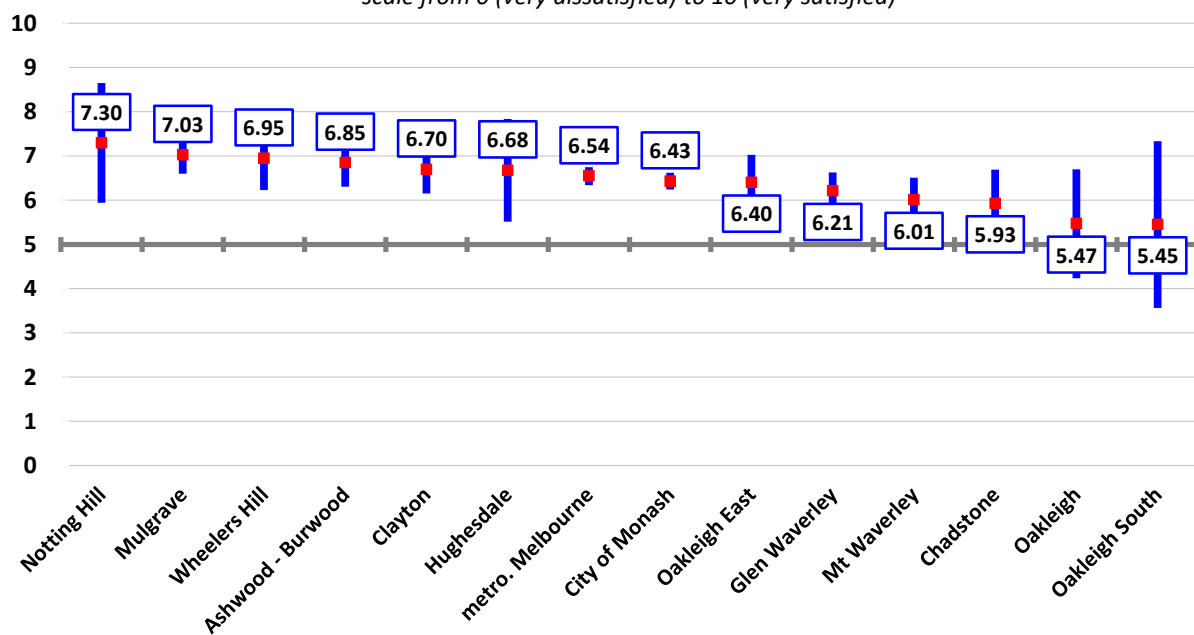
Importance of and satisfaction with parking enforcement
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was statistically significant variation in satisfaction with parking enforcement observed across the municipality, with respondents from Mulgrave measurably more satisfied than average, and the 19 respondents from Notting Hill were notably more satisfied than average.

It is noted that respondents from Chadstone, Oakleigh, and the 17 respondents from Oakleigh South were notably less satisfied than average and at “poor” and “very poor” levels of satisfaction.

Parking enforcement by precinct
Monash City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Provision of parking facilities

The provision of parking facilities was the 21st most important of the 28 included services and facilities. The importance of these facilities declined notably this year, down 4.6%, which was larger than the average decline in importance this year of 3.2%.

Satisfaction with the provision of parking facilities declined marginally, but not measurably this year, down 3.3% to 6.83, although it remains at a “good” level of satisfaction.

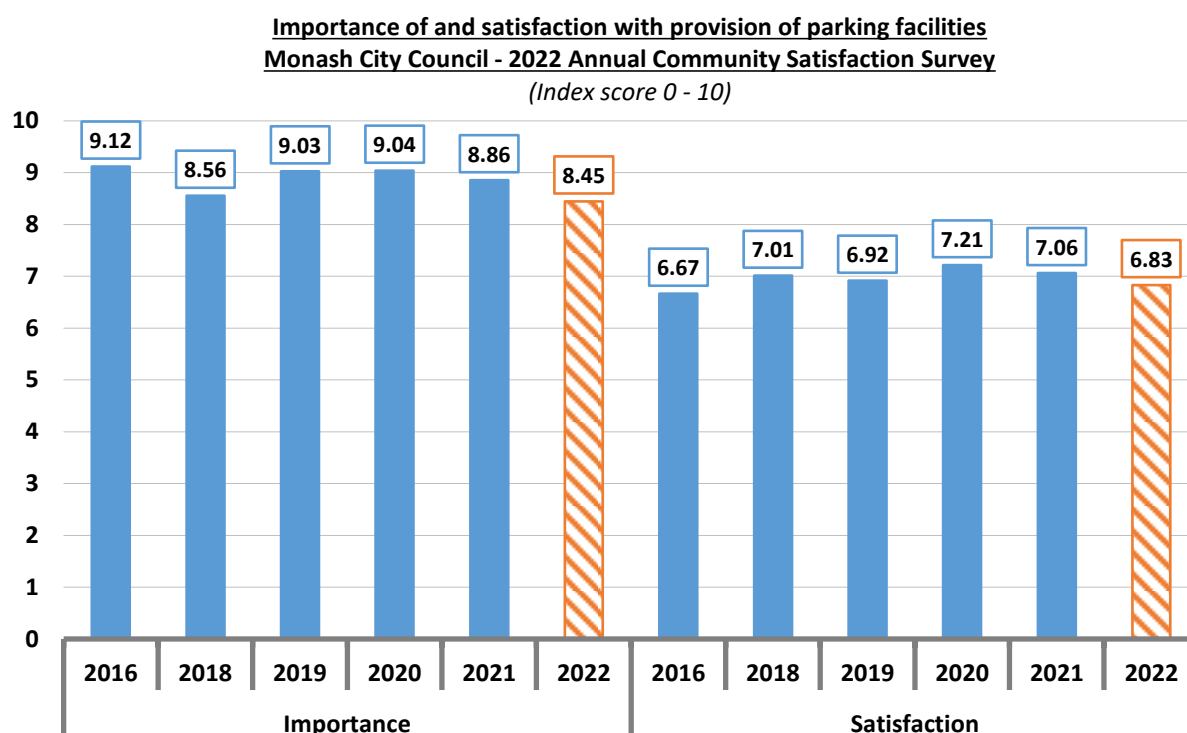
This result was only very marginally lower than the long-term average satisfaction since 2016 of 6.95.

This ranks the provision of parking facilities 26th in terms of satisfaction, and one of only seven services and facilities to record a satisfaction score measurably lower than the average satisfaction with all 28 services and facilities (7.55).

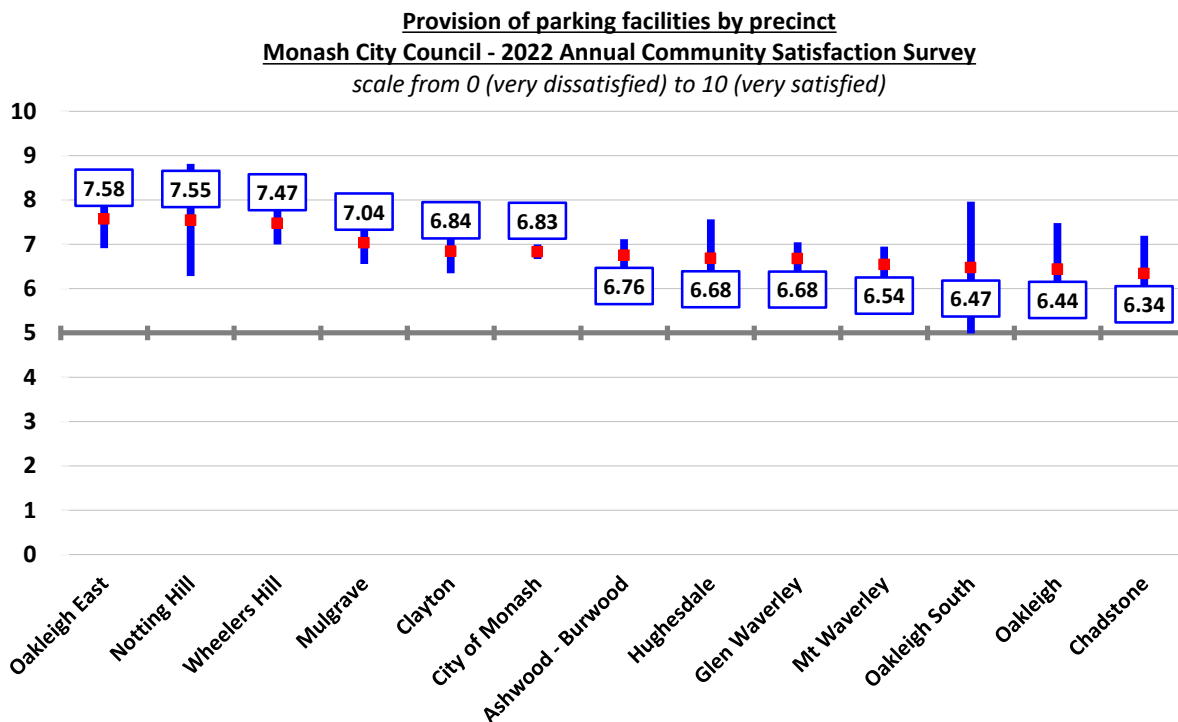
This includes 43.6% “very satisfied” respondents and 12.7% “dissatisfied”, based on a total sample of 741 of the 800 respondents.

There was some measurable variation in satisfaction with the provision of parking facilities observed by the respondents’ age structure, with middle-aged adults aged 45 to 59 years (6.34) measurably less satisfied than average, and senior citizens aged 75 years and over (7.55) measurably more satisfied. There was no meaningful variation in satisfaction observed by the respondents’ gender or language spoken at home.

These facilities were not included in the *Governing Melbourne* research and therefore no metropolitan Melbourne comparison can be provided.



Whilst there was no statistically significant variation in satisfaction with the provision of parking facilities observed across the municipality, it is noted that respondents from Oakleigh East were notably more satisfied than average, and at a “very good” level of satisfaction. It is also noted that respondents from Oakleigh South, Oakleigh and Chadstone were notably less satisfied than average and at “solid” rather than “good” levels of satisfaction.



Animal management

Animal management was the 26th most important of the 28 included services and facilities this year, and one of only five services and facilities to report an importance score measurably lower than the average importance of all services and facilities (8.61). The average importance of animal management declined 5.2% this year, a larger decline than the average 3.2% decline in importance of all services and facilities.

Satisfaction with animal management declined measurably this year, down 4.6% to 7.50, which is a “very good”, down from an “excellent” level of satisfaction.

This result was the lowest satisfaction score for animal management recorded over the six surveys and was below the long-term average satisfaction since 2016 of 7.76.

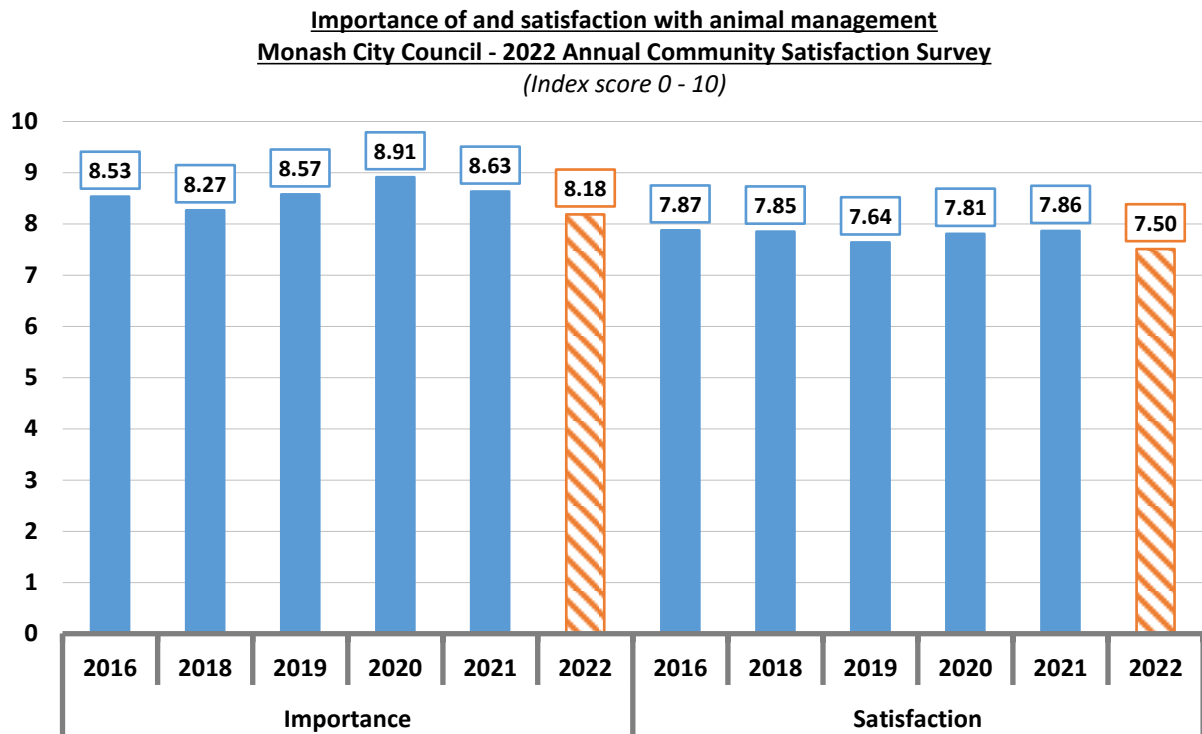
This ranks animal management 16th in terms of satisfaction, similar to the 15th reported last year.

This result includes 56.5% “very satisfied” respondents and six percent “dissatisfied”, based on a total sample of 670 of the 800 respondents.

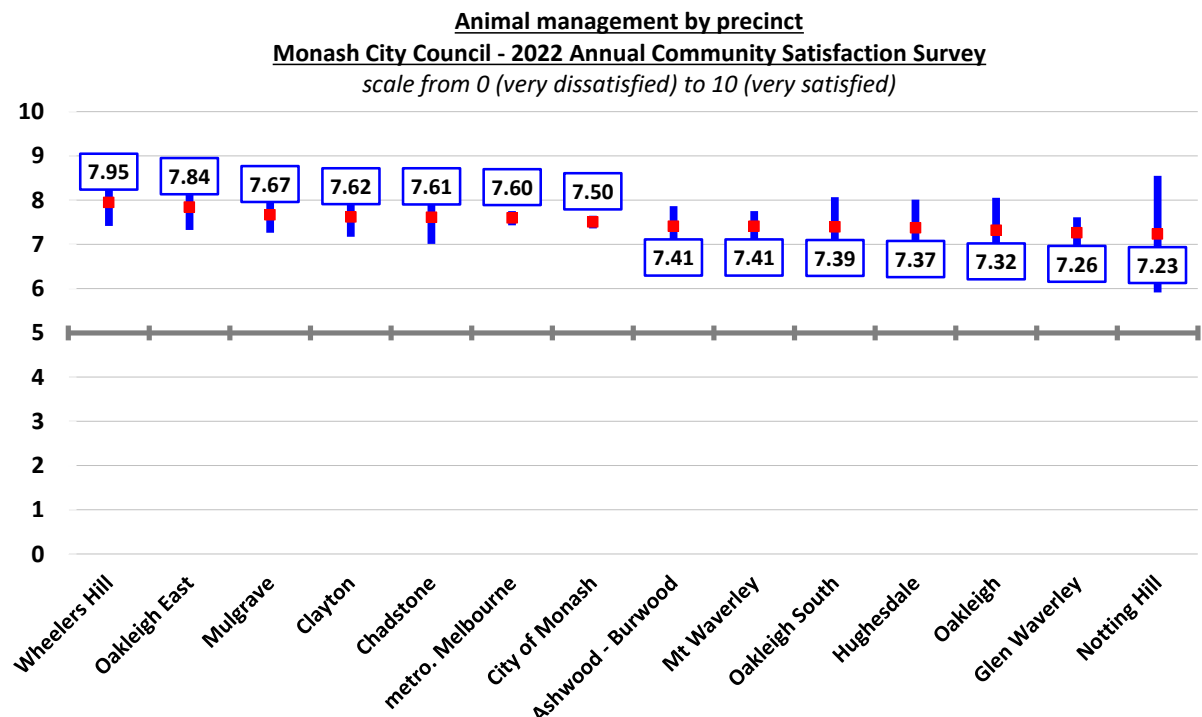


There was no statistically significant variation in satisfaction with animal management observed by the respondents’ age structure, gender, and language spoken at home.

By way of comparison, this result was very marginally, but not measurably lower than the 2022 metropolitan Melbourne average satisfaction with “animal management” of 7.60, as recorded on the *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with animal management observed across the municipality.



Executive Division

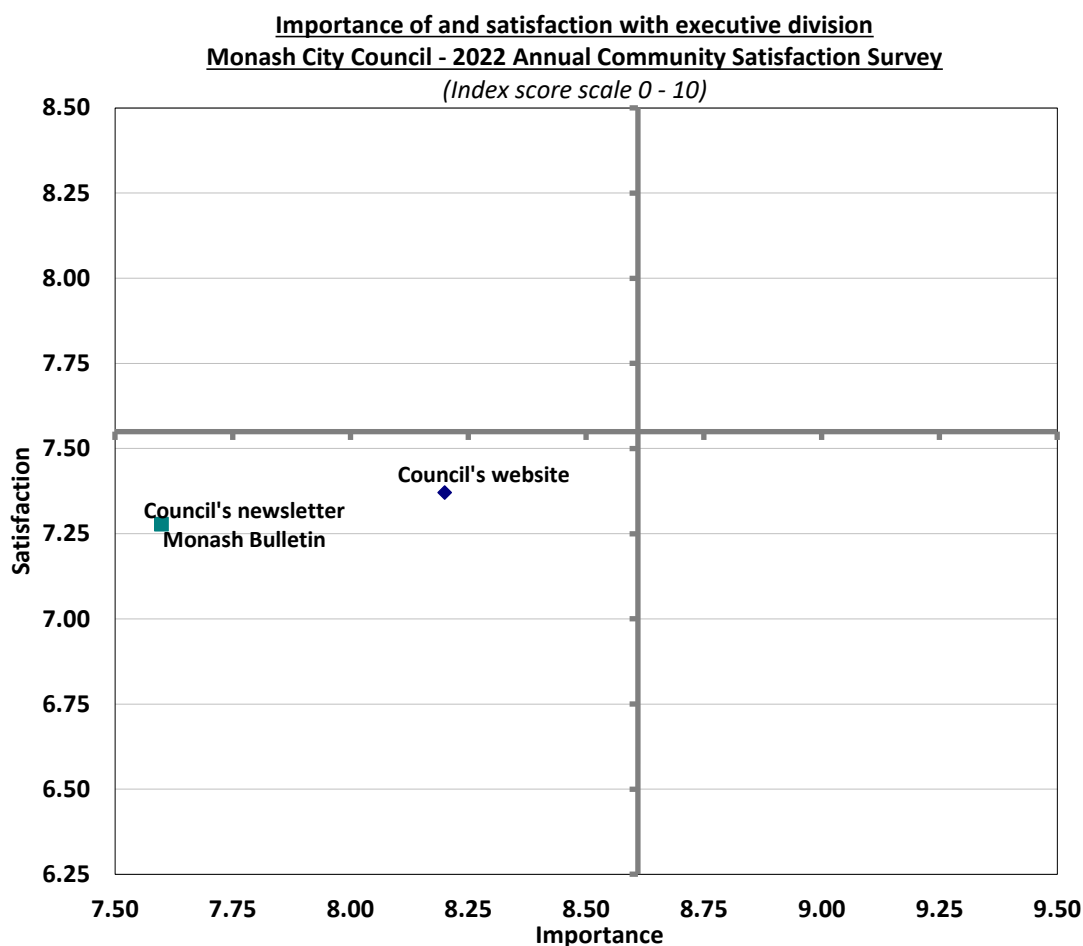
There were two services and facilities from the Executive Division included in the 2022 survey.

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

The crosshairs represent the average importance (8.61) and average satisfaction (7.55) of all 28 Council services and facilities included in the 2022 *Annual Community Satisfaction Survey*.

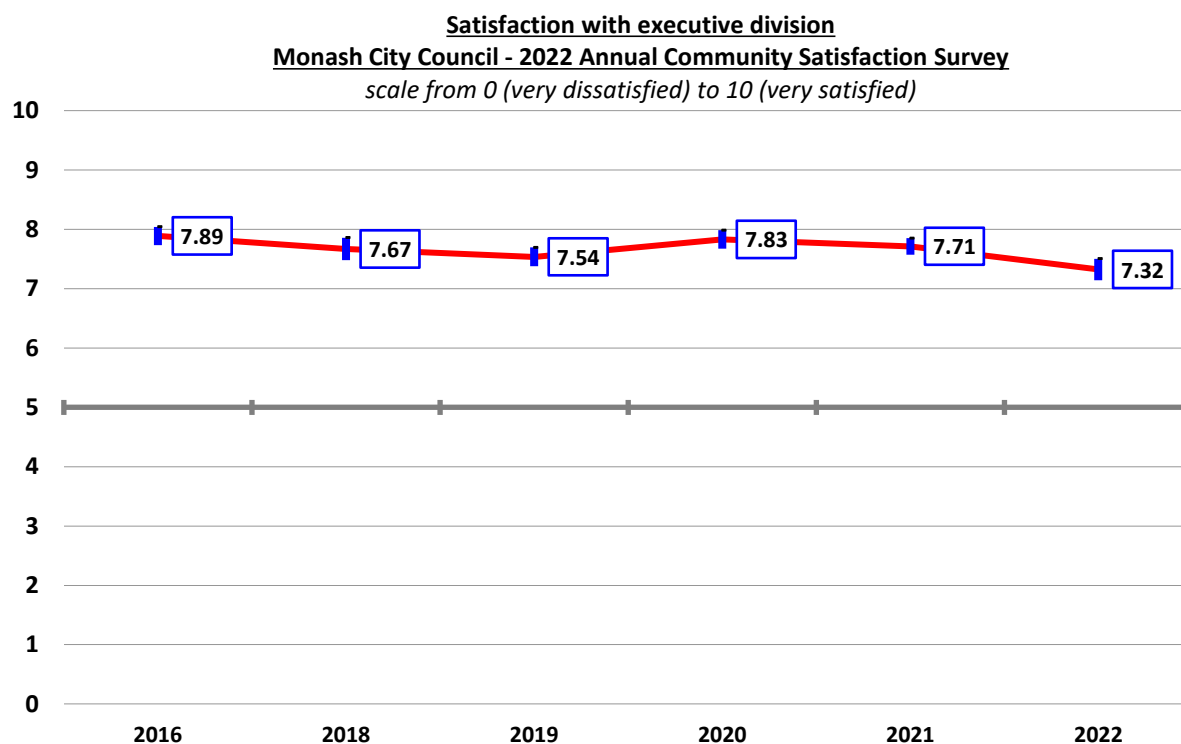
Both the communication services in the Executive Division were of lower-than-average importance and both received marginally lower than average satisfaction scores.

It is important to note however, that both services reported “very good” levels of satisfaction this year.



The average satisfaction with these two services and facilities declined measurably this year, down 5.1% to 7.32, but remains at a “very good” level.





Council’s newsletter *Monash Bulletin*

The *Monash Bulletin* was the 27th most important of the 28 included services and facilities and was one of only seven services and facilities to report an importance score measurably lower than the average importance of all 28 services and facilities (8.61). The importance of the publication declined measurably and significantly this year, down 10.4% to 7.60, a much larger decline than the average decline in importance of 3.2% recorded this year.

Satisfaction with the *Monash Bulletin* declined a statistically significant 4.1% this year, although it remains at a “very good” level of satisfaction.

Satisfaction with the *Monash Bulletin* has trended lower since 2016, and the 2022 result was the lowest satisfaction score recorded, and somewhat lower than the long-term average satisfaction since 2016 of 7.70.

This ranks the *Monash Bulletin* 20th in terms of satisfaction this year.

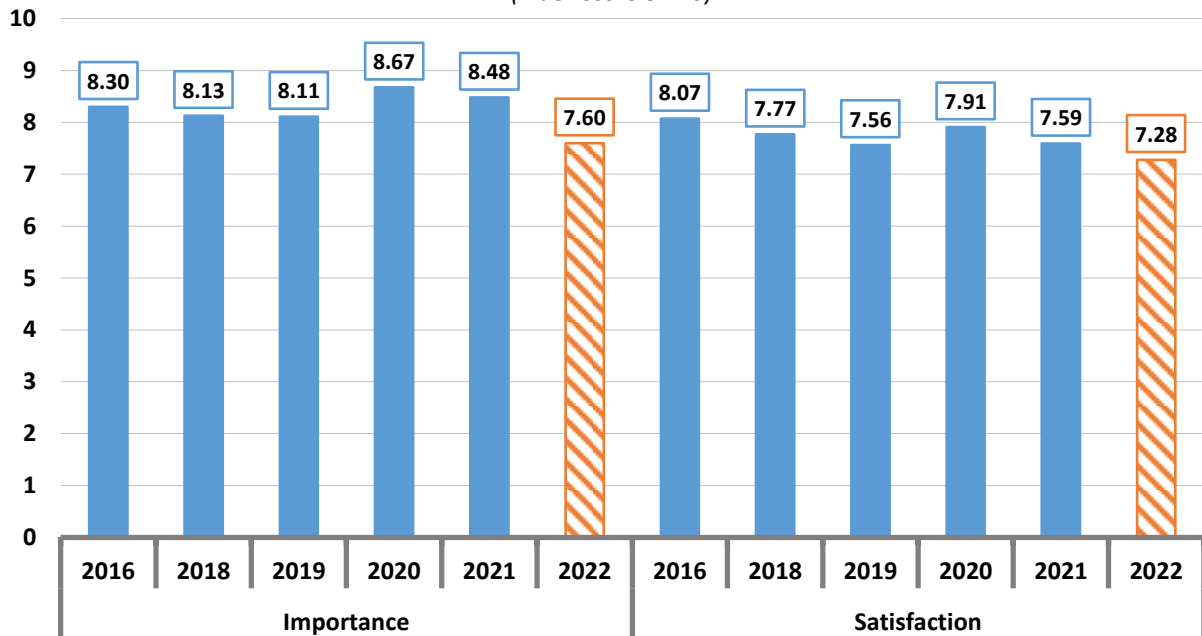
This result includes 53.9% “very satisfied” respondents and 8.7% “dissatisfied”, based on a total sample of 673 of the 800 respondents.

There was some notable variation in satisfaction with the publication observed by respondent profile, with senior citizens aged 75 years and over (7.66) notably more satisfied than average, female respondents (7.62) measurably more satisfied than male respondents (6.91), and respondents from multilingual households (7.55) notably more satisfied than respondents from English speaking households (7.09).



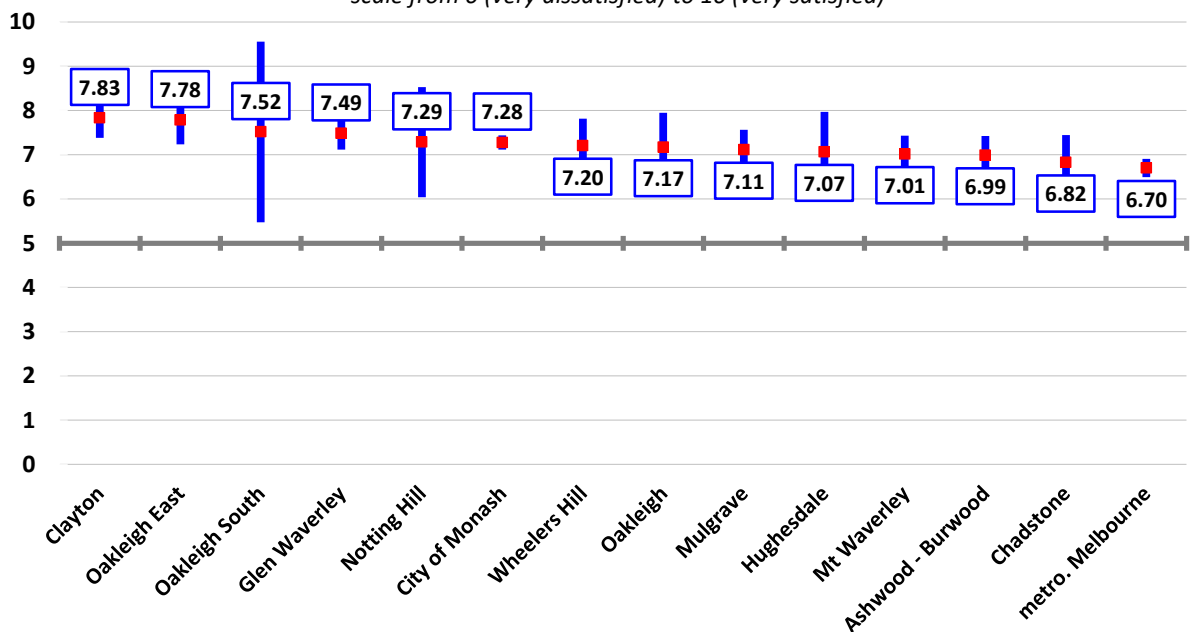
Despite trending somewhat lower over time, by way of comparison, this result was measurably higher than the 2022 metropolitan Melbourne average satisfaction with “Council’s regular publication” of 6.70, as recorded in the *Governing Melbourne* research.

Importance of and satisfaction with Council's newsletter *Monash Bulletin*
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction with the publication observed across the municipality, it is noted that respondents from Clayton were notably, but not measurably more satisfied than average, and at an “excellent” level of satisfaction.

Council's newsletter *Monash Bulletin* by precinct
Monash City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was a total of 76 comments received from respondents who were not satisfied with the *Monash Bulletin*, as outlined in the following table.

Many of these comments were focused on a perception that the respondent did not need the information, or that the information was irrelevant to them. There were also some comments about a preference for the publication to be digital rather than printed.

Reasons for dissatisfaction with Council's newsletter *Monash Bulletin*
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Information is irrelevant	9
It should be digital. Don't waste paper	9
Don't receive it / have had to ask for it	8
Don't read it	7
Feels like a part of insurance / promotion / marketing scheme	6
Not interested in reading it	6
It comes too infrequently	5
Don't get much awareness from it / needs more information	3
It is not important	3
It's a waste of rate payers' money; use it for better ways of communication	3
Needs to be relevant to all demographics. Always see the same set of people	3
Delivery is still not normalized after pandemic	1
Do not believe that the Council is pulling their weight regarding meeting the community's overall needs when it comes to their sporting facilities and not following through with their promises	1
I have never heard of the bulletin before	1
I want to know what the Council is doing for us and the reasons why	1
Information is biased	1
Issues are not thought and consulted	1
It's c**p	1
It's just Monash News, there should be more content. Don't want to know the profiles the Councillors	1
Just briefly read it	1
Need it in letterbox	1
Not giving enough of them	1
The content is relevant but not overly exciting	1
They should have a website not email. They should put the announcements in the website and not just email them	1
Too much reading	1
Total	76



Preferred method of receiving the Monash Bulletin

Respondents were asked:

“How would you prefer to receive the Monash Bulletin?”

There was an additional question included in the survey this year, asking respondents how they would prefer to receive the *Monash Bulletin*.

A total of 761 of the 800 respondents provided a response to the question, with the results outlined in the following table.

A little more than half (55.8%) of the respondents providing a response preferred that there was no change to the method of receiving the Monash Bulletin, with a little more than one-quarter (29.2%) preferring that it be delivered as a digital version to which they can subscribe online.

Preferred method of receiving the *Monash Bulletin*
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022	
	Number	Percent
No change - print version hand delivered to every letterbox	425	55.8%
Digital version that I can subscribe to online	222	29.2%
Subscribe to receive a printed copy in the mail	40	5.3%
Printed version that I can pick up from libraries and other convenient locations	8	1.1%
I don't want to receive the Monash Bulletin	66	8.7%
Not stated	39	
Total	800	100%

There was some variation in this result observed by precinct, as follows:

- **Ashwood-Burwood** – respondents were notably more likely than average to prefer that there be no change to the current system.
- **Notting Hill** – the 22 respondents were notably more likely than average to prefer no change to the current system, and to be able to subscribe to receive a printed copy in the mail.
- **Chadstone, Glen Waverly, Mt Waverley, Mulgrave, and Oakleigh** – respondents were notably more likely than average to prefer a digital version that they can subscribe to online.



Preferred method of receiving the *Monash Bulletin* by precinct
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	Ashwood - Burwood	Chadstone	Clayton	Notting Hill	Glen Waverley	Whealers Hill
No change - print version hand delivered to every letterbox	66.9%	53.9%	51.8%	66.2%	55.6%	54.6%
Digital version that I can subscribe to online	24.3%	34.4%	26.5%	13.7%	35.7%	24.7%
Subscribe to receive a printed copy in the mail	6.8%	0.0%	7.3%	16.8%	2.4%	0.9%
Printed version that I can pick up from libraries and other convenient locations	1.1%	0.0%	1.3%	0.0%	1.0%	5.3%
I don't want to receive the Monash Bulletin	0.9%	11.7%	13.1%	3.3%	5.3%	14.4%
Not stated	1	0	5	3	8	4
Total	60	39	88	22	155	73

Response	Mt Waverley	Mulgrave	Oakleigh	Oakleigh East	Oakleigh South	Hughesdale
No change - print version hand delivered to every letterbox	54.5%	53.6%	55.5%	61.0%	51.2%	55.0%
Digital version that I can subscribe to online	34.4%	35.3%	35.1%	2.7%	13.2%	27.0%
Subscribe to receive a printed copy in the mail	7.8%	5.5%	1.7%	8.2%	0.0%	11.2%
Printed version that I can pick up from libraries and other convenient locations	0.0%	0.0%	2.0%	0.0%	2.4%	0.0%
I don't want to receive the Monash Bulletin	3.2%	5.6%	5.7%	28.1%	33.2%	6.8%
Not stated	4	8	1	5	0	1
Total	14	93	33	44	22	29

There was more meaningful variation in these results observed by respondent profile, including age structure, gender, language spoken at home, and household disability status, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were notably more likely than average to prefer a digital version that they can subscribe to online, as well as not wanting to receive the publication.
- **Adults (aged 35 to 44 years)** – respondents were notably more likely than average to prefer a digital version that they can subscribe to online.
- **Older adults and senior citizens (aged 60 years and over)** – respondents were notably more likely than average to prefer the current system.



- **Gender** – there was no substantial variation in these results observed by gender, however, it is noted that female respondents were marginally more likely to prefer the current system, whilst male respondents were very marginally more likely to prefer a digital version that they can subscribe to online.
- **Language spoken at home** – respondents from English speaking households were measurably more likely to prefer the current system, whilst respondents from multilingual households were measurably more likely to prefer a digital version that they can subscribe to online.
- **Household disability status** – respondents from households with a member with disability were notably more likely than other households to prefer the current system.

Preferred method of receiving the *Monash Bulletin* by respondent profile

Monash City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Response	18 to 34 years	35 to 44 years	45 to 59 years	60 to 74 years	75 years and over
No change - print version hand delivered to every letterbox	40.4%	50.0%	57.0%	76.0%	81.7%
Digital version that I can subscribe to online	36.5%	37.0%	30.3%	14.3%	14.6%
Subscribe to receive a printed copy in the mail	6.4%	4.8%	4.8%	6.0%	1.8%
Printed version that I can pick up from libraries and other convenient locations	0.8%	1.3%	1.1%	0.7%	1.8%
I don't want to receive the Monash Bulletin	15.9%	7.0%	6.8%	3.0%	0.0%
Not stated	17	4	7	2	10
Total	278	127	177	129	88

Response	Male	Female	English speaking	Multi-lingual	With disability
No change - print version hand delivered to every letterbox	53.9%	57.7%	60.1%	49.4%	61.2%
Digital version that I can subscribe to online	30.7%	27.7%	23.5%	37.2%	19.7%
Subscribe to receive a printed copy in the mail	5.1%	5.4%	6.3%	4.2%	7.5%
Printed version that I can pick up from libraries and other convenient locations	0.9%	1.2%	1.3%	0.7%	2.0%
I don't want to receive the Monash Bulletin	9.3%	8.0%	8.7%	8.5%	9.7%
Not stated	18	22	22	15	5
Total	388	412	443	335	102



Council’s website

Council’s website was the 25th most important of the 28 included services and facilities this year and was one of only seven services and facilities to report an importance score measurably lower than the average importance of all 28 services and facilities (8.61). The importance of the website declined notably this year, down 5.1% to 8.20, a larger decline than the average decline of 3.2% for all services and facilities.

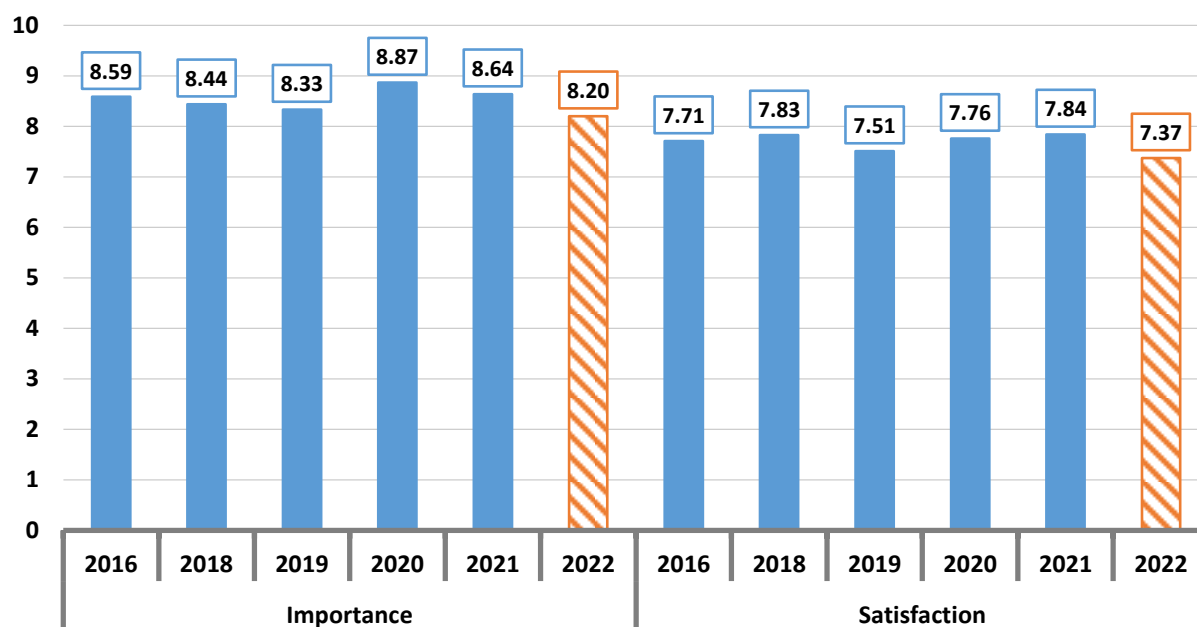
Satisfaction with the Council website declined notably, but not measurably this year, down six percent to 7.37, which is a “very good”, down from an “excellent” level of satisfaction.

This result was somewhat lower than the long-term average satisfaction since 2016 of 7.67.

This result includes 54.8% “very satisfied” respondents and 9.9% “dissatisfied” respondents, based on a total sample of 405 of the 414 respondents (51.8%) who had used the website in the last 12 months.

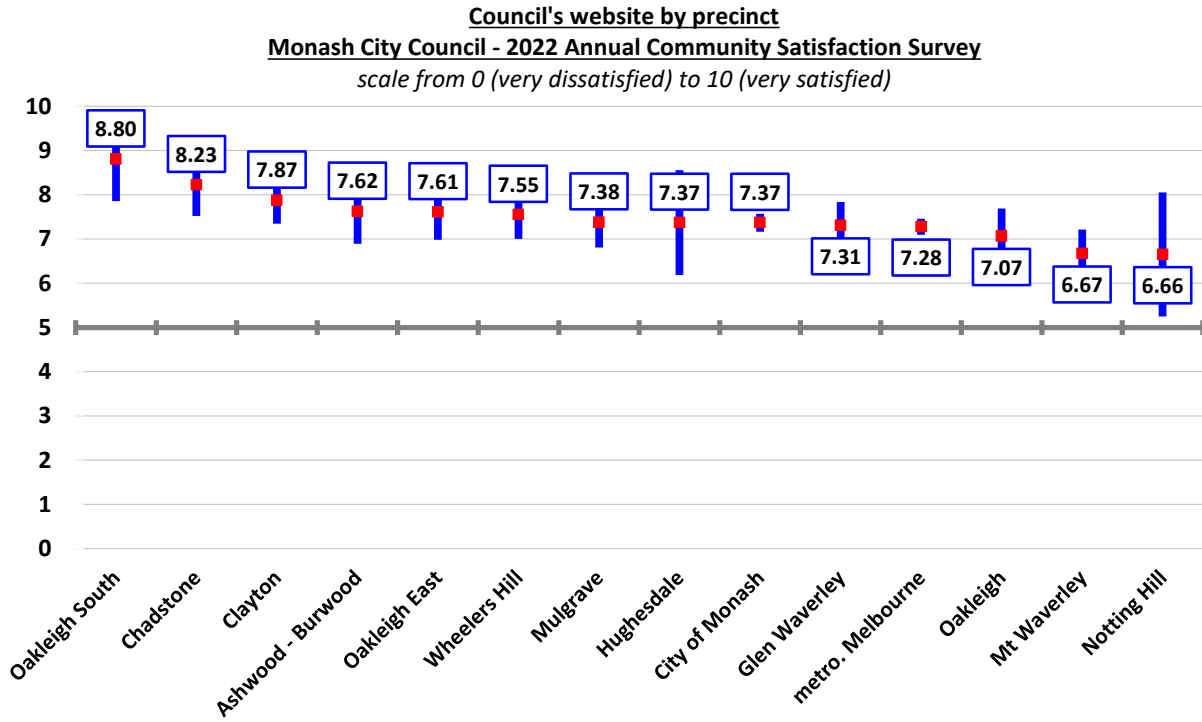
There was no statistically significant variation in satisfaction with the Council website observed by respondent profile, including age structure, gender, or language spoken at home, although it is noted that senior citizens aged 75 years and over (8.00) were somewhat more satisfied than the municipal average.

Importance of and satisfaction with Council's website
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was measurable variation in satisfaction with the Council website observed across the municipality, with respondents from Oakleigh South and Chadstone measurably more satisfied than average, and at “excellent” levels of satisfaction. It is also noted that respondents from Mt Waverley and the 11 respondents from Notting Hill were notably, but not measurably less satisfied than average, and at “good” levels of satisfaction.





Planning and housing development

Planning for population growth

Respondents were read the following preamble:

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

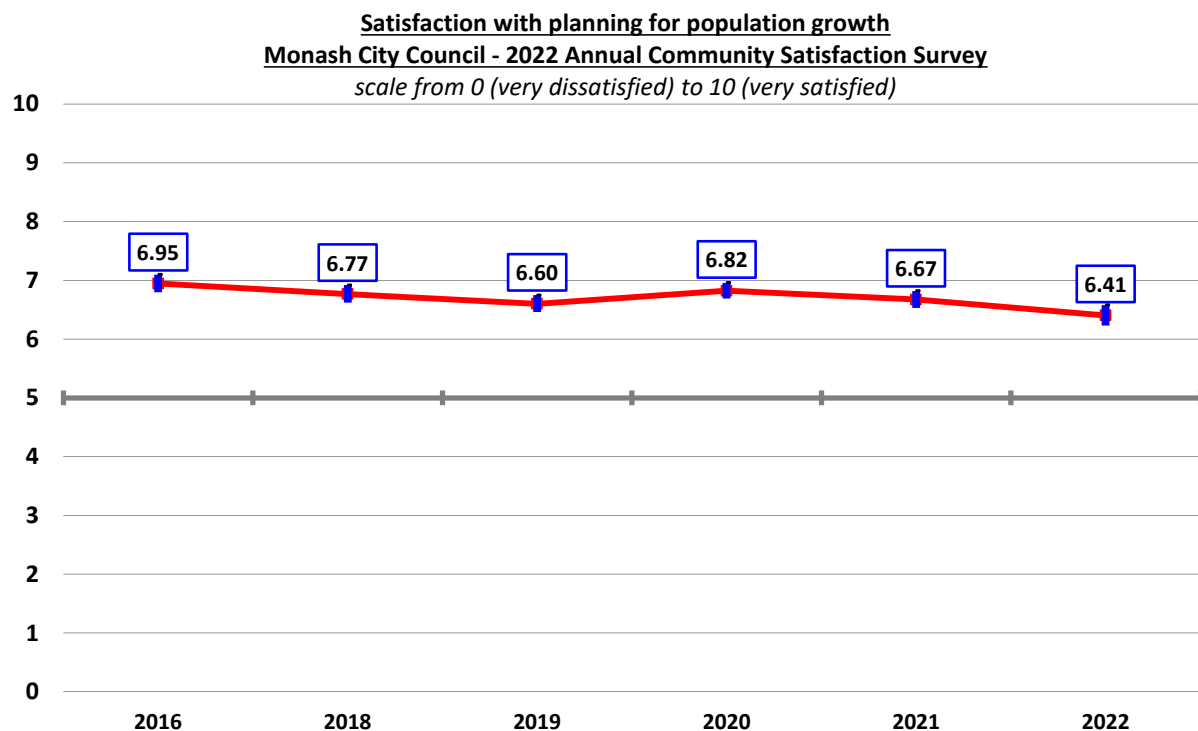
Respondents were then asked:

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

Satisfaction with planning for population growth by all levels of government declined somewhat, but not measurably this year, down 3.9% to 6.41, which is a “solid”, down from a “good” level of satisfaction.

Metropolis Research notes that satisfaction with planning for population growth has trended marginally lower since the question was first asked back in 2016, down 7.8% from 2016, and in 2022 was lower than the long-term average since 2016 of 6.70.

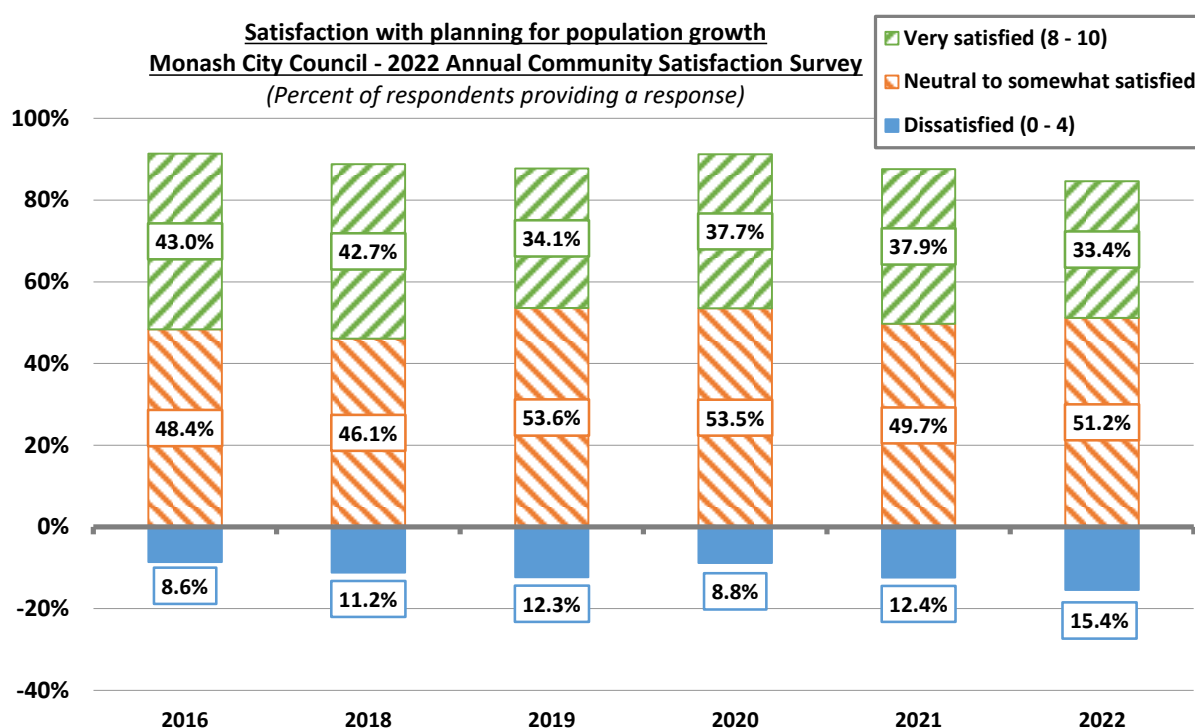
By way of comparison, this result remains measurably higher than the metropolitan Melbourne average of 5.99 and notably higher than the eastern region councils’ average of 6.02, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the identical telephone methodology.



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

There was a small decrease this year, in the proportion of respondents who were “very satisfied”, down from 37.9% in 2021 to the lowest proportion recorded for the City of Monash (33.4%), and a small increase in the proportion of “dissatisfied” respondents, up from 12.4% to a record high for the City of Monash of 15.4%.

Metropolis Research notes, however, that these results remain significantly better than the metropolitan Melbourne average, which in 2022 reported 29.8% “very satisfied” and 23.5% “dissatisfied” respondents with planning for population growth by all levels of government.



There was no statistically significant variation in the average satisfaction with planning for population growth by all levels of government observed across the municipality.

It is noted, however, that the small sample of 16 respondents from Hughesdale and the 18 respondents from Oakleigh South were notably less satisfied than average, and at “poor” rather than “solid” levels of satisfaction.

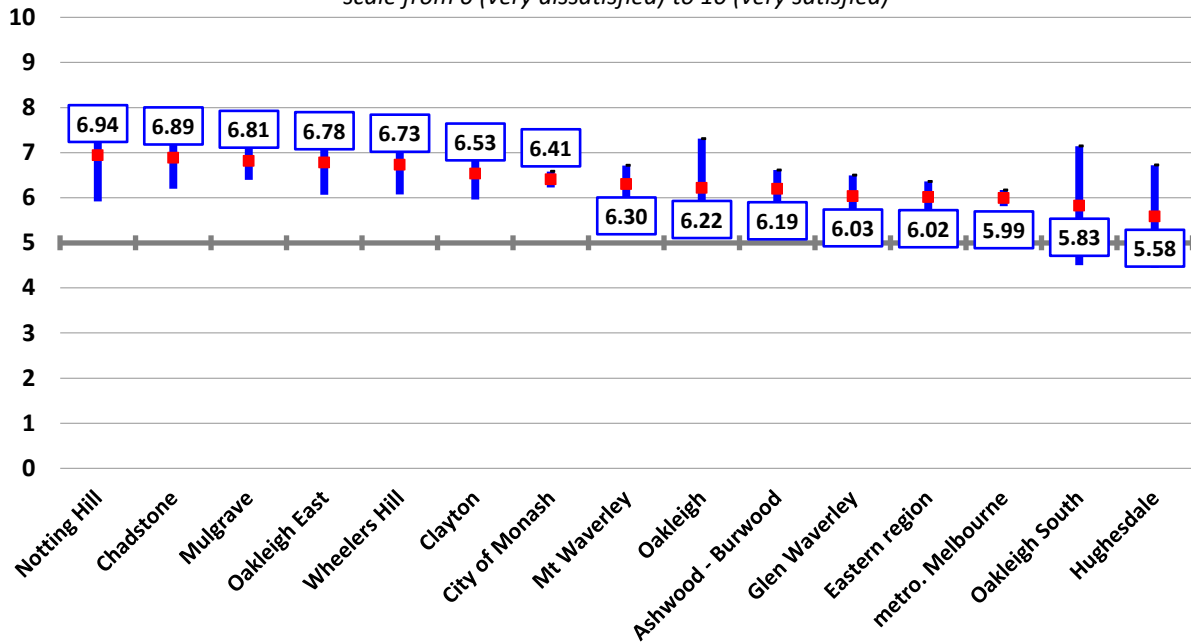
There was also notable variation in satisfaction with planning for population growth observed by respondent profile, as follows:

- **Age structure** – satisfaction with planning for population growth declined measurably with the respondents age from young adults (aged 18 to 34 years) to older adults (aged 60 to 74 years).

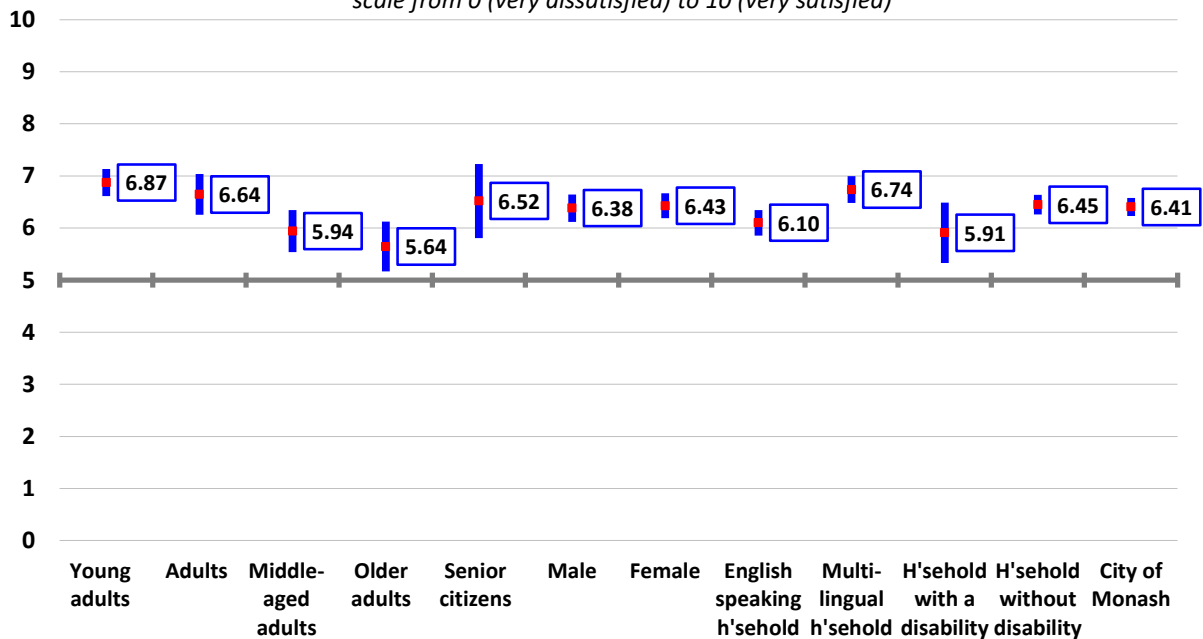


- **Gender** – there was no meaningful variation in this result observed by gender.
- **Language spoken at home** – respondents from multilingual households were measurably and significantly more satisfied than respondents from English speaking households.
- **Household disability status** – respondents from households with a member with disability were notably, but not measurably less satisfied than respondents from other households.

Satisfaction with planning for population growth by precinct
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

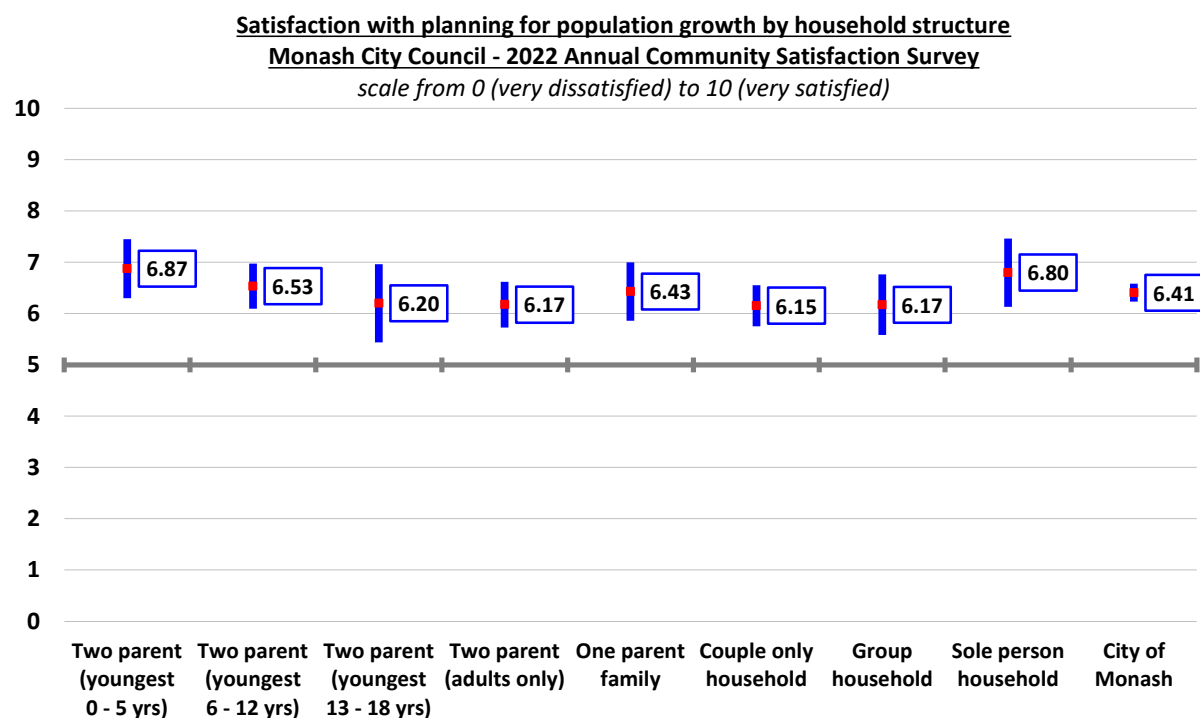


Satisfaction with planning for population growth by respondent profile
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with planning for population growth by all levels of government observed by the respondents' household structure.

It is noted, however, that sole person household respondents were, on average, somewhat more satisfied than average, and that younger two-parent families tended to be somewhat more satisfied than mature two-parent families and couple only households.



Reason for dissatisfaction with planning for population growth

There was a total of 168 comments received from respondents who were not satisfied with planning for population growth.

Many of these comments were related to concerns about over-population, over-development, and density, and the impacts on local neighbourhood character (78 comments).

There were also 39 comments about the impact on traffic and parking, 25 comments about the impact on infrastructure, 14 comments about the impact on services and facilities, and 12 other comments.



Reasons for dissatisfaction with planning for population growth
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Planning and development / neighbourhood character</i>	
Overcrowding / over population	14
No planning / lack of clear plans	10
Overdevelopment, too many houses, buildings, units	10
Density too high	6
Too many high rise multi storey developments	5
Not much development	2
Not planning for the infrastructure of more people	2
10 years ago, there were strict regulations on land possession, and now they have gone out the window	1
Don't consider where they're planning to build. My neighbour has 2 story house and blocks all the lights	1
Feel like too many buildings being built taking away the natural environment	1
Growing too quick	1
Housing shortfall, high pressure on rentals. Planning exists but not adequate for growth expected	1
I feel like we don't have enough population here in Australia	1
It is not planned well, car parks, rules for buildings etc. not done well and not invested well in Mulgrave	1
Late planning and new developments seem to be late like the recreation facilities being crowded	1
Lots of old houses pulled down	1
More interested in rates than sustainable population	1
More residential area for growing population	1
No confidence in the Council's long term planning, it seems more revenue raising in intent	1
No innovation in community consultation and no expansion of green spaces for cleaner air and oxygen for the growing population	1
No plans that I know of, more engagement from Council is recommended	1
Not enough housing space being allocated, concerned about prices rising	1
Not enough public housing	1
Not sure how such overcrowding can be accommodated for. Should be less growth instead	1
Planning is slow	1
Poor management of population density	1
Some development projects not always practical, don't end up with desired outcomes	1
Strategy used is often high density cheap low quality housing as solution, increases divide between property owners and renters	1
The Council is giving permission to more and more new developments and it is making the area congested	1
The Council is not considering or focusing on the high density of people when they are approving some projects	1
They build apartments buildings and reduce the setbacks and people don't like it	1
Too many buildings being developed but they're disregarding green space	1



Too many houses being approved without parking, people don't use the garages and use the streets to drive. Has video footage of buses having no space	1
Too many restrictions on development	1
Too many with people at the Park, crowded street it's hard to cross the road	1
Too much growth, dynamics of community is changing	1
Total	78

Parking, traffic, roads and public transport

Traffic issues already bad	7
Car parking is a huge issue, need more	4
Not enough parking for amount of cars / houses	4
I think it is too crowded already with traffic everywhere and Council must do something about it	2
Lack of on street residential parking / need more	2
The local roads are already crowded because of population growth	2
A lot of people parking in the street, in Glen Waverly	1
Allowing people to build with insufficient parking, streets are more harder navigate, profit is main focus not the community needs	1
Bus service terrible and ends too early in the night	1
Congestion not being considered with parking	1
Could have more parking and patrol	1
Don't think there's any management of road congestion	1
Don't understand how many incompetent drivers	1
If you estimate the population is going to grow please do more car parks	1
Keep on pushing apartments, with no change to roads causing traffic congestion	1
Need more roads	1
Need to do feasibility of train lines for more access to the city	1
Needs to be parking around Eton Mall for elderly	1
No forward thinking for parking	1
Parking, no planning seen in Bulletin	1
Public transport	1
The parking is not available for current population density let alone the future. Park spaces are also not properly utilized	1
When I drive to work traffic is ridiculous (Glen Waverley)	1
You can barely drive down the street without cars parked in both ways	1
Total	39

Infrastructure

I feel that there is no proper infrastructure to meet the overgrowing population growth	6
Not enough infrastructure	3
Infrastructure is not developed enough	2
Not enough infrastructure	2
Not enough infrastructure, housing,	2
A lot of student accommodations and no proper infrastructure	1
I think all new infrastructure is too busy and crowded	1
Lots of buildings not enough roads to accommodate	1



Monash resident for 50 years and not enough infrastructure for parking and open spaces	1
More shopping areas	1
My sons age group a lot of facilities are not catering teenagers in events	1
Not even enough space for infrastructure needed	1
Resourcing of infrastructure	1
They don't seem to spend money on infrastructure	1
Too much migration not enough infrastructure	1

Total **25**

Services and facilities

More schools	2
Not enough schools, particularly public high schools	2
Services like schools, health etc. overcrowded and underfunded	2
Lack of library resources and other facilities	1
More public sculptures and art, murals, friendly atmosphere	1
More shopping areas	1
Not enough care is being given, no forward thinking for rubbish, water and electricity	1
Not enough resources for seniors	1
Not enough resources vs. growing population	1
Removing shopping centre	1
There isn't good street maintenance	1

Total **14**

Other

Don't know what the Council is doing	2
Can't see any difference happening	1
Don't support LNP	1
How they're progressing	1
It's still under development so just got to wait and see	1
Just not satisfied	1
Nobody does anything about it	1
Poor communication	1
Reactive not proactive	1
Scot Morrison	1
They are doing a poor job	1

Total **12**

Total **168**



Satisfaction with aspects of planning and housing development

Respondents were asked:

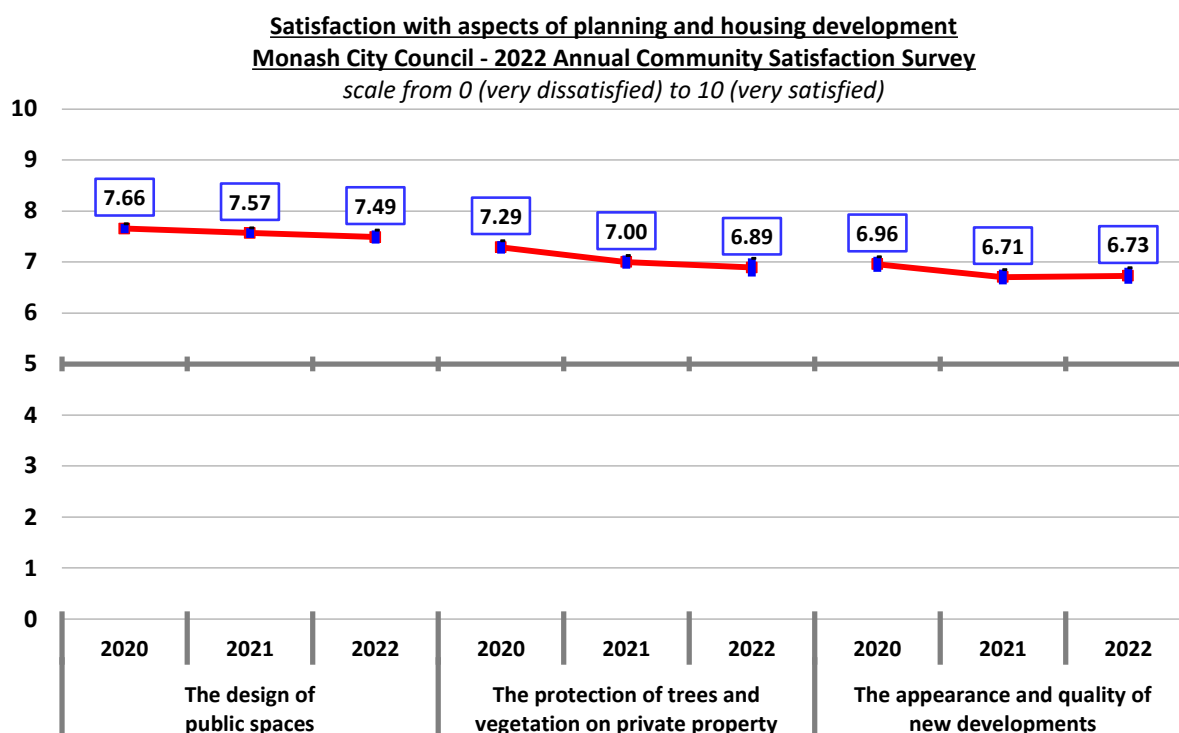
“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and housing development in your local area?”

All respondents were again in 2022, asked to rate their satisfaction with three planning and development outcomes, covering the design of public spaces; the protection of trees and vegetation on private property; and the appearance and quality of new developments.

The average satisfaction with two of these three measures declined marginally again in 2022, whilst satisfaction with the appearance and quality of new developments remained essentially stable (up less than one percent).

Satisfaction with these three planning and development outcomes can best be summarised as follows:

- **Very Good** – for the design of public spaces, including 57.8% “very satisfied” and 4.9% (up from 2.6%) “dissatisfied”.
- **Good** – for the protection of trees and vegetation on private property; and the appearance and quality of new developments. A little less than half of the respondents were “very satisfied” with these two aspects, whilst a little less than one-sixth were “dissatisfied”.

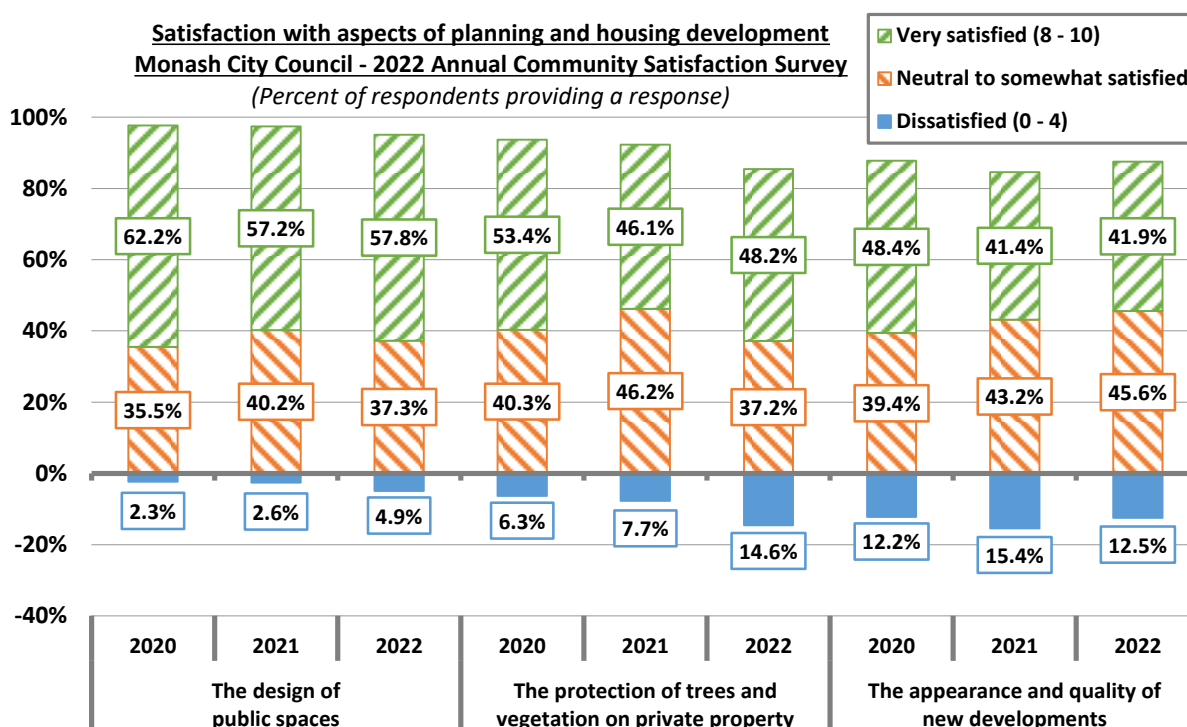


The following graph provides a breakdown of this result into the proportion of respondents (providing a response) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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



Whilst the average satisfaction with the protection of trees and vegetation on private property declined only marginally (down 1.6%), it is noted that the proportion of respondents who were “dissatisfied” with this aspect of planning and development almost doubled from 7.7% to 14.6%.

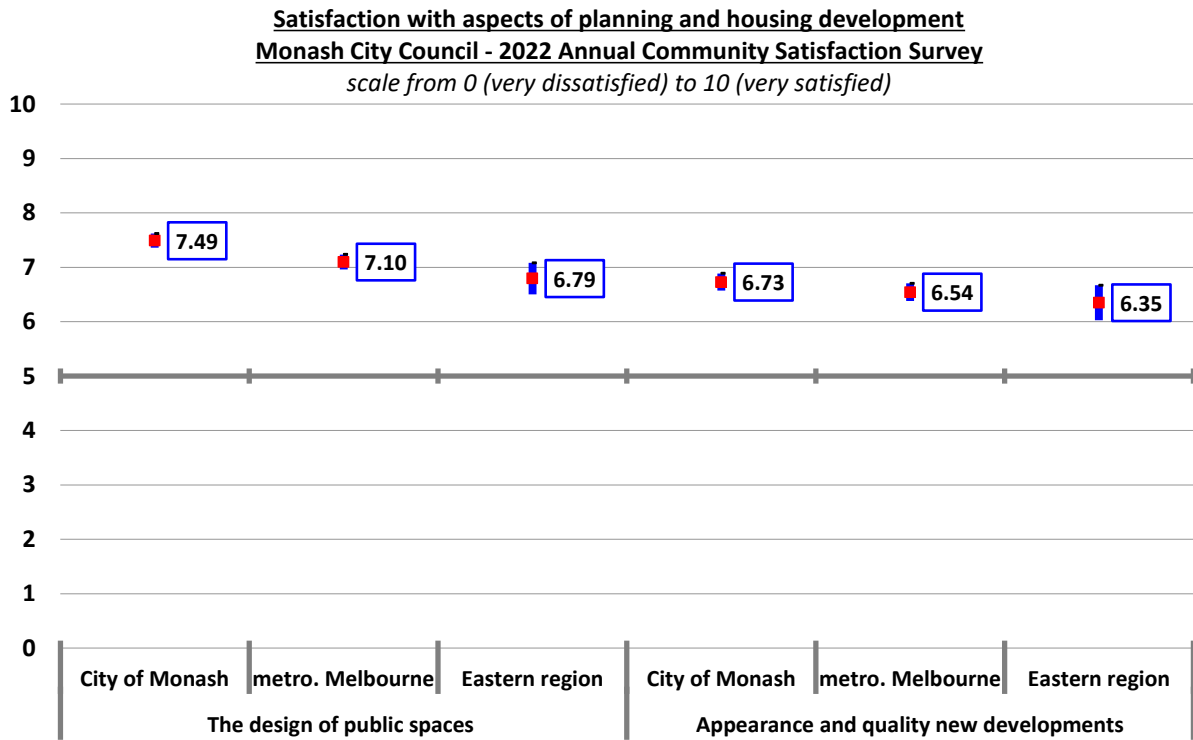
It is also noted that, consistent with the results observed in recent years, a little less than one-sixth of respondents were “dissatisfied” with the appearance and quality of new developments. This result is consistent with the metropolitan Melbourne average of 38.3% “very satisfied” and 15.7% “dissatisfied” respondents, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the same telephone methodology.



The following graph provides a comparison of average satisfaction with the design of public spaces and the appearance and quality of new developments in the City of Monash compared to the metropolitan Melbourne and eastern region councils’ averages, as recorded in the 2022 *Governing Melbourne* research.

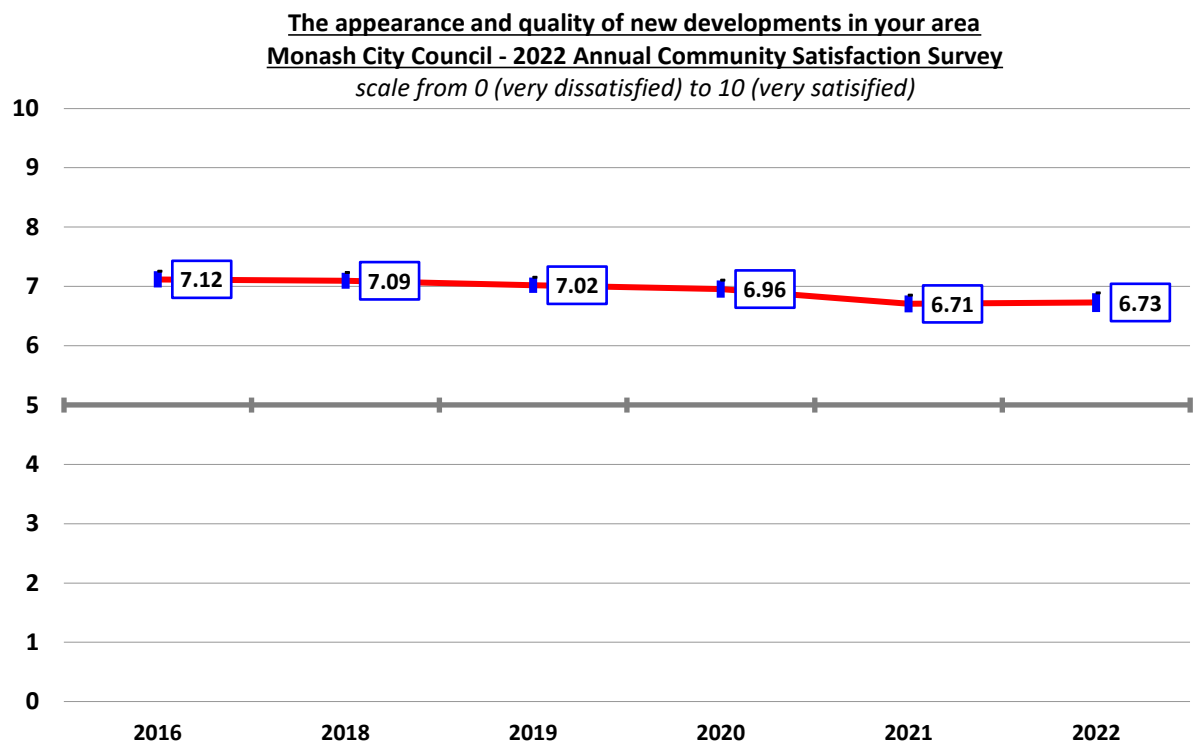
Metropolis Research notes that satisfaction with both of these aspects of planning and development was measurably higher in the City of Monash than in both the comparison areas.





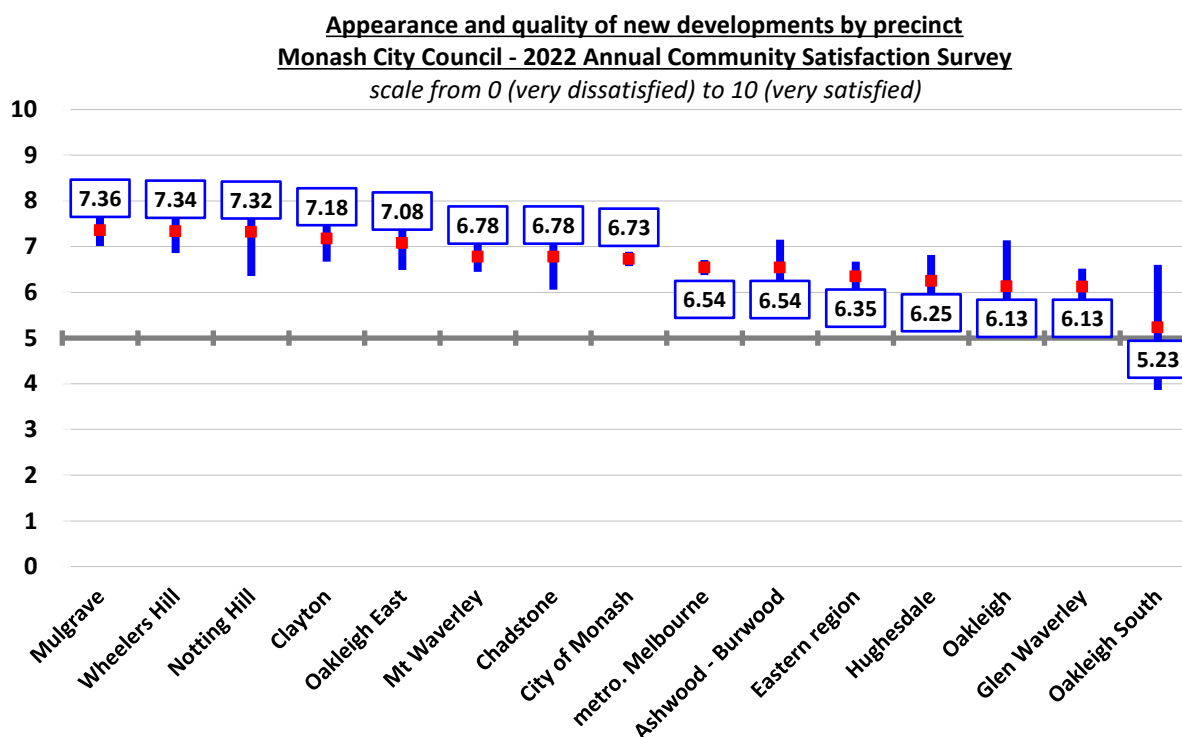
Appearance and quality of new developments

Satisfaction with the appearance and quality of new developments in the City of Monash increased marginally, but not measurably this year, up less than one percent to 6.73. This remains a “good” level of satisfaction, although marginally lower than the long-term average satisfaction since 2016 of 6.94.



There was measurable variation in satisfaction with the appearance and quality of new developments observed across the municipality, as follows:

- **Mulgrave and Wheelers Hill** – respondents were measurably more satisfied than average and at “very good” levels of satisfaction.
- **Notting Hill** – the small sample of 19 respondents from Notting Hill were notably but not measurably more satisfied than average, and at a “very good” level of satisfaction.
- **Glen Waverley and Oakleigh South** – respondents were measurably less satisfied than average, and at “solid” and “very poor” levels of satisfaction respectively.

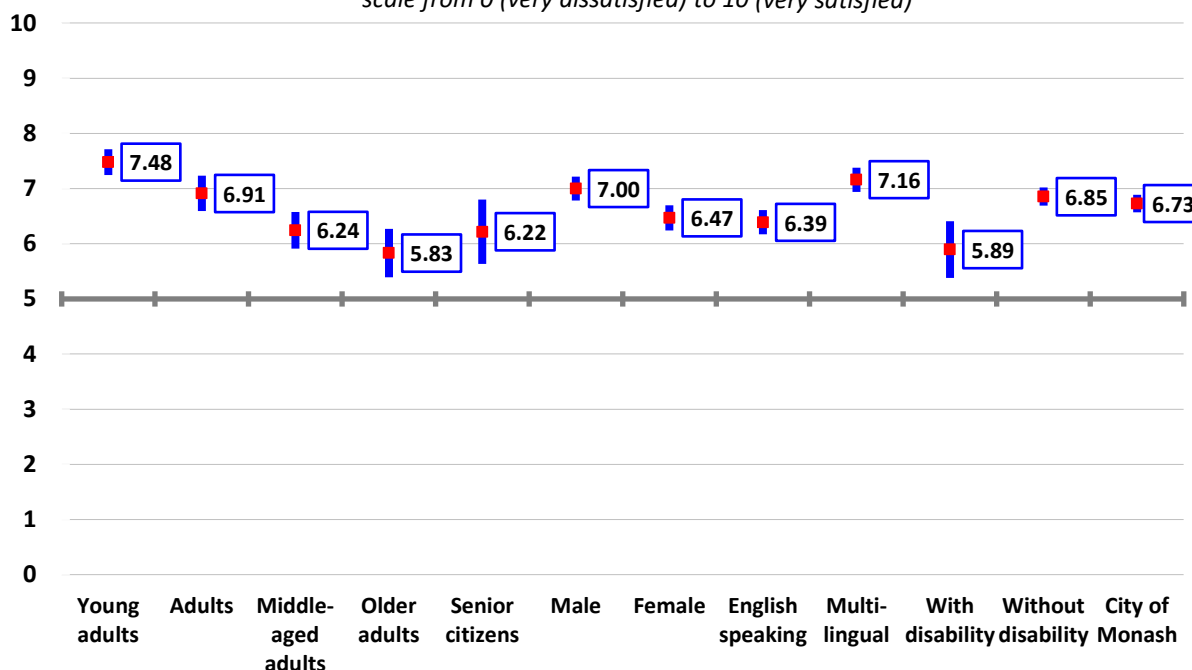


There was measurable and significant variation in satisfaction with the appearance and quality of new developments observed by respondent profile, as follows:

- **Age structure** – satisfaction with the appearance and quality of new developments declined measurably and significantly with the respondents’ age structure, from 7.48 or “very good” for young adults (aged 18 to 34 years) to 5.83 or “poor” for older adults (aged 60 to 74 years).
- **Gender** – male respondents were measurably more satisfied than female respondents.
- **Language spoken at home** – respondents from multilingual households were measurably and significantly more satisfied than respondents from English speaking households.
- **Household disability status** – respondents from households with a member with disability were measurably and significantly less satisfied than respondents from other households.



Appearance and quality of new developments by respondent profile
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Examples of and comments about specific developments

Respondents who were not satisfied with the appearance and quality of new developments were asked their reasons for concern, as well as any examples of developments of concern.

A total of 124 comments were received, with the verbatim comments are outlined in the following table, broken down by key issues, as follows:

- **Overdevelopment / high density development** (38 comments) – related to the perception that there is too much development in Monash, overcrowding, and the size and scale of new developments.
- **Trees and greenery** (17 comments) – related to the perception that there is insufficient greenery or trees in the area, due to increased development and the type of development changing the neighbourhood character in terms of greenery and open space.
- **Appearance and quality of developments** (16 comments) – related to a perception that the developments are of insufficient quality, unappealing in design, boring and related comments.
- **Planning process / regulations** (10 comments) – related to the perception of an insufficient process or regulations to protect neighbourhood character.
- **Heritage / neighbourhood character** (5 comments) – related to the perceived inappropriateness of development impacting on heritage or neighbourhood character.
- **Traffic and parking** (5 comments) – related to perceived impacts of new development on traffic and parking.



- **Specific sites identified** (17 comments) – there were 17 sites nominated by respondents as examples of development of concern.
- **General comments** / other reasons (16 comments)

Reasons for dissatisfaction with the appearance and quality of new development

Monash City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Overdevelopment / high density development</i>	
Too many developments / overdevelopment	13
Overcrowded	7
Too big / tall / high rises	7
Apartments too small, squeezing too much into the block	1
Blocking streets	1
Don't like the big size of houses with green land on it	1
High density, looks bad in suburban street	1
I don't like the 5 to 3 story apartments	1
Lots of apartments	1
Private housing go fence to fence	1
The Council is giving permission to more and more new developments and it is making the area congested	1
There is a 3-level development near us and badly designed. Parking behind, too much traffic	1
Too many townhouses and new developments are not planned and is destroying nature	1
Too many units built and there is no parking available	1
Total	38
<i>Trees and greenery</i>	
No greenery	6
There's no trees	3
Too much concrete	2
Backyards disappearing	1
Need more gardens because it doesn't seem like a suburb	1
New developments are not environmentally friendly. It takes 90% of available spaces and it is risky especially for kids. Ugly	1
Not enough lawns	1
Parks need to be developed more	1
The green / environmental aspect is neglected	1
Total	17



General / other reasons

In general.	3
Not much new developments	2
Bases of flagpoles in roundabouts on Wellington St are an abomination	1
Because there's nothing in my area. There's nothing visible in my area for development	1
Damage to surrounding areas with flight and noise pollution	1
In this suburb I don't see any improvements	1
It is chaos, they are not doing a good job on this	1
It's improving	1
Need more social or public housing	1
Needs to be upgraded	1
New developments are needed, like state-of-the-art buildings in growing countries. For instance, residential are on top of restaurants or shopping centres	1
New developments are not convenient	1
No new developments. The Council doesn't approach for any changes or proposals that they make in community. They just take feedback and don't really care	1
Total	16

Appearance and quality

Apartment blocks that look like concrete boxes	2
Cheap / nasty	2
Standard of the buildings are bad / low quality / ages quickly	2
Apartment block behind Glen Waverley train station	1
Corner of Ferntree Gully Rd	1
Don't like the look of town houses and maintenance is poor	1
Eye sore, looks like Box Hill, Kingsway	1
Looks soulless, boring	1
No development consistency in presentation	1
Shouldn't expect to live in low quality little boxes	1
The houses look all the same, not enough creative designs on the houses. They look like housing commission. Need a variety of designs. Makes the area look poor	1
They are not good. The quality of the materials is not good	1
Too many French provincial bland developments	1
Total	16

Planning and development process / regulations

No planning / not well planned	2
A lot of student accommodations and no proper infrastructure	1
Like I mentioned, poor town planning	1
Neighbours should have to give consent for developments, high rises stopping light next door	1
No consultation made in building the tennis court in the Glen Waverly golf course	1
No proper planning for design of infrastructure	1
Often setback is at the edge of the path, setbacks links from the road	1
Set back too close to road, too much concrete	1
Streetscapes, not enough regard to living spaces	1

Total

10



Heritage protection / character of neighbourhood

Inappropriate, destroying character of street	3
Don't fit in to community architecture and stand out, not homely, stick out	1
Fencing very different per house	1
Total	5

Traffic / parking

No adequate parking for the developments, parking park on roads	3
More cars / congestion during peak time	1
Parking issues for public walking past	1
Total	5

Specific sites identified by respondents

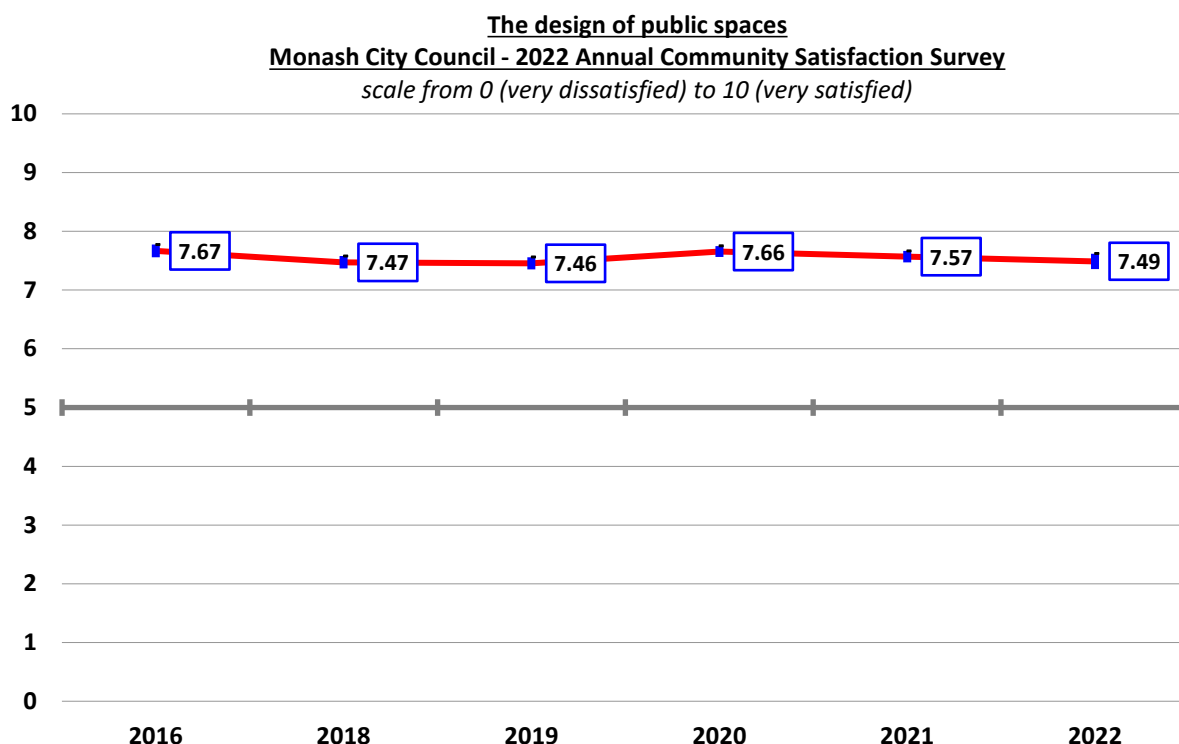
Apartment block behind Glen Waverley train station	1
Corner of Ferntree Gully Rd	1
Glen shopping area developments	1
Highrise buildings in Holmesglen, apartments above shopping area	1
High-rises near Glen Waverly secondary school	1
Housing estate taking over school near Talbot Ave	1
I feel there is no consultation on it and overdevelopment of units (Danien St)	1
The building at the corner Ferntree Gully Rd	1
The building in Hanover St	1
The building in the corner of Atherton and Atkinson St	1
The building in the corner of Warrigal Rd and Swindon Rd	1
The corner of Ferntree Gully and Jules Rd should be developed	1
The houses especially 2 houses in Winbourne Rd are definitely not permitted to build more than 1 storeys, so it's illegal what's going on	1
The houses here in Chadstone are not built-in good quality. They fall apart easily and cost a lot	1
The units in Glen Waverley	1
They are too quick to milk money, but they don't consider the community and puts units everywhere (Glen Waverley)	1
Ugly building on Salesbury Road, some sort of community centre	1
Total	17
Total	124



The design of public spaces

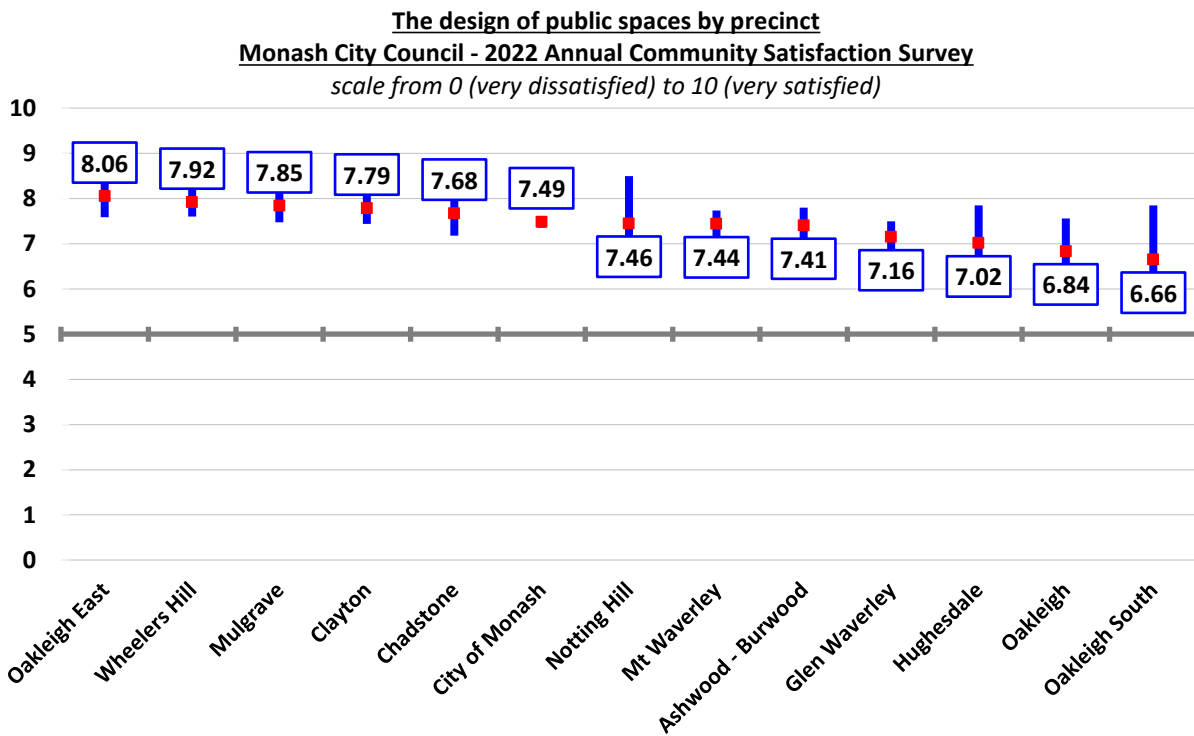
Satisfaction with the design of public spaces declined very marginally, but not measurably this year, down 1.1% to 7.49, although it remains at a “very good” level, and consistent with the long-term average satisfaction since 2016 of 7.55.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average of 7.10 and the eastern region councils’ average of 6.54, as recorded in *Governing Melbourne*.



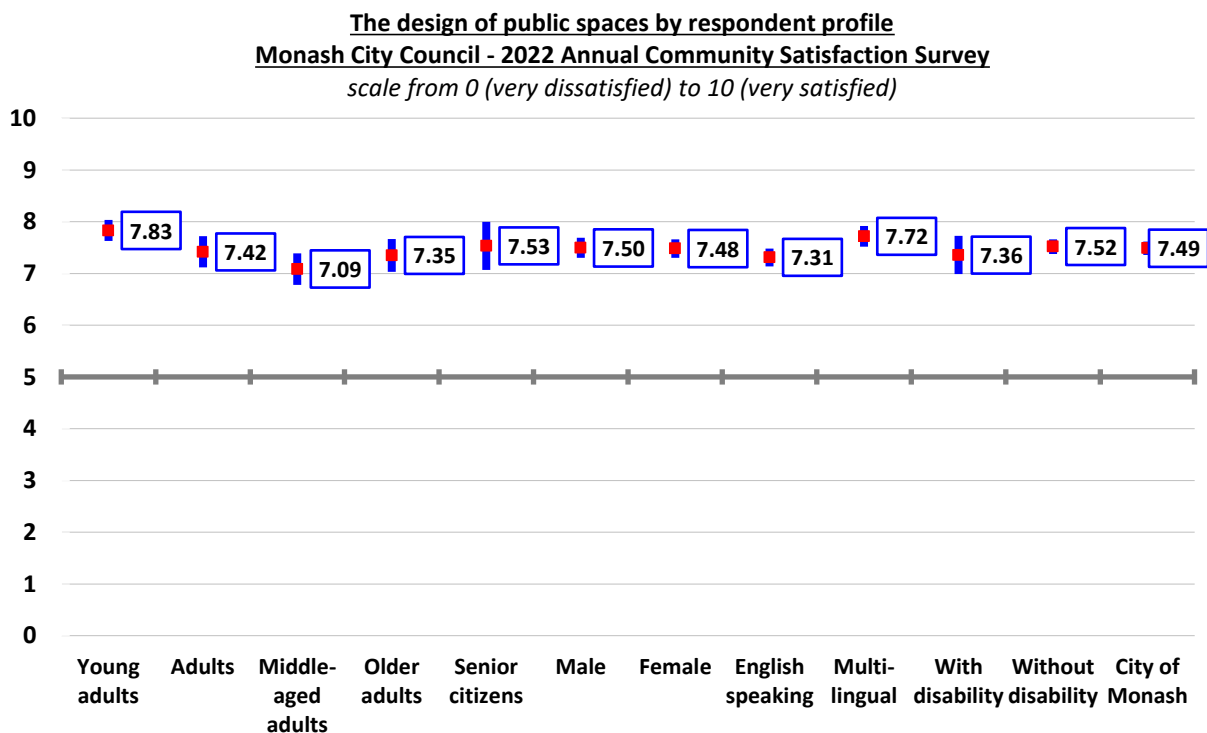
There was measurable variation in satisfaction with the design of public spaces observed across the municipality, with respondents from Oakleigh East and Wheelers Hill measurably more satisfied than average and at “excellent” levels.





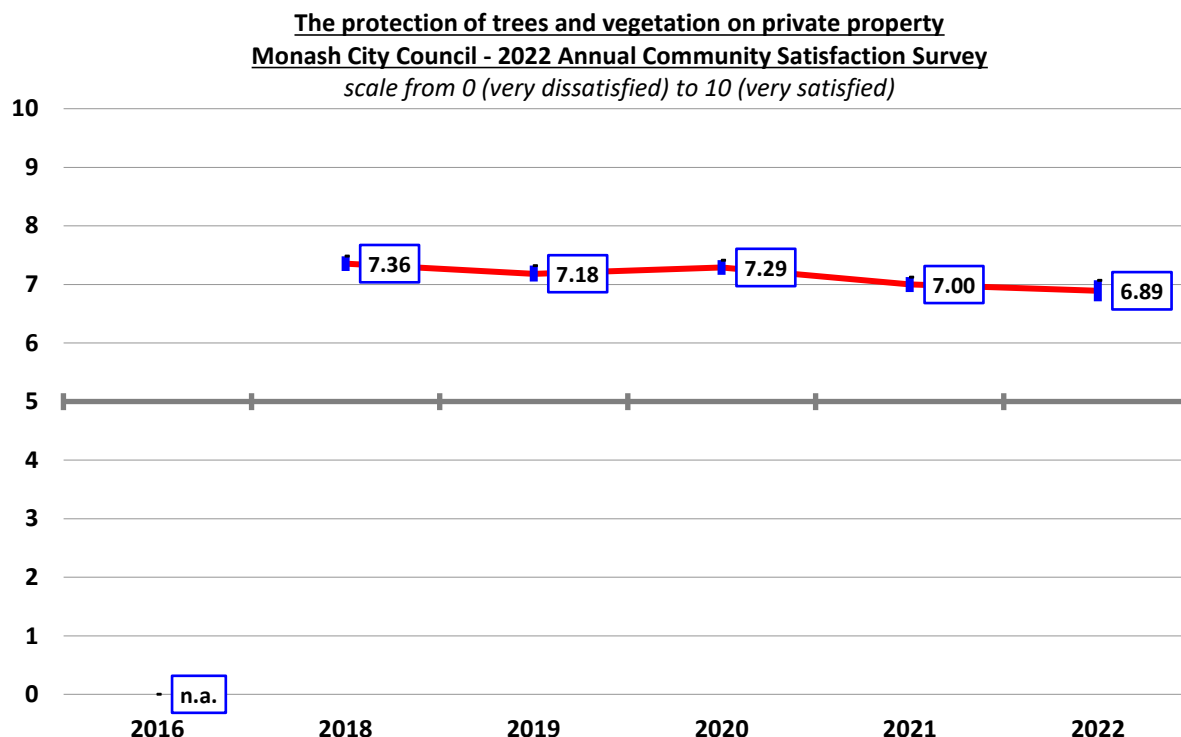
There was measurable variation in satisfaction with the design of public spaces observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at an “excellent” level.
- **Language spoken at home** – respondents from multilingual households were measurably more satisfied than respondents from English speaking households.



The protection of trees and vegetation on private property

Satisfaction with the protection of trees and vegetation on private property declined very marginally, but not measurably this year, down 1.6% to 6.89, although it remains at a “good” level. This result was, however, marginally lower than the long-term average satisfaction since 2018 of 7.14.



There was measurable variation in satisfaction with this aspect of planning and development observed across the municipality, as follows:

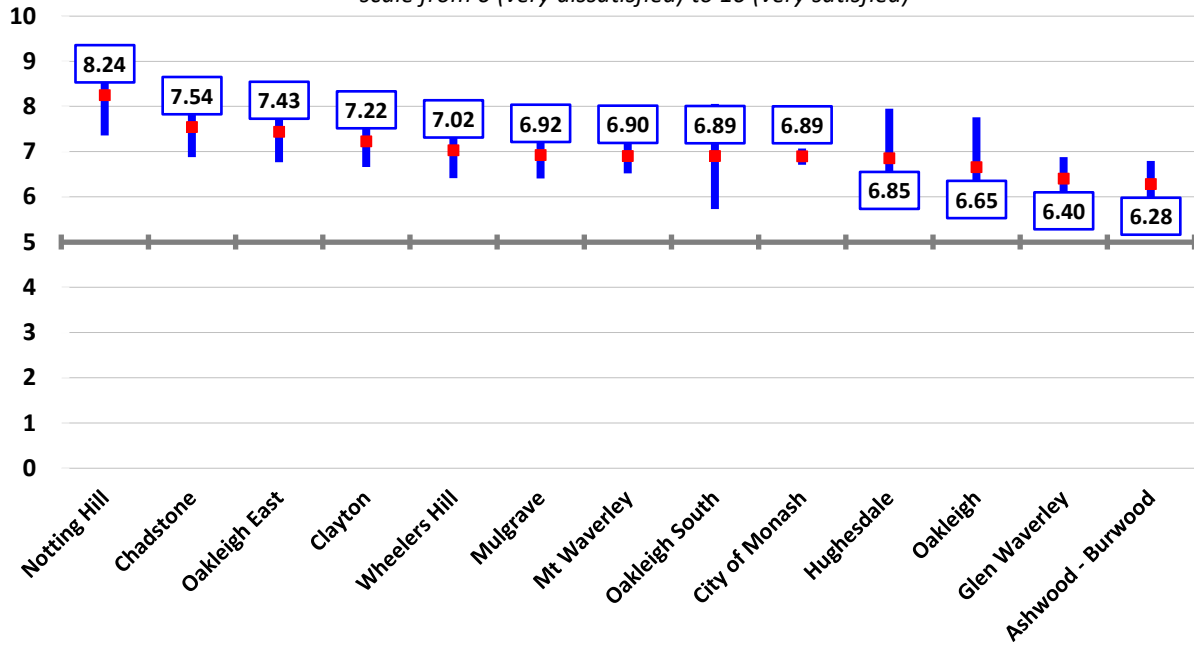
- **Notting Hill** – respondents were measurably more satisfied than average and at an “excellent” level.
- **Glen Waverley and Ashwood-Burwood** – respondents were notably but not measurably less satisfied than average and at “solid” rather than “good” levels of satisfaction.

There was also measurable and significant variation in satisfaction with this aspect of planning and development observed by respondent profile, as follows:

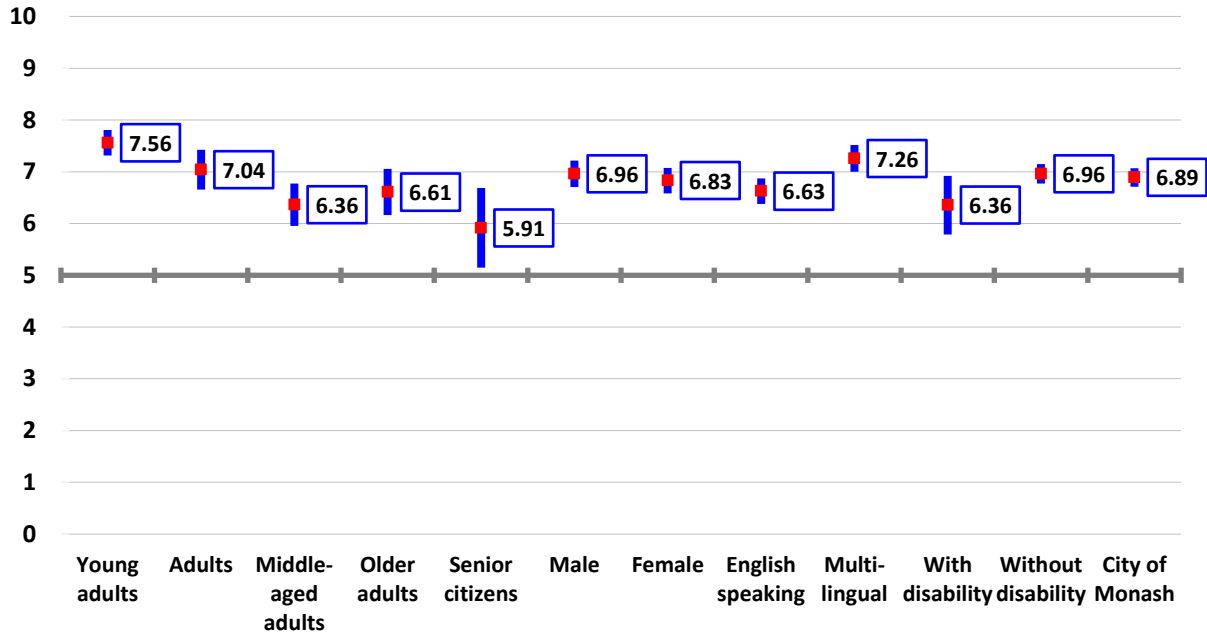
- **Age structure** – satisfaction declined measurably with the respondents’ age structure, with young adults (aged 18 to 34 years) measurably more satisfied than average at an “excellent” level, and senior citizen (aged 75 years and over) measurably less satisfied and as “poor” level.
- **Language spoken at home** – respondents from multilingual households were measurably and significantly more satisfied than respondents from English speaking households.
- **Household disability status** – respondents from households with a member with disability were notably but not measurably less satisfied than respondents from other households.



The protection of trees and vegetation on private property by precinct
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The protection of trees and vegetation on private property by respondent profile
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Value about City of Monash

Aspects valued about living in Monash

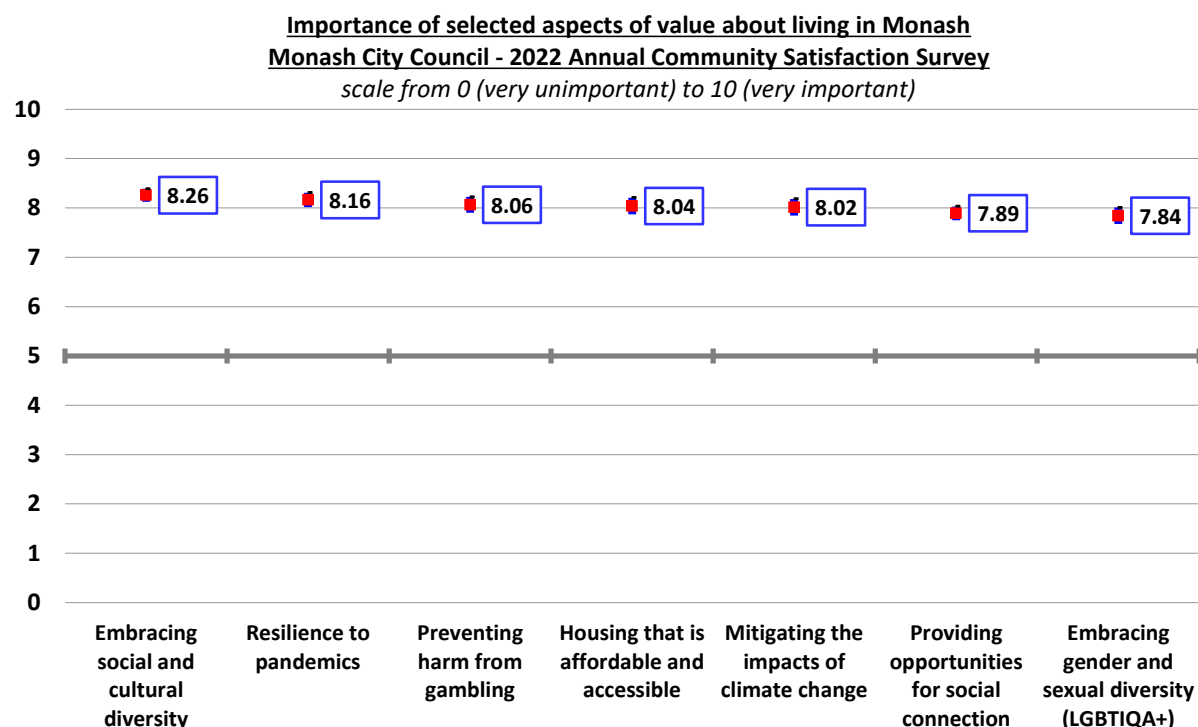
Respondents were asked:

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

Respondents were asked to rate the importance from zero (very unimportant) to 10 (very important), each of seven aspects of value were to them living in Monash.

On average, respondents rated each of the seven aspects as being of very to extremely important, with average importance scores of approximately eight out of a potential 10.

Metropolis Research notes, however, that on average, respondents rated “embracing social and cultural diversity” and “resilience to pandemics” to be measurably more important to them than “providing opportunities for social connection” and “embracing gender and sexual diversity (LGBTIQA+)”.

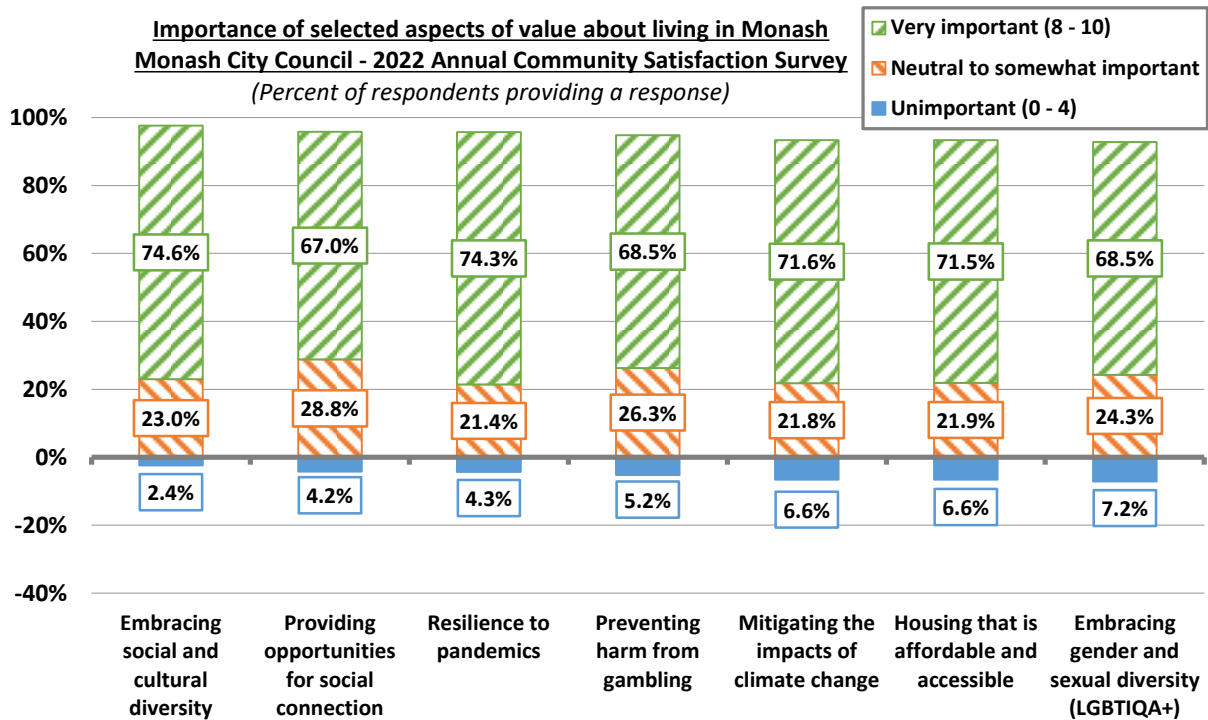


The following graph provides a breakdown of these results into the proportion of respondents (providing a response) who considered each aspect as “very important” (i.e., rated importance at eight or more), those who considered each “neutral to somewhat important” (i.e., rated importance at between five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

Consistent with the very high average importance scores, between two-thirds and three-quarters of respondents considered each of the seven aspects to be “very important”.

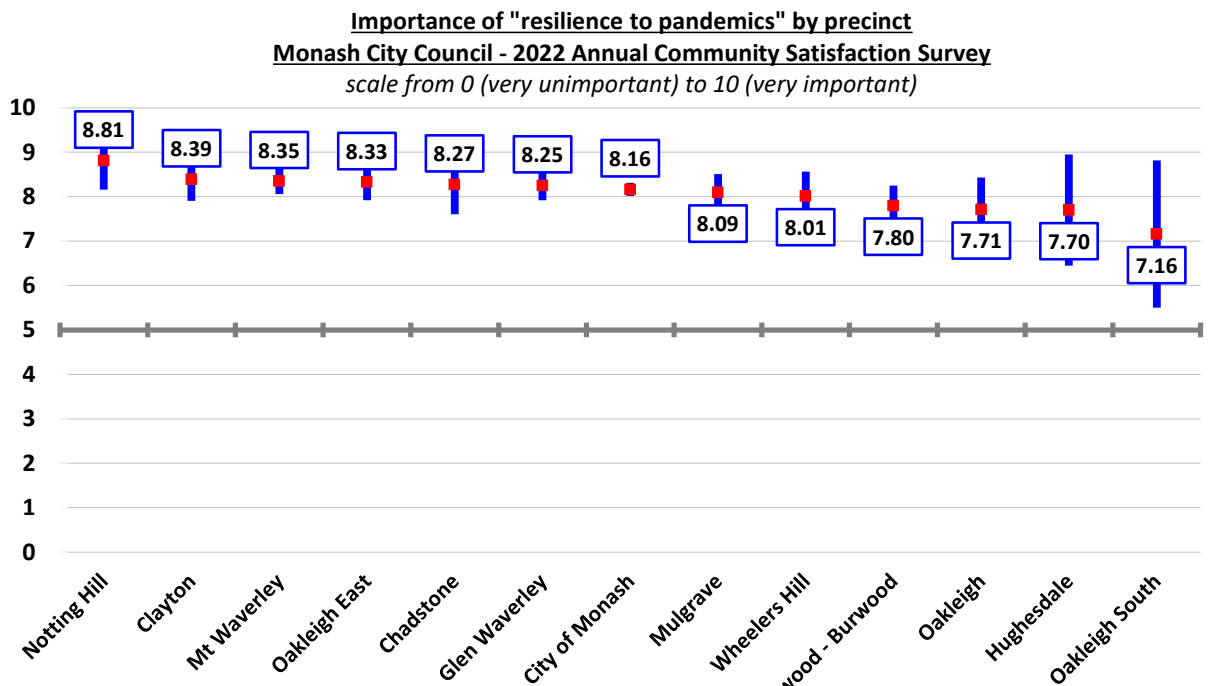


It is noted, however, that approximately seven percent of respondents considered “mitigating the impacts of climate change”, “housing that is affordable and accessible”, and “embracing gender and sexual diversity” to be unimportant.



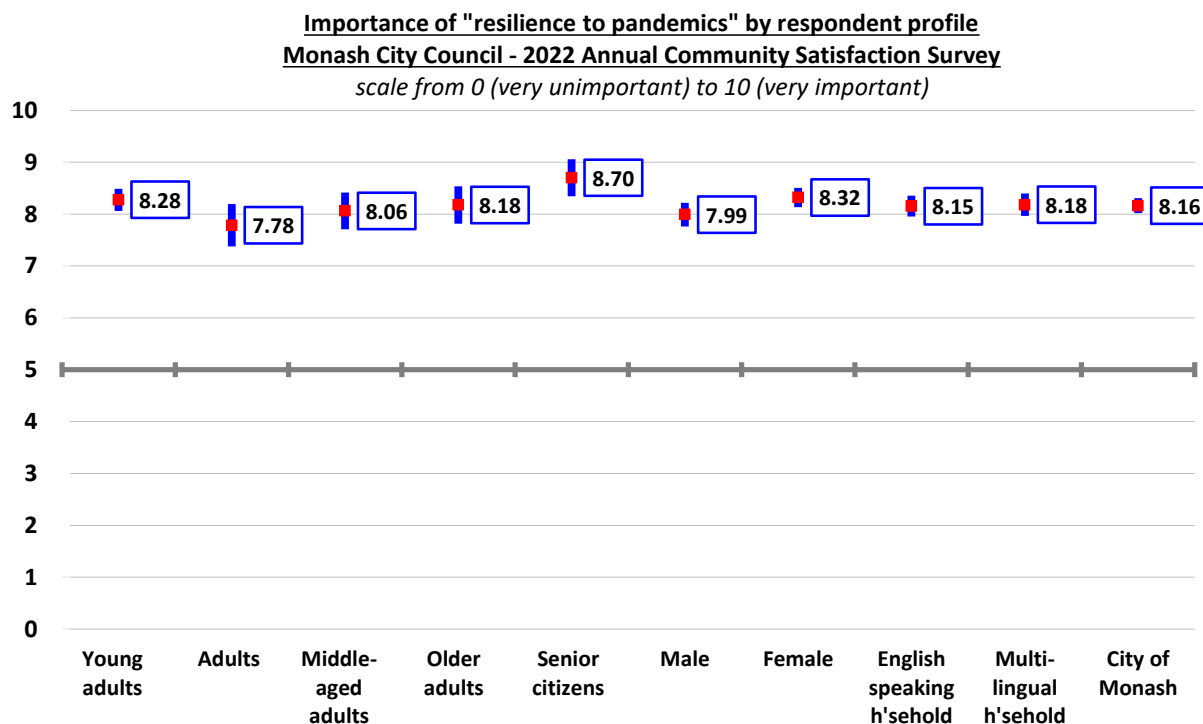
Resilience to pandemics

There was no statistically significant variation in the average importance of resilience to pandemics observed across the municipality.



There was, however, some notable variation observed by respondent profile, as follows:

- **Age structure** - senior citizens (aged 75 years and over) considered this measurably more important than the municipal average, whilst adults (aged 35 to 44 years) considered it somewhat, but not measurably less important than average.
- **Gender** – female respondents considered this notably, but not measurably more important than male respondents.



Mitigating the impacts of climate change

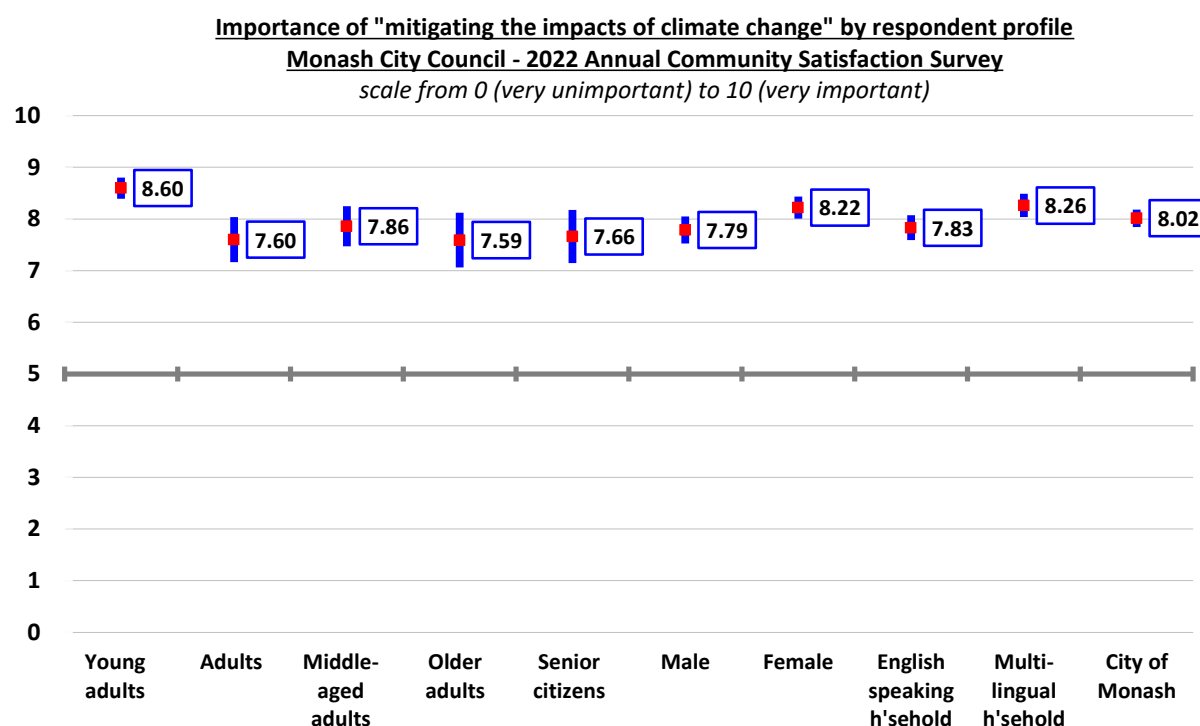
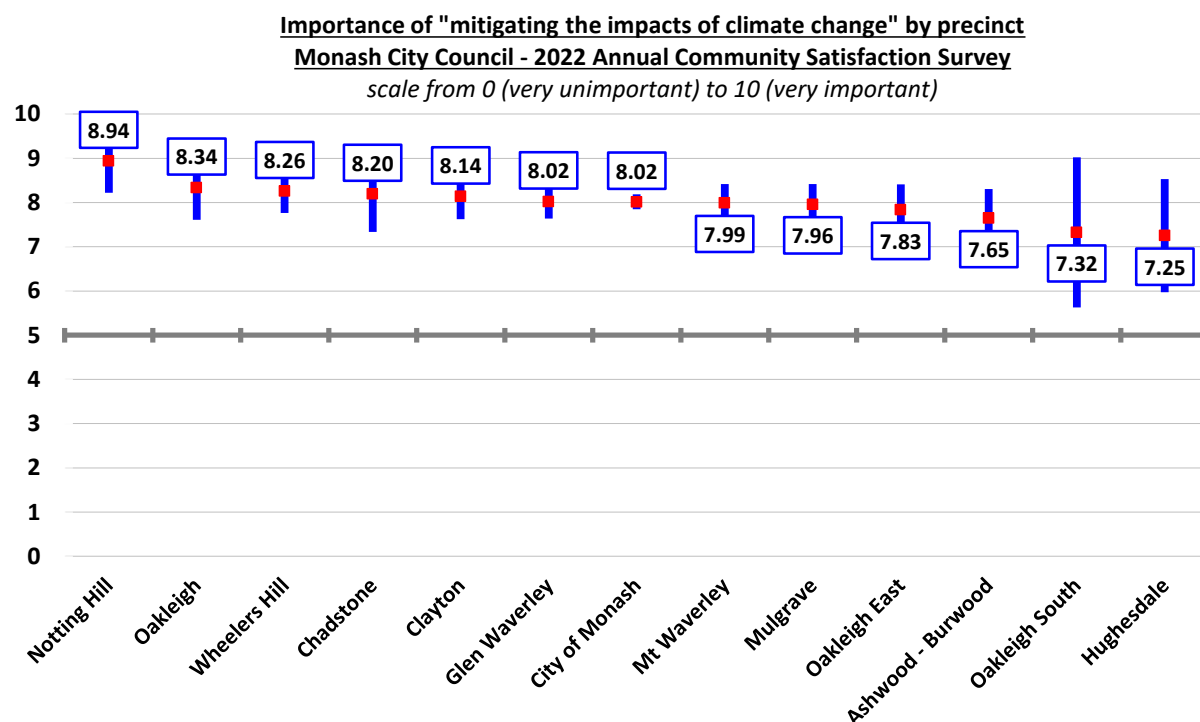
There was some statistically significant variation in the average importance of mitigating the impacts of climate change observed across the municipality.

Respondents from Notting Hill considered this aspect to be measurably more important than the municipal average.

There was also measurable variation in the importance of this aspect observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents considered this measurably more important than the municipal average.
- **Gender** – male respondents on average considered this measurably more important than female respondents.
- **Language spoken at home** – respondents from multilingual households considered this measurably more important than respondents from English speaking households.



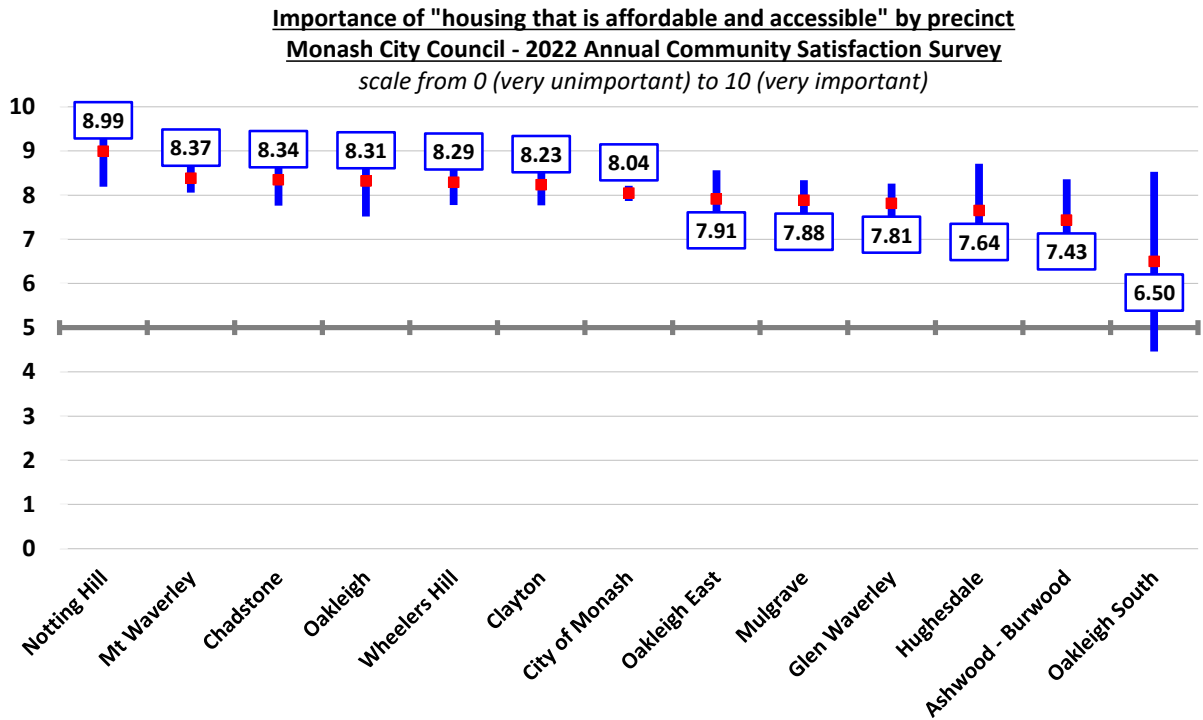


Housing that is affordable and accessible

There was some statistically significant variation in the average importance of housing that is affordable and accessible observed across the municipality.

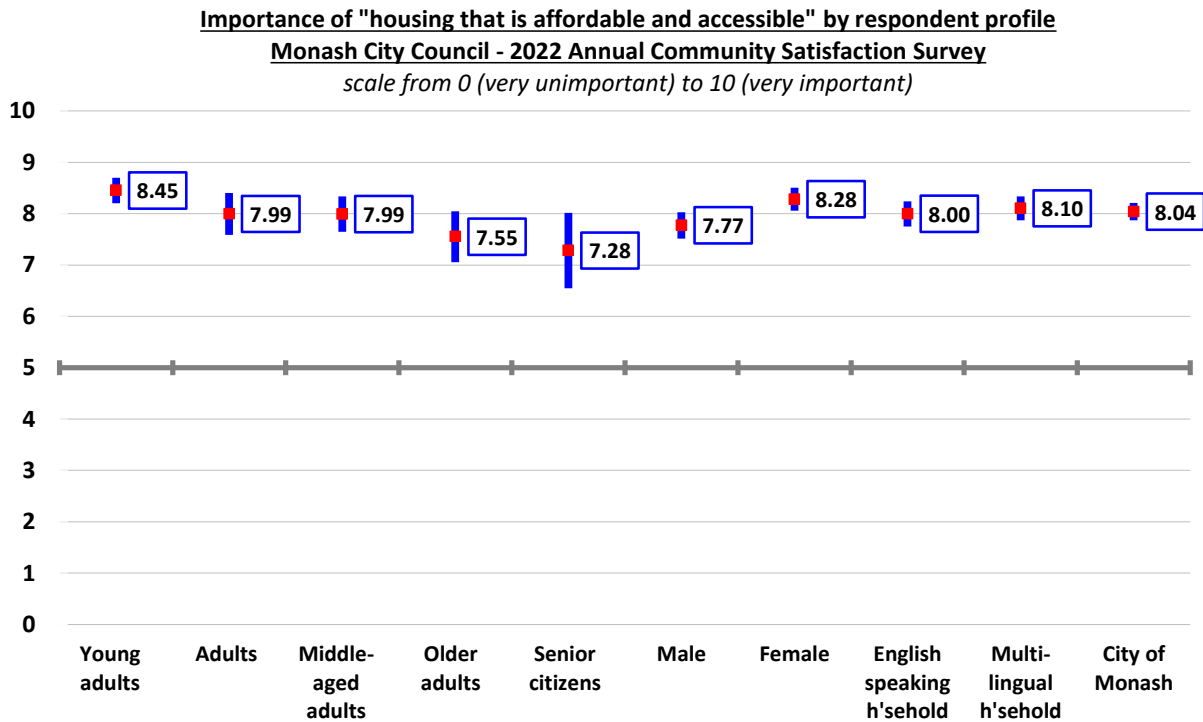
Respondents from Notting Hill considered this aspect to be measurably more important than the municipal average.





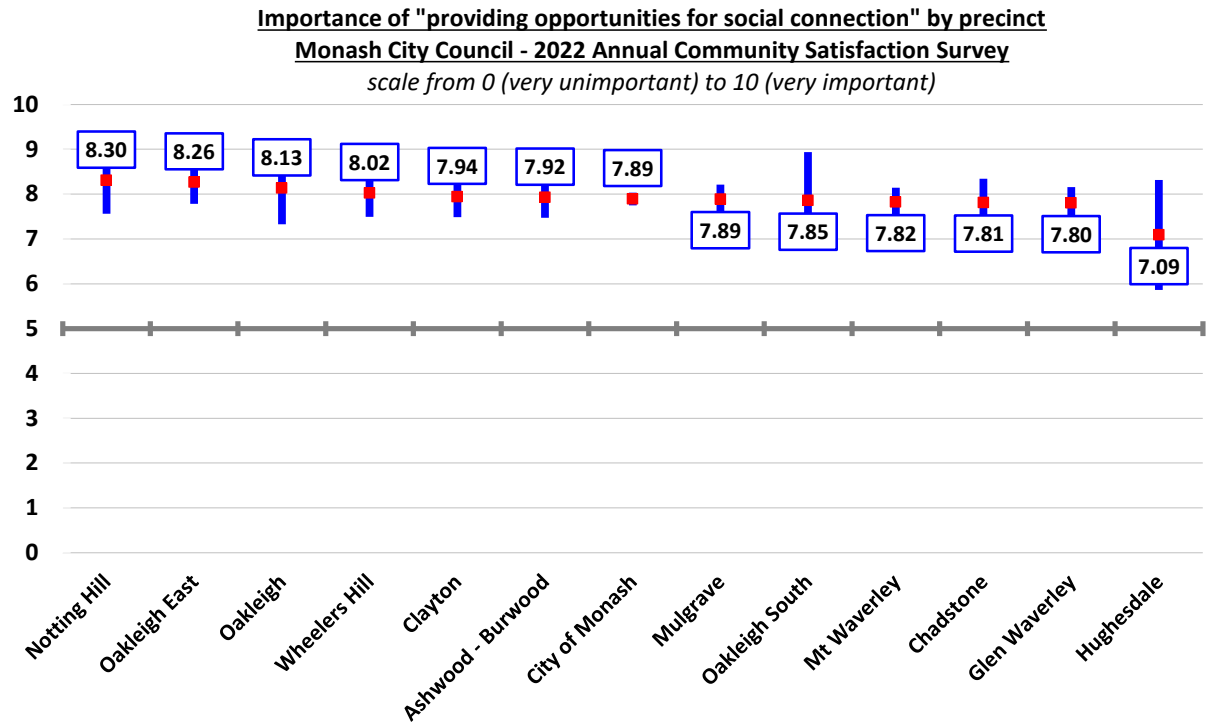
There was also measurable variation in this result observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents considered this measurably more important than the municipal average.
- **Gender** – female respondents considered this measurably more important than male respondents.

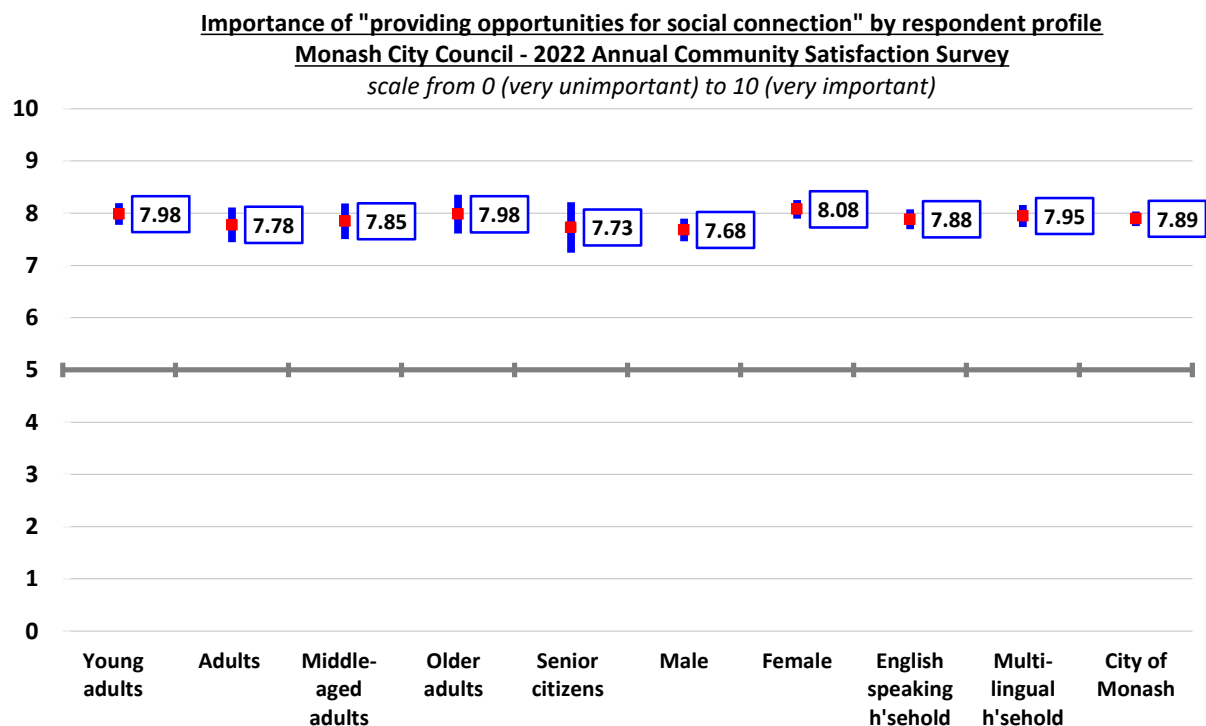


Providing opportunities for social connection

There was no statistically significant variation in the average importance of providing opportunities for social connection observed across the municipality.

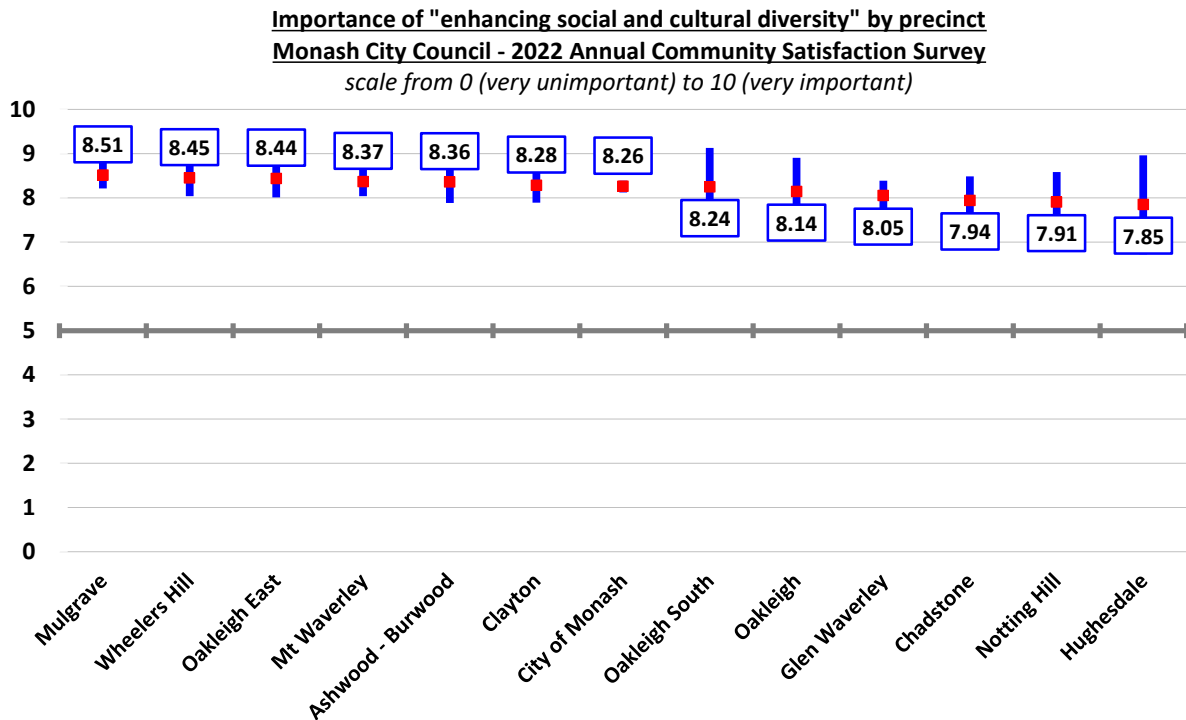


There was also no meaningful variation observed by age structure or language spoken at home, although it is noted that female respondents considered this measurably more important than male respondents.

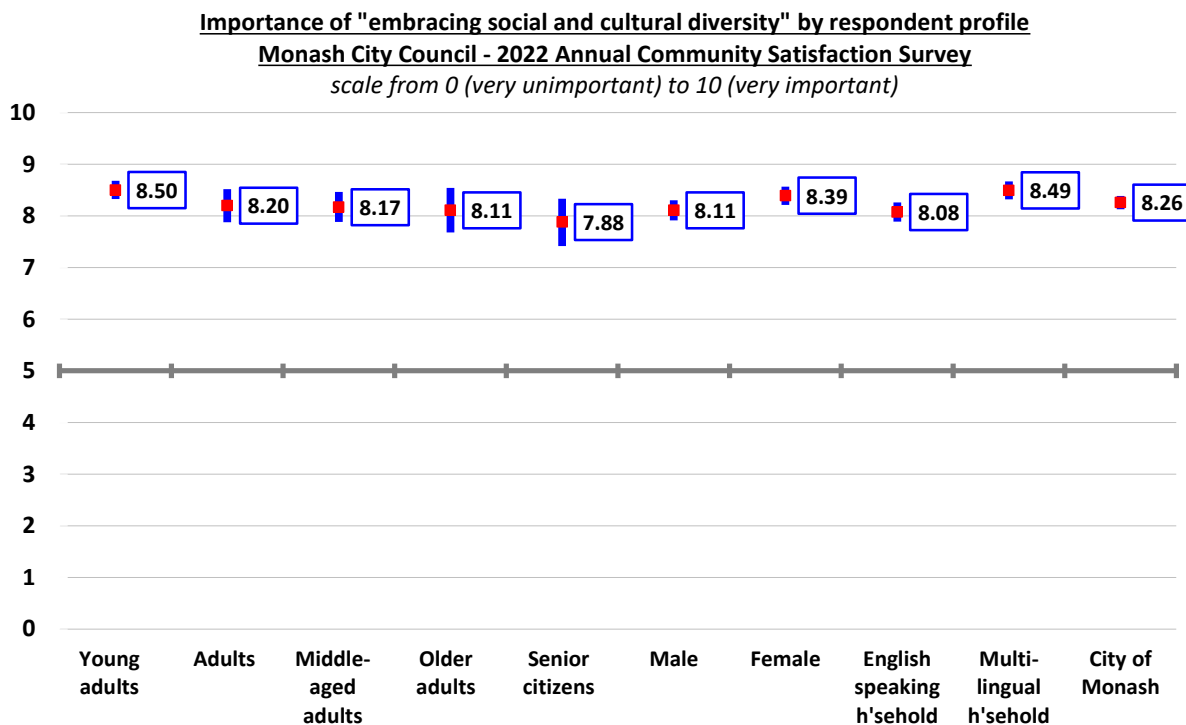


Embracing social and cultural diversity

There was no statistically significant variation in the average importance of embracing social and cultural diversity observed across the municipality.

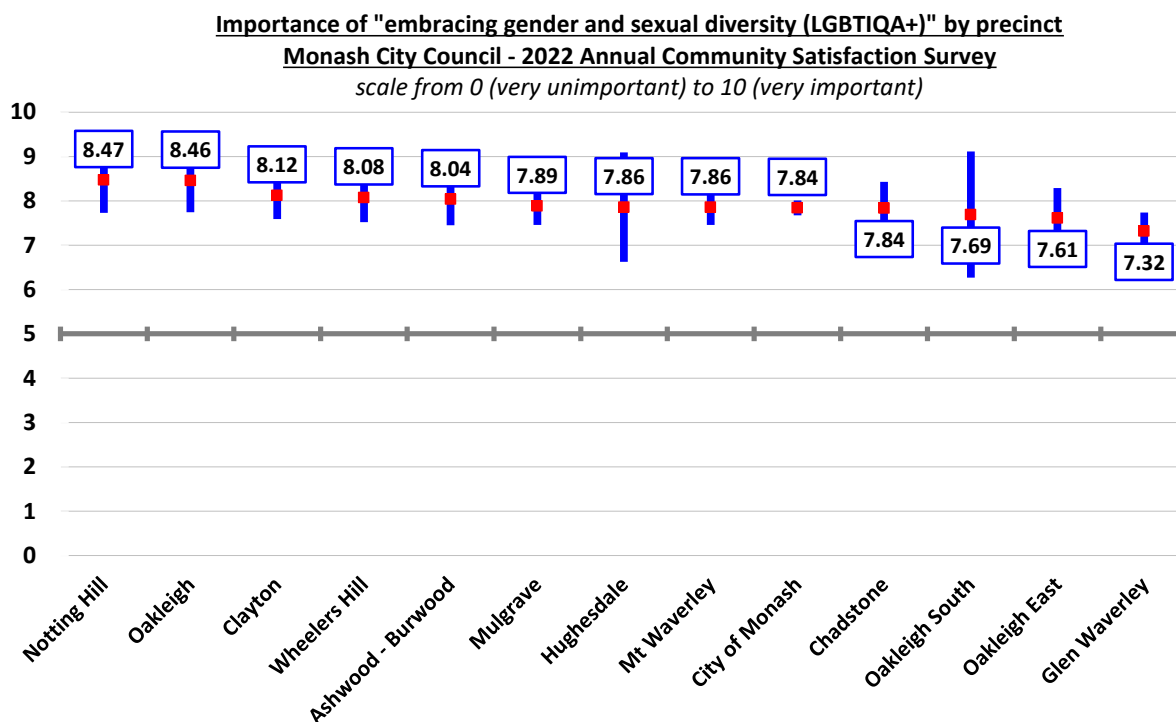


There was, however, measurable variation observed by respondent profile, with young adults (aged 18 to 34 years) considering this measurably more important than average, and respondents from multilingual households considering it measurably more important than respondents from English speaking households.



Embracing gender and sexual diversity (LGBTIQ+)

There was measurable variation in the average importance of embracing gender and sexual diversity (LGBTIQ+) observed across the municipality, with respondents from Glen Waverley considering this measurably less important than the municipal average, although still important.

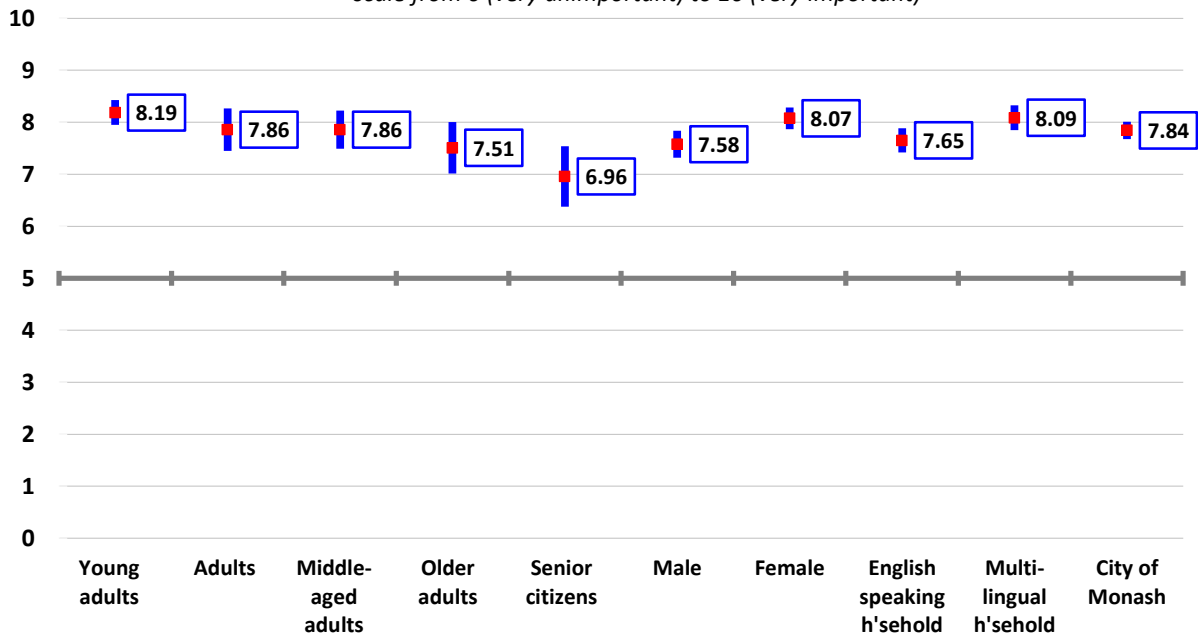


There was measurable and significant variation in the importance of embracing gender and sexual diversity observed by respondent profile, including age structure, gender, and language spoken at home, as follows:

- **Age structure** – the average importance of embracing gender and sexual identity declined measurably with the respondents' age, with young adults (aged 18 to 34 years) considering it measurably more important than average, and senior citizens (aged 75 years and over) considering it measurably and significantly less important than average.
- **Gender** – female respondents considered this aspect measurably (6.6%) more important than male respondents.
- **Language spoken at home** – respondents from multilingual households considered this aspect measurably more important than respondents from English speaking households.



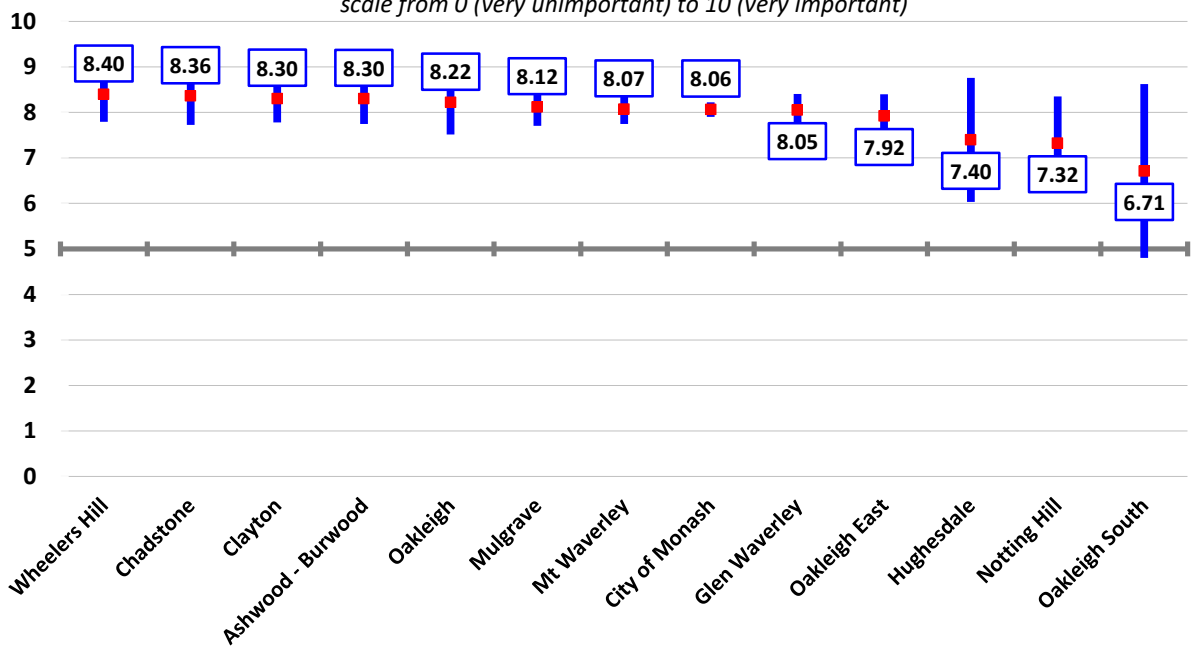
Importance of "embracing gender and sexual diversity (LGBTIQ+A)" by profile
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)



Preventing harm from gambling

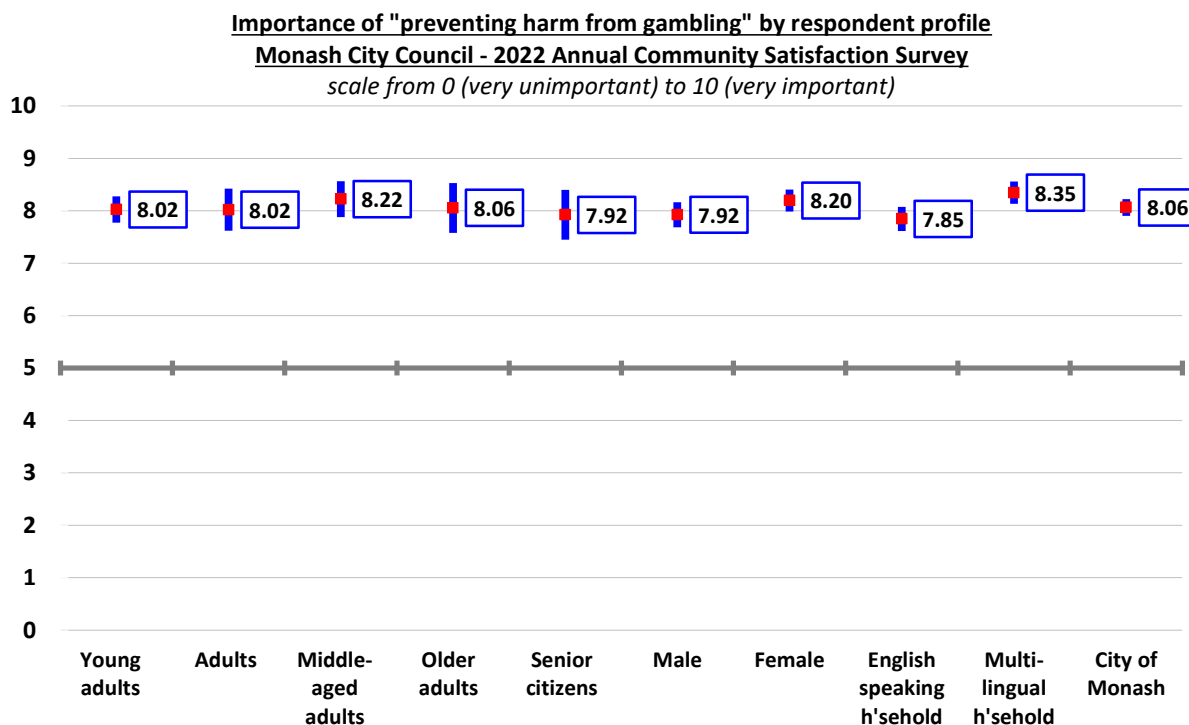
Whilst there was no statistically significant variation in the average importance of preventing harm from gambling observed across the municipality, it is noted that the small sample of respondents from Hughesdale (20 respondents), Notting Hill (19 respondents), and Oakleigh South (18 respondents) considered this aspect to be substantially less important than the municipal average.

Importance of "preventing harm from gambling" by precinct
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)



There was some notable and measurable variation in the average importance of preventing harm from gambling observed by respondent profile, as follows:

- **Age structure** – there was no meaningful variation in this result observed by age structure.
- **Gender** – female respondents considered this notably, but not measurably more important than male respondents.
- **Language spoken at home** – respondents from multilingual households considered this measurably more important than respondents from English speaking households.



Council’s gambling policy

Respondents were asked:

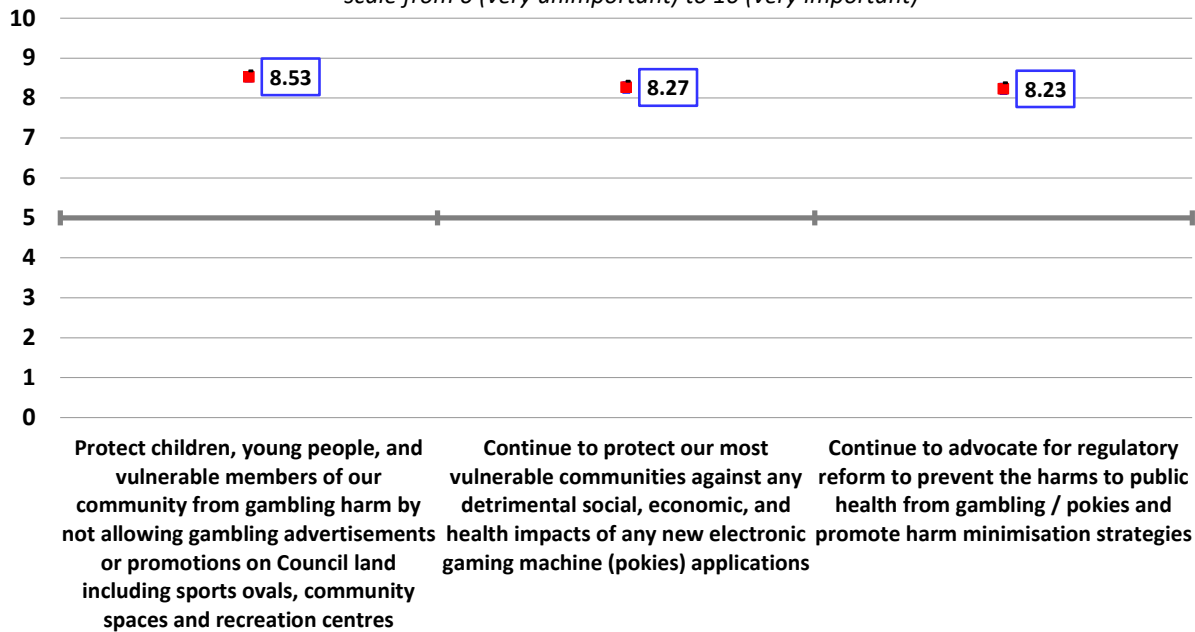
“Council’s gambling policy take a public health approach to harm from gambling. On a scale from 0 (very unimportant) to 10 (very important), how important is it to you that Council should?”

Respondents were asked to rate from zero (very unimportant) to 10 (very important), how important it is to them that Council should engage in three actions in relation to gambling policy.

On average, respondents considered it extremely important that Council engage in all three of these actions, which included protecting the community from gambling harm (8.53); continuing to protect the most vulnerable communities against social, economic, and health impacts from poker machines (8.27); and continuing to advocate for regulatory reform to prevent harm from gambling and poker machines (8.23).

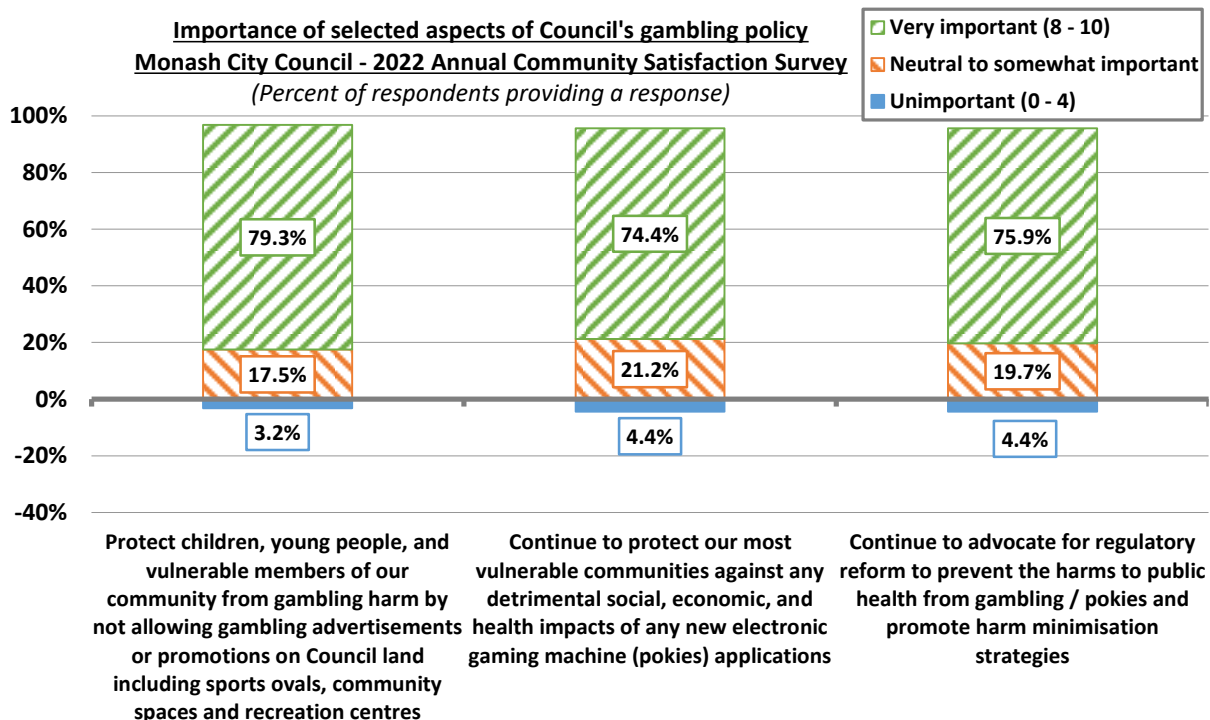


Importance of selected aspects of Council's gambling policy
Monash City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very unimportant) to 10 (very important)



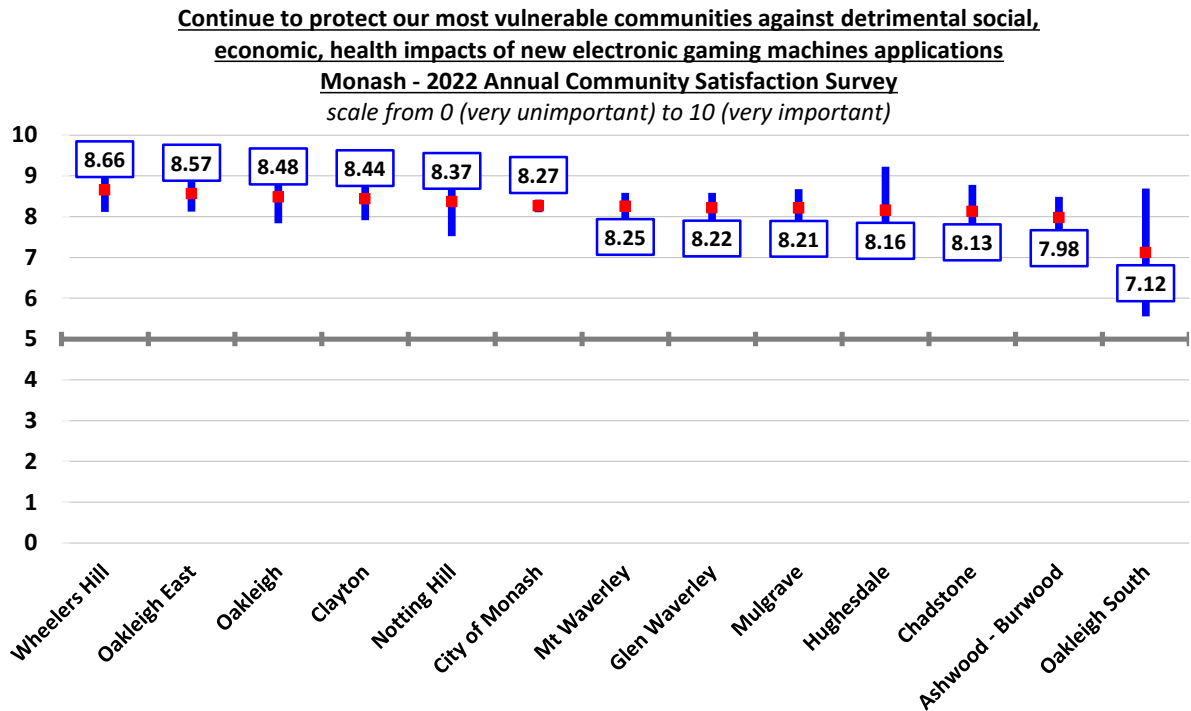
The following graph provides a breakdown of these results into the proportion of respondents (providing a response) who considered it “very important” that Council should engage in the action (i.e., rated importance at eight or more), those who considered it “neutral to somewhat important” (i.e., rated importance at between five and seven), and those who considered it to be “unimportant” (i.e., rated importance at less than five).

Attention is drawn to the fact that approximately three-quarters of respondents considered it very important that Council engage in each of the three actions, whilst less than five percent considered it unimportant.

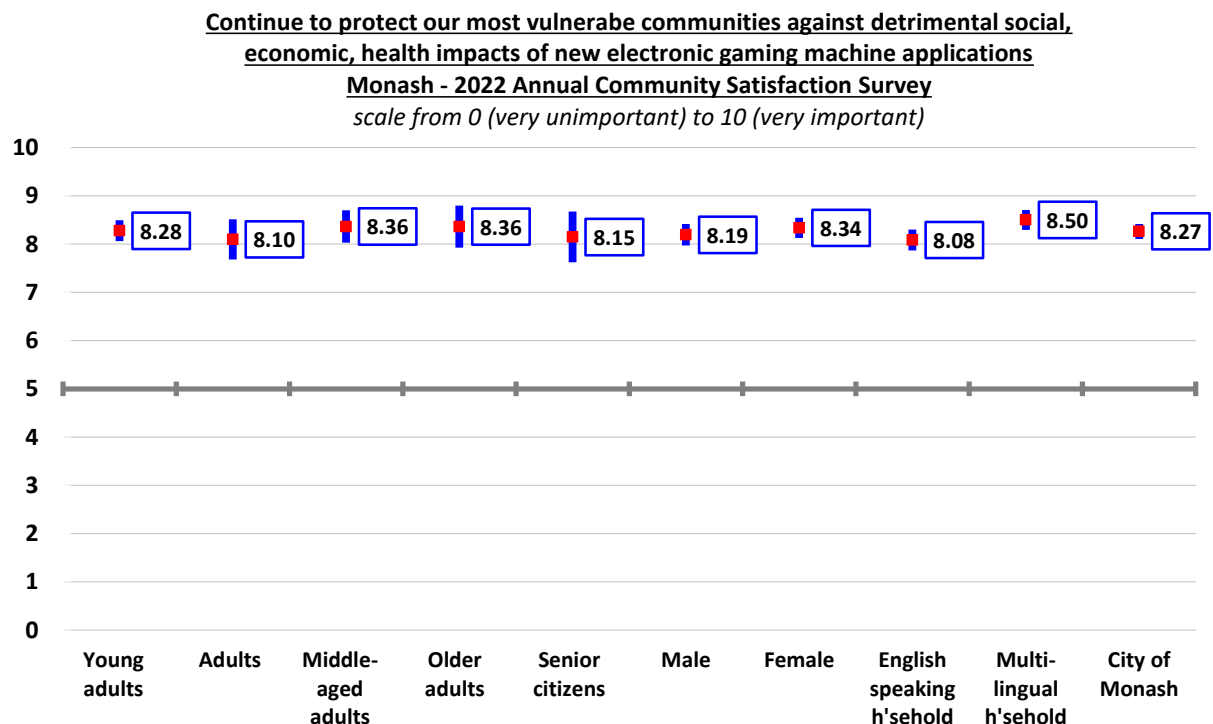


Continue to protect our most vulnerable communities against any detrimental social, economic, and health impacts of any new electronic gaming machine (pokies) applications

Whilst there was no statistically significant variation in the average importance of this Council action, it is noted that the small sample of 17 respondents from Oakleigh South considered this notably less important than the municipal average.

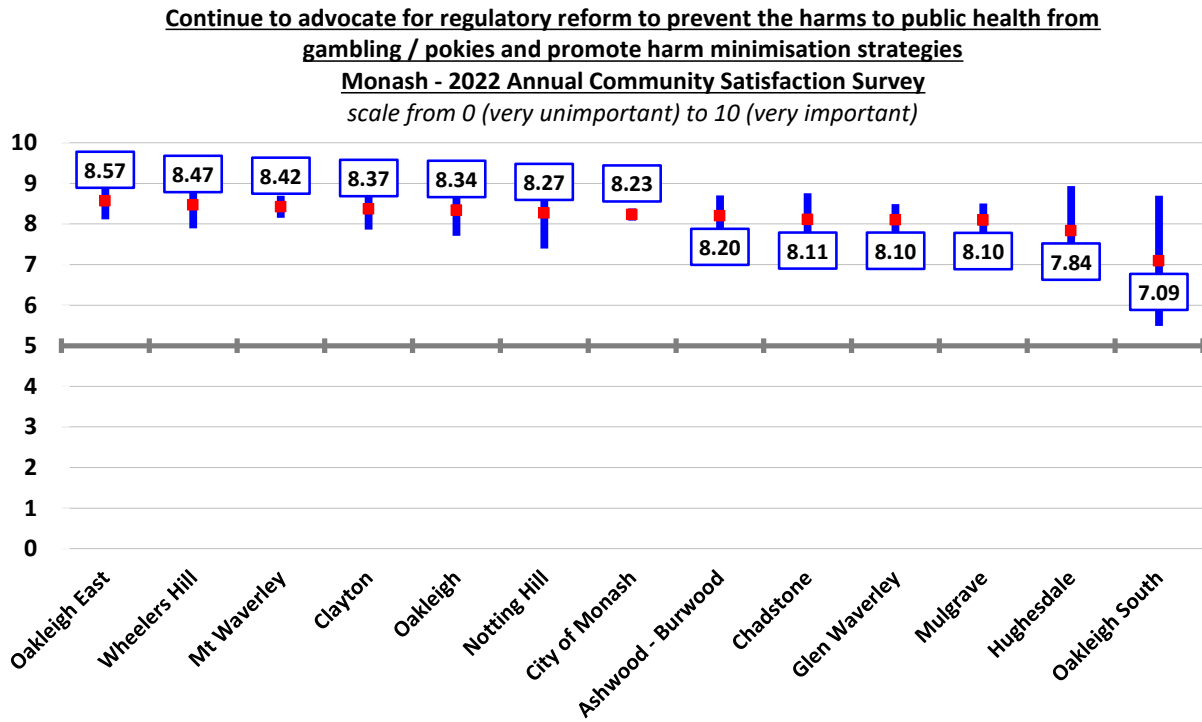


Respondents from multilingual households considered this measurably more important than respondents from English speaking households.

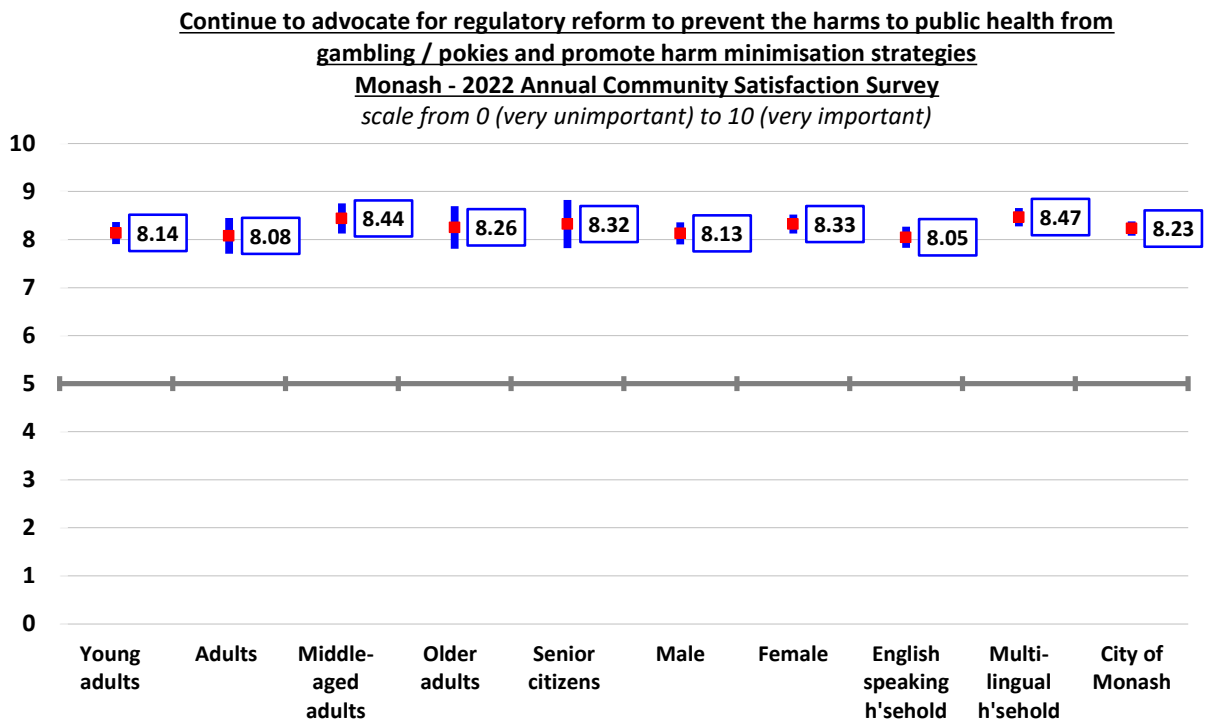


Continue to advocate for regulatory reform to prevent the harms to public health from gambling / pokies and promote harm minimisation strategies

Whilst there was no statistically significant variation in the average importance of this Council action, it is noted that the small sample of 17 respondents from Oakleigh South considered this notably less important than the municipal average.

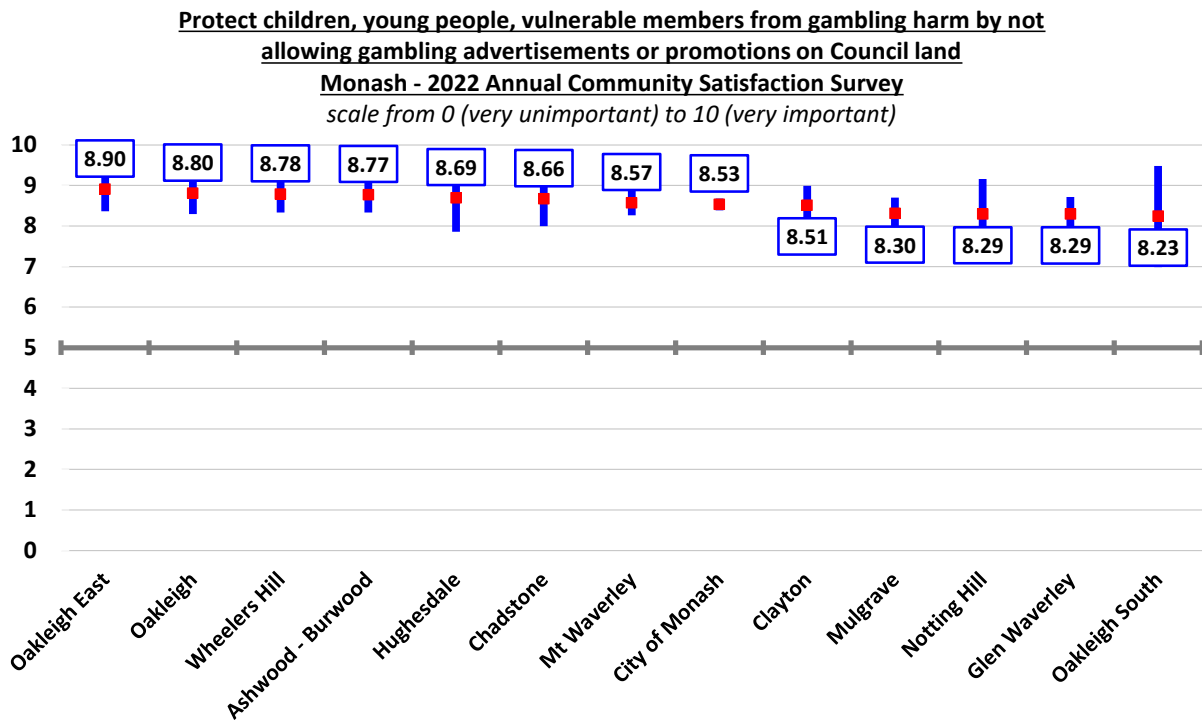


Respondents from multilingual households considered this measurably more important than respondents from English speaking households.

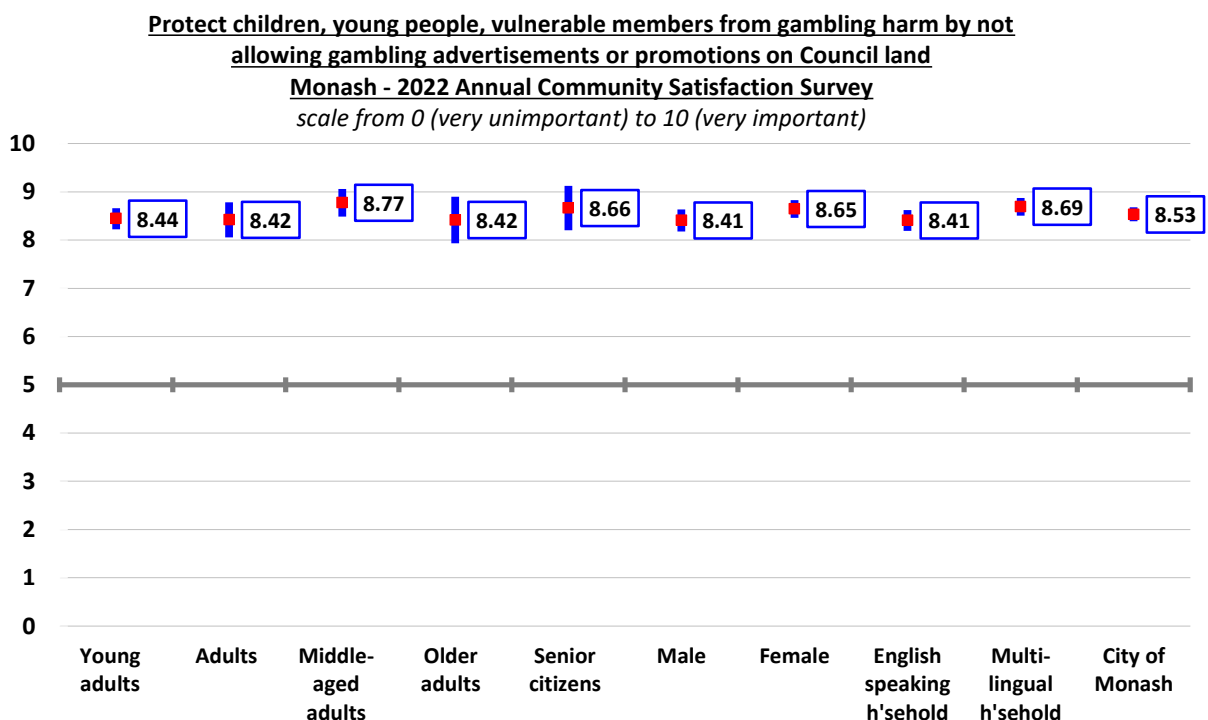


Protect children, young people, and vulnerable members of our community from gambling harm by not allowing gambling advertisements or promotions on Council land including sports ovals, community spaces and recreation centres

There was no measurable variation in the average importance of Council engaging in this action observed across the municipality.



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



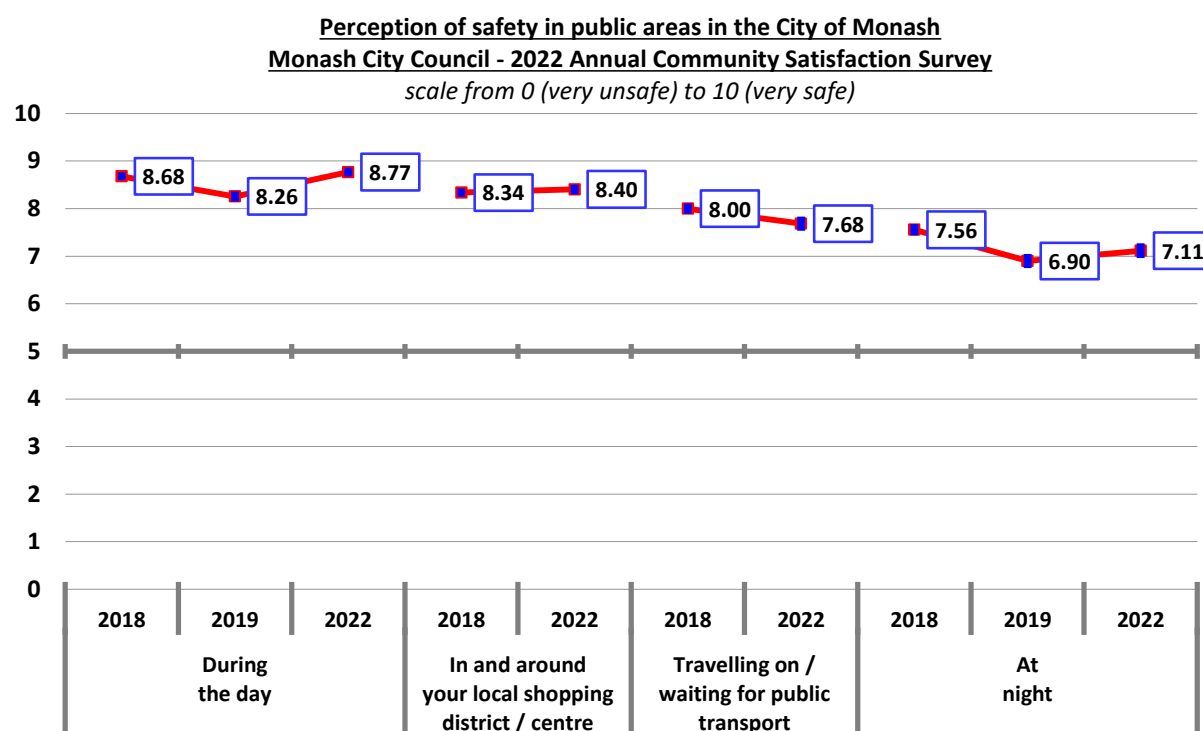
Perception of safety

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?”

The perception of safety in the public areas of the City of Monash improved somewhat this year over when the questions were previously included prior to COVID-19, with a 6.2% increase in the perception of safety during the day, a three percent increase in the perception of safety at night, and a less than one percent increase in the perception of safety in and around the respondents’ local shopping district / area.

There was, however, a four percent decline in the perception of safety travelling on and waiting for public transport.

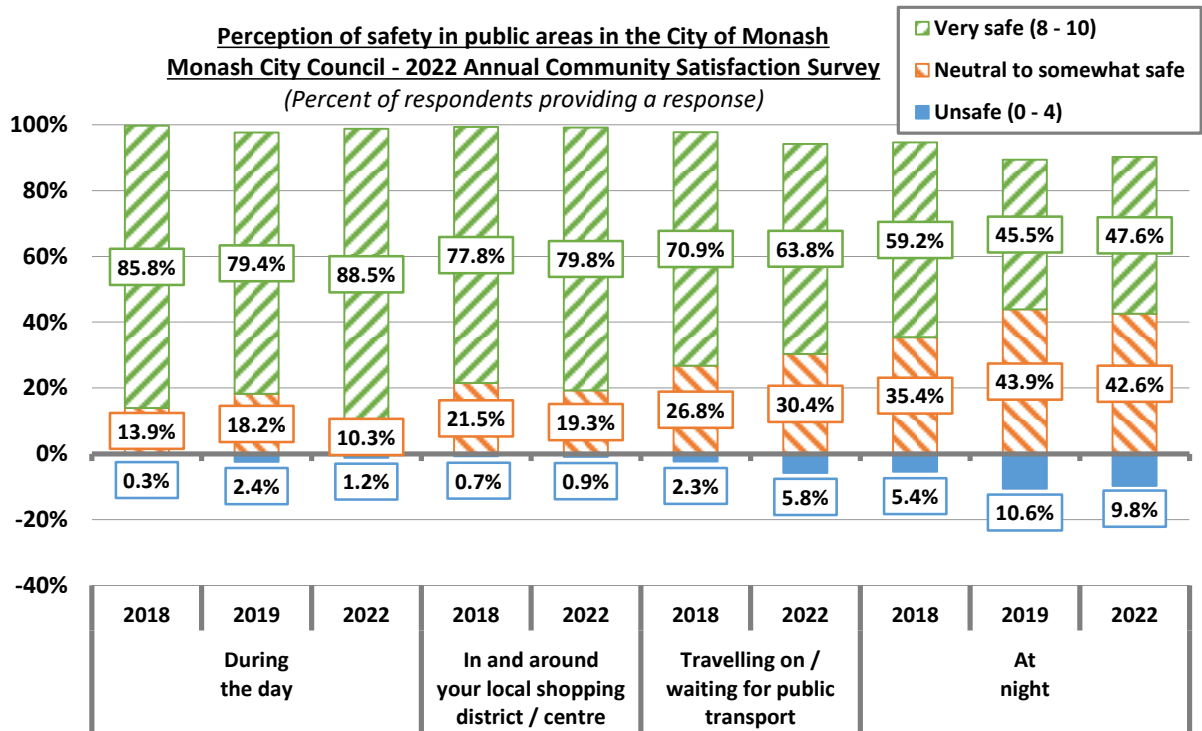


The following graph provides a breakdown of these results into the proportion of respondents (providing a response), who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety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

It is noted that almost nine in ten respondents felt “very safe” in the public areas of the City of Monash during the day, up strongly from the 79.4% recorded in 2019.

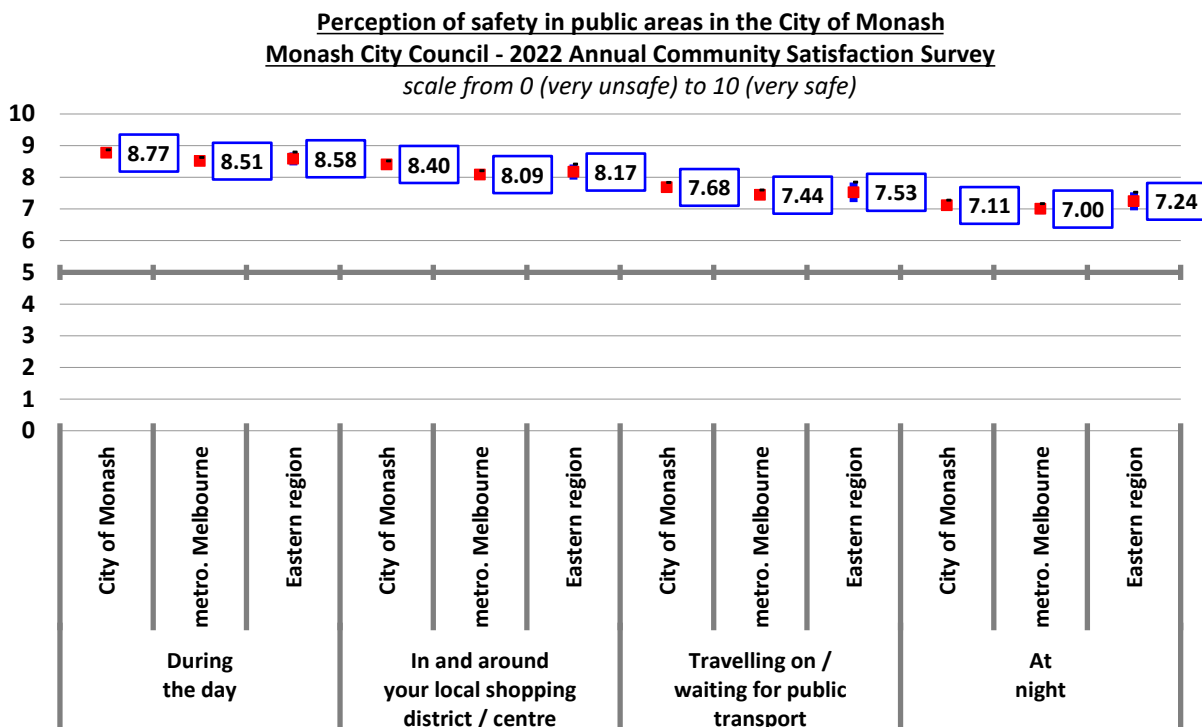
A little less than half (47.6%) of respondents felt “very safe” in the public areas of the City of Monash at night, attention is drawn to the fact that 9.8% felt “unsafe” in the public areas at night. This was a similar result to the 2019 result, but higher than the 2018 result of 5.4%.





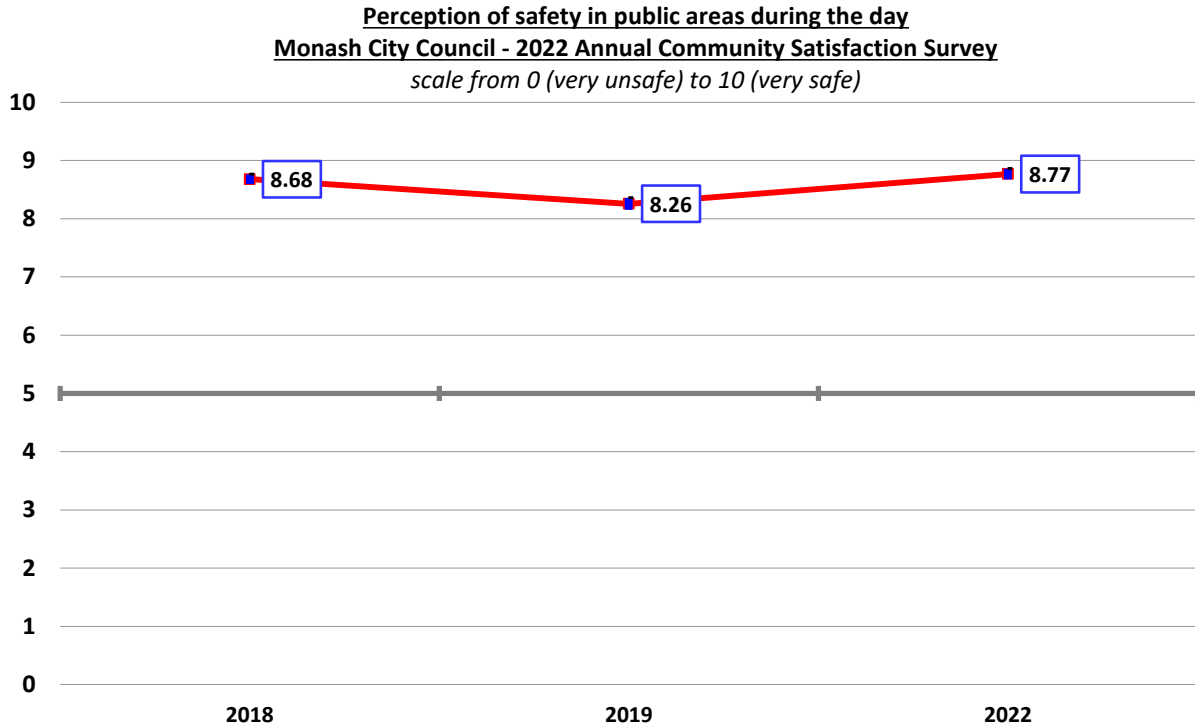
The perception of safety in the public areas of the municipality during the day, in and around local shopping districts / centres, and travelling on / waiting for public transport was marginally higher in the City of Monash than both the metropolitan Melbourne and eastern region councils' average.

These comparison results were sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the same random sample telephone survey methodology as used for the City of Monash.

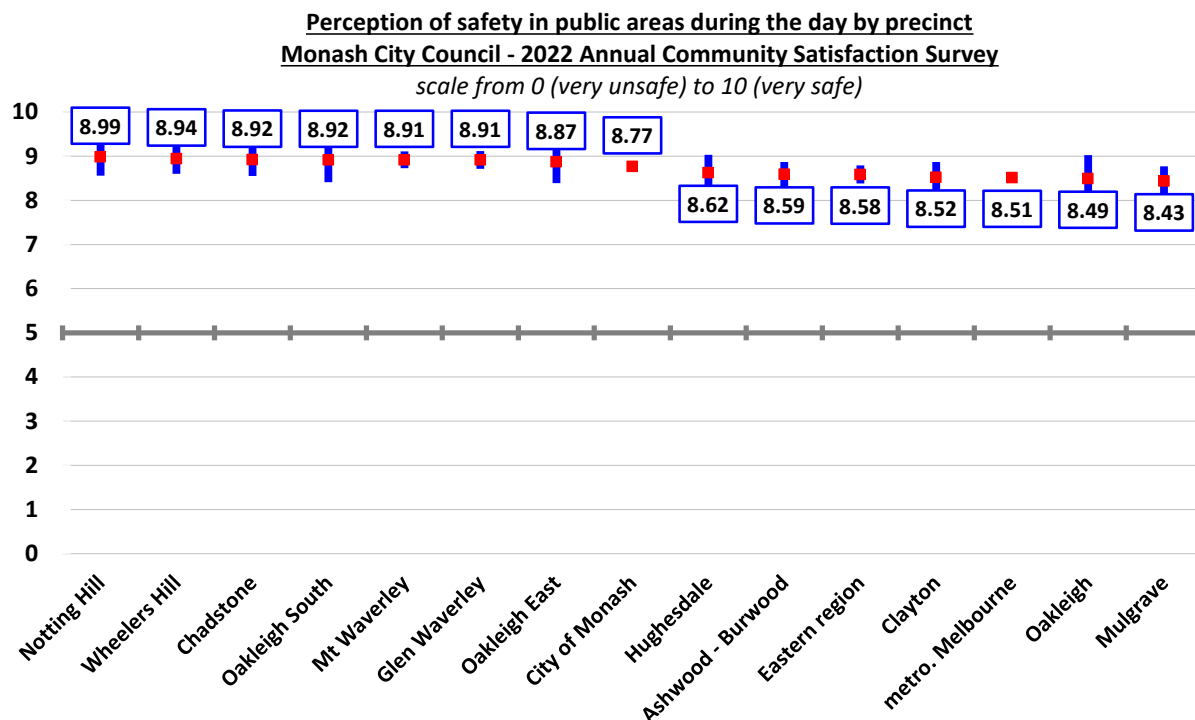


Perception of safety in public areas during the day

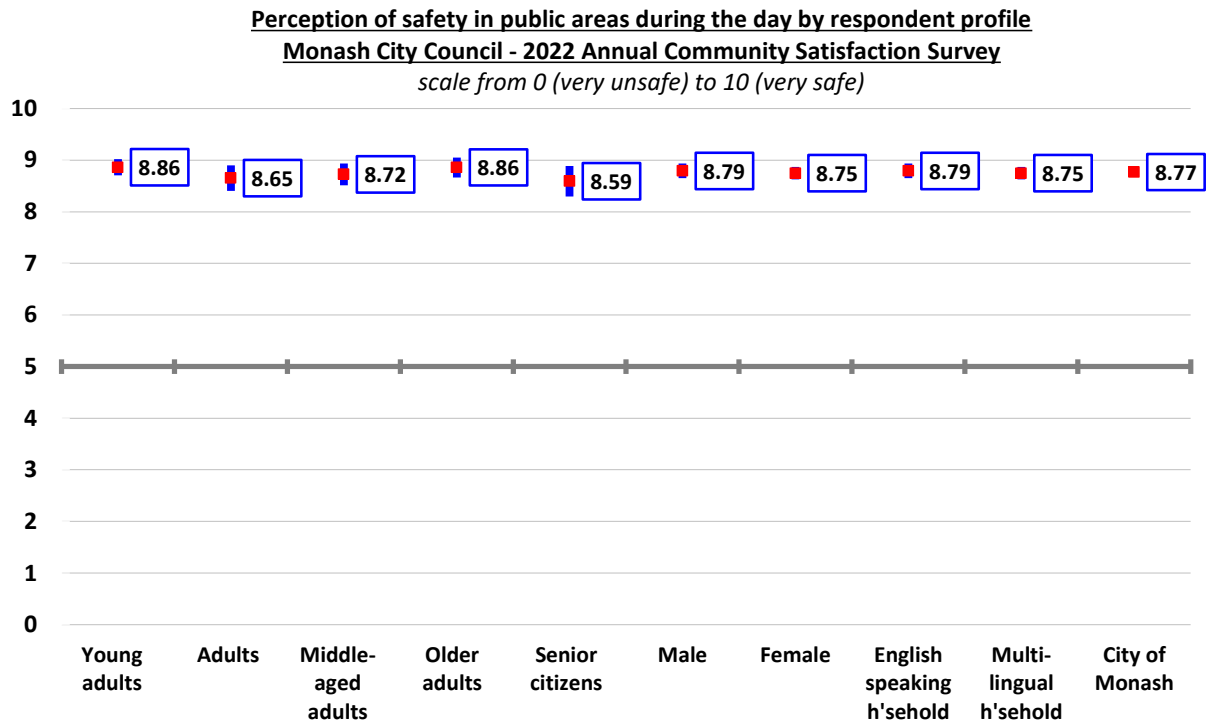
The perception of safety in the public areas of the City of Monash increased 6.2% this year to 8.77 out of a potential 10, which is the highest perception of safety in the public areas of the City of Bayside during the day observed by Metropolis Research.



Whilst there was no statistically significant variation in the perception of safety in the public areas of the City of Monash during the day, it is noted that respondents from Mulgrave rated it somewhat, but not measurably lower than the municipal average.

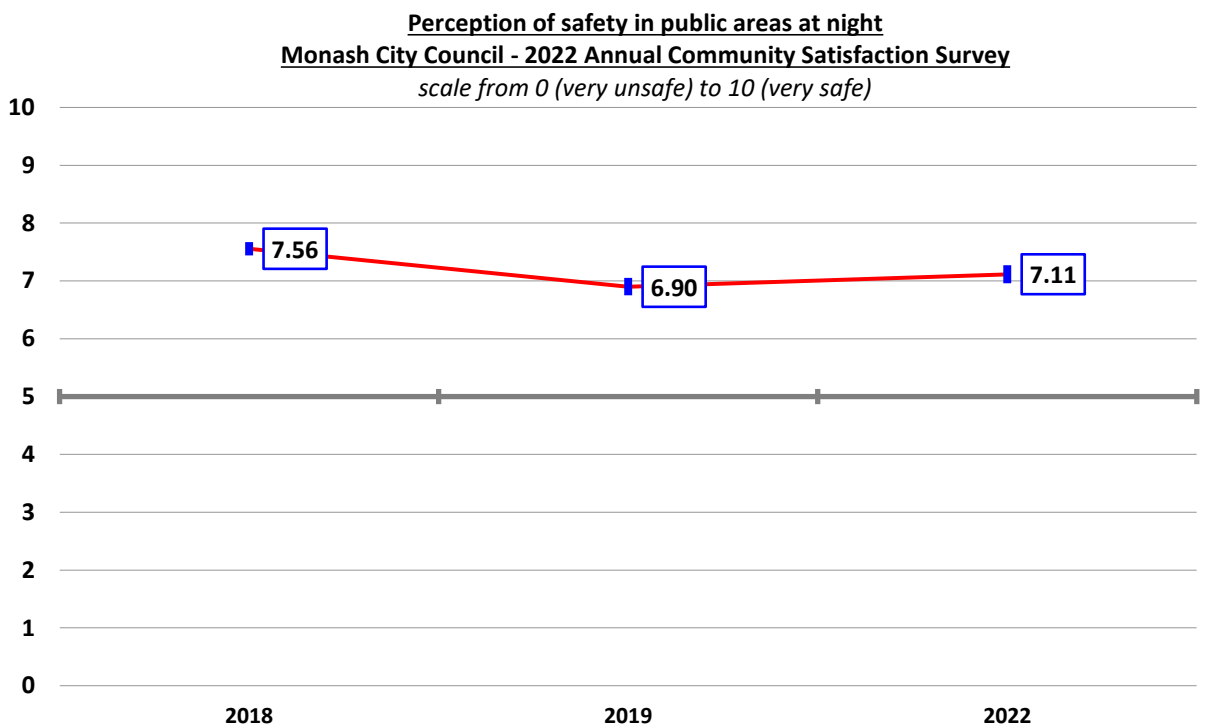


There was no statistically significant variation in the perception of safety in the public areas of the City of Monash during the day observed by respondent profile.

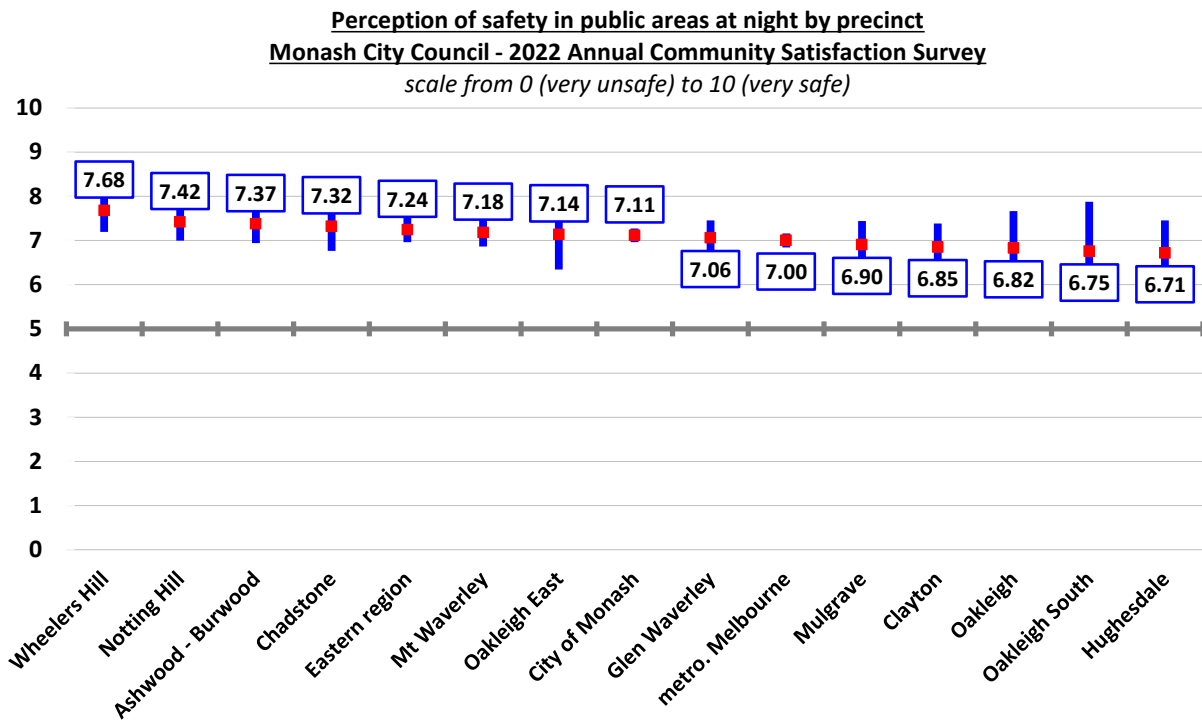


Perception of safety in public areas at night

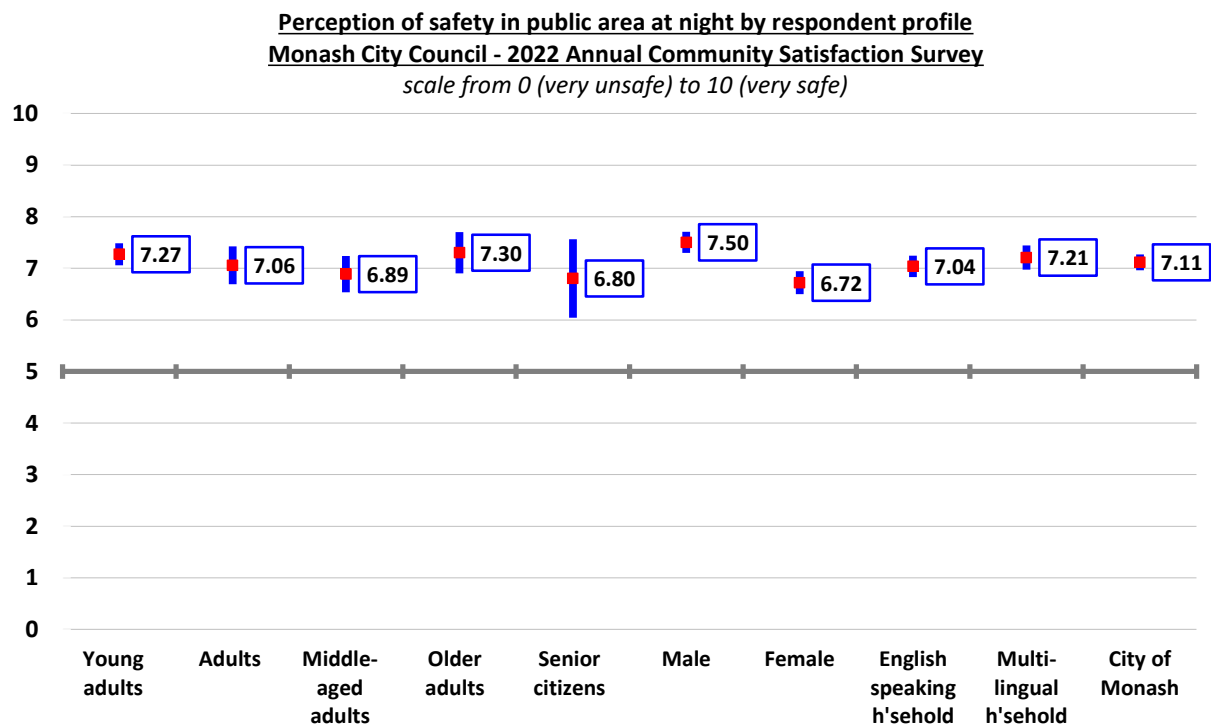
The perception of safety in the public areas of the City of Monash at night increased marginally but not measurably this year, up three percent to 7.11 out of a potential 10. Despite this increase, this result remains lower than the 2018 result of 7.56.



There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Wheelers Hill felt notably safer than the municipal average.

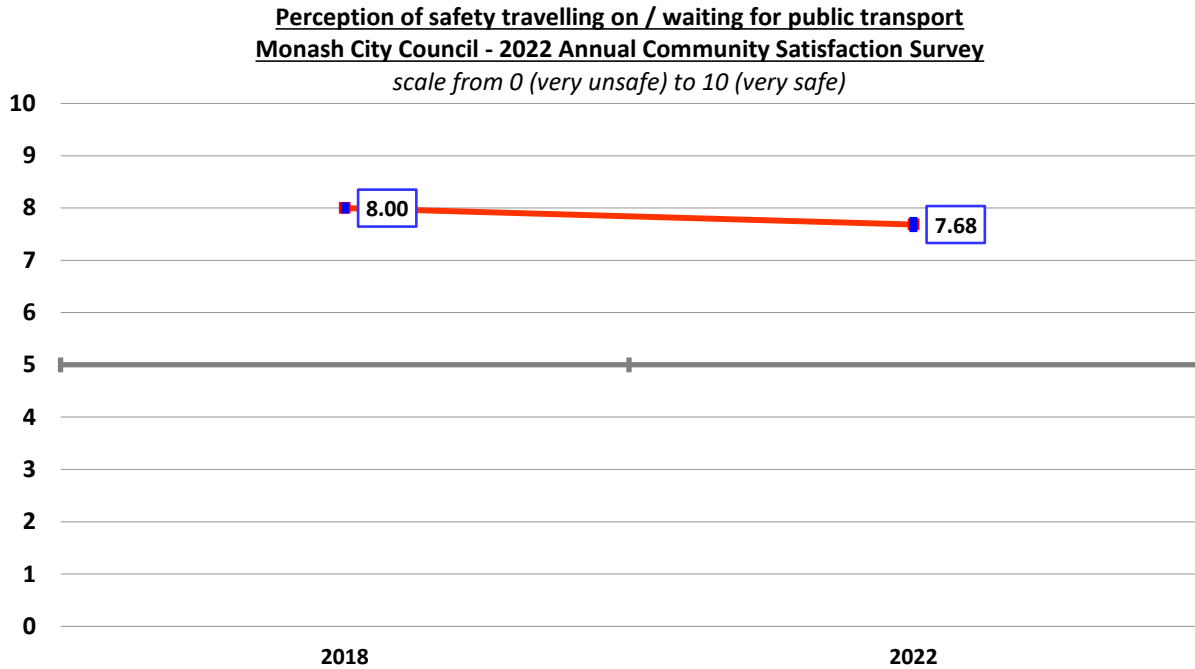


There was no statistically significant variation in the perception of safety in the public areas of the City of Monash at night observed by the respondents' age structure, although it is noted that senior citizens (aged 75 years and over) felt somewhat less safe than the average. It is noted, however, that female respondents felt 10.4% less safe in the public areas of the City of Monash at night than male respondents.

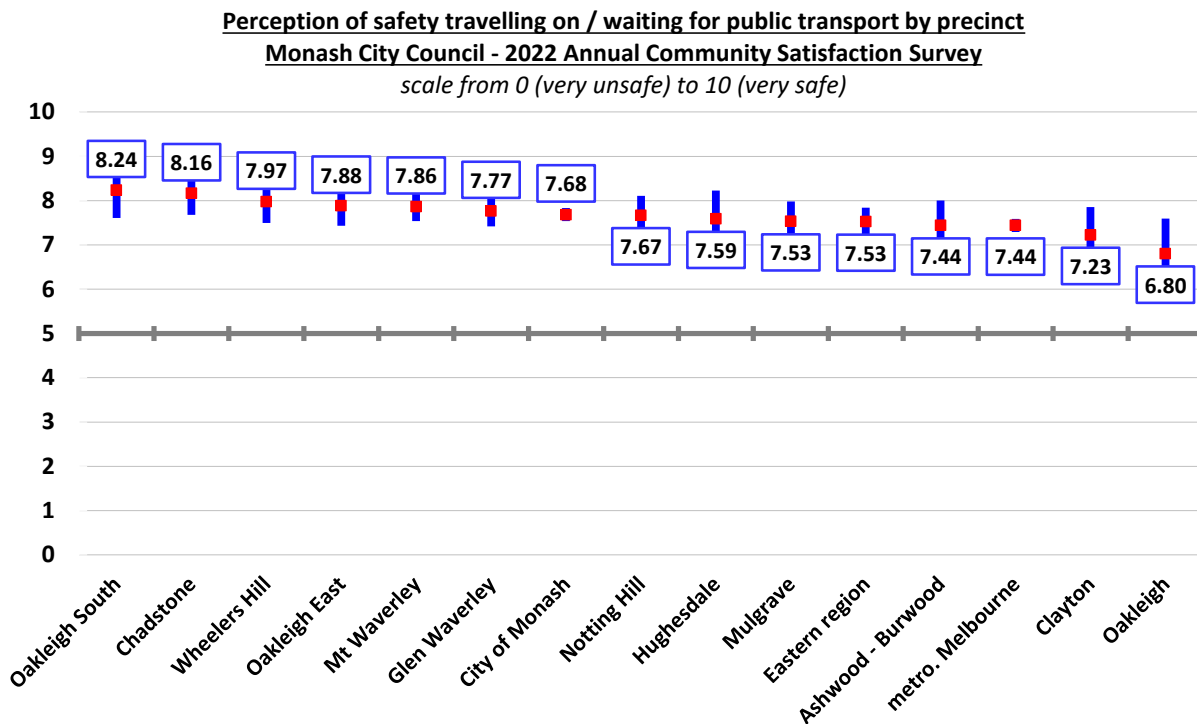


Perception of safety travelling on / waiting for public transport

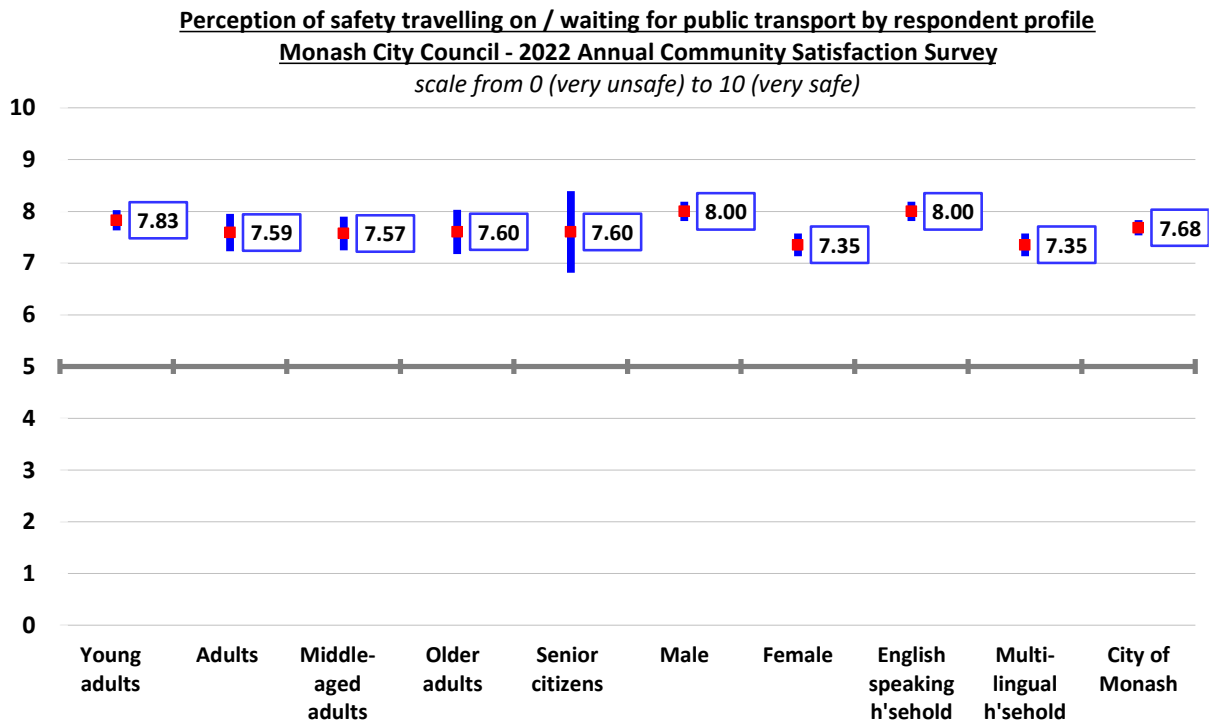
The perception of safety travelling on / waiting for public transport declined marginally but not measurably this year, down four percent to 7.68 out of a potential 10.



Whilst not statistically significant, it is noted that respondents from Oakleigh felt notably less safe travelling on or waiting for public transport than the municipal average.

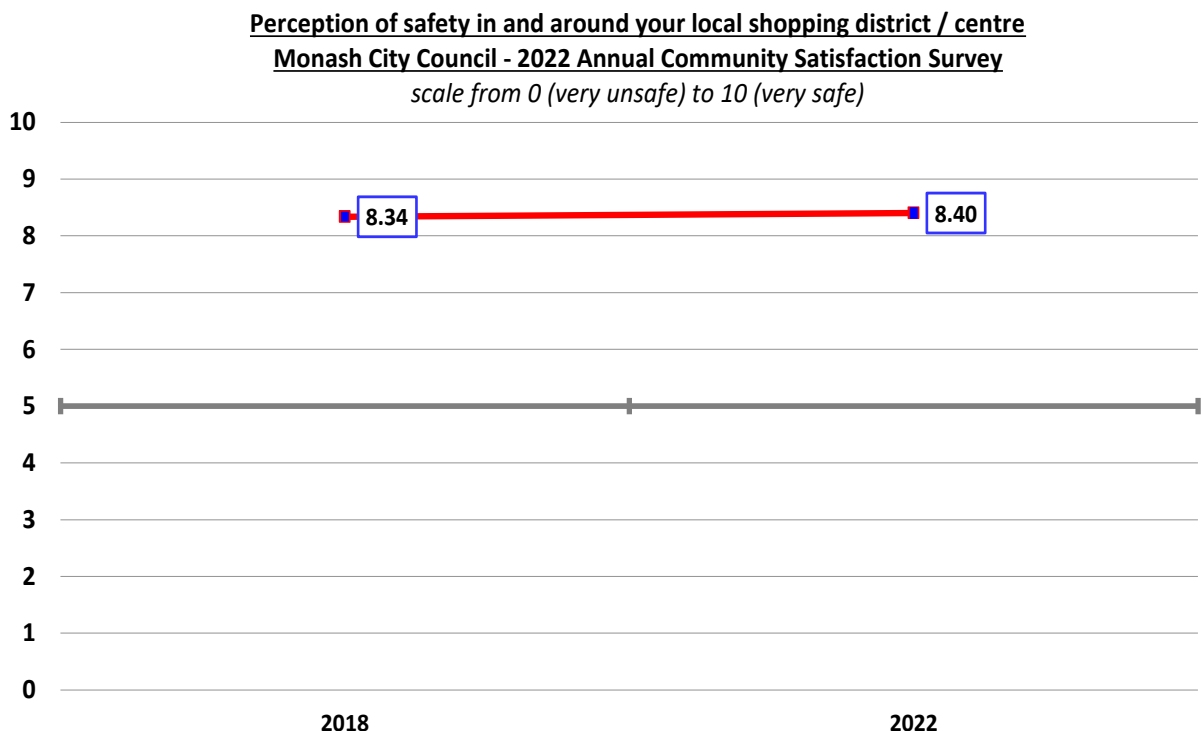


There was measurable and significant variation in the perception of safety travelling on / waiting for public transport observed by respondent profile. Male respondents on average felt measurably and significantly (8.8%) safer than female respondents.

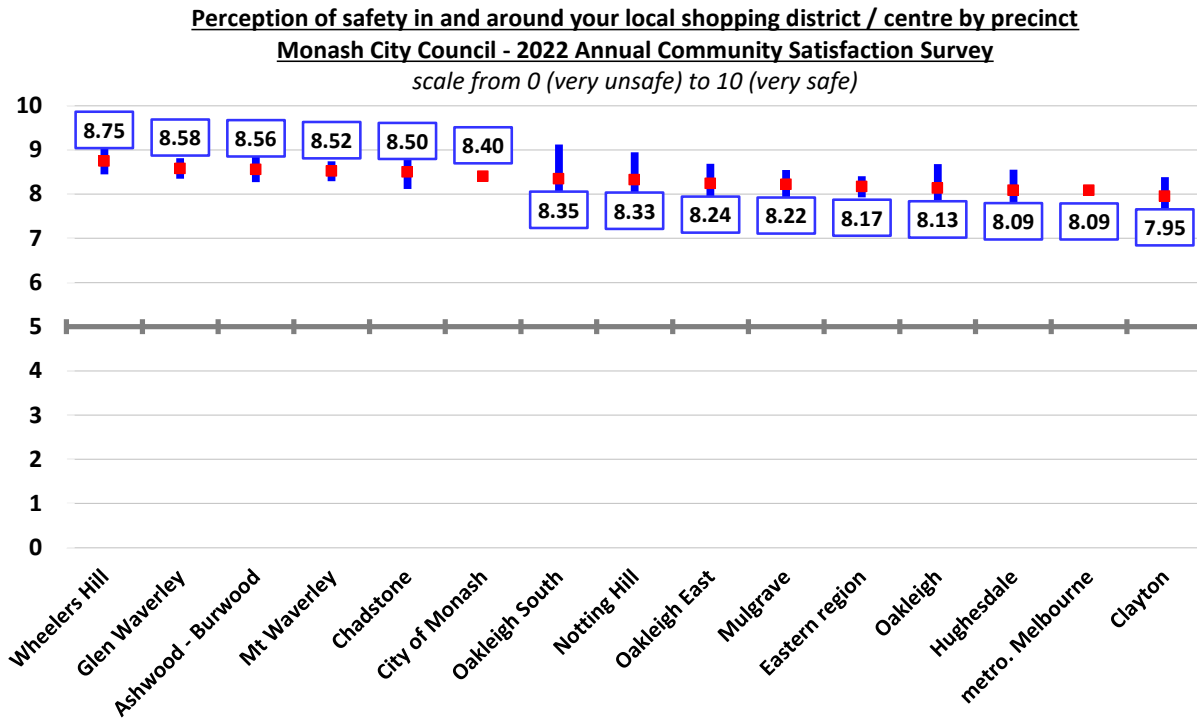


Perception of safety in and around your local shopping district / centre

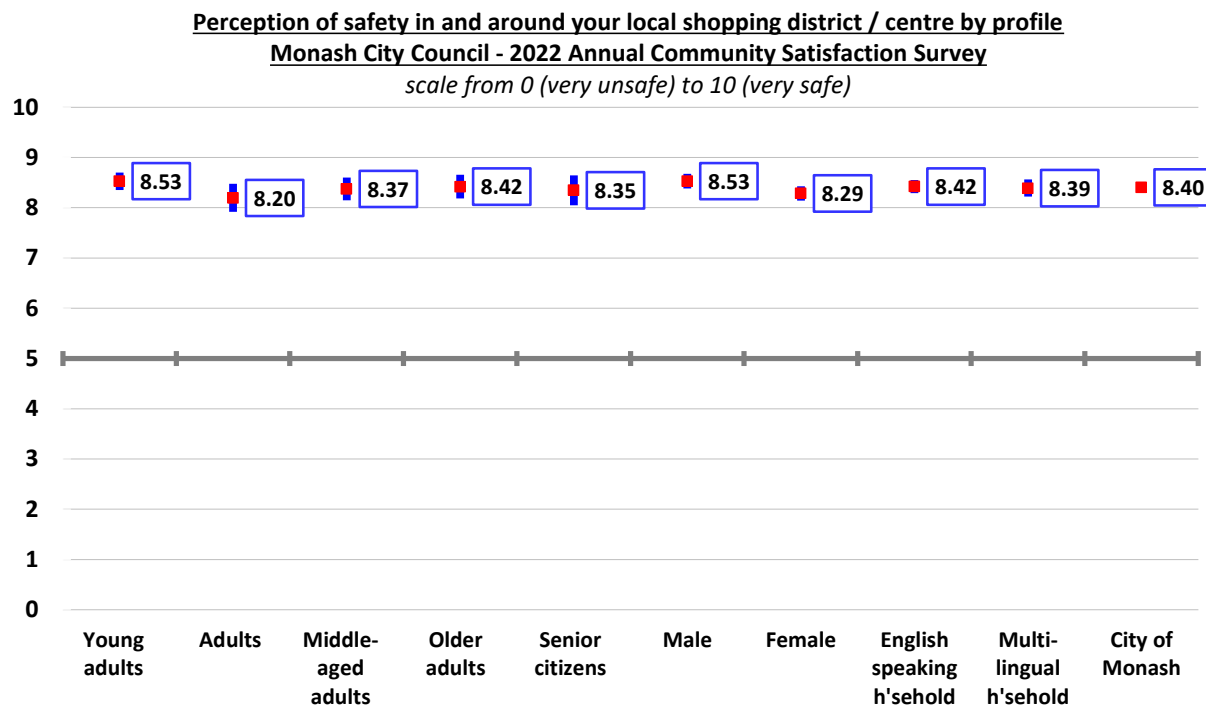
The perception of safety in and around the local shopping district increased by less than one percent this year, up from 8.34 to 8.40 out of a potential 10.



There was no statistically significant variation in the perception of safety in and around the local shopping district / centre observed across the municipality. It is noted, however, that respondents from Wheelers Hill felt notably, but not measurably safer than average in and around their local shopping district, whilst respondents from Clayton felt notably, but not measurably less safe.



Male respondents, on average, felt notably but not measurably (2.9%) safer in and around their local shopping district / centre than female respondents.



Reason for feeling unsafe in public areas

The following table outlines the verbatim comments received from respondents who felt unsafe in the public areas of the municipality.

There was a total of 73 comments received from respondents who did not feel safe in the public areas of the City of Monash.

The verbatim comments are outlined in the following tables, with a summary as below.

The three main concerns outlined by respondents related to the perception of safety at night (which increased after an unusually low number back in 2019), crime and policing, and issues with gangs, youths, "louts", and similar comments.

Reason for feeling unsafe in public areas in the City of Monash
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2022		2019	2018
	Number	Percent		
Perception of safety at night	29	39.7%	7.0%	30.6%
Crime and policing	15	20.5%	46.5%	33.3%
Issues with people - gangs, youths, "louts" etc	12	16.4%	4.7%	11.1%
General perception of safety	10	13.7%	25.6%	5.6%
Image / feel of place and news reports	3	4.1%	4.7%	8.3%
Drugs and alcohol	2	2.7%	8.1%	5.6%
Other	2	2.7%	3.5%	5.6%
Total	73	100%	86	36

Reason for feeling unsafe in public areas in the City of Monash
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Perception of safety at night</i>	
Lack of street lighting	14
At night, community is a bit isolated	2
I'm a woman and I can't trust anyone at night and don't feel safe outside	2
Creepy where I live. Don't feel safe past 6 o'clock in the evening	1
Especially the area around the train station is very unsafe, particularly when it's dark	1
Fear of dogs, should be kept on leash or near owner	1
I've been robbed 3 times at night	1
Lot of trouble in Kingsway at night	1



Not bright enough near back of Glen Waverley Station carpark behind Dan Murphy's	1
Oakleigh Central can be quite dark	1
Poor lighting in public transport station	1
Require more lighting on the streets and security at night due to there being a higher possibility of crime a night more than during the day	1
Sides of the road in Burlington St, some areas are not well lit. The trees block the lights. Lights in the streets should be changed	1
Wouldn't use public transport at night or allow kids, feels unsafe	1
Total	29

Crime and policing

Lack of police in my suburb	5
Lack of police during night	3
The staff isn't concerned with public safety	2
Because of different incidents that happened	1
My house got burgled and few incidents of breaking into car and the security has certainly weakened over the last 12 months	1
PSOs freaky and loiter	1
Robbers everywhere	1
Two local police stations don't operate after 5 PM	1
Total	15

Issues with people - gangs, youths, "louts" etc

There are rough kids while travelling in public transport and specially at night	4
Homelessness and them begging for money - Council should help and house them	3
There is a lot of weirdos	2
Hoon drivers on Dandenong Rd	1
I had issues at Brandon Park Shopping Centre with youths	1
People are a bit violent	1
Total	12

General perception of safety

Just don't know who'll be around if alone especially, not area or Council dependent	2
Personal reason	2
Being women a bit different regards safety	1
Buses around Monash University are unsafe	1
Connection of recreation areas and parking is a bit distant and feels unsafe especially for children	1
Doesn't feel safe at train station	1
I don't think it's a good and safe area anymore	1
Mount Waverley station is aged	1
Total	10



<i>Image / feel of place and news reports</i>	
Glen Waverley train station has history of violence	1
Previous occurrences of violence	1
Recent crime	1
Total	3
<i>Drugs and alcohol</i>	
I have heard that there is drug activity going on lately and it would be great if there is more patrolling	1
We encountered a man who is drunk, and I think on drugs at Coles supermarket and if I was a woman, I would not feel safe about it. There should be a security to make sure things like this will not happen	1
Total	2
<i>Other</i>	
I just think the nature strip needs to be cleaner for safety	1
Oakleigh Central, underground carpark phone service is extremely poor	1
Total	2
Total	73



Traffic and parking

Satisfaction with aspects of traffic and parking

Respondents were asked:

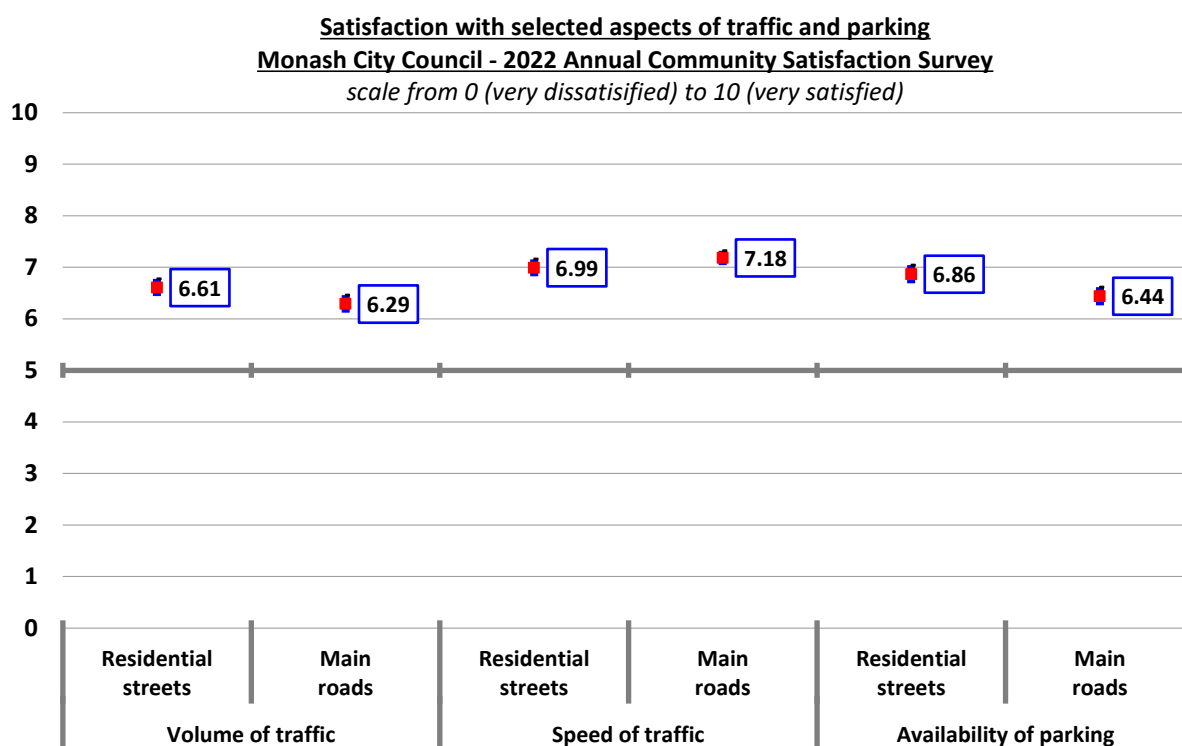
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of traffic and parking in the City of Monash?”

Respondents were in 2022, asked to rate their satisfaction with the volume and speed of traffic and the availability of parking, on both residential streets and main roads.

This is the first year that these questions have been included in the survey program.

Satisfaction with these six aspects of traffic and parking can best be summarised as follows:

- **Good** – for the volume and speed of traffic and the availability of parking on residential streets, and the speed of traffic on main roads.
- **Solid** – for the volume of traffic and the availability of parking on main roads.



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



Whilst between one-third and half of the respondents were “very satisfied” with each of these aspects of traffic and parking, it is noted that approximately one-sixth of respondents were “dissatisfied” with the volume of traffic and the availability of parking.

It is also noted that 13.5% of respondents providing a response were “dissatisfied” with the speed of traffic on residential streets.



The following sections provide a comparison of satisfaction with these aspects of traffic and parking by precinct and by respondent profile.

In general terms, it is found that:

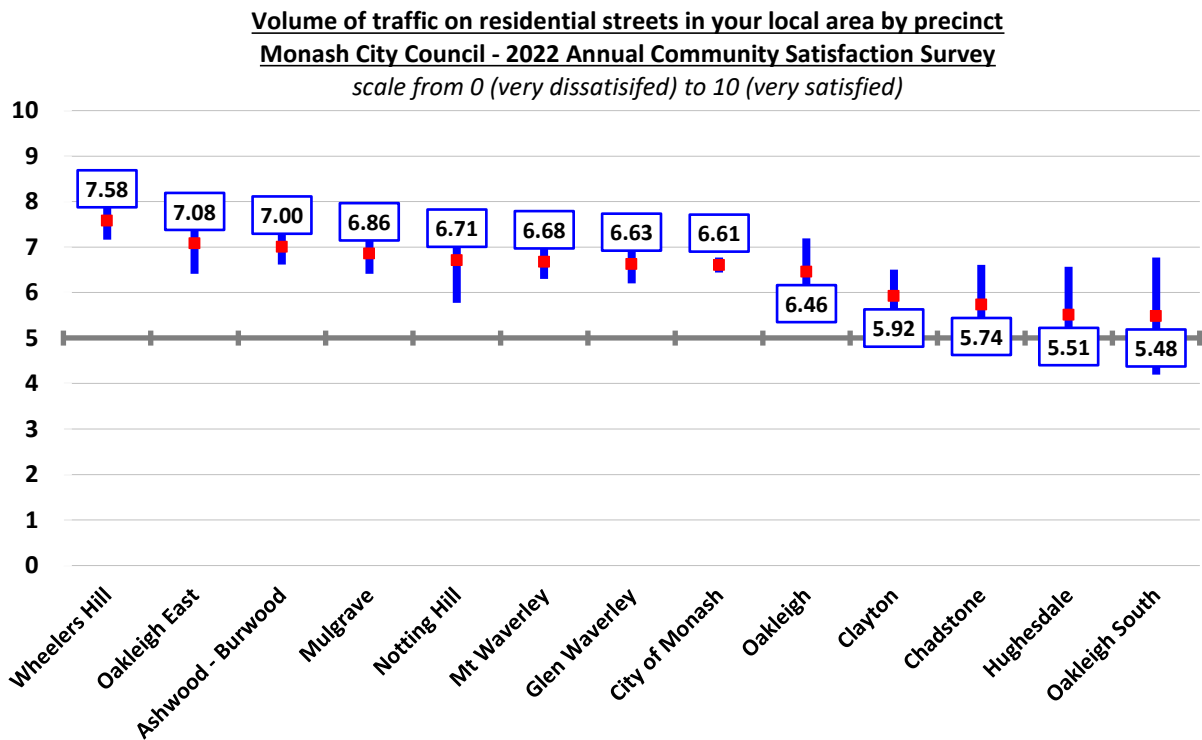
- **More satisfied than average** – respondents from Wheelers Hill and Oakleigh East tended to be somewhat more satisfied than average with most aspects.
- **Less satisfied than average** – respondents from Hughesdale and Oakleigh South tended to be somewhat less satisfied than average. It is also noted that respondents from Clayton and Chadstone tended to be somewhat less satisfied with the availability of parking.

Volume of traffic

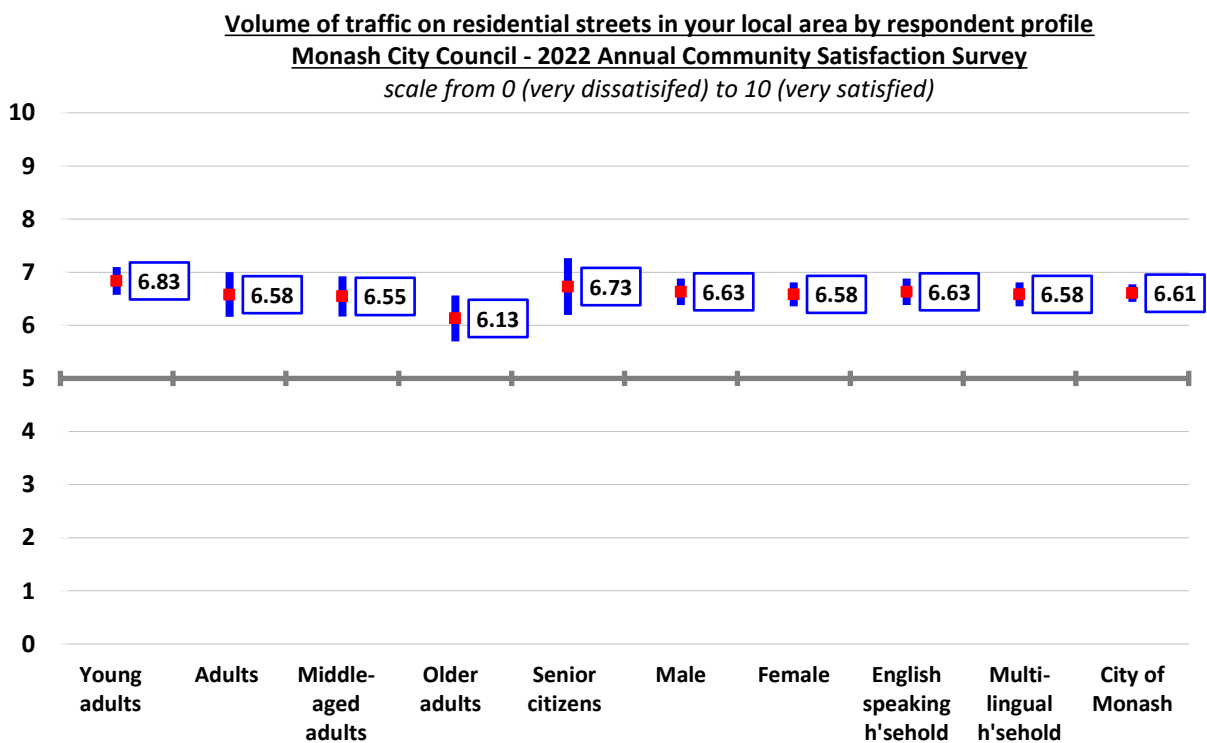
There was measurable variation in satisfaction with the volume of traffic on residential streets observed across the municipality, with respondents from Wheelers Hill measurably more satisfied than average, and at a “very good” level of satisfaction.



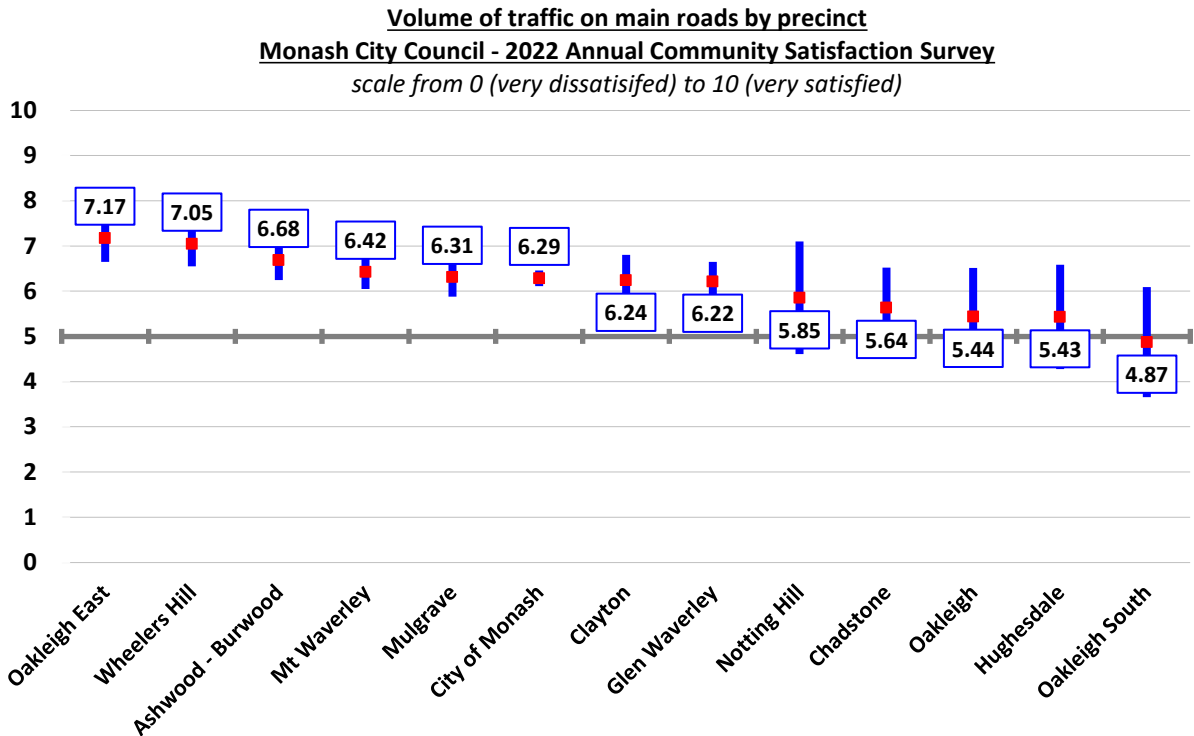
It is noted that respondents from Clayton, Chadstone, and Hughesdale rated satisfaction with the volume of traffic on residential streets at “poor” levels, and respondents from Oakleigh South at a “very poor” level, although these were not measurably lower than the municipal average.



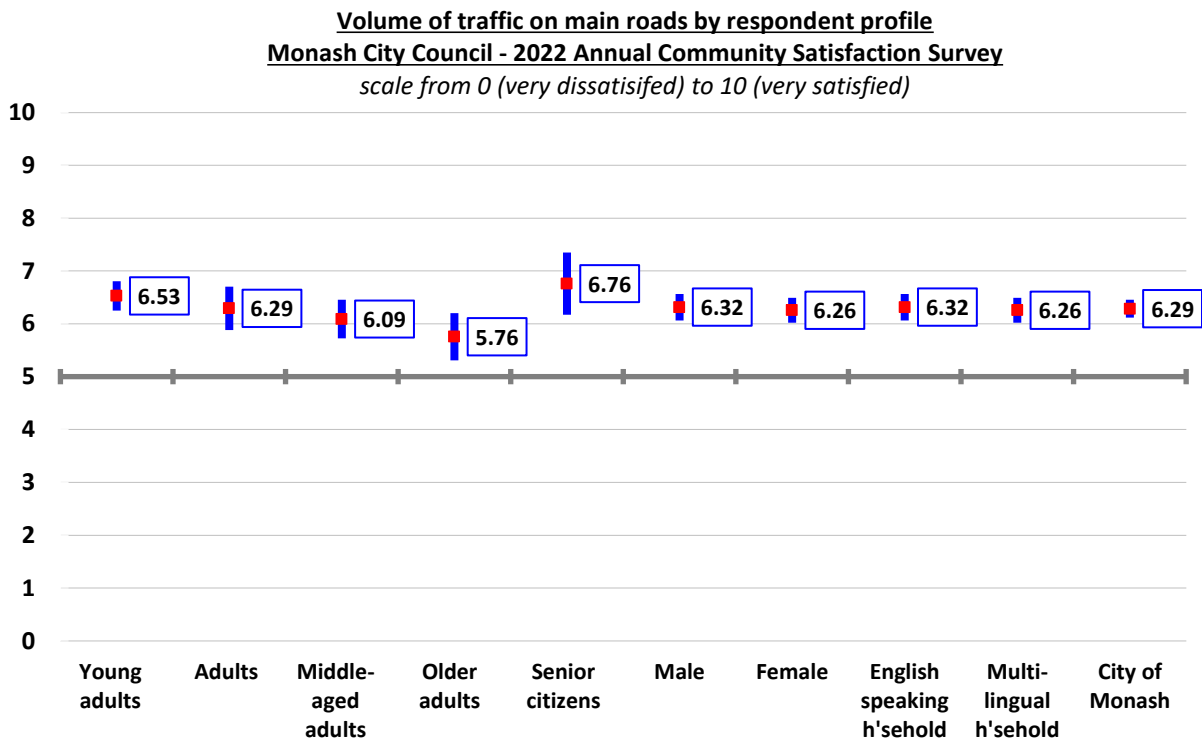
There was some variation in this result observed by age structure, with older adults (aged 60 to 74 years) notably, but not measurably less satisfied than the municipal average.



There was statistically significant variation in satisfaction with the volume of traffic on main roads observed across the municipality. Respondents from Oakleigh East and Wheelers Hill were measurably more satisfied than average, whilst respondents from Oakleigh South were measurably and significantly less satisfied, and at an “extremely poor” level of satisfaction. It is also noted that respondents from Notting Hill, Chadstone, Oakleigh, and Hughesdale rated satisfaction at “poor” and “very poor” levels of satisfaction.

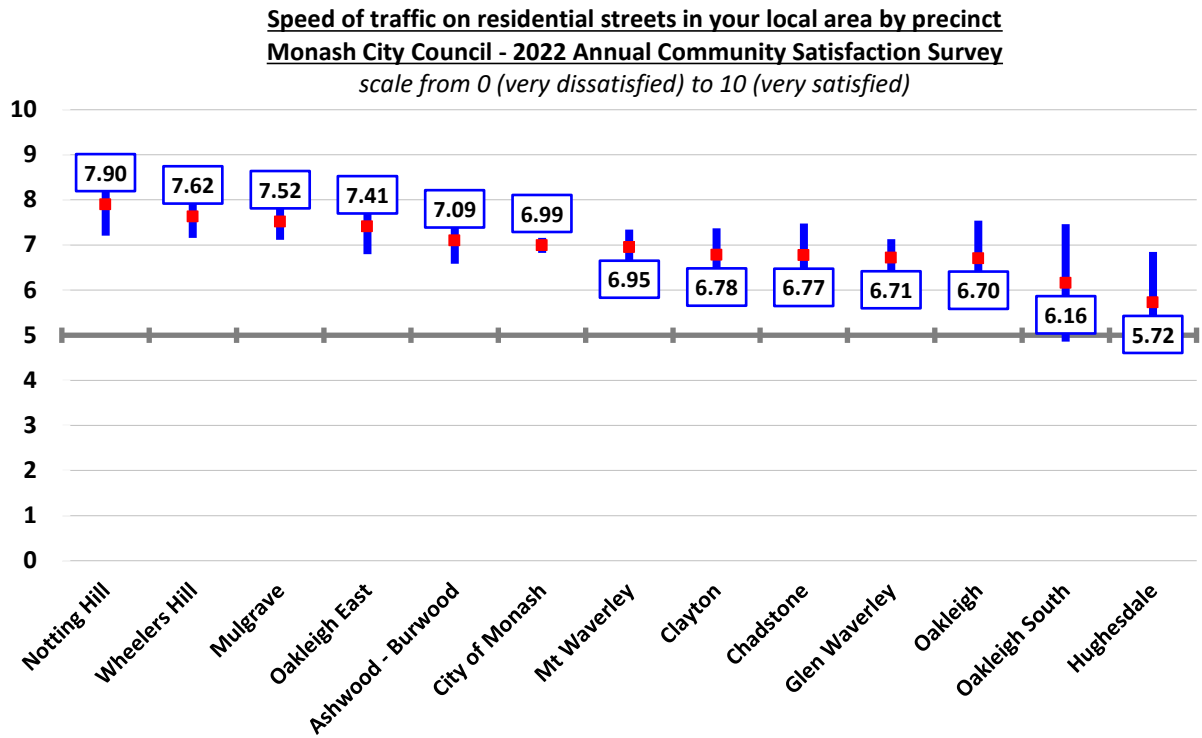


Older adults (aged 60 to 74 years) were notably but not measurably less satisfied than the municipal average, whilst senior citizens (aged 75 years and over) were more satisfied.

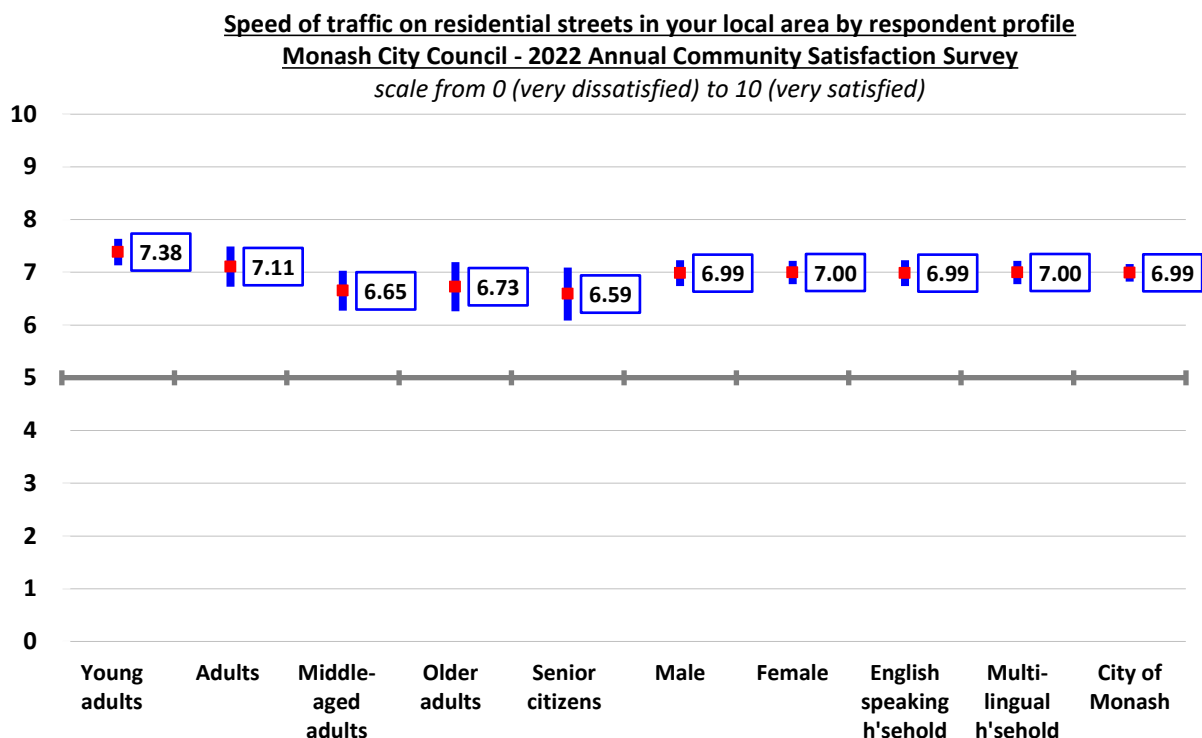


Speed of traffic

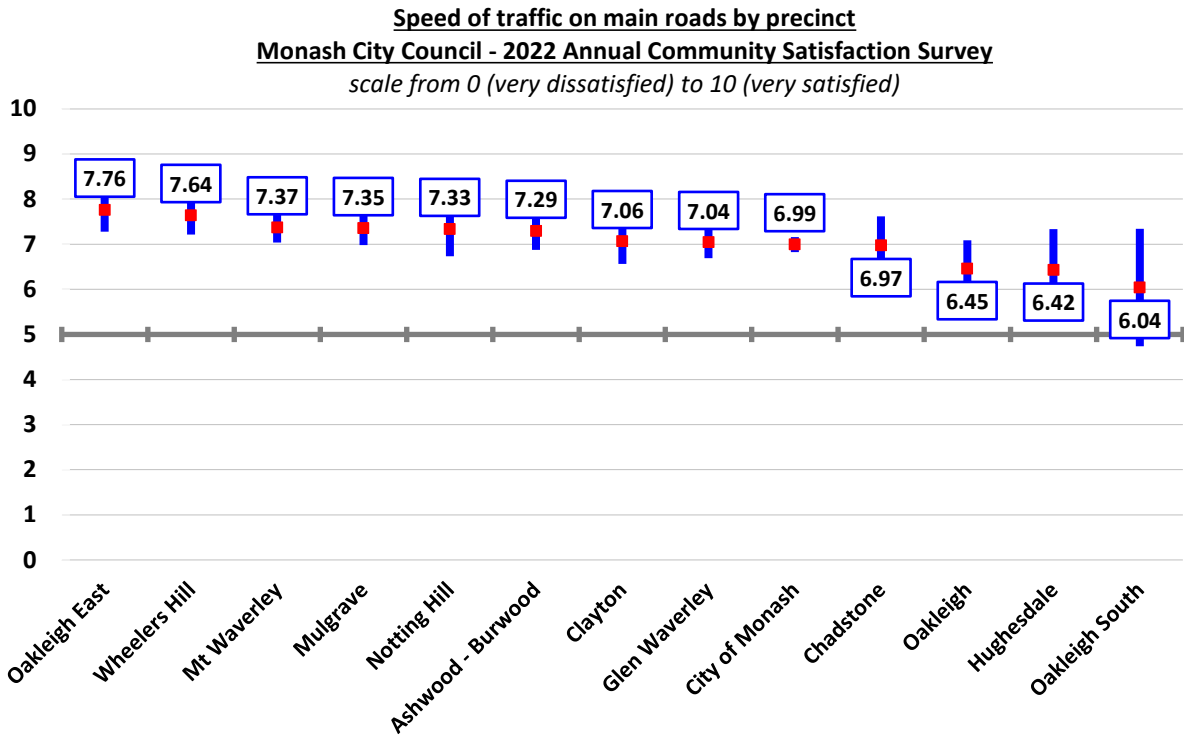
There was measurable variation in satisfaction with the speed of traffic on residential streets observed across the municipality. Respondents from Notting Hill and Wheelers Hills were measurably more satisfied than average, and at “excellent” and “very good” levels respectively. Conversely, respondents from Hughesdale were measurably less satisfied than average, and at a “poor” level of satisfaction.



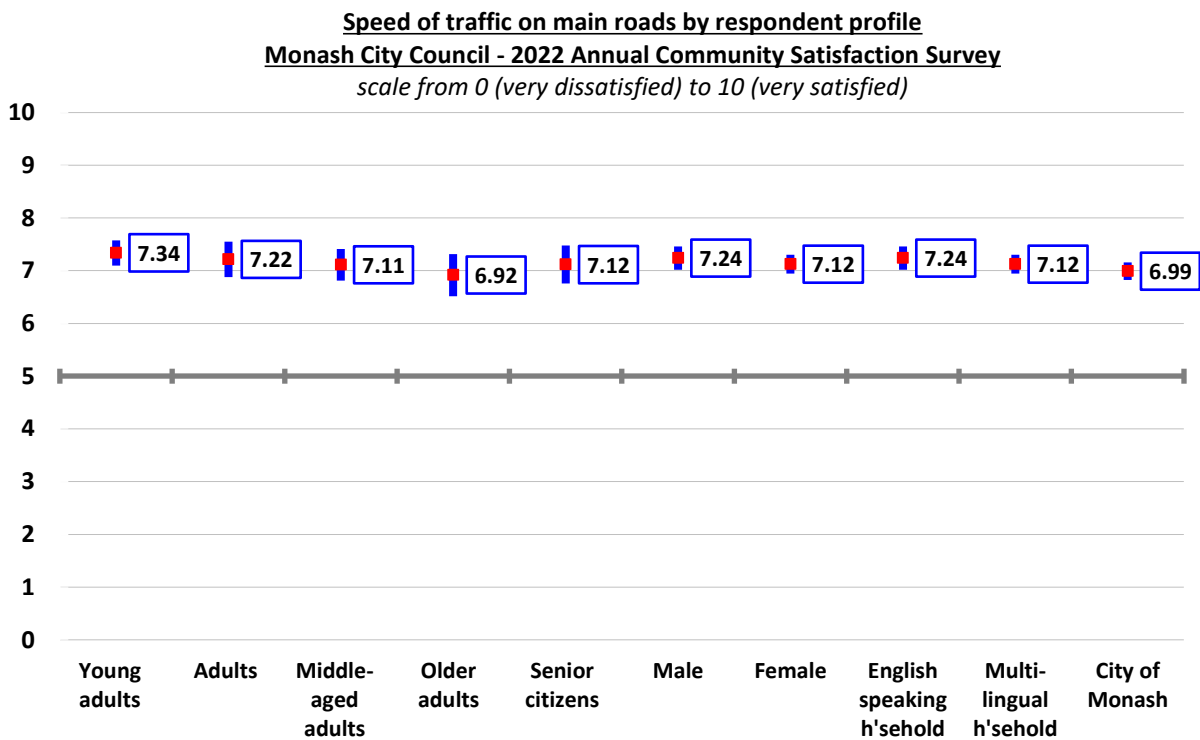
Young adults (aged 18 to 34 years) were measurably more satisfied than average.



There was also measurable variation in satisfaction with the speed of traffic on main roads observed across the municipality. Respondents from Oakleigh East and Wheelers Hill were measurably more satisfied than average and at “excellent” and “very good” levels respectively.



There was no meaningful variation in this result observed by respondent profile, although young adults (aged 18 to 34 years) were somewhat more satisfied than average.



Reasons for dissatisfaction with the speed of traffic

Consistent with results observed by Metropolis Research in other municipalities across metropolitan Melbourne, most respondents who were dissatisfied with the speed of traffic on residential streets considered that the speed was “too fast”, with 78.7% considering it too fast and 21.3% considering it too slow.

Respondents dissatisfied with the speed of traffic on main roads were more split in whether they believed the speed was too fast (58.0%) or too slow (42.0%).

Reasons for dissatisfaction with the speed of traffic
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents dissatisfied with the speed of traffic)

Response	Residential streets		Main roads	
	Number	Percent	Number	Percent
Too fast	70	78.7%	29	58.0%
Too slow	19	21.3%	21	42.0%
Total	89	100%	50	100%

Whilst cognisant of the small sample size, the following table provides a breakdown of these results by respondent gender.

Female respondents dissatisfied with the speed of traffic were somewhat more likely than male respondents to consider that the speed of traffic on residential streets was too fast. They were, however, substantially more likely to consider that the speed of traffic on main roads was too fast compared to male respondents.

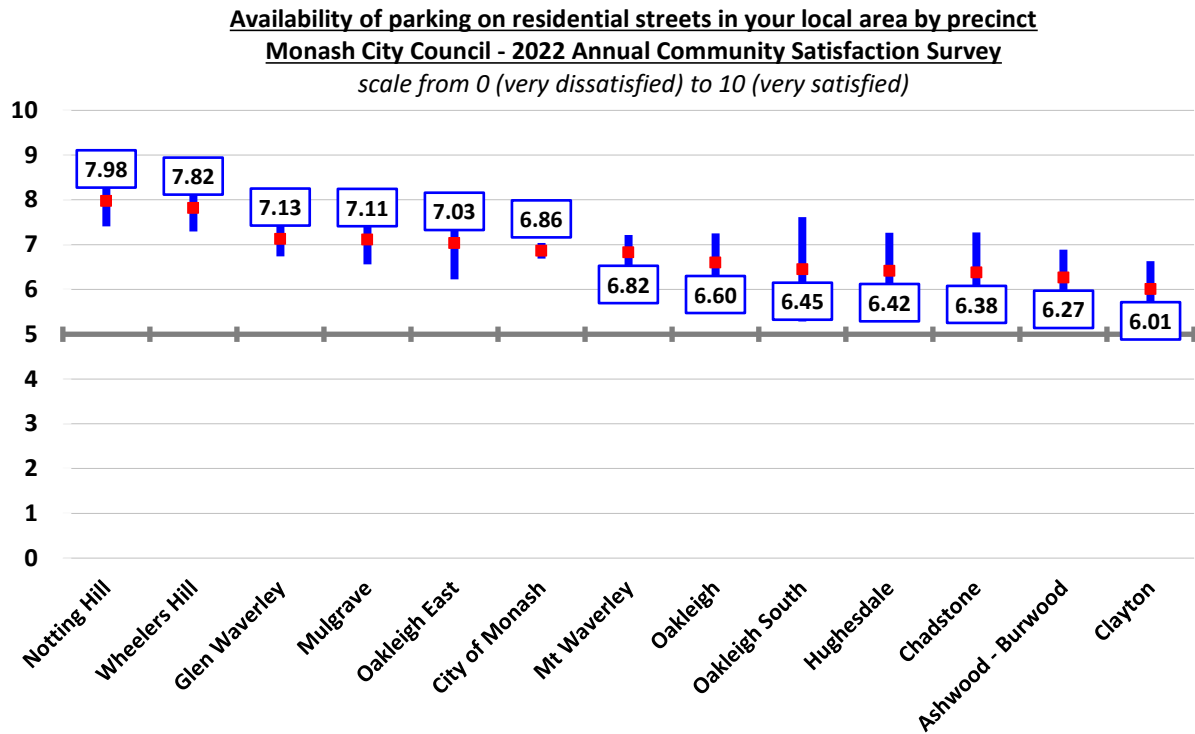
Reasons for dissatisfaction with the speed of traffic by gender
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents dissatisfied with the speed of traffic)

Response	Residential streets				Main roads			
	Male		Female		Male		Female	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Too fast	27	65.9%	43	89.6%	7	29.2%	21	80.8%
Too slow	14	34.1%	5	10.4%	17	70.8%	5	19.2%
Total	41	100%	48	100%	24	100%	26	100%

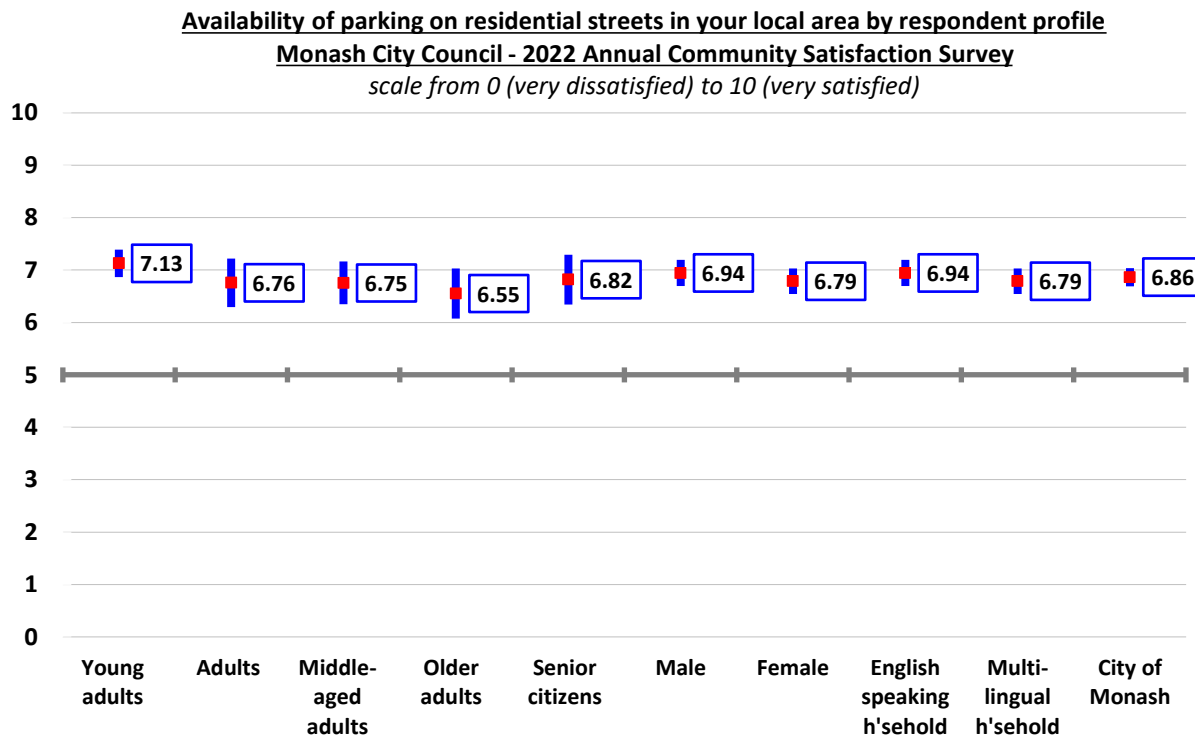


Availability of parking

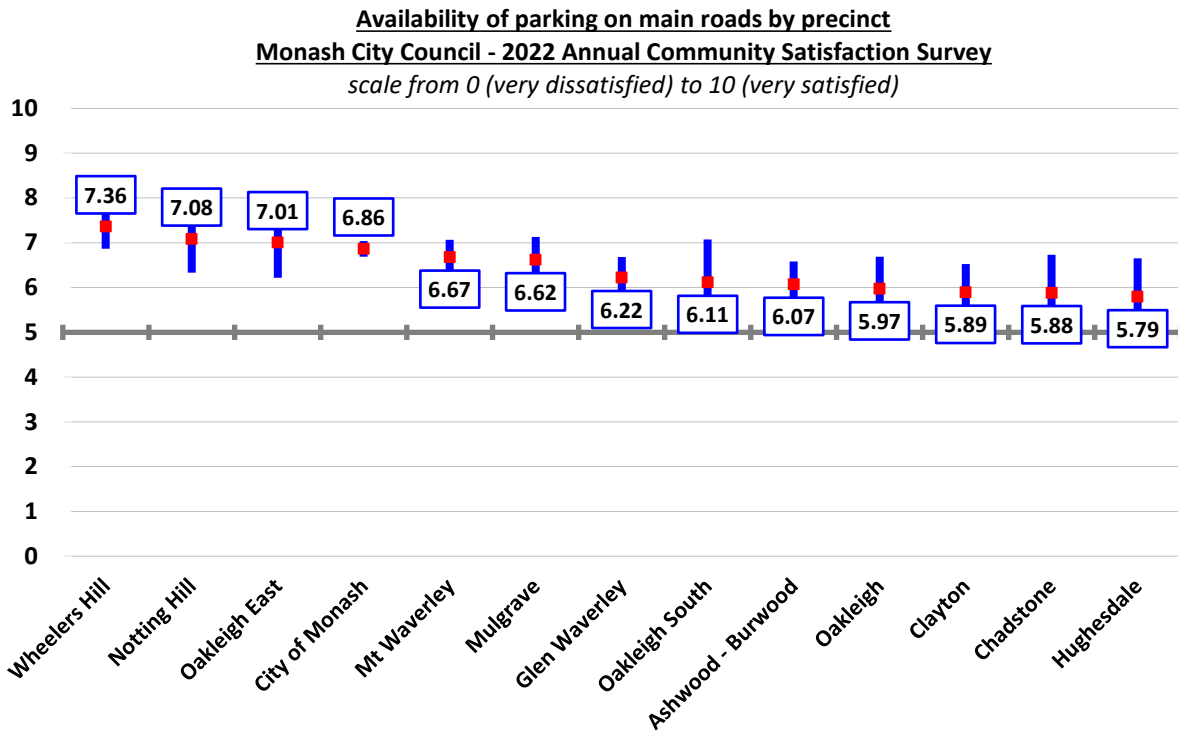
There was measurable and significant variation in satisfaction with the availability of parking on residential streets observed across the municipality. Respondents from Notting Hill and Wheelers Hill were measurably more satisfied than average and at “excellent” levels, whilst respondents from Clayton were measurably less satisfied than average and at a “solid” level.



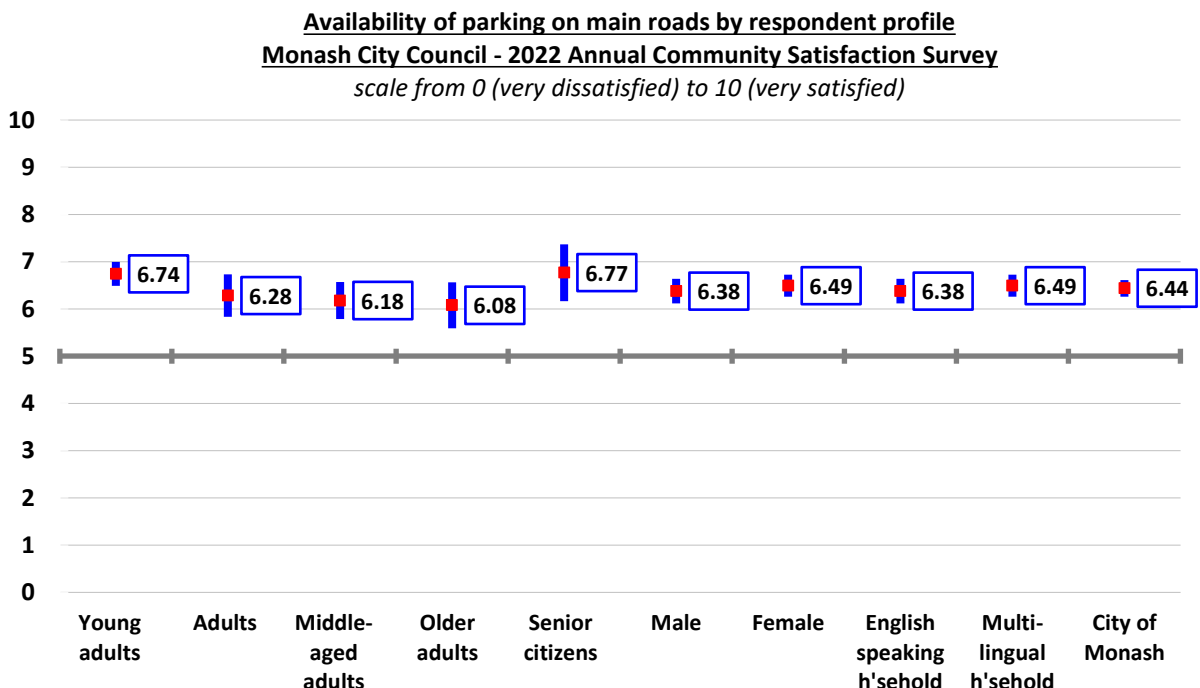
There was no measurable variation in satisfaction with the availability of parking on residential streets observed by respondent profile.



There was measurable variation in satisfaction with the availability of parking on main roads observed across the municipality. Respondents from Wheelers Hill were somewhat, but not measurably more satisfied than average and at a “very good” level, whilst respondents from Hughesdale were measurably less satisfied than average and at a “poor” level. It is also noted that respondents from Oakleigh, Clayton, and Chadstone were notably but not measurably less satisfied than average, and at “poor” levels of satisfaction.



Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were somewhat more satisfied than average, whilst older adults (aged 60 to 74 years) were somewhat less satisfied.



Current issues for the City of Monash

Respondents were asked:

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

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

A little less than two-thirds (63.9% up from 56.7%) of respondents nominated an average of a little less than two issues each.

The substantial increase in the proportion of respondents who nominated an issue in 2022 compared to 2021 and 2020, returns the proportion of respondents with an issue to address to pre-pandemic levels.

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

There was some notable variation in these results compared to the results recorded in 2021, as follows:

- **Notable increase in 2022** – includes rubbish and waste issues (13.0% up from 5.0%), traffic management (12.5% up from 7.6%), parking (11.1% up from 7.2%), lighting (5.4% up from 3.1%), and to a lesser extent environment, conservation, and climate change (3.4% up from 1.6%).
- **Notable decrease in 2022** – there were no issues to report a substantial decline this year.

When compared to the metropolitan Melbourne average, as recorded in the 2022 Governing Melbourne research conducted independently by Metropolis Research in January 2022, the following variations of note were observed:

- **Notably more commonly nominated in the City of Monash** – includes rubbish and waste issues (13.0% compared to 5.0%), lighting (5.4% compared to 2.4%), hard rubbish collection (4.6% compared to 1.9%), and services and facilities for the elderly (2.3% compared to 0.1%).
- **Notably less commonly nominated in the City of Monash** – includes parks, gardens, and open spaces (7.5% compared to 12.8%), road maintenance and repairs (5.8% compared to 13.1%), provision and maintenance of street trees (4.1% compared to 8.4%), footpath maintenance and repairs (2.8% compared to 6.6%), cleanliness and maintenance of the local area (2.1% compared to 4.6%), and other issues (7.0% compared to 18.9%).



Top three issues for the City of Monash at the moment
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2022		2021	2020	2019	2022 Metro.*
	Number	Percent				
Rubbish and waste issues inc. garbage collection	104	13.0%	5.0%	1.9%	2.6%	5.0%
Traffic management	100	12.5%	7.6%	10.1%	12.8%	15.3%
Parking	89	11.1%	7.2%	11.1%	20.5%	8.0%
Building, planning, housing and development	69	8.6%	9.6%	9.2%	8.3%	6.4%
Parks, gardens and open spaces	60	7.5%	9.1%	3.6%	3.5%	12.8%
Roads maintenance and repairs	46	5.8%	6.0%	2.6%	2.0%	13.1%
Lighting	43	5.4%	3.1%	5.0%	9.6%	2.4%
Hard rubbish collection	37	4.6%	4.5%	4.1%	3.2%	1.9%
Provision and maintenance of street trees	33	4.1%	3.5%	6.7%	9.1%	8.4%
Communication, consultation, provision of info.	31	3.9%	2.6%	3.9%	2.2%	1.8%
Safety, policing and crime	29	3.6%	3.6%	3.2%	6.7%	4.5%
Environment, conservation and climate change	27	3.4%	1.6%	2.6%	1.4%	2.6%
Footpath maintenance and repairs	22	2.8%	4.4%	3.2%	3.2%	6.6%
Prov. and maint. of sports and recreation facilities	21	2.6%	2.0%	2.2%	1.2%	1.9%
Public toilets	18	2.3%	2.7%	1.6%	0.4%	2.1%
Services and facilities for the elderly	18	2.3%	0.7%	1.2%	1.0%	0.1%
Cleanliness and maintenance of area	17	2.1%	0.7%	3.5%	2.1%	4.6%
Drains maintenance and repairs	17	2.1%	1.9%	2.5%	1.2%	2.1%
Rates	16	2.0%	2.1%	3.2%	3.1%	2.5%
Street cleaning and maintenance	16	2.0%	2.1%	1.9%	1.0%	2.9%
Public transport	15	1.9%	1.4%	1.1%	3.0%	2.1%
Council customer service / responsiveness	13	1.6%	1.0%	0.1%	0.2%	1.3%
Council management, governance, accountability	13	1.6%	1.7%	1.2%	0.6%	2.3%
Activities and facilities for children	12	1.5%	1.9%	1.0%	0.9%	2.3%
Dog off leash parks / bins / facilities	12	1.5%	0.6%	1.9%	n.a.	1.6%
Provision and maint. of cycling / walking paths	12	1.5%	2.1%	2.5%	0.2%	2.6%
Green waste collection / organic waste	10	1.3%	1.2%	0.1%	0.7%	1.3%
Animal management	9	1.1%	1.4%	1.1%	1.5%	1.5%
Community support	9	1.1%	0.6%	0.5%	0.1%	0.0%
Shops, restaurants and entertainment venue	9	1.1%	0.7%	0.2%	0.1%	1.0%
Community activities, arts and culture	6	0.8%	1.1%	0.0%	1.4%	1.8%
Recycling collection	6	0.8%	0.7%	1.7%	2.1%	2.3%
Support for local businesses / economic	6	0.8%	0.4%	0.0%	0.1%	0.6%
Financial issues and priorities for Council	5	0.6%	0.4%	0.7%	0.1%	0.3%
Graffiti and vandalism	5	0.6%	0.5%	0.1%	0.4%	1.0%
Waste transfer station / tip / smell / pollution	5	0.6%	0.0%	0.1%	0.2%	0.0%
All other issues (26 separately identified issues)	56	7.0%	7.7%	3.4%	10.3%	18.9%
Total responses	1,016		857	843	934	1,167
<i>Respondents identifying at least one issue</i>	511 (63.9%)		454 (56.7%)	458 (56.8%)	523 (65.0%)	555 (69.4%)

(*) 2022 metropolitan Melbourne average from Governing Melbourne



Rubbish and waste issues

There was a substantial increase in the proportion of respondents nominating “rubbish and waste issues including garbage collection”, which increased from five percent last year, and an average since 2016 of 2.7% to be 13.0% this year. This result was almost three times the metropolitan Melbourne average of five percent.

This increase in issues around the kerbside collection services is consistent with results discussed throughout this reporting, including the declines in satisfaction with the kerbside collection services outlined in the [Importance of and Satisfaction with Services and Facilities](#) section, and the fact that 83% of respondents dissatisfied with the kerbside collection services contacted Council in the last 12 months, as discussed in the [Contact with Council](#) section.

As discussed in the [Council’s Overall Performance](#) section of this report, respondents who nominated rubbish and waste issues were notably less satisfied with Council’s overall performance than the average of all respondents, and respondents who did not nominate any issues to address.

Respondents from Oakleigh South (36.4%), Mulgrave (26.9%), Notting Hill (22.7%), and Ashwood-Burwood (20.0%) were notably more likely than the municipal average to nominate rubbish and waste issue.

It is also noted that respondents from households with a member with disability (19.6%) were notably more likely to nominate rubbish and waste issues than respondents from other households (12.7%).

Of the 104 issues categorised into “rubbish and waste issues”, 63 (60.5%) were related to changes to the system, and 39.5% were related to other issues.

Rubbish and waste issues
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number of total responses)

Response	2022	
	Number	Percent
<i>Related to changes to the kerbside collection services</i>		
Frequency of collection	28	26.9%
Changes to the system	18	17.3%
Bin size	10	9.6%
Communication / consultation	5	4.8%
Bin contents	2	1.9%
<i>Other issues</i>		
Bin collection service	28	26.9%
Sustainable waste management / waste disposal	6	5.8%
Other	7	6.7%
Total	104	100%



Traffic management and car parking

There was a notable increase in both traffic management and car parking related issues this year.

The increase, particularly related to traffic management was clearly the result of the easing of the COVID-19 pandemic and the increasing return to working on-site rather than from-home for a substantial proportion of the community.

Respondents from Hughesdale (24.1%), Oakleigh South (22.7%), Ashwood-Burwood (21.7%), and Clayton (18.2%) respondents were notably more likely to nominate traffic management issues than the municipal average.

Environment, conservation, and climate change

Although only nominated by 3.4% of respondents, Metropolis Research notes the small increase in the proportion of respondents nominating these issues this year (up from 1.6%). This result was marginally higher than the 2022 metropolitan Melbourne average of 2.6%.

This issue is highlighted due to the 8.7% decline in satisfaction with Council's activities encouraging environmental sustainability reported this year.

This result was observed in another southeastern Melbourne municipality this year, with the fieldwork completed at a similar time during the recent federal election campaign.

Metropolis Research is of the view that increased community attention to the issues around environment and climate change in some parts of metropolitan Melbourne have impacted on community sentiment around the issues. The degree to which this was the result of, or a cause of the increased political attention to the issue is an open question.

Issues negatively related to overall satisfaction

As discussed in the [Relationship between issues and overall satisfaction](#) section of this report, there were a range of issues that were nominated by more than 10 respondents and which appear to exert a negative influence on overall satisfaction for the respondents who nominate the issues.

These issues included lighting; rubbish and waste issues; parking, parks and gardens; environment, sustainability, and climate change; communication; planning and development; and street trees.

Metropolis Research notes that in relation to communication issues, most respondents were referencing the perception that Council was not listening to or responding to the needs of the community rather than raising issues related to specific communication channels.



Issues by precinct

Cognisant of the relatively small sample size at the precinct level, attention is drawn to the following notable variation:

- **Ashwood-Burwood** - respondents were somewhat more likely than average to nominate traffic management, rubbish and waste, lighting, footpaths, and services and facilities for the elderly.
- **Chadstone** – respondents were somewhat more likely than average to nominate planning and development, hard rubbish, roads, public transport, dog off-leash issues, and safety, policing, and crime related issues.
- **Clayton** – respondents were somewhat more likely than average to nominate traffic management, environment, conservation, and climate change, cleanliness and maintenance of the local area, and public toilets related issues.
- **Notting Hill** – respondents were somewhat more likely than average to nominate rubbish and waste, lighting, communication and consultation, drains, street cleaning and maintenance, and sports and recreation facilities related issues.
- **Glen Waverly** – respondents were somewhat more likely than average to nominate planning and development, and parks, gardens, and open space related issues.
- **Mulgrave** – respondents were measurably more likely than average to nominate rubbish and waste issues, and somewhat more likely to nominate parks, gardens, and open spaces, and communication and consultation related issues.
- **Oakleigh East** – respondents were measurably more likely than average to nominate safety, policing, and crime related issues.
- **Oakleigh South** – respondents were measurably more likely than average to nominate rubbish and waste, traffic management, rates, and lighting related issues, and somewhat more likely to nominate animal management, and sports and recreation related issues.
- **Hughesdale** – respondents were measurably more likely than average to nominate traffic management, and somewhat more likely to nominate planning and development, lighting, and footpath related issues.



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)

Ashwood - Burwood	
Traffic management	21.7%
Rubbish and waste issues inc. garbage	20.0%
Parking	11.7%
Lighting	10.0%
Parks, gardens and open space	8.3%
Footpath repairs and maintenance	6.7%
Services and facilities for the elderly	5.0%
Building, planning, housing, development	5.0%
Recycling collection	5.0%
Prov. and maint. of cycling / walking paths	5.0%
All other issues	33.3%
<i>Respondents identifying an issue</i>	43 (71.3%)

Chadstone	
Building, planning, housing, development	17.9%
Traffic management	15.4%
Rubbish and waste issues inc. garbage	12.8%
Hard rubbish collection	12.8%
Parking	10.3%
Road repairs and maintenance	10.3%
Public transport	10.3%
Parks, gardens and open space	7.7%
Dog off leash parks / bins / facilities	7.7%
Safety, policing and crime	7.7%
All other issues	56.4%
<i>Respondents identifying an issue</i>	29 (73.6%)

Clayton	
Traffic management	18.2%
Parking	13.6%
Environment, conservation, climate change	12.5%
Rubbish and waste issues inc. garbage	9.1%
Building, planning, housing, development	8.0%
Cleanliness and maintenance of area	8.0%
Road repairs and maintenance	6.8%
Lighting	5.7%
Public toilets	5.7%
Services and facilities for the elderly	4.5%
All other issues	52.3%
<i>Respondents identifying an issue</i>	62 (70.4%)

Notting Hill	
Rubbish and waste issues inc. garbage	22.7%
Lighting	18.2%
Communication, consultation, prov. of info.	18.2%
Drains maintenance and repairs	18.2%
Shops, restaurants, entertainment venues	13.6%
Parks, gardens and open space	9.1%
Building, planning, housing, development	9.1%
Street cleaning and maintenance	9.1%
Hard rubbish collection	9.1%
Sports and recreation facilities	9.1%
All other issues	36.4%
<i>Respondents identifying an issue</i>	17 (78.7%)

Glen Waverley	
Building, planning, housing, development	12.9%
Parks, gardens and open space	12.3%
Parking	11.0%
Rubbish and waste issues inc. garbage	11.0%
Traffic management	7.7%
Provision and maintenance of street trees	6.5%
Hard rubbish collection	5.2%
Safety, policing and crime	4.5%
Sports and recreation facilities	3.9%
Road repairs and maintenance	3.2%
All other issues	46.5%
<i>Respondents identifying an issue</i>	94 (61.1%)

Wheelers Hill	
Traffic management	15.1%
Parking	13.7%
Road repairs and maintenance	6.8%
Lighting	6.8%
Parks, gardens and open space	5.5%
Building, planning, housing, development	5.5%
Rubbish and waste issues inc. garbage	5.5%
Provision and maintenance of street trees	5.5%
Council management and governance	4.1%
Activities and facilities for children	4.1%
All other issues	38.4%
<i>Respondents identifying an issue</i>	38 (52.3%)



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)

Mt Waverley	
Parking	14.2%
Building, planning, housing, development	8.5%
Traffic management	7.1%
Road repairs and maintenance	6.4%
Rubbish and waste issues inc. garbage	6.4%
Hard rubbish collection	6.4%
Provision and maintenance of street trees	6.4%
Lighting	4.3%
Environment, conservation, climate change	4.3%
Safety, policing and crime	3.5%
All other issues	48.2%
<i>Respondents identifying an issue</i>	79 (56.2%)

Mulgrave	
Rubbish and waste issues inc. garbage	26.9%
Parks, gardens and open space	15.1%
Parking	9.7%
Traffic management	9.7%
Communication, consultation, prov. of info.	8.6%
Road repairs and maintenance	6.5%
Building, planning, housing, development	5.4%
Lighting	5.4%
Street cleaning and maintenance	4.3%
Activities and facilities for children	4.3%
All other issues	37.6%
<i>Respondents identifying an issue</i>	67 (71.3%)

Oakleigh	
Traffic management	6.5%
Environment, conservation, climate change	5.4%
Parks, gardens and open space	4.3%
Parking	3.2%
Community support	3.2%
Services and facilities for the elderly	2.2%
Building, planning, housing, development	2.2%
Lighting	2.2%
Promote / improve community atmosphere	2.2%
Rubbish and waste issues inc. garbage	2.2%
All other issues	20.4%
<i>Respondents identifying an issue</i>	20 (61.5%)

Oakleigh East	
Rubbish and waste issues inc. garbage	13.6%
Safety, policing and crime	13.6%
Road repairs and maintenance	9.1%
Traffic management	9.1%
Communication, consultation, prov. of info.	9.1%
Parking	6.8%
Hard rubbish collection	6.8%
Sports and recreation facilities	6.8%
Rates	4.5%
Building, planning, housing, development	4.5%
All other issues	45.5%
<i>Respondents identifying an issue</i>	28 (64.5%)

Oakleigh South	
Rubbish and waste issues inc. garbage	36.4%
Traffic management	22.7%
Rates	13.6%
Lighting	13.6%
Parks, gardens and open space	9.1%
Parking	9.1%
Road repairs and maintenance	9.1%
Animal management	9.1%
Sports and recreation facilities	9.1%
Building, planning, housing, development	4.5%
All other issues	45.5%
<i>Respondents identifying an issue</i>	16 (74.0%)

Hughesdale	
Traffic management	24.1%
Building, planning, housing, development	13.8%
Lighting	13.8%
Footpath repairs and maintenance	10.3%
Rubbish and waste issues inc. garbage	10.3%
Parks, gardens and open space	6.9%
Parking	6.9%
Rates	6.9%
Road repairs and maintenance	6.9%
Services and facilities for the elderly	3.4%
All other issues	31.0%
<i>Respondents identifying an issue</i>	17 (56.6%)



Issues by respondent profile

There was some notable variation in the top issues to address for the City of Monash “at the moment” observed by respondent profile, including age structure, gender, and language spoken at home, with attention drawn to the following:

- **Young adults (aged 18 to 34 years)** – respondents were marginally more likely than average to nominate environment, sustainability, and climate change related issues.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to nominate street trees, and activities and facilities for children related issues.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to nominate planning and development, roads, and street trees related issues.
- **Older adults (aged 60 to 74 years)** – respondents were notably more likely than average to nominate traffic management, and somewhat more likely to nominate services and facilities for the elderly, street cleaning and maintenance, footpaths, and Council management and governance related issues.
- **Senior citizens (aged 75 years and over)** – respondents were marginally more likely than average to nominate services and facilities for the elderly related issues.
- **Male** – respondents were marginally more likely than female respondents to nominate street trees related issues.
- **Female** – respondents were marginally more likely than male respondents to nominate lighting and safety, policing, and crime related issues.
- **English speaking household** – respondents were marginally more likely than respondents from multilingual households to nominate planning and development, parks, gardens, and open spaces, and hard rubbish collection related issues.
- **Multilingual household** – respondents were marginally more likely than respondents from English speaking households to nominate parking, lighting, safety, policing, and crime, and environment, conservation, and climate change related issues.
- **Households with disability** – respondents were notably more likely than other households to nominate rubbish and waste issues, and marginally more likely to nominate street trees, and communication and consultation related issues.



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)

Young adults (18 to 34 years)	
Rubbish and waste issues inc. garbage	14.0%
Parking	10.4%
Traffic management	9.7%
Parks, gardens and open space	9.0%
Road repairs and maintenance	6.1%
Environment, conservation, climate change	5.4%
Lighting	5.4%
Building, planning, housing, development	5.0%
Safety, policing and crime	4.7%
Communication, consultation, prov. of info.	3.6%
All other issues	38.8%
<i>Respondents identifying an issue</i>	172 (61.9%)

Adults (35 to 44 years)	
Rubbish and waste issues inc. garbage	17.3%
Parking	11.8%
Traffic management	11.8%
Lighting	7.9%
Provision and maintenance of street trees	7.9%
Building, planning, housing, development	6.3%
Parks, gardens and open space	4.7%
Hard rubbish collection	4.7%
Activities and facilities for children	3.9%
Safety, policing and crime	3.9%
All other issues	58.3%
<i>Respondents identifying an issue</i>	86 (67.5%)

Middle aged adults (45 to 59 years)	
Building, planning, housing, development	15.3%
Rubbish and waste issues inc. garbage	14.7%
Traffic management	12.4%
Parking	11.9%
Road repairs and maintenance	9.6%
Provision and maintenance of street trees	9.0%
Parks, gardens and open space	6.8%
Lighting	6.8%
Hard rubbish collection	6.2%
Safety, policing and crime	5.6%
All other issues	60.5%
<i>Respondents identifying an issue</i>	124 (70.0%)

Older adults (60 to 74 years)	
Traffic management	21.7%
Parking	14.7%
Parks, gardens and open space	10.9%
Rubbish and waste issues inc. garbage	10.9%
Building, planning, housing, development	9.3%
Services and facilities for the elderly	7.0%
Street cleaning and maintenance	7.0%
Footpath repairs and maintenance	6.2%
Council management and governance	5.4%
Communication, consultation, prov. of info.	4.7%
All other issues	51.9%
<i>Respondents identifying an issue</i>	93 (71.9%)

Senior citizens (75 years and over)	
Traffic management	10.2%
Building, planning, housing, development	8.0%
Hard rubbish collection	6.8%
Parking	4.5%
Communication, consultation, prov. of info.	4.5%
Services and facilities for the elderly	3.4%
Parks, gardens and open space	3.4%
Drains maintenance and repairs	3.4%
Cleanliness and maintenance of area	3.4%
Road repairs and maintenance	3.4%
All other issues	18.2%
<i>Respondents identifying an issue</i>	36 (40.9%)

City of Monash	
Rubbish and waste issues inc. garbage	13.0%
Traffic management	12.5%
Parking	11.1%
Building, planning, housing, development	8.6%
Parks, gardens and open spaces	7.5%
Roads maintenance and repairs	5.8%
Lighting	5.4%
Hard rubbish collection	4.6%
Provision and maintenance of street trees	4.1%
Communication, consultation, prov. of info.	3.9%
All other issues	50.5%
<i>Respondents identifying an issue</i>	511 (63.9%)



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)

Male	
Rubbish and waste issues inc. garbage	12.6%
Traffic management	11.1%
Parking	10.8%
Building, planning, housing, development	9.3%
Parks, gardens and open space	7.0%
Road repairs and maintenance	5.2%
Provision and maintenance of street trees	4.4%
Lighting	3.9%
Communication, consultation, prov. of info.	3.6%
Hard rubbish collection	3.4%
All other issues	47.7%
<i>Respondents identifying an issue</i>	<i>244 (62.9%)</i>

Female	
Traffic management	14.1%
Rubbish and waste issues inc. garbage	13.3%
Parking	11.2%
Parks, gardens and open space	8.3%
Building, planning, housing, development	8.0%
Lighting	6.8%
Road repairs and maintenance	6.3%
Hard rubbish collection	5.8%
Safety, policing and crime	4.4%
Communication, consultation, prov. of info.	4.1%
All other issues	54.6%
<i>Respondents identifying an issue</i>	<i>267 (64.9%)</i>

English speaking	
Rubbish and waste issues inc. garbage	14.7%
Traffic management	12.9%
Building, planning, housing, development	10.2%
Parks, gardens and open space	9.3%
Parking	8.8%
Road repairs and maintenance	7.0%
Hard rubbish collection	5.9%
Lighting	4.1%
Communication, consultation, prov. of info.	3.6%
Provision and maintenance of street trees	3.6%
All other issues	50.3%
<i>Respondents identifying an issue</i>	<i>283 (63.8%)</i>

Multi-lingual	
Parking	14.6%
Traffic management	12.8%
Rubbish and waste issues inc. garbage	11.9%
Lighting	7.5%
Building, planning, housing, development	7.2%
Parks, gardens and open space	6.0%
Safety, policing and crime	5.4%
Provision and maintenance of street trees	5.1%
Environment, conservation, climate change	4.8%
Road repairs and maintenance	4.5%
All other issues	54.6%
<i>Respondents identifying an issue</i>	<i>228 (68.1%)</i>

Household members with disability	
Rubbish and waste issues inc. garbage	19.6%
Parking	10.8%
Traffic management	10.8%
Parks, gardens and open space	9.8%
Building, planning, housing, development	7.8%
Road repairs and maintenance	7.8%
Provision and maintenance of street trees	6.9%
Hard rubbish collection	6.9%
Lighting	5.9%
Communication, consultation, prov. of info.	4.9%
All other issues	53.5%
<i>Respondents identifying an issue</i>	<i>68 (67.2%)</i>

Household members without disability	
Traffic management	13.4%
Rubbish and waste issues inc. garbage	12.7%
Parking	11.2%
Building, planning, housing, development	9.0%
Parks, gardens and open space	7.5%
Road repairs and maintenance	5.6%
Lighting	5.3%
Hard rubbish collection	4.5%
Environment, conservation, climate change	4.1%
Provision and maintenance of street trees	3.9%
All other issues	53.2%
<i>Respondents identifying an issue</i>	<i>432 (65.2%)</i>



Respondent profile

The following section provides the demographic profile of respondents to the *Monash City Council – 2022 Annual Community Satisfaction Survey*.

Age structure

Because the survey was conducted using a telephone survey methodology this year rather than the door-to-door methodology, the age structure of the respondents was less reflective of the underlying community. Consequently, the database was weighted by age and gender to ensure the final sample reflected the *Census* demographic profile. It is noted that the underlying sample did meet the 40% requirement of the *Performance Reporting Framework* prior to the weighting.

Age structure
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2022 (unweighted)		2022 (weighted)	2021	2020	2019	2018
	Number	Percent					
Young adults (18 - 34 years)	134	16.8%	34.8%	34.8%	34.7%	25.8%	27.4%
Adults (35 - 44 years)	237	29.6%	15.9%	15.9%	15.9%	19.0%	20.1%
Middle-aged adults (45 - 59 yrs)	286	35.8%	22.2%	22.2%	22.2%	26.9%	26.8%
Older adults (60 - 74 years)	99	12.4%	16.2%	16.2%	16.1%	20.4%	18.1%
Senior citizens (75 yrs and over)	44	5.5%	11.0%	11.0%	10.9%	7.6%	7.6%
Not stated	0		0	0	0	7	0
Total	800	100%	801	801	805	805	800

Gender

As discussed above, the results are weighted by age and gender to reflect the 2016 *Census*.

Gender
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2022		2021	2020	2019	2018	2016
	Number	Percent					
Man / Male	388	48.5%	48.6%	48.6%	56.0%	56.7%	52.4%
Women / Female	412	51.5%	51.4%	51.4%	44.0%	43.0%	47.6%
Non-binary	0	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%
Prefer to self describe	0	0.0%					
Prefer not to say / not stated	0		0	0	18	5	0
Total	800	100%	801	805	805	800	807



Language spoken at home

Despite being conducted by telephone again in 2022, the sample included 42.8% respondents from households that prefer to speak a language other than English at home.

Language spoken at home
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Language	2022		2021	2020	2019	2018	2016
	Number	Percent					
English	443	57.2%	54.2%	52.3%	51.2%	51.3%	58.5%
Malay	74	9.5%	0.0%	0.0%	0.1%	0.4%	0.1%
Greek	38	4.9%	4.4%	5.4%	2.9%	2.8%	3.3%
Sinhalese	29	3.7%	2.9%	2.7%	3.0%	3.7%	2.3%
Hindi	24	3.1%	4.2%	3.9%	2.8%	4.0%	2.1%
Cantonese	20	2.6%	1.5%	2.8%	0.1%	3.9%	1.3%
Tamil	18	2.3%	1.5%	1.6%	3.3%	1.2%	2.0%
Chinese, n.f.d	15	1.9%	2.0%	2.4%	5.6%	0.5%	9.4%
Italian	14	1.8%	2.8%	3.0%	1.8%	2.3%	1.5%
Arabic	7	0.9%	0.6%	0.3%	0.5%	0.4%	0.9%
Vietnamese	7	0.9%	2.1%	1.4%	1.3%	1.1%	0.5%
German	5	0.6%	0.9%	0.9%	0.4%	0.5%	0.6%
French	4	0.5%	0.9%	0.8%	1.0%	0.4%	0.6%
Russian	4	0.5%	0.5%	0.0%	0.5%	0.5%	0.1%
Tagalog (Filipino)	4	0.5%	0.3%	0.5%	0.6%	0.3%	0.8%
Thai	4	0.5%	0.1%	0.1%	0.0%	0.0%	0.0%
Indonesian	3	0.4%	1.4%	2.0%	0.8%	0.1%	0.0%
Mandarin	3	0.4%	8.9%	6.3%	12.2%	15.1%	5.5%
Spanish	3	0.4%	0.8%	0.5%	0.4%	0.1%	0.3%
Armenian	2	0.3%	0.0%	0.0%	0.1%	0.0%	0.0%
Danish	2	0.3%	0.0%	0.5%	0.0%	0.0%	0.0%
Dutch	2	0.3%	0.1%	0.6%	0.3%	0.1%	0.3%
Hebrew	2	0.3%	0.0%	0.0%	0.0%	0.1%	0.1%
Indian (Other)	2	0.3%	0.1%	0.1%	0.1%	0.1%	0.1%
Korean	2	0.3%	1.3%	0.1%	0.3%	0.4%	0.8%
Polish	2	0.3%	0.8%	0.9%	0.8%	0.3%	0.5%
Punjabi	2	0.3%	1.1%	0.8%	0.1%	0.4%	0.6%
All languages (32 separately identified)	40	5.2%	6.4%	9.7%	6.7%	5.7%	7.2%
Multiple	0	0.0%	0.3%	0.4%	3.3%	4.4%	0.6%
Not stated	25		6	13	8	4	11
Total	800	100%	801	805	805	800	807



Household member with a disability

There were slightly more respondents from households with a member with disability this year than in previous years.

Household member with disability
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2022		2021	2020	2019	2018	2016
	Number	Percent					
Yes	102	13.3%	9.5%	12.2%	7.8%	6.8%	9.7%
No	663	86.7%	90.5%	87.8%	92.2%	93.2%	90.3%
Not stated	35		25	36	25	10	6
Total	800	100%	801	805	805	800	807

Household structure

Consistent with the results recorded in previous years, the sample included a good cross section of household structures, with a little less than half being two-parent families, one-quarter being couple households without children, approximately 10% one-parent families, approximately 10% sole person households, 7.9% group households, and 3.1% extended or multiple-family households.

Household structure
Monash City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2022		2021	2020	2019	2018	2016
	Number	Percent					
Two parent family total	349	45.3%	41.5%	44.2%	51.5%	52.2%	50.3%
youngest child 0 - 5 years	80	10.4%	11.2%	7.7%	9.7%	11.1%	11.4%
youngest child 6 - 12 years	94	12.2%	9.6%	10.7%	17.5%	15.0%	15.2%
youngest child 13 - 18 years	60	7.8%	6.4%	9.5%	8.0%	9.7%	9.2%
adult children only	115	14.9%	14.3%	16.3%	16.2%	16.4%	14.7%
One parent family	79	10.3%	5.5%	5.9%	4.7%	4.5%	3.0%
youngest child 0 - 5 years	7	0.9%	0.3%	0.3%	0.1%	0.3%	0.4%
youngest child 6 - 12 years	12	1.6%	0.6%	0.9%	1.0%	0.1%	0.2%
youngest child 13 - 18 years	14	1.8%	0.6%	0.9%	0.9%	0.8%	0.1%
adult children only	46	6.0%	4.0%	3.9%	2.7%	3.3%	2.2%
Couple only household	181	23.5%	30.1%	27.9%	20.1%	18.7%	24.4%
Group household	61	7.9%	10.9%	9.8%	14.8%	15.1%	12.5%
Sole person household	76	9.9%	11.1%	11.1%	8.3%	9.3%	7.7%
Extended or multiple families	24	3.1%	0.9%	1.2%	0.6%	0.3%	1.9%
Not stated	30		18	27	22	14	2
Total	800	100%	801	805	805	800	807



Aboriginal or Torres Strait Islander

Consistent with the results recorded in recent years, approximately one percent of respondents identified as Aboriginal and / or Torres Strait Islander.

Aboriginal Australian or Torres Strait Islander
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020
	Number	Percent		
Yes	10	1.3%	0.3%	0.8%
No	772	98.7%	99.7%	99.2%
Not stated	18		8	12
Total	800	100%	801	805

General comments

The following tables outline the general comments received from respondents at the conclusion of the survey this year.

There was a total of 173 comments received in 2022, with almost one-quarter related to waste management and cleanliness, which is consistent with many of the results outlined in this report.

General comments
Monash City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2022		2021	2020	2019	2018
	Number	Percent				
Waste management and cleanliness	42	24.3%	4.6%	6.4%	1.1%	7.4%
Parks, gardens, open spaces and tree maintenances	21	12.1%	6.2%	6.4%	10.0%	7.4%
Community facilities / services / activities	19	11.0%	16.9%	19.3%	3.3%	6.2%
Parking	18	10.4%	7.7%	6.4%	11.1%	2.5%
General positive comments	13	7.5%	6.2%	16.5%	18.9%	2.5%
Traffic and public transport management	12	6.9%	15.4%	2.8%	3.3%	11.1%
Communication, consultation, Council management	12	6.9%	3.1%	7.3%	11.1%	11.1%
Planning and development issues	10	5.8%	12.3%	9.2%	3.3%	14.8%
Rates / financial management	8	4.6%	1.5%	2.8%	3.3%	4.9%
Street lighting	5	2.9%	4.6%	0.9%	4.4%	6.2%
Comments relating to this survey	4	2.3%	4.6%	2.8%	2.2%	6.2%
Cleanliness of areas	2	1.2%	1.5%	1.8%	6.7%	2.5%
General negative comments	2	1.2%	1.5%	2.8%	3.3%	1.2%
Other	5	2.9%	13.8%	7.3%	6.7%	9.9%
Total	173	100%	65	109	81	81



General comments

Monash City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Waste management and cleanliness</i>	
Dislike the changes to garbage collection, not practical / should be no change	6
The hard rubbish collection should be more than once a year	6
Hard rubbish collection should be twice a year, (second one free)	3
Transfer waste management is important but it way too expensive	3
Garbage collection more often	2
The proposed red bin collection of every forth night is not good or frequent enough. The current collection of every week is much better	2
They should educate people about the yellow bins, others are not putting the right thing on it	2
Ability of having more frequent pick-up points for hard rubbish	1
Bin collection (to be changed to fortnight) was not widely consulted and detrimental to health and environment	1
Council should provide bags for green bin as they will also profit from it and we will be benefiting as well	1
Dumped in front of my house and did a lot of damage and it's still there for over a week. Need somebody to look at it	1
Dumping of mattresses not dealt with especially near Monash University	1
Extend the hard rubbish collection dates as the recent ones were not if the ones in the past years	1
Garbage collection sometimes misses bin. More frequent hard rubbish collection (twice a year)	1
Happy with the green waste being changed to weekly within the Glen Waverley area	1
Hard goods collection is not enough. It would be good if there is a system for regular pick up	1
Hard rubbish collection usage rules for blocks of rentals unclear	1
Just monitor the maintenance of trees and investigate the garbage collection	1
Lack of public rubbish bins Oakleigh	1
More composting	1
Red bin collection should stay as weekly and yellow bin collection can be weekly too	1
Rubbish dumping in the street	1
The hard rubbish collection schedule should be based on homeowner rather than scheduled one	1
The recycling bin must be collected weekly too	1
They give the free bins, change the behaviour of people, and see what Boroondara does	1
Total	42
<i>Parks, gardens, open spaces, and tree maintenances</i>	
Better street tree maintenance	2
Bogong Reserve can be improved more	1
Cleaner trees	1
Council should support trees on private property and their protection more	1
Cut down tree along driveway	1
Flexibility to change tree scape	1
Have an 'upstairs' room for the Mt Waverley Reserve	1



I would like to comment about the trees that if they will cut one, they should replace and plant one as well	1
In Jells Park there should be some stretching and fitness equipment	1
It would be better if there will be more plants and trees	1
Kingston- parks and playgrounds much better, worth emulating. Example is frisbee goal. Inexpensive innovations	
Live on Main St (Waverley Road). Ask for trees to be trimmed because of falling branches around Waverley Rd	1
Maintenance of trees during bad weather must improve in the reserves	1
Nature strips needs to be removed, it's a health hazard. Number 12 Moorookyle Ave	1
Need more budget for parks	1
The maintenance of the trees must be observed especially in the playground area	1
The new tree that has been planted in our nature strip needs regular maintenance at 20 Honeysuckle Ave please come at this address and look	1
The playground needs improvement. They are not cutting the grass regularly	1
The playgrounds need upgrade such as putting some shades and more play equipment	1
Too many gumtrees	1
Trees dropping too many leaves. Falling behind on maintenance	1
Total	21

Community facilities / services / activities

Pay more attention / funding for elderly trips, facilities, and services	3
A lot more need to be done for accessibility	1
Council to consider not mandating gas connections to new properties	1
Lack of reputable schools in Monash, especially high schools	1
Look after the local area and side streets, bit neglected	1
More bike paths	1
More community, more community feeling and events	1
More public toilets and provision of it that is what core Council's business is. They are just building playgrounds with no toilets for the children to use so they end up using bushes and trees	1
More public toilets that should be in good maintenance	1
Should add cloth to playgrounds equipment because it's too hot during summer	1
Sports facilities need to be upgraded to accommodate more people. Increase cricket facilities	1
Street is narrow, increase in units means too many cars on both sides means mirrors getting collected. Would like it to be one side only	1
The Council could include playgrounds and other community recreation or bonding centres to get people together and socialize	1
The footpaths in areas in Glen Waverley are mostly uneven and not safe for people especially for elderly	1
The storm water is going to my house. I don't think they are doing a good job in the maintenance of the drainage	1
There should be more outdoor activities and social gatherings and picnics areas	1
When the water burst out, it flooded into my property	1
Total	19



Parking

There should be more parking areas in the residential streets / establishments	2
Annett St, near Woollies need more parking spaces	1
Get parking officers to check properly	1
Minimize parking on residential streets	1
My building is behind a commercial building so I can never find parking space. I must park extremely far from home. I should have a designated parking spot since I am a rate paying resident	1
Not enough parking, need to allow extra parking on units	1
Parking enforcement is too strict	1
Parking in Mt. Waverley can be better on main roads, side street etc. Glen Waverley can be taken as an example	1
Parking issues, I live near the train station and there are a lot of cars parked and I am having a hard time reversing. I hope the Council can do something about that	1
Parking permits	1
Parking time should be extended as they're sometimes too short for people to dine in the area	1
Parking time should be more flexible and corner block rules should be more lenient	1
Poor parkers	1
Some parking enforcers around Wheelers Hill area are a bit petty	1
The charge for parking is really awful, my dad has been charged for 10 min parking where he just had to use the public toilets	1
The parking facilities are revenue raising and poorly maintained. The parking officers are almost predatory	1
There should be no cars parking on the main streets that is causing delay in traffic	1
Total	18

General positive comments

Overall Council is doing alright / everything is alright / satisfied	3
Very good job from the Council, pretty happy	2
Council did a good job with fixing my gutters	1
For the first time in 30 years someone did a survey that was good hope this continues	1
Generally, pretty happy with Monash City Council.	1
Generally speaking, good, fan of garden diversity program	1
Glad to see the City Council is doing something about their services	1
Good Council, we support the Council	1
Nathan's very good at what's he's doing	1
Very happy with the Council and to continue with their good work within the community	1
Total	13

Traffic and public transport management

Traffic congestion in Kingsway	2
Avoid slow traffic	1
Connect a ramp from Huntingdale Rd to the freeway to relieve traffic congestion during peak time	1
Expecting to see more of speed bumps in Atkinson St	1



Instead of using the roundabout, parents use Nadia Ct to turn their cars during school pickups which is very risky	1
People should be booked for driving too slowly	1
Speed bumps are too high, scared car will be damaged	1
The traffic on the residential roads and main roads is terrible. The streets are too busy	1
They are building a structure near the learning centre in the Jubilee and Highbury St and it is causing too much traffic	1
Too many poor drivers	1
Traffic management needs review more speed humps, turning arrows on downtown	1
Total	12

Communication, consultation & Council management

Council highly bureaucratic	1
Council should look out for families with children. My daughter has a disability, and we have 3 kids, and I lost a job. I applied for job with Council, and they do not even respond. Help need not be monetary, can even help logistically	1
Enhance community communication	1
Glen Waverley centric	1
Have gone twice to get registered, but have received wrong information	1
Involve community more with the Council. (Have more Council related events)	1
It is hard to contact the Council if you have complaint	1
Monash bulletin often gets rained in	1
Monash Council is overall nice, but they need to stick to basics and not poke into state and federal matters they need to work in their own jurisdiction	1
No consultation on tennis development, was just announced after decision/approval made	1
Prefer the newsletter via email	1
Rate notices should be sent by email	1
Total	12

Planning and development issues

Too many building permits, overcrowding	2
Glen Waverley is different from 20 years ago, want to move out because of rapid development on the area	1
Housing construction really noisy and early, all days of week and public holidays. Limit noisy stuff to later hours	1
Prices of housing is too high	1
The appearance now is too modern. I believe they should keep the character of yester years	1
There is a five-story building that would be built near our place. It is in Wellington Irwin St and five story is too much	1
Too many units and apartments going up and infrastructure	1
Unhappy with the high rises but happy with the residential (don't become Box Hill!!)	1
Wish Monash had a little more greenery all these buildings are making it less beautiful	1
Too much new population	
Total	10



Safety, policing, and crime

Better management of homelessness	1
I would like my feedback to be strongly considered as its pertaining to the safety and wellbeing of the residents	1
I'd love to know how the Council plans on dealing with the enormous amount of troubled people under influence in our area	1
Make sure they're guided and not distracted from things gambling drugs and violence	1
More safety, especially at night	1
More security personnel in and the public places	1
Motels to stop housing criminals. There was a situation when they broke into my car and neighbours house broken and they have been assaulted	1
Mulgrave has sketchy people around and a lot of hooning. Police aren't doing anything and are useless	1
Need more police targeting speeders on the main street	1
Noise complaints at 3 am speeding cars and loud music	1
Total	10

Roads and footpaths

Road are narrow	2
Cleaner footpaths	1
Footpaths hasn't been fixed for more than a year	1
Footpaths need to be upgraded. Tree roots growing under them. Patching needs to be the same colour	1
More Clayton roads have potholes	1
Road holes in Glen Waverley station, it's hard for me to cross the street because I am in a wheel chair and can't press the button from pedestrian crossing	1
Roads near golf course keep flooding	1
There are potholes to be repaired	1
Total	9

Animal management

Animal poo on side paths and tracks	1
Had to register dog and was sent 2 invoices after already paying 1	1
I think Monash should allow more pets in a household	1
Major issue with the dog park	1
Management of dogs on leash is important especially for the kids	1
Need to bring in an enforceable cat curfew in the area	1
There are lot of cats in the street at night	1
Would prefer to keep cat inside from sundown to sunrise not (7 am - 7 pm)	1
Total	8

Rates / financial management

Council rate is too high / should be lower	2
No reduction in Council services if they want to keep charging us the same Council rates	1



Too many fines and charges for not enough service	1
Account payables department needs to pay invoice on time to the business owners	1
I believe this Council is mostly focused on Glen Waverley and Mount Waverley and they forget about Hughesdale in terms of everything	1
Oakleigh city centre and Glen Waverley gets better treatment. Should be equal	1
There should be commission in terms of expenditure of Council's money	1
Total	8

Street lighting

Not enough street lighting its very dark	2
More street lighting and connect our bike lanes to surrounding bike trails	1
No street lighting in Ferntree Gully Road starting from Springvale	1
There are lots of dark areas in Monash that are dangerous at the night	1
Total	5

Comments relating to this survey

Hoping survey would question accessibility. And no mention of fixing homeless problem	1
I don't like to be asked what I'm identifying as, and it should be quite apparent. There are only 2 sectors a male and a female	1
The questions were on point, and they covered everything	1
Would have preferred it being online and sent via email to be completed rather than via phone	1
Total	4

Cleanliness of areas

Graffiti	1
Strip shopping centres need to get cleaned up, near the station, windows need to be clean	1
Total	2

General negative comments

Council could improve	1
The local governments are representatives of the residents residing in Monash and as such are naturally obligated to hold the government responsible for their transgressions against the partisans. Do your job	1
Total	2

Environment and sustainability

Always take more action on climate change	1
The Council should consider Australian environment factors and take care accordingly, too many dead birds, living organisms becoming extinct	1
Total	2



COVID - 19 related comments

Many facilities can't be used because COVID	1
Not showing the vaccination Status should not be the reason for people to be shut out of offices, buildings etc.	1
Total	2

Other

Clayton station pillars look incomplete	1
Council should give retention to homes	1
Gaming machine is more of an issue especially in young kids, rather than gambling is	1
Need to improve and act	1
Pathway cracked up and it's a danger to others	1
Total	5



Appendix One: survey form



Monash City Council 2022 Annual Community Satisfaction Survey



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

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

The survey also includes a few questions about 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

If less than 6, why do you say that?

Is there a specific park, garden or reserve of concern?

13. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

If less than 6, why do you say that?

14. Animal management (control and regulation of pets and domestic animals)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

15. Council activities to encourage environmental sustainability	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

If less than 6, why do you say that?

16. Council's newsletter Monash Bulletin (delivered by Australia Post to every household in Monash)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

If less than 6, why do you say that?

4

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

(note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

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

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

Issue One:	
Issue Two:	
Issue Three:	

7 How would you prefer to receive the *Monash Bulletin*?

(please select one option only)

No change - print version hand delivered to every letterbox	1
Digital version that I can subscribe to online	2
Subscribe to receive a printed copy in the mail	3
Printed version that I can pick up from libraries and other convenient locations	4
I don't want to receive the Monash Bulletin	5

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.

8

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>												

9

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.

10

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

1. Resilience to pandemics	0	1	2	3	4	5	6	7	8	9	10	99
2. Mitigating the impacts of climate change	0	1	2	3	4	5	6	7	8	9	10	99
3. Housing that is affordable and accessible	0	1	2	3	4	5	6	7	8	9	10	99
4. Providing opportunities for social connection	0	1	2	3	4	5	6	7	8	9	10	99
5. Embracing social and cultural diversity (e.g., ethnicity, age disability, religion)	0	1	2	3	4	5	6	7	8	9	10	99
6. Embracing gender and sexual diversity (LGBTIQ+)	0	1	2	3	4	5	6	7	8	9	10	99
7. Preventing harm from gambling	0	1	2	3	4	5	6	7	8	9	10	99

11

Council’s gambling policy take a public health approach to harm from gambling. On a scale from 0 (very unimportant) to 10 (very important), how important is it to you that Council should?

1. Continue to protect our most vulnerable communities against any detrimental social, economic, and health impacts of any new electronic gaming machine (pokies) applications.	0	1	2	3	4	5	6	7	8	9	10	99
2. Continue to advocate for regulatory reform to prevent the harms to public health from gambling / pokies and promote harm minimisation strategies.	0	1	2	3	4	5	6	7	8	9	10	99
3. Protect children, young people, and vulnerable members of our community from gambling harm by not allowing gambling advertisements or promotions on Council land including sports ovals, community spaces and recreation centres.	0	1	2	3	4	5	6	7	8	9	10	99

12

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?

13

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 < 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 < 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

Thank you. Finally, just a few questions about you.

14

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

15

With which gender do you most identify?

Male	1	Prefer to self describe:	4
Female	2	_____	
Non-binary	3	Prefer not to say	5

16

Are you an Aboriginal Australian or Torres Strait Islander?

Yes	1	No	2
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17

What are all the languages spoken in this household?

English only	1	Other (specify): _____	2
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18

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

Yes	1	No	2
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19

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

20

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.