



Monash City Council

2019 Annual Community Satisfaction Survey

July 2019

Prepared for:

Monash City Council

Prepared by:

Metropolis Research
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Executive summary

Metropolis Research conducted this, Council's third *Annual Community Satisfaction Survey* as a door-to-door, interview style survey of 804 respondents in June 2019.

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

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

In addition to these core components, the survey also explores a range of one-off questions and in 2019 this included questions on the sense of community in the City of Monash.

In summary, this key finding from the *2019 Annual Community Satisfaction Survey* is that the Monash community remains on average well satisfied with the performance of Council across a wide range of aspects of Council performance, customer service, and the delivery of services and facilities to the community.

Satisfaction with the **overall performance** of Monash City Council decreased by 2.2% this year, down from 7.44 to 7.28, although it remains at a "very good" level.

Metropolis Research notes that 2.2% decline in satisfaction with Council's overall performance this year was not statistically significant.

This result was marginally higher than the eastern region councils' average (7.02) and measurably higher than the metropolitan Melbourne average (6.93), as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

Metropolis Research notes that this overall satisfaction with the City of Monash remains one of the highest overall satisfaction scores recorded by Metropolis Research since it commenced measuring community satisfaction in 2001. It is somewhat unusual for overall satisfaction to be more than seven out of ten, and this 2019 Monash result continues to reflect very well on how the community views the performance of the Monash City Council.

Almost half (49.7%) of respondents were very satisfied with Council's overall performance (rating satisfaction at eight or more out of ten), whilst just 3.2% (up from 2.5%) were dissatisfied (rating zero to four).

There was some variation in satisfaction observed, as follows:

- **More satisfied than average** – includes young adults (aged 20 to 34 years), senior citizens (aged 75 years and over), newer residents (less than five years in the City of Monash), one-parent families, sole person, and group household respondents.



- **Less satisfied than average** – includes the small sample of adolescents (aged 15 to 19 years), middle-aged adults (aged 45 to 59 years), longer-term residents (five to less than ten years in Monash), households with a member with a disability, and two-parent families with adult children only.

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

Consistent with the high level of overall satisfaction, satisfaction with the five included aspects of **governance and leadership** also remained high in 2019 at 7.25 out of ten (down from 7.29 in 2018). Metropolis Research notes that satisfaction with the aspects of governance and leadership were all measurably higher in the City of Monash than the 2019 metropolitan Melbourne results.

Satisfaction with **Council's customer service** delivery remains strong despite a small decline this year, with an average satisfaction with the six included aspects of customer service of 7.76 out of ten (down from 7.93). Average satisfaction with customer service remains at an "excellent" level. Satisfaction with Council's customer service appears to be both consistently high and higher than the metropolitan Melbourne average.

Satisfaction with the 31 **services and facilities** provided by the Monash City Council and included in the survey remains on average very high at 7.71 (down from 7.76), and at an "excellent" level of satisfaction. This is measurably higher than the 2019 metropolitan Melbourne average satisfaction with the same group of services and facilities of 7.48 (rated as "very good").

Satisfaction with all the waste and recycling services as well as most of the recreation and leisure services and facilities were categorised as "excellent".

No services or facilities were rated as "solid", "poor" or lower satisfaction.

The main issues in the City of Monash remain parking, traffic management, lighting, street trees, building and planning, and safety, policing and crime. Of these, the only issue that appears to exert a significant negative influence on satisfaction with Council was building and planning issues.

Parking remains the most commonly raised issue for the City of Monash this year, raised by 20.5% (down from 20.9%) of respondents. Parking enforcement (6.92) and provision of parking facilities (7.01) were the two lowest rated services in terms of satisfaction, although both obtained "good" levels of satisfaction.

Metropolis Research does note that respondents that nominated parking issues were on average mildly but not measurably less satisfied with Council's overall performance. This suggests that for respondents raising parking issues, the issue may exert a mildly negative influence on their satisfaction with Council.



Traffic management issues were nominated as an issue to address in the municipality by 12.8% (down from 14.8%) of respondents this year. Respondents raising issues with traffic management on average rated satisfaction with Council only marginally lower than average. This suggests that traffic management issues are unlikely to exert a significant negative influence on respondents' satisfaction with Council.

This is likely to reflect a relatively good level of community knowledge that primary responsibility for traffic congestion and commuting time issues does not rest with local government.

Planning and housing development remains a significant issue in the City of Monash. "Building, housing, planning and development" issues were the fifth most commonly identified issues to address in the municipality, with 8.3% (down from 11.3%) raising these issues this year. Respondents that identified these issues were on average measurably less satisfied with Council's overall performance than the municipal average, which strongly implies that these issues exert a somewhat negative influence on community satisfaction with the performance of Monash City Council.

Satisfaction with planning and development outcomes such as the appearance and quality of new developments was relatively good when compared to the metropolitan Melbourne average, with a score 7.02 (down from 7.12) in Monash compared to the 2019 metropolitan Melbourne average of 6.85 and the eastern region councils' average of 6.80.

Only a small sample of 21 respondents were personally involved in the planning approvals process this year, down from 64 respondents in 2018. This small sample of respondents did report substantially lower levels of satisfaction with the four aspects of the planning approvals process this year than last, although due to the small sample size it is difficult to interpret this decline this year. Despite this decline, satisfaction with three of the four aspects of the planning approvals process were on average somewhat higher than the 2019 metropolitan Melbourne results. Satisfaction with the effectiveness of community consultation and engagement on planning was similar to the metropolitan Melbourne average.

Satisfaction with "planning for population growth" by all levels of government remained at a "good" level this year, despite declining for the second consecutive survey, down from 6.95 in 2016 and 6.77 in 2018 to be 6.60 this year. Despite the decline, satisfaction with planning for population growth by all levels of government in the City of Monash remains measurably and higher than the 2019 metropolitan Melbourne average of 6.22 (rated "solid").

Other issues raised by respondents that may exert a mildly negative influence on respondents' satisfaction with Council's overall performance include street trees, hard rubbish collection, rates, and parks and gardens (including nature strips).

The **perception of safety in the public areas** of the City of Monash both during the day and at night remains high, despite declining measurably and significantly this year. The perception of safety in the public areas of the City of Monash at night declined 8.7% this year, down from a very high 7.56 to 6.90 this year. Despite this decline, it remains similar to the 2019 metropolitan Melbourne average of 6.84.



Despite the decline in the perception of safety in the public areas of the municipality this year, “safety, policing and crime” related issues were raised as issues to address in the City of Monash by just 6.7% (down from 7.1%) of respondents, almost identical to the 2019 metropolitan Melbourne average of 6.3%.

Respondents that raised “safety, policing and crime” related issues were on average no less satisfied with Council’s overall performance, strongly suggesting that this issue does not exert a negative influence on respondents’ satisfaction with Council’s overall performance.

Respondents were again asked to rate their agreement with seven statements about the **sense of community** in the City of Monash. Average agreement with all seven statements declined a little this year, with the decline in agreement that “I / we feel connected to our neighbours” (6.94 down from 7.22) and “there are adequate opportunities to socialise and meet people in the local area” (6.82 down from 7.32) declined measurably.

Agreement that “I / we feel part of the local community”, “I / we feel connected to our neighbours”, and “there are adequate opportunities to socialise and meet people in the local area” were all measurably but not significantly lower in the City of Monash than the 2019 metropolitan Melbourne average.

Attention is drawn to the fact that agreement that “the Monash community is accepting of people from diverse cultures and backgrounds” remains measurably higher in the City of Monash (8.12) than the metropolitan Melbourne average (7.80). This is a very positive result that reflects the very diverse Monash community.

The following table provides a summary of the key performance measures benchmarked against the 2019 metropolitan Melbourne results from *Governing Melbourne*:

<i>Satisfaction with</i>	<i>City of Monash 2019</i>	<i>Metro. Melbourne 2019</i>
Council’s Overall performance	7.28	6.93
Making Decisions in the interests of community	7.23	6.83
Maintaining Trust and confidence of the community	7.31	6.89
Community Consultation & engagement	7.25	6.77
Representation, Lobbying & Advocacy	7.24	6.75
Responsiveness of Council to local community needs	7.22	6.85
Customer Service <i>(average score across 7 indicators)</i>	7.76	7.48
Maintenance and repair of Sealed Local Roads	7.76	6.93



Introduction

Metropolis Research Pty Ltd was commissioned by Monash City Council to undertake this, its third *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 - 2019 Annual Community Satisfaction Survey* comprises the following:

- ⊗ Satisfaction with Council's overall performance.
- ⊗ Satisfaction with aspects of governance and leadership.
- ⊗ Importance of and satisfaction with thirty-two Council services and facilities.
- ⊗ Issues of importance for the City of Monash at the moment.
- ⊗ Satisfaction with aspects of Council's customer service.
- ⊗ Satisfaction with planning and development outcomes and aspects of the planning approvals process.
- ⊗ Satisfaction with planning for population growth by all levels of government.
- ⊗ Agreement with selected statements about the sense of community.
- ⊗ Perception of safety in public areas.
- ⊗ Respondent profile.

Rationale

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

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

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



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

Methodology

The *Monash City Council – 2019 Annual Community Satisfaction Survey* was conducted as a door-to-door interview style survey of 804 households approached at random from across the municipality during the months of June and July 2019. The results have been weighted by precinct to ensure that each precinct within Monash contributes proportionally to the municipal result. The precinct weightings have been conducted using the enumerated population figures from the *Australian Bureau of Statistics – 2016 Census of Population and Housing*.

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

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

Response rate and statistical strength

The 95% confidence interval (margin of error) of these results is plus or minus 3.7% at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46% and 54%. This is based on a total sample size of eight hundred respondents, and an underlying population of the City of Monash of 196,789.

A total of approximately 4,232 households were approached to participate in the *Monash City Council – 2019 Annual Community Satisfaction Survey*. Of these 2,276 were unattended at the time, 1,161 refused to participate in the research and 805 completed surveys.

This provides a response rate of 40.9%, which is slightly higher than that of 39.7% in 2018. This is consistent with results obtained elsewhere and is higher than that typically obtained in telephone surveys.

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



Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of 1,200 respondents drawn in equal numbers from each of the thirty-one municipalities across metropolitan Melbourne. *Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Monash City Council – 2019 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

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

Glossary of terms

Precinct

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

Measurable and statistically significant

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

Significant result

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

Somewhat / notable / marginal

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



95% confidence interval

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

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

Satisfaction categories

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

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



Key findings

The following outlines the key findings from the *Monash City Council – 2019 Annual Community Satisfaction Survey* for each section of the survey.

Overall performance

- ⊗ Satisfaction with Council’s overall performance decreased marginally, but not measurably this year, down 2.2% from 7.44 to 7.28, although it remains “very good”.
- ⊗ This result was measurably higher than the 2019 metropolitan Melbourne (6.93) and was marginally higher than the eastern region (7.09) average from *Governing Melbourne*.
- ⊗ Overall satisfaction was highest in Oakleigh South (7.54), and lowest in Hughesdale (6.53).
- ⊗ Young adults (aged 20 to 34 years), senior citizens (aged 75 years and over), newer residents (less than five years in Monash), one-parent families, sole-person, and group household respondents tended to be more satisfied than the municipal average.
- ⊗ Adolescents (aged 15 to 19 years), middle-aged adults (aged 45 to 59 years), longer-term residents (5 to less than 10 years in Monash), households with a member with a disability, and two-parent families with youngest child aged 13 to 18 years tended to be less satisfied than average.
- ⊗ Approximately half (49.7%) of respondents were “very satisfied” with Council’s overall performance (rating 8 or more out of ten), only 3.2% (up from 2.5%) were dissatisfied.

Governance and leadership

- ⊗ The average satisfaction with the five aspects of governance and leadership was 7.25, a decrease of less than one percent on the 7.29 recorded in 2018.
- ⊗ This result is measurably higher than the 2019 metropolitan Melbourne average of 6.82.
- ⊗ Satisfaction with the five aspects of governance and leadership can best be summarised as follows:

○ Maintaining community trust and confidence	(7.31 - stable)	“very good”
○ Community consultation and engagement	(7.25 down from 7.38)	“very good”
○ Representation, lobbying and advocacy	(7.24 up from 7.12)	“good”
○ Making decisions in interests of community	(7.23 down from 7.32)	“good”
○ Responsiveness to local community needs	(7.22 down from 7.31)	“good”.



Issues for Monash City Council to address at the moment

- ⊗ A total of 934 responses were obtained from 523 respondents (65.0% down from 65.3%).
- ⊗ The top six issues for the City of Monash identified by respondents were:
 - Parking (20.5% down from 20.9%)
 - Traffic management (12.8% down from 14.8%)
 - Lighting (9.6% up from 8.9%)
 - Street trees (9.1% up from 5.5%)
 - Building, planning, housing and development (8.3% down from 11.3%)
 - Safety, policing and crime issues (6.7% down from 7.1%).

Perceptions of safety in public areas

- ⊗ There has been a measurable decline in the perception of safety in public areas of Monash this year, as follows:
 - In public areas during the day (8.26 down from 8.68)
 - In public areas at night (6.90 down from 7.56).

Planning and housing development

- ⊗ Satisfaction with the three aspects of planning and housing development can best be summarised as follows:
 - Design of public spaces (7.46 down from 7.47) “very good”
 - Protection of trees / vegetation on private property (7.18 down from 7.36) “good”
 - Appearance and quality of new developments (7.02 down from 7.09) “good”.
- ⊗ A little less than three percent of respondents reported being personally involved in planning in the last 12 months (1.6% as applicants, and 1.0% as objectors).
- ⊗ Satisfaction with the four aspects of planning approvals process can best be summarised as follows:
 - Access to information (6.68 down from 7.26) “good”
 - Council’s communication during the process (6.04 down from 6.95) “solid”
 - Timeliness of planning decision (6.04 down from 6.89) “solid”
 - Effectiveness of community consultation (5.26 down from 6.79) “very poor”.

Planning for population growth

- ⊗ Satisfaction with planning for population growth by all levels of government declined marginally this year, down from 6.95 to 6.60, although it remains “good”.
- ⊗ This result is measurably higher than the 2019 metropolitan Melbourne average of 6.22, and somewhat higher than the eastern region councils’ average of 6.43.



Sense of community

- ⊗ Respondents were asked to rate their agreement with seven community related statements. Agreement with these statements can best be summarised as follows:

- The Monash community is accepting of people from diverse cultures (8.12 down from 8.17)
- It's easy to find out what services are available for me / us (7.46 down from 7.53)
- The community has access to adequate community services (7.46 down from 7.54)
- It's easy to find out about activities and events available locally (7.25 down from 7.41)
- I / we feel part of the local community (7.11 down from 7.33)
- I / we feel connected to our neighbours (6.94 down from 7.22)
- There are adequate opportunities to socialise and meet people (6.82 down from 7.32).

Customer service

- ⊗ A little less than one quarter of the respondents (24.0% down from 36.1%) contacted Council in the last twelve months.
- ⊗ Average satisfaction with seven included aspects of customer service was 7.76 (down from 7.93), or "excellent", and is comprised of the following:

- Understand language needs (multi-lingual only) (8.40 down from 8.73) "excellent"
- Courtesy of service (8.05 up from 7.98) "excellent"
- General reception (7.93 down from 8.16) "excellent"
- Access to relevant officer (7.80 down from 7.81) "excellent"
- Provision of information (7.55 down from 7.74) "very good"
- Care and attention to enquiry (7.44 down from 7.71) "very good"
- Speed of service (7.13 down from 7.40) "good".

Importance of Council services and facilities

- ⊗ The average importance of the thirty-two services and facilities was 8.79 (up from 8.60) out of a potential ten.

- ⊗ The five most important services in 2019:

- Regular garbage collection (9.43 up from 9.18)
- Regular recycling (9.29 up from 9.12)
- Services for older residents and seniors (9.17 up from 9.04)
- Green waste collection (9.15 up from 8.99)
- Hard rubbish collection (9.11 up from 9.00).

- ⊗ The five least important services in 2019:

- Parking enforcement (8.44 up from 8.11)
- Provision of arts and cultural events (8.37 up from 8.15)
- Council's website (8.33 down from 8.44)
- Council newsletter *Monash Bulletin* (8.11 down from 8.13)
- Local galleries for art (7.33 - new).



Satisfaction with Council services and facilities

- ⊗ The average satisfaction with the thirty-one services and facilities was 7.71 (down from 7.76) out of a potential ten, a level of satisfaction best categorised as “excellent”.
- ⊗ This result is consistent with the eastern region (7.76) average and marginally higher than the 2019 metropolitan Melbourne (7.48).
- ⊗ The five services with the highest satisfaction in 2019:
 - Regular garbage collection (8.75 down from 8.84) “excellent”
 - Local libraries and library services (8.54 up from 8.52) “excellent”
 - Green waste collection (8.47 down from 8.69) “excellent”
 - Regular recycling (8.31 down from 8.62) “excellent”
 - Council support of local orgs., clubs, & Associations (8.12 up from 7.44) “excellent”.
- ⊗ The five services with the lowest satisfaction in 2019:
 - Council support of local business / economic dev. (7.23 down from 7.52) “good”
 - Provision and maintenance of street lighting (7.15 down from 7.34) “good”
 - Public toilets (7.10 down from 7.39) “good”
 - Parking enforcement (7.01 down from 7.03) “good”
 - Provision of parking facilities (6.92 down from 7.01) “good”.



Council’s overall performance

Respondents were asked:

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

A total of 728 of the 805 respondents representing 90.4% of the total sample provided a satisfaction score for Council’s overall performance.

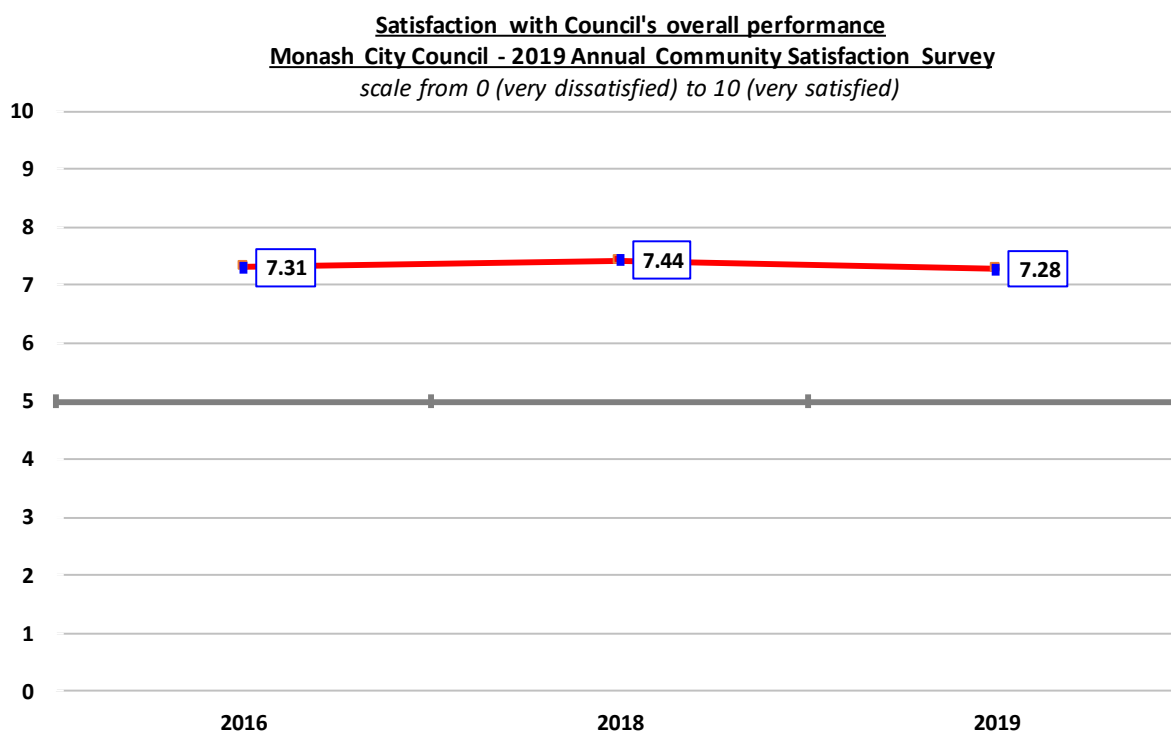
Satisfaction with the performance of Council across all areas of responsibility (overall performance) decreased 2.2% this year, down from 7.44 to 7.28.

This decline is not statistically significant at the 95% confidence level.

Satisfaction with Council’s overall performance remains at a “very good” level.

By way of comparison, the 2019 *Governing Melbourne* survey of community satisfaction with local government across all 31 metropolitan Melbourne municipalities recorded an average satisfaction of 6.93, measurably lower than the City of Monash result.

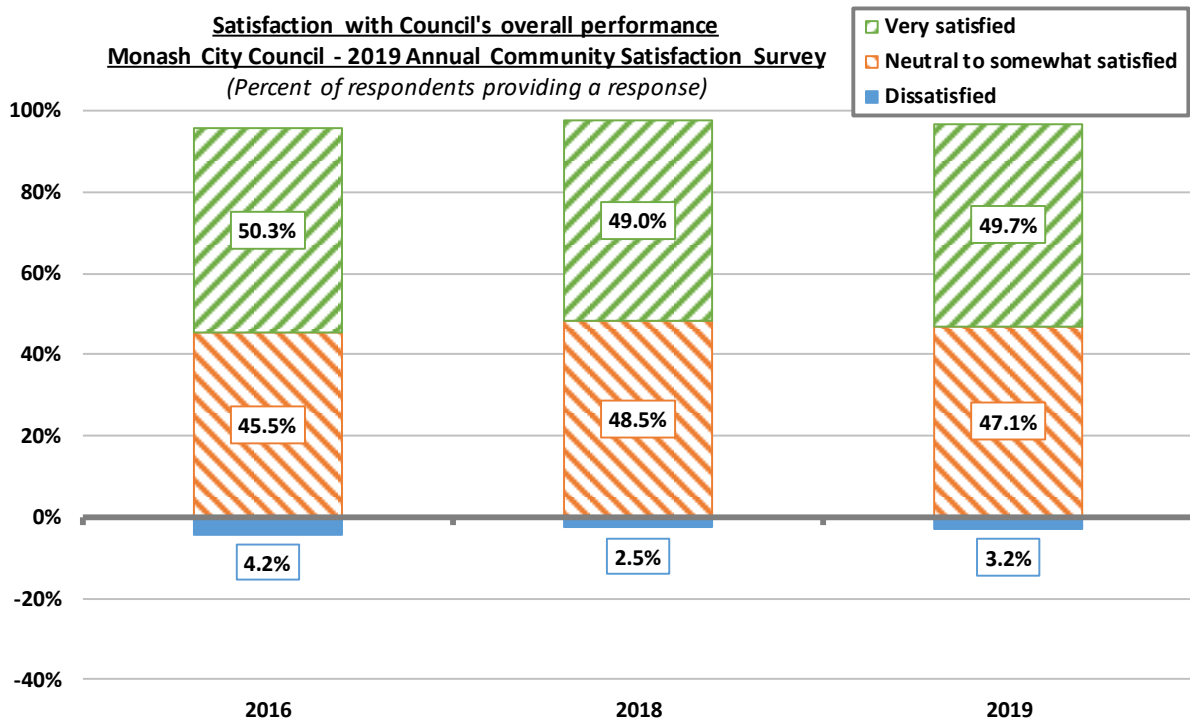
The eastern region councils’ average overall satisfaction was 7.09, marginally (2.6%) lower than the City of Monash result.



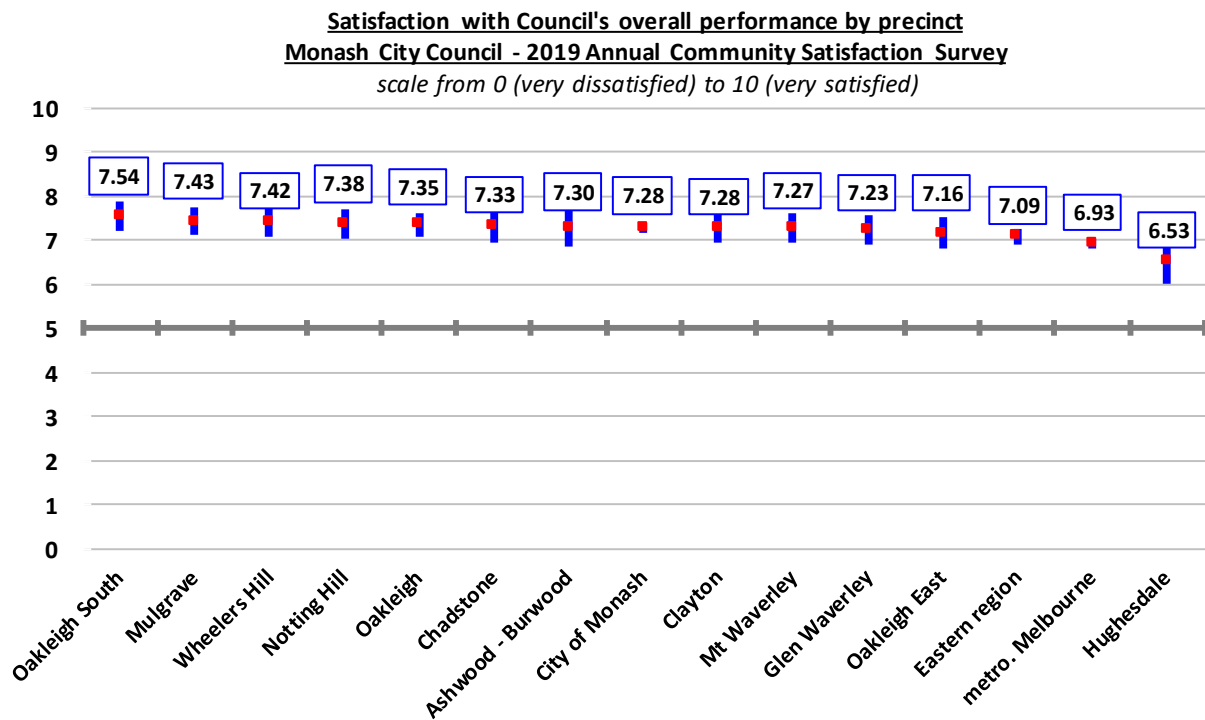
Consistent with this very good average satisfaction with Council’s overall performance, approximately half (49.7%) of respondents were “very satisfied” with Council’s overall performance (i.e. rating satisfaction at eight or more out of ten), whilst just 3.2% (up from 2.5%) were dissatisfied (rating satisfaction at zero to four).



Metropolis Research notes that less than half the proportion of respondents in the City of Monash were dissatisfied with Council’s overall performance, than the metropolitan Melbourne average.



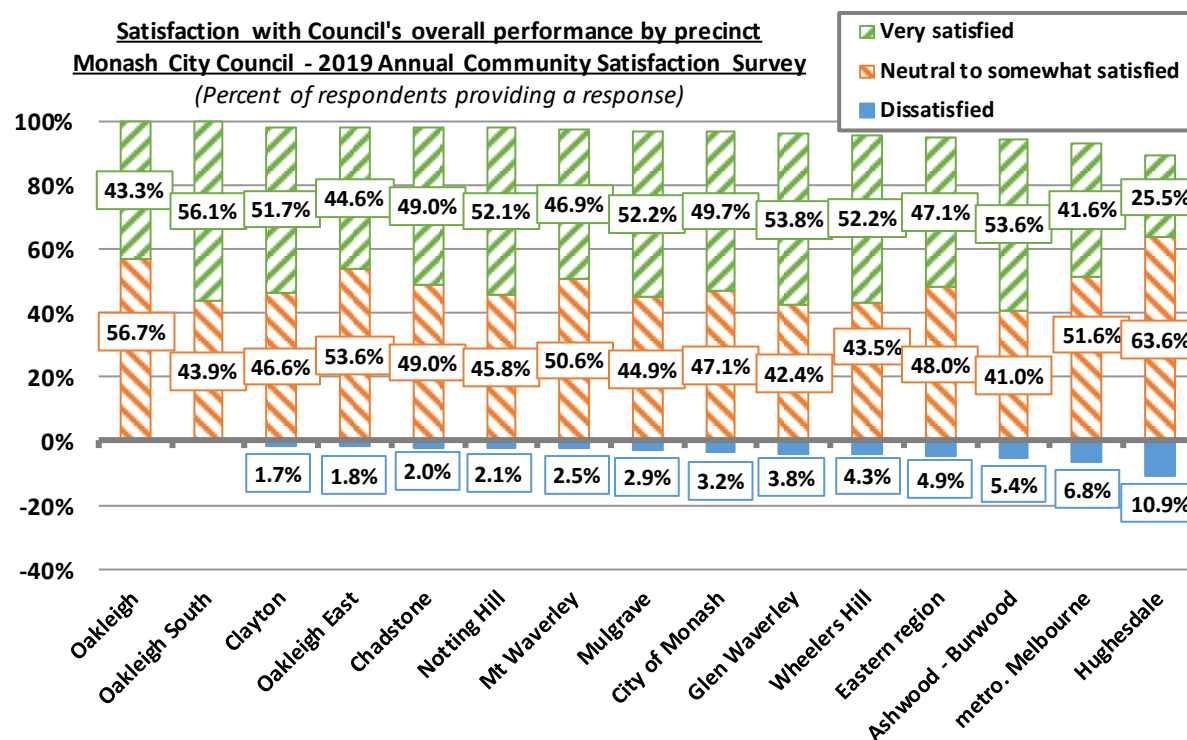
With the exception of respondents from Hughesdale who were measurably less satisfied with Council’s overall performance than the municipal average, there was no other statistically significant variation observed across the twelve precincts comprising the City of Monash.



With the exception of Hughesdale respondents, it is noted that approximately half of the respondents in almost every precinct were very satisfied with Council’s overall performance, and approximately five percent or less were dissatisfied.

It is noted that only one-quarter of Hughesdale respondents were very satisfied with Council’s overall performance, and 10.9% were dissatisfied.

Metropolis Research notes that the sample size for each of the twelve precincts is relatively small (approximately 65 respondents), and that some caution should be exercised in the interpretation of precinct level variation.



Overall performance by respondent profile

The following graphs provide a breakdown of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, country of birth, household disability status, household structure, housing situation, and period of residence in the City of Monash. Given the varying sample sizes, there are a range of confidence intervals around these average satisfaction scores, as evidenced by the varying size of the vertical blue bars.

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

- **More satisfied than average** – includes young adults (aged 20 to 34 years), senior citizens (aged 75 years and over), newer residents (less than five years in Monash), one-parent families, sole-person, and group household respondents.

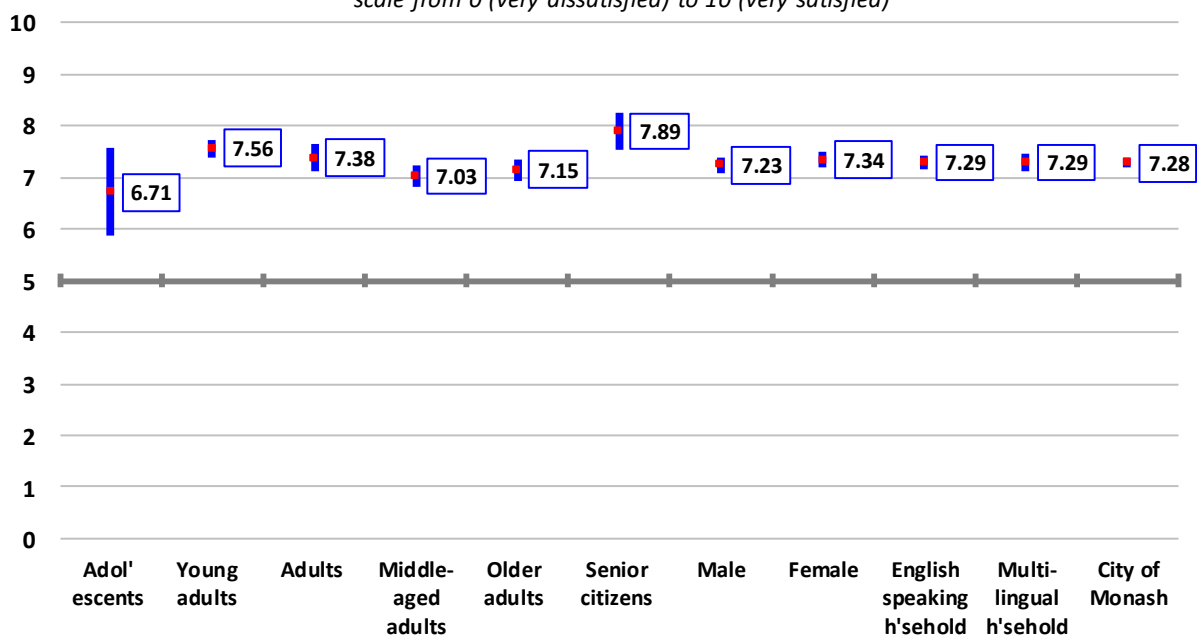


- **Less satisfied than average** – includes the small sample of adolescents (aged 15 to 19 years), middle-aged adults (aged 45 to 59 years), longer-term residents (5 to less than 10 years in Monash), households with a member with a disability, and two-parent families with youngest child aged 13 to 18 years).

Metropolis Research notes that this basic pattern of satisfaction, particularly in relation to age structure and period of residence is commonly observed across metropolitan Melbourne.

It tends to be middle-aged and older adults (aged 45 to 74 years) and home-owners (not asked in this survey), who have lived in the municipality for ten years or more who tend to be less satisfied with this local council.

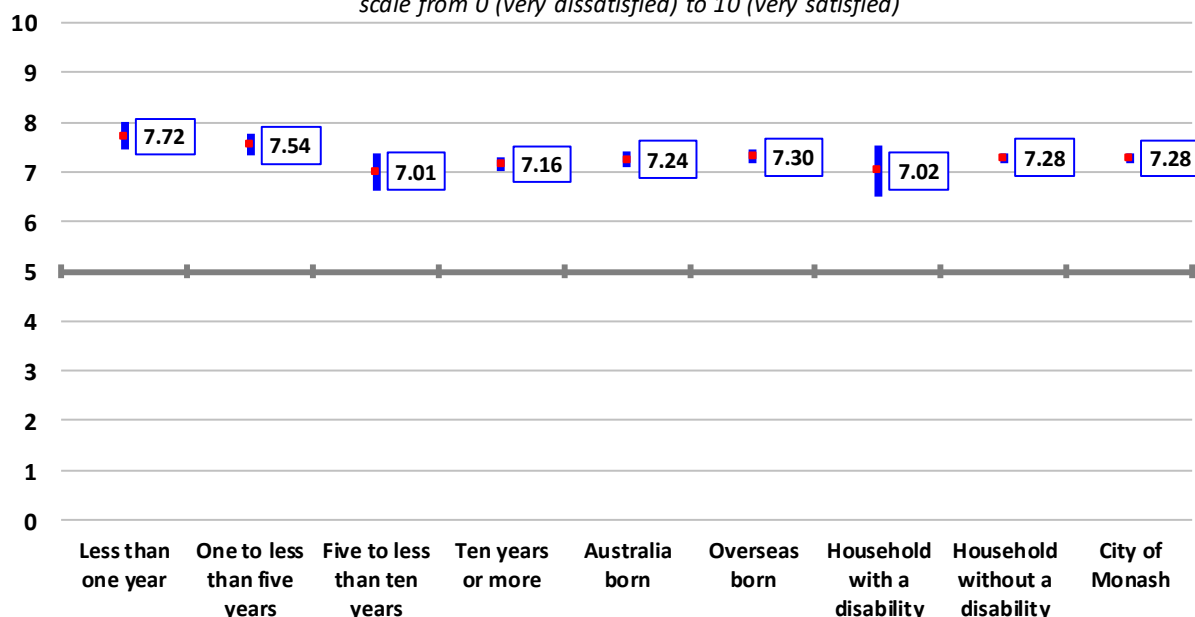
Satisfaction with Council's overall performance by respondent profile
Monash City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by period of residence, country of birth and disability

Monash City Council - 2019 Annual Community Satisfaction Survey

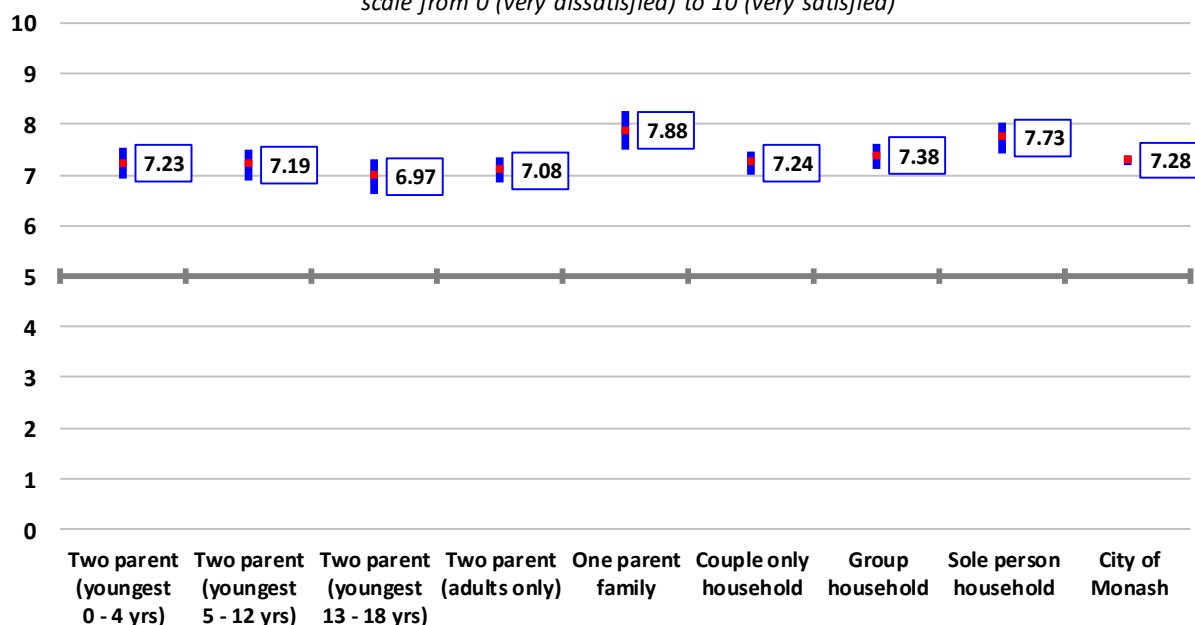
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by household structure

Monash City Council - 2019 Annual Community Satisfaction Survey

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



Improvement to Council's overall performance

Respondents were asked:

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

The following table outlines the responses from the 24 respondents who were dissatisfied with Council's overall performance in relation to what they believe Council most needs to do to improve its performance.

As is clearly outlined in the responses, there were a range of issues raised by a small number of respondents, with communication prominent in the results.

Improvement most needed to Council's performance
Monash City Council - 2019 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Better communication	7
They didn't listen to the community	7
They are spending too much money and deliver too little	3
Didn't support community	2
Fast track planning and be certain of what the planning strategy is.	2
Follow up issues	2
Gardens are disgusting, council didn't say anything about it, concrete gardens and no green space and council allowed these big things to be built	2
Parking and roads. Less about parking inspector and more of parking facilities	2
Crime prevention	1
Drunk and drug problem on Power Ave	1
Fix roads. Keep area clean	1
Given rates we pay, services could be improved	1
Maintenance of footpaths and trees	1
Need more hard rubbish collection	1
Needs to consider the older residents	1
Residents in the area need more services in terms of recycling and waste disposal	1
Roads unsafe and no light	1
Size of garbage bins could be bigger	1
The new aged care facility in Brandon Park is destroying the area	1
Work more efficiently and take immediate action	1
Total	39



Governance and leadership

Respondents were asked:

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

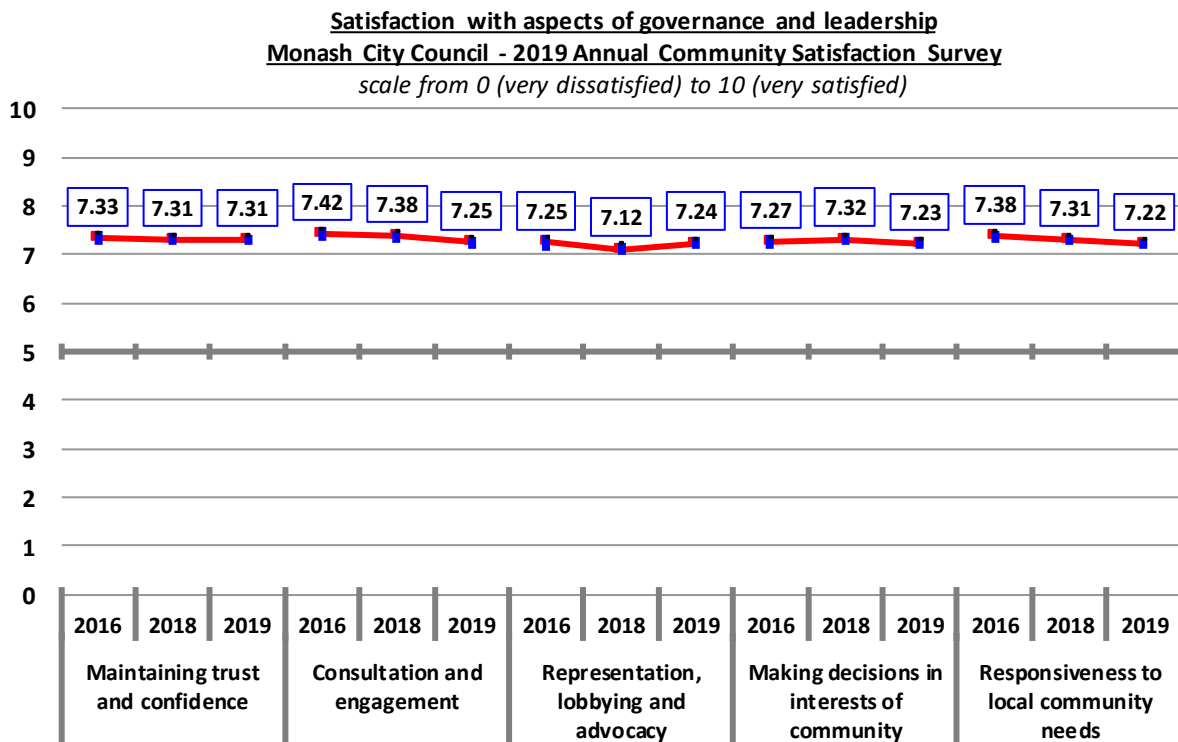
An average of 637 respondents representing 79.1% of the total sample provided a satisfaction score for each of the five included aspects of governance and leadership.

The average satisfaction with the five aspects of governance and leadership was 7.25 this year, down less than one percent on the 7.29 recorded last year.

By way of comparison, the 2019 *Governing Melbourne* research recorded an average satisfaction with governance and leadership of 6.82, measurably lower than this City of Monash result. The eastern region councils’ average was 7.12, marginally but not measurably lower than the City of Monash result.

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

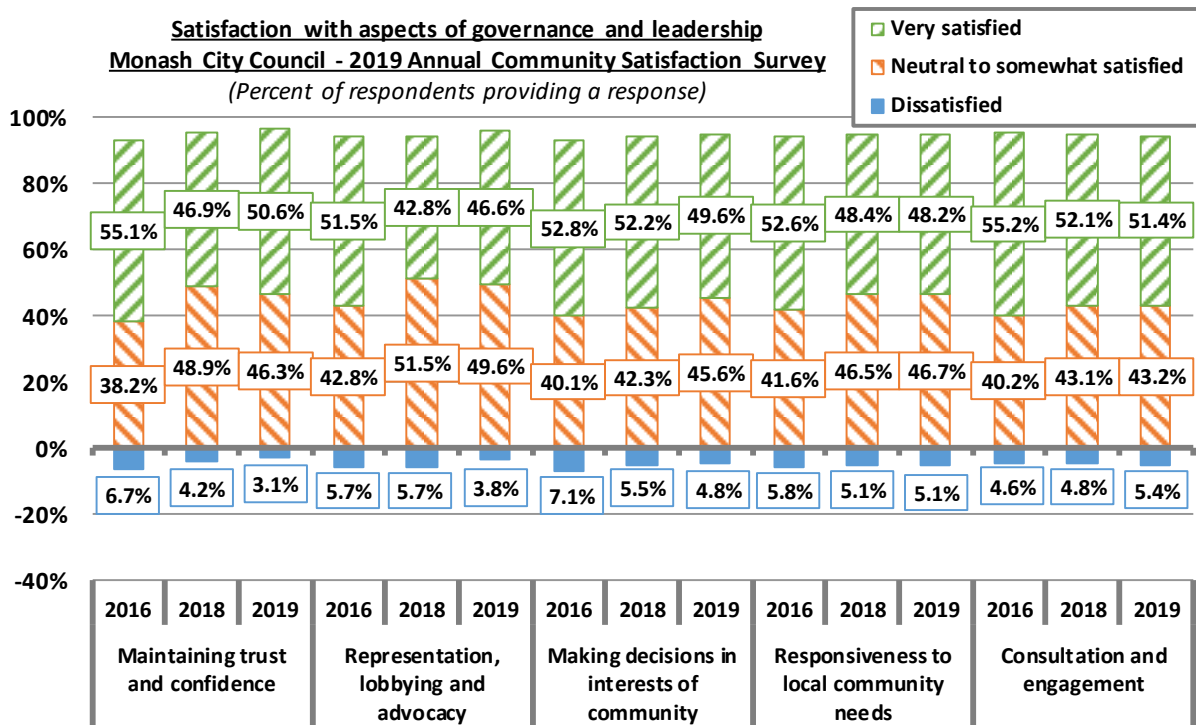
- **Very good** – for Council maintaining the trust and confidence of the local community, and community consultation and engagement.
- **Good** – for Council’s representation, lobbying and advocacy, making decisions in the interests of the community, and responsiveness to local community needs.



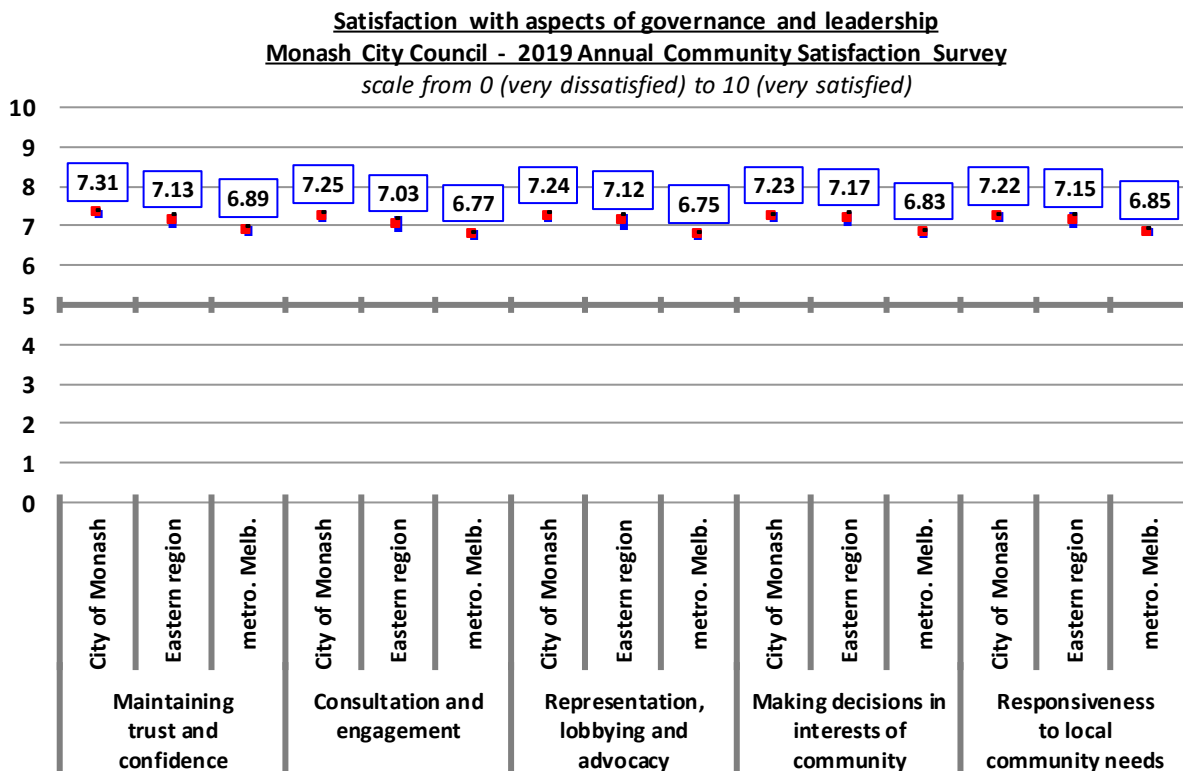
Approximately half of the respondents were “very satisfied” (i.e. rated satisfaction at eight or more out of ten), with each of the five aspects of governance and leadership.



Attention is drawn to the fact that less than six percent of respondents were dissatisfied with each of the five aspects of governance and leadership.



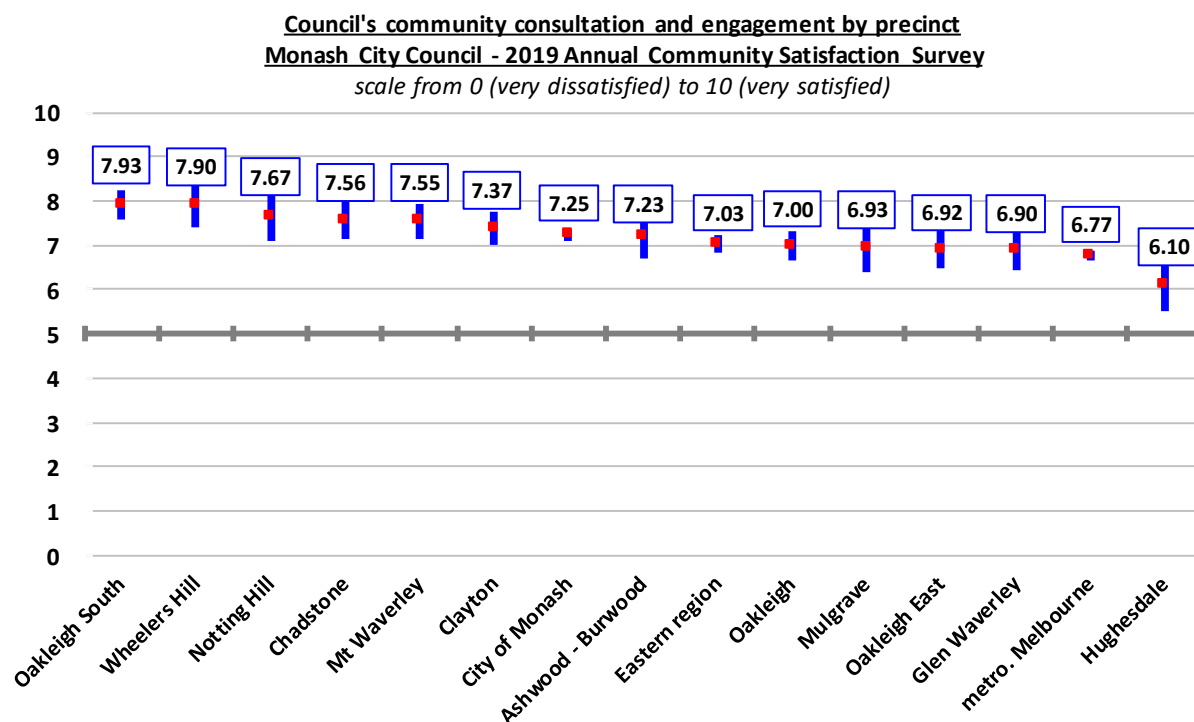
There was a consistent result in comparison to the results from *Governing Melbourne*. Respondents in the City of Monash were somewhat more satisfied with each aspect of governance and leadership than the average across the eastern region councils, which in turn was measurably higher than the metropolitan Melbourne averages.



Community consultation and engagement

There was measurable variation in satisfaction with community consultation and engagement across the municipality as follows:

- **Oakleigh South and Wheelers Hill** – respondents were measurably more satisfied than average and at “excellent” levels.
- **Hughesdale** – respondents were measurably less satisfied than average and at a “solid” level.



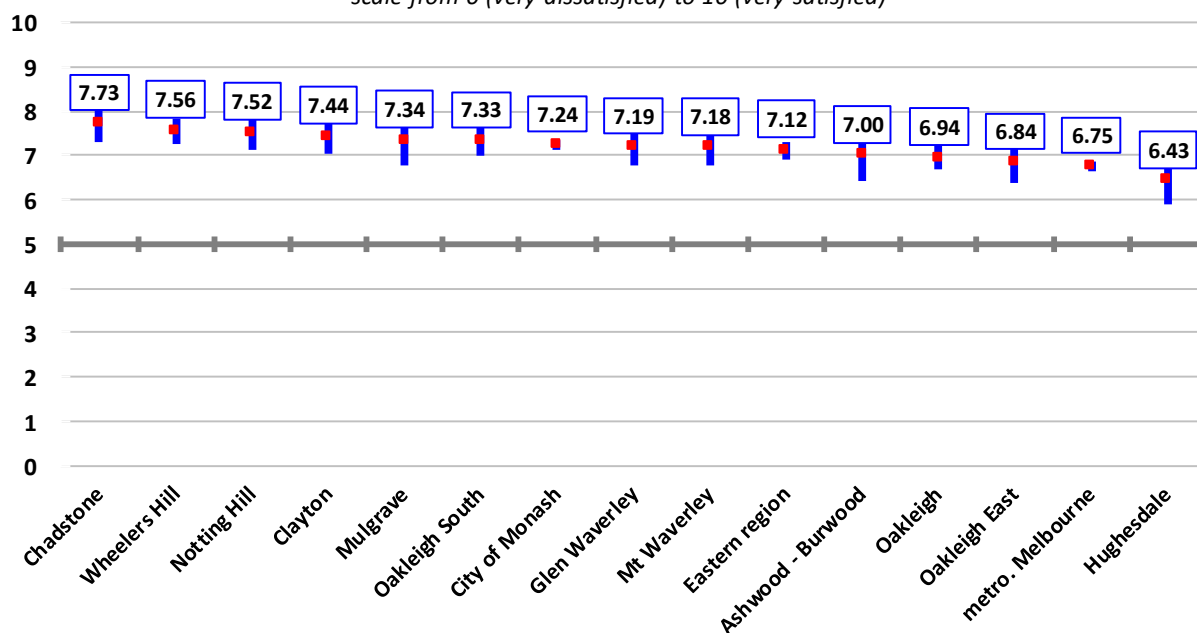
Representation, lobbying and advocacy

There was measurable variation in satisfaction with Council’s representation, lobbying and advocacy across the municipality, as follows:

- **Chadstone** – respondents were measurably more satisfied than average.
- **Hughesdale** – respondents were measurably less satisfied than average and at a “solid” level.



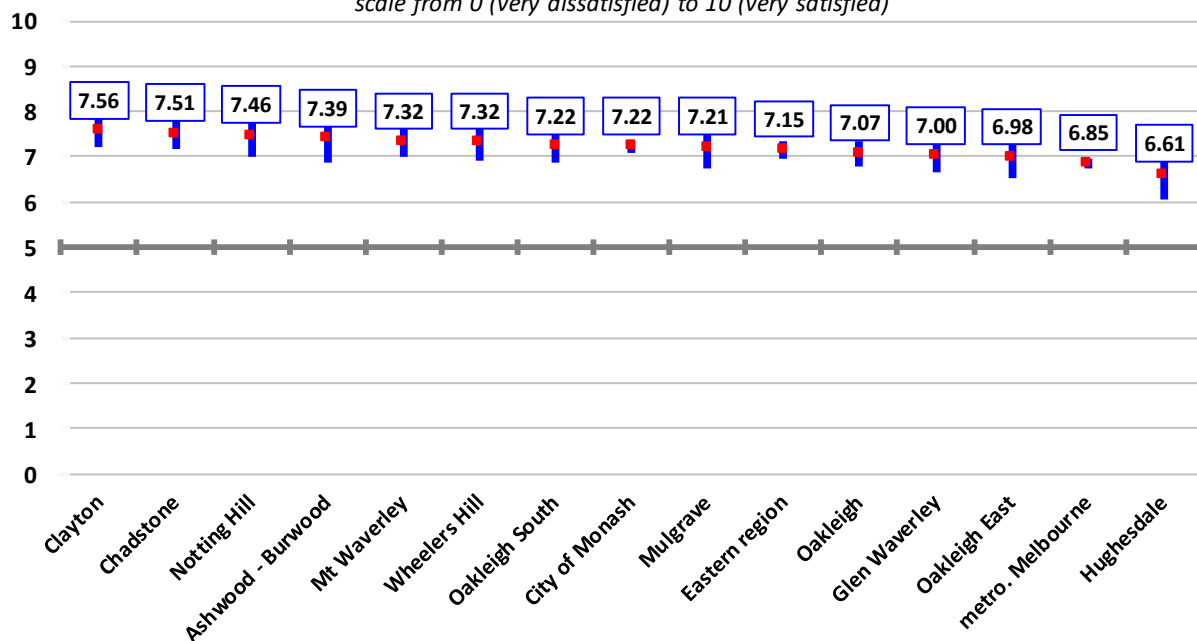
Representation, lobbying and advocacy by precinct
Monash City Council - 2019 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Responsiveness of Council

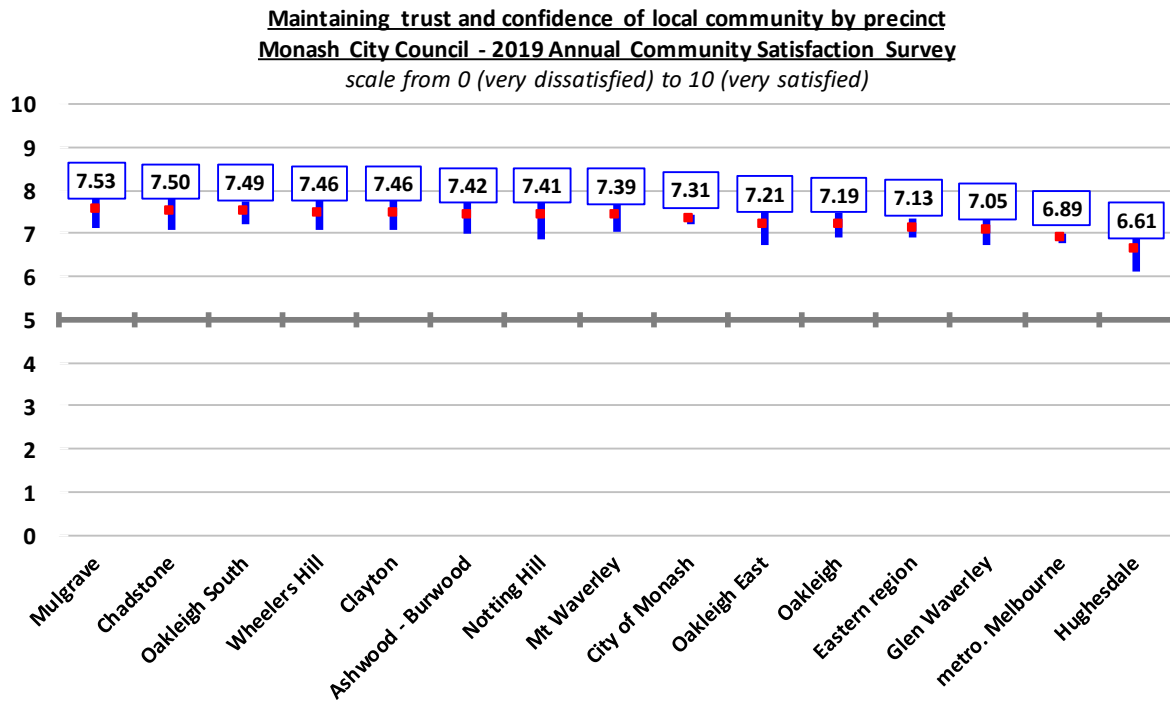
There was no measurable variation in satisfaction with the responsiveness of Council observed across the municipality.

Responsiveness of Council to local community needs by precinct
Monash City Council - 2019 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



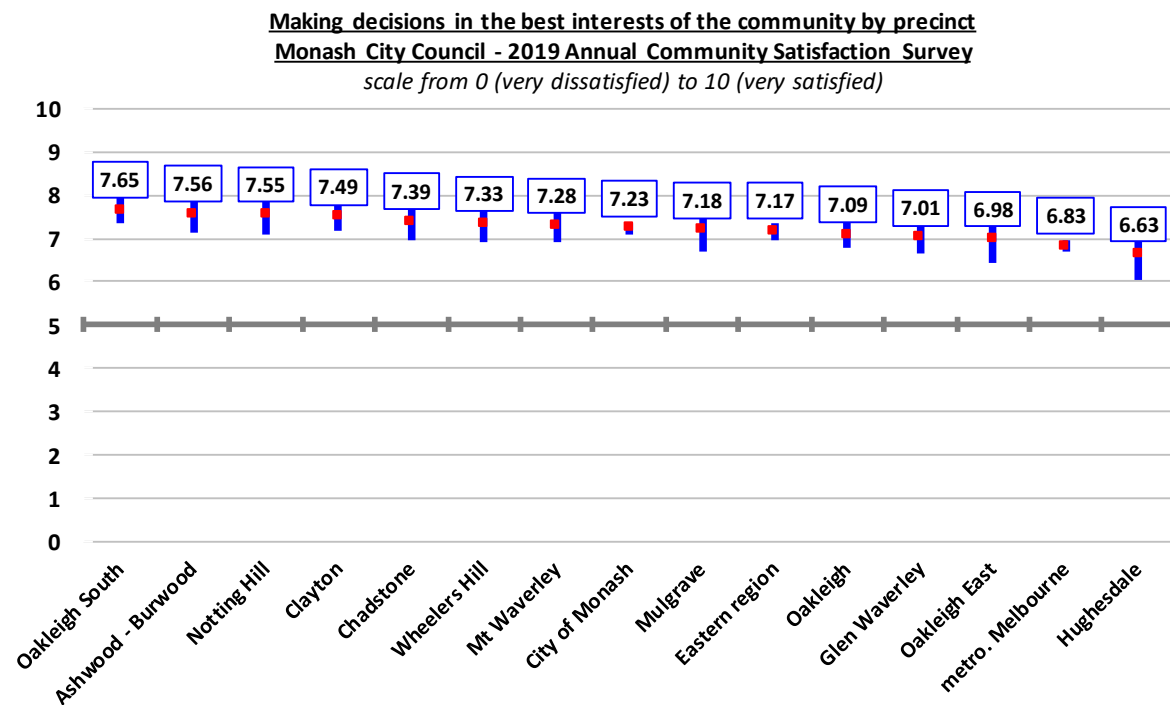
Maintaining trust and confidence of local community

Respondents from Hughesdale measurably less satisfied than average with the performance of Council maintaining community trust and confidence, although still at a “good” level.



Making decisions in the interests of the community

Respondents from Oakleigh South measurably more satisfied than average with the performance of Council making decisions in the interests of the local community and at a “very good” level.



Contact with Council

Contact with Council in the last twelve months

Respondents were asked:

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

There was a decline this year in the proportion of respondents reporting that they had contacted Council in the last twelve months, down from 36.1% last year to 24.0% this year. This trend has been observed across metropolitan Melbourne, with *Governing Melbourne* recording an average of 28.1% this year.

Contacted Council in the last twelve months
Monash City Council - 2019 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2019		2018	2016
	Number	Percent		
Yes	191	24.0%	36.1%	35.2%
No	605	76.0%	63.9%	64.8%
Not stated	9		3	2
Total	805	100%	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 contacted the Monash City Council?”

An average of 185 respondents provided a satisfaction rating for six of the seven aspects of customer service, and 78 rated satisfaction with staff understanding language needs (for respondents from multi-lingual households only).

The average satisfaction with these seven aspects of customer service was 7.76 this year, a decline of 2.1% on the 7.93 recorded last year, although it remains at an “excellent” level.

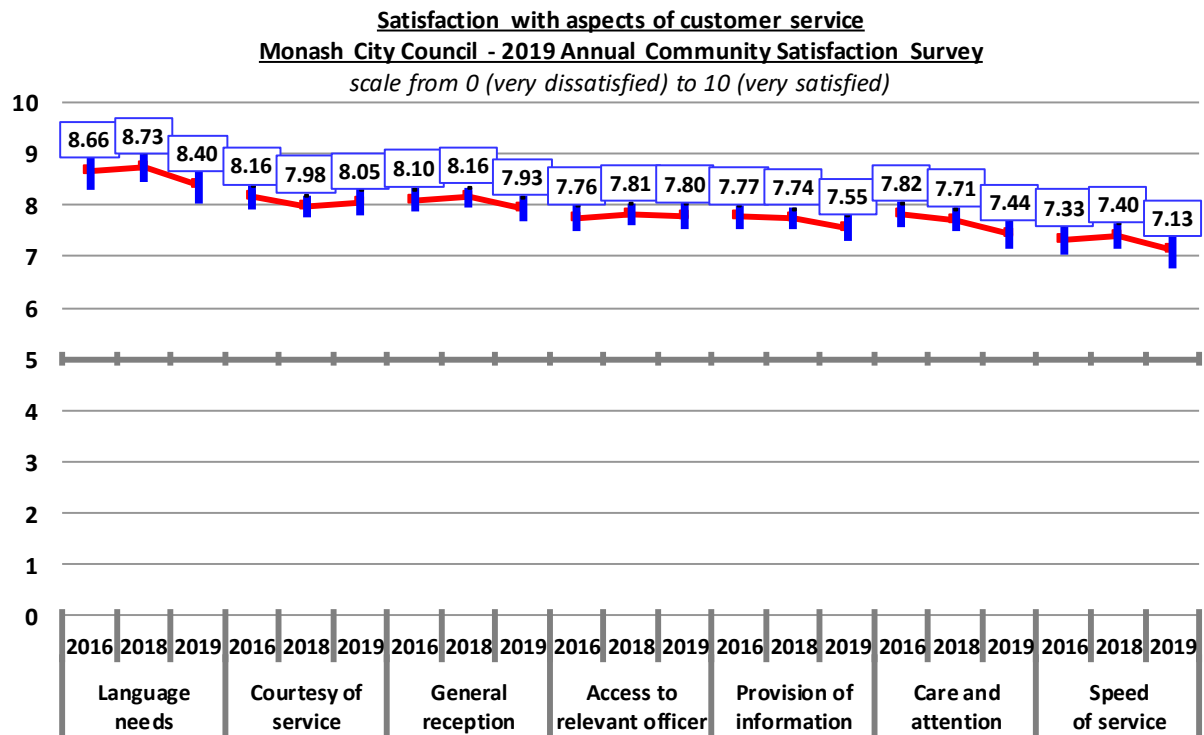
By way of comparison, the 2019 metropolitan Melbourne average satisfaction with the same seven aspects of customer service was 7.24, measurably and significantly lower than the City of Monash result.

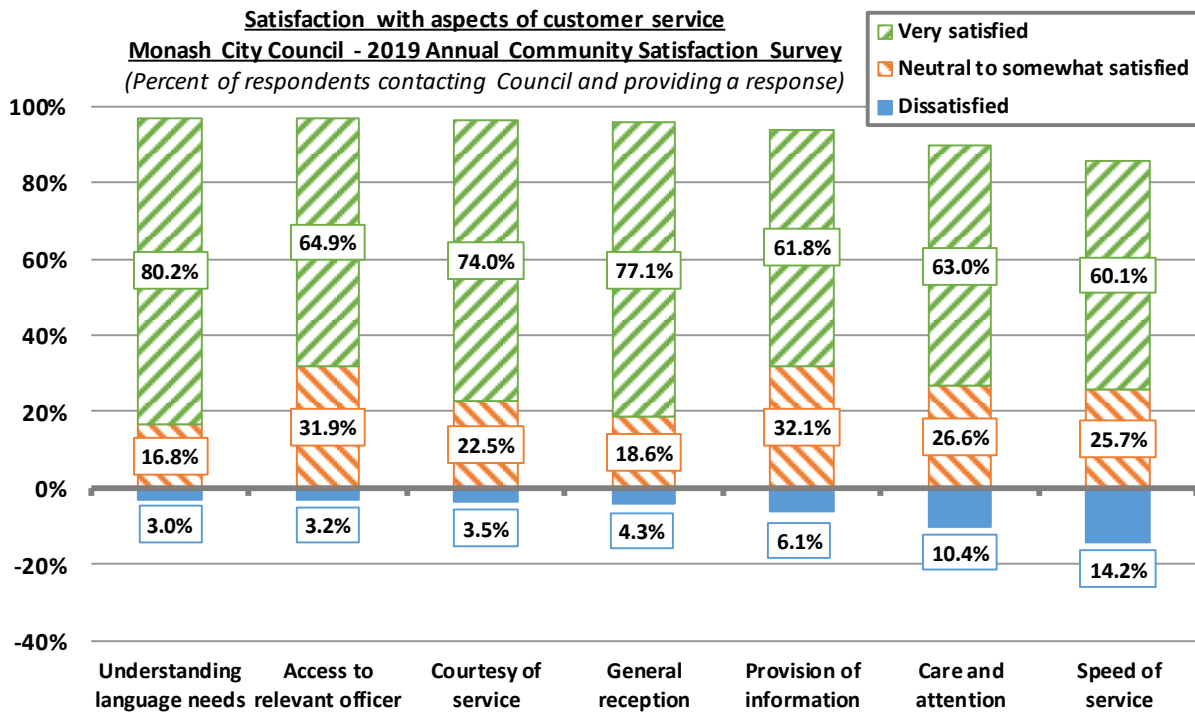


Attention is drawn to the fact that satisfaction with six of the seven aspects (excluding courtesy of service) all declined marginally but not measurably this year.

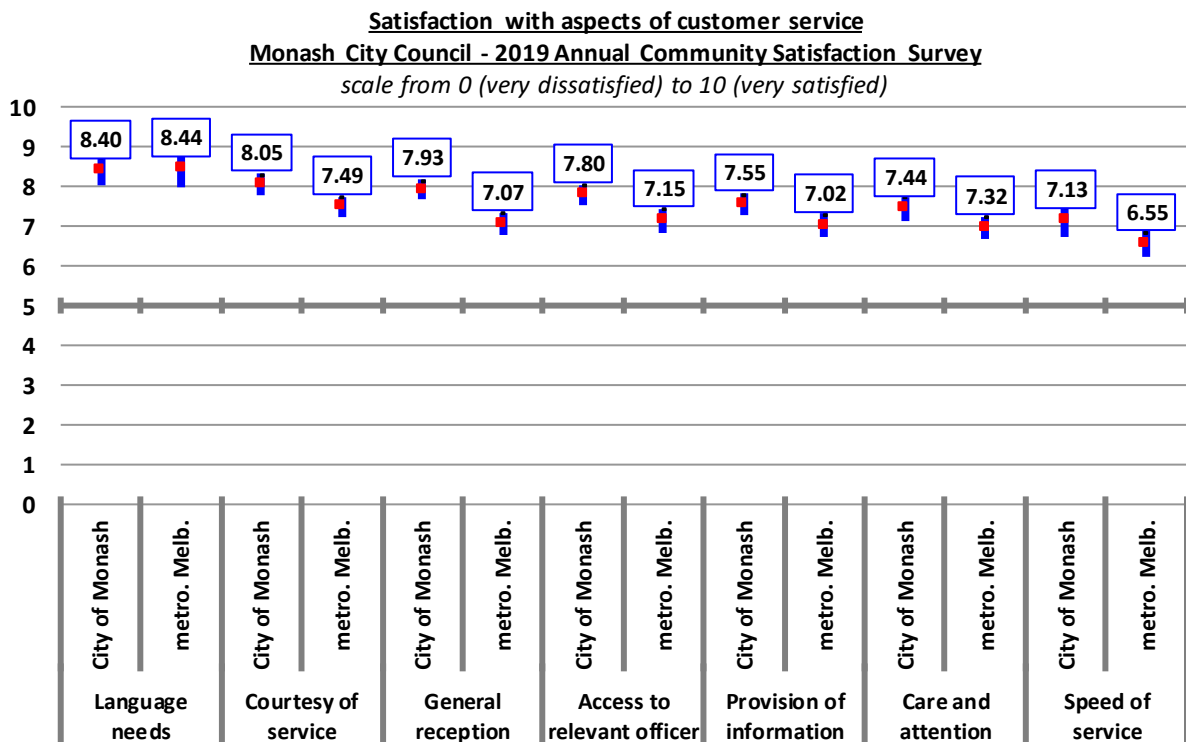
Satisfaction with these six aspects of customer service can best be summarised as follows:

- **Excellent** – for staff understanding language needs (multi-lingual households only), courtesy of service, and general reception. Approximately three-quarters of respondents were very satisfied with these three aspects, whilst less than five percent were dissatisfied.
- **Very Good** – for access to relevant officer, provision of information, and care and attention to enquiry. Approximately two-thirds of respondents were very satisfied with these aspects, whilst approximately five percent were dissatisfied with two aspects and ten percent were dissatisfied with the care and attention.
- **Good** – for the speed of service. Whilst almost two-thirds of respondents were very satisfied with this aspect, a little less than one-sixth were dissatisfied.





When compared to the metropolitan Melbourne results as recorded in the 2019 *Governing Melbourne* survey, satisfaction with six of the seven aspects (excluding staff understanding language needs) was somewhat higher in the City of Monash than the metropolitan Melbourne average. The results for the courtesy of service and access to relevant officer were both statistically significant.



Reason for dissatisfaction with selected aspects of customer service

A total of twenty-nine responses were received from respondents dissatisfied with aspects of customer service, as outlined in the following table.

Reason for dissatisfaction with selected aspects of customer service
Monash City Council - 2019 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Arrogance and bad behaviour, not looking from customer perspective	4
Lack of timely response	4
I complained about a nature strip but nobody came I had to fix it myself	2
Little information has been heard from the council.	2
Never deliver their promise and fix things on time, nobody cares	2
The outcome wasn't resolved	2
Because they need to work for us every day	1
Don't expect much on council	1
I have rung several times however the garden maintenance is still disgusting	1
I reported the nature strips to be fixed but nobody came. Water keeps leaking on the nature strips on Holmbury Street	1
My issue has not been taken care of. I have complained about the cars parked and nobody did anything	1
No positive response	1
Parking issues and I called council about the problem around 3:30 but they came 4:30, staff came too late people can't get into their house	1
Poor service for residents	1
The process took a lot of time. Had to follow through a lot	1
They don't pay attention to seniors	1
They don't return the phone call	1
They said nothing they could do about my dog registration	1
They said they wouldn't pay for damage to property because of fallen branch	1
Total	29



Importance of and satisfaction with Council services

Respondents were asked:

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

Importance of Council services and facilities

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

Importance of local galleries for art was included for the first time in this 2019 survey.

The average importance of these thirty-two services and facilities was 8.79 out of a potential ten, marginally higher than the 8.60 recorded in 2018.

The average importance of these services and facilities varied from a high of 9.43 for the regular garbage collection service, to a low of 7.33 for local galleries for art. As is outlined at the left-hand side of the table, several services were measurably more important to respondents than the average importance of all thirty-two services and facilities (8.79), and a number were measurably less important than the average.

Change in importance over time

These results confirm that the community consider it important that Council provide the broad range of services and facilities that they do, although there was naturally a variation in the degree to which each service and facility was considered important over time. The following variations between 2018 and 2019 were noted:

- **Increased importance in 2019** – the provision of parking facilities (up 5.5%), the provision and maintenance of street trees (up 5.4%), street sweeping (up 5.3%), the maintenance and repair of sealed local roads (up 5.0%), footpath maintenance and repairs (up 4.7%), and Council activities to encourage environmental sustainability (up 4.6%).
- **Decreased importance in 2019** – Council’s website (down 1.2%), public toilets (down 0.6%), Council’s newsletter *Monash Bulletin* (down 0.2%), and services for young children and their families (down 0.1%).

Comparison to the metropolitan Melbourne average

When compared to the 2019 metropolitan Melbourne results, the following variations were observed:

- **Higher than average importance in Monash** – services for young people and their families (3.7% higher in Monash), services for older residents and seniors (3.4% higher), and Council’s newsletter *Monash Bulletin* (3.3% higher) were considered more important in the City of Monash than the metropolitan Melbourne average.



- **Lower than average importance in Monash** – public toilets (0.8% lower in Monash), the provision of arts and cultural events (0.6% lower), and local traffic management (0.6% lower) were considered less important in the City of Monash than the metropolitan Melbourne average.

Importance of selected Council services and facilities
Monash City Council - 2019 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

	Service/facility	Number	2019			2018	2016	2019 Metro.*
			Lower	Mean	Upper			
Higher than average importance	Regular garbage collection	797	9.37	9.43	9.49	9.18	9.38	9.33
	Regular recycling service	791	9.22	9.29	9.36	9.12	9.35	9.24
	Services for older residents and seniors	646	9.08	9.17	9.26	9.04	9.45	8.87
	Green waste collection	782	9.07	9.15	9.22	8.99	9.31	9.01
	Hard rubbish collection	763	9.04	9.11	9.18	9.00	9.33	8.98
	Local libraries and library services	752	8.99	9.07	9.15	8.84	9.17	8.99
	Provision and maintenance of street lighting	791	8.99	9.07	9.14	8.73	9.06	9.05
	Footpath maintenance and repairs	790	8.97	9.06	9.14	8.65	8.97	8.93
	The maintenance and repair of sealed local roads	791	8.96	9.03	9.11	8.60	8.95	9.00
	Provision of parking facilities	783	8.95	9.03	9.11	8.56	9.12	n.a.
Average importance	Provision and maintenance of parks, gardens and reserves	787	8.94	9.02	9.09	8.66	8.91	8.93
	Maintenance and cleaning of public areas	793	8.88	8.95	9.02	8.73	9.06	8.93
	Provision and maintenance of playgrounds	719	8.84	8.92	9.00	8.71	9.03	n.a.
	Council activities to encourage environmental sustainability	706	8.81	8.90	8.99	8.51	8.70	8.84
	Drains maintenance and repairs	787	8.81	8.89	8.97	8.64	8.94	8.92
	Local traffic management	784	8.78	8.87	8.95	8.56	9.07	8.92
	Sports ovals and other outdoor sporting facilities	705	8.78	8.86	8.94	8.63	9.04	8.72
	Services for young children and their families	648	8.76	8.86	8.96	8.87	9.31	8.75
	Services for young people and their families	622	8.73	8.83	8.93	8.81	9.27	8.51
	Street sweeping	787	8.72	8.81	8.91	8.37	8.68	8.74
Lower than average importance	Provision and maintenance of street trees	793	8.72	8.80	8.89	8.35	8.77	8.77
	Public toilets	700	8.67	8.77	8.87	8.82	8.93	8.84
	Bike paths and shared pathways	699	8.54	8.63	8.72	8.57	8.96	8.64
	Recreation and Aquatic Centres	680	8.53	8.62	8.72	8.59	9.00	8.65
	Animal management	703	8.47	8.57	8.67	8.27	8.53	8.44
	Council support of local business & economic development	656	8.47	8.57	8.68	8.49	8.79	8.53
	Council support of local comm. organisa., clubs & associ.	608	8.38	8.49	8.59	8.44	8.84	n.a.
	Parking enforcement	768	8.32	8.44	8.56	8.11	8.43	8.47
	Provision of arts and cultural events	662	8.25	8.37	8.48	8.15	8.61	8.42
	Council's website	661	8.22	8.33	8.45	8.44	8.59	8.36
Council's newsletter <i>Monash Bulletin</i>	703	7.98	8.11	8.23	8.13	8.30	7.85	
Local galleries for art	786	7.20	7.33	7.46	n.a.	n.a.	n.a.	
<i>Average importance of Council services</i>			<i>8.70</i>	<i>8.79</i>	<i>8.88</i>	<i>8.60</i>	<i>8.96</i>	<i>8.78</i>

(*) 2019 metropolitan Melbourne average from Governing Melbourne



Satisfaction with Council services and facilities

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

The average satisfaction with these thirty-one Council provided services and facilities was essentially stable in 2019 at 7.71, down less than one percent on the 7.76 recorded in 2018, and it remains at an “excellent” level.

This result is marginally higher than the 2019 metropolitan Melbourne average satisfaction of 7.48 recorded in *Governing Melbourne*. *Governing Melbourne* includes thirty-one services and facilities, some of which are worded in a slightly different way to the wording used in this survey, however they are all essentially the same and comparison at this level remains valid.

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

Relative satisfaction with Council services and facilities

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

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

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



Change in satisfaction over time

There was some variation in the average satisfaction with the thirty-one services and facilities in 2019 compared to 2018, with attention drawn to the following:

- **Increased satisfaction in 2019** – Council’s support of local community organisations, clubs and associations (up 9.1%), services for older residents and seniors (up 5.9%), and the provision of arts and cultural events (up 4.9%) being statistically significant.
- **Decreased satisfaction in 2019** – recreation and aquatic centres (down 4.3%), street sweeping (down 4.0%), Council’s website (down 4.0%), public toilets (down 3.9%), and Council support of local business and economic development (down 3.9%). None of these declines were statistically significant.

Comparison to the metropolitan Melbourne average

When compared to the 2019 metropolitan Melbourne average satisfaction scores as recorded in *Governing Melbourne*, there were twenty-eight services and facilities included in both surveys.

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

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

Attention is drawn to the following variation in satisfaction with services and facilities between the City of Monash and metropolitan Melbourne results:

- **Where Monash satisfaction is higher than metro. Melbourne average** – includes Council’s newsletter *Monash Bulletin* (8.2% higher), local traffic management (8.2% higher), public toilets (7.9% higher), footpath maintenance and repairs (7.8% higher), the maintenance and repair of sealed local roads (6.7% higher), maintenance and cleaning of public areas (5.8% higher), services for older residents and seniors (4.8% higher), drains maintenance and repairs (4.4% higher), and street sweeping (4.1% higher).
- **Where Monash satisfaction is lower than metro. Melbourne average** – includes provision and maintenance of street lighting (1.1% lower) and recreation and aquatic centres (0.9% lower). These results were not statistically significant.



Monash City Council – 2019 Annual Community Satisfaction Survey

Satisfaction with selected Council services and facilities Monash City Council - 2019 Annual Community Satisfaction Survey (Number and index score scale 0 - 10)

	Service/facility	Number	2019			2018	2016	2019 Metro.*
			Lower	Mean	Upper			
Higher than average	Regular garbage collection	796	8.65	8.75	8.85	8.84	8.92	8.53
	Local libraries and library services	380	8.39	8.54	8.69	8.52	8.55	8.56
	Green waste collection	682	8.36	8.47	8.57	8.69	8.60	8.28
	Regular recycling service	790	8.19	8.31	8.43	8.62	8.77	8.04
Average satisfaction	Council support of local comm. organisa., clubs & associ.	63	7.64	8.12	8.60	7.44	7.94	n.a.
	Services for older residents and seniors	59	7.55	8.02	8.48	7.57	7.87	7.65
	Sports ovals and other outdoor sporting facilities	368	7.81	7.96	8.11	8.20	8.07	7.78
	Provision and maintenance of parks, gardens and reserves	776	7.82	7.92	8.03	8.08	8.08	7.74
	Provision of arts and cultural events	112	7.63	7.92	8.20	7.54	7.63	7.86
	Provision and maintenance of playgrounds	413	7.76	7.90	8.05	7.96	8.00	n.a.
	Hard rubbish collection	613	7.75	7.89	8.04	7.99	7.96	7.90
	Services for young children and their families	96	7.50	7.88	8.25	7.71	7.80	7.92
	Recreation and Aquatic Centres	295	7.65	7.83	8.02	8.19	8.17	7.90
	The maintenance and repair of sealed local roads	783	7.64	7.76	7.87	7.67	7.67	7.27
	Maintenance and cleaning of public areas	792	7.62	7.72	7.83	7.78	7.75	7.30
	Drains maintenance and repairs	771	7.59	7.72	7.84	7.71	7.77	7.39
	Bike paths and shared pathways	321	7.46	7.64	7.81	7.61	7.71	7.40
	Services for young people and their families	25	6.89	7.64	8.39	7.46	7.80	7.55
	Animal management	646	7.50	7.64	7.77	7.85	7.87	7.41
	Council's newsletter <i>Monash Bulletin</i>	636	7.43	7.56	7.70	7.77	8.07	6.99
	Council's website	271	7.33	7.51	7.69	7.83	7.71	7.34
Street sweeping	783	7.35	7.48	7.62	7.80	7.55	7.19	
Footpath maintenance and repairs	797	7.33	7.47	7.60	7.51	7.25	6.93	
Lower than average satisfaction	Council activities to encourage enviro'mental sustainability	622	7.21	7.34	7.47	7.50	7.65	7.26
	Provision and maintenance of street trees	792	7.13	7.27	7.41	7.40	7.45	7.10
	Local traffic management	777	7.11	7.24	7.37	7.36	6.98	6.69
	Council support of local business & economic development	463	7.09	7.23	7.37	7.52	7.66	7.07
	Provision and maintenance of street lighting	797	7.01	7.15	7.29	7.34	7.54	7.23
	Public toilets	305	6.90	7.10	7.30	7.39	7.25	6.58
	Parking enforcement	738	6.86	7.01	7.16	7.03	6.74	6.80
Provision of parking facilities	773	6.77	6.92	7.06	7.01	6.67	n.a.	
<i>Average satisfaction with Council services</i>			7.51	7.71	7.90	7.76	7.79	7.48

(*) 2019 metropolitan Melbourne average from Governing Melbourne



Importance and satisfaction cross tabulation

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

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

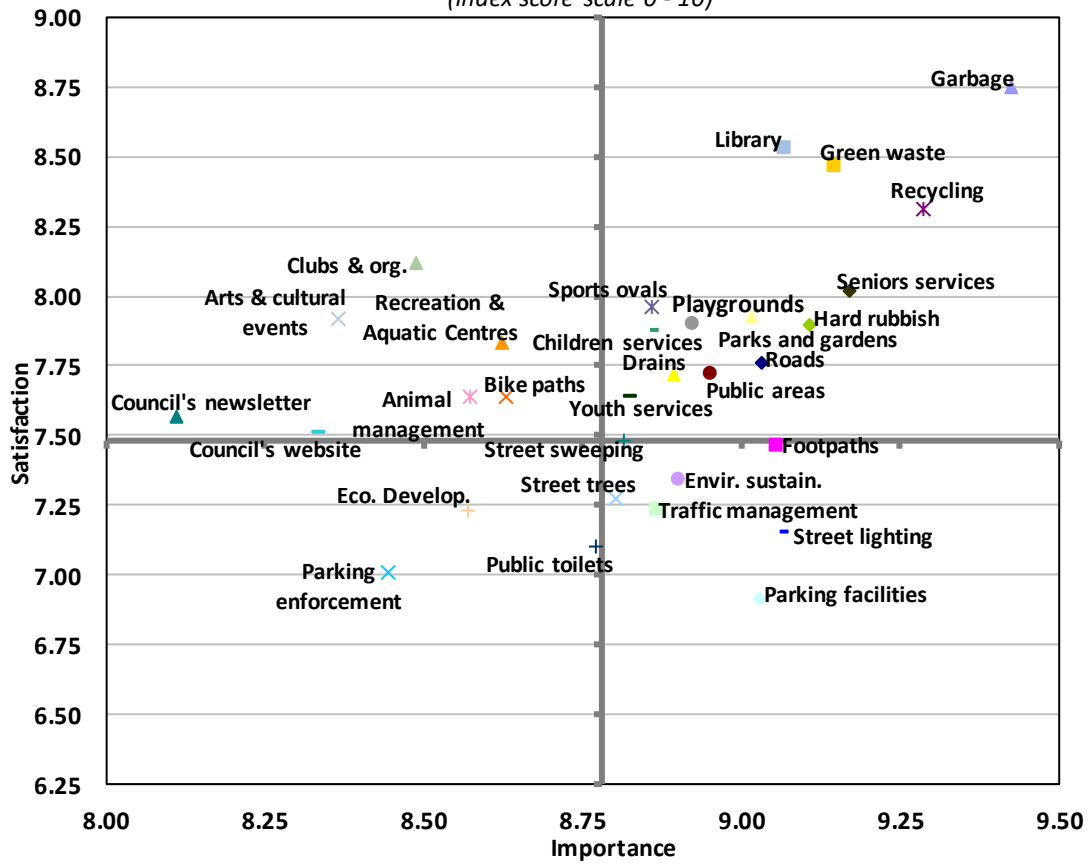
Services and facilities located in the top right-hand quadrant are therefore more important than average, and of higher than average satisfaction. Conversely services in the bottom right hand quadrant are those of most concern as they are of higher than average importance but received lower than average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

Attention is drawn to the following main points:

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

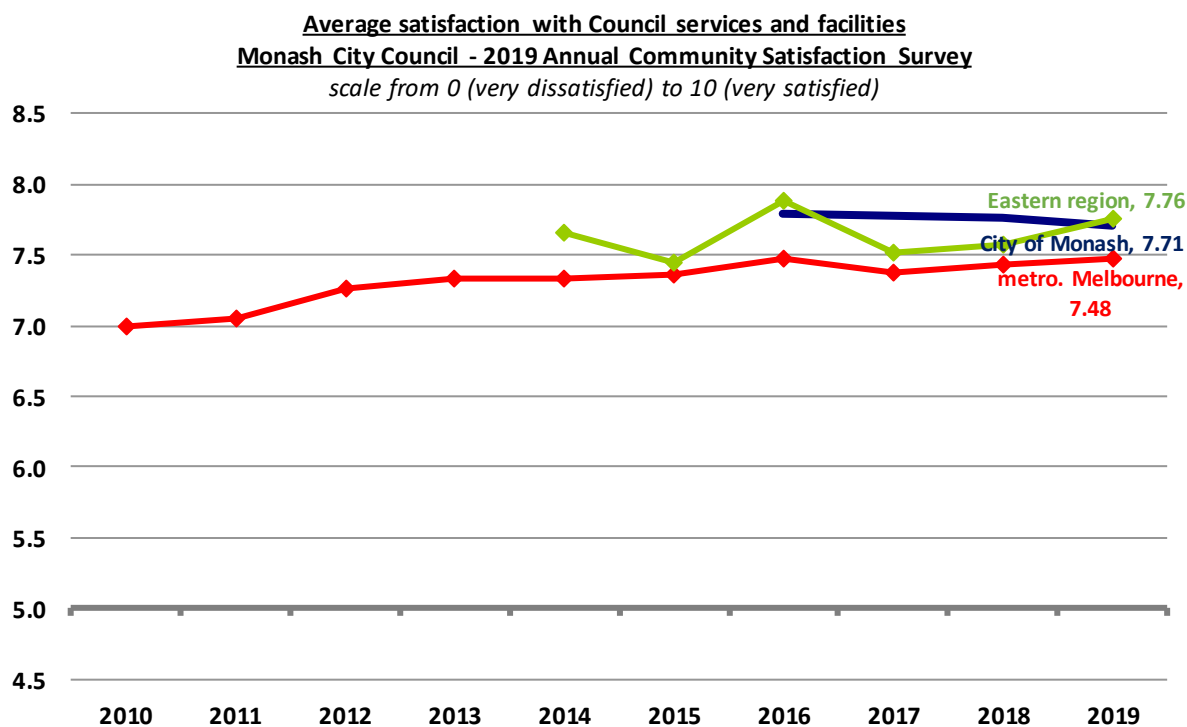


Importance of and satisfaction with Council services
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Average satisfaction with Council services and facilities

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



Correlation between service / facilities satisfaction and overall satisfaction

The following table provides the Pearson correlation coefficient for each of the thirty-one services and facilities when analysed individually against satisfaction with Council’s overall performance. The correlation coefficient provides a measure of the relationship between satisfaction with each of the services and facilities and satisfaction with Council’s overall performance. The correlation coefficient is a number between minus one and positive one, with scores of more than zero representing a positive correlation, and scores of less than one a negative correlation.

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

The key message from these results is that satisfaction with Council’s overall performance is related more to issues in the community and satisfaction with aspects of leadership and governance, and are less related to satisfaction with services and facilities. The main reason for this is that satisfaction with services is measurably and significantly higher than satisfaction with Council’s overall performance.



Whilst the community consider it important that Council provide these services to a high standard, the fact that, on the whole, Council does meet this standard set by the community, there is not a strong relationship between satisfaction with an individual service and overall satisfaction with Council. For example, the regular garbage collection service is one of the services with the highest level of satisfaction, but has the lowest correlation with overall performance. This reflects the fact that Council provides a service that is well-regarded by the community, and therefore it does not significant relate to their overall satisfaction.

Satisfaction with selected services and facilities
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

Service / facility	2019		Correlation*
	Number	Mean	
Services for older residents and seniors	59	8.02	0.442
Public toilets	305	7.10	0.403
Services for young people and their families	25	7.64	0.398
Services for young children and their families	96	7.88	0.393
Street sweeping	783	7.48	0.362
Footpath maintenance and repairs	797	7.47	0.352
The maintenance and repair of sealed local roads	783	7.76	0.351
Local traffic management	777	7.24	0.344
Provision and maintenance of playgrounds	413	7.90	0.344
Sports ovals and other outdoor sporting facilities	368	7.96	0.339
Hard rubbish collection	613	7.89	0.332
Council's website	271	7.51	0.330
Drains maintenance and repairs	771	7.72	0.316
Provision and maintenance of street trees	792	7.27	0.316
Council support of local business & economic development	463	7.23	0.316
Council support of local comm. organisa., clubs & associ.	63	8.12	0.310
Maintenance and cleaning of public areas	792	7.72	0.299
Council's newsletter <i>Monash Bulletin</i>	636	7.56	0.295
Provision and maintenance of parks, gardens and reserves	776	7.92	0.292
Local libraries and library services	380	8.54	0.280
Council activities to encourage envir'mental sustainability	622	7.34	0.278
Bike paths and shared pathways	321	7.64	0.278
Provision of arts and cultural events	112	7.92	0.274
Green waste collection	682	8.47	0.264
Regular recycling service	790	8.31	0.254
Parking enforcement	738	7.01	0.253
Provision of parking facilities	773	6.92	0.247
Animal management	646	7.64	0.246
Provision and maintenance of street lighting	797	7.15	0.232
Recreation and Aquatic Centres	295	7.83	0.229
Regular garbage collection	796	8.75	0.216

Average satisfaction with selected services **7.71**

(*) Pearson coefficient



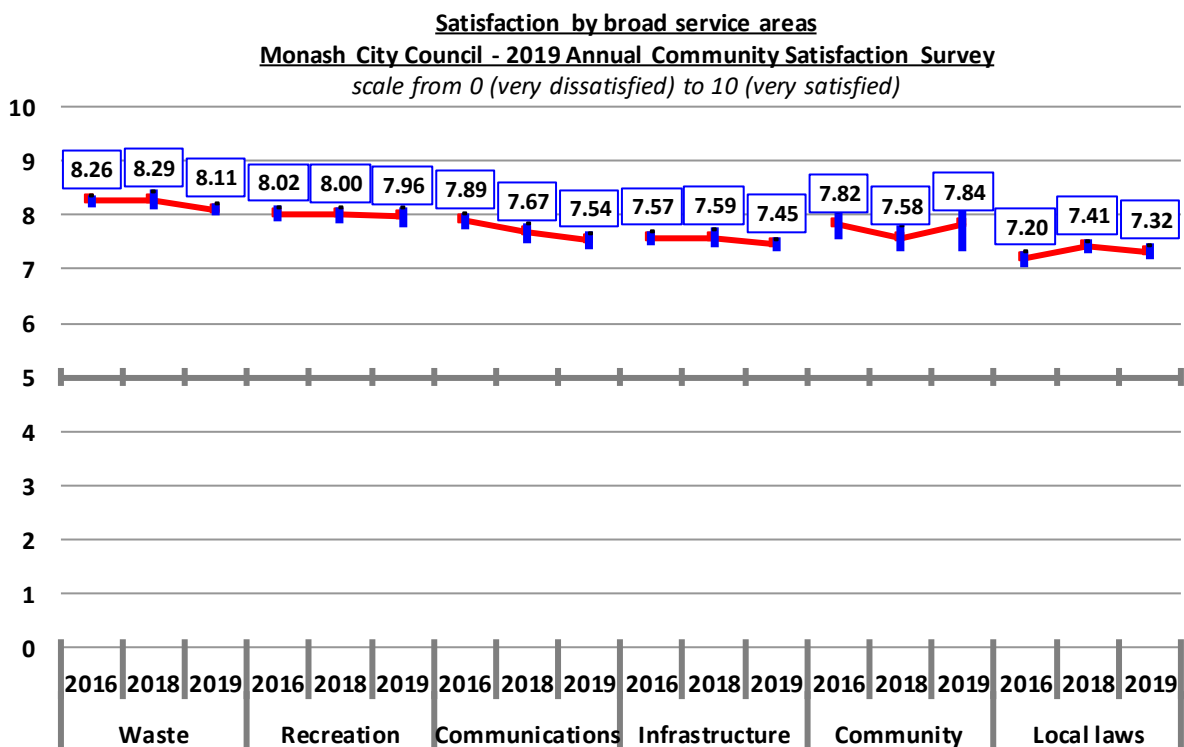
Satisfaction by broad service areas

Metropolis Research has created a standard set of broad service areas for use in comparing average satisfaction with results from *Governing Melbourne*.

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

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

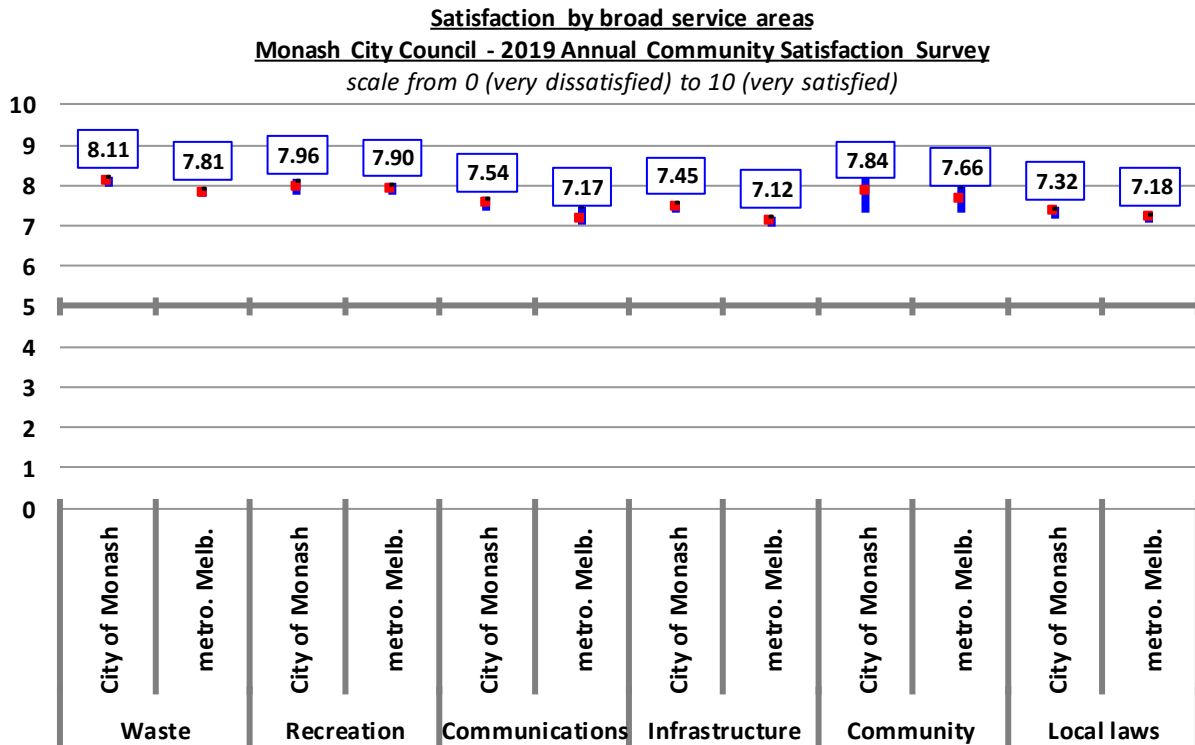
Metropolis Research notes that there was a small decline this year in satisfaction with waste services, as well as the second consecutive (but not statistically significant) decline in satisfaction with communication services.



The following graph provides the average satisfaction with the six broad service areas for the City of Monash, with a comparison to the metropolitan Melbourne 2019 averages.

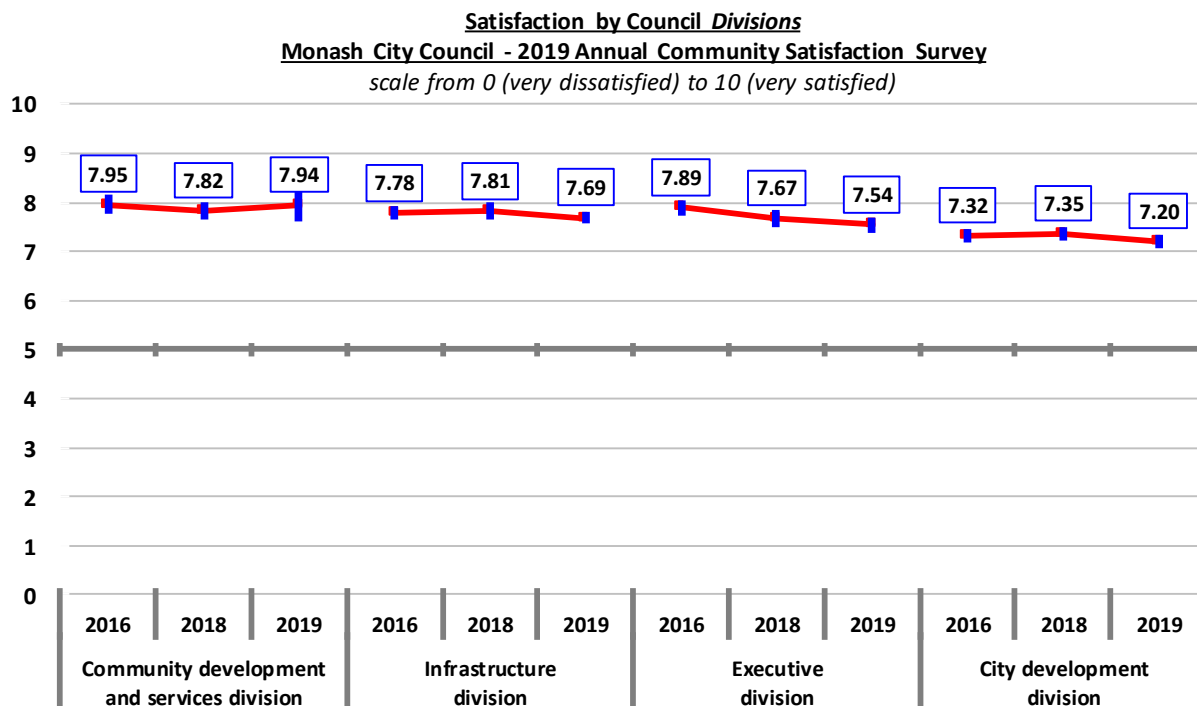
Metropolis Research notes that satisfaction with each of the six broad service areas was marginally higher in the City of Monash than the metropolitan Melbourne average.

The two areas with the greatest variation from the metropolitan Melbourne average was in relation to communication services (5.2% higher) and infrastructure (4.6% higher).



Satisfaction by Council Division

The following graph provides a summary of average satisfaction with the services and facilities contained within each of the four Council Divisions. As is clear in the graph, there was relatively little meaningful variation in these results between 2018 and 2019.

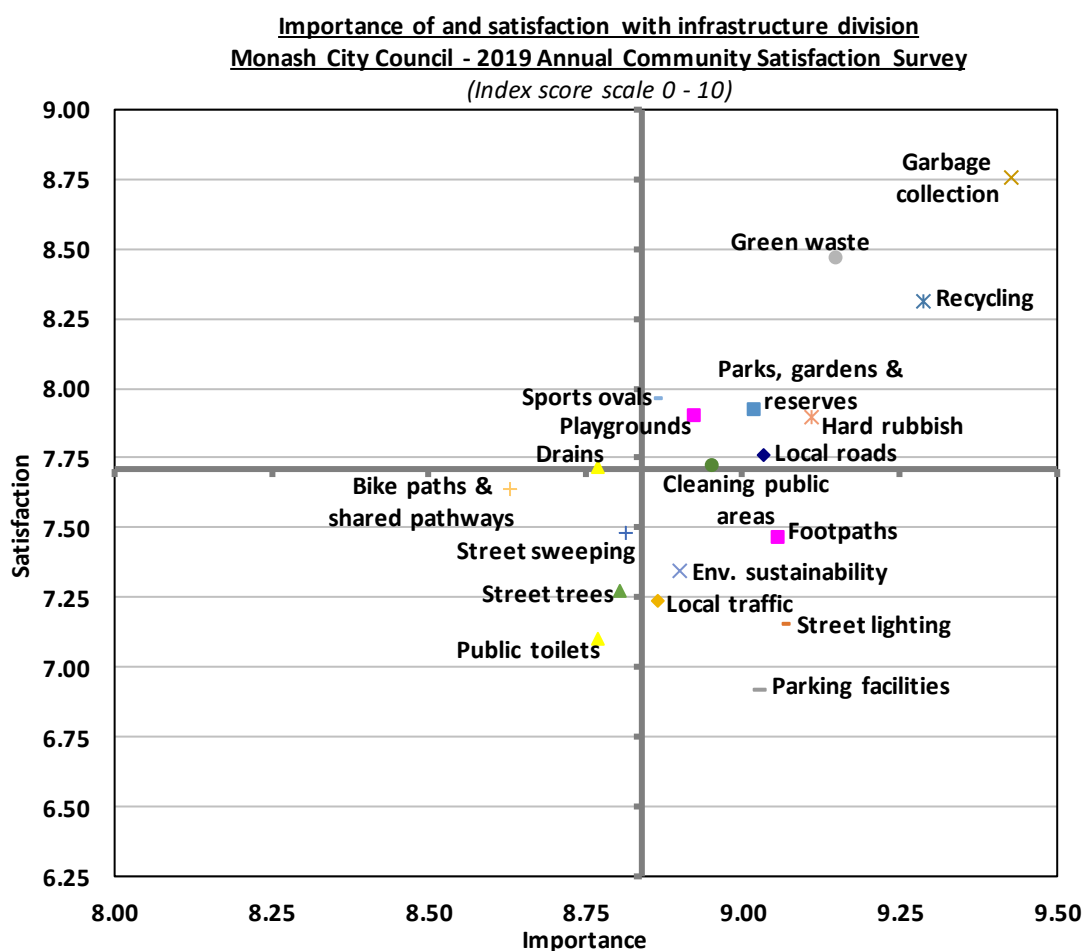


Infrastructure Division

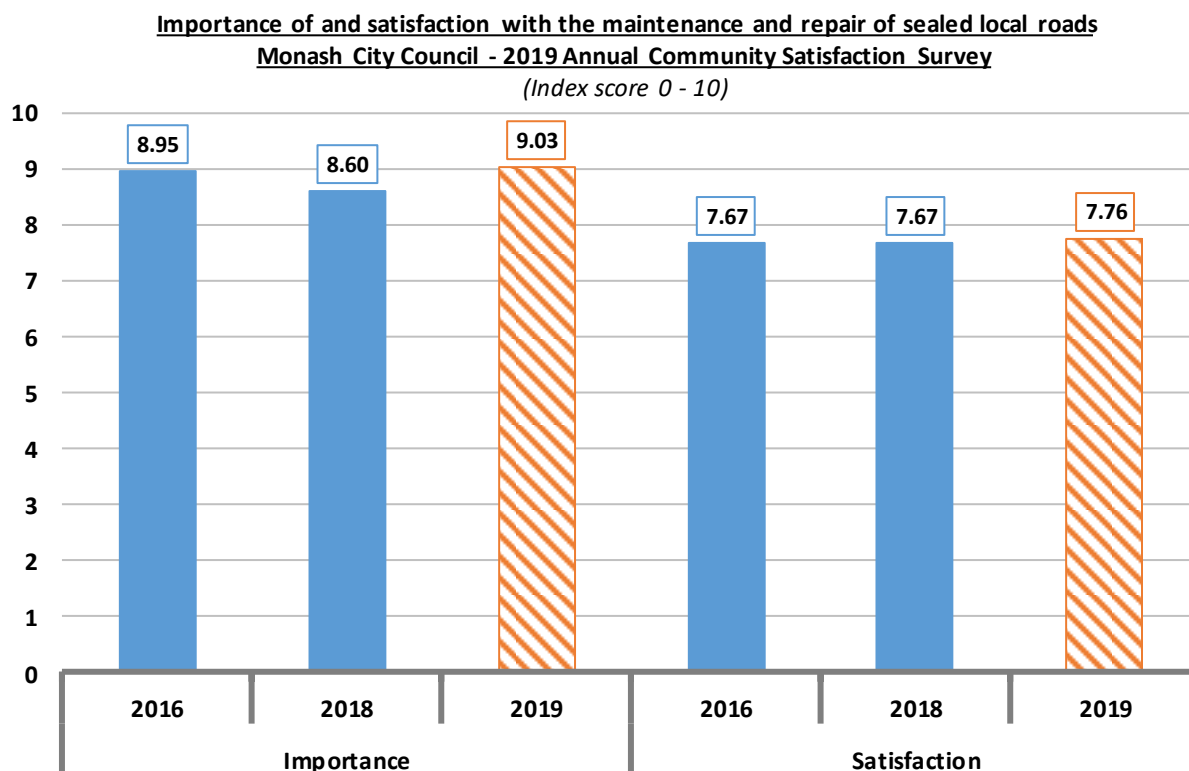
There was a diverse range of services and facilities from the Infrastructure Division included in the survey, as outlined in the following summary graph.

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

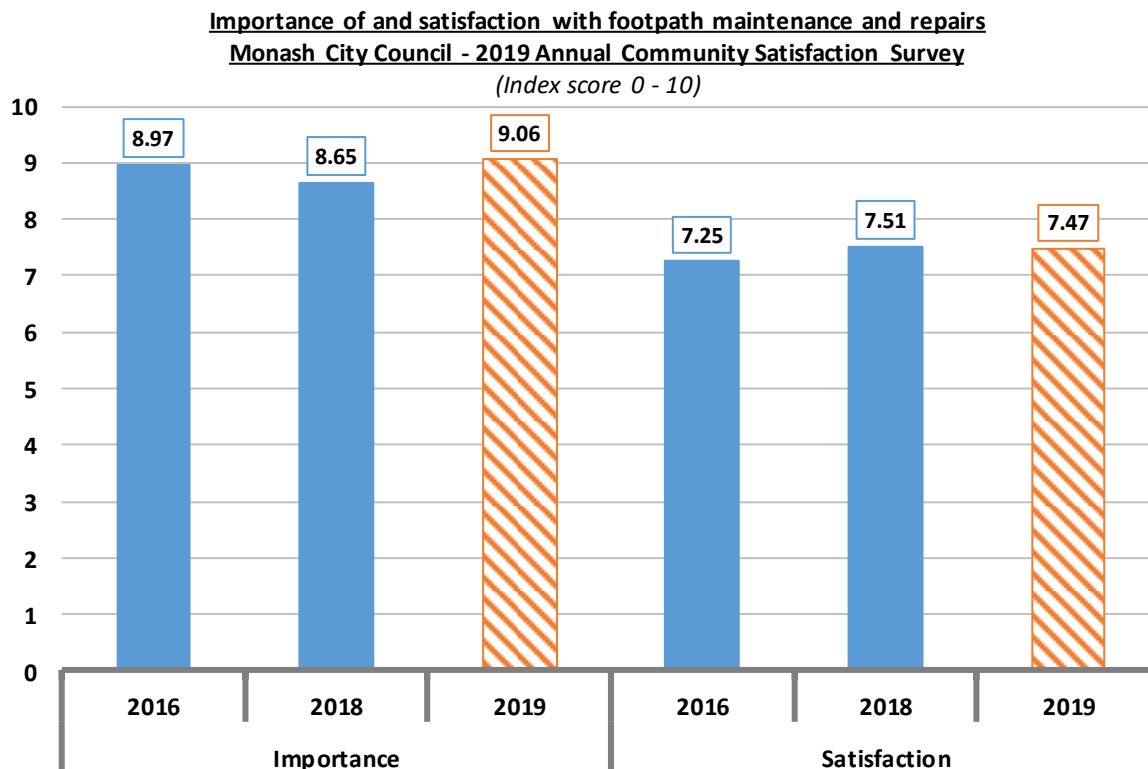
- **Waste and recycling services** – were amongst the most important services provided by Council and which obtained amongst the highest satisfaction scores.
- **Parking facilities** – was of average importance but was the lowest rated service in terms of satisfaction. That said, it is noted that satisfaction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



Maintenance and repairs of sealed local roads

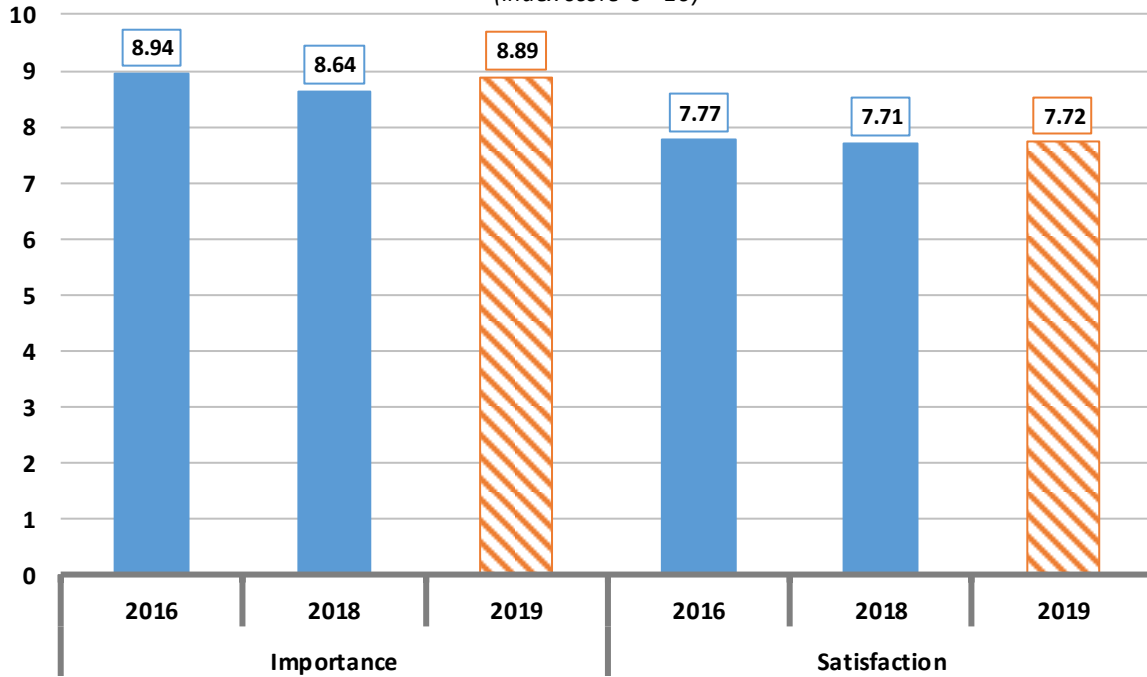


Footpath maintenance and repairs



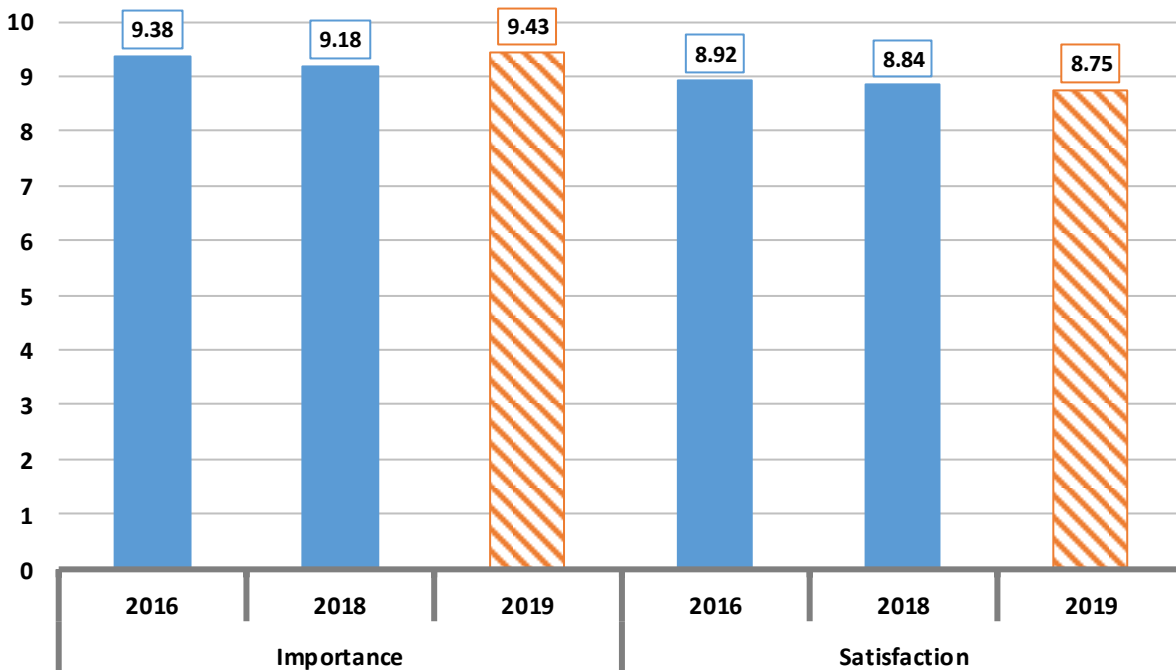
Drains maintenance and repairs

Importance of and satisfaction with drains maintenance and repairs
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Index score 0 - 10)

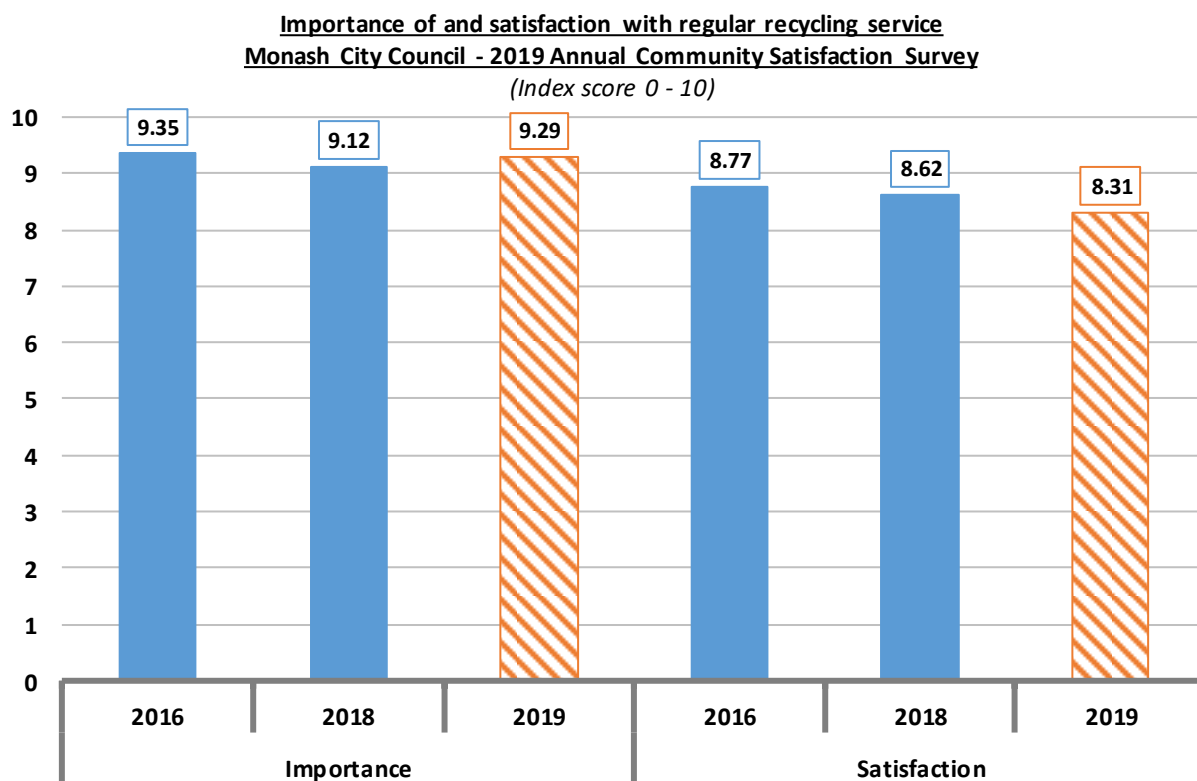


Regular garbage collection

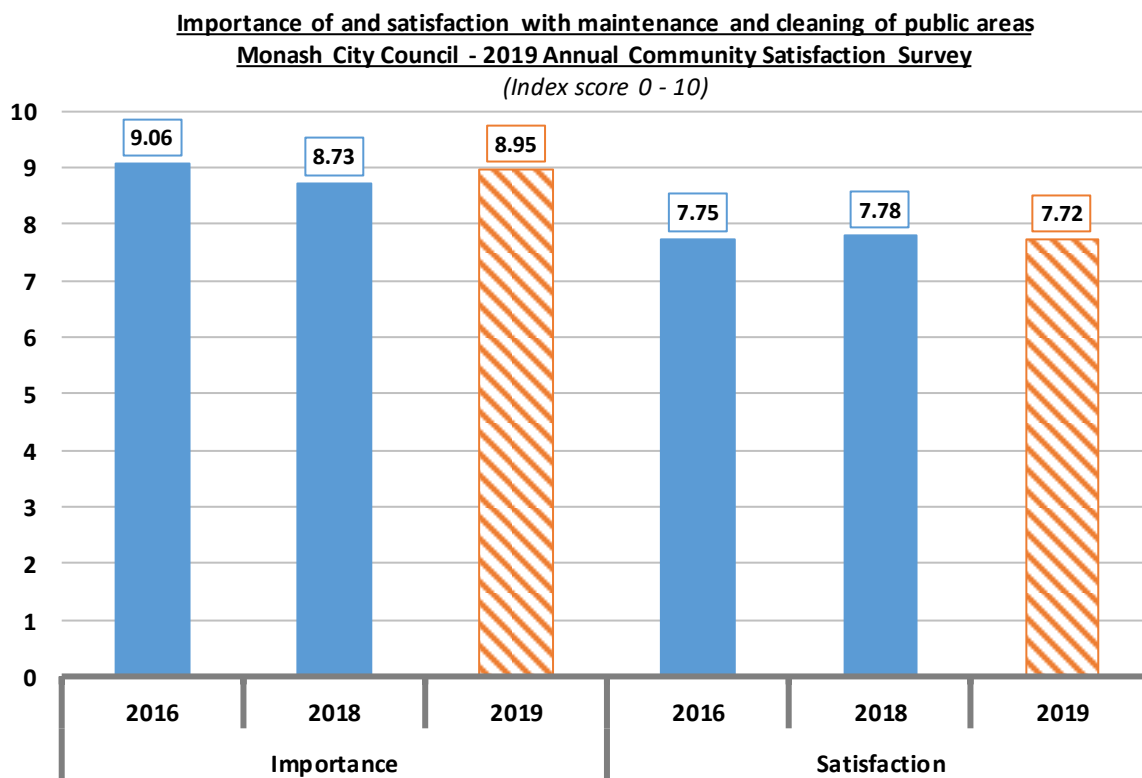
Importance of and satisfaction with regular garbage collection
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Regular recycling service

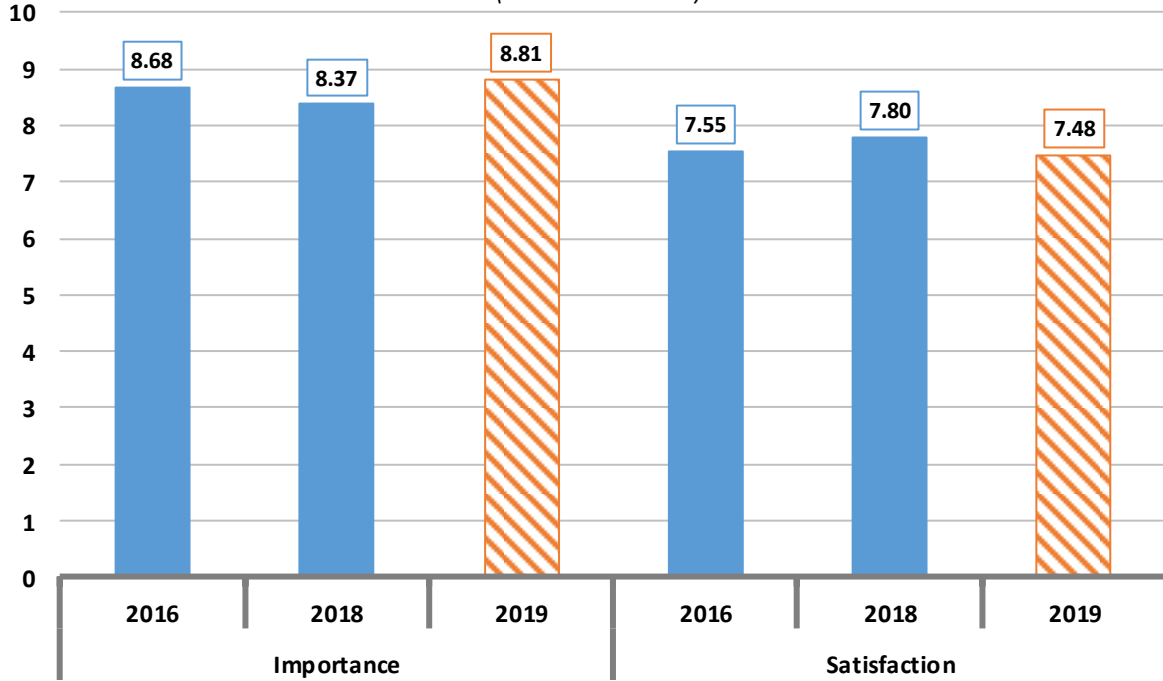


Maintenance and cleaning of public areas



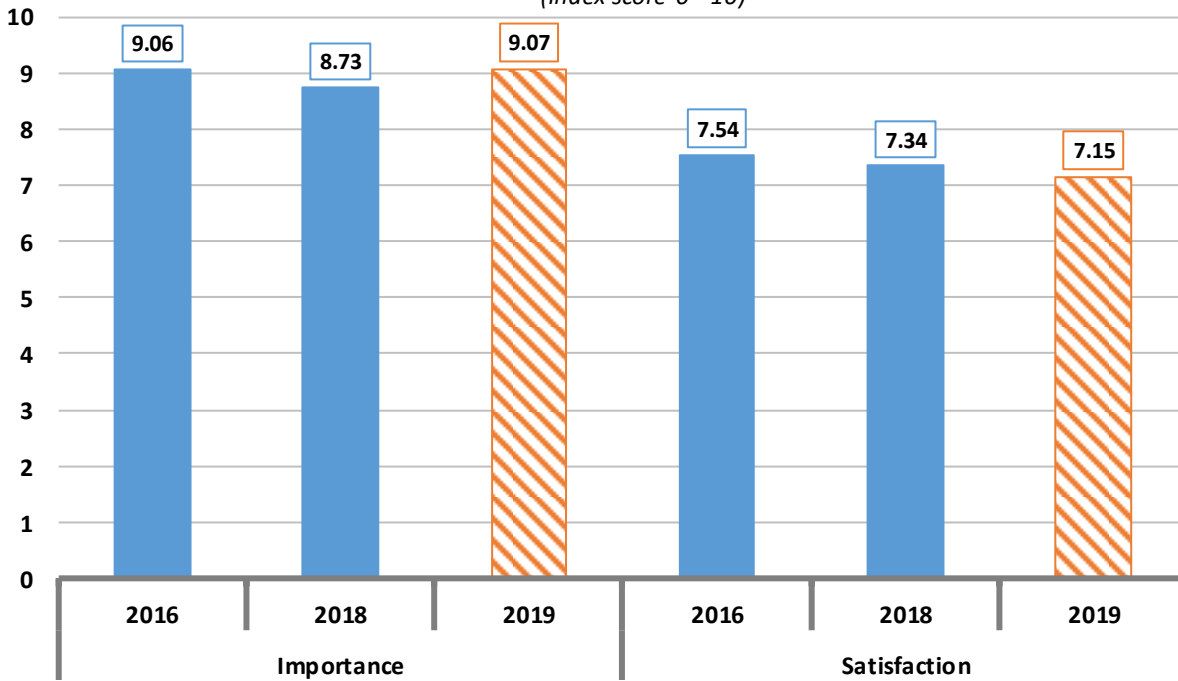
Street sweeping

Importance of and satisfaction with street sweeping
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Index score 0 - 10)

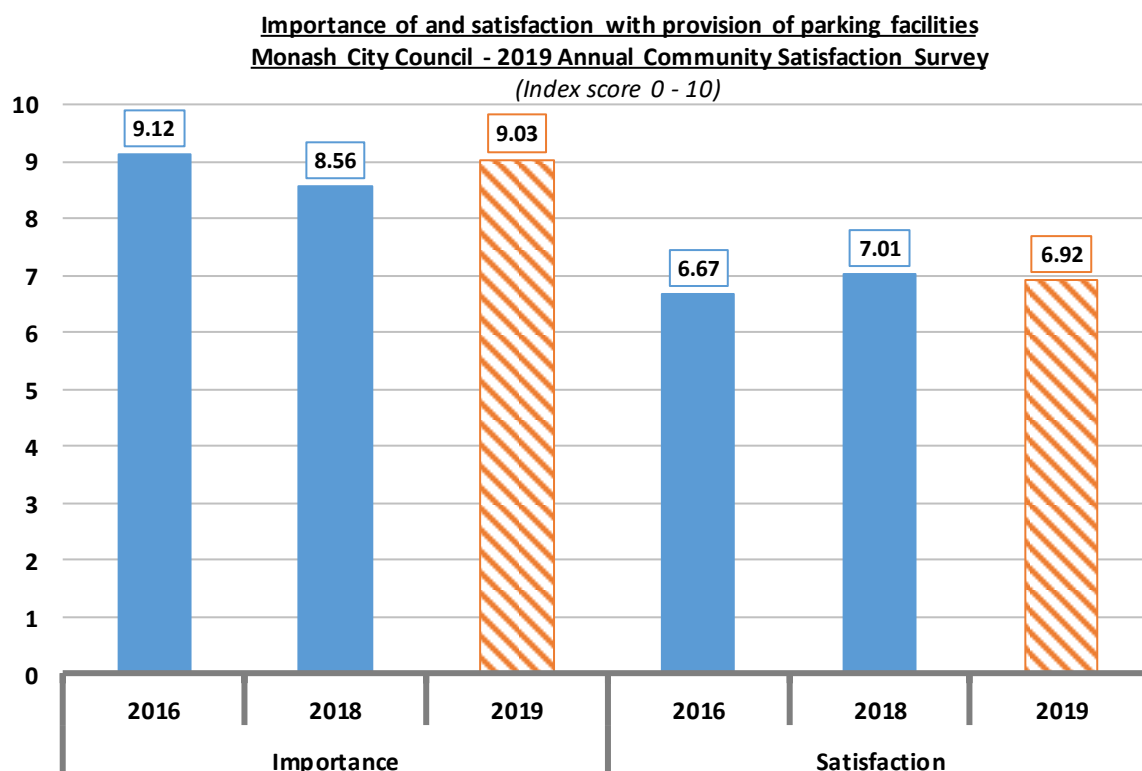


Provision and maintenance of street lighting

Importance of and satisfaction with provision and maintenance of street lighting
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Provision of parking facilities



The following table outlines the reasons why respondents were dissatisfied with the provision of parking facilities.

The majority of these responses were related to a perceived lack of car parking, with particular emphasis on the train stations.

A list of specific sites identified by respondents is also outlined in the table.



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

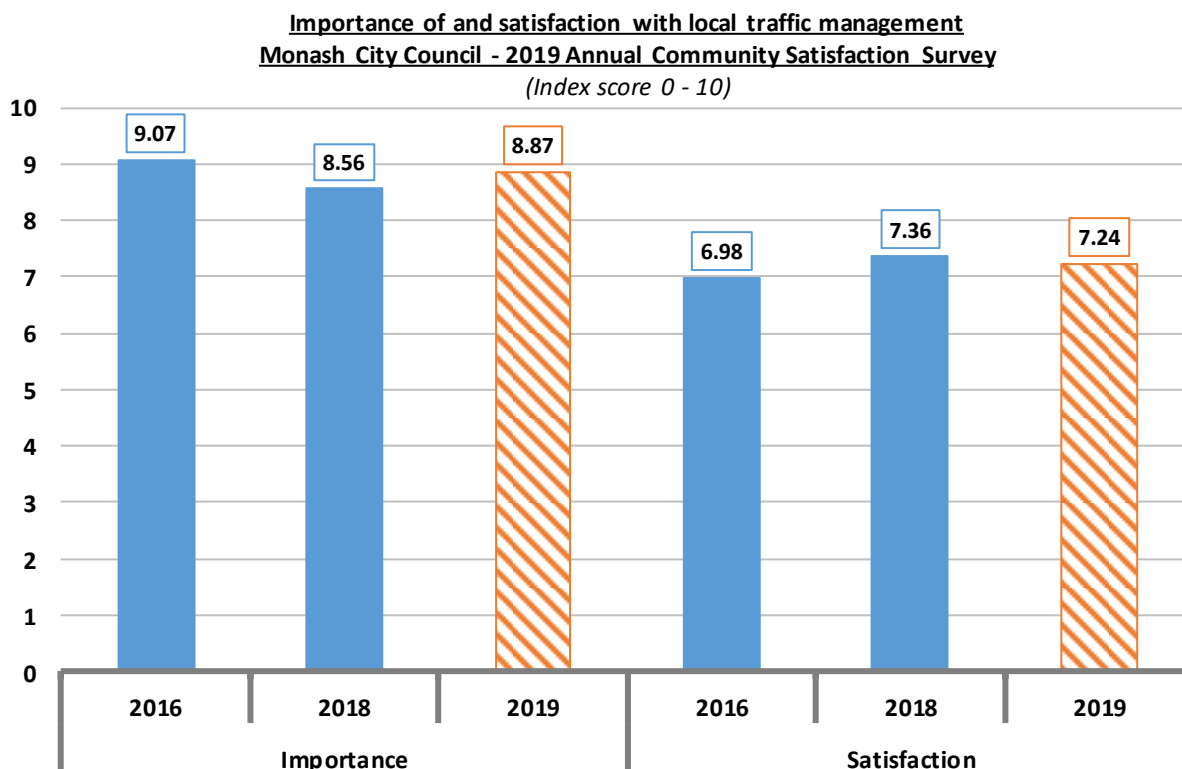
Monash City Council - 2019 Annual Community Satisfaction Survey

(Number of responses)

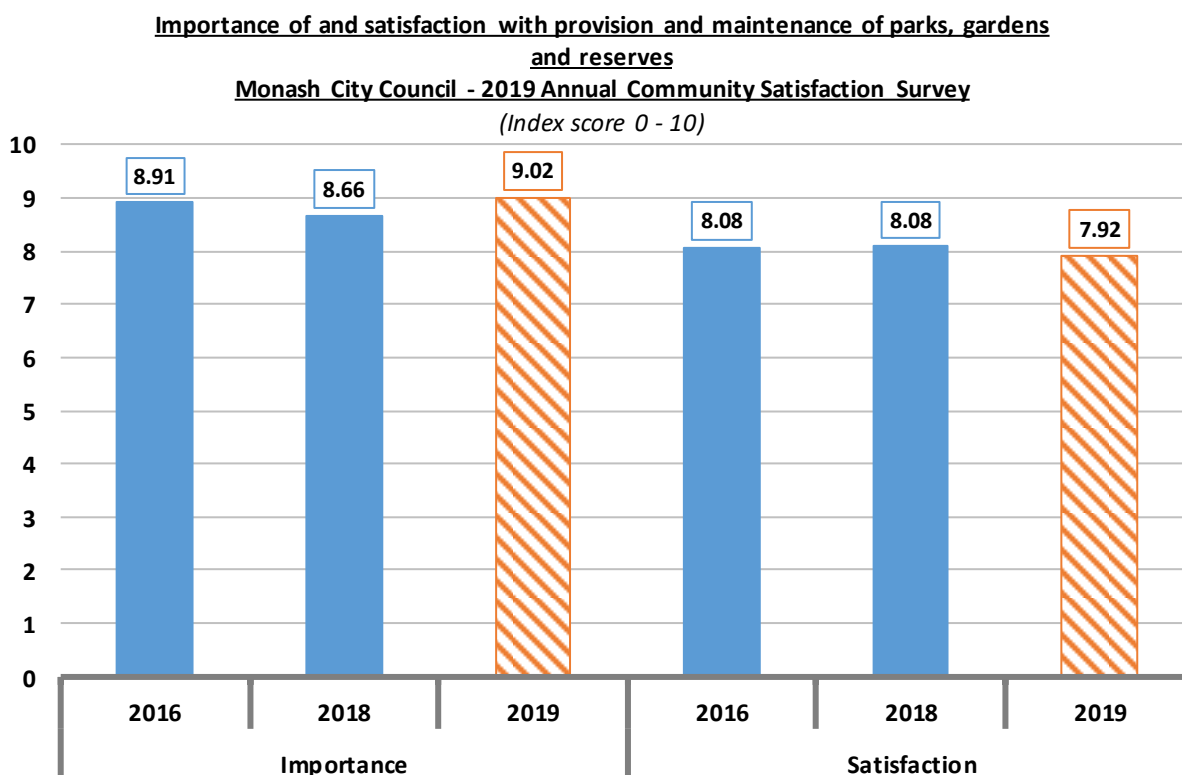
<i>Reason</i>	<i>Number</i>
Not enough parking at the stations	9
Not enough parking spaces	11
Need more parking next to shopping areas	5
Not enough in Glen Waverley and train stations within the council	4
No enough parking spaces for school	3
No long term parking near the stations	2
Not enough of parking facilities	2
The new schools are taking up too much parking and its spilling over into residential streets	2
The number of parking permits issued to multi dwelling properties is insufficient and we have to pay extra for additional permits is ridiculous	2
Time limit is too short	2
Footpaths poorly maintained lot of section cracking and un even, other street so many cars on roadside	1
Insufficient car parking around Monash area	1
Insufficient disability parking	1
More residential units which increases traffic	1
Poor council management	1
Should be all day near the station	1
Should have a 40 speed zone for school, safety reason	1
Taking in streets	1
Too inconsistent	1
Too many cars parked on roads	1
Unaffordable for students	1
Very congested because others park	1
We had a car is got hit even though we parking the right place, more speed bumps at intersection	1
<i>Specific sites identified by respondents</i>	
At Glen Waverly station car parking needs to be better	2
Not enough parking place in Waverley Rd and Stephenson's Rd, not enough Station & Essex Heights PS parking	2
Not enough parking spaces at the Glen shopping centre and station	3
Roads going from Townsend St to Outlook St are very narrow and due to illegal parking it's difficult to navigate	2
Ashwood primary school area. No parking available	1
Huntingdale station south side. There is no pedestrian crossing near roundabout and car exceeding limit at peak hours	1
Need more parking at the Mount Waverly station	1
Not enough parking spaces on Huntingdale Rd	1
Power Avenue specially when there is a festival or event in the Harlequin club	1
Total	69



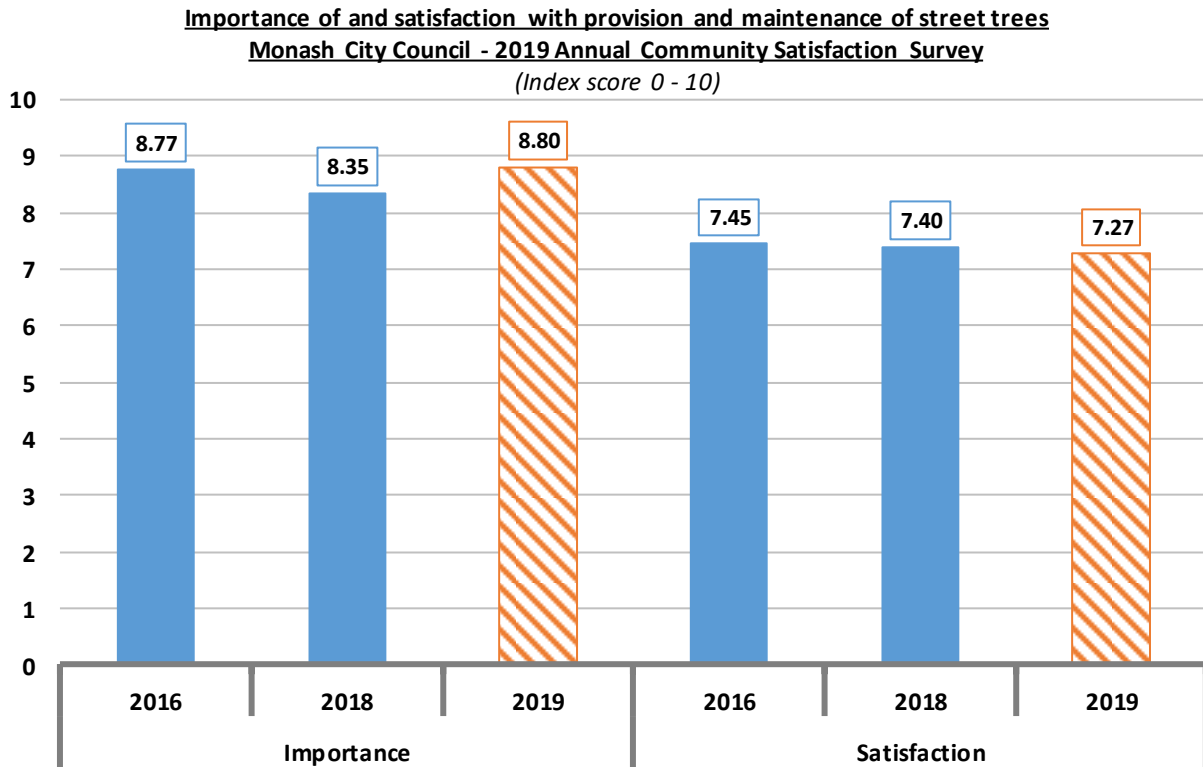
Local traffic management



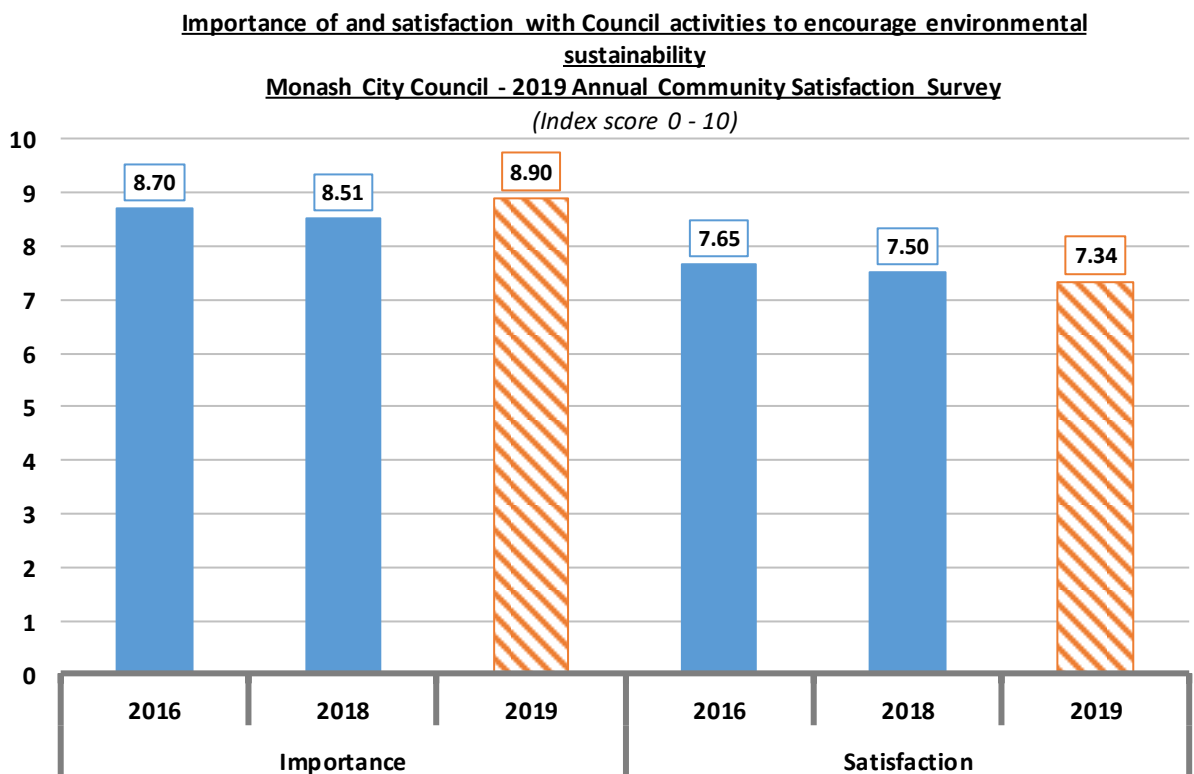
Provision and maintenance of parks, gardens and reserves



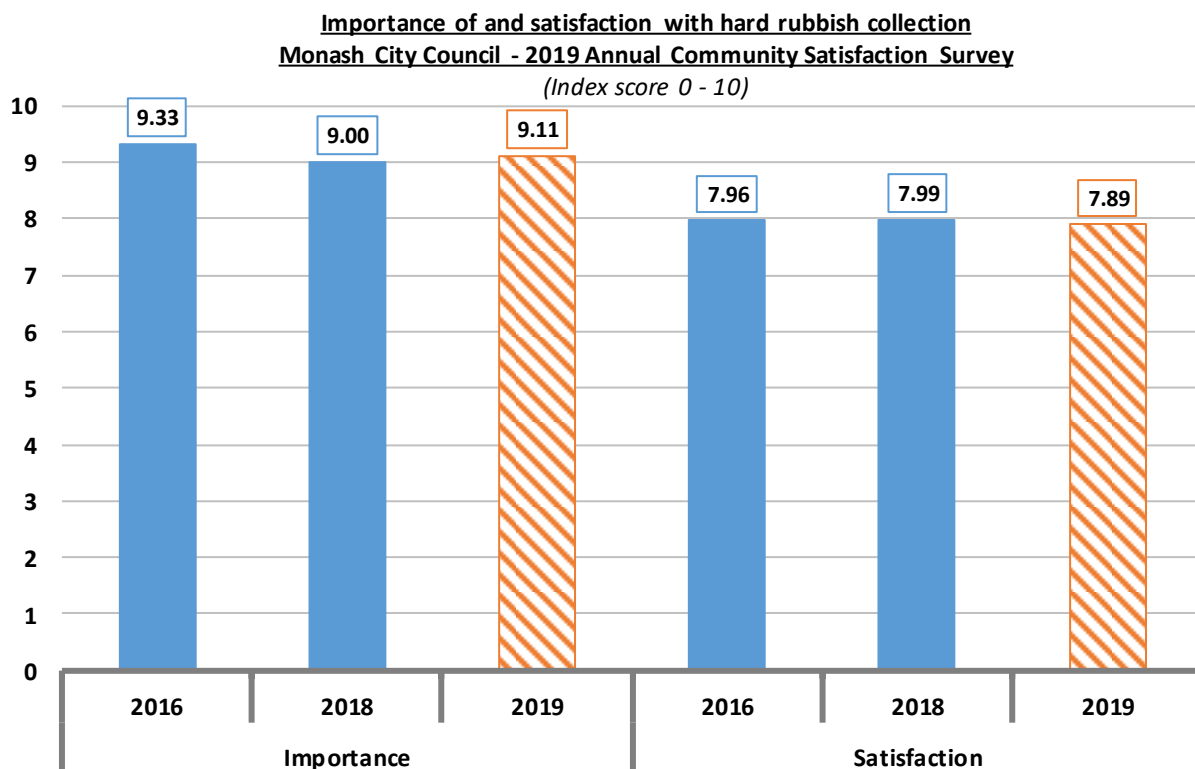
Provision and maintenance of street trees



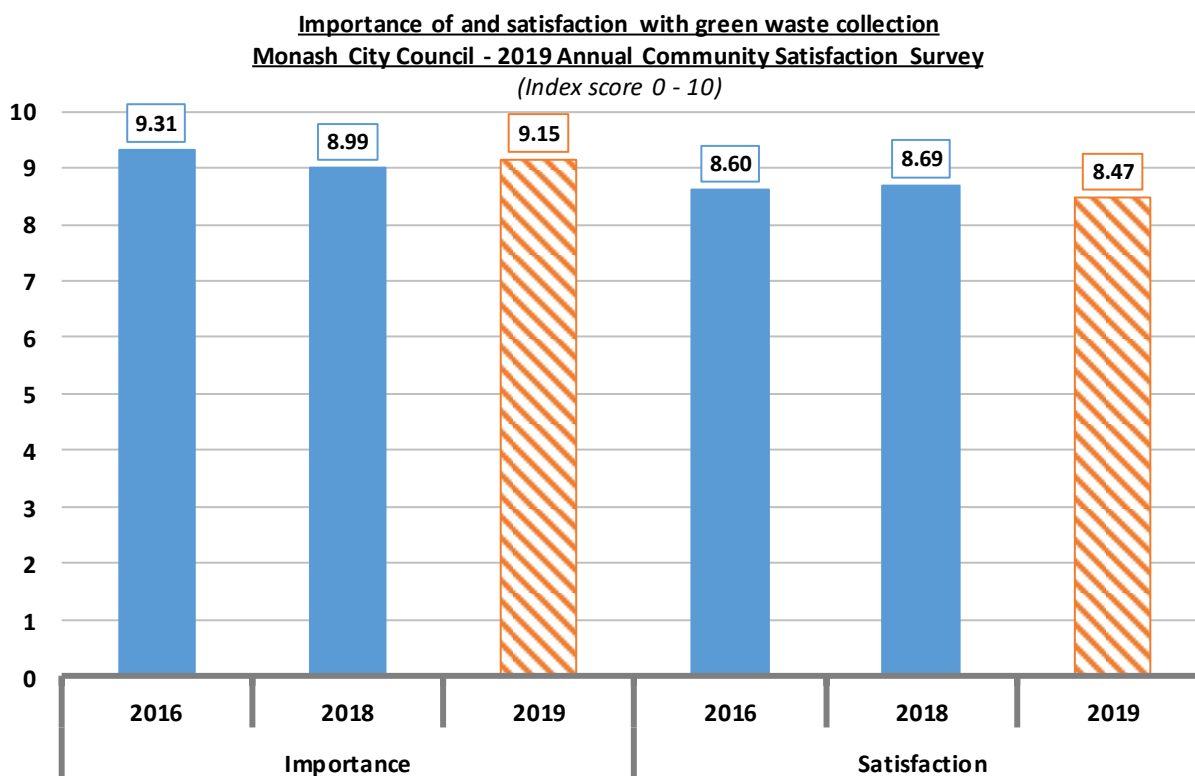
Council activities to encourage environmental sustainability



Hard rubbish collection

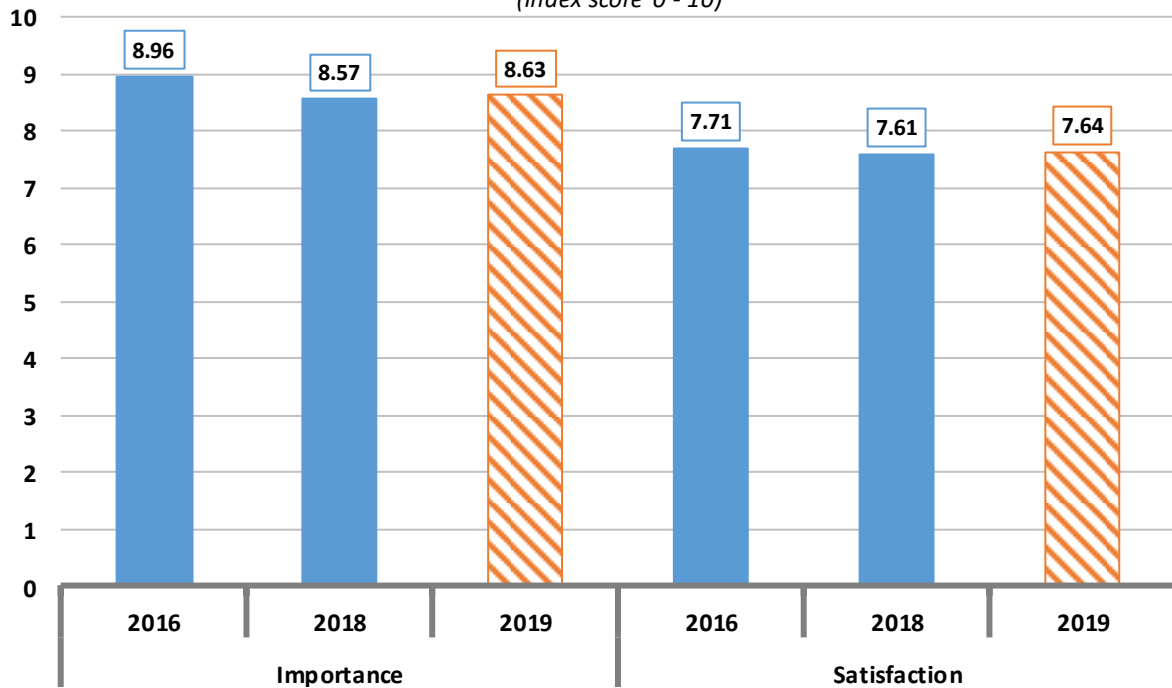


Green waste collection



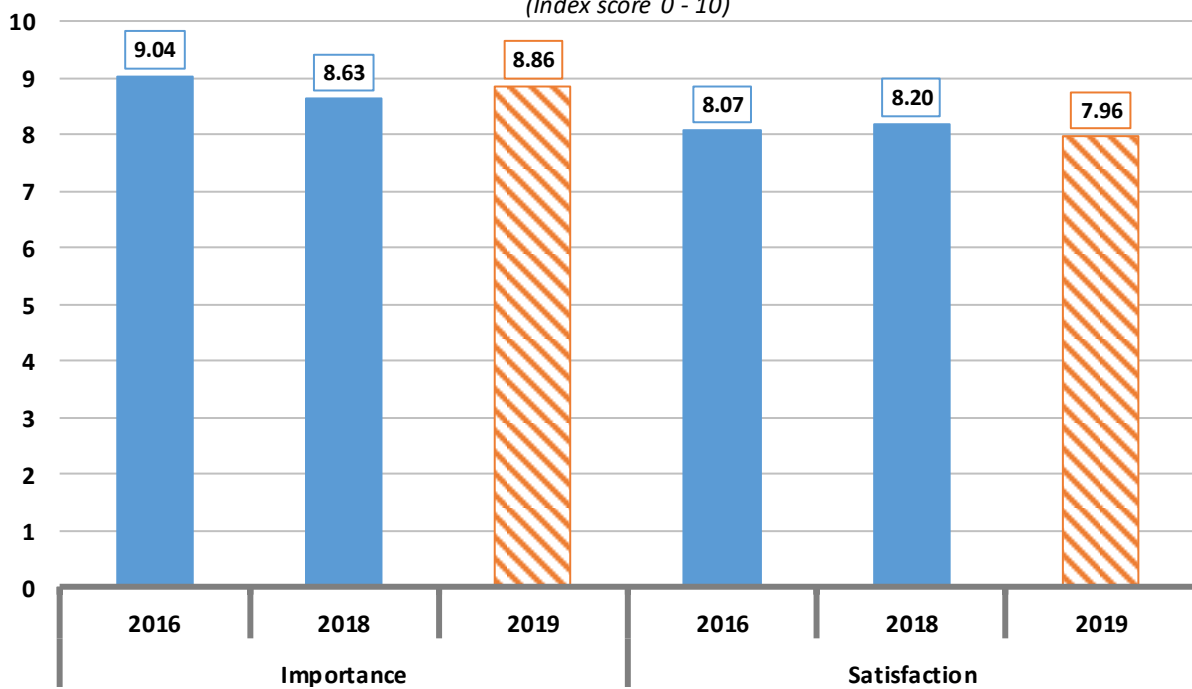
Bike paths and shared pathways

Importance of and satisfaction with bike paths and shared pathways
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Index score 0 - 10)

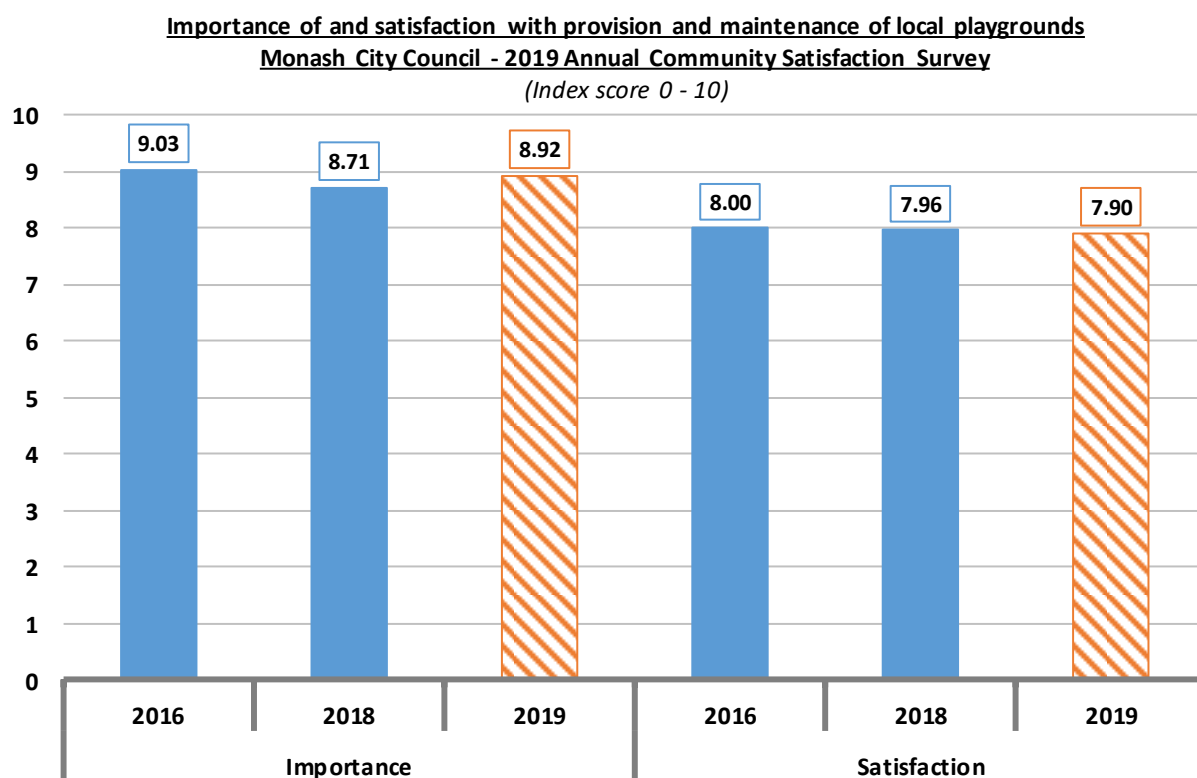


Sport ovals and other outdoor sporting facilities

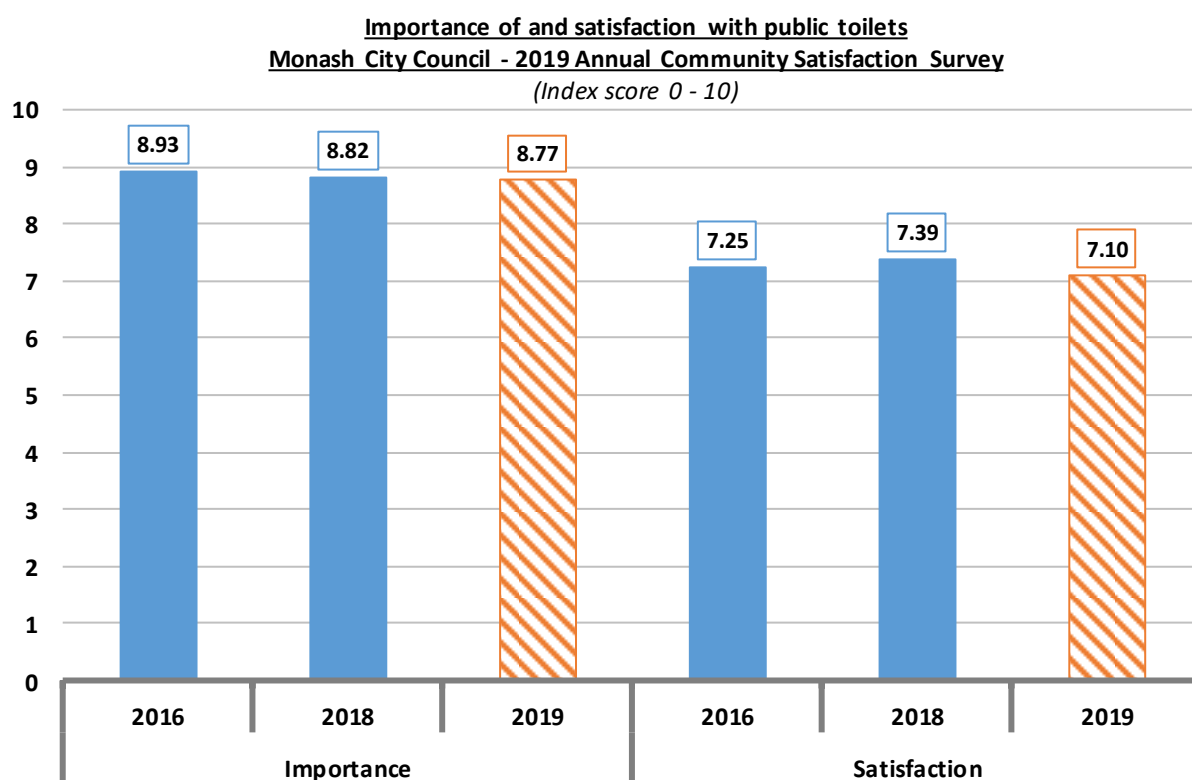
Importance of and satisfaction with sport ovals and other outdoor sporting facilities
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Provision and maintenance of local playgrounds



Public toilets



The following table outlines the reasons why respondents were dissatisfied with public toilets. Most of these responses relate to the cleanliness of the toilets, as well as a perceived lack of public toilets.

Reason for dissatisfaction with public toilets
Monash City Council - 2019 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
It's quite dirty	12
Need more public toilets	4
Because sometimes it's not accessible	2
Cant find any public toilet nearby	1
There are not enough around playground	1
<i>Specific sites identified by respondents</i>	
Davi's Reserve toilet always shut. It is a big reserve, there should be one toilet	1
Davi's Reserve toilets are very dirty	1
No public toilet in Hughesdale Arthur Street	1
Not clean enough on Hamilton St in Glen Waverly	1
There's no public toilets around and I'd love to see at the Holmesglen station	1
Total	25



Community Development and Services division

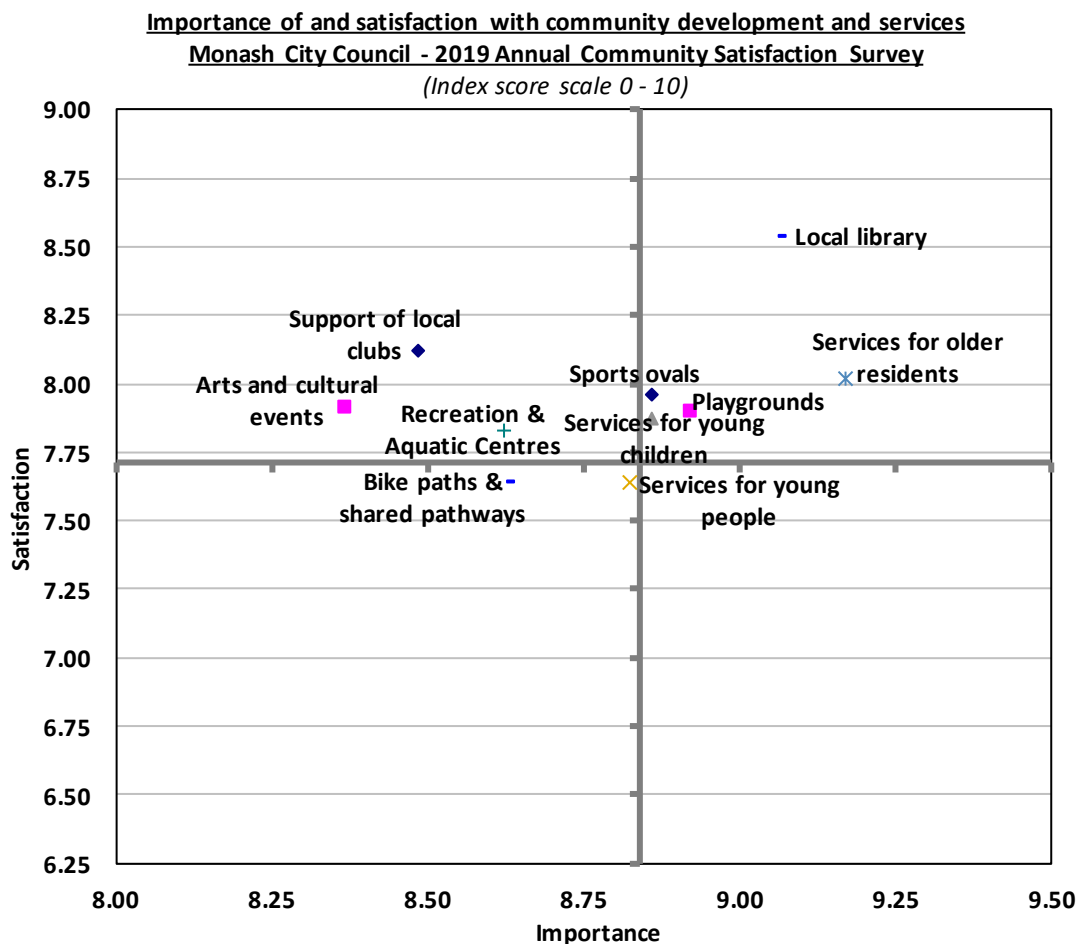
There were seven services and facilities from the Community Development and Services division included in the survey, as outlined in the following summary graph.

The core health and human services are all of higher than average importance and satisfaction.

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

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

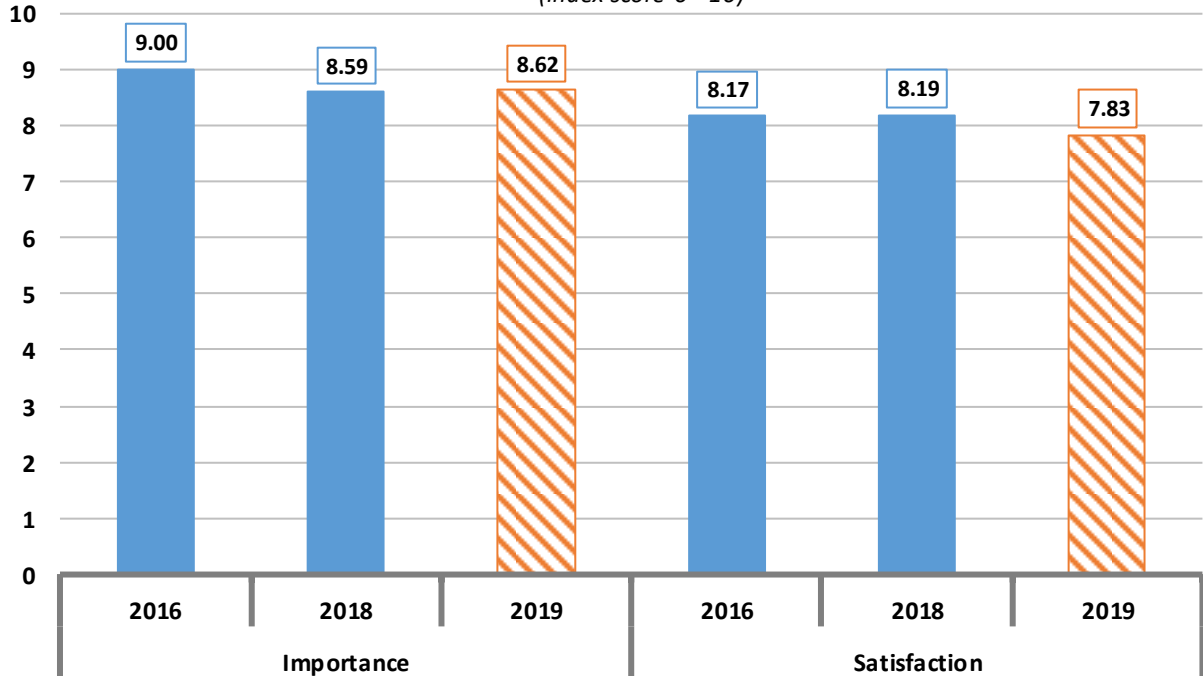
The bike paths and shared pathways are of average importance and average satisfaction, which is also a relatively consistent result observed across metropolitan Melbourne. These facilities tend to be of higher importance in inner metropolitan areas of Melbourne and of average importance in the middle-ring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



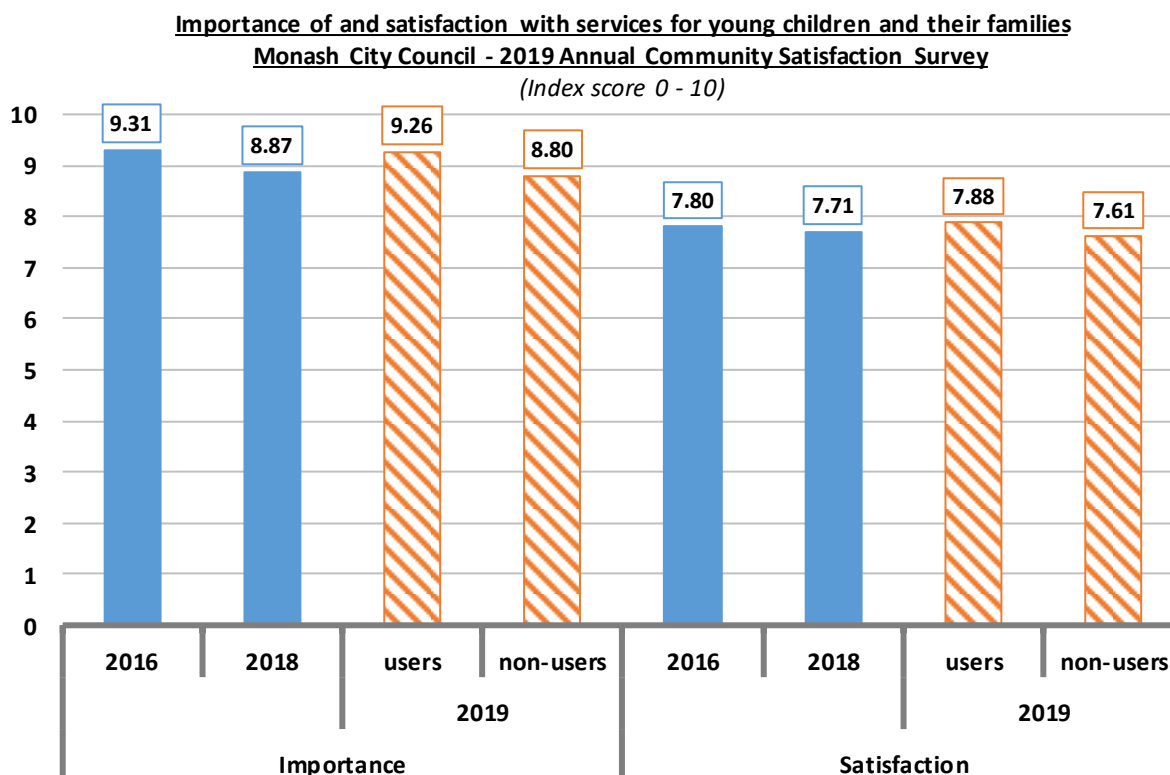
Recreation and Aquatic Centres

Importance of and satisfaction with Recreation and Aquatic centres
Monash City Council - 2019 Annual Community Satisfaction Survey

(Index score 0 - 10)



Services for young children and their families



Reason for dissatisfaction with services for young children and their families and related improvements
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
Needs more service and facilities to be provided like playgrounds	3
Little service and facilities for kids, especially winter	2
Council doesn't care	1
Lost momentum for the services. Now less people and less advertising for the services	1
Need more services	1
Needs to be improved in relation to service provided, lack of funding to neighbourhood centres	1
No communications, no any services	1
No local facilities for us	1
Service getting worse	1
Stonington is better	1
Total	13



Main services for young children and their families used in the last 12 months

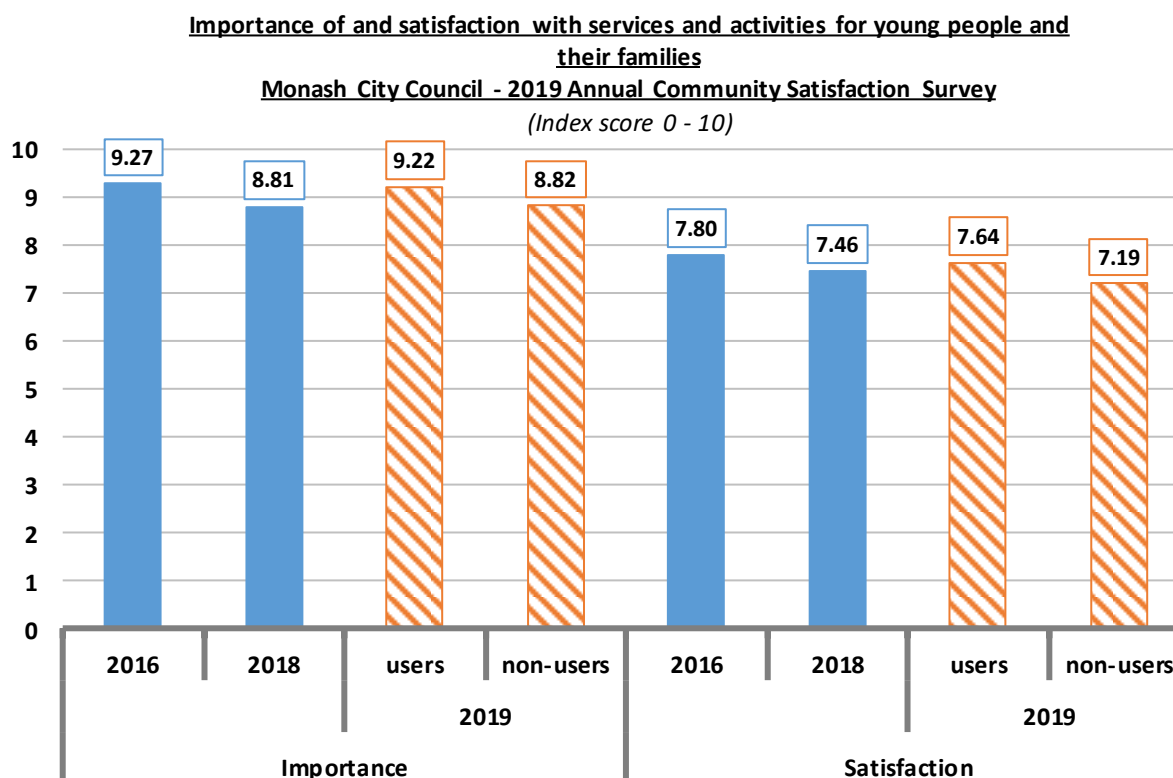
Monash City Council - 2019 Annual Community Satisfaction Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Child care centre	15
Library	13
Playgrounds	9
Maternal centre	7
Immunisation, vaccination	7
Parks	6
Maternal health nurse	4
Baby story time in library	3
Child health	3
Kindergarten	3
Schools and related services	3
Day care centre	2
Play group in Glen Waverley	2
Recreation area	2
Sports club	2
All the neighbour hood houses	1
Aquatic centre	1
Batswood Reserve functions	1
Child care community nurses	1
Community group	1
Foster carers system	1
Homework group	1
Monash aquarium	1
Monash family services	1
Nursery	1
Regular check ups	1
School holiday program	1
Scouts	1
Swings in Bateford St	1
Not stated	2
Total	97



Services and activities for young people and their families



Reason for dissatisfaction with services for young people and their families and related improvements
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
Council should provide more services for teenagers	5
Need more playgrounds and sport grounds	3
Nothing for young children	3
Youth need something to do or they will be in trouble	2
Council doesn't care about issues	1
I don't see any advertisements	1
Lack of funding infrastructure and expense at user end	1
More skating park or local hang out places	1
More youth facilities for disadvantaged	1
No activities and facilities. Have to go out of the area	1
Not much services for teenage kids especially mental health and also their should be more sports and clubs	1
Stonington is better	1
Total	21



Main services or activities for young people and their families used in the last 12 months

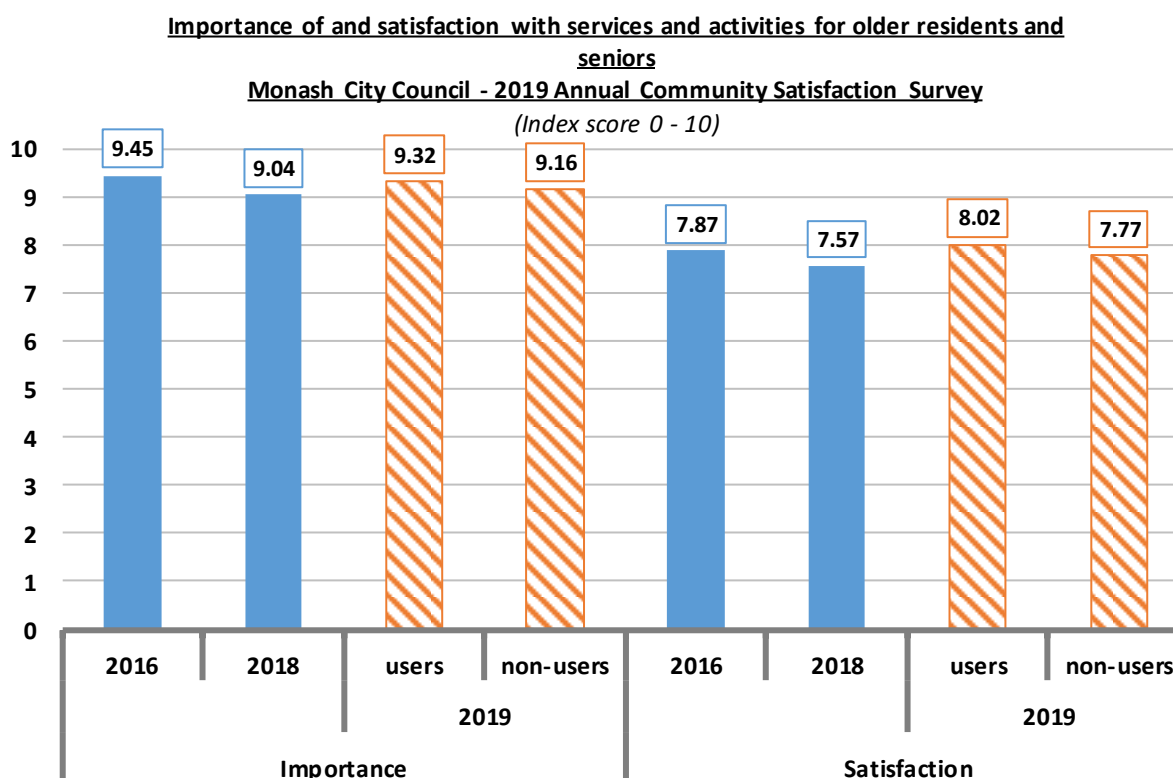
Monash City Council - 2019 Annual Community Satisfaction Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Caloola Reserve	5
Monash young leaders	4
Meals on wheels	3
Parks and playground	3
Aquatic centre	2
Church activities	2
Football club	2
Monash family services	2
Neighbourhood centre and community child centre	2
Activate program	1
Centrist	1
Clayton market	1
Headspace not yet provided by Monash council	1
Immunisation service	1
Library	1
Midwife	1
Monash health	1
Netball, softball	1
Sports grounds	1
Volunteer	1
Total	36



Services and activities for older residents and seniors



Reason for dissatisfaction with services for older residents and seniors and related improvements
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
More services for older around here	2
No service provided now, they cut it off	2
Hard to find parking near health facilities	1
More activities needed near Hughesdale for seniors	1
No disabled area, not accessible for older	1
No disabled or senior parking	1
No proper consideration for seniors rates or anything	1
Not enough choices, willing to have bicycle , climbing, swimming clubs	1
Not enough pick up and drop off services	1
Punctuality	1
There are few services for seniors are available, we do not know the access	1
There are no services worth going to	1
Total	14

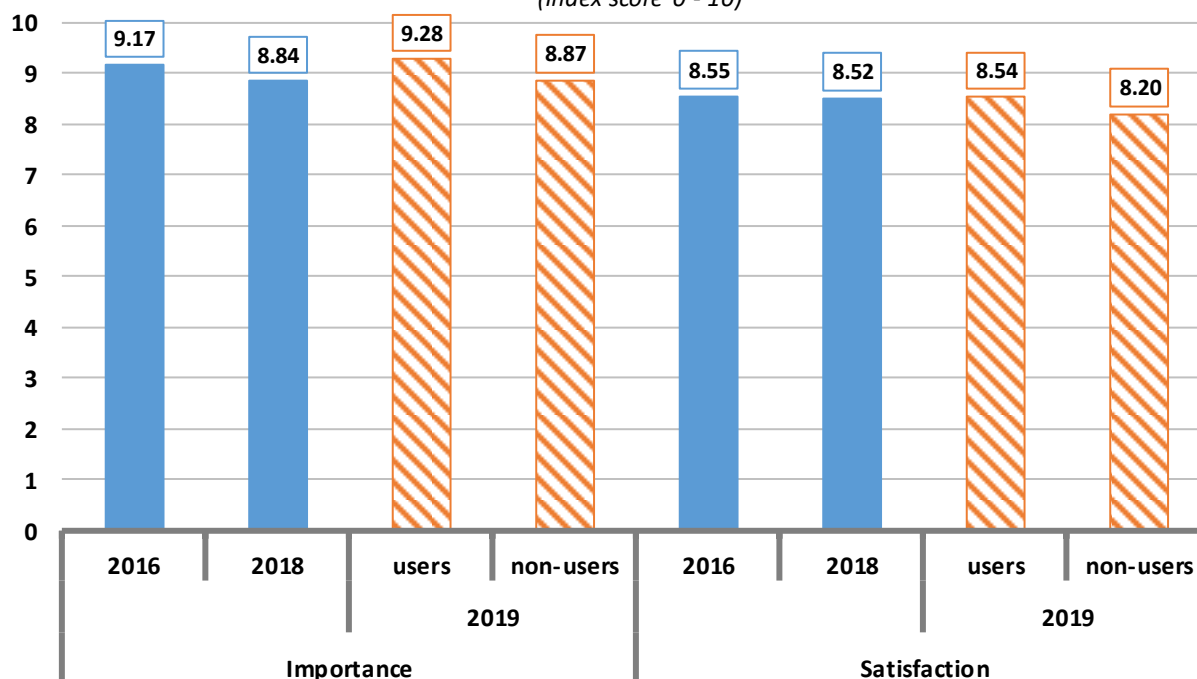


Main services or activities for older residents and seniors used in the last 12 months
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
House keeping and home help	12
Aged care services, respite care	8
Neighbourhood houses, community facility	7
Disabled parking and services	5
Services for transport, myki	5
Community arts and music	3
Chinese communities event by council	2
Dancing classes	2
Health tests, regional assessment services	2
Learning centre	2
Library	2
Lunches and films, council organised	2
Meals on wheels	2
Church	1
District nursing facilities is good	1
Facilities for old people with dogs	1
Free films after lunch organised (not free) every 3 months	1
Monash pool	1
Older resident festival	1
Outdoor activities	1
Theatre performances for seniors	1
Total	62

Local libraries and library services

Importance of and satisfaction with local libraries and library services
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Index score 0 - 10)

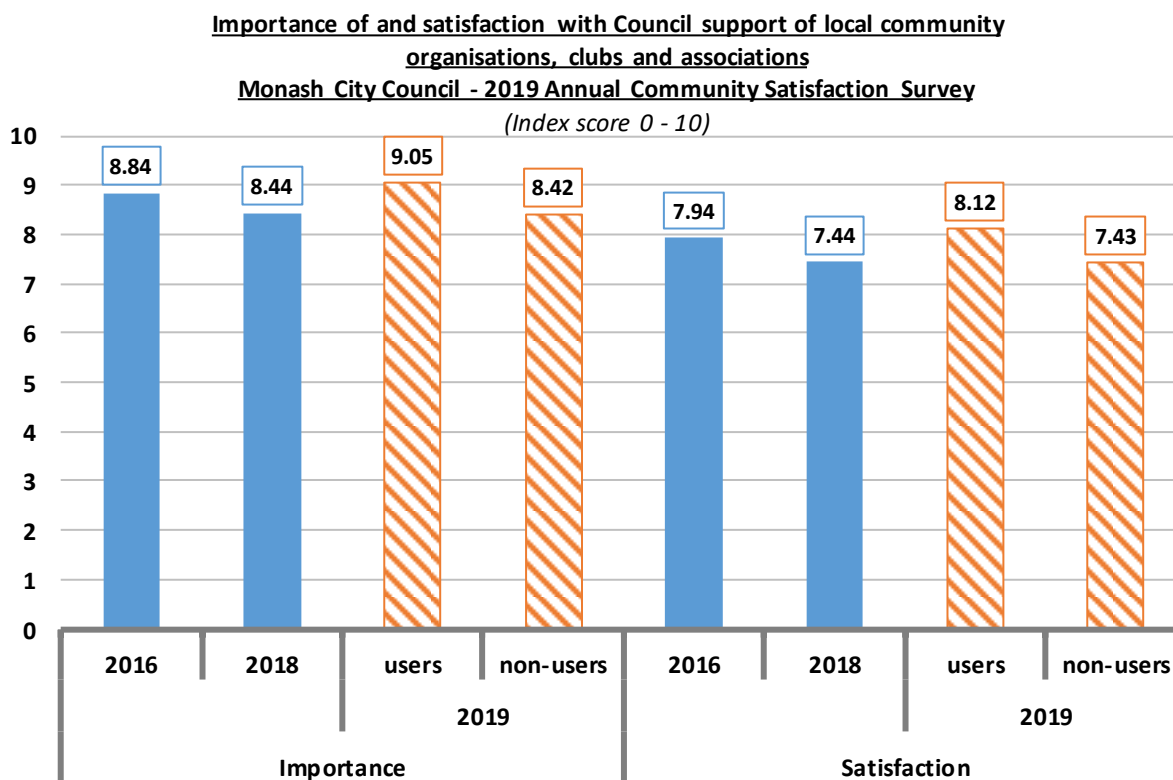


Most important element of the library service
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
Books	99
Varieties of books	59
Availability of books	41
Giving enough space to study and work	26
Children's books	22
Good environment and facilities	12
Internet service is limited and should be increased	12
More technology and computers	11
Good customer services, staff are very helpful	10
Information and borrow resources	8
Open earlier daily and on weekends	8
Good place to do research, study	7
More community focused	6
Need more books and magazines in other languages	6
Storytime for kid	6
Up to date resources	6
Everything is good	4
Journals, Current Affairs	4
More flexible on hours, accessibility after 5pm	3
Needs more discipline in the library, needs to be quiet	3
Separate play rooms for children	3
Wheelers hill. Outdoor movie. Children books	3
Good children's services. Well organised and helping kids. Encouragement within kids	2
Kids campaigns and activities	2
More seating arrangements	2
Quick response to book orders	2
Technical Education books	2
Toy library	2
Very well maintained and organised. I can access all resources	2
Digital publication as well as physical, activities at library	1
Engaging the community. Getting people interested in literacy and information resources	1
Everyone should have access to library services either through visiting or home deliveries	1
Good books and access to older people	1
It's not very good	1
Library needs to be expanded	1
Monash library is quite dark and not welcoming	1
More staff	1
Online booking	1
The access to people who doesn't use computers or internet	1
Wheelers hill, glen Waverley. Quiet and clean. Wheelers hill is better as it is smaller	1
Wheelers hill. Online section is nice . Talking book story, good for grandkids who visit on the weekend	1
Total	385



Council support of local community organisations, clubs and associations



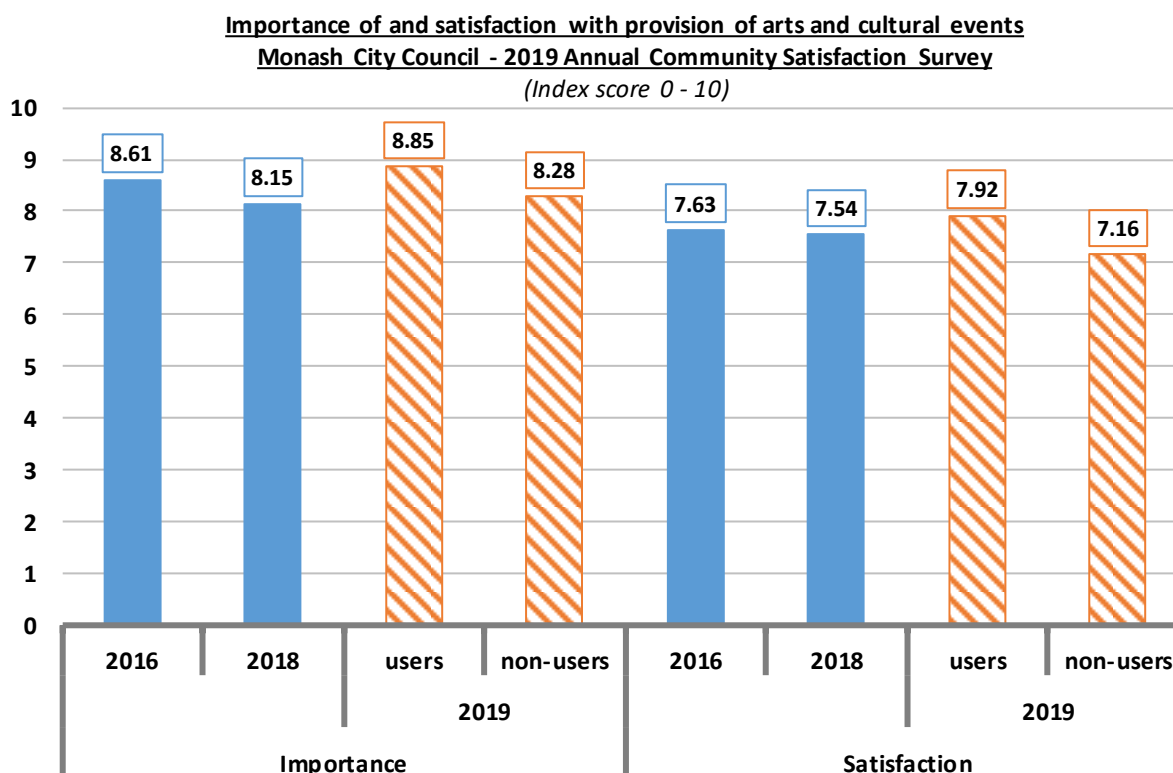
Reason for dissatisfaction with Council's support of local clubs and associations and related improvements

Monash City Council - 2019 Annual Community Satisfaction Survey

(Number of responses)

Response	Number
No activities	2
Don't need to do these thing. More work on something else	1
More activities	1
Need better running	1
Not enough supply, willing to swimming, climbing, bicycling clubs and musicians	1
Pump money to these facilities	1
There are little association between neighbours and few events for the community	1
They don't do anything for the tennis club. No parking, no graffiti removal	1
They need to provide more support for community organisation	1
Total	10

Provision of arts and cultural events



Reason for dissatisfaction with arts and cultural events and related improvements
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number of responses)

Response	Number
More opportunities, more investment over artists, under age artists	3
Need more events and activities	3
Nothing around here no information	3
Needs more art galleries	2
Government provided grant system last year which was very small and turned out to be 300	1
Have monthly cultural shows for the people	1
Local family day has been a flop due to poor marketing	1
More groups and classes for middle aged people and more activities for working people	1
More involvement could on it	1
More local event in local parks	1
Need more galleries, community run galleries	1
People do the wrong thing	1
They shut the art library	1
Tickets are too expensive and not enough advanced ones	1
Too much money wasted	1
Total	22



Most enjoyed arts and cultural events in the last 12 months
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
Art galleries	18
Greek festival	16
Music festival at park	13
Chinese New Year celebration	12
Monash Gallery Art	9
Christmas event	8
Anzac day	4
Clayton cooking festival	3
The festival at Oakleigh	3
Festivals	2
Film festival	2
Kids arts events	2
Multicultural event	2
An event in library	1
Art and craft events	1
Australian day at Jells park	1
Clayton market	1
Colour festivals	1
Drama theatre	1
Eid festival	1
Festival of Clayton	1
Footy and cracker	1
Holmesglen community festival	1
Kite festival	1
Naidoc week	1
New year festivals	1
Onam festival Springvale	1
One at Monash at Wheeler Hill library	1
Parkrun	1
Recreate Centre	1
School events	1
Total	112



Local galleries for art

Aware of Monash Gallery of Art

Respondents were asked:

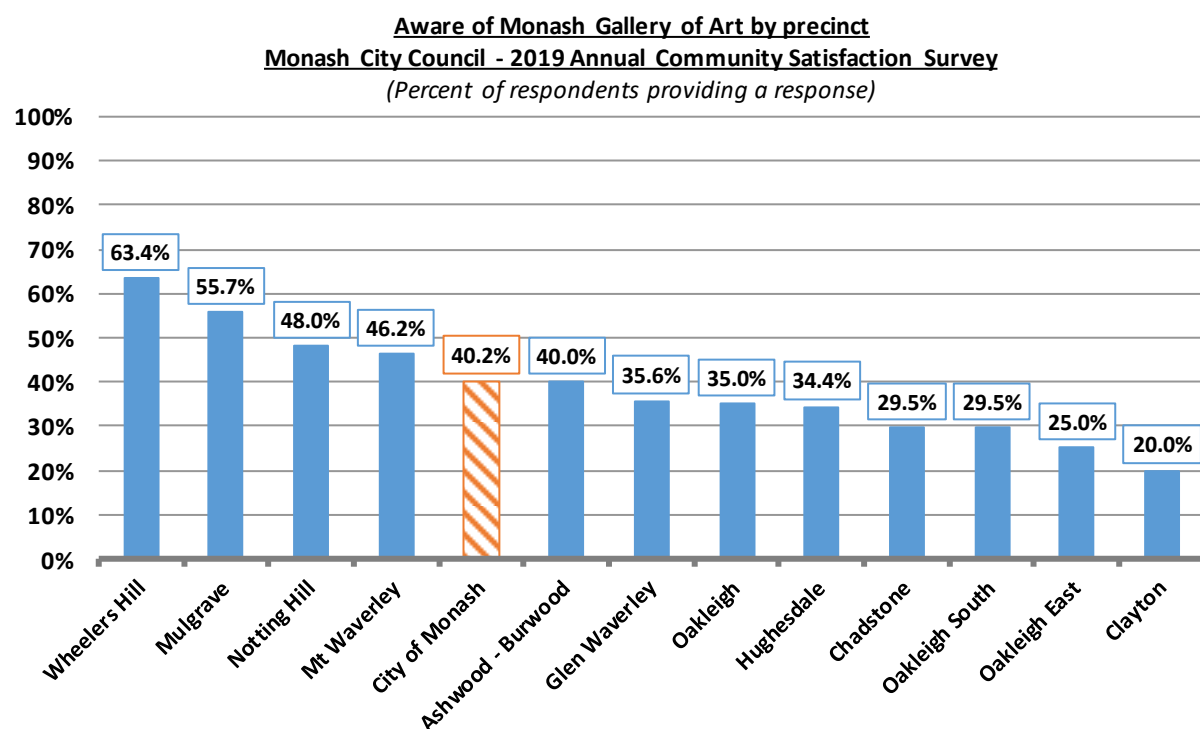
“Are you aware that Council has a free art gallery located on the corner of Ferntree Gully Road and Jells Road Wheelers Hill – it is also known as MGA or Monash Gallery of Art?”

This question relating to awareness of the Monash Gallery of Art was included for the first time in the survey this year. Approximately forty percent (40.2%) of respondents were aware of the gallery, whilst 59.8% were unaware.

Aware of Monash Gallery of Art
Monash City Council - 2019 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2019	
	Number	Percent
Yes	324	40.2%
No	481	59.8%
Total	805	100%

There was measurable variation in this result observed across the municipality, with respondents from Wheelers Hill and Mulgrave measurably more likely to be aware, and respondents from Chadstone, Oakleigh South, Oakleigh East, and Clayton measurably less likely to be aware than the municipal average.



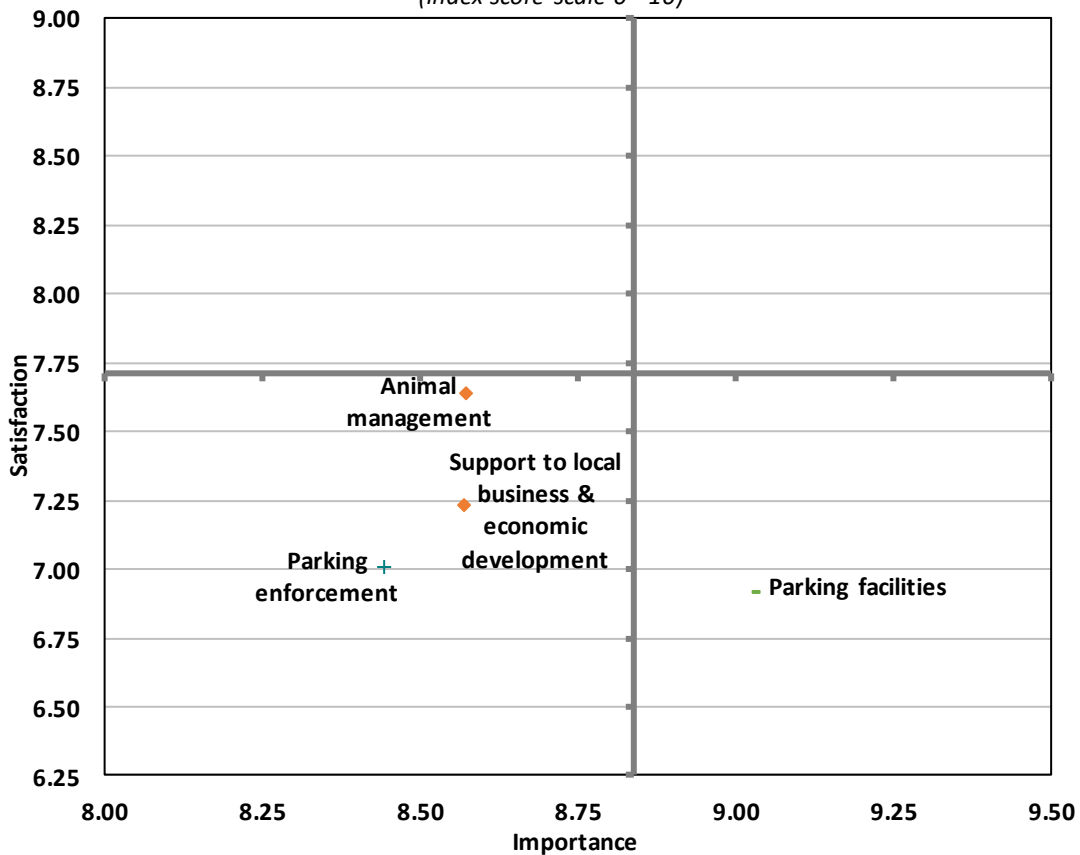
City Development division

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

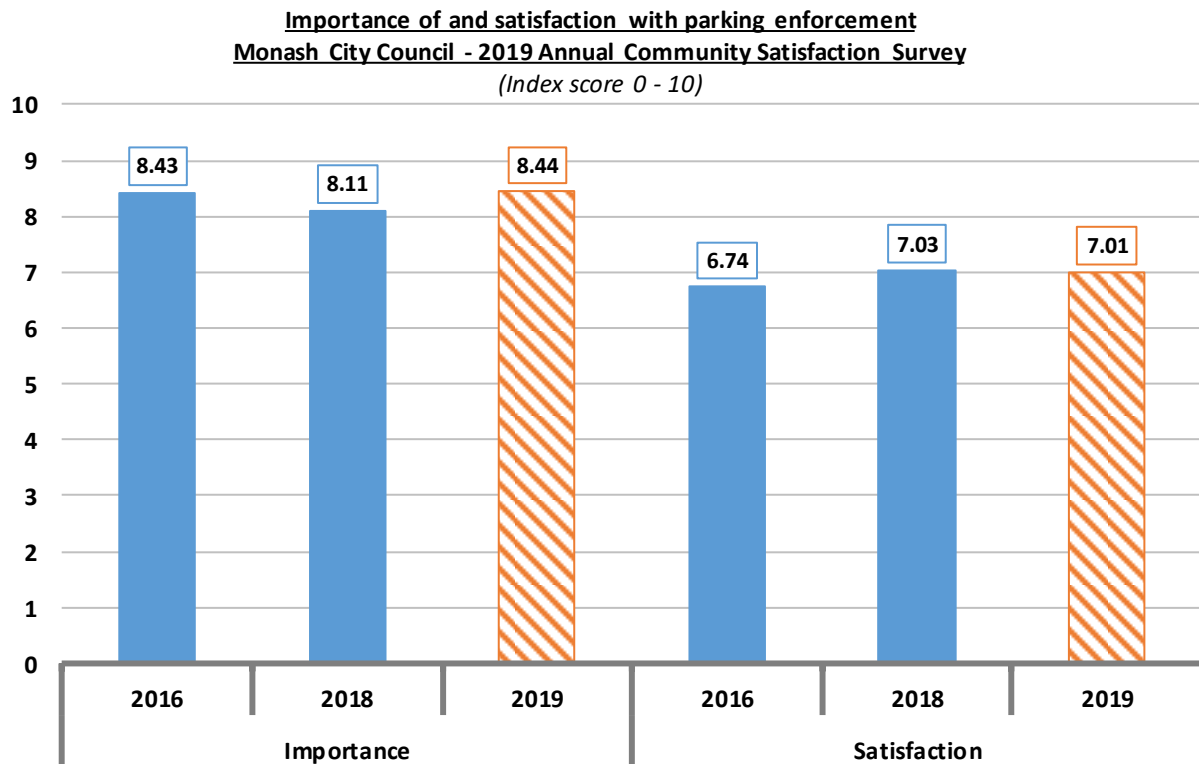
This is a common pattern observed across metropolitan Melbourne, particularly in relation to parking enforcement. Parking enforcement is always of lower than average satisfaction, although it is worth noting here that parking enforcement was rated at 7.01 or a “good” level.

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

Importance of and satisfaction with city development division
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Parking enforcement

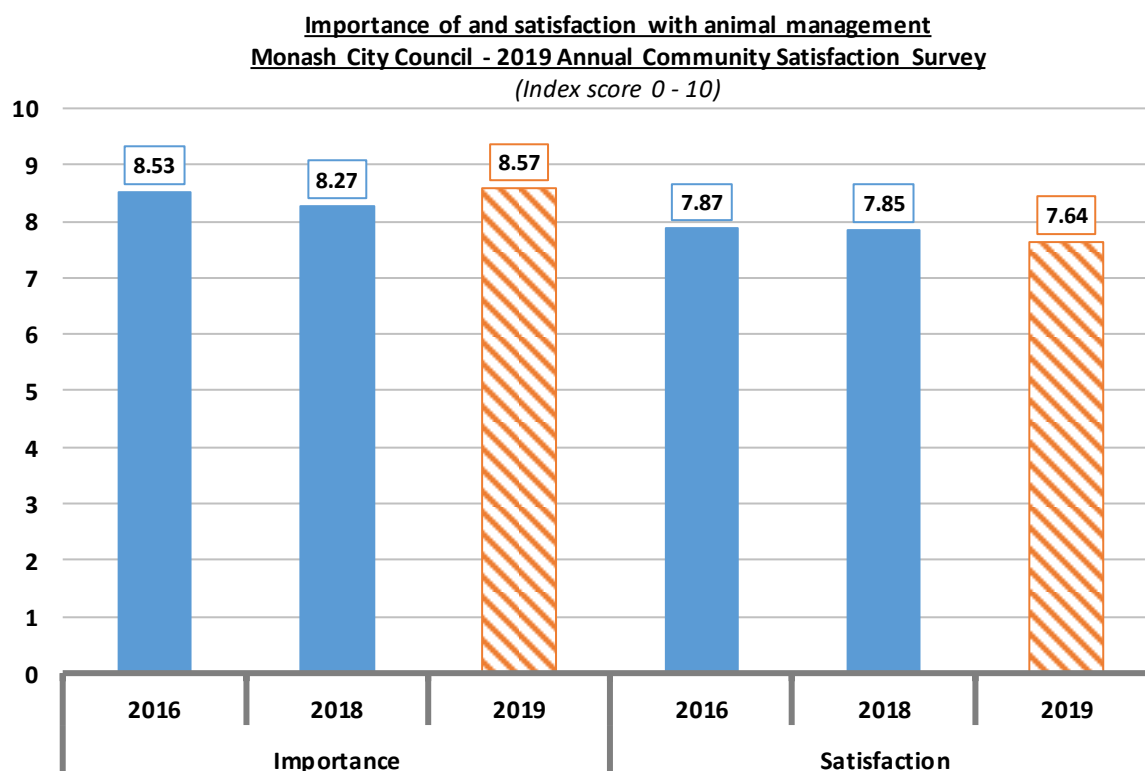


Reason for dissatisfaction with parking enforcement
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number of responses)

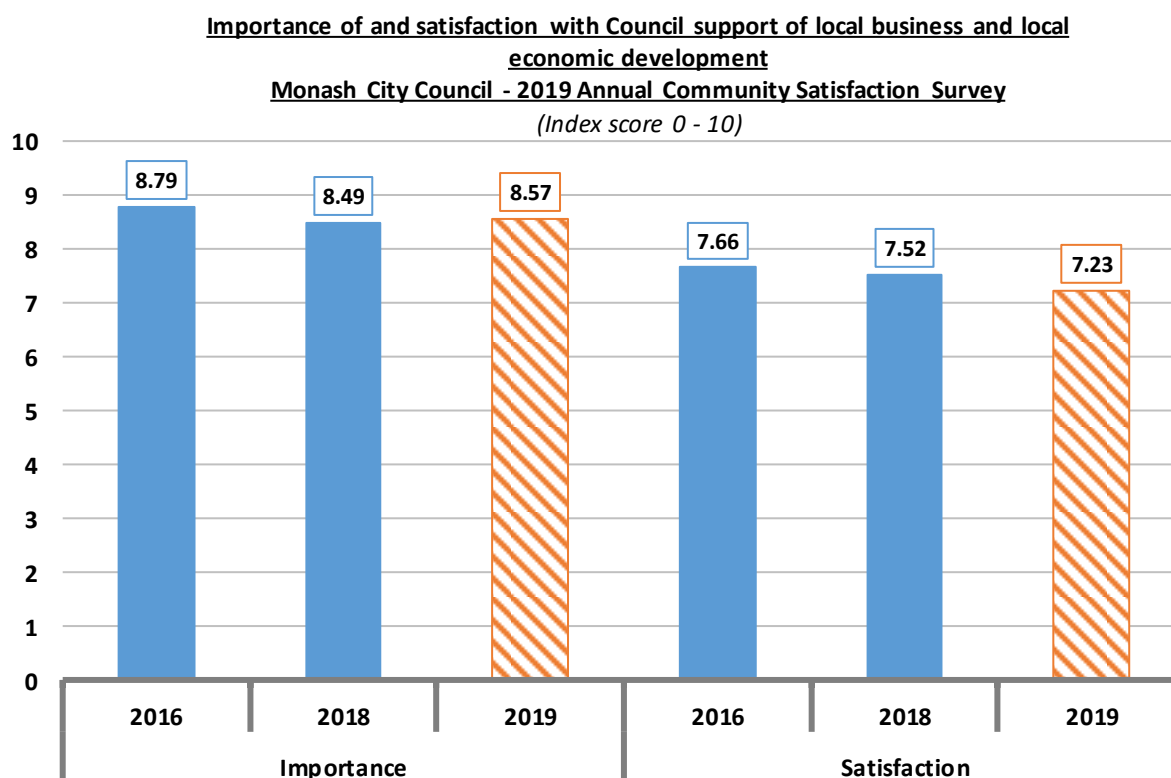
<i>Response</i>	<i>Number</i>
Lots of illegal parking , need more regulation	16
Parking time limit is not enough	10
Not enough parking spaces	9
No enforcement in the area	8
Need more car parking, lots of illegal parking in intersections, creating problems for the traffic	6
Not enough in train station	4
Cannot see the traffic when cars are parking on natural street	2
Extension of parking hours to 8 o clock is unfair and just a way to get more money	2
Parking charges and fines shouldn't be applicable for the residents	2
Should be less strict. Too many signs everywhere which makes it confusing	2
Too many cars	2
Because the parking is horrible	1
Get a lot of stupid fines	1
Long time for the council to respond to illegal parking	1
More parking spaces near schools	1
Not a fan of parking enforcement in general	1
Others park on the streets and they do not check the permits	1
Overly enforced	1
Poor council management	1
Too inconsistent	1
Too strict, especially the no standing zones near the schools. Huge fines as well	1
<i>Specific sites identified by respondents</i>	
Cars are parked on 2 sides of the road on Anukuna Avenue. A house has 9 cars parked so difficult to get by	1
I don't see parking inspectors especially at Monash University	1
Jordanville station don't have enough parking, people need to use their driveways or garages rather than the street	1
Not enough parking around Kingsway	1
So many abandoned car on Power Avenue. Takes so much time to remove them	1
There are 2 schools, during school hours congestion Fenham Ave and illegal parking near to white lines and prohibited areas	1
They put the wrong signage on Power Ave	1
Total	80



Animal management

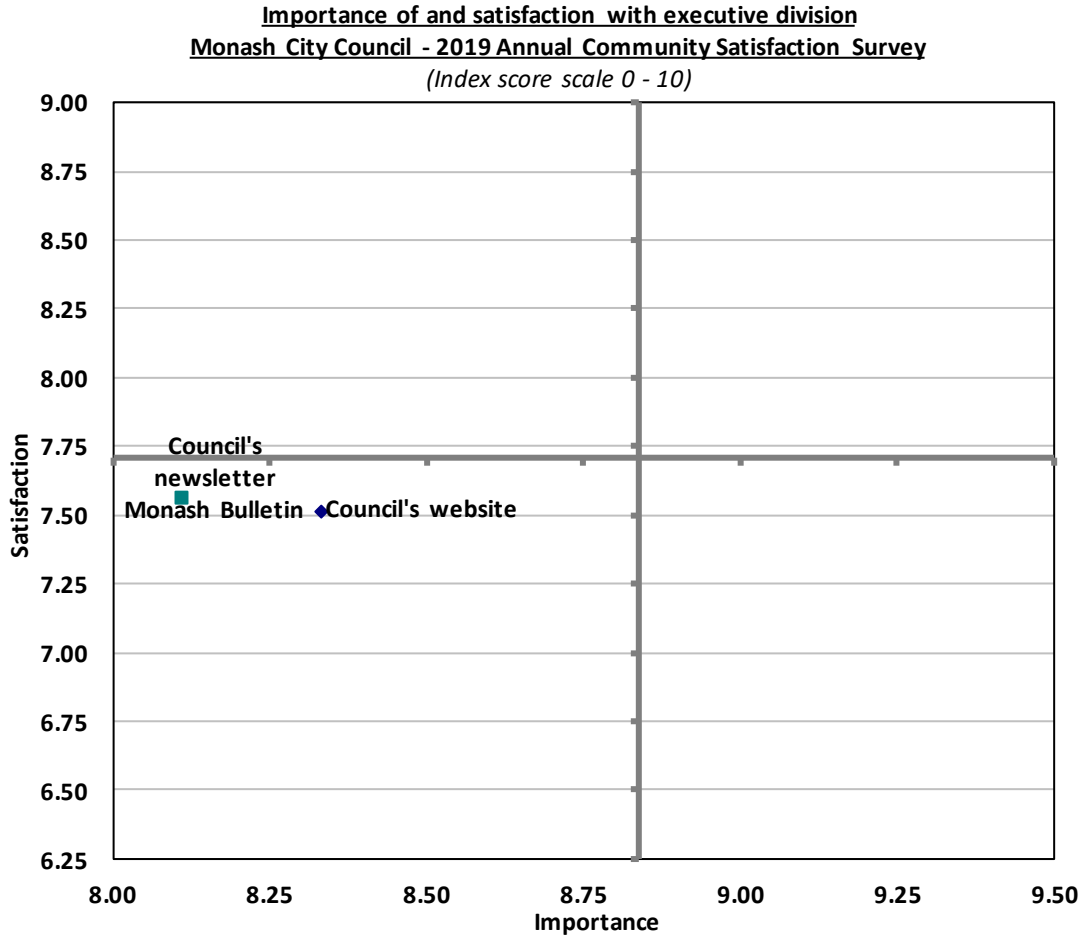


Council support of local business and local economic development



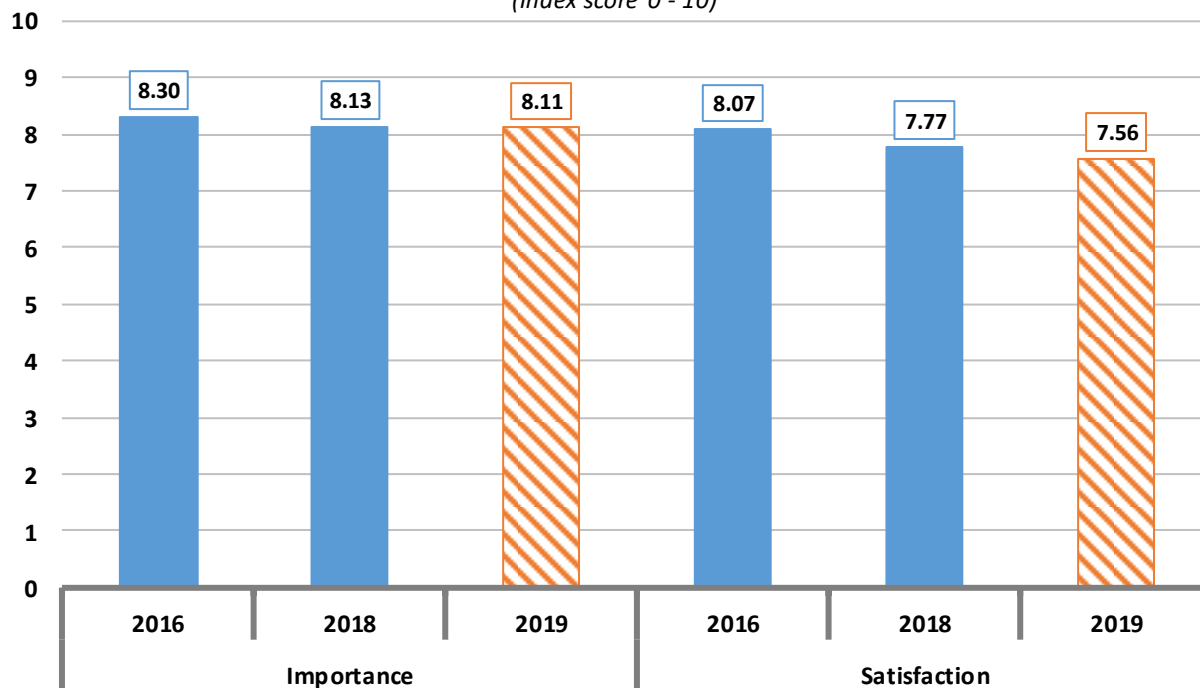
Executive division

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



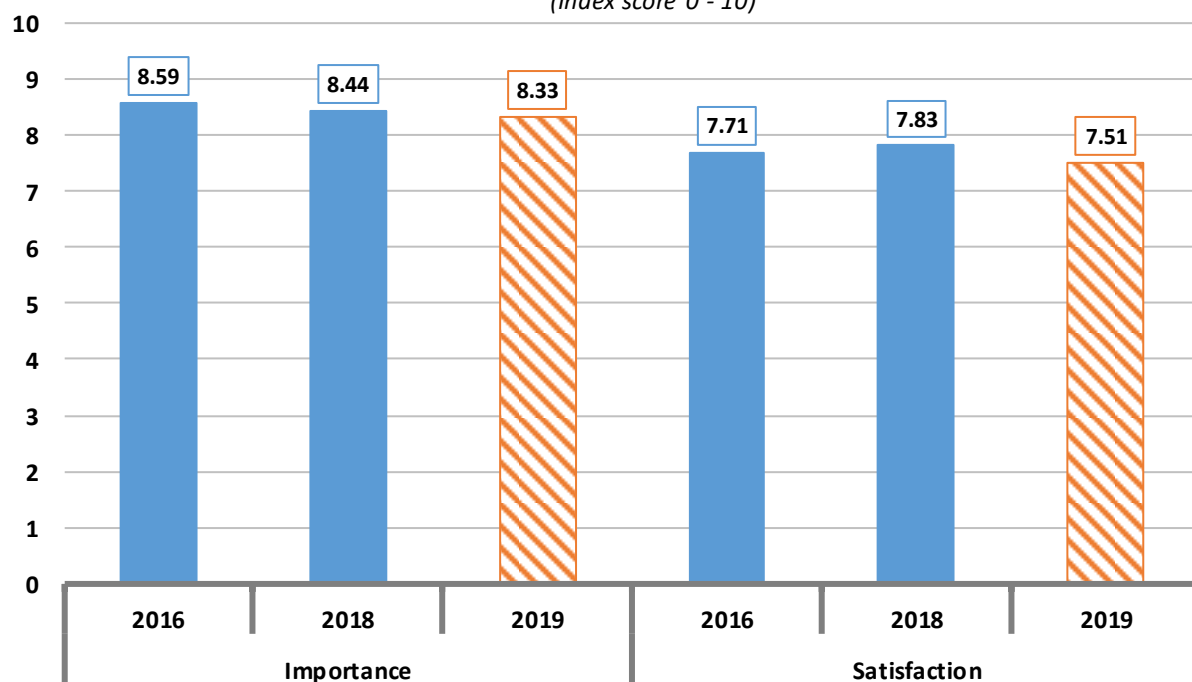
Council’s newsletter *Monash Bulletin*

Importance of and satisfaction with Council's newsletter *Monash Bulletin*
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Council’s website

Importance of and satisfaction with Council's website
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Planning and housing development

There were two sets of questions relating to planning and development included in the 2019 survey.

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

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

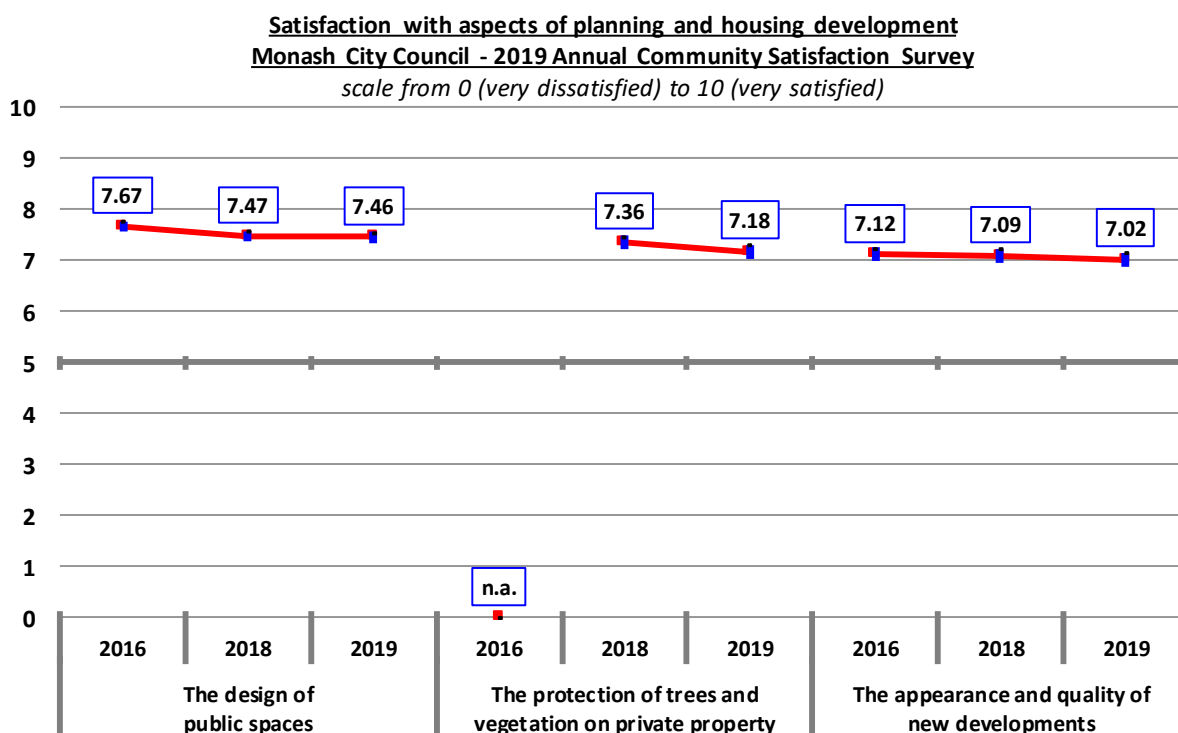
Satisfaction with aspects of planning and housing development

Respondents were asked:

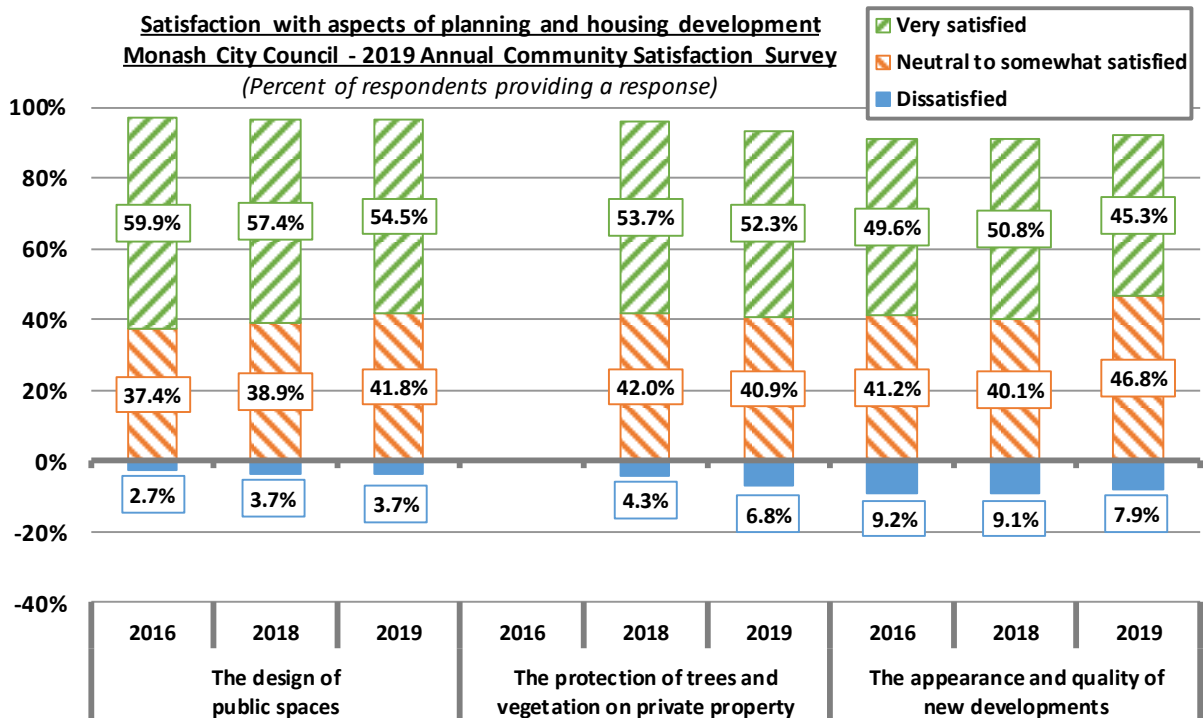
“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and housing development in your local area? If any aspect rated less than 6, why do you say that?”

Satisfaction with each of the three planning and housing development outcome related aspects declined very marginally this year, although these declines were not statistically significant at the 95% confidence level.

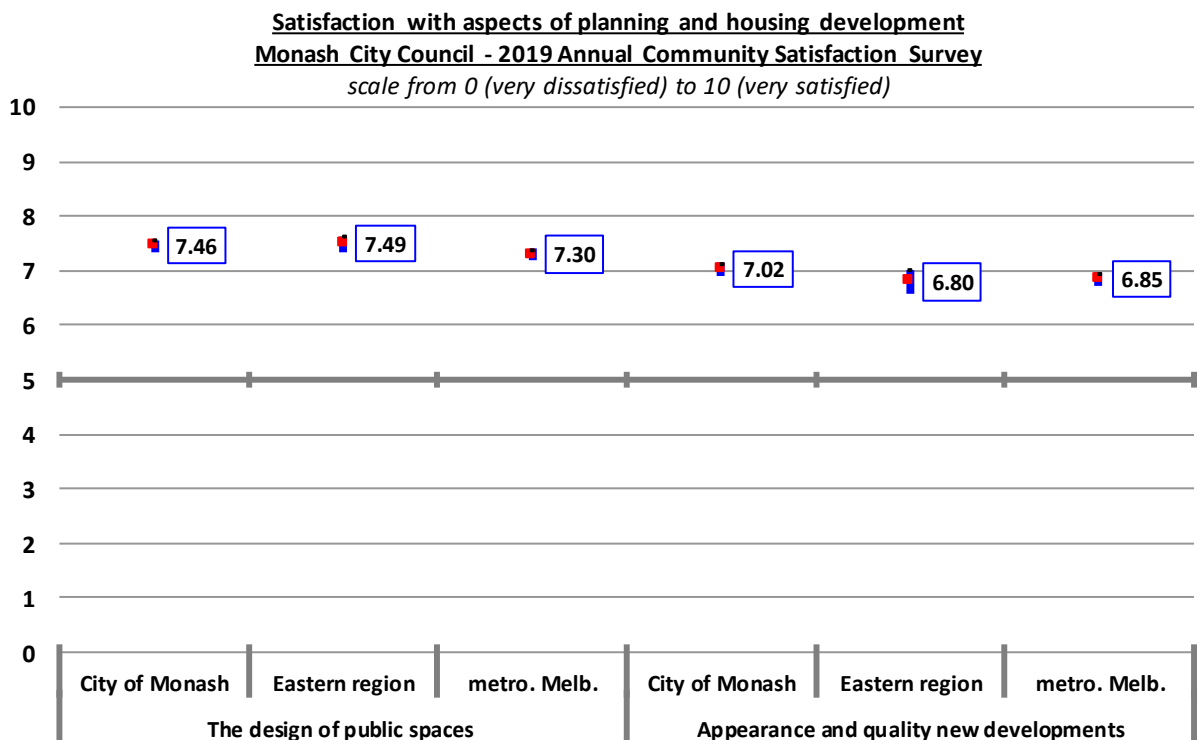
Satisfaction with the design of public spaces remains “very good”, whilst satisfaction with the protection of trees and vegetation on private property declined to a “good” level, as was satisfaction with the appearance and quality of new developments.



Consistent with the results recorded in the previous two surveys, approximately half of the respondents were “very satisfied” (i.e. rating satisfaction at eight or more out of ten), whilst less than eight percent were dissatisfied (i.e. rated satisfaction at zero to four).



There were two of these aspects included in the 2019 *Governing Melbourne* research, and as is clearly outlined in the following graph, satisfaction with the design of public spaces and the appearance and quality of new developments was marginally higher in the City of Monash than the metropolitan Melbourne average. It is noted that satisfaction with the appearance and quality of new developments was higher in the City of Monash than the eastern region.



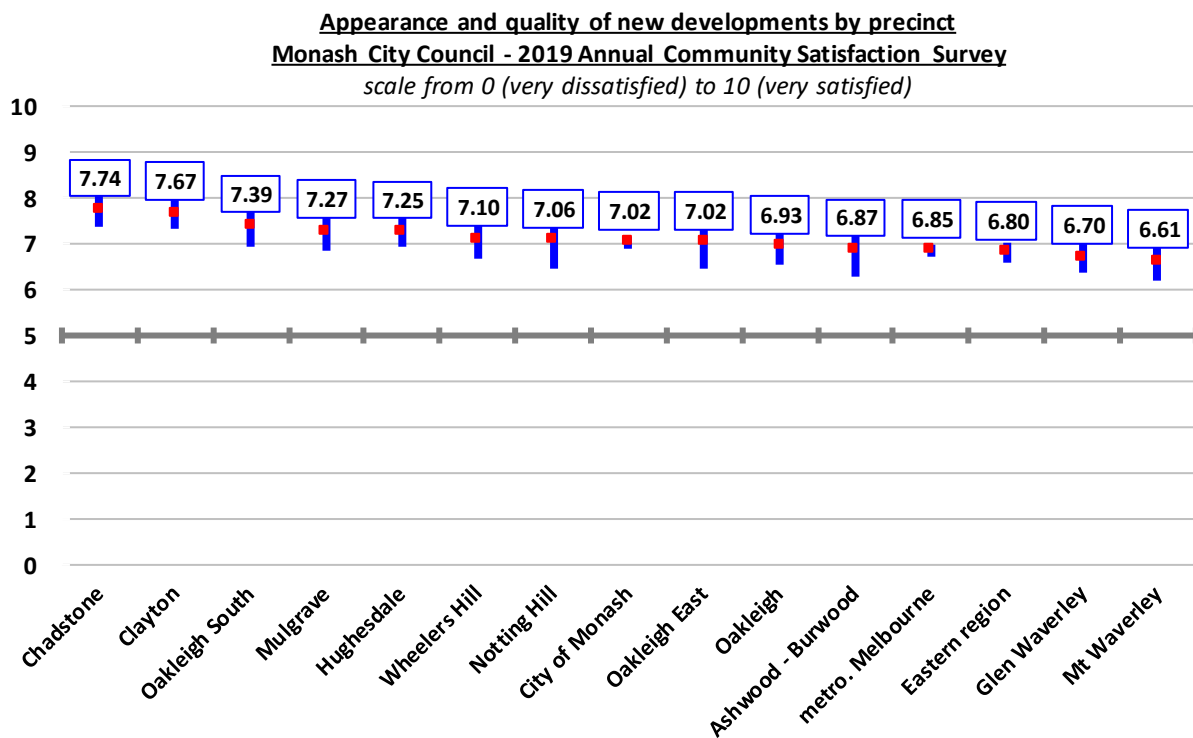
Appearance and quality of new developments

Satisfaction with “the appearance and quality of new developments” is the key measure of community satisfaction with planning and development outcomes on the ground.

As discussed above, satisfaction with this variable has remained very stable at a little more than seven out of ten in each of three years of the survey program. This result is notably, albeit not measurably higher than the eastern region councils (6.80) and the metropolitan Melbourne (6.85) averages.

Satisfaction with the appearance and quality of new developments was relatively stable across the municipality, although it is noted that:

- **Chadstone and Clayton** – respondents were measurably more satisfied than average, and at a “very good” level.



As discussed in previous years, there was notable variation in satisfaction with the appearance and quality of new developments observed across the Monash community.

Younger respondents (aged 15 to 44 years) were on average measurably and significantly more satisfied with the appearance and quality of new developments than middle-aged and older respondents (aged 45 years and over).

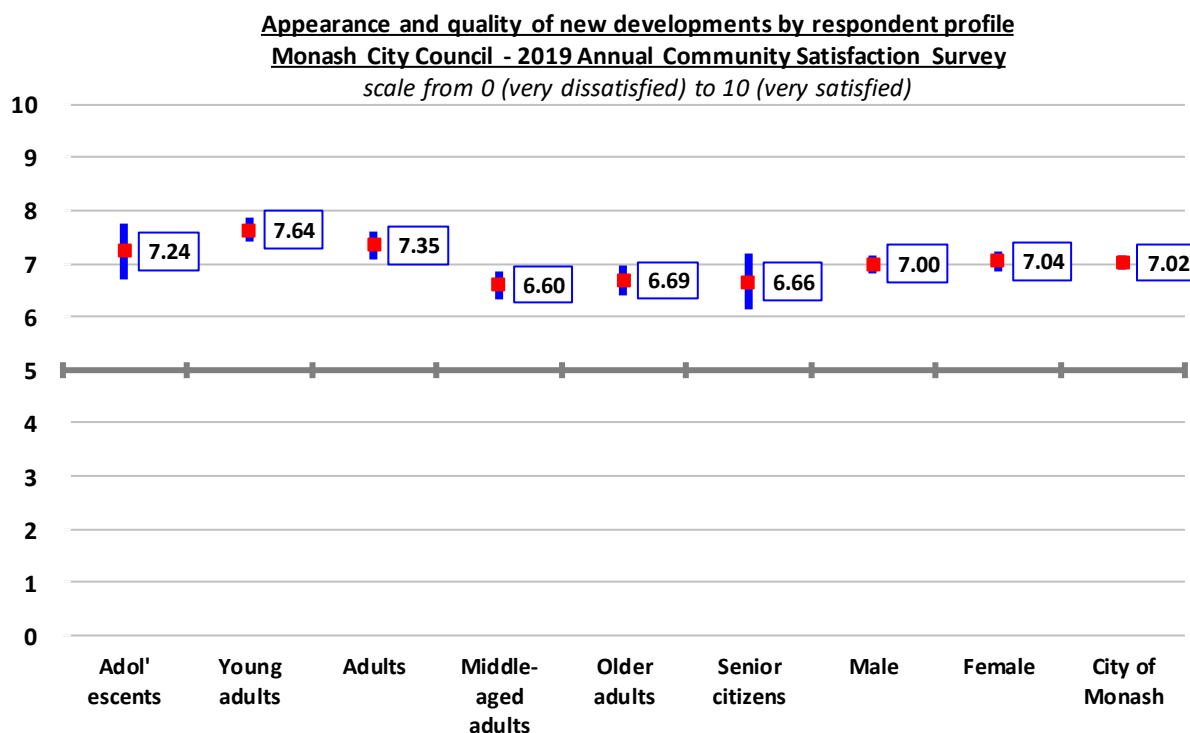
This result is also reflected in the results in relation to the respondents’ period of residence in the City of Monash. Respondents who had lived in the municipality for less than five years were measurably and significantly more satisfied with the appearance and quality of new developments than were respondents who had lived in the municipality for five years or more.



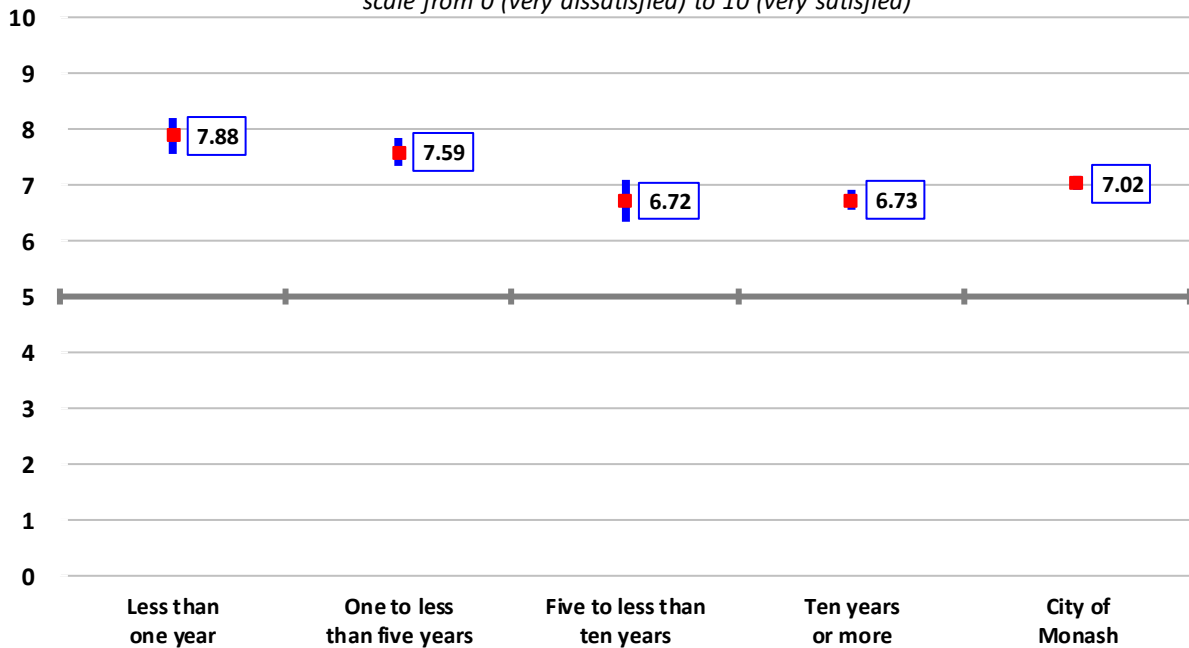
These results reflect a well-established trend in relation to new development across metropolitan Melbourne. This trend has been observed by Metropolis Research in *Governing Melbourne*, as well as in other research conducted across metropolitan Melbourne, regional Victoria and Tasmania.

This pattern reflects the fact that established communities tend to be more negatively disposed towards new development in the area than are the younger residents who are often (but not exclusively) moving into the newer developments.

This difference between younger and older residents in relation to planning and development is an important consideration for Council in planning for the future development of the municipality.



Appearance and quality of new developments by period of residence
Monash City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Examples of and comments about specific developments

The following table outlines the examples of developments with which respondents were dissatisfied with their appearance and quality, as well as more general comments outlining the reasons why respondents were dissatisfied with the appearance and quality of new developments.

There were a total of ten development sites identified by respondents by name and location, and these have been passed onto Council.



Comments regarding the appearance and quality of new development
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
Too high density, poor design	13
Overdevelopment	6
Too many town houses	5
Extremely poor building quality	4
Not aesthetic and cultural	4
Not enough protection of heritage buildings, not enough space between the apartments	4
Did not consult all interested parties before granting building permit	3
No green space	3
Not much public areas	3
Too many big residential properties, no room for parking	3
I don't like high-rises buildings	2
Property development don't fit characteristics of area and not considering others	2
There are no new developments here	2
Trees are not maintained	2
Apartments near the town centre causing traffic congestion	1
Kids playground	1
New railway station	1
No modern architecture. They are more concerned with that instead of sustainable living	1
Subdivisions is destroying native plants and animals and too many cars	1
The traffic flow is wrong, bad designs	1
Specific sites identified by respondents	10
Total	72

Involvement in planning approvals process

Respondents were asked:

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

Just twenty-one respondents, representing 2.6% of the total sample reported that they were personally involved in any planning application or development in the last twelve months. This is down on eight percent recorded last year and the 6.6% recorded in 2016.



Involvement in planning and housing development
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2019		2018	2016
	Number	Percent		
Yes - as an applicant	13	1.6%	5.0%	3.7%
Yes - as an objector	8	1.0%	3.0%	2.9%
Yes - other involvement	0	0.0%	0.5%	0.4%
No involvement	777	97.4%	91.5%	93.0%
Not stated	7		4	2
Total	805	100%	800	807

Satisfaction with aspects of planning approvals process

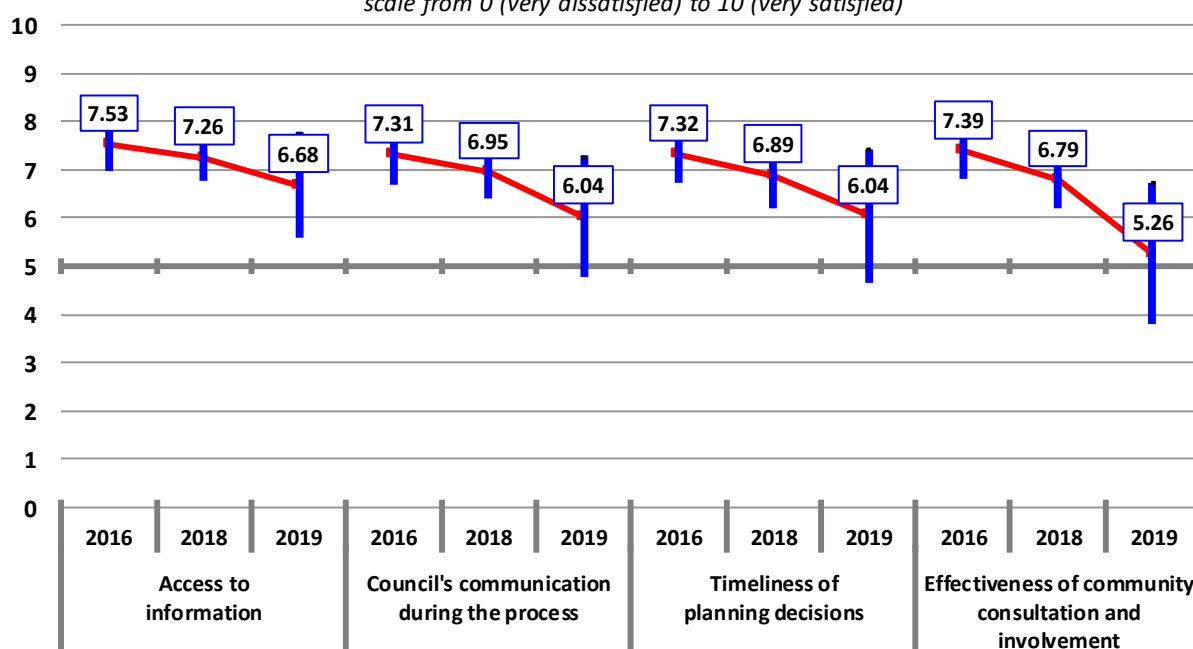
Respondents were asked:

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

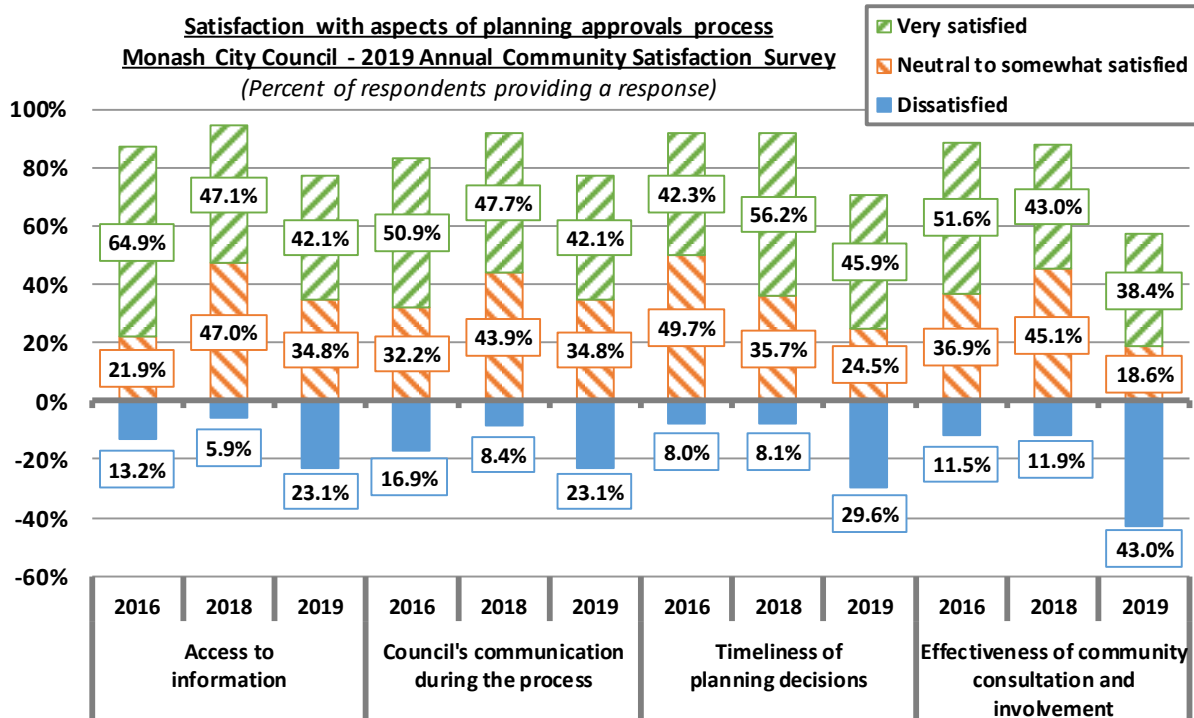
As is clearly evident in the following graph with the large vertical blue bars, the confidence interval around these results is very large this year, which makes it difficult to interpret the large decline in satisfaction with these three aspects of the planning approvals process.

Attention is however drawn to the fact that satisfaction with the effectiveness of community consultation and engagement declined substantially and is now at a “very poor” level.

Satisfaction with aspects of planning approvals process
Monash City Council - 2019 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



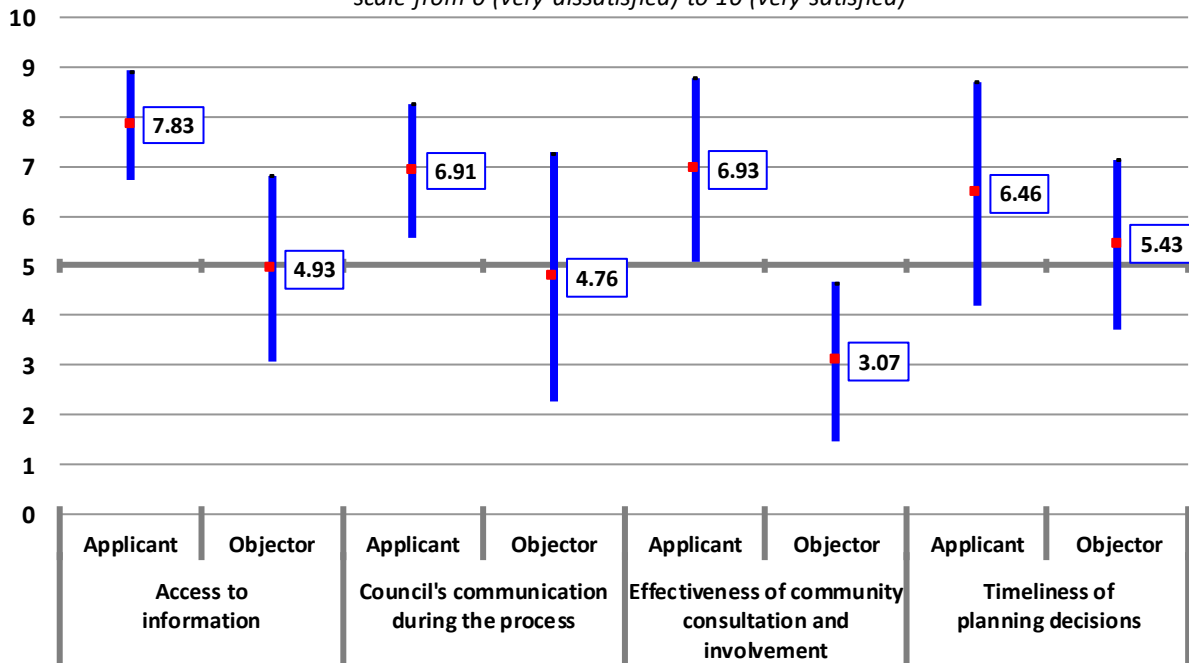
Whilst conscious of the very small sample size for these results, attention is drawn to the fact that approximately one-quarter of respondents were dissatisfied with access to information, Council communication during the process, and the timeliness of planning decisions. Almost half were dissatisfied with the effectiveness of community consultation and involvement.



Noting the extremely small sample sizes, it is still relatively evident that objectors were substantially less satisfied with most aspects of the process than applicants, except in relation to the timeliness of decisions. This pattern is well-established and consistent across metropolitan Melbourne.

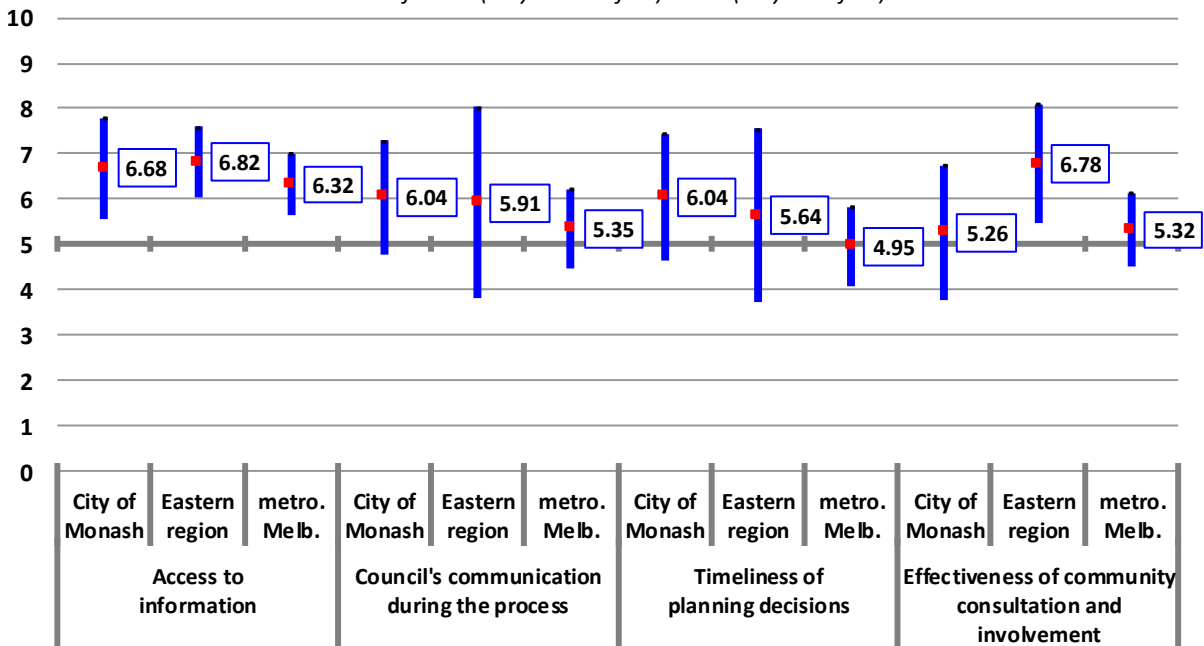


Satisfaction with aspects of planning approvals process by involvement
Monash City Council - 2019 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Despite the notable decline in satisfaction with these aspects of the planning approvals process in the City of Monash this year, Metropolis Research notes that these results are generally consistent with the eastern region councils and metropolitan Melbourne averages, as recorded in the 2019 *Governing Melbourne* research.

Satisfaction with aspects of planning approvals process
Monash City Council - 2019 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Planning for population growth

Respondents were read the following preamble:

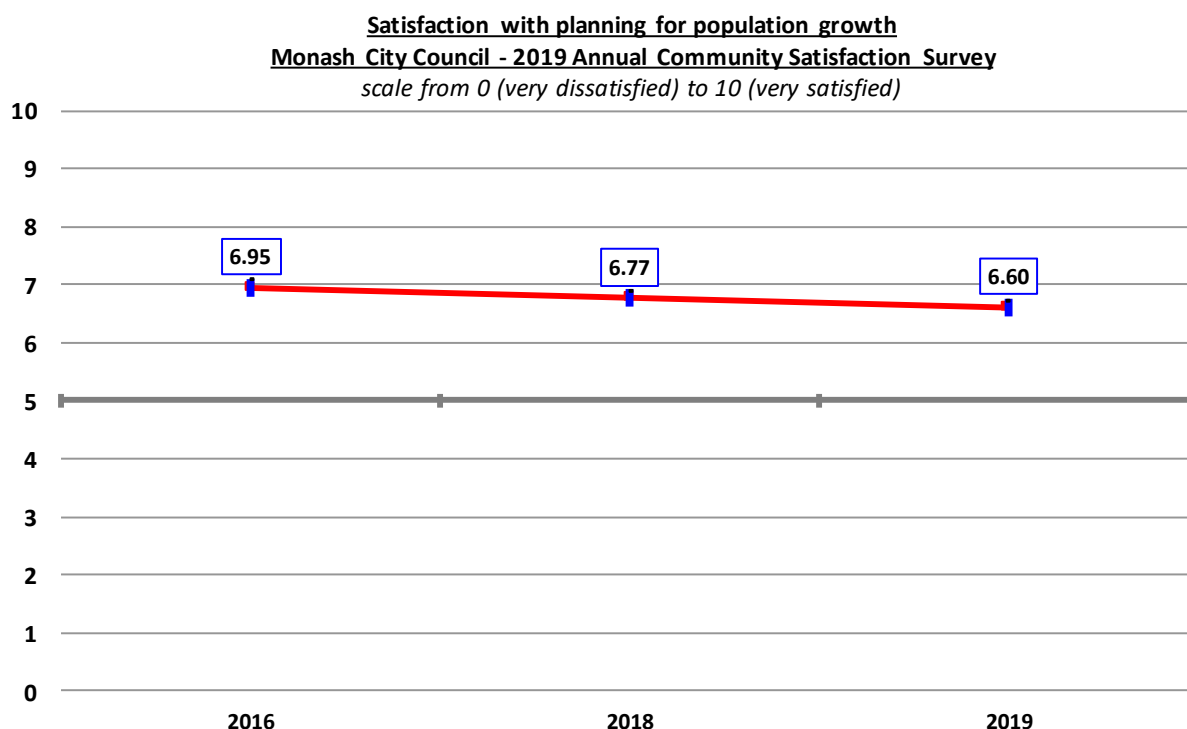
The population of Monash is expected to grow by approximately 22,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

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?”

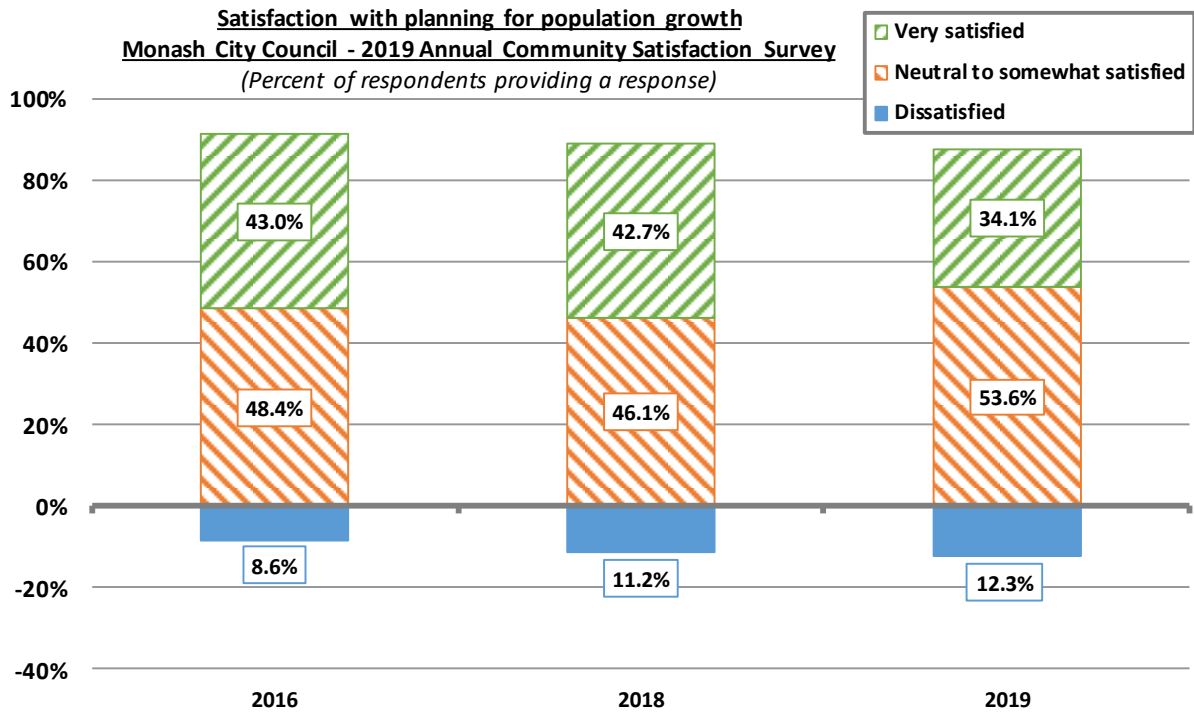
Satisfaction with “planning for population growth by all levels of government” declined for the second consecutive survey, down from 6.95 in 2016 to 6.60 this year, although it remains at a “good” level.

This result was somewhat, albeit not measurably higher than the eastern region councils’ average of 6.43, but measurably and significantly higher than the metropolitan Melbourne average of 6.22.



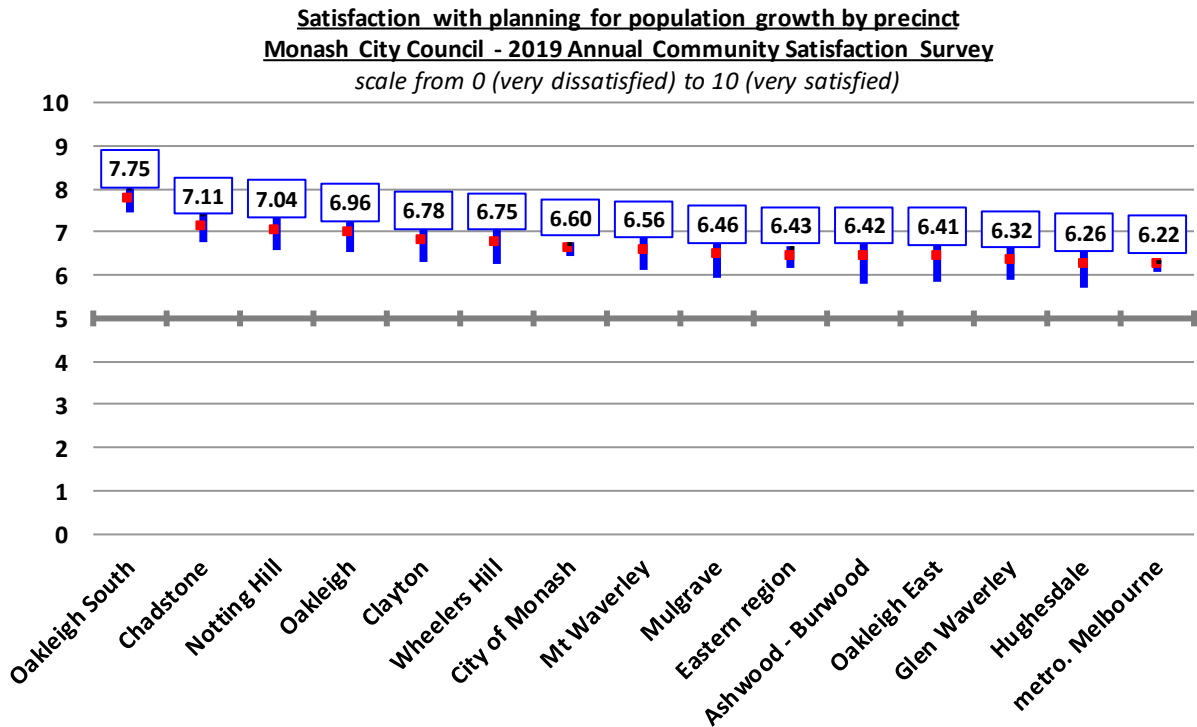
There has been a decline in the proportion of respondents “very satisfied” (i.e. rating satisfaction at eight or more) down from 43.0% in 2016 to 34.1% this year, and a small increase in the proportion of respondents dissatisfied (i.e. rating satisfaction at zero to four).





There was relatively little variation in satisfaction with planning for population growth observed across the municipality, although it is noted that respondents from Oakleigh South were measurably and significantly more satisfied than average and at an “excellent” level.

It is also noted that respondents from Chadstone were measurably but not significantly more satisfied than the municipal average.

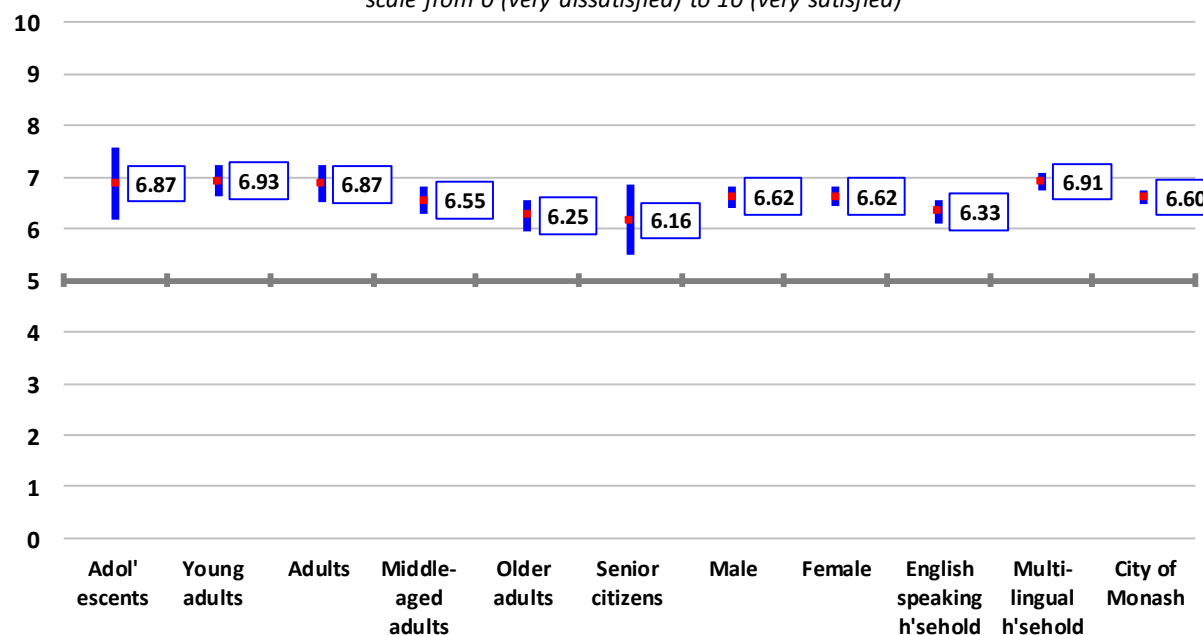


Consistent with the results discussed in relation to satisfaction with planning and development outcomes earlier in this report, there was a pattern to dissatisfaction with planning for population growth, as follows:

- **More satisfied than average** – younger respondents (aged 15 to 44 years), respondents from multi-lingual households, newer residents (less than five years in the City of Monash), overseas born respondents, one-parent family, and group household respondents.
- **Less satisfied than average** – older adults and senior citizens (aged 60 years and over), respondents from English speaking households, longer term residents (five years or more in the City of Monash), households with a member with a disability, and respondents from two-parent families with adult children only, couple-only households, and sole-person households.

This basic pattern of satisfaction / dissatisfaction with planning development and population growth reflects the fact that it tends to be the established communities, often older, often Australian-born and English speaking, who own their own home and who have lived in the area for a longer period of time, who tend to be more negatively disposed towards perceived changes in the community expressed through housing development.

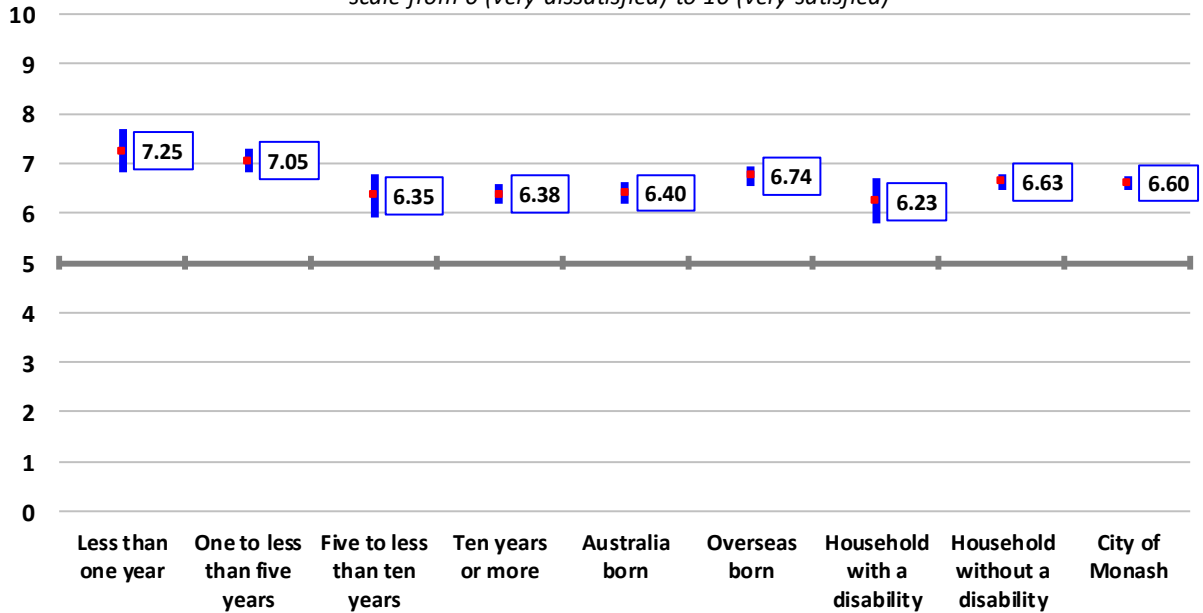
Satisfaction with planning for population growth by respondent profile
Monash City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

Monash City Council - 2019 Annual Community Satisfaction Survey

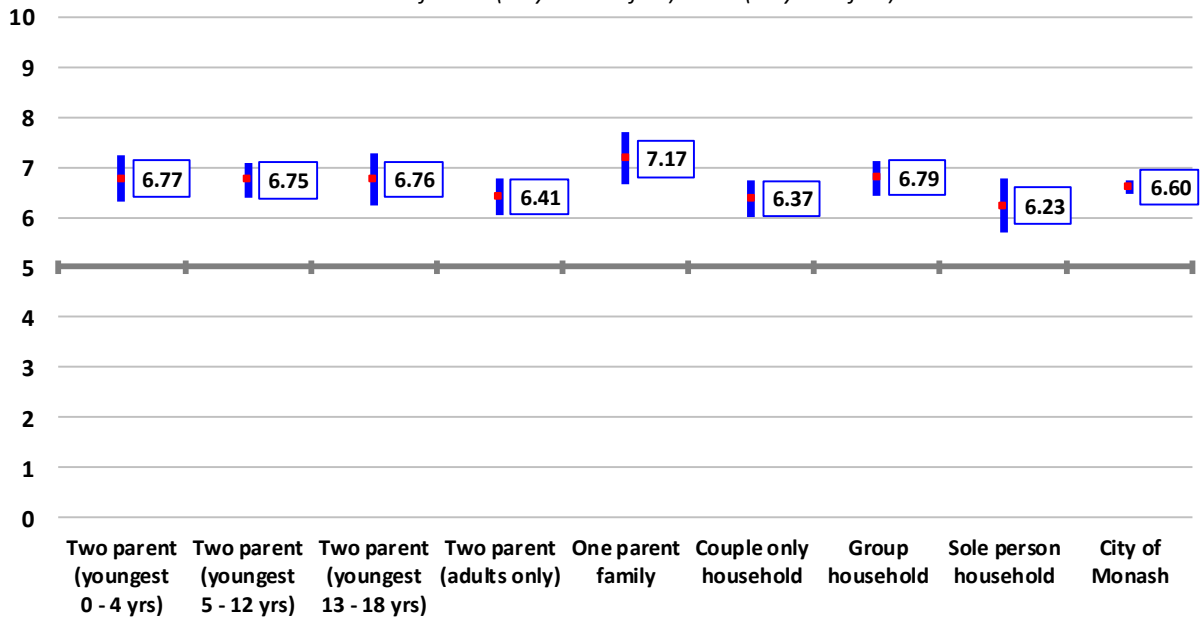
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with planning for population growth by household structure

Monash City Council - 2019 Annual Community Satisfaction Survey

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



Reason for dissatisfaction with planning for population growth

The reasons for dissatisfaction with planning for population growth are outlined in the following table.

These have been broken down into some sub-groups including planning and development which refers to planning issues such as neighbourhood character (17 responses), impacts on traffic, parking, roads and public transport (27 responses), impacts on infrastructure (17 responses), impacts on services and facilities (1 response), and other issues (32 responses). Other responses include most prominently overpopulation (5 responses).

Reason for dissatisfaction with planning for population growth
Monash City Council - 2019 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Planning and development / neighbourhood character</i>	
Over development	8
Approvals are getting too easy and too much development and infrastructure	1
Because they have a plan, they don't know how it's going to change	1
Better planning required. Housing and parking needs to improve	1
Developments not keeping in character with nature , allows dwellings to fill up entire property	1
Monash has guidelines about character of neighbourhood, instead of planning for growth in industrial areas, they are forcing the development in homes	1
No communication about planning	1
Not developing house around public transport	1
Planning for commercial basis instead of community	1
There are too many people. The development is not ready, will effect the green	1



Reason for dissatisfaction with planning for population growth
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number of responses)

<i>Response</i>	<i>Number</i>
<i>Parking, traffic, roads and public transport</i>	
Traffic congestion	11
Not enough parking spaces	6
Not enough public transport	3
Need more frequent bus services	2
Expand the roads, more people than road capacities	1
Planning permits needs to be regulated which leads to more parking in the streets	1
Poor roads and infrastructure	1
The Jordanville station has no parking	1
Tram line along wellington road starting from the train station	1
<i>Infrastructure</i>	
Infrastructure needs to be improved	8
More infrastructure is needed	8
Need more money for infrastructure and more control over the buildings	1
<i>Services and facilities</i>	
They are changing the high density area but restricting the services like immunisation clinic	1
<i>Other</i>	
Overpopulation	5
Because they will not able to manage	3
Congested intensive housing population	3
Not enough spaces for residents	3
Affordable houses. Rent and property prices are too high	2
More high-rises needed. Housing shortage.	2
More schools and hospitals should be built	2
Not enough property for more people	2
Because the housing and they should build limited units, not big houses	1
Because too many Asian	1
Don't like the policies	1
Intersection at Power Av and Warrigal Rd needs management for the future population growth	1
Lack of provision of public housing	1
Over population is making too many apartments built and normal houses being cut down	1
The job market there isn't a lot opportunities	1
There has been very little provision made by Govt in particular for this	1
They are cutting down population by reducing migration	1
They can get more money from rates they are not thinking about the balance	1
Total	94



Current issues for the City of Monash

Respondents were asked:

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

Respondents were asked to nominate what they considered to be the top three issues for the City of Monash at the moment. A little less than two-thirds (65.0%) of respondents identified at least one issue, providing a total of 934 responses, at an average of 1.8 issues each.

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

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

Metropolis Research notes that there was very little variation in the top issues to address in the City of Monash observed between 2018 and 2019, although attention is drawn to the following:

- **Notable increase in 2019** – there was a notable increase in 2019 in the proportion of respondents identifying the provision and maintenance of street trees (9.1% up from 5.5%), and a very small increase in the cleanliness and maintenance of area (2.1% up from 0.9%).
- **Small decrease in 2019** – there was a notable decrease in 2019 in the proportion of respondents identifying traffic management (12.8% down from 14.8%), and building, planning, housing and development related issues (8.3% down from 11.3%).

The most prominent issues in the City of Monash in 2019 were parking (including enforcement) (20.5%), traffic management (12.8%), lighting (9.6%), the provision and maintenance of street trees (9.1%), and building, planning, housing and development related issues (8.3%).

When compared to the 2019 metropolitan Melbourne results from *Governing Melbourne*, the following is noted:

- **Notably more prominent in Monash** – parking issues, lighting, and the provision and maintenance of street trees were notably more commonly identified in the City of Monash than the metropolitan Melbourne average.
- **Notably less prominent in Monash** – traffic management, parks, gardens and open spaces, footpath maintenance and repairs, public transport, roads maintenance and repairs, and street cleaning and maintenance were all less commonly identified in the City of Monash than the metropolitan Melbourne average.



Top three issues for the City of Monash at the moment
Monash City Council - 2019 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2019		2018	2016	2019 Metro.*
	Number	Percent			
Parking	165	20.5%	20.9%	21.9%	14.6%
Traffic management	103	12.8%	14.8%	14.4%	20.3%
Lighting	77	9.6%	8.9%	6.1%	6.6%
Provision and maintenance of street trees	73	9.1%	5.5%	7.7%	6.5%
Building, planning, housing and development	67	8.3%	11.3%	10.9%	7.3%
Safety, policing and crime	54	6.7%	7.1%	3.7%	6.3%
Parks, gardens and open spaces	28	3.5%	4.6%	6.3%	6.0%
Footpath maintenance and repairs	26	3.2%	4.4%	7.2%	6.5%
Hard rubbish collection	26	3.2%	3.0%	7.9%	1.9%
Rates	25	3.1%	3.6%	2.5%	3.2%
Public transport	24	3.0%	3.6%	1.9%	5.1%
Rubbish and waste issues inc. garbage collection	21	2.6%	2.6%	1.2%	3.9%
Communication, consultation, provision of info.	18	2.2%	1.3%	1.9%	1.5%
Recycling collection	17	2.1%	2.3%	0.0%	3.6%
Cleanliness and maintenance of area	17	2.1%	0.9%	1.9%	3.1%
Roads maintenance and repairs	16	2.0%	3.4%	3.7%	7.0%
Animal management	12	1.5%	1.1%	2.0%	3.0%
Environment, conservation and climate change	11	1.4%	1.8%	0.9%	3.0%
Community activities, arts and culture	11	1.4%	1.3%	1.2%	1.0%
Drains maintenance and repairs	10	1.2%	2.8%	1.0%	1.9%
Prov. and maint. of sports and recreation facilities	10	1.2%	1.4%	1.0%	1.5%
Library services	9	1.1%	0.5%	0.2%	0.6%
Street cleaning and maintenance	8	1.0%	2.4%	2.0%	2.9%
Services and facilities for the elderly	8	1.0%	1.3%	1.9%	0.7%
Activities, services & facilities for youth	8	1.0%	0.1%	0.4%	0.3%
Activities and facilities for children	7	0.9%	1.3%	1.9%	0.7%
Health and medical services	7	0.9%	0.5%	0.0%	0.3%
Green waste collection	6	0.7%	0.9%	0.4%	2.0%
Provision & maintenance of community facilities	5	0.6%	0.3%	0.4%	0.3%
Noise	4	0.5%	1.1%	0.4%	0.6%
Dog poo	4	0.5%	0.4%	0.0%	n.a.
Floodwall / flooding	4	0.5%	0.0%	0.0%	n.a.
Provision and maintenance of infrastructure	3	0.4%	0.8%	0.2%	1.3%
Governance and accountability	3	0.4%	0.5%	0.5%	0.3%
Graffiti and vandalism	3	0.4%	0.1%	0.9%	1.0%
Housing availability / affordability	3	0.4%	0.4%	0.0%	0.2%
All other issues (25 separately identified issues)	41	5.1%	9.2%	17.3%	12.4%
Total responses	934		1,006	1,064	1,682
<i>Respondents identifying at least one issue</i>	523 (65.0%)		523 (65.3%)	561 (69.6%)	849 (69.4%)

(*) 2019 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some variation in the top issues to address in the City of Monash at the moment observed across the twelve precincts comprising the municipality, with attention drawn to the following:

- **Ashwood-Burwood** – respondents were measurably and significantly more likely than average to identify building, planning, housing and development related issues.
- **Chadstone** – respondents were measurably and significantly more likely than average to identify lighting.
- **Clayton** – respondents were measurably and significantly more likely than average to identify lighting and safety, policing and crime related issues.
- **Notting Hill** – respondents were somewhat more likely than average to identify parks, gardens and open spaces, and cleanliness and maintenance of area.
- **Whealers Hill** – respondents were measurably more likely than average to identify traffic management, and somewhat more likely to identify services and facilities for the elderly.
- **Mt Waverley** – respondents were measurably and significantly more likely than average to identify parking issues, and somewhat more likely to identify building, planning, housing and development related issues.
- **Mulgrave** – respondents were measurably and significantly more likely than average to identify traffic management.
- **Oakleigh** – respondents were somewhat more likely than average to identify parks, gardens and open spaces, and environment, conservation and climate change related issues.
- **Oakleigh South** – respondents were somewhat more likely than average to identify hard rubbish collection.
- **Hughesdale** – respondents were measurably and significantly more likely than average to identify parking, traffic management, and lighting issues, and somewhat more likely to identify hard rubbish collection.



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

Monash City Council - 2019 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Ashwood - Burwood	
Parking	20.0%
Building, planning, housing, development	18.3%
Traffic management	16.7%
Lighting	13.3%
Safety, policing and crime	8.3%
Public transport	6.7%
Provision and maintenance of street trees	6.7%
Commun., consultation, provision of info.	5.0%
Prov. and maint. of community facilities	5.0%
Parks, gardens and open spaces	3.3%
All other issues	31.7%
<i>Respondents identifying an issue</i>	45 (75.0%)

Chadstone	
Lighting	24.6%
Parking	13.1%
Safety, policing and crime	11.5%
Traffic management	11.5%
Building, planning, housing, development	4.9%
Footpath repairs and maintenance	3.3%
Public toilets	3.3%
Graffiti and vandalism	3.3%
Commun., consultation, provision of info.	1.6%
Envir., conservation and climate change	1.6%
All other issues	13.1%
<i>Respondents identifying an issue</i>	34 (55.7%)

Clayton	
Lighting	27.1%
Safety, policing and crime	18.6%
Parking	8.6%
Provision and maintenance of street trees	5.7%
Rubbish and waste issues inc. garbage	4.3%
Cleanliness and maintenance of area	4.3%
Public transport	2.9%
Traffic management	2.9%
Parks, gardens and open spaces	1.4%
Footpath repairs and maintenance	1.4%
All other issues	5.7%
<i>Respondents identifying an issue</i>	44 (62.9%)

Notting Hill	
Parking	16.0%
Lighting	16.0%
Parks, gardens and open spaces	12.0%
Footpath repairs and maintenance	8.0%
Provision and maintenance of street trees	8.0%
Hard rubbish collection	8.0%
Cleanliness and maintenance of area	8.0%
Safety, policing and crime	6.0%
Roads repairs and maintenance	6.0%
Green waste collection	6.0%
All other issues	36.0%
<i>Respondents identifying an issue</i>	37 (74.0%)

Glen Waverley	
Parking	26.7%
Provision and maintenance of street trees	11.1%
Building, planning, housing, development	10.0%
Traffic management	8.9%
Rates	6.7%
Lighting	5.6%
Library services	3.3%
Commun., consultation, provision of info.	2.2%
Public transport	2.2%
Safety, policing and crime	2.2%
All other issues	21.1%
<i>Respondents identifying an issue</i>	57 (63.3%)

Wheelers Hill	
Traffic management	22.5%
Parking	21.1%
Provision and maintenance of street trees	15.5%
Building, planning, housing, development	7.0%
Safety, policing and crime	7.0%
Hard rubbish collection	7.0%
Services and facilities for the elderly	7.0%
Public transport	4.2%
Footpath repairs and maintenance	4.2%
Lighting	4.2%
All other issues	38.0%
<i>Respondents identifying an issue</i>	51 (71.8%)



Top three issues for the City of Monash at the moment by precinct
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Mt Waverley	
Parking	29.7%
Building, planning, housing, development	15.4%
Provision and maintenance of street trees	11.0%
Traffic management	9.9%
Safety, policing and crime	6.6%
Parks, gardens and open spaces	5.5%
Recycling collection	5.5%
Rates	5.5%
Commun., consultation, provision of info.	4.4%
Lighting	3.3%
All other issues	31.9%
<i>Respondents identifying an issue</i>	60 (65.9%)

Mulgrave	
Traffic management	24.3%
Parking	11.4%
Provision and maintenance of street trees	8.6%
Public transport	7.1%
Parks, gardens and open spaces	5.7%
Building, planning, housing, development	5.7%
Footpath repairs and maintenance	5.7%
Lighting	4.3%
Safety, policing and crime	4.3%
Rubbish and waste issues inc. garbage	4.3%
All other issues	41.4%
<i>Respondents identifying an issue</i>	43 (61.4%)

Oakleigh	
Traffic management	11.7%
Parks, gardens and open spaces	10.0%
Parking	10.0%
Envir., conservation and climate change	8.3%
Footpath repairs and maintenance	8.3%
Hard rubbish collection	8.3%
Lighting	6.7%
Recycling collection	5.0%
Building, planning, housing, development	3.3%
Safety, policing and crime	3.3%
All other issues	23.3%
<i>Respondents identifying an issue</i>	37 (61.7%)

Oakleigh East	
Parking	11.7%
Traffic management	11.7%
Lighting	10.0%
Building, planning, housing, development	8.3%
Recycling collection	8.3%
Footpath repairs and maintenance	6.7%
Provision and maintenance of street trees	6.7%
Cleanliness and maintenance of area	6.7%
Rates	6.7%
Envir., conservation and climate change	5.0%
All other issues	38.3%
<i>Respondents identifying an issue</i>	37 (61.7%)

Oakleigh South	
Parking	18.0%
Traffic management	9.8%
Hard rubbish collection	8.2%
Building, planning, housing, development	6.6%
Public transport	6.6%
Lighting	6.6%
Roads repairs and maintenance	6.6%
Parks, gardens and open spaces	4.9%
Envir., conservation and climate change	3.3%
Public toilets	3.3%
All other issues	
<i>Respondents identifying an issue</i>	27 (44.3%)

Hughesdale	
Parking	36.1%
Traffic management	24.6%
Lighting	18.0%
Safety, policing and crime	9.8%
Provision and maintenance of street trees	9.8%
Hard rubbish collection	9.8%
Parks, gardens and open spaces	6.6%
Footpath repairs & maintenance	6.6%
Street cleaning and maintenance	6.6%
Envir., conservation and climate change	4.9%
All other issues	47.5%
<i>Respondents identifying an issue</i>	50 (82.0%)



Issues by respondent profile

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

- **Adolescents (aged 15 to 19 years)** – respondents were somewhat more likely than average to identify footpath repairs and maintenance, and health and medical services, although Metropolis Research notes the very small sample size for this age group.
- **Young adults (aged 20 to 34 years)** – respondents were measurably and significantly more likely than average to identify lighting issues.
- **Older adults (aged 60 to 44 years)** – respondents were measurably and significantly more likely than average to identify building, housing, planning and development related issues.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to identify the provision and maintenance of street trees.
- **Gender** – there was no meaningful variation observed between male and female respondents.
- **English speaking households** – respondents were somewhat more likely than those from multi-lingual households to identify parking, and building, housing, planning and development related issues.
- **Multi-lingual households** – respondents were measurably more likely than those from English speaking households to identify lighting and safety, policing and crime related issues.
- **Chinese speaking households** – respondents were measurably more likely than those from English speaking households to identify safety, policing and crime and lighting related issues.
- **Indian speaking households** – respondents were measurably more likely than those from English speaking households to identify lighting and safety, policing and crime related issues.



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

Monash City Council - 2019 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Adolescents (15 to 19 years)	
Parking	24.0%
Traffic management	8.0%
Footpath repairs and maintenance	8.0%
Health and medical services	8.0%
Lighting	4.0%
Safety, policing and crime	4.0%
Rubbish and waste issues inc. garbage	4.0%
Building, planning, housing, development	4.0%
Provision and maintenance of street trees	4.0%
<i>Respondents identifying an issue</i>	13 (51.4%)

Young adults (20 to 34 years)	
Lighting	22.0%
Safety, policing and crime	12.6%
Parking	12.1%
Traffic management	9.9%
Rubbish and waste issues inc. garbage	4.4%
Public transport	3.8%
Hard rubbish collection	3.3%
Building, planning, housing, development	2.7%
Roads repairs and maintenance	2.2%
Rates	2.2%
All other issues	20.9%
<i>Respondents identifying an issue</i>	111 (61.1%)

Adults (35 to 44 years)	
Parking	20.4%
Traffic management	17.1%
Provision and maintenance of street trees	10.5%
Lighting	7.2%
Safety, policing and crime	5.9%
Rates	5.9%
Hard rubbish collection	5.9%
Public transport	5.3%
Library services	3.9%
Building, planning, housing, development	3.3%
All other issues	30.9%
<i>Respondents identifying an issue</i>	104 (68.3%)

Middle aged adults (45 to 59 years)	
Parking	24.7%
Traffic management	14.9%
Provision and maintenance of street trees	11.2%
Building, planning, housing, development	10.2%
Lighting	7.4%
Safety, policing and crime	5.6%
Rates	4.7%
Hard rubbish collection	4.7%
Parks, gardens and open spaces	4.2%
Envir., conservation and climate change	3.7%
All other issues	46.0%
<i>Respondents identifying an issue</i>	146 (67.8%)

Older adults (60 to 74 years)	
Parking	24.5%
Building, planning, housing, development	17.8%
Provision and maintenance of street trees	12.3%
Traffic management	10.4%
Parks, gardens and open spaces	7.4%
Lighting	4.3%
Safety, policing and crime	4.3%
Commun., consultation, provision of info.	4.3%
Footpath repairs and maintenance	3.7%
Recycling collection	3.7%
All other issues	30.1%
<i>Respondents identifying an issue</i>	112 (68.9%)

Senior citizens (75 years and over)	
Parking	21.3%
Provision and maintenance of street trees	16.4%
Traffic management	11.5%
Building, planning, housing, development	8.2%
Rubbish and waste issues inc. garbage	6.6%
Lighting	4.9%
Footpath repairs and maintenance	4.9%
Safety, policing and crime	3.3%
Services and facilities for the elderly	3.3%
Parks, gardens and open spaces	3.3%
All other issues	23.0%
<i>Respondents identifying an issue</i>	35 (57.2%)



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

Monash City Council - 2019 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male	
Parking	21.3%
Traffic management	11.8%
Provision and maintenance of street trees	10.0%
Lighting	8.8%
Safety, policing and crime	7.9%
Building, planning, housing, development	7.3%
Public transport	3.6%
Footpath repairs and maintenance	3.4%
Rates	3.2%
Hard rubbish collection	2.7%
All other issues	29.9%
<i>Respondents identifying an issue</i>	<i>288 (65.3%)</i>

Female	
Parking	18.8%
Traffic management	13.9%
Lighting	10.7%
Building, planning, housing, development	9.0%
Provision and maintenance of street trees	8.4%
Safety, policing and crime	5.8%
Parks, gardens and open spaces	5.5%
Hard rubbish collection	4.0%
Rubbish and waste issues inc. garbage	3.5%
Rates	3.2%
All other issues	40.8%
<i>Respondents identifying an issue</i>	<i>226 (65.3%)</i>

English speaking	
Parking	22.3%
Traffic management	13.7%
Building, planning, housing, development	10.3%
Provision and maintenance of street trees	10.0%
Lighting	6.6%
Parks, gardens and open spaces	4.9%
Footpath repairs and maintenance	4.7%
Safety, policing and crime	3.9%
Recycling collection	3.4%
Cleanliness and maintenance of area	3.2%
All other issues	40.0%
<i>Respondents identifying an issue</i>	<i>267 (65.4%)</i>

Multi-lingual	
Parking	19.3%
Lighting	12.9%
Traffic management	12.1%
Safety, policing and crime	10.1%
Provision and maintenance of street trees	8.2%
Building, planning, housing, development	6.4%
Public transport	4.1%
Hard rubbish collection	3.9%
Rates	3.1%
Rubbish and waste issues inc. garbage	3.1%
All other issues	26.5%
<i>Respondents identifying an issue</i>	<i>253 (65.3%)</i>

Chinese speaking	
Parking	17.8%
Safety, policing and crime	15.1%
Lighting	11.0%
Traffic management	8.9%
Provision and maintenance of street trees	7.5%
Rates	4.1%
Public transport	4.1%
Commun., consultation, provision of info.	2.7%
Hard rubbish collection	2.7%
Building, planning, housing, development	2.1%
All other issues	20.5%
<i>Respondents identifying an issue</i>	<i>93 (63.8%)</i>

Indian speaking	
Parking	20.2%
Traffic management	17.2%
Lighting	16.2%
Provision and maintenance of street trees	12.1%
Safety, policing and crime	9.1%
Building, planning, housing, development	7.1%
Hard rubbish collection	6.1%
Drains maintenance and repairs	5.1%
Public transport	5.1%
Rates	4.0%
All other issues	30.3%
<i>Respondents identifying an issue</i>	<i>70 (71.4%)</i>



Correlation between issues and satisfaction with Council’s overall performance

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

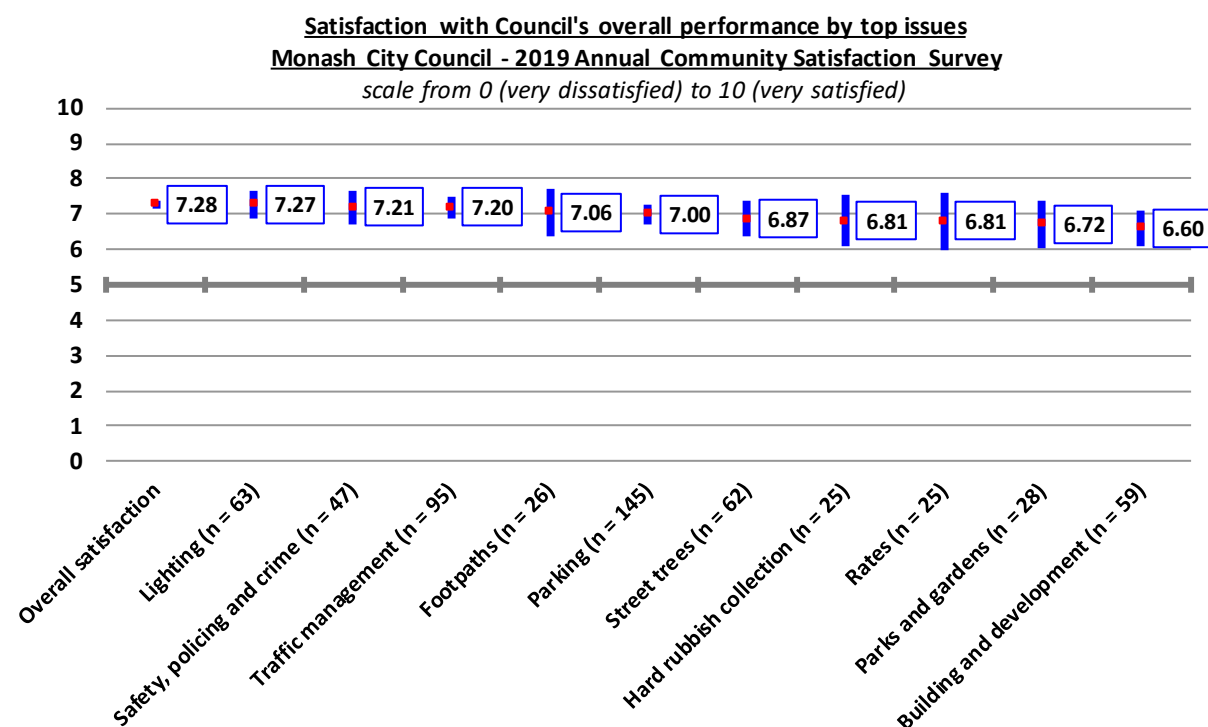
The aim of this data is to explore the relationship between the issues identified by respondents and their satisfaction with Council’s overall performance. The data does not prove a causal relationship between the issues and overall satisfaction but does provide meaningful insight into whether these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

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

Metropolis Research notes that respondents that identified building, housing, planning and development issues (6.60) rated satisfaction with Council’s overall performance measurably lower than the municipal average (7.28). This result strongly implies that building, housing, planning and development related issues exert a negative influence on satisfaction with Council’s overall performance for those that identified this issue. It is noted that this is not an unusual result and that building, housing, planning and development issues almost always exert a negative influence on satisfaction with Council’s overall performance.

Metropolis Research notes that the small sample of 28 respondents who raised issues with parks, gardens and open spaces were also somewhat less satisfied with Council’s overall performance than average.

Metropolis Research draws particular attention to the fact that parking issues do not appear to have exerted a significant negative influence on community satisfaction with Council’s overall performance this year, with the influence being only mildly negative.



Sense of community

Respondents were then asked:

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

Respondents were asked to rate their agreement with seven statements relating to the local sense of community.

An average of 761 of the eight hundred and five respondents provided an agreement score for each of the seven statements.

It is observed that the average agreement with all seven statements declined somewhat this year, with the decreases in the agreement with two statements being statistically significant; “I / we feel connected to our neighbours” (6.94 down from 7.22) and “there are adequate opportunities to socialise and meet people in the local area” (6.82 down from 7.32).

Despite these declines, average agreement with these seven statements remains relatively high, at 7.31 or a “strong” level of agreement.

This result is reflected in the fact that a little less than three quarters of respondents strongly agreed with “The Monash community is accepting of people from diverse cultures” (rating eight to ten out of ten), and more than forty percent of respondents strongly agreed with each of the remaining statements.

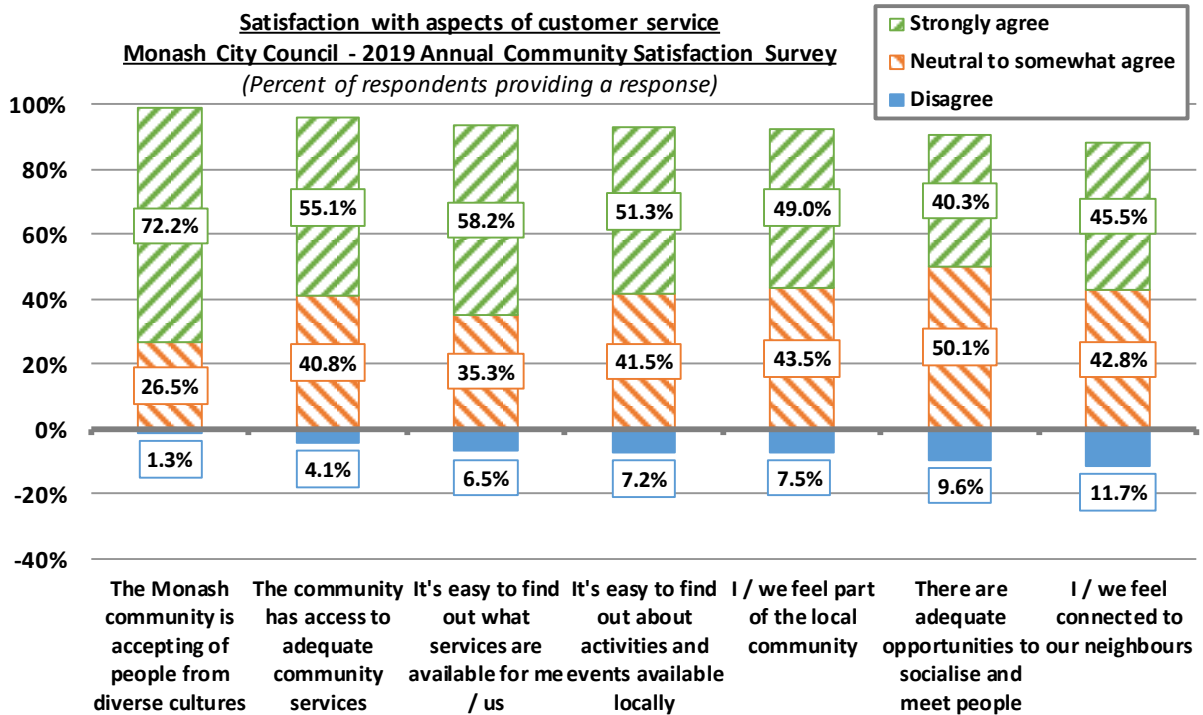
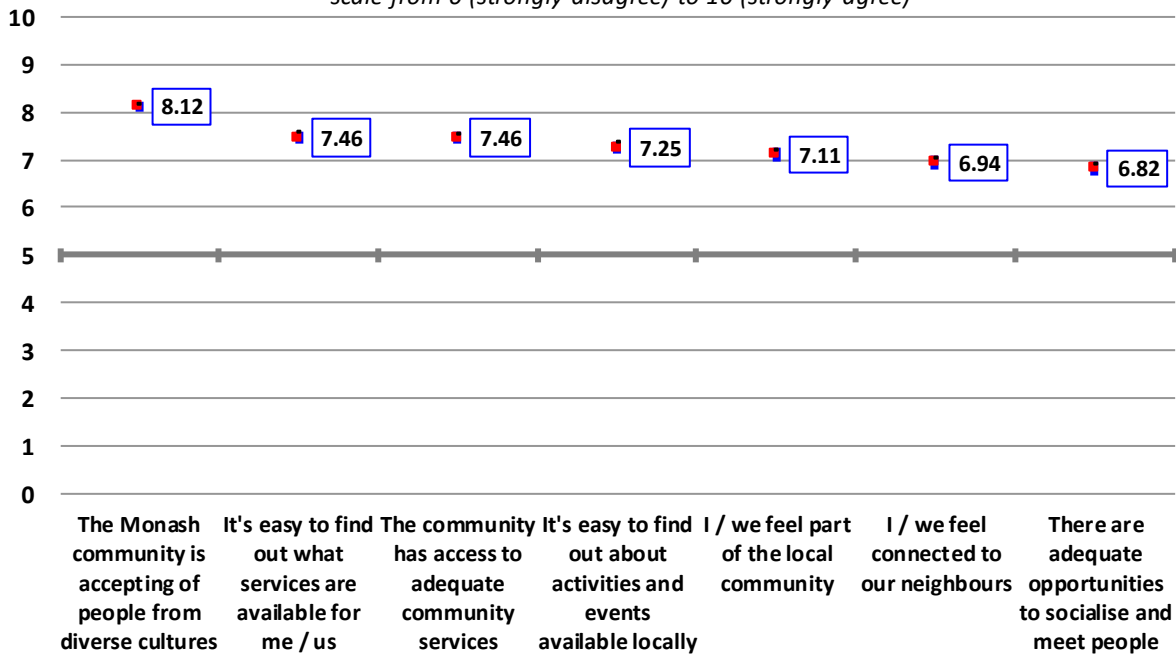
Whilst approximately twelve percent of respondents disagreed with “I / we feel connected to our neighbours”, less than ten percent of respondents disagreed with the remaining six statements.

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

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

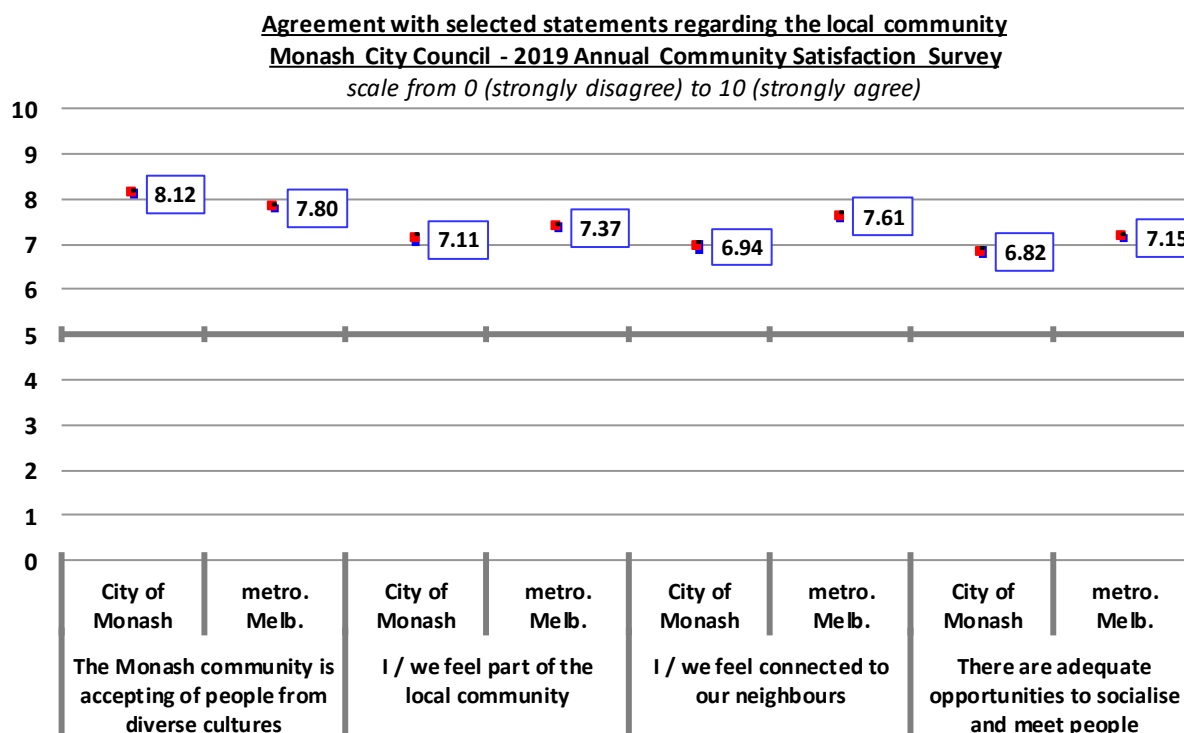


Agreement with selected statements regarding the local community
Monash City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Only four of the seven statements were included in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research. It is noted that respondents from the City of Monash were measurably less in agreement that they feel part of the local community, they feel connected to their neighbours, and that there are adequate opportunities to socialise and meet people.

Respondents from the City of Monash were measurably more in agreement that the community is accepting of people from diverse cultures than the metropolitan Melbourne average.



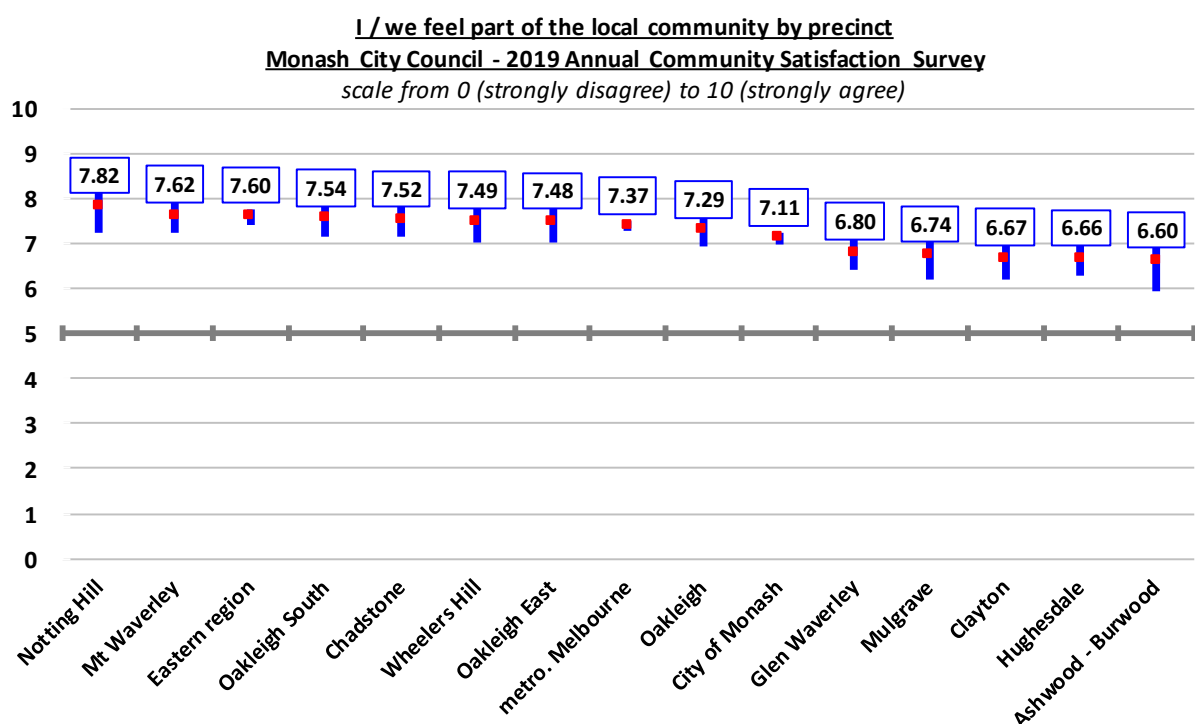
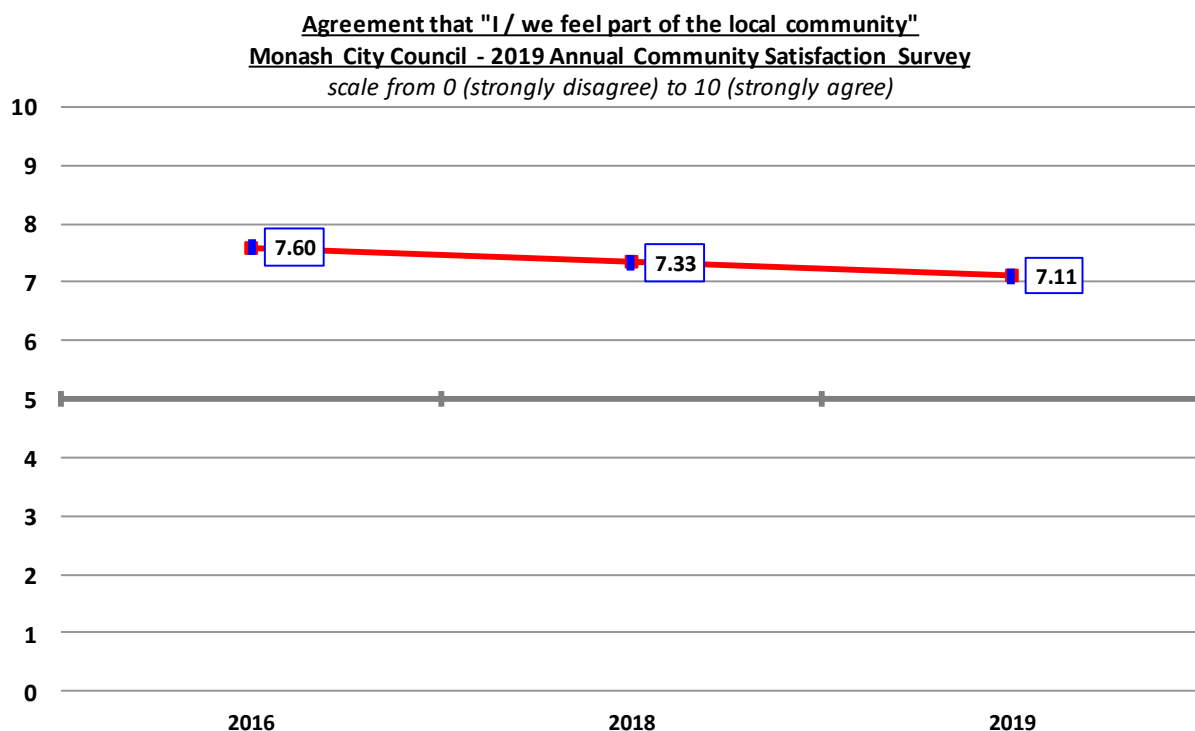
I / we feel part of the local community

Agreement that the respondent feels part of the local community decreased somewhat, but not measurably this year, down 3.0% from 7.33 to 7.11.

There was some variation in agreement that the respondent feels part of the local community observed across the City of Monash, with respondents from Notting Hill and Mt Waverley rating agreement measurably higher than average.

Agreement with this statement was measurably lower than the 2019 metropolitan Melbourne and eastern region councils' average agreement.





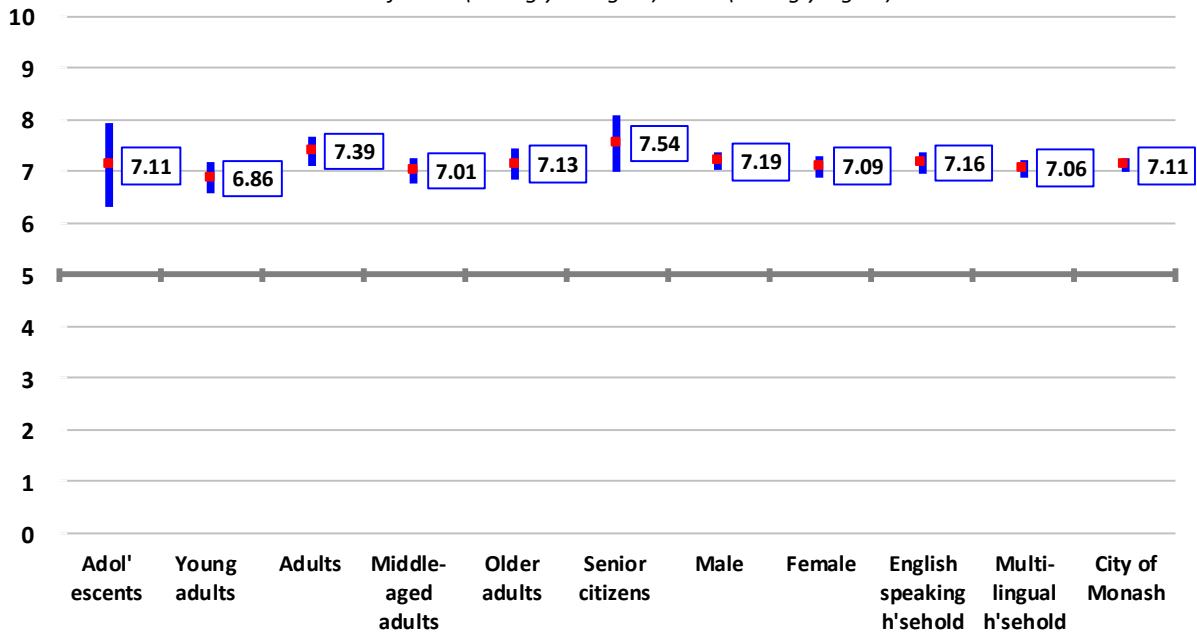
There was some statistically significant variation in this result observed by respondent profile and household structure, with attention drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents were somewhat less in agreement than the municipal average.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more in agreement than the municipal average.

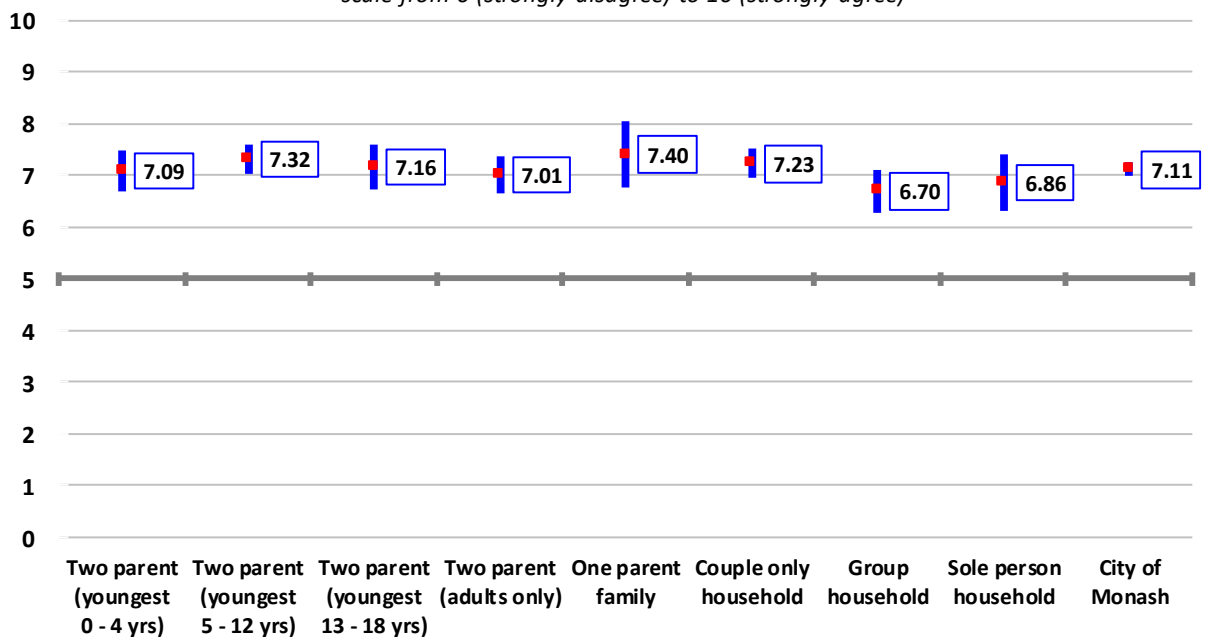


- **One-parent family** – respondents from one parent family were marginally more in agreement than other respondents.
- **Group household** – respondents were measurably less in agreement than the municipal average.

I / we feel part of the local community by respondent profile
Monash City Council - 2019 Annual Community Satisfaction Survey
 scale from 0 (strongly disagree) to 10 (strongly agree)

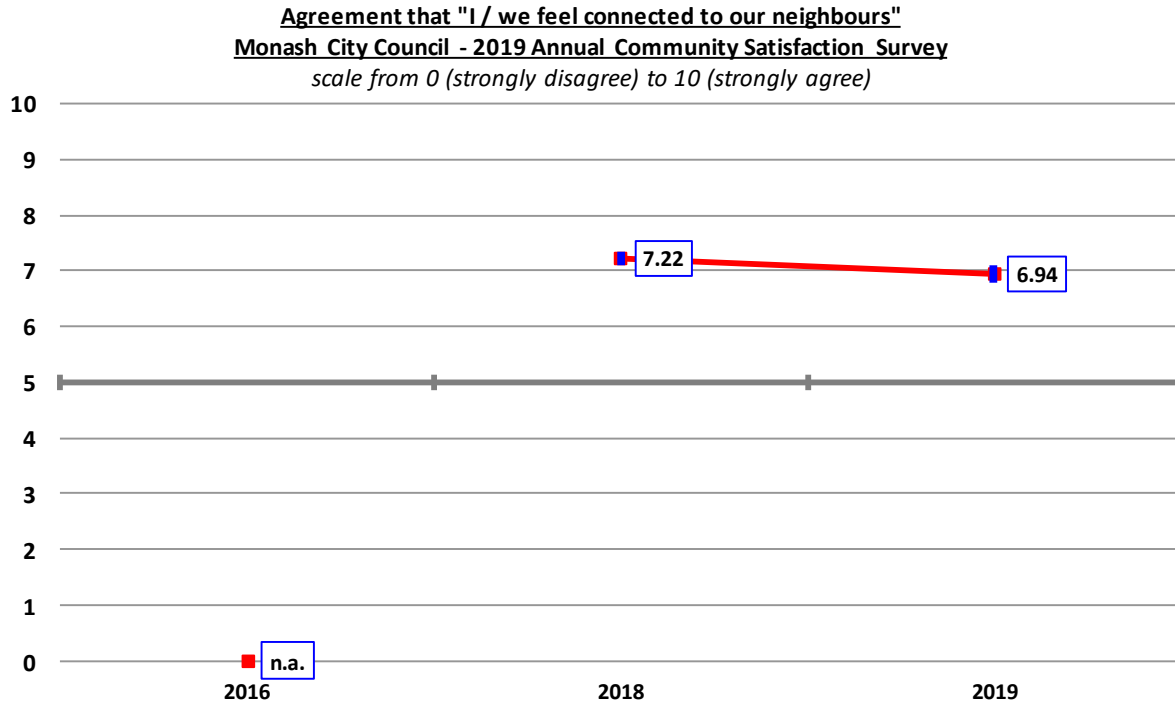


I / we feel part of the local community by household structure
Monash City Council - 2019 Annual Community Satisfaction Survey
 scale from 0 (strongly disagree) to 10 (strongly agree)

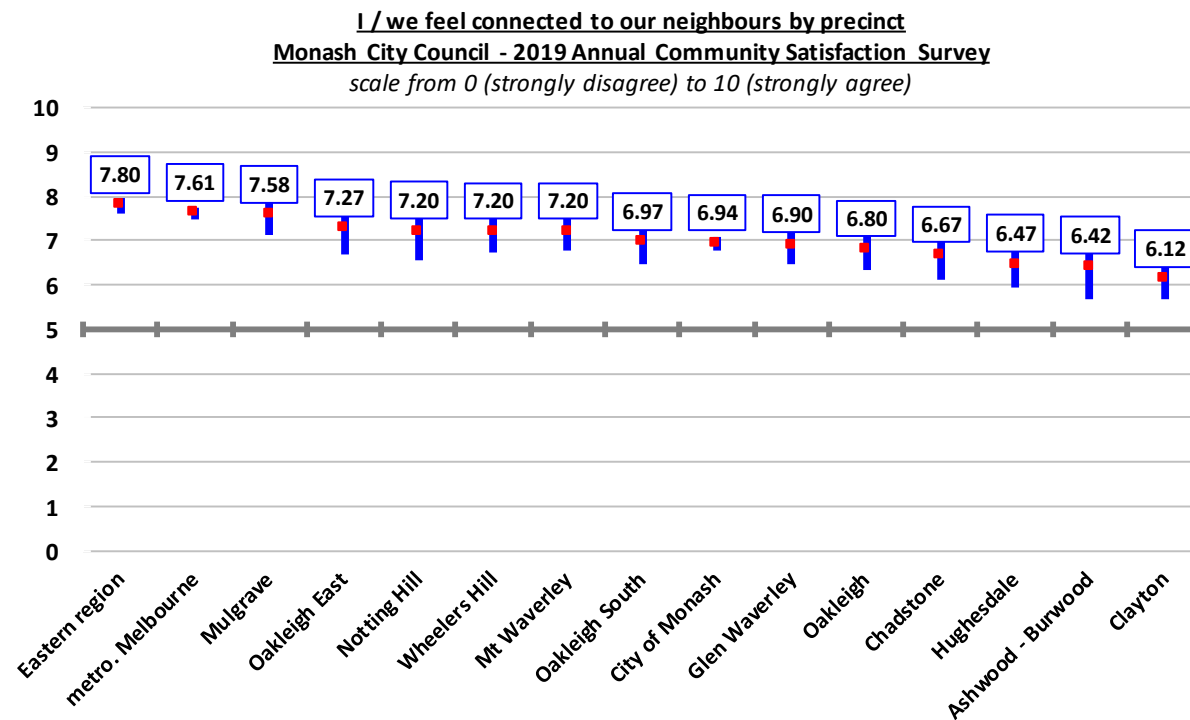


I / we feel connected to our neighbours

Agreement that the respondent feels connected to their neighbours declined measurably this year, down 3.9% from 7.22 and 6.94. Agreement with this statement was measurably lower than the 2019 metropolitan Melbourne and eastern region councils' average agreement.



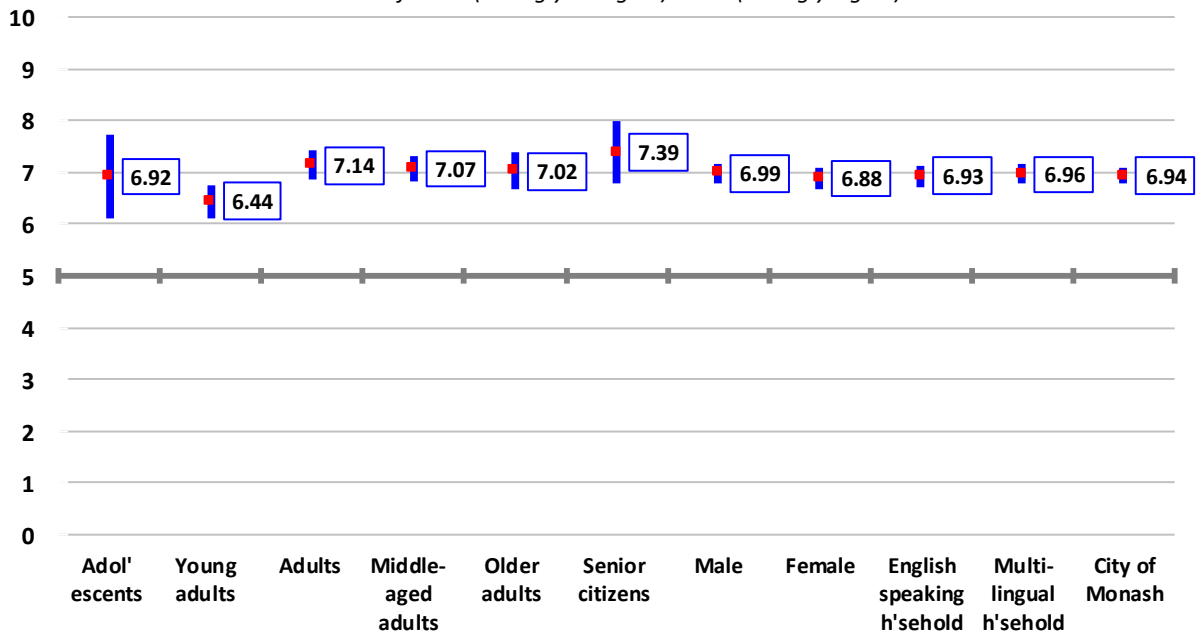
There was some variation in agreement that the respondent feels connected to their neighbours observed across the municipality, with respondents from Mulgrave measurably more in agreement, and respondents from Clayton measurably less in agreement.

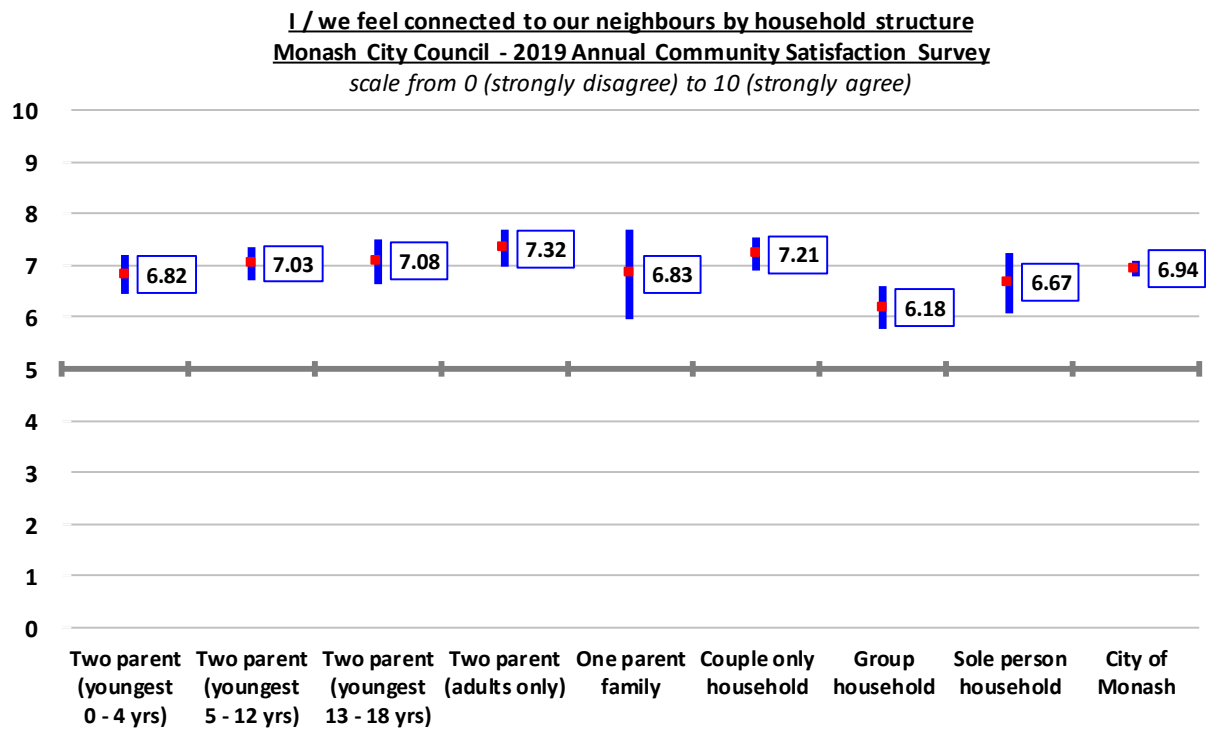


There was some variation in this result observed by respondent profile and household structure, with attention drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents were measurably less in agreement than the municipal average.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat, albeit not measurably more in agreement than the municipal average.
- **Two-parent families with adult children and couple-only households** – respondents were measurably more in agreement than average.
- **Group household** – respondents were measurably and significantly less in agreement than the municipal average.

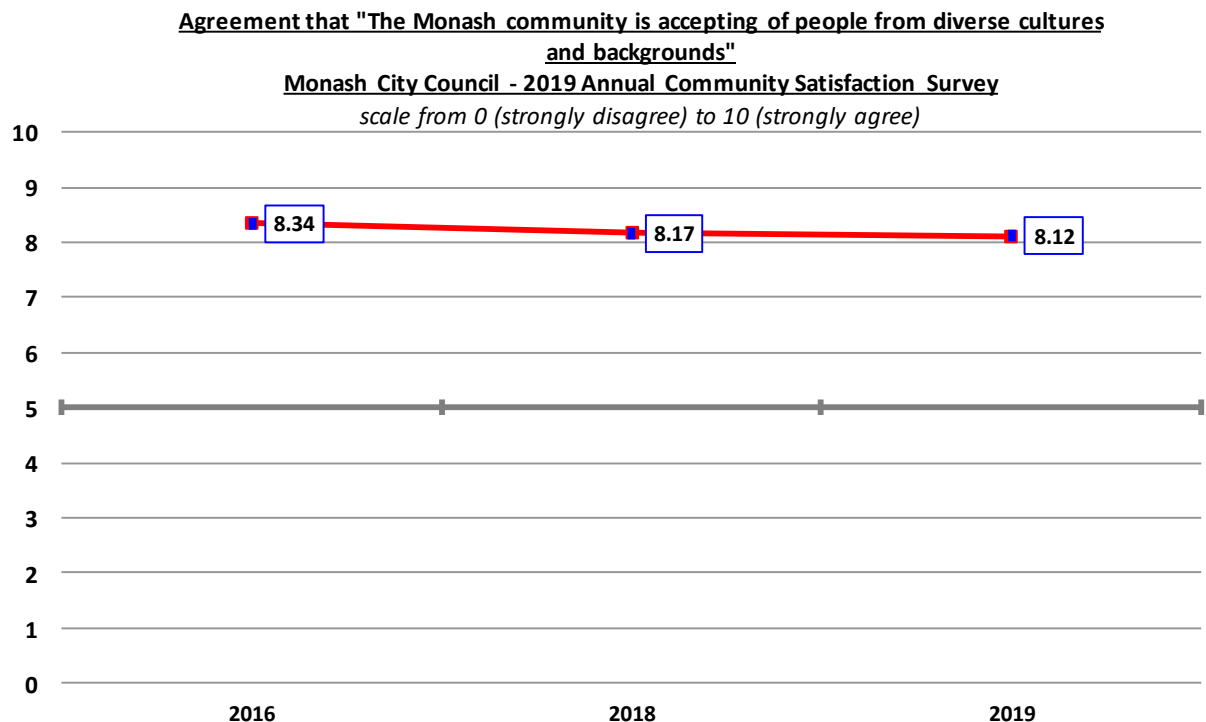
I / we feel connected to our neighbours by respondent profile
Monash City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)





The Monash community is accepting of people from diverse cultures

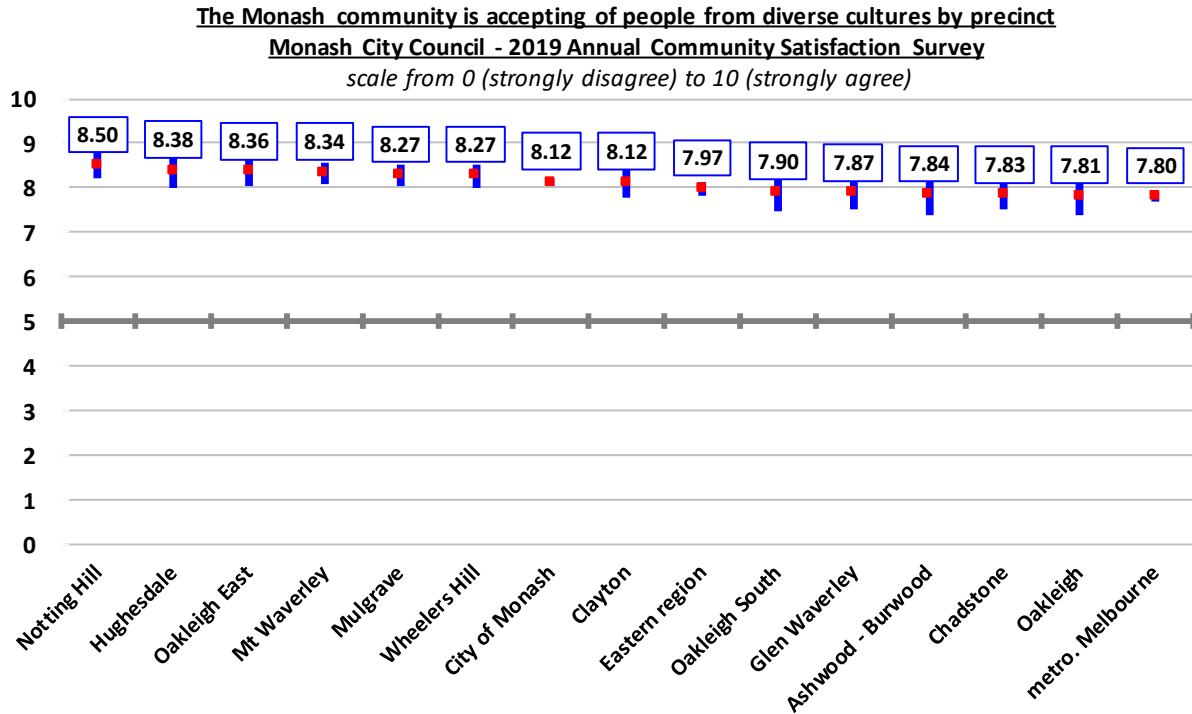
Agreement that the Monash community is accepting of people from diverse cultures and backgrounds declined by less than one percent this year, down from 8.17 to 8.12.



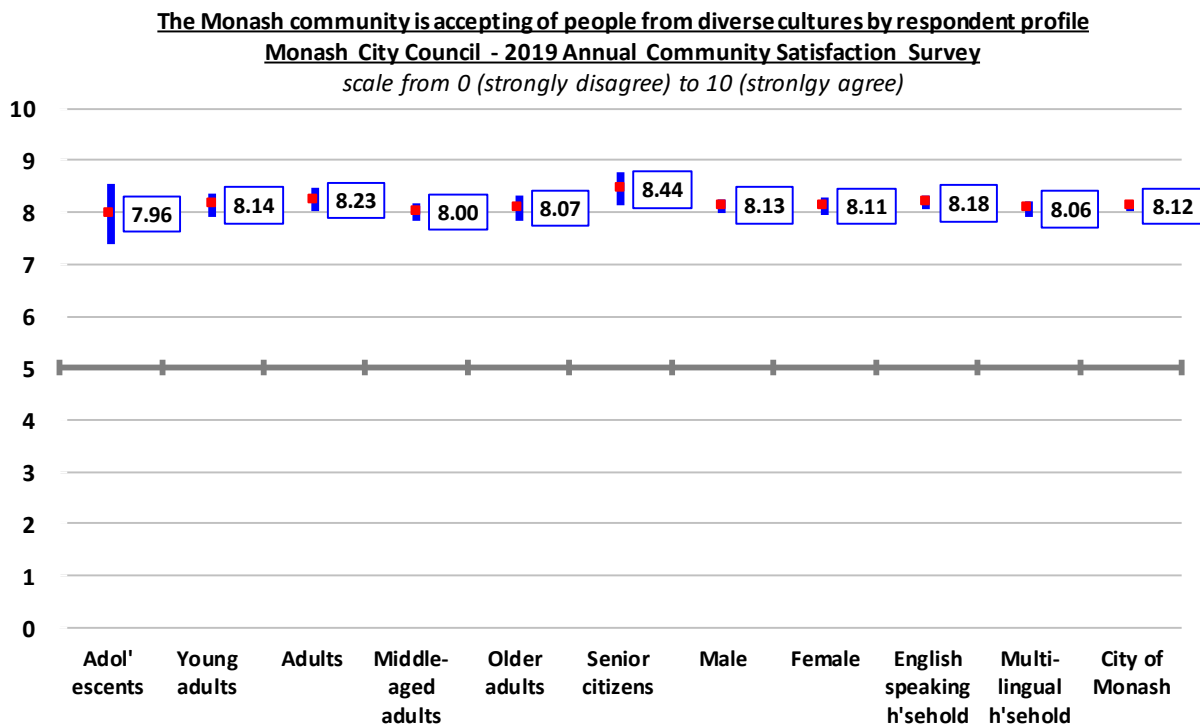
Respondents in each of Monash’s twelve precincts were more in agreement with this statement than the 2019 metropolitan Melbourne average.

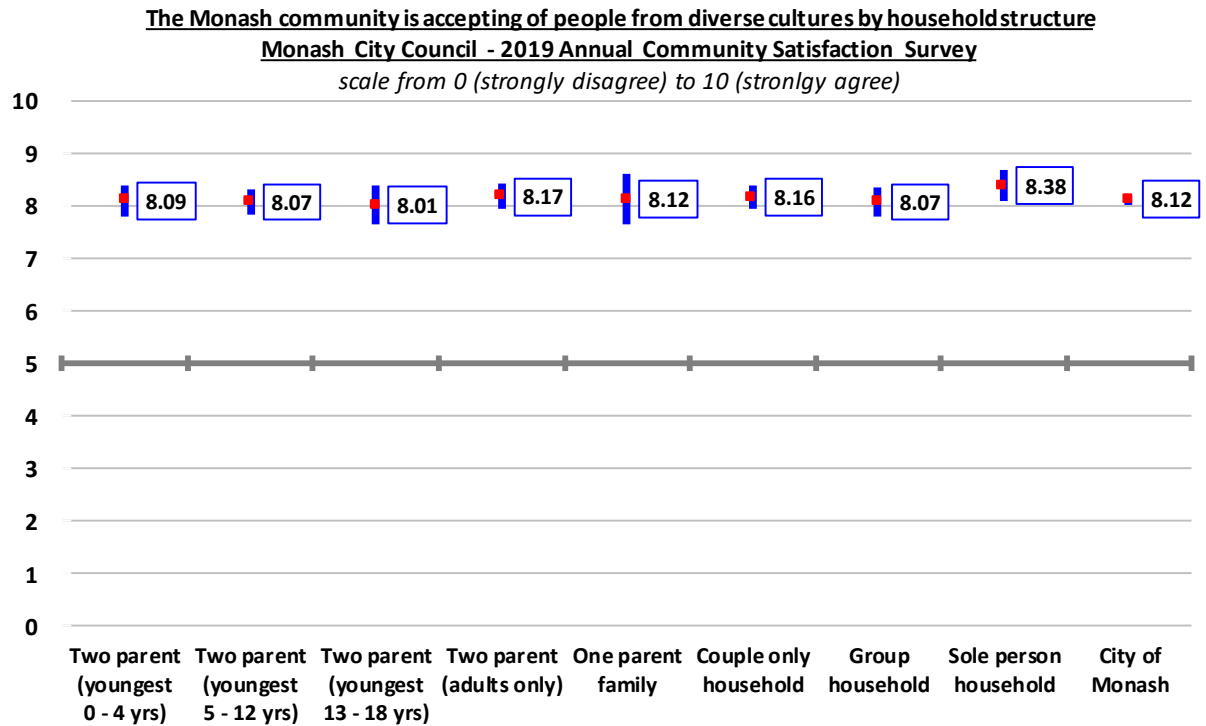


With the exception of respondents from Notting Hill, who were measurably more in agreement than average, there was no other measurable variation in agreement that the Monash community is accepting of people from diverse cultures and backgrounds observed across the City of Monash.



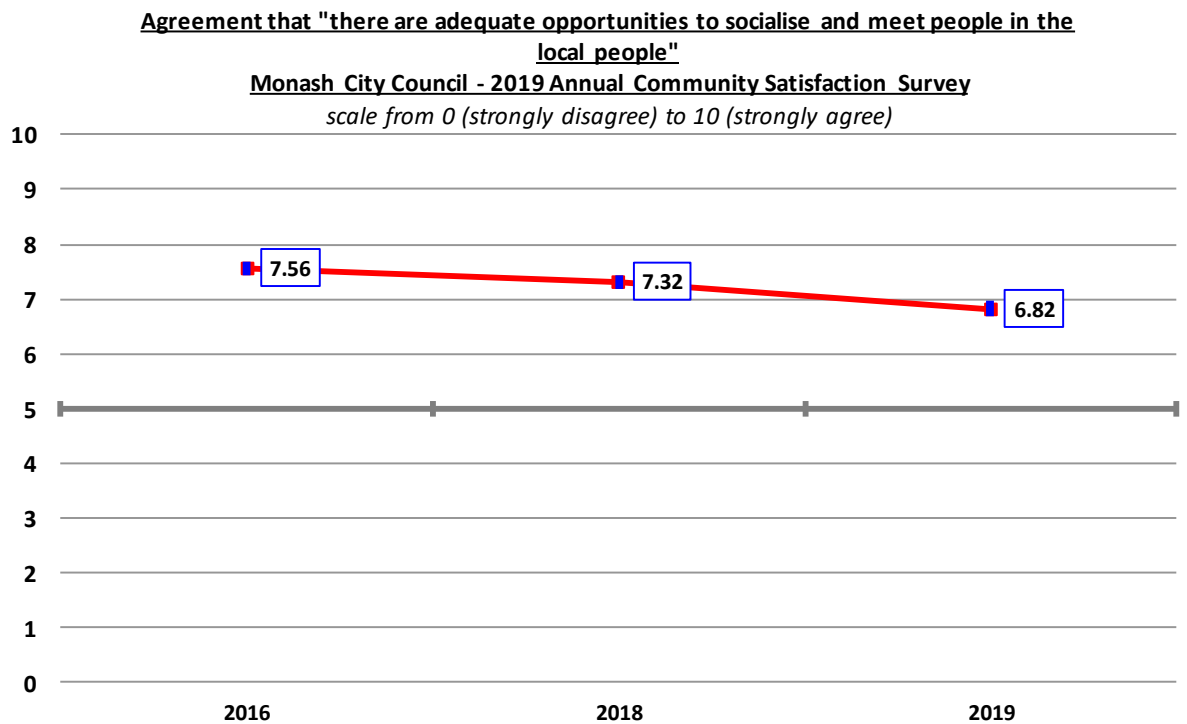
There was no measurable variation observed by respondent profile or household structure.





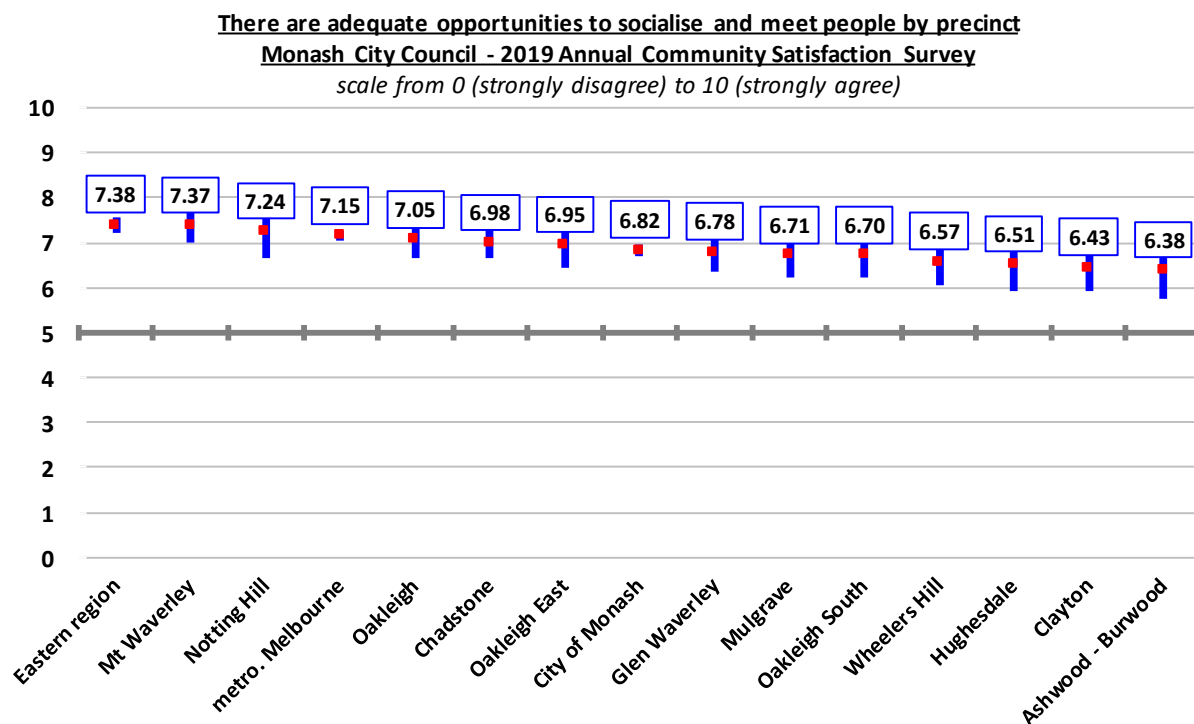
There are adequate opportunities to socialise and meet people

Agreement that there are adequate opportunities to socialise and meet people declined measurably this year, down 6.8% from 7.32 to 6.82.



This City of Monash result was measurably lower than the 2019 metropolitan Melbourne and eastern region councils' averages.

With the exception of respondents from Mt Waverley, who were measurably more in agreement than the average, there was no other measurable variation in agreement that there are adequate opportunities to socialise and meet people observed across the municipality.



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

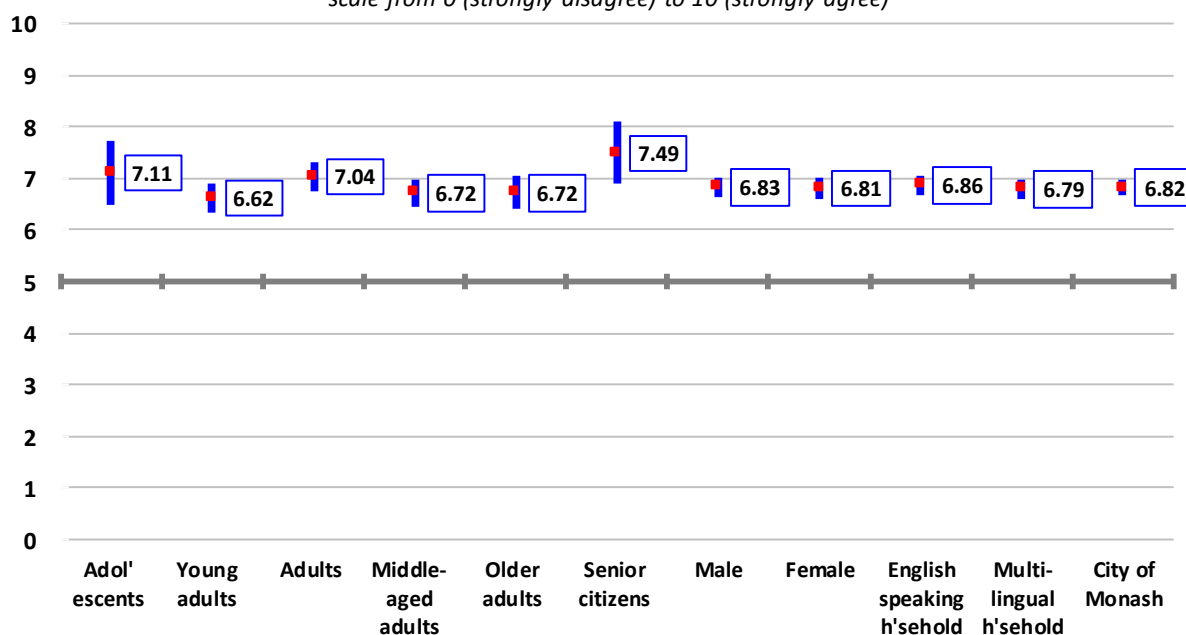
- **Senior citizens (aged 75 years and over)** – respondents were measurably more in agreement than the municipal average.
- **Group household** – respondents were measurably less in agreement than the municipal average.



There are adequate opportunities to socialise and meet people by respondent profile

Monash City Council - 2019 Annual Community Satisfaction Survey

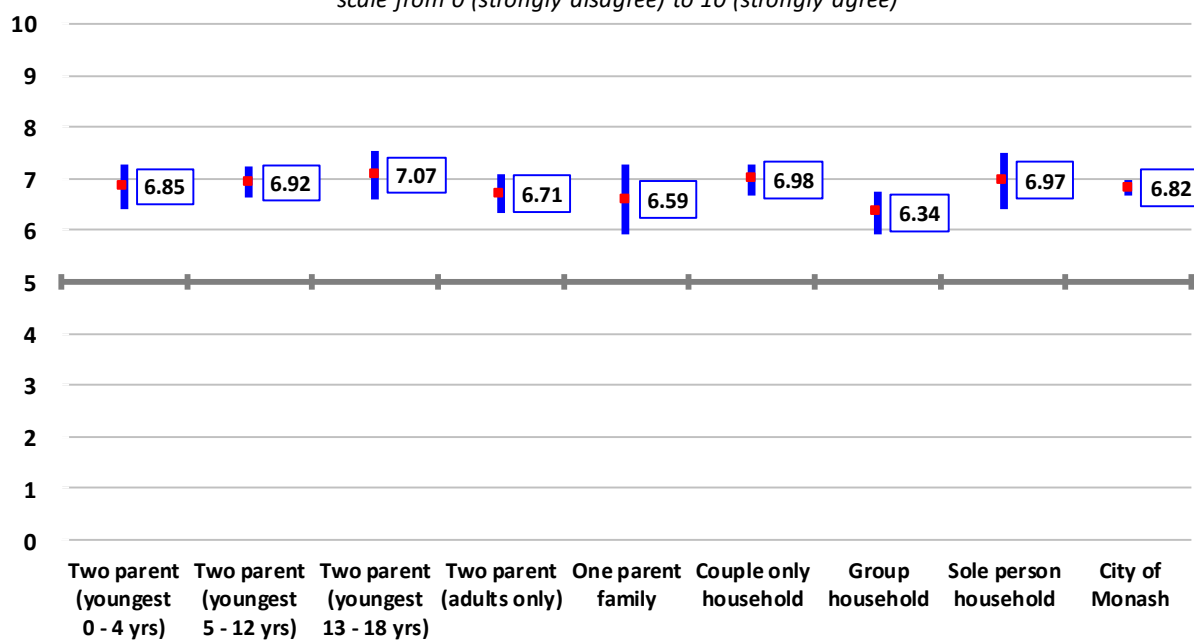
scale from 0 (strongly disagree) to 10 (strongly agree)



There are adequate opportunities to socialise and meet people by household structure

Monash City Council - 2019 Annual Community Satisfaction Survey

scale from 0 (strongly disagree) to 10 (strongly agree)

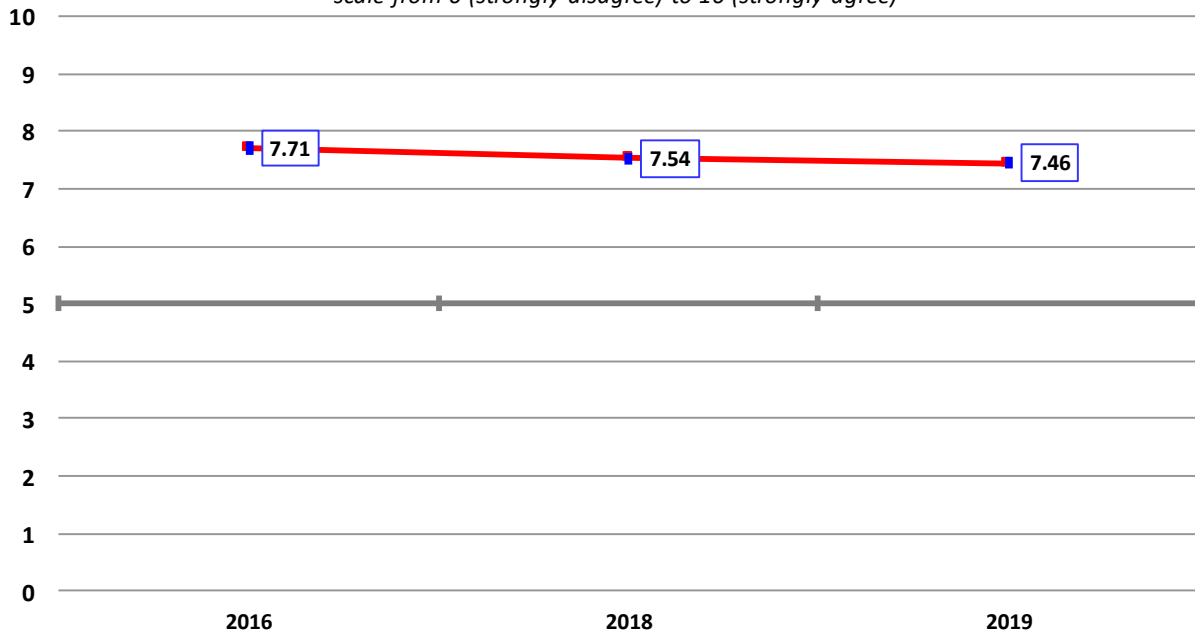


The community has access to adequate community services

Agreement that the community has access to adequate community services decreased marginally this year, down 1.1% from 7.54 to 7.46, although it remains a “strong” level of agreement.

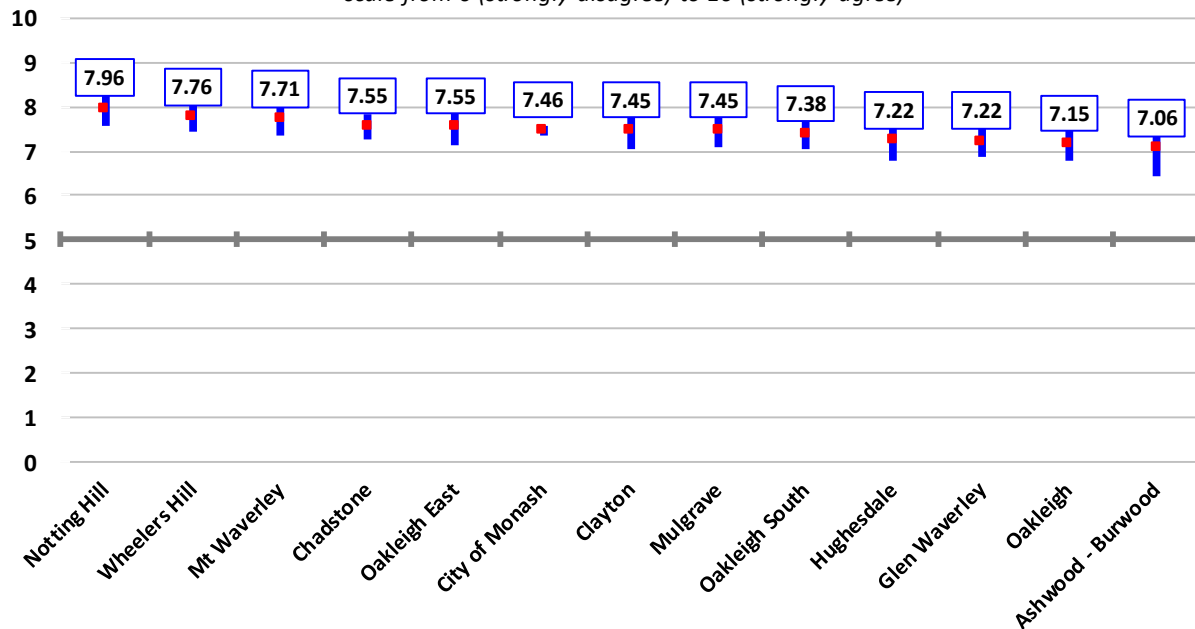


Agreement that "the community has access to adequate community services"
Monash City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



With the exception of respondents from Notting Hill, who were measurably more in agreement than average, there was no other measurable variation in agreement that the community has access to adequate community services observed across the City of Monash.

The community has access to adequate community services by precinct
Monash City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



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

- **Senior citizens (aged 75 years and over)** – respondents were measurably more in agreement than average.
- **Two-parent families (with youngest child aged 13 to 18 years)** – respondents from two parent families with youngest child aged 13 to 18 years were somewhat less in agreement than average

The community has access to adequate community services by respondent profile

Monash City Council - 2019 Annual Community Satisfaction Survey

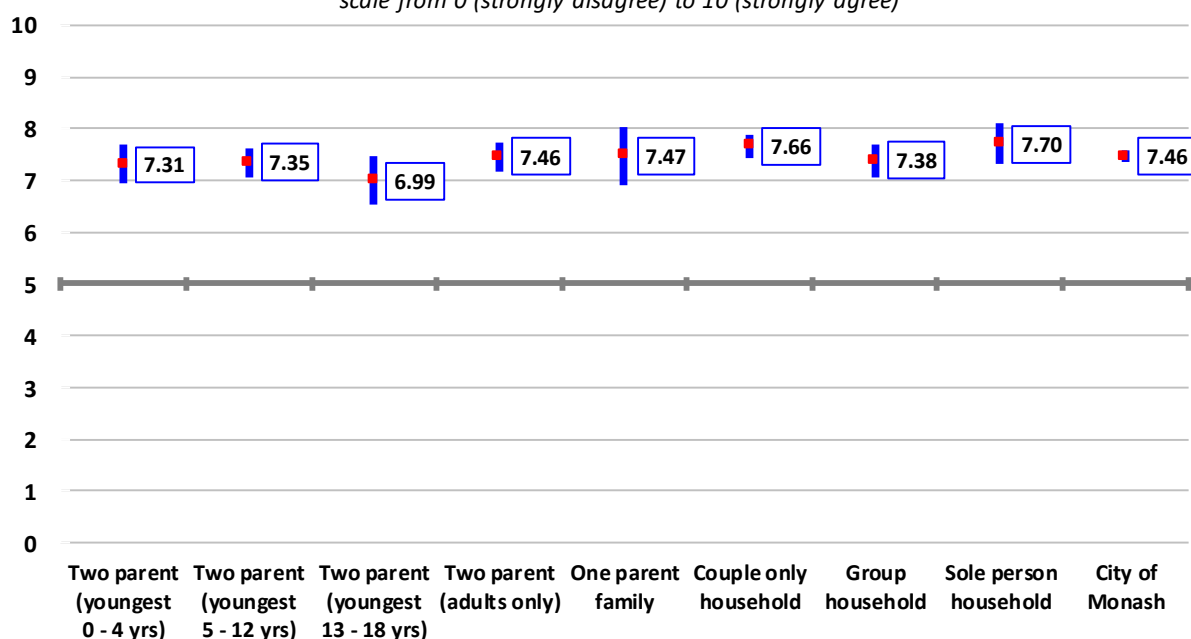
scale from 0 (strongly disagree) to 10 (strongly agree)



The community has access to adequate community services by household structure

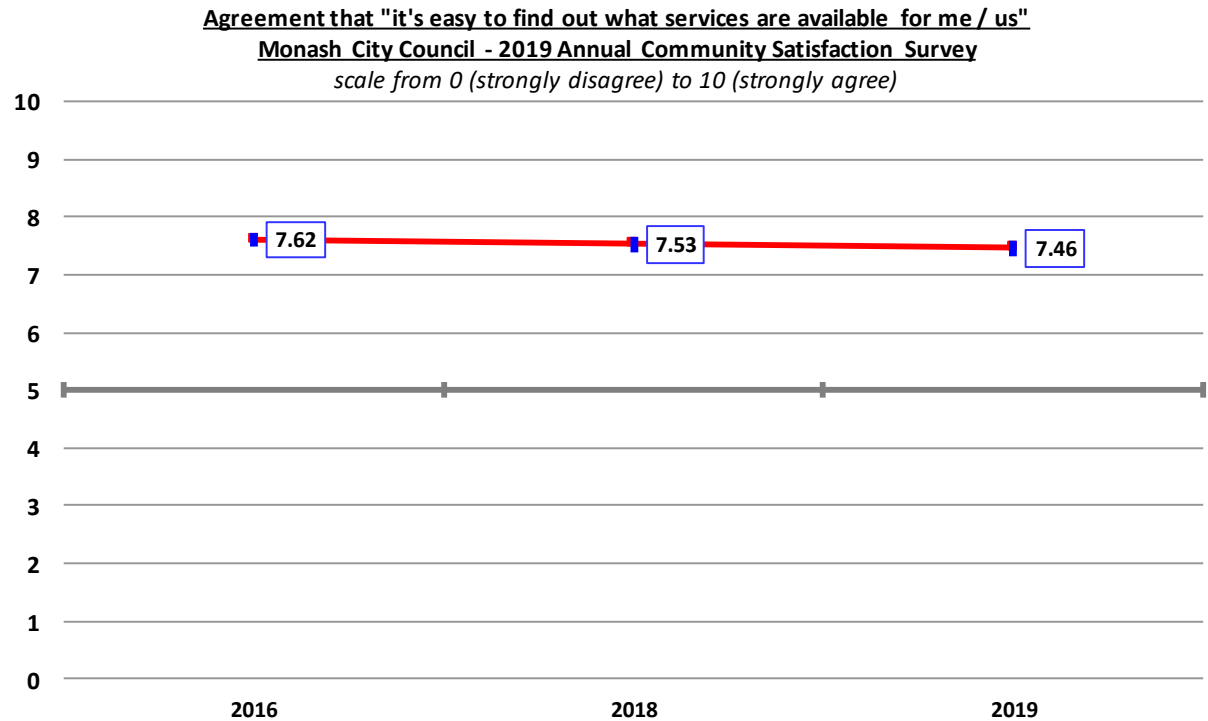
Monash City Council - 2019 Annual Community Satisfaction Survey

scale from 0 (strongly disagree) to 10 (strongly agree)

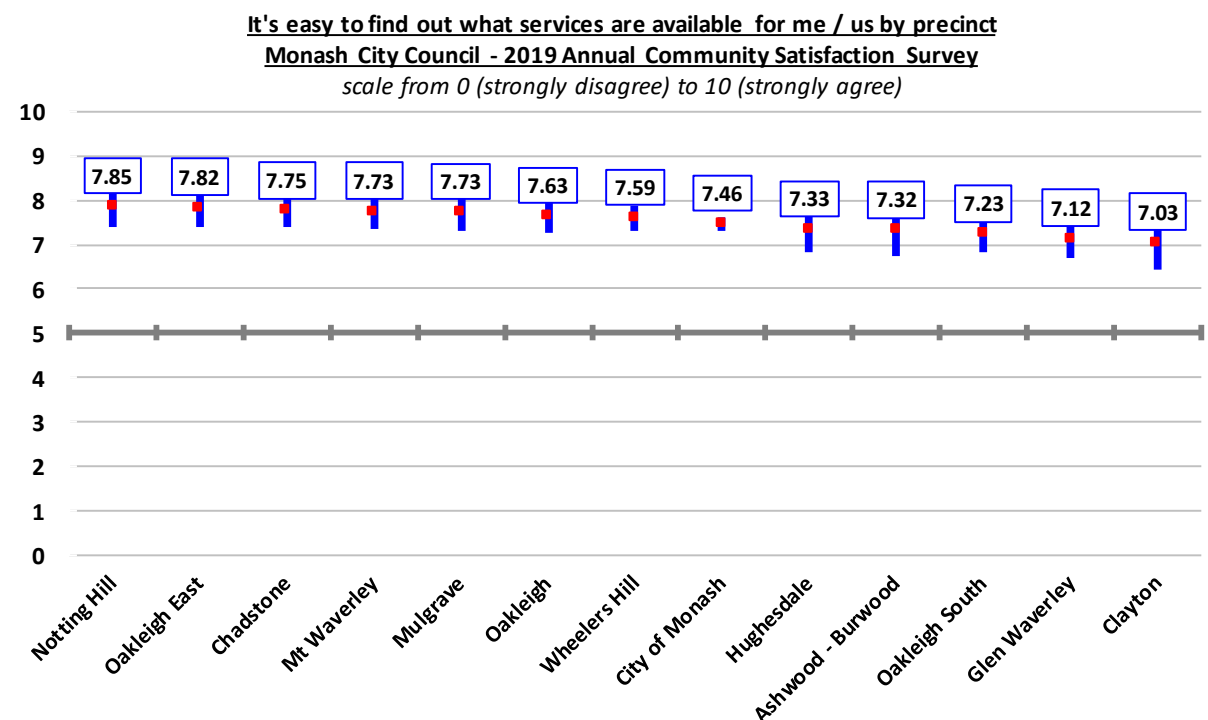


It's easy to find out what services are available for me / us

Agreement that it is easy to find out what services are available for respondents declined by less than one percent this year, down from 7.53 to 7.46

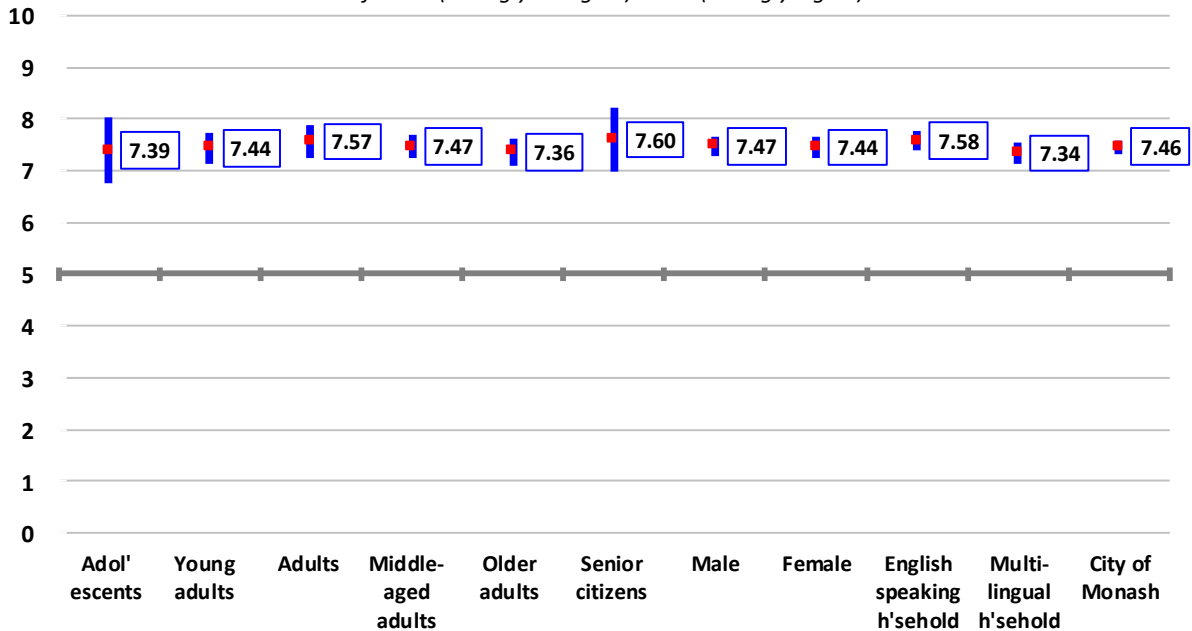


There was no measurable variation in agreement that it is easy to find out what services are available for respondents observed across the twelve precincts comprising the City of Monash.

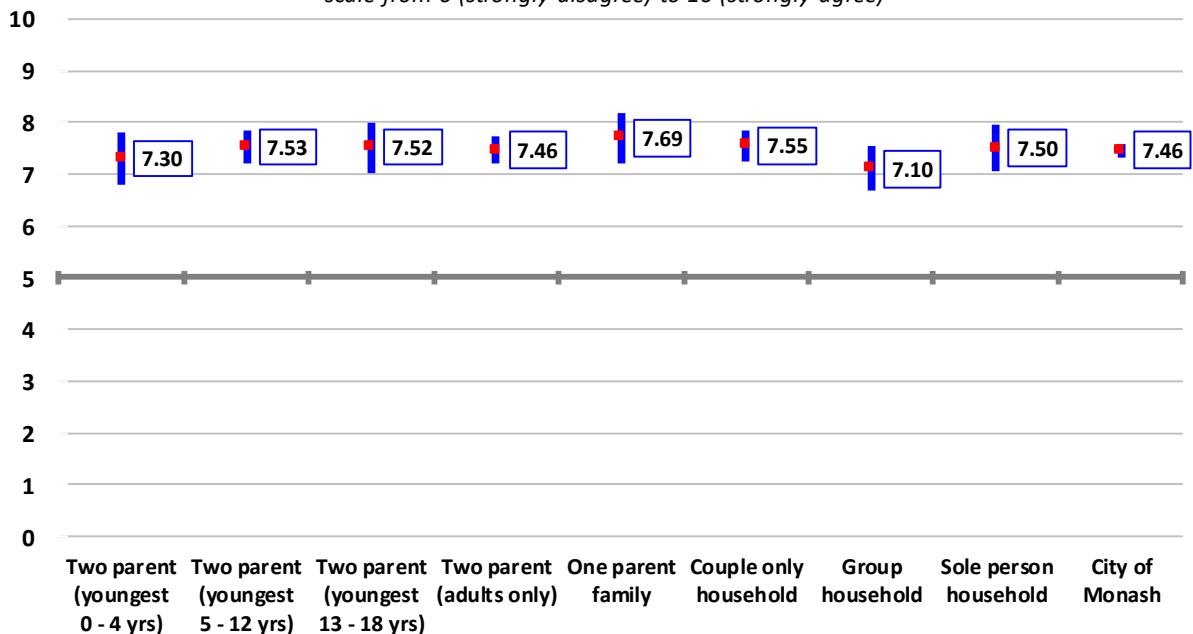


There was no significant variation in this result observed by respondent profile and household structure, although it is noted that respondents from multi-lingual households rated agreement somewhat less than respondents from English speaking households, and respondents from group households rated it marginally lower than other respondents.

It's easy to find out what services are available for me / us by respondent profile
Monash City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

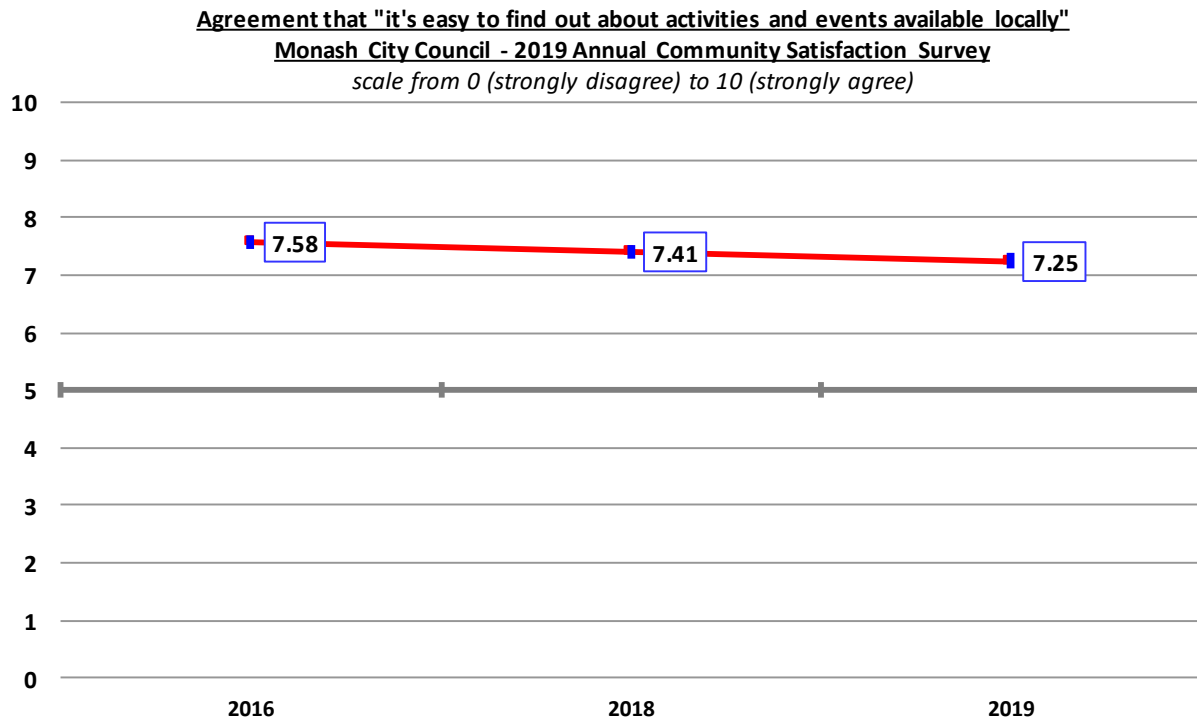


It's easy to find out what services are available for me / us by household structure
Monash City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

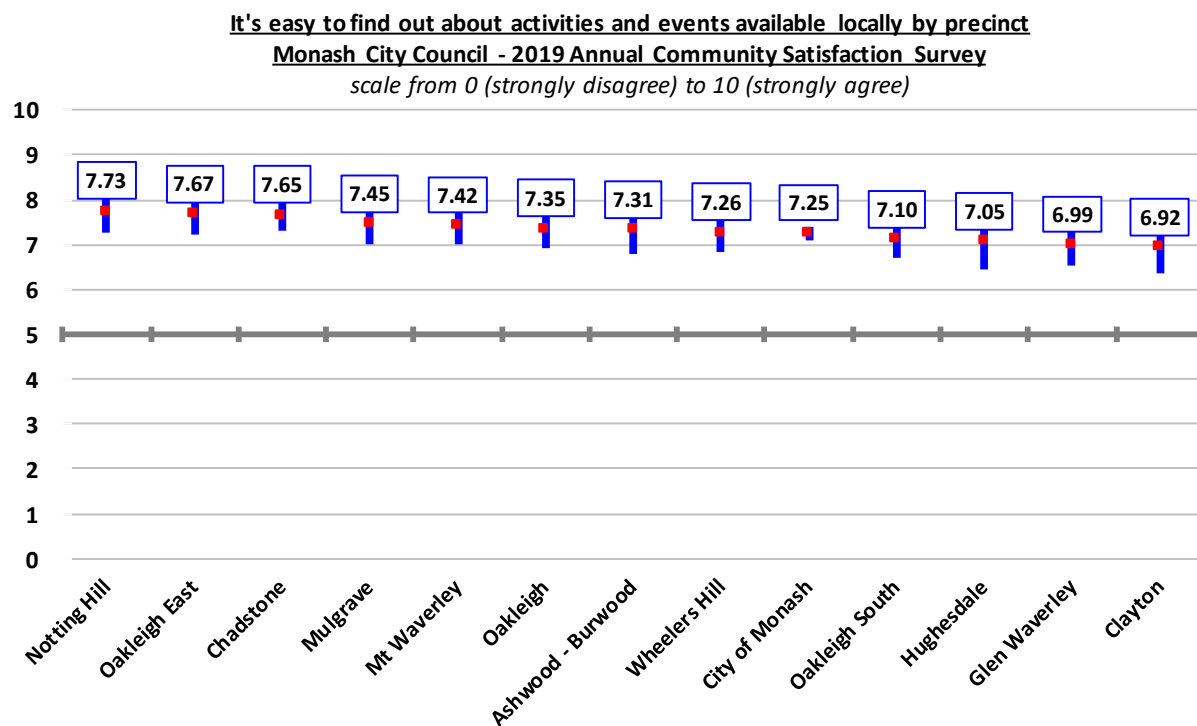


It's easy to find out about activities and events available locally

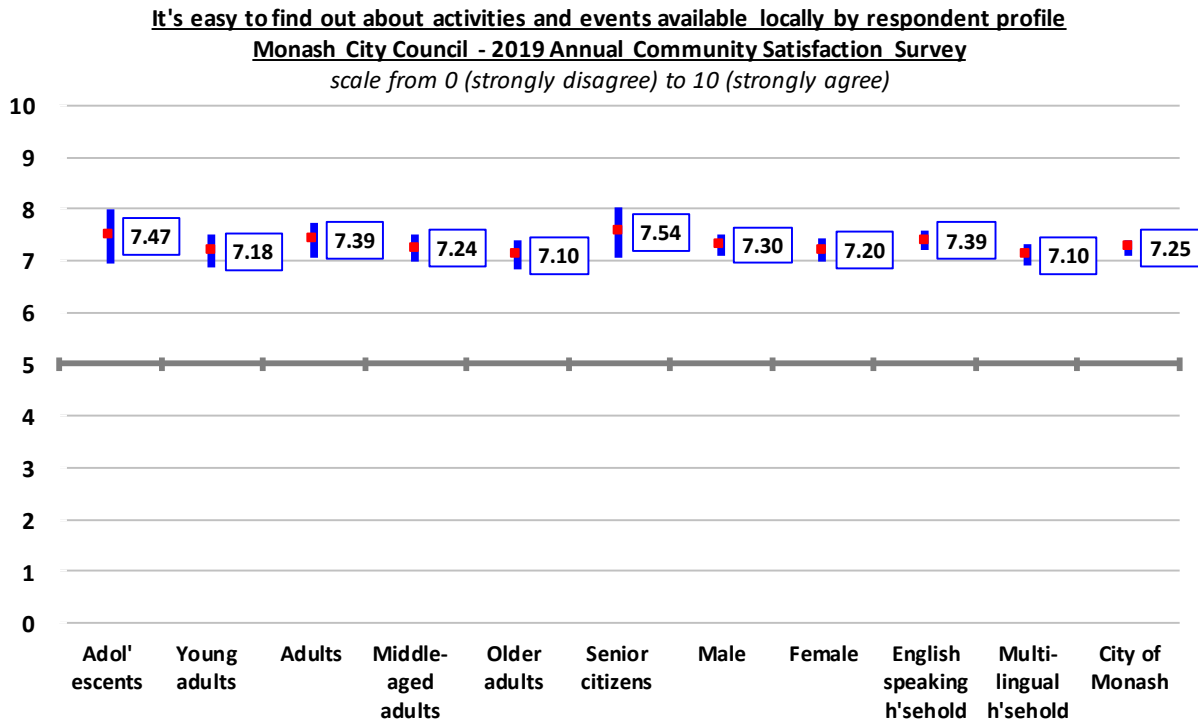
Agreement that it is easy to find out about activities and events available locally decreased marginally but not measurably this year, down 2.2% from 7.41 to 7.25.



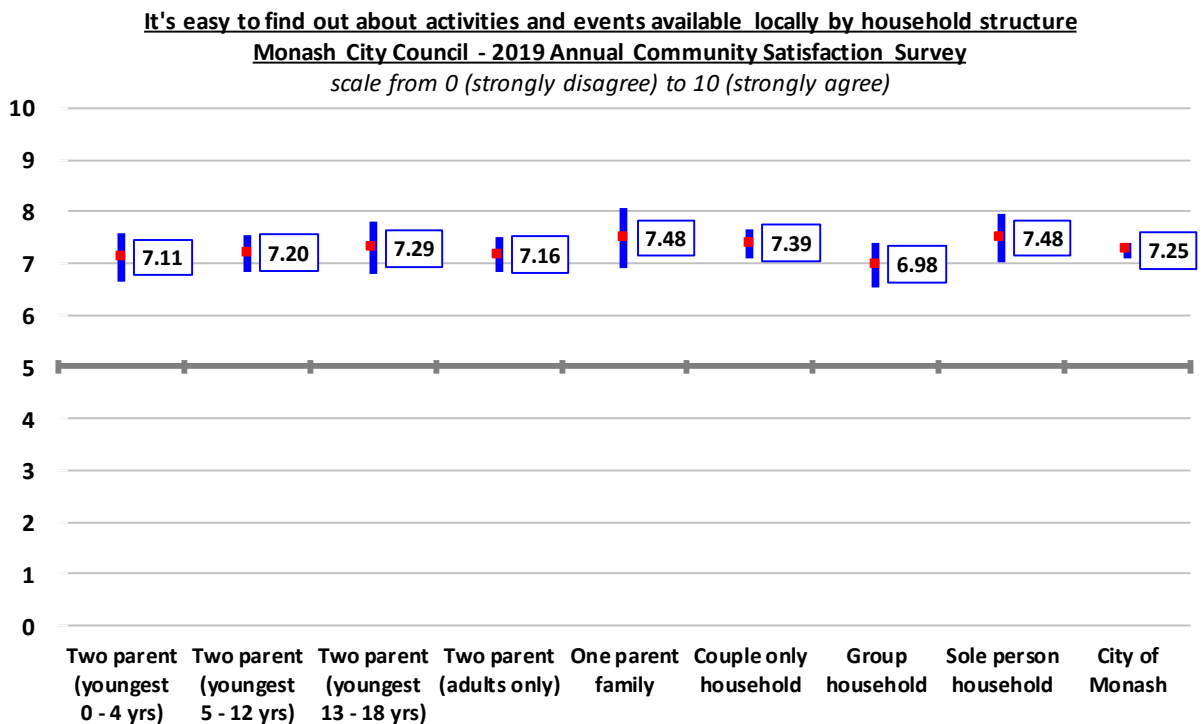
There was no measurable variation in this result observed across the twelve precincts comprising the City of Monash.



There was no measurable variation in this result observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) rated agreement somewhat higher than the municipal average, and respondents from multi-lingual households rated it somewhat, albeit not measurably lower than respondents from English speaking households.



It is also noted that respondents from group households rated agreement somewhat, albeit not measurably lower than the municipal average.



Perception of safety

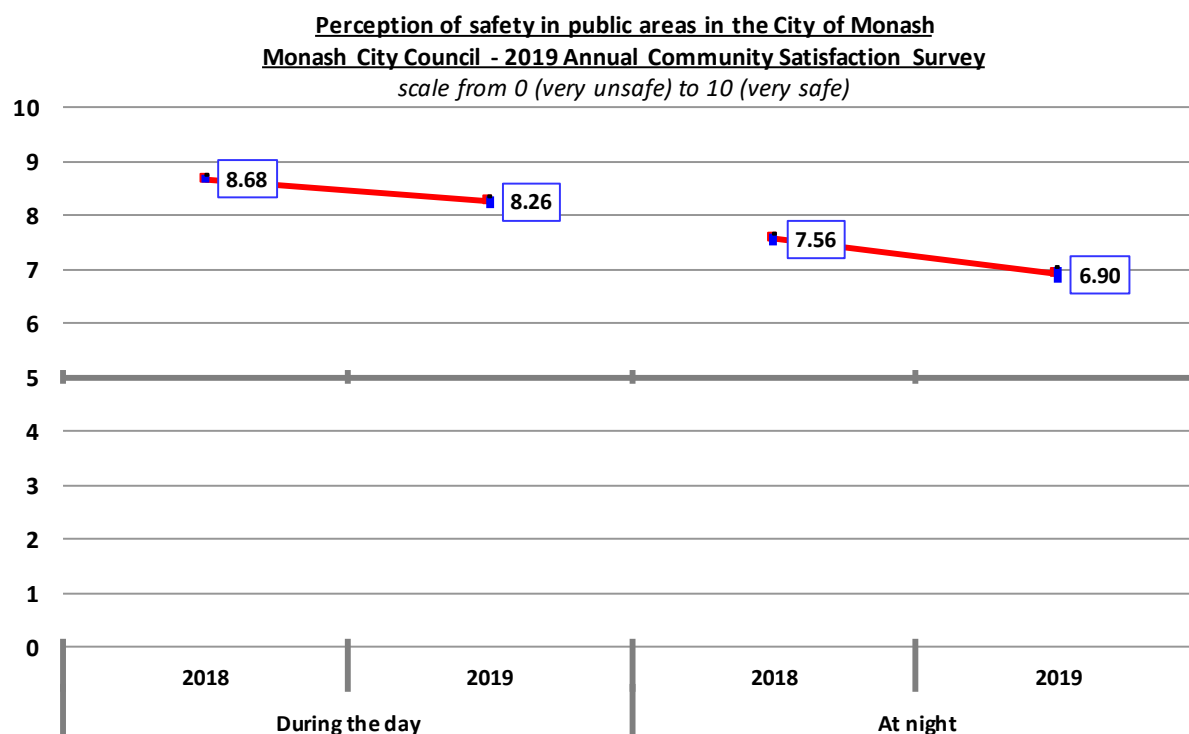
Respondents were then asked:

“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?”

There was a change in the survey this year compared to last, reducing the number of aspects of perception of safety included in the survey. In 2018 the survey included other aspects around safety in and around shopping areas, parks and reserves, and travelling on or waiting for public transport, this year the survey included only the core safety in the public areas of the City of Monash during the day and at night.

The perception of safety both during the day (down 4.8%) and at night (down 8.7%) declined measurably this year.

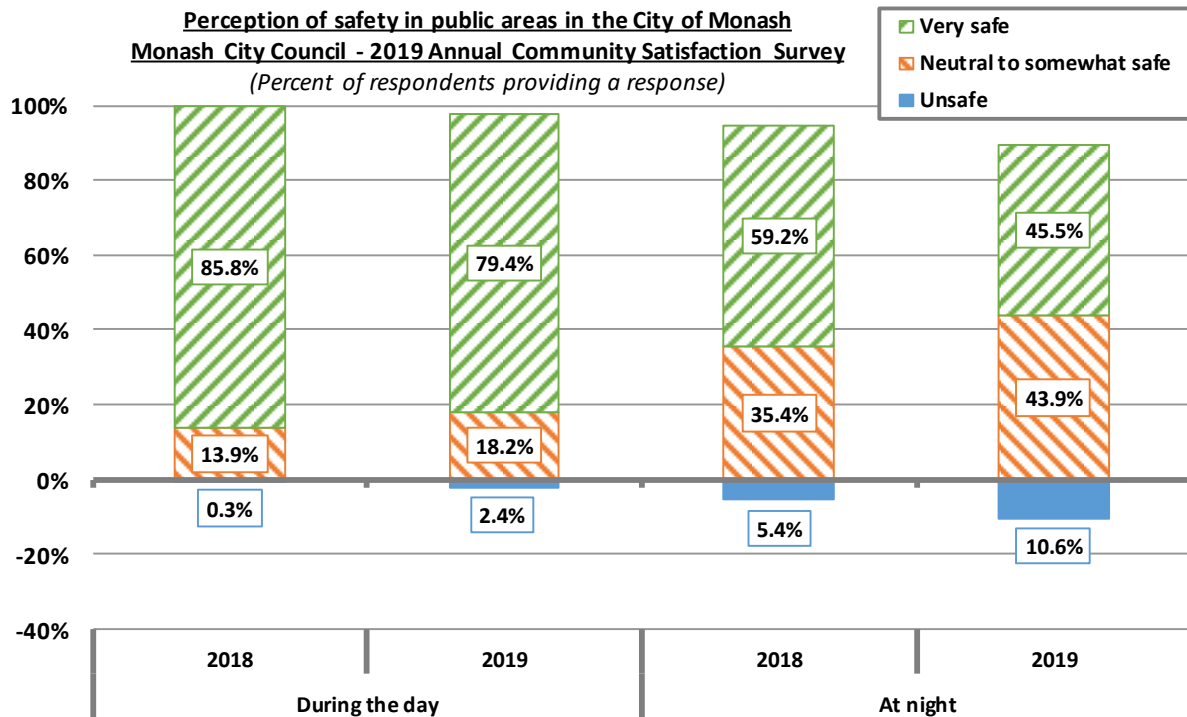
It is noted however that despite the decline in the perception of safety in the public areas of the City of Monash, the proportion of respondents nominating “safety, policing, and crime issues” remained relatively stable at 6.7% down from 7.1%.



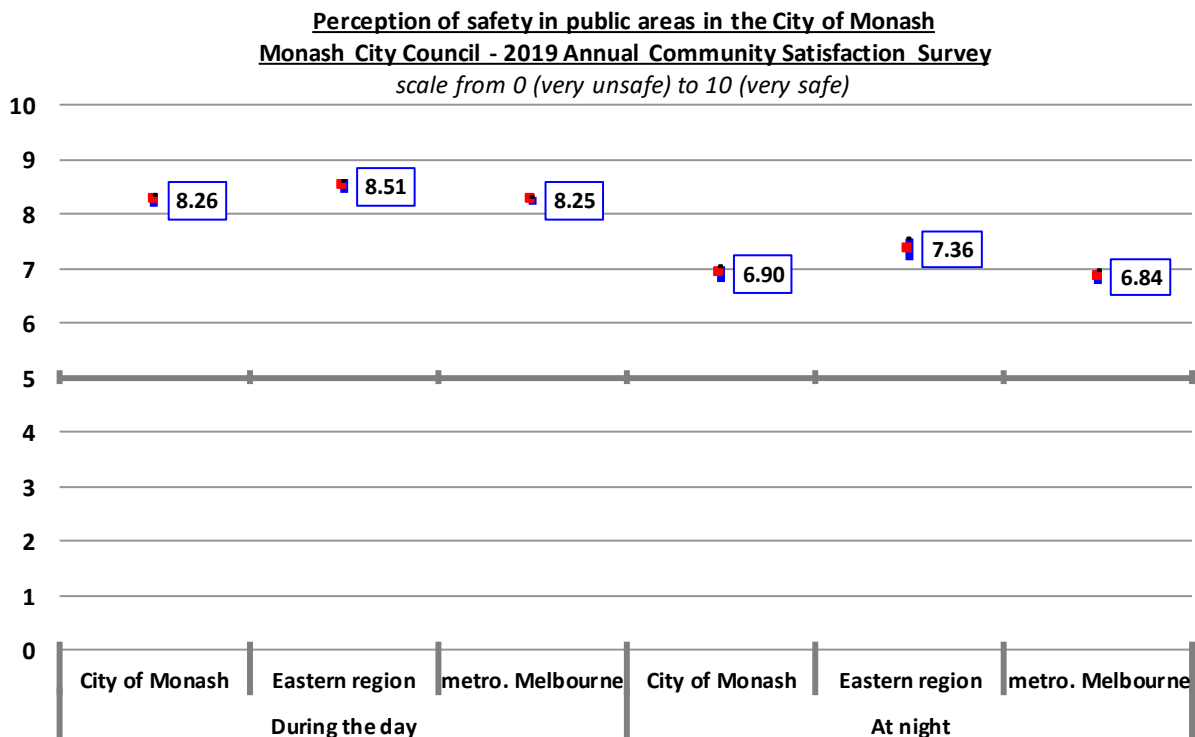
Almost four-fifths (79.4%) of respondents felt “very safe” in the public areas of the municipality during the day (rating perception of safety at eight or more out of ten), whilst just 2.4% felt unsafe. It is noted that the proportion of respondents who felt unsafe did increase somewhat from the very low 0.3% recorded last year.

There was a decline in the proportion of respondents who felt unsafe in the public areas of the municipality at night, down from 59.2% to 45.5% this year. There was a commensurate increase in the proportion of respondents who felt unsafe, up from 5.4% to 10.6%.



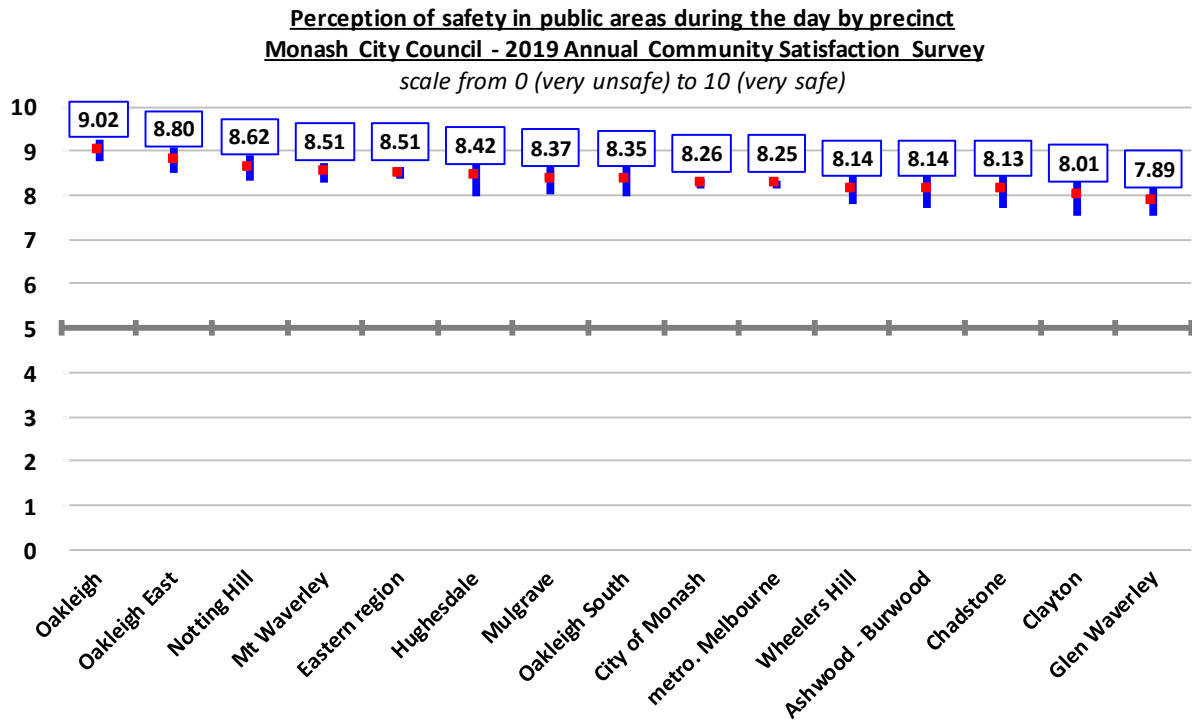


Despite the decline recorded in the perception of safety in the City of Monash this year, these results remain consistent with the metropolitan Melbourne average results, albeit somewhat lower than the average for the eastern region councils.

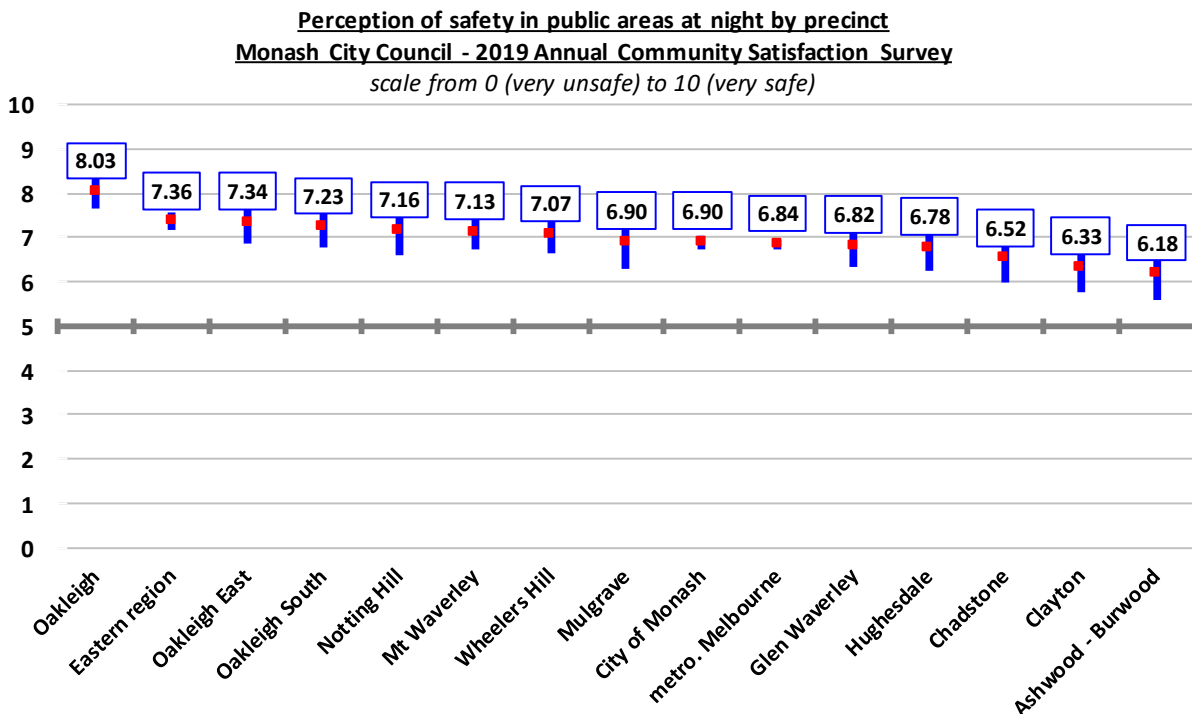


There was measurable variation in the perception of safety during the day observed across the municipality, as respondents from Oakleigh, Oakleigh East, and Notting Hill felt measurably safer than the municipal average.





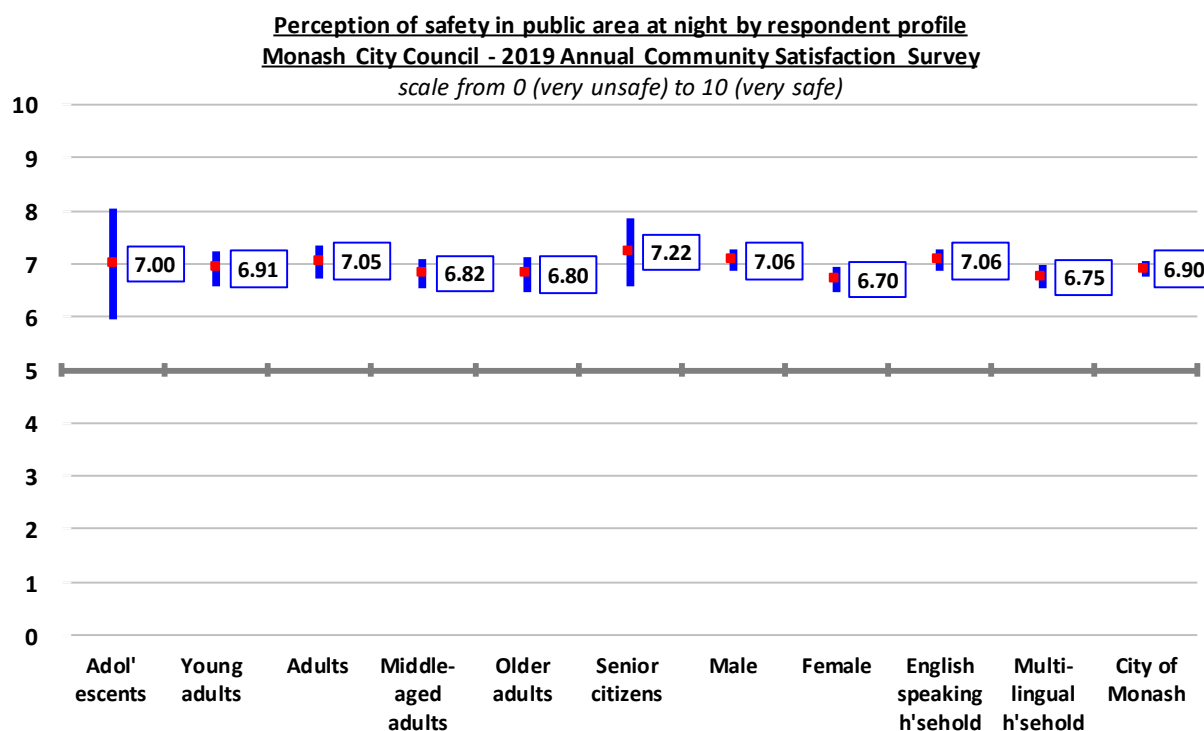
There was measurable variation in the perception of safety in the public areas of the municipality at night observed across the municipality. Respondents from Oakleigh felt measurably more safe than average, whilst respondents from Ashwood – Burwood felt measurably less safe than average.



There was some statistically significant variation in the perception of safety in the public areas of the municipality at night observed by respondent profile, as follows:



- **Middle-aged and older adults (aged 45 to 74 years)** – respondents felt marginally but not measurably less safe than other respondents.
- **Gender** – female respondents felt measurably (5.1%) less safe at night than male respondents.
- **Language spoken at home** – respondents from multi-lingual households felt measurably (4.4%) less safe than respondents from English speaking households.



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.

Of the 86 responses received, the most common responses related to a perceived need for a greater police presence and protection in the municipality.

Street lighting was raised as an issue by 13 respondents.

There were a range of other issues raised by a small number of respondents, including reference to drugs in the area, public transport stops and hubs, burglary, and car related crimes such as speeding.



Reason for feeling unsafe in public areas in the City of Monash
Monash City Council - 2019 Annual Community Satisfaction Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Drugs and alcohol</i>	
Many drug use in the area	5
Too many drunk people	2
<i>Image / feel of place and news reports</i>	
Incidents going on throughout Victoria. Especially incidents around Clayton with students	1
Media	1
The station is not unsafe, violent in the area	1
There are so any cases related to security threat near Monash university	1
<i>Perception of safety at night</i>	
I'm old and a woman. Fear and trepidation in the dark	2
Wouldn't dare go out alone at nights	2
Accidents happened, especially at the train station at night, no camera, dark lighting	1
Lots of things happening at night in the area	1
<i>Issues with people - gangs, youths, "louts" etc</i>	
Kids attempted attack	1
Not safe for African community	1
Young people need things to do	1
Youngs kids gangs and robbers never had before	1
<i>Crime and policing</i>	
Need more police presence and protection	22
Lots of burglary	7
High increase in crime	5
Too many car accidents, speeding, scared of accidents	3
Cars got broken in front of my house	1
Incidents around footpath to Huntingdale station. A girl was robbed in front of me	1
We got stolen once and no one care when we got graffiti	1



Reason for feeling unsafe in public areas in the City of Monash
Monash City Council - 2019 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>General perception of safety</i>	
Not enough street lighting	13
Women safety	3
Bad things going on everywhere	1
Because we live closer to the bus stop	1
Huntingdale train station is not safe, lighting is very dark	1
Lack of reliable public transport	1
Not enough lighting in Derbyshire Rd	1
Poor lighting on Strada Cres	1
<i>Other</i>	
As the commission house	1
People are not friendly	1
Sometimes too many cars are parked in front of the house	1
Total	86



Respondent profile

The following section provides the demographic profile of respondents to the *Monash City Council – 2019 Annual Community Satisfaction Survey*.

Age structure

Age structure
Monash City Council - 2019 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2019		2018	2016
	Number	Percent		
Adolescents (15 - 19 years)	25	3.1%	4.3%	3.1%
Young adults (20 - 34 years)	182	22.8%	23.1%	26.3%
Adults (35 - 44 years)	152	19.0%	20.1%	21.6%
Middle-aged adults (45 - 59 yrs)	215	26.9%	26.8%	22.4%
Older adults (60 - 74 years)	163	20.4%	18.1%	18.5%
Senior citizens (75 years and over)	61	7.6%	7.6%	8.2%
Not stated	7		0	0
Total	805	100%	800	807

Gender

Gender
Monash City Council - 2019 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2019		2018	2016
	Number	Percent		
Male	441	56.0%	56.7%	52.4%
Female	346	44.0%	43.0%	47.6%
Other	0	0.0%	0.3%	0.0%
Prefer not to say / not stated	18		5	0
Total	805	100%	800	807



Household structure

Household structure
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2019		2018	2016
	Number	Percent		
Two parent family total	403	51.5%	52.2%	50.3%
<i>youngest child 0 - 4 years</i>	76	9.7%	11.1%	11.4%
<i>youngest child 5 - 12 years</i>	137	17.5%	15.0%	15.2%
<i>youngest child 13 - 18 years</i>	63	8.0%	9.7%	9.2%
<i>adult children only</i>	127	16.2%	16.4%	14.7%
One parent family	37	4.7%	4.5%	3.0%
<i>youngest child 0 - 4 years</i>	1	0.1%	0.3%	0.4%
<i>youngest child 5 - 12 years</i>	8	1.0%	0.1%	0.2%
<i>youngest child 13 - 18 years</i>	7	0.9%	0.8%	0.1%
<i>adult children only</i>	21	2.7%	3.3%	2.2%
Couple only household	157	20.1%	18.7%	24.4%
Group household	116	14.8%	15.1%	12.5%
Sole person household	65	8.3%	9.3%	7.7%
Extended or multiple families	5	0.6%	0.3%	1.9%
Not stated	22		14	2
Total	805	100%	800	807



Language spoken at home

Language spoken at home
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Language	2019		2018	2016
	Number	Percent		
English	408	51.2%	51.3%	58.5%
Mandarin	97	12.2%	15.1%	5.5%
Chinese, n.f.d	45	5.6%	0.5%	9.4%
Tamil	26	3.3%	1.2%	2.0%
Sinhalese	24	3.0%	3.7%	2.3%
Greek	23	2.9%	2.8%	3.3%
Hindi	22	2.8%	4.0%	2.1%
Italian	14	1.8%	2.3%	1.5%
Vietnamese	10	1.3%	1.1%	0.5%
Telugu	9	1.1%	0.5%	0.1%
French	8	1.0%	0.4%	0.6%
Polish	6	0.8%	0.3%	0.5%
Indonesian	6	0.8%	0.1%	0.0%
Malayalam	6	0.8%	0.1%	0.8%
Tagalog (Filipino)	5	0.6%	0.3%	0.8%
Arabic	4	0.5%	0.4%	0.9%
Russian	4	0.5%	0.5%	0.1%
Spanish	3	0.4%	0.1%	0.3%
Bengali	3	0.4%	0.4%	0.5%
German	3	0.4%	0.5%	0.6%
Korean	2	0.3%	0.4%	0.8%
Urdu	2	0.3%	0.4%	0.3%
Dutch	2	0.3%	0.1%	0.3%
Gujarati	2	0.3%	0.1%	0.0%
Pakistani	2	0.2%	0.0%	0.0%
Marathi	2	0.2%	0.0%	0.3%
Portuguese	2	0.2%	0.0%	0.1%
Slovene	2	0.2%	0.1%	0.0%
Nepali	2	0.2%	0.0%	0.1%
Serbian	1	0.1%	0.5%	0.0%
Cantonese	1	0.1%	3.9%	1.3%
Japanese	1	0.1%	0.5%	1.3%
Malay	1	0.1%	0.4%	0.1%
Persian	1	0.1%	0.4%	0.1%
Punjabi	1	0.1%	0.4%	0.6%
Croatian	1	0.1%	0.3%	0.3%
Other languages n.f.d.	11	1.4%	1.1%	1.3%
All other languages (ten)	10	1.3%	1.5%	2.2%
Multiple	26	3.3%	4.4%	0.6%
Not stated	8		4	11
Total	805	100%	800	807



Country of birth

Country of birth
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Country	2019		2018
	Number	Percent	
Australia	340	43.0%	49.6%
China	115	14.5%	15.4%
India	80	10.1%	8.7%
Sri Lanka	42	5.3%	4.7%
Malaysia	27	3.4%	3.3%
Singapore	15	1.9%	0.3%
Vietnam	13	1.6%	1.2%
England	13	1.6%	0.4%
Italy	12	1.5%	0.9%
New Zealand	9	1.1%	0.6%
Philippines	9	1.1%	0.4%
Greece	7	0.9%	1.4%
South Africa	7	0.9%	0.4%
Indonesia	6	0.8%	0.1%
Mauritius	6	0.8%	0.0%
Bangladesh	5	0.6%	0.5%
Canada	5	0.6%	0.0%
Hong Kong	5	0.6%	1.9%
Poland	5	0.6%	0.4%
Cambodia	4	0.5%	0.1%
Ireland	4	0.5%	0.4%
South Korea	4	0.5%	0.4%
United Kingdom n.f.d.	4	0.5%	0.7%
Czech Republic	3	0.4%	0.0%
Netherlands	3	0.4%	0.1%
Pakistan	3	0.4%	0.4%
Ukraine	3	0.4%	0.3%
Fiji	2	0.3%	0.4%
Germany	2	0.3%	0.4%
Iran	2	0.3%	0.3%
Kenya	2	0.3%	0.4%
Lebanon	2	0.1%	0.1%
Nepal	2	0.1%	0.1%
Russia	2	0.3%	0.5%
Spain	2	0.2%	0.0%
Taiwan	2	0.3%	0.4%
France	1	0.1%	0.6%
United States	1	0.1%	0.4%
Countries other than Australia	6	0.8%	1.4%
All other countries (<i>seventeenth</i>)	17	2.1%	1.8%
Not stated	13		4
Total	805	100%	800



Household member with a disability

Household member with a disability
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2019		2018	2016
	Number	Percent		
Yes	61	7.8%	6.8%	9.7%
No	719	92.2%	93.2%	90.3%
Not stated	25		10	6
Total	805	100%	800	807

Period of residence in the City of Monash

Period of residence in the City of Monash
Monash City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2019		2018	2016
	Number	Percent		
Less than one year	86	10.9%	9.2%	7.2%
One to less than five years	164	20.8%	24.5%	22.8%
Five to less than ten years	99	12.5%	15.4%	15.6%
Ten years or more	441	55.8%	50.9%	54.4%
Not stated	15		8	5
Total	805	100%	800	807



General comments

The following comments were received from respondents to the *Monash City Council – 2019 Annual Community Satisfaction Survey*.

General comments
Monash City Council - 2019 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2019		2018	2016
	Number	Percent		
General positive comments	17	18.9%	2.5%	12.9%
Communication, consultation and Council management	10	11.1%	11.1%	8.6%
Parking	10	11.1%	2.5%	10.8%
Parks, gardens, open spaces and tree maintenances	9	10.0%	7.4%	11.8%
Safety, policing and crime	9	10.0%	2.5%	2.2%
Cleanliness of areas	6	6.7%	2.5%	0.0%
Street lighting	4	4.4%	6.2%	4.3%
Community facilities / services / activities	3	3.3%	6.2%	2.2%
General negative comments	3	3.3%	1.2%	0.0%
Planning and development issues	3	3.3%	14.8%	11.8%
Rates / financial management	3	3.3%	4.9%	7.5%
Traffic and public transport management	3	3.3%	11.1%	3.3%
Comments relating to this survey	2	2.2%	6.2%	0.0%
Environment and sustainability	1	1.1%	2.5%	0.0%
Waste management and cleanliness	1	1.1%	7.4%	6.5%
Other	6	6.7%	9.9%	8.6%
Total	90	100%	81	93



General comments

Monash City Council - 2019 Annual Community Satisfaction Survey

(Number of responses)

Comment	Number
<i>Communication, consultation & Council management</i>	
Just put money to area and listen to community needs	3
Council is not responsive to seniors needs	1
Just on action regarding to the complaints	1
Keep up the maintenance	1
Maintaining a higher standard should be a priority	1
Need more consultation for local issues	1
Please respond to the emails	1
They don't respond on phones quickly. Can take up to an hour	1
<i>Safety, policing and crime</i>	
Need more police protection	3
Increase the safety	2
Appreciate council work but safety and security of the elderly must be given priority	1
Kids safety	1
Students running across the roads from monash university. Should make a walkover to avoid accidents	1
Take care of miscreants and refugees mugging people and burgling	1
<i>Parking</i>	
More parking area	3
Parking in Madeline road is too crowded, cars can't get through, potential accident prone.	3
A car is parked right in front of our house and has not been moved for over 6 months	1
Hope that the council think hard about parking infringements	1
Parking at council is expensive	1
Parking enforcement	1
<i>Parks, gardens, open spaces and tree maintenances</i>	
More work can be done on footpaths	2
Kings way turned into messy place & lawns need to be mowed	1
More parks	1
Nice green belt here	1
Plant more trees and garden spaces to make people out and social use	1
Replace new tree in Latrobe street	1
The nature strip issue has to be taken care of	1
Trees are being cut down illegally	1



General comments

Monash City Council - 2019 Annual Community Satisfaction Survey

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Planning and development issues</i>	
Stop so many over development	2
Stop allowing buildings housing development	1
<i>Traffic and public transport management</i>	
Huntindale station needs to update & maintenance	1
Manging school traffic	1
Traffic management	1
<i>Community facilities / services / activities</i>	
I like to see more attention to residents	1
Need more services for homeless people	1
The Monash recreation center pool is not well maintained. The change rooms are not private it's just a open space which I am not comfortable with. They are also not cleaned regularly	1
<i>Waste management and cleanliness</i>	
Garbage on the street is the only main issue	3
Street sweeping is not often	2
Hard rubbish could be more often	1
The rats problem, the city should do something about it	1
<i>Street lighting</i>	
Provide more street lights to reduce darkness	2
Don't put up lights early in the morning	1
The street light in front of my house	1



General comments

Monash City Council - 2019 Annual Community Satisfaction Survey

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Rates / financial management</i>	
Rates are expensive & services are not upto mark	2
Don't increase the rates	1
<i>Environment and sustainability</i>	
Fix the drain, it has been flooded for year	1
<i>General negative comments</i>	
Keep up the basic, focus about the community not politics	2
Stop making permits hard to obtain	1
<i>General positive comments</i>	
Satisfied with Council	12
It's pretty good place to live	3
It's good that council is asking some questions	1
Keep going	1
<i>Comments relating to this survey</i>	
These surveys should be regular	1
These surveys should have more opportunities for comments rather than just ratings	1
<i>Other</i>	
Construction works start early in the day	1
Need to lift their game in terms of general appearance	1
Number of brothels in the area	1
Stop letting overseas buyers purchase so many house then they neglect them or rent them out	1
Want to cut down trees in my front yard but council doesn't allow me. I should be allowed to take care of this as it's a danger to my house	1
When raining, water in station is really bad	1
Total	52



Appendix One: survey form



Monash City Council 2019 Community Satisfaction Survey



1

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

1. The maintenance and repair of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Regular recycling service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Maintenance and cleaning of public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. 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
<i>If less than 6, why do you say that?</i>													
10. Provision of parking facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, why do you say that, and please name any specific locations of concern?</i>													
11. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Provision and maintenance of parks, gardens and reserves	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Animal management <i>(control and regulation of pets and domestic animals)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Council activities to encourage environmental sustainability	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

1

16. Council support of local business and local economic development	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Council's newsletter <i>Monash Bulletin</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

2

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

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

1. Council's 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. Green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Recreation and Aquatic Centres	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Bike paths and shared pathways	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Sports ovals and other outdoor sporting facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision and maintenance of local playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

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

3

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community and then your satisfaction with Council's performance in delivering services for young children and their families.

1. Importance	0	1	2	3	4	5	6	7	8	9	10	99
2. Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

*If rated less than 6, why do you say that?
(please name any specific service or centre of concern and what needs improving)*

4

Have you or a family member used any Council run services for young children and their families in the last 12 months?

Yes	1	No	2
-----	----------	----	----------

If Yes, what were the main services used?

5

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community and then your satisfaction with Council's performance in delivering services and activities for young people.

1. Importance	0	1	2	3	4	5	6	7	8	9	10	99
2. Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

*If rated less than 6, why do you say that?
(please name any specific service or activity of concern and what needs improving)*

6

Have you or a family member used or participated in any Council run services and activities for young people or their families in the last 12 months?

Yes	1	No	2
-----	----------	----	----------

If Yes, what were the main services or activities used?

7

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community and then your satisfaction with Council's performance in delivering services and activities for older residents and seniors.

1. Importance	0	1	2	3	4	5	6	7	8	9	10	99
2. Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

If rated less than 6, why do you say that? (what needs improving)

8

Have you or a family member used or participated in any Council run services and activities for older residents and seniors in the last 12 months?

Yes	1	No	2
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If Yes, what were the main activities or services used?

9

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community and then your satisfaction with Council's performance in providing local libraries and library services.

1. Importance	0	1	2	3	4	5	6	7	8	9	10	99
2. Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

10

Have you or a family member used a local library in the last 12 months?

Yes	1	No	2
-----	---	----	---

If Yes, what do you think is the most important element of the library service?

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11

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community and then your satisfaction with Council's performance in providing support to local community organisations, clubs and associations.

1. Importance	0	1	2	3	4	5	6	7	8	9	10	99
2. Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

If rated less than 6, why do you say that? (what needs improving)

--

12

Have you or a family member personally experienced Council support of a local community organisation, club or association in the last 12 months?

Yes	1	No	2
-----	---	----	---

13

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community and then your satisfaction with Council's performance in delivering arts and cultural events locally.

1. Importance	0	1	2	3	4	5	6	7	8	9	10	99
2. Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

If rated less than 6, why do you say that? (what needs improving)

--

14

Have you or a family member attended any arts or cultural events provided by Monash Council in the last 12 months?

Yes	1	No	2
-----	----------	----	----------

If Yes, which events did you enjoy the most?

15

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community of having local galleries for art.

1. Importance	0	1	2	3	4	5	6	7	8	9	10	99
---------------	---	---	---	---	---	---	---	---	---	---	----	----

16

Are you aware that Council has a free art gallery located on the corner of Ferntree Gully Road and Jells Road Wheelers Hill - it is also known as MGA or Monash Gallery of Art?

Yes	1	No	2
-----	----------	----	----------

17

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

1. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's representation, lobbying and advocacy on behalf of the community with other levels of government 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?

18

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:	

19

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

Yes (*continue*)

1

No (*go to Q. 21*)

2

20

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

1. General reception	0	1	2	3	4	5	6	7	8	9	10	99
2. Care & attention to your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
3. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	99
4. Speed of service	0	1	2	3	4	5	6	7	8	9	10	99
5. Courtesy of service	0	1	2	3	4	5	6	7	8	9	10	99
6. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99
7. Staff's understanding of your language needs	0	1	2	3	4	5	6	7	8	9	10	99

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

21

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

22

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

Yes - lodged an application

1

Yes - other: _____

3

Yes - objected to an application

2

No involvement (*go to q24*)

4

23

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

1. Access to information	0	1	2	3	4	5	6	7	8	9	10	99
2. Council’s communication during the process	0	1	2	3	4	5	6	7	8	9	10	99
3. Effectiveness of community consultation and involvement	0	1	2	3	4	5	6	7	8	9	10	99
4. Timeliness of planning decisions	0	1	2	3	4	5	6	7	8	9	10	99

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

24

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>												

25

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

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

26

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

27**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

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

Male	1	Other	3
Female	2	Prefer not to say	4

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

English only	1	Other (<i>specify</i>): _____	2
--------------	---	---------------------------------	---

30**In which country were you born?**

Australia	1	Other (<i>specify</i>): _____	2
-----------	---	---------------------------------	---

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

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

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

Yes	1	No	2
-----	---	----	---

33**How long have you lived in the City of Monash?**

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

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

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