LOCAL GOVERNMENT community satisfaction survey Monash City Council

2015 Research Report

Coordinated by THE department of ENVIRONMENT, Land, water and planning on behalf of Victorian councils

J W S R E S E A R C H



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- Detailed findings
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Welcome to the report of results and recommendations for the 2015 State-wide Local Government Community Satisfaction Survey for Monash City Council.

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

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

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





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

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

A total of n=400 completed interviews were achieved in Monash City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2015.

The 2015 results are compared with previous years, as detailed below:

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

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

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

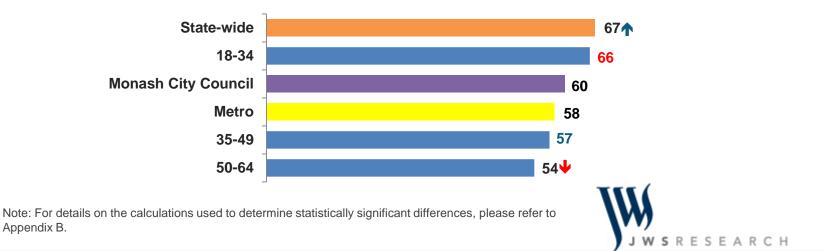


Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in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

- > The State-wide result is significantly <u>higher</u> than the overall result for the council.
- > The result among 50-64 year olds is significantly <u>lower</u> than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2014. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2014.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2014.



Overall Performance – Index Scores (example extract only)



Further Information

Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in <u>Appendix B</u>, including:

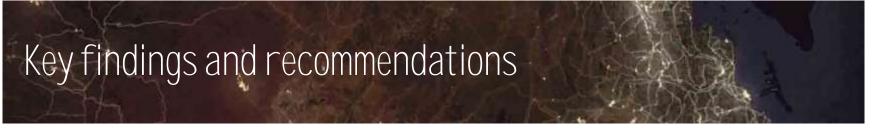
- Background and objectives
- Margins of error
- Analysis and reporting
- Glossary of terms

Contacts

For further queries about the conduct and reporting of the 2015 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



KEY FINDINGS & RECOMMENDATIONS



- Monash City Council performed strongly across all core measures in 2015. All results are equivalent to, or in most cases higher than the 2014 results and all are equal to or higher than the Metropolitan and State-wide council averages.
- Overall performance by Monash City Council achieved an index score of 68, which is within one point of the 2013 and 2014 results, but still three points shy of the 2012 result. This result is slightly higher than the Metropolitan council average (67) but significantly higher than the State-wide average (60).
 - While the overall performance rating does not represent a significant shift on the 2014 result, there have been significantly improved ratings from men (index score of 69, up six points) and 35-49 year olds (index score of 68, up six points).
- The most significant improvement across the core measures is in the area of decisions made in the interests of the community (index score of 60, up five points compared with 2014).
 - This improvement can primarily be attributed to much improved performance ratings from residents aged 18-34 years (index score of 65, up nine points), men (61, up nine points) and also residents living in Monash East (59, an increase of eight points).





- Another of the core issues where performance has significantly improved in 2015 is community consultation and engagement (index score of 58, an increase of four points compared with 2014).
 - All demographic and geographic cohorts except Monash South-West and 35-49 year olds rated Council more favourably on this measure in 2015, but significantly enhanced performance ratings have been given by residents in both Monash East and Monash West (both up eight points compared with 2014), male residents (an increase of nine points) and residents aged 65 years or older (an increase of seven points).
- Council's performance on advocacy (index score of 59), has also improved compared with 2014, although not significantly (increasing by three points).
 - There have been significant improvements on this measure from male residents, 18-34 years olds and residents of Monash East.
- Rating of overall council direction has also improved slightly (index score of 57 and two points higher than 2014).
 - Monash South-West residents and also residents aged 18-34 years express the most favourable views of the direction taken by the Council, while residents aged 50-64 and those living in Monash West tend to be more critical.





- **Customer service** is the area that Monash City Council (and indeed most council's) \succ **performs best** (index score of 73 and unchanged from 2014). This result is equivalent to the Metropolitan council average (73) but ahead of the State-wide average (70).
- Monash City Council is **performing well on most individual service areas**. Of the 21 \geq service areas where performance was evaluated in 2015, Monash City Council received positive ratings (index score of 60 or higher) on 15 issues.
 - While there has been no significant change in the level of performance in 2015, Council continues to **perform best** on **waste management** (77), which is also the issue that residents identify as the most important responsibility for the Council. Other areas of strength include arts centres and libraries (75), recreational facilities (74), appearance of public areas (73), community and cultural activities (71) and the condition of sealed local roads (71).
 - Performance in the area of **elderly support services** is the one individual service area, \geq beyond the core measures, where Council performance is rated significantly higher in 2015 (index score of 68, an increase of six points).
 - **Parking facilities** is the one area where Council performance is **rated significantly lower** in \geq 2015 (index score of 55, a decline of four points). This decline can largely be attributed to much weaker performance ratings in 2015 on this issue from residents of Monash South-West, men and 18-34 year olds.





Communication channels continue to evolve.

- While overall preference for unsolicited mail from Council is still via traditional mail, there has been a strong lift in the proportion preferring email contact (29% in 2015 compared with 17% in 2014).
- A greater proportion of Monash City Council residents aged under 50, now prefer email contact (37% up from 17% in 2014) compared with traditional mail (35% down from 47% in 2014).
- There are four issues residents place within their top ten priorities for Council and where residents stated importance exceeded performance by more than 10 points, indicating a potential need for greater attention by Council:
 - Planning for population growth (margin of 20 points);
 - Making decisions in the interests of the community (margin of 18 points);
 - > Parking facilities (margin of 17 points); and
 - Planning permits (margin of 17 points).





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



Key findings and recommendations

Higher results in 2015	 Elderly support services Making community decisions Consultation and engagement Advocacy Sealed local roads Overall council direction Overall performance
Lower results in 2015	Parking facilities
Most favourably disposed towards Council	Aged 18-34 yearsMonash West
Least favourably disposed towards Council	Aged 50-64 yearsMonash South-West
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SUMMARY OF FINDINGS

2015 Summary of core measures Index Score Results

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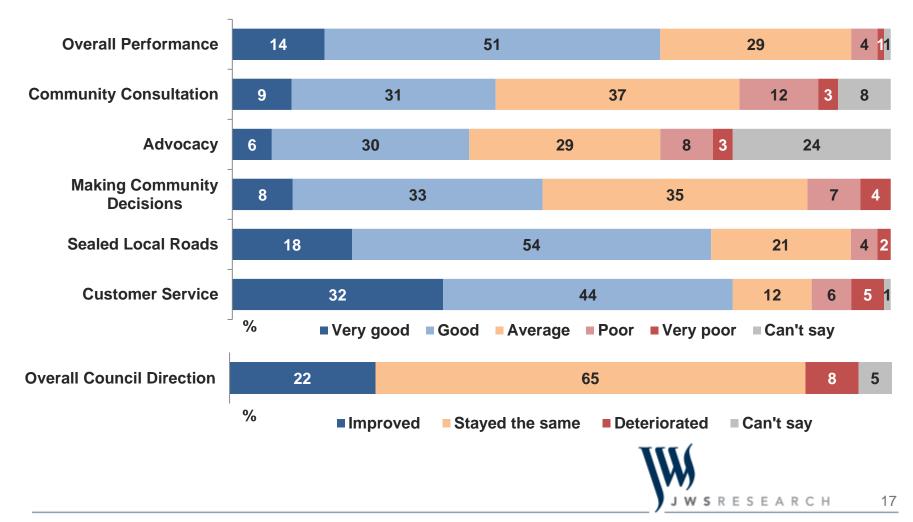
2015 Summary of core measures detailed analysis

Performance Measures	Monash 2015	vs Monash 2014	vs Metro 2015	vs State- wide 2015	Highest score	Lowest score
OVERALL PERFORMANCE	68	1 points higher	1 points higher	8 points higher	Monash West	Monash South-West
COMMUNITY CONSULTATION (Community consultation and engagement)	58	4 points higher	Equal	2 points higher	Monash West	Monash South-West
ADVOCACY (Lobbying on behalf of the community)	59	3 points higher	1 points higher	4 points higher	18-34 year olds	50-64 year olds
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	60	5 points higher	1 points higher	5 points higher	18-34 year olds	50-64 year olds
SEALED LOCAL ROADS (Condition of sealed local roads)	71	2 points higher	2 points higher	16 points higher	Monash West	Monash South-West
CUSTOMER SERVICE	73	Equal	Equal	3 points higher	Monash West	18-34 year olds
OVERALL COUNCIL DIRECTION	57	2 points higher	1 points higher	4 points higher	Monash South-West	50-64 year olds

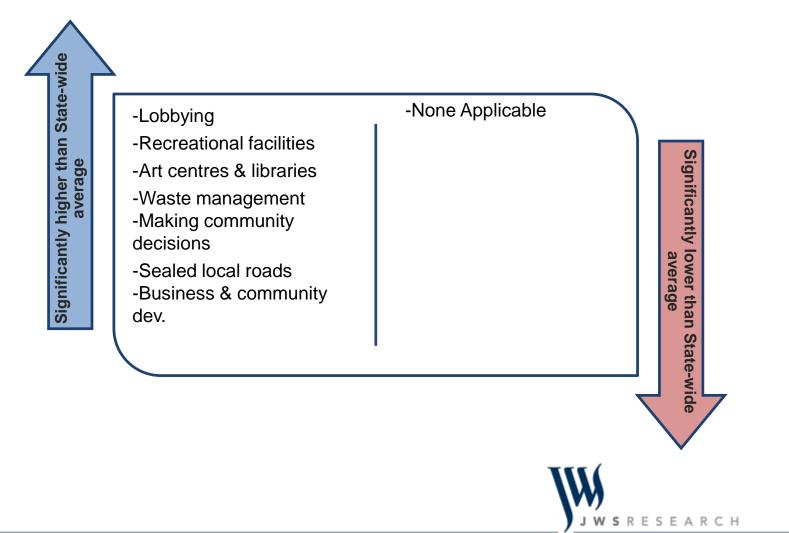


2015 Summary of Key Community Satisfaction Percentage Results

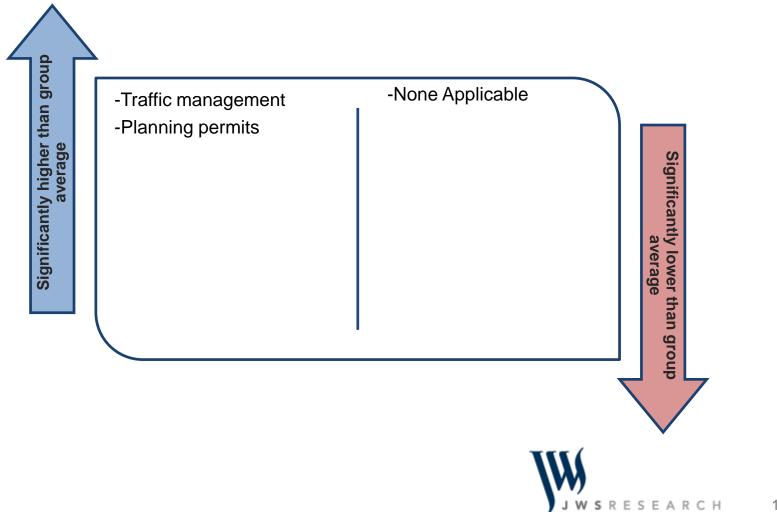
Key Measures Summary Results



Individual service areas summary COUNCIL'S PERFORMANCE VS STATE-wide average



Individual service areas summary **COUNCIL'S** performance vs group average





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

Service	Importance	Performance	Net differential
Planning for population growth	73	53	-20
Making decisions in the interest of the community	78	60	-18
Parking facilities	72	55	-17
Planning permits	73	56	-17
Town planning policy	72	56	-16
Consultation & engagement	71	58	-13
Traffic management	74	61	-13



2015 Importance summary

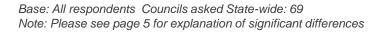
	2015 Priority Area Importance		2014	2013	2012
Waste management		79	80	81	81
Community decisions		78	77	n/a	n/a
Local streets & footpaths		76	77	79	76
Elderly support services		76	77	78	78
Sealed roads		75	n/a	n/a	n/a
Traffic management		74	72	74	75
Planning permits		73	71	75	73
Population growth		73	n/a	n/a	n/a
Informing the community	7	72	72	72	70
Parking facilities	7	72	71	73	72
Family support services	7	72	71	74	71
Appearance of public areas	7	72	72	73	73
Town planning policy	7	72	72	n/a	n/a
Environmental sustainability	7	72	72	71	71
Emergency & disaster mngt	7	72	74	76	78
Consultation & engagement	7'	1	72	71	66
Enforcement of local laws	7'	1	68	73	73
Recreational facilities	7'	1	71	71	73
Art centres & libraries	68		66	68	69
Lobbying	67		68	68	67
Business & community dev.	65		66	n/a	n/a
Community & cultural	60		59	60	61

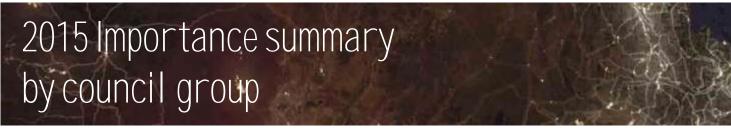


Base: All respondents Councils asked State-wide: 55 Note: Please see page 5 for explanation of significant differences

2015 Performance summary

	2015 Priority Area Performance	2014	2013	2012
Waste management	77	78	77	79
Art centres & libraries	75	76	77	78
Recreational facilities	74	73	74	74
Appearance of public areas	73	71	70	71
Community & cultural	71	69	66	69
Sealed roads	71	69	n/a	n/a
Emergency & disaster mngt	69	68	68	71
Elderly support services	68	62	68	71
Enforcement of local laws	67	67	67	68
Family support services	67	69	67	72
Informing the community	63	60	63	65
Environmental sustainability	63	65	65	67
Business & community dev.	63	62	n/a	n/a
Traffic management	61	64	64	66
Community decisions	60	55	n/a	n/a
Lobbying	59	56	57	60
Consultation & engagement	58	54	56	59
Town planning policy	56	59	n/a	n/a
Planning permits	56	56	57	61
Parking facilities	55	59	61	62
Population growth	53	n/a	n/a	n/a





Top Three Most Important Service Areas

(Highest to lowest, i.e. 1. = most important)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Waste management Community decisions Elderly support services 	 Waste management Community decisions Elderly support services 	 Emergency & disaster mngt Waste management Local streets & footpaths 	 Emergency & disaster mngt Elderly support services Waste management 	 Community decisions Unsealed roads Emergency & disaster mngt 	 Emergency & disaster mngt Community decisions Elderly support services

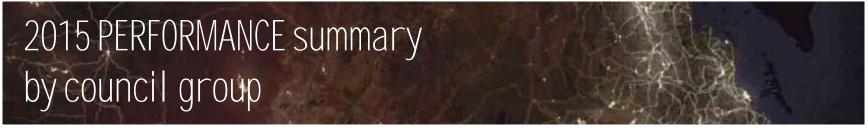
Bottom Three Most Important Service Areas

(Lowest to highest, i.e. 1. = least important)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Community & cultural Business & community dev. Lobbying 	 Bus/community dev./tourism Community & cultural Slashing & weed control 	 Tourism development Community & cultural Bus/community dev./tourism 	 Community & cultural Tourism development Art centres & libraries 	 Community & cultural Art centres & libraries Parking facilities 	 Traffic management Art centres & libraries Community & cultural
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Top Three Most Performance Service Areas

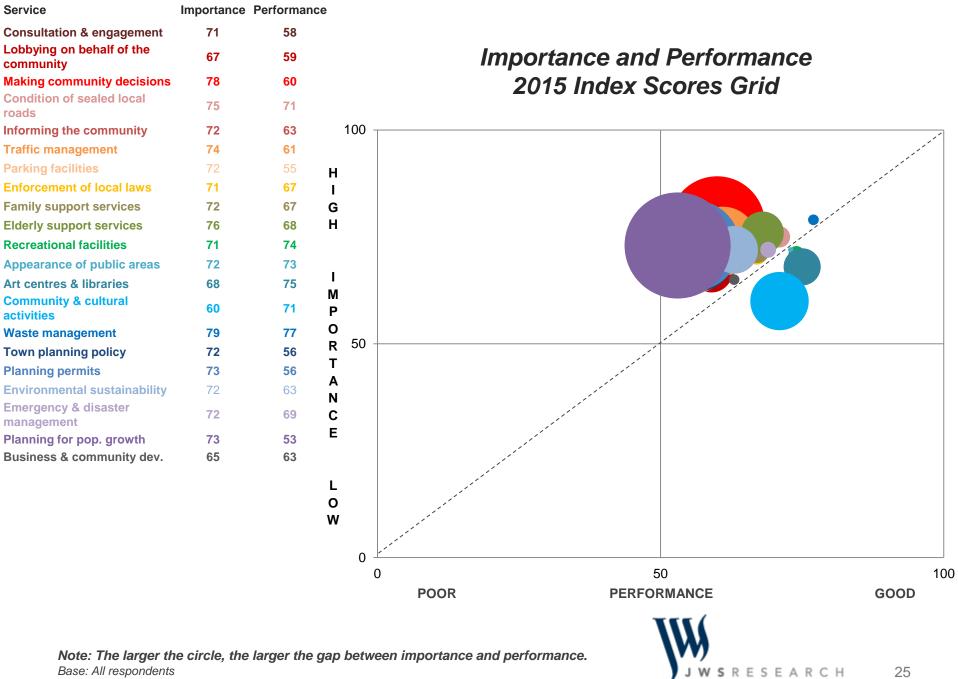
(Highest to lowest, i.e. 1. = highest performance)

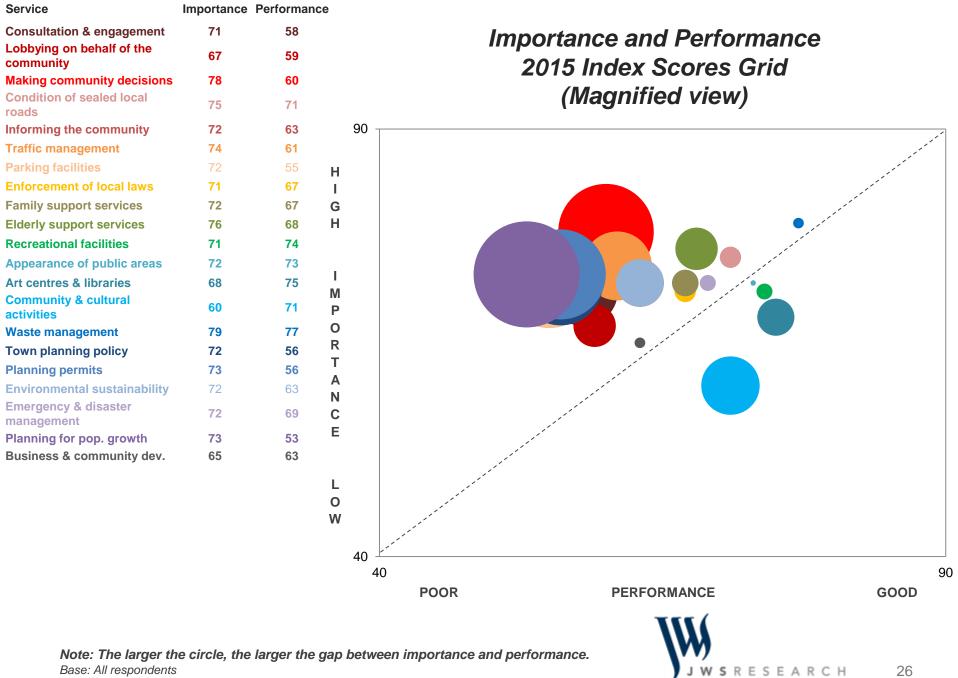
Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
 Waste	 Waste	 Waste	 Art centres &	 Art centres &	 Appearance of
management Art centres &	management Art centres &	management Art centres &	libraries Appearance of	libraries Emergency &	public areas Elderly support
libraries Recreational	libraries Recreational	libraries Emergency &	public areas Waste	disaster mngt Appearance of	services Waste
facilities	facilities	disaster mngt	management	public areas	management

Bottom Three Most Performance Service Areas

(Lowest to highest, i.e. 1. = lowest performance)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural	
 Population growth Parking facilities Town planning policy 	 Planning permits Population growth Town planning policy 	 Unsealed roads Planning permits Slashing & weed control 	 Unsealed roads Community decisions Parking facilities 	 Unsealed roads Sealed roads Population growth 	 Unsealed roads Slashing & weed control Sealed roads 	









- Community consultation
- Inappropriate development
- Footpaths

AREAS FOR IMPROVEMENT



Communications Summary

Overall preferred forms of communication	 Newsletter sent via mail (41)
Preferred forms of communication among over 50s	 Newsletter sent via mail (51)
Preferred forms of communication among under 50s	 Newsletter sent via email (37)
Greatest change since 2014	 Newsletter sent via email (up 12 points)



DETAILED FINDINGS

KEY CORE MEASURE OVERALL PERFORMANCE



	2015 Overall Performance		2014	2013	2012
Monash West		72∱	69	63	73
65+		70	69	69	71
Men		69	63	69	70
Monash		68	67	69	71
Women		68	70	68	73
18-34		68	71	72	75
35-49		68	62	68	68
Metro		67	n/a	n/a	n/a
Monash East		67	65	69	70
50-64		66	63	64	68
Ionash South-West	6	5	67	70	72
State-wide	60↓		61	60	60

Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Monash City Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor? Base: All respondents Councils asked State-wide: 69 Councils asked group: 17 Note: Please see page 5 for explanation about significant differences

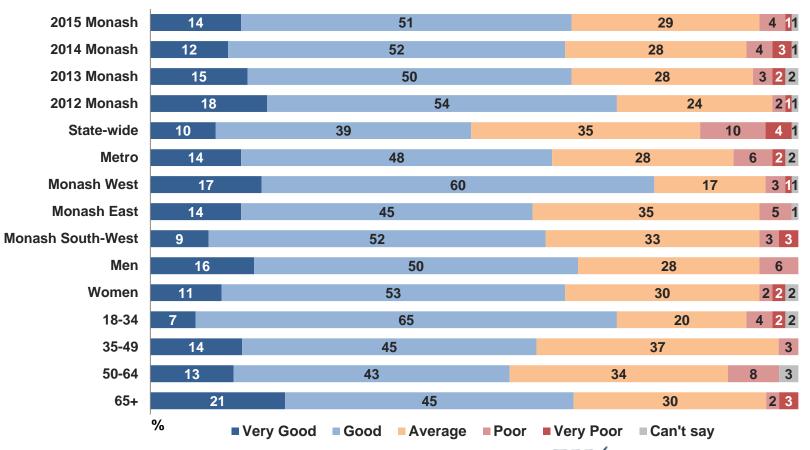
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Overall performance detailed percentages

2015 Overall Performance



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

Base: All respondents Councils asked State-wide: 69 Councils asked group: 17

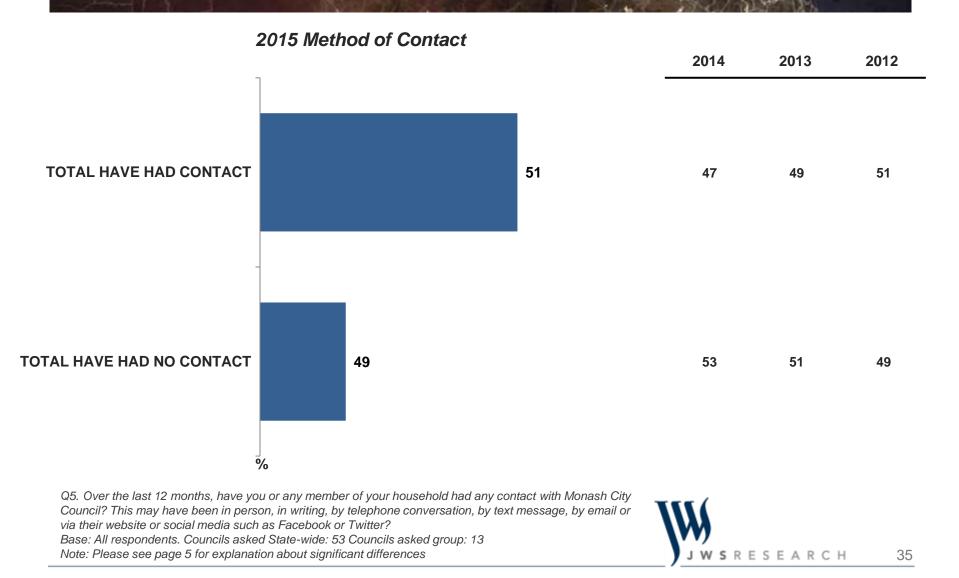


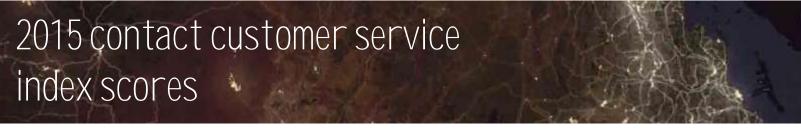
KEY CORE MEASURE CUSTOMER SERVICE

Contact last 12 months summary

Overall contact with Monash City Council	 51%, up 4 points on 2014 				
Most contact with Monash City Council	Aged 35-49 yearsMonash East residents				
Least contact with Monash City Council	FemalesMonash West residents				
Customer Service rating	 Index score of 73, equal points on 2014 				
Most satisfied with Customer Service	 Monash West 				
Least satisfied with Customer Service	 Aged 18-34 years 				
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2015 contact with council last 12 months





	2015 Customer Service Rating		2014	2013	2012
Monash West		80	74	76	82
50-64		78	69	71	72
35-49		77	73	69	69
65+		77	80	76	79
Women		74	74	66	71
Monash		73	73	70	71
Metro		73	n/a	n/a	n/a
Men		72	71	73	70
Monash South-West		71	73	67	73
State-wide	7	0	72	71	71
Monash East	7	70	72	69	63
18-34	624		66	65	65

Q5c. Thinking of the most recent contact, how would you rate Monash City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received. Base: All respondents who have had contact with Council in the last 12 months.

Councils asked State-wide: 69 Councils asked group: 17

Note: Please see page 5 for explanation about significant differences



2015 contact customer service detailed percentages

2015 Customer Service Rating

2015 Monash	32	44	12 6 <mark>5</mark> 1
2014 Monash	31	41	16 7 3 2
2013 Monash	27	37	17 10 4 5
2012 Monash	29	40	16 8 4 3
State-wide	31	37	17 8 6 2
Metro	34	38	14 7 5 2
Monash West	42		47 4 6
Monash East	26	45	14 10 4 2
Monash South-West	32	39	18 5 7
Men	32	42	13 10 3
Women	32	47	12 1 7 2
18-34	19	43	14 14 10
35-49	31	50	12 3 <mark>2</mark> 2
50-64	40	39	16 4 2
65+	39	41	9 4 5 1
	% ■Very good ■	·	ery poor ■ Can't say

Q5c. Thinking of the most recent contact, how would you rate Monash City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received. Base: All respondents who have had contact with Council in the last 12 months. Councils asked State-wide: 69 Councils asked group: 17

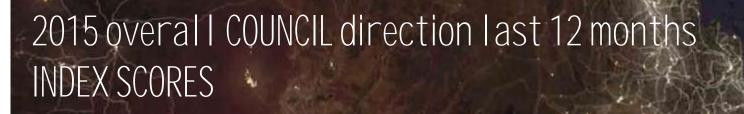
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KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

Council Direction Summary

Council Direction over last 12 months	 65% stayed about the same, down 1 point on 2014 22% improved, up 5 points on 2014 8% deteriorated, down 1 point on 2014
Most satisfied with Council Direction	Monash South-West residentsAged 18-34 years
Least satisfied with Council Direction	Aged 50-64 years





	2015 Overall Direction		2014	2013	2012
Monash South-West		62	56	56	54
18-34		60	59	59	55
Women		59	57	57	55
65+		59	55	54	58
Monash		57	55	55	54
Metro		56	n/a	n/a	n/a
Monash East		56	53	55	54
Men		56	52	53	54
35-49		56	53	51	51
Monash West		55	56	51	55
State-wide		53 \	53	53	52
50-64	5	51	46	54	53

Q6. Over the last 12 months, what is your view of the direction of Monash City Council's overall performance? Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17 Note: Please see page 5 for explanation about significant differences



2015 overall council direction last 12 months detailed percentages

2015 Overall Direction

2015 Monash	22		65	8	5	
2014 Monash	17		66	9	7	
2013 Monash	17		70		8	6
2012 Monash	16		70		8	6
State-wide	20		63		13	5
Metro	20		66		8	6
Monash West	15	15 73				5
Monash East	21	21 64				5
Monash South-West	29			6	6	
Men	19		70	7	4	
Women	24		61	8	7	
18-34	24		6	5	6	6
35-49	20		69		8	3
50-64	14		66		13	8
65+	24		63		7	6
	%	Improved	Stayed the same	Deteriorated	■ Can't say	
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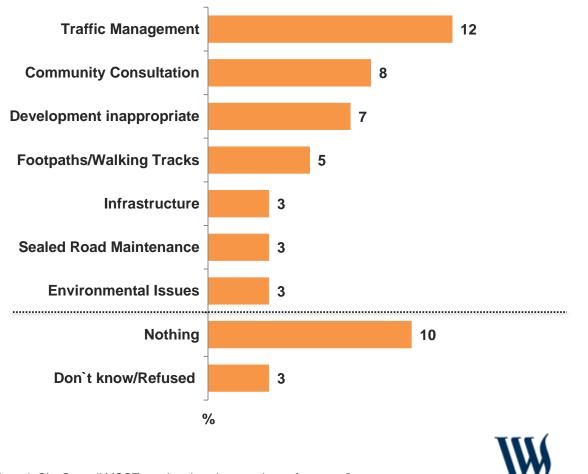
Q6. Over the last 12 months, what is your view of the direction of Monash City Council's overall performance? Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

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AREAS FOR IMPROVEMENT

2015 services to improve detailed percentages

2015 Areas for Improvement



Q17. What does Monash City Council MOST need to do to improve its performance? Base: All respondents. Councils asked statewide: 28 Councils asked group: 11

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COMMUNICATIONS

2015 best forms of communication

	2015	Best Form			2014	2013	2012
A council newsletter sent via mail				41	49	41	38
A council newsletter sent via email			29		17	23	22
A council newsletter as an insert in a local newspaper		13			11	16	19
Advertising in a local newspaper		9			14	13	16
A text message	2				5	3	2
The council website	2				2	2	2
Other	2				2	1	1
Can't say	0				0	0	1
	%						

Q13. If Monash City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences



2015 best forms of communication: under 50s

	2015 Under 50s Best Form		2014	2013	2012
A council newsletter sent via email		37	17	24	28
A council newsletter sent via mail		35	47	36	32
A council newsletter as an insert in a local newspaper	11		10	17	18
Advertising in a local newspaper	8		16	12	18
A text message	4		8	5	2
The council website	3		2	4	2
Other	2		0	2	0
Can't say	0		0	0	0
	%				

Q13. If Monash City Council was going to get in touch with you to inform you about Council news and information and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents aged under 50. Councils asked State-wide: 22 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences



2015 best forms of communication: over 50s

	2015 Over 50s Best Form	2014	2013	2012
A council newsletter sent via mail	51	51	46	47
A council newsletter sent via email	19	16	22	14
A council newsletter as an insert in a local newspaper	16	13	15	21
Advertising in a local newspaper	11	12	13	14
The council website	1	1	1	1
A text message	0	1	2	0
Other	1	5	1	2
Can't say	1	1	0	2
Q13. If Monash City Council was go.	% ing to get in touch with you to inform you about Council news and	information		

A13. If Monash City Council was going to get in touch with you to inform you about Council news and if and upcoming events, which ONE of the following is the BEST way to communicate with you? Base: All respondents aged over 50. Councils asked State-wide: 22 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

INDIVIDUAL SERVICE AREAS

2015 Community Consultation and Engagement importance index scores

2015 Co	nsultation Importance		2014	2013	2012
50-64		801	77	78	74
35-49		75	74	73	68
State-wide		74	74	73	73
Monash South-West		73	71	71	66
Metro	7	' 2	n/a	n/a	n/a
Monash West	7	' 2	74	72	67
Men	7	' 2	68	69	63
Monash	7	1	72	71	66
65+	7	1	73	73	71
Monash East	69		70	72	66
Women	69		75	73	70
18-34	64♥		67	65	58

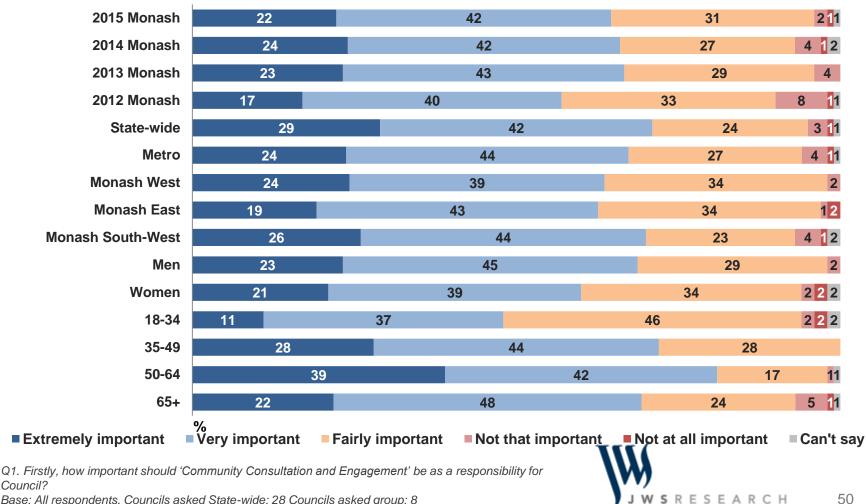
Q1. Firstly, how important should 'Community Consultation and Engagement' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences



2015 Community Consultation and Engagement importance detailed percentages

2015 Consultation Importance



Base: All respondents. Councils asked State-wide: 28 Councils asked group: 8

2015 Community Consultation and Engagement performance index scores

2015 Cor	sultation Performance			2014	2013	2012
Monash West			64	56	56	56
65+			63	56	55	60
Men		59		50	57	58
Monash		58		54	56	59
Metro		58		n/a	n/a	n/a
Monash East		58		50	55	58
Women		58		57	56	60
18-34		58		53	59	64
35-49		57		57	58	53
State-wide	•	56		57	57	57
50-64	54	•		46	52	55
Monash South-West	53			59	57	60

Q2. How has Council performed on 'Community Consultation and Engagement' over the last 12 months? Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17 Note: Please see slide 5 for explanation about significant differences



2015 Community Consultation and Engagement performance detailed percentages

2015 Consultation Performance

2015 Monash	9	31		37				12	3 8
2014 Monash	7	25		39			13	6	10
2013 Monash	7	30		3	38		13	4	10
2012 Monash	9	28		3	5		10	3	15
State-wide	7	31		3	2		14	6	9
Metro	8	32			31		12	4	13
Monash West	10	4	0		3	3		7	10
Monash East	9	30			39			12	3 7
Monash South-West	7	23		40			18	4	9
Men	9	31			38			13	2 7
Women	8	31			37		1	1 3	3 9
18-34	7	31			41			9	4 7
35-49	6	29			42			17	5
50-64	6	25		41			14	4	10
65+	13		36		27		10	3	11
	%	Very good	Good	Average	Poor	Very po	oor	Can't	say
Q2. How has Council performed on Base: All respondents, Councils ask				the last 12 months	s?		ECE	APC	ц 5

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

2015 Lobbying on Behalf of the Community importance index scores

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

Q1. Firstly, how important should 'Lobbying on Behalf of the Community' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 28 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



2015 Lobbying on Behalf of the Community importance detailed percentages

2015 Lobbying Importance

2015 Monash	20	40	29	8 21
2014 Monash	19	43	27	7 21
2013 Monash	19	42	32	6 <mark>1</mark> 1
2012 Monash	16	44	31	7 12
State-wide	23	39	28	6 2 2
Metro	20	40	29	8 21
Monash West	21	25	34	9 <mark>1</mark> 1
Monash East	19	37	30	9 3 2
Monash South West	22	51	21	4 21
Men	19	36	32	8 4 1
Women	21	44	25	8 12
18-34	20	43	31	4 2
35-49	23	34	28	11 3
50-64	24	41	25	6 <mark>1</mark> 2
65+	14	41	27	11 2 4
Extremely important	% Very important	Fairly important Not that important	oortant Not at all importan	nt ■Can't say

Q1. Firstly, how important should 'Lobbying on Behalf of the Community' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 28 Councils asked group: 5

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2015 Lobbying on Behalf of the Community performance index scores

2015 Lob	bying Performance		20	14	2013	2012
18-34			63 5	56	62	66
Monash South-West		61	6	50	58	60
Women		60	6	50	57	61
65+		60	5	55	56	59
Monash	5	9	5	56	57	60
Monash West	5	9	5	57	58	65
Metro	58		n	/a	n/a	n/a
Monash East	57		Ę	52	56	58
Men	57		5	51	57	59
State-wide	55♥		5	56	55	55
35-49	54♥		5	59	54	56
50-64	53		Ę	51	54	54

Q2. How has Council performed on 'Lobbying on Behalf of the Community' over the last 12 months? Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17 Note: Please see slide 5 for explanation about significant differences



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2015 Lobbying on Behalf of the Community performance detailed percentages

2015 Lobbying Performance

2015 Monash	6	30		29		8 3	24				
2014 Monash	5	25		36		12 3	20				
2013 Monash	4	26		35	7 2		26				
2012 Monash	8	24		32		6 2	27				
State-wide	6	26		32		12 4	20				
Metro	6	27		29		9 3	26				
Monash West	7	31		27		94	22				
Monash East	6	26		32		8 4	24				
Monash South-West	4	35		28		6 3	25				
Men	8	27		31		95	20				
Women	4	32		28		7 2	27				
18-34	7	37			30	4 4	19				
35-49	1	25		32	1	1 3	27				
50-64	3	21	;	30	11	4	31				
65+	9	29		26		9 3	24				
	%	■ Very good	Good	Average	Poor	Very poor	■Can't say				
Q2. How has Council performed on	'Lobbying d	on Behalf of the Community	y' over the	Q2. How has Council performed on 'Lobbying on Behalf of the Community' over the last 12 months?							

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

2015 Decisions made in the interest of the community importance index scores

2015 Co	mmunity Decisions Importance	9		2014	2013	2012
50-64			82	78	n/a	n/a
State-wide		80		79	n/a	n/a
Metro		80		n/a	n/a	n/a
35-49		80		77	n/a	n/a
Monash South-West		79		77	n/a	n/a
Monash	78			77	n/a	n/a
Monash West	78			78	n/a	n/a
Women	78			80	n/a	n/a
Monash East	77			77	n/a	n/a
Men	77			75	n/a	n/a
18-34	77			75	n/a	n/a
65+	74			81	n/a	n/a

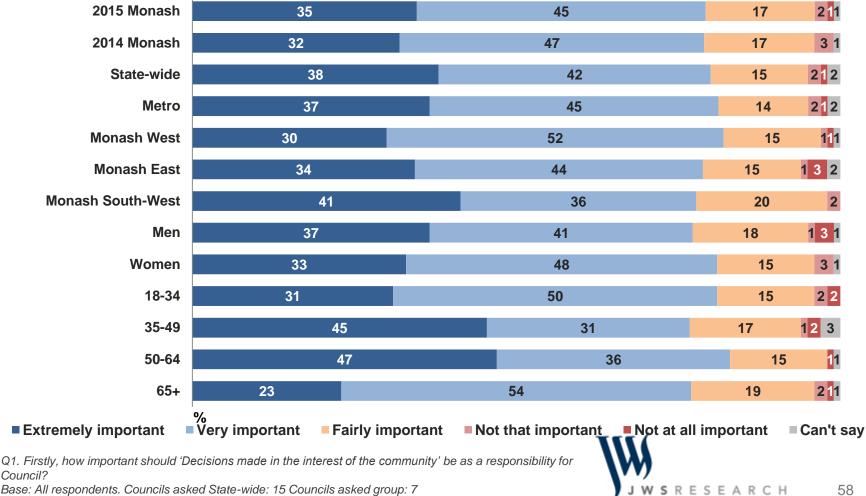
Q1. Firstly, how important should 'Decisions made in the interest of the community' be as a responsibility for Council?



Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7 Note: Please see slide 5 for explanation about significant differences

2015 Decisions made in the interest of the community importance detailed percentages

2015 Community Decisions Importance



Base: All respondents. Councils asked State-wide: 15 Councils asked group: 7

2015 Decisions made in the interest of the community performance index scores

2015 Cor	nmunity Decisions Performance		2014	2013	2012
18-34		65 ↑	56	n/a	n/a
Monash West		63	58	n/a	n/a
Men		61	52	n/a	n/a
65+		61	57	n/a	n/a
Monash		60	55	n/a	n/a
Metro		59	n/a	n/a	n/a
Monash East		59	51	n/a	n/a
Monash South-West		59	59	n/a	n/a
Women		59	58	n/a	n/a
35-49		56	57	n/a	n/a
State-wide		55♥	57	n/a	n/a
50-64		53♥	48	n/a	n/a

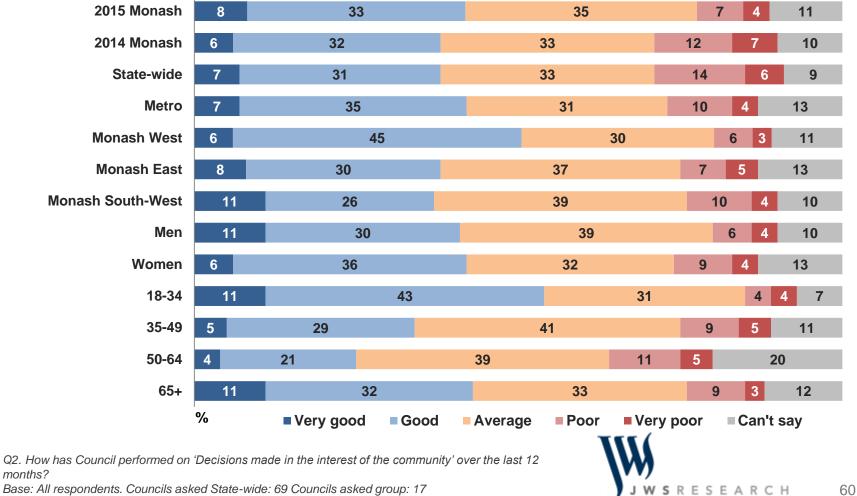
Q2. How has Council performed on 'Decisions made in the interest of the community' over the last 12 months?

Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17 Note: Please see slide 5 for explanation about significant differences



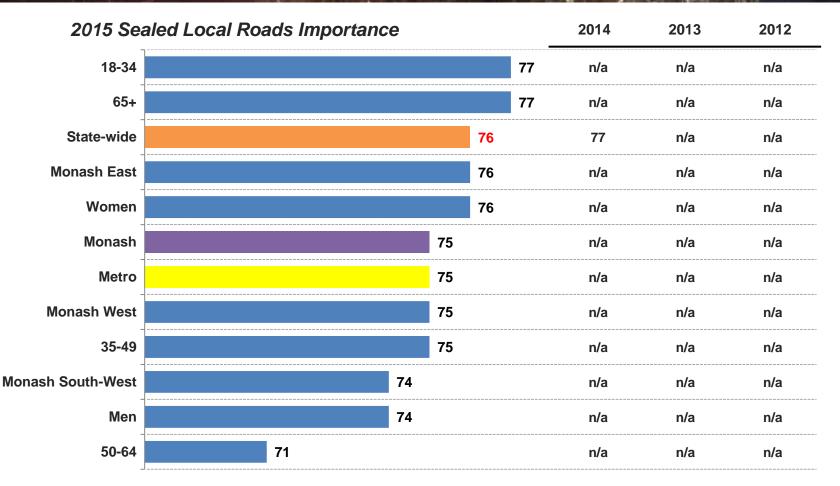
2015 Decisions made in the interest of the community performance detailed percentages

2015 Community Decisions Performance



Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17

2015 The condition of sealed local roads in your area importance index scores



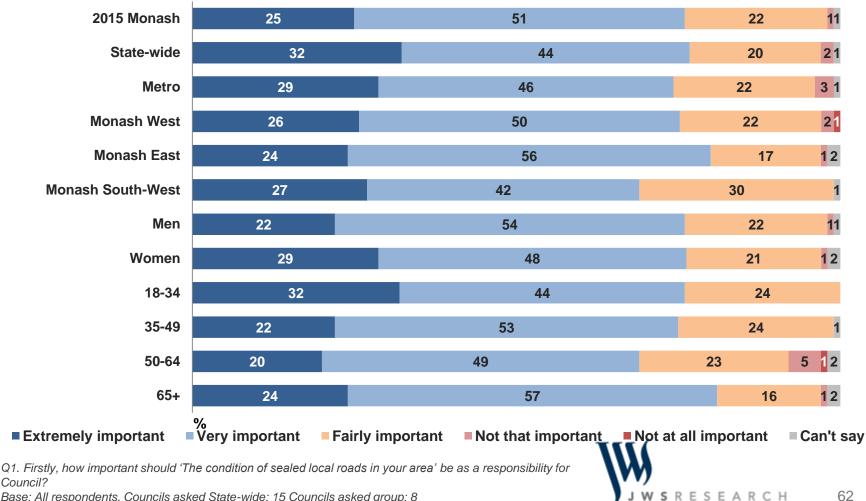
Q1. Firstly, how important should 'The condition of sealed local roads in your area' be as a responsibility for Council?



Base: All respondents. Councils asked State-wide: 15 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences

2015 The condition of sealed local roads in your area importance detailed percentages

2015 Sealed Local Roads Importance



Base: All respondents. Councils asked State-wide: 15 Councils asked group: 8

2015 The condition of sealed local roads in your area performance index scores

2015 Seal	ed Local Roads Performance			2014	2013	2012
Monash West			73	70	n/a	n/a
Men			73	69	n/a	n/a
18-34		7	72	71	n/a	n/a
50-64		7	72	65	n/a	n/a
Monash		7	'1	69	n/a	n/a
Monash East		7	'1	69	n/a	n/a
35-49		7	'1	67	n/a	n/a
65+		70	D	72	n/a	n/a
Metro		69		n/a	n/a	n/a
Monash South-West		69		68	n/a	n/a
Women		69		70	n/a	n/a
State-wide		55 \		55	n/a	n/a

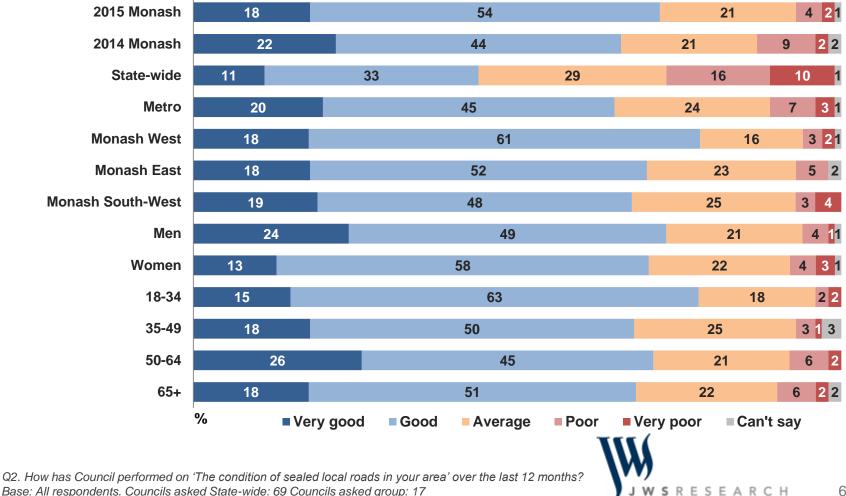
Q2. How has Council performed on 'The condition of sealed local roads in your area' over the last 12 months? Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17 Note: Please see slide 5 for explanation about significant differences



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2015 The condition of sealed local roads in your area performance detailed percentages

2015 Sealed Local Roads Performance



2015 Informing the Community importance index scores

2015 Info	orming Community Importance		2014	2013	2012
50-64		79	72	75	78
Monash South-West	70	6	73	71	70
State-wide	75∱		75	75	75
Women	75		77	77	74
65+	74		74	72	75
Metro	73		n/a	n/a	n/a
Monash	72		72	72	70
Monash West	72		74	78	71
35-49	72		76	67	71
Monash East	71		71	71	70
Men	70		67	67	66
18-34	69		68	74	62

Q1. Firstly, how important should 'Informing the Community' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 25 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences



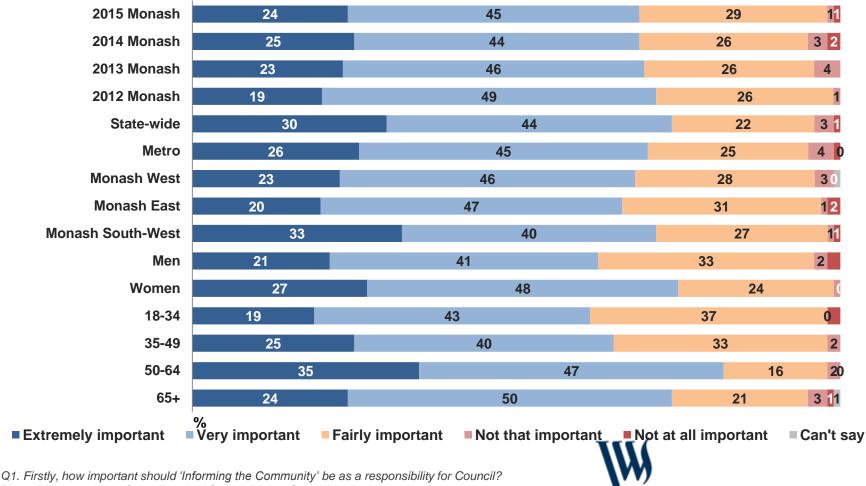
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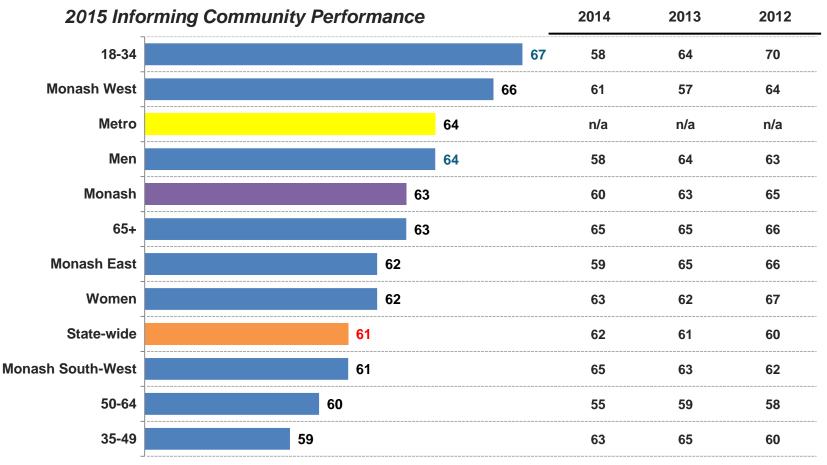
2015 Informing the Community importance detailed percentages

2015 Informing Community Importance



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

2015 Informing the Community performance index scores

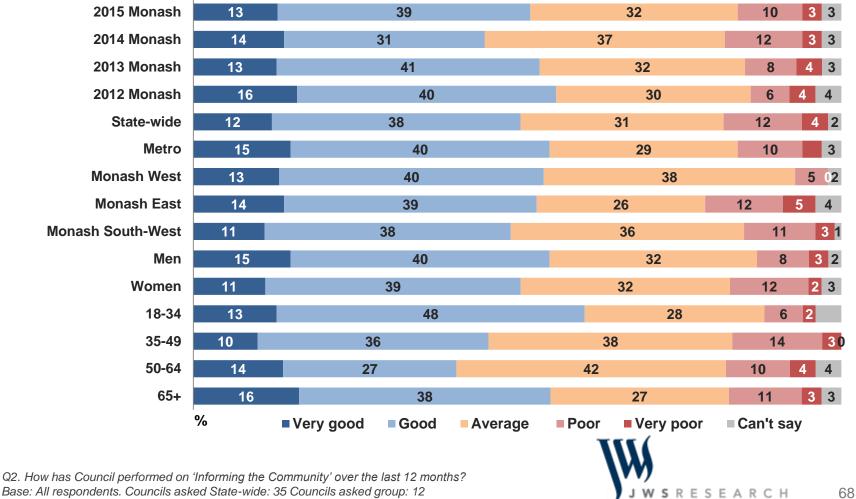


Q2. How has Council performed on 'Informing the Community' over the last 12 months? Base: All respondents. Councils asked State-wide: 35 Councils asked group: 12 Note: Please see slide 5 for explanation about significant differences



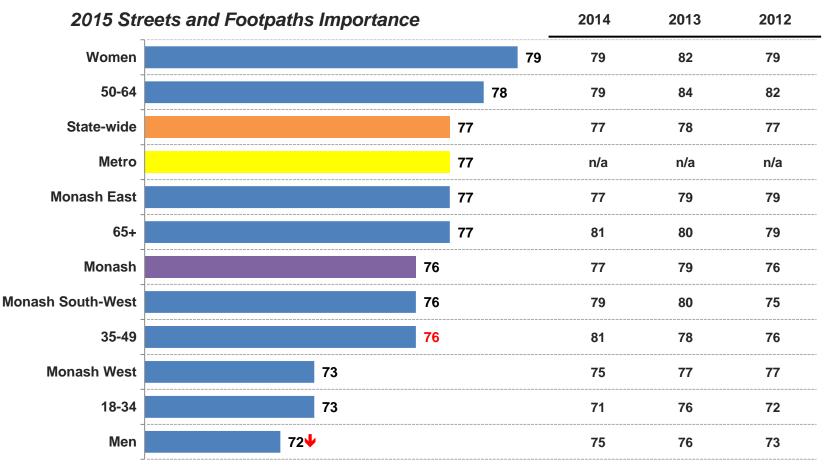
2015 Informing the Community performance detailed percentages

2015 Informing Community Performance



Base: All respondents. Councils asked State-wide: 35 Councils asked group: 12

2015 The condition of local streets and footpaths in your area importance index scores



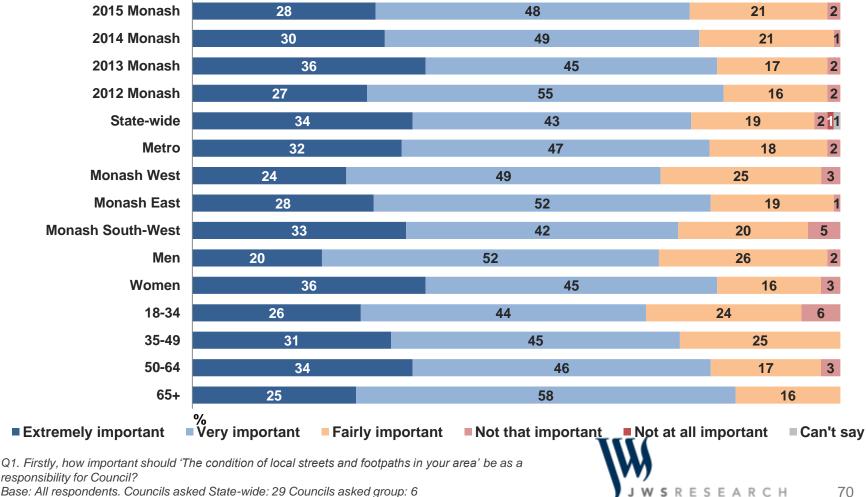
Q1. Firstly, how important should 'The condition of local streets and footpaths in your area' be as a responsibility for Council?

Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



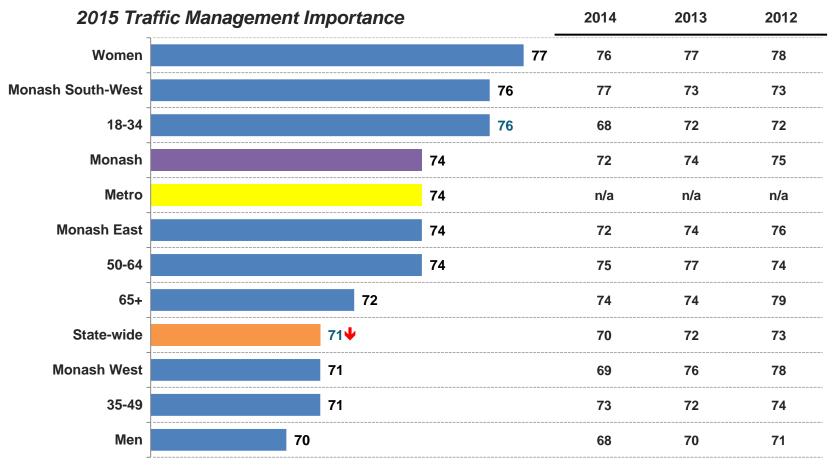
2015 The condition of local streets and footpaths in your area importance detailed percentages

2015 Streets and Footpaths Importance



Base: All respondents. Councils asked State-wide: 29 Councils asked group: 6

2015 Traffic Management importance index scores



Q1. Firstly, how important should 'Traffic Management' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 17 Councils asked group: 7 Note: Please see slide 5 for explanation about significant differences



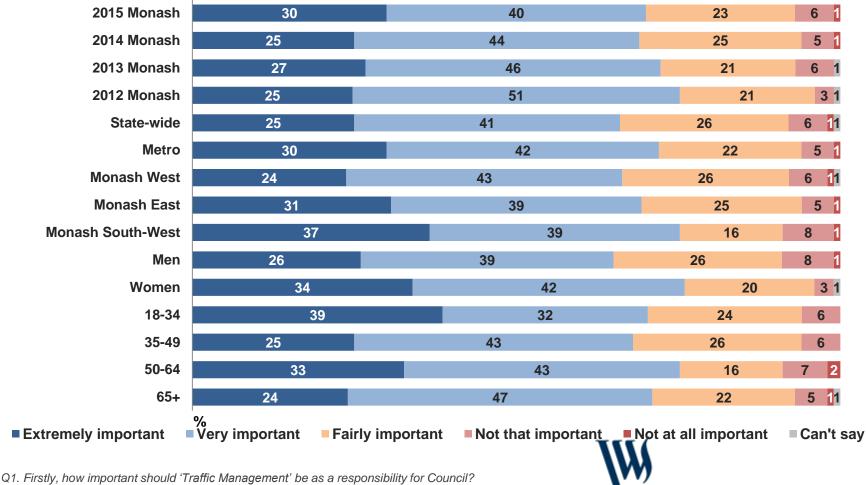
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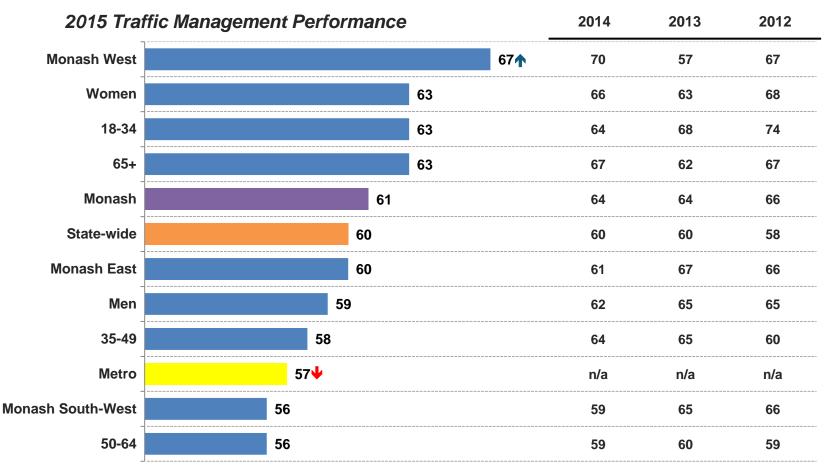
2015 Traffic Management importance detailed percentages

2015 Traffic Management Importance



Base: All respondents. Councils asked State-wide: 17 Councils asked group: 7





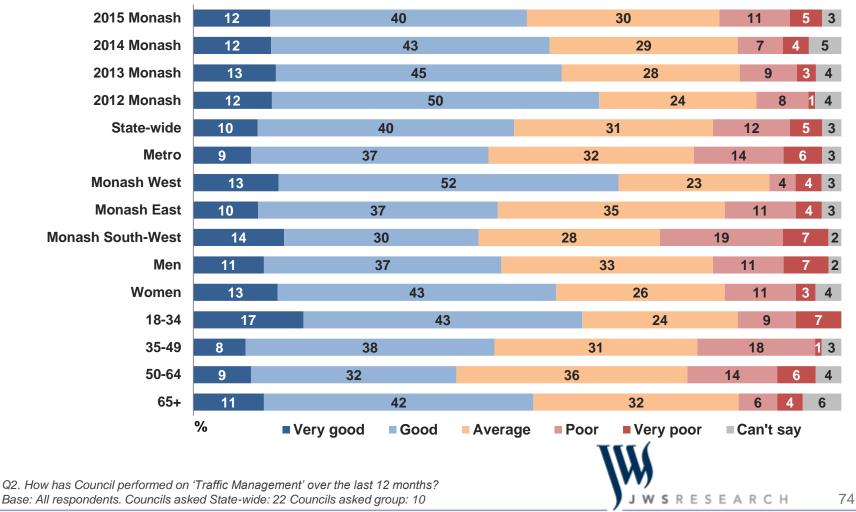
Q2. How has Council performed on 'Traffic Management' over the last 12 months? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 10 Note: Please see slide 5 for explanation about significant differences



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2015 Traffic Management performance detailed percentages

2015 Traffic Management Performance



2015 Parking Facilities importance index scores

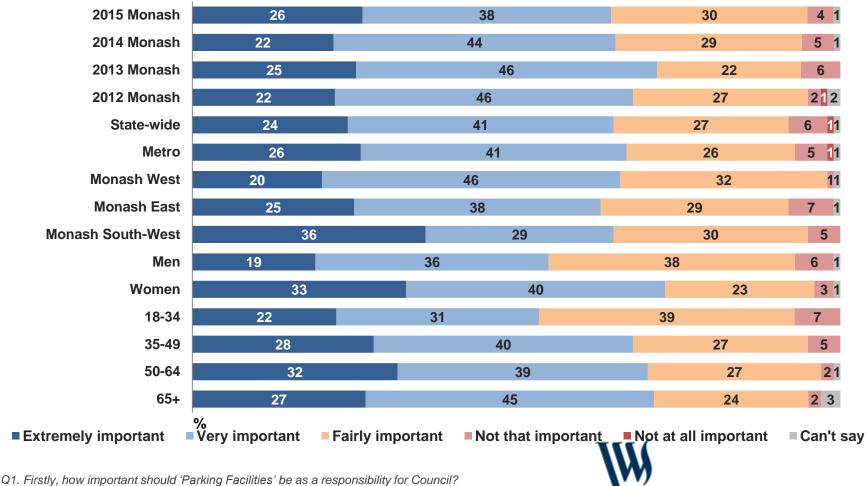
2015 Pai	rking Importance		2014	2013	2012
Women		76	75	79	77
50-64	7	5	75	78	75
65+	7	5	75	75	76
Monash South-West	74		71	74	72
35-49	73		74	69	68
Monash	72		71	73	72
Metro	72		n/a	n/a	n/a
Monash West	72		69	72	74
Monash East	71		72	72	71
State-wide	70		70	71	71
Men	67₩		67	67	67
18-34	67₩		64	71	70

Q1. Firstly, how important should 'Parking Facilities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences



2015 Parking Facilities importance detailed percentages

2015 Parking Importance



Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8

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2015 Parking Facilities performance index scores

2015 Park	ing Performance		2014	2013	2012
Monash West		60	63	59	64
State-wide		57	57	57	56
35-49		56	59	67	60
50-64		56	54	58	58
Monash	5	5	59	61	62
Metro	5	5	n/a	n/a	n/a
Monash East	5	5	58	61	61
Men	5	5	62	63	61
Women	5	5	57	59	63
65+	5	5	56	58	61
18-34	53		64	60	66
Monash South-West	47♥		57	61	62

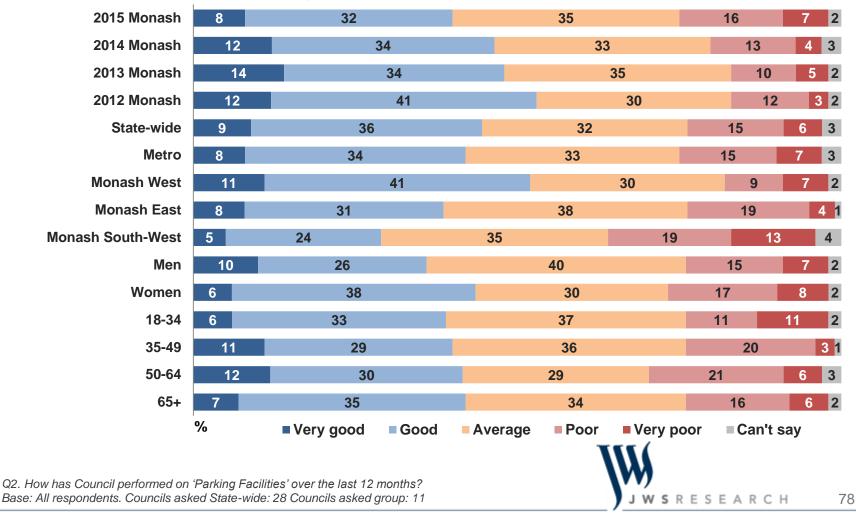
Q2. How has Council performed on 'Parking Facilities' over the last 12 months? Base: All respondents. Councils asked State-wide: 28 Councils asked group: 11 Note: Please see slide 5 for explanation about significant differences



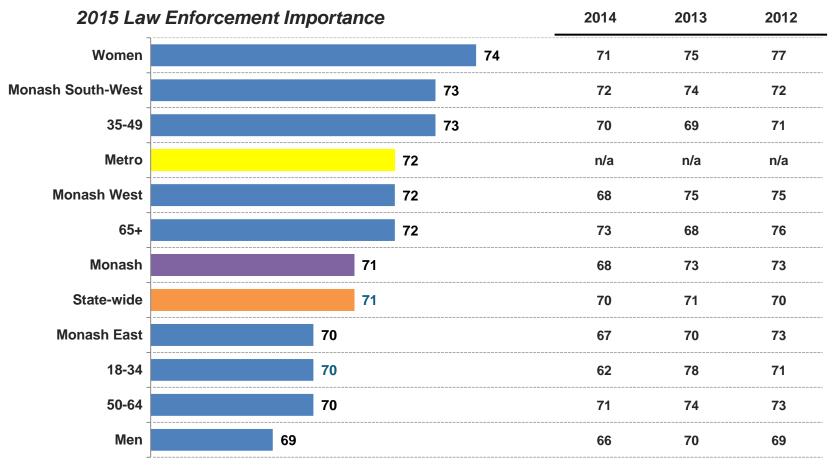
77

2015 Parking Facilities performance detailed percentages

2015 Parking Performance







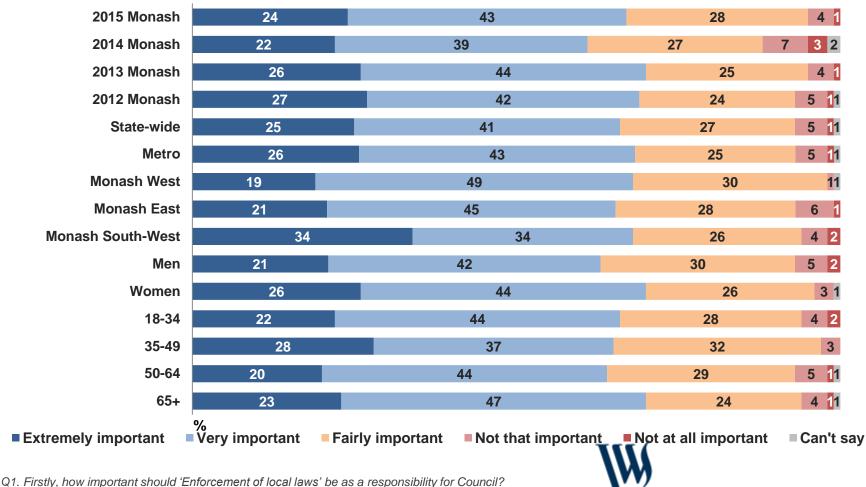
Q1. Firstly, how important should 'Enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



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2015 Enforcement of local laws importance detailed percentages

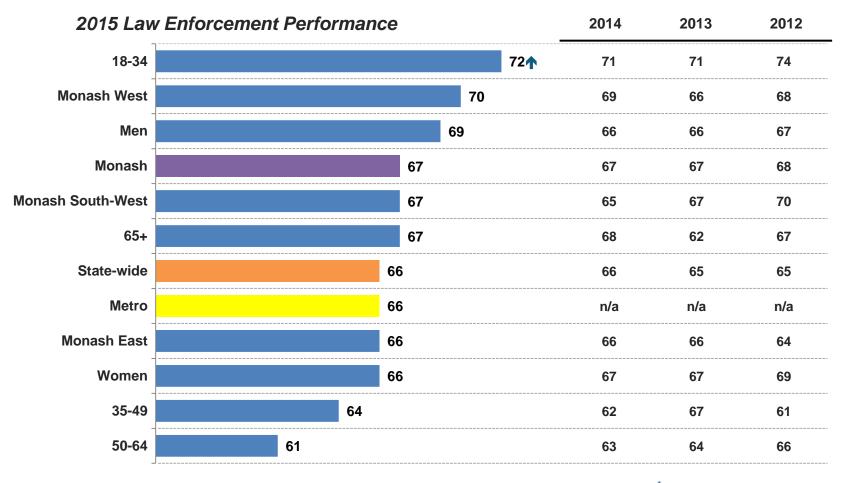
2015 Law Enforcement Importance



Base: All respondents. Councils asked State-wide: 25 Councils asked group: 6

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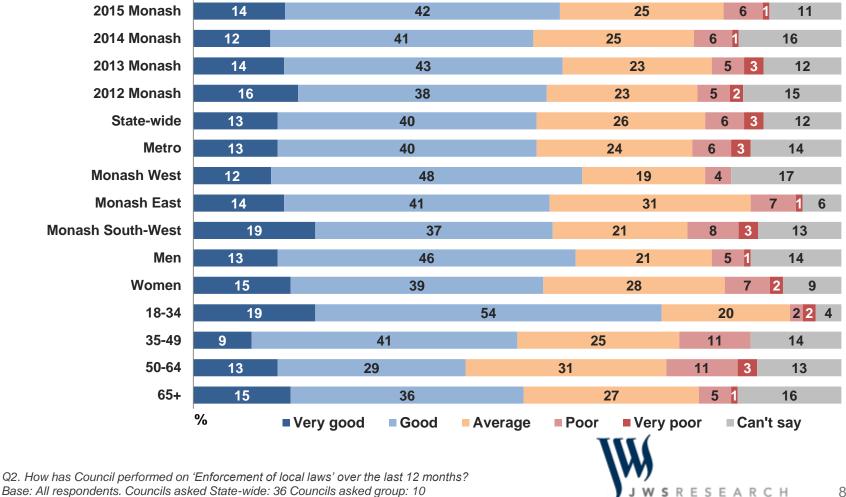


Q2. How has Council performed on 'Enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked State-wide: 36 Councils asked group: 10 Note: Please see slide 5 for explanation about significant differences



2015 Enforcement of local laws performance detailed percentages

2015 Law Enforcement Performance



2015 Family Support Services importance index scores

nily Support Importa	ance					2014	2013	2012
					77	67	74	71
				75		77	79	75
				75		71	72	70
			73			72	73	73
			73			68	78	72
		72				71	74	71
		72				n/a	n/a	n/a
		72				73	74	71
	70					72	76	74
	70					73	73	70
69						66	68	68
69						72	71	72
		70 69	72 72 72 72 72 72 72 72 72 72 72 72	73 73 73 73 72 72 72 72 72 72 72 72 72 72 72 72 72	75 75 73 73 73 72 72 72 72 70 70 69	77 Å 75 75 75 73 73 72 72 72 72 72 72 72 72 72 72 72 72 72	77↑ 67 75 77 75 71 73 72 73 72 73 68 72 71 72 71 72 71 72 71 72 71 72 71 72 71 72 71 72 71 72 71 72 71 72 72 72 73 72 73 72 73 72 73 73 68 72 73 72 73 73 72 74 72 75 73 70 73 69 66	77 67 74 75 77 79 75 71 72 73 72 73 73 68 78 72 71 74 72 71 74 72 71 74 72 71 74 72 71 74 72 73 74 72 73 74 72 73 74 72 73 74 72 73 74 72 73 74 72 73 74 70 72 76 70 73 73 69 66 68

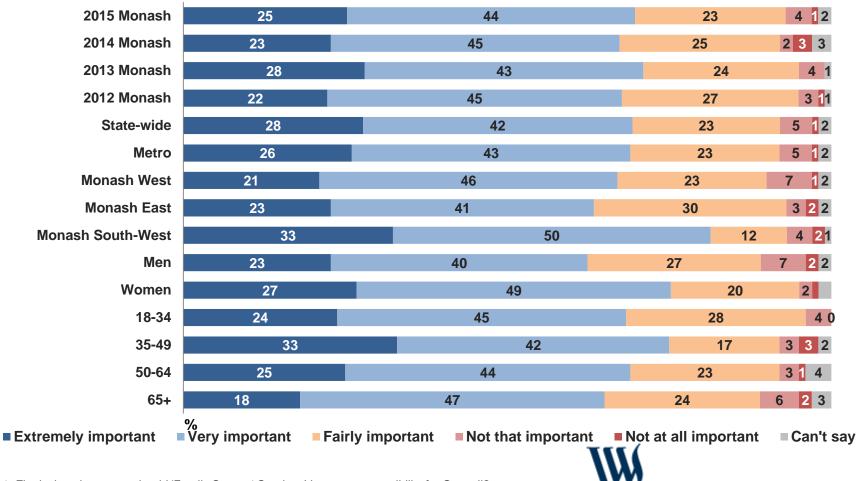
Q1. Firstly, how important should 'Family Support Services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences



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2015 Family Support Services importance detailed percentages

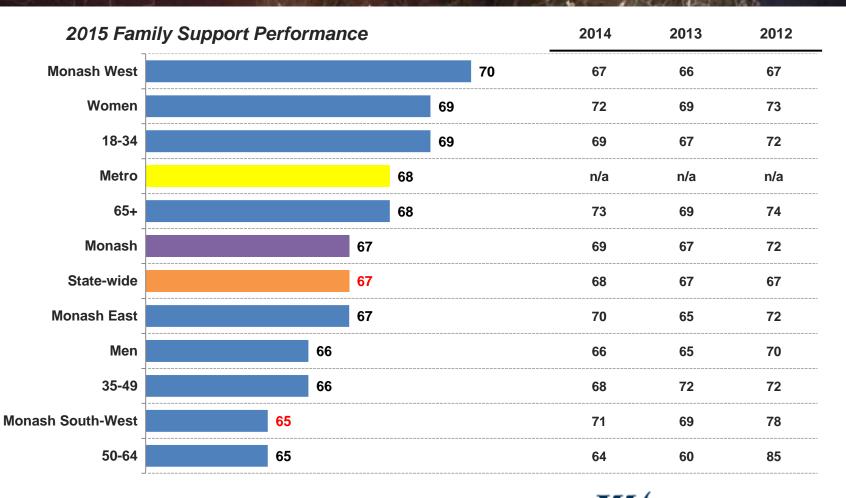
2015 Family Support Importance



Q1. Firstly, how important should 'Family Support Services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 27 Councils asked group: 8

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2015 Family Support Services performance index scores

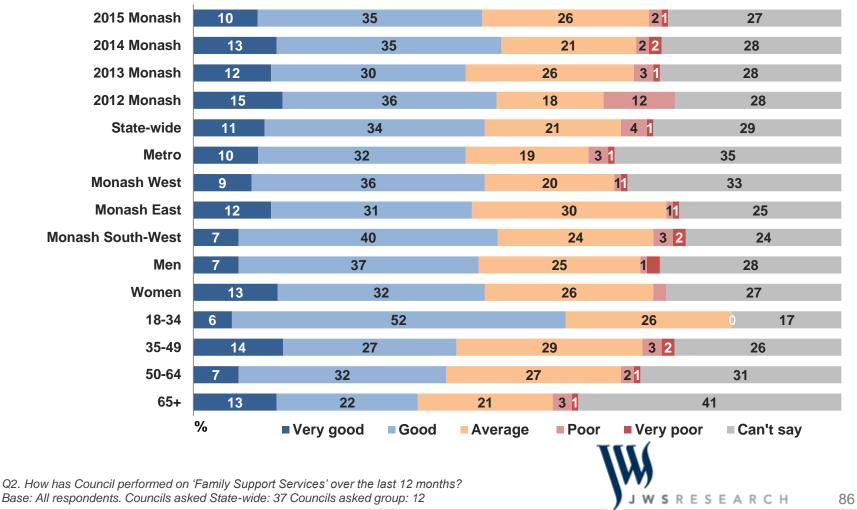


Q2. How has Council performed on 'Family Support Services' over the last 12 months? Base: All respondents. Councils asked State-wide: 37 Councils asked group: 12 Note: Please see slide 5 for explanation about significant differences



2015 Family Support Services performance detailed percentages

2015 Family Support Performance



2015 Elderly Support Services importance index scores

2015 Eld	lerly Support Importand	e		2014	2013	2012
50-64			80	79	82	82
State-wide			79∱	79	79	80
Women			79	82	80	84
Metro			78	n/a	n/a	n/a
Monash West		77		79	77	79
Monash South-West		77		76	78	79
65+		77		80	82	81
Monash		76		77	78	78
Monash East		75		76	77	77
18-34	74			74	75	75
35-49	74			76	74	76
Men	73			72	75	73

Q1. Firstly, how important should 'Elderly Support Services' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 29 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



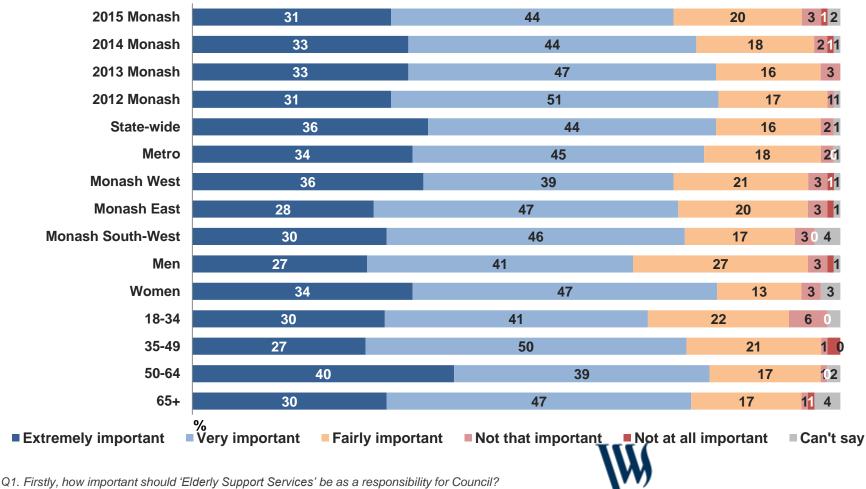
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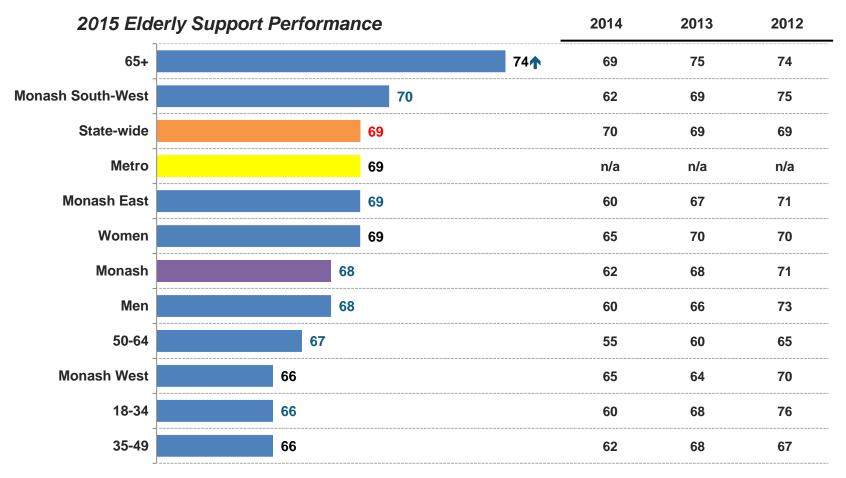
2015 Elderly Support Services importance detailed percentages

2015 Elderly Support Importance



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

2015 Elderly Support Services performance index scores

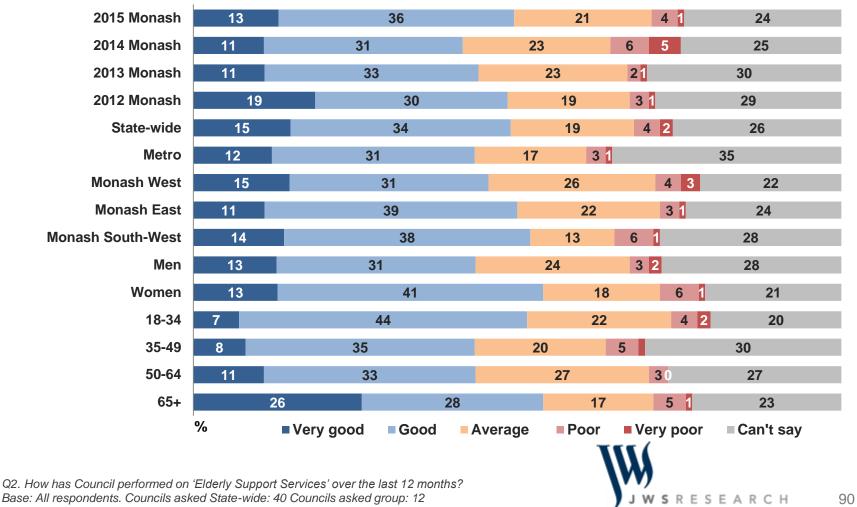


Q2. How has Council performed on 'Elderly Support Services' over the last 12 months? Base: All respondents. Councils asked State-wide: 40 Councils asked group: 12 Note: Please see slide 5 for explanation about significant differences



2015 Elderly Support Services performance detailed percentages

2015 Elderly Support Performance



2015 Recreational Facilities importance index scores

2015 Recreational Facilities Importance			2014	2013	2012
35-49		76♠	74	72	73
50-64		76♠	70	75	75
Monash South-West		73	70	72	72
State-wide		72	72	72	72
Metro		72	n/a	n/a	n/a
Monash West		72	71	72	77
Monash	71		71	71	73
Men	71		69	69	72
Women	71		72	74	74
Monash East	70		71	70	71
65+	70		72	71	71
18-34	664		67	68	72

Q1. Firstly, how important should 'Recreational Facilities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



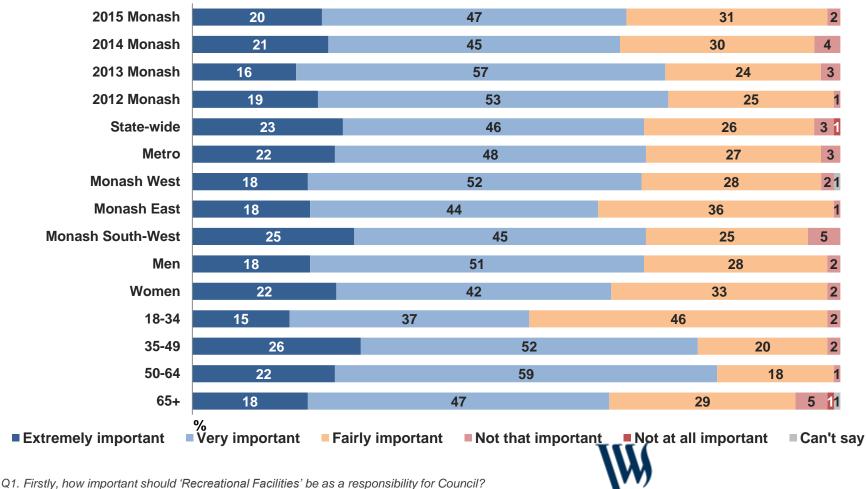
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92

2015 Recreational Facilities importance detailed percentages

2015 Recreational Facilities Importance



Base: All respondents. Councils asked State-wide: 33 Councils asked group: 9



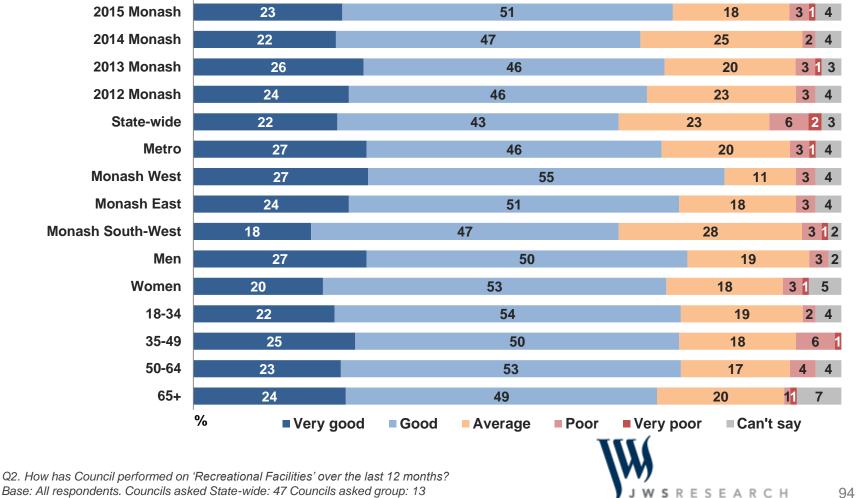
reational Facilities Perfor	mance		2014	2013	2012
		78♠	73	71	75
	75		73	72	74
	75		72	74	74
	75		74	74	74
	75		68	72	71
	75		75	76	78
	74		73	74	74
	74		n/a	n/a	n/a
73	}		74	73	74
73	}		72	74	73
70↓			71	70	70
70			72	75	74
	73 70 ↓	75 75 75 75 75 74 74 74 73 73	78♠ 75 75 75 75 75 75 74 74 74 73 73	78↑ 73 75 73 75 72 75 74 75 68 75 75 74 73 74 73 73 74 73 74 73 74 73 74 73 74 73 74 73 74 73 74 73 74 73 74 73 74 73 71	78↑ 73 71 75 73 72 75 72 74 75 74 74 75 74 74 75 75 76 74 73 74 74 73 74 74 73 74 74 73 74 74 73 74 74 73 74 73 74 73 73 74 73 73 72 74 70 71 70

Q2. How has Council performed on 'Recreational Facilities' over the last 12 months? Base: All respondents. Councils asked State-wide: 47 Councils asked group: 13 Note: Please see slide 5 for explanation about significant differences



2015 Recreational Facilities performance detailed percentages

2015 Recreational Facilities Performance



Base: All respondents. Councils asked State-wide: 47 Councils asked group: 13

2015 The appearance of public areas importance index scores

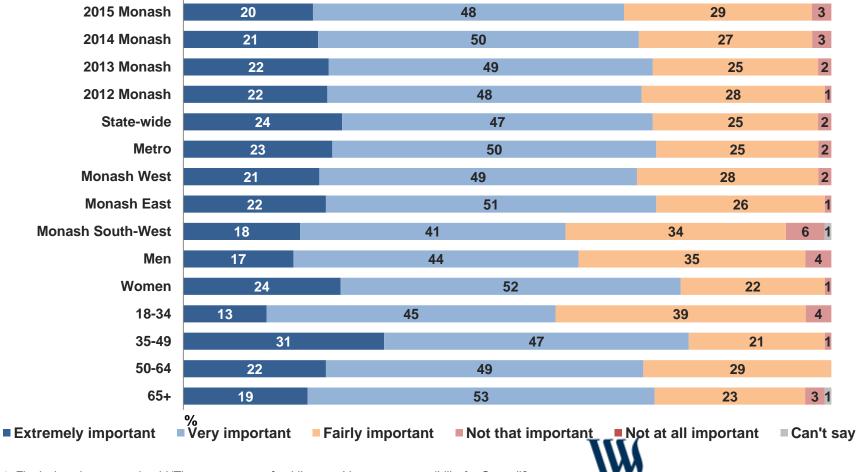
blic Areas Importance		2014	2013	2012
	77↑	76	73	74
	75	74	75	74
	73	73	74	73
	73	n/a	n/a	n/a
	73	71	74	73
	73	75	77	75
7	2	72	73	73
7	2	71	70	77
7	2	74	73	74
69		70	70	71
68		76	72	71
67¥		67	69	70
	7 7 69 68	77↑ 75 73 73 73 73 73 73 73 72 69 68	77↑ 76 75 74 73 73 73 73 73 71 73 71 73 71 73 75 72 72 72 74 69 70 68 76	77 76 73 75 74 75 73 73 74 73 73 74 73 73 74 73 71 74 73 71 74 73 75 77 73 71 74 73 75 77 73 75 77 72 72 73 72 74 73 69 70 70 68 76 72

Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences



2015 The appearance of public areas importance detailed percentages

2015 Public Areas Importance



Q1. Firstly, how important should 'The appearance of public areas' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 30 Councils asked group: 8

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2015 The appearance of public areas performance index scores

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

Q2. How has Council performed on 'The appearance of public areas' over the last 12 months? Base: All respondents. Councils asked State-wide: 42 Councils asked group: 12 Note: Please see slide 5 for explanation about significant differences

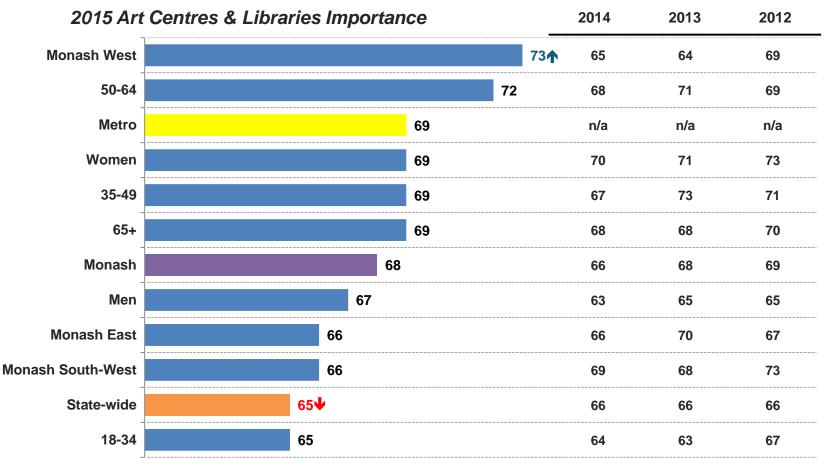


2015 The appearance of public areas performance detailed percentages

2015 Public Areas Performance

2015 Monash	23	52	20 4 11
2014 Monash	24	43	26 4 21
2013 Monash	21	47	24 6 1
2012 Monash	19	53	18 7 21
State-wide	24	47	20 5 21
Metro	25	48	<u>19 5 2</u> 1
Monash West	26	52	18 3 1
Monash East	25	49	22 3 1
Monash South-West	17	56	17 7 21
Men	25	51	19 4 1
Women	21	53	20 4 11
18-34	22	61	15 2
35-49	26	41	28 3 1
50-64	27	45	19 8 11
65+	19	54	18 5 1 <mark>2</mark>
	% Very go	ood Good Average Poor	■ Very poor ■ Can't say
Q2. How has Council performed on Base: All respondents. Councils ask			JWSRESEARCH 98

2015 Art Centres and Libraries importance index scores



Q1. Firstly, how important should 'Art Centres and Libraries' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 21 Councils asked group: 7 Note: Please see slide 5 for explanation about significant differences



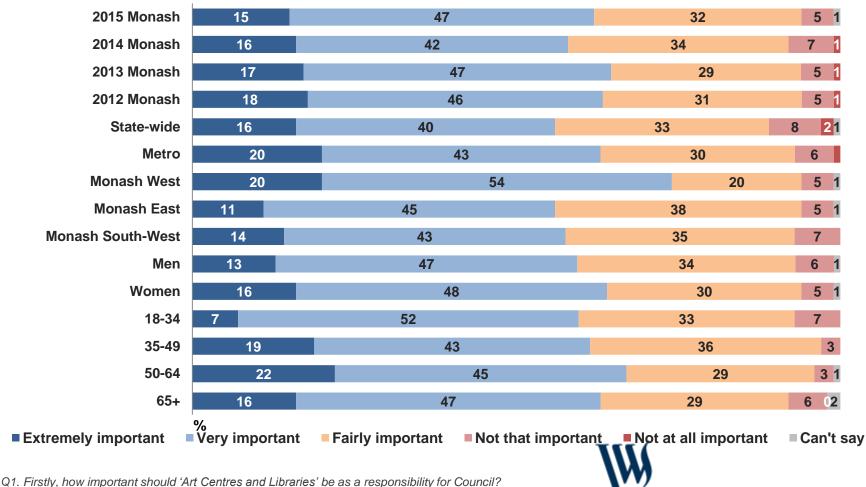
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2015 Art Centres and Libraries importance detailed percentages

2015 Art Centres & Libraries Importance



Base: All respondents. Councils asked State-wide: 21 Councils asked group: 7

2015 Art Centres and Libraries performance index scores

2015 Art Centres & Libraries Performance		2	2014		2012		
65+				79∱	81	79	82
Monash West		7	6		76	76	76
Women		7	6		79	77	80
Monash		75			76	77	78
Metro		75			n/a	n/a	n/a
Monash East		75			77	75	76
35-49		75			78	80	77
Monash South-West		74			76	78	80
Men		74			74	76	75
50-64		74			75	75	73
State-wide	73♥				75	73	73
18-34	72				73	74	78

Q2. How has Council performed on 'Art Centres and Libraries' over the last 12 months? Base: All respondents. Councils asked State-wide: 26 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences



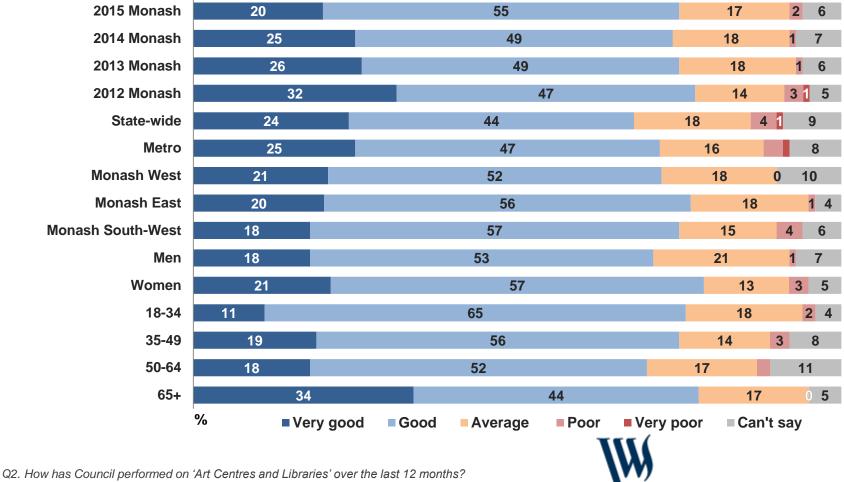
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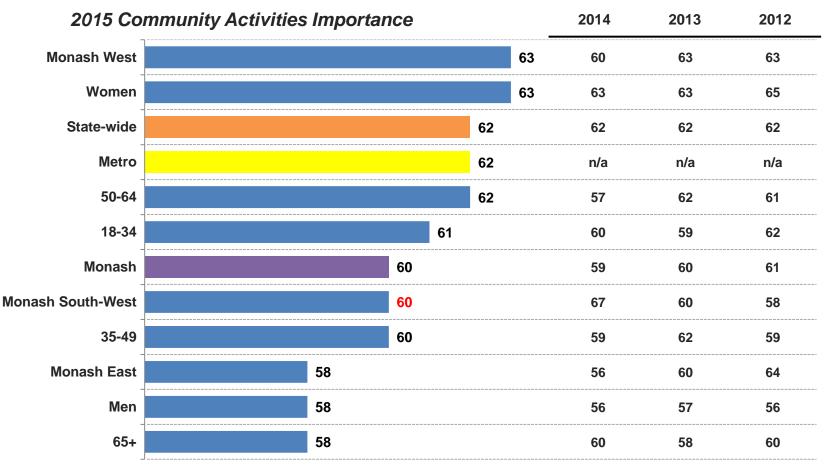
2015 Art Centres and Libraries performance detailed percentages

2015 Art Centres & Libraries Performance



Base: All respondents. Councils asked State-wide: 26 Councils asked group: 8

2015 Community and Cultural Activities importance index scores



Q1. Firstly, how important should 'Community and Cultural Activities' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences



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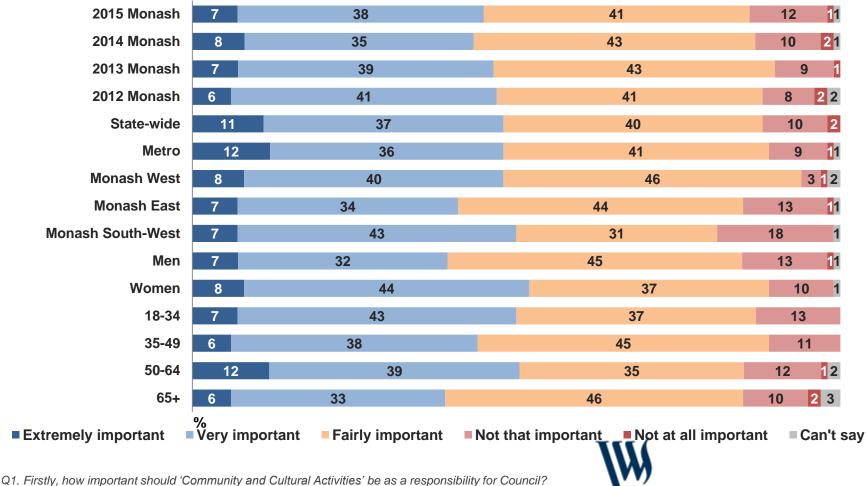
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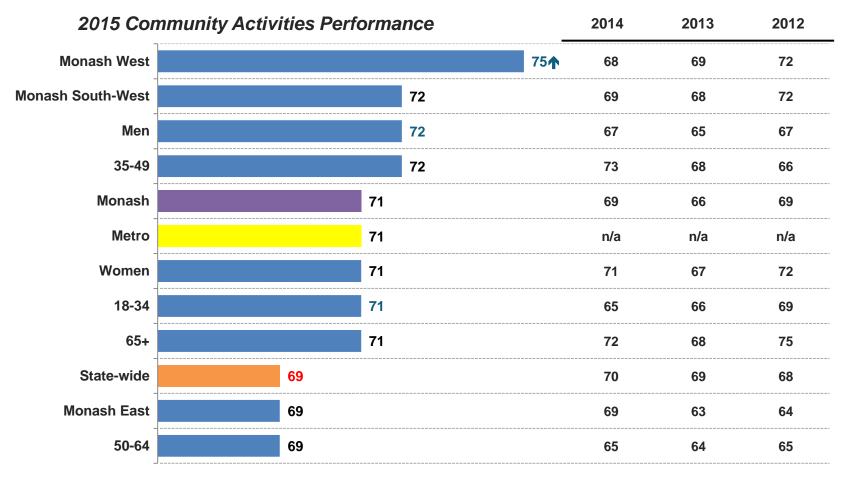
2015 Community and Cultural Activities importance detailed percentages

2015 Community Activities Importance



Base: All respondents. Councils asked State-wide: 22 Councils asked group: 8

2015 Community and Cultural Activities performance index scores

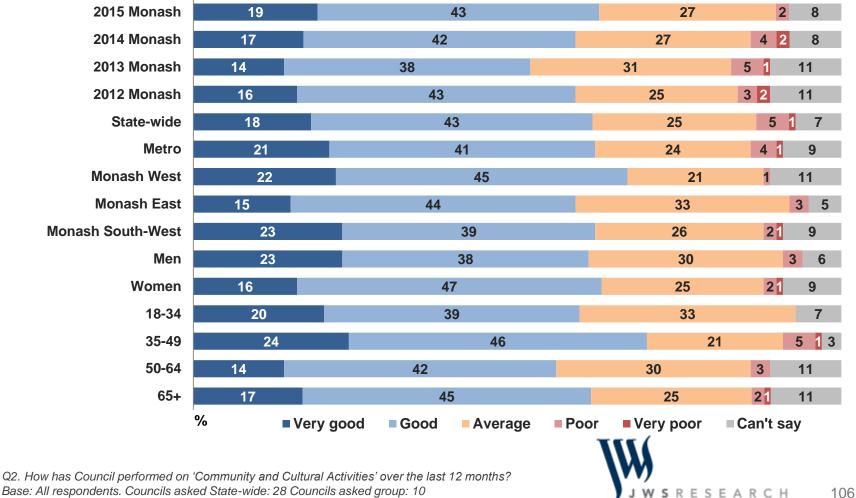


Q2. How has Council performed on 'Community and Cultural Activities' over the last 12 months? Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10 Note: Please see slide 5 for explanation about significant differences



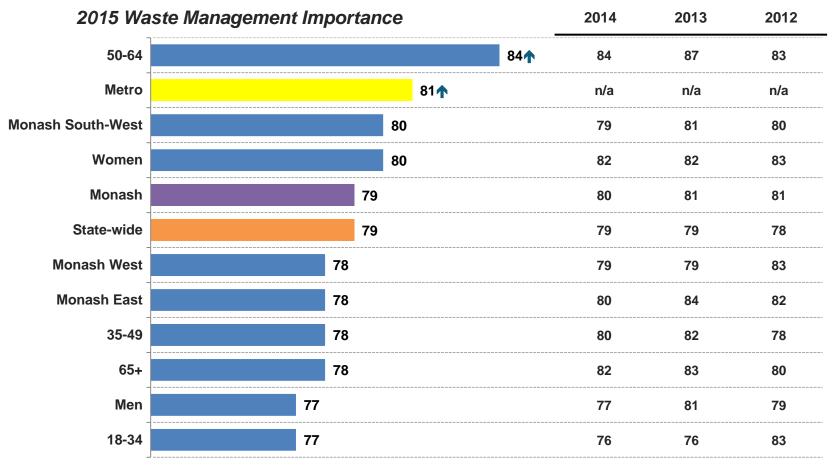
2015 Community and Cultural Activities performance detailed percentages

2015 Community Activities Performance



Base: All respondents. Councils asked State-wide: 28 Councils asked group: 10

2015 Waste Management importance index scores



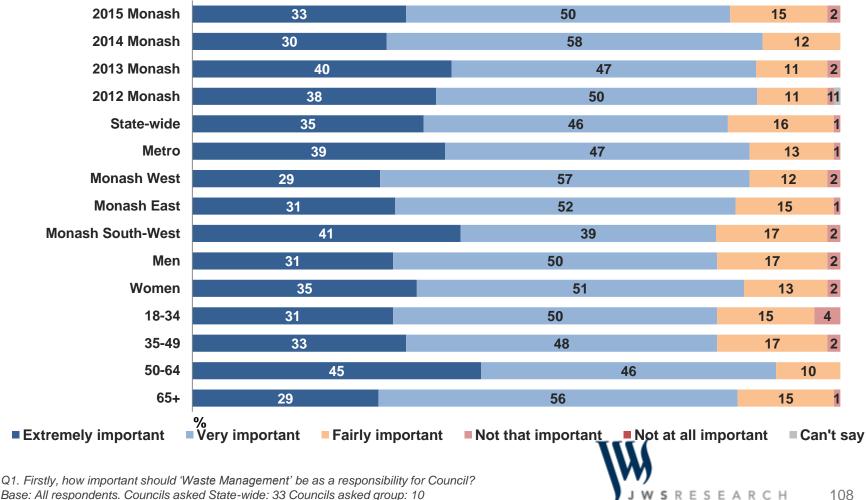
Q1. Firstly, how important should 'Waste Management' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 33 Councils asked group: 10 Note: Please see slide 5 for explanation about significant differences



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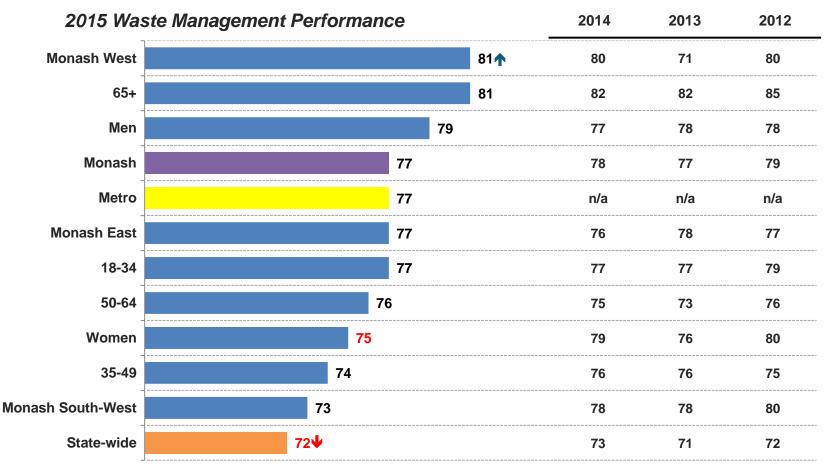
2015 Waste Management importance detailed percentages

2015 Waste Management Importance



Base: All respondents, Councils asked State-wide: 33 Councils asked group: 10



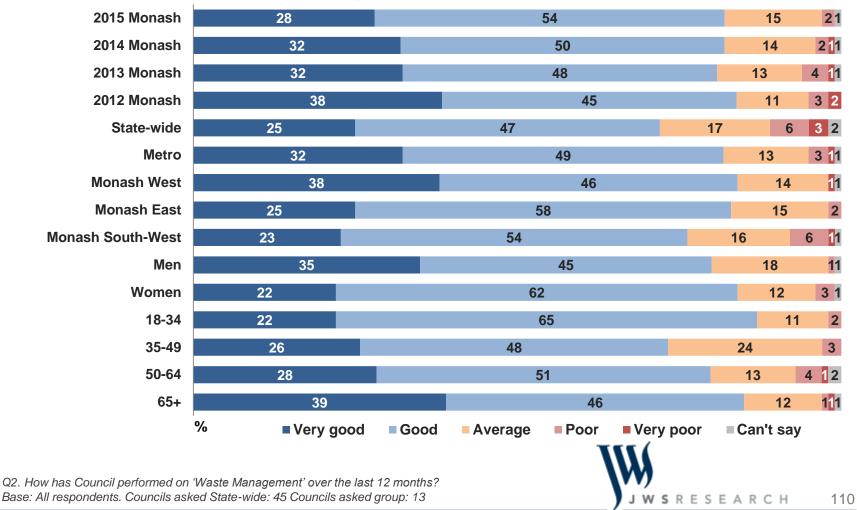


Q2. How has Council performed on 'Waste Management' over the last 12 months? Base: All respondents. Councils asked State-wide: 45 Councils asked group: 13 Note: Please see slide 5 for explanation about significant differences



2015 Waste Management performance detailed percentages

2015 Waste Management Performance



2015 Council's general town planning policy importance index scores

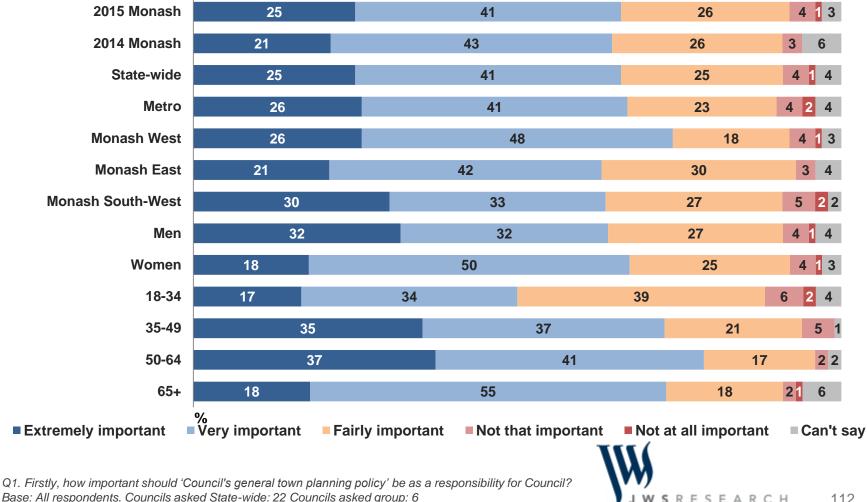
2015 Pla	nning Importance	2014	2013	2012
50-64	79 ↑	78	n/a	n/a
35-49	76	76	n/a	n/a
Monash West	74	71	n/a	n/a
Men	74	70	n/a	n/a
65+	73	72	n/a	n/a
Monash	72	72	n/a	n/a
State-wide	72	72	73	72
Metro	72	n/a	n/a	n/a
Monash East	71	71	n/a	n/a
Monash South-West	71	74	n/a	n/a
Women	70	74	n/a	n/a
18-34	65♥	65	n/a	n/a

Q1. Firstly, how important should 'Council's general town planning policy' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



2015 Council's general town planning policy importance detailed percentages

2015 Planning Importance



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2015 Council's general town planning policy performance index scores

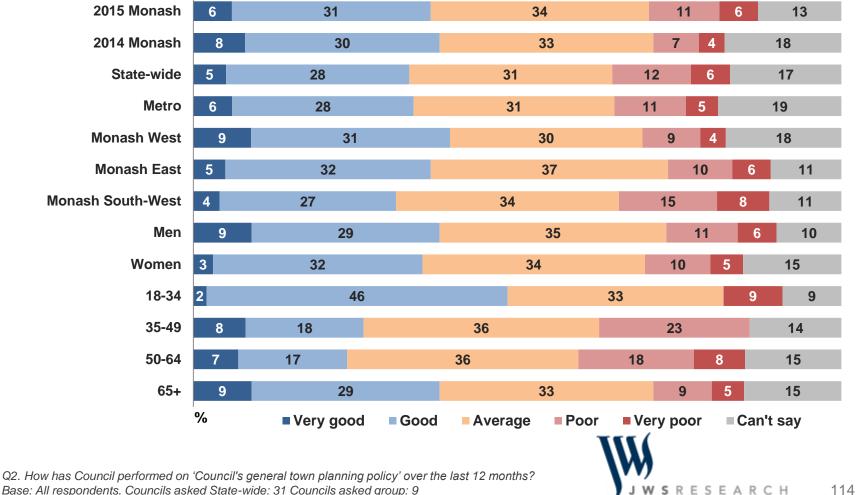
2015 Plai	nning Performance	20	14 201	3 2012
Monash West		60 6	60 n/a	n/a
18-34		59 6	3 n/a	n/a
65+	5	8 6	51 n/a	n/a
Monash	56	5	i9 n/a	n/a
Monash East	56	5	57 n/a	n/a
Men	56	5	57 n/a	n/a
Metro	55	n	/a n/a	n/a
Women	55	6	51 n/a	n/a
State-wide	54	5	5 55	54
35-49	53	5	5 n/a	n/a
Monash South-West	51	6	51 n/a	n/a
50-64	49♥	5	i2 n/a	n/a

Q2. How has Council performed on 'Council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences

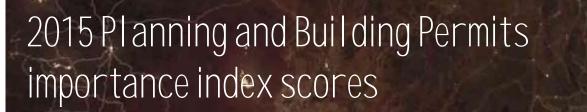


2015 Council's general town planning policy performance detailed percentages

2015 Planning Performance



Base: All respondents. Councils asked State-wide: 31 Councils asked group: 9



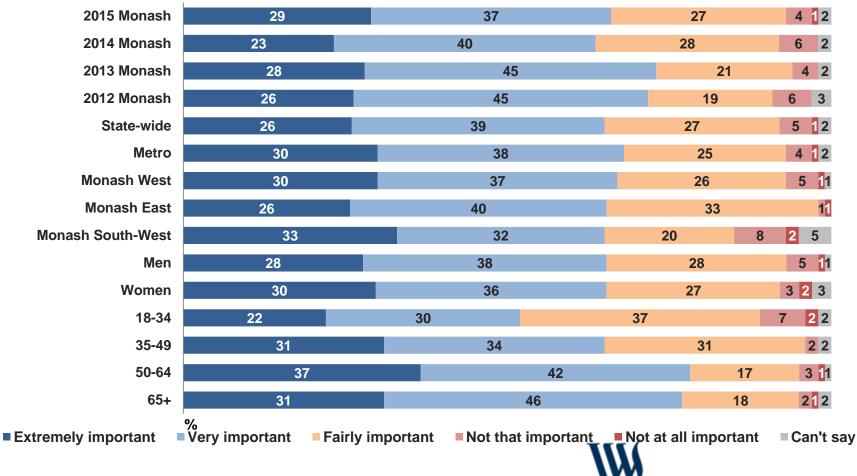
2015 Pla	nning & Building Permits Impor	tance	_	2014	2013	2012
50-64			78	80	78	78
65+		76		74	73	75
Metro		74		n/a	n/a	n/a
35-49		74		74	78	75
Monash	7:	3		71	75	73
Monash West	7:	3		70	80	67
Women	7:	3		74	77	76
Monash East	72			68	76	79
Monash South-West	72			77	72	72
Men	72			67	72	70
State-wide	71			71	71	71
18-34	664			60	70	69

Q1. Firstly, how important should 'Planning and Building Permits' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7 Note: Please see slide 5 for explanation about significant differences



2015 Planning and Building Permits importance detailed percentages

2015 Planning & Building Permits Importance



Q1. Firstly, how important should 'Planning and Building Permits' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 7

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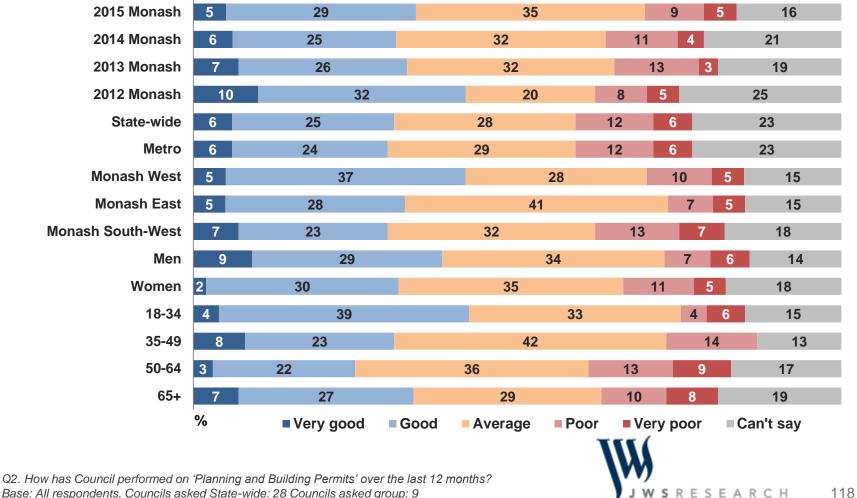
2015 Pla	nning & Building Permits Performanc	e	2014	2013	2012
18-34		59	58	62	67
Monash West		58	58	54	68
Men		58	55	56	61
35-49		57	53	53	57
Monash		56	56	57	61
Monash East		56	53	54	60
State-wide	5	54	53	55	54
Women	5	54	56	57	62
65+	5	54	59	56	63
Metro	53	3♥	n/a	n/a	n/a
Monash South-West	53	3	58	59	60
50-64	49♥		50	53	54

Q2. How has Council performed on 'Planning and Building Permits' over the last 12 months? Base: All respondents. Councils asked State-wide: 28 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



2015 Planning and Building Permits performance detailed percentages

2015 Planning & Building Permits Performance



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2015 Environmental Sustainability importance index scores

2015 Su	stainability Importance		_	2014	2013	2012
Monash South-West			77	76	72	70
Women			77	78	75	75
18-34			76	76	70	73
Metro		74		n/a	n/a	n/a
State-wide		73		73	72	71
50-64		73		68	74	72
Monash		72		72	71	71
35-49		72		72	71	70
Monash West		71		74	70	73
Monash East	7	70		69	70	71
Men	68			67	66	66
65+	68			71	69	68

Q1. Firstly, how important should 'Environmental Sustainability' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 21 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



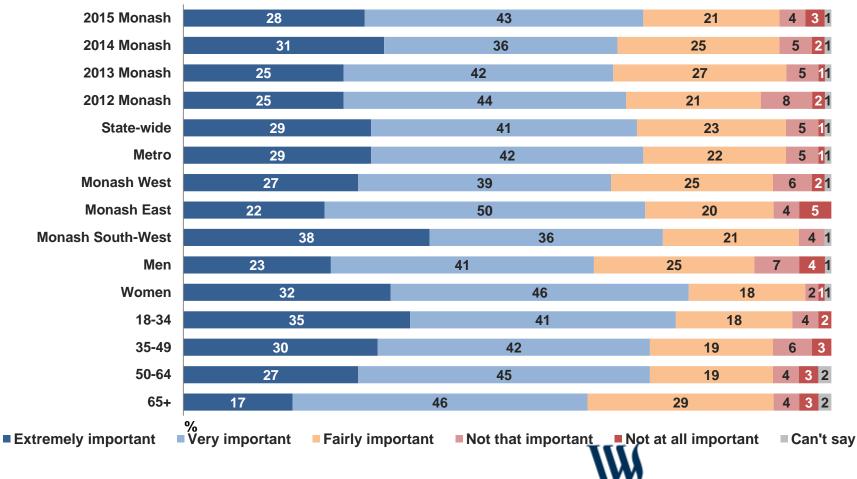
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2015 Environmental Sustainability importance detailed percentages

2015 Sustainability Importance



Q1. Firstly, how important should 'Environmental Sustainability' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 21 Councils asked group: 9

2015 Environmental Sustainability performance index scores

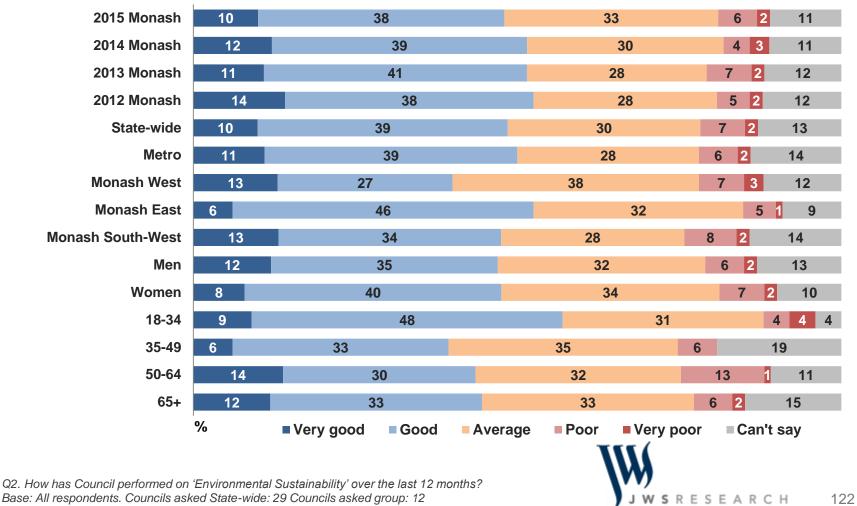
2015 Sustainability Performance			2014	2013	2012		
Metro				65	n/a	n/a	n/a
State-wide				64	64	64	64
Monash East				64	63	67	66
Monash South-West				64	65	66	66
Men				64	65	66	64
18-34				64	66	65	67
65+				64	66	69	71
Monash			63		65	65	67
Women			63		65	64	69
Monash West		62			67	58	70
35-49		62			64	62	63
50-64		62			62	65	64

Q2. How has Council performed on 'Environmental Sustainability' over the last 12 months? Base: All respondents. Councils asked State-wide: 29 Councils asked group: 12 Note: Please see slide 5 for explanation about significant differences



2015 Environmental Sustainability performance detailed percentages

2015 Sustainability Performance



2015 Emergency and Disaster Management importance index scores

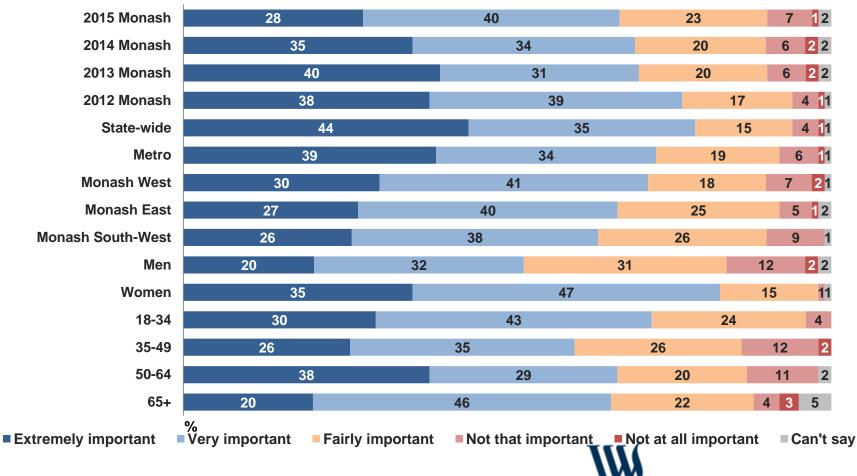
2015 Disaster	Management Importance	2014	2013	2012
State-wide	80个	80	80	80
Women	79∱	79	80	82
Metro	77∱	n/a	n/a	n/a
18-34	75	75	80	79
50-64	74	70	75	80
Monash West	73	78	69	79
Monash	72	74	76	78
Monash East	72	72	78	78
Monash South-West	71	74	77	77
65+	70	76	77	78
35-49	68	73	70	76
Men	64♥	69	72	74

Q1. Firstly, how important should 'Emergency and Disaster Management' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



2015 Emergency and Disaster Management importance detailed percentages

2015 Disaster Management Importance



Q1. Firstly, how important should 'Emergency and Disaster Management' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 16 Councils asked group: 4

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2015 Emergency and Disaster Management performance index scores

2015 Disa	aster Management Performance			2014	2013	2012
18-34			73♠	72	74	74
State-wide		70		71	70	70
Monash East		70		69	66	66
Monash	69	9		68	68	71
Metro	69	9		n/a	n/a	n/a
Monash West	69	9		66	69	73
Monash South-West	69	9		66	69	72
Men	69	9		67	68	69
Women	69	9		68	67	72
65+	69	9		70	66	74
35-49	66			59	62	66
50-64	64			62	63	63

Q2. How has Council performed on 'Emergency and Disaster Management' over the last 12 months? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5 Note: Please see slide 5 for explanation about significant differences



2015 Emergency and Disaster Management performance detailed percentages

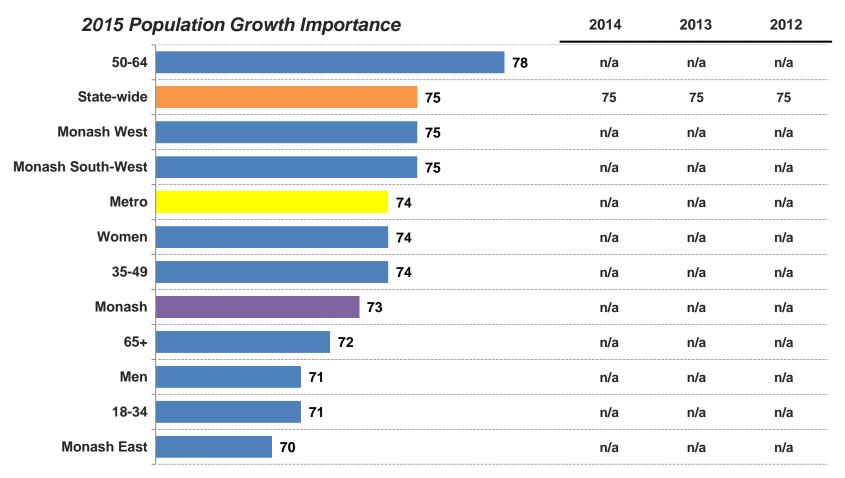
2015 Disaster Management Performance

2015 Monash	11	38		20	3 1	28	
2014 Monash	11	29	18	5 1		36	
2013 Monash	11	33	19	4	1	32	
2012 Monash	14	35		17	3 2	30	
State-wide	17	39		1	9	5 2 18	
Metro	12	34		19	3 1	31	
Monash West	9	40		22	21	27	
Monash East	12	37		22	21	26	
Monash South-West	11	36	1	7	5 1	31	
Men	12	36		23	21	27	
Women	10	39		18	4	29	
18-34	17	4	8		20	2 13	
35-49	3	37	22	3		35	
50-64	8	30	22	4 2		34	
65+	13	28	19	3 1		36	
	%	■ Very good ■ Good	Average	Poor	■ Very po	or ■Can't say	

Q2. How has Council performed on 'Emergency and Disaster Management' over the last 12 months? Base: All respondents. Councils asked State-wide: 22 Councils asked group: 5

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2015 Planning for population growth in the area importance index scores



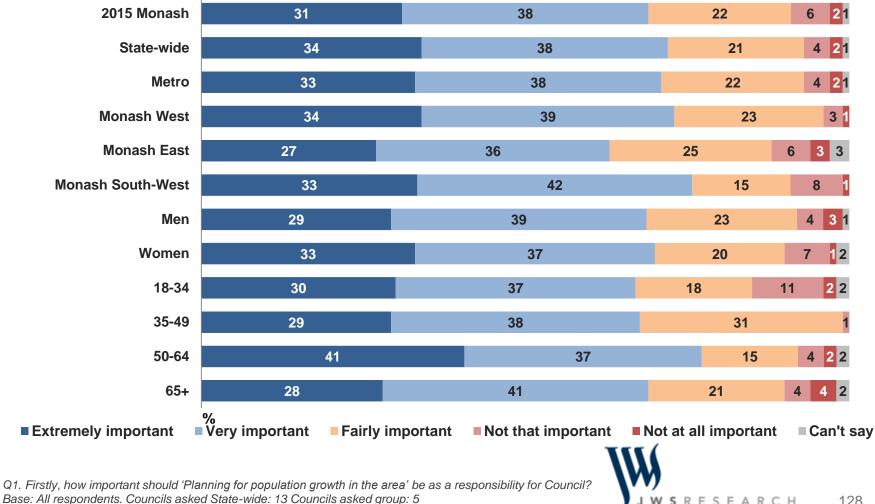
Q1. Firstly, how important should 'Planning for population growth in the area' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 13 Councils asked group: 5 Note: Please see slide 5 for explanation about significant differences



RESEARCH

2015 Planning for population growth in the area importance detailed percentages

2015 Population Growth Importance



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2015 Planning for population growth in the area performance index scores

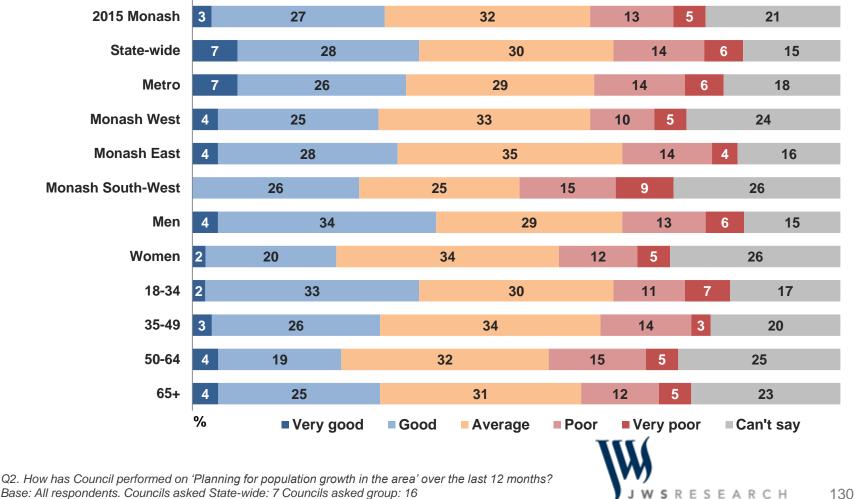
2015 Pop	oulation Growth Perforn	nance				2014	2013	2012
Monash West					55	n/a	n/a	n/a
Men					55	n/a	n/a	n/a
State-wide				54		54	54	52
Metro				54		n/a	n/a	n/a
Monash East				54		n/a	n/a	n/a
35-49				54		n/a	n/a	n/a
Monash			53			n/a	n/a	n/a
18-34			53			n/a	n/a	n/a
65+			53			n/a	n/a	n/a
Women		51				n/a	n/a	n/a
50-64		50				n/a	n/a	n/a
Monash South-West	48					n/a	n/a	n/a

Q2. How has Council performed on 'Planning for population growth in the area' over the last 12 months? Base: All respondents. Councils asked State-wide: 7 Councils asked group: 16 Note: Please see slide 5 for explanation about significant differences



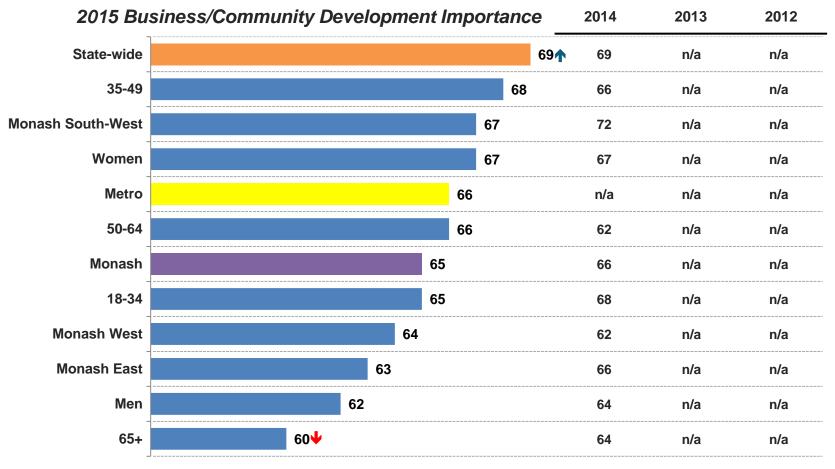
2015 Planning for population growth in the area performance detailed percentages

2015 Population Growth Performance



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

2015 Business and community development importance index scores



Q1. Firstly, how important should 'Business and community development' be as a responsibility for Council? Base: All respondents. Councils asked State-wide: 7 Councils asked group: 2 Note: Please see slide 5 for explanation about significant differences



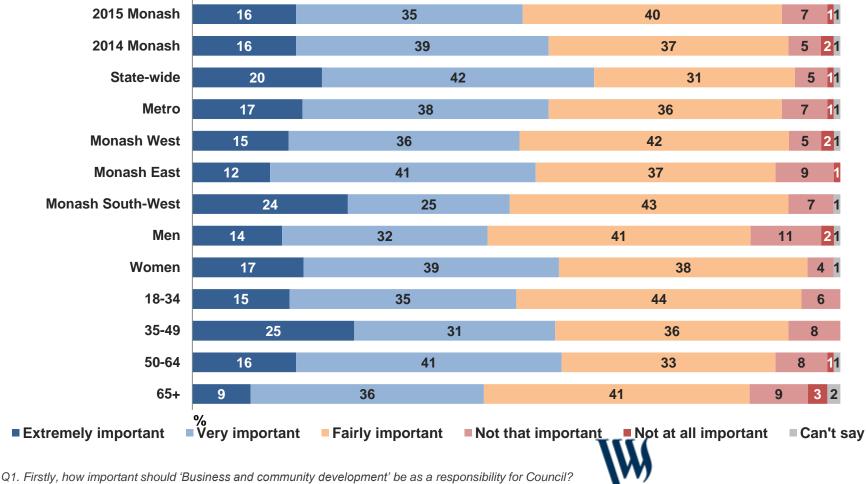
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2015 Business and community development importance detailed percentages

2015 Business/Community Development Importance



Base: All respondents. Councils asked State-wide: 7 Councils asked group: 2

2015 Business and community development performance index scores

2015 Business/0	Community Development Performance	e 2014	2013	2012
Monash West	684	↑ 62	n/a	n/a
65+	65	64	n/a	n/a
Men	64	58	n/a	n/a
18-34	64	63	n/a	n/a
Monash	63	62	n/a	n/a
Metro	63	n/a	n/a	n/a
Monash East	63	60	n/a	n/a
Women	61	65	n/a	n/a
50-64	61	57	n/a	n/a
State-wide	60♥	62	n/a	n/a
35-49	59	60	n/a	n/a
nash South-West	57♥	64	n/a	n/a

Q2. How has Council performed on 'Business and community development' over the last 12 months? Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



2015 Business and community development performance detailed percentages

2015 Monash 4 2 2014 Monash State-wide **Metro** Monash West 3 2 Monash East 4 1 **Monash South-West** Men 4 2 Women 18-34 35-49 50-64 65+ 3 1 % Very good Good Average Poor Very poor Can't say

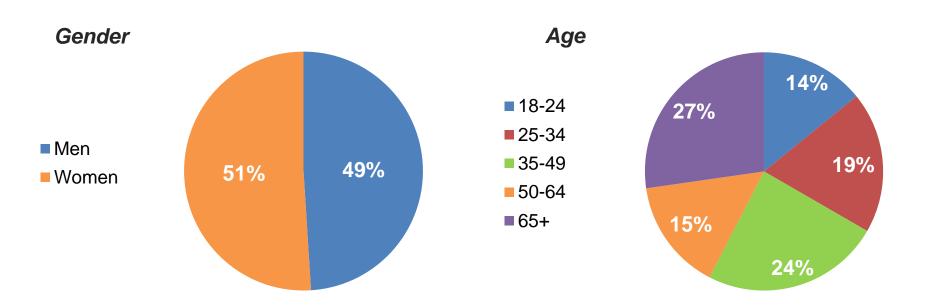
2015 Business/Community Development Performance

Q2. How has Council performed on 'Business and community development' over the last 12 months? Base: All respondents. Councils asked State-wide: 13 Councils asked group: 4

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DETAILED DEMOGRAPHICS

2015 GENDER AND AGE profile



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

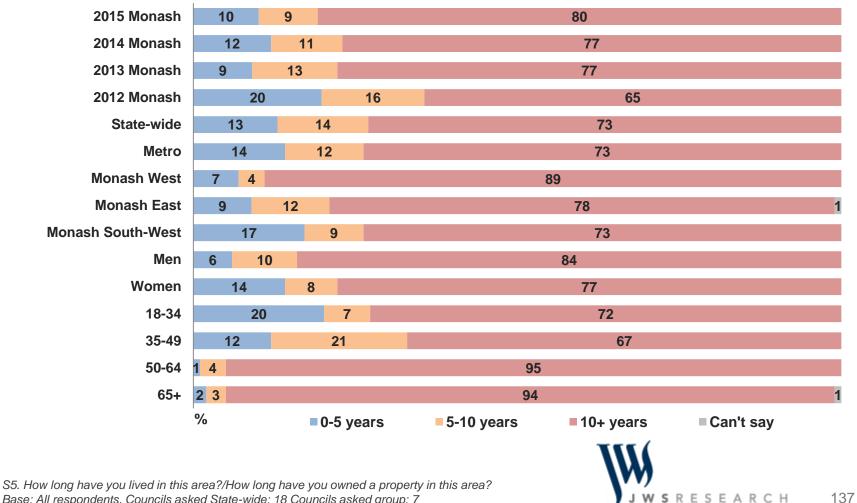
S3. [Record gender] / S4. To which of the following age groups do you belong? Base: All respondents. Councils asked State-wide: 69 Councils asked group: 17



w

2015 years lived in area

2015 Years Lived in Area

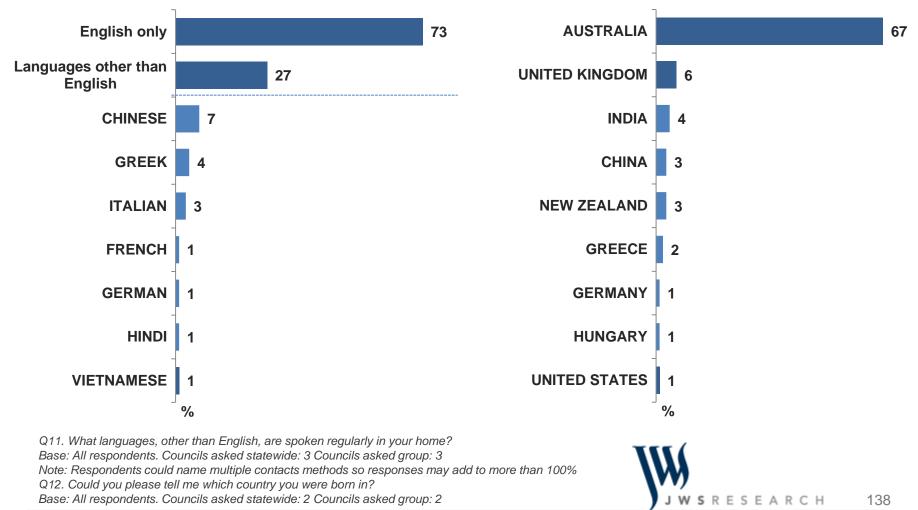


Base: All respondents. Councils asked State-wide: 18 Councils asked group: 7

2015 Languages spoken at home 2015 Countries of Birth

2015 Languages Spoken





APPENDIX A: DETAILED SURVEY TABULATIONS

AVAILABLE IN SUPPLIED EXCEL FILE

APPENDIX B: FURTHER PROJECT INFORMATION

Appendix b: Background and objectives

The survey was revised in 2012. As a result:

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

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. **Comparisons in the period 2012-2015 have been made throughout this report as appropriate.**





The sample size for the 2015 State-wide Local Government Community Satisfaction Survey for Monash City Council was n=400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

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

Maximum margins of error are listed in the table below, based on a population of 148,000 people aged 18 years or over for Monash City Council, according to ABS estimates.

Demographic	Actual survey sample size	Weighted base	Maximum margin of error at 95% confidence interval
Monash City Council	400	400	+/-4.9
Men	182	197	+/-7.3
Women	218	203	+/-6.6
Monash West	129	119	+/-8.7
Monash East	190	180	+/-7.1
Monash South-West	81	102	+/-11.0
18-34 years	54	135	+/-13.5
35-49 years	64	97	+/-12.3
50-64 years	103	61	+/-9.7
65+ years	179	106	+/-7.3

Appendix b: Analysis and reportinG

All participating councils are listed in the State-wide report published on the DELWP website. In 2015, 69 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating in 2012, 2013 and 2014 vary slightly to those participating in 2015.

Council Groups

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

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

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

Wherever appropriate, results for Monash City Council for this 2015 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metro group and on a State-wide basis. Please note however, that council groupings have changed for 2015. As such, comparisons to previous council group results can not be made within the reported charts. For comparisons with previous groupings, please contact JWS Research.



Appendix b: Analysis and reporting

Index Scores

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

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

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

Appendix b: Analysis and reporting

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

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



Appendix b: index score significant difference calculation

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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



Appendix b: Analysis and reporting

Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2015 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

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

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils State-wide. Alternatively, some questions in the 2015 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Appendix b: Analysis and reporting

Reporting

Every council that participated in the 2015 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a State-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

Monash City Council also commissioned some additional tailored questions, one of which is presented in Appendix C. The responses to the remaining tailored questions have been provided in a separate document, as they involved verbatim responses only.

The Overall State-wide Local Government Community Satisfaction Report is available at <u>www.localgovernment.vic.gov.au</u>.



Appendix b: Glossary of terms

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

CSS: 2015 Victorian Local Government Community Satisfaction Survey.

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

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

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

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

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

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

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

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

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

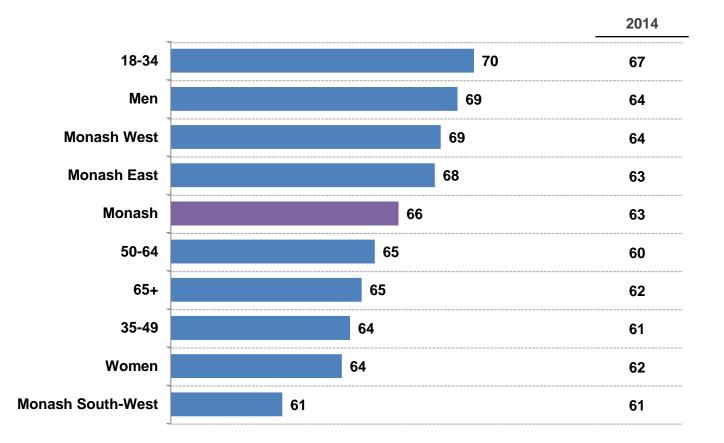
Tailored questions: Individual questions tailored by and only reported to the commissioning council.

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



APPENDIX C: TAILORED QUESTION

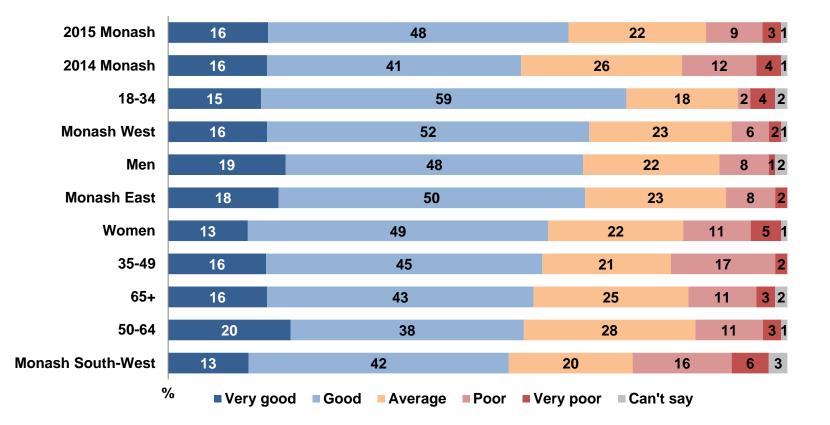
2015 Condition of footpaths performance index scores



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



2015 condition of footpaths performance detailed percentages



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

