## LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY MONASH CITY COUNCIL

## **2016 RESEARCH REPORT**

COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND PLANNING ON BEHALF OF VICTORIAN COUNCILS

JWSRESEARCH



- Background and objectives
- Survey methodology and sampling
- Further information
- Key findings & recommendations
- Summary of findings
- Detailed findings
  - <u>Key core measure: Overall performance</u>
  - <u>Key core measure: Customer service</u>
  - Key core measure: Council direction indicators
  - Areas for improvement
  - <u>Communications</u>
  - Individual service areas
  - Detailed demographics
- Appendix A: Detailed survey tabulations
- Appendix B: Further project information





Welcome to the report of results and recommendations for the 2016 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  $1^{st}$  February –  $30^{th}$  March, 2016.

The 2016 results are compared with previous years, as detailed below:

- 2015, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February 30<sup>th</sup> March.
- 2014, n=400 completed interviews, conducted in the period of 31<sup>st</sup> January 11<sup>th</sup> March.
- 2013, n=400 completed interviews, conducted in the period of 1<sup>st</sup> February 24<sup>th</sup> March.
- 2012, n=400 completed interviews, conducted in the period of 18<sup>th</sup> May 30<sup>th</sup> 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.



5



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:

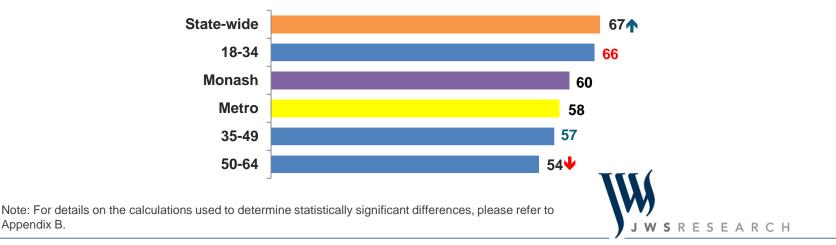
The state-wide result is significantly higher than the overall result for the council.  $\geq$ 

Appendix B.

The result among 50-64 year olds is significantly lower than for the overall result for the council.  $\geq$ 

Further, results shown in blue and red indicate significantly higher or lower results than in 2015. 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  $\geq$ in 2015.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in  $\geq$ 2015.



#### 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 2016 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.



# **KEY FINDINGS & RECOMMENDATIONS**



- Performance on all core measures and individual service areas is consistent with or higher than 2015 results.
  - Notably, performance increased *significantly* in 2016 on the core measures of **Community Consultation** (index score of 62, +4) and **Overall Council Direction** (61, +4).
  - The core measures of Overall Performance (70, +2), Customer Service (76, +3) and Sealed Local Roads (72, +1) increased *slightly* in the past year.
  - Results for **Lobbying** (59) and **Community Decisions** (60) mirror 2015 performance ratings.
- Monash City Council will be pleased to note that it's performance exceeds the Metropolitan and State-wide council averages on all core measures.
  - Monash significantly exceeds State-wide averages (by six to eighteen points each) on all measures, except for community and cultural facilities.
  - It exceeds Metropolitan council averages on Overall Performance, Community Consultation, Lobbying, Sealed Roads and Council Direction.





- The Overall Performance index score of 70 is a two point improvement on the 2015 result.
  - All demographic and geographic groups rate Overall Performance within a few points of 2015 results. The exception was Monash South-West residents, whose performance rating increased *significantly* by 10 points to and index score of 75.
  - Monash South-West residents rate Council higher for Overall Performance (75) than any other resident group, including their counterparts in Monash East (69) and West (69).
  - Residents aged 50 to 64 years rate Council lowest (64) and considerably behind residents aged 18 to 34 (72) and 65+ years (71). (Residents aged 35 to 49 years award Council an index score of 70 for Overall Performance.)
- The largest improvements in 2016 were four point increases on Overall Council Direction (index score of 61) and Community Consultation (62).
  - Perceptions of Council Direction have been on the rise since 2012 (+7 index points on the 2012 result).
  - Residents are more likely to believe Council's Overall Direction has improved rather than declined over the past twelve months (28% 'improved', 63% 'stayed the same' and 7% 'deteriorated').





- Although consistent with 2015 results, Council's performance score for **Lobbying** (59) is its lowest of the core measures.
  - $\geq$ Notably, performance ratings on Lobbying have **higher levels of 'don't know'** responses than other core measures (20%). This suggests that a lot of the community is not hearing what Council is doing in this area.
- Monash City Council **performs best** on the core measure of **Customer Service**  $\geq$ (index score of 76). Performance on this measure **increased three points** in the past year, with Customer Service ratings at their highest level since 2012 (71).
  - Two in five (39%) rate Council's Customer Service as 'very good', with a further 35% rating  $\geq$ Customer Service as 'good' (15% 'average' and 9% 'very poor' or 'poor'), just a few percentage points behind the 2015 result.





- Council is performing well on individual service areas beyond core measures. Of the 14 services where performance was evaluated in 2016 (in addition to core measures), Council receives positive ratings (an index score of 60 or higher) on 11 of them and a rating of 70 or higher on seven of them.
  - Council's performance increased significantly in the past year on the measures of Waste Management (+3 to 80), Informing the Community (+5 to 68) and Population Growth (+5 to 58).
  - Council performs best on Waste Management (index score of 80), Arts Centres and Libraries (76), Recreational Facilities (74), Appearance of Public Areas (74), Community and Cultural Activities (71) and Elderly Support Services (71).
  - Performance is weakest on Parking Facilities (57), Population Growth (58) and Town Planning Policy (59).
  - Notably, Council significantly exceeds the Metropolitan and State-wide council averages on a majority of individual service areas examined beyond core measures.



### **KEY FINDINGS AND RECOMMENDATIONS**

- Notwithstanding positive results, Council should pay attention to service areas where residents stated importance exceeds rated performance by 10 points or more – four service areas:
  - > **Parking Facilities** (margin of 16 points)
  - > **Population Growth** (margin of 16 points)
  - > Town Planning Policy (margin of 13 points)
  - > Traffic Management (margin of 11 points).
- Similar to last year's results, residents are most likely to cite parking availability (12%), inappropriate development (7%) and communication (7%) as the key areas for improvement for Council.
  - That said, performance ratings on Parking Facilities improved slightly in the past year, up two points to a performance index score of 57; however, as noted above it is one of the performance areas with the largest discrepancy between importance and performance ratings in 2016.





- Residents largely prefer a council newsletter sent via mail (51%) to all other communications, even an e-newsletter (23%). Residents are 10 percentage points more likely to prefer a print newsletter than in 2015 (41%), while the popularity of an e-newsletter has fallen (29% in 2015).
  - Younger residents (under 50) are much more likely to prefer a print newsletter this time around (48% prefer a newsletter via mail versus 26% for a newsletter via email, compared to 35% and 37% respectively in 2015).
  - Residents over the age of 50 years prefer a print newsletter to an e-newsletter by a 37 point margin (56% to 19%).
- Residents aged 18 to 34 years and residents of Monash's Southwest are generally the most satisfied resident groups. These are the groups Council can leverage to understand what is working, in order to further consolidate their positive views of Council.
- Conversely, Monash City Council should pay extra attention to areas and cohorts where it is underperforming in comparison with other areas and cohorts. **Residents** aged 35 to 49 and 50 to 64 years are generally more critical of Council in 2016 compared with other resident segments.



- 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 2016	<ul> <li>Community consultation</li> <li>Council direction</li> <li>Waste management</li> <li>Informing the community</li> <li>Population growth</li> </ul>		
Lower results in 2016	• None		
Most favourably disposed towards Council	<ul><li>18-34 year olds</li><li>Monash Southwest region</li></ul>		
Least favourably disposed towards Council	<ul><li>50-64 year olds</li><li>35-49 year olds</li></ul>		



# **SUMMARY OF FINDINGS**

### 2016 SUMMARY OF CORE MEASURES INDEX SCORE RESULTS

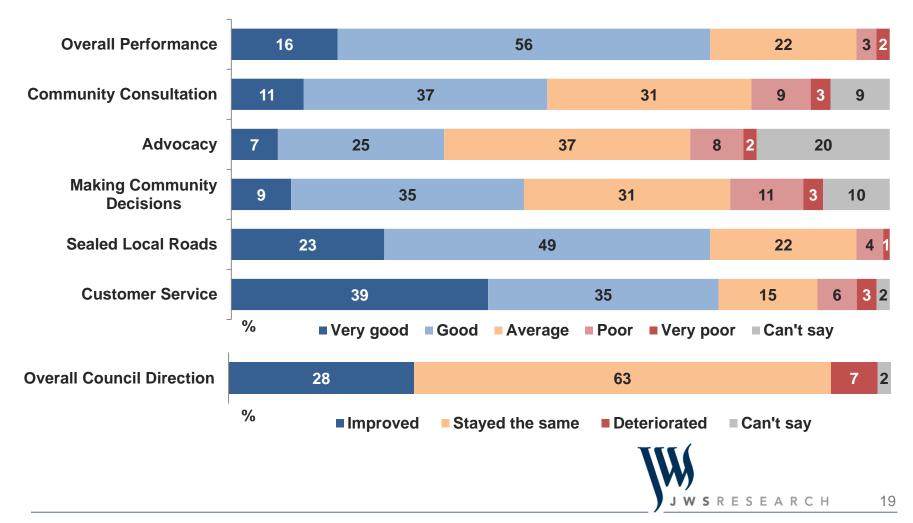
Performance Measures	Monash 2012	Monash 2013	Monash 2014	Monash 2015	Monash 2016	Metro 2016	State- wide 2016
OVERALL PERFORMANCE	71	69	67	68	70	66	59
COMMUNITY CONSULTATION (Community consultation and engagement)	59	56	54	58	62	58	54
<b>ADVOCACY</b> (Lobbying on behalf of the community)	60	57	56	59	59	56	53
<b>MAKING COMMUNITY</b> <b>DECISIONS</b> (Decisions made in the interest of the community)	n/a	n/a	55	60	60	59	54
SEALED LOCAL ROADS (Condition of sealed local roads)	n/a	n/a	69	71	72	67	54
CUSTOMER SERVICE	71	70	73	73	76	73	69
OVERALL COUNCIL DIRECTION	54	55	55	57	61	55	51

### 2016 SUMMARY OF CORE MEASURES DETAILED ANALYSIS

Performance Measures	Monash 2016	vs Monash 2015	vs Metro 2016	vs State- wide 2016	Highest score	Lowest score
OVERALL PERFORMANCE	70	2 points higher	4 points higher	11 points higher	Monash South- West	50-64 year olds
<b>COMMUNITY CONSULTATION</b> (Community consultation and engagement)	62	4 points higher	4 points higher	8 points higher	Monash South- West	35-49 year olds
<b>ADVOCACY</b> (Lobbying on behalf of the community)	59	Equal	3 points higher	6 points higher	Monash South- West	50-64 year olds
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	60	Equal	1 point higher	6 points higher	18-34 year olds	50-64 year olds
SEALED LOCAL ROADS (Condition of sealed local roads)	72	1 point higher	5 points higher	18 points higher	18-34 year olds	35-49 year olds
CUSTOMER SERVICE	76	3 points higher	3 points higher	7 points higher	65+ year olds	50-64 year olds
OVERALL COUNCIL DIRECTION	61	4 points higher	6 points higher	10 points higher	18-34 year olds	35-49 year olds

### 2016 SUMMARY OF KEY COMMUNITY SATISFACTION PERCENTAGE RESULTS

#### Key Measures Summary Results



### INDIVIDUAL SERVICE AREAS SUMMARY COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE

Significantly higher than state-wide average

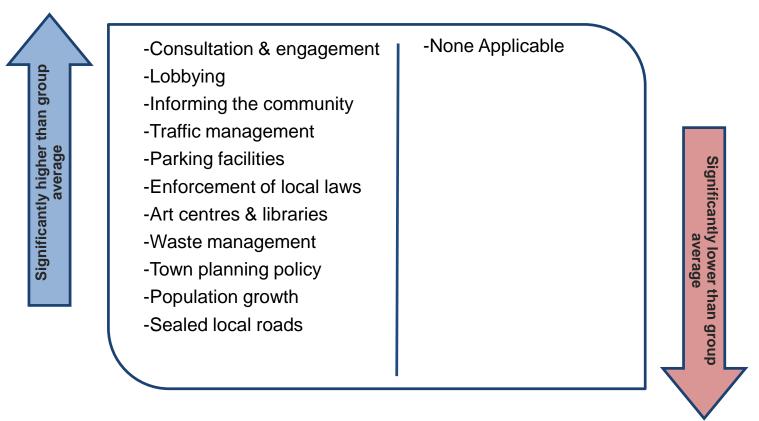


Significantly lower than state-wide

average

SRESEARCH

### 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
Parking facilities	73	57	-16
Planning for population growth	74	58	-16
Town planning policy	72	59	-13
Traffic management	74	63	-11





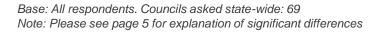
	2016 Priority Area Importance		2015	2014	2013	2012
Waste management		78	79	80	81	81
Elderly support services		77	76	77	78	78
Local streets & footpaths		77	76	77	79	76
Emergency & disaster mngt	7	′6	72	74	76	78
Traffic management	74		74	72	74	75
Population growth	74		73	n/a	n/a	n/a
Sealed roads	73		75	n/a	n/a	n/a
Parking facilities	73		72	71	73	72
Family support services	73		72	71	74	71
Town planning policy	72		72	72	n/a	n/a
Environmental sustainability	72		72	72	71	71
Informing the community	72		72	72	72	70
Appearance of public areas	71		72	72	73	73
Enforcement of local laws	71		71	68	73	73
Recreational facilities	71		71	71	71	73
Art centres & libraries	65		68	66	68	69
Community & cultural	59		60	59	60	61



Base: All respondents. Councils asked state-wide: 69 Note: Please see page 5 for explanation of significant differences



	2016 Priority Area Performance	2015	2014	2013	2012
Waste management	80	77	78	77	79
Art centres & libraries	76	75	76	77	78
Recreational facilities	74	74	73	74	74
Appearance of public areas	74	73	71	70	71
Sealed roads	72	71	69	n/a	n/a
Community & cultural	71	71	69	66	69
Elderly support services	71	68	62	68	71
Emergency & disaster mngt	70	69	68	68	71
Enforcement of local laws	69	67	67	67	68
Informing the community	68	63	60	63	65
Environmental sustainability	65	63	65	65	67
Traffic management	63	61	64	64	66
Consultation & engagement	62	58	54	56	59
Community decisions	60	60	55	n/a	n/a
Town planning policy	59	56	59	n/a	n/a
Lobbying	59	59	56	57	60
Population growth	58	53	n/a	n/a	n/a
Parking facilities	57	55	59	61	62







#### **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
<ol> <li>Waste management</li> <li>Elderly support services</li> <li>Local streets &amp; footpaths</li> </ol>	<ol> <li>Waste management</li> <li>Community decisions</li> <li>Elderly support services</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Waste management</li> <li>Local streets &amp; footpaths</li> </ol>	<ol> <li>Community decisions</li> <li>Emergency &amp; disaster mngt</li> <li>Waste management</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Unsealed roads</li> <li>Elderly support services</li> </ol>	<ol> <li>Emergency &amp; disaster mngt</li> <li>Community decisions</li> <li>Sealed roads</li> </ol>

#### **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
<ol> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> <li>Recreational facilities</li> </ol>	<ol> <li>Bus/community dev./tourism</li> <li>Community &amp; cultural</li> <li>Slashing &amp; weed control</li> </ol>	<ol> <li>Tourism development</li> <li>Community &amp; cultural</li> <li>Bus/community dev./tourism</li> </ol>	<ol> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> <li>Lobbying</li> </ol>	<ol> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> <li>Tourism development</li> </ol>	<ol> <li>Traffic management</li> <li>Community &amp; cultural</li> <li>Art centres &amp; libraries</li> </ol>
				<b>NU</b>	



### Top Three Most Performance Service Areas

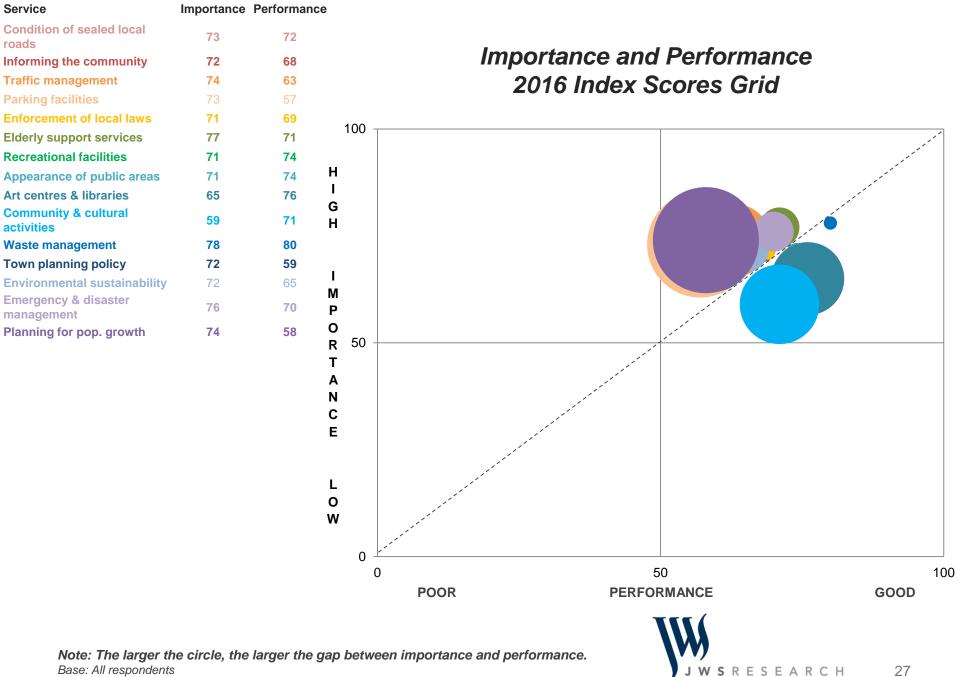
(Highest to lowest, i.e. 1. = highest performance)

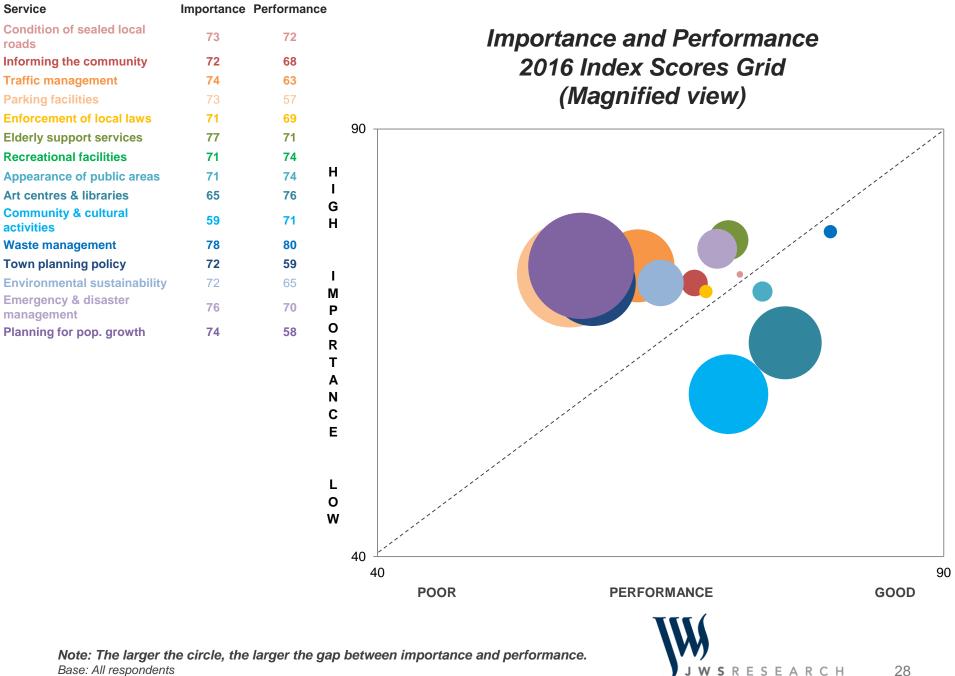
Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol> <li>Waste</li></ol>	<ol> <li>Waste</li></ol>	<ol> <li>Waste</li></ol>	<ol> <li>Art centres &amp;</li></ol>	<ol> <li>Art centres &amp;</li></ol>	<ol> <li>Appearance of</li></ol>
management <li>Art centres &amp;</li>	management <li>Art centres &amp;</li>	management <li>Emergency &amp;</li>	libraries <li>Appearance of</li>	libraries <li>Emergency &amp;</li>	public areas <li>Art centres &amp;</li>
libraries <li>Recreational</li>	libraries <li>Recreational</li>	disaster mngt <li>Art centres &amp;</li>	public areas <li>Tourism</li>	disaster mngt <li>Appearance of</li>	libraries <li>Emergency &amp;</li>
facilities	facilities	libraries	development	public areas	disaster mngt

#### **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
<ol> <li>Parking facilities</li> <li>Population growth</li> <li>Lobbying</li> </ol>	<ol> <li>Planning permits</li> <li>Population growth</li> <li>Town planning policy</li> </ol>	<ol> <li>Unsealed roads</li> <li>Planning permits</li> <li>Town planning policy</li> </ol>	<ol> <li>Community decisions</li> <li>Lobbying</li> <li>Consultation &amp; engagement</li> </ol>	<ol> <li>Unsealed roads</li> <li>Sealed roads</li> <li>Population growth</li> </ol>	<ol> <li>Unsealed roads</li> <li>Town planning policy</li> <li>Planning permits</li> </ol>
				J W S R E S E	ARCH 26











#### Overall preferred forms of • Newsletter sent via mail (51) communication Preferred forms of communication among • Newsletter sent via mail (56) over 50s **Preferred forms of** communication among • Newsletter sent via mail (48) under 50s **Greatest change since** Newsletter sent via mail (up 10 points) 2015

**COMMUNICATIONS SUMMARY** 



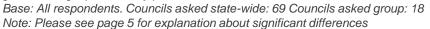
# **DETAILED FINDINGS**

## KEY CORE MEASURE OVERALL PERFORMANCE



	2016 Overall Performance		2015	2014	2013	2012
Monash South-West		75♠	65	67	70	72
Men		72	69	63	69	70
18-34		72	68	71	72	75
65+		71	70	69	69	71
Monash		70	68	67	69	71
35-49		70	68	62	68	68
Monash West		69	72	69	63	73
Monash East		69	67	65	69	70
Women		69	68	70	68	73
Metro		664	67	n/a	n/a	n/a
50-64		644	66	63	64	68
State-wide		59♥	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?

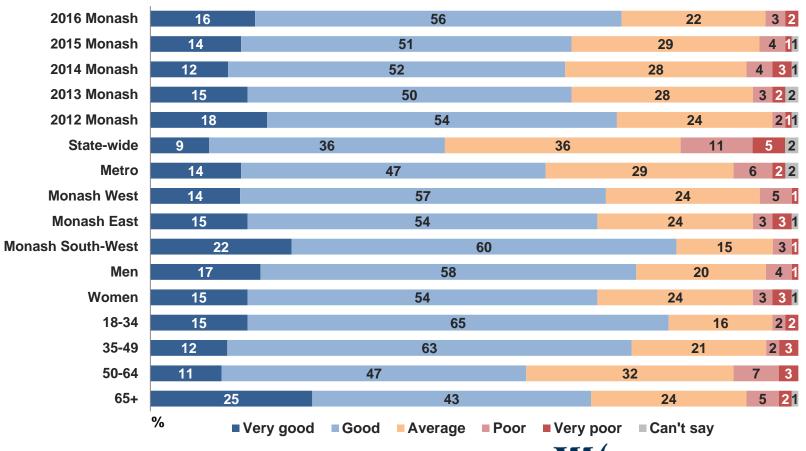




33

### OVERALL PERFORMANCE DETAILED PERCENTAGES

#### 2016 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: 18



## **KEY CORE MEASURE CUSTOMER SERVICE**

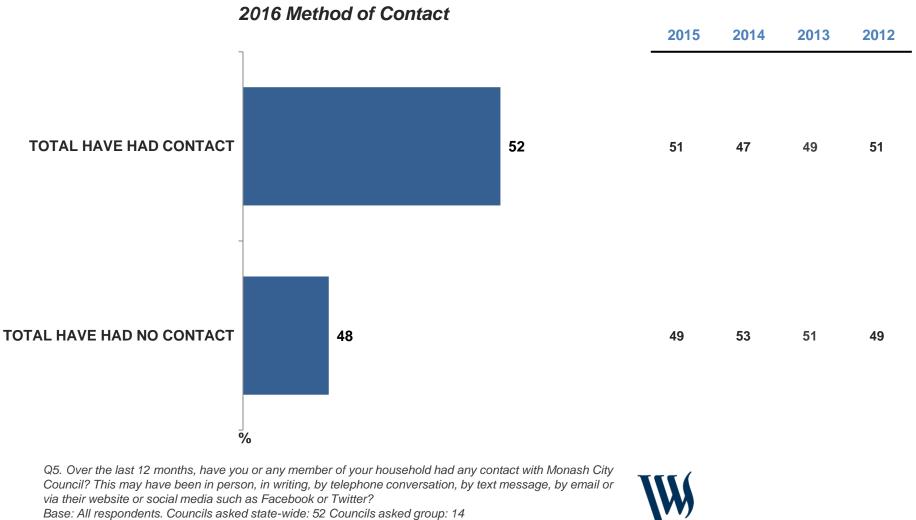
### CONTACT LAST 12 MONTHS SUMMARY

Overall contact with Monash City Council	<ul> <li>52%, up 1 point on 2015</li> </ul>
Most contact with Monash City Council	<ul><li>Aged 50-64 years</li><li>Aged 65+ years</li></ul>
Least contact with Monash City Council	<ul><li>Aged 18-34 years</li><li>Monash East</li></ul>
Customer Service rating	<ul> <li>Index score of 76, up 3 points on 2015</li> </ul>
Most satisfied with Customer Service	<ul><li>Aged 65+ years</li><li>Monash South-West</li></ul>
Least satisfied with Customer Service	<ul><li>Aged 50-64 years</li><li>Aged 35-49 years</li></ul>

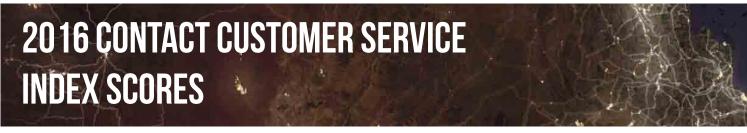
WSRESEARCH

37





Note: Please see page 5 for explanation about significant differences



	2016 Customer Service Rating	2015	2014	2013	2012
65+	82	77	80	76	79
Monash South-West	79	71	73	67	73
Monash West	77	80	74	76	82
Monash	76	73	73	70	71
Men	76	72	71	73	70
Women	76	74	74	66	71
Monash East	75	70	72	69	63
18-34	75	62	66	65	65
35-49	74	77	73	69	69
Metro	73	73	n/a	n/a	n/a
50-64	71	78	69	71	72
State-wide	69↓	70	72	71	71

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: 18 Note: Please see page 5 for explanation about significant differences



### 2016 CONTACT CUSTOMER SERVICE DETAILED PERCENTAGES

### 2016 Customer Service Rating

2016 Monash	39	35	15	6 3 2
2015 Monash	32	44	12	6 5 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	30	36	17	8 6 2
Metro	34	38	16	6 5 2
Monash West	40	34	18	3 4 3
Monash East	37	39	12	9 <mark>3</mark> 1
Monash South-West	43	28	18	5 6
Men	43	30	13	9 2 2
Women	36	39	17	3 3 3
18-34	31	43	13	9 4
35-49	34	35	23	3 3 3
50-64	35	30	20	9 4 2
65+	54		30	7 4 4 1
	<sup>™</sup> ■ Very good ■ Go	ood Average Poor Ver	y poor    ■ Can't sa	ay

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: 18

JWSRESEARCH 39

## KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

### **COUNCIL DIRECTION SUMMARY**

Council Direction over last 12 months	<ul> <li>63% stayed about the same, down 2 points on 2015</li> <li>28% improved, up 6 points on 2015</li> <li>7% deteriorated, down 1 point on 2015</li> </ul>
Most satisfied with Council Direction	<ul><li>Aged 18-34 years</li><li>Men</li></ul>
Least satisfied with Council Direction	<ul><li>Aged 35-49 years</li><li>Aged 50-64 years</li></ul>





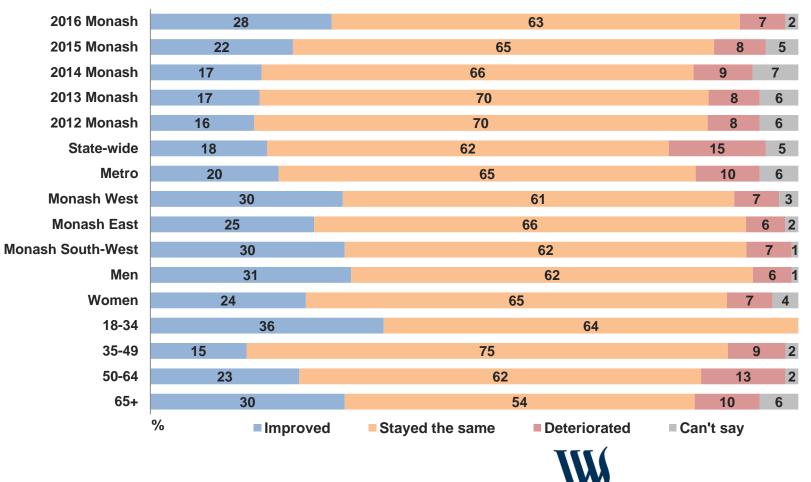
	2016 Overall Direction		2015	2014	2013	2012
18-34		68♠	60	59	59	55
Men		63	56	52	53	54
Monash West		62	55	56	51	55
Monash		61	57	55	55	54
Monash South-West		61	62	56	56	54
65+		61	59	55	54	58
Monash East		60	56	53	55	54
Women		59	59	57	57	55
Metro	55	¥	56	n/a	n/a	n/a
50-64	55		51	46	54	53
35-49	534	•	56	53	51	51
State-wide	51♥		53	53	53	52

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: 18 Note: Please see page 5 for explanation about significant differences



## 2016 OVERALL COUNCIL DIRECTION LAST 12 MONTHS DETAILED PERCENTAGES

### 2016 Overall Direction



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: 18

WSRESEARCH 43

# **AREAS FOR IMPROVEMENT**

### 2016 SERVICES TO IMPROVE DETAILED PERCENTAGES



#### 2016 Areas for Improvement

Q17. What does Monash City Council MOST need to do to improve its performance? Base: All respondents. Councils asked state-wide: 37 Councils asked group: 12

SRESEARCH

# COMMUNICATIONS



	2016 Best Form		2015	2014	2013	2012
A council newsletter sent via mail		51	41	49	41	38
A council newsletter sent via email	23		29	17	23	22
A council newsletter as an insert in a local newspaper	11		13	11	16	19
Advertising in a local newspaper	9		9	14	13	16
A text message	2		2	5	3	2
The council website	1		2	2	2	2
Other	3		2	2	1	1
Can't say	0		0	0	0	1
9	6					

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: 23 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences





	2016 Under 5	0s Best Form		2015	2014	2013	2012
A council newsletter sent via mail			48	35	47	36	32
A council newsletter sent via email		26		37	17	24	28
A council newsletter as an insert in a local newspaper	10			11	10	17	18
Advertising in a local newspaper	9			8	16	12	18
A text message	3			4	8	5	2
The council website	1			3	2	4	2
Other	3			2	0	2	0
Can't say	0			0	0	0	0
9	6						

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: 23 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences



# 2016 BEST FORMS OF COMMUNICATION: OVER 50S

	2016 Over 50s Best Form		2015	2014	2013	2012
A council newsletter sent via mail		56	51	51	46	47
A council newsletter sent via email	19		19	16	22	14
A council newsletter as an insert in a local newspaper	13		16	13	15	21
Advertising in a local newspaper	8		11	12	13	14
A text message	1		0	1	2	0
The council website	1		1	1	1	1
Other	2		1	5	1	2
Can't say	0		1	1	0	2
			<i>,.</i>			

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 over 50. Councils asked state-wide: 23 Councils asked group: 6 Note: Please see page 5 for explanation about significant differences

# **INDIVIDUAL SERVICE AREAS**

### 2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES

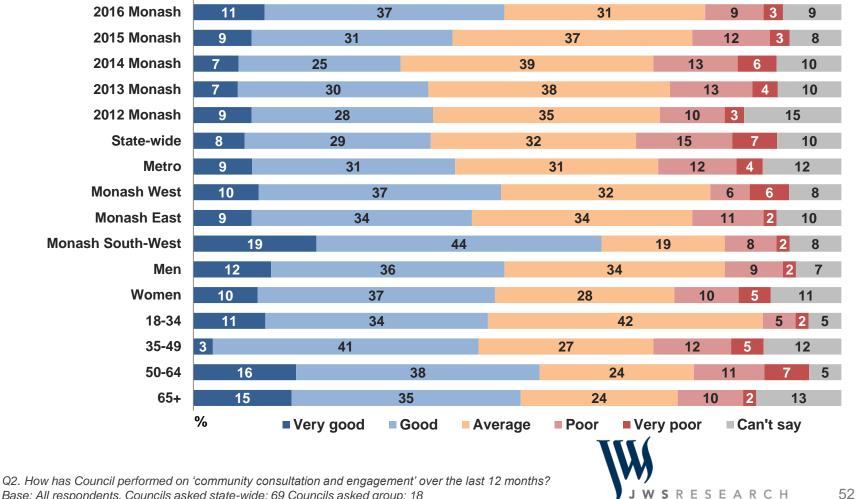
2016 Consultation and Engagement Pe	rformance	2015	2014	2013	2012
Monash South-West	69∱	53	59	57	60
65+	64	63	56	55	60
Men	63	59	50	57	58
18-34	63	58	53	59	64
Monash	62	58	54	56	59
50-64	62	54	46	52	55
Monash West	60	64	56	56	56
Monash East	60	58	50	55	58
Women	60	58	57	56	60
Metro	584	58	n/a	n/a	n/a
35-49	58	57	57	58	53
State-wide	54♥	56	57	57	57
Metro 35-49	58 <b>↓</b> 58	58 57	n/a 57	n/a 58	n/a 53

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: 18 Note: Please see slide 5 for explanation about significant differences



## **2016 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Consultation and Engagement Performance



Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

## 2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE INDEX SCORES

2016 Lobbying H	Performance		2015	2014	2013	2012
Monash South-West		64	61	60	58	60
65+		61	60	55	56	59
Monash East		60	57	52	56	58
Women		60	60	60	57	61
18-34		60	63	56	62	66
Monash		59	59	56	57	60
Men		58	57	51	57	59
35-49		57	54	59	54	56
Metro		564	58	n/a	n/a	n/a
Monash West		55	59	57	58	65
50-64		54	53	51	54	54
State-wide		53♥	55	56	55	55

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: 18 Note: Please see slide 5 for explanation about significant differences



W S R E S E A R C H

54

### 2016 LOBBYING ON BEHALF OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

#### 2016 Lobbying Performance

2016 Monash	7	25		37		8	2 20	
2015 Monash	6	30		29		8 3	24	
2014 Monash	5	25		36		12	3 20	
2013 Monash	4	26		35	7	7 2	26	
2012 Monash	8	24		32	6	2	27	
State-wide	5	23	3	1	13	5	22	
Metro	5	24	2	9	10	3	28	
Monash West	6	15	4	46		92	21	
Monash East	5	31		36		8	1 19	
Monash South-West	13	27		26		9 2	24	
Men	6	24		42		8	1 19	
Women	9	27		33		8 2	22	
18-34	7	25		L.	53		4	11
35-49	8	25		30	1	2 3	22	
50-64	4	24	32	2	13	4	24	
65+	8	27		27	8	1	29	
%       Very good       Good       Average       Poor       Very poor       Can't say         Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?       Very poor       Can't say								

Base: All respondents. Councils asked state-wide: 69 Councils asked group: 18

### 2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE INDEX SCORES

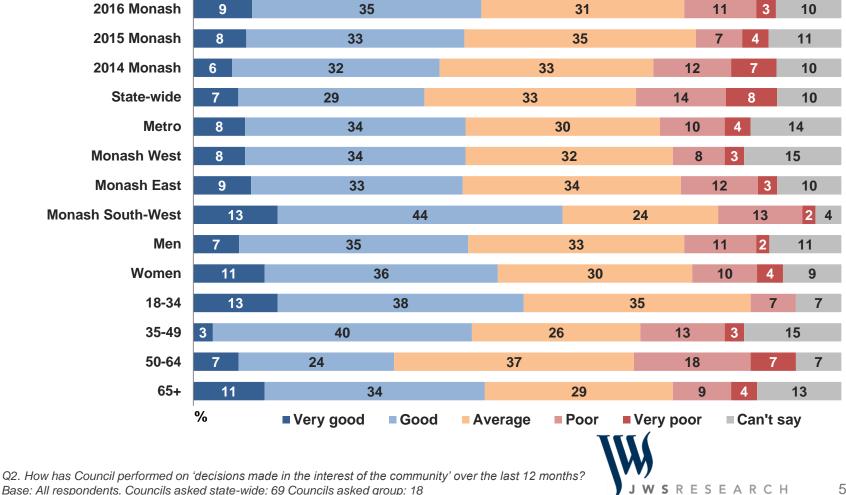
2016 Community	/ Decisions Made Performance		2015	2014	2013	2012
18-34		65	65	56	n/a	n/a
Monash South-West		64	59	59	n/a	n/a
Women		61	59	58	n/a	n/a
65+		61	61	57	n/a	n/a
Monash		60	60	55	n/a	n/a
Monash West		60	63	58	n/a	n/a
Men		60	61	52	n/a	n/a
Metro		59	59	n/a	n/a	n/a
Monash East		59	59	51	n/a	n/a
35-49		58	56	57	n/a	n/a
State-wide	54		55	57	n/a	n/a
50-64	524		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: 18 Note: Please see slide 5 for explanation about significant differences



### 2016 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES

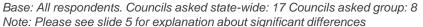
### 2016 Community Decisions Made Performance



## 2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA IMPORTANCE INDEX SCORES

2016 Sealed Loc	al Roads Importance			2015	2014	2013	2012
State-wide			78♠	76	77	n/a	n/a
50-64			78	71	n/a	n/a	n/a
Metro		76	↑	75	n/a	n/a	n/a
Monash West		76		75	n/a	n/a	n/a
Women		76		76	n/a	n/a	n/a
65+		76		77	n/a	n/a	n/a
35-49		74		75	n/a	n/a	n/a
Monash		73		75	n/a	n/a	n/a
Monash East		72		76	n/a	n/a	n/a
Monash South-West		72		74	n/a	n/a	n/a
Men	70			74	n/a	n/a	n/a
18-34	68♥			77	n/a	n/a	n/a

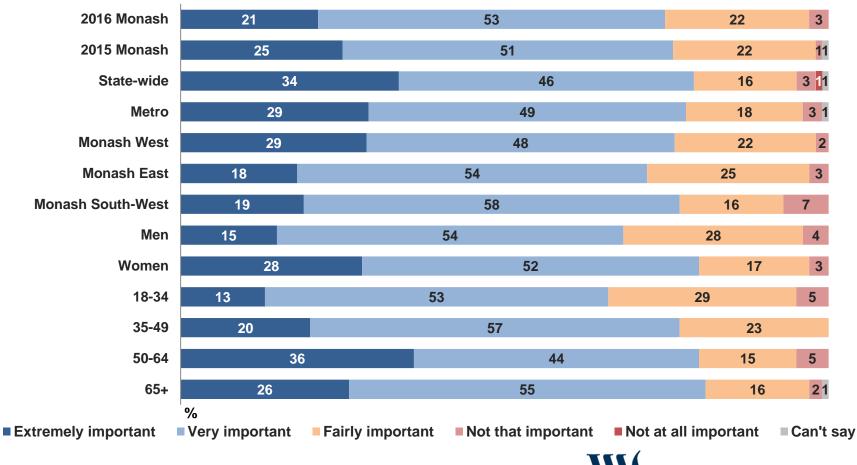
Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?





## 2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA IMPORTANCE DETAILED PERCENTAGES

#### 2016 Sealed Local Roads Importance



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: 17 Councils asked group: 8

WSRESEARCH

### 2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE INDEX SCORES

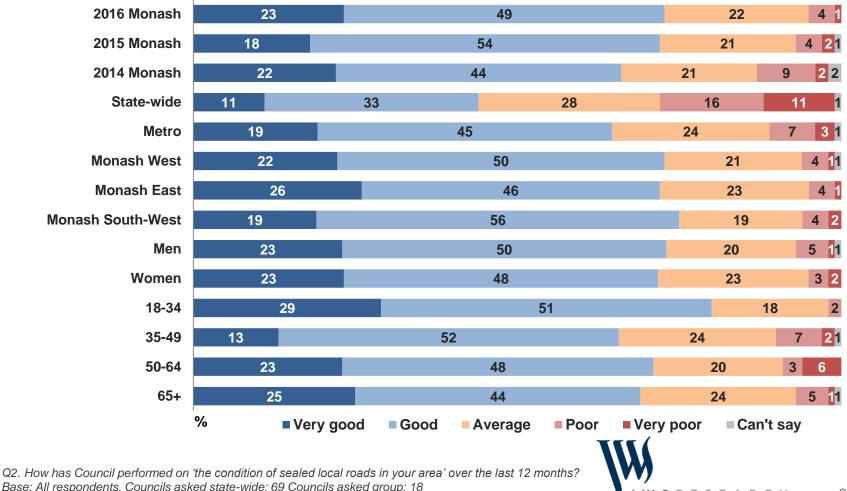
al Roads Performance		2015	2014	2013	2012
	77	72	71	n/a	n/a
	73	71	69	n/a	n/a
	73	73	69	n/a	n/a
	72	71	69	n/a	n/a
	72	73	70	n/a	n/a
	72	69	68	n/a	n/a
	72	69	70	n/a	n/a
	72	70	72	n/a	n/a
7	70	72	65	n/a	n/a
67	¥	69	n/a	n/a	n/a
67	¥	71	67	n/a	n/a
54♥		55	55	n/a	n/a
	67	77♠ 73 73 72 72 72 72 72 72 72 72 72 72 72 72	$77^{\uparrow}$ 72         73       71         73       73         73       73         72       71         72       71         72       73         72       73         72       69         72       69         72       69         72       70         70       72 $67^{\downarrow}$ 69 $67^{\downarrow}$ 71	77 $72$ $71$ $73$ $71$ $69$ $73$ $73$ $69$ $72$ $71$ $69$ $72$ $71$ $69$ $72$ $73$ $70$ $72$ $69$ $68$ $72$ $69$ $68$ $72$ $69$ $70$ $72$ $70$ $72$ $70$ $72$ $65$ $67$ $69$ $n/a$ $67$ $71$ $67$	77 $72$ $71$ $n/a$ $73$ $71$ $69$ $n/a$ $73$ $73$ $69$ $n/a$ $72$ $71$ $69$ $n/a$ $72$ $71$ $69$ $n/a$ $72$ $73$ $70$ $n/a$ $72$ $69$ $68$ $n/a$ $72$ $69$ $68$ $n/a$ $72$ $69$ $70$ $n/a$ $72$ $70$ $72$ $n/a$ $72$ $70$ $72$ $n/a$ $70$ $72$ $65$ $n/a$ $67$ $69$ $n/a$ $n/a$ $67$ $71$ $67$ $n/a$

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: 18 Note: Please see slide 5 for explanation about significant differences



## 2016 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA PERFORMANCE DETAILED PERCENTAGES

#### 2016 Sealed Local Roads Performance



**WS**RESEARCH

### 2016 INFORMING THE COMMUNITY IMPORTANCE INDEX SCORES

#### 2016 Informing Community Importance 50-64 n/a State-wide Women n/a 65+ n/a **Metro** n/a n/a n/a **Monash West** n/a Monash n/a **Monash East** n/a **Monash South-West** n/a 18-34 n/a Men n/a 35-49 n/a

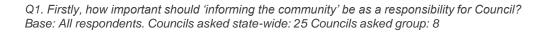
Q1. Firstly, how important should 'informing the community' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences



## 2016 INFORMING THE COMMUNITY IMPORTANCE DETAILED PERCENTAGES

#### 2016 Informing Community Importance

2016 Monash	23	44	29	3 1
2015 Monash	24	45	29	11
2014 Monash	25	44	26	3 2
2013 Monash	23	46	26	4
State-wide	33	42	20	4 <mark>1</mark> 1
Metro	29	43	22	4 1
Monash West	24	46	28	11
Monash East	23	44	27	4 <mark>1</mark> 1
Monash South-West	24	40	34	2
Men	18	43	36	21
Women	28	45	21	3 1
18-34	24	33	42	2
35-49	17	46	29	5 1 2
50-64	35	43	19	21
65+	21	58	17	32
	%			
Extremely important	Very important	Fairly important Not that important	Not at all important	■ Can't sa
			(	



JWSRESEARCH 62

## 2016 INFORMING THE COMMUNITY PERFORMANCE INDEX SCORES

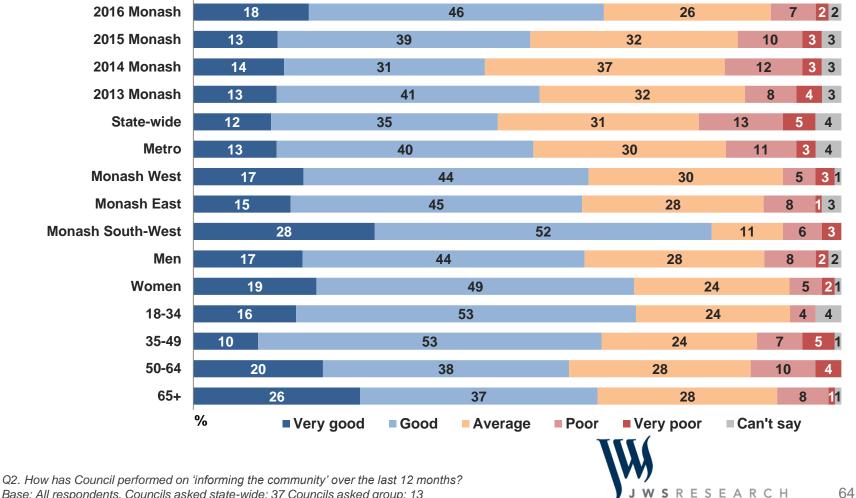
2016 Informing (	Community Performance			2015	2014	2013	2012
Monash South-West			74	61	65	63	n/a
18-34		•	71	67	58	64	n/a
65+		7	0	63	65	65	n/a
Women		69	•	62	63	62	n/a
Monash		68		63	60	63	n/a
Monash West		67		66	61	57	n/a
Monash East		67		62	59	65	n/a
Men		67		64	58	64	n/a
50-64		65		60	55	59	n/a
35-49		64		59	63	65	n/a
Metro		63♥		64	n/a	n/a	n/a
State-wide	59	ŀ		61	62	61	60

Q2. How has Council performed on 'informing the community' over the last 12 months? Base: All respondents. Councils asked state-wide: 37 Councils asked group: 13 Note: Please see slide 5 for explanation about significant differences



### **2016 INFORMING THE COMMUNITY PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Informing Community Performance



Base: All respondents. Councils asked state-wide: 37 Councils asked group: 13

### 2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA IMPORTANCE INDEX SCORES

2016 Streets and	d Footpaths Impor	rtance	)				2015	2014	2013	2012
Monash West						80	73	75	77	77
Women						80个	79	79	82	79
50-64					79		78	79	84	82
Metro				78	3		77	n/a	n/a	n/a
65+				78	3		77	81	80	79
Monash				77			76	77	79	76
State-wide				77			77	77	78	77
35-49				77			76	81	78	76
Monash East			75				77	77	79	79
Monash South-West			75				76	79	80	75
18-34		74					73	71	76	72
Men		73♥					72	75	76	73

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: 27 Councils asked group: 5 Note: Please see slide 5 for explanation about significant differences



### 2016 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA Importance detailed percentages

#### 2016 Streets and Footpaths Importance

2016 Monash	29	50		19	1	
2015 Monash	28	48	48			
2014 Monash	30	49	49			
2013 Monash	36	45	45			
2012 Monash	27	55	55			
State-wide	34	43	43			
Metro	34	46	46			
Monash West	34	52	52			
Monash East	25	52	52			
Monash South-West	30	43		24	4	
Men	24	46		26	3	
Women	33	54		13	\$	
18-34	24	47		29		
35-49	32	48		18	3	
50-64	38	43		14	2 <mark>1</mark> 1	
65+	27	61		11	1	
Extremely important	<sup>′</sup> % ■ Very important     ■ Fair	rly important Not that important	Not at all im	portant	Can't s	

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: 27 Councils asked group: 5

66

WSRESEARCH

## 2016 TRAFFIC MANAGEMENT IMPORTANCE INDEX SCORES

#### 2016 Traffic Management Importance Monash South-West Women 65+ **Metro** n/a n/a n/a 35-49 Monash **Monash East** 50-64 State-wide Monash West Men 18-34

Q1. Firstly, how important should 'traffic management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 15 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



### 2016 TRAFFIC MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

2016 Traffic Management Importance

		0 1				
2016 Monash	25		49	22	3 1	
2015 Monash	30		40	23		
2014 Monash	25		44	25		
2013 Monash	27		46	21		
2012 Monash	25		51	21	3 1	
State-wide	27		41	24	6 <mark>1</mark> 1	
Metro	32		43	19	4 <mark>1</mark> 1	
Monash West	25		42	25	5 3	
Monash East	22		53	21	3 1	
Monash South-West	32		49	19	1	
Men	24		44	26	5 1	
Women	25		53	18	22	
18-34	20		51	25	4	
35-49	30		40	25	3 3	
50-64	26		47	22	4 1	
65+	25		55	15	3 2	
	%					
Extremely important	Very important	Fairly important	Not that important	all important	■ Can't say	

Q1. Firstly, how important should 'traffic management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 15 Councils asked group: 6

WSRESEARCH

## 2016 TRAFFIC MANAGEMENT PERFORMANCE INDEX SCORES

#### 2016 Traffic Management Performance **Monash West** 18-34 65+ Women Monash **Monash East** Men **Monash South-West** 50-64 35-49 59↓ State-wide Metro n/a n/a n/a

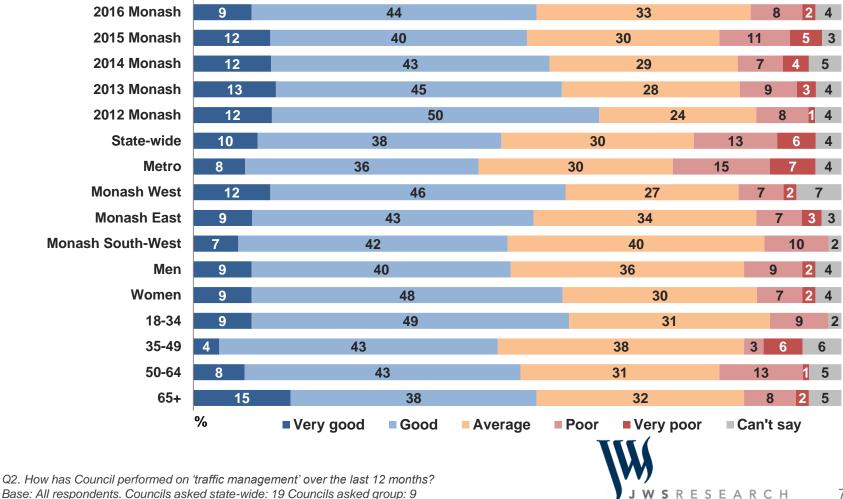
Q2. How has Council performed on 'traffic management' over the last 12 months? Base: All respondents. Councils asked state-wide: 19 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



W

### 2016 TRAFFIC MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

#### 2016 Traffic Management Performance



## 2016 PARKING FACILITIES IMPORTANCE INDEX SCORES

#### 2016 Parking Importance 65+ Women **Monash South-West** 50-64 Monash **Monash West Monash East Metro** n/a n/a n/a 35-49 State-wide Men 18-34

Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 17 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



### 2016 PARKING FACILITIES IMPORTANCE DETAILED PERCENTAGES

### 2016 Parking Importance

2016 Monash	25	47	23	4 1
2015 Monash	26	38	30	4 1
2014 Monash	22	44	29	5 1
2013 Monash	25	46	22	6
2012 Monash	22	46	27	212
State-wide	24	41	27	7 <mark>1</mark> 1
Metro	27	42	24	5 <mark>1</mark> 1
Monash West	25	46	24	5
Monash East	25	48	21	5 <mark>1</mark> 1
Monash South-West	28	45	27	1
Men	20	51	21	7 1
Women	30	43	25	11
18-34	16	51	27	4 2
35-49	25	40	31	4
50-64	33	43	17	7
65+	33	50	12	32
	%			
Extremely important	Very important Fairl	ly important Not that important	Not at all important	Can't say
			r <b>r /</b>	

Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 17 Councils asked group: 6

WSRESEARCH

# 2016 PARKING FACILITIES PERFORMANCE INDEX SCORES

2016 Parking Pe	rformance			2015	2014	2013	2012
18-34			<b>64↑</b>	53	64	60	66
Monash East		58		55	58	61	61
Monash South-West		58		47	57	61	62
Men		58		55	62	63	61
Monash		57		55	59	61	62
Women		57		55	57	59	63
State-wide		56		57	57	57	56
Monash West		56		60	63	59	64
35-49	5	5		56	59	67	60
50-64	5	5		56	54	58	58
Metro	54	.↓		55	n/a	n/a	n/a
65+	52			55	56	58	61

Q2. How has Council performed on 'parking facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10 Note: Please see slide 5 for explanation about significant differences



#### 2016 PARKING FACILITIES PERFORMANCE DETAILED PERCENTAGES

#### 2016 Parking Performance

2016 Monash	8	36	34	15 4 3				
2015 Monash	8	32	35	16 7 2				
2014 Monash	12	34	33	13 4 3				
2013 Monash	14	34	35	10 5 2				
2012 Monash	12	41	30	12 3 2				
State-wide	9	34	32	14 7 3				
Metro	7	32	33	16 8 3				
Monash West	7	36	34	16 5 2				
Monash East	10	36	33	15 4 2				
Monash South-West	7	36	34	13 4 7				
Men	10	33	35	18 <mark>3</mark> 1				
Women	6	39	32	13 6 4				
18-34	9	44	36	7 4				
35-49	4	38	34	19 <mark>3</mark> 1				
50-64	12	29	32	19 7 2				
65+	9	28	31	19 9 3				
	%	■ Very good ■ Good	Average Poor Very	poor ■Can't say				
Q2. How has Council performed on 'parking facilities' over the last 12 months?         Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10								

# 2016 ENFORCEMENT OF LOCAL LAWS IMPORTANCE INDEX SCORES

2016 Law Enford	ement Importance					2015	2014	2013	2012
Monash West					73	72	68	75	75
Women					73	74	71	75	77
65+				72		72	73	68	76
Monash			71			71	68	73	73
Metro			71			72	n/a	n/a	n/a
Monash East			71			70	67	70	73
18-34			71			70	62	78	71
50-64			71			70	71	74	73
State-wide			70			71	70	71	70
35-49			70			73	70	69	71
Men		69				69	66	70	69
Monash South-West	68					73	72	74	72

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



# **2016 ENFORCEMENT OF LOCAL LAWS IMPORTANCE DETAILED PERCENTAGES**



2016 Law Enforcement Importance

		-		
2016 Monash	20	51	22	5 11
2015 Monash	24	43	28	4 1
2014 Monash	22	39	27	7 3 2
2013 Monash	26	44	25	4 1
2012 Monash	27	42	24	5 11
State-wide	26	38	27	6 21
Metro	26	41	26	5 21
Monash West	25	48	19	8
Monash East	19	52	23	3 21
Monash South-West	14	54	23	7 12
Men	16	50	27	4 2
Women	23	53	16	7 1
18-34	16	58	20	4 2
35-49	23	47	20	9 1
50-64	28	36	28	7 11
65+	18	56	21	32
	%			
Extremely important	Very important	Fairly important Not that important	Not at all important	■ Can't s



say

76

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 6

# 2016 ENFORCEMENT OF LOCAL LAWS PERFORMANCE INDEX SCORES

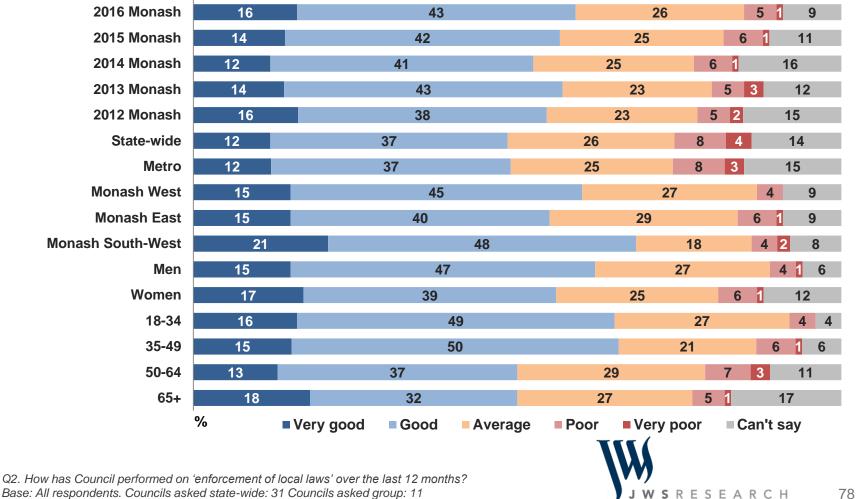
#### 2016 Law Enforcement Performance Monash South-West 18-34 Monash Monash West Men 35-49 Women 65+ **Monash East ↓** Metro n/a n/a n/a 50-64 63₩ State-wide

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months? Base: All respondents. Councils asked state-wide: 31 Councils asked group: 11 Note: Please see slide 5 for explanation about significant differences



### **2016 ENFORCEMENT OF LOCAL LAWS PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Law Enforcement Performance



Base: All respondents. Councils asked state-wide: 31 Councils asked group: 11

# 2016 FAMILY SUPPORT SERVICES IMPORTANCE INDEX SCORES

2016 Family Sup	port Importance			2015	2014	2013	2012
Women			77	75	77	79	75
Monash South-West		74		77	67	74	71
18-34		74		72	73	74	71
50-64		74		73	68	78	72
Monash		73		72	71	74	71
State-wide		73		73	72	73	73
Metro		73		72	n/a	n/a	n/a
65+		73		69	72	71	72
Monash West		72		70	72	76	74
Monash East		72		70	73	73	70
35-49	70			75	71	72	70
Men	684			69	66	68	68

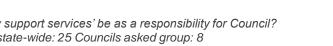
Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences



## **2016 FAMILY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES**

2016 Family Support Importance

2016 Monash	22	49	23 4 <mark>1</mark> 1
2015 Monash	25	44	23 4 1 2
2014 Monash	23	45	25 2 3 3
2013 Monash	28	43	24 4 1
State-wide	28	41	22 5 2 3
Metro	27	43	21 5 <mark>1</mark> 3
Monash West	25	46	20 6 1 2
Monash East	21	50	23 3 1 2
Monash South-West	21	53	26
Men	16	48	30 4 <mark>1</mark> 1
Women	29	51	16 3 2
18-34	16	64	18 2
35-49	24	36	31 7 2
50-64	28	42	26 3 1
65+	24	47	20 3 3 3
Extremely important	°% ■ Very important	Fairly important Not that important	■ Not at all important ■ Can't
		-	<b></b> (



WSRESEARCH 80

Q1. Firstly, how important should 'family support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 25 Councils asked group: 8

2014

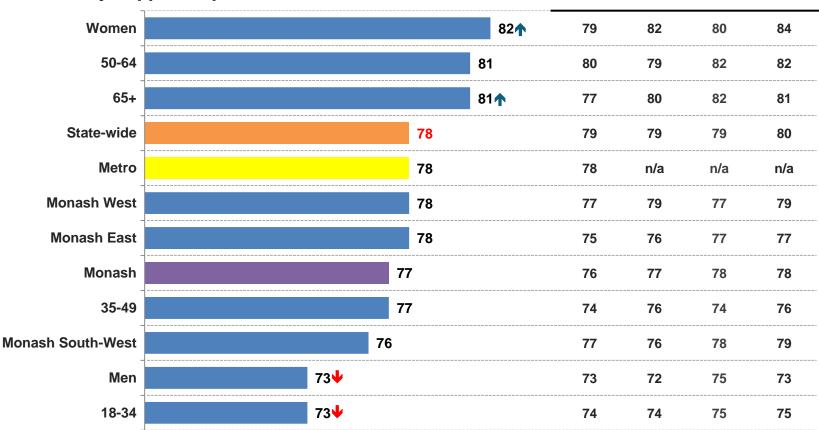
2013

2012

2015

# 2016 ELDERLY SUPPORT SERVICES IMPORTANCE INDEX SCORES

#### 2016 Elderly Support Importance



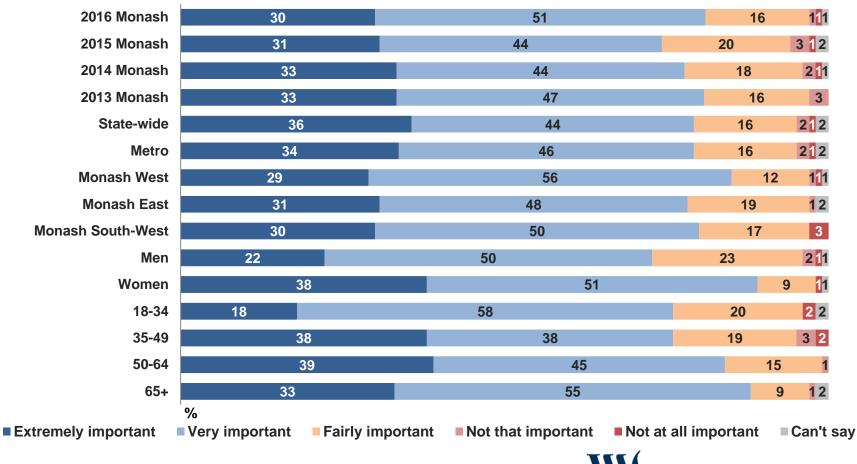
Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



# 2016 ELDERLY SUPPORT SERVICES IMPORTANCE DETAILED PERCENTAGES



2016 Elderly Support Importance



Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 26 Councils asked group: 9

# 2016 ELDERLY SUPPORT SERVICES PERFORMANCE INDEX SCORES

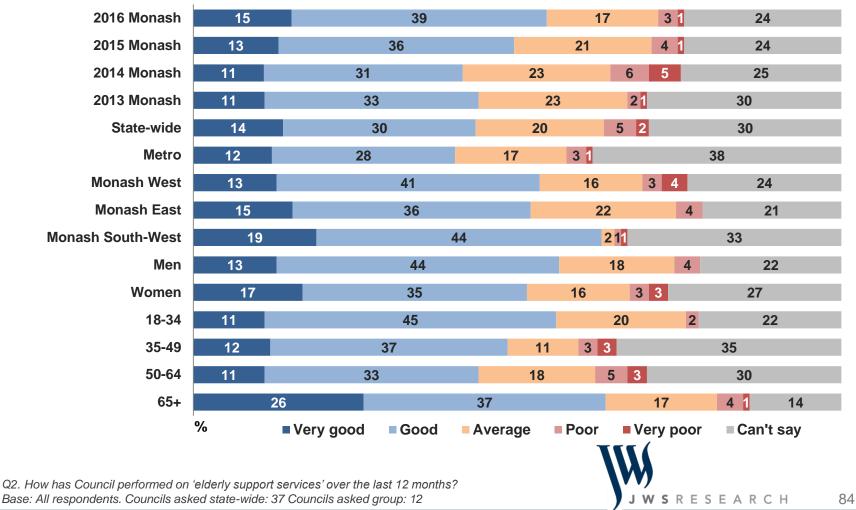
#### 2016 Elderly Support Performance Monash South-West 65+ Monash Men Women 18-34 **Monash East Metro** n/a n/a n/a 35-49 68↓ State-wide **Monash West** 50-64

Q2. How has Council performed on 'elderly 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



### 2016 ELDERLY SUPPORT SERVICES PERFORMANCE DETAILED PERCENTAGES

#### 2016 Elderly Support Performance



# 2016 RECREATIONAL FACILITIES IMPORTANCE INDEX SCORES

#### 2016 Recreational Facilities Importance 50-64 Monash West 35-49 State-wide Metro n/a n/a n/a Women 65+ Monash **Monash South-West** Men **Monash East** 18-34

Q1. Firstly, how important should 'recreational facilities' 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



## 2016 RECREATIONAL FACILITIES IMPORTANCE DETAILED PERCENTAGES

#### 2016 Recreational Facilities Importance

		-		
2016 Monash	20	48	28	4 1
2015 Monash	20	47	31	2
2014 Monash	21	45	30	4
2013 Monash	16	57	24	3
2012 Monash	19	53	25	1
State-wide	25	45	24	4 <mark>1</mark> 1
Metro	24	48	25	3 11
Monash West	25	51	22	11
Monash East	15	47	31	5 1
Monash South-West	22	45	29	4
Men	16	51	27	5
Women	23	45	28	21
18-34	11	45	38	5
35-49	24	47	24	32
50-64	30	46	21	21
65+	20	54	21	3 <mark>1</mark> 1
	%			
Extremely important	Very important	Fairly important	Not at all important	■Can't say
			(	



Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 29 Councils asked group: 9

# 2016 RECREATIONAL FACILITIES PERFORMANCE INDEX SCORES

2016 Recreation	al Facilities Perf	formance			_	2015	2014	2013	2012
50-64					77	75	68	72	71
Monash South-West				76		70	72	75	74
18-34			7	75		75	74	74	74
65+			7	75		75	75	76	78
Monash			74			74	73	74	74
Monash West			74			78	73	71	75
Women			74			73	74	73	74
Metro			73			74	n/a	n/a	n/a
Monash East			73			75	73	72	74
Men			73			75	72	74	74
State-wide		69♥				70	71	70	70
35-49		69				73	72	74	73

Q2. How has Council performed on 'recreational facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 43 Councils asked group: 13 Note: Please see slide 5 for explanation about significant differences



### **2016 RECREATIONAL FACILITIES PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Recreational Facilities Performance

2016 Monash	25	45	23	213					
2015 Monash	23	51	18	3 1 4					
2014 Monash	22	47	25	2 4					
2013 Monash	26	46	20	3 1 3					
2012 Monash	24	46	23	3 4					
State-wide	21	43	23	7 3 4					
Metro	26	45	19	4 1 4					
Monash West	26	45	23	24					
Monash East	22	49	25	3 1					
Monash South-West	34	37	21	4 1 3					
Men	24	46	26	212					
Women	27	45	21	3 1 4					
18-34	24	47	25	4					
35-49	23	41	26	8 21					
50-64	30	50	1	6 121					
65+	27	44	24	1 <mark>1</mark> 3					
	<sup>′</sup> % ■Very goo	od ■Good ■Average ■Poor ■	Very poor Can	't say					
Q2. How has Council performed on 'recreational facilities' over the last 12 months? Base: All respondents. Councils asked state-wide: 43 Councils asked group: 13									

# 2016 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE INDEX SCORES

#### 2016 Public Areas Importance **Monash West** 50-64 35-49 State-wide Metro n/a n/a n/a Women 65+ Monash **Monash South-West Monash East** Men 18-34

Q1. Firstly, how important should 'the appearance of public areas' 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



# 2016 THE APPEARANCE OF PUBLIC AREAS IMPORTANCE DETAILED PERCENTAGES

#### 2016 Public Areas Importance

	I	-			
2016 Monash	18	53		26	3
2015 Monash	20	48		29	3
2014 Monash	21	50		27	3
2013 Monash	22	49		25	2
2012 Monash	22	48		28	1
State-wide	26	48		23	21
Metro	24	50		23	2
Monash West	23	60		15	21
Monash East	15	50		31	4
Monash South-West	16	51		31	3
Men	15	49		32	4
Women	20	57		20	3
18-34	9	47	38	8	5
35-49	23	56		19	3
50-64	27	54		17	21
65+	19	58		21	11
	%				
Extremely important	Very important	Fairly important Not that important	ortant  Not at a	all important	■ Can't s



## 2016 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE INDEX SCORES

#### 2016 Public Areas Performance 18-34 Men Monash Monash West **Monash South-West Monash East** 50-64 65+ **Metro** n/a n/a n/a Women 71↓ State-wide 35-49

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months? Base: All respondents. Councils asked state-wide: 37 Councils asked group: 11 Note: Please see slide 5 for explanation about significant differences



## 2016 THE APPEARANCE OF PUBLIC AREAS PERFORMANCE DETAILED PERCENTAGES

#### 2016 Public Areas Performance

2016 Monash	22	54		19 3	1		
2015 Monash	23	52	2	20 4 1	1		
2014 Monash	24	43	26	4 2	1		
2013 Monash	21	47	24	6 1	1		
2012 Monash	19	53	18	7 2	1		
State-wide	24	46	21	6 2	1		
Metro	23	49	20	4 2	1		
Monash West	21	57		17 3 2	2		
Monash East	20	56		18 4	1		
Monash South-West	29	44		22 2 2	2		
Men	23	55		17 3	1		
Women	21	53		20 4	1		
18-34	24	58		16 2	2		
35-49	17	55	22	2 3 2	1		
50-64	26	47	20	) 5 2	2		
65+	23	53	1	8 5 1	1		
%       Very good       Good       Average       Poor       Very poor       Can't say         Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?       Very poor       Can't say							

Base: All respondents. Councils asked state-wide: 37 Councils asked group: 11

92

JWSRESEARCH

# 2016 ART CENTRES AND LIBRARIES IMPORTANCE INDEX SCORES

2016 Art Centres	s & Libraries Imp	ortance				2015	2014	2013	2012
Women					69个	69	70	71	73
50-64					69	72	68	71	69
Metro					681	69	n/a	n/a	n/a
65+				67		69	68	68	70
State-wide			(	6		65	66	66	66
Monash West			(	6		73	65	64	69
Monash South-West			(	6		66	69	68	73
35-49			(	6		69	67	73	71
Monash			65			68	66	68	69
Monash East			65			66	66	70	67
Men		61♥				67	63	65	65
18-34		61↓				65	64	63	67

Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8 Note: Please see slide 5 for explanation about significant differences



# **2016 ART CENTRES AND LIBRARIES IMPORTANCE DETAILED PERCENTAGES**

#### 2016 Monash 2015 Monash 5 1 2014 Monash 7 1 2013 Monash 5 1 State-wide 3 1 Metro Monash West Monash East **Monash South-West** Men 5 1 Women 18-34 35-49 3 1 50-64 6 1 65+ % Extremely important Very important Fairly important Not that important Not at all important Can't say

2016 Art Centres & Libraries Importance



Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 20 Councils asked group: 8

WSRESEARCH

## 2016 ART CENTRES AND LIBRARIES PERFORMANCE INDEX SCORES

2016 Art Centres & Libraries Performance			2014	2013	2012
65+	80↑	79	81	79	82
Women	77	76	79	77	80
Monash	76	75	76	77	78
Monash East	76	75	77	75	76
50-64	76	74	75	75	73
Monash West	75	76	76	76	76
Monash South-West	75	74	76	78	80
Men	75	74	74	76	75
18-34	75	72	73	74	78
Metro	74₩	75	n/a	n/a	n/a
State-wide	72₩	73	75	73	73
35-49	71	75	78	80	77

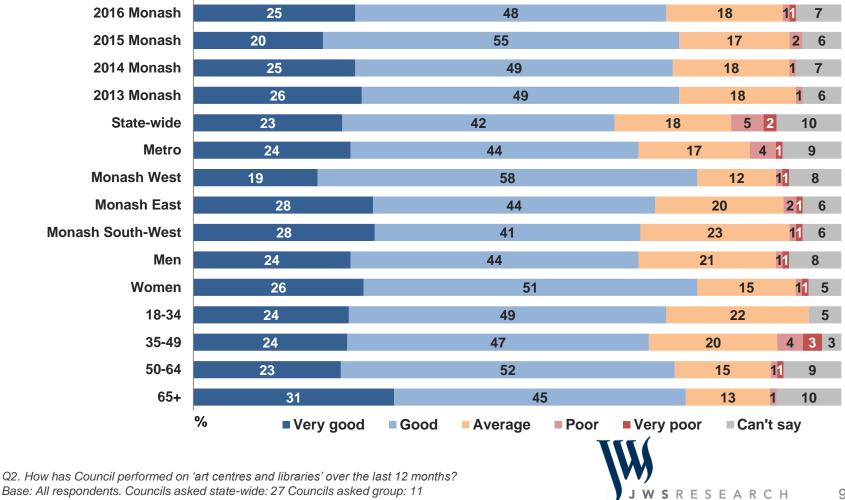
Q2. How has Council performed on 'art centres and libraries' over the last 12 months? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 11 Note: Please see slide 5 for explanation about significant differences



96

## **2016 ART CENTRES AND LIBRARIES PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Art Centres & Libraries Performance



Base: All respondents, Councils asked state-wide: 27 Councils asked group: 11

# 2016 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES

2016 Communit	y Activities Importan	се			_	2015	2014	2013	2012
State-wide				62	2↑	62	62	62	62
Metro				62	2个	62	n/a	n/a	n/a
Monash West				61		63	60	63	63
50-64				61		62	57	62	61
65+				61		58	60	58	60
Monash South-West				60		60	67	60	58
Women				60		63	63	63	65
18-34				60		61	60	59	62
Monash				59		60	59	60	61
Monash East			57			58	56	60	64
Men			57			58	56	57	56
35-49	5	3₩				60	59	62	59

Q1. Firstly, how important should 'community and cultural activities' 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



# 2016 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE DETAILED PERCENTAGES

#### 2016 Community Activities Importance 2016 Monash 2015 Monash 2014 Monash 2013 Monash 2012 Monash State-wide Metro Monash West Monash East **Monash South-West** Men Women 18-34 35-49 50-64 65+ % Extremely important Very important Fairly important Not that important Not at all important Can't say

Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9

J W S R E S E A R C H

### 2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES

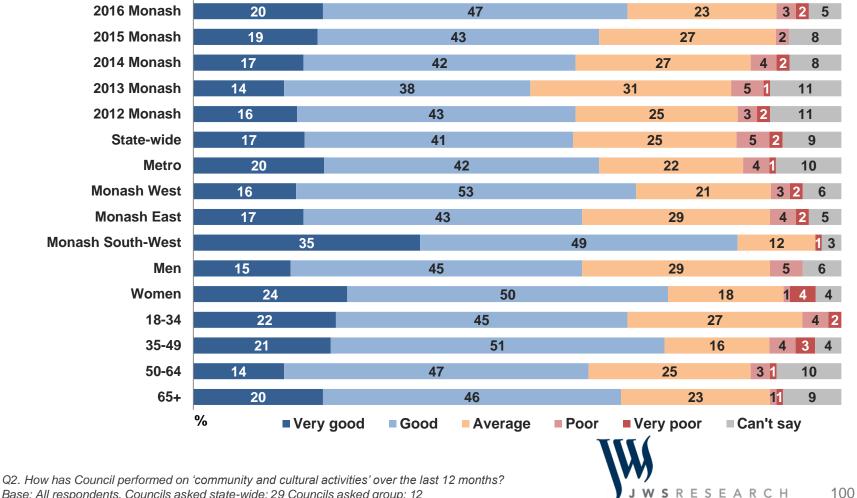
2016 Community Activities Performance			2013	2012
80	72	69	68	72
74	71	71	67	72
73	71	72	68	75
72	72	73	68	66
71	71	69	66	69
71	71	n/a	n/a	n/a
70	75	68	69	72
70	71	65	66	69
70	69	65	64	65
69	69	70	69	68
69	72	67	65	67
68	69	69	63	64
	74         73         72         71         71         70         70         70         69         69	$80 \uparrow$ 72         74       71         73       71         73       72         72       72         71       71         71       71         71       71         71       71         71       71         71       71         71       71         71       71         70       75         70       71         70       69         69       69         69       72	$80 \uparrow$ $72$ $69$ 747171737172727371727273717169717171707568707165706965696970697072697072	$80 \uparrow$ $72$ $69$ $68$ $74$ $71$ $71$ $67$ $73$ $71$ $72$ $68$ $72$ $72$ $73$ $68$ $71$ $71$ $69$ $66$ $71$ $71$ $69$ $66$ $71$ $71$ $n/a$ $n/a$ $70$ $75$ $68$ $69$ $70$ $71$ $65$ $66$ $70$ $69$ $65$ $64$ $69$ $69$ $70$ $69$ $69$ $69$ $70$ $69$ $69$ $67$ $65$

Q2. How has Council performed on 'community and cultural activities' 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



### **2016 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Community Activities Performance



Base: All respondents. Councils asked state-wide: 29 Councils asked group: 12

# 2016 WASTE MANAGEMENT IMPORTANCE INDEX SCORES

#### 2016 Waste Management Importance 50-64 **Metro** n/a n/a n/a State-wide 35-49 65+ **Monash East** Women Monash **Monash South-West** Men **Monash West** 18-34

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 31 Councils asked group: 10 Note: Please see slide 5 for explanation about significant differences



WSRESEARCH

## 2016 WASTE MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

2016 Monash 2015 Monash 2014 Monash 2013 Monash 2012 Monash State-wide Metro Monash West Monash East **Monash South-West** Men Women 18-34 35-49 50-64 65+ % Extremely important Very important Fairly important Not that important Not at all important Can't say

#### 2016 Waste Management Importance

Q1. Firstly, how important should 'waste management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 31 Councils asked group: 10

# 2016 WASTE MANAGEMENT PERFORMANCE INDEX SCORES

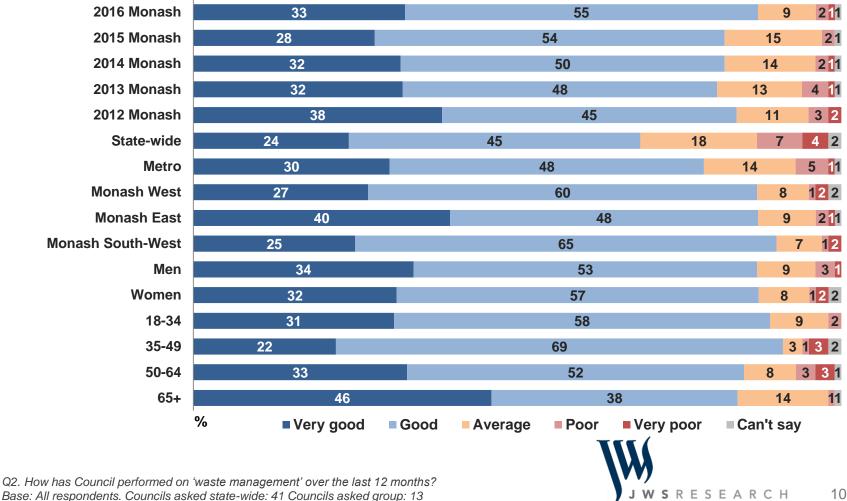
#### 2016 Waste Management Performance 65+ **Monash East** Monash Women 18-34 Men Monash West **Monash South-West** 50-64 35-49 **Metro** n/a n/a n/a 70↓ State-wide

Q2. How has Council performed on 'waste management' over the last 12 months? Base: All respondents. Councils asked state-wide: 41 Councils asked group: 13 Note: Please see slide 5 for explanation about significant differences



### **2016 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES**

#### 2016 Waste Management Performance



# 2016 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE INDEX SCORES

#### 2016 Town Planning Importance 2015 2014 2013 2012 50-64 80 79 78 n/a n/a 35-49 78 76 76 n/a n/a **Monash West** 76 74 71 n/a n/a 65+ 75 73 72 n/a n/a Women 74 70 74 n/a n/a State-wide 73 72 72 73 72 Monash 72 72 72 n/a n/a **Metro** 72 72 n/a n/a n/a **Monash South-West** 72 71 74 n/a n/a Men 71 74 70 n/a n/a **Monash East** 70 71 71 n/a n/a 18-34 63**\** 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: 19 Councils asked group: 6 Note: Please see slide 5 for explanation about significant differences



# 2016 COUNCIL'S GENERAL TOWN PLANNING POLICY IMPORTANCE DETAILED PERCENTAGES

#### 2016 Monash 3 2 2015 Monash 4 1 3 2014 Monash 4 1 State-wide 4 1 4 Metro Monash West 5 1 4 Monash East Monash South-West Men Women 18-34 4 2 4 35-49 3 1 50-64 65+ % Extremely important Very important Fairly important Not that important Not at all important Can't say

#### 2016 Town Planning Importance

W

Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 19 Councils asked group: 6

WSRESEARCH 106

# 2016 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE INDEX SCORES

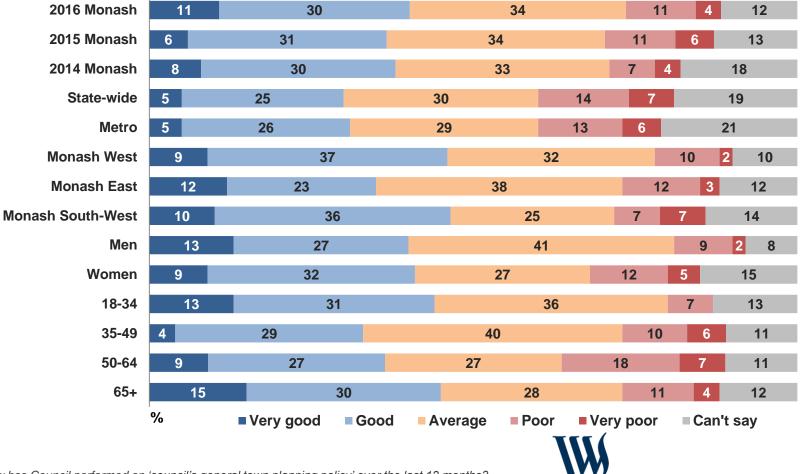
2016 Town Plan	ning Performance			2015	2014	2013	2012
18-34			64	59	63	n/a	n/a
Monash West			61	60	60	n/a	n/a
Men			61	56	57	n/a	n/a
65+			61	58	61	n/a	n/a
Monash South-West			60	51	61	n/a	n/a
Monash		į	59	56	59	n/a	n/a
Monash East		5	8	56	57	n/a	n/a
Women		5	8	55	61	n/a	n/a
Metro		54♥		55	n/a	n/a	n/a
35-49		54		53	55	n/a	n/a
50-64		53		49	52	n/a	n/a
State-wide	5	2♥		54	55	55	54

Q2. How has Council performed on 'council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9 Note: Please see slide 5 for explanation about significant differences



# 2016 COUNCIL'S GENERAL TOWN PLANNING POLICY PERFORMANCE DETAILED PERCENTAGES

#### 2016 Town Planning Performance



Q2. How has Council performed on 'council's general town planning policy' over the last 12 months? Base: All respondents. Councils asked state-wide: 27 Councils asked group: 9

WSRESEARCH

## 2016 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES

2016 Environmental Sustainability Importance201520142013	
Women <b>75</b> 77 78 75	75
Metro 74 n/a n/a	n/a
Monash South-West         74         77         76         72	70
18-34     74     76     76     70	73
State-wide         73         73         73         72	71
Monash West         73         71         74         70	73
Monash 72 72 72 71	71
50-64         72         73         68         74	72
65+     72     68     71     69	68
Monash East 71 70 69 70	71
Men 69 68 67 66	66
35-49         69         72         72         71	70

Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 21 Councils asked group: 10 Note: Please see slide 5 for explanation about significant differences



## 2016 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE DETAILED PERCENTAGES

### 2016 Environmental Sustainability Importance

2016 Monash	22		49		22		5 <mark>1</mark> 1
2015 Monash	28		43		21		4 3 1
2014 Monash	31		36		25		5 <mark>2</mark> 1
2013 Monash	25		42		27		5 <mark>1</mark> 1
2012 Monash	25		44		21	8	21
State-wide	30		40		21		6 <mark>2</mark> 1
Metro	31		41		20		5 21
Monash West	21		52		21		312
Monash East	23		47		21		7 11
Monash South-West	24		47		29		
Men	18		48		24		7 11
Women	27		49		2		21
18-34	18		62			18	2
35-49	23		38		26	8	13
50-64	28		42		23		5 2
65+	24		46		24		5 11
Extremely important	<sup>′</sup> % ■ Very important	Fairly important	Not that important	Not a	at all importa	nt	Can't s



WSRESEARCH 110

## 2016 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES

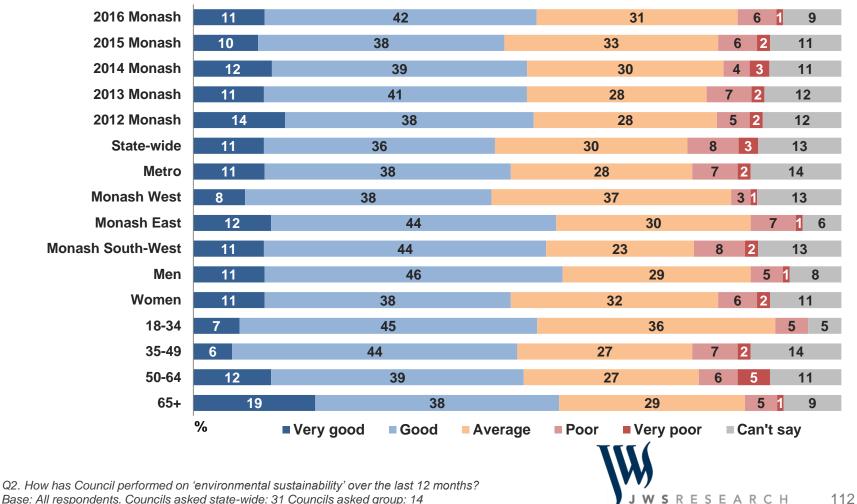
#### 2016 Environmental Sustainability Performance 65+ Men **Monash East Monash South-West** Monash Metro n/a n/a n/a Monash West Women 18-34 State-wide 35-49 50-64

Q2. How has Council performed on 'environmental sustainability' over the last 12 months? Base: All respondents. Councils asked state-wide: 31 Councils asked group: 14 Note: Please see slide 5 for explanation about significant differences



## 2016 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE DETAILED PERCENTAGES

### 2016 Environmental Sustainability Performance



## 2016 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES

anagement Impo	ortance				2015	2014	2013	2012
				80	80	80	80	80
				80	75	75	80	79
			78		79	79	80	82
		76			72	74	76	78
		76			77	n/a	n/a	n/a
		76			73	78	69	79
		76			72	72	78	78
	73				71	74	77	77
	73				64	69	72	74
	73				68	73	70	76
	73				74	70	75	80
	73				70	76	77	78
		73 73 73 73 73	76         76         76         76         76         76         73         73         73         73         73         73         73         73         73         73	78         76         76         76         76         76         76         76         73         73         73         73         73         73         73         73         73         73	80↑ 80↑ 78 78 76 76 76 76 76 76 76 73 73 73 73		$\begin{array}{c c c c c c c c c c c c c c c c c c c $	$\begin{array}{c c c c c c c c c c c c c c c c c c c $

Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council? Base: All respondents. Councils asked state-wide: 17 Councils asked group: 4 Note: Please see slide 5 for explanation about significant differences



## 2016 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE DETAILED PERCENTAGES

### 2016 Disaster Management Importance

		•	•					
2016 Monash	32		42		1	9	4	2
2015 Monash	28		40		23		7	12
2014 Monash	35		34		20		6	22
2013 Monash	40		31		20		6	22
2012 Monash	38		39			17	4	11
State-wide	45		36			14	1	3 11
Metro	36		39		17	7	5	12
Monash West	37	37 37			16		6	3
Monash East	30 45		45			9	4	2
Monash South-West	28		42		26			3
Men	30		38		24		6	11
Women	34		46			14	1	3 2
18-34	40		42			1	8	
35-49	27		39		25		6	3
50-64	30		40				9	
65+	26		47		15	(	6 2	4
Extremely important	່% ■Very important  ■Fairly	/ important	Not that important	Not at	all impo	rtant	Ca	an't

## 2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES

2016 Disaster Ma	anagement Perfe	ormance					_	2015	2014	2013	2012
Monash South-West							74	69	66	69	72
18-34						73		73	72	74	74
Monash East					71			70	69	66	66
Men					71			69	67	68	69
65+					71			69	70	66	74
Monash				70				69	68	68	71
State-wide				69				70	71	70	70
Women				69				69	68	67	72
Metro			68					69	n/a	n/a	n/a
35-49			68					66	59	62	66
Monash West		67						69	66	69	73
50-64		65						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: 23 Councils asked group: 5 Note: Please see slide 5 for explanation about significant differences



JWSRESEARCH

116

## 2016 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE DETAILED PERCENTAGES

### 2016 Disaster Management Performance

2016 Monash	13	35		18	21	29
2015 Monash	11	38		20	3 1	28
2014 Monash	11	29	18	5		36
2013 Monash	11	33	·	19	<mark>4 1</mark>	32
2012 Monash	14	35		17	32	30
State-wide	17	36		19	<b>4</b> 2	21
Metro	10	34	· ·	18	3 <mark>1</mark>	33
Monash West	7	39		17	4 2	32
Monash East	17	33		22	21	24
Monash South-West	11	38		13 1		37
Men	12	39		20	2	27
Women	15	32		17	3 3	31
18-34	15	47			18	2 18
35-49	11	32	13	3 3		38
50-64	9	26	26	2	2	35
65+	16	29		19	3 1	32
Q2. How has Council performed on	<b>%</b>	■ Very good ■ Good	• Average	Poor	Very poor	■ Can't say

Base: All respondents. Councils asked state-wide: 23 Councils asked group: 5

## 2016 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE INDEX SCORES

Growth Importance			2015	2014	2013	2012
		78	75	n/a	n/a	n/a
		78	78	n/a	n/a	n/a
	76		75	75	75	75
	76		75	n/a	n/a	n/a
	76		72	n/a	n/a	n/a
	75		74	n/a	n/a	n/a
	75		74	n/a	n/a	n/a
	75		74	n/a	n/a	n/a
74	4		73	n/a	n/a	n/a
72			71	n/a	n/a	n/a
71			70	n/a	n/a	n/a
69\			71	n/a	n/a	n/a
	72	76 76 76 76 75 75 75 75 75 75 72 71	78         78         78         78         76         76         76         76         76         75         75         75         75         74         72	78       75         78       78         78       78         76       75         76       75         76       72         75       74         75       74         75       74         75       74         75       74         75       74         75       74         75       74         75       74         74       73         72       71	78       75       n/a         78       78       78       n/a         76       75       75         76       75       n/a         76       72       n/a         75       74       n/a         75       74       n/a         75       74       n/a         74       73       n/a         72       71       n/a         71       70       n/a	78       75       n/a       n/a         78       78       78       n/a       n/a         76       75       75       75         76       75       n/a       n/a         76       75       n/a       n/a         76       72       n/a       n/a         76       72       n/a       n/a         75       74       n/a       n/a         75       74       n/a       n/a         74       73       n/a       n/a         72       71       n/a       n/a

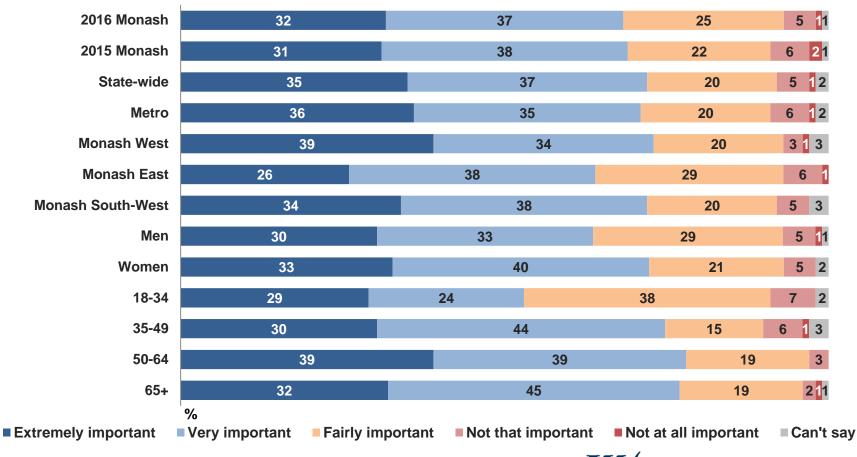
Q1. Firstly, how important should 'planning for population growth in the area' be as a responsibility for Council?

Base: All respondents. Councils asked state-wide: 14 Councils asked group: 5 Note: Please see slide 5 for explanation about significant differences



## 2016 PLANNING FOR POPULATION GROWTH IN THE AREA IMPORTANCE DETAILED PERCENTAGES

2016 Population Growth Importance



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: 14 Councils asked group: 5

**WS**RESEARCH 118

## 2016 PLANNING FOR POPULATION GROWTH IN THE AREA PERFORMANCE INDEX SCORES

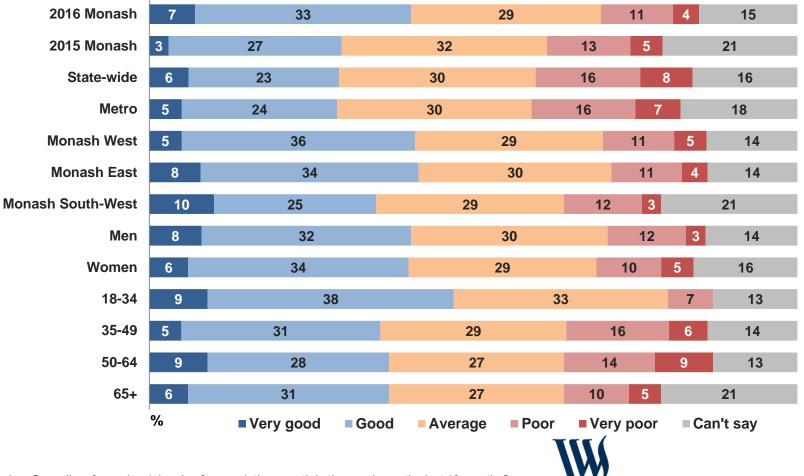
2016 Population	Growth Performance			2015	2014	2013	2012
18-34			64个	53	n/a	n/a	n/a
Monash East			59	54	n/a	n/a	n/a
Men			59	55	n/a	n/a	n/a
Monash		5	8	53	n/a	n/a	n/a
Monash South-West		5	8	48	n/a	n/a	n/a
65+		5	8	53	n/a	n/a	n/a
Monash West		57	7	55	n/a	n/a	n/a
Women		57	7	51	n/a	n/a	n/a
50-64		54		50	n/a	n/a	n/a
35-49		53		54	n/a	n/a	n/a
State-wide	5	51♥		54	54	54	52
Metro	5	51♥		54	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: 16 Councils asked group: 7 Note: Please see slide 5 for explanation about significant differences



## 2016 PLANNING FOR POPULATION GROWTH IN THE AREA PERFORMANCE DETAILED PERCENTAGES

### 2016 Population Growth Performance

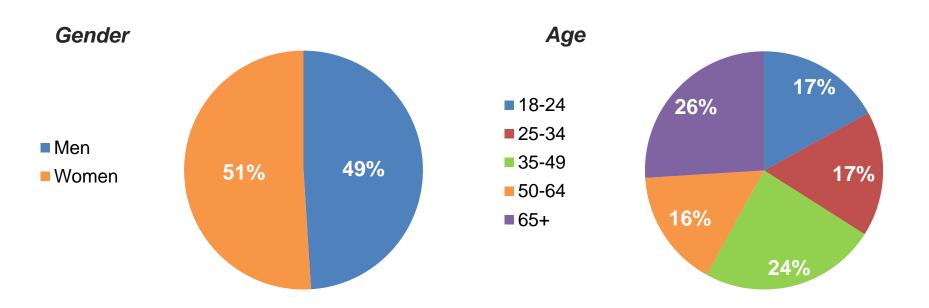


Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months? Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

WSRESEARCH 120

# **DETAILED DEMOGRAPHICS**

## 2016 GENDER AND AGE PROFILE



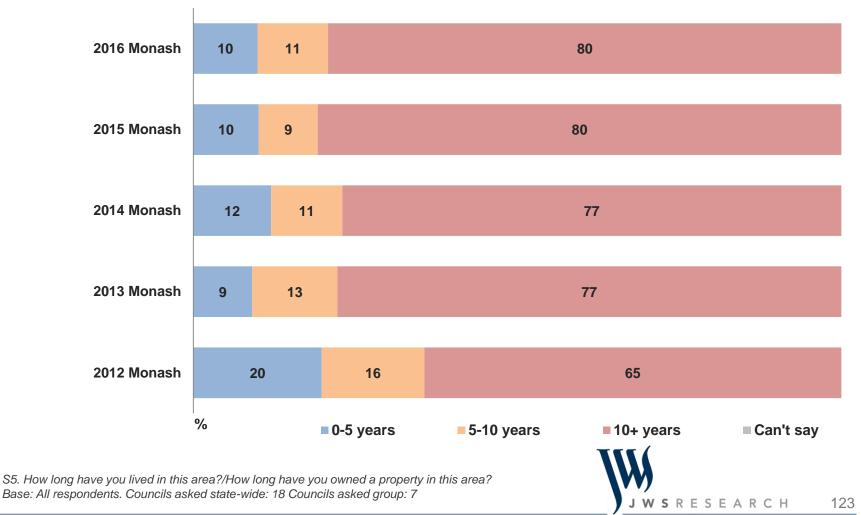
Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

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: 18





### 2016 Years Lived in Area





### 2016 Years Lived in Area



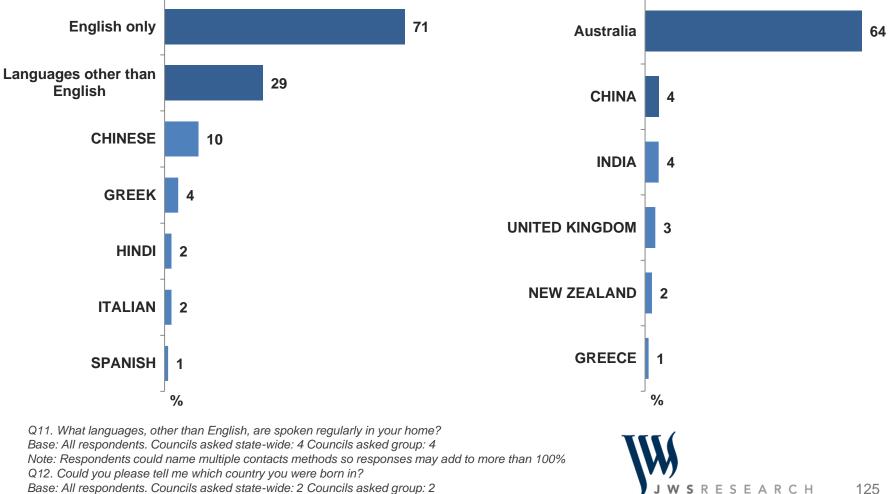
As such, this chart presents this year's data only.

WSRESEARCH 124

2016 Countries of Birth

## **2016 LANGUAGES SPOKEN AT HOME 2016 COUNTRIES OF BIRTH**

2016 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 2012-2016 have been made throughout this report as appropriate.** 





The sample size for the 2016 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 149,000 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	183	197	+/-7.3
Women	217	203	+/-6.7
Monash West	132	125	+/-8.6
Monash East	202	203	+/-6.9
Monash South-West	66	73	+/-12.2
18-34 years	55	136	+/-13.3
35-49 years	67	96	+/-12.1
50-64 years	104	63	+/-9.7
65+ years	174	105	+/-7.4

All participating councils are listed in the state-wide report published on the DELWP website. In 2016, 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 across 2012-2016 vary slightly.

### **Council Groups**

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

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

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

Wherever appropriate, results for Monash City Council for this 2016 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 that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



### **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



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





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

Z Score = (\$1 - \$2) / 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.



### **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 2016 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 2016 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



### Reporting

Every council that participated in the 2016 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.

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

The overall State-wide Local Government Community Satisfaction Report is available at <a href="http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey">http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey</a>.



## APPENDIX B: GLOSSARY OF TERMS

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

**CSS**: 2016 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.



## LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY MONASH CITY COUNCIL 2016

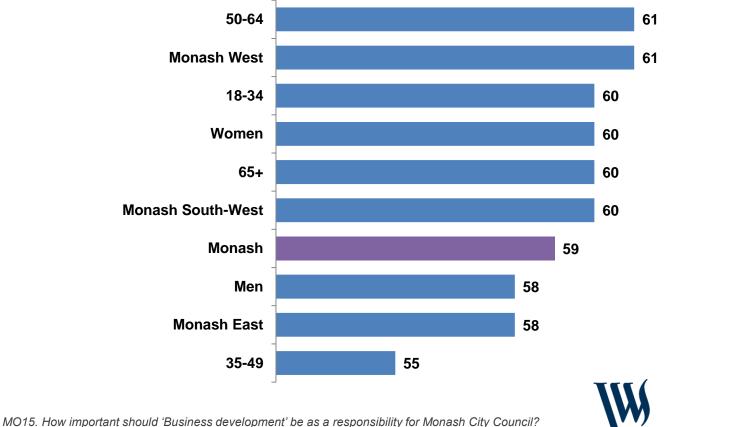
## **TAILORED QUESTIONS**

COORDINATED BY DEPARTMENT OF TRANSPORT, PLANNING AND LOCAL INFRASTRUCTURE ON BEHALF OF VICTORIAN COUNCILS

ARCH

## 2016 BUSINESS DEVELOPMENT IMPORTANCE INDEX SCORES

### 2016 Business Development Importance



Base: All respondents.

Community Satisfaction Survey 2016 - Monash City Council

WSRESEARCH

## 2016 BUSINESS DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

#### 2016 Monash 3 2 Monash West 3 2 Monash East Monash South West Men 4 1 Women 18-34 35-49 50-64 65+ Extremely important Very important Fairly important % Not that important Not at all important Can't say MO15. How important should 'Business development' be as a responsibility for Monash City Council?

### 2016 Business Development Importance

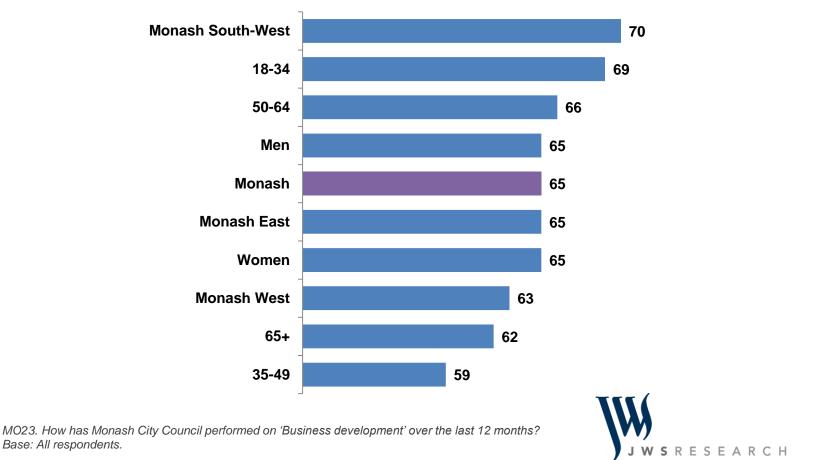
MO15. How important should 'Business development' be as a responsibility for Monash City Council? Base: All respondents.

WSRESEARCH

## **2016 BUSINESS DEVELOPMENT PERFORMANCE INDEX SCORES**

Base: All respondents.

### 2016 Business Development Performance



## 2016 BUSINESS DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

### Monash 3 1 Monash West 4 2 Monash East Monash South-West Men Women 18-34 35-49 50-64 65+ 5 1 % Very Poor Very good Poor Can't say Good Average

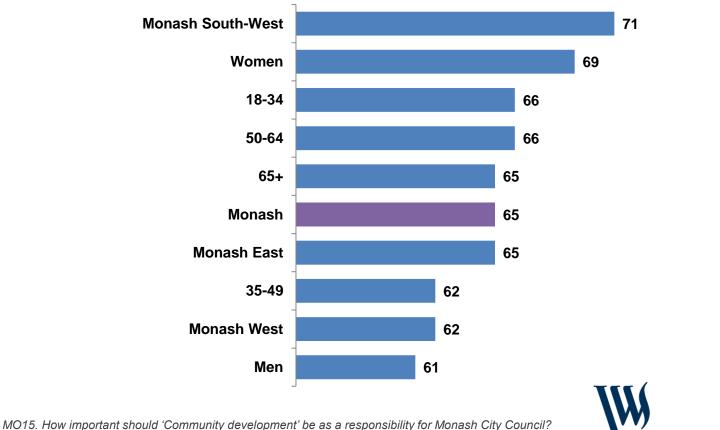
### 2016 Business Development Performance

MO23. How has Monash City Council performed on 'Business development' over the last 12 months? Base: All respondents.

WSRESEARCH

## 2016 COMMUNITY DEVELOPMENT IMPORTANCE INDEX SCORES

### 2016 Community Development Importance



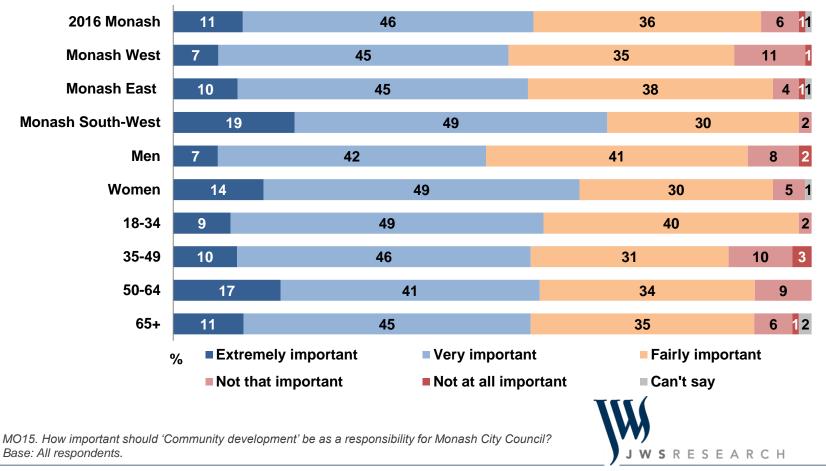
Base: All respondents.

Community Satisfaction Survey 2016 - Monash City Council

WSRESEARCH

## 2016 COMMUNITY DEVELOPMENT IMPORTANCE DETAILED PERCENTAGES

### 2016 Community Development Importance

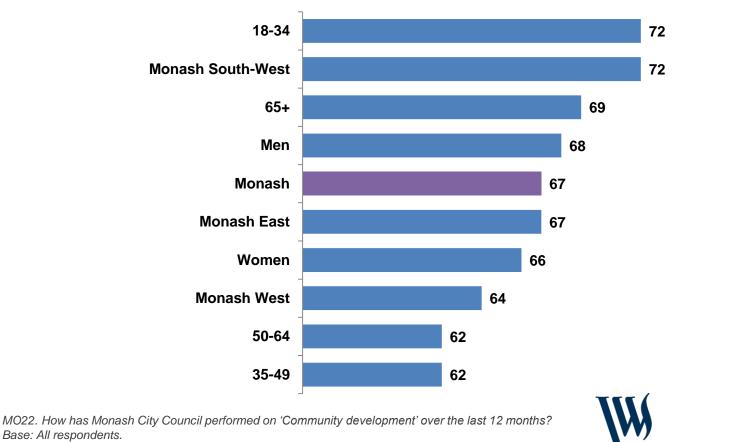


Community Satisfaction Survey 2016 - Monash City Council

## **2016 COMMUNITY DEVELOPMENT PERFORMANCE INDEX SCORES**

Base: All respondents.

### 2016 Community Development Performance



WSRESEARCH

## 2016 COMMUNITY DEVELOPMENT PERFORMANCE DETAILED PERCENTAGES

### 2016 Monash 3 1 Monash West 3 1 Monash East 4 1 Monash South-West Men 4 1 Women 18-34 35-49 3 3 50-64 65+ % Very good Very Poor Can't say Good Average Poor

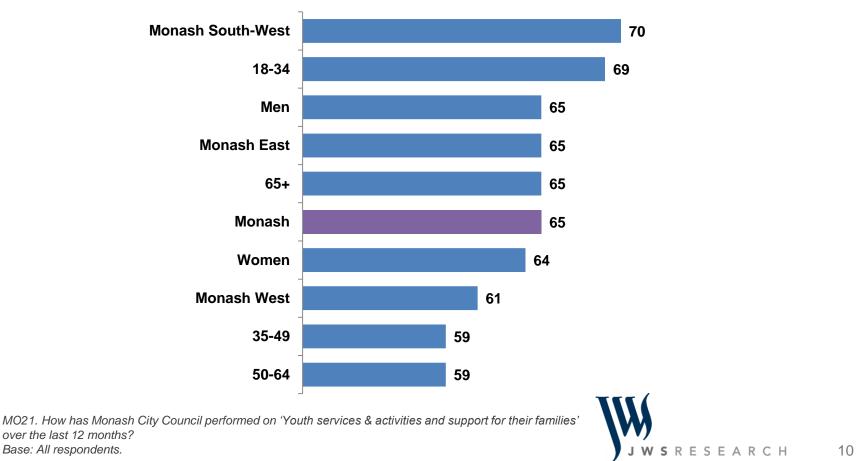
### 2016 Community Development Performance

MO22. How has Monash City Council performed on 'Community development' over the last 12 months? Base: All respondents.

WSRESEARCH

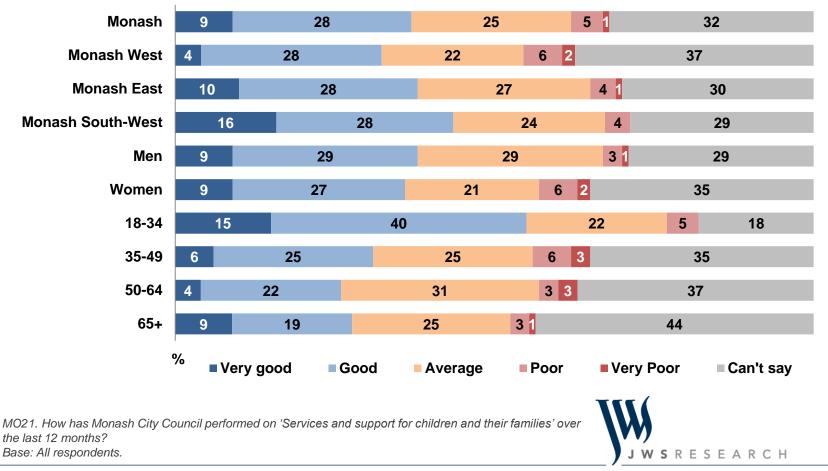
## 2016 YOUTH SERVICES - ACTIVITIES AND SUPPORT PERFORMANCE INDEX SCORES

### 2016 Youth Services - Activities and Support Performance

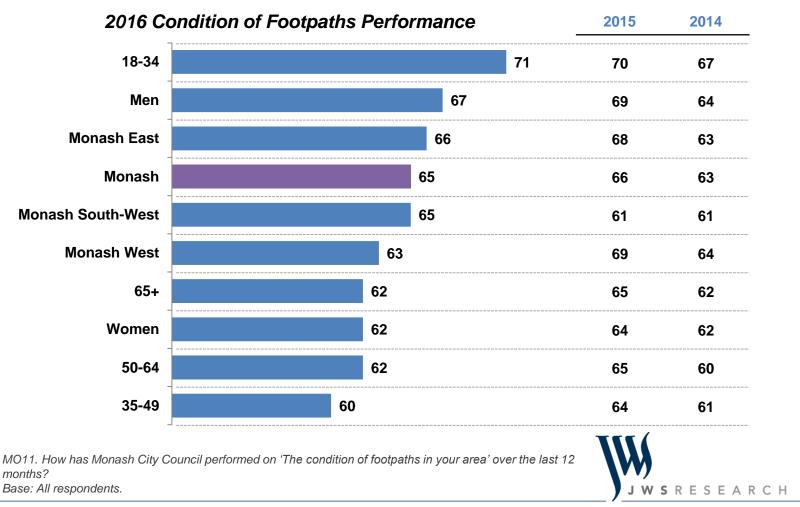


## 2016 YOUTH SERVICES — ACTIVITIES AND SUPPORT PERFORMANCE DETAILED PERCENTAGES

2016 Youth Services - Activities and Support Performance



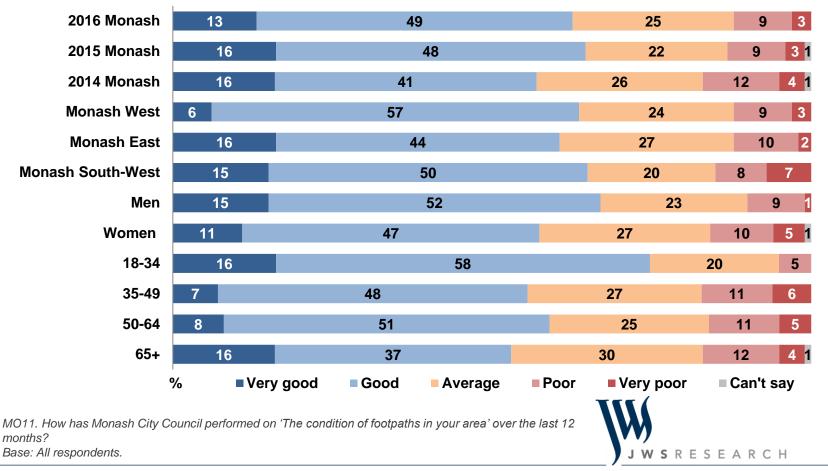
## 2016 CONDITION OF FOOTPATHS PERFORMANCE INDEX SCORES



Community Satisfaction Survey 2016 - Monash City Council

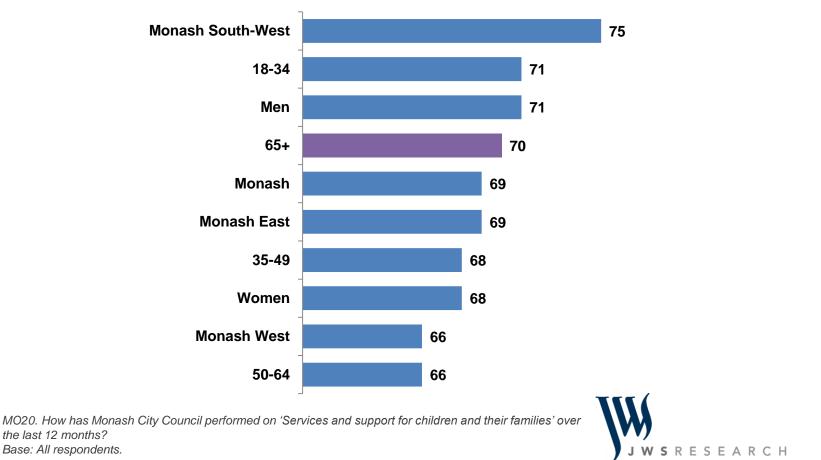
## 2016 CONDITION OF FOOTPATHS PERFORMANCE DETAILED PERCENTAGES

### 2016 Condition of Footpaths Performance



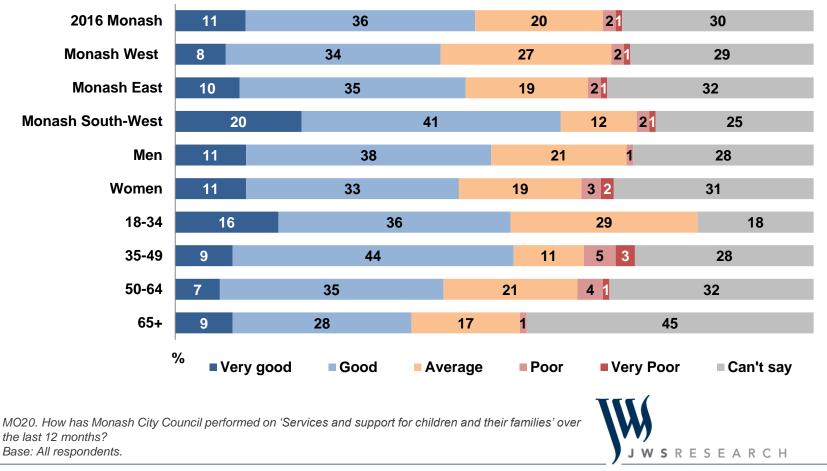
## 2016 SUPPORT SERVICES FOR CHILDREN AND THEIR FAMILIES PERFORMANCE INDEX SCORES

### 2016 Support Services for Children and their Families Performance



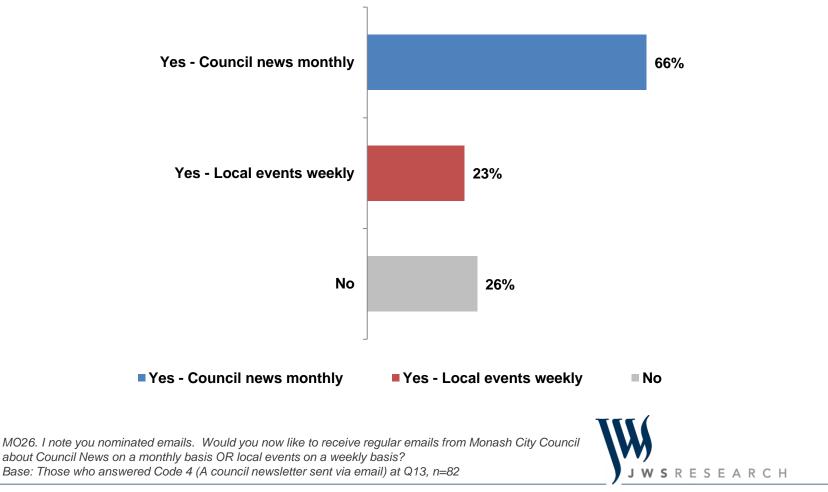
## 2016 SUPPORT SERVICES FOR CHILDREN AND THEIR FAMILIES PERFORMANCE DETAILED PERCENTAGES

2016 Support Services for Children and their Families Performance



Community Satisfaction Survey 2016 - Monash City Council

## 2016 OPENNESS TO COUNCIL NEWS / EVENTS VIA EMAIL



Community Satisfaction Survey 2016 - Monash City Council