



**LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY
MONASH CITY COUNCIL**

2017 RESEARCH REPORT

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

- [Background and objectives](#)
- [Survey methodology and sampling](#)
- [Further information](#)
- [Key findings & recommendations](#)
- [Summary of findings](#)
- [Detailed findings](#)
 - [Key core measure: Overall performance](#)
 - [Key core measure: Customer service](#)
 - [Key core measure: Council direction indicators](#)
 - [Communications](#)
 - [Individual service areas](#)
 - [Detailed demographics](#)
- [Appendix A: Detailed survey tabulations](#)
- [Appendix B: Further project information](#)

BACKGROUND AND OBJECTIVES

Welcome to the report of results and recommendations for the 2017 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. Participating councils have various 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.

SURVEY METHODOLOGY AND SAMPLING

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

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

A total of n=400 completed interviews were achieved in Monash City Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2017.

The 2017 results are compared with previous years, as detailed below:

- 2016, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2014, n=400 completed interviews, conducted in the period of 31st January – 11th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

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

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

SURVEY METHODOLOGY AND SAMPLING

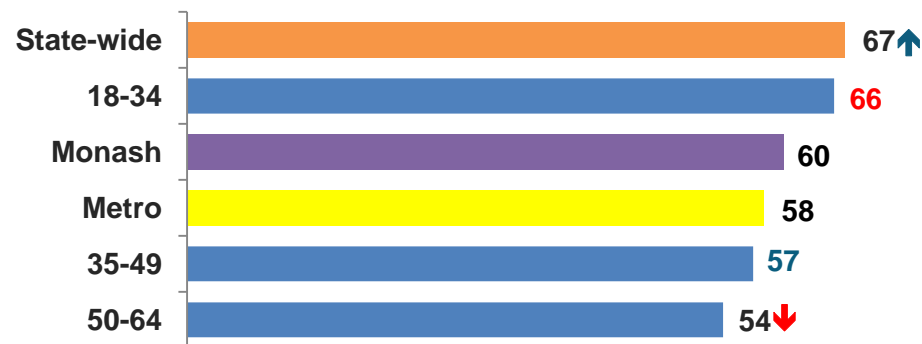
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in 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.
- The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2016. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2016.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2016.

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 [Appendix B](#), including:

- [Background and objectives](#)
- [Margins of error](#)
- [Analysis and reporting](#)
- [Glossary of terms](#)

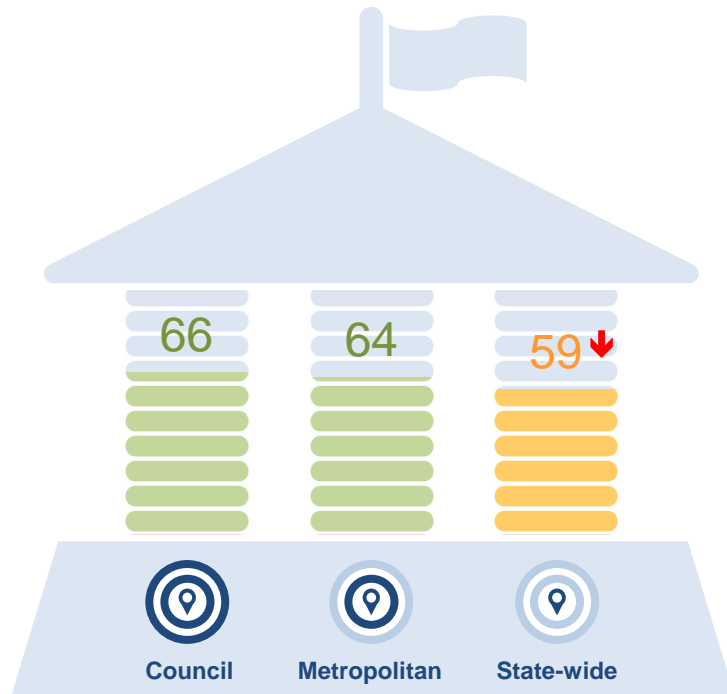
Contacts

For further queries about the conduct and reporting of the 2017 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

A satellite-style map of the United States is shown, with a dark, semi-transparent overlay across the center. The text "KEY FINDINGS & RECOMMENDATIONS" is written in large, white, bold, sans-serif capital letters across the middle of the map.

KEY FINDINGS & RECOMMENDATIONS

MONASH CITY COUNCIL



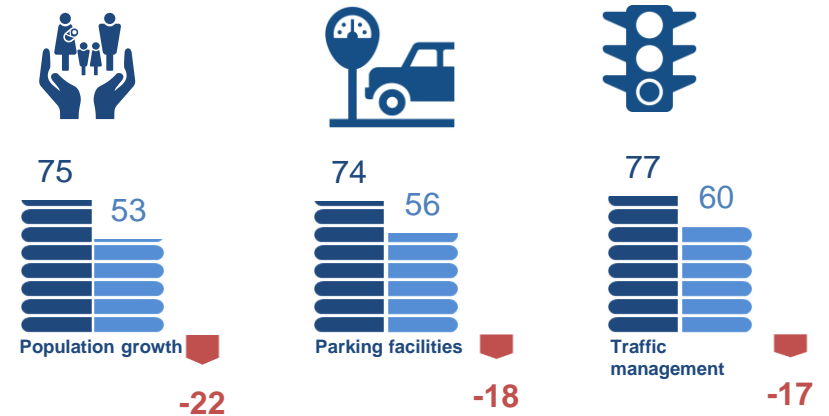
OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

TOP 3 PERFORMING AREAS



TOP 3 AREAS FOR IMPROVEMENT



Importance Performance Net differential

OVERALL PERFORMANCE

The **overall performance index score of 66** for Monash City Council represents a *statistically significant* (at the 95% confidence interval) four point **decline** on the 2016 result. This is counter to the upward trend in overall performance seen from 2015 to 2016. Overall performance had been close to returning to the high seen in 2012 (index score of 71), but ratings are now at their lowest point to date.

- Positively, Monash City Council's overall performance is slightly higher than **the average rating for councils in Metropolitan areas** and *significantly higher* than **the average rating for councils State-wide** (index scores of 64 and 59 respectively).
- **Almost all demographic and geographic sub-groups** rate Monash City Council's overall performance less favourably in 2017 than in 2016, with *significant decreases* in ratings occurring among men, residents aged 18 to 34 years and Monash South-West residents.

Residents are much more likely to rate Monash City Council's overall performance as 'very good' (12%) than 'very poor' (2%). Almost half of residents (47%) rate Council's overall performance as 'good', while a further 33% sit mid-scale providing an 'average' rating. Only 4% rate Council's overall performance as 'poor'.

OVERVIEW OF CORE PERFORMANCE MEASURES

Review of the core performance measures (as shown on page 19) shows that Monash City Council's **performance on most measures has either remained stable or decreased slightly** compared to Council's own results in 2016. However, the 2017 results are generally higher than the average for Metropolitan councils and *significantly higher* than State-wide council averages.

- **Sealed local roads, advocacy** and **overall council direction** comprise the only exceptions. In the case of sealed local roads, Monash City Council's performance index is *significantly higher* than both the Metropolitan and State-wide council averages.
- Ratings on overall council direction have seen a *significant decline* in the past year (down six points to an index score of 55). However, Monash's performance in this area is still slightly ahead of Metropolitan and State-wide council averages (one point and two points ahead respectively).
- Monash's performance index for advocacy is in line with the group average for Metropolitan councils and slightly ahead of the the State-wide average (two index points higher).
- Of note, Monash City Council's performance on community consultation and community decisions is *significantly higher* than the group average for Metropolitan councils.

Monash City Council performs best in the area of **customer service** (index score of 75). Customer service is the highest rated core performance measure. Again, in the area of customer service, Monash City Council *significantly outperforms* averages for both Metropolitan (four index points higher) and State-wide councils (six index points higher).

Half (51%) of Monash City Council residents have had recent contact with Council. Those aged 50 to 64 years are more likely to have contacted Council (61%) than their counterparts, with Monash South-West residents and those aged 18 to 34 years less likely to have done so (42% each).

The main methods of contacting Council are by telephone, followed by in person (27% and 16% respectively).

Newsletters, sent via mail (43%) or email (25%), are the preferred way for Council to inform residents about news, information and upcoming events.

- These are also the preferred forms of communication among adults aged under 50 and adults aged over 50, noting that the preference for newsletters sent via mail is considerably higher for adults aged over 50 (55% via mail compared to 15% via email).

Monash City Council's customer service index of 75 is a positive result for Council. As mentioned previously, it represents the Council's strongest result on core measures and is significantly higher than the Metropolitan group and State-wide averages.

- One in three residents (34%) rate Council's customer service as 'very good', with a further 38% rating customer service as 'good'.

Perceptions of customer service have remained fairly consistent among most demographic and geographic sub-groups, with the exception of adults aged over 65 years. While declines among this age cohort are not significant, Council should focus on improving relations with this group moving forward.

AREAS WHERE COUNCIL IS PERFORMING WELL

Beyond customer service, another area where Monash City Council is performing relatively is waste management. With a performance index score of 77, it is the highest rated individual service area among residents.

- Waste management has consistently been rated highest of the individual service areas, although performance has fluctuated over time and reached a high of 80 in 2016.
- Three-quarters of residents (76%) rate Council's performance in the area of waste management as 'very good' or 'good'.
- It is also considered the most important service area by residents (importance index score of 81).

Arts centres and libraries (performance index score of 76) is the second highest performing individual service area tested, although arts centres and libraries are rated considerably lower in importance (importance index of 64). Arts centres and libraries are rated second to last, ranking only ahead of community and cultural activities in perceived importance.

Recreational facilities performs third among individual service areas (performance index of 72). However recreational facilities also sits relatively low in terms of perceived importance (importance index of 72), compared to other service areas.

Of note is Council's performance on informing the community and general town planning policy. While these are not Council's highest performing areas, Council's rating on these measures is *significantly higher* than the average for both Metropolitan and State-wide councils. Both however are rated relatively low in importance (importance index of ratings of 72 and 73 respectively).

AREAS IN NEED OF ATTENTION

Beyond overall performance, a total of five service areas experienced *significant declines* in 2017. These include **planning for population growth (down five index points), **enforcement of local laws** (down four points), **informing the community** (down four), **the appearance of public areas** (down three) and **waste management** (down three).**

- Performance on all measures has fluctuated over time and are now at or close to their lowest levels to date.

The three areas that stand out as being most in need of attention as Council's worst performing areas are **planning for population growth** (index score of 53) and **parking facilities** and **advocacy** (index score of 56 each).

- **Planning for population growth** and **parking facilities** sit mid-scale in terms of importance (importance index scores of 75 and 74 respectively).
- Feedback from residents on what they consider Council most needs to do to improve its performance in the next 12 months supports this finding, with **parking availability** volunteered by 13% of residents and **inappropriate development** volunteered by 8%.

With a performance index score of 55 and a *significant decline* of six index points in the past year, **overall council direction** is another area that Council should pay attention to.

- Around one in six (17%) residents say that the **overall council direction** has improved in the last 12 months, a further 65% say it has stayed the same, whilst 8% say it has deteriorated.

FOCUS AREAS FOR COMING 12 MONTHS

For the coming 12 months, Monash City Council should pay particular attention to the service areas where stated importance exceeds rated performance by 10 points or more. Key priorities include:

- **Planning for population growth** (margin of 22 points)
- **Parking facilities** (margin of 18 points)
- **Traffic management** (margin of 17 points)
- **General town planning policy** (margin of 16 points)
- **Environmental sustainability** (margin of 10 points)
- **Emergency and disaster management** (margin of 10 points)

Consideration should also be given to residents aged 35 to 64 years, who appear to be most driving negative opinion in 2017.

On the positive side, Council should **maintain its relatively strong performance in the area of customer service**, and aim to shore up service areas that are currently rated higher than others, such as **waste management** and **arts centres and libraries**.

- It is also important to learn from what is working amongst other groups, especially residents aged over 65 years and use these lessons to build performance experience and perceptions in other areas.

FURTHER AREAS OF EXPLORATION

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, 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 understanding the responses of the key gender and age groups, especially any target groups identified as requiring attention.

A 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.

SNAPSHOT OF KEY FINDINGS

Higher results in 2017

(Significantly higher result than 2016)

- None applicable

Lower results in 2017

(Significantly lower result than 2016)

- Overall performance
- Overall council direction
- Informing the community
- Enforcement of local laws
- Appearance of public areas
- Waste management
- Planning for population growth

Most favourably disposed towards Council

- Aged 65+ years

Least favourably disposed towards Council

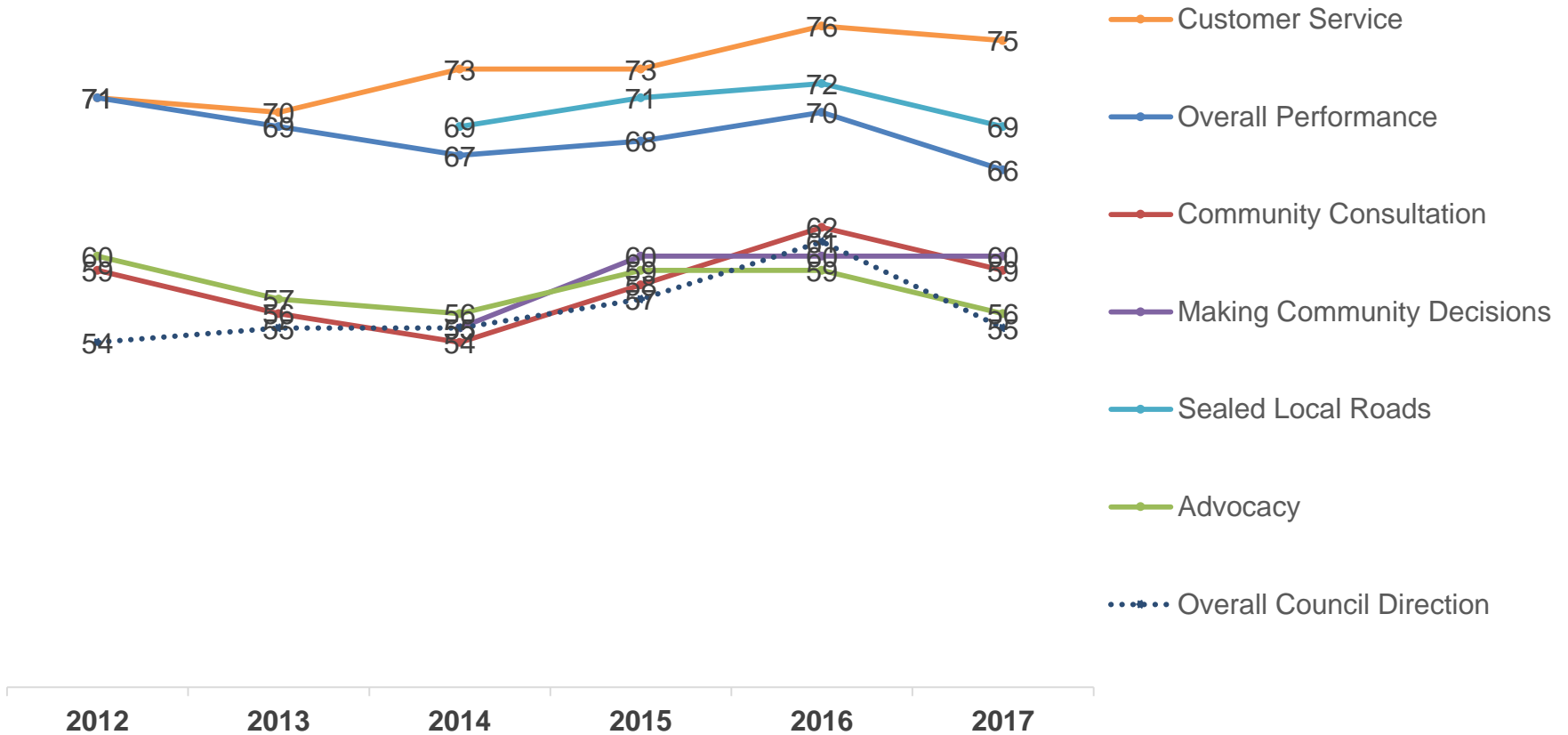
- Aged 35-49 years
- Aged 50-64 years



SUMMARY OF FINDINGS

2017 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS



2017 SUMMARY OF CORE MEASURES

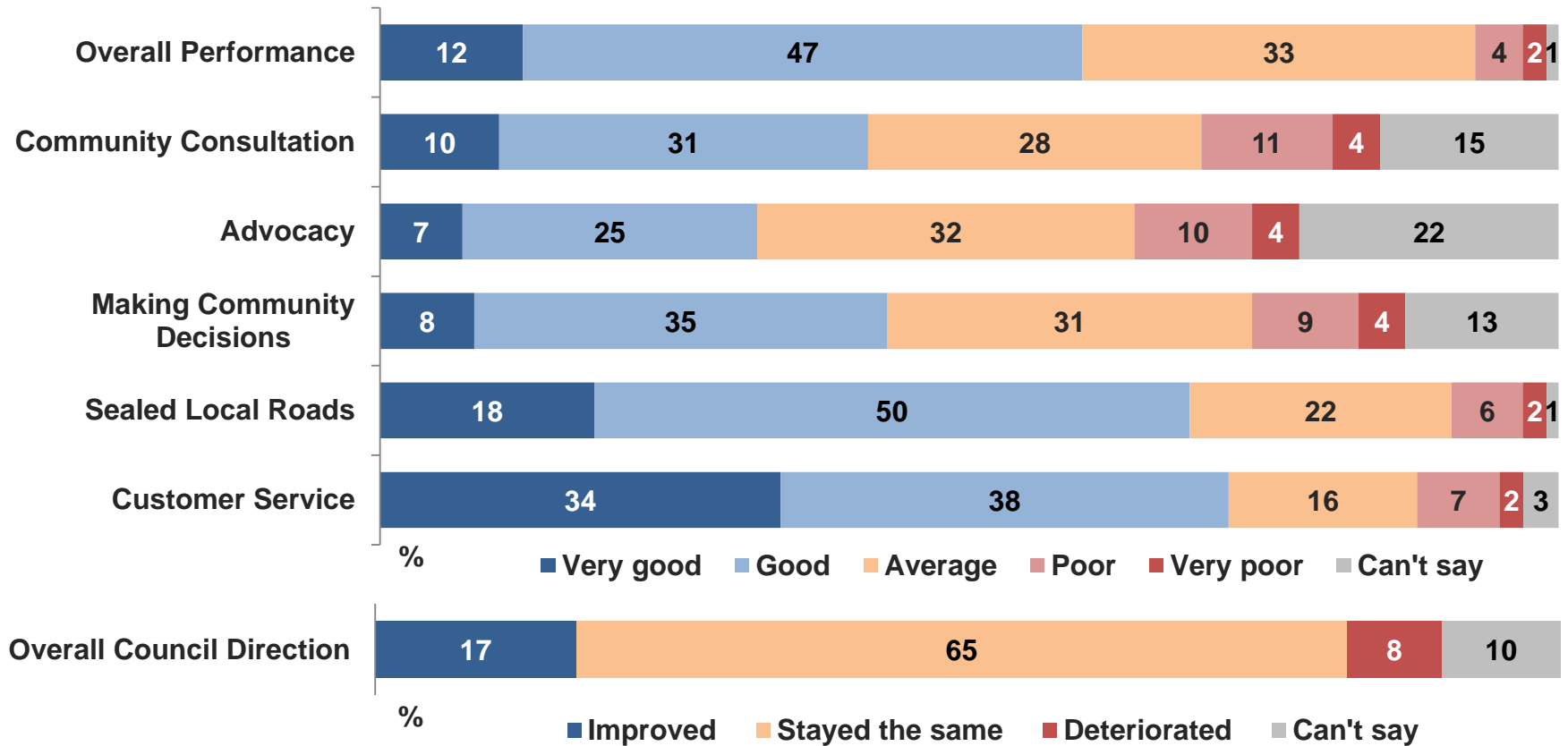
DETAILED ANALYSIS

Performance Measures	Monash 2017	Monash 2016	Metro 2017	State-wide 2017	Highest score	Lowest score
OVERALL PERFORMANCE	66	70	64	59	Aged 65+ years	Aged 50-64 years
COMMUNITY CONSULTATION (Community consultation and engagement)	59	62	57	55	Aged 65+ years	Aged 35-49 years
ADVOCACY (Lobbying on behalf of the community)	56	59	56	54	Aged 65+ years	Aged 50-64 years
MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community)	60	60	58	54	Monash South-West	Aged 50-64 years
SEALED LOCAL ROADS (Condition of sealed local roads)	69	72	66	53	Monash West, Aged 65+ years	Monash South-West
CUSTOMER SERVICE	75	76	71	69	Men, Aged 35-49 years	Women
OVERALL COUNCIL DIRECTION	55	61	54	53	Monash West	Aged 50-64 years

2017 SUMMARY OF KEY COMMUNITY SATISFACTION

PERCENTAGE RESULTS

Key Measures Summary Results

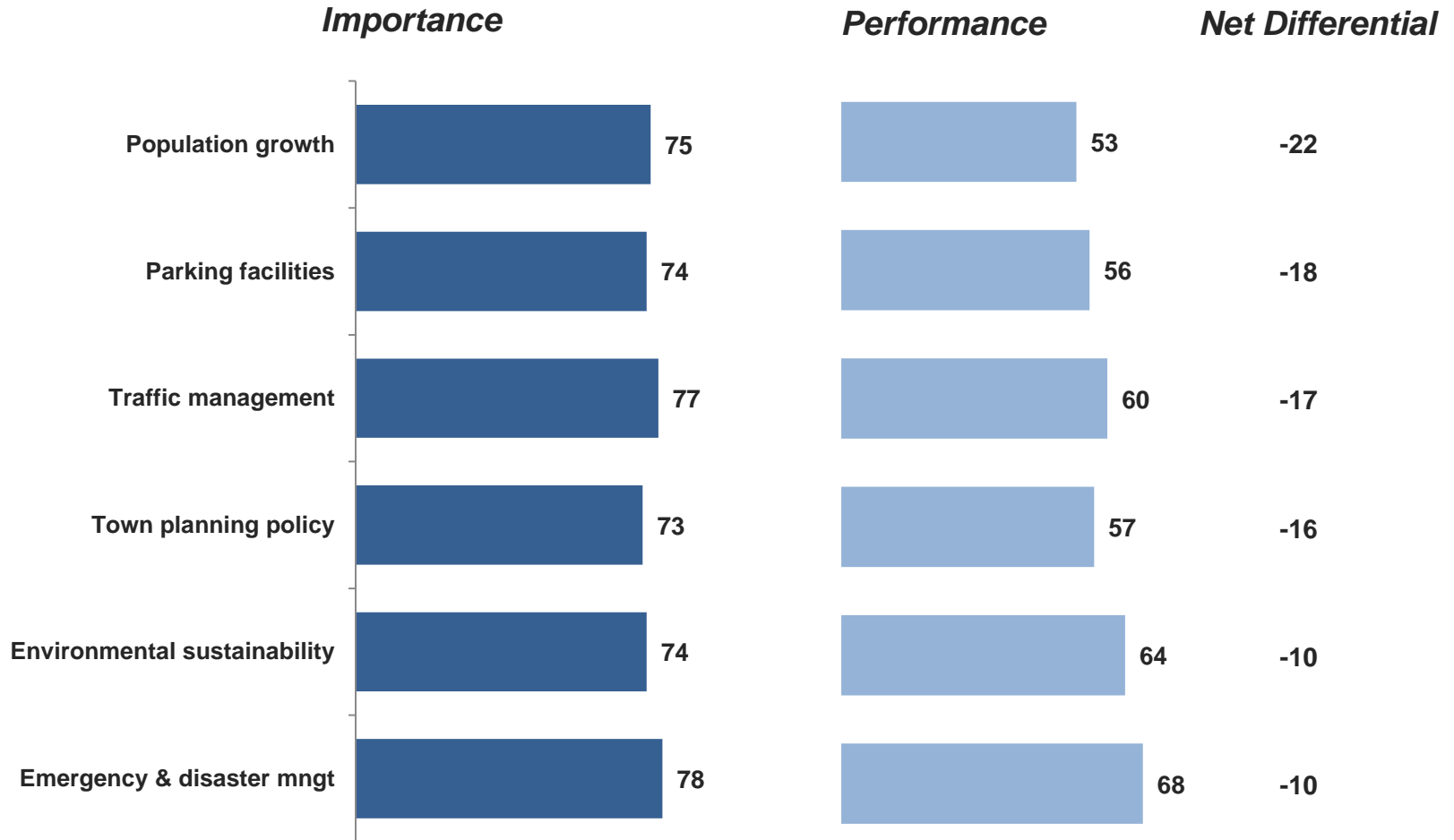


INDIVIDUAL SERVICE AREAS INDEX SCORE SUMMARY

IMPORTANCE VS PERFORMANCE



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



2017 IMPORTANCE SUMMARY

INDEX SCORES OVER TIME

	2017 Priority Area Importance	2016	2015	2014	2013	2012
Waste management	81	78	79	80	81	81
Emergency & disaster mngt	78	76	72	74	76	78
Local streets & footpaths	78	77	76	77	79	76
Elderly support services	77	77	76	77	78	78
Traffic management	77	74	74	72	74	75
Sealed local roads	77	73	75	n/a	n/a	n/a
Population growth	75	74	73	n/a	n/a	n/a
Environmental sustainability	74	72	72	72	71	71
Parking facilities	74	73	72	71	73	72
Town planning policy	73	72	72	72	n/a	n/a
Enforcement of local laws	73	71	71	68	73	73
Appearance of public areas	73	71	72	72	73	73
Recreational facilities	72	71	71	71	71	73
Informing the community	72	72	72	72	72	70
Art centres & libraries	64	65	68	66	68	69
Community & cultural	61	59	60	59	60	61

Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?

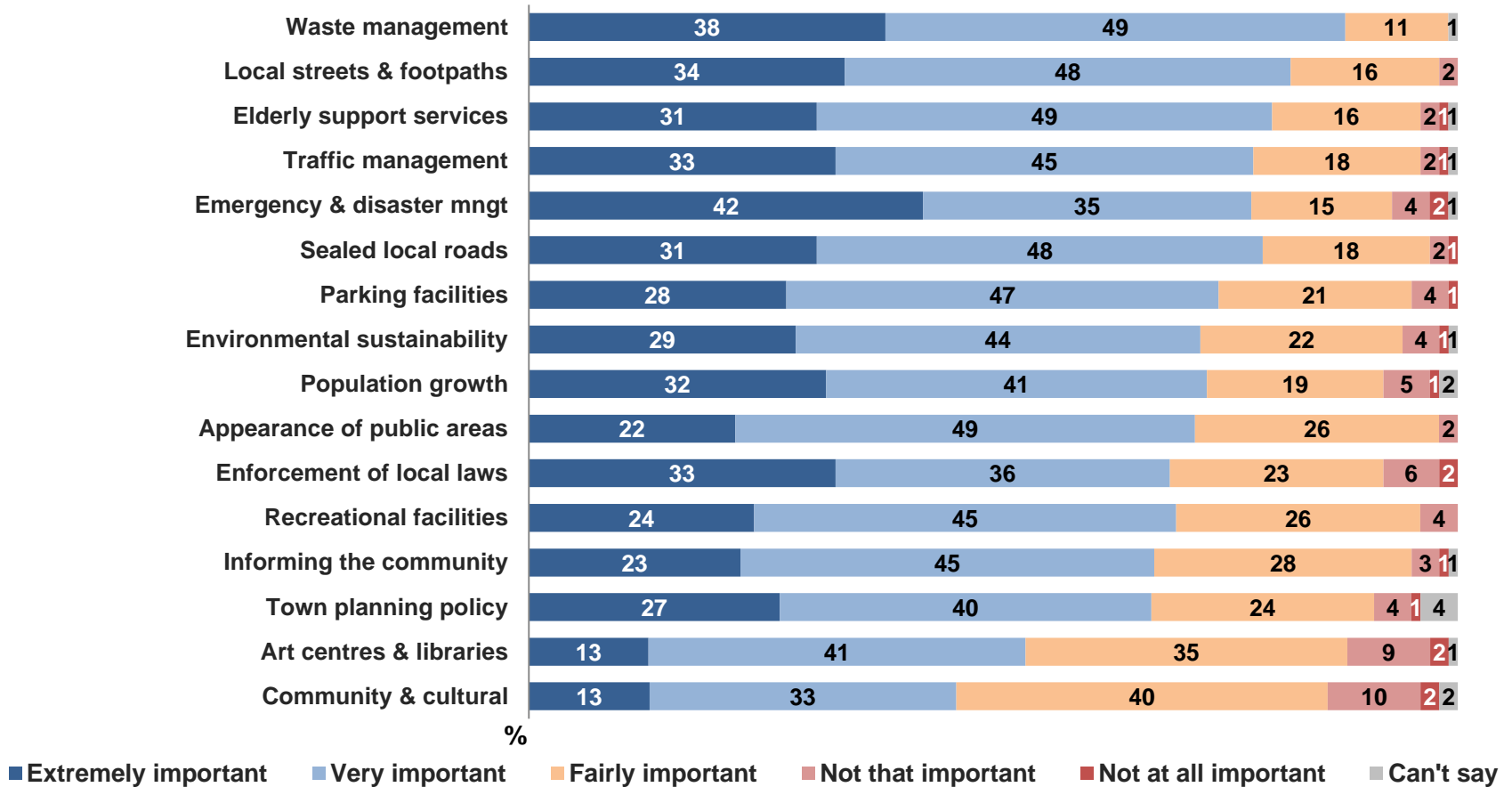
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 12

Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS IMPORTANCE

DETAILED PERCENTAGES

Individual Service Areas Importance



Q1. Firstly, how important should [RESPONSIBILITY AREA] be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 32 Councils asked group: 12

2017 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME



2017 Priority Area Performance		2016	2015	2014	2013	2012
Waste management	77	80	77	78	77	79
Art centres & libraries	76	76	75	76	77	78
Recreational facilities	72	74	74	73	74	74
Appearance of public areas	71	74	73	71	70	71
Community & cultural	69	71	71	69	66	69
Sealed local roads	69	72	71	69	n/a	n/a
Elderly support services	68	71	68	62	68	71
Emergency & disaster mngt	68	70	69	68	68	71
Enforcement of local laws	65	69	67	67	67	68
Environmental sustainability	64	65	63	65	65	67
Informing the community	64	68	63	60	63	65
Traffic management	60	63	61	64	64	66
Community decisions	60	60	60	55	n/a	n/a
Consultation & engagement	59	62	58	54	56	59
Town planning policy	57	59	56	59	n/a	n/a
Lobbying	56	59	59	56	57	60
Parking facilities	56	57	55	59	61	62
Population growth	53	58	53	n/a	n/a	n/a

Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?

Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

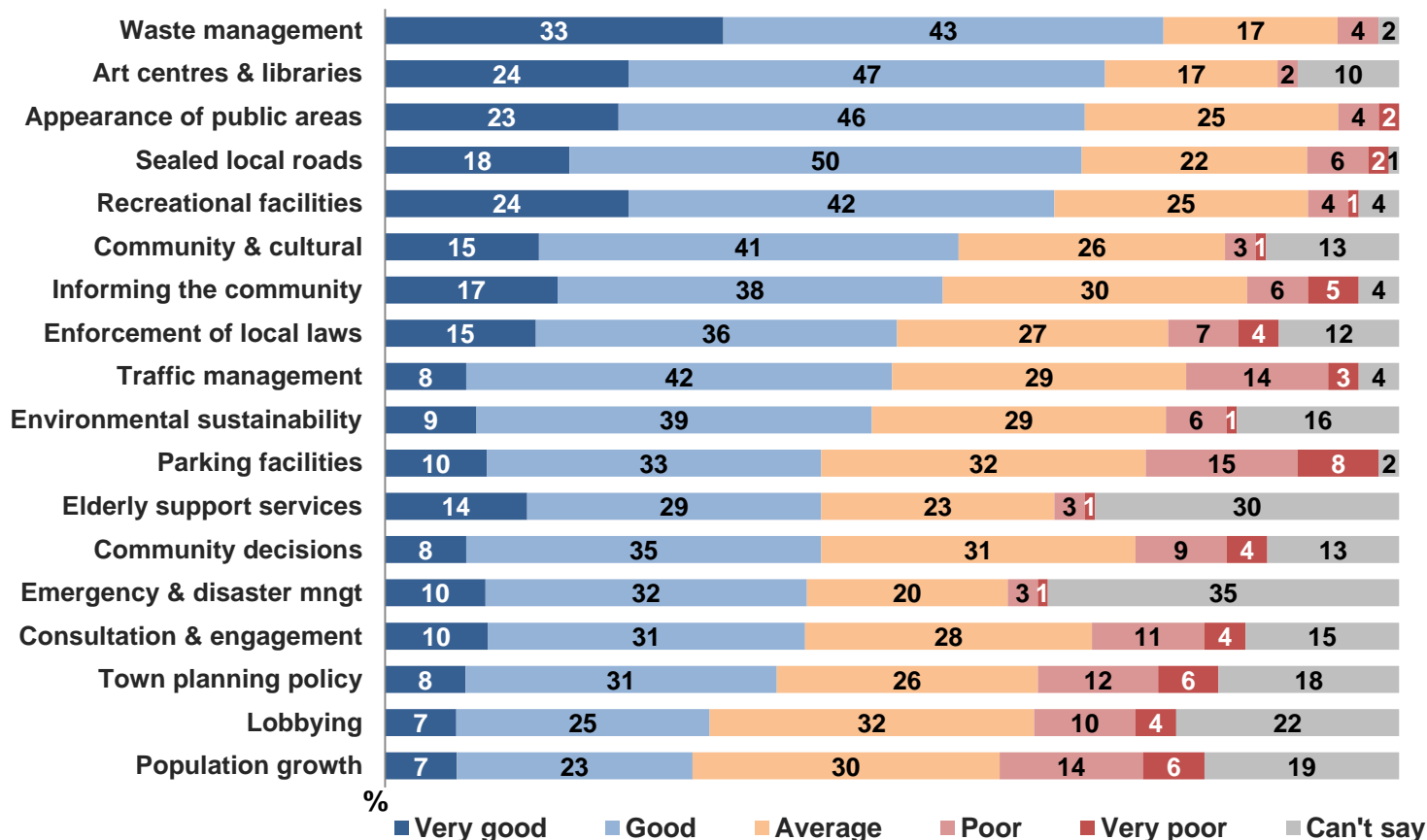
Note: Please see page 5 for explanation of significant differences

INDIVIDUAL SERVICE AREAS PERFORMANCE

DETAILED PERCENTAGES



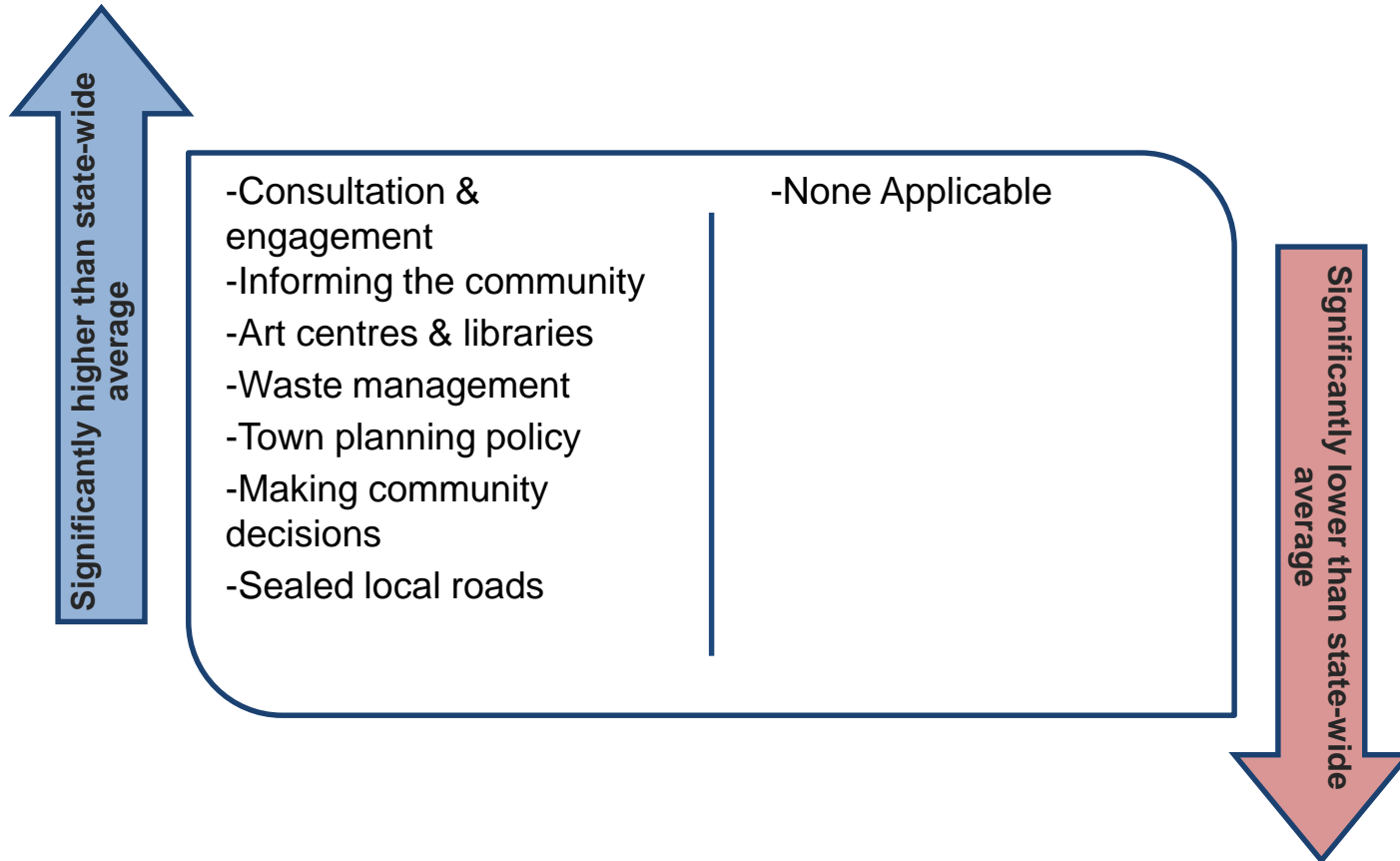
Individual Service Areas Performance



Q2. How has Council performed on [RESPONSIBILITY AREA] over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

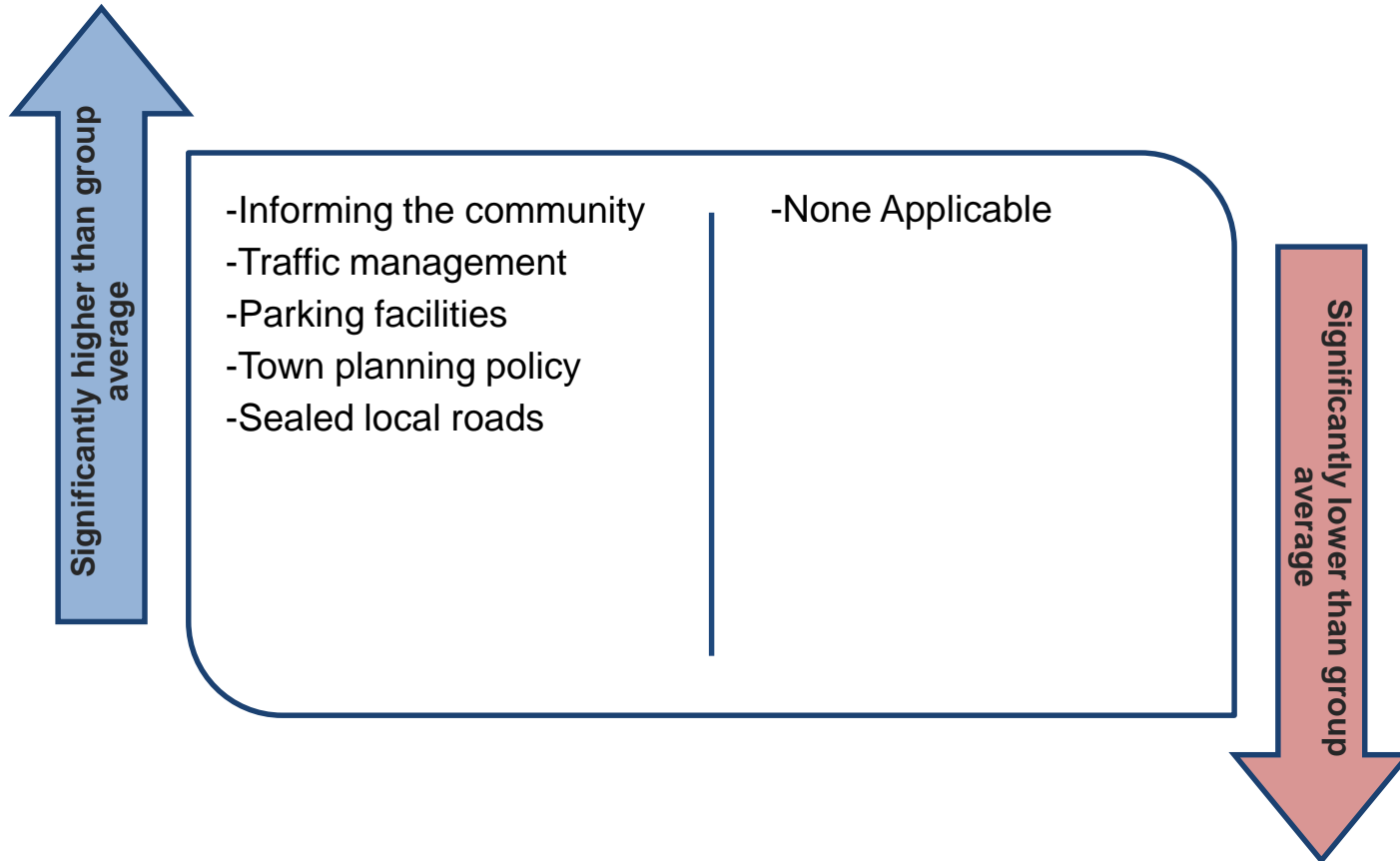
INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE



2017 IMPORTANCE SUMMARY

BY COUNCIL GROUP

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 style="list-style-type: none"> 1. Waste management 2. Emergency & disaster mngt 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Waste management 2. Community decisions 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Population growth 3. Local streets & footpaths 	<ol style="list-style-type: none"> 1. Community decisions 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Community decisions 3. Waste management

Bottom Three Least Important Service Areas (Lowest to highest, i.e. 1. = least important)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Informing the community 	<ol style="list-style-type: none"> 1. Bus/community dev./tourism 2. Community & cultural 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Tourism development 2. Community & cultural 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Planning permits 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Community & cultural 3. Traffic management 	<ol style="list-style-type: none"> 1. Community & cultural 2. Art centres & libraries 3. Tourism development

2017 PERFORMANCE SUMMARY

BY COUNCIL GROUP

Top Three Performing Service Areas (Highest to lowest, i.e. 1. = highest performance)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Waste management 2. Art centres & libraries 3. Recreational facilities 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Waste management 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Art centres & libraries 2. Appearance of public areas 3. Emergency & disaster mngt 	<ol style="list-style-type: none"> 1. Appearance of public areas 2. Emergency & disaster mngt 3. Art centres & libraries 	<ol style="list-style-type: none"> 1. Emergency & disaster mngt 2. Art centres & libraries 3. Community & cultural

Bottom Three Performing Service Areas (Lowest to highest, i.e. 1. = lowest performance)

Monash City Council	Metropolitan	Interface	Regional Centres	Large Rural	Small Rural
<ol style="list-style-type: none"> 1. Population growth 2. Parking facilities 3. Lobbying 	<ol style="list-style-type: none"> 1. Planning permits 2. Population growth 3. Parking facilities 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Planning permits 3. Population growth 	<ol style="list-style-type: none"> 1. Parking facilities 2. Community decisions 3. Unsealed roads 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Slashing & weed control 	<ol style="list-style-type: none"> 1. Unsealed roads 2. Sealed roads 3. Planning permits

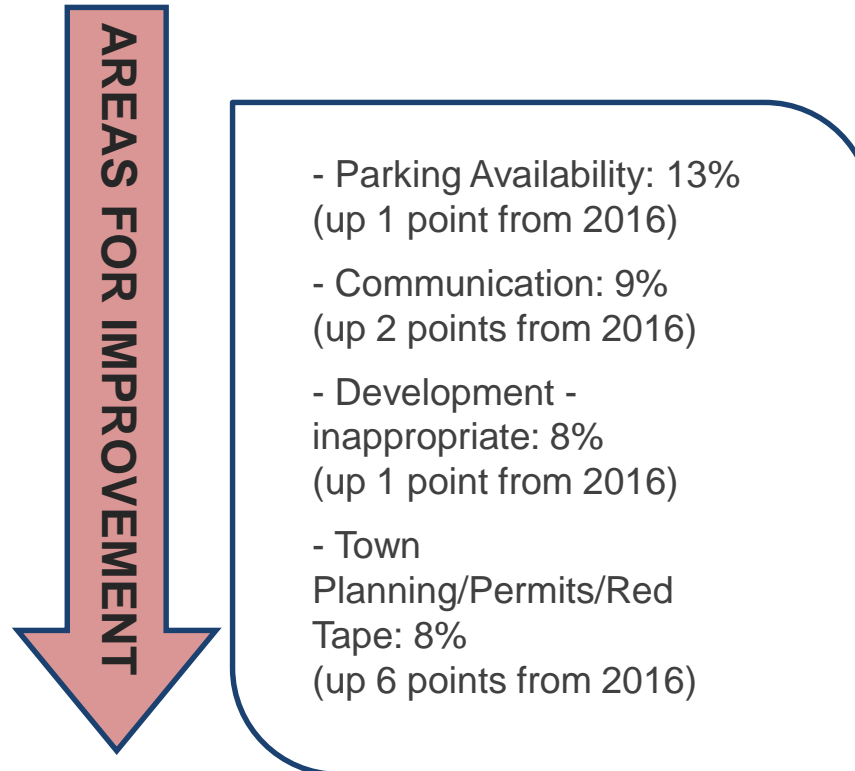
2017 SERVICES TO IMPROVE DETAILED PERCENTAGES

2017 Areas for Improvement



AREAS FOR IMPROVEMENT

SUMMARY





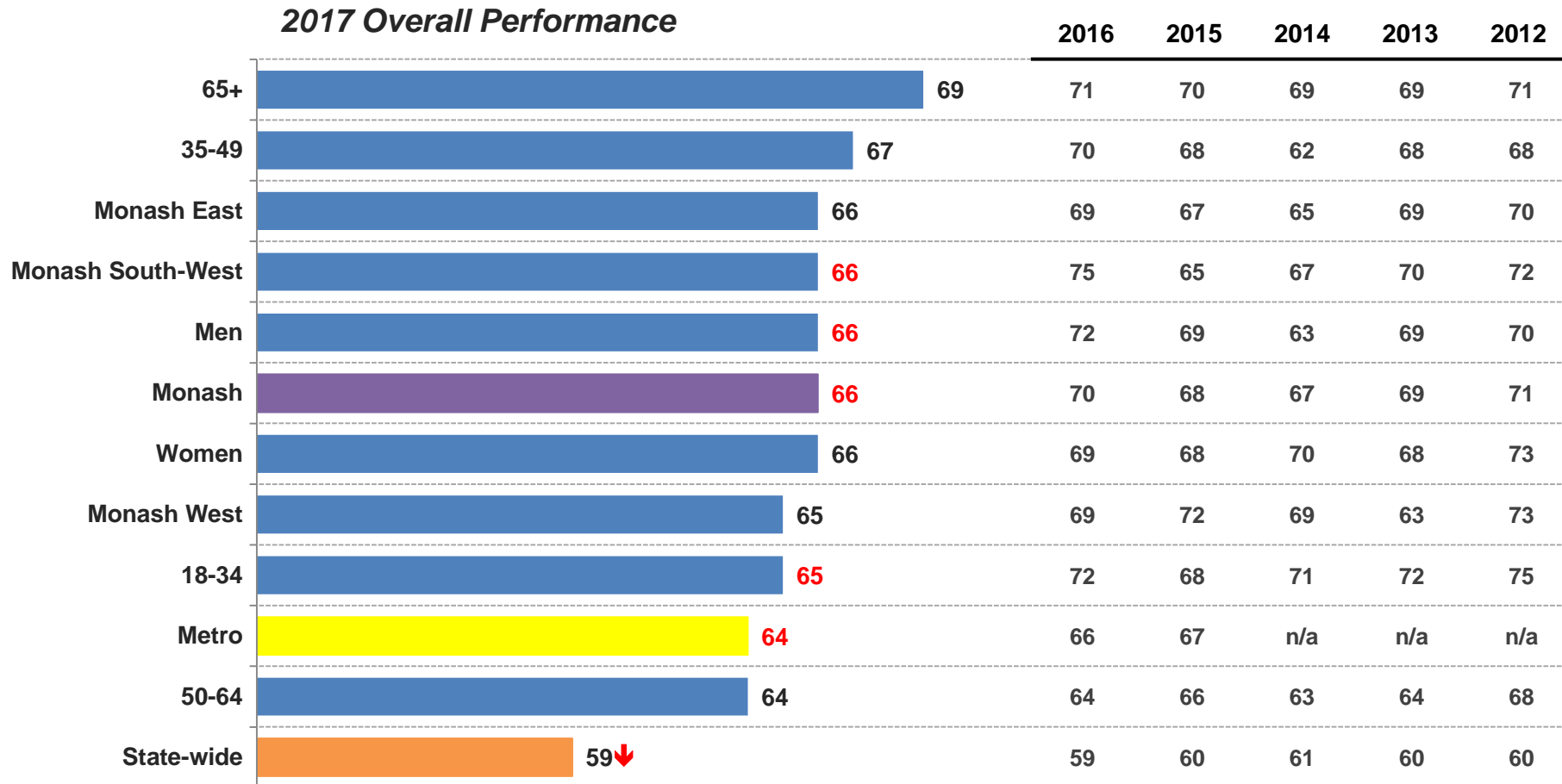
DETAILED FINDINGS



**KEY CORE MEASURE
OVERALL PERFORMANCE**

OVERALL PERFORMANCE

INDEX SCORES



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?

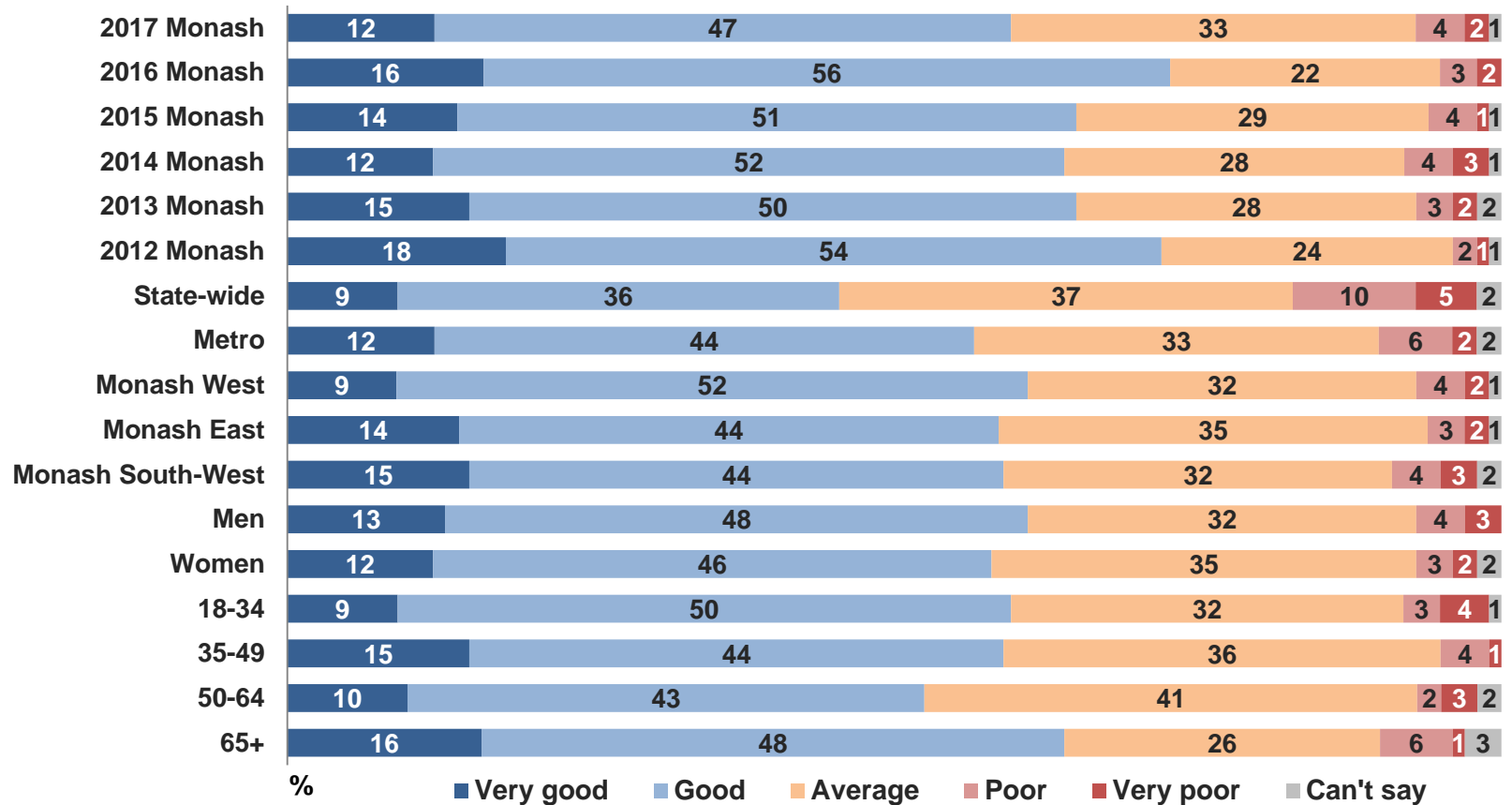
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences

OVERALL PERFORMANCE

DETAILED PERCENTAGES

2017 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: 68 Councils asked group: 18



**KEY CORE MEASURE
CUSTOMER SERVICE**

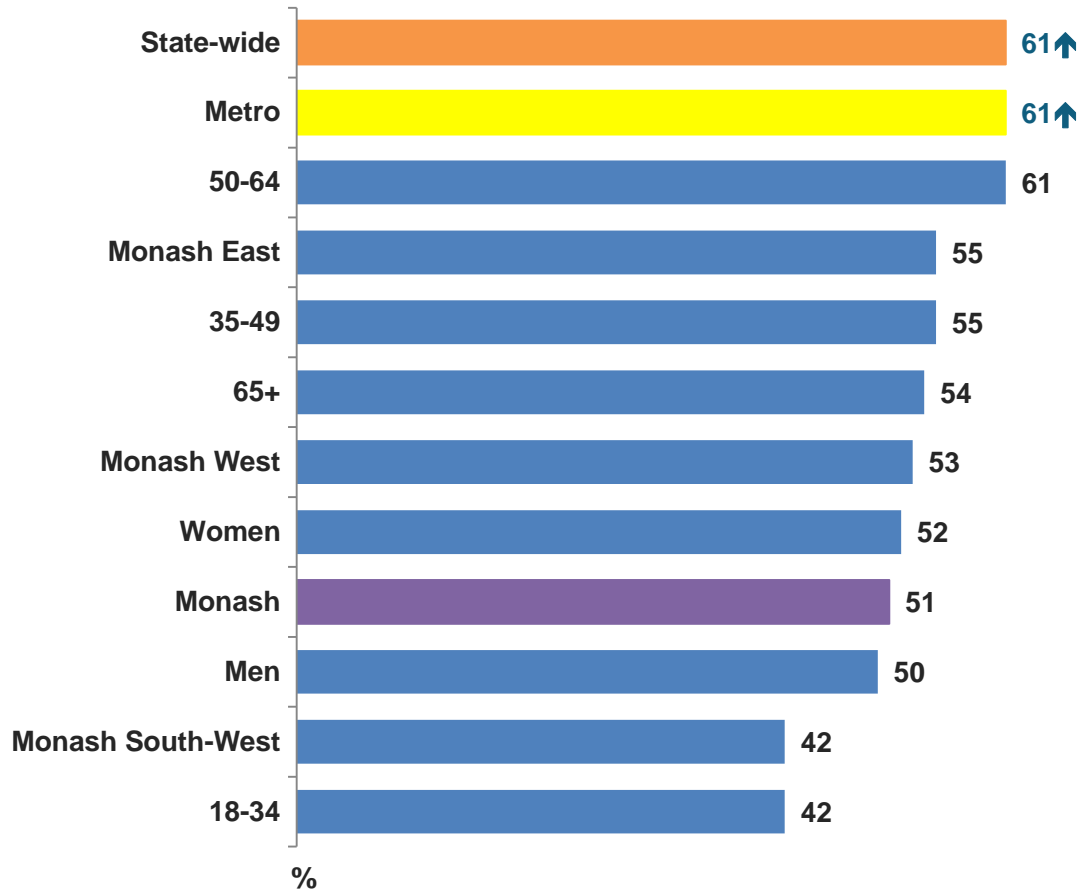
CONTACT LAST 12 MONTHS

SUMMARY

Overall contact with Monash City Council	<ul style="list-style-type: none">• 51%, down 1 point on 2016
Most contact with Monash City Council	<ul style="list-style-type: none">• Aged 50-64 years
Least contact with Monash City Council	<ul style="list-style-type: none">• Aged 18-34 years• Monash South-West
Customer service rating	<ul style="list-style-type: none">• Index score of 75, down 1 point on 2016
Most satisfied with customer service	<ul style="list-style-type: none">• Aged 35-49 years• Men
Least satisfied with customer service	<ul style="list-style-type: none">• Women

2017 CONTACT WITH COUNCIL

2017 Contact with Council



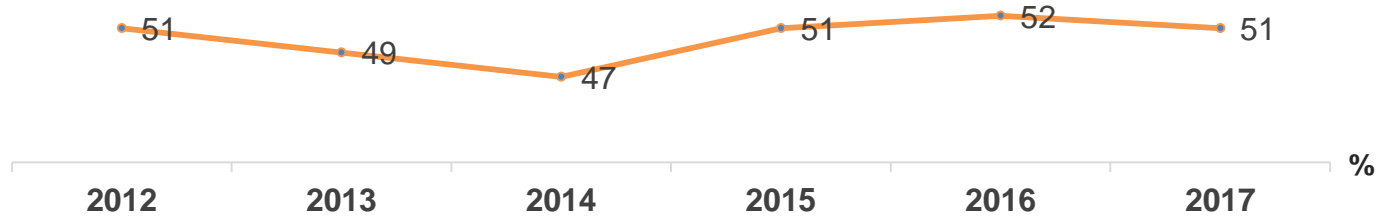
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7

Note: Please see page 5 for explanation about significant differences

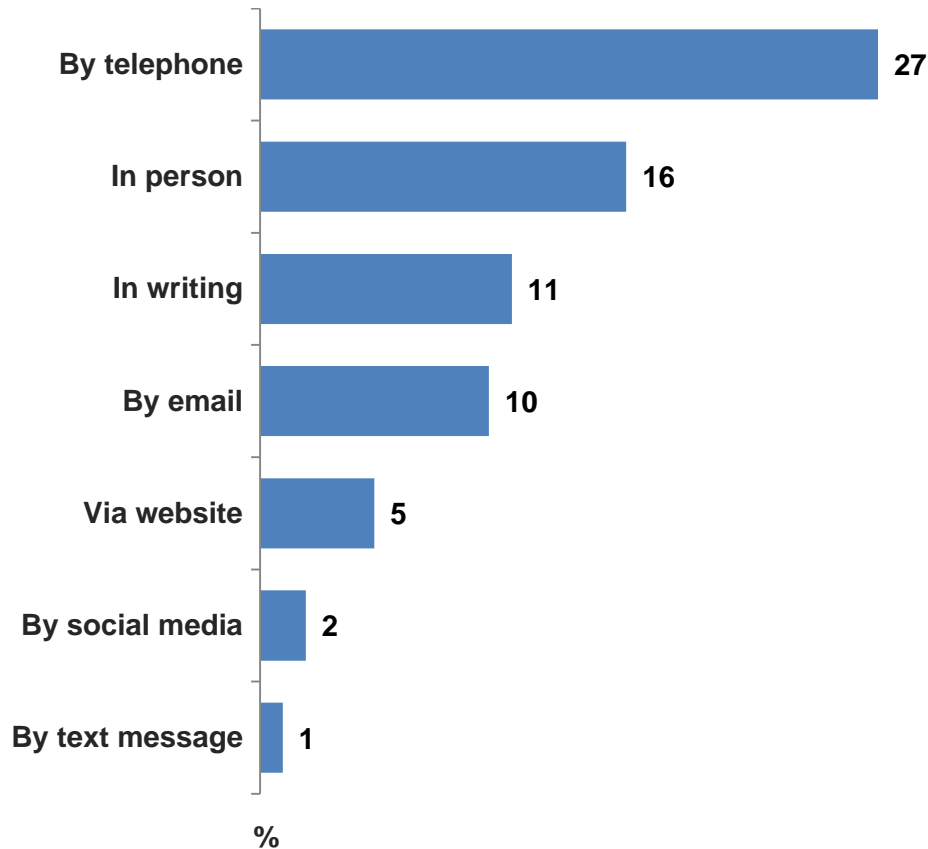
2017 CONTACT WITH COUNCIL

2017 Contact with Council Have had contact



2017 METHOD OF CONTACT WITH COUNCIL

2017 Method of Contact



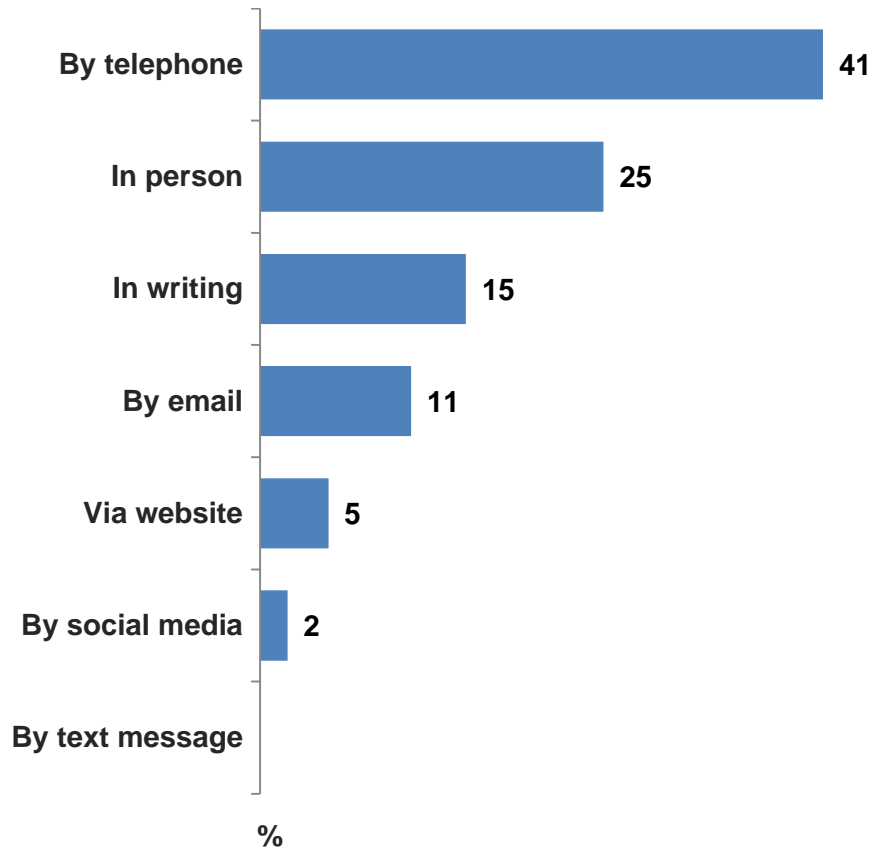
Q5a. Have you or any member of your household had any recent contact with Council in any of the following ways?

Base: All respondents. Councils asked state-wide: 19 Councils asked group: 7

Note: Respondents could name multiple contacts methods so responses may add to more than 100%

2017 MOST RECENT METHOD OF CONTACT WITH COUNCIL

2017 Most Recent Contact

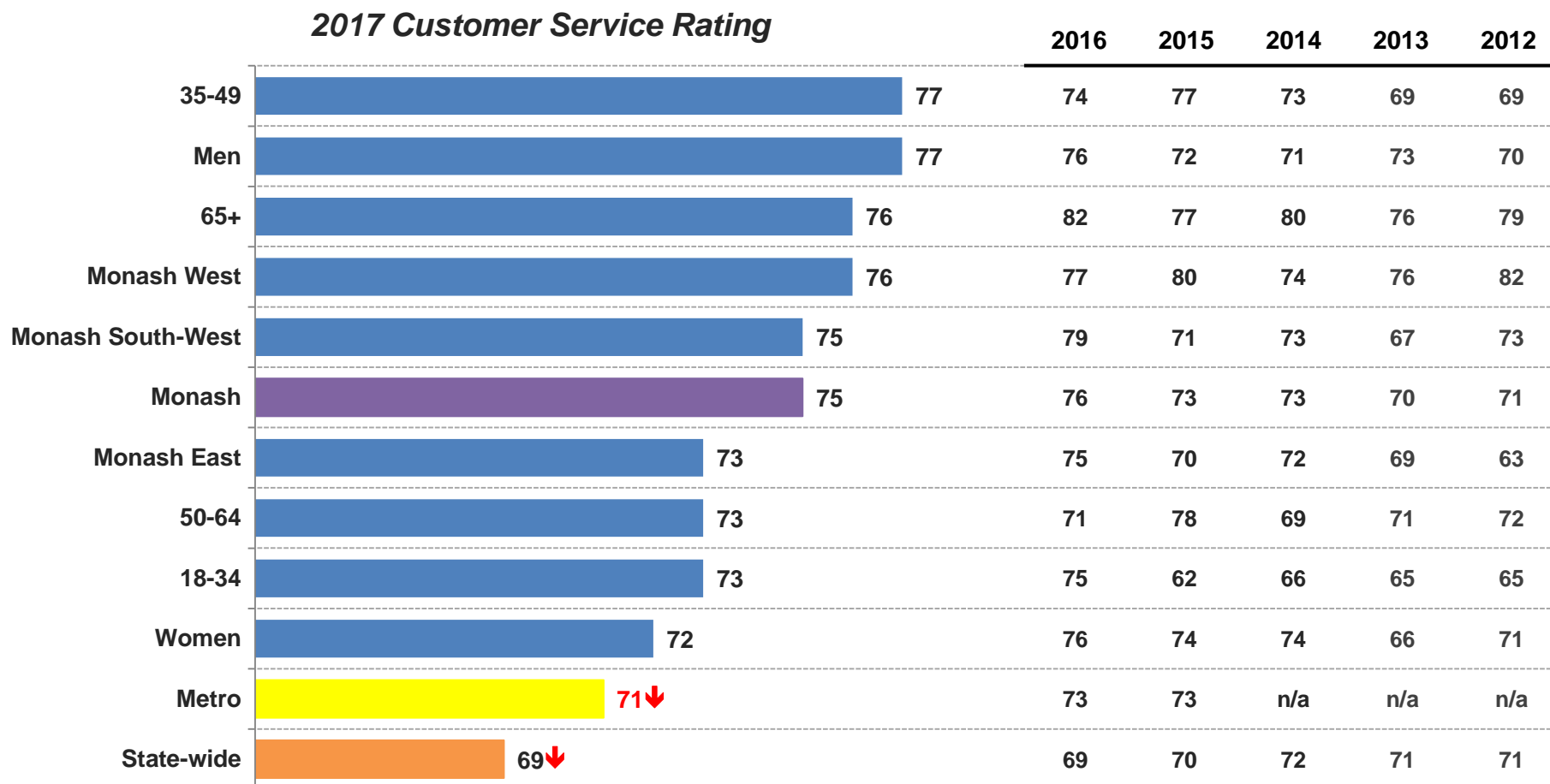


Q5b. What was the method of contact for the most recent contact you had with Monash City Council?

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 19 Councils asked group: 7

2017 CONTACT CUSTOMER SERVICE INDEX SCORES



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.

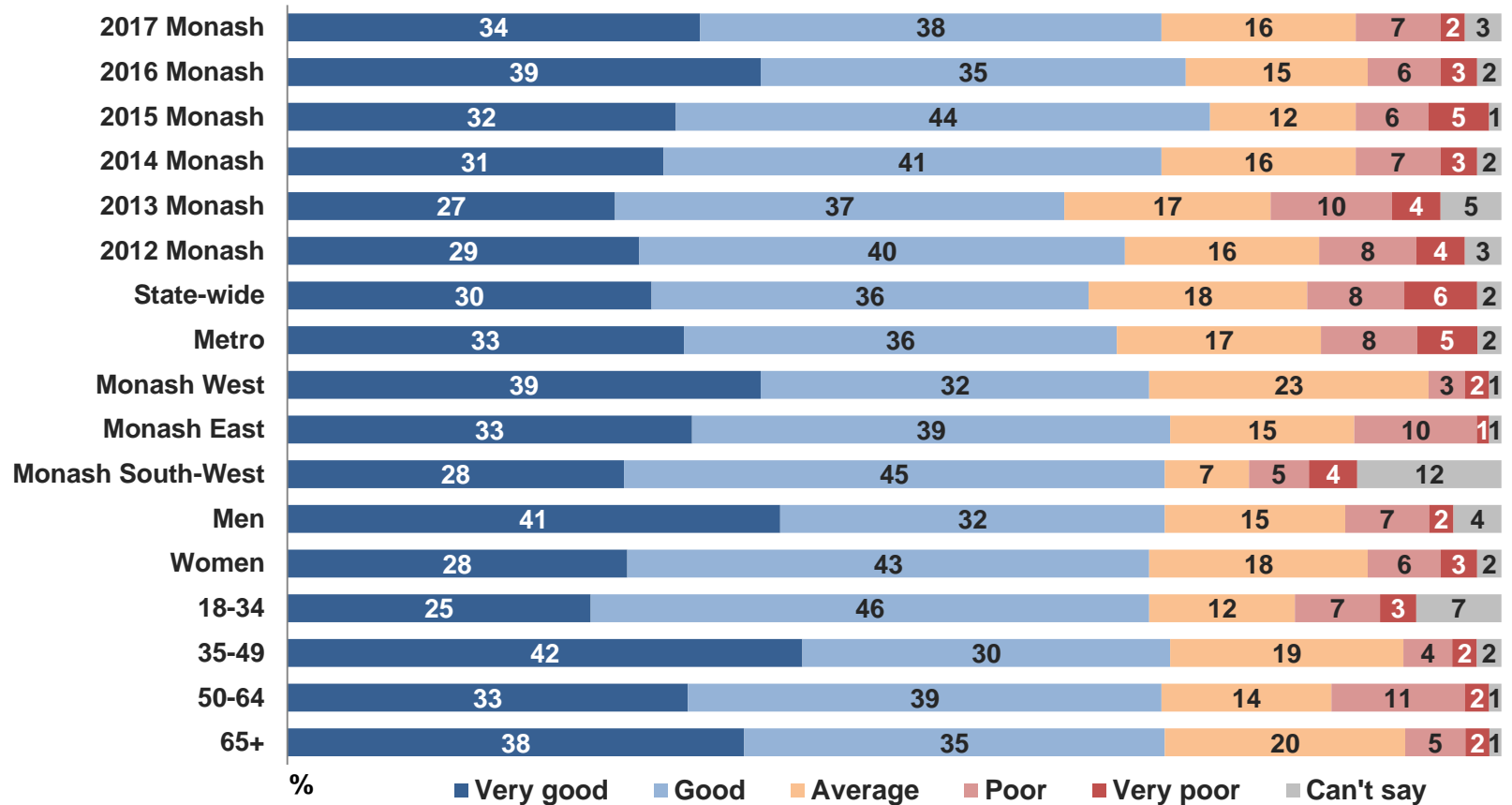
Councils asked state-wide: 68 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences

2017 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES

2017 Customer Service Rating



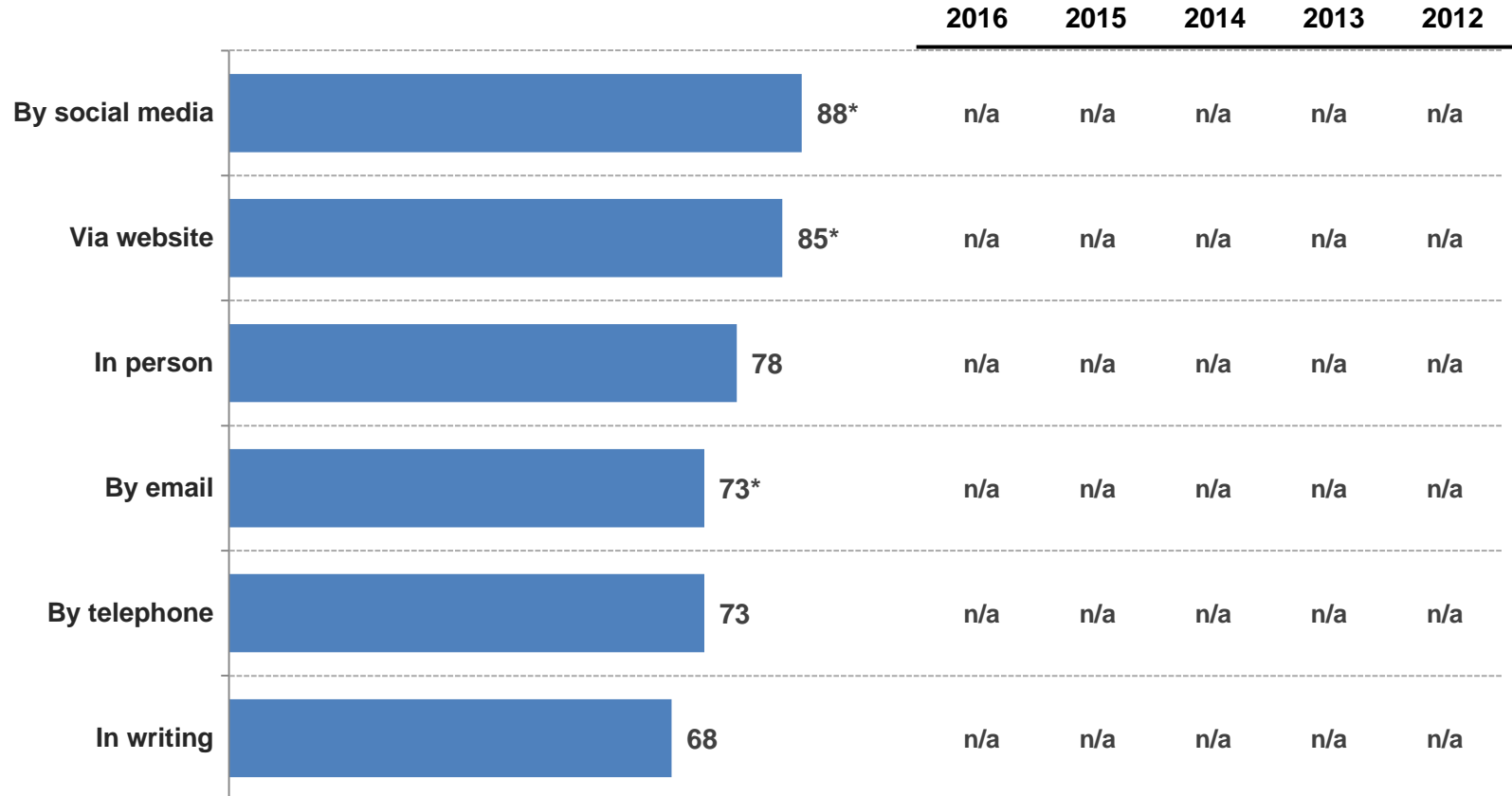
Q5c. Thinking of the most recent contact, how would you rate Monash City Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 68 Councils asked group: 18

2017 CONTACT CUSTOMER SERVICE INDEX SCORES BY METHOD OF LAST CONTACT

2017 Customer Service Rating



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: 19 Councils asked group: 7

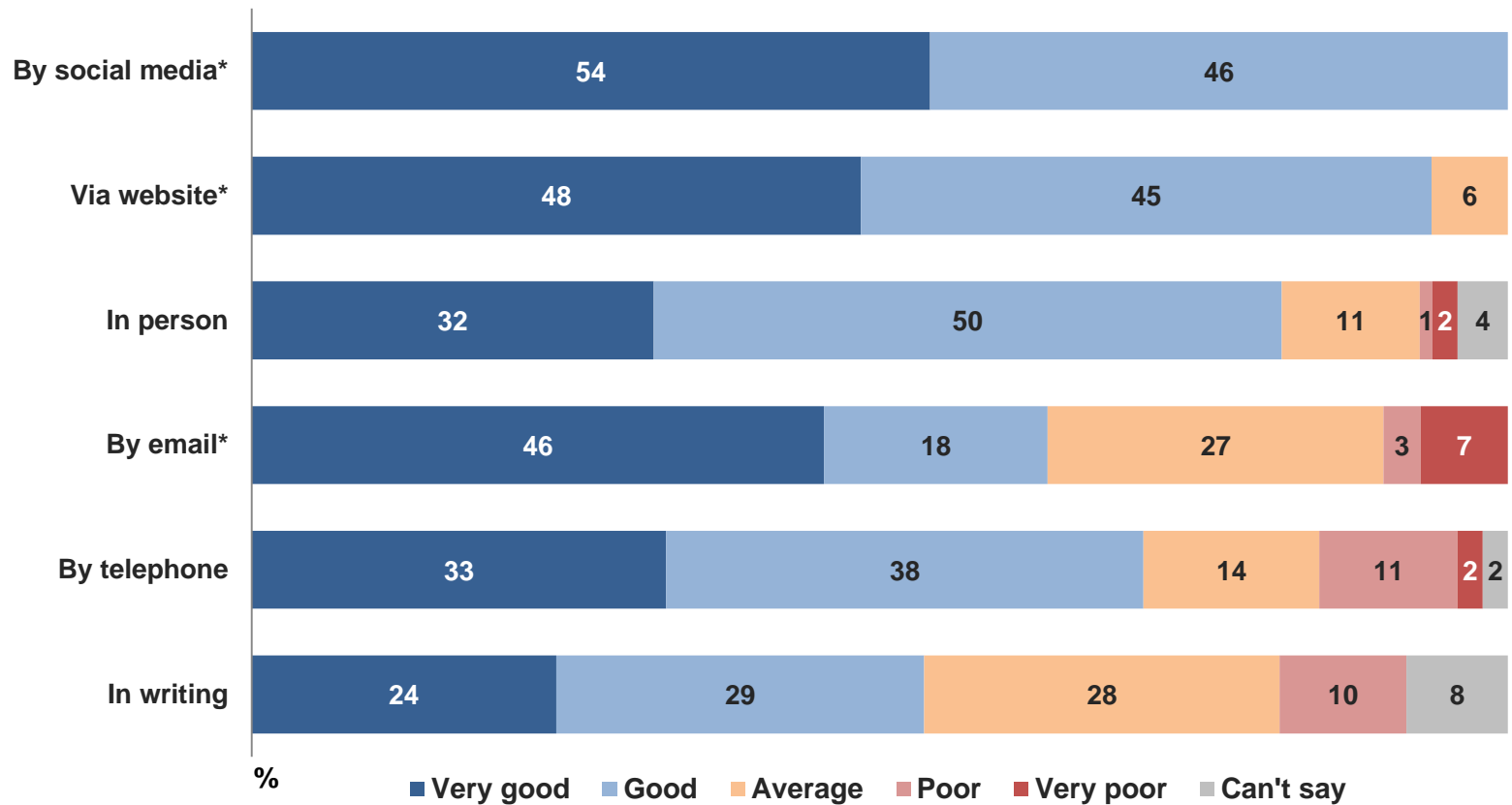
Note: Please see page 5 for explanation about significant differences

*Caution: small sample size < n=30

2017 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES BY METHOD OF LAST CONTACT

2017 Customer Service Rating



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: 19 Councils asked group: 7

*Caution: small sample size < n=30

A satellite-style map of the United States is shown, with a glowing, interconnected network of lines and nodes overlaid on the landmass, suggesting a data or infrastructure network. The map is centered on the continental United States, with the Atlantic Ocean to the east and the Pacific Ocean to the west. The network is most prominent in the eastern and central regions.

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS

COUNCIL DIRECTION SUMMARY

Council Direction from Q6

- 65% stayed about the same, up 2 points on 2016
- 17% improved, down 11 points on 2016
- 8% deteriorated, up 1 point on 2016

Most satisfied with Council Direction from Q6

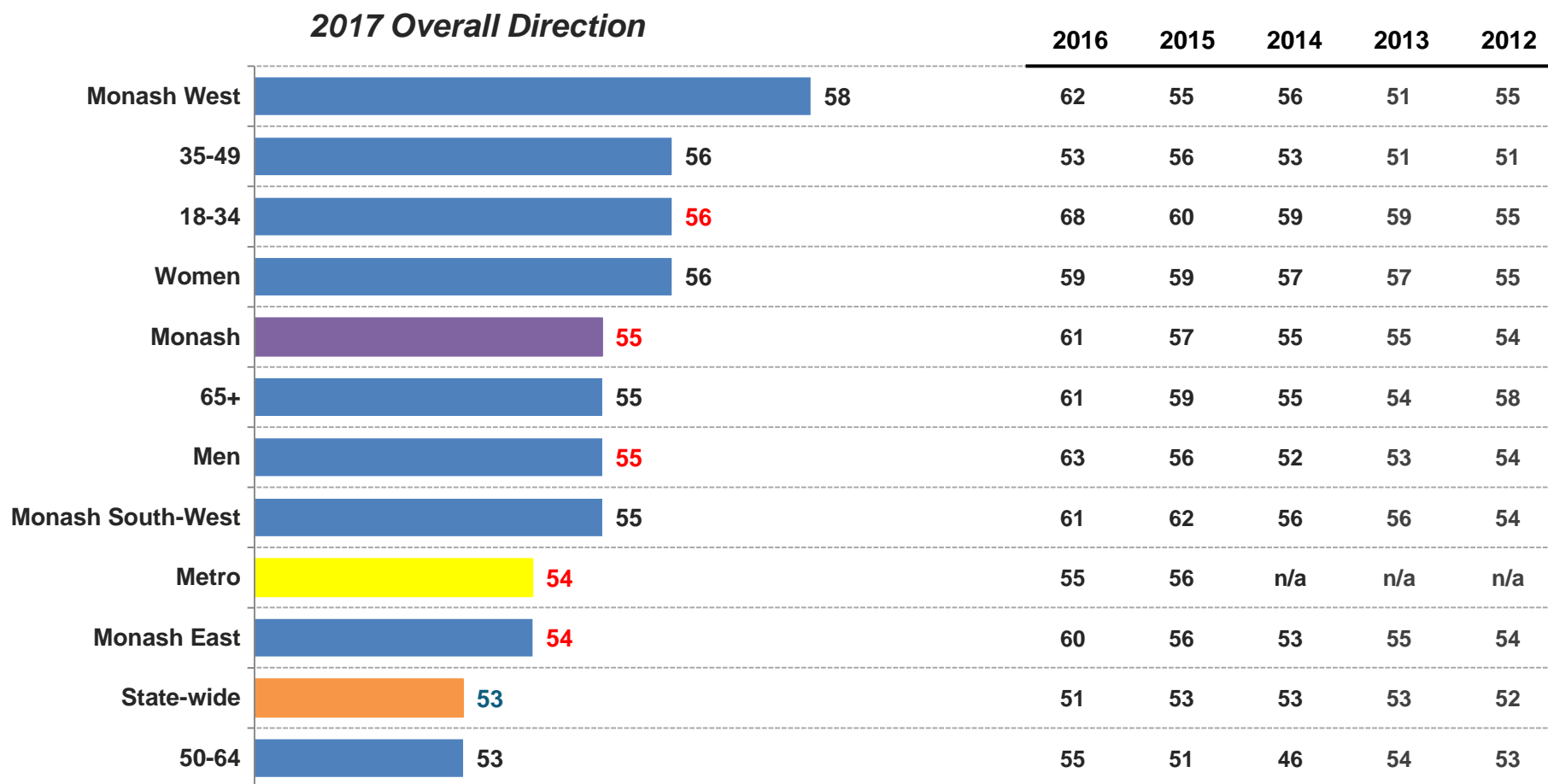
- Monash West

Least satisfied with Council Direction from Q6

- Monash East

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

INDEX SCORES



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: 68 Councils asked group: 18

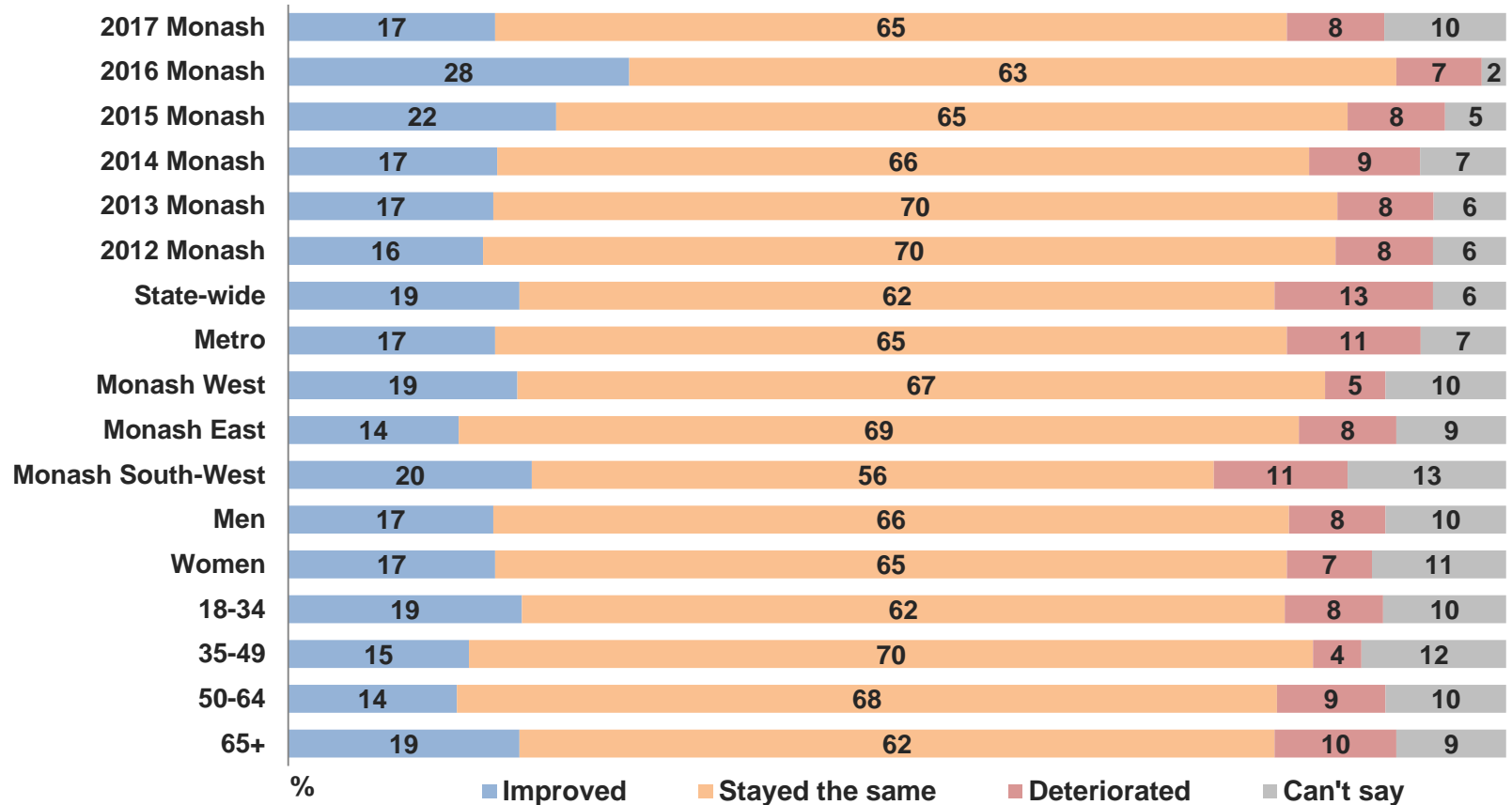
Note: Please see page 5 for explanation about significant differences

2017 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES

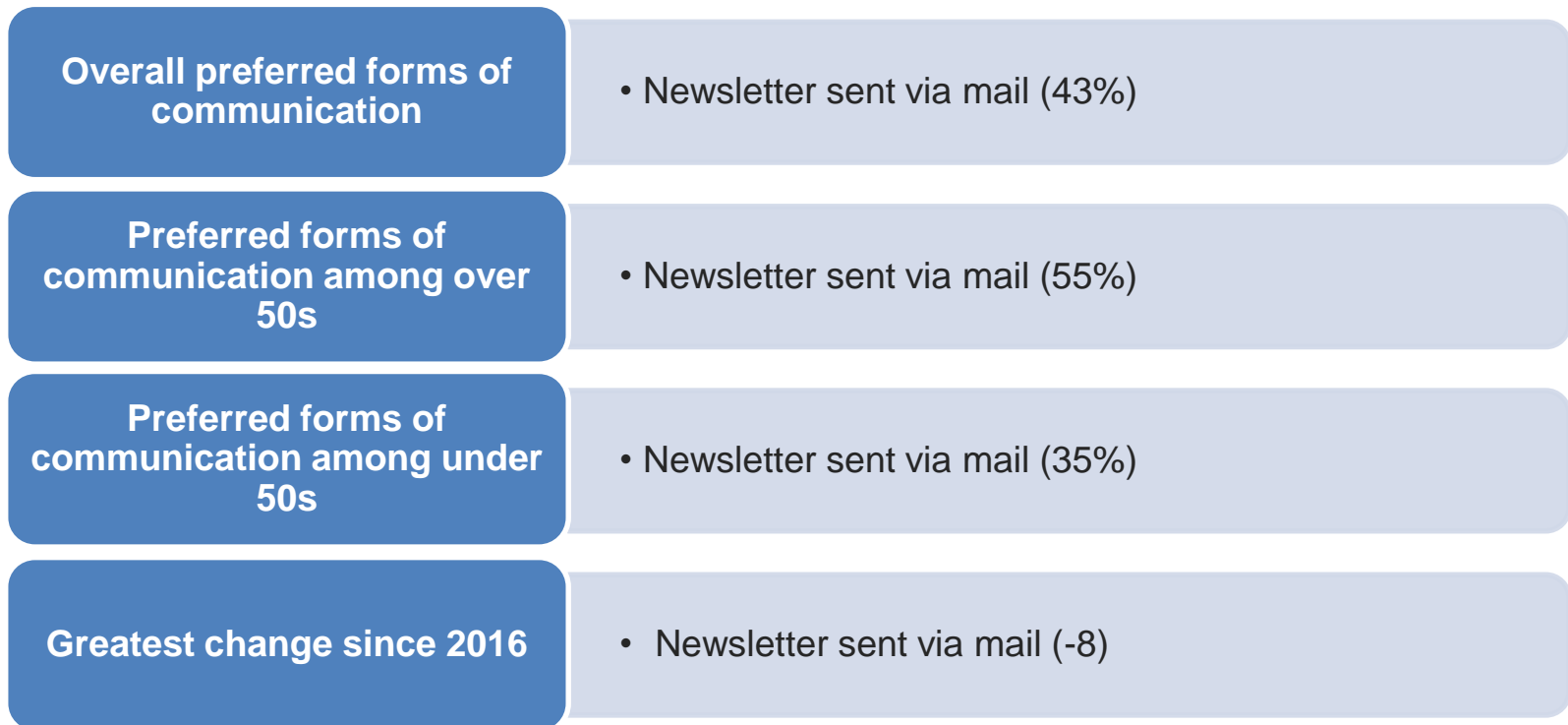


2017 Overall Direction



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: 68 Councils asked group: 18

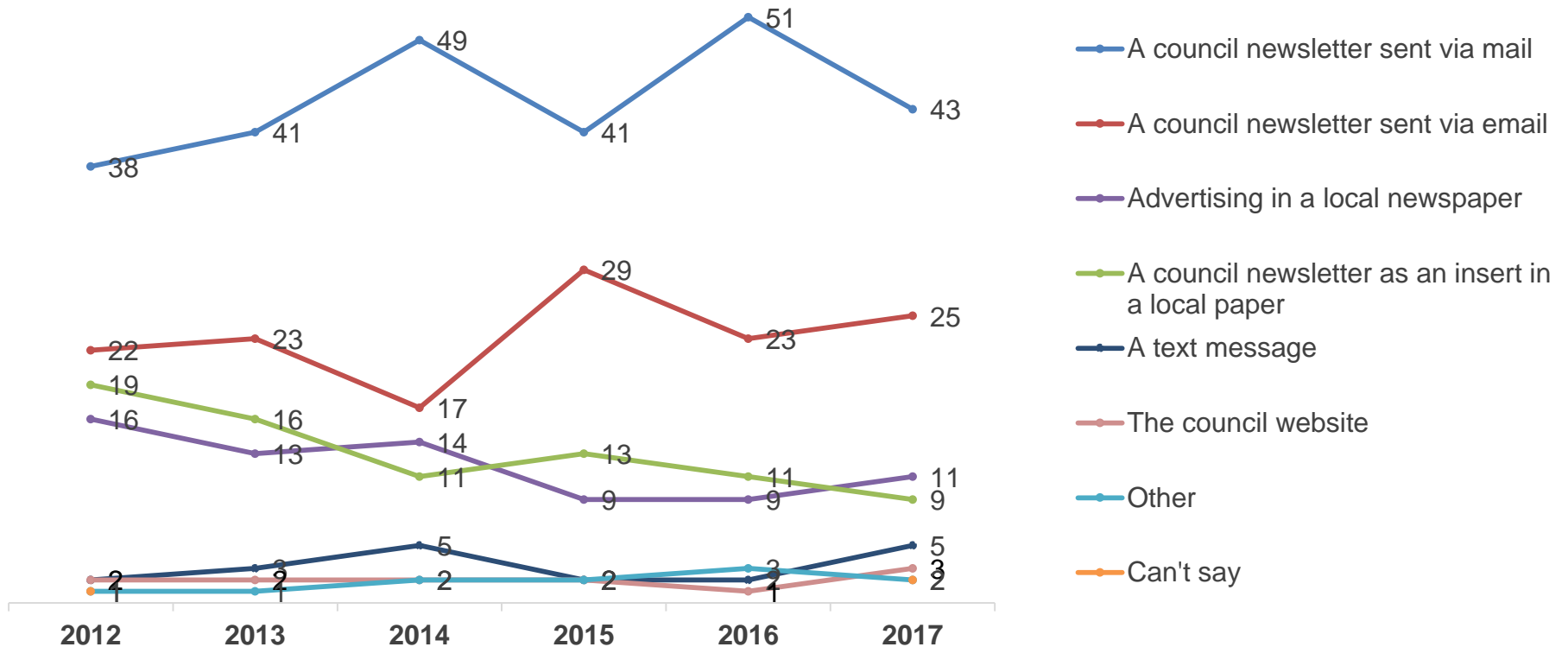
COMMUNICATIONS



Note: Website and text message formats again did not rate as highly as other modes of communication, although further analysis is recommended to understand the demographic preference profiles of the various different forms of communication.

2017 BEST FORMS OF COMMUNICATION

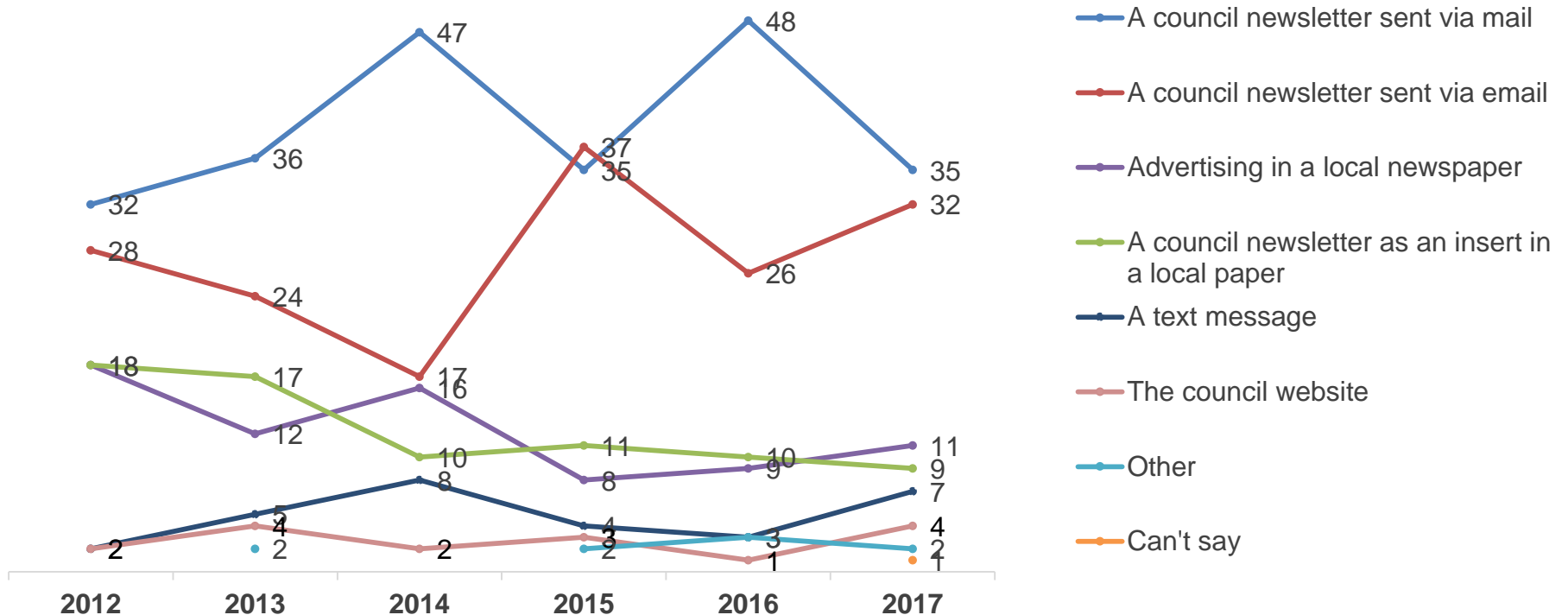
2017 Best Form



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: 30 Councils asked group: 9

2017 BEST FORMS OF COMMUNICATION: UNDER 50S

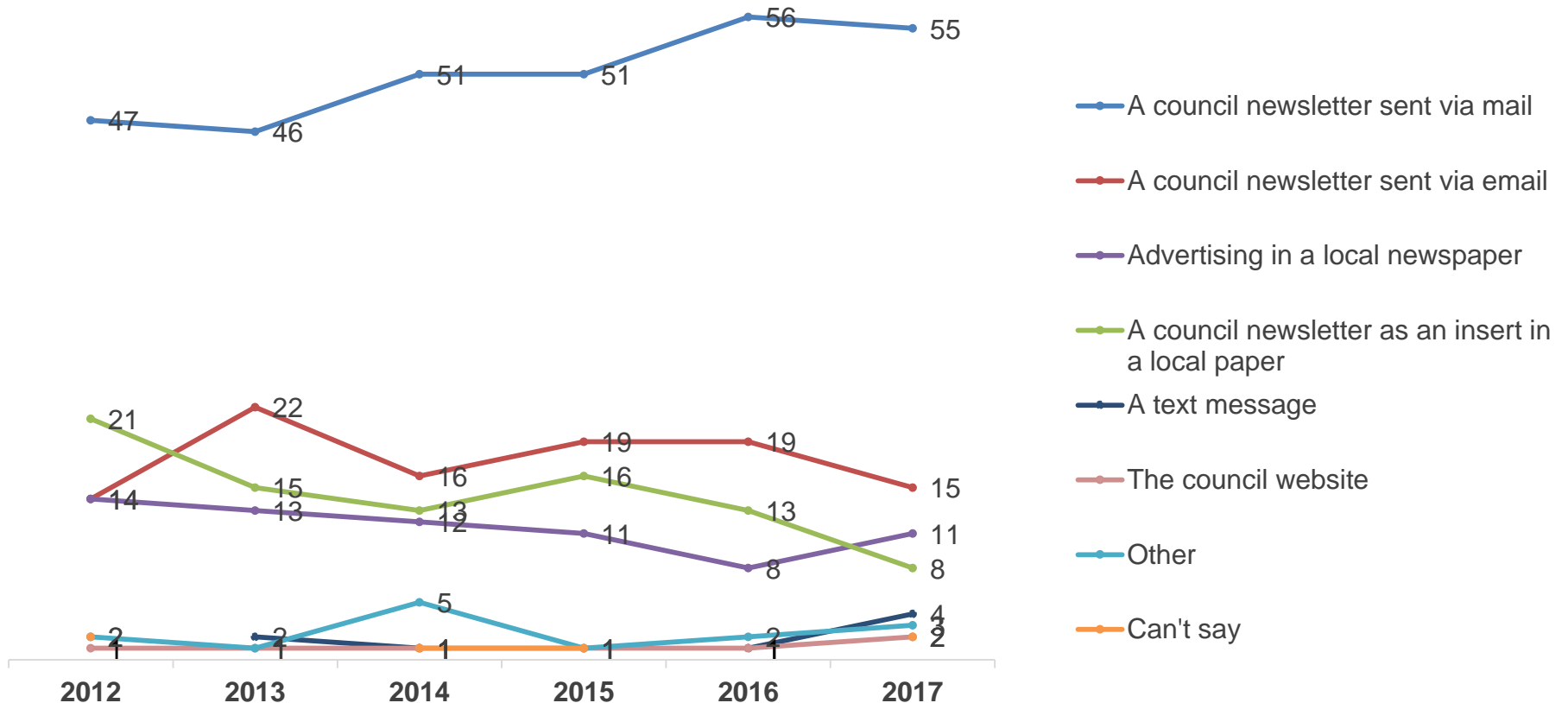
2017 Under 50s Best Form



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: 30 Councils asked group: 9

2017 BEST FORMS OF COMMUNICATION: OVER 50S

2017 Over 50s Best Form



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: 30 Councils asked group: 9

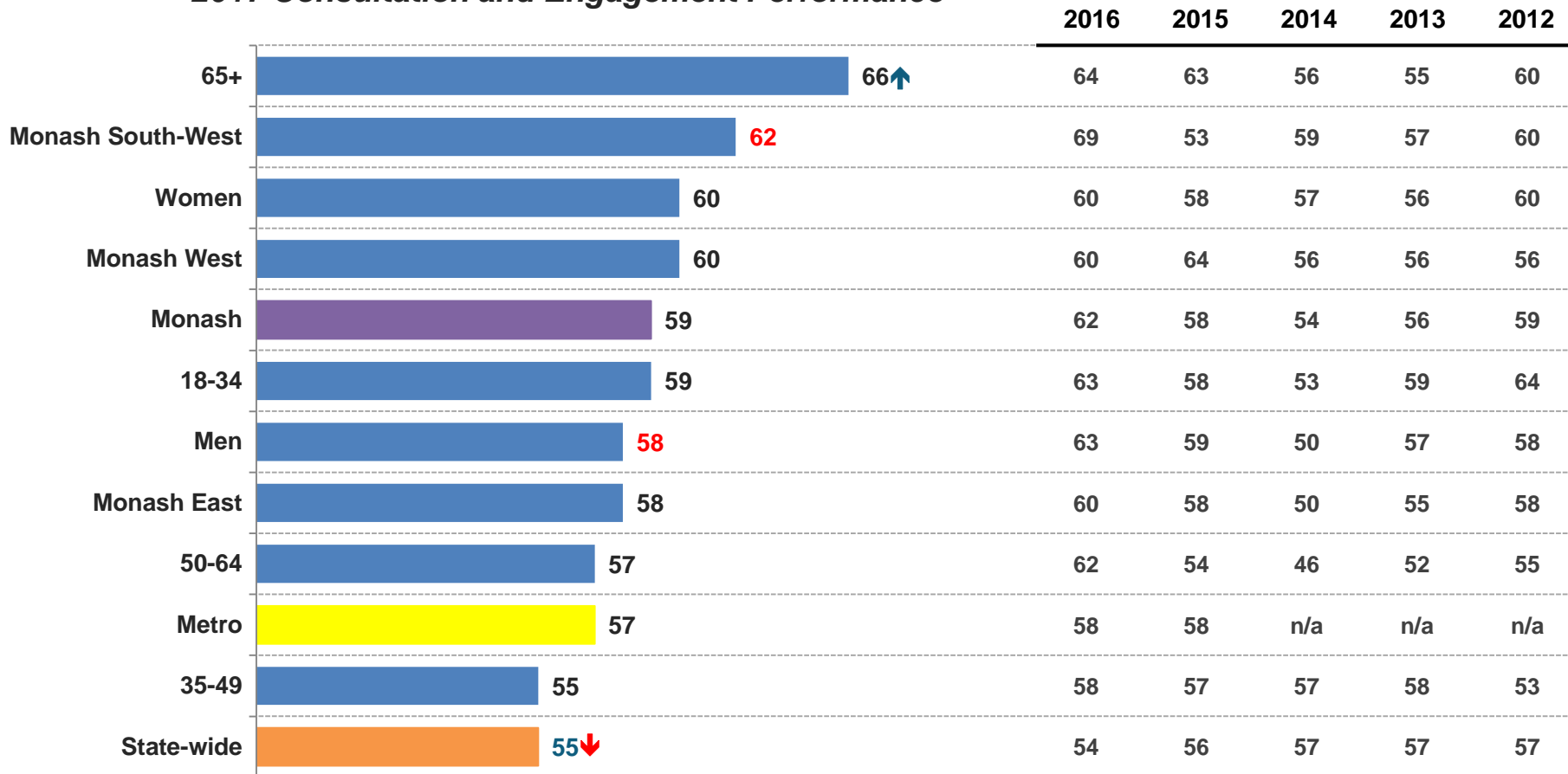


INDIVIDUAL SERVICE AREAS

2017 COMMUNITY CONSULTATION AND ENGAGEMENT PERFORMANCE INDEX SCORES



2017 Consultation and Engagement Performance



Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?

Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

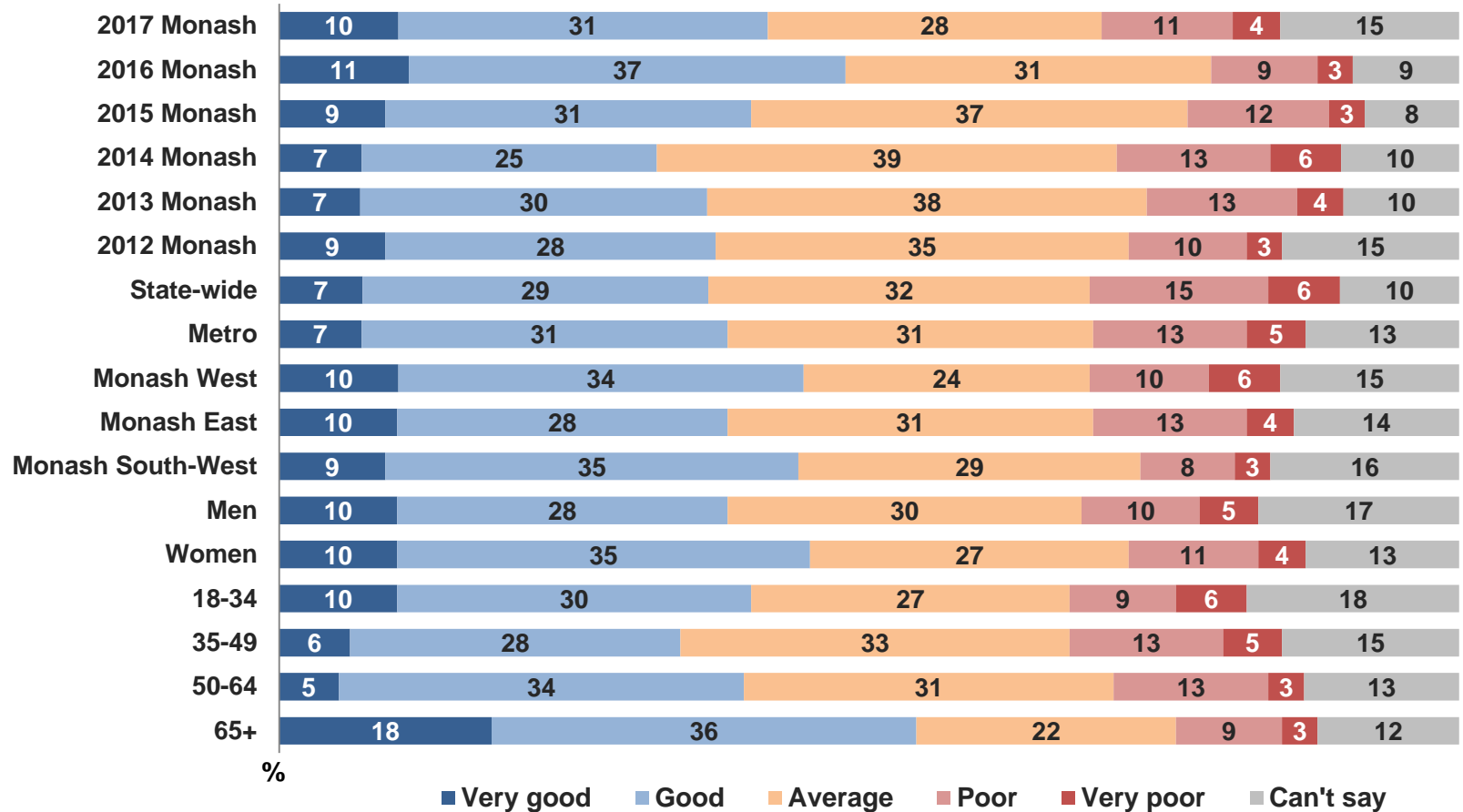
Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE DETAILED PERCENTAGES



2017 Consultation and Engagement Performance



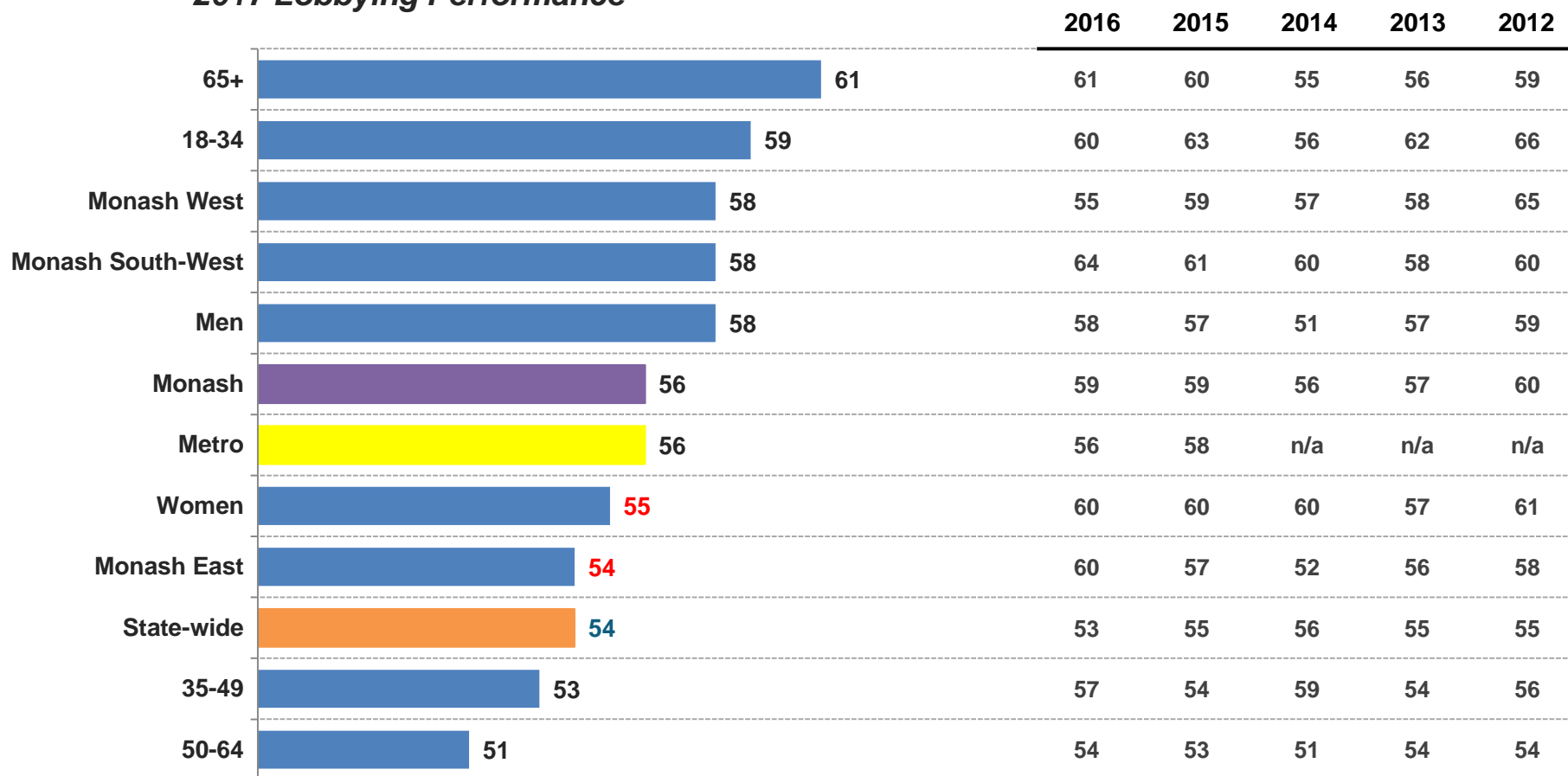
Q2. How has Council performed on 'community consultation and engagement' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2017 Lobbying Performance



Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?

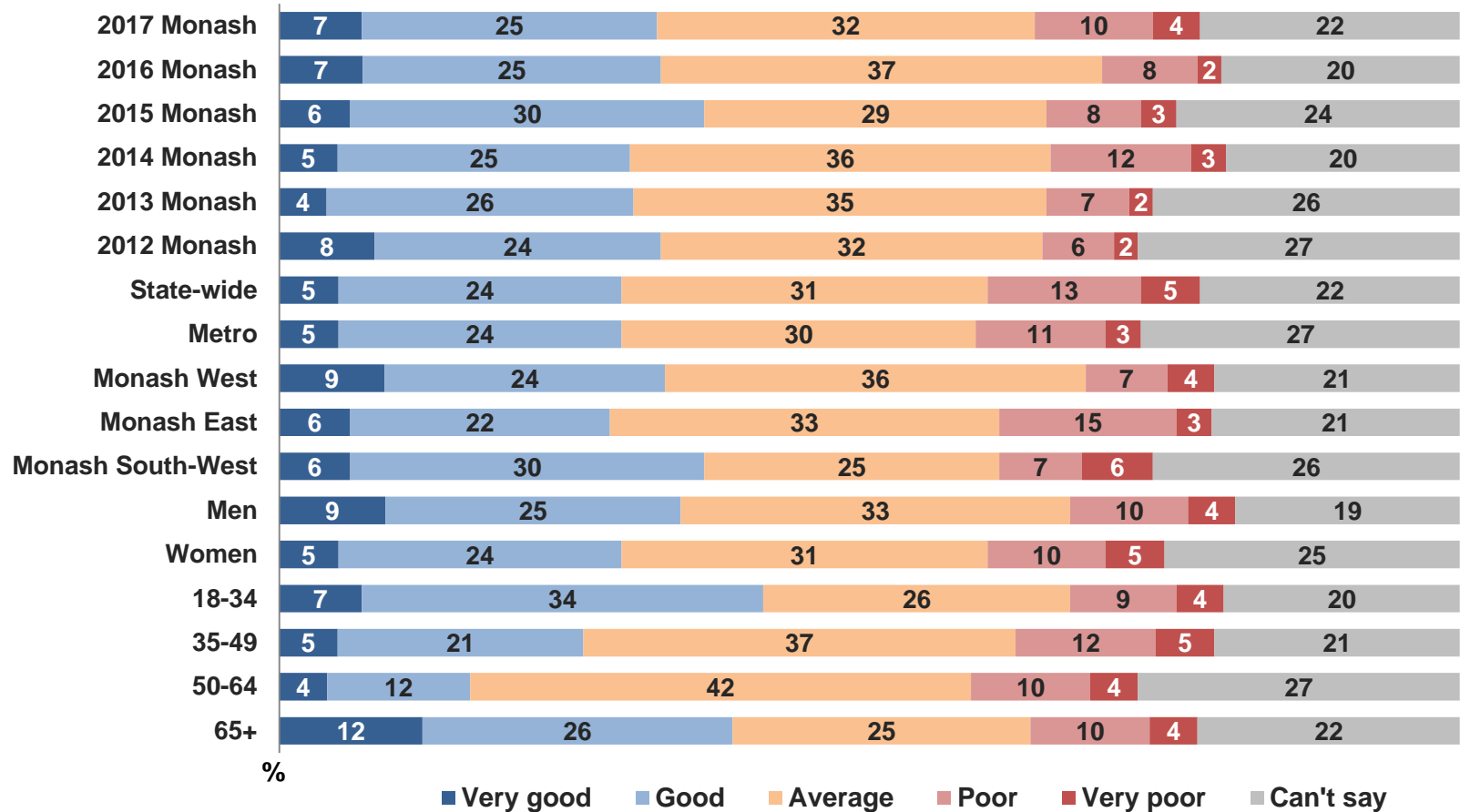
Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

Note: Please see page 5 for explanation about significant differences

2017 LOBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2017 Lobbying Performance



Q2. How has Council performed on 'lobbying on behalf of the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 68 Councils asked group: 18

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2017 Community Decisions Made Performance

		2016	2015	2014	2013	2012
Monash South-West	63	64	59	59	n/a	n/a
18-34	62	65	65	56	n/a	n/a
Men	61	60	61	52	n/a	n/a
65+	61	61	61	57	n/a	n/a
Monash West	60	60	63	58	n/a	n/a
Monash	60	60	60	55	n/a	n/a
35-49	58	58	56	57	n/a	n/a
Women	58	61	59	58	n/a	n/a
Metro	58	59	59	n/a	n/a	n/a
Monash East	58	59	59	51	n/a	n/a
50-64	56	52	53	48	n/a	n/a
State-wide	54↓	54	55	57	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: 68 Councils asked group: 18

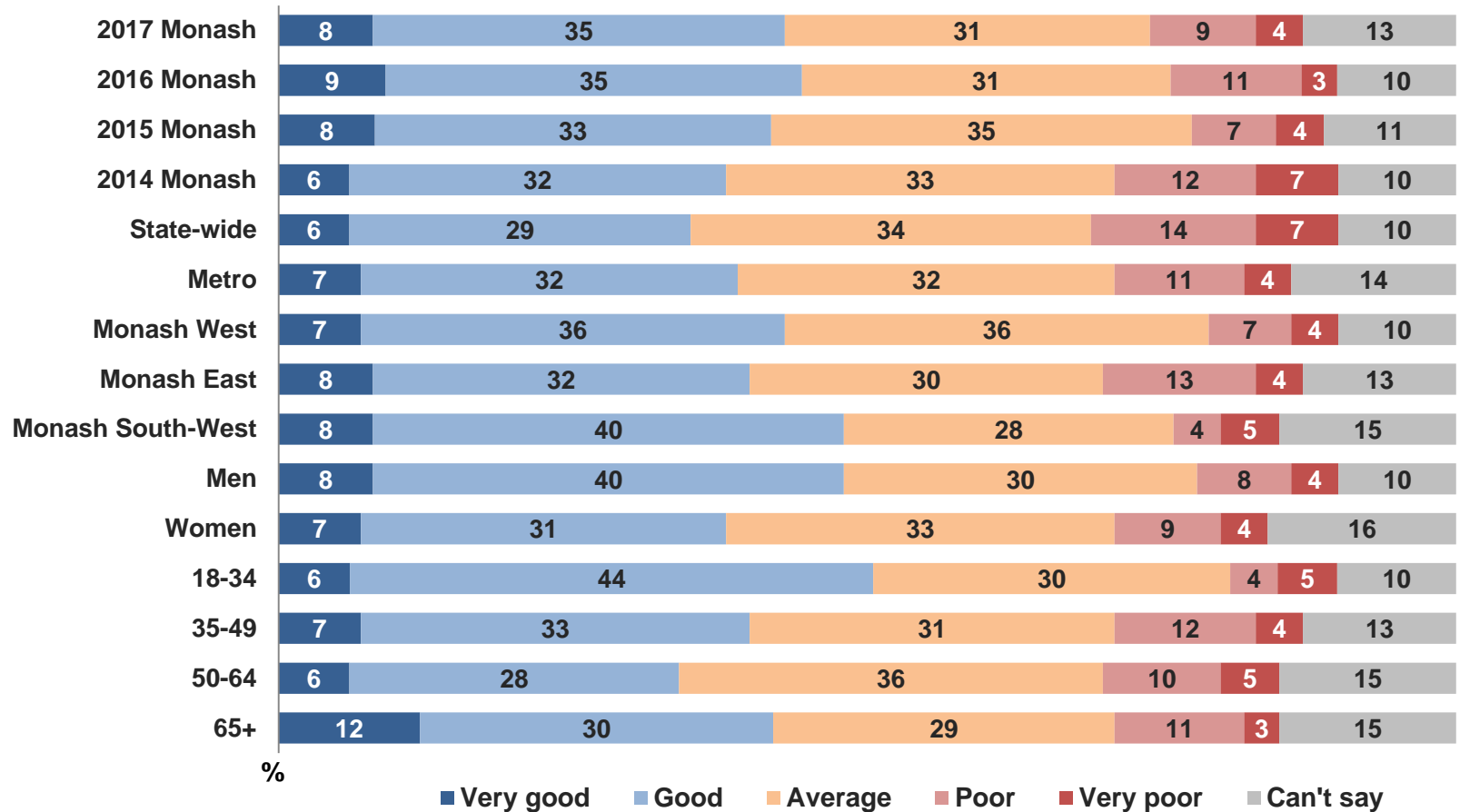
Note: Please see page 5 for explanation about significant differences

2017 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2017 Community Decisions Made Performance



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: 68 Councils asked group: 18

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE INDEX SCORES



2017 Sealed Local Roads Importance

		2016	2015	2014	2013	2012
35-49	80	74	75	n/a	n/a	n/a
State-wide	78	78	76	77	n/a	n/a
65+	78	76	77	n/a	n/a	n/a
Women	77	76	76	n/a	n/a	n/a
Metro	77	76	75	n/a	n/a	n/a
Monash South-West	77	72	74	n/a	n/a	n/a
Monash East	77	72	76	n/a	n/a	n/a
Monash	77	73	75	n/a	n/a	n/a
Monash West	76	76	75	n/a	n/a	n/a
Men	76	70	74	n/a	n/a	n/a
50-64	76	78	71	n/a	n/a	n/a
18-34	74	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?

Base: All respondents. Councils asked state-wide: 17 Councils asked group: 8

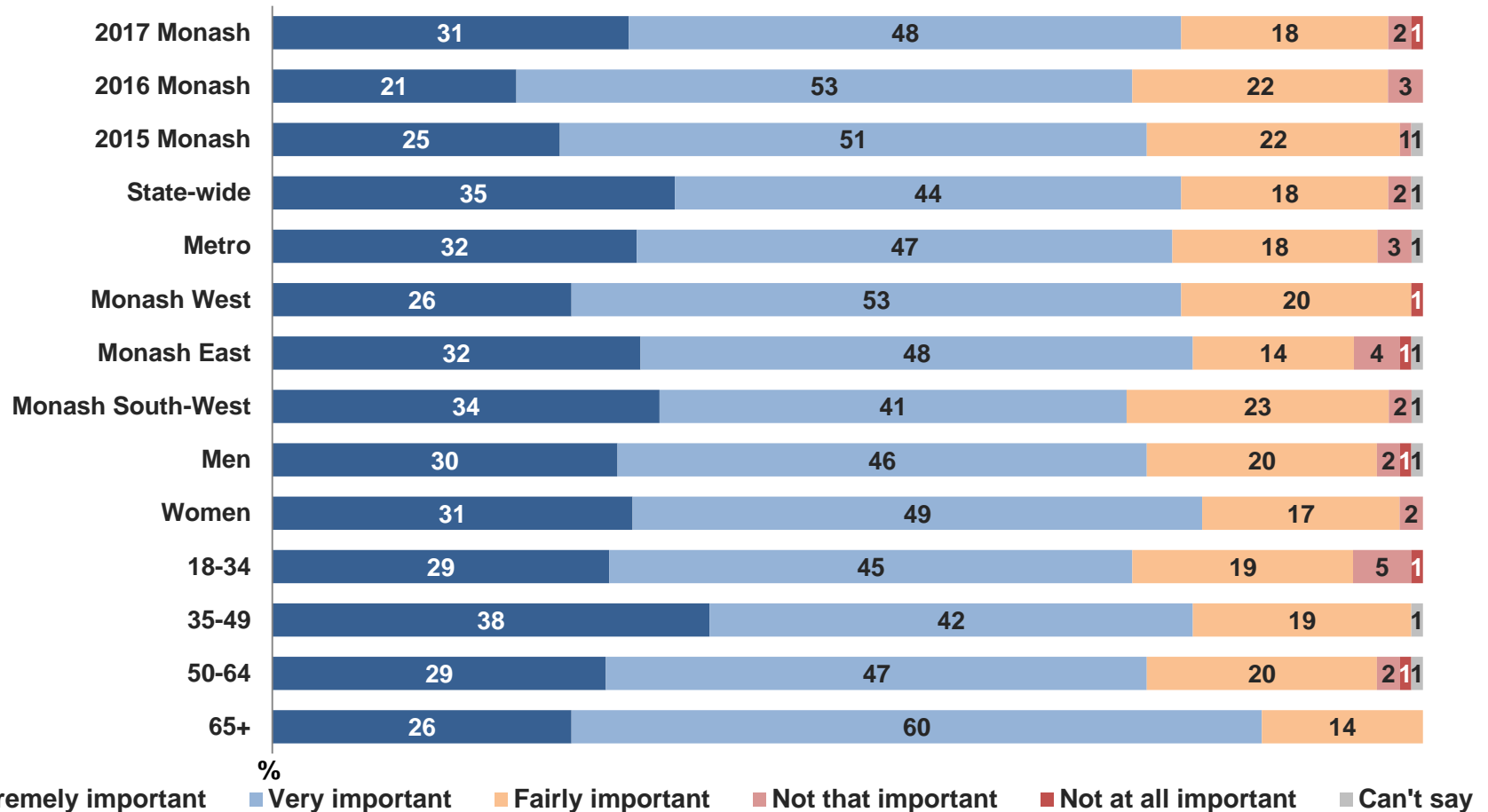
Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES



2017 Sealed Local Roads Importance



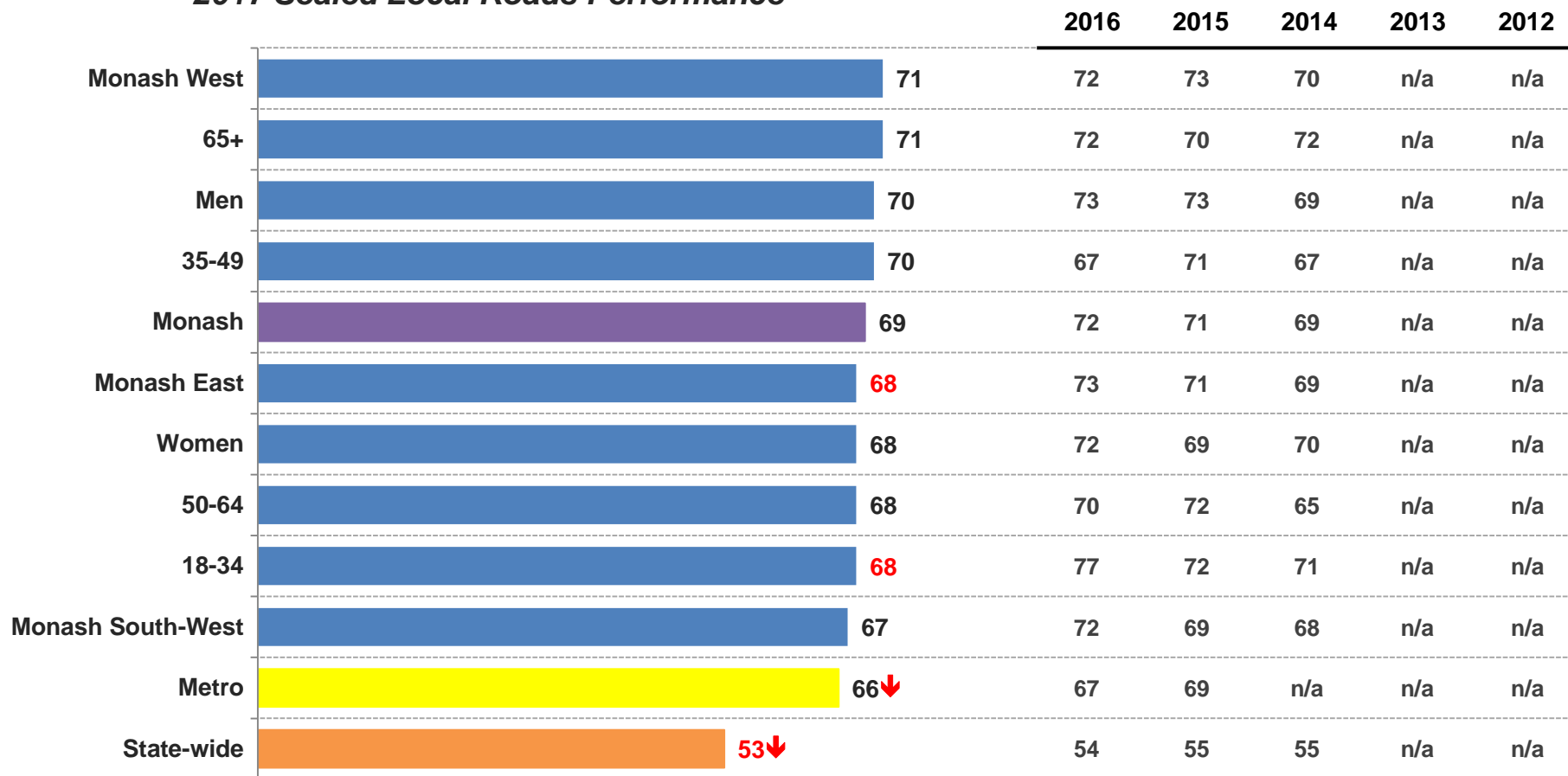
Q1. Firstly, how important should 'the condition of sealed local roads in your area' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 17 Councils asked group: 8

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2017 Sealed Local Roads Performance



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: 68 Councils asked group: 18

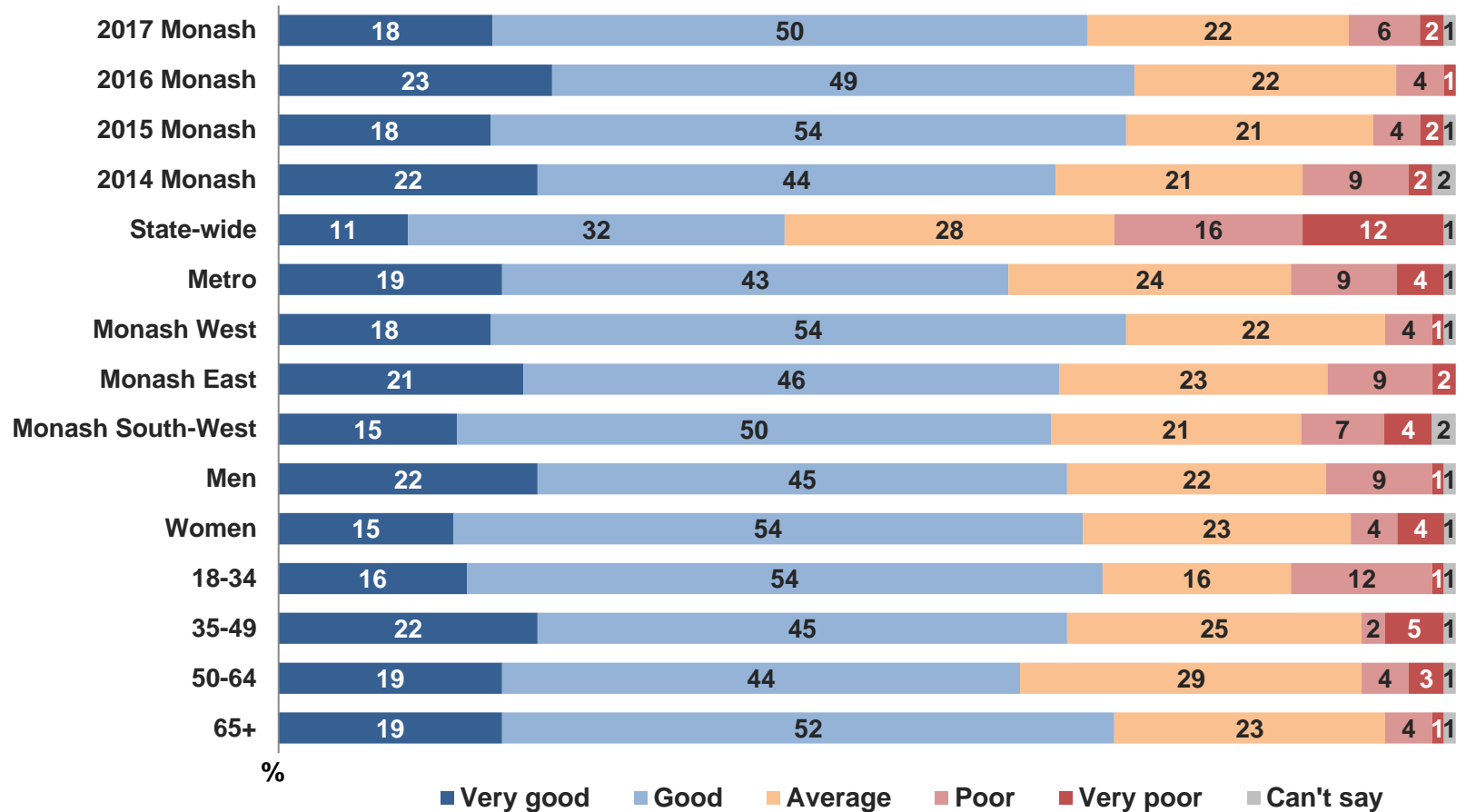
Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2017 Sealed Local Roads Performance



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: 68 Councils asked group: 18

2017 INFORMING THE COMMUNITY

IMPORTANCE INDEX SCORES

2017 Informing Community Importance

		2016	2015	2014	2013	2012
State-wide	74	76	75	75	75	75
Women	74	75	75	77	77	74
50-64	74	77	79	72	75	78
Metro	73	74	73	n/a	n/a	n/a
Monash West	73	73	72	74	78	71
Monash East	72	71	71	71	71	70
65+	72	75	74	74	72	75
Monash	72	72	72	72	72	70
18-34	72	70	69	68	74	62
35-49	70	69	72	76	67	71
Monash South-West	70	71	76	73	71	70
Men	70	69	70	67	67	66

Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?

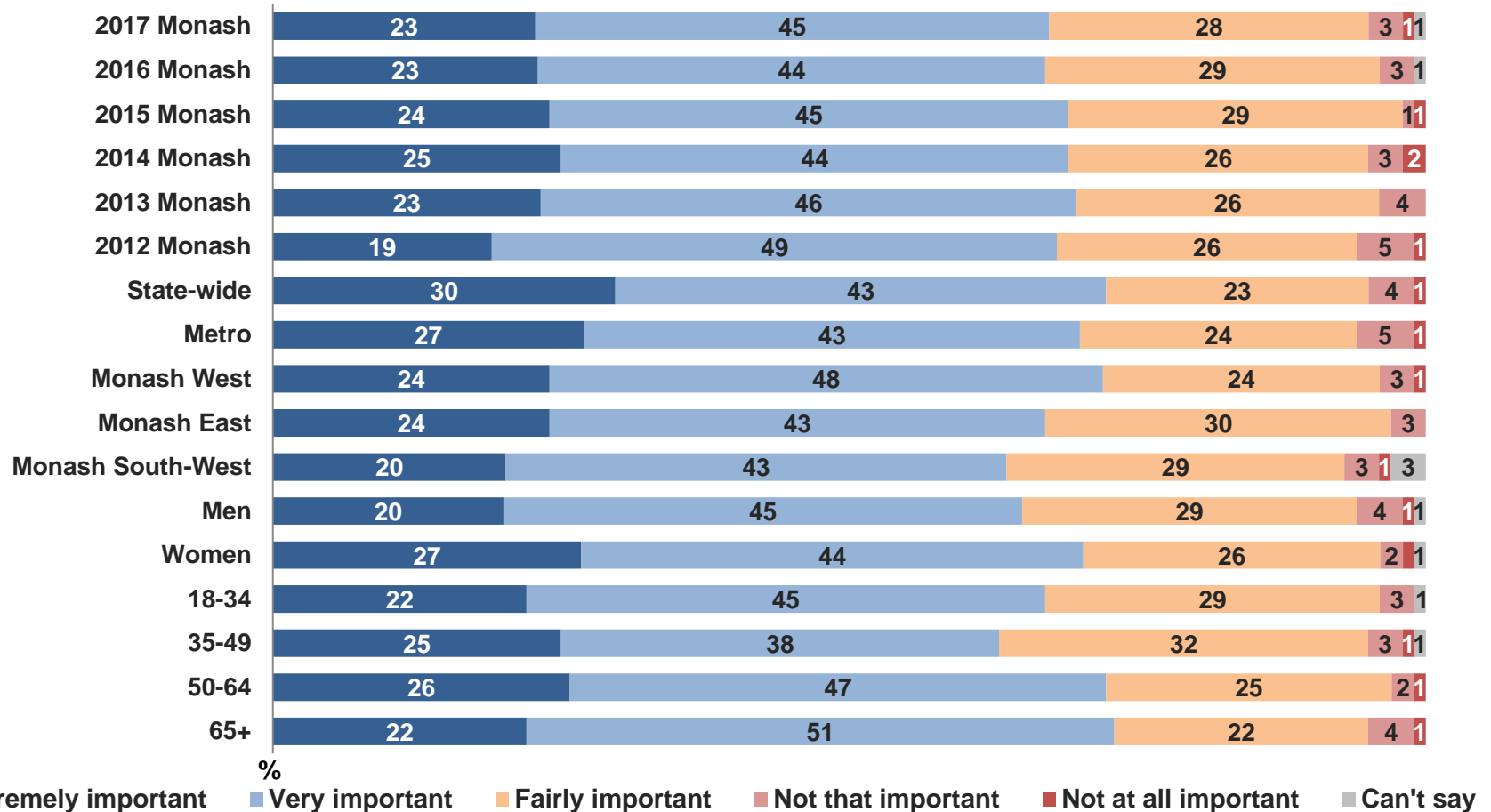
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9

Note: Please see page 5 for explanation about significant differences

2017 INFORMING THE COMMUNITY

IMPORTANCE DETAILED PERCENTAGES

2017 Informing Community Importance

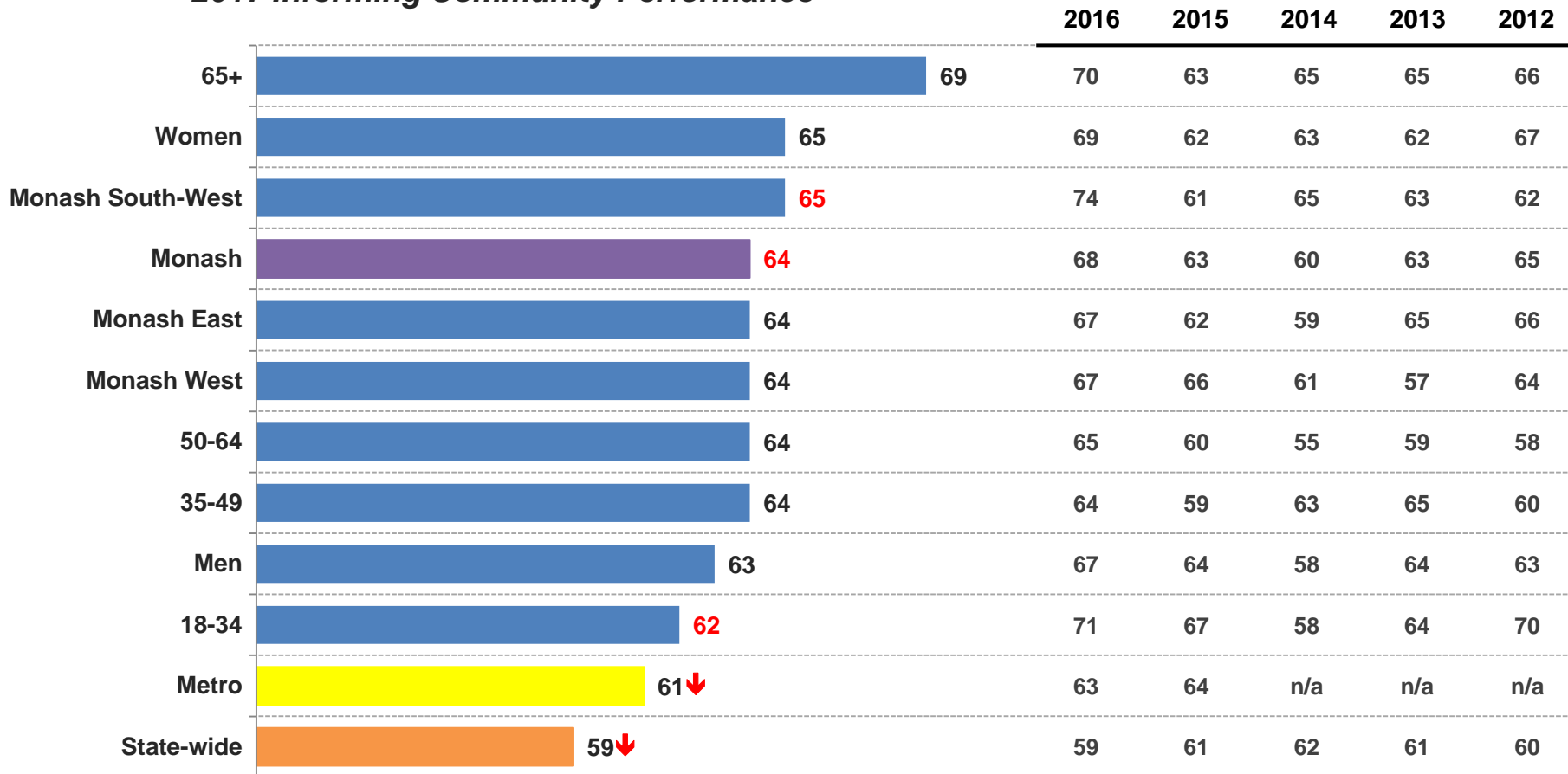


Q1. Firstly, how important should 'informing the community' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 9

2017 INFORMING THE COMMUNITY

PERFORMANCE INDEX SCORES

2017 Informing Community Performance



Q2. How has Council performed on 'informing the community' over the last 12 months?

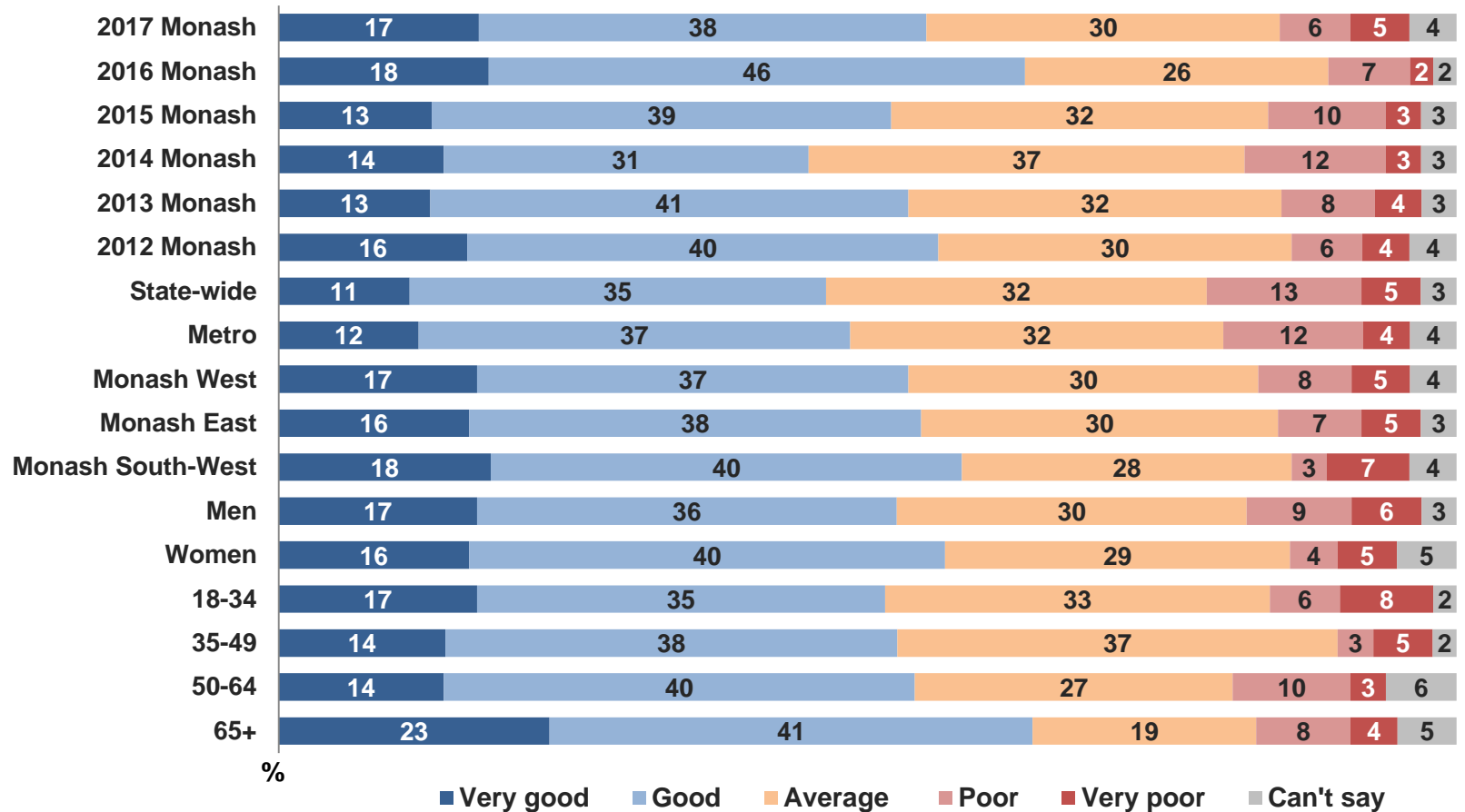
Base: All respondents. Councils asked state-wide: 36 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences

2017 INFORMING THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES

2017 Informing Community Performance



Q2. How has Council performed on 'informing the community' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 36 Councils asked group: 13

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE INDEX SCORES



2017 Streets and Footpaths Importance

		2016	2015	2014	2013	2012
65+	81	78	77	81	80	79
Monash East	81	75	77	77	79	79
35-49	81	77	76	81	78	76
Women	80	80	79	79	82	79
50-64	79	79	78	79	84	82
Monash	78	77	76	77	79	76
Metro	78	78	77	n/a	n/a	n/a
Monash South-West	78	75	76	79	80	75
State-wide	77	77	77	77	78	77
Men	77	73	72	75	76	73
Monash West	76	80	73	75	77	77
18-34	75	74	73	71	76	72

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

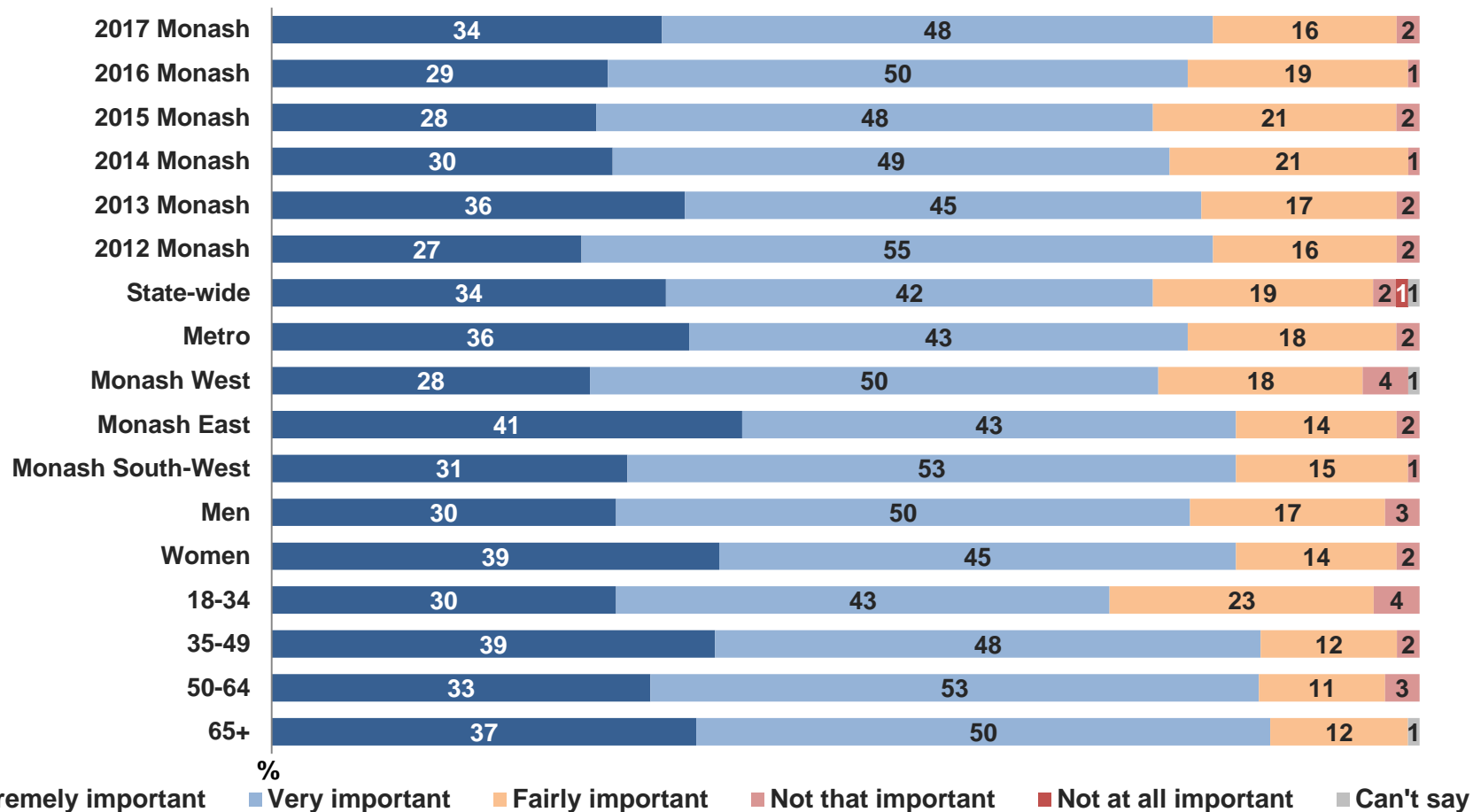
Base: All respondents. Councils asked state-wide: 25 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 THE CONDITION OF LOCAL STREETS AND FOOTPATHS IN YOUR AREA

IMPORTANCE DETAILED PERCENTAGES

2017 Streets and Footpaths Importance



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: 25 Councils asked group: 6

2017 TRAFFIC MANAGEMENT IMPORTANCE INDEX SCORES



2017 Traffic Management Importance

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

Q1. Firstly, how important should 'traffic management' be as a responsibility for Council?

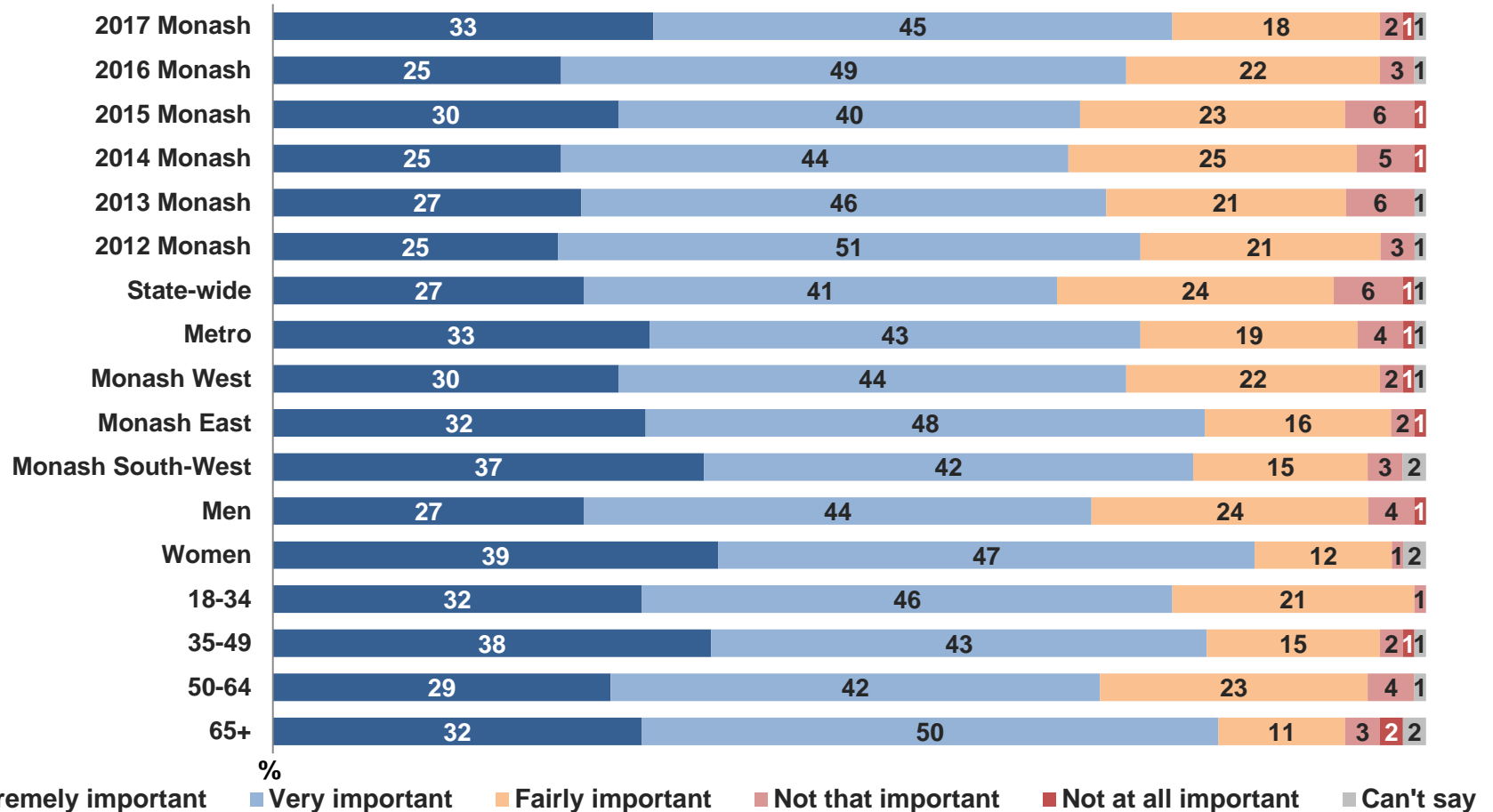
Base: All respondents. Councils asked state-wide: 14 Councils asked group: 7

Note: Please see page 5 for explanation about significant differences

2017 TRAFFIC MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Traffic Management Importance

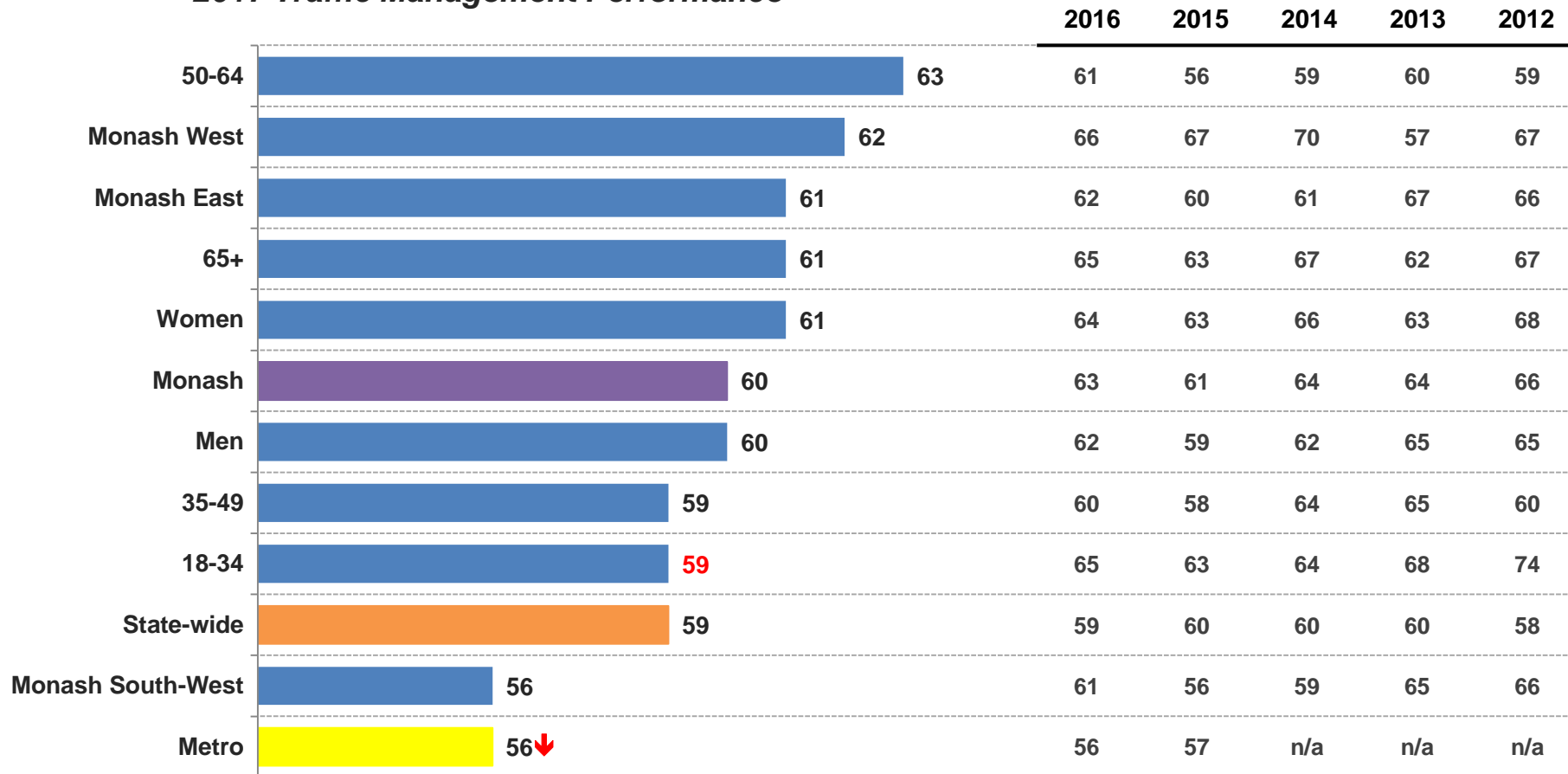


Q1. Firstly, how important should 'traffic management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 14 Councils asked group: 7

2017 TRAFFIC MANAGEMENT PERFORMANCE INDEX SCORES



2017 Traffic Management Performance

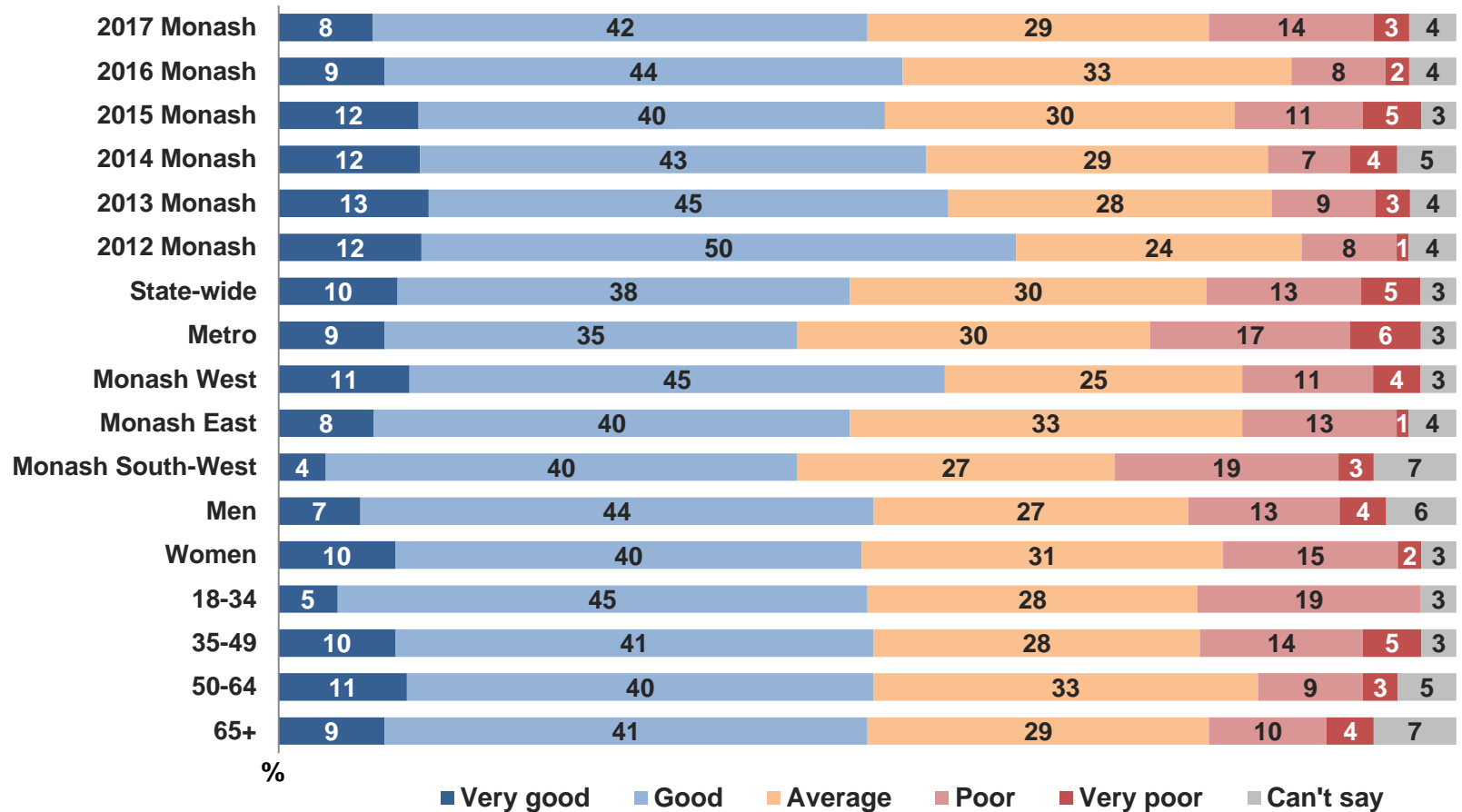


Q2. How has Council performed on 'traffic management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 10
 Note: Please see page 5 for explanation about significant differences

2017 TRAFFIC MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES

2017 Traffic Management Performance



Q2. How has Council performed on 'traffic management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 10

2017 PARKING FACILITIES

IMPORTANCE INDEX SCORES



2017 Parking Importance

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

Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council?

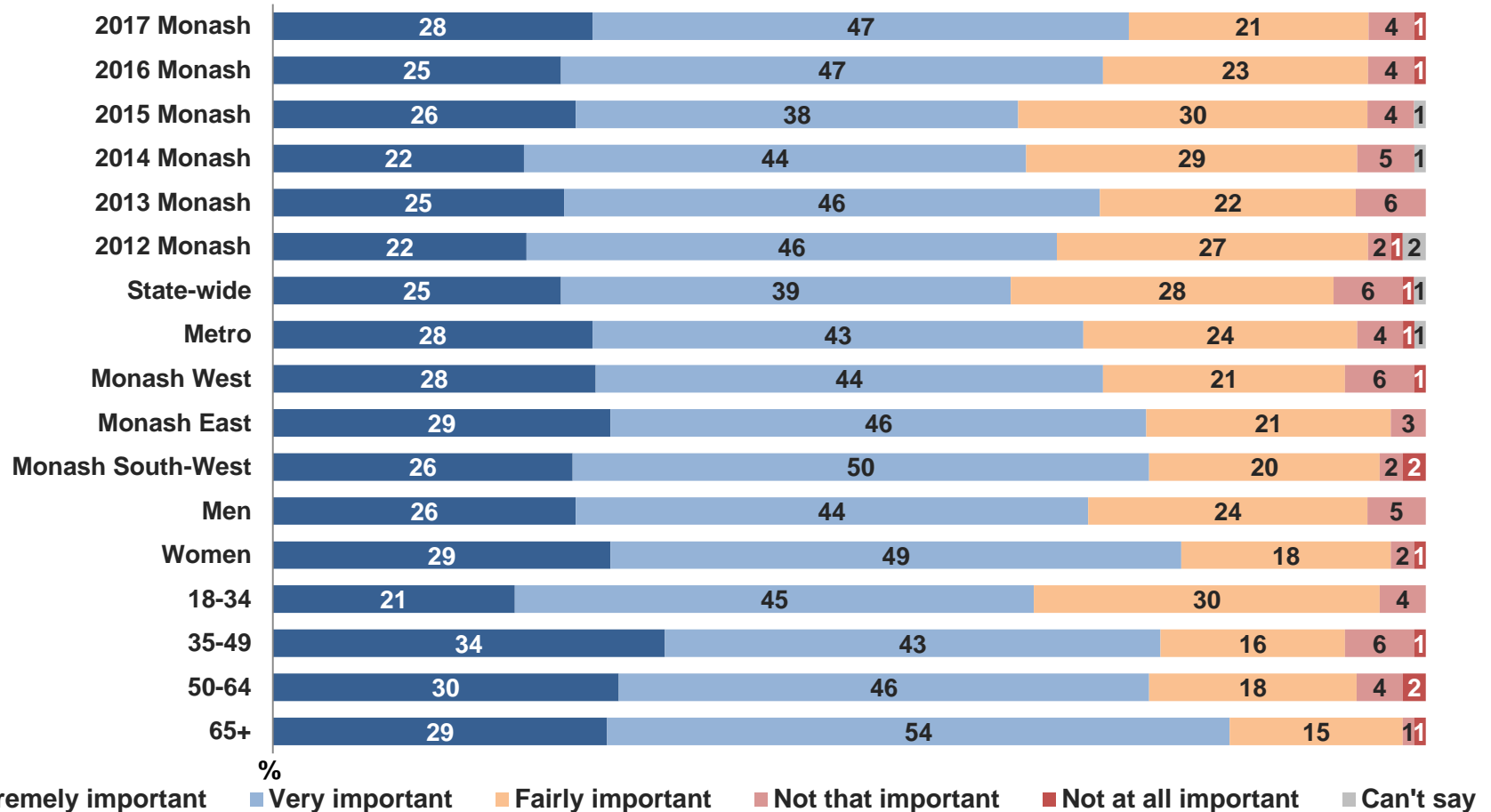
Base: All respondents. Councils asked state-wide: 18 Councils asked group: 8

Note: Please see page 5 for explanation about significant differences

2017 PARKING FACILITIES

IMPORTANCE DETAILED PERCENTAGES

2017 Parking Importance



Q1. Firstly, how important should 'parking facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 18 Councils asked group: 8

2017 PARKING FACILITIES

PERFORMANCE INDEX SCORES



2017 Parking Performance

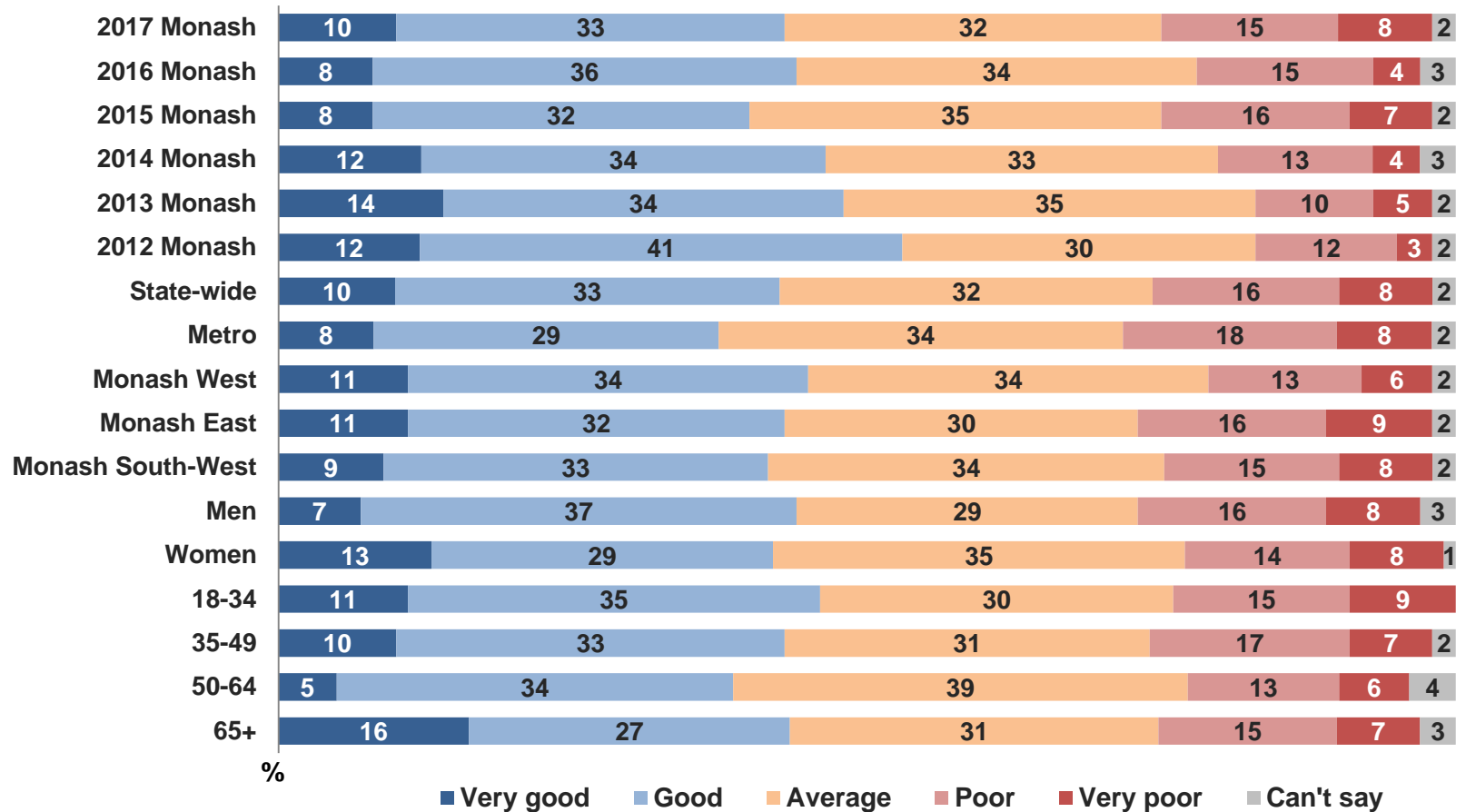
		2016	2015	2014	2013	2012
Monash West	58	56	60	63	59	64
65+	57	52	55	56	58	61
Women	57	57	55	57	59	63
18-34	56	64	53	64	60	66
Monash	56	57	55	59	61	62
35-49	56	55	56	59	67	60
Monash East	55	58	55	58	61	61
State-wide	55	56	57	57	57	56
Men	55	58	55	62	63	61
Monash South-West	55	58	47	57	61	62
50-64	55	55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

Q2. How has Council performed on 'parking facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 25 Councils asked group: 11
 Note: Please see page 5 for explanation about significant differences

2017 PARKING FACILITIES

PERFORMANCE DETAILED PERCENTAGES

2017 Parking Performance



2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE INDEX SCORES

2017 Law Enforcement Importance

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

Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?

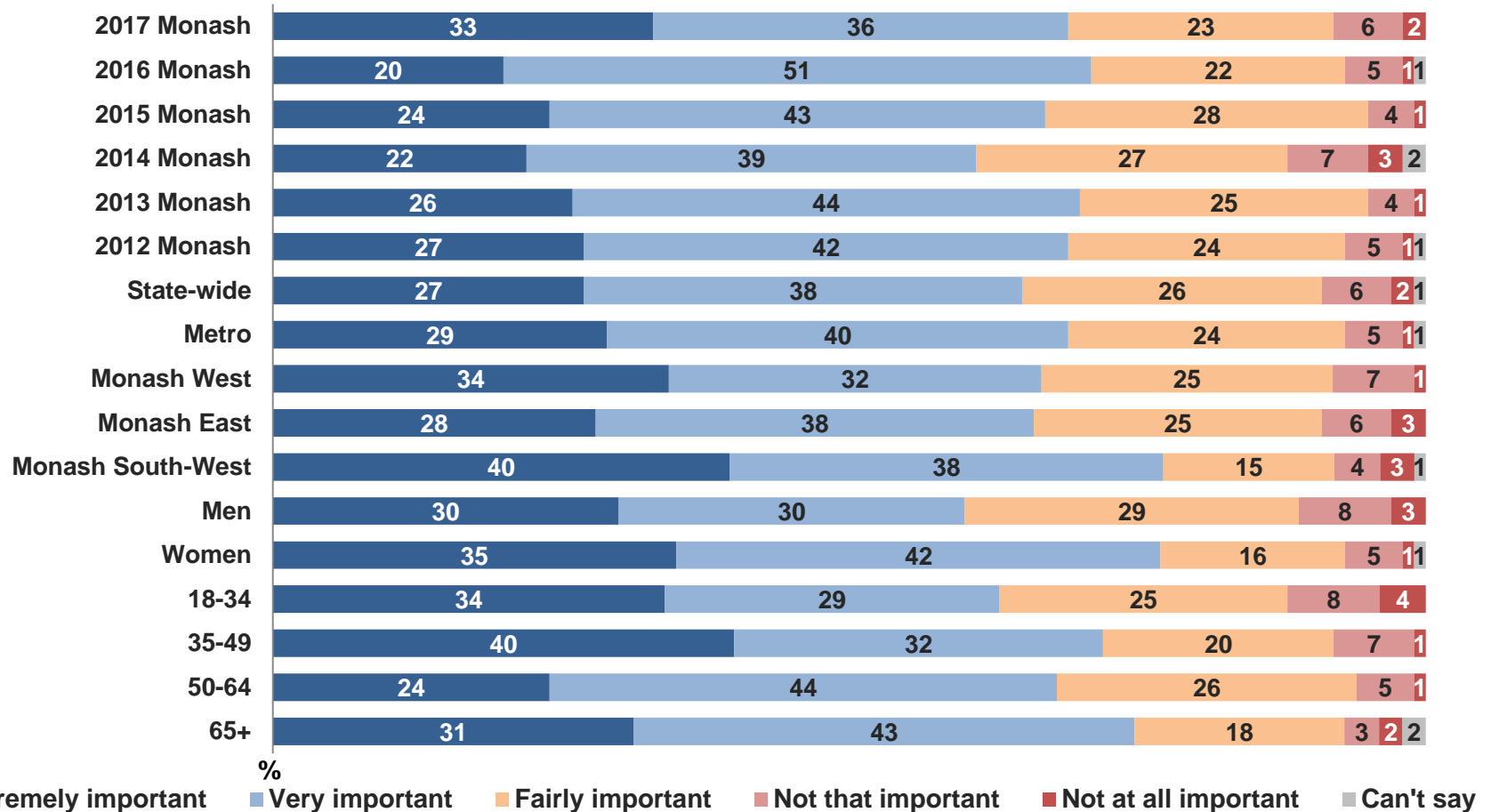
Base: All respondents. Councils asked state-wide: 23 Councils asked group: 10

Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

IMPORTANCE DETAILED PERCENTAGES

2017 Law Enforcement Importance



Q1. Firstly, how important should 'enforcement of local laws' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 23 Councils asked group: 10

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE INDEX SCORES

2017 Law Enforcement Performance

		2016	2015	2014	2013	2012
Monash South-West	66	72	67	65	67	70
18-34	65	70	72	71	71	74
65+	65	68	67	68	62	67
Women	65	68	66	67	67	69
Monash	65	69	67	67	67	68
Monash West	64	69	70	69	66	68
Men	64	69	69	66	66	67
Monash East	64	67	66	66	66	64
Metro	64	64	66	n/a	n/a	n/a
50-64	64	64	61	63	64	66
State-wide	64	63	66	66	65	65
35-49	63	69	64	62	67	61

Q2. How has Council performed on 'enforcement of local laws' over the last 12 months?

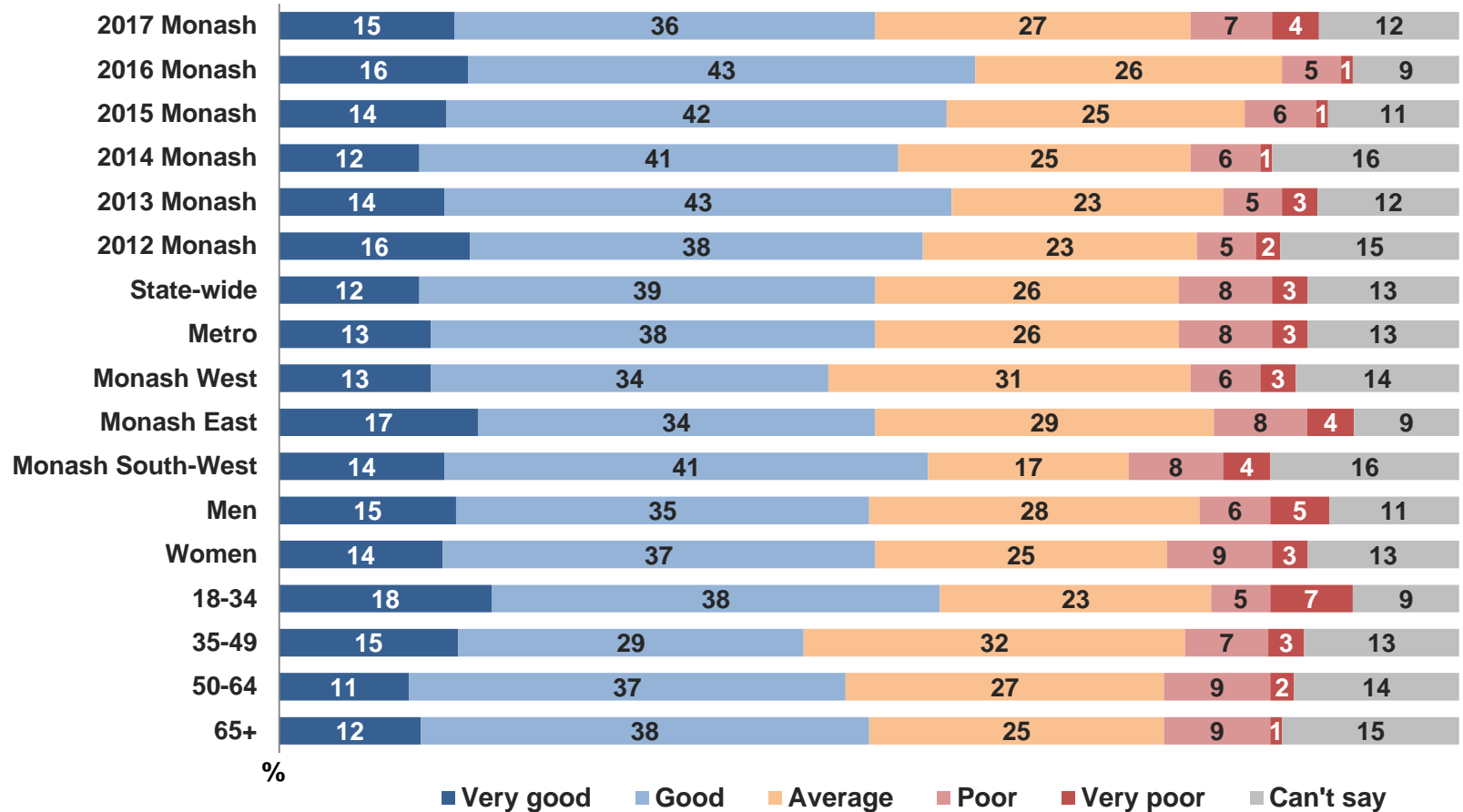
Base: All respondents. Councils asked state-wide: 32 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences

2017 ENFORCEMENT OF LOCAL LAWS

PERFORMANCE DETAILED PERCENTAGES

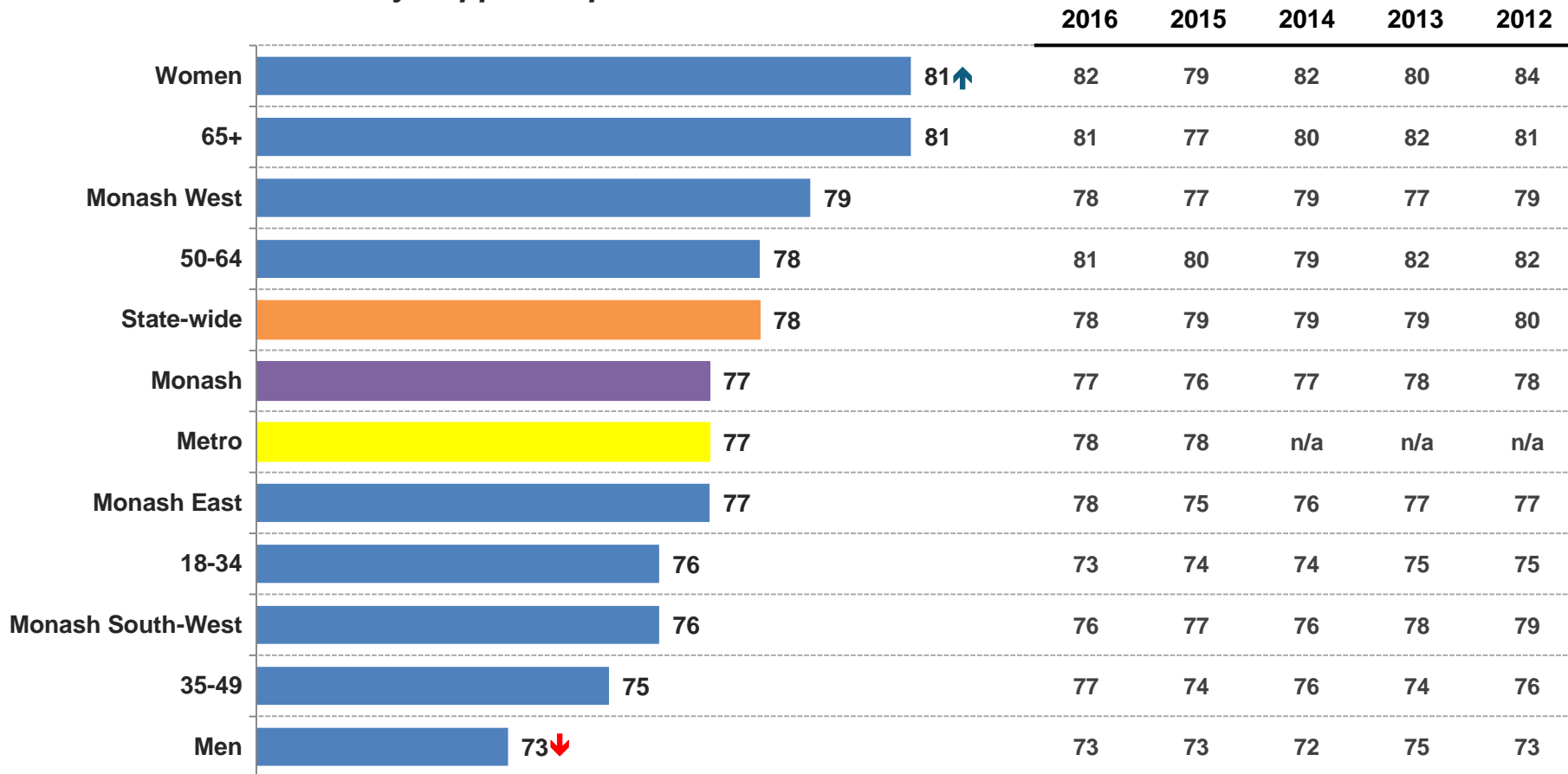
2017 Law Enforcement Performance



2017 ELDERLY SUPPORT SERVICES

IMPORTANCE INDEX SCORES

2017 Elderly Support Importance



Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?

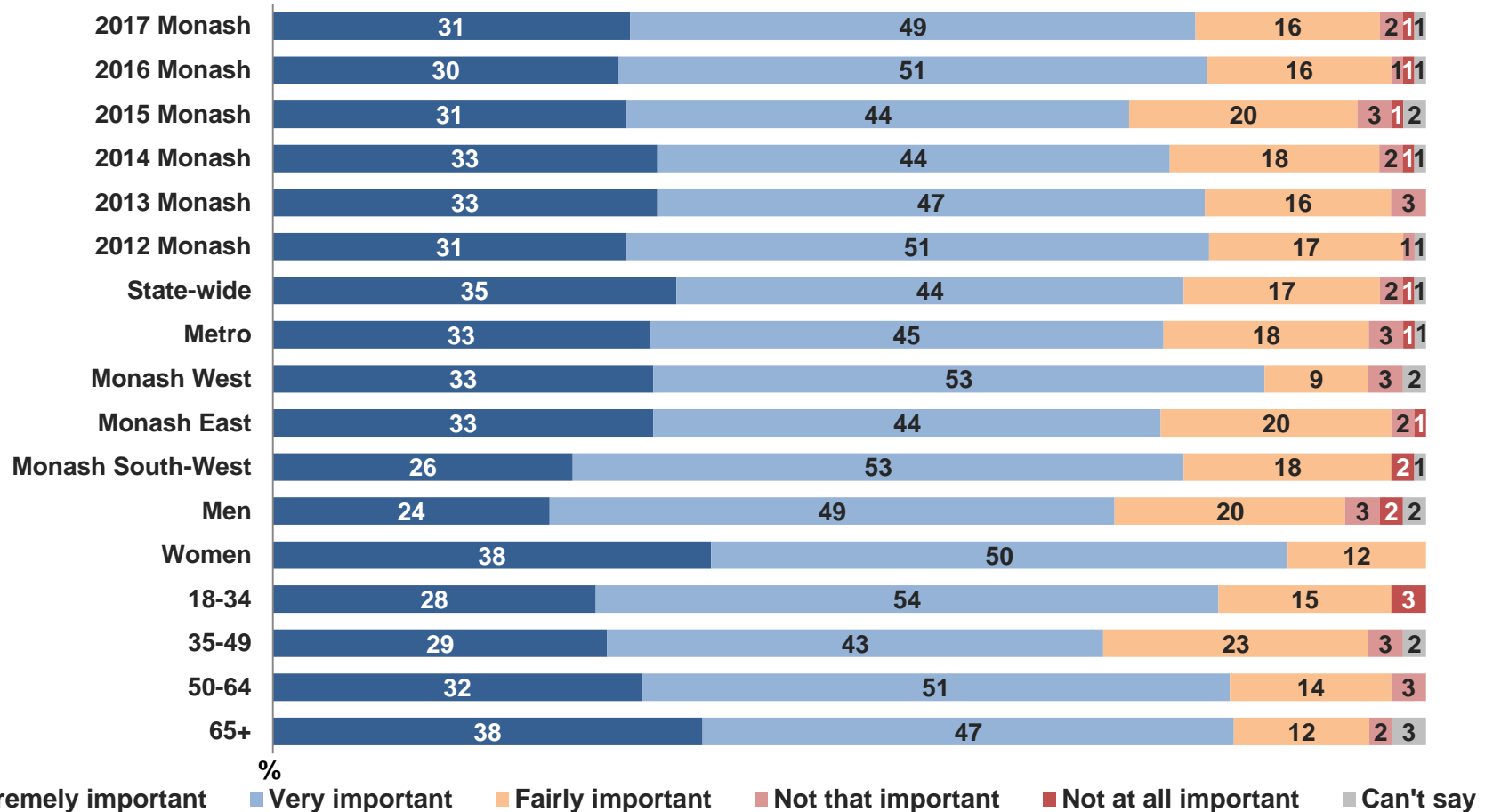
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10

Note: Please see page 5 for explanation about significant differences

2017 ELDERLY SUPPORT SERVICES

IMPORTANCE DETAILED PERCENTAGES

2017 Elderly Support Importance

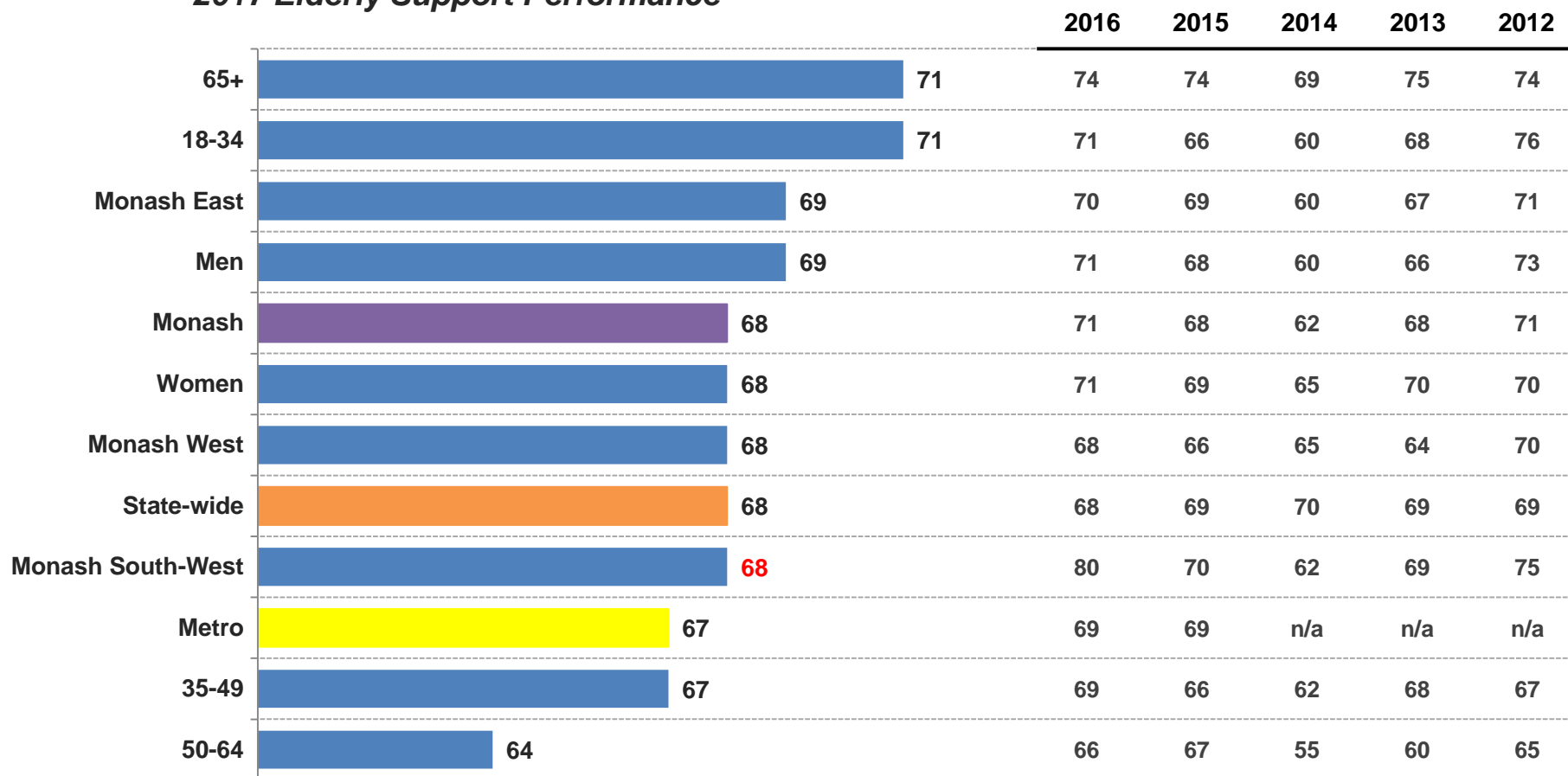


Q1. Firstly, how important should 'elderly support services' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10

2017 ELDERLY SUPPORT SERVICES

PERFORMANCE INDEX SCORES

2017 Elderly Support Performance



Q2. How has Council performed on 'elderly support services' over the last 12 months?

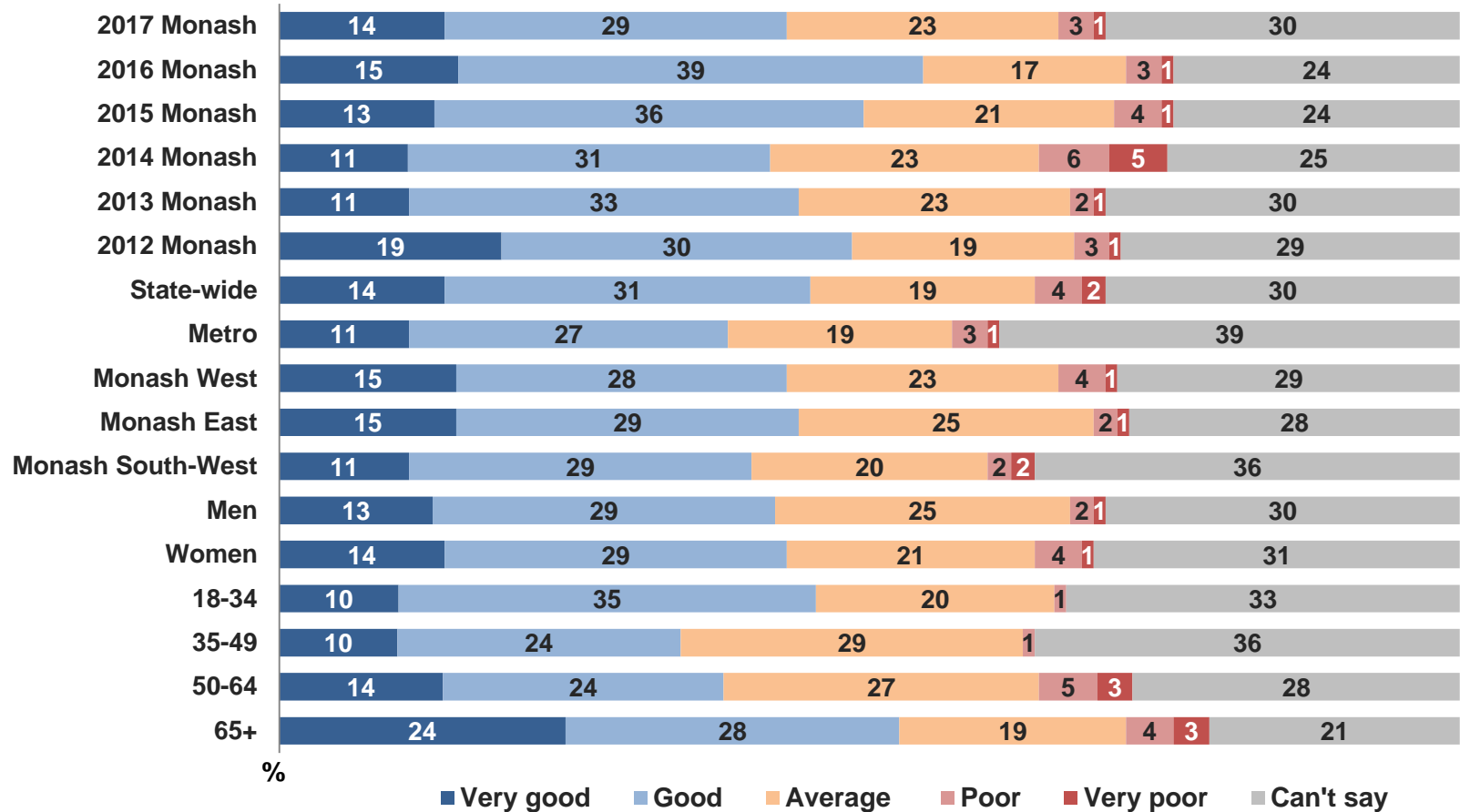
Base: All respondents. Councils asked state-wide: 35 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences

2017 ELDERLY SUPPORT SERVICES

PERFORMANCE DETAILED PERCENTAGES

2017 Elderly Support Performance



Q2. How has Council performed on 'elderly support services' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 35 Councils asked group: 13

2017 RECREATIONAL FACILITIES

IMPORTANCE INDEX SCORES

2017 Recreational Facilities Importance

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

Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?

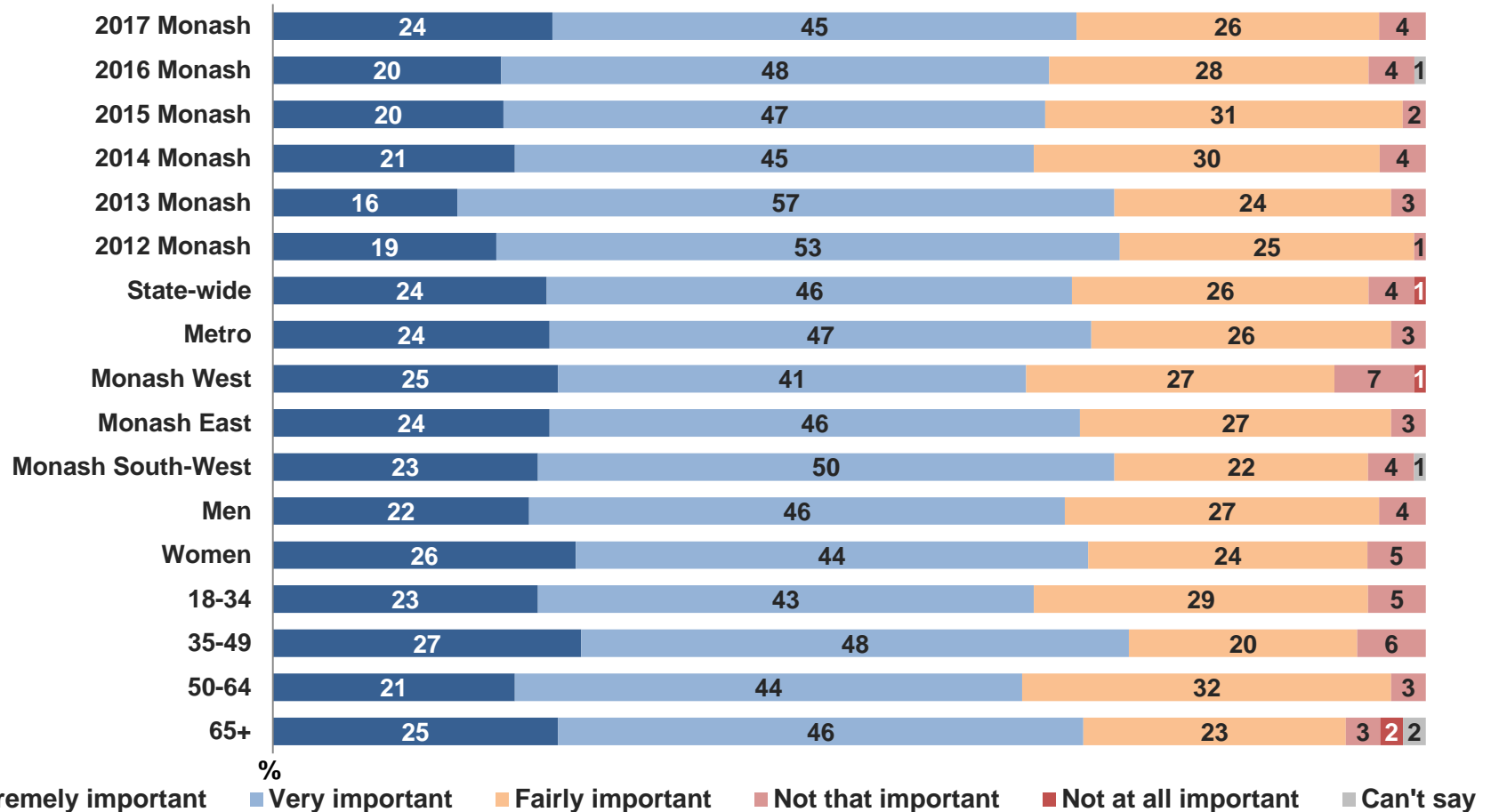
Base: All respondents. Councils asked state-wide: 27 Councils asked group: 10

Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES

IMPORTANCE DETAILED PERCENTAGES

2017 Recreational Facilities Importance

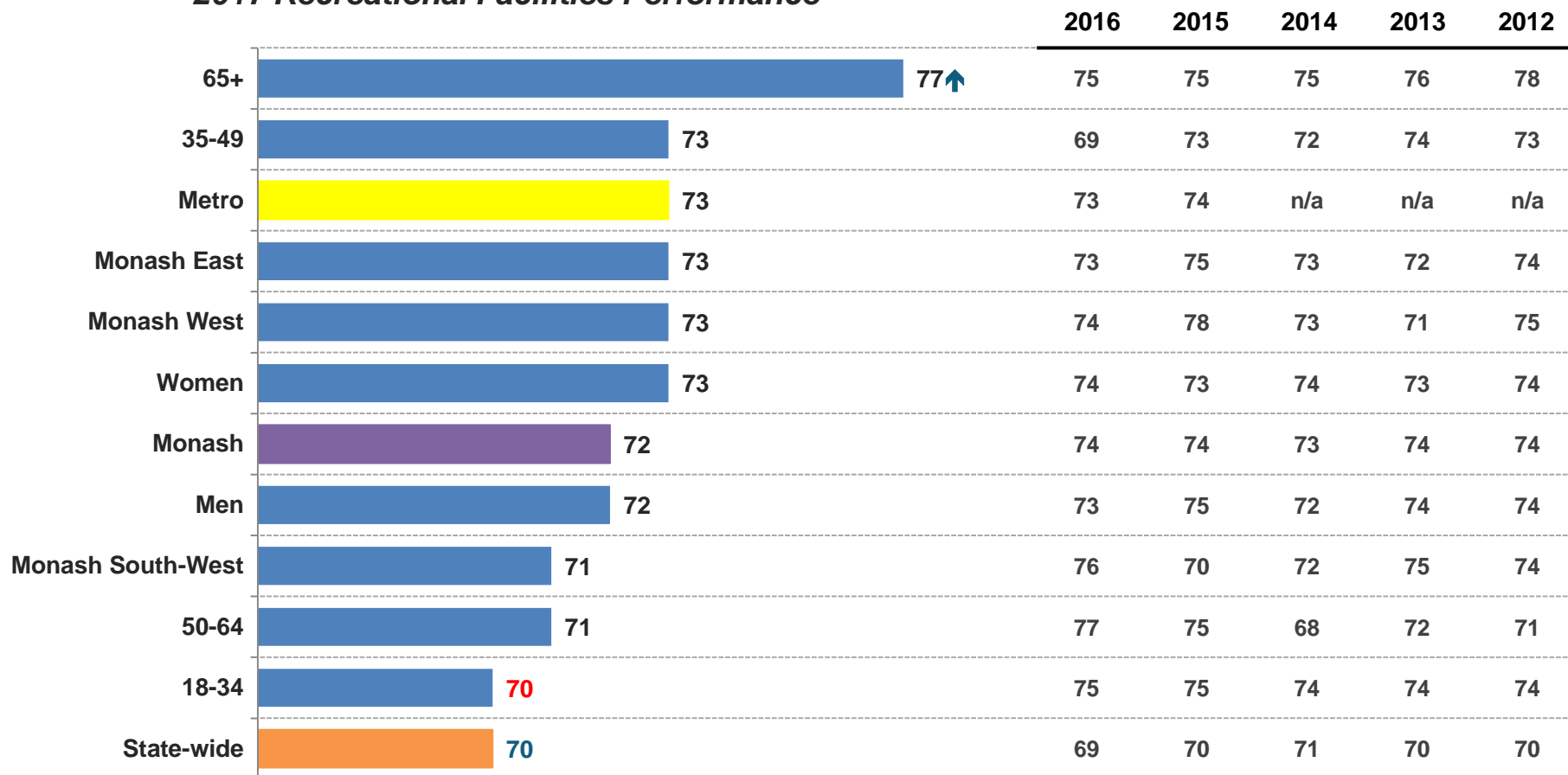


Q1. Firstly, how important should 'recreational facilities' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 27 Councils asked group: 10

2017 RECREATIONAL FACILITIES

PERFORMANCE INDEX SCORES

2017 Recreational Facilities Performance



Q2. How has Council performed on 'recreational facilities' over the last 12 months?

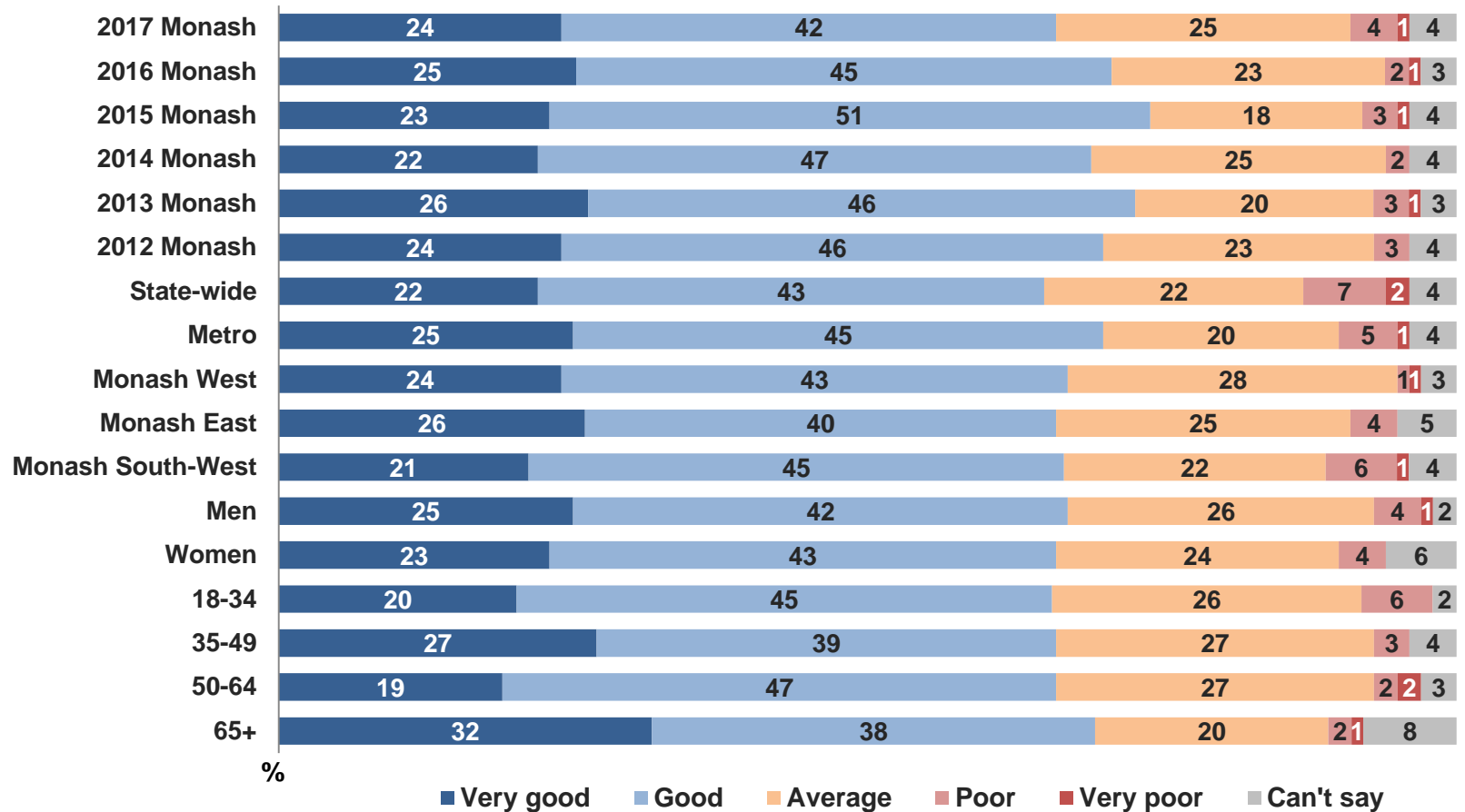
Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences

2017 RECREATIONAL FACILITIES

PERFORMANCE DETAILED PERCENTAGES

2017 Recreational Facilities Performance



Q2. How has Council performed on 'recreational facilities' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 40 Councils asked group: 13

2017 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE INDEX SCORES

2017 Public Areas Importance

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

Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?

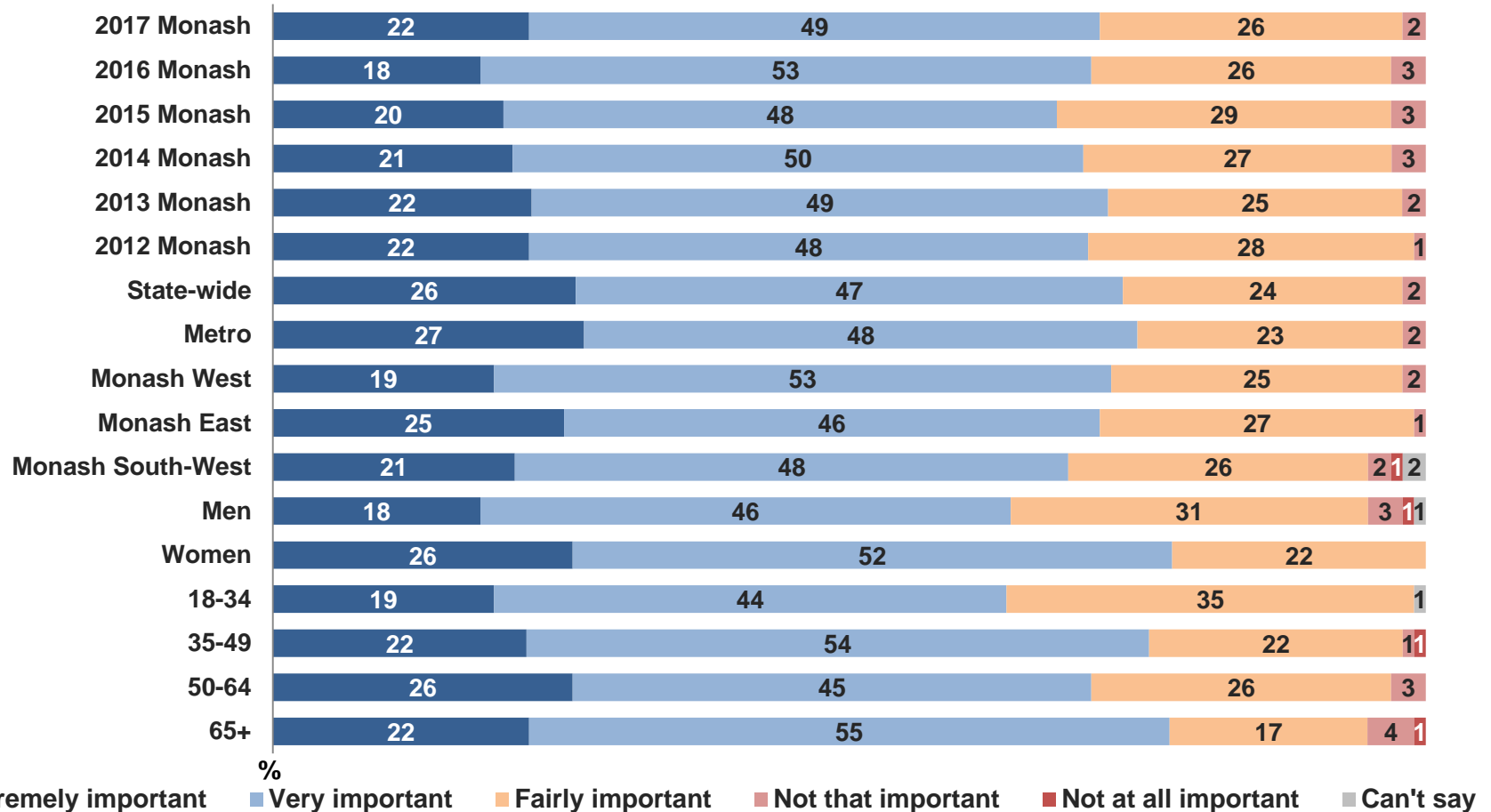
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 11

Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

IMPORTANCE DETAILED PERCENTAGES

2017 Public Areas Importance



Q1. Firstly, how important should 'the appearance of public areas' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 11

2017 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE INDEX SCORES

2017 Public Areas Performance

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

Q2. How has Council performed on 'the appearance of public areas' over the last 12 months?

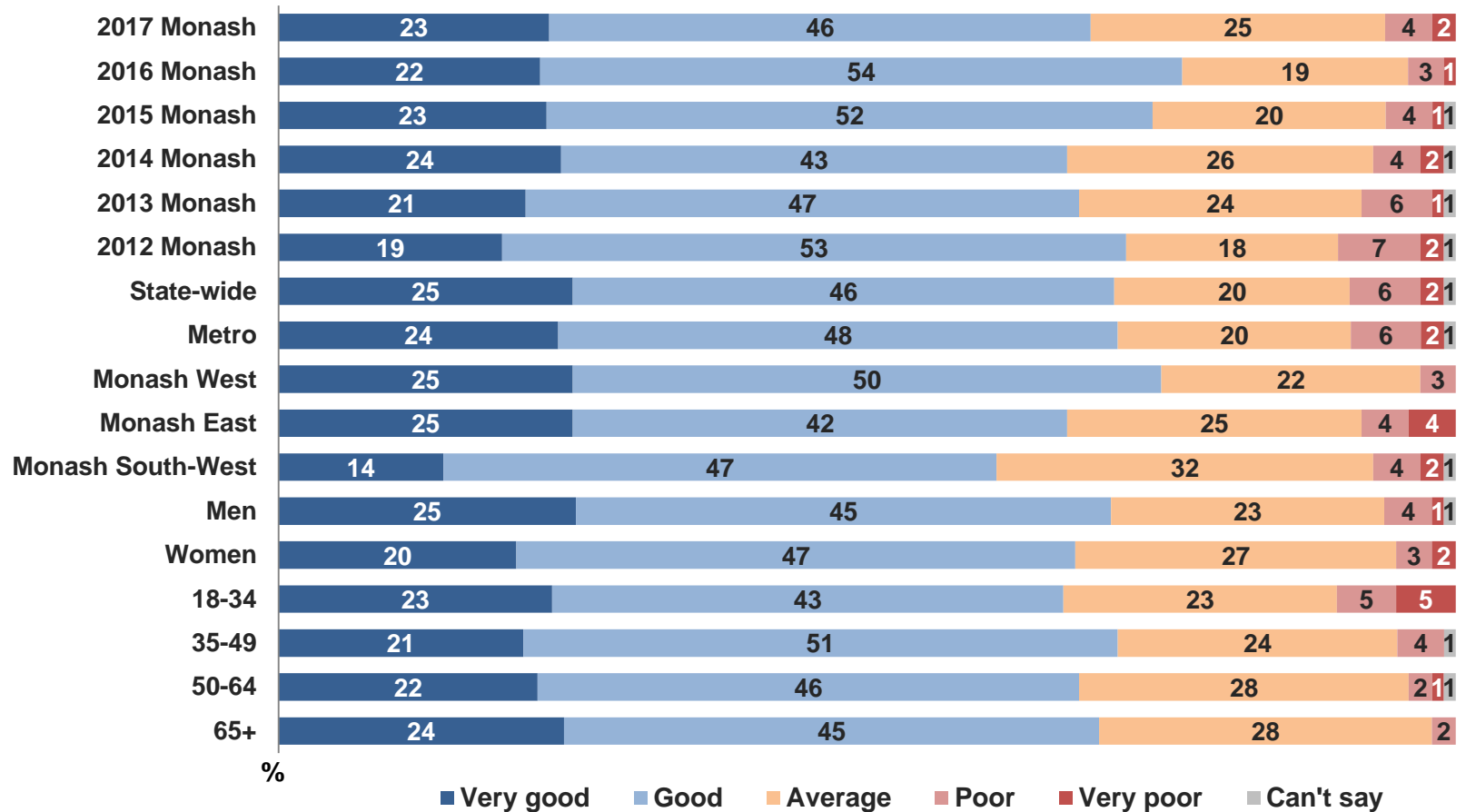
Base: All respondents. Councils asked state-wide: 39 Councils asked group: 14

Note: Please see page 5 for explanation about significant differences

2017 THE APPEARANCE OF PUBLIC AREAS

PERFORMANCE DETAILED PERCENTAGES

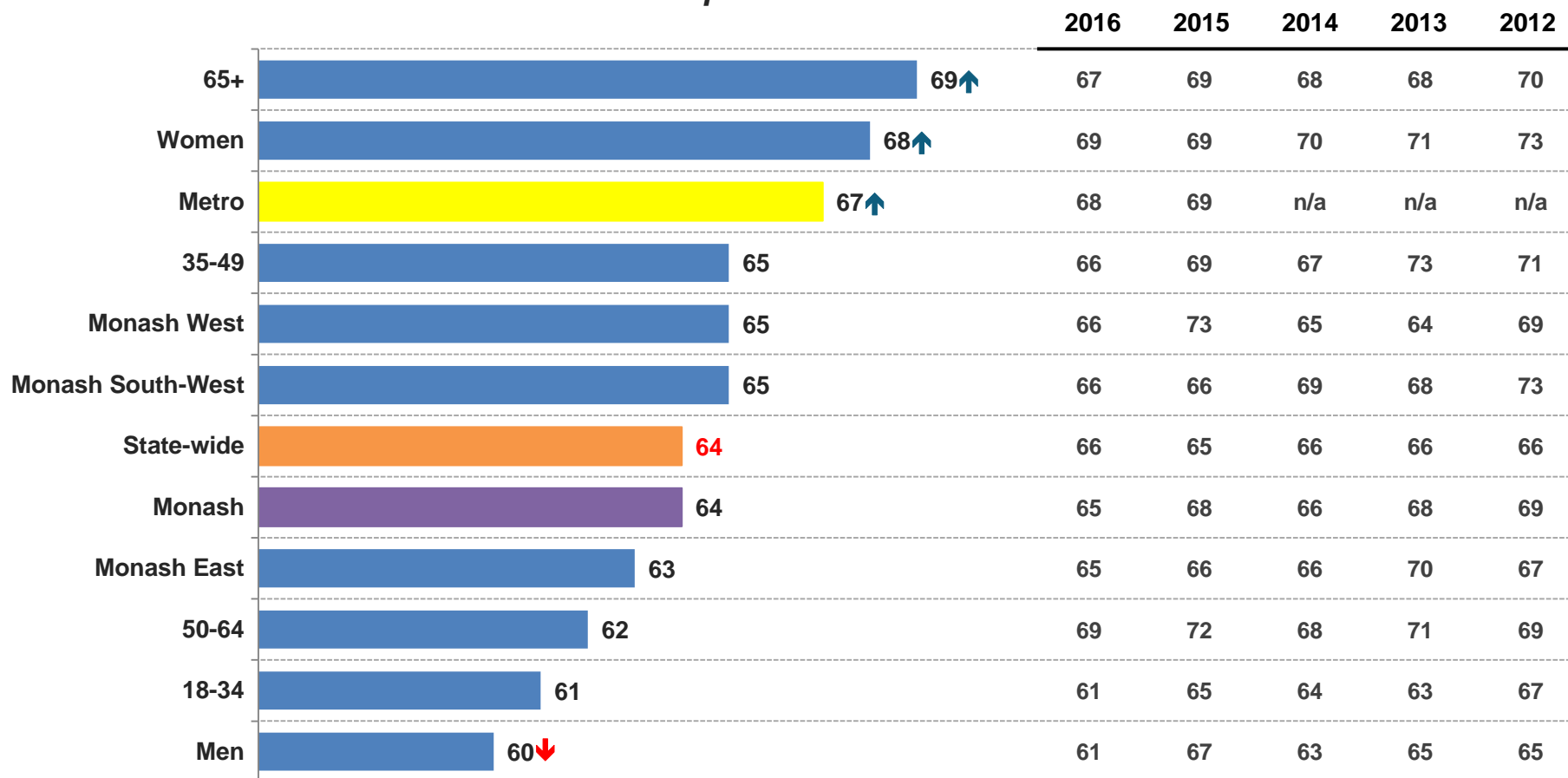
2017 Public Areas Performance



2017 ART CENTRES AND LIBRARIES

IMPORTANCE INDEX SCORES

2017 Art Centres & Libraries Importance



Q1. Firstly, how important should 'art centres and libraries' be as a responsibility for Council?

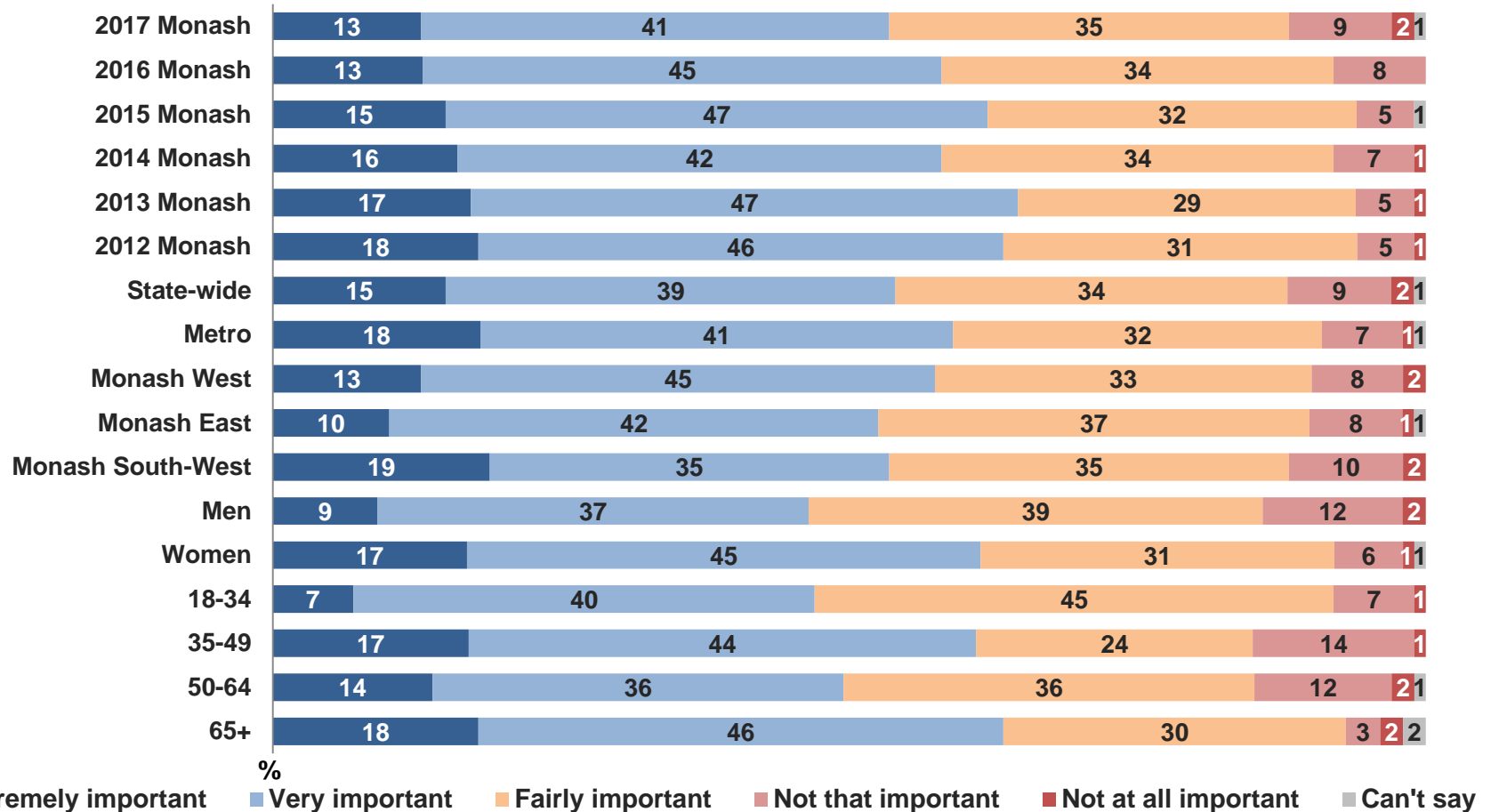
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 9

Note: Please see page 5 for explanation about significant differences

2017 ART CENTRES AND LIBRARIES

IMPORTANCE DETAILED PERCENTAGES

2017 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: 9

2017 ART CENTRES AND LIBRARIES

PERFORMANCE INDEX SCORES

2017 Art Centres & Libraries Performance

		2016	2015	2014	2013	2012
Women	78	77	76	79	77	80
Monash East	77	76	75	77	75	78
35-49	77	71	75	78	80	77
65+	76	80	79	81	79	82
Monash	76	76	75	76	77	78
Monash South-West	75	75	74	76	78	80
18-34	75	75	72	73	74	78
Metro	75	74	75	n/a	n/a	n/a
50-64	75	76	74	75	75	73
Monash West	74	75	76	76	76	76
State-wide	73↓	72	73	75	73	73
Men	73	75	74	74	76	75

Q2. How has Council performed on 'art centres and libraries' over the last 12 months?

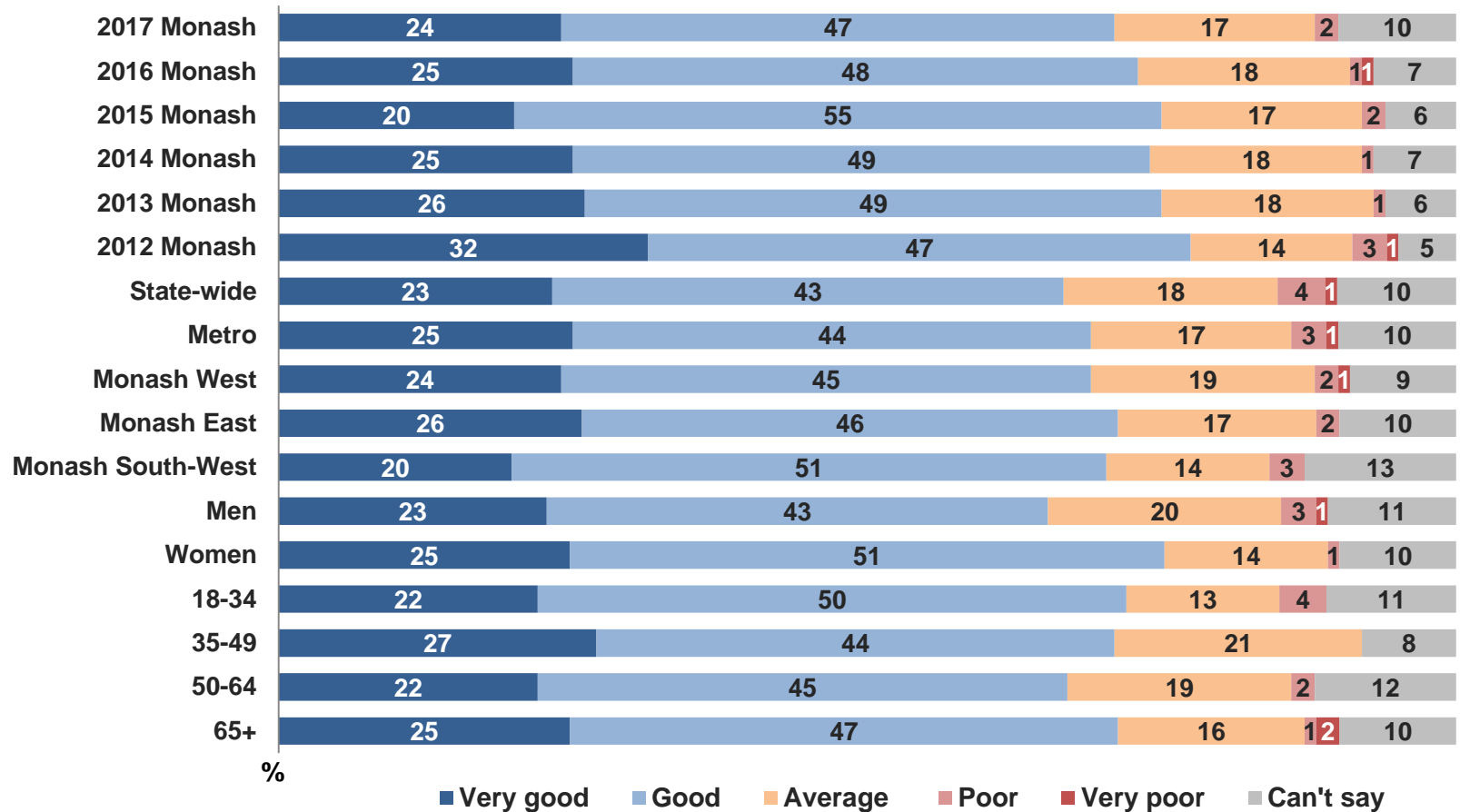
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences

2017 ART CENTRES AND LIBRARIES

PERFORMANCE DETAILED PERCENTAGES

2017 Art Centres & Libraries Performance



2017 COMMUNITY AND CULTURAL ACTIVITIES IMPORTANCE INDEX SCORES



2017 Community Activities Importance

		2016	2015	2014	2013	2012
18-34	66↑	60	61	60	59	62
Women	63	60	63	63	63	65
Monash West	63	61	63	60	63	63
Metro	61	62	62	n/a	n/a	n/a
Monash	61	59	60	59	60	61
State-wide	61	62	62	62	62	62
Monash South-West	61	60	60	67	60	58
Monash East	61	57	58	56	60	64
35-49	60	53	60	59	62	59
Men	60	57	58	56	57	56
50-64	59	61	62	57	62	61
65+	58	61	58	60	58	60

Q1. Firstly, how important should 'community and cultural activities' be as a responsibility for Council?

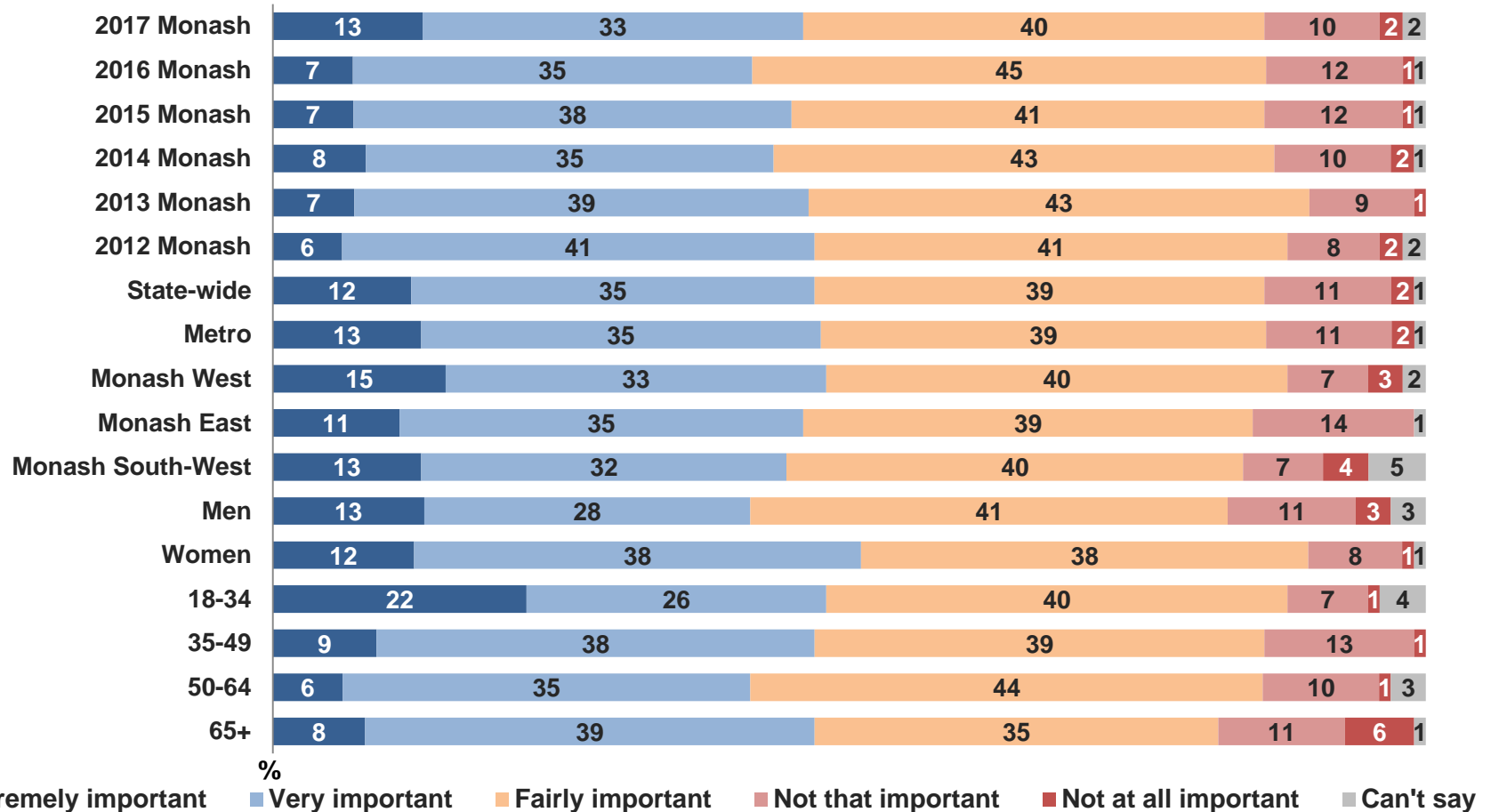
Base: All respondents. Councils asked state-wide: 21 Councils asked group: 9

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY AND CULTURAL ACTIVITIES

IMPORTANCE DETAILED PERCENTAGES

2017 Community Activities Importance



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

2017 COMMUNITY AND CULTURAL ACTIVITIES PERFORMANCE INDEX SCORES



2017 Community Activities Performance

		2016	2015	2014	2013	2012
Monash South-West	73	80	72	69	68	72
35-49	71	72	72	73	68	66
Monash East	71	68	69	69	63	64
Women	70	74	71	71	67	72
Metro	70	71	71	n/a	n/a	n/a
18-34	69	70	71	65	66	69
Monash	69	71	71	69	66	69
State-wide	69	69	69	70	69	68
50-64	69	70	69	65	64	65
Men	68	69	72	67	65	67
65+	66	73	71	72	68	75
Monash West	64↓	70	75	68	69	72

Q2. How has Council performed on 'community and cultural activities' over the last 12 months?

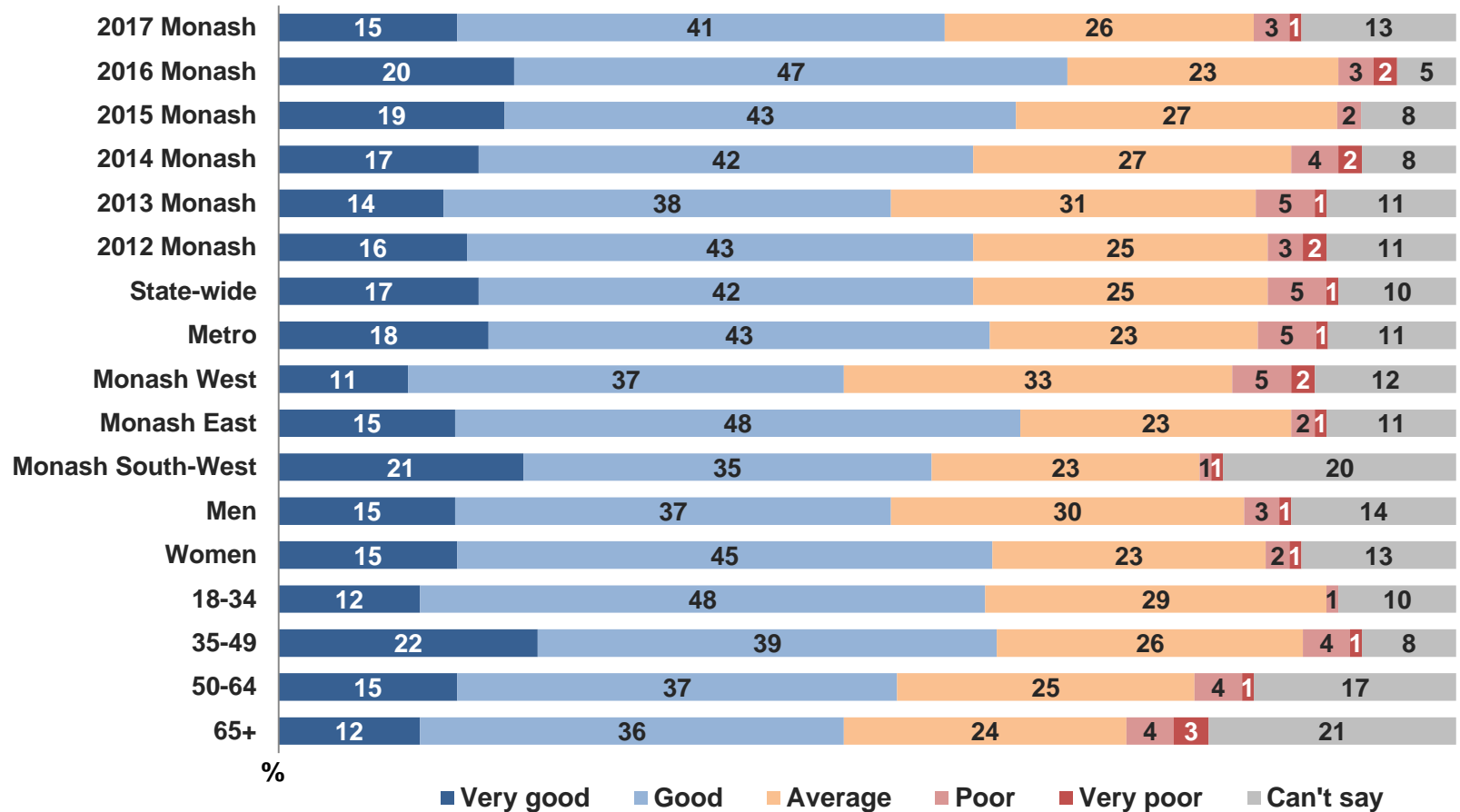
Base: All respondents. Councils asked state-wide: 29 Councils asked group: 13

Note: Please see page 5 for explanation about significant differences

2017 COMMUNITY AND CULTURAL ACTIVITIES

PERFORMANCE DETAILED PERCENTAGES

2017 Community Activities Performance



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: 13

2017 WASTE MANAGEMENT IMPORTANCE INDEX SCORES



2017 Waste Management Importance

		2016	2015	2014	2013	2012
35-49	83	80	78	80	82	78
Monash South-West	83	78	80	79	81	80
Women	82	79	80	82	82	83
50-64	82	83	84	84	87	83
65+	82	80	78	82	83	80
Metro	81	82	81	n/a	n/a	n/a
Monash	81	78	79	80	81	81
Monash West	81	77	78	79	79	83
Men	80	78	77	77	81	79
Monash East	80	79	78	80	84	82
State-wide	79↓	80	79	79	79	78
18-34	79	73	77	76	76	83

Q1. Firstly, how important should 'waste management' be as a responsibility for Council?

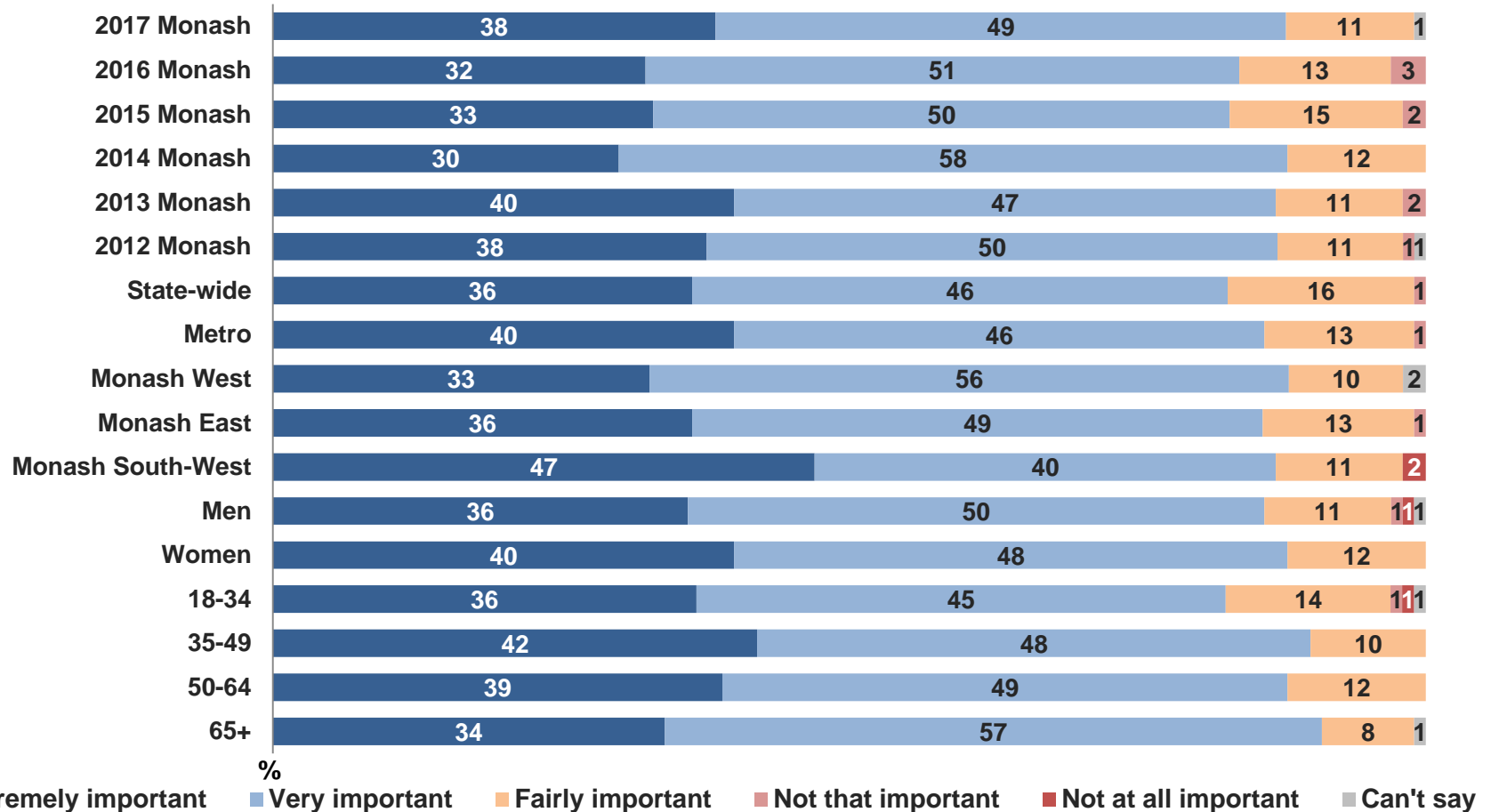
Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10

Note: Please see page 5 for explanation about significant differences

2017 WASTE MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Waste Management Importance

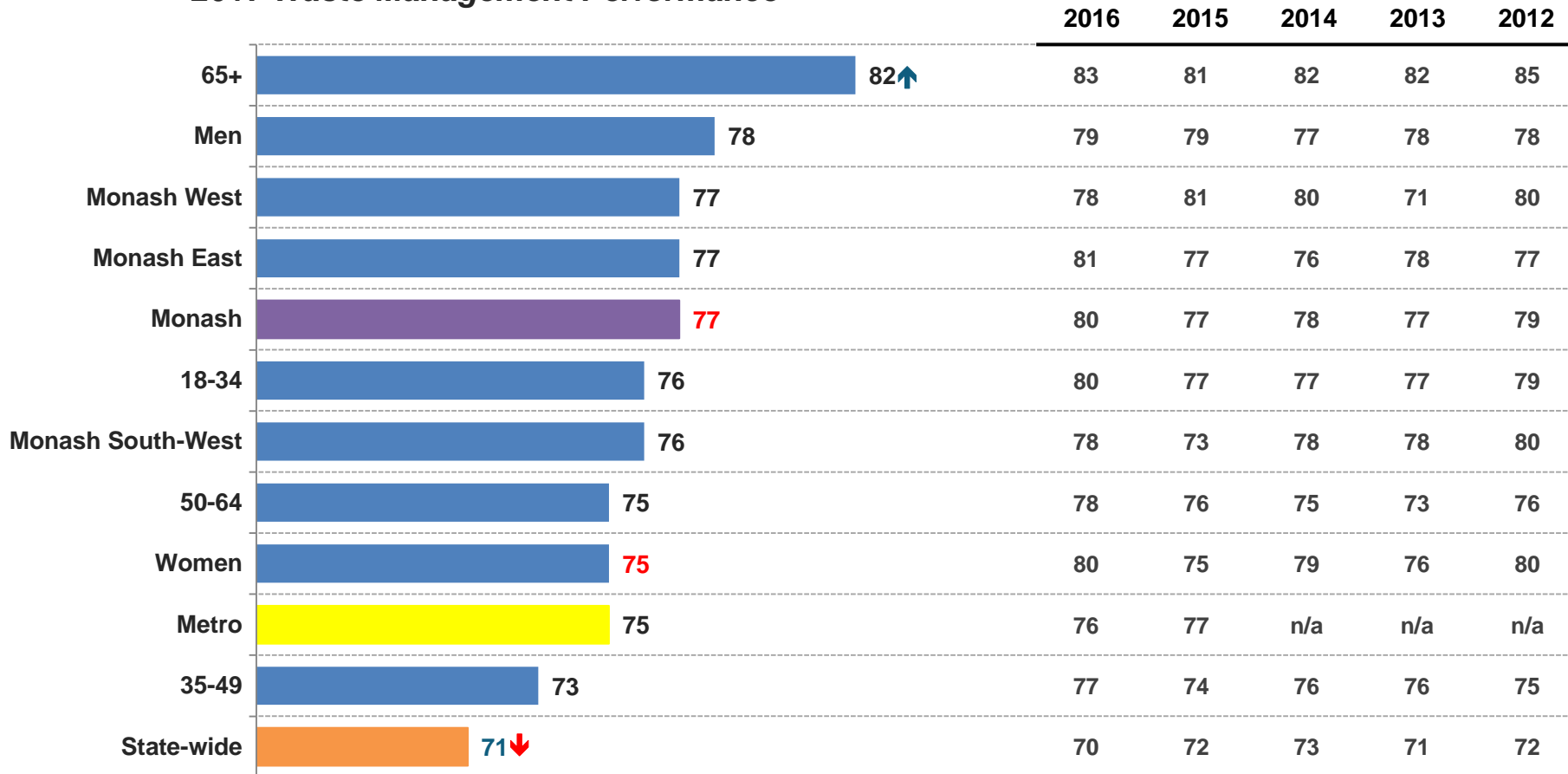


Q1. Firstly, how important should 'waste management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 28 Councils asked group: 10

2017 WASTE MANAGEMENT PERFORMANCE INDEX SCORES



2017 Waste Management Performance

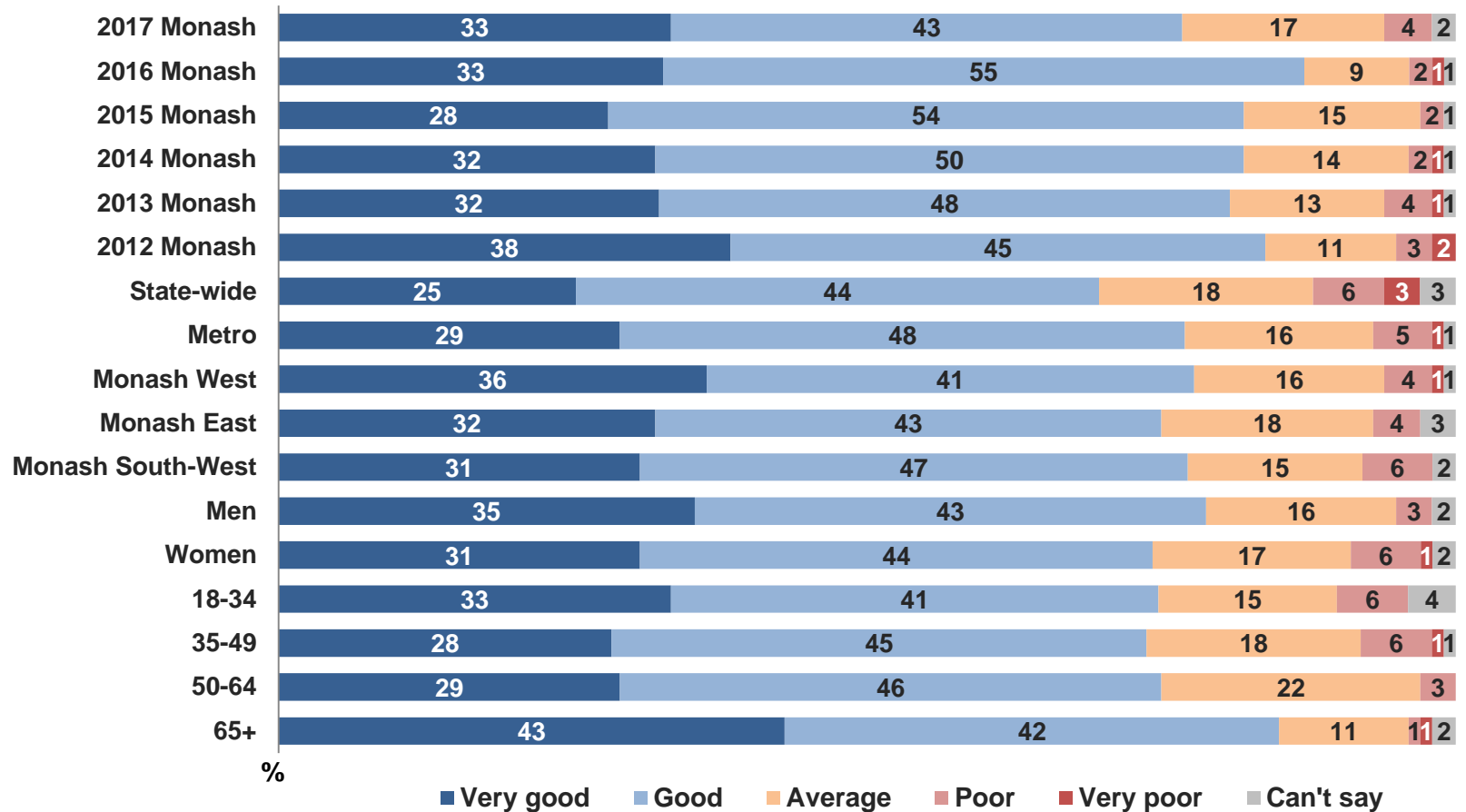


Q2. How has Council performed on 'waste management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 38 Councils asked group: 13
 Note: Please see page 5 for explanation about significant differences

2017 WASTE MANAGEMENT PERFORMANCE DETAILED PERCENTAGES



2017 Waste Management Performance



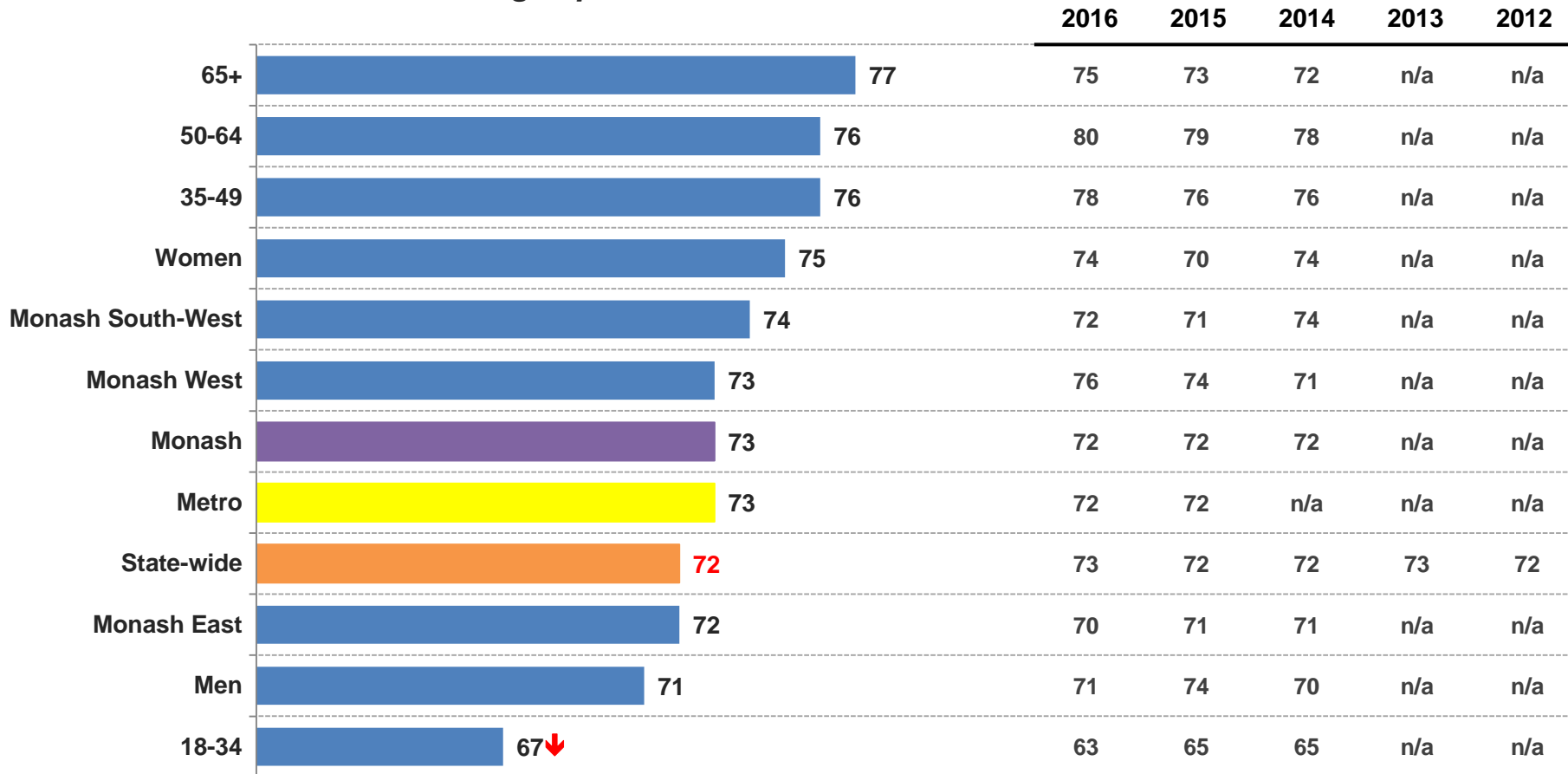
Q2. How has Council performed on 'waste management' over the last 12 months?
Base: All respondents. Councils asked state-wide: 38 Councils asked group: 13

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY

IMPORTANCE INDEX SCORES



2017 Town Planning Importance



Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council?

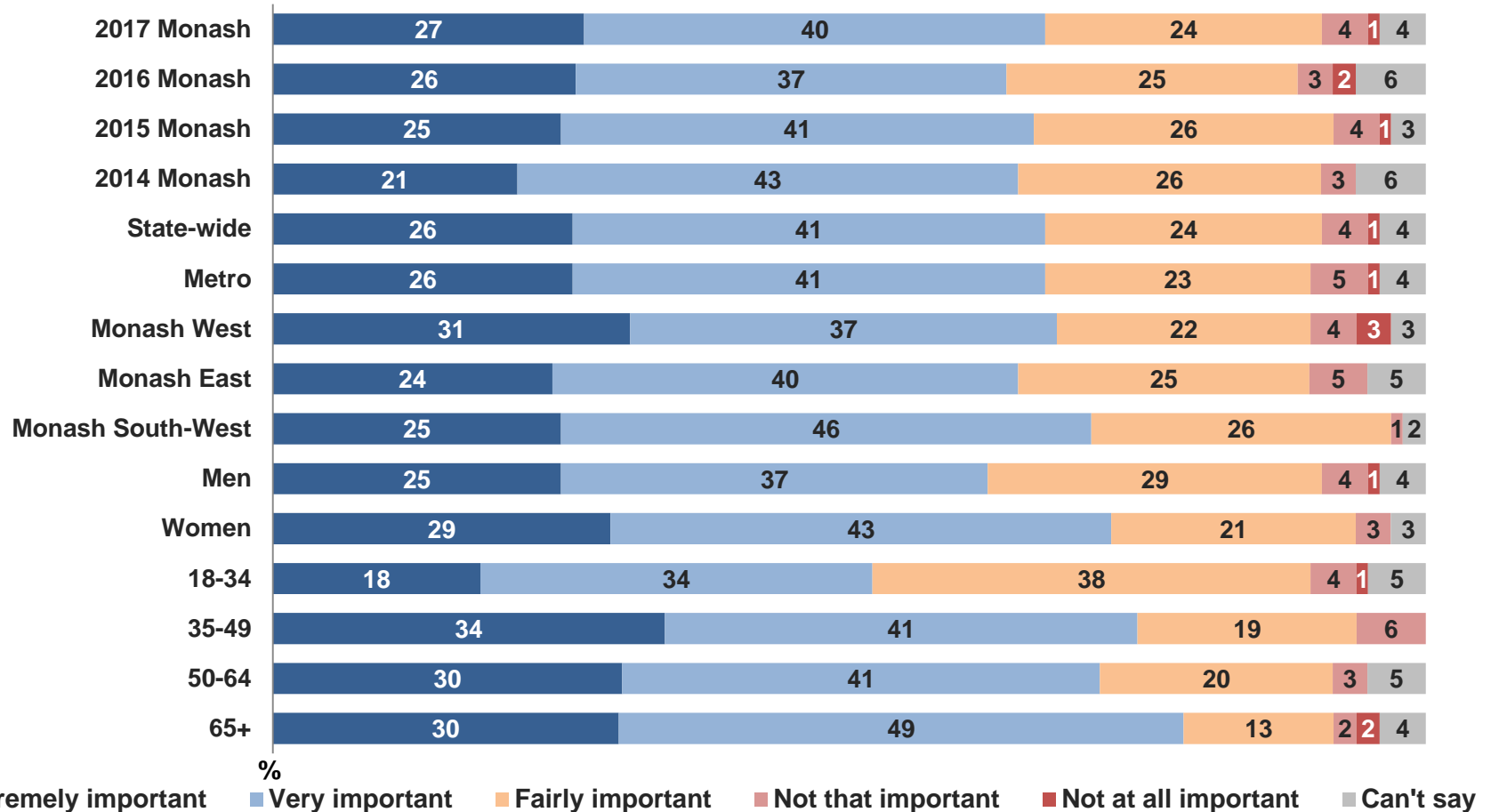
Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

Note: Please see page 5 for explanation about significant differences

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY

IMPORTANCE DETAILED PERCENTAGES

2017 Town Planning Importance



Q1. Firstly, how important should 'council's general town planning policy' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 16 Councils asked group: 7

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY

PERFORMANCE INDEX SCORES



2017 Town Planning Performance

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

Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?

Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10

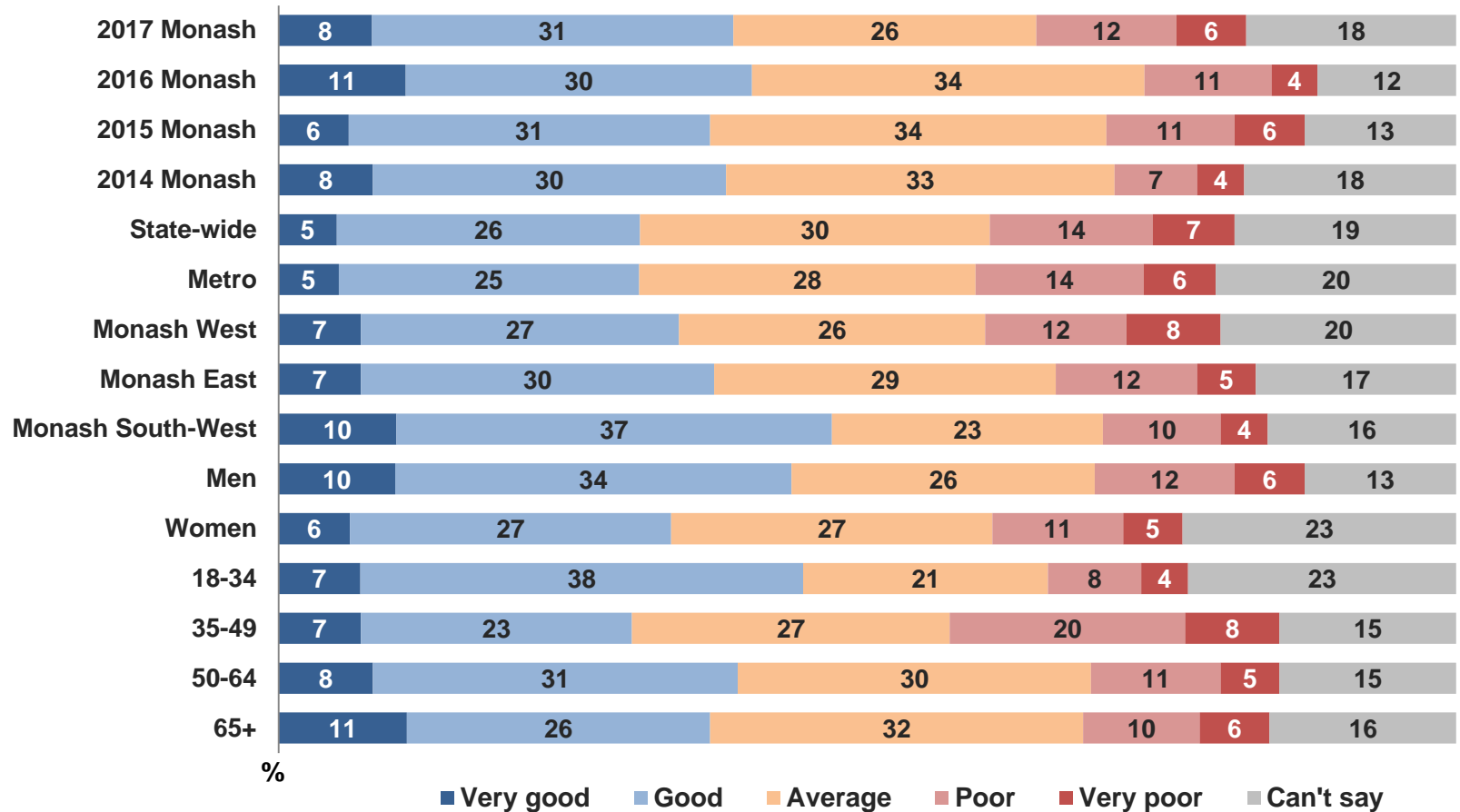
Note: Please see page 5 for explanation about significant differences

2017 COUNCIL'S GENERAL TOWN PLANNING POLICY

PERFORMANCE DETAILED PERCENTAGES



2017 Town Planning Performance

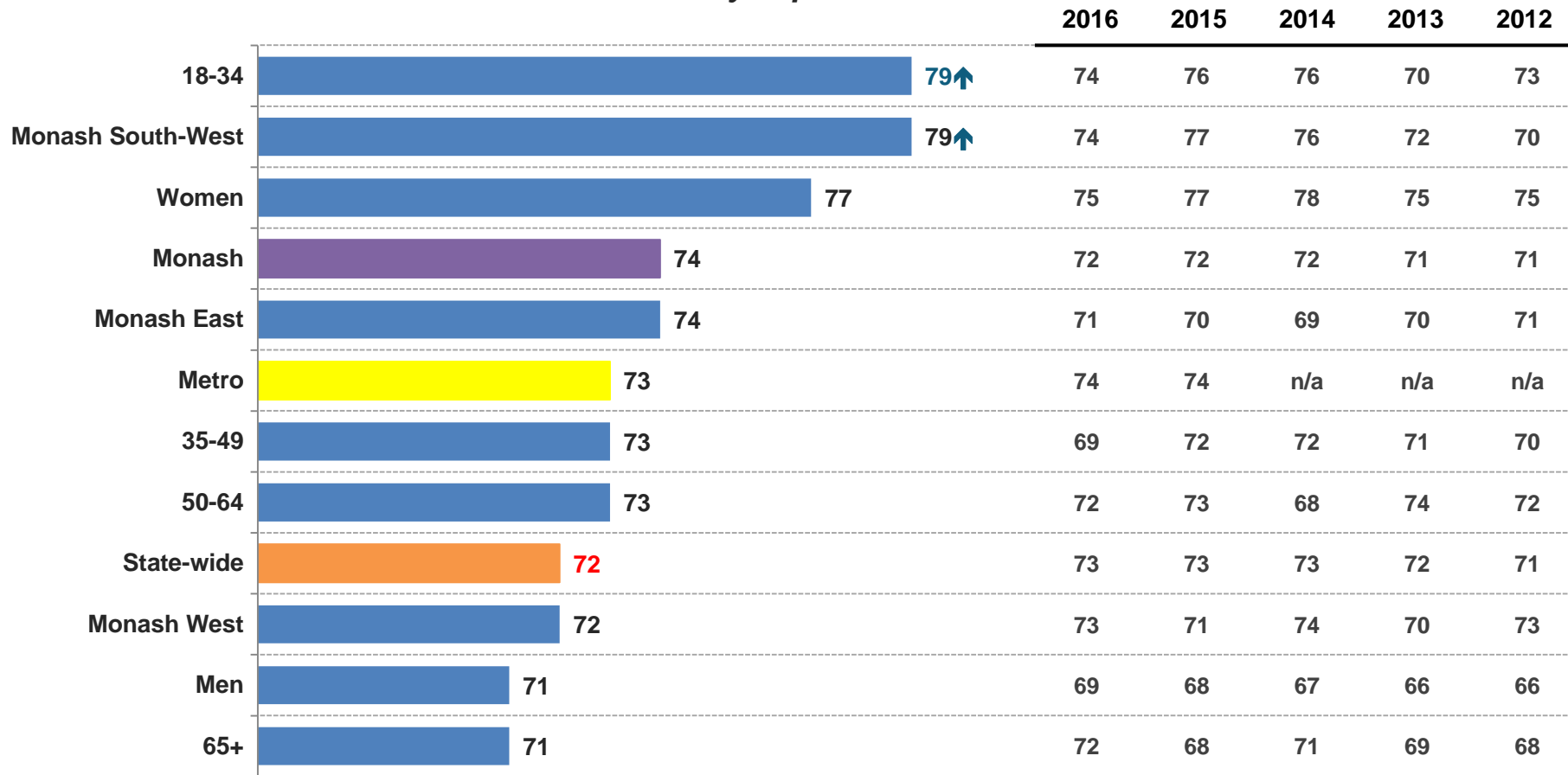


Q2. How has Council performed on 'council's general town planning policy' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 10

2017 ENVIRONMENTAL SUSTAINABILITY IMPORTANCE INDEX SCORES



2017 Environmental Sustainability Importance



Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?

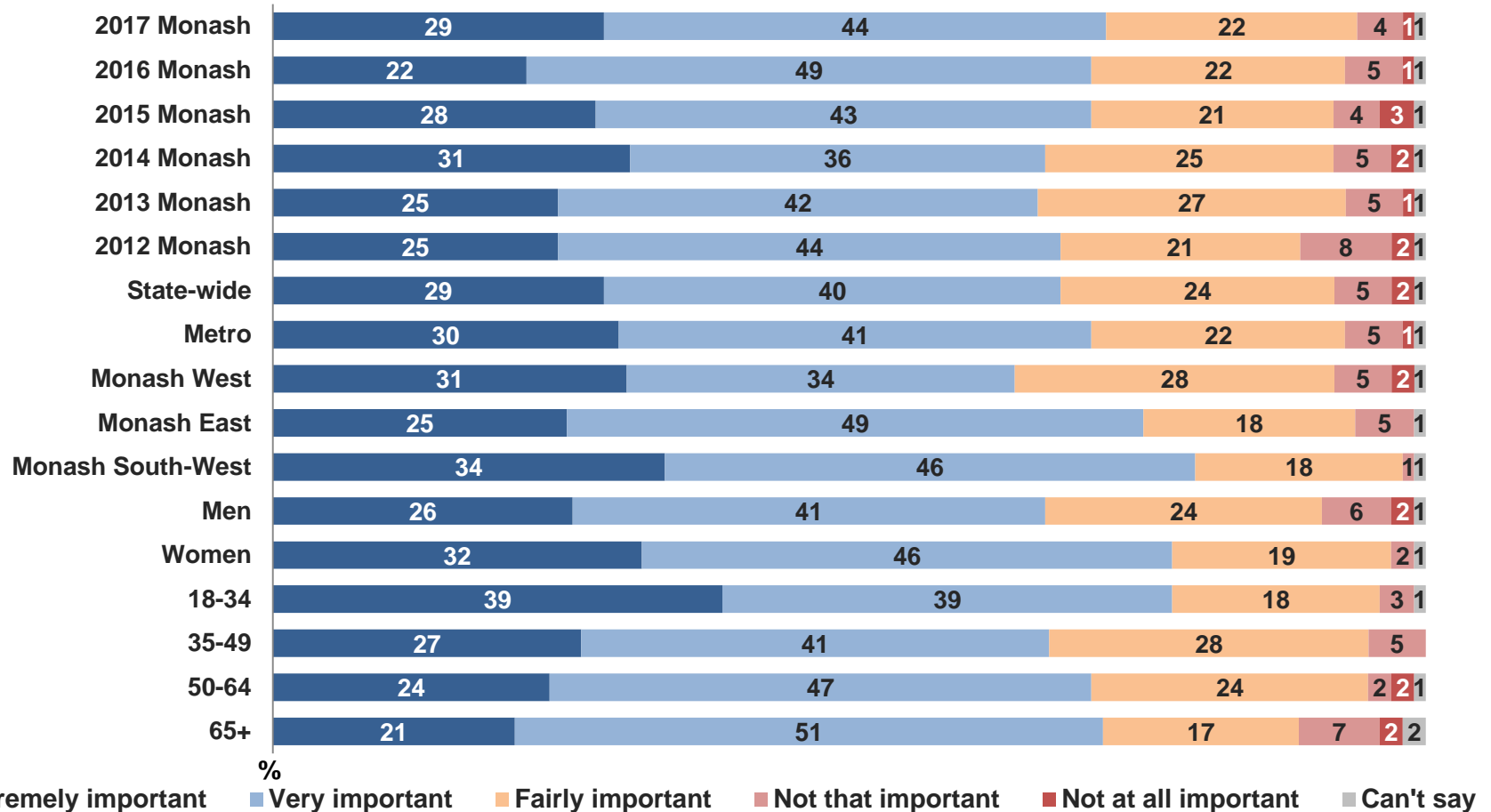
Base: All respondents. Councils asked state-wide: 20 Councils asked group: 10

Note: Please see page 5 for explanation about significant differences

2017 ENVIRONMENTAL SUSTAINABILITY

IMPORTANCE DETAILED PERCENTAGES

2017 Environmental Sustainability Importance



Q1. Firstly, how important should 'environmental sustainability' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 10

2017 ENVIRONMENTAL SUSTAINABILITY PERFORMANCE INDEX SCORES



2017 Environmental Sustainability Performance

		2016	2015	2014	2013	2012
Men	66	67	64	65	66	64
35-49	66	63	62	64	62	63
Monash East	66	66	64	63	67	66
Metro	64	64	65	n/a	n/a	n/a
Monash	64	65	63	65	65	67
Monash South-West	64	66	64	65	66	66
65+	64	69	64	66	69	71
50-64	64	63	62	62	65	64
State-wide	64	63	64	64	64	64
18-34	63	64	64	66	65	67
Monash West	63	64	62	67	58	70
Women	63	64	63	65	64	69

Q2. How has Council performed on 'environmental sustainability' over the last 12 months?

Base: All respondents. Councils asked state-wide: 29 Councils asked group: 14

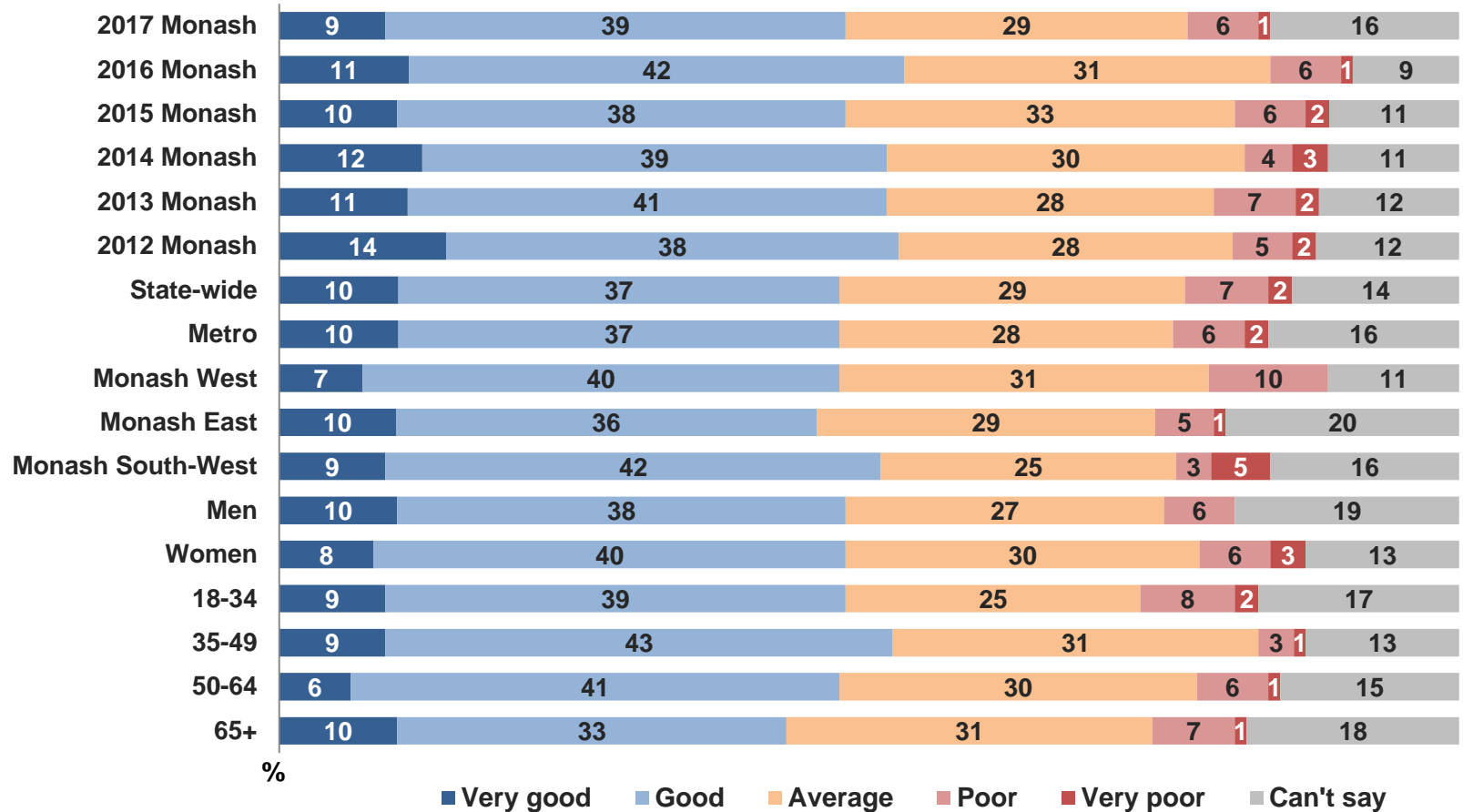
Note: Please see page 5 for explanation about significant differences

2017 ENVIRONMENTAL SUSTAINABILITY

PERFORMANCE DETAILED PERCENTAGES



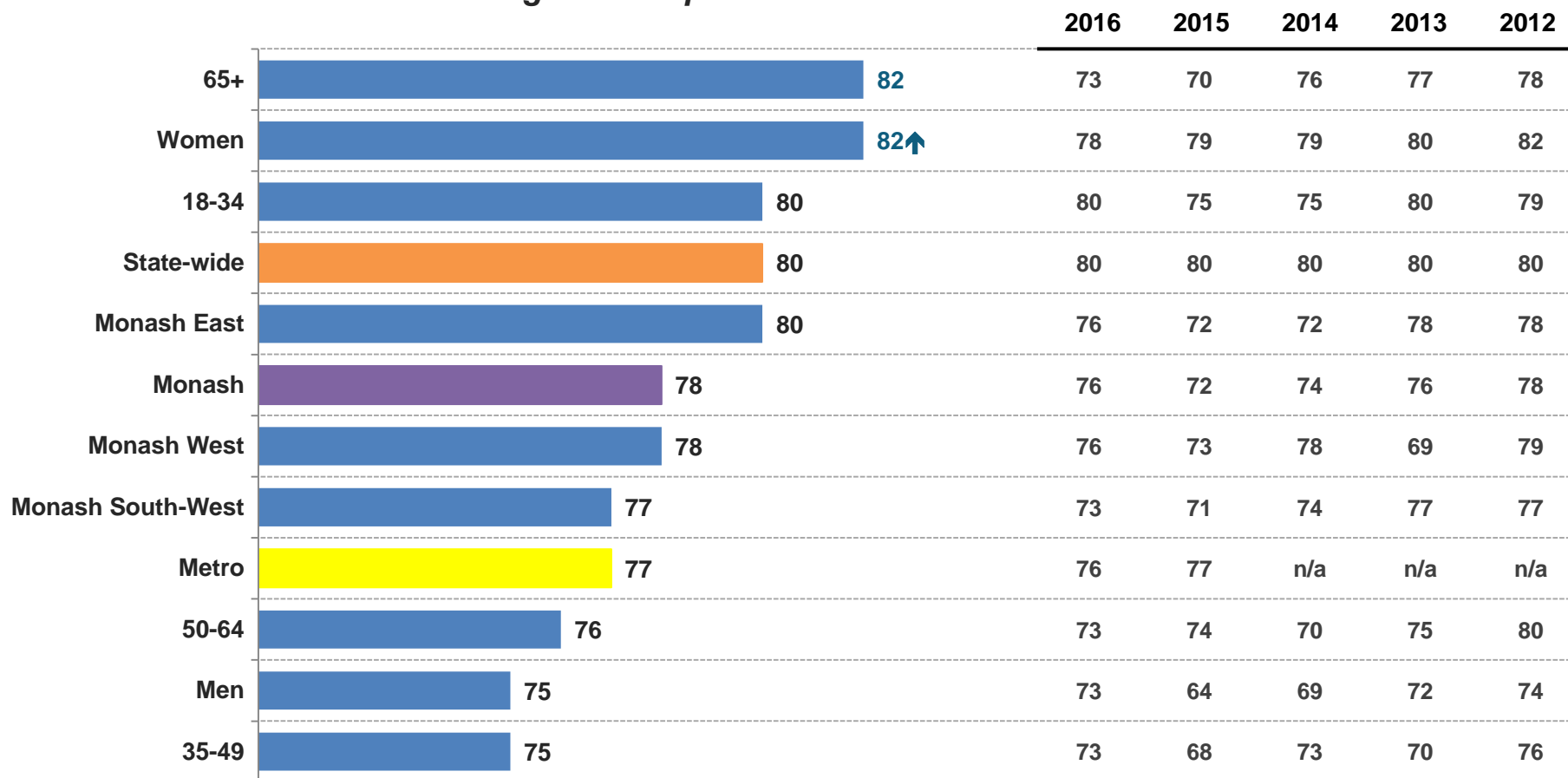
2017 Environmental Sustainability Performance



Q2. How has Council performed on 'environmental sustainability' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 29 Councils asked group: 14

2017 EMERGENCY AND DISASTER MANAGEMENT IMPORTANCE INDEX SCORES

2017 Disaster Management Importance



Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?

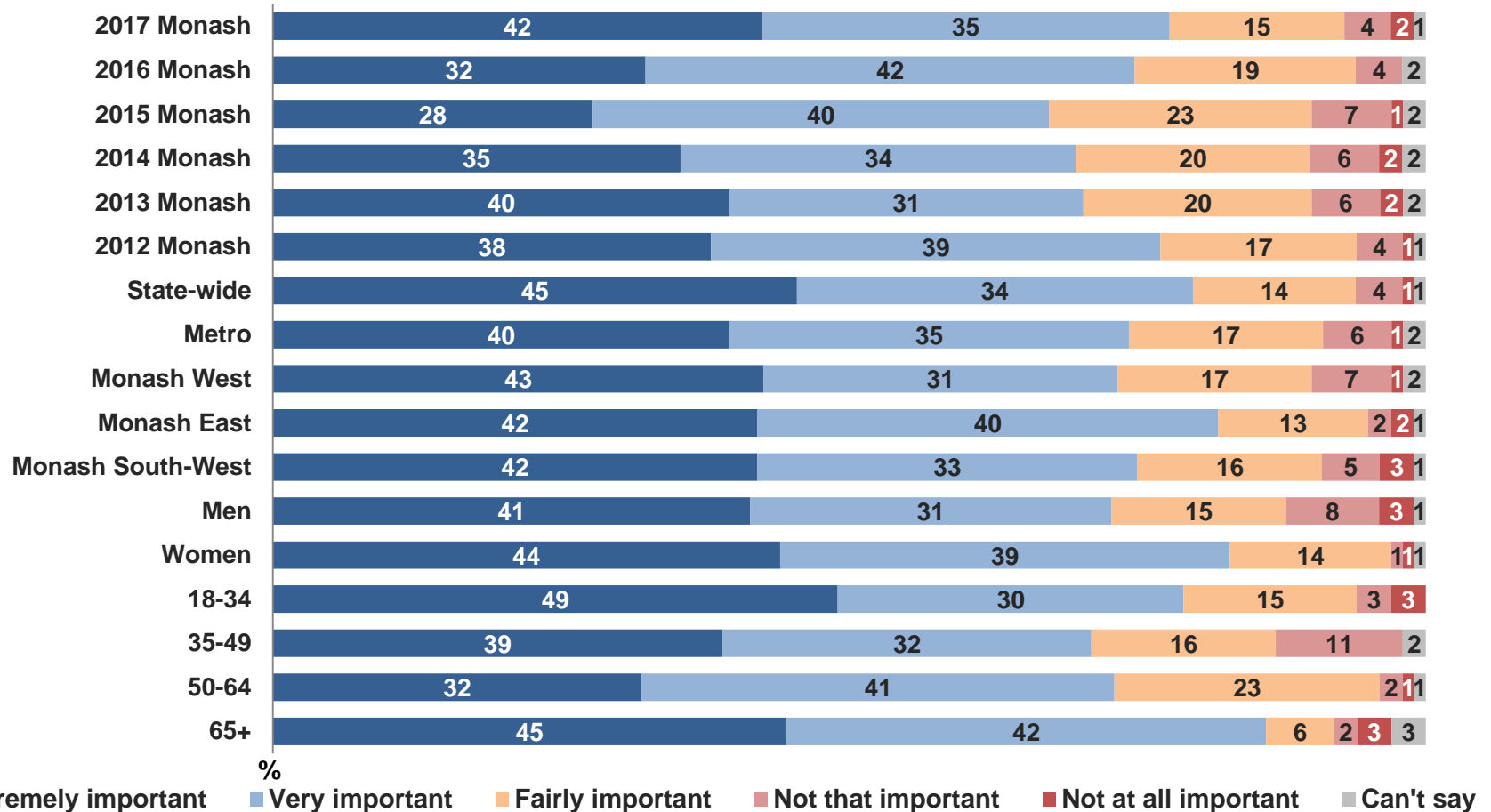
Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

Note: Please see page 5 for explanation about significant differences

2017 EMERGENCY AND DISASTER MANAGEMENT

IMPORTANCE DETAILED PERCENTAGES

2017 Disaster Management Importance

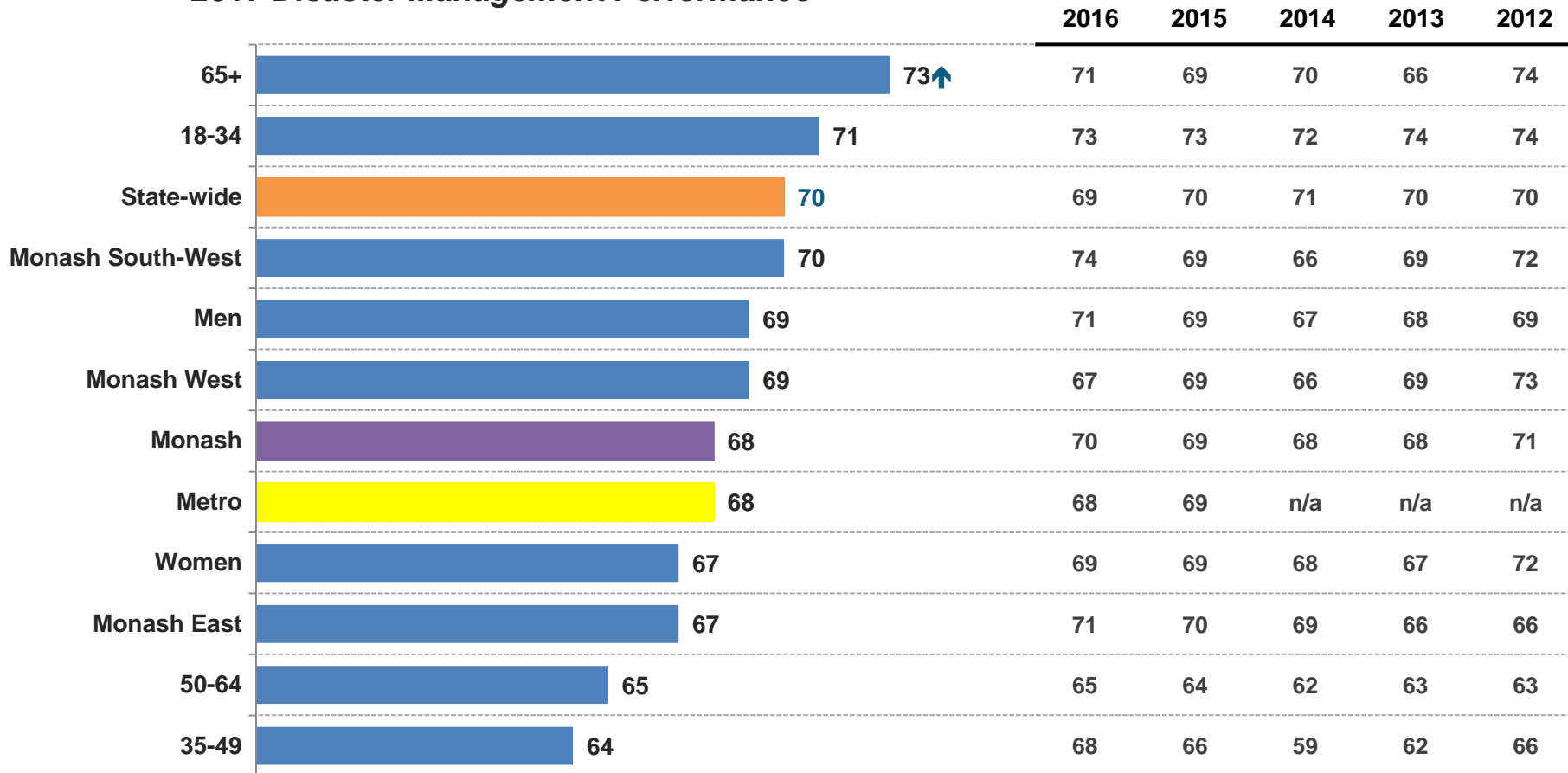


Q1. Firstly, how important should 'emergency and disaster management' be as a responsibility for Council?
 Base: All respondents. Councils asked state-wide: 19 Councils asked group: 5

2017 EMERGENCY AND DISASTER MANAGEMENT PERFORMANCE INDEX SCORES



2017 Disaster Management Performance



Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?

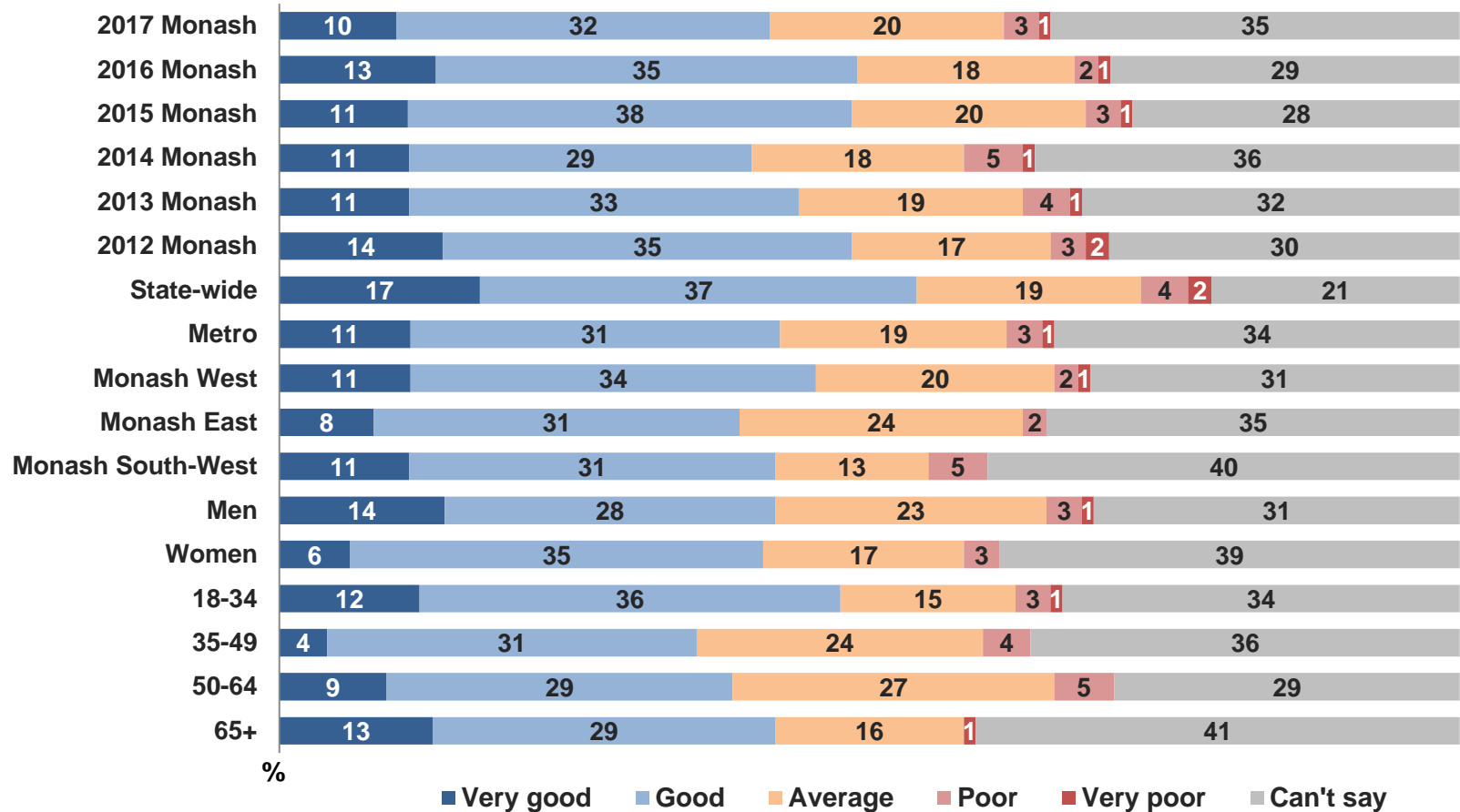
Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 EMERGENCY AND DISASTER MANAGEMENT

PERFORMANCE DETAILED PERCENTAGES

2017 Disaster Management Performance



Q2. How has Council performed on 'emergency and disaster management' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 24 Councils asked group: 6

2017 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE INDEX SCORES

2017 Population Growth Importance

		2016	2015	2014	2013	2012
Monash South-West	80↑	76	75	n/a	n/a	n/a
Women	77	75	74	n/a	n/a	n/a
65+	77	76	72	n/a	n/a	n/a
State-wide	76	76	75	75	75	75
18-34	76	69	71	n/a	n/a	n/a
Metro	75	75	74	n/a	n/a	n/a
Monash	75	74	73	n/a	n/a	n/a
35-49	74	75	74	n/a	n/a	n/a
Monash West	74	78	75	n/a	n/a	n/a
Monash East	74	71	70	n/a	n/a	n/a
50-64	73	78	78	n/a	n/a	n/a
Men	73	72	71	n/a	n/a	n/a

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

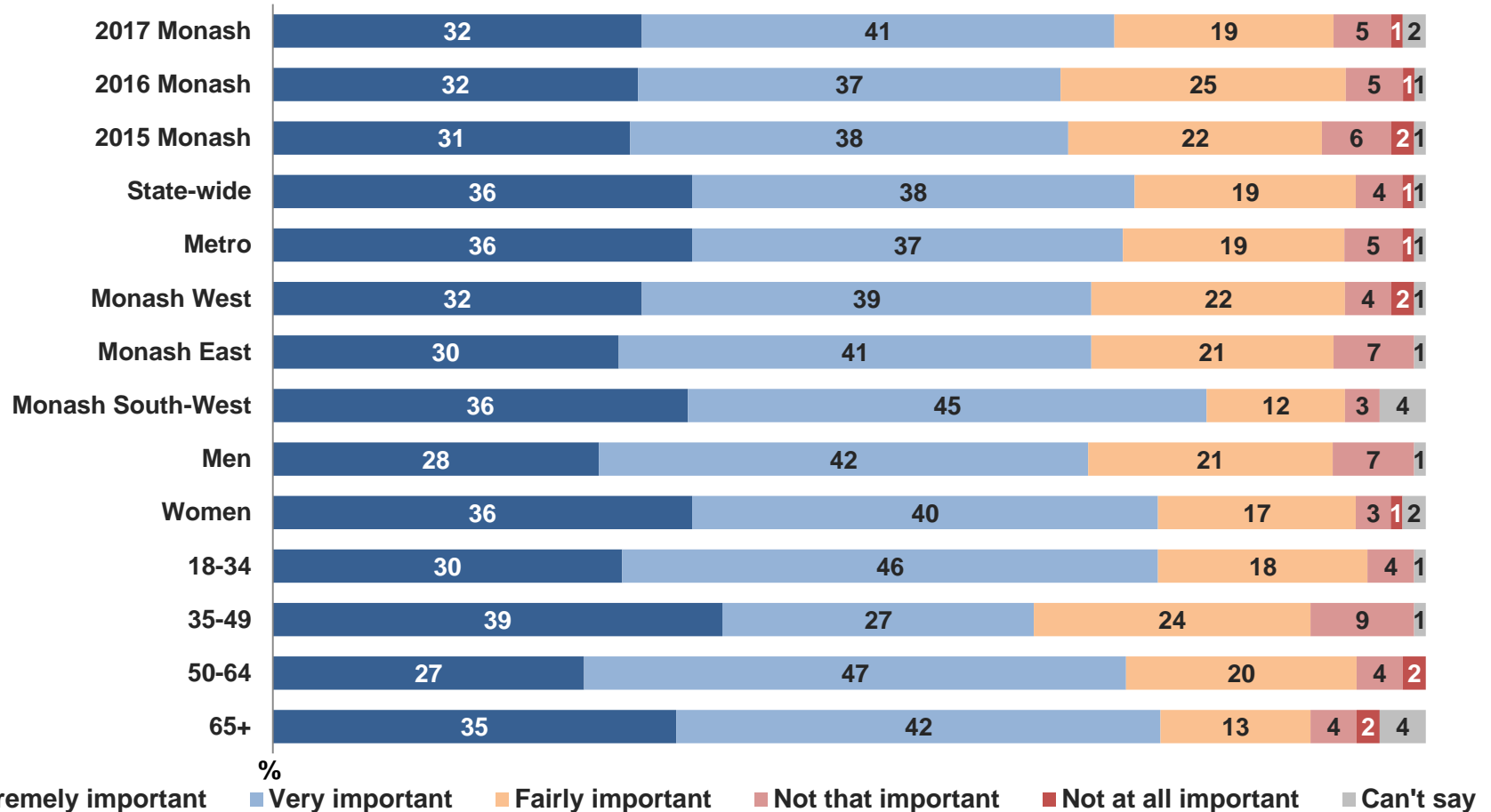
Base: All respondents. Councils asked state-wide: 15 Councils asked group: 6

Note: Please see page 5 for explanation about significant differences

2017 PLANNING FOR POPULATION GROWTH IN THE AREA

IMPORTANCE DETAILED PERCENTAGES

2017 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: 15 Councils asked group: 6

2017 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE INDEX SCORES



2017 Population Growth Performance

		2016	2015	2014	2013	2012
50-64	57	54	50	n/a	n/a	n/a
Monash South-West	54	58	48	n/a	n/a	n/a
65+	54	58	53	n/a	n/a	n/a
Men	54	59	55	n/a	n/a	n/a
Monash	53	58	53	n/a	n/a	n/a
Monash West	53	57	55	n/a	n/a	n/a
18-34	53	64	53	n/a	n/a	n/a
Women	53	57	51	n/a	n/a	n/a
Monash East	53	59	54	n/a	n/a	n/a
State-wide	52	51	54	54	54	52
35-49	51	53	54	n/a	n/a	n/a
Metro	51	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: 20 Councils asked group: 9

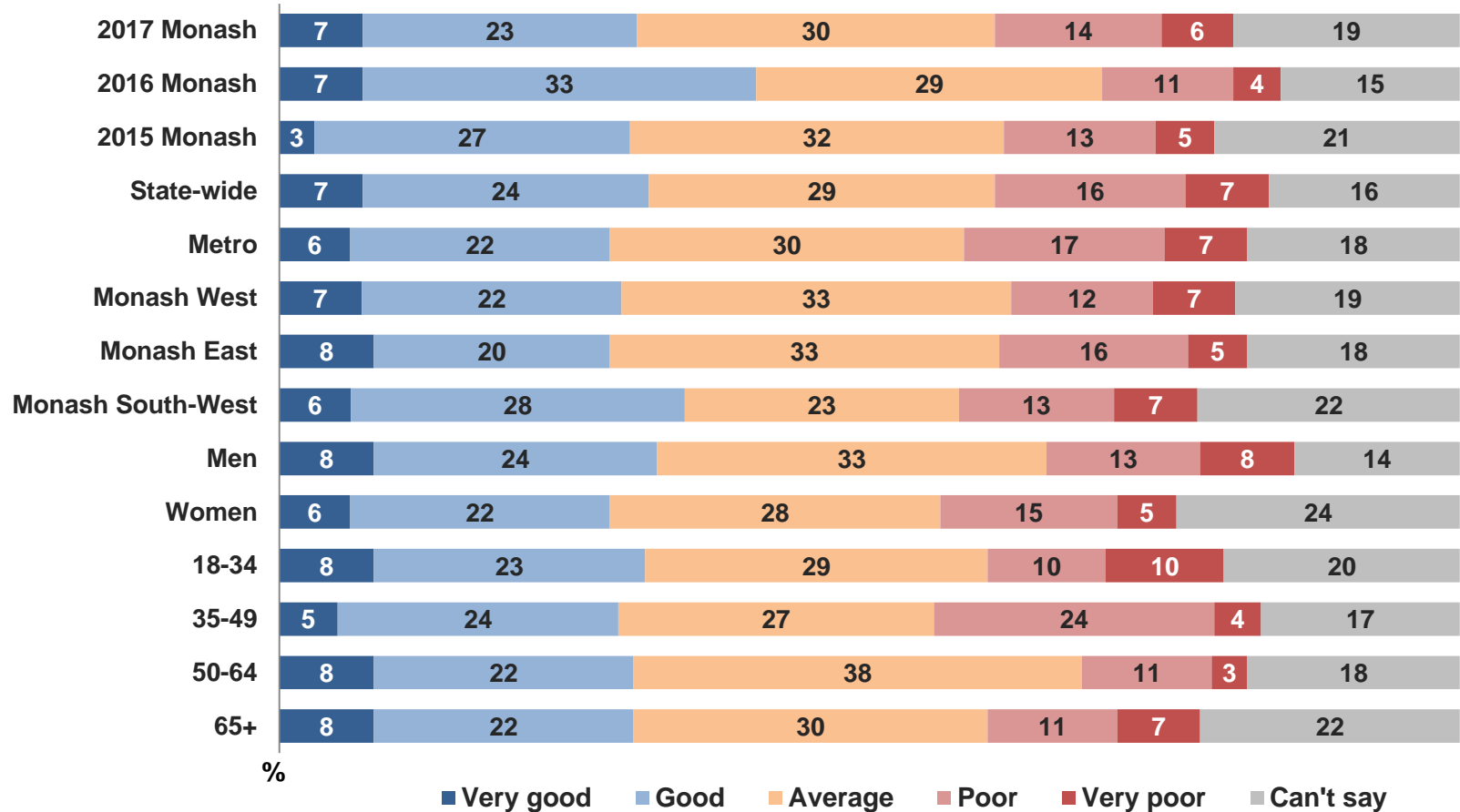
Note: Please see page 5 for explanation about significant differences

2017 PLANNING FOR POPULATION GROWTH IN THE AREA

PERFORMANCE DETAILED PERCENTAGES



2017 Population Growth Performance



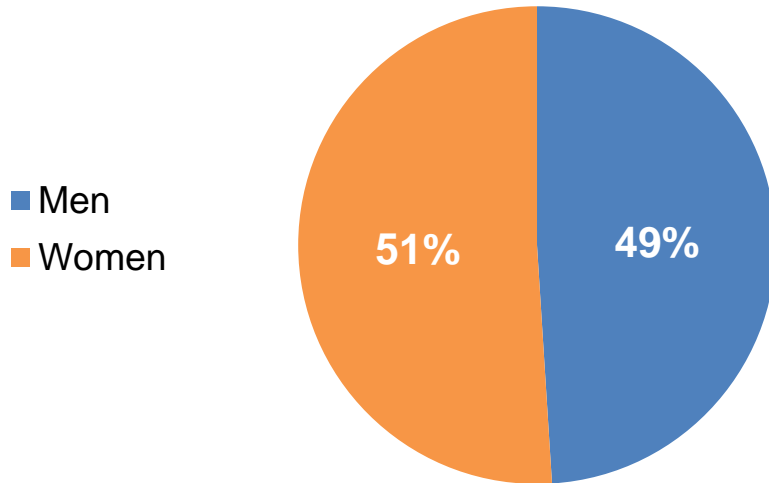
Q2. How has Council performed on 'planning for population growth in the area' over the last 12 months?
 Base: All respondents. Councils asked state-wide: 20 Councils asked group: 9



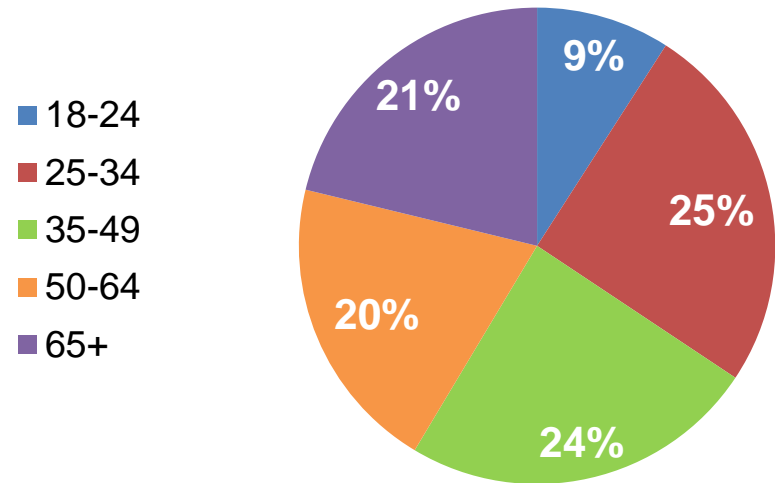
DETAILED DEMOGRAPHICS

2017 GENDER AND AGE PROFILE

Gender



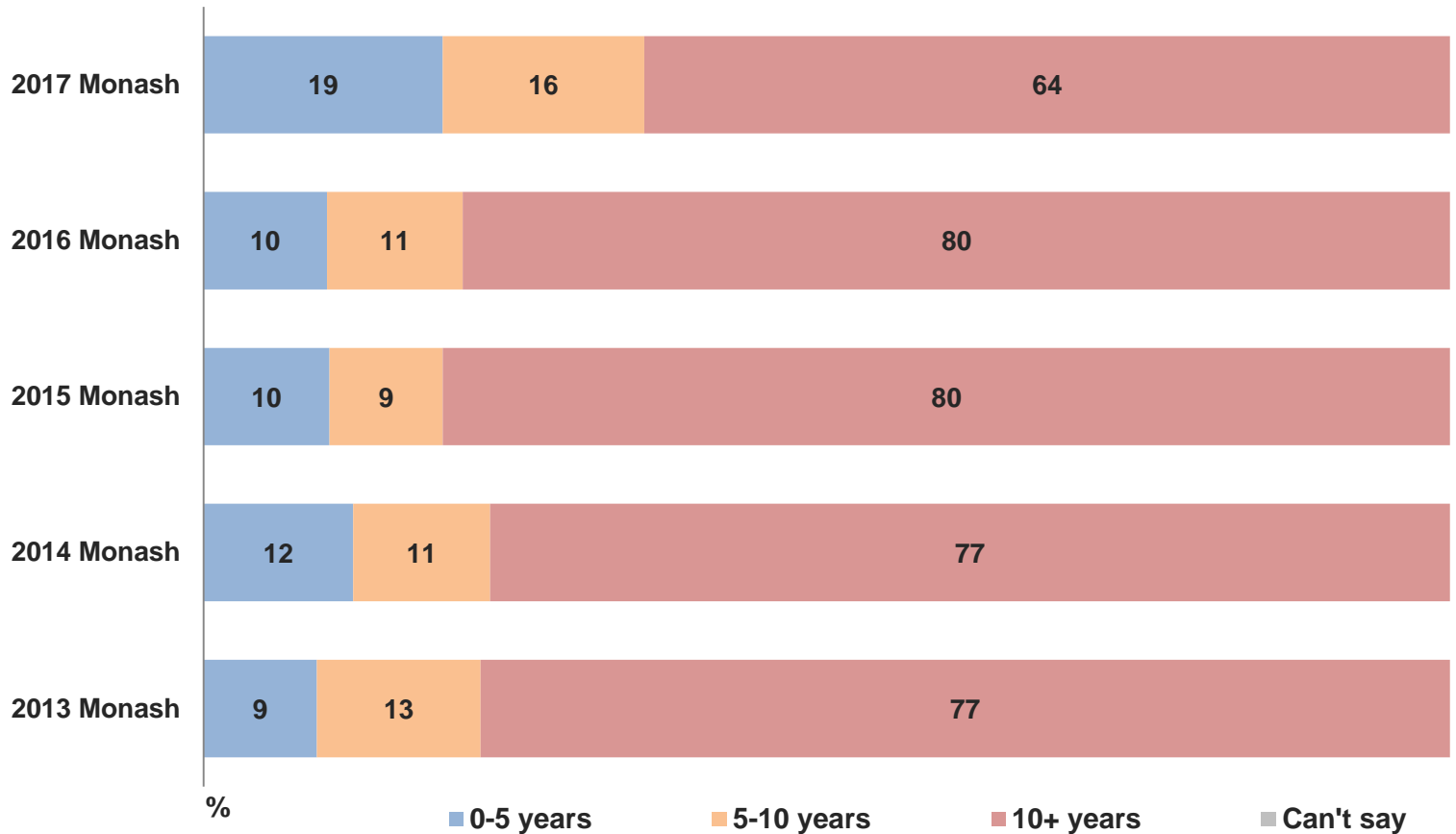
Age



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.

2017 YEARS LIVED IN AREA

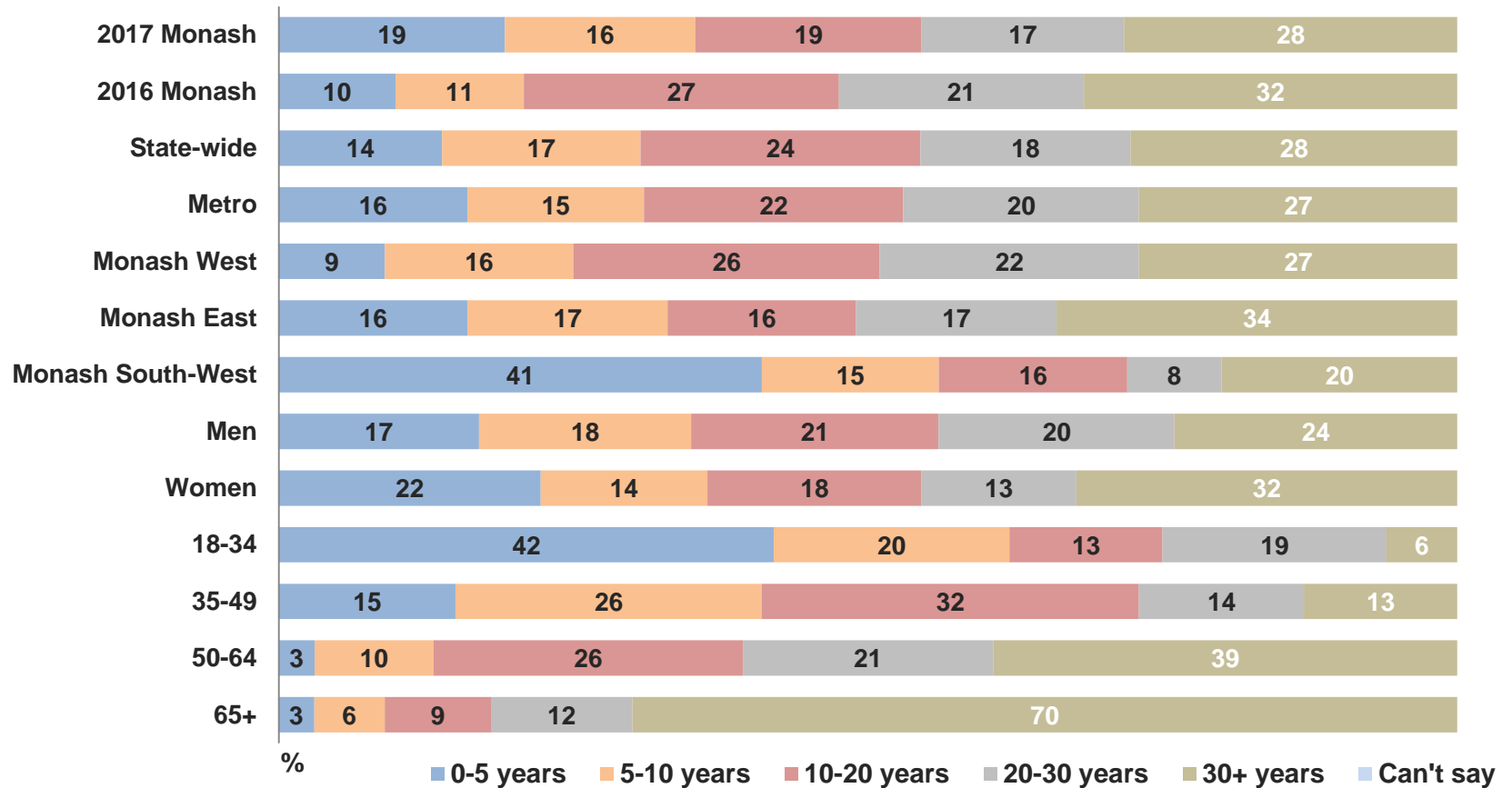
2017 Years Lived in Area



S5. How long have you lived in this area?/How long have you owned a property in this area?
 Base: All respondents. Councils asked state-wide: 15 Councils asked group: 6

2017 YEARS LIVED IN AREA

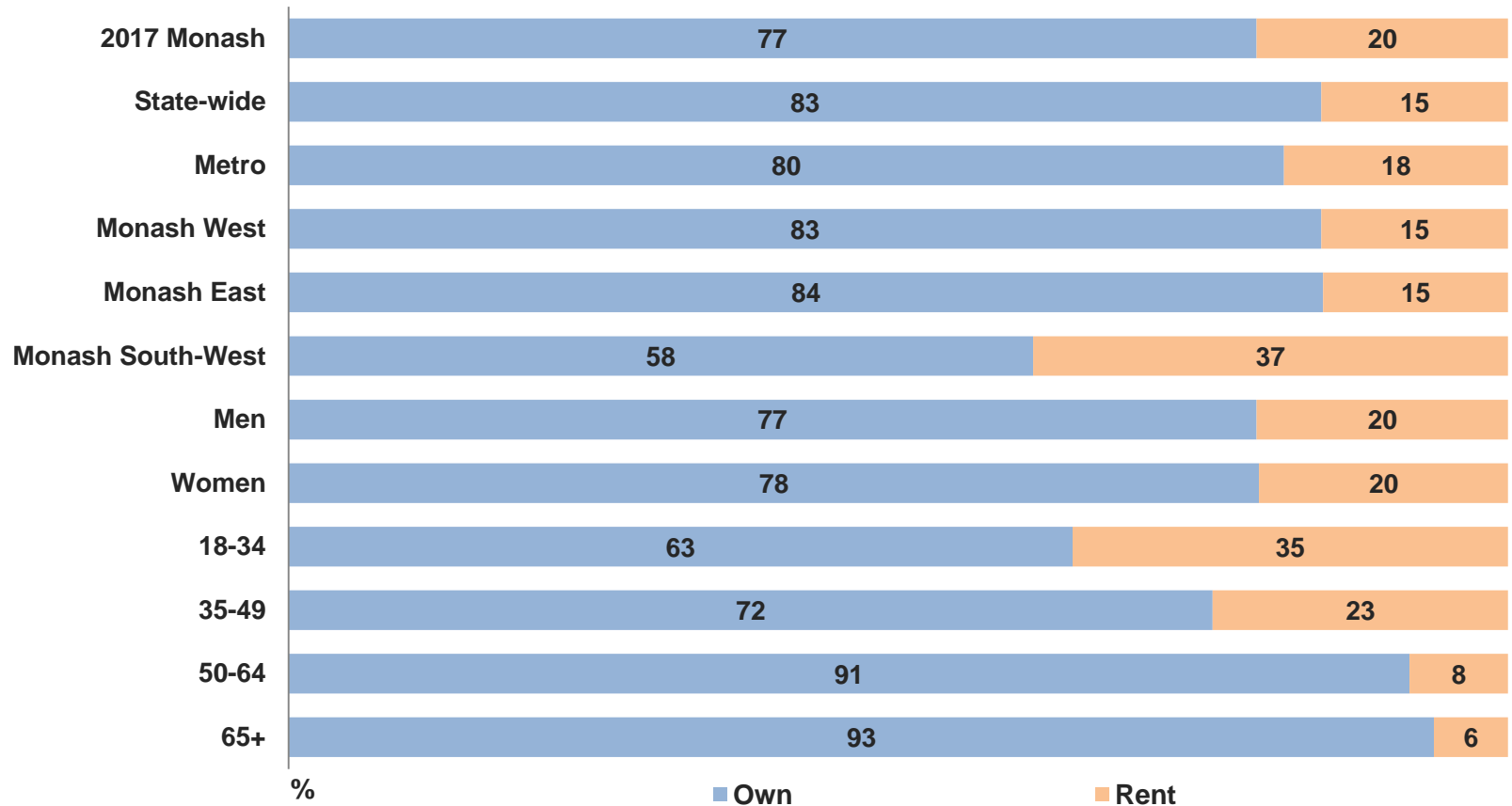
2017 Years Lived in Area



S5. How long have you lived in this area?/How long have you owned a property in this area?
 Base: All respondents. Councils asked state-wide: 15 Councils asked group: 6

2017 HOME OWNERSHIP

2017 Own or Rent

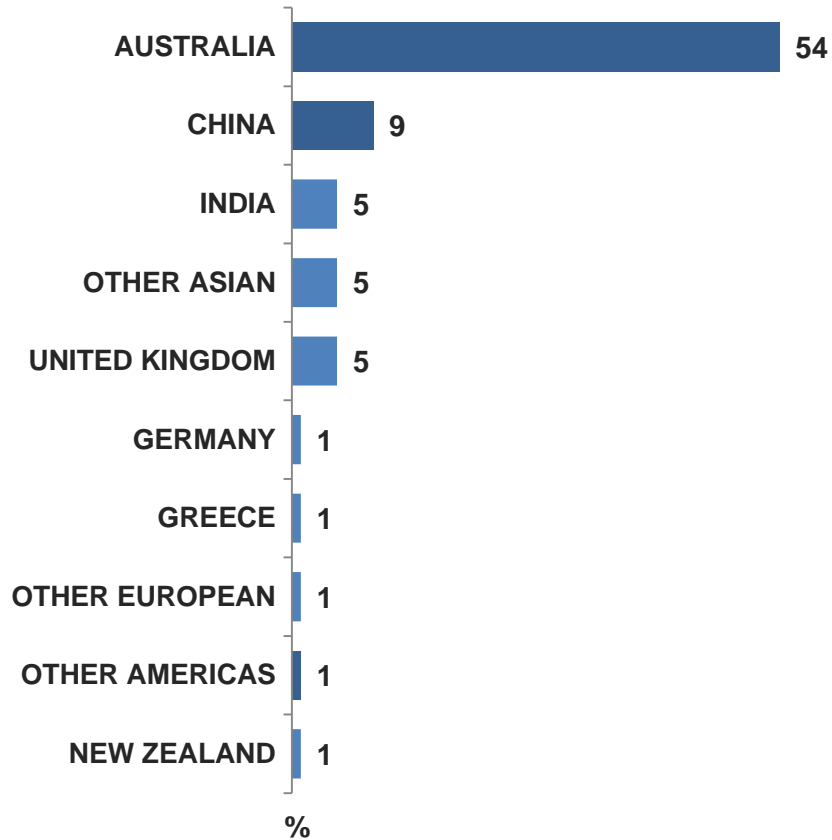


Q9. Thinking of the property you live in, do you or other members of your household own this property, or is it a rental property?

Base: All respondents. Councils asked state-wide: 4 Councils asked group: 2

2017 COUNTRIES OF BIRTH

2017 Countries of Birth
- Top Mentions Only -



Q12. Could you please tell me which country you were born in?
Base: All respondents. Councils asked state-wide: 2 Councils asked group: 2

A satellite-style map of the United States is shown, with a glowing, interconnected network of lines overlaid on the landmass, suggesting a data network or survey routes. The map is set against a dark, starry background.

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 2012-2017 have been made throughout this report as appropriate.**

APPENDIX B:

MARGINS OF ERROR

The sample size for the 2017 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 151,000 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	184	197	+/-7.2
Women	216	203	+/-6.7
Monash West	139	131	+/-8.3
Monash East	176	171	+/-7.4
Monash South-West	85	98	+/-10.7
18-34 years	77	137	+/-11.2
35-49 years	86	95	+/-10.6
50-64 years	115	82	+/-9.2
65+ years	122	86	+/-8.9

APPENDIX B:

ANALYSIS AND REPORTING

All participating councils are listed in the state-wide report published on the DELWP website. In 2017, 68 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 2012-2017 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 2017 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Metropolitan 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.

APPENDIX B: ANALYSIS AND REPORTING

Index Scores

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

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

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

APPENDIX B: ANALYSIS AND REPORTING

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

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

APPENDIX B:

INDEX SCORE IMPLICATIONS

Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- a) how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

INDEX SCORE	Performance implication	Importance implication
75 – 100	Council is performing very well in this service area	This service area is seen to be extremely important
60 – 75	Council is performing well in this service area, but there is room for improvement	This service area is seen to be very important
50 – 60	Council is performing satisfactorily in this service area but needs to improve	This service area is seen to be fairly important
40 – 50	Council is performing poorly in this service area	This service area is seen to be somewhat important
0 – 40	Council is performing very poorly in this service area	This service area is seen to be not that important

APPENDIX B:

INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION

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

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

Where:

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

All figures can be sourced from the detailed cross tabulations.

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

APPENDIX B:

ANALYSIS AND REPORTING

Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2017 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 2017 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.

APPENDIX B: ANALYSIS AND REPORTING

Reporting

Every council that participated in the 2017 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 <https://www.localgovernment.vic.gov.au/our-programs/council-community-satisfaction-survey>.

APPENDIX B:

GLOSSARY OF TERMS

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

CSS: 2017 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.

Statewide 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.



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