Melton City Council

2016 Community Satisfaction Survey Overview

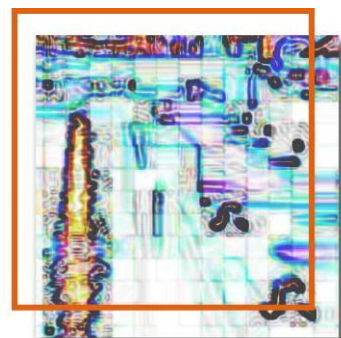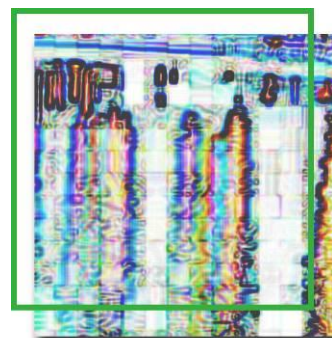## May 2016

Contact details

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Table of contents

Introduction

Metropolis Research was commissioned by Melton City Council to undertake this, its second *Community Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment across a range of additional issues of concern in the municipality.

The *Community Satisfaction Survey* program comprises the following core components which are included each year:

⊗ Satisfaction with Council's overall performance and change in performance

⊗ Satisfaction with aspects of governance and leadership

⊗ Importance of and satisfaction with a range of Council services and facilities

⊗ Issues of importance for Council to address in the coming year

⊗ Community perception of safety in public areas of Melton

⊗ Housing related financial stress

⊗ Satisfaction with Council customer service

⊗ Respondent profile.

In addition to these core components that are to be included every year, the *Melton City Council – 2016 Community Satisfaction Survey* includes questions exploring current issues of importance that reflect Council's current requirements. The 2016 survey includes questions related to the following issues:

⊗ Preferred methods of receiving / seeking information from Council

⊗ Sense of community

⊗ Visiting local parks, playgrounds or open spaces

⊗ Participation in community activities

⊗ Participation in organised physical activity

⊗ Participation in informal physical activity

⊗ Council rates

Rationale

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

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

In addition, the *Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed including age structure, period of residence, language, gender and household structure. These variables have been included to facilitate in-depth analysis of the results of the survey by demographic profile and also to ensure that the sample selected represents the underlying population of the City of Melton.

Methodology

The *Melton City Council – 2016 Community Satisfaction Survey* was conducted as a door-to-door interview style survey of 800 households drawn in equal numbers from across the nine precincts comprising the municipality during the months of March and April 2016.

Trained Metropolis Research survey staff conducted face to face interviews of approximately twenty minutes duration with householders, during daylight hours at weekends. This methodology has produced highly consistent results in terms of the demographics surveyed, although it is noted that face-to-face interviews will tend to slightly over represent families, in particular parents with younger children.

Response rate and statistical significance

A total of approximately 4,659 households were approached by Metropolis Research to participate in the *Melton City Council – 2016 Community Satisfaction Survey*. Of these households, 2,294 were unattended at the time, 1,566 refused to participate and 800 completed surveys. This provides a response rate of 33.8%, which is slightly lower than that of 34.1% in 2014.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4%, at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.5% and 53.5%. This is based on a total sample size of 800 respondents, and an underlying population of the City of Melton of 136,587.

Governing Melbourne

Governing Melbourne is a community survey conducted independently on an annual basis by Metropolis Research since 2010.

Governing Melbourne is a community satisfaction and attitudinal survey of approximately one thousands respondents drawn in equal numbers from every municipality in metropolitan Melbourne. The survey includes measures of the importance and satisfaction with council provided services and facilities, governance and leadership, customer service, planning, overall performance.
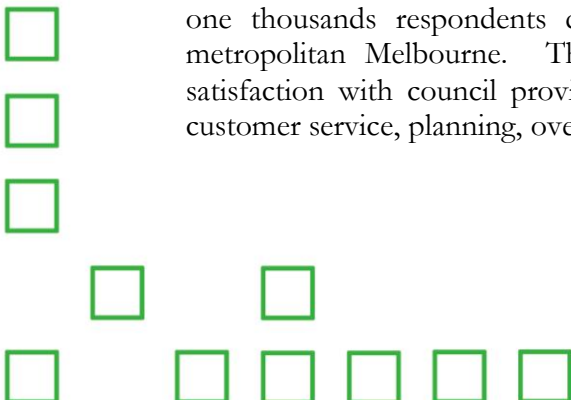
The survey also identifies the top issues for local government to address in the coming year, as well as a range of other topics. A range of other questions are also included. *Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Melton City Council – 2016 Annual Community Survey.*

This report provides some comparisons against the metropolitan Melbourne average, which includes all municipalities located within Greater Melbourne (Greater Capital City Statistical Area) as well as the western region, which includes the municipalities of Maribyrnong, Hobsons Bay, Wyndham, Brimbank, Melton, and Moonee Valley.

Glossary of terms

Precinct

The term precinct is used by Metropolis Research to describe the small areas and in this instance reflects the official suburbs within Melton. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary.

Measurable

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

Statistically significant

Statistically significant is the technical term for a measurable difference as described above. The term "statistically significant" and the alternative term "measurable" describe a quantifiable change or difference between results. They do not describe or define whether the result or change is of a sufficient magnitude to be important in the evaluation of performance or the development of policy and service delivery.

Significant result

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

Discernible / observed

Metropolis Research will describe some results or changes in results as being discernible, observable or notable. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevance to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may none-the-less provide some insight.

95% confidence interval and standard deviation

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls. The 95% confidence interval is displayed in this report as the "upper" and "lower" values around the mean in satisfaction tables.

Satisfaction categories

Metropolis Research categorises satisfaction results to assist in the understanding and interpretative of the results. These categories have been developed as a guide to the scores presented in the report and are designed to give a general context.
They are generally defined as follows:

- ⊗ **Excellent:**   Scores of 7.75 and above are categorised as excellent

- ⊗ **Very good:**   Scores of 7.25 to less than 7.75 are categorised as very good

- ⊗ **Good:**   Scores of 6.5 to less than 7.25 are categorised as good

- ⊗ **Solid:**   Scores of 6 to less than 6.5 are categorised as solid

- ⊗ **Poor:**   Scores less than 6 are categorised as poor

- ⊗ **Very Poor:**   Scores of less than 5.5 are categorised as very poor

Precincts

This report provides results at both the municipal and precinct level. The precincts are consistent with those used for the *Melton Community Profile* prepared by i.d consulting. The precincts used in this report are as follows:

Precincts within Melton Township: Precincts at the urban fringe:

  Melton precinct   Burnside
  Melton West   Caroline Springs
  Kurunjang   Hillside
  Melton South / Brookfield   Taylors Hill

The rural precinct includes the rural balance and the rural townships of Diggers Rest, Toolern Vale, Eynesbury and Rockbank.

The very small populations of the rural townships necessitate their consolidation into one precinct in order to be able to provide statistically reliable results for them as a grouped precinct.

Summary of results

Metropolis Research, in this its second *Community Satisfaction Survey* for the City of Melton, continues to find that the community is generally satisfied with the performance of Melton City Council, recording for the second consecutive year, a "good" level of satisfaction with the performance of Melton City Council.

Satisfaction with Council's overall performance increased 2.3% in 2016, although the increase was not statistically significant. Satisfaction with the combined aspects of governance and leadership increased somewhat more, up 3.2% in 2016.

This relatively high satisfaction was recorded across the board range of Council services, facilities, governance and the leadership of Council in the community.

The services of most importance to the community include the community services (services for people with a disability, seniors, children, young people, and health services for babies, infants and toddlers), the waste and recycling services, and the library service. It is very important to note that these services were also typically the services with which the community is most satisfied.

Satisfaction Summary
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)
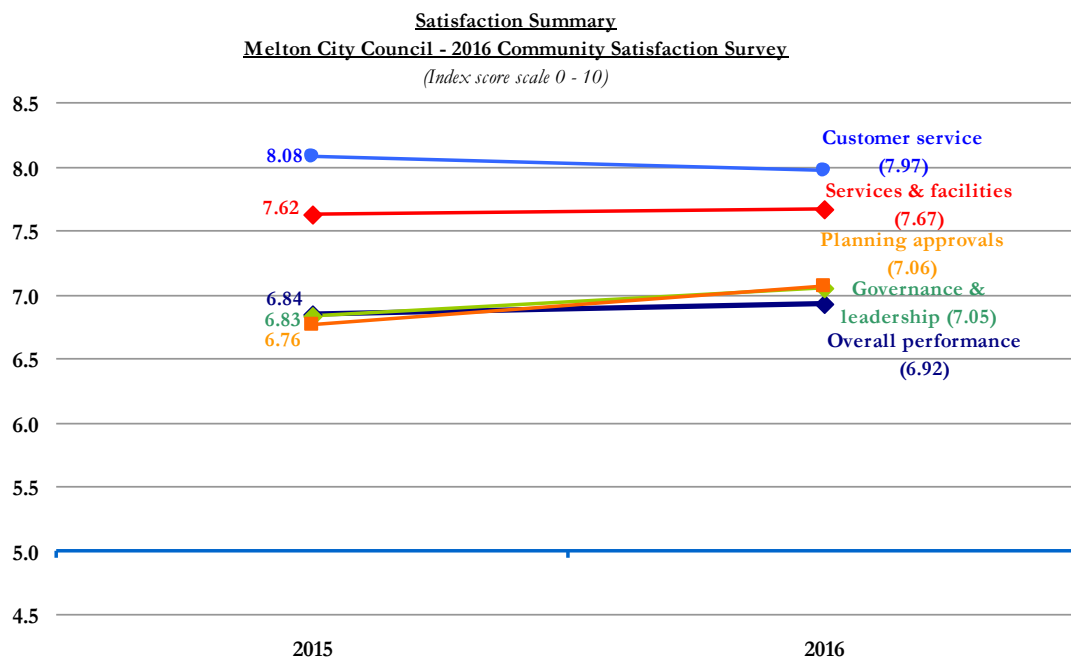
It was found that satisfaction with Melton City Council was generally recorded at levels higher than the 2015 metropolitan Melbourne and the western region averages. This report will be updated with the 2016 metropolitan Melbourne and western region averages as the results of *Governing Melbourne* become available.

Metropolis Research notes that the average importance of the council services and facilities increased by two percent in 2016. We are of the view that this increase in average importance is likely to reflect, at least in part, the generalised increase in a positive outlook on the performance of Council. Respondents appear to have been in a more positive mindset in relation to the activities of the City of Melton in 2016 compared to 2015, and this is likely to have flowed-through to a generalised increase in

the importance scores. It is important to bear in mind that the importance scores reflect how important the respondents consider each of the included Council services and facilities are to the community, and are not a measure of their expectation of Council performance in providing those services and facilities. Therefore these results show that the community views these services and facilities as more important, and that they are also more satisfied with Council's provision of these services and facilities.

There was meaningful variation in satisfaction with the performance of Council recorded across the municipality; with respondents from Caroline Springs in particular tending to be more satisfied with many aspects of Council performance, whilst the rural precinct (including the rural townships such as Rockbank, Toolern Vale, Diggers Rest and Eynesbury) tended to record lower than average satisfaction for many aspects of performance. Metropolis Research has observed this result in other urban fringe municipalities including the Shire of Nillumbik and the City of Whittlesea, whereby residents in the rural areas of the municipality are less satisfied than those in the urban areas. This clearly reflects at least in part, a perceived lower level of service delivery and infrastructure provision in the less densely populated rural and semi-rural areas.

There was relatively little variation in satisfaction across the community, with male and female respondents similarly satisfied with Council's performance. It was observed however that senior citizens and adolescents tended to be more satisfied than average.

The most commonly identified issues for Council to address in the next twelve months are similar to those reported in 2015; including traffic management (29.8%), parks, gardens and open space issues (11.9%), public transport (9.6%), and road maintenance and repair related issues (9.6%). It is of note that not all of these issues are within the remit of local government, and it is clear that the community seeks resolution of these issues via Council taking a leading role in advocating for the community in relation to these issues (such as roads and traffic management) with other levels of government.

The sense of community in the City of Melton remains relatively strong, with very strong agreement that the Melton community is a child-friendly community, accepting of people from diverse cultures and backgrounds, and an age-friendly community.

Respondents were still solidly, but not strongly in agreement that the Melton community is an active community in which people get involved and do things, that people locally can be trusted, and that they personally feel part of the local community.

These sense of community results varied substantially across the municipality, with particular attention drawn to respondents from Caroline Springs who tended to reflect a relatively stronger sense of community, whilst respondents from Kurunjang tended to reflect a relatively weaker sense of community. Whilst it is difficult to easily explain the lower than average sense of community in Kurunjang, the higher than average sense of community in Caroline Springs is reflecting the stronger sense of community that often develops as a new housing area develops a more mature structure, and as services and facilities develop in the area, which can be drivers of a stronger sense of community.

The demographic profile of respondents in 2016 was very consistent with that recorded in 2015, although twenty-seven respondents (3.4% up from 2.2%) identified as Aboriginal or Torres Strait Islander in 2016. This is higher than the 0.7% recorded in 2011 *Census*, which is likely to reflect random chance rather than methodological issues.

Key findings

The following outlines the key findings from the *Melton City Council – 2016 Community Satisfaction Survey* for each section of the survey.

Overall performance

⊗ Satisfaction with Council's overall performance in 2016 was rated at 6.92 out of a potential ten, a level of satisfaction best categorised as "good", and an increase of 1.2% on the 2015 average of 6.84.

⊗ This score was marginally higher than the 2015 metropolitan Melbourne (6.81) and measurably higher than the western region (6.47) averages from *Governing Melbourne*.

⊗ Respondents from Caroline Springs (7.26) were measurably and significantly more satisfied with Council's overall performance than the municipal average, rating satisfaction as "very good".

⊗ Respondents from the rural precinct (6.28) were measurably and significantly less satisfied with Council's overall performance than the municipal average, rating satisfaction as "solid".

⊗ 8.1% of respondents were dissatisfied (rating satisfaction less than five) with Council's overall performance.

⊗ Just over half of the respondents (50.4%) were neutral to somewhat satisfied (rating satisfaction five to seven).

⊗ More than two-fifth of respondents (41.5%) were very satisfied (rating satisfaction eight or more).

⊗ Younger respondents (7.48) were measurably more satisfied than the municipal average.

⊗ Approximately one-fifth (18.5% up from 16.5%) of respondents considered that Council's overall performance had improved in the last 12 months, compared to 7.5% (up from 5%) of respondents who considered that it had deteriorated.

Governance and leadership

⊗ The average satisfaction with the six aspects of governance and leadership was rated at 7.05 (up from 6.83) in 2016. This result was significantly and measurably higher than metropolitan Melbourne (6.67) average and the western region (6.79) average as recorded in the 2015 *Governing Melbourne*.

⊗ Satisfaction with the seven aspects of governance and leadership can best be summarised as follows:

o Meeting its environmental responsibilities	*(7.38 down from 7.40)*	*"very good"*
o Representation, lobbying and advocacy	*(7.09 up from 6.72)*	*"good"*
o Community consultation and engagement	*(7.02 up from 6.73)*	*"*
o Responsiveness to local community needs	*(7.01 up from 6.79)*	*"*
o Maintaining trust and confidence	*(6.91 up from 6.70)*	*"*
o Making decisions in interests of community	*(6.89 up from 6.75)*	*".*

Issues for Melton City Council to address in the coming year

⊗ A total of 1,227 responses were obtained from 623 respondents (77.8% up from 74.7%).

⊗ The top six issues for the City of Melton identified by respondents were:

o	Traffic management	*(29.8 % up from 20.8%)*
o	Parks, gardens and open space	*(11.9% up from 10.4%)*
o	Public transport	*(9.6% down from 12.1%)*
o	Roads maintenance and repairs	*(9.6% up from 7.4%)*
o	Safety, policing and crime issues	*(8.8% down from 9.9%)*
o	Hard rubbish collection	*(8.8% up from 5.4%).*

Perceptions of safety in public areas

⊗ The perception of safety in public areas of Melton was rated relatively high, as follows:

o	In public areas during the day	*(8.33 down from 8.45)*
o	In and around Caroline Springs S.C	*(7.94, new)*
o	In and around Woodgrove S.C	*(7.94 down from 8.05)*
o	In and around local shopping area	*(7.93 down from 8.10)*
o	At local community events	*(7.83, new)*
o	In and around High St. Melton	*(7.70 down from 7.77)*
o	Travelling on / waiting for public transport	*(7.19 down from 7.47)*
o	In public areas at night	*(6.36 down from 6.79).*

Housing related financial stress

⊗ Of the 413 respondents from rental and mortgagee households, 47.5% (down from 51.5%) reported that they experience some level of housing related financial stress:

o Rental households *(51.2% up from 43.9%)*

▪ Low stress (17.1% down from 18.1%), moderate stress (14.4% down from 19.7%), heavy stress (5.4% down from 6.1%)

o Mortgagee households *(53.1% down from 54.6%)*

▪ Low stress (16.5% down from 21.4%), moderate stress (29.0% up from 23.0%), heavy stress (7.6% down from 10.2%).

Planning and housing development

⊗ Less than five percent of respondents reported being personally involved in planning in the last 12 months (3.0% as applicants and 0.9% as objectors)

⊗ Average satisfaction with planning and housing development was 7.06 in 2016, up on the 6.76 recorded in 2015 and is categorised as "good". This was measurably higher than the western region average of 6.84 and significantly and measurably higher than the metropolitan Melbourne average (6.46) from the 2015 *Governing Melbourne.*

- o   Maintaining local heritage   *(7.32, up from 7.08)*   *"very good"*
- o   Appearance and quality of new developments   *(7.12, up from 6.91)*   *"good"*
- o   Effectiveness of community consultation   *(6.96, up from 6.73)*   *"*
- o   Opportunities to participate in strategic planning *(6.84 up from 6.30)*   *".*

Preferred methods of receiving or seeking information from Council

⊗   Almost all respondents identified at least one method by which they would like to receive or seek information from Council, identifying an average of approximately three methods each. The top five methods were:

- o   Articles in the local newspaper   *(48.4%, up from 47.3%)*
- o   Council's website   *(40.1%, up from 29.9%)*
- o   Direct mail / letterbox drop of printed material *(31.3%, down from 47.5%)*
- o   Social media   *(26.6%, up from 10.3%)*
- o   Council's quarterly printed newsletter   *(25.4%, down from 38.5%).*

Council rates

⊗   Two-thirds (63.6%) of respondents preferred that other levels of government fund any service and infrastructure gaps that may result from Council's rates being capped.

Sense of community

⊗   Average agreement with the ten community related aspects of the sense of community was rated at 7.31 (down from 7.40) out of a potential ten. Agreement with these ten statements can best be summarised as follows:

- o   **Very Strong** agreement with each of Melton is a child-friendly community and the Melton community is accepting of people from diverse cultures.

- o   **Strong** agreement with each of Melton is an age-friendly community, in times of need, I / we could turn to the neighbours for help, there are adequate opportunities to socialise and meet people in the local area, Melton is accessible and inclusive for people with a disability, my / our neighbourhood has a distinct character, it's a special place.

- o   **Solid** agreement that I / we feel part of the local community and most people in my local community can be trusted, and it's an active community; people do things and get involved in local issues.
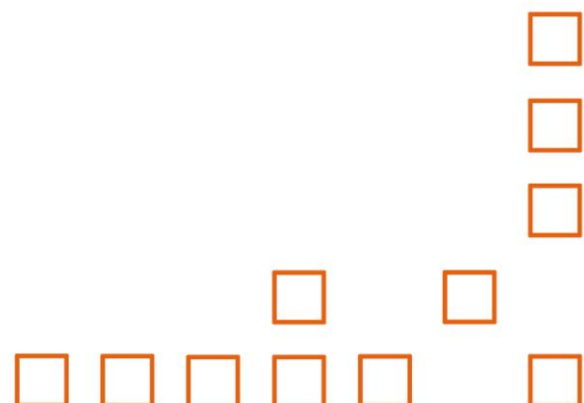
⊗ Average agreement with the ten services and facilities related aspects of the sense of community were rated at 6.62 (down from 7.10) out of a potential ten. Agreement with these ten statements can best be summarised as follows:

  o **Strong agreement** – that there is access to adequate primary and secondary schools locally, the community has access to adequate health services, the community has access to adequate community services, it's easy to find out what services are available to me / us, it's easy to find out about activities and events available locally.

  o **Solid agreement** – that there are opportunities to have a real say on issues that are important to me, there is access to affordable and efficient public transport, and there is access to adequate tertiary education opportunities.

  o **Mild agreement** – that there are adequate local opportunities, and there is public transport that goes where I need to go.

Participation in community activities

⊗ Almost two-thirds of respondents (63.3%) participated in at least one of the eleven included types of community activities. The top five activities were as follows:

  o Sports / leisure events *(27.1%, down from 29.1%)*
  o Local community festivals *(23.1%., down from 32.8%)*
  o School events / fetes *(18.6%, down from 20.5%)*
  o Arts / cultural events *(14.9%, down from 32.3%)*
  o Information centres *(13.9%, up from 6.3%).*

Visiting local parks, playgrounds or open spaces

⊗ The overwhelming majority (80.3%) of respondents providing a response reported that they visit local parks, playground and open spaces at least monthly, with approximately two-thirds (63.7%) of the respondents visiting at least weekly.

Participation in organised physical activity

⊗ A little more than half (58.8%) of respondents reported that they participate in organised physical activity at least monthly, with a little less than half (44.8%) participating at least weekly.

Participation in informal physical activity

⊗ The overwhelming majority (80.8%) of respondents reported that they participate in informal physical activity at least monthly, with almost two-thirds (65.0%) participating at least weekly.

Access community services and support

⊗ A little less than one-sixth of respondents (15.2% up from 9.5%) reported that there were services or support they required but could not access locally. The two most common services or support were medical facilities (including hospital) (33 comments) and sports, leisure and recreation facilities (27 comments).

Involvement in the local community

⊗ Approximately one-sixth (18.6%) of respondents reported that they are an active member of a club or community group, and a little less than one-sixth (13.4%) reported that they volunteer regularly.

Food security

⊗ Approximately five percent of respondents (5.2% up from 4.3%) reported that their household had run out of food at least once in the last twelve months and couldn't afford to buy more:

- o Once *(1.4% up from 0.6%)*
- o A couple of times *(2.4% down from 3.0%)*
- o Monthly or almost every month *(1.0% up from 0.4%)*
- o More than once a month *(0.4% up from 0.3%).*

Customer service

⊗ More than one-third of the respondents (38.3% down from 40.2%) contacted Council in the last year.

⊗ The main forms of contact were by telephone (61.3%) and visits in person (28.2%).

⊗ Internet based method was identified by 6.3%, similar to other municipalities.

⊗ Average satisfaction with customer service was 7.97 (down from 8.08), a level categorised as "excellent", slightly higher than the western region average of 7.82 and metropolitan Melbourne average of 7.69 from the 2015 *Governing Melbourne*.

- o Understand language needs *(8.71, up from 8.39)* *"excellent"*
- o General reception *(8.11, down from 8.40)* *"excellent"*
- o Opening hours *(8.07, down from 8.33)* *"excellent"*
- o Courtesy of service *(8.03, down from 8.16)* *"excellent"*
- o Access to relevant officer *(7.89, down from 8.33)* *"excellent"*
- o Provision of information *(7.79, down from 7.83)* *"excellent"*
- o Care and attention to enquiry *(7.76, up from 7.70)* *"very good"*
- o Speed of service *(7.39, down from 7.53)* *"very good".*

Importance of Council services and facilities

⊗   The average importance of the thirty-six services and facilities was 8.94 (up from 8.75) out of a potential ten, measurably higher than the metropolitan Melbourne (8.53) from the 2015 *Governing Melbourne.*

⊗   The five most important services in 2016:

   o   Services for people with a disability   *(9.46 up from 9.30)*
   o   Services for children   *(9.42 up from 9.24)*
   o   Regular recycling   *(9.40 up from 9.24)*
   o   Services for seniors   *(9.39 up from 9.18)*
   o   Regular garbage collection   *(9.39 up from 9.28).*

⊗   The five least important services in 2016:

   o   Council's quarterly printed newsletter   *(7.91 up from 7.70)*
   o   Council information & columns in local papers   *(8.32 up from 8.04)*
   o   Council's activities promoting local eco. develop.   *(8.34 down from 8.43)*
   o   Council's website   *(8.35 up from 8.19)*
   o   Parking enforcement   *(8.42 up from 8.14).*

Satisfaction with Council services and facilities

⊗   The average satisfaction with the thirty-six services and facilities was 7.67 (up from 7.62) out of a potential ten, a level of satisfaction best categorised as "very good". This result is broadly consistent with metropolitan Melbourne (7.36) and the western region (7.48) results.

⊗   The five services with the highest satisfaction in 2016:

   o   Regular garbage collection   *(8.87 up from 8.68)*   *"excellent"*
   o   Regular recycling   *(8.70 up from 8.64)*   *"*
   o   Local library   *(8.68 up from 8.66)*   *"*
   o   Green waste collection   *(8.63 up from 8.70)*   *"*
   o   Services for seniors   *(8.28 up from 8.15)*   *".*

⊗   The five services with the lowest satisfaction in 2016:

   o   Traffic management   *(6.69 down from 7.00)*   *"good"*
   o   Footpath maintenance and repairs   *(6.72 down from 6.69)*   *"*
   o   Parking enforcement   *(6.82 down from 7.05)*   *"*
   o   Public toilets   *(6.83 down from 6.86)*   *"*
   o   Hard rubbish collection   *(6.85 down from 7.49)*   *".*
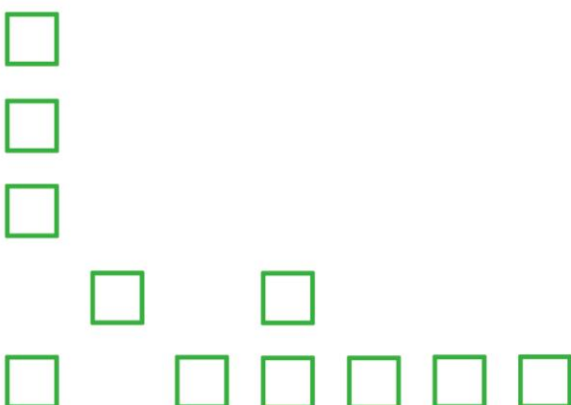
Council's overall performance

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), please rate the performance of Council across all areas of responsibility?"

Satisfaction with the performance of Council across all areas of responsibility increased by less than one percent in 2016, increasing from 6.84 to 6.92. This increase was not statistically significant.

This level of satisfaction remains categorised as "good", the same as in 2015.
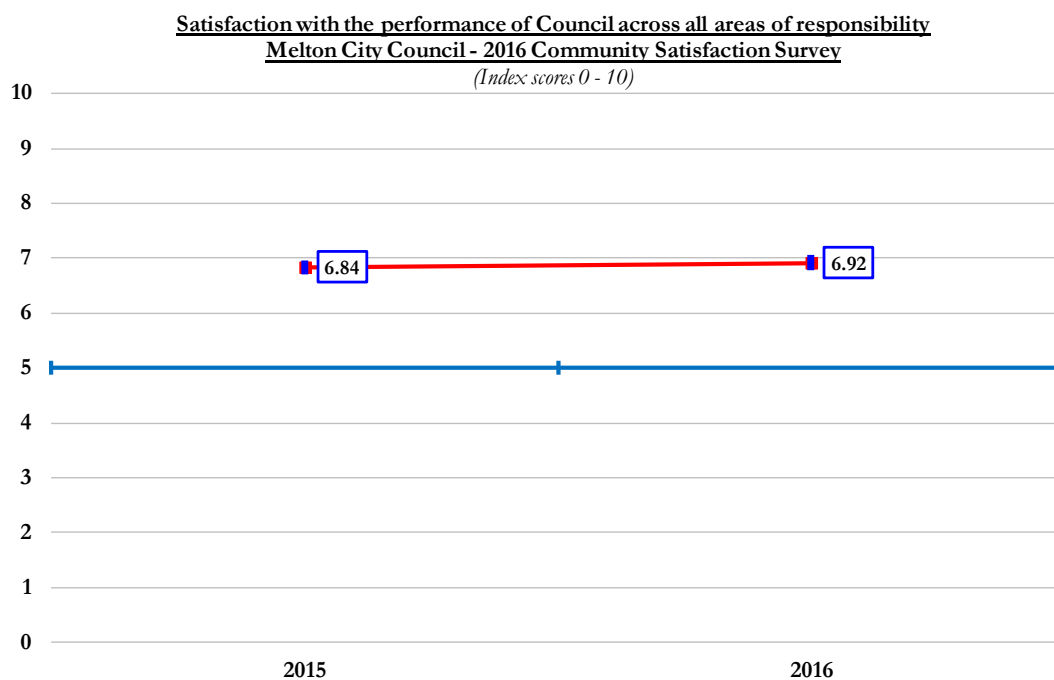
Satisfaction with the performance of Council across all areas of responsibility
Melton City Council - 2016 Community Satisfaction Survey
(Index scores 0 - 10)

By way of comparison, the 2015 *Governing Melbourne* research recorded an average satisfaction with local government across metropolitan Melbourne of 6.81, marginally but not measurably lower than the City of Melton result.

The average satisfaction with the six western region councils was 6.47 in 2015, measurably and significantly lower than this City of Melton result.

The 2016 *Governing Melbourne* research is currently being undertaken and the 2016 results will be incorporated into this report when they become available.
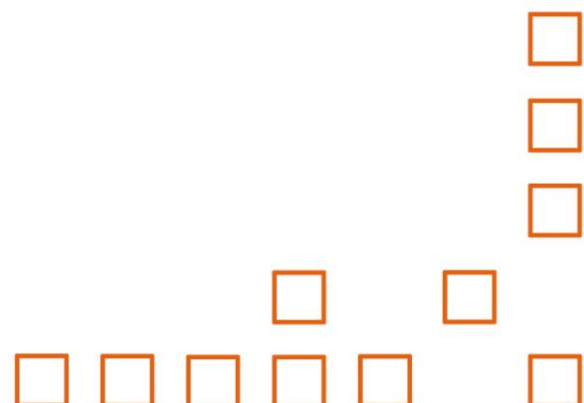
Overall performance summary
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)
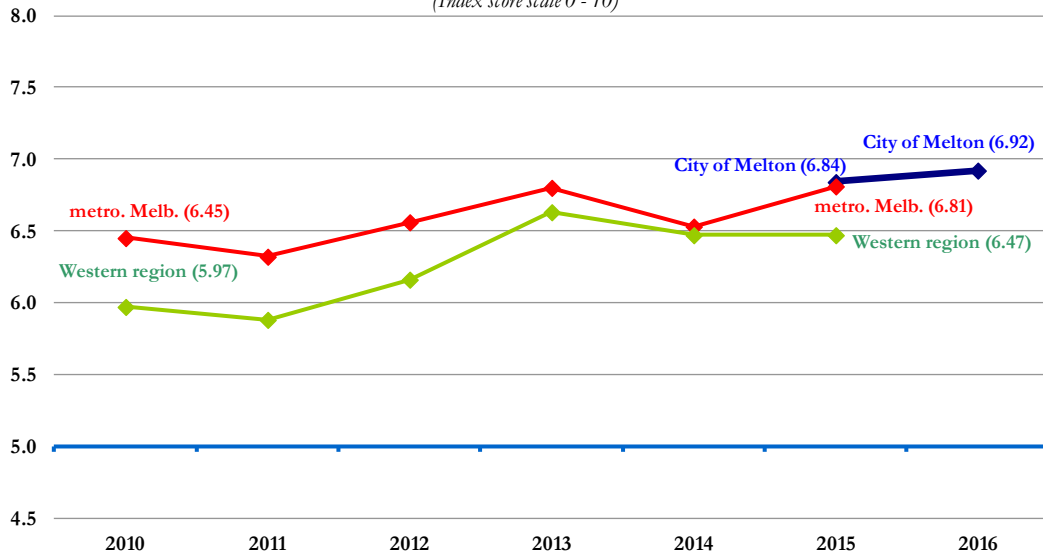
There was measurable variation in satisfaction with the performance of Council across all areas of responsibility recorded across the nine precincts comprising the City of Melton, with attention drawn to the following:

⊗ **Caroline Springs -** respondents were measurably and significantly more satisfied with Council's overall performance than the municipal average, and rated satisfaction at a level categorised as "very good".

⊗ **Rural precinct** – respondents were measurably and significantly less satisfied with Council's overall performance than the municipal average, and rated satisfaction at a level categorised as "solid".

Satisfaction with Council's overall performance
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)
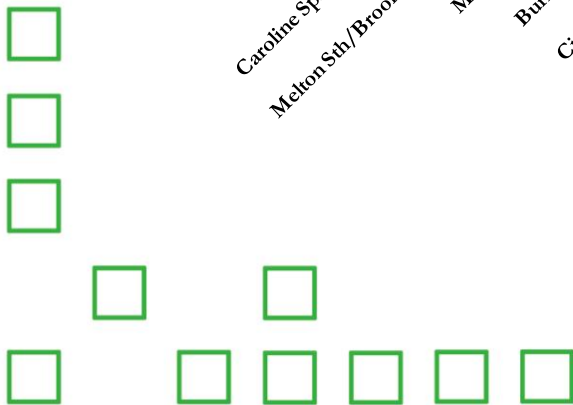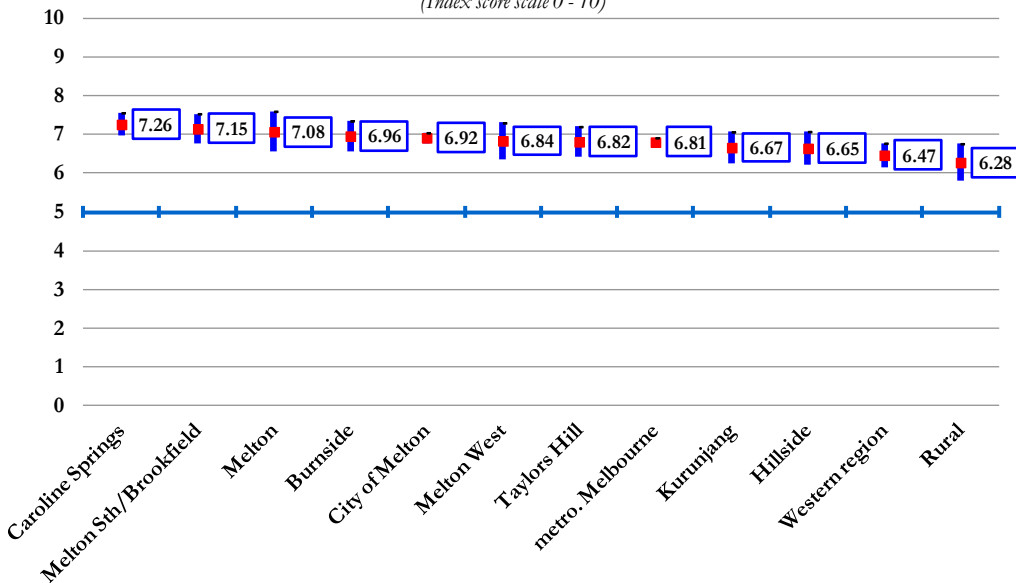
Consistent with the marginal increase in overall satisfaction, there was relatively little variation in the proportional results, as outlined in the following two graphs.

There was a marginal increase in the proportion of respondents "very satisfied" with Council's overall performance (rating satisfaction from eight to ten), increasing from 39.7% to 41.5%, and a very marginal increase in the proportion of respondents dissatisfied with Council's overall performance (rating satisfaction from zero to four).

Satisfaction with Council's overall performance
Melton City Council - 2016 Community Satisfaction Survey
(number of responses)
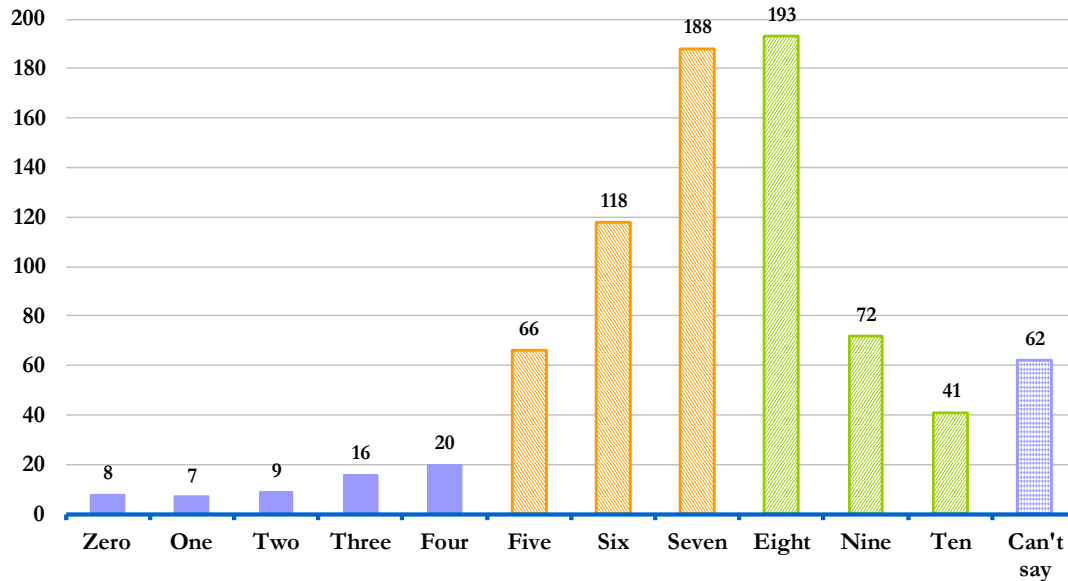
Rating	Count
Zero	8
One	7
Two	9
Three	16
Four	20
Five	66
Six	118
Seven	188
Eight	193
Nine	72
Ten	41
Can't say	62

Satisfaction with Council's overall performance
Melton City Council - 2016 Community Satisfaction Survey
(Percent of respondents providing a response)

	2015	2016
Very satisfied	39.7%	41.5%
Neutral to somewhat satisfied	52.8%	50.4%
Dissatisfied	7.6%	8.1%

Legend:
- Very satisfied
- Neutral to somewhat satisfied
- Dissatisfied
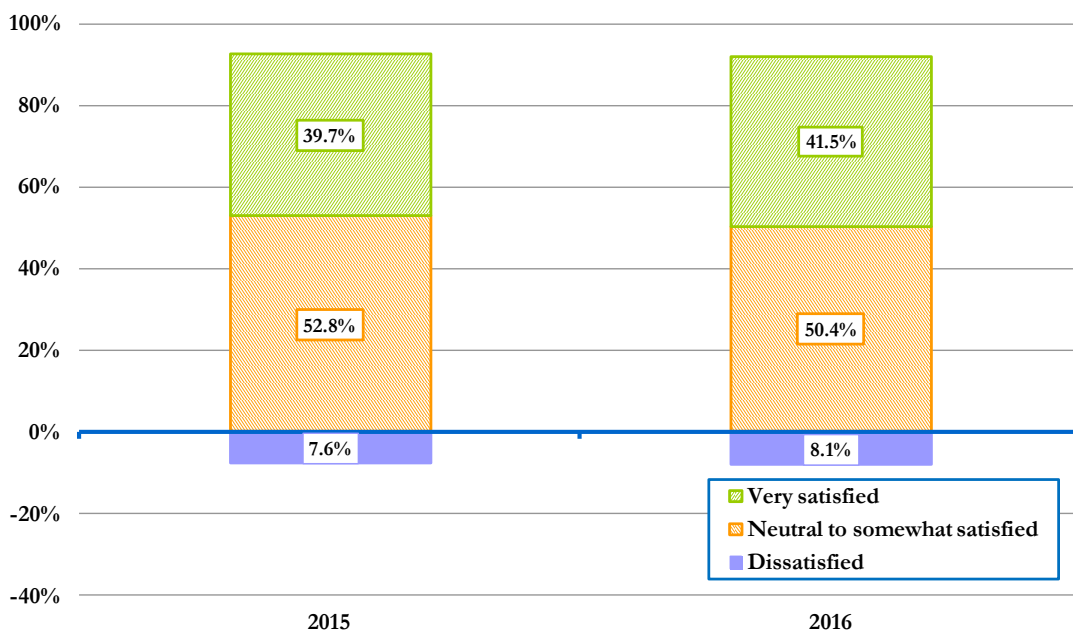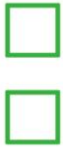
There was some variation in the proportional satisfaction results across the municipality, as outlined in the following graph. It is observed that more than ten percent of respondents from Melton precinct, Kurunjang, Melton West, and the rural precinct were dissatisfied with Council's overall performance.

Satisfaction with Council's overall performance
Melton City Council - 2016 Community Satisfaction Survey
(Percent of respondents providing a response)
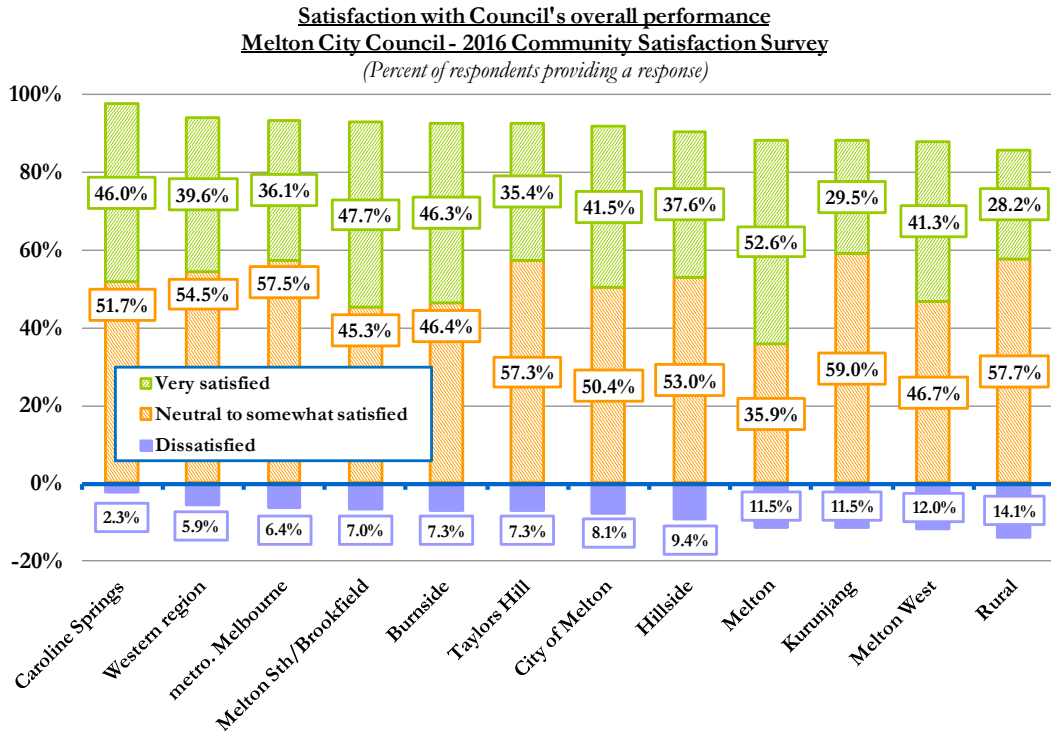
Overall performance by respondent profile

The following table provides a comparison of satisfaction with Council's overall performance by respondent profile. There was some variation observed in these results, with attention drawn to the following:

- ⊗ *Younger respondents (aged 15 to 34 years)* – were measurably more satisfied with Council's overall performance.

- ⊗ *Senior citizens (aged 75 years and over)* – were significantly, albeit not measurably more satisfied with Council's overall performance.

- ⊗ *Female respondents* – were measurably and significantly more satisfied with Council's overall performance than male respondents.

- ⊗ *Household member with a disability* – respondents from households with a member with a disability were notably, albeit not measurably less satisfied than other respondents.

- ⊗ *Rental household respondents* – were measurably more satisfied than average with Council's overall performance.

- ⊗ *New residents (less than one year)* – were measurably and significantly more satisfied with Council's overall performance than the municipal average.

Satisfaction with Council's overall performance by respondent profile
Melton City Council - 2016 Community Satisfaction Survey
(Number and index score 0 - 10)

	Number	Lower	Mean	Upper
Age structure				
15 - 19 years	25	6.95	**7.48**	8.00
20 - 34 years	153	7.05	**7.32**	7.58
35 - 44 years	205	6.49	**6.74**	6.99
45 - 59 years	201	6.44	**6.71**	6.98
60 - 74 years	125	6.50	**6.86**	7.22
75 years and over	28	6.70	**7.38**	8.06
Gender				
Male	373	6.53	**6.73**	6.93
Female	362	6.93	**7.11**	7.29
Disability				
Household member with disability	80	6.11	**6.65**	7.18
No disability	656	6.82	**6.95**	7.09
Language				
English speaking households	535	6.73	**6.89**	7.05
Non-English speaking households	197	6.73	**7.00**	7.26
Household structure				
Two parent family *(youngest 0 - 4 yrs)*	107	6.57	**6.94**	7.31
Two parent family *(youngest 5 - 12 yrs)*	121	6.27	**6.62**	6.97
Two parent family *(youngest 13 - 18 yrs)*	66	6.53	**6.95**	7.37
Two parent family *(adults only)*	95	6.47	**6.84**	7.20
One parent family *(youngest 0 - 4 yrs)*	10	7.14	**8.00**	8.86
One parent family *(youngest 5 - 12 yrs)*	13	5.88	**7.20**	8.53
One parent family *(youngest 13 - 18 yrs)*	7	4.12	**7.04**	9.96
One parent family *(adults only)*	23	6.13	**6.81**	7.50
Couple only household	154	6.65	**6.94**	7.24
Group household	49	6.72	**7.26**	7.80
Sole person household	67	6.45	**6.91**	7.37
Housing situation				
Own this home	335	6.84	**7.03**	7.22
Mortgage	247	6.27	**6.51**	6.74
Renting this home	131	7.05	**7.39**	7.72
Other arrangement	16	5.67	**6.79**	7.92
Period of residence in City of Melton				
Less than 1 year	34	7.12	**7.58**	8.04
1 to less than 5 years	91	6.66	**7.06**	7.46
5 to less than 10 years	204	6.80	**7.05**	7.31
10 years or more	408	6.58	**6.77**	6.95
City of Melton	**739**	**6.78**	**6.92**	**7.05**

Change in Council's overall performance

Respondents were asked:

"Over the past twelve months, do you think Melton City Council's overall performance has improved, deteriorated or stayed the same?"

There was a significant increase in 2016 in the proportion of respondents able to provide a response as to whether Council's overall performance had improved, stayed the same or deteriorated. In 2015 more than one-fifth (21.6%) of respondents were unable to say, compared to just 10.9% in 2016.

There was relatively little meaningful variation in the ratio of respondents considering that Council's overall performance had improved compared to those who considered that performance had deteriorated. In 2015 3.3 times as many respondents considered that performance had improved as those who considered it had deteriorated. In 2016, this had declined a little to 2.5 times as many considering performance had improved as those who considered it had deteriorated.

By way of comparison, the 2015 *Governing Melbourne* research found that 12.5% of respondents across metropolitan Melbourne considered that their local council's overall performance had improved in the last twelve months, somewhat lower than the 18.5% recorded for the City of Melton. In 2015 5.5% of respondents across metropolitan Melbourne considered that their local council's overall performance had deteriorated, marginally lower than the 7.5% recorded for the City of Melton.

Change in Council's overall performance
Melton City Council - 2016 Community Satisfaction Survey
(Number and percent of total respondents)

Result	2016		2015	Male	Female
	Number	Percent			
Improved	148	18.5%	16.5%	21.1%	16.0%
Stayed the same	505	63.1%	56.9%	60.2%	65.9%
Deteriorated	60	7.5%	5.0%	8.9%	6.0%
Can't say	87	10.9%	21.6%	9.8%	12.1%
Total	**800**	**100%**	**800**	**402**	**395**

There was some variation in these results across the nine precincts comprising the City of Melton, with attention drawn to the following:

⊗ **Melton South / Brookfield** – respondents were more likely than average to consider that Council's performance had improved in the last twelve months.

⊗ **Melton West, Kurunjang** and **rural precinct** – respondents were somewhat, albeit not measurably less likely than average to consider that performance had improved in the last year.

⊗ **Kurunjang** – respondents were somewhat, albeit not measurably more likely than average to consider that Council's overall performance had deteriorated in the last year.

**Change in Council's overall performance
Melton City Council - 2016 Community Satisfaction Survey**
(Percent of total respondents)
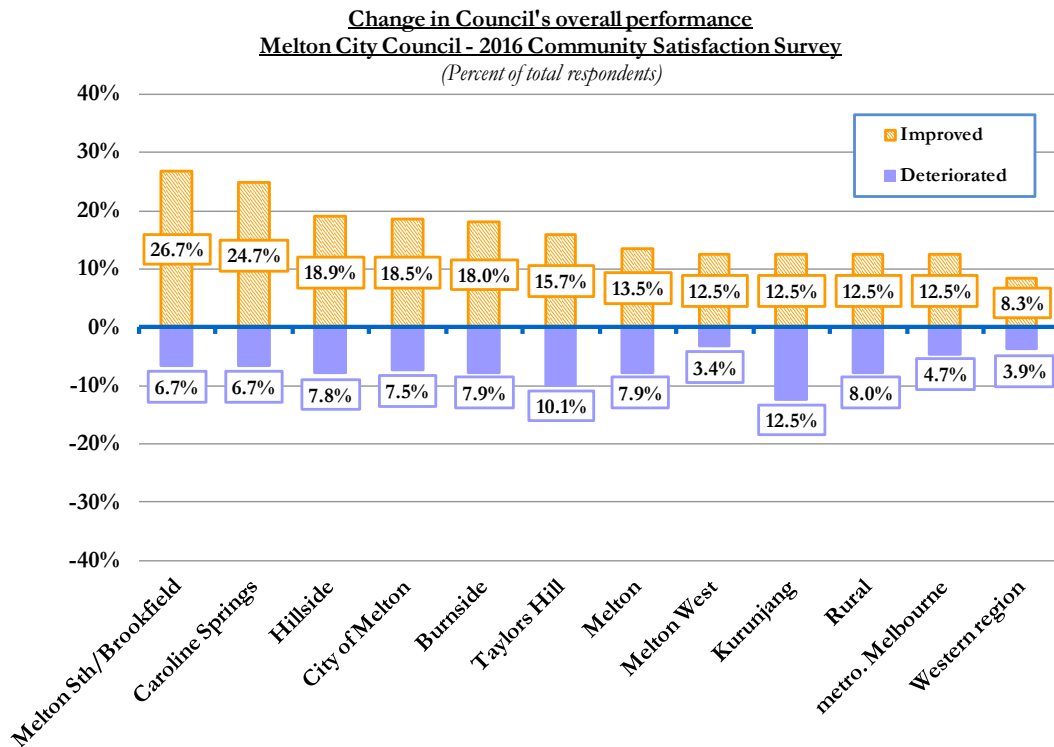
Governance and leadership

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), please rate your personal level of satisfaction with the following aspects of Council's performance?"

The average satisfaction with the six aspects of governance and leadership included in the survey increased 3.2% in 2016, up from 6.83 in 2015 to 7.05. This result remains at a level best categorised as "good", the same as in 2015.

By way of comparison, the 2015 *Governing Melbourne* research recorded an average satisfaction with the six aspects of governance and leadership across metropolitan Melbourne of 6.67, and 6.79 for the western region councils. These results are measurably lower than the 2016 City of Melton result.

Satisfaction with five of the six aspects of governance and leadership increased in 2016, with the exception being satisfaction with "Council meeting its responsibilities towards the environment", which declined by less than one percent from 7.40 to 7.38.

Satisfaction with the six included aspects of governance and leadership can best be summarised as follows:

⊗   ***Very Good*** – for satisfaction with meeting responsibilities towards the environment.

⊗ **Good** – for satisfaction with representation, lobbying and advocacy, community consultation and engagement, responsiveness to local community needs, performance maintaining community trust and confidence, and performance making decisions in the interests of the community".

Governance and leadership summary
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)
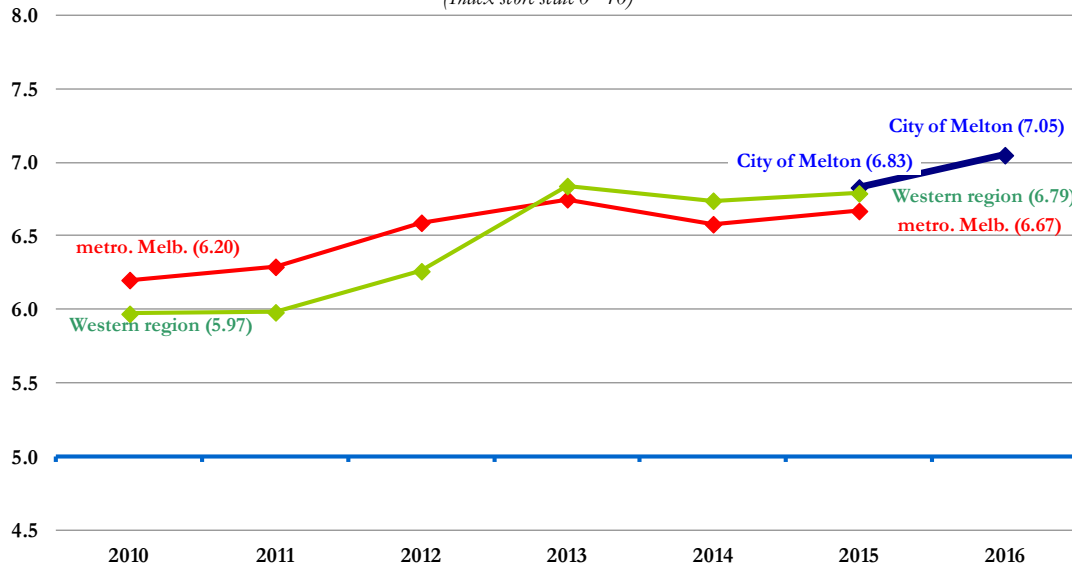
The increase in satisfaction with "representation, lobbying, and advocacy" was statistically significant, whilst the increase for the other four aspects of governance and leadership was not statistically significant.

Satisfaction with aspects of governance and leadership
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)
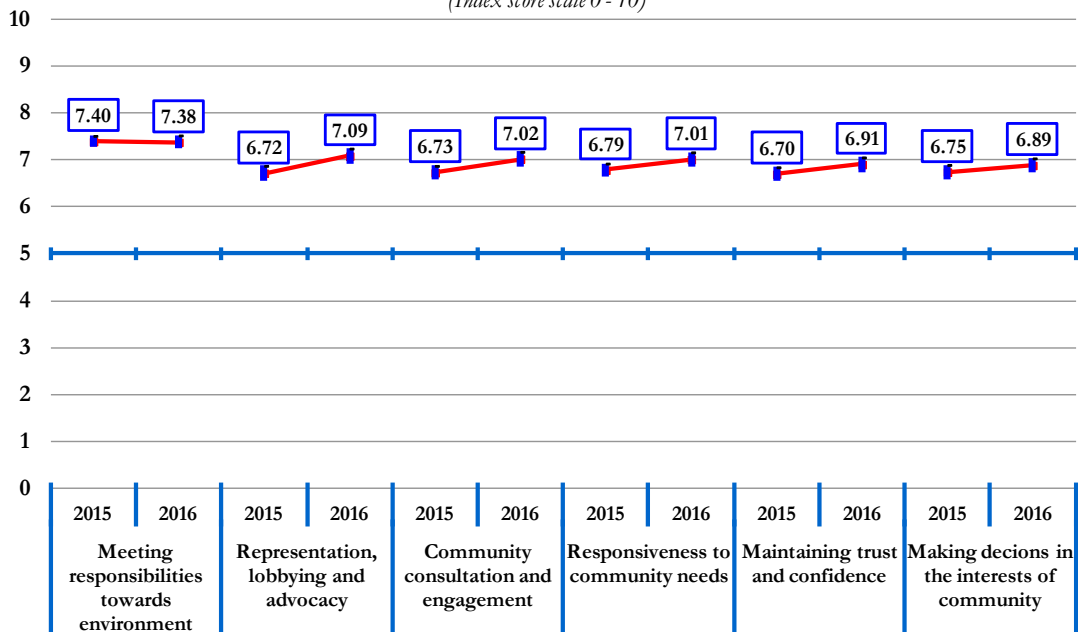
The average satisfaction with each of the six included aspects of governance and leadership was higher in the City of Melton in 2016 than the 2015 metropolitan Melbourne average satisfaction recorded in *Governing Melbourne*. With the exception of "Council meeting its responsibilities towards the environment", this higher level of satisfaction was statistically significant.

Satisfaction with aspects of governance and leadership
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)
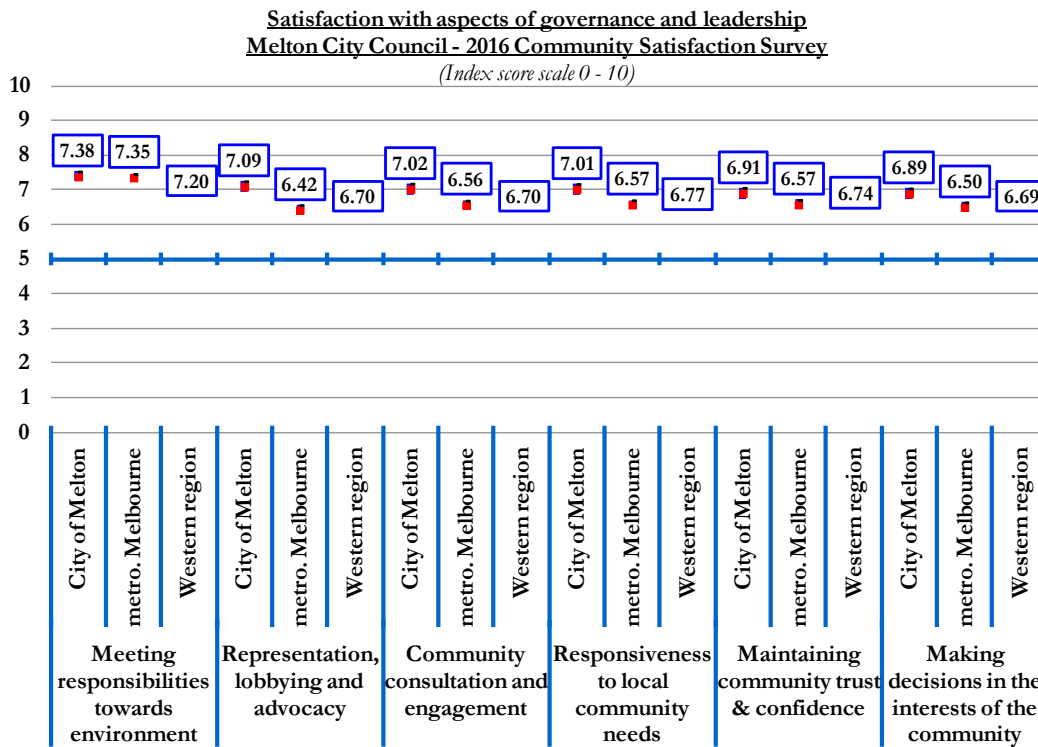
Consistent with the increase in average satisfaction with five of the six aspects of governance and leadership, there was a significant increase in the proportion of respondents "very satisfied" with five of the six aspects. There was only a small increase in the proportion of respondents very satisfied with Council's performance meeting its responsibilities towards the environment (up from 52.5% to 55.2%).

Attention is again in 2016 drawn to the fact that no more than approximately ten percent of respondents were dissatisfied with each of the six aspects of governance and leadership. This is very consistent with the proportion of dissatisfied respondents recorded in 2015.

Satisfaction with aspects of governance and leadership
Melton City Council - 2016 Community Satisfaction Survey
(Percent of respondents providing a response)

Legend:
- Very satisfied
- Neutral to somewhat satisfied
- Dissatisfied

	Meeting responsibilities towards environment		Representation, lobbying and advocacy		Maintaining trust and confidence		Making decisions in interests of community		Community consultation and engagement		Responsiveness to community needs	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Very satisfied	52.5%	55.2%	36.9%	49.6%	37.3%	45.5%	37.9%	45.7%	36.1%	47.5%	38.7%	48.8%
Neutral to somewhat satisfied	43.4%	38.3%	54.5%	41.6%	52.5%	45.3%	53.3%	44.4%	54.2%	42.6%	51.7%	41.1%
Dissatisfied	4.1%	6.5%	8.6%	8.8%	10.2%	9.2%	8.8%	9.9%	9.7%	9.9%	9.6%	10.1%

The following section provides a breakdown of satisfaction with each of the six aspects of governance and leadership by precinct and respondents' age structure and gender.

Metropolis Research notes that there is a consistent theme across these precinct-level results, with respondents from Caroline Springs reporting measurably higher than average satisfaction with most aspects, and respondents from the rural precinct reporting measurably lower than average satisfaction.

There tends to be some measurable variation in satisfaction with the six aspects of governance and leadership by respondents' age structure, with younger respondents (aged up to 35 years) tending to rate satisfaction lower than respondents from 35 to 74 years. It is also noted that female respondents tend to be more satisfied than were male respondents.'
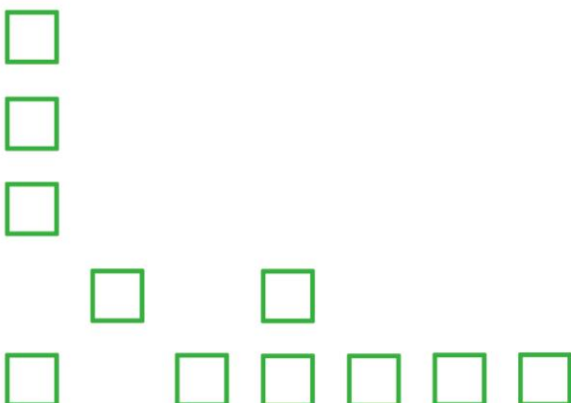
Community issues, behaviors and attitudes

Issues for Council to address

Respondents were asked:

> *"Can you please list what you consider to be the top three issues for the City of Melton at the moment?"*

Respondents were asked to identify the top three issues for the City of Melton at the moment. It is important to bear in mind that these issues are not to be read as a list of complaints about Council performance as many of the issues raised are not directly within the ambit of local government.

A total of 623 respondents (77.8% up from 74.7%) provided a total of 1,227 individual responses, at an average of almost two issues each.

These responses have been categorised and the results are presented in the following table. The main issues identified by respondents and significant findings include:

- ⊗ **Traffic management** – identified by 29.8% of respondents in 2016, up from 20.8% in 2015. This compares to the 2015 metropolitan Melbourne average of 24.9% as recorded in *Governing Melbourne*.

- ⊗ **Parks, gardens and open space** – identified by 11.9% of respondents in 2016, up from 10.4% in 2015. This compares to the 2015 metropolitan Melbourne average of 5.8% as recorded in *Governing Melbourne*.

- ⊗ **Public transport** – identified by 9.6% in 2016, down from 12.1%. This compares to the 2015 metropolitan Melbourne average of 4.7% as recorded in *Governing Melbourne*. This issue is clearly of greater importance in the City of Melton than elsewhere across metropolitan Melbourne, consistent with for example the City of Wyndham (9.1%).

- ⊗ **Road maintenance and repairs** – identified by 9.6% of respondents in 2016, up from 7.4% in 2015. This compares to the metropolitan Melbourne average of 5.3% as recorded in *Governing Melbourne*.

- ⊗ **Safety, policing and crime** – identified by 8.8% of respondents in 2016, down from 9.9%. This compares to the 2015 metropolitan Melbourne average of 8.4% as recorded in *Governing Melbourne*.

- ⊗ **Hard rubbish collection** – identified by 8.8% of respondents in 2016, up from 5.4%. This compares to the 2015 metropolitan Melbourne average of 3.5% as recorded in *Governing Melbourne*.

It is also observed that the City of Melton respondents remain in 2016 less likely than the metropolitan Melbourne average to identify issues including "parking" (4.9% compared to 14.1%) and "building, housing, planning and development" (1.5% compared to 8.8%).
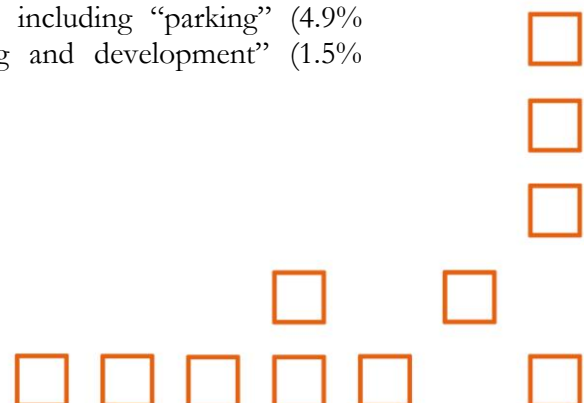
There was some variation in these results across the nine precincts comprising the City of Melton, with attention drawn to the following:

⊗ **Melton precinct** – respondents were somewhat more likely than average to identify cleanliness and maintenance of the area.

⊗ **Kurunjang** – respondents were somewhat more likely than average to identify parking.

⊗ **Melton West** – respondents were measurably more likely than average to identify road maintenance and repairs, and somewhat more likely than average to identify footpath maintenance and repairs.

⊗ **Melton South / Brookfield** – respondents were measurably more likely than average to identify traffic management and public transport.

⊗ **Caroline Springs** – respondents were measurably more likely than average to identify traffic management.

⊗ **Burnside** – respondents were somewhat more likely than average to identify the provision and maintenance of general infrastructure.

⊗ **Taylors Hill** – respondents were measurably more likely than average to identify hard rubbish collection, and somewhat more likely than average to identify rates.

⊗ **Hillside** – respondents were somewhat more likely than average to identify cleanliness and maintenance of the area, and rubbish and waste issues.

⊗ **Rural precinct** – respondents were measurably more likely than average to identify road maintenance and repairs.

Top issues for Council to address in the coming twelve months
Melton City Council - 2016 Community Satisfaction Survey
(Number and percent of total respondents)

Issue	2016		2015	metro. Melb. 2015
	Number	Percent		
Traffic management	238	29.8%	20.8%	24.9%
Parks, gardens & open space	95	11.9%	10.4%	5.8%
Public transport	77	9.6%	12.1%	4.7%
Roads maintenance & repairs	77	9.6%	7.4%	5.3%
Safety, policing & crime	70	8.8%	9.9%	8.4%
Hard rubbish collection	70	8.8%	5.4%	3.5%
Footpath maintenance & repairs	48	6.0%	7.0%	5.9%
Cleanliness & general maintenance of area	42	5.3%	1.5%	4.8%
Rates	40	5.0%	8.4%	3.3%
Parking	39	4.9%	6.9%	14.1%
Provision & maintenance of street trees	33	4.1%	5.8%	5.4%
Rubbish and waste issues incl. garbage	33	4.1%	4.4%	2.5%
Provision & maintenance of sports & recreation facilities	26	3.3%	2.8%	1.8%
Tip / smell / pollution	26	3.3%	2.1%	na
Health & medical services	23	2.9%	3.4%	0.9%
Provision & maintenance of infrastructure	21	2.6%	1.3%	1.0%
Education & schools	20	2.5%	3.4%	1.6%
Street lighting	17	2.1%	4.3%	6.9%
Activities and facilities for children	16	2.0%	1.6%	0.1%
Activities, services & facilities for youth	16	2.0%	1.5%	0.8%
Financial issues & priorities for Council	15	1.9%	0.4%	0.9%
Animal management	13	1.6%	3.0%	3.0%
Graffiti & vandalism	12	1.5%	2.0%	1.5%
Street cleaning and maintenance	12	1.5%	1.9%	1.8%
Building, planning, housing & development	12	1.5%	1.5%	8.8%
Shops, restaurants & entertainment venues	12	1.5%	1.4%	na
Employment & job creation	10	1.3%	1.9%	0.2%
Quality & provision of community services	9	1.1%	1.1%	0.5%
Provision & maintenance of cycling / walking paths	8	1.0%	2.4%	2.8%
Drugs and alcohol issues	8	1.0%	2.1%	1.8%
Noise	8	1.0%	1.1%	0.3%
Economic development	7	0.9%	1.3%	0.4%
Promote or improve community atmosphere	6	0.8%	0.1%	0.1%
Services and facilities for the disabled	6	0.8%	1.1%	0.1%
Multicultural issues / cultural diversity	4	0.5%	2.6%	0.1%
Consultation, communication & provision of information	4	0.5%	2.3%	2.0%
Governance & accountability	4	0.5%	0.1%	1.0%
Population & growth	3	0.4%	0.3%	0.4%
Library services	3	0.4%	0.3%	0.6%
Provision & maintenance of community facilities	2	0.3%	0.4%	0.4%
Public toilets	6	0.8%	0.4%	1.2%
All other issues *(19 separately identified issues)*	36	4.5%	7.0%	15.6%
Total responses	**1,227**		**1,246**	**1,345**

Total respondents providing a response   *623 (77.8%)*   *597 (74.7%)*   *674 (72.4%)*

Correlation between issues and satisfaction with Council's overall performance

The following graph provides the average satisfaction with Council's overall performance of respondents identifying each of the top five issues.

It is clear from the graph that respondents identifying the issues of traffic management and parks, gardens and open spaces rated satisfaction very similar to the municipal average.

Respondents identifying public transport and safety, policing and crime issues on average rated satisfaction somewhat, albeit not measurably lower than the municipal average satisfaction.

Respondents identifying road maintenance and repair issues rated satisfaction with Council's overall performance measurably and significantly lower than the municipal average. This strongly suggests that this issue is negatively influencing community satisfaction with the performance of Melton City Council.

Satisfaction with Council's overall performance by top issues
Melton City Council - 2016 Community Satisfaction Survey
(Index score 0 - 10)

Traffic management (n = 194)	All respondents (n = 739)	Parks, gardens & open space (n = 85)	Public transport (n = 73)	Safety, policing & crime (n = 61)	Roads (n = 67)
6.93	6.92	6.85	6.74	6.65	6.18
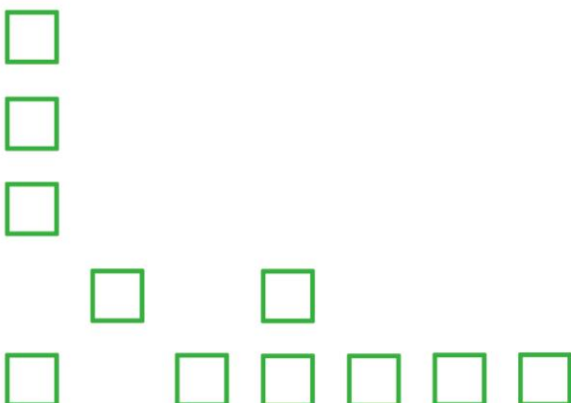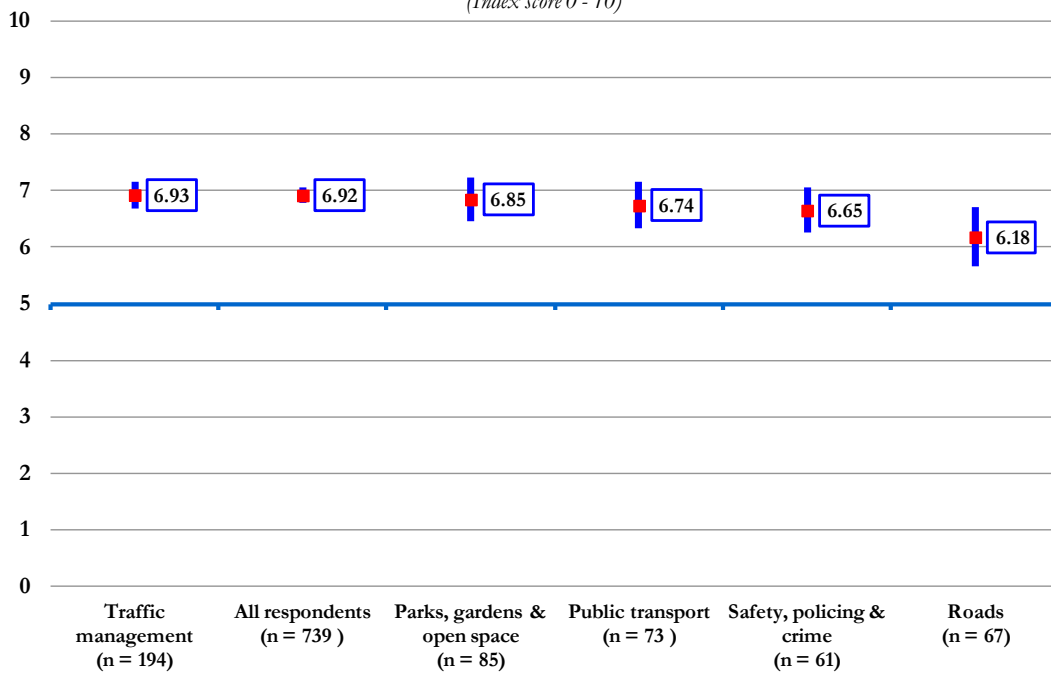
Customer service

Contact with Council in the last two years

Respondents were asked:

"Have you contacted Melton City Council in the last twelve months?"

Consistent with the results recorded in 2015, a little more than one-third (38.3%) of respondents reported that they had contacted Council in the last twelve months.

Contacted Council in the last twelve months
Melton City Council - 2016 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2016		2015
	Number	*Percent*	
Yes	303	38.3%	40.2%
No	489	61.7%	59.8%
Not stated	8		12
Total	**800**	**100%**	**800**

Forms of contact

Respondents were asked:

"When you last contacted the Council, was it?"

Of the 303 respondents who had contacted Council in the last twelve months, two-thirds (63.1% up from 61.3%) contacted Council by telephone during office hours. A little more than one-quarter (28.2% up from 22.7%) visited Council in person.

Form of last contact with Council
Melton City Council - 2016 Community Satisfaction Survey
(Number and percent of respondents who contacting Council and providing a response)

Response	2016		2015
	Number	*Percent*	
Telephone *(during office hours)*	190	63.1%	61.3%
Visit in person	85	28.2%	22.7%
E-mail	12	4.0%	5.4%
Website	7	2.3%	1.6%
Mail	3	1.0%	1.0%
Telephone *(after hours service)*	1	0.3%	0.6%
Multiple	3	1.0%	7.3%
Not stated	2		4
Total	**303**	**100%**	**317**

Satisfaction with aspects of customer service

Respondents were asked:

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

The average satisfaction with the eight included aspects of customer service declined 1.3% in 2016, declining from 8.08 to 7.97. This decline was not statistically significant and the result remains at a level best categorised as "excellent".

This result is measurably higher than the 2015 metropolitan Melbourne average of 7.69 and marginally higher than the 2015 western region average of 7.82.

Customer service summary
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)
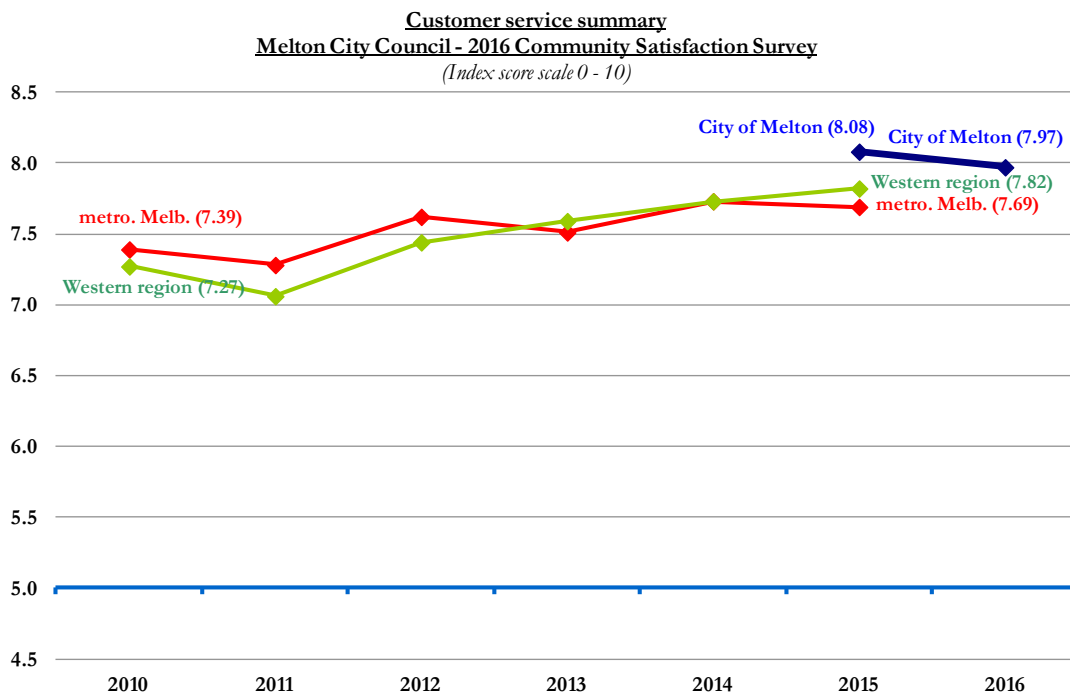
Satisfaction with six of the eight aspects of customer service declined marginally in 2016. Satisfaction with "staff understanding language needs" (NESB respondents only) increased marginally, and satisfaction with "care and attention to enquiry" also increased marginally.

None of these changes were statistically significant.

Satisfaction with the eight included aspects of customer service can best be summarised as follows:

⊗ **Excellent** – for staff understanding language needs (NESB respondents only), general reception, opening hours, courtesy of service, access to relevant officer / area, provision of information, and care and attention to enquiry.

⊗ **Very Good** – for speed of service.

Satisfaction with aspects of customer service
Melton City Council - 2016 Community Satisfaction Survey
(Index score 0 - 10)
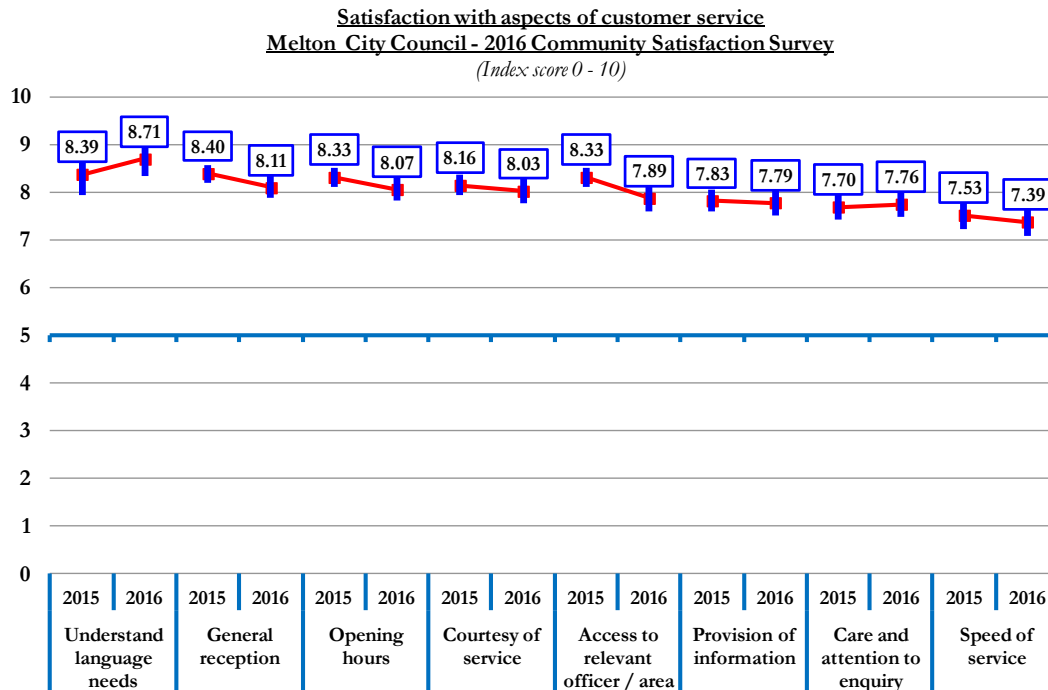
The following graph provides a breakdown of these results into those dissatisfied (rating zero to four), neutral to somewhat satisfied (five to seven), and very satisfied (eight to ten).

Attention is drawn to the fact that two-thirds or more of respondents were very satisfied with each of the eight aspects of customer service, and that with the exception of "speed of service", less than ten percent of respondents were dissatisfied with any of the eight aspects.

Satisfaction with aspects of customer service
Melton City Council - 2016 Community Satisfaction Survey
(Percent of respondents providing a response)
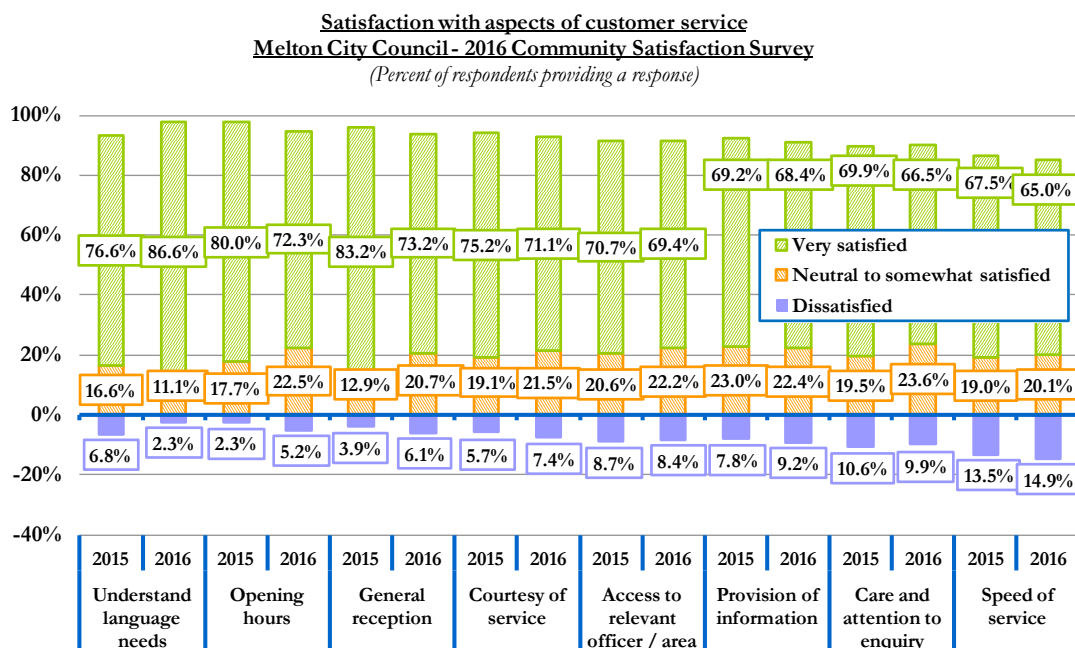
The following graph provides a comparison of these results against the 2015 western region and metropolitan Melbourne average as recorded in *Governing Melbourne*.

It is observed that respondents in the City of Melton were marginally more satisfied with each of the eight included aspects of customer service than either the western region or metropolitan Melbourne averages from *Governing Melbourne*.

Satisfaction with aspects of customer service
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)
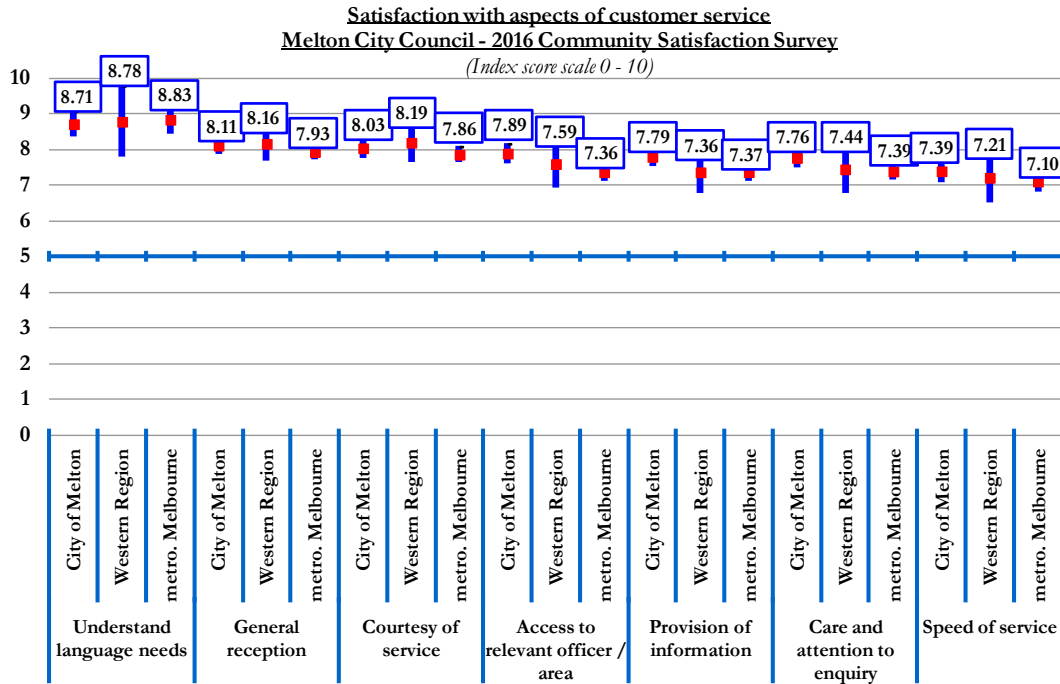
Council services and facilities

Respondents were asked:

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

Respondents were asked to rate the importance to the community of thirty-six services and facilities provided by Council.

These services were broken into two groups; seventeen core services and facilities and nineteen client services and facilities that are typically used by only a subset of the community.

Respondents were asked to rate their level of satisfaction with each of the seventeen core services and facilities, and satisfaction with each of the nineteen client services or facilities that they or members of their household had personally used in the last twelve months.
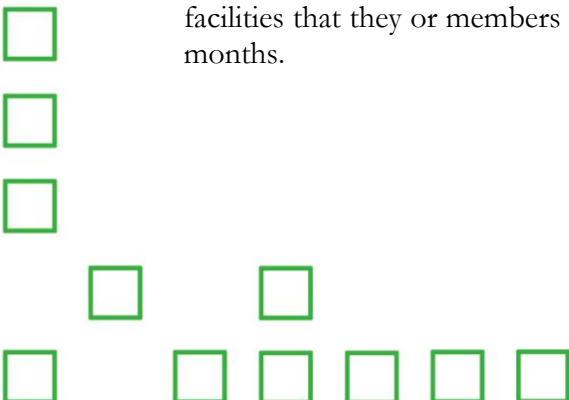
Importance of selected services and facilities

The average importance of the thirty-six included Council services and facilities was rated at 8.94 in 2016, an increase of 2.2% on the 8.75 recorded in 2015.

The top nine services and facilities were measurably more important than average, whilst the bottom eight services and facilities were measurably less important than average.

Importance of selected services and facilities
Melton City Council - 2016 Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2016 Mean	Upper	2015 average	metro. Melb. 2015 avg.
Higher than average importance	Services for people with a disability	675	9.39	**9.46**	9.54	9.30	na
	Services for children	679	9.34	**9.42**	9.50	9.24	8.80
	Regular recycling	792	9.32	**9.40**	9.47	9.24	9.19
	Services for seniors	674	9.31	**9.39**	9.48	9.18	8.91
	Regular garbage collection	799	9.30	**9.39**	9.47	9.28	9.29
	Health services for babies, infants & toddlers	685	9.29	**9.37**	9.46	9.28	na
	Services for young people	670	9.24	**9.34**	9.43	9.13	8.74
	Green waste collection	769	9.20	**9.29**	9.38	9.14	8.79
	Local library	730	9.12	**9.21**	9.31	9.11	8.82
Average importance	On & off road bike and / or walking paths	742	9.00	**9.09**	9.19	8.86	8.51
	Litter collection in public areas	766	8.99	**9.09**	9.18	8.89	8.74
	Hard rubbish collection	736	8.99	**9.09**	9.19	8.81	8.93
	Traffic management	779	8.98	**9.08**	9.19	8.81	8.87
	Provision and maintenance of playgrounds	735	8.98	**9.08**	9.17	8.70	na
	Provision of parks & gardens	783	8.98	**9.07**	9.16	8.70	8.82
	Provision & maintenance of street lighting	792	8.97	**9.06**	9.14	9.03	8.90
	Public toilets	697	8.95	**9.05**	9.16	8.90	8.60
	Melton Recycling Facility	701	8.94	**9.04**	9.14	8.94	na
	Maintenance of parks & gardens	782	8.94	**9.03**	9.11	8.74	8.82
	Footpath maintenance & repairs	790	8.92	**9.02**	9.11	8.75	8.71
	Sports ovals	712	8.89	**8.99**	9.09	8.78	8.63
	Recreation and leisure centres	706	8.90	**8.99**	9.08	8.56	8.56
	Sealed road maintenance & repairs	797	8.85	**8.95**	9.06	8.81	8.76
	Melton Waves swimming pool	699	8.83	**8.94**	9.04	8.57	na
	Maintenance & cleaning of shopping strips	768	8.69	**8.79**	8.89	8.60	8.58
	Community centres / Neighbourhood houses	684	8.66	**8.77**	8.88	8.61	na
	Provision & maintenance of street trees	787	8.65	**8.76**	8.86	8.50	8.48
Lower than average importance	Local community festivals	710	8.56	**8.68**	8.79	na	na
	Animal management	734	8.48	**8.61**	8.73	8.42	8.34
	Street sweeping	773	8.40	**8.53**	8.66	8.47	8.35
	Provision of cultural events	683	8.37	**8.50**	8.62	8.51	8.01
	Parking enforcement	745	8.25	**8.42**	8.58	8.14	7.96
	Council's website	686	8.20	**8.35**	8.50	8.19	8.05
	Council's activities promoting local eco. develop.	697	8.20	**8.34**	8.48	8.43	7.89
	Council information & columns in local papers	686	8.17	**8.32**	8.48	8.04	7.01
	Council's quarterly printed newsletter	716	7.74	**7.91**	8.08	7.70	7.39
	Average importance of Council services		8.83	**8.94**	9.04	8.75	8.53

Satisfaction with services and facilities

The average satisfaction with the thirty-six included Council services and facilities was 7.67 in 2016, an increase of less than one percent on the 7.62 recorded in 2015. This result is measurably higher than the 2015 metropolitan Melbourne average of 7.36, and is best categorised as "very good", the same categorisation as recorded in 2015.

Satisfaction with the top nine services and facilities was measurably higher than average, whilst satisfaction with the bottom ten services and facilities was measurably lower.

Satisfaction with selected services and facilities
Melton City Council - 2016 Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/ facility	Number	Lower	2016 Mean	Upper	2015 average	metro. Melb. 2015 avg.
Higher than average satisfaction	Regular garbage collection	794	8.77	**8.87**	8.97	8.68	8.59
	Regular recylcing	758	8.59	**8.70**	8.82	8.64	8.39
	Local library	515	8.55	**8.68**	8.80	8.66	8.38
	Green waste collection	743	8.51	**8.63**	8.74	8.70	8.31
	Services for seniors	131	8.03	**8.28**	8.53	8.15	7.91
	Services for children	255	8.03	**8.21**	8.38	8.06	7.93
	Sports ovals	443	8.05	**8.20**	8.35	8.25	7.87
	Health services for babies, infants & toddlers	263	8.02	**8.19**	8.35	8.04	na
	Recreation and leisure centres	407	7.84	**7.99**	8.13	7.91	7.72
Average satisfaction	Local community festivals	389	7.74	**7.90**	8.05	na	na
	Services for young people	183	7.64	**7.86**	8.09	7.58	7.76
	Council information & columns in local papers	388	7.68	**7.84**	8.00	7.46	6.70
	Council's website	374	7.59	**7.77**	7.95	7.57	7.19
	Provision of parks & gardens	776	7.60	**7.74**	7.88	7.62	7.69
	Community centres / Neighbourhood houses	288	7.56	**7.74**	7.92	7.73	na
	Provision & maintenance of street lighting	787	7.61	**7.74**	7.87	7.68	7.15
	Provision of cultural events	220	7.50	**7.70**	7.90	7.94	7.61
	Maintenance & cleaning of shopping strips	757	7.57	**7.69**	7.81	7.59	7.05
	Melton Waves swimming pool	350	7.49	**7.69**	7.88	7.40	na
	On & off road bike and / or walking paths	530	7.48	**7.64**	7.80	7.48	7.18
	Animal management	715	7.47	**7.62**	7.77	7.37	7.30
	Services for people with a disability	100	7.12	**7.55**	7.97	7.71	na
	Street sweeping	762	7.38	**7.54**	7.69	7.36	7.24
	Maintenance of parks & gardens	773	7.29	**7.44**	7.59	7.39	7.69
	Provision and maintenance of playgrounds	452	7.22	**7.39**	7.56	7.60	na
	Council's activities promoting local eco. develop	661	7.20	**7.35**	7.51	6.95	6.60
Lower than average satisfaction	Council's quarterly printed newsletter	675	7.16	**7.33**	7.49	7.12	6.93
	Litter collection in public areas	756	7.14	**7.29**	7.45	7.33	7.12
	Provision & maintenance of street trees	781	7.08	**7.23**	7.38	7.03	6.98
	Melton Recycling Facility	380	6.96	**7.22**	7.48	7.71	na
	Sealed road maintenance & repairs	789	6.94	**7.09**	7.24	6.99	7.02
	Hard rubbish collection	427	6.58	**6.85**	7.12	7.49	7.95
	Public toilets	396	6.61	**6.83**	7.04	6.86	6.34
	Parking enforcement	725	6.64	**6.82**	6.99	7.05	6.45
	Footpath maintenance & repairs	777	6.56	**6.72**	6.89	6.69	6.55
	Traffic management	769	6.52	**6.69**	6.86	7.00	6.60
	Average satisfaction with Council services		*7.49*	***7.67***	*7.84*	*7.62*	*7.36*

Average satisfaction with Council services and facilities

The average satisfaction with the thirty-six included Council services and facilities was 7.67 in 2016, up less than one percent on the 7.62 recorded in 2015.

This result is measurably higher than the 2015 metropolitan Melbourne average of 7.36, and marginally but not measurably higher than the western region average of 7.48.

Average satisfaction with services and facilities summary
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)

City of Melton (7.62) City of Melton (7.67)
Western region (7.48)
metro. Melb. (7.36)
Western region (7.04)
metro. Melb. (6.99)

	2010	2011	2012	2013	2014	2015	2016
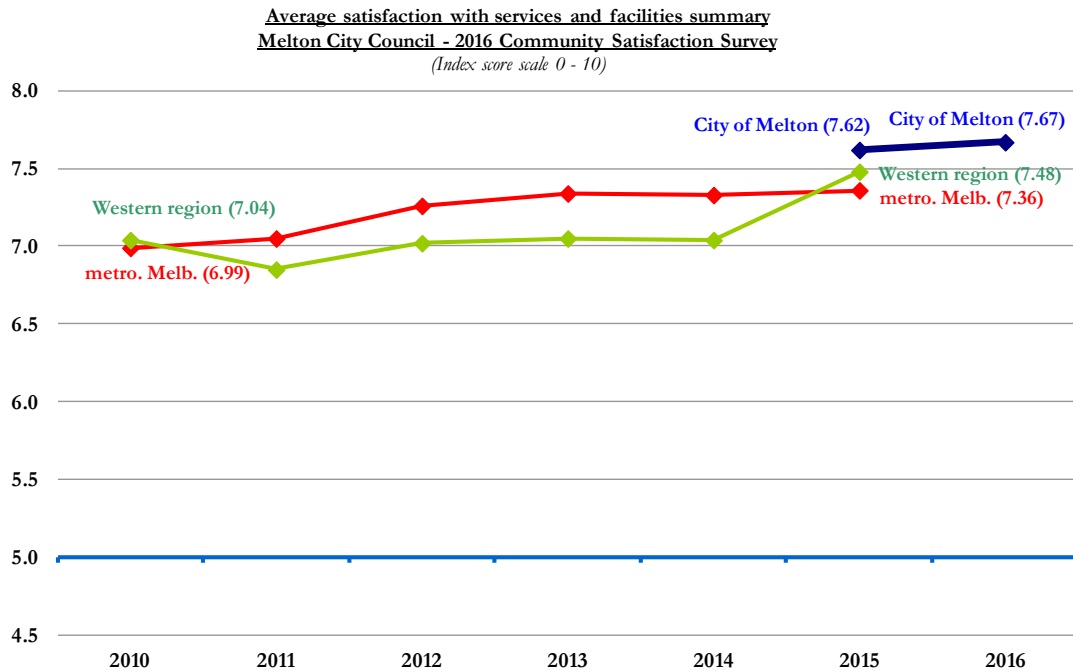
Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the importance of each of the services and facilities against satisfaction. The cross-hairs represent the average importance (8.94) and the average satisfaction (7.67).

Services in the top, right hand quadrant are those which the respondents rated as more important than average and which are rated at higher than average satisfaction. It is important to note that those services and facilities respondents rated as most important including the waste and recycling services and many of the community services (services for seniors, services for people with a disability) were rated at higher than average satisfaction.

The bottom, right hand quadrant includes those services with a higher than average importance and a lower than average satisfaction. Services of note in this quadrant include traffic management and the maintenance and repair of sealed local roads.
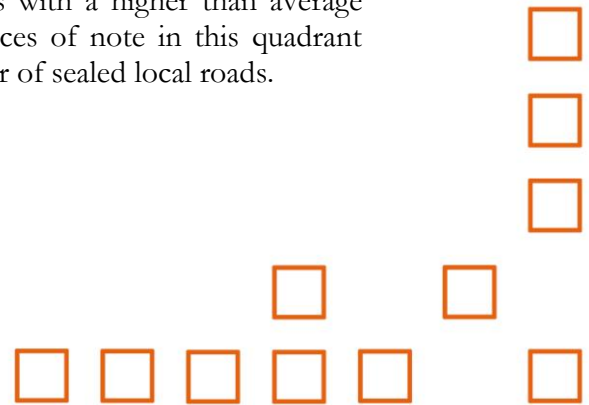
Importance of and satisfaction with Council services
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)
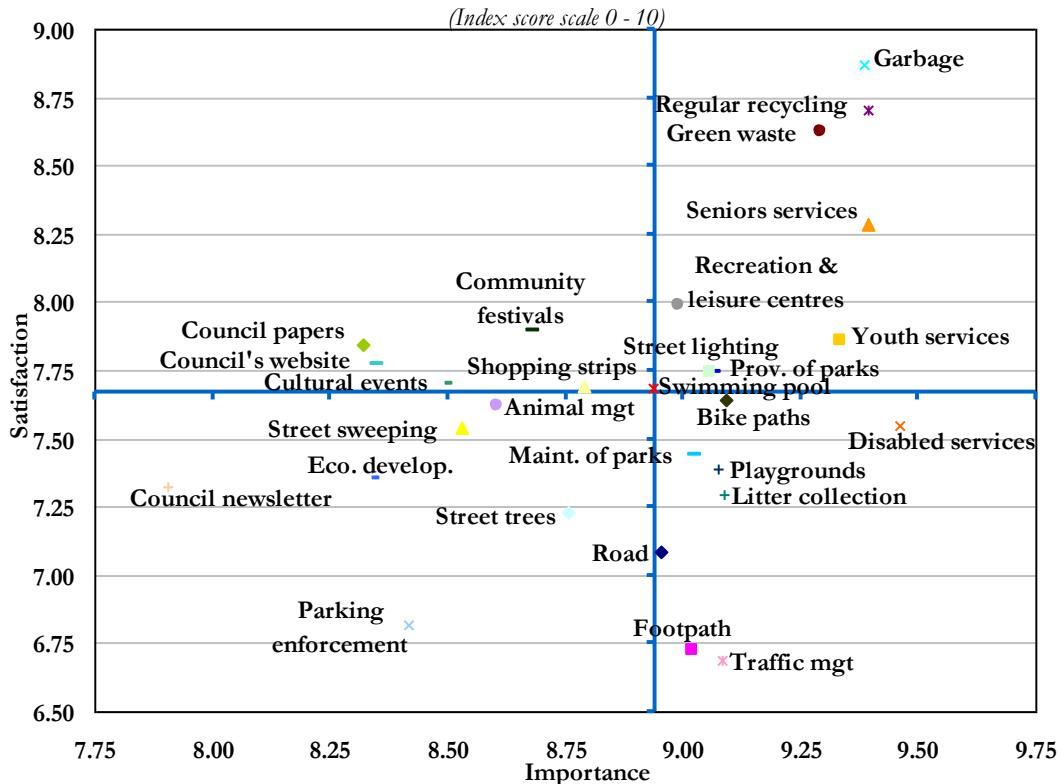
Satisfaction by broad service areas

The thirty-six included Council services and facilities have been broadly categorised into five broad service areas, as outlined in the following graph. These categories have been developed by Metropolis Research in order to provide a consistent set of categories against which to compare satisfaction with Council services and facilities across metropolitan Melbourne.

Satisfaction with these five broad service areas can best be summarised as follows:

⊗ **Excellent** – for each of waste and recycling services and community services

⊗ **Very Good** – for communication services.

⊗ **Good** – for local laws and infrastructure services.

It is observed that satisfaction with community services, communications, local laws, and infrastructure services was higher in the City of Melton than the 2015 metropolitan Melbourne averages as recorded in *Governing Melbourne.* Satisfaction with communications services was measurably higher in the City of Melton.

Satisfaction with waste and recycling services was measurably but not significantly lower in the City of Melton than the 2015 metropolitan Melbourne average.

Satisfaction by broad service areas
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)

Melton City Council
2016 Community Satisfaction Survey

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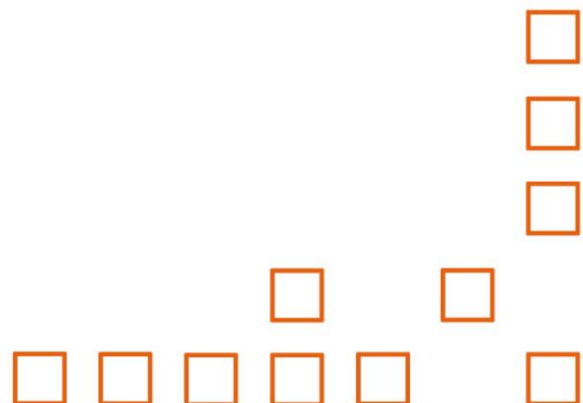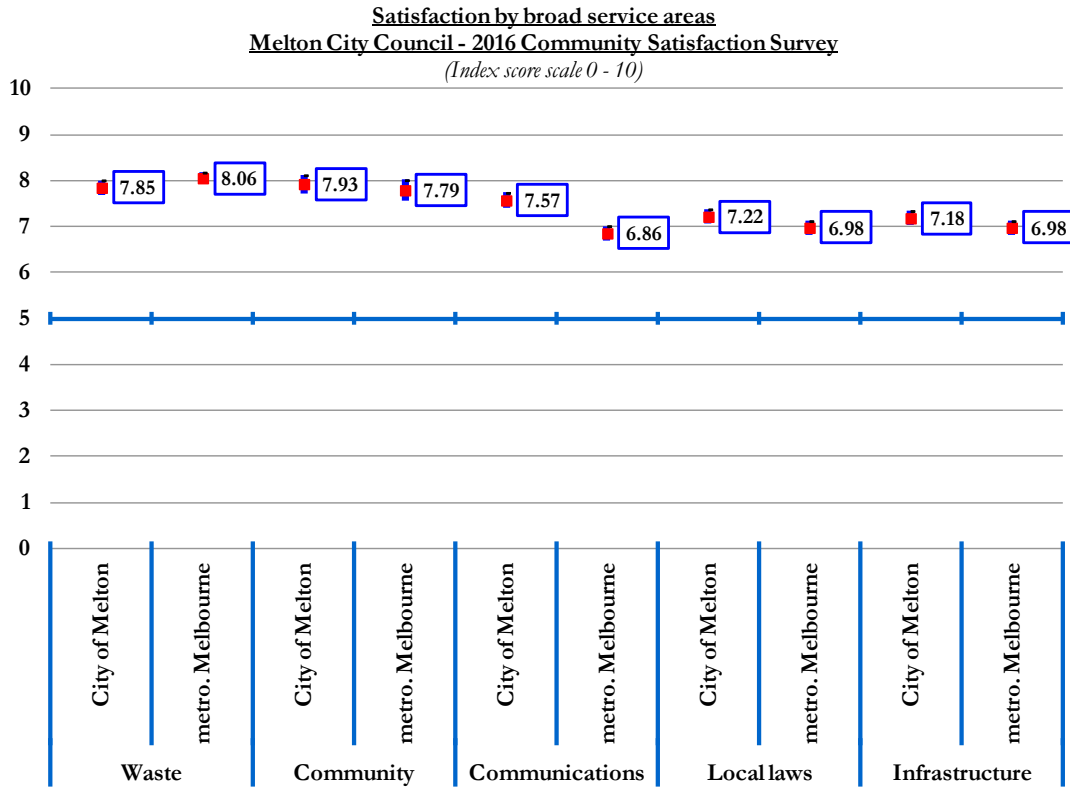
1   **On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.**

		0	1	2	3	4	5	6	7	8	9	10	Can't say
1. Sealed roads maintenance & repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. Footpath maintenance & repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
4. Regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
5. Regular recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
6. Green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
7. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
8. Provision of parks & gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
9. Maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
10. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
11. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
12. Maintenance & cleaning of shopping strips along roads	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
13. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
14. Traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
15. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
16. Council's quarterly printed newsletter	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say
17. Council activities promoting local economic development	Importance	0	1	2	3	4	5	6	7	8	9	10	Can't say
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	Can't say

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

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

Service														
1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
2. Council information and columns in local newspapers	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
3. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
4. Melton Recycling Facility	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
5. Local library	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
6. Sports ovals	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
7. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
8. Community Centres / Neighbourhood Houses	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
9. Health services for babies, infants and toddlers	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
10. Services and programs for children *(e.g. Playgroups and kindergarten)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
11. Services for young people *(e.g. school holiday programs, music & dance events, youth sport)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
12. Services for seniors *(e.g. Planned Activity Group programs, Seniors Clubs/activities, respite and personal care or domestic assistance, property maintenance, Men's shed)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
13. Services for people with a disability *(e.g. respite care, holiday programs, support services)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
14. Melton Waves Swimming Centre	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*

15. Recreation and Leisure Centres	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used			Yes				No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
16. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used			Yes				No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
17. Provision of arts and cultural events	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used			Yes				No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
18. Local community festivals	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used			Yes				No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
19. On & off road bike and / or walking paths *(including shared pathways)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
	Used			Yes				No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*Can't say*

3

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

Issue One:	
Issue Two:	
Issue Three:	

4

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

1. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
2. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
5. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
6. Council making and implementing decisions in the best interests of the community	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
7. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	*Can't say*

If overall satisfaction less than 5, why do you say that?

5 | **Over the past year, do you think Melton City Council's overall performance has?**

Improved	**1**	Deteriorated	**3**
Stayed the same	**2**	Don't know, can't say	**9**

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

Yes - lodged an application	**1**	Yes - other: _____	**3**
Yes - objected to an application	**2**	No involvement in planning	**4**

7 | **On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning and housing development in the City of Melton.**

1. The effectiveness of community consultation and involvement in planning for development *(planning application process)*	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
2. Opportunities provided by Council to participate in strategic planning projects *(e.g. Retail and Activity Centre Strategy, Housing Strategy, Integrated Transport Strategy)*	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
3. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
If rated less than 5, please identify the developments:												
4. Council's performance maintaining local heritage and sites of significance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*

8 | **Have you contacted Melton City Council in the last twelve months?**

Yes *(continue)*	**1**	No *(go to Q. 11)*	**2**

9 | **When you last contacted the Council, was it?**   *(Please circle one only)*

Visit in person	**1**	E-mail	**5**
Telephone *(during office hours)*	**2**	Website	**6**
Telephone *(after hours service)*	**3**	Social media	**7**
Mail	**4**	Other *(specify)* _____	**9**

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

(Please circle one for each aspect)

1. General reception	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
2. Care & attention to your enquiry	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
3. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
4. Speed of service	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
5. Courtesy of service	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
6. Opening hours	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
8. Staff's understanding of your language needs	0	1	2	3	4	5	6	7	8	9	10	*Can't say*

11 **What are all the methods by which you would prefer to receive or seek information from Council?** *(please circle as many as appropriate)*

Articles in local newspaper	**1**	By calling Council via telephone	**10**
Council adverts / columns in local newspapers	**2**	Council's website	**11**
Council's quarterly printed newsletter	**3**	Local radio	**12**
Council's digital newsletter (bi-monthly)	**4**	Social media *(Facebook, Twitter, etc)*	**13**
In person at Customer Service Centre	**5**	Mobile phone / tablet App	**14**
In person at local library	**6**	Community information boards	**15**
Direct mail / letterbox drop of printed materials	**7**	Information available at local events	**16**
Flyers / brochures at locations in the community	**8**	Other *(specify)* _____	**17**
Information sent with the Rates Notice	**9**	_____	

12 **On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Melton?**

1. During the day	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
2. At night	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
3. Travelling on / waiting for P/T	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
4. In & around local shopping area	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
5. In and around WoodGrove S.C	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
6. In & around High Street Melton	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
7. In & around Caroline Springs SC	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
8. At local community events	0	1	2	3	4	5	6	7	8	9	10	*Can't say*

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

13 **Are there any services or facilities that you and members of your household require but cannot access locally?**

Yes **1**   No **2**

If Yes, with which services or facilities do you require local access?

One:	
Two:	
Three:	
Four:	

14 **Are you actively involved in your local community in either of the following ways?**

	Yes	*No*	*Can't say*
I am an active member of a club or community group	**1**	**2**	**9**
I volunteer regularly	**1**	**2**	**9**

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

(please circle one number only for each statement)

Statement	Strongly disagree				Neutral					Strongly agree		Can't say

Community

1. My / our neighbourhood has a distinct character, it's a special place	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. It's an active community, people do things and get involved in local issues	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. I / we feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	Can't say
4. In times of need, I/we could turn to the neighbours for help	0	1	2	3	4	5	6	7	8	9	10	Can't say
6. Most people in my local community can be trusted	0	1	2	3	4	5	6	7	8	9	10	Can't say
7. Melton is an "age-friendly" community	0	1	2	3	4	5	6	7	8	9	10	Can't say
8. Melton is accessible and inclusive for people with a disability	0	1	2	3	4	5	6	7	8	9	10	Can't say
9. Melton is a "child-friendly" community	0	1	2	3	4	5	6	7	8	9	10	Can't say
10. The Melton community is accepting of people from diverse cultures and backgrounds	0	1	2	3	4	5	6	7	8	9	10	Can't say
11. There are adequate opportunities to socialise and meet people in the local area	0	1	2	3	4	5	6	7	8	9	10	Can't say

Services and facilities

12. The community has access to adequate community services	0	1	2	3	4	5	6	7	8	9	10	Can't say
13. The community has access to adequate local health services	0	1	2	3	4	5	6	7	8	9	10	Can't say
14. There are adequate local employment opportunities	0	1	2	3	4	5	6	7	8	9	10	Can't say
15. There is access to adequate primary and secondary schools locally	0	1	2	3	4	5	6	7	8	9	10	Can't say
16. There is access to adequate tertiary education opportunities	0	1	2	3	4	5	6	7	8	9	10	Can't say
17. It's easy to find out what services are available for me / us	0	1	2	3	4	5	6	7	8	9	10	Can't say
18. It's easy to find out about activities and events available locally	0	1	2	3	4	5	6	7	8	9	10	Can't say
19. There are opportunities to have a real say on issues that are important to me	0	1	2	3	4	5	6	7	8	9	10	Can't say
20. There is access to affordable and efficient public transport.	0	1	2	3	4	5	6	7	8	9	10	Can't say
21. There is public transport that goes where I need to go.	0	1	2	3	4	5	6	7	8	9	10	Can't say

16 **In which, if any, of the following community activities have you participated this year?**

(please circle as many as appropriate)

Arts / cultural events	**1**	School events / fetes	**7**
Sports / leisure events	**2**	Information events *(e.g.)*	**8**
Local community festivals	**3**	Living and Learning courses / events	**9**
Bushfire / emergency management info sessions	**4**	Youth events	**10**
Community consultations *(e.g. Planning workshops)*	**5**	Health and Wellbeing programs	**11**
Activities, events, classes in your neighbourhood	**6**	Other *(specify)* _____	**12**

17 **How often do you typically visit local parks, playgrounds or open spaces?**

Daily or every few days	**1**	Monthly	**4**
Weekly	**2**	Rarely (less than once a month)	**5**
Fortnightly	**3**	Never	**6**

18 **How often do you typically participate in organised physical activity including for example sporting clubs, gym, etc?**

Daily or every few days	**1**	Monthly	**4**
Weekly	**2**	Rarely (less than once a month)	**5**
Fortnightly	**3**	Never	**6**

19 **How often do you typically participate in informal physical activity including for example walking, swimming, cycling, golf?**

Daily or every few days	**1**	Monthly	**4**
Weekly	**2**	Rarely (less than once a month)	**5**
Fortnightly	**3**	Never	**6**

20 **Have the household's monthly rental or mortgage repayments placed stress on the household's finances in the last twelve months?**

No stress	**1**	Heavy stress	**4**
Low stress	**2**	Can't say	**9**
Moderate stress	**3**		

Council uses revenue from rates to pay for the services and programs it provides to the community, as well as to maintain and renew ageing infrastructure. Rates currently provide 63% of Council's annual revenue. The Victorian Government has passed legislation to limit council rate increases to a cap set by the Minister for Local Government. The cap is based on the rate of inflation, and is 2.5% this financial year.

21 **With this in mind, which of the following do you believe is most appropriate for the City of Melton?**

(Please circle one number only)

Council rates should be capped at CPI even if that means local services and infrastructure needs cannot be met.	1
Council rates should be capped at CPI and state and federal governments should fund the service and infrastructure gaps.	2
There should be no capping of rates, allowing Council to continue to set rates based on the future needs for services and infrastructure of the Melton community	3
Can't say	9

22 | **In the past 12 months, were there any times that your household ran out of food and couldn't afford to buy more?**

Never	1	Monthly or almost every month	4
Once	2	More than once a month	5
A couple of times	3	Can't say	9

23 | **Please indicate which of the following best describes you.**

15 - 19 years	1	45 - 59 years	4
20 - 34 years	2	60 - 74 years	5
35 - 44 years	3	75 years or over	6

24 | **With which gender do you identify?**

Male	1	Intersex	4
Female	2	Other	5
Transgender	3	Prefer not to say	9

25 | **Do any members of this household identify as Aboriginal or Torres Strait Islander?**

Yes	1	No	2

26 | **What are all the languages spoken in this household?**

English only	1	Other *(please specify):*_____	2

27 | **What is the structure of this household?**

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

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

Yes	1	No	2

29 | **Which of the following best describes the current housing situation of this household?**

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

30 | **How long have you lived in the City of Melton?**

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

If less than 5 years, what was your previous Council

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