

Melton City Council

2021 Annual Community Satisfaction Survey Overview Report

July 2021



Prepared for:

Melton City Council

Prepared by:

**Metropolis Research
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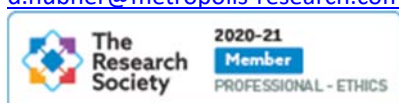


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Executive summary

Survey aims and methodology

Metropolis Research conducted Council's seventh *Annual Community Satisfaction Survey* as a telephone interview survey of 800 respondents in June 2021.

The survey is traditionally conducted on weekends as a face-to-face interview survey at the residents' door. However, due to the continued COVID-19 pandemic, and the resultant social distancing measures being in place at the time of the surveys scheduled delivery, the survey was again in 2021 conducted by telephone.

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

The survey also measured the importance to the community of 38 individual services and facilities, explored the top issues the community feel needs to be addressed in the municipality "at the moment", as well as measuring the perception of safety in Melton's public areas, the local sense of community, the perception of family violence in the community, and volunteering.

The response rate for this survey (i.e., the proportion of residents who were invited to participate who did participate) was 29.3%, which is somewhat lower than is typically achieved for the face-to-face methodology (35.0% in 2020), but up somewhat on the 25% recorded last year.

The 95% confidence interval around these results is plus and / or minus 3.4% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

The report provides a categorisation of satisfaction with aspects of performance, ranging from "excellent", "very good", "good", "solid", "poor", "very poor", and "extremely poor". The details of the scores within each range are outlined in the main report, but importantly scores of 7.75 or more are categorised as "excellent", and scores of less than 6.5 are categorised as "solid".

Key findings

The key finding from the survey this year is that satisfaction with most aspects of Council performance were stable or decreased marginally, with overall satisfaction only marginally below the long-term average since the program commenced in 2015.



There was an average 3.1% decline in satisfaction with the six aspects of governance and leadership, although Metropolis Research saw no other evidence in the survey results to suggest that there were any underlying governance and / or leadership related issues in the municipality this year that would have driven the decline.

This decline in satisfaction with governance and leadership has been observed across many municipalities in metropolitan Melbourne by Metropolis Research in 2021.

The key issues highlighted by survey respondents in the municipality remain traffic management, road maintenance and repairs, safety, policing, and crime, parks, gardens and open spaces, and parking.

There was a substantial increase in the proportion of respondents nominating traffic management as one of the top three issues this year, up from 13.6% to 21.8%, which is well above the metropolitan Melbourne average, and a result that has not been replicated in other municipalities this year. Consistent with this increase, satisfaction with both local traffic management (down 7.5%) and road maintenance and repairs (down 4.6%) both declined measurably this year.

Potentially related to the impact of COVID-19 on the local community, respondents, on average, were less likely to agree that they feel part of the local community (down 8.1%), the neighbourhood has a distinct character, it's a special place (down 5.4%), and that the health services respondents need are available locally (down 3.7%) this year.

The following table outlines the key satisfaction results, including the Local Government Performance Reporting Framework reporting requirement scores.

<i>Satisfaction with</i>	<i>Metro. Melbourne 2021</i>	<i>City of Melton 2020</i>	<i>City of Melton 2021</i>
Council's Overall performance	6.92	6.93	6.81
Making decisions in the interests of community	6.76	6.72	6.61
Maintaining trust and confidence of the community	6.75	6.77	6.58
Community consultation and engagement	6.72	6.69	6.50
Representation, lobbying and advocacy	6.66	6.81	6.41
Responsiveness of Council to local community needs	6.70	6.68	6.46
Customer service (average score across 6 indicators)	7.44	7.67	7.58
Maintenance and repair of sealed local roads	7.05	6.70	6.39

Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Melton City Council decreased 1.7% this year to 6.81 out of 10, which was not a statistically significant decline.

This result was marginally lower than the metropolitan Melbourne (6.92) average, and somewhat higher than the western region councils' (6.72) average satisfaction, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



Metropolis Research notes that it cannot be discounted that the significant external factor of the COVID-19 pandemic including its associated social distancing requirements, may well have impacted on community mindset and outlook. This significant issue may have had an impact on their satisfaction with the performance of government more broadly, and the City of Melton in particular.

A little more than one-third (37.4% down from 42.0%) of respondents were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst 9.3% (up from 8.6%) were dissatisfied (rating from zero to four).

There was some variation in satisfaction with Council’s overall performance observed this year, as follows:

- **More satisfied than average** – includes respondents from Kurunjang, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multi-lingual households, one-parent families, group households, sole person households, rental household respondents, and new and newer resident respondents (less than five years in the City of Melton).
- **Less satisfied than average** – includes respondents from the Rural precinct, middle-aged adults (aged 45 to 59 years), respondents from English speaking households, two-parent families with children aged under 18 years, couple households without children, mortgagor household respondents, and respondents from households with a member with a disability.

The average satisfaction with the six included aspects of [governance and leadership](#) declined 3.1% this year, down from 6.81 to 6.60, although it remains a “good” level of satisfaction. Satisfaction with all six aspects of governance and leadership were somewhat lower than the metropolitan Melbourne and western region councils’ averages.

Metropolis Research notes that satisfaction with governance and leadership declined in all municipalities for which Metropolis Research conducted this research in 2021. There were, however, no significant or unusual issues identified that underpinned this decline. Other issues which may potentially have negatively influenced satisfaction with governance and leadership may include issues such as the local government elections in late 2020 or the COVID-19 pandemic.

Despite the declines reported this year, these results confirm that most respondents remain satisfied with Council’s performance in meeting its environmental responsibilities (7.07), making decisions in the interests of the community (6.61), maintaining community trust and confidence (6.58), community consultation and engagement (6.50), the responsiveness of Council to local community needs (6.46), and representation, lobbying and advocacy (6.41).

Respondents were asked to rate their agreement with two [statements about Melton City](#). Agreement that Council infrastructure is equitable, inclusive, and accessible decreased marginally but not measurably this year, down 1.7% to 6.99 out of 10. This year, 7.1% (up from 3.5%) of respondents disagreed with this statement.

Agreement that Melton is a city that encourages and enable people to work, shop, and spend time locally increased marginally but not measurably over the 2019 result, up 1.7% to 7.19.



Satisfaction with Council's [customer service](#) delivery remains at a “very good” level, despite another small decline this year, with the average satisfaction with the six included aspects of customer service down one percent to 7.59.

There was a new customer service aspect included in the survey this year: satisfaction with the final outcome, which recorded a satisfaction score of 7.22, or a “good” level of satisfaction.

Satisfaction with [planning for population growth by all levels of government](#) decreased significantly this year, down 6.6% to 6.04, but remains at a “solid” level. This result is now marginally lower than the metropolitan Melbourne average of 6.14.

Satisfaction with the [planning and development outcomes](#), maintaining local heritage and sites of significance (7.24), the appearance and quality of new developments (7.19), the design of public spaces (7.17), and maintaining natural reserves (7.12), were all relatively stable this year. The results for maintaining local heritage and sites of significance and the appearance and quality of new developments remain a little higher than the metropolitan Melbourne results, whilst the design of public spaces was marginally lower.

The average satisfaction with the 38 Council provided [services and facilities](#) included in the survey was essentially stable again this year, up by less than one percent to 7.58, and it remains on average at a “very good” level.

Satisfaction with 25 services and facilities increased this year, whilst satisfaction with 11 declined.

The three services and facilities to record the largest percentage increases in satisfaction were services and programs for children (up 6.7%), the provision of community events and festivals (up 6.2%), and access services through digital or online channels (up 6.2%). None of these increases were statistically significant, due to the relatively small number of respondents using these services each year.

The three services and facilities to record the largest percentage decline in satisfaction were local traffic management (down 7.5%), the maintenance and repair of sealed local roads (down 4.6%), and services for people with a disability (down 2.4%). The decline in satisfaction with traffic management and roads were both statistically significant.

Metropolis Research notes that the average satisfaction with the 38 included services and facilities was 11.3% higher than satisfaction with Council's overall performance. This was the same result as recorded last year. Further, satisfaction with all but four services and facilities recorded satisfaction scores higher than the overall satisfaction with Council this year. Both results reinforce the view that most services and facilities are a positive influence on satisfaction with Council's overall performance for most respondents.

This is a result that highlights the fact that community satisfaction with the delivery of services and facilities is, on the whole, a positive influence on community satisfaction with the overall performance of Council.



The services with the highest levels of satisfaction this year again include the local library (8.75), green waste collection (8.67), regular garbage collection (8.65), regular recycling (8.62), and health services for babies, infants, and toddlers (8.01).

Many of these services and facilities with the highest levels of satisfaction were also those with higher-than-average importance scores (i.e., received an average importance score measurably higher than the average of all services and facilities). This shows that many of the services and facilities of most importance to the community are those with which the community is most satisfied.

The four services and facilities to record satisfaction scores lower than overall satisfaction include maintenance and repair of sealed local roads (6.39), public toilets (6.62), local traffic management (6.65), and footpath maintenance and repairs (6.72). It is important to bear in mind that satisfaction with these services and facilities were all recorded at “solid” or “good” levels.

There were no services and facilities included in the survey this year that received satisfaction scores rated as “poor” or lower categorisation.

Issues to address for the City of Melton

The main [issues to address in the City of Melton](#) remain traffic management (21.8% up from 13.6% of respondents identified it as an issue this year compared to last year), road maintenance and repairs (10.0% down from 11.6%), parks, gardens, and open spaces (7.0% up from 6.1%), and safety, policing, and crime (5.5% down from 6.7%).

The significant increase in the proportion of respondents nominating traffic management as one of the top three issues to address for the City of Melton is one of the more significant results in the survey this year. This reinforces the importance of traffic and road related issues in the municipality and is in line with the decline in satisfaction with the services of local traffic management and the maintenance and repair of sealed local roads.

The issues that are most likely to be exerting a negative influence on satisfaction with the performance of Council for the respondents raising the issues include traffic management, parks and gardens, footpaths, parking, planning and development, roads, cleanliness of the area, street lighting, street trees, and sporting and recreation facilities. However, these results reflect the views of a relatively small proportion of respondents who nominated these issues and does not imply that most of these services are overall, a negative influence on community satisfaction with the overall performance of Council.

Perception of safety in the public areas of the City of Melton

The [perception of safety in the public areas of the City of Melton](#) overall remained relatively stable or increased a little this year, including the perception of safety during the day (7.75), at home alone after dark (7.74), and in and around local shopping areas (7.43). Less than eight percent of respondents felt unsafe in any of these three locations or circumstances.



The perception of safety in the public areas of the City of Melton at night also remained relatively stable this year, up less than one percent to 5.73, although 30.4% of respondents felt unsafe in the public areas of the municipality at night. It is noted that female respondents felt an average of 14.4% less safe than male respondents.

Metropolis Research draws attention, however, to the 6.9% decline in 2021 in comparison to the 2019 result, in the perception of safety waiting for or travelling on public transport. This decline may well reflect some concerns around the COVID-19 pandemic.

Sense of community

There were [16 statements about aspects of the local sense of community and associated issues](#). The average agreement with these statements remains at moderate to strong levels of agreement, with the highest agreement for “the Melton community is welcoming and supportive of people from diverse cultures and backgrounds” (7.72), and lowest for “I / we feel part of the local community” (6.36).

The average agreement with most of these statements remained relatively stable this year in comparison to 2020 and 2019 responses.

Attention is drawn to the notable declines in agreement that “I / we feel part of the local community” (down 8.1%), “my neighbourhood has a distinct character, it’s a special place” (down 5.4%), and “the health services I / we need are available locally” (down 3.7%). It is possible that these declines may well have been influenced, at least in part, by the impact of the COVID-19 pandemic on community sentiment. This may, for example, include the impact of the social distancing requirements on local access to health services and community interaction, but may also be more a more subtle impact on community outlook and sense of belonging.

Family violence

The proportion of respondents who agreed that [“family violence is common in the community”](#) increased measurably this year, up from 19.4% last year to 29.4%. This is the highest proportion of respondents agreeing that family violence is common in the community since the question was first included in the survey program back in 2018. This may well be a positive result, as it highlights increased awareness of family violence.

Respondents were then asked their agreement with [five attitudinal statements about family violence](#). The statements refer to some of the drivers or myths around family violence and are not directly about the respondents’ experience of family violence. Between two-thirds and three-quarters of respondents disagreed with each of these five statements, which is a positive result as the statements reflect drivers or myths that excuse or justify family violence.



Approximately three-quarters (74.9%) of respondents disagreed that “family violence can be excused if it is acceptable in the person’s culture”, whilst almost two-thirds (63.3%) disagreed that “women prefer a man to be in charge of the relationship”.

Volunteering

In 2021, a little more than one-quarter (27.9%) of respondents reported that they [volunteer](#) locally (22.4%) or non-locally (5.5%).



Introduction

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

The survey has been designed to measure community satisfaction with a broad 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 "at the moment"
- Satisfaction with aspects of planning and housing development
- Community perception of safety in public areas of Melton
- Satisfaction with Council customer service
- Respondent profile.

In addition to these core components that are to be included every year, the *Melton City Council – 2021 Annual Community Satisfaction Survey* includes questions exploring current issues of importance that reflect Council's current requirements. The 2021 survey includes questions related to the following issues:

- Sense of community
- Family violence
- Volunteering.

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 Environment, Land, Water and Planning (DELWP) by providing importance and satisfaction ratings for the core measures and satisfaction with Council's overall performance.

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 to ensure that the sample selected represents the underlying population of the City of Melton.

Methodology, response rate and statistical significance

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.

Due to the lockdowns and social distancing requirements in response to the ongoing COVID-19 pandemic, it was not possible to conduct the survey as a face-to-face, doorstep interview survey this year. Consequently, the survey was conducted as a telephone interview.

The survey was reduced in size in 2020 due to the need to conduct the survey by telephone rather than face-to-face. Respondents tend to be less keen to spend as long on the telephone completing a survey as they will spend when being interviewed face-to-face. This includes concerns around the number of responses to the questions and level of engagement with each individual question, as the survey proceeded. Consequently, the survey was reduced to facilitate the implementation by telephone last year.

The 2021 survey was designed to be implemented using the face-to-face methodology but was implemented by telephone in the end due to the reintroduced social distancing requirements from the ongoing COVID-19 pandemic.

Metropolis Research notes that the longer survey size in 2021 did result in a reduced response to some of the questions towards the end of the survey, including the perception of safety section, the sense of community section, and volunteering.

The surveying was completed over three weeks in June and July 2021, consistent with the timing of previous years.

Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.

Multiple attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 800 surveys were conducted from a random sample of 7,674 residential telephone numbers, including approximately two-thirds mobile phones and one-third landlines.

The sample of residential telephone numbers was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.



The final sample was weighted by age and gender to align with the 2016 *Census* age and gender percentages. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

Of the 7,674 telephone numbers, the following results were obtained:

- No answer - 4,403
- Refused - 1,922
- Completed - 800

This provides a response rate of 29.3%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is still down on the 35.0% response rate achieved in 2019 using the superior door-to-door methodology, but up marginally on the 25.0% recorded in 2020.

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 46.6% and 53.4%. The true value reflects the actual result of the entire population from which the sample is drawn. A larger sample size provides a smaller confidence interval, and a smaller sample size provides a larger confidence interval.

This is based on a total sample size of 800 respondents and an underlying population of the City of Melton of 180,636.

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is usually conducted with a sample of 1,200 respondents, however, due to COVID-19 this year, the survey included a sample of 600 respondents. This was because of both the time and budget limitations caused by delays in and rescheduling of projects at the end of 2020 and into January 2021. *Governing Melbourne* will return to a larger sample in 2022.

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Melton City Council – 2021 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

This report provides some comparisons sourced from *Governing Melbourne* against the metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the western region (which includes 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 the City of Melton. Readers seeking to use precinct results should seek clarification of specific precinct boundaries in the following section if necessary.

Measurable and statistically significant

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

Significant result

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

Somewhat / notable / marginal

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

95% confidence interval

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

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.4%.



Satisfaction categories

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

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

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.

Given that the Cobblebank / Strathtullon precinct currently has an estimated population of only 2,181 and therefore a preweighted sample of just 11 respondents, results have not been published for this precinct at this time. The precinct still contributes proportionally to the municipal result, even though individual precinct results are not published.

The precincts used in this report are as follows:

Precincts within Melton Township:

- ⊗ Melton precinct, Melton West, Kurunjang, Melton South / Brookfield, and Harkness.

Precincts in the eastern corridor:

- ⊗ Burnside, Caroline Springs, Hillside, Taylors Hill, and Frasers Rise.

Rural Precinct:

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



Summary of results

The following is a summary of the results from the *Melton City Council – 2021 Annual Community Satisfaction Survey*.

Overall performance

- Satisfaction with Council's overall performance declined 1.7% this year from 6.93 to 6.81 but remains at a "good" level of satisfaction.
- This result was marginally but not measurably lower than the 2021 metropolitan Melbourne average of 6.92.
- A small decline in the proportion (37.4% down from 42.0%) of respondents were "very satisfied" with Council's overall performance, and there was a very small increase in the proportion of "dissatisfied" respondents (9.3% down from 8.6%).
- Respondents from Kurunjang were measurably more satisfied than the municipal average and at a "very good" rather than a "good" level of satisfaction.
- Young adults (aged 18 to 34 years), older adults and senior citizens (aged 60 years and over), respondents from multi-lingual households, one parent families, group households, sole person households, rental households, and new (less than one year in the City of Melton) and newer residents (one to less than five years in the City of Melton) were more satisfied with Council's overall performance.
- Middle-aged adults (aged 45 to 59 years), respondents from English speaking households, two-parent families with children aged under 18 years, couple households without children, mortgage households, and households with a member with a disability were less satisfied.

Governance and leadership

- The average satisfaction with the six included aspects of governance and leadership declined 3.1% this year, down from 6.81 to 6.60, although it remains "good".
- Satisfaction with the six aspects of governance and leadership were as follows:
 - Meeting environmental responsibilities (7.07 down from 7.17) "good"
 - Making decisions in the interests of the community (6.61 down from 6.72) "good"
 - Maintaining community trust and confidence (6.58 down from 6.77) "good"
 - Community consultation and engagement (6.50 down from 6.69) "good"
 - Responsiveness to local community needs (6.46 down from 6.68) "solid"
 - Lobbying and making representations on key issues (6.41 down from 6.81) "solid".

Statements about City of Melton

- Respondents were asked their level of agreement with two statements about Melton City Council, on a scale from zero (strongly disagree) to 10 (strongly agree), with the average agreement as follows:
 - Melton is a City that encourages and enables people to work, shop and spend time locally (7.19 up from 7.07)
 - Council infrastructure is equitable, inclusive and accessible (6.99 down from 7.11).



Customer service

- Approximately one-third (34.5%) of respondents reported that they had contacted Council in the last 12 months, a decrease on the 42.8% reported last year.
- The most common form of contact with Council was via the telephone during office hours, with almost three-quarters (73.4%) of respondents contacting Council via this method.
- Average satisfaction with the seven aspects of customer service was 7.53, a “very good” level of satisfaction. These can best be summarised as follows:

○ Understanding language needs	(8.31 down 8.38)	“excellent”
○ Courtesy and professionalism of staff	(8.01 down from 8.05)	“excellent”
○ Access to relevant officer / area	(7.43 down from 7.52)	“very good”
○ Care and attention	(7.41 up from 7.29)	“very good”
○ Provision of information	(7.27 down 7.55)	“very good”
○ Satisfaction with the “final outcome”	(7.22, new)	“good”
○ Speed and efficiency of service	(7.09 down from 7.22)	“good”.

Planning for population growth

- Respondents were provided a preamble of information about the projected population growth for the City of Melton. Satisfaction with planning for population growth by all levels of government declined measurably this year, down 6.6% from 6.47 to 6.04, but it remains at a “solid” level of satisfaction.

Planning and housing development

- In 2021, six percent of respondents reported that they had been personally involved in the planning approvals and development process in the last 12 months. This is consistent with previous years, and up marginally on the unusually low 3.4% reported last year.
- Average satisfaction with the six aspects of planning and development was 6.90, an increase of 1.8% on the average of 6.78 recorded back in 2019 when the six aspects were last included in the survey.
- These can best be summarised as follows:

○ Maintaining local heritage and sites of significance	(7.24 stable)	“good”
○ Appearance and quality of new developments	(7.19 up from 7.08)	“good”
○ Design of public spaces	(7.17 down from 7.27)	“good”
○ Maintaining natural reserves	(7.12 down from 7.20)	“good”
○ Effectiveness of consultation	(6.44 up from 6.39 in 2019)	“solid”
○ Opportunities to participate	(6.23 up from 6.18 in 2019)	“solid”.



Council services and facilities

- The average satisfaction with the 38 included Council services and facilities was 7.58, slightly higher to the 7.50 recorded last year, and it remains “very good”.
- Satisfaction with the 38 services and facilities included in the survey were as follows:

○ Local Library	(8.75 up from 8.70)	“excellent”
○ Green waste collection service	(8.67 down from 8.69)	“excellent”
○ Regular garbage collection	(8.65 down from 8.67)	“excellent”
○ Regular recycling	(8.64 up from 8.62)	“excellent”
○ Health services for babies, infants, and toddlers	(8.25 up from 8.01)	“excellent”
○ Services and programs for children	(8.21 up from 7.69)	“excellent”
○ Community centres / Neighbourhood houses	(7.91 up from 7.69)	“excellent”
○ Services for seniors	(7.89 up from 7.62)	“excellent”
○ Sports grounds and associated facilities	(7.88 up from 7.80)	“excellent”
○ Access services through digital or online channels	(7.86 up from 7.40)	“excellent”
○ Melton Learning	(7.84 up from 7.39)	“excellent”
○ Provision of community events and festivals	(7.80 up from 7.33)	“excellent”
○ Hard rubbish collection	(7.78 up from 7.51)	“excellent”
○ Provision of parks and gardens	(7.67 up from 7.29)	“very good”
○ Provision and maintenance of playgrounds	(7.65 up from 7.51)	“very good”
○ Recreation and Leisure Centres	(7.64 up from 7.35)	“very good”
○ Provision of cultural events	(7.59 up from 7.33)	“very good”
○ Animal management	(7.58 down from 7.60)	“very good”
○ Council’s website	(7.57 up from 7.41)	“very good”
○ On and off-road bike and / or walking paths	(7.57 up from 7.41)	“very good”
○ Provision and maintenance of street lighting	(7.56 up from 7.43)	“very good”
○ Maintenance and cleaning of shopping strips	(7.56 down from 7.60)	“very good”
○ Melton Recycling Facility	(7.54 down from 7.67)	“very good”
○ Services for people with a disability	(7.34 down from 7.52)	“very good”
○ Public art and exhibitions	(7.25 up from 7.03)	“very good”
○ Provision and maintenance of street trees	(7.23 up from 7.18)	“very good”
○ Moving Ahead (Council’s printed newsletter)	(7.21 up from 7.18 in 2019)	“good”
○ Street sweeping	(7.17 down from 7.25)	“good”
○ Litter collection in public areas	(7.11 down from 7.21)	“good”
○ Council activities promoting local business growth	(7.10 down from 7.21)	“good”
○ Parking enforcement	(6.89 up from 6.87)	“good”
○ Footpath maintenance and repairs	(6.72 up from 6.61)	“good”
○ Local traffic management	(6.65 down from 7.19)	“good”
○ Public toilets	(6.62 up from 6.57)	“good”
○ Maintenance and repair of sealed local roads	(6.39 down from 6.70)	“solid”.

Issues for Council to address at the moment

- ⊗ A total of 482 respondents (60.3% up from 58.8%) nominated a total of 905 individual issues for the City of Melton “at the moment”.
- ⊗ It is important to note that these issues are not all within the remit of local government, nor are they to be read just as a list of complaints about Council performance.



⊗ The top five issues for the City of Melton this year are as follows:

- | | |
|----------------------------------|-------------------------|
| ○ Traffic management | (21.8% up from 13.6%) |
| ○ Road maintenance and repairs | (10.0% down from 11.6%) |
| ○ Parks, gardens, and open space | (7.0% up from 6.1%) |
| ○ Safety, policing and crime | (5.5% down from 6.7%). |
| ○ Parking | (5.3% down from 6.1%) |
| ○ Street lighting | (4.3% up from 3.5%). |

Perception of safety in the public areas of the City of Melton

- The perception of safety in the public areas of the City of Melton both during the day and at night remained relatively stable this year, as did the perception of safety in most of the situations and located listed on the survey form.
- These can best be summarised as follows:

○ In the public areas of the municipality during the day	(7.75 down from 7.81)
○ At home alone after dark	(7.74 up from 7.57)
○ In and around Caroline Spring Shopping Centre	(7.71 up from 7.67 in 2019)
○ At local community events	(7.45 up from 7.37 in 2019)
○ In and around local shopping area	(7.43 up from 7.42)
○ In and around the Woodgrove Shopping Centre	(7.32 down from 7.33 in 2019)
○ In and around Melton Town Centre	(7.15 down from 7.49 in 2019)
○ At Lake Caroline at night	(6.59 up from 6.35 in 2019)
○ Travelling on or waiting for public transport	(6.52 down from 7.00 in 2019)
○ In the public areas of the municipality at night	(5.73 up from 5.68).

Sense of community

- Respondents were asked to rate their agreement with 16 statements about the local sense of community including aspects such as inclusiveness and civic engagement, as well as statements about public transport. Many of these statements were not included in the 2020 survey due to the size being reduced due to COVID-19.
- Average agreement with these statements was as follows:

○ Welcome diverse cultures' people	(7.72 down from 7.91 in 2019)
○ Council respects First Nations peoples	(7.71 up from 7.31 in 2019)
○ Could turn neighbours for help	(7.67 down from 7.69 in 2019)
○ "Child-friendly" community	(7.63 down from 7.71 in 2019)
○ "Age-friendly" community	(7.56 down from 7.61 in 2019)
○ Welcome LGBTIQ people	(7.51 up from 7.43 in 2019)
○ Accessible and inclusive for people with a disability	(7.38 down from 7.57 in 2019)
○ Local health services available	(7.21 down from 7.49)
○ Community is vibrant and engaging	(7.12 up from 7.09)
○ People locally can be trusted	(7.07 down from 7.31 in 2019)
○ Adequate opportunities to socialise / meet people	(7.03 up from 6.94 in 2019)
○ Affordable and efficient public transport	(6.90 down from 6.96)
○ Distinct community character	(6.85 down from 7.24 in 2019)
○ Public transport goes where I need to go	(6.84 down from 6.98)
○ Active community	(6.50 down from 6.69 in 2019)
○ Feel part of local community	(6.36 down from 6.92 in 2019).



Family violence

- The family violence component of the survey includes a preliminary question asking respondents if they believe that family violence is common in the community, and then a follow up set of questions asking respondents if they agree or disagree with five statements relating to what constitutes family violence and associated issues.
- There was a significant increase this year in the proportion of respondents who believed that family violence was common in their community, up from 19.4% last year to 29.4% this year.
- Respondents were asked whether they agreed or disagreed with five statements about family violence. Between two-thirds and three-quarters of respondents disagreed with each of these statements about family violence, which is a positive result, these were as follows:
 - Family violence can be excused if it is acceptable in the persons' culture
(74.9% down from 82.9% in 2019)
 - Men should take control in relationships and be the head of the household
(70.3% down from 73.9% in 2019)
 - Men make better political leaders
(69.3% down from 72.1% in 2019)
 - Family violence can be excused if, afterwards, the violent person genuinely regrets what they have done
(64.8% down from 73.1% in 2019)
 - Women prefer a man to be in charge of the relationship (63.3% down from 67.9% in 2019).

Volunteering

- A little more than one-quarter (27.9%) of respondents providing a response to this question reported that they regularly volunteer, with most of these volunteering locally and a smaller proportion volunteering further afield.



Council's overall performance

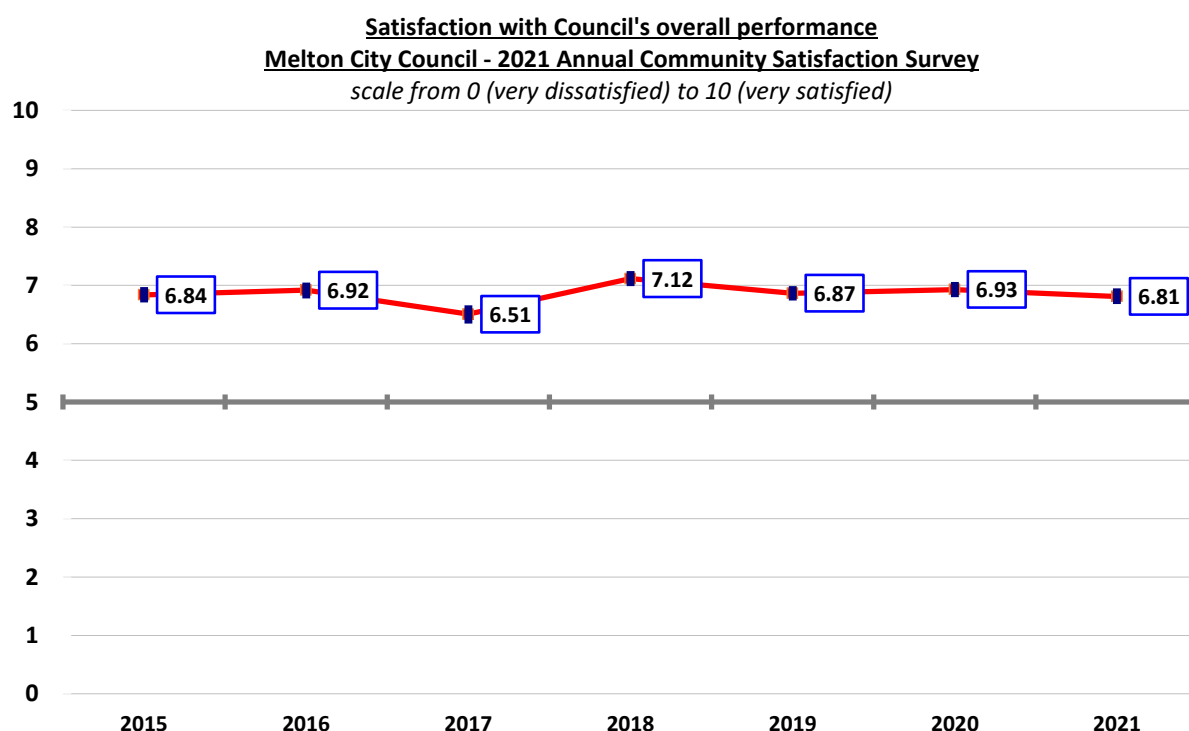
Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility “overall performance” declined marginally but not measurably this year, down 1.7% to 6.81, although it remains at a “good” level of satisfaction.

Apart from the unusually low result of 6.51 in 2017, satisfaction with the performance of Melton City Council has remained remarkably stable around the long-term average since 2015 of 6.86.

By way of comparison, this result was marginally but not measurably lower than the metropolitan Melbourne average satisfaction of 6.92 and the western region councils’ average of 7.01. Both comparisons are sourced from the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



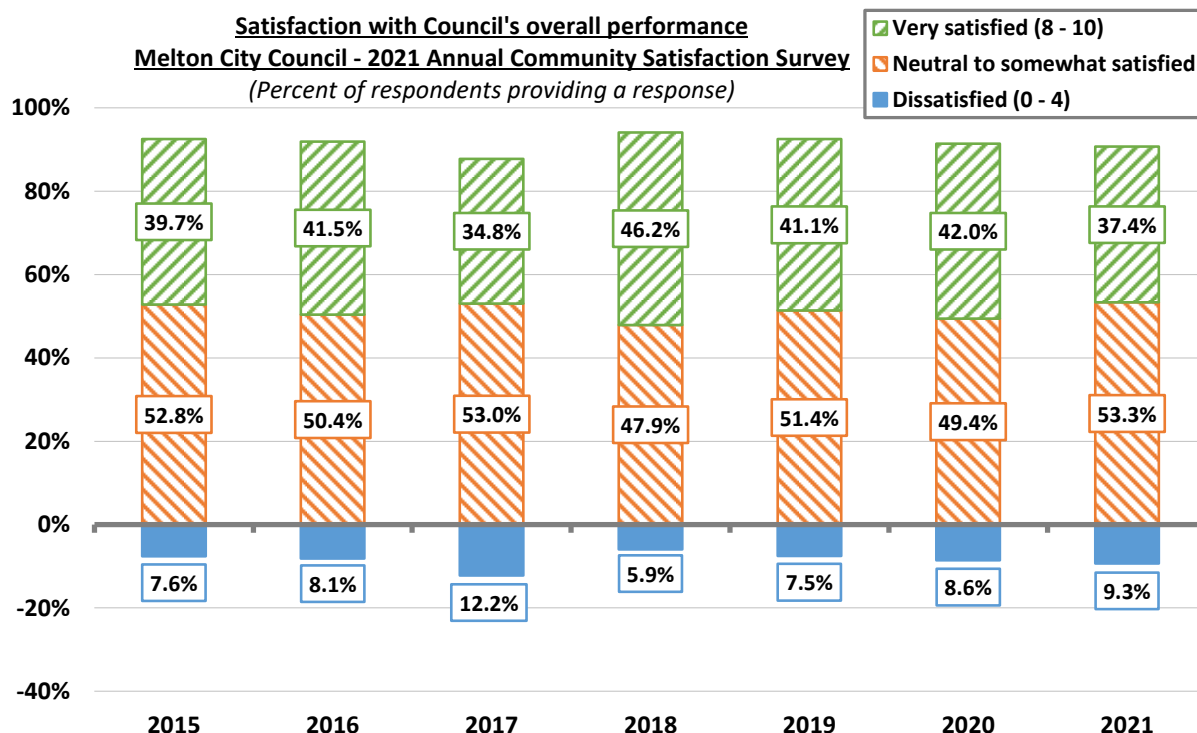
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction from zero to four).

There was a small decline in the proportion of respondents who were “very satisfied” with Council’s overall performance (37.4% down from 42.0%) and a very small increase in the proportion of “dissatisfied” respondents (9.3% up from 8.6%). These variations were not statistically significant.

It is important to note that, consistent with the “good” level of satisfaction, more than one-third of respondents were “very satisfied”, almost four-times as many respondents than those who were “dissatisfied”.

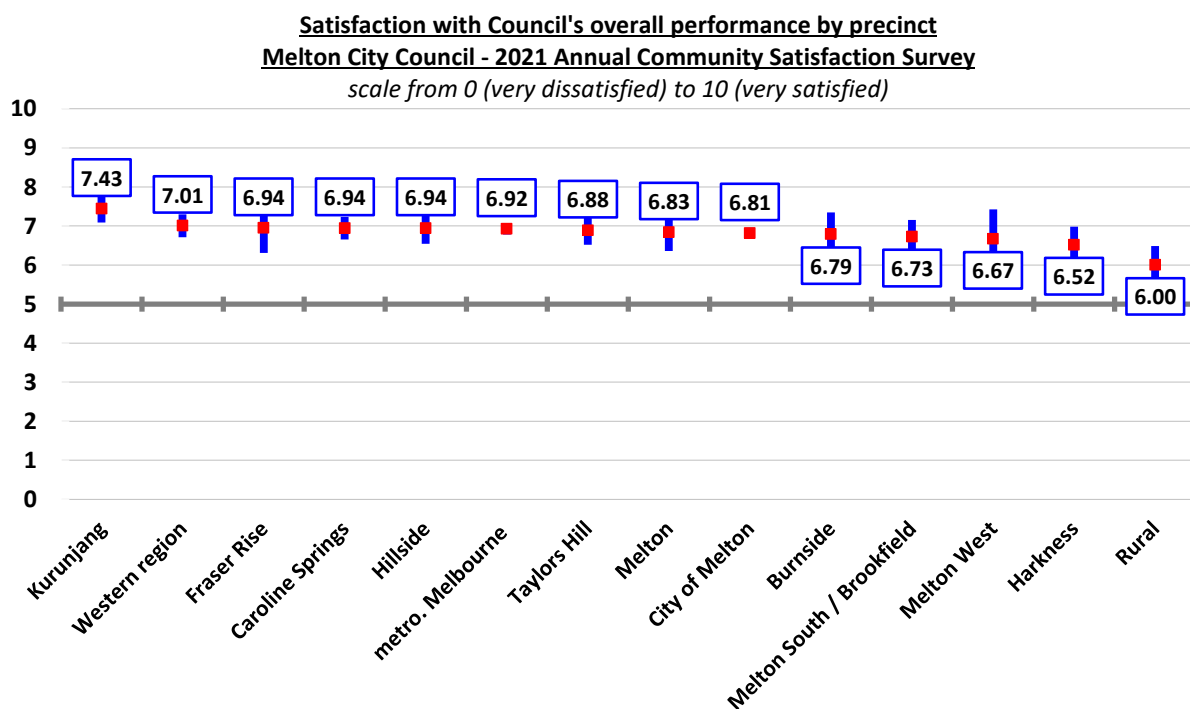
These results confirm a consistent level of satisfaction with the performance of Melton City Council, with consistently more than one-third of respondents being “very satisfied”.

By way of comparison, there were marginally fewer “very satisfied” respondents than the metropolitan Melbourne average (39.9%), and marginally more “dissatisfied” (6.5%).



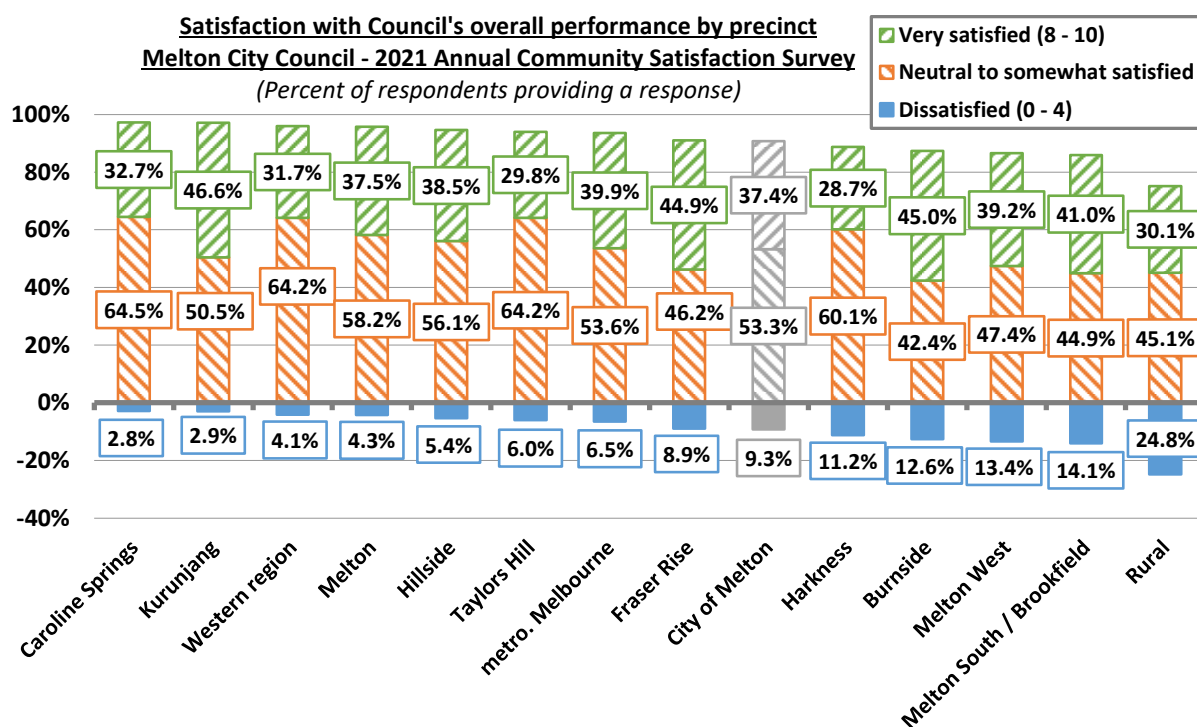
There was statistically significant variation in satisfaction with Council’s overall performance observed across the eleven precincts comprising the City of Melton, as follows:

- Kurunjang** – respondents were measurably more satisfied than the municipal average and at a “very good” rather than a “good” level of satisfaction. Almost half (46.6%) of Kurunjang respondents were “very satisfied” with Council’s overall performance, whilst just 2.9% were “dissatisfied”.
- Rural precinct** – respondents were measurably and significantly less satisfied than the municipal average and at a “solid” rather than a “good” level of satisfaction. Almost one-quarter (24.8%) of Rural precinct respondents were “dissatisfied” with Council’s overall performance, which is significantly more than the municipal average of 9.3%.



Attention is drawn to the fact that more than one-quarter of respondents in each of the 11 precincts were “very satisfied” with Council’s overall performance.

It is also noted that, with the exception of respondents from the Rural precinct, less than 15% of respondents from each of the 10 other precincts were “dissatisfied” with Council’s overall performance.



Overall performance by respondent profile

The following section provides a breakdown of the overall satisfaction score (both average and raw percentage results) by respondent profile, including age structure, gender, language spoken at home, household disability status, household structure, housing situation, and period of residence in the City of Melton.

The basic pattern of satisfaction remains similar to that recorded in previous years, and can be summarised as follows:

- ***More satisfied than the municipal average*** – includes young adults (aged 18 to 34 years), older adults and senior citizens (aged 60 years and over), respondents from multi-lingual households, one parent families, group households, sole person households, rental households, and new and newer residents (less than five years in the City of Melton).
- ***Less satisfied than the municipal average*** – includes middle-aged adults (aged 45 to 59 years), respondents from English speaking households, two-parent families with children aged under 18 years, couple households without children, mortgagor households, and households with a member with a disability.

Most of this variation was not statistically significant, but does show a pattern of satisfaction with Council, and how that satisfaction varies subtly across the municipality between the different groups of residents that make up the diverse City of Melton community.

Correlation between issues and satisfaction with overall performance

The following graph provides a comparison of satisfaction with Council's overall performance between respondents who nominated each of the 13 most common issues to address for the City of Melton "at the moment".

Full analysis of the top issues is included in the [Current Issues for the City of Melton](#) section of this report.

The purpose of this graph is to explore whether there is likely to be a relationship between the most common issues to address in the City of Melton and satisfaction with Council's overall performance for the respondents' nominating each issue.

The overall satisfaction with the performance of Council was 6.81 out of a potential 10 this year, somewhat higher than all but three of the 13 most common issues nominated issues.

The small number of respondents who nominated health and medical services (26 respondents), safety, policing, and crime issues (39 respondents), and rubbish and waste issues (24 respondents) were all marginally but not measurably more satisfied with Council's overall performance than the municipal average of all respondents. This suggests that these issues are not materially affecting these respondents' satisfaction with the overall performance of Council.



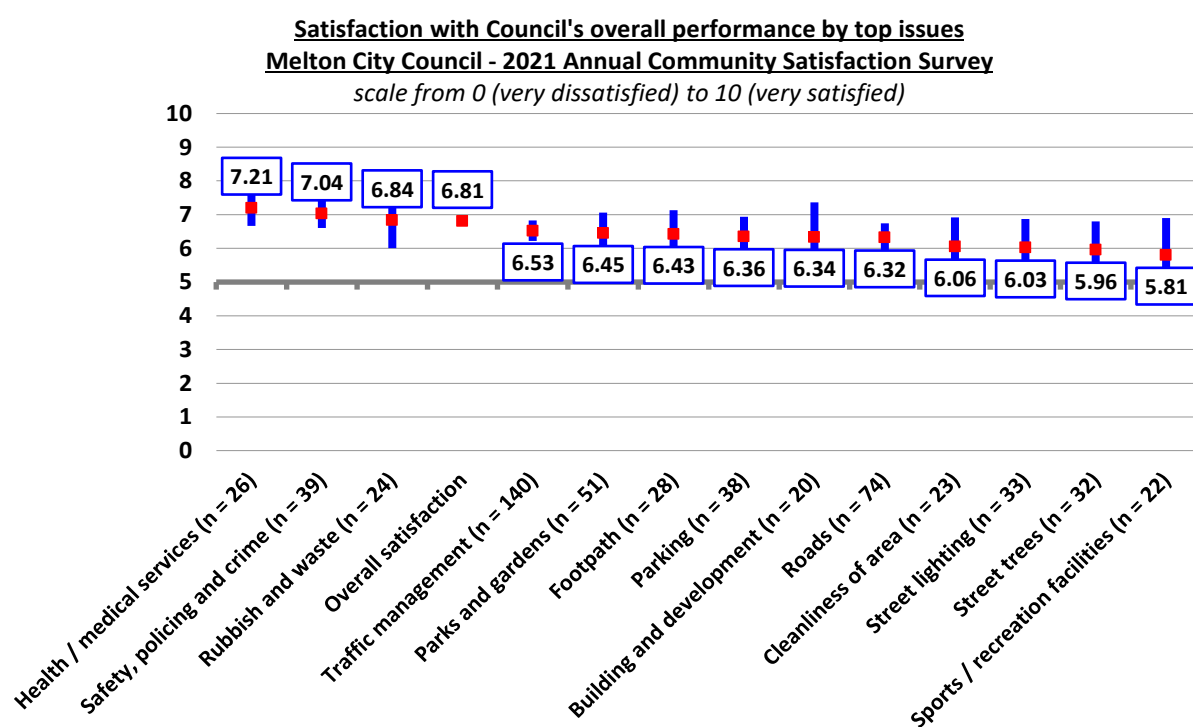
There were, however, 10 issues that were nominated by a sample of more than 20 respondents, with which respondents who nominated the issues were, on average, notably or measurably less satisfied with Council’s overall performance than the municipal average.

These issues include traffic management, parks and gardens, footpaths, parking, building and development, roads, cleanliness of the local area, street lighting, street trees, and sports and recreation facilities.

The respondents who nominated these issues, were, on average, notably less satisfied with Council’s overall performance than the average of all respondents. This does imply that these issues are a negative influence on overall satisfaction for respondents nominating each of these issues.

It is noted that some of these issues were nominated by a relatively small number of respondents, who may well have specific issues of concern. Therefore, the result does not imply that a service such as parks and gardens, which obtained a satisfaction score of 7.67 out of 10 or “very good” is a strongly negative influence on overall satisfaction. The result highlights the fact that for the small number of respondents who nominated parks and gardens as an issue to address for the City of Melton, the issue may well be a negative influence on their personal satisfaction with Council.

This is also a point to note in relation to sports and recreation facilities, both of which received “very good” satisfaction in the services section of this report, however, for the small number of 22 respondents who nominated these as issues to address, it is likely to be a negative influence on their satisfaction with Council.



Reasons for dissatisfaction with Council's overall performance

Respondents dissatisfied with Council's overall performance were asked:

"If satisfaction with Council's overall performance rated less than 5, why do you say that?"

The following table outlines the 81 responses received from the 69 respondents dissatisfied with Council's overall performance. The verbatim comments are provided as an appendix to this report.

The three most common categories of issues remain the same as in recent years, including "Council support, governance and performance", "communication, consultation, and responsiveness", and "rates and Council spending".

Reasons for dissatisfaction with Council's overall performance
Melton City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of responses from respondents rating satisfaction less than 5 out of 10)

Comment	2021		2020	2019	2018	2017	2016
	Number	Percent					
Council support, governance and performance	18	22.2%	34.3%	35.4%	20.5%	39.1%	42.3%
Communication, consultation and responsiveness	22	27.2%	28.6%	17.7%	28.2%	11.8%	17.3%
Rates and money spending	15	18.5%	14.3%	11.4%	23.1%	17.3%	5.8%
Service and facilities	10	12.3%	11.4%	25.3%	2.6%	3.6%	3.8%
Public transport, traffic and parking	8	9.9%	2.9%	5.1%	2.6%	1.8%	9.6%
Safety and crime	1	1.2%	0.0%	0.0%	2.6%	9.1%	0.0%
Other	7	8.6%	8.6%	5.1%	20.5%	17.3%	21.2%
Total	81	100%	35	79	39	110	52

Governance and leadership

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of Council's governance and leadership?"

Respondents were again in 2021, asked to rate their satisfaction with six aspects of governance and leadership.

The average satisfaction with these six aspects of governance and leadership was 6.60 in 2021, a decline of 3.1% on the average of 6.81 recorded in 2020.

Despite this 3.1% decline in average satisfaction this year, satisfaction with governance and leadership remains "good", the same level as recorded since the "solid" recorded in the most recent low point of 2017.

By way of comparison, the 2021 metropolitan Melbourne average satisfaction with the same six aspects of governance and leadership was 6.81, 3.2% higher than this City of Melton result.



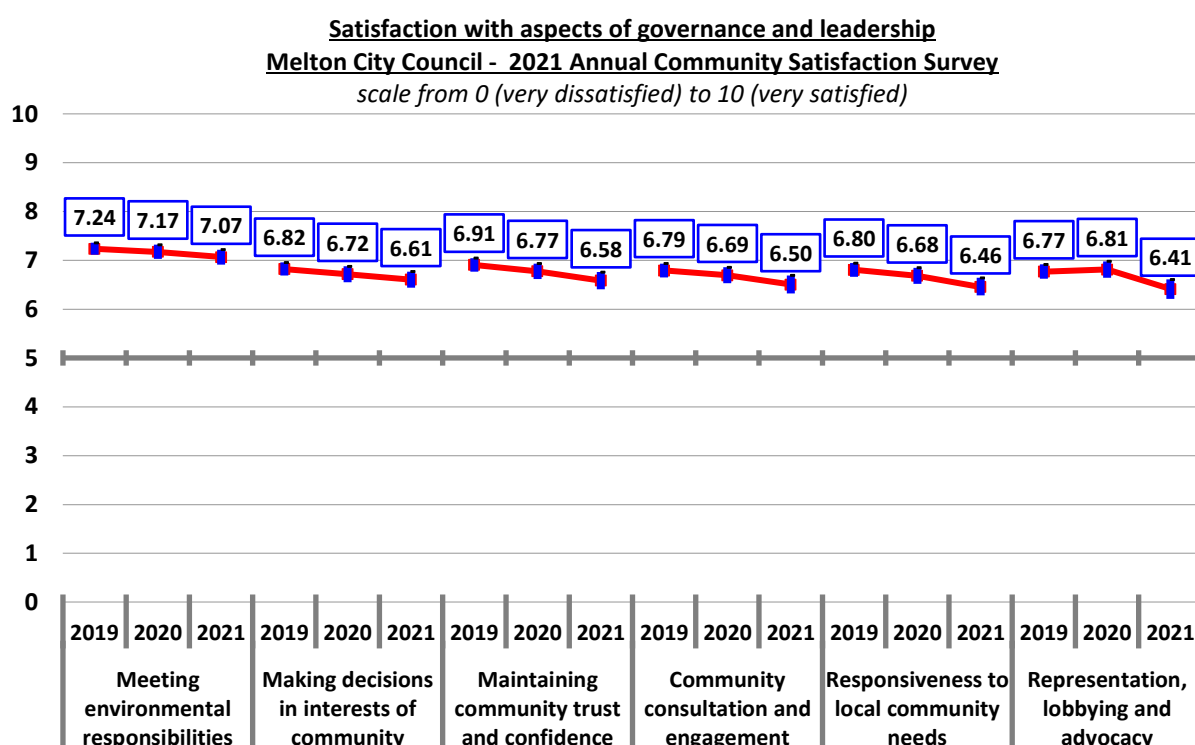
Metropolis Research notes that satisfaction with governance and leadership has declined across many metropolitan Melbourne municipalities this year, with results in other councils surveyed by Metropolis Research declining by between approximately two percent and 12%.

It is difficult to provide additional commentary on the reasons why satisfaction with some aspects of governance and leadership have declined this year, as there were no significant issues raised in the [Issues to address](#) section of the report that appear relevant to these aspects of governance and leadership. In addition, there were no unusual significant governance and leadership related issues raised by significant numbers of respondents in [reasons for dissatisfaction with Council’s overall performance](#) section.

Satisfaction with all six aspects of governance and leadership declined this year, although only the decline in satisfaction with Council’s representation, lobbying, and advocacy was statistically significant (a decline of 5.9%). The decline in this aspect reverses the small increase recorded last year.

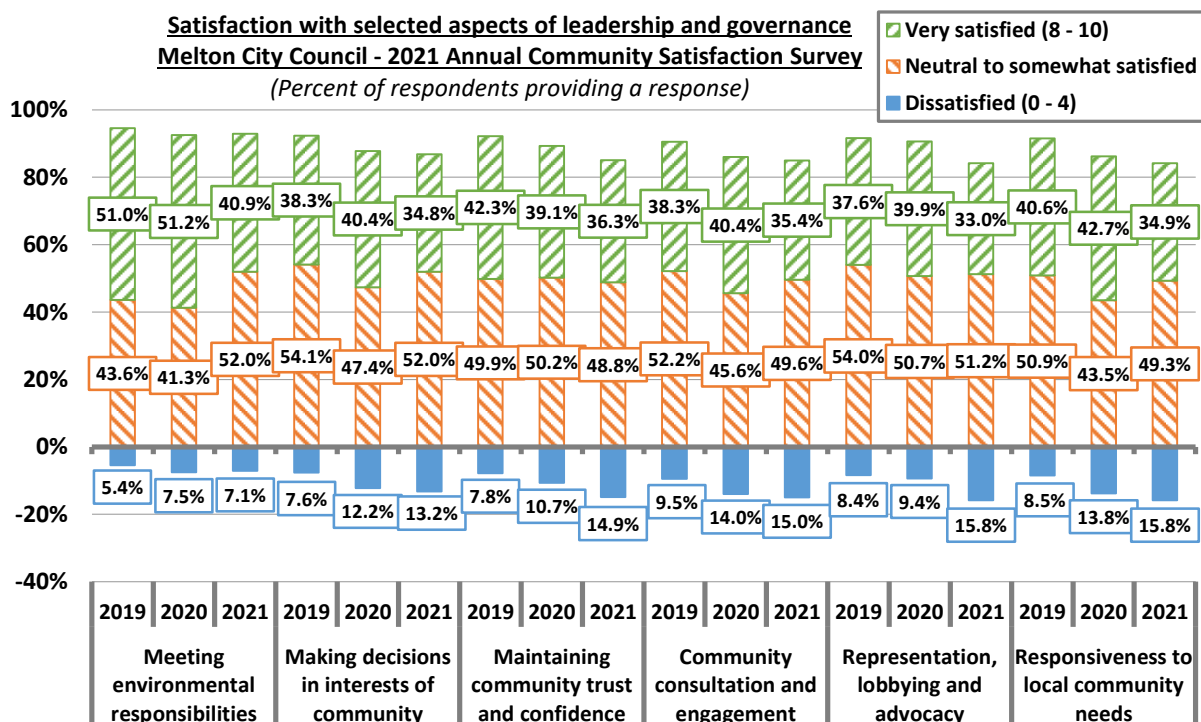
Satisfaction with these six aspects of governance and leadership can best be summarised as:

- **Good** – for Council meeting its environmental responsibilities, making decisions in the interests of the community, maintaining community trust and confidence, and community consultation and engagement.
- **Solid** – for the responsiveness of Council to local community needs and Council’s representation, lobbying and advocacy with other levels of government.

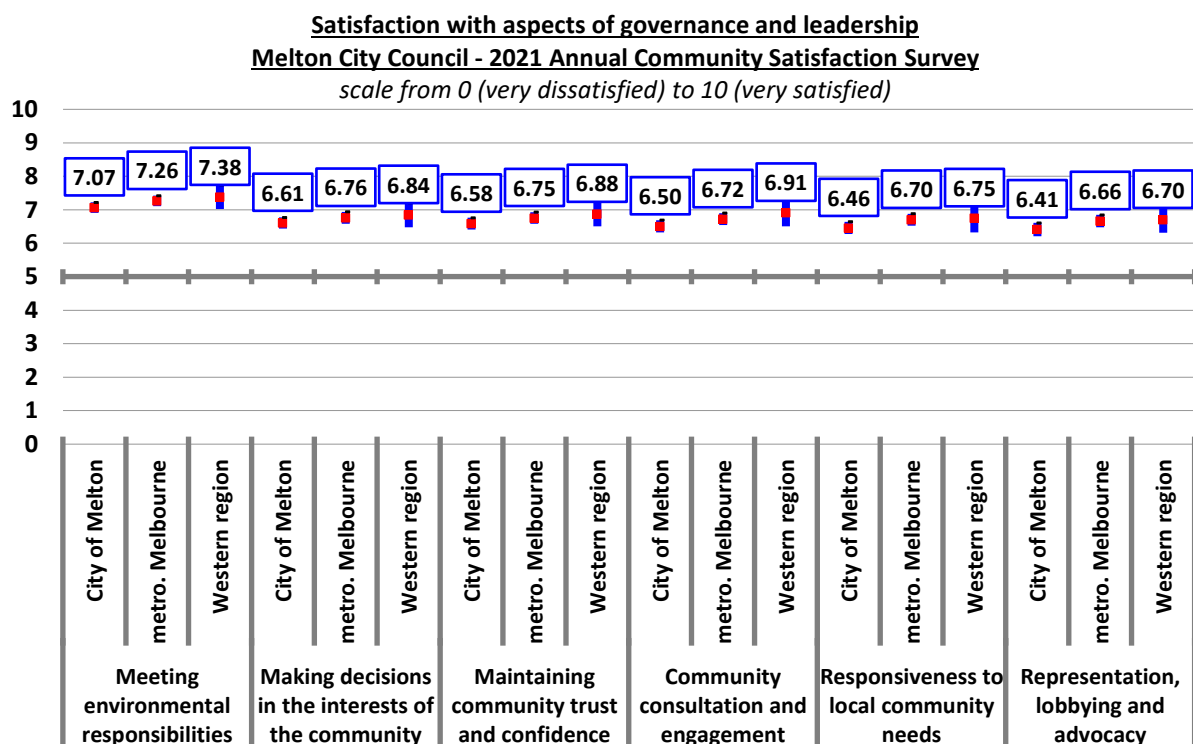


The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction from zero to four).

Apart from “Council’s performance meeting its environmental responsibilities”, it is noted that approximately 15% of respondents were “dissatisfied” with the five other aspects of governance and leadership.



When compared to the 2021 metropolitan Melbourne and western region councils’ average satisfaction, it is noted that satisfaction with all six aspects of governance and leadership was marginally lower than both the metropolitan Melbourne and western region councils’ averages.



Attention is drawn to the following broad summary satisfaction with the aspects of governance and leadership by precinct and by respondent profile.

- **Generally more satisfied than average** – respondents from Kurunjang and Frasers Rise, adolescents (aged 18 to 19 years), senior citizens (aged 75 years and over), and respondents from multi-lingual households tended to be somewhat more satisfied than average with most aspects of governance and leadership.
- **Generally less satisfied than average** – respondents from Harkness, the rural precinct, adults and middle-aged adults (aged 35 to 59 years), and respondents from English speaking households tended to be somewhat less satisfied than average with most aspects of governance and leadership

Statements about Melton City Council

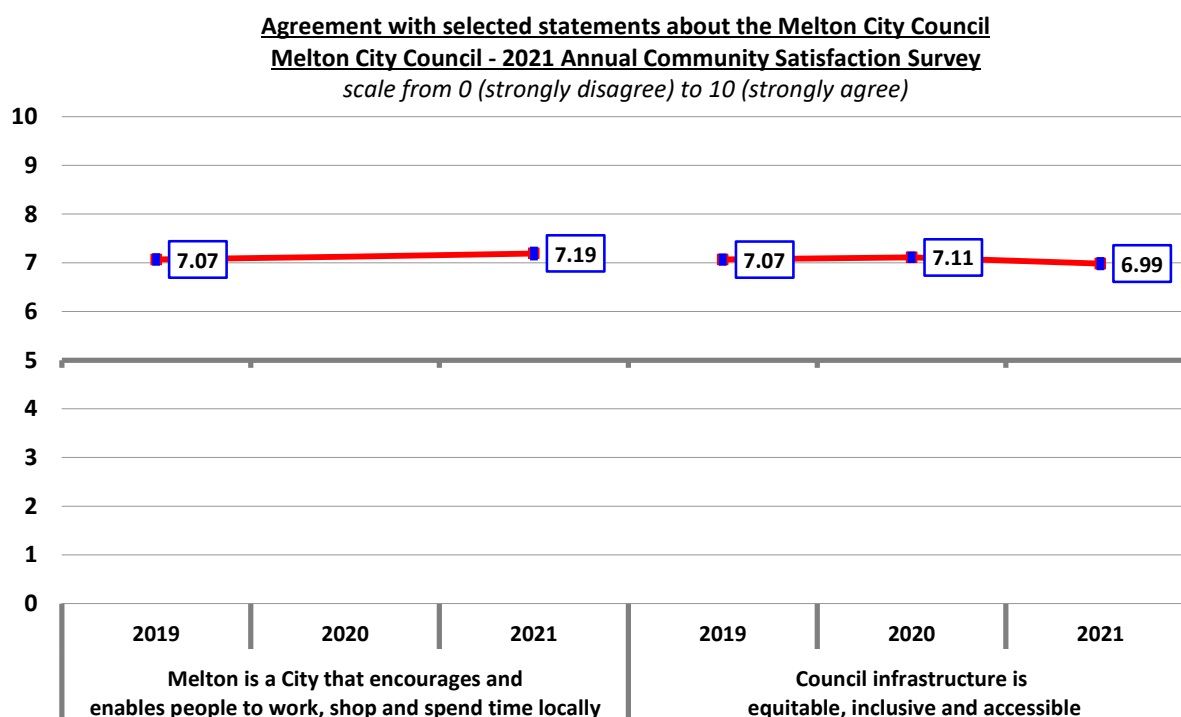
Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements about the Melton City Council.”

This year, the survey included two statements about Melton City Council for which respondents were asked to rate their agreement.

Respondents, on average, rated their agreement with both statements about Council at strong levels of approximately seven out of 10.

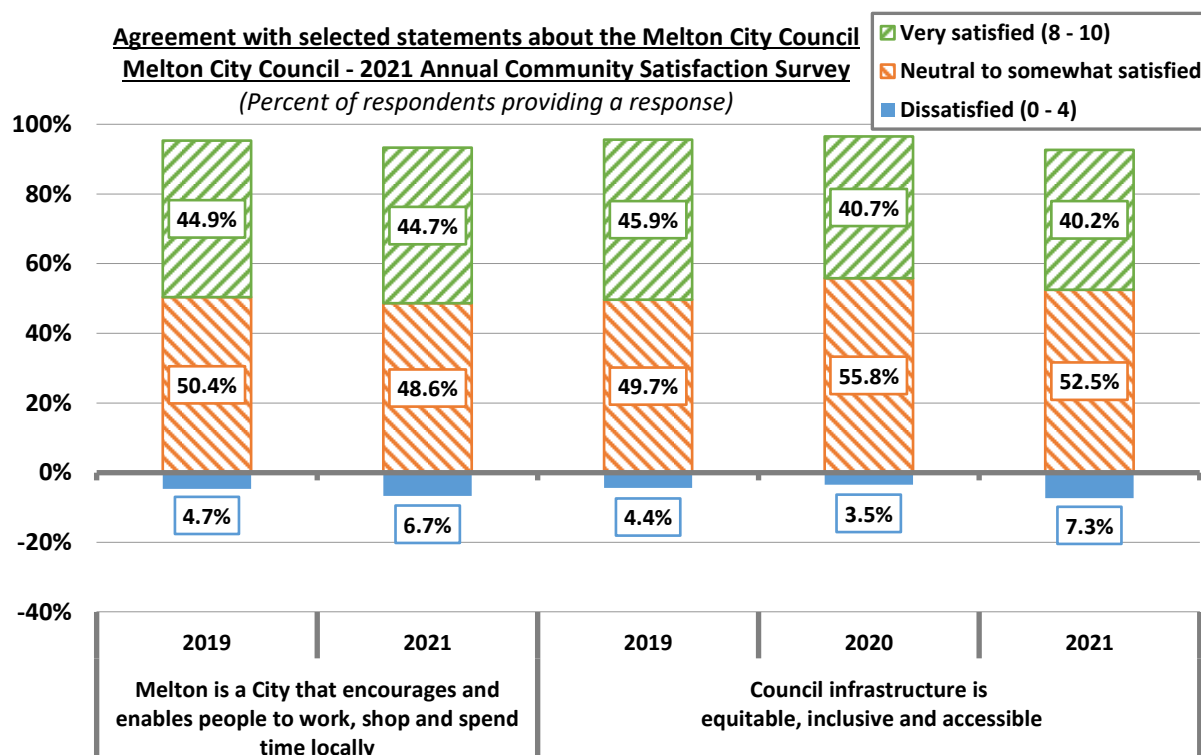
There has been no statistically significant or meaningful variation in the average agreement with these two statements over the last three years.



The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who “neutral to somewhat agreed” (i.e., rated agreement at five to seven), and those who “disagreed” (i.e., rated agreement at less than five).

A little less than half of the respondent providing a response to these two statements were strongly in agreement with each statement, whilst approximately seven percent disagreed.

These results have remained relatively stable over the course of the last three years.



Customer service

Contact with Council in the last twelve months

Respondents were asked:

“Have you contacted Melton City Council in the last 12 months?”

In 2021, approximately one-third (34.5%) of respondents reported that they had contacted Council in the last 12 months, a decrease on the 42.8% reported last year.

This result is just marginally below the long-term average since 2015 of 39.3%.

Contacted Council in the last twelve months
Melton City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2021		2020	2019	2018	2017	2016
	Number	Percent					
Yes	276	34.5%	42.8%	35.2%	40.4%	44.0%	38.3%
No	524	65.5%	57.2%	64.8%	59.6%	56.0%	61.7%
Not stated	0		2	11	1	16	12
Total	800	100%	804	804	800	800	800

Forms of contact

Respondents were asked:

“When you last contacted Council, was it?”

Due to the limitations on the size of the survey during the height of the COVID-19 pandemic last year, this question about the method of last contacting Council was not included in the survey.

The question was reinstated in the survey this year, even though the survey was again this year, conducted by telephone.

Consistent with the results recorded in previous years, the most common form of contact with Council was via the telephone during office hours, with almost three-quarters (73.4%) of respondents contacting Council via this method.

This result is measurably higher than the approximately two-thirds (63.6% in 2019) who reported contacting Council by telephone in previous years. This increase in telephone contacts with Council is likely reflecting the impact of COVID-19, which has resulted in fewer in-person contacts (8.0% down from 22.9%).

It is also noted that the proportion of respondents who contacted Council by email (13.5% up from 7.3%) increased substantially, although it is noted that only a relatively small proportion (3.9% up from 1.8%) of respondents reported contacting Council via the website.

It is important to bear in mind when interpreting these “contact with Council” results that many respondents will likely still consider “contact” to refer to an interaction, either in person, on the telephone, or via email, rather than finding information on the website or reading social media posts.

Consequently, these results are not designed, nor should they be interpreted as an accurate measure of the proportion of respondents who have engaged with Council via these other methods.

Form of last contact with Council

Melton City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of respondents who contacting Council and providing a response)

Response	2021		2019	2018	2017	2016
	Number	Percent				
Telephone (during office hours)	201	73.4%	63.6%	61.5%	60.5%	63.1%
E-mail	37	13.5%	7.3%	2.2%	4.7%	4.0%
Visit in person	22	8.0%	22.9%	20.2%	22.2%	28.2%
Website	8	2.9%	1.8%	5.9%	0.9%	2.3%
Visitor Information Centre / Pop-Up	3	1.1%	0.4%	0.3%	0.9%	n.a.
Mail	2	0.7%	0.7%	1.2%	1.5%	1.0%
Social media	1	0.4%	1.5%	0.9%	0.3%	n.a.
Telephone (after hours service)	0	0.0%	0.0%	0.9%	0.0%	0.3%
Multiple	0	0.0%	1.8%	6.8%	9.1%	1.0%
Not stated	2		4	1	3	2
Total	276	100%	279	323	345	303

Satisfaction with Council’s customer service

Respondents who had contacted Council were asked:

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

The 276 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with seven aspects of customer service, including a new aspect of satisfaction this year, “satisfaction with the final outcome”.

The average satisfaction with these seven aspects of customer service was 7.53 out of a potential 10, or a “very good” level of satisfaction. This is down on the 7.67 recorded in 2020 and the 7.76 recorded in 2019, however, it is important to bear in mind that satisfaction with the final outcome was 7.22, and this was only included in the 2021 result.

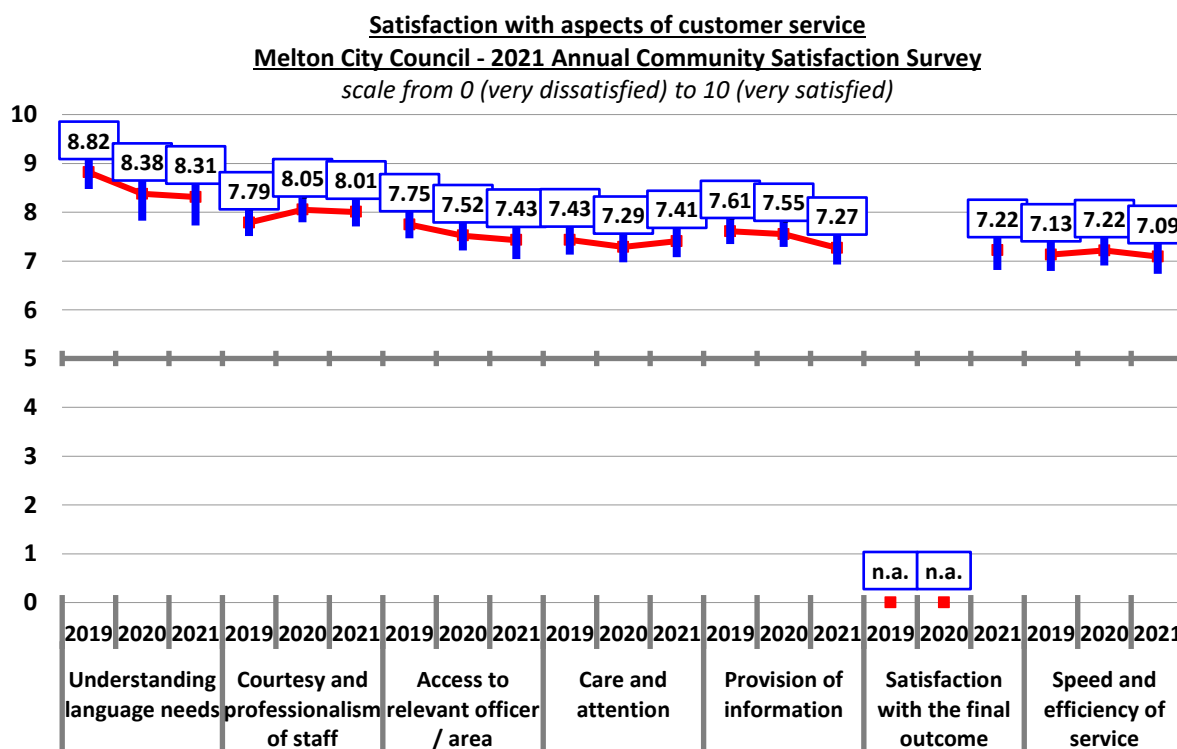


The average satisfaction with the six aspects of customer service included in previous years was 7.59, which is still a marginal decline on the average of 7.67 recorded last year.

By way of comparison, the metropolitan Melbourne average satisfaction with the six aspects of customer service (excluding satisfaction with the final outcome) was 7.37, or 2.9% lower than the City of Melton result. This variation was not statistically significant, but, consistent with results in recent years, suggests that satisfaction with customer service is somewhat higher in the City of Melton than the metropolitan Melbourne average.

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

- **Excellent** – for satisfaction with staff understanding language needs (multi-lingual household respondents only) and courtesy and professionalism of staff.
- **Very Good** – for access to relevant officer or area, care and attention to enquiry, and the provision of information.
- **Good** – for satisfaction with the “final outcome” and speed and efficiency of service.

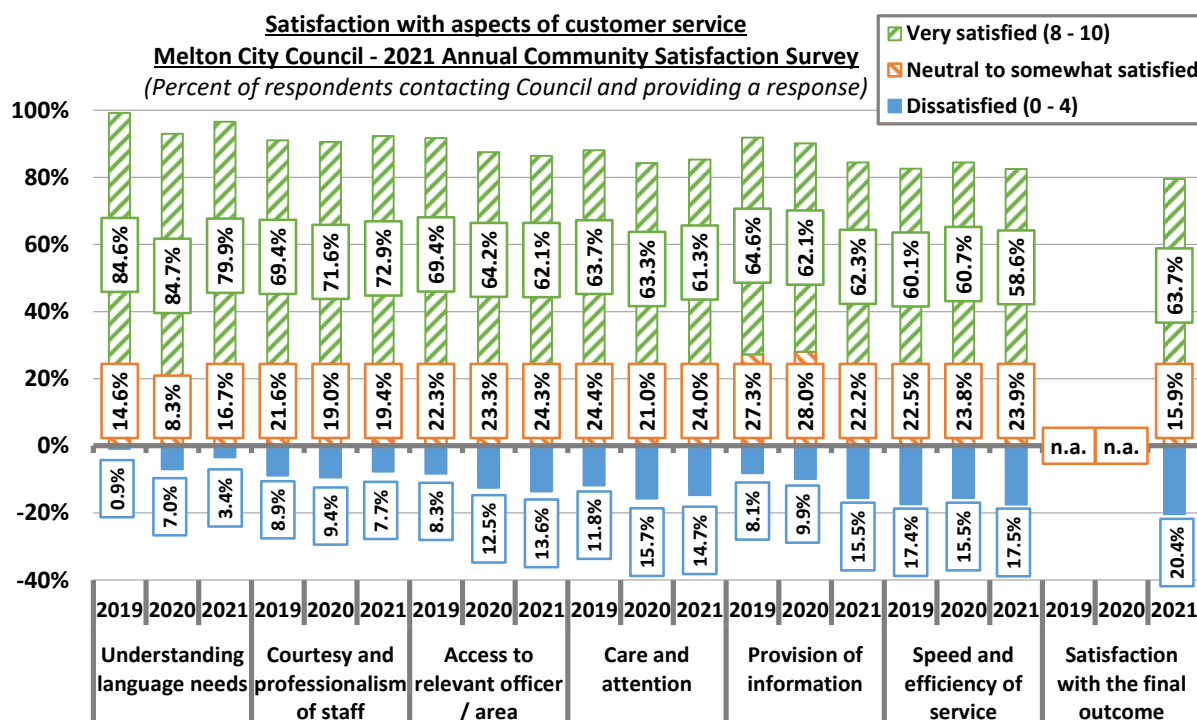


The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction from zero to four).

Attention is drawn to the fact that approximately two-thirds or more of the respondents rating satisfaction were “very satisfied” with each of these seven aspects of customer service. This is consistent with previous years and highlights the fact that most respondents who have contacted Council in the last year are very satisfied with the customer service that they have received.

It is, however, noted that approximately one-sixth of respondents were “dissatisfied” with the access to relevant officer / area, care and attention to enquiry, the provision of information, and the speed and efficiency of service.

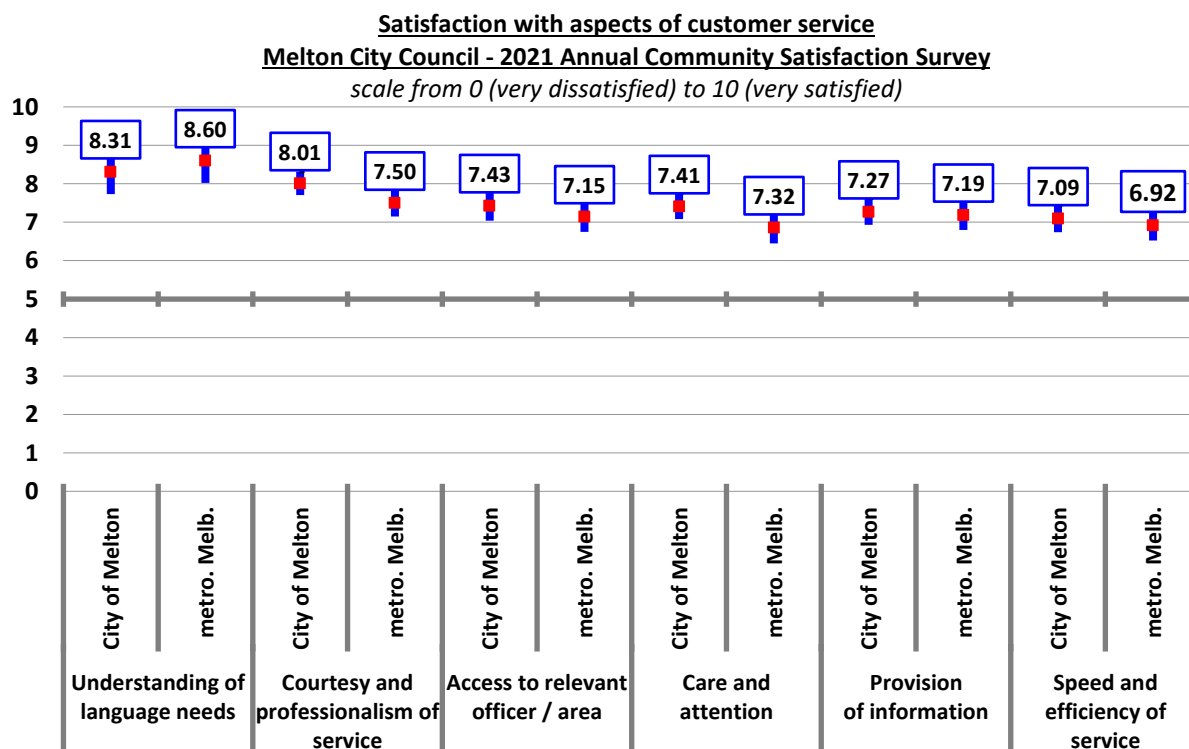
One-fifth (20.4%) of respondents were dissatisfied with the “final outcome”, which is higher than the proportion of respondents dissatisfied with any of the six process-related aspects of customer service. Metropolis Research notes that Council cannot control respondents’ satisfaction with the outcome of their interaction with Council, for example when contesting a fine or making an application.



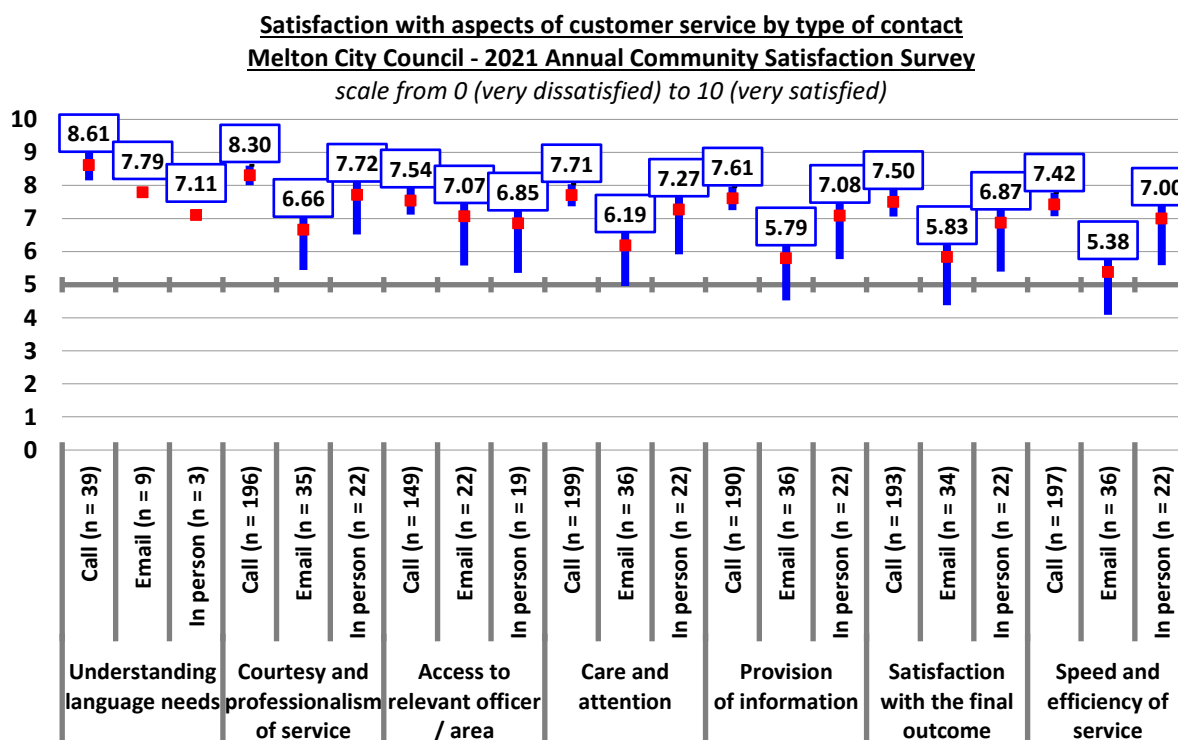
The following graph provides a comparison of satisfaction with the six process related aspects of customer service between the City of Melton and the metropolitan Melbourne average, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

The average satisfaction with these six aspects of customer service was 2.9% higher in the City of Melton, and satisfaction with five of the six aspects was marginally higher in the City of Melton.

Respondents in the City of Melton were, however, marginally but not measurably less satisfied with staff understanding language needs, although well within the 95% confidence interval.



The following graph provides a comparison of satisfaction with the seven aspects of customer service for respondents who contacted Council by telephone (201 respondents), by email (37 respondents), and in-person (22 respondents). Whilst not statistically significant, it is noted that respondents who contacted Council by telephone were notably more satisfied than respondents who visited Council in person. This is a somewhat unusual result, and one that may be impacted by COVID-19.



Planning for population growth

Respondents were informed that:

“The State Government has planned for the population of the City of Melton to double in size to more than 300,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.”

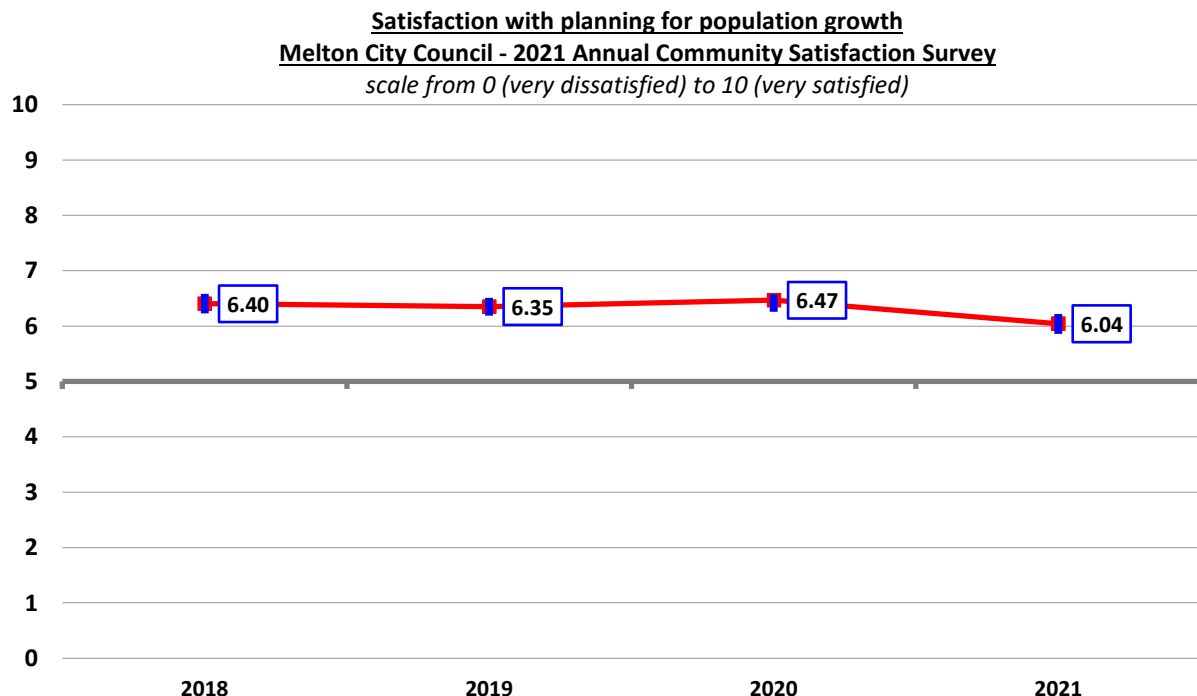
Respondents were then asked:

“On a scale from 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth?”

Respondents were provided a preamble of information about the projected population growth for the City of Melton, as well as that the responsibility for population growth is a shared responsibility between local and state government. This is to reinforce this reality and to take account of the fact that the community will not necessarily have a working knowledge of the distribution of responsibilities in relation to planning for population growth.

Satisfaction with planning for population growth by all levels of government declined measurably this year, down 6.6% to 6.04, although it remains at a “solid” level of satisfaction.

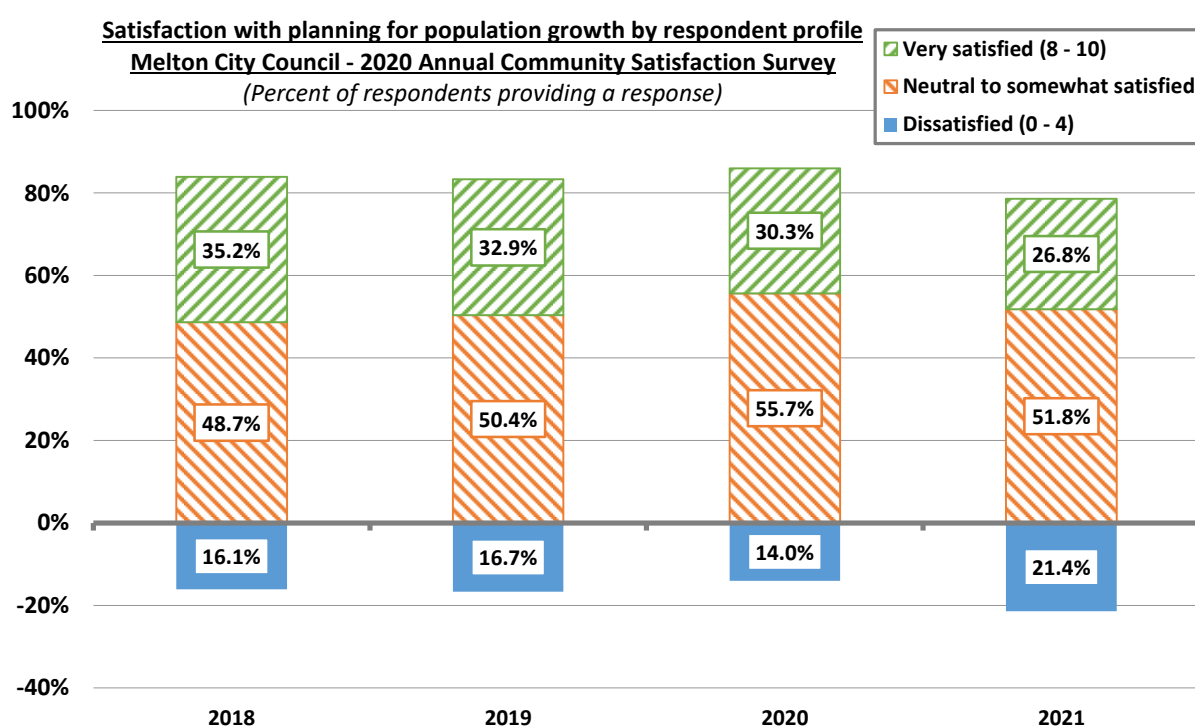
This is the lowest level of satisfaction recorded for this variable since it was first included in the survey program back in 2018.



The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction from zero to four).

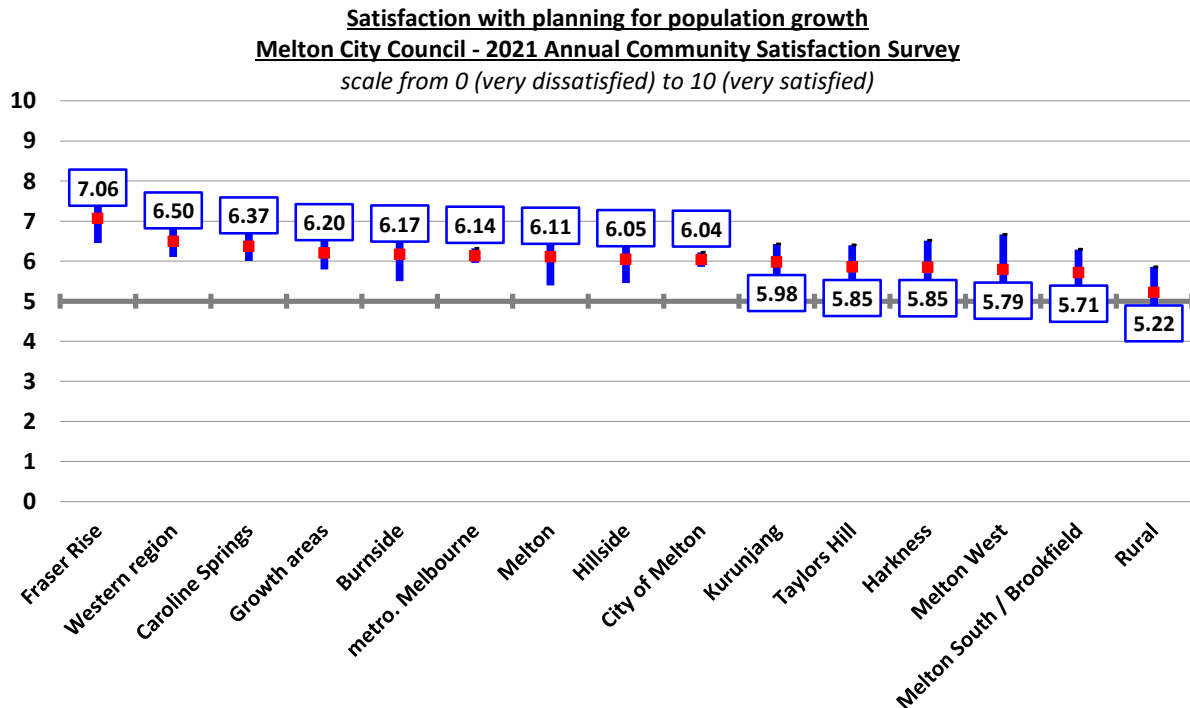
There was a significant increase in 2021, in the proportion of respondents who were “dissatisfied” with planning for population growth by all levels of government, up from 14% last year to 21.4% this year.

Although the proportion of “dissatisfied” respondents increased significantly this year to more than one-fifth of respondents, it is important to bear in mind that more than one-quarter (26.8%) of respondents were “very satisfied” with planning for population growth by all levels of government.



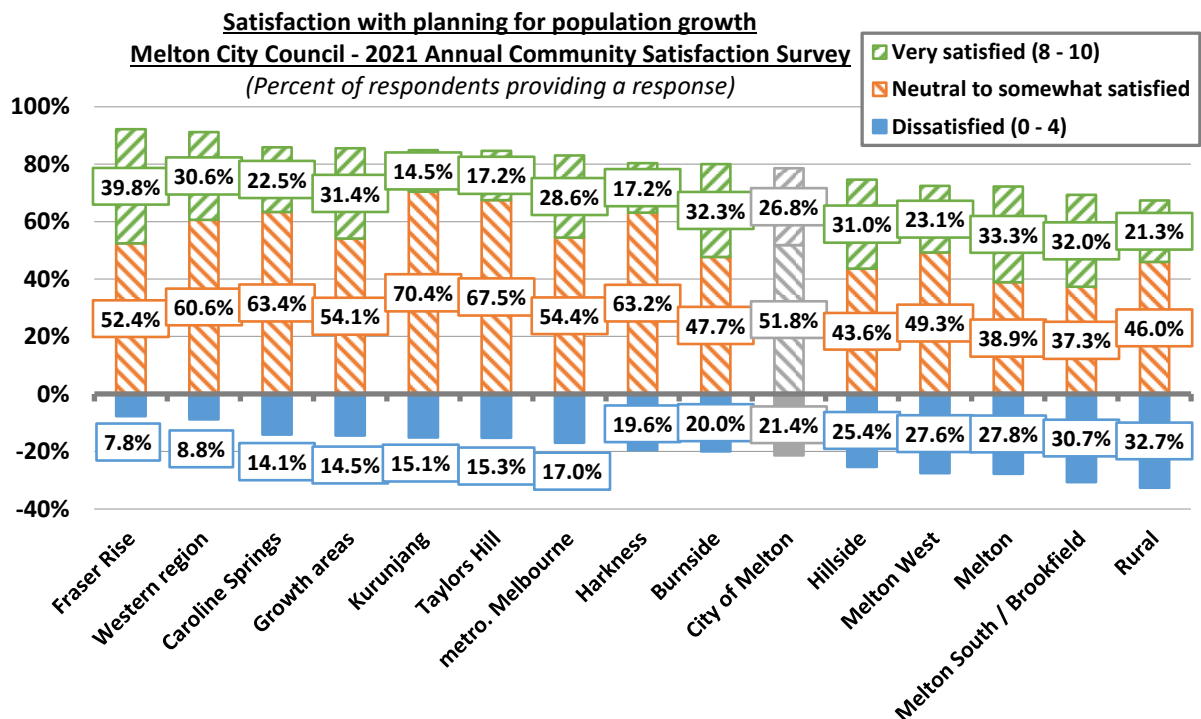
There was measurable variation in satisfaction with planning for population growth observed across the 11 precincts comprising the City of Melton, as follows:

- **Fraser's Rise** – respondents were measurably more satisfied than the municipal average and at a “good” rather than a “solid” level of satisfaction.
- **Rural precinct** – respondents were measurably and significantly less satisfied with planning for population growth by all levels of government than the municipal average and at a “very poor” level of satisfaction.



Attention is drawn to the fact that significantly more respondents were “dissatisfied” with planning for population growth than were “very satisfied” the rural precinct.

By contrast, significantly more respondents were “very satisfied” than were “dissatisfied” in Frasers Rise and Caroline Springs.



Planning and housing development

Involvement in planning and housing development

Respondents were asked:

“Have you or members of this household been personally involved in a planning application or development in the last 12 months?”

In 2021, six percent of respondents reported that they had been personally involved in the planning approvals and development process in the last 12 months. This is generally consistent with previous years.

Involvement in planning and housing development
Melton City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2021		2019	2018	2017	2016
	Number	Percent				
Yes - as an applicant	41	5.3%	2.2%	2.9%	3.6%	3.0%
Yes - as an objector	2	0.3%	1.1%	1.3%	3.3%	0.9%
Yes - other involvement	3	0.4%	0.1%	0.8%	0.6%	0.5%
No involvement	722	94.0%	96.6%	94.9%	92.4%	95.6%
Not stated	32		48	53	20	5
Total	800	100%	804	800	800	800

Satisfaction with aspects of planning and housing development

Respondents were asked:

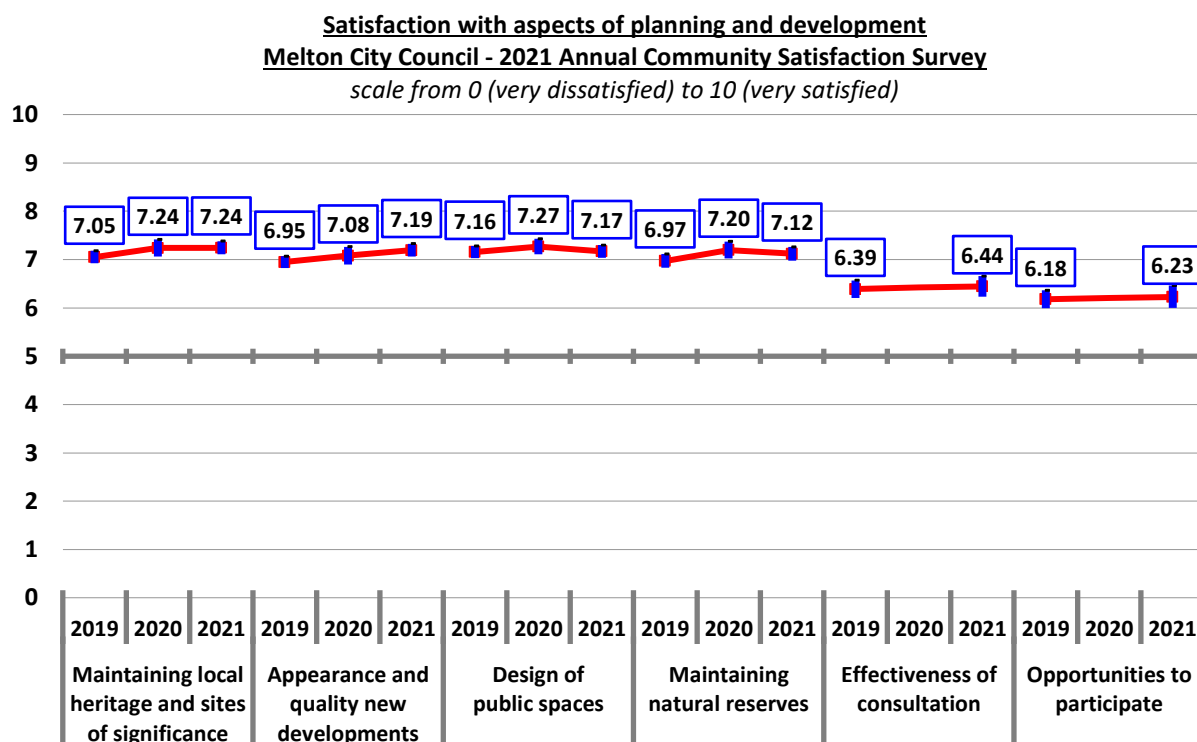
“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and development in the City of Melton?”

All respondents were asked to rate their satisfaction with six aspects of planning and development in the City of Melton. This includes the two aspects (effectiveness of consultation and opportunities to participate) that were excluded from the survey last year due to the COVID-19 pandemic.

The average satisfaction with these six aspects of planning and development in 2021 was 6.90, an increase of 1.8% on the average of 6.78 recorded back in 2020 when the six aspects were last included in the survey.

This remains a “good” level of satisfaction, and consistent with the average over time.





Satisfaction with three aspects increased since last being included in the survey, satisfaction with one remained the same, and satisfaction with two declined.

None of these variations were statistically significant, and satisfaction with these six aspects can best be summarised as follows:

- **Good** – for maintaining local heritage and sites of significance, the appearance and quality of new developments, the design of public spaces, and maintaining natural reserves.
- **Solid** – for the effectiveness of consultation and the opportunities to participate in strategic planning consultations.

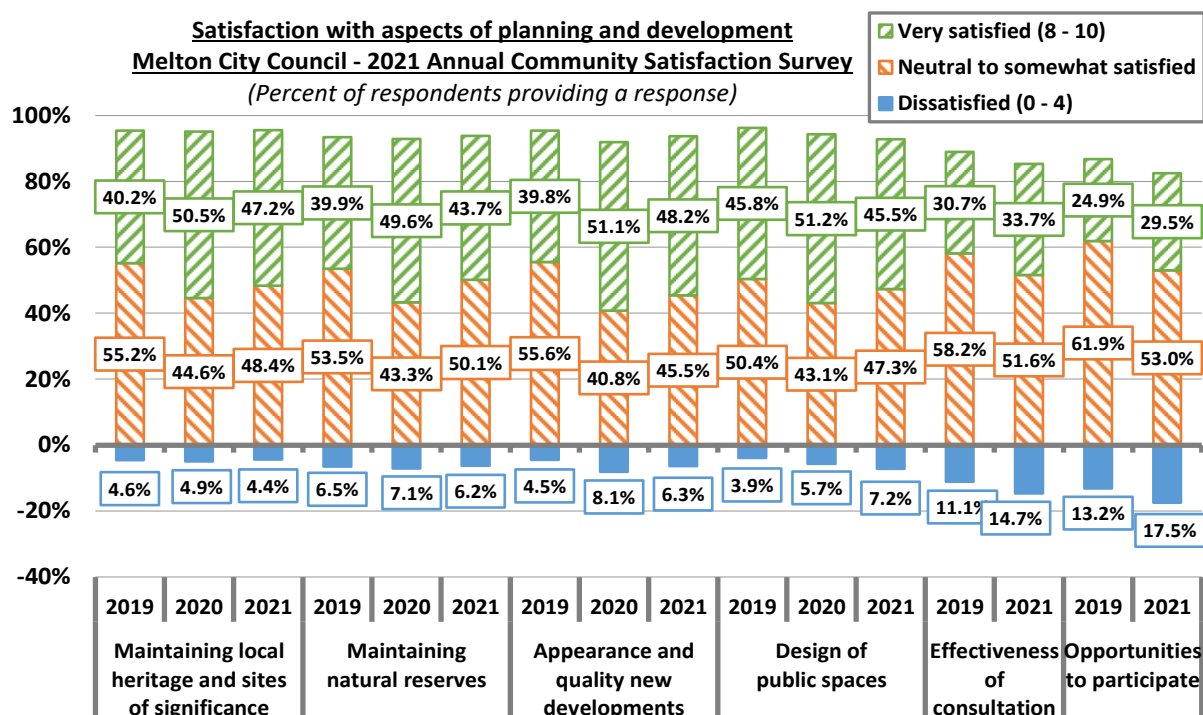
Metropolis Research notes that satisfaction with the outcome related aspects of planning and development all continue to record “good” (and almost “very good”) levels of satisfaction, whilst satisfaction with the two process related aspects were rated as “solid”.

This pattern of satisfaction with planning and development is consistent with results observed elsewhere, where satisfaction with the planning approvals process is consistently recorded at relatively low levels.

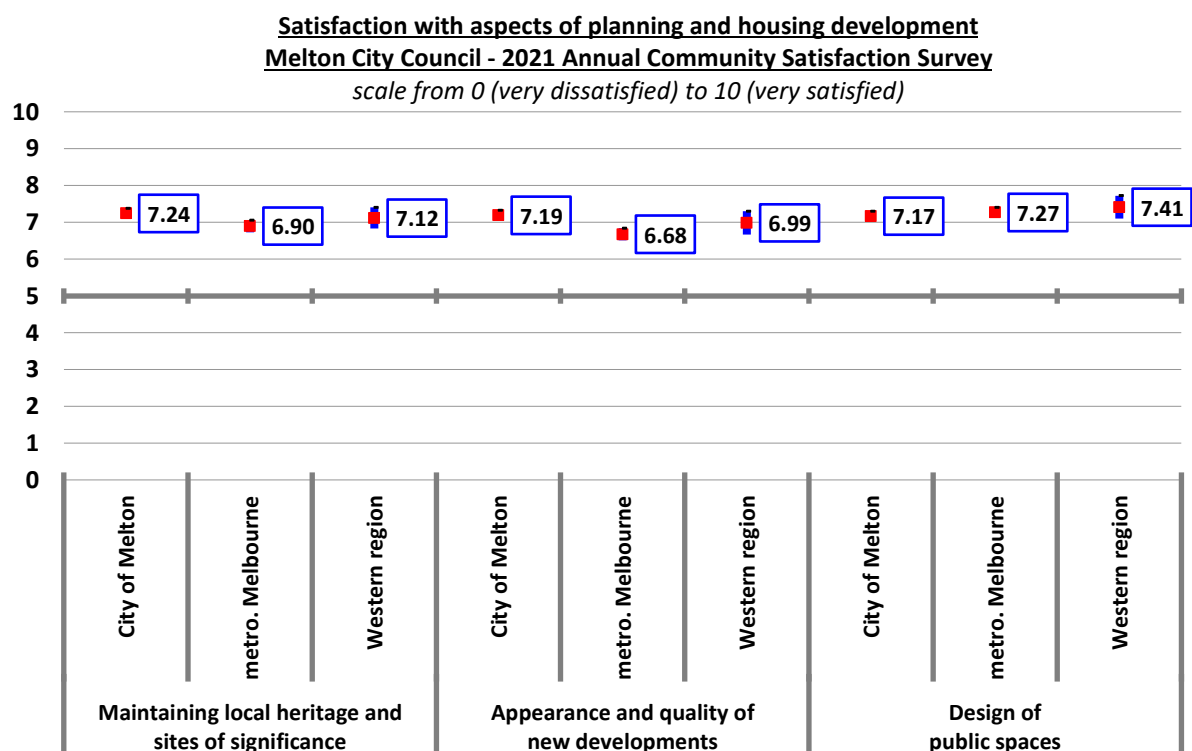
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction from zero to four).

Whilst a little less than half of the respondents providing an answer to these questions were “very satisfied” with the four outcome related aspects of planning, this fell to approximately one-third of respondents being “very satisfied” with the two process related aspects.

It is noted that approximately one-sixth of respondents were “dissatisfied” with the effectiveness of consultation and opportunities to participate in strategic planning consultations.



Only three of these planning related aspects were included in *Governing Melbourne* in this format, as outlined in the following graph. It is noted that satisfaction with maintaining local heritage and sites of significance, as well as the appearance and quality of new developments was measurably higher in the City of Melton than the metropolitan Melbourne average, and marginally higher than the western region councils' average.



Importance of and satisfaction with Council services

Respondents were asked:

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

Respondents were again in 2021, asked to rate first the importance of each of 38 included Council services and facilities “to the community”, and then asked to rate their personal satisfaction with each service and facility.

Respondents were specifically asked to rate how important they considered each service and facility was “to the community”, rather than to them as individuals.

Respondents were asked to rate satisfaction with each of the 17 core services and facilities about which all members of the community should have a view, and then their personal satisfaction with each of the 21 client-based services and facilities that they or members of their household had used in the last 12 months.

Importance of Council services and facilities to the community

The following table displays the average importance of each of the 38 included Council services and facilities, with the metropolitan Melbourne average as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

The table provides the average importance score, as well as the 95% confidence interval around each average score. This is the range within which it is 95% certain the true average is located.

The table also includes the last three years’ results.

At the left-hand side, the table refers to whether the individual services and facilities were of average importance (i.e., within the confidence interval of the average of all services and facilities), or whether the service or facility was of measurably higher or measurably lower importance.

The average importance of the 38 included services and facilities was 8.93 out of 10 this year, down less than one percent on the 2020 average importance of 8.99.

Importance varied from a high of 9.44 for the regular garbage collection service, to a low of 8.36 for public art and exhibitions. These were also the most and least important services from 2020.

This result highlights the fact that the community consider all the services and facilities provided by Council to be very important (8.36 or higher), although the core services of waste and recycling, health and human services, libraries, roads, and parks and gardens were of the most importance to the community.



Importance of selected services and facilities
Melton City Council - 2021 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2021			2020	2019	2018	2021 Metro.*
			Lower	Mean	Upper				
Higher	Regular garbage collection	792	9.38	9.44	9.50	9.47	9.44	9.22	9.34
	Regular recycling	788	9.32	9.39	9.46	9.45	9.42	9.20	9.30
	Green waste collection	739	9.24	9.31	9.39	9.20	9.41	9.12	9.18
Average importance	Health services for babies, infants and toddlers	538	9.03	9.13	9.24	9.16	8.96	9.20	n.a.
	Maintenance and repair of sealed local roads	791	9.04	9.12	9.21	9.21	9.11	8.75	9.26
	Services for people with a disability	519	9.00	9.12	9.23	9.24	9.08	9.43	9.22
	Local library	606	9.02	9.11	9.20	9.05	8.88	8.99	9.09
	Maintenance of parks and gardens	773	9.02	9.09	9.17	9.20	9.10	8.84	9.19
	Melton Recycling Facility	644	9.00	9.09	9.18	8.96	8.88	9.01	8.99
	Provision of parks and gardens	781	9.00	9.09	9.17	9.20	9.08	8.76	9.19
	Local traffic management	770	8.98	9.07	9.16	9.10	8.95	8.80	9.19
	Provision and maintenance of street lighting	780	8.98	9.06	9.15	9.23	9.15	8.98	9.19
	Litter collection in public areas	761	8.98	9.06	9.14	9.16	9.17	8.89	9.12
	Sports grounds and associated facilities	632	8.96	9.05	9.13	8.93	8.78	8.94	9.05
	Provision and maintenance of playgrounds	667	8.95	9.04	9.13	8.98	8.82	8.85	9.10
	Services and programs for children	531	8.93	9.04	9.15	9.08	8.85	8.92	9.20
	Services for seniors	518	8.92	9.04	9.16	9.12	9.03	9.25	9.13
	Hard rubbish collection	594	8.94	9.04	9.14	8.85	8.86	8.83	9.11
	Footpath maintenance and repairs	779	8.94	9.03	9.11	9.15	9.06	8.76	9.22
	On and off road bike and / or walking paths	632	8.92	9.01	9.10	9.05	8.63	8.61	9.12
	Recreation and Leisure Centres	572	8.90	9.00	9.10	8.95	8.63	8.65	9.07
	Services for young people	503	8.85	8.98	9.10	8.99	8.82	8.86	9.12
	Public toilets	590	8.85	8.95	9.06	8.81	8.76	9.08	9.01
	Council's website	640	8.81	8.91	9.02	8.83	8.41	8.39	8.94
	Maintenance and cleaning of shopping strips	763	8.80	8.89	8.97	8.82	8.87	8.69	9.07
	Animal management	686	8.76	8.87	8.98	8.92	8.66	8.53	9.00
	Community centres / Neighbourhood houses	537	8.72	8.84	8.95	8.78	8.48	8.56	8.95
	Council activities promoting local business growth	600	8.70	8.82	8.94	8.89	8.52	8.33	9.03
	Provision and maintenance of street trees	778	8.70	8.80	8.90	8.89	8.90	8.67	9.16
	Access services through digital or online channels	583	8.67	8.79	8.91	8.81	8.33	8.50	n.a.
Lower than average importance	Melton Learning	445	8.51	8.66	8.82	8.55	8.12	8.22	n.a.
	Street sweeping	767	8.56	8.66	8.76	8.84	8.80	8.51	8.98
	Provision of cultural events	522	8.50	8.63	8.77	8.67	8.38	8.23	8.99
	Provision of community events and festivals	542	8.48	8.61	8.75	8.67	8.54	8.37	8.99
	Council information and columns in local papers	498	8.27	8.44	8.60	n.a.	8.23	8.14	n.a.
	Moving Ahead (<i>Council's printed newsletter</i>)	582	8.27	8.42	8.58	n.a.	8.07	7.90	8.73
	Parking enforcement	725	8.24	8.39	8.54	8.70	8.56	8.33	8.95
	Public art and exhibitions	518	8.20	8.36	8.52	8.51	8.22	7.95	8.85
<i>Average importance of selected services</i>			8.83	8.93	9.04	8.99	8.79	8.73	9.09

(*) 2021 metropolitan Melbourne average from Governing Melbourne

Relative importance of Council services and facilities

As labelled in the main table above, three services and facilities were of measurably higher than average importance, whilst eight were of measurably lower than average importance, as follows:

- **Measurably more important than the average of all services and facilities** – includes regular garbage collection, regular recycling, and the green waste collection service.
- **Measurably less important than the average of all services and facilities** – includes Melton Learning, street sweeping, the provision of cultural events, Council information and columns in the local papers, *Moving Ahead*, parking enforcement, and public art and exhibitions.

Metropolis Research notes that it is consistently found that waste and recycling services, health and human services, parks and gardens, and roads tend to be of higher-than-average importance to the community across metropolitan Melbourne.

By contrast, arts and cultural activities, communication services, and parking enforcement tend to be of lower-than-average importance, but still very important none-the-less.

Regarding parking enforcement, the lower importance tends to reflect the lower-than-average satisfaction, and the fact that some in the community consider parking enforcement to be of low importance because they feel it is overly enforced.

Change in importance between 2020 and 2021

The average importance of the 38 included services and facilities decreased by less than one percent this year, including increased importance for 12 services and facilities and 24 declined, although none of these variations were statistically significant. Attention is, however, drawn to the following:

- **Increased importance this year** – includes hard rubbish collection (up 2.2%), public toilets (up 1.6%), and Melton Recycling Facility (up 1.4%).
- **Decreased importance this year** – includes parking enforcement (down 3.6%), street sweeping (down 2.0%), provision and maintenance of street lighting (down 1.8%), public art and exhibitions (down 1.8%), and services for people with a disability (down 1.4%).

Comparison to metropolitan Melbourne average

Of the 38 included services and facilities, 34 were included in *Governing Melbourne* and comparisons can be provided. The importance of five were of higher importance in the City of Melton, one was identical (sports grounds and associated facilities), and 28 were of lower importance in the City of Melton. Attention is drawn to the following:



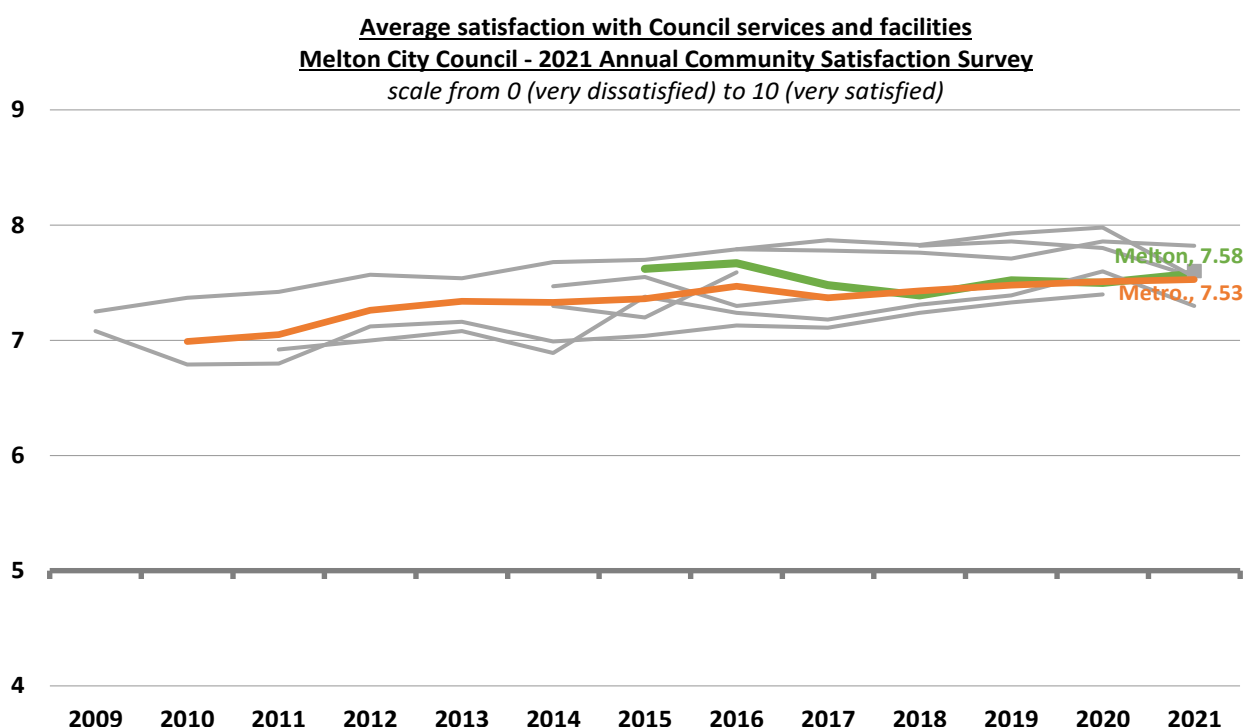
- **Somewhat higher importance in the City of Melton** – includes green waste collection (1.5% higher in Melton), Melton Recycling Facility (1.1% higher), and regular garbage collection (1.1% higher). None of these variations were statistically significant.
- **Somewhat lower importance in the City of Melton** – includes parking enforcement (6.2% lower in Melton), public art and exhibitions (5.5% lower), provision of community events and festivals (4.2% lower), provision and maintenance of street trees (4.0% lower), provision of cultural events (4.0%). Only parking enforcement and public art and exhibitions were statistically significant.

Satisfaction with Council services and facilities

The average satisfaction with the 38 included services and facilities was 7.58 out of a potential 10 this year, up less than one percent on the 2020 average of 7.50. This result remains at a “very good” level of satisfaction, and one that was 11.3% higher than satisfaction with Council’s overall performance.

This is an important point to note, as it highlights the fact that the community is more satisfied with the provision of services and facilities than it is with Council’s overall performance, which is a much more subjective measure of how they feel about Council. Overall performance includes the community’s perception of other issues, such as governance and leadership, and specific issues of concern.

It is important to note that satisfaction with all, but four of the 38 included Council services and facilities was higher than satisfaction with Council’s overall performance. This does suggest that the delivery of most services and facilities has a positive rather than a negative influence on community satisfaction with the performance of Council across all areas of responsibility. This is discussed in more detail in the [Council’s Overall Performance](#) section of this report.



This result was almost identical to the metropolitan Melbourne average, as recorded in the 2021 *Governing Melbourne* survey conducted independently by Metropolis Research in January 2021.

Satisfaction with selected Council services and facilities
Melton City Council - 2021 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2021			2020	2019	2018	2021 Metro.*
			Lower	Mean	Upper				
Higher than average satisfaction	Local library	349	8.62	8.75	8.88	8.70	8.45	8.40	8.58
	Green waste collection	719	8.55	8.67	8.78	8.69	8.71	8.45	7.96
	Regular garbage collection	792	8.54	8.65	8.76	8.67	8.75	8.62	8.52
	Regular recycling	788	8.52	8.64	8.75	8.62	8.52	8.51	8.32
	Health services for babies, infants and toddlers	185	7.97	8.25	8.52	8.01	8.19	7.76	n.a.
	Services and programs for children	144	7.95	8.21	8.48	7.69	7.75	7.51	7.95
Average satisfaction	Community centres / Neighbourhood houses	204	7.67	7.91	8.15	7.69	7.50	7.57	8.02
	Services for seniors	107	7.51	7.89	8.27	7.62	7.86	7.24	7.44
	Sports grounds and associated facilities	400	7.68	7.88	8.07	7.80	7.60	7.58	7.90
	Access services through digital or online channels	279	7.64	7.86	8.09	7.40	7.67	7.54	n.a.
	Melton Learning	74	7.39	7.84	8.28	7.39	7.78	7.33	n.a.
	Provision of community events and festivals	204	7.55	7.80	8.06	7.33	7.89	7.59	7.68
	Hard rubbish collection	276	7.50	7.78	8.06	7.51	7.59	7.15	7.63
	Provision of parks and gardens	771	7.53	7.67	7.81	7.29	7.38	7.44	8.01
	Provision and maintenance of playgrounds	481	7.47	7.65	7.83	7.51	7.34	7.35	8.10
	Recreation and Leisure Centres	296	7.41	7.64	7.87	7.35	7.52	7.54	7.77
	Provision of cultural events	142	7.24	7.59	7.93	7.33	7.65	7.22	7.68
	Animal management	609	7.40	7.58	7.76	7.60	7.45	7.63	7.90
	Council's website	467	7.40	7.57	7.75	7.41	7.39	7.45	7.47
	On and off road bike and / or walking paths	498	7.41	7.57	7.73	7.41	7.50	7.30	7.64
	Provision and maintenance of street lighting	782	7.40	7.56	7.71	7.43	7.37	7.45	7.72
	Maintenance and cleaning of shopping strips	741	7.42	7.56	7.69	7.60	7.30	7.36	7.56
	Melton Recycling Facility	412	7.32	7.54	7.76	7.67	7.72	7.72	7.32
	Services for young people	93	7.12	7.53	7.93	7.46	7.55	7.15	7.41
	Council information and columns in local papers	143	7.13	7.46	7.79	n.a.	7.26	7.34	n.a.
	Maintenance of parks and gardens	759	7.24	7.40	7.56	7.29	7.06	7.33	8.01
	Services for people with a disability	99	6.90	7.34	7.78	7.52	7.49	7.34	6.64
	Public art and exhibitions	110	6.88	7.25	7.63	7.03	7.70	7.09	7.19
	Provision and maintenance of street trees	766	7.07	7.23	7.39	7.18	6.99	7.03	7.40
	Moving Ahead (Council's printed newsletter)	424	6.97	7.21	7.45	n.a.	7.18	7.25	7.08
Lower than average	Street sweeping	753	7.00	7.17	7.34	7.25	6.93	7.28	7.49
	Litter collection in public areas	738	6.94	7.11	7.27	7.21	7.15	7.07	7.39
	Council activities promoting local business growth	453	6.89	7.10	7.31	7.21	6.87	7.06	7.18
	Parking enforcement	684	6.70	6.89	7.09	6.87	6.79	6.86	6.97
	Footpath maintenance and repairs	762	6.56	6.72	6.88	6.61	6.86	6.75	7.00
	Local traffic management	765	6.48	6.65	6.83	7.19	6.84	6.71	7.14
	Public toilets	313	6.36	6.62	6.88	6.57	6.79	6.56	6.57
	Maintenance and repair of sealed local roads	790	6.22	6.39	6.56	6.70	7.06	6.81	7.05
Average satisfaction with selected services			7.36	7.58	7.81	7.50	7.52	7.40	7.53

(*) 2021 metropolitan Melbourne average from Governing Melbourne

The following table displays the breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction from zero to four).

Satisfaction with selected Council services and facilities
Melton City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Local library	0.6%	10.7%	88.7%	4	353
Regular recycling	3.4%	13.2%	83.4%	12	800
Regular garbage collection	3.1%	13.6%	83.3%	8	800
Green waste collection	1.4%	15.8%	82.8%	81	800
Health services for babies, infants and toddlers	4.5%	19.1%	76.4%	1	186
Services and programs for children	2.3%	21.4%	76.3%	1	145
Access services through digital or online channels	5.8%	24.8%	69.4%	3	282
Hard rubbish collection	10.3%	20.7%	69.0%	5	281
Services for seniors	7.0%	25.3%	67.7%	4	111
Community centres / Neighbourhood houses	5.0%	27.7%	67.3%	3	207
Sports grounds and associated facilities	6.5%	26.5%	67.0%	1	400
Melton Learning	7.4%	25.9%	66.7%	2	76
Provision of parks and gardens	7.2%	26.2%	66.6%	29	800
Melton Recycling Facility	9.6%	25.0%	65.4%	4	416
Provision of community events and festivals	5.1%	30.5%	64.4%	1	205
Animal management	9.5%	26.6%	63.9%	191	800
Provision and maintenance of street lighting	9.8%	28.3%	61.9%	18	800
Provision and maintenance of playgrounds	7.6%	30.9%	61.5%	1	482
On and off road bike and / or walking paths	7.1%	32.7%	60.2%	7	505
Maintenance of parks and gardens	10.4%	29.9%	59.7%	41	800
Recreation and Leisure Centres	7.6%	33.1%	59.3%	3	299
Provision of cultural events	6.4%	34.7%	58.9%	1	142
Services for people with a disability	9.0%	32.2%	58.8%	1	100
Council's website	6.8%	34.5%	58.7%	3	470
Maintenance and cleaning of shopping strips	6.1%	35.9%	58.0%	59	800
Provision and maintenance of street trees	11.5%	30.7%	57.8%	34	800
Services for young people	9.0%	34.0%	57.0%	1	94
Moving Ahead (<i>Council's printed newsletter</i>)	10.7%	32.8%	56.5%	376	800
Council information and columns in local papers	7.2%	37.5%	55.3%	2	145
Street sweeping	11.7%	33.8%	54.5%	47	800
Public art and exhibitions	7.6%	40.4%	52.0%	6	116
Litter collection in public areas	10.9%	38.4%	50.7%	62	800
Council activities promoting local business growth	9.9%	39.5%	50.6%	347	800
Parking enforcement	16.0%	33.9%	50.1%	116	800
Local traffic management	16.3%	40.4%	43.3%	35	800
Footpath maintenance and repairs	14.4%	42.4%	43.2%	38	800
Public toilets	15.2%	47.0%	37.8%	0	313
Maintenance and repair of sealed local roads	17.5%	45.4%	37.1%	10	800

Attention is drawn to the fact that more than half of the respondents were “very satisfied” with all but four services and facilities, with more than 80% of respondents very satisfied with the local library (88.7%), regular recycling (83.4%), regular garbage collection (83.3%), and green waste collection (82.8%).

The services and facilities with the highest proportion of dissatisfied respondents were the maintenance and repair of sealed local roads (17.5%), local traffic management (16.3%), public toilets (15.2%), footpath maintenance and repairs (14.4%), parking enforcement (14.1%), street sweeping (11.7%), the provision and maintenance of street trees (11.5%), litter collection in public areas (10.9%), *Moving Ahead* (10.7%), the maintenance of parks and gardens (10.4%), and hard rubbish collection (10.3%).

Relative satisfaction with Council services and facilities

As labelled at the left-hand side of the main table, respondents were measurably more satisfied with six services and facilities than the average of all 38 services and facilities, and measurably less satisfied than the average with eight services and facilities, as follows:

- **Measurably higher satisfaction than the average of all services and facilities** – includes the local library service, the green waste collection, regular garbage collection, regular recycling, health services for babies, infants, and toddlers, and services and programs for children.
- **Measurably lower satisfaction than the average of all services and facilities** – includes the maintenance and repair of sealed local roads, public toilets, local traffic management, footpath maintenance and repairs, parking enforcement, Council activities promoting local business growth, litter collection in public areas, and street sweeping.

It is noted that many of the services and facilities that respondents consider to be of the highest importance are also the services and facilities that received the highest levels of satisfaction. This includes the waste and recycling services, health, and human services, as well as the library service.

Change in satisfaction between 2020 and 2021

In 2021, satisfaction with 25 services and facilities increased, whilst satisfaction with 11 declined, with attention drawn to the following changes:

- **Increased satisfaction this year** – includes services and programs for children (up 6.7%), the provision of community events and festivals (up 6.4%), access services through digital or online channels (up 6.2%), Melton Learning (up 6.0%), the provision of parks and gardens (up 5.2%), recreation and leisure centres (up 3.9%), the provision of cultural events (up 3.5%), services for seniors (up 3.55), and public art and exhibitions (up 3.2%). None of these increases were statistically significant.
- **Decreased satisfaction this year** – includes local traffic management (down 7.5%), the maintenance and repair of sealed local roads (down 4.6%), and services for people with a disability (down 2.4%). One traffic management and sealed local roads were statistically significant declines.



Comparison to metropolitan Melbourne average

Of the 34 services and facilities that were included in both this City of Melton survey as well as the *Governing Melbourne research*, satisfaction with 15 was higher in the City of Melton, whilst satisfaction with 19 was lower, with attention drawn to the following:

- **Higher satisfaction in the City of Melton** – services for people with a disability (10.5% higher in Melton), green waste collection (8.9% higher), services for seniors (6.0% higher), regular recycling (3.8% higher), services and programs for children (3.3% higher), and Melton Recycling Facility (3.0% higher). Of these only green waste and regular recycling were statistically significant.
- **Lower satisfaction in the City of Melton** – maintenance and repair of sealed local roads (9.4% lower in the City of Melton), maintenance of parks and gardens (7.6% lower), local traffic management (6.8% lower), the provision and maintenance of playgrounds (5.5% lower), street sweeping (4.3% lower), provision of parks and gardens (4.3% lower), animal management (4.0% lower), and footpath maintenance and repairs (4.0% lower). These variations were all statistically significant.

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of average importance with each of the 38 included Council services and facilities and the average satisfaction with these services and facilities.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

Services and facilities located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction. The services in the lower right-hand quadrant are those that are more important than average, but with which respondents are less satisfied than average. This quadrant represents the services and facilities of most concern.

Attention is drawn to the fact that many of the services and facilities of higher-than-average importance also received higher than average levels of satisfaction, including the three main waste and recycling services and the local library service.

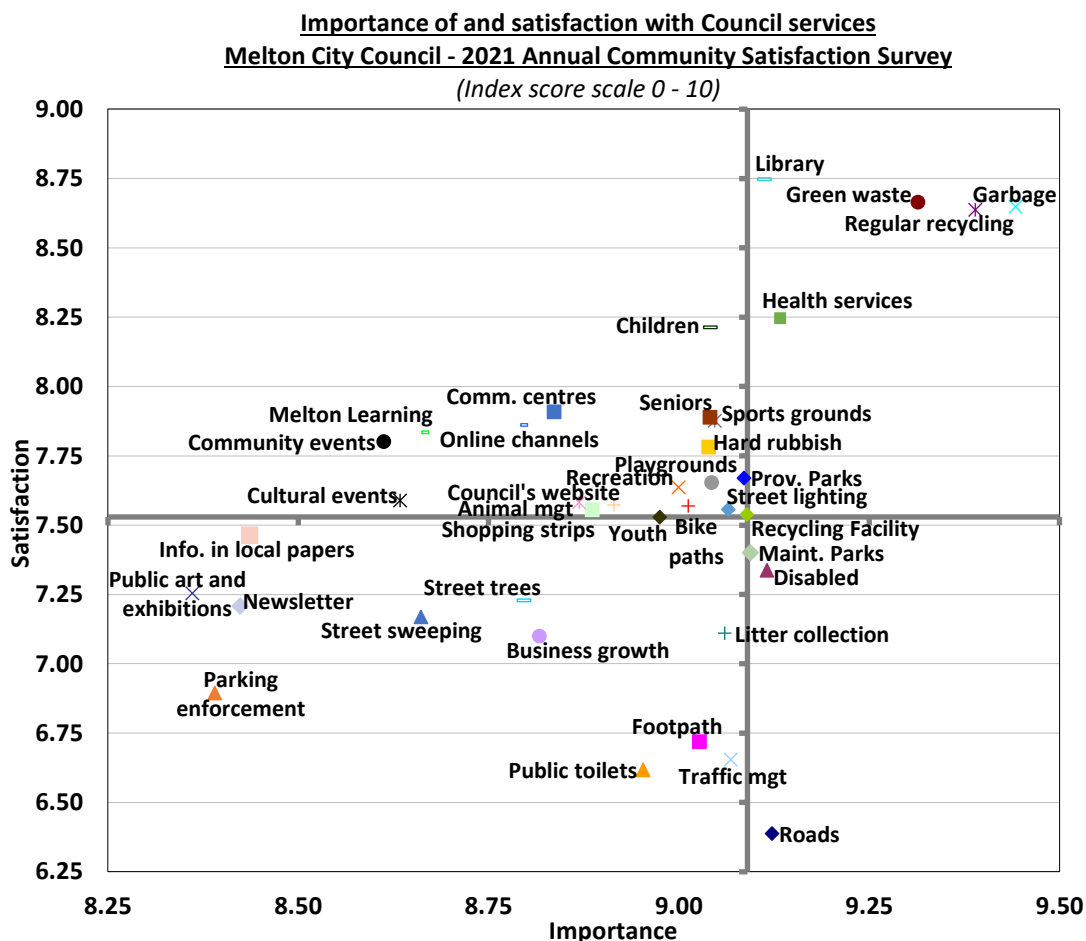
The services and facilities of most concern were roads, traffic management, footpaths, and public toilets, all of which were of average or higher-than-average importance, but lower than average satisfaction. These facilities have consistently been amongst the lowest rated in the City of Melton.

It is a slightly unusual result this year that the average importance of the core health and human services (services for children, youth, seniors, and persons with a disability) recorded marginally lower than average importance scores, however, as per previous years, they mostly recorded higher-than-average satisfaction scores. It is noted that services for seniors recorded a lower than average satisfaction score.



It is also noted that the arts and cultural as well as recreation services and facilities tended to be of lower-than-average importance, but average or slightly higher-than-average satisfaction scores.

Parking enforcement received both lower than average importance and lower than average satisfaction. This reflects the unique nature of this service, with many respondents rating importance low because they believe there is too much enforcement occurring.



Satisfaction by broad service areas

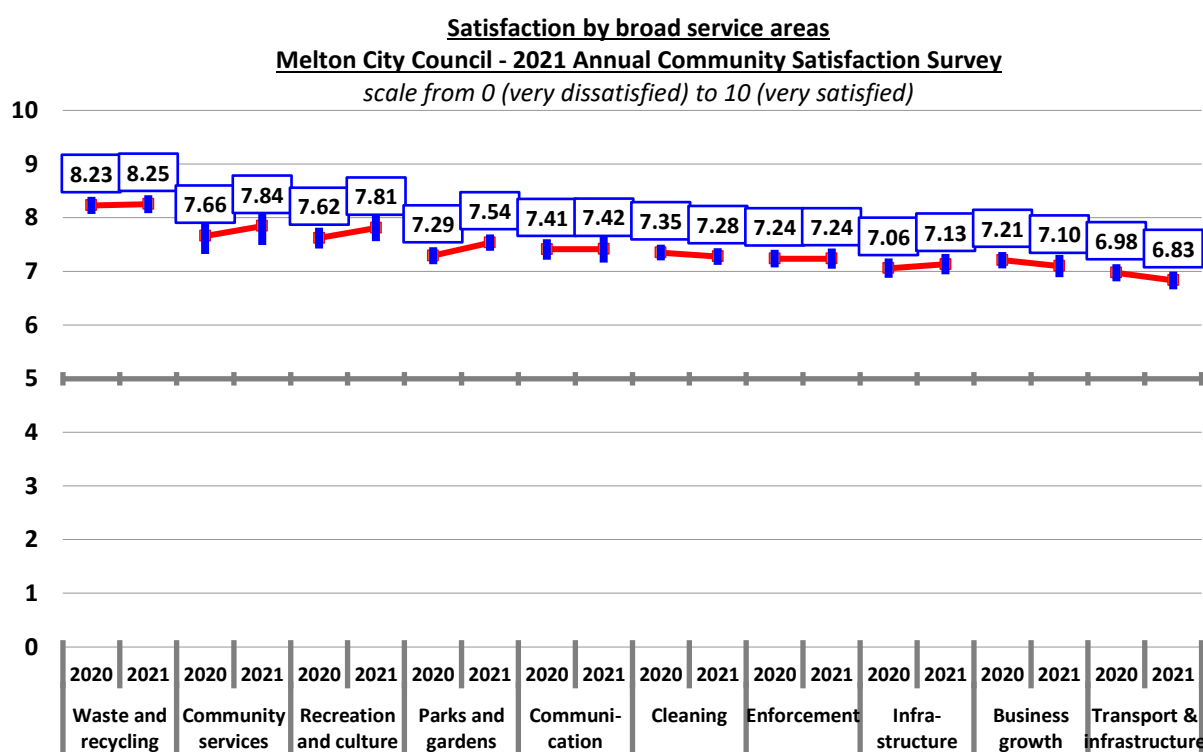
The breakdown of services and facilities into these broad service areas is as follows:

- **Infrastructure** – includes provision and maintenance of street trees, provision and maintenance of street lighting, and public toilets.
- **Waste and recycling services** – includes regular garbage collection, regular recycling, green waste collection, Melton Recycling Facility, and hard rubbish collection.
- **Recreation and culture services** – includes local library, recreation and leisure centres, sports grounds and associated facilities, provision and maintenance of playgrounds, community centres / neighbourhood houses, public art and exhibitions, provision of cultural events, and provision of community events and festivals.

- **Community services** – includes Health services for babies, infants and toddlers, services and programs for children, services for young people, services for seniors, and services for people with a disability.
- **Enforcement** – includes parking enforcement, and animal management.
- **Communication** – includes Moving Ahead (*Council's printed newsletter*), Council's website, and Council information and columns in local papers.
- **Cleaning** – includes street sweeping, litter collection in public areas, and maintenance and cleaning of shopping strips.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and on and off-road bike and / or walking paths.
- **Parks and gardens** – includes provision of parks and gardens, and maintenance of parks and gardens.
- **Business growth** – includes Council activities promoting local business growth.

Of the 10 broad services areas, the average satisfaction with six increased marginally, one remained stable, and three declined marginally. None of these variations were statistically significant, and satisfaction can best be summarised as follows:

- **Excellent** – for waste and recycling services, community services, and recreation and cultural services.
- **Very Good** – for parks and gardens, communication, and cleaning.
- **Good** – for enforcement, infrastructure, business growth, and transport infrastructure.

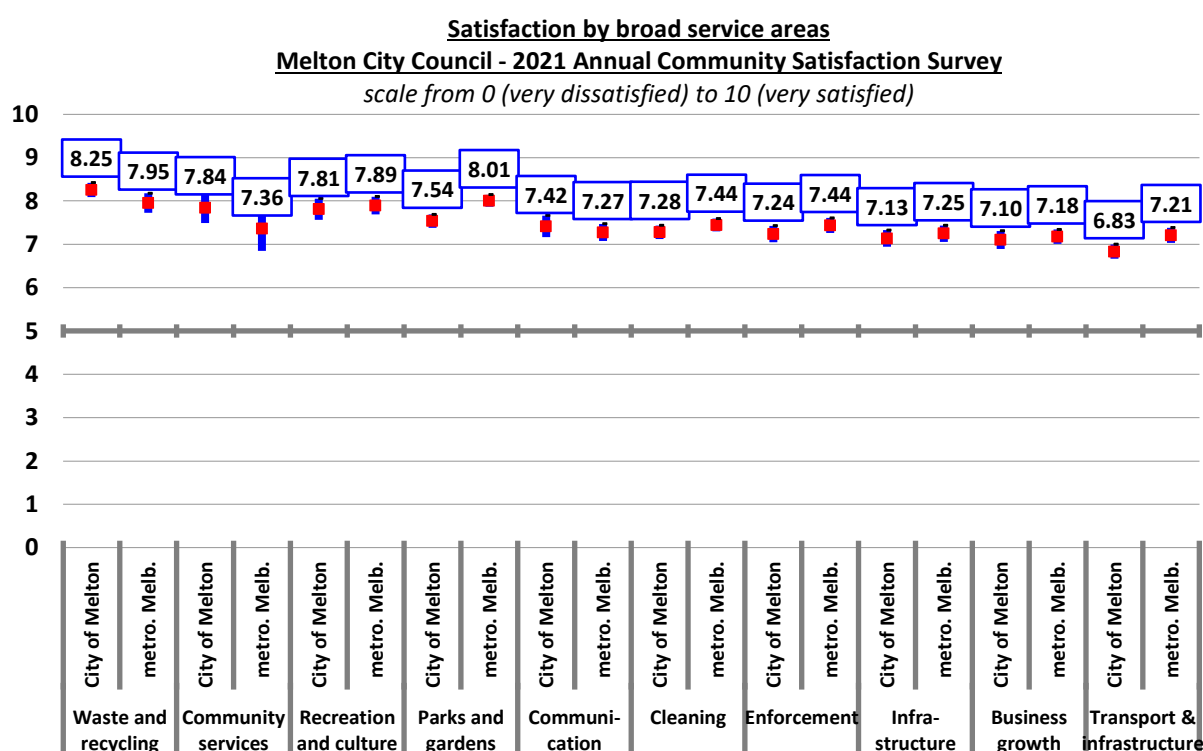


The following graph provides a comparison of these results against the metropolitan Melbourne average as recorded in the 2021 *Governing Melbourne* research.

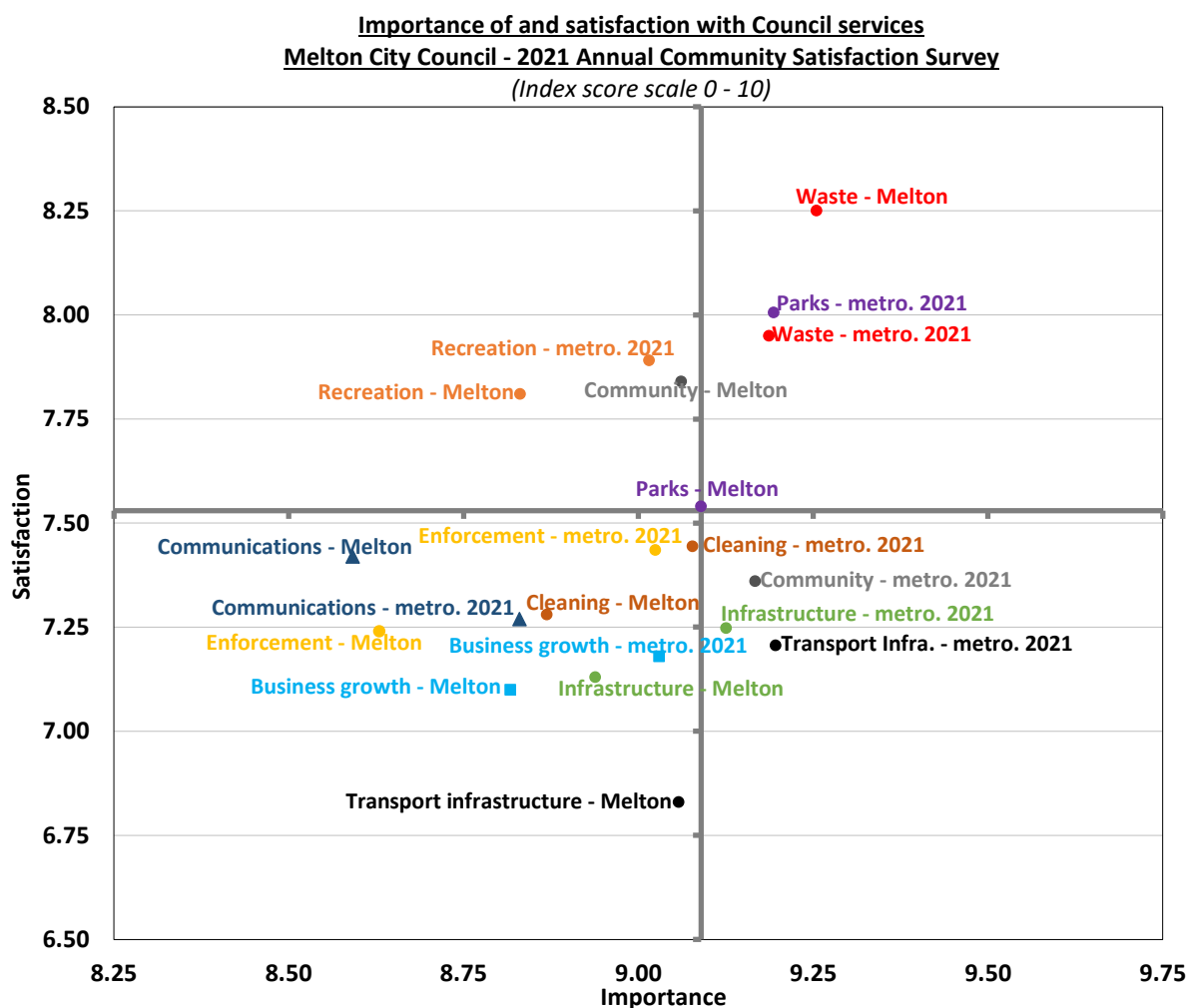
Particular attention is drawn to the fact that satisfaction with waste and recycling services as well as community services was notably, albeit not measurably, higher in the City of Melton than the metropolitan Melbourne average.

Satisfaction was marginally higher in the City of Melton for communication services, and marginally lower for recreation and culture, cleaning, enforcement, infrastructure, business growth, and transport infrastructure.

Satisfaction was notably, but not measurably lower in the City of Melton for parks and gardens.



The following graph provides a visual representation of this variation in satisfaction with the 10 broad service areas between the City of Melton and the metropolitan Melbourne average.



Current issues for the City of Melton

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 nominate what they considered to be the top three issues for the City of Melton “at the moment”.

A little less than two-thirds (60.3% up from 58.8%) of respondents nominated an average of approximately two issues each. This is still down slightly on the approximately two-thirds (67.3%) of respondents who had nominated at least one issue in each of the three previous surveys prior to COVID-19, conducted using the face-to-face methodology.

This slightly lower response is likely due largely to the change in methodology from face-to-face interaction to telephone survey this year. Telephone surveys do not receive the same level of engagement that can be achieved face-to-face, and this will impact on the response to these large open-ended style questions.



It is also possible that the COVID-19 pandemic may well have had an impact on respondents' capacity to consider other issues as important this year, or issues may have diminished due to respondents spending more time at home.

It is important to bear in mind that these responses are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Melton City Council. Many of the issues raised by respondents are suggestions for future actions rather than complaints about prior actions, and many are issues that are principally the responsibility of the state government.

Metropolis Research notes that the most raised issues to address for the City of Melton this year remain consistent with those from previous years, including traffic management, road maintenance and repairs, safety, policing, and crime, and parks and gardens. The following variations of note were observed:

- **Notable increase in 2021** – there were only two issues to report a notable increase in prominence this year, those being traffic management (21.8% up from 13.6%) and rubbish and waste issues (3.9% up from 1.9%).
- **Notable decrease in 2021** – there was a small but notable decrease this year in the proportion of respondents raising Council rates as an issue (2.3% down from 4.1%).

Metropolis Research draws particular attention to the significant increase in the proportion of respondents nominating traffic management related issues in 2021 compared to the results from 2020 and compared to the 2021 *Governing Melbourne* results.

This is an interesting result, as it is not consistent with the results recorded by Metropolis Research in any of the eight other municipalities across metropolitan Melbourne that Metropolis Research has conducted this research for in 2021. This includes the cities of Wyndham (10.5%), Nillumbik (10.5%), Monash (7.6%), Frankston (6.5%), Yarra (6.4%), Darebin (5.8%), and Bayside (4.6%).

It is likely that, over time, the proportion of respondents nominating traffic management as an issue may well trend higher, as a greater proportion of the community move back to working on-site rather than working from home.

When compared to the results from the 2021 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2021, the following variations of note were observed:

- **Notably more prominent in Melton** – includes traffic management (21.8% compared to 13.4%), road maintenance and repairs (10.0% compared to 7.0%), safety, policing, and crime issues (5.5% compared to 3.3%), health and medical services (3.3% compared to 0.3%), and public transport (2.5% compared to 0.6%).
- **Notably less prominent in Melton** – includes parking (5.3% compared to 7.2%), footpath maintenance and repairs (3.6% compared to 5.7%) and cycling and walking paths and tracks (1.3% compared to 3.7%).



The issues that appear to be negatively associated with satisfaction with Council's overall performance include include traffic management, parks and gardens, footpaths, parking, building and development, roads, cleanliness of the local area, street lighting, street trees, and sports and recreation facilities.

The respondents who nominated each of these issues, on average rated satisfaction with Council's overall performance at "solid" or "poor" levels, compared to the "good" level of 6.81 which was the municipal average satisfaction with Council's overall performance. This is discussed in more detail in the [Issues and overall satisfaction](#) section of this report.



Top three issues for the City of Melton at the moment
Melton City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Issue	2021		2020	2019	2018	2021 Metro.*
	Number	Percent				
Traffic management	174	21.8%	13.6%	25.4%	25.0%	13.4%
Roads maintenance and repairs	80	10.0%	11.6%	8.5%	6.4%	7.0%
Parks, gardens and open space	56	7.0%	6.1%	9.2%	8.1%	9.2%
Safety, policing and crime	44	5.5%	6.7%	11.2%	19.8%	3.3%
Parking	42	5.3%	6.1%	8.0%	9.8%	7.2%
Street lighting	34	4.3%	3.5%	5.8%	7.4%	4.8%
Street trees	32	4.0%	2.2%	6.1%	5.8%	2.5%
Rubbish and waste issues incl. garbage	31	3.9%	1.9%	3.2%	2.5%	3.3%
Footpath maintenance and repairs	29	3.6%	4.9%	4.7%	6.1%	5.7%
Cleanliness and general maintenance of area	26	3.3%	3.1%	2.4%	5.4%	2.9%
Health and medical services	26	3.3%	4.6%	5.0%	1.3%	0.3%
Building, planning, housing and development	23	2.9%	3.0%	0.2%	1.3%	4.1%
Sports, recreation facilities	23	2.9%	3.0%	3.2%	2.9%	1.9%
Public transport	20	2.5%	2.2%	3.1%	4.9%	0.6%
Council rates	18	2.3%	4.1%	3.0%	3.0%	2.5%
Illegal rubbish dumping	18	2.3%	1.6%	0.6%	0.0%	1.3%
Recycling facility	16	2.0%	1.5%	n.a.	n.a.	n.a.
Shops, restaurants and entertainment venues	16	2.0%	1.1%	0.9%	1.3%	0.6%
Communication and provision of information	15	1.9%	1.7%	0.7%	1.0%	3.0%
Hard rubbish collection	15	1.9%	3.0%	3.0%	4.4%	2.7%
Council customer service / responsiveness	13	1.6%	0.7%	1.0%	0.3%	1.0%
Activities and facilities for children	12	1.5%	0.6%	1.0%	0.9%	1.1%
Cycling and walking paths and tracks	10	1.3%	0.6%	1.7%	1.3%	3.7%
Governance and accountability	10	1.3%	1.5%	0.2%	0.4%	0.8%
Activities, services and facilities for youth	8	1.0%	1.4%	1.1%	1.8%	0.2%
Animal management	8	1.0%	0.7%	1.9%	1.0%	0.5%
Services and facilities for people with a disability	7	0.9%	1.5%	0.5%	0.6%	1.1%
Financial issues and priorities for Council	6	0.8%	0.7%	0.2%	0.1%	0.3%
Provision and maintenance of infrastructure	6	0.8%	1.2%	1.5%	1.6%	1.1%
Street cleaning and maintenance	6	0.8%	0.5%	2.7%	1.4%	2.1%
Graffiti and vandalism	5	0.6%	0.2%	1.2%	0.3%	1.9%
Green waste collection	5	0.6%	0.4%	0.7%	0.4%	1.0%
Public toilets	5	0.6%	0.4%	1.5%	1.0%	1.9%
Drains maintenance and repairs	4	0.5%	0.5%	0.0%	0.1%	2.2%
Environment and conservation	4	0.5%	0.5%	0.2%	0.5%	2.4%
Nature strips	4	0.5%	0.0%	0.0%	0.0%	2.5%
Recycling collection	4	0.5%	0.9%	1.4%	1.4%	1.3%
Services and facilities for the elderly	4	0.5%	1.5%	0.5%	0.9%	1.0%
All other issues (30 separately identified issues)	46	5.8%	8.1%	14.3%	12.9%	8.7%
Total responses	905		879	1,078	1,143	699
<i>Respondents identifying at least one issue</i>	482 (60.3%)		472 (58.8%)	541 (67.3%)	613 (76.7%)	395 (62.9%)

(*) 2021 metropolitan Melbourne average from Governing Melbourne

Issues by precinct

Whilst there was relatively little statistically significant variation in the top issues to address for the City of Melton “at the moment” observed across the municipality, due in part to the relatively small precinct sample sizes, attention is drawn to the following variations of note:

- **Melton precinct** – respondents were somewhat more likely than average to nominate traffic management, and shops, restaurants, and entertainment venues.
- **Kurunjang** – respondents were somewhat more likely than average to nominate traffic management, road maintenance and repairs, safety, policing, and crime issues, parks, gardens, and open spaces, health and medical services, shops restaurants, and entertainment venues, population and growth, and rubbish and waste collection related issues.
- **Melton West** – respondents were somewhat more likely than average to nominate road maintenance and repairs, street trees, building, housing, planning and development, health and medical services, and the illegal dumping of rubbish.
- **Melton South / Brookfield** – respondents were measurably more likely than average to nominate traffic management, and somewhat more likely to nominate road maintenance and repairs, footpath maintenance and repairs, and sports and recreation facilities related issues.
- **Caroline Springs** – respondents were somewhat more likely than average to nominate street trees and street lighting related issues.
- **Burnside** – respondents were somewhat more likely than average to nominate traffic management and Council rates related issues.
- **Taylors Hill** – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces, sports and recreation facilities, cleanliness and maintenance of the local area, and Council rates related issues.
- **Hillside** – respondents were somewhat more likely than average to nominate rubbish and waste collection issues.
- **Rural precinct** – respondents were somewhat more likely than average to nominate sports and recreation facilities.
- **Frasers Rise** – respondents were measurably more likely than average to nominate traffic management, and somewhat more likely to nominate parking, public transport, street lighting, Council customer service / responsiveness, and cycling and walking paths related issues.
- **Harkness** – respondents were somewhat more likely than average to nominate street lighting related issues.



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

Melton City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Melton	
Traffic management	26.0%
Roads repair and maintenance	10.0%
Public transport	6.0%
Shops, restaurants, entertainment venues	6.0%
Parks, gardens and open spaces	4.0%
Parking	4.0%
Safety, policing and crime	4.0%
Health and medical services	4.0%
Street trees	4.0%
Disability services, facilities, activities	2.0%
All other issues	22.0%
Respondents identifying an issue	27 (53.8%)

Kurunjang	
Traffic management	26.4%
Roads repair and maintenance	13.2%
Safety, policing and crime	13.2%
Parks, gardens and open spaces	11.3%
Health and medical services	9.4%
Shops, restaurants, entertainment venues	5.7%
Population and growth	5.7%
Rubbish and waste collection issues	5.7%
Footpath repairs and maintenance	3.8%
Animal management	3.8%
All other issues	22.6%
Respondents identifying an issue	33 (62.9%)

Melton West	
Roads repair and maintenance	17.5%
Street trees	15.0%
Building, planning, housing, development	12.5%
Health and medical services	10.0%
Traffic management	10.0%
Parks, gardens and open spaces	7.5%
Parking	7.5%
Illegal rubbish dumping	7.5%
Footpath repairs and maintenance	5.0%
Safety, policing and crime	5.0%
All other issues	50.0%
Respondents identifying an issue	27 (67.2%)

Melton South / Brookfield	
Traffic management	30.8%
Roads repair and maintenance	16.8%
Footpath repairs and maintenance	7.5%
Sports and recreation facilities	6.5%
Safety, policing and crime	5.6%
Cleanliness and maintenance of area	5.6%
Parks, gardens and open spaces	4.7%
Shops, restaurants, entertainment venues	4.7%
Rubbish and waste collection issues	4.7%
Parking	3.7%
All other issues	53.3%
Respondents identifying an issue	73 (68.5%)

Caroline Springs	
Street trees	8.4%
Parking	7.6%
Safety, policing and crime	7.6%
Traffic management	7.6%
Street lighting	7.6%
Parks, gardens and open spaces	6.1%
Roads repair and maintenance	5.3%
Footpath repairs and maintenance	3.8%
Rates	3.8%
Rubbish and waste collection issues	3.1%
All other issues	33.6%
Respondents identifying an issue	65 (49.4%)

Burnside	
Traffic management	26.1%
Roads repair and maintenance	7.2%
Street trees	7.2%
Street lighting	7.2%
Rates	7.2%
Building, planning, housing, development	4.3%
Hard rubbish collection	4.3%
Parks, gardens and open spaces	2.9%
Parking	2.9%
Communication and provision of information	2.9%
All other issues	24.6%
Respondents identifying an issue	39 (57.1%)

Top three issues for the City of Melton at the moment by precinct
Melton City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Taylors Hill	
Traffic management	22.0%
Parks, gardens and open spaces	18.3%
Roads repair and maintenance	8.5%
Parking	6.1%
Sports and recreation facilities	6.1%
Cleanliness and maintenance of area	6.1%
Footpath repairs and maintenance	4.9%
Street trees	4.9%
Rubbish and waste collection issues	4.9%
Rates	4.9%
All other issues	31.7%
Respondents identifying an issue	53 (64.6%)

Hillside	
Traffic management	20.0%
Parks, gardens and open spaces	10.6%
Rubbish and waste collection issues	10.6%
Roads repair and maintenance	7.1%
Parking	5.9%
Safety, policing and crime	4.7%
Health and medical services	4.7%
Building, planning, housing, development	4.7%
Cleanliness and maintenance of area	4.7%
Communication and provision of informati	3.5%
All other issues	35.3%
Respondents identifying an issue	52 (61.8%)

Rural	
Traffic management	17.6%
Sports and recreation facilities	6.8%
Public transport	4.1%
Roads repair and maintenance	4.1%
Footpath repairs and maintenance	4.1%
Safety, policing and crime	4.1%
Illegal rubbish dumping	4.1%
Building, planning, housing, development	4.1%
Rates	4.1%
General infrastructure	4.1%
All other issues	44.6%
Respondents identifying an issue	42 (57.3%)

Fraser Rise	
Traffic management	35.1%
Roads repair and maintenance	10.8%
Parks, gardens and open spaces	8.1%
Parking	8.1%
Public transport	8.1%
Safety, policing and crime	8.1%
Street lighting	8.1%
Council customer service/responsiveness	8.1%
Cycling and walking paths and tracks	8.1%
Illegal rubbish dumping	5.4%
All other issues	32.4%
Respondents identifying an issue	26 (69.6%)

Harkness	
Traffic management	20.8%
Roads repair and maintenance	9.4%
Safety, policing and crime	7.5%
Street lighting	7.5%
Health and medical services	3.8%
Shops, restaurants, entertainment venues	3.8%
Illegal rubbish dumping	3.8%
Building, planning, housing, development	3.8%
Animal management	3.8%
Youth activities, services and facilities	3.8%
All other issues	32.1%
Respondents identifying an issue	30 (56.8%)

City of Melton	
Traffic management	21.8%
Roads maintenance and repairs	10.0%
Parks, gardens and open space	7.0%
Safety, policing and crime	5.5%
Parking	5.3%
Street lighting	4.3%
Street trees	4.0%
Rubbish and waste issues incl. garbage	3.9%
Footpath maintenance and repairs	3.6%
Cleanliness, general maintenance of area	3.3%
All other issues	44.6%
Respondents identifying an issue	482 (60.3%)



Perception of safety in the public areas of the City of Melton

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel?”

The perception of safety in the public areas of the City of Melton both during the day and at night remained relatively stable this year, as did the perception of safety in most of the situations and located listed on the survey form.

Particular attention, however, is drawn this year to the 6.9% decline in the perception of safety of respondents waiting for or travelling on public transport in 2021 over the results recorded in 2019. This variable was not included in the survey in 2020 due to the limitations imposed by the COVID-19 pandemic.

It is likely that this reduced perception of safety waiting for or travelling on public transport may be related, at least in part, to the impact of COVID-19 on respondents' perception of safety on public transport.

The only other perception of safety variable to record a notable decline this year was the perception of safety in and around the Melton Town Centre, which declined 4.5% this year. This was the only shopping area related variable to record a notable decline.

Metropolis Research also notes that the perception of safety at home alone after dark continued to increase in 2021 over previous years, up 2.2% this year, and up 12.2% since the question was first included back in 2018.



The following graph provides a breakdown of these results into the proportion of respondents answering the question who felt “very safe” (i.e., rated the perception of safety at eight or more), those who felt “neutral to somewhat safe” (rated five to seven), and those who felt “unsafe” (rated less than five).

Whilst approximately half or more of the respondents providing a response to these questions felt “very safe” in eight of the 10 locations and situations, attention is drawn to the fact that almost one-fifth of respondent felt unsafe at Lake Caroline at night (18.8%) and waiting for or travelling on public transport (19.4%).

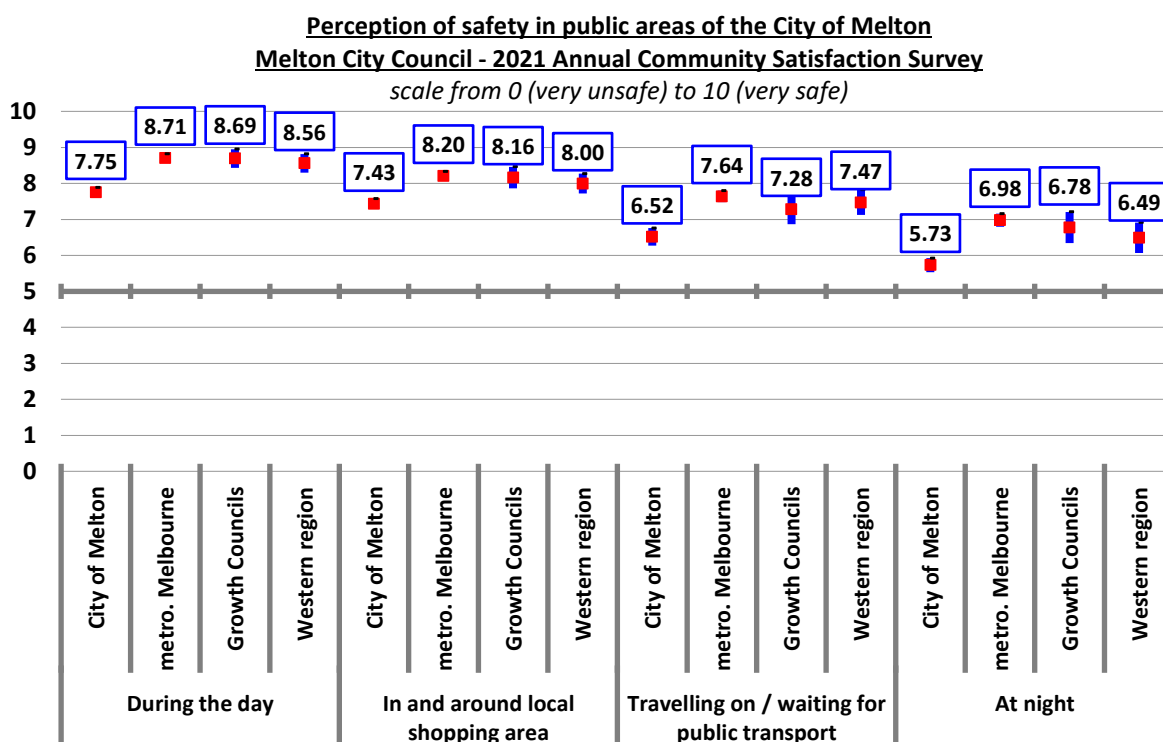
Consistent with the relatively mild perception of safety, it is noted that almost one-third (30.4%) of respondents felt unsafe in the public areas of the City of Melton at night. This is greater than the proportion of respondents who felt “very safe” at night.



The following graph provides a comparison of the perception of safety in the City of Melton compared to the metropolitan Melbourne, growth area councils, and the western region councils’ results. These comparison results are sourced from the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

Metropolis Research draws attention to the fact that the perception of safety in the public areas of the City of Melton remains measurably and significantly lower than the metropolitan Melbourne, western region, and growth areas councils’ averages.

This result is consistent with the results recorded in previous years, with the City of Melton consistently recording a lower perception of safety than the comparison areas.



Reasons for feeling less safe

There were 200 responses received from respondents who felt unsafe in one of the locations or situations discussed above. Consistent with previous years, the most common reasons why respondents felt unsafe were related to concerns around crime (including theft, robbery, violence), as well as issue with people (e.g., “gangs”, “youths”, “louts”). Metropolis Research also notes that a perceived lack of Police presence was identified by a small but consistent number of respondents.

Reasons for feeling unsafe in public areas of the City of Melton
Melton City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents rating safety less than five)

Reason	2021		2020	2019	2018	2017	2016
	Number	Percent					
Crime (theft, robbery, violence, etc) / incidents	72	36.0%	18.9%	27.2%	30.4%	29.1%	21.3%
Issues with people - gangs, youths, "louts" etc	45	22.5%	23.4%	23.5%	17.1%	22.1%	20.2%
Police presence	30	15.0%	14.4%	8.1%	11.6%	17.4%	8.5%
Lighting	18	9.0%	13.5%	11.0%	7.2%	3.3%	4.3%
Drug and alcohol issues	10	5.0%	12.6%	7.4%	6.1%	3.3%	12.8%
General safety	10	5.0%	9.9%	9.6%	9.9%	13.6%	17.0%
Image / feel of place and news reports	9	4.5%	1.8%	7.4%	6.1%	7.5%	5.3%
Traffic related	3	1.5%	1.8%	0.7%	3.3%	1.4%	3.2%
Public transport safety	2	1.0%	1.8%	2.2%	4.4%	2.3%	7.4%
Other	1	0.5%	1.8%	2.9%	3.9%	0.0%	0.0%
Total comments	200	100%	111	136	181	213	94

Sense of community

Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree) where 5 is neutral, please rate your agreement with the following statements regarding the local community.”

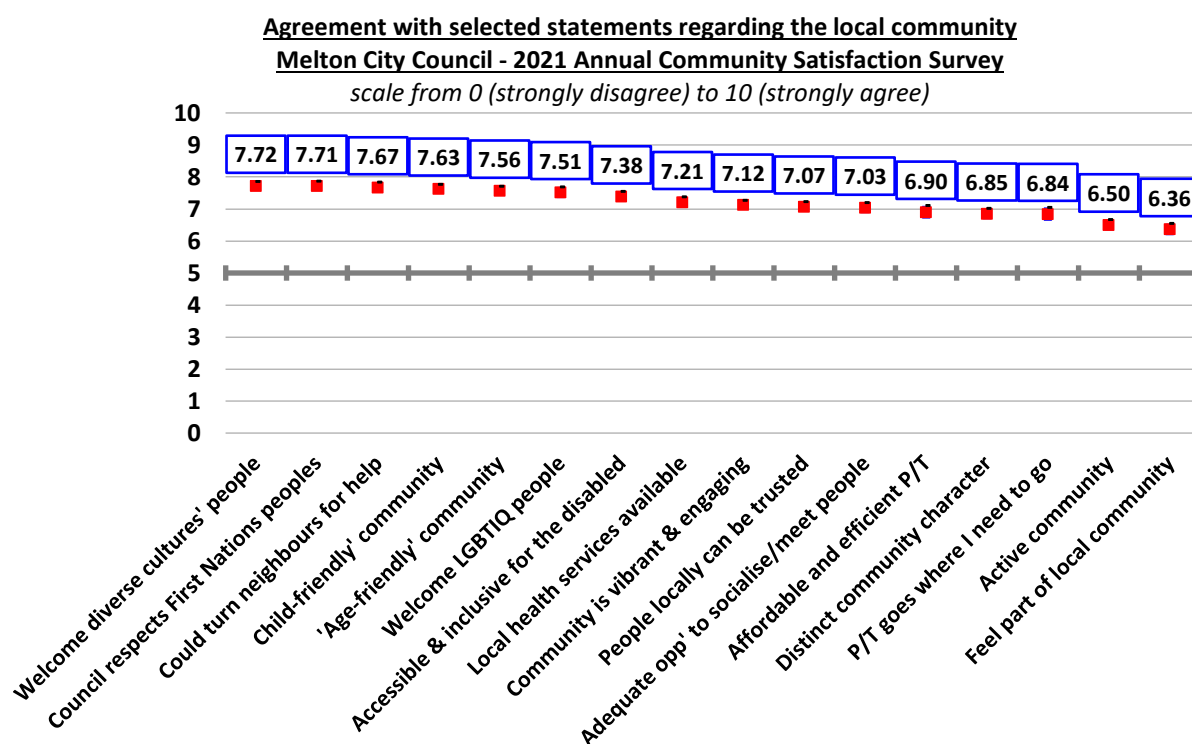
Respondents were again in 2021 asked to rate their agreement with 16 statements about the local sense of community, as well as statements about public transport.

The 2020 survey included only seven of these 16 statements, as the survey was reduced in size due to the COVID-19 pandemic.

The average agreement with 11 of these 16 statements remains at a strong level of agreement (average agreement of seven or more out of 10), whilst agreement with five was moderate.

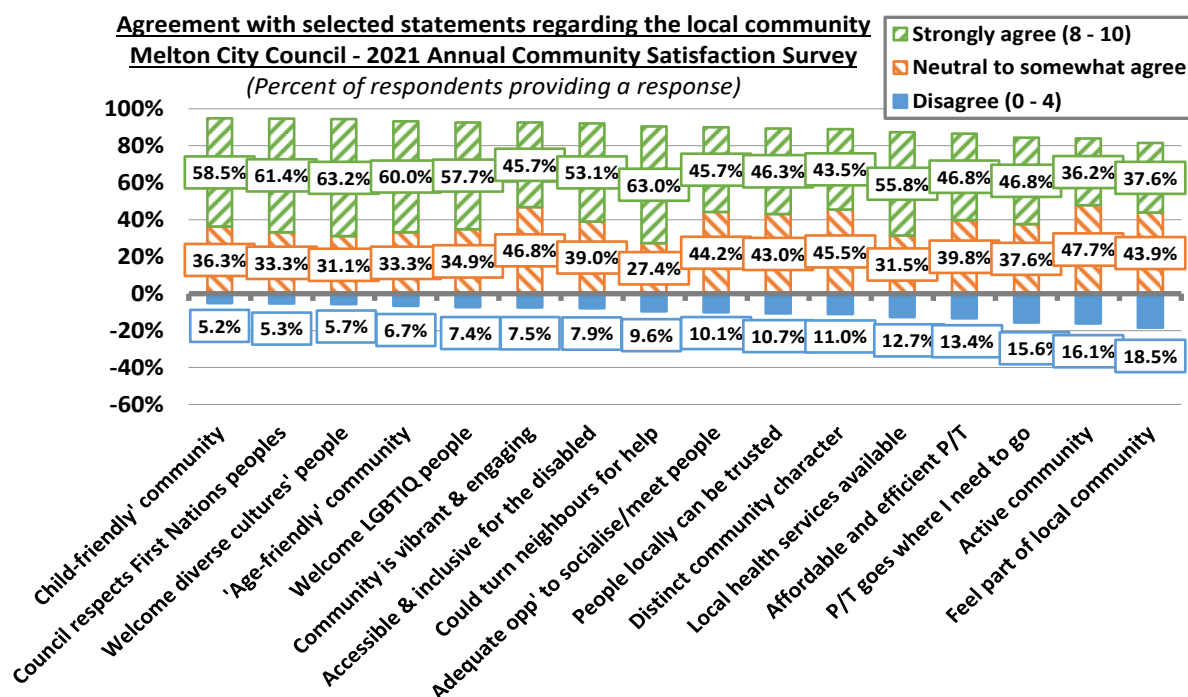
The average agreement with only three of these statements declined notably this year, those being: I / we feel part of the local community (down 8.1%), my / our neighbourhood has a distinct character, it’s a special place (down 5.4%), and the health services I / we need are available locally (down 3.7%).

It may well be the case that the COVID-19 pandemic has impacted on respondents’ views around these three aspects of the sense of local community.



The following graph provides a breakdown of these results into the proportion of respondents providing a response who “strongly agreed” (rated agreement at eight or more out of 10), those who were “neutral to somewhat agreed” (rated five to seven), and those who “disagreed” (rated zero to four).

Apart from it's an active community, people do things and get involved in local issues (36.2% strongly agree and 16.1% disagree), and I / we feel part of the local community (37.6% strongly agree and 18.5% disagree), close to half or more of the respondents providing a response to these statements strongly agreed with each statement.



Family violence

The family violence component of the survey includes a preliminary question asking respondents if they believe that family violence is common in the community, and then a follow up set of questions asking respondents if they agree or disagree with five statements relating to some of the drivers of, or myths that can justify or excuse family violence in the community.

Family violence is common in our community

There was a significant increase this year in the proportion of respondents who believed that family violence was common in their community, up from 19.4% last year to 29.4% this year.

This is the largest proportion of respondents who believe that family violence is common in their community since the question was first included in the survey program back in 2018.

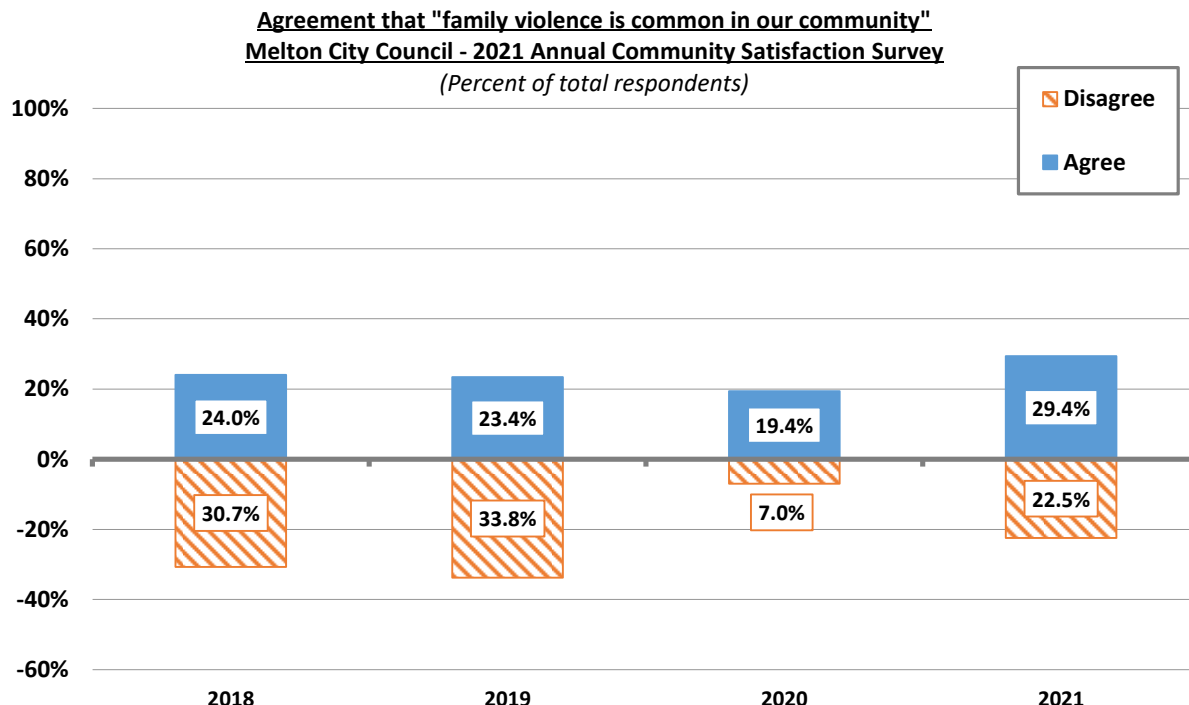
It is noted that in 2020, almost two-thirds of respondents did not provide a response to this question, which may reflect the fact that the survey was conducted between the first two COVID-19 lockdowns. The 2021 results included a significantly higher proportion of respondents feeling in a position to provide a response to this question.

Metropolis Research notes that this question is asking respondents if they believe that family violence is common in their community, a question about which the respondent is not able to make an informed judgement. The question in essence asks their perception of the extent of family violence in their community, and the results should be read as such.

As a result of the formulation of this question, a higher proportion of respondents agreeing that family violence is common in the community may well reflect a higher level of community engagement in the issues around family violence, which is a positive result, rather than a higher proportion agreeing to reflecting a higher level of actual family violence in the community.

Agreement with "family violence is common in our community"
Melton City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2021		2020	2019	2018
	Number	Percent			
Agree	235	29.4%	19.4%	23.4%	24.0%
Neutral	111	13.9%	9.3%	18.7%	20.1%
Disagree	180	22.5%	7.0%	33.8%	30.7%
Can't say	274	34.3%	64.3%	24.1%	25.2%
Total	800	100%	804	804	800

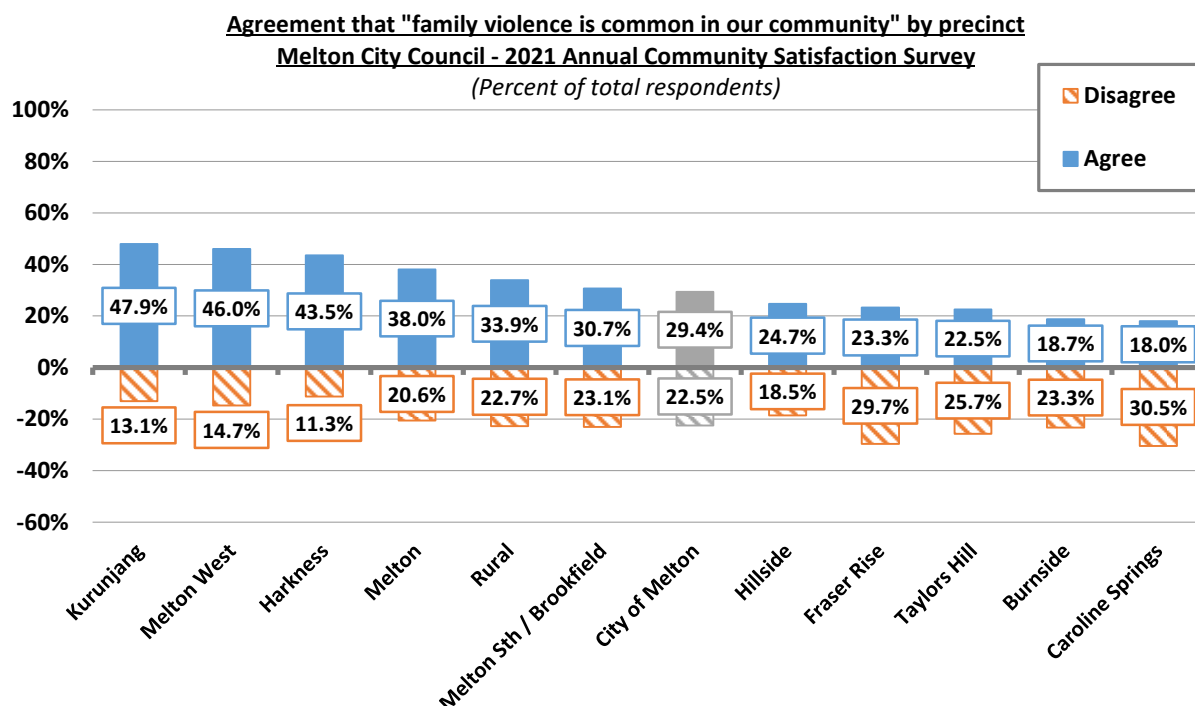


There was significant variation in this result observed across the municipality, as follows:

- **Kurunjang, Melton West, Harkness, and Melton precinct** – respondents were measurably more likely than average to agree that family violence was common in their community.

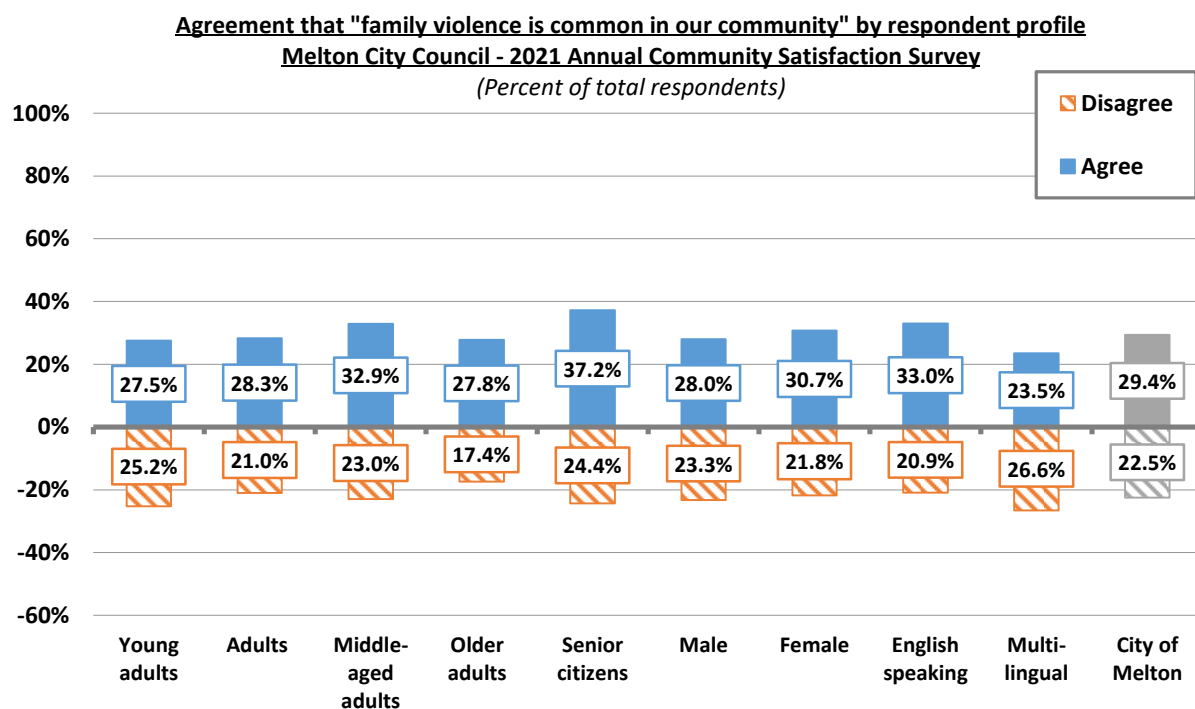


- **Burnside and Caroline Springs** – respondents were measurably less likely than average to agree that family violence was common in their community.



There was some variation in agreement that family violence was common in the community observed by respondent profile, with attention drawn to the following:

- **Senior citizens (aged 75 years and over)** – respondents were notably more likely than average to agree that family violence was common in their community. It is noted that senior citizens were also more likely than average to disagree, which highlights that senior citizen respondents tend to be more likely than average to provide responses to all questions in the survey.
- **Gender** – female respondents were very marginally, but not measurably more likely than average to agree that family violence was common in their community.
- **Language spoken at home** – respondents from English speaking households were measurably more likely than respondents from multi-lingual households to agree that family violence was common in their community.



Statements about family violence

Respondents were asked:

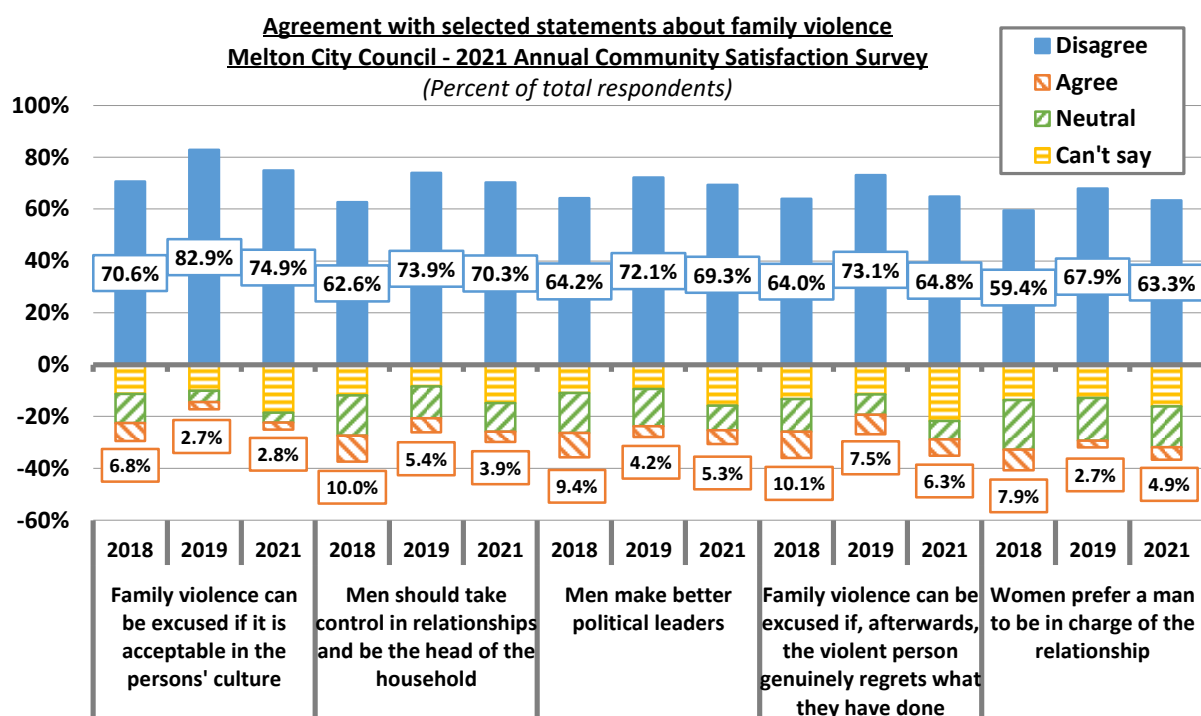
"On a scale from 1 (disagree) to 3 (agree), please rate your agreement with the following statements."

Respondents were again in 2021, asked whether they agreed or disagreed with five statements about family violence. These questions were previously included in the survey prior to 2020 but were not included in 2020.

Between two-thirds and three-quarters of respondents disagreed with each of these statements about family violence, which is a positive result. The proportion of respondents who disagreed with each of these five negative statements about family violence did increase marginally this year when compared to the results from 2019.

When averaged over the last three years the questions were included in the survey, the results have remained relatively stable.





Generally speaking, a breakdown of these results shows that respondents from Harkness, Kurunjang and to a lesser extent Melton West tend to be more likely than average to disagree with these statements, whilst respondents from Frasers Rise tend to be less likely to disagree.

Middle-aged adults (aged 45 to 59 years) and female respondents tend to be more likely to disagree with these statements, whilst senior citizens and male respondents tend to be less likely to disagree.

Respondent profile

The following section of this report provides details as to the demographic profile of the respondents to the survey. These results do show that the survey methodology has obtained a sample of residents that is both highly consistent over time, as well as being reflective of the underlying population of the City of Melton.

Age structure

Because the survey was conducted using a telephone survey methodology this year rather than the door-to-door methodology, the age structure of the respondents was less reflective of the underlying community than is typically obtained.

Consequently, the database was weighted by age and gender to ensure the final sample reflected the *Census* demographic profile, whilst meeting the 40% requirement of the *Performance Reporting Framework* prior to the weighting.

Age group
Melton City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Age	2021 (unweighted)		2021 (weighted)	2020	2019	2018	2017
	Number	Percent					
Adolescents (18 - 19 years)	12	1.5%	3.6%	3.6%	3.5%	4.9%	3.6%
Young adults (20 - 34 years)	112	14.0%	30.6%	30.6%	17.9%	19.5%	18.1%
Adults (35 - 44 years)	220	27.5%	23.6%	23.6%	23.9%	25.9%	27.8%
Middle-aged adults (45 - 59 years)	283	35.4%	24.2%	24.2%	30.8%	25.9%	28.0%
Older adults (60 - 74 years)	138	17.3%	14.1%	14.1%	19.8%	18.5%	19.2%
Senior citizens (75 years and over)	35	4.4%	3.9%	3.9%	4.1%	5.4%	3.3%
Not stated	0		0	0	1	4	3
Total	800	100%	804	804	804	800	800

Gender

Gender
Melton City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Gender	2021		2020	2019	2018	2017	2016
	Number	Percent					
Man or male	391	48.9%	48.9%	55.6%	48.0%	55.4%	50.4%
Woman or Female	409	51.1%	51.1%	44.1%	51.6%	44.2%	49.5%
Non-binary	0	0.0%	0.0%	0.1%	0.2%	0.4%	0.0%
Other	0	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%
Prefer not to say	0		0	2	9	6	2
Total	800	100%	804	804	800	800	800



Aboriginal and Torres Strait Islander**Household member identify as Aboriginal or Torres Strait Islander****Melton City Council - 2021 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Response	2021		2020	2019	2018	2017	2016
	Number	Percent					
Yes	8	1.0%	1.8%	1.3%	2.5%	2.8%	3.4%
No	778	99.0%	98.2%	98.7%	97.5%	97.2%	96.6%
Not stated	14		22	17	11	7	10
Total	800	100%	804	804	800	800	800

Household member with a disability**Household member with a disability****Melton City Council - 2021 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Response	2021		2020	2019	2018	2017	2016
	Number	Percent					
Yes	93	11.8%	16.9%	12.0%	12.8%	12.9%	12.1%
No	692	88.2%	83.1%	88.0%	87.2%	87.1%	87.9%
Not stated	15		31	14	6	8	1
Total	800	100%	804	804	800	800	800

Household member identifying as LGBTIQ**Household member identifying as LGBTIQ****Melton City Council - 2021 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Response	2021		2020	2019	2018
	Number	Percent			
Yes	24	3.1%	1.4%	2.0%	2.7%
No	755	96.9%	98.6%	98.0%	97.3%
Not stated	21		35	22	12
Total	800	100%	804	804	800



Language spoken at home

Language spoken at home
Melton City Council - 2021 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2021		2020	2019	2018	2017
	Number	Percent				
English	518	65.8%	64.1%	61.8%	67.0%	58.9%
Italian	32	4.1%	2.9%	2.1%	2.3%	2.1%
Punjabi	27	3.4%	1.5%	2.5%	2.3%	2.0%
Maltese	26	3.3%	2.8%	2.3%	2.9%	2.6%
Tagalog (Filipino)	24	3.0%	2.2%	2.1%	1.8%	2.6%
Hindi	20	2.5%	3.7%	3.9%	4.7%	3.4%
Croatian	13	1.7%	0.8%	0.8%	0.8%	0.9%
Mandarin	10	1.3%	0.4%	0.5%	1.1%	0.4%
Greek	8	1.0%	0.9%	2.1%	1.4%	2.0%
Spanish	8	1.0%	1.9%	2.1%	1.5%	3.0%
Sinhalese	7	0.9%	0.8%	1.1%	0.6%	1.1%
Arabic	6	0.8%	1.3%	1.5%	0.9%	2.0%
Macedonian	6	0.8%	0.8%	2.0%	1.4%	1.8%
Polish	6	0.8%	0.3%	0.3%	0.6%	0.9%
German	5	0.6%	0.4%	0.3%	0.5%	0.9%
Turkish	5	0.6%	1.0%	0.4%	1.0%	0.8%
French	4	0.5%	0.6%	0.1%	0.4%	0.9%
Malayalam	4	0.5%	0.4%	0.3%	0.4%	0.4%
Samoan	4	0.5%	0.3%	0.5%	0.1%	0.8%
Teluga	4	0.5%	0.0%	0.1%	0.0%	0.0%
Urdu	4	0.5%	0.6%	1.1%	0.6%	0.4%
Vietnamese	4	0.5%	0.9%	2.1%	0.6%	1.8%
Albanian	3	0.4%	0.4%	0.3%	0.1%	0.4%
Dutch	3	0.4%	0.1%	0.0%	0.1%	0.2%
Nepali	3	0.4%	0.3%	0.1%	0.1%	0.4%
Tamil	3	0.4%	1.3%	0.9%	0.1%	0.5%
Chinese, n.f.d	2	0.3%	0.0%	0.1%	0.3%	0.5%
Persian	2	0.3%	0.1%	0.0%	0.3%	0.0%
Serbian	2	0.3%	0.6%	0.6%	0.1%	0.4%
Somali	2	0.3%	0.0%	0.0%	0.0%	0.0%
Tongan	2	0.3%	0.7%	0.2%	0.0%	0.1%
All other languages (20 separately identified)	20	2.5%	8.0%	7.7%	5.8%	7.8%
Not stated	13		23	8	11	7
Total	800	100%	804	804	800	800

Household structure

Household structure
Melton City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2021		2020	2019	2018	2017	2016
	Number	Percent					
Two parent family total	434	56.3%	57.8%	52.2%	56.1%	53.9%	52.8%
youngest child 0 - 4 years	122	15.8%	15.6%	14.6%	12.8%	13.5%	14.7%
youngest child 5 - 12 years	139	18.0%	18.0%	16.1%	18.0%	20.0%	16.2%
youngest child 13 - 18 years	89	11.5%	11.3%	9.8%	9.7%	8.7%	8.7%
adult children only	84	10.9%	12.9%	11.6%	15.7%	11.6%	13.2%
One parent family total	48	6.2%	8.1%	9.3%	6.7%	7.6%	7.1%
youngest child 0 - 4 years	14	1.8%	1.3%	1.6%	0.6%	1.4%	1.4%
youngest child 5 - 12 years	13	1.7%	1.7%	1.6%	1.3%	1.9%	1.6%
youngest child 13 - 18 years	5	0.6%	2.2%	1.6%	1.3%	0.5%	0.9%
adult children only	16	2.1%	2.9%	4.4%	3.5%	3.8%	3.2%
Couple only household	165	21.4%	20.0%	21.3%	19.3%	23.5%	22.0%
Group household	45	5.8%	4.5%	8.5%	9.6%	6.3%	6.7%
Sole person household	72	9.3%	8.0%	8.5%	8.0%	7.2%	9.1%
Other	7	0.9%	1.6%	0.3%	0.3%	1.5%	2.3%
Not stated	29		43	5	27	9	10
Total	800	100%	804	804	800	800	800

Housing situation

Housing situation
Melton City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2021		2020	2019	2018	2017	2016
	Number	Percent					
Own this home	363	47.6%	39.0%	51.5%	52.2%	39.6%	45.4%
Mortgage (paying-off this home)	301	39.4%	42.4%	31.7%	29.9%	41.8%	34.1%
Renting this home	87	11.4%	15.6%	16.1%	16.3%	17.4%	18.2%
Other arrangement	12	1.6%	2.9%	0.8%	1.7%	1.1%	2.3%
Not stated	37		50	8	14	8	10
Total	800	100%	804	804	800	800	800



Business owner

Household member own / manage a business in the City of Melton
Melton City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2021		2020	2019	2018	2017
	Number	Percent				
Yes	103	13.4%	13.5%	9.0%	10.4%	7.5%
No	667	86.6%	86.5%	91.0%	89.6%	92.5%
Not stated	30		42	8	0	0
Total	800	100%	804	804	800	800

Period of residence

Period of residence in the City of Melton
Melton City Council - 2021 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2021		2020	2019	2018	2017	2016
	Number	Percent					
Less than one year	9	1.2%	1.7%	6.7%	6.9%	4.7%	5.1%
One to less than five years	68	8.8%	12.4%	19.1%	17.6%	19.6%	12.5%
Five to less than ten years	163	21.0%	21.3%	17.4%	21.1%	19.9%	27.4%
Ten years or more	536	69.1%	64.6%	56.8%	54.4%	55.8%	54.9%
Not stated	24		35	1	8	7	1
Total	800	100%	800	804	800	800	800



General comments

Respondents were asked:

“Do you have any further comments you would like to make?”

A total of 256 general comments were received from respondents, up from 124 last year.

These general comments are included in verbatim form in the following section and are broadly categorised in the following table.

The most common issues raised by respondents related to Council services and facilities, traffic and roads, and safety, policing and crime related issues.

Summary of general comments
Melton City Council - 2021 Annual Community Satisfaction Survey
 (Number of responses)

Comment	2021		2020	2019	2018	2017	2016
	Number	Percent					
Council services and facilities	47	18.4%	18.5%	11.7%	1.9%	7.1%	2.2%
Traffic and roads	29	11.3%	9.7%	12.5%	13.2%	11.8%	11.7%
Safety, policing and crime	22	8.6%	3.2%	5.8%	15.1%	15.7%	10.1%
Public transport	19	7.4%	5.6%	4.2%	1.9%	2.4%	7.3%
Waste management and cleanliness	18	7.0%	9.7%	5.8%	7.5%	5.5%	5.0%
General positive	17	6.6%	1.6%	8.3%	9.4%	7.1%	7.8%
Communication, consultation, responsiveness	14	5.5%	2.4%	0.0%	1.9%	6.3%	2.2%
Parks, gardens and open spaces	13	5.1%	5.6%	11.7%	1.9%	5.5%	5.6%
Tree maintenance	9	3.5%	4.0%	3.3%	1.9%	3.9%	5.6%
Parking	9	3.5%	4.0%	3.3%	1.9%	3.1%	2.8%
Rates	8	3.1%	4.8%	8.3%	7.5%	4.7%	8.9%
Council governance and performance	8	3.1%	4.0%	0.0%	0.0%	7.1%	14.0%
Planning, building and development	7	2.7%	2.4%	0.0%	0.0%	5.5%	2.8%
Footpaths	6	2.3%	7.3%	0.0%	0.0%	1.6%	1.7%
Comments on the survey	5	2.0%	2.4%	6.7%	7.5%	3.1%	0.6%
Animal management	4	1.6%	2.4%	0.8%	5.7%	0.0%	2.8%
Lighting	2	0.8%	3.2%	0.0%	3.8%	0.0%	0.0%
Support for business	1	0.4%	4.0%	0.0%	0.0%	0.0%	0.0%
Schools / education	1	0.4%	0.0%	0.0%	1.9%	3.1%	1.1%
COVID-19 issues	0	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Other	17	6.6%	3.2%	17.5%	17.0%	6.3%	7.8%
Total	256	100%	124	120	53	127	179

