



***Melton City Council***

# ***2018 Community Satisfaction Survey***

***August 2018***



***Prepared for:***

Melton City Council

***Prepared by:***

Metropolis Research  
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**Contact Details**

This report was prepared by Metropolis Research Pty Ltd on behalf of the Melton City Council. For more information, please contact:

**Dale Hubner**  
Managing Director  
Metropolis Research Pty Ltd

P O Box 1357  
CARLTON VIC 3053

(03) 9272 4600  
[d.hubner@metropolis-research.com](mailto:d.hubner@metropolis-research.com)



**Michelle Rowe**  
Social Planning Officer  
Melton City Council

232 High Street  
Melton Vic 3337

(03) 9747 7200  
[MichelleRO@melton.vic.gov.au](mailto:MichelleRO@melton.vic.gov.au)



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## Introduction

Metropolis Research was commissioned by Melton City Council to undertake this, its fourth *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 the city of Melton at the moment
- ⊗ Community perception of safety in public areas of Melton
- ⊗ Housing related financial stress and food security
- ⊗ Satisfaction with aspects of traffic and parking
- ⊗ Satisfaction with Council customer service
- ⊗ Respondent profile.

In addition to these core components that are to be included every year, the *Melton City Council – 2018 Community Satisfaction Survey* includes questions exploring additional issues of importance that reflect Council's current requirements. The 2018 survey includes questions related to the following issues:

- ⊗ Preferred methods of receiving / seeking information from Council
- ⊗ Attitudes towards violence
- ⊗ Family violence
- ⊗ Sense of community

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

## **Methodology**

The *Melton City Council – 2018 Community Satisfaction Survey* was conducted as a door-to-door interview style survey of eight hundred households drawn in equal numbers from across the nine precincts of the municipality during the months of June and July 2017.

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

## **Response rate and statistical significance**

A total of approximately 4,924 households were approached by Metropolis Research to participate in the *Melton City Council – 2018 Community Satisfaction Survey*. Of these households, 3,065 were unattended at the time, were therefore not invited to participate and played no further part in the process. A total of 1,059 refused the offer to participate, and eight hundred completed the survey. This provides a response rate of 43.0%, which is higher than the 28.5% recorded in 2017.

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

## **Governing Melbourne**

*Governing Melbourne* is a service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of approximately one thousand respondents 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 – 2017 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 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 the municipalities of Maribyrnong, Hobsons Bay, Wyndham, Brimbank, Melton, and Moonee Valley). It is important to note that at this stage the *Governing Melbourne* results are based on the 2017 survey and will be updated with 2018 results as soon as they become available.

## **Glossary of terms**

### *Precinct*

The term precinct is used by Metropolis Research to describe the small areas utilised by Council in the *Community Profile*. Readers seeking to use precinct results should seek clarification of specific precinct boundaries 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 due to the fact that 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 none-the-less 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 interpretative 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. The precincts used in this report are as follows:

Precincts within Melton Township:

- ⊗ Melton precinct, Melton West, Kurunjang, Melton South / Brookfield

Precincts at the urban fringe:

- ⊗ Burnside, Caroline Springs, Hillside, Taylors Hill

Rural Precinct:

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



## Executive summary

Metropolis Research conducted this, Council's fourth *Annual Community Satisfaction Survey*, as a door-to-door, interview style survey of eight hundred respondents in June and July 2018.

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

The survey also measured the importance to the community of the thirty-nine individual services and facilities, explored the top issues the community feel need to be addressed in the municipality at the moment, as well as the perception of safety in Melton's public areas.

In addition to these core components, the survey also explores a range of one-off questions and in 2018 this included questions on the sense of community in the City of Melton, the preferred methods of seeking and receiving information from Council, and a set of questions around the perception of family violence.

Satisfaction with the **overall performance** of Melton City Council increased by 9.3% this year to 7.12 (up from 6.51) although it remains categorised as "good".

This is a significant increase and one that returns satisfaction with Council's overall performance to a trend line of increasing satisfaction recorded since the program commenced in 2014.

This result was measurably and significantly higher than the western region councils' average (6.55) and the metropolitan Melbourne average (6.53), as recorded in the 2017 *Governing Melbourne* research conducted independently by Metropolis Research.

In the experience of Metropolis Research, particularly in the western region of metropolitan Melbourne, it is unusual for overall satisfaction to be more than seven out of ten, and this Melton result reflects well on how the community views the performance of the Melton City Council.

Almost half (46.2%) of respondents were very satisfied with Council's overall performance (rating eight or more), whilst 5.9% were dissatisfied (rating zero to four). There was some variation in satisfaction observed, as follows:

- **More satisfied than average** – younger respondents, female respondents, group households, rental households, and new residents of Melton (less than five years in the municipality).
- **Less satisfied than average** – middle-aged respondents, mortgagee households, one-parent families, and long-term residents (ten years or more in the municipality).

The most common responses from respondents as to how Council could improve performance related to additional communication and consultation with the community.



Consistent with the high level of overall satisfaction, satisfaction with the six included aspects of **governance and leadership** also increased measurably this year to 7.02, up 12.3% on the unusually low result last year of 6.25, and is now rated as “good”, up on the previous “solid”.

Metropolis Research notes that satisfaction with aspects of governance and leadership were all measurably and significantly higher in the City of Melton than the 2017 metropolitan Melbourne results.

Satisfaction with **Council’s customer service** delivery increased measurably this year (up 6.1%), with an average satisfaction with the eight included aspects of customer service of 7.95, rated as “excellent”. Satisfaction with Council’s customer service appears to be both consistently high and higher than the metropolitan Melbourne average.

Satisfaction with the **services and facilities** provided by the Melton City Council remains on average high at 7.39 out of ten despite declining by an average of 1.2% this year. Satisfaction with services and facilities is rated as “very good”. This is almost identical to the 2017 metropolitan Melbourne average satisfaction with a similar group of services and facilities of 7.37 (rated as “very good”).

Satisfaction with all the waste and recycling services as well as the local library all reported higher than average satisfaction, and were rated as “excellent”. No services or facilities were rated as “solid”, “poor” or lower satisfaction.

**Traffic management issues** remain significant issues in the City of Melton. One-quarter of respondents raised these mainly congestion and commuting time related issues as the top issues to address in the municipality at the moment. These issues appear to be concentrated on aspects such as traffic congestion on main roads, as satisfaction with the performance of council in managing local traffic was rated as “good” at 6.71. It was however the second lowest satisfaction score of the thirty-nine services and facilities included in the survey. Metropolis Research suggests that traffic management in the broader sense exerts a mildly negative influence on overall satisfaction.

The **perception of safety in the public areas** of the City of Melton both during the day and at night remains relatively low, and lower than the metropolitan Melbourne averages. These lower than average perception of safety scores are reflected across the western region of metropolitan Melbourne, and are not unique to the City of Melton. “Safety, policing and crime” related issues were raised as issues to address in Melton by 19.8% of respondents, which is down on the very high 31.8% recorded last year, but still well above the metropolitan Melbourne average.

In 2017, Metropolis Research noted significant community concern about the perception of safety from violent crime, and that this high level of concern was a significant factor underpinning the unusually low satisfaction scores recorded in the survey that year. Whilst the issues of safety from crime remain significant in the municipality, it does appear this year that community sentiment has recovered somewhat, and that satisfaction with Council has returned to trend levels of satisfaction, despite the fact that safety and policing concerns remain prominent in the community.



The **sense of community** in the City of Melton remains relatively high, with attention drawn to the very strong agreement that “the Melton community is accepting of people from diverse cultures and backgrounds” which was rated at 7.57 out of ten. This is a very positive result that reflects the very diverse nature of the Melton community.

There were an extensive set of sixteen sense of community statements included in the survey, and the majority of respondents agreed with all statements. There was strong support for the view that the City of Melton is a child-friendly community, is accessible and inclusive for people with disability, is an age-friendly community, that Council respects, reflects and inclusive of First Nation peoples, and that the community is welcoming and supportive of LGBTIQ people.

Almost one-quarter (24.0%) of respondents agreed that “**family violence** is common in our community”, whilst almost one-third (30.7%) disagreed. The survey also asked respondents if they agreed or disagreed with five statements about family violence, which reflect contemporary community standards. Whilst there was solid agreement with these statements, the survey does identify that a small minority of respondents held views about family violence that are not in line with contemporary community standards.

**Housing related financial stress** appears to have diminished in intensity in the City of Melton in recent years. In 2018, 31.7% of mortgagee households and 32.6% of rental households reported that their housing costs place at least some stress on the household’s finances this year.

There remains a small proportion of respondent households in the City of Melton that struggle with **food security**. In 2018, a total of 3.3% of respondent households reported that their household had run out of food at least once in the last twelve months and not been able to afford to buy more until the next pay-check arrived.

The most commonly **preferred methods of seeking or receiving information from Council** remain direct mail / letterbox drop of information (46.1%), the Council website (36.3%), articles in the local newspapers (31.8%), social media (19.0%), and information sent with the rates notice (18.6%).

Significant variation in the preferred methods of communication were observed based on the respondents age structure. Generally speaking, older respondents preferred printed communication methods (including information in local newspapers), whilst younger respondents were more likely to prefer electronic methods and social media.

In summary, the 2018 *Annual Community Satisfaction Survey* reported a strong improvement in community satisfaction with the overall performance of Council, Council’s governance and leadership, and customer service. The issues around the perception of safety from crime, particularly violent crime and home invasions, remain very prominent in the community. These concerns in 2018 however, do not appear to be significant factor in community satisfaction with the performance of Council.

Satisfaction with the performance of Melton City Council is at its highest level recorded since Metropolis Research commenced the survey program in 2014.



## Key findings

The following outlines the key findings from the *Melton City Council – 2018 Community Satisfaction Survey* for each section of the survey.

### Overall performance

- ⊗ Satisfaction Council’s overall performance increased measurably and significantly this year, up 9.3% from 6.51 to 7.12, although it remains “good”.
- ⊗ This result was measurably higher than the 2017 metropolitan Melbourne (6.53) and western region (6.55) averages from *Governing Melbourne*.
- ⊗ Overall satisfaction was highest in Taylors Hill (7.25), and lowest in the Kurunjang precinct (6.92).
- ⊗ Younger adults (aged 20 to 34 years) and senior citizens (aged 75 years and over), females, group and rental households, and newer residents of the City of Melton tended to be more satisfied than the municipal average.
- ⊗ Middle-aged adults (aged 45 to 59 years), mortgagee households, one-parent families, and long-term residents of the City of Melton tended to be less satisfied than average.
- ⊗ Whilst more than one-third (46.2%) of respondents were “very satisfied” with Council’s overall performance (rating 8 or more out of ten), only 5.9% (down from 12.2%) were dissatisfied.

### Governance and leadership

- ⊗ The average satisfaction with the six aspects of governance and leadership was 7.02, an increase of 12.3% on the 6.25 recorded in 2017. This result is measurably higher than the 2017 metropolitan Melbourne average of 6.30.
- ⊗ Satisfaction with the six aspects of governance and leadership can best be summarised as follows:

○ Meeting its environmental responsibilities	(7.56 up from 7.03)	“very good”
○ Community consultation and engagement	(6.74 up from 6.22)	“good”
○ Responsiveness to local community needs	(7.04 up from 6.21)	“good”
○ Making decisions in interests of community	(7.07 up from 6.04)	“good”
○ Representation, lobbying and advocacy	(6.83 up from 6.00)	“good”
○ Maintaining community trust and confidence	(6.90 down from 6.91)	“good”.



## **Issues for Melton City Council to address in the coming year**

- ⊗ A total of 1,143 responses were obtained from 613 respondents (76.7% down from 85.8%).
- ⊗ The top six issues for the City of Melton identified by respondents were:
  - Traffic management (25.0% down from 26.5%)
  - Safety, policing and crime issues (19.8% down from 31.8%)
  - Parking (9.8% up from 8.8%)
  - Parks, gardens and open space (8.1% down from 9.4%)
  - Street lighting (7.4% up from 6.1%).
  - Roads maintenance and repairs (6.4% down from 11.6%).

## **Perceptions of safety in public areas**

- ⊗ The perception of safety in public areas of Melton remains low, particularly at night, as follows:
  - In public areas during the day (7.43 down from 7.61)
  - In and around Caroline Springs S.C (7.29 down from 7.49)
  - In and around Melton Town Centre (7.17 down from 7.21)
  - In and around local shopping area (7.39 up from 7.20)
  - In and around WoodGrove S.C (7.27 up from 7.17)
  - At local community events (7.05 up from 6.72)
  - At home alone after dark (6.90 - new)
  - Travelling on / waiting for public transport (6.68 up from 6.52)
  - At Lake Caroline at night (5.87 - new)
  - In public areas at night (5.64 up from 5.33).

## **Housing related financial stress**

- ⊗ Of the 376 respondents from rental and mortgagee households, 32.0% (down from 38.1%) reported that they experience some level of housing related financial stress:
  - Rental households (32.6% down from 42.3%) perceive some level of housing related financial stress.
  - Mortgagee households (31.7% down from 37.6%) perceive some level of housing related financial stress.

## **Food security**

- ⊗ Approximately three percent of respondents (3.3% down from 5.3%) reported that their household had run out of food at least once in the last twelve months and couldn't afford to buy more.



## Perception of family violence

⊗ Respondents were asked to rate their level of agreement with the statements relating to family violence, as follows:

- Family violence is common in our community                      24.0% agreed / 30.7% disagreed
- Family violence can be excused if it is acceptable in the persons' culture  
6.8% agreed / 70.6% disagreed
- Men make better political leaders                                      9.4% agreed / 64.2% disagreed
- Family violence can be excused if, afterwards, the violent person genuinely regrets what they  
have done    10.1% agreed / 64.0% disagreed
- Men should take control in relationships and be the head of the household  
10.0% agreed / 62.6% disagreed
- Women prefer a man to be in charge of the relationship  
7.9% agreed / 59.4% agreed.

## Planning and housing development

⊗ Less than ten percent of respondents reported being personally involved in planning in the last 12 months (2.9% as applicants, 1.3% as objectors, and 0.8% other involvement).

⊗ Two new aspects were added this year and the average satisfaction with the six aspects of planning and housing development was 7.02 in 2018, When comparing just the four aspects that were included in previous years, satisfaction was 6.88, a statistically significant increase of 5.7% on the 6.51 recorded last year.

- Maintaining local heritage and significant sites                      (7.13 down from 7.32)                      "good"
- Appearance and quality of new developments                      (6.93 down from 7.12)                      "good"
- Effectiveness of community consultation                              (6.13 down from 6.96)                      "solid"
- Opportunities to participate in strategic planning                      (5.86 down from 6.84)                      "poor".

## Preferred methods of receiving or seeking information from Council

⊗ Almost all respondents (94.0%) identified at least one method by which they would like to receive or seek information from Council, identifying an average of approximately three methods each. The top methods were:

- Direct mail / letterbox drop of printed material                      (46.1% up from 42.1%)
- Council's website    (36.3% down from 46.5%)
- Articles in the local newspaper    (31.8% down from 28.8%)
- Social media    (19.0% down from 21.9%)
- Information sent with the rates notice                                      (18.6% down from 24.6%)
- Calling Council via telephone    (18.1% down from 21.4%)
- Mobile phone / tablet app    (17.6% up from 13.6%)
- Flyers / brochures at locations in the community)                      (17.5% down from 18.5%).



## Sense of community

- ⊗ Respondents were asked to rate their agreement with sixteen **community related** statements. Agreement with these statements can best be summarised as follows:

○ Welcome diverse cultures' people	(7.57)	"good"
○ Local health services available	(7.53)	"good"
○ Child-friendly community	(7.47)	"good"
○ Could turn to neighbors for help	(7.29)	"good"
○ Accessible & inclusive for the disabled	(7.29)	"good"
○ 'Age-friendly' community	(7.20)	"good"
○ Council respects First Nations peoples	(7.11)	"good"
○ Welcome LGBTIQ people	(7.02)	"good"
○ Community is vibrant & engaging	(6.95)	"good"
○ Adequate opp' to socialize / meet people	(6.93)	"good"
○ People locally can be trusted	(6.89)	"good"
○ Feel part of local community	(6.63)	"good"
○ Distinct community character	(6.62)	"good"
○ Affordable and efficient P/T	(6.59)	"good"
○ P/T goes where I need to go	(6.59)	"good"
○ Active community	(6.38)	"good"

## Traffic and parking

- ⊗ Respondents were asked to rate their satisfaction with the volume and speed of traffic and the availability of parking on both local residential streets and main roads. Satisfaction was recorded as follows:

○ Volume of traffic on residential streets	(6.51 down from 6.54)	"good"
○ Speed of traffic on residential streets	(6.45 up from 6.44)	"solid"
○ Availability of parking on residential streets	(6.59 up from 6.44)	"good"
○ Availability of parking on main roads	(6.14 down from 6.41)	"solid"
○ Speed of traffic on main roads	(6.29 down from 6.40)	"solid"
○ Volume of traffic on main roads	(5.89 up from 5.74)	"poor".

## Customer service

- ⊗ A little less than half of the respondents (40.0% down from 44.0%) contacted Council in the last year.
- ⊗ The main forms of contact were by telephone (61.5 up from 60.5%) and visits in person (20.2% down from 22.2%).
- ⊗ An Internet-based method (website and email) was used by 8.1% up from 5.8%.



- ⊗ Average satisfaction with eight included aspects of customer service was 7.95 (up from 7.49), or “excellent”, and is comprised of the following:

○ Understand language needs (multi-lingual only)	(8.86 up from 8.49)	“excellent”
○ Opening hours	(8.15 up from 8.01)	“excellent”
○ General reception	(8.09 up from 7.88)	“excellent”
○ Access to relevant officer	(7.88 up from 6.89)	“excellent”
○ Courtesy of service	(7.76 up from 7.71)	“excellent”
○ Provision of information	(7.76 up from 6.98)	“excellent”
○ Care and attention to enquiry	(7.70 up from 7.17)	“very good”
○ Speed of service	(7.38 up from 6.77)	“very good”.

### **Importance of Council services and facilities**

- ⊗ The average importance of the thirty-six services and facilities was 8.73 (identical to 8.72 last year) out of a potential ten.

- ⊗ The five most important services in 2018:

○ Services for people with a disability	(9.43 up from 9.19)
○ Services for seniors	(9.25 up from 9.17)
○ Family support and Emergency relief	(9.23 - new)
○ Regular garbage collection	(9.22 down from 9.46)
○ Regular recycling	(9.20 down from 9.39).

- ⊗ The five least important services in 2018:

○ Moving Ahead (Council’s printed biannual newsletter)	(7.90 up from 7.51)
○ Public art and exhibitions	(7.95 - new)
○ Council information and columns in local papers	(8.14 up from 7.45)
○ Melton Learning	(8.22 - new)
○ Provision of cultural events	(8.23 up from 8.00).

### **Satisfaction with Council services and facilities**

- ⊗ The average satisfaction with the thirty-nine services and facilities was 7.39 (down from 7.48) out of a potential ten, a level of satisfaction best categorised as “very good”.

- ⊗ This result is broadly consistent with the 2017 metropolitan Melbourne (7.47) and the western region (7.46) results.

- ⊗ The five services with the highest satisfaction in 2018:

○ Regular garbage collection	(8.62 down from 8.76)	“excellent”
○ Regular recycling	(8.51 down from 8.63)	“excellent”
○ Green waste collection	(8.45 down from 8.54)	“excellent”
○ Local library	(8.40 down from 8.83)	“excellent”
○ Health services for babies, infants and toddlers	(7.76 down from 8.43)	“excellent”.

- ⊗ The five services with the lowest satisfaction in 2018:

○ Public toilets	(6.56 up from 6.51)	“good”
○ Local traffic management	(6.71 up from 6.32)	“good”
○ Footpath maintenance and repairs	(6.75 up from 6.27)	“good”
○ Maintenance and repair of sealed local roads	(6.81 up from 6.71)	“good”
○ Parking enforcement	(6.86 up from 6.61)	“good”.



## Council’s overall performance

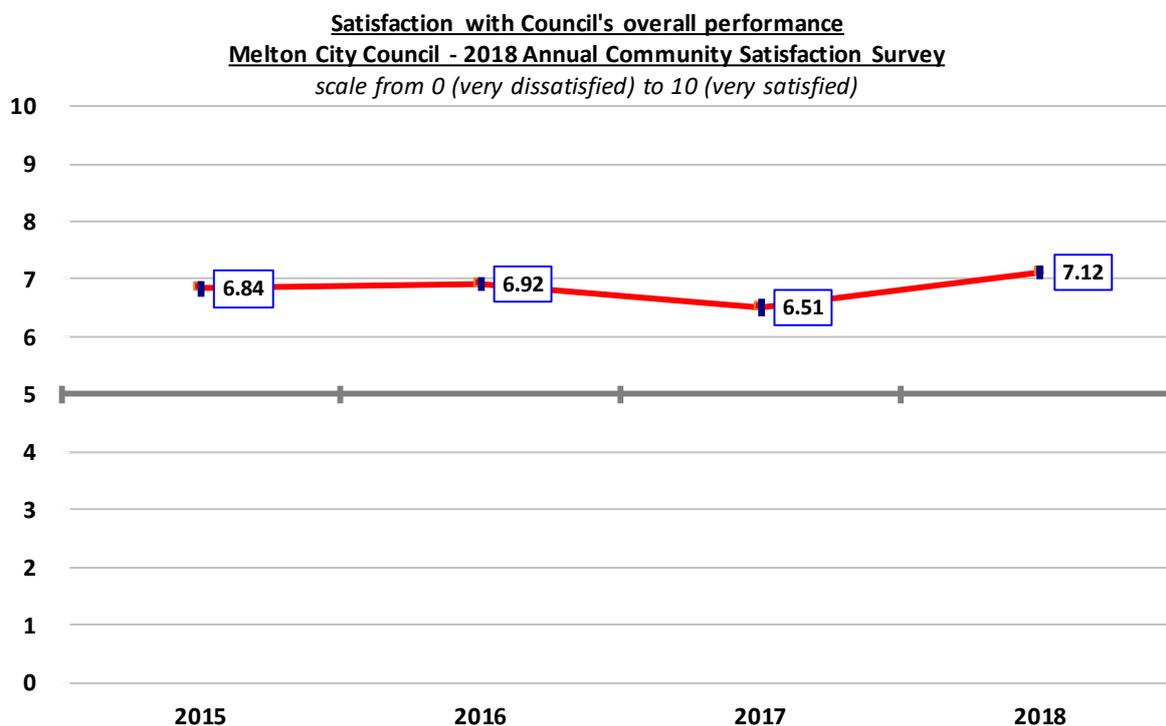
Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility (overall performance) increased measurably and significantly this year, up 9.3% from 6.51 to 7.12, although it remains “good”.

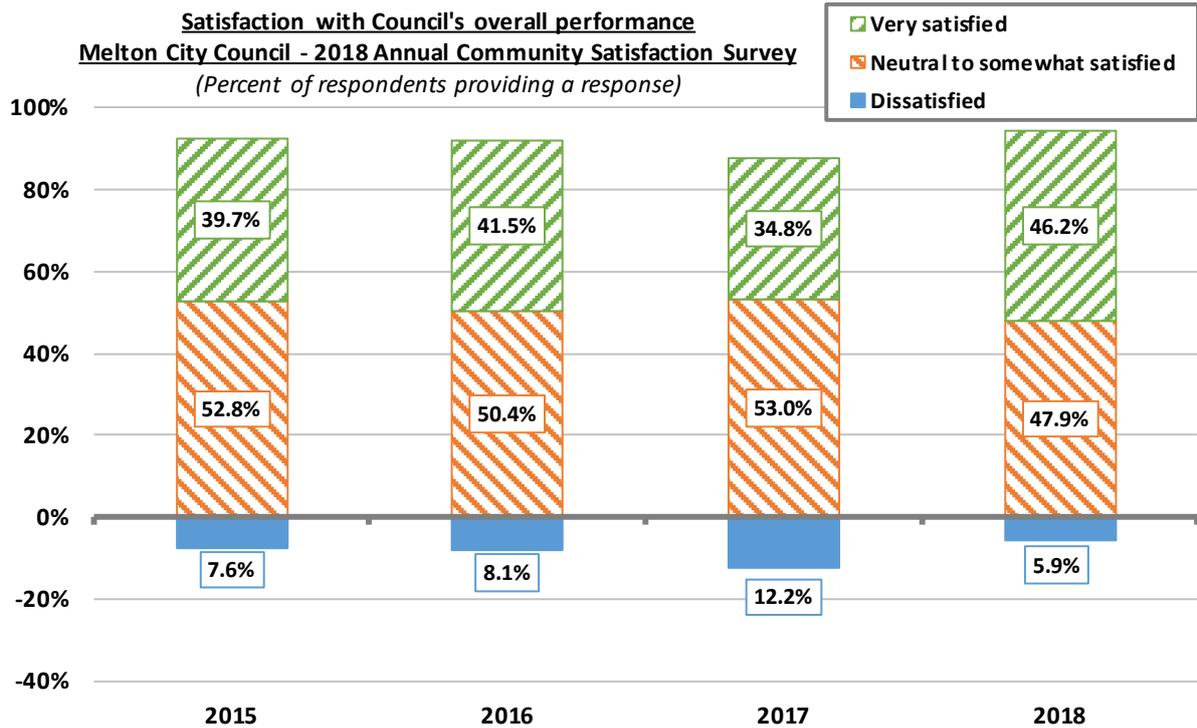
This increase reverses the unusually large decline recorded last year and returns overall satisfaction to the longer-term trend of increasing satisfaction.

It would appear from these results, that the 2017 result was an unusually low for the City of Melton. As discussed later in this report, this may reflect the fact that issues with the perception of safety and fear of crime, whilst still very significant in the municipality, have dissipated somewhat from the very high levels of concern that were evident last year. These issues did appear to exert a significant negative influence on overall satisfaction, and whilst this is still to some extent true, the level of concern appears to have declined.

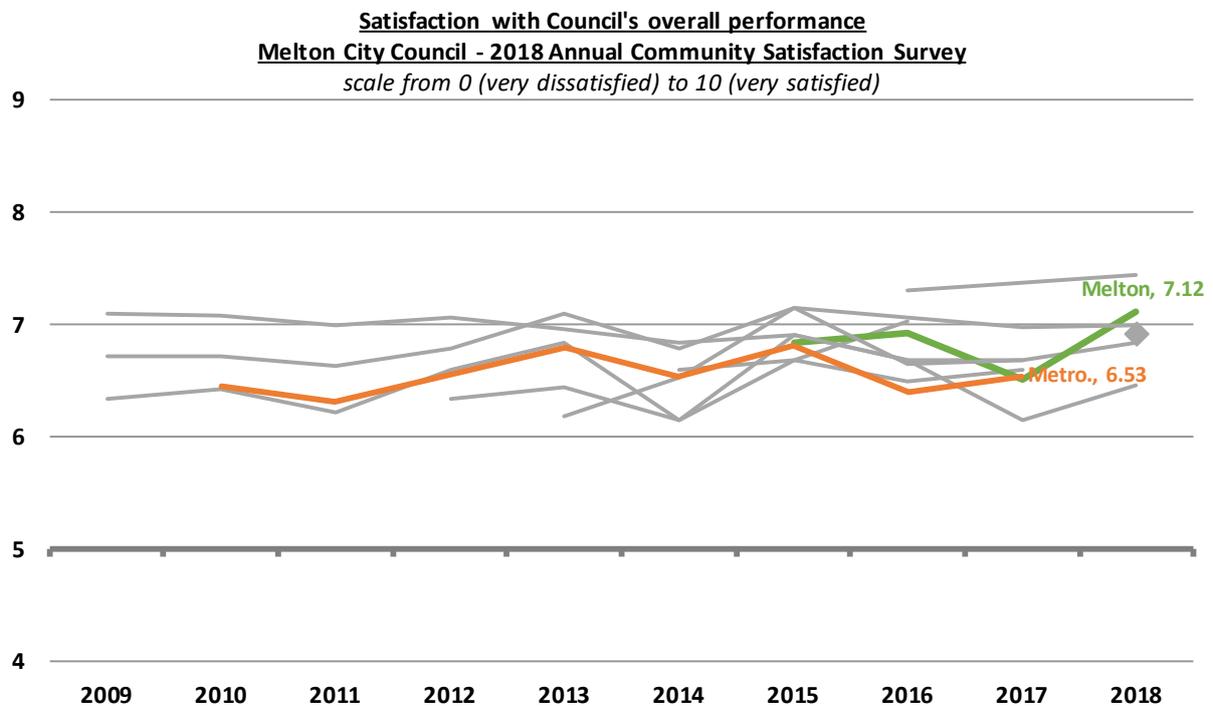


Consistent with this increase in average satisfaction there was a significant increase in the proportion of respondents very satisfied with Council’s overall performance (rating eight or more out of ten), which increased from 34.8% to 46.2%, and the proportion of dissatisfied respondents (rating zero to four) decreased from 12.2% to 5.9%.



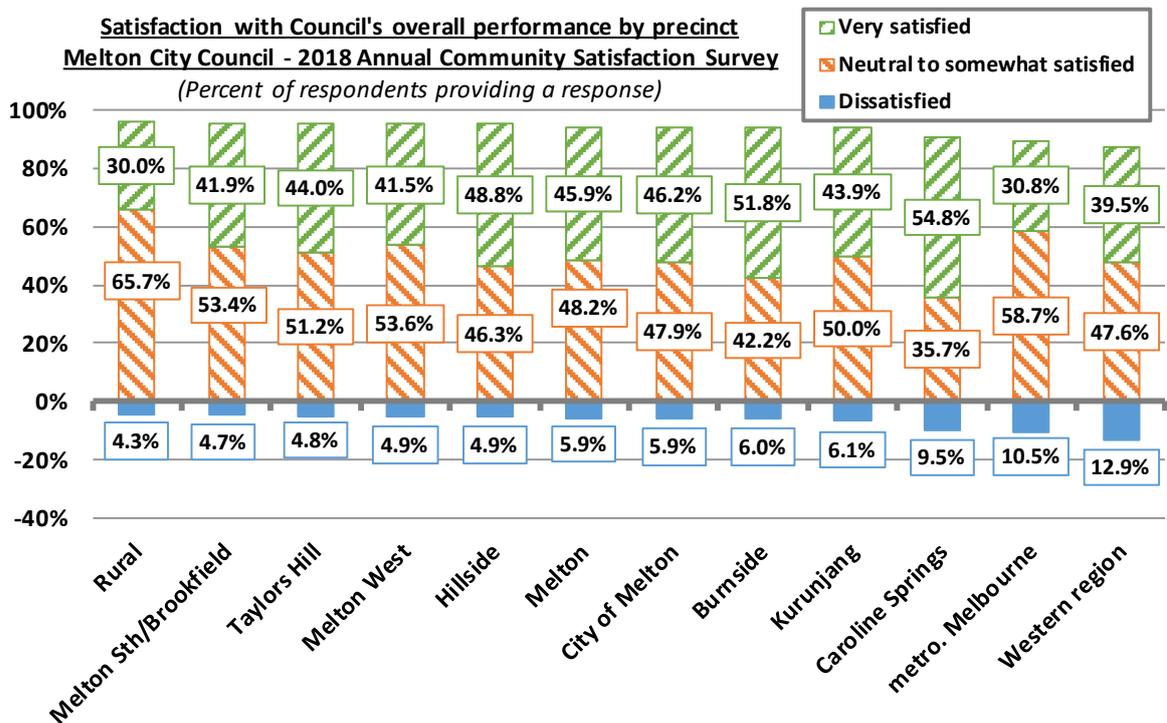
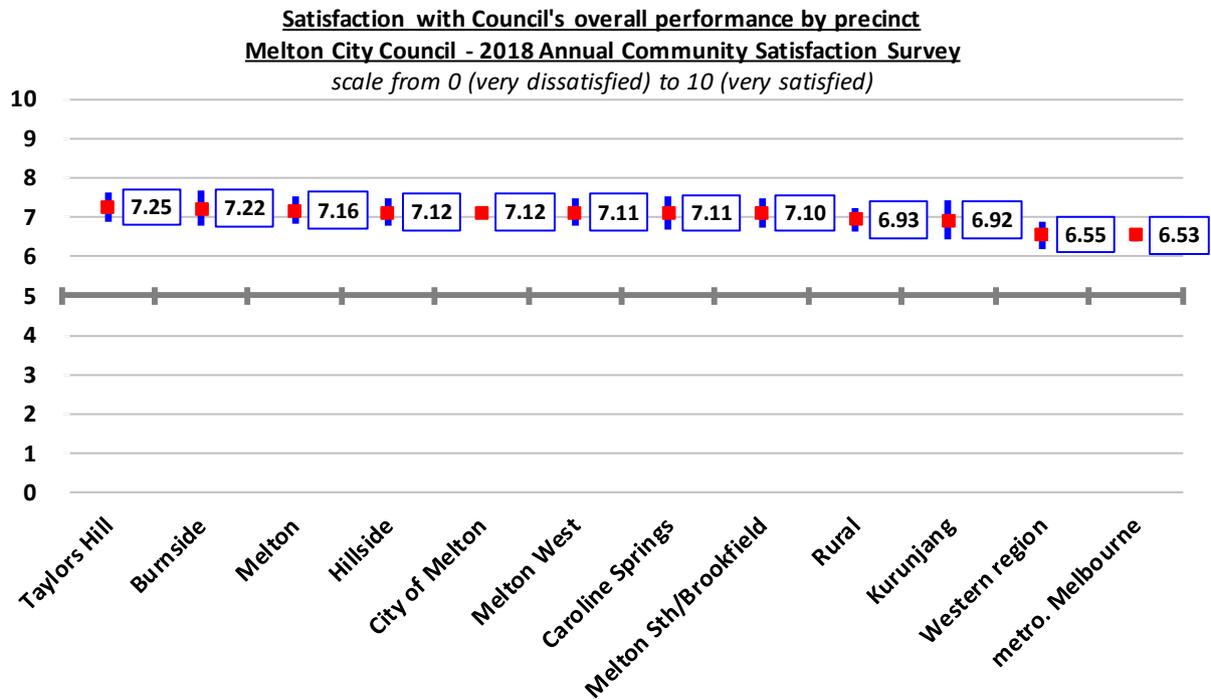


This result of 7.12 is measurably and significantly higher than the 2017 metropolitan Melbourne average of 6.53, and is also higher than the results recorded in most of the other eight municipalities for which Metropolis Research conducts the annual community satisfaction survey. This report will be updated with the 2018 *Governing Melbourne* results as soon as they are available in September 2018.



There was no statistically significant (at the 95% confidence level) variation in satisfaction with Council’s overall performance observed across the nine precincts comprising the City of Melton.

Respondents from Taylors Hill rated satisfaction “very good”, but not measurably higher than the municipal average.



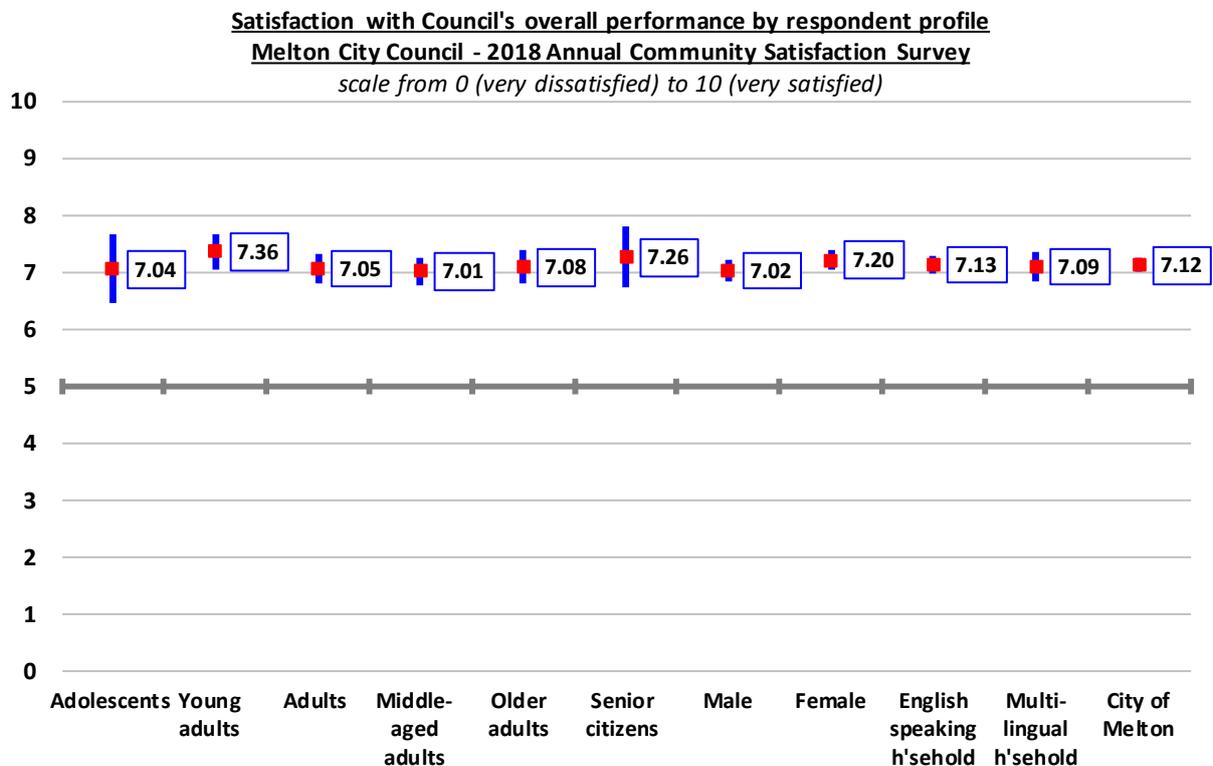
## Overall performance by respondent profile

The following graphs provide a breakdown of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, household structure, household disability status, housing situation, and period of residence in the City of Melton.

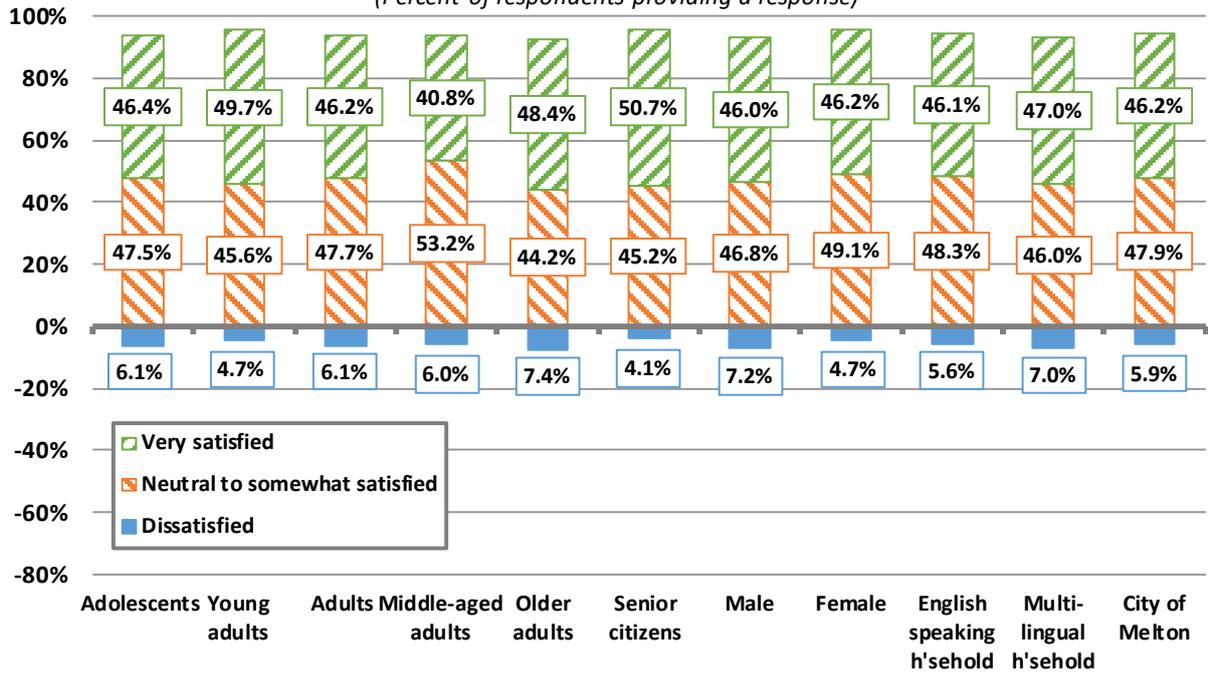
Metropolis Research notes that there was relatively little measurable variation in satisfaction with Council’s overall performance observed by respondent profile, which is somewhat unusual. Ideally, residents across the municipality will have a similar level of satisfaction with the performance of Council, regardless of the demographic or socio-economic profile. It is however typically found that some variation by age structure, the housing situation, and the period of residence in the municipality is observed.

Some of this variation is however, still observed in these results, with attention is drawn to the following variation.

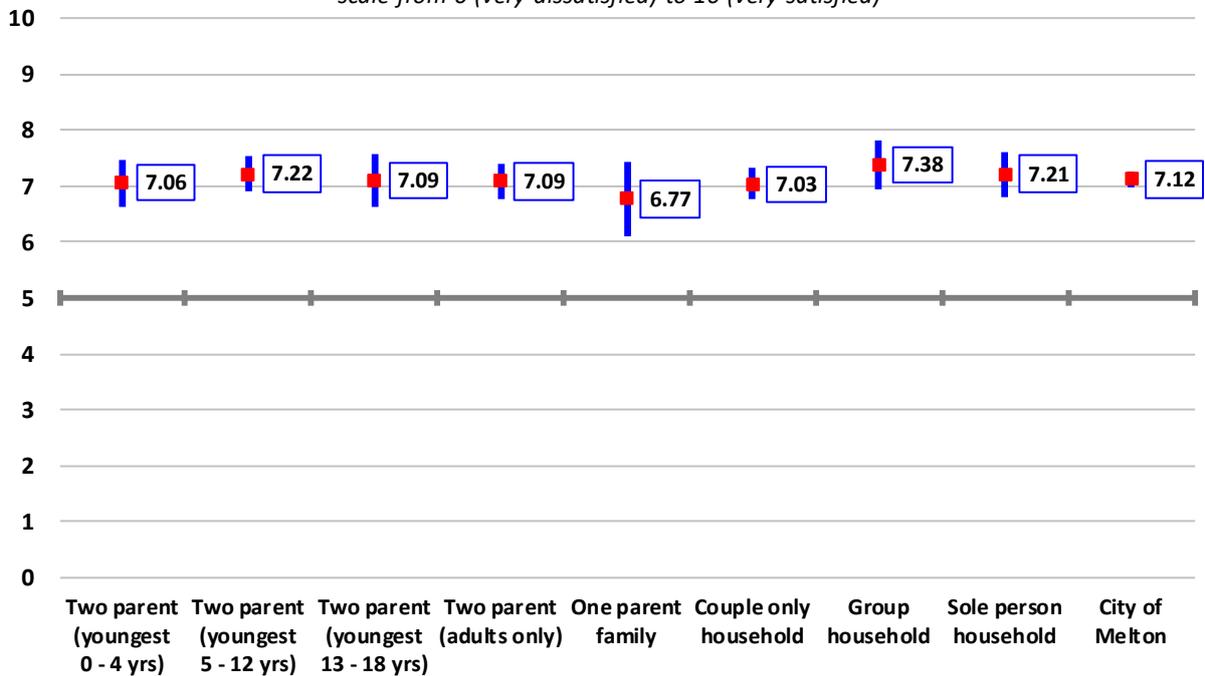
- **Somewhat higher than average satisfaction** – young adults (aged 20 to 34 years), female respondents, group households, rental households, and new residents of Melton (less than five years in the City of Melton) were all somewhat, albeit not measurably more satisfied.
- **Somewhat lower than average satisfaction** – middle-aged adults (aged 45 to 59 years), mortgagee households, one parent families, and longer-term residents (five years or more in the City of Melton) were all marginally, albeit not measurably less satisfied.



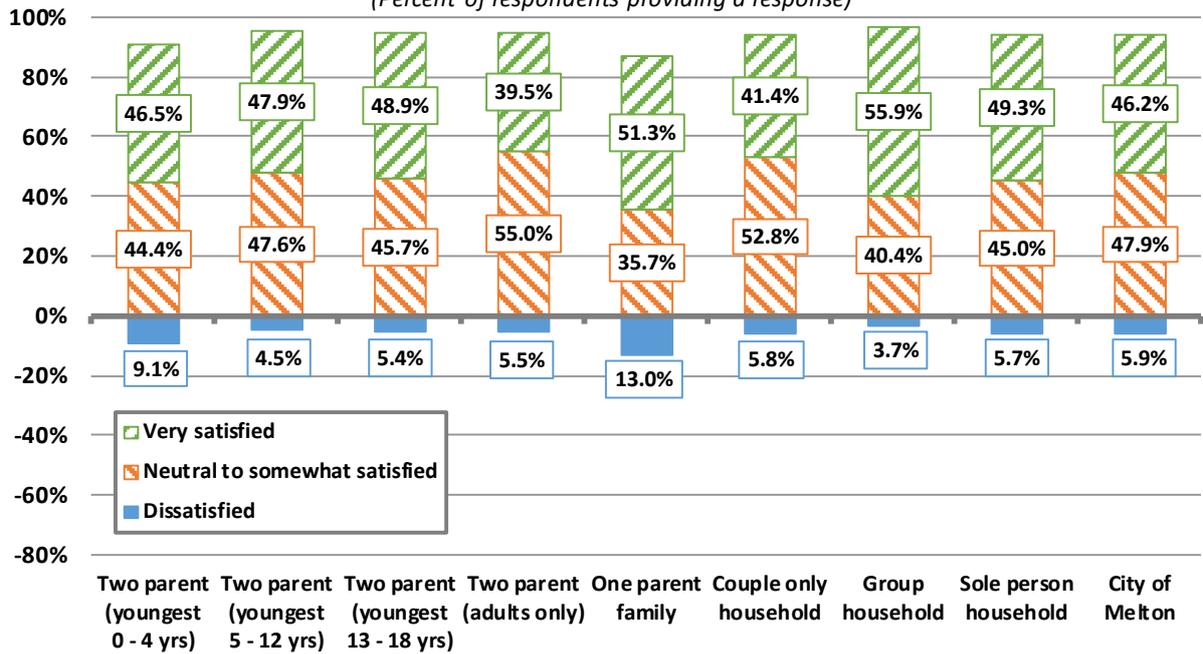
**Satisfaction with Council's overall performance by respondent profile**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
*(Percent of respondents providing a response)*



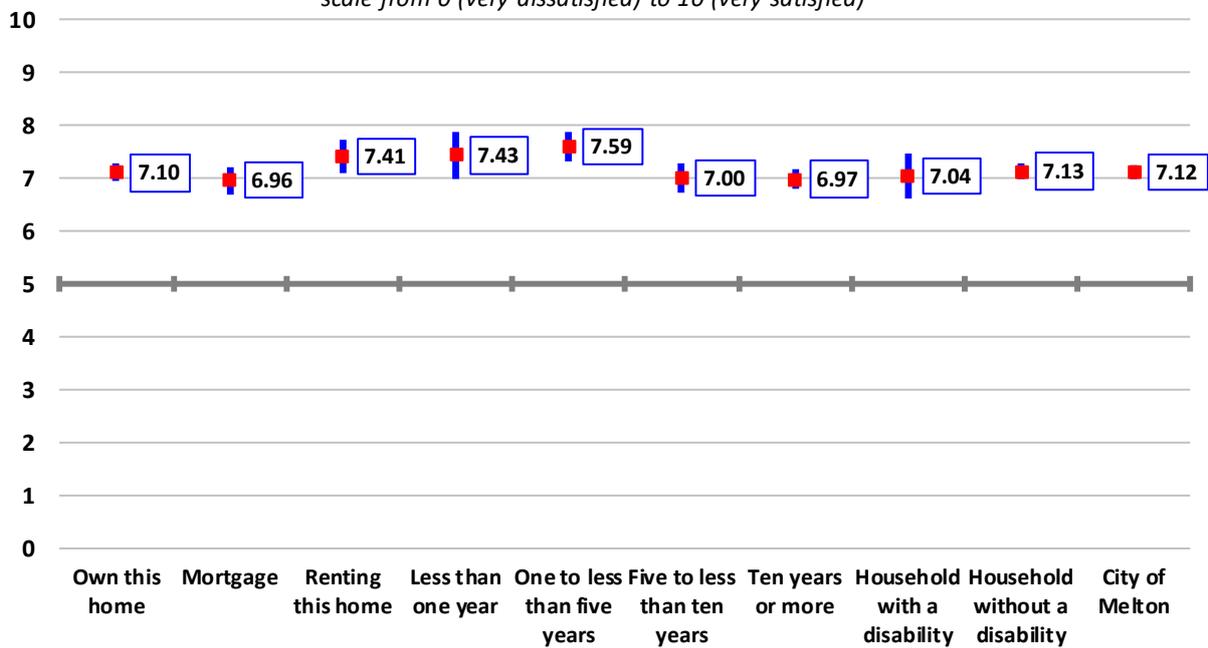
**Satisfaction with Council's overall performance by household structure**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

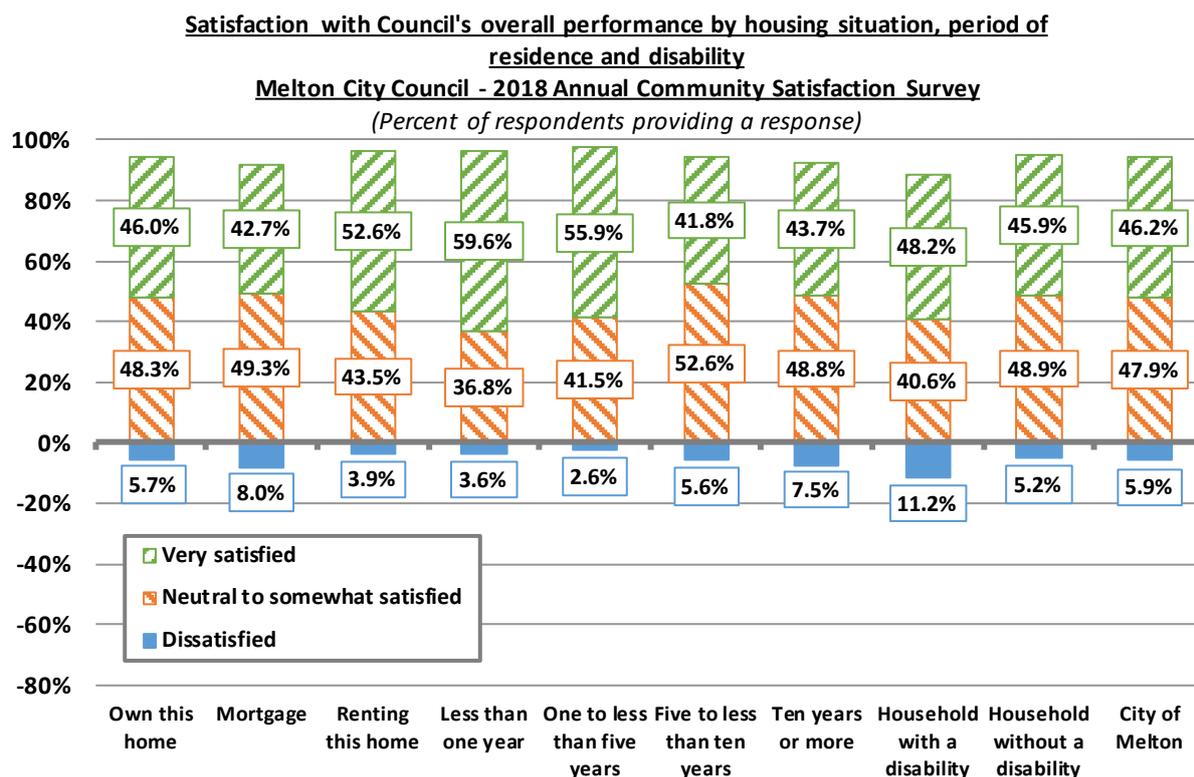


**Satisfaction with Council's overall performance by household structure**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
*(Percent of respondents providing a response)*



**Satisfaction with Council's overall performance by housing situation, period of residence and disability**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





**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?"*

Respondents dissatisfied with Council's overall performance were asked to outline the reasons why they were dissatisfied. These open-ended respondents are included in the following tables, and have been summarised into broad categories, as outlined in the following table.

**Reason for dissatisfaction with Council's overall performance**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents rating satisfaction less than 5 out of 10)

Comment	2018		2017	2016	2015
	Number	Percent			
Communication, consultation and responsiveness	11	28.2%	11.8%	17.3%	40.0%
Rates and money spending	9	23.1%	17.3%	5.8%	10.0%
Council support, governance and performance	8	20.5%	39.1%	42.3%	0.0%
Safety and crime	1	2.6%	9.1%	0.0%	0.0%
Service and facilities	1	2.6%	3.6%	3.8%	16.3%
Public transport, traffic and parking	1	2.6%	1.8%	9.6%	3.8%
Other	8	20.5%	4.5%	13.5%	16.3%
<b>Total</b>	<b>39</b>	<b>100%</b>	<b>110</b>	<b>52</b>	<b>80</b>

Whereas in 2017, the most common responses related to the performance and governance of Council, this year these issues appear less common and more respondents commented on issues around communication and consultation, rates and the spending of money, and to a lesser extent, Council governance and performance.

Metropolis Research also notes that there was only one comment related to safety and crime this year, compared to more than ten responses last year.

**Reason for dissatisfaction with Council's overall performance**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Communication, consultation and responsiveness</i>	
I haven't heard from any of them, never seen one coming around	2
Because I am not aware about most of things that are listed above	1
Because they don't listen, and are full of themselves	1
Council failed to work out the complaint registered. Poor response from the officials	1
Do not get response when contacting the customer service, people don't respond or act properly, not responsible to residents needs	1
No communication among rate payers, unproductive, expensive, unsupportive to community based projects	1
Not enough consultation on decisions being made	1
They do what they want. Don't listen to community. Make up their mind before telling the community	1
They never try to talk to people. They don't have an interest in the good of community	1
They won't fix problems even when reported	1
<i>Rates and money spending</i>	
Bad value for money - no service	1
Don't see enough for the high rates	1
Money badly spent	1
They don't do enough, but spend lots of money	1
They only want to make money they don't use it properly	1
They waste money, they don't care about the community	1
Too much rates always going up	1
We asked the Council not to increase the rates every year, but the opposite happened. No authorities were present in the event	1
What they have done for the people of Melton? Have they reduced the rates?	1
<i>Public transport, traffic and parking</i>	
Traffic is worst	1



**Reason for dissatisfaction with Council's overall performance**

**Melton City Council - 2018 Community Satisfaction Survey**

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Council support, governance and performance</i>	
Because Council doesn't fight hard enough for funding	1
Because they are self servicing, got their own agendas	1
Because they don't anything apart from ripping off	1
Melton Council is not good as others	1
The Council work for themselves not for the community. Had issues with the parking but the Council denied it	1
They are just passing positions among themselves, selfish	1
They don't action much	1
They don't do anything for the residents in this area	1
<i>Service and facilities</i>	
Tip is too expensive	1
<i>Safety and crime</i>	
Proper maintenance and security will help the other issues as it is the basic need	1
<i>Other</i>	
Because infrastructure is not keeping up with population growth	1
Because I don't think they are doing enough, if they are its not visible, can't see any difference	1
Because minorities are overlooked	1
Council doesn't have interest on the community of Melton	1
Council needs to maintain the public infrastructure to keep up the new developments and maintain them well	1
Inconsistency of enforcing local laws	1
My area is loosing the country life style	1
Poor planning on green strips	1
<b>Total</b>	<b>39</b>



## Governance and leadership

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council’s performance?”*

The average satisfaction with the six aspects of about Council’s governance and leadership performance was 7.02 out of ten this year, an increase of 12.3% on the unusually low result of 6.25 recorded last year.

This result is now higher than the 2015 result of 6.85 and similar to the 7.05 recorded in 2016, although it remains “good”.

By way of comparison, this result is measurably and significantly higher than the 2017 metropolitan Melbourne average of 6.35. This report will be updated in October with the 2018 *Governing Melbourne* comparison results.

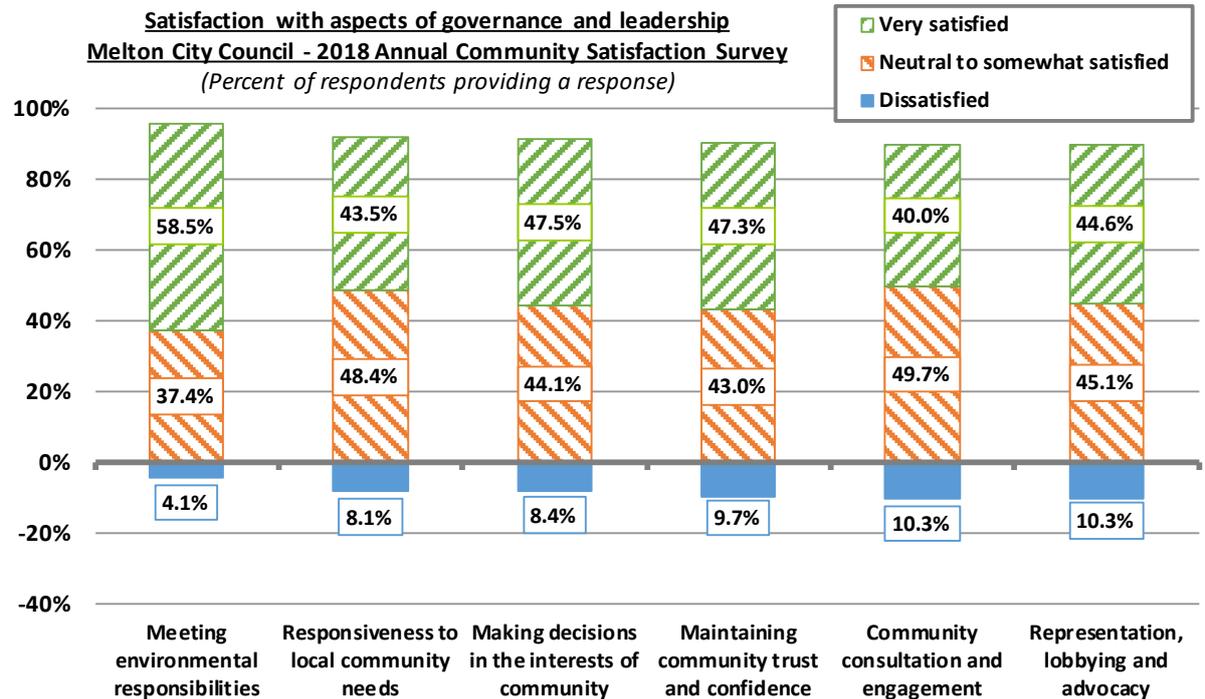
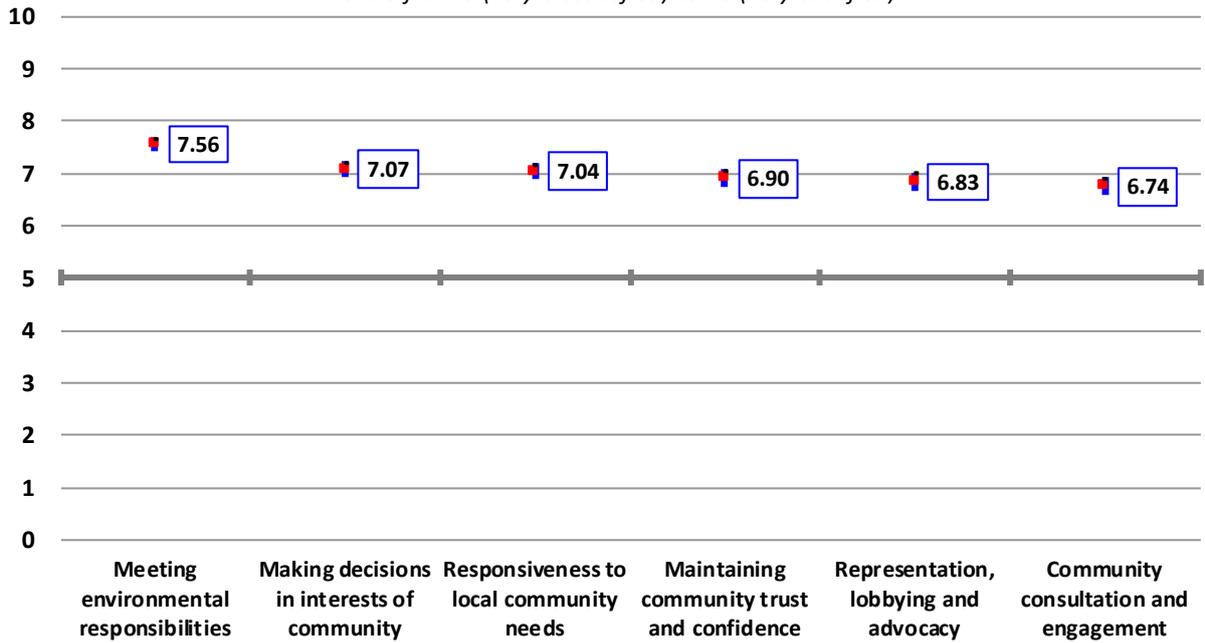
The increase in satisfaction with most aspects of governance and leadership this year reflects a return to trend satisfaction after the unusually low results recorded last year. It does appear that the 2017 results were unusually low as a result of significant community disquiet which appears to have been centered around the perception of safety from crime and break-ins. This is discussed in a number of sections of this report.

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

- **Very Good** – for Council meeting its responsibilities towards the environment. More than half of the respondents were very satisfied with this aspect, whilst less than five percent were dissatisfied.
- **Good** – for making decisions in the interests of the community, responsiveness to local community needs, maintaining community trust and confidence, representation, lobbying and advocacy, and community consultation and engagement. A little less than half of the respondents were very satisfied with these five aspects, whilst between eight and ten percent were dissatisfied.

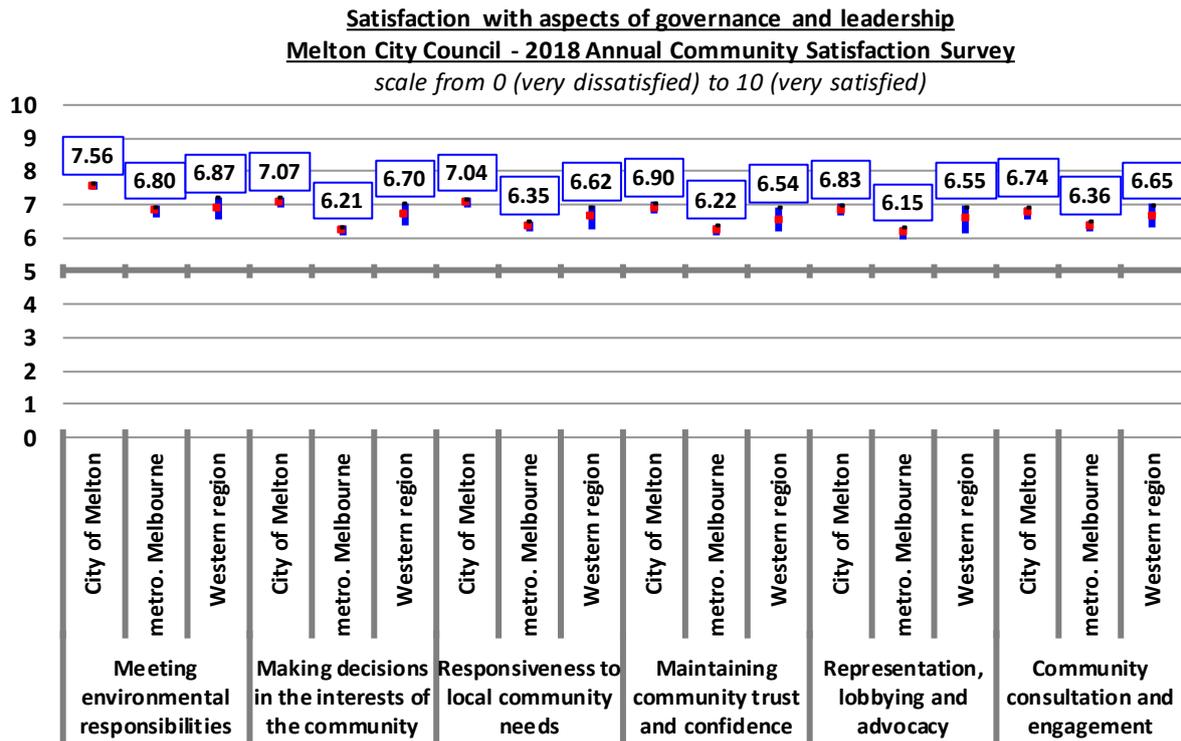


**Satisfaction with aspects of governance and leadership**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



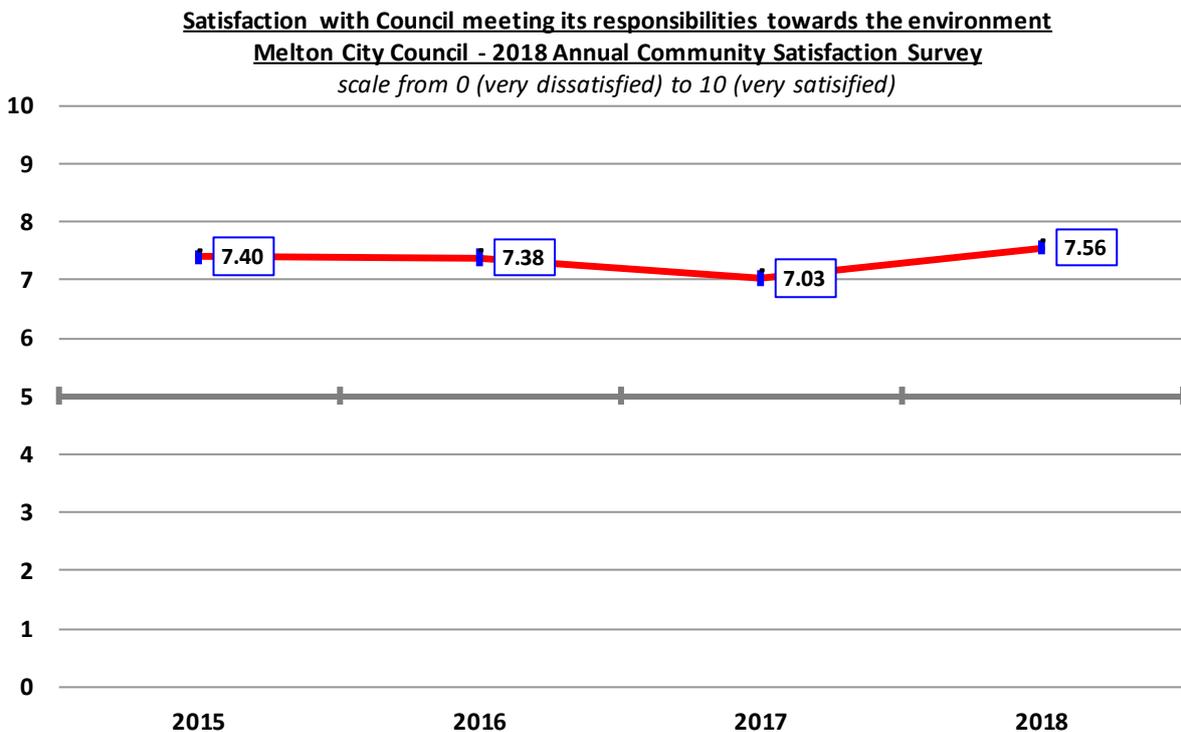
As is clearly evident in the following graph, satisfaction with each aspect of governance and leadership was higher in the City of Melton than the 2017 metropolitan Melbourne averages as recorded in *Governing Melbourne*.





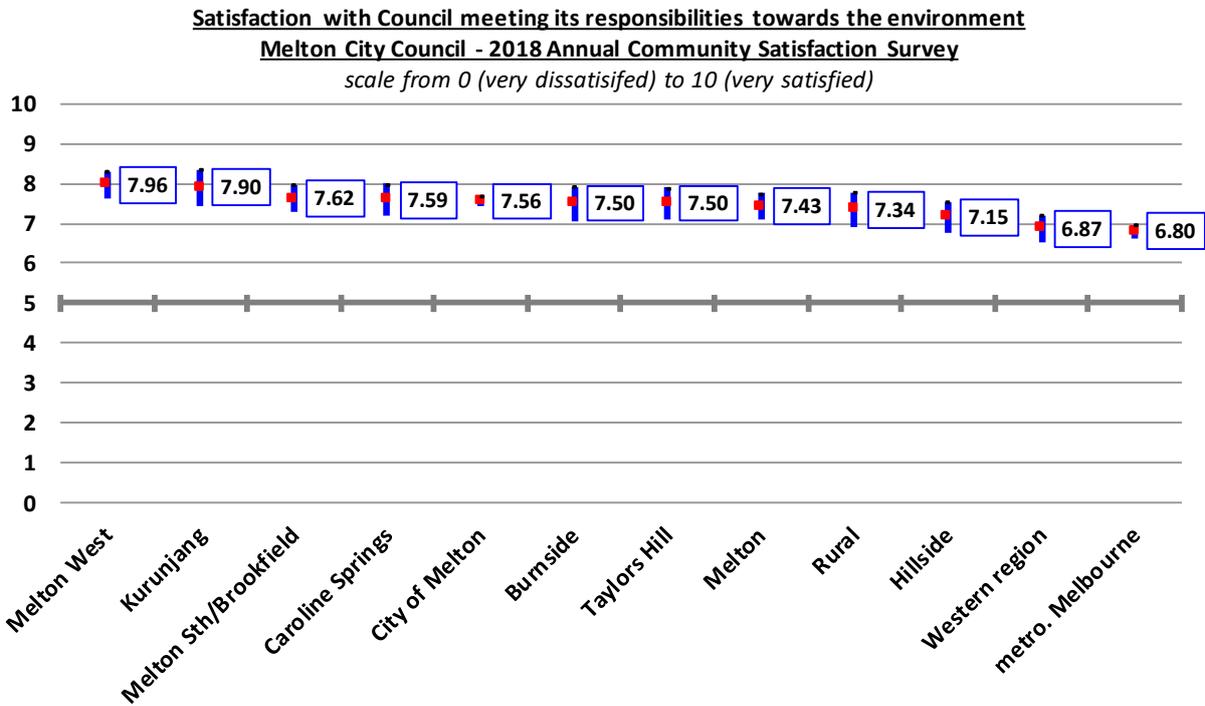
**Meeting responsibilities towards the environment**

Satisfaction with Council meeting its responsibilities towards the environment increased measurably and significantly this year, up 7.5% to 7.56 and is now considered “very good” again this year, as it was in both 2015 and 2016.

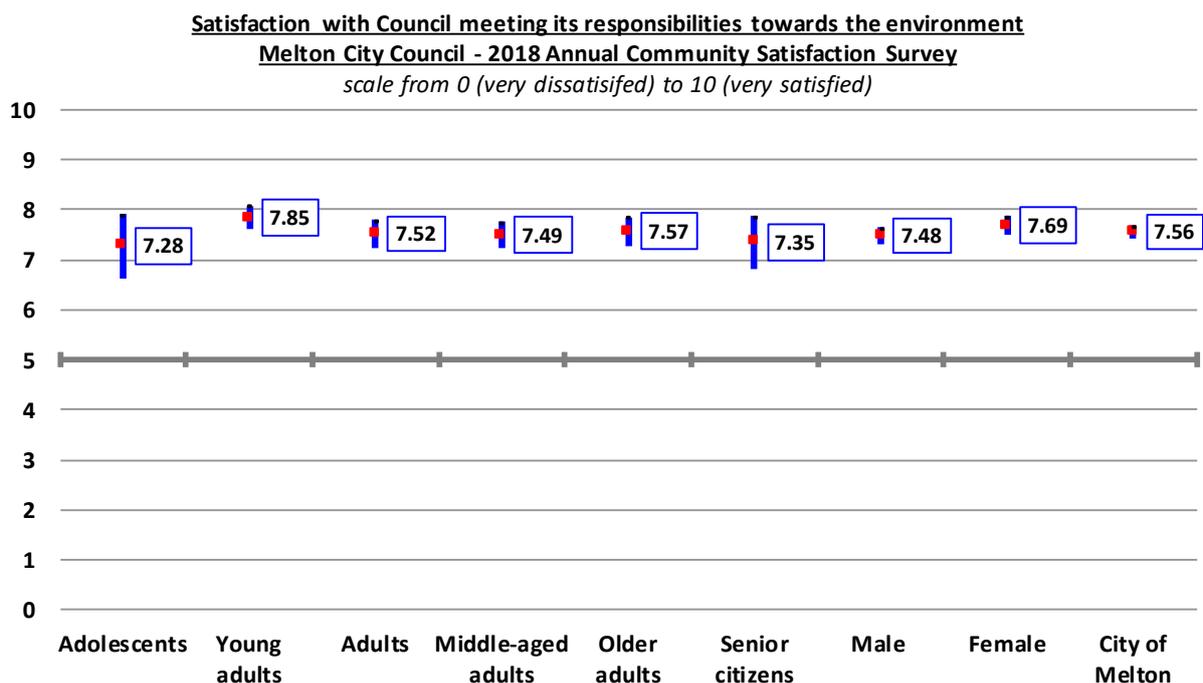


There was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, although it is noted that:

- **Melton West and Kurunjang** – respondents were significantly more satisfied than average and at “excellent” levels.
- **Hillside** – respondents were significantly less satisfied than average and at a “good” level.

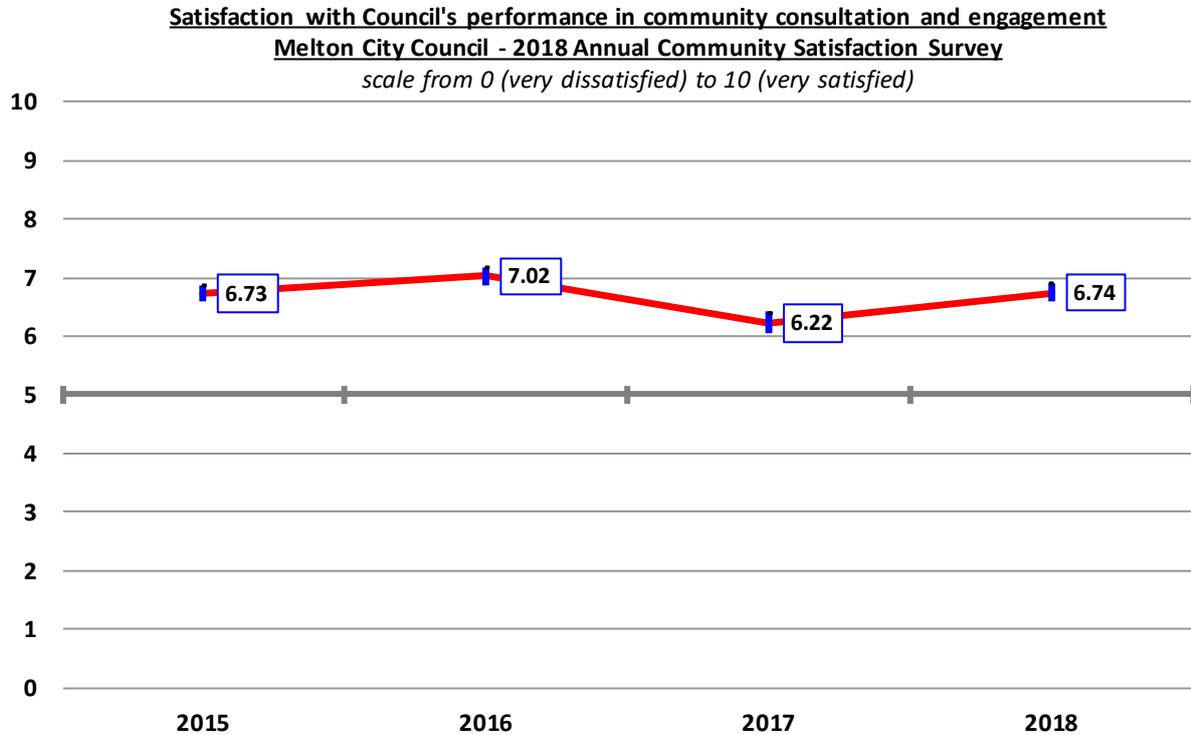


There was little meaningful variation in this result observed by the respondents’ age and gender, although female respondents were somewhat more satisfied than males.

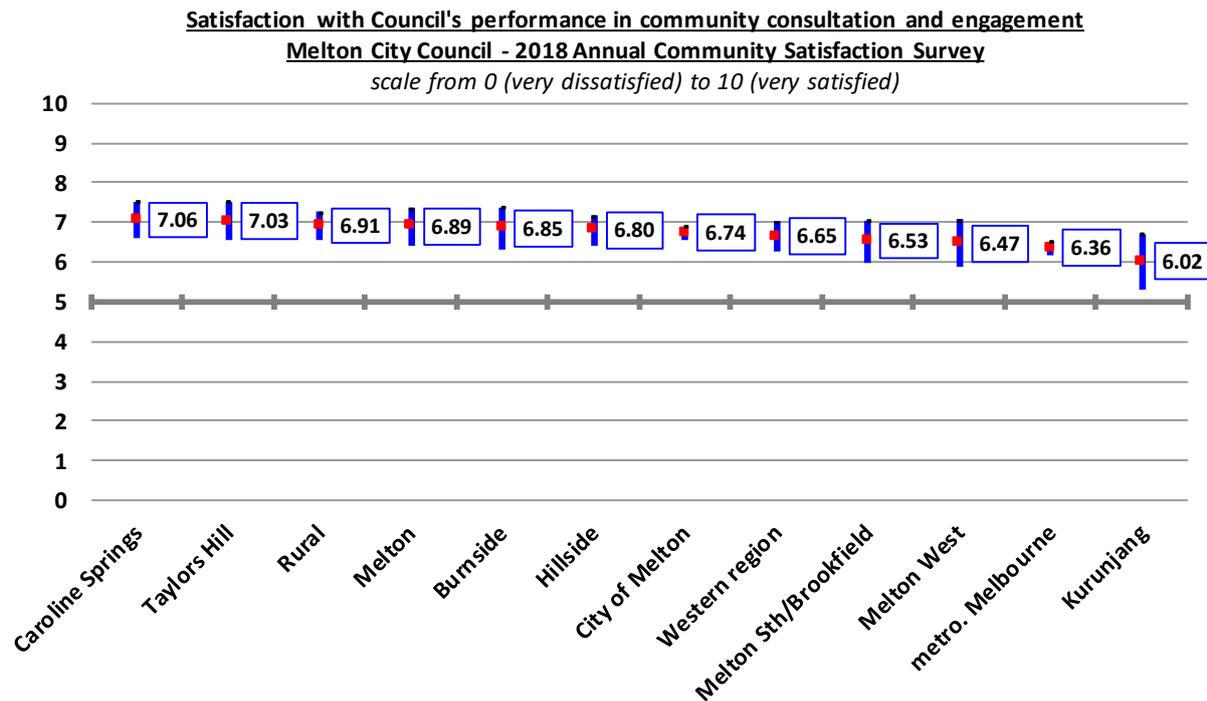


### Community consultation and engagement

Satisfaction with Council’s community consultation and engagement performance increased measurably and significantly this year, up 8.4% to 6.74 and is now considered “good”, the same as in both 2015 and 2016.

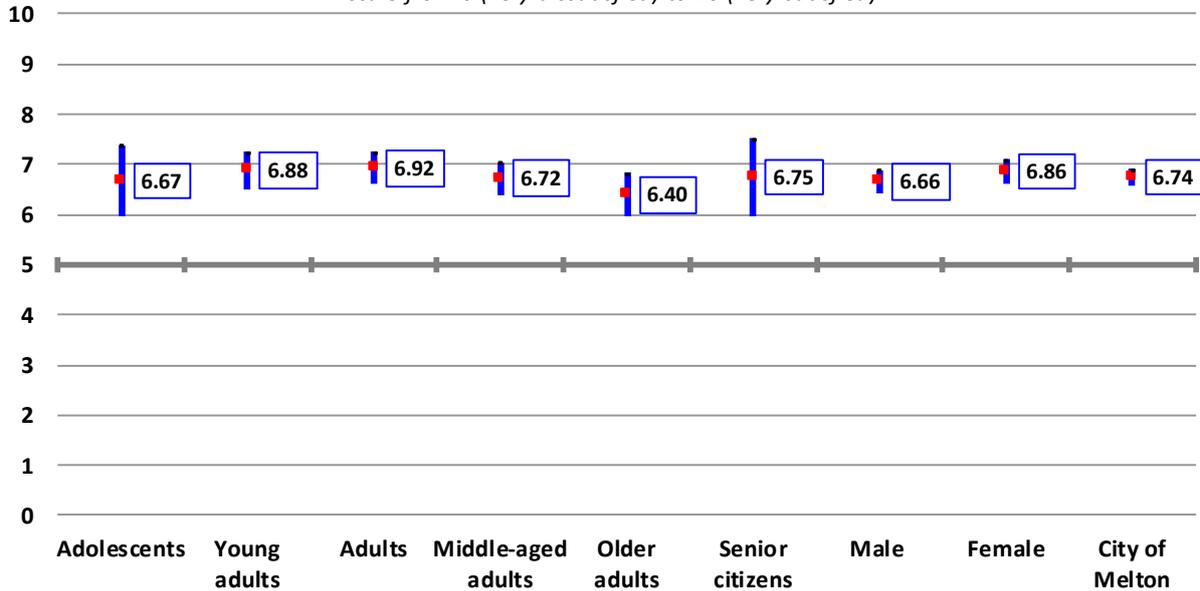


It is noted that respondents from Kurunjang were significantly less satisfied than average with this aspect of governance, rating satisfaction at a “solid” level.



There was little meaningful variation in this result observed by the respondents’ age and gender, although female respondents were somewhat more satisfied than males.

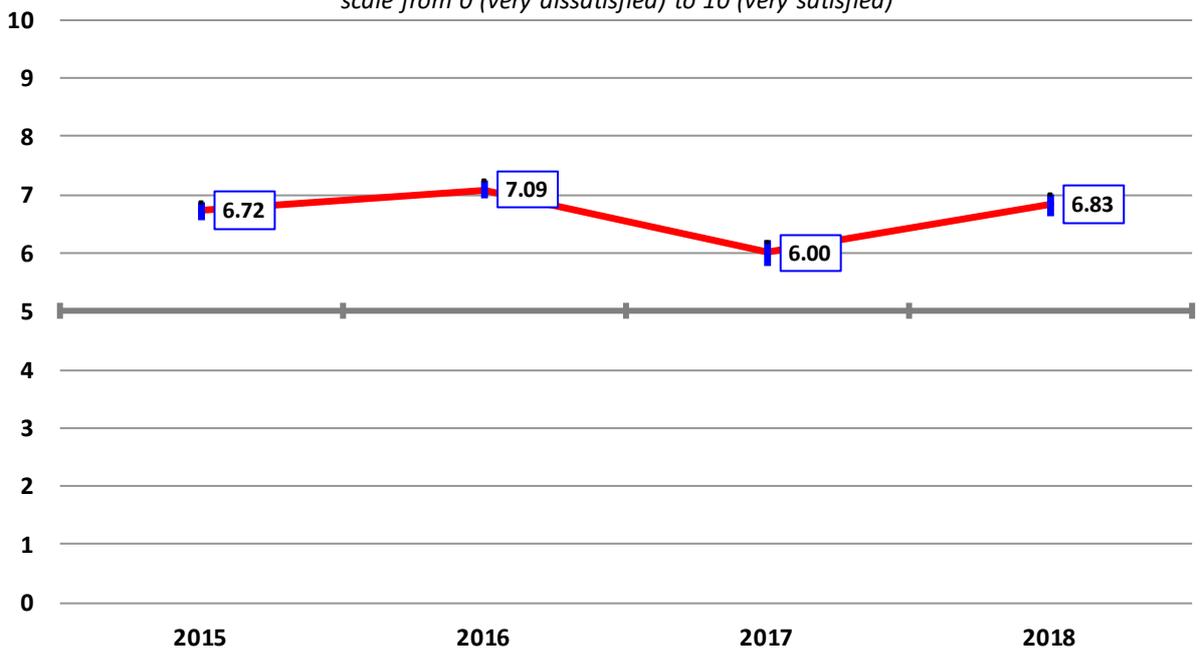
**Satisfaction with Council's performance in community consultation and engagement**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



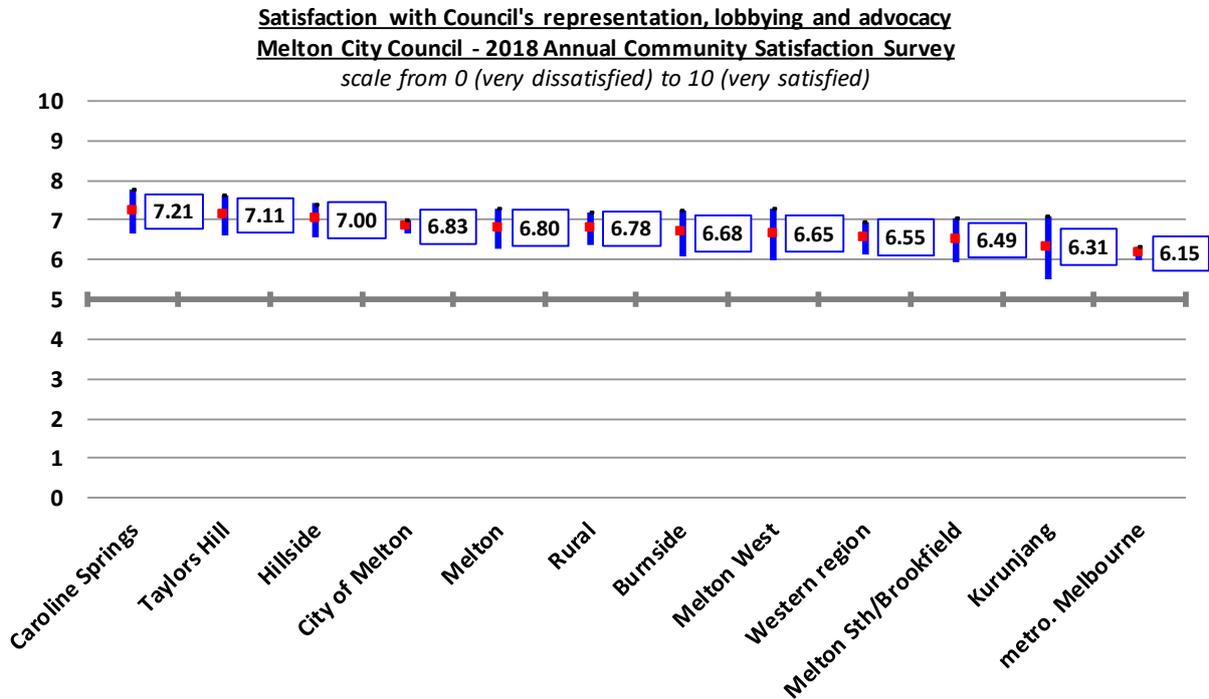
**Representation, lobbying and advocacy**

Satisfaction with Council’s representation, lobbying and advocacy increased measurably and significantly this year, up 13.8% to 6.83 and is now considered “good”, the same result as in both 2015 and 2016.

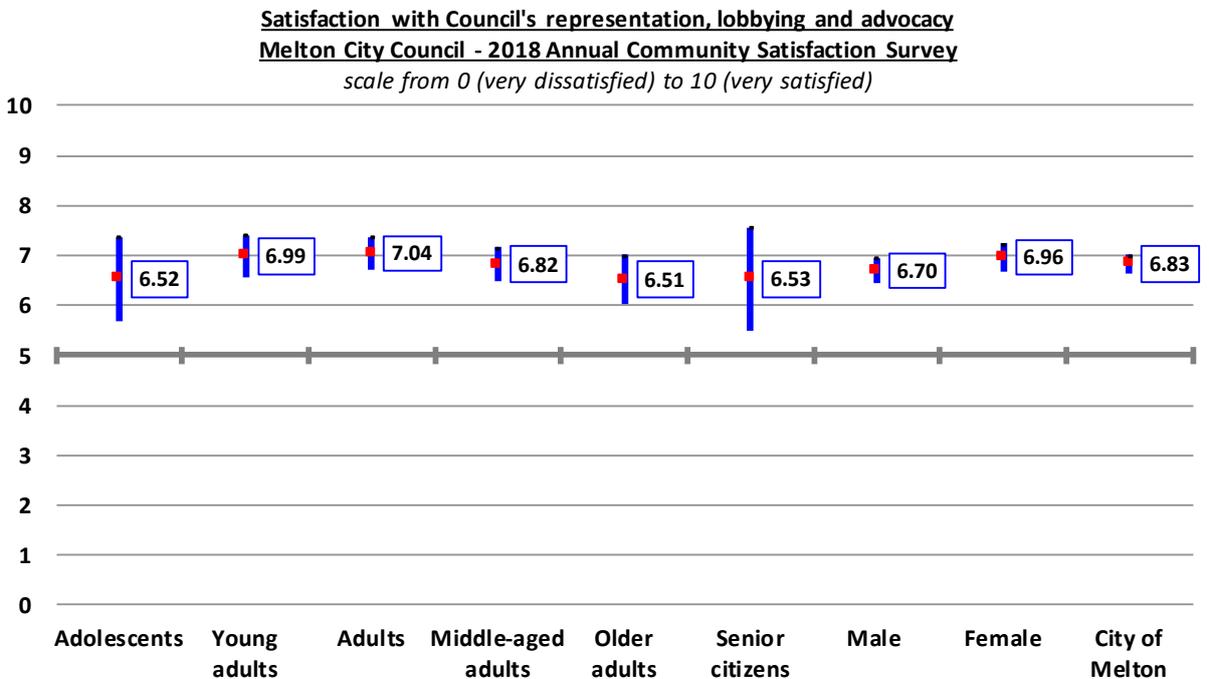
**Satisfaction with Council's representation, lobbying and advocacy**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was not statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, although it is noted that respondents from Kurunjang were significantly, albeit not measurably less satisfied, and at a “solid” level.

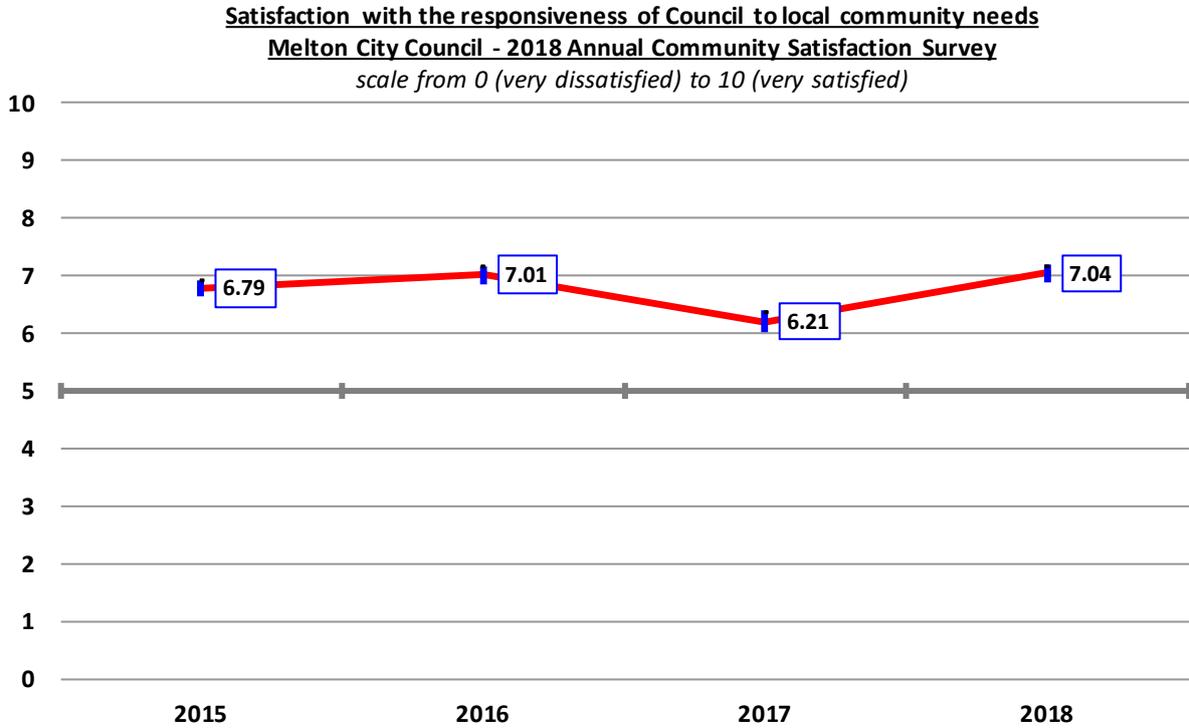


There was little meaningful variation in this result observed by the respondents' age and gender, although female respondents were somewhat more satisfied than males.

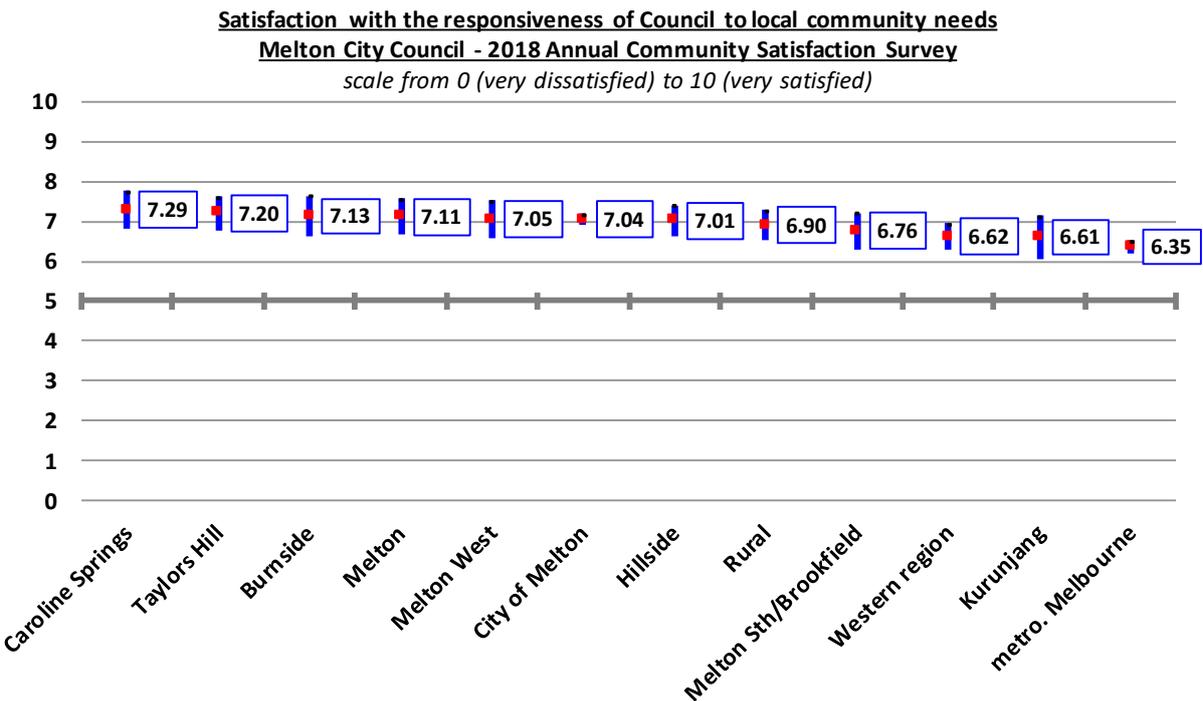


**Responsiveness to local community needs**

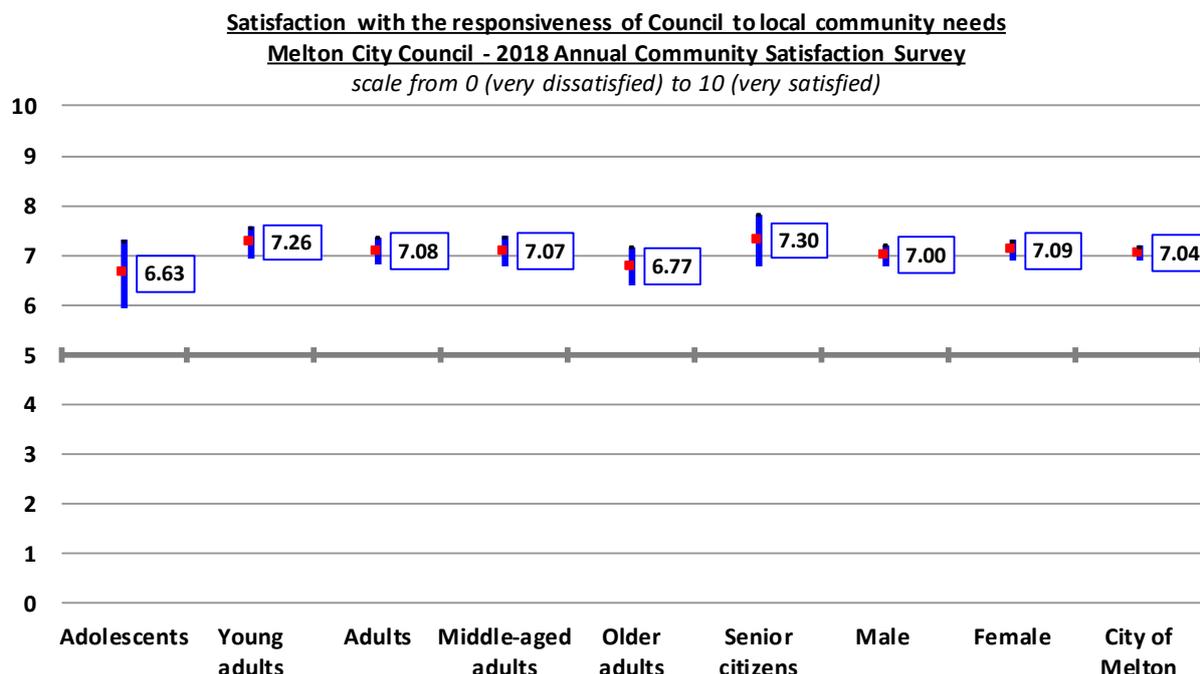
Satisfaction with the responsiveness of Council to local community needs increased measurably and significantly this year, up 13.4% to 7.04 and is now considered “good”, the same as in both 2015 and 2016.



There was not statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, although it is noted that respondents from Melton South / Brookfield and Kurunjang were somewhat, but not measurably less satisfied.

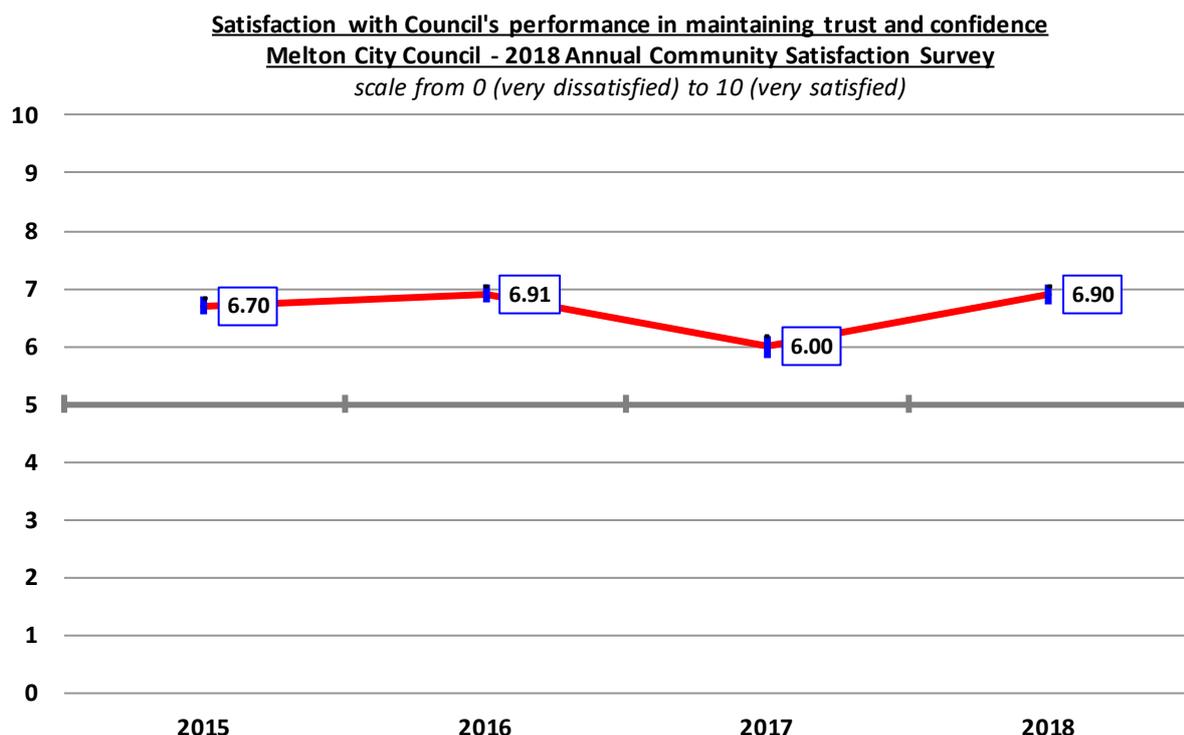


There was no meaningful variation in satisfaction with this aspect of governance and leadership observed by respondent profile.

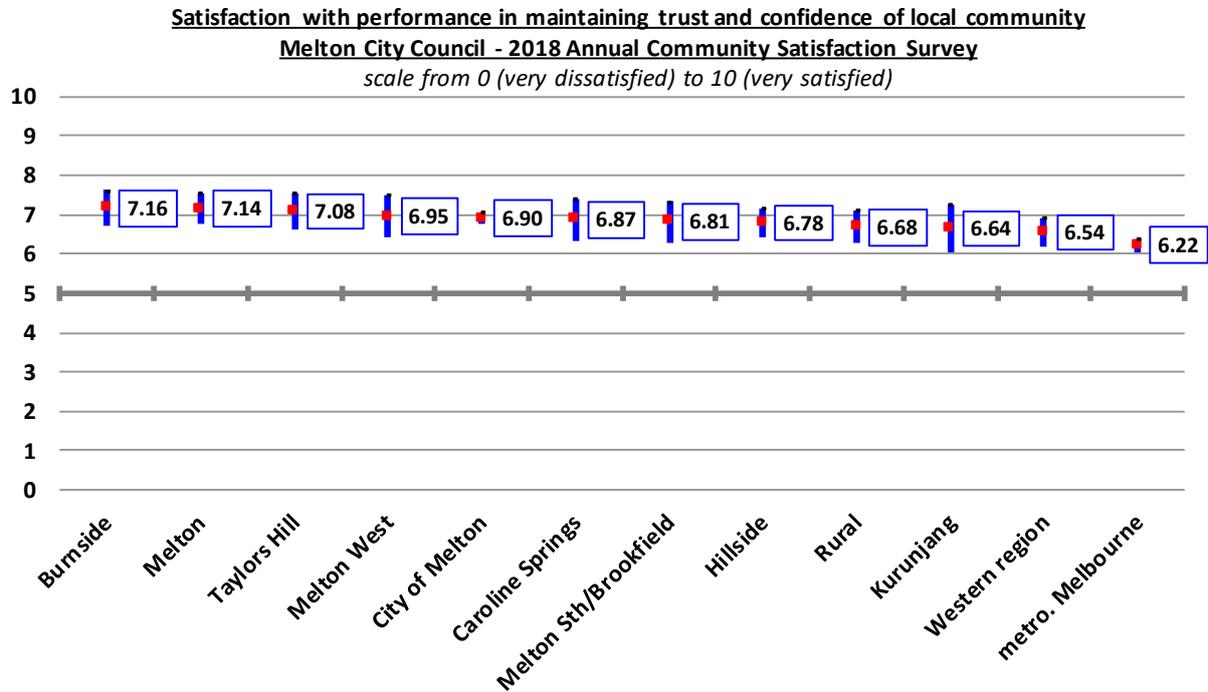


**Maintaining trust and confidence of local community**

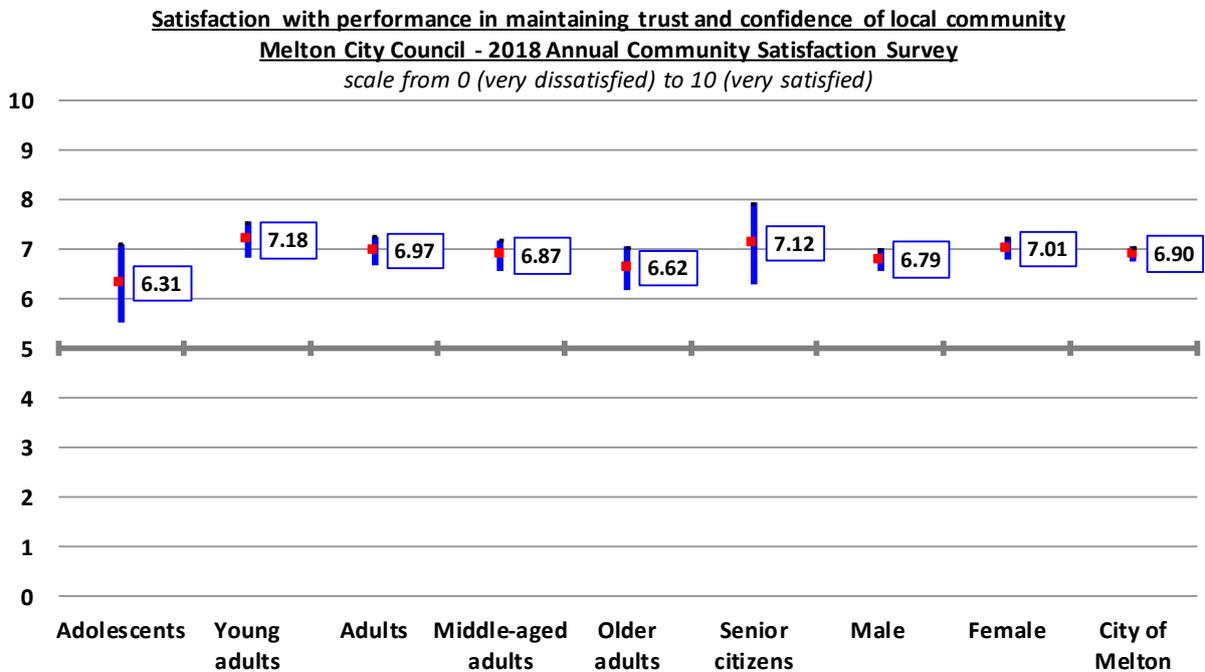
Satisfaction with Council’s performance in maintaining the trust and confidence of the local community increased measurably and significantly this year, up 15.0% to 6.90 and is now considered “good”, the same as in both 2015 and 2016.



There was no measurable variation in satisfaction with this aspect of governance and leadership observed across the municipality, with respondents from all precincts rating performance at “good” levels.

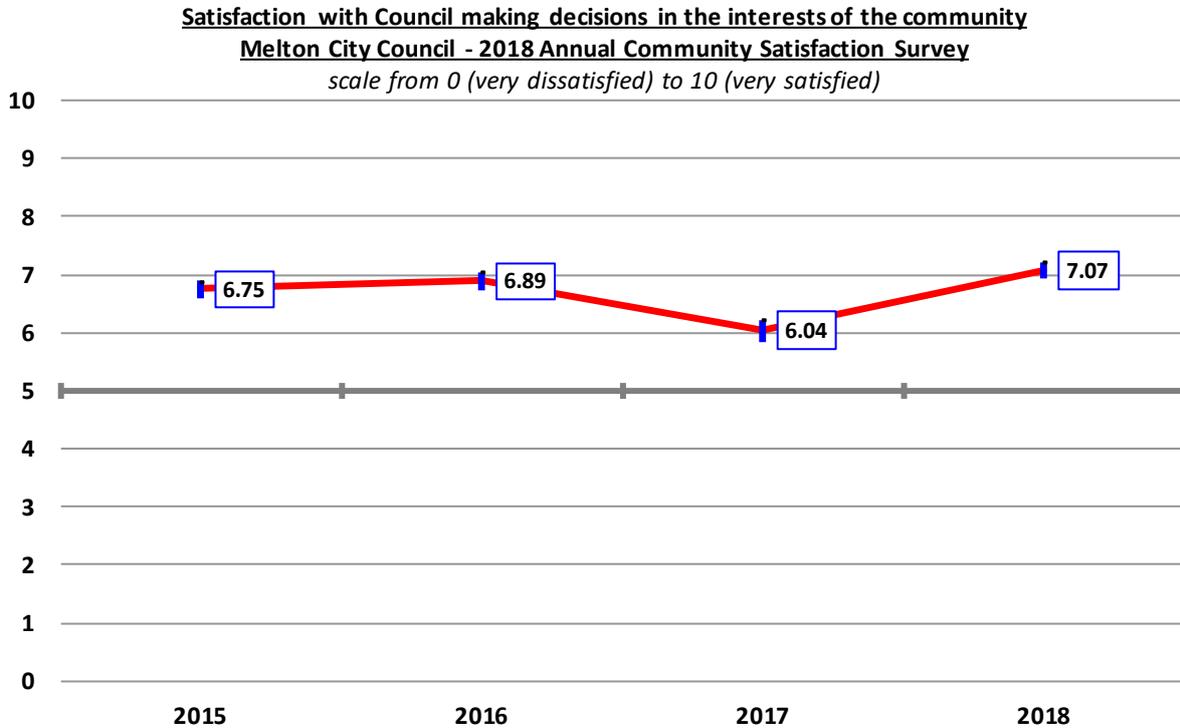


There was little meaningful variation in this result observed by the respondents’ age and gender, although female respondents were somewhat more satisfied than males.

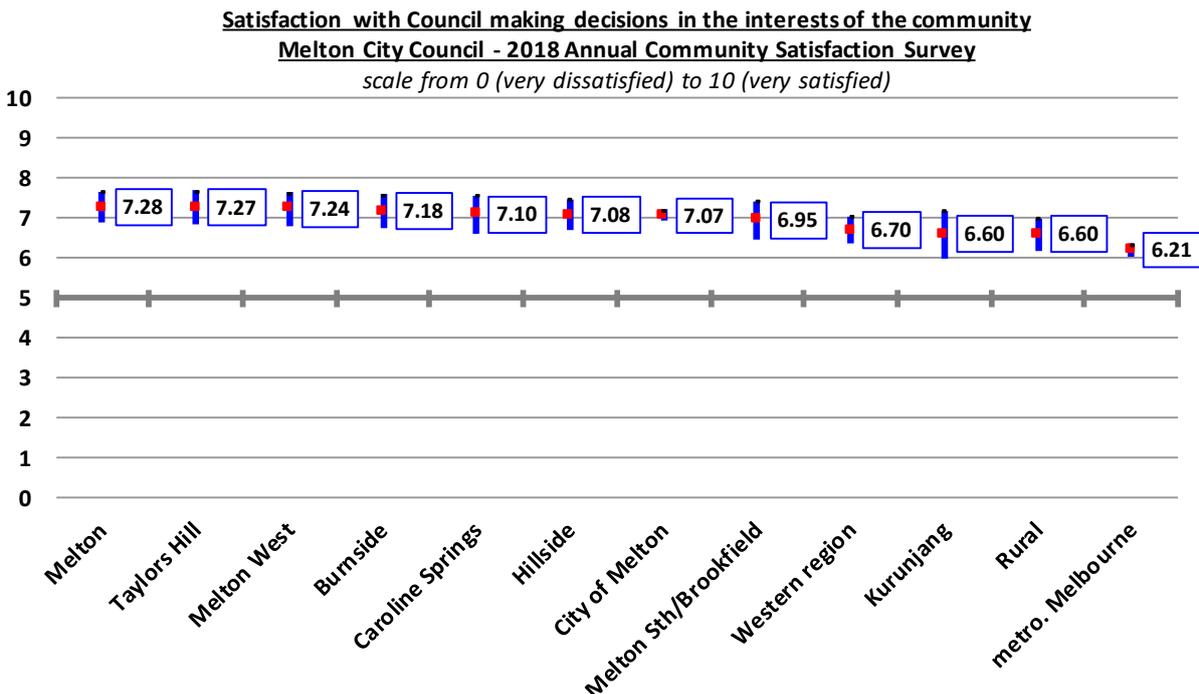


### Making decisions in the interests of the community

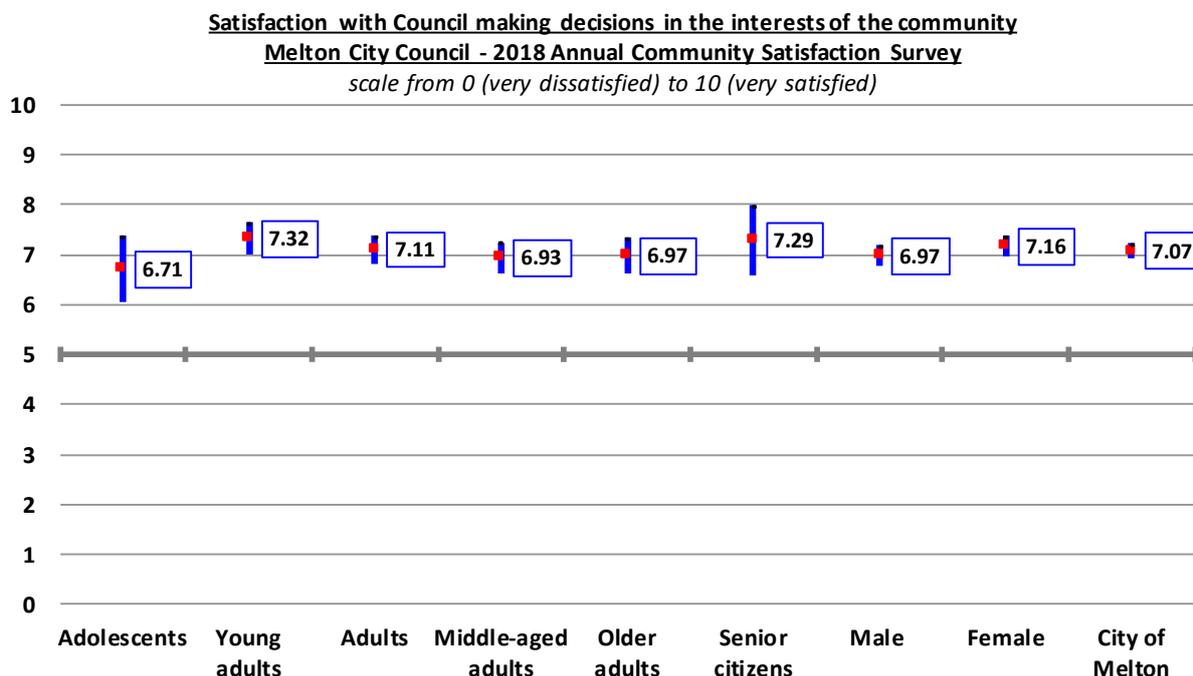
Satisfaction with Council’s performance making decisions in the interests of the community increased measurably and significantly this year, up 17.1% to 7.07 and is now considered “good”, the same result as in both 2015 and 2016.



Whilst there was no statistically significant variation observed across the municipality, it is noted that respondents from Kurunjang and the rural precinct were somewhat less satisfied.



There was little meaningful variation in this result observed by the respondents’ age and gender, although female respondents were somewhat more satisfied than males.



## Current issues for Council

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. Approximately three-quarters (76.7% down from 85.8%) of respondents identified at least one issue, providing a total of 1,143 responses, at an average of a little less than two issues each.

The open-ended responses received from respondents have been broadly categorised into a set of approximately seventy categories to facilitate understanding, time series analysis, and other comparisons.

It is important to bear in mind that these responses are not to be read as complaints about the performance of Council, nor do they reflect only services, facilities and issues within the remit of the Melton City Council. Many of these issues that respondents identify in the municipality are within the general remit of other levels of government, often the state government.



Metropolis Research notes that there have been some changes in the top issues to address in the City of Melton observed between 2017 and 2017, with attention drawn to the following:

- **Notable increase in 2018** – there were no issues to report a significant increase this year.
- **Notable decrease in 2018** – there was a notable decrease this year in safety, policing and crime issues (19.8% down from 31.8%) and road maintenance and repairs (6.4% down from 11.6%).

The most prominent issues in the City of Melton this year were traffic management (25.0%) and safety, policing and crime related issues (19.8%).

Metropolis Research notes that traffic management is commonly identified as an issue across metropolitan Melbourne, as evidenced by the fact that in 2017, 20.6% of respondents across metropolitan Melbourne identified this issue. Metropolis Research has observed that traffic management is almost always the most prominent issue identified by respondents in this question regardless of municipality.

The issue of safety, policing and crime dominated the results last year, and the issues around the perception of safety from crime were a significant factor underpinning lower levels of community satisfaction with the performance of Council. Metropolis Research interpreted this as reflecting a significant level of community concern and anxiety around crime in the municipality, and this flowed through into lower scores across many of the variables included in the survey. This has dissipated significantly this year, which is reflected both in the decline in the proportion of respondents identifying these issues in this section of the report, as well as a mild but noticeable increase in the perception of safety in the public areas of the City of Melton at night.

When compared to the 2017 metropolitan Melbourne results from *Governing Melbourne*, the following is noted:

- **Notably more prominent in Melton** – traffic management and safety, policing and crime related issues were notably more commonly identified in the City of Melton than the 2017 metropolitan Melbourne average.
- **Notably less prominent in Melton** – parking, road maintenance and repairs, cleanliness and general maintenance of the area, and building, housing planning and development issues were all less commonly identified in the City of Melton than the 2017 metropolitan Melbourne average.

Metropolis Research draws attention to the fact that whereas 10.9% of respondents across metropolitan Melbourne in 2017 identified building, housing, planning and development issues, just 1.3% of respondents in the City of Melton identified these issues. This is a very significant result, as planning related issues are prominent in many parts of metropolitan Melbourne, including in some growth area municipalities, but this is clearly not the case in the City of Melton.



**Top three issues for the City of Melton at the moment**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

Issue	2018		2017	2016	2015	2017 Metro.*
	Number	Percent				
Traffic management	200	25.0%	26.5%	29.8%	20.8%	20.6%
Safety, policing and crime	158	19.8%	31.8%	8.8%	9.9%	15.2%
Parking	78	9.8%	8.8%	4.9%	6.9%	15.8%
Parks, gardens and open space	65	8.1%	9.4%	11.9%	10.4%	7.2%
Street lighting	59	7.4%	6.1%	2.1%	4.3%	10.4%
Roads maintenance and repairs	51	6.4%	11.6%	9.6%	7.4%	11.3%
Footpath maintenance and repairs	49	6.1%	8.1%	6.0%	7.0%	8.5%
Provision and maintenance of street trees	46	5.8%	6.8%	4.1%	5.8%	6.0%
Cleanliness and general maintenance of area	43	5.4%	5.0%	5.3%	1.5%	10.4%
Public transport	39	4.9%	5.3%	9.6%	12.1%	5.2%
Hard rubbish collection	35	4.4%	6.0%	8.8%	5.4%	2.8%
Council rates	24	3.0%	4.3%	5.0%	8.4%	3.6%
Provision & maintenance of sports, recreation facilities	23	2.9%	5.1%	3.3%	2.8%	2.3%
Rubbish and waste issues incl. garbage	20	2.5%	4.5%	4.1%	4.4%	4.2%
Education and schools	17	2.1%	3.8%	2.5%	3.4%	1.5%
Activities, services and facilities for youth	14	1.8%	3.0%	2.0%	1.5%	2.3%
Tip / smell / pollution	13	1.6%	4.0%	3.3%	2.1%	n.a.
Provision and maintenance of infrastructure	13	1.6%	2.6%	2.6%	1.3%	2.1%
Noise	12	1.5%	0.6%	1.0%	1.0%	0.9%
Street cleaning and maintenance	11	1.4%	2.6%	1.5%	1.9%	2.2%
Recycling collection	11	1.4%	0.8%	0.0%	0.5%	0.9%
Provision and maintenance of cycling / walking paths	10	1.3%	3.0%	1.0%	2.4%	3.8%
Health and medical services	10	1.3%	2.4%	2.9%	3.4%	n.a.
Shops, restaurants and entertainment venues	10	1.3%	1.8%	1.5%	1.4%	1.0%
Building, planning, housing and development	10	1.3%	1.1%	1.5%	1.5%	10.9%
Multicultural issues / cultural diversity	9	1.1%	1.3%	0.5%	2.6%	n.a.
Animal management	8	1.0%	2.5%	1.6%	3.0%	4.1%
Public toilets	8	1.0%	2.5%	0.8%	0.4%	0.9%
Consultation, communication and provision of info.	8	1.0%	2.1%	0.5%	2.3%	2.6%
Activities and facilities for children	7	0.9%	1.8%	2.0%	1.6%	1.0%
Services and facilities for the elderly	7	0.9%	0.9%	0.3%	0.3%	2.1%
Provision and maintenance of community facilities	6	0.8%	1.1%	0.2%	0.3%	n.a.
Drugs and alcohol issues	6	0.8%	0.6%	1.0%	1.0%	1.7%
All other issues (28 separately identified issues)	63	7.9%	8.4%	4.5%	7.0%	21.9%
<b>Total responses</b>	<b>1,143</b>		<b>1,545</b>	<b>1,227</b>	<b>1,246</b>	<b>1,479</b>
<i>Respondents identifying at least one issue</i>	613 (76.7%)		686 (85.8%)	623 (77.8%)	597 (74.7%)	692 (85.3%)

(\*) 2017 metropolitan Melbourne average from Governing Melbourne



## ***Issues by precinct***

There was some variation in the top three issues for the City of Melton at the moment observed across the nine precincts, with attention drawn to the following:

- ***Melton West and Melton South / Brookfield*** – respondents were more likely than average to raise traffic management and safety, policing and crime issues.
- ***Caroline Springs*** – respondents were more likely than average to raise safety, policing and crime related issues.
- ***Taylor's Hill*** – respondents were more likely than average to raise issues with the provision and maintenance of street trees.
- ***Hillside*** – respondents were more likely than average to raise issues with the provision and maintenance of footpaths and lighting related issues.



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

**Melton City Council - 2018 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Melton</b>	
Traffic management	26.7%
Safety, policing and crime	14.4%
Car parking	8.9%
Parks, gardens and open space	4.4%
Rubbish and waste issues incl. garbage	4.4%
Public transport	3.3%
Roads maintenance and repairs	3.3%
Services and facilities for the elderly	2.2%
Footpath maintenance and repairs	2.2%
Recycling collection	2.2%
All other issues	18.9%
Respondents identifying an issue	52 (57.8%)

<b>Kurunjang</b>	
Traffic management	22.7%
Car parking	10.2%
Safety, policing and crime	10.2%
Roads maintenance and repairs	6.8%
Tip / smell / pollution	5.7%
Parks, gardens and open space	4.5%
Footpath maintenance and repairs	4.5%
Provision and maintenance of street trees	4.5%
Prov. and main. of sports and recreation	4.5%
Cleanliness and maintenance of area	3.4%
All other issues	31.8%
Respondents identifying an issue	60 (68.2%)

<b>Melton West</b>	
Traffic management	36.4%
Safety, policing and crime	25.0%
Public transport	8.0%
Roads maintenance and repairs	8.0%
Lighting	8.0%
Parks, gardens and open space	5.7%
Car parking	5.7%
Footpath maintenance and repairs	5.7%
Provision and maintenance of street trees	3.4%
Noise	3.4%
All other issues	27.3%
Respondents identifying an issue	76 (86.4%)

<b>Melton South / Brookfield</b>	
Traffic management	41.1%
Safety, policing and crime	27.8%
Cleanliness and maintenance of area	7.8%
Lighting	7.8%
Roads maintenance and repairs	6.7%
Noise	5.6%
Hard rubbish collection	4.4%
Multicultural issues / cultural diversity	4.4%
Building, planning, housing, development	3.3%
Public transport	3.3%
All other issues	50.0%
Respondents identifying an issue	78 (86.7%)

<b>Caroline Springs</b>	
Safety, policing and crime	23.3%
Traffic management	23.3%
Car parking	15.6%
Parks, gardens and open space	8.9%
Provision and maintenance of street trees	8.9%
Lighting	8.9%
Roads maintenance and repairs	6.7%
Prov. and main. of sports and recreation	6.7%
Hard rubbish collection	6.7%
Cleanliness and maintenance of area	5.6%
All other issues	50.0%
Respondents identifying an issue	69 (76.7%)

<b>Burnside</b>	
Traffic management	22.7%
Safety, policing and crime	19.3%
Parks, gardens and open space	11.4%
Car parking	9.1%
Roads maintenance and repairs	8.0%
Provision and maintenance of street trees	6.8%
Hard rubbish collection	6.8%
Council rates	5.7%
Education and schools	3.4%
Cleanliness and maintenance of area	3.4%
All other issues	25.0%
Respondents identifying an issue	60 (68.2%)



**Top three issues for the City of Melton at the moment by precinct**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Taylors Hill	
Traffic management	18.2%
Safety, policing and crime	17.0%
Provision and maintenance of street trees	13.6%
Car parking	12.5%
Parks, gardens and open space	11.4%
Footpath maintenance and repairs	10.2%
Cleanliness and maintenance of area	8.0%
Hard rubbish collection	8.0%
Rubbish and waste issues incl. garbage	6.8%
Roads maintenance and repairs	5.7%
All other issues	46.6%
<i>Respondents identifying an issue</i>	<i>67 (76.1%)</i>

Hillside	
Footpath maintenance and repairs	16.7%
Safety, policing and crime	15.6%
Lighting	15.6%
Parks, gardens and open space	14.4%
Car parking	14.4%
Traffic management	12.2%
Cleanliness and maintenance of area	7.8%
Public transport	6.7%
Recycling collection	4.4%
Provision and maintenance of street trees	4.4%
All other issues	41.1%
<i>Respondents identifying an issue</i>	<i>71 (78.9%)</i>

Rural	
Traffic management	14.8%
Safety, policing & crime	13.6%
Roads maintenance and repairs	10.2%
Parks, gardens and open space	9.1%
Public transport	9.1%
Cleanliness and maintenance of area	6.8%
Footpath maintenance and repairs	6.8%
Lighting	6.8%
Provision & maintenance of infrastructure	5.7%
Public toilets	4.5%
All other issues	45.5%
<i>Respondents identifying an issue</i>	<i>66 (75.0%)</i>

City of Melton	
Traffic management	25.0%
Safety, policing and crime	19.8%
Parking	9.8%
Parks, gardens and open space	8.1%
Street lighting	7.4%
Roads maintenance and repairs	6.4%
Footpath maintenance and repairs	6.1%
Provision and maintenance of street trees	5.8%
Cleanliness & general maintenance of area	5.4%
Public transport	4.9%
All other issues	44.4%
<i>Respondents identifying an issue</i>	<i>613 (76.7%)</i>

Western region	
Traffic management	18.9%
Parking	17.8%
Roads maintenance and repairs	11.7%
Lighting	11.7%
Cleanliness and maintenance of area	11.1%
Safety, policing, crime and vandalism	10.6%
Building, planning, housing, development	8.9%
Public transport	6.1%
Parks, gardens and open space	5.0%
Footpath maintenance and repairs	4.7%
All other issues	64.7%
<i>Respondents identifying an issue</i>	<i>120 (80.6%)</i>

metro. Melbourne	
Traffic management	20.6%
Car parking	15.8%
Safety, policing, crime and vandalism	15.2%
Roads maintenance and repairs	11.3%
Building, planning, housing, development	10.9%
Lighting	10.4%
Cleanliness and maintenance of area	10.4%
Footpath maintenance and repairs	8.5%
Parks, gardens and open space	7.2%
Street trees / nature strips	6.0%
All other issues	67.2%
<i>Respondents identifying an issue</i>	<i>692 (85.3%)</i>



## ***Issues by respondent profile***

There was some variation in the top three issues for the City of Melton at the moment observed by respondent profile, with attention drawn to the following:

- ***Male*** – respondents were more likely than female respondents to raise car parking issues.
- ***Female*** – respondents were more likely than male respondents to raise issues with parks, gardens, and open spaces.
- ***English-speaking household*** – respondents were more likely than respondents from multi-lingual households to raise safety, policing and crime related issues.
- ***Multi-lingual household*** – respondents were more likely than respondents from English speaking households to raise lighting, street trees, and hard rubbish related issues.
- ***Adolescents (aged 15 to 19 years)*** – respondents were more likely than average to raise education and schools, cleanliness and maintenance of the area, and sports and recreation facilities.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were more likely than average to raise car parking issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were more likely than average to identify traffic management, public transport, and noise relates issues.



**Top three issues for the City of Melton at the moment by respondent profile**

**Melton City Council - 2018 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Male	
Traffic management	25.8%
Safety, policing and crime	19.5%
Car parking	11.8%
Lighting	8.4%
Provision and maintenance of street trees	6.8%
Parks, gardens and open space	5.8%
Cleanliness and maintenance of area	5.5%
Roads maintenance and repairs	5.5%
Public transport	5.3%
Footpath maintenance and repairs	4.5%
All other issues	41.6%
<i>Respondents identifying an issue</i>	<i>294 (77.5%)</i>

Female	
Traffic management	24.3%
Safety, policing and crime	20.3%
Parks, gardens and open space	10.0%
Footpath maintenance and repairs	8.1%
Car parking	7.8%
Roads maintenance and repairs	7.1%
Lighting	5.9%
Cleanliness and maintenance of area	5.4%
Provision and maintenance of street trees	4.9%
Hard rubbish collection	4.7%
All other issues	45.6%
<i>Respondents identifying an issue</i>	<i>309 (75.6%)</i>

English speaking	
Traffic management	24.8%
Safety, policing and crime	22.1%
Car parking	10.8%
Parks, gardens and open space	7.6%
Roads maintenance and repairs	7.2%
Lighting	6.0%
Footpath maintenance and repairs	5.7%
Cleanliness and maintenance of area	5.1%
Public transport	4.7%
Provision and maintenance of street trees	3.8%
All other issues	39.9%
<i>Respondents identifying an issue</i>	<i>405 (76.5%)</i>

Multi-lingual	
Traffic management	25.7%
Safety, policing and crime	15.7%
Lighting	10.0%
Parks, gardens and open space	10.0%
Provision and maintenance of street trees	9.6%
Hard rubbish collection	8.0%
Car parking	7.7%
Footpath maintenance and repairs	7.7%
Cleanliness and maintenance of area	6.1%
Public transport	5.4%
All other issues	51.7%
<i>Respondents identifying an issue</i>	<i>204 (77.9%)</i>



**Top three issues for the City of Melton at the moment by respondent profile**

**Melton City Council - 2018 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Adolescents (15 to 19 years)</b>	
Traffic management	17.9%
Safety, policing and crime	17.9%
Education and schools	10.3%
Cleanliness and maintenance of area	10.3%
Car parking	7.7%
Prov. and main. of sports and recreation	7.7%
Public transport	5.1%
Drugs, alcohol and smoking issues	5.1%
Roads maintenance and repairs	5.1%
Animal management	5.1%
All other issues	51.3%
<i>Respondents identifying an issue</i>	<i>30 (76.4%)</i>

<b>Young adults (20 to 34 years)</b>	
Traffic management	22.6%
Safety, policing and crime	20.0%
Roads maintenance and repairs	10.3%
Lighting	9.0%
Cleanliness and maintenance of area	9.0%
Parks, gardens and open space	8.4%
Footpath maintenance and repairs	7.1%
Car parking	5.2%
Public transport	5.2%
Rubbish and waste issues incl. garbage	3.9%
All other issues	
<i>Respondents identifying an issue</i>	<i>123 (79.3%)</i>

<b>Adults (35 to 44 years)</b>	
Traffic management	25.7%
Safety, policing and crime	23.3%
Parks, gardens and open space	10.7%
Car parking	10.2%
Lighting	8.3%
Footpath maintenance and repairs	6.8%
Provision and maintenance of street trees	6.3%
Public transport	3.9%
Hard rubbish collection	3.9%
Education and schools	2.9%
All other issues	38.8%
<i>Respondents identifying an issue</i>	<i>154 (74.9%)</i>

<b>Middle aged adults (45 to 59 years)</b>	
Traffic management	23.8%
Safety, policing and crime	22.3%
Car parking	14.6%
Lighting	9.2%
Parks, gardens and open space	8.7%
Cleanliness and maintenance of area	8.3%
Roads maintenance and repairs	7.8%
Footpath maintenance and repairs	5.8%
Hard rubbish collection	5.8%
Provision and maintenance of street trees	4.9%
All other issues	47.6%
<i>Respondents identifying an issue</i>	<i>161 (77.9%)</i>

<b>Older adults (60 to 74 years)</b>	
Traffic management	26.5%
Safety, policing and crime	12.9%
Car parking	9.5%
Provision and maintenance of street trees	8.8%
Parks, gardens and open space	6.8%
Roads maintenance and repairs	6.1%
Footpath maintenance and repairs	5.4%
Lighting	4.8%
Hard rubbish collection	4.8%
Council rates	4.8%
All other issues	38.8%
<i>Respondents identifying an issue</i>	<i>110 (74.8%)</i>

<b>Senior citizens (75 years and over)</b>	
Traffic management	34.9%
Safety, policing and crime	16.3%
Public transport	11.6%
Footpath maintenance and repairs	9.3%
Noise	9.3%
Roads maintenance and repairs	7.0%
Provision and maintenance of street trees	7.0%
Car parking	4.7%
Cleanliness and maintenance of area	4.7%
Hard rubbish collection	4.7%
All other issues	20.9%
<i>Respondents identifying an issue</i>	<i>34 (78.1%)</i>



### Correlation between issues and satisfaction with overall performance

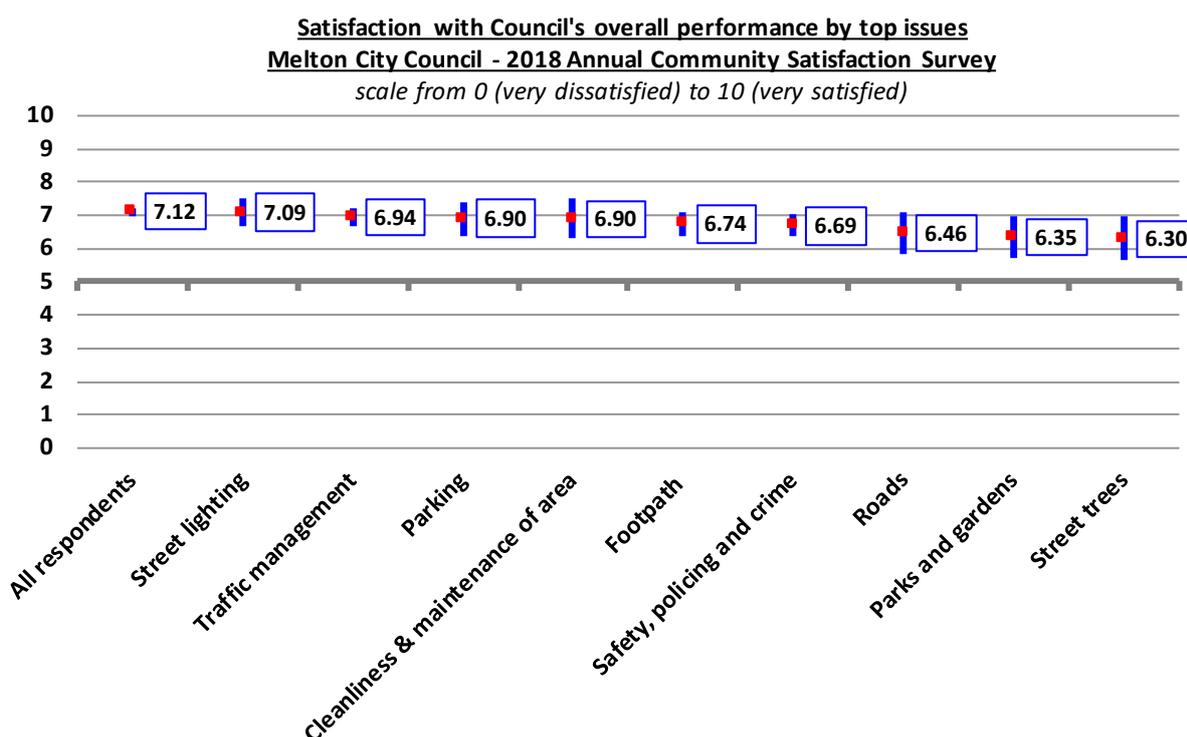
The following graph provides a comparison of satisfaction with Council’s overall performance between respondents that identified the top five issues. The overall satisfaction with Council in 2018 was 7.12, marginally higher than the average satisfaction of respondents identifying each of the top nine issues.

It is noted that respondents that raised traffic management, parking, and cleanliness and maintenance of the local area as issues were only marginally less satisfied with Council’s overall performance than the average. These may exert a very mildly negative influence on overall satisfaction with Council.

Respondents that identified footpath maintenance and repairs, safety, policing and crime, road maintenance and repairs, parks, gardens and open spaces, and street trees all rated satisfaction with Council’s overall performance measurably lower than the municipal average of 7.12. It would appear that these issues are exerting a negative influence on satisfaction with Council’s overall performance for those respondents that raised these issues.

It is significant that the result for respondents identifying safety, policing and crime related issues in 2018 was still rated as “good” at 6.69. In 2017, respondents that raised safety, policing and crime issues rated satisfaction with overall performance at just 6.22.

Metropolis Research suggests that these results reinforce the view that the decline in satisfaction with overall performance last year was negatively affected by the perception of safety concerns in the municipality. This impact appears to have dissipated somewhat this year. Whilst perception of safety issues remain very prominent in the community, the issue does not appear to be impacting on satisfaction with the performance of Council as much this year.



## 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 services 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 asked to rate their satisfaction with “planning for population growth” by all levels of government, not limited to Council. The reason for approaching this issue in this manner is that residents often do not have a comprehensive understanding of the roles of local and state governments in relation to the provision of services and planning for population growth. As a result, it would be misleading to limit this question solely to the activities of local government.

Satisfaction with planning for population growth was 6.40 out of ten, or a “solid” level of performance. By way of comparison, the 2017 metropolitan Melbourne average was 5.70, or a “poor” level of performance.

There was some variation in this result observed across the municipality, with attention drawn to the following:

- **Rural precinct** – respondents were significantly more satisfied than average, and at a “good” level.
- **Melton, Hillside, and Caroline Springs** – respondents were significantly less satisfied than average, and at “solid” levels.

There was also a significant degree of variation in satisfaction with planning for population growth observed by respondent profile, as outlined in the following graphs and summarised as follows:

- **More satisfied than average** – adolescents and young adults (aged 15 to 34 years), multi-lingual households, private rental households, newer residents (less than five years in the City of Melton), and group households.
- **Less satisfied than average** – adults and middle-aged adults (aged 35 to 59 years), English speaking households, mortgagee households, longer term residents (more than five years in the City of Melton), two-parent families with adults children only, and one-parent families.

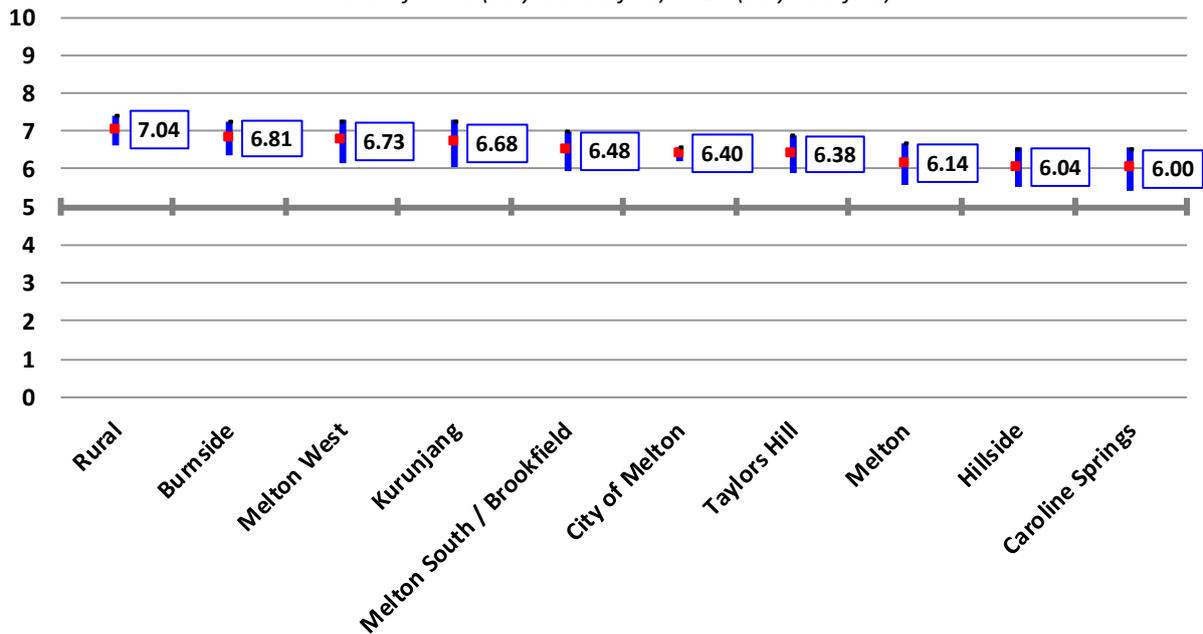
This basic pattern of satisfaction, with younger residents, often renting and living in group households, and who have moved into the municipality in recent years tend to be more satisfied with planning for population growth, whilst it tends to be middle-aged and older



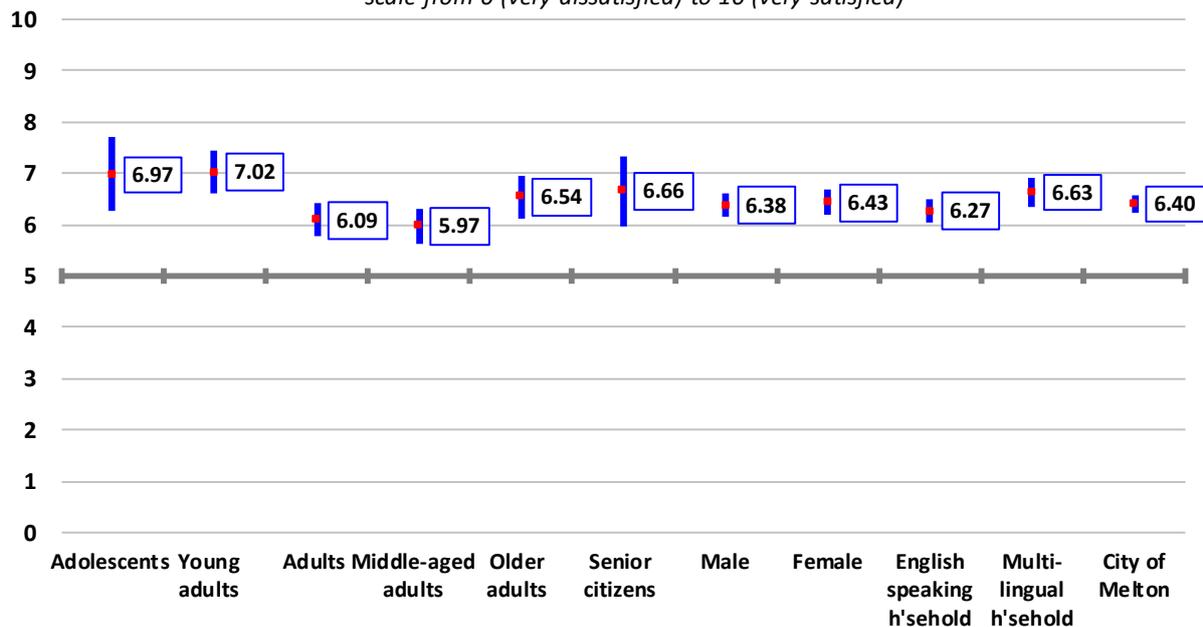
adults, mortgagee and home owners, who have lived in the municipality for a longer period of time tend to be less satisfied.

It is interesting to note that in the City of Melton, adults (aged 35 to 44 years) tended to be less satisfied than average. This may reflect respondents who feel an impact of population growth on aspects such as traffic congestion and commuting times.

**Satisfaction with planning for population growth**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



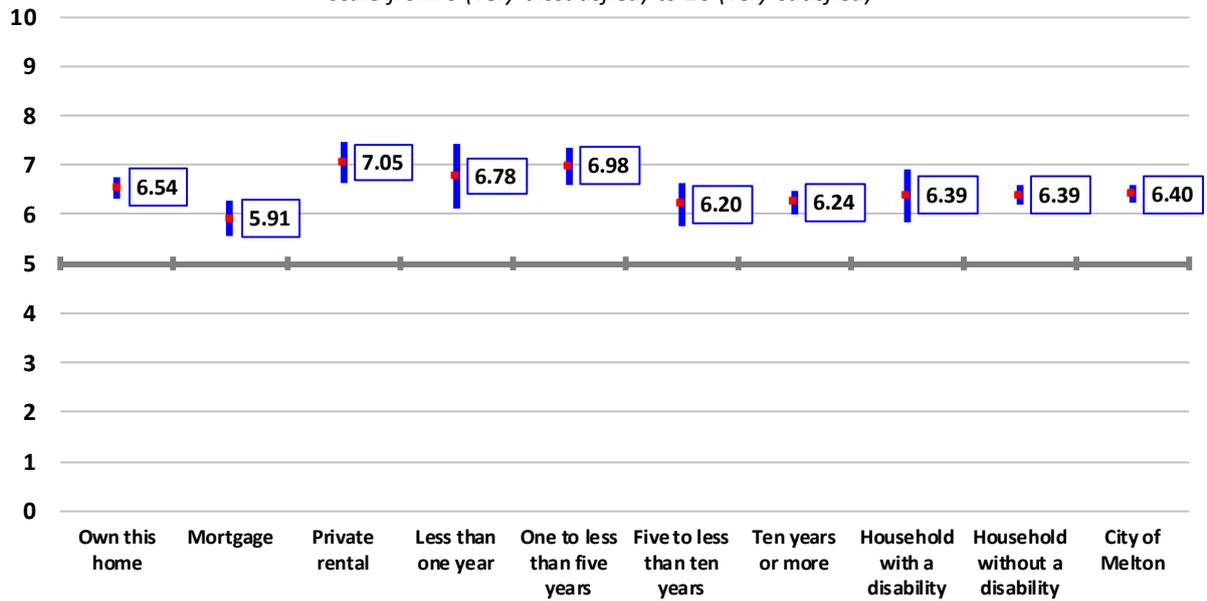
**Satisfaction with planning for population growth by respondent profile**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Satisfaction with planning for population growth by housing situation, period of residence and disability**

**Melton City Council - 2018 Annual Community Satisfaction Survey**

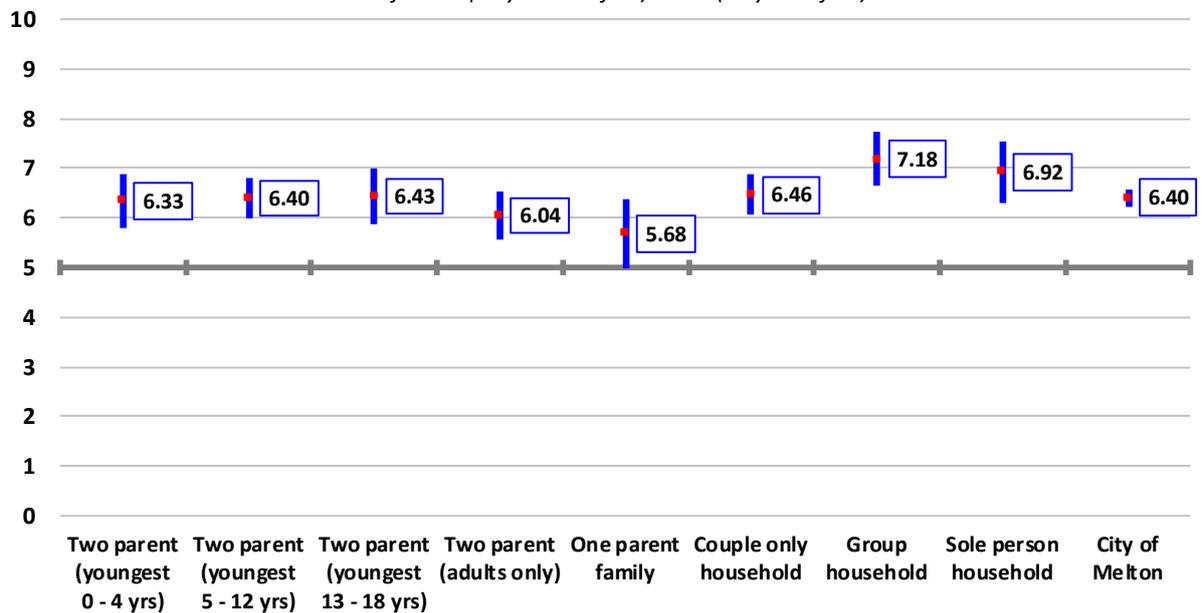
scale from 0 (very dissatisfied) to 10 (very satisfied)



**Satisfaction with planning for population growth by household structure**

**Melton City Council - 2018 Annual Community Satisfaction Survey**

scale from 0 (very dissatisfied) to 10 (very satisfied)



## 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 twelve months?”*

Consistent with the results recorded in previous years, approximately five percent of respondents had been personally involved in a planning application or development in the last twelve months.

This result is broadly consistent with results observed elsewhere and those recorded in *Governing Melbourne* in recent times. This result tends to be a little higher in areas experiencing greater levels of redevelopment such as inner and middle-ring municipalities, and a little lower further out.

**Involvement in planning and housing development**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Response	2018		2017	2016	2015
	Number	Percent			
Yes - as an applicant	22	2.9%	3.6%	3.0%	7.4%
Yes - as an objector	10	1.3%	3.3%	0.9%	1.4%
Yes - other involvement	6	0.8%	0.6%	0.5%	0.4%
No involvement	709	94.9%	92.4%	95.6%	90.8%
Not stated	53		20	5	7
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>

### *Satisfaction with aspects of planning and housing development*

Respondents were asked:

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

All respondents were asked to rate their satisfaction with six aspects of planning and housing development in the City of Melton.

There were two new aspects included in this section of the survey this year, those being satisfaction with maintaining natural reserves and the design of public spaces.

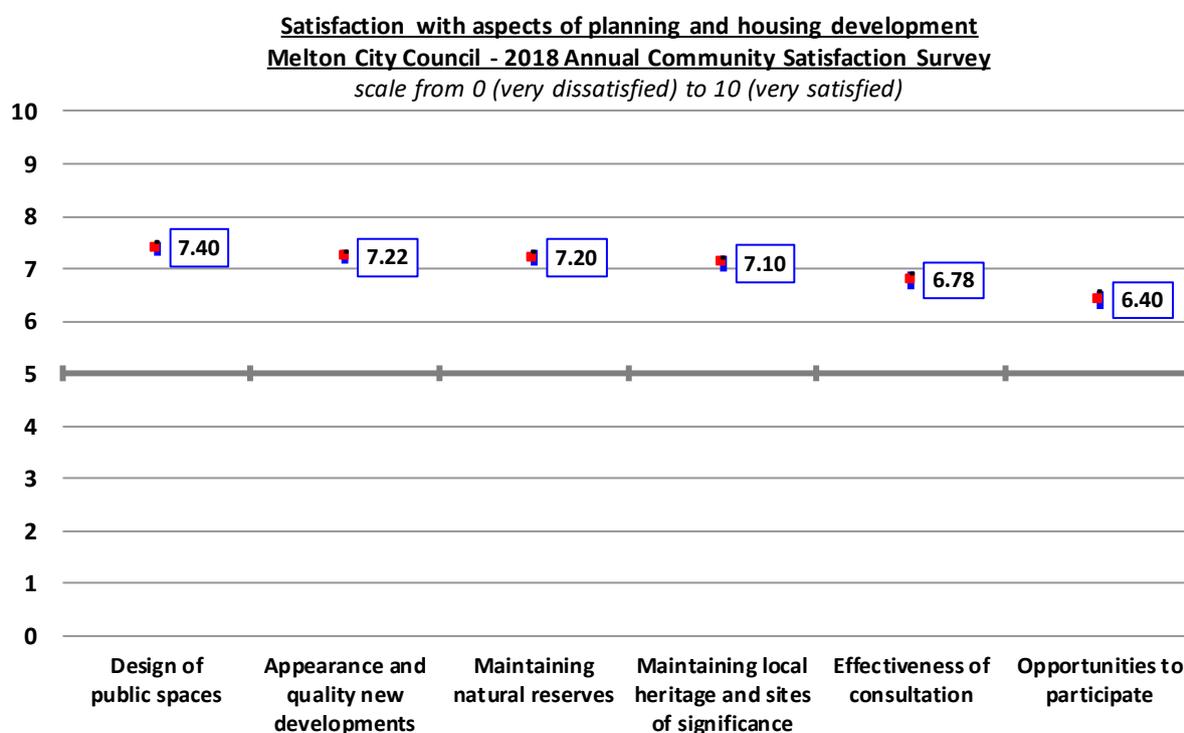


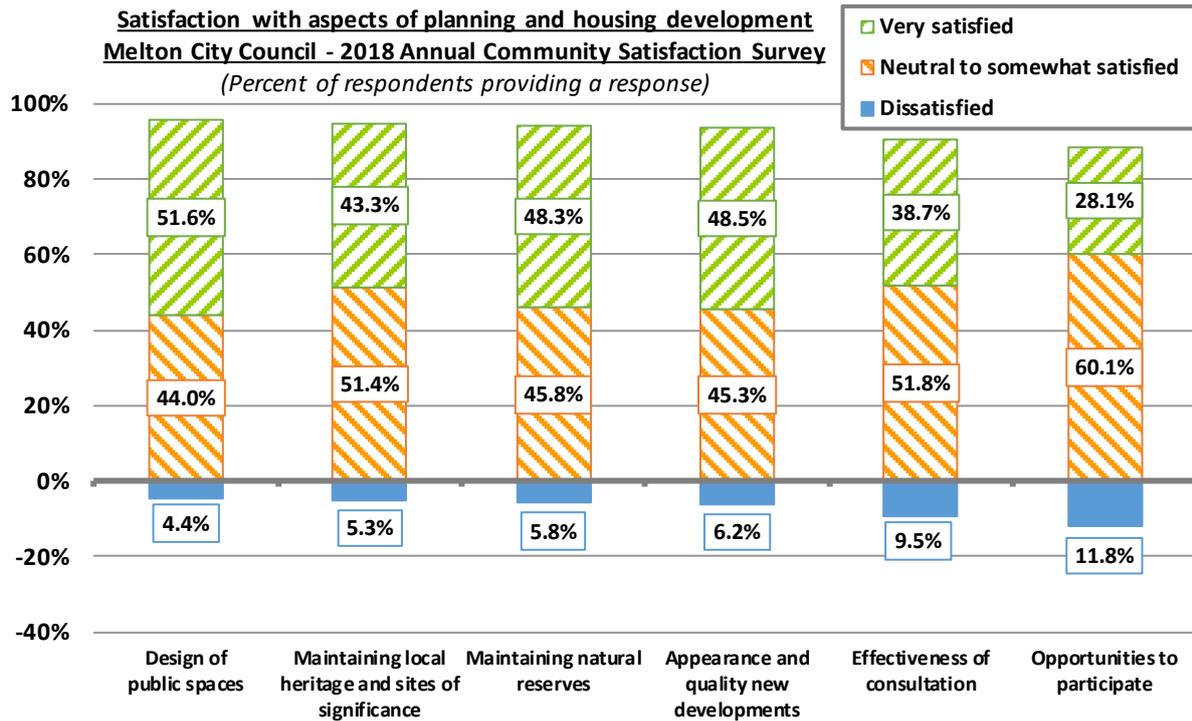
The average satisfaction with these six aspects of planning and housing development was 7.02 out of ten, or a “good” level of satisfaction. When comparing just the four aspects that were included in previous years, satisfaction was 6.88, a statistically significant increase of 5.7% on the 6.51 recorded last year.

The decline last year was likely to reflect the general decline in satisfaction observed across most of the aspects included in the survey. Metropolis Research notes that this decline last year was unlikely to reflect significant variation in satisfaction with aspects of planning and housing development, and more likely to reflect this generalised more negative outlook of respondents last year than in 2016 or this year.

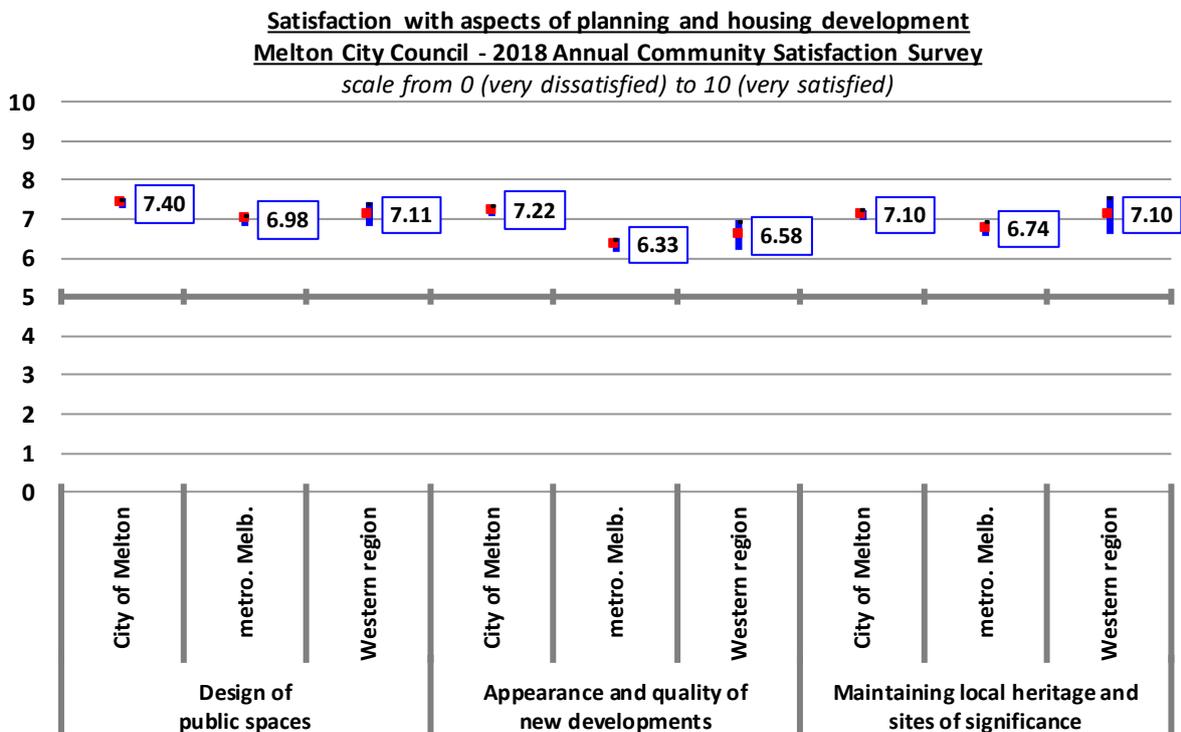
Satisfaction with these six aspects of planning and housing development can best be summarised as follows:

- **Very Good** – for the design of public spaces. A little more than half of the respondents were very satisfied with this aspect, whilst less than five percent were dissatisfied.
- **Good** – for the appearance and quality of new developments, maintaining natural reserves, maintaining local heritage and sites of significance, and the effectiveness of consultation. A little less than half of the respondents were very satisfied with these four aspects, whilst between five and ten percent were dissatisfied.
- **Solid** – for the opportunities to participate in consultations on planning. A little more than one-quarter of respondents were very satisfied with this aspect, whilst a little more than ten percent were dissatisfied.





Three of the six included aspects of planning and housing development were included in both this survey as well as the 2017 *Governing Melbourne* research. It is noted that satisfaction with the design of public spaces and the appearance and quality of new developments was measurably higher in the City of Melton than both the western region councils' and metropolitan Melbourne 2017 averages.

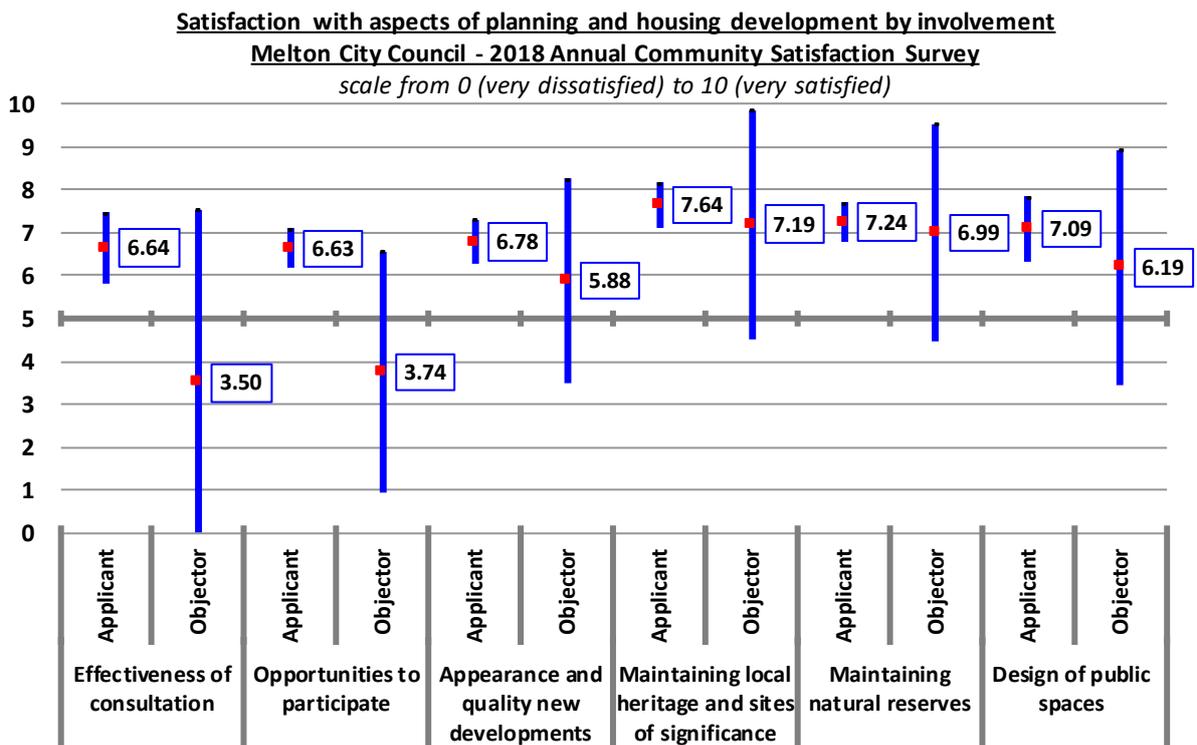


The following graph provides a comparison of satisfaction with the six aspects of planning and housing development between applicants and objectors.

As is clearly evident given the size of the 95% confidence interval for these results, the sample size of applicants (22 respondents) and objectors (10 respondents) is very small, and therefore caution should be exercised in the interpretation of these results.

Even taking into account the extremely small sample sizes, it is apparent that applicants tend to be more satisfied with most aspects of planning and housing development than are objectors. This is particularly evident in relation to the effectiveness of consultation and the opportunities to participate in consultations on planning. This reflects the fact that objectors often feel that they have not been heard because the development to which they object is ultimately approved and constructed.

This is also apparent in relation to satisfaction with the appearance and quality of new developments, where there is a very significant, albeit not statistically significant (due to sample size) variation between applicants and objectors.



## Customer service

### Contact with Council in the last two years

Respondents were asked:

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

Consistent with the results recorded in previous years, approximately forty percent of respondents reported that they had contacted Council in the last twelve months.

This result is consistent with results observed elsewhere across metropolitan Melbourne over an extended period of time.

**Contacted Council in the last twelve months**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Response	2018		2017	2016	2015
	Number	Percent			
Yes	323	40.4%	44.0%	38.3%	40.2%
No	476	59.6%	56.0%	61.7%	59.8%
Not stated	1		16	12	12
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>

### Forms of contact

Respondents who had contacted Council were asked:

*“When you last contacted the Council, was it?”*

Consistent with the results recorded in previous years, a little less than two-thirds (61.5%) of respondents contacting Council in the last twelve months did so calling telephone during office hours.

Approximately one-fifth (20.2%) of respondents contacting Council in the last twelve months did so by visiting Council in person.

The aim of this set of questions is to measure community satisfaction with the traditional aspects of customer service, rather than to measure the preferred methods of interacting with Council, which is covered separately in this report.

Metropolis Research notes that many residents, when asked if they had contacted Council, consider visiting in person, writing a letter, emailing, or personally telephoning Council to be what is still commonly interpreted as “contact”.



The results do not and are not designed to measure the proportion of respondents that have visited the Council website or engaged in some way with Council on social media. In the experience of Metropolis Research in recent years, in the order of one-third to one half of the respondents in municipalities around metropolitan Melbourne will have visited the council website.

In the City of Melton in 2018, a little less than half (43.6%) of respondents provided a satisfaction score for the Council website, and had therefore visited the website in the last twelve months. Despite this, only 5.9% of respondents in this section of the survey reported that their last contact with Council was via the website.

**Form of last contact with Council**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
*(Number and percent of respondents who contacting Council and providing a response)*

Response	2018		2017	2016	2015
	Number	Percent			
Telephone ( <i>during office hours</i> )	198	61.5%	60.5%	63.1%	61.3%
Visit in person	65	20.2%	22.2%	28.2%	22.7%
Website	19	5.9%	0.9%	2.3%	1.6%
E-mail	7	2.2%	4.7%	4.0%	5.4%
Mail	4	1.2%	1.5%	1.0%	1.0%
Social media	3	0.9%	0.3%	n.a.	n.a.
Telephone ( <i>after hours service</i> )	3	0.9%	0.0%	0.3%	0.6%
Visitor Information Centre / Pop-up	1	0.3%	0.9%	n.a.	n.a.
Multiple	22	6.8%	9.1%	1.0%	7.3%
Not stated	1		3	2	4
<b>Total</b>	<b>323</b>	<b>100%</b>	<b>345</b>	<b>303</b>	<b>317</b>

### **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?”*

Respondents that had contacted Council in the last twelve months were asked to rate their satisfaction with eight aspects of customer service.

The average satisfaction with these eight aspects increased measurably and significantly this year, up 6.1% to 7.95 and is now considered “excellent”. This is the same as was recorded in both 2015 and 2016, whilst in 2017 satisfaction was considered “very good”.

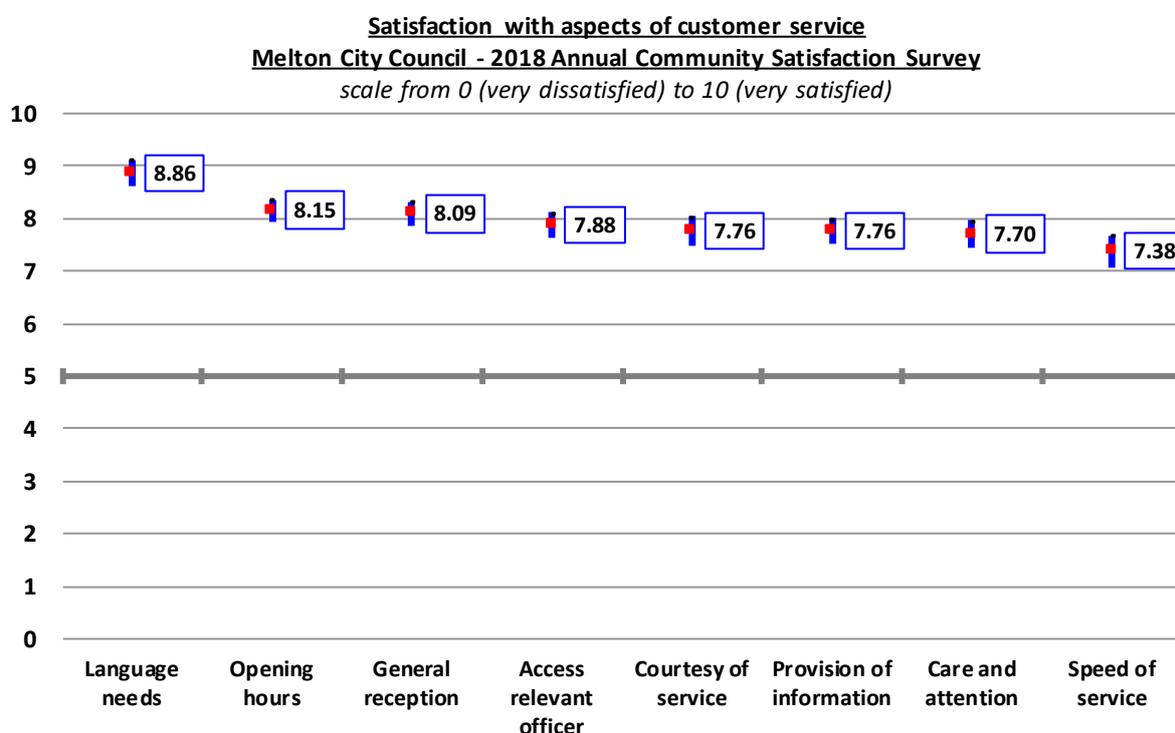
As discussed in relation to a number of other sections of this report, the decline in satisfaction with aspects of customer service reported in 2017 was unlikely to reflect an actual decline in

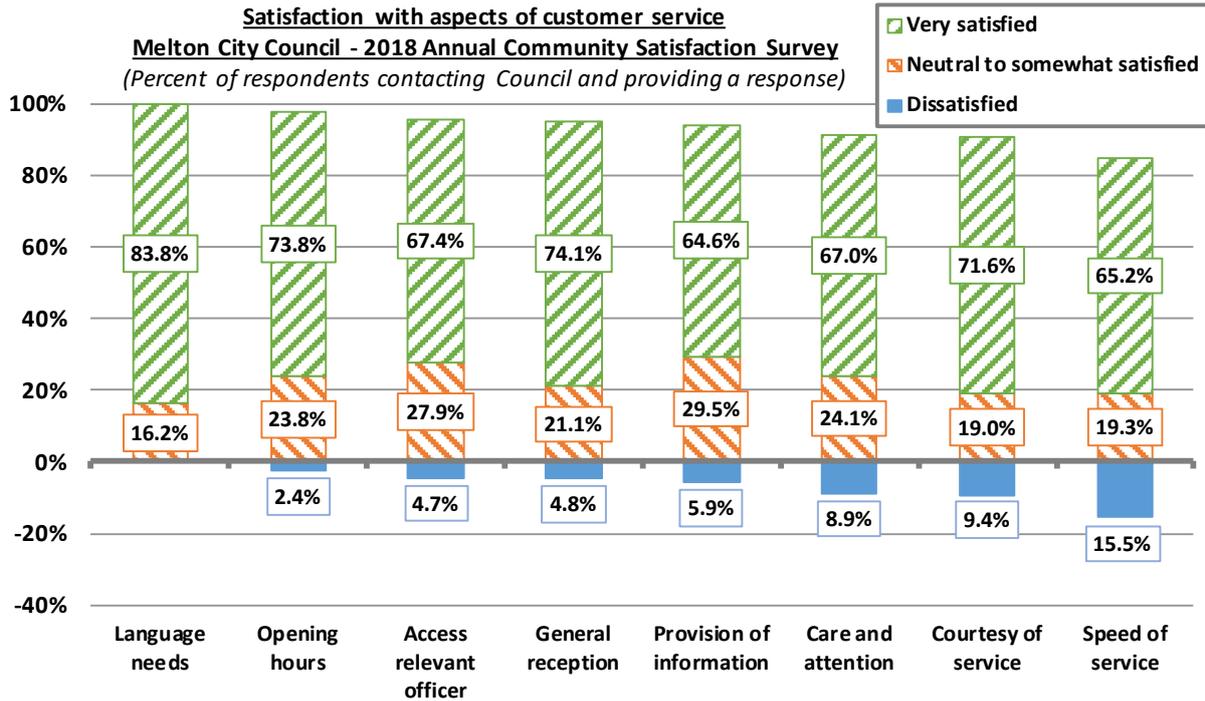


customer service performance by Council, rather it reflected the generalised dissatisfaction that was caused at least in part by concerns around the perception of safety.

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

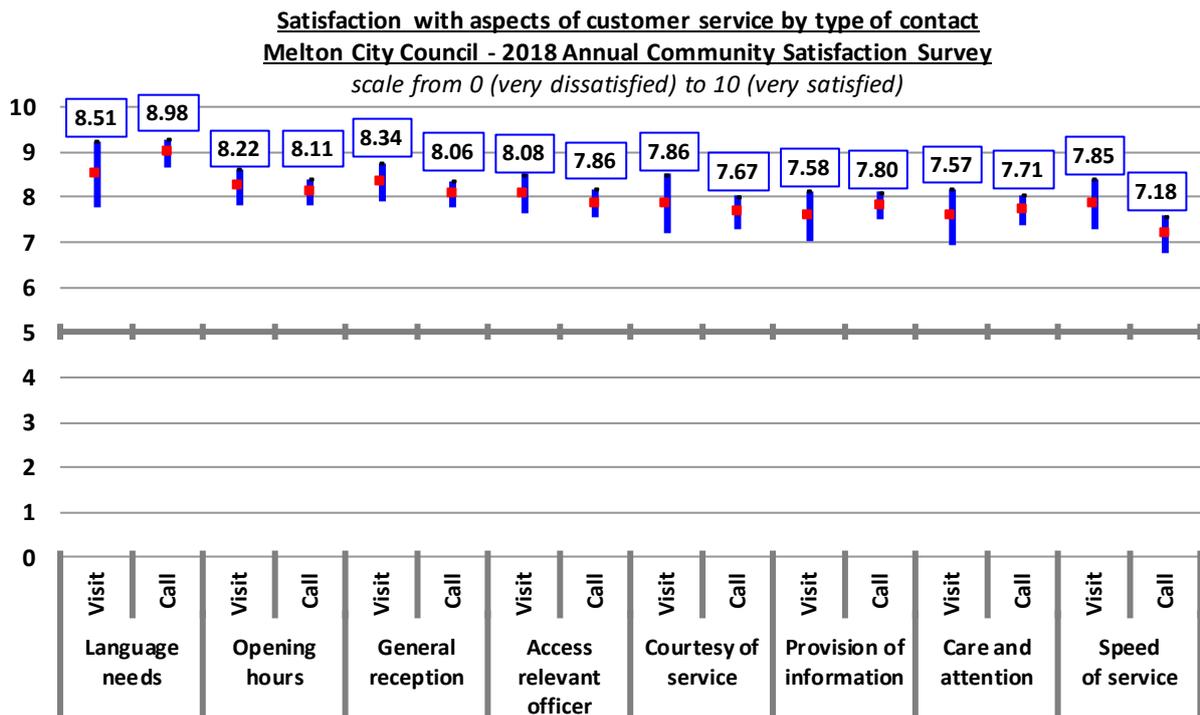
- **Excellent** – for staff understanding of language needs (multi-lingual household respondents only), opening hours, general reception, access to relevant officer, courtesy of service, and the provision of information. Two-thirds or more of respondents were very satisfied with these aspects, whilst less than ten percent were dissatisfied.
- **Very Good** – for care and attention to enquiry and the speed of service. Approximately two-thirds of respondents were very satisfied with these two aspects, whilst 8.9% were dissatisfied with the care and attention to enquiry, and 15.9% were dissatisfied with the speed of service.





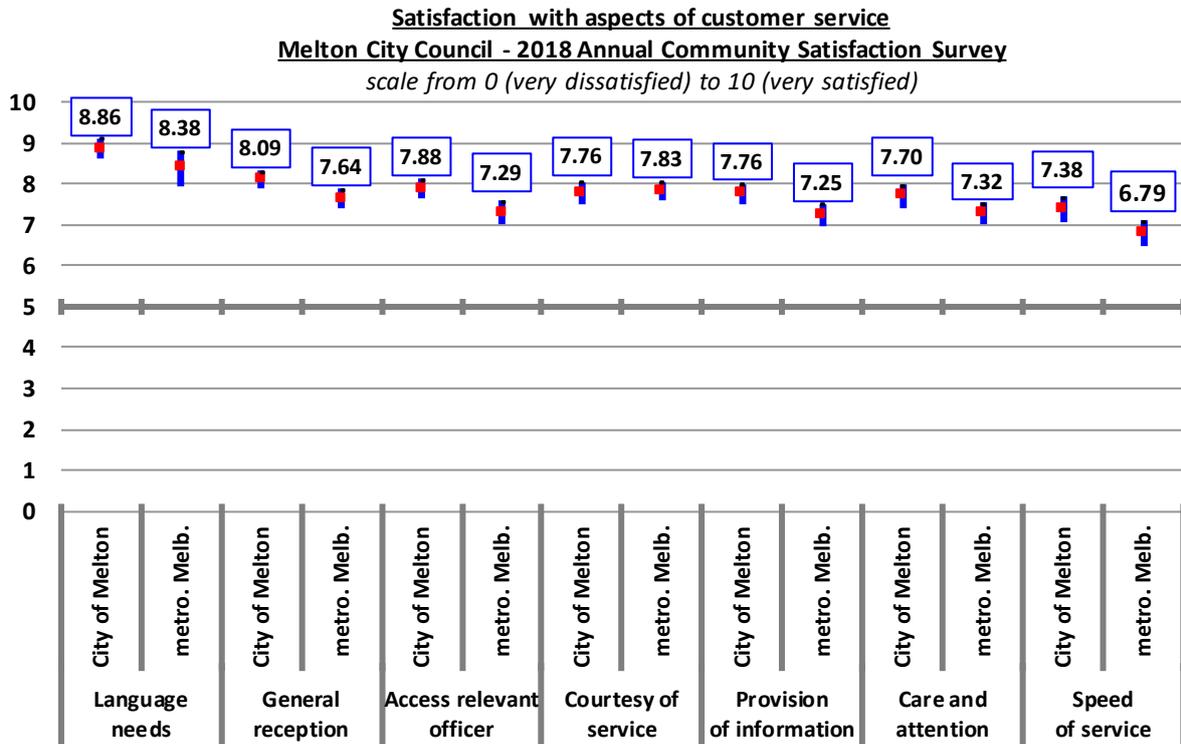
The following graph provides a comparison of satisfaction with the eight aspects of customer service between respondents that visited Council in person and those that telephoned.

On average respondents that visited in person were approximately 1.2% more satisfied than those who telephoned Council. This is a very close result and speaks well to the level of telephone customer service provided by Council. It is noted however that respondents that telephoned Council were 8.5% less satisfied with the speed of service than those visiting in person.



When compared to the 2017 metropolitan Melbourne results recorded in *Governing Melbourne*, respondents in the City of Melton were on average 5.7% more satisfied than the metropolitan Melbourne average.

Respondents in the City of Melton were measurably more satisfied than the metropolitan Melbourne average with access to relevant officer (8.1% higher) and the speed of service (8.7% higher).



## 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?”*

There were four new services and facilities included in the survey this year, those being family support and emergency relief, Melton Learning, public art and exhibitions, and the ability to access services through online channels.

### ***Importance of Council services and facilities to the community***

Respondents were asked to rate how important they considered each of the thirty-nine Council provided services and facilities are to the community as a whole, rather than just to them as individuals.

The average importance of the thirty-six Council provided services and facilities was 8.73 out of ten in 2018, almost identical to the 8.72 recorded last year.

Metropolis Research notes that all thirty-nine services and facilities were rated at more than 7.5 out of ten, i.e. very important, and that the spread of importance scores reflect the degree of importance rather than identifying any Council services and facilities that respondents consider unimportant (i.e. less than five out of ten).

Metropolis Research notes that the importance of all services and facilities fell within a range from a high of 9.43 for services for people with disability, to a low of 7.90 for Council printed biennial newsletter *Moving Ahead*.

### **Increased importance**

There were fifteen services and facilities to record an increase in importance this year, although only the increase in importance with two of these services and facilities were statistically significant. These were Council information and columns in the local newspapers (up 9.2%) and *Moving Ahead* (up 5.2%). Attention is also drawn to public toilets (up 4.3%), Council’s website (up 3.7%), and the Melton Recycling Facility (up 3.3%).

### **Decreased importance**

The average importance of twenty services and facilities declined somewhat this year, although none of these declines were not statistically significant. The three services and facilities to record the largest decline in importance were the regular garbage collection (down 2.6%), services for young people (down 2.5%), and the provision of parks and gardens (down 2.3%).



## Relative importance of Council services and facilities

The spread of importance of the thirty-nine services and facilities can best be summarised as follows:

- ⊗ **Higher than average importance** – for services for people with a disability, services for seniors, Family Support and Emergency Relief, the regular garbage collection, regular recycling, health services for babies, infants, and toddlers, green waste collection, public toilets, Melton Recycling Facility, the local library, the provision and maintenance of street lighting, and sports grounds and associated facilities.
- ⊗ **Average importance** – for services and programs for children, litter collection in public areas, services for young people, the provision and maintenance of playgrounds, the maintenance of parks and gardens, hard rubbish collection, local traffic management, footpath maintenance and repairs, the provision of parks and gardens, the maintenance and repair of sealed local roads, the maintenance and cleaning of shopping strips, the provision and maintenance of street trees, Recreation and Leisure centres, on and off road bike paths and / or walking paths, Community Centres / Neighbourhood Houses, animal management, street sweeping, and the ability to access services through online channels.
- ⊗ **Lower than average importance** – for Council’s website, the provision of community events, Council activities promoting local business growth, parking enforcement, the provision of cultural events, Melton Learning, Council information and columns in local newspapers, public art and exhibitions, and *Moving Ahead*.

## Comparison to metropolitan Melbourne average

Of the thirty-nine services and facilities included in the City of Melton survey this year, a total of twenty-nine were also included in *Governing Melbourne*, and comparative results are provided in this report.

Of these twenty-nine services and facilities, there was some variation observed between the importance recorded in the City of Melton and the metropolitan Melbourne average. None of these variations were statistically significant, however attention is drawn to the following:

- **Higher than average importance in the City of Melton** – *Moving Ahead* (6.2% higher), Council’s website (5.7% higher), public toilets (5.5% higher), services for people with disability (4.1% higher), services for seniors (2.6% higher), sports grounds and associated facilities (2.6% higher), animal management (2.6% higher), parking enforcement (2.4% higher), local library (2.3% higher), and the green waste collection (2.2% higher).
- **Lower than average importance in the City of Melton** – the provision of parks and gardens (2.2% lower), street sweeping (1.7% lower), footpath maintenance and repairs (1.6% lower), hard rubbish collection (1.5% lower), regular garbage collection (1.4% lower), and local traffic management (1.3%).



**Importance of selected services and facilities**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2018			2017	2016	2015	2017 Metro.*
			Lower	Mean	Upper				
Higher than average importance	Services for people with a disability	576	9.36	<b>9.43</b>	9.50	9.19	9.46	9.30	9.06
	Services for seniors	610	9.16	<b>9.25</b>	9.34	9.17	9.39	9.18	9.01
	Family Support and Emergency Relief	571	9.14	<b>9.23</b>	9.33	n.a.	n.a.	n.a.	n.a.
	Regular garbage collection	792	9.13	<b>9.22</b>	9.30	9.46	9.39	9.28	9.35
	Regular recycling	784	9.11	<b>9.20</b>	9.29	9.39	9.40	9.24	9.28
	Health services for babies, infants and toddlers	616	9.11	<b>9.20</b>	9.29	9.23	9.37	9.28	n.a.
	Green waste collection	767	9.02	<b>9.12</b>	9.21	9.24	9.29	9.14	8.92
	Public toilets	678	8.98	<b>9.08</b>	9.18	8.70	9.05	8.90	8.60
	Melton Recycling Facility	676	8.91	<b>9.01</b>	9.10	8.72	9.04	8.94	n.a.
	Local library	679	8.89	<b>8.99</b>	9.10	9.09	9.21	9.11	8.79
	Provision and maintenance of street lighting	786	8.89	<b>8.98</b>	9.08	9.12	9.06	9.03	8.95
	Sports grounds and associated facilities	661	8.85	<b>8.94</b>	9.03	8.88	8.99	8.78	8.71
	Average importance	Services and programs for children	611	8.82	<b>8.92</b>	9.02	9.12	9.42	9.24
Litter collection in public areas		766	8.78	<b>8.89</b>	8.99	8.96	9.09	8.89	8.90
Services for young people		589	8.75	<b>8.86</b>	8.97	9.08	9.34	9.13	8.77
Provision and maintenance of playgrounds		680	8.75	<b>8.85</b>	8.95	8.92	9.08	8.70	n.a.
Maintenance of parks and gardens		767	8.75	<b>8.84</b>	8.93	8.97	9.03	8.74	8.95
Hard rubbish collection		668	8.72	<b>8.83</b>	8.95	8.92	9.09	8.81	8.97
Local traffic management		773	8.68	<b>8.80</b>	8.91	8.83	9.08	8.81	8.91
Footpath maintenance and repairs		788	8.65	<b>8.76</b>	8.86	8.78	9.02	8.75	8.90
Provision of parks and gardens		767	8.65	<b>8.76</b>	8.86	8.96	9.07	8.70	8.95
Maintenance and repair of sealed local roads		795	8.65	<b>8.75</b>	8.85	8.85	8.95	8.81	8.86
Maintenance and cleaning of shopping strips		743	8.59	<b>8.69</b>	8.79	8.71	8.79	8.60	8.71
Provision and maintenance of street trees		784	8.57	<b>8.67</b>	8.78	8.50	8.76	8.50	8.71
Recreation and Leisure Centres		651	8.54	<b>8.65</b>	8.76	8.70	8.99	8.56	8.63
On and off road bike and / or walking paths		663	8.48	<b>8.61</b>	8.74	8.75	9.09	8.86	8.71
Community centres / Neighbourhood houses		603	8.44	<b>8.56</b>	8.67	8.55	8.77	8.61	n.a.
Animal management		698	8.42	<b>8.53</b>	8.65	8.50	8.61	8.42	8.32
Street sweeping		783	8.39	<b>8.51</b>	8.62	8.40	8.53	8.47	8.65
Ability to access services through online channels	588	8.37	<b>8.50</b>	8.63	n.a.	n.a.	n.a.	n.a.	
Lower than average importance	Council's website	669	8.26	<b>8.39</b>	8.52	8.09	8.35	8.19	7.94
	Provision of community events	621	8.25	<b>8.37</b>	8.50	8.25	8.68	n.a.	n.a.
	Council activities promoting local business growth	622	8.20	<b>8.33</b>	8.46	8.34	8.34	8.43	8.18
	Parking enforcement	754	8.18	<b>8.33</b>	8.47	8.09	8.42	8.14	8.13
	Provision of cultural events	586	8.09	<b>8.23</b>	8.36	8.00	8.50	8.51	8.27
	Melton Learning	461	8.07	<b>8.22</b>	8.37	n.a.	n.a.	n.a.	n.a.
	Council information and columns in local papers	666	7.99	<b>8.14</b>	8.28	7.45	8.32	8.04	n.a.
	Public art and exhibitions	591	7.80	<b>7.95</b>	8.10	n.a.	n.a.	n.a.	n.a.
Moving Ahead (Council's printed biannual newsletter)	603	7.75	<b>7.90</b>	8.05	7.51	7.91	7.70	7.44	
Average importance of selected services			8.62	<b>8.73</b>	8.84	8.72	8.94	8.75	8.70

(\* ) 2017 metropolitan Melbourne average from Governing Melbourne



## **Satisfaction with Council services and facilities**

Respondents were asked to rate their personal level of satisfaction with all seventeen core services and facilities, and their satisfaction with each of the twenty-two non-core services and facilities that they or members of their household had used in the last twelve months.

The average satisfaction with the thirty-nine included Council services and facilities declined 1.2% this year, down from 7.48 to 7.39. This decline was not statistically significant. Despite this decline, average satisfaction with Council services and facilities remains at a level best categorised as “very good”.

Satisfaction with the thirty-nine included Council services and facilities varied from a high of 8.62 for the regular garbage collection service (rated “excellent”), to a low of 6.56 for public toilets (rated “good”). None of the thirty-nine services and facilities were rated as “solid”, “poor”, “very poor” or “extremely poor” this year.

It is noted that although satisfaction with some of these services and facilities declined this year, five (down from eleven) were rated as “excellent”, twenty (up from thirteen) were rated as “very good”, fourteen (up from ten) were rated as “good”, and none (down from two) were rated as “solid”.

### **Increased satisfaction**

Satisfaction with eighteen services and facilities increased this year, although the increase in satisfaction with only four services and facilities was statistically significant, those being *Moving Ahead* (up 8.0%), footpath maintenance and repairs (up 7.7%), local traffic management (up 6.2%), and the provision and maintenance of street trees (up 6.2%).

The other services and facilities that recorded increased satisfaction this year included the provision of community events (up 5.9%), litter collection in public areas (up 4.2%), parking enforcement (up 3.9%), street sweeping (up 3.3%), Council activities promoting local business growth (up 3.0%), the maintenance of parks and gardens (up 2.6%), and the Melton Recycling Facility (up 2.3%).

### **Decreased satisfaction**

There were seventeen Council services and facilities that recorded a decline in satisfaction this year, although none of these declines were statistically significant. The services and facilities to report the largest declines in satisfaction were services for young people (down 13.1%), services for seniors (down 11.1%), health services for babies, infants and toddlers (down 8.0%), services and programs for children (down 8.0%), Community Centres / Neighbourhood Houses (down 6.6%), sports grounds and associated facilities (down 6.1%), services for people with disability (down 5.0%), local library (down 4.9%), Recreation and Leisure Centres (down 4.1%), and the hard rubbish collection (down 3.4%).



Metropolis Research notes that most of the services to record larger declines this year were health and human services that were used by only a relatively small proportion of respondents. As a result of this smaller sample size (with an average of around 170 respondents), these satisfaction scores are subject to a greater level of volatility from year to year. That is why the greater than ten percent declines in satisfaction with services for young people and services for seniors were not statistically significant. All of the health and human services recorded approximately average to slightly above average levels of satisfaction.

## Relative satisfaction with Council services and facilities

The average satisfaction with the thirty-nine included Council services and facilities can best be summarised as follows:

- ⊗ **Excellent** – for the regular garbage collection, regular recycling, the green waste collection, the local library, and health services for babies, infants and toddlers.
- ⊗ **Very Good** – for the Melton Recycling Facility, animal management, the provision of community events, sports grounds and associated facilities, Community Centres / Neighbourhood Houses, ability to access services through online channels, Recreation and Leisure Centres, services and programs for children, the provision and maintenance of street lighting, Council’s website, the provision of parks and gardens, the maintenance and cleaning of shopping strips, the provision and maintenance of playgrounds, services for people with disability, Council information and columns in the local newspapers, maintenance of parks and gardens, Melton Learning, on and off road bike paths and / or walking paths, street sweepings, and *Moving Ahead*.
- ⊗ **Good** – for services for seniors, the provision of cultural events, hard rubbish collection, services for young people, public art and exhibitions, litter collection in public areas, Council activities promoting local business growth, provision and maintenance of street trees, Family Support and Emergency Relief, parking enforcement, the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and public toilets.

Metropolis Research notes that none of the thirty-nine included Council services and facilities recorded satisfaction scores categorised as “solid”, “poor”, “very poor”, or “extremely poor”.

## Comparison to metropolitan Melbourne average

When compared to the 2017 *Governing Melbourne* results, respondents in the City of Melton rated thirteen services and facilities somewhat higher than the metropolitan Melbourne average including most notably; the provision and maintenance of street lighting (7.4% higher), services for people with disability (5.5% higher), *Moving Ahead* (4.2% higher), parking enforcement (3.9% higher), footpath maintenance and repairs (3.5% higher), animal management (3.3% higher), and maintenance and cleaning of shopping strips (3.3% higher). Of these only street lighting was statistically significant.

There were fifteen services and facilities that recorded lower satisfaction in the City of Melton than the metropolitan Melbourne average including most notably; hard rubbish collection (10.6% lower), provision of cultural events (8.0% lower), maintenance of parks and gardens



(4.4% lower), Recreation and Leisure Centres (4.2% lower), services for young people (4.1% lower), sports grounds and associated facilities (3.5% lower), and services for seniors (3.2% lower). Of these only hard rubbish collection was statistically significant.

**Satisfaction with selected services and facilities**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2018		2017	2016	2015	2017 Metro.*		
			Lower	Mean					Upper	
Higher than average	Regular garbage collection	796	8.51	<b>8.62</b>	8.73	8.76	8.87	8.68	8.71	
	Regular recycling	784	8.39	<b>8.51</b>	8.63	8.63	8.70	8.64	8.55	
	Green waste collection	745	8.33	<b>8.45</b>	8.57	8.54	8.63	8.70	8.47	
	Local library	427	8.26	<b>8.40</b>	8.54	8.83	8.68	8.66	8.55	
Average satisfaction	Health services for babies, infants and toddlers	264	7.52	<b>7.76</b>	7.99	8.43	8.19	8.04	n.a.	
	Melton Recycling Facility	458	7.53	<b>7.72</b>	7.91	7.55	7.22	7.71	n.a.	
	Animal management	672	7.49	<b>7.63</b>	7.78	7.50	7.62	7.37	7.39	
	Provision of community events	325	7.39	<b>7.59</b>	7.79	7.17	7.90	n.a.	n.a.	
	Sports grounds and associated facilities	389	7.40	<b>7.58</b>	7.76	8.07	8.20	8.25	7.85	
	Community centres / Neighbourhood houses	216	7.31	<b>7.57</b>	7.83	8.10	7.74	7.73	n.a.	
	Ability to access services through online channels	243	7.32	<b>7.54</b>	7.77	n.a.	n.a.	n.a.	n.a.	
	Recreation and Leisure Centres	330	7.33	<b>7.54</b>	7.74	7.86	7.99	7.91	7.87	
	Services and programs for children	202	7.27	<b>7.51</b>	7.75	8.16	8.21	8.06	7.69	
	Provision and maintenance of street lighting	786	7.31	<b>7.45</b>	7.60	7.34	7.74	7.68	6.94	
	Council's website	349	7.26	<b>7.45</b>	7.64	7.51	7.77	7.57	7.43	
	Provision of parks and gardens	762	7.31	<b>7.44</b>	7.58	7.42	7.74	7.62	7.67	
	Maintenance and cleaning of shopping strips	741	7.24	<b>7.36</b>	7.49	7.45	7.69	7.59	7.13	
	Provision and maintenance of playgrounds	391	7.15	<b>7.35</b>	7.55	7.40	7.39	7.60	n.a.	
	Services for people with a disability	58	6.86	<b>7.34</b>	7.83	7.73	7.55	7.71	6.96	
	Council information and columns in local papers	339	7.17	<b>7.34</b>	7.51	7.29	7.84	7.46	n.a.	
	Maintenance of parks and gardens	763	7.19	<b>7.33</b>	7.47	7.14	7.44	7.39	7.67	
	Melton Learning	94	6.96	<b>7.33</b>	7.70	n.a.	n.a.	n.a.	n.a.	
	On and off road bike and / or walking paths	406	7.10	<b>7.30</b>	7.51	7.27	7.64	7.48	7.23	
	Street sweeping	782	7.13	<b>7.28</b>	7.44	7.05	7.54	7.36	7.34	
	Moving Ahead (Council's printed biannual newsletter)	553	7.09	<b>7.25</b>	7.41	6.71	7.33	7.12	6.96	
	Services for seniors	134	6.86	<b>7.24</b>	7.62	8.15	8.28	8.15	7.48	
	Provision of cultural events	224	6.97	<b>7.22</b>	7.47	7.41	7.70	7.94	7.85	
	Hard rubbish collection	393	6.90	<b>7.15</b>	7.39	7.40	6.85	7.49	7.99	
	Services for young people	144	6.84	<b>7.15</b>	7.45	8.22	7.86	7.58	7.45	
	Public art and exhibitions	177	6.80	<b>7.09</b>	7.37	n.a.	n.a.	n.a.	n.a.	
	Litter collection in public areas	753	6.91	<b>7.07</b>	7.22	6.78	7.29	7.33	7.01	
	Council activities promoting local business growth	578	6.90	<b>7.06</b>	7.22	6.85	7.35	6.95	n.a.	
	Provision and maintenance of street trees	783	6.87	<b>7.03</b>	7.19	6.62	7.23	7.03	6.97	
	Family Support and Emergency Relief	52	6.23	<b>6.92</b>	7.61	n.a.	n.a.	n.a.	n.a.	
	Lower than average	Parking enforcement	742	6.69	<b>6.86</b>	7.04	6.61	6.82	7.05	6.61
		Maintenance and repair of sealed local roads	796	6.66	<b>6.81</b>	6.97	6.71	7.09	6.99	6.90
Footpath maintenance and repairs		785	6.59	<b>6.75</b>	6.91	6.27	6.72	6.69	6.52	
Local traffic management		772	6.55	<b>6.71</b>	6.87	6.32	6.69	7.00	6.58	
	Public toilets	349	6.32	<b>6.56</b>	6.81	6.51	6.83	6.86	6.44	
Average satisfaction with selected services			7.18	<b>7.39</b>	7.61	7.48	7.67	7.62	7.37	

(\*) 2017 metropolitan Melbourne average from Governing Melbourne



## ***Correlation between services / facilities and overall satisfaction***

The following table provides the Pearson correlation coefficient for each of the thirty-nine services and facilities when analysed individually against satisfaction with Council's overall performance. The correlation coefficient provides a measure of the relationship between satisfaction with each of the services and facilities and satisfaction with Council's overall performance. The correlation coefficient is a number between minus one and positive one, with scores of more than zero representing a positive correlation, and scores of less than one a negative correlation.

These results therefore show how closely related satisfaction with the individual services and facilities are to satisfaction with Council's overall performance. It does not show a causal relationship between satisfaction with services and facilities and overall performance but does highlight how closely they are related (correlated).

Each of these correlation coefficients were statistically significant, in other words there was a measurable and positive relationship between satisfaction with each service and facility when compared individually to satisfaction with Council's overall performance.

The services and facilities that were most positively correlated with overall satisfaction were services for people with a disability (0.599), maintenance and repair of sealed local roads (0.375), Community Centres / Neighbourhood Houses (0.355). This implies that these services have a greater than average relationship to overall satisfaction, as the results are more highly correlated than other services and facilities.

The fact that the correlation coefficients are relatively low (less than 0.4 for most of them) suggests that there is not a strong relationship between satisfaction with individual services and facilities and satisfaction with Council's overall performance.

This reflects the fact that satisfaction with services and facilities is relatively strong in the City of Melton and is significantly higher than satisfaction with Council's overall performance. This implies that it is other aspects of performance that are greater influence on satisfaction with Council. This is not to say however that a sudden fall in satisfaction with a core service such as garbage collection would not result in a large decline in overall satisfaction.

This highlights the fact that satisfaction with Council's overall performance is a very subjective score and is a score that is not strongly related to satisfaction with the delivery of services and facilities, as most respondents are satisfied with most services and facilities most of the time, even if their satisfaction with Council's overall performance varies.

Overall satisfaction is much more strongly correlated with satisfaction with the aspects of governance and leadership (0.787). In other words, there was a significant linear relationship between satisfaction with governance and leadership and satisfaction with Council's overall performance. This is very logical, as the aspects of governance and leadership such as responsiveness, maintaining trust, making decisions in community interests, and communicating and consulting are all very closely related to overall satisfaction. If a respondent feels dissatisfied with Council's overall performance they almost always feel that Council is not listening to them, that Council is not responding to their needs, and Council is not making decisions in their interests.



**Satisfaction with selected services and facilities**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

Service/facility	2018		Correlation*
	Number	Mean	
Services for people with a disability	58	<b>7.34</b>	0.599
Maintenance and repair of sealed local roads	796	<b>6.81</b>	0.375
Community centres / Neighbourhood houses	216	<b>7.57</b>	0.355
Council activities promoting local business growth	578	<b>7.06</b>	0.340
Services for seniors	134	<b>7.24</b>	0.331
Melton Learning	94	<b>7.33</b>	0.330
Health services for babies, infants and toddlers	264	<b>7.76</b>	0.325
Ability to access services through online channels	243	<b>7.54</b>	0.320
Footpath maintenance and repairs	785	<b>6.75</b>	0.313
Provision and maintenance of street trees	783	<b>7.03</b>	0.308
Moving Ahead (Council's printed biannual newsletter)	553	<b>7.25</b>	0.308
Animal management	672	<b>7.63</b>	0.305
Services and programs for children	202	<b>7.51</b>	0.292
Local traffic management	772	<b>6.71</b>	0.284
Parking enforcement	742	<b>6.86</b>	0.266
Provision and maintenance of playgrounds	391	<b>7.35</b>	0.265
Public toilets	349	<b>6.56</b>	0.254
Maintenance and cleaning of shopping strips	741	<b>7.36</b>	0.242
Melton Recycling Facility	458	<b>7.72</b>	0.236
Maintenance of parks and gardens	763	<b>7.33</b>	0.235
Litter collection in public areas	753	<b>7.07</b>	0.233
Council's website	349	<b>7.45</b>	0.230
Street sweeping	782	<b>7.28</b>	0.229
Sports grounds and associated facilities	389	<b>7.58</b>	0.226
On and off road bike and / or walking paths	406	<b>7.30</b>	0.215
Provision of parks and gardens	762	<b>7.44</b>	0.191
Family Support and Emergency Relief	52	<b>6.92</b>	0.188
Hard rubbish collection	393	<b>7.15</b>	0.177
Public art and exhibitions	177	<b>7.09</b>	0.172
Provision of cultural events	224	<b>7.22</b>	0.172
Council information and columns in local papers	339	<b>7.34</b>	0.165
Provision and maintenance of street lighting	786	<b>7.45</b>	0.158
Provision of community events	325	<b>7.59</b>	0.155
Services for young people	144	<b>7.15</b>	0.150
Recreation and Leisure Centres	330	<b>7.54</b>	0.131
Regular garbage collection	796	<b>8.62</b>	0.101
Local library	427	<b>8.40</b>	0.086
Regular recycling	784	<b>8.51</b>	0.085
Green waste collection	745	<b>8.45</b>	0.013
<i>Average satisfaction with selected services</i>		<b>7.39</b>	7.48

(\*) Pearson coefficient

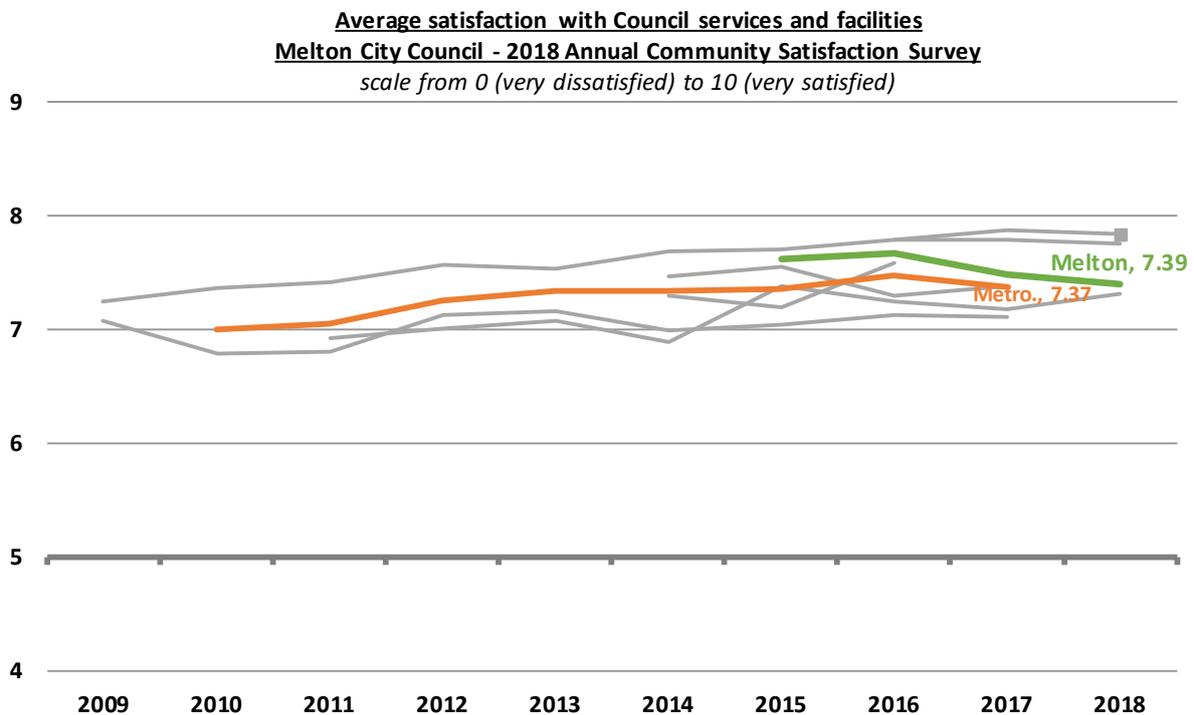


### Average satisfaction with Council services and facilities

The average satisfaction with the thirty-nine included Council services and facilities was 7.39 this year, down marginally on the 7.48 recorded last year.

By way of comparison, the following graph provides the average satisfaction with a range of other Councils for which Metropolis Research conducts similar research, as well as the metropolitan Melbourne average from the 2017 *Governing Melbourne* research.

As is clearly evident in the graph, satisfaction with services and facilities in the City of Melton is similar to the metropolitan Melbourne average, although marginally lower than for a couple of other councils across metropolitan Melbourne.



### Importance and satisfaction cross tabulation

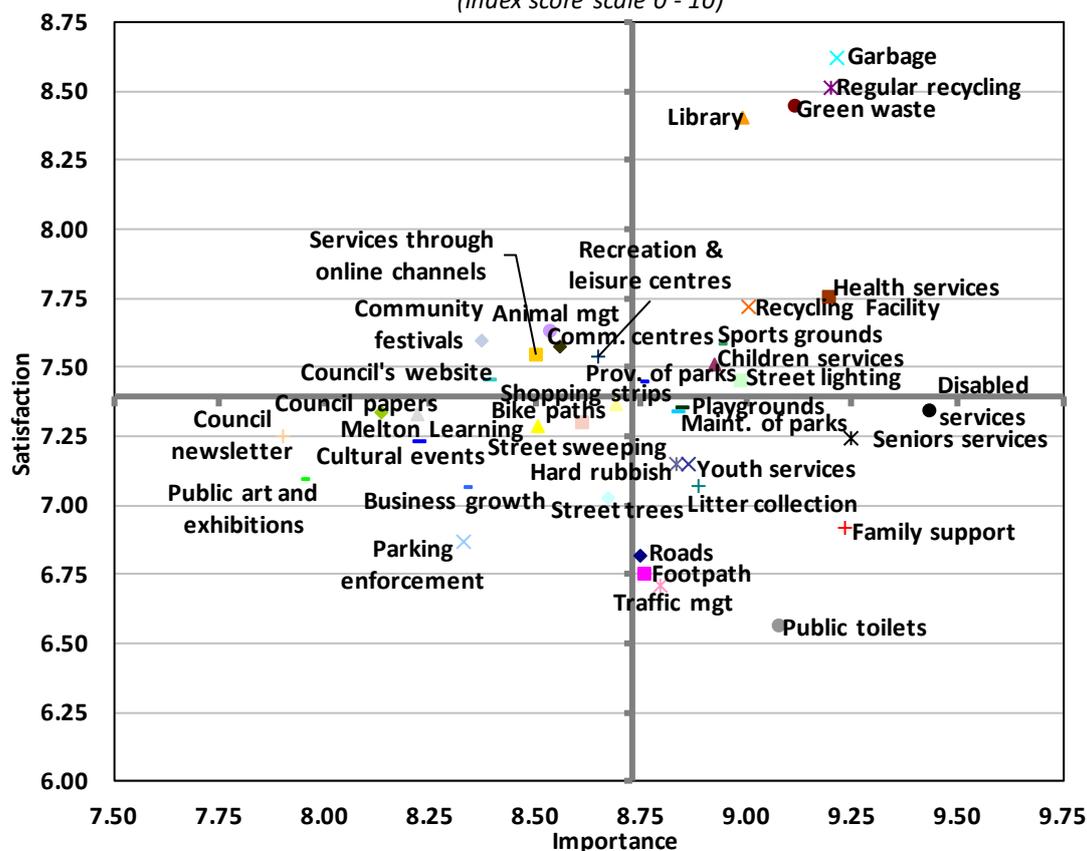
The following graph provides a cross-tabulation of average importance with each of the thirty-nine included Council services and facilities and the average satisfaction with these services and facilities. The blue cross-hairs represent the average importance (8.73) and the average satisfaction (7.39).

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.



**Importance of and satisfaction with Council services**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**

(Index score scale 0 - 10)



Attention is drawn to the following:

- ⊗ Many of the most important services are also those with the highest levels of satisfaction, including all the rubbish and recycling collection services and the local library.
- ⊗ Whilst some of the health and human services are located in the top right hand quadrant, it is noted that satisfaction with this group of services declined by nine percent this year, and some now appear in the bottom right hand quadrant. That said, it is noted that none have measurably lower than average satisfaction scores.
- ⊗ The services and facilities of most concern are public toilets, the maintenance and repair of sealed local roads, footpath maintenance and repairs, and local traffic management.
- ⊗ Many of the communication and arts and cultural services are of lower than average importance, and some received slightly lower than average satisfaction scores. The lower levels of satisfaction may well be, at least in part, related to the lower importance scores, as some respondents will mark down satisfaction if they are of the view that Council has over-invested in the services.
- ⊗ Parking enforcement was rated measurably less important than average and also received a measurably lower than average satisfaction score. This result has commonly been observed by Metropolis Research elsewhere in *Governing Melbourne* as well as in research for a number of other metropolitan Melbourne municipalities. Many respondents that are dissatisfied with



parking enforcement because they believe there is too much enforcement will tend to mark down the importance of the service accordingly. There are other respondents naturally who are dissatisfied with parking enforcement because they believe that Council is conducting too little enforcement.

**Satisfaction by broad service areas**

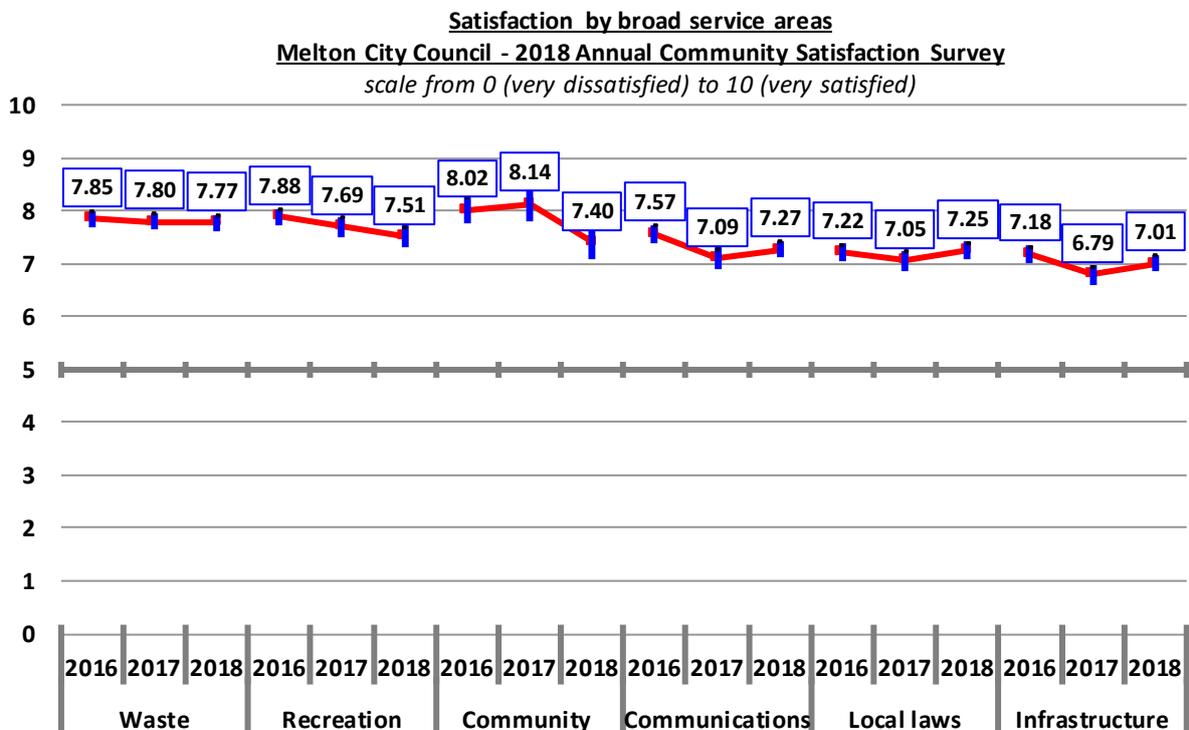
The thirty-nine services and facilities were categorised into six broad service areas, as outlined in the following graph.

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

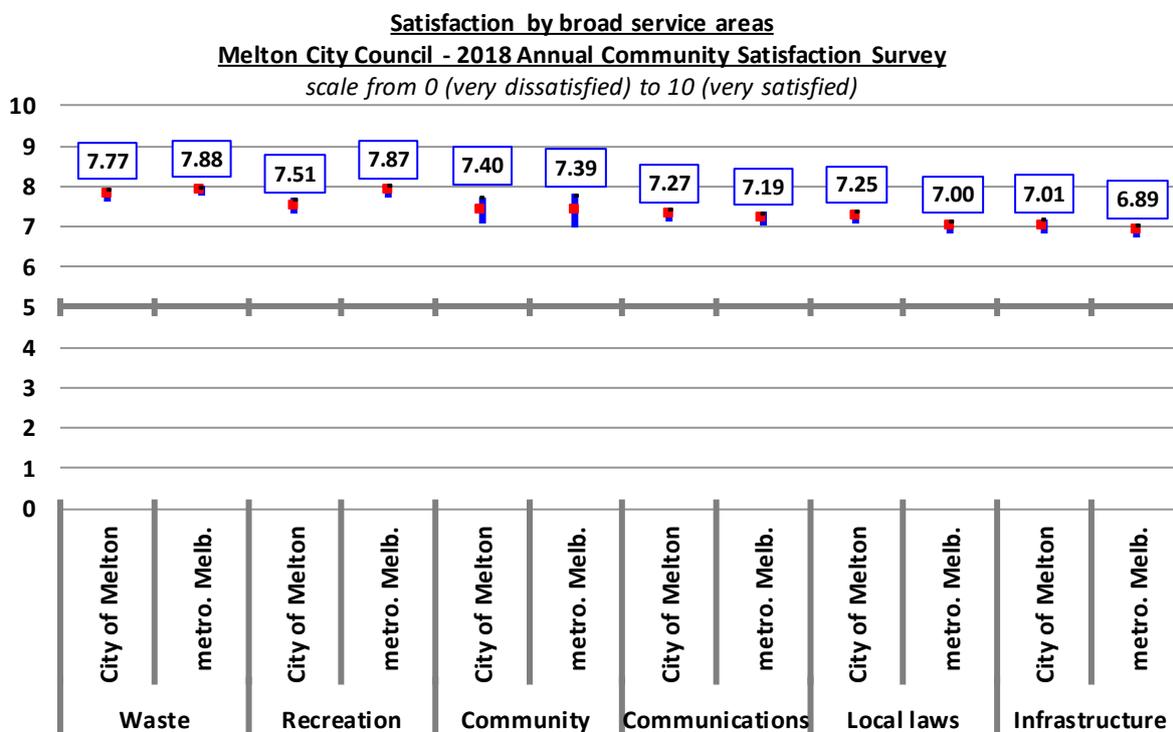
- **Excellent** – for waste and recycling services.
- **Very Good** – for recreation services, community services, communications services and local laws.
- **Good** – for infrastructure.

Satisfaction with community services (including the health and human services) declined nine percent this year, although this decline was not statistically significant.

There was a small increase in satisfaction with communications, local laws and infrastructure, and a very small decline in waste and recycling and recreation services. None of these changes were statistically significant.



When compared to the 2017 metropolitan Melbourne results from *Governing Melbourne*, it is noted that satisfaction with each of the six broad service areas was consistent with the metropolitan Melbourne averages.



## 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

**Age group**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Age cohort	2018		2017	2016	2015*
	Number	Percent			
Adolescents (15 - 19 years)	39	4.9%	3.6%	3.4%	2.8%
Young adults (20 - 34 years)	155	19.5%	18.1%	20.8%	22.0%
Adults (35 - 44 years)	206	25.9%	27.8%	27.3%	24.6%
Middle-aged adults (45 - 59 years)	206	25.9%	28.0%	27.4%	30.3%
Older adults (60 - 74 years)	147	18.5%	19.2%	17.3%	17.6%
Senior citizens (75 years and over)	43	5.4%	3.3%	3.9%	2.8%
Not stated	4		3	1	0
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>

(\* ) the age groups were marginally different in 2015 than in 2016 and 2017

### Gender

**Gender**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Gender	2018		2017	2016	2015
	Number	Percent			
Male	380	48.0%	55.4%	50.4%	51.1%
Female	408	51.6%	44.2%	49.5%	48.7%
Transgender	1	0.1%	0.4%	0.0%	na
Intersex	1	0.1%	0.0%	0.0%	na
Other	1	0.1%	0.0%	0.1%	0.0%
Prefer not to say / not stated	9		6	2	2
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Aboriginal and Torres Strait Islander

**Household member identify as Aboriginal or Torres Strait Islander**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2018		2017	2016	2015
	Number	Percent			
Yes	20	2.5%	2.8%	3.4%	2.2%
No	769	97.5%	97.2%	96.6%	97.8%
Not stated	11		7	10	19
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Household member with a disability

**Household member with a disability**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2018		2017	2016	2015
	Number	Percent			
Yes	102	12.8%	12.9%	12.1%	11.1%
No	693	87.2%	87.1%	87.9%	88.9%
Not stated	6		8	1	8
<b>Total</b>	<b>801</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Household member identifying as LGBTIQ

**Household member identifying as LGBTIQ**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2018	
	Number	Percent
Yes	21	2.7%
No	767	97.3%
Not stated	12	
<b>Total</b>	<b>800</b>	<b>100%</b>



**Language spoken at home**

**Language spoken at home**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2018		2017	2016	2015
	Number	Percent			
English	529	67.0%	58.9%	73.0%	67.0%
Hindi	37	4.7%	3.4%	1.9%	2.0%
Maltese	23	2.9%	2.6%	2.5%	2.8%
Italian	18	2.3%	2.1%	2.3%	3.5%
Punjabi	18	2.3%	2.0%	0.5%	0.8%
Tagalog (Filipino)	14	1.8%	2.6%	2.5%	3.3%
Spanish	12	1.5%	3.0%	1.0%	2.2%
Greek	11	1.4%	2.0%	1.4%	1.0%
Macedonian	11	1.4%	1.8%	1.4%	1.4%
Mandarin	9	1.1%	0.4%	0.3%	0.3%
Turkish	8	1.0%	0.8%	1.1%	0.3%
Arabic	7	0.9%	2.0%	1.8%	1.3%
Croatian	6	0.8%	0.9%	0.8%	0.9%
Vietnamese	5	0.6%	1.8%	1.1%	1.9%
Sinhalese	5	0.6%	1.1%	0.4%	0.6%
Polish	5	0.6%	0.9%	0.4%	1.0%
Urdu	5	0.6%	0.4%	0.1%	0.4%
German	4	0.5%	0.9%	0.6%	0.3%
French	3	0.4%	0.9%	0.4%	0.3%
Malayalam	3	0.4%	0.4%	0.0%	0.0%
Chinese, n.f.d	2	0.3%	0.5%	0.8%	1.6%
Bengali	2	0.3%	0.4%	0.4%	0.0%
Thai	3	0.4%	0.0%	0.5%	0.1%
Hakka	3	0.3%	0.0%	0.1%	0.0%
Amharic	2	0.3%	0.0%	0.1%	0.0%
Assyrian	2	0.3%	0.0%	0.0%	0.0%
Persian	2	0.3%	0.0%	0.0%	0.1%
Russian	2	0.3%	0.0%	0.0%	0.1%
Other Languages (17 different languages)	17	2.2%	3.3%	2.5%	2.3%
Other Languages n.f.d.	4	0.5%	0.9%	0.8%	1.0%
Multiple	16	2.0%	2.3%	0.6%	1.9%
Not stated	11		7	3	11
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Household structure

**Household structure**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Structure	2018		2017	2016	2015
	Number	Percent			
<b>Two parent family total</b>	<b>434</b>	<b>56.1%</b>	<b>53.9%</b>	<b>52.8%</b>	<b>57.1%</b>
youngest child 0 - 4 years	99	12.8%	13.5%	14.7%	18.1%
youngest child 5 - 12 years	139	18.0%	20.0%	16.2%	15.4%
youngest child 13 - 18 years	75	9.7%	8.7%	8.7%	10.5%
adult children only	121	15.7%	11.6%	13.2%	13.1%
<b>One parent family total</b>	<b>52</b>	<b>6.7%</b>	<b>7.6%</b>	<b>7.1%</b>	<b>7.9%</b>
youngest child 0 - 4 years	5	0.6%	1.4%	1.4%	1.9%
youngest child 5 - 12 years	10	1.3%	1.9%	1.6%	1.2%
youngest child 13 - 18 years	10	1.3%	0.5%	0.9%	1.2%
adult children only	27	3.5%	3.8%	3.2%	3.5%
Couple only household	149	19.3%	23.5%	22.0%	26.8%
Group household	74	9.6%	6.3%	6.7%	9.0%
Sole person household	62	8.0%	7.2%	9.1%	7.1%
Other	2	0.3%	1.5%	2.3%	0.4%
Not stated	27		9	10	5
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Housing situation

**Housing situation**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Situation	2018		2017	2016	2015
	Number	Percent			
Own this home	410	52.2%	39.6%	45.4%	49.1%
Mortgage ( <i>paying-off this home</i> )	235	29.9%	41.8%	34.1%	32.0%
Renting this home	128	16.3%	17.4%	18.2%	17.8%
Other arrangement	13	1.7%	1.1%	2.3%	1.0%
Not stated	14		8	10	10
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>



## Business owner

**Household member own / manage a business in the City of Melton**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2018		2017
	Number	Percent	
Yes	83	10.4%	7.5%
No	717	89.6%	92.5%
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>

## Period of residence

**Period of residence in the City of Melton**  
**Melton City Council - 2018 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Period	2018		2017	2016	2015
	Number	Percent			
Less than one year	55	6.9%	4.7%	5.1%	6.9%
One to less than five years	139	17.6%	19.6%	12.5%	18.0%
Five to less than ten years	167	21.1%	19.9%	27.4%	23.6%
Ten years or more	431	54.4%	55.8%	54.9%	51.5%
Not stated	8		7	1	4
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>



**Previous Council**

**Previous municipality**

**Melton City Council - 2018 Annual Community Satisfaction Survey**

(Number of respondents living in the City of Melton for less than 5 yrs)

Council	2018		2017	2016	2015
	Number	Percent			
Brimbank City Council	44	31.0%	33.6%	34.5%	42.7%
Overseas / Interstate	23	16.2%	13.0%	27.6%	9.7%
Melbourne City Council	10	7.0%	0.8%	2.3%	3.9%
Melton City Council	10	7.0%	0.8%	2.3%	1.0%
Wyndham City Council	9	6.3%	6.9%	8.0%	8.7%
Darebin City Council	5	3.5%	3.1%	1.1%	1.9%
City of Ballarat	4	2.8%	1.5%	0.0%	0.0%
Hume City Council	4	2.8%	7.6%	4.6%	2.9%
Moorabool Shire Council	4	2.8%	2.3%	0.0%	2.9%
Boroondara City Council	3	2.1%	0.0%	0.0%	0.0%
Hobsons Bay City Council	3	2.1%	0.8%	2.3%	1.9%
Moonee Valley City Council	3	2.1%	3.1%	0.0%	2.9%
Moreland City Council	3	2.1%	3.8%	3.4%	2.9%
Greater Dandenong City Council	2	1.4%	1.5%	1.1%	1.9%
Maribyrnong City Council	2	1.4%	6.1%	4.6%	4.9%
Stonnington City Council	2	1.4%	0.0%	1.1%	0.0%
Whitehorse City Council	2	1.4%	0.0%	0.0%	1.9%
City of Greater Geelong	1	0.7%	0.0%	1.1%	0.0%
Frankston City Council	1	0.7%	2.3%	0.0%	1.0%
Knox City Council	1	0.7%	0.0%	0.0%	0.0%
Mitchell Shire Council	1	0.7%	0.8%	0.0%	0.0%
Monash City Council	1	0.7%	2.3%	0.0%	0.0%
Port Phillip City Council	1	0.7%	1.5%	0.0%	1.0%
Whittlesea City Council	1	0.7%	0.0%	1.1%	0.0%
Yarra City Council	1	0.7%	0.0%	0.0%	0.0%
Yarra Ranges Shire Council	1	0.7%	0.0%	0.0%	1.0%
Not stated	52		62	54	95
<b>Total</b>	<b>194</b>	<b>100%</b>	<b>193</b>	<b>141</b>	<b>198</b>



## Appendix One: survey form



# Melton City Council 2018 Community Satisfaction Survey



1

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

1. Maintenance and repair of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Footpath maintenance & repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Regular recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision of parks & gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Maintenance & cleaning of shopping strips along roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Moving Ahead ( <i>Council's printed biannual newsletter</i> )	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Council activities promoting local business growth and development	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

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

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

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Council information and columns in local newspapers	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. The ability to access Council services through digital or online channels	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Local library	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Melton Recycling Facility	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Recreation and Leisure Centres (including Melton Waves)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Sports grounds and associated facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Community Centres / Neighbourhood Houses	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Health services for babies, infants and toddlers	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes					No						
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

13. Council provided Services and programs for children (e.g. Playgroups, Family Day Care, Vacation Care)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
14. Council provided services for young people (e.g. school holiday programs, music & dance events, youth sport)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
15. Services for seniors (e.g. Planned Activity Group programs, Seniors Clubs/ activities, respite and personal care or domestic assistance, property maintenance, Men's shed)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
16. Services for people with a disability (e.g. respite care, holiday programs, support services)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
17. Family Support and Emergency Relief (including food vouchers for those in need)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
18. Public art and exhibitions (including street and public art)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
19. Provision of cultural events (e.g. NAIDOC, Harmony Day, IDAHOBIT)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
20. Provision of community events (e.g. Djerrinarrh Festival, Summersault, Australia Day and Pop Culture)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
21. On & off road bike and / or walking paths (including shared pathways)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
22. Melton Learning (City of Melton online Learning Directory and booking system)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

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

<b>Issue One:</b>	
<b>Issue Two:</b>	
<b>Issue Three:</b>	

4

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

1. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	99
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
6. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
7. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99

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


5

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

Yes (*continue*) 1 No (*go to Q.8*) 2

6

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

Visit in person	1	E-mail	5
Telephone ( <i>during office hours</i> )	2	Website	6
Telephone ( <i>after hours service</i> )	3	Social media	7
Mail	4	Visitor Information Centre / Pop-Up	8

7

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

*(Please circle one for each aspect)*

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

8

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

Articles in local newspaper	1	By calling Council via telephone	10
Council adverts / columns in local newspapers	2	Council's website	11
Council's quarterly printed newsletter	3	Local radio	12
Council's digital newsletter (bi-monthly)	4	Social media ( <i>Facebook, Twitter, etc</i> )	13
In person at Customer Service Centre	5	Mobile phone / tablet App	14
In person at local library	6	Community information boards	15
Direct mail / letterbox drop of printed materials	7	Information available at local events	16
Flyers / brochures at locations in the community	8	Visitor Information Centre	17
Information sent with the Rates Notice	9	Other ( <i>specify</i> ) _____	18

**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.**

9

**On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?**

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
If you rated satisfaction less than 5, what concerns you most about population growth												

10

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

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

11

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

1. The effectiveness of community consultation and involvement in planning for development ( <i>planning application process</i> )	0	1	2	3	4	5	6	7	8	9	10	99
2. Opportunities provided by Council to participate in strategic planning projects ( <i>e.g. Heritage Strategy, Integrated Water Management Plan</i> )	0	1	2	3	4	5	6	7	8	9	10	99
3. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 5, please identify the developments:</i>												
4. Council's performance maintaining local heritage and sites of significance	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's performance maintaining natural reserves	0	1	2	3	4	5	6	7	8	9	10	99
6. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	99

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

(please circle one number only for each statement)

Statement	Strongly disagree					Neutral					Strongly agree		Can't say
	0	1	2	3	4	5	6	7	8	9	10	99	
1. My / our neighbourhood has a distinct character, it's a special place	0	1	2	3	4	5	6	7	8	9	10	99	
2. It's an active community, people do things and get involved in local issues	0	1	2	3	4	5	6	7	8	9	10	99	
3. I / we feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	99	
4. In times of need, I/we could turn to the neighbours for help	0	1	2	3	4	5	6	7	8	9	10	99	
5. Most people in my local community can be trusted	0	1	2	3	4	5	6	7	8	9	10	99	
6. Melton is an "age-friendly" community	0	1	2	3	4	5	6	7	8	9	10	99	
7. Melton is accessible and inclusive for people with a disability	0	1	2	3	4	5	6	7	8	9	10	99	
8. Melton is a "child-friendly" community	0	1	2	3	4	5	6	7	8	9	10	99	
9. The Melton community is welcoming and supportive of people from diverse cultures and backgrounds	0	1	2	3	4	5	6	7	8	9	10	99	
10. The Melton community is welcoming and supportive of LGBTIQ people	0	1	2	3	4	5	6	7	8	9	10	99	
11. There are adequate opportunities to socialise and meet people in the local area	0	1	2	3	4	5	6	7	8	9	10	99	
12. Melton Council respects, reflects and is inclusive of First Nations peoples	0	1	2	3	4	5	6	7	8	9	10	99	
13. The Melton community is vibrant, accessible and engaging	0	1	2	3	4	5	6	7	8	9	10	99	
14. There is access to affordable and efficient public transport	0	1	2	3	4	5	6	7	8	9	10	99	
15. There is public transport that goes where I need to go	0	1	2	3	4	5	6	7	8	9	10	99	
16. The health services I / we need are available locally	0	1	2	3	4	5	6	7	8	9	10	99	

On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of traffic and parking in the City of Melton?

1. Volume of traffic on residential streets	0	1	2	3	4	5	6	7	8	9	10	99
2. Volume of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	99
3. Speed of traffic on residential streets	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 5, is speed too fast or too slow</i>	Too fast					Too slow						
4. Speed of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 5, is speed too fast or too slow</i>	Too fast					Too slow						
5. Availability of parking on residential streets	0	1	2	3	4	5	6	7	8	9	10	99
6. Availability of parking on main roads	0	1	2	3	4	5	6	7	8	9	10	99

14

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

1. In public areas of the City of Melton during the day	0	1	2	3	4	5	6	7	8	9	10	99
2. In the public areas of the City of Melton at night	0	1	2	3	4	5	6	7	8	9	10	99
3. Travelling on / waiting for P/T	0	1	2	3	4	5	6	7	8	9	10	99
4. In & around local shopping area	0	1	2	3	4	5	6	7	8	9	10	99
5. In and around WoodGrove S.C	0	1	2	3	4	5	6	7	8	9	10	99
6. In & around Melton Town Centre	0	1	2	3	4	5	6	7	8	9	10	99
7. In & around Caroline Springs SC	0	1	2	3	4	5	6	7	8	9	10	99
8. At local community events	0	1	2	3	4	5	6	7	8	9	10	99
9. At home alone after dark	0	1	2	3	4	5	6	7	8	9	10	99
10. At Caroline Lake at night	0	1	2	3	4	5	6	7	8	9	10	99
<b>If rated less than five, why do you say that?</b>												

15

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

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

16

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

No stress	<b>1</b>	Heavy stress	<b>4</b>
Low stress	<b>2</b>	Can't say	<b>9</b>
Moderate stress	<b>3</b>		

17

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

<i>Statement</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Can't say</i>
1. Family violence is common in our community	<b>1</b>	<b>2</b>	<b>3</b>	<i>9</i>
2. Family violence can be excused if, afterwards, the violent person genuinely regrets what they have done	<b>1</b>	<b>2</b>	<b>3</b>	<i>9</i>
3. Family violence can be excused if it is acceptable in the persons' culture	<b>1</b>	<b>2</b>	<b>3</b>	<i>9</i>
4. Men make better political leaders	<b>1</b>	<b>2</b>	<b>3</b>	<i>9</i>
5. Men should take control in relationships and be the head of the household	<b>1</b>	<b>2</b>	<b>3</b>	<i>9</i>
6. Women prefer a man to be in charge of the relationship	<b>1</b>	<b>2</b>	<b>3</b>	<i>9</i>

18

Please indicate which of the following best describes you.

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

19

With which gender do you identify?

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

20

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

Yes	1	No	2
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21

What are all the languages spoken in this household?

English only	1	Other (please specify): _____	2
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22

What is the structure of this household?

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

23

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

Yes	1	No	2
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24

Do any members of this household identify as LGBTIQ?

Yes	1	No	2
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25

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

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

26

Do you or members of this household own or manage a business operating in the City of Melton?

Yes	1	No	2
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27

How long have you lived in the City of Melton?

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

If less than 5 years, what was your previous Council

28

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