Metropolis RESEARCH

Melton City Council

2026 Annual Community Satisfaction Survey Findings Report

July 2026



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Executive summary

Survey aims and methodology:

Metropolis Research conducted Council's 12th independent *Annual Community Satisfaction Survey* as a door-to-door, in-person interview survey of 800 respondents in May and June 2026.

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

The survey also measured the importance to the community of 32 individual services and facilities, explored the top issues the community feel need to be addressed in the municipality 'at the moment', as well as measuring the perception of safety in the City of Melton's public areas, the local sense of community, physical activity, food security, commuting times, transport choices to local facilities, and volunteering.

The survey meets the needs of the Local Government Victorian annual satisfaction survey by providing ratings on importance and satisfaction for the major services and facilities provided by Council, as well as scores for satisfaction with Council.

The response rate for this survey (i.e., the proportion of residents who were invited to participate who did participate) was 37% (down from 41%), which was significantly higher than is typically obtained using the telephone methodology.

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

The report provides a categorisation of satisfaction with aspects of performance, ranging from "excellent", "very good", "good", "solid", "poor", "very poor", and "extremely poor".

The details of the scores within each range are outlined in the main report but importantly scores of 7.75 or more are categorised as "excellent", and scores of less than 6.5 are categorised as "solid".

Key findings:

The key finding from the survey is that satisfaction with almost all areas of Council performance remained relatively stable this year, maintaining the improvement in satisfaction recorded in 2023 following the lower-than-average pandemic-era results.

Many aspects of Council's performance remain at or around record high levels for the City of Melton, at many remain stable again this year, reflecting a steady and consistent level of satisfaction at relatively elevated levels.

This included the following broad service areas:

- Satisfaction with 31 Council services and facilities 7.9 (up 1pt to record high)
- Overall satisfaction with customer service experience 7.8 (up 4pts)
- Satisfaction with 2 planning and development outcomes 7.4 (stable)
- Satisfaction with 6 aspects of governance and leadership 7.0 (stable)
- Satisfaction with Council's overall performance 6.9 (down 1pt)
- Planning for population growth by all levels of government 6.6 (down 5pts)

The stand-out positive improvement in satisfaction this year was customer service, with the four-percentage point increase in overall satisfaction with the customer service experience.

Other significant improvements were parking enforcement (up 5pts), provision and maintenance of playgrounds (up 4pts), public toilets (up 4pts), and animal management (up 3pts).

There were small declines in satisfaction for services for people with disability (down 3pts by 57 respondents), regular recycling (down 2pts), and services for seniors (down 2pts by 68 respondents)

The key issues highlighted by respondents remain traffic management (17% down from 23%), road maintenance and repairs (13% down from 15%), and safety, policing, and crime (12% down from 19%).

All three of these issues appear to be negative influences on satisfaction with Council's overall performance.

While there was an increase in the perception of safety in the public areas of the City of Melton this year, the perception of safety in public areas at night remained measurably (7pts) lower than the metropolitan average, and the lowest result recorded by Metropolis Research this year (including 16 other municipalities).

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

Satisfaction with	***metro. Melb. 2026***	***City of Melton 2025***	***City of Melton 2026***
Overall satisfaction customer service experience	7.6	7.4	7.8
Council's overall performance	7.2	7.0	6.9
Making decisions in the interests of community	7.3	7.0	7.0
Community consultation and engagement	7.6	7.0	6.9
Representation, lobbying and advocacy	7.3	7.0	7.0
Maintaining trust and confidence of the community	7.3	7.0	7.1
Responsiveness of Council to local community needs	7.2	7.0	7.0
Maintenance and repair of sealed local roads	7.4	6.9	7.1

Satisfaction with the performance of Council:

Satisfaction with the overall performance of Melton City Council declined marginally this year, down one percentage point to 6.9 out of 10, which remained a "good" level of satisfaction.

This result was measurably lower than the metropolitan (3pts) and the unusually high western region councils' (7.6) averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same methodology.

More than one-third (34% down from 39%) of respondents providing a score were "very satisfied" with Council's overall performance (rating satisfaction at eight or more out of 10), while seven percent (up from 6%) were dissatisfied (rating from zero to four).

There was some variation in satisfaction with Council's overall performance observed across the municipality and by respondent profile groups this year, as follows:

- ***Marginally to somewhat MORE satisfied than average*** – included respondents from Kurunjang, Melton precinct, and Cobblebank / Strathtulloh, respondents from rental households, new residents (less than one year in the city), and respondents from group households.
- ***Marginally to somewhat LESS satisfied than average*** – included respondents from Hillside, Harkness, and Taylors Hill, adults (aged 35 to 44 years), respondents from households with a member with disability, respondents from mortgagor households, respondents who had contacted Council in the last 12 months, respondents from two-parent families (youngest child aged under 5 years), respondents from one-parent families (with children of any age), and respondents who owned or managed a business in Melton.

The most common reasons why 52 respondents were "dissatisfied" with Council's overall performance included issues with Council support, governance, and performance (27 comments), various Council services and facilities (14 comments), and communication, consultation, and responsiveness (13 comments).

The average satisfaction with the six core aspects of governance and leadership remained stable again this year at 7.0 out of 10, which remained a "good" level of satisfaction. This result was somewhat (2%) lower than the metropolitan and western region councils' averages.

These results confirm that most respondents remain satisfied with Council's performance in meeting its environmental responsibilities (up 2pts to 7.6), advocacy on behalf of the community for local educational opportunities (up 1pt to 7.2), maintaining community trust and confidence (up 1pt to 7.1), making decisions in the interests of the community (stable at 7.0), responsiveness of Council to local community needs (stable at 7.0), representation, lobbying, and advocacy (stable at 7.0), opportunities offered by Council to engage or be consulted with on Council decisions (up 1pt to 7.0), and community consultation and engagement (down 1pt to 6.9).

Respondents were asked to rate their agreement with three statements about Melton City.

The average agreement with all three statements declined marginally to somewhat this year, including that Council infrastructure is equitable, inclusive, and accessible (down 2pts to 7.3), that Melton is a city that encourages and enables people to work, shop, and spend time locally (down 1pt to 7.2), and that Council is efficient and well run (down 2pts to 7.0).

Approximately half of the respondents providing a score "strongly agreed" with each of these three statements, while less than 10 percent "disagreed".

Satisfaction with Council's customer service delivery was at an "excellent" level, up four percentage points this year to an average satisfaction of 7.8 out of 10.

This result was marginally (1pt) higher than the historically high metropolitan average of 7.7.

The courtesy and professionalism of staff remained the aspect of customer service with the highest satisfaction, at 8.3 (up 4pts), which remains an "excellent" level.

By contrast, satisfaction with the speed and efficiency of service was the lowest rated aspect of customer service, at 7.3 (up 3pts), which was a "very good", up from a "good" level.

Satisfaction with planning for population growth by all levels of government declined measurably this year, down five percentage points to 6.6, although it remains at a "good" level. This result was measurably (10pts) lower than the growth area councils' average (7.6).

Satisfaction with the planning and development outcomes including maintaining local heritage and sites of significance (up 1pt to 7.4) and the appearance and quality of new developments (down 1pt to 7.3) remained essentially stable at historically high, and "very good" levels. Both of these results were similar to the metropolitan average (within 1pt).

The average satisfaction with the 31 Council provided services and facilities included in the survey increased marginally again this year, up one percentage point to 7.9 out of 10, which was an "excellent", up from a "very good" level, and identical to the metropolitan average.

This was the highest average satisfaction with Council delivery of services and facilities recorded for the City of Melton and was up seven percentage points (10%) from the low point of 7.2 out of 10 recorded in 2022 (at the tail end of the pandemic).

Satisfaction with 26 of the 32 services and facilities increased this year, and satisfaction with three declined, including:

- ***Notably HIGHER satisfaction this year*** – included parking enforcement (up 5pts), the provision and maintenance of playgrounds (4pts), and public toilets (4pts).

- ***Somewhat LOWER satisfaction this year –*** included services for people with disability (down 3pts by 57 respondents), regular recycling (2pts), and services for seniors (down 2pts by 68 respondents).

Metropolis Research notes that the average satisfaction with the 31 included services and facilities was 10 percentage points (up from 8pts) higher than satisfaction with Council's overall performance.

The 10-percentage point (14%) difference between average satisfaction with services (7.9) and overall satisfaction with Council (6.9) reflects well on the performance of the Melton City Council providing services and facilities to the community.

Further, satisfaction with all 31 Council provided services and facilities recorded satisfaction scores higher than the overall satisfaction with Council this year. This was the first year that this was observed for the City of Melton.

This implies that the delivery of services and facilities by Melton City Council was mostly a positive rather than a negative influence on overall satisfaction.

Satisfaction with sealed local roads (managed by Council) was measurably (4pts up from 3pts) higher than satisfaction with major arterial roads and highways (managed by VicRoads) (7.1 compared to 6.7).

There was significant variation in satisfaction with the 32 included services and facilities observed, as follows:

- ***Measurably HIGHER than average satisfaction*** - included the green waste collection, regular garbage collection, regular recycling, library services, and hard rubbish collection.
- ***Measurably LOWER than average satisfaction*** – included the maintenance and repair of major arterial roads (managed by VicRoads), local traffic management, the maintenance and repair of sealed local roads (managed by Council), public toilets, services for people with disability, and footpath maintenance and repairs.

Many of the services and facilities with the highest levels of satisfaction were also those with higher-than-average importance scores (i.e., received an average importance score measurably higher than the average of all services and facilities).

This shows that many of the services and facilities of most importance to the community are those with which the community was most satisfied.

There were no services to report a "solid", "poor", "very poor", or "extremely poor" level of satisfaction, reflecting the strong performance of Council providing services and facilities.

Issues to address for the City of Melton:

The main issues to address for the City of Melton were traffic management (17% down from 23%), roads including roadworks (13% down from 15%), and safety, policing, and crime related issues (12% down from 17%).

These were also the top three issues in 2025 and 2024.

The substantial proportion of respondents nominating traffic management and roads as the top issues to address for the City of Melton at the moment remains one of the significant results in the survey again this year.

This reinforces the importance of traffic and road related issues in the municipality and was in line with the measurably lower-than-metropolitan average satisfaction with local traffic management (6pts or 8% lower), the maintenance and repair of sealed local roads (managed by Council) (3pts lower), and the maintenance and repair of major arterial roads and highways (managed by VicRoads) (5pts lower).

The significant decrease in community concern around issues with safety, policing, and crime (12% down from 19%) was of note this year, although it remains at an elevated level. This issue was more prominent in the City of Melton than the metropolitan average, and higher than for many other municipalities. This issue was, however, less common in the City of Melton than in several neighbouring western region municipalities this year.

The most significant issues that were negatively related to overall satisfaction and likely to be exerting a negative influence on overall satisfaction were traffic management (135 respondents, 2 pts less satisfied), road including roadworks (101 respondents, 4pts less), and safety, policing, and crime related issues (93 respondents, 2pts less).

All three of these issues were, at least partly the responsibility of the state government, which may suggest that increased advocacy on behalf of the community in relation to these issues may be a positive influence on community satisfaction with the performance of Council.

A range of other issues were also negatively related to overall satisfaction for the smaller number of respondents who raised the issues.

These included the issues of Council customer service (12 respondents, 8pts less satisfied), general infrastructure such as internet (28 respondents, 7pts less), street trees (25 respondents, 6pts less), parks and gardens (51 respondents, 6pts less), and communication (15 respondents, 4pts less).

It is important to bear in mind, however, that these results reflect the views of the respondents who raised each of these issues and does not imply that these services are a negative influence on community satisfaction with the overall performance of Council for all or most respondents.

Community engagement consultation activities:

In 2026, 13% (up from 11%) of respondents reported that they had been involved in a community engagement activity in the past 12 months, with completing a Council survey, the most common method.

Local employment and educational opportunities:

Respondents were again in 2026, asked to rate the importance of and their satisfaction with the accessibility of local education and local job opportunities.

Both these aspects were considered extremely important with scores of approximately nine out of 10.

Satisfaction with local job opportunities declined measurably this year, down three percentage points to 6.6 out of 10, although it remained at a "good" level.

Satisfaction with the accessibility of local education increased somewhat this year, up two percentage points to 7.5, which remained "very good".

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

The perception of safety in the public areas of the City of Melton across 10 locations and situations all increased this year, somewhat reversing the decline recorded last year.

The perception of safety varied from a high of 7.9 (up from 7.7) in public areas during the day, to a low of 6.0 (up from 5.7) in public areas at night.

The stand-out improvement this year was the measurably (4pt) increase in the perception of safety at Lake Caroline at night.

The perception of safety in the public areas of the City of Melton at night was measurably (7pts down from 16pts) lower than the metropolitan average, which despite the significant reduction in the gap, remains a significant issue for the City of Melton.

Additionally, the City of Melton recorded the lowest perception of safety in public areas at night recorded by Metropolis Research in 2026, compared to 16 other municipalities.

In 2026, 24% (up from 18% last year) of respondents felt "very safe" in the public areas of the City of Melton at night, while 20% (down from 24%) felt "unsafe".

Female respondents felt measurably (4pts up from 2pts) less safe than male respondents.

Additional perception of safety variables were included in the survey again this year, including perception of safety at local community events (up 1pt to 7.4), at home alone after dark (up 1pt to 7.3), in and around local shopping areas (up 2pts to 7.2), in and around Caroline Springs Shopping Centre (stable at 7.2), travelling on / waiting for public transport (up 3pts to 7.2), in and around Woodgrove Shopping Centre (up 3pts to 7.1), in and around the Melton Town Centre (up 1pt to 7.1), and at Lake Caroline at night (up 4pts to 6.9).

The most common reasons for feeling unsafe were related to fear or experience of crime including theft, robbery, violence (62 comments), youth / youth crime (30 comments), police presence / lack of consequences (27 comments), drug and alcohol issues (21 comments), image / feel of place and news reports (18 comments), lighting issues (17 comments), general safety (15 comments), vandalism and anti-social behaviour (15 comments), and concerns around people (10 comments).

Sense of community:

There were 18 statements about aspects of the local sense of community and associated issues.

The average agreement with all 18 of these statements increased somewhat to measurably this year, reversing the declines recorded last year, with many at or near record high levels.

The average agreement with these statements were at strong to extremely strong levels of agreement.

Agreement varied from a high of 8.0 out of 10 that respondents could turn to the neighbours for help, and that Melton City Council respects, reflects, and is inclusive of our diverse community, to a low of 7.2 out of 10 that it's an active community, people do things and get involved in local issues.

Average commuting times:

Average commuting times increased again this year, with 66% (up from 46% in 2023) of respondents reporting that the commute to and from work took one hour or more, and 34% (down from 53% in 2023) reporting that it took less than one hour.

Food security:

In 2026, 117 of the 800 respondent households (14%) reported that their household had run out of food and couldn't afford to buy more at least once in the last 12 months. This result has increased significantly in recent years, up from an average of four percent (2015 to 2023), nine percent in 2024, 10% last year, to 14% this year.

Family violence:

In 2026, 19% (up from 15%) of respondents agreed that family violence was common in their community, 35% were neutral or could not say, and 47% (up from 43%) disagreed.

On average, respondents reported similar results to previous years as to whether they agreed or disagreed with five statements. 75% (up from 72%) of respondents disagreed that family violence can be excused if it is acceptable in the person's culture, and 64% (up from 58%) disagreed that women prefer men to be in charge of the relationship.

Volunteering:

In 2026, 18% (up from 14%) of respondents reported that they volunteer.

This includes 11 percent (up from 8%) who report that they volunteer locally, and seven percent (up from 6%) who report that they volunteer elsewhere.

Introduction

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

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

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

- Satisfaction with Council's ***overall performance*** and ***change in performance***.
- Satisfaction with aspects of ***governance and leadership***.
- Importance of and satisfaction with a range of 32 ***Council services and facilities***.
- ***Issues of importance*** to address for the City of Melton "at the moment".
- Satisfaction with aspects of ***planning and housing development***.
- Community ***perception of safety*** in public areas of Melton.
- Satisfaction with Council's ***customer service performance***.
- Respondent profile.

In addition to these core components, *Community Satisfaction Survey* program includes questions exploring current issues of importance that reflect Council's current requirements. The 2026 survey includes questions related to the following issues:

- Local employment and educational opportunities
- Sense of community
- Average commuting time
- Food security
- Family violence
- Volunteering.

Rationale

The *Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, sentiment, and involvement.

The survey meets the requirements of Local Government Victoria (LGV) requirements by providing importance and satisfaction ratings for the core measures and satisfaction with Council's overall performance.

The survey is used by Council in meeting its legislative requirements, including reporting performance indicators against the Local Government Performance Reporting Framework and associated requirements under the *Local Government Act 2020* and *Public Health and Wellbeing Act 2008.*

The survey also assists Council in gauging achievement toward the delivery of the commitments contained within the Community Vision, Council and Wellbeing Plan, and other strategic plans of Council.

The survey questions were determined based on the need to maintain consistency with questions asked in previous surveys, and council's statutory reporting requirements.

The *Community Satisfaction Survey* provides an in-depth coverage of Council services and facilities as well as additional community issues and expectations.

This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Melton.

In addition, the *Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed including age structure, period of residence, language, gender, and household structure.

These variables have been included to facilitate in-depth analysis of the results of the survey by demographic profile and to ensure that the sample selected represents the underlying population of the City of Melton.

Methodology, response rate and statistical significance

The survey was conducted as a door-to-door interview style survey of a representative sample of 800 households drawn proportionally from across all the suburbs and localities that comprise the City of Melton.

The fieldwork for this survey was conducted from the 9th of May till the 17th of June 2026.

Trained Metropolis Research fieldwork staff conducted face-to-face interviews of approximately 15 to 20 minutes duration of a representative sample of randomly approached households (of all dwelling types).

This methodology has produced highly consistent results in terms of the demographic profile of respondents, obtaining a sample of respondents that more closely reflects the underlying population of the municipality than can be obtained using the alternative telephone methodology.

The sample was pre-weighted by suburb / locality population to ensure that each of the suburbs / localities contributed proportionally to the overall municipal result.

The final sample was then weighted by respondents' age and gender to reflect the age and gender profile of the City of Melton community, as reported in the 2021 *Census*.

This two-stage process ensured that the municipal results effectively reflect both the geographical and demographic makeup of the City of Melton community.

A total of 4,232 households were approached to participate in the survey. Of these households, 2,083 were unattended when approached, were therefore not invited to participate, and played no further part in the research.

A total of 1,349 refused the offer to participate in the research and 800 completed the survey.

This provides a response rate of 37% (down from 41%), and down significantly on the unusually high 53% recorded in 2023, but consistent with the 35% obtained in 2019 pre-pandemic, using the same door-to-door methodology.

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

This is based on a total sample size of 800 respondents, and an underlying estimated population of the City of Melton of approximately 231,567 as of the 30th of June 2025.

The margin of error increases as the sample size decreases, such as for the precinct results, and the breakdown of results for individual age groups, genders, and other sub-groupings for which results are provided. Each separate result has a different margin of error based on its unique sample size and the actual result.

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2026, drawn in equal numbers from all 31 metropolitan Melbourne municipalities.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the survey. It is not intended to provide a "league table" for individual councils, rather to provide both a metropolitan and local region framework within which to understand these survey results.

This report provides some comparisons sourced from *Governing Melbourne* against the 31 of the metropolitan municipalities, the western region (i.e., Brimbank, Hobsons Bay, Maribyrnong, Melton, Moonee Valley, and Wyndham), and the growth area councils (i.e., Cardinia, Casey, Hume, Knox, Melton, Whittlesea, and Wyndham).

Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as published on Council's *Community Profile*.

Measurable and statistically significant

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

Significant result

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

Marginal / somewhat / notable

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.

In order of significance, "marginal" is the least significant, followed by "somewhat", and with "notable" the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

95% confidence interval

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

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

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report are designed to give a general context about satisfaction with variables in this report, 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* as available via Council's website.

The precincts used in this report are as follows:

- ***Melton Township precincts*** – includes the precincts of Melton precinct (32 respondents), Melton West (34), Kurunjang (41), Melton South / Brookfield (99), and Harkness (52).
- ***Eastern Corridor precincts*** – includes the precincts of Burnside / Burnside Heights (48), Caroline Springs (96), Hillside (64), Taylors Hill (63), Cobblebank / Strathtulloh (39), and Fraser Rise (51).
- ***Rural and other location precincts*** - includes Diggers Rest and surrounds including Toolern Vale (25), and the 'other precinct' (156) which includes Aintree, Bonnie Brook, Deanside, Exford, Fieldstone, Grangefields, Ravenhall, Thornhill Park, Weir Views, Mount Cottrell, Truganina, Eynesbury, and Rockbank.

Council's overall performance

Respondents were asked:

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

Satisfaction with the performance of Melton City Council across all areas of responsibility (overall performance) declined marginally this year, down one percentage point to 6.9 out of 10.

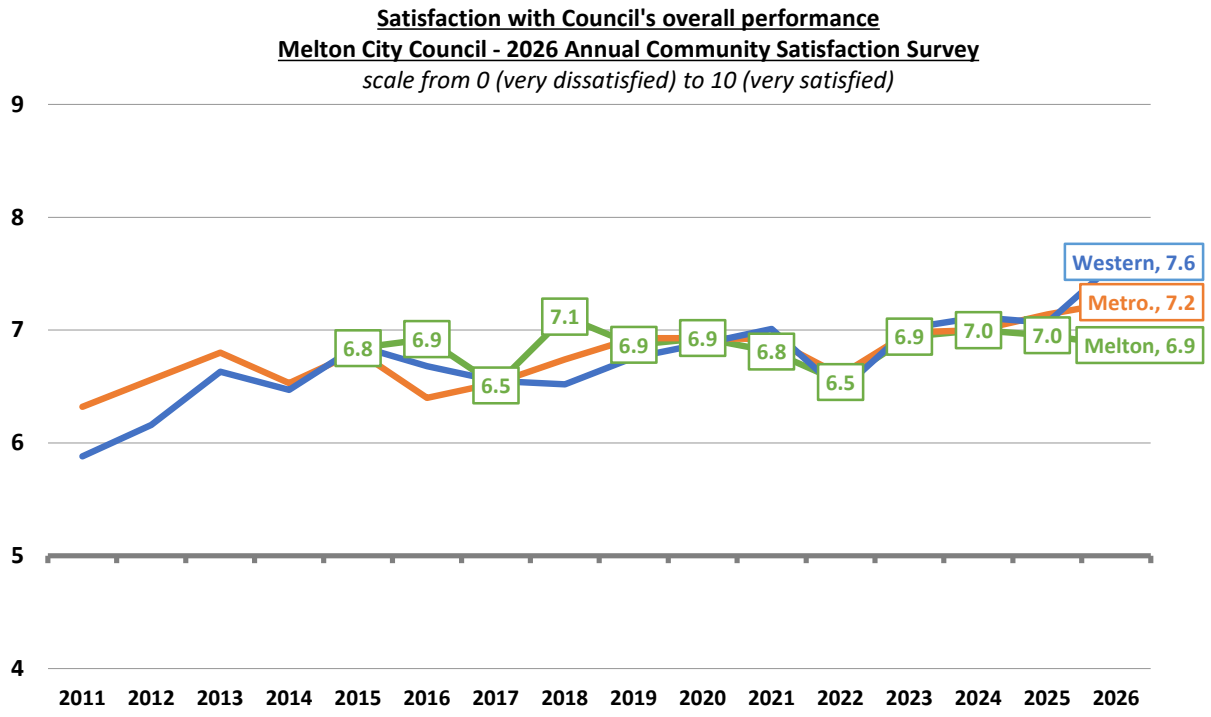
This remains a "good" level of satisfaction, and identical to the long-term average satisfaction since 2015 of 6.9.

By way of comparison, this result was measurably (3pts or 4%) lower than the metropolitan average of 7.2, and seven percentage points lower than the unusually high western region councils' average of 7.6 or "very good", as recorded in the 2026 *Governing Melbourne*.

Governing Melbourne was conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person interview methodology.

This result continues a longer term of consistent satisfaction with the performance of Melton City Council over the course of the 12 years of the survey program, apart from the unusually low results of 6.5 out of 10 recorded in 2017 and 2022.

Both of these years were unusual for a variety of reasons including the pandemic in 2022, and safety and crime related concerns in 2017. The metropolitan average satisfaction, as recorded in *Governing Melbourne*, also declined measurably in both years.



The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five out of 10).

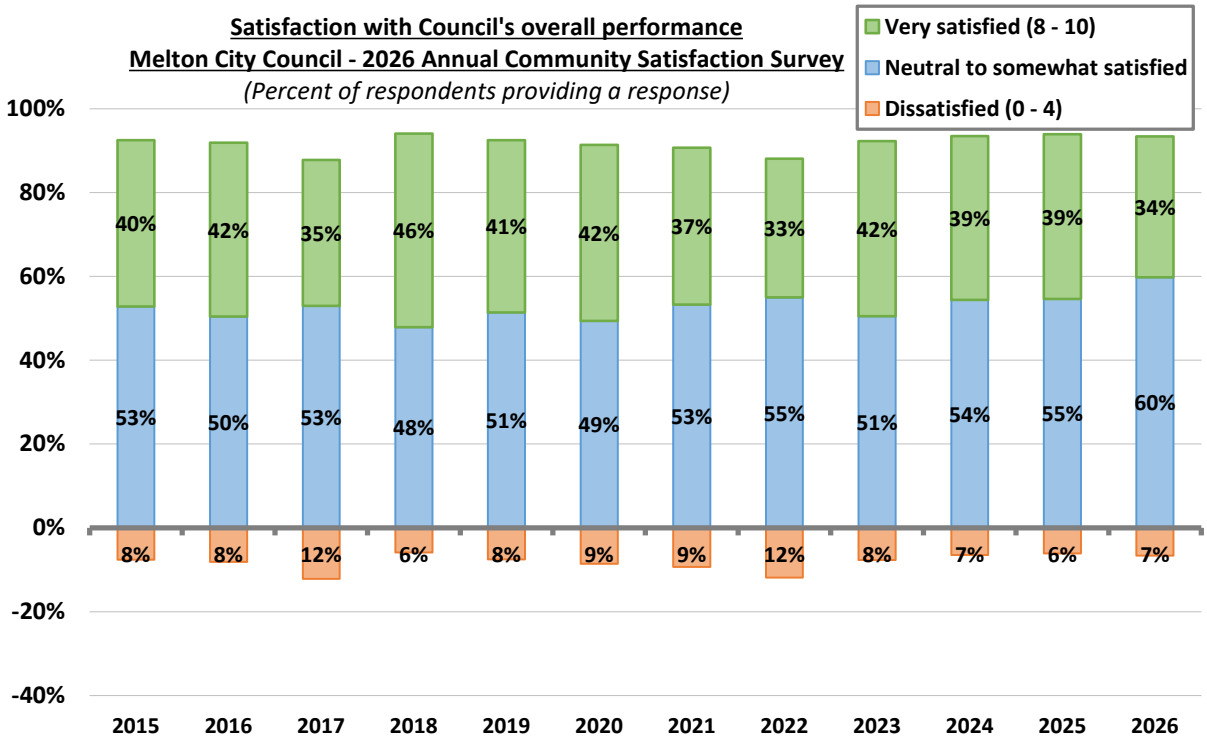
Consistent with the marginal decline in average satisfaction, there was a notable (5pt) decline in the proportion of respondents who were "very satisfied" with Council's overall performance, and a marginal (1pt) increase in the proportion who were "dissatisfied".

The long-term average proportion of "very satisfied" respondents from 2015 was 39%, while the long-term average proportion of "dissatisfied" respondents was eight percent.

These results reinforce the consistency of community satisfaction with the performance of Melton City Council over the last 12 years.

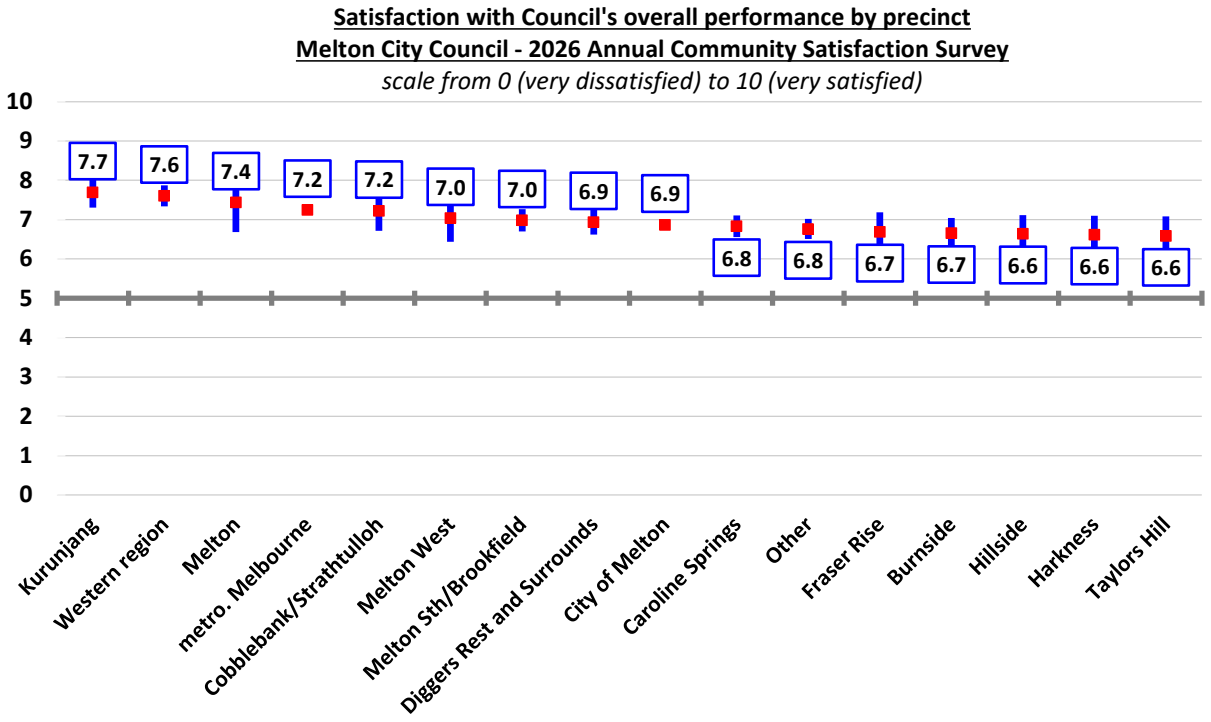
This includes that in just two of the last 12 years were more than 10% of respondents (who provided a score) "dissatisfied" with Council's overall performance, and that in every one of the last 12 years, at least one-third of respondents were "very satisfied".

Metropolis Research notes that it has historically been unusual for less than five percent of respondents to be "dissatisfied" with the performance of their local council, and that the 2026 metropolitan Melbourne average was five percent.

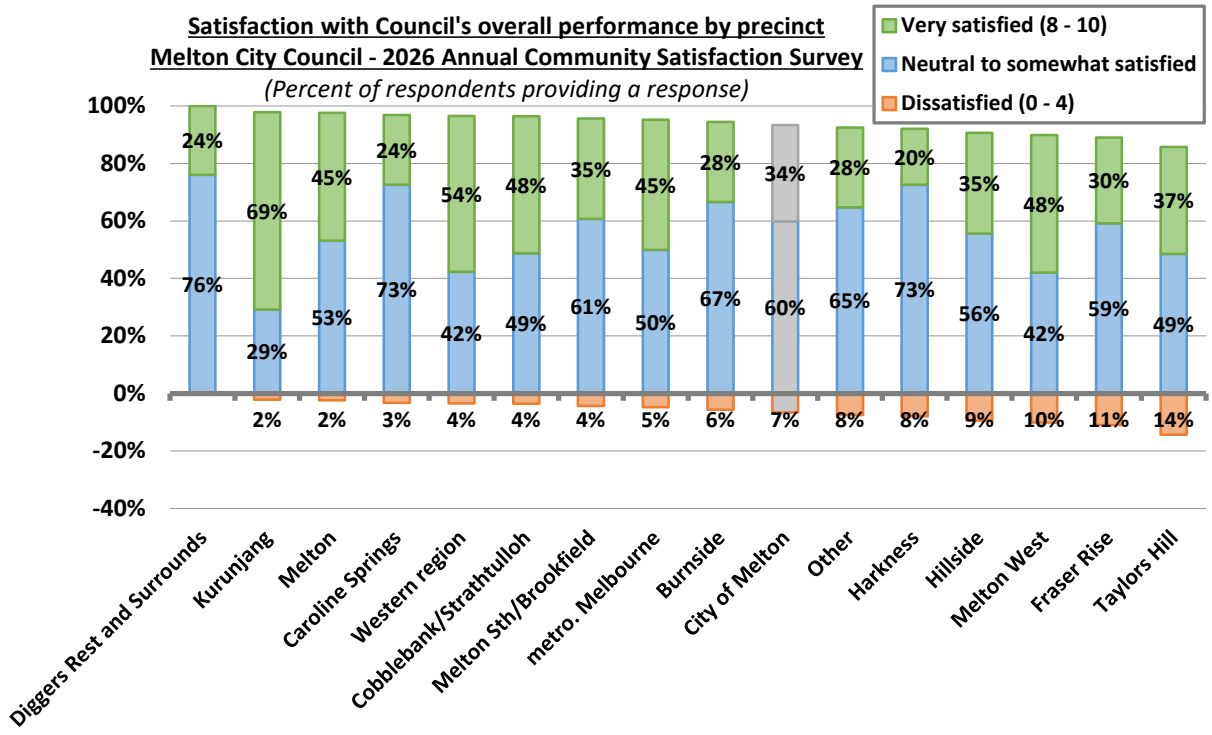


There was some measurable variation in satisfaction with Council's overall performance observed across the municipality, with respondents from Kurunjang measurably (8pts) and respondents from Melton precinct notably (5pts) more satisfied than average, and at "very good" levels.

These results reinforce the consistency of overall satisfaction with Melton City Council, with respondents from 11 of the 13 precincts rating satisfaction at "good" levels, and within three percentage points of the municipal average of 6.9 out of 10.



Two-thirds (69%) of respondents from Kurunjang and almost half (48%) of respondents from Cobblebank / Strathtulloh and Melton West were "very satisfied" with Council's overall performance. By contrast, at least 10% of respondents from Melton West (10%), Fraser Rise (11%), and Taylors Hill (14%) were "dissatisfied".



Overall performance by respondent profile

The following section provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, housing situation, period of residence in the City of Melton, whether or not a business owner or manager in the City of Melton, and household structure.

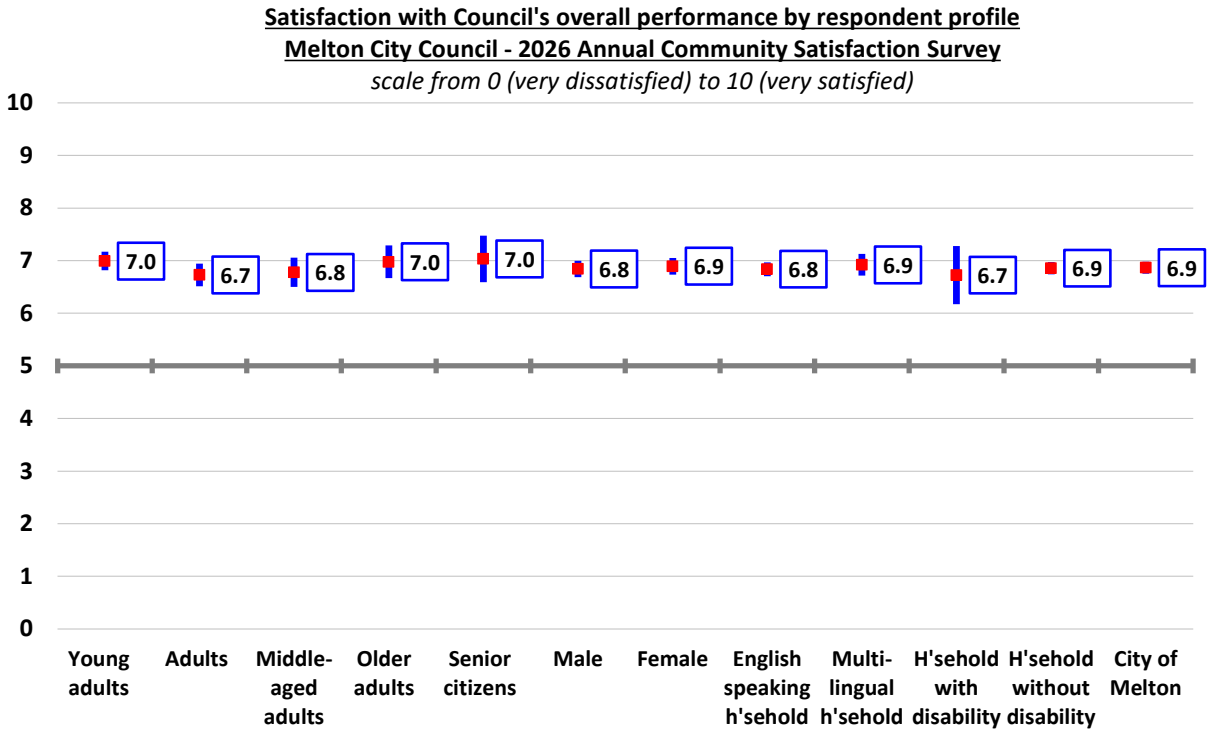
There was no measurable variation in satisfaction with Council's overall performance observed by respondent profile, which again reinforces the consistent level of satisfaction with Melton City Council observed across the community.

Metropolis Research notes that it is unusual for satisfaction with overall performance to be as consistent across the community as has been recorded for the City of Melton in recent years.

This was a positive result as less variation in satisfaction is preferable to more variation in satisfaction, as local government aims to provide consistent, high level service delivery across the entire, diverse local communities.

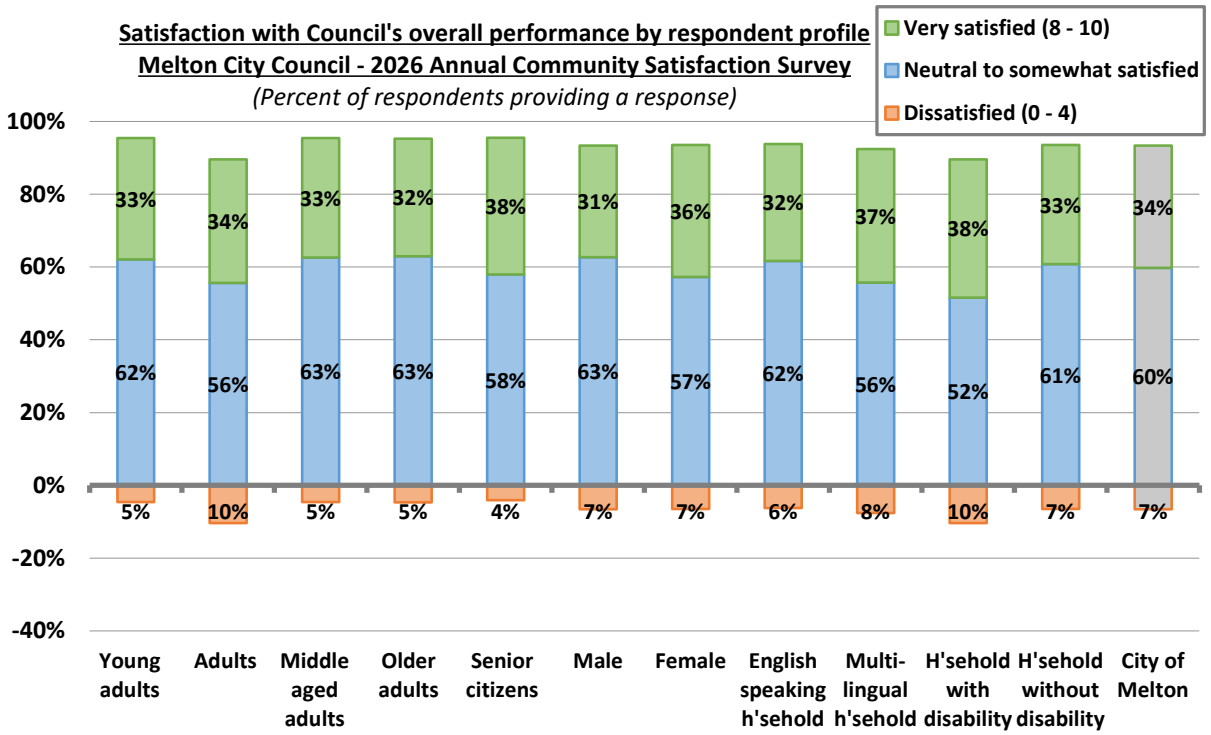
There was, however, some minor variation in satisfaction observed, as follows:

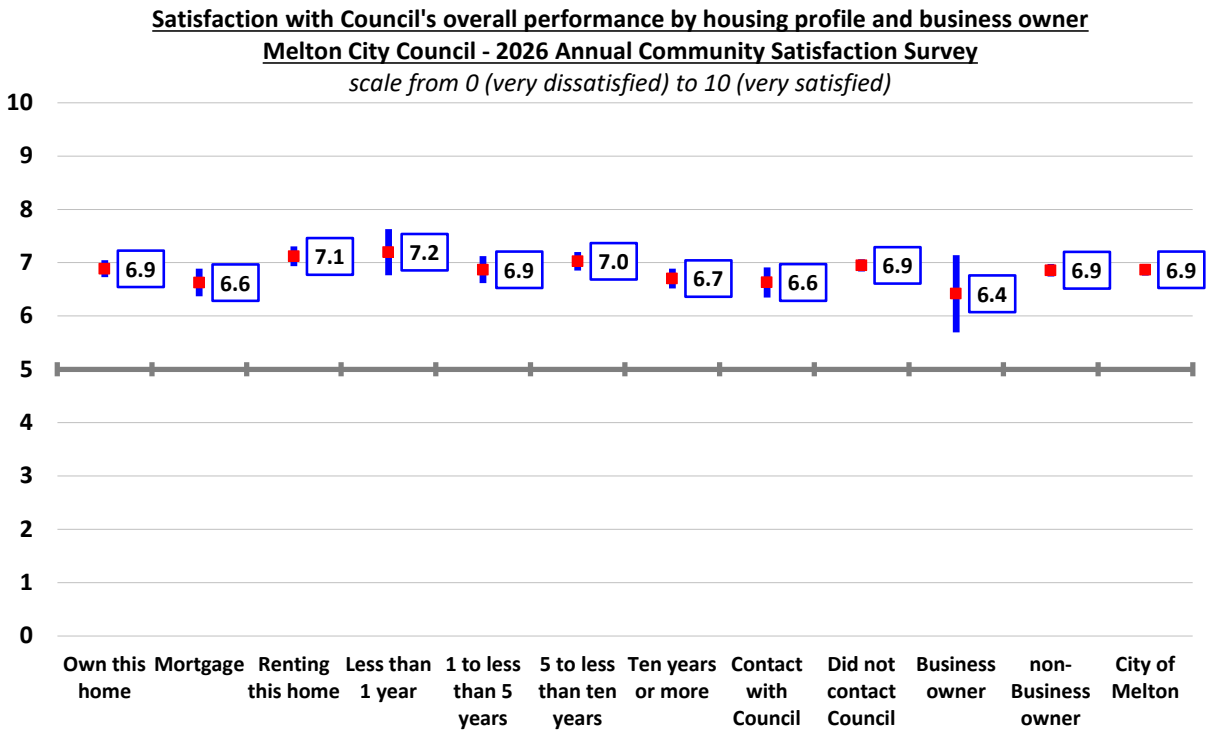
- ***Marginally to somewhat MORE satisfied than average*** – included respondents from rental households, new residents (less than one year in the city), and respondents from group households.
- ***Marginally to somewhat LESS satisfied than average*** – included adults (aged 35 to 44 years), respondents from households with a member with disability, respondents from mortgagor households, respondents who had contacted Council in the last 12 months, respondents from two-parent families (youngest child aged under 5 years), respondents from one-parent families (with children of any age), and respondents who owned or managed a business in Melton.



Approximately one-third of respondents from all age groups, gender, language spoken at home, and household disability status were "very satisfied" with Council's overall performance.

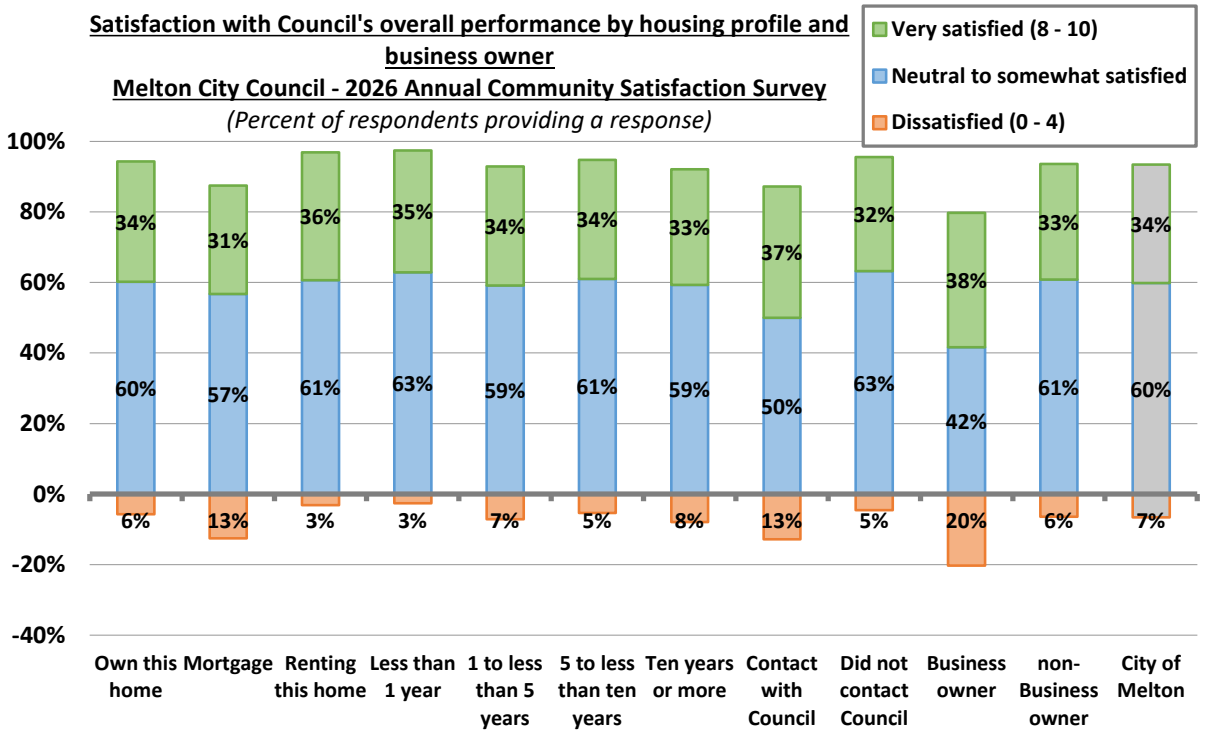
By contrast, 10% of adults (aged 35 to 44 years) and respondents from households with a member with disability were "dissatisfied".

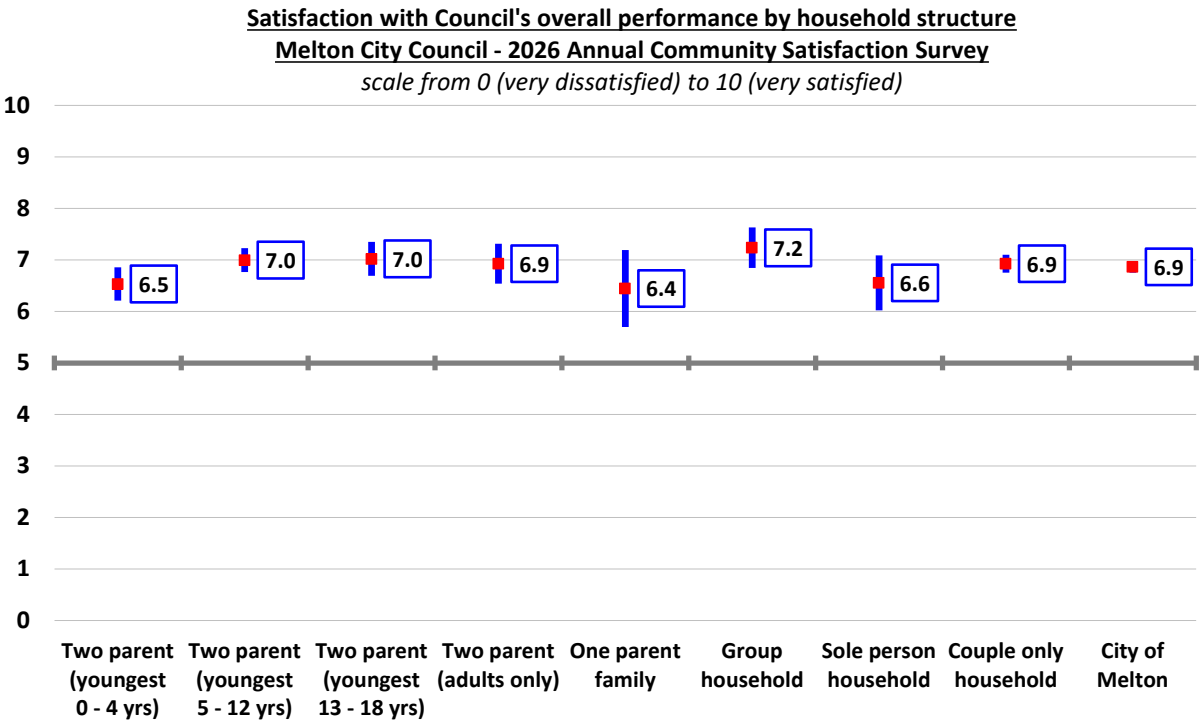




Approximately one-third of respondents from all housing situations, period of residence in the city, contact with Council, and local business owner / manager status were "very satisfied" with Council's overall performance.

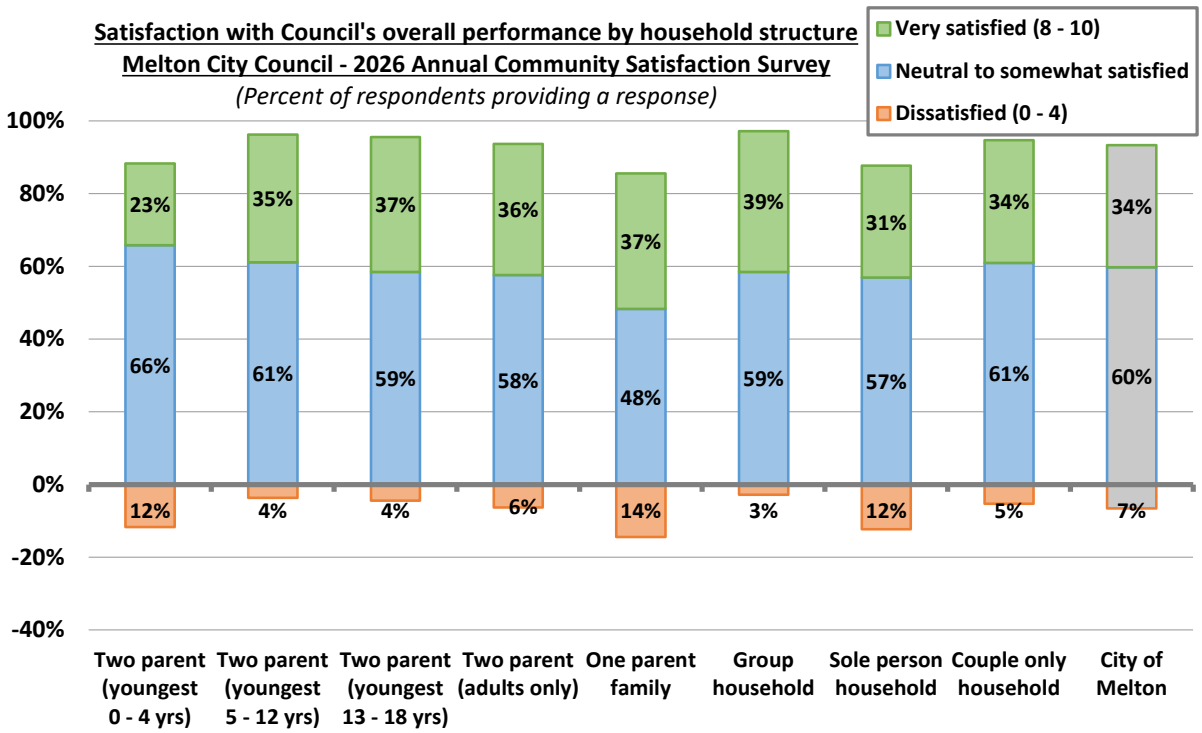
By contrast, 20% of business owners / managers, and 13% of respondents from mortgagor household and respondents who had contacted Council in the last 12 months were "dissatisfied".





Apart from respondents from two-parent families (youngest child aged under 5 years), approximately one-third of respondents from all other household structures were "very satisfied" with Council's overall performance.

By contrast, more than 10% of respondents from one-parent families (14%), two-parent families (youngest child aged under 5 years) (12%), and sole person households (12%) were "dissatisfied".

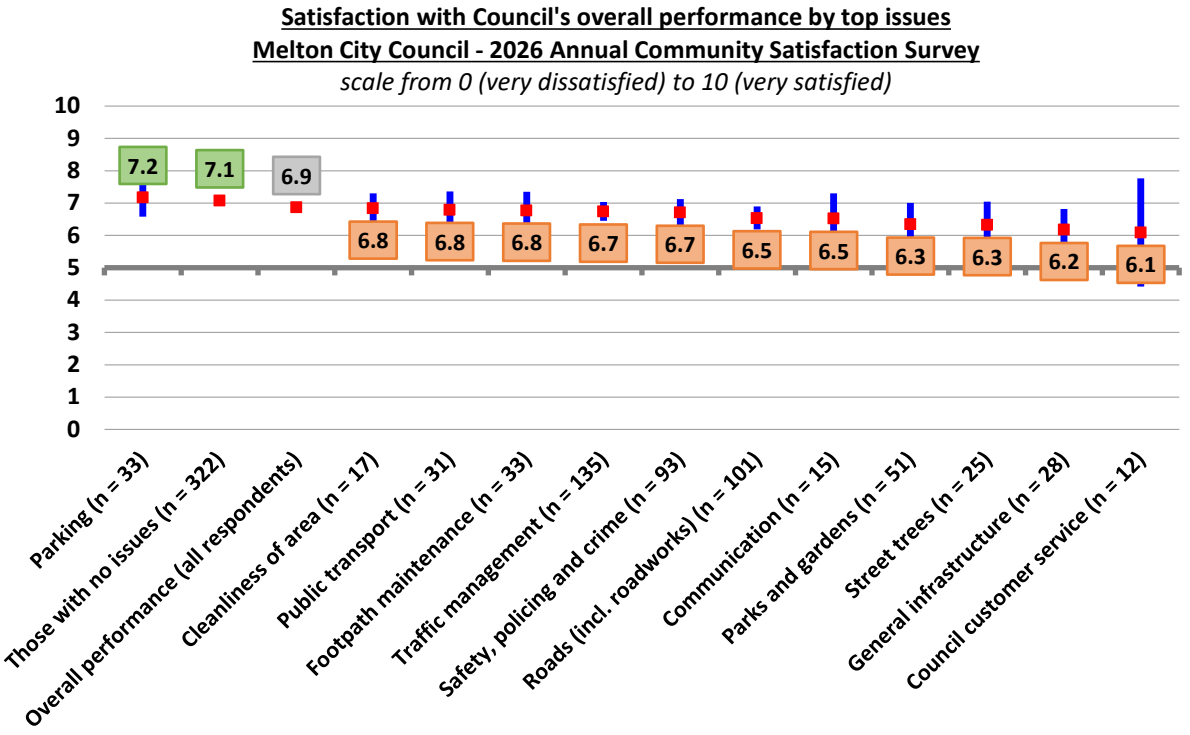


Relationship between issues and satisfaction with overall performance

The following graph displays the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the City of Melton 'at the moment'.

The graph includes a comparison to the overall satisfaction score of all respondents (6.9), as well as to the overall satisfaction of the 322 respondents who did not nominate any issues to address (7.1).

The detailed analysis of the top issues to address in the City of Melton 'at the moment' is discussed in the Current Issues for the City of Melton section of this report.



The aim of this data is to explore the relationship between the issues raised by respondents and their satisfaction with Council's overall performance.

The data does not prove a causal relationship between the issue and satisfaction with Council's overall performance but does provide meaningful insight into whether these issues are likely to be exerting a positive or negative influence on these respondents' satisfaction with Council's overall performance.

Clearly the number of respondents nominating each of these issues varies substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

The 322 (up from 256) respondents who did not raise any issues that they felt needed to be addressed in the municipality, recorded marginally (2pts) higher overall satisfaction with Council than the municipal average of all respondents.

This result was observed in previous years for the City of Melton and is a somewhat unusual result.

Metropolis Research has typically observed over many years across metropolitan Melbourne and elsewhere in Victoria and Tasmania, that those in the community who cannot think of any issues that they feel need to be addressed will, on average, be more satisfied with their local council than those who do have issues that they feel need to be addressed.

There was a range of issues that were negatively related to overall satisfaction (for the respondents who raise the issues).

The most significant issues that were negatively related to overall satisfaction and likely to be exerting a negative influence on overall satisfaction were traffic management (135 respondents, 2 pts less satisfied), road including roadworks (101 respondents, 4pts less), and safety, policing, and crime related issues (93 respondents, 2pts less).

Metropolis Research notes that all three of these issues (traffic management, roads, and safety and crime) were, at least in part, the responsibility of the state government rather than local government.

This result suggests that attention to advocacy on behalf of the City of Melton community in relation to roads, as well as traffic management (i.e., traffic congestion and commuting) and safety, policing, and crime-related issues may well have a positive impact on community satisfaction with the performance of Council.

A range of other issues were also negatively related to overall satisfaction for the smaller number of respondents who raised the issues.

These included the issues of Council customer service (12 respondents, 8pts less satisfied), general infrastructure such as internet (28 respondents, 7pts less), street trees (25 respondents, 6pts less), parks and gardens (51 respondents, 6pts less), and communication (15 respondents, 4pts less).

The following table provides an alternative method of exploring the relationship between issues to address for the City of Melton and satisfaction with Council's overall performance.

It is important to bear in mind that just 51 respondents were "dissatisfied" with Council's overall performance, and only 43 of these "dissatisfied" respondents provided an issue to address.

The table displays the proportion of respondents who were dissatisfied with Council's overall performance and who nominated each of the top 15 issues, with a comparison to the proportion of all respondents who nominated each of these issues.

These results highlight the fact that respondents who were "dissatisfied" with Council's overall performance were more likely than average to nominate almost all of these 15 issues, particularly roads (25% compared to 13%), safety, policing, and crime (21% compared to 12%), Council governance and performance (17% compared to 2%), and parks and gardens (15% compared to 6%).

These results reinforce the average satisfaction results discussed above and highlight the degree to which these issues appear to influence community satisfaction with Council.

Top issues for Melton of respondents' dissatisfied with overall performance
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents who dissatisfied with overall performance)

Issue	*Dissatisfied respondents*		*All respondents*
	Number	*Percent*	
Roads *(including roadworks)*	13	25%	13%
Traffic management	12	23%	17%
Safety, policing and crime	11	21%	12%
Council governance and performance	9	17%	2%
Parks, gardens and open spaces	8	15%	6%
General infrastructure *(e.g. internet, electricity)*	5	10%	4%
Footpath maintenance and repairs	3	6%	4%
Community services quality and provision	3	6%	1%
Council customer service / responsiveness	3	6%	2%
Parking	2	4%	4%
Public transport	2	4%	4%
Street trees	2	4%	3%
Retail and hospitality	2	4%	1%
Education and schools	1	2%	1%
Drains maintenance and repairs	1	2%	0%
All other issues *(33 separately identified issues)*	15	29%	28%
Total responses	**92**		**797**
Respondents identifying at least one issue	*43*		*478*
(percent of total respondents)	*(83%)*		*(60%)*

Reasons for dissatisfaction with Council's overall performance

Respondents dissatisfied with Council's overall performance were asked:

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

The following table outlines the 70 (up from 47) reasons for dissatisfaction provided by the 52 respondents who were "dissatisfied" with Council's overall performance.

There were more comments again this year related to issues with Council support, governance, and performance (27 comments, up from 16 last year and 8 in 2024).

Comments around specific Council services and facilities (14 down from 15 comments), communication, consultation, and responsiveness (13 up from 7 comments) the most common issues raised by "dissatisfied" respondents.

There were also several comments around cleanliness and maintenance (4 comments), rates and money (4 comments), and roads (4 comments).

Reasons for dissatisfaction with Council's overall performance
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of responses from respondents rating satisfaction less than 5 out of 10)

Comment	*2026*		*2025*	*2024*	*2023*	*2022*
	Number	*Percent*				
Council support, governance, performance	27	39%	34%	11%	19%	16%
Service and facilities	14	20%	32%	34%	40%	23%
Communication, consultation, responsiveness	13	19%	15%	14%	19%	20%
Cleanliness and maintenance	4	6%	0%	0%	0%	0%
Rates and money spending	4	6%	6%	12%	3%	11%
Roads	4	6%	0%	0%	0%	0%
Public transport, traffic and parking	2	3%	9%	22%	14%	19%
Safety and crime	1	1%	0%	3%	1%	2%
Other	1	1%	4%	4%	4%	10%
Total	**70**	**100%**	**47**	**73**	**73**	**113**

Governance and leadership

Respondents were asked:

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

Respondents were again in 2026, asked to rate their satisfaction with eight aspects of governance and leadership.

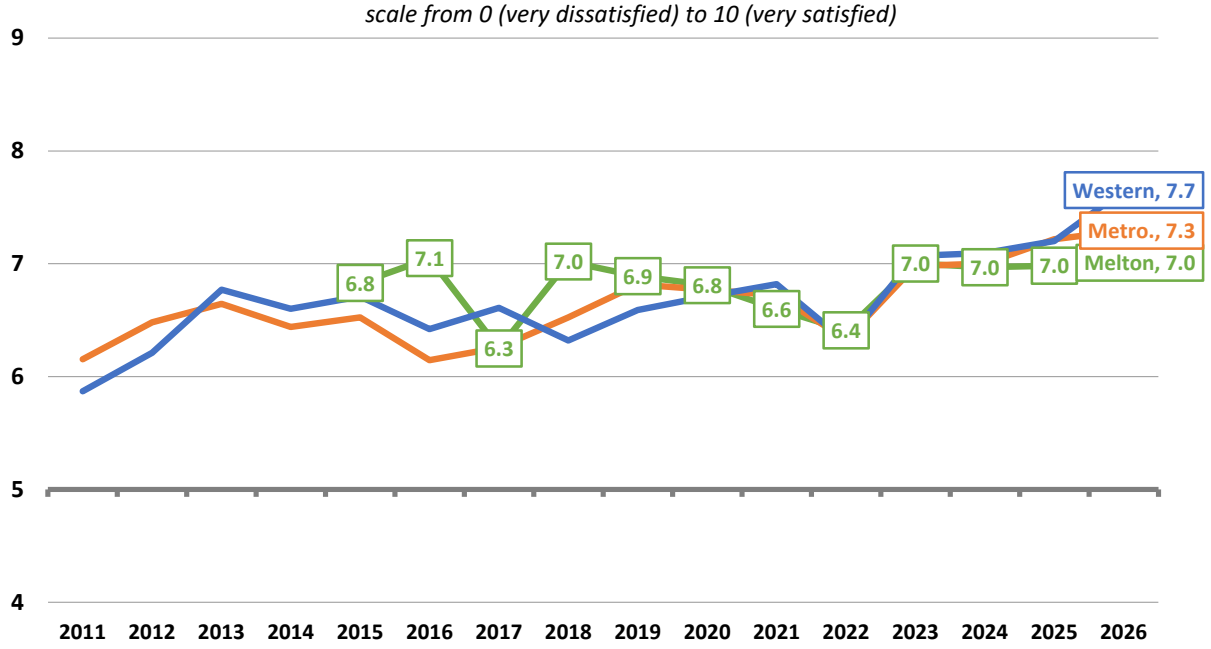
Six of the eight aspects are considered the core aspects of governance and leadership (representation, making decisions, maintaining trust, responsiveness, consultation and engagement, and opportunities to participate in consultations).

The average satisfaction with the six core measures of governance and leadership remained stable this year at 7.0 out of 10, or a "good" level of satisfaction.

This result was measurably lower than the metropolitan (3pts) and western region councils' (7pts) average satisfaction with the same six aspects of governance and leadership, as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026 using the same in-person, door-to-door methodology.

Average satisfaction with governance and leadership
Melton City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There were eight individual aspects of governance and leadership included in the survey this year.

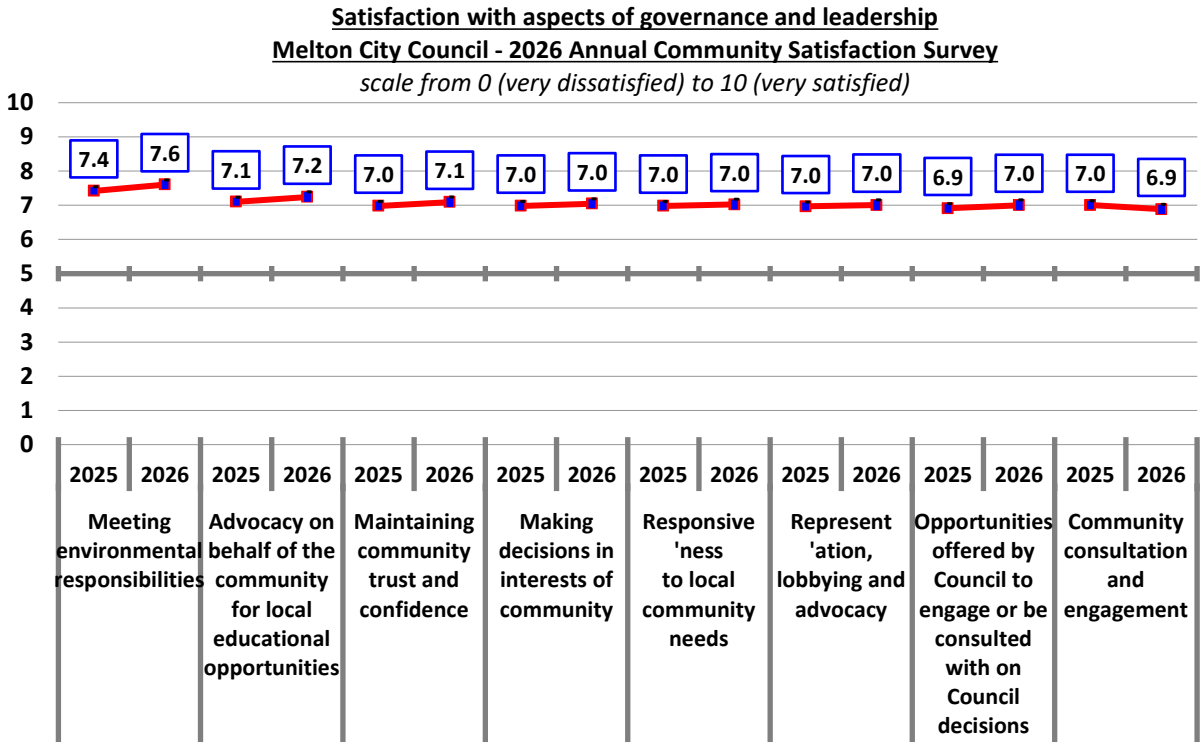
There was an increase in satisfaction with Council performance meeting its responsibilities towards the environment (up 2pts), advocacy on behalf of the community for local educational opportunities (up 1pt), performance maintaining community trust and confidence (up 1pt), and the opportunities provided by Council to engage or be consulted with on Council decisions (up 1pt).

The average satisfaction with three of the eight aspects of governance and leadership remained stable this year.

There was, however, a marginal (1pt) decline in satisfaction with Council's community consultation and engagement performance.

It does appear that the substantial increase in satisfaction with governance and leadership for the City of Melton recorded back in 2023 has continued to be maintained again this year.

Again in 2026, satisfaction with most of these aspects of governance and leadership remained at or very near historically high levels for the City of Melton.



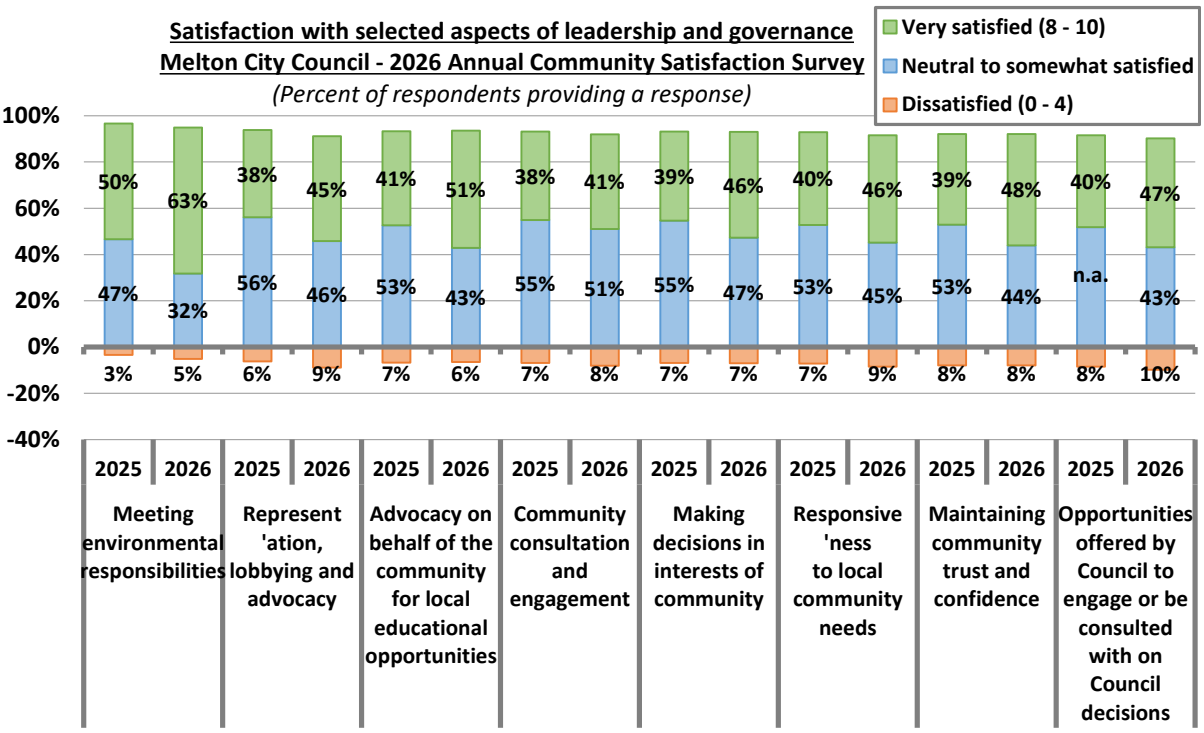
The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five out of 10).

There was a notable increase this year, in the proportion of respondents (who provided a score) who were "very satisfied" with each aspect of governance and leadership, with the stand-out result being for Council performance meeting its responsibilities towards the environment (up 13pts to 63%), advocacy on behalf of the community for local educational opportunities (up 10 pts to 51%), and Council performance maintaining the trust and confidence of the local community (up 9pts to 48%).

There was not, however, a notable decrease in the proportion of respondents who were "dissatisfied" with these aspects of Council performance, with a small increase in the proportion of respondents "dissatisfied" with five of the eight aspects.

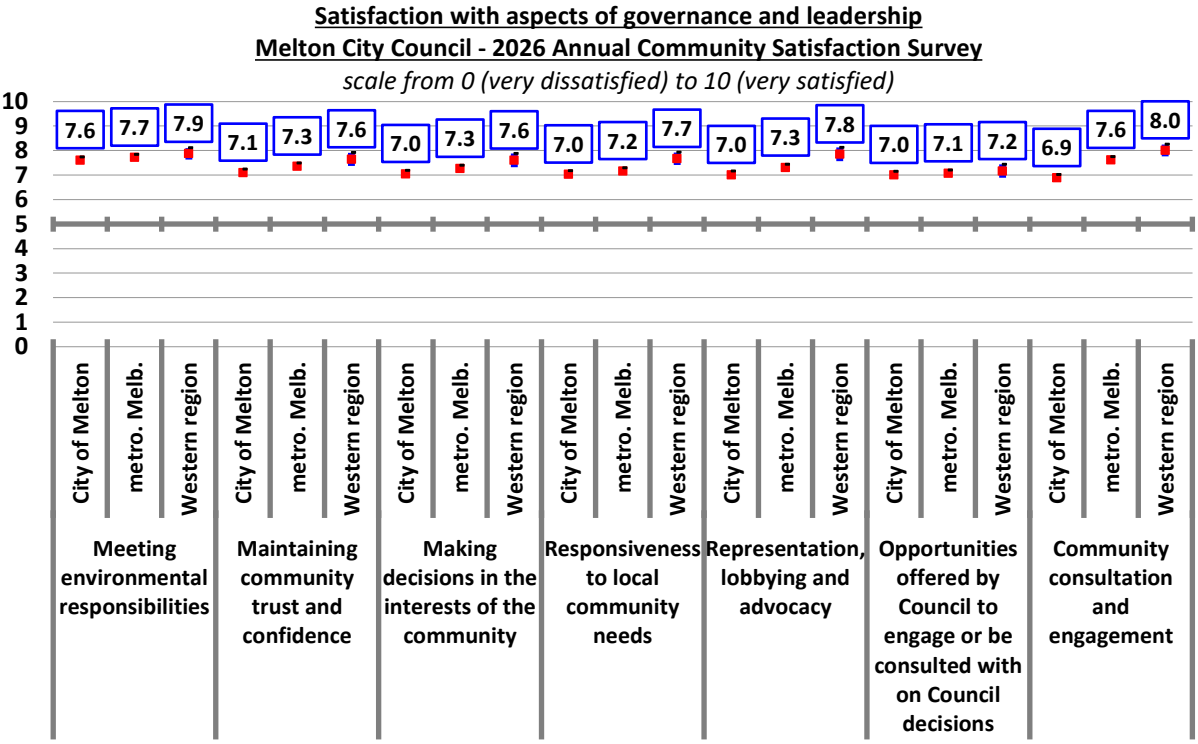
These results, both the average satisfaction and the raw satisfaction results reflect a steady level of satisfaction with Melton City Council's governance and leadership performance at or near record high levels.

Between approximately half and two-thirds of respondents were "very satisfied" with each aspect of governance and leadership this year, while no more than 10% of respondents were "dissatisfied".



The following graph provides a comparison of satisfaction with seven of the eight aspects of governance and leadership against the western region councils and the metropolitan Melbourne average, as recorded in the 2026 *Governing Melbourne* research.

Satisfaction with each of the aspects of governance and leadership was lower than the metropolitan average.



The largest underperformance recorded for Council's community consultation and engagement performance, which was seven percentage points (9%) lower than the metropolitan average.

This was consistent with the result recorded in each of the last four years, over which time the City of Melton satisfaction with community consultation and engagement was five percentage points lower than the metropolitan average.

Statements about Melton City Council

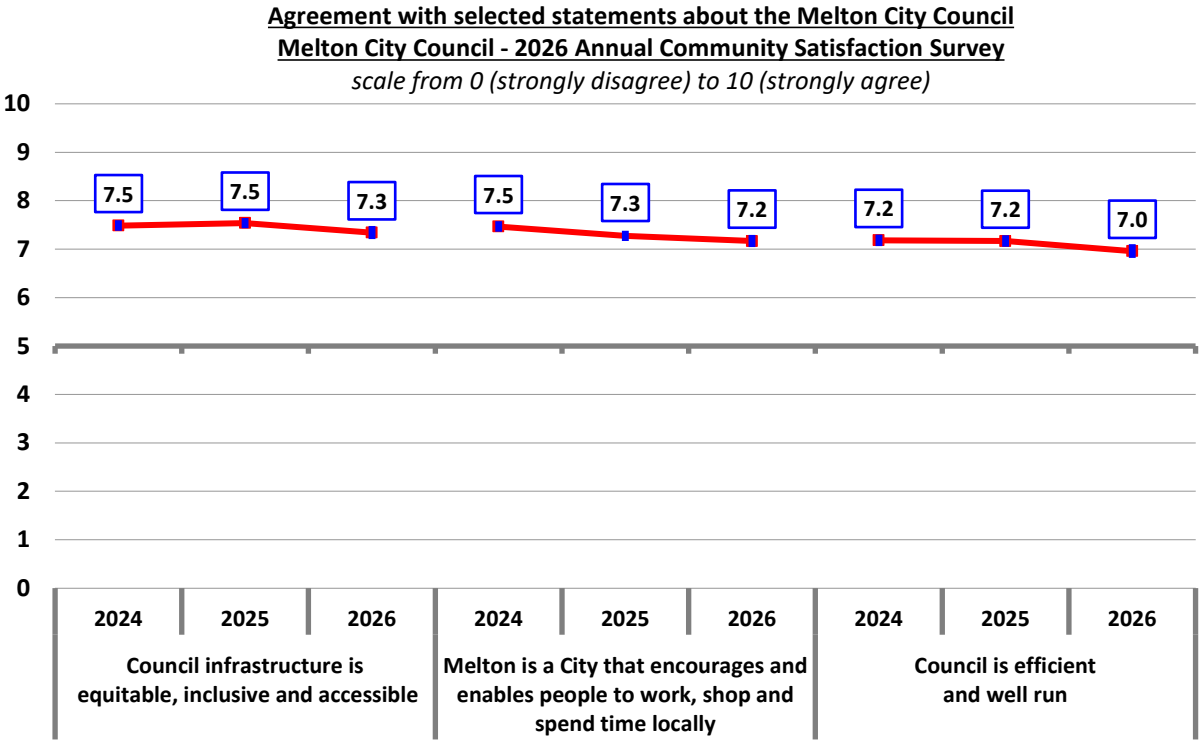
Respondents were asked:

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

Respondents were again in 2026, asked to rate their agreement or disagreement with three statements about Melton City Council as an organisation.

The average agreement with all three statements declined somewhat this year.

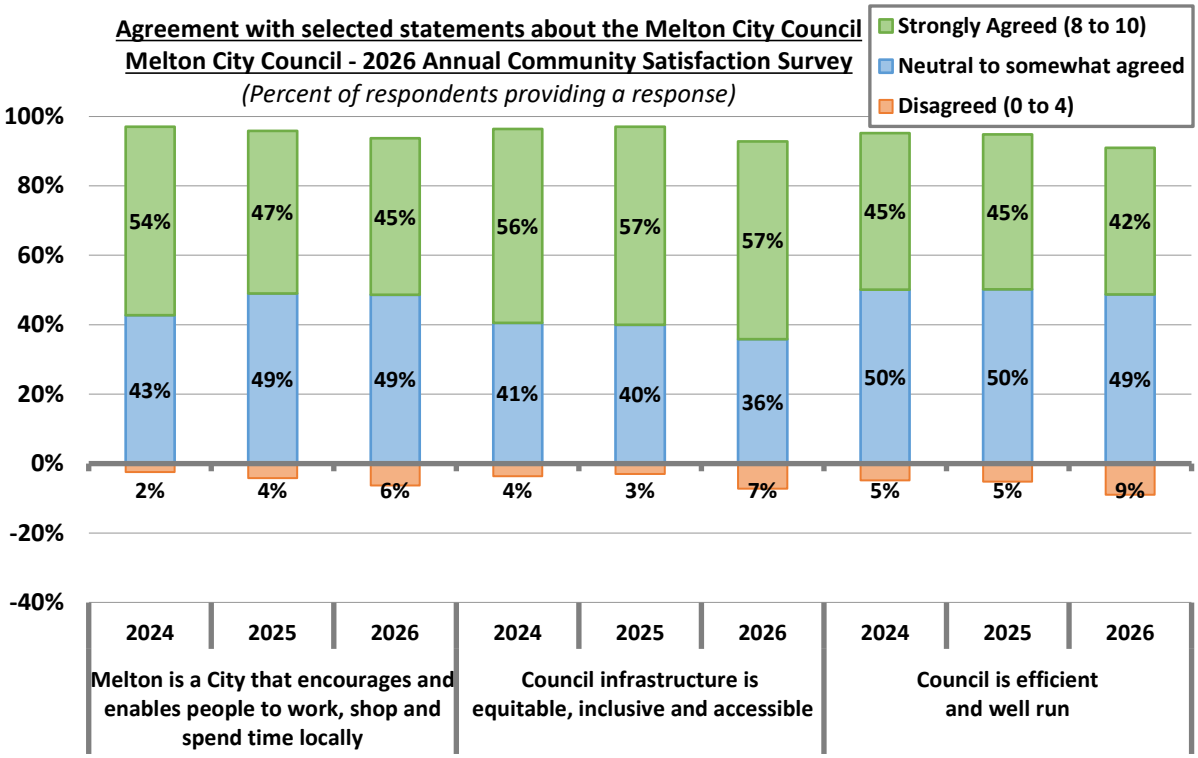
The average agreement with all three statements can, however, still best be summarised as "strong" agreement with scores of at least seven out of 10, consistent with the results recorded in recent years.



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

It is noted that approximately half of the respondents providing an agreement score "strongly agreed" (i.e., rated agreement at eight or more) with each statement, with the lowest being the 42% of respondents who "strongly agreed" that Council is efficient and well run.

Less than 10 percent "disagreed" (i.e., rated agreement at less than five) with any of the three statements, with nine percent "disagreeing" that Council is efficient and well run.



Customer service

Contact with Council in the last twelve months:

Respondents were asked:

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

In 2026, 25% (up from 27%) of respondents reported that they had contacted Council in the last 12 months.

This was the lowest proportion of respondents reporting that they had contacted Council in the last 12 months recorded over the 12 years of the survey program.

This result also remained significantly below the long-term average result since 2012 of 36%.

This result was still, however, marginally higher than the metropolitan average of 22%, as recorded in the 2026 *Governing Melbourne* research.

Contacted Council in the last 12 months
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	*2026*		*2025*	*2024*	*2023*	*2022*	*2021*
	Number	*Percent*					
Yes	203	25%	27%	28%	27%	40%	35%
No	596	75%	73%	72%	73%	60%	66%
Not stated	1		9	2	7	9	0
Total	**800**	**100%**	**800**	**801**	**806**	**800**	**800**

Forms of contact

Respondents who had contacted Council were asked:

"When you last contacted Council, was it… (via telephone / email / the website / in person, etc.,)?"

Consistent with the results recorded in recent years, approximately two-thirds (67% up from 65%) of the 203 respondents who had contacted Council in the last 12 months reported that they did so by telephone during office hours.

A significant proportion of respondents reported that they contacted Council by email (stable at 12%), and via the website (12% down from 14%).

Consistent with results during the post-pandemic period, just six percent of respondents reported that they visited Council in person.

These results reflect a new, post-pandemic norm of community interaction with Council.

Form of last contact with Council
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents who contacting Council and providing a response)

Response	*2026*		*2025*	*2024*	*2023*	*2022*	*2021*
	Number	*Percent*					
Telephone *(during office hours)*	135	67%	65%	59%	64%	64%	73%
Email	24	12%	12%	18%	10%	14%	14%
Website	24	12%	14%	7%	12%	8%	3%
Visit in person	13	6%	5%	9%	8%	10%	8%
Telephone *(after hours service)*	2	1%	0%	2%	4%	1%	0%
Mail	2	1%	0%	2%	1%	2%	1%
Community Portal	2	1%	0%	2%	0%	1%	n.a.
Visitor Information Centre / Pop-Up	1	0%	1%	0%	0%	0%	1%
Social media	0	0%	1%	1%	1%	1%	0%
Not stated	0		0	1	2	0	2
Total	**203**	**100%**	**211**	**221**	**219**	**318**	**276**

Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

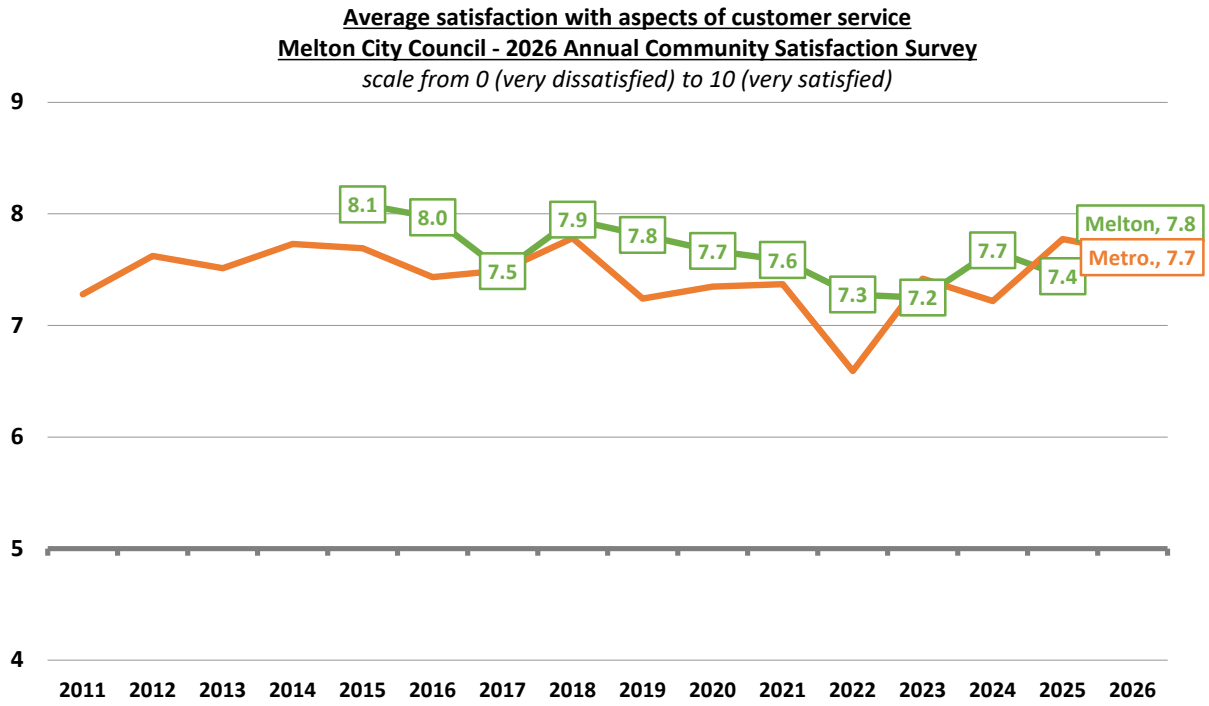
"On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Melton City Council?"

The 203 respondents who had contacted Council in the last 12 months, were asked to rate their satisfaction with six aspects of customer service, including satisfaction with the final outcome.

The average satisfaction with the five aspects of customer service (excluding satisfaction with the final outcome) increased somewhat this year, up four percentage points to 7.8 out of 10, which was an "excellent", up from a "very good" level.

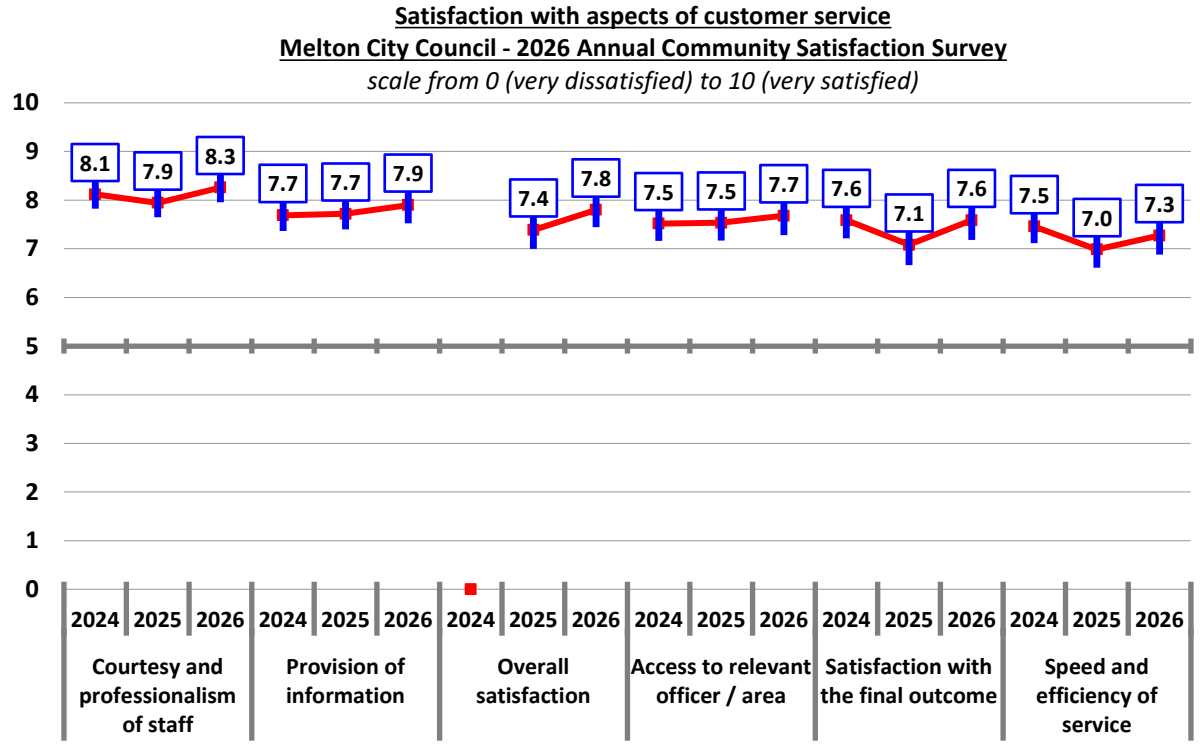
This result was the highest average satisfaction with customer service recorded for the City of Melton since 2019.

This result was almost identical to the metropolitan average satisfaction with the same five aspects of customer service (excluding satisfaction with the final outcome), which have also been at record high levels in recent years.



There were increases in satisfaction recorded for each of the six aspects of customer service, with the stand-out result being the five percentage point increase in satisfaction with the final outcome (7.6 up from 7.1), and the four percentage point increase in satisfaction with the courtesy and professionalism of staff (8.3 up from 7.9).

Satisfaction with staff courtesy and professionalism, the provision of information, and overall satisfaction with the customer service experience was “excellent”, while satisfaction with the remaining three aspects categorised as “very good”.

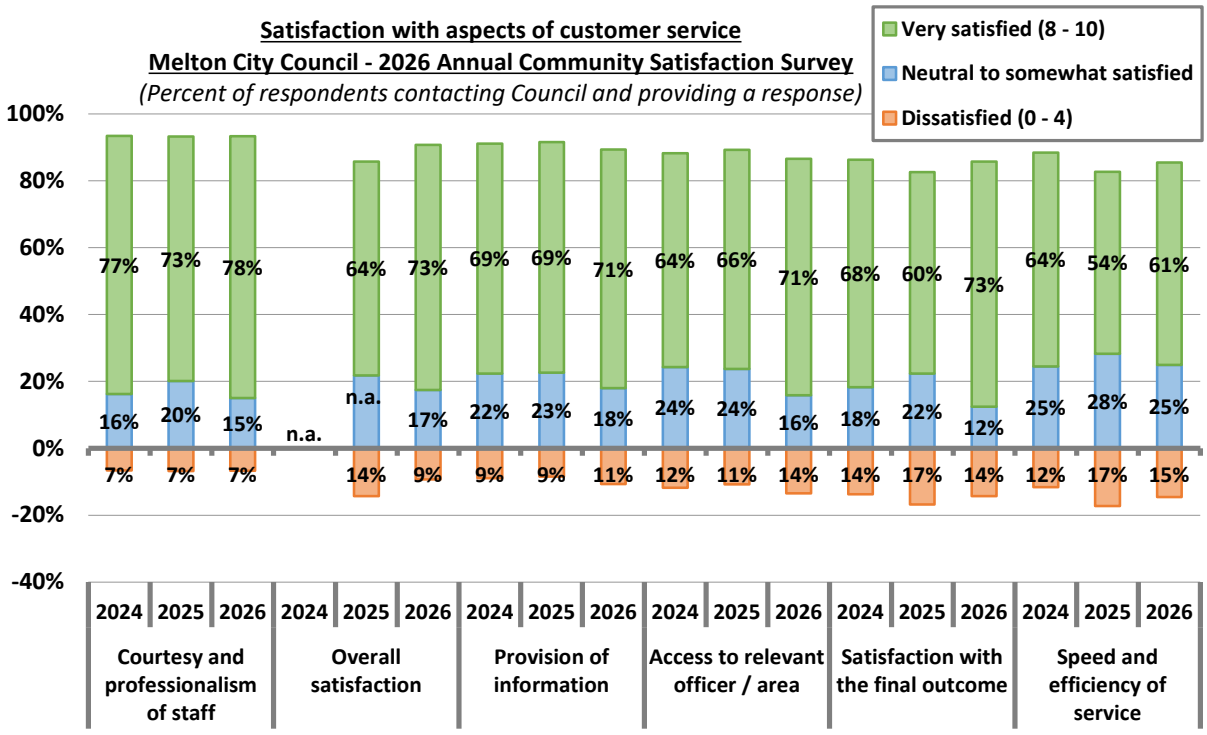


The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five out of 10).

Consistent with the increase in average satisfaction, there was an increase this year in the proportion of respondents "very satisfied" with each of the six aspects.

The stand-out result was the 13-percentage point increase in respondents "very satisfied" with the final outcome and the nine-percentage point increase in respondents "very satisfied" with the overall satisfaction with the customer service experience.

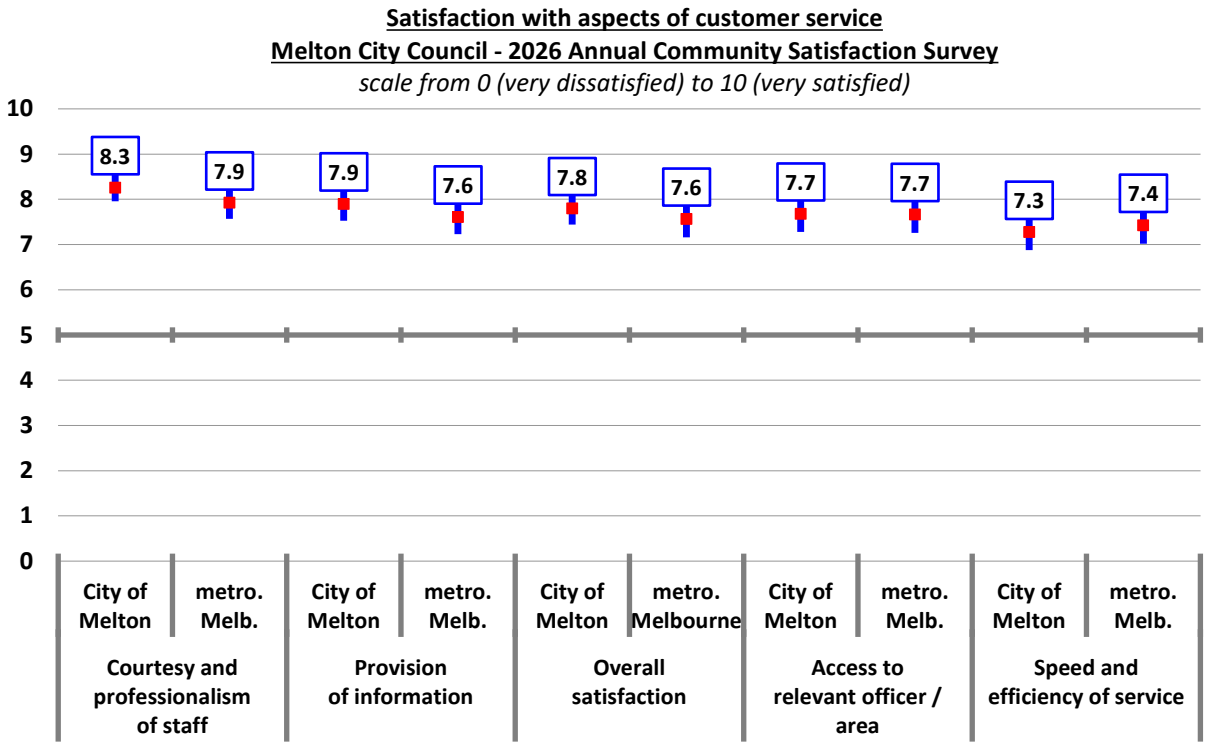
There remained a proportion of respondents "dissatisfied" with each aspect of customer service, including access to relevant officer / area (14% up from 11%), satisfaction with the final outcome (14% down from 17%), and the speed and efficiency of service (15% down from 17%).



The following graph provides a comparison of satisfaction against the metropolitan average, for the five aspects of customer service that were included in *Governing Melbourne*.

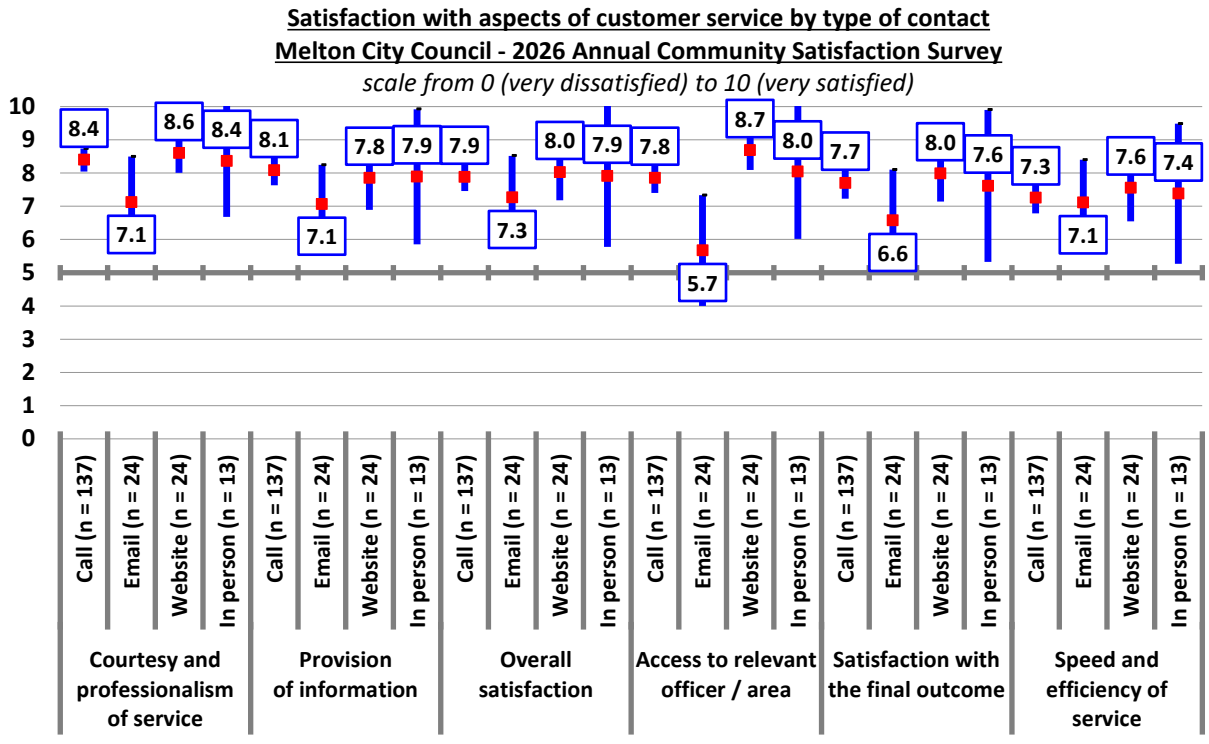
Satisfaction with the courtesy and professionalism of staff (4pts higher), the provision of information (3pts higher), and overall satisfaction with the customer service experience (2pts higher) were all higher in the City of Melton than the metropolitan average.

Satisfaction with access to relevant officer / area (identical), and the speed and efficiency of service (1pt lower) were almost identical to the metropolitan average.



The following graph provides a comparison of satisfaction with the six aspects of customer service between respondents who telephoned Council, visited the website, emailed Council, or visited in person.

While noting the small sample size for some of these results, it is noted that respondents who emailed Council, on average, reported lower levels of satisfaction with the aspects of customer service than respondents who telephoned Council or visited the website.



Planning for population growth by all levels of government

Respondents were informed that:

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

Respondents were then asked:

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

Respondents were again in 2026, asked to rate their satisfaction with planning for population growth by all levels of government.

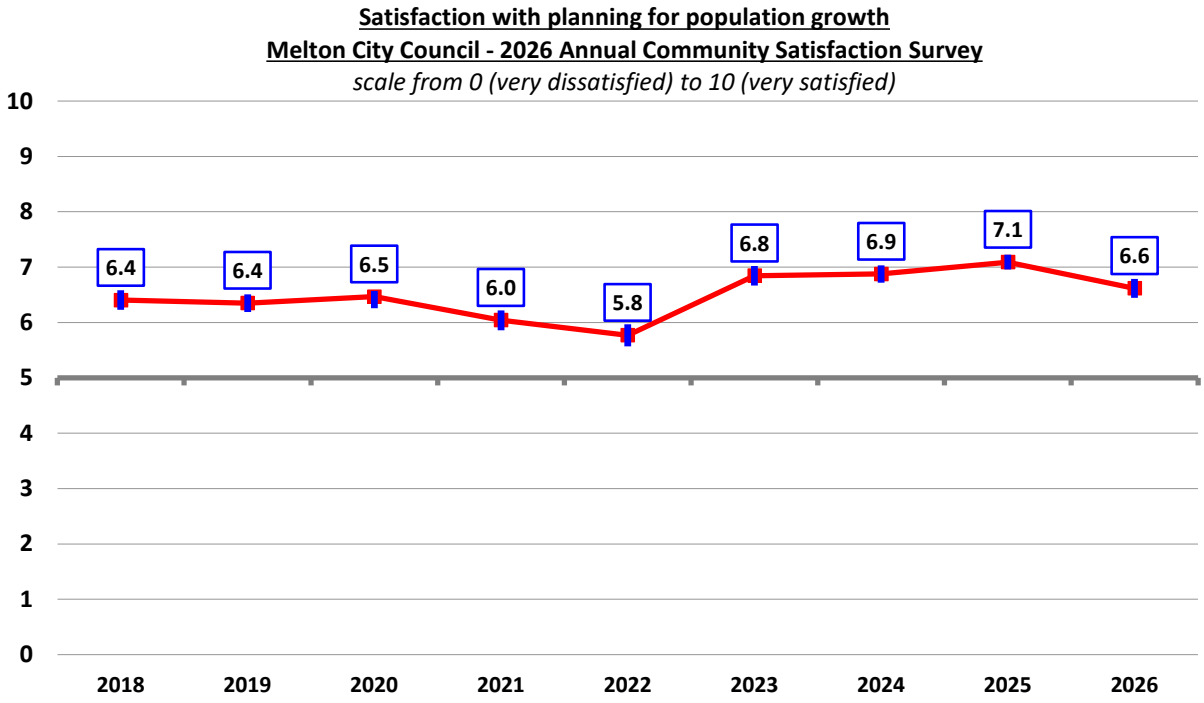
The question specifically references 'by all levels of government' in recognition that it is unreasonable to expect residents to have a detailed knowledge of the split of responsibilities in terms of planning for population growth between local and state government.

The average satisfaction with this aspect declined measurably this year, down five percentage points (7%) to 6.6 out of 10, although it remains at a "good" level.

This result reverses the three consecutive increases in satisfaction with planning for population growth recorded for the City of Melton and was almost identical (1pt) higher than the long-term average satisfaction since 2018 of 6.5 or "solid".

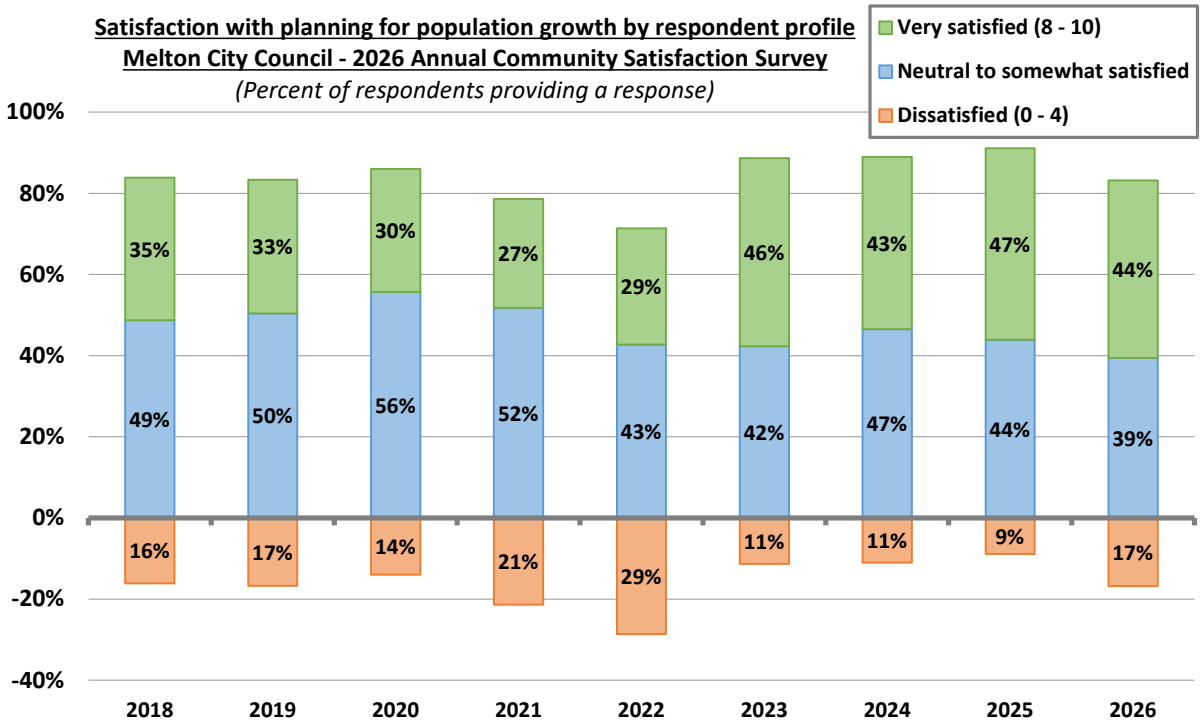
By way of comparison, this result was measurably lower than the metropolitan (6pts lower), western region councils' (9pts lower), and growth area councils' (10pts) averages, as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person interview methodology.



The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

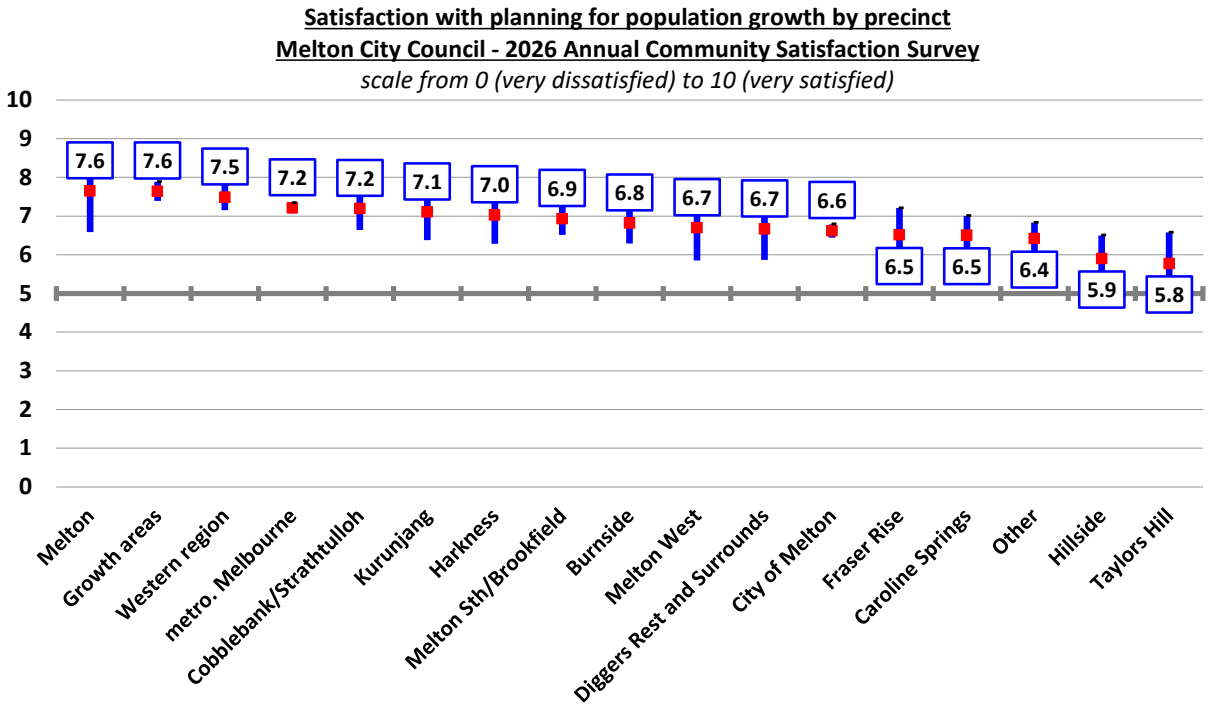
Consistent with the decline in average satisfaction, there was a small (3pt) decline in the proportion of respondents "very satisfied" with planning for population growth, and a measurable (8pt) increase in the proportion of respondents who were "dissatisfied".

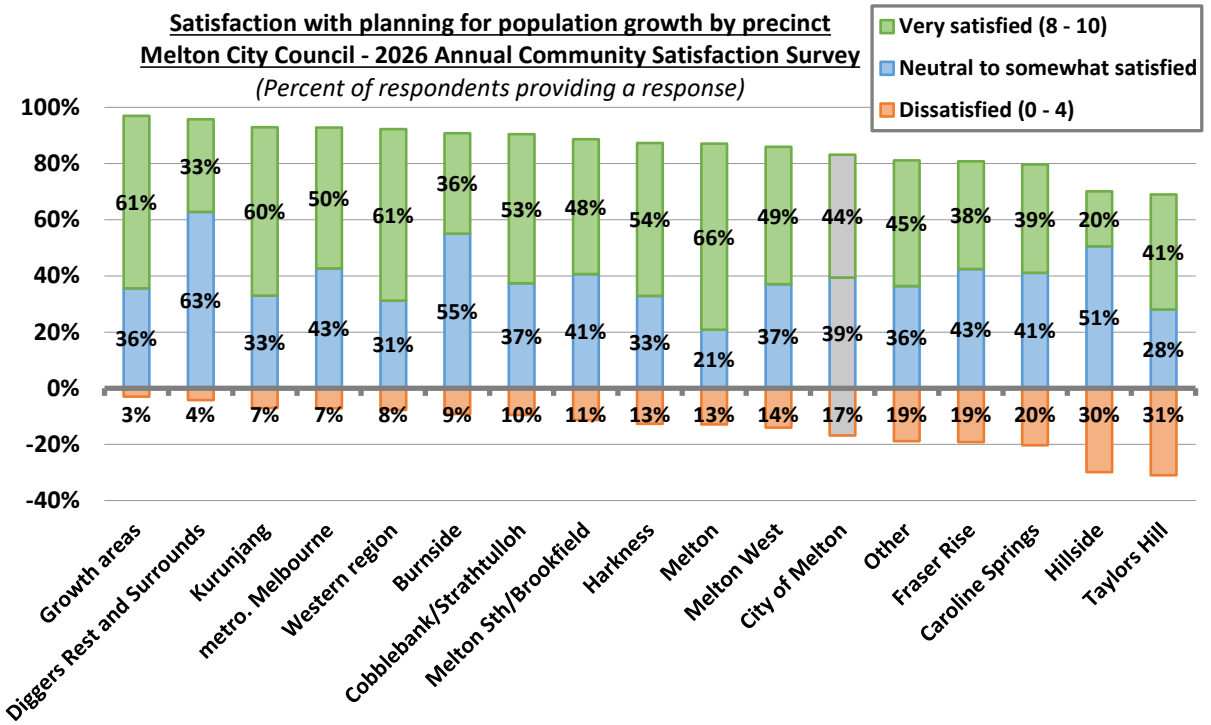


Noting the small sample size at the precinct level, there was no measurable variation in satisfaction with planning for population growth observed across the municipality.

The 26 respondents from Melton precinct were, however, notably (10pts) more satisfied than average, and at a "very good" level.

By contrast, respondents from Hillside (7pts) and Taylors Hill (8pts) were notably less satisfied than average, and at "poor" rather than "good" levels.





Reasons for dissatisfaction with planning for population growth

The following table outlines the 106 comments and eight locations of concern received in relation to planning for population growth by all levels of government.

These comments have been broadly categorised as follows:

• Perceived impacts on parking, traffic, roads and public transport	38 comments
• Perceived impacts on infrastructure / adequacy of infrastructure	22 comments
• Planning and development related	17 comments
• Retail and hospitality related	8 comments
• Perceived impacts on services and facilities	8 comments
• Population	5 comments
• Communication / engagement	4 comments
• Safety, security and policing related	3 comments
• Other issues	1 comment
• Specific Locations of concern	8 locations.

Planning and housing development

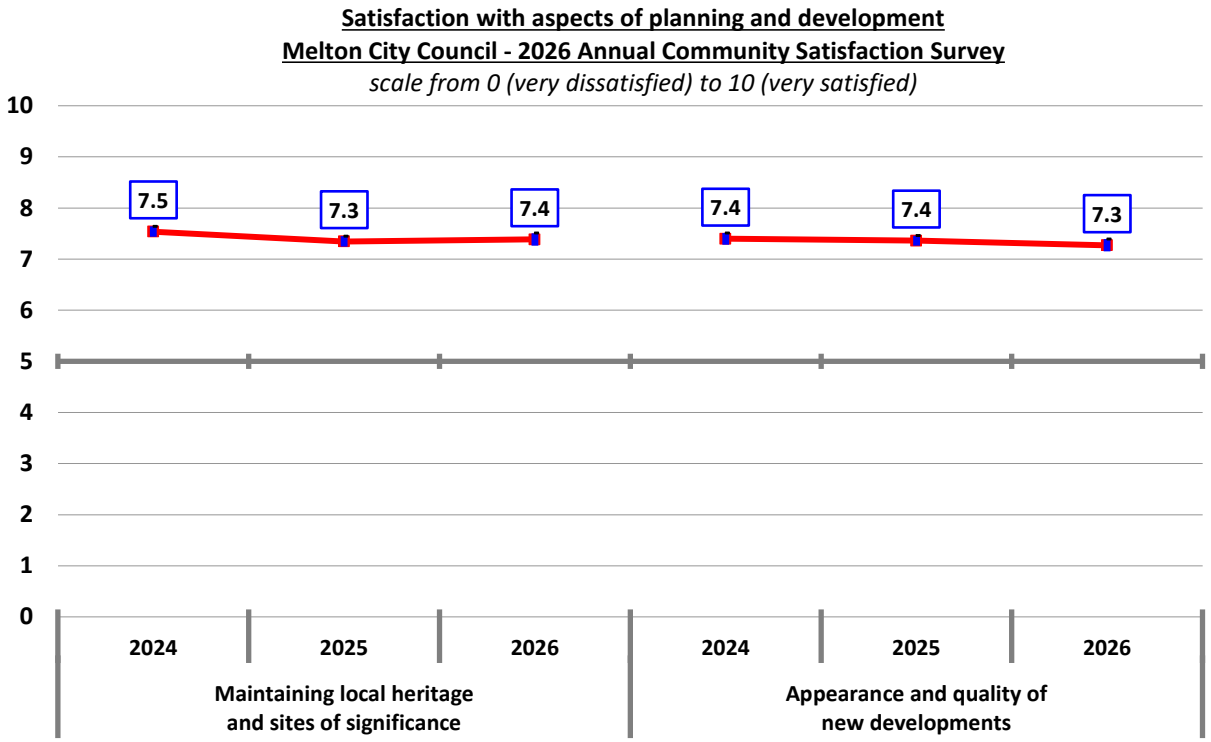
Satisfaction with aspects of planning and housing development

Respondents were asked:

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

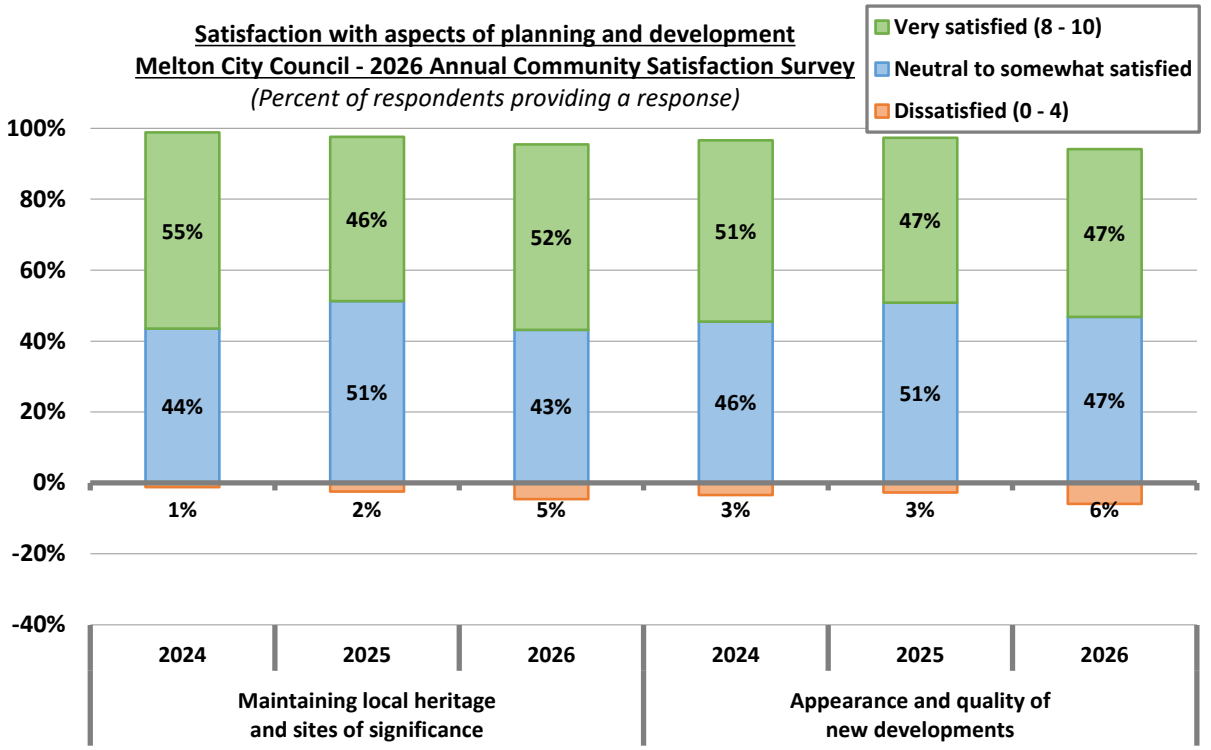
All respondents were again in 2026, asked to rate their satisfaction with two planning and development outcomes in the City of Melton.

Satisfaction with both maintaining local heritage and sites of significance (up 1pt) and the appearance and quality of new developments (down 1pt) remained essentially stable this year at "very good" levels.



The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five out of 10).

There was a small increase (up 6pts) in the proportion of respondents "very satisfied" with maintaining local heritage and sites of significance, but a small increase (3pts) in the proportion "dissatisfied" with the appearance and quality of new developments.

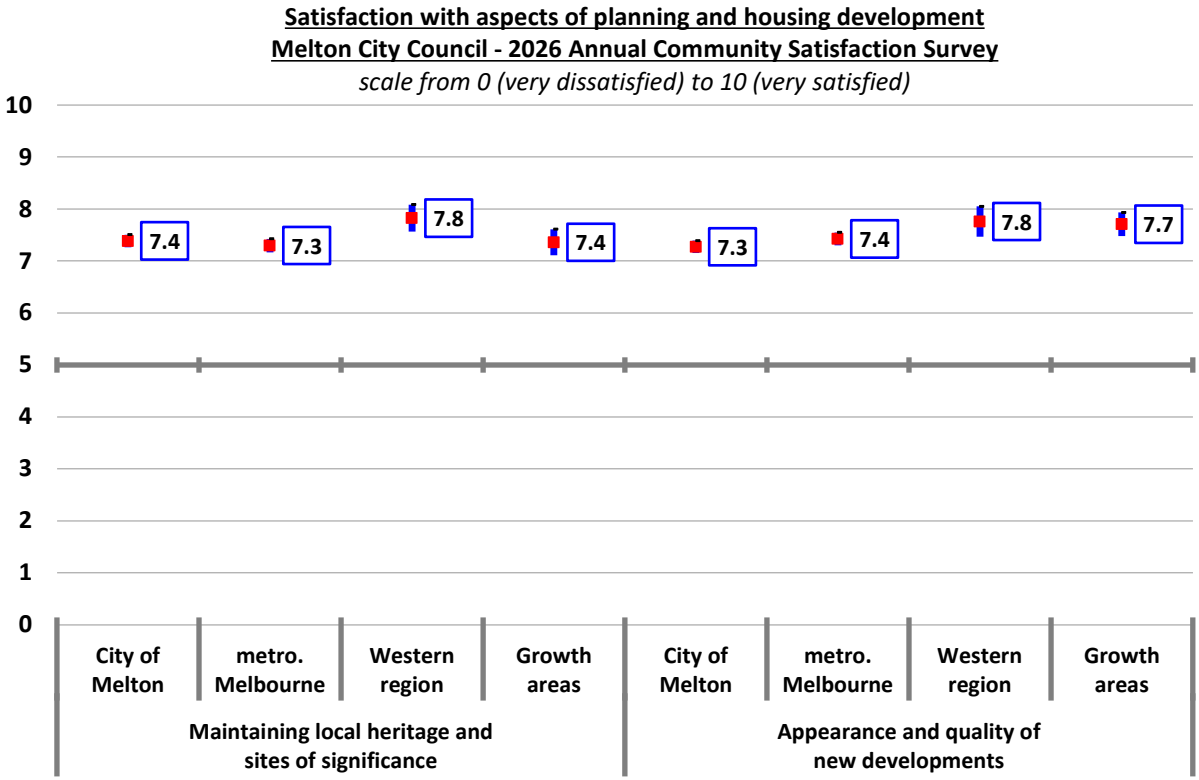


The following graph provides a comparison of these results against the metropolitan Melbourne, growth areas, and western region councils, as sourced from the 2026 *Governing Melbourne* research, conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person method.

Satisfaction with both aspects of planning and housing development was similar to the metropolitan average.

Both aspects, however, recorded lower satisfaction in the City of Melton than the western region councils' average.

It is also noted that satisfaction with the appearance and quality of new developments was somewhat (4pts) lower in the City of Melton than the growth area councils' average.



Importance of and satisfaction with Council services

Respondents were asked:

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

Respondents were asked to rate the importance to the community of 31 Council provided services and facilities, as well as the maintenance and repair of major arterial roads and highways (managed by VicRoads).

They were then asked their personal level of satisfaction with each of 14 services and facilities that all in the community will have used.

They were then asked their personal level of satisfaction with each of 18 other services and facilities that they or members of their household had used in the last 12 months.

Importance of Council services and facilities to the community

Respondents were asked to rate how important they considered each of the 32 services and facilities included in the survey were to the community, rather than to them or their household as individuals.

The reason for the wording of the question was to measure how important the community considers these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of the 31 Council provided services and facilities remained stable this year at 9.1 out of 10.

This average importance of services and facilities to the Melton community was identical to the metropolitan average of 9.1, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same methodology.

The table below displays the average importance of each of the 32 services and facilities, with a 95% confidence interval around each importance score.

Services and facilities that were measurably more important than the average of all services and facilities, as well as those that were measurably less important than the average of all services and facilities, are indicated on the left-hand side of the table, as follows:

- ***Measurably HIGHER than average importance*** - included regular garbage collection, green waste collection, regular recycling, services for people with disability, health services for babies, infants, and toddlers, and services for seniors.

- ***Measurably LOWER than average importance*** – parking enforcement and *Moving Ahead*.

Importance of selected services and facilities
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2026 Lower	2026 Mean	2026 Upper	2025	2024	2023	2026 Metro.*
Higher than average	Regular garbage collection	789	9.3	**9.4**	9.5	9.5	9.5	9.4	9.4
	Green waste collection	788	9.3	**9.4**	9.4	9.4	9.5	9.3	9.1
	Regular recycling	788	9.3	**9.4**	9.4	9.4	9.5	9.3	9.4
	Services for people with disability	777	9.3	**9.4**	9.4	9.3	9.3	9.2	9.3
	Health services for babies, infants and toddlers	783	9.3	**9.4**	9.4	9.3	9.2	9.2	n.a.
	Services for seniors	775	9.3	**9.3**	9.4	9.2	9.3	9.2	9.3
Average importance	Council provided services and programs for childre	775	9.2	**9.3**	9.4	9.2	9.3	9.2	9.3
	Hard rubbish collection	784	9.2	**9.2**	9.3	9.1	9.2	9.1	9.1
	Footpath maintenance and repairs	798	9.2	**9.2**	9.3	9.3	9.3	8.9	9.2
	Council provided services for young people	772	9.1	**9.2**	9.3	9.2	9.2	9.2	9.2
	Maintenance and repair of sealed local roads	790	9.1	**9.2**	9.3	9.3	9.4	9.0	9.3
	Local traffic management	782	9.1	**9.2**	9.3	9.2	9.3	8.9	9.3
	Maintenance and repair of major arterial roads	795	9.1	**9.2**	9.3	9.2	n.a.	n.a.	9.3
	Melton Recycling Facility	781	9.1	**9.2**	9.2	9.0	9.2	9.1	9.0
	Provision and maintenance of playgrounds	783	9.1	**9.2**	9.2	9.1	9.0	9.0	9.1
	Public toilets	780	9.1	**9.1**	9.2	9.1	9.2	9.0	9.1
	Provision and maintenance of parks and gardens	789	9.1	**9.1**	9.2	9.2	9.3	9.0	9.3
	Community centres / Neighbourhood houses	785	9.1	**9.1**	9.2	9.0	8.8	8.8	9.0
	Library services	791	9.1	**9.1**	9.2	9.1	9.1	9.1	9.2
	Sports grounds and associated facilities	783	9.1	**9.1**	9.2	9.1	9.0	8.9	9.1
	On and off road bike and / or walking paths	783	9.0	**9.1**	9.2	8.9	8.9	8.8	9.0
	Recreation and Leisure Centres	780	9.0	**9.1**	9.2	9.0	8.9	9.0	9.1
	Council's website	780	9.0	**9.1**	9.2	8.9	9.0	8.8	9.0
	Provision and maintenance of street trees	795	9.0	**9.1**	9.2	9.1	9.2	8.9	9.2
	Council activities promoting local business growth	749	9.0	**9.1**	9.1	9.1	9.1	8.8	9.2
	Access services through digital or online channels	782	9.0	**9.0**	9.1	8.9	8.9	8.7	n.a.
	Animal management	735	8.9	**9.0**	9.1	8.9	9.1	8.9	9.1
	Public Spaces	763	8.9	**9.0**	9.1	9.0	9.0	8.8	n.a.
	Provision of cultural events	776	8.9	**9.0**	9.1	8.8	8.5	8.7	8.9
	Provision of community events and festivals	775	8.9	**9.0**	9.1	8.8	8.5	8.7	8.9
Lower	Parking enforcement	777	8.8	**8.9**	9.0	8.7	9.2	8.6	8.9
	Moving Ahead *(Council's printed newsletter)*	736	8.4	**8.5**	8.7	8.6	8.5	8.3	8.8
	Average importance of selected services		*9.1*	***9.1***	*9.2*	*9.1*	*9.1*	*9.0*	*9.1*

(*) 2026 metropolitan Melbourne average from Governing Melbourne

Change in importance between 2025 and 2026

All 32 services and facilities included in the 2026 survey were also included in the 2025 survey. Of these, 17 increased in importance, eight remained stable, and seven decreased in importance. However, none of these variations was notable.

Comparison to metropolitan Melbourne average

Of the 32 services and facilities included in the survey this year, 29 were also included in the *Governing Melbourne* research in a comparable format that allows for metropolitan comparisons to be published.

10 of these services and facilities were more important in the City of Melton than the corresponding metropolitan averages, 10 were identical to the averages, and nine were less important. None of these variations was, however, notable or measurable.

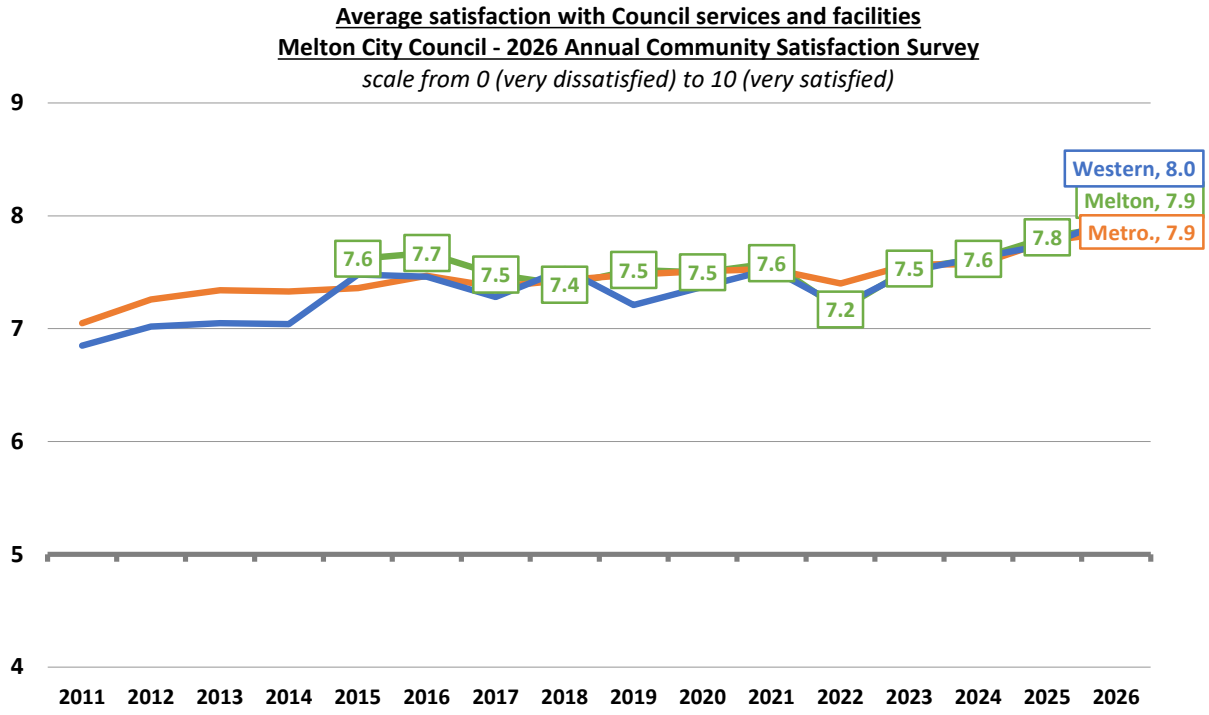
Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with each of the 14 core services and facilities about which everyone in the community is likely to have a view.

They were then asked to rate their satisfaction with each of the 18 non-core services and facilities that they or a member of their household had used in the last 12 months.

The average satisfaction with the 31 Council provided services and facilities remained essentially stable this year, rising one percentage point to 7.9 out of 10, which remains an "excellent" level of satisfaction.

This was a record high average satisfaction with services and facilities recorded for the City of Melton, and was measurably (3pts) above the long-term average satisfaction since 2015 of 7.6 out of 10 or "very good".



This average satisfaction with services and facilities was identical to the metropolitan average of 7.9 out of 10, and broadly consistent with the western region councils' average, as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person methodology.

The recent trend of increasing average satisfaction with services and facilities, from a "good" level in 2022 to an "excellent" level in 2025 and 2026 reflects a strong level of satisfaction with Council's delivery of services and facilities to the City of Melton community.

This "excellent" average satisfaction includes services and facilities that received variable levels of satisfaction.

Satisfaction with services and facilities varied 17 percentage points (24%) from the high of 8.7 or "excellent" for the green waste collection, to a low of 7.0 or "good" for local traffic management.

The left-hand side of the table below identifies the services and facilities that received a measurably higher than average satisfaction score (i.e., measurably higher than the average of all 31 services and facilities), as well as those that received a measurably lower than average satisfaction score, as follows:

- ***Measurably HIGHER than average satisfaction*** - included the green waste collection, regular garbage collection, regular recycling, library services, and hard rubbish collection.
- ***Measurably LOWER than average satisfaction*** – included the maintenance and repair of major arterial roads (managed by VicRoads), local traffic management, the maintenance and repair of sealed local roads, public toilets, services for people with disability, and footpath maintenance and repairs.

Satisfaction with selected Council services and facilities
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	*Number*	*2026 Lower*	*2026 Mean*	*2026 Upper*	*2025*	*2024*	*2023*	*2026 Metro.**
Higher	Green waste collection	779	8.6	**8.7**	8.8	8.7	8.8	8.5	8.6
	Regular garbage collection	795	8.6	**8.7**	8.7	8.8	8.7	8.7	8.6
	Regular recycling	785	8.6	**8.6**	8.7	8.8	8.6	8.6	8.5
	Library services	347	8.4	**8.5**	8.6	8.4	8.5	8.4	8.7
	Hard rubbish collection	337	8.3	**8.5**	8.6	8.4	8.2	8.0	8.6
Average satisfaction	Melton Recycling Facility	298	8.1	**8.3**	8.5	8.2	8.0	8.1	8.2
	Sports grounds and associated facilities	275	8.0	**8.2**	8.4	8.0	7.8	7.8	8.4
	Council's website	385	8.0	**8.2**	8.3	8.0	7.8	7.7	8.0
	Health services for babies, infants and toddlers	124	7.8	**8.1**	8.4	8.2	7.5	7.1	n.a.
	Animal management	681	8.0	**8.1**	8.2	7.8	7.7	7.8	8.0

	Provision of community events and festivals	197	7.8	**8.0**	8.3	7.8	8.0	7.9	8.0
	Council provided services and programs for children	87	7.7	**8.0**	8.4	8.0	7.5	7.5	8.4
	Council provided services for young people	65	7.6	**8.0**	8.4	8.0	7.8	7.0	7.7
	Provision and maintenance of playgrounds	341	7.8	**8.0**	8.2	7.6	7.5	7.4	8.3
	Access services through digital or online channels	252	7.7	**8.0**	8.2	8.0	7.7	7.5	n.a.
	Recreation and Leisure Centres	217	7.7	**8.0**	8.2	7.8	7.6	7.5	8.3
	Community centres / Neighbourhood houses	143	7.6	**7.9**	8.2	8.0	7.8	7.7	8.2
	Provision of cultural events	147	7.6	**7.9**	8.1	7.9	7.9	7.7	8.0
	Services for seniors	68	7.3	**7.8**	8.3	8.0	7.8	7.2	8.1
	On- and off-road bike and / or walking paths	251	7.6	**7.8**	8.0	7.6	7.3	7.6	7.9
	Provision and maintenance of parks and gardens	778	7.6	**7.8**	7.9	7.7	7.3	7.2	8.1
	Council activities promoting local business growth	626	7.6	**7.7**	7.9	7.5	7.2	7.4	7.6
	Moving Ahead *(Council's printed newsletter)*	545	7.6	**7.7**	7.9	7.6	7.4	7.5	7.7
	Public Spaces	709	7.6	**7.7**	7.8	7.6	7.5	7.6	n.a.
	Parking enforcement	721	7.4	**7.6**	7.7	7.1	7.1	7.3	7.6
	Provision and maintenance of street trees	783	7.4	**7.6**	7.7	7.4	7.1	7.2	7.6
Lower than average	Footpath maintenance and repairs	786	7.3	**7.4**	7.6	7.2	6.9	7.0	7.4
	Services for people with disability	57	6.7	**7.4**	8.0	7.7	7.5	6.5	8.0
	Public toilets	280	6.9	**7.1**	7.4	6.7	6.3	6.8	7.2
	Maintenance and repair of sealed local roads	790	6.9	**7.1**	7.2	6.9	6.8	6.8	7.4
	Local traffic management	761	6.9	**7.0**	7.2	6.9	6.5	6.9	7.6
	Maintenance and repair of major arterial roads	789	6.5	**6.7**	6.8	6.6	n.a.	n.a.	7.2
	Average satisfaction with selected services		*7.7*	***7.9***	*8.1*	*7.8*	*7.6*	*7.5*	*7.9*

(*) 2026 metropolitan Melbourne average from Governing Melbourne

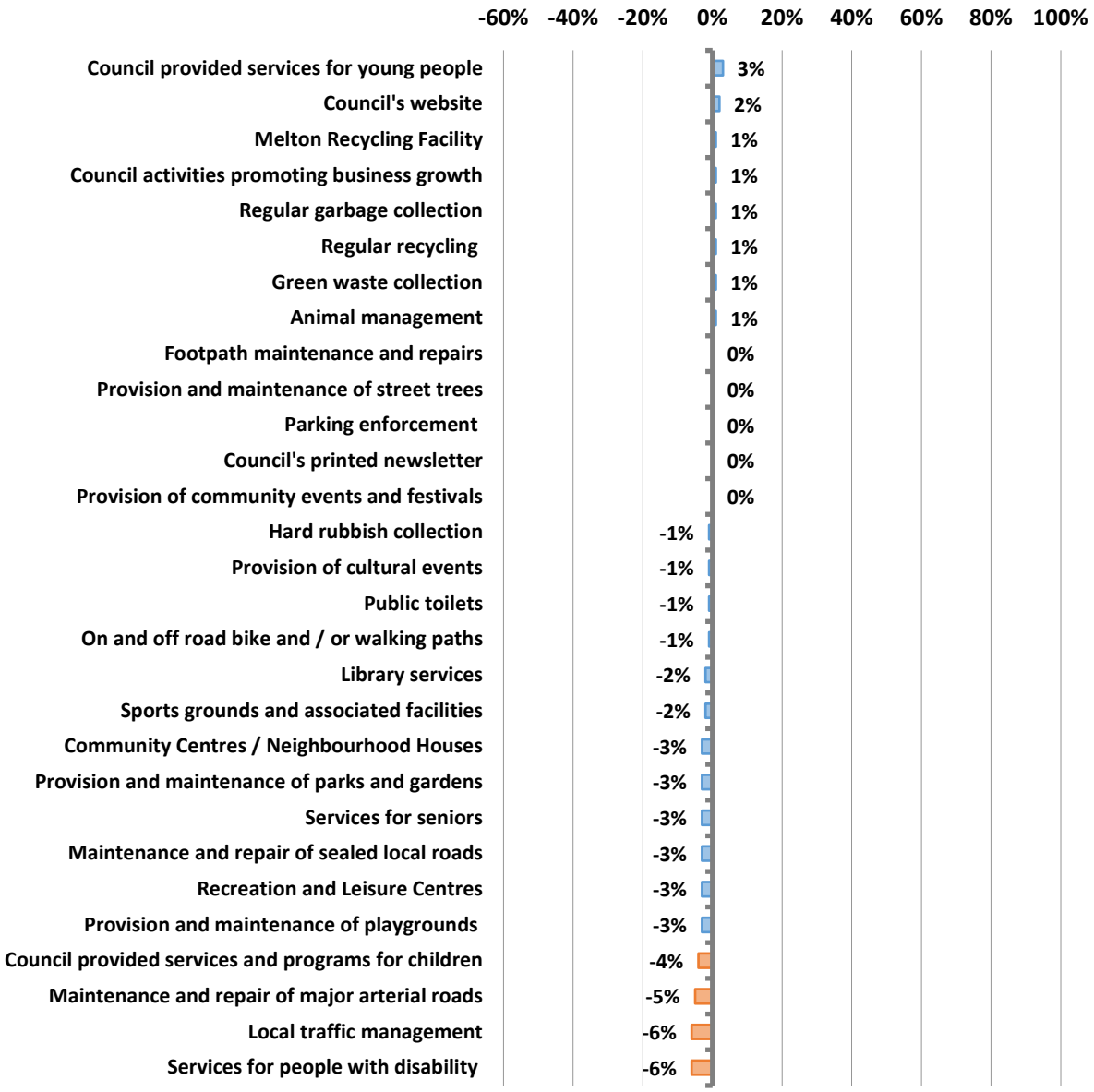
Comparison to metropolitan Melbourne average

Of the 32 included Services and facilities, 29 were included in a format that facilitated comparison to the metropolitan average, as recorded in *Governing Melbourne*.

Of these, eight recorded at least a marginally higher satisfaction than the metropolitan average, five recorded identical satisfaction, and 16 recorded marginally lower satisfaction:

- ***Somewhat HIGHER satisfaction in Melton*** – included Council provided services for young people (3pts higher by 65 respondents), and Council's website (2pts).
- ***Notably LOWER satisfaction in Melton*** – included services for people with disability (6pts lower in Melton), local traffic management (6pts), the maintenance and repair of major arterial roads and highways (managed by VicRoads) (5pts), and Council provided services and programs for children (4pts).

Percentage point (absolute) difference between Melton and metropolitan average
Melton City Council - 2026 Annual Community Satisfaction Survey
(Percentage point variation)

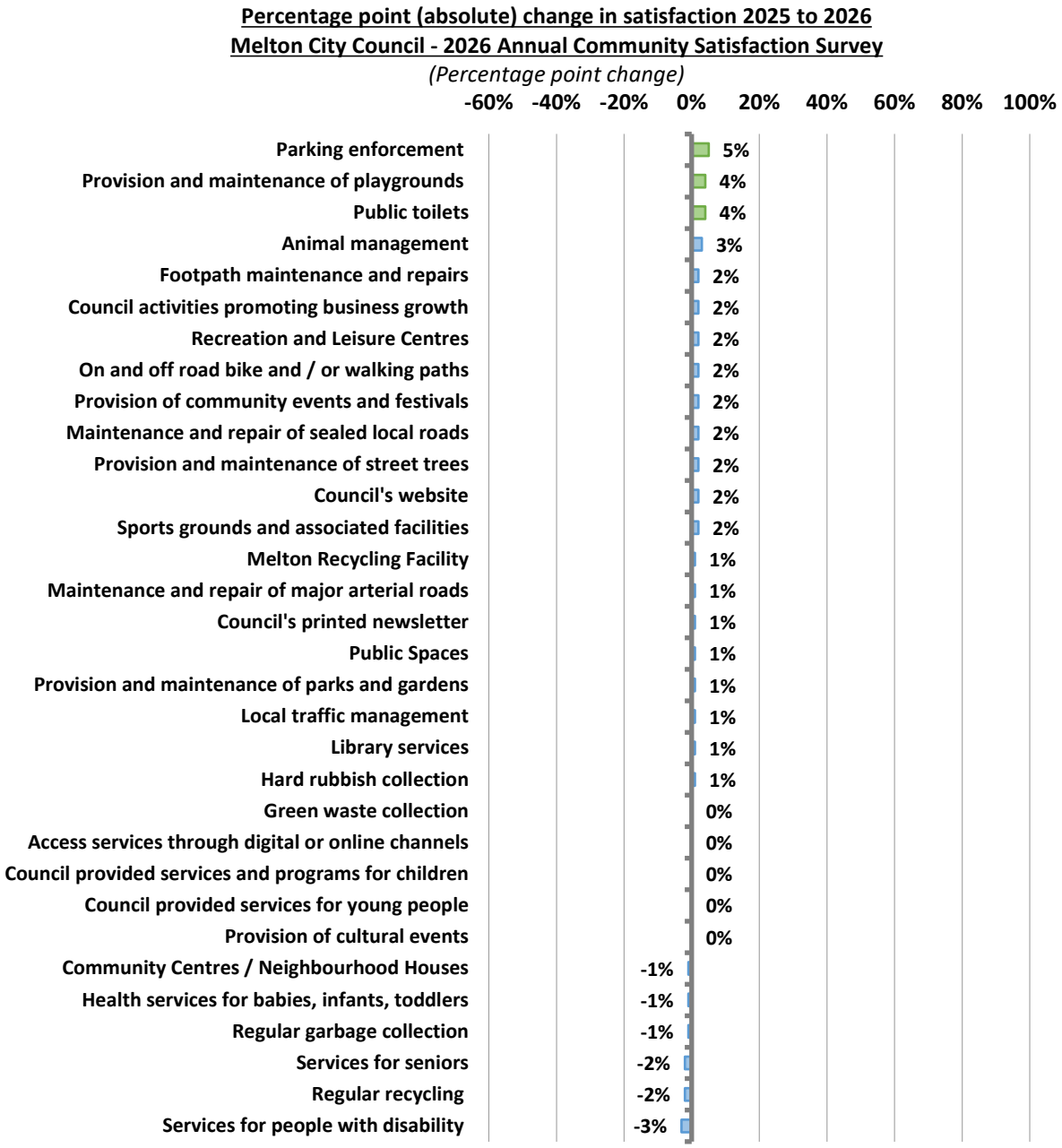


Change in satisfaction between 2025 and 2026

The average satisfaction with 21 of the 32 services and facilities which were included in the 2025 survey increased at least marginally this year, while satisfaction with five remained stable, and satisfaction with six declined at least marginally, with attention drawn to the following:

- ***Notably HIGHER satisfaction this year*** – included parking enforcement (5pts higher), the provision and maintenance of playgrounds (4pts), and public toilets (4pts).

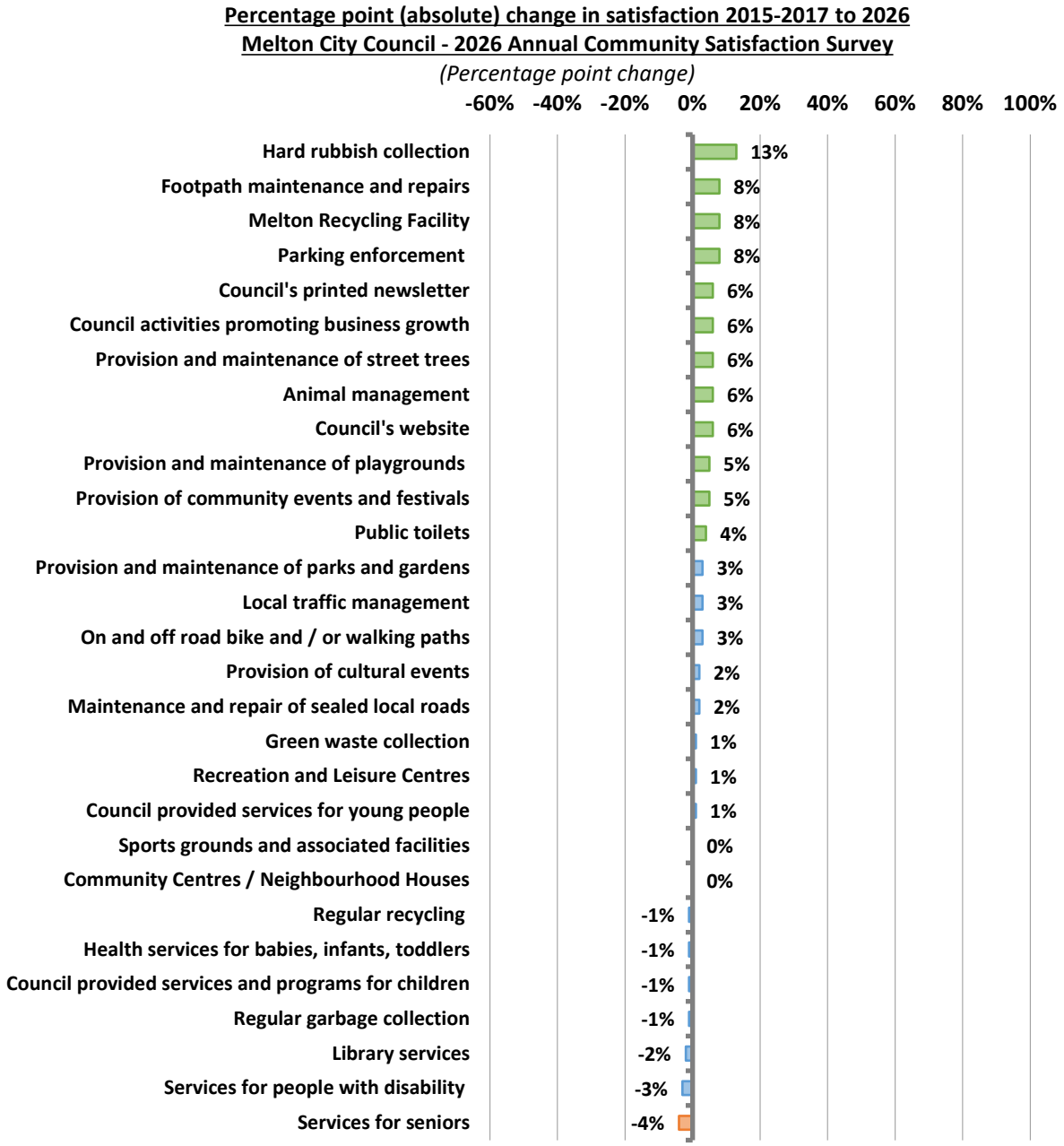
- ***Somewhat LOWER satisfaction this year –*** included services for people with disability (3pts lower by 57 respondents), regular recycling (2pts lower), and services for seniors (2pts lower by 68 respondents).



Change in satisfaction between 2015/17 and 2026

The average satisfaction with 20 of the 29 services and facilities for which comparable data exists for 2015/17 increased at least marginally this year, two remained stable, and seven declined at least marginally, with attention drawn to the following:

- ***Notably HIGHER satisfaction in 2026 than in 2015/17*** – included hard rubbish collection (13pts higher), footpath maintenance and repairs (8pts), Melton Recycling Facility (8pts), parking enforcement (8pts), *Moving Ahead* (6pts), Council activities promoting business growth (6pts), the provision and maintenance of street trees (6pts), animal management (6pts), Council's website (6pts), the provision and maintenance of playgrounds (5pts), the provision and maintenance of community events and festivals (5pts), and public toilets (4pts).
- ***Notably LOWER satisfaction in 2026 than in 2015/17*** – included services for seniors (4pts lower).



Percentage satisfaction results

The following table provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

Consistent with the "excellent" average satisfaction with services and facilities this year, more than half of the respondents providing a score were "very satisfied" with 30 of the 32 services and facilities, and approximately three-quarters or more were "very satisfied" with 10.

There were just two services and facilities with which more than 10% of respondents providing a score were "dissatisfied". These were the maintenance and repair of major arterial roads and highways managed by VicRoads (14%) and local traffic management (12%).

Satisfaction with selected Council services and facilities
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Service/facility	*Dissatisfied*	*Neutral to somewhat satisfied*	*Very satisfied*	*Can't say*	***Total***
Green waste collection	1%	12%	87%	21	**800**
Hard rubbish collection	3%	11%	86%	3	**340**
Regular garbage collection	1%	15%	84%	5	**800**
Regular recycling	1%	15%	84%	15	**800**
Library services	1%	17%	83%	7	**353**
Melton Recycling Facility	3%	16%	81%	5	**303**
Sports grounds and associated facilities	3%	19%	78%	7	**282**
Council's website	2%	22%	76%	3	**388**
Provision and maintenance of playgrounds	4%	22%	74%	5	**346**
Council provided services for young people	4%	22%	74%	6	**72**
Health services for babies, infants and toddlers	5%	22%	73%	5	**128**
Animal management	3%	24%	73%	119	**800**
Recreation and Leisure Centres	5%	22%	73%	3	**219**
Council provided services and programs for children	4%	24%	73%	6	**93**
Access services through digital or online channels	3%	25%	72%	5	**257**
Provision of community events and festivals	2%	26%	72%	5	**203**
Community centres / Neighbourhood houses	4%	28%	68%	8	**151**
Services for seniors	5%	27%	68%	3	**70**
On- and off-road bike and / or walking paths	6%	27%	68%	3	**254**
Provision of cultural events	3%	31%	66%	1	**148**
Moving Ahead (Council's printed newsletter)	5%	31%	65%	255	**800**
Provision and maintenance of parks and gardens	5%	31%	64%	22	**800**
Council activities promoting local business growth	5%	32%	63%	174	**800**
Services for people with disability	10%	27%	63%	2	**59**
Parking enforcement	7%	30%	63%	79	**800**
Provision and maintenance of street trees	8%	30%	62%	17	**800**
Public Spaces	4%	36%	60%	91	**800**
Footpath maintenance and repairs	7%	36%	57%	14	**800**
Local traffic management	12%	38%	50%	39	**800**
Public toilets	9%	42%	50%	3	**283**

Maintenance and repair of sealed local roads	9%	45%	46%	10	**800**
Maintenance and repair of major arterial roads	14%	51%	36%	11	**800**

Satisfaction by respondent profile

The following table provides a comparison of satisfaction with all 32 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

A more detailed discussion of these results is included in the individual services section of this report following, however, in general terms, the following pattern of satisfaction was observed:

- ***Generally, MORE satisfied than average*** – included young adults (aged 18 to 34 years).
- ***Generally, LESS satisfied than average*** – included adults (aged 35 to 44 years), middle-aged adults (aged 45 to 59 years), and older adults (aged 60 to 74 years).

Average satisfaction with selected Council services and facilities
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

Service/facility	*Young adults*	*Adults*	*Middle-aged*	*Older adults*	*Senior citizens*	*Male*	*Female*	*English speaking*	*Multi-lingual*
Maintenance / repair of major arterial roads	6.8	6.4	6.6	6.9	6.6	6.7	6.6	6.6	6.7
Maintenance / repair of sealed local roads	7.1	7.0	7.0	7.1	7.1	7.1	7.0	7.0	7.2
Footpath maintenance and repairs	7.8	7.4	7.2	7.2	6.9	7.5	7.4	7.4	7.5
Regular garbage collection	8.5	8.8	8.8	8.6	8.4	8.6	8.7	8.6	8.7
Regular recycling	8.6	8.7	8.8	8.7	8.5	8.6	8.7	8.7	8.7
Green waste collection	8.6	8.7	8.7	8.6	8.6	8.7	8.7	8.7	8.7
Provision / maintenance of parks / gardens	7.9	7.6	7.8	7.7	7.7	7.7	7.8	7.8	7.7
Provision and maintenance of street trees	7.9	7.5	7.5	7.3	7.1	7.5	7.6	7.7	7.3
Parking enforcement	7.8	7.5	7.5	7.6	6.9	7.6	7.6	7.6	7.6
Local traffic management	7.2	6.8	7.2	7.1	6.6	7.1	7.0	7.1	6.8
Animal management	8.3	8.0	8.1	8.1	8.0	8.1	8.1	8.1	8.1
Moving Ahead (Council's printed newsletter)	8.0	7.6	7.6	7.5	7.7	7.6	7.8	7.7	7.7
Council activities promoting business growth	8.1	7.6	7.5	7.3	7.7	7.8	7.7	7.9	7.5
Public Spaces	7.9	7.7	7.6	7.4	7.7	7.8	7.6	7.7	7.7
Council's website	8.4	8.0	8.2	8.2	7.8	8.1	8.3	8.2	8.1
Access services via digital / online channels	8.2	7.9	7.9	8.1	7.1	7.8	8.1	8.1	7.8
Library services	8.6	8.5	8.5	8.2	8.5	8.3	8.7	8.3	8.7
Melton Recycling Facility	8.5	8.3	8.2	8.2	8.2	8.3	8.4	8.2	8.5
Hard rubbish collection	8.5	8.5	8.4	8.3	8.6	8.4	8.5	8.5	8.5
Public toilets	7.4	6.7	7.8	7.3	7.5	7.1	7.2	7.3	6.9
Recreation and Leisure Centres	8.0	7.7	8.3	8.6	7.8	7.9	8.0	7.9	8.1

Sports grounds and associated facilities	8.3	8.1	8.3	7.9	8.6	8.2	8.2	8.2	8.2
Provision and maintenance of playgrounds	8.3	7.7	7.5	8.3	8.4	8.0	8.0	8.0	8.0
Community centres / Neighbourhood houses	7.8	7.6	8.4	8.2	8.5	7.7	8.1	7.9	7.9
Health services for babies, infants, toddlers	8.1	8.2	7.7	7.7	9.0	8.2	8.0	8.1	8.1
Council provided services for children	8.0	8.1	7.7	8.0	8.5	8.1	7.9	8.1	8.0
Council provided services for young people	8.7	7.5	7.6	8.0	n.a.	8.1	7.9	8.1	8.0
Services for seniors	8.4	7.1	5.1	8.2	8.2	7.9	7.7	7.7	7.9
Services for people with disability	8.2	6.8	6.7	7.5	7.8	7.8	7.2	7.3	7.3
On and off road bike and / or walking paths	8.1	7.6	7.4	7.3	8.4	7.8	7.8	7.9	7.7
Provision of cultural events	8.0	7.7	7.7	7.7	8.5	7.9	7.8	7.8	7.9
Provision of community events and festivals	8.3	7.9	7.9	8.1	8.3	8.0	8.1	7.9	8.2
Average satisfaction	*8.1*	*7.7*	*7.7*	*7.8*	*7.9*	*7.9*	*7.9*	*7.9*	*7.9*
Total respondents	**272**	**266**	**117**	**88**	**54**	**389**	**407**	**505**	**290**

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 32 included Council services and facilities against the average satisfaction with each service.

Services and facilities located in the top right-hand quadrant were therefore more important than average, and of higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant are those of most concern as they are of higher-than-average importance but received lower than average satisfaction scores.

Key results to note include the following:

- ***Kerbside collection services*** – all four kerbside collection services remained higher than average in terms of both importance and satisfaction, a result that has been consistent in the City of Melton and other metropolitan municipalities over several years. The Melton Recycling Facility was also among the facilities which respondents considered most important, and with which they were most satisfied.

- ***Community services*** – all five community services (services for children, youth, seniors, persons with disability, and health services for babies, infants, and toddlers) remained more important than average. While health services, services for children, youth, and seniors recorded satisfaction scores which were higher than the average of all 31 services and facilities, services for people with disability fell into the quadrant of most concern, recording lower-than-average satisfaction.

- ***Recreation and leisure*** – satisfaction with services related to recreation and leisure (including sports grounds and associated facilities, on- and off-road bike and / or walking paths, recreation and leisure centres, playgrounds, and parks and gardens) was consistent with or higher than the average of all 31 services and facilities. They were also more important than average.

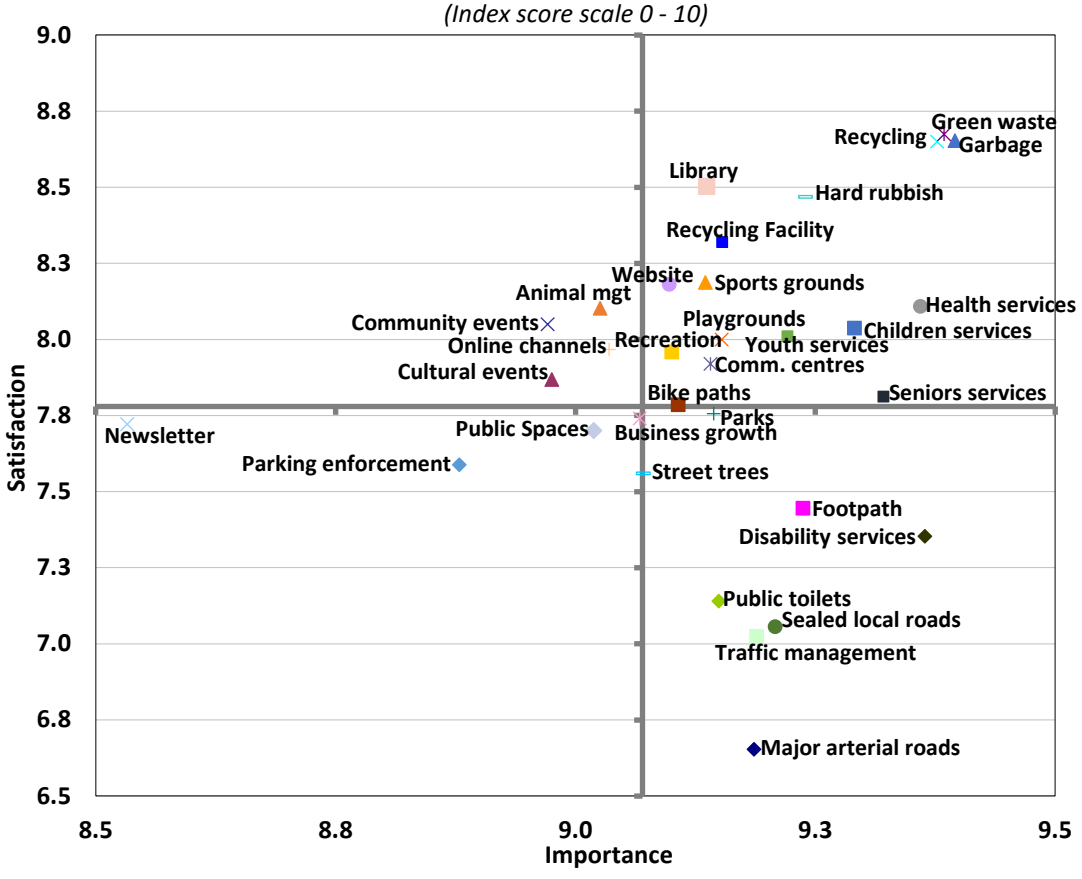
- ***Infrastructure*** – services related to infrastructure (including street trees, the maintenance and cleaning of public spaces, public toilets, and footpaths) were all lower-than-average satisfaction. While the maintenance and cleaning of public spaces was less important than average, footpaths, public toilets, and street trees fell into the quadrant of most concern, being more important than average but recording lower-than-average satisfaction scores.

- ***Communication services*** – While *Moving Ahead* was the least important of the 31 services and facilities this year and recorded a satisfaction score which was lower than the average of all 31 services and facilities, the website was among the services and facilities which respondents considered most important, and with which they were most satisfied. Access to Council services through online or digital channels also recorded a satisfaction score which was higher than average, however it was less important.

- ***Transport related services*** – Traffic management and roads (sealed local roads, and major arterial roads managed by VicRoads) fell into the quadrant of most concern, being more important than average, but recording satisfaction scores which were lower than the average of all 31 services and facilities. Roads and traffic management were the top two most important issues nominated by respondents to address in the City of Melton 'at the moment', a result which was consistent with previous years.

- ***Services and facilities of most concern*** – the services and facilities of most concern in 2026 were the maintenance and repair of major arterial roads and highways (managed by VicRoads), local traffic management, the maintenance and repair of sealed local roads (managed by Council), public toilets, services for people with disability, and footpaths.

Importance of and satisfaction with Council services
Melton City Council - 2026 Annual Community Satisfaction Survey
(Index score scale 0 - 10)



Satisfaction by broad service areas

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

- ***Infrastructure*** – includes provision and maintenance of street trees, and public toilets.
- ***Waste and recycling services*** – includes regular garbage collection, regular recycling, green waste collection, Melton Recycling Facility, and hard rubbish collection.
- ***Recreation and culture services*** – includes public spaces, library services, recreation and leisure centres, sports grounds and associated facilities, provision and maintenance of playgrounds, community centres / neighbourhood houses, provision of cultural events, and provision of community events and festivals.
- ***Community services*** – includes health services for babies, infants and toddlers, services and programs for children, services for young people, services for seniors, and services for people with disability.
- ***Enforcement*** – includes parking enforcement, and animal management.
- ***Communication*** – includes *Moving Ahead* (Council's printed newsletter), Council's website, and access services through digital or online channels.
- ***Transport infrastructure*** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and on and off-road bike and / or walking paths.
- ***Parks and gardens*** – include the provision and maintenance of parks and gardens.
- ***Business growth*** – includes Council activities promoting local business growth.

Of the nine broad service areas, satisfaction with seven increased at least marginally, while satisfaction with one area declined, and one remained the same.

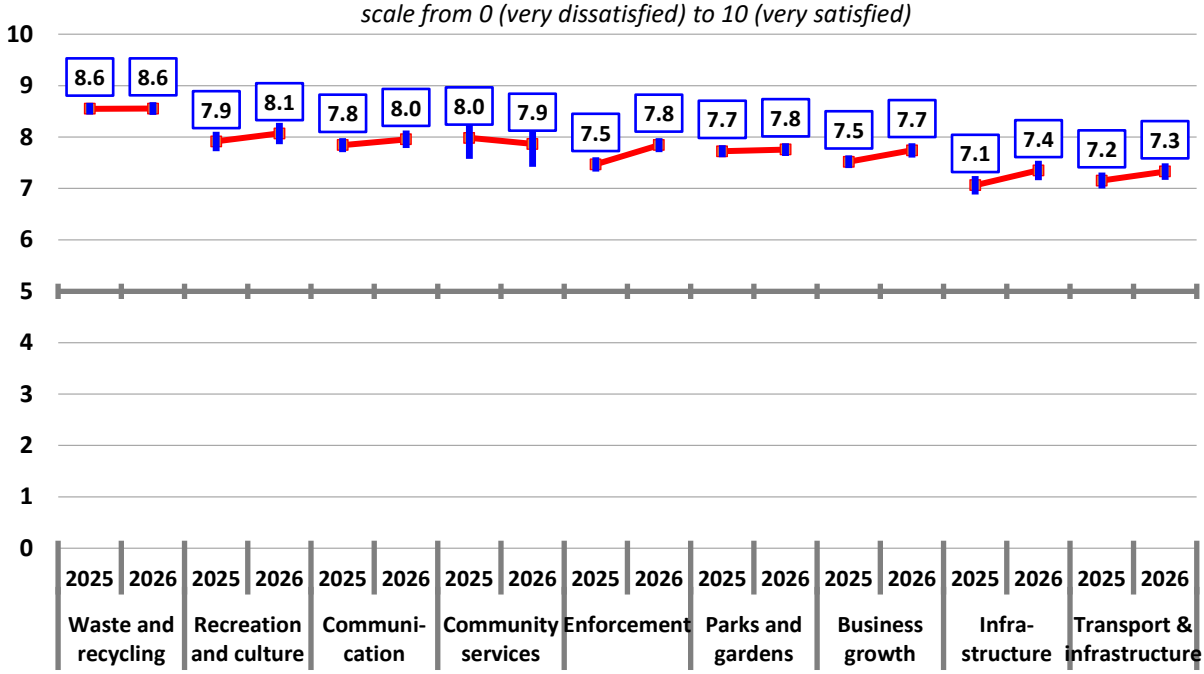
Increases were recorded for enforcement (4pts higher in 2026), infrastructure (3pts), recreation and culture (2pts), business growth (2pts), transport infrastructure (2pts), and communication (one point). Of these increases, enforcement, infrastructure, and business growth were measurable.

The decline was recorded for community services (down 1pt) and was not statistically significant.

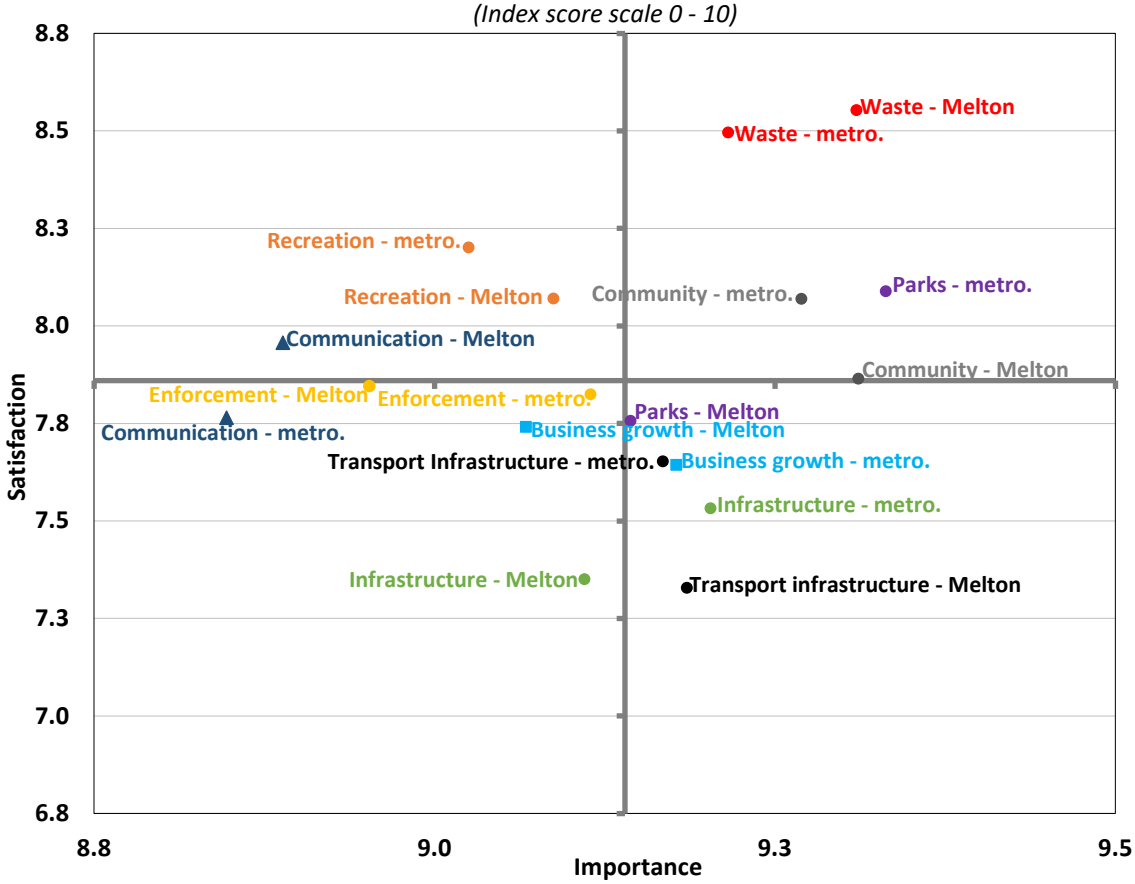
Satisfaction with the broad service areas can best be summarised as follows:

- ***Excellent*** – for waste and recycling, recreation and culture, communication, community services, enforcement (up from "very good"), and parks and gardens (up from "very good").
- ***Very good*** – for business growth, infrastructure (up from "good"), and transport infrastructure (up from "good").

Satisfaction by broad service areas
Melton City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

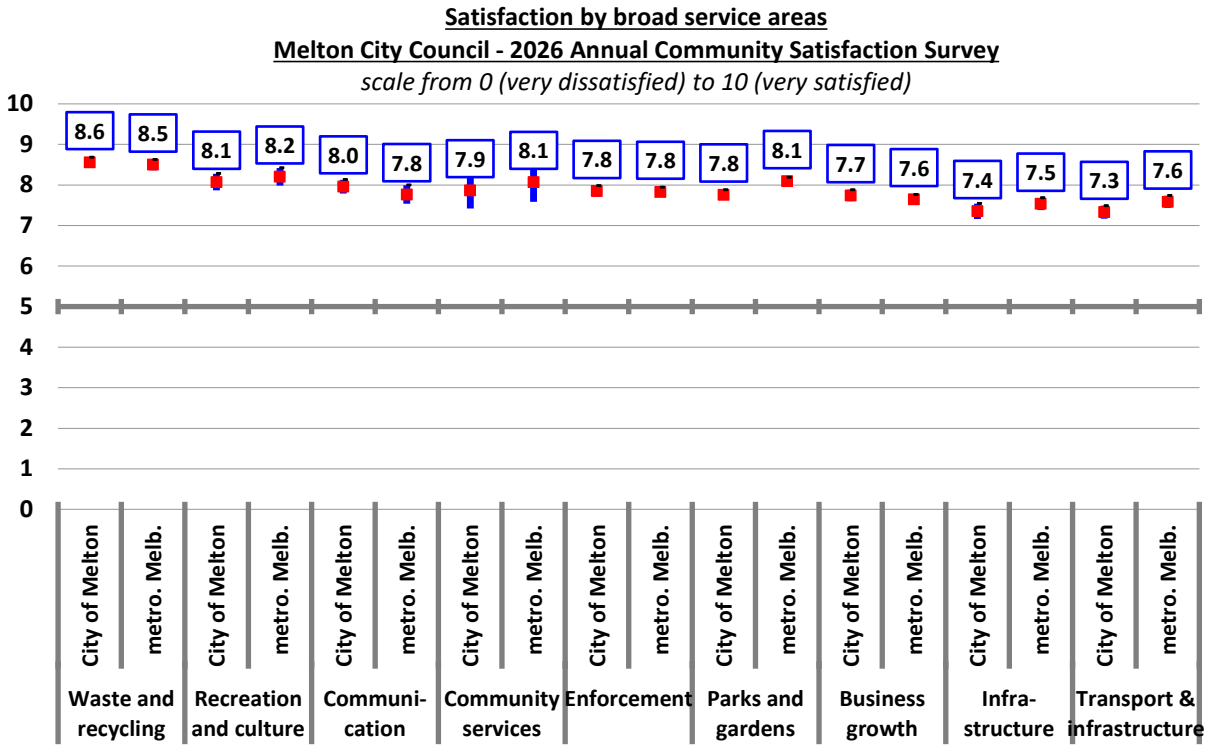


Importance of and satisfaction with Council services
Melton City Council - 2026 Annual Community Satisfaction Survey
(Index score scale 0 - 10)



When compared to the metropolitan average satisfaction with these broad service areas, satisfaction with three of the broad service areas was higher in Melton City than the metropolitan average, including communication (2pts higher), waste and recycling (1pt), and business growth (1pt). None of these variations was statistically significant.

Satisfaction with parks and gardens (3pts lower), transport infrastructure (3pts), infrastructure (2pts), community services (2pts), and recreation and culture (1pt) recorded lower satisfaction than the metropolitan average. Of these, satisfaction with parks and gardens was measurably (3pts) lower.



Current issues for the City of Melton

Respondents were asked:

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

Respondents were again in 2026, asked to nominate what they considered to be the top three issues for the City of Melton 'at the moment'.

A little less than two-thirds (60% down from 67%) of respondents nominated an average of 1.7 issues each.

It is important to bear in mind that these responses are not to be read as a list of complaints about the performance of Melton City Council, nor do they reflect only services, facilities, and issues that are principally the responsibility of Council.

Many of the issues nominated by respondents were suggestions or preferences for future actions rather than solely complaints about prior actions, and many were issues that were principally the responsibility of the State Government.

These results are important as they highlight areas for potential increased advocacy efforts on behalf of the community.



Metropolis Research notes that the most common issues to address for the City of Melton this year again include traffic management (17% down from 23%) and roads (13% down from 15%), although both remain at levels higher than the metropolitan average.

Safety, policing, and crime issues remained prominent in the results again this year, despite declining from an unusually high peak of 19% last year to 12%. This result remained above the metropolitan average, but lower than for a range of other municipalities, as discussed in the following section of this report.

The following variations of note were observed this year:

- ***Notable INCREASE in 2026*** – there were no issues to record a substantial increase this year.
- ***Notable DECREASE in 2026*** – included traffic management (down 6pts to 17%), safety, policing, and crime (down 7pts to 12%), street trees (down 3pts to 3%), and Council rates, fees, and charges (down 3pts to 1%).

Metropolis Research notes the prominence of traffic management issues in the City of Melton. This includes issues around traffic congestion and commuting times and similar issues. These issues have increased somewhat in recent years elsewhere across metropolitan Melbourne; however, they remain most prominent in the western region, particularly the cities of Wyndham (21%) and Melton (17%).

The decline in safety, policing, and crime issues this year (12% down from an unusually high 19% last year), was consistent with the increase in the perception of safety in public areas of the City of Melton.

Comparison to the metropolitan average

When compared to the results from the 2026 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2026 using the same methodology, the following variations of note were observed:

- ***Notably MORE prominent in City of Melton*** – included traffic management (17% compared to 11%), roads (13% compared to 10%), safety, policing, and crime (12% compared to 10%), and general infrastructure e.g., internet (4% compared to 1%).
- ***Notably LESS prominent in City of Melton*** – included parking (4% compared to 12%), street lighting (3% compared to 7%) building, housing, planning and development (1% compared to 5%), and lighting issues (1% compared to 10%).

These results reinforce the importance of traffic, roads, and safety, policing, and crime issues to the City of Melton community. These issues have consistently been more commonly raised in the City of Melton than the metropolitan average, and this continued this year.

Relationship between issues and overall satisfaction with Council

The issues that appear to be negatively associated with satisfaction with Council's overall performance for the respondents who raise the issues include:

- Council customer service (12 respondents, 8pts less satisfied)
- General infrastructure (28 respondents, 7pts less)
- Street trees (25 respondents, 6pts less)
- Parks, gardens, and open spaces (51 respondents, 6pts less)
- Communication (15 respondents, 4pts less)
- **Road maintenance and repairs** **(101 respondents, 4pts less)**
- **Safety, policing, and crime related issues** **(93 respondents, 2pts less)**
- **Traffic management** **(135 respondents, 2pts less)**

This is discussed in more detail in the Issues and overall satisfaction section.

Top three issues for the City of Melton at the moment
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Issue	2026 Number	2026 Percent	2025	2024	2023	2022	2026 Metro.*
Traffic management	135	17%	23%	18%	25%	26%	11%
Roads *(including roadworks)*	101	13%	15%	8%	13%	13%	10%
Safety, policing and crime	93	12%	19%	6%	8%	9%	9%
Parks, gardens and open space	51	6%	5%	7%	12%	9%	3%
Footpath maintenance and repairs	33	4%	4%	5%	5%	5%	3%
Parking	33	4%	4%	4%	4%	5%	12%
Public transport	31	4%	6%	5%	3%	1%	2%
General infrastructure *(e.g. internet, electricity)*	28	4%	2%	2%	2%	4%	1%
Street trees	25	3%	6%	9%	5%	4%	7%
Cleanliness and maintenance of area	17	2%	3%	2%	3%	6%	3%
Communication and consultation	15	2%	2%	2%	2%	4%	1%
Council customer service / responsiveness	12	2%	0%	0%	1%	1%	0%
Council governance and performance	12	2%	1%	0%	0%	2%	1%
Building, planning, housing and development	10	1%	1%	1%	1%	2%	5%
Council rates	10	1%	4%	2%	3%	2%	3%
Street cleaning and maintenance	10	1%	2%	2%	2%	1%	3%
Children's activities and facilities	9	1%	2%	2%	3%	2%	1%
Health and medical services	9	1%	2%	4%	6%	7%	0%
Rubbish and waste issues incl. garbage	9	1%	2%	5%	4%	2%	3%
Animal management	8	1%	0%	1%	1%	1%	1%
Dog, dog-off leash issues	8	1%	1%	0%	0%	1%	1%
Illegal rubbish dumping	8	1%	3%	1%	1%	1%	1%
Lighting	8	1%	3%	2%	4%	3%	10%
Sports, recreation facilities	8	1%	1%	1%	1%	3%	2%
Nature strip issues	7	1%	0%	1%	1%	1%	1%
Cycling and walking paths and tracks	5	1%	1%	1%	0%	3%	1%
Education and schools	5	1%	2%	2%	4%	3%	0%
Employment and job creation	5	1%	0%	0%	0%	0%	0%
Noise	5	1%	1%	0%	1%	0%	1%
People with disability services and, facilities	5	1%	1%	0%	0%	1%	0%
Community facilities provision and maintenance	4	1%	0%	0%	1%	1%	1%
Hard rubbish collection	4	1%	1%	1%	1%	2%	1%
Older people services and facilities	4	1%	1%	1%	1%	2%	0%
Public toilets	4	1%	2%	2%	1%	1%	2%
Retail and hospitality	4	1%	2%	1%	2%	1%	1%
All other issues *(31 separately identified issues)*	62	8%	6%	5%	8%	10%	16%
Total responses	**797**		**1,008**	**856**	**1,042**	**1,158**	**924**
Respondents identifying at least one issue	*478*	*(60%)*	*532*	*(67%)*	*479*	*(60%)*	*521*	*(65%)*	*556*	*(70%)*	*496*	*(62%)*

(*) 2026 metropolitan Melbourne average from Governing Melbourne

Community engagement consultation activities

Respondents were asked:

"Have you participated in any community engagement consultation activities in the past 12 months?"

Respondents were again in 2026, asked if they had participated in any community engagement consultation activities in the past 12 months.

The proportion of respondents who had participated in at least one activity in the last 12 months increased somewhat this year, up two percentage points to 13% of respondents this year.

The most common consultation engagement activities undertaken by respondents in the past 12 months remained completing a Council survey (6% up from 5%).

Participated in community engagement consultation activities
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	*2026*		*2025*	*2024*	*2023*	*2022*
	Number	*Percent*				
Completed a Council survey	51	6%	5%	10%	11%	6%
Attended a consultation workshop	29	4%	2%	2%	1%	1%
Accessed Melton conversations	20	3%	5%	3%	1%	1%
Other	4	1%	1%	1%	1%	1%
Do not participate	699	87%	89%	84%	85%	91%
Total responses	**104**		**92**	**129**	**117**	**73**
Respondents identifying at least one activity	*101 (13%)*		*84 (11%)*	*120 (15%)*	*111 (14%)*	*73 (9%)*

Importance of and satisfaction with local job opportunities and accessibility of local education

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."

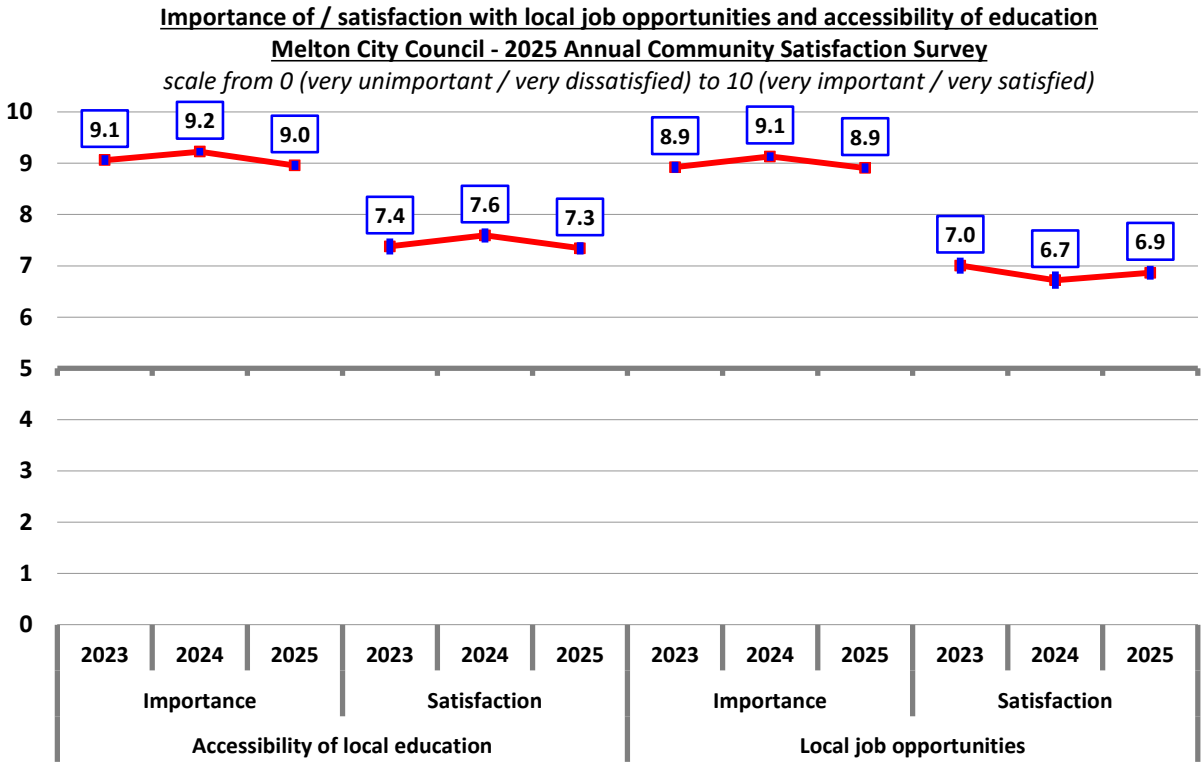
Respondents were again in 2026, asked to rate both the importance of and their personal level of satisfaction with the accessibility of local education and local job opportunities.

The importance of both local job opportunities (up 2pts to 9.1) and the importance of the accessibility of local education (stable at 9.0) remained very high at around nine out of 10, reinforcing the importance of both local job opportunities and accessibility of local education.

These average importance results were consistent with the average importance of Council services and facilities, but somewhat less important than some of the key Council services of the kerbside collection services, local roads, parks and gardens, traffic management, and community services (for children, youth, seniors, and people with disability).

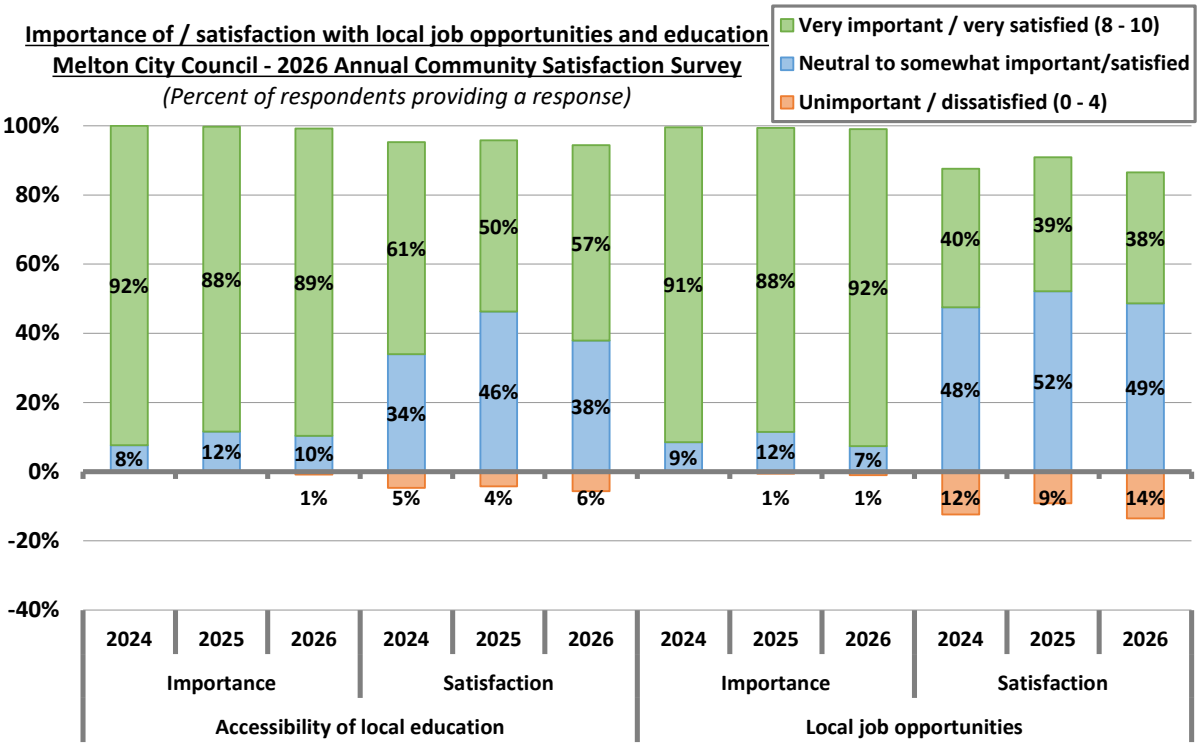
Satisfaction with the accessibility of local education remained at a "very good" level, up two percentage points to 7.5 out of 10.

Satisfaction with accessibility of local job opportunities declined somewhat this year, down three percentage points to 6.6 out of 10, although it remains at a "good" level of satisfaction.



There was a notable (7pt) increase in the proportion of respondents "very satisfied" with accessibility of local education, reversing the decrease recorded last year.

Consistent with the decline in average satisfaction, there was a small increase in the proportion of respondents who were "dissatisfied" with local job opportunities this year.



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

Respondents were asked:

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

Respondents were again in 2026, asked to rate how safe they felt in 10 situations and locations across the City of Melton.

The average perception of safety in all situations and locations increased somewhat this year, up two percentage points to 7.1 out of 10. This reverses the two-percentage point decline recorded last year.

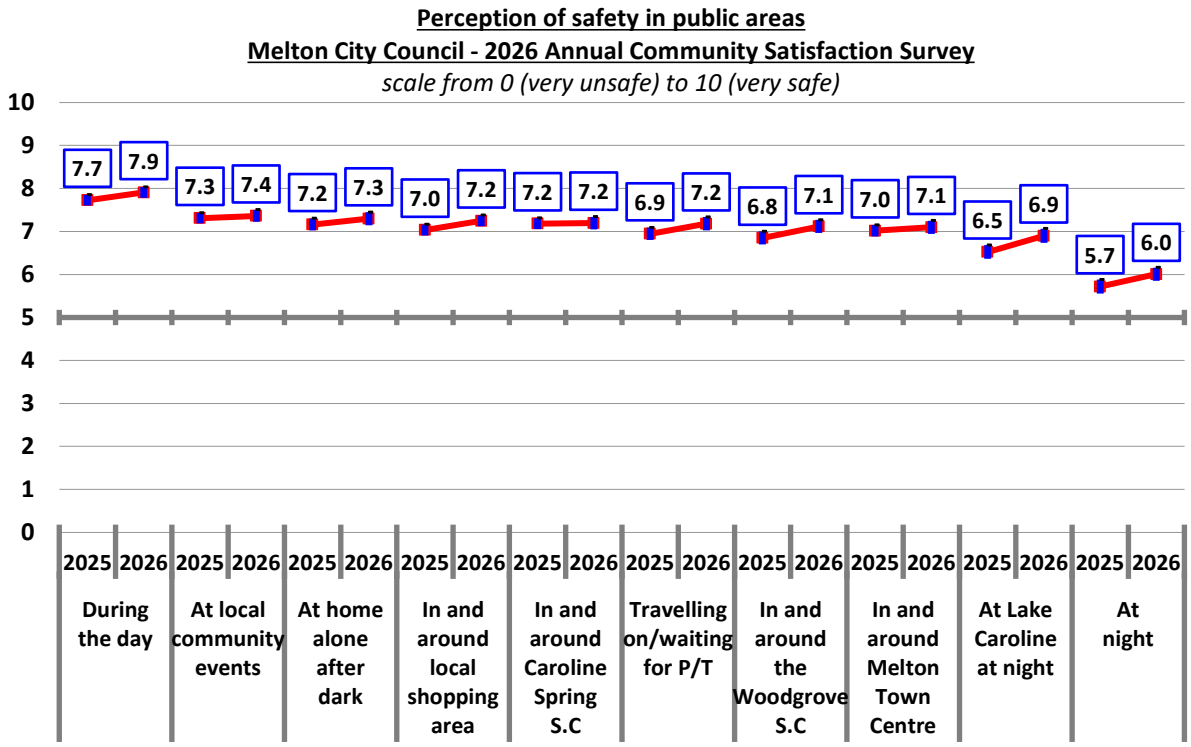
The perception of safety increased in nine of the 10 situations, with the stand-out result this year the measurable (4pt or 6%) increase in the perception of safety at Lake Caroline at night (6.9 up from 6.5 out of 10).

The perception of safety in these 10 situations and locations varied from a high of 7.9 (up from 7.7) for the perception of safety in public areas during the day, to a low of 6.0 (up from 5.7) for the perception of safety in the public areas of the municipality at night.

These results reflect a small but measurable increase in the perception of safety in the public areas of the City of Melton this year across most of the listed situations and locations.

This increase in the perception of safety in public areas of the City of Melton this year was consistent with the decline in the proportion of respondents raising safety, policing, and crime related issues as one of the top issues to address this year (12% down from 19%).

Despite the increase in the perception of safety in public areas of the City of Melton, the City of Melton did record the lowest average perception of safety in public areas at night score recorded by Metropolis Research across metropolitan Melbourne in 2026.

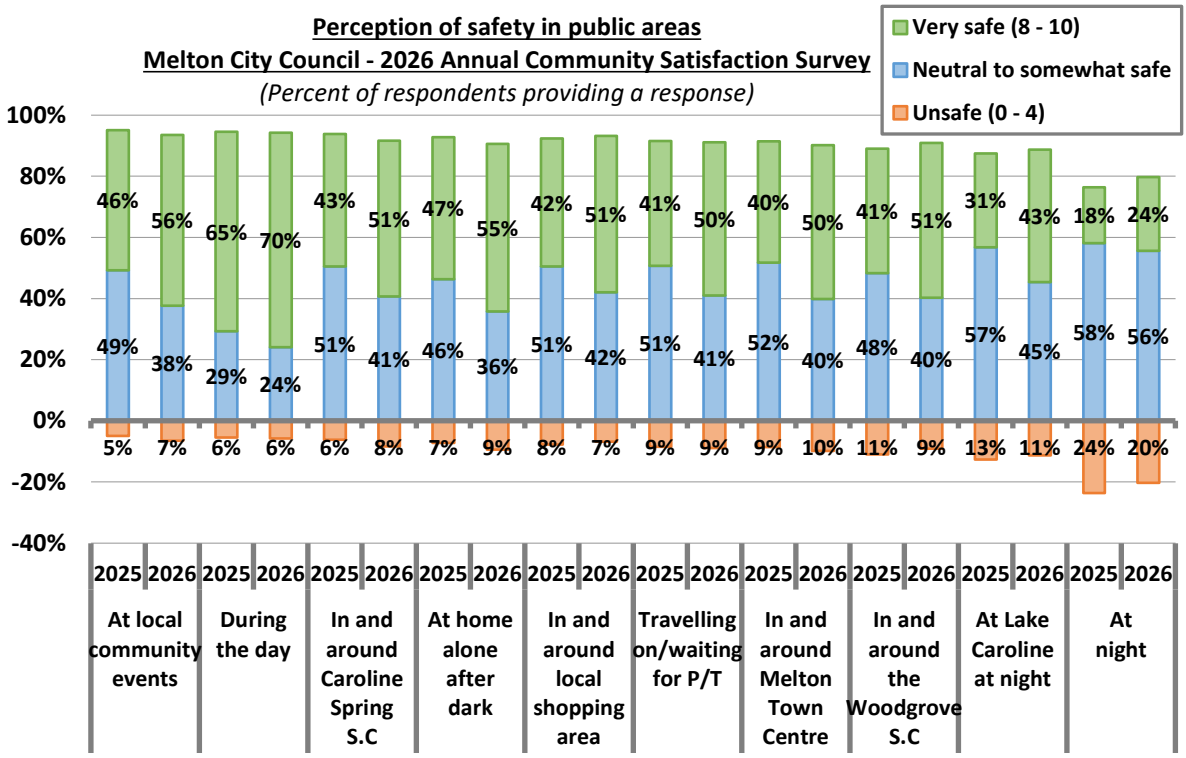


The following graph provides a breakdown into the proportion of respondents who felt "very safe" (i.e., rated safety at eight or more), those who felt "neutral to somewhat safe" (i.e., rated safety at five to seven), and those who felt "unsafe" (i.e., rated safety at less than five).

Consistent with the increase in average satisfaction, there was an increase in the proportion of respondents who felt "very safe" in each of the 10 situations included in the survey this year.

The standout increase was recorded for safety at Lake Caroline at night (up 12pts to 43%).

There was no substantial decline in the proportion of respondents who felt "unsafe" in nine of these 10 situations, apart from the notable (4pt) decline in the proportion of respondents who felt "unsafe" in the public areas of the municipality at night.



The following graph provides a comparison of the perception of safety in public areas of the municipality during the day, at night, in and around local shopping area, and travelling on / waiting for public transport against the metropolitan Melbourne average, as recorded in *Governing Melbourne*.

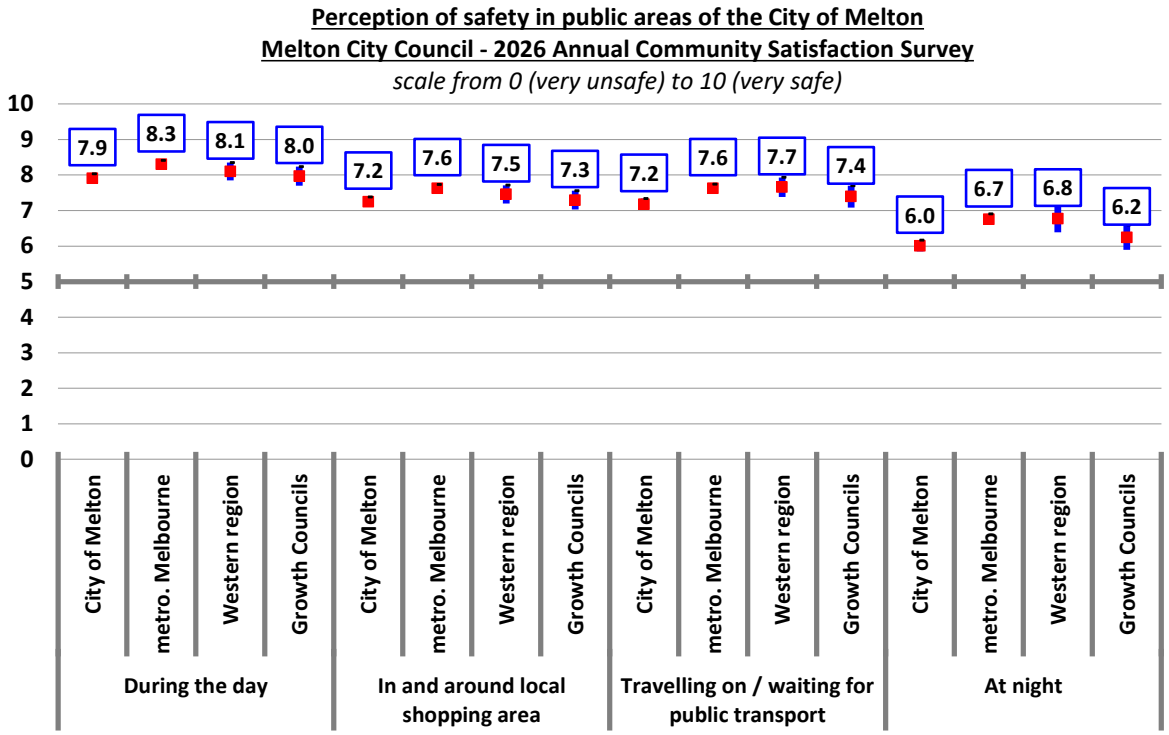
Governing Melbourne was conducted independently by Metropolis Research using the same door-to-door, in-person methodology in January 2026.

Metropolis Research notes that the perception of safety in all four of these situations was measurably lower in the City of Melton than the metropolitan average, and somewhat to notably lower than the western region and growth area councils' averages.

Consistent with the result recorded last year, the largest difference was for the perception of safety in public areas at night, which was seven percentage points (down from 16pts) lower than the metropolitan average.

The perception of safety during the day (4pts down from 8pts), in and around the local shopping area (4pts down from 9pts), and travelling on / waiting for public transport (4pts down from 8pt) were also all measurably lower than the metropolitan average.

The decline in the gap between the City of Melton and metropolitan results reflects the increase in the perception of safety in the City of Melton and the decline in the metropolitan average perception of safety this year.



Reasons for feeling less safe:

The following table outlines the 229 (up from 158) responses received from respondents as to the reasons why they felt unsafe in the public areas of the City of Melton.

These responses have been broadly categorised, as outlined in the following table.

The most common reasons why respondents felt unsafe in the public areas of the City of Melton were related to concerns around or incidents of crime (such as theft, robbery, violence, and others), with 27% of responses related to these reasons.

Concerns around young people and youth crime (13%, new category this year), and a perceived lack of police and / or a perceived lack of consequences for crime (12%) also prominent reasons.

There were also some concerns around drugs and alcohol, the image of the local area, lighting, vandalism and anti-social behaviour, and concerns around various types of people.

Reasons for feeling unsafe in public areas of the City of Melton
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of responses from respondents rating safety less than five)

Reason	2026 Number	2026 Percent	2025	2024	2023	2022
Crime (theft, robbery, violence, etc) / incidents	62	27%	54%	60%	48%	18%
Youth / youth crime	30	13%	0%	0%	0%	0%
Police presence / lack of consequences	27	12%	12%	2%	4%	21%
Drug and alcohol issues	21	9%	1%	8%	7%	3%
Image / feel of place and news reports	18	8%	3%	4%	2%	6%
Lighting	17	7%	5%	7%	10%	8%
General safety	15	7%	10%	1%	8%	8%
Vandalism and anti-social behaviour	15	7%	0%	0%	0%	0%
Concerns about various types of people	10	4%	8%	13%	13%	29%
Traffic related	4	2%	2%	2%	5%	2%
Public transport safety	3	1%	3%	2%	3%	3%
Other	7	3%	3%	0%	0%	2%
Total	**229**	**100%**	**158**	**164**	**125**	**227**

Sense of community

Respondents were asked:

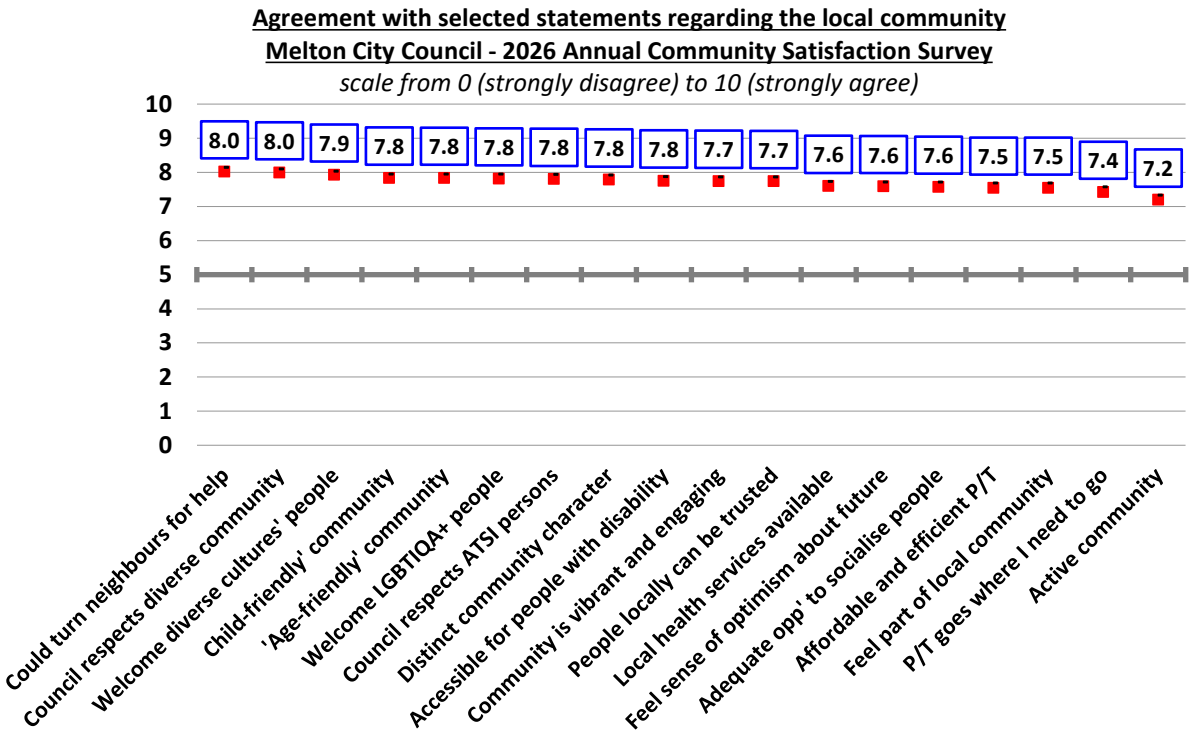
"On a scale of 0 (strongly disagree) to 10 (strongly agree) where 5 is neutral, please rate your agreement with the following statements regarding the local community."

Respondents were again in 2026, asked to rate their agreement or disagreement with 18 statements about the local sense of community, Council engagement with the community, and some aspects relating to public transport.

The average agreement with these statements varied from a low of 7.2 out of 10 it's an active community, people do things and get involved in local issues, to a high of 8.0 that the respondent could turn to the neighbours for help.

The average agreement with the 18 statements increased somewhat this year, up three percentage points to 7.8 out of 10, with an increase in average agreement recorded for all 18 statements.

The increase in average agreement was statistically significant for 15 of the 18 statements, excluding that it's an active community, people do things and get involved in local issues (up 1pt), that Melton is an 'age-friendly' community (up 1pt), and that there are adequate opportunities to socialise and meet people in the local area (up 2pts).



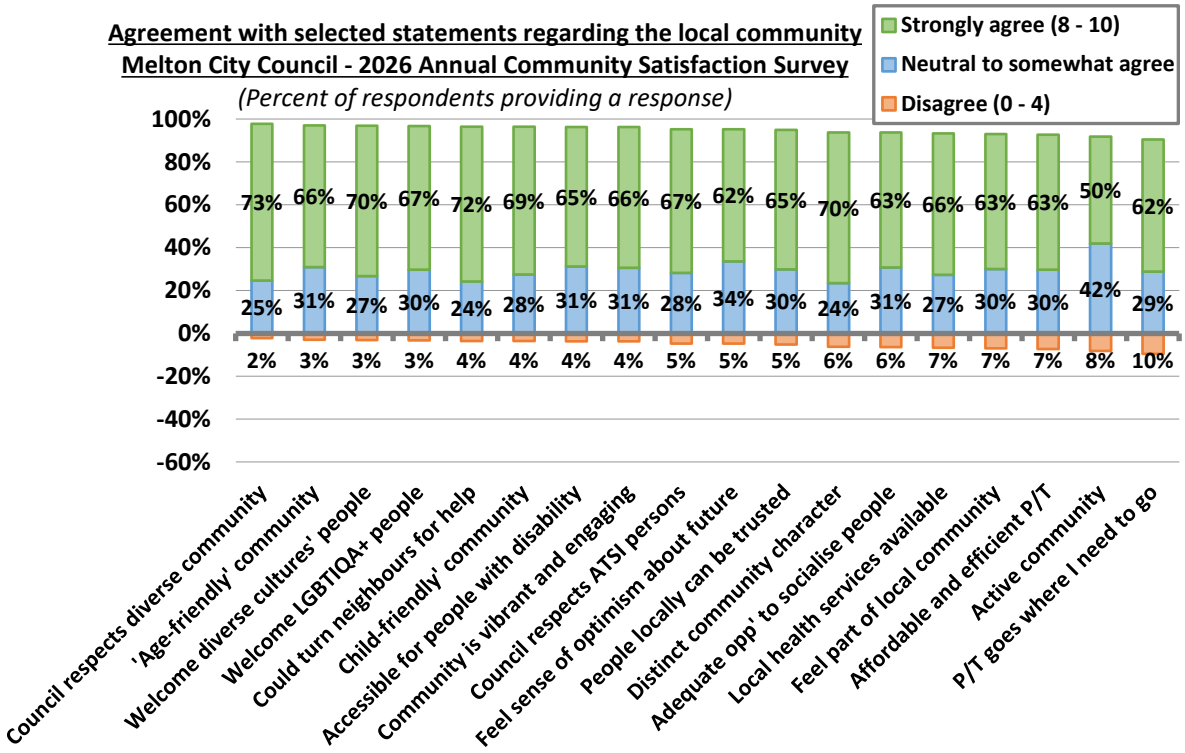
The standout results this year were the five percentage point increases recorded for agreement that there is public transport that goes where the respondent needs to go (up 5pts to 7.4 out of 10) and that there is access to affordable and efficient public transport (up 5pts to 7.5).

There were also four percentage point increases recorded for agreement that Melton City respects, reflects and is inclusive of our diverse community (up 4pts to 8.0), and that Melton is accessible and inclusive for people with disability (up 4pts to 7.8).

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

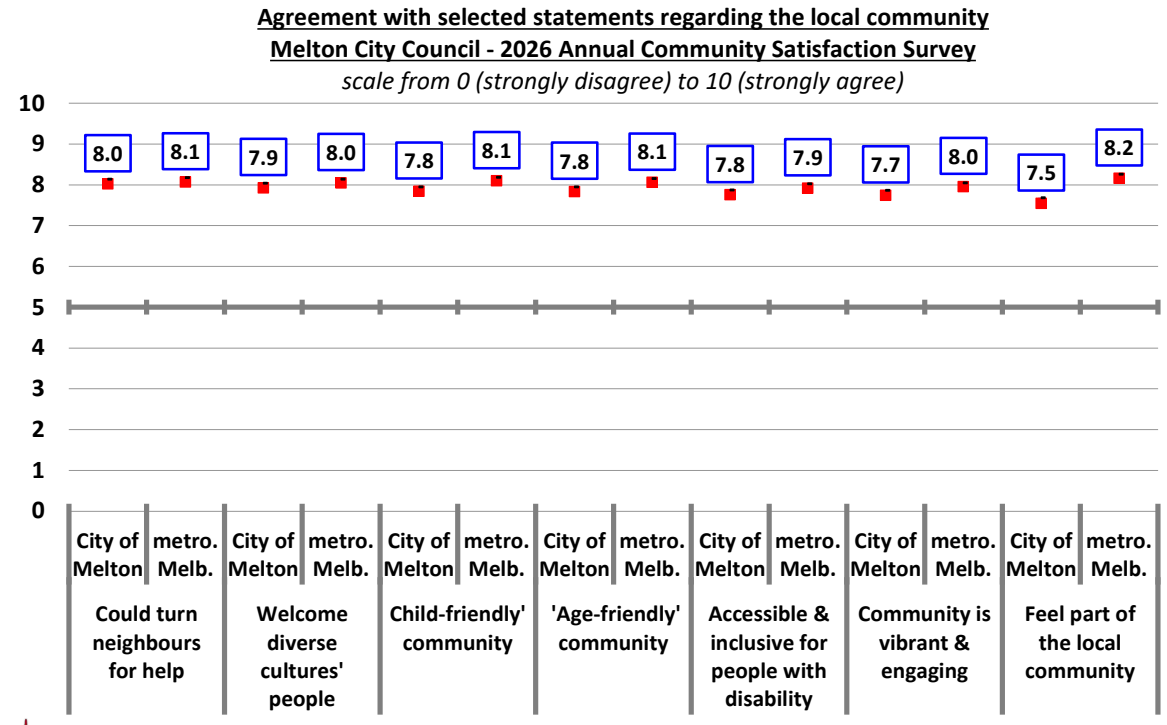
At least half of the respondents providing a score "strongly agreed" with all 18 statements this year.

It is noted that eight percent of respondents "disagreed" that it was an active community, people do things and get involved in local issues, and 10% of respondents "disagreed" that public transport goes where they need to go, which was the only statement again this year with which at least 10% of respondents were "dissatisfied".



The following graph provides a comparison against the metropolitan average with the seven statements that were also included in the *Governing Melbourne* research.

Respondents in the City of Melton were less in agreement with all seven statements, and measurably less in agreement that respondents feel part of the local community (7pts lower at 8.2), that it is a 'child-friendly' community (3pts lower at 7.8), an 'age-friendly' community (3pts lower at 7.8), the community is vibrant and engaging (3pts lower at 8.0), welcoming and supportive of people from diverse cultures and backgrounds (1pt lower at 7.9).



Average commuting time

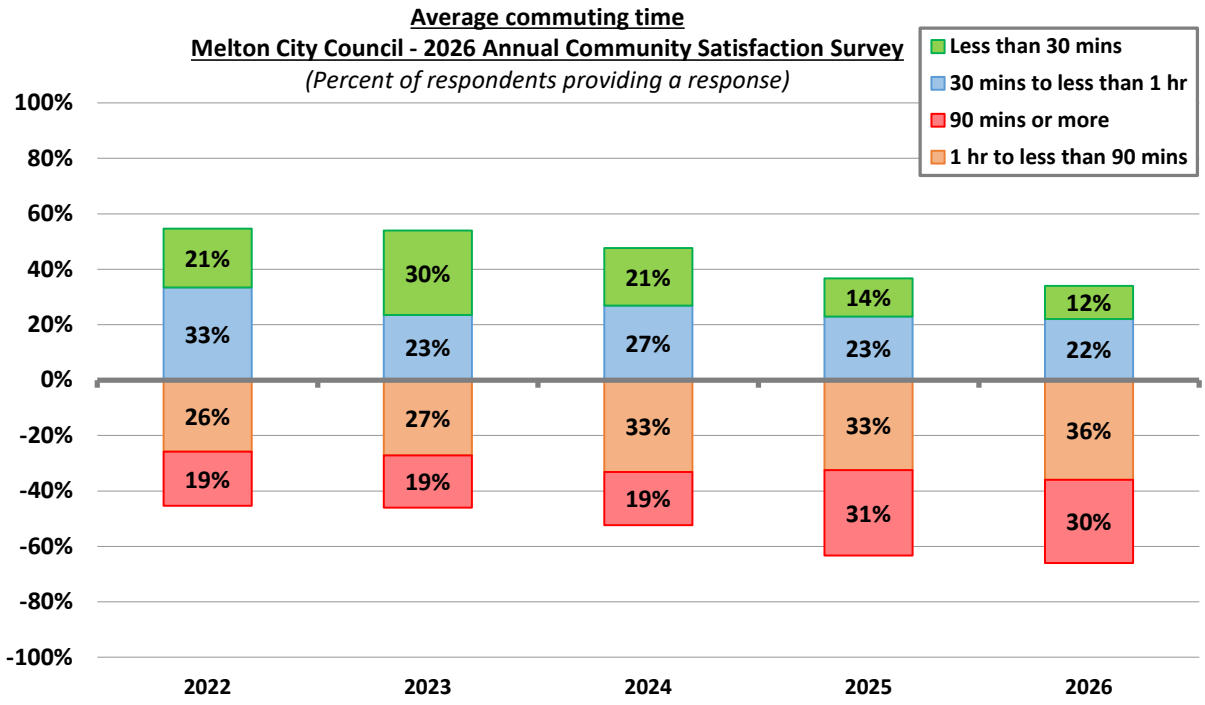
Respondents were asked:

"If you are employed, on average how long does it take in total to travel both to and from work each day (combined total two-way)?"

Respondents were again in 2026, asked how long their two-way commute time was to and from work each day.

There was a marginal increase in the average commute times recorded this year, with approximately one-third (34% down from 37%) reporting a commute time of less than one hour, and two-thirds (66% up from 64%) reporting a commute time of one hour or more.

This result maintains the trend of increasing commuting times reported over the five years that this question has been included in the survey program, with the proportion reporting a two-way commute time of one hour or more increasing from 45% in 2022 to 66% this year.



While the majority (62%) of City of Melton residents recorded in the 2021 *Census* travelled to work by car, the commuting time results published here do not only reflect the commuting times of motorists.

These results reflect the commuting time of all in the community, including those who travel to work by public transport, and active or sustainable transport modes (i.e., walking, cycling, and other methods).

Average commuting time
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	*2026*		*2025*	*2024*	*2023*	*2022*
	Number	*Percent*				
Less than 30 minutes	76	12%	14%	21%	30%	21%
30 minutes to less than one hour	140	22%	23%	27%	23%	33%
One hour to less than 90 minutes	228	36%	33%	33%	27%	26%
90 minutes or more	189	30%	31%	19%	19%	19%
Not stated	167		173	213	163	220
Total	**800**	**100%**	**800**	**801**	**806**	**800**

It is noted that traffic management related issues as a top three issue to address remained the most common issue to address, despite declining somewhat this year (17% down from 23%). The 2025 metropolitan average for traffic management related issues was 11 percent.

This does highlight that issues such as commuting times including issues around traffic congestion remain significant issues in the City of Melton community.

Food security

Respondents were asked:

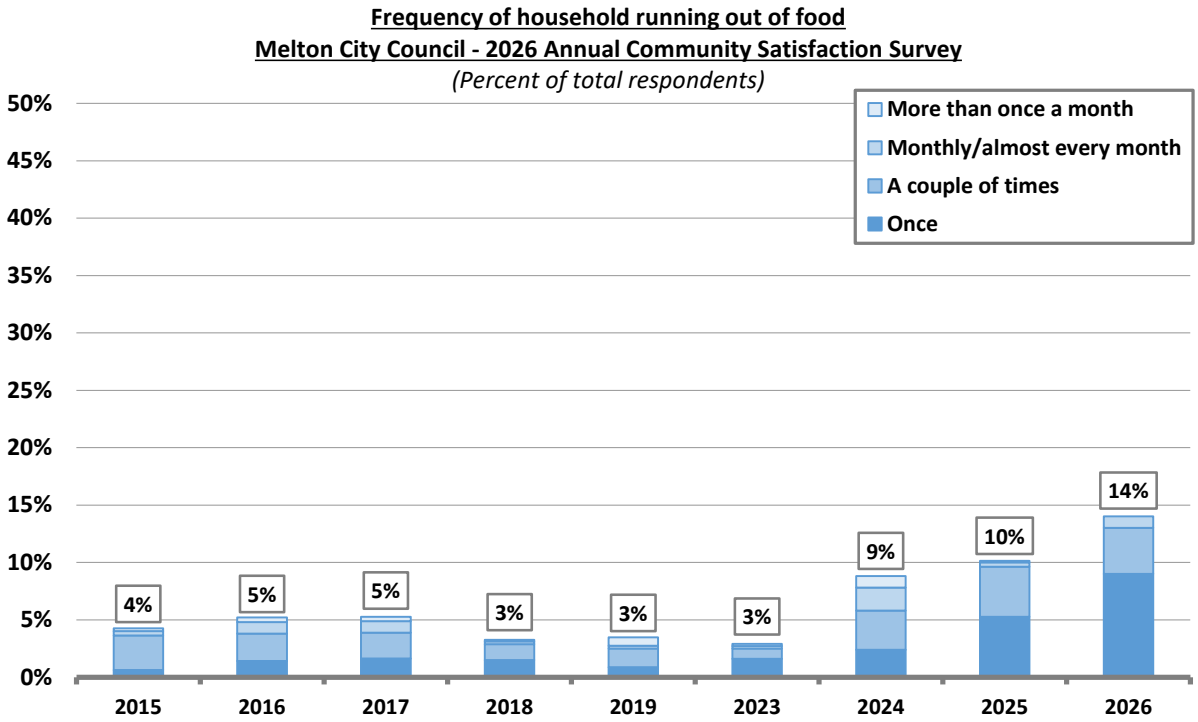
"In the past 12 months, were there any times that your household ran out of food and couldn't afford to buy more?"

Respondents were again in 2026, asked whether there were any times in the last 12 months that their household had run out of food and been unable to afford to buy more.

It is acknowledged that this question may be potentially subject to an under-reporting of the likely true level of food insecurity in the City of Melton community, given that there may be some respondents who felt unwilling or unable to answer the question.

The proportion of respondents who reported that their household had run out of food and couldn't afford to buy more at least once in the last 12 months increased notably this year, up from nine percent in 2024 and 10% in 2025, to 14% this year.

This was the highest proportion of respondent households who had run out of food at least once in the last 12 months recorded over the seven times that this question has been included in the survey.



In the post-pandemic period (2023 to 2026), the average proportion of respondent households who reported that they had **never** run out of food at least once in the past year and not been able to buy more has averaged 82%, notably (7pts or 9%) higher than the pre-pandemic (2015 to 2019) average of 89%.

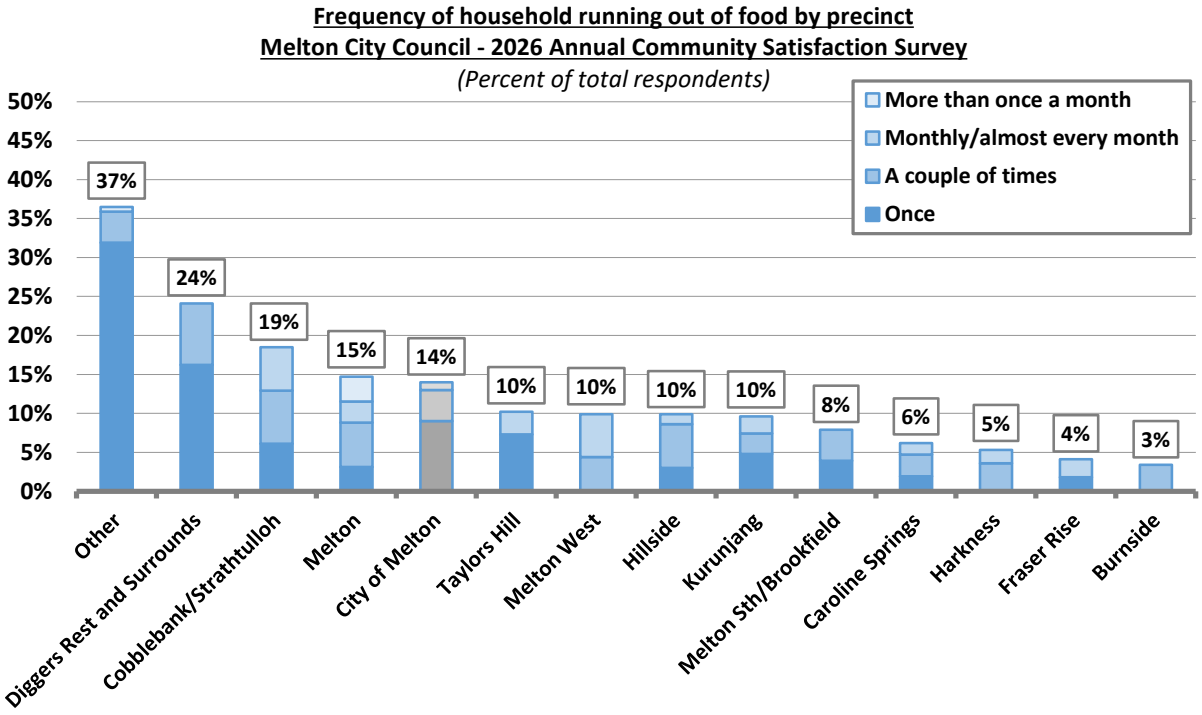
Frequency of household running out of food
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	*2026*		*2025*	*2024*	*2023*	*2019*	*2018*
	Number	*Percent*					
Never	610	76%	83%	85%	83%	92%	87%
Once	74	9%	5%	2%	2%	1%	2%
A couple of times	29	4%	4%	3%	1%	2%	1%
Monthly or almost every month	11	1%	0%	2%	0%	0%	0%
More than once a month	3	0%	0%	1%	0%	1%	0%
Can't say	73	9%	7%	6%	15%	4%	10%
Total	**800**	**100%**	**800**	**801**	**806**	**804**	**800**

While conscious of the sample size for some of the precinct results, there was notable variation in the food security results observed across the municipality.

Respondents from the other precinct (23pts) and Diggers Rest and surrounds (10pts) were notably more likely to have run out of food at least once in the last 12 months than the municipal average.

By contrast, respondents from Melton South / Brookfield (6pts), Caroline Springs (8pts), Harkness (9pts), Fraser Rise (10pts), and Burnside (11pts) were notably less likely than average to have run out of food at least once in the last 12 months.



Family violence

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

The family violence related questions are in line with the national community attitudes survey delivered by Australia's National Research Organisation for Women's Safety (ANROWS).

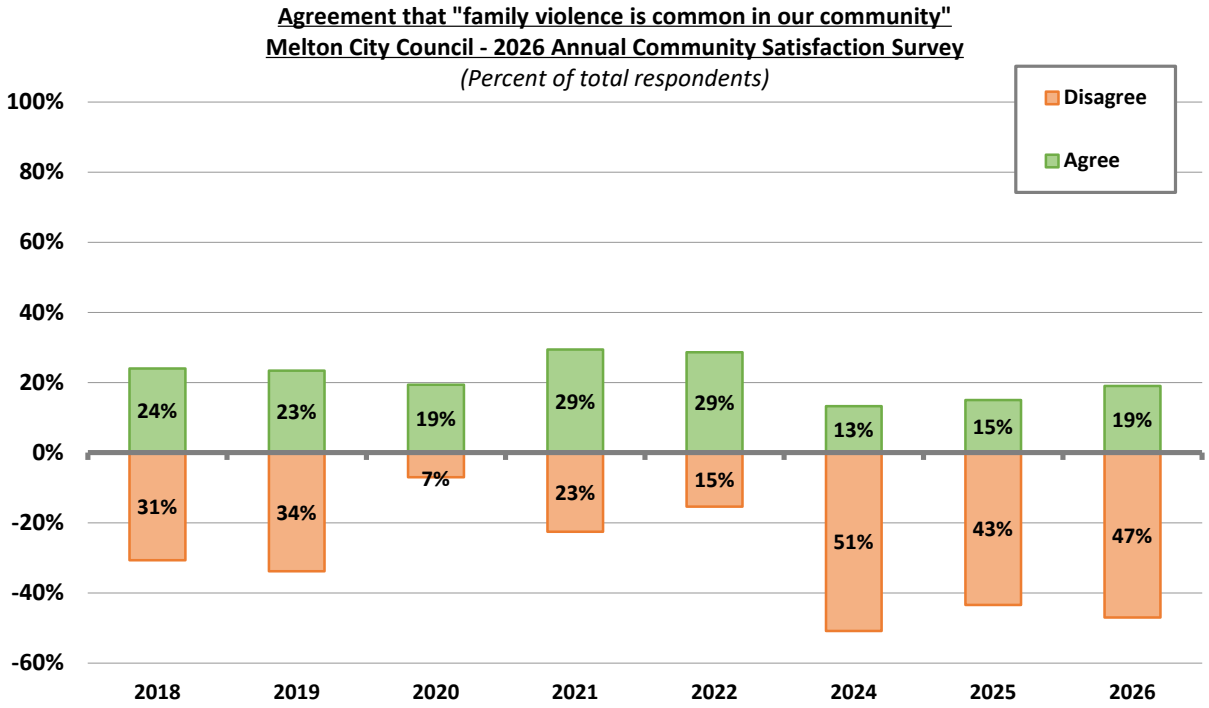
Metropolis Research acknowledges that the results to this set of questions may be subject to a subjective response bias, given the nature of the questions and that they were asked in person, face-to-face.

Family violence is common in our community

There was a notable (4pt) increase this year in the proportion of respondents who agreed that family violence was common in their community, but also a notable increase (4pt) increase in the proportion who disagreed.

There was also a notable (7pt) increase in the proportion of respondents who were neutral regarding this question.

These variations were largely the result of significantly (14pt) decrease in the proportion of respondents who were not able or willing to provide a response to this question.



Over the course of the eight surveys that this question has been included in the survey program, the long-term average agreement that family violence is common in the community was 22%, while an average of 31% disagreed.

Agreement with "family violence is common in our community"
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	*2026*		*2025*	*2024*	*2022*	*2021*	*2020*
	Number	*Percent*					
Agree	148	19%	15%	13%	29%	29%	19%
Neutral	140	18%	11%	13%	15%	14%	9%
Disagree	374	47%	43%	51%	15%	23%	7%
Can't say	138	17%	31%	23%	41%	34%	64%
Total	**800**	**100%**	**800**	**801**	**800**	**800**	**804**

Statements about family violence

Respondents were asked:

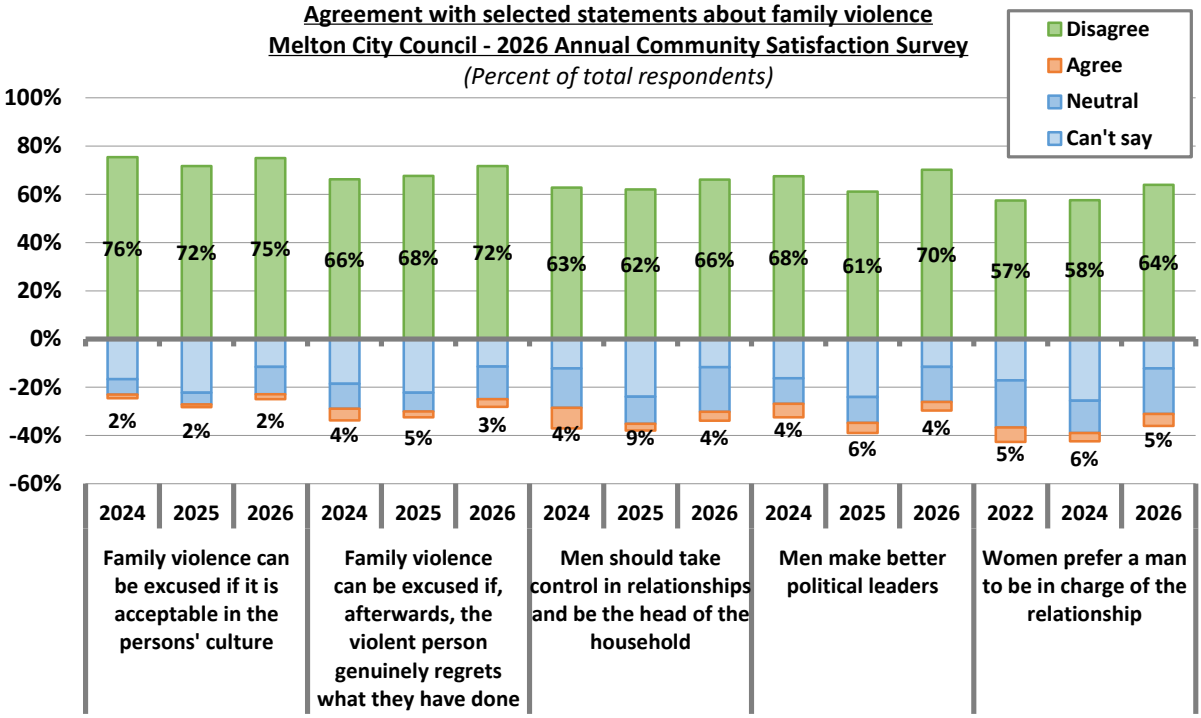
"On a scale from 1 (disagree) to 3 (agree), please rate your agreement with the following statements."

Respondents were again in 2026, asked to rate their agreement with five statements about family violence.

There was a small increase in the proportion of respondents who disagreed with each of these five statements this year, with the standout increase recorded for disagreement that men make better political leaders than women (up 9pts to 71%), and that women prefer a man to be in charge of the relationship (up 6pts to 64%).

These results continue to show that the majority of the City of Melton community disagreed with these five statements, which is a positive result that reflects general agreement in line with contemporary standards (as defined by the Australia's National Research Organisation for Women's Safety).

Attention is drawn again this year to the fact that less than six percent of respondents agreed with any of these five statements about family violence.



Volunteering

Respondents were asked:

"Do you or member of your household volunteer regularly?"

Respondents were again in 2026, asked if they or a member of their household regularly volunteer.

The proportion of respondents from households with a member who regularly volunteers locally increased somewhat this year, up three percentage points to 11%, reversing the declined recorded last year.

This result was consistent with the 2022 *Victorian Population Health Survey* results for the Brimbank-Melton region, which estimated that 12% definitely "help out a local group as a volunteer".

Given the distance now from the pandemic, this was a somewhat surprising result, as there was some expectation that the level of volunteering was likely to start to return to pre-pandemic levels.

The proportion of respondents from households with a member that volunteers non-locally, increased marginally this year, up one percentage point to seven percent.

Combined, these results record 18% of respondents from across the City of Melton were from households with a member who volunteers.

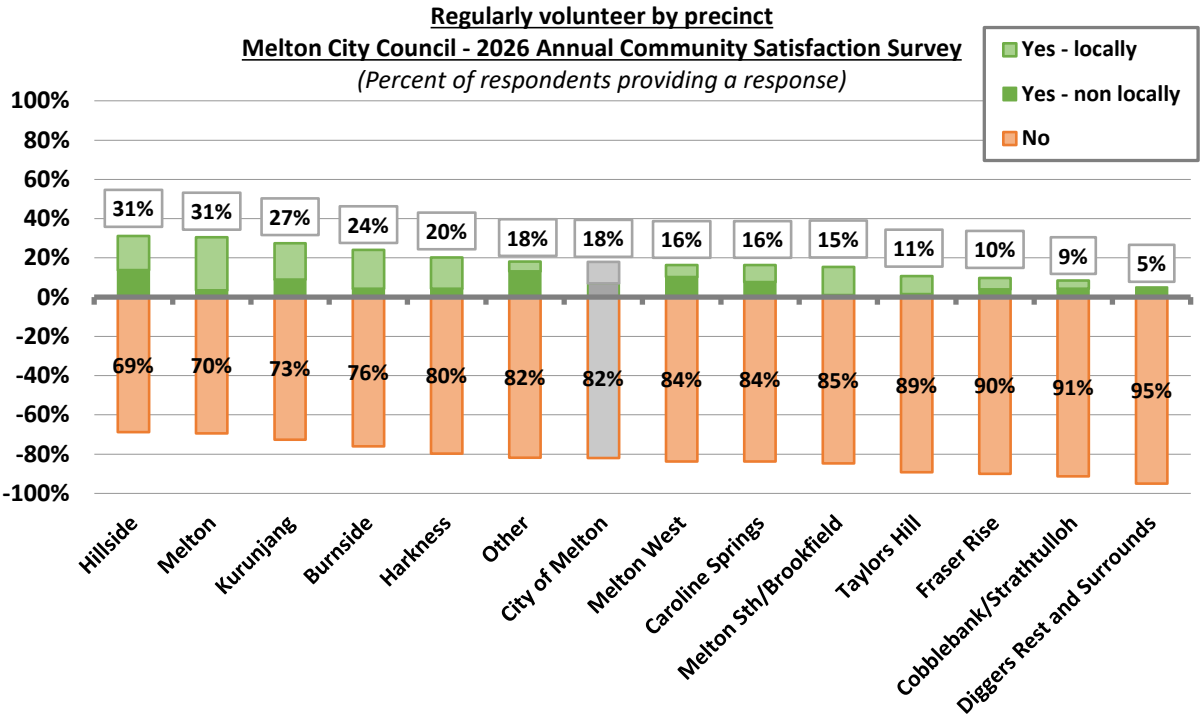
This was a very modest result, and lower than Metropolis Research has typically observed in other municipalities across metropolitan Melbourne. In other municipalities surveyed post-pandemic, the extent of volunteering in the community appears to be returning slowly to pre-pandemic levels.

Regularly volunteer
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

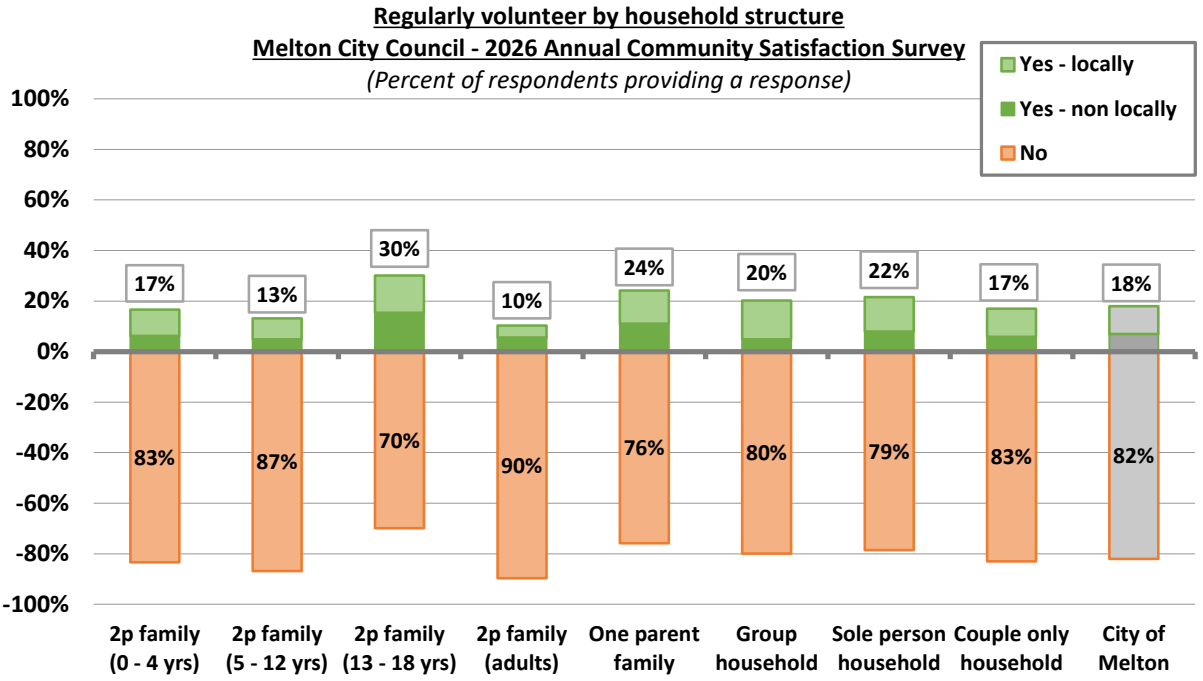
Response	*2026*		*2025*	*2024*	*2023*	*2022*	*2021*
	Number	*Percent*					
Yes - locally	77	11%	8%	11%	11%	14%	22%
Yes - non-local	51	7%	6%	6%	3%	3%	5%
No	590	82%	86%	83%	86%	82%	72%
Can't say	82		64	68	96	135	103
Total	**800**	**100%**	**800**	**801**	**806**	**800**	**800**

There was some variation in the extent of volunteering observed across the municipality, with respondents from Hillside (13pts), Melton precinct (13pts), Kurunjang (9pts), and Burnside (6pts) notably more likely than average to have household members who volunteer.

By contrast, respondents from Fraser Rise (8pts), Cobblebank / Strathtulloh (9pts), and Diggers Rest and surrounds (13pts) were notably less likely than average to volunteer.



There was some variation in this result observed by household structure, with two-parent families (youngest child aged 13 to 18 years) notably (12pts) more likely than average to have household members who volunteer.



Respondent profile

The following section of this report provides details as to the demographic profile of the respondents to the survey. These results 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

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results. Metropolis Research notes that the unweighted sample obtained via the door-to-door methodology very closely reflected the underlying population, reinforcing the strength of the door-to-door methodology in representing the views of the Melton community.

Age group
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	*2026 (unweighted)*		*2026*	*2025*	*2024*	*2023*	*2022*	*2021*
	Number	*Percent*	*(weighted)*					
Young adults *(18 - 34 years)*	213	27%	34%	34%	34%	34%	34%	34%
Adults *(35 - 49 years)*	289	36%	33%	33%	33%	33%	33%	24%
Middle-aged adults *(50 - 59 yrs)*	133	17%	15%	15%	15%	15%	15%	24%
Older adults *(60 - 69 years)*	90	11%	11%	11%	11%	11%	11%	14%
Senior citizens *(70 yrs and over)*	72	9%	7%	7%	7%	7%	7%	4%
Not stated	3		3	3	0	0	0	0
Total	**800**	**100%**	**800**	**800**	**801**	**806**	**800**	**800**

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results.

Gender
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	*2026 (unweighted)*		*2026*	*2025*	*2024*	*2023*	*2022*	*2021*
	Number	*Percent*	*(weighted)*					
Man	421	53%	49%	49%	49%	49%	49%	49%
Woman	375	47%	51%	51%	51%	51%	51%	51%
Non-binary	1	0%	0%	0%	1%	1%	0%	0%
Prefer to self-describe	0	0%	0%	0%	0%	0%	0%	0%
Prefer not to say	3		3	2	0	1	1	0
Total	**800**	**100%**	**800**	**800**	**801**	**806**	**800**	**800**

Aboriginal and Torres Strait Islander

In 2026, 38 respondents (5% of those who provided a response) identified as Aboriginal and / or Torres Strait Islander. This was a record high over the 12 years of the survey program.

Household member identify as Aboriginal or Torres Strait Islander
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2026 Number	2026 Percent	2025	2024	2023	2022	2021
Yes	38	5%	3%	2%	1%	3%	1%
No	721	95%	97%	98%	99%	97%	99%
Not stated	41		55	49	12	16	14
Total	**800**	**100%**	**800**	**801**	**806**	**800**	**800**

Household member with disability

Consistent with recent results, in 2026, eight percent of respondents were from households with a member with disability.

Household member with disability
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2026 Number	2026 Percent	2025	2024	2023	2022	2021
Yes	59	8%	6%	9%	8%	16%	12%
No	706	92%	94%	91%	92%	84%	88%
Not stated	35		30	13	9	29	15
Total	**800**	**100%**	**800**	**801**	**806**	**800**	**800**

Household member identifying as LGBTIQA+

Consistent with historical results, just two percent of respondents identified as LGBTIQA+.

Household member identifying as LGBTIQA+
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2026 Number	2026 Percent	2025	2024	2023	2022	2021
Yes	13	2%	1%	2%	2%	4%	3%
No	748	98%	99%	98%	98%	96%	97%
Not stated	39		40	23	11	35	21
Total	**800**	**100%**	**800**	**801**	**806**	**800**	**800**

Language spoken at home

In 2026, more than one-third (37% down from 45%) of the respondents (who provided a response) were from households that spoke a language other than English at home.

This was almost identical to the long-term average since 2015 of 38%, and the 2021 Census result of 39% of residents speaking a language other than English at home.

This consistent result reflects extremely well on the effectiveness of the methodology of engaging with the diverse Melton community.

Language spoken at home
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	*2026*		*2025*	*2024*	*2023*	*2022*	*2021*
	Number	*Percent*					
English	505	63%	55%	50%	60%	64%	66%
Hindi	57	7%	9%	8%	5%	3%	3%
Punjabi	33	4%	7%	9%	7%	3%	3%
Mandarin	16	2%	1%	1%	0%	1%	1%
Tagalog (Filipino)	15	2%	3%	2%	3%	5%	3%
Tamil	14	2%	1%	1%	0%	0%	0%
Urdu	12	2%	2%	2%	2%	1%	1%
Arabic	11	1%	2%	2%	2%	2%	1%
Spanish	11	1%	1%	2%	1%	1%	1%
Maltese	9	1%	1%	2%	1%	3%	3%
Teluga	8	1%	1%	1%	1%	1%	1%
Italian	7	1%	1%	3%	1%	3%	4%
Chinese, n.f.d	6	1%	0%	0%	0%	0%	0%
Macedonian	6	1%	1%	1%	1%	2%	1%
Sinhalese	6	1%	1%	1%	1%	1%	1%
Vietnamese	6	1%	3%	2%	3%	1%	1%
Greek	5	1%	0%	1%	1%	1%	1%
Gujarati	5	1%	0%	1%	0%	0%	0%
Malayalam	5	1%	1%	1%	0%	1%	1%
Marathi	5	1%	0%	0%	0%	0%	0%
Albanian	4	1%	0%	0%	0%	1%	0%
French	4	1%	0%	1%	0%	0%	1%
Nepali	4	1%	1%	1%	0%	0%	0%
Persian	4	1%	0%	1%	0%	0%	0%
German	3	0%	2%	0%	0%	0%	1%
All other languages *(28 separately identified)*	35	4%	5%	6%	7%	7%	5%
Not stated	4		6	5	5	13	13
Total	**800**	**100%**	**800**	**801**	**806**	**800**	**800**

Household structure

Consistent with the results recorded in previous years, a little more than half of the respondents were from two-parent family households, including a mix of families with children of all ages. The sample also includes 29% couple households without children, five percent one-parent families, seven percent sole person households, and seven percent group households.

Household structure
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	*2026*		*2025*	*2024*	*2023*	*2022*	*2021*
	Number	*Percent*					
Two parent family total	**410**	**52%**	**55%**	**57%**	**56%**	**57%**	**56%**
youngest child 0 - 4 years	*104*	*13%*	*14%*	*15%*	*18%*	*12%*	*16%*
youngest child 5 - 12 years	*122*	*15%*	*18%*	*20%*	*16%*	*19%*	*18%*
youngest child 13 - 18 years	*86*	*11%*	*11%*	*11%*	*10%*	*9%*	*12%*
adult children only	*98*	*12%*	*13%*	*12%*	*11%*	*17%*	*11%*
One parent family total	**40**	**5%**	**6%**	**9%**	**10%**	**9%**	**6%**
youngest child 0 - 4 years	*5*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*
youngest child 5 - 12 years	*6*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*
youngest child 13 - 18 years	*6*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*
adult children only	*23*	*3%*	*3%*	*4%*	*4%*	*5%*	*2%*
Group household	54	7%	6%	6%	7%	7%	6%
Sole person household	59	7%	8%	7%	7%	6%	9%
Couple only household	226	29%	25%	20%	19%	19%	21%
Other	2	0%	0%	1%	1%	1%	1%
Not stated	9		10	11	23	31	29
Total	**800**	**100%**	**800**	**801**	**806**	**800**	**800**

Business owner

Consistent with results in recent years, six percent (down from 7%) of respondents who provided an answer to the question identified as owners or managers of businesses located within the City of Melton.

Household member own / manage a business in the City of Melton
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	*2026*		*2025*	*2024*	*2023*	*2022*	*2021*
	Number	*Percent*					
Yes	41	6%	7%	7%	7%	13%	13%
No	699	94%	93%	93%	93%	87%	87%
Not stated	60		63	23	16	42	30
Total	**800**	**100%**	**800**	**801**	**806**	**800**	**800**

Housing situation

Consistent with the long-term average since 2015 of 48%, approximately half (53% up from 46%) of respondent households owned their home outright, and a further 23% (down from 28%) identified as mortgagor households, and there were 23% were from rental households.

Housing situation
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	*2026*		*2025*	*2024*	*2023*	*2022*	*2021*
	Number	*Percent*					
Own this home	420	53%	46%	50%	54%	45%	48%
Mortgagor *(paying-off this home)*	182	23%	28%	23%	26%	41%	39%
Renting this home	182	23%	25%	25%	19%	14%	11%
Insecure housing	3	0%	1%	2%	1%	0%	2%
Not stated	13		11	21	13	46	37
Total	**800**	**100%**	**800**	**801**	**806**	**800**	**800**

Period of residence

Consistent with the results recorded in previous years, the survey included a good mix of period of residence, with approximately one-quarter (26% down from 38%) newer residents (less than five years in the City of Melton), approximately one-third (31% up from 29%) medium term residents (five to less than 10 years), and a little less than half (43% up from 34%) were long-term residents (10 years or more in the City of Melton).

Period of residence can be a factor in overall satisfaction, as new residents tend to report higher levels of overall satisfaction with Council than long-term residents of 10 years or more.

Period of residence in the City of Melton
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Period	*2026*		*2025*	*2024*	*2023*	*2022*	*2021*
	Number	*Percent*					
Less than 1 year	38	5%	9%	12%	9%	2%	1%
1 to less than 5 years	167	21%	29%	25%	30%	7%	9%
5 to less than ten years	246	31%	29%	24%	26%	23%	21%
Ten years or more	344	43%	34%	40%	35%	68%	69%
Not stated	5		0	6	4	26	24
Total	**800**	**100%**	**800**	**801**	**806**	**800**	**800**

General comments

Respondents were asked:

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

There was a total of 88 (up from 84) general comments received from respondents to the survey this year.

These comments have been broadly categorised, as outlined in the following table.

The most common issues remain roads and traffic (16 comments), and various Council services and facilities (15 comments).

Summary of general comments
Melton City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	*2026*		*2025*	*2024*	*2023*	*2022*
	Number	*Percent*				
Traffic and roads	16	18%	17%	18%	26%	14%
Council services and facilities	15	17%	15%	15%	11%	11%
Parks, gardens and open spaces	8	9%	4%	6%	9%	9%
Safety, policing and crime	8	9%	10%	7%	13%	7%
Parking	6	7%	8%	2%	0%	6%
Council governance and performance	6	7%	2%	4%	1%	3%
General positive	5	6%	1%	4%	5%	3%
Waste management and cleanliness	4	5%	4%	7%	5%	10%
General negative	3	3%	4%	1%	3%	0%
Public transport	3	3%	8%	6%	3%	6%
Communication, consultation, responsiveness	2	2%	7%	3%	4%	7%
Street lighting	2	2%	0%	1%	0%	2%
Tree maintenance	2	2%	4%	3%	4%	2%
Comments on the survey	1	1%	2%	1%	2%	2%
Rates and financial management	1	1%	7%	4%	3%	3%
Planning, building and development	1	1%	2%	0%	3%	6%
Cost of living	1	1%	0%	1%	3%	0%
Footpaths	1	1%	4%	4%	1%	3%
Schools / education	0	0%	1%	5%	0%	1%
Animal management	0	0%	0%	3%	0%	1%
Support for local business	0	0%	0%	4%	0%	2%
Other	3	3%	0%	1%	2%	2%
Total	**88**	**100%**	**84**	**165**	**93**	**126**

Appendix One: survey form

Melton City Council
2026 Annual Community Satisfaction Survey

Hi my name is _____ from Metropolis Research and I am here on behalf of Melton City Council.

Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.

We are wondering if there is someone in your household who can participate in the survey.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

1 **Have you contacted Melton City Council in the last 12 months?**

Yes (*continue)*	**1**	No (*go to Q.4)*	**2**

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

Visit in person	**1**	Website	**6**
Telephone *(during office hours)*	**2**	Social media	**7**
Telephone *(after hours service)*	**3**	Visitor Information Centre / Pop-Up	**8**
Mail	**4**	Community Portal	**9**
Email	**5**		

3 **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.**

1. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	*99*
2. Speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	*99*
3. Courtesy and professionalism of staff	0	1	2	3	4	5	6	7	8	9	10	*99*
4. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	*99*
5. Satisfaction with the final outcome	0	1	2	3	4	5	6	7	8	9	10	*99*
6. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	*99*

4

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 major arterial roads and highways *(managed by VicRoads)*	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*
If rated less than 6, please name any roads of concern:													
2. Maintenance and repair of sealed local roads *(managed by Council)*	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*
If rated less than 6, please name any roads of concern:													
3. Footpath maintenance and 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*
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. Provision and 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*
8. 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*
9. 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*
10. 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*
11. 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*
12. Moving Ahead *(Council's printed newsletter)*	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. 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*
14. Public Spaces *(i.e. Melton amphitheatre, town centre, outdoor built public spaces)*	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

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 12 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. 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*
3. Library 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*
4. 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*
5. 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*
6. 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*
7. 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*
8. 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*
9. 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*
10. 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*
11. 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*
12. 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*

5

13. 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*
14. Services for seniors *(e.g. Planned Activity Group programs, Seniors Clubs/ activities, 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*
15. Services for people with 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*
16. On and 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*
17. 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*
18. Provision of community events and festivals *(e.g. Djerriwarrh Festival, 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*
18a. How satisfied are you with the representation of culture and diversity in Council events		0	1	2	3	4	5	6	7	8	9	10	*99*

6

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

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. The opportunities offered by Council to engage or be consulted with on Council decisions	0	1	2	3	4	5	6	7	8	9	10	*99*
4. 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*
5. Advocacy on behalf of the community for local educational opportunities *(e.g. local schools, TAFES, universities)*	0	1	2	3	4	5	6	7	8	9	10	*99*
6. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	*99*
7. 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*
8. Council making and implementing decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	*99*

7 **Can you please rate your satisfaction with the performance of Council across all areas of responsibility?**

1. 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?												

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

Issue One:	
Issue Two:	
Issue Three:	

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

Statement	*Strongly disagree*				*Neutral*					*Strongly agree*		*Can't say*
1. Council infrastructure is equitable, inclusive and accessible	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
If rated less than 5, why do you say that?												
2. Melton is a City that encourages and enables people to work, shop and spend time locally	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
If rated less than 5, why do you say that?												
3. Council is efficient and well run	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
If rated less than 5, why do you say that?												

10 **Have you participated in any community engagement consultation activities in the past 12 months?** *(please select as many as appropriate)*

Accessed Melton conversations	**1**	Completed a Council survey	**3**
Attended a consultation workshop	**2**	Other : _____	**4**

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.

11 **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?												

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

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than 5, please identify the developments OR reasons for concern:												
2. Council's performance maintaining local heritage and sites of significance	0	1	2	3	4	5	6	7	8	9	10	*99*

13 **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. Local job opportunities	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. Accessibility of local education	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 **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 and 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 and around Melton Town Centre	0	1	2	3	4	5	6	7	8	9	10	*99*
7. In and 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 Lake Caroline at night	0	1	2	3	4	5	6	7	8	9	10	*99*
If rated less than five, why do you say that?												

15 **If you are employed, on average how long does it take in total to travel both to and from work each day (combined total two-way)?**

Less than 30 minutes	**1**	One hour to less than 90 minutes	**3**
30 minutes to less than one hour	**2**	90 minutes or more	**4**

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

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 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. Melton City Council respects, reflects, and is inclusive of our diverse community	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
11. The Melton community is welcoming and supportive of LGBTIQA+ people	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
12. 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*
13. Melton City Council respects, reflects and is inclusive of Aboriginal and/or Torres Strait Islander persons	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
14. The Melton community is vibrant, accessible and engaging	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
15. There is access to affordable and efficient public transport	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
16. There is public transport that goes where I need to go	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
17. The health services I / we need are available locally	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*
18. The statement "I feel a sense of optimism about the future"	**0**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*99*

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

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

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

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

19 **Do you or a member of your household volunteer regularly?**

Yes - *locally*	**1**	No	**4**
Yes - *non-local*	**2**	Can't say	**9**

20 **Please indicate which of the following best describes you?**

15 - 24 years	**1**	50 - 59 years	**4**
25 - 34 years	**2**	60 - 69 years	**5**
35 - 49 years	**3**	70 years or over	**6**

21 **What is your gender identity?**

Man	**1**	Prefer to self-describe:	**4**
Woman	**2**	_____	
Non-binary	**3**	Prefer not to say	**9**

22 **Do any members of this household identify as Aboriginal and/or Torres Strait Islander?**

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

23 **What are all the languages spoken in this household?**

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

24 **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 *(adults 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 *(specify):*_____	**12**

25 **Do any members of this household identify as having disability?**

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

26 **Do any members of this household identify as LGBTIQA+?**

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

27 **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**	Insecure housing *(e.g. couch surfing, homelessness)*	**4**

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

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

29 **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**

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

THANK YOU FOR YOUR TIME AND PARTICIPATION

A summary of these results will be published on Council's website at the conclusion of the project

31 **Council may invite some respondents to a session to provide additional feedback on any issues raised in the survey. Would you be interested in potentially being invited to attend a session?**

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

If Yes, please leave your email address and first name;

Email address:
First name:

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