

Melton City Council – 2016 Community Satisfaction Survey



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Contact details

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

Dale Hubner

Managing Director
Metropolis Research Pty Ltd

Level 1, 74 Victoria Street
Carlton Vic 3053

(03) 9272 4600
d.hubner@metropolis-research.com

Michelle Rowe

Social Planning Officer
Melton City Council

232 High Street
Melton Vic 3337

(03) 9747 7364
MichelleRO@melton.vic.gov.au





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Introduction

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

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

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

- ⊗ Satisfaction with Council's overall performance and change in performance
- ⊗ Satisfaction with aspects of governance and leadership
- ⊗ Importance of and satisfaction with a range of Council services and facilities
- ⊗ Issues of importance for Council to address in the coming year
- ⊗ Community perception of safety in public areas of Melton
- ⊗ Housing related financial stress
- ⊗ Satisfaction with Council customer service
- ⊗ Respondent profile.

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

- ⊗ Preferred methods of receiving / seeking information from Council
- ⊗ Sense of community
- ⊗ Visiting local parks, playgrounds or open spaces
- ⊗ Participation in community activities
- ⊗ Participation in organised physical activity
- ⊗ Participation in informal physical activity
- ⊗ Council rates

Rationale

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



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



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

Methodology

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

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

Response rate and statistical significance

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

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

Governing Melbourne

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

Governing Melbourne is a community satisfaction and attitudinal survey of approximately one thousands respondents drawn in equal numbers from every municipality in metropolitan Melbourne. The survey includes measures of the importance and satisfaction with council provided services and facilities, governance and leadership, customer service, planning, overall performance.



Melton City Council – 2016 Community Satisfaction Survey



The survey also identifies the top issues for local government to address in the coming year, as well as a range of other topics. A range of other questions are also included. *Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Melton City Council – 2016 Annual Community Survey*.

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

Glossary of terms

Precinct

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

Measurable

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

Statistically significant

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

Significant result

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

Discernible / observed

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



95% confidence interval and standard deviation



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

Satisfaction categories

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

- ⊗ **Excellent:** Scores of 7.75 and above are categorised as excellent
- ⊗ **Very good:** Scores of 7.25 to less than 7.75 are categorised as very good
- ⊗ **Good:** Scores of 6.5 to less than 7.25 are categorised as good
- ⊗ **Solid:** Scores of 6 to less than 6.5 are categorised as solid
- ⊗ **Poor:** Scores less than 6 are categorised as poor
- ⊗ **Very Poor:** Scores of less than 5.5 are categorised as very poor

Precincts

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

Precincts within Melton Township:

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

Precincts at the urban fringe:

- ⊗ Burnside
- ⊗ Caroline Springs
- ⊗ Hillside
- ⊗ Taylors Hill



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

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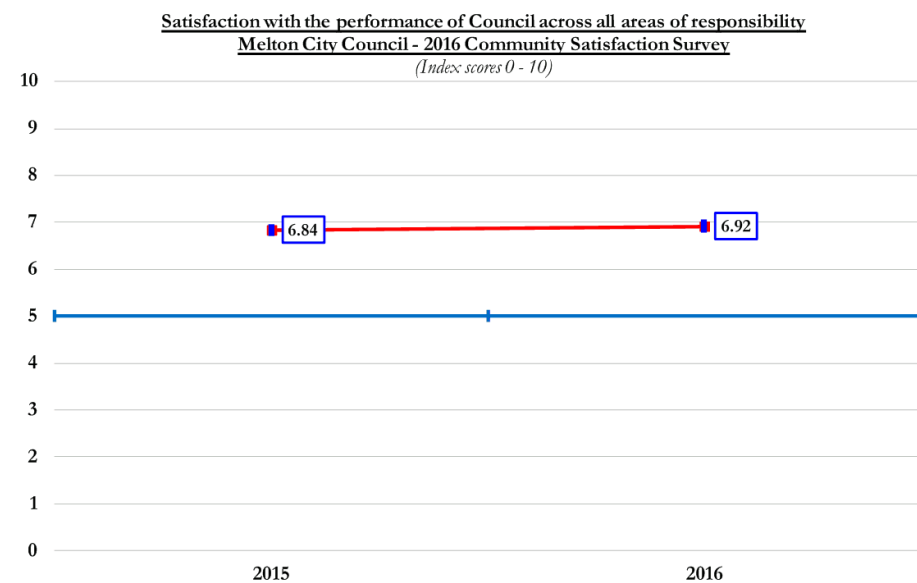
Council’s overall performance

Respondents were asked:

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

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

This level of satisfaction remains categorised as “good”, the same as in 2015.



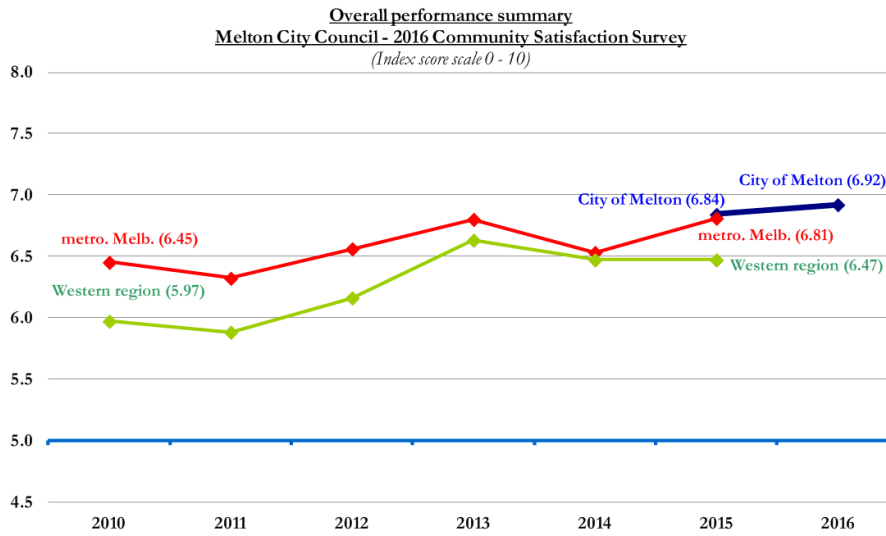
By way of comparison, the 2015 *Governing Melbourne* research recorded an average satisfaction with local government across metropolitan Melbourne of 6.81, marginally but not measurably lower than the City of Melton result.

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

The 2016 *Governing Melbourne* research is currently being undertaken and the 2016 results will be incorporated into this report when they become available.

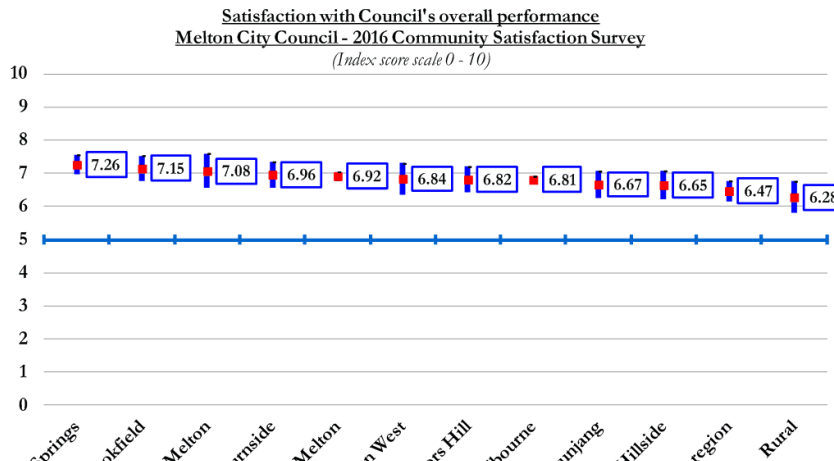


Melton City Council – 2016 Community Satisfaction Survey



There was measurable variation in satisfaction with the performance of Council across all areas of responsibility recorded across the nine precincts comprising the City of Melton, with attention drawn to the following:

- ⊗ **Caroline Springs** - respondents were measurably and significantly more satisfied with Council’s overall performance than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ **Rural precinct** – respondents were measurably and significantly less satisfied with Council’s overall performance than the municipal average, and rated satisfaction at a level categorised as “solid”.



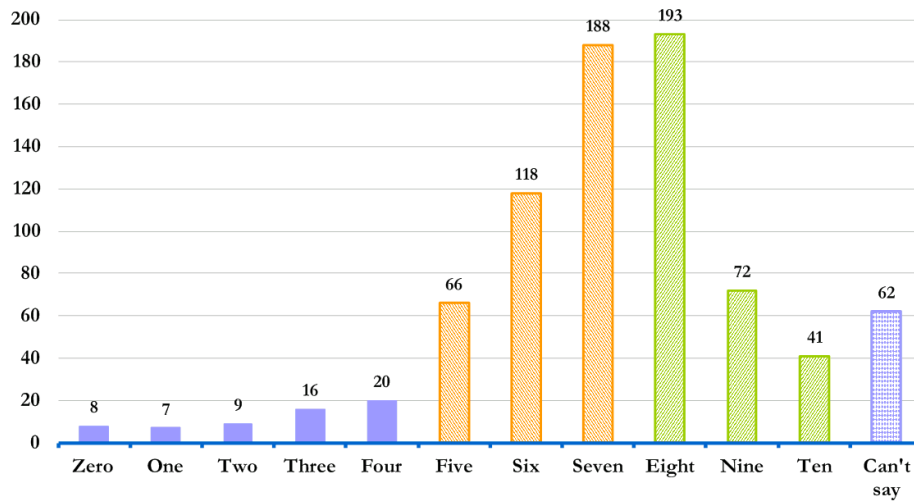
Melton City Council – 2016 Community Satisfaction Survey



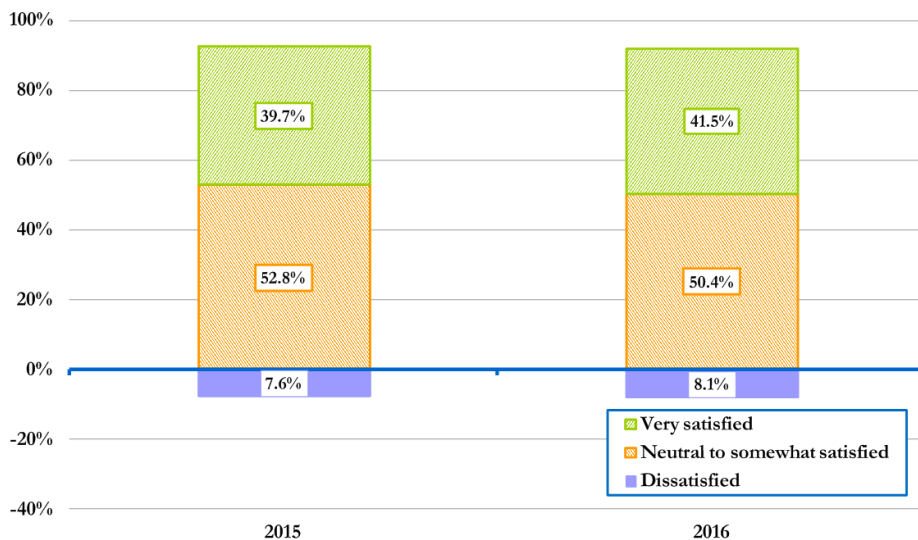
Consistent with the marginal increase in overall satisfaction, there was relatively little variation in the proportional results, as outlined in the following two graphs.

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

Satisfaction with Council's overall performance
 Melton City Council - 2016 Community Satisfaction Survey
 (number of responses)

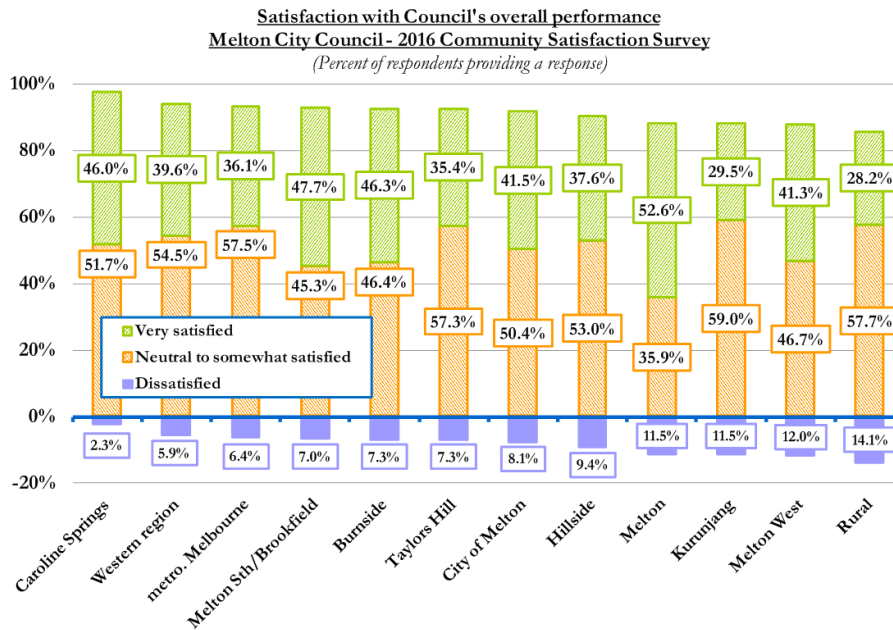


Satisfaction with Council's overall performance
 Melton City Council - 2016 Community Satisfaction Survey
 (Percent of respondents providing a response)





There was some variation in the proportional satisfaction results across the municipality, as outlined in the following graph. It is observed that more than ten percent of respondents from Melton precinct, Kurunjang, Melton West, and the rural precinct were dissatisfied with Council’s overall performance.



Overall performance by respondent profile

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

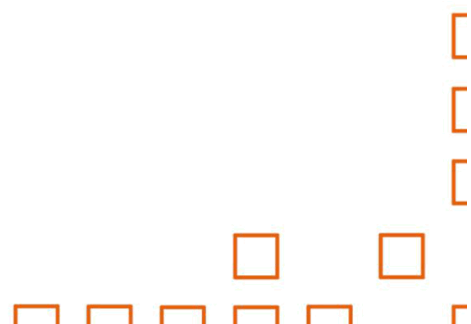
- ⊗ **Younger respondents (aged 15 to 34 years)** – were measurably more satisfied with Council’s overall performance.
- ⊗ **Senior citizens (aged 75 years and over)** – were significantly, albeit not measurably more satisfied with Council’s overall performance.
- ⊗ **Female respondents** – were measurably and significantly more satisfied with Council’s overall performance than male respondents.
- ⊗ **Household member with a disability** – respondents from households with a member with a disability were notably, albeit not measurably less satisfied than other respondents.
- ⊗ **Rental household respondents** – were measurably more satisfied than average with Council’s overall performance.



Melton City Council – 2016 Community Satisfaction Survey



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





Satisfaction with Council's overall performance by respondent profile

Melton City Council - 2016 Community Satisfaction Survey

(Number and index score 0 - 10)

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



Melton City Council – 2016 Community Satisfaction Survey



Comments regarding overall satisfaction

Respondents rating satisfaction with the overall performance of Council at less than five out of ten were asked the reasons for their rating.

Comments regarding overall satisfaction rating less than 5
Melton City Council - 2016 Community Satisfaction Survey
(Number of responses)

| <i>Comment</i> | <i>Number</i> |
|---|---------------|
| <i>Service & facilities</i> | |
| A lot could be done to improve facilities in Melton | 1 |
| No services | 1 |
| <i>Communication, consultation & responsiveness</i> | |
| No consultation | 2 |
| Don't know, don't hear | 2 |
| Don't know what they are doing | 1 |
| The public never know | 1 |
| Lack of information from Council. Need a dog park | 1 |
| Council only works for its own interest, no community consultation | 1 |
| We never hear anything from the Council and just not happy about it | 1 |
| <i>More resources to older areas</i> | |
| For Diggers Rest | 1 |
| They are not performing for Diggers Rest requirements | 1 |
| They look after other part of Melton, not all parts of Melton | 1 |
| <i>Rates</i> | |
| Not worth the money | 2 |
| The Council only seems to be interested in collecting rates. Rubbish, footpath issues exist | 1 |
| <i>Public transport, traffic & parking</i> | |
| Leaves on my driveway | 1 |
| Lobby for train and bus service to Melton, focus on issues of importance | 1 |
| Not satisfied with parking change in the area | 1 |
| Parking problem | 1 |
| People park in intersections, need no parking signs and to enforce that | 1 |



**Comments regarding overall satisfaction rating less than 5
 Melton City Council - 2016 Community Satisfaction Survey**
 (Number of responses)

| <i>Comment</i> | <i>Number</i> |
|---|---------------|
| <i>Environment & greenery</i> | |
| There is a lot of self-interest in Councils. They haven't really thought about the environmental issues | 1 |
| <i>Council support, governance & performance</i> | |
| It seems they are not doing anything | 3 |
| Waste money on things that aren't important | 3 |
| Could do a better job on footpaths and their maintenance | 1 |
| Council is looking for other interest | 1 |
| Distrusted politicians | 1 |
| Don't think they are doing enough | 1 |
| Incompetence | 1 |
| Inept | 1 |
| Lack of Council support | 1 |
| Never get back from complains, never maintain the area | 1 |
| Never seen them serious, not happy with the Council | 1 |
| No actions if no elections on the horizon | 1 |
| No confidence in commitment of Council over years, too much self-interest at expense of community | 1 |
| Politics shouldn't be there | 1 |
| Self-interested, not helpful on the whole | 1 |
| The Council does not carry out its responsibility | 1 |
| They don't care what people think. They are too lazy to improve things around | 1 |
| They seem to be more self-interested and with closed meetings | 1 |
| <i>Other</i> | |
| Because of the Islamic school | 1 |
| Because they discriminate against Aussies | 1 |
| I'm just not very happy. Improvement needed | 1 |
| Looks tired, not too much things happening | 1 |
| No interest in the community | 1 |
| Not enough community vibe | 1 |
| Not satisfied | 1 |
| Poor maintenance | 1 |
| Total | 52 |



Melton City Council – 2016 Community Satisfaction Survey



Change in Council's overall performance

Respondents were asked:

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

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

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

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

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

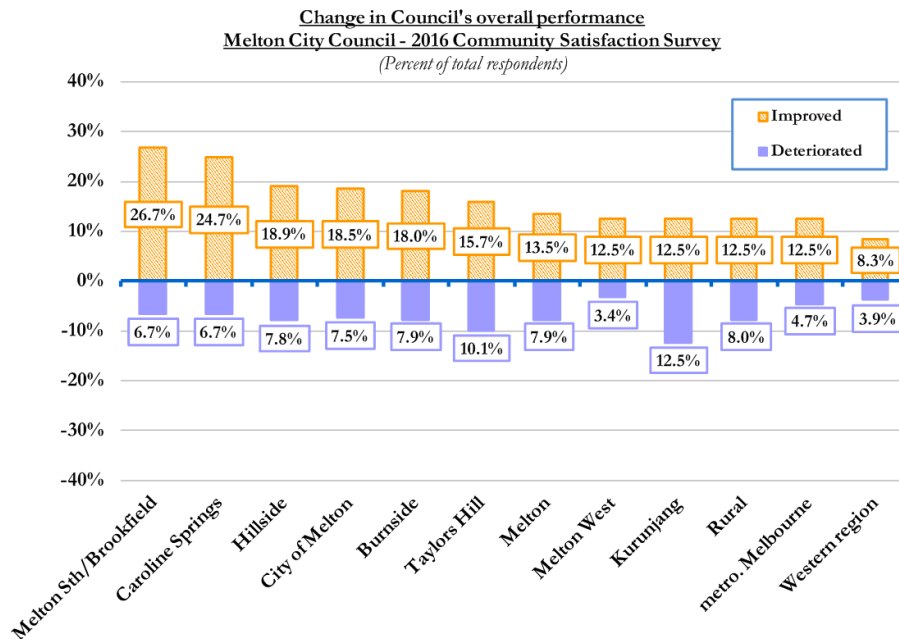
| Result | 2016 | | 2015 | Male | Female |
|-----------------|------------|-------------|------------|------------|------------|
| | Number | Percent | | | |
| Improved | 148 | 18.5% | 16.5% | 21.1% | 16.0% |
| Stayed the same | 505 | 63.1% | 56.9% | 60.2% | 65.9% |
| Deteriorated | 60 | 7.5% | 5.0%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

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

- ⊗ **Melton South / Brookfield** – respondents were more likely than average to consider that Council's performance had improved in the last twelve months.
- ⊗ **Melton West, Kurunjang** and **rural precinct** – respondents were somewhat, albeit not measurably less likely than average to consider that performance had improved in the last year.
- ⊗ **Kurunjang** – respondents were somewhat, albeit not measurably more likely than average to consider that Council's overall performance had deteriorated in the last year.



Melton City Council – 2016 Community Satisfaction Survey



Governance and leadership

Respondents were asked:

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

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

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

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

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

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

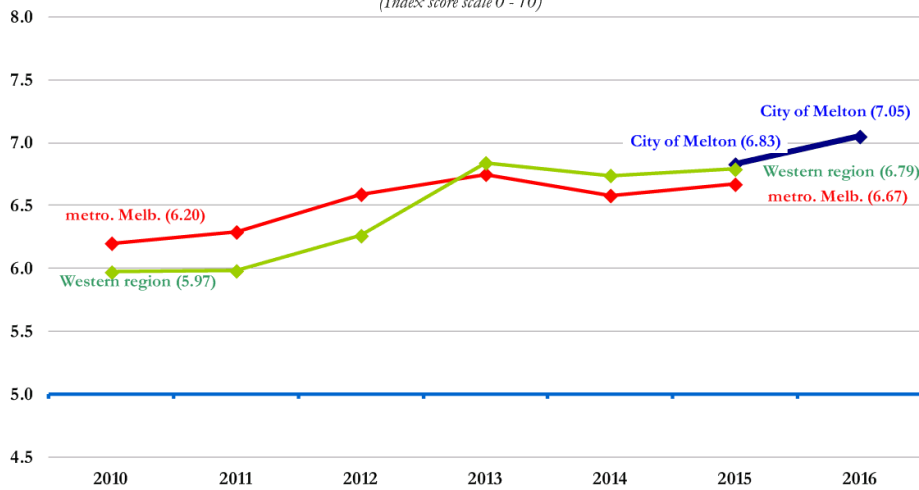


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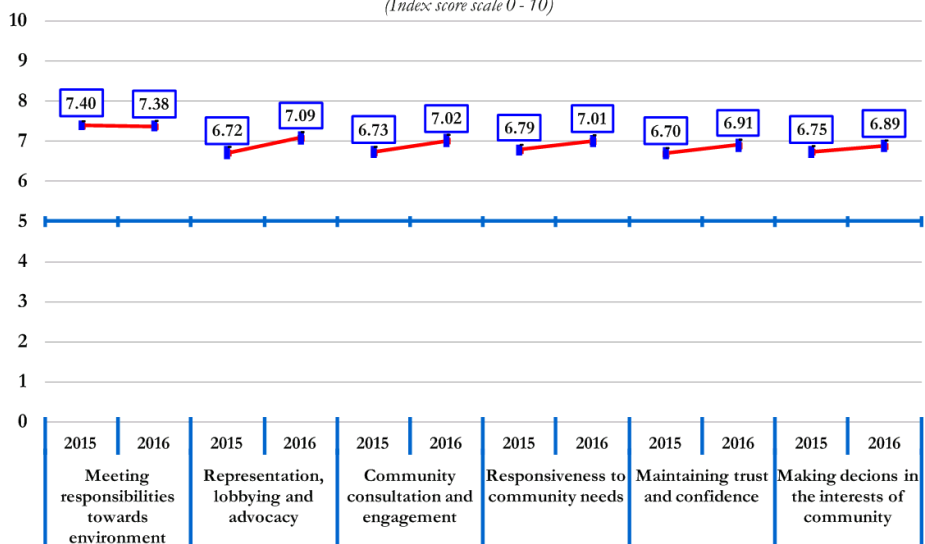
⊗ **Good** – for satisfaction with representation, lobbying and advocacy, community consultation and engagement, responsiveness to local community needs, performance maintaining community trust and confidence, and performance making decisions in the interests of the community”.

Governance and leadership summary
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



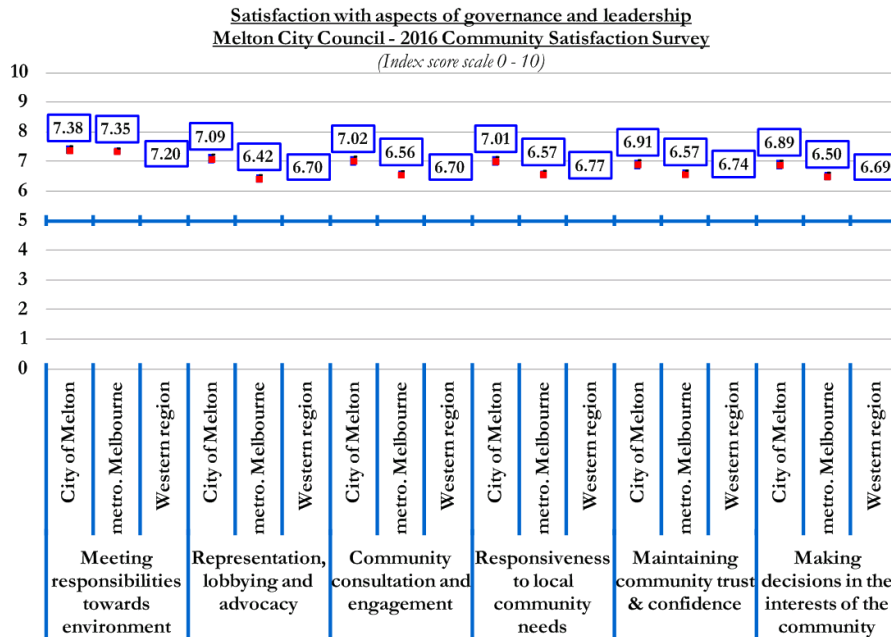
The increase in satisfaction with “representation, lobbying, and advocacy” was statistically significant, whilst the increase for the other four aspects of governance and leadership was not statistically significant.

Satisfaction with aspects of governance and leadership
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The average satisfaction with each of the six included aspects of governance and leadership was higher in the City of Melton in 2016 than the 2015 metropolitan Melbourne average satisfaction recorded in *Governing Melbourne*. With the exception of “Council meeting its responsibilities towards the environment”, this higher level of satisfaction was statistically significant.

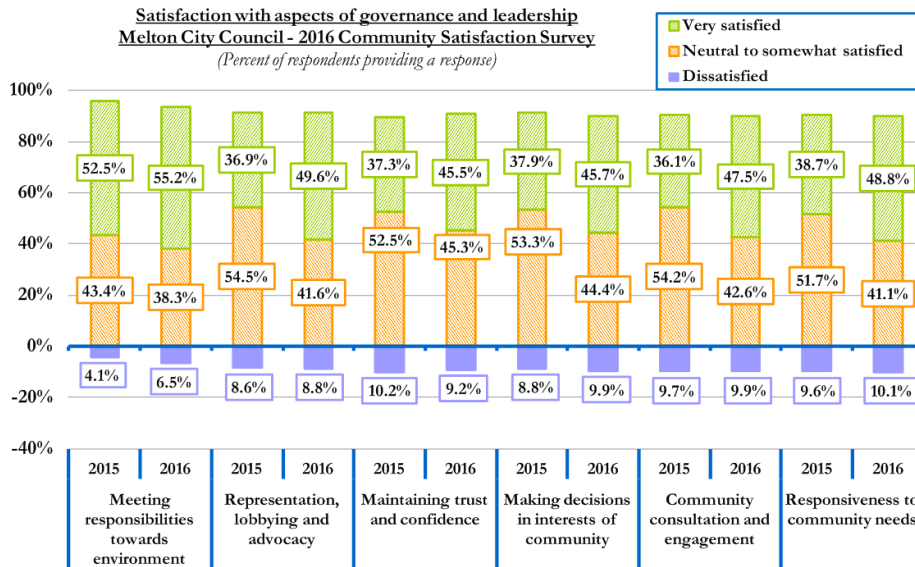


Consistent with the increase in average satisfaction with five of the six aspects of governance and leadership, there was a significant increase in the proportion of respondents “very satisfied” with five of the six aspects. There was only a small increase in the proportion of respondents very satisfied with Council’s performance meeting its responsibilities towards the environment (up from 52.5% to 55.2%).

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



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

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

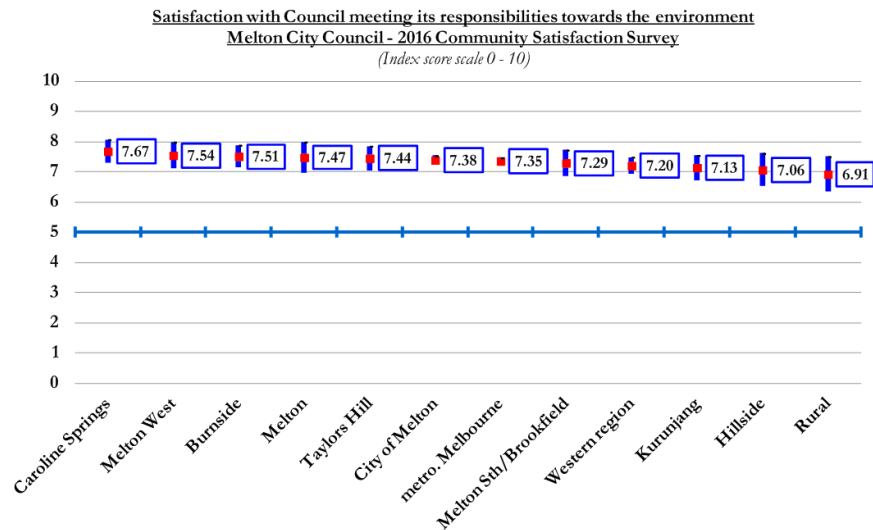
There tends to be some measurable variation in satisfaction with the six aspects of governance and leadership by respondents' age structure, with younger respondents (aged up to 35 years) tending to rate satisfaction lower than respondents from 35 to 74 years. It is also noted that female respondents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



Meeting environmental responsibilities

There was no statistically significant variation in satisfaction with Council meeting its responsibilities towards the environment across the nine precincts comprising the City of Melton, although it is observed that:

- ⊗ **Caroline Springs** respondents were somewhat, albeit not measurably more satisfied than the municipal average.
- ⊗ **Hillside and Rural precinct** respondents were somewhat, albeit not measurably less satisfied than the municipal average.
- ⊗ **City of Melton** respondents reported average satisfaction with this aspect of governance and leadership almost identical to the 2015 metropolitan Melbourne average.

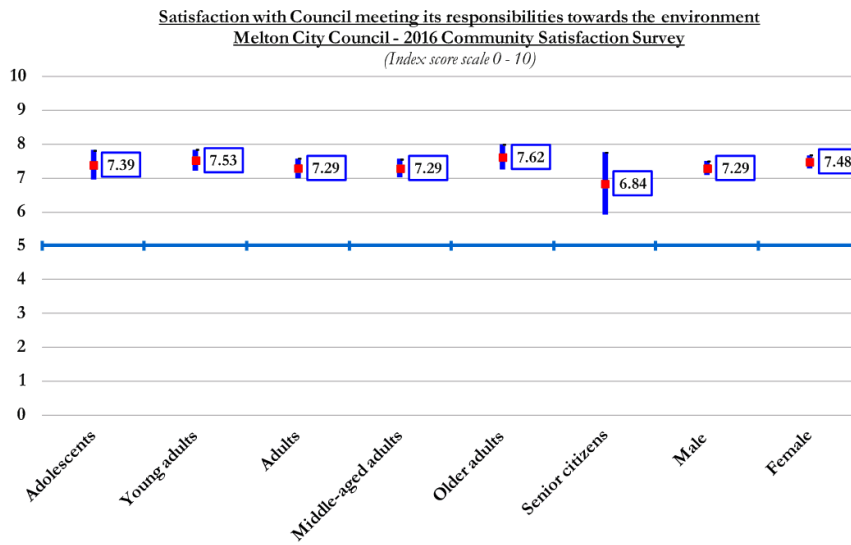


There was no measurable variation in satisfaction with Council meeting its responsibilities towards the environment based on the respondents' age structure, although it is observed that senior citizens were somewhat, albeit not measurably less satisfied than other respondents.

Female respondents were somewhat, albeit not measurably more satisfied with Council meeting its responsibilities towards the environment than were male respondents.



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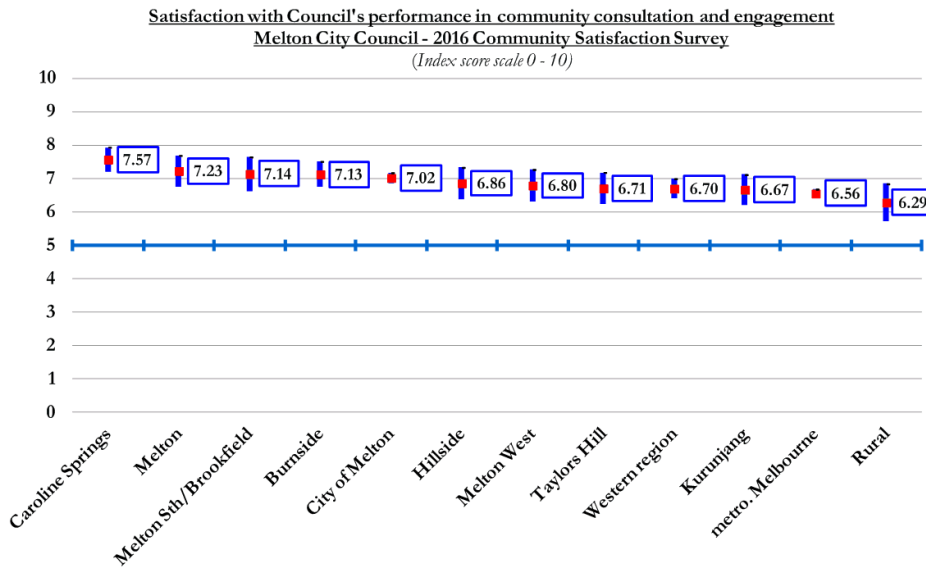
Community consultation and engagement

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

- ⊗ **Caroline Springs** respondents - were measurably more satisfied with Council’s consultation and engagement than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ **Rural precinct** respondents – were measurably and significantly less satisfied with Council’s consultation and engagement than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **City of Melton** respondents - were measurably and significantly more satisfied with Council’s consultation and engagement than the 2015 metropolitan Melbourne average.

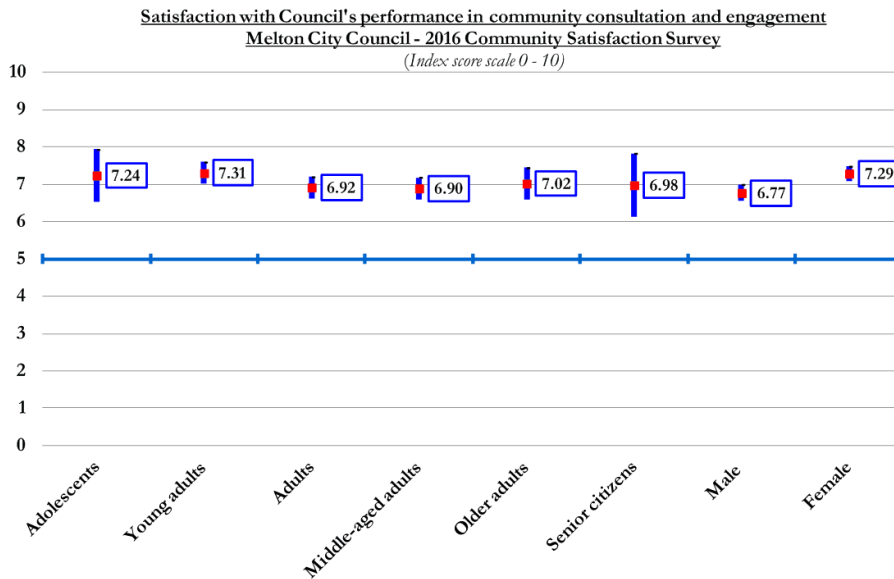


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There was no statistically significant variation in satisfaction with Council's consultation and engagement by respondent age structure.

It is observed however that female respondents were measurably and significantly more satisfied than male respondents.



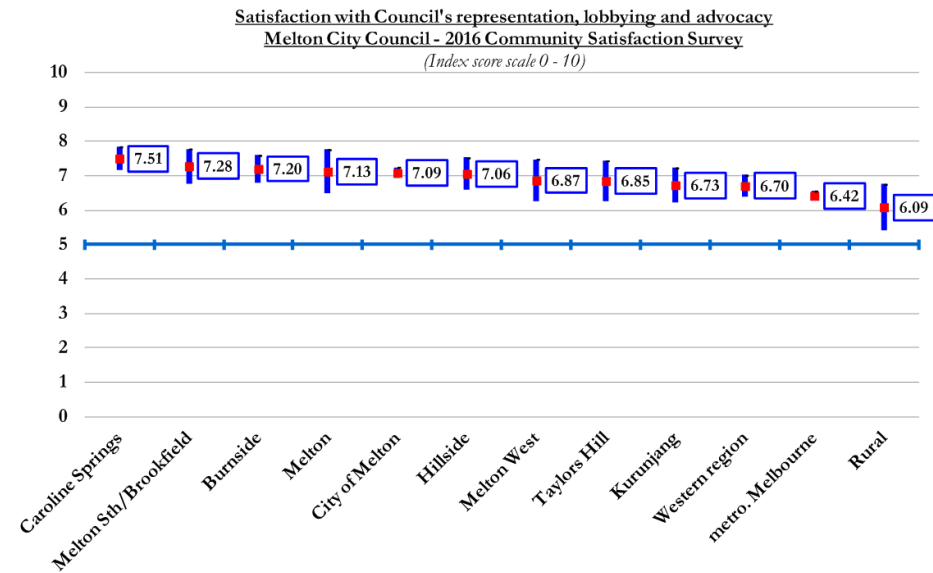
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Representation, lobbying and advocacy

There was some measurable variation across the municipality in satisfaction with Council’s representation, lobbying and advocacy, with attention drawn to the following:

- ⊗ **Caroline Springs** respondents – were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ **Rural precinct respondents** – were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **City of Melton** respondents - were measurably and significantly more satisfied than the 2015 metropolitan Melbourne average.

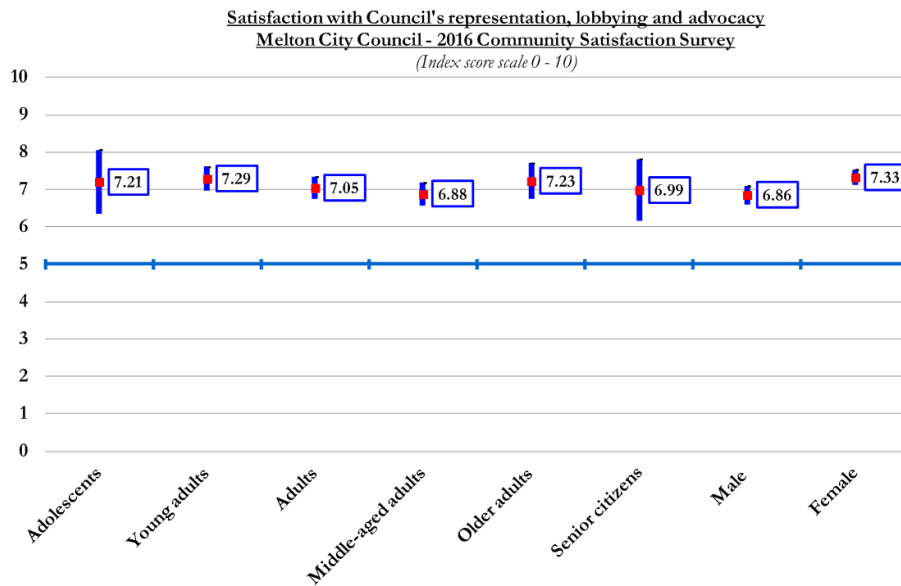


There was no statistically significant variation in satisfaction with Council’s representation, lobbying and advocacy by respondent age structure.

It is observed however that female respondents were measurably and significantly more satisfied than male respondents.



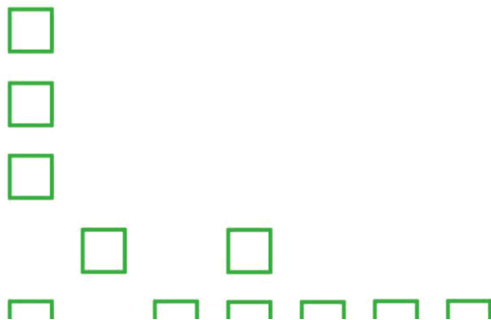
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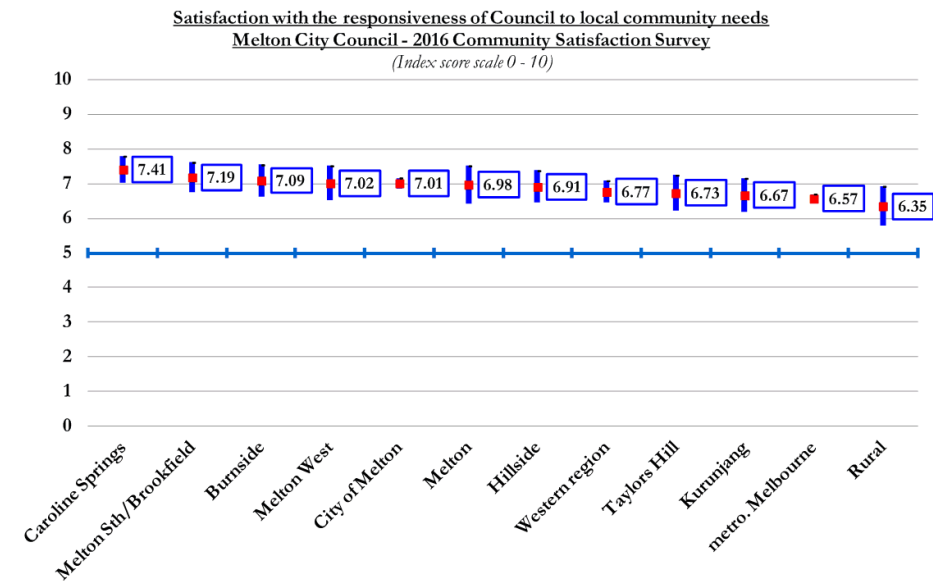
Responsiveness to local community needs

There was some measurable variation across the municipality in satisfaction with Council’s responsiveness to local community needs, with attention drawn to the following:

- ⊗ **Caroline Springs** respondents – were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ **Rural precinct respondents** – were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **City of Melton** respondents - were measurably and significantly more satisfied than the 2015 metropolitan Melbourne average.

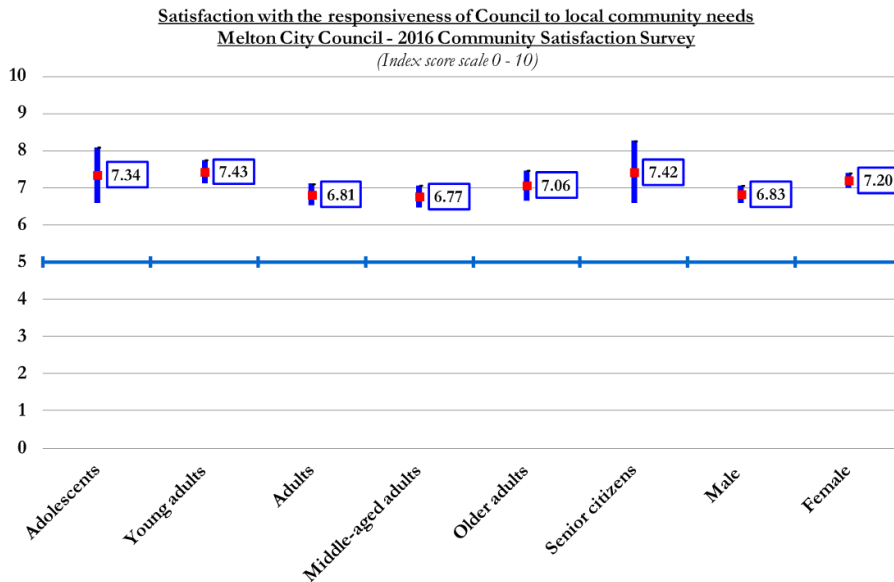


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There was some variation in satisfaction with Council’s responsiveness to local community needs by respondents’ age structure, with adolescents and young adults (aged 15 to 34 years) somewhat, albeit not measurably more satisfied than were adults aged 35 to 74 years.

It is also observed that female respondents were measurably and significantly more satisfied than male respondents.



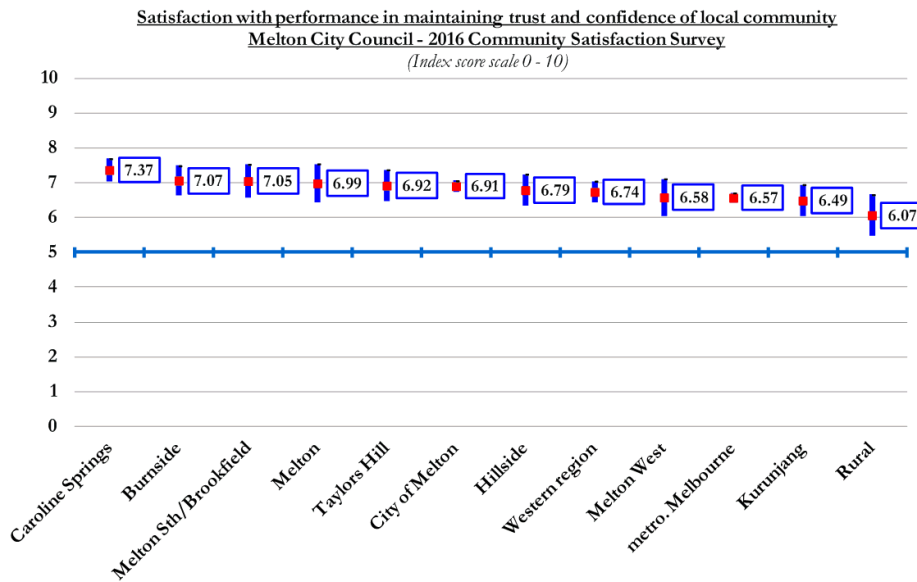


Maintaining trust and confidence of local community



There was some measurable variation across the municipality in satisfaction with Council’s performance maintaining the trust and confidence of the local community, with attention drawn to the following:

- ⊗ **Caroline Springs** respondents – were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ **Rural precinct respondents** – were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **City of Melton** respondents - were measurably and significantly more satisfied than the 2015 metropolitan Melbourne average.

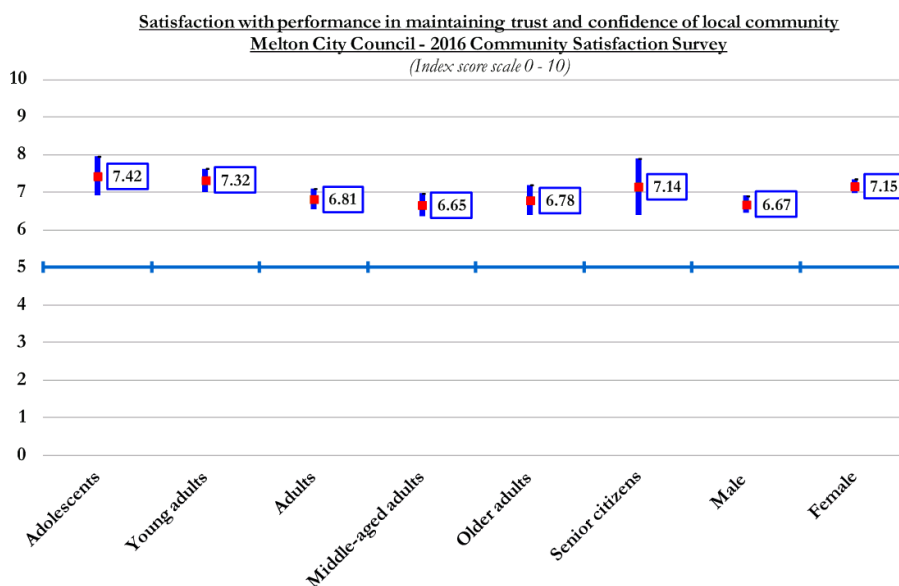


There was some variation in satisfaction with Council’s performance maintaining the trust and confidence of the local community by respondents age structure, with adolescents and young adults (aged 15 to 34 years) measurably more satisfied than were adults aged 35 to 74 years.

It is also observed that female respondents were measurably and significantly more satisfied than male respondents.



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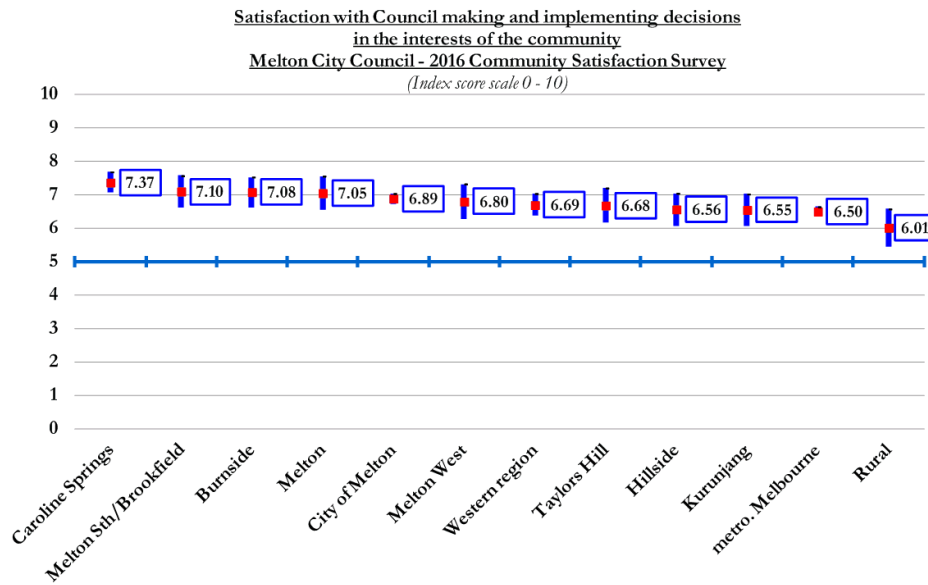
Making and implementing decisions in interests of the community

There was some measurable variation across the municipality in satisfaction with Council’s performance making and implementing decisions in the interests of the community, with attention drawn to the following:

- ⊗ **Caroline Springs** respondents – were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ **Rural precinct respondents** – were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **City of Melton** respondents - were measurably and significantly more satisfied than the 2015 metropolitan Melbourne average.

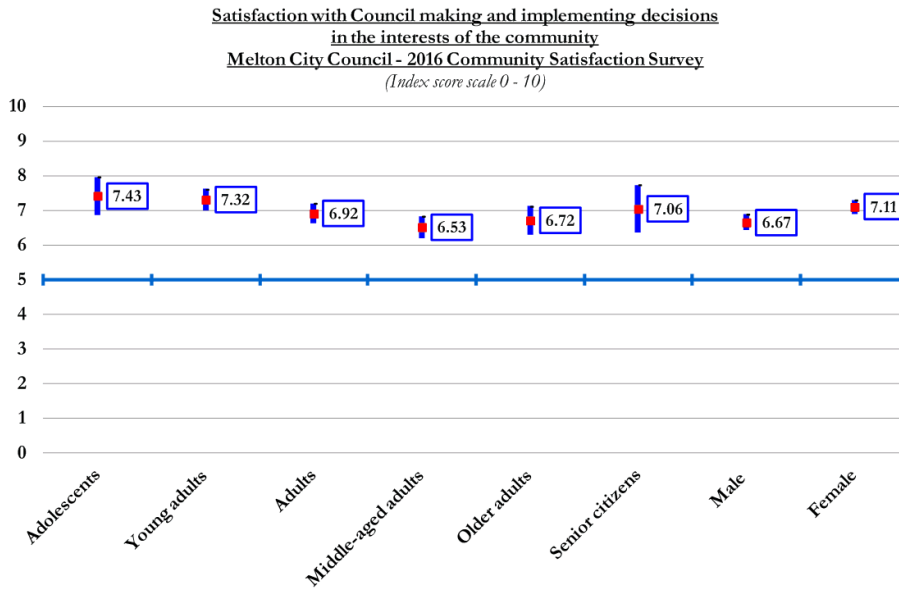


Melton City Council – 2016 Community Satisfaction Survey



There was some variation in satisfaction with Council’s performance making and implementing decisions in the interests of the community by respondents age structure, with adolescents and young adults (aged 15 to 34 years) measurably more satisfied than were adults aged 35 to 74 years.

It is also observed that female respondents were measurably and significantly more satisfied than male respondents.



Melton City Council – 2016 Community Satisfaction Survey



Community issues, behaviors and attitudes

Issues for Council to address

Respondents were asked:

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

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

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

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

- ⊗ **Traffic management** – identified by 29.8% of respondents in 2016, up from 20.8% in 2015. This compares to the 2015 metropolitan Melbourne average of 24.9% as recorded in *Governing Melbourne*.
- ⊗ **Parks, gardens and open space** – identified by 11.9% of respondents in 2016, up from 10.4% in 2015. This compares to the 2015 metropolitan Melbourne average of 5.8% as recorded in *Governing Melbourne*.
- ⊗ **Public transport** – identified by 9.6% in 2016, down from 12.1%. This compares to the 2015 metropolitan Melbourne average of 4.7% as recorded in *Governing Melbourne*. This issue is clearly of greater importance in the City of Melton than elsewhere across metropolitan Melbourne, consistent with for example the City of Wyndham (9.1%).
- ⊗ **Road maintenance and repairs** – identified by 9.6% of respondents in 2016, up from 7.4% in 2015. This compares to the metropolitan Melbourne average of 5.3% as recorded in *Governing Melbourne*.
- ⊗ **Safety, policing and crime** – identified by 8.8% of respondents in 2016, down from 9.9%. This compares to the 2015 metropolitan Melbourne average of 8.4% as recorded in *Governing Melbourne*.
- ⊗ **Hard rubbish collection** – identified by 8.8% of respondents in 2016, up from 5.4%. This compares to the 2015 metropolitan Melbourne average of 3.5% as recorded in *Governing Melbourne*.

It is also observed that the City of Melton respondents remain in 2016 less likely than the metropolitan Melbourne average to identify issues including “parking” (4.9% compared to 14.1%) and “building, housing, planning and development” (1.5% compared to 8.8%).



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



- ⊗ **Melton precinct** – respondents were somewhat more likely than average to identify cleanliness and maintenance of the area.
- ⊗ **Kurunjang** – respondents were somewhat more likely than average to identify parking.
- ⊗ **Melton West** – respondents were measurably more likely than average to identify road maintenance and repairs, and somewhat more likely than average to identify footpath maintenance and repairs.
- ⊗ **Melton South / Brookfield** – respondents were measurably more likely than average to identify traffic management and public transport.
- ⊗ **Caroline Springs** – respondents were measurably more likely than average to identify traffic management.
- ⊗ **Burnside** – respondents were somewhat more likely than average to identify the provision and maintenance of general infrastructure.
- ⊗ **Taylor's Hill** – respondents were measurably more likely than average to identify hard rubbish collection, and somewhat more likely than average to identify rates.
- ⊗ **Hillside** – respondents were somewhat more likely than average to identify cleanliness and maintenance of the area, and rubbish and waste issues.
- ⊗ **Rural precinct** – respondents were measurably more likely than average to identify road maintenance and repairs.



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

| Issue | 2016 | | 2015 | metro. Melb. 2015 |
|---|--------------------|---------|--------------------|--------------------|
| | Number | Percent | | |
| Traffic management | 238 | 29.8% | 20.8% | 24.9% |
| Parks, gardens & open space | 95 | 11.9% | 10.4% | 5.8% |
| Public transport | 77 | 9.6% | 12.1% | 4.7% |
| Roads maintenance & repairs | 77 | 9.6% | 7.4% | 5.3% |
| Safety, policing & crime | 70 | 8.8% | 9.9% | 8.4% |
| Hard rubbish collection | 70 | 8.8% | 5.4% | 3.5% |
| Footpath maintenance & repairs | 48 | 6.0% | 7.0% | 5.9% |
| Cleanliness & general maintenance of area | 42 | 5.3% | 1.5% | 4.8% |
| Rates | 40 | 5.0% | 8.4% | 3.3% |
| Parking | 39 | 4.9% | 6.9% | 14.1% |
| Provision & maintenance of street trees | 33 | 4.1% | 5.8% | 5.4% |
| Rubbish and waste issues incl. garbage | 33 | 4.1% | 4.4% | 2.5% |
| Provision & maintenance of sports & recreation facilities | 26 | 3.3% | 2.8% | 1.8% |
| Tip / smell / pollution | 26 | 3.3% | 2.1% | na |
| Health & medical services | 23 | 2.9% | 3.4% | 0.9% |
| Provision & maintenance of infrastructure | 21 | 2.6% | 1.3% | 1.0% |
| Education & schools | 20 | 2.5% | 3.4% | 1.6% |
| Street lighting | 17 | 2.1% | 4.3% | 6.9% |
| Activities and facilities for children | 16 | 2.0% | 1.6% | 0.1% |
| Activities, services & facilities for youth | 16 | 2.0% | 1.5% | 0.8% |
| Financial issues & priorities for Council | 15 | 1.9% | 0.4% | 0.9% |
| Animal management | 13 | 1.6% | 3.0% | 3.0% |
| Graffiti & vandalism | 12 | 1.5% | 2.0% | 1.5% |
| Street cleaning and maintenance | 12 | 1.5% | 1.9% | 1.8% |
| Building, planning, housing & development | 12 | 1.5% | 1.5% | 8.8% |
| Shops, restaurants & entertainment venues | 12 | 1.5% | 1.4% | na |
| Employment & job creation | 10 | 1.3% | 1.9% | 0.2% |
| Quality & provision of community services | 9 | 1.1% | 1.1% | 0.5% |
| Provision & maintenance of cycling / walking paths | 8 | 1.0% | 2.4% | 2.8% |
| Drugs and alcohol issues | 8 | 1.0% | 2.1% | 1.8% |
| Noise | 8 | 1.0% | 1.1% | 0.3% |
| Economic development | 7 | 0.9% | 1.3% | 0.4% |
| Promote or improve community atmosphere | 6 | 0.8% | 0.1% | 0.1% |
| Services and facilities for the disabled | 6 | 0.8% | 1.1% | 0.1% |
| Multicultural issues / cultural diversity | 4 | 0.5% | 2.6% | 0.1% |
| Consultation, communication & provision of information | 4 | 0.5% | 2.3% | 2.0% |
| Governance & accountability | 4 | 0.5% | 0.1% | 1.0% |
| Population & growth | 3 | 0.4% | 0.3% | 0.4% |
| Library services | 3 | 0.4% | 0.3% | 0.6% |
| Provision & maintenance of community facilities | 2 | 0.3% | 0.4% | 0.4% |
| Public toilets | 6 | 0.8% | 0.4% | 1.2% |
| All other issues (19 separately identified issues) | 36 | 4.5% | 7.0% | 15.6% |
| Total responses | 1,227 | | 1,246 | 1,345 |
| <i>Total respondents providing a response</i> | <i>623 (77.8%)</i> | | <i>597 (74.7%)</i> | <i>674 (72.4%)</i> |



Top issues for Council to address in the coming twelve months by precinct
Melton City Council - 2016 Community Satisfaction Survey
(Percent of total respondents)

| Melton | | Kurunjang | |
|--|-------|--|-------|
| Traffic management | 15.7% | Traffic management | 21.6% |
| Public transport | 14.6% | Safety, policing & crime | 11.4% |
| Cleanliness & maintenance of area | 10.1% | Roads repairs & maintenance | 10.2% |
| Parks, gardens & open spaces | 7.9% | Parking | 9.1% |
| Roads repairs & maintenance | 7.9% | Footpath repairs & maintenance | 8.0% |
| Safety, policing & crime | 7.9% | Parks, gardens & open spaces | 6.8% |
| Footpath repairs & maintenance | 5.6% | Public transport | 5.7% |
| Parking | 4.5% | Activities & facilities for children | 4.5% |
| Employment & job creation | 4.5% | Hard rubbish collection | 4.5% |
| All other issues | 51.7% | All other issues | 42.0% |
| Melton West | | Melton South / Brookfield | |
| Traffic management | 19.3% | Traffic management | 43.3% |
| Roads repairs & maintenance | 18.2% | Public transport | 20.0% |
| Footpath repairs & maintenance | 12.5% | Parks, gardens & open spaces | 15.6% |
| Public transport | 9.1% | Roads repairs & maintenance | 12.2% |
| Hard rubbish collection | 9.1% | Cleanliness & maintenance of area | 7.8% |
| Parks, gardens & open spaces | 8.0% | Safety, policing & crime | 7.8% |
| Activities, services & facilities for youth | 8.0% | Parking | 6.7% |
| Parking | 6.8% | Hard rubbish collection | 6.7% |
| Lighting | 5.7% | Health & medical services | 5.6% |
| All other issues | 63.6% | All other issues | 60.0% |
| Caroline Springs | | Burnside | |
| Traffic management | 37.8% | Traffic management | 29.2% |
| Parks, gardens & open spaces | 11.1% | Parks, gardens & open spaces | 12.4% |
| Public transport | 8.9% | Safety, policing & crime | 12.4% |
| Hard rubbish collection | 8.9% | Roads repairs & maintenance | 10.1% |
| Safety, policing & crime | 7.8% | Provision & maintenance of infrastructure | 10.1% |
| Rates | 6.7% | Provision & maintenance of street trees | 9.0% |
| Tip / smell / pollution | 6.7% | Footpath repairs & maintenance | 7.9% |
| Provision & maintenance of street trees | 6.7% | Prov. & maint. of sports & recreation facilities | 7.9% |
| Health & medical services | 4.4% | Hard rubbish collection | 6.7% |
| All other issues | 30.0% | All other issues | 55.1% |
| Taylors Hill | | Hillside | |
| Traffic management | 22.5% | Traffic management | 34.4% |
| Hard rubbish collection | 16.9% | Parks, gardens & open spaces | 14.4% |
| Parks, gardens & open spaces | 13.5% | Safety, policing & crime | 12.2% |
| Public transport | 13.5% | Hard rubbish collection | 11.1% |
| Rates | 12.4% | Cleanliness & maintenance of area | 10.0% |
| Roads repairs & maintenance | 9.0% | Rubbish & waste issues inc. garbage | 10.0% |
| Safety, policing & crime | 7.9% | Parking | 6.7% |
| Parking | 6.7% | Footpath repairs & maintenance | 6.7% |
| Cleanliness & maintenance of area | 5.6% | Provision & maintenance of street trees | 6.7% |
| All other issues | 44.9% | All other issues | 38.9% |
| Rural | | City of Melton | |
| Traffic management | 27.5% | Traffic management | 29.8% |
| Roads repairs & maintenance | 25.0% | Parks, gardens & open space | 11.9% |
| Parks, gardens & open spaces | 18.8% | Public transport | 9.6% |
| Cleanliness & maintenance of area | 8.8% | Roads maintenance & repairs | 9.6% |
| Rates | 8.8% | Safety, policing & crime | 8.8% |
| Public transport | 8.8% | Hard rubbish collection | 8.8% |
| Safety, policing & crime | 8.8% | Footpath maintenance & repairs | 6.0% |
| Prov. & maint. of sports & recreation facilities | 8.8% | Cleanliness & general maintenance of area | 5.3% |
| Quality & provision of community services | 8.8% | Rates | 5.0% |
| All other issues | 95.0% | All other issues | 58.8% |



Melton City Council – 2016 Community Satisfaction Survey



Issues by respondent profile

The following table provides the top issues by respondents’ age structure and gender. As is clearly evident in the table, there was relatively little meaningful variation observed.

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

| Adolescents | | Young adults | |
|---|-------|---|-------|
| Hard rubbish collection | 13.7% | Traffic management | 37.3% |
| Cleanliness & maintenance of area | 12.8% | Parks, gardens & open spaces | 13.5% |
| Traffic management | 10.8% | Roads repairs & maintenance | 7.9% |
| Roads repairs & maintenance | 10.1% | Safety, policing & crime | 5.9% |
| Parks, gardens & open spaces | 9.3% | Hard rubbish collection | 5.5% |
| Footpath repairs & maintenance | 7.6% | Public transport | 5.3% |
| Public transport | 6.2% | Footpath repairs & maintenance | 5.1% |
| Lighting | 6.2% | Cleanliness & maintenance of area | 4.6% |
| Graffiti & vandalism | 6.2% | Provision & maintenance of street trees | 4.2% |
| All other issues | 27.1% | All other issues | 47.1% |
| Adults | | Middle-aged adults | |
| Traffic management | 31.1% | Traffic management | 26.2% |
| Parks, gardens & open spaces | 12.4% | Public transport | 12.4% |
| Hard rubbish collection | 10.6% | Parks, gardens & open spaces | 11.5% |
| Safety, policing & crime | 10.3% | Roads repairs & maintenance | 10.4% |
| Public transport | 9.8% | Hard rubbish collection | 8.5% |
| Roads repairs & maintenance | 9.6% | Safety, policing & crime | 8.0% |
| Rates | 7.5% | Provision & maintenance of street trees | 6.2% |
| Parking | 7.5% | Rates | 6.1% |
| Cleanliness & maintenance of area | 7.4% | Parking | 5.4% |
| All other issues | 55.9% | All other issues | 61.3% |
| Older adults | | Senior citizens | |
| Traffic management | 30.0% | Traffic management | 19.8% |
| Safety, policing & crime | 12.1% | Health & medical services | 13.7% |
| Public transport | 11.5% | Roads repairs & maintenance | 11.7% |
| Hard rubbish collection | 11.2% | Parks, gardens & open spaces | 10.8% |
| Parks, gardens & open spaces | 10.9% | Street cleaning & maintenance | 9.4% |
| Roads repairs & maintenance | 10.0% | Provision & maintenance of street trees | 9.2% |
| Footpath repairs & maintenance | 8.1% | Public transport | 7.9% |
| Cleanliness & maintenance of area | 7.1% | Footpath repairs & maintenance | 7.7% |
| Financial issues & priorities for Council | 5.3% | Safety, policing & crime | 5.7% |
| All other issues | 65.3% | All other issues | 31.3% |
| Male | | Female | |
| Traffic management | 30.0% | Traffic management | 29.3% |
| Parks, gardens & open spaces | 12.8% | Parks, gardens & open spaces | 11.1% |
| Public transport | 12.6% | Hard rubbish collection | 9.5% |
| Safety, policing & crime | 11.4% | Roads repairs & maintenance | 8.3% |
| Roads repairs & maintenance | 11.0% | Footpath repairs & maintenance | 7.6% |
| Hard rubbish collection | 8.0% | Cleanliness & maintenance of area | 7.2% |
| Rates | 6.3% | Public transport | 6.7% |
| Provision & maintenance of street trees | 4.4% | Safety, policing & crime | 6.0% |
| Footpath repairs & maintenance | 4.2% | Parking | 5.8% |
| All other issues | 55.1% | All other issues | 60.0% |



Correlation between issues and satisfaction with Council’s overall performance



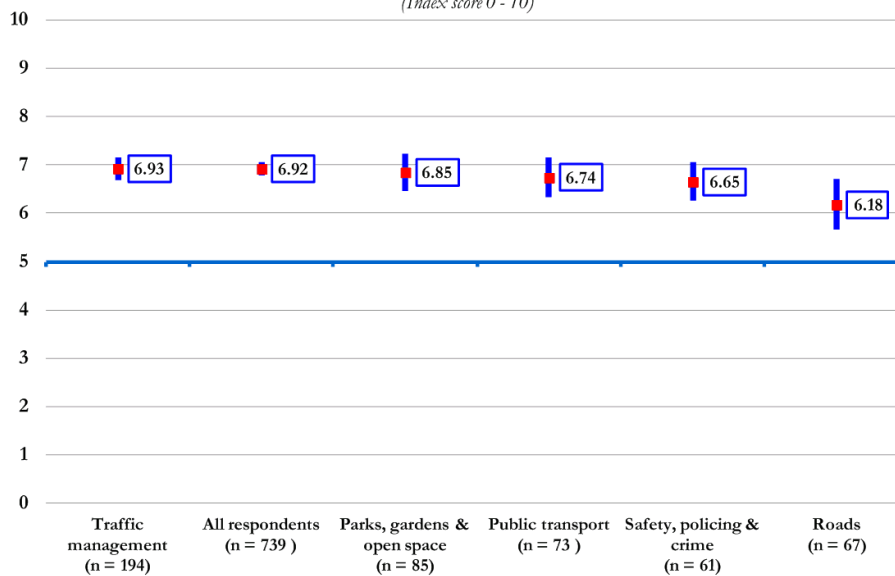
The following graph provides the average satisfaction with Council’s overall performance of respondents identifying each of the top five issues.

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

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

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

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



Melton City Council – 2016 Community Satisfaction Survey



Safety in public areas

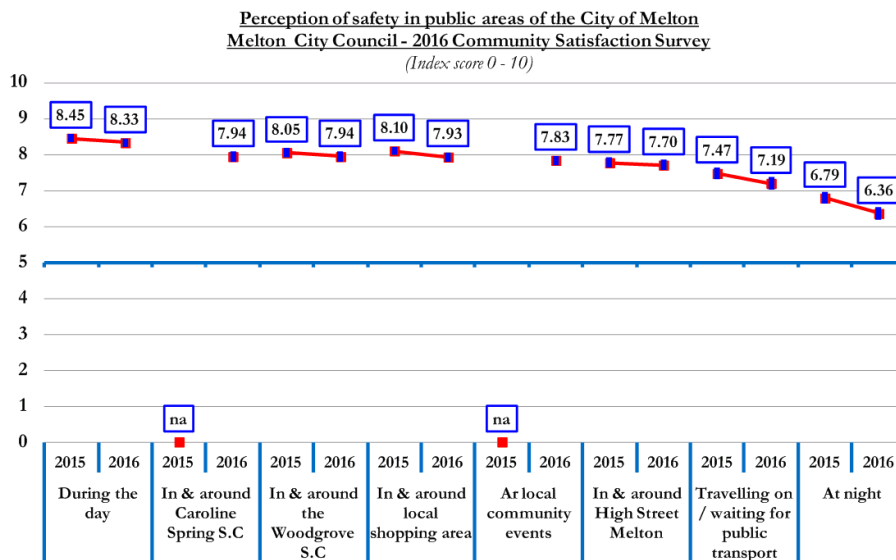
Respondents were asked:

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

The perception of safety in the City of Melton declined somewhat in 2016, with the perception of safety travelling on and waiting for public transport declining 3.7% and the perception of safety at night declining 6.3%. These two declines were statistically significant.

There was a very small but not measurable decline in the perception of safety during the day, in and around the Woodgrove shopping centre and High Street Melton.

Metropolis Research notes the inclusion of two additional aspects of the perception of safety in the 2016 survey, being the perception of safety in and around Caroline Springs shopping centre and at community events. The perception of safety for both of these new aspects was consistent with the perception of safety in and around the local shopping area.

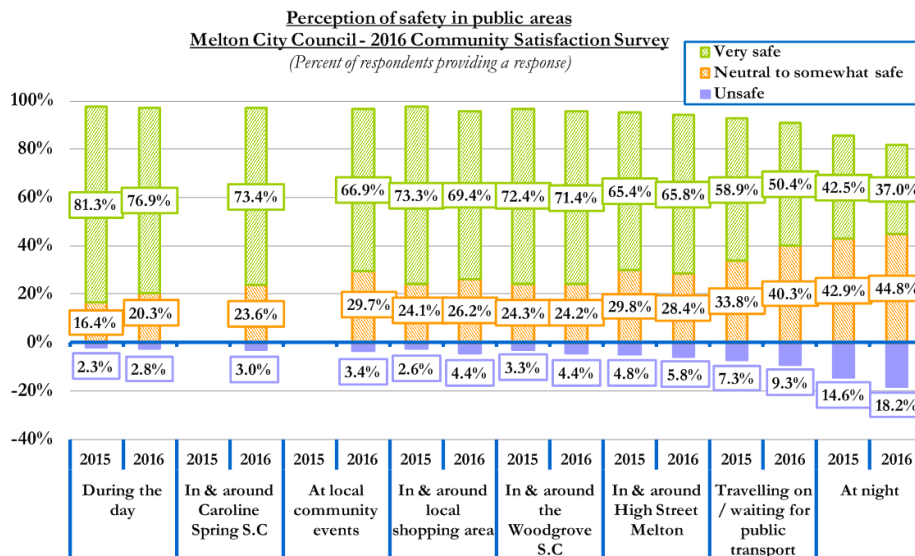


These average perceptions of safety scores are further borne out by the raw proportional results outlined in the following graph. This graph breaks the results down into those who felt unsafe (rating zero to four), neutral to somewhat safe (five to seven), and very safe (eight to ten).

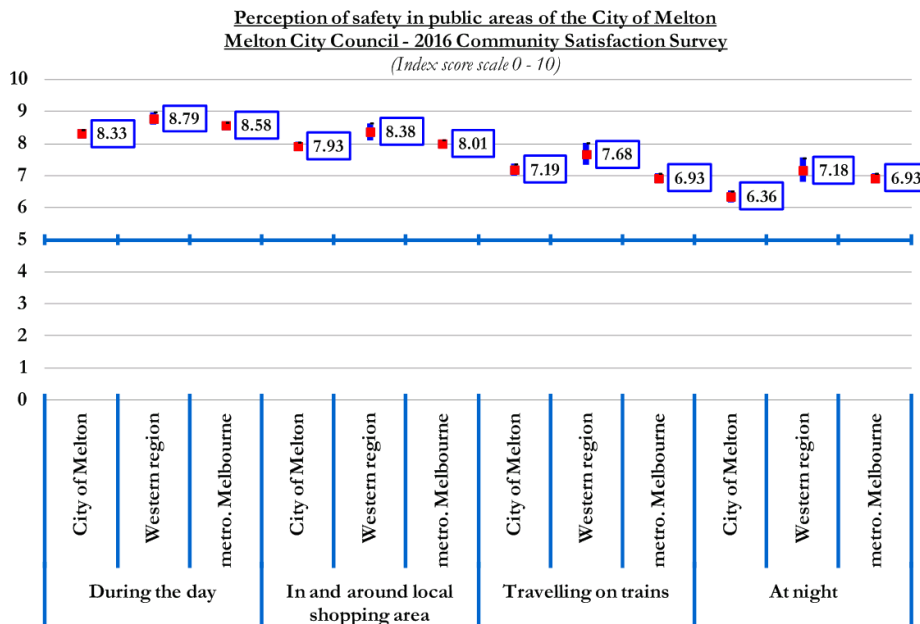
Attention is drawn to the increase in the proportion of respondents who felt unsafe in the public areas of the City of Melton at night, which increased from 14.6% in 2015 to 18.2% in 2016. It is also noted that with the exception of the perception of safety at night and travelling on and waiting for public transport, less than six percent of respondents felt unsafe in the public areas of the City of Melton.



Melton City Council – 2016 Community Satisfaction Survey



The following graph provides a comparison of these perceptions of safety results against the western region and metropolitan Melbourne averages as recorded in the 2015 *Governing Melbourne* research. Metropolis Research notes that the perception of safety in the City of Melton remains measurably lower than both the western region and metropolitan Melbourne averages from 2015.

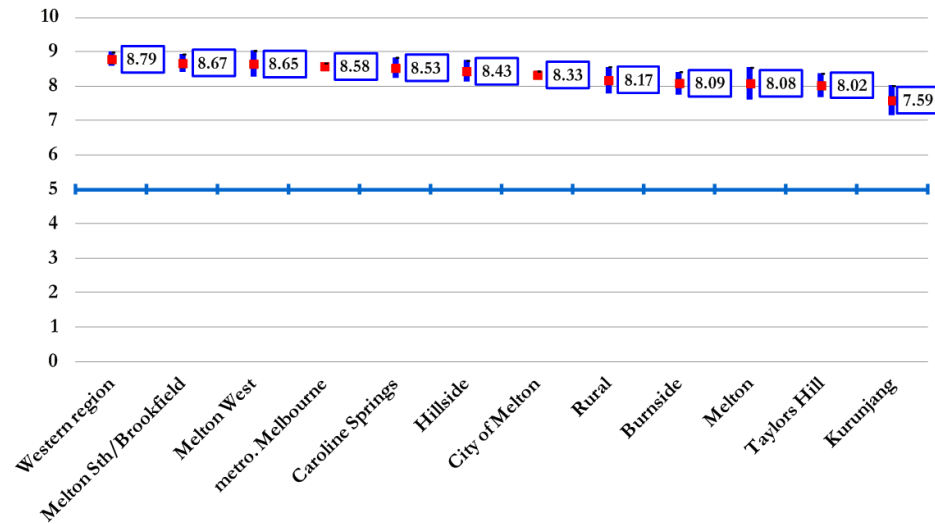


Melton City Council – 2016 Community Satisfaction Survey



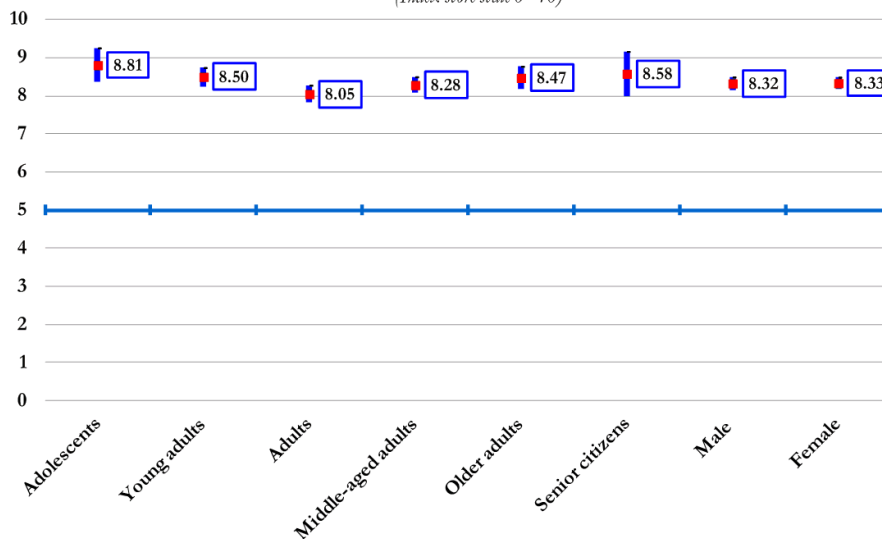
There was some measurable variation across the municipality in the perception of safety in the public areas of the City of Melton during the day, with respondents from Kurunjang rating their perception of safety during the day measurably and significantly lower than the municipal average.

Perception of safety in public areas of Melton during the day by precinct
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



There was no variation in the perception of safety during the day between male and female respondents, although it is observed that adults (aged 35 to 44 years) rated their perception of safety measurably lower than other respondents.

Perception of safety in public areas of Melton during the day by respondent profile
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



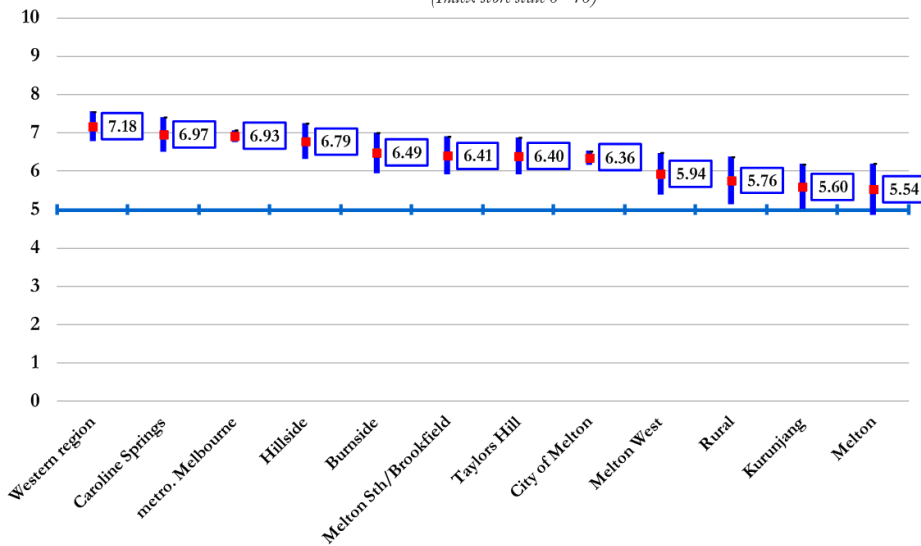


There was measurable and significant variation in the perception of safety in the public areas of the City of Melton at night, with attention drawn to the following:



- ⊗ **Caroline Springs** - respondents rated their perception of safety at night measurably and significantly higher than the municipal average.
- ⊗ **Melton West and Rural precinct** – respondents rated their perception of safety at night significantly but not measurably lower than the municipal average.
- ⊗ **Kurunjang and Melton precinct** – respondents rated their perception of safety at night measurably and significantly lower than the municipal average.
- ⊗ **City of Melton** – respondents rated their perception of safety at night measurably and significantly lower than the 2015 western region and metropolitan Melbourne average results.

Perception of safety in public areas of Melton at night by precinct
 Melton City Council - 2016 Community Satisfaction Survey
 (Index: score scale 0 - 10)

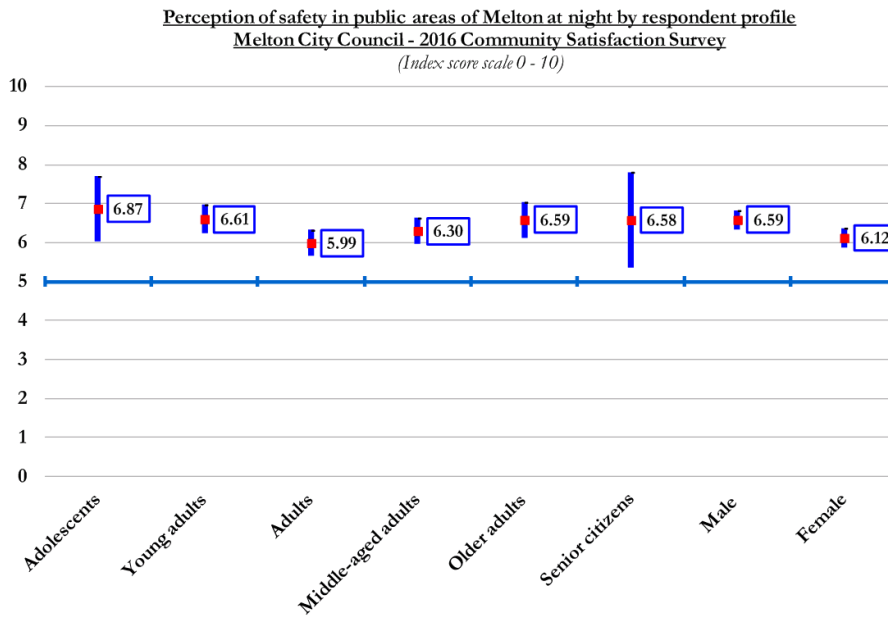


It is interesting to note that consistent with the results for the perception of safety during the day, adults aged 35 to 44 years rated their perception of safety at night measurably lower than other respondents.

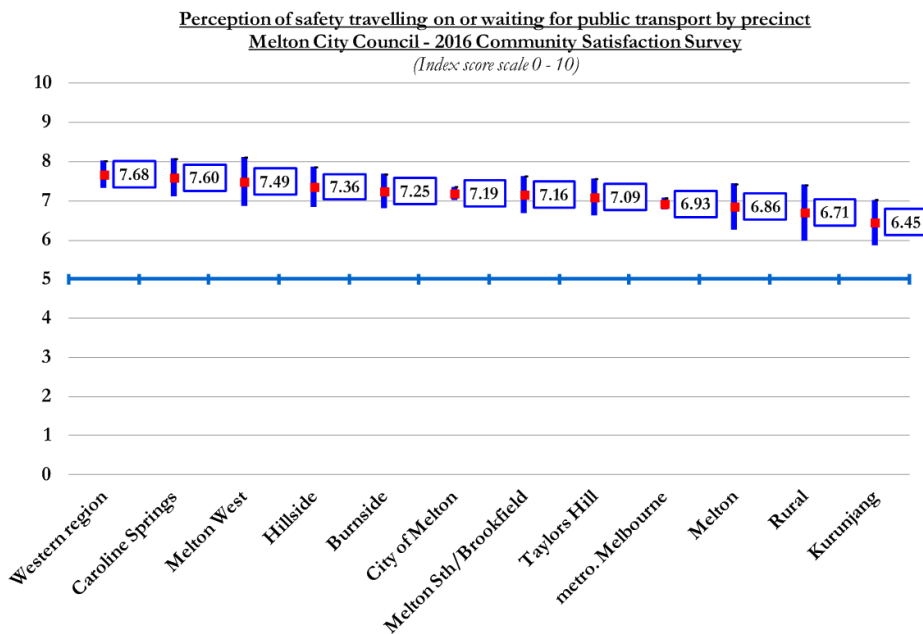
Female respondents also rated their perception of safety in the public areas of the City of Melton at night measurably and significantly lower than male respondents.



Melton City Council – 2016 Community Satisfaction Survey



There was relatively little variation across the municipality in the perception of safety travelling on or waiting for public transport. It is observed however that respondents from Caroline Springs rated their perception of safety travelling on or waiting for public transport measurably higher than the municipal average.



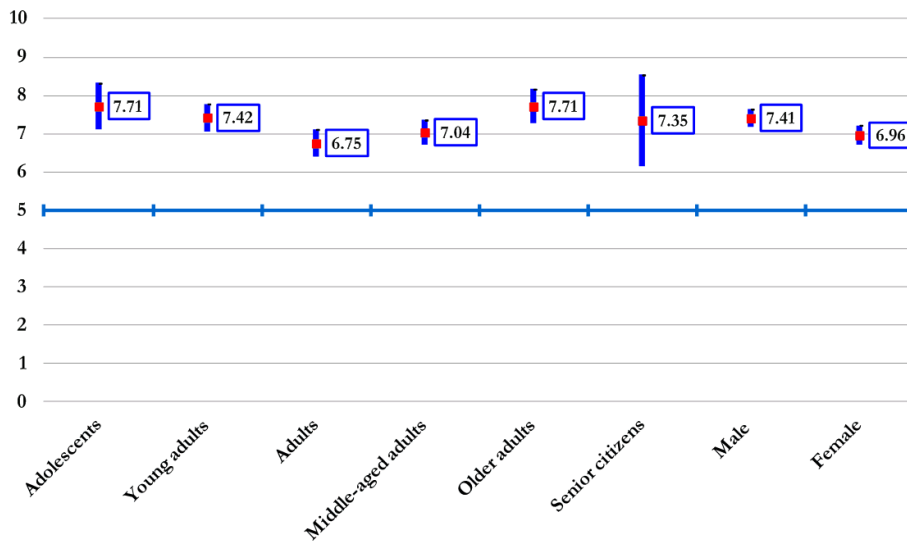


It is interesting to note that consistent with the previous results, adults aged 35 to 44 years rated their perception of safety at night measurably lower than other respondents.



Female respondents also rated their perception of safety travelling on or waiting for public transport measurably and significantly lower than male respondents.

Perception of safety travelling on or waiting for public transport by respondent profile
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



There was relatively little meaningful variation in the perception of safety in and around the local shopping area across the precincts comprising the City of Melton, although it is observed that:

- ⊗ **Kurunjang** respondents – rated their perception of safety in and around the local shopping area measurably and significantly lower than the municipal average.
- ⊗ **Rural precinct** respondents – rated their perception of safety in and around the local shopping area somewhat, albeit not measurably lower than the municipal average.
- ⊗ **City of Melton** respondents – rated their perception of safety in and around the local shopping area almost identical to the 2015 metropolitan Melbourne average, and measurably lower than the 2015 western region average.



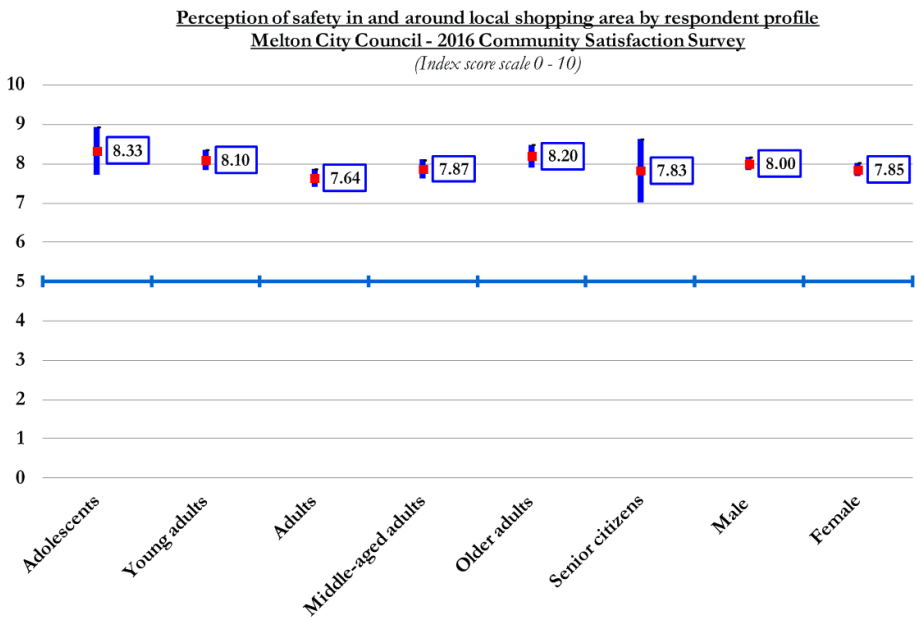
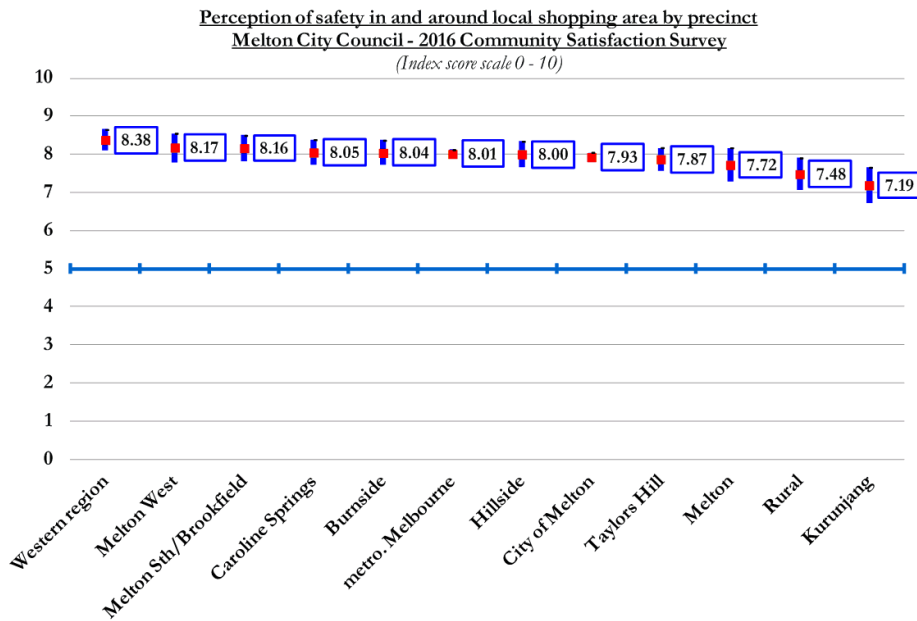
It is interesting to note that consistent with the previous results, adults aged 35 to 44 years rated their perception of safety in and around the local shopping area lower than other respondents.



Female respondents also rated their perception of safety in and around the local shopping area measurably but not significantly lower than male respondents.



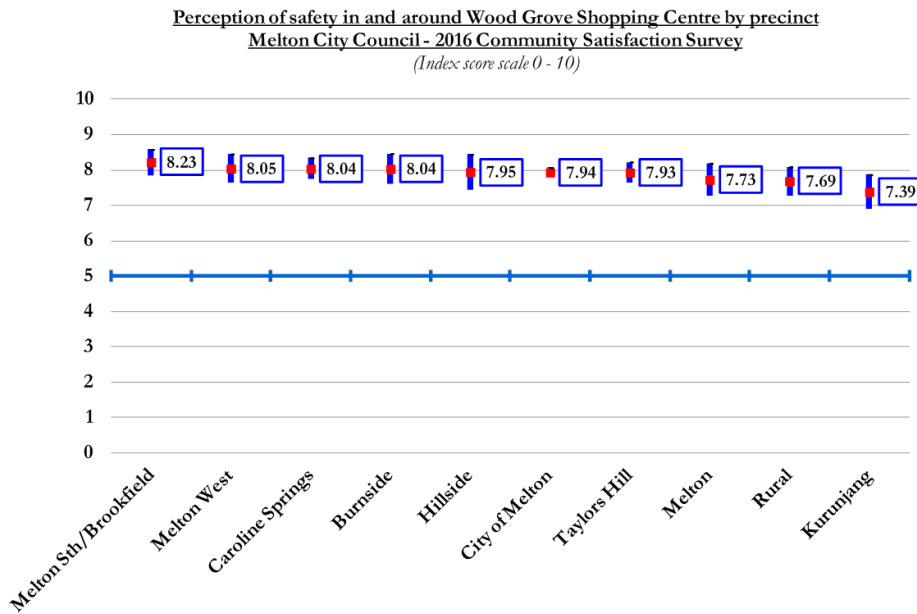
Melton City Council – 2016 Community Satisfaction Survey



There was no statistically significant variation across the nine precincts comprising the City of Melton in the perception of safety in and around WoodGrove Shopping Centre.

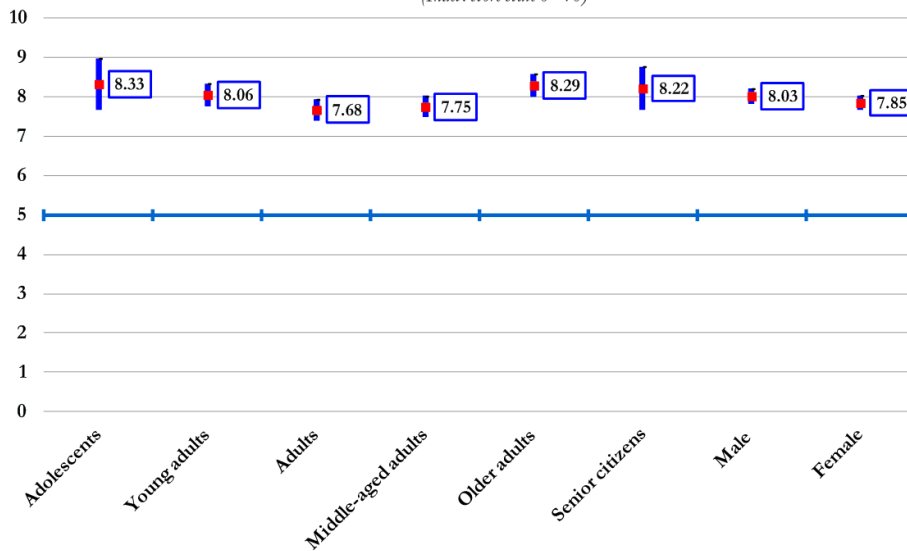


Melton City Council – 2016 Community Satisfaction Survey



There was no measurable variation in the perception of safety in and around Wood Grove shopping centre by respondent gender, although it is observed adults and middle aged adults rated their perception of safety somewhat lower than other respondents. Male respondents rated their perception of safety in and around Wood Grove Shopping Centre somewhat, albeit not measurably higher than female respondents.

Perception of safety in and around Wood Grove Shopping Centre by respondent profile
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)

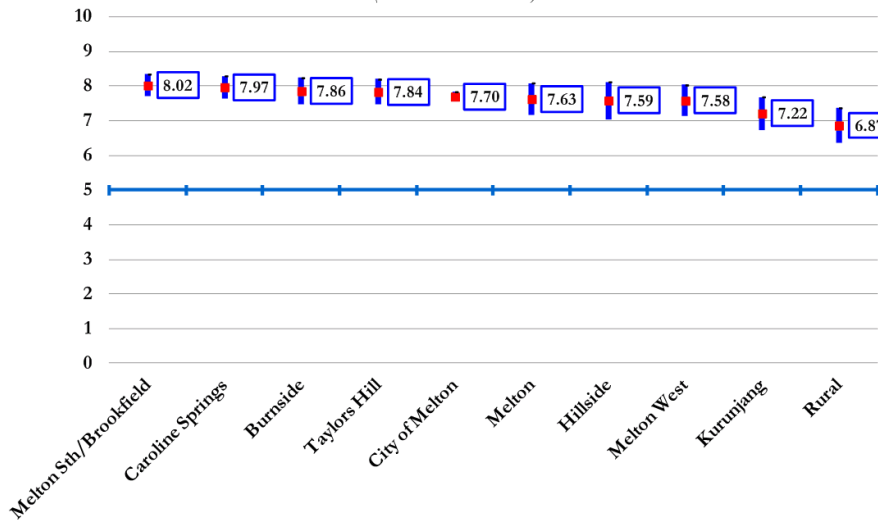


Melton City Council – 2016 Community Satisfaction Survey



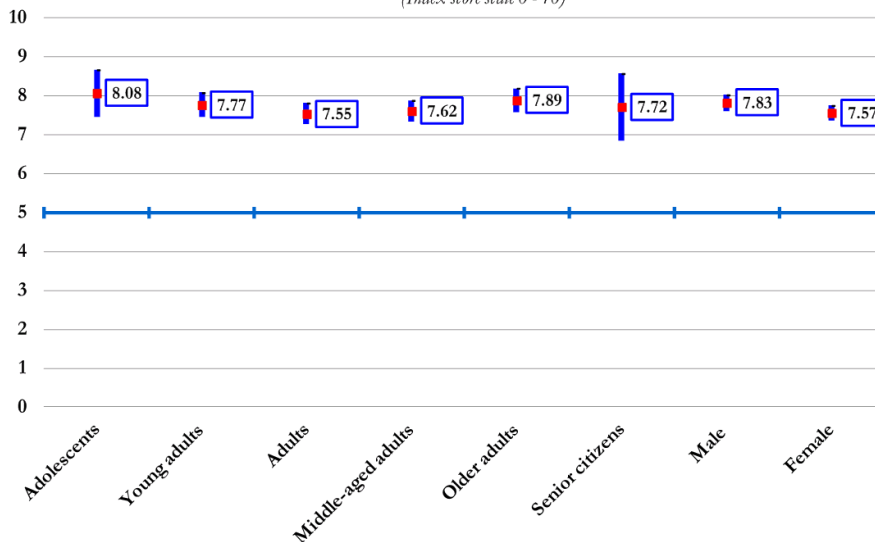
There was relatively little variation across the municipality in the perception of safety in and around High Street Melton, although it is observed that respondents from Kurunjang rated their perception of safety in and around High Street Melton somewhat lower than the municipal average, and respondents from the rural precinct rated their perception measurably lower than the municipal result.

Perception of safety in and around High Street Melton by precinct
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



There was no measurable variation in the perception of safety in and around High Street Melton by respondent age structure or gender.

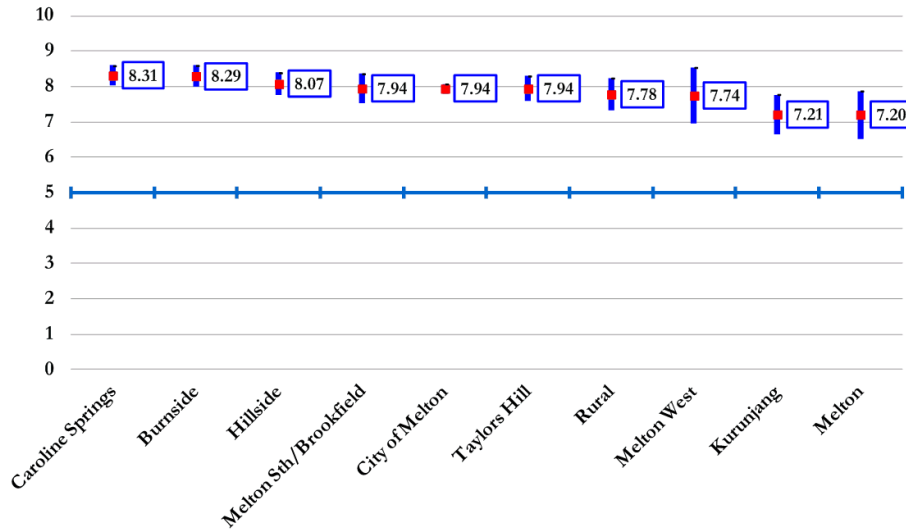
Perception of safety in and around High Street Melton by respondent profile
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)





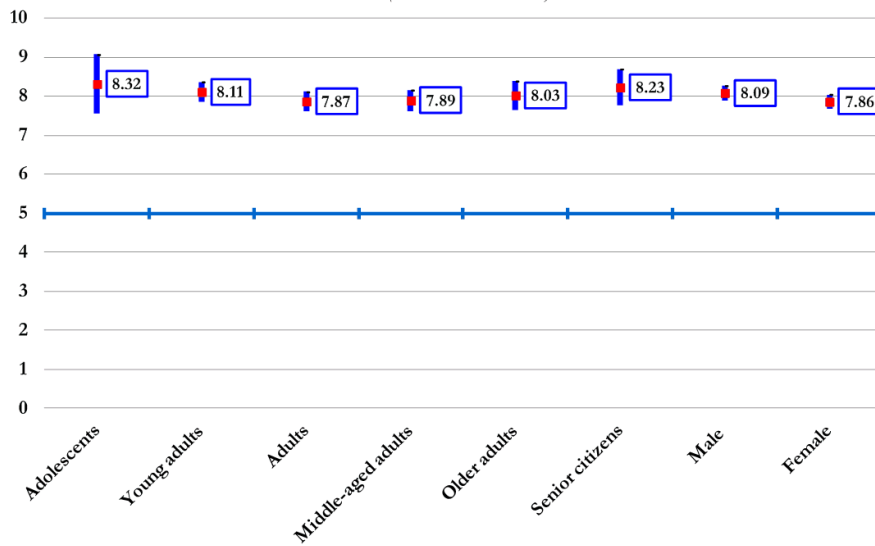
There was relatively little variation across the municipality in the perception of safety in and around Caroline Springs Shopping Centre, although it is observed that respondents from Kurunjang and Melton rated it measurably lower than average. Respondents from Caroline Springs and Burnside rated their perception of safety in and around the centre somewhat, albeit not measurably higher than the municipal average.

Perception of safety in and around Caroline Spring Shopping Centre by precinct
Melton City Council - 2016 Community Satisfaction Survey
 (Index: score scale 0 - 10)



There was no measurable variation in the perception of safety in and around Caroline Springs shopping centre by respondent age structure or gender.

Perception of safety in & around Caroline Springs Shopping Centre by respondent profile
Melton City Council - 2016 Community Satisfaction Survey
 (Index: score scale 0 - 10)

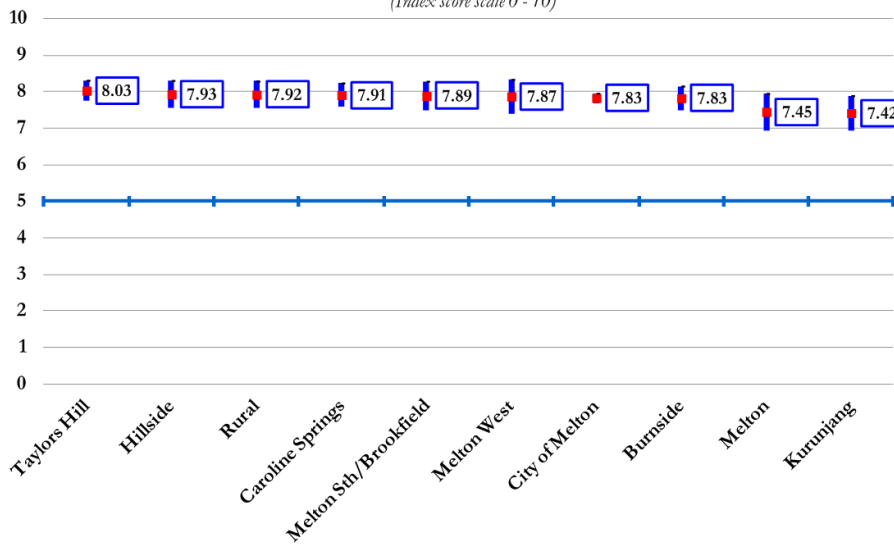


Melton City Council – 2016 Community Satisfaction Survey



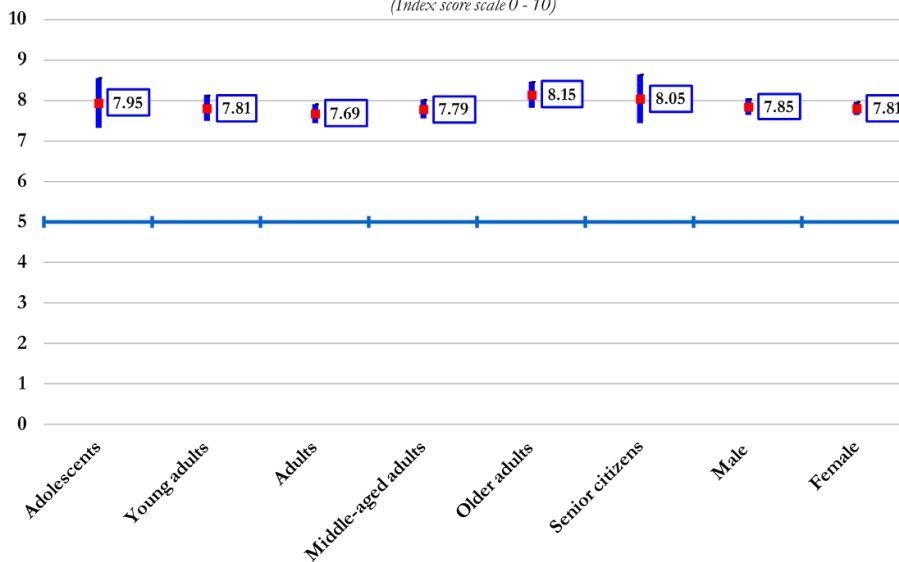
There was relatively little variation across the municipality in the perception of safety at local community events, although it is observed that respondents from Melton precinct and Kurunjang precincts rated their perception measurably and significantly lower than the municipal average.

Perception of safety at local community events by precinct
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



Although it is observed that adults (aged 35 to 44 years) rated their safety somewhat lower than other respondents, there was no measurable variation by age or gender.

Perception of safety at local community events by respondent profile
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)





Reasons for feeling less safe



Respondents rating their perception of safety at less than five out of ten (i.e. unsafe), were asked the reasons why. These open ended comments have been collated as per the following table.

Issues with crime (e.g. theft, robbery, violence, etc) and issues with people (e.g. gangs, youths, louts, etc) continue to dominate the reasons for feeling less safe in the public areas of the City of Melton in 2016.

It is observed that there was an increase in the proportion of respondents in 2016 raising issues around general safety.

Reasons for feeling unsafe in public areas of the City of Melton
Melton City Council - 2016 Community Satisfaction Survey
(Number and percent of respondents rating safety less than five)

| Reason | 2016 | | 2015 |
|---|-----------|-------------|-------------------|
| | Number | Percent | |
| Crime - theft, robbery, violence, etc | 20 | 21.3% | 20.0% |
| Issues with people - gangs, youths, "louts" etc | 19 | 20.2% | 30.0% |
| General safety | 16 | 17.0% | 3.6% |
| Drug and alcohol issues | 12 | 12.8% | 17.3% |
| Police presence | 8 | 8.5% | 6.4% |
| Public transport safety | 7 | 7.4% | 1.8% |
| Image / feel of place and news reports | 5 | 5.3% | 10.0% |
| Lighting | 4 | 4.3% | 5.5% |
| Traffic related | 3 | 3.2% | 5.5% |
| Total comments | 94 | 100% | 110 (100%) |



Melton City Council – 2016 Community Satisfaction Survey



Reasons for feeling unsafe in public areas of the City of Melton
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| Reason | Number |
|---|--------|
| <i>Issues with people - youth, gangs etc</i> | |
| Because of all the youth that hang out on the streets | 6 |
| Not feel safe around the young ones | 2 |
| A lot of hooligans at night | 1 |
| Because of the neighbour abusing us | 1 |
| Dodgy pedestrians | 1 |
| Dodgy people | 1 |
| Due to people who wander on the street and the station | 1 |
| Gangs - people get robbed | 1 |
| It's dark, loonies come out at night | 1 |
| Lots of bad people around | 1 |
| People hanging around at night | 1 |
| Some dangerous people | 1 |
| Some of the crowds of people around Melton | 1 |
| Some people hurt others on the streets | 1 |
| The young people of this town intimidate the public they fight, I have young children, I don't want to be around that | 1 |
| Unkempt people too many intimidating groups fighting | 1 |
| <i>Public transport safety</i> | |
| Just not feeling safe / no security around the train station | 1 |
| Lots of trouble makers on public transport | 1 |
| No cover at bus stops | 1 |
| Once, a few youths made us feel unsafe. People having drugs at bus stop | 1 |
| People on the bus do not make me feel safe | 1 |
| Security is poor around Wood Grove, where I used public transport, bad things happened there | 1 |
| Too many teenagers outside Gloria Jeans coffee shop and bus stop swearing and being loud | 1 |
| Too many young men in the bus stop | 1 |
| <i>Police presence</i> | |
| More police surveillance required | 3 |
| Fights, theft, more police surveillance required | 2 |
| Lack of police force | 1 |
| More police surveillance and cameras are required in every street | 1 |
| More police surveillance required at night time because of theft and drunkards | 1 |
| Never enough police presence around public areas. Teens having no consequence to bad behaviour in public areas | 1 |
| Police station closes at a certain time, which makes it unsafe | 1 |



Reasons for feeling unsafe in public areas of the City of Melton
Melton City Council - 2016 Community Satisfaction Survey

(Number of responses)

| Reason | Number |
|--|--------|
| <i>Drug and alcohol issues</i> | |
| A lot of drug users around | 3 |
| Drug addicts | 3 |
| Drug affected people | 1 |
| Drugs, alcohol and the people using them | 1 |
| Drunkards cause problem to property so need more police surveillance | 1 |
| High rate of drug use in the community | 1 |
| It is dark and a lot of people drunk on streets | 1 |
| Lots of people taking drugs, it is dangerous to go out at night | 1 |
| <i>Image / feel of place and news reports</i> | |
| Because I don't trust anyone and because of the scary news | 1 |
| Just have seen some news, just don't go out at night | 1 |
| Melton is the crime capital of Victoria | 1 |
| People are not friendly to me | 1 |
| Safe in the house but not safe in the streets, police don't do anything | 1 |
| <i>Lighting</i> | |
| More lighting, more security | 1 |
| Not enough lights | 1 |
| Poor lighting, too quiet | 1 |
| Street lighting is so bad, and trees are planted underneath the lights, making the roadway dark | 1 |
| <i>Crime / incidents</i> | |
| Crime in the area | 2 |
| Crime rate is up | 2 |
| Breaking into the house when people are in | 2 |
| Always dangerous things happening at night e.g. robberies | 1 |
| Always have robbery at night (break into house / car) | 1 |
| Because of ongoing incidents and street hooning | 1 |
| Crime and drug users around | 1 |
| Crime at night | 1 |
| Crime in western suburbs | 1 |
| Crimes, vicious people | 1 |
| Foreign national violence incident | 1 |
| Friends nearly got rob at Woodgrove shopping centre | 1 |
| I was robbed once, I don't go out to isolated areas | 1 |
| Not enough people looking around. Things that have happened lately - broken into cars, stalking people | 1 |
| Past experience in stolen car on the street | 1 |
| People burnouts and small bikes | 1 |
| Plenty of bad experiences, muggers | 1 |
| Someone tried to take something from my bag | 1 |
| Stolen goods | 1 |
| Violence | 1 |



Melton City Council – 2016 Community Satisfaction Survey



Reasons for feeling unsafe in public areas of the City of Melton
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| Reason | Number |
|---|-----------|
| <i>Traffic related</i> | |
| Not enough parking | 1 |
| Speeders or hoons on the streets at night | 1 |
| Speeding of cars on weekend and late nights | 1 |
| <i>General safety</i> | |
| Just feel unsafe | 4 |
| Don't feel safe at night | 3 |
| A lot of young kids at night | 1 |
| Animal management is poor as got attacked by a dog | 1 |
| Because I'm blind | 1 |
| Filthy language and begging | 1 |
| Never go out at night, just don't feel safe | 1 |
| People in shopping centre and high street don't pay attention to the age limitation | 1 |
| Personal experience, not feeling safe | 1 |
| Personal reason | 1 |
| Single mum - pub is nearby | 1 |
| So many bad things happened at night | 1 |
| Very dark at night | 1 |
| Total | 94 |



Housing related financial stress



Respondents were asked:

“Have the household’s monthly rental or mortgage repayments placed stress on the household’s finances in the last twelve months?”

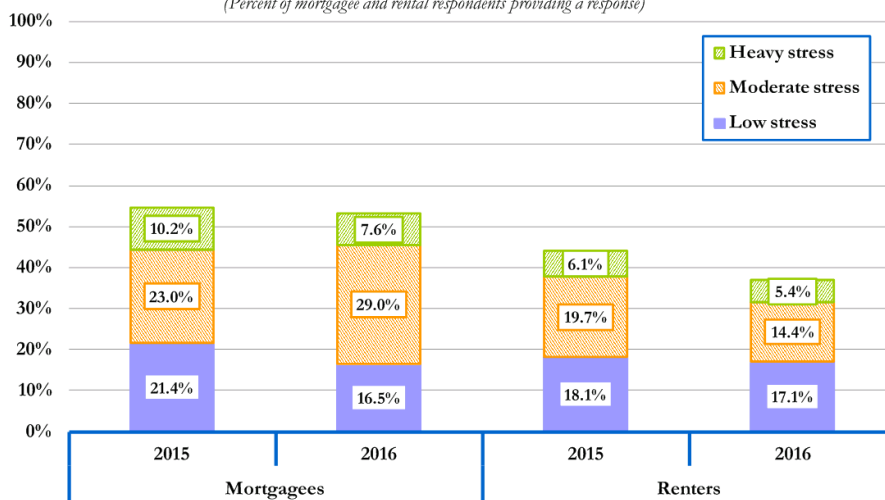
In 2016 a little less than half (47.5% down from 51.1%) of the respondents from mortgagee and rental households reported that they perceive themselves to be experiencing some level of housing related financial stress.

Perception of housing related financial stress
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of mortgagee and rental respondents)

| Stress | 2016 | | 2015 | metro. Melb. 2015 |
|----------------------------|------------|-------------|------------|-------------------|
| | Number | Percent | | |
| No stress | 196 | 52.5% | 48.9% | 61.2% |
| Low stress | 62 | 16.6% | 20.4% | 14.6% |
| Moderate stress | 89 | 23.9% | 21.8% | 17.8% |
| Heavy stress | 26 | 7.0% | 8.9% | 6.4% |
| Can't say / not applicable | 40 | | 37 | 44 |
| Total | 413 | 100% | 395 | 449 |

As is clearly evident in the following graph, there was little significant variation in the perception of housing related financial stress amongst mortgagee household respondents (53.1% in 2016 compared to 54.6% in 2015). There has however been a decline in the proportion of rental household respondents reporting some level of housing related financial stress, down noticeably from 43.9% to 36.9%.

Perception of housing related financial stress
Melton City Council - 2016 Community Satisfaction Survey
 (Percent of mortgagee and rental respondents providing a response)



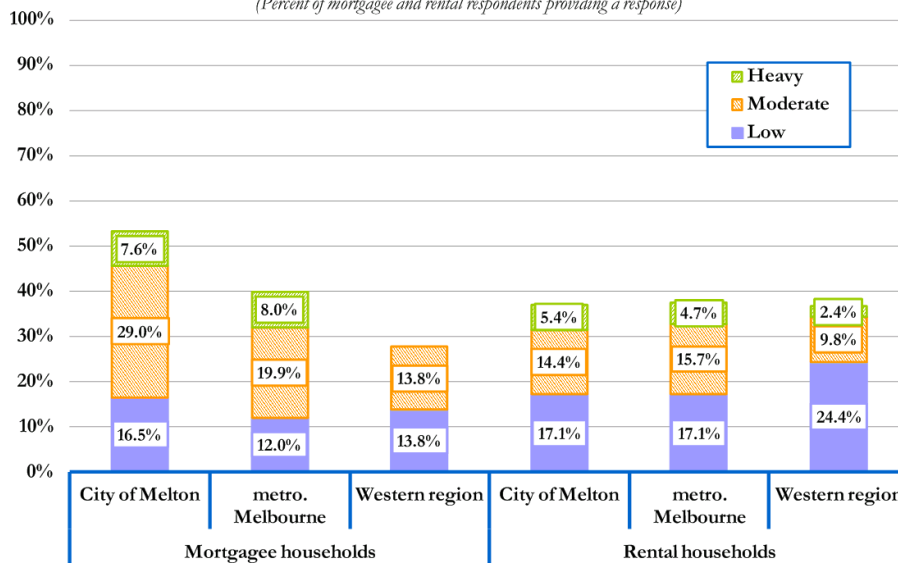
Melton City Council – 2016 Community Satisfaction Survey



When compared to the 2015 *Governing Melbourne* results for metropolitan Melbourne and the western region, it is clear that respondents in the City of Melton are significantly more likely to perceive low or moderate housing related financial stress than the metropolitan Melbourne and western region average.

City of Melton rental household respondents are almost equally as likely as either the 2015 western region or metropolitan Melbourne averages to perceive some level of housing related financial stress.

Perception of housing related financial stress
Melton City Council - 2016 Community Satisfaction Survey
 (Percent of mortgagee and rental respondents providing a response)

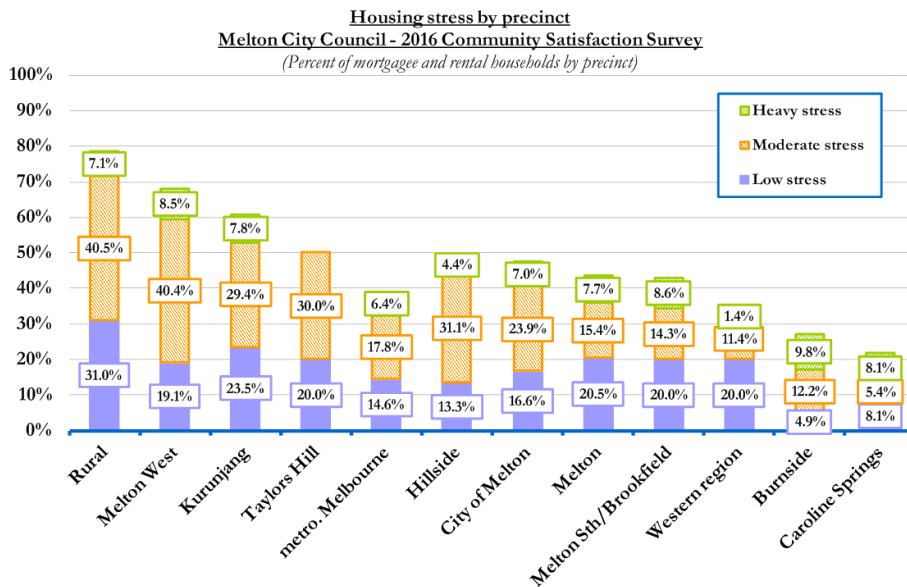


There was some variation in the perception of housing related financial stress across the nine precincts comprising the City of Melton, with attention drawn to the following:

- ⊗ *Rural precinct, Melton West, and Kurunjang* respondents – were significantly more likely than average to perceive some level of housing related financial stress.
- ⊗ *Burnside and Caroline Springs* respondents – were significantly less likely than the municipal average to perceive some level of housing related financial stress.



Melton City Council – 2016 Community Satisfaction Survey



Preferred method of communication

Respondents were asked:

“What are all the methods by which you would prefer to receive or seek information from Council?”

Respondents were again in 2016 asked to identify all the methods by which they would prefer to receive or seek information from Council.

Almost all (95.9% down from 96.2%) respondents identified at least one preferred communication method, identifying an average of almost 3.5 methods each (up from 3.4).

Whilst local newspapers, Council’s website, direct mail / letterbox drop of information, and Council’s quarterly printed publication remain the most popular methods by which respondents would prefer to receive or seek information from Council, there was significant variation in these results from those recorded in 2015.

Particular attention is drawn to the following:

- ⊗ The proportion of respondents identifying the Council website (40.1% up from 29.9%), social media (26.6% up from 10.3%), and mobile phone / tablet app (10.9% up from 6.1%) all increased strongly in 2016.
- ⊗ There was a significant decline in the proportion of respondents identifying direct mail / letterbox drop of information (31.3% down from 47.5%), Council’s quarterly printed publication (25.4% down from 38.5%).



Melton City Council – 2016 Community Satisfaction Survey

These results do suggest that the increase in the popularity of electronic communication methods in the City of Melton appears to come at least in part at the expense of traditional printed publications delivered to the letterbox of residents.

Preferred methods of receiving information from Council
Melton City Council - 2016 Community Satisfaction Survey

(Number and percent of total respondents)

| Method | 2016 | | 2015 |
|---|--------------------|---------|--------------------|
| | Number | Percent | |
| Articles in local newspaper | 387 | 48.4% | 47.3% |
| Council's website | 321 | 40.1% | 29.9% |
| Direct mail / letterbox drop of printed materials | 250 | 31.3% | 47.5% |
| Social media | 213 | 26.6% | 10.3% |
| Council's quarterly printed newsletter | 203 | 25.4% | 38.5% |
| Council adverts / columns in local newspapers | 200 | 25.0% | 18.8% |
| Flyers / brochures at locations in the community | 166 | 20.8% | 21.1% |
| Information sent with the rates notices | 165 | 20.6% | 14.5% |
| Calling Council via telephone | 159 | 19.9% | 15.5% |
| In person at local library | 110 | 13.8% | 17.6% |
| Council's digital newsletter (bi-monthly) | 107 | 13.4% | 14.3% |
| In person at Customer Service Centre | 103 | 12.9% | 11.1% |
| Mobile phone / tablet app | 87 | 10.9% | 6.1% |
| Local radio | 75 | 9.4% | 10.1% |
| Information available at local events | 60 | 7.5% | 7.3% |
| Community information boards | 43 | 5.4% | 9.9% |
| Other | 12 | 1.5% | 2.5% |
| Total responses | 2,661 | | 2,577 |
| <i>Total respondents providing response</i> | <i>768 (95.9%)</i> | | <i>769 (96.2%)</i> |

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

- ⊗ **Melton precinct** – respondents were more likely than average to prefer articles in local newspapers, direct mail / letterbox drop of information, Council advertisements / columns in local newspapers, information sent with the rates notice, in person at the local library, in person at a Customer Service Centre, information available from local events, and community information boards.
- ⊗ **Melton West** – respondents were more likely than average to prefer information via direct mail / letterbox drop of information.
- ⊗ **Melton South / Brookfield** – respondents were more likely than average to prefer information via articles in local newspapers, direct mail / letterbox drop of information, information sent via the rates notice, calling Council via telephone, mobile phone / tablet app, and information available at local events.
- ⊗ **Caroline Springs** – respondents were more likely than average to prefer information via social media.
- ⊗ **Burnside** – respondents were more likely than average to prefer information via Council's website.



⊗ **Hillside** – respondents were more likely than average to prefer information via social media.



⊗ **Rural precinct** – respondents were more likely than average to prefer information via direct mail / letterbox drop of information, Council’s quarterly printed publication, information sent with the rates notice, and local radio.

Preferred methods of receiving information from Council by precinct

Melton City Council - 2016 Community Satisfaction Survey

(Number and percent of total respondents)

| Method | Melton | Kurrajong | Melton West | Melton Stb/ Brookfield | Caroline Springs |
|---|------------------|------------------|------------------|---------------------------|---------------------|
| Articles in local newspaper | 62.9% | 33.0% | 50.0% | 63.3% | 41.6% |
| Council's website | 33.7% | 25.0% | 46.6% | 47.8% | 39.3% |
| Direct mail / letterbox drop of printed materials | 48.3% | 25.0% | 48.9% | 42.2% | 10.1% |
| Social media | 15.7% | 17.0% | 11.4% | 33.3% | 36.0% |
| Council's quarterly printed newsletter | 28.1% | 17.0% | 20.5% | 30.0% | 27.0% |
| Council adverts / columns in local newspapers | 36.0% | 21.6% | 10.2% | 28.9% | 31.5% |
| Flyers / brochures at locations in the community | 19.1% | 21.6% | 18.2% | 17.8% | 22.5% |
| Information sent with the rates notices | 32.6% | 21.6% | 23.9% | 31.1% | 14.6% |
| Calling Council via telephone | 25.8% | 15.9% | 13.6% | 28.9% | 28.1% |
| In person at local library | 27.0% | 5.7% | 8.0% | 20.0% | 13.5% |
| Council's digital newsletter (bi-monthly) | 11.2% | 14.8% | 8.0% | 12.2% | 13.5% |
| In person at Customer Service Centre | 22.5% | 6.8% | 12.5% | 15.6% | 11.2% |
| Mobile phone / tablet app | 13.5% | 8.0% | 4.5% | 23.3% | 4.5% |
| Local radio | 9.0% | 6.8% | 4.5% | 2.2% | 14.6% |
| Information available at local events | 16.9% | 0.0% | 1.1% | 23.3% | 0.0% |
| Community information boards | 21.3% | 2.3% | 0.0% | 13.3% | 0.0% |
| Other | 0.0% | 1.1% | 2.3% | 2.2% | 0.0% |
| Total responses | 377 | 214 | 250 | 392 | 274 |
| <i>Total respondents providing response</i> | <i>85(95.5%)</i> | <i>77(87.5%)</i> | <i>85(96.6%)</i> | <i>86(95.6%)</i> | <i>86(96.6%)</i> |

| Method | Burnside | Taylor's Hill | Hillside | Rural | City of Melton |
|---|------------------|------------------|------------------|-----------------|--------------------|
| Articles in local newspaper | 48.3% | 48.3% | 47.8% | 37.5% | 48.4% |
| Council's website | 51.7% | 37.1% | 35.6% | 38.6% | 40.1% |
| Direct mail / letterbox drop of printed materials | 32.6% | 21.3% | 20.0% | 63.6% | 31.3% |
| Social media | 33.7% | 21.3% | 34.4% | 21.6% | 26.6% |
| Council's quarterly printed newsletter | 31.5% | 21.3% | 20.0% | 39.8% | 25.4% |
| Council adverts / columns in local newspapers | 20.2% | 29.2% | 24.4% | 19.3% | 25.0% |
| Flyers / brochures at locations in the community | 22.5% | 21.3% | 20.0% | 26.1% | 20.8% |
| Information sent with the rates notices | 14.6% | 15.7% | 8.9% | 37.5% | 20.6% |
| Calling Council via telephone | 10.1% | 23.6% | 11.1% | 13.6% | 19.9% |
| In person at local library | 13.5% | 13.5% | 13.3% | 10.2% | 13.8% |
| Council's digital newsletter (bi-monthly) | 15.7% | 18.0% | 13.3% | 17.0% | 13.4% |
| In person at Customer Service Centre | 12.4% | 12.4% | 12.2% | 12.5% | 12.9% |
| Mobile phone / tablet app | 12.4% | 5.6% | 14.4% | 15.9% | 10.9% |
| Local radio | 15.7% | 5.6% | 11.1% | 17.0% | 9.4% |
| Information available at local events | 9.0% | 5.6% | 7.8% | 9.1% | 7.5% |
| Community information boards | 7.9% | 2.2% | 2.2% | 10.2% | 5.4% |
| Other | 0.0% | 5.6% | 1.1% | 0.0% | 1.5% |
| Total responses | 313 | 274 | 268 | 343 | 2,661 |
| <i>Total respondents providing response</i> | <i>84(94.4%)</i> | <i>86(96.6%)</i> | <i>89(98.9%)</i> | <i>88(100%)</i> | <i>768 (95.9%)</i> |



Melton City Council – 2016 Community Satisfaction Survey



There was some measurable variation in these results by respondents’ age structure, with attention drawn to the following:

- ⊗ **Adolescents (aged 15 to 19 years)** – were more likely than average to prefer information from Council’s website, social media, calling Council directly, in person at the local library, mobile phone / tablet app, and local radio.
- ⊗ **Young adults (aged 20 to 34 years)** – were more likely than average to prefer information via social media.
- ⊗ **Middle-aged adults (aged 45 to 59 years)** – were more likely than average to prefer information via articles in the local newspapers.
- ⊗ **Senior citizens (aged 75 years and over)** – were more likely than average to prefer information via direct mail / letterbox drop of information, Council’s quarterly printed newsletter, Council advertisements / columns in local newspapers, information available at local events, and community information boards.

Preferred methods of receiving information from Council by age group
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of total respondents)

| Method | Adolescents | Young adults | Adults | Middle-aged adults | Older adults | Senior citizens |
|---|-----------------|-------------------|-------------------|--------------------|-------------------|------------------|
| Articles in local newspaper | 43.1% | 46.6% | 44.4% | 55.3% | 47.0% | 45.1% |
| Council's website | 65.6% | 44.6% | 36.7% | 39.7% | 38.9% | 24.7% |
| Direct mail / letterbox drop of printed materials | 25.6% | 26.3% | 24.2% | 36.6% | 38.0% | 43.6% |
| Social media | 42.3% | 38.7% | 26.7% | 25.5% | 14.8% | 7.9% |
| Council's quarterly printed newsletter | 16.5% | 24.6% | 17.3% | 27.8% | 31.8% | 46.2% |
| Council adverts / columns in local papers | 26.1% | 23.6% | 21.7% | 29.0% | 24.3% | 30.0% |
| Flyers / brochures at locations in the community | 24.7% | 24.8% | 18.4% | 20.3% | 20.6% | 16.0% |
| Information sent with the rates notices | 9.8% | 15.7% | 19.8% | 21.9% | 26.0% | 38.5% |
| Calling Council via telephone | 30.1% | 15.7% | 21.5% | 19.2% | 19.0% | 32.2% |
| In person at local library | 22.9% | 9.4% | 10.4% | 14.7% | 21.1% | 13.5% |
| Council's digital newsletter (bi-monthly) | 10.5% | 13.6% | 13.0% | 14.5% | 11.4% | 17.5% |
| In person at Customer Service Centre | 18.3% | 14.2% | 11.0% | 13.9% | 11.8% | 11.8% |
| Mobile phone / tablet app | 28.0% | 13.4% | 11.0% | 7.7% | 10.1% | 7.9% |
| Local radio | 16.5% | 12.6% | 9.3% | 7.3% | 8.5% | 3.9% |
| Information available at local events | 0.0% | 5.7% | 5.5% | 9.4% | 9.6% | 15.7% |
| Community information boards | 10.2% | 4.0% | 2.8% | 5.7% | 8.0% | 11.8% |
| Other | 0.0% | 0.6% | 1.8% | 1.4% | 2.6% | 0.0% |
| Total responses | 105 | 551 | 644 | 767 | 474 | 114 |
| <i>Total respondents providing response</i> | <i>27(100%)</i> | <i>161(97.2%)</i> | <i>207(95.2%)</i> | <i>210(95.8%)</i> | <i>132(95.9%)</i> | <i>29(92.2%)</i> |



There was some meaningful variation in these results based on the respondents’ gender and language spoken at home, with attention drawn to the following:



- ⊗ **Male respondents** – were more likely than female respondents to prefer information via Council’s website.
- ⊗ **Female respondents** – were more likely than male respondents to prefer information sent with the rates notice.
- ⊗ **English speaking household respondents** – were more likely than respondents from non-English speaking households to prefer information via articles in the local newspapers, information sent with the rates notice, and calling Council directly.
- ⊗ **Non-English speaking household respondents** – were more likely than respondents from English speaking households to prefer information via Council’s quarterly printed newsletter, Council advertisements / columns in local newspapers, in person at the local library, and in person at a Customer Service Centre.

Preferred methods of receiving information from Council by respondent profile

Melton City Council - 2016 Community Satisfaction Survey

(Number and percent of total respondents)

| Method | Male | Female | English speaking | non-English speaking |
|---|-------------------|-------------------|-------------------|----------------------|
| Articles in local newspaper | 48.5% | 48.5% | 51.6% | 40.1% |
| Council's website | 43.5% | 36.8% | 41.5% | 36.2% |
| Direct mail / letterbox drop of printed materials | 30.8% | 31.9% | 30.8% | 32.9% |
| Social media | 28.6% | 24.7% | 28.1% | 23.2% |
| Council's quarterly printed newsletter | 23.7% | 27.1% | 22.5% | 33.4% |
| Council adverts / columns in local newspapers | 23.7% | 26.3% | 23.0% | 30.7% |
| Flyers / brochures at locations in the community | 21.2% | 20.3% | 20.2% | 22.4% |
| Information sent with the rates notices | 17.5% | 23.2% | 23.0% | 14.3% |
| Calling Council via telephone | 19.8% | 20.2% | 21.4% | 15.4% |
| In person at local library | 13.7% | 13.9% | 11.9% | 18.1% |
| Council's digital newsletter (bi-monthly) | 15.0% | 11.7% | 12.4% | 15.9% |
| In person at Customer Service Centre | 14.0% | 11.8% | 11.1% | 17.0% |
| Mobile phone / tablet app | 11.3% | 10.5% | 10.7% | 11.6% |
| Local radio | 8.2% | 10.4% | 8.4% | 11.4% |
| Information available at local events | 6.2% | 8.9% | 8.0% | 6.5% |
| Community information boards | 3.4% | 7.4% | 5.0% | 6.0% |
| Other | 1.6% | 1.3% | 1.7% | 0.9% |
| Total responses | 1,330 | 1,322 | 1,927 | 712 |
| <i>Total respondents providing response</i> | <i>387(96.3%)</i> | <i>378(95.6%)</i> | <i>559(96.1%)</i> | <i>204(96.0%)</i> |



Melton City Council – 2016 Community Satisfaction Survey



Council rates

Respondents were asked:

“Council uses revenue from rates to pay for the services and programs it provides to the community, as well as to maintain and renew ageing infrastructure. Rates currently provide 63% of Council’s annual revenue. The Victorian Government has passed legislation to limit council rate increases to a cap set by the Minister for Local Government. The cap is based on the rate of inflation, and is 2.5% this financial year. With this in mind, which of the following do you believe is most appropriate for the City of Melton?”

This question relating to respondents’ preferences in relation to the setting of rates and the application to exceed the rate cap was included for the first time in the 2016 survey.

Metropolis Research notes that this is a very difficult question to ask residents in this simplified format, as respondents will often focus in on the response that they believe is most cost effective for them. In this instance, it is the option of the rates being capped and other levels of government picking up any funding gap. It is very important to note however that the current state government has made no commitment to meeting any funding gaps for local councils who believe themselves to be unable to fund adequately their services within the existing rate cap.

The results show that two-thirds (63.6%) of respondents preferred that other levels of government fund any service and infrastructure gaps that may result from Council’s rates being capped.

It is interesting to note that a similar proportion of respondents were of the view that there should be no capping of rates and that Council should set rates appropriate to its funding requirements, and that rates should be capped regardless of any implication on service delivery.

Rates increases for the City of Melton
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of total respondents)

| Response | 2016 | |
|--|------------|-------------|
| | Number | Percent |
| Council rates should be capped at CPI even if that means local services and infrastructure needs cannot be met | 98 | 12.3% |
| Council rates should be capped at CPI and state and federal governments should fund the service and infrastructure gaps | 509 | 63.6% |
| There should be no capping of rates, allowing Council to continue to set rates based on the future needs for services and infrastructure of the Melton community | 90 | 11.3% |
| Can't say | 103 | 12.9% |
| Total | 800 | 100% |



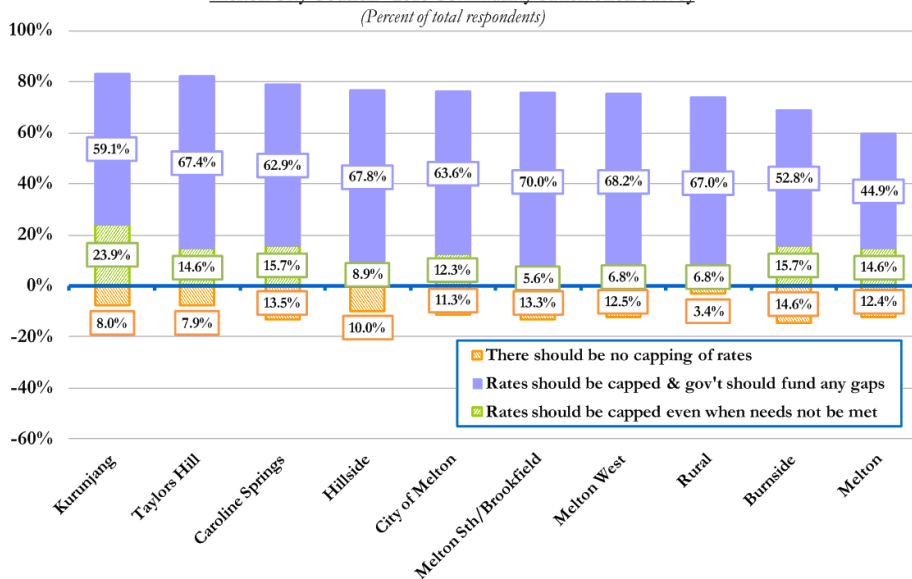
Although there is some variation in the results observed between the precincts comprising the City of Melton, when focused on the proportion of respondents who believe there should be no capping of rates and those who believe rates should be capped regardless of implications on services and infrastructure, there is no significant variation in the results.



It is observed however that:

- ⊗ **Kurunjang** respondents - were measurably more likely than the municipal average to believe that rates should be capped even when needs are not met.

Agreement with statements about the setting of Council rates by precinct
Melton City Council - 2016 Community Satisfaction Survey



Sense of community

Respondents were asked:

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

Respondents were again in 2016 asked to rate their agreement with a range of statements about the Melton community and statements about services and facilities.

Respondents were asked to rate their agreement on a scale of zero (strongly disagree) to ten (strongly agree), where five is neutral. The results are presented in two forms:



- ⊗ An average agreement score out of ten, including the 95% confidence interval



- ⊗ The proportional results showing the proportion of respondents who disagreed (rating zero to four), neutral to somewhat agree (five to seven), and strongly agree (eight to ten).



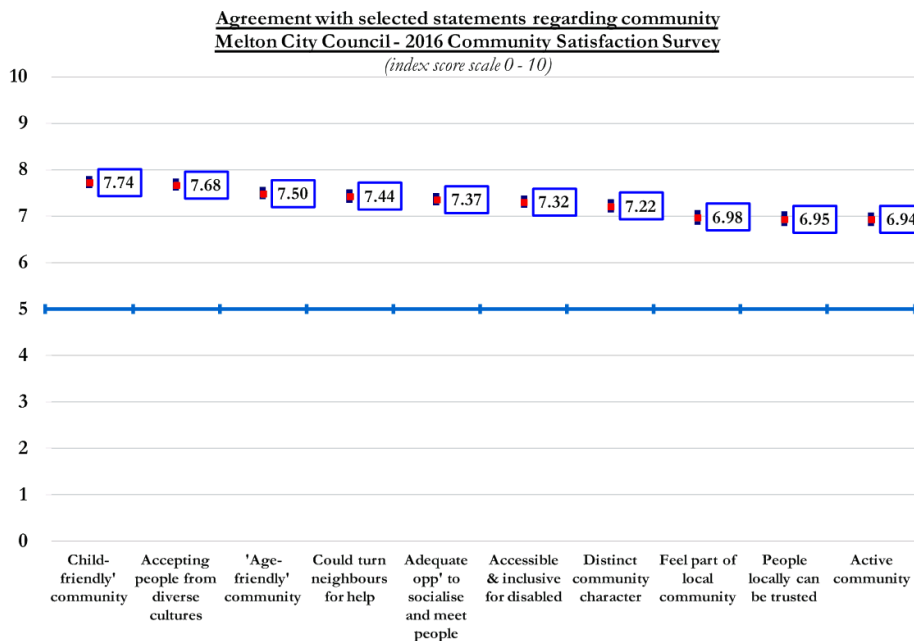
Melton City Council – 2016 Community Satisfaction Survey



Statements about community

There were ten statements relating to the Melton community, as outlined in the following graph. Agreement with these ten statements can best be summarised as follows:

- ⊗ **Very Strong** agreement with each of Melton is a child-friendly community and the Melton community is accepting of people from diverse cultures.
- ⊗ **Strong** agreement with each of Melton is an age-friendly community, in times of need, I / we could turn to the neighbours for help, there are adequate opportunities to socialise and meet people in the local area, Melton is accessible and inclusive for people with a disability, my / our neighbourhood has a distinct character, it's a special place.
- ⊗ **Solid** agreement that I / we feel part of the local community and most people in my local community can be trusted, and it's an active community; people do things and get involved in local issues.



There was a small decline in the average agreement with each of the seven statements included in both 2015 and 2016, as outlined in the following table. It is noted however that none of these declines was statistically significant.

The following graphs provide a breakdown of these results for each of the precincts comprising the City of Melton. Metropolis Research notes that:

- ⊗ **Caroline Springs** respondents rating agreement with most aspects somewhat higher than average, suggesting a stronger sense of community.
- ⊗ **Kurunjang** respondents tended to rate many of these aspects somewhat lower than the municipal average, suggesting a weaker sense of community.



Agreement with selected "sense of community" statements regarding community
Melton City Council - 2016 Community Satisfaction Survey
 (Number and index score scale 0 - 10)

| Aspect | Survey | Number | Agreement | | |
|---|--------|--------|-----------|-------------|-------|
| | | | Lower | Mean | Upper |
| Melton is a 'child-friendly' community | 2015 | na | na | na | na |
| | 2016 | 735 | 7.61 | 7.74 | 7.86 |
| The Melton community is accepting of people from diverse cultures and backgrounds | 2015 | na | na | na | na |
| | 2016 | 753 | 7.55 | 7.68 | 7.82 |
| Melton is an 'age-friendly' community | 2015 | 743 | 7.74 | 7.87 | 8.00 |
| | 2016 | 737 | 7.36 | 7.50 | 7.63 |
| In times of need, I/we could turn to the neighbours for help | 2015 | 744 | 7.81 | 7.95 | 8.09 |
| | 2016 | 766 | 7.29 | 7.44 | 7.59 |
| There are adequate opportunities to socialise and meet people in the local area | 2015 | na | na | na | na |
| | 2016 | 743 | 7.24 | 7.37 | 7.50 |
| Melton is accessible and inclusive for people with a disability | 2015 | 680 | 7.60 | 7.74 | 7.88 |
| | 2016 | 651 | 7.18 | 7.32 | 7.45 |
| My / our neighbourhood has a distinct character, it's a special place | 2015 | 760 | 7.65 | 7.78 | 7.92 |
| | 2016 | 761 | 7.08 | 7.22 | 7.36 |
| I/we feel part of the local community | 2015 | 758 | 7.38 | 7.52 | 7.67 |
| | 2016 | 762 | 6.83 | 6.98 | 7.13 |
| Most people in my local community can be trusted | 2015 | 731 | 7.20 | 7.35 | 7.50 |
| | 2016 | 719 | 6.79 | 6.95 | 7.10 |
| It's an active community, people do things and get involved in local issues | 2015 | 703 | 6.85 | 7.02 | 7.20 |
| | 2016 | 725 | 6.80 | 6.94 | 7.09 |

Agreement with selected "sense of community" statements regarding community
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Aspect | Survey | Agreement | | | |
|---|--------|-------------------|---------------------------|----------------|-----------|
| | | Strongly disagree | Neutral to somewhat agree | Strongly agree | Can't say |
| My / our neighbourhood has a distinct character, it's a special place | 2015 | 4.8% | 30.7% | 64.5% | 40 |
| | 2016 | 5.9% | 43.6% | 50.5% | 39 |
| It's an active community, people do things and get involved in local issues | 2015 | 10.5% | 42.3% | 47.2% | 97 |
| | 2016 | 10.1% | 46.1% | 43.8% | 76 |
| I/we feel part of the local community | 2015 | 6.3% | 37.0% | 56.7% | 42 |
| | 2016 | 9.7% | 42.9% | 47.4% | 39 |
| In times of need, I/we could turn to the neighbours for help | 2015 | 4.7% | 29.7% | 65.6% | 56 |
| | 2016 | 6.5% | 36.9% | 56.6% | 35 |
| Most people in my local community can be trusted | 2015 | 6.3% | 42.4% | 51.3% | 69 |
| | 2016 | 7.6% | 48.9% | 43.5% | 82 |
| Melton is an 'age-friendly' community | 2015 | 3.5% | 31.7% | 64.8% | 57 |
| | 2016 | 4.6% | 37.4% | 58.0% | 64 |
| Melton is accessible and inclusive for people with a disability | 2015 | 4.0% | 35.2% | 60.8% | 120 |
| | 2016 | 3.8% | 44.4% | 51.8% | 150 |
| Melton is a 'child-friendly' community | 2015 | na | na | na | na |
| | 2016 | 3.2% | 34.0% | 62.8% | 66 |
| The Melton community is accepting of people from diverse cultures and backgrounds | 2015 | na | na | na | na |
| | 2016 | 5.0% | 32.8% | 62.2% | 48 |
| Melton is a 'child-friendly' community | 2015 | na | na | na | na |
| | 2016 | 4.5% | 42.8% | 52.7% | 58 |



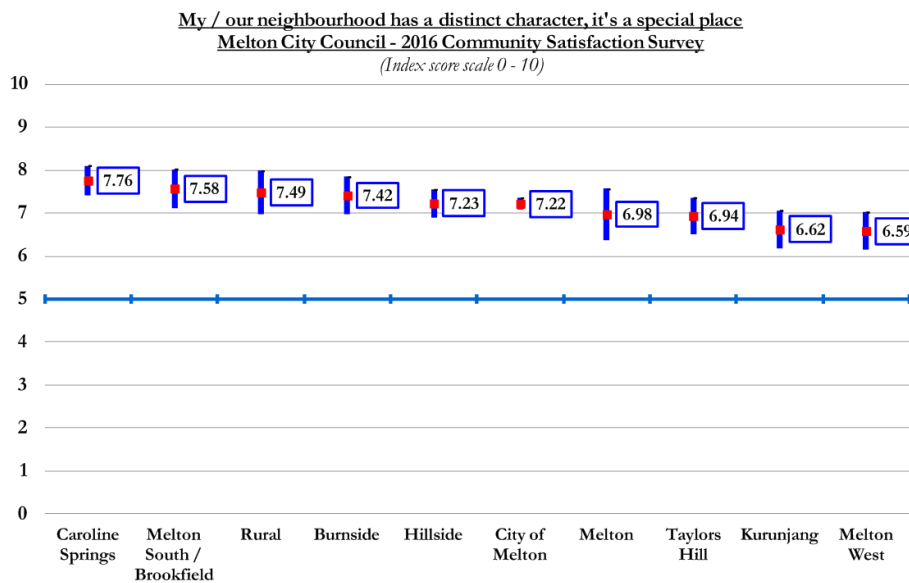
Melton City Council – 2016 Community Satisfaction Survey



My / our neighbourhood has a distinct character, it's a special place

There was measurable and significant variation across the municipality in agreement that “my / our neighbourhood has a distinct character, it’s a special place”, with attention drawn to the following:

- ⊗ **Caroline Springs** respondents – were measurably and significantly more in agreement than the municipal average.
- ⊗ **Kurunjang** and **Melton West** respondents – were measurably and significantly less in agreement than the municipal average.



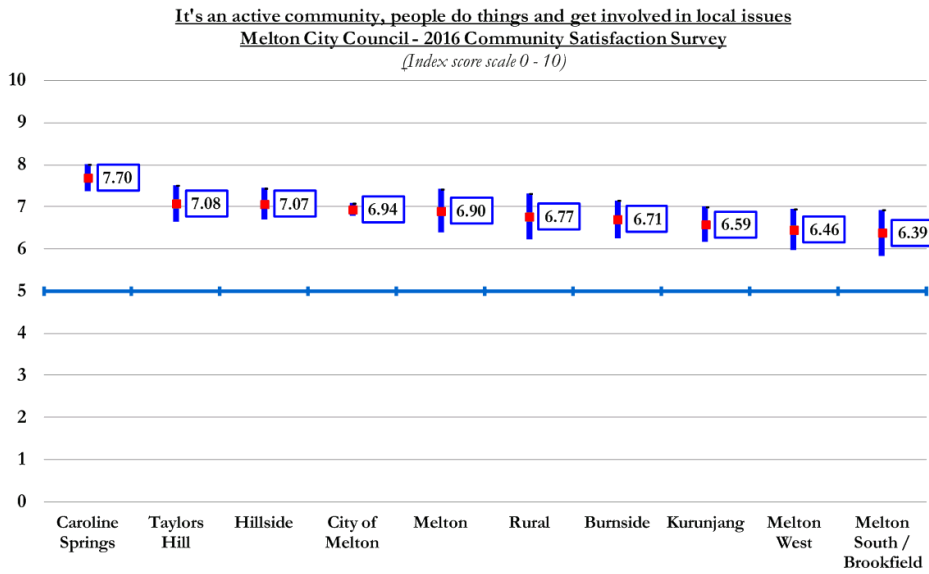
It's an active community, people do things and get involved in local issues

There was some measurable variation across the municipality in agreement that “it’s an active community, people do things and get involved in local issues”, with attention drawn to the following:

- ⊗ **Caroline Springs** respondents – were measurably and significantly more in agreement than the municipal average.
- ⊗ **Kurunjang, Melton West, and Melton South / Brookfield** respondents – rated agreement somewhat, albeit not measurably lower than the municipal average.

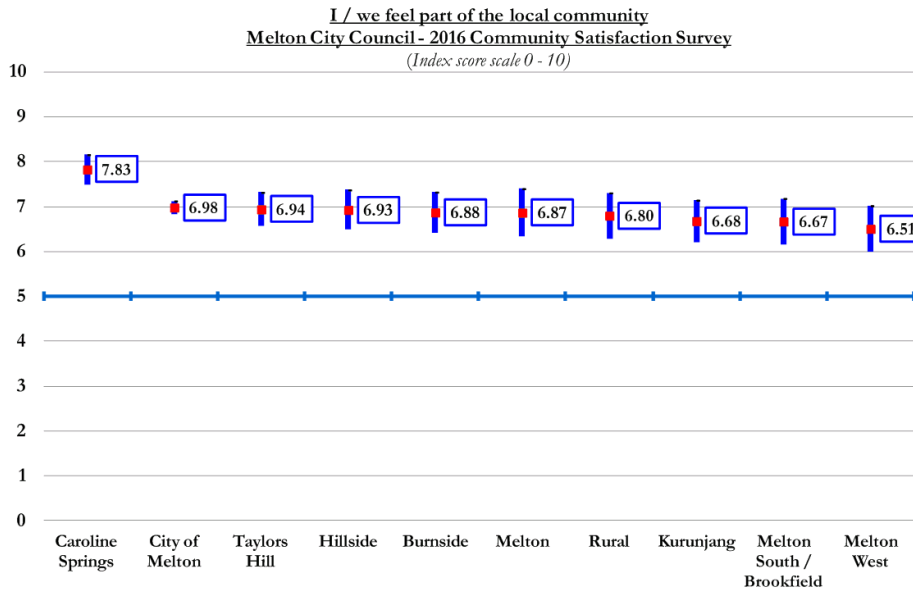


Melton City Council – 2016 Community Satisfaction Survey



I / we feel part of the local community

With the exception of respondents from Caroline Springs, who were measurably and significantly more in agreement than the municipal average, there was relatively little variation across the municipality in agreement that “I / we feel part of the local community”.



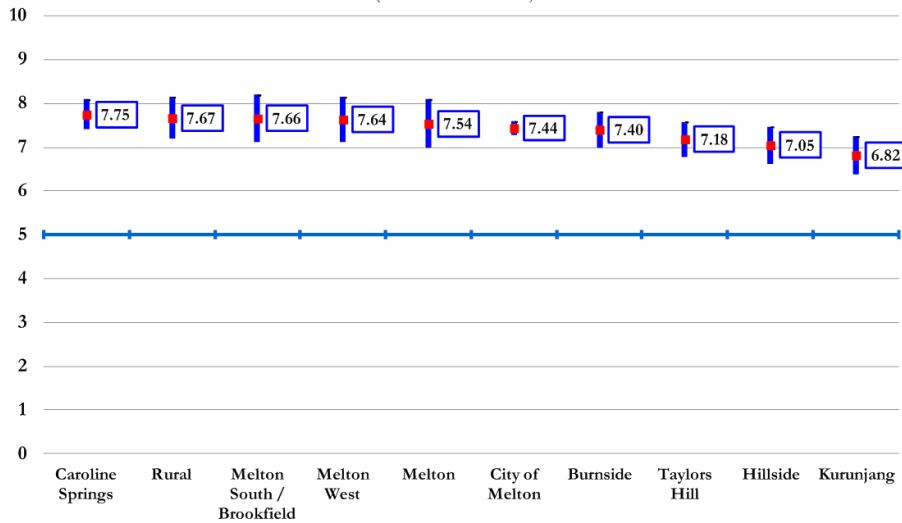
Melton City Council – 2016 Community Satisfaction Survey



In times of needs, I / we could turn to the neighbours for help

With the exception of respondents from Kurunjang precinct, who were measurably and significantly less in agreement than the municipal average, there was relatively little variation across the municipality in agreement that “in times of need, I / we could turn to the neighbours for help”.

In times of need, I / we could turn to the neighbours for help
Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



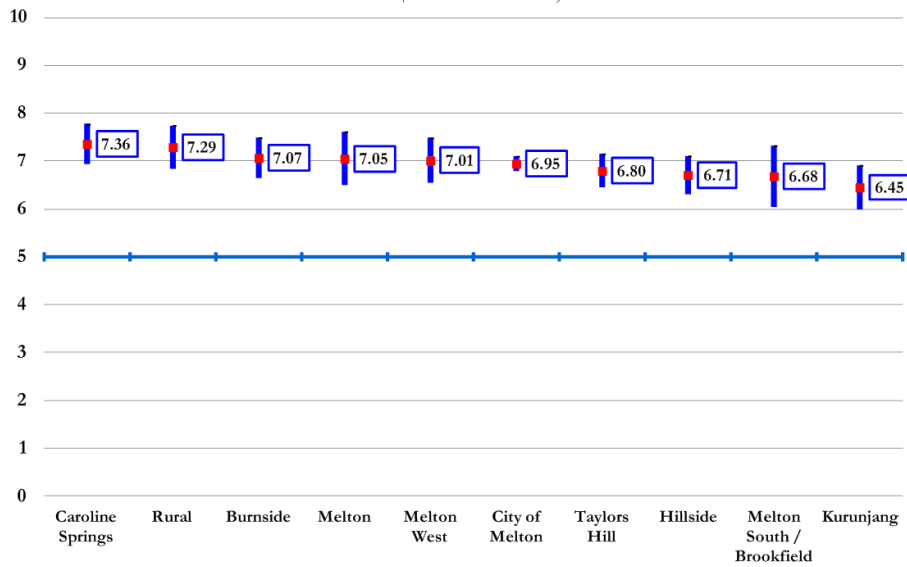


Most people in my local area can be trusted



There was no statistically significant variation across the municipality in agreement that “most people in my local area can be trusted”. It is noted however that respondents from Kurunjang rated agreement somewhat, albeit not measurably lower than average.

Most people in my local community can be trusted
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



Melton City Council – 2016 Community Satisfaction Survey

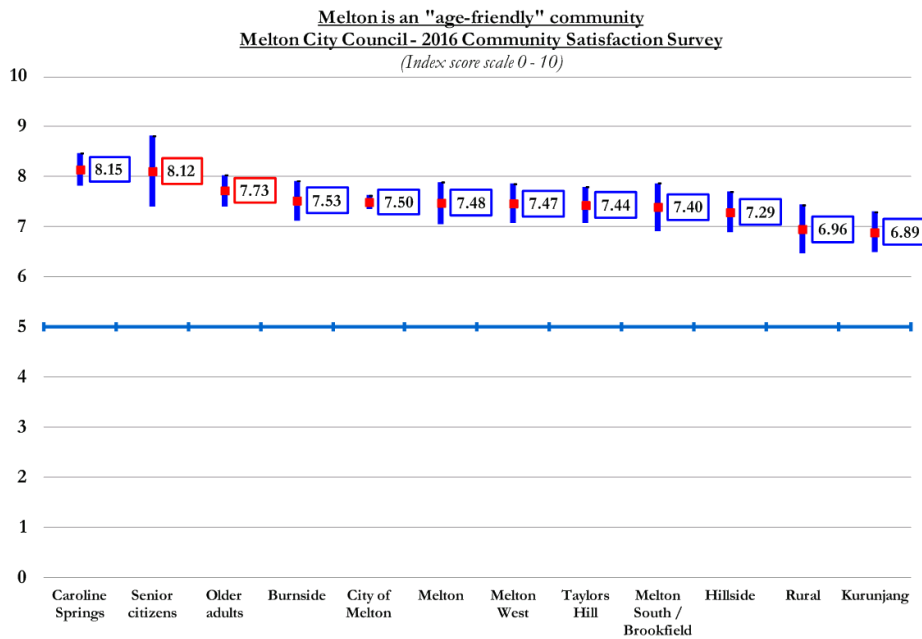


Melton is an age-friendly community

The following graph provides the precinct level average agreement with this statement, as well as the average agreement of older adult and senior citizen respondents.

There was some measurable variation across the municipality in agreement that Melton is an age-friendly community, with attention drawn to the following:

- ⊗ **Caroline Springs** respondents – were measurably and significantly more in agreement than the municipal average.
- ⊗ **Rural precinct** and **Kurunjang** respondents – were measurably and significantly less in agreement than the municipal average.
- ⊗ **Senior citizen (aged 75 years and over)** respondents – were significantly, albeit not measurably more in agreement than the municipal average.
- ⊗ **Older adult (aged 60 to 74 years)** respondents – were somewhat, albeit not measurably more in agreement than the municipal average.





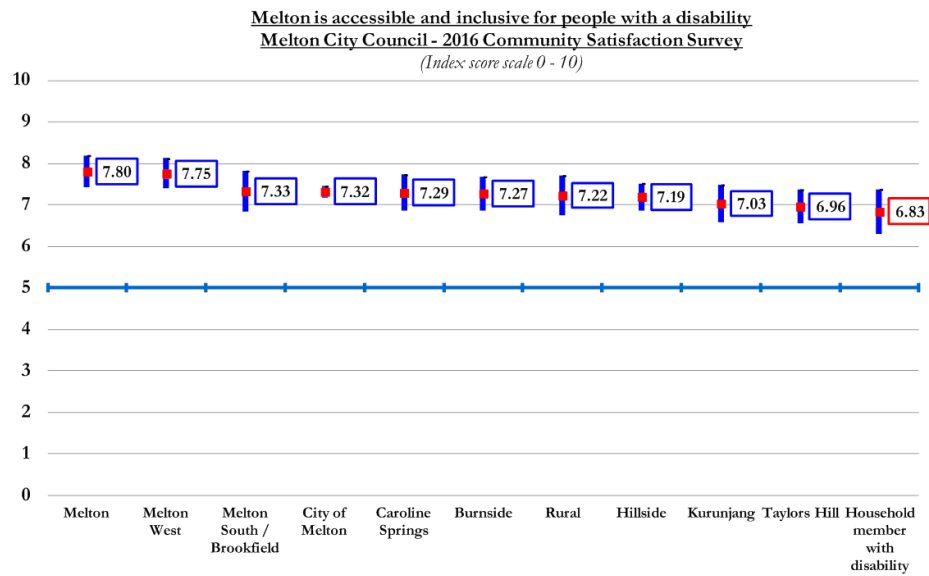
Melton is accessible and inclusive for people with a disability



The following graph provides the precinct level average agreement with this statement, as well as the average agreement of respondents from households with a member with a disability.

There was some measurable variation across the municipality in agreement that Melton is accessible and inclusive for people with a disability, with attention drawn to the following:

- ⊗ **Melton** and **Melton West** respondents – were measurably and significantly more in agreement than the municipal average.
- ⊗ **Kurunjang** and **Taylor's Hill** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ **Households with a person with a disability** – were significantly less in agreement than the municipal average.



Melton City Council – 2016 Community Satisfaction Survey

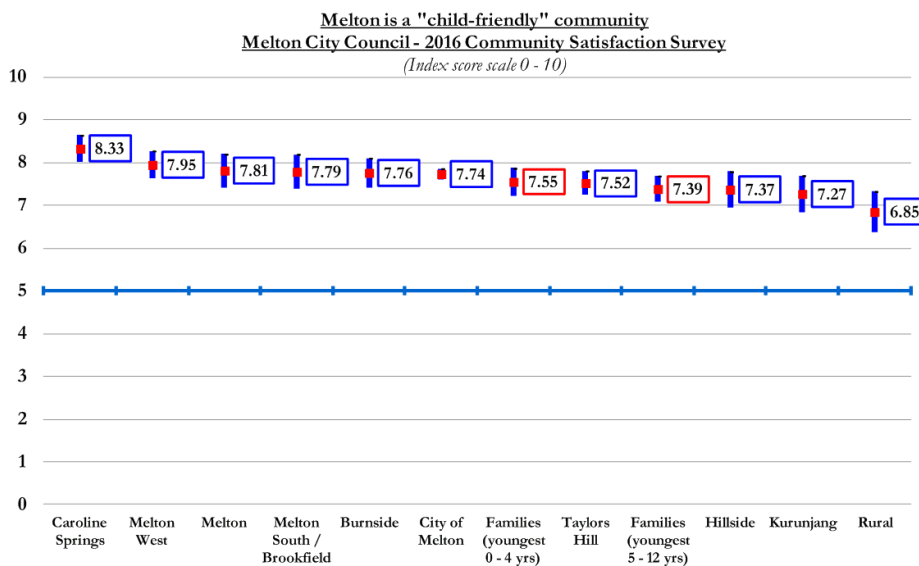


Melton is a child-friendly community

The following graph provides the precinct level average agreement with this statement, as well as the average agreement of respondents from one and two parent families with youngest child zero to four years, and youngest child five to twelve years.

There was some measurable variation across the municipality in agreement that Melton is a “child-friendly” community, with attention drawn to the following:

- ⊗ **Caroline Springs** respondents – were measurably and significantly more in agreement than the municipal average.
- ⊗ **Hillside** and **Kurunjang** respondents – were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ **Rural** precinct respondents – were measurably and significantly less in agreement than the municipal average.
- ⊗ **Families (youngest child 0 to 4 years)** – were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ **Families (youngest child 5 to 12 years)** – were measurably and significantly less in agreement than the municipal average.





Melton is accepting of people from diverse cultures and backgrounds

The following graph provides the precinct level average agreement with this statement, as well as for respondents from English speaking households, and respondents from non-English speaking households.

There was significant variation across the municipality in agreement that Melton is accepting of people from diverse cultures and backgrounds, with attention drawn to the following:

- ⊗ **Caroline Springs** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ **Melton South / Brookfield** and **Melton West** – respondents were somewhat, albeit not measurably more in agreement than the municipal average.
- ⊗ **Taylors Hill** – respondents were measurably and significantly less in agreement than the municipal average.
- ⊗ **Non-English speaking household** – respondents were significantly, albeit not measurably less in agreement than the municipal average.



Melton City Council – 2016 Community Satisfaction Survey

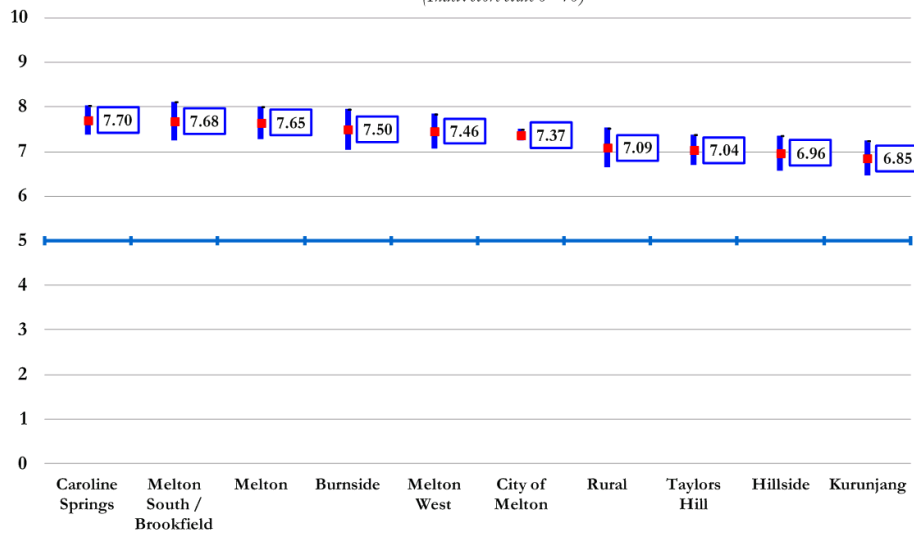


There are adequate opportunities to socialise and meet people in the local area

There was relatively little measurable variation across the municipality in agreement that there are adequate opportunities to socialise and meet people in the local area, although attention is drawn to the following:

- ⊗ **Caroline Springs** – respondents were somewhat, albeit not measurably more in agreement than the municipal average.
- ⊗ **Kurunjang** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.

There are adequate opportunities to socialise and meet people in the local area
Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



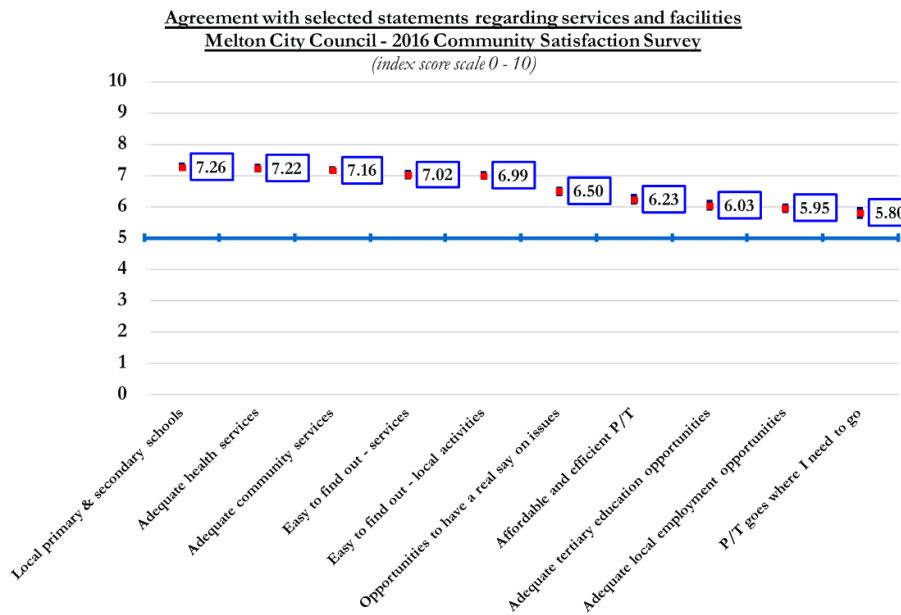


Statements about services and facilities



There were ten statements included in the survey relating to the provision of services and facilities in the Melton community. Agreement with these statements can best be summarised as follows:

- ⊗ **Strong agreement** – that there is access to adequate primary and secondary schools locally, the community has access to adequate health services, the community has access to adequate community services, it’s easy to find out what services are available to me / us, it’s easy to find out about activities and events available locally.
- ⊗ **Solid agreement** – that there are opportunities to have a real say on issues that are important to me, there is access to affordable and efficient public transport, and there is access to adequate tertiary education opportunities.
- ⊗ **Mild agreement** – that there are adequate local opportunities, and there is public transport that goes where I need to go.



Agreement with all ten statements declined in 2016 from the 2015 results, as outlined in the following table. Metropolis Research notes that the decline in average agreement was statistically significant for eight of the ten statements.



Melton City Council – 2016 Community Satisfaction Survey



Agreement with selected "sense of community" statements regarding services and facilities
Melton City Council - 2016 Community Satisfaction Survey
 (Number and index score scale 0 - 10)

| Aspect | Survey | Number | Agreement | | |
|---|--------|--------|-----------|-------------|-------|
| | | | Lower | Mean | Upper |
| There is access to adequate primary & secondary schools locally | 2015 | 676 | 7.23 | 7.39 | 7.55 |
| | 2016 | 720 | 7.12 | 7.26 | 7.40 |
| The community has access to adequate health services | 2015 | 755 | 7.38 | 7.52 | 7.66 |
| | 2016 | 764 | 7.09 | 7.22 | 7.35 |
| The community has access to adequate community services | 2015 | 740 | 7.67 | 7.80 | 7.93 |
| | 2016 | 743 | 7.04 | 7.16 | 7.29 |
| It's easy to find out what services are available to me / us | 2015 | 739 | 7.19 | 7.35 | 7.51 |
| | 2016 | 757 | 6.88 | 7.02 | 7.16 |
| It's easy to find out about activities and events available locally | 2015 | 737 | 7.30 | 7.45 | 7.60 |
| | 2016 | 752 | 6.85 | 6.99 | 7.12 |
| There are opportunities to have a real say on issues that are important to me | 2015 | 665 | 6.59 | 6.76 | 6.94 |
| | 2016 | 717 | 6.34 | 6.50 | 6.65 |
| There is access to affordable and efficient public transport | 2015 | 687 | 6.61 | 6.80 | 6.99 |
| | 2016 | 693 | 6.05 | 6.23 | 6.40 |
| There is access to adequate tertiary education opportunities | 2015 | 630 | 6.16 | 6.37 | 6.58 |
| | 2016 | 678 | 5.86 | 6.03 | 6.21 |
| There are adequate local employment opportunities | 2015 | 670 | 6.37 | 6.56 | 6.75 |
| | 2016 | 655 | 5.79 | 5.95 | 6.11 |
| There is public transport that goes where I need to go | 2015 | 662 | 6.38 | 6.59 | 6.79 |
| | 2016 | 659 | 5.61 | 5.80 | 5.99 |

Agreement with selected "sense of community" statements regarding services and facilities
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Aspect | Survey | Agreement | | | |
|---|--------|-------------------|---------------------------|----------------|-----------|
| | | Strongly disagree | Neutral to somewhat agree | Strongly agree | Can't say |
| The community has access to adequate community services | 2015 | 4.4% | 31.1% | 64.5% | 60 |
| | 2016 | 5.6% | 46.4% | 48.0% | 58 |
| The community has access to adequate health services | 2015 | 4.9% | 38.7% | 56.4% | 45 |
| | 2016 | 6.1% | 46.1% | 47.8% | 37 |
| There are adequate local employment opportunities | 2015 | 17.2% | 39.5% | 43.3% | 130 |
| | 2016 | 19.5% | 59.0% | 21.5% | 146 |
| There is access to adequate primary and secondary schools locally | 2015 | 8.4% | 35.1% | 56.5% | 124 |
| | 2016 | 7.4% | 40.7% | 51.9% | 81 |
| There is access to adequate tertiary education opportunities | 2015 | 22.2% | 37.4% | 40.4% | 170 |
| | 2016 | 21.8% | 48.4% | 29.8% | 123 |
| It's easy to find out what services are available to me / us | 2015 | 9.0% | 39.6% | 51.4% | 61 |
| | 2016 | 8.5% | 45.3% | 46.2% | 43 |
| It's easy to find out about activities and events available locally | 2015 | 7.8% | 36.8% | 55.4% | 63 |
| | 2016 | 7.1% | 49.0% | 43.9% | 48 |
| There are opportunities to have a real say on issues that are important to me | 2015 | 11.5% | 46.1% | 42.4% | 135 |
| | 2016 | 12.9% | 53.4% | 33.7% | 84 |
| There is access to affordable and efficient public transport | 2015 | 14.9% | 40.2% | 44.9% | 113 |
| | 2016 | 18.0% | 48.4% | 33.6% | 108 |
| There is public transport that goes where I need to go | 2015 | 16.5% | 42.0% | 41.5% | 138 |
| | 2016 | 24.4% | 47.6% | 28.0% | 142 |



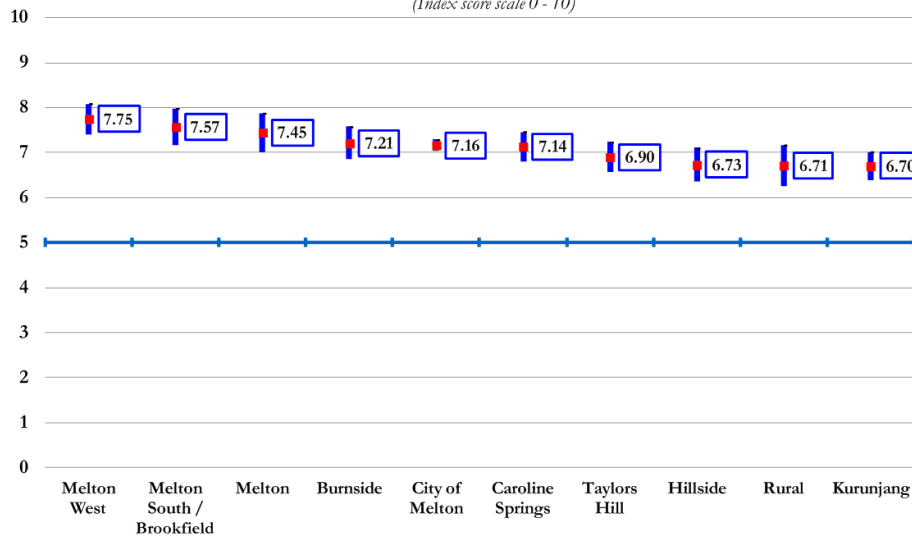
The community has access to adequate community services



There was measurable and significant variation across the municipality in agreement that the community has access to adequate community services, with attention drawn to the following:

- ⊗ **Melton West** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ **Melton South / Brookfield** and **Melton precinct** – respondents were somewhat, albeit not measurably more in agreement than the municipal average.
- ⊗ **Taylor's Hill** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ **Hillside, rural precinct** and **Kurunjang** – respondents were measurably and significantly less in agreement than the municipal average.

The community has access to adequate community services
Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



Melton City Council – 2016 Community Satisfaction Survey

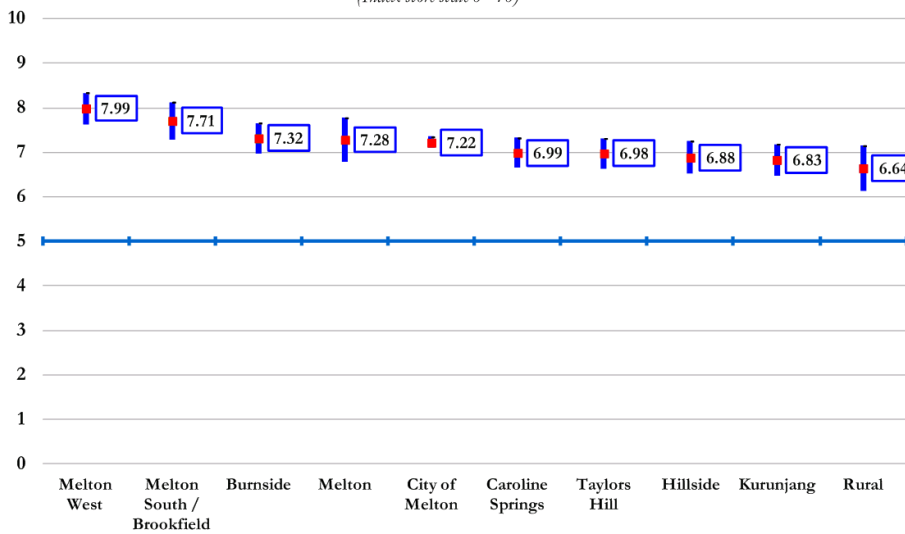


The community has access to adequate local health services

There was measurable and significant variation across the municipality that the community has access to adequate local health services, with attention drawn to:

- ⊗ **Melton West** and **Melton South / Brookfield** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ **Rural precinct** – respondents were measurably and significantly less in agreement than the municipal average.

The community has access to adequate local health services
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)





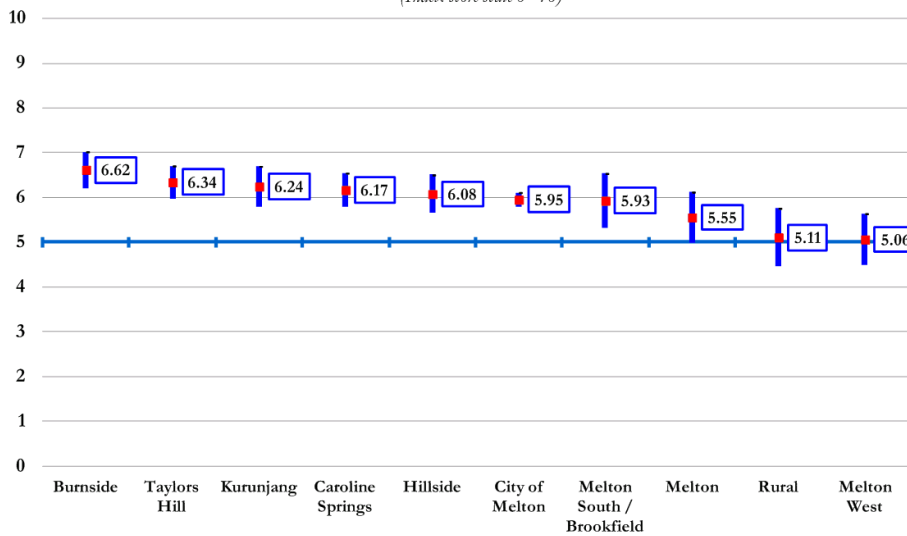
There are adequate local employment opportunities



There was measurable and significant variation across the municipality in agreement that there are adequate local employment opportunities, with attention drawn firstly to the fact that all the urban fringe precincts (Burnside, Taylors Hill, Caroline Springs, and Hillside) were somewhat higher than the municipal average, whilst most of the township and rural precincts were somewhat lower than the municipal average. Attention is drawn to the following:

- ⊗ **Burnside** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ **Taylors Hill** – respondents were somewhat, albeit not measurably more in agreement than the municipal average.
- ⊗ **Rural precinct** and **Melton West** – respondents were measurably and significantly less in agreement than the municipal average.

There are adequate local employment opportunities
Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



Melton City Council – 2016 Community Satisfaction Survey



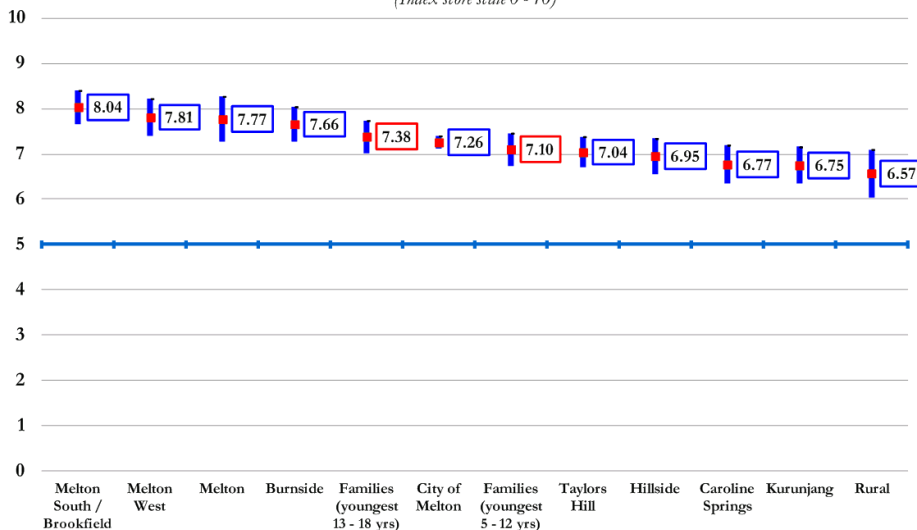
There is access to adequate primary and secondary schools locally

The following graph provides the precinct level average agreement with this statement, as well as the average agreement of respondents from one and two parent families with youngest child 5 to 12 years, and youngest child 13 to 18 years.

There was measurable and significant variation across the municipality in agreement that there is access to adequate primary and secondary schools locally, with attention drawn to the following:

- ⊗ **Melton South / Brookfield** and **Melton West** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ **Melton precinct** and **Burnside** – respondents were somewhat, albeit not measurably more in agreement than the municipal average.
- ⊗ **Caroline Springs** and **Kurunjang** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ **Rural precinct** - respondents were measurably and significantly less in agreement than the municipal average.
- ⊗ **Families (youngest child 13 to 18 years)** – were marginally but not measurably more in agreement than the municipal average.
- ⊗ **Families (youngest child 5 to 12 years)** – were marginally but not measurably less in agreement than the municipal average.

There is access to adequate primary and secondary schools locally
Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)





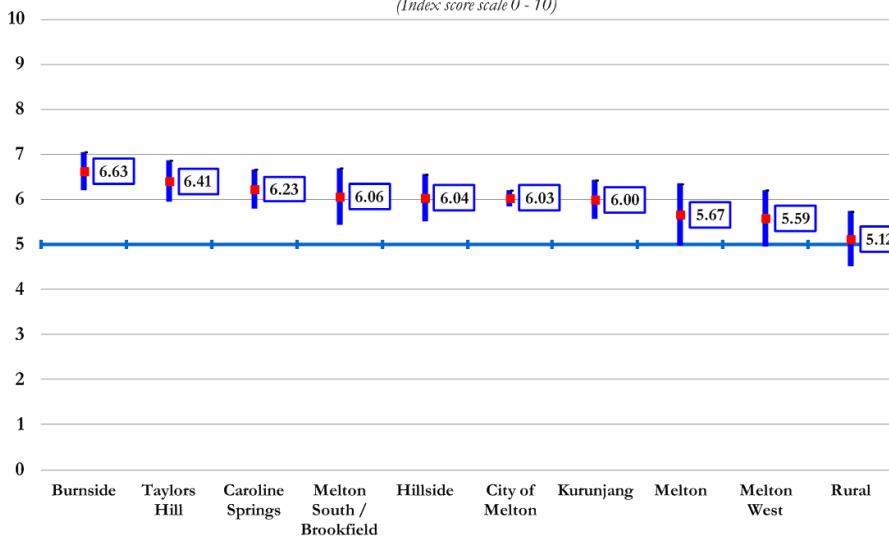
There is access to adequate tertiary education opportunities



There was some variation across the municipality in agreement that there is access to adequate tertiary education opportunities, with attention drawn to the following:

- ⊗ **Burnside** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ **Taylor's Hill** – respondents were somewhat, albeit not measurably more in agreement than the municipal average.
- ⊗ **Melton precinct** and **Melton West** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ **Rural precinct** – respondents were measurably and significantly less in agreement than the municipal average.

There is access to adequate tertiary education opportunities
Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



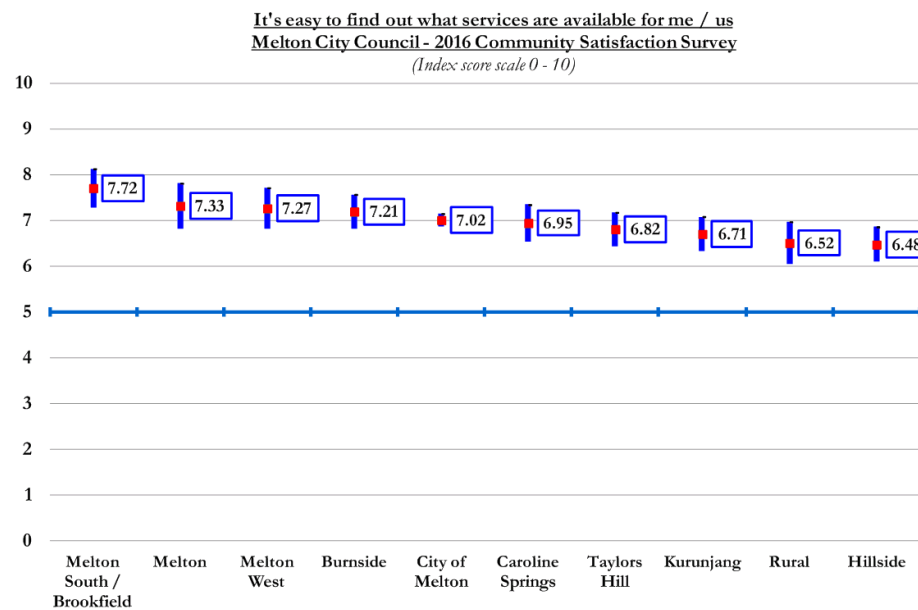
Melton City Council – 2016 Community Satisfaction Survey



It's easy to find out what services are available for me / us

There was some variation across the municipality in agreement that it's easy to find out what services are available for me / us, with attention drawn to the following:

- ⊗ **Melton South / Brookfield** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ **Kurunjang, rural precinct, and Hillside** – respondents were measurably less in agreement than the municipal average.



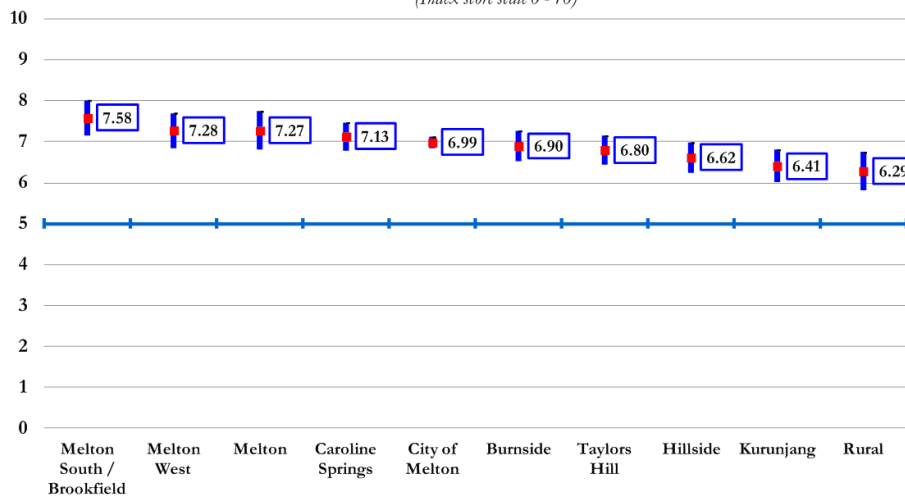


It's easy to find out about activities and events available locally

There was measurable variation across the municipality in agreement that it's easy to find out about activities and events available locally, with attention drawn to the following:

- ⊗ **Melton South / Brookfield** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ **Melton West** and **Melton precinct** – respondents were somewhat, albeit not measurably more in agreement than the municipal average.
- ⊗ **Hillside, Kurunjang,** and **rural precinct** – respondents were measurably and significantly less in agreement than the municipal average.

It's easy to find out about activities and events available locally
Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



Melton City Council – 2016 Community Satisfaction Survey

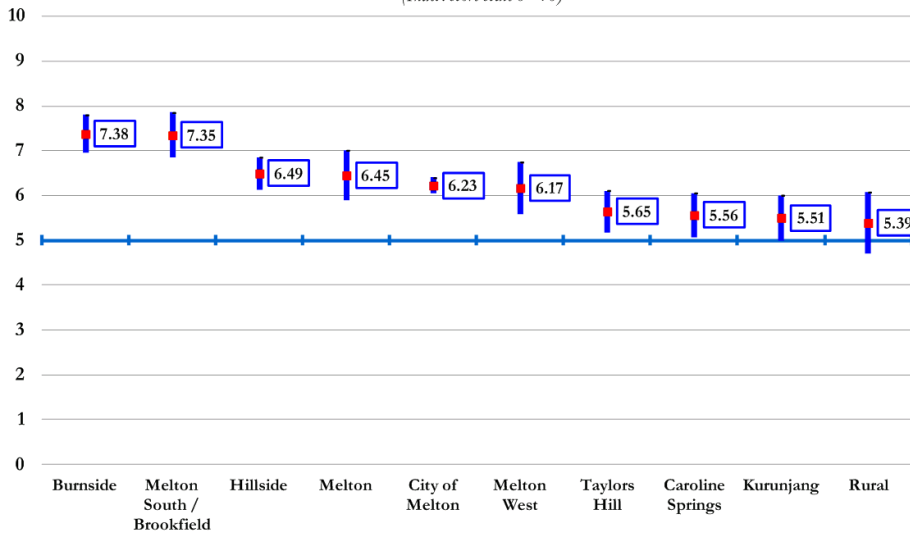


There is access to affordable and efficient public transport

There was measurable and significant variation across the municipality in agreement that there is access to affordable and efficient public transport, with attention drawn to the following:

- ⊗ ***Burnside*** and ***Melton South / Brookfield*** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ ***Taylor's Hill, Caroline Springs, Kurunjang,*** and ***rural precinct*** – respondents were measurably and significantly less in agreement than the municipal average.

There is access to affordable and efficient public transport
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)





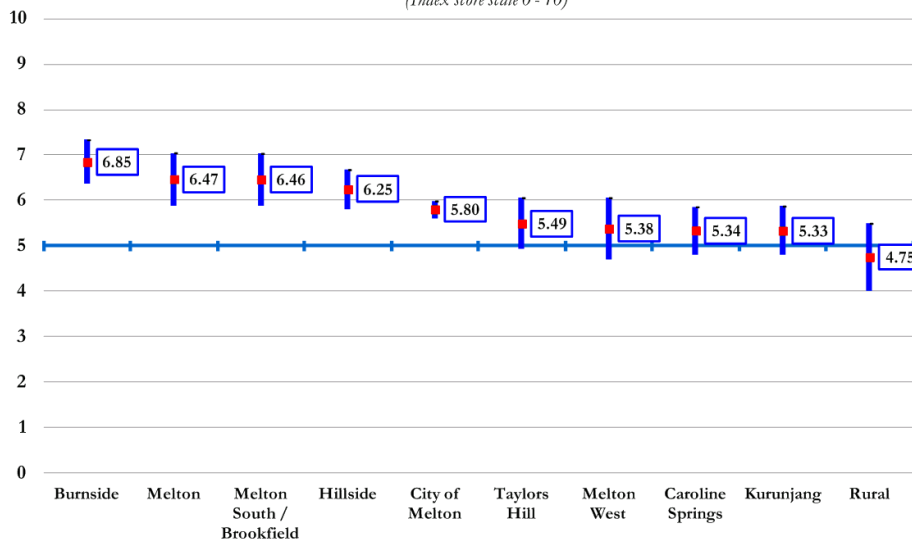
There is public transport that goes where I need to go



There was measurable and significant variation across the municipality in agreement that there is public transport that goes where I need to go, with attention drawn to the following:

- ⊗ **Burnside** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ **Melton precinct, Melton South / Brookfield, and Hillside** – respondents were significantly, albeit not measurably more in agreement than the municipal average.
- ⊗ **Melton West, Caroline Springs, and Kurunjang** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ **Rural precinct** – respondents were measurably and significantly less in agreement than the municipal average.

There is public transport that goes where I need to go
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



Melton City Council – 2016 Community Satisfaction Survey

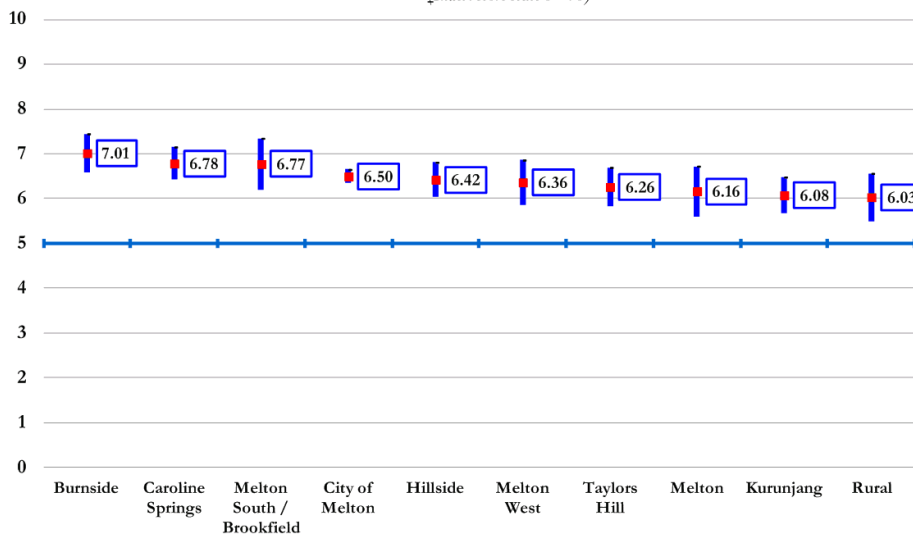


There are opportunities to have a real say on issues that are important to me

There was some measurable variation across the municipality in agreement that there are opportunities to have a real say on issues that are important to me, with attention drawn to the following:

- ⊗ **Burnside** – respondents were measurably and significantly more in agreement than the municipal average.

There are opportunities to have a real say on issues that are important to me
Melton City Council - 2016 Community Satisfaction Survey
(Index score scale 0 - 10)





Participation in community activities



Respondents were asked:

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

Consistent with the results recorded in 2015, approximately two-thirds (63.3% down from 66.1%) of respondents identified at least one community activity in which they have participated in the last year. These respondents identified an average of 2.3 activities each.

The activities most commonly participated in by respondents in 2016 were similar to those recorded in 2015; that being sports and leisure events (27.1% down from 29.1%) and local community festivals (23.1% down from 32.8%).

It is observed that there was a large decrease in the proportion of respondents participating in arts and cultural events in 2016 compared to 2015, down from 32.3% to 14.9%. This decline may well reflect at least in part the inclusion of the new category in 2016 of health and wellbeing programs, in which 13.8% of respondents participated.

These results show that the proportion of respondents participating in community activities has not varied measurably since 2015, although the proportion participating in the different categories of activities has varied somewhat. It is true however that some of these categories are not mutually exclusive, and that the variation in the categories included in the survey in 2016 may well be impacting on the results a little.

Participation in community activities
Melton City Council - 2016 Community Satisfaction Survey
(Number and percent of total respondents)

| Response | 2016 | | 2015 |
|--|--------------------|---------|--------------------|
| | Number | Percent | |
| Sports / leisure events | 217 | 27.1% | 29.1% |
| Local community festivals | 185 | 23.1% | 32.8% |
| School events / fetes | 149 | 18.6% | 20.5% |
| Arts / cultural events | 119 | 14.9% | 32.3% |
| Information centres | 111 | 13.9% | 6.3% |
| Health and Wellbeing programs | 110 | 13.8% | na |
| Activities, events, classes in neighbourhood | 80 | 10.0% | 13.5% |
| Youth events | 60 | 7.5% | 2.6% |
| Living and Learning courses / events | 53 | 6.6% | 3.6% |
| Community consultations | 36 | 4.5% | 7.3% |
| Bushfire / emergency management info session: | 29 | 3.6% | 7.4% |
| Other | 8 | 1.0% | 1.1% |
| Total responses | 1,157 | | 1,251 |
| <i>Repondents participating in at least one activity</i> | <i>507 (63.3%)</i> | | <i>529 (66.1%)</i> |



Melton City Council – 2016 Community Satisfaction Survey



There was measurable and significant variation in these results by respondent profile, with attention drawn to the following:

- ⊗ **Adolescents** (aged 15 to 19 years) – were more likely than average to participate in local community festivals and youth events, and less likely than average to participate in sports / leisure events.
- ⊗ **Adults** (aged 35 to 44 years – were more likely than average to participate in school events / fetes.
- ⊗ **Senior citizens** (aged 75 years and over) – were more likely than average to participate in health and wellbeing programs, and less likely than average to participate in sports / leisure events, local community festivals, school events / fetes, and arts and cultural events.
- ⊗ **Male respondents** – were more likely than female respondents to participate in sports and leisure events.
- ⊗ **English speaking household respondents** – were more likely than non-English speaking household respondents to participate in sports and leisure events.

Participation in community activities by age group
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of total respondents)

| Response | Adolescents | Young adults | Adults | Middle-aged adults | Older adults | Senior citizens |
|--|-------------|--------------|------------|--------------------|--------------|-----------------|
| Sports / leisure events | 18.6% | 27.7% | 31.7% | 25.8% | 25.8% | 15.5% |
| Local community festivals | 31.0% | 22.2% | 20.8% | 25.3% | 25.2% | 11.7% |
| School events / fetes | 23.2% | 17.5% | 26.0% | 17.4% | 12.2% | 5.5% |
| Arts / cultural events | 14.6% | 18.0% | 14.3% | 15.0% | 13.8% | 5.4% |
| Information centres | 17.6% | 16.2% | 15.8% | 12.1% | 10.8% | 7.7% |
| Health and Wellbeing programs | 2.8% | 11.0% | 15.2% | 12.2% | 17.5% | 20.6% |
| Activities, events, classes in neighbourhood | 15.3% | 5.4% | 8.7% | 10.2% | 15.4% | 14.7% |
| Youth events | 18.4% | 9.3% | 7.8% | 7.5% | 3.4% | 3.9% |
| Living and Learning courses / events | 7.3% | 6.7% | 5.8% | 8.8% | 4.8% | 3.9% |
| Community consultations | 9.1% | 3.3% | 4.3% | 3.7% | 7.5% | 1.7% |
| Bushfire/emergency mgt info sessions | 9.1% | 2.8% | 3.1% | 2.4% | 7.4% | 0.0% |
| Other | 0.0% | 0.7% | 0.6% | 0.5% | 2.2% | 3.9% |
| Total responses | 45 | 234 | 336 | 309 | 201 | 29 |

Respondents participating in at least one activity 18 (67.1%) 107 (64.6%) 143 (65.5%) 133 (60.6%) 87 (63.4%) 18 (56.0%)



Participation in community activities by respondent profile
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of total respondents)

| Response | Male | Female | English speaking | non-English speaking |
|---|------------|------------|------------------|----------------------|
| Sports / leisure events | 31.1% | 23.3% | 30.1% | 18.8% |
| Local community festivals | 21.1% | 25.0% | 23.1% | 23.6% |
| School events / fetes | 16.8% | 20.6% | 19.8% | 14.9% |
| Arts / cultural events | 13.2% | 16.5% | 14.3% | 16.2% |
| Information centres | 14.7% | 12.7% | 14.1% | 12.5% |
| Health and Wellbeing programs | 15.4% | 12.0% | 15.6% | 8.7% |
| Activities, events, classes in neighbourhoo | 8.9% | 11.0% | 10.7% | 8.4% |
| Youth events | 6.4% | 8.2% | 7.4% | 7.9% |
| Living and Learning courses / events | 7.1% | 6.2% | 5.6% | 8.8% |
| Community consultations | 5.2% | 3.7% | 4.5% | 4.9% |
| Bushfire/emergency mgt info sessions | 3.8% | 3.6% | 4.2% | 1.9% |
| Other | 0.8% | 1.2% | 0.8% | 1.4% |
| Total responses | 581 | 569 | 874 | 271 |

Respondents participating in at least one activity 262 (65.2%) 241 (61.0%) 377 (64.8%) 125 (59.0%)

There was some measurable variation observed across the nine precincts comprising the City of Melton, with attention drawn to the following:

- ⊗ **Melton precinct** – respondents were more likely than average to participate in local community festivals and activities, events and classes in the neighbourhood, but less likely than average to participate in sports / leisure events, and information centres.
- ⊗ **Kurunjang** – respondents were less likely than average to participate in health and wellbeing programs and activities, events and classes in the local neighbourhood.
- ⊗ **Melton West** – respondents were more likely than average to participate in local community festivals and activities, events and classes in the local neighbourhood, and less likely than average to participate in information centres.
- ⊗ **Melton South / Brookfield** – respondents were more likely than average to participate in local community festivals, health and wellbeing programs, and living and learning courses and events.
- ⊗ **Caroline Springs** – respondents were less likely than average to participate in local community festivals.
- ⊗ **Burnside** – respondents were more likely than average to participate in youth events and Living and Learning courses / events, and less likely than average to participate in local community festivals, and activities, events, and classes in the local neighbourhood.
- ⊗ **Taylor's Hill** – respondents were less likely than average to participate in activities, events, and classes in the local neighbourhood.
- ⊗ **Hillside** – respondents were less likely than average to participate in local community festivals.



Melton City Council – 2016 Community Satisfaction Survey



- ⊗ **Rural precinct** – respondents were more likely than average to participate in local community festivals, activities, events and classes in the local neighbourhood, and bushfire / emergency management information sessions, and less likely than average to participate in Health and Wellbeing programs.

Participation in community activities by precinct
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of total respondents)

| Response | Melton | Kurunjang | Melton West | Melton Stb/ Brookfield | Caroline Springs |
|---|-------------------|-------------------|-------------------|---------------------------|---------------------|
| Sports / leisure events | 18.0% | 23.9% | 29.5% | 33.3% | 31.5% |
| Local community festivals | 39.3% | 20.5% | 34.1% | 31.1% | 13.5% |
| School events / fetes | 14.6% | 23.9% | 19.3% | 20.0% | 18.0% |
| Arts / cultural events | 18.0% | 13.6% | 20.5% | 14.4% | 13.5% |
| Information centres | 5.6% | 13.6% | 4.5% | 14.4% | 14.6% |
| Health and Wellbeing programs | 14.6% | 4.5% | 9.1% | 26.7% | 15.7% |
| Activities, events, classes in neighbourhood | 20.2% | 2.3% | 21.6% | 10.0% | 9.0% |
| Youth events | 2.2% | 1.1% | 3.4% | 13.3% | 9.0% |
| Living and Learning courses / events | 6.7% | 3.4% | 2.3% | 13.3% | 4.5% |
| Community consultations | 5.6% | 11.4% | 0.0% | 1.1% | 6.7% |
| Bushfire/emergency mgt info sessions | 3.4% | 4.5% | 3.4% | 3.3% | 5.6% |
| Other | 1.1% | 0.0% | 2.3% | 4.4% | 0.0% |
| Total responses | 133 | 108 | 132 | 167 | 126 |
| <i>Respondents participating in at least one activity</i> | <i>53 (59.6%)</i> | <i>55 (62.5%)</i> | <i>57 (64.8%)</i> | <i>64 (71.1%)</i> | <i>62 (69.7%)</i> |

| Response | Burnside | Taylor's Hill | Hillside | Rural | City of Melton |
|---|-------------------|-------------------|-------------------|-----------------|--------------------|
| Sports / leisure events | 28.1% | 22.5% | 23.3% | 25.0% | 27.1% |
| Local community festivals | 13.5% | 20.2% | 13.3% | 37.5% | 23.1% |
| School events / fetes | 14.6% | 12.4% | 20.0% | 26.1% | 18.6% |
| Arts / cultural events | 12.4% | 20.2% | 10.0% | 11.4% | 14.9% |
| Information centres | 20.2% | 20.2% | 17.8% | 10.2% | 13.9% |
| Health and Wellbeing programs | 14.6% | 12.4% | 13.3% | 2.3% | 13.8% |
| Activities, events, classes in neighbourhood | 1.1% | 2.2% | 5.6% | 23.9% | 10.0% |
| Youth events | 14.6% | 6.7% | 8.9% | 1.1% | 7.5% |
| Living and Learning courses / events | 11.2% | 7.9% | 4.4% | 8.0% | 6.6% |
| Community consultations | 1.1% | 6.7% | 3.3% | 8.0% | 4.5% |
| Bushfire/emergency mgt info sessions | 0.0% | 1.1% | 2.2% | 11.4% | 3.6% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 1.0% |
| Total responses | 117 | 118 | 110 | 145 | 1,157 |
| <i>Respondents participating in at least one activity</i> | <i>48 (53.9%)</i> | <i>46 (51.7%)</i> | <i>55 (61.1%)</i> | <i>59 (67%)</i> | <i>507 (63.3%)</i> |



Visiting local parks, playgrounds or open spaces



Respondents were asked:

“How often do you typically visit local parks, playgrounds or open spaces?”

This question relating to respondents visiting local parks, playgrounds and open spaces was included for the first time in the 2016 survey.

The overwhelming majority (80.3%) of respondents providing a response reported that they visit local parks, playground and open spaces at least monthly, with approximately two-thirds (63.7%) of the respondents visiting at least weekly. Metropolis Research notes that this result is consistent with results recorded elsewhere across metropolitan Melbourne, whereby a significant proportion of the community regularly visit local parks, playgrounds, and / or open spaces. This result reinforces the view that open space is a critical component of local community.

As is clearly evident in the table, there is no meaningful variation in these results by respondents’ gender or the language spoken at home.

Frequency of visiting local parks, playgrounds or open spaces
Melton City Council - 2016 Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Response | 2016 | | Male | Female | English speaking | non-English speaking |
|---------------------------------|------------|-------------|------------|------------|------------------|----------------------|
| | Number | Percent | | | | |
| Daily or every few days | 293 | 36.8% | 39.3% | 34.6% | 37.1% | 35.8% |
| Weekly | 214 | 26.9% | 29.1% | 24.3% | 27.0% | 26.4% |
| Fortnightly | 47 | 5.9% | 5.2% | 6.6% | 5.9% | 6.2% |
| Monthly | 85 | 10.7% | 10.0% | 11.3% | 10.0% | 11.9% |
| Rarely (less than once a month) | 99 | 12.4% | 10.3% | 14.7% | 12.5% | 12.5% |
| Never | 58 | 7.3% | 6.1% | 8.5% | 7.5% | 7.2% |
| Not stated | 4 | | 2 | 3 | 5 | 0 |
| Total | 800 | 100% | 402 | 395 | 582 | 212 |

There was some notable variation in the frequency of visiting local parks, playgrounds and / or open spaces by respondents’ age structure as outlined in the following graph and table.

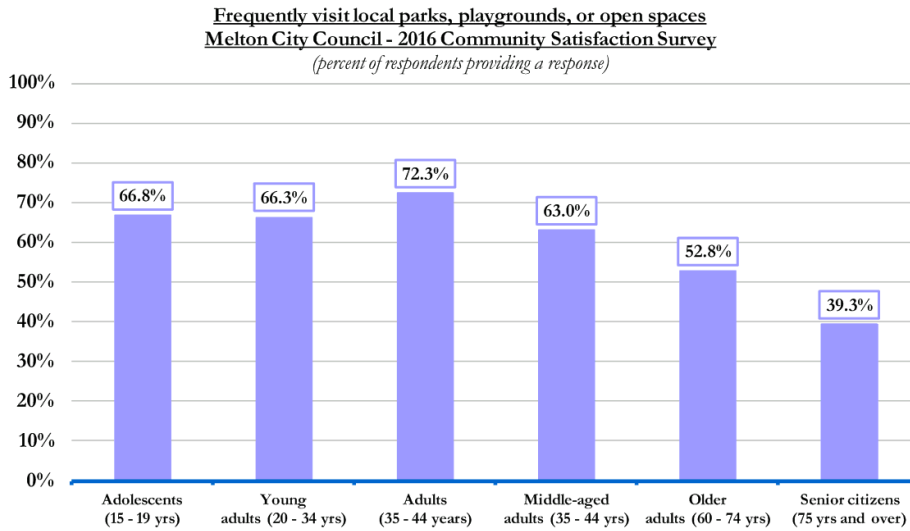
Attention is drawn to the fact that the propensity to frequently (at least once per week) visit local parks, playgrounds and open spaces does decline with age, with adults (aged 35 to 44 years) the most likely to frequently visit (often visiting with their children), and older adults and senior citizens in particular noticeably less likely than younger respondents to frequently visit.



It is noted however that despite the decline in the frequency of visiting local parks, playgrounds, or open spaces observed by respondent age structure, more than half (52.8%) of the older adults (aged 60 to 74 years) visit at least once per week, and that more than one-third (39.3%) of senior citizens visit at least once per week.



Melton City Council – 2016 Community Satisfaction Survey



Frequency of visiting local parks, playgrounds or open spaces by age group
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | Adolescents | Young adults | Adults | Middle-aged adults | Older adults | Senior citizens |
|---------------------------------|-------------|--------------|------------|--------------------|--------------|-----------------|
| Daily or every few days | 24.5% | 34.9% | 46.2% | 36.0% | 31.1% | 24.2% |
| Weekly | 42.3% | 31.4% | 26.1% | 27.0% | 21.7% | 15.1% |
| Fortnightly | 10.9% | 5.4% | 8.6% | 4.2% | 4.5% | 3.9% |
| Monthly | 12.1% | 14.7% | 9.4% | 10.5% | 9.6% | 2.4% |
| Rarely (less than once a month) | 0.0% | 8.6% | 7.0% | 16.6% | 15.6% | 37.5% |
| Never | 10.2% | 4.9% | 2.7% | 5.8% | 17.5% | 16.9% |
| Not stated | 0 | 0 | 1 | 2 | 2 | 0 |
| Total | 27 | 166 | 218 | 219 | 138 | 31 |

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

- ⊗ **Melton precinct** – respondents were more likely than average to visit rarely and less likely than average to visit daily or every few days.
- ⊗ **Kurunjang** – respondents were less likely than average to visit daily or every few days.
- ⊗ **Melton West** – respondents were more likely than average to visit rarely.
- ⊗ **Melton South / Brookfield** – respondents were less likely than average to visit weekly.
- ⊗ **Caroline Springs** – respondents were more likely than average to visit daily or every few days.



⊗ **Burnside** – respondents were more likely than average to visit monthly.



⊗ **Hillside** – respondents were more likely than average to visit daily or every few days.

⊗ **Rural precinct** – respondents were less likely than average to visit daily or every few days.

Frequency of visiting local parks, playgrounds or open spaces by precinct
Melton City Council - 2016 Community Satisfaction Survey

(Number and percent of respondents providing a response)

| Response | Melton | Kurumjang | Melton West | Melton Sth/ Brookfield | Caroline Springs |
|---------------------------------|-----------|-----------|-------------|---------------------------|---------------------|
| Daily or every few days | 23.9% | 26.1% | 32.2% | 36.0% | 49.4% |
| Weekly | 25.0% | 30.7% | 27.6% | 18.0% | 30.3% |
| Fortnightly | 8.0% | 6.8% | 2.3% | 10.1% | 2.2% |
| Monthly | 15.9% | 13.6% | 11.5% | 7.9% | 9.0% |
| Rarely (less than once a month) | 21.6% | 13.6% | 21.8% | 18.0% | 4.5% |
| Never | 5.7% | 9.1% | 4.6% | 10.1% | 4.5% |
| Not stated | 1 | 0 | 1 | 1 | 0 |
| Total | 89 | 88 | 88 | 90 | 89 |

| Response | Burnside | Taylor's Hill | Hillside | Rural | City of Melton |
|---------------------------------|-----------|---------------|-----------|-----------|-------------------|
| Daily or every few days | 34.8% | 39.3% | 44.9% | 18.4% | 36.8% |
| Weekly | 21.3% | 23.6% | 32.6% | 33.3% | 26.9% |
| Fortnightly | 2.2% | 11.2% | 6.7% | 5.7% | 5.9% |
| Monthly | 20.2% | 6.7% | 4.5% | 17.2% | 10.7% |
| Rarely (less than once a month) | 10.1% | 13.5% | 2.2% | 16.1% | 12.4% |
| Never | 11.2% | 5.6% | 9.0% | 9.2% | 7.3% |
| Not stated | 0 | 0 | 1 | 1 | 4 |
| Total | 89 | 89 | 90 | 88 | 800 |

Participation in organised physical activity

Respondents were asked:

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

This question relating to participation in organised physical activity was included for the first time in the 2016 survey.



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



Melton City Council – 2016 Community Satisfaction Survey



There was little meaningful variation in these results between male and female respondents, although it is observed that male respondents were marginally more likely than female respondents to participate daily or every few days, whilst female respondents were marginally more likely than male respondents to never participate.

There was no meaningful variation in these results between respondents from English speaking households and respondents from non-English speaking households.

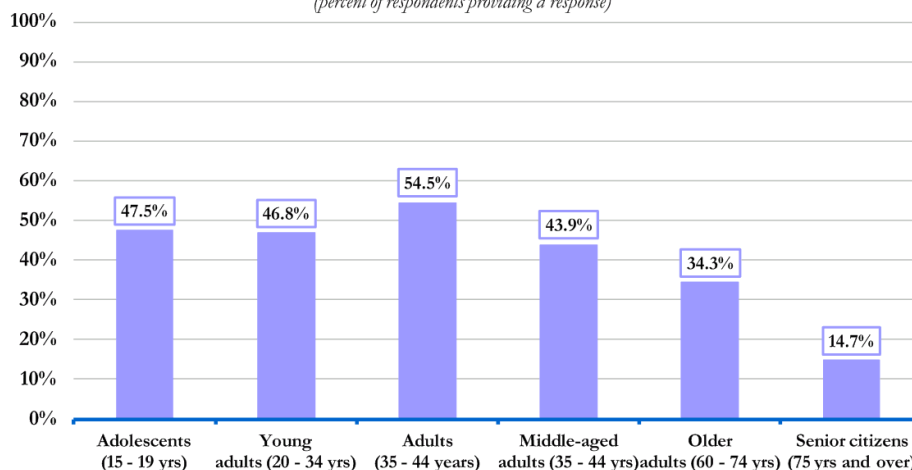
Participation in organised physical activity
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2016 | | Male | Female | English speaking | non-English speaking |
|---------------------------------|------------|-------------|------------|------------|------------------|----------------------|
| | Number | Percent | | | | |
| Daily or every few days | 167 | 21.0% | 23.4% | 18.5% | 20.1% | 23.5% |
| Weekly | 189 | 23.8% | 23.8% | 23.8% | 24.8% | 20.7% |
| Fortnightly | 24 | 3.0% | 2.4% | 3.7% | 2.9% | 3.6% |
| Monthly | 87 | 11.0% | 11.9% | 9.9% | 10.9% | 10.7% |
| Rarely (less than once a month) | 112 | 14.1% | 15.2% | 13.2% | 15.9% | 9.7% |
| Never | 215 | 27.1% | 23.3% | 30.9% | 25.4% | 31.8% |
| Not stated | 6 | | 3 | 4 | 6 | 0 |
| Total | 800 | 100% | 402 | 395 | 582 | 212 |

There was some measurable variation in the proportion of respondents frequently (at least weekly) participating in organised physical activity by respondents' age structure, as outlined in the following graph and table.

It is observed that adults (aged 34 to 45 years) were more likely than other respondents to frequently participate, and that the propensity to frequently participate in organised physical activity declines with age from 45 years and over.

Frequently participate in organised physical activity
Melton City Council - 2016 Community Satisfaction Survey
 (percent of respondents providing a response)





Participation in organised physical activity by age group
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | Adolescents | Young adults | Adults | Middle-aged adults | Older adults | Senior citizens |
|---------------------------------|-------------|--------------|------------|--------------------|--------------|-----------------|
| Daily or every few days | 23.8% | 22.0% | 26.6% | 16.9% | 21.1% | 5.4% |
| Weekly | 23.7% | 24.8% | 27.9% | 27.0% | 13.2% | 9.3% |
| Fortnightly | 0.0% | 4.9% | 3.1% | 2.8% | 2.2% | 0.0% |
| Monthly | 13.5% | 20.2% | 10.2% | 10.0% | 3.7% | 3.8% |
| Rarely (less than once a month) | 7.4% | 10.0% | 13.2% | 15.4% | 17.1% | 27.5% |
| Never | 31.7% | 18.1% | 18.9% | 27.9% | 42.6% | 54.1% |
| Not stated | 0 | 0 | 1 | 3 | 2 | 0 |
| Total | 27 | 166 | 218 | 219 | 138 | 31 |

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

- ⊗ **Melton precinct** – respondents were more likely than average to rarely participate.
- ⊗ **Kurunjang** – respondents were roughly equally as likely to participate in organised physical activity as the municipal average.
- ⊗ **Melton West** – respondents were more likely than average to rarely participate, and less likely than average to participate daily or every few days.
- ⊗ **Caroline Springs** – respondents were more likely than average to participate daily or every few days, and less likely than average to rarely or never participate.
- ⊗ **Burnside** – respondents were more likely than average to never participate and less likely than average to participate daily or every few days.
- ⊗ **Hillside** – respondents were more likely than average to participate weekly, and less likely than average to never participate.
- ⊗ **Rural precinct** – respondents were more likely than average to rarely participate.



Melton City Council – 2016 Community Satisfaction Survey



Participation in organised physical activity by precinct
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | Melton | Kurumjang | Melton West | Melton Sth/ Brookfield | Caroline Springs |
|---------------------------------|-----------|-----------|-------------|---------------------------|---------------------|
| Daily or every few days | 20.5% | 23.9% | 10.3% | 13.5% | 36.0% |
| Weekly | 15.9% | 29.5% | 16.1% | 20.2% | 24.7% |
| Fortnightly | 1.1% | 2.3% | 2.3% | 3.4% | 3.4% |
| Monthly | 4.5% | 8.0% | 9.2% | 14.6% | 16.9% |
| Rarely (less than once a month) | 23.9% | 10.2% | 32.2% | 19.1% | 4.5% |
| Never | 34.1% | 26.1% | 29.9% | 29.2% | 14.6% |
| Not stated | 1 | 0 | 1 | 1 | 0 |
| Total | 89 | 88 | 88 | 90 | 89 |

| Response | Burnside | Taylor's Hill | Hillside | Rural | City of Melton |
|---------------------------------|-----------|---------------|-----------|-----------|-------------------|
| Daily or every few days | 11.5% | 16.9% | 28.1% | 16.1% | 21.0% |
| Weekly | 18.4% | 25.8% | 36.0% | 21.8% | 23.8% |
| Fortnightly | 2.3% | 4.5% | 4.5% | 1.1% | 3.0% |
| Monthly | 16.1% | 9.0% | 6.7% | 5.7% | 11.0% |
| Rarely (less than once a month) | 6.9% | 9.0% | 6.7% | 25.3% | 14.1% |
| Never | 44.8% | 34.8% | 18.0% | 29.9% | 27.1% |
| Not stated | 2 | 0 | 1 | 1 | 6 |
| Total | 89 | 89 | 90 | 88 | 800 |

Participation in informal physical activity

Respondents were asked:

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

This question relating to participation in informal physical activity was included for the first time in the 2016 survey.

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

Male respondents were marginally more likely than female respondents to participate at weekly, whilst female respondents were marginally more likely than male respondents to never participate in informal physical activity.



There was no significant variation in these results between respondents from English speaking households and respondents from non-English speaking respondents.



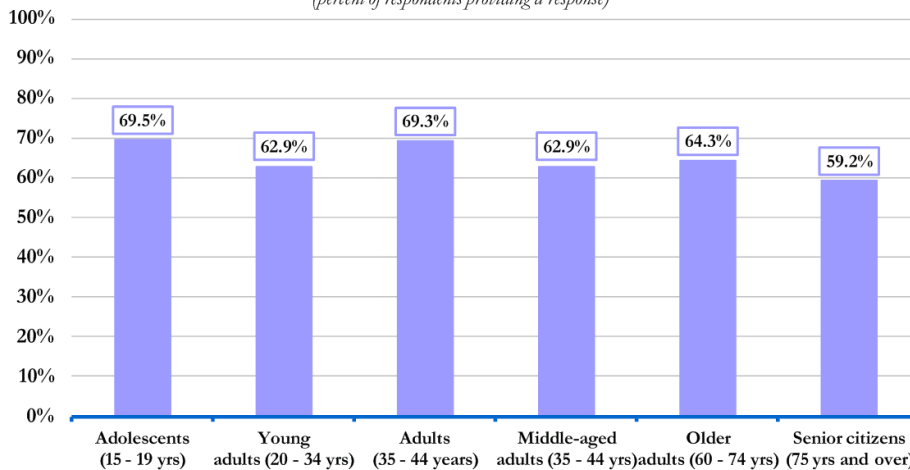
Participation in informal physical activity
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2016 | | Male | Female | English speaking | non-English speaking |
|---------------------------------|------------|-------------|------------|------------|------------------|----------------------|
| | Number | Percent | | | | |
| Daily or every few days | 314 | 39.5% | 39.2% | 39.7% | 40.2% | 37.4% |
| Weekly | 203 | 25.5% | 27.3% | 23.8% | 25.5% | 26.0% |
| Fortnightly | 37 | 4.7% | 5.6% | 3.8% | 3.7% | 7.5% |
| Monthly | 89 | 11.2% | 11.8% | 10.5% | 10.8% | 12.1% |
| Rarely (less than once a month) | 80 | 10.1% | 9.5% | 10.6% | 11.5% | 6.6% |
| Never | 72 | 9.1% | 6.7% | 11.5% | 8.3% | 10.4% |
| Not stated | 5 | | 3 | 4 | 6 | 0 |
| Total | 800 | 100% | 402 | 395 | 582 | 212 |

It is interesting to note that unlike organised physical activity, there was little meaningful variation in the proportion of respondents frequently (at least weekly) participating in informal physical activity.

Senior citizens are less likely than younger respondents to frequently participate in informal physical activity, although Metropolis Research notes that the difference is relatively minor.

Frequently participate in informal physical activity
Melton City Council - 2016 Community Satisfaction Survey
 (percent of respondents providing a response)



Melton City Council – 2016 Community Satisfaction Survey



Participation in informal physical activity by age group
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | Adolescents | Young adults | Adults | Middle-aged adults | Older adults | Senior citizens |
|---------------------------------|-------------|--------------|------------|--------------------|--------------|-----------------|
| Daily or every few days | 50.1% | 37.0% | 42.0% | 36.0% | 40.6% | 46.3% |
| Weekly | 19.4% | 25.9% | 27.3% | 26.9% | 23.7% | 12.9% |
| Fortnightly | 15.2% | 4.8% | 6.4% | 3.9% | 2.0% | 0.0% |
| Monthly | 0.0% | 15.5% | 10.8% | 13.9% | 6.0% | 5.8% |
| Rarely (less than once a month) | 8.1% | 8.9% | 8.0% | 12.7% | 10.2% | 14.0% |
| Never | 7.3% | 8.0% | 5.5% | 6.5% | 17.5% | 20.9% |
| Not stated | 0 | 0 | 1 | 3 | 2 | 0 |
| Total | 27 | 166 | 218 | 219 | 138 | 31 |

There was relatively little meaningful variation across the municipality in the frequency of participating in informal physical activity, although it is observed that respondents from Melton South / Brookfield were somewhat more likely than average to never participate in informal physical activity.

Participation in informal physical activity by precinct
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | Melton | Kurunjang | Melton West | Melton Sth/ Brookfield | Caroline Springs |
|---------------------------------|-----------|-----------|-------------|------------------------|------------------|
| Daily or every few days | 46.6% | 42.0% | 33.3% | 30.3% | 44.9% |
| Weekly | 17.0% | 22.7% | 31.0% | 28.1% | 21.3% |
| Fortnightly | 3.4% | 3.4% | 4.6% | 1.1% | 3.4% |
| Monthly | 12.5% | 12.5% | 12.6% | 7.9% | 15.7% |
| Rarely (less than once a month) | 11.4% | 11.4% | 13.8% | 14.6% | 4.5% |
| Never | 9.1% | 8.0% | 4.6% | 18.0% | 10.1% |
| Not stated | 1 | 0 | 1 | 1 | 0 |
| Total | 89 | 88 | 88 | 90 | 89 |

| Response | Burnside | Taylors Hill | Hillside | Rural | City of Melton |
|---------------------------------|-----------|--------------|-----------|-----------|----------------|
| Daily or every few days | 28.7% | 36.0% | 53.9% | 32.2% | 39.5% |
| Weekly | 28.7% | 30.3% | 21.3% | 32.2% | 25.5% |
| Fortnightly | 5.7% | 9.0% | 7.9% | 3.4% | 4.7% |
| Monthly | 9.2% | 11.2% | 9.0% | 5.7% | 11.2% |
| Rarely (less than once a month) | 11.5% | 11.2% | 3.4% | 17.2% | 10.1% |
| Never | 16.1% | 2.2% | 4.5% | 9.2% | 9.1% |
| Not stated | 2 | 0 | 1 | 1 | 5 |
| Total | 89 | 89 | 90 | 88 | 800 |



Local services or facilities required



Respondents were asked:

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

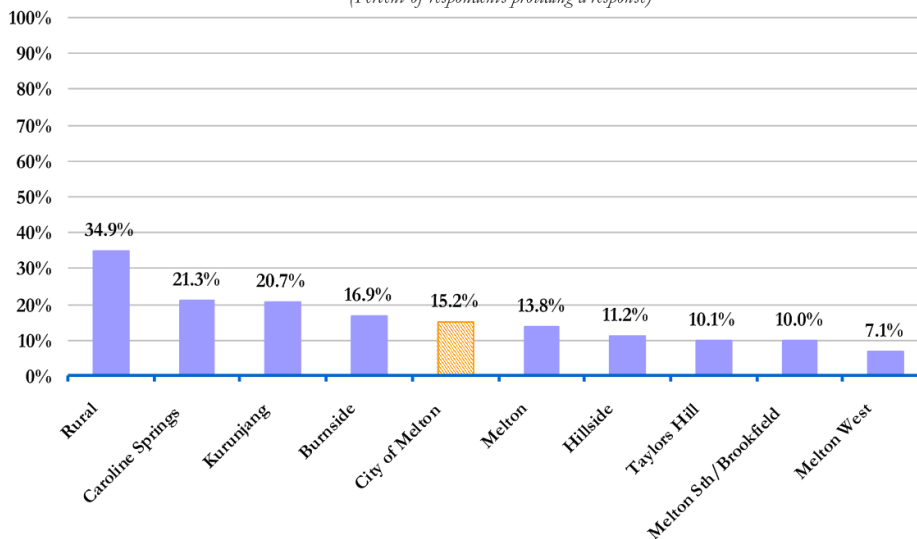
In 2016 a little less than one-sixth (15.2%) of respondents reported that there are services or facilities that they or members of their household require but cannot access locally. This is an increase on the 9.5% reported in 2015.

Community services or support required but cannot access locally
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2016 | | 2015 | Male | Female |
|--------------|------------|-------------|------------|------------|------------|
| | Number | Percent | | | |
| Yes | 120 | 15.2% | 9.5% | 10.1% | 8.4% |
| No | 672 | 84.8% | 90.5% | 89.9% | 91.6% |
| Not stated | 8 | | 18 | 7 | 12 |
| Total | 800 | 100% | 800 | 408 | 389 |

There was some variation in this result across the nine precincts comprising the City of Melton, with respondents from the rural precinct measurably and significantly more likely than average to report that there are services or facilities they require but cannot access locally. Metropolis Research notes that more than one-third (34.9%) of respondents in the rural precinct reported that there are services or facilities they require but cannot access.

Community services or support required but cannot access locally by precinct
Melton City Council - 2016 Community Satisfaction Survey
 (Percent of respondents providing a response)



Melton City Council – 2016 Community Satisfaction Survey



Services or facilities required but not available locally

Respondents reporting that there were services or facilities that they or members of their household required but could not access locally were asked to identify the services or facilities they require.

These open-ended responses have been broadly categorised and are outlined in the following table. The verbatim comments are also included in the following pages.

Metropolis Research notes that the proportion of respondents unable to access medical facilities (including hospitals) locally declined sharply from the 2015 result, whilst the proportion identifying shops, cafes, and entertainment facilities increased.

Services or family support required
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| Comment | 2016 | | 2015 |
|--|------------|-------------|------------------|
| | Number | Percent | |
| Medical facilities (including hospitals) | 31 | 17.3% | 39.7% |
| Sports, leisure & recreation facilities | 27 | 15.1% | 17.9% |
| Shops, cafes & entertainment | 23 | 12.8% | 1.3% |
| Public transport | 20 | 11.2% | 6.4% |
| Children and youth services and facilities | 17 | 9.5% | 2.6% |
| Maintenance of areas | 12 | 6.7% | 0.0% |
| School and education | 9 | 5.0% | 7.7% |
| Park, gardens & open spaces | 9 | 5.0% | 5.1% |
| Traffic, parking & roads | 8 | 4.5% | 0.0% |
| Events, arts & culture | 5 | 2.8% | 1.3% |
| Community services & facilities | 4 | 2.2% | 5.1% |
| Aged care services & facilities | 2 | 1.1% | 1.3% |
| Other | 12 | 6.7% | 5.1% |
| Total | 179 | 100% | 78 (100%) |



Services or family support required
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| Response | Number |
|--|--------|
| <i>Medical facilities</i> | |
| Hospital | 22 |
| Health services | 2 |
| A proper hydro therapy pool | 1 |
| Doctors | 1 |
| Hospital - heart specialist | 1 |
| Medical centre | 1 |
| Mental health places - psychologists etc | 1 |
| Physio doctor | 1 |
| Specialist medical | 1 |
| <i>Sports, leisure & recreation facilities</i> | |
| Swimming pool | 16 |
| Swimming centre | 4 |
| Sport facilities | 3 |
| Gym | 1 |
| Melton pool is too far | 1 |
| Playground required | 1 |
| Public swimming pool or gym | 1 |
| <i>School & education</i> | |
| Schools | 7 |
| High school | 1 |
| Tertiary schools | 1 |
| <i>Public transport</i> | |
| Public transport | 8 |
| Train station | 2 |
| Buses | 2 |
| Bus services (at least twice a day) | 1 |
| Electric train | 1 |
| More frequent bus | 1 |
| More frequent trains | 1 |
| More trains | 1 |
| Need public transport in Kurunjang Dr | 1 |
| Public transport - regular buses | 1 |
| Train and transport after hours | 1 |



Melton City Council – 2016 Community Satisfaction Survey



Services or family support required
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| Response | Number |
|---------------------------------------|------------|
| <i>Events, arts & culture</i> | |
| Farm market | 2 |
| Events | 1 |
| Family oriented events | 1 |
| Late night events | 1 |
| <i>Maintenance of areas</i> | |
| Hard rubbish collection | 9 |
| Public toilet | 1 |
| Regular street sweeping | 1 |
| Street maintenance | 1 |
| <i>Traffic, parking & roads</i> | |
| Car parking | 3 |
| Local infrastructure - footpaths | 2 |
| Another exit to highway | 1 |
| Proper footpaths and lighting | 1 |
| Speed limit on roads | 1 |
| <i>Other</i> | |
| Assistance from Council | 1 |
| Employment services | 1 |
| Gas | 1 |
| Graffiti removal | 1 |
| High speed internet | 1 |
| Household services like plumbing | 1 |
| Impartial policing and fair justice | 1 |
| Maintenance of houses - safety issues | 1 |
| NBN | 1 |
| Rehabilitation | 1 |
| Someone helps us deal with neighbour | 1 |
| Street lighting | 1 |
| Total | 179 |



Involvement in the local community



Respondents were asked:

“Are you actively involved in your local community in either of the following ways?”

This set of questions relating to respondents’ involvement in the local community was included for the first time in the 2016 survey.

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

Involvement in the local community
Melton City Council - 2016 Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Response | <i>I am an active member of a club or community group</i> | | <i>I volunteer regularly</i> | |
|--------------|---|-------------|------------------------------|-------------|
| | Number | Percent | Number | Percent |
| Yes | 143 | 18.6% | 102 | 13.4% |
| No | 624 | 81.4% | 657 | 86.6% |
| Can't say | 33 | | 41 | |
| Total | 800 | 100% | 800 | 100% |

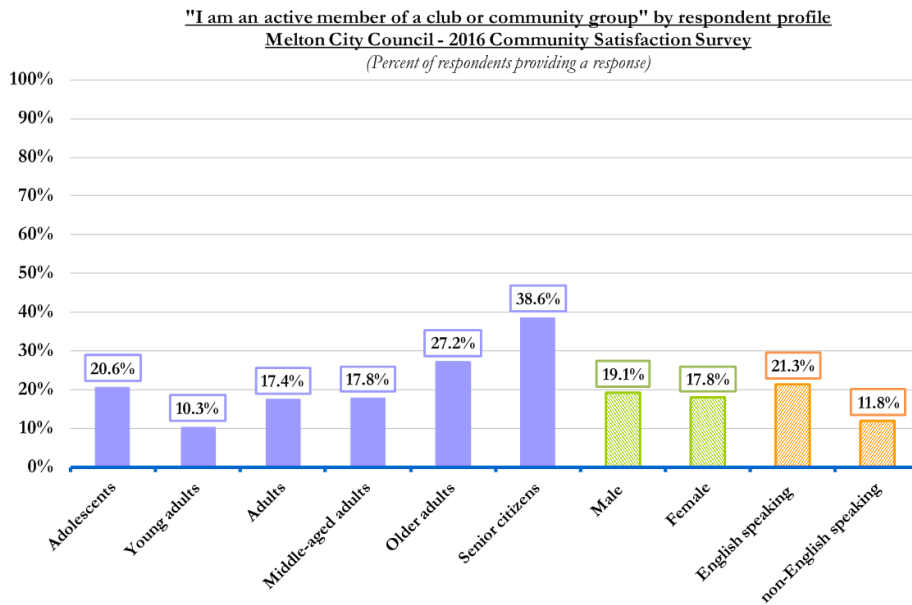
I am an active member of a club or community group

As outlined in the following graph, there was significant variation in the proportion of respondents participating as an active member of a club or community group based on the respondents’ demographic profile.

- ⊗ **Young adults** (aged 20 to 34 years) – were measurably less likely than average to be active members of a local club or community group.
- ⊗ **Older adults** (aged 60 to 74 years) – were measurably more likely than average to be active members of a local club or community group.
- ⊗ **Senior citizens** (aged 75 years and over) – were measurably and significantly more likely than average to be active members of a local club or community group.
- ⊗ There was no meaningful variation in this result between male and female respondents.
- ⊗ **English speaking household respondents** - were measurably more likely than respondents from non-English speaking households to be active members of a local club or community group.

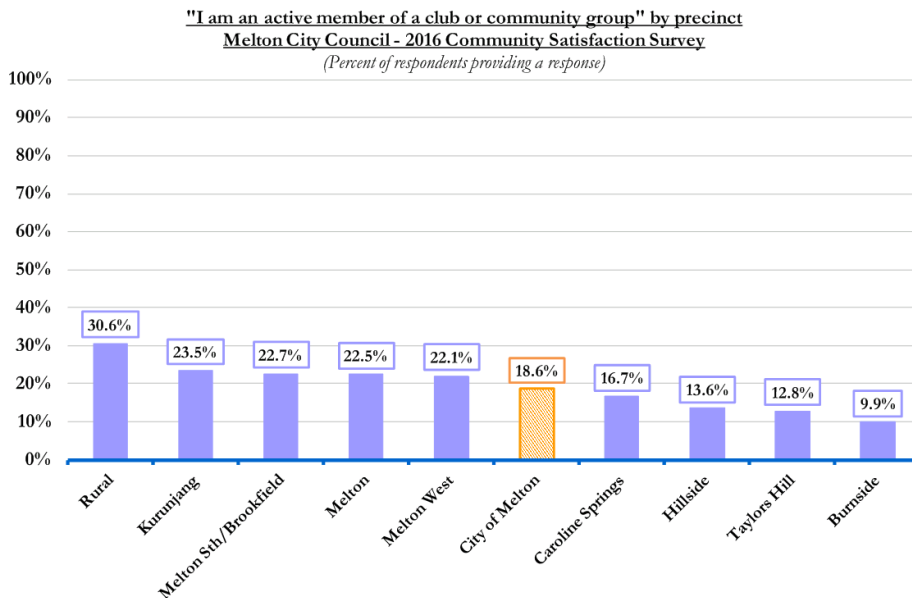


Melton City Council – 2016 Community Satisfaction Survey



There was measurable variation in this result across the nine precincts comprising the City of Melton, with attention drawn to the following:

- ⊗ **Rural precinct** - respondents were measurably more likely than average to be active members of a local club or community group.
- ⊗ **Burnside** – respondents were measurably less likely than average to be an active member of a local club or community group.





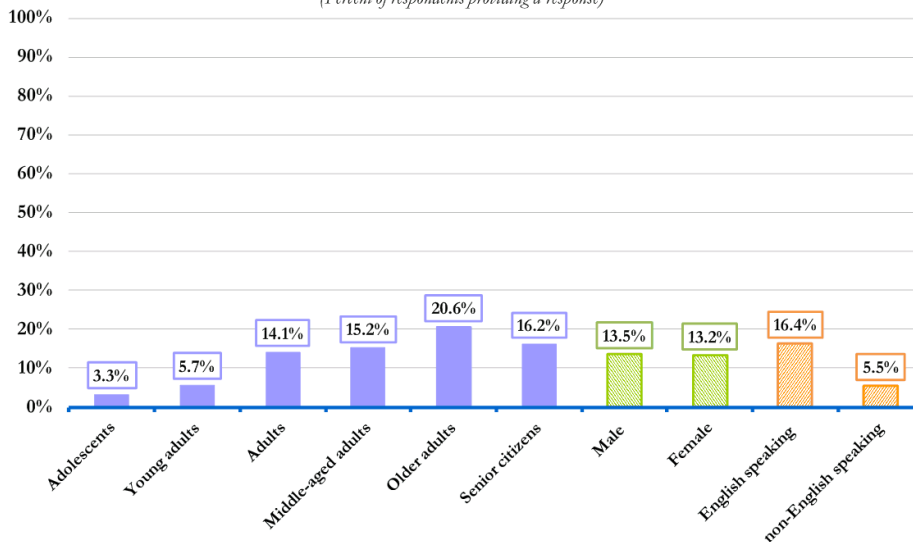
I volunteer regularly



There was meaningful variation in the propensity of respondents to volunteer regularly by respondent profile, with attention drawn to the following:

- ⊗ **Older adults** – were somewhat, albeit not measurably more likely than average to volunteer regularly.
- ⊗ There was no meaningful variation in the propensity to volunteer regularly between male and female respondents.
- ⊗ **English speaking household respondents** – were measurably and significantly more likely to volunteer regularly than were respondents from non-English speaking households.

"I volunteer regularly" by respondent profile
 Melton City Council - 2016 Community Satisfaction Survey
 (Percent of respondents providing a response)

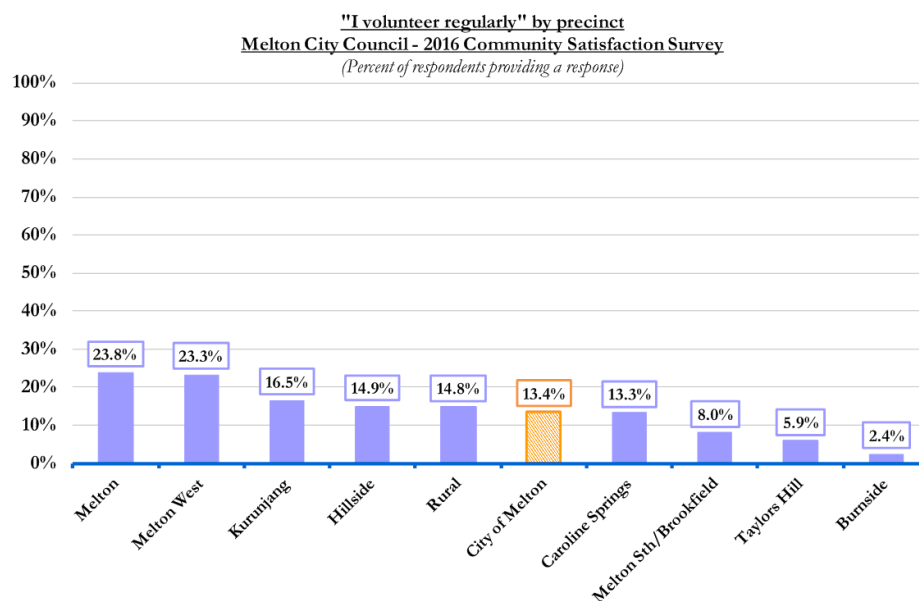


There was measurable variation in this result across the nine precincts comprising the City of Melton, with attention drawn to the following:

- ⊗ **Rural precinct** - respondents were measurably more likely than average to volunteer regularly.
- ⊗ **Taylors Hill** – respondents were somewhat, albeit not measurably less likely than average to volunteer regularly.
- ⊗ **Burnside** – respondents were measurably less likely than average to be volunteer locally.



Melton City Council – 2016 Community Satisfaction Survey



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?”

In 2016, 5.1% of respondents reported that there were times in the last twelve months that their household ran out of food and couldn’t afford to buy more. This is a very marginal and statistically insignificant increase on the 4.3% recorded in 2015.

Frequency of household running out of food
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of total respondents)

| Response | 2016 | | 2015 |
|-------------------------------|------------|-------------|------------|
| | Number | Percent | |
| Never | 731 | 91.4% | 86.4% |
| Once | 11 | 1.4% | 0.6% |
| A couple of times | 19 | 2.4% | 3.0% |
| Monthly or almost every month | 8 | 1.0% | 0.4% |
| More than once a month | 3 | 0.4% | 0.3% |
| Can't say | 28 | 3.5% | 9.4% |
| Total | 800 | 100% | 800 |

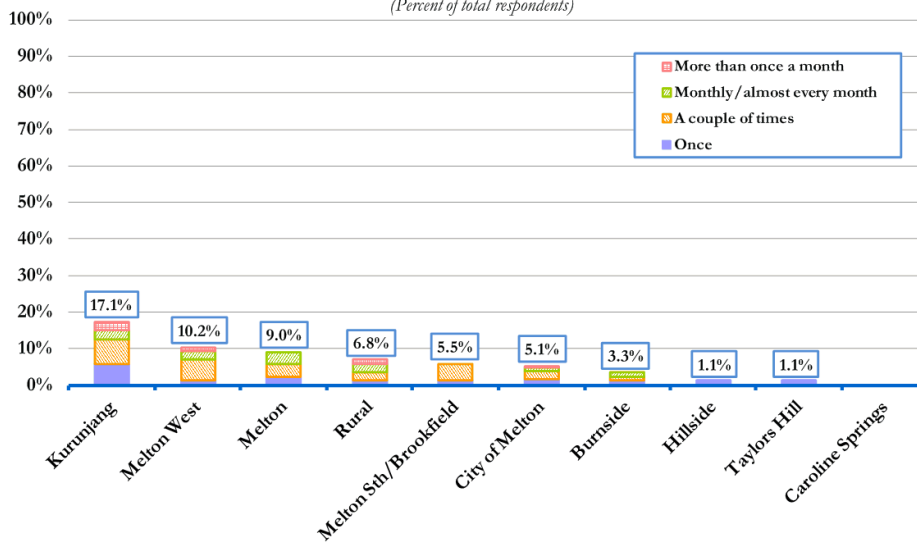


There was some variation in this result across the nine precincts comprising the City of Melton, with attention drawn to the following:



- ⊗ **Kurunjang** – respondents were measurably more likely than average to have run out of food in the last year.
- ⊗ **Caroline Springs** – respondents were measurably less likely than average to have run out of food in the last year. This is the same result (zero percent) as was recorded for this precinct in 2015.

Frequency of household running out of food by precinct
 Melton City Council - 2016 Community Satisfaction Survey
 (Percent of total respondents)



Planning and housing development

Involvement in planning approvals process

Respondents were asked:

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

Consistent with the results recorded in 2015 and results observed elsewhere by Metropolis Research, less than ten percent (4.4% down from 9.2%) of respondents reported that they had been personally involved in the planning approvals and development process in the last twelve months.



Melton City Council – 2016 Community Satisfaction Survey



Involvement in planning and housing development
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2016 | | 2015 | metro. Melb. 2015 |
|-------------------------|------------|-------------|------------|-------------------|
| | Number | Percent | | |
| Yes - as an applicant | 24 | 3.0% | 7.4% | 3.5% |
| Yes - as an objector | 7 | 0.9% | 1.4% | 3.5% |
| Yes - other involvement | 4 | 0.5% | 0.4% | 1.5% |
| No involvement | 760 | 95.6% | 90.8% | 91.0% |
| Not stated | 5 | | 7 | 45 |
| Total | 800 | 100% | 800 | 931 |

Satisfaction with aspects of planning approvals process

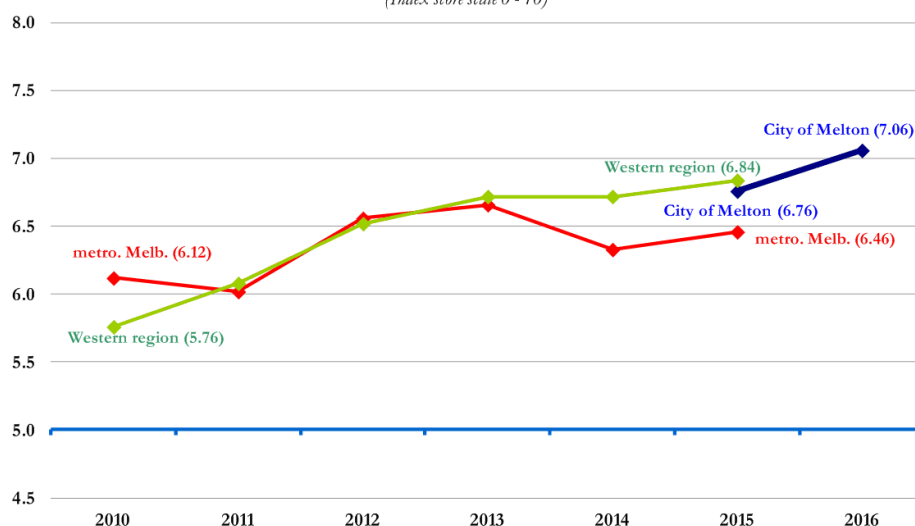
Respondents were asked:

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

The average satisfaction with the four included aspects of planning approvals and housing development process increased 4.4% in 2016 to 7.06, although it remains at a level best categorised as “good”.

This result is measurably higher than the 2015 metropolitan Melbourne average (6.46), and somewhat, albeit not measurably higher than the 2015 western region average (6.84), both as recorded in the 2015 *Governing Melbourne* research.

Planning approvals summary
Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)





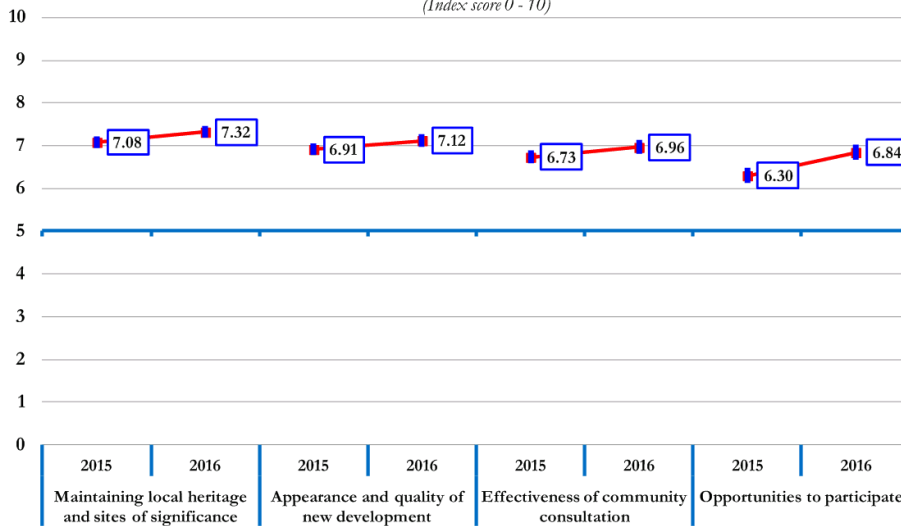
Satisfaction with each of the four aspects increased in 2016, although only the increase in satisfaction with the opportunities to participate in strategic planning projects increased measurably.



Satisfaction with the four aspects of the planning approvals and housing development process can best be summarised as follows:

- ⊗ **Very Good** – for Council performance maintaining local heritage and sites of significance.
- ⊗ **Good** – for the appearance and quality of new developments, the effectiveness of community consultation and the opportunities to participate in strategic planning projects.

Satisfaction with aspects of planning and housing development
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)

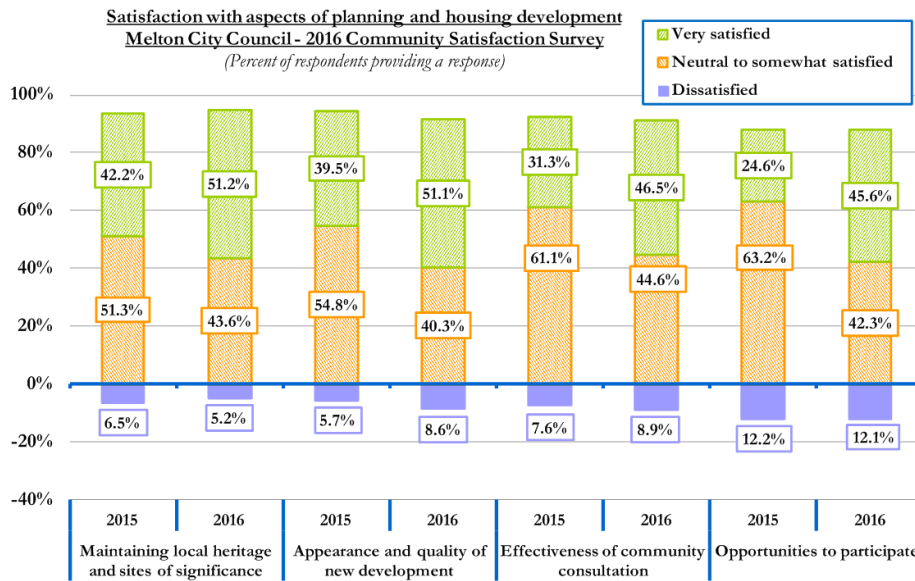


The following graph provides a breakdown of these results into those dissatisfied (rating zero to four), neutral to somewhat satisfied (rating five to seven), and very satisfied (rating eight to ten).

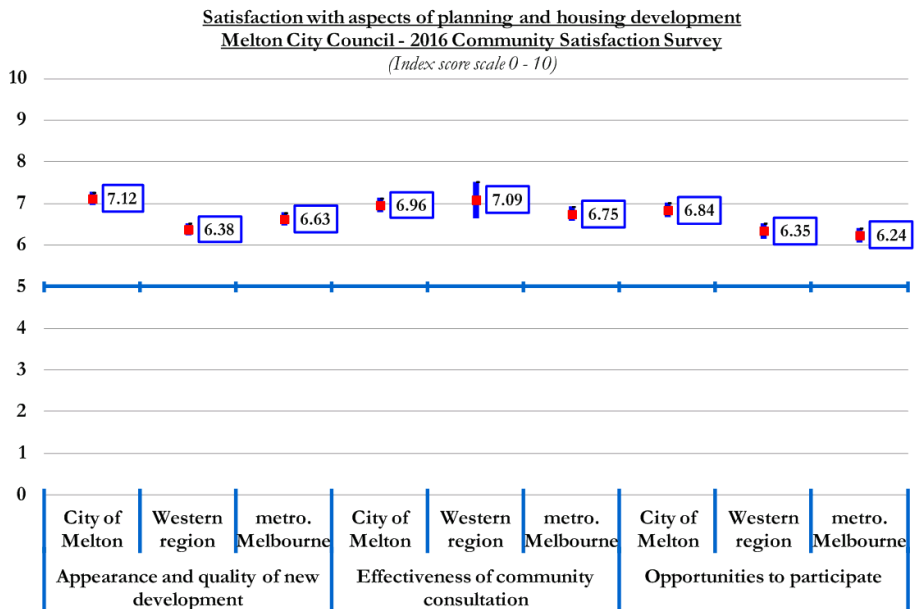
Metropolis Research notes that there was a notable increase in 2016 in the proportion of respondents very satisfied with each of the four aspects of the planning approvals and housing development process.



Melton City Council – 2016 Community Satisfaction Survey



When compared to the *Governing Melbourne* results for the western region and metropolitan Melbourne, it is noted that satisfaction with the appearance and quality of new developments and the opportunities to participate in strategic planning projects was measurably and significantly higher in the City of Melton than either the 2015 western region or metropolitan Melbourne averages.



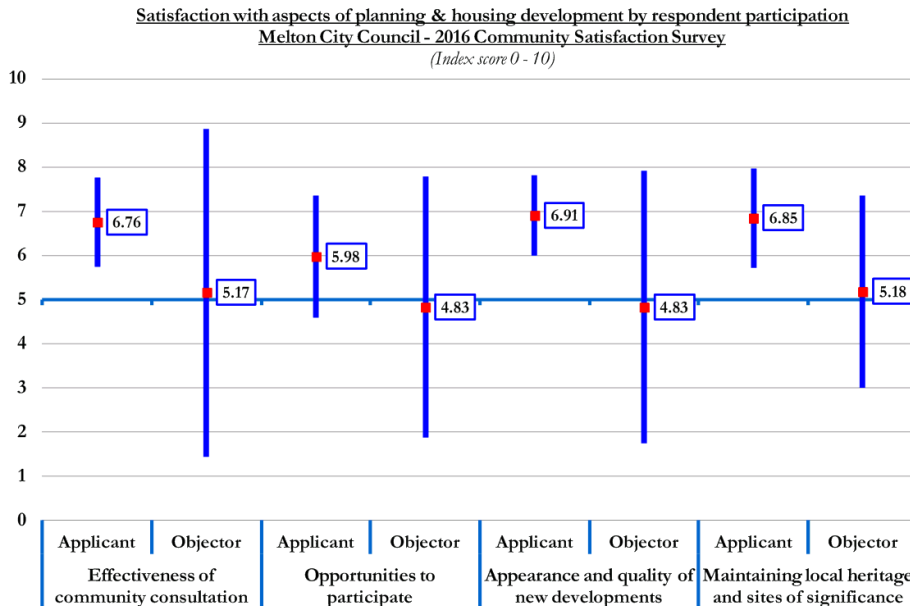


The following graph provides a comparison of satisfaction with the four aspects of the planning approvals and housing development process between respondents involved as applicants and respondents involved as objectors.



Metropolis Research notes the small sample size of both applicants (twenty-four respondents) and objectors (seven respondents), which clearly impacts on the statistical reliability of these results. That said, it is relatively clear that respondents who have been involved as applicants tend to be significantly more satisfied with these aspects than are respondents who have been involved as objectors.

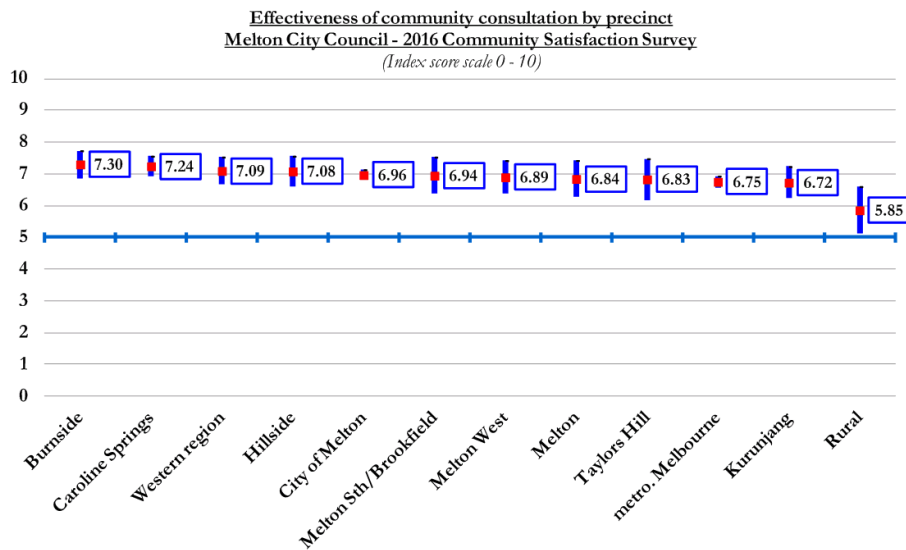
This is a very consistent result that Metropolis Research has observed across many municipalities within metropolitan Melbourne. It is likely to reflect the fact that satisfaction with these aspects is significantly impacted on by the respondents' satisfaction with the planning outcome. As a result, applicants tended to be more satisfied than objectors, as applicants are typically more likely to obtain an outcome to their satisfaction than are objectors.



There was some variation in satisfaction with the effectiveness of community consultation across the nine precincts comprising the City of Melton, with rural precinct respondents measurably and significantly less satisfied than the municipal average.

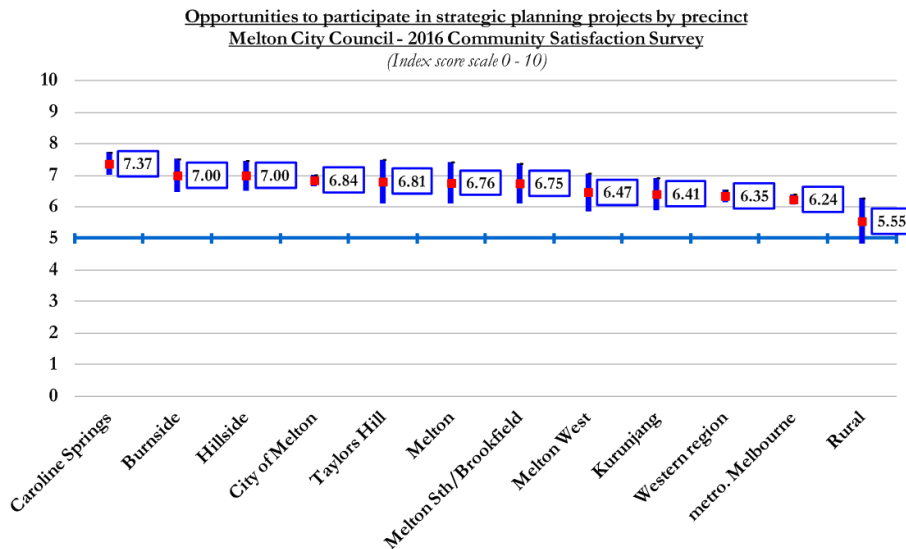


Melton City Council – 2016 Community Satisfaction Survey



There was measurable and significant variation across the municipality in satisfaction with the opportunities to participate in strategic planning projects, with attention drawn to the following:

- ⊗ **Caroline Springs** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level best categorised as “very good”.
- ⊗ **Melton West** and **Kurunjang** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction as “solid”.
- ⊗ **Rural precinct** – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “poor”.

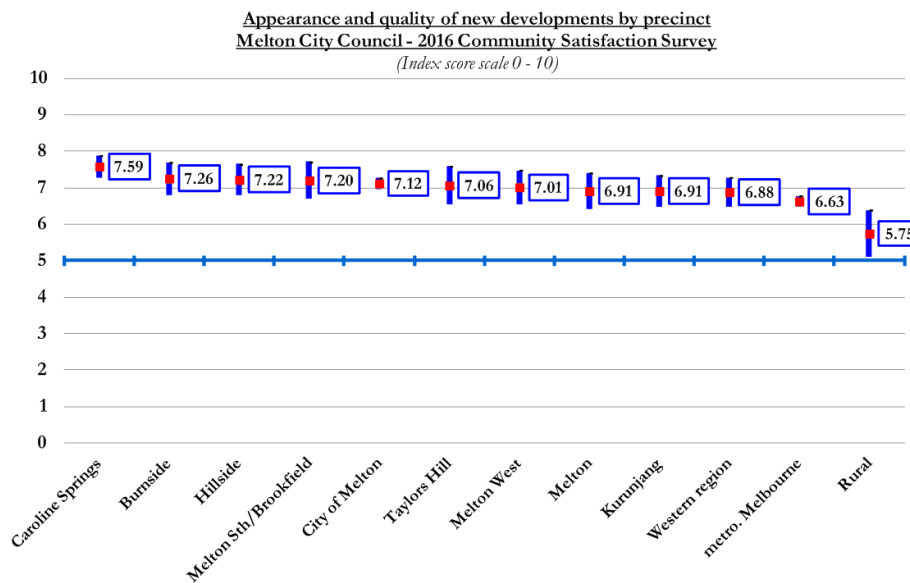




There was measurable and significant variation across the municipality in satisfaction with the appearance and quality of new developments, with attention drawn to the following:



- ⊗ **Caroline Springs** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level best categorised as “very good”.
- ⊗ **Burnside** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction as “very good”.
- ⊗ **Rural precinct** – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “poor”.



There was some variation across the municipality in satisfaction with Council’s performance maintaining local heritage and sites of significance, with attention drawn to the following:

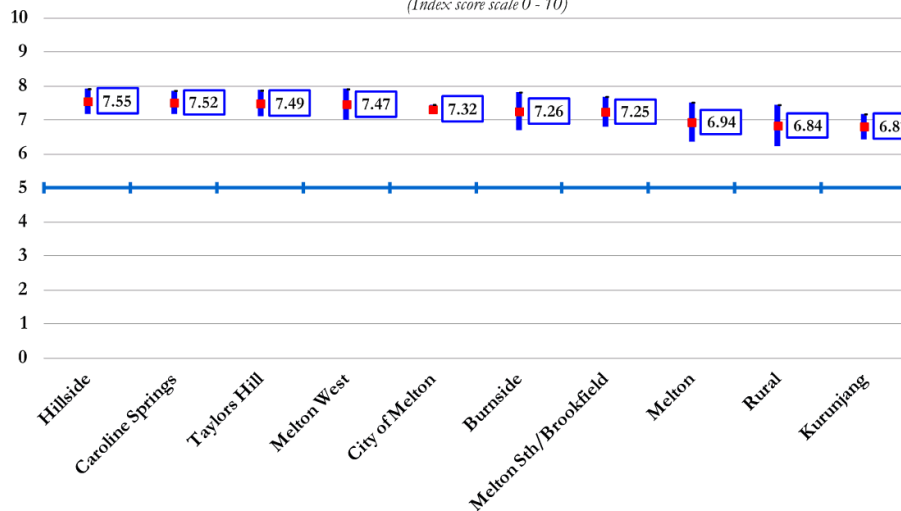
- ⊗ **Melton** and **rural precinct** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at a level categorised as “good”.
- ⊗ **Kurunjang** respondents – rated satisfaction measurably lower than the municipal average, and at a level categorised as “good”.



Melton City Council – 2016 Community Satisfaction Survey



Maintaining local heritage and sites of significance by precinct
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



Examples and opinions regarding housing development

Respondents dissatisfied with the quality and appearance of new developments were provided an open-ended opportunity to identify examples of housing developments with which they were dissatisfied.

These open ended comments are provided in the following table.



Comments regarding the appearance and quality of new development
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| <i>Development</i> | <i>Number</i> |
|---|---------------|
| New housing developments | 3 |
| No new development | 3 |
| No real infrastructure | 2 |
| Poor quality construction | 2 |
| 2 storey footy shelter | 1 |
| Building everywhere | 1 |
| Plumpton area development too small | 1 |
| Condensed housing will cause accidents | 1 |
| Only one road to access the two major new blocks | 1 |
| The park near Hume Ave | 1 |
| They could be maintained better | 1 |
| Units | 1 |
| VU site | 1 |
| Woodlea - lots of dust | 1 |
| Melton South development | 1 |
| New houses and roads | 1 |
| Not many new developments | 1 |
| Too many houses, not enough roads | 1 |
| Developments in Taylors Hill | 1 |
| Poor parking | 1 |
| Too many to list | 1 |
| Roads are poor, waiting for development | 1 |
| Ugly building | 1 |
| Because there is nothing and they took off my wall | 1 |
| Leisure centre in Burnside is too small (swimming pool) | 1 |
| Roads are narrow, bad infrastructure | 1 |
| All new developments here | 1 |
| Arnolds Creek | 1 |
| Don't like the new houses being built | 1 |
| Library is ugly | 1 |
| Roads couldn't wider around new developments | 1 |
| Far too much high density | 1 |
| From the post office and some houses nearby | 1 |
| Lack of development | 1 |
| Nature strips | 1 |
| Next door neighbour | 1 |
| No local shops in Toolern Vale | 1 |
| Orbis Green | 1 |
| Sporting fields | 1 |
| Taking of environment | 1 |
| Total | 42 |



Melton City Council – 2016 Community Satisfaction Survey



Customer service

Contact with Council in the last two years

Respondents were asked:

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

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

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

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

Forms of contact

Respondents were asked:

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

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

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

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



Satisfaction with aspects of customer service

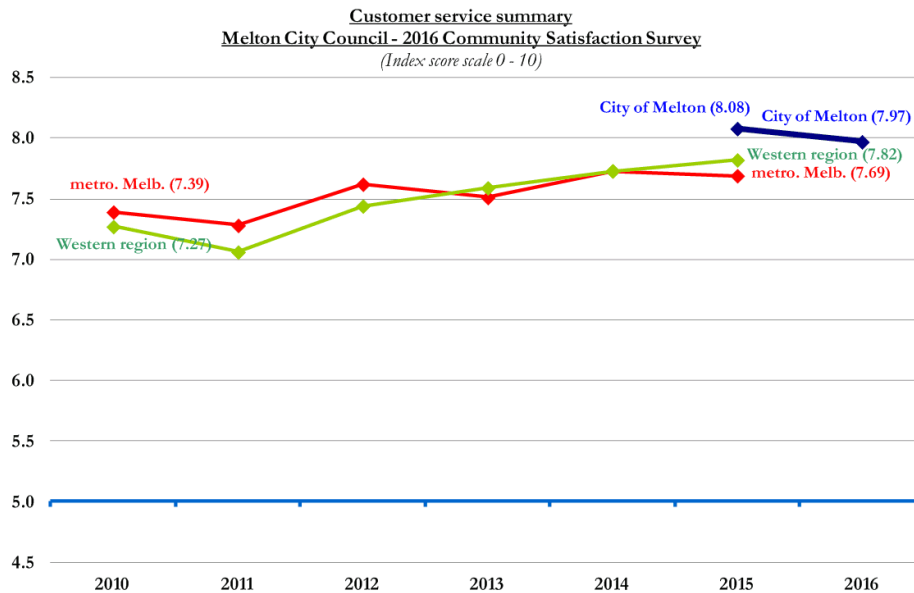


Respondents were asked:

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

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

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



Satisfaction with six of the eight aspects of customer service declined marginally in 2016. Satisfaction with “staff understanding language needs” (NESB respondents only) increased marginally, and satisfaction with “care and attention to enquiry” also increased marginally.

None of these changes were statistically significant.

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



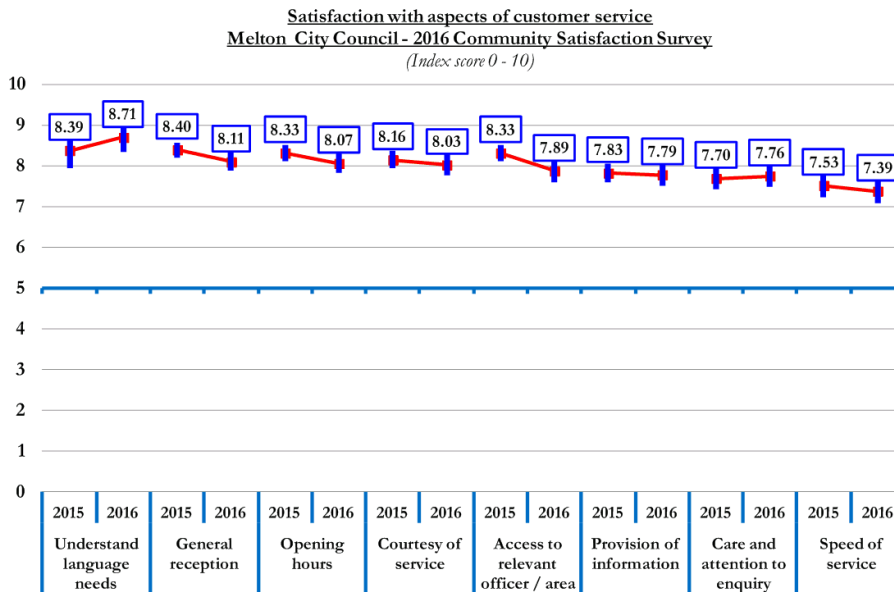
⊗ **Excellent** – for staff understanding language needs (NESB respondents only), general reception, opening hours, courtesy of service, access to relevant officer / area, provision of information, and care and attention to enquiry.



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

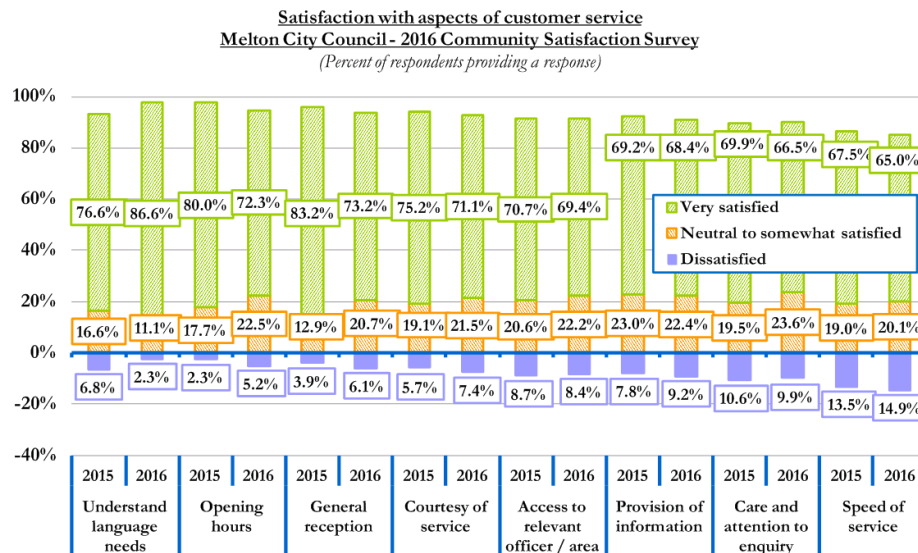


Melton City Council – 2016 Community Satisfaction Survey



The following graph provides a breakdown of these results into those dissatisfied (rating zero to four), neutral to somewhat satisfied (five to seven), and very satisfied (eight to ten).

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

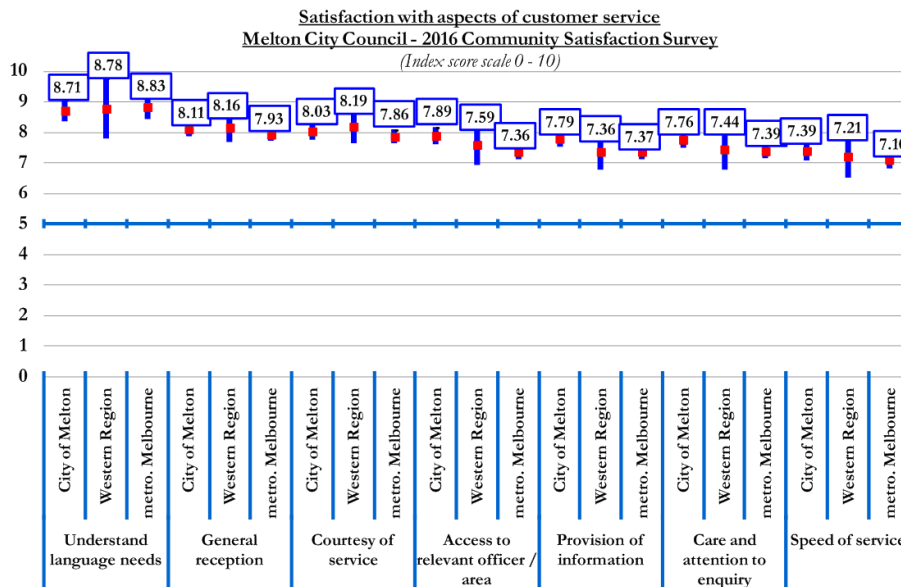




The following graph provides a comparison of these results against the 2015 western region and metropolitan Melbourne average as recorded in *Governing Melbourne*.



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



Council services and facilities

Respondents were asked:

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

Respondents were asked to rate the importance to the community of thirty-six services and facilities provided by Council. These services were broken into two groups; seventeen core services and facilities and nineteen client services and facilities that are typically used by only a subset of the community.

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

Metropolis Research notes that the average importance and average satisfaction scores tended to rise in 2016. In our experience, when satisfaction with the performance of Council is increasing, it is not unusual for the average importance scores to also increase a little. This can occur for a range of complicated reasons, including that some respondents may well be feeling more positively predisposed to Council and that this flows through, almost subconsciously into slightly higher average importance scores.



Melton City Council – 2016 Community Satisfaction Survey



Importance of selected services and facilities

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

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

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

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



Satisfaction with services and facilities



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

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

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

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



Melton City Council – 2016 Community Satisfaction Survey

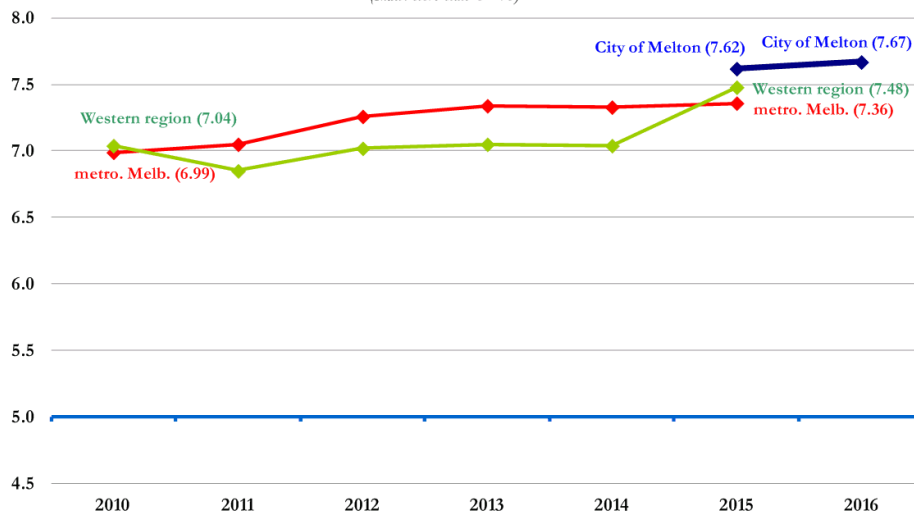


Average satisfaction with Council services and facilities

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

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

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

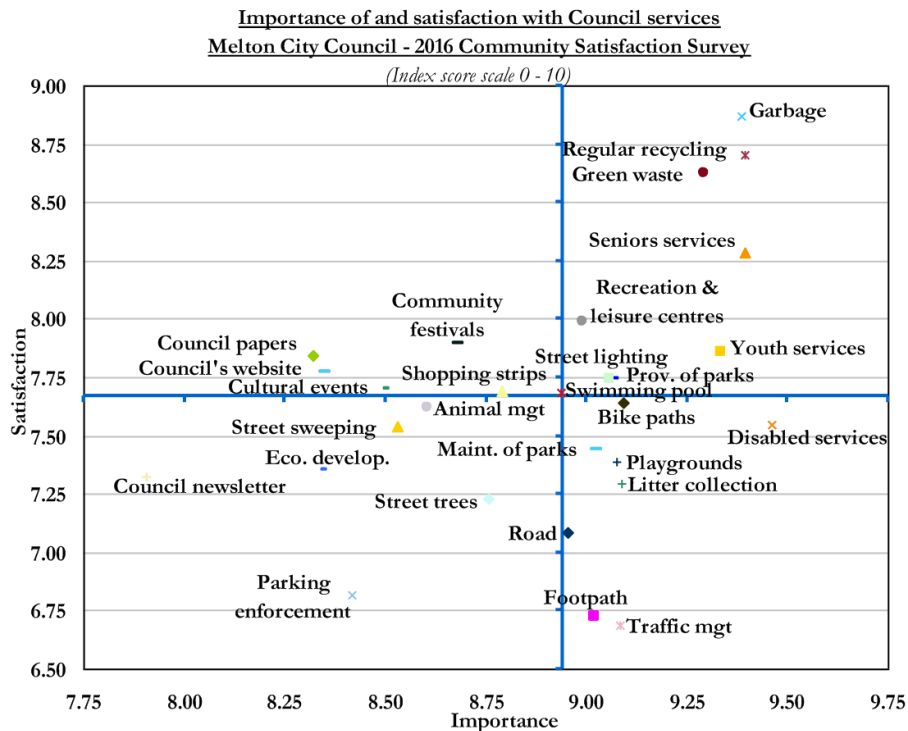


Importance and satisfaction cross tabulation

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

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

The bottom, right hand quadrant includes those services with a higher than average importance and a lower than average satisfaction. Services of note in this quadrant include traffic management and the maintenance and repair of sealed local roads.



Importance and satisfaction by broad service areas

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

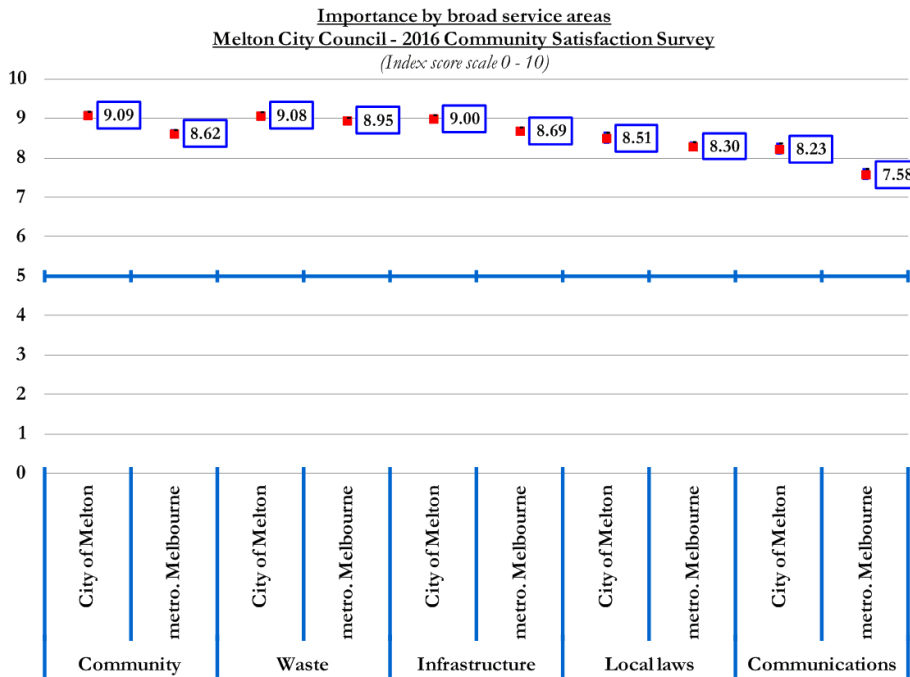
The average importance with each of these five broad service areas is outlined in the following graph, with a comparison to the metropolitan Melbourne average satisfaction recorded in the 2015 *Governing Melbourne* research.

It is observed that in 2016, respondents in the City of Melton rated the average importance of each of the five broad service areas somewhat higher than the metropolitan Melbourne average.

Particular attention is drawn to the measurably higher importance respondents in the City of Melton place on community services, infrastructure services, and communications services.



Melton City Council – 2016 Community Satisfaction Survey

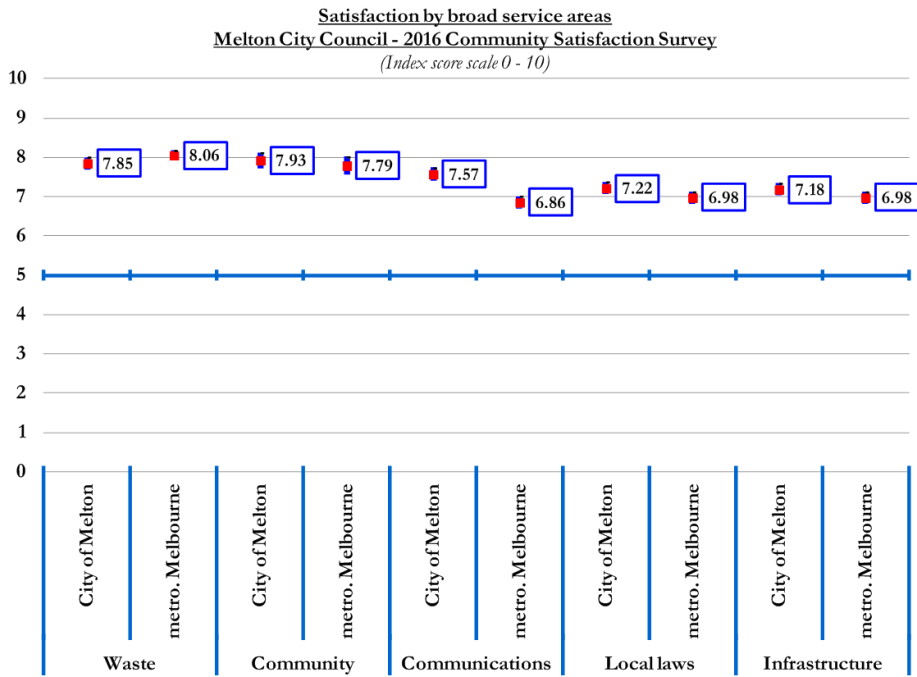


Satisfaction with these five broad service areas can best be summarised as follows:

- ⊗ **Excellent** – for each of waste and recycling services and community services
- ⊗ **Very Good** – for communication services.
- ⊗ **Good** – for local laws and infrastructure services.

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

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



Community services

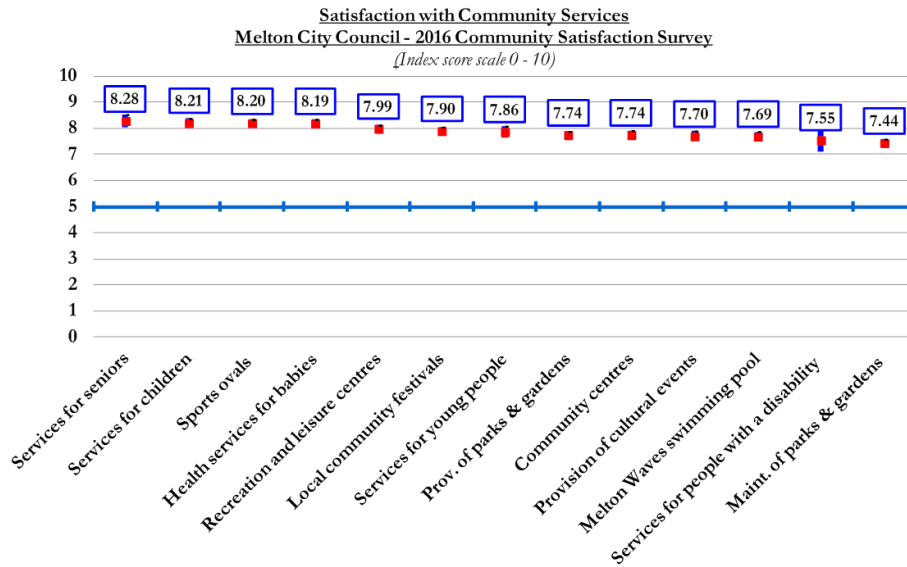
There were thirteen services and facilities from the Community Services department included in the 2016 survey.

Satisfaction with these services and facilities can best be summarised as follows:

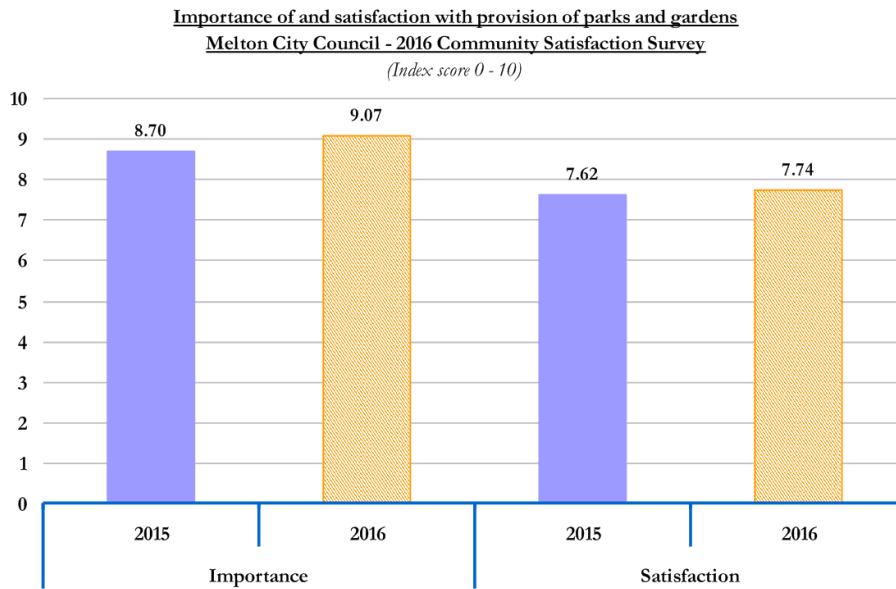
- ⊗ **Excellent** – for each of services for seniors, services for children, sports ovals, health services for babies, recreation and leisure centres, local community festivals, and services for young people.
- ⊗ **Very Good** – for each of the provision of parks and gardens, community centres, provision of cultural events, Melton Waves swimming pool, services for people with a disability, and the maintenance of parks and gardens.



Melton City Council – 2016 Community Satisfaction Survey



Provision of parks and gardens

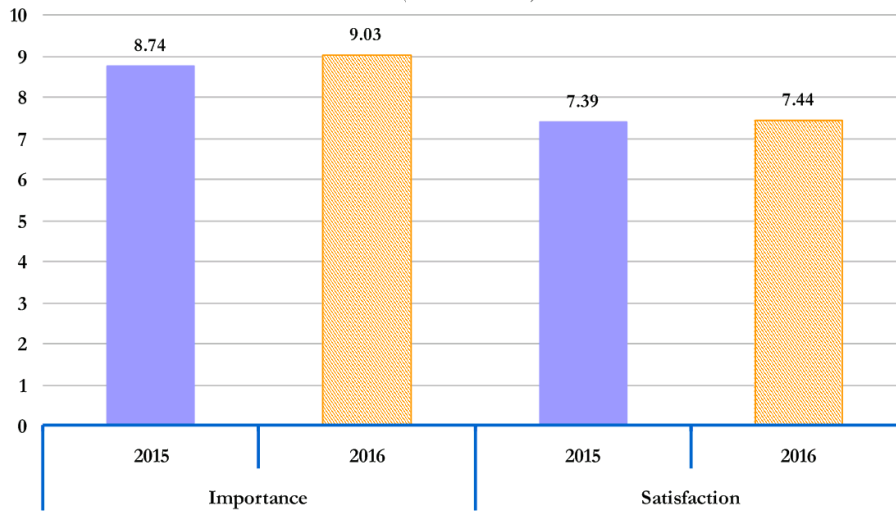




Maintenance of parks and gardens

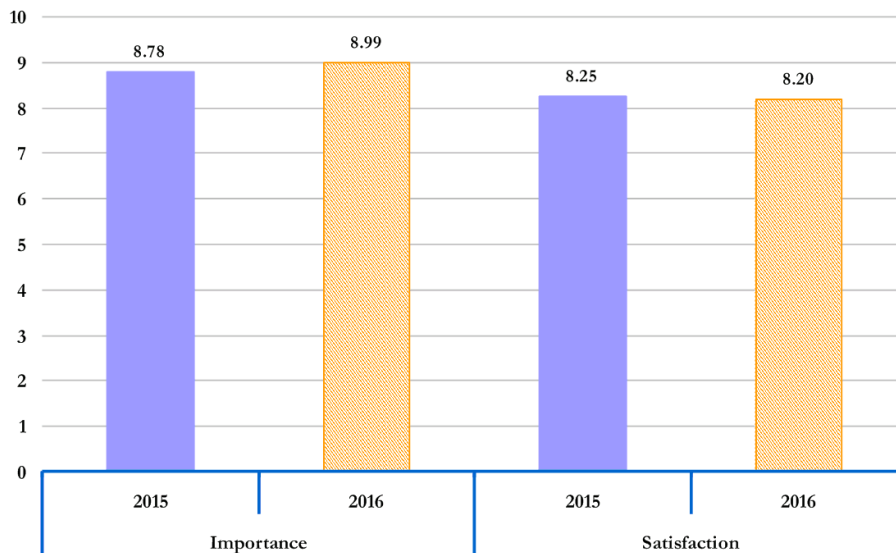


Importance of and satisfaction with maintenance of parks and gardens
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Sports oval

Importance of and satisfaction with sports oval
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)

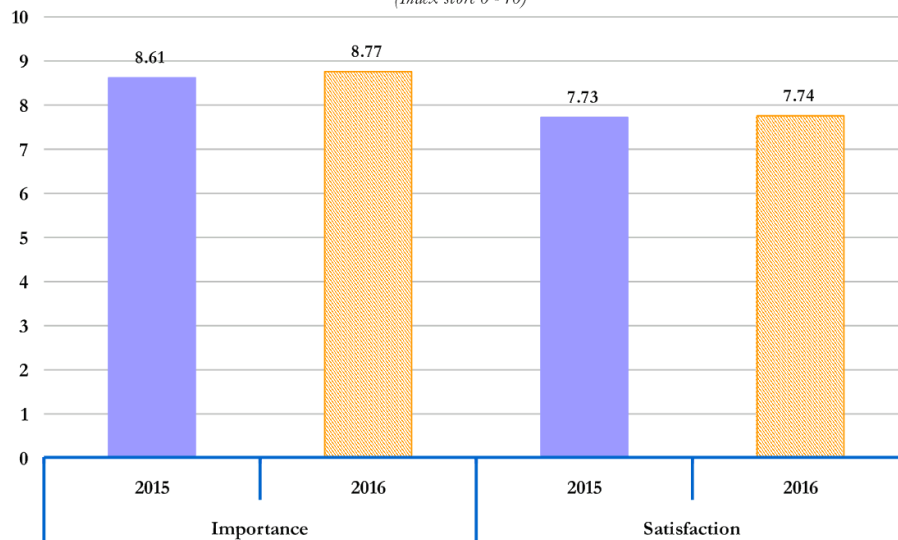


Melton City Council – 2016 Community Satisfaction Survey



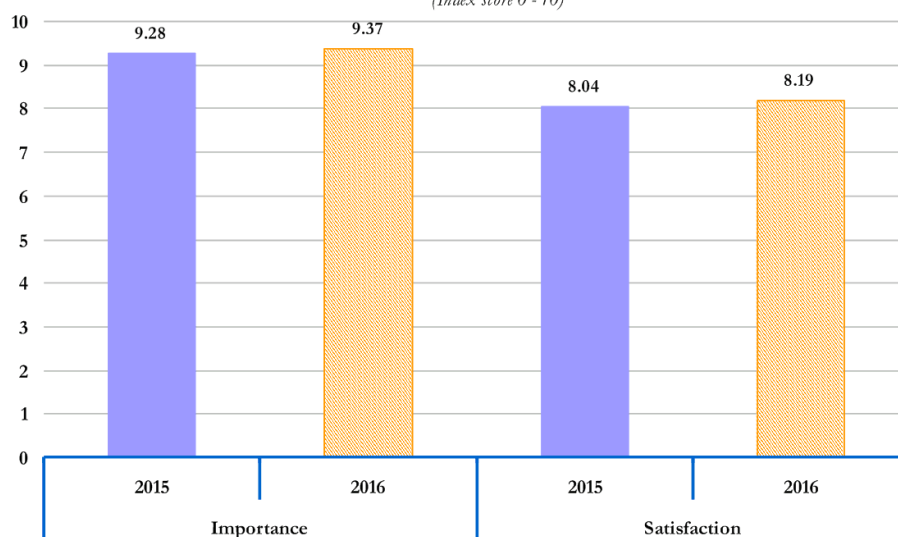
Community centres / Neighbourhood houses

Importance of and satisfaction with Community Centres / Neighbourhood Houses
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Health services for babies, infants & toddlers

Importance of and satisfaction with health services for babies, infants and toddlers
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



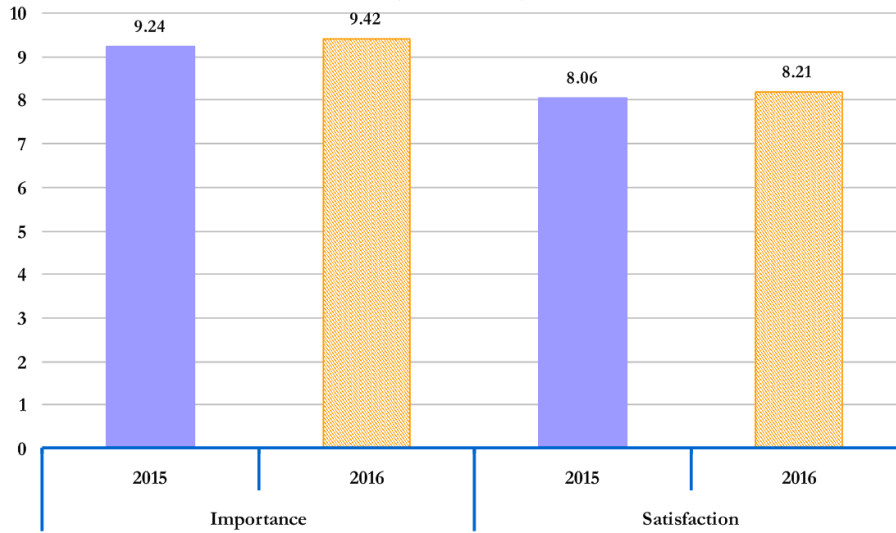


Services for children



Importance of and satisfaction with services and programs for children
 Melton City Council - 2016 Community Satisfaction Survey

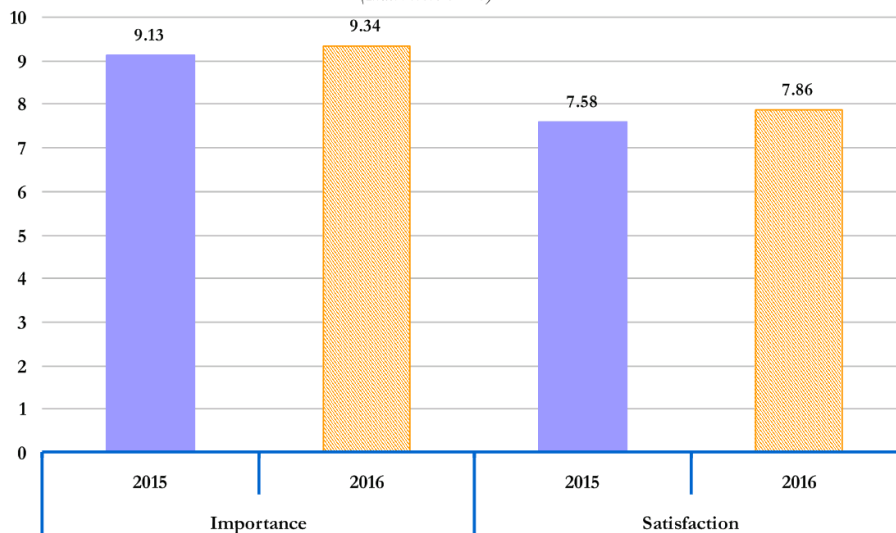
(Index score 0 - 10)



Services for young people

Importance of and satisfaction with services for young people
 Melton City Council - 2016 Community Satisfaction Survey

(Index score 0 - 10)

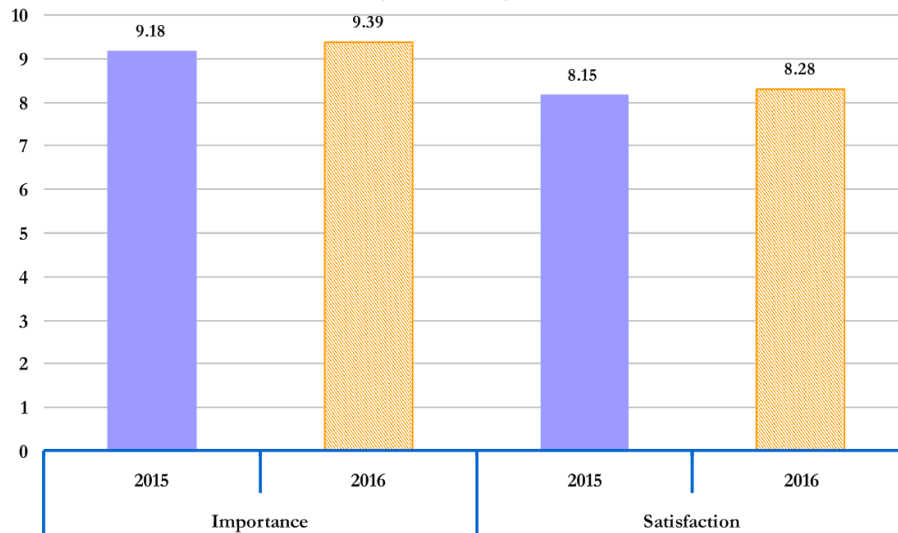


Melton City Council – 2016 Community Satisfaction Survey



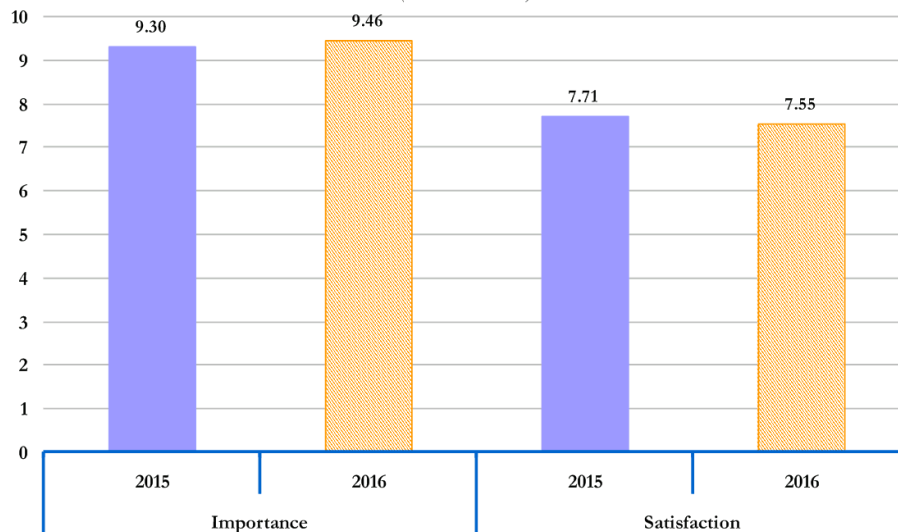
Services for seniors

Importance of and satisfaction with services for seniors
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Services for people with a disability

Importance of and satisfaction with services for people with a disability
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)

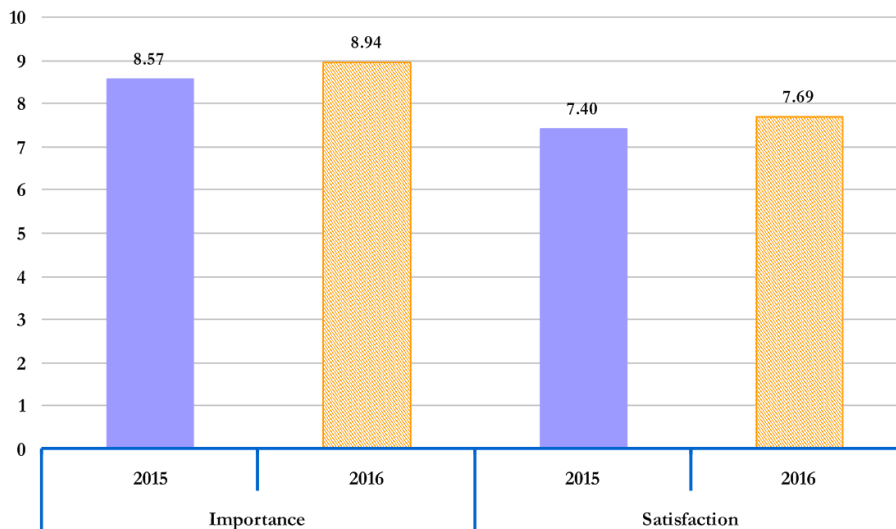




Melton Waves swimming centre

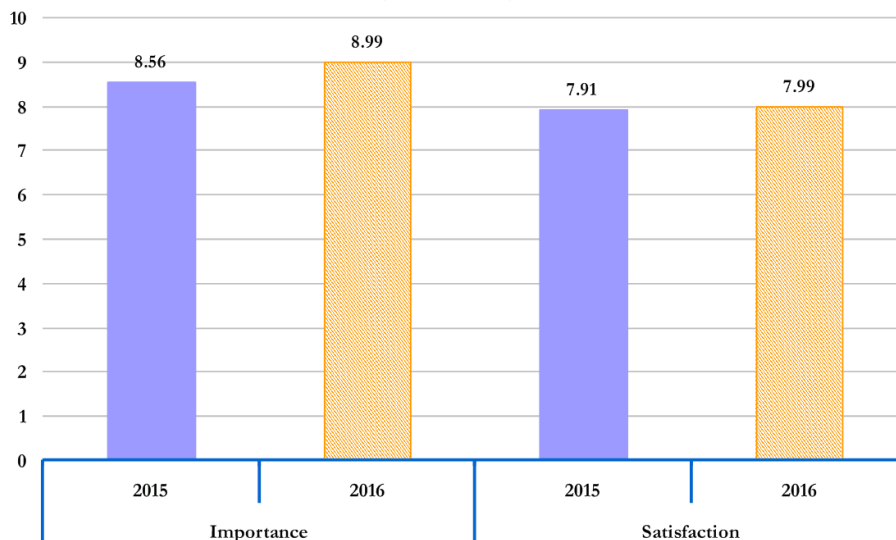


Importance of and satisfaction with Melton Waves Swimming Centre
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Recreation and leisure centres

Importance of and satisfaction with Recreation and Leisure Centres
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)

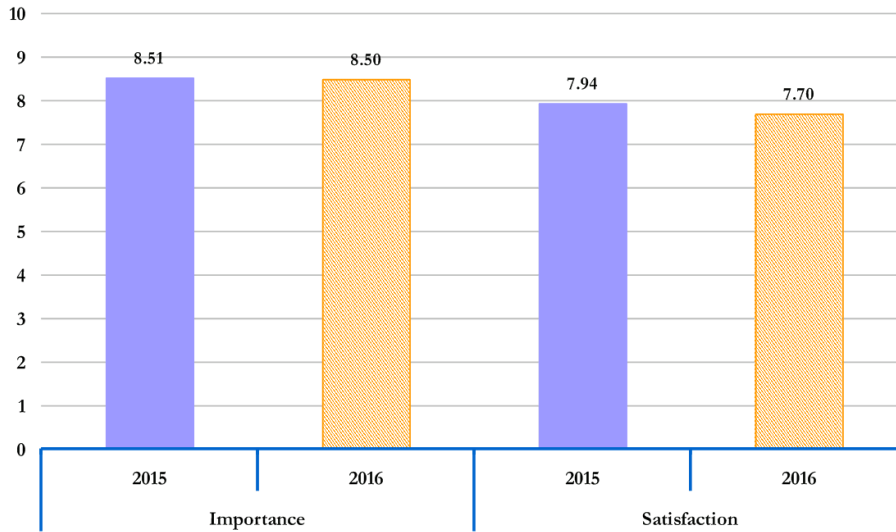


Melton City Council – 2016 Community Satisfaction Survey



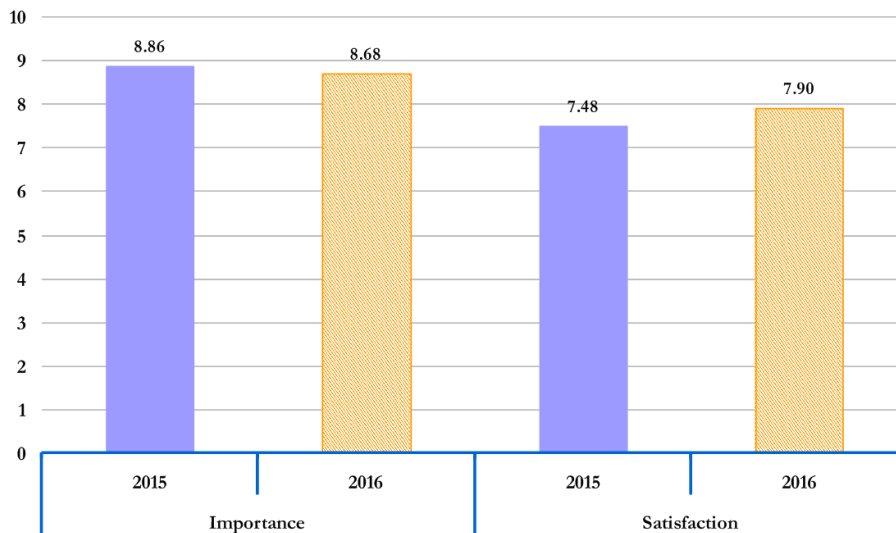
Provision of cultural events

Importance of and satisfaction with provision of cultural events
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Local community festivals

Importance of and satisfaction with local community festivals
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



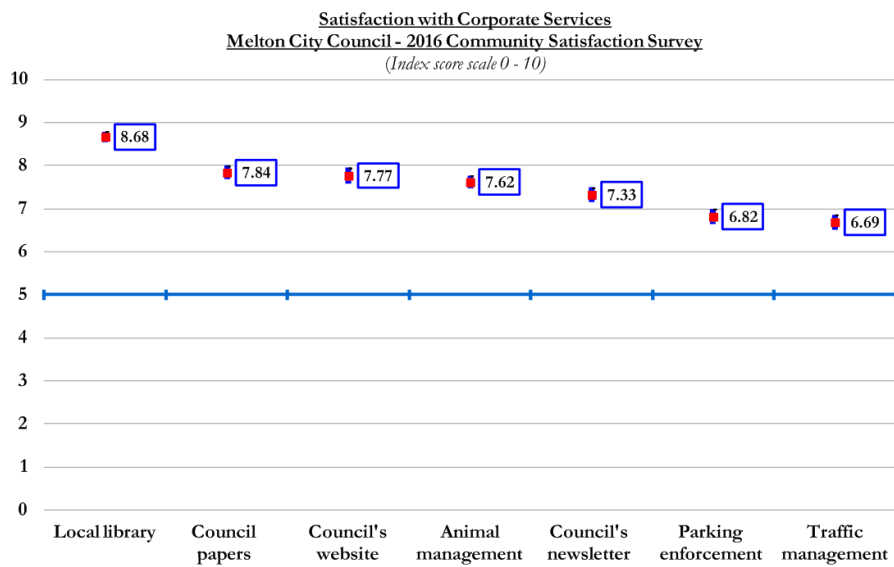


Corporate services



There were seven services from the Corporate Services department included in the 2016 survey. Satisfaction with these seven services can best be summarised as follows:

- ⊗ **Excellent** – for each of local library, Council information in local newspapers, and Council’s website.
- ⊗ **Very Good** – for animal management and Council’s newsletter.
- ⊗ **Good** – for parking enforcement and traffic management.

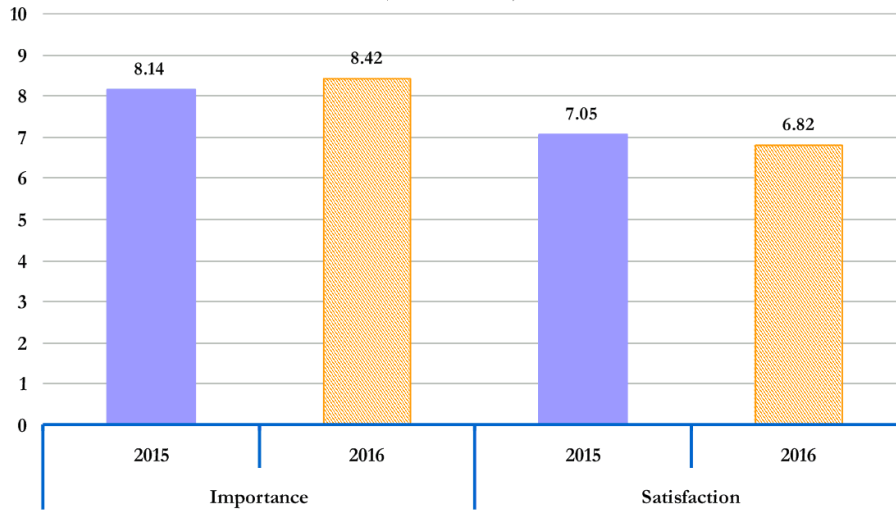


Melton City Council – 2016 Community Satisfaction Survey



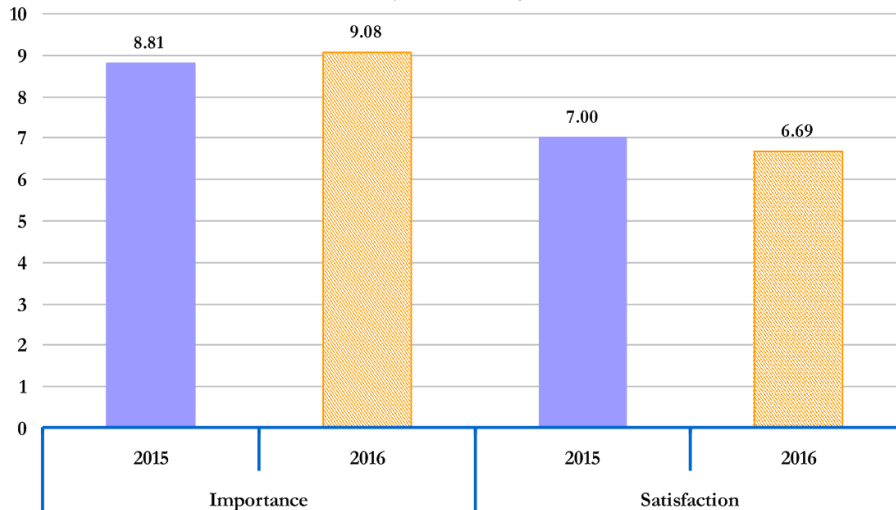
Parking enforcement

Importance of and satisfaction with parking enforcement
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Traffic management

Importance of and satisfaction with traffic management
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)

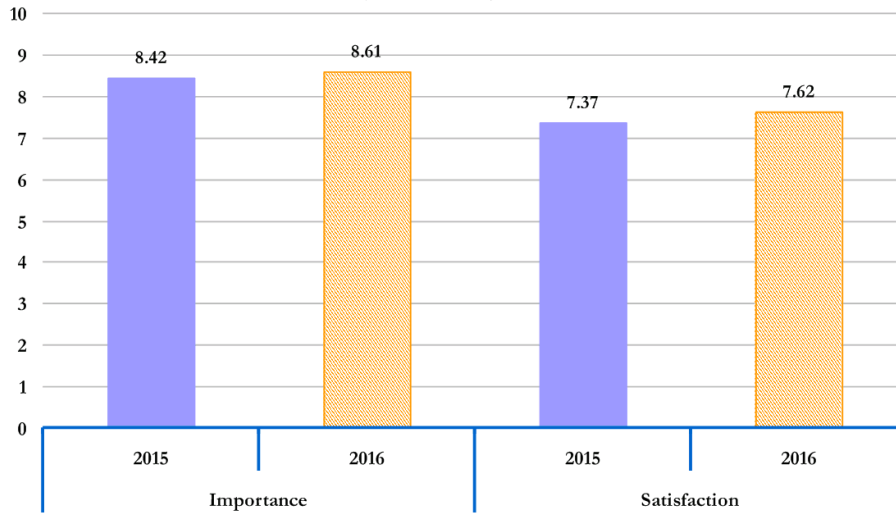




Animal management

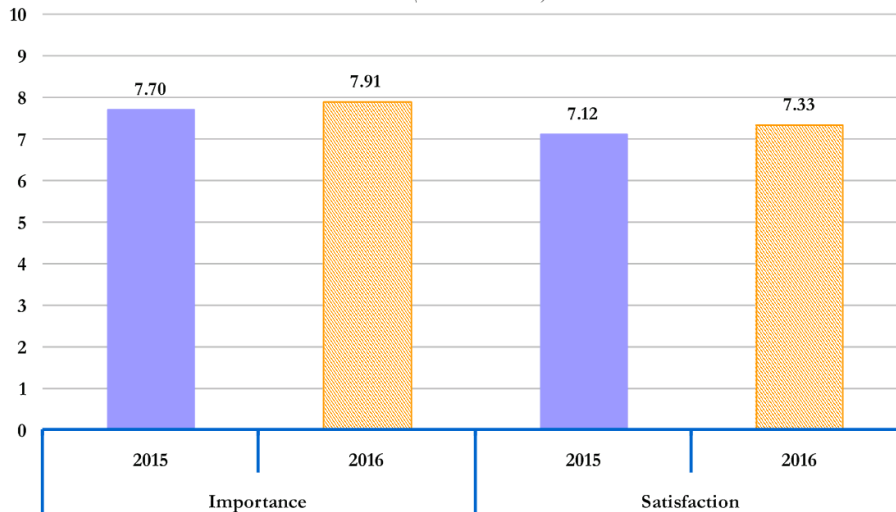


Importance of and satisfaction with animal management
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Council's quarterly printed newsletter

Importance of and satisfaction with Council's quarterly printed newsletter
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)

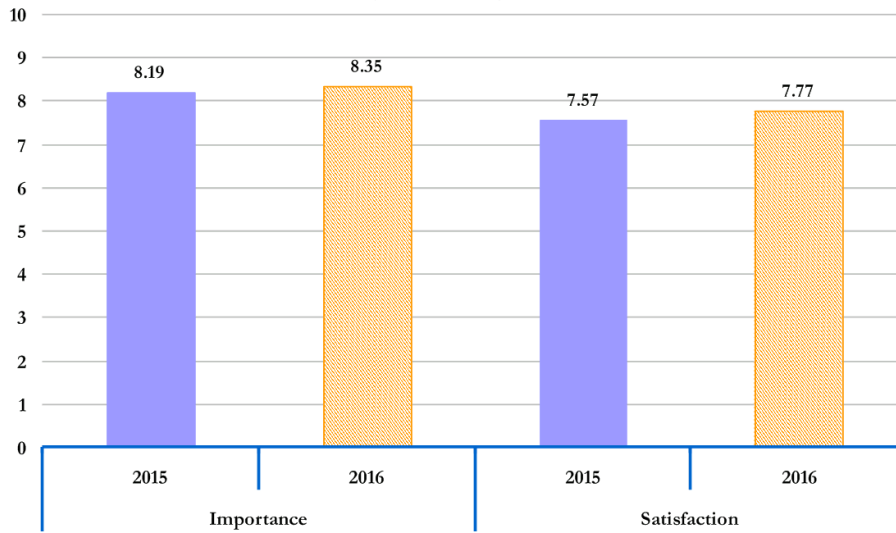


Melton City Council – 2016 Community Satisfaction Survey



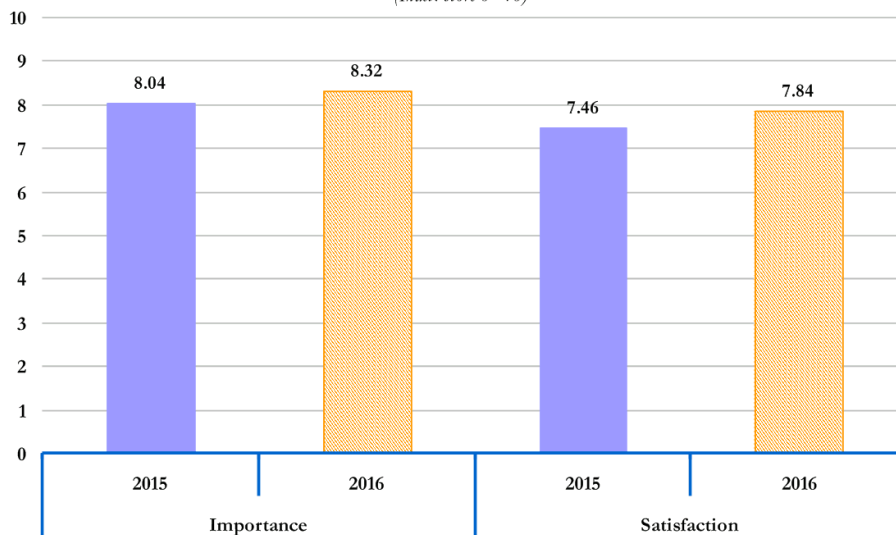
Council's website

Importance of and satisfaction with Council's website
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Council information & columns in local papers

Importance of and satisfaction with Council information and columns in local papers
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)

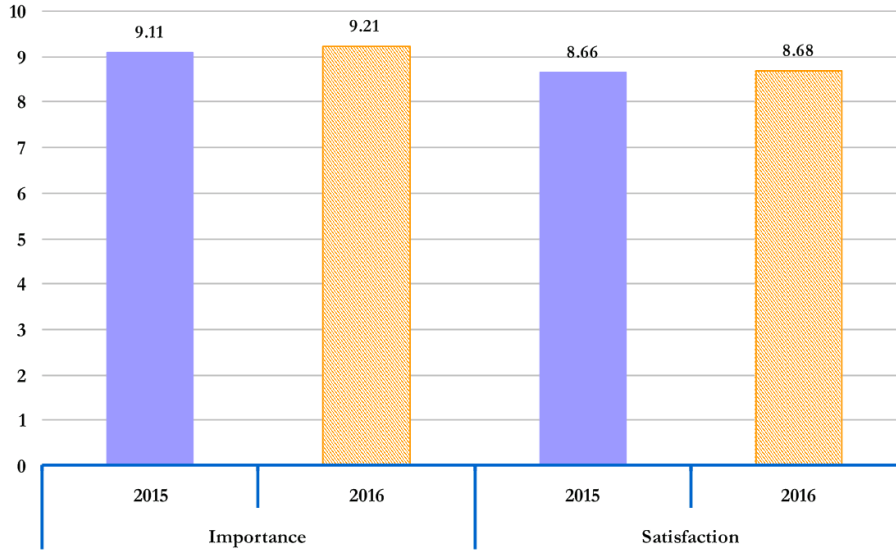




Local library



Importance of and satisfaction with local library
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Planning and Environment

There were sixteen services and facilities from the Planning and Environment department included in the 2016 survey.

Satisfaction with these services and facilities can best be summarised as follows:

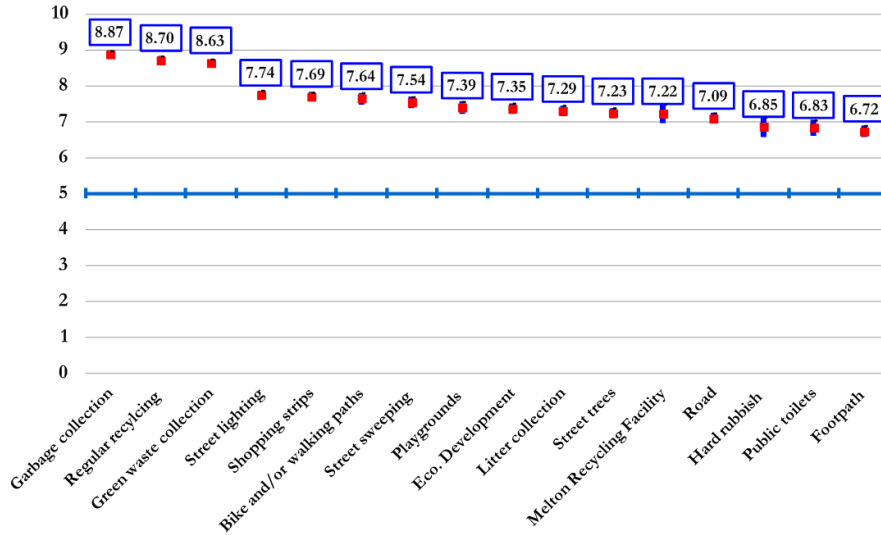
- ⊗ **Excellent** – for garbage collection, regular recycling, and green waste collection.
- ⊗ **Very Good** – for each of street lighting, maintenance and cleaning of shopping strips, bike and / or walking paths, street sweeping, playgrounds, Council activities promoting local economic development, and litter collection in public transport.
- ⊗ **Good** – for each of street trees, Melton Recycling Facility, sealed local roads, hard rubbish collection, public toilets, and footpaths.



Melton City Council – 2016 Community Satisfaction Survey

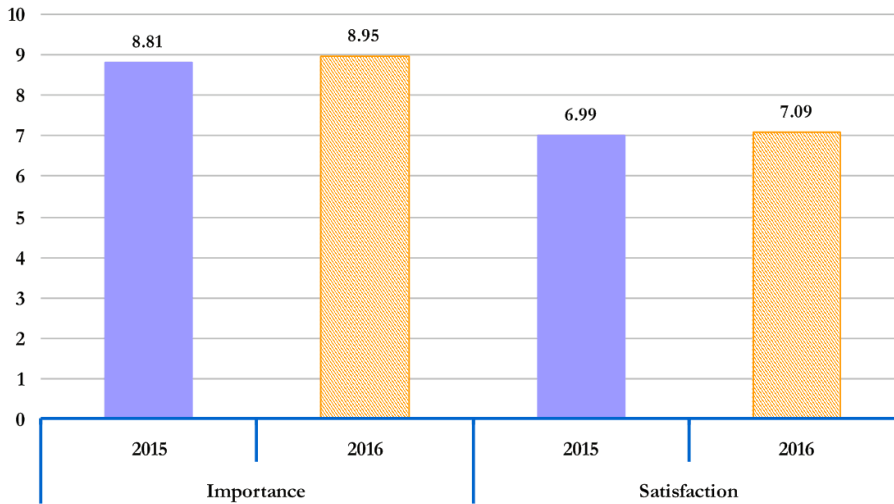


Satisfaction with Planning and Environment services
Melton City Council - 2016 Community Satisfaction Survey
 (Index score scale 0 - 10)



Sealed road maintenance and repairs

Importance of and satisfaction with sealed roads maintenance and repairs
Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)

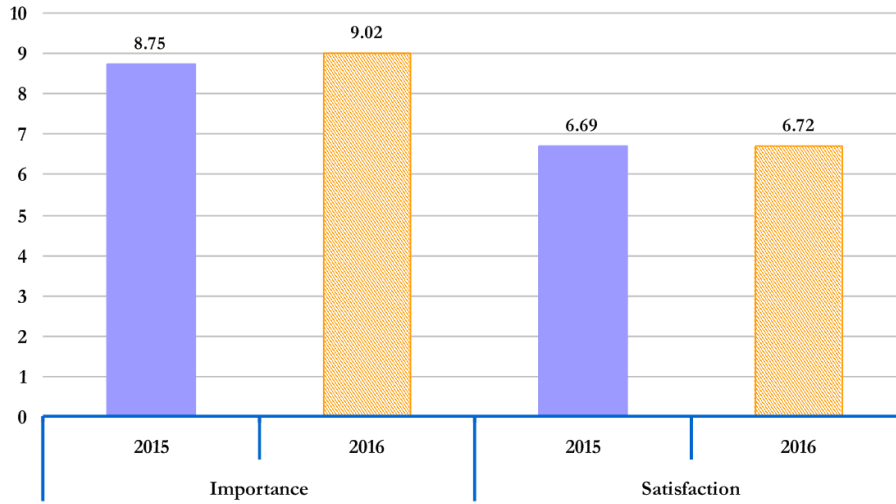




Footpath maintenance and repairs

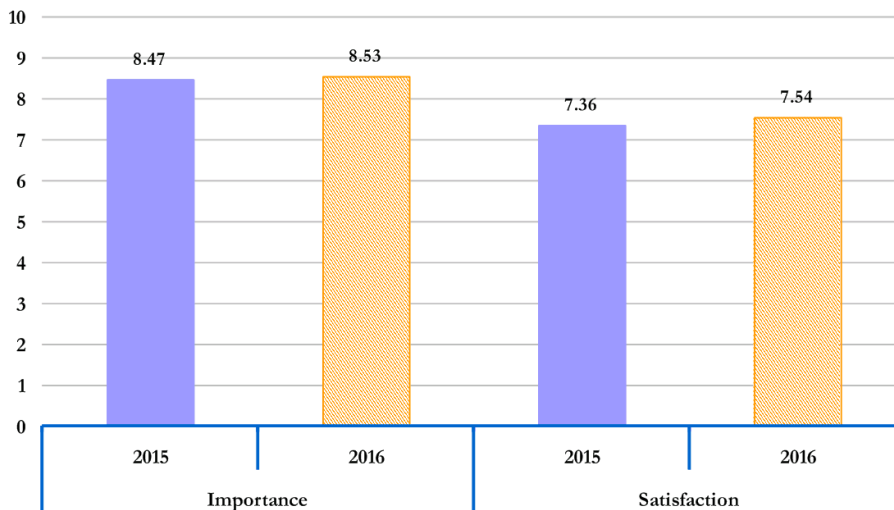


Importance of and satisfaction with footpath maintenance and repairs
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Street sweeping

Importance of and satisfaction with street sweeping
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



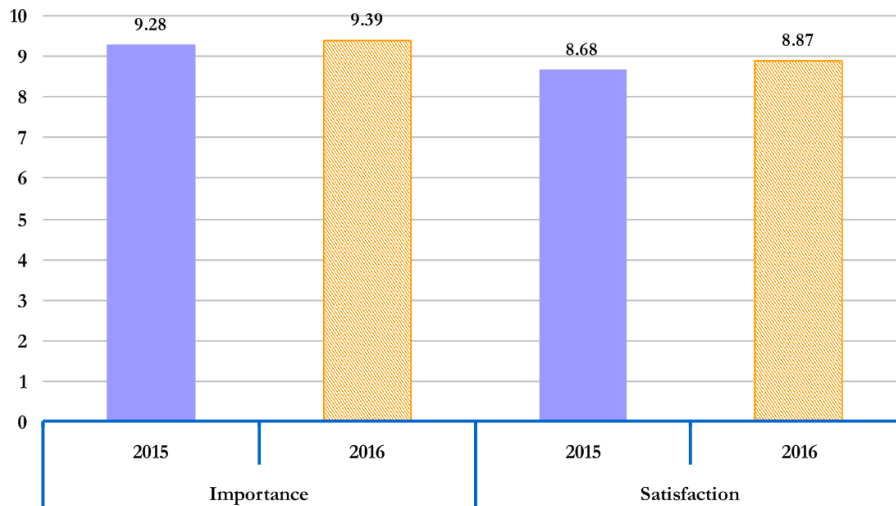
Melton City Council – 2016 Community Satisfaction Survey



Regular garbage collection

Importance of and satisfaction with regular garbage collection
Melton City Council - 2016 Community Satisfaction Survey

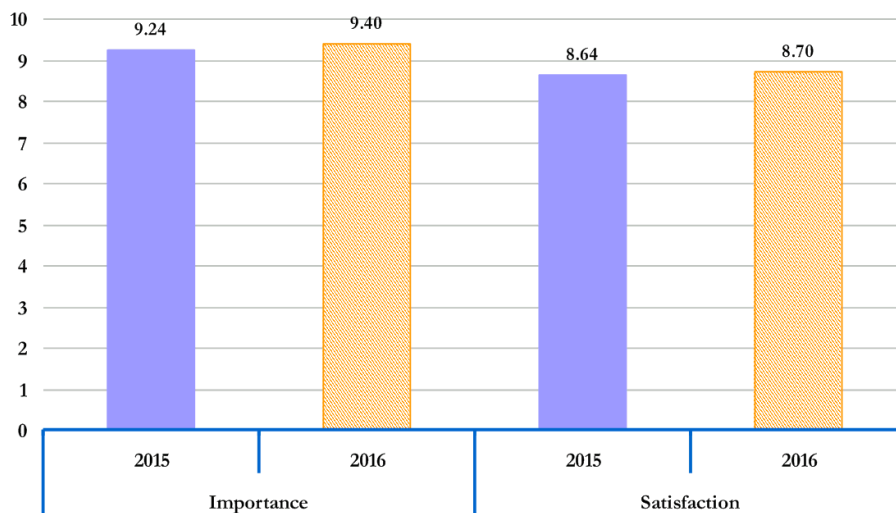
(Index score 0 - 10)



Regular recycling

Importance of and satisfaction with regular recycling
Melton City Council - 2016 Community Satisfaction Survey

(Index score 0 - 10)



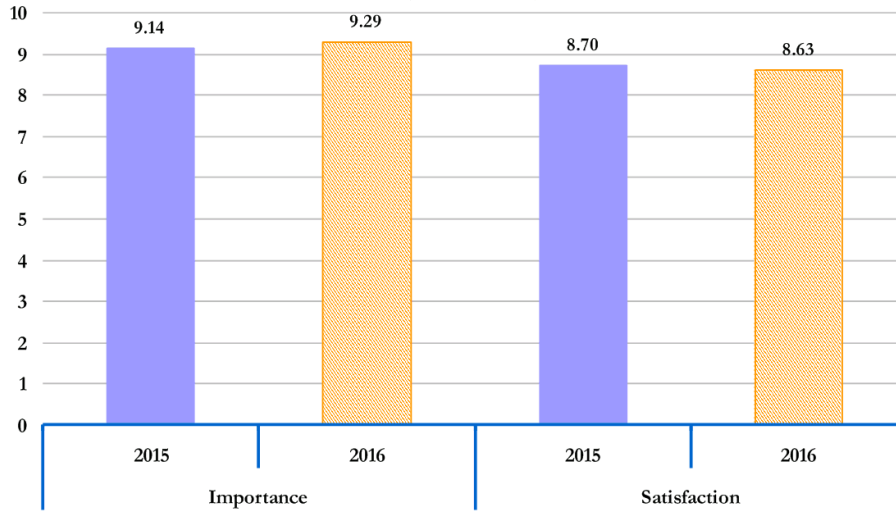


Green waste collection



Importance of and satisfaction with green waste collection
Melton City Council - 2016 Community Satisfaction Survey

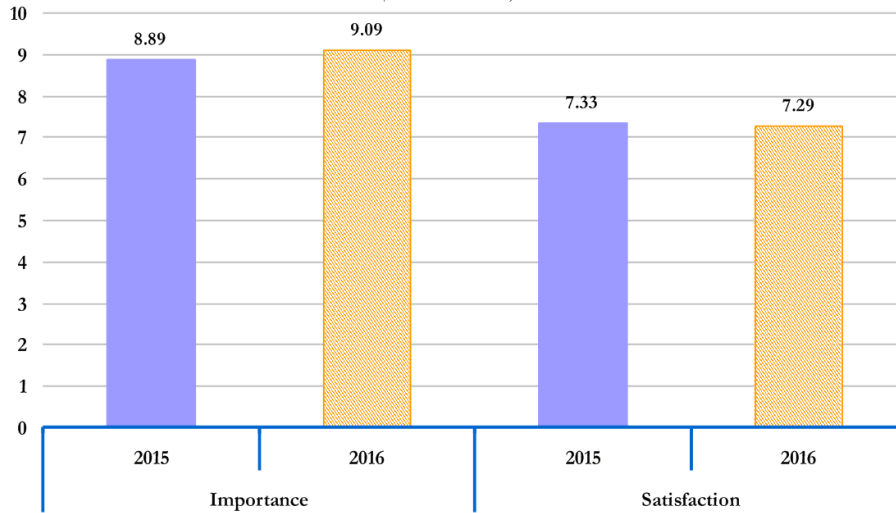
(Index score 0 - 10)



Litter collection in public areas

Importance of and satisfaction with litter collection in public areas
Melton City Council - 2016 Community Satisfaction Survey

(Index score 0 - 10)

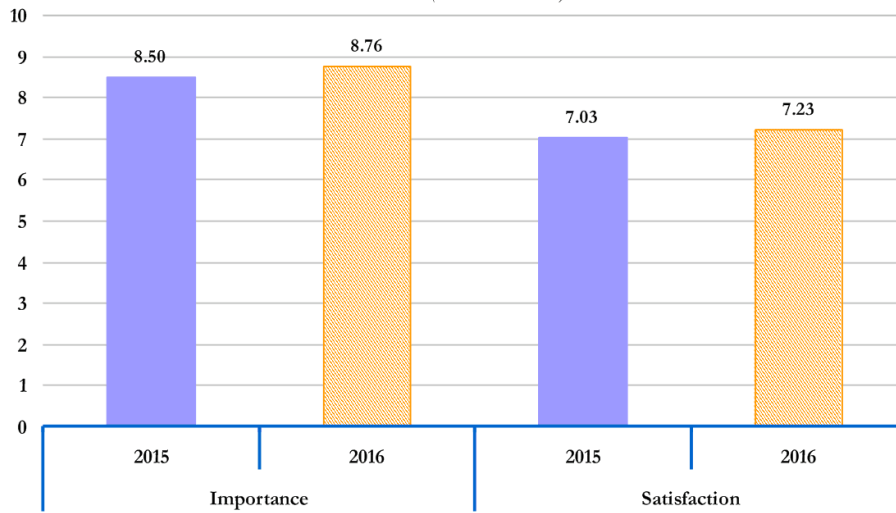


Melton City Council – 2016 Community Satisfaction Survey



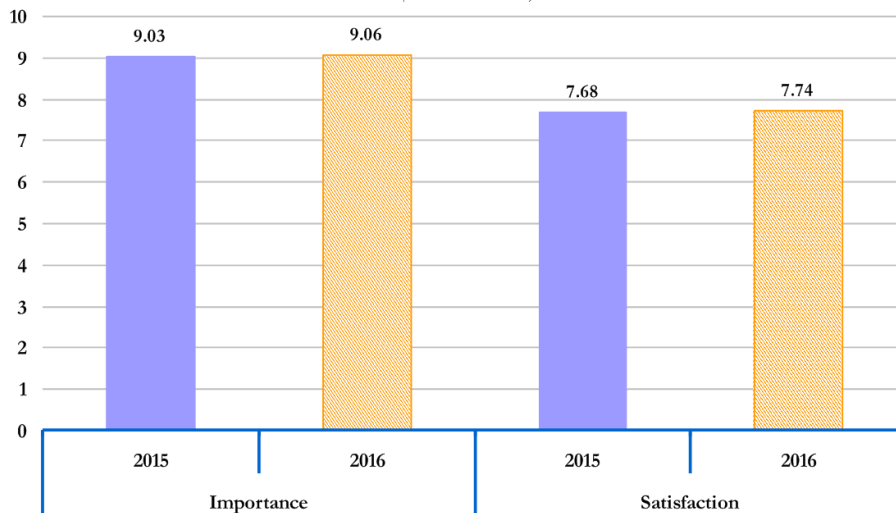
Provision and maintenance of street trees

Importance of and satisfaction with provision and maintenance of street trees
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Provision and maintenance of street lighting

Importance of and satisfaction with provision and maintenance of street lighting
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



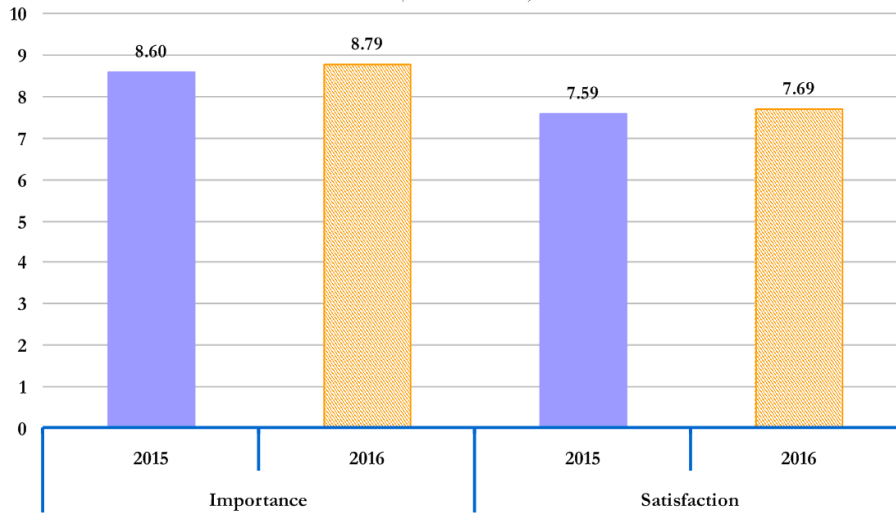


Maintenance and cleaning of shopping strips



Importance of and satisfaction with maintenance and cleaning of shopping strips
Melton City Council - 2016 Community Satisfaction Survey

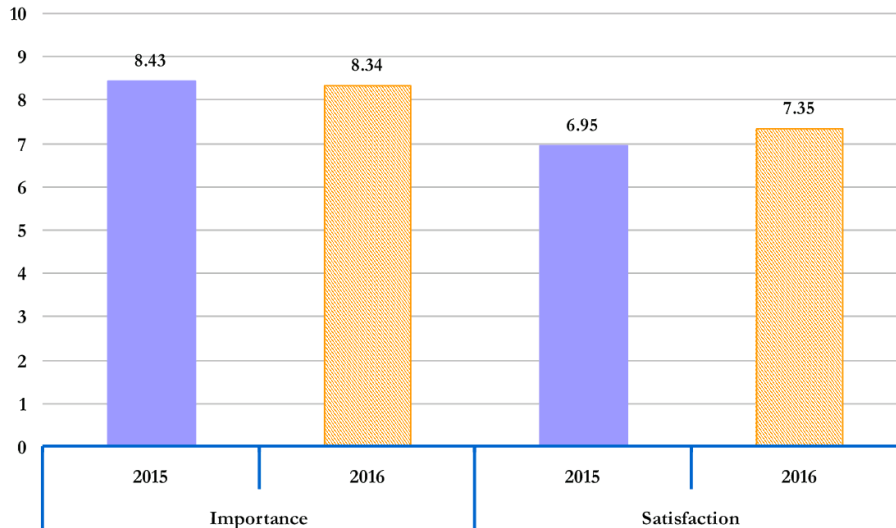
(Index score 0 - 10)



Council's activities promoting local economic development

Importance of and satisfaction with activities promoting local economic development
Melton City Council - 2016 Community Satisfaction Survey

(Index score 0 - 10)

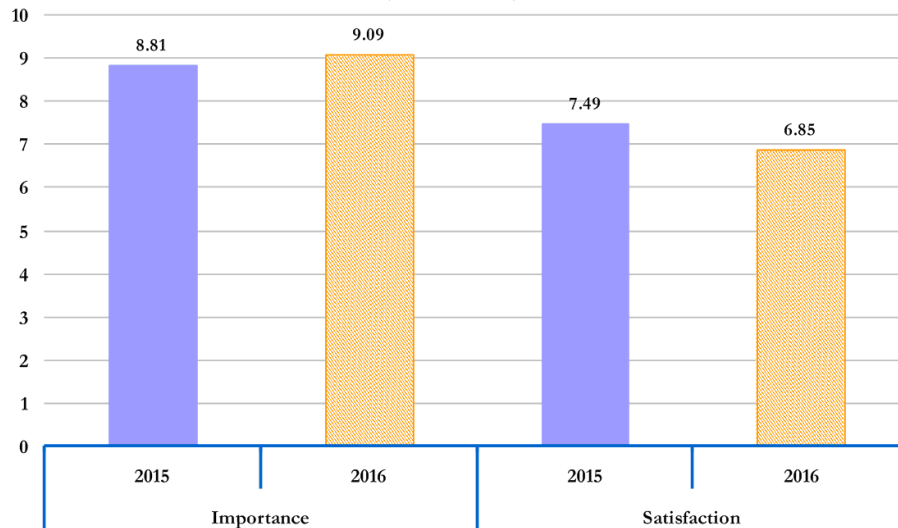


Melton City Council – 2016 Community Satisfaction Survey



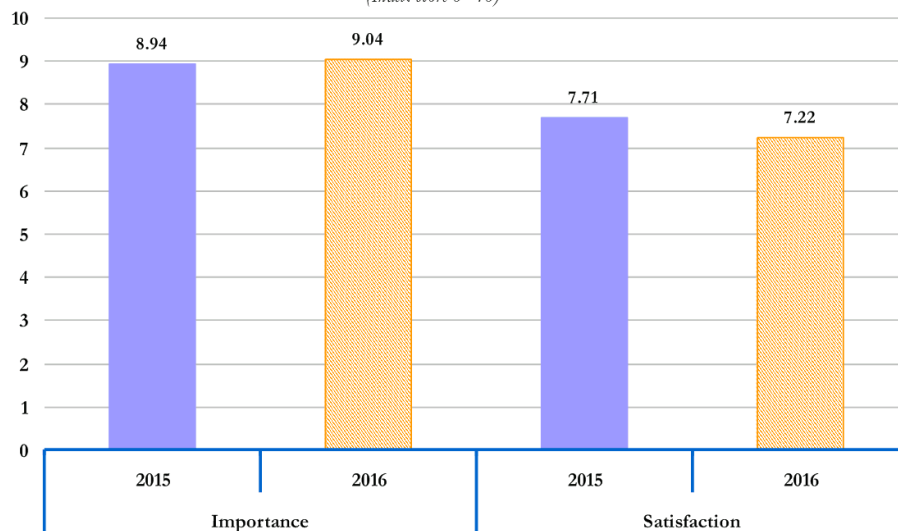
Hard rubbish collection

Importance of and satisfaction with hard rubbish collection
Melton City Council - 2016 Community Satisfaction Survey
(Index score 0 - 10)



Melton Recycling Facility

Importance of and satisfaction with Melton Recycling Facility
Melton City Council - 2016 Community Satisfaction Survey
(Index score 0 - 10)

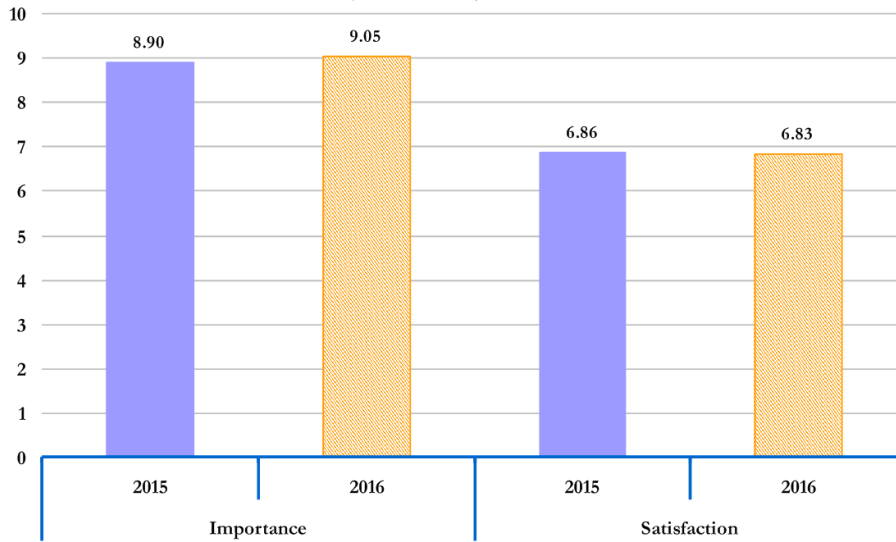




Public toilets

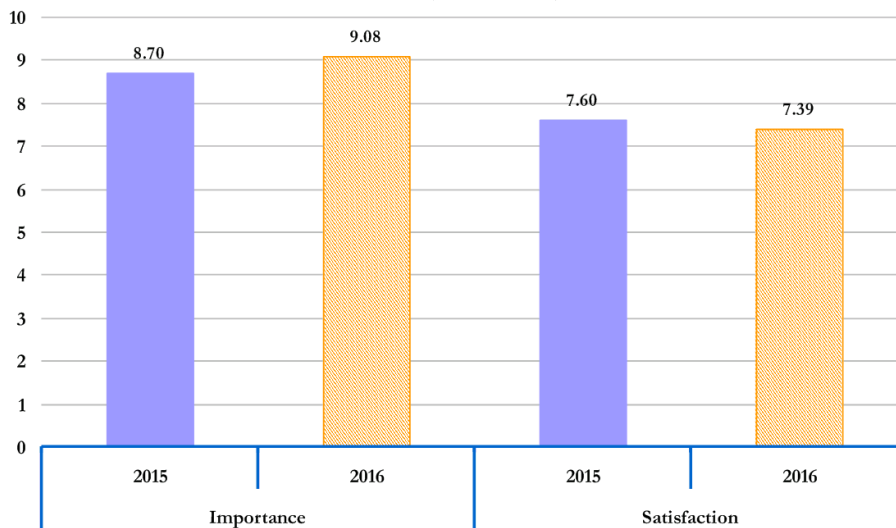


Importance of and satisfaction with public toilets
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)



Provision and maintenance of playgrounds

Importance of and satisfaction with provision and maintenance of playgrounds
 Melton City Council - 2016 Community Satisfaction Survey
 (Index score 0 - 10)

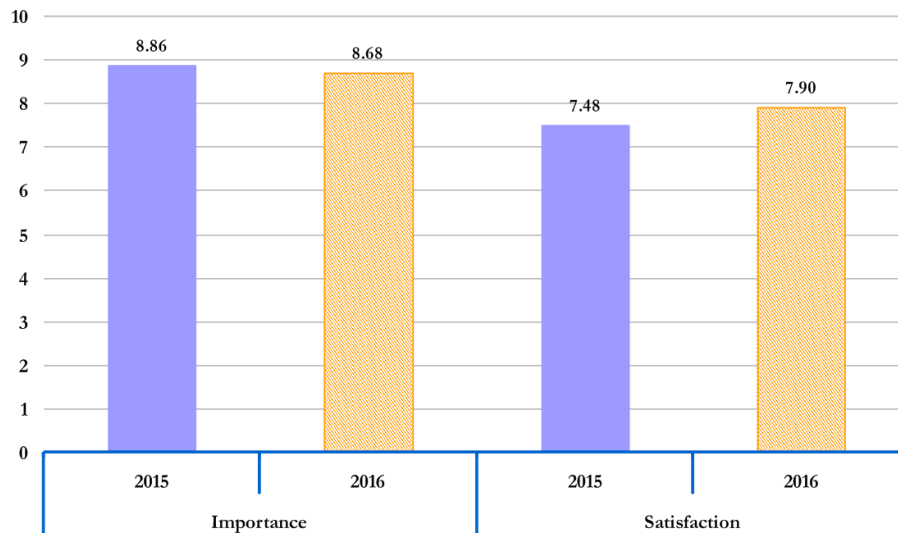


Melton City Council – 2016 Community Satisfaction Survey



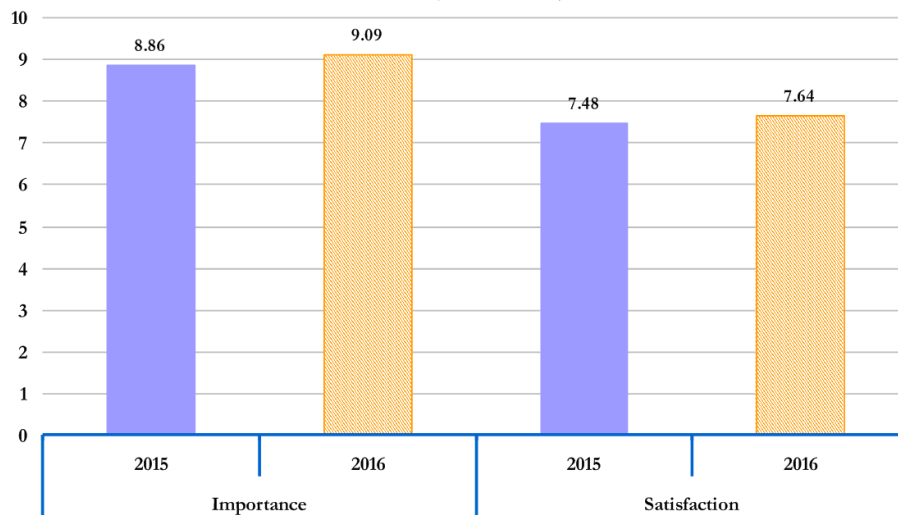
Local community festivals

Importance of and satisfaction with local community festivals
Melton City Council - 2016 Community Satisfaction Survey
(Index score 0 - 10)



On and off road bike and / or walking paths

Importance of and satisfaction with on and off road bike and / or walking paths
Melton City Council - 2016 Community Satisfaction Survey
(Index score 0 - 10)





Respondent profile



The following section provides the demographic profile of the respondents surveyed for the *Melton City Council – 2016 Community Satisfaction Survey*.

Metropolis Research notes that the respondent profile obtained in the 2016 survey was very consistent with that obtained in 2015. This reflects well on the sample selection methodology, and provides the results with a high degree of consistency from year to year.

Age group

Age group
Melton City Council - 2016 Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Age cohort | 2016 | | 2015* |
|-------------------------------------|------------|-------------|-------|
| | Number | Percent | |
| Adolescents (15 - 19 years) | 27 | 3.4% | 2.8% |
| Young adults (20 - 34 years) | 166 | 20.8% | 22.0% |
| Adults (35 - 44 years) | 218 | 27.3% | 24.6% |
| Middle-aged adults (45 - 59 years) | 219 | 27.4% | 30.3% |
| Older adults (60 - 74 years) | 138 | 17.3% | 17.6% |
| Senior citizens (75 years and over) | 31 | 3.9% | 2.8% |
| Not stated | 1 | | 0 |
| Total | 800 | 100% | |

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

Gender

Gender
Melton City Council - 2016 Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Gender | 2016 | | 2015 |
|--------------------------------|------------|-------------|------------|
| | Number | Percent | |
| Male | 402 | 50.4% | 51.1% |
| Female | 395 | 49.5% | 48.7% |
| Transgender | 0 | 0.0% | na |
| Intersex | 0 | 0.0% | na |
| Other | 1 | 0.1% | 0.0% |
| Prefer not to say / not stated | 2 | | 2 |
| Total | 800 | 100% | 800 |



Melton City Council – 2016 Community Satisfaction Survey***Aboriginal and Torres Strait Islander*****Household member identify as Aboriginal or Torres Strait Islander****Melton City Council - 2016 Community Satisfaction Survey***(Number and percent of respondents providing a response)*

| Response | 2016 | | 2014 |
|--------------|------------|-------------|------------|
| | Number | Percent | |
| Yes | 27 | 3.4% | 2.2% |
| No | 763 | 96.6% | 97.8% |
| Not stated | 10 | | 19 |
| Total | 800 | 100% | 800 |

Household structure**Household structure****Melton City Council - 2016 Community Satisfaction Survey***(Number and percent of respondents providing a response)*

| Structure | 2016 | | 2015 |
|-------------------------------------|------------|--------------|--------------|
| | Number | Percent | |
| Two parent family total | 417 | 52.1% | 52.4% |
| <i>youngest child 0 - 4 years</i> | 116 | 14.6% | 16.7% |
| <i>youngest child 5 - 12 years</i> | 128 | 16.1% | 14.2% |
| <i>youngest child 13 - 18 years</i> | 69 | 8.7% | 9.7% |
| <i>adult children only</i> | 104 | 13.1% | 12.1% |
| One parent family total | 56 | 7.0% | 7.3% |
| <i>youngest child 0 - 4 years</i> | 11 | 1.4% | 1.8% |
| <i>youngest child 5 - 12 years</i> | 13 | 1.6% | 1.1% |
| <i>youngest child 13 - 18 years</i> | 7 | 0.9% | 1.1% |
| <i>adult children only</i> | 25 | 3.1% | 3.3% |
| Couple only household | 174 | 21.8% | 24.6% |
| Group household | 53 | 6.6% | 8.3% |
| Sole person household | 72 | 9.0% | 6.5% |
| Other | 18 | 2.3% | 0.4% |
| Not stated | 10 | | 5 |
| Total | 800 | 100% | 800 |



Language



Language spoken at home
Melton City Council - 2016 Community Satisfaction Survey

(Number and percent of respondents providing a response)

| Response | 2016 | | 2015 |
|--|------------|-------------|------------|
| | Number | Percent | |
| English | 582 | 73.0% | 67.0% |
| Italian | 18 | 2.3% | 3.5% |
| Tagalog (Filipino) | 20 | 2.5% | 3.3% |
| Maltese | 20 | 2.5% | 2.8% |
| Hindi | 15 | 1.9% | 2.0% |
| Arabic | 14 | 1.8% | 1.3% |
| Macedonian | 11 | 1.4% | 1.4% |
| Greek | 11 | 1.4% | 1.0% |
| Vietnamese | 9 | 1.1% | 1.9% |
| Turkish | 9 | 1.1% | 0.3% |
| Spanish | 8 | 1.0% | 2.2% |
| Chinese, n.f.d | 6 | 0.8% | 1.6% |
| Croatian | 6 | 0.8% | 0.9% |
| German | 5 | 0.6% | 0.3% |
| Serbian | 5 | 0.6% | 0.4% |
| Punjabi | 4 | 0.5% | 0.8% |
| Thai | 4 | 0.5% | 0.1% |
| Bengali | 3 | 0.4% | 0.0% |
| French | 3 | 0.4% | 0.3% |
| Polish | 3 | 0.4% | 1.0% |
| Samoan | 3 | 0.4% | 0.5% |
| Sinhalese | 3 | 0.4% | 0.6% |
| Tongan | 3 | 0.4% | 0.0% |
| Japanese | 2 | 0.3% | 0.3% |
| Mandarin | 2 | 0.3% | 0.3% |
| Tamil | 2 | 0.3% | 0.3% |
| Teluga | 2 | 0.3% | 0.1% |
| African Languages (excluding North Africa) | 1 | 0.1% | 0.0% |
| Amharic | 1 | 0.1% | 0.0% |
| Cantonese | 1 | 0.1% | 0.1% |
| Danish | 1 | 0.1% | 0.1% |
| Hakka | 1 | 0.1% | 0.0% |
| Indonesian | 1 | 0.1% | 0.1% |
| Khmer | 1 | 0.1% | 0.0% |
| Malay | 1 | 0.1% | 0.1% |
| Nepali | 1 | 0.1% | 0.1% |
| Romanian | 1 | 0.1% | 0.0% |
| Swahili | 1 | 0.1% | 0.0% |
| Timorese | 1 | 0.1% | 0.0% |
| Urdu | 1 | 0.1% | 0.4% |
| Other Languages n.f.d. | 6 | 0.8% | 1.0% |
| Multiple | 5 | 0.6% | 1.9% |
| Not stated | 3 | | 11 |
| Total | 800 | 100% | 800 |



Melton City Council – 2016 Community Satisfaction Survey



Disability

Household member with a disability
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2016 | | 2015 |
|--------------|------------|-------------|------------|
| | Number | Percent | |
| Yes | 97 | 12.1% | 11.1% |
| No | 702 | 87.9% | 88.9% |
| Not stated | 1 | | 8 |
| Total | 800 | 100% | 800 |

Housing situation

Housing situation
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Situation | 2016 | | 2015 |
|--|------------|-------------|------------|
| | Number | Percent | |
| Own this home | 359 | 45.4% | 49.1% |
| Mortgage (<i>paying-off this home</i>) | 269 | 34.1% | 32.0% |
| Renting this home | 144 | 18.2% | 17.8% |
| Other arrangement | 18 | 2.3% | 1.0% |
| Not stated | 10 | | 10 |
| Total | 800 | 100% | 800 |

Period of residence in Melton

Period of residence in the City of Melton
Melton City Council - 2016 Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Period | 2016 | | 2015 |
|-------------------------|------------|-------------|------------|
| | Number | Percent | |
| Less than 1 year | 41 | 5.1% | 6.9% |
| 1 to less than 5 years | 100 | 12.5% | 18.0% |
| 5 to less than 10 years | 219 | 27.4% | 23.6% |
| 10 years or more | 439 | 54.9% | 51.5% |
| Not stated | 1 | | 4 |
| Total | 800 | 100% | 800 |



Previous Council



Previous municipality
Melton City Council - 2016 Community Satisfaction Survey
(Number of respondents living in the City of Melton for less than 5 yrs)

| Council | 2016 | | 2015 |
|---------------------------------|------------|-------------|------------|
| | Number | Percent | |
| Brimbank City Council | 30 | 34.5% | 42.7% |
| Overseas / Interstate | 24 | 27.6% | 9.7% |
| Wyndham City Council | 7 | 8.0% | 8.7% |
| Hume City Council | 4 | 4.6% | 2.9% |
| Maribyrnong City Council | 4 | 4.6% | 4.9% |
| Moreland City Council | 3 | 3.4% | 2.9% |
| Hobsons Bay City Council | 2 | 2.3% | 1.9% |
| Melbourne City Council | 2 | 2.3% | 3.9% |
| Melton City Council | 2 | 2.3% | 1.0% |
| Casey City Council | 1 | 1.1% | 0.0% |
| Darebin City Council | 1 | 1.1% | 1.9% |
| Greater Dandenong City Council | 1 | 1.1% | 1.9% |
| Greater Geelong City Council | 1 | 1.1% | 0.0% |
| Kingston City Council | 1 | 1.1% | 1.0% |
| Nillumbik Shire Council | 1 | 1.1% | 1.0% |
| Northern Grampian Shire Council | 1 | 1.1% | 0.0% |
| Stonnington City Council | 1 | 1.1% | 0.0% |
| Whittelsea City Council | 1 | 1.1% | 0.0% |
| Not stated | 54 | | 95 |
| Total | 141 | 100% | 198 |



Melton City Council – 2016 Community Satisfaction Survey



General comments

Respondents were asked:

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

General comments
Melton City Council - 2016 Community Satisfaction Survey
(Number of responses)

| Comment | 2016 | | 2015 |
|---|------------|-------------|------------|
| | Number | Percent | |
| Council governance and performance | 25 | 14.0% | 0.0% |
| Traffic and roads | 21 | 11.7% | 9.6% |
| Safety, policing and crime | 18 | 10.1% | 5.1% |
| Rates | 16 | 8.9% | 12.2% |
| General positive | 14 | 7.8% | 11.5% |
| Public transport | 13 | 7.3% | 0.0% |
| Parks, gardens and open spaces | 10 | 5.6% | 3.2% |
| Tree maintenance | 10 | 5.6% | 3.2% |
| Waste management and cleanliness | 9 | 5.0% | 9.0% |
| Planning, building and development | 5 | 2.8% | 3.2% |
| Animal management | 5 | 2.8% | 1.9% |
| Parking | 5 | 2.8% | 1.9% |
| Council services and facilities | 4 | 2.2% | 10.3% |
| Communication, consultation, responsiveness | 4 | 2.2% | 4.5% |
| Footpaths | 3 | 1.7% | 1.9% |
| Events, arts and culture | 3 | 1.7% | 0.0% |
| Schools / education | 2 | 1.1% | 2.6% |
| Comments on the survey | 1 | 0.6% | 2.6% |
| Other | 11 | 6.1% | 7.7% |
| Total | 179 | 100% | 156 |



General comments
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| Comment | Number |
|---|--------|
| <i>Safety, policing and crime</i> | |
| This place is safe but not much, at least not for my kids at night | 2 |
| I am looking to move out of Melton as I don't feel safe here anymore due to crime, burglary etc | 1 |
| Melton is a quiet place only drawback is the lack of service by the police | 1 |
| More pedestrian crossing must be provided so that it s safe for children too | 1 |
| More pedestrian crossings should be put up on roads | 1 |
| More police in the area | 1 |
| More security required in this quiet place. Sometime back a guy entered my house in the front yard that makes us feel so unsafe. Council much provide more security in Melton | 1 |
| Patrol children's crossings a lot more | 1 |
| Put lights in front of the park near my home | 1 |
| Reduce lighting at footy car park as it draws unwanted people | 1 |
| Security systems like CCTV | 1 |
| Some motorcyclists come and speed up in front of my house making loud noises, Council should do something | 1 |
| Street lighting is a bit of an issue especially during the night | 1 |
| Street lights responsibility should be taken by Council and see to it | 1 |
| There are lot of untrained drivers in Melton | 1 |
| Two robberies happened near my home recently which makes me feel unsafe in this area | 1 |
| Two robberies happened near my house and when I rang the police, they did not have cars at the time of robbery. Responsiveness of police is zero for us every time. Council did not do anything | 1 |
| <i>Waste management & cleanliness</i> | |
| Cleanliness | 1 |
| It would be fantastic if we could have hard rubbish removal. Like other Councils offer | 1 |
| More cleanliness of the street road is required near my house. Otherwise council is doing fine | 1 |
| My neighbourhood houses have no sense of cleanliness | 1 |
| Prices for recycling facilities drop | 1 |
| Rubbish on back roads need attention | 1 |
| The gardens of rental property are too untidy, they need to make the owners clean their gardens | 1 |
| There is no cleanliness in the street | 1 |
| Tip needs to be accessible on weekdays - longer hours | 1 |



Melton City Council – 2016 Community Satisfaction Survey



General comments
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| Comment | Number |
|--|--------|
| <i>Traffic and roads</i> | |
| Traffic lights on Caroline Springs Boulevard | 2 |
| Traffic management | 2 |
| Fix Minns Road | 1 |
| Get moving on roads, car parks and infrastructure | 1 |
| Many bike riders speed in front of my house, went to Council but they paid no attention | 1 |
| More speed humps should be put up on roads | 1 |
| My house is near a bad corner where lot of speeding of cars is found all the time. | |
| Roundabouts needed on some blind spots in this area. Have been to the Council but no reply | 1 |
| Muscat Avenue road is closed since 6 years, should be opened up | 1 |
| Road in front of my house is a real mess, has a lot of patches, melts in summer and all that stuff comes into my house with shoes | 1 |
| Roads in Highfield Park Estate need fixing | 1 |
| Roads should be repaired | 1 |
| Roundabout near Brookfield Avenue is dangerous, a number of accidents have happened there | 1 |
| Seal roads | 1 |
| Speeding bikes and cars | 1 |
| The road in front of my home is horrible, Whenever, it rains, water remains stagnant for 2 - 3 days. Council does nothing to improve this problem | 1 |
| The roundabouts in Burnside Heights are very dangerous | 1 |
| There are a lot of motorbikes which speed up in front of my house. It is terrible nowadays | 1 |
| There is one lane road near my house so not much issues | 1 |
| Traffic management near schools is horrible which is very unsafe for children. More road signs must be put up especially the speed zones near schools | 1 |
| <i>Planning, building and development</i> | |
| There is no K-mart, Woolworths near Caroline Springs and it is hard to travel long distances on heavily busy roads of Melton to fetch out daily needs | 2 |
| Effect of sub-division - flats / units on local community | 1 |
| Melton Waves needs to be upgraded | 1 |
| There is a potential to develop the area in a good way, Council should put more effort to development and provide better environment and opportunities | 1 |
| <i>Schools / education</i> | |
| Access to tertiary education is a bit difficult | 2 |



General comments
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| Comment | Number |
|--|--------|
| <i>Council services and facilities</i> | |
| Melton wave swimming pool needs to be upgraded | 1 |
| Muscat Avenue road is closed since 6 years, should be opened up. There should be medical centre in the barren land near my house for which Council promised but hasn't brought it up yet | 1 |
| Social programs like drugs education, social responsibilities | 1 |
| We really require a public swimming pool in Hillside. It's really hard to access Melton Waves all the time. It is a long way to Melton Waves from my place | 1 |
| <i>Parks, gardens and open spaces</i> | |
| There is no grass in the park near my house | 2 |
| Maintenance of parks, collection of leaves | 1 |
| The park in front of my house is in the worst condition, I went to the Council but no response yet | 1 |
| Clean the park regularly, I went to the Council and they didn't do anything | 1 |
| Maintenance of public parks should be done | 1 |
| The park near my house is not well maintained | 1 |
| Lots of glass pieces are found in the parks nearby | 1 |
| A public toilet is needed in the park as children have to rush back home for the same | 1 |
| I have never seen any parks in Burnside area | 1 |
| <i>Rates</i> | |
| Stop wasting money | 2 |
| Rates are too high | 2 |
| The rates being paid to the Council are worth it as I get what I want from them | 2 |
| Get nothing from the rates | 1 |
| Lower the rates | 1 |
| Lower the rates, we pay the highest rate in Melton | 1 |
| Spend less | 1 |
| The council overrates my house | 1 |
| The council rates are terribly high. Despite of that, it payed least attention to my issue. I am about to leave this house but no replies from council yet | 1 |
| The council rates in Melton are going extremely high | 1 |
| The money we pay to the Council is not much worth because the high amount we pay, is not that we get in return. Council needs to do more | 1 |
| The tip is too expensive | 1 |
| Tip prices need to be reduced | 1 |



Melton City Council – 2016 Community Satisfaction Survey



General comments
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| Comment | Number |
|--|--------|
| <i>Tree maintenance</i> | |
| The trees on our footpaths is causing damage to the footpath and should be taken care of | 2 |
| The leaves falling from trees are not cleaned timely | 2 |
| A lot of smashing of trees on the main roads is found especially during unfavourable weather conditions | 1 |
| Street trees | 1 |
| The leaves of trees remain on the roads for a long time | 1 |
| The street trees need more maintenance. Collection of fallen tree leaves is very irregular | 1 |
| Trees in front of my house are not cut since long time | 1 |
| Trees on nature strips shed too many leaves | 1 |
| <i>Animal management</i> | |
| A lot of cats all around the street, stupid people actually fee them nearby | 1 |
| A lot of cats were found near / in my house. But Council helped me a lot to tackle this issue and I am satisfied with Melton Council | 1 |
| Barking dogs | 1 |
| Dog problem | 1 |
| People should clean after dogs | 1 |
| <i>Parking</i> | |
| Look after the parking pole down my house | 1 |
| More parking for the disabled | 1 |
| Not much satisfied with the parking in Melton | 1 |
| They should improve disability parking | 1 |
| We don't have parking available in front of my house | 1 |
| <i>Footpaths</i> | |
| I want a footpath on my nature strip | 2 |
| Footpath maintenance | 1 |
| <i>Comments on the survey</i> | |
| One page survey please | 1 |



General comments
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| Comment | Number |
|---|--------|
| <i>General positive</i> | |
| Everything seems to be alright | 3 |
| Everything is fine in Melton, it's quiet and peaceful | 2 |
| Good place to live | 2 |
| Melton (Yendon) is a quiet and peaceful place | 2 |
| Everything seems to be fine in Melton since I am living except for traffic control | 1 |
| Good luck | 1 |
| Melton is a quiet place | 1 |
| Nice area | 1 |
| Rest everything seems to be fine in Melton | 1 |
| <i>Communication, consultation and responsiveness</i> | |
| Give opportunities for people to engage | 1 |
| More for the community | 1 |
| More services and community consultation in Toolern Vale | 1 |
| People encouraged to be more active in community, participation and neighbourhood | 1 |
| <i>Council governance and performance</i> | |
| Council is doing a good job | 5 |
| Council should improve their efficiency | 2 |
| Melton Council is doing a good job, I am satisfied completely | 2 |
| The area in front of my house is least maintained. I have been to the Council, called them up but the responses given to me were not good | 2 |
| A couple were found having sex in the car near my home when I was with my grandchildren. When I rang the Council, it didn't respond | 1 |
| Council is doing fine except for traffic management | 1 |
| Council must do more to meet our expectations | 1 |
| Council needs orders to balance | 1 |
| Don't approve of the Council people travelling overseas. Don't approve consultants | 1 |
| I am quite satisfied with what Council is doing for Melton | 1 |
| I'm happy with the Council | 1 |
| Keep up the good work | 1 |
| Lobby for better hospital | 1 |
| More responsibility | 1 |
| Sack the Council | 1 |
| The Council cares for themselves before the residents | 1 |
| The worst council I have lived | 1 |
| They are doing ok than others, better than in the past but still needs to improve | 1 |



Melton City Council – 2016 Community Satisfaction Survey



General comments
Melton City Council - 2016 Community Satisfaction Survey
 (Number of responses)

| Comment | Number |
|--|------------|
| <i>Public transport</i> | |
| Public transport should be improved | 2 |
| Better public transport, especially trains | 1 |
| Buses services are needed | 1 |
| Improve the bus services | 1 |
| Lobby for better train services | 1 |
| More and better public transport | 1 |
| More frequent bus services | 1 |
| More public transport in Kurunjang | 1 |
| Not much satisfied with public transport in Melton | 1 |
| The network of more train services needs to be built up in Melton | 1 |
| There should be more availability of public transport in or near our area | 1 |
| Transportation issues on V-Line, there are only two services in peak hours | 1 |
| <i>Events, arts and culture</i> | |
| Djerriwarh Festival has improved. I have attended this festival for 33 years and love what you have done. It's the event of the year that I really look forward to | 1 |
| Miss the art galleries in Dandenong. Melton should have art galleries like in Dandenong | 1 |
| More cultural events | 1 |
| <i>Other</i> | |
| Separate Caroline Springs from Melton | 2 |
| Can't use the disability sticker, but it's mostly good | 1 |
| Enforcement of local laws | 1 |
| More support for respite care - Diabetes type 1 | 1 |
| My neighbours are noisy | 1 |
| Reminds me of Brimbank Council 5-10 years ago | 1 |
| Shopping centre nearby | 1 |
| Shopping facilities | 1 |
| Toolern Vale is a lot different to Melton, I would not ever move into Melton but enjoy living in Toolern Vale | 1 |
| We have four disability chairs which require space but the neighbour's vehicle is a hindrance to us | 1 |
| Total | 179 |



Melton City Council – 2016 Community Satisfaction Survey



Appendix one - survey form



**Melton City Council
 2016 Community Satisfaction Survey**



1

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

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

2

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

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

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

2

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

3

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

| | |
|---------------------|--|
| Issue One: | |
| Issue Two: | |
| Issue Three: | |

4

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

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

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

| |
|--|
| |
|--|

| | | | | |
|----------|--|---|-----------------------|---|
| 5 | Over the past year, do you think Melton City Council's overall performance has? | | | |
| | Improved | 1 | Deteriorated | 3 |
| | Stayed the same | 2 | Don't know, can't say | 9 |

| | | | | |
|----------|--|---|----------------------------|---|
| 6 | Have you or members of this household been personally involved in any planning applications or development in the last twelve months? | | | |
| | Yes - lodged an application | 1 | Yes - other: _____ | 3 |
| | Yes - objected to an application | 2 | No involvement in planning | 4 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|----|------------------|------------------|
| 7 | On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning and housing development in the City of Melton. | | | | | | | | | | | | |
| | 1. The effectiveness of community consultation and involvement in planning for development (<i>planning application process</i>) | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> |
| | 2. Opportunities provided by Council to participate in strategic planning projects (<i>e.g. Retail and Activity Centre Strategy, Housing Strategy, Integrated Transport Strategy</i>) | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> |
| | 3. The appearance and quality of new developments in your area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> |
| | <i>If rated less than 5, please identify the developments:</i> | | | | | | | | | | | | |
| 4. Council's performance maintaining local heritage and sites of significance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> | |

| | | | |
|----------|--|---|---------------------------|
| 8 | Have you contacted Melton City Council in the last twelve months? | | |
| | Yes (<i>continue</i>) | 1 | No (<i>go to Q. 11</i>) |

| | | | | |
|----------|---|---|--------------------------------|---|
| 9 | When you last contacted the Council, was it? (<i>Please circle one only</i>) | | | |
| | Visit in person | 1 | E-mail | 5 |
| | Telephone (<i>during office hours</i>) | 2 | Website | 6 |
| | Telephone (<i>after hours service</i>) | 3 | Social media | 7 |
| | Mail | 4 | Other (<i>specify</i>) _____ | 9 |

| | | | | | | | | | | | | | |
|---|--|---|---|---|---|---|---|---|---|---|----|------------------|------------------|
| 10 | On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Melton City Council. | | | | | | | | | | | | |
| | <i>(Please circle one for each aspect)</i> | | | | | | | | | | | | |
| | 1. General reception | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> |
| | 2. Care & attention to your enquiry | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> |
| | 3. Provision of information on the Council and its services | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> |
| | 4. Speed of service | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> |
| | 5. Courtesy of service | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> |
| | 6. Opening hours | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> |
| | 7. Access to relevant officer / area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> |
| 8. Staff's understanding of your language needs | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <i>Can't say</i> | |

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

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

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

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

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

| |
|--|
| |
| |
| |

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

Yes 1 No 2

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

| | |
|---------------|--|
| One: | |
| Two: | |
| Three: | |
| Four: | |

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

| | | | |
|--|------------|-----------|------------------|
| | <i>Yes</i> | <i>No</i> | <i>Can't say</i> |
| I am an active member of a club or community group | 1 | 2 | 9 |
| I volunteer regularly | 1 | 2 | 9 |

15

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

(please circle one number only for each statement)

| <i>Statement</i> | <i>Strongly disagree</i> | | | | | | | | | | <i>Neutral</i> | | | | | | | | | | <i>Strongly agree</i> | | | | | | | | | | <i>Can't say</i> | | | | | | | | | | | | | | |
|---|--------------------------|---|---|---|---|---|---|---|---|---|----------------|---|---|---|---|---|---|---|---|---|-----------------------|----|---|---|---|---|---|---|---|---|------------------|---|----|---|---|---|---|---|---|---|---|---|---|----|-----------|
| 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 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 2. It's an active community, people do things and get involved in local issues | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 3. I / we feel part of the local community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 4. In times of need, I/we could turn to the neighbours for help | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 6. Most people in my local community can be trusted | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 7. Melton is an "age-friendly" community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 8. Melton is accessible and inclusive for people with a disability | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 9. Melton is a "child-friendly" community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 10. The Melton community is accepting of people from diverse cultures and backgrounds | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 11. There are adequate opportunities to socialise and meet people in the local area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| Services and facilities | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12. The community has access to adequate community services | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 13. The community has access to adequate local health services | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 14. There are adequate local employment opportunities | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 15. There is access to adequate primary and secondary schools locally | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 16. There is access to adequate tertiary education opportunities | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 17. It's easy to find out what services are available for me / us | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 18. It's easy to find out about activities and events available locally | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 19. There are opportunities to have a real say on issues that are important to me | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 20. There is access to affordable and efficient public transport. | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |
| 21. There is public transport that goes where I need to go. | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Can't say |

16 **In which, if any, of the following community activities have you participated this year?**
(please circle as many as appropriate)

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

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

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

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

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

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

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

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

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

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

21 **With this in mind, which of the following do you believe is most appropriate for the City of Melton?**
(Please circle one number only)

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

| | | | | |
|-----------|---|---|---|----|
| 22 | In the past 12 months, were there any times that your household ran out of food and couldn't afford to buy more? | | | |
| | Never | 1 | Monthly or almost every month | 4 |
| | Once | 2 | More than once a month | 5 |
| | A couple of times | 3 | Can't say | 9 |
| 23 | Please indicate which of the following best describes you. | | | |
| | 15 - 19 years | 1 | 45 - 59 years | 4 |
| | 20 - 34 years | 2 | 60 - 74 years | 5 |
| | 35 - 44 years | 3 | 75 years or over | 6 |
| 24 | With which gender do you identify? | | | |
| | Male | 1 | Intersex | 4 |
| | Female | 2 | Other | 5 |
| | Transgender | 3 | Prefer not to say | 9 |
| 25 | Do any members of this household identify as Aboriginal or Torres Strait Islander? | | | |
| | Yes | 1 | No | 2 |
| 26 | What are all the languages spoken in this household? | | | |
| | English only | 1 | Other (<i>please specify</i>): _____ | 2 |
| 27 | What is the structure of this household? | | | |
| | Two parent family (<i>youngest 0 - 4 yrs</i>) | 1 | One parent family (<i>youngest 13-18 yrs</i>) | 7 |
| | Two parent family (<i>youngest 5 - 12 yrs</i>) | 2 | One parent family (<i>adult child only</i>) | 8 |
| | Two parent family (<i>youngest 13 - 18 yrs</i>) | 3 | Group household | 9 |
| | Two parent family (<i>adult child only</i>) | 4 | Sole person household | 10 |
| | One parent family (<i>youngest 0 - 4 yrs</i>) | 5 | Couple only family | 11 |
| | One parent family (<i>youngest 5 - 12 yrs</i>) | 6 | Other (<i>please specify</i>): _____ | 12 |
| 28 | Do any members of this household identify as having a disability? | | | |
| | Yes | 1 | No | 2 |
| 29 | Which of the following best describes the current housing situation of this household? | | | |
| | Own this home | 1 | Renting this home | 3 |
| | Mortgage (paying-off this home) | 2 | Other arrangement | 4 |
| 30 | How long have you lived in the City of Melton? | | | |
| | Less than 1 year | 1 | 5 to less than 10 years | 3 |
| | 1 to less than 5 years | 2 | 10 years or more | 4 |
| | If less than 5 years, what was your previous Council | | | |
| 31 | Do you have any further comments you would like to make? | | | |
| | | | | |