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Melton City Council

2020 Annual Community Satisfaction Survey

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Melton City Council – 2020 Annual Community Satisfaction Survey

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Executive summary

Survey aims and methodology

Metropolis Research conducted Council's sixth *Annual Community Satisfaction Survey* primarily as a telephone interview survey of 804 respondents in May and June 2020.

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

The survey also measured the importance to the community of 35 individual services and facilities, explored the top issues the community feel need to be addressed in the municipality "at the moment", as well as measuring the perception of safety in Melton's public areas, the local sense of community, and the perception of family violence in the community.

To facilitate the implementation of the survey by telephone rather than the traditional face-to-face, door-stop interview, the size of the survey was reduced this year.

This year, there were also a small number of questions included in the survey that explored how well the community was coping with COVID-19, how well supported they felt by the various levels of government, and ways in which they believe Council could help them during the pandemic, and then help the community rebuild and reconnect once the pandemic passes.

Key findings

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

Whilst it cannot be discounted that the COVID-19 pandemic may have influenced community sentiment, the results outlined in the survey this year clearly represent a solid level of community satisfaction with the performance of Council across the full range of services and facilities, as well as governance and leadership performance of Council.

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

The issues that are most likely to be exerting a negative influence on community satisfaction with the performance of Council include roads, cleanliness of the area, footpaths, and for a small number of respondents rates were a negative influence on overall satisfaction.



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The following table outlines the key satisfaction results, including the LGPRF reporting requirement scores.

<i>Satisfaction with</i>	<i>Metro. Melbourne 2019</i>	<i>City of Melton 2019</i>	<i>City of Melton 2020</i>
Council's Overall performance	6.93	6.87	6.93
Making decisions in the interests of community	6.83	6.82	6.72
Maintaining trust and confidence of the community	6.89	6.91	6.77
Community consultation and engagement	6.77	6.79	6.69
Representation, lobbying and advocacy	6.75	6.77	6.81
Responsiveness of Council to local community needs	6.85	6.80	6.68
Customer service (average score across 6 indicators)	7.48	7.76	7.67
Maintenance and repair of sealed local roads	6.93	7.06	6.70

Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Melton City Council increased 0.8% this year to 6.93 out of a potential 10, which was not a statistically significant improvement.

This result was identical to the metropolitan Melbourne (6.93) average, and somewhat higher than the western region councils' (6.72) average satisfaction with local government, as recorded in the 2019 *Governing Melbourne* research. The 2020 *Governing Melbourne* research has been delayed due to the COVID-19 pandemic.

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

A little less than half (42.0% up from 41.1%) of respondents were "very satisfied" with Council's overall performance (rating satisfaction at eight or more out of 10), whilst 8.6% (up from 7.5%) were dissatisfied (rating zero to four).

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

- **More satisfied than average** – includes respondents from Frasers Rise, adolescents (aged 15 to 19 years), senior citizens (aged 75 years and over), female respondents, respondents from multi-lingual households, rental household respondents, and newer resident respondents (less than five years in the City of Melton).
- **Less satisfied than average** – includes respondents from Melton precinct, middle-aged adults (aged 45 to 59 years), male respondents, respondents from English speaking households, mortgagee household respondents, and long-term residents (ten years or more in the City of Melton).



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Consistent with the good level of overall satisfaction with Council, satisfaction with the six included aspects of [governance and leadership](#) remained essentially stable this year, down by an average of less than one percent this year to 6.81, which is a “good” level of satisfaction. Satisfaction with all five aspects of governance and leadership were very similar to the 2019 metropolitan Melbourne average, and somewhat higher than the western region councils average.

These results confirm that most respondents were satisfied with Council’s performance in meeting its environmental responsibilities (7.17), representation, lobbying and advocacy (6.81), maintaining community trust and confidence (6.77), making decisions in the interests of the community (6.72), community consultation and engagement (6.69), and the responsiveness of Council to local community needs (6.68).

Agreement that “Council infrastructure is equitable, inclusive, and accessible” increased marginally but not measurably this year, up less than one percent to 7.11 out of 10. Just 3.5% of respondents disagreed with this statement.

Satisfaction with Council’s [customer service](#) delivery remains at a “very good” level, despite another small decline this year, with the average satisfaction with the six included aspects of customer service down 1.2% to 7.67.

The average satisfaction with the 35 Council provided [services and facilities](#) included in the survey was essentially stable again this year, down by less than one percent to 7.50, although it remains on average at a “very good” level.

The services with the highest levels of satisfaction include the local library (8.70), green waste collection (8.69), regular garbage collection (8.67), regular recycling (8.62), and health services for babies, infants, and toddlers (8.01).

Many of these services and facilities with the highest levels of satisfaction were also those with higher than average importance. This shows that many of the services and facilities of most importance to the community are those with which the community is most satisfied.

Satisfaction with all but four services and facilities recorded satisfaction scores higher than the overall satisfaction with Council this year, suggesting most services and facilities are a positive influence on satisfaction with Council’s overall performance.

The four services and facilities to record satisfaction scores lower than overall satisfaction include public toilets (6.57), footpath maintenance and repairs (6.61), maintenance and repair of sealed local roads (6.70), and parking enforcement (6.87). It is important to bear in mind that satisfaction with these services and facilities were all recorded at “good” levels.

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

Satisfaction with [planning for population growth by all levels of government](#) increased this year, up 1.9% to 6.47, and remains at a “solid” level. This remains marginally higher than the metropolitan Melbourne average of 6.22.



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Satisfaction with the [planning and development outcomes](#), “the design of public spaces” (7.27), “maintaining local heritage and sites of significance” (7.24), “maintaining natural reserves” (7.20), and the “appearance and quality of new developments” (7.08) all increased marginally this year. The results for maintaining local heritage and sites of significance and the appearance and quality of new developments remain a little higher than the metropolitan Melbourne results.

Issues to address for the City of Melton

The main [issues to address in the City of Melton](#) remain traffic management (13.6% down from 25.4%), road maintenance and repairs (11.6% up from 8.5%), safety, policing, and crime (6.7%), and parks, gardens, and open spaces (6.1% down from 9.2%).

The issues that are most likely to be exerting a negative influence on community satisfaction with the performance of Council include roads, cleanliness of the area, footpaths, and for a small number of respondents rates were a negative influence on overall satisfaction.

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

The perception of safety in the public areas of the City of Melton during the day (7.81), at home alone after dark (7.57), and in and around local shopping areas (7.42) all remained essentially stable this year at relatively high levels. Less than eight percent of respondents felt unsafe in any of these three locations or circumstances.

The perception of safety in the public areas of the City of Melton at night declined 8.1% this year to 5.68, reversing the rise recorded last year. Almost one-third (30.1% up from 22.8%) of respondents felt unsafe in the public areas at night, with female respondents feeling an average of 12.4% less safe than male respondents.

Sense of community

The average agreement with the seven included statements about the sense of community were all recorded at moderate to high levels of agreement, and agreement with the four statements included in the survey last year all increased marginally but not measurably.

These results show that most respondents agree that they enjoy their local neighbourhood (7.69), are proud of their community (7.65), that there are local health services available (7.49), the community is vibrant and engaging (7.09), there is public transport that goes where they need it to go (6.98), there is affordable and efficient public transport (6.96), and that they feel connected to their community (6.58).

Family violence

The proportion of respondents who agreed that “family violence is common in the community” declined marginally this year, down from 24.0% in 2018 to 19.4% this year. Just seven percent disagreed with this statement, although the proportion who couldn’t say increased from 24.1% to 64.3% this year.



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COVID-19 Pandemic

On average, respondents were relatively positive in terms of how well they felt they were [coping with the impacts of COVID-19](#).

On average, they rated [how well their household was coping](#) in terms of their physical health and wellbeing (7.69), their financial wellbeing (7.54), and their mental health and wellbeing (7.48) at strong levels. Less than seven percent of respondents reported that they were not coping well (i.e. rated coping at less than five out of 10), in terms of physical (4.0%) and mental health and wellbeing (6.6%) and financial wellbeing (6.4%).

When asked [how well supported their household felt by the three levels of government](#), respondents felt more supported by the federal government (7.13) than the state government (6.99), and the local council (6.18). The average level of support from the Council was however 6.18, which is a solid level of support. It is noted that 19.2% of respondents did not feel well supported (i.e. rated support at less than five out of 10) by the local council.

It is highly likely that the lower result for the local council reflects the fact that the role of the federal (e.g. income support, border control) and state governments (e.g. lockdown enforcement, hospitals) would be more prominent than the support provided by the local council.

The main ways by which respondents feel that [Council could assist them](#) through the pandemic were focused on communicating and providing information, assisting the elderly, homeless and other “at risk” groups, and by reducing rates.

The main ways by which respondents feel that Council could assist the community to rebuild and reconnect once the pandemic passes were communication and education, employment opportunities and the economy, community activities such as fetes, concerts, and BBQs, and getting normal services and facilities running again.



Introduction

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

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

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

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

In addition to these core components that are to be included every year, the *Melton City Council – 2020 Annual Community Satisfaction Survey* includes questions exploring current issues of importance that reflect Council's current requirements. The 2020 survey includes questions related to the following issues:

- ⊗ Family violence
- ⊗ Sense of community
- ⊗ Impact of COVID-19 and government support during the pandemic.

Rationale

The *Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and community feel and involvement. The survey meets the requirements of the Department of Environment, Land, Water and Planning (DELWP) by providing importance and satisfaction ratings for the core measures and satisfaction with Council's overall performance.

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

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



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

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

Methodology, response rate and statistical significance

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

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

The surveying was all completed over six weeks in May and June 2020, consistent with the timing of previous years.

The survey was shortened in length to accommodate the limitations inherent in conducting surveys by telephone. The results are presented in this report only for the shortened survey.

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

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

A total of 804 surveys were conducted from a random sample of 12,162 residential telephone numbers, including an approximately equal number of landline and mobile phone numbers.

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

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

Of the 12,162 telephone numbers, the following results were obtained:

- No answer - 8,952
- Refused - 2,406
- Completed - 804



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This provides a response rate of 25.1%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is significantly lower than the 35.0% response rate achieved in 2019 using the more superior door-to-door methodology.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the fifty percent level.

In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

This is based on a total sample size of 804 respondents, and an underlying population of the City of Melton of 136,587.

Governing Melbourne

Governing Melbourne is a survey conducted annually by Metropolis Research since 2010. *Governing Melbourne* is a survey of approximately 1,200 respondents drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Melton City Council – 2020 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

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

This report also provides some comparisons against the growth area councils, which includes the municipalities of Casey, Cardinia, Hume, Knox, Melton, Whittlesea, and Wyndham.

Glossary of terms***Precinct***

The term precinct is used by Metropolis Research to describe the small areas utilised by Council in the *Community Profile*. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary.

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e. the difference is



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statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

Significant result

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

Somewhat / notable / marginal

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

Ninety-five percent confidence interval

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

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

Satisfaction categories

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

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



Precincts

This report provides results at both the municipal and precinct level.

The precincts are consistent with those used for the *Melton Community Profile* prepared by i.d consulting.

The list of precincts included in the survey have changed this year compared to previous years, consistent with the change in the *Melton Community Profile*. New precincts have been included for Harkness, Frasers Rise, and Cobblebank / Strathtullon.

Given that the Cobblebank / Strathtullon precinct currently has an estimated population of only 2,161 and therefore a preweighted sample of just eight respondents, results have not been published for this precinct at this time. The precinct still contributes proportionally to the municipal result, even though individual precinct results are not published.

The precincts used in this report are as follows:

Precincts within Melton Township:

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

Precincts at the urban fringe:

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

Rural Precinct:

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



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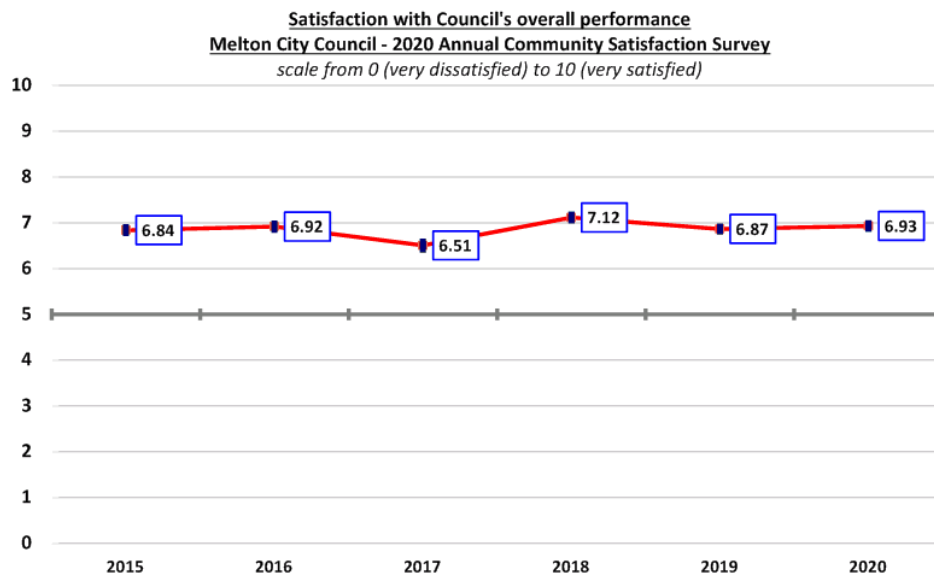
Council’s overall performance

Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility (overall performance) increased by less than one percent this year to 6.93. This remains a “good” level of satisfaction, the same level as recorded in each of the six years of the survey program.

By way of comparison, this result was identical to the metropolitan Melbourne average overall satisfaction, as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research. The 2020 *Governing Melbourne* survey was delayed due to the COVID-19 pandemic, and this report will be updated with the new comparative results when available.



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

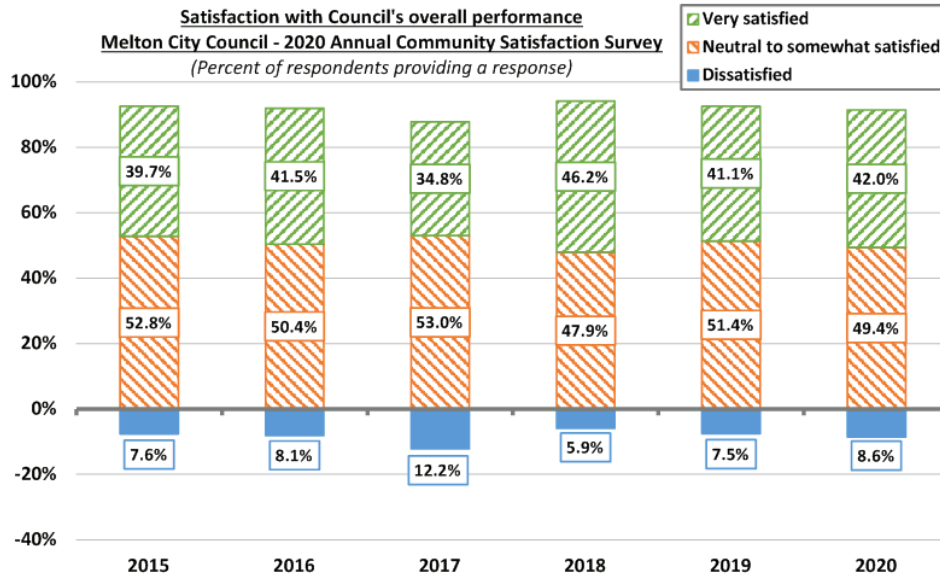
Consistent with the stable average overall satisfaction score, the raw percentage results outlined in the following table also remained relatively stable this year. There was a marginal increase in the proportion of “very satisfied” respondents as well as a similar, marginal increase in the proportion of “dissatisfied” respondents.



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Metropolis Research draws attention to the fact that almost half (42.2%) of the respondents were “very satisfied” with Council’s overall performance. This is close to five times as many respondents than were “dissatisfied”.

These are important findings, as they highlight the fact that most people in the community are satisfied with the overall performance of Melton City Council.



There was no statistically significant variation in satisfaction with Council’s overall performance observed across the 11 precincts comprising the City of Melton. This is a result that is also consistent with recent years.

Having said that, it is of note that:

- **Frasers Rise** – respondents from this newly developing precinct were notably, albeit not measurably more satisfied with Council’s overall performance than the municipal average and at a “very good” level of satisfaction. There were no respondents from Frasers Rise who were “dissatisfied” with Council’s overall performance.
- **Melton precinct** – respondents were notably, albeit not measurably less satisfied with Council’s overall performance than the municipal average and at a “solid” level. It is noted that Melton precinct also reported somewhat lower than average satisfaction in 2019.

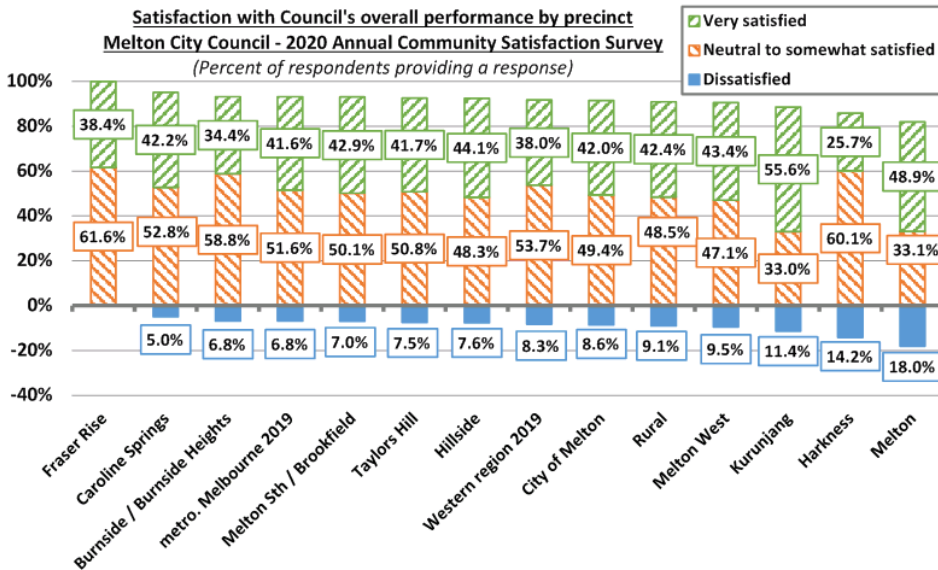
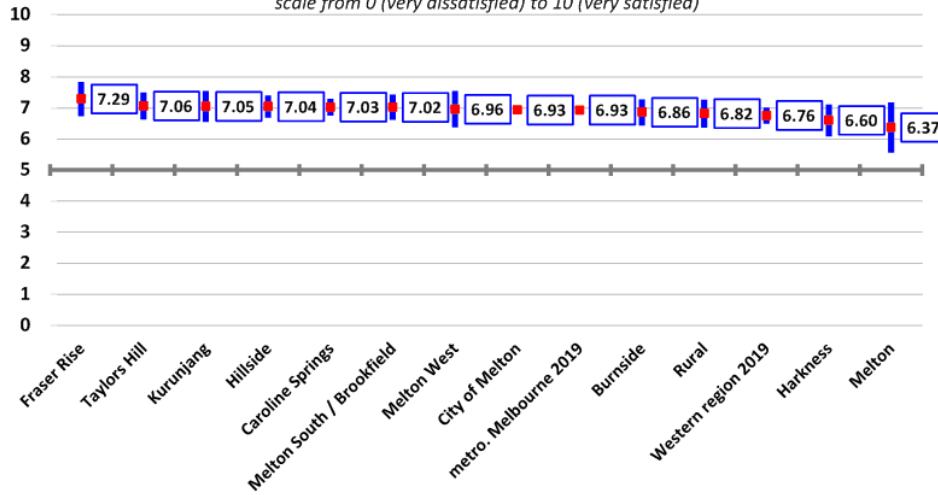
It is noted from the raw percentage results graph, that whilst Melton precinct respondents were, on average, less satisfied with Council’s overall performance than average, almost half (48.9%) were “very satisfied” (i.e. rated satisfaction at eight or more).



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The lower average satisfaction is due to the fact that one-sixth (18.0%) of respondents in Melton West were dissatisfied with Council’s overall performance.

Satisfaction with Council’s overall performance by precinct
Melton City Council - 2020 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Overall performance by respondent profile

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

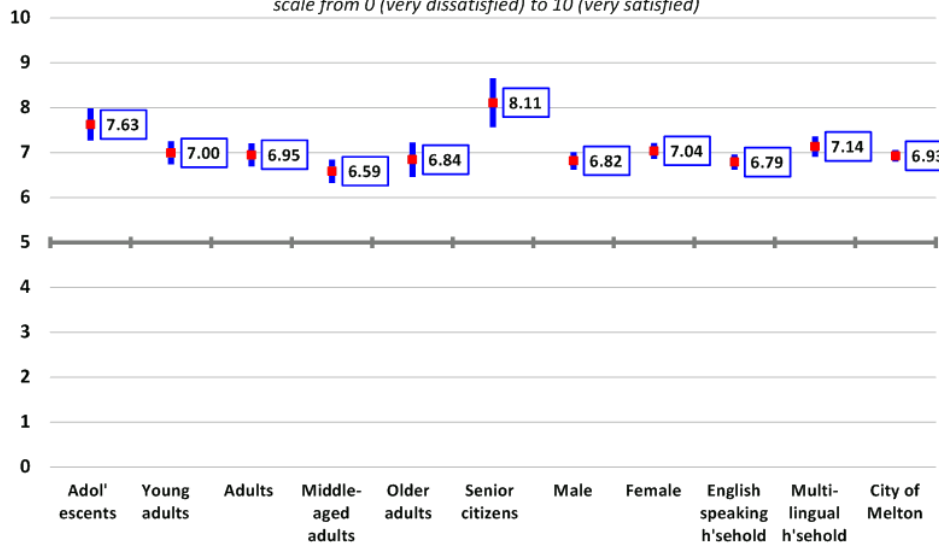


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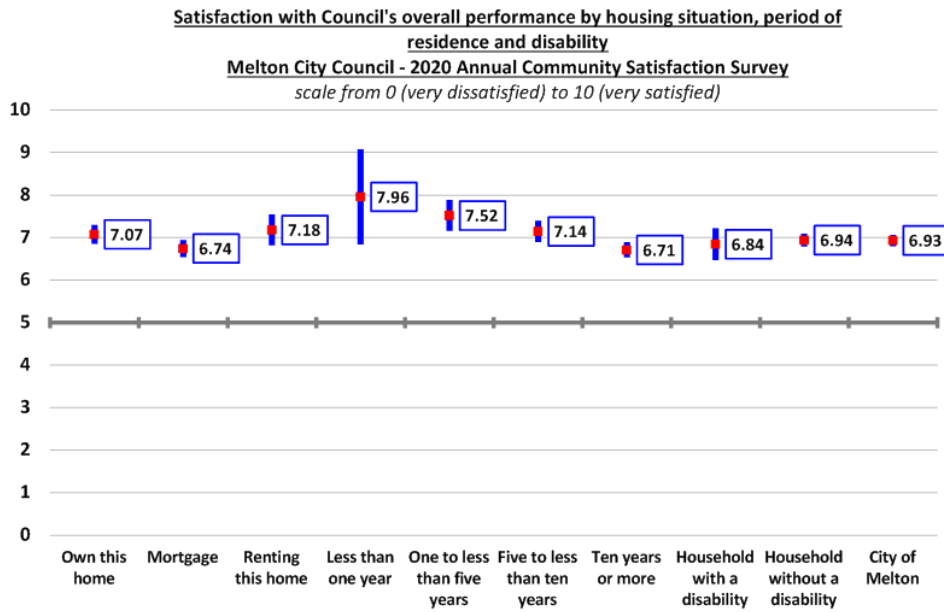
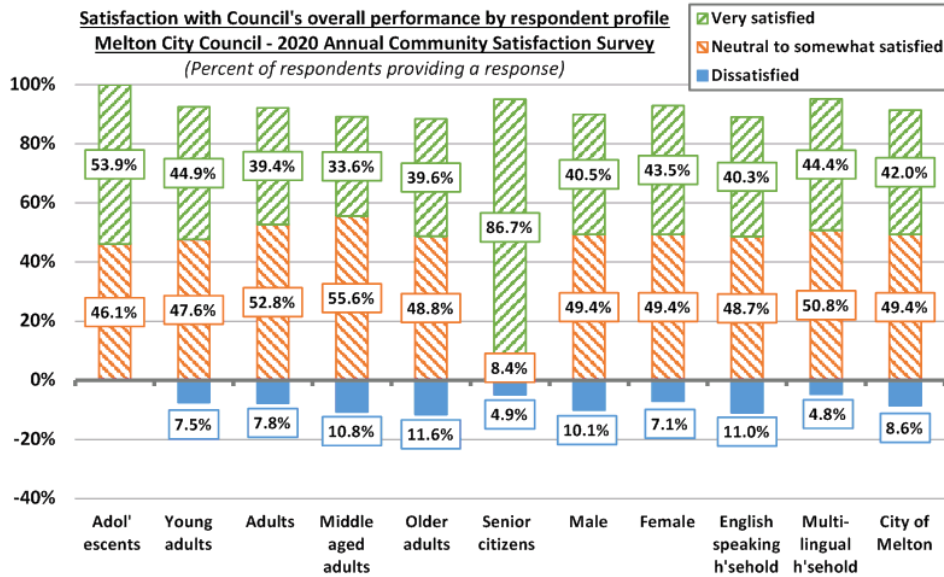
Metropolis Research notes that the pattern of variations in satisfaction by respondent profile outlined below are consistently observed in the City of Melton and elsewhere across metropolitan Melbourne. Attention is drawn to the following notable variations:

- **More satisfied than average** – includes adolescents (aged 15 to 19 years), senior citizens (aged 75 years and over), female respondents, respondents from multi-lingual households, rental household respondents, and newer resident respondents (less than five years in the City of Melton).
- **Less satisfied than average** – middle-aged adults (aged 45 to 59 years), male respondents, respondents from English speaking households, mortgagee household respondents, and long-term residents (ten years or more in the City of Melton).

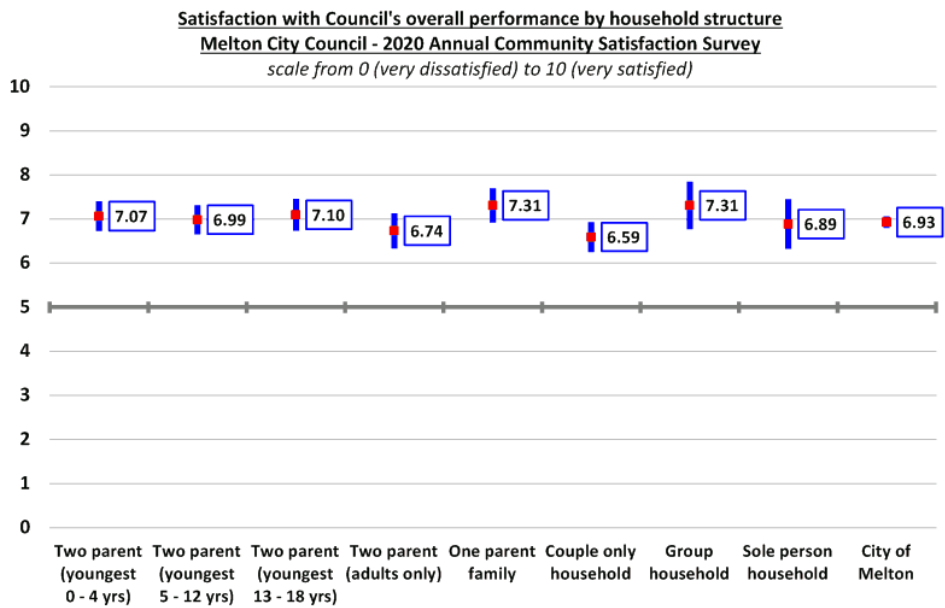
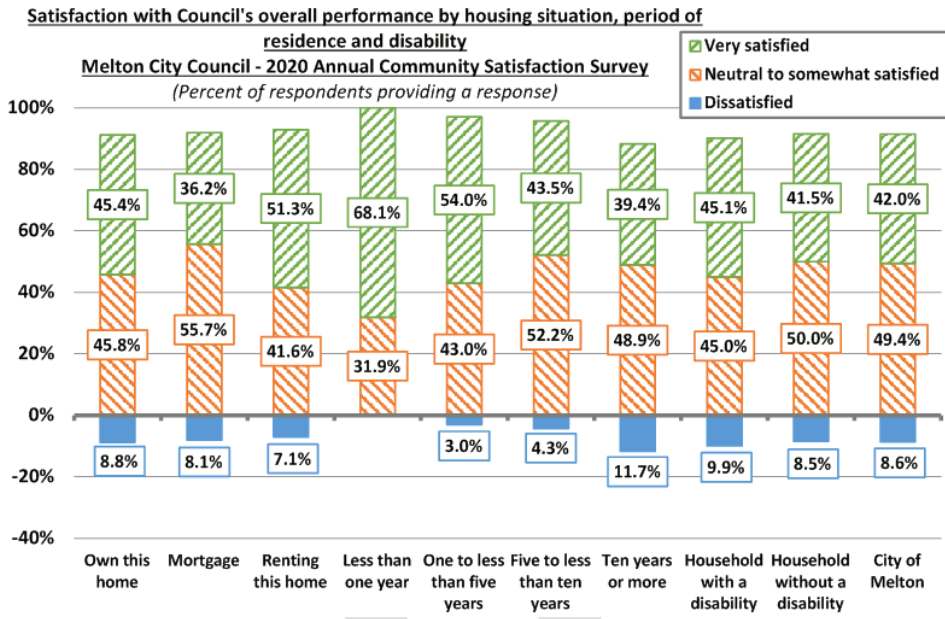
Satisfaction with Council's overall performance by respondent profile
Melton City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



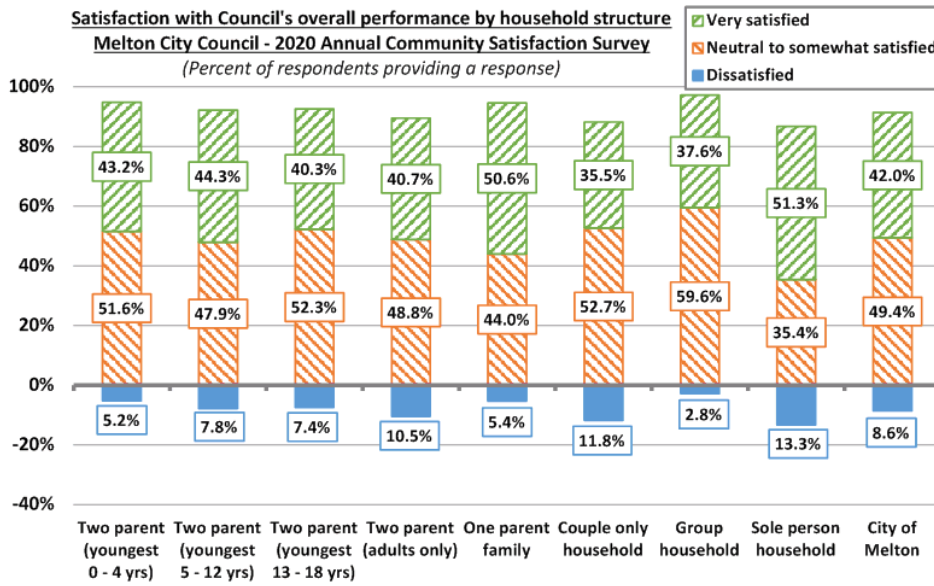
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Melton City Council – 2020 Annual Community Satisfaction Survey



Melton City Council – 2020 Annual Community Satisfaction Survey



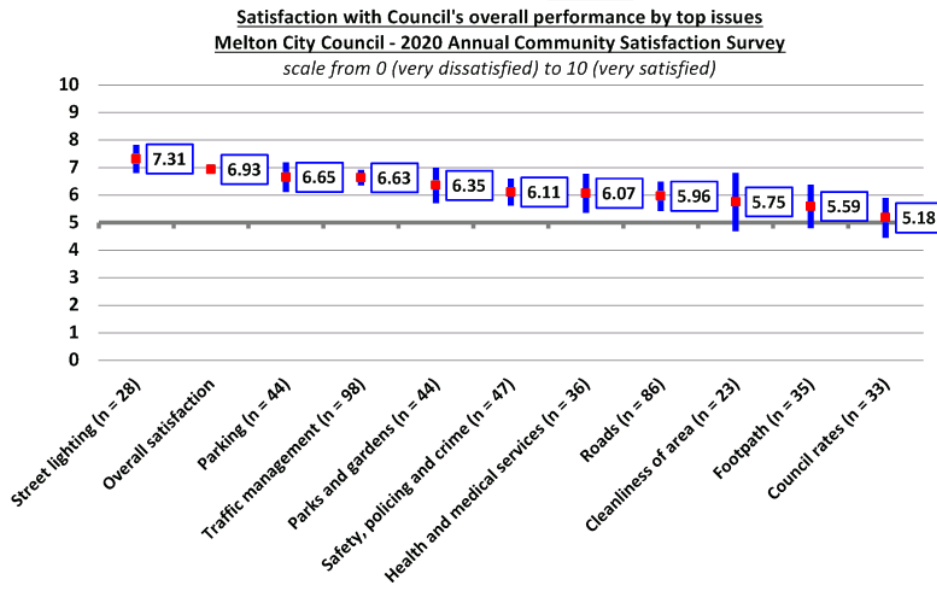
Melton City Council – 2020 Annual Community Satisfaction Survey

Correlation between issues and satisfaction with overall performance

The following graph provides a comparison of satisfaction with Council’s overall performance between respondents who nominated each of the 10 most common issues to address for the City of Melton “at the moment”. Full analysis of the top issues is included in the [Current Issues for the City of Melton](#) section of this report.

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

The overall satisfaction with the performance of Council was 6.93 out of a potential 10 this year, somewhat higher than all but one of the 10 most common issues nominated.



On average, the 28 respondents who nominated issues around street lighting, were somewhat more satisfied than the municipal average, rating satisfaction at 7.31 compared to the municipal average of 6.93. This suggests that street lighting is not negatively influencing respondents’ satisfaction with Council’s overall performance.

The respondents who nominated each of the nine other most common issues were, on average, substantially less satisfied with Council’s overall performance than the municipal average. This does suggest, that for the respondents’ nominating each of these issues, the issues are likely to exert a somewhat negative influence on satisfaction with Council’s overall performance for these respondents.

Metropolis Research draws particular attention to the issues of roads, cleanliness of the area, footpaths, and Council rates, as the respondents who nominated each of these issues, on average rated satisfaction with Council’s overall performance at “poor”, “very poor”, and in the case of Council rates, “extremely poor” levels of satisfaction.



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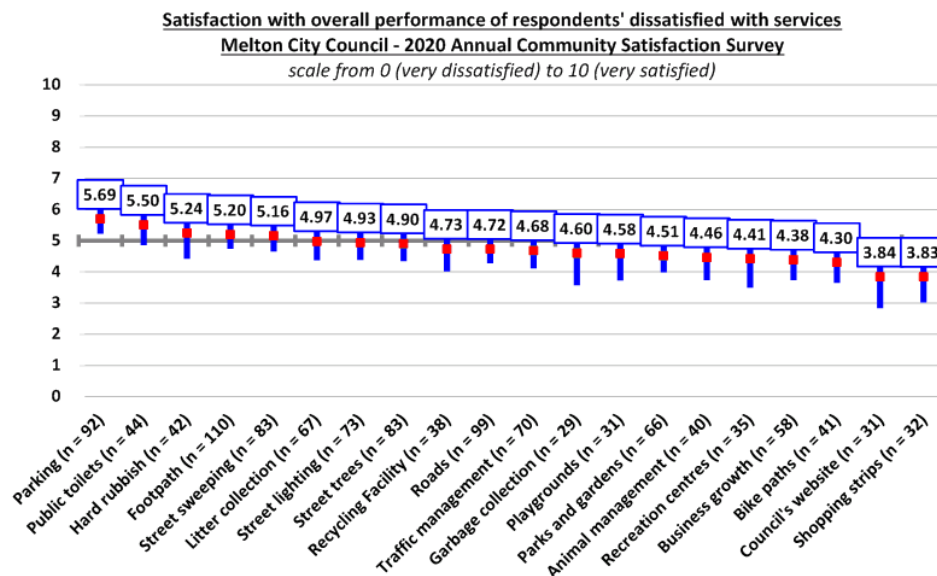
In relation to the 33 respondents who nominated Council rates as one of the top three issues for the City of Melton “at the moment”, it is important to note that this group of respondents almost always report a very low level of satisfaction with Council, as they tend to be of the view that Council is charging too much for rates for the level of service provided.

Relationship between satisfaction with services and facilities and overall performance

The following graph provides the average satisfaction with Council’s overall performance of respondents dissatisfied with individual services and facilities. Services and facilities with fewer than 10 dissatisfied respondents have been excluded from these results. Full details about satisfaction with Council services and facilities is provided in the [Satisfaction with Council services and facilities](#) section of this report.

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents, hence the relatively large 95% confidence interval around these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council’s overall performance than the municipal average of all respondents (6.93).



It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one service and facility were likely to



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be dissatisfied with several services and facilities and were also measurably less satisfied with Council's overall performance.

This does suggest that, for at least some of these respondents, their dissatisfaction with Council's overall performance was not directly linked to their dissatisfaction with a single service or facility, rather they tend to be dissatisfied with all aspects of Council's performance (services and facilities, governance and leadership, and overall performance).

Overall satisfaction by level of support by government during COVID-19

The following graph provides a comparison of the average satisfaction with Council's overall performance for the respondents who did not feel well supported by any of the three levels of government during the pandemic.

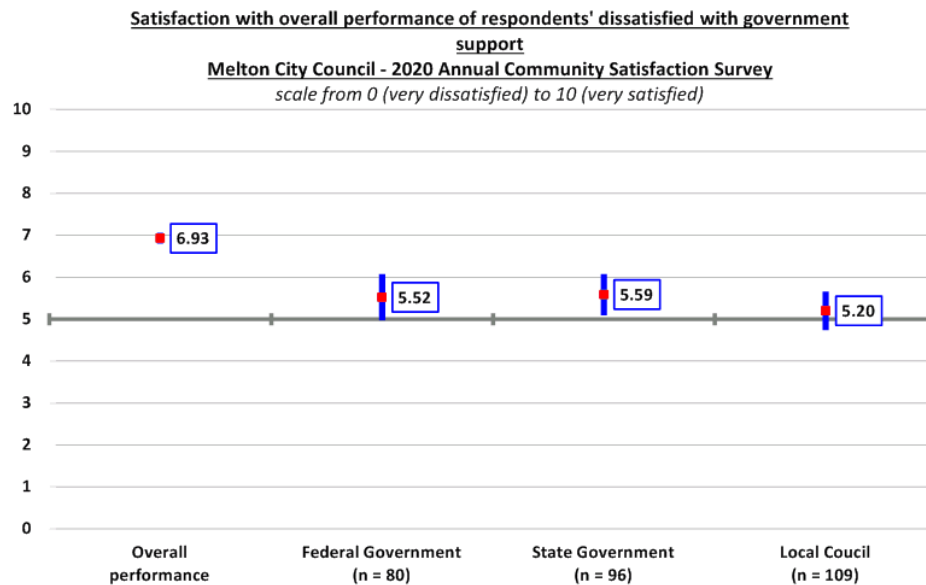
Whereas the sample of 804 respondents provided an average satisfaction with Council's overall performance of 6.93, the respondents who did not feel supported by the three levels of government rated satisfaction measurably and significantly lower than this average.

The respondents who did not feel well supported by the federal (5.52) or state (5.59) governments, on average rated satisfaction with Council's overall performance at a "poor" level. The 109 respondents who did not feel well supported by Melton City Council rated satisfaction with Council's overall performance at 5.20, or a "very poor" level of satisfaction.

These results show that for the approximately 12% of the sample who did not feel well supported by government during the pandemic were, on average, very dissatisfied with Council's overall performance. This cannot be read as a direct relationship, i.e. not feeling well supported by government during the pandemic caused the lower satisfaction with Council, but it does suggest that these respondents are dissatisfied with government, and that this is flowing through into dissatisfaction with Council directly. These respondents may well feel overwhelmed by the pandemic, and this is negatively impacting on their state of mind, and therefore their responses when rating satisfaction with Council.



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Reasons for dissatisfaction with Council’s overall performance

Respondents dissatisfied with Council’s overall performance were asked:

“If satisfaction with Council’s overall performance rated less than 5, why do you say that?”

Of the 63 respondents dissatisfied with Council’s overall performance provided a total of 35 responses outlining the reasons why they were dissatisfied.

These responses are summarised into broad categories in the following table, with the verbatim responses outlined in the appendix.

Consistent with the results recorded in previous years, the two most common reasons why respondents are dissatisfied with Council’s overall performance related to issues with Council support, its governance and performance (34.3%) and issues around communication, consultation, and responsiveness (28.6%).

These responses are, overall, broad in nature, rather than being directly linked to specific services. This is important, as it reflects the fact that relatively few respondents were dissatisfied with specific services and facilities, as outlined in the [Satisfaction Council services and facilities](#) section of this report.

Most residents were satisfied with the services and facilities provided by Council, and that overall satisfaction is more directly impacted by broader issues and the direction, management, and governance of Council and how Council engages with the community, than it is by satisfaction with direct service delivery.



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Reasons for dissatisfaction with Council's overall performance

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(Number and percent of responses from respondents rating satisfaction less than 5 out of 10)

Comment	2020		2019	2018	2017	2016
	Number	Percent				
Council support, governance and performance	12	34.3%	35.4%	20.5%	39.1%	42.3%
Communication, consultation and responsiveness	10	28.6%	17.7%	28.2%	11.8%	17.3%
Rates and money spending	5	14.3%	11.4%	23.1%	17.3%	5.8%
Service and facilities	4	11.4%	25.3%	2.6%	3.6%	3.8%
Public transport, traffic and parking	1	2.9%	5.1%	2.6%	1.8%	9.6%
Other	3	8.6%	5.1%	20.5%	4.5%	13.5%
Total	35	100%	79	39	110	52

DRAFT



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Governance and leadership

Respondents were asked:

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

The average satisfaction with the six included aspects of governance and leadership was 6.81 out of a potential 10 this year, down less than one percent on the 6.89 recorded in 2019, and down three percent on the 2018 result of 7.02.

It is important to bear in mind that this result remains nine percent higher than the most recent low point of 6.25 recorded back in 2017.

This level of satisfaction with governance and leadership remains “good”, the same level as recorded since the “solid” recorded in the low point of 2017. By way of comparison, the 2019 metropolitan Melbourne average satisfaction with the same six aspects of governance and leadership was 6.89, less than one percent higher than this City of Melton result.

Satisfaction with five of the six aspects of governance and leadership declined marginally, but not measurably this year.

Satisfaction with Council’s “representation, lobbying, and advocacy with other levels of government” increased marginally, but not measurably this year.

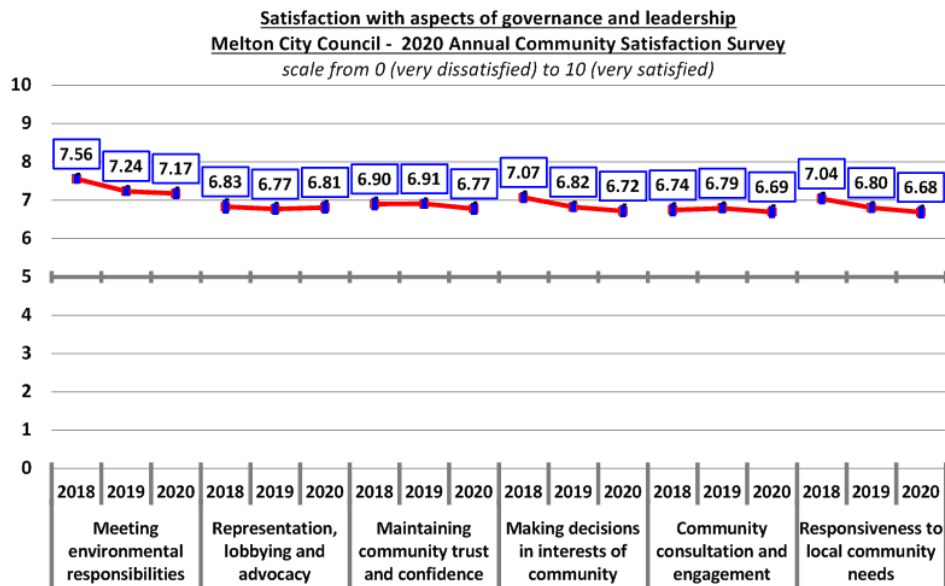
Satisfaction with all six aspects of governance and leadership can best be summarised as good. This is the same result as recorded in 2019.

Consistent with the results recorded in previous years, the average satisfaction with governance and leadership remained marginally, but not measurably lower than satisfaction with Council’s overall performance. This reflects the fact that satisfaction with governance and leadership remains highly correlated with satisfaction with overall performance, with a Pearson’s correlation coefficient of 0.816.

These results highlight the fact that satisfaction with Council’s overall performance reflects the subjective view about how well Council represents, engages and consults with, maintains the trust of, and responds to the needs of the local community, including by maintaining good levels of corporate governance.

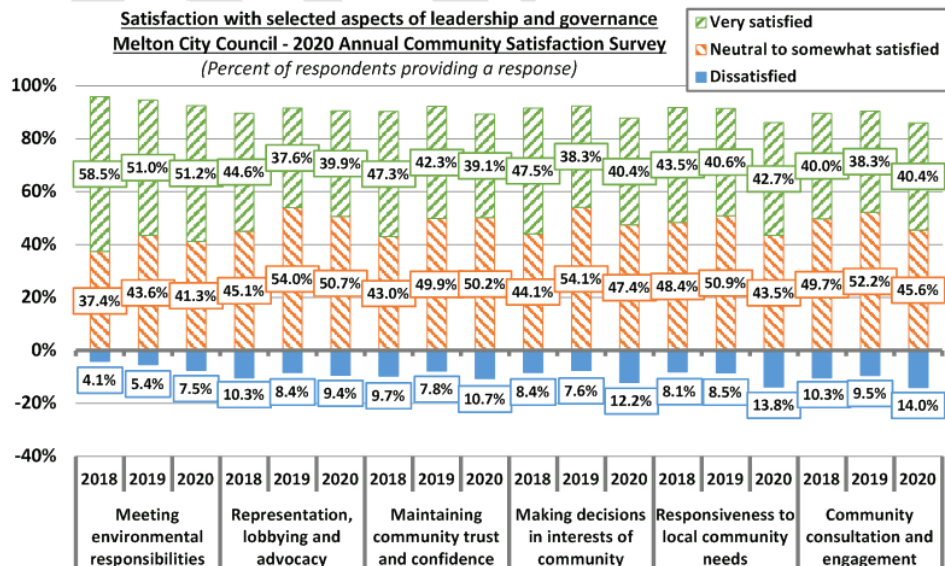


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Consistent with recent years, between approximately 40% and 50% of respondents were “very satisfied” with each of the six aspects of governance and leadership (i.e. rated satisfaction at eight or more out of 10), whilst between seven and 14% were dissatisfied (rated satisfaction from zero to four).

It is noted that, as in recent years, the responsiveness of Council (13.8%) and community consultation and engagement (14.0%) were the two aspects of governance and leadership with which respondents were most likely to be dissatisfied.

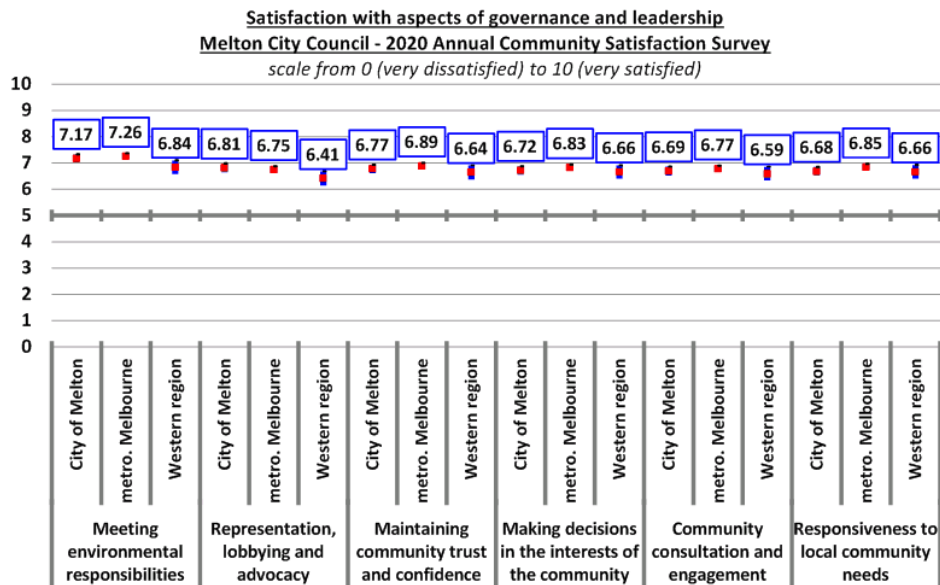


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The following graph provides a comparison of satisfaction with the six aspects of governance and leadership against the metropolitan Melbourne and western region councils’ average satisfaction as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research. These results will be updated with the 2020 results as soon as they are available.

Metropolis Research notes that satisfaction with the six aspects of governance and leadership in the City of Melton was similar to or marginally lower than the metropolitan Melbourne results.

It is noted that satisfaction tended to be higher in the City of Melton than the average for the western region councils, most notably in relation to satisfaction with Council’s representation, lobbying and advocacy with other levels of government.



The following section provides detailed results for satisfaction with each of the six aspects of governance and leadership.

Attention is drawn to the following broad summary of these findings:

- **Generally more satisfied than average** – respondents from Frasers Rise, Taylors Hill, and Caroline Hill, adolescents (aged 18 to 19 years), senior citizens (aged 75 years and over), and respondents from multi-lingual households tended to be somewhat more satisfied than average with most aspects of governance and leadership.
- **Generally less satisfied than average** – respondents from Melton precinct, Harkness, and the rural precinct, middle-aged adults (aged 45 to 59 years), and respondents from English speaking households tended to be somewhat less satisfied than average with most aspects of governance and leadership.

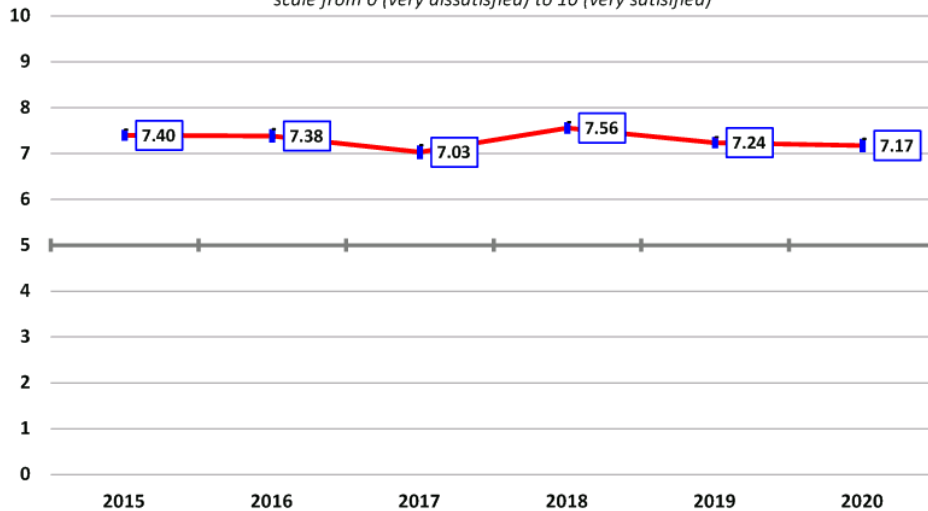


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Meeting responsibilities towards the environment

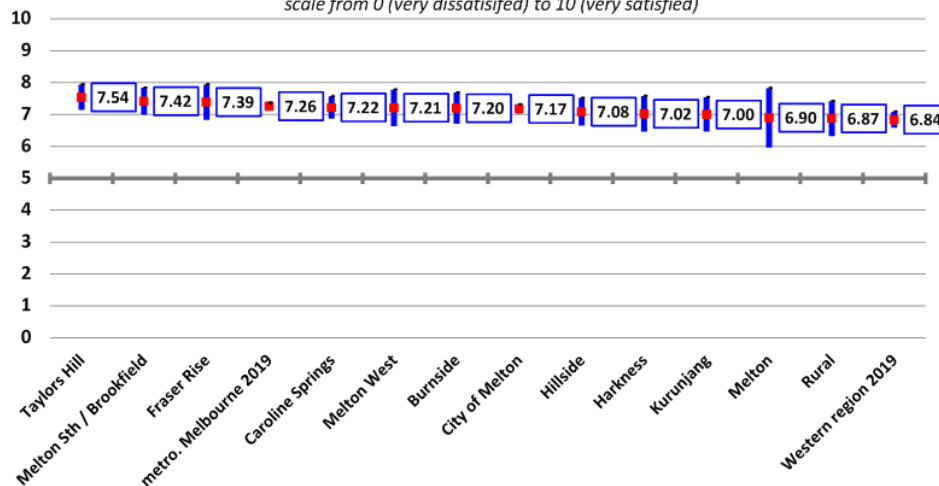
Satisfaction with Council’s performance meetings its responsibilities towards the environment declined marginally, but not measurably this year, down less than one percent.

Satisfaction with Council meeting its responsibilities towards the environment
 Melton City Council - 2020 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with Council’s performance meeting its responsibilities towards the environment observed across the 11 precincts comprising the City of Melton, although it is noted that satisfaction was recorded at “very good” levels in Taylors Hill (7.54), Melton South / Brookfield (7.42), and Frasers Rise (7.39).

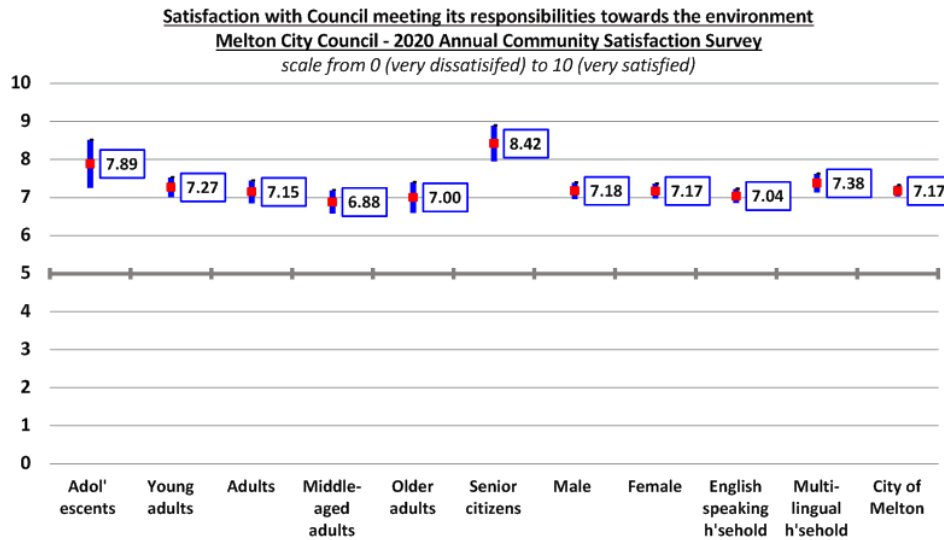
Satisfaction with Council meeting its responsibilities towards the environment
 Melton City Council - 2020 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



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Except for senior citizens (aged 75 years and over), who were measurably and significantly more satisfied than other respondents, satisfaction with Council meeting its responsibilities towards the environment tended to decline with the respondents’ age from adolescents to middle-aged adults.

There was no variation observed by gender, but it is noted that respondents from multi-lingual households were somewhat more satisfied than respondents from English speaking households.



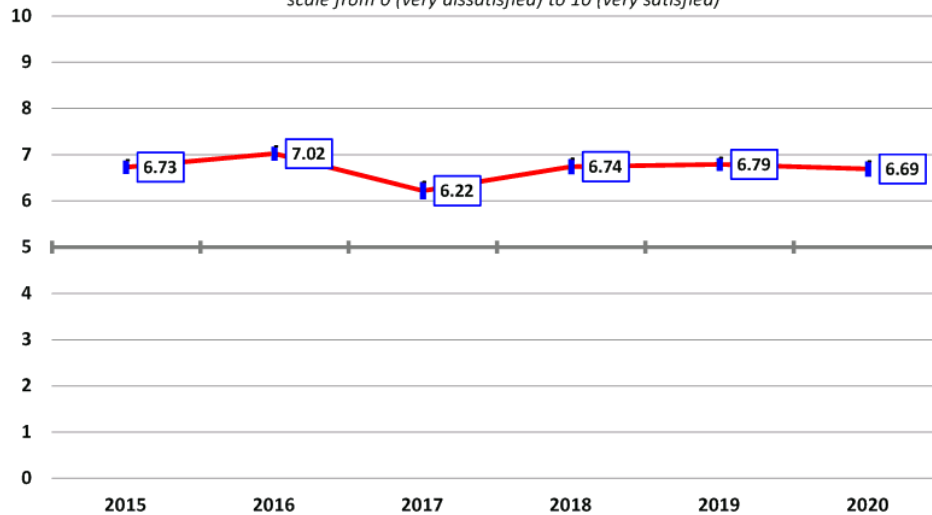
Community consultation and engagement

Satisfaction with Council’s community consultation and engagement declined marginally but not measurably this year, down 1.5% from 6.79 to 6.69, although it remains at a “good” level.



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Satisfaction with Council's performance in community consultation and engagement
Melton City Council - 2020 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

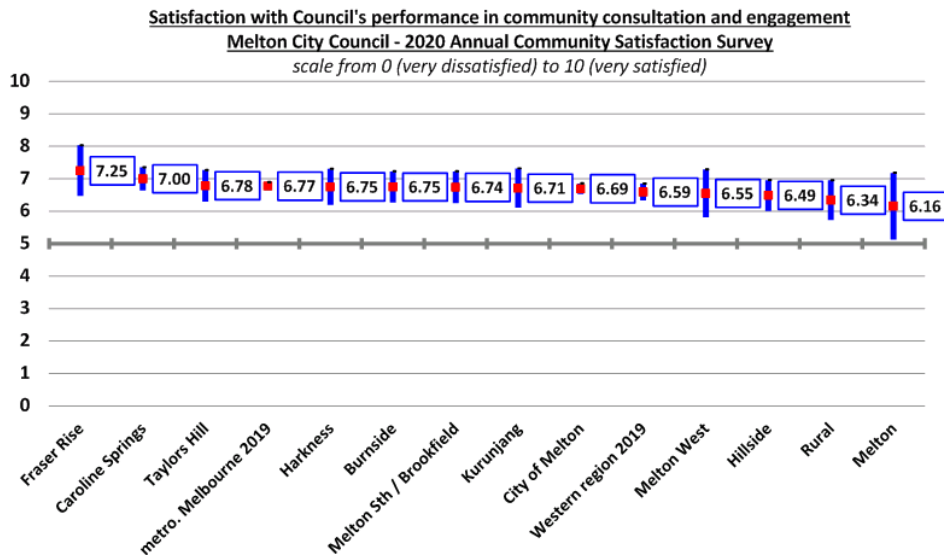


Whilst there was no statistically significant variation in satisfaction with Council’s community consultation and engagement performance observed across the 11 precincts, it is noted that:

- **Frasers Rise** – the small sample of respondents from Frasers Rise were somewhat, albeit not measurably more satisfied with Council’s community consultation and engagement than the municipal average and at a “very good” level.
- **Hillside, Rural, and Melton precinct** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and at “solid” levels of satisfaction.

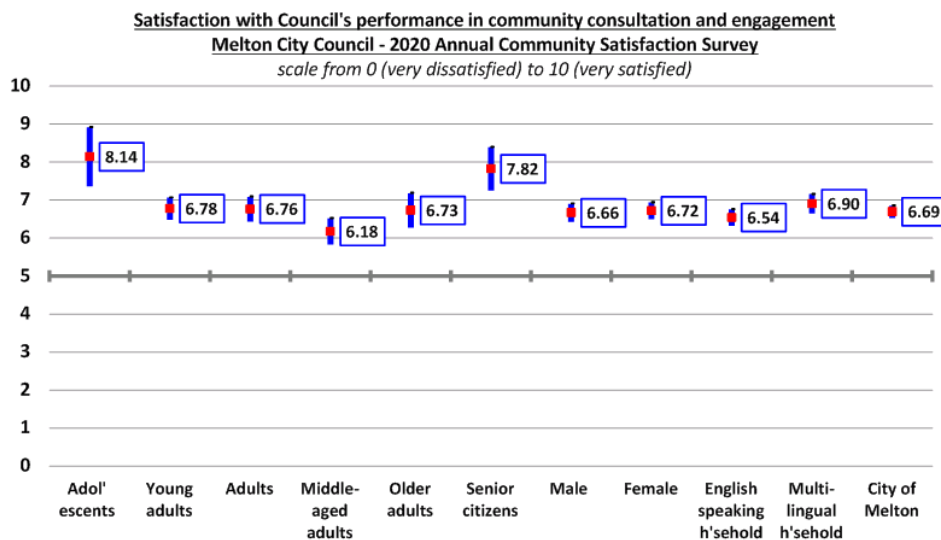


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There was measurable and significant variation in satisfaction with Council's community consultation and engagement performance observed by respondent profile, as follows:

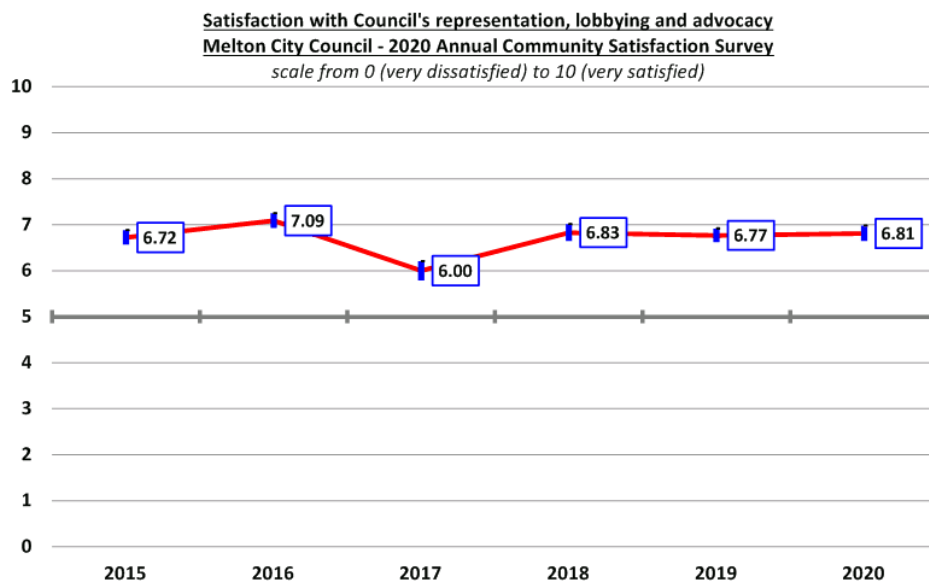
- **Adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over)** – respondents were measurably and significantly more satisfied with Council's community consultation and engagement than other respondents.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than other respondents.
- **Language spoken at home** - respondents from multi-lingual households were somewhat, albeit not measurably, more satisfied than respondents from English speaking households.



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Representation, lobbying and advocacy

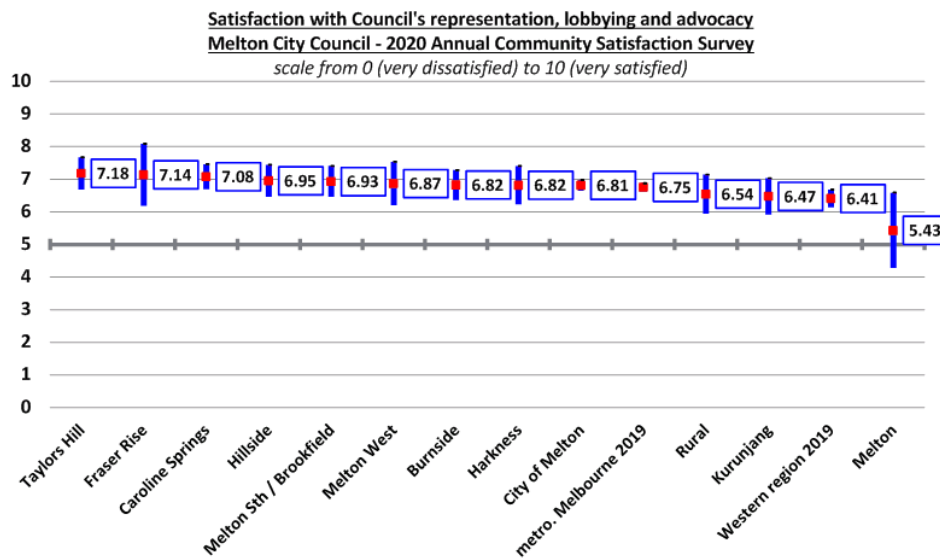
Satisfaction with Council’s representation, lobbying, and advocacy with other levels of government increased marginally this year, up less than one percent to 6.81, although it remains at a “good” level.



With the exception of respondents from Melton precinct, who were measurably and significantly less satisfied than average, there was no other statistically significant variation in satisfaction with Council’s representation, lobbying, and advocacy observed across the remaining 10 precincts comprising the City of Melton.



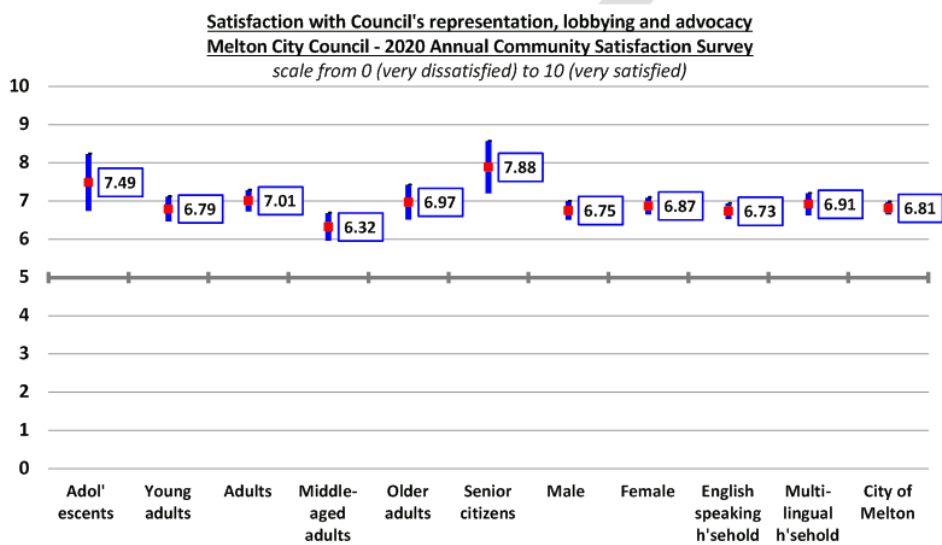
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There was measurable and significant variation in satisfaction with Council’s community consultation and engagement performance observed by respondent profile, as follows:

- **Adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over)** – respondents were measurably and significantly more satisfied with Council’s community consultation and engagement than other respondents and at “very good” levels.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than other respondents and at a “solid” level of satisfaction.
- **Language spoken at home** - respondents from multi-lingual households were marginally but not measurably, more satisfied than respondents from English speaking households.

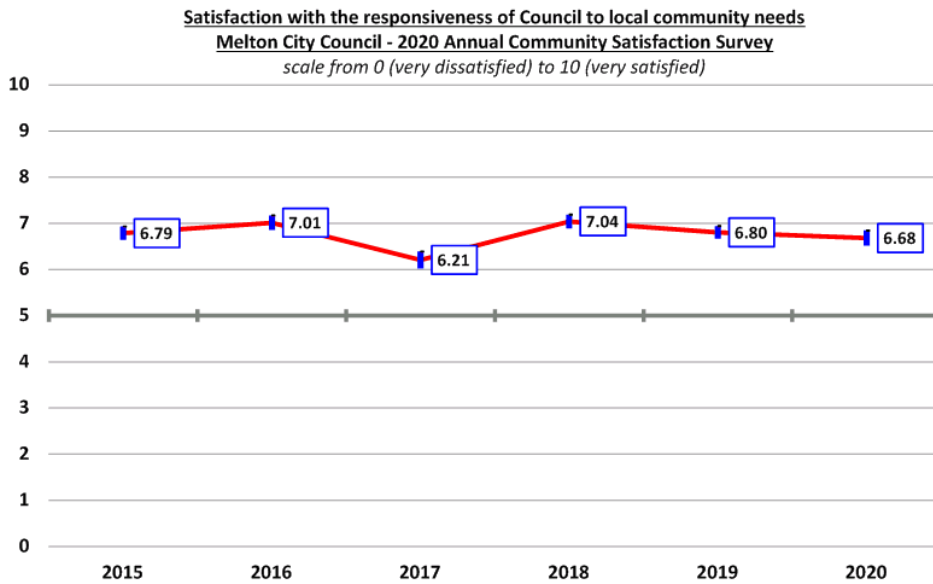


Responsiveness to local community needs

Satisfaction with the responsiveness of Council to local community needs declined marginally this year, down 1.8% to 6.68, although it remains at a “good” level.

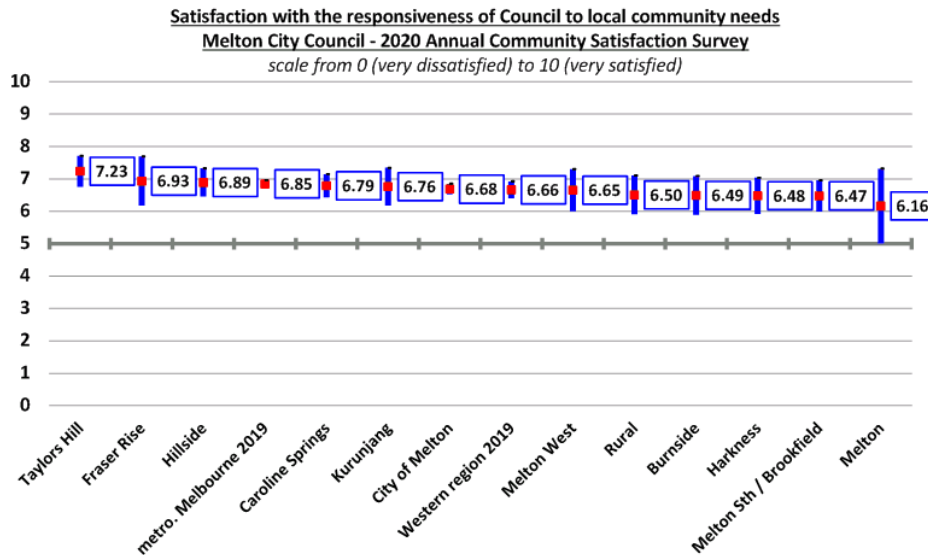


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Whilst there was no statistically significant variation in satisfaction with the responsiveness of Council to local community needs observed across the 11 precincts, it is noted that:

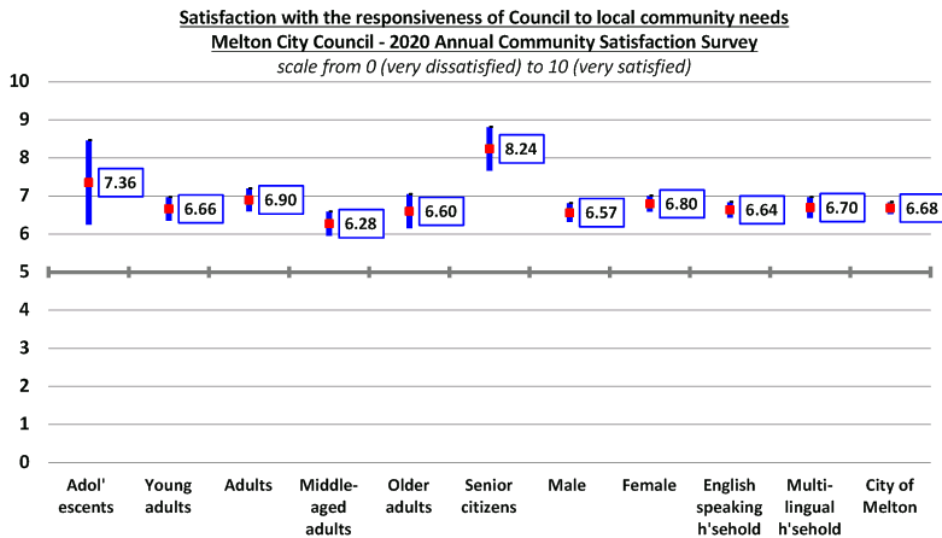
- **Taylor's Hill** – respondents were somewhat, albeit not measurably more satisfied than the municipal average.
- **Melton precinct** – respondents were substantially, albeit not measurably less satisfied than the municipal average and at a “solid” level of satisfaction.



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With the exception of senior citizens (aged 75 years and over), who were measurably and significantly more satisfied than other respondents, there was no other statistically significant variation in satisfaction with the responsiveness of Council to local community needs observed by respondent profile.

It is noted however, that middle-aged adults (aged 45 to 59 years) were somewhat, albeit not measurably, less satisfied than the municipal average and at a “solid” level of satisfaction.

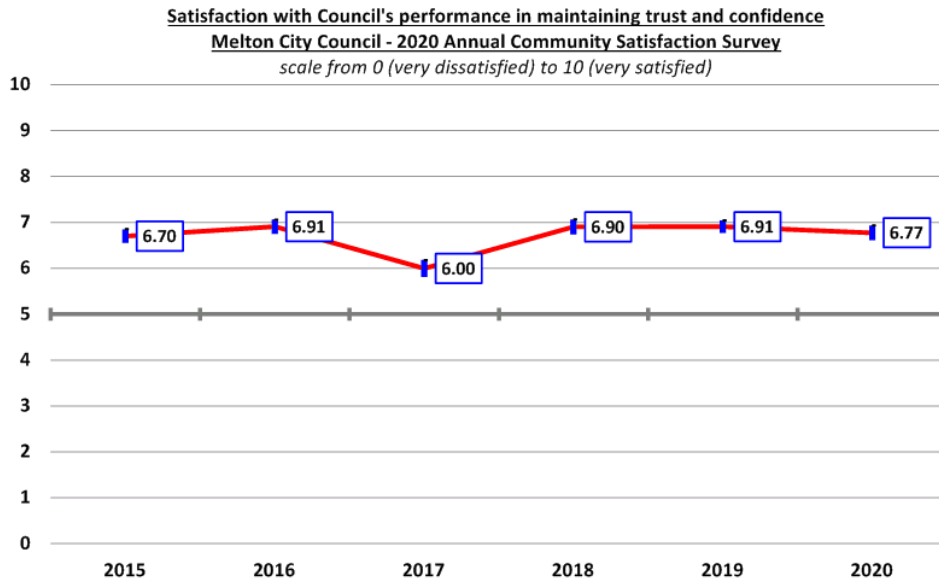


Maintaining trust and confidence of local community

Satisfaction with the performance of Council maintaining the trust and confidence of the local community declined marginally but not measurably this year, down 2.2% to 6.77, although it remains at a “good” level.

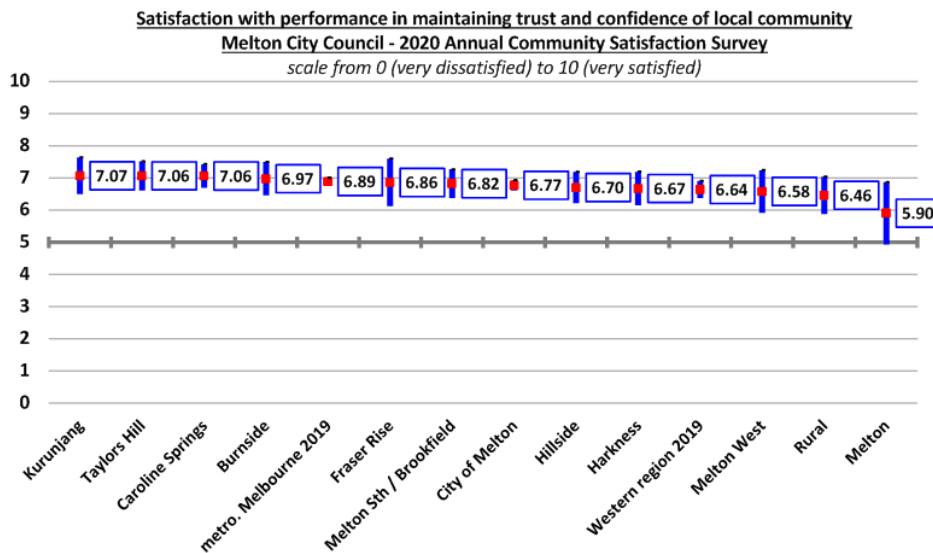


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Whilst there was no statistically significant variation in satisfaction with the performance of Council maintaining the trust and confidence of the local community observed across the 11 precincts, it is noted that:

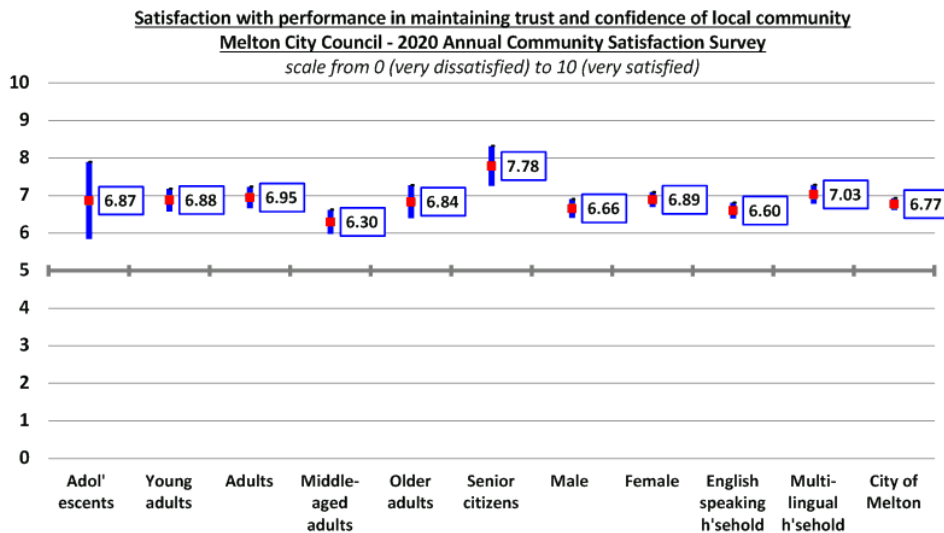
- **Melton precinct** – respondents were substantially, albeit not measurably less satisfied than the municipal average and at a “poor” level of satisfaction.



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There was measurable and significant variation in satisfaction with Council’s performance maintaining the trust and confidence of the local community observed by respondent profile, as follows:

- **Senior citizens (aged 75 years and over)** – respondents were measurably and significantly more satisfied with Council’s community consultation and engagement than other respondents and at an “excellent” level.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were substantially, albeit not measurably less satisfied than other respondents and at a “solid” level of satisfaction.
- **Gender** – female respondents were marginally but not measurably more satisfied than male respondents.
- **Language spoken at home** - respondents from multi-lingual households were measurably more satisfied than respondents from English speaking households.

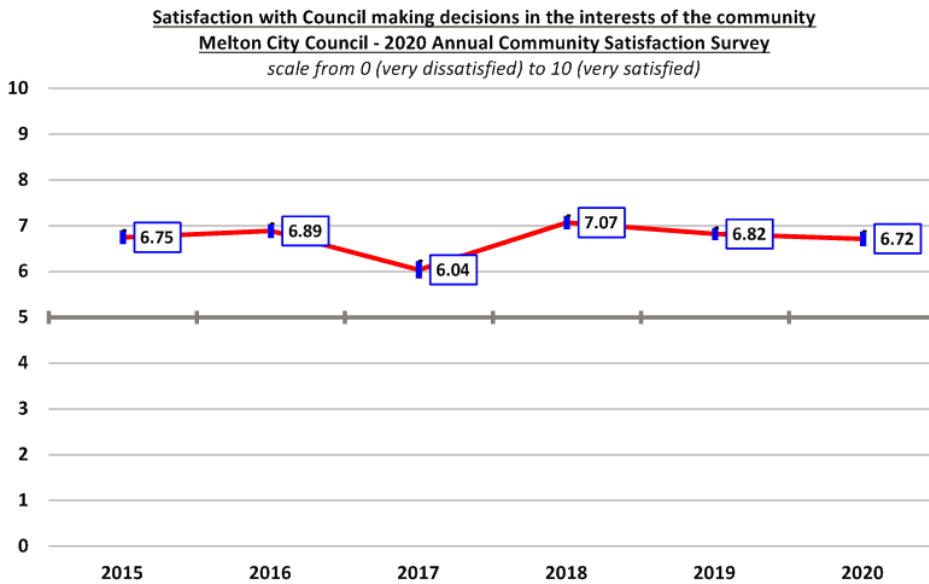


Making decisions in the interests of the community

Satisfaction with the performance of Council making decisions in the interests of the community declined marginally but not measurably this year, down 1.5% to 6.71, although it remains at a “good” level.

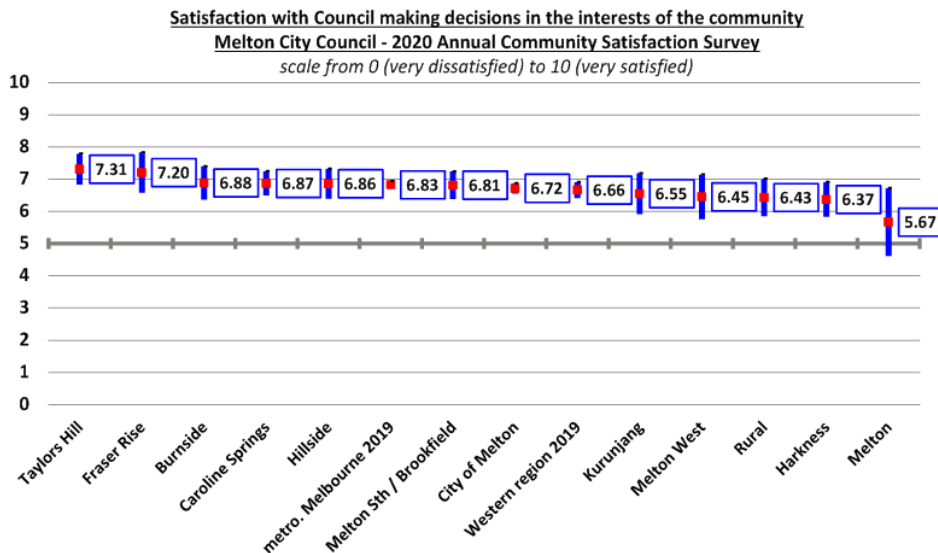


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Whilst there was no statistically significant variation in satisfaction with the performance of Council making decisions in the interests of the community observed across the 11 precincts, it is noted that:

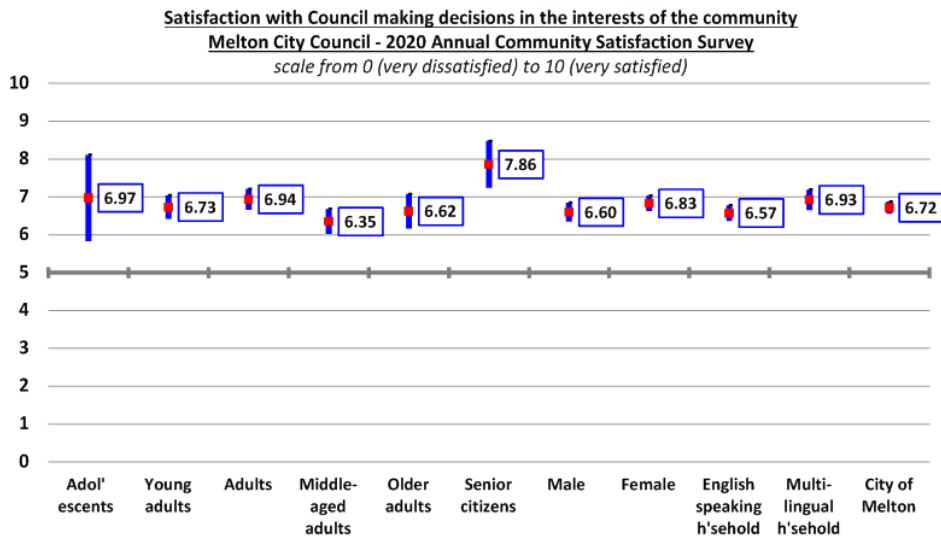
- **Taylor's Hill and Frasers Rise** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, with Taylor's Hill respondents rating satisfaction at a "very good" level.
- **Melton precinct** – respondents were substantially, albeit not measurably less satisfied than the municipal average and at a "solid" level of satisfaction.



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There was measurable and significant variation in satisfaction with Council’s performance making decisions in the interests of the community observed by respondent profile, as follows:

- **Senior citizens (aged 75 years and over)** – respondents were measurably and significantly more satisfied with Council’s community consultation and engagement than other respondents and at an “excellent” level.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were substantially, albeit not measurably less satisfied than other respondents and at a “solid” level of satisfaction.
- **Gender** – female respondents were marginally but not measurably more satisfied than male respondents.
- **Language spoken at home** - respondents from multi-lingual households were somewhat, albeit not measurably more satisfied than respondents from English speaking households.



Statements about Melton City Council

Respondents were asked:

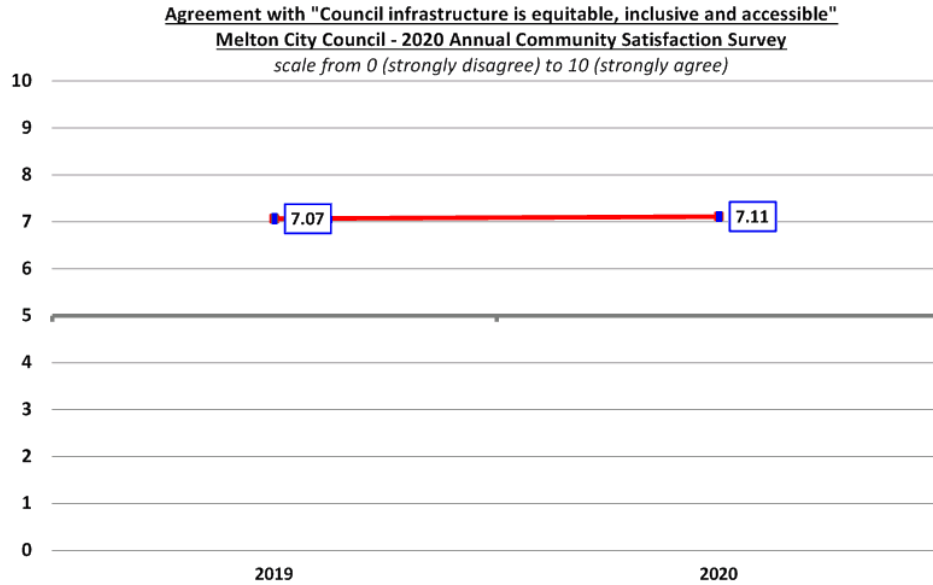
“On a scale of 0 (strongly disagree) to 10 (strongly agree) where 5 is neutral, please rate your agreement with the following statements about the Melton City Council.”

Due to the need to reduce the size of the survey form this year to facilitate its implementation by telephone rather than the usual face-to-face interview methodology, this section of the survey includes agreement with just one, rather than the usual two statements about Melton City Council.

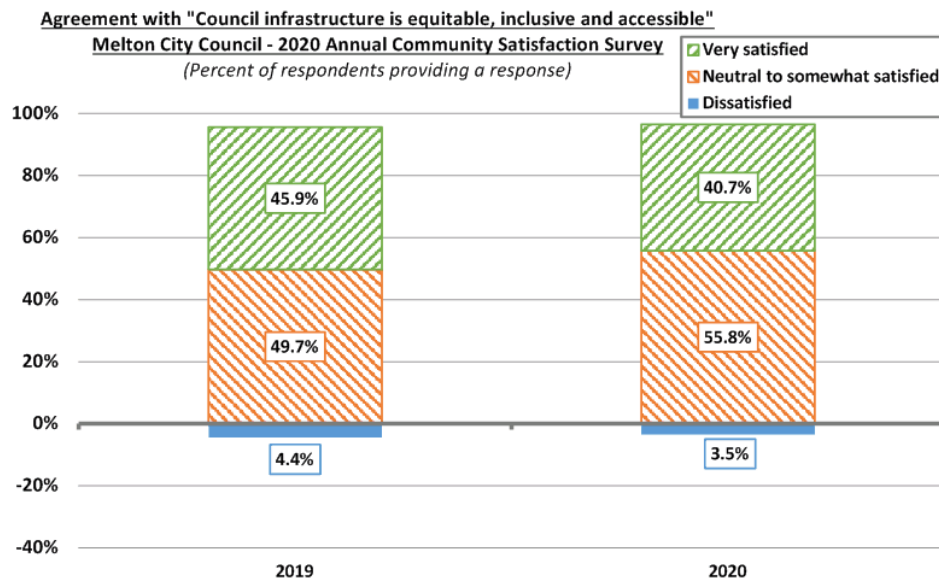


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Agreement that “Council infrastructure is equitable, inclusive and accessible” increased very marginally but not measurably this year, up less than one percent to 7.11.



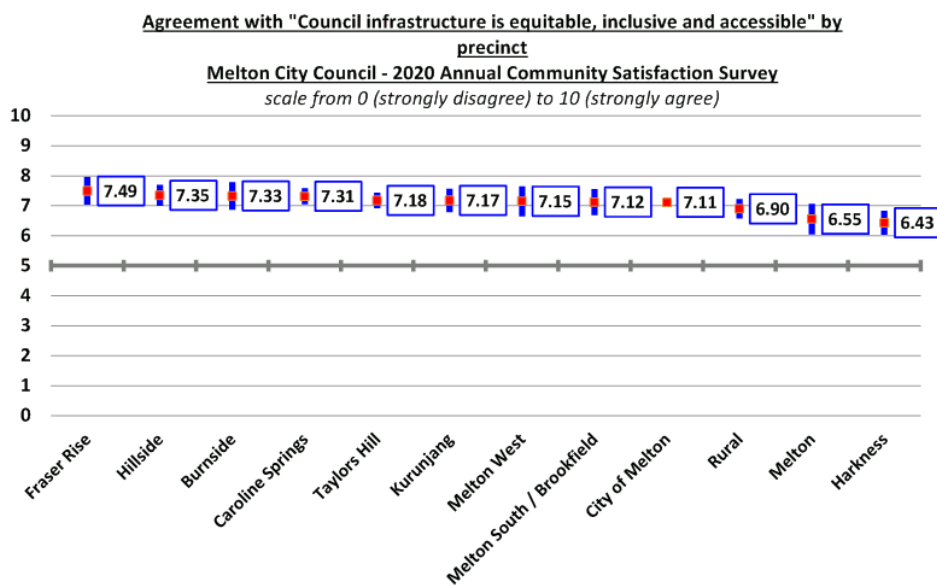
Consistent with the result recorded last year, most respondents agreed to strongly agreed that Council infrastructure is equitable, inclusive, and accessible, whilst just 3.5% (down from 4.4%) disagreed with this statement.



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There was measurable and significant variation in agreement that Council infrastructure is equitable, inclusive, and accessible observed across the municipality, as follows:

- **Fraser Rise** – the small sample of respondents from Fraser Rise were notably, albeit not measurably more in agreement than the municipal average.
- **Melton precinct and Harkness** – respondents were measurably and significantly less in agreement that Council infrastructure is equitable, inclusive, and accessible than the municipal average, and at only “moderate” levels of agreement.



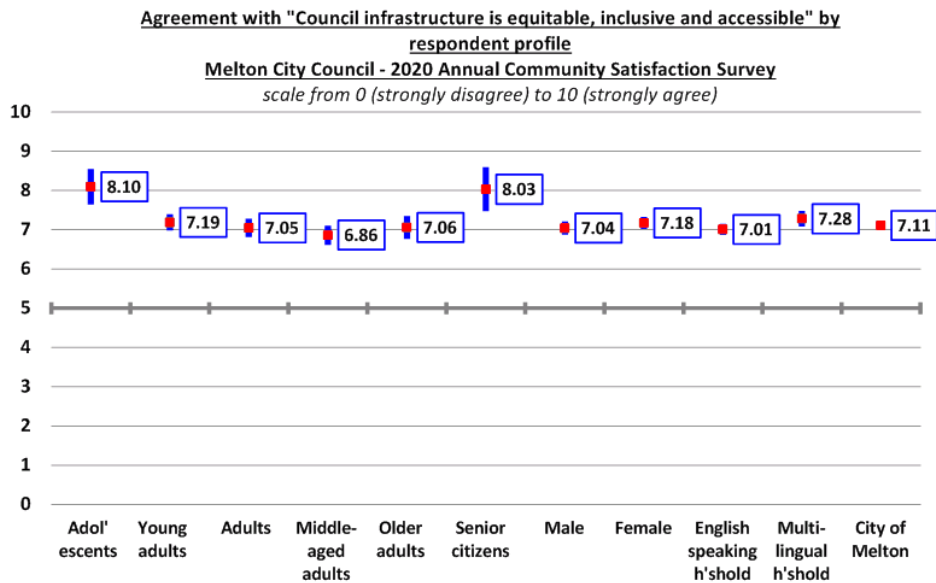
There was measurable variation in agreement that Council infrastructure is equitable, inclusive, and accessible observed by respondent profile, including age structure, gender, and language spoken at home.

Attention is drawn to the following:

- **Adolescents (aged 18 to 19 years) and senior citizens (aged 75 years and over)** – respondents were measurably and significantly more in agreement than other respondents.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were marginally but not measurably less in agreement on average than the municipal average.
- **Gender** – female respondents were marginally but not measurably more in agreement than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were marginally but not measurably more in agreement than respondents from English speaking households.



Melton City Council – 2020 Annual Community Satisfaction Survey



The 26 respondents who disagreed that Council infrastructure is equitable, inclusive, and accessible were asked the reasons why they disagreed. These respondents provided a total of 10 responses, as outlined in the following table.

These responses covered a range of issues, with roads, planning, schools, and public transport mentioned. A few comments also reflected on the perception that infrastructure provision was not evenly distributed across the municipality.

Reasons for rating agreement with "Council infrastructure is equitable, inclusive and accessible" less than 5
Melton City Council - 2019 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Cancel services	1
Infrastructure, open up roads, main roads, need roads to drive through	1
Planning should be better	1
Road ways are poorly planned	1
There are improving only selected suburbs and not doing anything for others	1
There are no schools and there is no public transport	1
There is no Council infrastructure to begin with	1
They are not treating equally	1
They don't give opportunities to new clubs. Vested interests. Racist	1
We have to go to the town for anything and nothing is there in Melton	1
Total	10



Melton City Council – 2020 Annual 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?”

More than one-third (42.8%) of respondents reported that they had contacted Melton City Council in the last 12 months, an increase on the unusually low 35.2% recorded last year. The long-term average result for this question since 2015 is 40.2%.

Contacted Council in the last twelve months
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2020		2019	2018	2017	2016	2015
	Number	Percent					
Yes	343	42.8%	35.2%	40.4%	44.0%	38.3%	40.2%
No	459	57.2%	64.8%	59.6%	56.0%	61.7%	59.8%
Not stated	2		11	1	16	12	12
Total	804	100%	804	800	800	800	800

Given the need to reduce the size of the survey this year to facilitate its implementation by telephone rather than the usual face-to-face interview, the question asking the method of last contacting Council was not included in the survey this year. It is anticipated that this question will be included again in future years.

Satisfaction with Council’s customer service

Respondents who had contacted Council were asked:

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

The 343 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with six aspects of customer service. It is noted that in previous years, there were eight aspects of customer service, however due to the requirements to reduce the size of the survey this year, respondents were not asked to rate satisfaction with “opening hours” and “general reception”.

The average satisfaction with the six included aspects of customer service was 7.67 out of a potential 10 this year, down marginally on the 7.76 in 2019, and down 2.8% on the 2018 average of 7.89. Average satisfaction with customer service has declined from an “excellent” to a “very good” level of satisfaction.



Melton City Council – 2020 Annual Community Satisfaction Survey

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

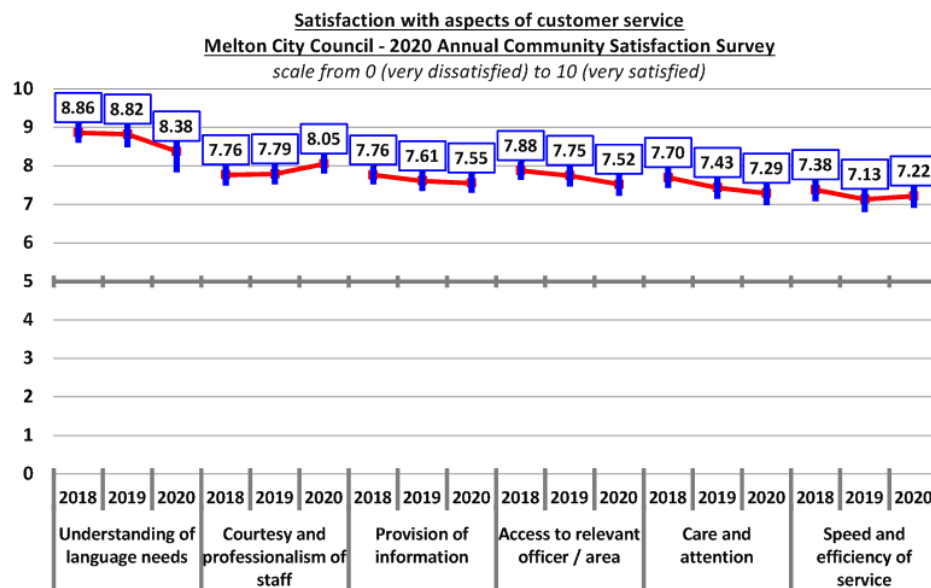
- **Excellent** – for staff understanding language needs (respondents from multi-lingual households only), courtesy and professionalism of staff.
- **Very Good** – for the provision of information, access to relevant officer / area, and care and attention to enquiry.
- **Good** – for the speed and efficiency of service.

Metropolis Research notes that Melton City Council has consistently recorded a very high level of satisfaction with meeting the language needs of respondents in providing customer service.

It is also noted that satisfaction with the speed and efficiency of service has consistently been the aspect of customer service to receive the lowest (although still good) level of satisfaction.

Metropolis Research draws attention to the fact that, despite the decline recorded this year, satisfaction with all six aspects of customer service was recorded at levels higher than the satisfaction with Council’s overall performance (6.93).

Despite this overall positive result, attention is drawn to the fact that satisfaction with care and attention to enquiry (down 5.7% since 2018), access to relevant officer / area (down 4.6% since 2018), and the provision of information (down 2.7% since 2018) have all fallen somewhat over the last two years, although these declines are not statistically significant.



DRAFT

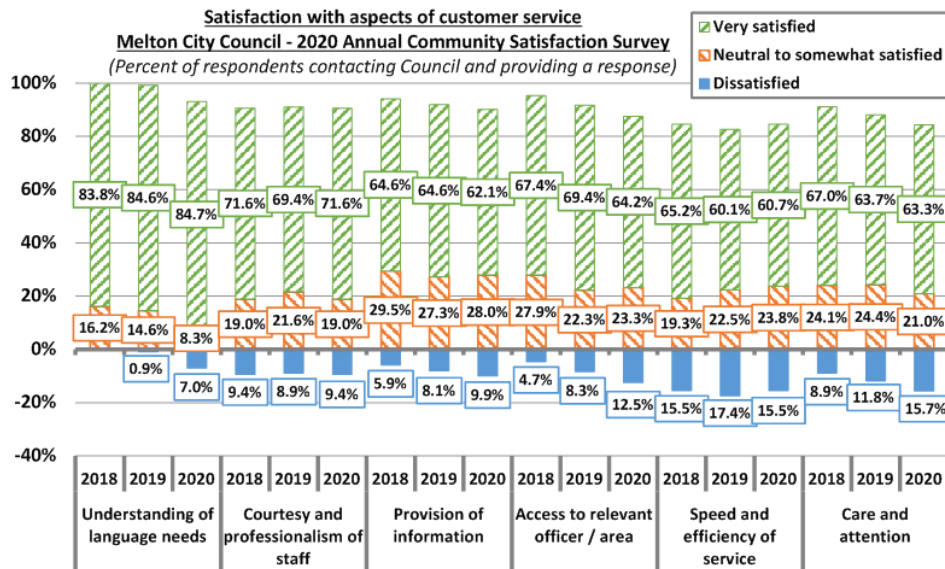


Melton City Council – 2020 Annual Community Satisfaction Survey

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

Whilst two-thirds or more of respondents were “very satisfied” with each of the six aspects of customer service, it is noted that there has been a small increase in recent years, in the proportion of respondents dissatisfied with the access to relevant officer / area (up from 4.7% in 2018 to 12.5% this year) and the care and attention to enquiry (up from 8.9% in 2018 to 15.7% this year).

Some attention to how Council provides efficient access to officers as it responds to enquiries may be warranted given the small increase in the proportion of respondents dissatisfied with these aspects of customer service. It is also important to bear in mind that interactions with Council appear to have a significant influence on respondents’ satisfaction with Council’s overall performance.



The following graph provides a comparison of satisfaction with these six aspects of customer service against the metropolitan Melbourne average satisfaction, as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

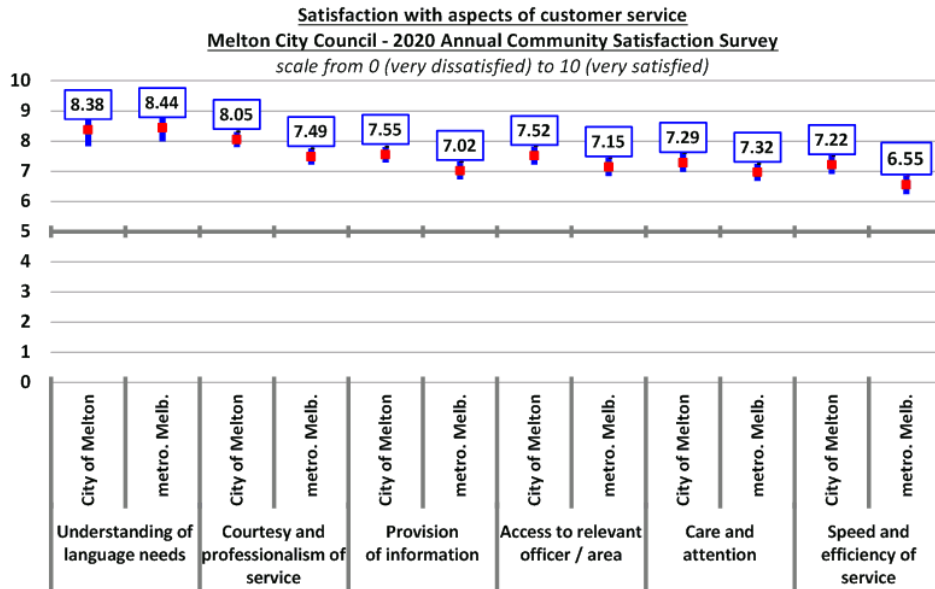
The 2020 *Governing Melbourne* research was postponed due to the COVID-19 pandemic, and these results will be updated with 2020 results as soon as they become available later this year.

Metropolis Research notes that satisfaction with five of the six aspects of customer service was somewhat higher in the City of Melton than the 2019 metropolitan Melbourne averages.



Melton City Council – 2020 Annual Community Satisfaction Survey

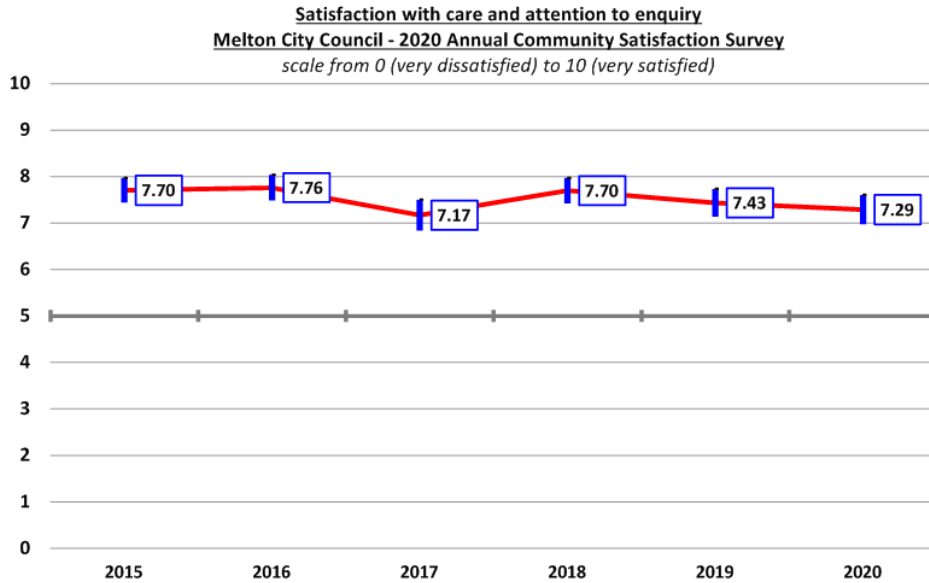
Satisfaction with staff understanding language needs (multi-lingual household respondents only) was almost identical in the City of Melton as the 2019 metropolitan Melbourne average.



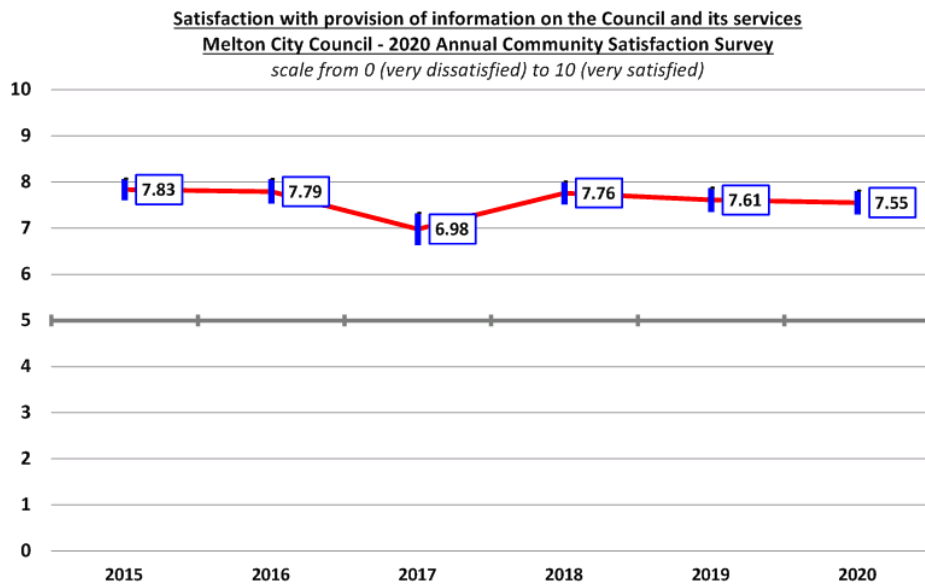
Satisfaction with care and attention to enquiry declined marginally for the second consecutive year, down a substantial 5.7% from the most recent high point of 7.70 recorded in 2018. Despite this decline, satisfaction with care and attention to enquiry remains at a “very good” level.



Melton City Council – 2020 Annual Community Satisfaction Survey



Satisfaction with the provision of information on Council and its services declined marginally for the second consecutive year, down 1.9% from the most recent high point of 7.70 recorded in 2018. Despite this decline, satisfaction with care and attention to enquiry remains at a “very good” level.

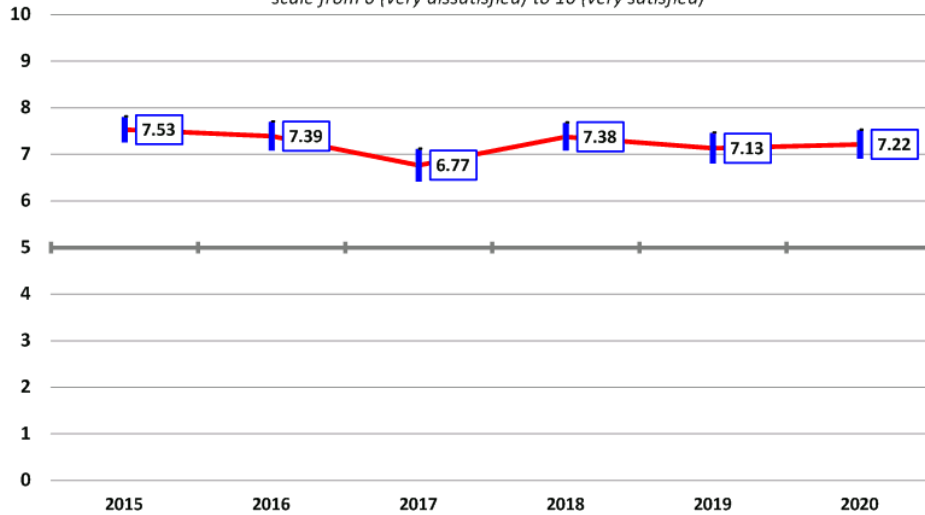


Satisfaction with the speed and efficiency of service increased marginally this year, up less than one percent to 7.22, although it remains at a “good” level of satisfaction. This result is almost identical to the long-term average for this aspect of 7.23.



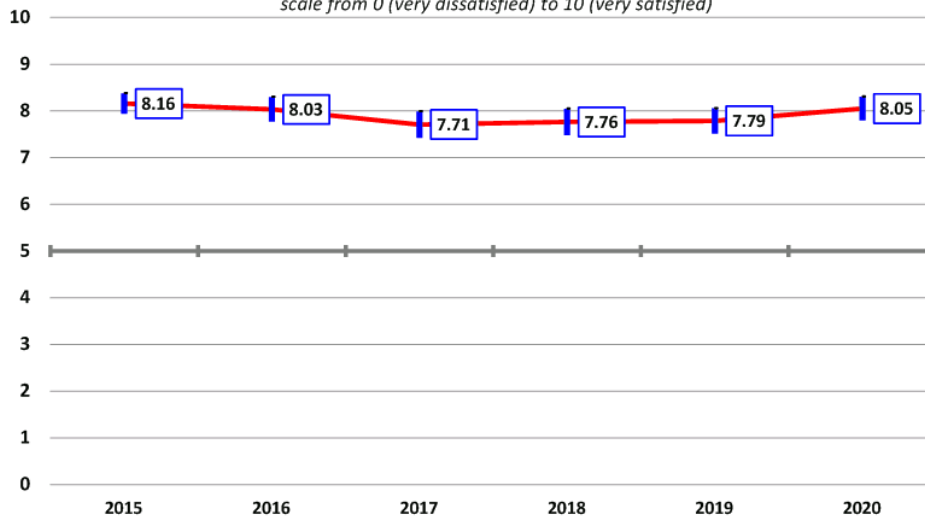
Melton City Council – 2020 Annual Community Satisfaction Survey

Satisfaction with speed and efficiency of service
Melton City Council - 2020 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the courtesy and professionalism of staff increased for the third consecutive year, up 4.4% since the low point of 7.71 recorded back in 2017. Except for 2017, satisfaction with the courtesy and professionalism of staff has been at an “excellent” level.

Satisfaction with courtesy and professionalism of staff
Melton City Council - 2020 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

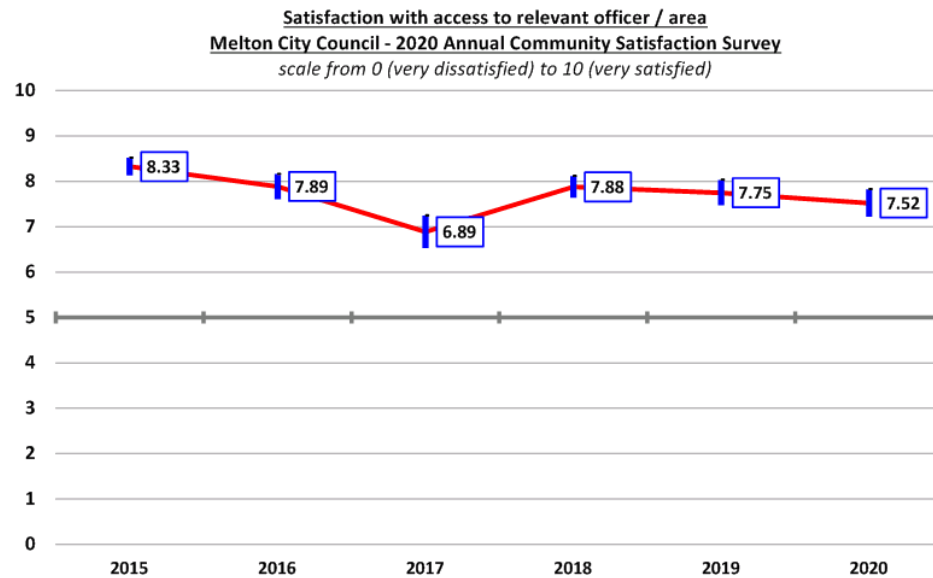


Satisfaction with the access to relevant officer / area declined 4.5% since the most recent high point of 7.88 recorded in 2018, and a statistically significant 9.7% decline since the high



Melton City Council – 2020 Annual Community Satisfaction Survey

point of 8.33 recorded in 2015, and is now at a “good” rather than “very good” level. The long-term average for this aspect since 2015 is 7.71.

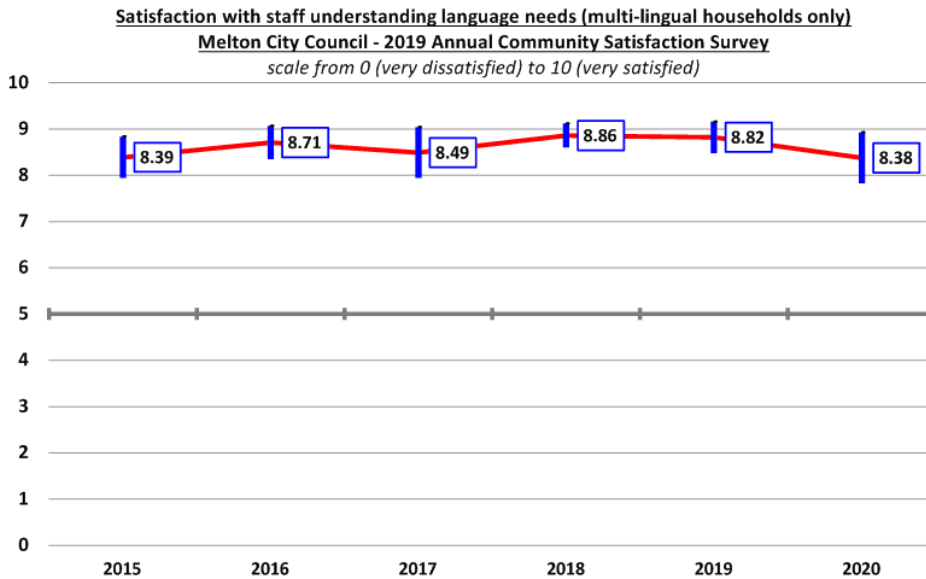


Satisfaction with staff understanding language needs (asked only of respondents from multi-lingual households) declined somewhat this year, down five percent to 8.38, although it remains at an “excellent” level.

The margin of error is larger for this aspect of customer service than for the other aspects, given that the sample is smaller due to the fact the question was only asked of respondents from multi-lingual households.



Melton City Council – 2020 Annual Community Satisfaction Survey



Planning for population growth

Respondents were informed that:

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

Respondents were then asked:

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

Respondents were provided the preamble information about planning for population growth, and then asked to rate their satisfaction with planning for population growth by all levels of government.

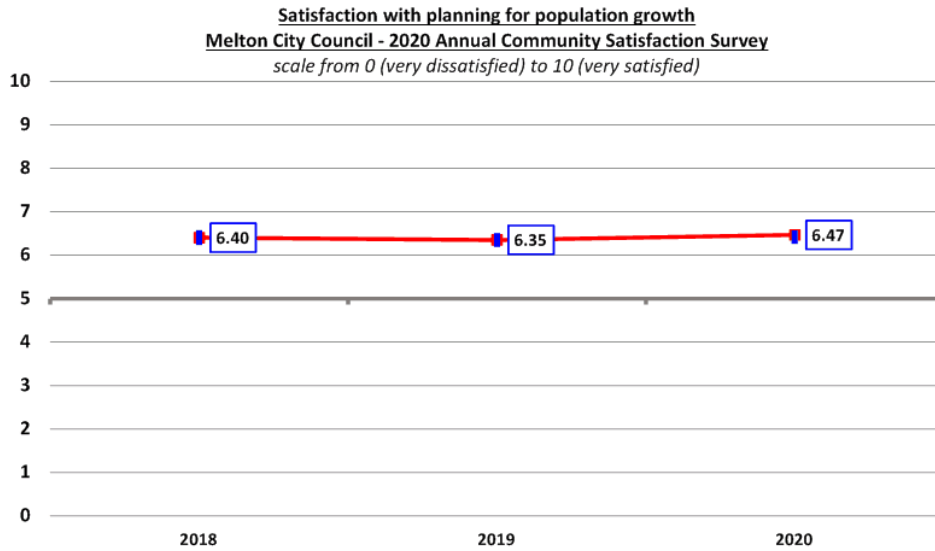
The question was framed in this manner to reflect the lack of consistent knowledge in the community as to the roles and responsibilities of different levels of government in relation to planning for population growth.

Satisfaction with planning for population growth by all levels of government in the City of Melton has remained at “solid” levels for each of the three years in which the question has been included in the survey program. Satisfaction increased marginally this year, up 1.9% to 6.47.

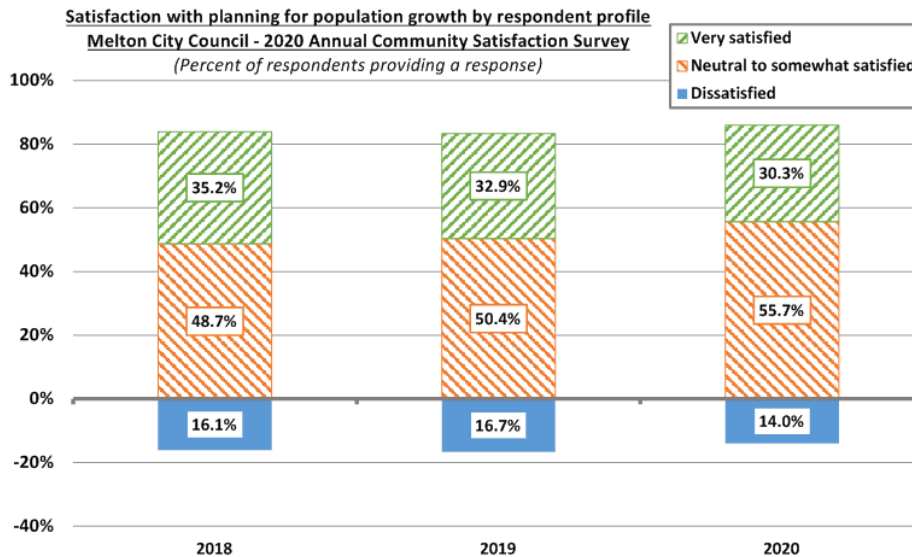


Melton City Council – 2020 Annual Community Satisfaction Survey

By way of comparison, this result was very marginally higher than the growth area councils (6.39), somewhat higher than the metropolitan Melbourne (6.22) average, and measurably higher than the western region council’s (6.01).



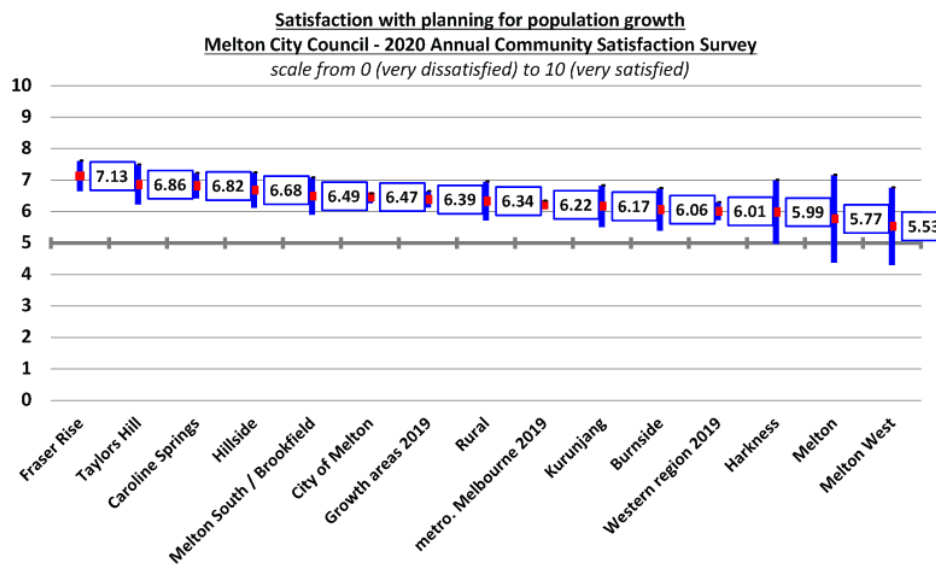
Consistent with the results recorded in previous years, approximately one-third (30.3%) of respondents were “very satisfied” (i.e. rated satisfaction at eight or more out of 10), whilst a little less than one-sixth (14.0%) were dissatisfied (i.e. rated satisfaction from zero to four).



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Whilst there was no statistically significant variation in satisfaction with planning for population growth by all levels of government observed across the precincts, it is noted that:

- **Fraser Rise, Taylors Hill, and Caroline Springs** – respondents were somewhat more satisfied than average and at “good” levels.
- **Harkness, Melton precinct, and Melton West** – respondents were substantially, albeit not measurably less satisfied than the municipal average, and at “poor” levels of satisfaction.

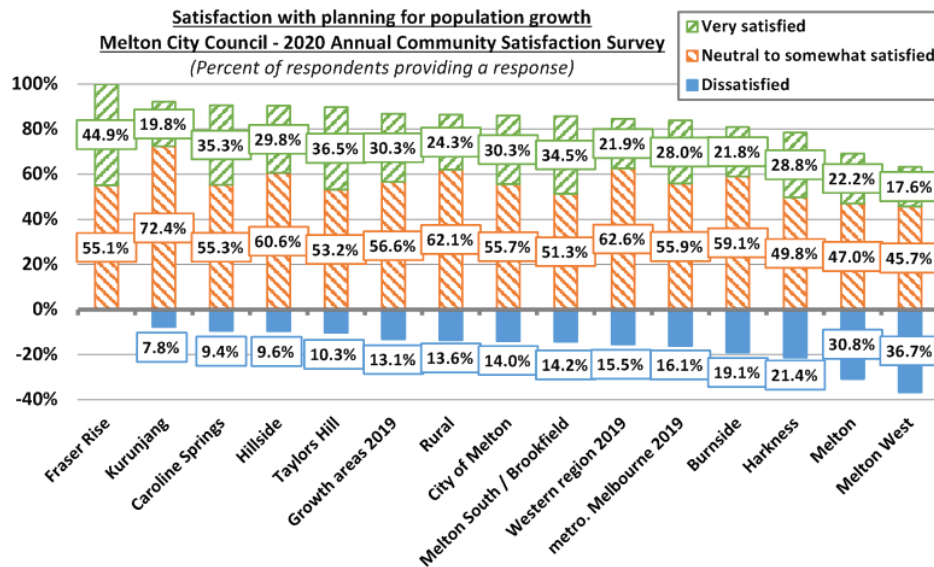


It is noted that none of the small sample of 30 respondents from Fraser Rise were dissatisfied and almost half were “very satisfied” (i.e. rated satisfaction at eight or more out of 10) with planning for population growth.

By contrast, approximately one-fifth of respondents from Burnside and Harkness and one-third of respondents from Melton precinct and Melton West were dissatisfied with planning for population growth



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The following graphs provide a breakdown of satisfaction with planning for population growth by all levels of government by respondent profile (including age structure, gender, language spoken at home, household structure, housing situation, period of residence, and household disability status).

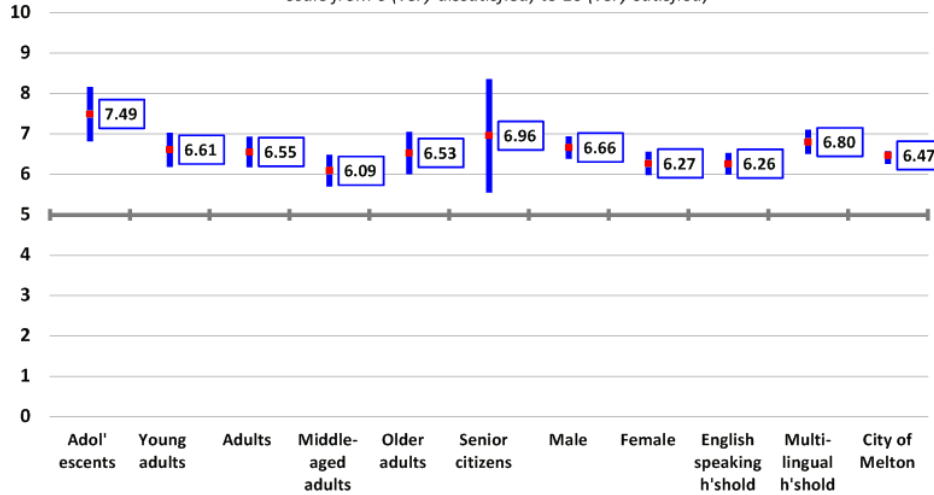
There was measurable and significant variation in satisfaction with planning for population growth observed by respondent profile, with attention drawn to the following variations:

- **More satisfied than average** – adolescents (aged 18 to 19 years), senior citizens (aged 75 years and over), male respondents, respondents from multi-lingual households, and respondents from private rental households.
- **Less satisfied than average** – middle-aged adults (aged 45 to 59 years), female respondents, and mortgagee household respondents, and long-term resident respondents (10 years or more in the City of Melton).

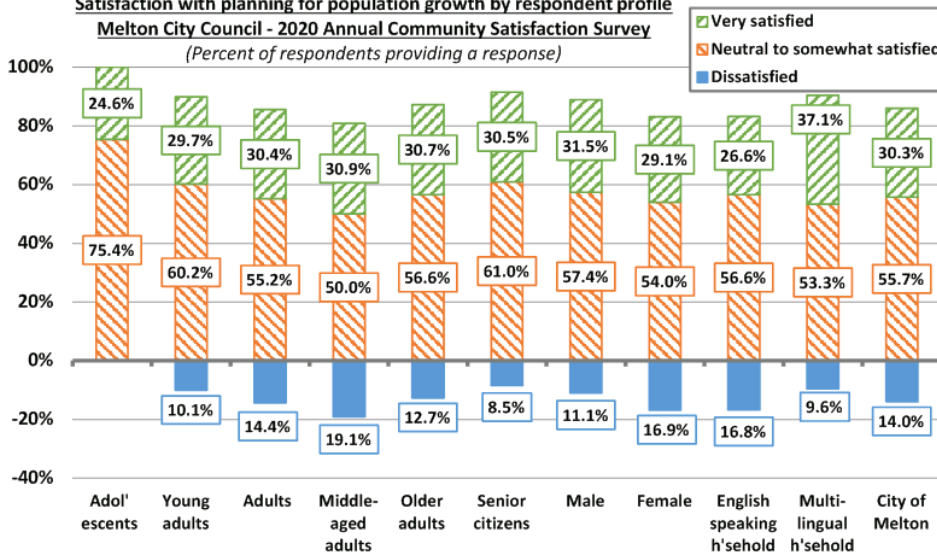


Melton City Council – 2020 Annual Community Satisfaction Survey

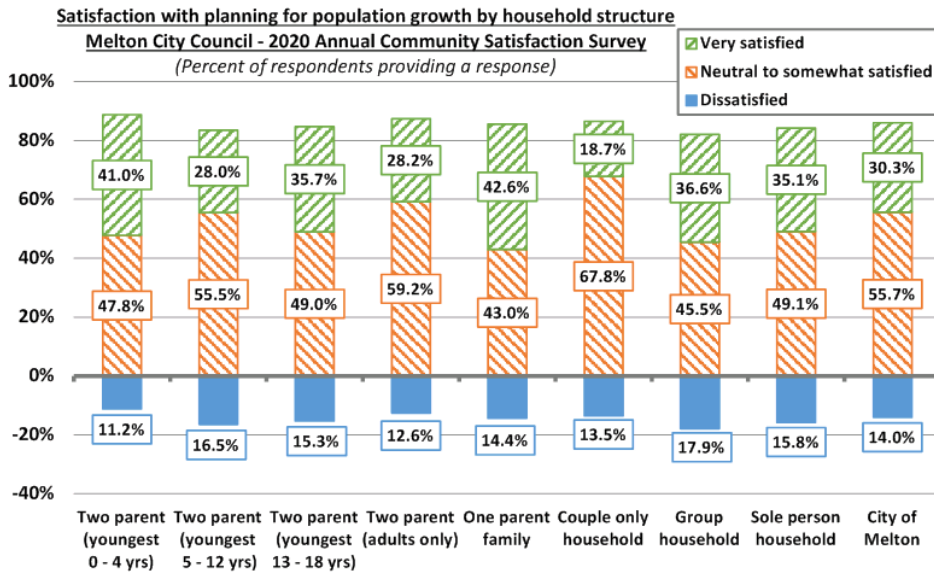
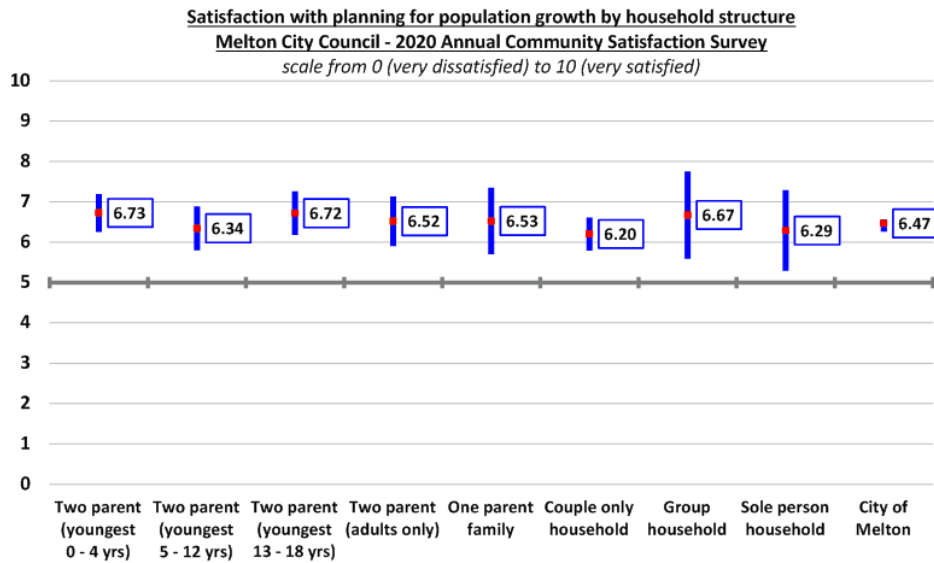
Satisfaction with planning for population growth by respondent profile
 Melton City Council - 2020 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with planning for population growth by respondent profile
 Melton City Council - 2020 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



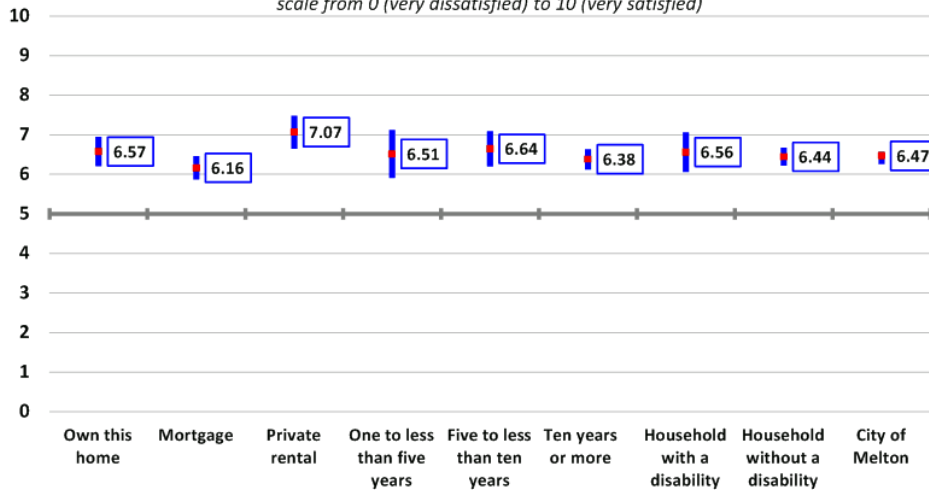
Melton City Council – 2020 Annual Community Satisfaction Survey



Melton City Council – 2020 Annual Community Satisfaction Survey

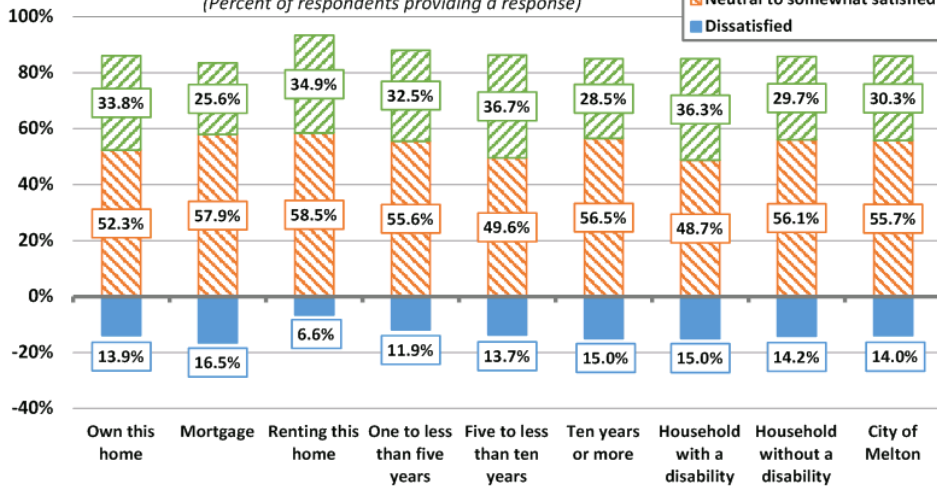
Satisfaction with planning for population growth by housing situation, period of residence and disability

Melton City Council - 2020 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

Melton City Council - 2020 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



Melton City Council – 2020 Annual Community Satisfaction Survey

The 61 respondents who were dissatisfied with planning for population growth by all levels of government were asked the reasons why. Only 10 of these respondents took the opportunity to outline a reason for their dissatisfaction, as outlined in the following table.

Consistent with the results recorded in previous years, some respondents felt there was too much development occurring in the municipality, some believe that infrastructure has not kept pace with development, and some specifically referred to transport infrastructure such as roads and public transport.

Reasons for dissatisfaction with planning for population growth
Melton City Council - 2020 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Planning and development</i>	
Out of control	1
Its expanding quickly and changing the area	1
Too many people, not considering the people living in the areas, too few infrastructure, double lanes becomes single way	1
Very poor planning	1
<i>Infrastructure</i>	
Infrastructure is not efficient	1
Need private hospital in the area	1
Not much infrastructure to support growth	1
<i>Parking, traffic, roads and public transport</i>	
Lack of public transport. Western highway clogged up	1
Roads are too small	1
Total	9

Planning and housing development

Due to the need to reduce the size of the survey this year to facilitate its implementation by telephone rather than the usual face-to-face interview, the survey included only one set of questions relating to satisfaction with planning and housing development.

In previous years, the survey included a set of questions on participation in the planning approvals process and questions around satisfaction with process. These questions have not been included this year.

This year the survey only includes the set of questions around satisfaction with planning and development outcomes.



Melton City Council – 2020 Annual Community Satisfaction Survey

Satisfaction with aspects of planning and housing development

Respondents were asked:

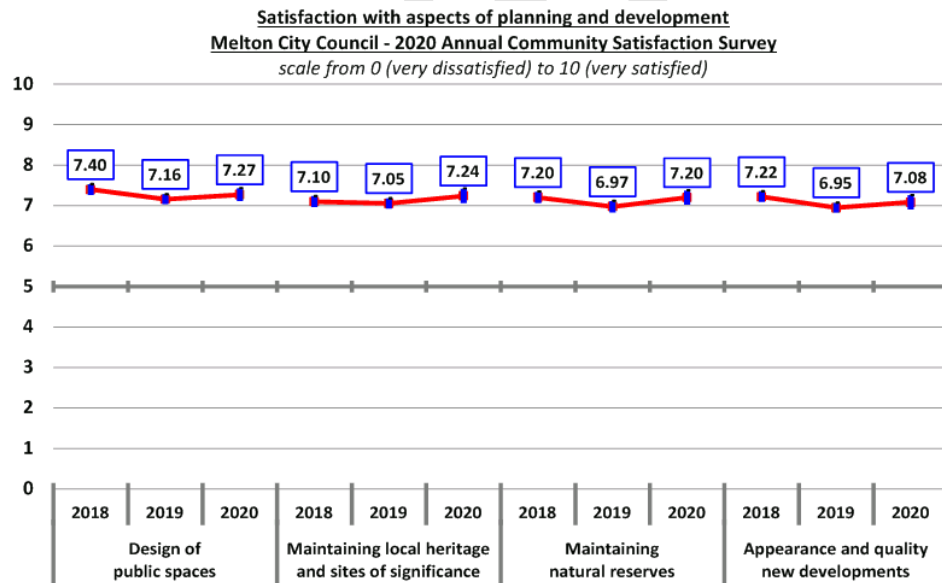
“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and development in the City of Melton?”

All respondents were asked to rate their satisfaction with four aspects of planning and housing development, down from the usual six due to the need to reduce the size of the survey this year.

The average satisfaction with these four aspects of planning and housing development was 7.20 out of a potential 10 this year, up marginally on the 7.03 recorded last year, but consistent with the 7.23 recorded in 2018.

This remains at a “good” level of satisfaction, the same as in each of the previous three years.

Satisfaction with the design of public spaces was recorded at a “very good” level, whilst satisfaction with Council’s performance maintaining local heritage and sites of significance (7.24), maintaining natural reserves (7.20), and the appearance and quality of new developments (7.08) were all recorded at “good” levels this year.



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



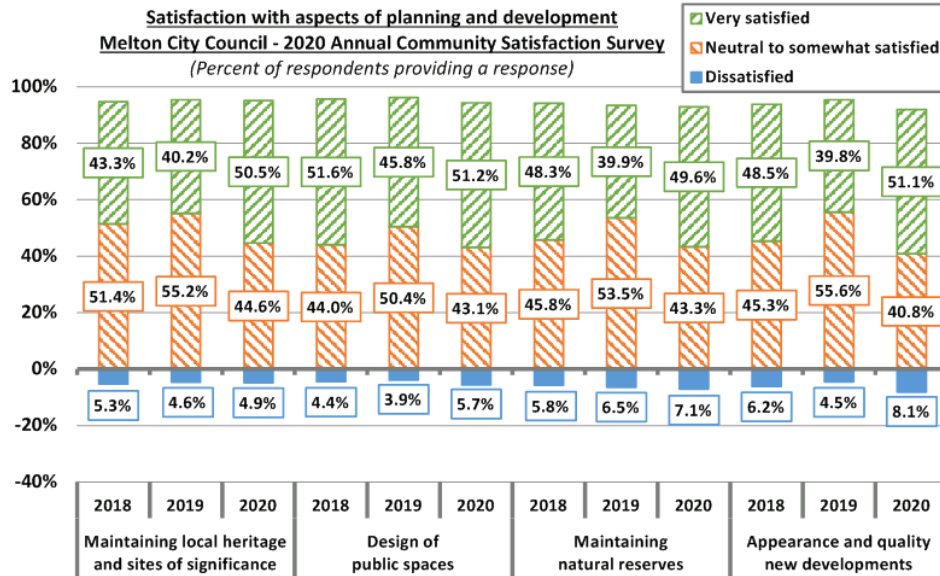
Melton City Council – 2020 Annual Community Satisfaction Survey



Melton City Council – 2020 Annual Community Satisfaction Survey

Attention is drawn to the fact that approximately half of the respondents were very satisfied with each of the four aspects of planning and housing development this year, with all increasing the proportion of very satisfied respondents this year.

There was a small increase this year, in the proportion of respondents dissatisfied with the appearance and quality of new developments (up from 4.5% to 8.1%).



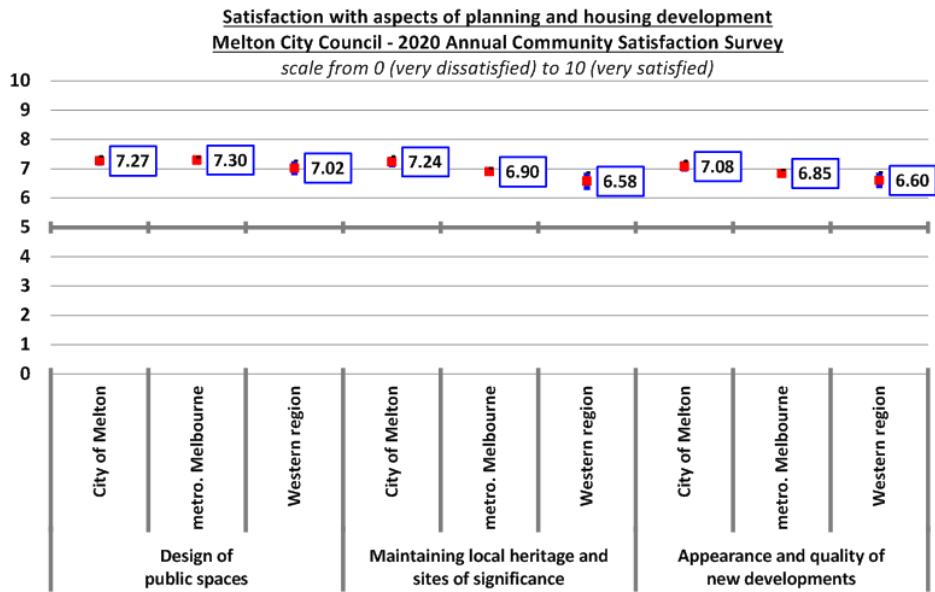
The following graph provides a comparison of satisfaction with aspects of planning and housing development against the western region councils’ and metropolitan Melbourne results, as recorded in the 2019 *Governing Melbourne* research.

The 2020 *Governing Melbourne* research has been delayed due to the COVID-19 pandemic, but this report will be updated with the 2020 results as soon as they become available.

Consistent with the results recorded in previous years, satisfaction with both the maintenance of local heritage and sites of significance and the appearance and quality of new developments was marginally higher in the City of Melton than the metropolitan Melbourne average, and measurably and significantly higher than the average for the western region councils.

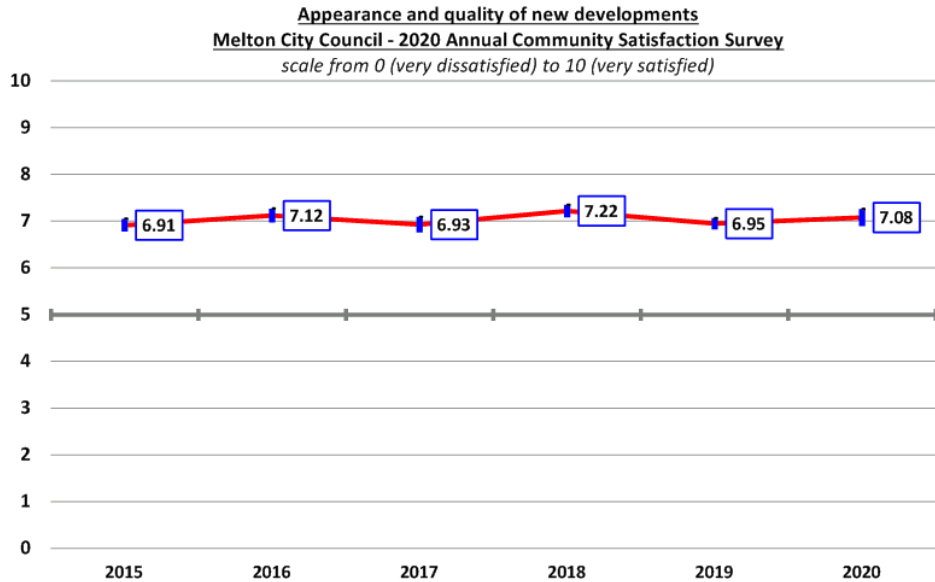


Melton City Council – 2020 Annual Community Satisfaction Survey



The appearance and quality of new developments

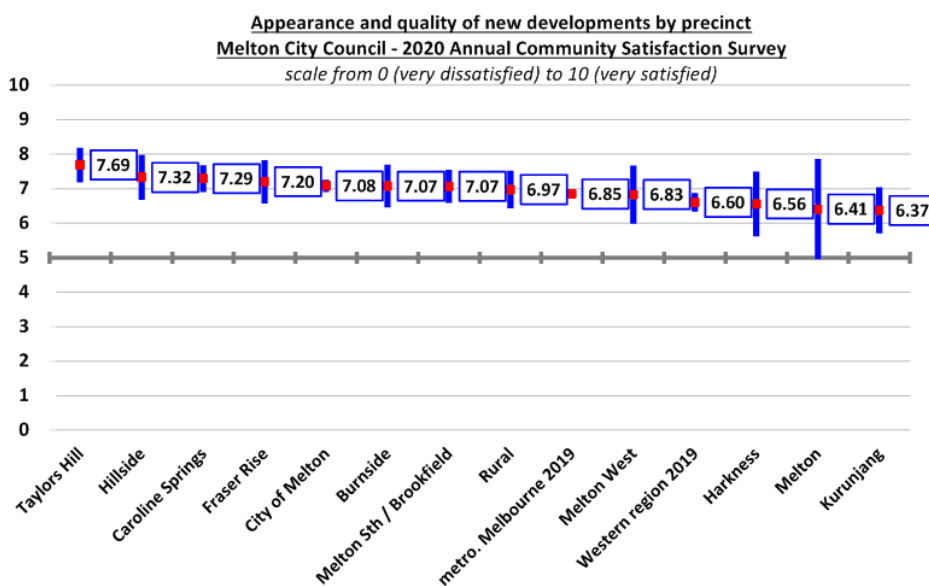
Satisfaction with the appearance and quality of new developments increased marginally but not measurably this year, up 1.9% to 7.08, although it remains at a “good” level.



Melton City Council – 2020 Annual Community Satisfaction Survey

While there was no statistically significant variation in satisfaction with the appearance and quality of new developments observed across the municipality, it is noted that:

- **Taylor's Hill** – respondents were substantially, but not measurably more satisfied than the municipal average and at a “very good” level.
- **Melton precinct and Kurunjang** – respondents were notably, but not measurably less satisfied than the municipal average and at “solid” levels.



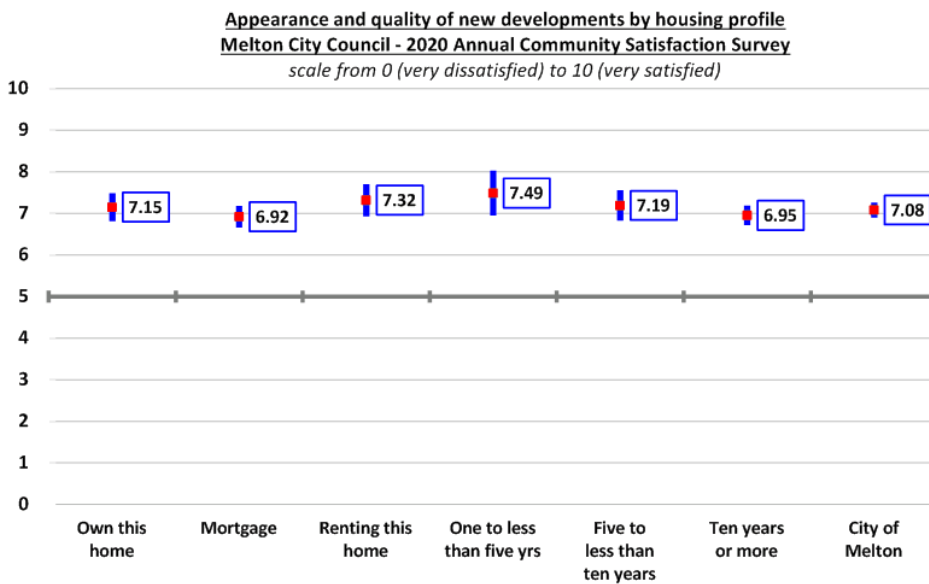
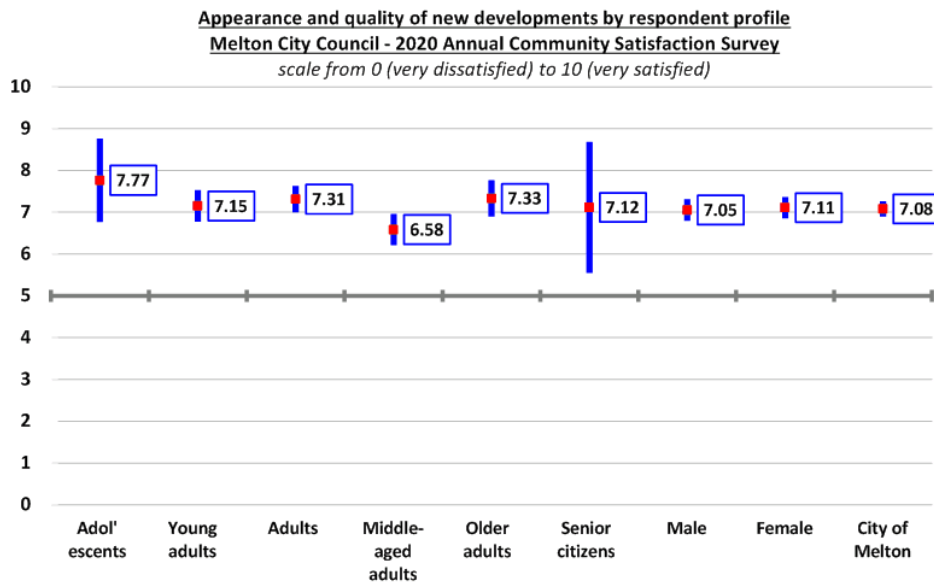
The following graphs provide a breakdown of satisfaction with the appearance and quality of new developments observed by respondent profile (including age structure, gender, language spoken at home, housing situation, and period of residence in the City of Melton).

Attention is drawn to the following:

- **Age structure** – satisfaction with the appearance and quality of new developments declines with the respondents’ age structure, from a high of 7.77 for the small sample of adolescents to a low of 6.58 for middle-aged adults (aged 45 to 59 years). Middle-aged adults have consistently recorded the lowest levels of satisfaction with planning and housing development, as well as many other questions included in this survey.
- **Gender** – there was no meaningful variation in satisfaction observed between male and female respondents.
- **Housing situation** – mortgagee household respondents were somewhat less satisfied than either homeowner or, most notably, rental household respondents.
- **Period of residence in the City of Melton** – satisfaction tends to decline with the period of residence living in the City of Melton.



Melton City Council – 2020 Annual Community Satisfaction Survey



The following table outlines the reasons for dissatisfaction with the appearance and quality of new developments provided by the 35 dissatisfied respondents.



Melton City Council – 2020 Annual Community Satisfaction Survey

Reason for dissatisfaction with the appearance and quality of new developments

Melton City Council - 2020 Annual Community Satisfaction Survey

(Number of responses)

Development	Number
Houses on top of each other, it's ridiculous. Not enough recreational facilities in the area	1
Medina road development, especially summers	1
Need facilities in the big area and population	1
No developments seen the area	1
The new areas look like ghettos	1
Total	5

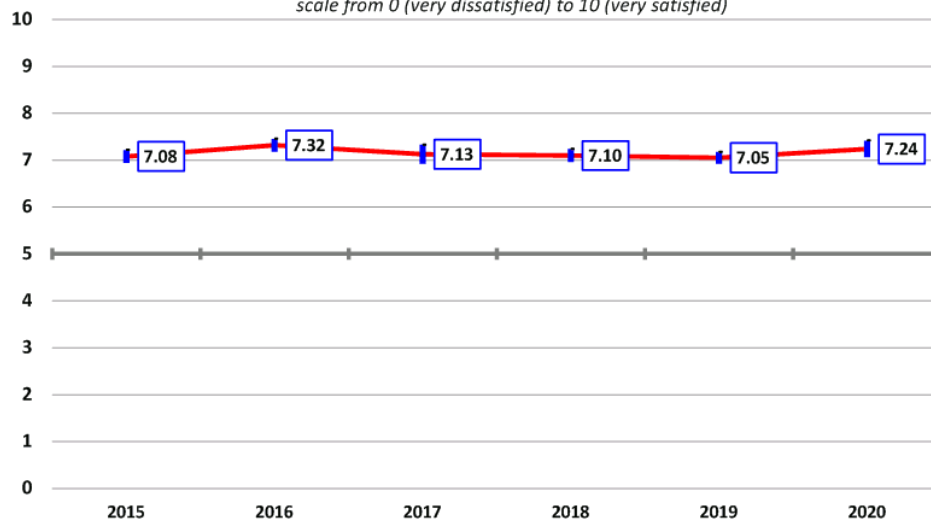
Maintaining local heritage and sites of significance

Satisfaction with the performance of Council maintaining local heritage and sites of significance increased marginally, but not measurably this year, up 2.7% to 7.24, although it remains at a “good” level.

Council's performance maintaining local heritage and sites of significance

Melton City Council - 2020 Annual Community Satisfaction Survey

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



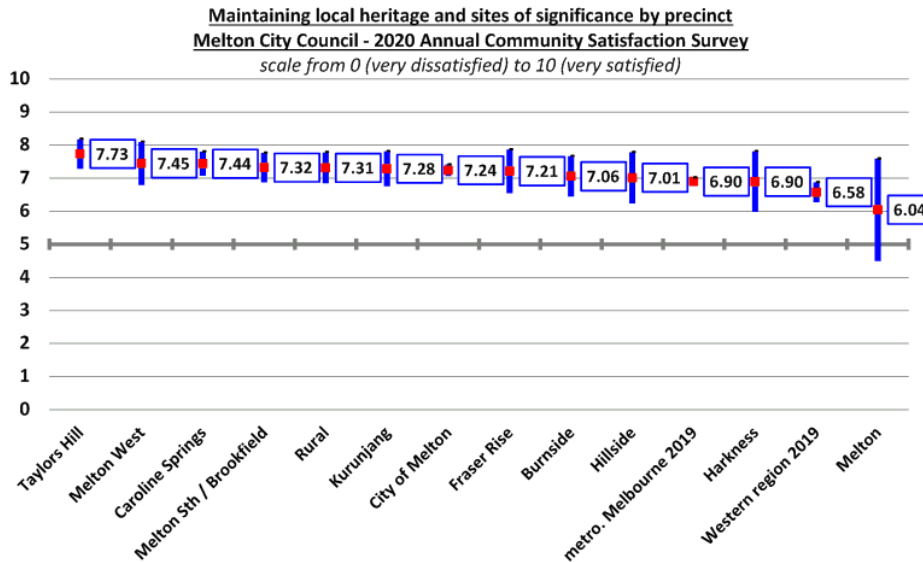
While there was no statistically significant variation in satisfaction with the performance of Council maintaining local heritage and sites of significance observed across the municipality, it is noted that:

- **Taylor's Hill** – respondents were substantially, but not measurably more satisfied than the municipal average and at a “very good” level.



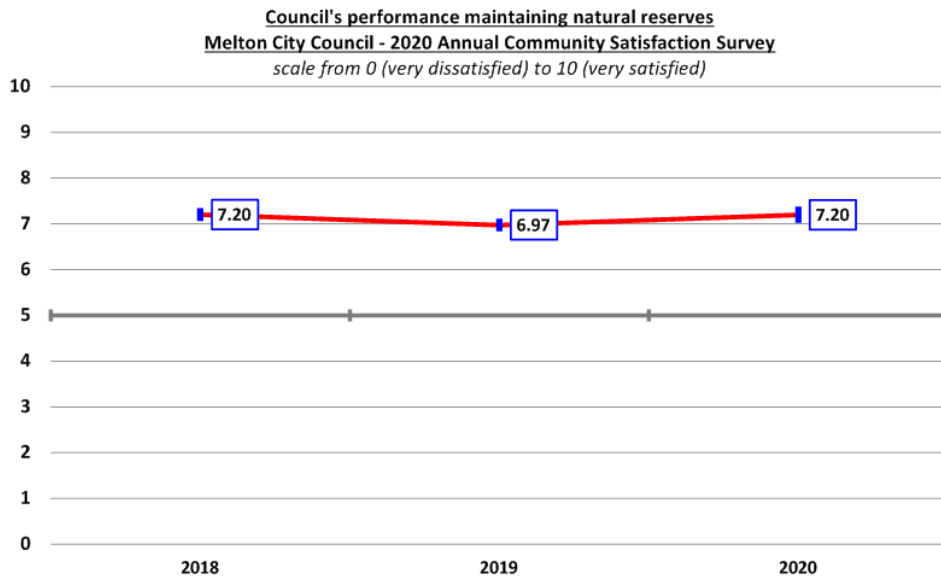
Melton City Council – 2020 Annual Community Satisfaction Survey

- **Melton precinct** – respondents were notably, but not measurably less satisfied than the municipal average and at “solid” levels.



Maintaining natural reserves

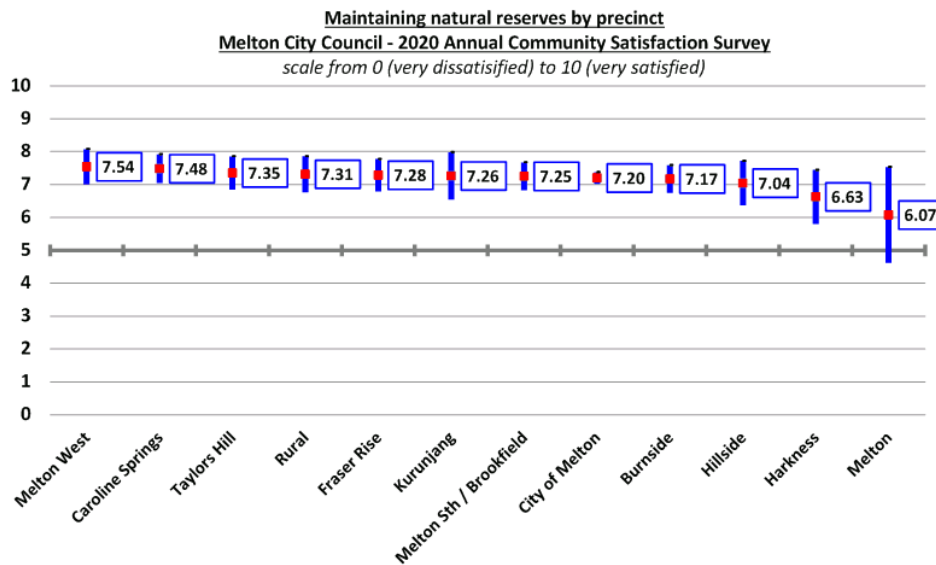
Satisfaction with the performance of Council maintaining natural reserves increased marginally, but not measurably this year, up 3.3% to 7.20, although it remains “good”.



Melton City Council – 2020 Annual Community Satisfaction Survey

Whilst there was no statistically significant variation in satisfaction with Council’s performance maintaining natural reserves was observed by precinct, it is noted that:

- **Harkness** – respondents were notably but not measurably less satisfied than the municipal average, but still at a “good” level.
- **Melton precinct** – respondents were substantially but not measurably less satisfied than the municipal average, and at a “solid” rather than a “good” level.

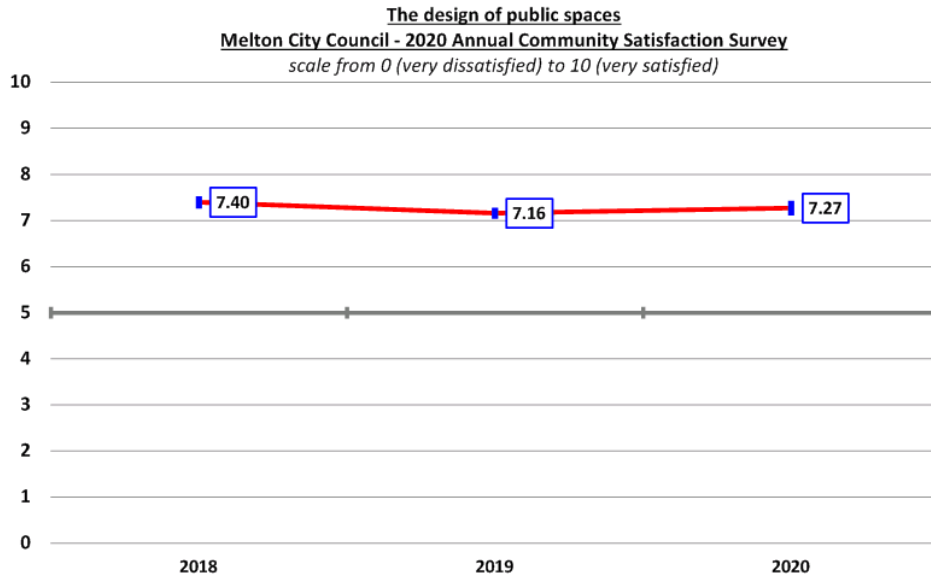


The design of public spaces

Satisfaction with the design of public spaces increased marginally but not measurably this year, up 1.5% to 7.27 and is now at a “very good” level of satisfaction.

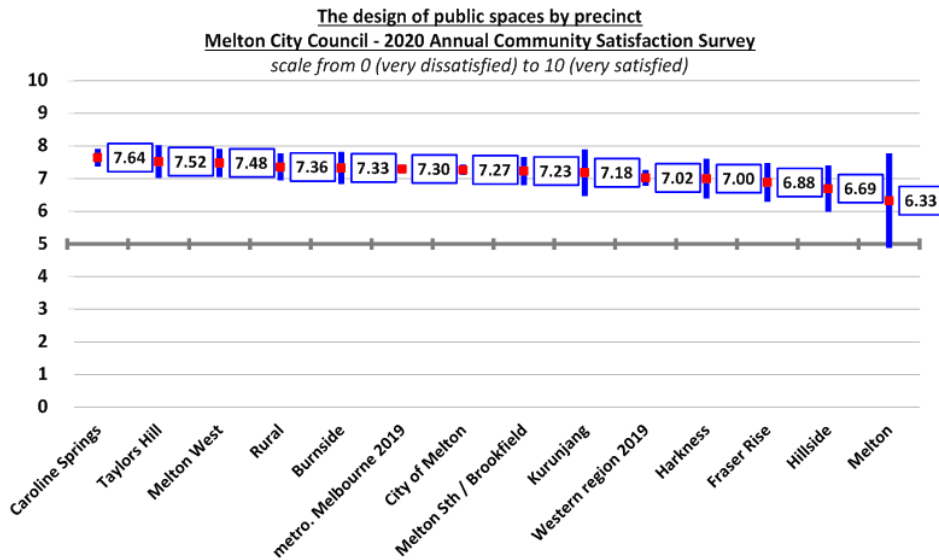


Melton City Council – 2020 Annual Community Satisfaction Survey



Whilst there was no statistically significant variation in satisfaction with the design of public spaces was observed by precinct, it is noted that:

- **Hillside** – respondents were notably but not measurably less satisfied than the municipal average, but still at a “good” level.
- **Melton precinct** – respondents were substantially but not measurably less satisfied than the municipal average, and at a “solid” rather than a “good” level.



Importance of and satisfaction with Council services

Respondents were asked:

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

Respondents were again in 2020, asked to rate first the importance of each of 35 included Council services and facilities “to the community”, and then asked to rate their personal satisfaction with each service and facility.

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

Respondents were asked to rate satisfaction with each of the 15 core services and facilities about which all members of the community should have a view, and then their personal satisfaction with each of the 20 client-based services and facilities that they or members of their household had used in the last 12 months.

Importance of Council services and facilities to the community

The following table displays the average importance of each of the 35 included Council services and facilities, with the 2019 metropolitan Melbourne average as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

Due to the COVID-19 pandemic, the 2020 *Governing Melbourne* survey has been delayed, and this report will be updated with the 2020 results as soon as they become available.

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

The table also includes the last three years’ results.

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

The average importance of the 35 included services and facilities was 8.99 out of 10 this year, up 2.3% on the 2019 average importance of 8.79.

Importance varied from a high of 9.47 for the regular garbage collection service, to a low of 8.51 for public art and exhibitions.

This result highlights the fact that the community consider all the services and facilities provided by Council to be very important (8.51 or higher), although the core services of waste and recycling, health and human services, lighting, roads, and parks and gardens were of the most importance to the community.



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Importance of selected services and facilities
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2020			2019	2018	2017	2019 Metro.*
			Lower	Mean	Upper				
Higher than average importance	Regular garbage collection	793	9.40	9.47	9.53	9.44	9.22	9.46	9.33
	Regular recycling	795	9.39	9.45	9.51	9.42	9.20	9.39	9.24
	Services for people with a disability	666	9.15	9.24	9.33	9.08	9.43	9.19	9.00
	Provision and maintenance of street lighting	797	9.15	9.23	9.31	9.15	8.98	9.12	9.05
	Maintenance and repair of sealed local roads	792	9.12	9.21	9.30	9.11	8.75	8.85	9.00
	Provision and maintenance of parks and gardens	795	9.12	9.20	9.28	9.08	8.80	8.96	8.93
	Green waste collection	770	9.11	9.20	9.28	9.41	9.12	9.24	9.01
Average importance	Health services for babies, infants and toddlers	675	9.06	9.16	9.26	8.96	9.20	9.23	n.a.
	Litter collection in public areas	786	9.07	9.16	9.24	9.17	8.89	8.96	n.a.
	Family Support and Emergency Relief	651	9.06	9.15	9.24	9.01	9.23	n.a.	n.a.
	Footpath maintenance and repairs	796	9.05	9.15	9.24	9.06	8.76	8.78	8.93
	Services for seniors	661	9.02	9.12	9.21	9.03	9.25	9.17	8.87
	Local traffic management	784	9.01	9.10	9.19	8.95	8.80	8.83	8.92
	Services and programs for children	672	8.99	9.08	9.17	8.85	8.92	9.12	8.75
	Local library	713	8.96	9.05	9.15	8.88	8.99	9.09	8.99
	On and off road bike and / or walking paths	758	8.97	9.05	9.14	8.63	8.61	8.75	8.64
	Services for young people	658	8.89	8.99	9.09	8.82	8.86	9.08	8.51
	Provision and maintenance of playgrounds	720	8.89	8.98	9.07	8.82	8.85	8.92	n.a.
	Melton Recycling Facility	731	8.88	8.96	9.05	8.88	9.01	8.72	n.a.
	Recreation and Leisure Centres	709	8.85	8.95	9.04	8.63	8.65	8.70	8.65
	Sports grounds and associated facilities	713	8.84	8.93	9.02	8.78	8.94	8.88	8.72
	Animal management	780	8.82	8.92	9.02	8.66	8.53	8.50	8.44
	Provision and maintenance of street trees	793	8.80	8.89	8.99	8.90	8.67	8.50	8.77
	Council activities promoting local business growth	773	8.78	8.89	8.99	8.52	8.33	8.34	8.53
	Hard rubbish collection	716	8.74	8.85	8.95	8.86	8.83	8.92	8.98
	Street sweeping	794	8.73	8.84	8.95	8.80	8.51	8.40	8.74
	Council's website	727	8.73	8.83	8.93	8.41	8.39	8.09	8.36
	Maintenance and cleaning of shopping strips	788	8.73	8.82	8.91	8.87	8.69	8.71	8.78
	Public toilets	701	8.70	8.81	8.92	8.76	9.08	8.70	8.84
	Access services through digital or online channels	682	8.71	8.81	8.92	8.33	8.50	n.a.	n.a.
	Community centres / Neighbourhood houses	669	8.68	8.78	8.88	8.48	8.56	8.55	n.a.
	Parking enforcement	780	8.58	8.70	8.83	8.56	8.33	8.09	8.47
	Provision of community arts and cultural events	666	8.56	8.67	8.78	8.46	8.30	8.12	8.42
	Melton Learning	596	8.43	8.55	8.68	8.12	8.22	n.a.	n.a.
Public art and exhibitions	674	8.39	8.51	8.63	8.22	7.95	n.a.	n.a.	
Average importance of selected services			8.90	8.99	9.09	8.79	8.73	8.72	8.78

(*) 2019 metropolitan Melbourne average from Governing Melbourne

Relative importance of Council services and facilities

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



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- **Measurably more important than the average of all services and facilities** – includes regular garbage collection, regular recycling, services for people with a disability, the provision and maintenance of street lighting, the maintenance and repair of sealed local roads, the provision and maintenance of parks and gardens, and the green waste collection service.
- **Measurably less important than the average of all services and facilities** – includes community centres / Neighbourhood Houses, parking enforcement, the provision of community arts and cultural events, Melton Learning, and public art and exhibitions.

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

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

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

Change in importance between 2019 and 2020

The average importance of the 35 included services and facilities increased 2.3% this year, including increased importance for 30 services and facilities, one was stable (the provision and maintenance of street trees), and four declined, with attention drawn to the following:

- **Increased importance this year** – included access to services via digital and online channels (up 5.7%), Melton Learning (up 5.3%), Council's website (up 4.9%), on and off-road bike and walking paths (up 4.9%), Council activities promoting local business growth (up 4.2%), recreation and aquatic centres (up 3.7%), public art and exhibitions (up 3.5%), Community centres / Neighbourhood Houses (up 3.5%), and animal management (up 3.0%). Most of these increases were statistically significant.
- **Decreased importance this year** – green waste collection (down 2.3%), maintenance and cleaning of shopping strips (down 0.6%), hard rubbish collection (down 0.2%), and litter collection in public areas (down 0.2%). None of these decreases were statistically significant.

Metropolis Research draws attention to the increase in the importance of digital and online communication channels and the website, as well as local business growth. It is likely that these increases may be, at least in part, due to the COVID-19 pandemic.

Comparison to metropolitan Melbourne average

This report will be updated with a comparison to the 2020 metropolitan Melbourne average importance scores as soon as the postponed 2020 *Governing Melbourne* survey is complete following easing of COVID-19 restrictions.



Melton City Council – 2020 Annual Community Satisfaction Survey

Satisfaction with Council services and facilities

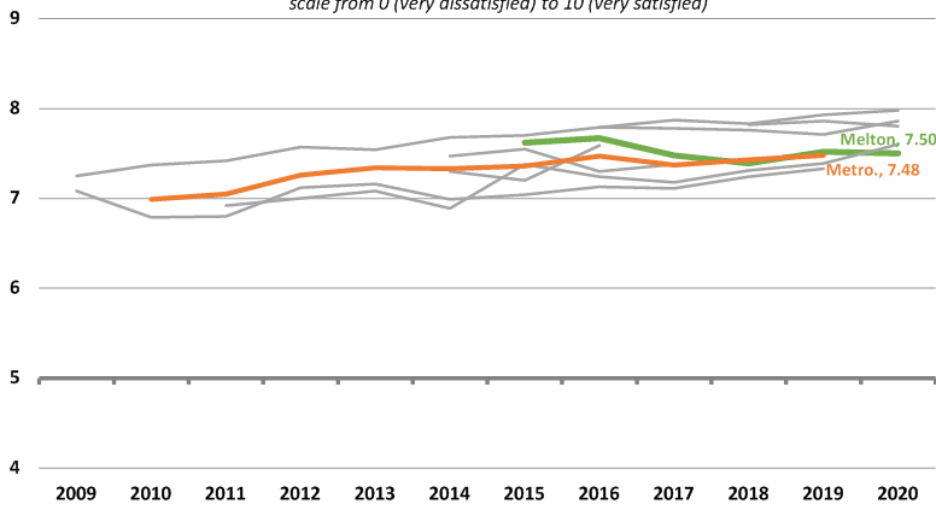
The average satisfaction with the 35 included services and facilities was 7.50 out of a potential 10 this year, almost identical to the average of 7.52 recorded in 2019.

This result remains at a “very good” level of satisfaction, and one that was 8.2% higher than satisfaction with Council’s overall performance.

It is important to note that satisfaction with all, but four of the 35 included Council services and facilities was higher than satisfaction with Council’s overall performance. This does suggest that the delivery of most services and facilities has a positive rather than a negative influence on community satisfaction with the performance of Council across all areas of responsibility. This is discussed in more detail in the [Council’s Overall Performance](#) section of this report.

This result was almost identical to the 2019 metropolitan Melbourne average, and marginally higher than the western region councils’ average satisfaction, as recorded in the 2019 *Governing Melbourne* survey conducted independently by Metropolis Research. Due to the COVID-19 pandemic, the 2020 *Governing Melbourne* research was delayed, and this report will be updated with the 2020 comparison results as soon as they become available later this year.

Average satisfaction with Council services and facilities
Melton City Council - 2020 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the average satisfaction with each of the 35 included services and facilities, with a comparison to the last three years, as well as a comparison to the 2019 metropolitan Melbourne average satisfaction as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.



Melton City Council – 2020 Annual Community Satisfaction Survey

Satisfaction with selected Council services and facilities
 Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2020			2019	2018	2017	2019 Metro.*	
			Lower	Mean	Upper					
Higher than average	Local library	428	8.56	8.70	8.83	8.45	8.40	8.83	8.56	
	Green waste collection	712	8.58	8.69	8.81	8.71	8.45	8.54	8.28	
	Regular garbage collection	796	8.55	8.67	8.79	8.75	8.62	8.76	8.53	
	Regular recycling	782	8.49	8.62	8.74	8.52	8.51	8.63	8.04	
Average satisfaction	Health services for babies, infants and toddlers	208	7.75	8.01	8.27	8.19	7.76	8.43	n.a.	
	Sports grounds and associated facilities	455	7.65	7.80	7.96	7.60	7.58	8.07	7.78	
	Services and programs for children	203	7.44	7.69	7.95	7.75	7.51	8.16	7.92	
	Community centres / Neighbourhood houses	237	7.47	7.69	7.90	7.50	7.57	8.10	n.a.	
	Melton Recycling Facility	477	7.49	7.67	7.84	7.72	7.72	7.55	n.a.	
	Services for seniors	124	7.25	7.62	7.99	7.86	7.24	8.15	7.65	
	Animal management	692	7.45	7.60	7.75	7.45	7.63	7.50	7.41	
	Maintenance and cleaning of shopping strips	759	7.47	7.60	7.72	7.30	7.36	7.45	7.43	
	Services for people with a disability	109	7.10	7.52	7.93	7.49	7.34	7.73	7.52	
	Hard rubbish collection	347	7.24	7.51	7.78	7.59	7.15	7.40	7.90	
	Provision and maintenance of playgrounds	507	7.34	7.51	7.67	7.34	7.35	7.40	n.a.	
	Services for young people	117	7.10	7.46	7.81	7.55	7.15	8.22	7.55	
	Provision and maintenance of street lighting	786	7.28	7.43	7.58	7.37	7.45	7.34	7.23	
	Council's website	440	7.22	7.41	7.60	7.39	7.45	7.51	7.34	
	On and off road bike and / or walking paths	582	7.25	7.41	7.56	7.50	7.30	7.27	7.40	
	Access services through digital or online channels	319	7.17	7.40	7.63	7.67	7.54	n.a.	n.a.	
	Melton Learning	94	6.99	7.39	7.80	7.78	7.33	n.a.	n.a.	
	Recreation and Leisure Centres	401	7.15	7.35	7.56	7.52	7.54	7.86	7.90	
	Provision of community arts and cultural events	290	7.11	7.33	7.54	7.77	7.41	7.29	7.86	
	Provision and maintenance of parks and gardens	773	7.14	7.29	7.45	7.22	7.39	7.28	7.74	
	Family Support and Emergency Relief	87	6.74	7.26	7.77	7.71	6.92	n.a.	n.a.	
	Street sweeping	774	7.08	7.25	7.41	6.93	7.28	7.05	7.19	
	Council activities promoting local business growth	673	7.06	7.21	7.36	6.87	7.06	6.85	7.07	
	Litter collection in public areas	757	7.05	7.21	7.36	7.15	7.07	6.78	n.a.	
	Local traffic management	767	7.04	7.19	7.35	6.84	6.71	6.32	6.69	
	Provision and maintenance of street trees	780	7.02	7.18	7.34	6.99	7.03	6.62	7.10	
	Public art and exhibitions	207	6.74	7.03	7.32	7.70	7.09	n.a.	n.a.	
	Lower than average	Parking enforcement	716	6.69	6.87	7.06	6.79	6.86	6.61	6.80
		Maintenance and repair of sealed local roads	788	6.54	6.70	6.86	7.06	6.81	6.71	7.27
		Footpath maintenance and repairs	769	6.44	6.61	6.78	6.86	6.75	6.27	6.93
		Public toilets	333	6.33	6.57	6.80	6.79	6.56	6.51	6.58
	Average satisfaction with selected services			7.29	7.50	7.71	7.52	7.40	7.48	7.48

(*) 2019 metropolitan Melbourne average from Governing Melbourne

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



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Attention is drawn to the fact that more than half of the respondents were “very satisfied” with all but five services and facilities, with more than 80% of respondents very satisfied with the local library (85.8%), green waste collection (86.5%), regular recycling (84.6%), and the regular garbage collection (85.1%).

The services and facilities with the highest proportion of dissatisfied respondents were footpath maintenance and repairs (15.8%), public toilets (15.2%), the maintenance and repair of sealed local roads (14.4%), parking enforcement (14.1%), hard rubbish collection (12.9%), street sweeping (11.9%), and the provision and maintenance of street trees (11.6%).



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Satisfaction with selected Council services and facilities
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Local library	2.3%	11.9%	85.8%	0	428
Green waste collection	2.9%	10.6%	86.5%	92	804
Community centres / Neighbourhood houses	3.0%	33.3%	63.7%	1	238
Regular recycling	3.6%	11.8%	84.6%	22	804
Regular garbage collection	3.9%	11.0%	85.1%	8	804
Sports grounds and associated facilities	3.9%	30.2%	65.9%	1	456
Maintenance and cleaning of shopping strips	4.9%	34.0%	61.1%	45	804
Services and programs for children	5.1%	32.8%	62.1%	3	206
Provision and maintenance of playgrounds	6.3%	33.4%	60.3%	1	509
Animal management	6.7%	29.4%	63.9%	112	804
Family Support and Emergency Relief	6.7%	43.6%	49.7%	1	88
Services for people with a disability	7.0%	32.8%	60.2%	2	110
Melton Learning	7.2%	39.5%	53.3%	4	99
Health services for babies, infants and toddlers	7.4%	22.6%	70.0%	7	215
Provision of community arts and cultural events	7.4%	36.8%	55.8%	1	291
Council's website	7.9%	34.5%	57.6%	8	448
On and off road bike and / or walking paths	8.0%	36.3%	55.7%	1	584
Services for young people	8.5%	32.3%	59.2%	6	123
Melton Recycling Facility	8.7%	26.0%	65.3%	1	478
Access services through digital or online channels	9.0%	33.3%	57.7%	3	322
Recreation and Leisure Centres	9.3%	34.0%	56.7%	2	403
Provision and maintenance of parks and gardens	9.4%	33.1%	57.5%	31	804
Council activities promoting local business growth	9.6%	37.8%	52.6%	131	804
Services for seniors	9.8%	28.0%	62.2%	2	126
Provision and maintenance of street lighting	9.8%	30.8%	59.4%	18	804
Local traffic management	10.0%	34.5%	55.5%	37	804
Public art and exhibitions	10.0%	41.4%	48.6%	3	210
Litter collection in public areas	10.1%	35.5%	54.4%	47	804
Provision and maintenance of street trees	11.6%	33.1%	55.3%	24	804
Street sweeping	11.9%	30.1%	58.0%	30	804
Hard rubbish collection	12.9%	20.2%	66.9%	0	347
Parking enforcement	14.1%	34.5%	51.4%	88	804
Maintenance and repair of sealed local roads	14.4%	42.1%	43.6%	16	804
Public toilets	15.2%	46.0%	38.8%	1	334
Footpath maintenance and repairs	15.8%	43.0%	41.2%	35	804

Relative satisfaction with Council services and facilities

As labelled at the left-hand side of the main table, respondents were measurably more satisfied with five services and facilities than the average of all 35 services and facilities, and measurably less satisfied than the average with four services and facilities, as follows:

- **Measurably higher satisfaction than the average of all services and facilities** – includes the local library service, the green waste collection, regular garbage collection, regular recycling, and health services for babies, infants, and toddlers.



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- **Measurably lower satisfaction than the average of all services and facilities** – includes parking enforcement, the maintenance and repair of sealed local roads, footpath maintenance and repairs, and public toilets.

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

Change in satisfaction between 2019 and 2020

In 2020, satisfaction with 17 services and facilities increased, whilst satisfaction with 18 declined, with attention drawn to the following changes:

- **Increased satisfaction this year** – includes local traffic management (up 5.1%), Council activities promoting local business growth (up 4.9%), street sweeping (up 4.5%), maintenance and cleaning of shopping strips (up 4.0%), local library (up 2.9%), provision and maintenance of street trees (up 2.8%), sports grounds and associated facilities (up 2.7%), Community Centres / Neighbourhood Houses (up 2.4%), the provision and maintenance of playgrounds (up 2.2%), and animal management (up 2.0%). Of these, local traffic management, local business growth, and street sweeping were statistically significant.
- **Decreased satisfaction this year** – includes public art and exhibitions (down 8.6%), Family Support and Emergency Relief (down 5.9%), provision of community arts and cultural events (down 5.7%), maintenance and repair of sealed local roads (down 5.1%), Melton Learning (down 5.0%), footpath maintenance and repairs (down 3.7%), access services through digital and online channels (down 3.5%), public toilets (down 3.4%), services for seniors (down 3.1%), recreation and leisure centres (down 2.2%), and health services for babies, infants, and toddlers (down 2.2%). Of these only the decline for roads was statistically significant.

Categorisation of satisfaction with Council services and facilities

Satisfaction with the 35 included Council provided services and facilities can best be summarised as follows:

- **Excellent** – for local library, green waste collection, regular garbage collection, regular recycling, health services for babies, infants, and toddlers, and sports grounds and associated facilities.
- **Very Good** – for services and programs for children, Community centres / Neighbourhood Houses, Melton recycling facility, services for seniors, animal management, maintenance and cleaning of shopping strips, services for people with a disability, hard rubbish collection, provision and maintenance of playgrounds, services for young people, provision and maintenance of street lighting, Council's website, on and off road bike and / or walking paths, access services through digital or online channels, Melton Learning, recreation and aquatic centres, the provision of community arts and cultural events, provision and maintenance of parks and gardens, Family Support and Emergency Relief, and street sweeping.



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- **Good** – for Council activities promoting local business growth, litter collection in public areas, local traffic management, the provision and maintenance of street trees, public art and exhibitions, parking enforcement, maintenance and repair of sealed local roads, footpath maintenance and repairs, and public toilets.

Metropolis Research notes that satisfaction with none of the 35 included services and facilities was rated at “solid”, “poor”, or lower levels of satisfaction.

Comparison to metropolitan Melbourne average

Of the 26 services and facilities that were included in both this City of Melton survey as well as the 2019 *Governing Melbourne research*, satisfaction with 15 was higher in the City of Melton, whilst satisfaction with 11 was lower, with attention drawn to the following:

- **Higher satisfaction in the City of Melton** – local traffic management (7.5% higher in the City of Melton), regular recycling (7.2% higher), green waste collection (5.0% higher), provision and maintenance of street lighting (2.8% higher), animal management (2.6% higher), maintenance and cleaning of shopping strips (2.2% higher), and Council activities promoting local business growth (2.0% higher).
- **Lower satisfaction in the City of Melton** – maintenance and repair of sealed local roads (7.9% lower in the City of Melton), recreation and aquatic centres (6.9% lower), provision of community arts and cultural events (6.8% lower), provision and maintenance of parks and gardens (5.8% lower), hard rubbish collection (4.9% lower), footpath maintenance and repairs (4.7% lower), and services and programs for children (2.9% lower).

The 2020 *Governing Melbourne* survey was postponed this year due to the COVID-19 pandemic. This report will be updated with the 2020 *Governing Melbourne* results as soon as they become available.

Importance and satisfaction cross tabulation

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

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

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

Attention is drawn to the fact that many of the services and facilities of higher than average importance also received higher than average levels of satisfaction, including the three main



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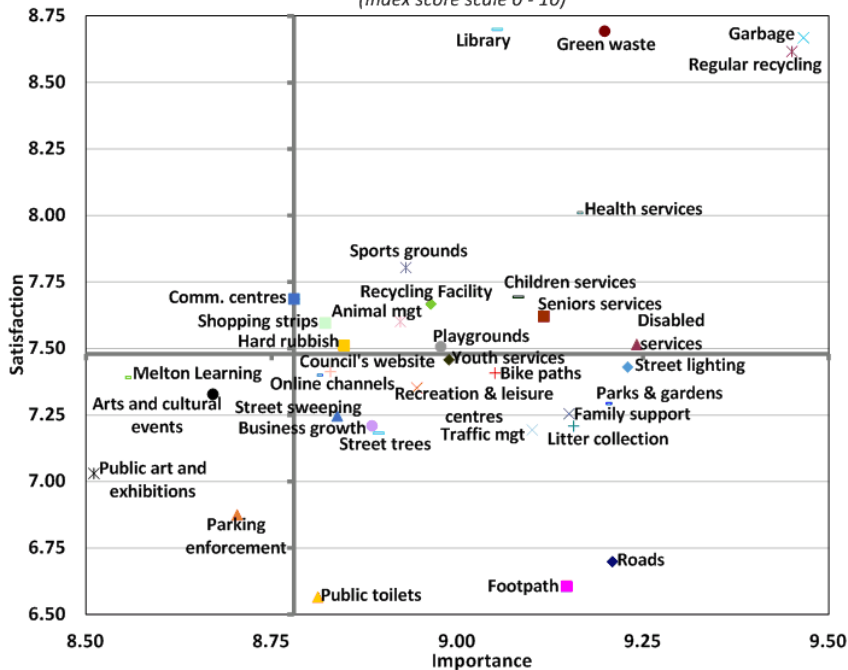
waste and recycling services, the local library service, and most of the health and human services.

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

It is also noted that the arts and cultural services and facilities tended to be of lower than average importance, and this year many also received marginally lower than average satisfaction scores.

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

Importance of and satisfaction with Council services
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Satisfaction by broad service areas

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

- **Infrastructure** – includes provision and maintenance of street trees, provision and maintenance of street lighting, and public toilets.



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- **Waste and recycling services** – includes regular garbage collection, regular recycling, green waste collection, and hard rubbish collection.
- **Recreation and culture services** – includes local library, recreation, and leisure centres, sports grounds and associated facilities, provision and maintenance of playgrounds, public art and exhibitions, and provision of community arts and cultural events.
- **Community services** – includes Health services for babies, infants and toddlers, services and programs for children, services for young people, services for seniors, and services for people with a disability.
- **Enforcement** – includes parking enforcement, and animal management.
- **Communication** – includes the Council’s website.
- **Cleaning** – includes street sweeping, and maintenance and cleaning of shopping strips.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and on and off-road bike and / or walking paths.
- **Parks and gardens** – include the provision and maintenance of parks and gardens.
- **Business growth** – includes Council activities promoting local business growth.

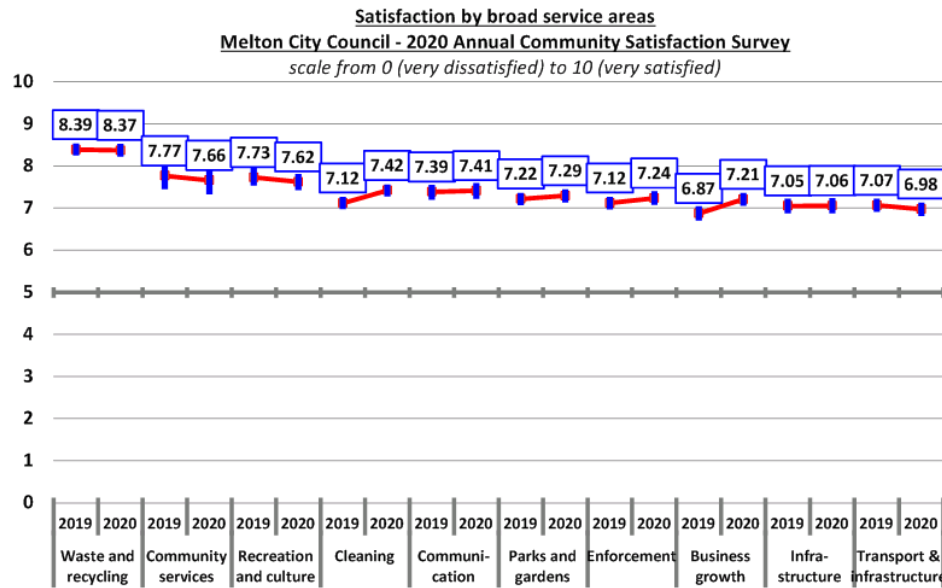
The average satisfaction with five of the 10 broad service areas increased marginally, whilst satisfaction with five declined marginally. None of these variations were statistically significant, and satisfaction with the 10 broad service areas can best be summarised as follows:

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

It is noted that satisfaction with none of the broad service areas was rated at “solid”, “poor” or lower levels of satisfaction.

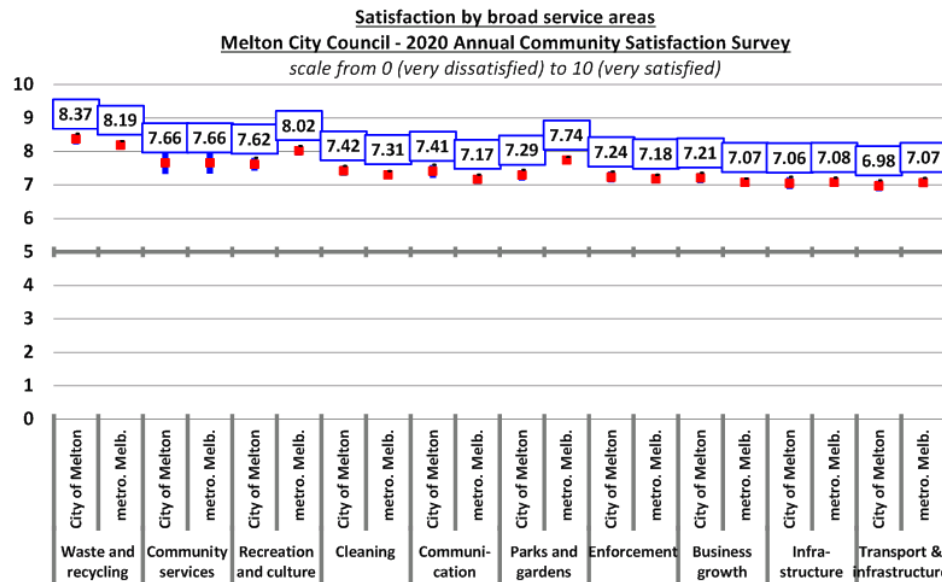


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The following graph provides a comparison of satisfaction with the 10 broad service areas against the 2019 metropolitan Melbourne average from the 2019 *Governing Melbourne* research. The 2020 *Governing Melbourne* has been delayed due to the COVID-19 pandemic.

Satisfaction with five areas was marginally higher in the City of Melton, whilst satisfaction with recreation and culture (5.0% lower) and parks and gardens (5.8% lower) were somewhat lower in the City of Melton than the 2019 metropolitan Melbourne average.



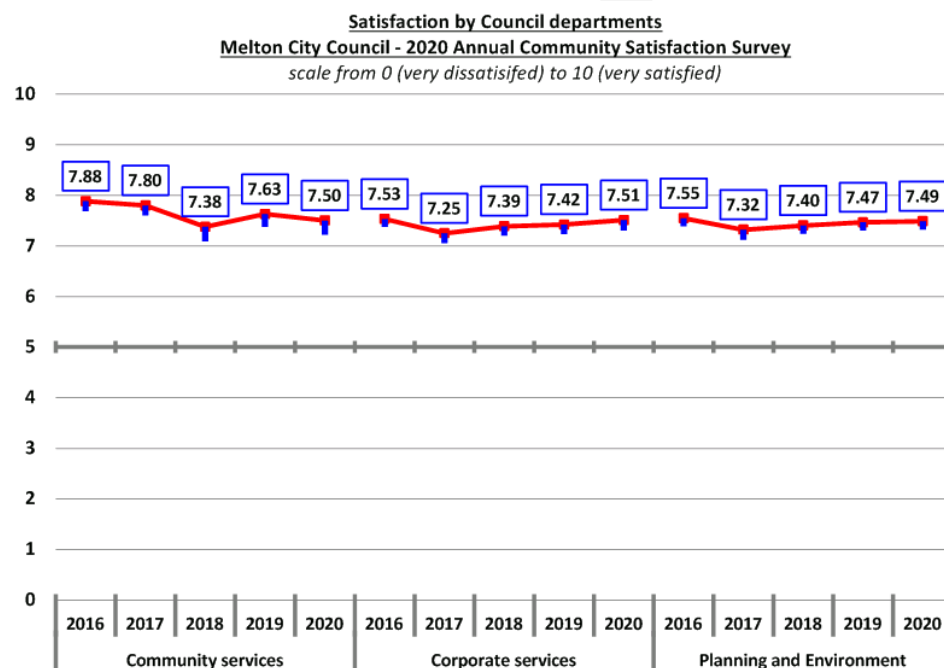
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Satisfaction by Council department

The following graph provides a summary of satisfaction with the 35 included services and facilities for each of the three Council departments.

The average satisfaction with the services and facilities within each Council department were rated at “very good” levels.

Satisfaction declined very marginally, but not measurably for Community services this year, whilst satisfaction with both Corporate Services and Planning and Environment increased very marginally.



Community services

The following graph provides the average importance and satisfaction with the 12 Community Services included in the 2020 survey.

The grey crosshairs represent the average importance and average satisfaction with the 35 included services and facilities.



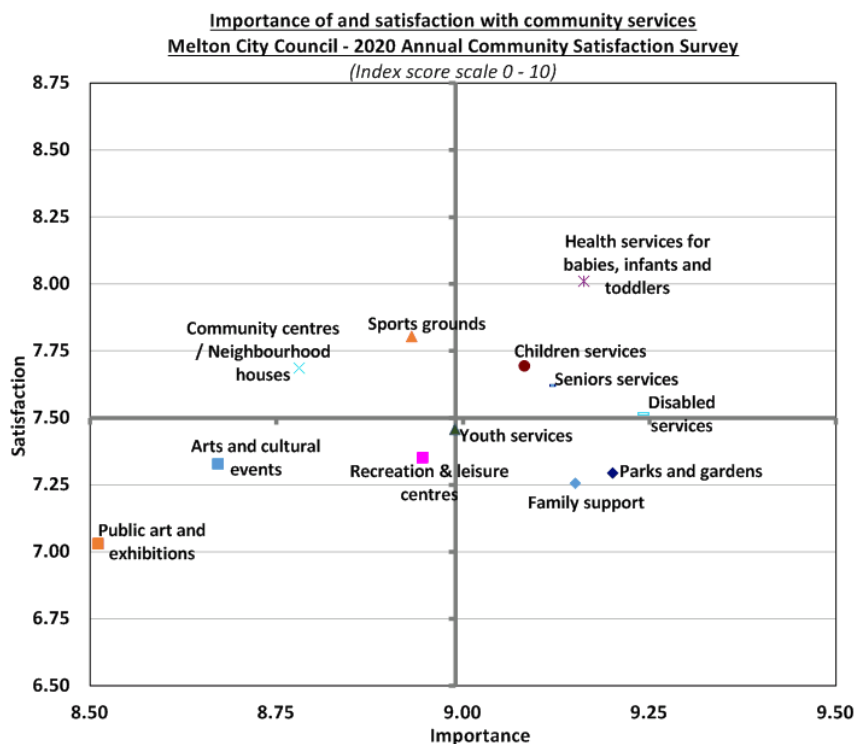
Melton City Council – 2020 Annual Community Satisfaction Survey

As recorded in previous years, the health and human services (services for babies, infants, and toddlers, children’s services, services for seniors, and services for persons with a disability) were all of higher than average importance, and received higher than average satisfaction scores.

This is an important finding, as it highlights the fact that the community consider these health and human services to be very important to the community as a whole, not just the households personally using the services. It is also highlighting the fact that those using these health and human services are very satisfied with the performance of Council providing these services.

It is noted that the provision and maintenance of parks and gardens remains of higher than average importance, but this year received a marginally lower than average satisfaction score.

The arts and cultural services and facilities are traditionally of lower than average (but still high) importance, and receive relatively average satisfaction scores, and this is the case again this year. This reflects the fact that fewer community members engage with these services than for other services, and that many see these as of lesser importance than core services such as waste and recycling and health and human services.



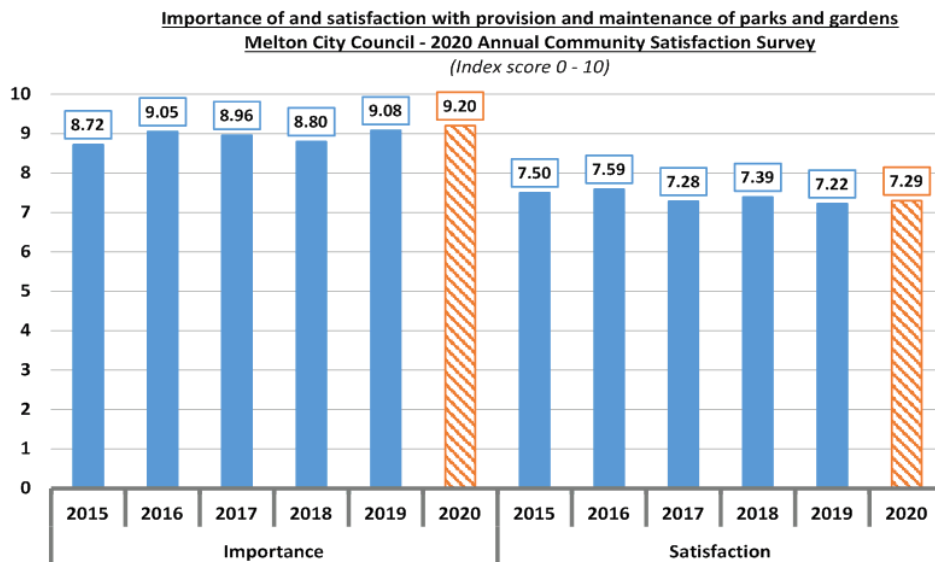
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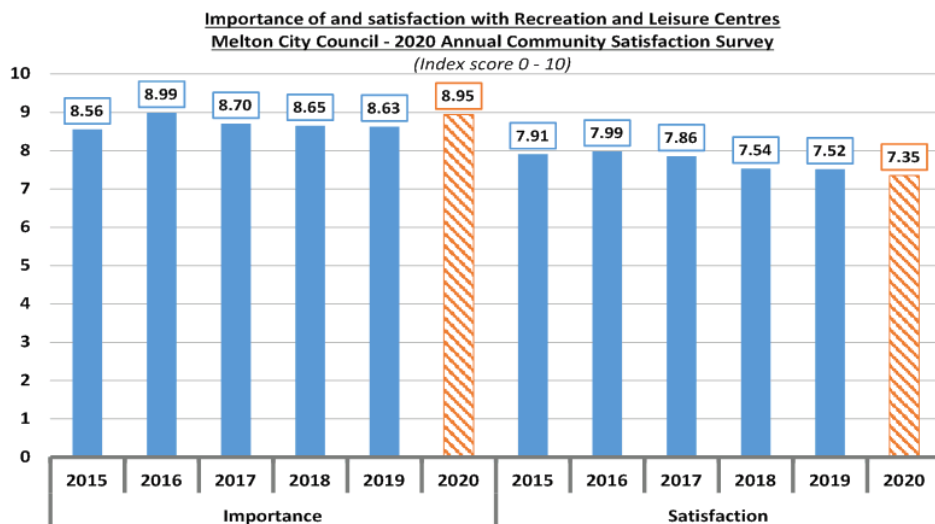
Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the sixth most important of the 35 included services and facilities. Satisfaction increased marginally but not measurably this year, up 0.9% to 7.29, and is now at a “very good” level.



Recreation and Leisure Centres

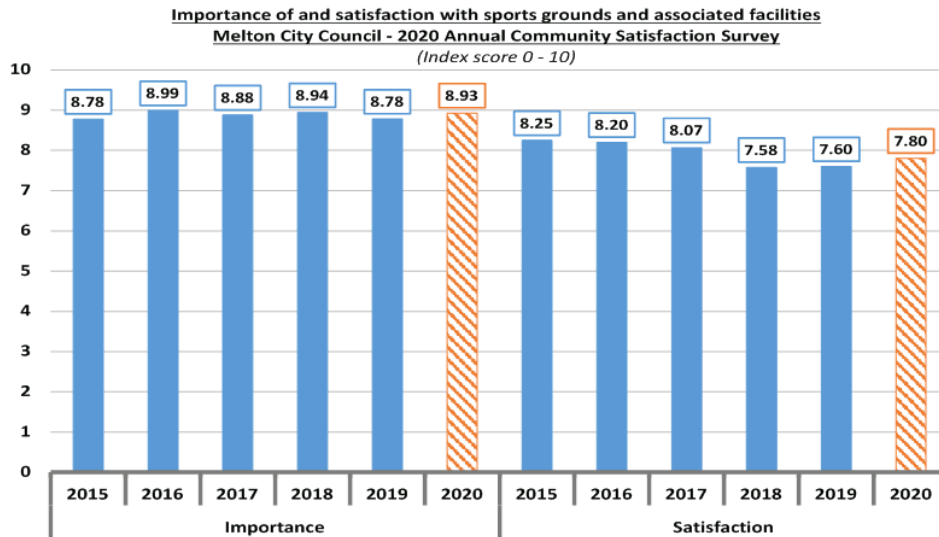
Recreation and leisure centres were the 20th most important of the 35 included services and facilities and increased 3.7% this year. Satisfaction, however, declined again this year, down 2.3% to 7.35, although it remains at a “very good” level.



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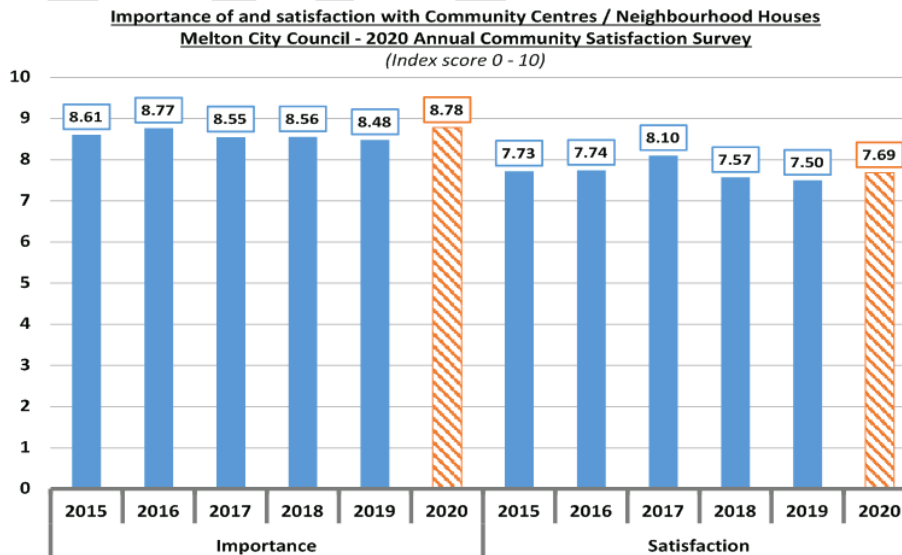
Sports grounds and associated facilities

Sports grounds and associated facilities were the 21st most important of the 35 included services and facilities. Satisfaction increased marginally but not measurably this year, up 2.6% to 7.80, which is an “excellent”, up from “very good” level of satisfaction.



Community Centres / Neighbourhood Houses

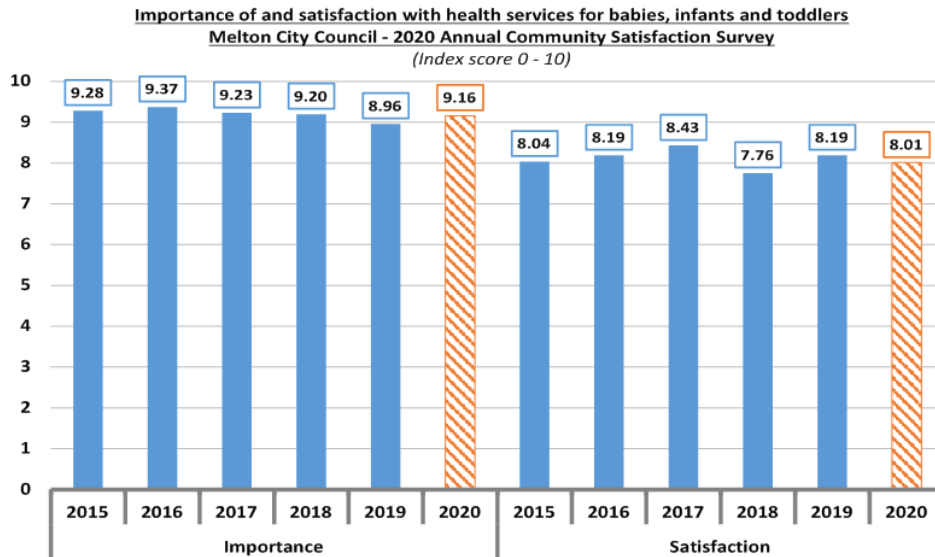
Community centres / Neighbourhood Houses were the 31st most important of the 35 included services and facilities. Satisfaction increased marginally but not measurably this year, up 2.5% although satisfaction remains at a “very good” level.



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Health services for babies, infants, and toddlers

Health services for babies, infants, and toddlers were the eighth most important of the 35 included services and facilities. Satisfaction declined marginally this year, down 2.2% to 8.01, although it remains at an “excellent” level, the same as in each year of the survey program.

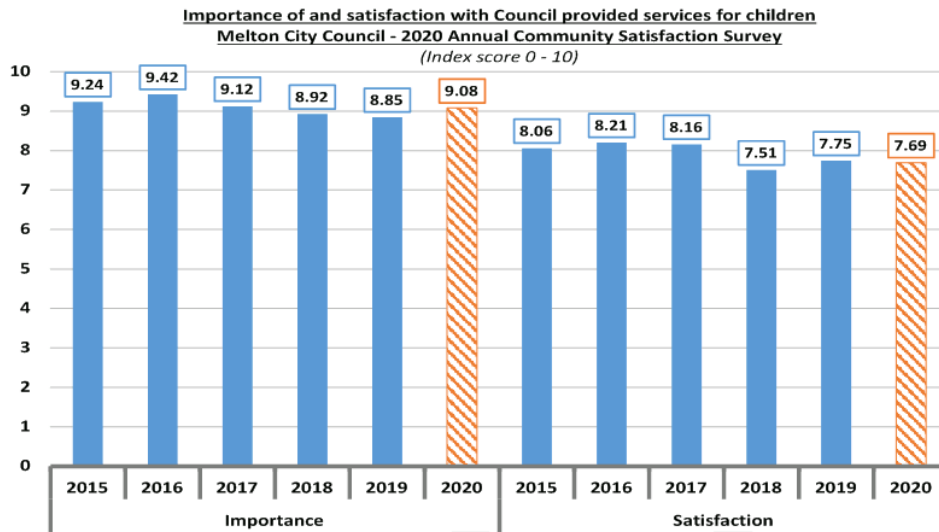


Council provided services and programs for children

Council provided services and programs for children were the 14th most important of the 35 included services and facilities. Satisfaction declined very marginally this year, down less than one percent to 7.69, and is now at a “very good”, down from “excellent” level.

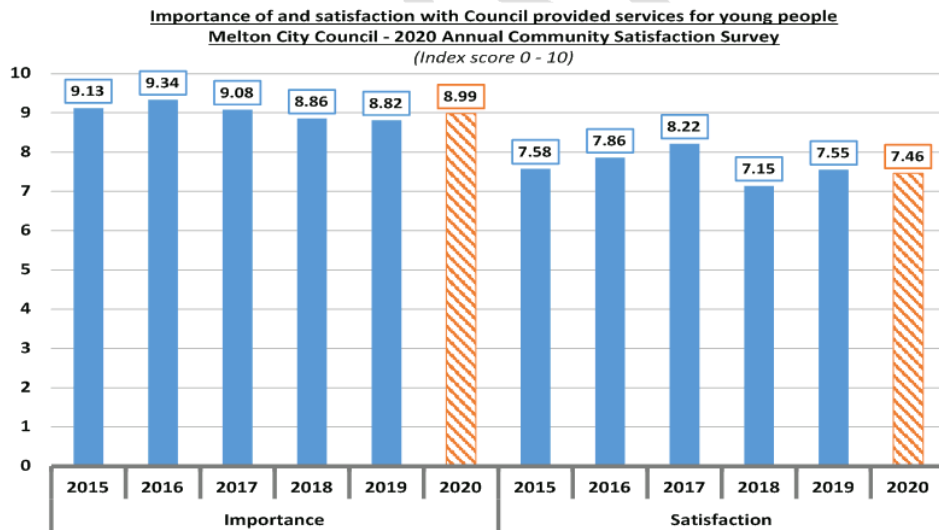


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Council provided services for young people

Council provided services for young people were the 17th most important of the 35 included services and facilities. Satisfaction declined marginally this year down 1.2% to 7.46, although it remains at a “very good” level.

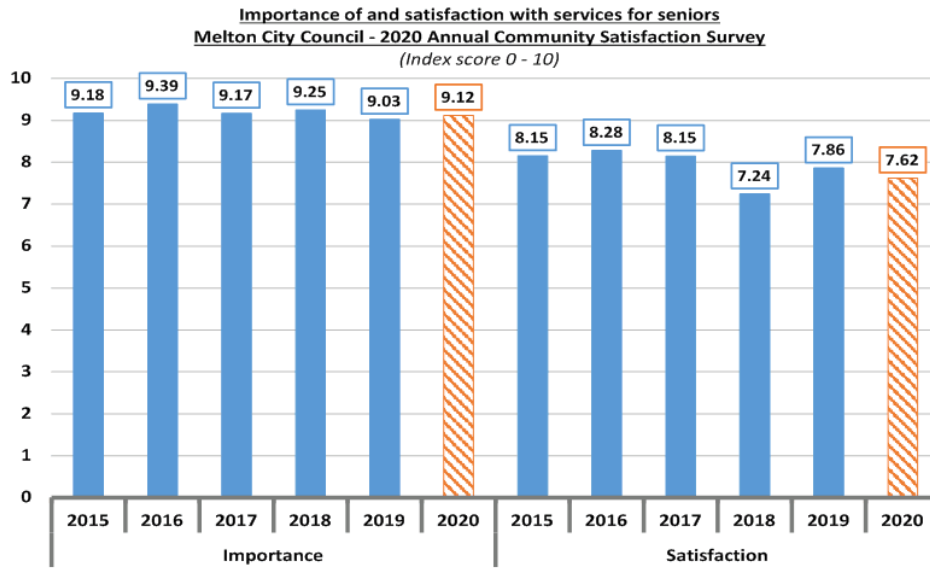


Services for seniors

Services for seniors were the 12th most important of the 35 included services and facilities. Satisfaction declined marginally but not measurably, down 3.1% to 7.62, which is now a “very good”, down from an “excellent” level of satisfaction.

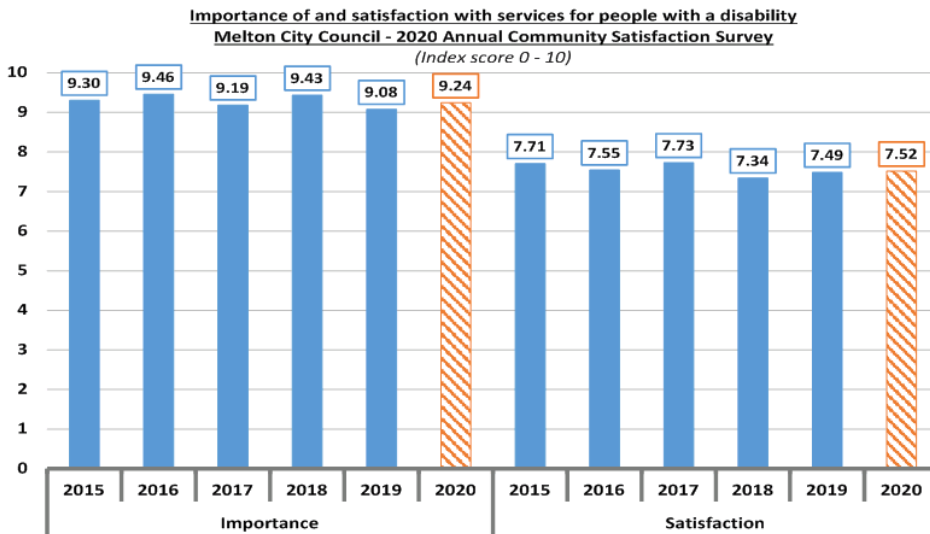


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Services for people with a disability

Services for people with a disability were the third most important of the 35 included services and facilities. Satisfaction has remained stable, increasing by less than one percent this year, and it remains at a “very good” level of satisfaction, as in each of the last six years.

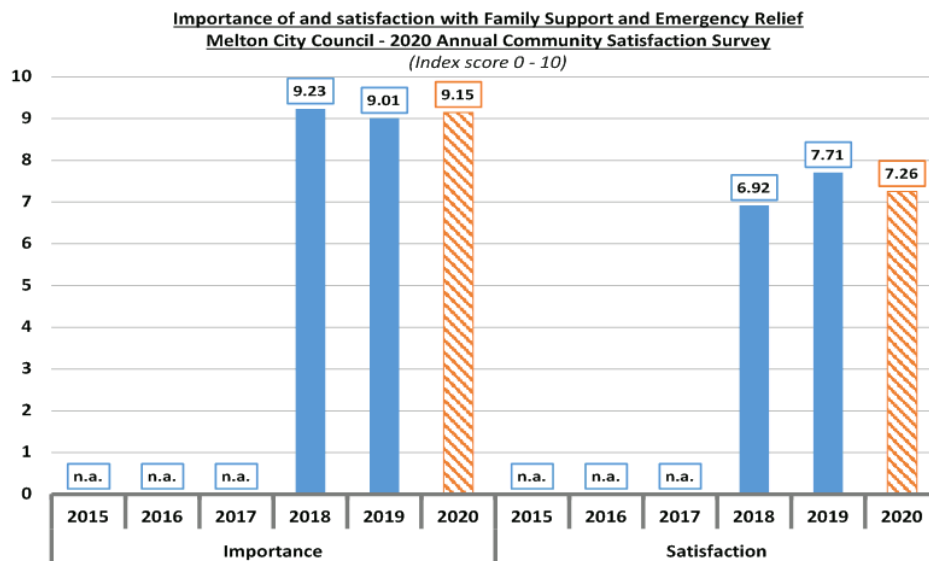


Family Support and Emergency Relief

Family Support and Emergency Relief was the 10th most important of the 35 included services and facilities. Satisfaction did decline 5.8%, although this was not statistically significant, and satisfaction remained at a “very good” level.

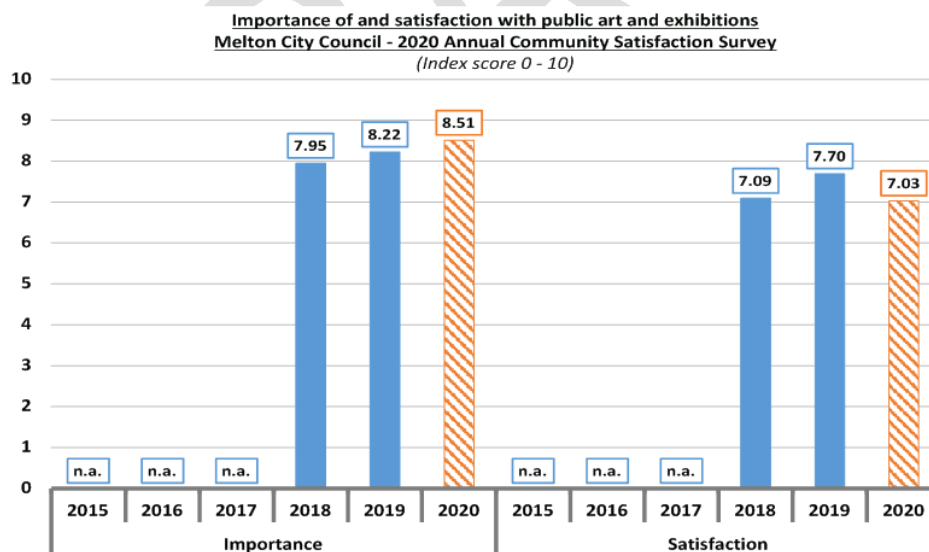


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Public art and exhibitions

Public art and exhibitions were the least important of the 35 included services and facilities, although, as it clear in the graph, it was very important none the less. Satisfaction declined measurably this year, however, down 8.7% and is now at a “good” level of satisfaction.



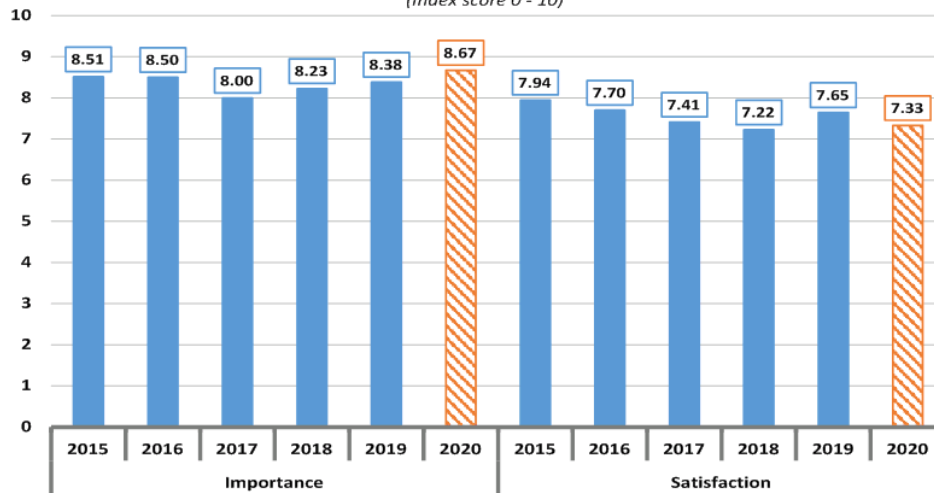
Provision of community arts and cultural events



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The provision of community arts and cultural events was the 33rd most important of the 35 included services and facilities. Satisfaction did decline marginally, down 4.2% to 7.33, although it remains at a “very good” level of satisfaction.

Importance of and satisfaction with provision of community arts and cultural events
 Melton City Council - 2020 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Corporate services

There were seven services and facilities from the Corporate Services department included in the 2020 survey. The following graph provides the average importance and satisfaction with each of these services, with the grey crosshairs representing the average importance and satisfaction of all 35 included services and facilities.

Attention is drawn to the local library service, that, as in previous years, was of higher than average importance and received significantly higher than average satisfaction. This reflects the critical role of the local library in the community, and is a result consistently observed by Metropolis Research across metropolitan Melbourne.

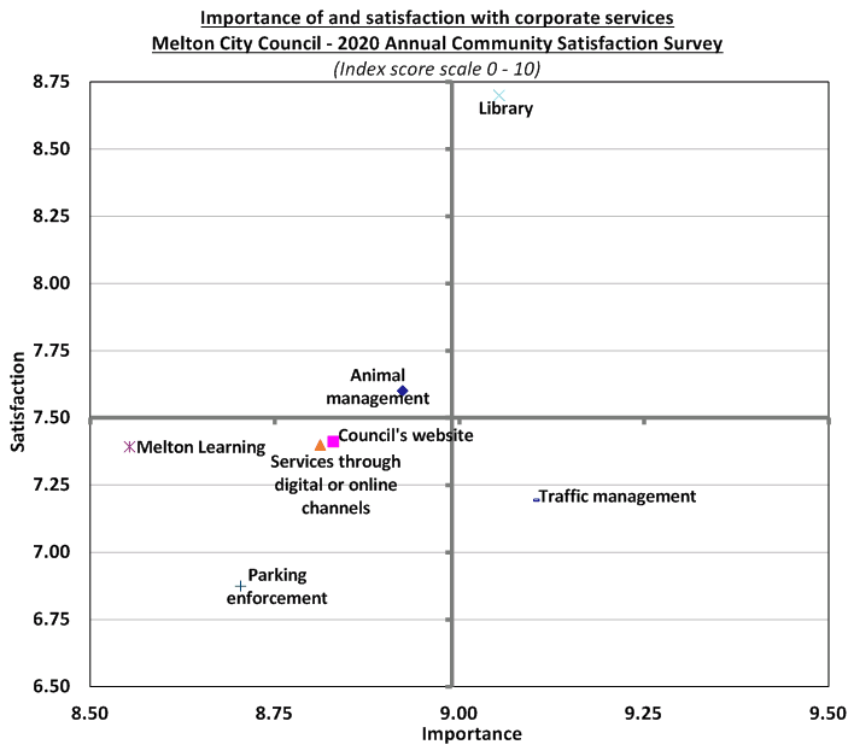
Traffic management is clearly identified as a service of concern, with a higher than average importance and a lower than average satisfaction score. This reflects the importance of traffic management issues to the City of Melton community, as discussed in the [issues section](#).

As has been observed in previous years, as well as elsewhere, the communication services and facilities are of lower than average importance, but approximately average satisfaction.

Parking enforcement received both a lower than average importance and substantially lower than average satisfaction. The lower importance reflects the lower than average satisfaction, as some feel that there is too much enforcement occurring, which drives down importance and satisfaction.



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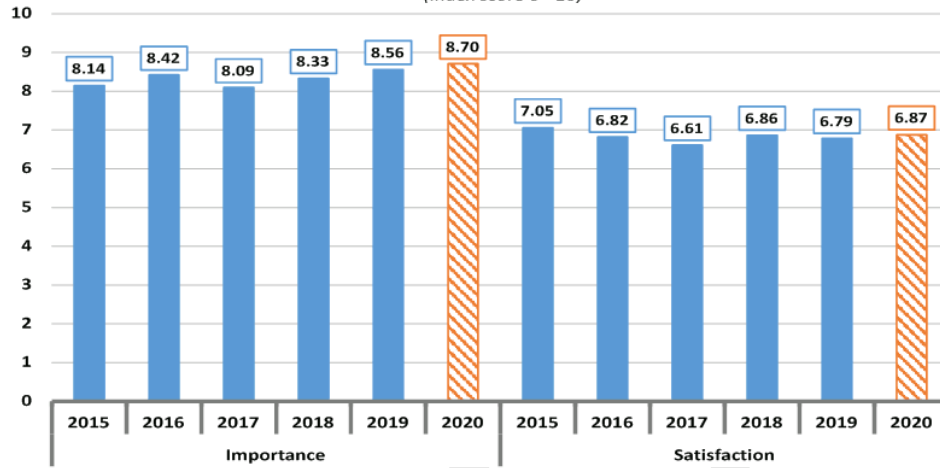
Parking enforcement

Parking enforcement was the 32nd most important of the 35 included services and facilities. Parking enforcement is always one of the least important services, related to the generally modest levels of satisfaction. Satisfaction remained stable, up less than one percent and it remains at a “good” level of satisfaction, the same as in each previous survey.



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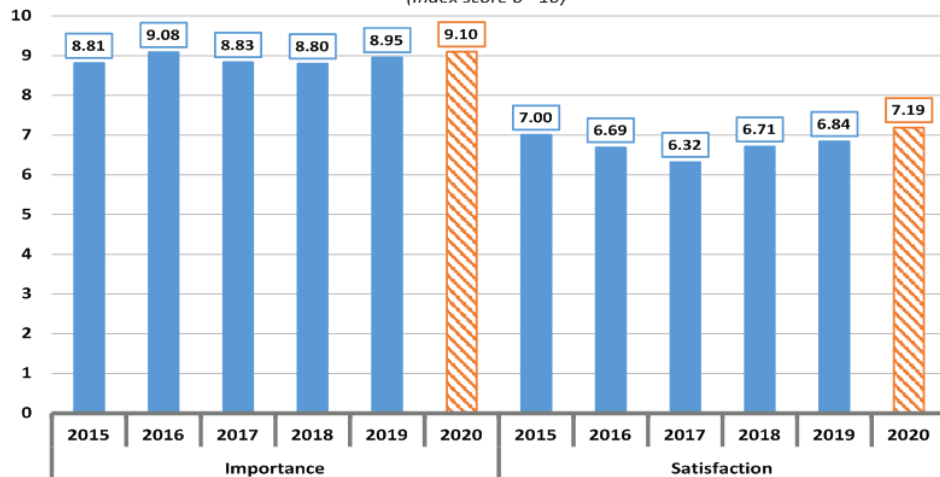
Importance of and satisfaction with parking enforcement
 Melton City Council - 2020 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Local traffic management

Local traffic management was the 13th most important of the 35 included services and facilities. Satisfaction has trended higher since the low point in 2017, up 5.1% this year, although it remains at a “good” level of satisfaction.

Importance of and satisfaction with the local traffic management
 Melton City Council - 2020 Annual Community Satisfaction Survey
 (Index score 0 - 10)

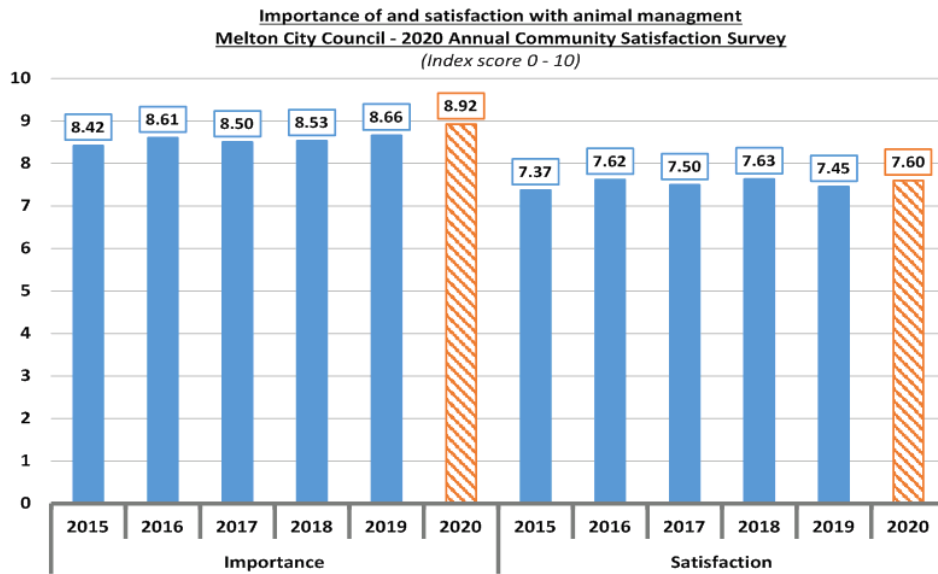


Animal management

Animal management was the 22nd most important of the 35 included services and facilities, despite increasing three percent this year. Satisfaction increased marginally but not measurably, up two percent to 7.60 and it remains at a “very good” level of satisfaction.

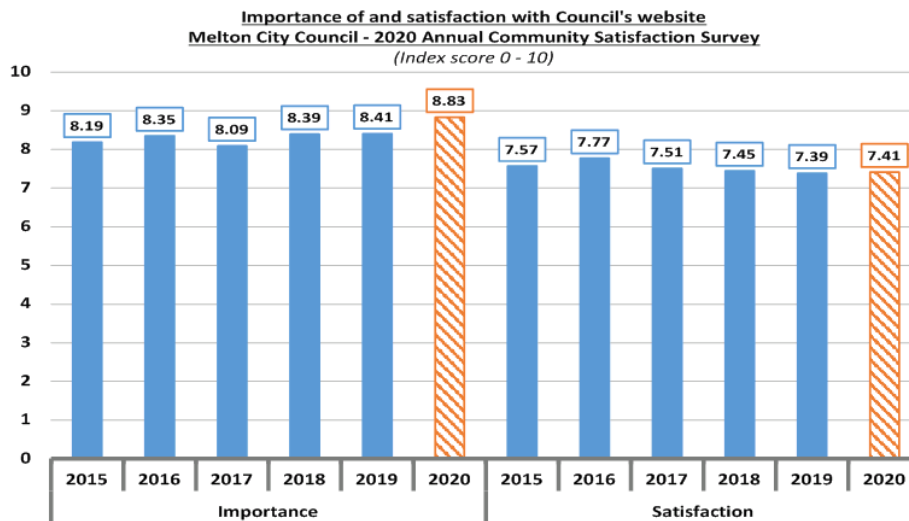


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Council's website

Council's website was the 27th most important of the 35 included services and facilities. Communication services are traditionally of lower importance than most other services, but still very important none-the-less. Satisfaction remained stable at a "very good" level in 2020.



Ability to access Council services through digital or online channels

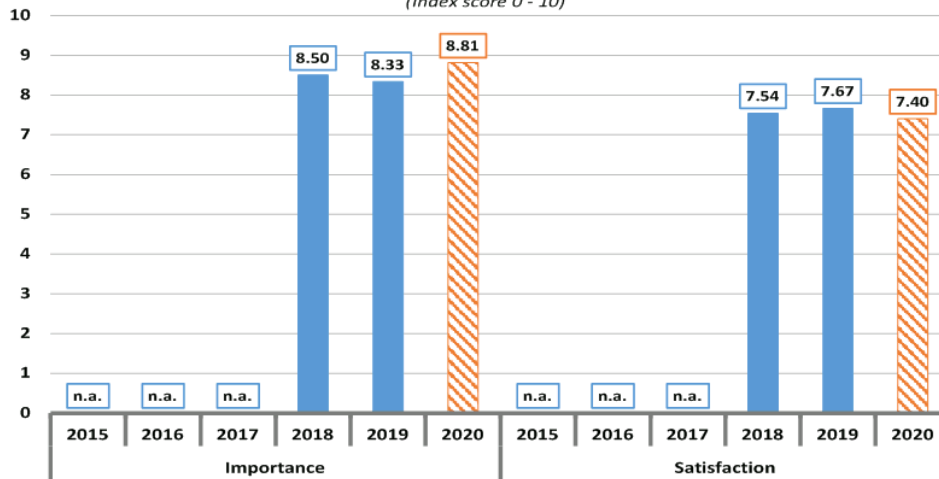
The ability to access Council services through digital or online channels was the 30th most important of the 35 included services and facilities, which is consistent with lower (but still



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very important) communication services. Satisfaction declined marginally but not measurably to 7.40 and remains at a “very good” level of satisfaction.

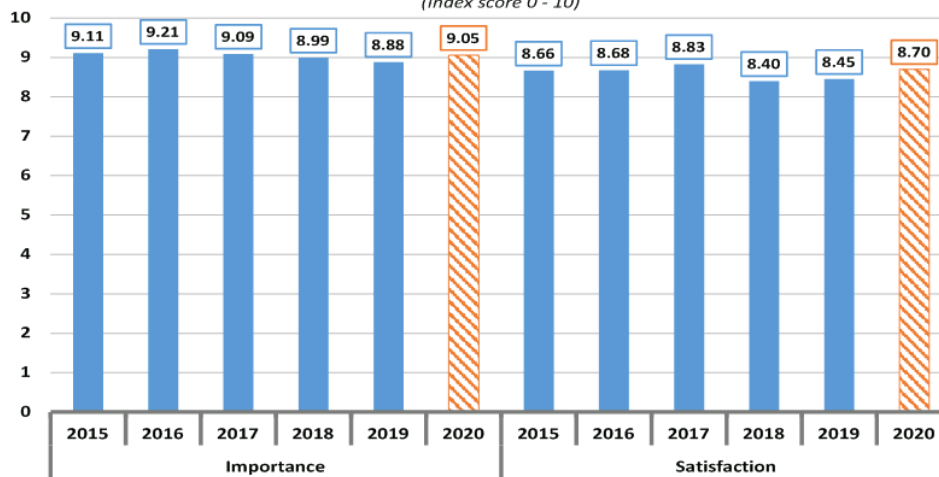
Importance of and satisfaction with ability to access through online channels
 Melton City Council - 2020 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Local library

The local library was the 15th most important of the 35 included services and facilities. This is a little lower ranking than is typically observed. Satisfaction increased marginally this year, up three percent to 8.70, which remains an “excellent” level of satisfaction.

Importance of and satisfaction with local library
 Melton City Council - 2020 Annual Community Satisfaction Survey
 (Index score 0 - 10)



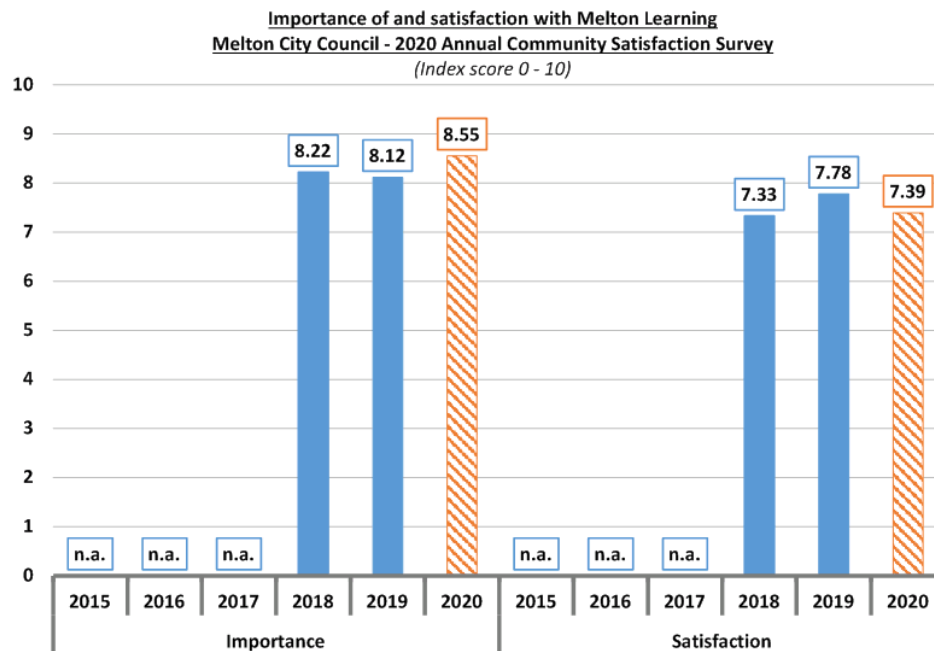
Melton Learning

Melton Learning was the 34th most important of the 35 included services and facilities, despite increasing 5.3% this year. Satisfaction declined five percent to 7.39 and is now at a



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“very good” down from “excellent” level of satisfaction. The decline was not statistically significant.



Planning and Environment

There were 16 services and facilities from the Planning and Environment department included in the 2020 survey, as outlined in the following graph.

The graph displays the average importance and satisfaction with each of these 16 services and facilities, with the grey crosshairs representing the average importance and satisfaction of all 35 services and facilities included in the 2020 survey.

Attention is drawn to the fact that the three waste and recycling services (garbage, recycling, and green waste) were all of significantly higher than average importance, and all received measurably and significantly higher than average satisfaction scores. This is consistent with previous results for the City of Melton, as well as elsewhere across metropolitan Melbourne.

This is an important result, as it highlights the fact that these critical services of most importance to the community are also the services and facilities with which the community is most satisfied.

The services and facilities of most concern are the maintenance and repair of sealed local roads and footpath maintenance and repairs. Both services and facilities were of higher



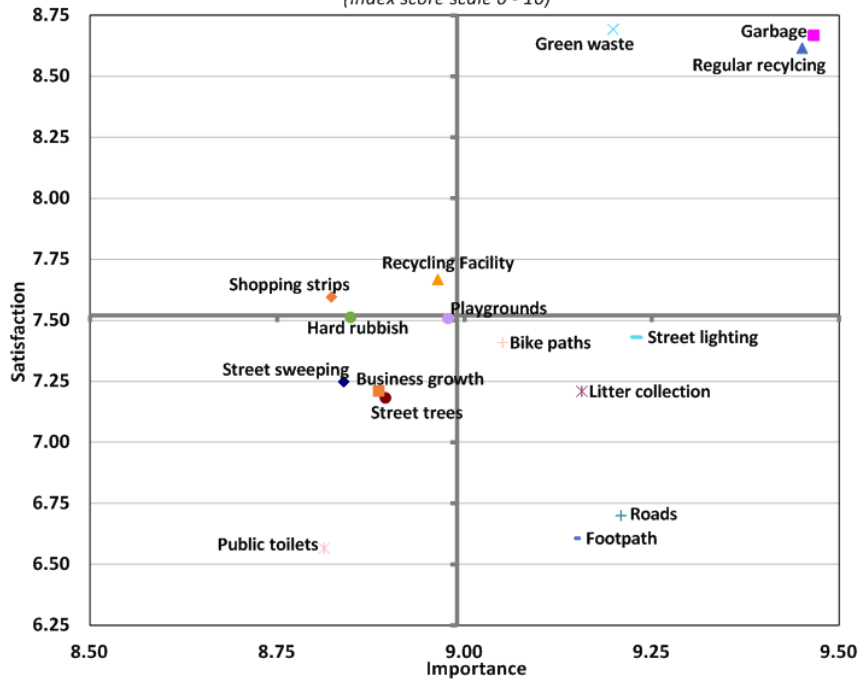
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than average importance but received measurably lower than average satisfaction. It is important to bear in mind that even though satisfaction with these services and facilities was measurably lower than the average of all services and facilities, they were both rated at “good” levels.

Public toilets received the lowest satisfaction score this year and was also of lower than average importance. Public toilets are traditionally one of the services and facilities to receive the lowest levels of satisfaction, regardless of the location across metropolitan Melbourne, or indeed, the type of public toilets provided.

The remaining services and facilities all received approximately average satisfaction scores. Street lighting and litter collection were of higher than average importance, whilst the remaining services were of average or marginally lower than average importance.

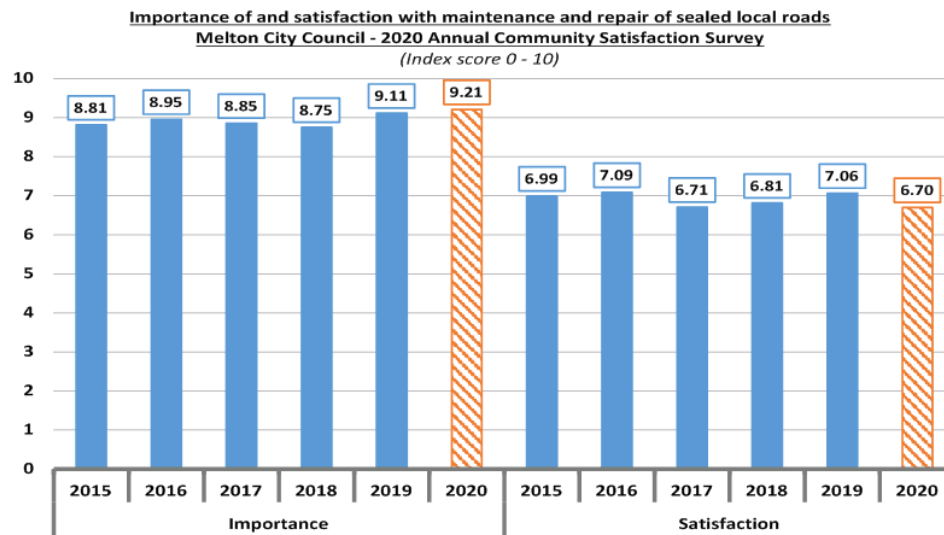
Importance of and satisfaction with Planning and Environment
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



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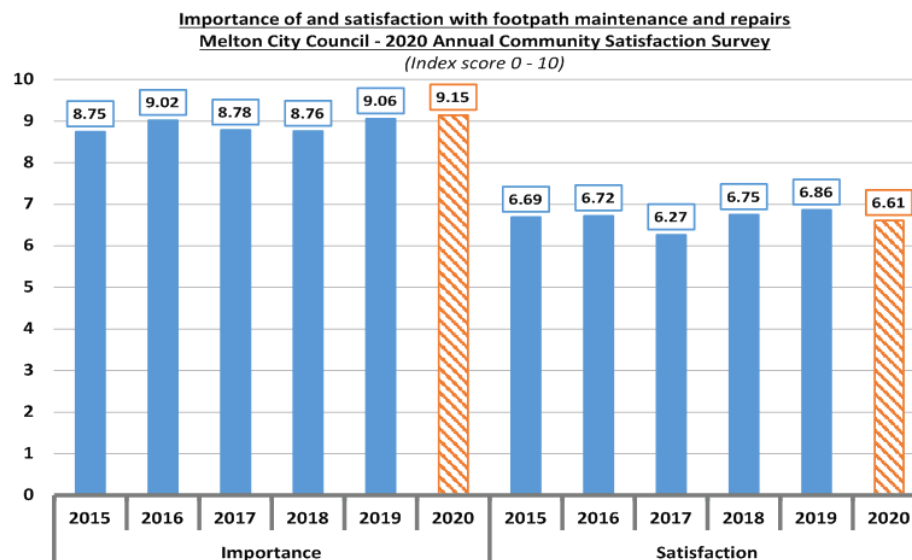
Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the fifth most important of the 35 included services and facilities. Satisfaction declined somewhat this year, down a measurable 5.1% to 6.70, although it remains at a “good” level of satisfaction.



Footpath maintenance and repairs

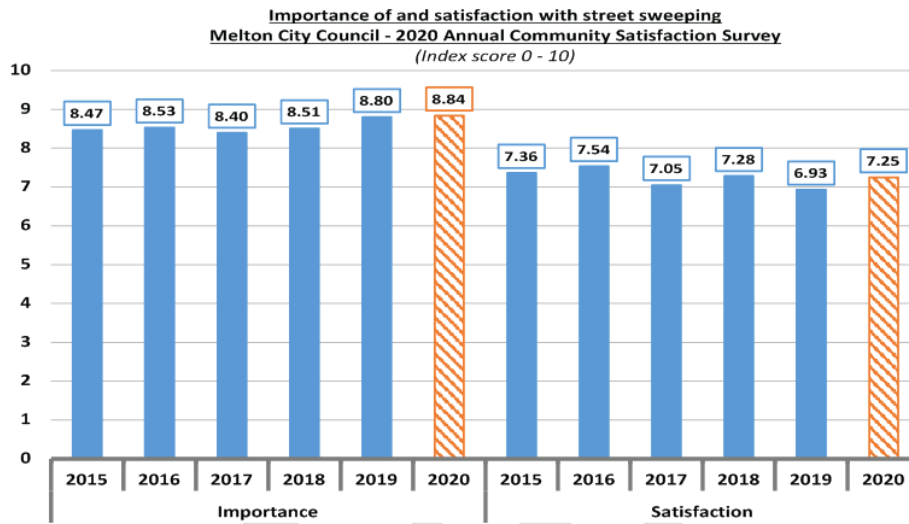
Footpath maintenance and repairs was the 11th most important of the 35 included services and facilities, despite increasing over the last two years. Satisfaction declined marginally this year, down 3.6% to 6.61, although it remains at a “good” level of satisfaction.



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Street sweeping

Street sweeping was the 26th most important of the 35 included services and facilities, despite increasing in importance for the third consecutive year. Satisfaction increased a measurable 4.6% this year to 7.25 and is now at a “very good” up from “good” level of satisfaction.

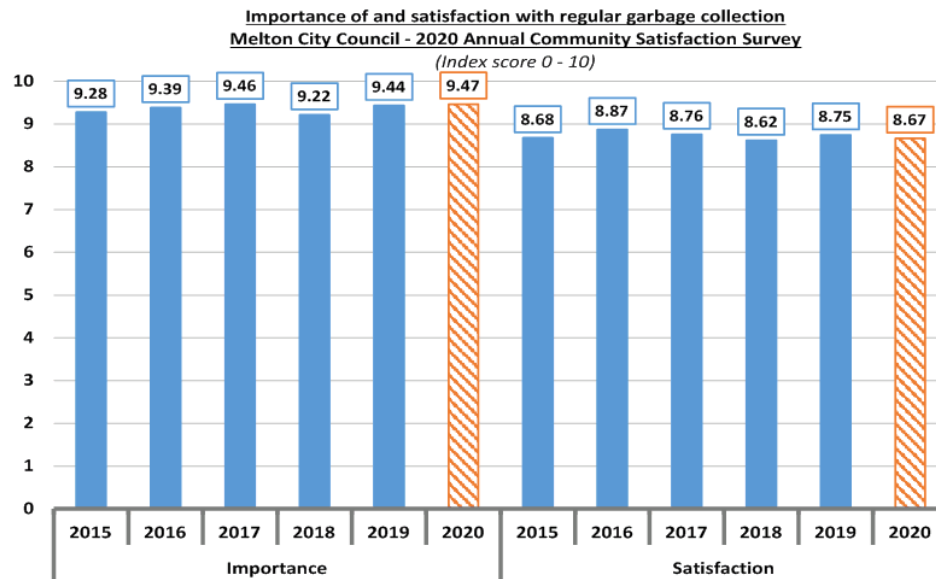


Regular garbage collection

The regular garbage collection service was the most important of the 35 included services and facilities. Satisfaction has remained remarkably stable over, despite declining less than one percent this year. It remains at an “excellent” level, the same as in each previous survey.

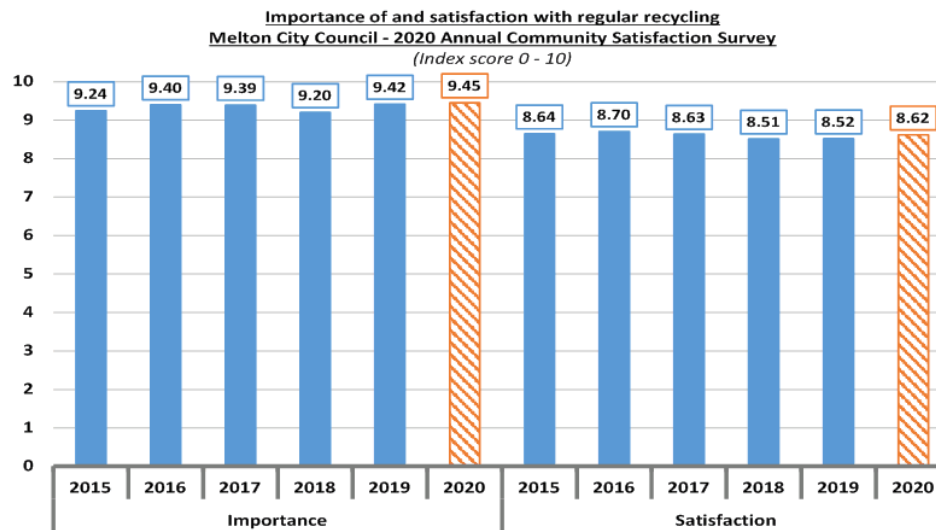


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Regular recycling

The regular recycling service was the 2nd most important of the 35 included services and facilities. Satisfaction has remained remarkably stable over time at an “excellent” level, and it increased by 1.2% this year.

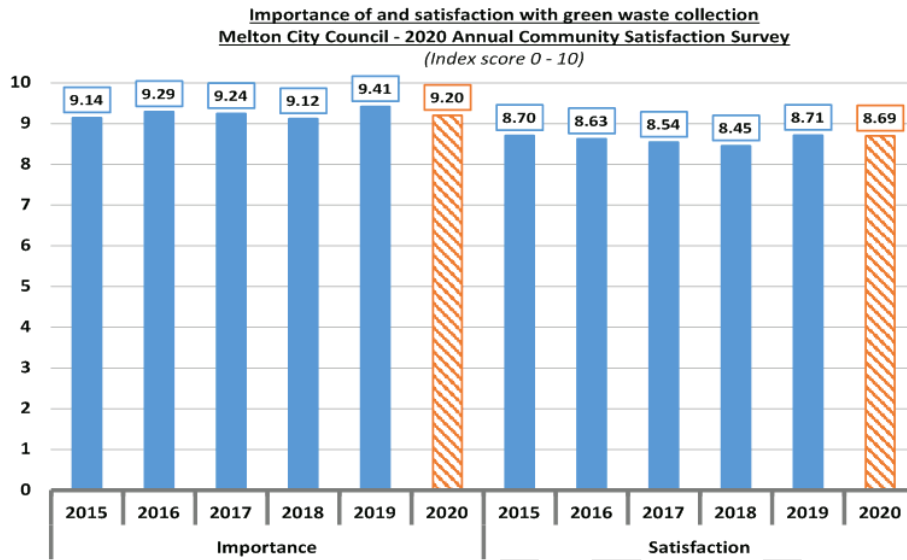


Green waste collection

The green waste collection service was the 7th most important of the 35 included services and facilities, despite declining marginally this year. Satisfaction has remained remarkably stable over time at an “excellent” level, despite declining by less than one percent this year.

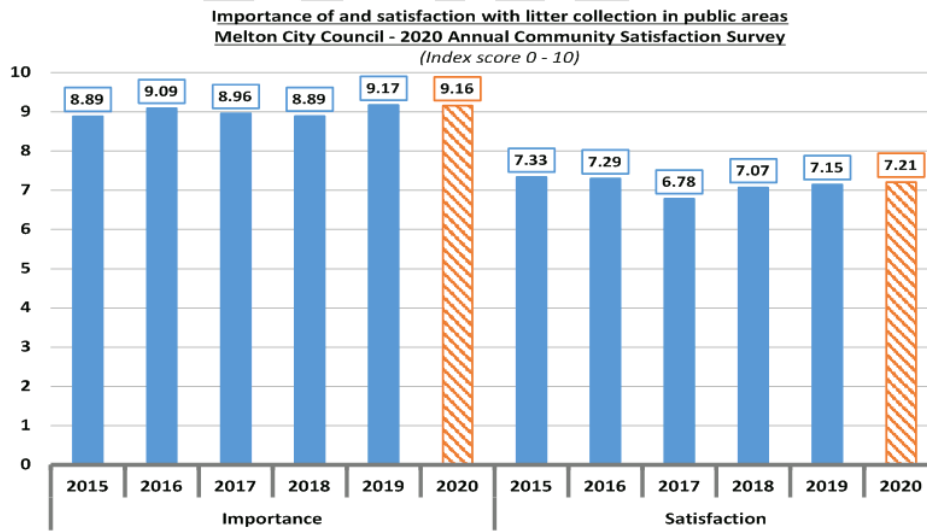


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Litter collection in public areas

Litter collection in public areas was the ninth most important of the 35 included services and facilities and has remained stable over time. Satisfaction has also remained stable at a “good” level, despite increasing by less than one percent this year.



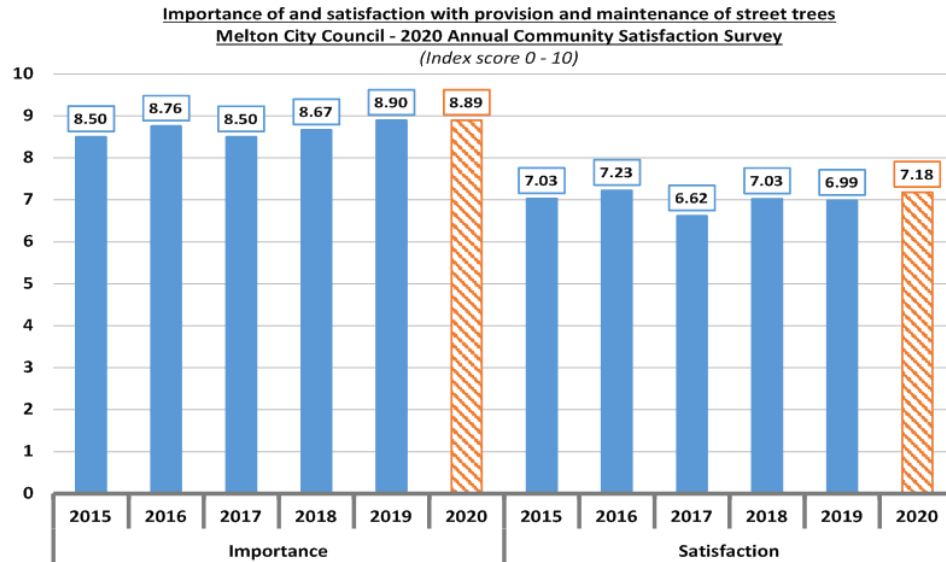
Provision and maintenance of street trees

The provision and maintenance of street trees was the 23rd most important of the 35 included services and facilities. Satisfaction increased 2.7% this year, which was not



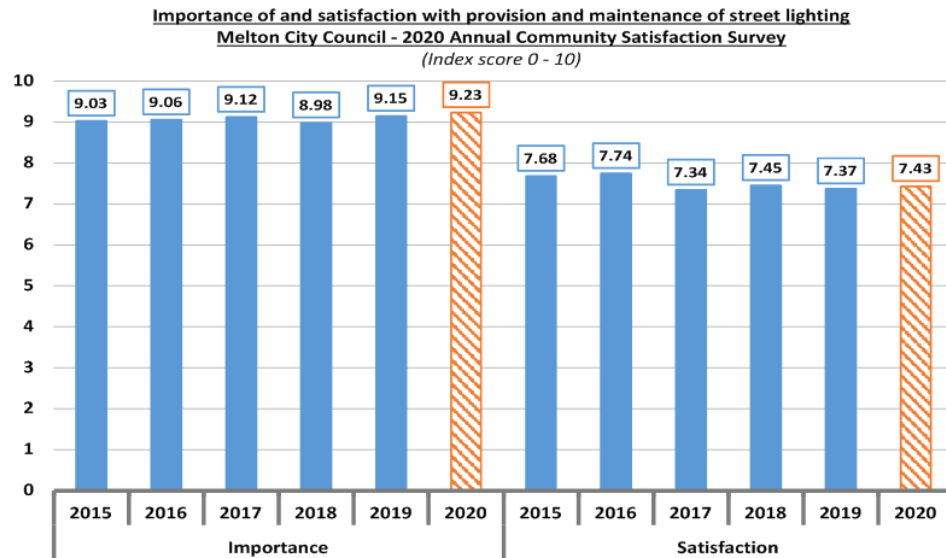
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statistically significant, and satisfaction remains at a “good” level, as in each of the previous surveys.



Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 4th most important of the 35 included services and facilities and has remained remarkably stable over time. Satisfaction has also remained stable at a “very good” level, up less than one percent in 2020.

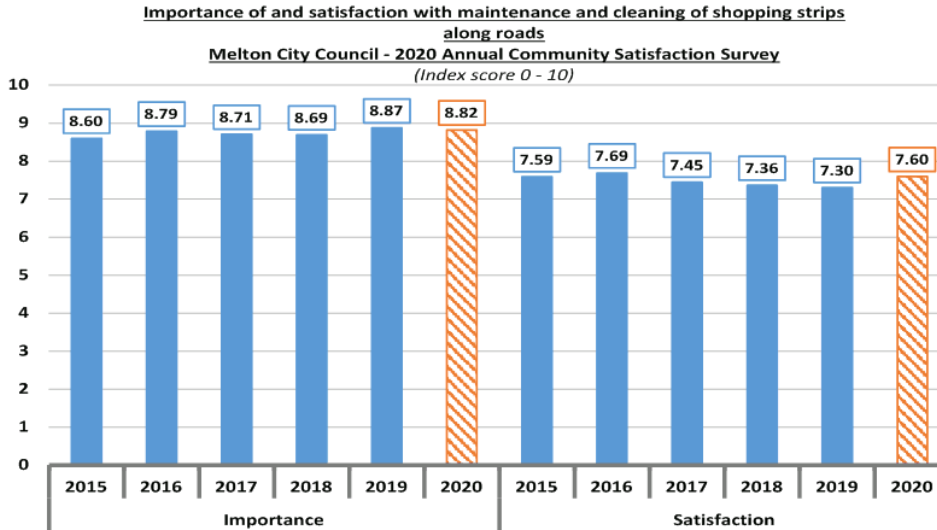


Maintenance and cleaning of shopping strips along roads



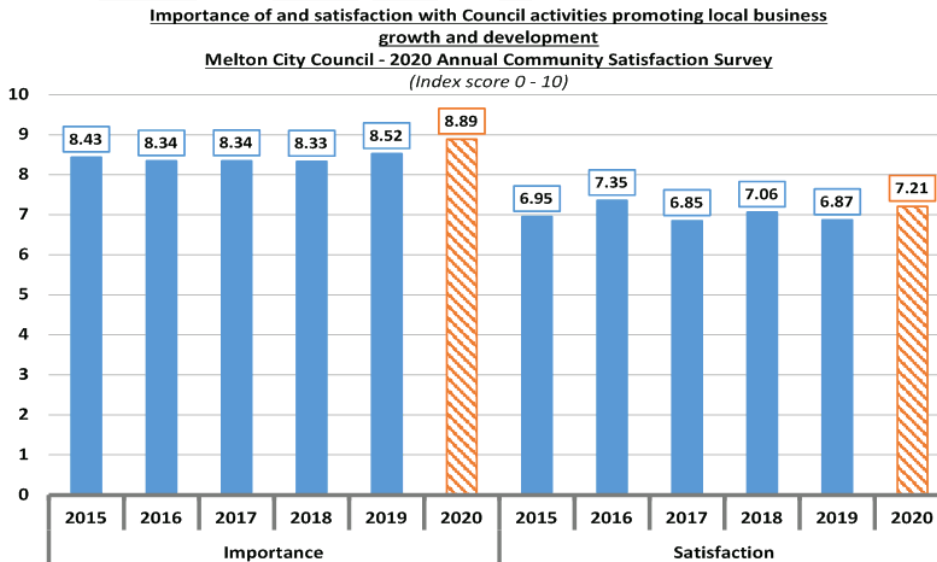
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The maintenance and cleaning of shopping strips along roads was the 28th most important of the 35 included services and facilities. Satisfaction increased 4.1% this year, recovering the decline from the previous two years, although it remains at a “very good” level of satisfaction.



Council activities promoting local business growth and development

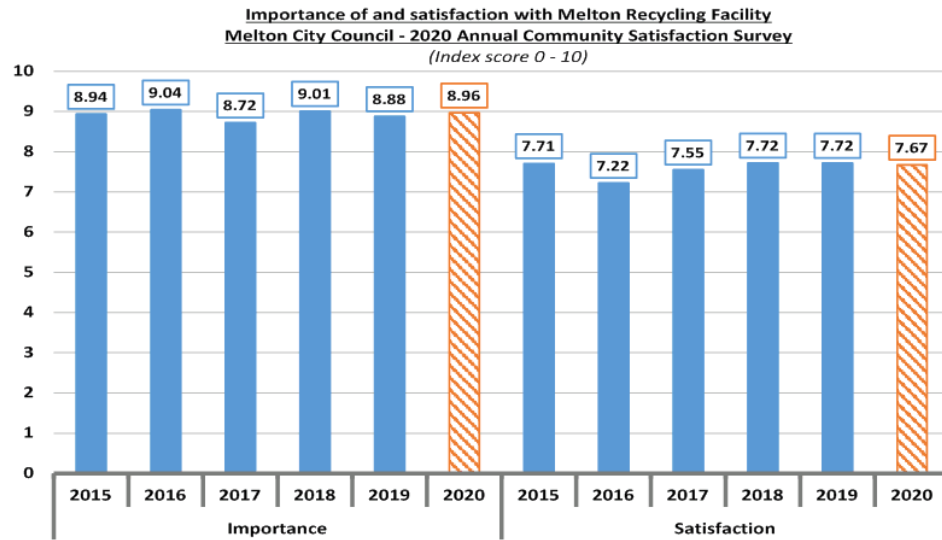
Council activities promoting local business growth and development was the 24th most important of the 35 included services and facilities, increasing a measurable 4.3% this year. Satisfaction also increased, up five percent to 7.21, although it remains at a “good” level.



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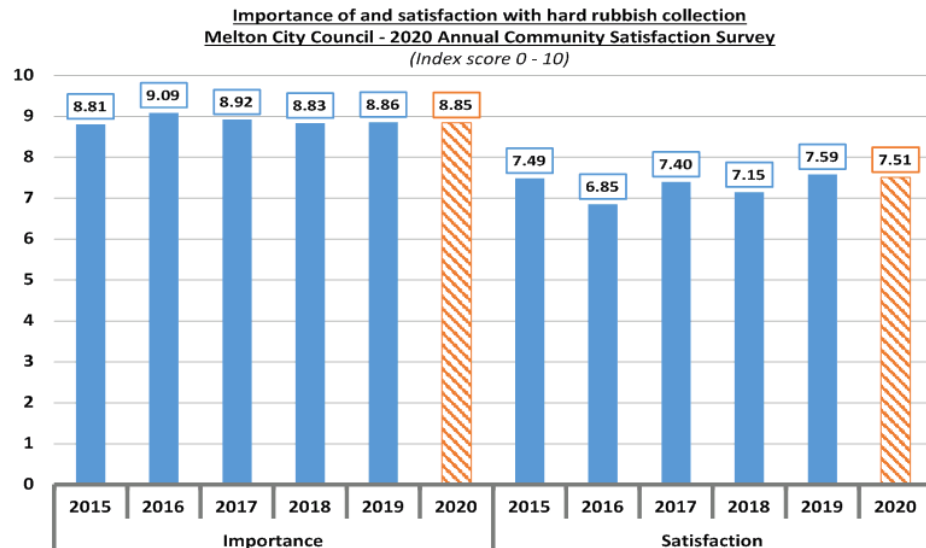
Melton Recycling Facility

The Melton Recycling Facility was the 19th most important of the 35 included services and facilities, a stable result over time. Satisfaction also remained relatively stable, down 0.6% to 7.67, although it remains at a “very good” level of satisfaction, as in five of the six years.



Hard rubbish collection

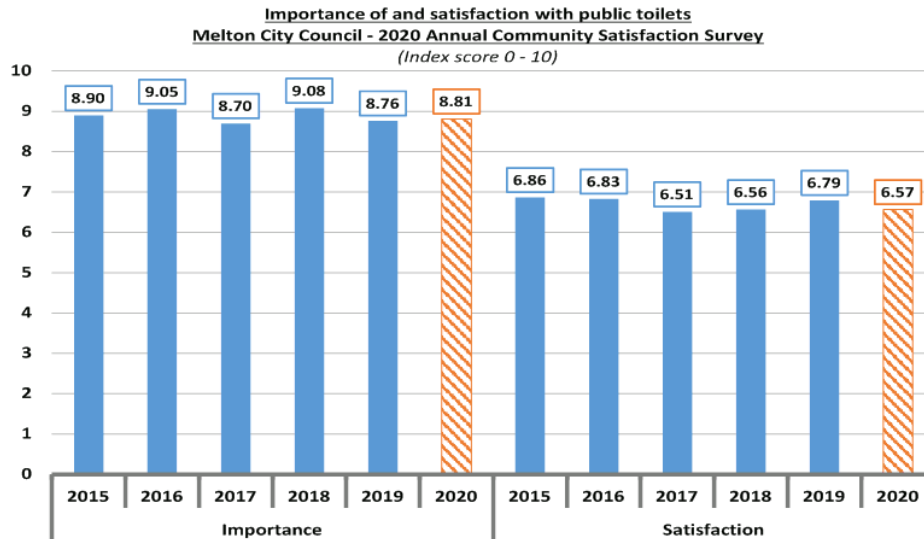
Hard rubbish collection was the 25th most important of the 35 included services and facilities, a stable result over time. Satisfaction declined marginally but not measurably this year, down less than one percent to 7.51, although it remains at a “very good” level of satisfaction.



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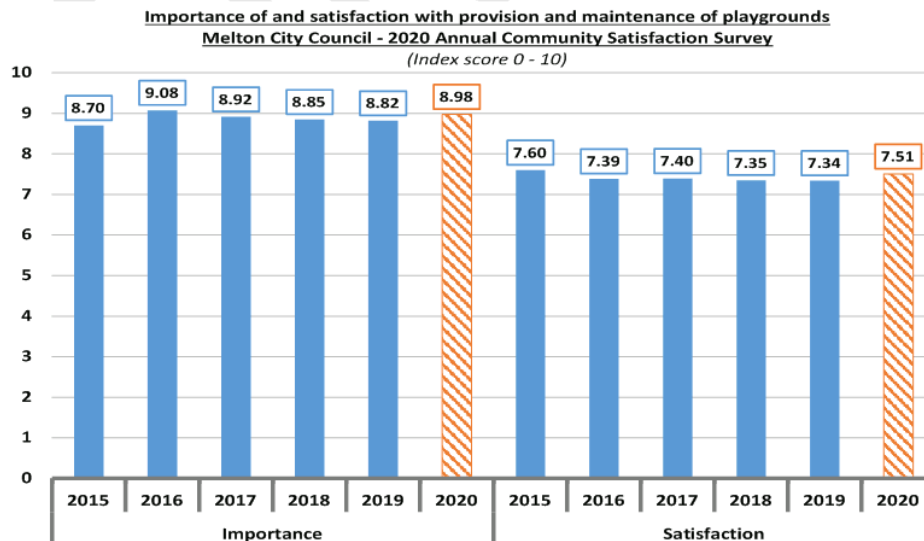
Public toilets

Public toilets were the 29th most important of the 35 included services and facilities, a stable result over time. Satisfaction declined marginally but not measurably this year, down 3.2% to 6.57, which remains a “good” level of satisfaction.



Provision and maintenance of playgrounds

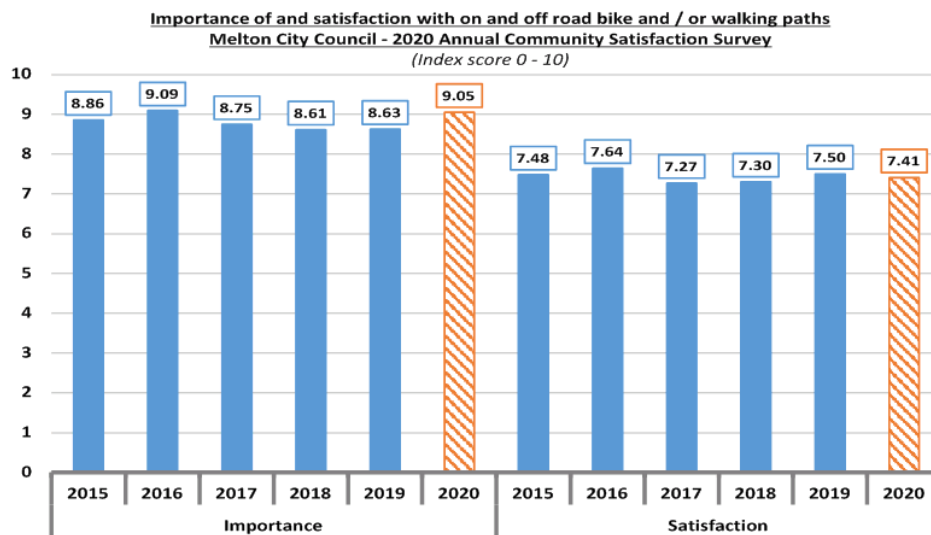
The provision and maintenance of playgrounds was the 18th most important of the 35 included services and facilities, a stable result over time. Satisfaction has also remained remarkably stable, despite increasing 2.3% this year. It remains at a “very good” level.



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On and off-road bike and / or walking paths

On and off-road bike and / or walking paths were the 16th most important of the 35 included services and facilities, despite increasing 4.9% this year. Satisfaction declined marginally but not measurably this year, down 1.2% to 7.41, but remains at a “very good” level.



Current issues for the City of Melton

Respondents were asked:

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

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

A little more than half (58.8%) of respondents nominated an average of approximately two issues each. This is a decline on the approximately two-thirds (67.3%) of respondents who had nominated at least one issue in each of the three previous surveys.

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

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



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

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

- **Notable increase in 2020** – there were only two issues to report a notable increase in prominence this year, those being road maintenance and repairs (11.6% up from 8.5%) and building, housing, planning, and development (3.0% up from 0.2%). This may be affected by the lower response rate this year compared to previous years, as discussed above.
- **Notable decrease in 2020** – there was a notable decrease this year in the proportion of respondents raising traffic management (13.6% down from 25.4%), safety, policing, and crime issues (6.7% down from 11.2%), parks, gardens, and open spaces (6.1% down from 9.2%), street lighting (3.5% down from 5.8%), street trees (2.2% down from 6.1%), and street cleaning and maintenance (0.5% down from 2.7%).

Attention is drawn to the fact that 10 respondents, representing 1.5% of the total sample, raised issues around COVID-19.

When compared to the results from the 2019 *Governing Melbourne* research, which was conducted independently by Metropolis Research including a sample of 1,200 respondents drawn from across all 31 metropolitan Melbourne municipalities, the following variations of note were observed:

- **Notably more prominent in Melton** – includes road maintenance and repairs (11.6% compared to 7.0%), health and medical services (4.6% compared to 0.3%), and sports and recreation facilities (3.0% compared to 1.5%)
- **Notably less prominent in Melton** – includes traffic management (13.6% compared to 20.3%), parking (6.1% compared to 14.6%), street lighting (3.5% compared to 6.6%), street trees (2.2% compared to 6.5%), public transport (2.2% compared to 5.1%), rubbish and waste issues (1.9% compared to 3.9%), recycling collection (0.9% compared to 3.6%), animal management (0.7% compared to 3.0%), and building, housing, planning, and development (3.0% compared to 7.3%). It is important to bear in mind that the lower proportion of respondents nominating issues this year may be a factor in these results this year.

It is noted that the 2019 *Governing Melbourne* research was conducted face-to-face, as per previous City of Melton surveys, but this is different to the telephone methodology employed for the survey this year. It is possible that the lower response for some issues this year for the City of Melton compared to the metropolitan Melbourne results may reflect the different methodology for the survey this year, as well as the impacts of COVID-19 on the results.



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The 2020 *Governing Melbourne* research was delayed due to the COVID-19 pandemic and shutdown. This report will be updated with 2020 comparative results as soon as it is possible to complete the 2020 *Governing Melbourne* research, which will be conducted by telephone as soon as possible after the lockdown.

The issues that appear to be negatively associated with satisfaction with Council's overall performance include roads maintenance and repairs, cleanliness of the area, footpaths maintenance and repairs, and Council rates. The respondents who nominated each of these issues, on average rated satisfaction with Council's overall performance at "poor", "very poor", and in the case of Council rates, "extremely poor" levels of satisfaction. This is discussed in more detail in the [Issues and overall satisfaction](#) section of this report.



Melton City Council – 2020 Annual Community Satisfaction Survey

Top three issues for the City of Melton at the moment
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Issue	2020		2019	2018	2017	2019 Metro.*
	Number	Percent				
Traffic management	109	13.6%	25.4%	25.0%	26.5%	20.3%
Roads maintenance and repairs	93	11.6%	8.5%	6.4%	11.6%	7.0%
Safety, policing and crime	54	6.7%	11.2%	19.8%	31.8%	6.3%
Parks, gardens and open space	49	6.1%	9.2%	8.1%	9.4%	6.0%
Parking	49	6.1%	8.0%	9.8%	8.8%	14.6%
Footpath maintenance and repairs	39	4.9%	4.7%	6.1%	8.1%	6.5%
Health and medical services	37	4.6%	5.0%	1.3%	2.4%	0.3%
Council rates	33	4.1%	3.0%	3.0%	4.3%	3.2%
Street lighting	28	3.5%	5.8%	7.4%	6.1%	6.6%
Cleanliness and general maintenance of area	25	3.1%	2.4%	5.4%	5.0%	3.1%
Sports, recreation facilities	24	3.0%	3.2%	2.9%	5.1%	1.5%
Hard rubbish collection	24	3.0%	3.0%	4.4%	6.0%	1.9%
Street trees	18	2.2%	6.1%	5.8%	6.8%	6.5%
Public transport	18	2.2%	3.1%	4.9%	5.3%	5.1%
Rubbish and waste issues incl. garbage	15	1.9%	3.2%	2.5%	4.5%	3.9%
Communication and provision of information	14	1.7%	0.7%	1.0%	2.1%	1.5%
Activities, services and facilities for youth	11	1.4%	1.1%	1.8%	3.0%	0.3%
Provision and maintenance of infrastructure	10	1.2%	1.5%	1.6%	2.6%	1.3%
Shops, restaurants and entertainment venues	9	1.1%	0.9%	1.3%	1.8%	1.0%
Recycling collection	7	0.9%	1.4%	1.4%	0.8%	3.6%
Animal management	6	0.7%	1.9%	1.0%	2.5%	3.0%
Council customer service / responsiveness	6	0.7%	1.0%	0.3%	0.8%	0.6%
Cycling / walking paths	5	0.6%	1.7%	1.3%	3.0%	2.5%
Activities and facilities for children	5	0.6%	1.0%	0.9%	1.8%	0.7%
Street cleaning and maintenance	4	0.5%	2.7%	1.4%	2.6%	2.9%
Building, planning, housing and development	24	3.0%	0.2%	1.3%	1.1%	7.3%
Illegal rubbish dumping	13	1.6%	0.6%	0.0%	0.0%	n.a.
Employment and job creation	12	1.5%	0.6%	0.4%	1.0%	0.4%
COVID-19 issues	10	1.5%	n.a.	n.a.	n.a.	n.a.
Services and facilities for people with a disability	10	1.5%	0.5%	0.6%	1.0%	0.2%
Services and facilities for the elderly	10	1.5%	0.5%	0.9%	0.9%	0.7%
Recycling facility	9	1.5%	n.a.	n.a.	n.a.	n.a.
Governance and accountability	8	1.5%	0.2%	0.4%	0.5%	0.3%
Education and schools	7	1.5%	0.5%	2.1%	3.8%	0.6%
More resources to older / rural areas	7	1.5%	0.5%	0.0%	0.0%	n.a.
Community support	6	0.7%	0.1%	0.0%	0.4%	0.0%
Financial issues and priorities for Council	6	0.7%	0.2%	0.1%	2.0%	0.3%
All other issues (29 separately identified issues)	65	8.1%	14.3%	12.9%	20.1%	16.2%
Total responses	879		1,078	1,143	1,545	1,667
<i>Respondents identifying at least one issue</i>	472 (58.8%)		541 (67.3%)	613 (76.7%)	686 (85.8%)	849 (69.4%)



Melton City Council – 2020 Annual Community Satisfaction Survey

Issues by precinct

Given the change in methodology this year, from face-to-face doorstep interviews to telephone interviews has reduced the statistical significance of the precinct level results.

Bearing that in mind, attention is drawn to the following variation in issues to address in the City of Melton across the 11 precincts comprising the City of Melton:

- **Melton precinct** – respondents were somewhat more likely than average to nominate council rates, building, housing, planning, and development, activities and facilities for children, and financial issues and priorities for Council related issues.
- **Kurunjang** – respondents were somewhat more likely than average to nominate safety, policing, and crime, lighting, health and medical services, employment and job creation, and hard rubbish collection related issues.
- **Melton West** – respondents were significantly more likely than average to nominate traffic management and road maintenance and repair related issues, and somewhat more likely to nominate public transport and employment and job creation issues.
- **Melton South / Brookfield** – respondents were somewhat more likely than average to nominate health and medical services, communication and the provision of information, public transport, and activities and services for youth related issues.
- **Caroline Springs** – respondents were significantly more likely than average to nominate traffic management, and somewhat more likely than average to nominate COVID-19 related issues.
- **Burnside** – respondents were significantly more likely than average to nominate traffic management, and somewhat more likely than average to nominate recycling collection related issues.
- **Taylors Hill** – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces, as well as safety, policing, and crime related issue.
- **Rural precinct** – respondents were significantly more likely than average to nominate road maintenance and repair related issues and somewhat more likely to nominate cleanliness and maintenance of the area and the illegal dumping of rubbish.
- **Frasers Rise** – respondents were somewhat more likely than average to nominate sports and recreation facilities.
- **Harness** – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces, health and medical services, Council governance and performance, and shops, restaurants, bars, entertainment venue related issues.



Melton City Council – 2020 Annual Community Satisfaction Survey

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

Melton City Council - 2020 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Melton		Kurunjang	
Roads repair and maintenance	15.2%	Traffic management	13.8%
Rates	10.9%	Safety, policing and crime	13.8%
Building, planning, housing, development	10.9%	Roads repair and maintenance	12.1%
Health and medical services	6.5%	Lighting	12.1%
Parks, gardens and open spaces	4.3%	Footpath repairs and maintenance	8.6%
Cleanliness and maintenance of area	4.3%	Health and medical services	8.6%
Activities and facilities for children	4.3%	Parks, gardens and open spaces	6.9%
Footpath repairs and maintenance	4.3%	Parking	6.9%
Financial issues and priorities	4.3%	Employment and job creation	6.9%
Traffic management	4.3%	Hard rubbish collection	6.9%
All other issues	26.1%	All other issues	51.7%
Respondents identifying an issue	24 (52.6%)	Respondents identifying an issue	40 (69.5%)

Melton West		Melton South / Brookfield	
Traffic management	24.0%	Traffic management	15.2%
Roads repair and maintenance	18.0%	Roads repair and maintenance	11.4%
Public transport	8.0%	Health and medical services	8.6%
Parks, gardens and open spaces	4.0%	Communication and provision of info.	8.6%
Footpath repairs and maintenance	4.0%	Parking	6.7%
Health and medical services	4.0%	Public transport	5.7%
Council governance and performance	4.0%	Building, planning, housing, development	4.8%
Parking	4.0%	Activities, services and facilities for youth	4.8%
Employment and job creation	4.0%	Safety, policing and crime	3.8%
Safety, policing and crime	4.0%	Street trees	3.8%
All other issues	36.0%	All other issues	52.4%
Respondents identifying an issue	27 (54.3%)	Respondents identifying an issue	74 (70.6%)

Caroline Springs		Burnside	
Traffic management	20.3%	Traffic management	20.0%
Safety, policing and crime	9.4%	Roads repair and maintenance	15.0%
Parks, gardens and open spaces	7.8%	Parking	6.7%
Parking	7.0%	Parks, gardens and open spaces	5.0%
Hard rubbish collection	5.5%	Rates	5.0%
Rates	4.7%	Footpath repairs and maintenance	5.0%
Roads repair and maintenance	4.7%	Sports and recreation facilities	5.0%
COVID-19 issues	3.9%	Safety, policing and crime	5.0%
Elderly services and facilities	3.1%	Recycling collection	5.0%
Building, planning, housing, development	3.1%	Hard rubbish collection	5.0%
All other issues	35.2%	All other issues	51.7%
Respondents identifying an issue	74 (58.0%)	Respondents identifying an issue	38 (63.4%)



Melton City Council – 2020 Annual Community Satisfaction Survey

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

Melton City Council - 2020 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Taylors Hill		Hillside	
Traffic management	13.6%	Health and medical services	5.6%
Parks, gardens and open spaces	12.3%	Traffic management	5.6%
Safety, policing and crime	12.3%	Parking	5.6%
Roads repair and maintenance	8.6%	Cleanliness and maintenance of area	4.5%
Footpath repairs and maintenance	8.6%	Footpath repairs and maintenance	4.5%
Parking	8.6%	Lighting	4.5%
Rates	4.9%	Sports and recreation facilities	4.5%
Building, planning, housing, development	4.9%	Roads repair and maintenance	3.4%
Street trees	4.9%	Recycling facility	3.4%
Lighting	3.7%	Education and schools	3.4%
All other issues	29.6%	All other issues	32.6%
Respondents identifying an issue	47 (57.2%)	Respondents identifying an issue	40 (45.2%)

Rural		Fraser Rise	
Roads repair and maintenance	29.7%	Traffic management	12.2%
Traffic management	13.5%	Sports and recreation facilities	9.8%
Cleanliness and maintenance of area	9.5%	Rates	7.3%
Parks, gardens and open spaces	8.1%	Footpath repairs and maintenance	7.3%
Illegal rubbish dumping	8.1%	Safety, policing and crime	7.3%
Health and medical services	5.4%	Parks, gardens and open spaces	4.9%
Rates	4.1%	Roads repair and maintenance	4.9%
Building, planning, housing, development	4.1%	Lighting	4.9%
Footpath repairs and maintenance	4.1%	Community support	4.9%
Safety, policing and crime	4.1%	Parking	4.9%
All other issues	392.0%	All other issues	4.9%
Respondents identifying an issue	47 (64.0%)	Respondents identifying an issue	18 (44.2%)

Harkness		City of Melton	
Parks, gardens and open spaces	9.8%	Traffic management	13.6%
Health and medical services	8.2%	Roads maintenance and repairs	11.6%
Parking	8.2%	Safety, policing and crime	6.7%
Roads repair and maintenance	6.6%	Parks, gardens and open space	6.1%
Lighting	6.6%	Parking	6.1%
Council governance and performance	6.6%	Footpath maintenance and repairs	4.9%
Safety, policing and crime	6.6%	Health and medical services	4.6%
Rates	4.9%	Council rates	4.1%
Footpath repairs and maintenance	4.9%	Street lighting	3.5%
Shops, restaurants, bars, entertain. venues	4.9%	Cleanliness and maintenance of area	3.1%
All other issues	52.5%	All other issues	48.0%
Respondents identifying an issue	36 (59.2%)	Respondents identifying an issue	472 (58.8%)



Issues by respondent profile

There was some notable variation in the top issues for the City of Melton observed by respondent profile, including age structure, gender, and language spoken at home, with attention drawn to the following variations of note:

- **Adults (aged 35 to 44 years)** – respondents were significantly more likely than average to nominate traffic management.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to nominate street trees and building, housing, planning, and development issues.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to nominate services and facilities for the elderly, Council governance and performance, and shops, restaurants, bars, entertainment facilities and venue related issues.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to nominate services and facilities for the elderly and for persons with a disability.
- **Male** – respondents were somewhat more likely than female respondents to nominate traffic management related issues.
- **Female** – respondents were somewhat more likely than male respondents to nominate parks, gardens, and open space related issues.
- **English speaking household** – respondents were somewhat more likely than respondents from multi-lingual households to nominate road maintenance and repairs, parks, gardens, and open spaces, health and medical services, and footpath maintenance and repair related issues.
- **Multi-lingual household** – respondents were somewhat more likely than respondents from English speaking households to nominate hard rubbish collection and lighting related issues.



Melton City Council – 2020 Annual Community Satisfaction Survey

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

Melton City Council - 2020 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Adolescents (18 to 19 years)		Young adults (20 to 34 years)	
Traffic management	6.9%	Roads repair and maintenance	15.0%
		Traffic management	11.8%
		Safety, policing and crime	7.7%
		Parking	6.5%
		Rates	5.3%
		Lighting	5.3%
		Parks, gardens and open spaces	4.5%
		Footpath repairs and maintenance	3.3%
		Rubbish and waste collection issues	3.3%
		Sports and recreation facilities	3.3%
		All other issues	35.8%
Respondents identifying an issue	2 (8.6%)	Respondents identifying an issue	134 (54.6%)
Adults (35 to 44 years)		Middle aged adults (45 to 59 years)	
Traffic management	20.0%	Traffic management	15.4%
Roads repair and maintenance	12.1%	Roads repair and maintenance	9.7%
Safety, policing and crime	9.5%	Parks, gardens and open spaces	8.2%
Parking	7.4%	Safety, policing and crime	6.7%
Health and medical services	6.8%	Footpath repairs and maintenance	6.2%
Parks, gardens and open spaces	6.3%	Rates	5.6%
Footpath repairs and maintenance	5.8%	Street trees	5.6%
Cleanliness and maintenance of area	4.7%	Parking	5.1%
Sports and recreation facilities	3.2%	Cleanliness and maintenance of area	5.1%
Public transport	3.2%	Building, planning, housing, development	5.1%
All other issues	40.0%	All other issues	58.5%
Respondents identifying an issue	123 (64.5%)	Respondents identifying an issue	131 (67.1%)
Older adults (60 to 74 years)		Senior citizens (75 years and over)	
Roads repair and maintenance	10.6%	Traffic management	3.2%
Traffic management	8.0%	Elderly services and facilities	3.2%
Parks, gardens and open spaces	7.1%	Parks, gardens & open spaces	3.2%
Parking	7.1%	Parking	3.2%
Footpath repairs and maintenance	6.2%	Disability services and facilities	3.2%
Health and medical services	6.2%	Rates	3.2%
Public transport	5.3%	Building, planning, housing, development	3.2%
Elderly services and facilities	4.4%	Roads repair and maintenance	3.2%
Council governance and performance	4.4%	Footpath repairs and maintenance	3.2%
Shops, restaurants, bars, entertain. venues	4.4%	Lighting	3.2%
All other issues	61.1%	All other issues	9.7%
Respondents identifying an issue	74 (64.9%)	Respondents identifying an issue	9 (28.1%)



Melton City Council – 2020 Annual Community Satisfaction Survey

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

Melton City Council - 2020 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Traffic management	15.0%	Roads repair and maintenance	12.9%
Roads repair and maintenance	10.2%	Traffic management	11.9%
Safety, policing and crime	7.4%	Parks, gardens and open spaces	7.5%
Parking	5.6%	Parking	6.3%
Rates	4.8%	Safety, policing and crime	6.3%
Parks, gardens and open spaces	4.6%	Footpath repairs and maintenance	5.8%
Building, planning, housing, development	4.6%	Health and medical services	4.6%
Health and medical services	4.6%	Rates	3.6%
Footpath repairs and maintenance	4.1%	Lighting	3.4%
Lighting	3.3%	Cleanliness and maintenance of area	3.2%
All other issues	43.3%	All other issues	46.0%
Respondents identifying an issue	231 (58.9%)	Respondents identifying an issue	241 (58.6%)

English speaking		Multi-lingual	
Traffic management	14.0%	Traffic management	13.9%
Roads repair and maintenance	13.6%	Roads repair and maintenance	8.6%
Parks, gardens and open spaces	7.2%	Safety, policing and crime	7.5%
Parking	6.8%	Hard rubbish collection	6.1%
Safety, policing and crime	6.6%	Parking	5.4%
Health and medical services	6.2%	Rates	5.4%
Footpath repairs and maintenance	6.0%	Lighting	4.6%
Rates	3.8%	Parks, gardens and open spaces	4.6%
Cleanliness and maintenance of area	3.4%	Footpath repairs and maintenance	3.2%
Building, planning, housing, development	3.4%	Sports and recreation facilities	3.2%
All other issues	48.1%	All other issues	38.6%
Respondents identifying an issue	319 (63.7%)	Respondents identifying an issue	150 (53.6%)

Western region		Growth area councils	
Traffic management	23.2%	Traffic management	23.3%
Parking	10.7%	Parking	10.4%
Parks, gardens and open spaces	8.5%	Roads maintenance and repairs	10.0%
Provision and maintenance of street trees	7.1%	Provision and maintenance of street trees	9.3%
Safety, policing and crime	6.3%	Safety, policing and crime	6.8%
Roads maintenance and repairs	5.8%	Parks, gardens and open spaces	6.1%
Council rates	5.4%	Lighting	5.4%
Building, housing, planning, development	5.4%	Public transport	5.0%
Rubbish and waste issues incl. garbage	5.4%	Footpath maintenance and repairs	5.0%
Footpath maintenance and repairs	4.5%	Council rates	3.9%
All other issues	44.6%	All other issues	28.3%
Respondents identifying an issue	138 (61.6%)	Respondents identifying an issue	175 (62.9%)



Melton City Council – 2020 Annual Community Satisfaction Survey

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

Respondents were asked:

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

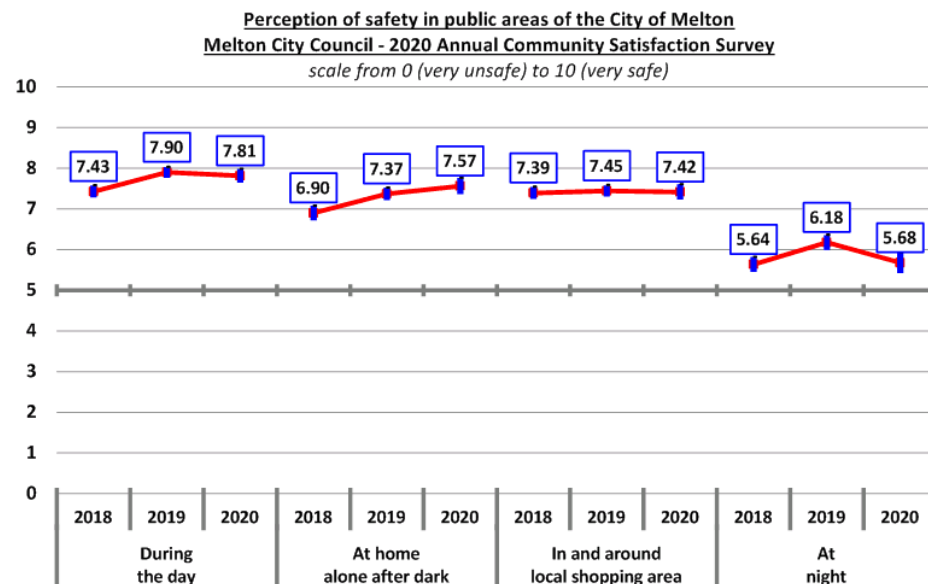
Due to the need to reduce the size of the survey this year to facilitate its implementation by telephone rather than the usual face-to-face interview, the survey included only the perception of safety in four circumstances / locations in the City of Melton this year, rather than the usual 10 circumstances / locations.

The perception of safety in the public areas of the City of Melton during the day and in and around local shopping areas both declined only very marginally this year and were essentially stable at relatively high levels.

The perception of safety at home alone after dark increased marginally, but not measurably this year, whilst the perception of safety in the public areas of the municipality at night declined notably, but again not measurably.

It is interesting to note that there does not appear to be a significant influence on these results this year because of the COVID-19 pandemic.

Whilst it cannot be discounted that it may be an influence in the decline in the perception of safety in the public areas of the municipality at night, this is unlikely given that the perception of safety during the day and in and around shopping areas remained stable.



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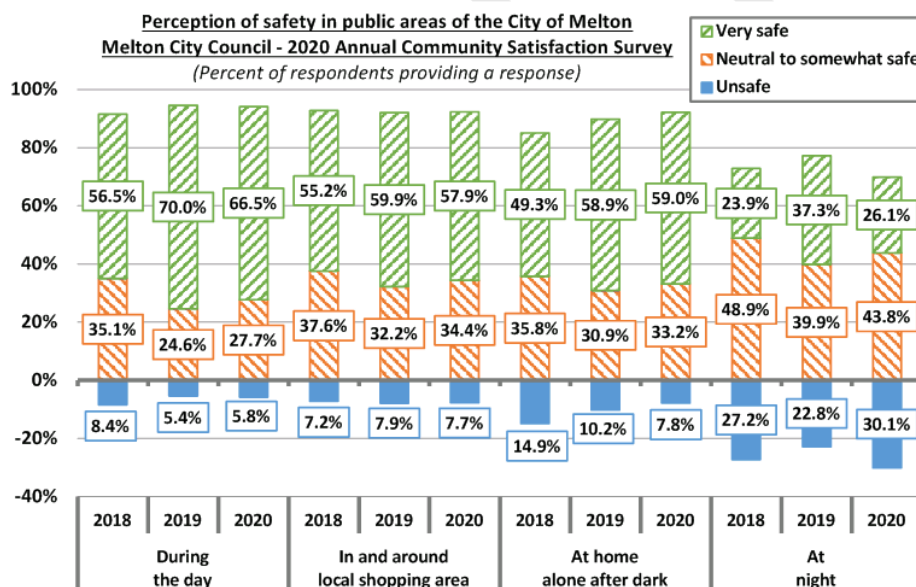
The following graph provides a breakdown of these results into the proportion of respondents who felt “very safe” (i.e. rated perception of safety at eight or more out of 10), those who felt “neutral to somewhat safe” (rated perception of safety at five to seven), and those who felt “unsafe” (rated perception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

Two-thirds (66.5%) of respondents felt very safe in the public areas of the City of Melton during the day, whilst less than six percent felt unsafe.

A little less than two-thirds of respondents felt very safe in and around local shopping areas and at home alone after dark, whilst less than eight percent felt unsafe in these circumstances.

It is noted that the proportion of respondents who felt unsafe at home alone after dark has halved in recent years, down from 14.9% in 2018 to 7.8% this year.

Attention is drawn to the fact that whilst one-quarter (26.1%) of respondents felt very safe in the public areas of the City of Melton at night, almost one-third (30.1%) felt unsafe.



The following graph provides a comparison of perception of safety against the western region councils, the growth area councils, and metropolitan Melbourne results, as recorded in the 2019 *Governing Melbourne* research.

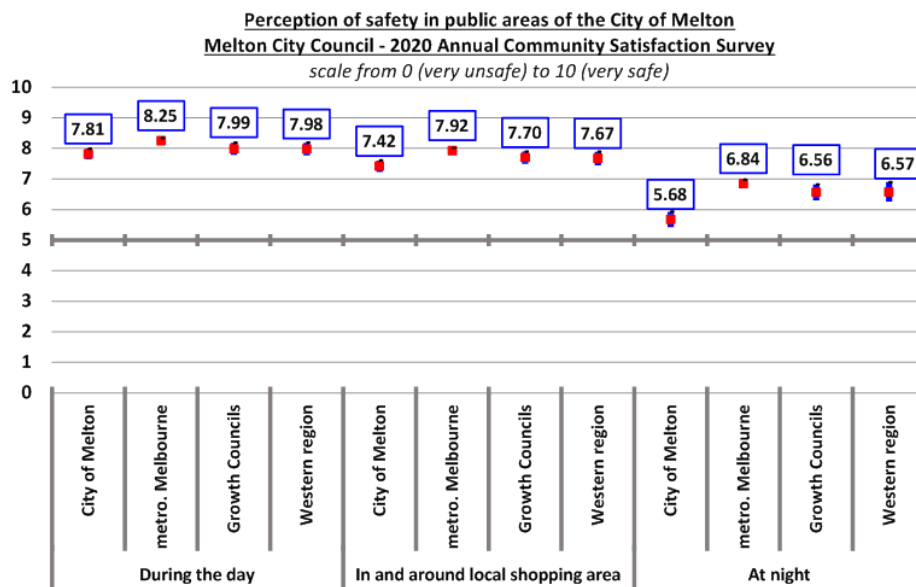
The 2020 *Governing Melbourne* research has been delayed due to the COVID-19 pandemic, but this report will be updated with the 2020 results as soon as they become available.



Melton City Council – 2020 Annual Community Satisfaction Survey

Consistent with the results recorded in previous years, the perception of safety in the public areas of the municipality during the day and in and around local shopping areas was marginally lower in the City of Melton than the metropolitan Melbourne western region councils’ averages.

The perception of safety in the public areas of the City of Melton remains measurably and significantly lower than the growth area councils’, western region councils’, and metropolitan Melbourne average perception of safety.

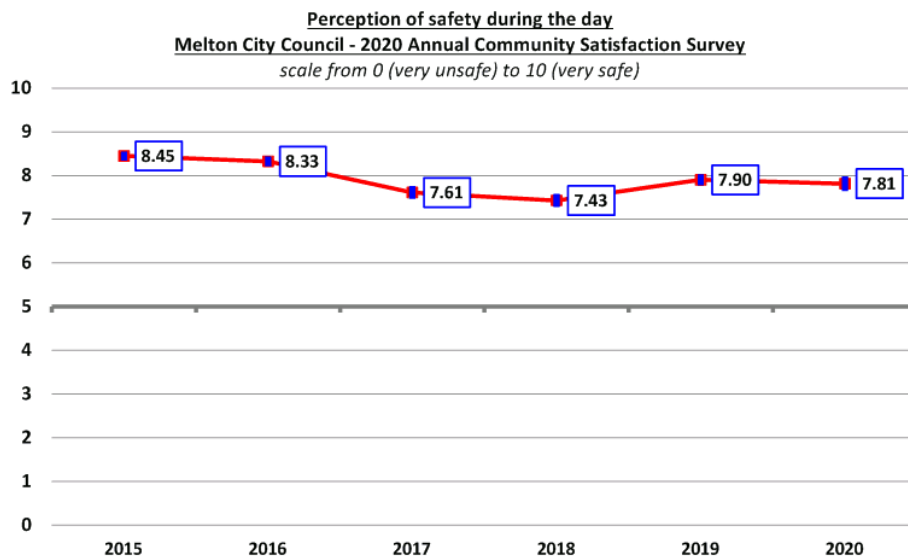


Perception of safety during the day

The perception of safety in the public areas of the City of Melton during the day declined by less than one percent this year, down from 7.90 to 7.81.



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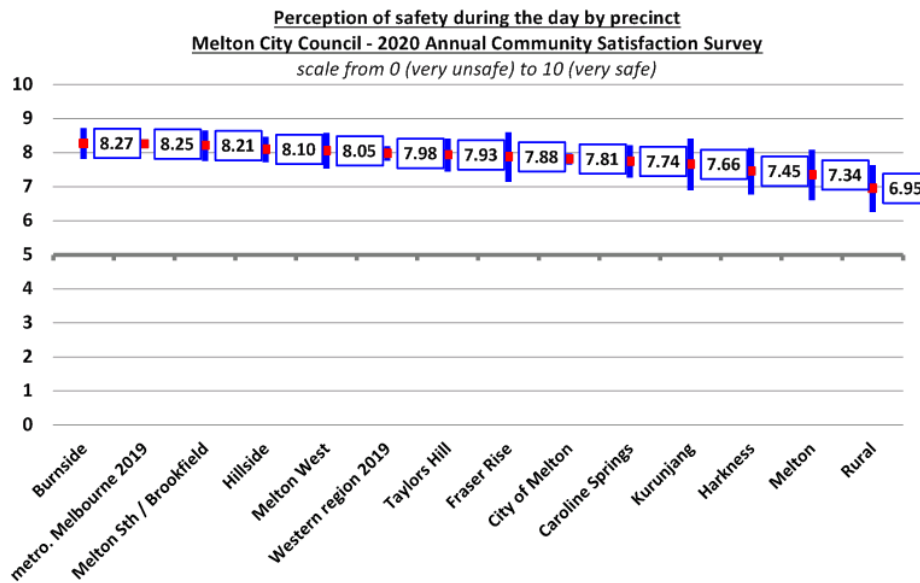


There was some variation in the perception of safety in the public areas of the City of Melton during the day observed across the municipality, with attention drawn to the following:

- **Burnside, Melton South / Brookfield, and Hillside** – respondents felt somewhat safer during the day than the municipal average, and similar to the 2019 metropolitan Melbourne average.
- **Rural precinct** – respondents felt measurably and significantly less safe in the public areas of the municipality at night than the municipal average.



Melton City Council – 2020 Annual Community Satisfaction Survey

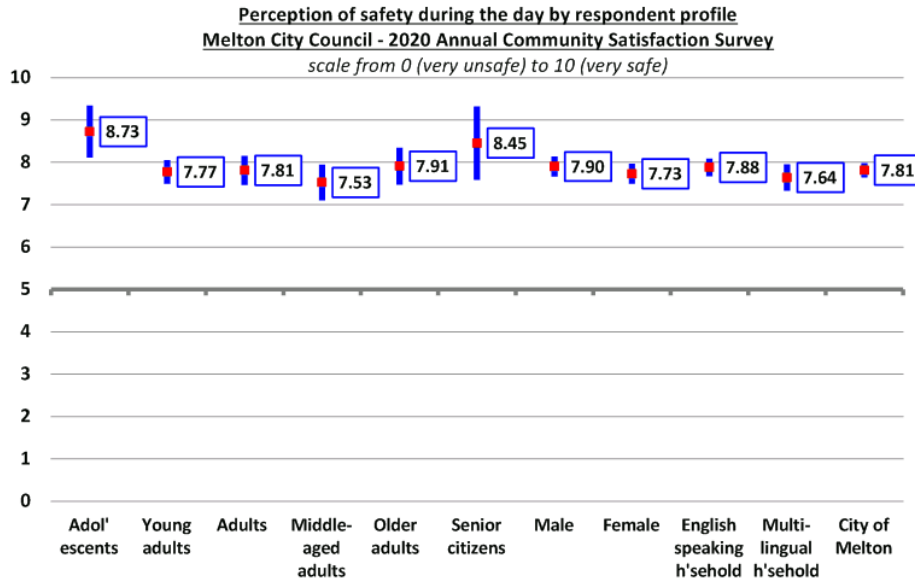


There was some variation in the perception of safety in the public areas of the municipality during the day observed by respondent profile, as follows:

- **Adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over)** – respondents felt notably more safe than other respondents.
- **Middle-aged adults (aged 45 to 59 years)** – respondents felt marginally but not measurably less safe than other respondents.
- **Gender** – male respondents felt marginally but not measurably safer than female respondents.
- **Language spoken at home** – respondents from English speaking households felt marginally but not measurably safer than respondents from multi-lingual households.



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Perception of safety at night

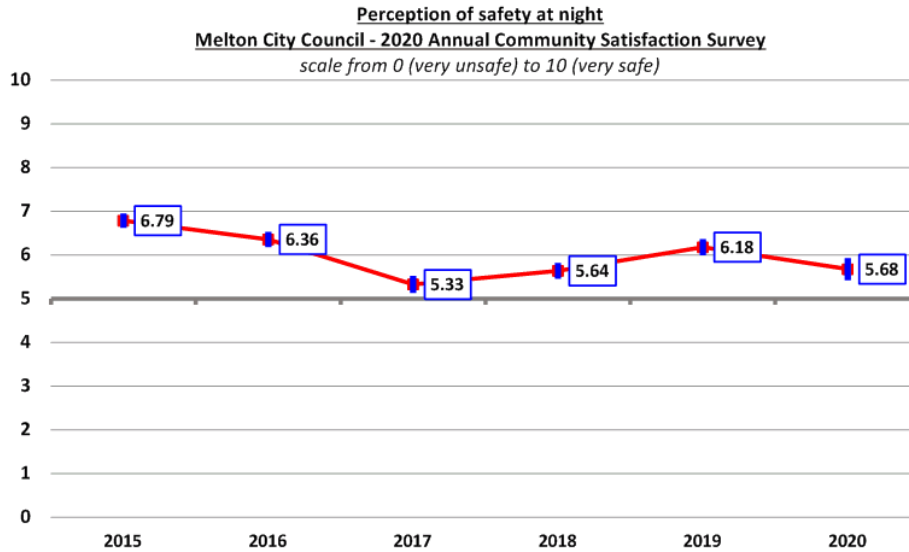
The perception of safety in the public areas of the City of Melton at night declined measurably and significantly this year, down 8.1% to 5.68.

As expected, it is noted that the perception of safety at night has been more volatile than the perception of safety during the day. The perception of safety in the public areas of the municipality at night has averaged 5.71 between 2017 and 2020, down sharply on the average of 6.56 recorded in 2015 and 2016.

It does appear that the perception of safety in the public areas of the City of Melton remains a significant issue for many in the community, with almost one-third (30.1%) feeling unsafe.

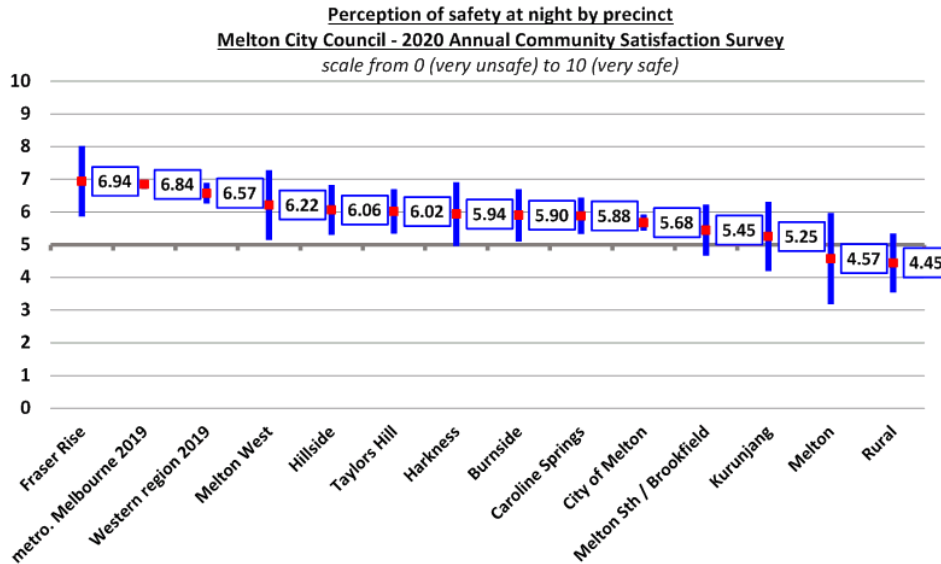


Melton City Council – 2020 Annual Community Satisfaction Survey



There was measurable and significant variation in the perception of safety in the public areas of the City of Melton at night observed across the municipality, as follows:

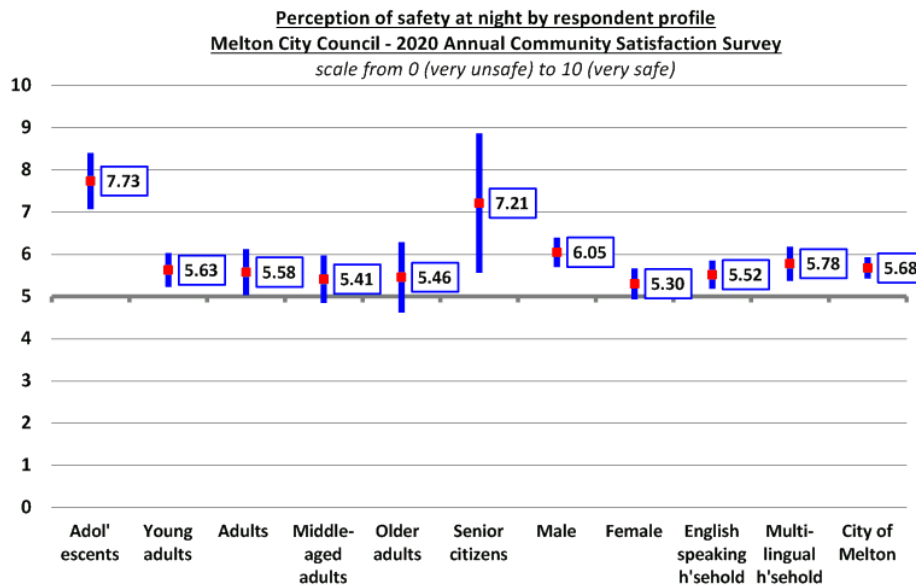
- **Fraser Rise** – respondents felt measurably and significantly safer in the public areas of the municipality at night than the municipal average.
- **Melton precinct** – respondents felt substantially but not measurably less safe than the municipal average.
- **Rural precinct** – respondents felt measurably and significantly less safe than the municipal average.



Melton City Council – 2020 Annual Community Satisfaction Survey

There was measurable and significant variation in the perception of safety in the public areas of the municipality at night observed by respondent profile, as follows:

- **Adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over)** – respondents felt measurably and significantly safer than other respondents.
- **Gender** – male respondents felt measurably and significantly (14.2%) safer than female respondents.



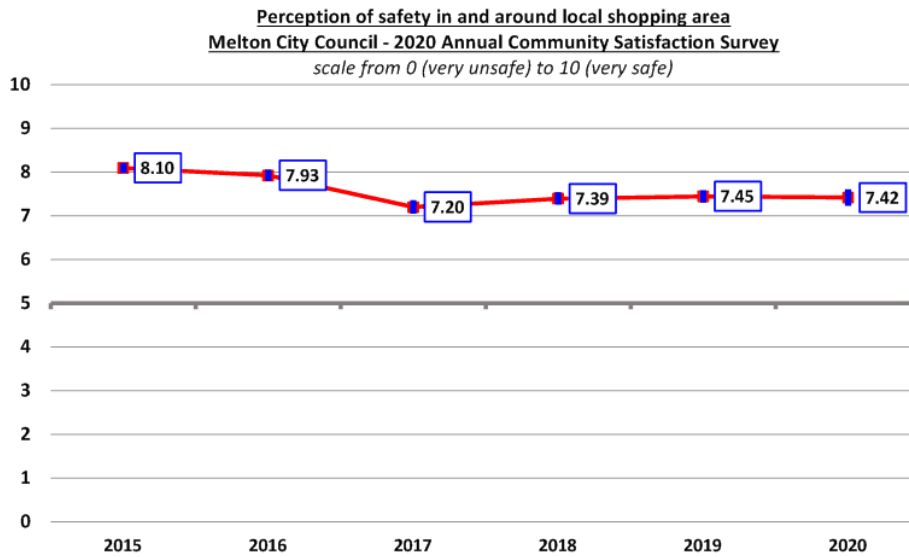
Perception of safety in and around local shopping area

The perception of safety in and around the local shopping area remained essentially stable for the third consecutive year, declining less than one percent to 7.42.

As discussed earlier, due to the need to reduce the size of the survey form this year, the perception of safety in and around Caroline Springs Shopping Centre, Melton Town Centre, and the WoodGrove Shopping Centre were not included in the survey this year.

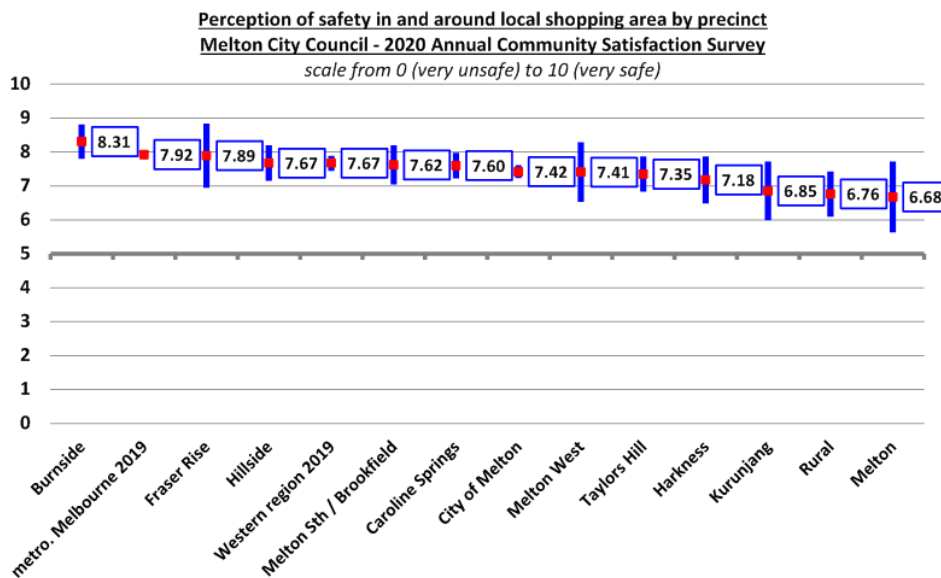


Melton City Council – 2020 Annual Community Satisfaction Survey



There was some variation in the perception of safety in and around the local shopping area observed across the municipality, as follows:

- **Burnside** – respondents felt measurably and significantly safer and around the local shopping area than the municipal average.
- **Rural and Melton precincts** – respondents felt notably but not measurably less safe than the municipal average.

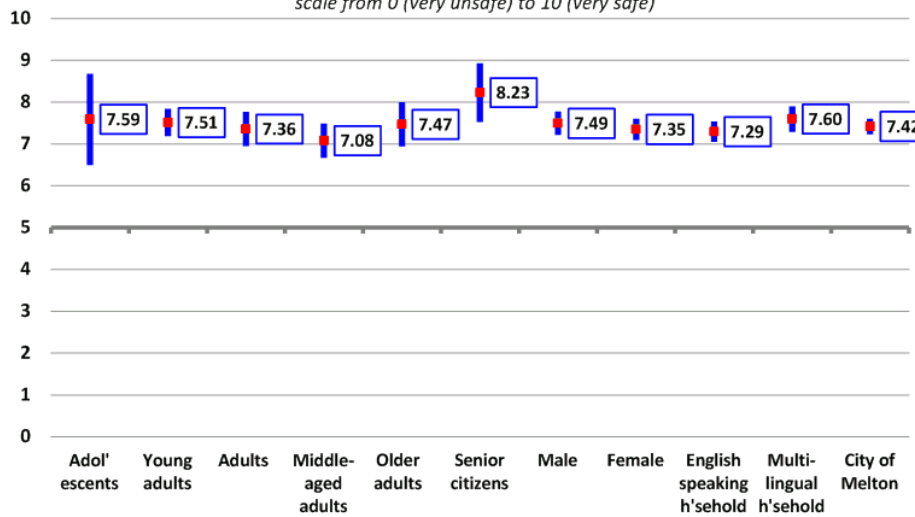


Melton City Council – 2020 Annual Community Satisfaction Survey

There was less variation in the perception of safety in and around the local shopping area observed by respondent profile than there was for the other safety aspects. That said, it is noted that:

- **Senior citizens (aged 75 years and over)** – respondents felt notably safer in and around the local shopping area than the municipal average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents felt somewhat, but not measurably less safe than other respondents.
- **Language spoken at home** – respondents from English speaking households felt marginally but not measurably less safe than respondents from multi-lingual households.

Perception of safety in and around local shopping area by respondent profile
Melton City Council - 2020 Annual Community Satisfaction Survey
 scale from 0 (very unsafe) to 10 (very safe)

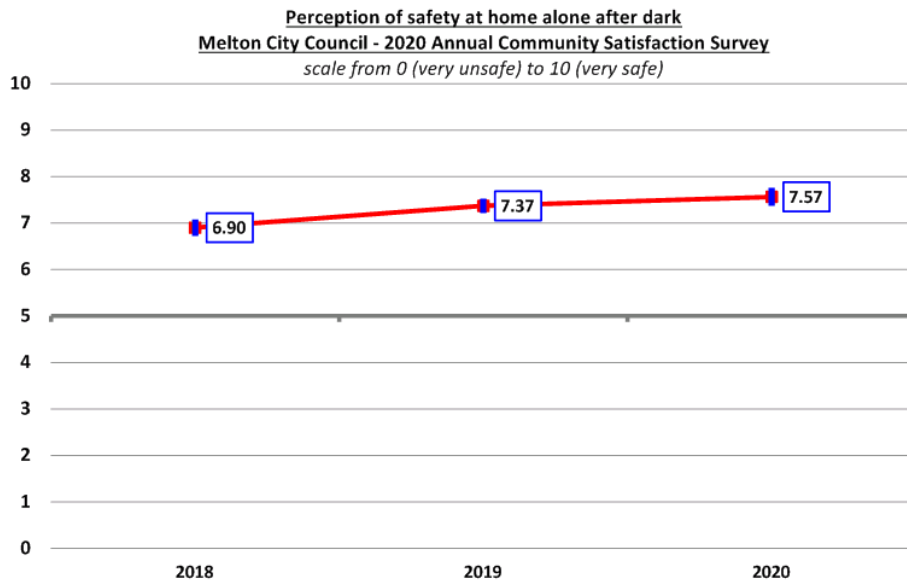


At home alone after dark

The perception of safety at home alone after dark continued to increase again this year, up 2.7% to 7.57, although this increase was not statistically significant.

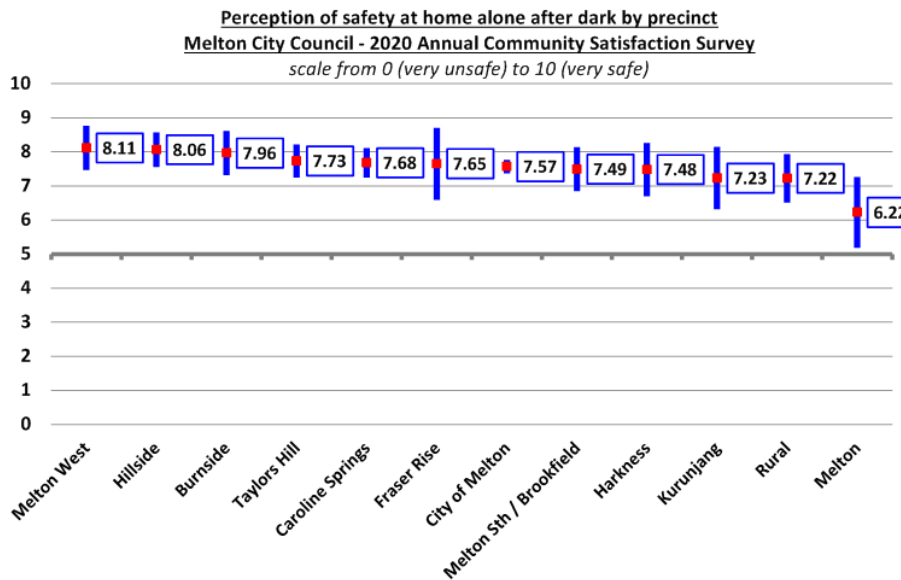


Melton City Council – 2020 Annual Community Satisfaction Survey



There was measurable and significant variation in the perception of safety in the public areas of the City of Melton at night observed across the municipality, as follows:

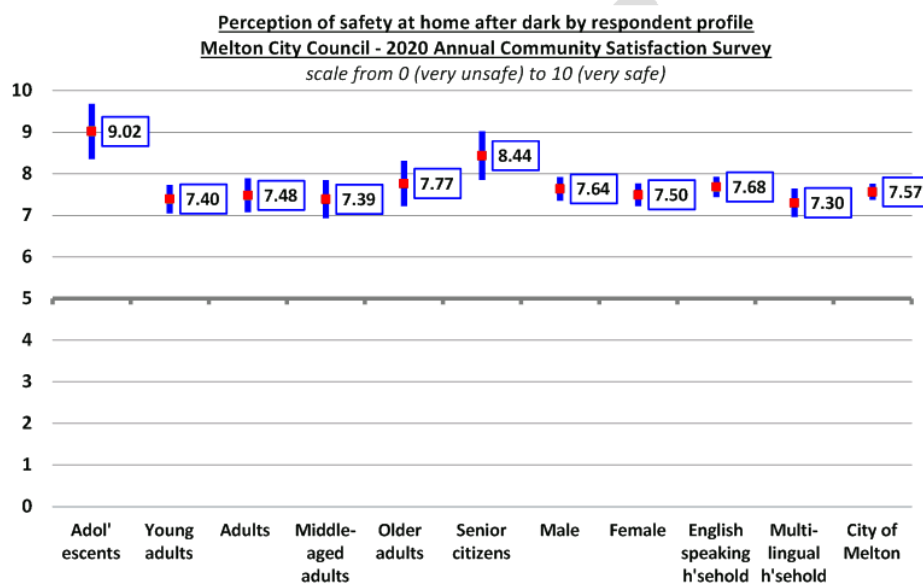
- **Melton West, Hillside, and Burnside** – respondents felt notably but not measurably safer at home alone at night than the municipal average.
- **Melton precinct** – respondents felt measurably and significantly less safe at home alone after dark than the municipal average.



Melton City Council – 2020 Annual Community Satisfaction Survey

There was some variation in the perception of safety at home alone after dark observed by respondent profile, as follows:

- **Adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over)** – respondents felt measurably and significantly safer than other respondents.
- **Gender** – interestingly, there was no meaningful variation in this result observed between male and female respondents.
- **Language spoken at home** – respondents from English speaking households felt marginally but not measurably safer than respondents from multi-lingual households.



Reasons for feeling less safe

Respondents who felt unsafe in any of the four circumstances or locations included in the survey were asked the reasons why they felt unsafe.

These responses have been broadly categorised, as outlined in the following table, with the verbatim comments included as an appendix to this report.

Consistent with the results recorded in previous years, the most common reasons why respondents feel unsafe in the City of Melton relate to issues with people (e.g. gangs, youths, “louts”, etc.) (23.4%), and fear of crime (including theft, robbery, violence, etc.) (18.9% down from 27.2%).

There were a significant number of comments relating to Police presence (14.4%), lighting issues (13.5%), and concerns around drugs and alcohol (12.6%).



Melton City Council – 2020 Annual Community Satisfaction Survey

Reasons for feeling unsafe in public areas of the City of Melton
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and percent of respondents rating safety less than five)

Reason	2020		2019	2018	2017	2016
	Number	Percent				
Issues with people - gangs, youths, "louts" etc	26	23.4%	23.5%	17.1%	22.1%	20.2%
Crime - theft, robbery, violence, etc	21	18.9%	27.2%	30.4%	29.1%	21.3%
Police presence	16	14.4%	8.1%	11.6%	17.4%	8.5%
Lighting	15	13.5%	11.0%	7.2%	3.3%	4.3%
Drug and alcohol issues	14	12.6%	7.4%	6.1%	3.3%	12.8%
General safety	11	9.9%	9.6%	9.9%	13.6%	17.0%
Image / feel of place and news reports	2	1.8%	7.4%	6.1%	7.5%	5.3%
Public transport safety	2	1.8%	2.2%	4.4%	2.3%	7.4%
Traffic related	2	1.8%	0.7%	3.3%	1.4%	3.2%
Other	2	1.8%	2.9%	3.9%	0.0%	0.0%
Total comments	111	100%	136	181	213	94

Sense of community

Respondents were asked:

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

Due to the need to reduce the size of the survey this year to facilitate its implementation by telephone rather than the usual face-to-face interview, this set of questions relating to the sense of community was reduced.

Of the 16 statements with which respondents were asked to rate their agreement, four were included in the survey this year. In addition, there were three new statements included for the first time in the survey this year.

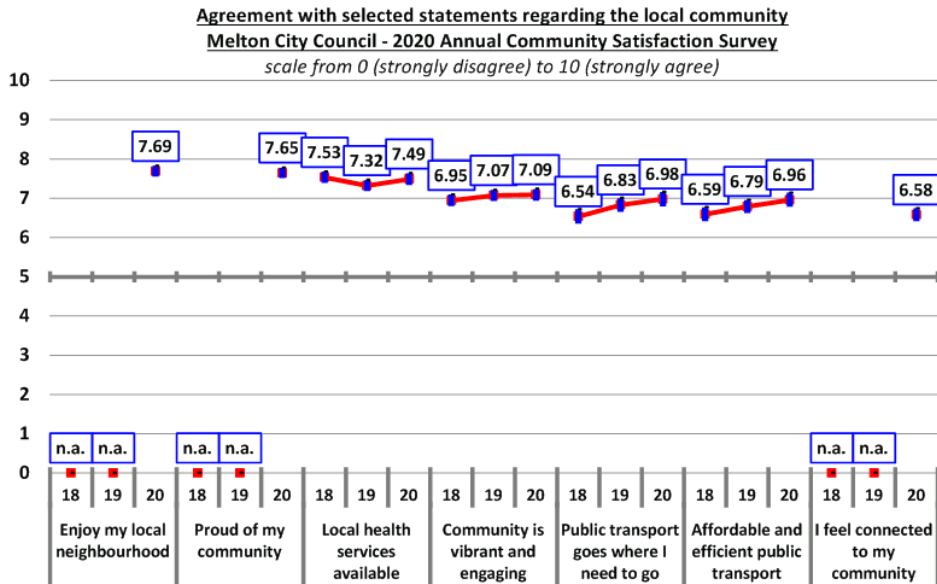
The average agreement with the seven statements included in the survey this year can best be summarised as follows:

- **Strong Agreement** – that the respondents enjoy their local neighbourhood, are proud of their community, that there are local health services available, and the community is vibrant and engaging.
- **Moderate Agreement** – that there is public transport that goes where they need it to go, there is affordable and efficient public transport, and that they feel connected to their community.

It is noted that the average agreement with all four of the statements included in previous years increased this year, although none of these increases were statistically significant.



Melton City Council – 2020 Annual Community Satisfaction Survey



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

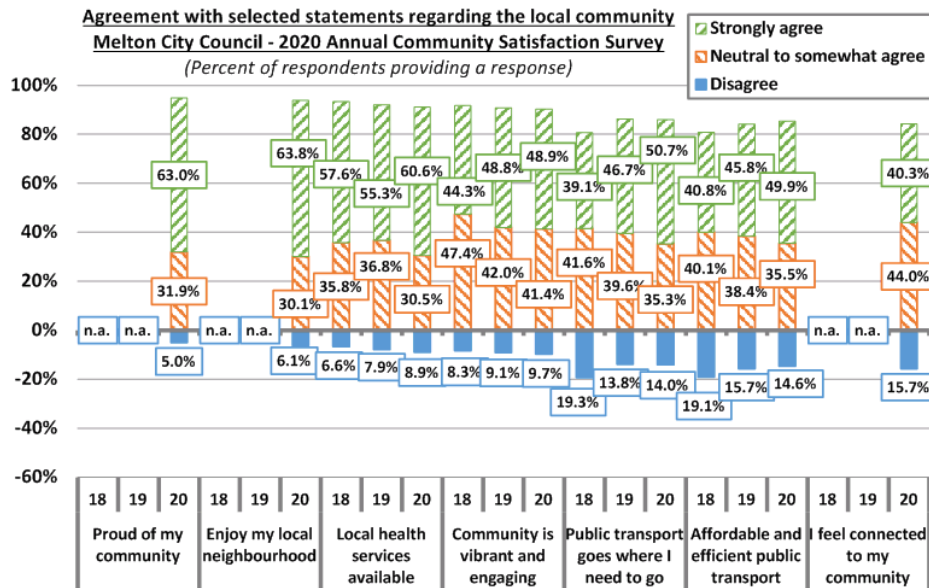
It is noted that approximately two-thirds of respondents strongly agreed that they are proud of their community, enjoy their local neighbourhood, and agree that local health services are available. Less than 10% of respondents disagreed with these three statements.

Approximately half of the respondents strongly agreed that there is public transport that goes where they need to go and is affordable and efficient, whilst a little less than one-sixth disagreed with these two statements about public transport.

A little less than half (40.3%) of respondents strongly agreed that they feel connected to their local community, whilst approximately one-sixth disagreed.



Melton City Council – 2020 Annual Community Satisfaction Survey



The following section provides detailed results for this set of questions by precinct and by respondent profile (including age structure, gender, and language spoken at home). In general terms, these results show that:

- **Stronger than average agreement** – respondents from Frasers Rise, adolescents (aged 15 to 19 years), senior citizens (aged 75 years and over), and respondents from multi-lingual households tended to report stronger than average levels of agreement with most statements.
- **Weaker than average agreement** – respondents from Melton precinct, and to a lesser extent Harkness, Melton West, rural precinct, and Kurunjang, and middle-aged adults (aged 45 to 59 years) tended to report weaker than average agreement with most statements.

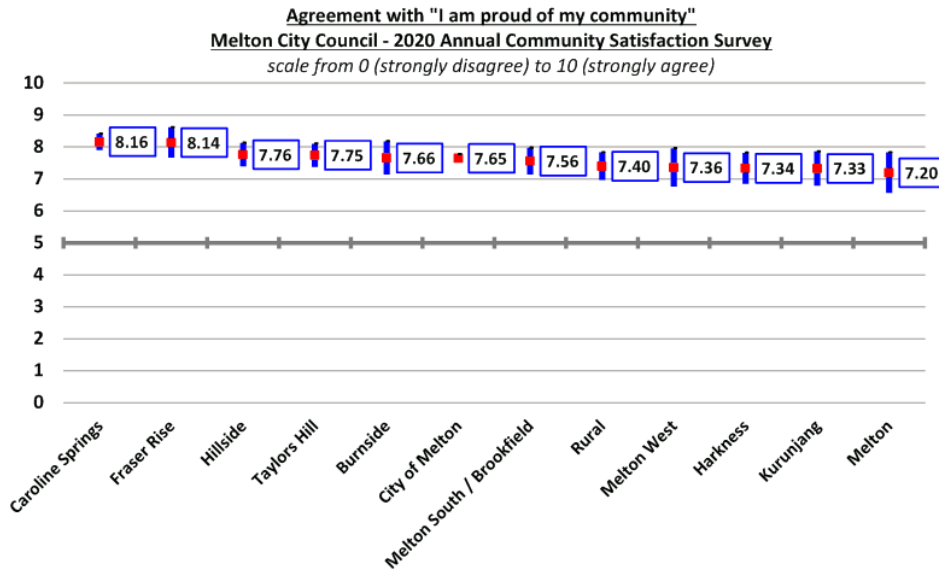


Melton City Council – 2020 Annual Community Satisfaction Survey

I am proud of my community

There was measurable variation in average agreement that “I am proud of my community” observed across the municipality, as follows:

- ***Caroline Springs and Frasers Rise*** – respondents were measurably more in agreement that they are proud of their community than the municipal average.

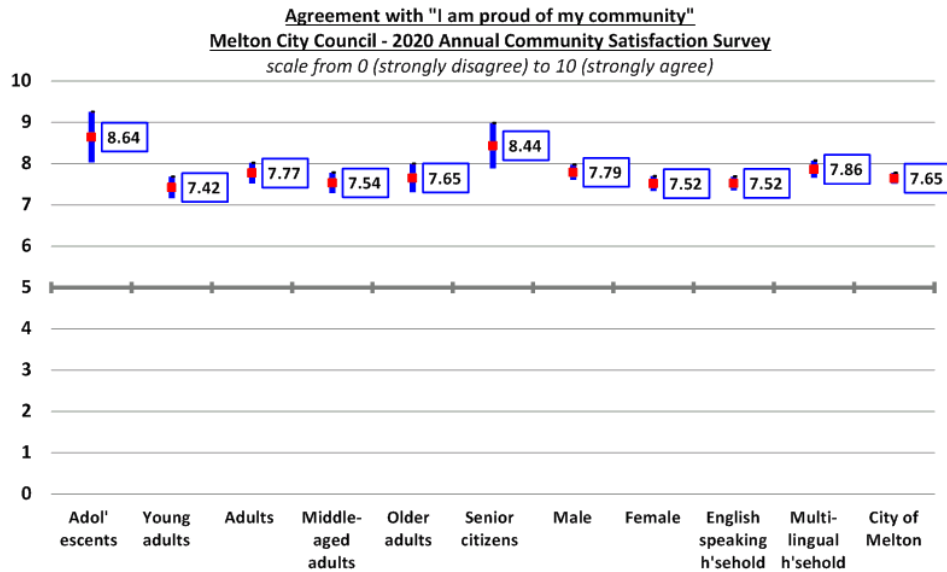


There was also some variation in average agreement observed by respondent profile, as follows:

- ***Adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over)*** – respondents felt measurably prouder of their community than the municipal average.
- ***Young adults (aged 20 to 34 years)*** – respondents felt somewhat, albeit not measurably less proud of their community than the municipal average.
- ***Gender*** – male respondents felt somewhat prouder of their community than female respondents.
- ***Language spoken at home*** – respondents from multi-lingual households felt, on average, prouder of their local community than respondents from English speaking households.



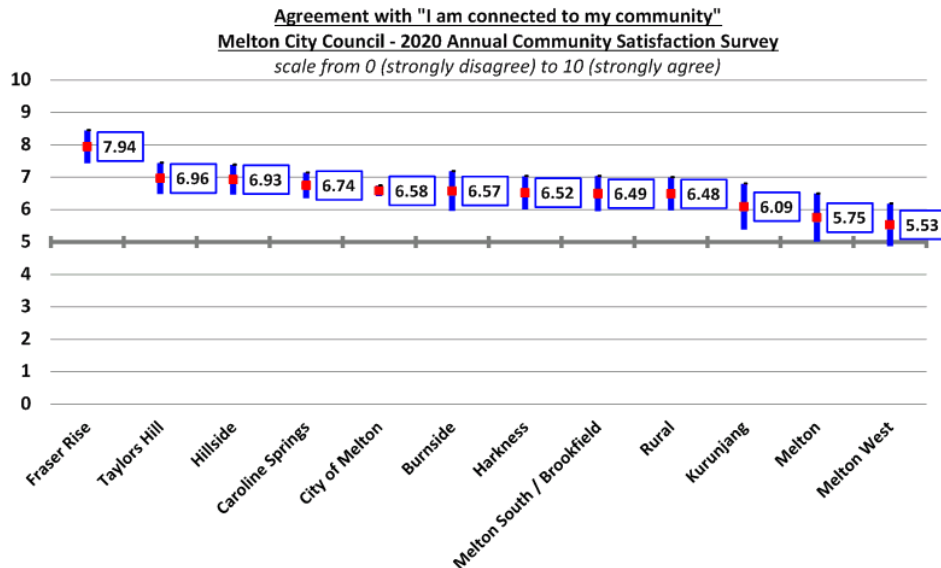
Melton City Council – 2020 Annual Community Satisfaction Survey



I am connected to my community

There was measurable and significant variation in agreement that "I am connected to my community" observed across the municipality, as follows:

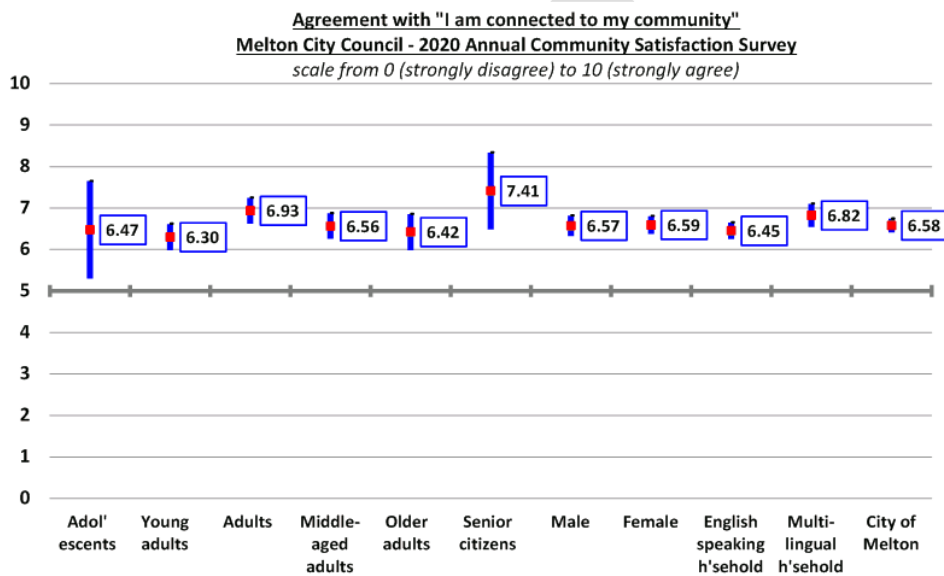
- **Fraser Rise** – respondents felt measurably more connected to their community than the municipal average.
- **Melton precinct and Melton West** – respondents felt measurably less connected to their community than the municipal average.



Melton City Council – 2020 Annual Community Satisfaction Survey

There was also some variation in average agreement observed by respondent profile, as follows:

- **Young adults (aged 20 to 34 years)** – respondents felt marginally but not measurably less connected to their community than the municipal average.
- **Adults (aged 35 to 44 years) and senior citizens (aged 75 years and over)** – respondents felt somewhat more connected to their community than other respondents.
- **Gender** – there was no meaningful variation in this result observed by gender.
- **Language spoken at home** – respondents from multi-lingual households felt, on average, somewhat more connected to their community than respondents from English speaking households.



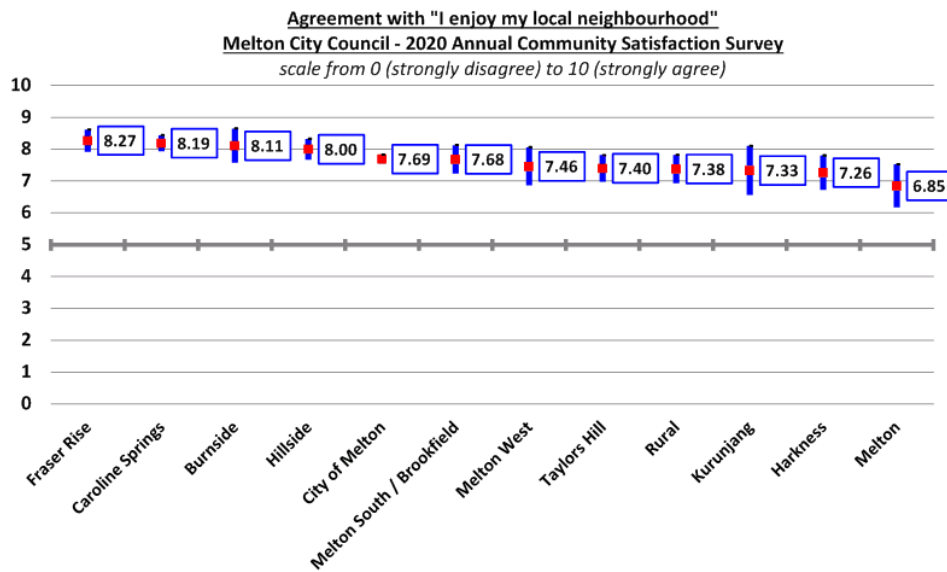
I enjoy my local neighbourhood

There was measurable variation in agreement that “I enjoy my local neighbourhood” observed across the municipality, as follows:

- **Fraser's Rise and Caroline Springs** – respondents enjoyed their local neighbourhood measurably more than the municipal average.
- **Melton precinct** – respondents enjoyed their local neighbourhood measurably less than the municipal average.



Melton City Council – 2020 Annual Community Satisfaction Survey

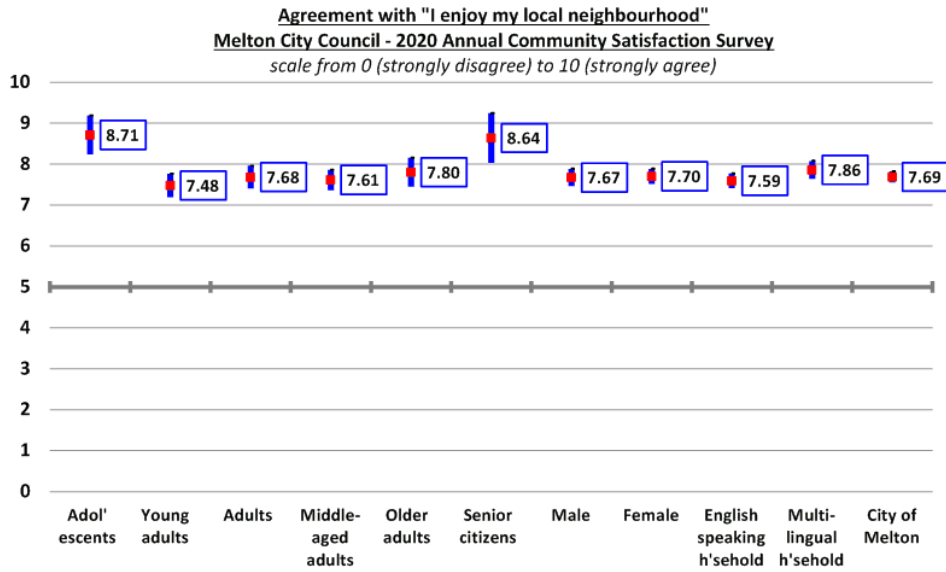


There was also some variation in average agreement observed by respondent profile, as follows:

- **Adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over)** – respondents enjoyed their local neighbourhood more so than other respondents.
- **Young adults (aged 20 to 34 years)** – respondents enjoyed their local neighbourhood marginally less so than the municipal average.
- **Gender** – there was no meaningful variation in this result observed by gender.
- **Language spoken at home** – respondents from multi-lingual households enjoyed their local neighbourhood more so than respondents from English speaking households.

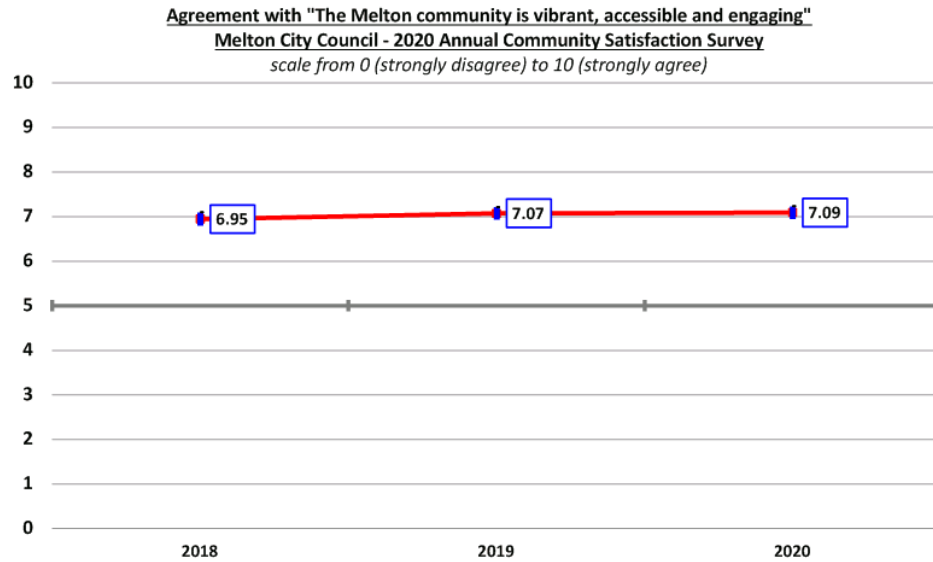


Melton City Council – 2020 Annual Community Satisfaction Survey



The Melton community is vibrant, accessible, and engaging

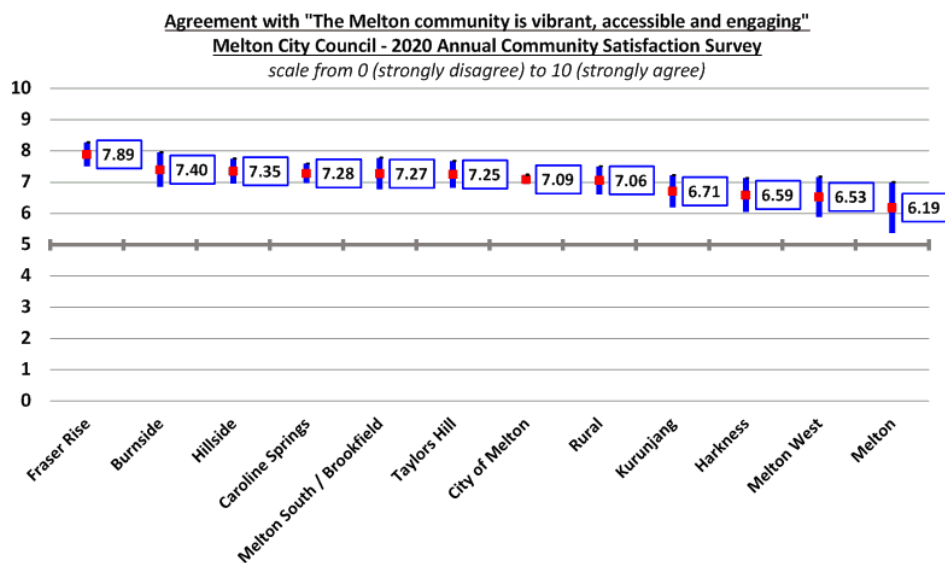
Agreement that “the Melton community is vibrant, accessible, and engaging” has remained relatively stable over the last three years at a strong level of agreement of approximately seven out of 10.



Melton City Council – 2020 Annual Community Satisfaction Survey

There was measurable variation in agreement in this statement observed across the municipality, as follows:

- **Fraser Rise** – respondents were measurably more in agreement that the Melton community is vibrant, accessible, and engaging than the municipal average.
- **Harkness, Melton West, and Melton precinct** – respondents were notably, but not measurably less in agreement than the municipal average.

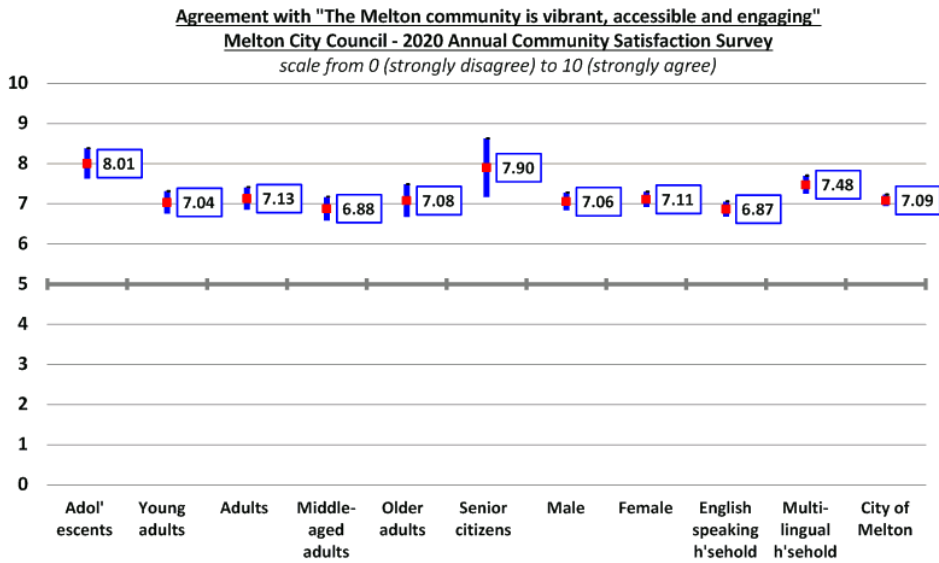


There was also some variation in average agreement observed by respondent profile, as follows:

- **Adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over)** – respondents were measurably more in agreement than the municipal average
- **Middle-aged adults (aged 45 to 59 years)** – respondents were marginally less in agreement than the municipal average
- **Gender** – there was no meaningful variation in this result observed by gender.
- **Language spoken at home** – respondents from multi-lingual households were measurably more in agreement than respondents from English speaking households.

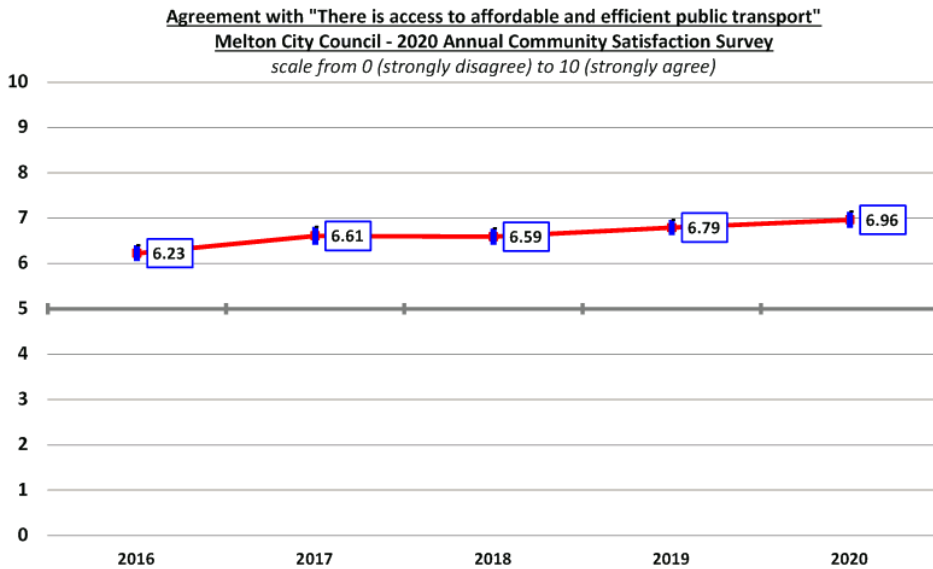


Melton City Council – 2020 Annual Community Satisfaction Survey



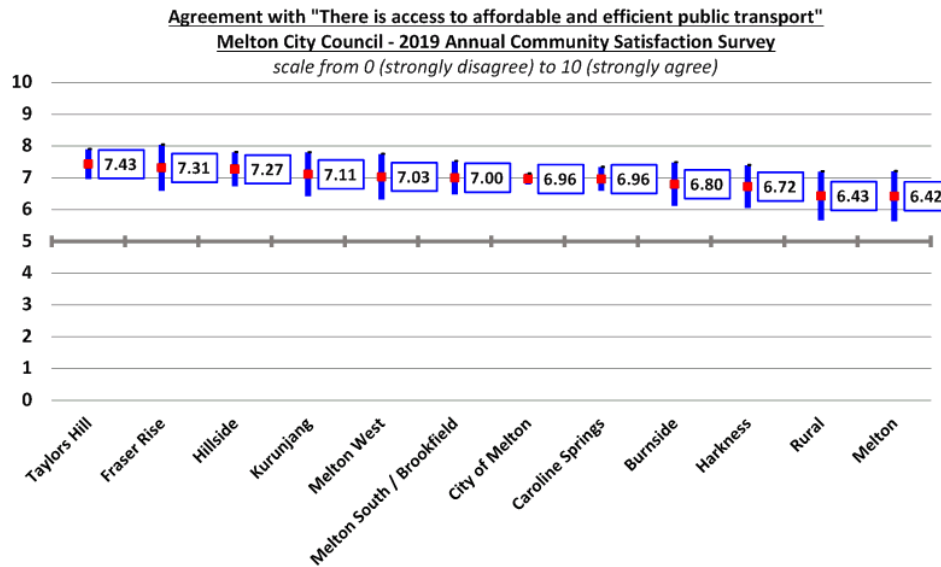
There is access to affordable and efficient public transport

The average agreement that there is access to affordable and efficient public transport has trended higher over time, increasing 11.7% since 2016.



Melton City Council – 2020 Annual Community Satisfaction Survey

This result was relatively stable across the municipality, with no statistically significant variation observed. It is noted however that respondents from the Rural and Melton precincts were notably less in agreement than the municipal average.

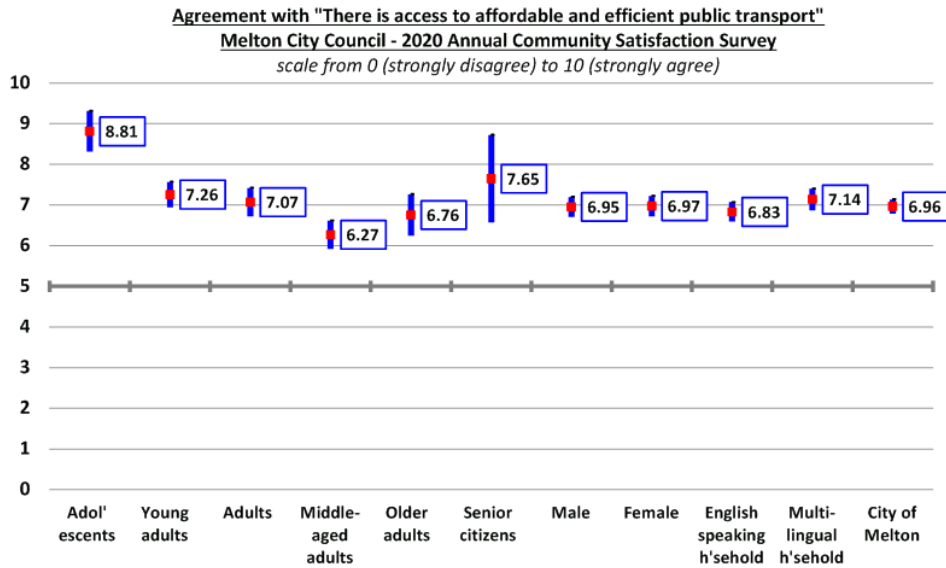


There was also some variation in average agreement observed by respondent profile, as follows:

- **Adolescents (aged 15 to 19 years)** – respondents were measurably more in agreement than the municipal average.
- **Senior citizens (aged 75 years and over)** – were substantially but not measurably more in agreement than the municipal average (small sample size for this question).
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably and significantly less in agreement than the municipal average
- **Gender** – there was no meaningful variation in this result observed by gender.
- **Language spoken at home** – respondents from multi-lingual households were marginally more in agreement than respondents from English speaking households.

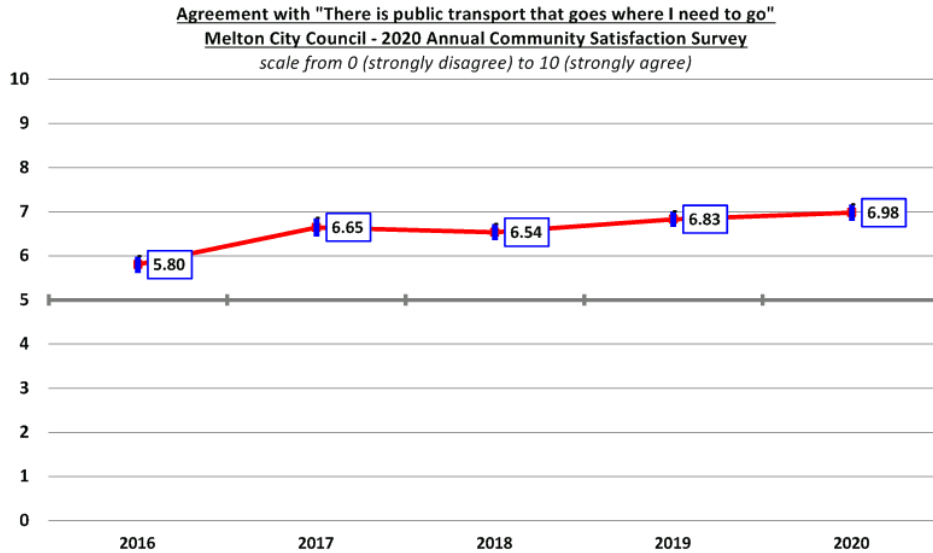


Melton City Council – 2020 Annual Community Satisfaction Survey



There is public transport that goes where I need to go

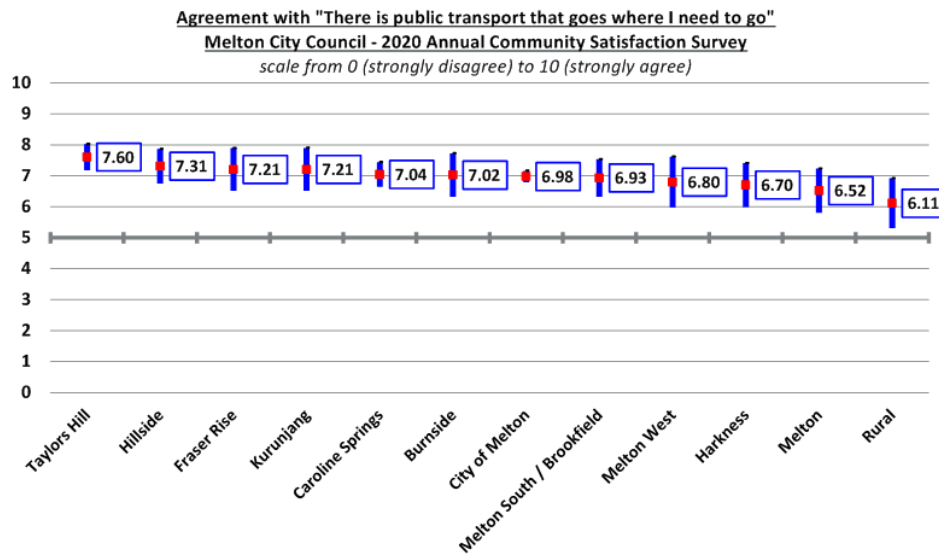
The average agreement that there is public transport that goes where the respondents' need it to go has also trended measurably higher over time, up 20.3% since 2013.



This result was relatively stable across the municipality, with no statistically significant variation observed. It is noted however that respondents from the Rural and Melton precincts were notably less in agreement than the municipal average.



Melton City Council – 2020 Annual Community Satisfaction Survey

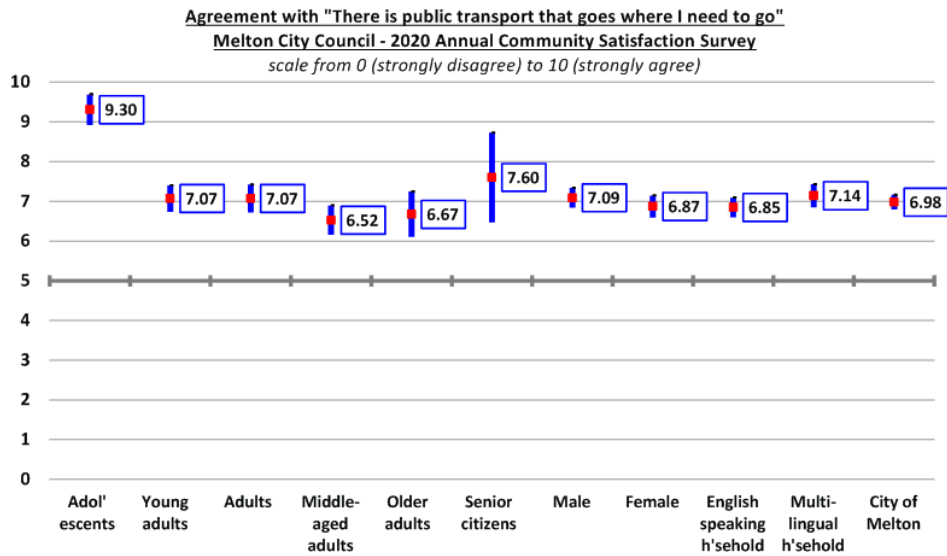


There was also some variation in average agreement observed by respondent profile, as follows:

- **Adolescents (aged 15 to 19 years)** – respondents were measurably more in agreement than the municipal average.
- **Senior citizens (aged 75 years and over)** – were substantially but not measurably more in agreement than the municipal average (small sample size for this question).
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably and significantly less in agreement than the municipal average
- **Gender** – there was no meaningful variation in this result observed by gender.
- **Language spoken at home** – respondents from multi-lingual households were marginally more in agreement than respondents from English speaking households.

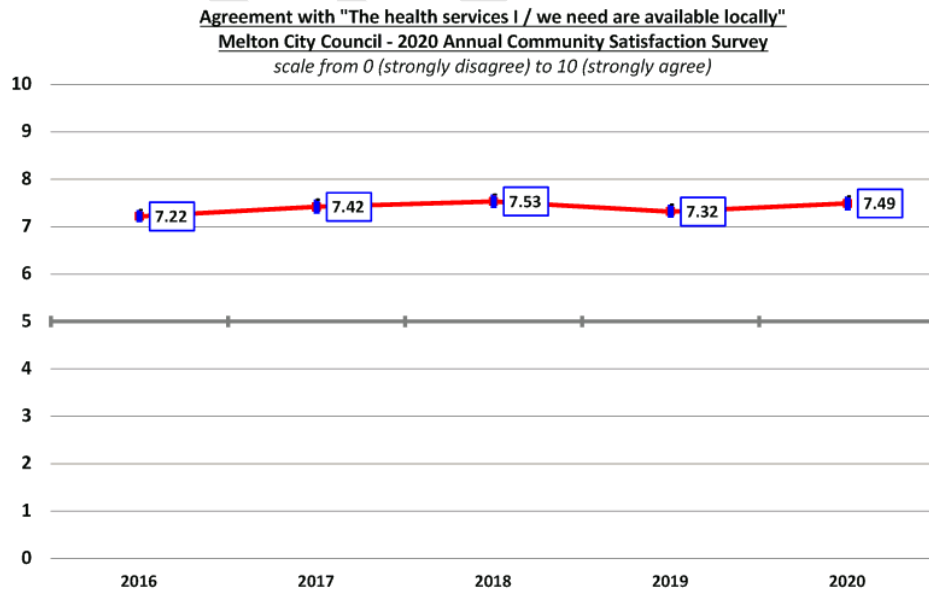


Melton City Council – 2020 Annual Community Satisfaction Survey



The health services I / we need are available locally

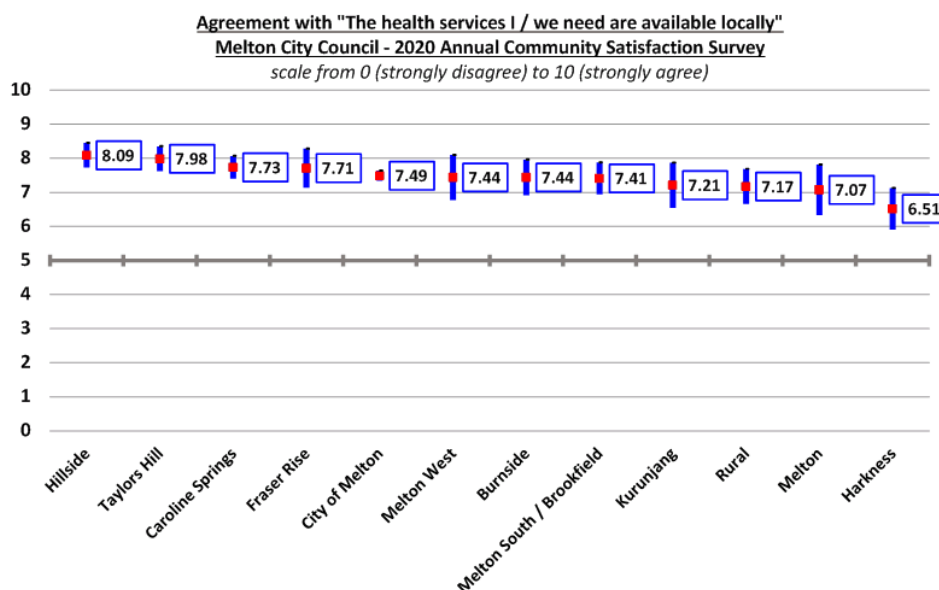
The average agreement that “the health services I / we need are available locally” has remained relatively stable over the last four years at a little less than 7.5 out of 10.



Melton City Council – 2020 Annual Community Satisfaction Survey

There was measurable variation in agreement in this statement observed across the municipality, as follows:

- **Hillside and Taylors Hill** – respondents were measurably more in agreement that the health services they need are available locally than the municipal average.
- **Harkness** – respondents were measurably and significantly less in agreement than the municipal average.

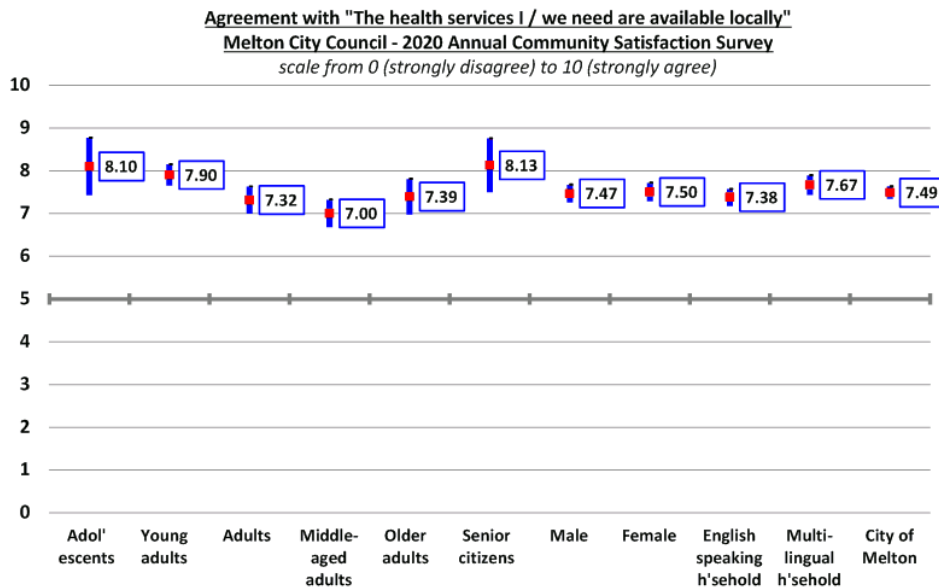


There was also some variation in average agreement observed by respondent profile, as follows:

- **Adolescents and young adults (aged 15 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Senior citizens (aged 75 years and over)** – respondents were measurably more in agreement than the municipal average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less in agreement than the municipal average
- **Gender** – there was no meaningful variation in this result observed by gender.
- **Language spoken at home** – respondents from multi-lingual households were marginally more in agreement than respondents from English speaking households.



Melton City Council – 2020 Annual Community Satisfaction Survey



Family violence

Respondents were asked:

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

Due to the need to reduce the size of the survey this year to facilitate its implementation by telephone rather than the usual face-to-face interview, some questions around family were not included in the survey this year.

The set of questions asking respondents as to what constitutes family violence were not included, and only the following question asking if family violence is common in the community was included.

Family violence is common in our community

The proportion of respondents who agreed that family violence is common in the community continued to decline marginally this year, down from 24.0% in 2018 to 19.4% this year.

Particular attention is drawn to the fact that whereas in previous years, approximately one-third of respondents disagreed that family violence was common in the community, this declined sharply this year to just seven percent. There was a significant increase in the proportion of respondents who did not provide a response to the question this year.



Melton City Council – 2020 Annual Community Satisfaction Survey

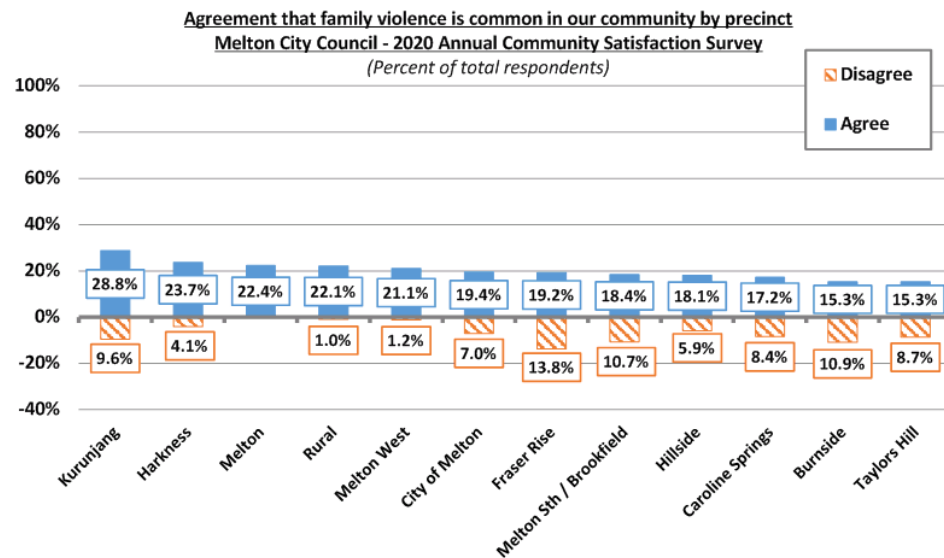
This variation is likely to be a product of the use of the telephone methodology this year, rather than the face-to-face interview methodology. Fewer respondents tended to answer many questions in the survey this year, and this is likely to be the significant factor underpinning this variation this year.

Metropolis Research does note, however, that it cannot be discounted that some respondents who in previous years may have been neutral or disagreed that family violence is common in the community, may well this year have felt less comfortable in making that statement, and preferred to respond “can’t say”. Metropolis Research does not believe this to have been a significant influence this year, however it cannot be discounted.

Agreement with "family violence is common in our community"
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2020		2019	2018
	Number	Percent		
Agree	156	19.4%	23.4%	24.0%
Neutral	75	9.3%	18.7%	20.1%
Disagree	56	7.0%	33.8%	30.7%
Can't say	517	64.3%	24.1%	25.2%
Total	804	71%	804	800

Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Kurunjang were somewhat more likely than average to agree that family violence is common in their community.

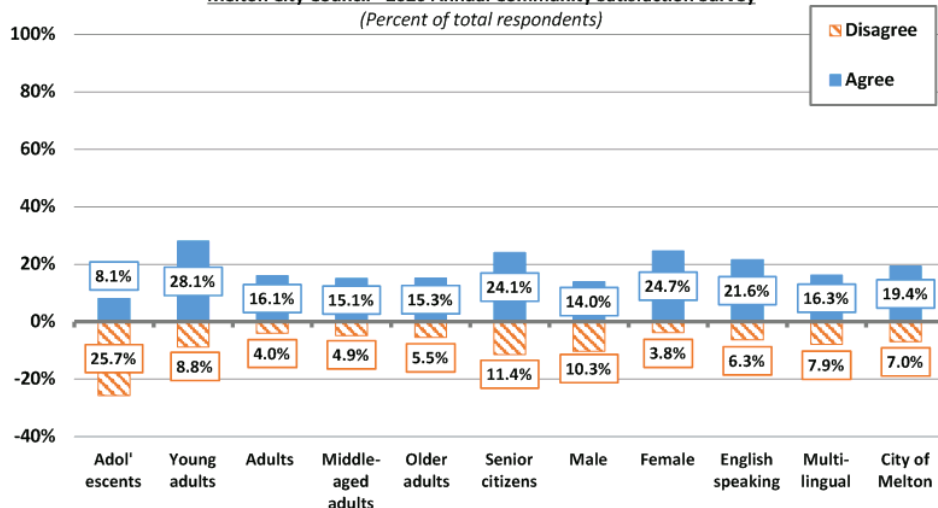


Melton City Council – 2020 Annual Community Satisfaction Survey

There was some variation in this result observed by respondent profile, including age structure, gender, and language spoken at home, as follows:

- **Adolescents (aged 15 to 19 years)** – the small sample of adolescents were more likely than average to disagree that family violence is common in the community.
- **Young adults (aged 20 to 34 years)** – respondents were more likely than average to believe that family violence is common in the community.
- **Gender** – female respondents were measurably and significantly more likely than male respondents to believe that family violence is common in the community.
- **Language spoken at home** – respondents from English speaking households were measurably more likely to believe that family violence is common in the community than respondents from multi-lingual households.

Agreement that family violence is common in our community by respondent profile
 Melton City Council - 2020 Annual Community Satisfaction Survey
 (Percent of total respondents)



COVID19 pandemic

Given that the survey this year was conducted by telephone whilst the community is facing the COVID-19 pandemic, it was felt necessary to include some questions focused on the pandemic.

The survey included questions around how well households in the City of Melton were coping with the impacts of COVID-19, how well they felt supported by the three levels of government, and how best Council can assist the community during and after the pandemic.



Melton City Council – 2020 Annual Community Satisfaction Survey

The results to these questions will be of direct relevance to Council in assisting the community but will also provide some insight into the extent to which the pandemic may have influenced community satisfaction with the performance of Council.

This is important information to assist in interpreting the other results in the survey, in this most unique of times.

Household coping with the impacts

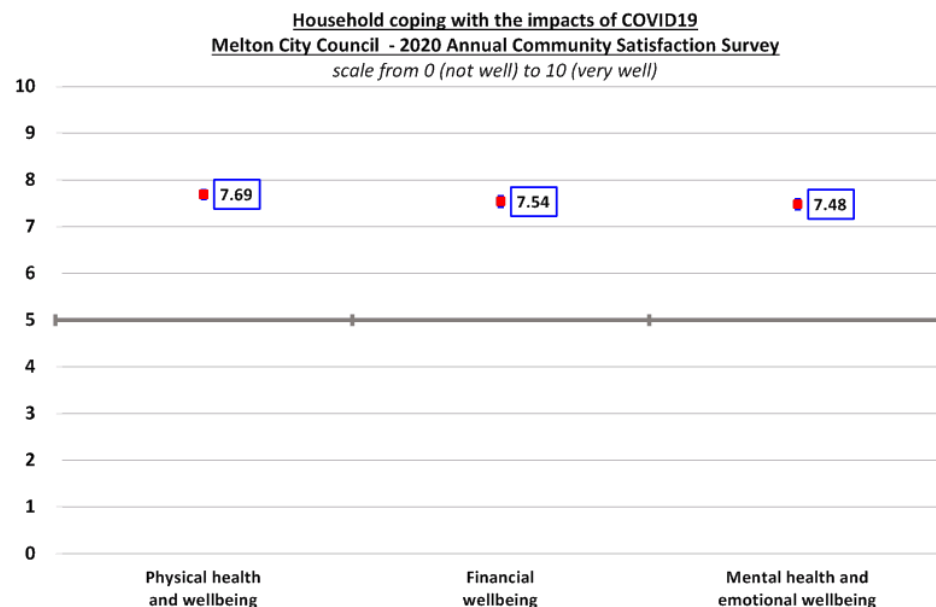
Respondents were asked:

“On a scale of 0 (very low) to 10 (very high), how well do you feel that you and your household are coping with the impacts of COVID19?”

On average, respondents rated how well they were coping with the impacts of COVID-19 relatively high, at scores of approximately 7.5 out of 10.

By way of comparison, it is noted that these results were all marginally, but not measurably lower than those recorded a month earlier in the City of Monash, but very marginally higher than those recorded two weeks later in the City of Darebin.

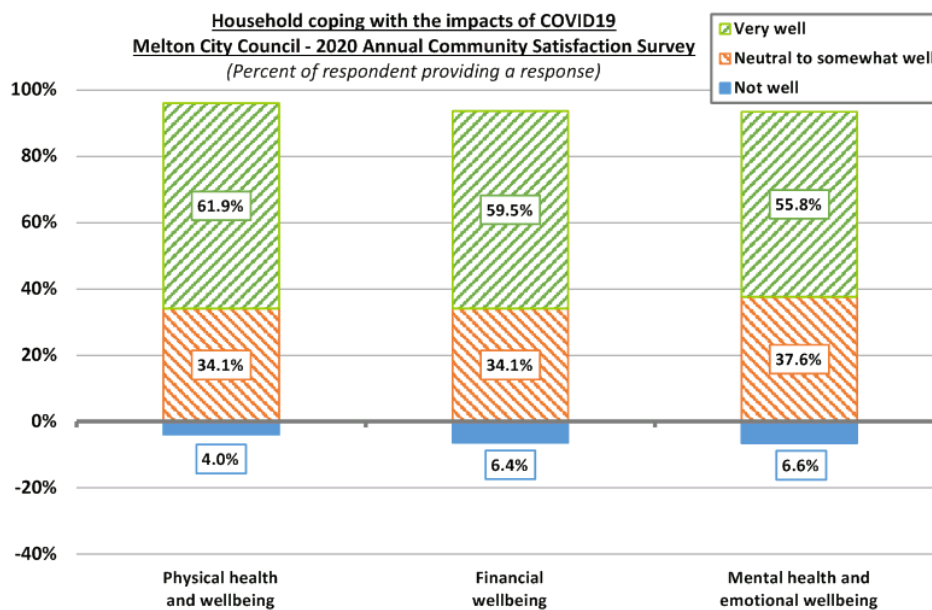
It may be the case that community’s ability to cope with COVID-19 may be reducing marginally over time. It is important to bear in mind, however, that different communities across metropolitan Melbourne are likely to experience the impacts of COVID-19 in different ways and to a different degree, and this may be an influence in the variations observed.



Melton City Council – 2020 Annual Community Satisfaction Survey

The following graph provides a breakdown of these results into the proportion of respondents who were coping “very well” (i.e. rated coping at eight or more out of 10), those who were coping “neutral to somewhat well” (i.e. rated coping at five to seven), and those who were “not well” coping (i.e. rated coping from zero to four).

Whilst more than half of the respondents reported that they were coping very well with the impacts of COVID-19 on physical health and wellbeing, financial wellbeing, and mental health and wellbeing, it is noted that approximately five percent were not coping well with COVID-19.

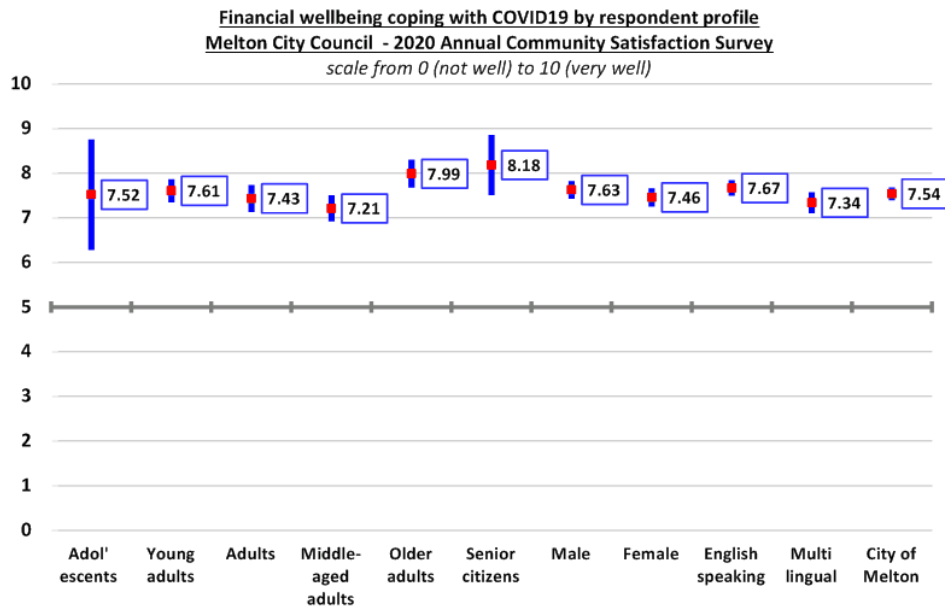


There was measurable variation in financial wellbeing coping observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents financial wellbeing was coping measurably less well than the municipal average.
- **Older adults and senior citizens (aged 60 years and over)** – respondents were coping measurably better than younger respondents.
- **Gender** – male respondents were coping marginally but not measurably better than female respondents.
- **Language spoken at home** – respondents from English speaking households were coping measurably better than respondents from multi-lingual households.



Melton City Council – 2020 Annual Community Satisfaction Survey



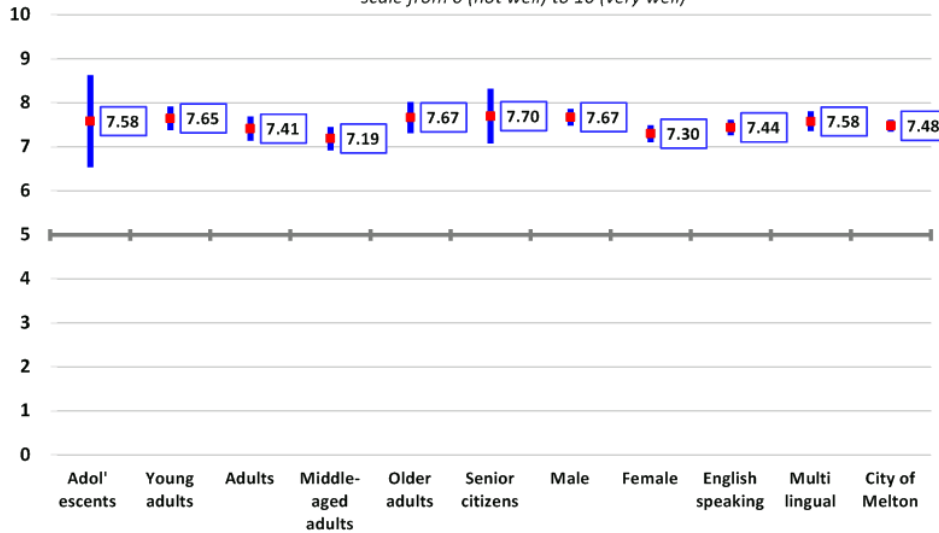
There was significantly less variation in the degree to which respondents were coping in terms of their mental and physical health and wellbeing than was evident for financial wellbeing.

It is noted in terms of mental health and wellbeing, however that middle-aged adults (aged 45 to 59 years) were coping notably less well than other respondents, and female respondents were coping measurably and significantly less well than male respondents.



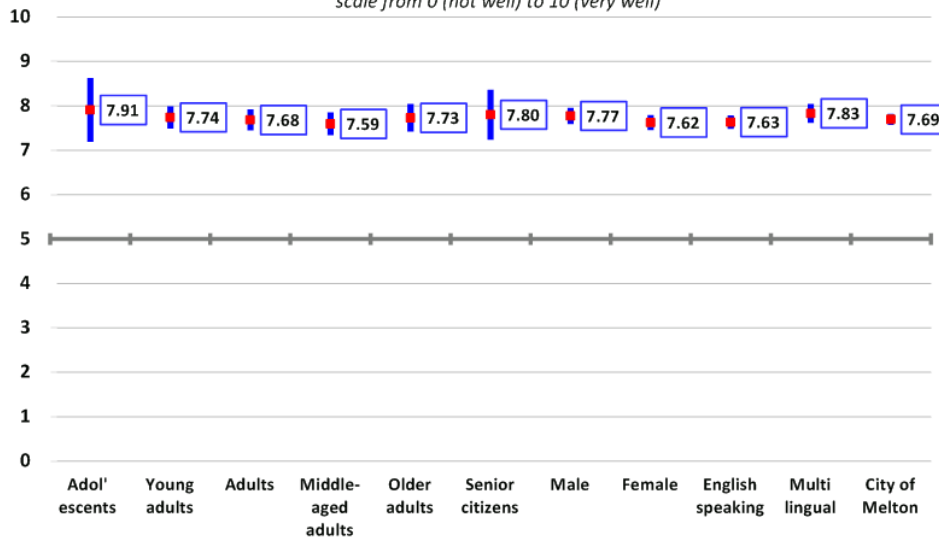
Melton City Council – 2020 Annual Community Satisfaction Survey

Mental health and wellbeing coping with COVID19 by respondent profile
Melton City Council - 2020 Annual Community Satisfaction Survey
scale from 0 (not well) to 10 (very well)



There was no statistically significant variation in how well respondents were coping in terms of their physical health and wellbeing observed by the respondents' age, gender, or language spoken at home.

Physical health and wellbeing coping with COVID19 by respondent profile
Melton City Council - 2020 Annual Community Satisfaction Survey
scale from 0 (not well) to 10 (very well)



The following table outlines the responses received from respondents who felt that they were not coping well with COVID-19 in terms of their mental or physical health and wellbeing or financial wellbeing.



Melton City Council – 2020 Annual Community Satisfaction Survey

The most common responses related to financial impacts, due to loss or reduction in employment or income, although a range of other issues were raised by a small number of respondents.

Reasons for rating "how well you and your household are coping with the impacts of COVID19" less than 5

Melton City Council - 2020 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
I / partner lost income / job / work hours due to the pandemic	7
Not able to go out for physical exercise	2
Not coping well, no support	2
Not working, need employment support, struggling	2
Cannot go out and stressed	1
Close shop	1
Have disability, feeling difficult	1
Health issues	1
Husband and daughter lost jobs - mentally stressful	1
Husband has bowel cancer	1
I can't get access to services and no support	1
I lost my job and got no support	1
Kids are bring home-schooled which stressful	1
Lost my job and can't find a new one	1
Lot of anxiety and stress. Compromises	1
Mental health professional was not available during COVID	1
Mentally challenging time	1
More financial support	1
My husband has lost his job because of COVID-19. We have to do home schooling and pay mortgage	1
No support from Council	1
Not able to meet friends	1
Not being able to interact with local people	1
On my own	1
On welfare and small business. Not eligible for anything	1
People are forbidden to do a lot of things	1
Rates going up	1
Rather not talk about it	1
Separated from grandkid	1
Single mum with toddler. Lot of anxiety and tension	1
Stuck in house, its not good for anyone to be honest	1
There are no benefits given because we are not healthcare card holders	1
Total	40



Supported by government during the pandemic

Respondents were asked:

“On a scale of 0 (no support) to 10 (strong support), to what extent do you feel supported by government during the pandemic?”

Respondents were asked to rate how well supported they feel by the three levels of government during the pandemic.

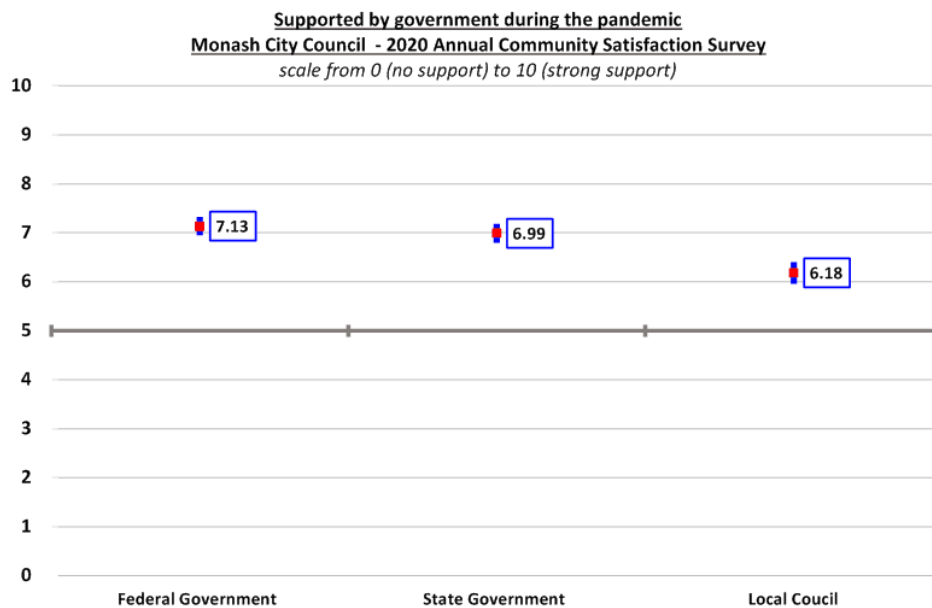
Respondents on average felt relatively well supported by the federal (7.13) and state (6.99) governments, with the level of support from the local Council measurably lower at a more modest 6.18 out of 10.

This lower score for the local Council compared to the state and federal governments is likely to reflect the fact that local government was perceived to have a less critical and apparent role in handling the pandemic, and in providing support. The federal government was seen to be providing large scale funding (e.g. Jobkeeper and Jobseeker) as well as border controls, whilst the state government was seen to provide health and hospital services (including testing) and lockdown enforcement.

It is noted that all three of these results were measurably but not significantly higher in May in the City of Monash, than in June in the City of Melton. This may reflect the dynamic nature of the pandemic and community sentiment around the pandemic, but it may also reflect the different socio-economic and demographic profile of the City of Melton compared to the City of Monash.



Melton City Council – 2020 Annual Community Satisfaction Survey



The following graph provides a breakdown of these results into the proportion of respondents who felt “strong support” (i.e. rated support at eight or more out of 10), those who felt “neutral to somewhat support” (rated support at five to seven), and those who felt “low or no support” (rated support from zero to four).

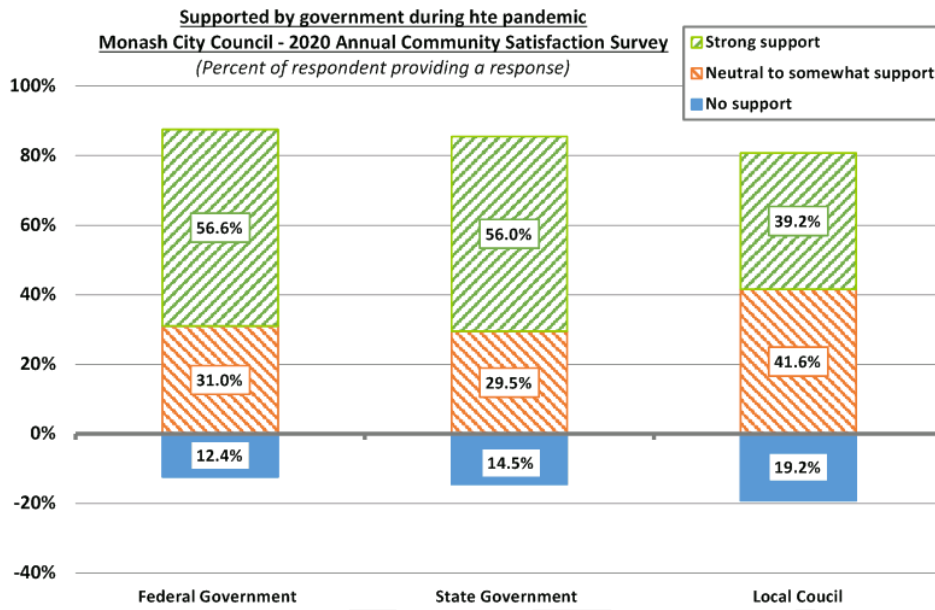
It is noted that more than half of the respondents felt strong support from the federal and state governments, whilst 39.2% felt strong support from the local council.

It is noted that almost one-fifth (19.2%) of respondents did not feel well supported by the local council during the pandemic. These respondents, on average, rated satisfaction with Council’s overall performance measurably and significantly (25.0%) lower than the municipal average (5.20 compared to 6.93).

The degree to which this variation reflects purely dissatisfaction with the performance of Council in supporting the community through the pandemic, and how much this reflects a more general level of dissatisfaction that these respondents may feel. This is discussed in more detail in the [Overall satisfaction by level of support from government](#) section of this report.



Melton City Council – 2020 Annual Community Satisfaction Survey



The following table outlines the responses received from respondents who did not feel well supported by the three levels of government during the COVID-19 pandemic.

Of the 70 responses received from the approximately 120 respondents who did not feel well supported by government, the most common responses related to a perception that government wasn't providing any support.



Melton City Council – 2020 Annual Community Satisfaction Survey

Reasons for rating "the extent you feel supported by government during the pandemic" less than 5
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
Didn't get any support at all	28
Haven't heard anything from the Council	10
Completely unaware of any activities	7
Lack of information provided to the residents	3
There is no much support financially	3
Not satisfied	2
There is no proper support to the residents	2
Danny's like a Hitler. He has too much power and its getting into his head	1
Don't hear anything from these people, haven't even been checked on	1
Don't qualify for anything	1
Don't see anything different from the main government	1
Funding neglected the working class segment. We did not get any support	1
Haven't heard too much about support options or seen it in action	1
Haven't seen anything come out, I've only seen a rate bill during this lockdown	1
Husband and daughter lost jobs but no support from government as I am still earning	1
I am Labour not liberal	1
I didn't get jackshit. I work full time but no extra support	1
I don't like the federal govt	1
Late response and lack of support	1
Lot more they could do	1
No support at all with comparison to other councils	1
No support but haven't needed it	1
No support from state government	1
No support what so ever. Supply chain has been hit badly. No emphasis on that	1
Not much relief from government level, I only have relief for my mortgage from my bank	1
Our area doesn't benefit from the government's decisions	1
Rates very expensive	1
Received only rates notice	1
Schools not open. Mixed messages	1
Systems are wrong	1
The Council haven't even reached out	1
The state governor is an idiot, a lot of questions are unresolved	1
There is no proper support, they need to provide services like mental health services	1
There was no initiative	1
There were not signs in the parks that people should not use them	1
They are contradictory	1
They don't know what they are doing	1
They haven't done anything. I did not get the incentives I have applied for	1
They're not actually helping you, despite locking us all up	1
Very indecisive	1
Victorian government is too slow to open up compared to other states. It is too autocratic	1
We didn't get financial support and we missed out, home schooling	1
Total	90



Ways of Council assisting the community deal with the pandemic

Respondents were asked:

“In what ways do you feel that Council could best assist the community with the pandemic now / assist the community rebuild and reconnect when the pandemic passes?”

Respondents were asked in an open-ended question format, to list the ways in which they feel that Council could best assist the community both during the pandemic now and to assist the community rebuild and reconnect when the pandemic passes.

A little more than one-quarter (28.6%) of respondents listed at least one way that Council could assist the community now, at an average of a little more than one way each.

Almost one-fifth (19.6%) of respondents listed at least one way that Council could assist the community rebuild and reconnect when the pandemic passes.

The most common ways in which respondents felt that Council could assist the community with the pandemic now included general communication and information (9.2%), a reduction in rates (3.6%), cleanliness of the local area (3.0%), and the enforcement of social distancing (2.0%).

When asked how Council could assist the community rebuild and reconnect once the pandemic passes, the most common responses were community activities such as fetes, concerts, BBQs (5.6%), employment opportunities and the economy (3.0%), assisting small business (2.9%), communication and education (2.5%), and getting normal services and facilities running again (1.5%).



Melton City Council – 2020 Annual Community Satisfaction Survey

Ways of assisting the community deal with the pandemic now
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2020	
	Number	Percent
More communication and information in general	74	9.2%
Rates reduction	29	3.6%
Cleanliness of public area	24	3.0%
Enforcing restrictions / social distancing	16	2.0%
Assist people under hardship policy	10	1.2%
Support small businesses	10	1.2%
Continue with closure, don't open early	10	1.2%
Restrictions to stop spread	10	1.2%
Assist the elderly, homeless, people at risk	7	0.9%
Financial support	6	0.7%
Availability fo hand sanitisers and mask	5	0.6%
Cleanliness of parks	5	0.6%
Continue what they are doing	5	0.6%
Open up / return to normal	5	0.6%
Open up spaces / activities for kids	5	0.6%
Reduce unemployment	5	0.6%
Checking on people	4	0.5%
Conduct tests	4	0.5%
Community consultation	3	0.4%
Ensure safety of people	3	0.4%
Help shopping centres	3	0.4%
Information and visibility of services and facilities	3	0.4%
Information on virus, cleanliness, social distancing	3	0.4%
Online services	3	0.4%
Assistance with mental health	2	0.2%
Cleanliness of equipment, public spaces	2	0.2%
Council governance / transparency	2	0.2%
Stop trying to be a major government	2	0.2%
Backing the state government	1	0.1%
Better health centres	1	0.1%
Cleanliness of public toilets	1	0.1%
Counselling services	1	0.1%
Each suburb to have test centres	1	0.1%
Meals on Wheels / food for needy people	1	0.1%
Multi-lingual documentation / information	1	0.1%
Other	25	3.1%
Total responses	292	
<i>Respondents identifying at least one way</i>	230 (28.6%)	



Melton City Council – 2020 Annual Community Satisfaction Survey

Ways of assisting the community rebuild and reconnect when the pandemic passes

Melton City Council - 2020 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2020	
	Number	Percent
Community activities, fee, concert, BBQ	45	5.6%
Employment opportunities / economy	24	3.0%
Assisting small business	23	2.9%
Communication, education, information and awareness campaign	20	2.5%
Get normal services / facilities running	12	1.5%
Rates reduction	9	1.1%
Community engagement, inclusion	8	1.0%
Continue / promote / monitor social distancing / crowd control	6	0.7%
Slow return to normal	6	0.7%
Cleanliness of equipment, public spaces and high touch areas	5	0.6%
Community support	5	0.6%
Financial support	4	0.5%
Support / check on elderly, disabled and	3	0.4%
More / better health facilities	2	0.2%
Assist those with mental health	1	0.1%
Counselling	1	0.1%
Support community organisations	1	0.1%
Other	19	2.4%
Total responses	194	
<i>Respondents identifying at least one way</i>	<i>158</i>	<i>(19.6%)</i>



*Melton City Council – 2020 Annual Community Satisfaction Survey***Respondent profile**

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

Age structure

Because the survey was conducted using a telephone survey methodology this year rather than the door-to-door methodology, the age structure of the respondents was less reflective of the underlying community. Consequently, the database was weighted by age and gender to ensure the final sample reflected the *Census* demographic profile. It is noted that the underlying sample did meet the 40% requirement of the Performance Reporting Framework prior to the weighting.

Age group
Melton City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2020 (unweighted)		2020	2019	2018	2017	2016
	Number	Percent	(weighted)				
Adolescents (18 - 19 years)	12	1.5%	3.6%	3.5%	4.9%	3.6%	3.4%
Young adults (20 - 34 years)	120	14.9%	30.6%	17.9%	19.5%	18.1%	20.8%
Adults (35 - 44 years)	233	29.0%	23.6%	23.9%	25.9%	27.8%	27.3%
Middle-aged adults (45 - 59 years)	225	28.0%	24.2%	30.8%	25.9%	28.0%	27.4%
Older adults (60 - 74 years)	172	21.4%	14.1%	19.8%	18.5%	19.2%	17.3%
Senior citizens (75 years and over)	42	5.2%	3.9%	4.1%	5.4%	3.3%	3.9%
Not stated	0		0	1	4	3	1
Total	804	100%	804	804	800	800	800

Gender

Gender
Melton City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2020		2019	2018	2017	2016	2015
	Number	Percent					
Male	393	48.9%	55.6%	48.0%	55.4%	50.4%	51.1%
Female	411	51.1%	44.1%	51.6%	44.2%	49.5%	48.7%
Transgender	0	0.0%	0.1%	0.1%	0.4%	0.0%	n.a.
Intersex	0	0.0%	0.0%	0.1%	0.0%	0.0%	n.a.
Other	0	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%
Prefer not to say	0		2	9	6	2	2
Total	804	100%	804	800	800	800	800

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Melton City Council – 2020 Annual Community Satisfaction Survey

Aboriginal and Torres Strait Islander

Household member identify as Aboriginal or Torres Strait Islander

Melton City Council - 2020 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Response	2020		2019	2018	2017	2016	2015
	Number	Percent					
Yes	14	1.8%	1.3%	2.5%	2.8%	3.4%	2.2%
No	768	98.2%	98.7%	97.5%	97.2%	96.6%	97.8%
Not stated	22		17	11	7	10	19
Total	804	100%	804	800	800	800	800

Household member with a disability

Household member with a disability

Melton City Council - 2020 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Response	2020		2019	2018	2017	2016	2015
	Number	Percent					
Yes	131	16.9%	12.0%	12.8%	12.9%	12.1%	11.1%
No	642	83.1%	88.0%	87.2%	87.1%	87.9%	88.9%
Not stated	31		14	6	8	1	8
Total	804	100%	804	800	800	800	800

Household member identifying as LGBTIQ

Household member identifying as LGBTIQ

Melton City Council - 2020 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Response	2020		2019	2018
	Number	Percent		
Yes	11	1.4%	2.0%	2.7%
No	758	98.6%	98.0%	97.3%
Not stated	35		22	12
Total	804	100%	804	800



Melton City Council – 2020 Annual Community Satisfaction Survey

Language spoken at home

Language spoken at home
Melton City Council - 2020 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2020		2019	2018	2017	2016
	Number	Percent				
English	501	64.1%	61.8%	67.0%	58.9%	73.0%
Hindi	29	3.7%	3.9%	4.7%	3.4%	1.9%
Italian	23	2.9%	2.1%	2.3%	2.1%	2.3%
Maltese	22	2.8%	2.3%	2.9%	2.6%	2.5%
Tagalog (Filipino)	17	2.2%	2.1%	1.8%	2.6%	2.5%
Spanish	15	1.9%	2.1%	1.5%	3.0%	1.0%
Punjabi	12	1.5%	2.5%	2.3%	2.0%	0.5%
Arabic	10	1.3%	1.5%	0.9%	2.0%	1.8%
Tamil	10	1.3%	0.9%	0.1%	0.5%	0.3%
Turkish	8	1.0%	0.4%	1.0%	0.8%	1.1%
Bengali	7	0.9%	0.5%	0.3%	0.4%	0.4%
Greek	7	0.9%	2.1%	1.4%	2.0%	1.4%
Vietnamese	7	0.9%	2.1%	0.6%	1.8%	1.1%
Croatian	6	0.8%	0.8%	0.8%	0.9%	0.8%
Macedonian	6	0.8%	2.0%	1.4%	1.8%	1.4%
Sinhalese	6	0.8%	1.1%	0.6%	1.1%	0.4%
Romanian	5	0.7%	0.1%	0.1%	0.4%	0.1%
Serbian	5	0.6%	0.6%	0.1%	0.4%	0.6%
Tongan	5	0.7%	0.2%	0.0%	0.1%	0.4%
Urdu	5	0.6%	1.1%	0.6%	0.4%	0.1%
French	4	0.6%	0.1%	0.4%	0.9%	0.4%
Albanian	3	0.4%	0.3%	0.1%	0.4%	0.0%
Cantonese	3	0.4%	0.6%	0.1%	0.5%	0.1%
Fijian	3	0.4%	0.1%	0.0%	0.0%	0.0%
German	3	0.4%	0.3%	0.5%	0.9%	0.6%
Japanese	3	0.4%	0.1%	0.0%	0.0%	0.3%
Korean	3	0.4%	0.0%	0.0%	0.2%	0.0%
Malayalam	3	0.4%	0.3%	0.4%	0.4%	0.0%
Mandarin	3	0.4%	0.5%	1.1%	0.4%	0.3%
Marathi	3	0.4%	0.0%	0.1%	0.0%	0.0%
Portugese	3	0.4%	0.0%	0.1%	0.4%	0.0%
All other languages (31 separately identified)	41	5.2%	7.3%	6.7%	8.6%	4.8%
Not stated	23		8	11	7	3
Total	804	100%	804	800	800	800



Melton City Council – 2020 Annual Community Satisfaction Survey

Household structure

Household structure
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2020		2019	2018	2017	2016	2015
	Number	Percent					
Two parent family total	440	57.8%	52.2%	56.1%	53.9%	52.8%	57.1%
youngest child 0 - 4 years	119	15.6%	14.6%	12.8%	13.5%	14.7%	18.1%
youngest child 5 - 12 years	137	18.0%	16.1%	18.0%	20.0%	16.2%	15.4%
youngest child 13 - 18 years	86	11.3%	9.8%	9.7%	8.7%	8.7%	10.5%
adult children only	98	12.9%	11.6%	15.7%	11.6%	13.2%	13.1%
One parent family total	62	8.1%	9.3%	6.7%	7.6%	7.1%	7.9%
youngest child 0 - 4 years	10	1.3%	1.6%	0.6%	1.4%	1.4%	1.9%
youngest child 5 - 12 years	13	1.7%	1.6%	1.3%	1.9%	1.6%	1.2%
youngest child 13 - 18 years	17	2.2%	1.6%	1.3%	0.5%	0.9%	1.2%
adult children only	22	2.9%	4.4%	3.5%	3.8%	3.2%	3.5%
Couple only household	152	20.0%	21.3%	19.3%	23.5%	22.0%	26.8%
Group household	34	4.5%	8.5%	9.6%	6.3%	6.7%	9.0%
Sole person household	61	8.0%	8.5%	8.0%	7.2%	9.1%	7.1%
Other	12	1.6%	0.3%	0.3%	1.5%	2.3%	0.4%
Not stated	43		5	27	9	10	5
Total	804	100%	804	800	800	800	800

Housing situation

Housing situation
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2020		2019	2018	2017	2016	2015
	Number	Percent					
Own this home	294	39.0%	51.5%	52.2%	39.6%	45.4%	49.1%
Mortgage (paying-off this home)	320	42.4%	31.7%	29.9%	41.8%	34.1%	32.0%
Renting this home	118	15.6%	16.1%	16.3%	17.4%	18.2%	17.8%
Other arrangement	22	2.9%	0.8%	1.7%	1.1%	2.3%	1.0%
Not stated	50		8	14	8	10	10
Total	804	100%	804	800	800	800	800



Melton City Council – 2020 Annual Community Satisfaction Survey

Business owner

Household member own / manage a business in the City of Melton
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2020		2019	2018	2017
	Number	Percent			
Yes	103	13.5%	9.0%	10.4%	7.5%
No	659	86.5%	91.0%	89.6%	92.5%
Not stated	42		8	0	0
Total	804	100%	804	800	800

Period of residence

Period of residence in the City of Melton
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2020		2019	2018	2017	2016	2015
	Number	Percent					
Less than one year	13	1.7%	6.7%	6.9%	4.7%	5.1%	6.9%
One to less than five years	95	12.4%	19.1%	17.6%	19.6%	12.5%	18.0%
Five to less than ten years	164	21.3%	17.4%	21.1%	19.9%	27.4%	23.6%
Ten years or more	497	64.6%	56.8%	54.4%	55.8%	54.9%	51.5%
Not stated	35		1	8	7	1	4
Total	804	100%	804	800	800	800	800



Melton City Council – 2020 Annual Community Satisfaction Survey

General comments

Respondents were asked:

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

The following table provides a summary of the general comments received from respondents this year, with a comparison to previous years.

It is noted that the proportion of respondents making general comments about safety, policing, and crime related issues declined substantially this year, down from 15.1% of comments last year to just 3.2% this year.

Other issues that are commonly raised by respondents include comments about Council services and facilities (18.5%), traffic and roads (9.7%), and waste management and cleanliness (9.7%).

Summary of general comments
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number of responses)

Comment	2020		2019	2018	2017	2016	2015
	Number	Percent					
Council services and facilities	23	18.5%	11.7%	1.9%	7.1%	2.2%	10.3%
Traffic and roads	12	9.7%	12.5%	13.2%	11.8%	11.7%	9.6%
Waste management and cleanliness	12	9.7%	5.8%	7.5%	5.5%	5.0%	9.0%
Footpaths	9	7.3%	0.0%	0.0%	1.6%	1.7%	1.9%
Parks, gardens and open spaces	7	5.6%	11.7%	1.9%	5.5%	5.6%	3.2%
Public transport	7	5.6%	4.2%	1.9%	2.4%	7.3%	0.0%
Rates	6	4.8%	8.3%	7.5%	4.7%	8.9%	12.2%
Council governance and performance	5	4.0%	0.0%	0.0%	7.1%	14.0%	0.0%
Tree maintenance	5	4.0%	3.3%	1.9%	3.9%	5.6%	3.2%
Parking	5	4.0%	3.3%	1.9%	3.1%	2.8%	1.9%
Support for business	5	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Safety, policing and crime	4	3.2%	5.8%	15.1%	15.7%	10.1%	5.1%
Lighting	4	3.2%	0.0%	3.8%	0.0%	0.0%	0.0%
Animal management	3	2.4%	0.8%	5.7%	0.0%	2.8%	1.9%
Communication, consultation, responsiveness	3	2.4%	0.0%	1.9%	6.3%	2.2%	4.5%
Planning, building and development	3	2.4%	0.0%	0.0%	5.5%	2.8%	3.2%
Comments on the survey	3	2.4%	6.7%	7.5%	3.1%	0.6%	2.6%
General positive	2	1.6%	8.3%	9.4%	7.1%	7.8%	11.5%
COVID-19 issues	2	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Schools / education	0	0.0%	0.0%	1.9%	3.1%	1.1%	2.6%
Other	4	3.2%	17.5%	17.0%	6.3%	6.1%	7.7%
Total	124	100%	120	53	127	179	156

The verbatim general comments are outlined in the following table.



Melton City Council – 2020 Annual Community Satisfaction Survey

General comments

Melton City Council - 2020 Annual Community Satisfaction Survey

(Number of responses)

Comment	Number
<i>Safety, policing, and crime</i>	
Need to have efficient and more responsive police force around the area	1
No streetlights in Greenhills drive, Centenary Ave etc. very dangerous	1
Policing in the area must be improved. With all the break-ins happening I do not feel safe at all	1
Street cameras	1
Total	4
<i>Traffic and roads</i>	
Roads have potholes and are not maintained	2
Narrow roads	1
Not enough traffic lights and pedestrians crossing	1
Road accessibility	1
Road infrastructure is not good for getting in or out of Melton	1
Road need to work	1
Roads	1
Roundabout near Brooklyn Rd and Station St need to be fixed	1
The roundabout in Melton to Hillside is creating traffic issues. Change it to multiple lane	1
The roundabout in the roads to Burnside is not appropriate and creates congestion	1
Traffic management	1
Total	12
<i>Waste management & cleanliness</i>	
Melton recycling is expensive	3
Things are not maintained	2
Bins are getting skipped	1
Extend the term or expiry of the current tip passes	1
I feel there needs to be more Council service bins near public places and parks that don't have them	1
Improve the dumping of rubbish in the area	1
Love to see Monaghans Lane cleaned up	1
Neighbourhood needs a check	1
Wren Pde - remove the car from there please	1
Total	12



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<i>Parking</i>	
Getting unwanted fines when I parked the car in nature strip	1
Parking is not monitored, people parking in the nature strip and blocking driveway, and all need immediate action	1
People getting fines even if the cars are in the driveway, it is unfair	1
Unfair parking fines to residents even though the area is not business areas	1
Unreasonable fines in parking	1
Total	5
<i>Planning, building and development</i>	
Follow up planning permits properly, police them properly	1
I have problem with neighbours I can't build my fence because of them	1
They are making the block of lands too small and too crammed in the new areas, looking very bland	1
Total	3
<i>Communication, consultation, responsiveness</i>	
Activities to encourage more community engagement	1
More approachable to residents' concerns	1
Website navigation is very bad so many tabs it's not user friendly, Council is not consulting the community	1
Total	3
<i>Public transport</i>	
Be more active with the public transport to Melbourne city	1
Bus services should start early	1
Increase the bus timings from 9 pm to 10 pm	1
More public transport directly from shopping centre to Caroline Springs Shopping Centre	1
Public transport needs to improve	1
The bus stop is constructed 12 months ago but no bus,	1
There is no shelter at the bus stops which is making difficult during bad weather days	1
Total	7
<i>Parks, gardens, and open spaces</i>	
Banchory estate is not maintained well especially trimming of the trees is not done	1
Caroline Springs lake is not clean, needs immediate maintenance	1
Cleanliness of parks	1
Look after public parks in local area	1
Parks are not maintained	1
Parks are not maintained; bins are always overflowing	1
Tidying up the parklands is needed	1
Total	7
<i>Tree maintenance</i>	



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Street beautification must be done in Glenbruar Drive in the North end. Plant like 2 dozen trees	1
Better control over street trees	1
Street trees should be maintained better. They cut them but do not take the branches for months	1
Trees are an issue	1
Trees should be maintained	1
Total	5

Lighting

Need more streetlights	2
Streetlights are not maintained and looked after	1
Need the streetlights fixed in some streets and Melton Highway	1
Total	4

Footpaths

Footpaths	2
Footpaths are not maintained	2
Footpath is raised and creating issues	1
Footpaths are uneven even before repairing	1
Footpaths need more attention, overgrown shrubs which is making it difficult to walk	1
Footpaths need repairing	1
Need footpath on both the sides of the road	1
Total	9

Council services and facilities

Desperate need for hospital	3
Need to upgrade Melton Waves like upgrade the wave pool etc.	2
Need a hospital in Melton	2
Black Dog Drive bridge needs to be redone instead of just safety tape	1
Burnside is forced to use services from Caroline Springs	1
Gas connection required in older parts	1
I push for the financial assistance to Melton house. That is an excellent service. There is no assistance to them	1
Library service should be improved more books, more selection	1
More recreational facilities in Caroline Springs	1
Need an additional swimming pool in the Caroline Springs area	1
Needs upgrade in the public system	1
Not enough leisure centres in close proximity	1
Population is a great concern; infrastructure should be improved to accommodate the population	1
Services for children should be more	1



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Services for seniors should be more	1
Services for young people should be more	1
Wait time is more for services for children and seniors	1
Need more public spaces like basketball courts	1
Need more support from the government	1

Total **23**

Rates

Rates are ridiculous, very high	2
Heavy penalties on people dumping hard rubbish on other people's property	1
Rates don't reflect the services we are receiving	1
Rates should be reduced for seniors and pensioners, not enough services for disabled people	1
Taxpayers are not getting benefits	1

Total **6**

Animal management

Council should not waste money in animal management	1
Responsiveness to pet related disputes are very poor	1
Giving fines in terms of animals	1

Total **3**

COVID-19 issues

Job opportunities after COVID-19	1
Just continue rate discount as it takes some more time to recover from the loss during the pandemic	1

Total **2**

Support for business

Need support to local business	2
Allow people to do the makers market and support the local businesses	1
Council not helping the local business, during the community events and all	1
More variety of businesses	1

Total **5**

Council governance and performance

Council does a good job	1
Council needs to do a better job than what they are doing now	1
Council's performance is pathetic and not doing anything when it comes to wildlife natural reserves and nothing	1
Inefficiency in the Council, shorten the Council staff	1



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Need to invest money equitably across suburbs	1
Total	5
<i>General positive</i>	
Happy with the place	1
We really enjoy our neighbourhood; hope activities commence soon	1
Total	2
<i>Comments on the survey</i>	
Found these questions intrusive and offensive	1
Give incentives for doing surveys	1
Hopefully, the feedback provided will be of use and not just thrown into the database without addressing major problems	1
Total	3
<i>Other</i>	
Acknowledging the local aboriginal culture	1
Allow people to beautify the area on their own	1
Fireworks in New Year is a huge issue in the area, people are out of control around the New Year. Noise to 3 pm	1
Hired a company from Queensland for live streaming service where manpower and technology were available locally	1
Total	4
Total	124



Appendix One: Reasons for dissatisfaction with Council's overall performance

The following table provides the verbatim comments received from respondents dissatisfied with Council's overall performance.

Reasons for dissatisfaction with Council's overall performance
Melton City Council - 2020 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
<i>Communication, consultation, and responsiveness</i>	
Contacted Council for trees and parks. Parking near the school. Council has been unresponsive	1
Do not listens to what we have to say	1
Had few deals with them and not satisfied	1
No communication	1
Not enough community consultation. Don't take into account the community views	1
Racism, don't listen to people	1
There is no proper response to the complaints and there is no consultation before decision making	1
They do not listen	1
West gate tunnel toxic dumping. No response	1
I have lived here almost my whole life; the maintenance is very bad. There is dust, gravel on the road. I have complained and nothing happened. People are throwing rubbish. I have to duck on the footpaths	1
<i>Council support, governance, and performance</i>	
Not doing anything for the community	3
Council doesn't do a good job in general, don't see Council a lot	1
Council is not doing things in the interest of the community	1
Not doing anything for the community and not getting what is essential	1
Population has escalated. But the community is cul de sac community. Heavy vehicles coming in. Council not doing anything. Sack the lot	1
They are selfish and don't take responsibility	1
They don't listen to complaints	1
They don't work for the people	1
They look after making money instead of looking after people	1
They need to more be in mind of the community	1
<i>Rates and money spending</i>	
They are increasing rates when everyone is struggling	1
Lot more maintenance in certain parts of Kurunjang	1
Melton does not get anything whereas Caroline Springs has everything	1
Rates are expensive. Hard to communicate. Other councils are better	1
Rejected request to reduce \$100 from rates which is ridiculous. Long constructions	1



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<i>Service and facilities</i>	
There no proper services for disable people, there is no service even after complaining	1
Roads getting old	1
Very poor services. Don't look after community	1
The parks are disgusting	1
<i>Public transport, traffic, and parking</i>	
There is no traffic management	1
<i>Other</i>	
Relate to the issues	1
They are being equal	1
Treat me bad. Siding with developers. Blocking pathways	1
Total	35



Appendix Two: survey form

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