

Melton City Council

**2022 Annual Community Satisfaction Survey
Findings Report**

July 2022



Prepared for:

Melton City Council

Prepared by:

**Metropolis Research
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Executive summary

Survey aims and methodology

Metropolis Research conducted Council's eighth *Annual Community Satisfaction Survey* as a telephone interview survey of 800 respondents in June and July 2022.

The survey is traditionally conducted on weekends as a face-to-face interview survey at the residents' door. However, due to the continued COVID-19 pandemic, and the resultant impacting on staff and labour availability, the survey was again in 2022 conducted by telephone.

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

The survey also measured the importance to the community of 34 individual services and facilities, explored the top issues the community feel needs to be addressed in the municipality "at the moment", as well as measuring the perception of safety in Melton's public areas, the local sense of community, the perception of family violence in the community, and volunteering.

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

The response rate for this survey (i.e., the proportion of residents who were invited to participate who did participate) was 24.1%, which is somewhat lower than is typically achieved for the face-to-face methodology (35.0% in 2020), and down slightly on the 29.3% recorded last year.

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

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



Key findings

The key finding from the survey this year is that satisfaction with most aspects of Council performance declined a little this year, and overall satisfaction was very marginally lower than the metropolitan Melbourne average of 6.60, but marginally higher than the western region councils' average of 6.46. These three results were a statistical tie.

There was only an average 1.4% decline in satisfaction with the six aspects of governance and leadership, which was a much smaller decline than has been observed across many municipalities in metropolitan Melbourne by Metropolis Research in 2022, including the metropolitan Melbourne average decline of 5.8%.

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

There was a substantial increase in the proportion of respondents nominating traffic management as one of the top three issues this year, up from 21.8% to 25.9%, which is well above the metropolitan Melbourne average, and a result that has not been replicated in other municipalities this year. Consistent with this increase, satisfaction with both local traffic management (down 6.0%) and road maintenance and repairs (down 6.8%) both declined measurably this year.

The areas of Council performance that declined most notably this year were the five health and human services, including services for seniors (down 21.0%), health services for babies, infants, and toddlers (down 17.6%), services and programs for children (down 14.4%), services for people with disability (down 14.3%), and services for young people (down 9.1%). It is noted that only a relatively small proportion of respondents used these services, resulting in a somewhat greater degree of variability in satisfaction from year to year, although these declines are larger than the typical variability due to small sample size.

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

| <i>Satisfaction with</i> | <i>Metro. Melbourne 2022</i> | <i>City of Melton 2021</i> | <i>City of Melton 2022</i> |
|---|--------------------------------------|------------------------------------|------------------------------------|
| <i>Customer service (average score across 6 indicators)</i> | 6.59 | 7.58 | 7.18 |
| Council's Overall performance | 6.60 | 6.81 | 6.54 |
| Making decisions in the interests of community | 6.34 | 6.61 | 6.45 |
| Community consultation and engagement | 6.39 | 6.50 | 6.43 |
| Representation, lobbying and advocacy | 6.28 | 6.41 | 6.42 |
| Maintaining trust and confidence of the community | 6.35 | 6.58 | 6.41 |
| Responsiveness of Council to local community needs | 6.30 | 6.46 | 6.32 |
| Maintenance and repair of sealed local roads | 6.33 | 6.39 | 5.95 |



Satisfaction with the performance of Council

Satisfaction with the [overall performance](#) of Melton City Council decreased 3.9% this year to 6.54 out of 10, which was not a statistically significant decline.

This result was very marginally lower than the metropolitan Melbourne (6.60) average, and marginally higher than the western region councils' (6.46) average satisfaction, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

Overall satisfaction with the City of Melton remains in the “good” range.

Metropolis Research notes that it cannot be discounted that the significant external factor of the COVID-19 pandemic including its associated social distancing requirements, may well have impacted on community mindset and outlook. This significant issue may have had an impact on their satisfaction with the performance of government more broadly, with a perceived fatigue with government appearing to impact on satisfaction in several municipalities this year.

One-third (33.1% down from 37.4%) of respondents were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst 11.9% (up from 9.3%) were dissatisfied (rating from zero to four).

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

- ***Notably more satisfied than average*** – includes respondents from Harkness, senior citizens (aged 70 years and over), female respondents, respondents from multilingual households, respondents from group households, rental household respondents, and new and newer residents (less than five years in the City of Melton).
- ***Notably less satisfied than average*** – includes respondents from Burnside, adults (aged 35 to 49 years), male respondents, respondents from English speaking households, respondents from two-parent families with youngest child aged 5 to 12 years, couple only household respondents, home-owner household respondents, and respondents from households with a member with disability.

The average satisfaction with the six included aspects of [governance and leadership](#) declined by 1.4% this year, down from 6.60 to 6.51, although it remains a “good” level of satisfaction. Satisfaction with all six aspects of governance and leadership were somewhat higher than the metropolitan Melbourne averages.

Metropolis Research notes that satisfaction with governance and leadership declined in most municipalities for which Metropolis Research conducted this research in 2022. There were, however, no significant or unusual issues identified that underpinned this decline. Other issues which may potentially have negatively influenced satisfaction with governance and leadership may include issues such as the federal election campaign, as well as a general fatigue with government resulting from the impact of the COVID-19 pandemic.



These results confirm that most respondents remain satisfied with Council’s performance in meeting its environmental responsibilities (7.05), advocacy on behalf of the community for local educational opportunities (6.68), making decisions in the interests of the community (6.45), community consultation and engagement (6.43), representation, lobbying and advocacy (6.42), maintaining community trust and confidence (6.41), and the responsiveness of Council to local community needs (6.32).

Respondents were asked to rate their agreement with three [statements about Melton City](#). Agreement that Council infrastructure is equitable, inclusive, and accessible decreased marginally but not measurably this year, down 2.1% to 6.84 out of 10. This year, 11.2% (up from 7.3%) of respondents disagreed with this statement.

Agreement that Melton is a city that encourages and enable people to work, shop, and spend time locally decreased very marginally this year, down less than one percent to 7.15. This year, 9.3% (up from 6.7%) of respondents disagreed with this statement.

Agreement that Council is efficient and well run was included in the survey for the first time this year, with an average agreement of 6.59. A total of 13.0% of respondents disagreed with this statement.

Satisfaction with Council’s [customer service](#) delivery was at a “good”, down from a “very good” level, with an average decline of 1.6%, to an average satisfaction of 7.18.

The courtesy and professionalism of staff remained the aspect of customer service with the highest satisfaction, recording an average of 7.96, which is an “excellent” level.

Satisfaction with [planning for population growth by all levels of government](#) decreased notably but not measurably this year, down 4.4% to 5.77, which is a “poor”, down from a “solid” level. This result remains, however, above the average for the growth area councils of 5.57.

Satisfaction with the [planning and development outcomes](#) including the appearance and quality of new developments (6.95), maintaining local heritage and sites of significance (6.92), and maintaining natural reserves (6.22), all declined somewhat this year. Despite the small declines, satisfaction with maintaining local heritage and sites of significance and the appearance and quality of new developments remain higher than the metropolitan Melbourne results.

The average satisfaction with the 34 Council provided [services and facilities](#) included in the survey declined by an average of 5.4% this year, and is now at a “good”, down from a “very good” level.

Satisfaction with all 32 services and facilities that were included in the survey last year declined this year, with the following services and facilities recording a statistically significant decline this year:

- **Measurable decline in satisfaction in 2022** – includes seniors (21.0% lower in 2022), health services for babies, infants, and toddlers (17.6% lower), services and programs for children



(14.4% lower), services for people with disability (14.3% lower), public toilets (10.1% lower), services for young people (9.1% lower), the provision and maintenance of street trees (8.3% lower), the maintenance and repair of sealed local roads (6.8% lower), Moving Ahead (6.5% lower), parking enforcement (6.3% lower), local traffic management (6.0% lower), recreation and leisure centres (5.8% lower), access services through digital channels (5.8% lower), provision of parks and gardens (5.6% lower), footpath maintenance and repairs (4.9% lower), Council activities promoting local business growth (4.8% lower), and the maintenance of parks and gardens (4.6%).

Metropolis Research notes that the average satisfaction with the 34 included services and facilities was 9.6% higher than satisfaction with Council's overall performance. This was a similar result to last year.

Further, satisfaction with all but seven services and facilities recorded satisfaction scores higher than the overall satisfaction with Council this year. The seven services and facilities to record a satisfaction score lower than the overall satisfaction score were public toilets, the maintenance and repair of sealed local roads, services for seniors, local traffic management, services for people with disability, footpath maintenance and repair, and parking enforcement.

The services with the highest levels of satisfaction this year again include regular garbage collection (8.63), regular recycling (8.58), libraries services (8.58), green waste collection (8.54), hard rubbish collection (7.78), community centres / neighbourhood houses (7.74), and sports grounds and associated facilities (7.73).

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

There were two services and facilities that recorded a "poor" level of satisfaction this year, that being public toilets (5.95) and the maintenance and repair of sealed local roads (5.95).

Issues to address for the City of Melton

The main [issues to address for the City of Melton](#) were traffic management (25.9% up from 21.8% of respondents identified it as an issue this year compared to last year), roads including roadworks (13.1% up from 10.0%), parks, gardens, and open spaces (9.4% up from 7.0%), safety, policing, and crime (9.3% up from 5.5%), and health and medical services (7.3% up from 3.3%).

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



This result has not been replicated in other municipalities across metropolitan Melbourne this year, including some other growth area councils.

The issues that are most likely to be exerting a negative influence on satisfaction with the performance of Council for the respondents raising the issues include roads, street trees, parks and gardens, general infrastructure, traffic management, footpaths, parking, safety, policing and crime, education, community activities, and communication.

However, these results reflect the views of the proportion of respondents who nominated each of these issues and does not imply that most of these services are overall, a negative influence on community satisfaction with the overall performance of Council.

Most attention is drawn to traffic management, parks and gardens, and safety, policing, and crime issues, as the somewhat larger proportion of respondents nominating these issues ensures that these issues are likely to have had a larger impact on the overall satisfaction score than for many of the other issues.

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

The [perception of safety in the public areas of the City of Melton](#) overall declined 2.8% this year and remains measurably lower than the metropolitan Melbourne average.

The perception of safety at home alone after dark (7.63), in the public areas during the day (7.59), and in and around local shopping areas (7.43), at local community events (7.32), in and around the Caroline Springs shopping centre (7.30), and in and around the local shopping area (7.22), all remained at strong levels despite small declines.

Less than 10.0% of respondents felt unsafe in any of these locations or circumstances.

The perception of safety in the public areas of the City of Melton at night declined somewhat this year, down 3.3% to 5.54. It is noted that 31.6% of respondents felt unsafe in the public areas of the municipality at night.

Sense of community

There were [16 statements about aspects of the local sense of community and associated issues](#).

The average agreement with these statements remains at moderate to strong levels of agreement, with the highest agreement for “the Melton community is welcoming and supportive of people from diverse cultures and backgrounds” (7.69), “Melton Council respects, reflects, and is inclusive of Aboriginal and / or Torres Strait Islander persons” (7.60), “I / we could turn to the neighbours for help” (7.58), and “the Melton community is welcoming and supportive of LGBTIQA+ people” (7.50).



Agreement was lowest for “I / we feel part of the local community” (6.54), and “it’s an active community, people do things and get involved in issues” (6.53).

The average agreement with most of these statements remained relatively stable this year, although it is noted that agreement that “the health services I / we need are available locally” declined by a statistically significant 8.4% this year.

This is consistent with the declines in satisfaction with health and human services reported in this report this year.

Family violence

The proportion of respondents who agreed that [“family violence is common in the community”](#) decreased marginally this year, down from 29.4% last year to 28.6%.

Respondents were then asked their agreement with [five attitudinal statements about family violence](#). The statements refer to some of the drivers or myths around family violence and are not directly about the respondents’ experience of family violence. Between 58% and 73% of respondents disagreed with each of these five statements, which is a positive result as the statements reflect drivers or myths that excuse or justify family violence.

It is also noted that the proportion of respondents who agreed with four of these five statements declined marginally this year, and all have declined somewhat from the high point recorded back in 2018 when the questions were first included in the survey.

Approximately three-quarters (73.4%) of respondents disagreed that “family violence can be excused if it is acceptable in the person’s culture”, whilst a little less than two-thirds (57.6%) disagreed that “women prefer a man to be in charge of the relationship”.

Average commuting times

A new question was included in the survey this year, asking respondents who commuted to work or study their average two-way commute time. A total of 580 of the 800 respondents provided a response.

One-fifth (21.2%) took less than 30 minutes, one-third (33.4) took between 30 minutes and one hour, one-quarter (25.9%) took one hour to less than 90 minutes, and one-fifth (19.5%) took 90 minutes or more.

Volunteering

In 2022, there was a decline in the proportion of respondents who reported that they volunteer, down from 27.9% last year to 17.6%. This includes 14.3% who volunteer locally, and 3.3% who volunteer elsewhere.



Introduction

Metropolis Research was commissioned by Melton City Council to undertake this, its eighth *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 to address for the City of Melton "at the moment"
- Satisfaction with aspects of planning and housing development
- Community perception of safety in public areas of Melton
- Satisfaction with Council customer service
- Respondent profile.

In addition to these core components that are to be included every year, the *Melton City Council – 2022 Annual Community Satisfaction Survey* includes questions exploring current issues of importance that reflect Council's current requirements. The 2022 survey includes questions related to the following issues:

- Sense of community
- Family violence
- Volunteering.

This *Findings Report* provides municipal level results for all questions in the survey. A more detailed examination of results has been provided to Council.

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



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

The survey also assists Council in gauging achievement toward the delivery of the commitments contained with the *Council and Wellbeing Plan 2021-2025* and achieving the aspirations of the *Community Vision 2041 – The City We Imagine*, and other strategic council plans.

Criteria considered in determining the survey questions included consistency with questions previously asked, strategic indicators from the *Council and Wellbeing Plan 2021-2025* and information that feeds into the online Know Your Council website (which provides consistent information regarding the performance of local councils across Victoria).

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

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

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

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

Methodology, response rate and statistical significance

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

The 2022 survey was designed to be implemented using the face-to-face methodology but was implemented by telephone due to the impact of COVID-19 on staff and labour availability, making it impossible to conduct the survey as a face-to-face, doorstep interview style survey this year.

The surveying was completed over five weeks in June and July 2022, consistent with the timing of previous years.

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



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

A total of 800 surveys were conducted from a random sample of 12,780 residential telephone numbers, including approximately two-thirds mobile phones and one-third landlines.

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

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

Of the 12,780 telephone numbers, the following results were obtained:

- No answer - 9,455
- Refused - 2,525
- Completed - 800

This provides a response rate of 24.1%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is down on the 35.0% response rate achieved in 2019 using the door-to-door methodology, and down marginally on the 29.3% from 2021, but consistent with the 25.0% recorded in 2020.

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

In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%. The true value reflects the actual result of the entire population from which the sample is drawn. A larger sample size provides a smaller confidence interval, and a smaller sample size provides a larger confidence interval.

This is based on a total sample size of 800 respondents and an underlying population of the City of Melton of 181,233.

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010.

Governing Melbourne is usually conducted with a sample of 1,200 respondents, however, due to the continued impact of COVID-19 this year, the survey included a sample of 850 respondents. The sample is drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Melton City Council – 2022 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.



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

The report also provides some comparisons with the growth area councils of Cardinia, Casey, Hume, Knox, Melton, Whittlesea, and Wyndham.

Glossary of terms

Precinct

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

Measurable and statistically significant

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

Significant result

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

Somewhat / notable / marginal

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

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

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



95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls. The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.4%.

Satisfaction categories

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

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

Precincts

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

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

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

The precincts used in this report are as follows:

- **Melton Township** – includes the precincts of Melton precinct, Melton West, Kurunjang, Melton South / Brookfield, and Harkness.
- **Eastern Corridor** – includes the precincts of Burnside, Caroline Springs, Hillside, Taylors Hill, and Frasers Rise.
- **Rural precinct** - includes the rural balance and the rural townships of Diggers Rest, Toolern Vale, Aintree, Eynesbury and Rockbank.



Summary of results

The following is a summary of the results from the *Melton City Council – 2022 Annual Community Satisfaction Survey*.

Overall performance

- Satisfaction with Council’s overall performance declined 3.9% this year from 6.81 to 6.54 but remains at a “good” level of satisfaction.
- This result was almost identical to the 2022 metropolitan Melbourne average of 6.60.
- There was a small decline in the proportion (33.1% down from 37.4%) of respondents who were “very satisfied” with Council’s overall performance, and there was a very small increase in the proportion of “dissatisfied” respondents (11.9% up from 9.3%).
- Respondents from Harkness were measurably more satisfied than the municipal average and at a “very good” rather than a “good” level of satisfaction.
- Senior citizens (aged 70 years and over), female respondents, respondents from multilingual households, respondents from group households, rental household respondents, and new and newer residents (less than five years in the City of Melton) were more satisfied with Council’s overall performance.
- Adults (aged 35 to 49 years), male respondents, respondents from English speaking households, respondents from two-parent families with youngest child aged 5 to 12 years, couple household respondents, home-owner household respondents, and respondents from households with a member with disability were somewhat less satisfied.

Governance and leadership

- The average satisfaction with the seven aspects of governance and leadership was 6.54 out of 10, which was identical to the overall satisfaction score this year.
- The average satisfaction with the six aspects of governance and leadership declined 1.4% this year, down from 6.60 to 6.51, although it remains “good”.
- Satisfaction with the seven aspects of governance and leadership were as follows:
 - Meeting environmental responsibilities (7.05 down from 7.07) “good”
 - Advocacy on behalf of the community for local educational opportunities (6.68, new) “good”
 - Making decisions in the interests of the community (6.45 down from 6.61) “solid”
 - Community consultation and engagement (6.43 down from 6.50) “solid”
 - Representation, lobbying, and advocacy (6.42 up from 6.41) “solid”
 - Maintaining community trust and confidence (6.41 down from 6.58) “solid”
 - Responsiveness to local community needs (6.32 down from 6.46) “solid”.



Statements about City of Melton

- Respondents were asked their level of agreement with three statements about Melton City Council, on a scale from zero (strongly disagree) to 10 (strongly agree), with the average agreement as follows:
 - Melton is a city that encourages and enables people to work, shop and spend time locally (7.15 down from 7.19)
 - Council infrastructure is equitable, inclusive, and accessible (6.84 down from 6.99)
 - Council is efficient and well run (6.59, new).

Customer service

- In 2022, 40.2% of respondents reported that they had contacted Council in the last 12 months, a small increase on the 34.5% reported last year.
- The most common form of contact with Council was by telephone during office hours, with almost two-thirds (64.2% down from 73.4%) of respondents using this method.
- Average satisfaction with the five aspects of customer service declined marginally, but not measurably this year, down 1.6% to 7.18, which is a “good”, down from a “very good” level of satisfaction. These can best be summarised as follows:
 - Courtesy and professionalism of staff (7.96 down from 8.01) “excellent”
 - Access to relevant officer / area (7.37 down from 7.46) “very good”
 - Provision of information (7.25 down from 7.27) “very good”
 - Satisfaction with the “final outcome” (6.92 down from 7.22) “good”
 - Speed and efficiency of service (6.88 down from 7.09) “good”.

Planning for population growth

- Satisfaction with planning for population growth by all levels of government declined notably but not measurably this year, down 4.8% from 6.04 to 5.77, which is a “poor”, down from a “solid” level of satisfaction.

Planning and housing development

- In 2022, five percent of respondents reported that they had been personally involved in the planning approvals and development process in the last 12 months. This is consistent with previous years.
- Average satisfaction with the three included aspects of planning and development was 6.70, a decrease of 2.8%.
- These can best be summarised as follows:
 - Appearance and quality of new developments (6.95 down from 7.19) “good”
 - Maintaining local heritage and sites of significance (6.92 down from 7.24) “good”
 - Opportunities to participate (6.22 down from 6.23) “solid”.



Council services and facilities

- The average satisfaction with the 34 included Council services and facilities was 7.17, down 5.4% on the average satisfaction of 7.58 recorded last year. This is a “good” level of average satisfaction, down from a “very good” level.
- Approximately half of the respondents who provided a satisfaction score for individual services and facilities were “very satisfied” with 25 of the 34 included services and facilities.
- Satisfaction with the 34 services and facilities included in the survey were as follows:

| | | |
|--|-----------------------|-------------|
| ○ Regular garbage collection | (8.63 down from 8.65) | “excellent” |
| ○ Regular recycling | (8.58 down from 8.64) | “excellent” |
| ○ Library services | (8.58 down from 8.75) | “excellent” |
| ○ Green waste collection service | (8.54 down from 8.67) | “excellent” |
| ○ Hard rubbish collection | (7.78, stable) | “excellent” |
| ○ Community centres / Neighbourhood houses | (7.74 down from 7.91) | “very good” |
| ○ Sports grounds and associated facilities | (7.73 down from 7.88) | “very good” |
| ○ Melton Recycling Facility | (7.49 down from 7.54) | “very good” |
| ○ Council’s website | (7.45 down from 7.57) | “very good” |
| ○ Animal management | (7.43 down from 7.58) | “very good” |
| ○ Access services through digital or online channels | (7.40 down from 7.86) | “very good” |
| ○ Provision and maintenance of playgrounds | (7.37 down from 7.65) | “very good” |
| ○ Provision of community events and festivals | (7.37 down from 7.80) | “very good” |
| ○ Provision of cultural events | (7.31 down from 7.59) | “very good” |
| ○ On and off-road bike and / or walking paths | (7.30 down from 7.57) | “very good” |
| ○ Provision of parks and gardens | (7.24 down from 7.67) | “good” |
| ○ Public Spaces | (7.21, new) | “good” |
| ○ Maintaining natural reserves | (7.21, new) | “good” |
| ○ Recreation and Leisure Centres | (7.19 down from 7.64) | “good” |
| ○ Maintenance of parks and gardens | (7.06 down from 7.40) | “good” |
| ○ Services and programs for children | (7.03 down from 8.21) | “good” |
| ○ Litter collection in public areas | (6.96 down from 7.11) | “good” |
| ○ Services for young people | (6.85 down from 7.53) | “good” |
| ○ Health services for babies, infants, and toddlers | (6.79 down from 8.25) | “good” |
| ○ Council activities promoting local business growth | (6.76 down from 7.10) | “good” |
| ○ Moving Ahead (Council’s printed newsletter) | (6.74 down from 7.21) | “good” |
| ○ Provision and maintenance of street trees | (6.63 down from 7.23) | “good” |
| ○ Parking enforcement | (6.46 down from 6.89) | “solid” |
| ○ Footpath maintenance and repairs | (6.39 down from 6.72) | “solid” |
| ○ Services for people with disability | (6.29 down from 7.34) | “solid” |
| ○ Local traffic management | (6.26 down from 6.65) | “solid” |
| ○ Services for seniors | (6.24 down from 7.89) | “solid” |
| ○ Maintenance and repair of sealed local roads | (5.95 down from 6.39) | “poor” |
| ○ Public toilets | (5.95 down from 6.62) | “poor”. |

Issues for Council to address ‘at the moment’

- ⊗ A total of 556 respondents (69.5% up from 60.3%) nominated a total of 1,158 individual issues for the City of Melton “at the moment”.
- ⊗ It is important to note that these issues are not all within the remit of local government, nor are they to be read just as a list of complaints about Council performance.



- ⊗ The top five issues for the City of Melton this year were as follows:
- Traffic management (25.9% up from 21.8%)
 - Roads (including roadworks) (13.1% up from 10.0%)
 - Parks, gardens, and open space (9.4% up from 7.0%)
 - Safety, policing, and crime (9.3% up from 5.5%)
 - Health and medical services (7.3% up from 3.3%).

Community engagement consultation activities

- A little less than ten percent of respondents (9.2%) reported that they had participated in at least one activity in the last 12 months, with each of these respondents reporting that they had participated in just one activity.
- Most of these respondents had completed a Council survey (excluding this community satisfaction survey).

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

- The average perception of safety in all 10 situations and locations included in the survey declined somewhat this year, down by an average of 2.8%, from 7.14 to 6.96.
- The average perception of safety in each of these situations and locations was as follows:
 - At home alone after dark (7.63 down from 7.74)
 - In the public areas of the municipality during the day (7.59 down from 7.75)
 - At local community events (7.32 down from 7.45)
 - In and around Caroline Spring Shopping Centre (7.30 down from 7.71)
 - In and around local shopping area (7.22 down from 7.43)
 - In and around the Woodgrove Shopping Centre (6.96 down from 7.32)
 - In and around Melton Town Centre (6.92 down from 7.15)
 - At Lake Caroline at night (6.48 down from 6.59)
 - Travelling on or waiting for public transport (6.45 down from 6.52)
 - In the public areas of the municipality at night (5.54 down from 5.73).

Sense of community

- Respondents were asked to rate their agreement with 16 statements about the local sense of community including aspects such as inclusiveness and civic engagement, as well as statements about public transport. The average agreement with seven of the 16 statements increased marginally, and the average agreement with nine declined marginally.
- The average agreement with these statements was as follows:
 - Welcome diverse cultures' people (7.69 down from 7.72)
 - Council respects First Nations peoples (7.60 down from 7.71)
 - Could turn neighbours for help (7.58 down from 7.67)
 - Welcome LGBTIQ people (7.50 down from 7.51)
 - "Child-friendly" community (7.44 down from 7.63)
 - Accessible and inclusive for people with a disability (7.42 up from 7.38)
 - "Age-friendly" community (7.31 down from 7.56)
 - People locally can be trusted (7.14 up from 7.07)
 - Community is vibrant and engaging (7.09 down from 7.12)



- Adequate opportunities to socialise / meet people (7.02 down from 7.03)
- Public transport goes where I need to go (6.96 up from 6.84)
- Affordable and efficient public transport (6.95 up from 6.90)
- Distinct community character (6.88 up from 6.85)
- Local health services available (6.60 down from 7.21)
- Feel part of local community (6.54 up from 6.36)
- Active community (6.53 up from 6.50).

Family violence

- The family violence component of the survey includes a preliminary question asking respondents if they believe that family violence is common in the community, and then a follow up set of questions asking respondents if they agree or disagree with five statements relating to some of the drivers of, or myths that can justify or excuse family violence in the community.
- In 2022, 28.6% of the 800 respondents agreed that family violence is common in the community, a marginal decrease on the historically high result of 29.4% recorded last year. There was also a notable decrease in the proportion of respondents who disagreed that family violence is common in the community, down from 22.5% to 15.4%.
- Respondents were asked whether they agreed or disagreed with five statements about family violence. There was a marginal to small decline observed this year in the proportion of respondents who disagreed with each of these statements about family violence, which is a positive result, these were as follows:
 - Family violence can be excused if it is acceptable in the persons' culture (73.4% down from 74.9%)
 - Men make better political leaders (63.2% down from 69.3%)
 - Men should take control in relationships and be the head of the household (63.1% down from 70.3%)
 - Family violence can be excused if, afterwards, the violent person genuinely regrets what they have done (62.5% down from 64.8%)
 - Women prefer a man to be in charge of the relationship (57.6% down from 63.3%).

Average commuting time

- This question relating to average commuting times was included for the first time in the survey program this year. Of the 800 respondents, 220 did not provide a response to the question, as they either did not commute to work or study or could not estimate a response.
- Respondents were relatively evenly split in terms of their average commuting times, with a little more than half (54.7%) reporting that their two-way commute took less than one hour, and a little less than half (45.3%) reported that it took one hour or more. It is noted that approximately one-fifth (19.5%) of respondents reported that their two-way commute took 90 minutes or more.

Volunteering

- There was a notable decline this year, in the proportion of respondents who reported that they volunteer locally (14.3% down from 22.4%) and a small decline in the proportion who volunteer outside the local area (3.3% down from 5.5%).



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?”

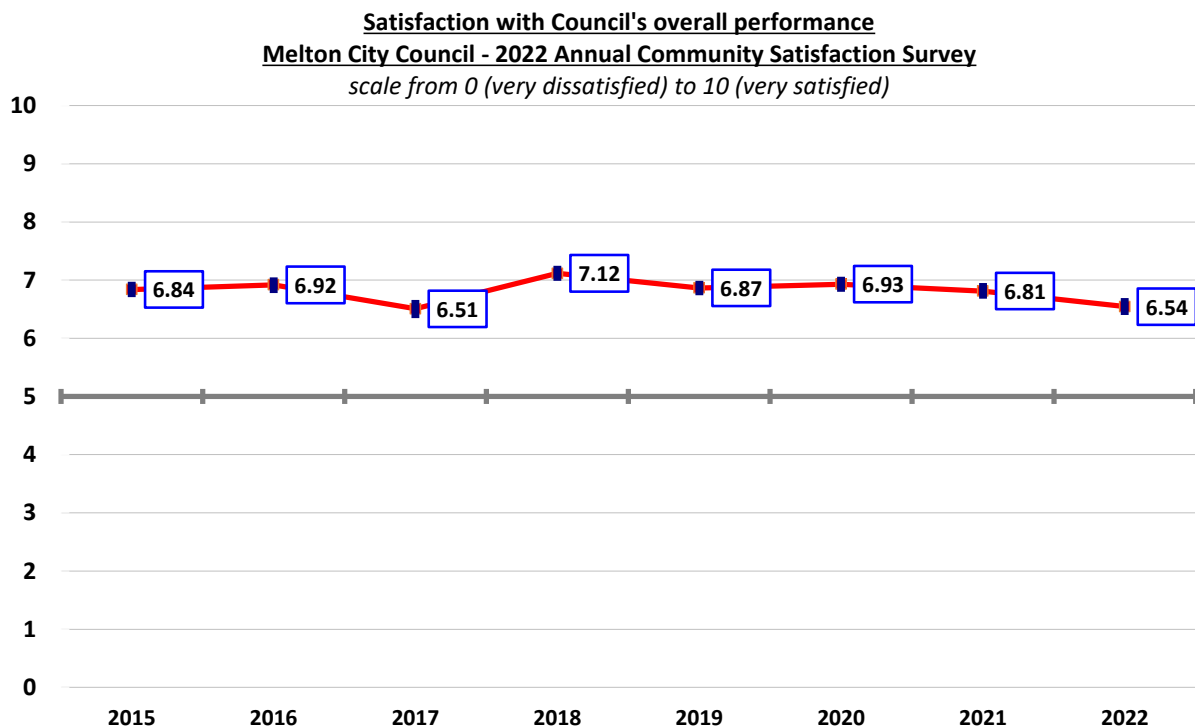
Satisfaction with the performance of the City of Melton Council “across all areas of performance” (overall performance) declined notably this year, down 3.9% to 6.54.

This decline was not statistically significant at the 95% confidence level.

Satisfaction with Council’s overall performance remained at a “good” level of satisfaction, the same level that has been recorded in each of the eight years of the survey program.

By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with local government of 6.60, and marginally, but not measurably higher than the western region councils’ average satisfaction of 6.46.

These comparison results were sourced from the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the identical random sample telephone methodology.

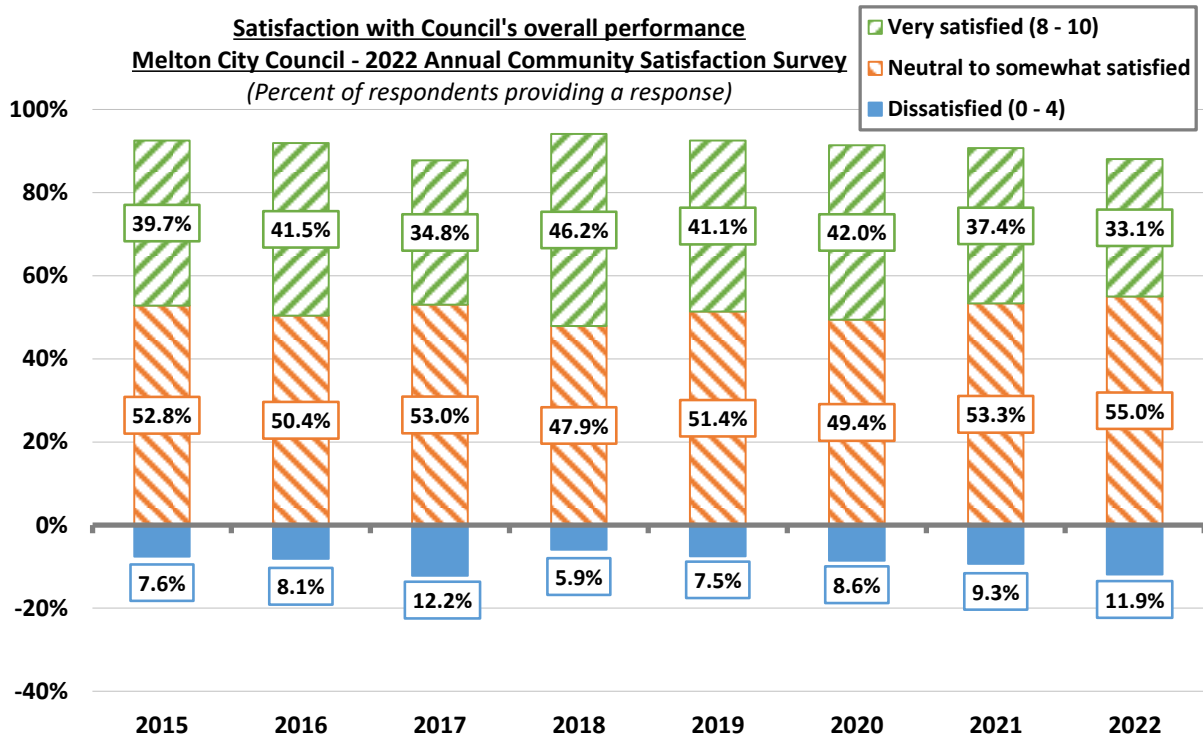


The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).



Consistent with the small decline in average satisfaction, there was a small decrease this year, in the proportion of respondents who were “very satisfied” (33.1% down from 37.4%), and a small increase in the proportion who were “dissatisfied” (11.9% up from 9.3%).

Metropolis Research draws attention to the fact that almost three times as many respondents were “very satisfied” with Council’s overall performance than were “dissatisfied”.

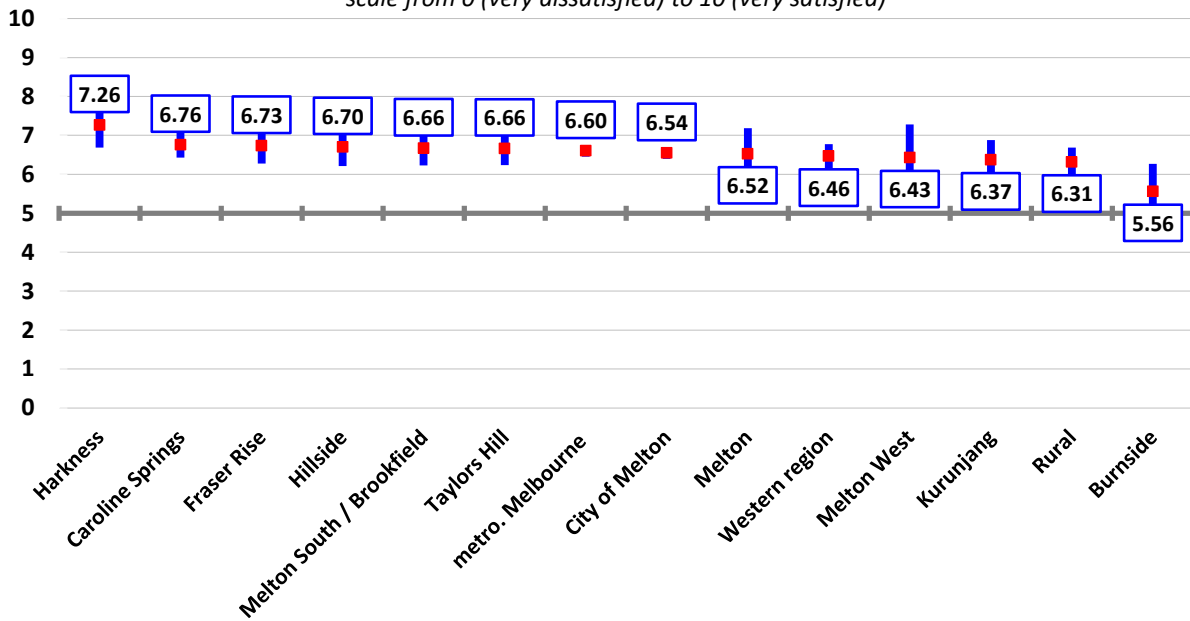


There was measurable and notable variation in satisfaction with Council’s overall performance observed across the municipality, as follows:

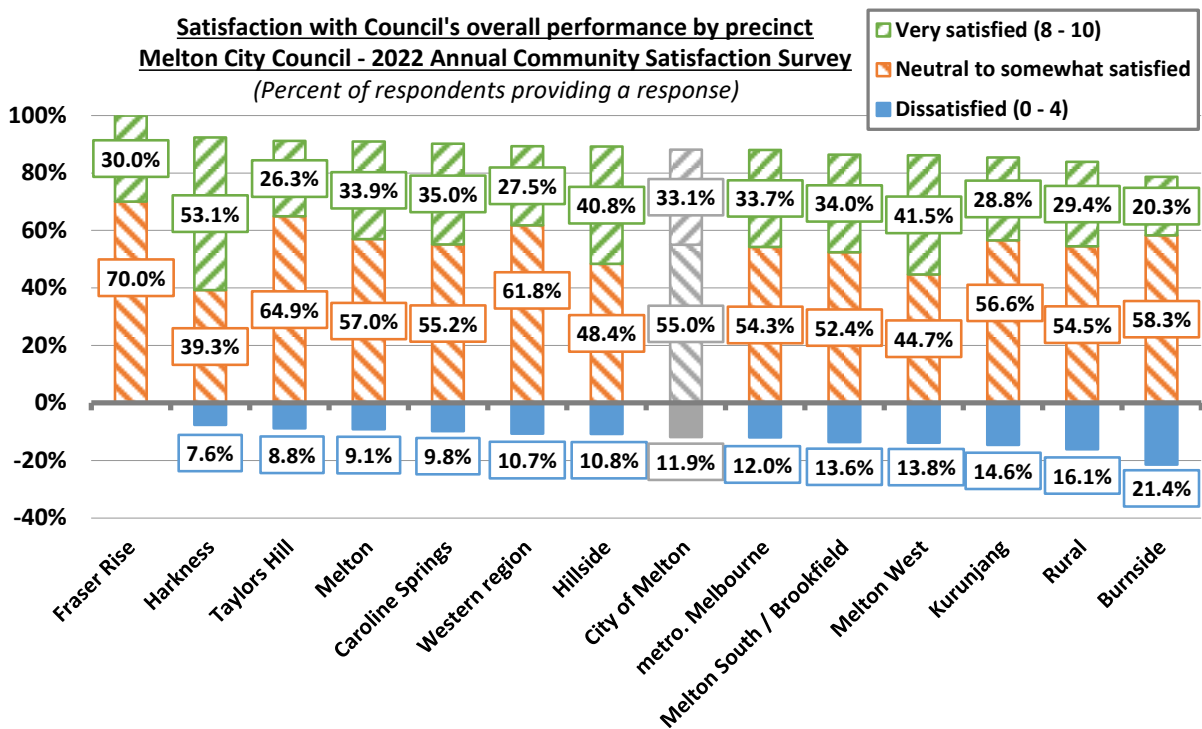
- **Harkness** – respondents were measurably more satisfied than average and at a “very good” level. More than half of the respondents from Harkness were “very satisfied” with Council’s overall performance.
- **Melton West, Kurunjang, and Rural precinct** – respondents were marginally, but not measurably less satisfied than average, and at “solid” levels.
- **Burnside** - respondents were measurably and significantly less satisfied than average and at a “poor” level of satisfaction. There were more “dissatisfied” than “very satisfied” respondents from Burnside this year, with 21.4% dissatisfied, which is a substantial proportion.



Satisfaction with Council's overall performance by precinct
Melton City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by precinct
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



Overall performance by respondent profile

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

There was some measurable and notable variation in satisfaction with Council’s overall performance observed by respondent profile, as follows:

- **Notably more satisfied than average** – includes senior citizens (aged 70 years and over), female respondents, respondents from multilingual households, respondents from group households, rental household respondents, and new and newer residents (less than five years in the City of Melton).
- **Notably less satisfied than average** – includes adults (aged 35 to 49 years), male respondents, respondents from English speaking households, respondents from two-parent families with youngest child aged 5 to 12 years, couple only household respondents, home-owner household respondents, and respondents from households with a member with disability.

Relationship between issues and satisfaction with overall performance

The following graph displays the average overall satisfaction score for respondents nominating each of the top 13 issues to address for the City of Melton “at the moment”, with a comparison to the overall satisfaction score of all respondents (6.54), as well as a comparison to the 244 respondents who did not nominate any issues to address (7.14)

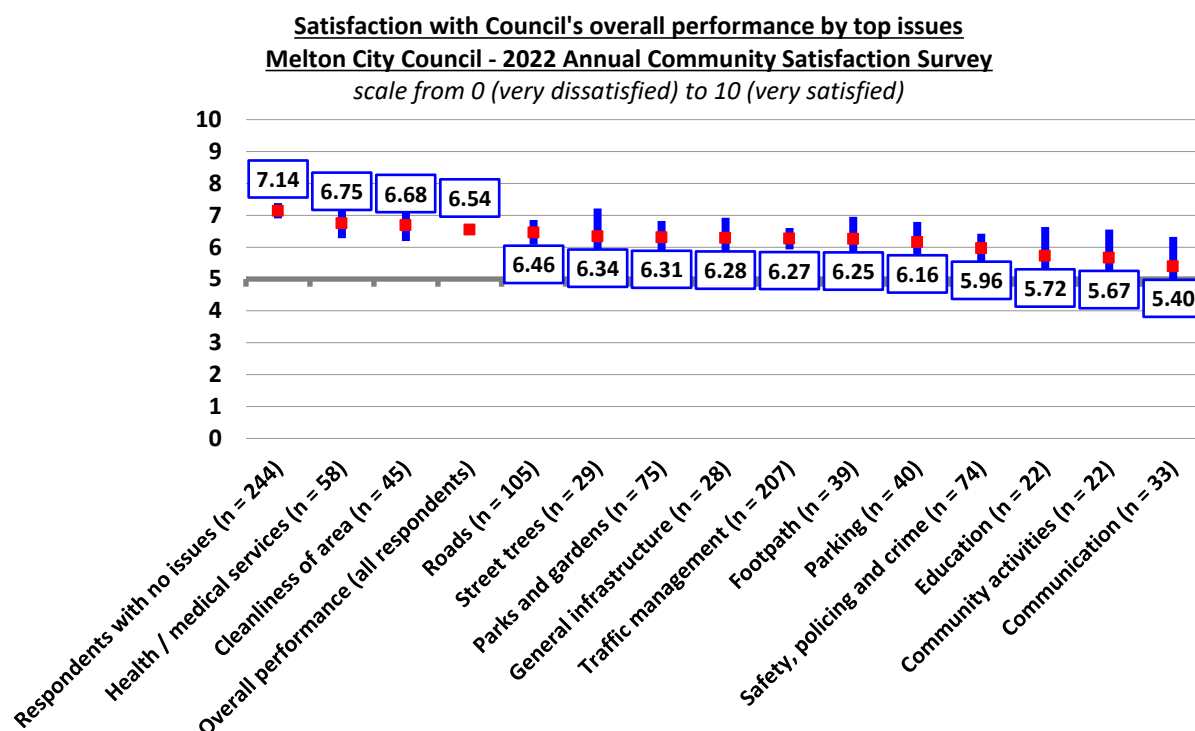
The detailed analysis of the top issues to address in the City of Melton “at the moment” is discussed in the [Current Issues for the City of Melton](#) section of this report.

The aim of this data is to explore the relationship between the issues nominated by respondents and their satisfaction with Council’s overall performance. The data does not prove a causal relationship between the issue and satisfaction with Council’s overall performance but does provide meaningful insight into whether these issues are likely to be exerting a positive or negative influence on these respondents’ satisfaction with Council’s overall performance.

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

The 244 respondents who did not feel compelled to nominate any issues that they feel need to be addressed in the municipality, were, on average measurably more satisfied with Council’s overall performance than the average of all respondents. This reflects the fact that residents who do not feel there are issues in their local area that need addressing are going to be more satisfied with the performance of their local council than respondents who believe that there are issues to address.





The 58 respondents who nominated health and medical service-related issues, as well as the 45 respondents who nominated the cleanliness of the local area were only marginally less satisfied than the respondents who did not nominate any issues. This does suggest that these issues are not exerting a substantial negative influence on overall satisfaction with Council for the respondents who nominated these issues.

Respondents who nominated issues around roads, street trees, parks and gardens, general infrastructure, traffic management, footpaths, parking, safety, policing, and crime, education, community activities, and communication with Council were all, on average, measurably less satisfied with Council’s overall performance than respondents who did not nominate any issues.

This does suggest that all these issues were a negative influence on overall satisfaction with Council for the respondents who raised the issues.

Metropolis Research draws particular attention to traffic management, roads, parks and gardens, and safety, policing, and crime related issues. These issues were all nominated by a substantial number of respondents, particularly traffic management, and therefore these issues were exerting a larger influence on the municipal average overall satisfaction score than other issues.

It is important to note that whilst respondents who nominated issues with parks and gardens were measurably less satisfied with Council’s overall performance than the municipal average, this does not imply that the Melton City community is overall, dissatisfied with the provision and maintenance of parks and gardens, both of which scored relatively well in terms of satisfaction.



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

The graph shows the proportion of respondents who were dissatisfied with Council’s overall performance who nominated each of the top 13 issues, with a comparison to the proportion of all respondents who nominated each of these issues.

It is noted that respondents dissatisfied with Council’s overall performance were significantly more likely than average to nominate issues related to Council’s governance and leadership performance than the municipal average (13.2% compared to just 1.8% of all respondents).

There were just 14 respondents in the sample of 800 who nominated issues with Council’s governance and leadership performance as a top three issue to address for the municipality. Of these 14 respondents, 12 were dissatisfied with Council’s overall performance, clearly reflecting the influence of these issues in these respondents’ rating of satisfaction with Council’s performance.

Respondents dissatisfied with Council’s overall performance were also somewhat more likely than the municipal average to nominate traffic management, parks and gardens, safety, policing, and crime, and communication / provision of information related issues as top three issues.

These results clearly reinforce the view that these issues were exerting a negative influence on these respondent’s satisfaction with Council’s overall performance.

Top issues for Melton of respondents' dissatisfied with overall performance

Melton City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents who dissatisfied with overall performance)

| Issue | Dissatisfied respondents | | All respondents |
|--|-----------------------------|---------|------------------------------|
| | Number | Percent | |
| Traffic management | 30 | 33.0% | 25.9% |
| Parks, gardens and open spaces | 12 | 13.2% | 9.4% |
| Council governance and performance | 12 | 13.2% | 1.8% |
| Safety, policing and crime | 12 | 13.2% | 9.3% |
| Roads <i>(including roadworks)</i> | 10 | 11.0% | 13.1% |
| Communication and provision of information | 7 | 7.7% | 4.1% |
| Parking | 6 | 6.6% | 5.0% |
| Community activities, events, arts and culture | 4 | 4.4% | 2.8% |
| Cycling and walking paths and tracks | 4 | 4.4% | 2.5% |
| Education and schools | 4 | 4.4% | 2.8% |
| Elderly services and facilities | 4 | 4.4% | 1.8% |
| Footpath repairs and maintenance | 4 | 4.4% | 4.9% |
| Health and medical services | 4 | 4.4% | 7.3% |
| Street trees | 4 | 4.4% | 3.6% |
| Drains maintenance and repairs | 3 | 3.3% | 0.6% |
| All other issues <i>(33 separately identified issues)</i> | 56 | 61.5% | 49.9% |
| Total responses | 176 | | 1,158 |
| <i>Respondents identifying at least one issue (percent of total respondents)</i> | 80 <i>(88.0%)</i> | | 556 <i>(69.5%)</i> |



Relationship between satisfaction with services and facilities and satisfaction with 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.

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 70 dissatisfied respondent), 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 (6.54).

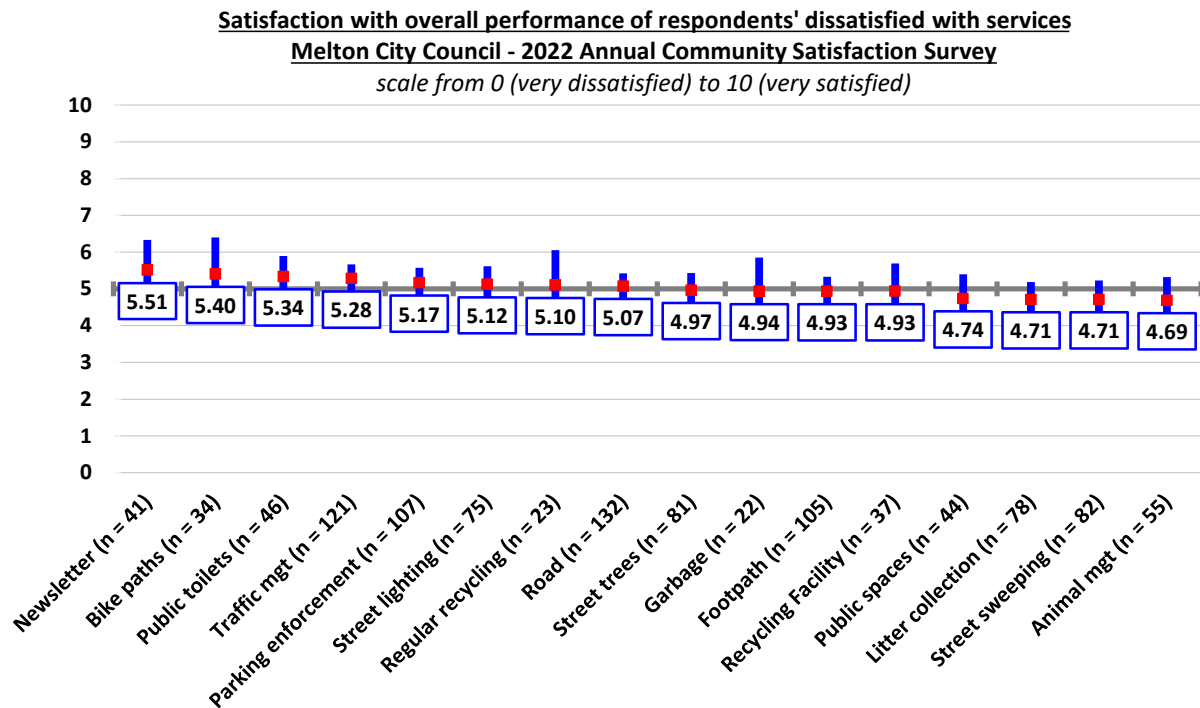
It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one service and facility were likely to be dissatisfied with several services and facilities and were also measurably less satisfied with Council's overall performance.

This reflects the fact that some (a small number) of respondents were dissatisfied with Council's performance, and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for many respondents who tended to provide the same satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the full range of services and facilities provided by Council.

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores this year were public spaces, litter collection in public areas, street sweeping, and animal management. Respondents who were dissatisfied with these services, on average, rated satisfaction with Council's overall performance at "extremely poor" levels.





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?”

There were 113 responses received from respondents dissatisfied with Council’s overall performance, outlining the reasons why they were dissatisfied.

This is an increase on the 81 responses received last year, partly reflecting the slightly larger number of dissatisfied respondents, and partly reflecting a greater participation in the question this year than last year.

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

The most common responses received from respondents this year related to concerns around specific services and facilities, with no specific service or facility dominating these results.

There were, however, more comments received this year relating to transport issues.

Metropolis Research notes that a smaller proportion of the comments about reasons for dissatisfaction with Council this year related to Council’s support, governance, and performance than in previous years, down from a peak of 35.4% of the comments in 2019 to 15.9% this year.



Reasons for dissatisfaction with Council's overall performance

Melton City Council - 2022 Annual Community Satisfaction Survey

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

| Comment | 2022 | | 2021 | 2020 | 2019 | 2018 |
|---|------------|-------------|-----------|-----------|-----------|-----------|
| | Number | Percent | | | | |
| Service and facilities | 26 | 23.0% | 12.3% | 11.4% | 25.3% | 2.6% |
| Communication, consultation, responsiveness | 23 | 20.4% | 27.2% | 28.6% | 17.7% | 28.2% |
| Public transport, traffic and parking | 21 | 18.6% | 9.9% | 2.9% | 5.1% | 2.6% |
| Council support, governance, performance | 18 | 15.9% | 22.2% | 34.3% | 35.4% | 20.5% |
| Rates and money spending | 12 | 10.6% | 18.5% | 14.3% | 11.4% | 23.1% |
| Safety and crime | 2 | 1.8% | 1.2% | 0.0% | 0.0% | 2.6% |
| Other | 11 | 9.7% | 8.6% | 8.6% | 5.1% | 20.5% |
| Total | 113 | 100% | 81 | 35 | 79 | 39 |

Governance and leadership

Respondents were asked:

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

Respondents were asked to rate their satisfaction with seven aspects of Council’s governance and leadership performance, including a new aspect this year relating to Council’s advocacy on behalf of the community for local educational opportunities.

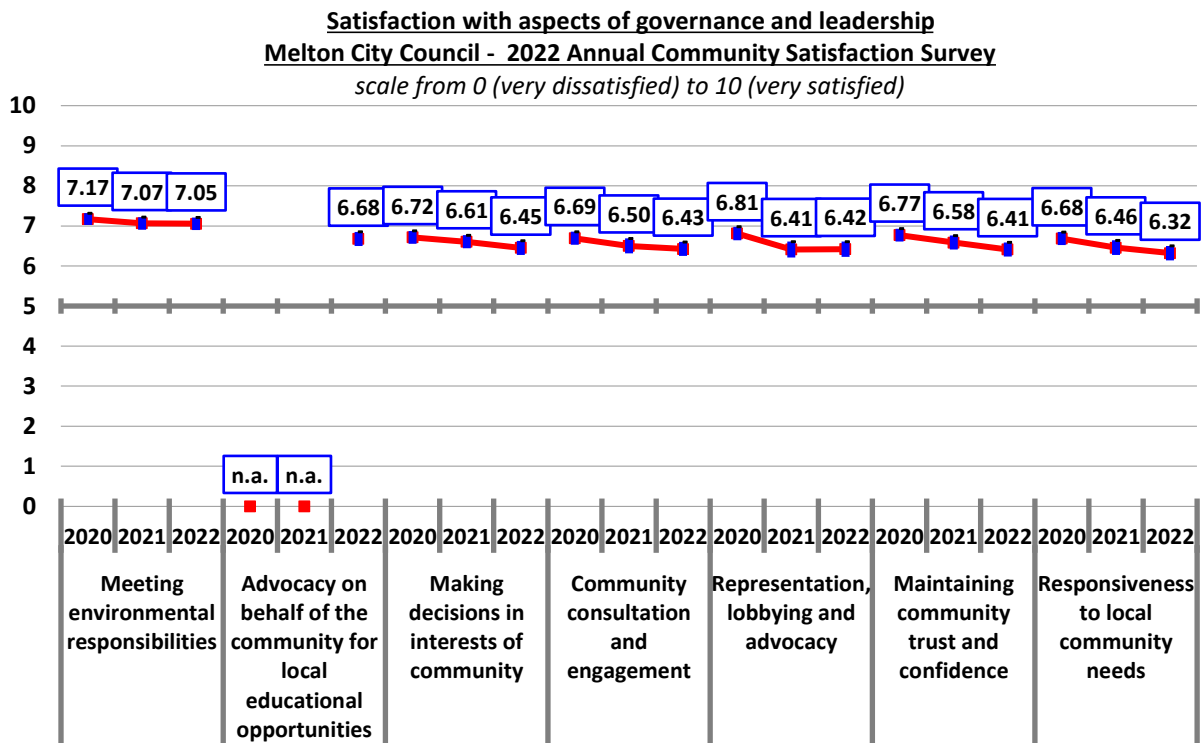
The average satisfaction with these seven aspects of governance and leadership was 6.54 out of 10, which was identical to the overall satisfaction score this year.

The average satisfaction with the six aspects included in the survey in previous years was 6.51, a marginal, but not statistically significant decline on the 6.60 recorded last year.

There was a decline in satisfaction with all aspects of governance and leadership this year, although none of these declines were statistically significant.

By way of comparison, the average satisfaction with the six core aspects of governance and leadership (excluding educational advocacy) of 6.51 was marginally, but not measurably higher than both the metropolitan Melbourne (6.45) and western region councils’ (6.43) averages, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.



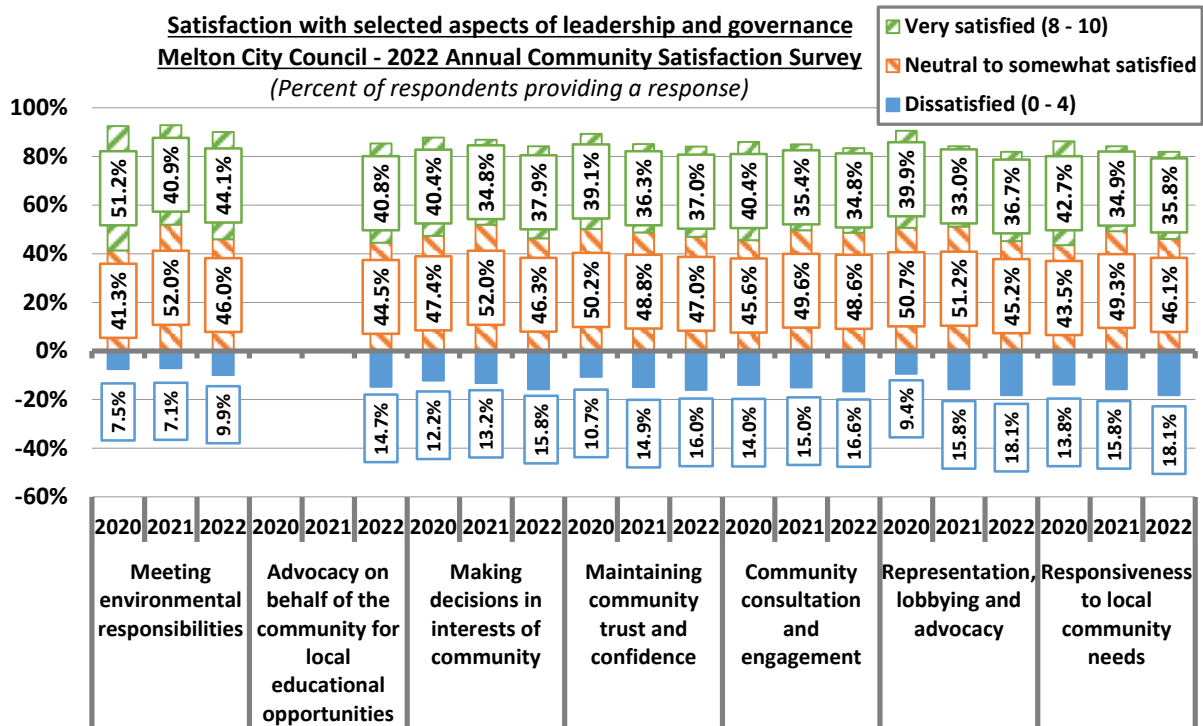


The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Metropolis Research notes that satisfaction with the aspects of governance and leadership has remained relatively stable in recent years, with a little more than one-third of respondents “very satisfied” with the core governance related aspects, and a little less than half “very satisfied” with Council’s performance meeting its environmental responsibilities.

It is noted that approximately one-sixth of respondents were “dissatisfied” with each of the six governance and leadership aspects, whilst a little less than 10% were dissatisfied with Council’s performance meeting its environmental responsibilities.





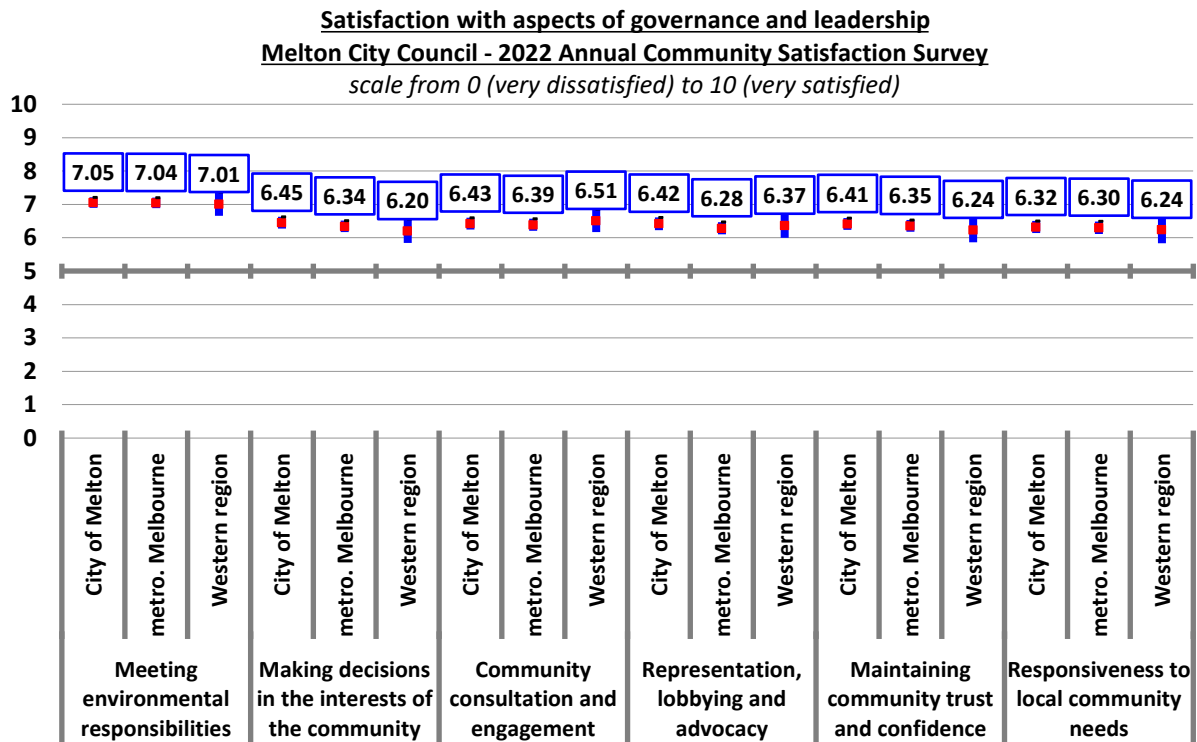
The following graph provides a comparison of satisfaction with the six of seven aspects of governance and leadership (excluding educational advocacy) which were included in both this City of Melton survey as well as *Governing Melbourne*.

Governing Melbourne is a survey of approximately 850 respondents this year drawn from across all 31 metropolitan Melbourne municipalities, conducted independently by Metropolis Research in January 2022, using the identical telephone methodology.

Satisfaction with all six aspects of governance and leadership was marginally but not measurably higher in the City of Melton than the both the metropolitan Melbourne and western region councils’ averages.

Given that overall satisfaction with the City of Melton (6.54) was marginally lower than the metropolitan Melbourne average (6.60), this is a positive result for the City of Melton.





Statements about Melton City Council

Respondents were asked:

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

Respondents were again in 2022, asked to rate their agreement with statements about the Melton City Council.

There was a new statement this year, asking agreement that “Council is efficient and well run”.

The average agreement with the two statements that were included in previous years declined marginally, but not measurably this year, but both remain at relatively “strong” levels of agreement of approximately seven out of 10.

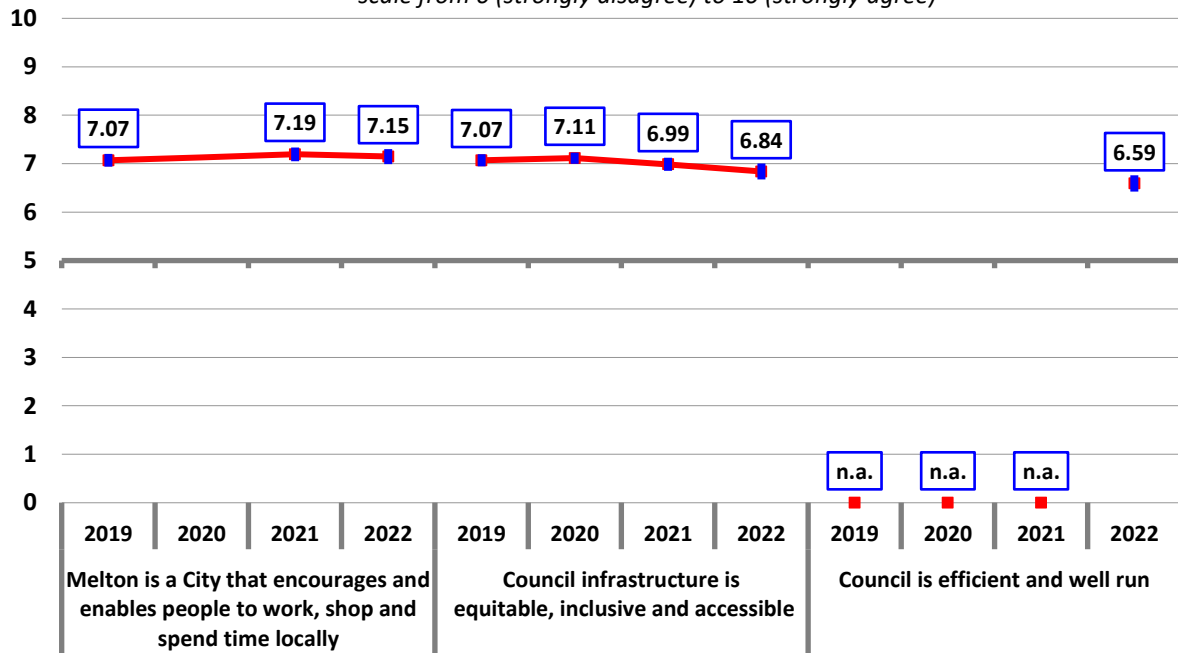
A little less than half of the respondents providing a score “strongly agreed” (i.e., rated agreement at eight or more), with these statements, whilst approximately 10% “disagreed” (i.e., rated agreement at less than five).

The average agreement that Council is efficient and well run was 6.59, or a moderate level of agreement.

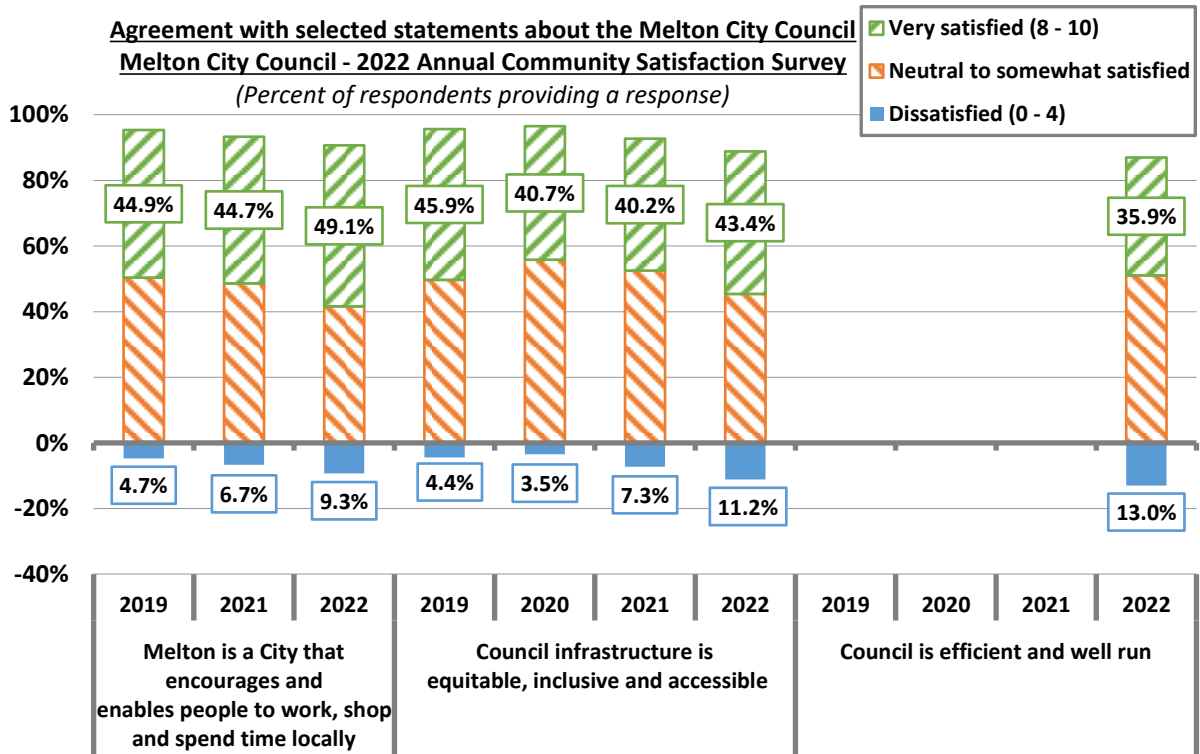
A little more than one-third of respondents “strongly agreed” with this statement, whilst 13.0% “disagreed”.



Agreement with selected statements about the Melton City Council
Melton City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Agreement with selected statements about the Melton City Council
Melton City Council - 2022 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



Customer service

Contact with Council in the last twelve months

Respondents were asked:

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

In 2022, 40.2% of the respondents providing a response to the question, reported that they had contacted Council in the last 12 months, a small increase on the 34.5% recorded last year, but consistent with the long-term average since 2015 of 39.4%.

Contacted Council in the last twelve months
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2022 | | 2021 | 2020 | 2019 | 2018 | 2017 |
|--------------|------------|-------------|------------|------------|------------|------------|------------|
| | Number | Percent | | | | | |
| Yes | 318 | 40.2% | 34.5% | 42.8% | 35.2% | 40.4% | 44.0% |
| No | 473 | 59.8% | 65.5% | 57.2% | 64.8% | 59.6% | 56.0% |
| Not stated | 9 | | 0 | 2 | 11 | 1 | 16 |
| Total | 800 | 100% | 800 | 804 | 804 | 800 | 800 |

Forms of contact

Respondents who had contacted Council were asked:

“When you last contacted Council, was it?”

The most common method by which respondents last contacted Council was by telephone during office hours, with almost two-thirds (64.2% down from 73.4%) using this method.

Consistent with the results recorded last year, 14.2% of respondents had emailed Council, 9.7% had visited in person, and 7.5% had contacted Council via the website.

Metropolis Research notes that this question was not included in the 2020 survey, however, it is clear that visits in person have declined substantially due to the impact of the COVID-19 pandemic, and that this impact has not as yet significantly eased.



Form of last contact with Council
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents who contacting Council and providing a response)

| Response | 2022 | | 2021 | 2019 | 2018 | 2017 |
|---------------------------------|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| Telephone (during office hours) | 204 | 64.2% | 73.4% | 63.6% | 61.5% | 60.5% |
| Email | 45 | 14.2% | 13.5% | 7.3% | 2.2% | 4.7% |
| Visit in person | 31 | 9.7% | 8.0% | 22.9% | 20.2% | 22.2% |
| Website | 24 | 7.5% | 2.9% | 1.8% | 5.9% | 0.9% |
| Mail | 5 | 1.6% | 0.7% | 0.7% | 1.2% | 1.5% |
| Telephone (after hours service) | 4 | 1.3% | 0.0% | 0.0% | 0.9% | 0.0% |
| Social media | 3 | 0.9% | 0.4% | 1.5% | 0.9% | 0.3% |
| Community Portal | 2 | 0.6% | n.a. | n.a. | n.a. | n.a. |
| Not stated | 0 | | 2 | 4 | 1 | 3 |
| Total | 318 | 100% | 276 | 279 | 323 | 345 |

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 318 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with five aspects of customer service, including “satisfaction with the final outcome”.

The average satisfaction with these five aspects of customer service declined marginally, but not measurably this year, down 1.6% to 7.18, which is a “good”, down from a “very good” level of satisfaction.

This result is somewhat lower than the long-term average satisfaction with all aspects of customer service since 2015 of 7.53.

Metropolis Research notes, however, that the decline in satisfaction with customer service of 1.6% this year was smaller than the decline in satisfaction with Council’s overall performance (down 3.9%), and the 5.4% decline in average satisfaction with the 34 included Council services and facilities.

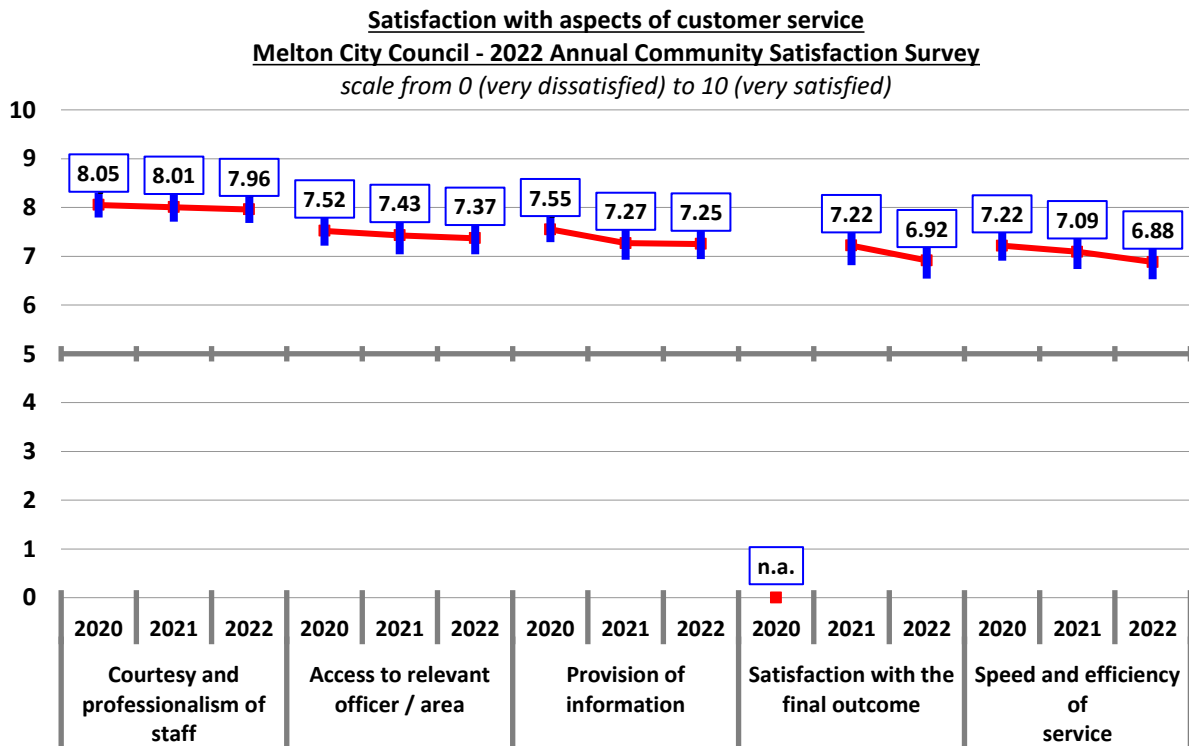
By way of comparison, satisfaction with the four process aspects of customer service (excluding satisfaction with the outcome) was 11.8% higher for the City of Melton than the metropolitan Melbourne average satisfaction with the same four aspects, as recorded in the 2022 *Governing Melbourne* research.



Metropolis Research notes that satisfaction with customer service has proved somewhat variable in many municipalities across metropolitan Melbourne over the last three years of the COVID-19 pandemic. In 2022, several municipalities reported significant declines in satisfaction, potentially reflecting community concerns around customer service delivery in a COVID-constrained environment.

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

- **Excellent** – for the courtesy and professionalism of staff. More than two-thirds of respondents were “very satisfied” with this aspect, whilst 8.2% were “dissatisfied”.
- **Very Good** – for access to relevant officer or area, and the provision of information. A little less than two-thirds of respondents were “very satisfied” with these aspects, whilst approximately one-seventh were “dissatisfied”.
- **Good** – for satisfaction with the final outcome, and the speed and efficiency of service. A little less than two-thirds of respondents were “very satisfied” with these aspects, whilst approximately one-fifth were “dissatisfied”.

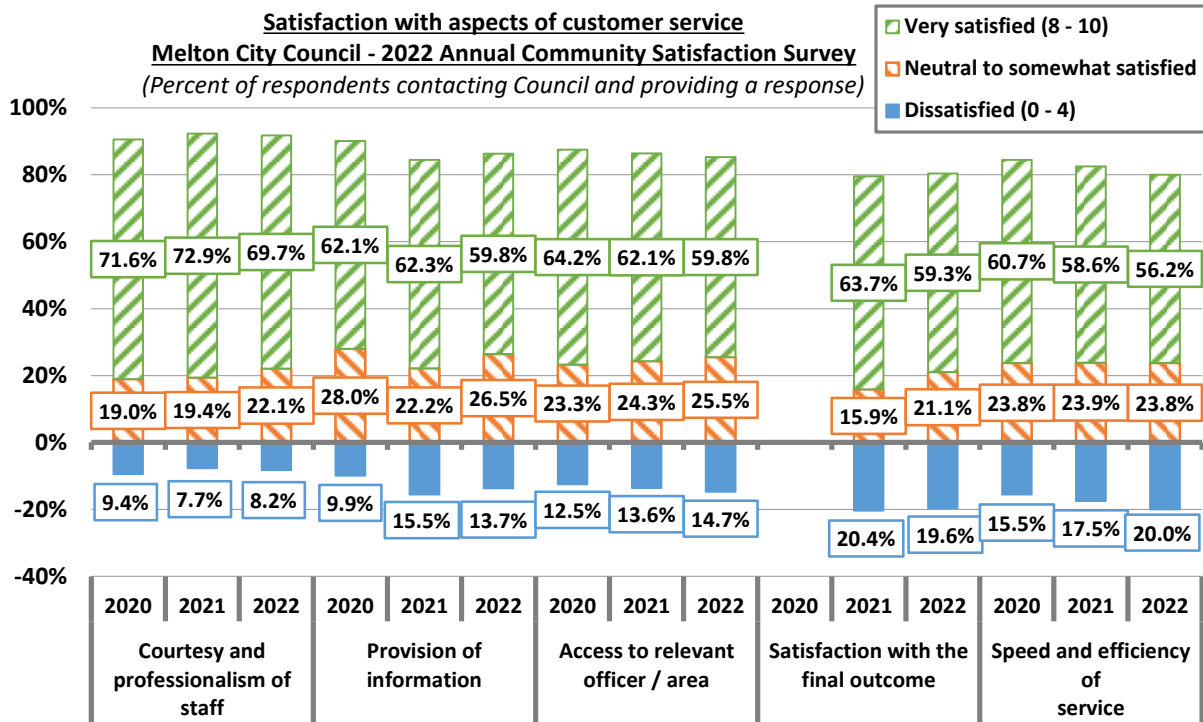


The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Metropolis Research notes that these results have proved relatively stable over the last three years.

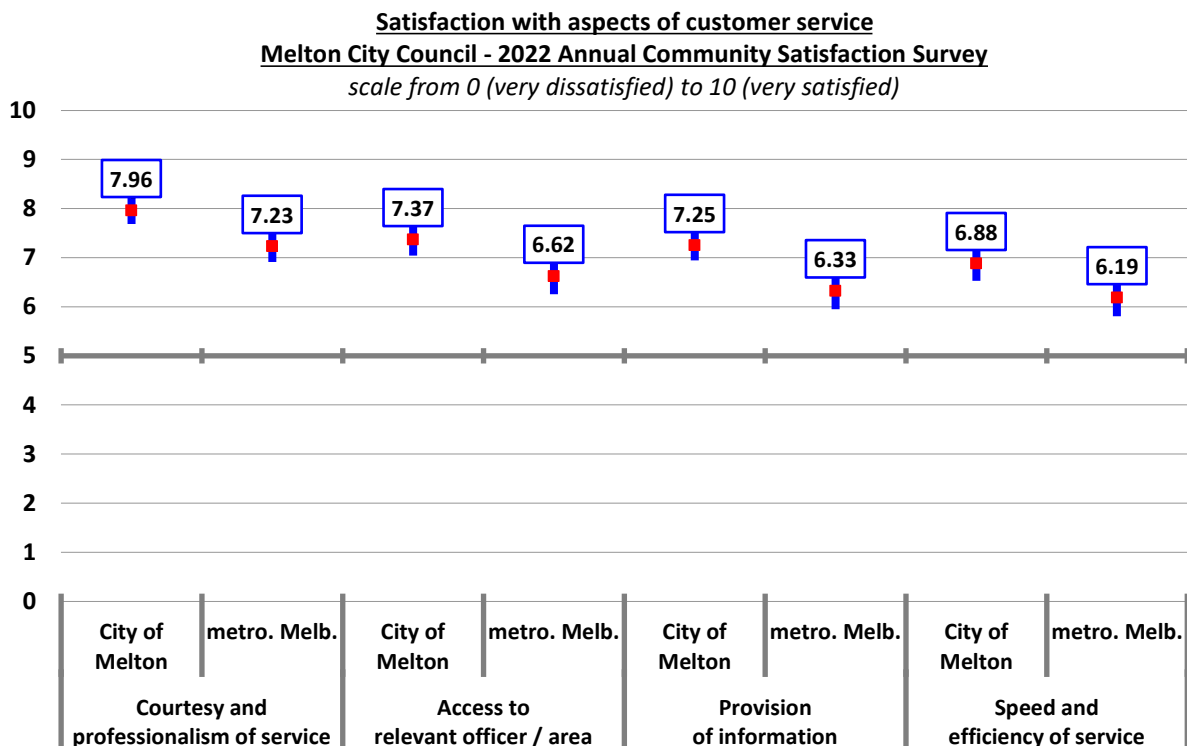
It is noted that approximately three or more times as many respondents were “very satisfied” with each aspect of customer service than were “dissatisfied”.



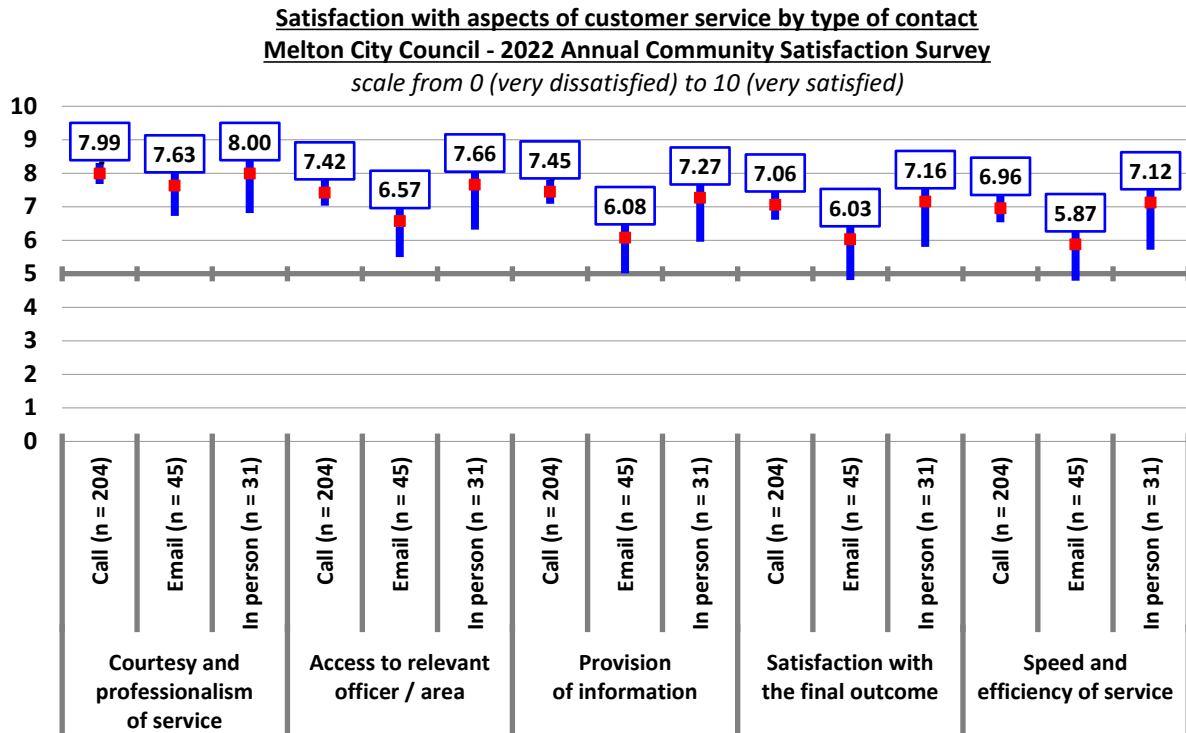


The following graph provides a comparison of satisfaction with the four process related aspects of customer service between the City of Melton and the metropolitan Melbourne average satisfaction, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the same telephone methodology.

Satisfaction with all four aspects was measurably higher in the City of Melton than the metropolitan Melbourne average.



The following graph provides a comparison of satisfaction with the five aspects of customer service between respondents who telephoned Council (204), those who emailed Council (45), and those who visited Council in person (31). Metropolis Research draws attention to the fact that respondents who emailed Council were notably, but not measurably less satisfied with each aspect of customer service than those who telephoned or visited council in person.



Planning for population growth by all levels of government

Respondents were informed that:

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

Respondents were then asked:

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

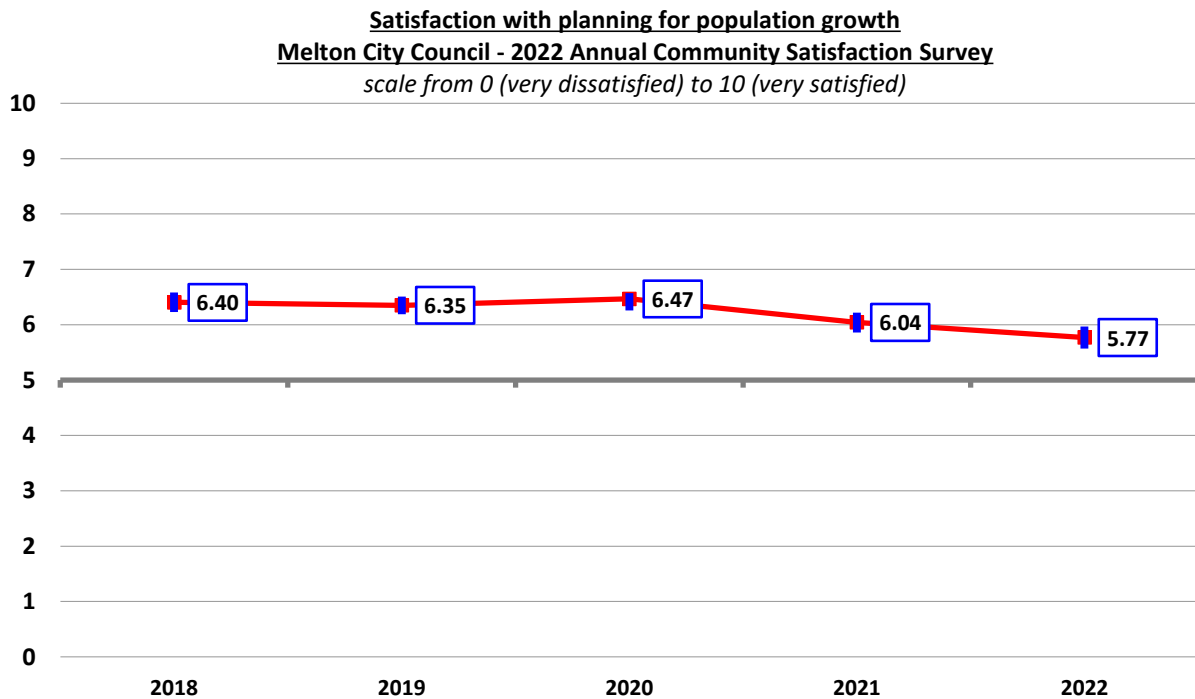
Satisfaction with planning for population growth by all levels of government declined notably, but not measurably this year, down 4.8% to 5.77, which is a “poor”, down from a “solid” level.

This is the lowest level of satisfaction with this aspect of performance recorded since the question was first included in the survey back in 2018 and was lower than the long-term average satisfaction since 2018 of 6.21.

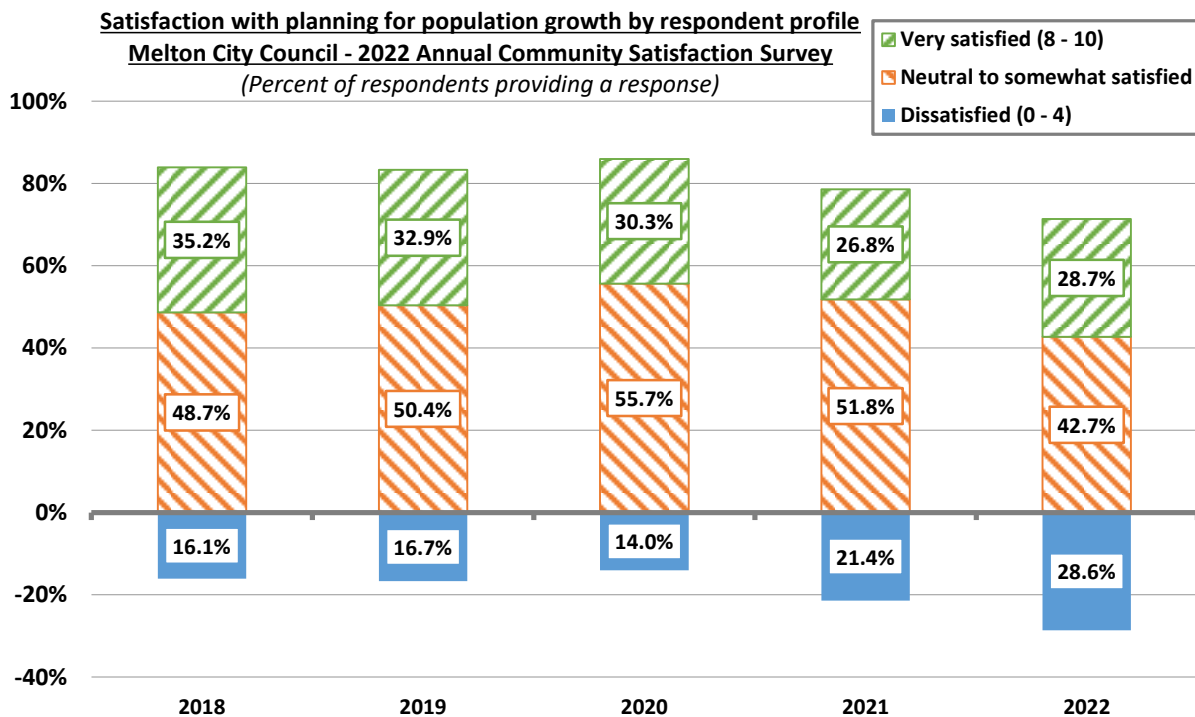
By way of comparison, this result was somewhat lower than the western region councils’ average of 6.28, marginally lower than the metropolitan Melbourne average of 5.99, but was somewhat higher than the growth area councils’ average of 5.57.



These comparison results were sourced from the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the same random sample, telephone survey methodology.



Whilst there was a small increase in the proportion of respondents “very satisfied” with this aspect, there was also a notable increase in the proportion of “dissatisfied” respondents, with more than one-quarter of respondents providing a score “dissatisfied” this year.

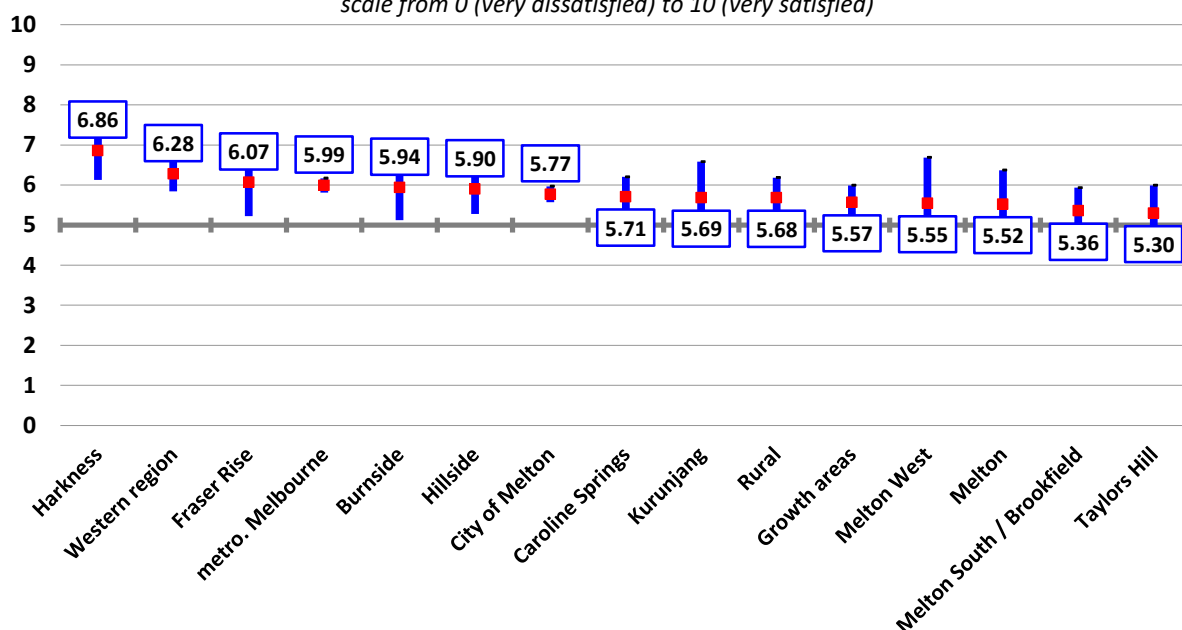


There was measurable and notable variation in satisfaction with planning for population growth by all levels of government observed across the City of Melton.

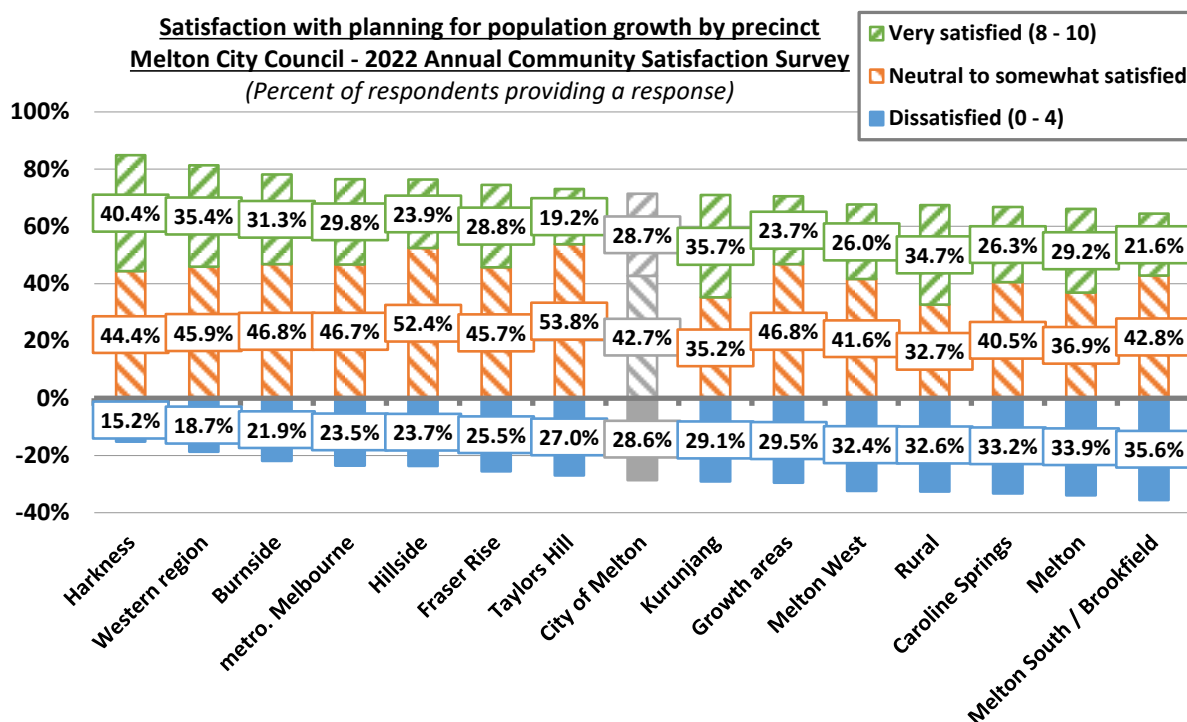
Respondents from Harkness were measurably more satisfied than average and at a “good” level of satisfaction, with 40.4% “very satisfied”.

Respondents from Melton South / Brookfield and Taylors Hill were, however, somewhat less satisfied than average, and at “very poor” levels of satisfaction, with approximately one-third “dissatisfied”.

Satisfaction with planning for population growth by precinct
Melton City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with planning for population growth by precinct
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



There was some measurable and notable variation in satisfaction with planning for population growth by all levels of government observed by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the City of Melton, household disability status, and household structure.

Attention is drawn to the following variations of note:

- **Notably more satisfied than average** – includes young adults (aged 18 to 34 years), senior citizens (aged 70 years and over), female respondents, respondents from multilingual households, private rental household respondents, new and newer resident respondents (less than five years in the City of Melton), respondents from two-parent families with youngest child aged 13 to 18 years, respondents from two-parent families with adult children only, and group household respondents.
- **Notably less satisfied than average** – includes older adults (aged 60 to 69 years), male respondents, respondents from English speaking households, long-term resident respondents (10 years or more in the City of Melton), respondents from household with a member with disability, and sole person households.

Planning and housing development

Involvement in planning and housing development

Respondents were asked:

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

Consistent with the results recorded in previous years, only a relatively small proportion of respondents reported that they had participated in the planning application or development process in the last 12 months, with most of these respondents participating as applicants.

Involvement in planning and housing development
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Response | 2022 | | 2021 | 2019 | 2018 | 2017 |
|-------------------------|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| Yes - as an applicant | 30 | 4.4% | 5.3% | 2.2% | 2.9% | 3.6% |
| Yes - as an objector | 7 | 1.0% | 0.3% | 1.1% | 1.3% | 3.3% |
| Yes - other involvement | 3 | 0.4% | 0.4% | 0.1% | 0.8% | 0.6% |
| No involvement | 645 | 94.2% | 94.0% | 96.6% | 94.9% | 92.4% |
| Not stated | 115 | | 32 | 48 | 53 | 20 |
| Total | 800 | 100% | 800 | 804 | 800 | 800 |



Satisfaction with aspects of planning and housing development

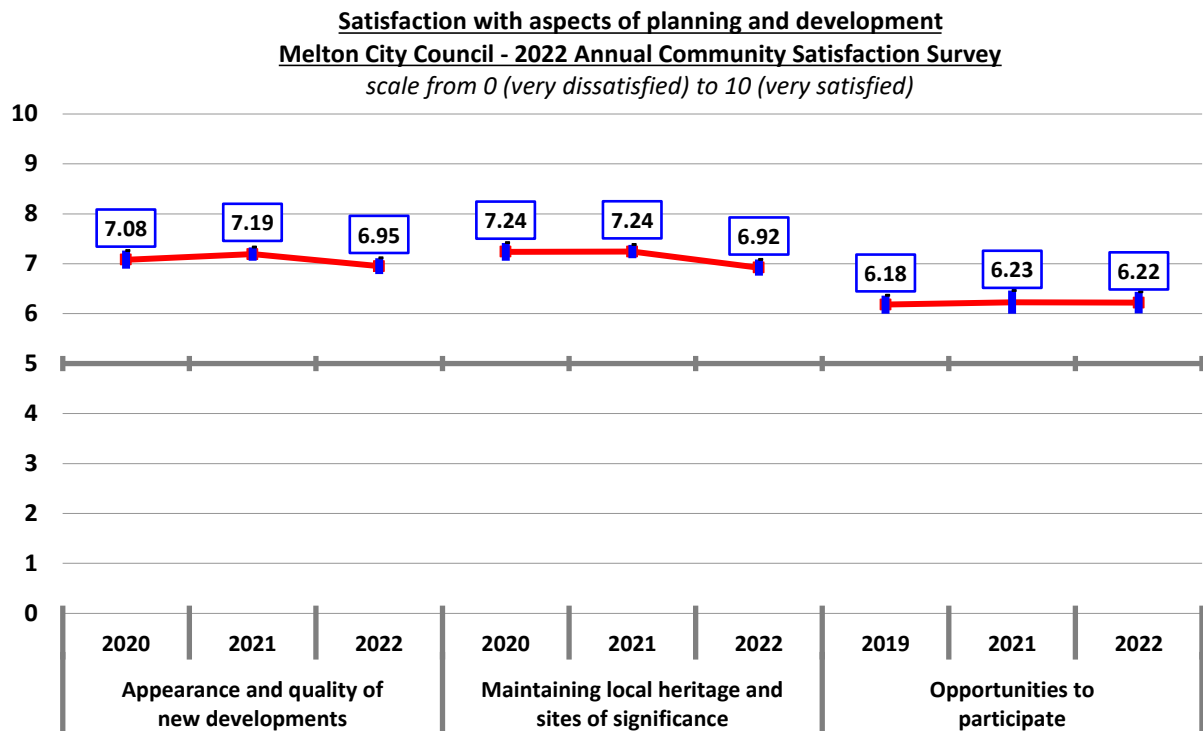
Respondents were asked:

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

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

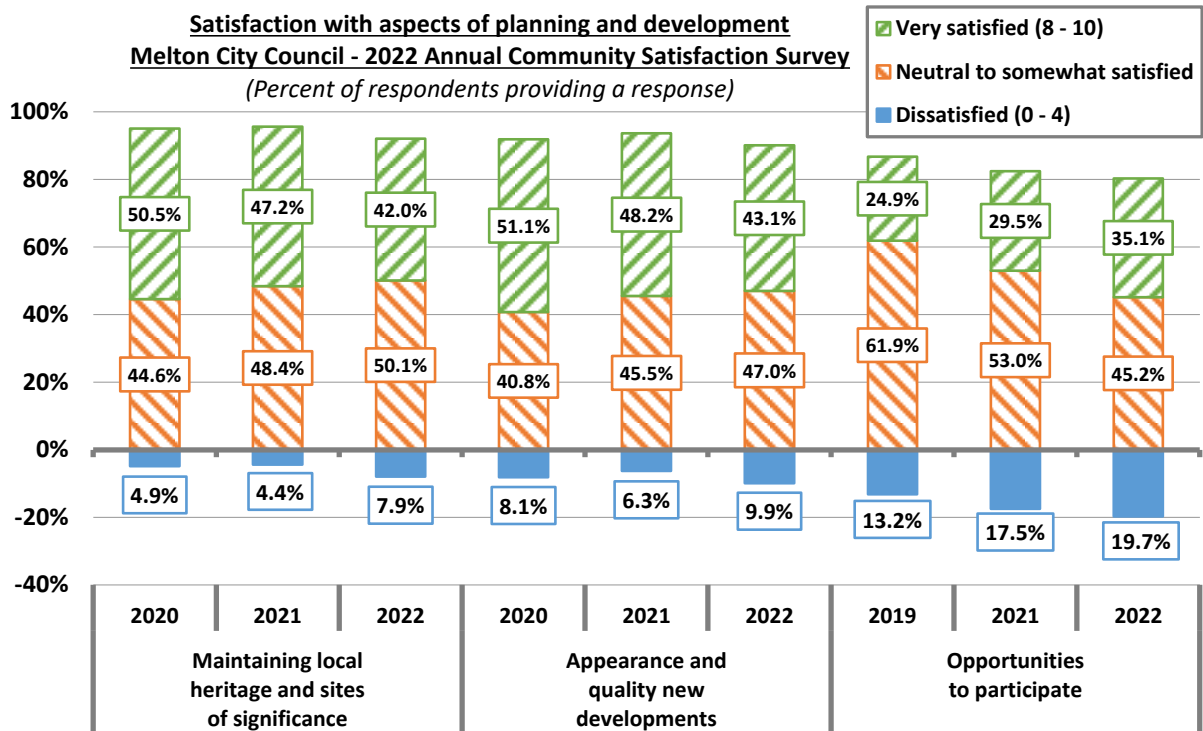
Satisfaction with the appearance and quality of new developments declined notably (down 3.4%), and performance maintaining local heritage and sites of significance (down 4.4%) declined measurably this year, although both remain at “good” levels of satisfaction.

Satisfaction with opportunities provided by Council to participate in strategic planning projects (e.g., Heritage Strategy, Environmentally Sustainable Design, Climate Change Adaptation) remained essentially stable again this year, at 6.22, which is a “solid” level of satisfaction.



A little less than half of the respondents were “very satisfied” with two outcomes related aspects of the appearance and quality of new developments and maintaining local heritage and sites of significance). It is also noted that despite average satisfaction remaining stable, there has been a small increase in the proportion of respondents “dissatisfied” with the opportunities to participate.





When compared to the metropolitan Melbourne and western region councils' average satisfaction with both the appearance and quality of new developments, as well as performance maintaining local heritage and sites of significance was marginally higher in the City of Melton, as sourced in the 2022 *Governing Melbourne* research.



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 2022, asked to rate first the importance of each of 34 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 then asked to rate satisfaction with each of the 16 core services and facilities about which all members of the community should have a view, and then their personal satisfaction with each of the 18 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 34 included Council services and facilities, with the metropolitan Melbourne average as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the identical telephone methodology.

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 34 included services and facilities was 8.90 out of 10 this year, down less than one percent on the 2021 average importance of 8.93.

Importance varied from a high of 9.33 for the regular recycling service, to a low of 7.69 for *Moving Ahead*. It is noted that this was a wider range of average importance than last year.

This result highlights the fact that the community consider all the services and facilities provided by Council to be important (7.69 or higher), although the waste and recycling services, as well as health and human services, were the most important to the community.



The arts and cultural services and facilities, some of the communication services (*Moving Ahead*), and parking enforcement were less important than other services, although important none-the-less.

Importance of selected services and facilities
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

| | Service/facility | Number | 2022 | | | 2021 | 2020 | 2019 | 2022 Metro.* |
|--|--|--------|-------|-------------|-------|------|------|------|-----------------|
| | | | Lower | Mean | Upper | | | | |
| Higher than average importance | Regular recycling | 786 | 9.25 | 9.33 | 9.41 | 9.39 | 9.45 | 9.42 | 9.26 |
| | Services for people with disability | 613 | 9.25 | 9.33 | 9.42 | 9.12 | 9.24 | 9.08 | 9.05 |
| | Regular garbage collection | 784 | 9.22 | 9.30 | 9.39 | 9.44 | 9.47 | 9.44 | 9.28 |
| | Green waste collection | 749 | 9.14 | 9.23 | 9.31 | 9.31 | 9.20 | 9.41 | 8.77 |
| | Health services for babies, infants and toddlers | 636 | 9.11 | 9.21 | 9.30 | 9.13 | 9.16 | 8.96 | n.a. |
| | Litter collection in public areas | 769 | 9.09 | 9.18 | 9.27 | 9.06 | 9.16 | 9.17 | 8.90 |
| | Services for seniors | 615 | 9.06 | 9.15 | 9.25 | 9.04 | 9.12 | 9.03 | 8.93 |
| Average importance | Services and programs for children | 616 | 9.04 | 9.13 | 9.23 | 9.04 | 9.08 | 8.85 | 8.87 |
| | Provision and maintenance of playgrounds | 707 | 9.01 | 9.10 | 9.19 | 9.04 | 8.98 | 8.82 | 8.85 |
| | Melton Recycling Facility | 699 | 9.01 | 9.10 | 9.19 | 9.09 | 8.96 | 8.88 | 8.64 |
| | Services for young people | 617 | 8.94 | 9.05 | 9.15 | 8.98 | 8.99 | 8.82 | 8.76 |
| | Provision of parks and gardens | 767 | 8.95 | 9.05 | 9.14 | 9.09 | 9.20 | 9.08 | 8.90 |
| | Hard rubbish collection | 685 | 8.92 | 9.03 | 9.15 | 9.04 | 8.85 | 8.86 | 8.82 |
| | Maintenance and repair of sealed local roads | 789 | 8.92 | 9.02 | 9.12 | 9.12 | 9.21 | 9.11 | 8.85 |
| | Sports grounds and associated facilities | 693 | 8.92 | 9.01 | 9.10 | 9.05 | 8.93 | 8.78 | 8.81 |
| | Maintenance of parks and gardens | 773 | 8.82 | 8.92 | 9.03 | 9.09 | 9.20 | 9.10 | 8.90 |
| | On and off road bike and / or walking paths | 693 | 8.80 | 8.91 | 9.02 | 9.01 | 9.05 | 8.63 | 8.64 |
| | Recreation and Leisure Centres | 680 | 8.80 | 8.90 | 9.01 | 9.00 | 8.95 | 8.63 | 8.68 |
| | Maintaining natural reserves | 747 | 8.78 | 8.89 | 9.00 | n.a. | n.a. | n.a. | n.a. |
| | Footpath maintenance and repairs | 766 | 8.77 | 8.89 | 9.00 | 9.03 | 9.15 | 9.06 | 8.86 |
| | Local traffic management | 756 | 8.76 | 8.87 | 8.99 | 9.07 | 9.10 | 8.95 | 8.70 |
| | Public toilets | 674 | 8.75 | 8.87 | 8.99 | 8.95 | 8.81 | 8.76 | 8.69 |
| | Provision and maintenance of street trees | 778 | 8.76 | 8.87 | 8.98 | 8.80 | 8.89 | 8.90 | 8.62 |
| | Library services ¹ | 702 | 8.70 | 8.83 | 8.95 | 9.11 | 9.05 | 8.88 | 8.65 |
| | Community centres / Neighbourhood houses | 633 | 8.71 | 8.83 | 8.94 | 8.84 | 8.78 | 8.48 | 8.45 |
| | Animal management | 696 | 8.64 | 8.75 | 8.87 | 8.87 | 8.92 | 8.66 | 8.36 |
| | Council's website | 697 | 8.60 | 8.72 | 8.85 | 8.91 | 8.83 | 8.41 | 8.42 |
| Lower than average | Public Spaces | 725 | 8.58 | 8.70 | 8.82 | n.a. | n.a. | n.a. | n.a. |
| | Access services through digital or online channels | 658 | 8.52 | 8.65 | 8.79 | 8.79 | 8.81 | 8.33 | n.a. |
| | Council activities promoting local business growth | 669 | 8.52 | 8.64 | 8.76 | 8.82 | 8.89 | 8.52 | 8.41 |
| | Provision of community events and festivals | 617 | 8.46 | 8.60 | 8.74 | 8.61 | 8.67 | 8.54 | 8.25 |
| | Provision of cultural events | 612 | 8.45 | 8.59 | 8.73 | 8.63 | 8.67 | 8.38 | 8.25 |
| | Parking enforcement | 716 | 8.04 | 8.21 | 8.37 | 8.39 | 8.70 | 8.56 | 7.79 |
| | Moving Ahead (<i>Council's printed newsletter</i>) | 610 | 7.48 | 7.69 | 7.90 | 8.42 | n.a. | 8.07 | 7.42 |
| <i>Average importance of selected services</i> | | | 8.79 | 8.90 | 9.01 | 8.93 | 8.99 | 8.79 | 8.65 |

(*) 2022 metropolitan Melbourne average from Governing Melbourne

(1) previously named "local library"



Change in importance between 2021 and 2022

Of the 32 of 34 services and facilities that were included in both the 2021 and 2022 surveys, the average importance of eight services and facilities increased marginally this year, although none increased measurably or significantly.

The average importance of 23 services and facilities declined somewhat this year, although of these, all but two declined by less than three percent.

The two services and facilities with which the average importance declined by more than three percent were the library services (down 3.1%) and *Moving Ahead* (down by 8.1%).

Comparison to metropolitan Melbourne average

Metropolis Research notes that of the 30 services and facilities included in both this survey as well as *Governing Melbourne*, the average importance of all 30 was higher in the City of Melton.

Of these, however, only 14 were three percent or more important for respondents in the City of Melton, as follows:

- **Somewhat higher importance in the City of Melton** - includes parking enforcement (5.3% more important in the City of Melton), the Melton Recycling facility (5.3% higher), green waste collection (5.2% higher), animal management (4.7% higher), community centres / neighbourhood houses (4.4% higher), provision of community events and festivals (4.3% higher), provision of cultural events (4.1% higher), *Moving Ahead* (3.7% higher), Council's website (3.6% higher), services for young people (3.3% higher), services for people with disability (3.1% higher), litter collection in public areas (3.1% higher), on and off-road bike and or walking paths (3.1% higher), and services and programs for children (3.0% higher).

Satisfaction with Council services and facilities

The following table displays the average satisfaction with each of the 34 included Council services and facilities, with the metropolitan Melbourne average as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the identical telephone methodology.

The table provides the average satisfaction 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 received an average satisfaction score (i.e., within the confidence interval of the average of all services and facilities), or whether the service or facility received a measurably higher or measurably lower satisfaction score.



The average satisfaction with the 34 included services and facilities was 7.17 this year, down 5.4% on the average satisfaction of 7.58 recorded last year.

This is a “good”, down from a “very good” level of average satisfaction.

It is noted that all but seven of the 34 services and facilities received an average satisfaction score that was higher than the satisfaction with Council’s overall performance (6.54), which reflects well on the performance of Council providing most services and facilities.

Satisfaction with selected Council services and facilities
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

| | Service/facility | Number | 2022 | | | 2021 | 2020 | 2019 | 2022 Metro.* |
|--|--|---|-------------|-------------|-------------|------|------|------|--------------|
| | | | Lower | Mean | Upper | | | | |
| Higher than average satisfaction | Regular garbage collection | 782 | 8.51 | 8.63 | 8.75 | 8.65 | 8.67 | 8.75 | 8.41 |
| | Regular recycling | 779 | 8.46 | 8.58 | 8.70 | 8.64 | 8.62 | 8.52 | 8.35 |
| | Library services ¹ | 315 | 8.41 | 8.58 | 8.75 | 8.75 | 8.70 | 8.45 | 8.49 |
| | Green waste collection | 737 | 8.41 | 8.54 | 8.67 | 8.67 | 8.69 | 8.71 | 8.16 |
| | Hard rubbish collection | 349 | 7.53 | 7.78 | 8.02 | 7.78 | 7.51 | 7.59 | 7.99 |
| | Community centres / Neighbourhood houses | 220 | 7.49 | 7.74 | 8.00 | 7.91 | 7.69 | 7.50 | 7.87 |
| | Sports grounds and associated facilities | 404 | 7.55 | 7.73 | 7.91 | 7.88 | 7.80 | 7.60 | 7.99 |
| Average satisfaction | Melton Recycling Facility | 439 | 7.28 | 7.49 | 7.70 | 7.54 | 7.67 | 7.72 | 7.61 |
| | Council's website | 465 | 7.27 | 7.45 | 7.63 | 7.57 | 7.41 | 7.39 | 7.28 |
| | Animal management | 674 | 7.26 | 7.43 | 7.60 | 7.58 | 7.60 | 7.45 | 7.60 |
| | Access services through digital or online channels | 369 | 7.18 | 7.40 | 7.62 | 7.86 | 7.40 | 7.67 | n.a. |
| | Provision and maintenance of playgrounds | 479 | 7.19 | 7.37 | 7.55 | 7.65 | 7.51 | 7.34 | 8.04 |
| | Provision of community events and festivals | 267 | 7.14 | 7.37 | 7.60 | 7.80 | 7.33 | 7.89 | 7.76 |
| | Provision of cultural events | 237 | 7.06 | 7.31 | 7.55 | 7.59 | 7.33 | 7.65 | 7.76 |
| | On and off road bike and / or walking paths | 461 | 7.11 | 7.30 | 7.49 | 7.57 | 7.41 | 7.50 | 7.40 |
| | Provision of parks and gardens | 762 | 7.08 | 7.24 | 7.40 | 7.67 | 7.29 | 7.38 | 7.75 |
| | Public Spaces | 702 | 7.06 | 7.21 | 7.36 | n.a. | n.a. | n.a. | n.a. |
| | Maintaining natural reserves | 722 | 7.06 | 7.21 | 7.36 | n.a. | n.a. | n.a. | n.a. |
| | Recreation and Leisure Centres | 349 | 6.95 | 7.19 | 7.43 | 7.64 | 7.35 | 7.52 | 7.97 |
| | Maintenance of parks and gardens | 764 | 6.90 | 7.06 | 7.22 | 7.40 | 7.29 | 7.06 | 7.75 |
| | Services and programs for children | 158 | 6.64 | 7.03 | 7.42 | 8.21 | 7.69 | 7.75 | 8.14 |
| | Litter collection in public areas | 749 | 6.78 | 6.96 | 7.14 | 7.11 | 7.21 | 7.15 | 7.26 |
| | Services for young people | 120 | 6.43 | 6.85 | 7.26 | 7.53 | 7.46 | 7.55 | 7.30 |
| | Health services for babies, infants and toddlers | 186 | 6.36 | 6.79 | 7.23 | 8.25 | 8.01 | 8.19 | n.a. |
| | Council activities promoting local business growth | 627 | 6.58 | 6.76 | 6.94 | 7.10 | 7.21 | 6.87 | 6.82 |
| | Moving Ahead (Council's printed newsletter) | 564 | 6.52 | 6.74 | 6.96 | 7.21 | n.a. | 7.18 | 6.70 |
| | Lower than average | Provision and maintenance of street trees | 767 | 6.44 | 6.63 | 6.81 | 7.23 | 7.18 | 6.99 |
| Parking enforcement | | 686 | 6.25 | 6.46 | 6.66 | 6.89 | 6.87 | 6.79 | 6.54 |
| Footpath maintenance and repairs | | 749 | 6.21 | 6.39 | 6.57 | 6.72 | 6.61 | 6.86 | 6.74 |
| Services for people with disability | | 82 | 5.67 | 6.29 | 6.92 | 7.34 | 7.52 | 7.49 | 6.67 |
| Local traffic management | | 755 | 6.07 | 6.26 | 6.44 | 6.65 | 7.19 | 6.84 | 6.80 |
| Services for seniors | | 89 | 5.71 | 6.24 | 6.76 | 7.89 | 7.62 | 7.86 | 7.51 |
| Maintenance and repair of sealed local roads | | 786 | 5.77 | 5.95 | 6.14 | 6.39 | 6.70 | 7.06 | 6.66 |
| Public toilets | 320 | 5.65 | 5.95 | 6.25 | 6.62 | 6.57 | 6.79 | 6.33 | |
| <i>Average satisfaction with selected services</i> | | | 6.94 | 7.17 | 7.41 | 7.58 | 7.50 | 7.52 | 7.40 |

(*) 2022 metropolitan Melbourne average from Governing Melbourne
 (1) previously named "local library"



Change in satisfaction between 2021 and 2022

Of the 32 services and facilities that were included in the survey in 2021 and 2022, the average satisfaction with all 32 declined this year, although satisfaction with 11 of these services and facilities declined by less than three percent. The services and facilities that recorded a measurably lower satisfaction score in 2022 included:

- **Measurably lower satisfaction in 2022 compared to 2021** – includes services for seniors (21.0% lower in 2022), health services for babies, infants, and toddlers (17.6% lower), services and programs for children (14.4% lower), services for people with disability (14.3% lower), public toilets (10.1% lower), services for young people (9.1% lower), the provision and maintenance of street trees (8.3% lower), the maintenance and repair of sealed local roads (6.8% lower), *Moving Ahead* (6.5% lower), parking enforcement (6.3% lower), local traffic management (6.0% lower), recreation and leisure centres (5.8% lower), access services through digital channels (5.8% lower), provision of parks and gardens (5.6% lower), footpath maintenance and repairs (4.9% lower), Council activities promoting local business growth (4.8% lower), and the maintenance of parks and gardens (4.6%).

Comparison to metropolitan Melbourne average

Of the 30 services and facilities that were included in both this survey as well as *Governing Melbourne*, satisfaction with six was higher in the City of Melton, and satisfaction with 24 was lower, with attention drawn to the following:

- **Somewhat higher satisfaction in the City of Melton** – includes green waste collection (4.6% higher in the City of Melton), regular recycling (2.8% higher), regular garbage collection (2.6% higher), Council’s website (2.3% higher), and the local library (1.1% higher).
- **Measurably lower satisfaction in the City of Melton** – includes services for seniors (17.0% lower in the City of Melton), services and programs for children (13.6% lower), maintenance and repair of sealed local roads (10.6% lower), recreation and leisure centres (9.8% lower), maintenance of parks and gardens (8.9% lower), local traffic management (8.0% lower), provision and maintenance of playgrounds (6.6% lower), provision of parks and gardens (6.6% lower), public toilets (6.1% lower), footpath maintenance and repairs (5.2% lower), and litter collection in public areas (4.1% lower).

Percentage satisfaction results

The following table provides a breakdown of these results into the proportion of respondents (providing a score) who were “very satisfied” with Council’s overall performance (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

It is noted that approximately half or more of the respondents providing a satisfaction score were “very satisfied” with 25 of the 34 services and facilities, with more than 80% of respondents “very satisfied” with the regular garbage collection (82.7%), library services (82.7%), regular recycling (81.0%), and the green waste collection (80.7%).



The services and facilities with the highest proportion of “dissatisfied” respondents were public toilets (28.0%), the maintenance and repair of sealed local roads (25.4%), services for seniors (25.3%), services for people with disability (23.2%), local traffic management (22.1%), and parking enforcement (21.3%).

Satisfaction with selected Council services and facilities
Melton City Council - 2022 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 |
|--|--------------|-------------------------------|----------------|-----------|------------|
| Regular garbage collection | 2.1% | 15.2% | 82.7% | 18 | 800 |
| Library services | 2.3% | 15.0% | 82.7% | 9 | 324 |
| Regular recycling | 2.5% | 16.5% | 81.0% | 21 | 800 |
| Green waste collection | 3.2% | 16.1% | 80.7% | 63 | 800 |
| Hard rubbish collection | 11.5% | 20.3% | 68.2% | 12 | 361 |
| Sports grounds and associated facilities | 4.8% | 32.5% | 62.7% | 6 | 410 |
| Melton Recycling Facility | 11.3% | 26.9% | 61.8% | 4 | 443 |
| Council's website | 7.0% | 32.9% | 60.1% | 6 | 471 |
| Community centres / Neighbourhood houses | 5.2% | 34.7% | 60.1% | 8 | 228 |
| Animal management | 9.8% | 33.1% | 57.1% | 126 | 800 |
| Health services for babies, infants and toddlers | 20.8% | 23.9% | 55.3% | 7 | 194 |
| Access services through digital or online channels | 10.2% | 34.8% | 55.0% | 5 | 374 |
| Provision and maintenance of playgrounds | 8.6% | 36.6% | 54.8% | 7 | 486 |
| Services and programs for children | 14.0% | 31.2% | 54.8% | 10 | 168 |
| Provision of parks and gardens | 12.4% | 33.5% | 54.1% | 38 | 800 |
| Provision of community events and festivals | 6.5% | 39.6% | 53.9% | 7 | 274 |
| On and off road bike and / or walking paths | 9.3% | 38.1% | 52.6% | 8 | 469 |
| Recreation and Leisure Centres | 9.3% | 38.4% | 52.3% | 2 | 351 |
| Provision of cultural events | 8.0% | 39.8% | 52.2% | 11 | 248 |
| Maintaining natural reserves | 10.5% | 37.4% | 52.1% | 78 | 800 |
| Maintenance of parks and gardens | 13.2% | 35.7% | 51.1% | 36 | 800 |
| Litter collection in public areas | 15.4% | 34.2% | 50.4% | 51 | 800 |
| Public Spaces | 7.8% | 42.9% | 49.3% | 98 | 800 |
| Moving Ahead (Council's printed newsletter) | 16.4% | 34.6% | 49.0% | 236 | 800 |
| Services for young people | 13.9% | 37.2% | 48.9% | 12 | 132 |
| Parking enforcement | 21.3% | 34.7% | 44.0% | 114 | 800 |
| Provision and maintenance of street trees | 18.9% | 37.8% | 43.3% | 33 | 800 |
| Services for people with disability | 23.2% | 35.2% | 41.6% | 4 | 86 |
| Council activities promoting local business growth | 13.6% | 45.0% | 41.4% | 173 | 800 |
| Footpath maintenance and repairs | 17.9% | 42.9% | 39.2% | 51 | 800 |
| Local traffic management | 22.1% | 39.5% | 38.4% | 45 | 800 |
| Services for seniors | 25.3% | 38.8% | 35.9% | 5 | 94 |
| Public toilets | 28.0% | 38.5% | 33.5% | 4 | 324 |
| Maintenance and repair of sealed local roads | 25.4% | 41.5% | 33.1% | 14 | 800 |



Satisfaction by respondent profile

The following table provides a comparison of satisfaction with the 34 services and facilities by respondent profile, including age structure, gender, and language spoken at home. These results are discussed in more detail in the section on each individual service and facility.

Average satisfaction with selected Council services and facilities
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

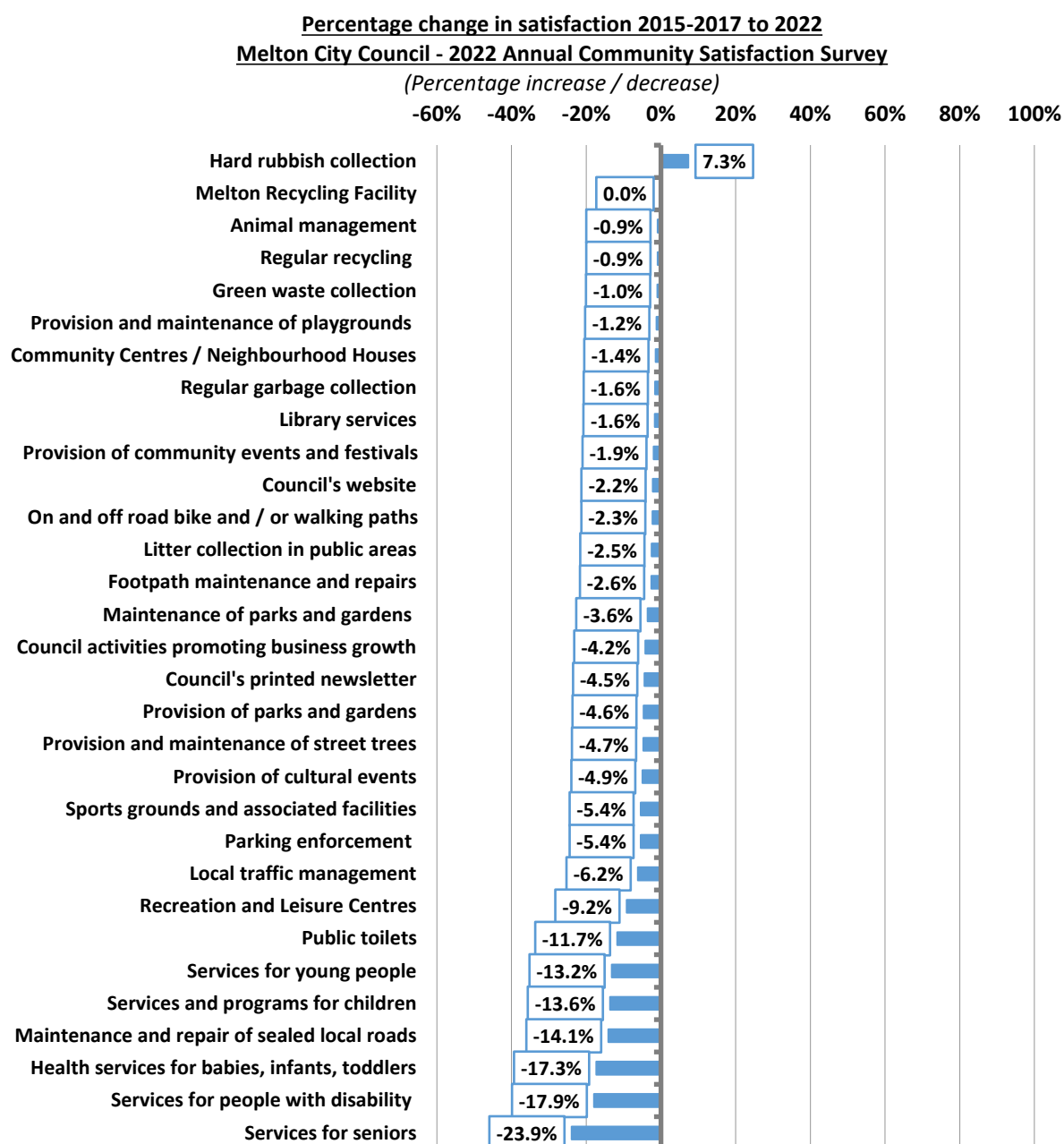
| Service/facility | Young adults | Adults | Middle-aged adults | Older adults | Senior citizens | Male | Female | English speaking | Multi-lingual |
|---|--------------|------------|--------------------|--------------|-----------------|------------|------------|------------------|---------------|
| Maintenance & repair of sealed local roads | 6.12 | 5.84 | 5.97 | 5.64 | 6.16 | 5.83 | 6.07 | 5.84 | 6.15 |
| Footpath maintenance and repairs | 6.81 | 6.15 | 6.44 | 5.90 | 6.16 | 6.21 | 6.56 | 6.17 | 6.76 |
| Regular garbage collection | 8.56 | 8.61 | 8.62 | 8.65 | 9.04 | 8.52 | 8.74 | 8.48 | 8.91 |
| Regular recycling | 8.56 | 8.56 | 8.66 | 8.43 | 8.87 | 8.35 | 8.81 | 8.48 | 8.79 |
| Green waste collection | 8.43 | 8.51 | 8.76 | 8.63 | 8.59 | 8.35 | 8.73 | 8.42 | 8.77 |
| Litter collection in public areas | 7.13 | 6.74 | 7.04 | 6.74 | 7.30 | 6.68 | 7.22 | 6.77 | 7.26 |
| Provision of parks and gardens | 7.21 | 6.96 | 7.46 | 7.76 | 7.48 | 7.19 | 7.29 | 7.18 | 7.33 |
| Maintenance of parks and gardens | 7.12 | 6.80 | 7.20 | 7.17 | 7.60 | 6.92 | 7.20 | 6.98 | 7.17 |
| Maintaining natural reserves | 7.49 | 6.97 | 7.19 | 7.02 | 7.29 | 7.05 | 7.36 | 7.16 | 7.33 |
| Provision and maintenance of street trees | 6.83 | 6.54 | 6.65 | 6.04 | 6.85 | 6.52 | 6.73 | 6.54 | 6.79 |
| Parking enforcement | 6.47 | 6.33 | 6.56 | 6.70 | 6.56 | 6.36 | 6.56 | 6.50 | 6.49 |
| Local traffic management | 6.45 | 5.97 | 6.25 | 6.20 | 6.85 | 6.23 | 6.29 | 6.30 | 6.26 |
| Animal management | 7.74 | 7.34 | 7.55 | 6.67 | 7.11 | 7.25 | 7.60 | 7.37 | 7.56 |
| Moving Ahead (Council's printed newsletter) | 6.88 | 6.39 | 6.67 | 7.00 | 7.21 | 6.46 | 7.03 | 6.75 | 6.82 |
| Council activities promoting business growth | 6.80 | 6.48 | 7.05 | 6.76 | 7.31 | 6.44 | 7.07 | 6.71 | 6.82 |
| Public Spaces | 7.35 | 6.99 | 7.22 | 7.12 | 7.90 | 7.05 | 7.37 | 7.05 | 7.50 |
| Council's website | 7.62 | 7.18 | 7.66 | 7.66 | 7.35 | 7.18 | 7.69 | 7.30 | 7.76 |
| Access services: digital/online channels | 7.41 | 7.26 | 7.31 | 7.84 | 7.67 | 7.04 | 7.73 | 7.25 | 7.72 |
| Library services | 8.53 | 8.64 | 8.41 | 8.57 | 8.86 | 8.36 | 8.80 | 8.45 | 8.79 |
| Melton Recycling Facility | 7.53 | 7.43 | 7.60 | 7.38 | 7.51 | 7.22 | 7.77 | 7.36 | 7.78 |
| Hard rubbish collection | 7.73 | 7.74 | 7.96 | 7.47 | 8.38 | 7.44 | 8.13 | 7.67 | 7.93 |
| Public toilets | 5.61 | 5.80 | 6.81 | 5.49 | 7.37 | 5.78 | 6.10 | 5.57 | 6.53 |
| Recreation and Leisure Centres | 7.30 | 6.95 | 7.68 | 6.11 | 8.34 | 7.09 | 7.30 | 7.24 | 7.08 |
| Sports grounds and associated facilities | 7.91 | 7.43 | 7.85 | 7.75 | 8.56 | 7.56 | 7.93 | 7.66 | 7.89 |
| Provision and maintenance of playgrounds | 7.41 | 7.15 | 7.75 | 7.56 | 7.57 | 7.26 | 7.48 | 7.27 | 7.54 |
| Community centres / Neighbourhood houses | 7.76 | 7.51 | 7.93 | 7.97 | 8.81 | 7.53 | 7.99 | 7.63 | 7.88 |
| Health services for babies, infants, toddlers | 6.68 | 6.79 | 6.46 | 7.98 | 8.95 | 7.16 | 6.42 | 6.53 | 7.16 |
| Services and programs for children | 6.66 | 7.45 | 6.29 | 6.02 | 8.20 | 6.85 | 7.21 | 6.93 | 7.14 |
| Services for young people | 6.82 | 6.67 | 7.38 | 8.04 | 7.04 | 6.92 | 6.77 | 6.75 | 6.99 |
| Services for seniors | 6.37 | 6.32 | 5.95 | 6.74 | 5.67 | 5.93 | 6.55 | 6.22 | 6.54 |
| Services for people with disability | 6.05 | 6.39 | 5.87 | 6.76 | 6.33 | 6.69 | 5.99 | 6.30 | 6.59 |
| On and off road bike and / or walking paths | 7.33 | 6.99 | 7.60 | 7.45 | 8.04 | 7.15 | 7.45 | 7.20 | 7.48 |
| Provision of cultural events | 7.55 | 7.17 | 7.60 | 6.00 | 7.03 | 7.12 | 7.53 | 7.12 | 7.61 |
| Provision of community events and festivals | 7.39 | 7.30 | 7.61 | 6.80 | 8.11 | 7.00 | 7.72 | 7.37 | 7.41 |
| <i>Average satisfaction</i> | 7.22 | 7.04 | 7.26 | 7.12 | 7.59 | 7.02 | 7.33 | 7.07 | 7.37 |
| Total respondents | 273 | 266 | 117 | 89 | 55 | 390 | 409 | 495 | 284 |

Percentage change in satisfaction

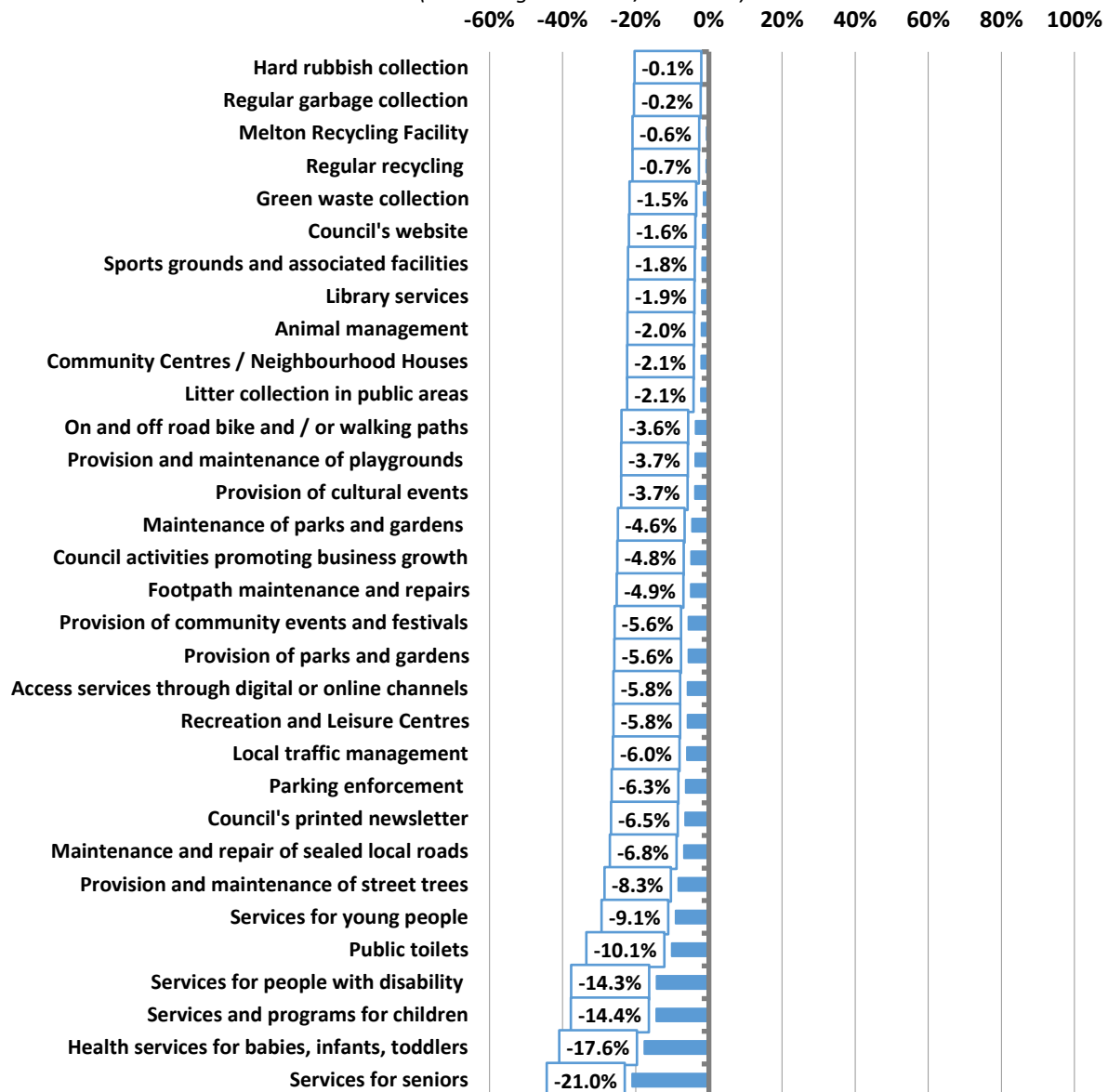
The following graphs provides the percentage change in satisfaction with services and facilities between 2022 and the three-year average satisfaction from 2015 to 2017 (the first three years of the survey program), and then the percentage change between 2022 and 2021.

These results reinforce the change in satisfaction results discussed in the preceding section and highlight the declines in satisfaction with the health and human services this year, including services for seniors, persons with disability, health services for babies, infants, and toddlers, services and programs for children, and services for young people.

Metropolis Research also draws attention to the approximately 10% or more decline in satisfaction since 2015-17 with the maintenance and repair of sealed local roads (down 14.1%), public toilets (down 11.7%), and recreation and aquatic centres (down 9.2%).



Percentage change in satisfaction 2021 to 2022
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Percentage increase / decrease)



Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of average importance with each of the 34 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 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

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 were 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, particularly the waste and recycling services and the local library service.

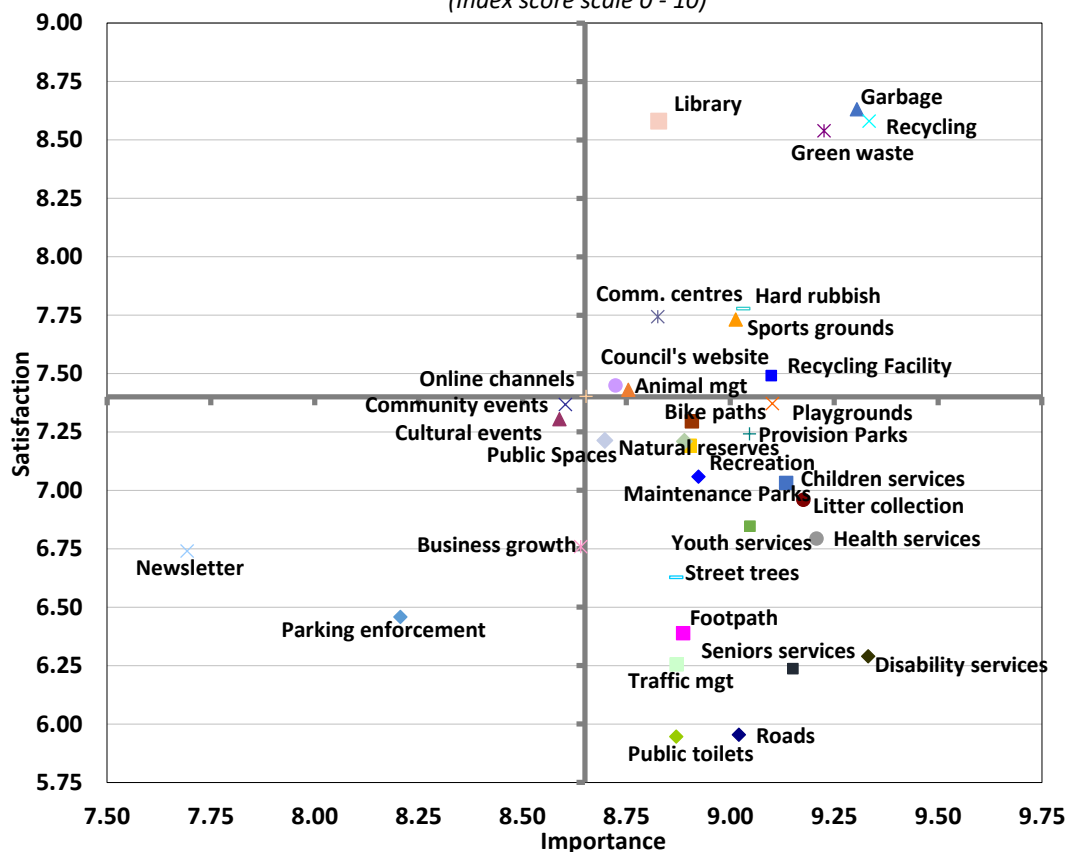
The services and facilities of most concern were roads, traffic management, footpaths, and public toilets, all of which were of average or higher-than-average importance, but lower than average satisfaction.

Metropolis Research draws particular attention to the higher-than average importance of the health and human services (for babies, children, youth, persons with disability, and seniors), but the lower-than-average satisfaction scores recorded this year. The decline in satisfaction with these services is a significant finding in the research this year.

The communication services and facilities were again of somewhat lower-than-average importance, consistent with results observed over time and observed elsewhere.

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 - 2022 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:

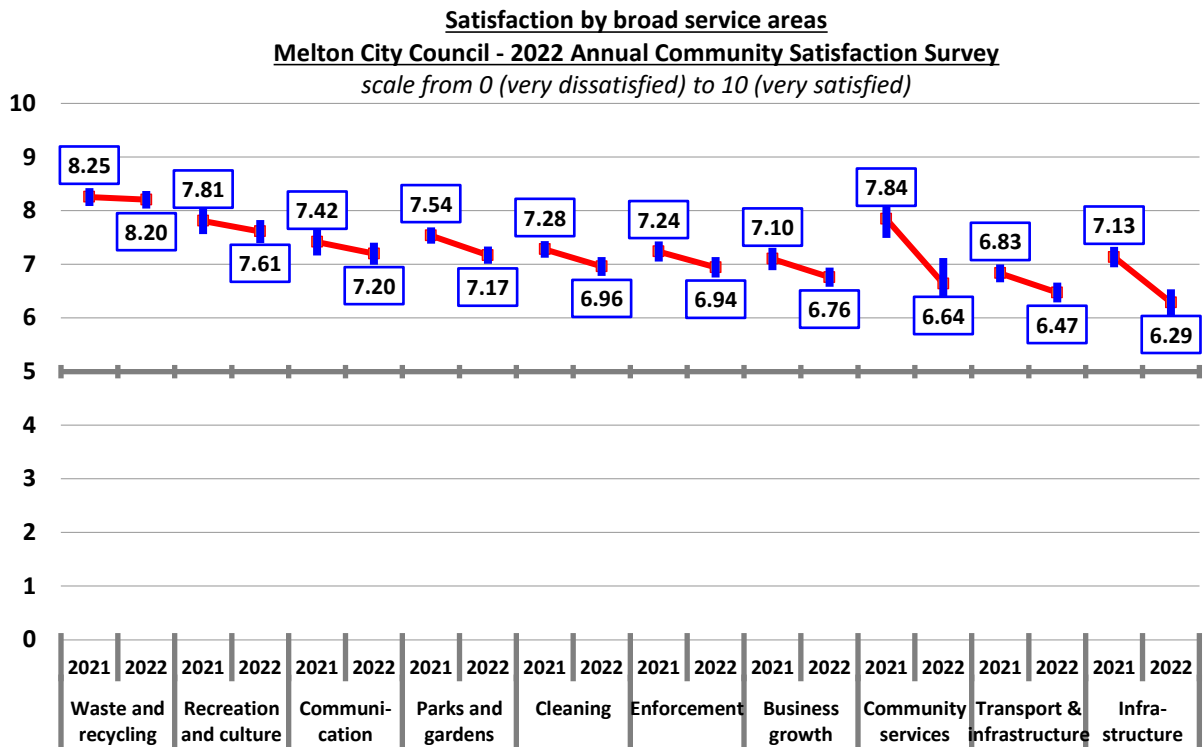
- **Infrastructure** – includes provision and maintenance of street trees, and public toilets.
- **Waste and recycling services** – includes regular garbage collection, regular recycling, green waste collection, Melton Recycling Facility, and hard rubbish collection.
- **Recreation and culture services** – includes public spaces, library services, recreation and leisure centres, sports grounds and associated facilities, provision and maintenance of playgrounds, community centres / neighbourhood houses, provision of cultural events, and provision of community events and festivals.
- **Community services** – includes Health services for babies, infants and toddlers, services and programs for children, services for young people, services for seniors, and services for people with disability.
- **Enforcement** – includes parking enforcement, and animal management.
- **Communication** – includes Moving Ahead (*Council's printed newsletter*), Council's website, and access services through digital or online channels.
- **Cleaning** – includes litter collection in public areas.
- **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 of parks and gardens, maintenance of parks and gardens, and maintaining natural reserves.
- **Business growth** – includes Council activities promoting local business growth.

Satisfaction with all 10 broad service areas declined this year, although only the decline in average satisfaction with the community services was statistically significant at the 95% confidence level.

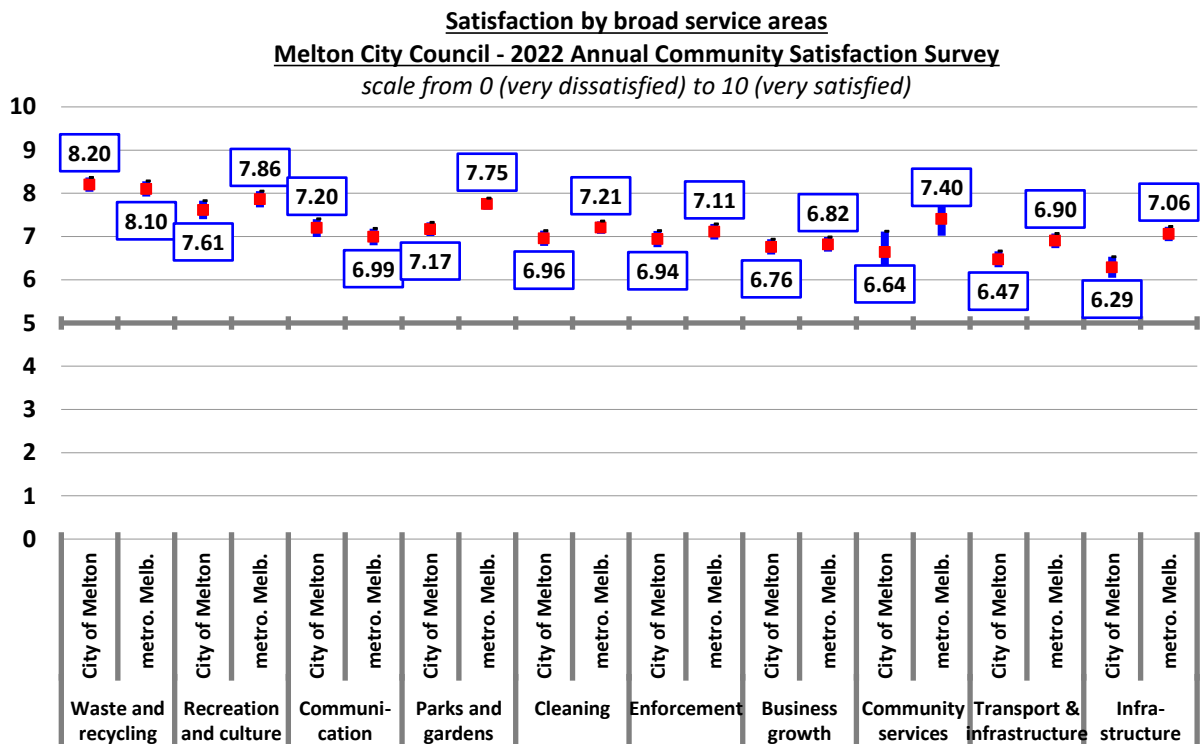
It is noted that satisfaction with waste and recycling services remained “excellent”, and satisfaction with recreation and culture services and facilities remained “very good”.

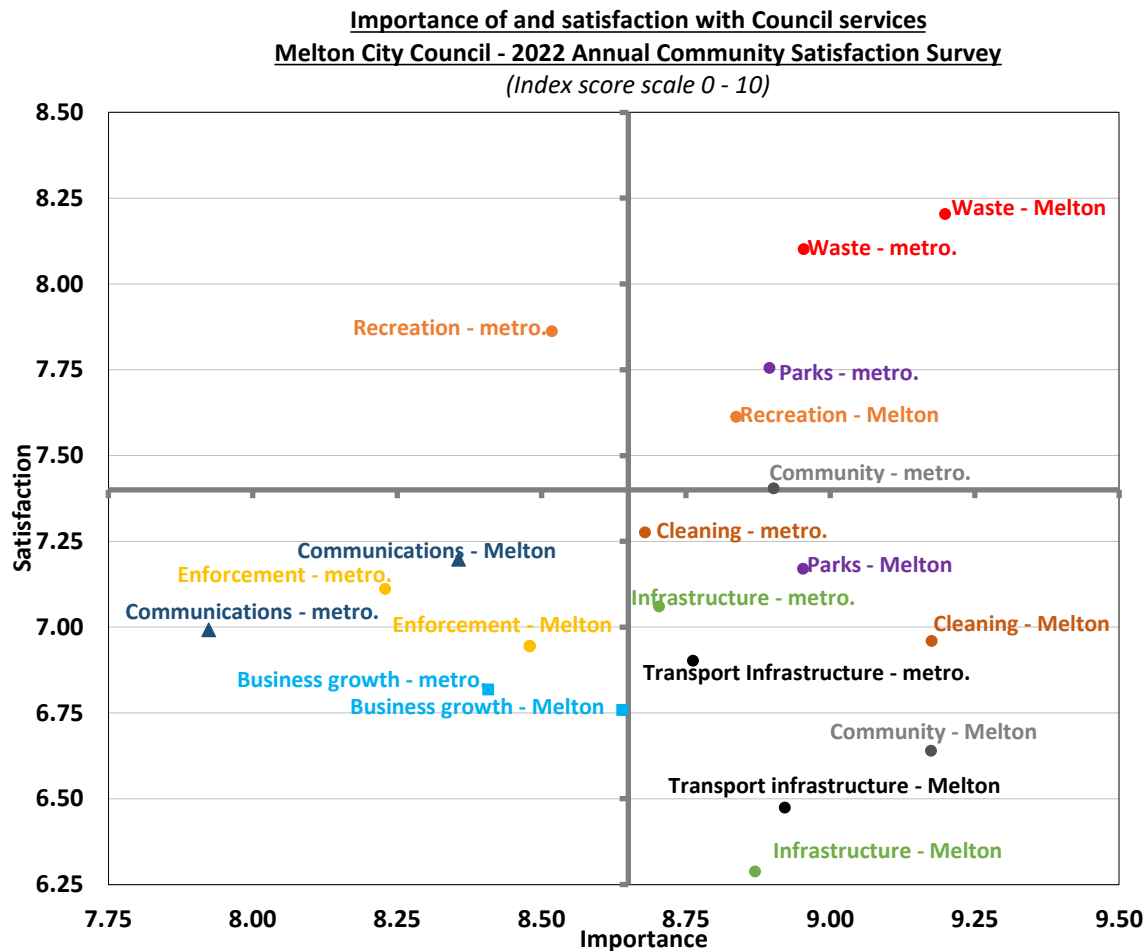
In 2022, the average satisfaction with transport and infrastructure services and facilities were both rated at “solid” levels of satisfaction.





When compared to the metropolitan Melbourne average satisfaction as recorded in the 2022 *Governing Melbourne* research, it is noted that satisfaction with waste and recycling services and communication services were slightly higher in the City of Melton, whilst satisfaction with infrastructure (10.9%) community services (10.3% lower), parks and gardens (7.5% lower), and transport (6.2% lower), were notably lower than the metropolitan Melbourne average.





Current issues for the City of Melton

Respondents were asked:

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

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

A little more than two-thirds (69.5% up from 60.3%) of respondents nominated an average of approximately two issues each. This result was back to the proportion of respondents nominating an issue that was typically recorded prior to COVID-19, conducted using the face-to-face methodology.

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, parks and gardens, and safety, policing, and crime.

The following variations of note were observed:

- **Notable increase in 2022** – there a small increase this year for traffic management (25.9% up from 21.8%), roads including roadworks (13.1% up from 10.0%), safety, policing, and crime (9.3% up from 5.5%), health and medical services (7.3% up from 3.3%), communication and consultation (4.1% up from 1.9%), general infrastructure such as internet, electricity (3.5% up from 0.8%), community activities, events, arts, and culture (2.8% up from 0.4%), and education and schools (2.8% up from 0.4%).
- **Notable decrease in 2022** – there were no issues to report a notable decline in prominence this year.

Metropolis Research draws particular attention to the significant increase in the proportion of respondents nominating traffic management related issues since the first year of the pandemic (13.6% in 2020), and the fact that significantly more respondents nominated this issue in the City of Melton than the metropolitan Melbourne average (15.3%).

This is an interesting result, as it is not consistent with the results recorded by Metropolis Research in any of the eight other municipalities across metropolitan Melbourne that Metropolis Research has conducted this research for in 2022. This includes the cities of Wyndham (17.3%), Monash (12.5%), Nillumbik (11.4%), Cardinia (10.8%), Frankston (9.5%), Darebin (5.9%), and Bayside (7.0%).

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

When compared to the results from the 2022 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2022, the following variations of note were observed:

- **Notably more prominent in Melton** – includes traffic management (25.9% compared to 15.3%), safety, policing, and crime (9.3% compared to 4.5%), health and medical services (7.3% compared to 1.0%), communication and provision of information (4.1% compared to 1.8%), general infrastructure such as internet and electricity (3.5% compared to 1.8%), and education and schools (2.8% compared to 0.4%).
- **Notably less prominent in Melton** – includes parks, gardens, and open spaces (9.4% compared to 12.8%), parking (5.0% compared to 8.0%), street trees (3.6% compared to 8.4%), rubbish and waste issues (2.4% compared to 5.0%), and building, housing, planning, and development (2.3% compared to 6.4%).



The issues that appear to be negatively associated with satisfaction with Council’s overall performance for the respondents who raise the issues include roads, street trees, parks and gardens, general infrastructure, traffic management, footpaths, parking, safety, policing, and crime issues, education and schools, community activities, and communication related issues.

The respondents who nominated each of these issues, on average rated satisfaction with Council’s overall performance at “solid” to “very poor” levels, compared to the “good” level of 6.54 which was the municipal average satisfaction with Council’s overall performance. This is discussed in more detail in the [Issues and overall satisfaction](#) section of this report.



Top three issues for the City of Melton at the moment
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

| Issue | 2022 | | 2021 | 2020 | 2019 | 2022 Metro.* |
|---|--------------|---------|------------|------------|--------------|-----------------|
| | Number | Percent | | | | |
| Traffic management | 207 | 25.9% | 21.8% | 13.6% | 25.4% | 15.3% |
| Roads (including roadworks) | 105 | 13.1% | 10.0% | 11.6% | 8.5% | 13.1% |
| Parks, gardens and open space | 75 | 9.4% | 7.0% | 6.1% | 9.2% | 12.8% |
| Safety, policing and crime | 74 | 9.3% | 5.5% | 6.7% | 11.2% | 4.5% |
| Health and medical services | 58 | 7.3% | 3.3% | 4.6% | 5.0% | 1.0% |
| Cleanliness and general maintenance of area | 45 | 5.6% | 3.3% | 3.1% | 2.4% | 4.6% |
| Parking | 40 | 5.0% | 5.3% | 6.1% | 8.0% | 8.0% |
| Footpath maintenance and repairs | 39 | 4.9% | 3.6% | 4.9% | 4.7% | 6.6% |
| Communication and provision of information | 33 | 4.1% | 1.9% | 1.7% | 0.7% | 1.8% |
| Street trees | 29 | 3.6% | 4.0% | 2.2% | 6.1% | 8.4% |
| General infrastructure (e.g. internet, electricity) | 28 | 3.5% | 0.8% | 1.2% | 1.5% | 1.8% |
| Community activities, events, arts and culture | 22 | 2.8% | 0.4% | 0.6% | 0.4% | 1.8% |
| Education and schools | 22 | 2.8% | 0.4% | 1.5% | 0.5% | 0.4% |
| Street lighting | 22 | 2.8% | 4.3% | 3.5% | 5.8% | 2.4% |
| Sports, recreation facilities | 21 | 2.6% | 2.9% | 3.0% | 3.2% | 1.9% |
| Cycling and walking paths and tracks | 20 | 2.5% | 1.3% | 0.6% | 1.7% | 2.6% |
| Council rates | 19 | 2.4% | 2.3% | 4.1% | 3.0% | 2.5% |
| Rubbish and waste issues incl. garbage | 19 | 2.4% | 3.9% | 1.9% | 3.2% | 5.0% |
| Building, planning, housing and development | 18 | 2.3% | 2.9% | 3.0% | 0.2% | 6.4% |
| Children's activities and facilities | 14 | 1.8% | 1.5% | 0.6% | 1.0% | 2.3% |
| Council governance and performance | 14 | 1.8% | 1.3% | 1.5% | 0.2% | 2.3% |
| Elderly services and facilities | 14 | 1.8% | 0.5% | 1.5% | 0.5% | 0.1% |
| Hard rubbish collection | 12 | 1.5% | 1.9% | 3.0% | 3.0% | 1.9% |
| Public transport | 11 | 1.4% | 2.5% | 2.2% | 3.1% | 2.1% |
| Local laws enforcement and update | 10 | 1.3% | 0.0% | 0.0% | 0.0% | 1.0% |
| Shops, restaurants and entertainment venues | 10 | 1.3% | 2.0% | 1.1% | 0.9% | 1.0% |
| Street cleaning and maintenance | 10 | 1.3% | 0.8% | 0.5% | 2.7% | 2.9% |
| Green waste collection | 9 | 1.1% | 0.6% | 0.4% | 0.7% | 1.3% |
| Illegal rubbish dumping | 9 | 1.1% | 2.3% | 1.6% | 0.6% | 2.4% |
| Public toilets | 9 | 1.1% | 0.6% | 0.4% | 1.5% | 2.1% |
| Recycling facility | 9 | 1.1% | 2.0% | 1.5% | n.a. | n.a. |
| Animal management | 8 | 1.0% | 1.0% | 0.7% | 1.9% | 1.5% |
| Dog, dog-off leash issues | 8 | 1.0% | 0.0% | 0.0% | 0.0% | 1.6% |
| Youth activities, services and facilities | 8 | 1.0% | 1.0% | 1.4% | 1.1% | 0.5% |
| Council customer service / responsiveness | 7 | 0.9% | 1.6% | 0.7% | 1.0% | 1.3% |
| Graffiti and vandalism | 7 | 0.9% | 0.6% | 0.2% | 1.2% | 1.1% |
| Environment, conservation and climate change | 6 | 0.8% | 0.5% | 0.5% | 0.2% | 2.6% |
| Nature strip issues | 6 | 0.8% | 0.5% | 0.0% | 0.0% | 0.0% |
| All other issues (33 separately identified issues) | 81 | 10.1% | 5.8% | 8.1% | 14.3% | 17.0% |
| Total responses | 1,158 | | 905 | 879 | 1,078 | 1,167 |
| <i>Respondents identifying at least one issue</i> | 556 | | 482 | 472 | 541 | 555 |
| | (69.5%) | | (60.3%) | (58.8%) | (67.3%) | (69.4%) |

(*) 2022 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some notable and measurable variation in the top three issues nominated by respondents across the 11 precincts comprising the City of Melton, as follows:

- **Melton precinct** – respondents were more likely than average to nominate safety, policing, and crime, health and medical services, cleanliness and maintenance, and general infrastructure related issues.
- **Kurunjang** – respondents were more likely than average to nominate communication and provision of information, footpaths, and lighting related issues.
- **Melton West** – respondents were more likely than average to nominate traffic management, safety, policing and crime, health and medical services, cleanliness and maintenance, community activities, arts and culture, and rubbish and waste related issues.
- **Melton South / Brookfield** – respondents were more likely than average to nominate traffic management, health and medical services, cleanliness and maintenance, education and schools, and Council governance and performance related issues.
- **Caroline Springs** – respondents were more likely than average to nominate parks, gardens, and open spaces, street trees, cycling and walk paths, and sports and recreation facilities.
- **Burnside** – respondents were more likely than average to nominate local laws enforcement and update related issues.
- **Taylor's Hill** – respondents were more likely than average to nominate traffic management.
- **Hillside** – respondents were more likely than average to nominate roads including roadworks, rubbish and waste issues, lighting, and street trees related issues.
- **Frasers Rise** – respondents were more likely than average to nominate traffic management, roads including roadworks, health and medical services, community activities, arts, and culture, and rubbish and waste related issues.



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

Melton City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Melton | |
|--|---------------|
| Safety, policing and crime | 22.0% |
| Health and medical services | 19.5% |
| Traffic management | 19.5% |
| Cleanliness and maintenance of area | 12.2% |
| Roads (including roadworks) | 12.2% |
| General infrastructure | 9.8% |
| Parks, gardens and open spaces | 7.3% |
| Parking | 7.3% |
| Communication / provision of information | 4.9% |
| Recycling collection | 4.9% |
| All other issues | 46.3% |
| Respondents identifying an issue | 27 (66.1%) |

| Kurunjang | |
|--|---------------|
| Traffic management | 17.0% |
| Communication / provision of information | 12.8% |
| Footpath repairs and maintenance | 12.8% |
| Safety, policing and crime | 10.6% |
| Roads (including roadworks) | 8.5% |
| Lighting | 8.5% |
| Cycling and walking paths and tracks | 6.4% |
| Sports and recreation facilities | 6.4% |
| Community activities, arts and culture | 6.4% |
| Shops, restaurants, entertainment venues | 6.4% |
| All other issues | 55.3% |
| Respondents identifying an issue | 32 (67.8%) |

| Melton West | |
|--|---------------|
| Traffic management | 38.9% |
| Safety, policing and crime | 19.4% |
| Health and medical services | 16.7% |
| Cleanliness and maintenance of area | 11.1% |
| Roads (including roadworks) | 8.3% |
| Footpath repairs and maintenance | 8.3% |
| Community activities, arts and culture | 8.3% |
| Rubbish and waste collection issues | 8.3% |
| Parks, gardens and open spaces | 5.6% |
| Hard rubbish collection | 5.6% |
| All other issues | 52.8% |
| Respondents identifying an issue | 29 (81.8%) |

| Melton South / Brookfield | |
|-------------------------------------|---------------|
| Traffic management | 32.1% |
| Health and medical services | 17.4% |
| Roads (including roadworks) | 15.6% |
| Parks, gardens and open spaces | 11.0% |
| Safety, policing and crime | 10.1% |
| Cleanliness and maintenance of area | 9.2% |
| Education and schools | 7.3% |
| Council governance and performance | 6.4% |
| General infrastructure | 5.5% |
| Parking | 4.6% |
| All other issues | 49.5% |
| Respondents identifying an issue | 83 (75.7%) |

| Caroline Springs | |
|--|---------------|
| Parks, gardens and open spaces | 15.5% |
| Traffic management | 14.7% |
| Roads (including roadworks) | 11.2% |
| Street trees | 9.5% |
| Cycling and walking paths and tracks | 6.9% |
| Cleanliness and maintenance of area | 6.0% |
| Safety, policing and crime | 6.0% |
| Sports and recreation facilities | 6.0% |
| Communication / provision of information | 5.2% |
| Parking | 3.4% |
| All other issues | 49.1% |
| Respondents identifying an issue | 75 (64.8%) |

| Burnside | |
|--|---------------|
| Traffic management | 24.6% |
| Parks, gardens and open spaces | 12.3% |
| Parking | 10.5% |
| Roads (including roadworks) | 10.5% |
| Communication / provision of information | 7.0% |
| Local laws enforcement and update | 7.0% |
| Rates | 5.3% |
| Building, planning, housing, development | 3.5% |
| Children's activities and facilities | 3.5% |
| Safety, policing and crime | 3.5% |
| All other issues | 42.1% |
| Respondents identifying an issue | 41 (72.7%) |



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

Melton City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Taylor's Hill | |
|-------------------------------------|---------------|
| Traffic management | 29.5% |
| Parks, gardens and open spaces | 8.2% |
| Cleanliness and maintenance of area | 8.2% |
| Roads (including roadworks) | 8.2% |
| Parking | 6.6% |
| General infrastructure | 6.6% |
| Education and schools | 4.9% |
| Footpath repairs and maintenance | 4.9% |
| Street trees | 4.9% |
| Dog, dog-off leash issues | 4.9% |
| All other issues | 52.5% |
| Respondents identifying an issue | 43 (69.5%) |

| Hillside | |
|-------------------------------------|---------------|
| Roads (including roadworks) | 17.3% |
| Traffic management | 13.6% |
| Parks, gardens and open spaces | 9.9% |
| Rubbish and waste collection issues | 9.9% |
| Lighting | 7.4% |
| Street trees | 7.4% |
| Footpath repairs and maintenance | 6.2% |
| Safety, policing and crime | 6.2% |
| Cleanliness and maintenance of area | 4.9% |
| General infrastructure | 4.9% |
| All other issues | 50.6% |
| Respondents identifying an issue | 54 (67.3%) |

| Rural | |
|--|-----------------|
| Traffic management | 21.1% |
| Roads (including roadworks) | 12.9% |
| Safety, policing and crime | 12.2% |
| Parking | 6.8% |
| Parks, gardens and open spaces | 6.1% |
| Health and medical services | 5.4% |
| Cleanliness and maintenance of area | 4.8% |
| Footpath repairs and maintenance | 4.8% |
| Lighting | 4.1% |
| Communication / provision of information | 3.4% |
| All other issues | 50.3% |
| Respondents identifying an issue | 92 (96.2.5%) |

| Fraser Rise | |
|--|---------------|
| Traffic management | 52.6% |
| Roads (including roadworks) | 21.1% |
| Safety, policing and crime | 10.5% |
| Health and medical services | 10.5% |
| Parking | 7.9% |
| Cleanliness and maintenance of area | 7.9% |
| Community activities, arts and culture | 7.9% |
| Rubbish and waste collection issues | 7.9% |
| Parks, gardens and open spaces | 5.3% |
| Footpath repairs and maintenance | 5.3% |
| All other issues | 50.0% |
| Respondents identifying an issue | 34 (89.2%) |

| Harkness | |
|---|---------------|
| Traffic management | 23.4% |
| Roads (including roadworks) | 14.9% |
| Parks, gardens and open spaces | 12.8% |
| Education and schools | 4.3% |
| Safety, policing and crime | 4.3% |
| Health and medical services | 4.3% |
| Sports and recreation facilities | 4.3% |
| Lighting | 4.3% |
| Street trees | 4.3% |
| Youth activities, services and facilities | 4.3% |
| All other issues | 46.8% |
| Respondents identifying an issue | 29 (60.8%) |

| City of Melton | |
|---|----------------|
| Traffic management | 25.9% |
| Roads (including roadworks) | 13.1% |
| Parks, gardens and open space | 9.4% |
| Safety, policing and crime | 9.3% |
| Health and medical services | 7.3% |
| Cleanliness / general maintenance of area | 5.6% |
| Parking | 5.0% |
| Footpath maintenance and repairs | 4.9% |
| Communication / provision of information | 4.1% |
| Street trees | 3.6% |
| All other issues | 56.6% |
| Respondents identifying an issue | 556 (69.5%) |



Issues by respondent profile

The following tables outline the top issues to address for the City of Melton by respondent profile, including age structure, gender, and language spoken at home, with attention drawn to the following variations of note:

- **Young adults (aged 18 to 34 years)** – respondents were more likely than average to nominate cleanliness and maintenance related issues.
- **Adults (aged 35 to 49 years)** – respondents were more likely than average to nominate traffic management, and health and medical services related issues.
- **Middle-aged adults (aged 50 to 59 years)** – respondents were more likely than average to nominate traffic management related issues.
- **Older adults (aged 60 to 69 years)** – respondents were more likely than average to nominate cleanliness and maintenance related issues.
- **Senior citizens (aged 70 years and over)** – respondents were more likely than average to nominate health and medical services, parking, elderly services and facilities, and Council governance and performance related issues.
- **Male** – respondents were more likely than female respondents to nominate traffic management related issues.
- **Female** – respondents were more likely than male respondents to nominate health and medical services related issues.
- **Multilingual household** – respondents were more likely than respondents from English speaking households to nominate traffic management, and parks, gardens, and open space related issues.



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

Melton City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Young adults (18 to 34 years) | |
|--|----------------|
| Traffic management | 22.7% |
| Roads (including roadworks) | 16.8% |
| Safety, policing and crime | 12.1% |
| Parks, gardens and open spaces | 10.6% |
| Cleanliness and maintenance of area | 9.5% |
| Community activities, arts and culture | 5.9% |
| Parking | 5.5% |
| General infrastructure | 5.5% |
| Communication / provision of information | 4.8% |
| Health and medical services | 4.8% |
| All other issues | 52.4% |
| Respondents identifying an issue | 201 (73.7%) |

| Adults (35 to 49 years) | |
|--|----------------|
| Traffic management | 28.6% |
| Roads (including roadworks) | 10.9% |
| Parks, gardens and open spaces | 9.4% |
| Health and medical services | 8.6% |
| Safety, policing and crime | 6.8% |
| Street trees | 5.6% |
| Education and schools | 5.3% |
| Footpath repairs and maintenance | 5.3% |
| Communication / provision of information | 4.1% |
| Parking | 3.8% |
| All other issues | 56.0% |
| Respondents identifying an issue | 180 (67.6%) |

| Middle aged adults (50 to 59 years) | |
|--|---------------|
| Traffic management | 29.1% |
| Roads (including roadworks) | 12.8% |
| Safety, policing and crime | 8.5% |
| Parks, gardens and open spaces | 6.8% |
| Lighting | 5.1% |
| Parking | 4.3% |
| Building, planning, housing, development | 4.3% |
| Footpath repairs and maintenance | 4.3% |
| Street cleaning and maintenance | 3.4% |
| Rates | 2.6% |
| All other issues | 42.7% |
| Respondents identifying an issue | 74 (63.1%) |

| Older adults (60 to 69 years) | |
|--|---------------|
| Traffic management | 27.0% |
| Safety, policing and crime | 12.4% |
| Cleanliness and maintenance of area | 9.0% |
| Health and medical services | 9.0% |
| Parks, gardens and open spaces | 7.9% |
| Footpath repairs and maintenance | 7.9% |
| Street trees | 7.9% |
| General infrastructure | 7.9% |
| Building, planning, housing, development | 6.7% |
| Roads (including roadworks) | 6.7% |
| All other issues | 46.1% |
| Respondents identifying an issue | 61 (69.0%) |

| Senior citizens (70 years and over) | |
|--|---------------|
| Health and medical services | 21.8% |
| Traffic management | 20.0% |
| Roads (including roadworks) | 14.5% |
| Parks, gardens and open spaces | 12.7% |
| Parking | 10.9% |
| Elderly services and facilities | 7.3% |
| Council governance and performance | 7.3% |
| Street trees | 5.5% |
| Green waste collection | 5.5% |
| Communication / provision of information | 3.6% |
| All other issues | 29.1% |
| Respondents identifying an issue | 41 (74.1%) |

| Metropolitan Melbourne | |
|--|----------------|
| Traffic management | 15.3% |
| Roads maintenance and repairs | 13.1% |
| Parks, gardens and open space | 12.8% |
| Street trees / nature strips | 8.4% |
| Car parking | 8.0% |
| Footpath maintenance and repairs | 6.6% |
| Building, planning, housing, development | 6.4% |
| Rubbish and waste issues | 5.0% |
| Cleanliness and maintenance of area | 4.6% |
| Safety, policing and crime | 4.5% |
| All other issues | 61.3% |
| Respondents identifying an issue | 555 (69.4%) |



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

Melton City Council - 2021 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Male | |
|--|----------------|
| Traffic management | 30.0% |
| Roads (including roadworks) | 12.6% |
| Safety, policing and crime | 9.5% |
| Parks, gardens and open spaces | 9.2% |
| Health and medical services | 5.6% |
| Cleanliness and maintenance of area | 5.4% |
| Footpath repairs and maintenance | 5.4% |
| Lighting | 4.6% |
| Parking | 4.1% |
| Communication / provision of information | 3.6% |
| All other issues | 54.4% |
| Respondents identifying an issue | 269 (69.0%) |

| Female | |
|--|----------------|
| Traffic management | 22.2% |
| Roads (including roadworks) | 13.4% |
| Parks, gardens and open spaces | 9.5% |
| Safety, policing and crime | 9.0% |
| Health and medical services | 8.8% |
| Parking | 6.1% |
| Cleanliness and maintenance of area | 5.9% |
| Education and schools | 4.6% |
| Communication / provision of information | 4.6% |
| Footpath repairs and maintenance | 4.6% |
| All other issues | 57.7% |
| Respondents identifying an issue | 287 (70.2%) |

| English speaking | |
|--|----------------|
| Traffic management | 22.4% |
| Roads (including roadworks) | 12.5% |
| Safety, policing and crime | 9.9% |
| Health and medical services | 8.5% |
| Parks, gardens and open spaces | 8.1% |
| Cleanliness and maintenance of area | 6.1% |
| Footpath repairs and maintenance | 5.7% |
| Communication / provision of information | 5.1% |
| General infrastructure | 5.1% |
| Parking | 5.1% |
| All other issues | 57.4% |
| Respondents identifying an issue | 357 (72.1%) |

| Multi-lingual | |
|-------------------------------------|----------------|
| Traffic management | 33.5% |
| Roads (including roadworks) | 14.8% |
| Parks, gardens and open spaces | 12.3% |
| Safety, policing and crime | 8.8% |
| Cleanliness and maintenance of area | 5.6% |
| Parking | 5.3% |
| Street trees | 5.3% |
| Health and medical services | 4.9% |
| Rubbish and waste collection issues | 3.9% |
| Education and schools | 3.5% |
| All other issues | 53.2% |
| Respondents identifying an issue | 193 (67.8%) |

| Western region | |
|---|---------------|
| Traffic management | 15.0% |
| Provision and maintenance of street trees | 11.8% |
| Parks, gardens and open spaces | 11.1% |
| Roads maintenance and repairs | 11.1% |
| Parking | 6.5% |
| Cleanliness and maintenance of area | 5.2% |
| Building, planning, housing, development | 3.9% |
| Safety, policing and crime | 3.9% |
| Rubbish and waste issues incl. garbage | 3.9% |
| Services and facilities for the disabled | 3.3% |
| All other issues | 48.4% |
| Respondents identifying an issue | 98 (64.3%) |

| Growth area councils | |
|---|----------------|
| Roads maintenance and repairs | 19.3% |
| Parks, gardens and open spaces | 17.6% |
| Traffic management | 14.2% |
| Provision and maintenance of street trees | 13.6% |
| Footpath maintenance and repairs | 6.3% |
| Cleanliness and maintenance of area | 5.1% |
| Parking | 4.5% |
| Building, planning, housing, development | 4.5% |
| Public toilets | 4.0% |
| Rubbish and waste issues incl. garbage | 4.0% |
| All other issues | 47.7% |
| Respondents identifying an issue | 122 (69.5%) |



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

Respondents were asked:

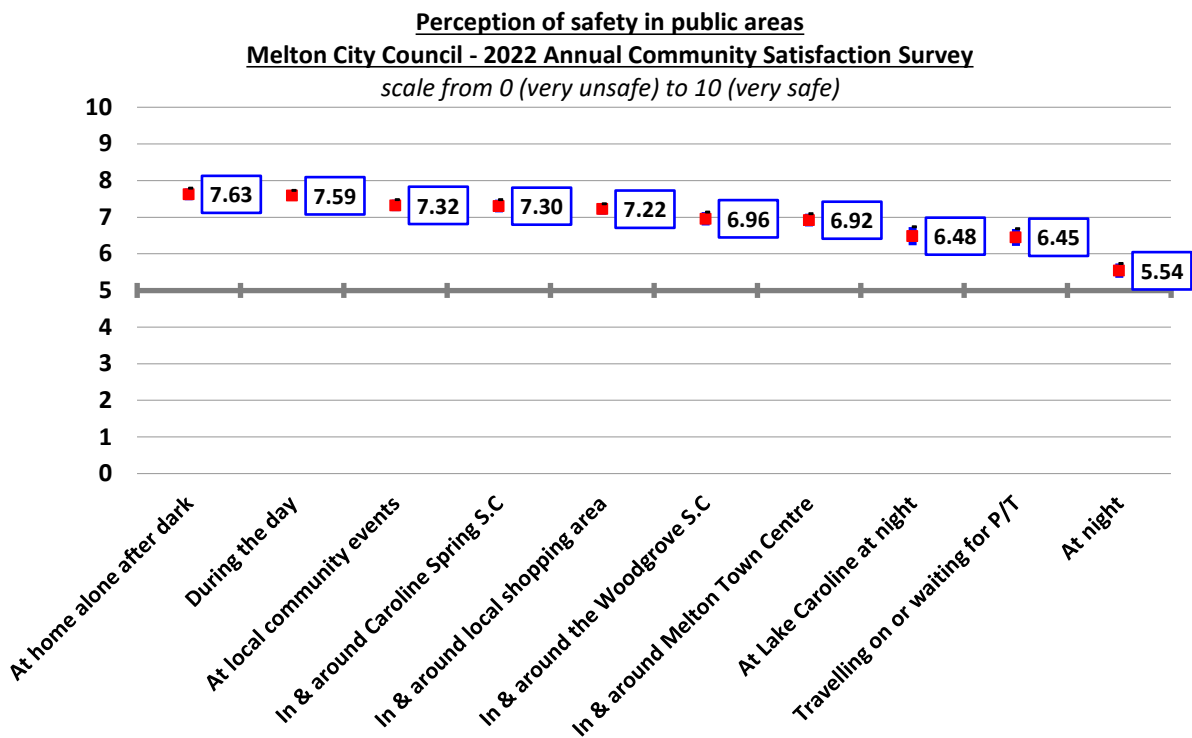
“On a scale of 0 (lowest) to 10 (highest), how safe do you feel?”

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

The average perception of safety in all situations and locations declined marginally this year, down by an average of 2.8%, from 7.14 to 6.96.

Metropolis Research draws attention to the fact that respondents’ perception of their safety at home alone after dark was the highest score reported this year, higher than the perception of safety in the public areas of the City of Melton during the day.

Respondents felt least safe at night, both in the public areas of the City of Melton at night, as well as at Lake Caroline at night, as well as when waiting for or travelling on public transport.



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

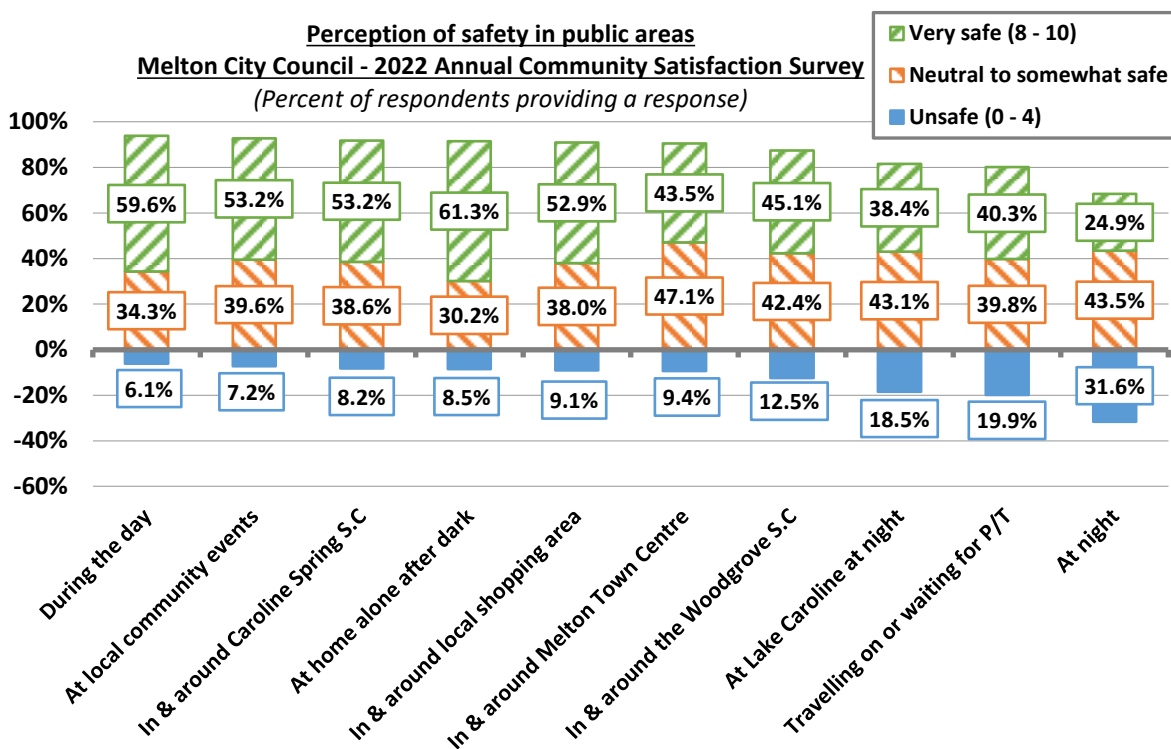
It is noted that more than half of the respondents providing a safety score felt “very safe” in the public areas of the City of Melton during the day, at local community events, in and around Caroline Springs shopping centre, at home alone after dark, and in and around their local shopping area.



By contrast, it is noted that almost one-fifth of respondents felt unsafe at Lake Caroline at night and travelling on or waiting for public transport.

Most attention is drawn to the fact that more respondents felt “unsafe” in the public areas of the City of Melton at night than felt “very safe” (31.6% unsafe compared to 24.9% very safe).

This result was consistent with that recorded in 2021. This does suggest some significant concern in the City of Melton community around the perception of safety in the public areas of the municipality at night.



The following graph provides a comparison of the perception of safety in four locations / situations against the metropolitan Melbourne, the western region councils, and the growth area councils, as recorded in the 2022 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2022, using the identical random sample telephone methodology.

The four measures included in *Governing Melbourne* were the perception of safety in the public areas of the municipality during the day, at night, in and around the local shopping district, and waiting for and travelling on public transport.

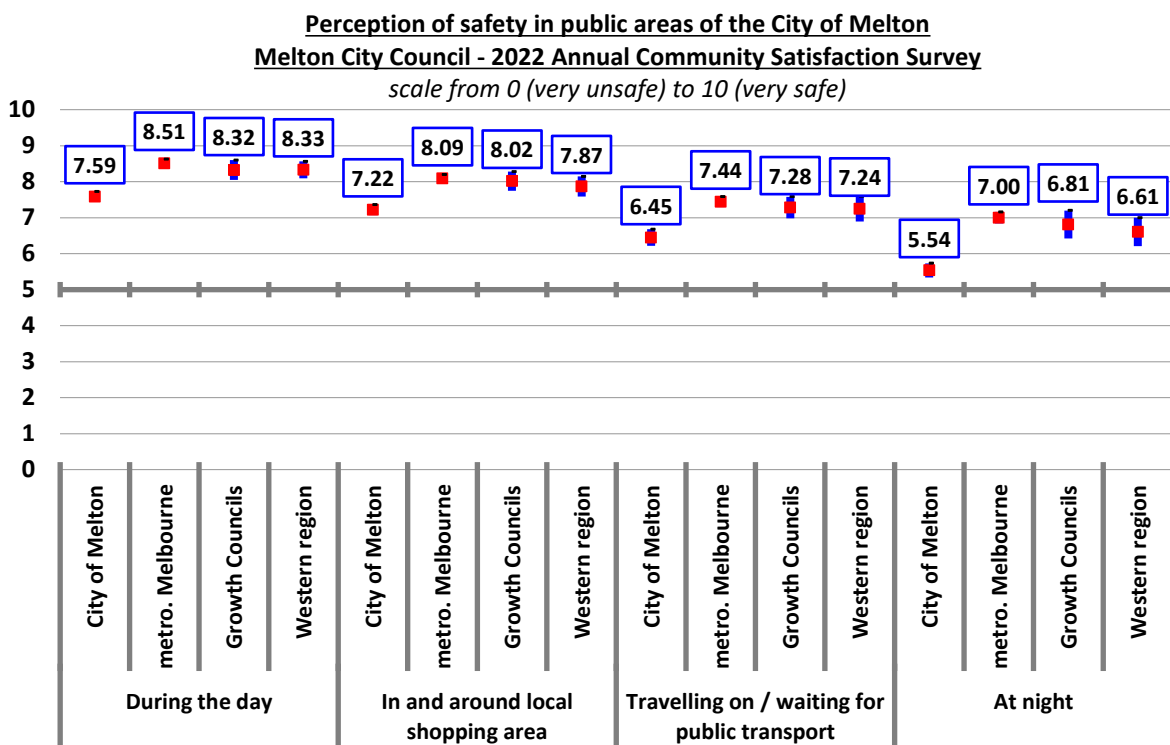
The perception of safety in the City of Melton in all four of these situations and locations was measurably and significantly lower than in all three of the comparison areas, particularly the metropolitan Melbourne averages.



These results are consistent with those recorded in recent years and highlight that the perception of safety in the City of Melton is of concern to a substantial proportion of the community, and that the issue is more acute in the City of Melton than elsewhere.

This is reflected in the fact that almost ten percent of respondents in the City of Melton nominated “safety, policing, and crime” related issues as one of the top three issues to address for the City of Melton “at the moment”. This is discussed in more detail in the [Current Issues for the City of Melton](#) section of this report.

Metropolis Research notes that the 75 respondents who nominated “safety, policing, and crime” related issues were, on average, measurably less satisfied with Council’s overall performance than the municipal average (5.96 compared to 6.54). This strongly suggests that safety, policing, and crime related issues are likely to be exerting a negative influence on overall satisfaction for the respondents who raise the issues. This is discussed in more detail in the [Relationship between Issues and Overall Satisfaction](#) section of this report.



Reasons for feeling less safe

There were 227 comments received from respondent who felt unsafe in any of the situations or locations covered in this section of the survey. This is an increase on the 200 comments received last year.

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



Consistent with the results recorded in previous years, the most common reasons why respondents felt unsafe were related to concerns about people (28.6% up from 22.5% of comments), concerns around Police presence (21.1% up from 15.0%), and concerns around crime such as theft, robbery, violence, and incidents of crime (17.6% down from 36.0%).

Reasons for feeling unsafe in public areas of the City of Melton
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of responses from respondents rating safety less than five)

| Reason | 2022 | | 2021 | 2020 | 2019 | 2018 |
|---|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| Concerns about various types of people | 65 | 28.6% | 22.5% | 23.4% | 23.5% | 17.1% |
| Police presence | 48 | 21.1% | 15.0% | 14.4% | 8.1% | 11.6% |
| Crime (theft, robbery, violence, etc) / incidents | 40 | 17.6% | 36.0% | 18.9% | 27.2% | 30.4% |
| Lighting | 19 | 8.4% | 9.0% | 13.5% | 11.0% | 7.2% |
| General safety | 19 | 8.4% | 5.0% | 9.9% | 9.6% | 9.9% |
| Image / feel of place and news reports | 14 | 6.2% | 4.5% | 1.8% | 7.4% | 6.1% |
| Drug and alcohol issues | 7 | 3.1% | 5.0% | 12.6% | 7.4% | 6.1% |
| Public transport safety | 6 | 2.6% | 1.0% | 1.8% | 2.2% | 4.4% |
| Traffic related | 5 | 2.2% | 1.5% | 1.8% | 0.7% | 3.3% |
| Other | 4 | 1.8% | 0.5% | 1.8% | 2.9% | 3.9% |
| Total comments | 227 | 100% | 200 | 111 | 136 | 181 |

Sense of community

Respondents were asked:

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

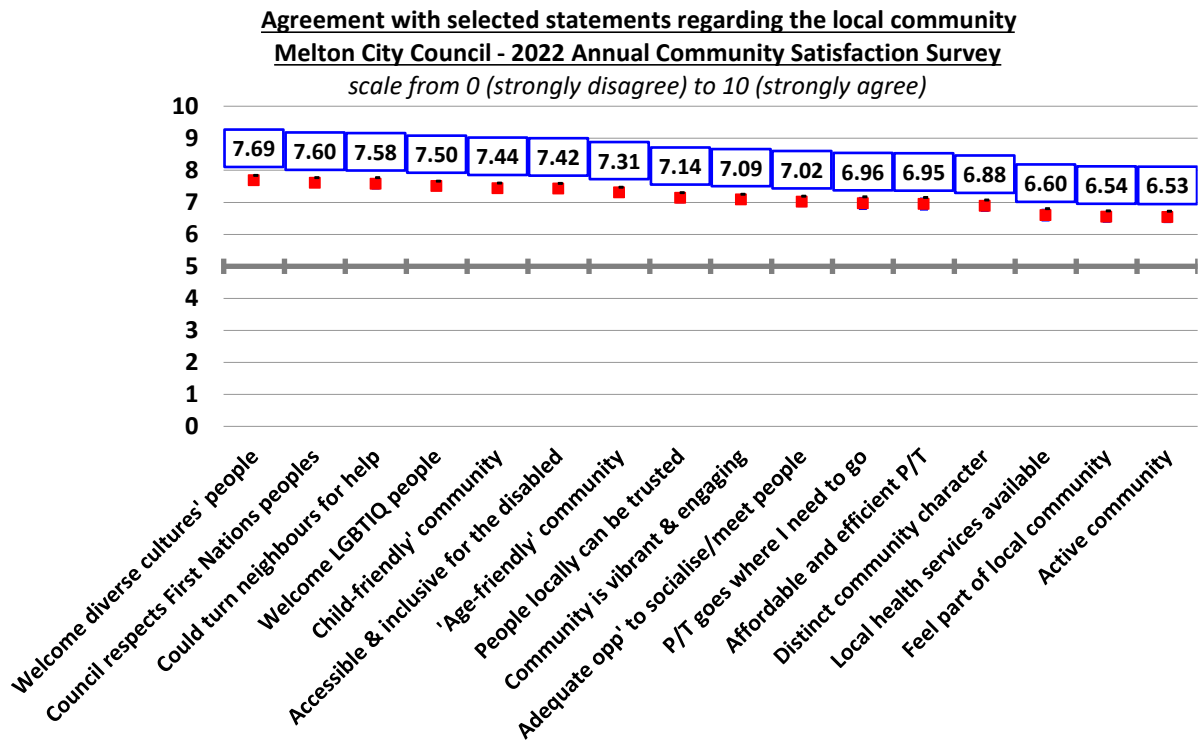
Respondents were again in 2022 asked to rate their agreement with 16 statements about the local sense of community, as well as statements about public transport.

The average agreement with seven of the 16 statements increased marginally, but not measurably this year, all increasing by less than three percent.

The average agreement with nine statements declined somewhat this year, with notable but not measurable declines in the average agreement that Melton is an ‘age-friendly’ community (down 3.4%), and Melton is a ‘child-friendly’ community (down 2.4%).

There was a statistically significant decline of 8.4% in the average agreement that the health services I / we need are available locally, down from 7.21 to 6.60, which is down from a “strong” to a “moderate” level of agreement.



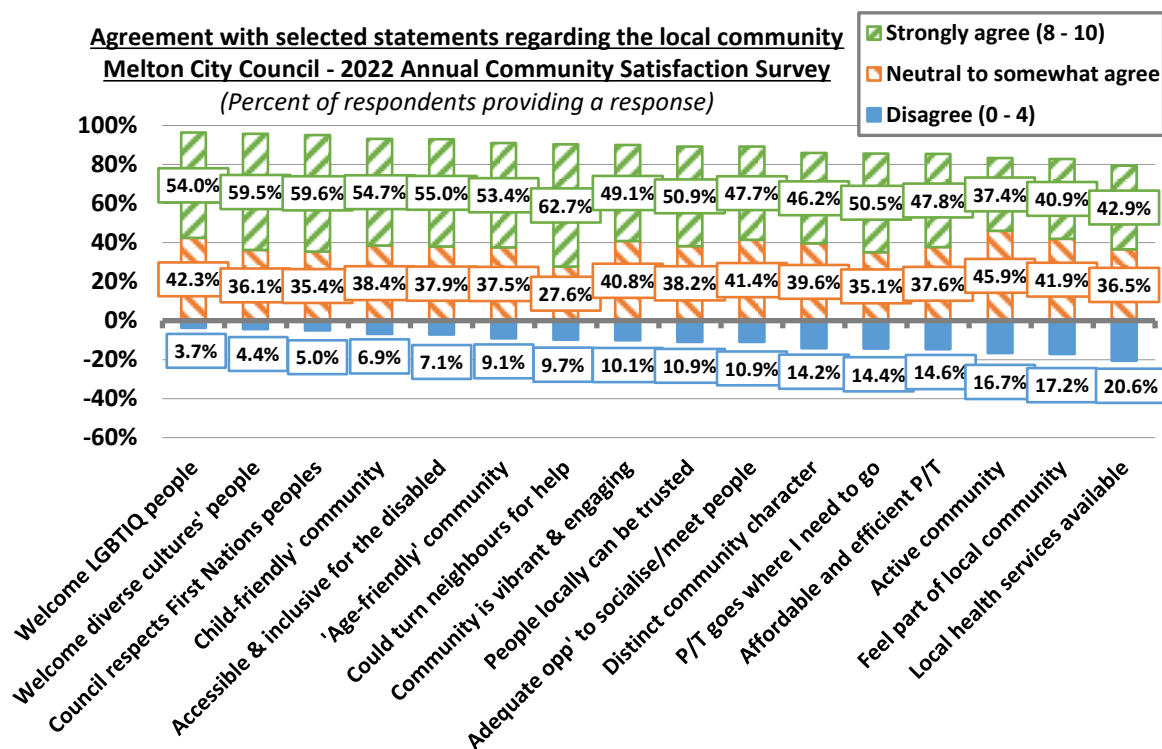


The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at five to seven), and those who “disagreed” (i.e., rated agreement at less than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

It is noted that approximately half or more of the respondents “strongly agreed” with 13 of the 16 statements, with a little less than half “strongly agreeing” that its an active community, people do things and get involved in issues (37.4%), I / we feel part of the local community (40.9%), and the health services I / we need are available locally (42.9%).

Attention is drawn to the fact that approximately one-sixth or more of respondents disagreed with the three statements about it being an active community, respondents feel part of the local community, and that health services respondents need are available locally.





Family violence

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

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

Family violence is common in our community

In 2022, 28.6% of the 800 respondents agreed that family violence is common in the community, a marginal decrease on the historically high result of 29.4% recorded last year. There was also a notable decrease in the proportion of respondents who disagreed that family violence is common in the community, down from 22.5% to 15.4%.

Metropolis Research does note that these results have proved somewhat variable over the five years that the question has been included in the survey program.

As a result of this, Metropolis Research would advise some caution in the over-interpretation of yearly changes in the results.



This is particularly important to bear in mind for local government, given that there is no direct correlation between these results and the performance of Council providing services and facilities to the community, or indeed, based on Council’s policy positions.

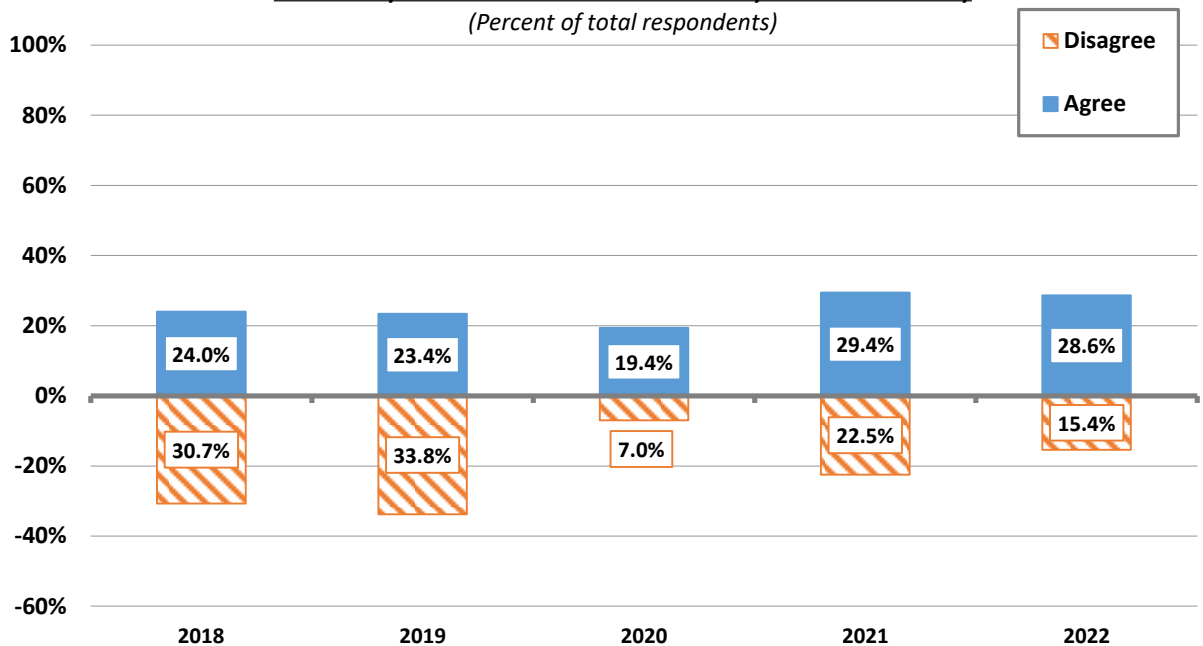
Metropolis Research also draws attention to the fact that more than half (56.1%) of respondents were either neutral (15.3%) or could not say (40.8%) whether they agreed or disagreed that family violence was common in their community.

It is important to bear this in mind, as it highlights the fact that the question is asking the respondents to make a judgement about the behaviour of community members, and therefore their view reflects their belief about the behaviour of people without direct firsthand knowledge of this behaviour.

Agreement with "family violence is common in our community"
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

| Response | 2022 | | 2021 | 2020 | 2019 | 2018 |
|--------------|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| Agree | 229 | 28.6% | 29.4% | 19.4% | 23.4% | 24.0% |
| Neutral | 122 | 15.3% | 13.9% | 9.3% | 18.7% | 20.1% |
| Disagree | 123 | 15.4% | 22.5% | 7.0% | 33.8% | 30.7% |
| Can't say | 326 | 40.8% | 34.3% | 64.3% | 24.1% | 25.2% |
| Total | 800 | 100% | 800 | 804 | 804 | 800 |

Agreement that "family violence is common in our community"
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Percent of total respondents)

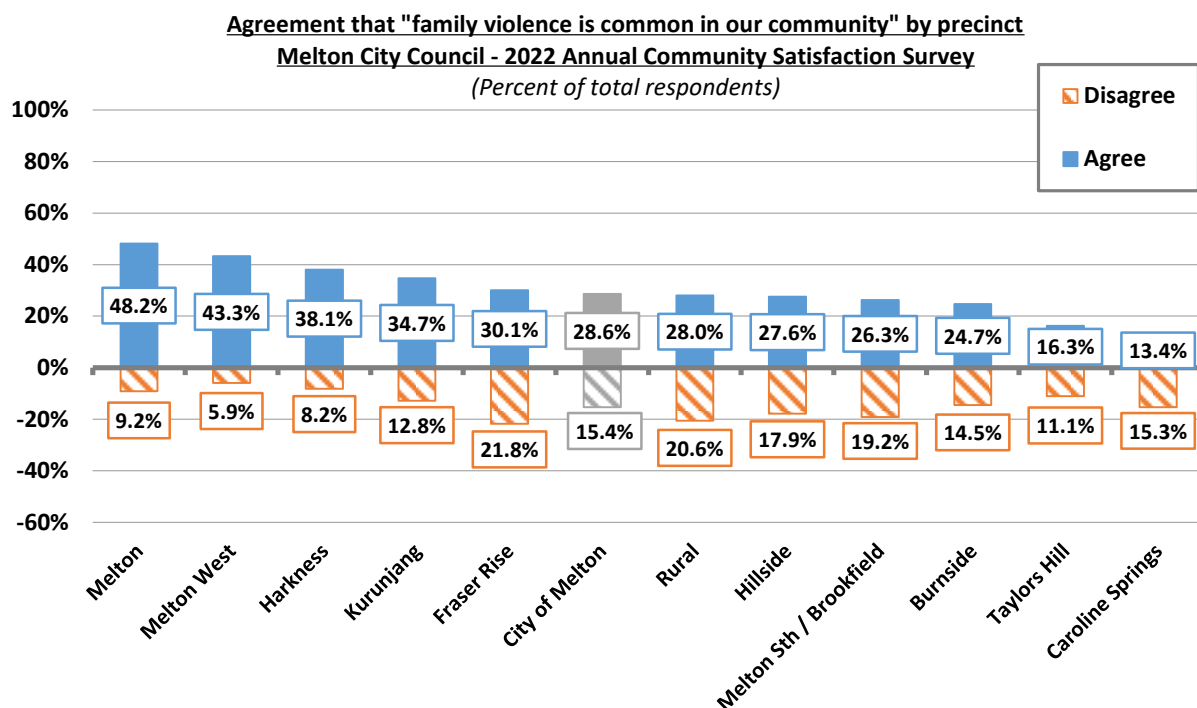


There was notable and measurable variation in this result observed across the municipality, as follows:

- **Melton precinct, Melton West, and Harkness** – respondents were measurably more likely than average to agree that family violence was common in their community.
- **Kurunjang** - respondents were somewhat, but not measurably more likely than average to agree.
- **Taylors Hill and Caroline Springs** – were somewhat, but not measurably less likely than average to agree.

Metropolis Research notes that the variation in agreement across the municipality in 2022 was generally consistent with that reported in 2021, as outlined above.

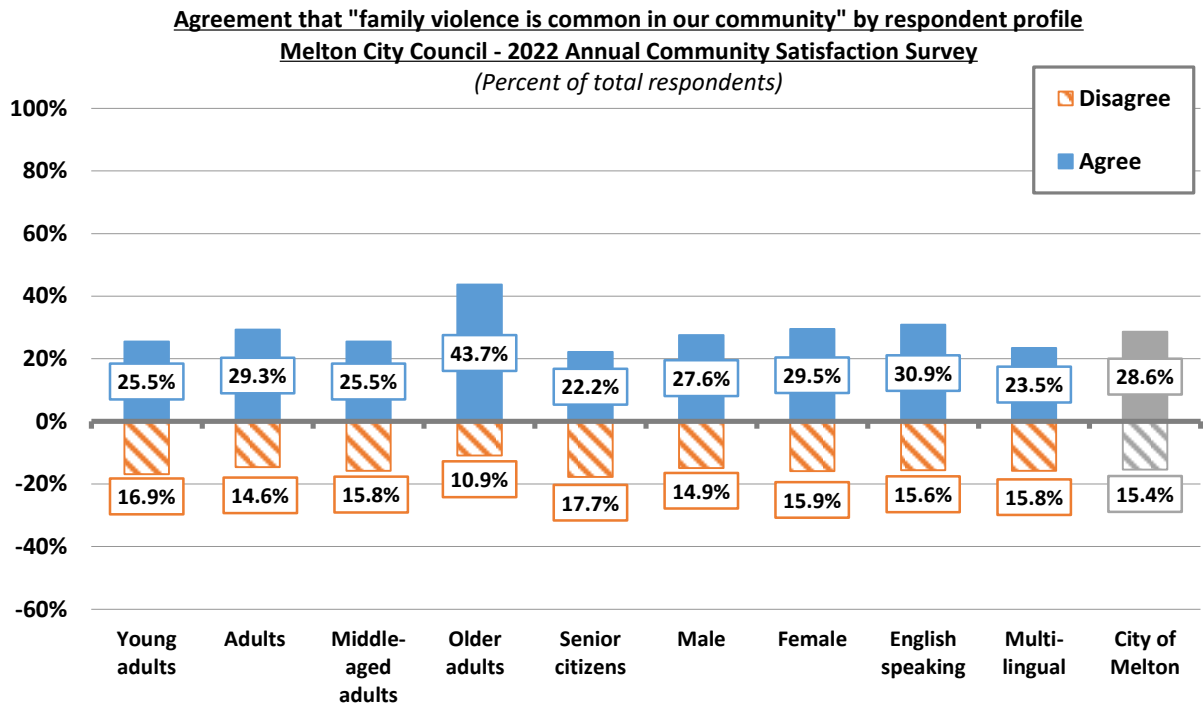
It is noted that there was no statistically significant variation observed across the municipality in the proportion of respondents who disagreed that family violence was common in their community.



There was some measurable variation in this result observed by respondent profile, as follows:

- **Older adults (aged 60 to 69 years)** – respondents were measurably more likely than average to agree that family violence was common in their community.
- **English speaking household** – respondents were measurably more likely than respondents from multilingual households to agree that family violence was common in their community.





Statements about family violence

Respondents were asked:

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

Respondents were again in 2022, asked to rate their agreement with five statements about family violence.

Metropolis Research notes that there was a marginal to small decline observed this year in the proportion of respondents who disagreed with each of these five statements.

There was no corresponding increase recorded in the proportion of respondents who agreed with each of these statements, with the decrease in the proportion who disagreed moving to either a neutral position or can't say.

Attention is drawn to the fact that the proportion of respondents who agreed with four of the five statements declined very marginally this year, and most have declined notably since the questions were first included in the survey program back in 2018.

As discussed in relation to the previous question about the extent of family violence in the community, Metropolis Research does advise some caution in the overinterpretation of year-by-year variations in these results. This is particularly true given the significant proportion of respondents who could not say whether they agreed or disagreed with these statements.

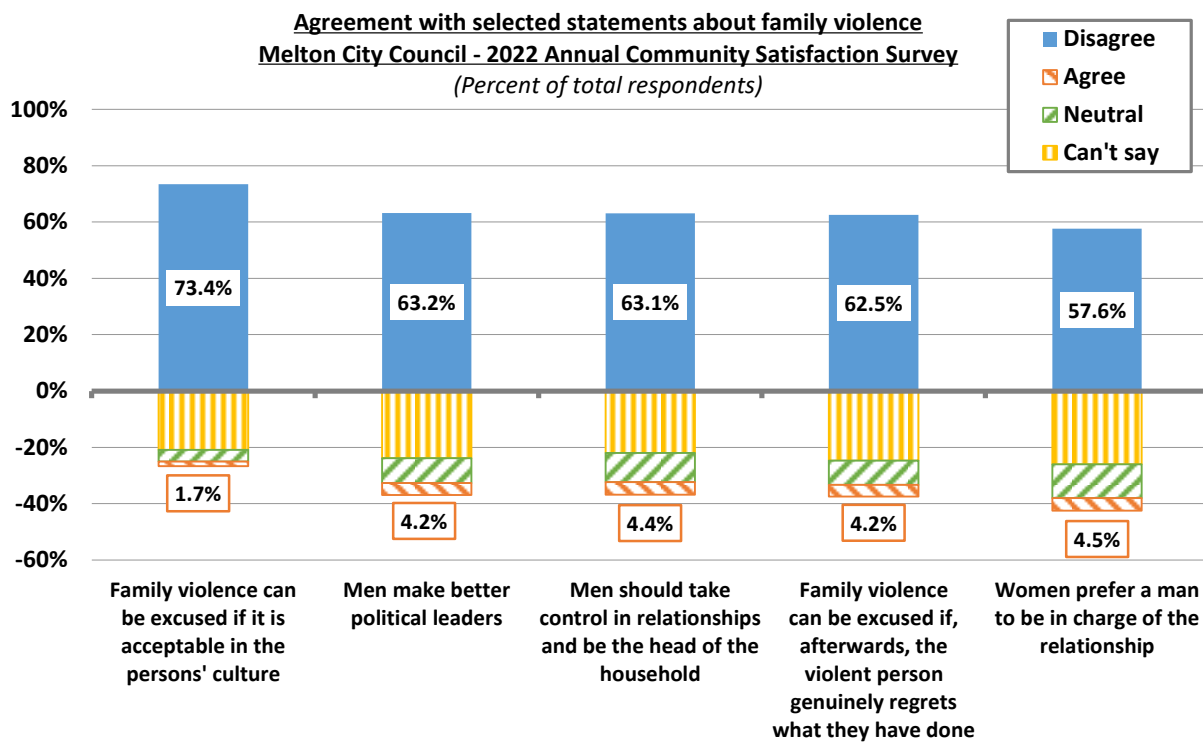


It is also very important to bear in mind that the ability to have a meaningful impact on these results is limited for local government in the short term, and therefore caution should be exercised when attempting to show a causal link between these results and the policy positions of Council, or the service delivery provided by Council in this area.

Metropolis Research notes that whilst less than five percent of respondents agreed with each of these statements, there remains a significant number of respondents who were either neutral in relation to each statement or could not (or would not) say if they agreed or disagreed.

Metropolis Research also makes the point that the issue of family violence is a controversial subject, and that there may well be some in the community who may in fact agree with these statements, but who made the judgement that it was not socially acceptable to admit to agreeing with the views expressed in these statements.

It also cannot be discounted that there may be a small number of respondents who disagreed with these statements rather than reporting a neutral or can't say response, as they felt a social obligation to respond in the manner that they believed was most acceptable.



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

The sample of respondents was weighted by age and gender to conform to the *Census* results, to ensure that each age group and gender contributed proportionally the municipal result. A minimum of 40% of the underlying proportion was obtained in the sample prior to weighting.

Age group
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Age | 2022 (unweighted) | | 2022 (weighted) | 2021 | 2020 | 2019 | 2018 |
|-------------------------------------|-------------------|-------------|-----------------|------------|------------|------------|------------|
| | Number | Percent | | | | | |
| Young adults (18 - 34 years) | 125 | 15.6% | 34.2% | 34.2% | 34.2% | 21.4% | 24.4% |
| Adults (35 - 49 years) | 454 | 56.8% | 33.2% | 23.6% | 23.6% | 23.9% | 25.9% |
| Middle-aged adults (50 - 59 years) | 115 | 14.4% | 14.6% | 24.2% | 24.2% | 30.8% | 25.9% |
| Older adults (60 - 69 years) | 64 | 8.0% | 11.1% | 14.1% | 14.1% | 19.8% | 18.5% |
| Senior citizens (70 years and over) | 41 | 5.1% | 6.9% | 3.9% | 3.9% | 4.1% | 5.4% |
| Not stated | 1 | | 0 | 0 | 0 | 1 | 4 |
| Total | 800 | 100% | 800 | 800 | 804 | 804 | 800 |

Gender

The sample of respondents was weighted by age and gender to conform to the *Census* results, as discussed above.

Gender
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Gender | 2022 | | 2021 | 2020 | 2019 | 2018 | 2017 |
|-------------------------|------------|-------------|------------|------------|------------|------------|------------|
| | Number | Percent | | | | | |
| Man | 390 | 48.8% | 48.9% | 48.9% | 55.6% | 48.0% | 55.4% |
| Woman | 409 | 51.2% | 51.1% | 51.1% | 44.1% | 51.6% | 44.2% |
| Non-binary | 0 | 0.0% | 0.0% | 0.0% | 0.1% | 0.2% | 0.4% |
| Prefer to self-describe | 0 | 0.0% | 0.0% | 0.0% | 0.1% | 0.1% | 0.0% |
| Prefer not to say | 1 | | 0 | 0 | 2 | 9 | 6 |
| Total | 800 | 100% | 800 | 804 | 804 | 800 | 800 |

Aboriginal and Torres Strait Islander

A total of 24 respondents identified themselves as Aboriginal and / or Torres Strait Islander. It is important to note that the question was self-selected, as there were no details asked to ensure that respondents who identified as Aboriginal and / or Torres Strait Islander met the requirements to be acknowledged as Aboriginal and / or Torres Strait Islander.

Household member identify as Aboriginal or Torres Strait Islander
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2022 | | 2021 | 2020 | 2019 | 2018 | 2017 |
|--------------|------------|-------------|------------|------------|------------|------------|------------|
| | Number | Percent | | | | | |
| Yes | 24 | 3.1% | 1.0% | 1.8% | 1.3% | 2.5% | 2.8% |
| No | 760 | 96.9% | 99.0% | 98.2% | 98.7% | 97.5% | 97.2% |
| Not stated | 16 | | 14 | 22 | 17 | 11 | 7 |
| Total | 800 | 100% | 800 | 804 | 804 | 800 | 800 |

Household member with disability

Approximately one-seventh of the respondents reported that they were from households with a member with disability. This was a small increase on the 11.8% reported last year, but generally consistent with the long-term average proportion since 2017 of 13.7%.

Household member with disability
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2022 | | 2021 | 2020 | 2019 | 2018 | 2017 |
|--------------|------------|-------------|------------|------------|------------|------------|------------|
| | Number | Percent | | | | | |
| Yes | 122 | 15.8% | 11.8% | 16.9% | 12.0% | 12.8% | 12.9% |
| No | 649 | 84.2% | 88.2% | 83.1% | 88.0% | 87.2% | 87.1% |
| Not stated | 29 | | 15 | 31 | 14 | 6 | 8 |
| Total | 800 | 100% | 800 | 804 | 804 | 800 | 800 |



Commonwealth health care card

This question relating to whether the respondent was a holder of a Commonwealth Health Care card was included for the first time in the survey this year.

A little more than one-quarter (26.2%) of the respondents providing a response to the question reported that they held this card.

Hold a commonwealth health care card
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Response | 2022 | |
|--------------|------------|-------------|
| | Number | Percent |
| Yes | 196 | 26.2% |
| No | 553 | 73.8% |
| Not stated | 51 | |
| Total | 800 | 100% |

Household member identifying as LGBTIQ+

There was a small increase this year, in the proportion of respondents identifying as Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual, and others “LGBTIQ+”, up from 3.1% in 2021 to 4.2% this year. This is the highest proportion recorded for this question since it was first included in the survey back in 2018.

Household member identifying as LGBTIQ+
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Response | 2022 | | 2021 | 2020 | 2019 | 2018 |
|--------------|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| Yes | 32 | 4.2% | 3.1% | 1.4% | 2.0% | 2.7% |
| No | 733 | 95.8% | 96.9% | 98.6% | 98.0% | 97.3% |
| Not stated | 35 | | 21 | 35 | 22 | 12 |
| Total | 800 | 100% | 800 | 804 | 804 | 800 |



Language spoken at home

Consistent with the results recorded in previous years, approximately one-third (36.5%) of respondents were from households that spoke a language other than English at home.

This result reflects significant inclusion in the sample of the culturally and linguistically diverse City of Melton community.

Language spoken at home
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Response | 2022 | | 2021 | 2020 | 2019 | 2018 |
|--|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| English | 495 | 63.5% | 65.8% | 64.1% | 61.8% | 67.0% |
| Tagalog (Filipino) | 38 | 4.9% | 3.0% | 2.2% | 2.1% | 1.8% |
| Punjabi | 27 | 3.5% | 3.4% | 1.5% | 2.5% | 2.3% |
| Maltese | 22 | 2.8% | 3.3% | 2.8% | 2.3% | 2.9% |
| Italian | 20 | 2.6% | 4.1% | 2.9% | 2.1% | 2.3% |
| Hindi | 20 | 2.6% | 2.5% | 3.7% | 3.9% | 4.7% |
| Arabic | 14 | 1.8% | 0.8% | 1.3% | 1.5% | 0.9% |
| Macedonian | 14 | 1.8% | 0.8% | 0.8% | 2.0% | 1.4% |
| Samoan | 9 | 1.2% | 0.5% | 0.3% | 0.5% | 0.1% |
| Greek | 8 | 1.0% | 1.0% | 0.9% | 2.1% | 1.4% |
| Spanish | 7 | 0.9% | 1.0% | 1.9% | 2.1% | 1.5% |
| Vietnamese | 7 | 0.9% | 0.5% | 0.9% | 2.1% | 0.6% |
| Mandarin | 6 | 0.8% | 1.3% | 0.4% | 0.5% | 1.1% |
| Sinhalese | 6 | 0.8% | 0.9% | 0.8% | 1.1% | 0.6% |
| Albanian | 5 | 0.6% | 0.4% | 0.4% | 0.3% | 0.1% |
| Teluga | 5 | 0.6% | 0.5% | 0.0% | 0.1% | 0.0% |
| Malayalam | 4 | 0.5% | 0.5% | 0.4% | 0.3% | 0.4% |
| Turkish | 4 | 0.5% | 0.6% | 1.0% | 0.4% | 1.0% |
| Urdu | 4 | 0.5% | 0.5% | 0.6% | 1.1% | 0.6% |
| Bosnian | 3 | 0.4% | 0.0% | 0.1% | 0.1% | 0.1% |
| French | 3 | 0.4% | 0.5% | 0.6% | 0.1% | 0.4% |
| Malay | 3 | 0.4% | 0.1% | 0.3% | 0.3% | 0.1% |
| Tamil | 3 | 0.4% | 0.4% | 1.3% | 0.9% | 0.1% |
| Bengali | 2 | 0.3% | 0.0% | 0.9% | 0.5% | 0.3% |
| Croatian | 2 | 0.3% | 1.7% | 0.8% | 0.8% | 0.8% |
| German | 2 | 0.3% | 0.6% | 0.4% | 0.3% | 0.5% |
| Hakka | 2 | 0.3% | 0.1% | 0.0% | 0.3% | 0.3% |
| Nepali | 2 | 0.3% | 0.4% | 0.3% | 0.1% | 0.1% |
| Persian | 2 | 0.3% | 0.3% | 0.1% | 0.0% | 0.3% |
| Portugese | 2 | 0.3% | 0.0% | 0.4% | 0.0% | 0.1% |
| Multiple | 4 | 0.5% | 0.0% | 0.0% | 2.5% | 2.0% |
| All other languages (34 separately identified) | 34 | 4.4% | 4.4% | 8.1% | 5.3% | 4.1% |
| Not stated | 21 | | 13 | 23 | 8 | 11 |
| Total | 800 | 100% | 800 | 804 | 804 | 800 |



Household structure

Consistent with the results recorded in previous years, a little more than half of the respondents were from two-parent families, almost 10% from one-parent families, one-fifth from couple households with children, and a little more than five percent group households and sole person households.

Household structure
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Structure | 2022 | | 2021 | 2020 | 2019 | 2018 | 2017 |
|--------------------------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|
| | Number | Percent | | | | | |
| Two parent family total | 442 | 57.5% | 56.3% | 57.8% | 52.2% | 56.1% | 53.9% |
| youngest child 0 - 4 years | 96 | 12.5% | 15.8% | 15.6% | 14.6% | 12.8% | 13.5% |
| youngest child 5 - 12 years | 146 | 19.0% | 18.0% | 18.0% | 16.1% | 18.0% | 20.0% |
| youngest child 13 - 18 years | 68 | 8.8% | 11.5% | 11.3% | 9.8% | 9.7% | 8.7% |
| adult children only | 132 | 17.2% | 10.9% | 12.9% | 11.6% | 15.7% | 11.6% |
| One parent family total | 67 | 8.7% | 6.2% | 8.1% | 9.3% | 6.7% | 7.6% |
| youngest child 0 - 4 years | 10 | 1.3% | 1.8% | 1.3% | 1.6% | 0.6% | 1.4% |
| youngest child 5 - 12 years | 10 | 1.3% | 1.7% | 1.7% | 1.6% | 1.3% | 1.9% |
| youngest child 13 - 18 years | 11 | 1.4% | 0.6% | 2.2% | 1.6% | 1.3% | 0.5% |
| adult children only | 36 | 4.7% | 2.1% | 2.9% | 4.4% | 3.5% | 3.8% |
| Couple only household | 149 | 19.4% | 21.4% | 20.0% | 21.3% | 19.3% | 23.5% |
| Group household | 56 | 7.3% | 5.8% | 4.5% | 8.5% | 9.6% | 6.3% |
| Sole person household | 47 | 6.1% | 9.3% | 8.0% | 8.5% | 8.0% | 7.2% |
| Other | 8 | 1.0% | 0.9% | 1.6% | 0.3% | 0.3% | 1.5% |
| Not stated | 31 | | 29 | 43 | 5 | 27 | 9 |
| Total | 800 | 100% | 800 | 804 | 804 | 800 | 800 |

Business owner

Consistent with the results recorded in recent years, 13.3% of respondents were from households where a household member owned or managed a business in the City of Melton.

Household member own / manage a business in the City of Melton
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2022 | | 2021 | 2020 | 2019 | 2018 | 2017 |
|--------------|------------|-------------|------------|------------|------------|------------|------------|
| | Number | Percent | | | | | |
| Yes | 101 | 13.3% | 13.4% | 13.5% | 9.0% | 10.4% | 7.5% |
| No | 657 | 86.7% | 86.6% | 86.5% | 91.0% | 89.6% | 92.5% |
| Not stated | 42 | | 30 | 42 | 8 | 0 | 0 |
| Total | 800 | 100% | 800 | 804 | 804 | 800 | 800 |

Housing situation

Consistent with the results recorded in previous years, a little less than half of the respondents were from households that owned their home outright, a similar proportion were mortgagor households, and approximately one-seventh were from rental households.

Housing situation
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Situation | 2022 | | 2021 | 2020 | 2019 | 2018 | 2017 |
|--|------------|-------------|------------|------------|------------|------------|------------|
| | Number | Percent | | | | | |
| Own this home | 337 | 44.7% | 47.6% | 39.0% | 51.5% | 52.2% | 39.6% |
| Mortgage (<i>paying-off this home</i>) | 310 | 41.1% | 39.4% | 42.4% | 31.7% | 29.9% | 41.8% |
| Renting this home | 104 | 13.8% | 11.4% | 15.6% | 16.1% | 16.3% | 17.4% |
| Insecure housing | 3 | 0.4% | 1.6% | 2.9% | 0.8% | 1.7% | 1.1% |
| Not stated | 46 | | 37 | 50 | 8 | 14 | 8 |
| Total | 800 | 100% | 800 | 804 | 804 | 800 | 800 |

Period of residence

Approximately two-thirds (67.6%) of respondents reported that they had lived at their current address for 10 years or more. This is consistent with the housing situation results discussed above.

Metropolis Research does note that the proportion of respondents who had lived at their current address for less than one year continues to be lower than was recorded pre-COVID-19. Clearly, COVID-19 has impacted on the ability of individuals to move, and this is reflected in these results. This will have had a small negative influence on overall satisfaction, given that new residents (less than one year in the municipality) always report a higher average overall satisfaction than the municipal average of all respondents.

Period of residence in the City of Melton
Melton City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Period | 2022 | | 2021 | 2020 | 2019 | 2018 | 2017 |
|-----------------------------|------------|-------------|------------|------------|------------|------------|------------|
| | Number | Percent | | | | | |
| Less than one year | 17 | 2.2% | 1.2% | 1.7% | 6.7% | 6.9% | 4.7% |
| One to less than five years | 56 | 7.2% | 8.8% | 12.4% | 19.1% | 17.6% | 19.6% |
| Five to less than ten years | 178 | 23.0% | 21.0% | 21.3% | 17.4% | 21.1% | 19.9% |
| Ten years or more | 523 | 67.6% | 69.1% | 64.6% | 56.8% | 54.4% | 55.8% |
| Not stated | 26 | | 24 | 35 | 1 | 8 | 7 |
| Total | 800 | 100% | 800 | 804 | 804 | 800 | 800 |



General comments

Respondents were asked:

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

In 2022, a total of 126 general comments were received from respondents, down somewhat on the unusually high number of 256 received last year, but consistent with previous years.

Consistent with the results outlined in this report, the most common issues raised by respondents in the general comments were related to traffic and roads (14.3% up from 11.3%).

Other common issues raised included issues related to specific Council services and facilities (11.1% down from 18.4%), waste management and the cleanliness of the area (9.5% up from 7.0%), and parks and gardens related comments (8.7% up from 5.1%).

Summary of general comments
Melton City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total responses)

| Comment | 2022 | | 2021 | 2020 | 2019 | 2018 |
|---|------------|-------------|------------|------------|------------|-----------|
| | Number | Percent | | | | |
| Traffic and roads | 18 | 14.3% | 11.3% | 9.7% | 12.5% | 13.2% |
| Council services and facilities | 14 | 11.1% | 18.4% | 18.5% | 11.7% | 1.9% |
| Waste management and cleanliness | 12 | 9.5% | 7.0% | 9.7% | 5.8% | 7.5% |
| Parks, gardens and open spaces | 11 | 8.7% | 5.1% | 5.6% | 11.7% | 1.9% |
| Communication, consultation, responsiveness | 9 | 7.1% | 5.5% | 2.4% | 0.0% | 1.9% |
| Safety, policing and crime | 9 | 7.1% | 8.6% | 3.2% | 5.8% | 15.1% |
| Public transport | 8 | 6.3% | 7.4% | 5.6% | 4.2% | 1.9% |
| Parking | 7 | 5.6% | 3.5% | 4.0% | 3.3% | 1.9% |
| Planning, building and development | 7 | 5.6% | 2.7% | 2.4% | 0.0% | 0.0% |
| Council governance and performance | 4 | 3.2% | 3.1% | 4.0% | 0.0% | 0.0% |
| Footpaths | 4 | 3.2% | 2.3% | 7.3% | 0.0% | 0.0% |
| General positive | 4 | 3.2% | 6.6% | 1.6% | 8.3% | 9.4% |
| Rates | 4 | 3.2% | 3.1% | 4.8% | 8.3% | 7.5% |
| Comments on the survey | 3 | 2.4% | 2.0% | 2.4% | 6.7% | 7.5% |
| Lighting | 3 | 2.4% | 0.8% | 3.2% | 0.0% | 3.8% |
| Support for business | 2 | 1.6% | 0.4% | 4.0% | 0.0% | 0.0% |
| Tree maintenance | 2 | 1.6% | 3.5% | 4.0% | 3.3% | 1.9% |
| Animal management | 1 | 0.8% | 1.6% | 2.4% | 0.8% | 5.7% |
| Schools / education | 1 | 0.8% | 0.4% | 0.0% | 0.0% | 1.9% |
| COVID-19 issues | 0 | 0.0% | 0.0% | 1.6% | 0.0% | 0.0% |
| Other | 3 | 2.4% | 6.6% | 3.2% | 17.5% | 17.0% |
| Total | 126 | 100% | 256 | 124 | 120 | 53 |

Appendix One: Survey form



Melton City Council 2022 Community Satisfaction Survey



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

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

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

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

1

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

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

2

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

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

3

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

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

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

| | | | | | | | | | | | | | |
|--|--------------|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Maintenance and repair of sealed local roads | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. Footpath maintenance and repairs | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. Regular garbage collection | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. Regular recycling | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. Green waste collection | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Litter collection in public areas | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. Provision of parks and gardens | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 8. Maintenance of parks and gardens | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 9. Maintaining natural reserves | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 10. Provision and maintenance of street trees | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 11. Parking enforcement | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 12. Local traffic management | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 13. Animal management | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 14. Moving Ahead (<i>Council's printed newsletter</i>) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 15. Council activities promoting local business growth and development | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 16. Public Spaces (<i>i.e., Melton amphitheatre, town centre, outdoor built public spaces</i>) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

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

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

| | | | | | | | | | | | | | |
|---|--------------|-----|---|---|---|---|----|---|---|---|---|----|----|
| 1. Council's website | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. The ability to access Council services through digital or online channels | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. Library services | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. Melton Recycling Facility | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. Hard rubbish collection | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Public toilets | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. Recreation and Leisure Centres (including Melton Waves) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 8. Sports grounds and associated facilities | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 9. Provision and maintenance of playgrounds | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 10. Community Centres / Neighbourhood Houses | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 11. Health services for babies, infants and toddlers | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 12. Council provided Services and programs for children (e.g. Playgroups, Family Day Care, Vacation Care) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | No | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

5

| | | | | | | | | | | | | | | |
|--|--------------|-----|---|---|---|---|----|---|---|---|---|----|----|--|
| 13. Council provided services for young people (e.g. school holiday programs, music & dance events, youth sport) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| | Used | Yes | | | | | No | | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| 14. Services for seniors (e.g. Planned Activity Group programs, Seniors Clubs/ activities, personal care or domestic assistance, property maintenance, Men's shed) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| | Used | Yes | | | | | No | | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| 15. Services for people with a disability (e.g. respite care, holiday programs, support services) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| | Used | Yes | | | | | No | | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| 16. On and off road bike and / or walking paths (including shared pathways) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| | Used | Yes | | | | | No | | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| 17. Provision of cultural events (e.g. NAIDOC, Harmony Day, IDAHOBIT) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| | Used | Yes | | | | | No | | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| 18. Provision of community events and festivals (e.g. Djerriwarrh Festival, Pop Culture) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| | Used | Yes | | | | | No | | | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |
| 18a. How satisfied are you with the representation of culture and diversity in Council events | | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 | |

6

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

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Council meeting its responsibilities towards the environment | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. Council's performance in community consultation and engagement | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. Advocacy on behalf of the community for local educational opportunities (e.g., local schools, TAFES, universities) | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. The responsiveness of Council to local community needs | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Council's performance in maintaining the trust and confidence of the local community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. Council making and implementing decisions in the interests of the community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

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

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 7. Performance of Council across all areas of responsibility | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
|--|---|---|---|---|---|---|---|---|---|---|----|----|

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

| |
|--|
| |
| |

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

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

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

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

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

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

The State Government has planned for the population of the City of Melton to double in size to more than 300,000 over the next 20 years.

The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

11

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

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

12

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

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

13

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

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Opportunities provided by Council to participate in strategic planning projects (e.g. Heritage Strategy, Environmentally Sustainable Design, Climate Change Adaptation) | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. The appearance and quality of new developments in your area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| If rated less than 5, please identify the developments OR reasons for concern: | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| 3. Council's performance maintaining local heritage and sites of significance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

14

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

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

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

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. My / our neighbourhood has a distinct character, it's a special place | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. It's an active community, people do things and get involved in local issues | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. I / we feel part of the local community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. In times of need, I/we could turn to the neighbours for help | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. Most people in my local community can be trusted | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Melton is an "age-friendly" community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. Melton is accessible and inclusive for people with a disability | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 8. Melton is a "child-friendly" community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 9. The Melton community is welcoming and supportive of people from diverse cultures and backgrounds | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 10. The Melton community is welcoming and supportive of LGBTIQ+ people | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 11. There are adequate opportunities to socialise and meet people in the local area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 12. Melton Council respects, reflects and is inclusive of Aboriginal and/or Torres Strait Islander persons | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 13. The Melton community is vibrant, accessible and engaging | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 14. There is access to affordable and efficient public transport | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 15. There is public transport that goes where I need to go | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 16. The health services I / we need are available locally | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

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

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

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

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

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

| | | | |
|------------------------|---|-----------|---|
| Yes - <i>locally</i> | 1 | No | 4 |
| Yes - <i>non-local</i> | 2 | Can't say | 9 |

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

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

20**What is your gender identity**

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

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

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

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

| | | | |
|--------------|---|---------------------------------|---|
| English only | 1 | Other (<i>specify</i>): _____ | 2 |
|--------------|---|---------------------------------|---|

23**What is the structure of this household?**

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

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

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

25**Do any members of this household identify as LGBTIQ+?**

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

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

| | | | |
|---------------------------------|---|---|---|
| Own this home | 1 | Renting this home | 3 |
| Mortgage (paying-off this home) | 2 | Insecure housing (<i>e.g., couch surfing, homelessness</i>) | 4 |

27

Do you or members of this household hold a commonwealth health care card?

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

28

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

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

29

How long have you lived in the City of Melton?

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

30

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

| |
|--|
| |
| |

THANK YOU FOR YOUR TIME AND PARTICIPATION
*A summary of these results will be published on Council's website
at the conclusion of the project*

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

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

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

| |
|-----------------------|
| Email address: |
| First name: |