Melton City Council

2017 Community Satisfaction Survey Overview Report

UPDATED

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Contact Details

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Introduction

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

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

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

⊗   Satisfaction with Council's overall performance and change in performance

⊗   Satisfaction with aspects of governance and leadership

⊗   Importance of and satisfaction with a range of Council services and facilities

⊗   Issues of importance for Council to address in the coming year

⊗   Community perception of safety in public areas of Melton

⊗   Housing related financial stress

⊗   Food security

⊗   Satisfaction with Council customer service

⊗   Respondent profile.

In addition to these core components that are to be included every year, the *Melton City Council – 2017 Community Satisfaction Survey* includes questions exploring current issues of importance that reflect Council's current requirements. The 2017 survey includes questions related to the following issues:

⊗   Preferred methods of receiving / seeking information from Council

⊗   Traffic and parking

⊗   Sense of community

⊗   The Learning Directory

Rationale

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

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

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

Methodology

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

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

Response rate and statistical significance

A total of approximately 4,950 households were approached by Metropolis Research to participate in the *Melton City Council – 2017 Community Satisfaction Survey*. Of these households, 3,140 were unattended at the time, were therefore not invited to participate and played no further part in the process. A total of 2,010 refused the offer to participate, and eight hundred completed the survey.

This provides a response rate of 28.5%, which is slightly lower than the 33.8% recorded in 2015. Feedback from the fieldwork team did highlight a lower level of participation than in previous years, which does suggest lower levels of engagement with Council this year, which is consistent with the lower levels of satisfaction recorded this year.

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

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of one thousand respondents drawn in equal numbers from every municipality in metropolitan Melbourne. *Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Yarra City Council – 2017 Annual Customer Satisfaction Survey.* It is not intended to provide a "league table" for local councils, rather to provide a context within which to understand the results.

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

Glossary of terms

Precinct

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

Measurable and statistically significant

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

Significant result

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

Somewhat / notable / marginal

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

95% confidence interval

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

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

Satisfaction categories

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

- ⊗ *Excellent -* scores of 7.75 and above are categorised as excellent

- ⊗ *Very good -* scores of 7.25 to less than 7.75 are categorised as very good

- ⊗ *Good -* scores of 6.5 to less than 7.25 are categorised as good

- ⊗ *Solid -* scores of 6 to less than 6.5 are categorised as solid

- ⊗ *Poor -* scores of 5.5 to less than 6 are categorised as poor

- ⊗ *Very Poor -* scores of 5 to less than 5.5 are categorised as very poor

- ⊗ *Extremely Poor* – scores of less than 5 are categorised as extremely poor.

Precincts

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

Precincts within Melton Township:

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

Precincts at the urban fringe:

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

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

Executive summary

Satisfaction with the overall performance of Melton City Council declined measurably and significantly in 2017, down 5.9% from 6.92 to 6.51, which is the lowest level recorded in the three years of the survey program to date. Despite this decline, satisfaction remains at a level categorised as "good".

This decline is the result of an increase in the proportion of respondents dissatisfied with Council's overall performance (up from 8.1% to 12.2%), and a corresponding decline in the proportion of respondents "very satisfied" (rating eight or more out of ten) which declined from 41.5% to 34.8%.

Overall satisfaction with Melton City Council was very similar to the 2017 metropolitan Melbourne average of 6.53 and the western region councils' average of 6.55. There was some variation in this result observed across the municipality:

⊗ *Burnside, Hillside, Melton West, and Taylors Hill* – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at levels categorised as "good".

⊗ *Melton South / Brookfield and the rural precinct* – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at levels categorised as "solid" and "poor" respectively.

There was some notable variation in satisfaction with Council's overall performance observed by respondent profile:

⊗ Younger respondents, rental household respondents, and new residents (less than one year in the City of Melton) were significantly more satisfied than average.

⊗ Middle-aged and older respondents (aged 45 to 74 years), home owners and mortgagees, and longer term residents (ten years or more in the City of Melton) were significantly less satisfied than average.

⊗ Multi-lingual household respondents were marginally more satisfied than respondents from English speaking households.

Metropolis Research notes that this decline in satisfaction with Council's overall performance has been observed across metropolitan Melbourne in 2016, with the metropolitan Melbourne average satisfaction declining six percent from 6.81 to 6.40. There may be a range of reasons for this metropolitan-wide decline, including in 2016 the impact of local council elections on the communities' perception of councils and their performance.

Consistent with the decline in average satisfaction there was a small decrease in 2017 in the proportion of respondents who considered that Council's overall performance had improved in the last twelve months (14.4% down from 18.5%), and a commensurate increase in the proportion considering that Council's overall performance had deteriorated (11.6% up from 7.5%).

Metropolis Research notes that there are a number of factors underpinning this decline in satisfaction with Council's overall performance discussed in this report, with the major factors appearing to be the following:

⊗ *Aspects of governance and leadership* – there was a significant (11.3%) decline in average satisfaction with the included aspects of governance and leadership including in relation to advocacy, responsiveness, community consultation and engagement, making decisions in the interests of the community, and maintaining community trust and confidence. The fact that the decline in satisfaction with these aspects was significantly larger than the decline in overall satisfaction does strongly suggest that these more subjective measures have been a major influence on overall satisfaction this year. Almost forty percent of the comments about reasons for dissatisfaction with Council's overall performance mentioned Council performance, support, and governance.

⊗ *Perception of safety from crime* – there was a significant decline (16.2%) in the perception of safety in the public areas of the City of Melton at night recorded this year. This was reinforced by a more than three-fold increase in the proportion of respondents identifying "safety, policing, and crime" related issues in 2017. This was an issue across the City of Melton, although particular attention is drawn to the fact that more than half of the respondents from Caroline Springs raised safety, policing, and crime issues this year. Analysis showed that respondents that identified issues of safety, policing, and crime were on average measurably and significantly less satisfied with Council's overall performance than the municipal average (6.22 compared to 6.51).

⊗ *Traffic management* – consistent with the results discussed in previous years, as well as consistent with results observed in other growth area and outer municipal councils, a significant proportion (26.5%) of respondents identified issues of traffic management as one of the top three issues to address in the coming year. The respondents' identifying the issue of traffic management were on average measurably and significantly less satisfied with Council's overall performance than the municipal average (6.08 compared to 6.51). This dissatisfaction is reinforced by the fact that satisfaction with the volume of traffic on main roads was rated at just 5.74 out of ten, a level of satisfaction categorised as "poor". The issues with traffic management appear to be focused on main arterial roads and congestion and commuting times rather than any particular issues with local residential streets.

⊗ *Planning and housing development* – satisfaction with the effectiveness of community consultation and engagement (down 11.9%) and the opportunities to participate in strategic planning projects (down 14.3%) were both significant negative influences on respondent satisfaction with the performance of Council in 2017. Increasing community concern about housing development and planning more broadly is a theme common to many municipalities across metropolitan Melbourne, including in the neighbouring City of Wyndham.

There was a significant (11.3% on average) decline in satisfaction with the six aspects of governance and leadership, including consultation and engagement, lobbying and advocacy, maintaining trust and confidence, and making decisions in the interests of the community. The fact that these aspects declined substantially more than satisfaction with overall performance suggests that these aspects were a negative influence on respondents' satisfaction with Council's overall performance. Metropolis Research does suggest that respondent concerns about state-wide issues such as safety, policing and crime as well as traffic management (mainly commuting times and congestion) may well be a major factor in the decline in satisfaction with these aspects of governance and leadership, particularly those around advocacy and responsiveness to local community needs.

Whilst there was a six percent decline in satisfaction with the various aspects of customer service, Metropolis Research notes that average satisfaction with the eight aspects of customer service was rated as "very good", a decline in the previous "excellent". This result was almost identical to the metropolitan Melbourne average of 7.43. It is observed that respondents visiting in person were only 1.9% more satisfied than those telephoning Council, which is a positive result for the provision of customer service via the telephone.

Metropolis Research notes that whilst very significant declines in satisfaction with aspects of governance and leadership (down an average of 11.3%), customer service (down an average of 6.0%), and planning and housing development (down an average of 7.8%) were all greater than the decline in satisfaction with Council's overall performance (5.9%), the average satisfaction with the thirty-six included Council services and facilities declined only marginally this year, down 2.4% to 7.48, although it remains categorised as "very good".

This result strongly suggests that the decline in satisfaction with Council's overall performance is a more subjective statement about the performance of Council and does not reflect a fall in the performance of Council providing its core services and facilities.

Satisfaction with eight services and facilities increased in 2017, with attention drawn to satisfaction with hard rubbish (up 8.0%), community centres / neighbourhood houses (up 4.6%), services for young people (up 4.6%), health services for babies, infants, and toddlers (up 3.0%), services for people with a disability (up 2.4%), local library (up 1.8%), and the provision and maintenance of playgrounds (up 0.1%).

There were twenty-eight Council services and facilities that recorded a decline in satisfaction in 2017, with particular attention drawn to the following: local community festivals (down 9.2%), the provision and maintenance of street trees (down 8.4%), Council's quarterly printed newsletter (down 8.4%), Council information and columns in local newspapers (down 7.0%), litter collection in public areas (down 7.0%), Council activities promoting local business growth (down 6.8%), footpath maintenance and repairs (down 6.8%), street sweeping (6.5%), local traffic management (down 5.6%), the maintenance and repair of sealed local roads (down 5.4%), the provision and maintenance of street lighting (down 5.2%), on and off road bike and / or walking paths (down 4.9%), public toilets (down 4.6%), and the provision of parks and gardens (down 4.2%). These declines were mostly statistically significant.

Despite these declines this year, satisfaction remains at levels categorised from "solid" through to "excellent". Some of these results are more prone to larger changes in average satisfaction as there are considerably fewer respondents using the services, and many declined from unusually high levels of satisfaction in previous years.

Metropolis Research does note that the importance of Council information in local newspapers declined 10.4% this year, reflecting the significant decline in the proportion of respondents that prefer to seek or receive information about Council via articles in the local newspapers (28.8% down from 48.4%) and Council ads / columns in local newspapers (14.3% down from 25.0%). For the first time in the City of Melton, the Council website is the most commonly preferred method of seeking or receiving information about Council (46.5% up from 40.1%). Despite this increase, one-third (33.1% up from 25.4%) of respondents still prefer to seek or receive information about Council via Council's regular printed publication.

Key findings

The following outlines the key findings from the *Melton City Council – 2017 Community Satisfaction Survey* for each section of the survey.

Overall performance

⊗ Satisfaction with Council's overall performance in 2017 was rated at 6.51 out of a potential ten, a level of satisfaction best categorised as "good", and a decrease of 5.9% on the 2016 average of 6.92.

⊗ This score was almost identical to the 2017 metropolitan Melbourne (6.53) and western region (6.55) averages from *Governing Melbourne*.

⊗ Overall satisfaction was highest in Burnside (7.01), and lowest in the Rural precinct (5.87). The Rural precinct has recorded the lowest overall satisfaction in each of the last three years.

⊗ Younger respondents (aged 15 to 34 years) and senior citizens (aged 75 years and over) tended to be more satisfied than the municipal average.

⊗ Middle-aged adults (aged 45 to 59 years) tended to be less satisfied than average.

⊗ Whilst more than one-third (34.8%) of respondents were "very satisfied" with Council's overall performance (rating 8 or more out of ten), 12.2% (up from 8.1%) were dissatisfied.

⊗ Approximately one-sixth (14.4% down from 18.5%) of respondents considered that Council's overall performance had improved in the last 12 months, whilst 11.6% (up from 7.5%) considered that performance had deteriorated.

Governance and leadership

⊗ The average satisfaction with the six aspects of governance and leadership was rated at 6.25, a decline of 11.3% on the 7.05 recorded in 2016. This result is marginally lower than the 2017 metropolitan Melbourne average of 6.30.

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

o Meeting its environmental responsibilities	*(7.03 down from 7.38)*	*"good"*
o Community consultation and engagement	*(6.22 down from 7.02)*	*"solid"*
o Responsiveness to local community needs	*(6.21 down from 7.01)*	*"*
o Making decisions in interests of community	*(6.04 down from 6.89)*	*"*
o Representation, lobbying and advocacy	*(6.00 down from 7.09)*	*"*
o Maintaining community trust and confidence	*(6.91 up from 6.70)*	*".*

Issues for Melton City Council to address in the coming year

⊗ A total of 1,545 responses were obtained from 686 respondents (85.8% up from 77.8%).

⊗ The top six issues for the City of Melton identified by respondents were:

o Safety, policing and crime issues	*(31.8% up from 8.8%)*
o Traffic management	*(26.5% down from 29.8%)*
o Roads maintenance and repairs	*(11.6% up from 9.6%)*
o Parks, gardens and open space	*(9.4% down from 11.9%)*
o Parking	*(8.8% up from 4.9%)*
o Footpath maintenance and repairs	*(8.1% up from 6.0%)*.

Perceptions of safety in public areas

⊗ The perception of safety in public areas of Melton declined by an average of 9.6% in 2017, as follows:

o In public areas during the day	*(7.61 down from 8.33)*
o In and around Caroline Springs S.C	*(7.49 down from 7.94)*
o In and around Melton Town Centre	*(7.21 down from 7.70)*
o In and around local shopping area	*(7.20 down from 7.93)*
o In and around Woodgrove S.C	*(7.17 down from 7.94)*
o At local community events	*(6.72 down from 7.83)*
o Travelling on / waiting for public transport	*(6.52 down from 7.19)*
o In public areas at night (down 16.2%)	*(5.33 down from 6.36)*.

Housing related financial stress

⊗ Of the 478 respondents from rental and mortgagee households, 38.1% (down from 51.1%) reported that they experience some level of housing related financial stress:

> o Rental households *(37.6% down from 51.2%)* perceive some level of housing related financial stress.

> o Mortgagee households *(42.3% down from 53.1%)* perceive some level of housing related financial stress.

Planning and housing development

⊗ Less than ten percent of respondents reported being personally involved in planning in the last 12 months (3.6% as applicants, 3.3% as objectors, and 0.6% other involvement).

⊗ Average satisfaction with the four included aspects of planning and housing development was 6.51 in 2017, down 7.8% on the unusually high result of 7.06 recorded in 2016.

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

Preferred methods of receiving or seeking information from Council

⊗ Almost all respondents (96.9%) identified at least one method by which they would like to receive or seek information from Council, identifying an average of approximately three methods each. The top methods were:

    o Council's website *(46.5% up from 40.1%)*
    o Direct mail / letterbox drop of printed material *(42.1% up from 31.3%)*
    o Council's quarterly printed newsletter *(33.1% up from 25.4%).*
    o Articles in the local newspaper   (down 40.5%) *(28.8% down from 48.4%)*
    o Information sent with the rates notice *(24.6% up from 20.6%)*
    o Social media *(21.9% down from 26.6%)*
    o Calling Council via telephone *(21.4% up from 19.9%)*
    o Council's digital newsletter (up 49.3%) *(20.0% up from 13.4%).*

Sense of community

⊗ Average agreement with the ten **community related** statements of the sense of community was rated at 6.88 (down from 7.31) out of a potential ten. Agreement with these ten statements can best be summarised as follows:

    o *Very Strong Agreement* – that Melton is a "child-friendly" community.

    o *Strong Agreement* – that the Melton community is accepting of people from diverse cultures and backgrounds, Melton is accessible and inclusive for people with a disability, respondents could turn to the neighbours for help, and Melton is an "age-friendly" community.

    o *Solid Agreement* – that most people in the local area can be trusted, the neighbourhood has a distinct character – it's a special place, there are adequate opportunities to socialise and meet people, and respondents feel part of the local community.

⊗ Average agreement with the ten **services and facilities related** statements of the sense of community were rated at 6.52 (down from 6.62) out of a potential ten. Agreement with these ten statements can best be summarised as follows:

    o *Strong Agreement* – that the community has access to adequate health services and adequate primary and secondary schools locally.

    o *Solid Agreement* – that the community has access to adequate community services, it's easy to find out what services are available, it's easy to find out about activities and events available locally, there is public transport that goes where I need to go, and these is access to affordable and efficient public transport.

    ⊗ *Mild Agreement* – that there are opportunities to have a real say on issues that are important to respondents, there is access to adequate tertiary education opportunities, and there are adequate local employment opportunities.

Food security

⊗ Approximately five percent of respondents (5.3% up from 5.2%) reported that their household had run out of food at least once in the last twelve months and couldn't afford to buy more.

Learning Directory run by Council

⊗ A little more than ten percent (12.5%) of respondents were aware of the change to the *Learning Directory* from a printed to an electronic version.

⊗ A little more than one-sixth (18.4%) of respondents had either participated (8.0%) or considered participating (10.4%) in a program or course offered in the *Learning Directory*.

⊗ The factors most likely to motivate respondents to participate in a learning opportunity, program or course were for hobby (23.1%), personal skills development (20.6%), and professional development (19.5%).

⊗ The three most popular programs or courses respondents would like to see offered in the *Learning Directory* were hobby (29.9%), health and wellbeing (27.6%), and computer skills (23.3%).

Traffic and parking

⊗ Respondents were for the first time in 2017 asked to rate their satisfaction with the volume and speed of traffic and the availability of parking on both local residential streets and main roads. Satisfaction was recorded as follows:

o Volume of traffic on residential streets	*(6.54)*	*"good"*
o Speed of traffic on residential streets	*(6.44)*	*"solid"*
o Availability of parking on residential streets	*(6.44)*	*"solid"*
o Availability of parking on main roads	*(6.41)*	*"solid"*
o Speed of traffic on main roads	*(6.40)*	*"solid"*
o Volume of traffic on main roads	*(5.74)*	*"poor".*

Customer service

⊗ A little less than half of the respondents (44.0% up from 38.3%) contacted Council in the last year.

⊗ The main forms of contact were by telephone (60.5% down from 61.3%) and visits in person (22.2% down from 28.2%).

⊗ Internet based method was identified by 5.8%, similar to other municipalities.

⊗ Average satisfaction with eight included aspects of customer service was 7.49 (down from 7.97), a level categorised as "very good, and is comprised of the following:

o Understand language needs (multi-lingual only)	*(8.49 down from 8.71)*	*"excellent"*
o Opening hours	*(8.01 down from 8.07)*	*"excellent"*
o General reception	*(7.88 down from 8.11)*	*"excellent"*
o Courtesy of service	*(7.71 down from 8.03)*	*"very good"*
o Care and attention to enquiry	*(7.17 down from 7.76)*	*"good"*
o Provision of information	*(6.98 down from 7.79)*	*"good"*
o Access to relevant officer	*(6.89 down from 7.89)*	*"good"*
o Speed of service	*(6.77 down from 7.39)*	*"good".*

Importance of Council services and facilities

⊗ The average importance of the thirty-six services and facilities was 8.72 (down from 8.94) out of a potential ten*.*

⊗ The five most important services in 2017:

o Regular garbage collection	*(9.46 down from 9.39)*
o Regular recycling	*(9.39 down from 9.40)*
o Green waste collection	*(9.24 down from 9.29)*
o Health services for babies, infants, toddlers	*(9.23 down from 9.42)*
o Services for people with a disability	*(9.19 down from 9.46)*
o Services for seniors	*(9.17 down from 9.39).*

⊗ The five least important services in 2017:

o Council information and columns in local papers	*(7.45 down from 8.32)*
o Council's quarterly printed newsletter	*(7.51 down from 7.91)*
o Provision of arts and cultural activities	*(8.00 down from 8.50)*
o Parking enforcement	*(8.09 down from 8.42)*
o Council's website	*(8.09 down from 8.35)*
o Local community festivals	*(8.25 down from 8.68).*

Satisfaction with Council services and facilities

⊗ The average satisfaction with the thirty-six services and facilities was 7.48 (down from 7.68) out of a potential ten, a level of satisfaction best categorised as "very good".

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

⊗ The five services with the highest satisfaction in 2017:

o Local library	*(8.83 up from 8.68)*	*"excellent"*
o Regular garbage collection	*(8.76 down from 8.87)*	*"excellent"*
o Regular recycling	*(8.63 down from 8.70)*	*"excellent"*
o Green waste collection	*(8.54 down from 8.63)*	*"excellent"*
o Health services for babies, infants and toddlers	*(8.43 up from 8.19)*	*"excellent".*

⊗ The five services with the lowest satisfaction in 2017:

o Footpath maintenance and repairs	*(6.27 down from 6.72)*	*"solid "*
o Local traffic management	*(6.32 down from 6.69)*	*"solid"*
o Public toilets	*(6.51 down from 6.83)*	*"good"*
o Parking enforcement	*(6.61 down from 6.82)*	*"good"*
o Provision and maintenance of street trees	*(6.62 down from 7.23)*	*"good".*

Council's overall performance

Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility (overall performance) declined 5.9% in 2017, down from 6.92 to 6.51. Despite this decline, satisfaction remains at a level categorised as "good", the same categorisation as in both 2015 and 2016.

By way of comparison, the 2017 *Governing Melbourne* research conducted independently by Metropolis Research recorded average satisfaction across metropolitan Melbourne of 6.53 and an average of 6.55 for the six western region councils.

Satisfaction with Council's overall performance
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

	2015	2016	2017
	6.84	6.92	6.51
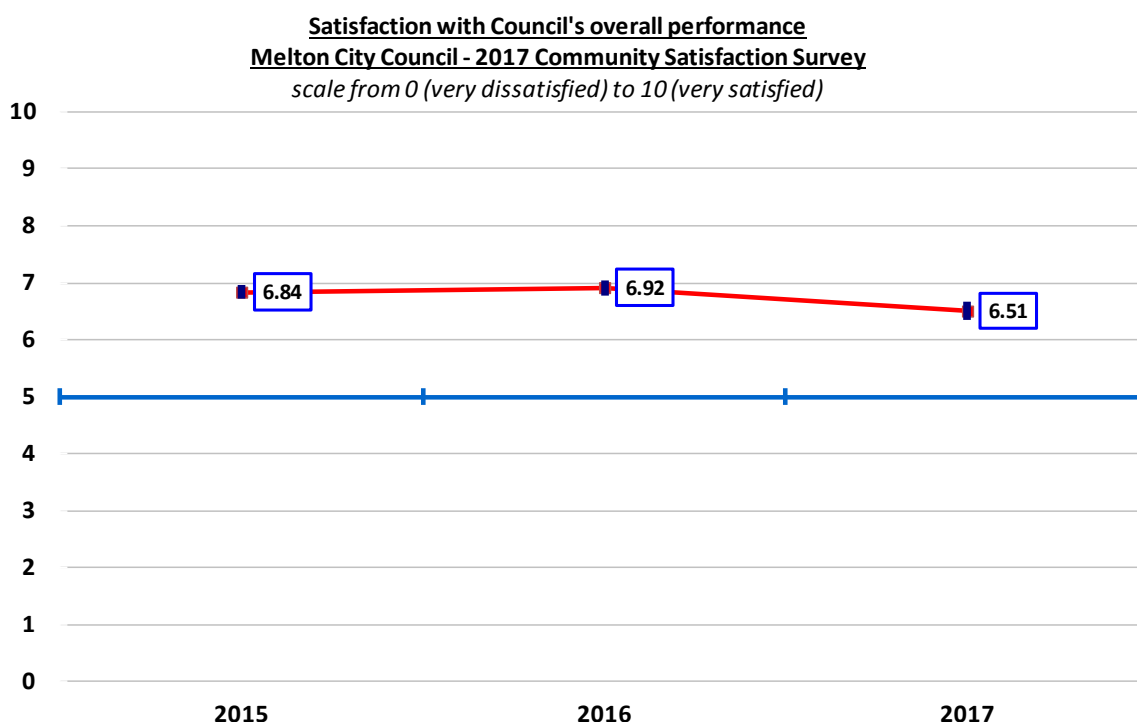
The following graph provides a breakdown of these results into those very satisfied (rating satisfaction eight to ten), neutral to somewhat satisfied (rating five to seven), and dissatisfied (rating zero to four).

In 2017, there was a small increase in the proportion of respondents dissatisfied with Council's overall performance (up from 8.1% to 12.2%), and a corresponding decline in the proportion very satisfied (down from 41.5% to 34.8%).

Metropolis Research draws attention to the fact that approximately three times as many respondents were very satisfied with Council's overall performance than were dissatisfied.
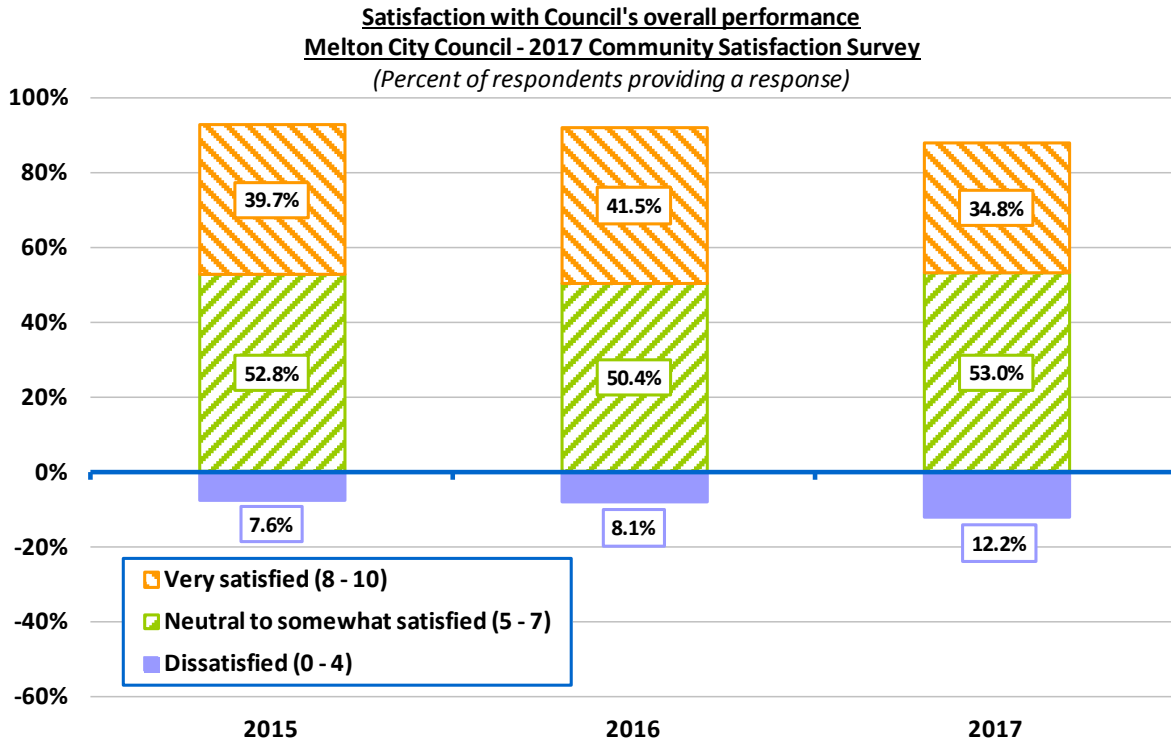
Satisfaction with Council's overall performance
Melton City Council - 2017 Community Satisfaction Survey
(Percent of respondents providing a response)

There was no statistically significant variation in satisfaction with Council's overall performance observed across the twelve precincts comprising the municipality, although attention is drawn to the following:

⊗ *Melton South / Brookfield* – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at a level categorised as "solid".

⊗ *Rural precinct* – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at a level categorised as "poor".

Satisfaction with Council's overall performance by precinct
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
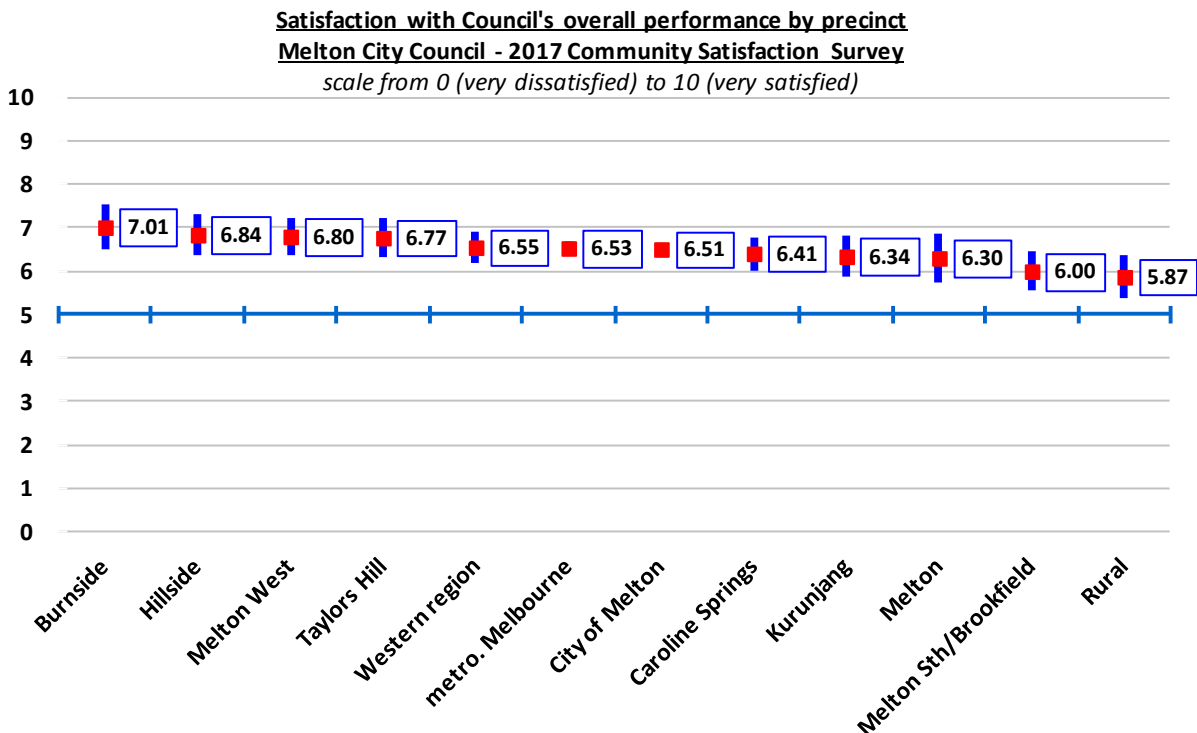
Consistent with the somewhat lower than average overall satisfaction scores, respondents in Melton South / Brookfield and the rural precinct were significantly more likely than average to be dissatisfied with Council's overall performance.

Satisfaction with Council's overall performance by precinct
Melton City Council - 2017 Community Satisfaction Survey
(Percent of respondents providing a response)

Legend:
- Very satisfied (8 - 10)
- Neutral to somewhat satisfied (5 - 7)
- Dissatisfied (0 - 4)

Precinct	Very satisfied	Neutral to somewhat satisfied	Dissatisfied
Caroline Springs	26.5%	65.1%	8.4%
Hillside	44.4%	45.7%	9.9%
Burnside	46.2%	43.5%	10.3%
metro. Melbourne	30.8%	58.7%	10.5%
Kurunjang	35.5%	52.7%	11.8%
Taylors Hill	37.3%	50.7%	12.0%
City of Melton	34.8%	53.0%	12.2%
Western region	39.5%	47.6%	12.9%
Melton West	45.7%	41.4%	12.9%
Melton	31.9%	55.1%	13.0%
Melton Sth/Brookfield	24.6%	58.5%	16.9%
Rural	23.5%	55.3%	21.2%

Overall performance by respondent profile

This section of the report provides a breakdown of satisfaction with Council's overall performance by the various aspects of the respondent profile, including age, gender, language spoken at home, household structure, housing situation, disability status of the household, and the period of residence in the City of Melton.

There was measurable and significant variation in satisfaction with Council's overall performance observed by respondent profile, with attention drawn to the following:

⊗ *Age structure* – satisfaction with Council's overall performance tended to decline with the respondents' age, with middle aged and older adults (aged 45 to 74 years) the least satisfied. Senior citizens on average were more satisfied than average.

⊗ *Gender* – female respondents were marginally, but not measurably more satisfied with Council's overall performance than male respondents.

⊗ *Language spoken at home* – respondents from multi-lingual households were somewhat, albeit not measurably more satisfied with Council's overall performance than respondents from English speaking households.

Satisfaction with Council's overall performance by respondent profile
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Profile	Score
15 - 19 years	7.58
20 - 34 years	6.99
35 - 44 years	6.47
45 - 59 years	6.17
60 - 74 years	6.32
75 years and over	7.31
Male	6.44
Female	6.60
English speaking household	6.41
Multi-lingual household	6.66

Satisfaction with Council's overall performance by respondent profile
Melton City Council - 2017 Community Satisfaction Survey
(Percent of respondents providing a response)

Profile	Very satisfied (8 - 10)	Neutral to somewhat satisfied (5 - 7)	Dissatisfied (0 - 4)
15 - 19 years	47.6%	52.4%	
20 - 34 years	40.4%	50.0%	9.6%
35 - 44 years	28.5%	61.2%	10.3%
45 - 59 years	30.8%	52.1%	17.1%
60 - 74 years	39.0%	46.9%	14.1%
75 years and over	60.5%	39.5%	
Male	31.3%	56.3%	12.4%
Female	39.3%	48.8%	11.9%
English speaking household	34.6%	51.6%	13.8%
Multi lingual household	35.5%	54.3%	10.2%

■ Very satisfied (8 - 10)
■ Neutral to somewhat satisfied (5 - 7)
■ Dissatisfied (0 - 4)
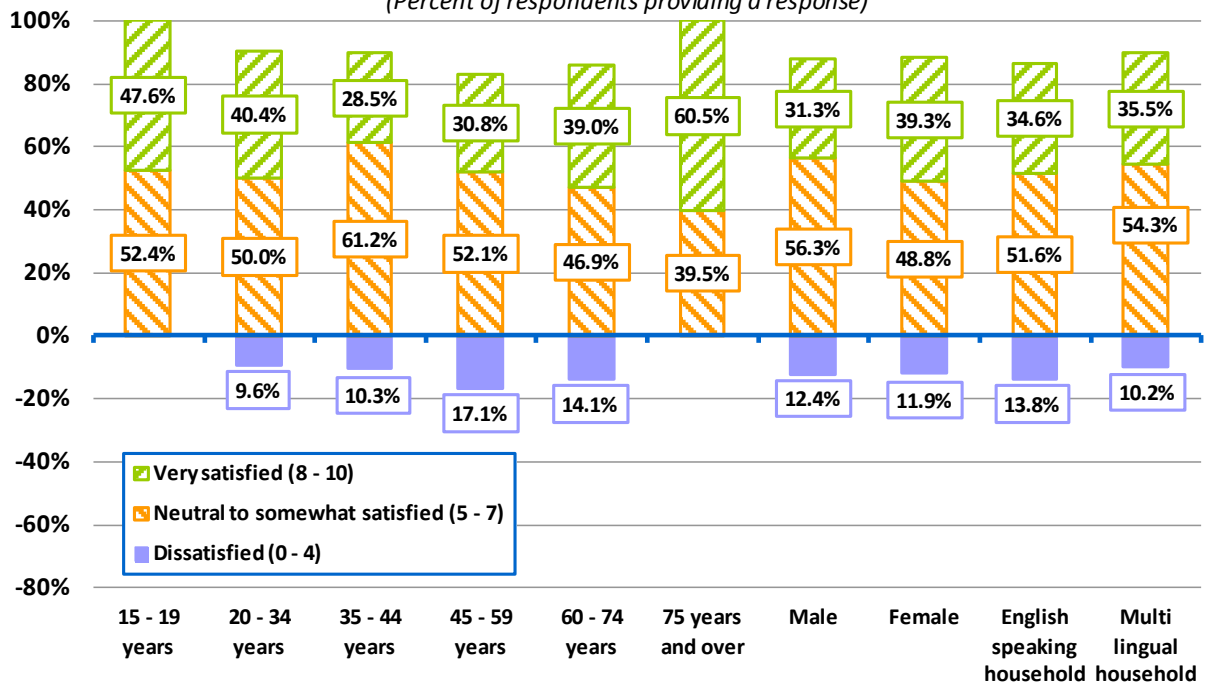
There was some variation in satisfaction with Council's overall performance observed by household structure, with attention drawn to the following:

⊗ *Two parent families (adult children only)* – respondents were somewhat, albeit not measurably less satisfied with Council's overall performance than average.

⊗ *Couple-only and sole person household* – respondents were marginally, albeit not measurably less satisfied with Council's overall performance.

Satisfaction with Council's overall performance by household structure
Melton City Council - 2017 Community Satisfaction Survey
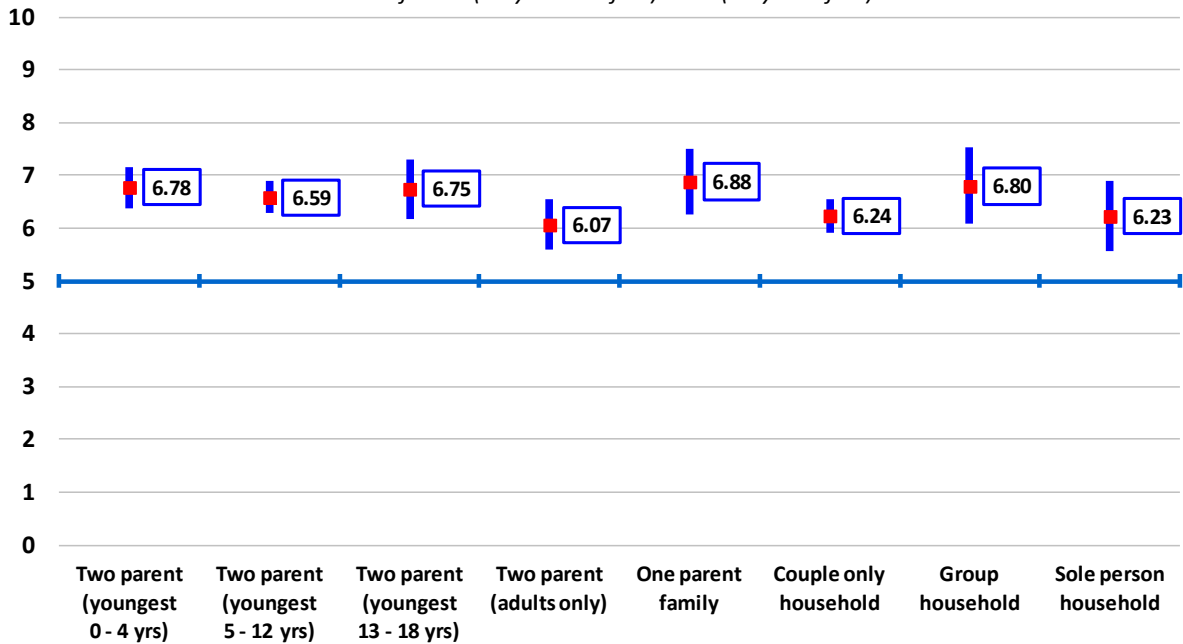*scale from 0 (very dissatisfied) to 10 (very satisfied)*

Satisfaction with Council's overall performance by household structure
Melton City Council - 2017 Community Satisfaction Survey
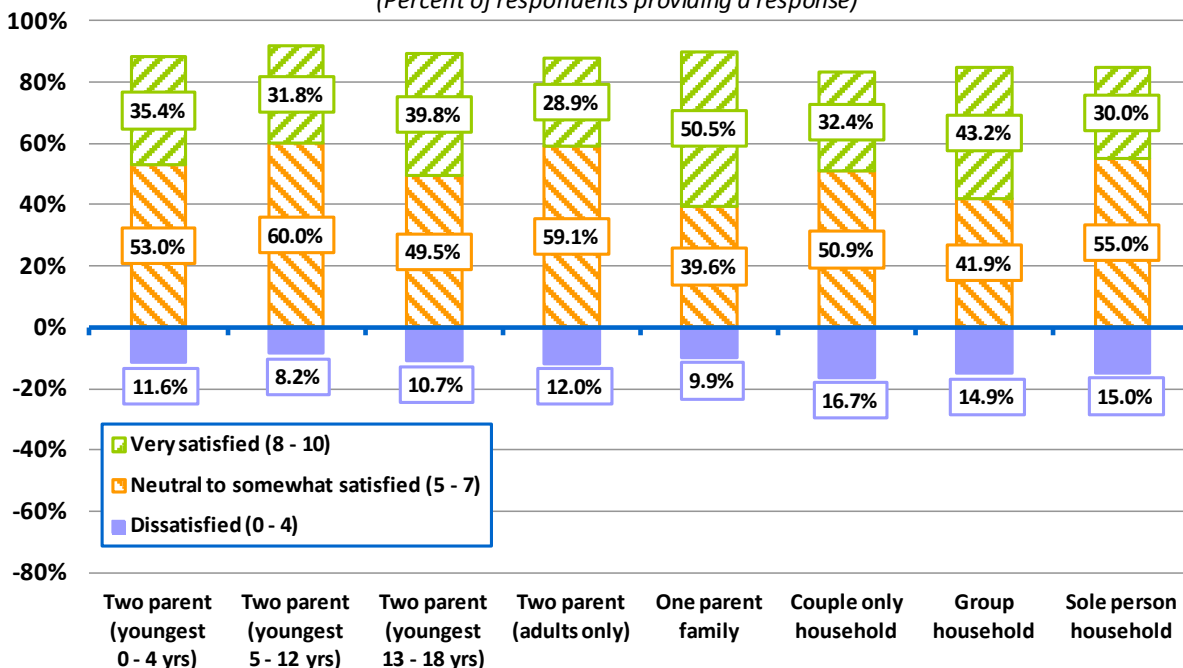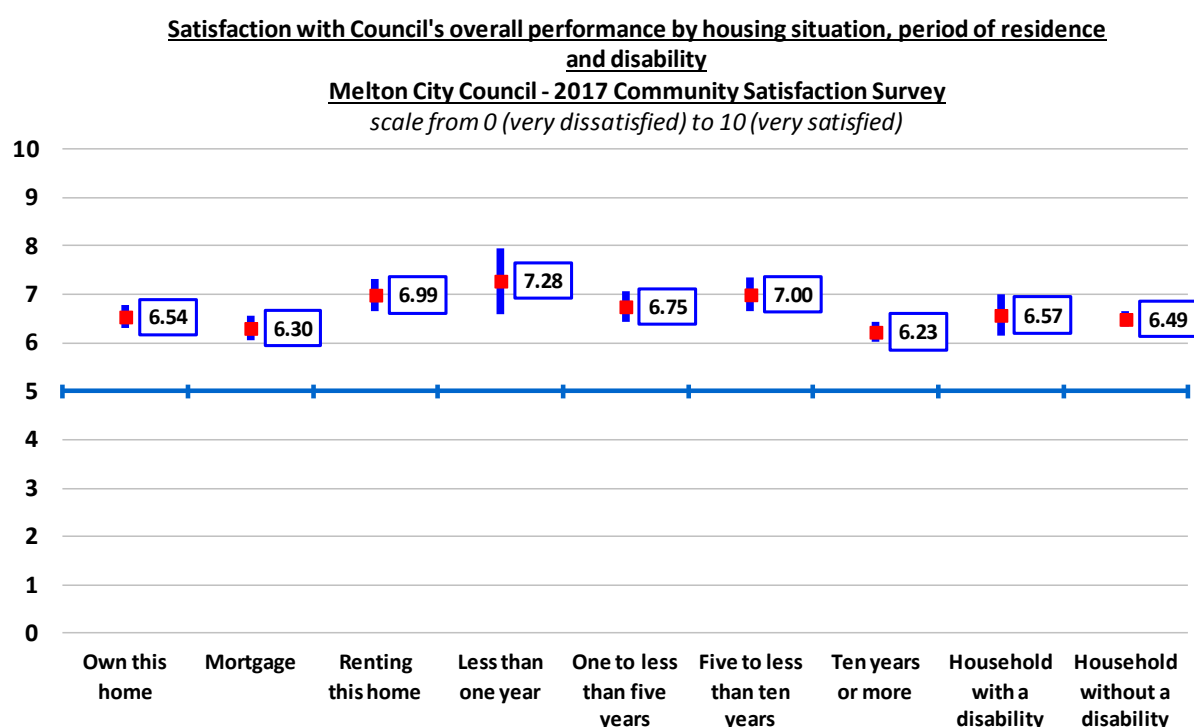*(Percent of respondents providing a response)*

There was some variation in satisfaction with Council's overall performance observed by housing situation, period of residence in the City of Melton, and the households' disability status, with attention drawn to the following:

⊗ *Rental household* – respondents were measurably and significantly more satisfied with Council's overall performance than other respondents.

⊗ *Long-term residents* – respondents that had lived in the City of Melton for ten years or more were measurably and significantly less satisfied with Council's overall performance than other respondents.

⊗ *Disability* – there was no meaningful variation in satisfaction with Council's overall performance between households with a member with a disability and other households.

Satisfaction with Council's overall performance by housing situation, period of residence and disability
Melton City Council - 2017 Community Satisfaction Survey
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

Particular attention is drawn to the fact that none of the thirty-seven respondents who had lived in the City of Melton for less than one year were dissatisfied with Council's overall performance.

Satisfaction with Council's overall performance by housing situation, period of residence and disability
Melton City Council - 2017 Community Satisfaction Survey
(Percent of respondents providing a response)
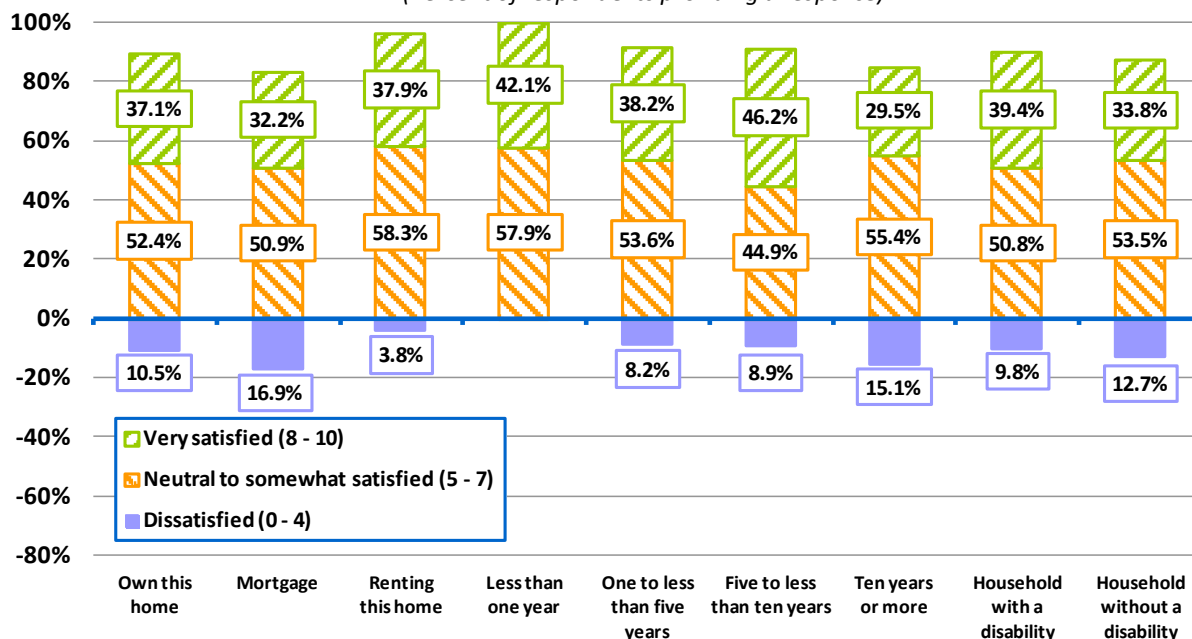
Reasons for dissatisfaction with Council's overall performance

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?"

Comments regarding overall satisfaction rating less than 5
Melton City Council - 2017 Community Satisfaction Survey
(Number of responses)

Comment	2017		2016	2015
	Number	Percent		
Council support, governance and performance	43	39.1%	42.3%	0.0%
Rates and money spending	19	17.3%	5.8%	10.0%
Communication, consultation and responsiveness	13	11.8%	17.3%	40.0%
More resources to older or different areas	10	9.1%	5.8%	7.5%
Safety and crime	10	9.1%	0.0%	0.0%
Service and facilities	4	3.6%	3.8%	16.3%
Public transport, traffic and parking	2	1.8%	9.6%	3.8%
School and education	2	1.8%	0.0%	0.0%
Roads and footpaths	2	1.8%	0.0%	0.0%
Other	5	4.5%	13.5%	16.3%
Total	**110**	**100%**	**52**	**80**

Change in Council's overall performance

Respondents were asked:

> *"Over the past year, do you think that Melton City Council's overall performance has?"*

In 2017 there was a small decrease in the proportion of respondents that considered that Council's overall performance had improved in the last twelve months (down from 18.5% to 14.4%), and a small increase in the proportion of respondents that considered that Council's overall performance had deteriorated.

It is noted that the proportion of respondents that considered that Council's overall performance had deteriorated in the last twelve months has increased from five percent in 2015, 7.5% in 2016, and is now 11.6%.

Female respondents were more likely than female respondents to consider that Council's overall performance had improved in the last twelve months, whilst male respondents were more likely to consider that performance had deteriorated.

Change in Council's overall performance
Melton City Council - 2017 Community Satisfaction Survey
(Number and percent of total respondents)

Result	2017 Number	2017 Percent	2016	2015	Male	Female
Improved	115	14.4%	18.5%	16.5%	13.1%	16.3%
Stayed the same	471	58.9%	63.1%	56.9%	59.1%	58.5%
Deteriorated	93	11.6%	7.5%	5.0%	13.2%	9.4%
Can't say	121	15.1%	10.9%	21.6%	14.6%	15.8%
Total	**800**	**100%**	**800**	**800**	**440**	**351**

When compared to the *Governing Melbourne* results from 2017, it is noted that respondents in the City of Melton were more likely than both the western region and metropolitan Melbourne averages to have an opinion about whether performance had improved or deteriorated.

Respondents in the City of Melton were marginally more likely than average to consider that overall performance had improved in the last twelve months, but also marginally more likely than average to consider that performance had deteriorated.
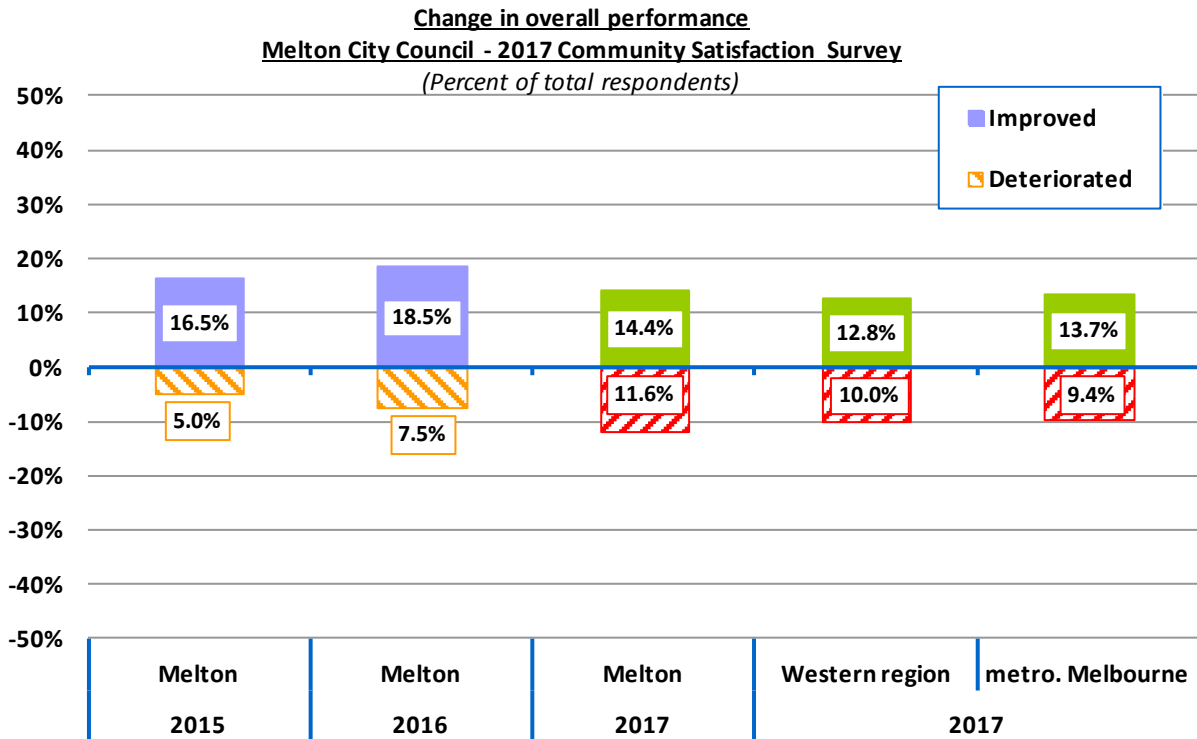
Change in overall performance
Melton City Council - 2017 Community Satisfaction Survey
(Percent of total respondents)

There was no statistically significant variation in this result observed across the nine precincts comprising the City of Melton, although attention drawn to the following:

⊗ ***Burnside and Caroline Springs*** – respondents were somewhat, albeit not measurably more likely than average to consider that Council's overall performance had deteriorated in the last twelve months.

Change in Council's overall performance by precinct
Melton City Council - 2017 Community Satisfaction Survey
(Percent of total respondents)
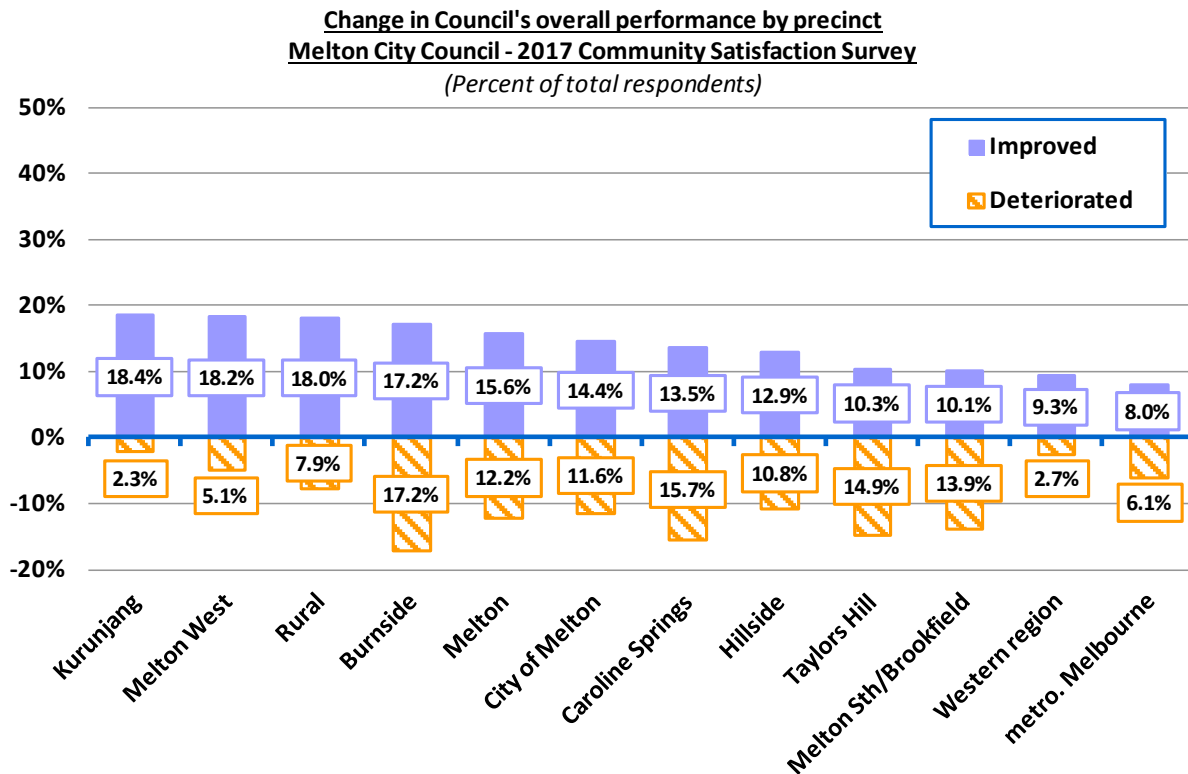
Reasons for change in Council's overall performance

Respondents were asked:

"Why do you say that?"

Respondents were provided an open-ended opportunity to explain the reasons why they considered that Council's overall performance had improved, stayed the same, or deteriorated.

The following points are noted:

⊗ *Performance improved* – the most common reasons why respondents considered that Council's overall performance had improved related to a general perception that things had improved a little, and that the area looked better (20 responses), improvements in relation to parks, gardens and open spaces (8 responses), and better roads and less traffic (7 responses). It is clear from the table that there were a diverse range of comments made by relatively small numbers of respondents.

⊗ *Performance stayed the same* – the most common reasons why respondents considered that performance had stayed the same related to the perception that nothing much had changed in the last year / or that they had not noticed any changes (160 responses).

⊗ *Performance deteriorated* – the most common reasons why respondents considered that performance had deteriorated in the last year were generally negative in nature and not referring to specific issues. There were a number specifically around perception of crime, safety, policing numbers and presence (13 responses).

Governance and leadership

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council's performance?"
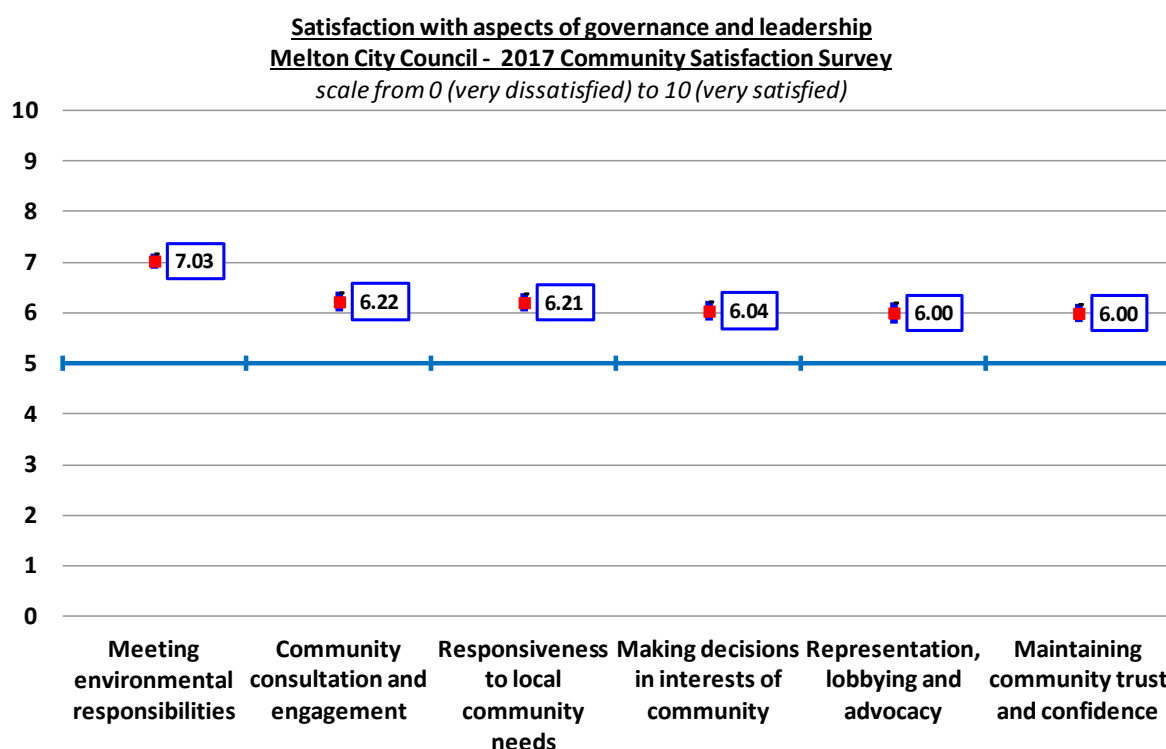
The average satisfaction with the six aspects of governance and leadership included in the *Annual Community Survey* declined measurably and significantly in 2017, down 11.3% from 7.05 in 2016 to 6.25 in 2017. This result is now lower than the average satisfaction of 6.85 recorded in 2015.

This decline in satisfaction is reflected in the categorisation of average satisfaction with governance and leadership, which declined from a level categorised as "good" in 2015 and 2016 to "solid" in 2017.

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

⊗ *Good* – for Council meeting its environmental responsibilities.

⊗ *Solid* – for Council's community consultation and engagement, responsiveness to local community needs, making decisions in the interest of the community, representation, lobbying and advocacy, and maintaining community trust and confidence.

Metropolis Research notes that consistent with results observed over a long period of time, satisfaction with aspects of governance and leadership (with the exception of meeting environmental responsibilities) tend to be somewhat lower than satisfaction with Council's overall performance.

Satisfaction with aspects of governance and leadership
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Consistent with the measurable decrease in average satisfaction with five of the six aspects of governance and leadership, there was a significant increase in the proportion of respondents that were dissatisfied with the five non-environmental aspects of governance and leadership.

It is important to note that despite this significant increase in dissatisfaction with these aspects of governance and leadership, there were significantly more respondents that were very satisfied (rating eight or more) than dissatisfied (rating zero to four) with each of these aspects.

Metropolis Research draws particular attention to the fact that between one-sixth and one-fifth of respondents were dissatisfied with the five non-environmental aspects of governance and leadership.

Satisfaction with aspects of governance and leadership
Melton City Council - 2017 Community Satisfaction Survey
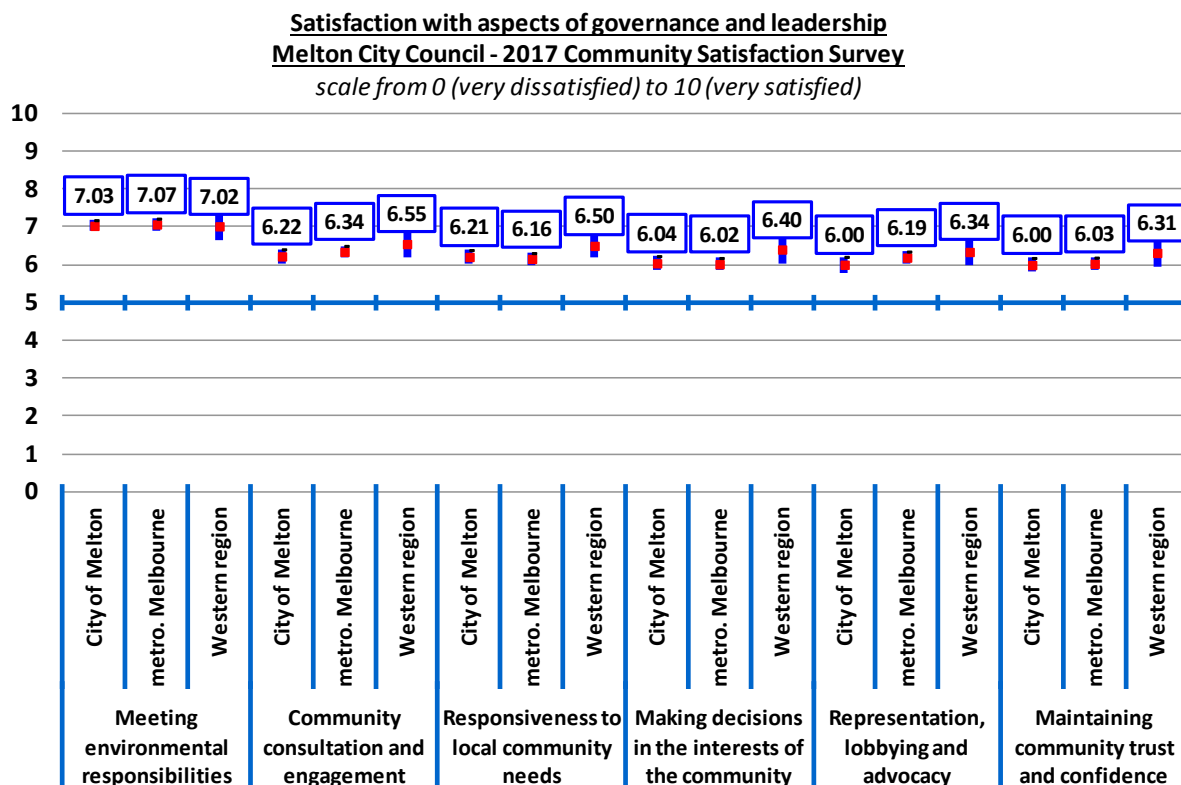*(Percent of respondents providing a response)*

Legend:
- Very satisfied
- Neutral to somewhat satisfied
- Dissatisfied

	2015	2016	2017
Meeting environmental responsibilities			
Very satisfied	52.5%	55.2%	44.1%
Neutral to somewhat satisfied	43.4%	38.3%	49.1%
Dissatisfied	4.1%	6.5%	6.8%
Community consultation and engagement			
Very satisfied	36.1%	47.5%	32.2%
Neutral to somewhat satisfied	54.2%	42.6%	50.6%
Dissatisfied	9.7%	9.9%	17.2%
Responsiveness to local community needs			
Very satisfied	38.7%	48.8%	31.7%
Neutral to somewhat satisfied	51.7%	41.1%	50.4%
Dissatisfied	9.6%	10.1%	17.9%
Representation, lobbying and advocacy			
Very satisfied	36.9%	49.6%	29.0%
Neutral to somewhat satisfied	54.5%	41.6%	51.5%
Dissatisfied	8.6%	8.8%	19.5%
Making decisions in the interests of community			
Very satisfied	37.9%	45.7%	32.1%
Neutral to somewhat satisfied	53.3%	44.4%	48.2%
Dissatisfied	8.8%	9.9%	19.7%
Maintaining community trust and confidence			
Very satisfied	37.3%	45.5%	29.4%
Neutral to somewhat satisfied	52.5%	45.3%	50.6%
Dissatisfied	10.2%	9.2%	20.0%

Despite the significant decline in satisfaction with five of the six aspects of governance and leadership in the City of Melton in 2017, the results are now only marginally and not measurably lower than the metropolitan Melbourne average as recorded in the 2017 *Governing Melbourne*.

This result reflects the fact that satisfaction with governance and leadership in the City of Melton in 2016 was significantly higher than the metropolitan Melbourne average, and that the decline recorded this year has brought the City of Melton more into line with the metropolitan Melbourne averages.

Satisfaction with aspects of governance and leadership
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Current issues for Council

Respondents were asked:

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

Respondents were again in 2017 asked to identify the top three issues for the City of Melton at the moment. More than four-fifths (85.8%) of respondents identified at least one issue to address, at an average of a little more than two issues per respondent. This is a higher proportion than recorded in previous years (77.8% in 2016 and 74.7% in 2015), which may at least in part be influenced by the lower satisfaction result this year as some respondents feel more strongly about what they consider to be negative issues in the municipality than in the last two years.

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

It is important to bear in mind that these responses are not technically complaints about the performance of Council (although clearly some are), nor do they only reflect services, facilities and issues within the remit of the Melton City Council. Many of the issues respondents identify in the municipality are within the general remit of other levels of government, most often the Victorian State Government.

A number of issues were more commonly identified in the City of Melton than the 2017 metropolitan Melbourne average as recorded in the *Governing Melbourne* research. Traffic management, hard rubbish collection, and the provision and maintenance of sports and recreation facilities were both slightly more commonly identified in the City of Melton, whilst parking and the cleanliness and general maintenance of the area was significantly less commonly identified in the City of Melton.

Particular attention however is drawn to the issues of safety, policing, and crime, which were identified by twice the proportion of respondents in the City of Melton (31.8%) than the metropolitan Melbourne average (15.2%). It is noted that the metropolitan Melbourne result for this issue almost doubled in 2017, up from 8.6% to 15.2%.

There was an increase in the proportion of respondents identifying street lighting in 2017, up from 2.1% in 2016 to 6.1% in 2017. This issue is clearly related to the safety, policing and crime issues which are a theme throughout this report.

The most significant increase observed in these results in 2017 was for safety, policing and crime, which increased more than three-fold from 8.8% in 2016 (similar to the metropolitan Melbourne average of 8.6%) to almost one-third (31.8%) of respondents in 2017. This is far and away the largest proportion of respondents identifying this issue recorded by Metropolis Research since it began asking this question in 2002.

There was a decrease in the proportion of respondents identifying public transport in 2017, down from 9.6% to 5.3%.

Safety, policing and crime issues

Almost one-third (31.8%) of respondents identified issues with safety, policing, and crime in 2017. This is a significant increase (more than three-fold) in the proportion identifying these issues, up from 8.8% in 2016. Particular attention is drawn to the fact that more than half (50.6%) of respondents in Caroline Springs identified these issues in 2017.

This increase in safety, policing, and crime related issues is not unique to the City of Melton. Recent results recorded in the City of Wyndham in 2016 showed a large increase in the proportion identifying safety, policing and crime, up from 6.7% to 17.2%. Other research conducted in the newly developing Merrifield estate in the City of Hume in 2017 found that a similar proportion (30.9%) identified these issues in their estate.

Metropolis Research has found that particularly in growth area and outer urban areas that issues around safety, policing and crime have increased substantially in the last twelve months. This result reflects a significant community concern about their perception of their safety, particularly safety from break-ins in outer urban areas. Increased media attention to specific events that have occurred in recent times is likely to be a significant factor affecting community engagement in these issues.

These results are consistent with the very significant decline in the perception of safety in the public areas of the City of Melton, particularly at night (down 16.8% in 2017).

Respondents identifying the issue of safety, policing and crime on average were measurably and significantly less satisfied with Council's overall performance than the municipal average, rating satisfaction at 6.22 compared to the municipal average of 6.51.   This is not necessarily to say that there is a causal link between these results, but it does appear likely that respondents identifying these issues are both less satisfied overall, at least in part perhaps because they feel less positive about their local community, which may well flow through into a lower level of satisfaction with the performance of Council.

It is also true that at least some of these respondents may well to some degree hold Council at least partly responsible, if only for a perceived lack of advocacy to the state and federal governments around policing and crime issues.

Traffic management

The second most commonly identified issue in the City of Melton in 2017 was traffic management, with more than one-quarter (26.5%) of respondents identifying this issue. This result is marginally higher than the 2017 metropolitan Melbourne average of 20.6%.

This result declined measurably but not significantly in 2017, down from 29.8% in 2016 to 26.5% in 2017. It is however still measurably higher than the 20.8% recorded in 2015.

The most common issues included in traffic management refer to the issues of traffic congestion, commuting times, and the access to adequate arterial roads in the municipality that go where respondents need to go. Metropolis Research notes that this is an issue common across metropolitan Melbourne, and is in no way unique to the City of Melton.

This result is reinforced by the fact that satisfaction with the volume of traffic on main roads was rated at just 5.74 out of a potential ten, a level of satisfaction categorised as "poor", whilst satisfaction with volume of traffic on residential streets was rated at 6.54, a level categorised as "good".

By way of comparison, in 2016 almost half (45.8%) of respondents in the City of Wyndham identified traffic management issues.

Top issues for Council to address in the coming twelve months
Melton City Council - 2017 Community Satisfaction Survey
(Number and percent of total respondents)

Issue	2017 Number	2017 Percent	2016	2015	2016 Metro.*
Safety, policing and crime	254	31.8%	8.8%	9.9%	8.6%
Traffic management	212	26.5%	29.8%	20.8%	20.1%
Roads maintenance and repairs	93	11.6%	9.6%	7.4%	7.2%
Parks, gardens and open space	75	9.4%	11.9%	10.4%	7.0%
Parking	70	8.8%	4.9%	6.9%	16.5%
Footpath maintenance and repairs	65	8.1%	6.0%	7.0%	8.4%
Provision and maintenance of street trees	54	6.8%	4.1%	5.8%	7.1%
Street lighting	49	6.1%	2.1%	4.3%	6.9%
Hard rubbish collection	48	6.0%	8.8%	5.4%	4.4%
Public transport	42	5.3%	9.6%	12.1%	4.1%
Provision and maintenance of sports, recreation facilities	41	5.1%	3.3%	2.8%	1.6%
Cleanliness & general maintenance of area	40	5.0%	5.3%	1.5%	3.8%
Rubbish and waste issues incl. garbage	36	4.5%	4.1%	4.4%	4.1%
Rates	34	4.3%	5.0%	8.4%	2.5%
Tip / smell / pollution	32	4.0%	3.3%	2.1%	n.a.
Education & schools	30	3.8%	2.5%	3.4%	1.1%
Activities, services & facilities for youth	24	3.0%	2.0%	1.5%	1.5%
Provision and maintenance of cycling / walking paths	24	3.0%	1.0%	2.4%	2.0%
Provision and maintenance of infrastructure	21	2.6%	2.6%	1.3%	1.0%
Street cleaning and maintenance	21	2.6%	1.5%	1.9%	2.8%
Animal management	20	2.5%	1.6%	3.0%	1.8%
Public toilets	20	2.5%	0.8%	0.4%	2.1%
Community activities, events, arts & culture	19	2.4%	0.3%	0.5%	0.0%
Health and medical services	19	2.4%	2.9%	3.4%	n.a.
Consultation, communication and provision of information	17	2.1%	0.5%	2.3%	0.9%
Financial issues and priorities for Council	16	2.0%	1.9%	0.4%	0.9%
Activities and facilities for children	14	1.8%	2.0%	1.6%	1.5%
Shops, restaurants & entertainment venues	14	1.8%	1.5%	1.4%	1.9%
Quality & provision of community services	12	1.5%	1.1%	1.1%	0.6%
Multicultural issues / cultural diversity	10	1.3%	0.5%	2.6%	n.a.
Beautification of area / liveability	9	1.1%	0.1%	0.7%	0.0%
Building, planning, housing and development	9	1.1%	1.5%	1.5%	9.1%
Graffiti & vandalism	9	1.1%	1.5%	2.0%	1.8%
Provision and maintenance of community facilities	9	1.1%	0.2%	0.3%	n.a.
Employment & job creation	8	1.0%	1.3%	1.9%	n.a.
Services and facilities for people with a disability	8	1.0%	0.8%	1.1%	1.4%
All other issues *(21 separately identified issues)*	67	8.4%	4.5%	7.0%	17.1%
Total responses	**1,545**		**1,227**	**1,246**	**1,385**
Respondents identifying at least one issue	686 (85.8%)		623 (77.8%)	597 (74.7%)	653 (69.8%)

(*) 2016 metropolitan Melbourne average from Governing Melbourne

Correlation between issues and satisfaction with overall performance

The following graph provides a comparison of satisfaction with Council's overall performance between respondents that identified the top five issues. The overall satisfaction with Council in 2017 was 6.51. ,

It is noted that respondents that identified car parking issues rated satisfaction with Council's overall performance marginally but not measurably higher at 6.64. This issue is unlikely to be a significant negative influence on these respondents satisfaction with Council's overall performance.

Respondents that identified road maintenance and repairs (6.45) and parks, gardens and open spaces (6.39) rated satisfaction with Council's overall performance marginally but not measurably lower than the municipal average of 6.51. It would appear that these two issues are not exerting a strong negative influence on satisfaction with Council's overall performance.

Of significantly more interest in 2017 is the fact that respondents that identified safety, policing and crime issues (6.22) and those identifying traffic management issues (6.08) were on average measurably and significantly less satisfied with Council's overall performance than the municipal average.

It would appear from these results that respondents identifying these two issues are less satisfied with Council's overall performance and consequently, it is possible that these issues are exerting a negative influence on these respondents' level of satisfaction with Council.

Metropolis Research notes that both of these issues are not directly within the remit of Council, and both would in the normal course of events be considered mainly to be state government issues.

Attention is also drawn to the fact that the largest declines in satisfaction recorded in this report in 2017 were in relation to aspects of governance and leadership, in particular representation, lobbying and advocacy (down 15.4%).

It may well be the case that some respondents have recorded lower levels of satisfaction with the performance of Council not as a result of lower levels of satisfaction with the provision of Council services and facilities (which declined only marginally this year), but more in response to their perception that Council has not responded appropriately to these state government issues of safety, policing and crime and traffic management through increased representation to the state government on behalf of the Melton community.

Satisfaction with Council's overall performance by top issues
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
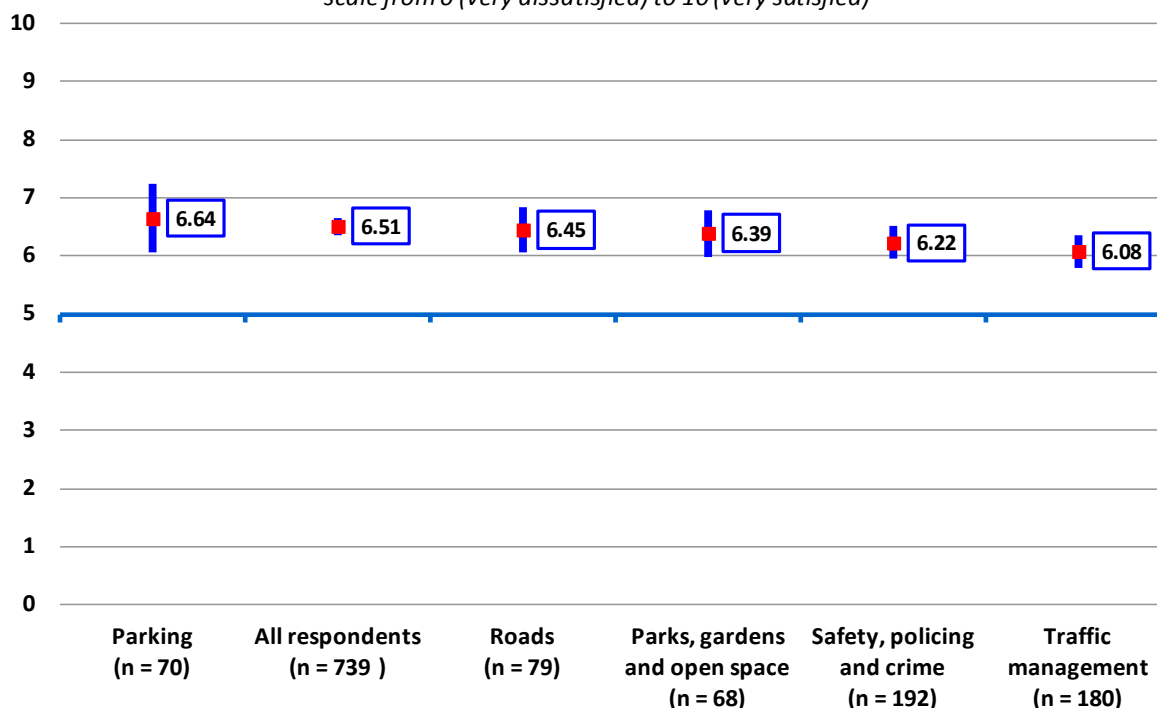
Planning and housing development

Involvement in planning and housing development

Respondents were asked:

"Have you or members of this household been personally involved in a planning application or development in the last twelve months?"

Consistent with the results observed in recent years, in 2017 less than ten percent (7.5%) of respondents or member of their household had been personally involved in a planning application or housing development in the last twelve months.

This result is very consistent with the 2017 metropolitan Melbourne average recorded in *Governing Melbourne*.

Involvement in planning and housing development

Melton City Council - 2017 Community Satisfaction Survey

(Number and percent of respondents providing a response)

Response	2017 Number	2017 Percent	2016	2015	2017 Metro.*
Yes - as an applicant	28	3.6%	3.0%	7.4%	4.1%
Yes - as an objector	26	3.3%	0.9%	1.4%	3.4%
Yes - other involvement	5	0.6%	0.5%	0.4%	1.1%
No involvement	721	92.4%	95.6%	90.8%	91.4%
Not stated	20		5	7	10
Total	**800**	**100%**	**800**	**800**	**811**

(*) 2017 metropolitan Melbourne average from Governing Melbourne

Satisfaction with aspects of planning and housing development

Respondents were asked:

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

All respondents were asked to rate their satisfaction with four aspects of the planning approvals and housing development process, as outlined in the following graph.
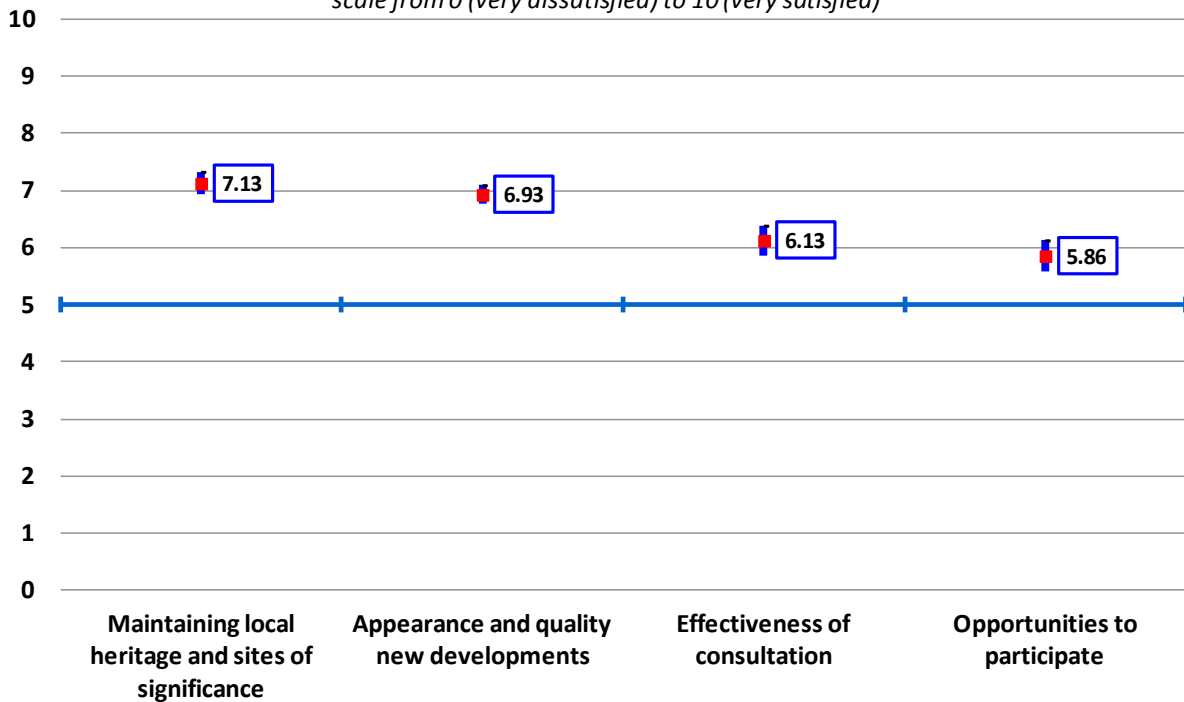
Satisfaction with these four aspects of planning and housing development can best be summarised as follows:

⊗ *Good* – for Council's performance maintaining local heritage and sites of significance, and the appearance and quality of new developments. Whilst a little less than of the respondents were very satisfied with these two "outcome" related aspects, less than ten percent were dissatisfied.

⊗ *Solid* – for the effectiveness of community consultation and involvement in planning for development. A little less than one-third (30.5%) of respondents were very satisfied with this aspect, approximately one-sixth (16.9%) were dissatisfied.

⊗ *Poor* – for opportunities provided by Council to participate in strategic planning projects. Whilst a little more than one-quarter (27.6%) of respondents were very satisfied with these opportunities, one-fifth (20.4%) were dissatisfied.

The average satisfaction with the four included aspects of planning and housing development was 6.51 in 2017, down 7.8% on the unusually higher average of 7.06 in 2016, and 3.7% down on the 2015 average of 6.76. Despite this decline, average satisfaction with the four included aspects of planning and housing development remains categorised as "good".

Satisfaction with aspects of planning and housing development
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Satisfaction with aspects of planning and housing development
Melton City Council - 2017 Community Satisfaction Survey
(Percent of respondents providing a response)
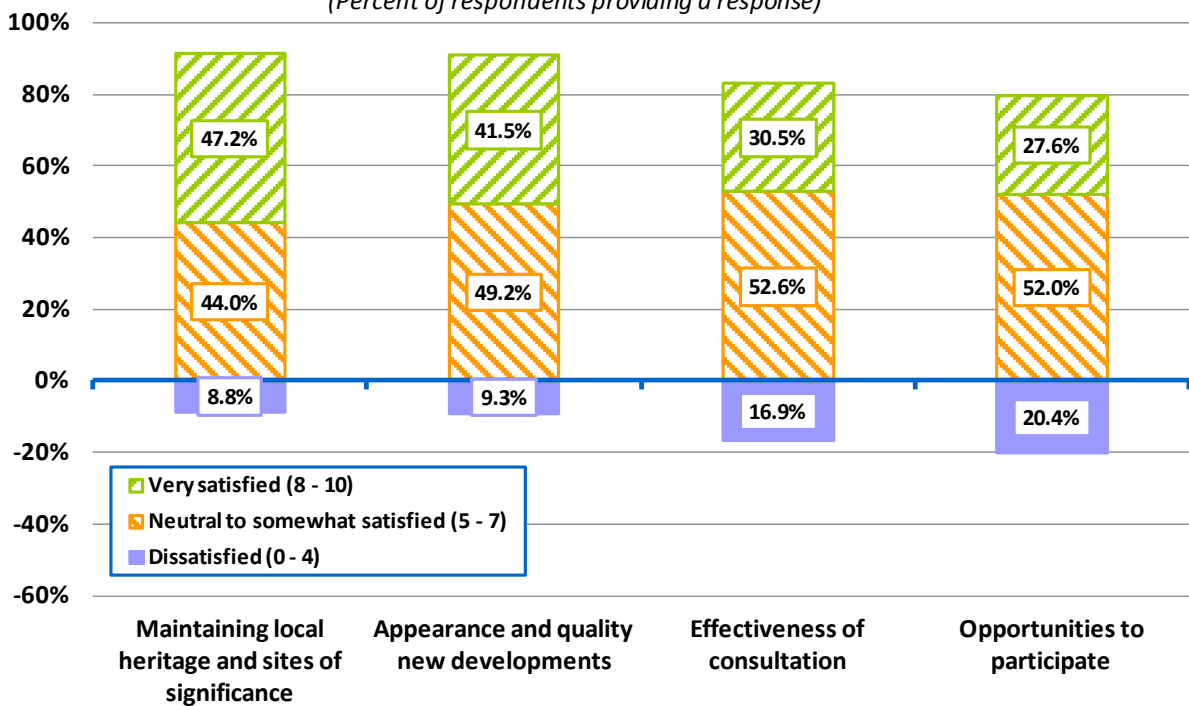
Customer service

Contact with Council in the last two years

Respondents were asked:

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

In 2017 a little less than half (44.0%) of respondents had contacted Council in the last twelve months, a small increase on the 38.3% from 2016.

Contacted Council in the last twelve months
Melton City Council - 2017 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2017		2016	2015
	Number	Percent		
Yes	345	44.0%	38.3%	40.2%
No	439	56.0%	61.7%	59.8%
Not stated	16		12	12
Total	**800**	**100%**	**800**	**800**

Forms of contact

Respondents who had contacted Council were asked:

"When you last contacted the Council, was it?"

Consistent with the results recorded in previous years, a little less than two-thirds (60.5%) of respondents contacting Council in the last twelve months did so calling telephone during office hours.

A little less than one-quarter (22.2%) of respondents contacting Council in the last twelve months did so by visiting Council in person.

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

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

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

In the City of Melton in 2017, a little less than half (45.3%) of respondents provided a satisfaction score for the Council website, and had therefore visited the website in the last twelve months. Despite this, only 3.6% of respondents in this section of the survey reported that their last contact with Council was via the website.

Form of last contact with Council
Melton City Council - 2017 Community Satisfaction Survey
(Number and percent of respondents who contacting Council and providing a response)

Response	2017		2016	2015
	Number	Percent		
Telephone *(during office hours)*	207	60.5%	63.1%	61.3%
Visit in person	76	22.2%	28.2%	22.7%
E-mail	16	4.7%	4.0%	5.4%
Mail	5	1.5%	1.0%	1.0%
Visitor Information Centre / Pop-up	3	0.9%	n.a.	n.a.
Website	3	0.9%	2.3%	1.6%
Social media	1	0.3%	n.a.	n.a.
Telephone *(after hours service)*	0	0.0%	0.3%	0.6%
Multiple	31	9.1%	1.0%	7.3%
Not stated	3		2	4
Total	**345**	**100%**	**303**	**317**

Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

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

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

The average satisfaction with these eight aspects declined six percent in 2017, down from an average of 7.97 to 7.49, and is now at a level categorised as "very good", which is a decline on the previous "excellent" recorded in both 2015 and 2016.
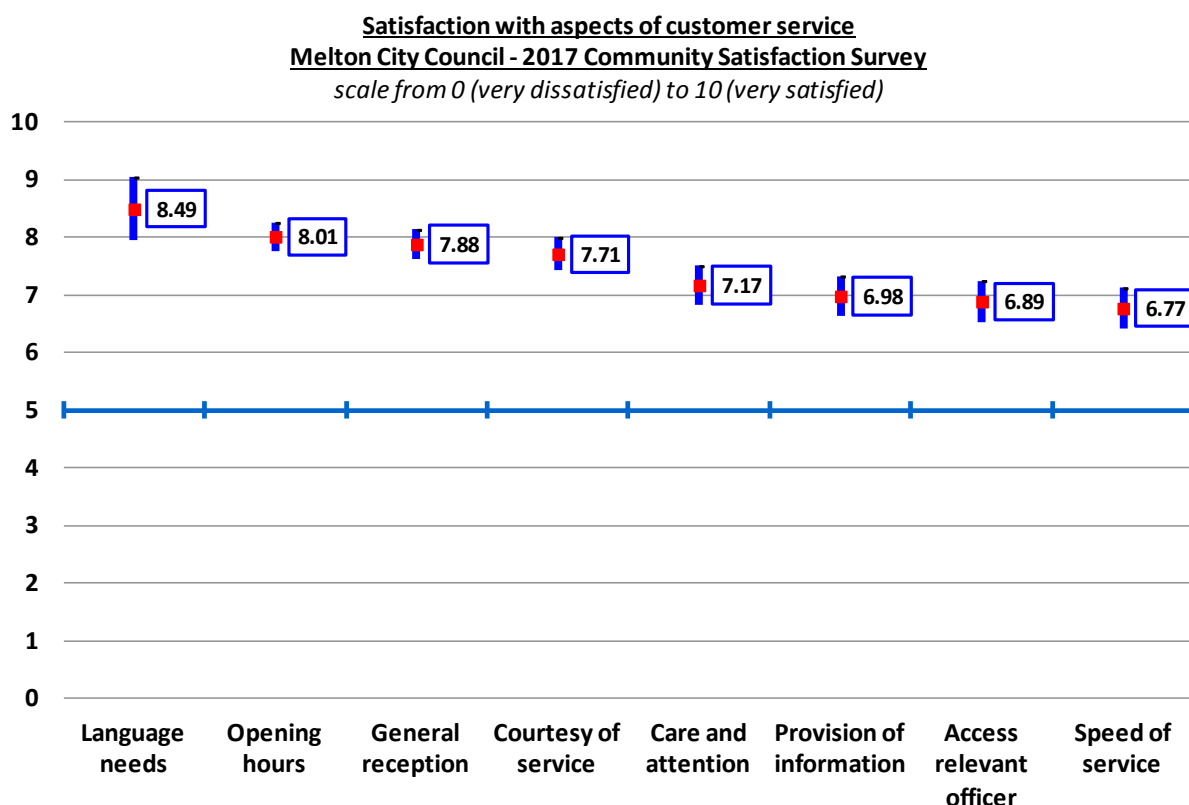
Satisfaction with these eight aspects of customer service can best be summarised as follows:

⊗ *Excellent* – for staff understanding language needs (multi-lingual households only), opening hours, and general reception.

⊗ *Very Good* – for courtesy of service.

⊗ *Good* – for care and attention to enquiry, provision of information on the council and its services, access to relevant officer / area, and speed of service.

Metropolis Research notes that the access to relevant officer or area and the speed of service are the two aspects of customer service that typically obtain the lowest levels of satisfaction, and this is again found in the City of Melton in 2017.

These results do suggest that despite a small decline in satisfaction with customer service of six percent in 2017, satisfaction with customer service remains very high, and comfortably above satisfaction with the overall performance of the City of Melton.

Satisfaction with aspects of customer service
Melton City Council - 2017 Community Satisfaction Survey
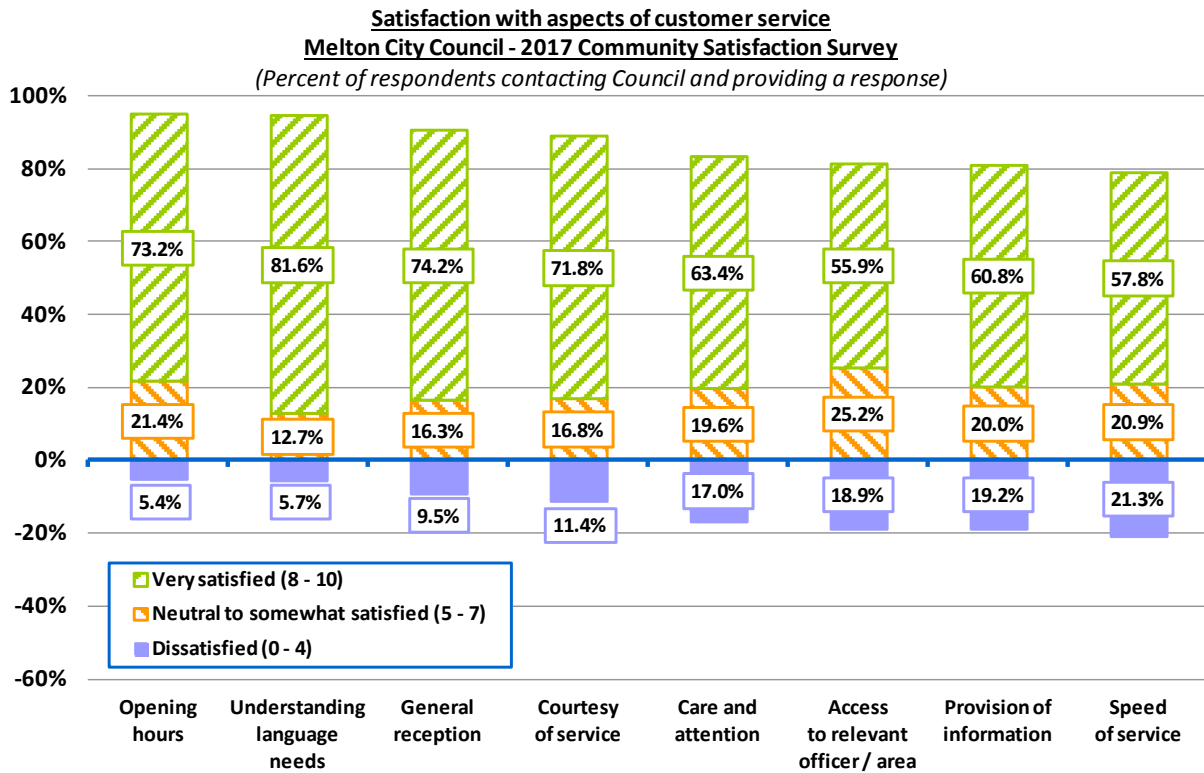*scale from 0 (very dissatisfied) to 10 (very satisfied)*

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

Particular attention is drawn to the fact that between more than half and more than four-fifths of respondents rated satisfaction with each of the eight aspects of customer service at eight or more out of ten.

It is noted however that between one-sixth and a little more than one-fifth of respondents were dissatisfied with care and attention to enquiry, access to relevant officer or area, the provision of information, and the speed of service.

Satisfaction with aspects of customer service
Melton City Council - 2017 Community Satisfaction Survey
(Percent of respondents contacting Council and providing a response)

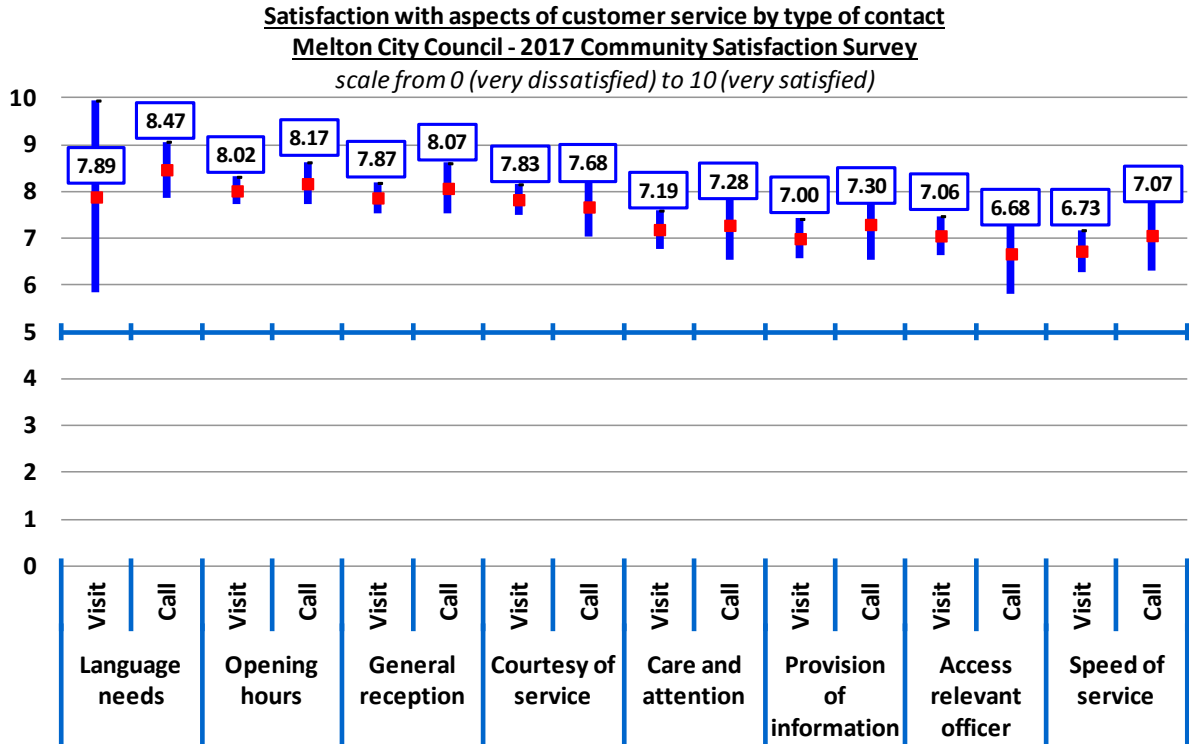|	Opening hours	Understanding language needs	General reception	Courtesy of service	Care and attention	Access to relevant officer / area	Provision of information	Speed of service
Very satisfied (8 - 10)	73.2%	81.6%	74.2%	71.8%	63.4%	55.9%	60.8%	57.8%
Neutral to somewhat satisfied (5 - 7)	21.4%	12.7%	16.3%	16.8%	19.6%	25.2%	20.0%	20.9%
Dissatisfied (0 - 4)	5.4%	5.7%	9.5%	11.4%	17.0%	18.9%	19.2%	21.3%

The following graph provides a comparison of the average satisfaction with the eight aspects of customer service between respondents telephoning Council and respondents visiting in person.
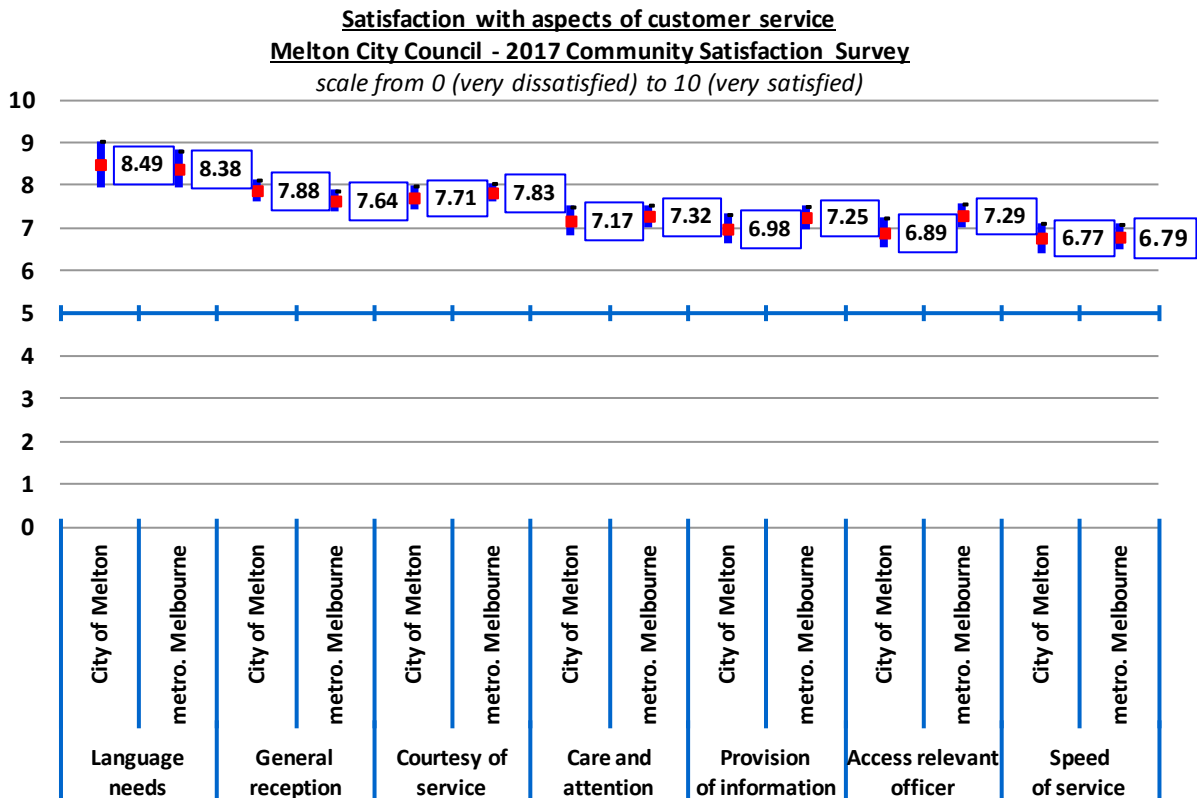
Metropolis Research notes that respondents that telephoned Council were on average 1.9% more satisfied with the eight aspects of customer service than were respondents that visited Council in person. This is most evident in relation to the small number of respondents from multi-lingual households that were notably more satisfied telephoning Council than visiting in person.

The fact that respondents that telephoned Council were marginally, albeit not measurably more satisfied with customer service than those that visited Council in person is an unusual result. In the experience of Metropolis Research those visiting in person tend to be between three and eight percent more satisfied than those telephoning Council.

Satisfaction with aspects of customer service by type of contact
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

When compared to the 2016 *Governing Melbourne* average satisfaction with seven aspects When compared to the 2017 *Governing Melbourne* average satisfaction with seven aspects of customer service, satisfaction with customer service in the City of Melton in 2017 (7.41) is almost identical to the metropolitan Melbourne average (7.50).

Satisfaction with aspects of customer service
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

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?"

Importance of Council services and facilities to the community

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

The average importance of the thirty-six Council provided services and facilities was 8.72 out of ten in 2017, a small decline on the 8.94 recorded in 2016.

Metropolis Research notes that all thirty-six services and facilities were rated at more than 7.4 out of ten, i.e. very important, and that the spread of importance scores reflect the degree of importance rather than identifying any Council services and facilities that respondents consider unimportant (i.e. less than five out of ten).

Increased importance

There were only two services and facilities to record an increase in average importance in 2017, those being the regular garbage collection service (up 0.8%) and the provision and maintenance of street lighting (up 0.7%).

Decreased importance

The average importance of thirty-three services and facilities declined somewhat in 2017, although the vast majority of these declines were not statistically significant.

Particular attention is drawn to the decline in average importance of local community festivals (down 4.9%), Council's quarterly printed publication (down 5.1%), the provision of arts and cultural events (down 5.9%), and Council information in the local newspapers (down 10.4%).

Metropolis Research does note however that it is important to bear in mind when exploring the services and facilities with declining importance, that all thirty-six services and facilities were rated as very important by respondents. The importance of all services and facilities fall within a range from a high of 9.46 for the regular garbage collection, to a low of 7.45 for Council information in the local newspapers.

Relative importance of Council services and facilities

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

- ⊗ *Higher than average importance* – the regular garbage collection, regular recycling, green waste collection, health services for babies, infants, and toddlers, services for people with a disability, services for seniors, services for children, the provision and maintenance of street lighting, local library, services for young people, the maintenance of parks and gardens, litter collection in public areas, and the provision of parks and gardens.

- ⊗ *Average importance* – hard rubbish collection, the provision and maintenance of playgrounds, sports ovals, the maintenance and repair of sealed local roads, local traffic management, footpath maintenance and repairs, on and off road bike and / or walking paths, the Melton Recycling Facility, the maintenance and cleaning of shopping strips, the recreation and leisure centres, public toilets, the Melton Waves Swimming Centre, community centres / neighbourhood houses, animal management, and the provision and maintenance of street trees.

- ⊗ *Lower than average importance* – street sweeping, Council activities promoting local business growth, local community festivals, Council's website, parking enforcement, the provision of arts and cultural events, and Council information in the local newspapers.

Metropolis Research also notes that when compared to the metropolitan Melbourne average importance as recorded in the 2017 *Governing Melbourne* research that respondents in the City of Melton rated twenty services and facilities as more important than the metropolitan Melbourne average, with attention drawn to; green waste collection (3.6% higher), services for young people (3.6% higher), local library (3.4% higher), services for children (2.6% higher), and animal management (2.2% higher).

There were eight services and facilities were rated somewhat less important by respondents in the City of Melton than the metropolitan Melbourne average. These nine services include, local traffic management (0.9% lower), footpath maintenance and repairs (1.3% lower), the provision and maintenance of street trees (2.4% lower), street sweeping (2.9% lower), and the provision of arts and cultural events (3.3% lower).

Importance of selected services and facilities
Melton City Council - 2017 Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2017 Mean	Upper	2016	2015	2017 Metro.*
Higher than average importance	Regular garbage collection	778	9.39	**9.46**	9.53	9.39	9.28	9.35
	Regular recycling	768	9.31	**9.39**	9.47	9.40	9.24	9.28
	Green waste collection	739	9.14	**9.24**	9.34	9.29	9.14	8.92
	Health services for babies, infants and toddlers	637	9.13	**9.23**	9.33	9.37	9.28	n.a.
	Services for people with a disability	627	9.09	**9.19**	9.28	9.46	9.30	9.06
	Services for seniors	641	9.07	**9.17**	9.26	9.39	9.18	9.01
	Services for children	641	9.02	**9.12**	9.23	9.42	9.24	8.89
	Provision and maintenance of street lighting	774	9.03	**9.12**	9.21	9.06	9.03	8.95
	Local library	718	8.99	**9.09**	9.18	9.21	9.11	8.79
	Services for young people	631	8.98	**9.08**	9.19	9.34	9.13	8.77
	Maintenance of parks and gardens	748	8.88	**8.97**	9.07	9.03	8.74	8.95
	Litter collection in public areas	756	8.86	**8.96**	9.06	9.09	8.89	8.90
	Provision of parks and gardens	758	8.86	**8.96**	9.06	9.07	8.70	8.95
Average importance	Hard rubbish collection	690	8.82	**8.92**	9.02	9.09	8.81	8.97
	Provision and maintenance of playgrounds	692	8.82	**8.92**	9.01	9.08	8.70	n.a.
	Sports ovals	698	8.78	**8.88**	8.98	8.99	8.78	8.71
	Maintenance and repair of sealed local roads	779	8.75	**8.85**	8.95	8.95	8.81	8.86
	Local traffic management	760	8.73	**8.83**	8.94	9.08	8.81	8.91
	Footpath maintenance and repairs	771	8.67	**8.78**	8.90	9.02	8.75	8.90
	On and off road bike and / or walking paths	719	8.64	**8.75**	8.85	9.09	8.86	8.71
	Melton Recycling Facility	706	8.59	**8.72**	8.85	9.04	8.94	n.a.
	Maintenance and cleaning of shopping strips	749	8.61	**8.71**	8.80	8.79	8.60	8.71
	Recreation and Leisure Centres	641	8.60	**8.70**	8.81	8.99	8.56	8.63
	Public toilets	658	8.58	**8.70**	8.82	9.05	8.90	8.60
	Melton Waves Swimming Centre	687	8.46	**8.58**	8.70	8.94	8.57	n.a.
	Community centres / Neighbourhood houses	645	8.43	**8.55**	8.67	8.77	8.61	n.a.
	Animal management	678	8.37	**8.50**	8.63	8.61	8.42	8.32
	Provision and maintenance of street trees	770	8.38	**8.50**	8.62	8.76	8.50	8.71
Lower than average importance	Street sweeping	761	8.26	**8.40**	8.53	8.53	8.47	8.65
	Council activities promoting local business growth	632	8.21	**8.34**	8.48	8.34	8.43	8.18
	Local community festivals	685	8.13	**8.25**	8.38	8.68	n.a.	n.a.
	Council's website	650	7.95	**8.09**	8.23	8.35	8.19	7.94
	Parking enforcement	734	7.93	**8.09**	8.26	8.42	8.14	8.13
	Provision of arts and cultural events	626	7.84	**8.00**	8.15	8.50	8.51	8.27
	Council's quarterly printed newsletter	648	7.31	**7.51**	7.70	7.91	7.70	7.44
	Council information and columns in local papers	622	7.28	**7.45**	7.63	8.32	8.04	n.a.
	Average importance of Council services		8.61	**8.72**	8.84	8.94	8.75	8.70

(*) 2017 metropolitan Melbourne average from Governing Melbourne

Satisfaction with Council services and facilities

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

The average satisfaction with the thirty-six included Council services and facilities declined 2.4% in 2017, down from 7.67 to 7.48. This decline was not statistically significant. Despite this decline, average satisfaction with Council services and facilities remains at a level best categorised as "very good".

Satisfaction with the thirty-six included Council services and facilities varied from a high of 8.83 for the local library service (rated "excellent"), to a low of 6.27 for footpath maintenance and repairs (rated "solid").

It is noted that although satisfaction with some of these services and facilities declined in 2017, eleven were rated as "excellent", thirteen were rated as "very good", ten were rated as "good", and just two were rated as "solid".

Increased satisfaction

The average satisfaction with eight services and facilities increased in 2017, with most attention given to the eight percent increase in satisfaction with hard rubbish collection.

The other services and facilities that recorded increased satisfaction in 2017 were community centres / neighbourhood houses (up 4.6%), services for young people (up 4.6%), health services for babies, infants, and toddlers (up 3.0%), services for people with a disability (up 2.4%), local library (up 1.8%), and the provision and maintenance of playgrounds (up 0.1%). None of these seven increases in satisfaction with statistically significant.

Decreased satisfaction

There were twenty-eight Council services and facilities that recorded a decline in satisfaction in 2017, with particular attention drawn to the following: local community festivals (down 9.2%), the provision and maintenance of street trees (down 8.4%), Council's quarterly printed newsletter (down 8.4%), Council information and columns in local newspapers (down 7.0%), litter collection in public areas (down 7.0%), Council activities promoting local business growth (down 6.8%), footpath maintenance and repairs (down 6.8%), street sweeping (6.5%), local traffic management (down 5.6%), the maintenance and repair of sealed local roads (down 5.4%), the provision and maintenance of street lighting (down 5.2%), on and off road bike and / or walking paths (down 4.9%), public toilets (down 4.6%), and the provision of parks and gardens (down 4.2%). These declines were mostly statistically significant.

Relative satisfaction with Council services and facilities

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

⊗ *Excellent* – for the local library, regular garbage collection, regular recycling, green waste collection, health services for babies, infants, and toddlers, services for young people, services for children, services for seniors, community centres / neighbourhood houses, sports ovals, and recreation and leisure centres.

⊗ *Very Good* – for services for people with a disability, the Melton Recycling Facility, the Melton Waves Swimming Centre, Council's website, animal management, maintenance and cleaning of shopping strips, the provision of parks and gardens, the provision of arts and cultural events, hard rubbish collection, the provision and maintenance of playgrounds, the provision and maintenance of street lighting, Council information and columns in local newspapers, and on and off road bike and / or walking paths.

⊗ *Good* – for local community festivals, the maintenance of parks and gardens, street sweeping, Council activities promoting local business growth, Council's quarterly printed newsletter, the maintenance and repair of sealed local roads, the provision and maintenance of street trees, parking enforcement, and public toilets.

⊗ *Solid* – for local traffic management and footpath maintenance and repairs.

Metropolis Research notes that none of the thirty-six included Council services and facilities obtained satisfaction scores categorised as "poor", "very poor", or '"extremely poor".

Comparison to metropolitan Melbourne average

When compared to the 2017 *Governing Melbourne* results, respondents in the City of Melton rated fifteen services and facilities somewhat higher than the metropolitan Melbourne average including most notably; services for people with a disability (11.1% higher), services for young people (10.3% higher), services for seniors (9.0% higher), services for children (6.1%), the provision and maintenance of street lighting (5.8% higher), the maintenance and cleaning of shopping strips (4.4% higher) and local library (3.3% higher).

There were twelve services and facilities that recorded lower satisfaction in the City of Melton than the metropolitan Melbourne average including most notably; hard rubbish collection (7.4% lower), maintenance of parks and gardens (6.9% lower), the provision of arts and cultural events (5.6% lower), the provision and maintenance of street trees (5.0% lower), local traffic management (4.0% lower), street sweeping (4.0%), footpath maintenance and repairs (3.9% lower), and Council's quarterly printed newsletter (3.5% lower)

Satisfaction with selected services and facilities
Melton City Council - 2017 Community Satisfaction Survey
(Number and index score scale 0 - 10)

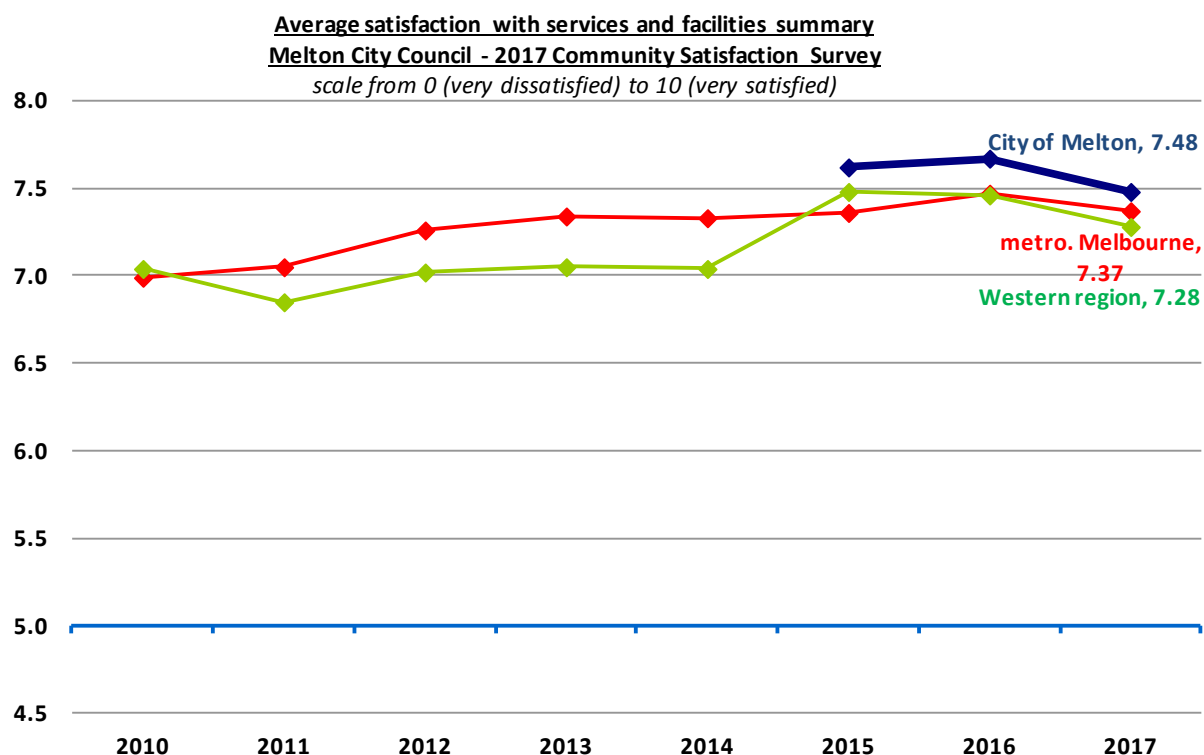|	Service/facility	Number	2017 Lower	2017 Mean	2017 Upper	2016	2015	2017 Metro.*
Higher than average satisfaction	Local library	488	8.71	**8.83**	8.96	8.68	8.66	8.55
	Regular garbage collection	795	8.64	**8.76**	8.88	8.87	8.68	8.71
	Regular recycling	783	8.51	**8.63**	8.76	8.70	8.64	8.55
	Green waste collection	733	8.40	**8.54**	8.68	8.63	8.70	8.47
	Health services for babies, infants & toddlers	209	8.21	**8.43**	8.65	8.19	8.04	n.a.
	Services for young people	126	7.91	**8.22**	8.53	7.86	7.58	7.45
	Services for children	198	7.92	**8.16**	8.40	8.21	8.06	7.69
	Services for seniors	115	7.84	**8.15**	8.46	8.28	8.15	7.48
	Community centres / Neighbourhood houses	234	7.91	**8.10**	8.30	7.74	7.73	n.a.
	Sports ovals	420	7.89	**8.07**	8.25	8.20	8.25	7.85
Average satisfaction	Recreation and Leisure Centres	259	7.65	**7.86**	8.07	7.99	7.91	7.87
	Services for people with a disability	80	7.21	**7.73**	8.24	7.55	7.71	6.96
	Melton Recycling Facility	456	7.32	**7.55**	7.78	7.22	7.71	n.a.
	Melton Waves Swimming Centre	377	7.31	**7.53**	7.75	7.69	7.40	n.a.
	Council's website	362	7.32	**7.51**	7.69	7.77	7.57	7.43
	Animal management	651	7.32	**7.50**	7.67	7.62	7.37	7.39
	Maintenance and cleaning of shopping strips	757	7.31	**7.45**	7.58	7.69	7.59	7.13
	Provision of parks and gardens	766	7.26	**7.42**	7.57	7.74	7.62	7.67
	Provision of arts and cultural events	227	7.16	**7.41**	7.66	7.70	7.94	7.85
	Hard rubbish collection	369	7.13	**7.40**	7.68	6.85	7.49	7.99
	Provision and maintenance of playgrounds	439	7.21	**7.40**	7.59	7.39	7.60	n.a.
	Provision and maintenance of street lighting	789	7.19	**7.34**	7.50	7.74	7.68	6.94
	Council information and columns in local papers	275	7.07	**7.29**	7.52	7.84	7.46	n.a.
	On and off road bike and / or walking paths	552	7.10	**7.27**	7.44	7.64	7.48	7.23
	Local community festivals	411	6.96	**7.17**	7.38	7.90	n.a.	n.a.
	Maintenance of parks and gardens	762	6.98	**7.14**	7.31	7.44	7.39	7.67
Lower than average satisfaction	Street sweeping	764	6.88	**7.05**	7.22	7.54	7.36	7.34
	Council activities promoting local business growth	587	6.66	**6.85**	7.04	7.35	6.95	n.a.
	Litter collection in public areas	764	6.61	**6.78**	6.95	7.29	7.33	7.01
	Council's quarterly printed newsletter	597	6.49	**6.71**	6.93	7.33	7.12	6.96
	Maintenance and repair of sealed local roads	794	6.55	**6.71**	6.87	7.09	6.99	6.90
	Provision and maintenance of street trees	788	6.44	**6.62**	6.80	7.23	7.03	6.97
	Parking enforcement	723	6.41	**6.61**	6.81	6.82	7.05	6.61
	Public toilets	267	6.25	**6.51**	6.77	6.83	6.86	6.44
	Local traffic management	769	6.14	**6.32**	6.50	6.69	7.00	6.58
	Footpath maintenance and repairs	779	6.09	**6.27**	6.44	6.72	6.69	6.52
	Average satisfaction with Council services		*7.28*	***7.48***	*7.68*	*7.67*	*7.62*	*7.37*

(*) 2017 metropolitan Melbourne average from Governing Melbourne

Metropolis RESEARCH

Average satisfaction with Council services and facilities

The average satisfaction with the thirty-six included Council services and facilities declined 2.5% in 2017, down from 7.67 to 7.48, although it remains at a level best categorised as "very good".

This result is almost identical to the metropolitan Melbourne average of 7.37, and marginally higher than the western region councils' average of 7.28, both as recorded in the 2017 *Governing Melbourne* research conducted independently by Metropolis Research.

Average satisfaction with services and facilities summary
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of average importance with each of the thirty-six included Council services and facilities and the average satisfaction with these services and facilities. The blue cross-hairs represent the average importance (8.72) and the average satisfaction (7.47).

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

Attention is drawn to the following:

⊗   Many of the most important services are also those with the highest levels of satisfaction, including all the rubbish and recycling collection services, the libraries, and many of the health, human and community services.

⊗   The services and facilities of most concern are the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and public toilets.

⊗   Attention is also drawn to litter collection in public areas, which declined seven percent in 2017 and is located in the bottom right hand quadrant.

⊗   Many of the communication and arts and cultural services are of lower than average importance, and some received slightly lower than average satisfaction scores. The lower levels of satisfaction may well be, at least in part, related to the lower importance scores, as some respondents will mark down satisfaction if they are of the view that Council has over-invested in the services.

⊗   The provision and maintenance of street trees declined 8.4% in 2017, and is now at measurably lower than average satisfaction. It is noted however that this service is also rated at marginally lower than importance.

⊗   Parking enforcement was rated measurably less important than average and also received a measurably lower than average satisfaction score. This result has commonly been observed by Metropolis Research elsewhere in *Governing Melbourne* as well as in research for a number of other metropolitan Melbourne municipalities. Many respondents that are dissatisfied with parking enforcement because they believe there is too much enforcement will tend to mark down the importance of the service accordingly. There are other respondents naturally who are dissatisfied with parking enforcement because they believe that Council is conducting too little enforcement.

Importance of and satisfaction with Council services
Melton City Council - 2017 Community Satisfaction Survey
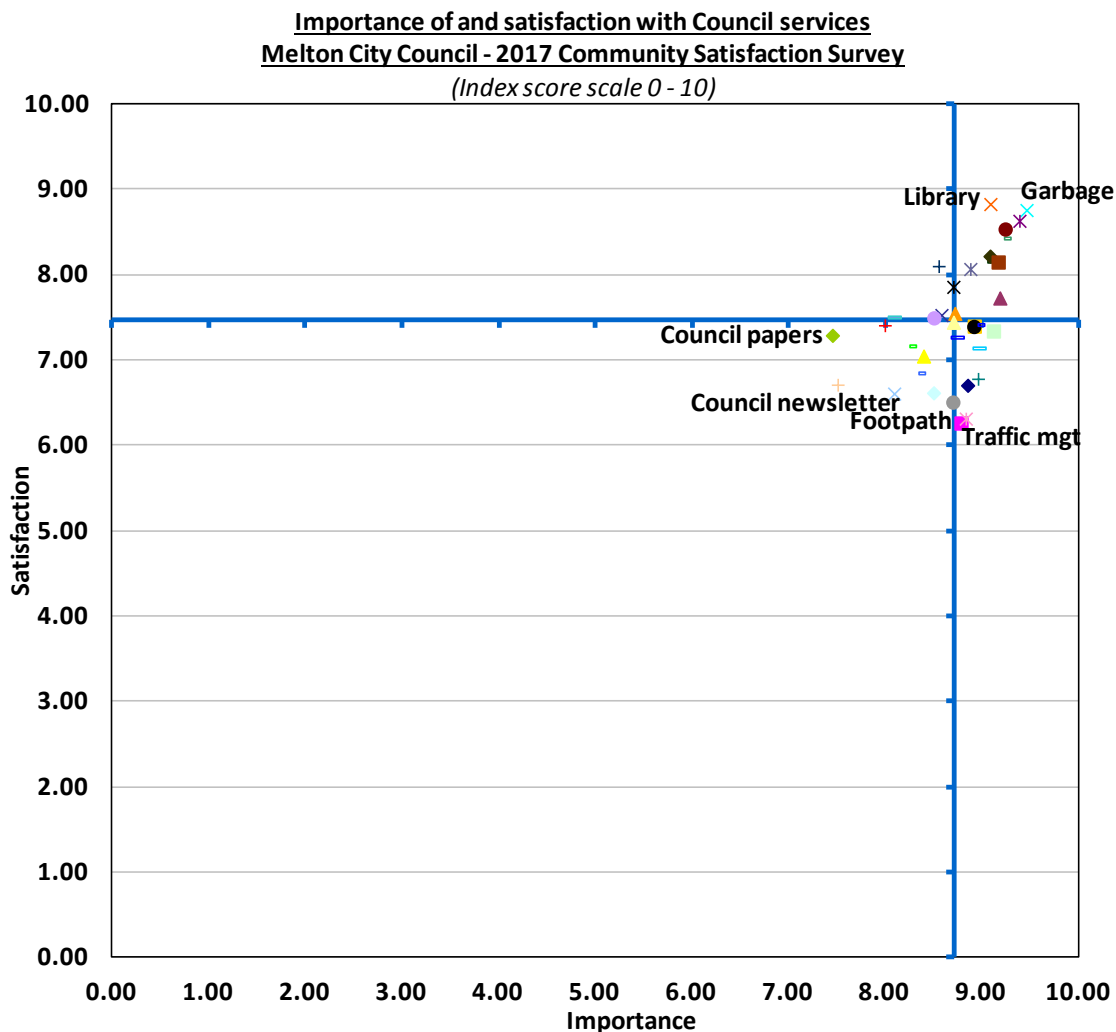*(Index score scale 0 - 10)*
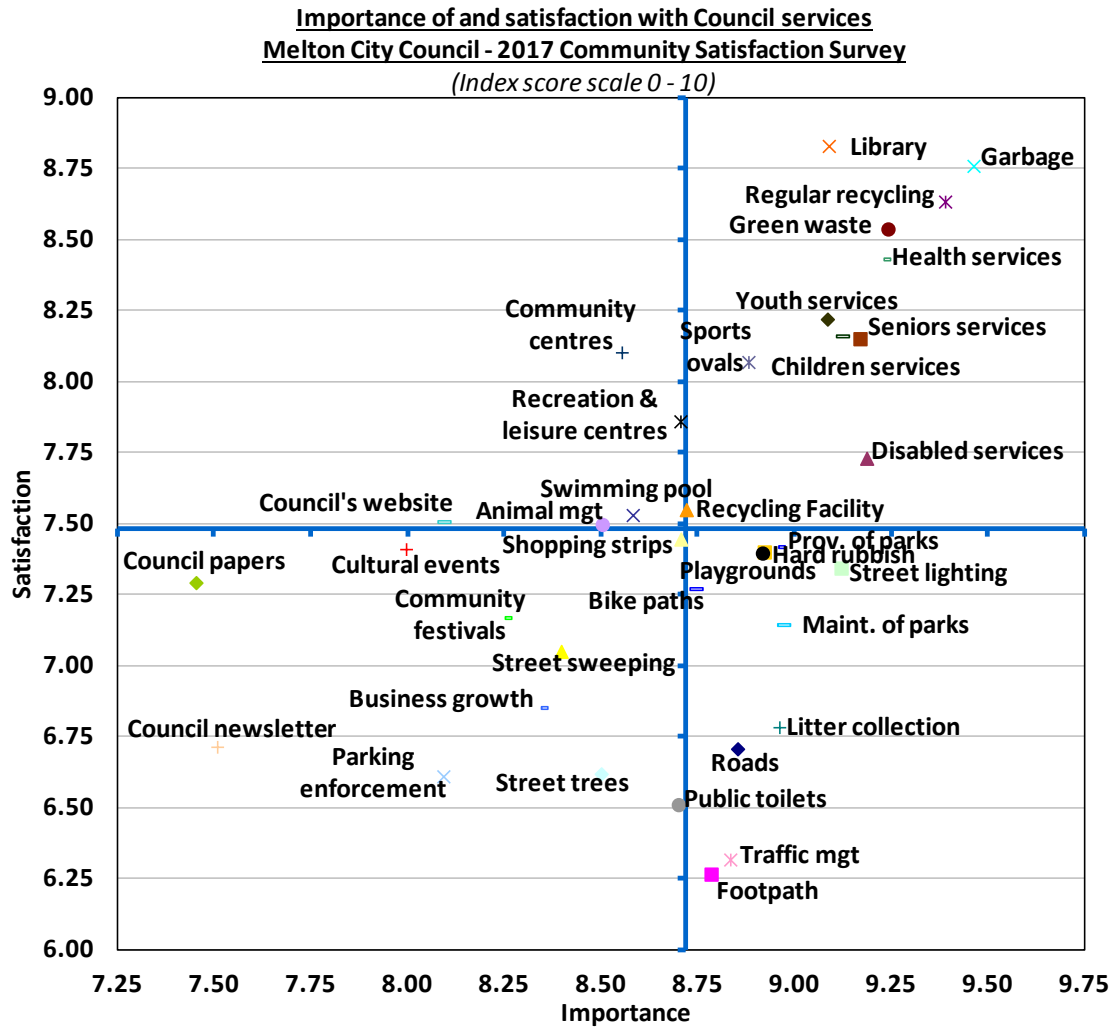
The following graph provides the same data as the graph above, but presents the full zero to ten scales for both importance and satisfaction.

This graph has been provided to display the full context of respondents' views as to the importance of all the included services and facilities (they are all rated as important), and the satisfaction with these services and facilities (respondents are on average satisfied with all the services and facilities).

Importance of and satisfaction with Council services
Melton City Council - 2017 Community Satisfaction Survey
(Index score scale 0 - 10)

Satisfaction by broad service areas

The following graph provides a breakdown of satisfaction with the included services and facilities into five broad service areas; infrastructure, community and leisure, waste and recycling (including litter collection), communications, and local laws.

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

⊗ *Excellent* – for community and leisure services and waste and recycling services (including litter collection.

⊗ *Good* – for communications, local laws, and infrastructure.

Metropolis Research notes that there was a statistically significant decline in average satisfaction with communications and infrastructure services recorded in 2017.

When compared to the metropolitan Melbourne average results, it is noted that respondents in the City of Melton were marginally more satisfied with community services than either the metropolitan Melbourne or western region councils' averages from 2017.

It is noted that satisfaction with waste and recycling services was marginally but not measurably lower than the metropolitan Melbourne and western region councils' average satisfaction.

Satisfaction by broad service areas
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisifed) to 10 (very satisfied)

Satisfaction by broad service areas
Melton City Council - 2017 Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
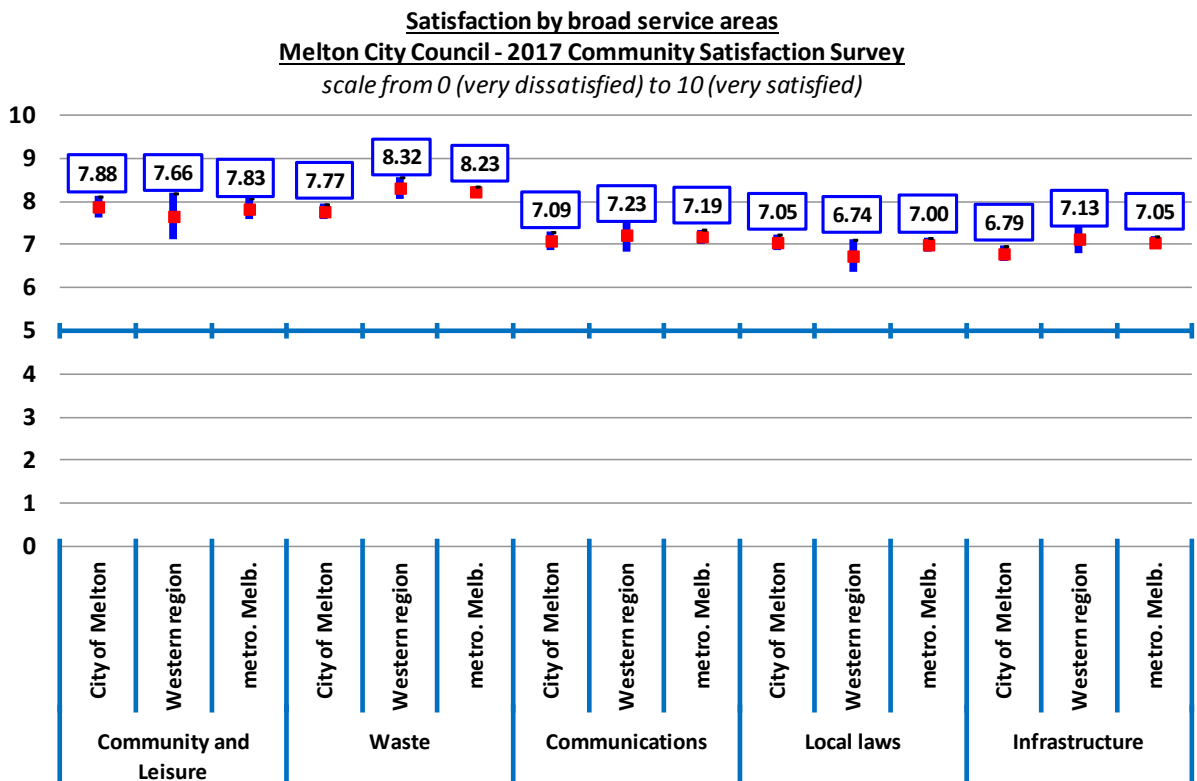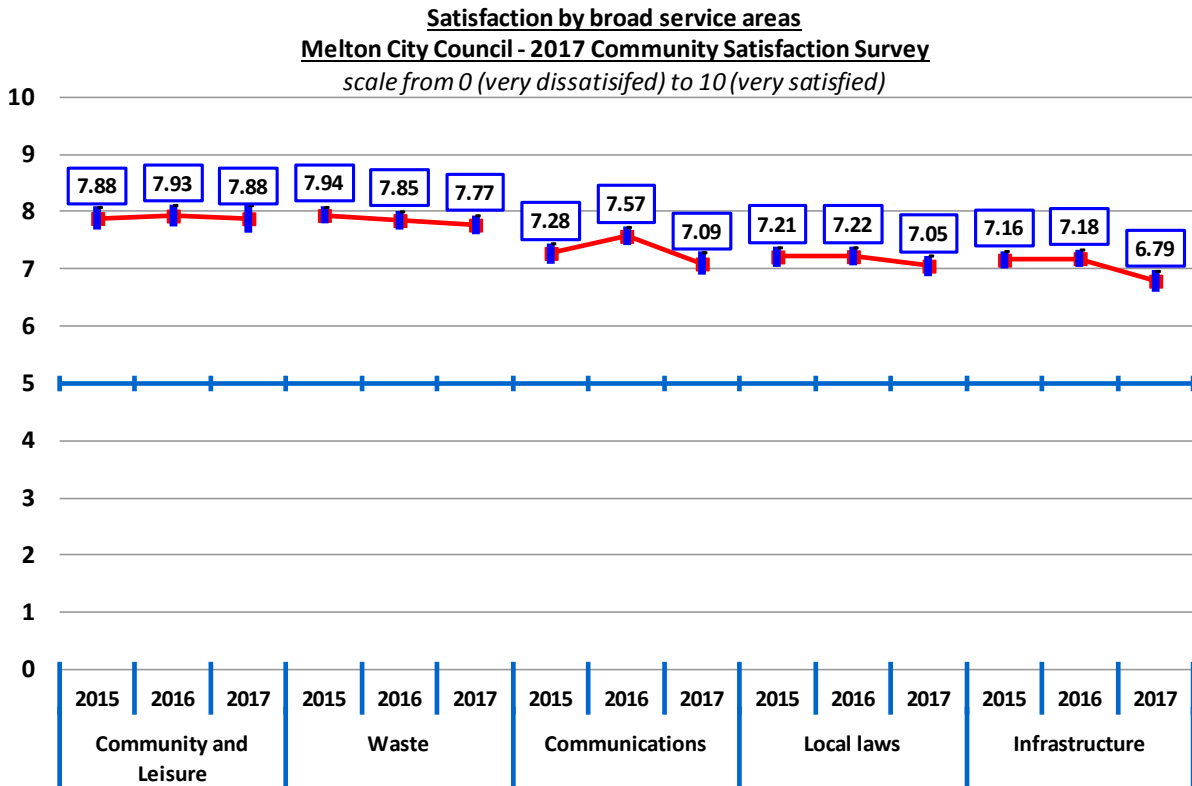
Respondent profile

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

These results do show that the survey methodology has obtained a sample of residents that is both highly consistent over time, as well as being reflective of the underlying population of the City of Melton.

Age structure

Age group
Melton City Council - 2017 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age cohort	2017		2016	2015*
	Number	Percent		
Adolescents *(15 - 19 years)*	29	3.6%	3.4%	2.8%
Young adults *(20 - 34 years)*	144	18.1%	20.8%	22.0%
Adults *(35 - 44 years)*	221	27.8%	27.3%	24.6%
Middle-aged adults *(45 - 59 years)*	223	28.0%	27.4%	30.3%
Older adults *(60 - 74 years)*	153	19.2%	17.3%	17.6%
Senior citizens *(75 years and over)*	26	3.3%	3.9%	2.8%
Not stated	3		1	0
Total	**799**	**100%**	**800**	**800**

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

Gender

Gender
Melton City Council - 2017 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2017		2016	2015
	Number	Percent		
Male	440	55.4%	50.4%	51.1%
Female	351	44.2%	49.5%	48.7%
Transgender	3	0.4%	0.0%	na
Intersex	0	0.0%	0.0%	na
Other	0	0.0%	0.1%	0.0%
Prefer not to say / not stated	6		2	2
Total	**800**	**100%**	**800**	**800**

Aboriginal and Torres Strait Islander

Household member identify as Aboriginal or Torres Strait Islander
Melton City Council - 2017 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2017 Number	2017 Percent	2016	2015
Yes	22	2.8%	3.4%	2.2%
No	771	97.2%	96.6%	97.8%
Not stated	7		10	19
Total	**800**	**100%**	**800**	**800**

Household member with a disability

Household member with a disability
Melton City Council - 2017 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2017 Number	2017 Percent	2016	2015
Yes	102	12.9%	12.1%	11.1%
No	690	87.1%	87.9%	88.9%
Not stated	8		1	8
Total	**800**	**100%**	**800**	**800**

Language spoken at home

Language spoken at home
Melton City Council - 2017 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2017 Number	2017 Percent	2016	2015
English	467	58.9%	73.0%	67.0%
Hindi	27	3.4%	1.9%	2.0%
Spanish	24	3.0%	1.0%	2.2%
Maltese	21	2.6%	2.5%	2.8%
Tagalog (Filipino)	21	2.6%	2.5%	3.3%
Italian	17	2.1%	2.3%	3.5%
Arabic	16	2.0%	1.8%	1.3%
Greek	16	2.0%	1.4%	1.0%
Punjabi	16	2.0%	0.5%	0.8%
Macedonian	14	1.8%	1.4%	1.4%
Vietnamese	14	1.8%	1.1%	1.9%
Sinhalese	9	1.1%	0.4%	0.6%
Croatian	7	0.9%	0.8%	0.9%
German	7	0.9%	0.6%	0.3%
French	7	0.9%	0.4%	0.3%
Polish	7	0.9%	0.4%	1.0%
Samoan	6	0.8%	0.4%	0.5%
Turkish	6	0.8%	1.1%	0.3%
Cantonese	4	0.5%	0.1%	0.1%
Chinese, n.f.d	4	0.5%	0.8%	1.6%
Tamil	4	0.5%	0.3%	0.3%
Albanian	3	0.4%	0.0%	0.1%
Bengali	3	0.4%	0.4%	0.0%
Malayalam	3	0.4%	0.0%	0.0%
Mandarin	3	0.4%	0.3%	0.3%
Nepali	3	0.4%	0.1%	0.1%
Portugese	3	0.4%	0.0%	0.5%
Romanian	3	0.4%	0.1%	0.0%
Serbian	3	0.4%	0.6%	0.4%
Urdu	3	0.4%	0.1%	0.4%
Other Languages *(19 different language*	26	3.3%	2.5%	2.3%
Other Languages n.f.d.	7	0.9%	0.8%	1.0%
Multiple	18	2.3%	0.6%	1.9%
Not stated	7		3	11
Total	**800**	**100%**	**800**	**800**

Household structure

Household structure

Melton City Council - 2017 Community Satisfaction Survey

(Number and percent of respondents providing a response)

Structure	2017 Number	2017 Percent	2016	2015
Two parent family total	**426**	**53.9%**	**52.8%**	**57.1%**
youngest child 0 - 4 years	107	13.5%	14.7%	18.1%
youngest child 5 - 12 years	158	20.0%	16.2%	15.4%
youngest child 13 - 18 years	69	8.7%	8.7%	10.5%
adult children only	92	11.6%	13.2%	13.1%
One parent family total	**60**	**7.6%**	**7.1%**	**7.9%**
youngest child 0 - 4 years	11	1.4%	1.4%	1.9%
youngest child 5 - 12 years	15	1.9%	1.6%	1.2%
youngest child 13 - 18 years	4	0.5%	0.9%	1.2%
adult children only	30	3.8%	3.2%	3.5%
Couple only household	186	23.5%	22.0%	26.8%
Group household	50	6.3%	6.7%	9.0%
Sole person household	57	7.2%	9.1%	7.1%
Other	12	1.5%	2.3%	0.4%
Not stated	9		10	5
Total	**800**	**100%**	**800**	**800**

Housing situation

Housing situation

Melton City Council - 2017 Community Satisfaction Survey

(Number and percent of respondents providing a response)

Situation	2017 Number	2017 Percent	2016	2015
Own this home	314	39.6%	45.4%	49.1%
Mortgage *(paying-off this home)*	331	41.8%	34.1%	32.0%
Renting this home	138	17.4%	18.2%	17.8%
Other arrangement	9	1.1%	2.3%	1.0%
Not stated	8		10	10
Total	**800**	**100%**	**800**	**800**

Business owner

Household member own / manage a business in the City of Melton
Melton City Council - 2017 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2017	
	Number	Percent
Yes	60	7.5%
No	740	92.5%
Total	**800**	**100%**

Period of residence

Period of residence in the City of Melton
Melton City Council - 2017 Community Satisfaction Survey
(Number and percent of respondents providing a response)

Period	2017		2016	2015
	Number	Percent		
Less than one year	37	4.7%	5.1%	6.9%
One to less than five years	156	19.6%	12.5%	18.0%
Five to less than ten years	158	19.9%	27.4%	23.6%
Ten years or more	443	55.8%	54.9%	51.5%
Not stated	7		1	4
Total	**801**	**100%**	**800**	**800**

Previous Council

Previous municipality
Melton City Council - 2017 Community Satisfaction Survey
(Number of respondents living in the City of Melton for less than 5 yrs)

Council	2017 Number	2017 Percent	2016	2015
Brimbank City Council	44	33.6%	34.5%	42.7%
Overseas / Interstate	17	13.0%	27.6%	9.7%
Hume City Council	10	7.6%	4.6%	2.9%
Wyndham City Council	9	6.9%	8.0%	8.7%
Maribyrnong City Council	8	6.1%	4.6%	4.9%
Moreland City Council	5	3.8%	3.4%	2.9%
Darebin City Council	4	3.1%	1.1%	1.9%
Moonee Valley City Council	4	3.1%	0.0%	2.9%
Frankston City Council	3	2.3%	0.0%	1.0%
Monash City Council	3	2.3%	0.0%	0.0%
Moorabool Shire Council	3	2.3%	0.0%	2.9%
City of Ballarat	2	1.5%	0.0%	0.0%
Greater Dandenong City Council	2	1.5%	1.1%	1.9%
Macedon Ranges Shire Council	2	1.5%	0.0%	1.0%
Mornington Peninsula Shire Council	2	1.5%	0.0%	1.0%
Port Phillip City Council	2	1.5%	0.0%	1.0%
Banyule City Council	1	0.8%	0.0%	1.0%
Campaspe Shire Council	1	0.8%	0.0%	0.0%
City of Greater Bendigo	1	0.8%	0.0%	1.0%
East Gippsland Shire Council	1	0.8%	0.0%	0.0%
Hobsons Bay City Council	1	0.8%	2.3%	1.9%
Maroondah City Council	1	0.8%	0.0%	0.0%
Melbourne City Council	1	0.8%	2.3%	3.9%
Melton City Council	1	0.8%	2.3%	1.0%
Mildura Rural City Council	1	0.8%	0.0%	0.0%
Mitchell Shire Council	1	0.8%	0.0%	0.0%
Mount Alexander Shire Council	1	0.8%	0.0%	0.0%
Not stated	62		54	95
Total	**193**	**100%**	**141**	**198**

Melton City Council
2017 Community Satisfaction Survey

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

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

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

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

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

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

3

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

Issue One:	
Issue Two:	
Issue Three:	

4

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

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

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

5 **Over the past year, do you think Melton City Council's overall performance has?**

Improved	**1**	Deteriorated	**3**
Stayed the same	**2**	Don't know, can't say	**9**

Why do you say that?

_____

_____

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

Yes (*continue*)	**1**	No (*go to Q. 9*)	**2**

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

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

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

(Please circle one for each aspect)

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

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

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

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

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

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

1. The effectiveness of community consultation and involvement in planning for development *(planning application process)*	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
2. Opportunities provided by Council to participate in strategic planning projects *(e.g. Melton Landscapes - Significant Landscape Features Strategy, Environmental Plan)*	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
3. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	*Can't say*
If rated less than 5, please identify the developments:												
4. Council's performance maintaining local heritage and sites of significance	0	1	2	3	4	5	6	7	8	9	10	*Can't say*

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

1. During the day	0	1	2	3	4	5	6	7	8	9	10	*99*
2. At night	0	1	2	3	4	5	6	7	8	9	10	*99*
3. Travelling on / waiting for P/T	0	1	2	3	4	5	6	7	8	9	10	*99*
4. In & around local shopping area	0	1	2	3	4	5	6	7	8	9	10	*99*
5. In and around WoodGrove S.C	0	1	2	3	4	5	6	7	8	9	10	*99*
6. In & around Melton Town Centre	0	1	2	3	4	5	6	7	8	9	10	*99*
7. In & around Caroline Springs SC	0	1	2	3	4	5	6	7	8	9	10	*99*
8. At local community events	0	1	2	3	4	5	6	7	8	9	10	*99*

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

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

1. The volume of traffic on local streets	0	1	2	3	4	5	6	7	8	9	10	*99*
2. The volume of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	*99*
3. The speed of traffic on local streets	0	1	2	3	4	5	6	7	8	9	10	*99*
If less than 5, is speed too fast or too slow	Too fast					Too slow						
4. The speed of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	*99*
If less than 5, is speed too fast or too slow	Too fast					Too slow						
5. Availability of parking on local streets	0	1	2	3	4	5	6	7	8	9	10	*99*
6. Availability of parking on main roads	0	1	2	3	4	5	6	7	8	9	10	*99*

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

(please circle one number only for each statement)

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

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

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

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

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

> *In the past Council has provided a printed Learning Directory each quarter about the different learning programs that are run by Council, community and private learning providers across the municipality. In 2016 Council moved to an electronic version of the Learning Directory.*

17 Were you aware that the quarterly (printed) Learning Directory has been replaced with an electronic version that lists all the learning programs and courses that are being offered in Melton?

Yes - *I am aware of and have used the electronic learning directory*	1
Yes - *I am aware of but have not used the electronic learning directory*	2
No - *I was not aware of the change to an electronic learning directory*	3
No - *I was not aware that there was any form of learning directory available*	4

18 Have you or any members of your household ever participated in, or considered participating in a learning program or course offered in the Learning Directory?

Yes - *have participated in a program or course*	1
Yes - *have considered participating in a program or course*	2
No - *have not participated / considered participating in a program or course*	3

19 What are the factors that motivate you or members of your household to consider participating in a learning opportunity, program or course?

Make friends / meet other people	1	Professional development	5
Hobby	2	Learn more and challenge myself	6
Curiosity / interest in a subject matter	3	Other (*specify*) : _____	9
Personal skill development	4	_____	

20 What learning programs and courses would you like to see offered (or more variety of) in the Learning Directory?

Hobby	1	Coaching and mentoring	8
History, Environmental and Social Studies	2	Health and wellbeing	9
Personal development	3	Computer skills	10
Practical employability skills	4	Business skills	11
Leadership and management	5	Music, arts, and language	12
Entrepreneur, innovation, and social enterprise	6	Practical household skills	13
Personal resilience	7	Other (*specify*) : _____	14

21 **Please indicate which of the following best describes you.**

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

22 **With which gender do you identify?**

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

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

Yes	1	No	2

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

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

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

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

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

Yes	1	No	2

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

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

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

Yes	1	No	2

29 **How long have you lived in the City of Melton?**

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

If less than 5 years, what was your previous Council

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