



Melton City Council

2019 Annual Community Satisfaction Survey

July 2019



Prepared for:

Melton City Council

Prepared by:

Metropolis Research
ABN 39 083 090 993

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Introduction

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

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

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

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

In addition to these core components that are to be included every year, the *Melton City Council – 2019 Annual Community Satisfaction Survey* includes questions exploring current issues of importance that reflect Council's current requirements. The 2019 survey includes questions related to the following issues:

- ⊗ Family violence
- ⊗ Sense of community

Rationale

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

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

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



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 – 2019 Annual Community Satisfaction Survey* was conducted as a door-to-door interview style survey of 804 households approached at random in equal numbers from across the nine precincts of the municipality during the months of May 2019.

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 5,343 households were approached by Metropolis Research to participate in the *Melton City Council – 2019 Annual Community Satisfaction Survey*. Of these households, 3,049 were unattended at the time, were therefore not invited to participate and played no further part in the process. A total of 1,490 refused the offer to participate, and 804 completed the survey. This provides a response rate of 35.0%, which is down a little on the 43% recorded in 2018, but higher than the 28.5% recorded in 2017.

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 obtain 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 804 respondents, and an underlying population of the City of Melton of 136,587.

Governing Melbourne

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

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Melton City Council – 2019 Annual Community Satisfaction Survey*. It is not intended to provide a "league table" for local councils, rather to provide a context within which to understand the results.

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



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

Glossary of terms

Precinct

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

Measurable and statistically significant

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

Ninety-five percent confidence interval

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

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



Satisfaction categories

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

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

Precincts

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

Rural Precinct:

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



Executive summary

Metropolis Research conducted this, Council's fifth *Annual Community Satisfaction Survey*, as a door-to-door, interview style survey of eight hundred respondents in May 2019.

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

The survey also measured the importance to the community of the thirty-nine individual services and facilities, explored the top issues the community feel need to be addressed in the municipality at the moment, as well as the perception of safety in Melton's public areas.

In addition to these core components, the survey also explores a range of one-off questions and in 2019 this included questions on the sense of community in the City of Melton and a set of questions around the perception of family violence.

Satisfaction with the **overall performance** of Melton City Council decreased by 3.5% this year to 6.87 (down from 7.12) although it remains categorised as "good".

This decrease claws back some of the unusually large increase recorded last year, and returns satisfaction with Council's overall performance to a long-term average satisfaction recorded since the program commenced in 2014 of 6.85.

This result was almost identical to the metropolitan Melbourne average (6.91), but somewhat higher than the western region councils' average (6.76), as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

In the experience of Metropolis Research, particularly in the western region of metropolitan Melbourne, it is unusual for overall satisfaction to be more than seven out of ten, and this Melton result reflects a relatively consistent and good level of community satisfaction with the performance of the Melton City Council.

A little less than half (41.1%) of respondents were very satisfied with Council's overall performance (rating eight or more), whilst 7.5% were dissatisfied (rating zero to four). There was some variation in satisfaction observed, as follows:

- **More satisfied than average** – younger respondents, senior citizens, group households, rental households, and new residents of Melton (less than five years in the municipality).
- **Less satisfied than average** – older adults, mortgagee households, households with a member with a disability, and long-term residents (ten years or more in the municipality).

The most common responses from the 79 respondents who were dissatisfied with Council's overall performance related to Council support, governance and performance, services and facilities, and communication and consultation.



Consistent with the marginal decline in overall satisfaction, satisfaction with the six included aspects of **governance and leadership** also decreased marginally this year to 6.89, down 1.8% on the unusually high result last year of 7.02, however it remains at a “good” level.

Metropolis Research notes that average satisfaction with the six aspects of governance and leadership in the City of Melton was identical to the 2019 metropolitan Melbourne average.

Satisfaction with **Council’s customer service** delivery declined very marginally this year (down 1.7%), with an average satisfaction with the eight included aspects of customer service of 7.81, although it remains at an “excellent” level. Satisfaction with Council’s customer service appears to be both consistently high and were on average this year 7.1% higher than the metropolitan Melbourne average.

Satisfaction with the **services and facilities** provided by the Melton City Council increased somewhat this year, up 1.8% to 7.52 (up from 7.39). The average satisfaction with Council services and facilities remains at a “very good” level. This is almost identical to the 2019 metropolitan Melbourne average satisfaction with a similar group of services and facilities of 7.48 (rated as “very good”).

Satisfaction with all the waste and recycling services, the local library service, and health services for babies, infants and toddlers all reported higher than average satisfaction, and were rated as “excellent”.

The three services with the lowest levels of satisfaction were local traffic management, public toilets and parking enforcement, although all three of these were at “good” levels. No services or facilities were rated as “solid”, “poor” or lower satisfaction.

Traffic management issues remain significant issues in the City of Melton. One-quarter of respondents raised these mainly congestion and commuting time related issues as the top issues to address in the municipality at the moment. These issues appear to be concentrated on aspects such as traffic congestion on main roads, as satisfaction with the performance of council in managing local traffic was rated as “good” at 6.84. It was however the second lowest satisfaction score of the thirty-nine services and facilities included in the survey. Metropolis Research suggests that traffic management in the broader sense exerts a mildly negative influence on overall satisfaction.

Consistent with these results, satisfaction with the volume of traffic on residential streets and the speed of traffic on both residential streets and main roads remains at “solid” levels. Satisfaction with the volume of traffic on main roads remains “poor”.

The **perception of safety in the public areas** of the City of Melton both during the day and at night remains relatively low, and lower than the metropolitan Melbourne averages, despite increasing again this year from the lower scores recorded in 2017. These lower than average perception of safety scores are reflected across the western region of metropolitan Melbourne, and are not unique to the City of Melton, although they appear somewhat more evident in the City of Melton.



“Safety, policing and crime” related issues were raised as issues to address in Melton by 11.2% of respondents, which is down on the very high 31.8% recorded in 2017 and the still high 19.8% recorded last year. This result however remains well above the metropolitan Melbourne average of 6.3%.

Whilst the issues of safety from crime remain significant in the municipality, it does appear that community sentiment continues to recover from the result recorded in 2017. It is noted however that for the smaller number of respondents who continue to nominate safety, policing and crime issues as one of the top issues to address in the municipality ‘at the moment’, the issue continues to exert a negative influence on these respondents satisfaction with Council’s overall performance.

The **sense of community** in the City of Melton remains relatively high, with attention drawn to the very strong agreement that “the Melton community is accepting of people from diverse cultures and backgrounds” which was rated at 7.91 this year, up from 7.57 last year. This is a very positive result that reflects the very diverse nature of the Melton community.

There were an extensive set of sixteen sense of community statements included in the survey, and the majority of respondents agreed with all statements. There was particularly strong support for the view that the City of Melton is a child-friendly community, is an age-friendly community, and is accessible and inclusive for people with disability.

Almost one-quarter (23.4%) of respondents agreed that “**family violence** is common in our community”, whilst almost one-third (33.8%) disagreed.

The survey also asked respondents if they agreed or disagreed with five statements about family violence, which reflect contemporary community standards. There was a notable improvement in these results observed this year, although Metropolis Research notes that approximately ten percent (10.4% down from 12.2%) of respondents continue to hold views about family violence that are inconsistent with contemporary community standards.

Housing related financial stress continues to diminish in intensity in the City of Melton in recent years. In 2019, 30.6% of mortgagee households and 28.2% of rental households reported that their housing costs place at least some stress on the household’s finances this year. Most of these respondents reported “low” or “moderate” levels of stress.

There remains a small proportion of respondent households in the City of Melton who struggle with **food security**. In 2019, a total of 3.4% (3.3% in 2018) of respondent households reported that their household had run out of food at least once in the last twelve months and not been able to afford to buy more until the next pay-check arrived.

In summary, the 2019 *Annual Community Satisfaction Survey* reported a consistent levels of community satisfaction with the overall performance of Council, Council’s governance and leadership, and customer service. These results are almost identical to the metropolitan Melbourne average results and are in line with the five year average results for the City of Melton. The issues around the perception of safety from crime, particularly violent crime and home invasions, remain prominent in the community, despite declining substantially over the last two years.



Key findings

The following outlines the key findings from the *Melton City Council – 2019 Annual Community Satisfaction Survey* for each section of the survey.

Overall performance

- ⊗ Satisfaction with Council’s overall performance decreased measurably this year, down 3.5% from 7.12 to 6.87, although it remains “good”.
- ⊗ This result was almost identical to the 2019 metropolitan Melbourne (6.93) and was somewhat higher than the western region (6.76) average from *Governing Melbourne*.
- ⊗ Overall satisfaction was highest in Melton West (7.16), and lowest in the Hillside precinct (6.55).
- ⊗ Adolescents and young adults (aged 15 to 34 years), senior citizens (aged 75 years and over), group and rental households, and newer residents of the City of Melton tended to be more satisfied than the municipal average.
- ⊗ Older adults (aged 60 to 74 years), mortgagee households, households with a member with a disability, and long-term residents of the City of Melton tended to be less satisfied than average.
- ⊗ Whilst more than one-third (41.1%) of respondents were “very satisfied” with Council’s overall performance (rating 8 or more out of ten), only 7.5% (up from 5.9%) were dissatisfied.

Governance and leadership

- ⊗ The average satisfaction with the six aspects of governance and leadership was 6.89, an decrease of 1.8% on the 7.02 recorded in 2018.
- ⊗ This result is marginally higher than the 2019 metropolitan Melbourne average of 6.89.
- ⊗ Satisfaction with the six aspects of governance and leadership can best be summarised as follows:
 - Meeting its environmental responsibilities (7.24 down from 7.56) “good”
 - Maintaining community trust and confidence (6.91 up from 6.90) “good”
 - Making decisions in interests of community (6.82 down from 7.07) “good”
 - Responsiveness to local community needs (6.80 down from 7.04) “good”
 - Community consultation and engagement (6.79 up from 6.74) “good”
 - Representation, lobbying and advocacy (6.77 down from 6.83) “good”.



Issues for Melton City Council to address in the coming year

- ⊗ A total of 1,078 responses were obtained from 541 respondents (67.3% down from 76.7%).
- ⊗ The top six issues for the City of Melton identified by respondents were:
 - Traffic management (25.4% up from 25.0%)
 - Safety, policing and crime issues (11.2% down from 19.8%)
 - Parks, gardens and open space (9.2% up from 8.1%)
 - Roads maintenance and repairs (8.5% up from 6.4%)
 - Parking (8.0% down from 9.8%)
 - Street trees (6.1% up from 5.8%).

Perceptions of safety in public areas

- ⊗ There has been a substantial increase in the perception of safety in public areas of Melton in recent years, although it remains relatively modest, particularly at night, as follows:
 - In public areas during the day (7.90 up from 7.43)
 - In and around Caroline Springs S.C (7.67 up from 7.29)
 - In and around Melton Town Centre (7.49 up from 7.17)
 - In and around local shopping area (7.45 up from 7.39)
 - At home alone after dark (7.37 up from 6.90)
 - At local community events (7.37 up from 7.05)
 - In and around WoodGrove S.C (7.33 up from 7.27)
 - Travelling on / waiting for public transport (7.00 up from 6.68)
 - At Lake Caroline at night (6.35 up from 5.87)
 - In public areas at night (6.18 up from 5.64).

Housing related financial stress

- ⊗ Of the 386 respondents from rental and mortgagee households, 29.2% (down from 32.0%) reported that they experience some level of housing related financial stress:
 - Rental households (28.2% down from 32.6%) perceive some level of housing related financial stress.
 - Mortgagee households (29.9% down from 31.7%) perceive some level of housing related financial stress.

Food security

- ⊗ Approximately three percent of respondents (3.4% up from 3.3%) reported that their household had run out of food at least once in the last twelve months and couldn't afford to buy more.



- Welcome diverse cultures' people (7.91 up from 7.57)
- Child-friendly community (7.72 up from 7.47)
- Could turn to neighbors for help (7.69 up from 7.29)
- 'Age-friendly' community (7.61 up from 7.20)
- Accessible & inclusive for the disabled (7.57 up from 7.29)
- Welcome LGBTIQ people (7.43 up from 7.02)
- Local health services available (7.32 down from 7.53)
- People locally can be trusted (7.31 up from 6.89)
- Council respects First Nations peoples (7.31 up from 7.11)
- Distinct community character (7.24 up from 6.62)
- Community is vibrant & engaging (7.07 up from 6.95)
- Adequate opp' to socialise / meet people (6.94 up from 6.93)
- Feel part of local community (6.92 up from 6.63)
- P/T goes where I need to go (6.83 up from 6.59)
- Affordable and efficient P/T (6.79 up from 6.59)
- Active community (6.70 up from 6.38).

Traffic and parking

- ⊗ Respondents were 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:

- Availability of parking on residential streets (6.62 up from 6.59) "good"
- Volume of traffic on residential streets (6.49 down from 6.51) "solid"
- Speed of traffic on residential streets (6.39 down from 6.45) "solid"
- Availability of parking on main roads (6.28 up from 6.14) "solid"
- Speed of traffic on main roads (6.16 down from 6.29) "solid"
- Volume of traffic on main roads (5.87 down from 5.89) "poor".

Customer service

- ⊗ A little more than one-third of the respondents (35.2% down from 40.0%) contacted Council in the last year.
- ⊗ The main forms of contact were by telephone (63.6% up from 61.5%) and visits in person (22.9% up from 20.2%).
- ⊗ An Internet-based method (website and email) was used by 9.1% up from 8.1%.
- ⊗ Average satisfaction with eight included aspects of customer service was 7.81 (down from 7.95), or "excellent", and is comprised of the following:

- Understand language needs (multi-lingual only) (8.82 down from 8.86) "excellent"
- Opening hours (8.19 up from 8.15) "excellent"
- Courtesy of service (7.79 up from 7.76) "excellent"
- General reception (7.77 down from 8.09) "excellent"
- Access to relevant officer (7.75 down from 7.88) "excellent"
- Provision of information (7.61 down from 7.76) "very good"
- Care and attention to enquiry (7.43 down from 7.70) "very good"
- Speed of service (7.13 down from 7.38) "good".



Importance of Council services and facilities

- ⊗ The average importance of the thirty-nine services and facilities was 8.79 (up from 8.73) out of a potential ten.
- ⊗ The five most important services in 2019:
 - Regular garbage collection (9.44 up from 9.22)
 - Regular recycling (9.42 up from 9.20)
 - Green waste collection (9.41 up from 9.12)
 - Litter collection in public areas (9.17 up from 8.89)
 - Provision and maintenance of street lighting (9.15 up from 8.98).
- ⊗ The five least important services in 2019:
 - Moving Ahead (*Council's printed biannual newsletter*) (8.07 up from 7.90)
 - Melton Learning (8.12 down from 8.22)
 - Public art and exhibitions (8.22 up from 7.95)
 - Council information and columns in local papers (8.23 up from 8.14)
 - Ability to access services through online channels (8.33 down from 8.50).

Satisfaction with Council services and facilities

- ⊗ The average satisfaction with the thirty-nine services and facilities was 7.52 (up from 7.39) out of a potential ten, a level of satisfaction best categorised as “very good”.
- ⊗ This result is consistent with the 2019 metropolitan Melbourne (7.48) and marginally higher than the western region (7.21) average.
- ⊗ The five services with the highest satisfaction in 2019:
 - Regular garbage collection (8.75 up from 8.62) “excellent”
 - Green waste collection (8.71 up from 8.45) “excellent”
 - Regular recycling (8.52 up from 8.51) “excellent”
 - Local library (8.45 up from 8.40) “excellent”
 - Health services for babies, infants and toddlers (8.19 up from 7.76) “excellent”.
- ⊗ The five services with the lowest satisfaction in 2019:
 - Parking enforcement (6.79 down from 6.86) “good”
 - Public toilets (6.79 up from 6.56) “good”
 - Local traffic management (6.84 up from 6.71) “good”
 - Footpath maintenance and repairs (6.86 up from 6.75) “good”
 - Council activities promoting local business growth (6.87 down from 7.06) “good”.



Council’s overall performance

Respondents were asked:

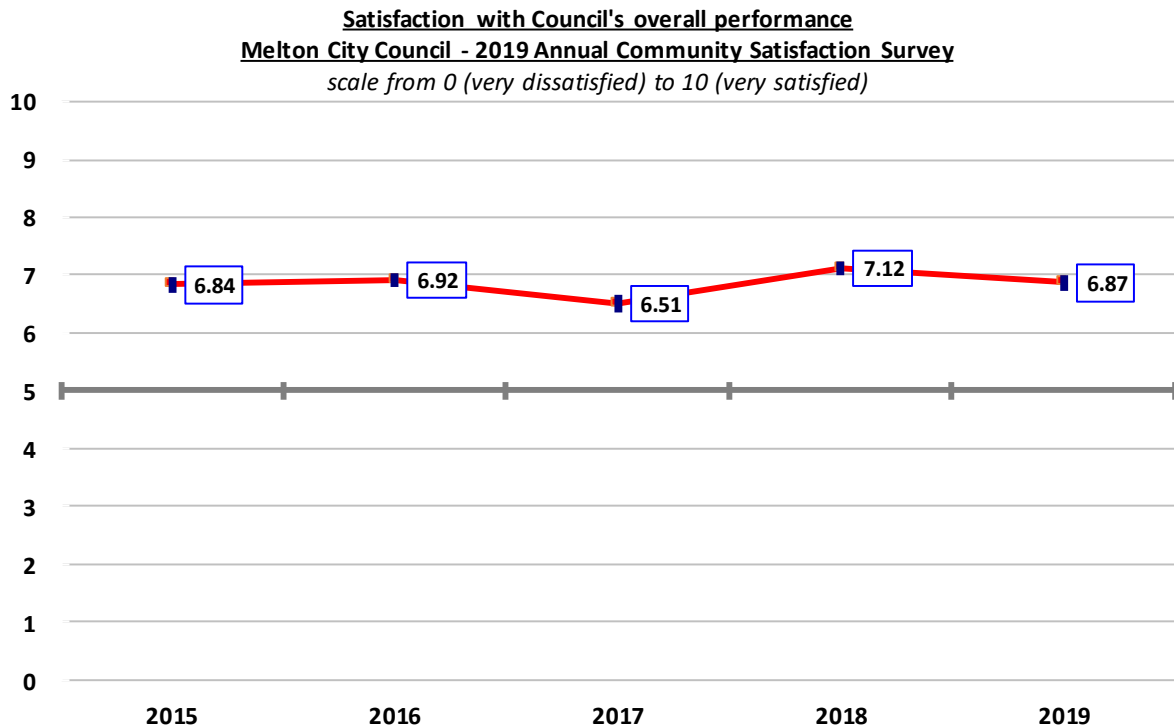
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the performance of Council across all areas of responsibility?”

Satisfaction with the performance of Council across all areas of responsibility (overall performance) declined 3.5% this year, down measurably from 7.12 to 6.87 although it remains “good”.

This result is almost identical to the long-term average over the last five years of 6.85.

This result appear to return overall satisfaction with Melton City Council to its long-term average, average the unusually large increase recorded last year. As discussed last year, the 2018 result appeared to somewhat overshoot the long-term average, following on from the lower score recorded in 2017. The 2017 result appears to have reflected significant community concerns around the perception of safety from crime.

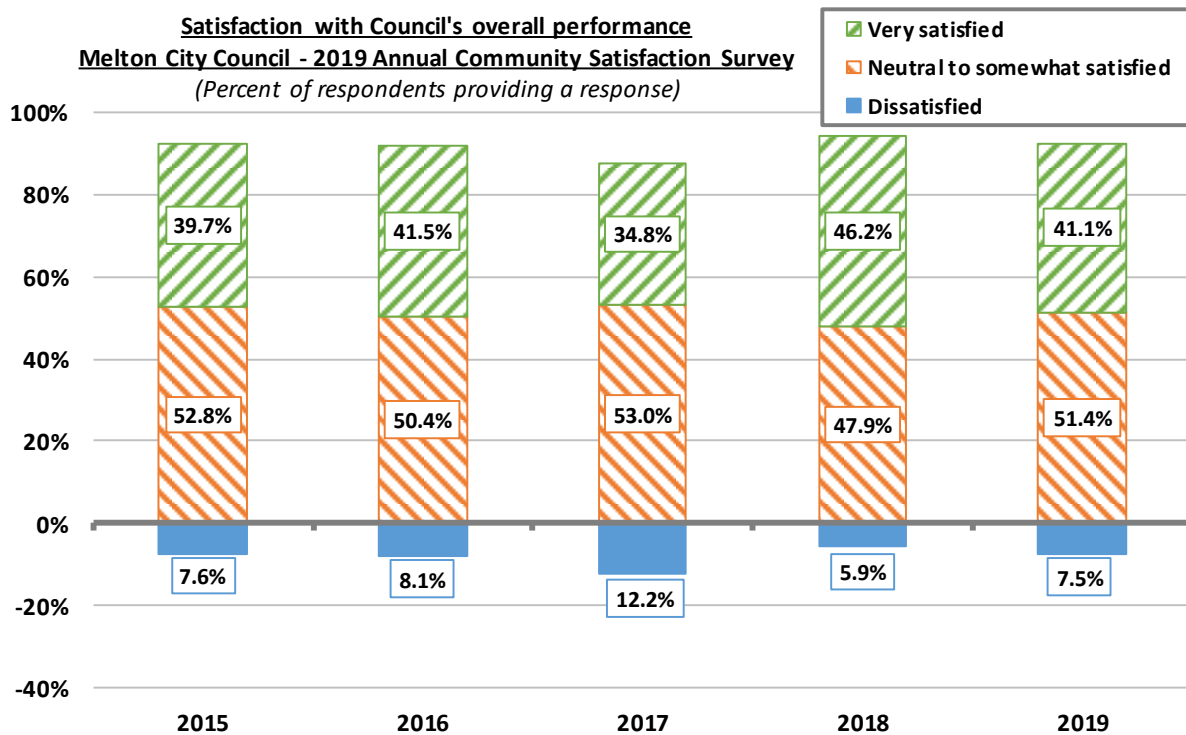
This result is almost identical to the 2019 metropolitan Melbourne average satisfaction of 6.93 recorded in *Governing Melbourne*, and is somewhat higher than the western region council’s average of 6.76.



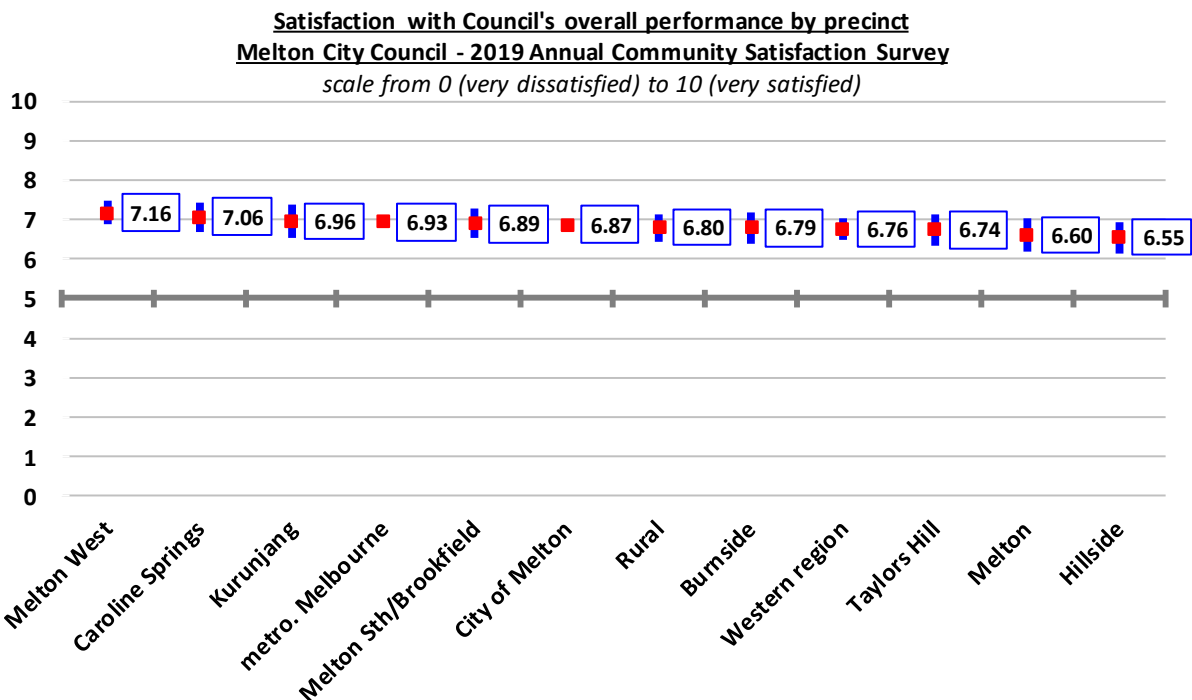
The following graph provides a breakdown of these results into respondents who were “very satisfied” with Council’s overall performance (rating satisfaction at 8 or more out of 10), respondents who were “neutral to somewhat satisfied” (rating satisfaction at 5 to 7), and respondents who were dissatisfied (rating satisfaction at 0 to 4).

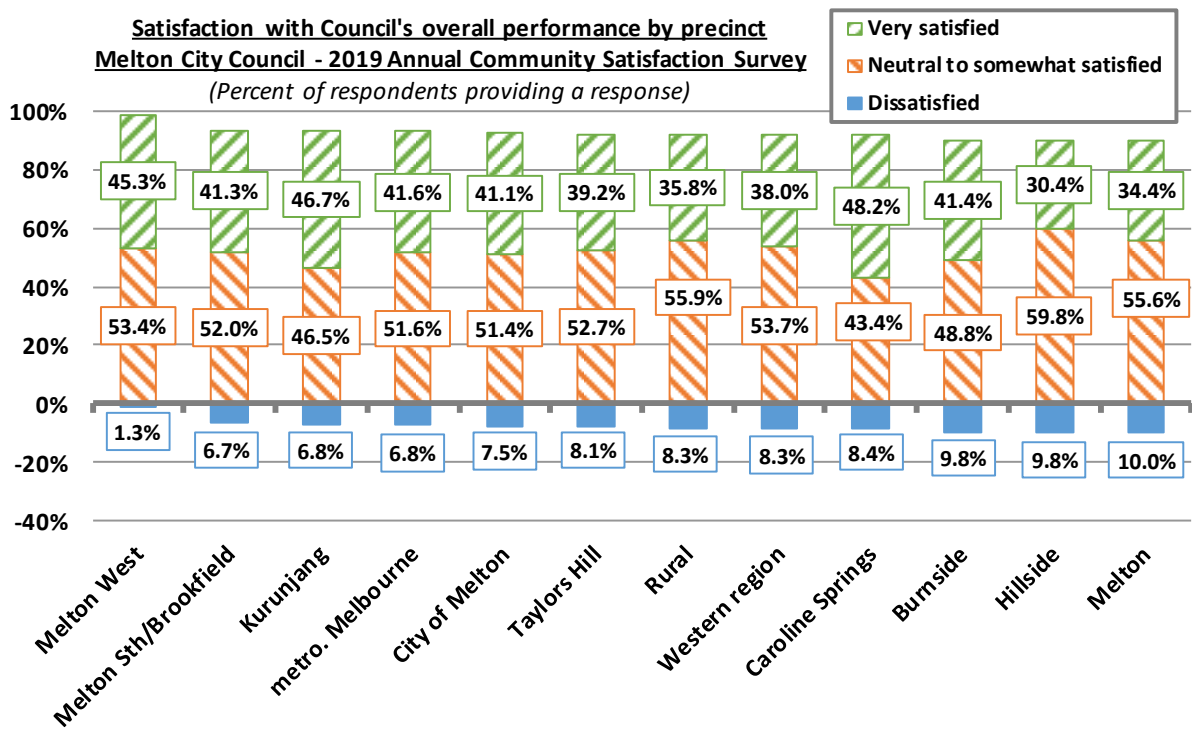


There was a slight decline in this year in the proportion of respondents who were very satisfied with Council’s overall performance (41.1% down from 46.2%), and a commensurate marginal increase in the proportion of dissatisfied respondents (up from 5.9% to 7.5%).



There was no statistically significant variation in satisfaction with Council’s overall performance observed across the nine precincts comprising the City of Melton.





Overall performance by respondent profile

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

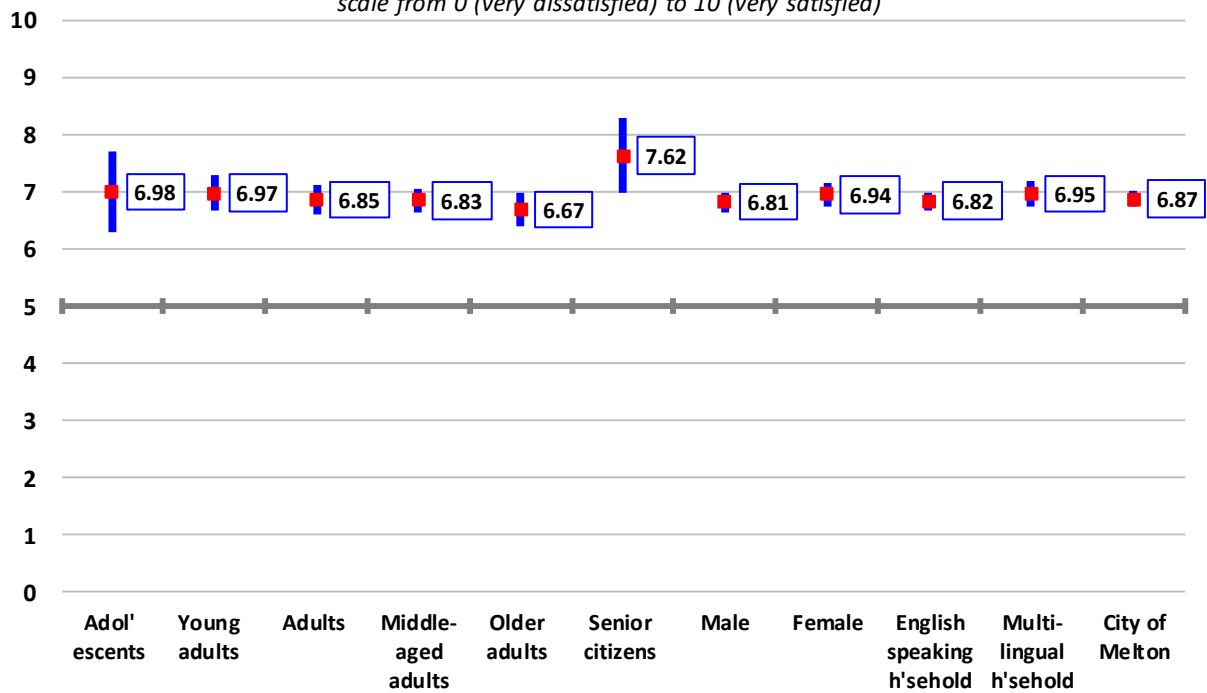
Metropolis Research notes that there was relatively little measurable variation in satisfaction with Council’s overall performance observed by respondent profile, which is somewhat unusual. Ideally, residents across the municipality will have a similar level of satisfaction with the performance of Council, regardless of the demographic or socio-economic profile. It is however typically found that some variation by age structure, the housing situation, and the period of residence in the municipality is observed.

Some of this variation is however still observed in these results, with attention is drawn to the following variation.

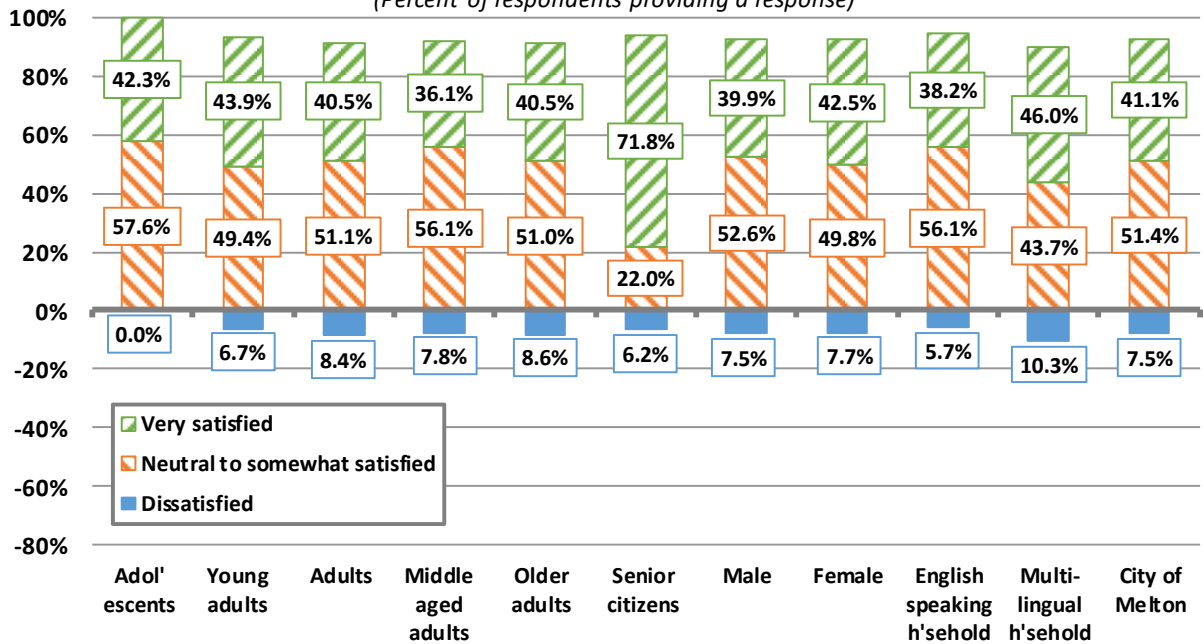
- **Somewhat higher than average satisfaction** – adolescents and young adults (aged 15 to 34 years), senior citizens (aged 75 years and over), group households, rental households, and new residents of Melton (less than five years in the City of Melton) were all somewhat, albeit not measurably more satisfied.
- **Somewhat lower than average satisfaction** – older adults (aged 60 to 74 years), mortgagee households, households with a member with a disability, and long-term residents (ten years or more in the City of Melton) were all marginally, albeit not measurably less satisfied.



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



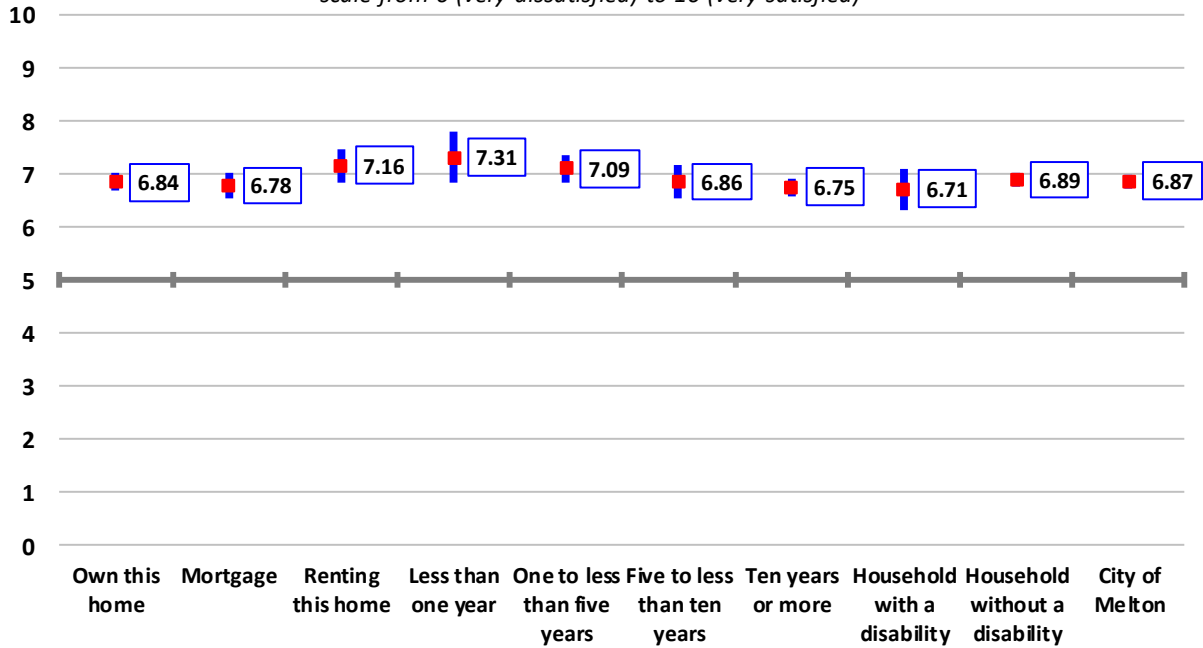
Satisfaction with Council's overall performance by respondent profile
Melton City Council - 2019 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



Satisfaction with Council's overall performance by housing situation, period of residence and disability

Melton City Council - 2019 Annual Community Satisfaction Survey

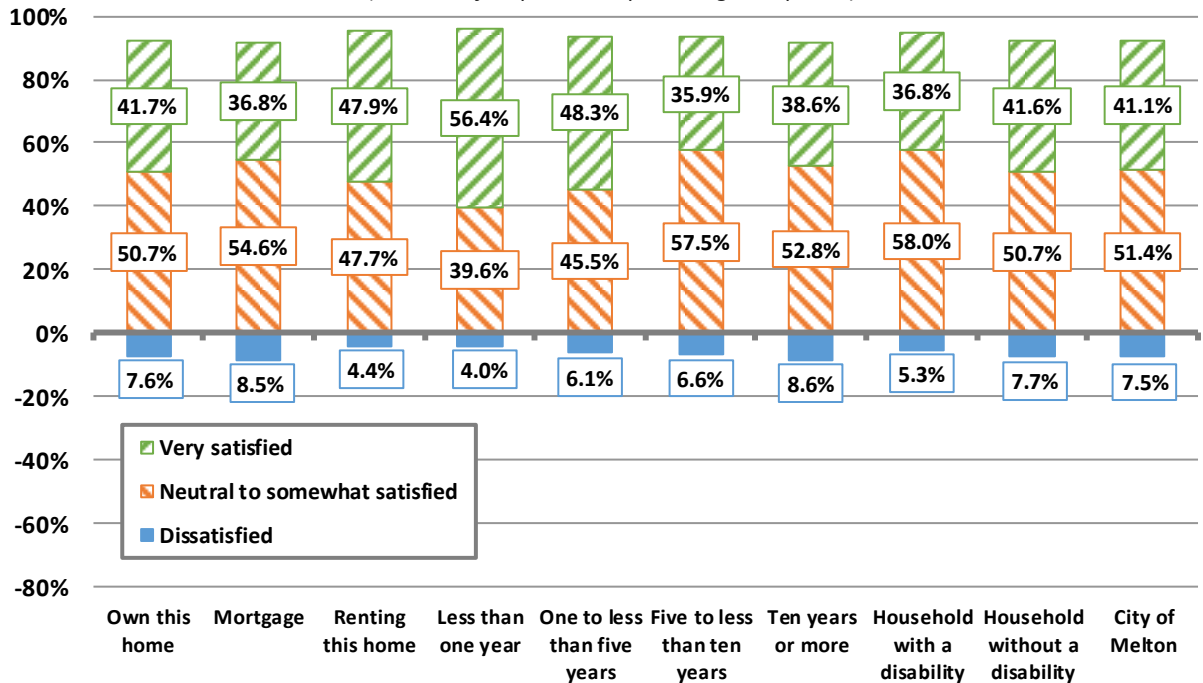
scale from 0 (very dissatisfied) to 10 (very satisfied)



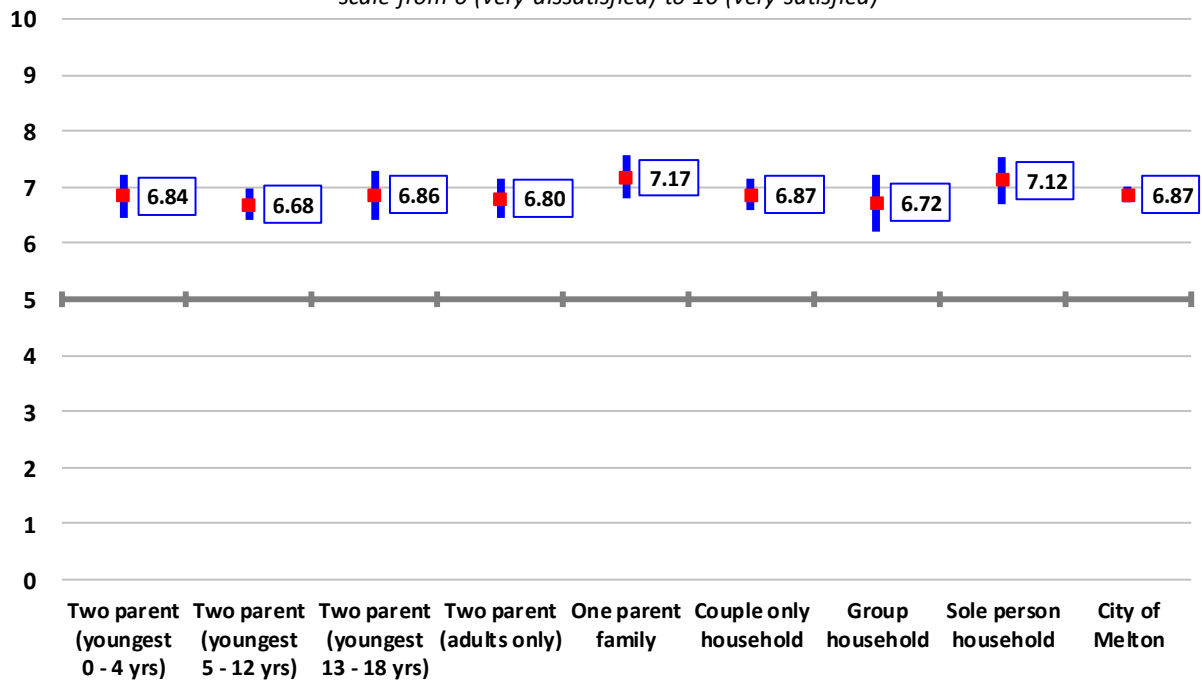
Satisfaction with Council's overall performance by housing situation, period of residence and disability

Melton City Council - 2019 Annual Community Satisfaction Survey

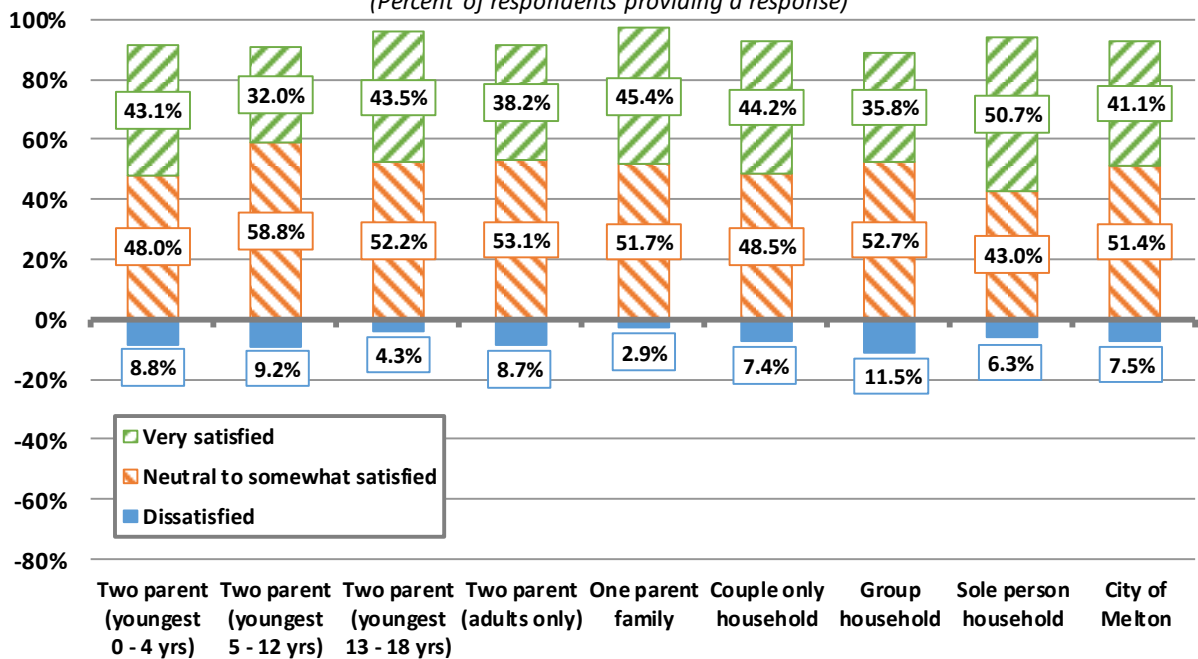
(Percent of respondents providing a response)



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



Satisfaction with Council's overall performance by household structure
Melton City Council - 2019 Annual 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?"

A total of 79 respondents provided a reason why they were dissatisfied with Council's overall performance, up from 39 last year. The increase this year reflects the decline in overall satisfaction and the increased number of dissatisfied respondents. The main issues remain Council performance and governance (28 responses), services and facilities (20 responses), and communication / consultation (14 responses).

Metropolis Research notes that the number of respondents referencing rates or council spending has declined this year, from the unusually high results in 2018 and 2017.

Reason for dissatisfaction with Council's overall performance Melton City Council - 2019 Annual Community Satisfaction Survey

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

Comment	2019		2018	2017	2016
	Number	Percent			
Council support, governance and performance	28	35.4%	20.5%	39.1%	42.3%
Service and facilities	20	25.3%	2.6%	3.6%	3.8%
Communication, consultation and responsiveness	14	17.7%	28.2%	11.8%	17.3%
Rates and money spending	9	11.4%	23.1%	17.3%	5.8%
Public transport, traffic and parking	4	5.1%	2.6%	1.8%	9.6%
Safety and crime	0	0.0%	2.6%	9.1%	0.0%
Other	4	5.1%	20.5%	4.5%	13.5%
Total	79	100%	39	110	52

Reason for dissatisfaction with Council's overall performance Melton City Council - 2019 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Communication, consultation and responsiveness</i>	
Without escalation, or many call, council don't respond to the problems raised by people	4
After complaining about park several times, nothing has been done	2
No consultation or engagement	2
Because they do not listen to the complaints	1
I think the Council only wants to make money and they don't listen.	1
Lack in response when important issues have been raised and nothing has been done	1
Lack of information	1
No communication between council and us, no awareness of their services	1
Slow in response to needs & complaints	1



Reason for dissatisfaction with Council's overall performance
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Rates and money spending</i>	
High rates for resident	5
I don't like the way the council spend the money	1
Rates are too high for a complete lack of respect for residents' needs	1
Rates of council are very high and speed of work not comparable	1
Spending a lot of money elsewhere	1
<i>Public transport, traffic and parking</i>	
Parking issues need to be reviewed	2
Public transport (trains), traffic is very bad	1
Not enough parking	1
<i>Council support, governance and performance</i>	
Not performing good	6
They are not doing any thing, can't see anything	6
There are few engagement with the residents	4
Council doesn't bother about residents	3
I don't see any development and improvements	3
Council is not responsible	2
A long time resident, it seems that the only growth is being driven by the building	1
Friendly but inadequate to provide insufficient conflict resolution	1
Haven't lived up to the expectations	1
If near council, it gets done quick, however, other places are slow	1
<i>Service and facilities</i>	
Lack of footpath and roads maintenance	5
No hospital in Melton	4
Garbage collection is not reliable	2
Lack of services and community programs	2
More improvement in infrastructure and a better council	2
Not satisfied with performance because of very poor condition of lake	2
Customer services need to be improved	1
Lack of awareness of council services and activities	1
Parks & gardens are not maintained. There is not enough water. Not adequate grass around	1
<i>Other</i>	
Creek cleaning up	2
Waste dump in Reven hall	2
Total	79



Governance and leadership

Respondents were asked:

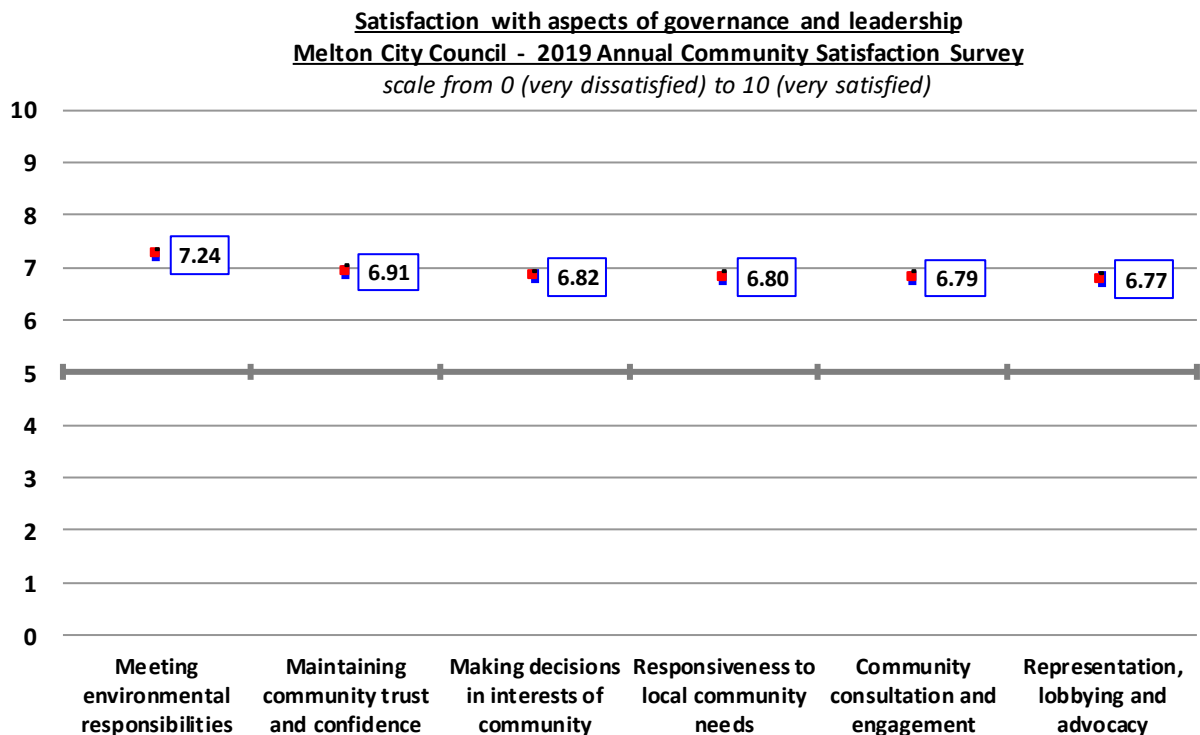
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council’s performance?”

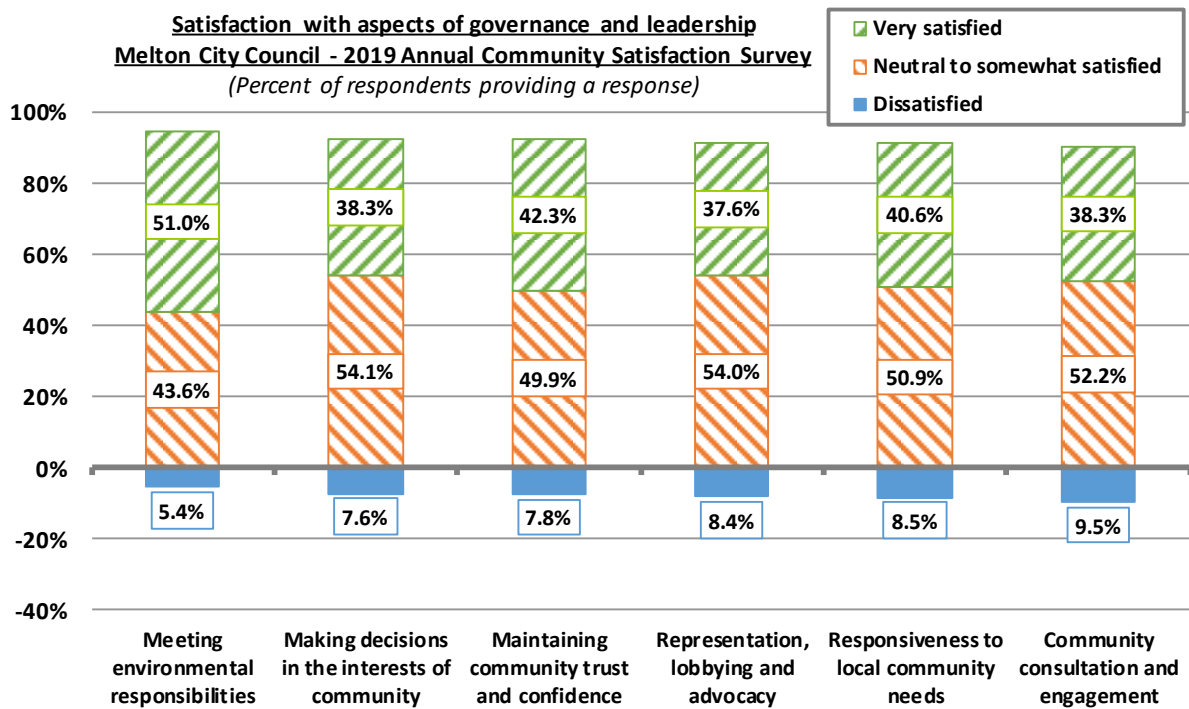
The average satisfaction with the six statements about Council’s governance and leadership performance was 6.89 out of ten this year, a decrease of 1.8% on the 2018 average of 7.02. This follows on from the very large increase of 12.3% on the unusually low result of 6.25 recorded in 2017. This result is almost identical to the long-term average over the last five years of 6.81, and is a result that remains categorised as “good”.

By way of comparison, this result is marginally higher than the 2019 metropolitan Melbourne average of 6.89.

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

- **Very Good** – for Council meeting its responsibilities towards the environment. More than half of the respondents were very satisfied with this aspect, whilst five percent were dissatisfied.
- **Good** – for making decisions in the interests of the community, responsiveness to local community needs, maintaining community trust and confidence, representation, lobbying and advocacy, and community consultation and engagement. A little more than one-third of the respondents were very satisfied with these five aspects, whilst less than ten percent were dissatisfied.



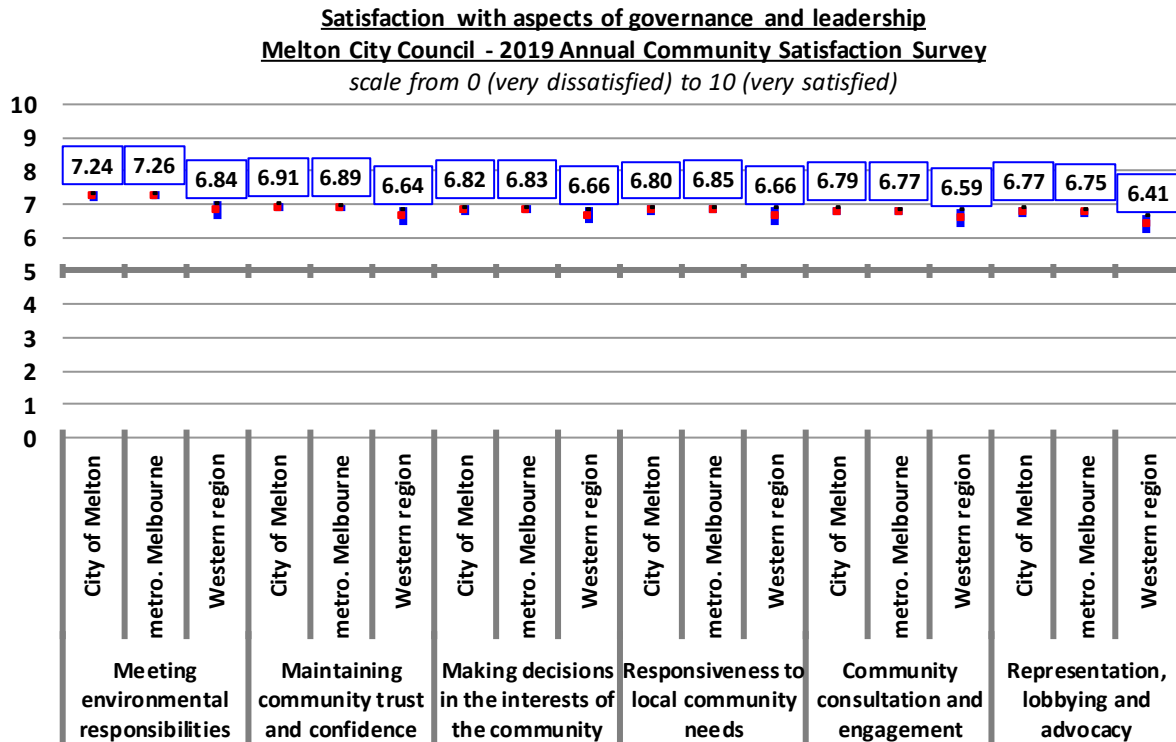


In the experience of Metropolis Research, satisfaction with aspects of governance and leadership (excluding environmental responsibilities) is highly correlated with satisfaction with Council’s overall performance.

This reflects the fact that many of these aspects of governance and leadership are aspects of performance that respondents consider as a group. In other words, if a respondent is dissatisfied with Council’s overall performance, they tend to also be dissatisfied with Council’s consultation and engagement, making decisions in their interests, and maintaining their trust and confidence.

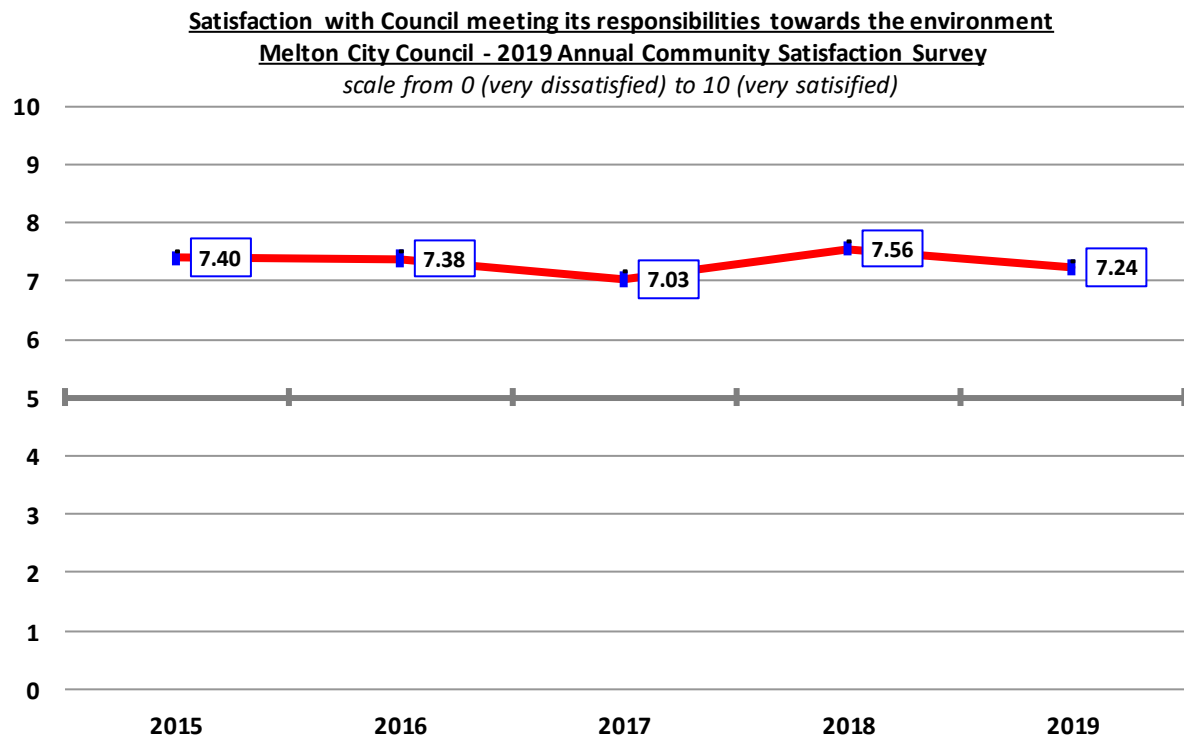
As is clearly evident in the following graph, satisfaction with these six aspects of governance and leadership were similar in the City of Melton as the metropolitan Melbourne average, and marginally higher than the western region councils’ results.



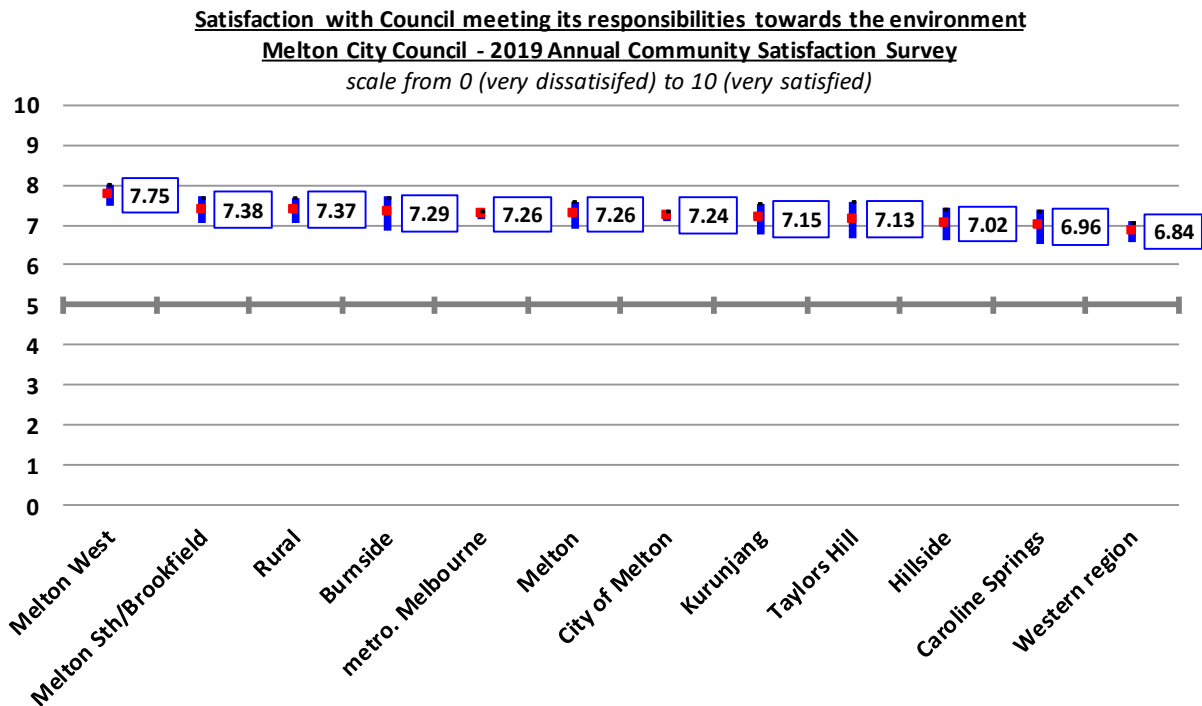


Meeting responsibilities towards the environment

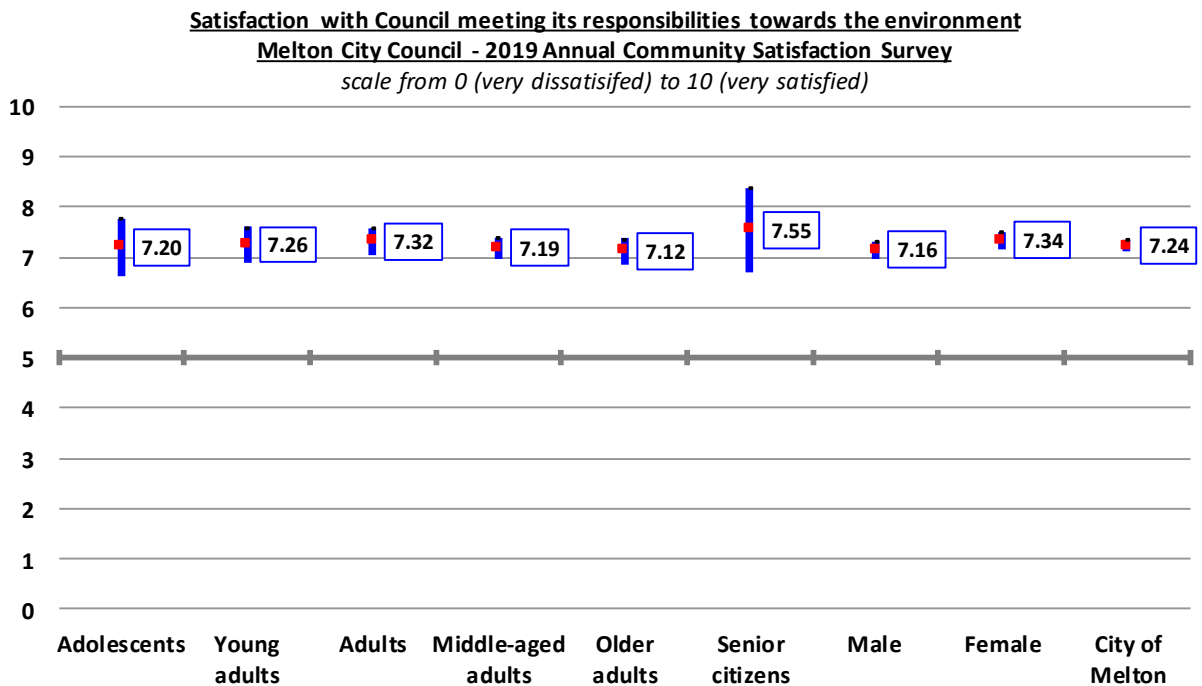
Satisfaction with Council’s performance meeting its responsibilities towards the environment declined measurably this year, down 4.2% to 7.24, although it remains on the cusp of “very good”.



With the exception of respondents from Melton West (7.75) who were measurably more satisfied than average with this aspect of governance and leadership, there was no other statistically significant variation observed across the municipality.



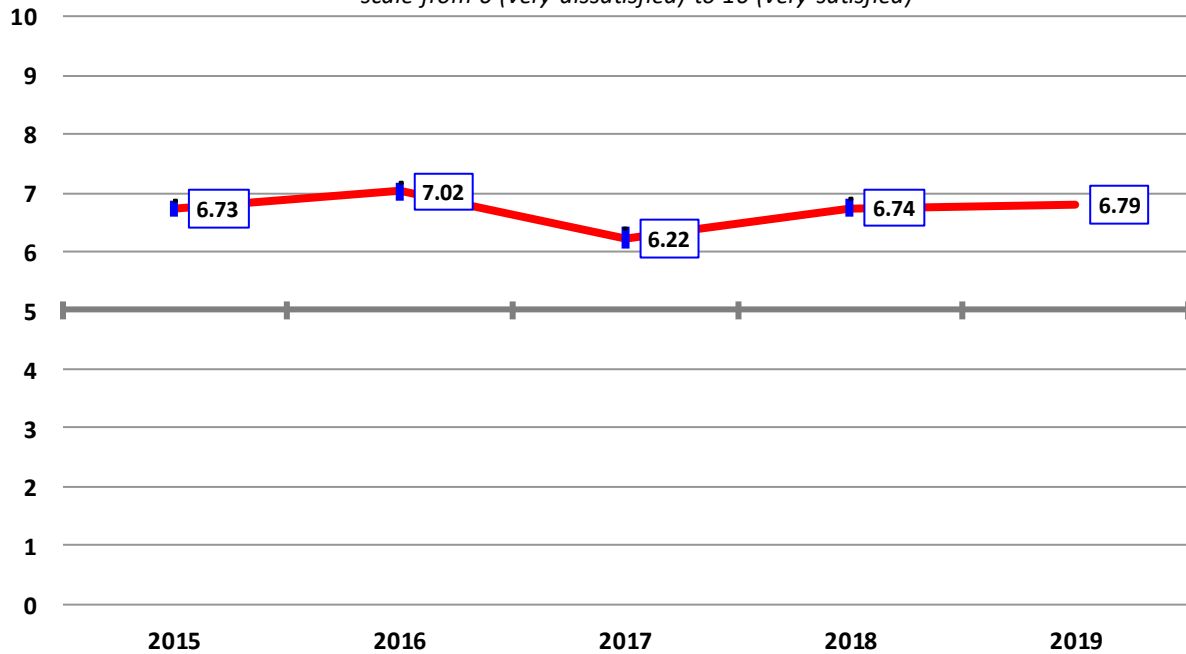
There was no statistically significant variation in satisfaction with this aspect of governance and leadership observed by respondent profile, although it is noted that female respondents were marginally (but not measurably) more satisfied than male respondents.



Community consultation and engagement

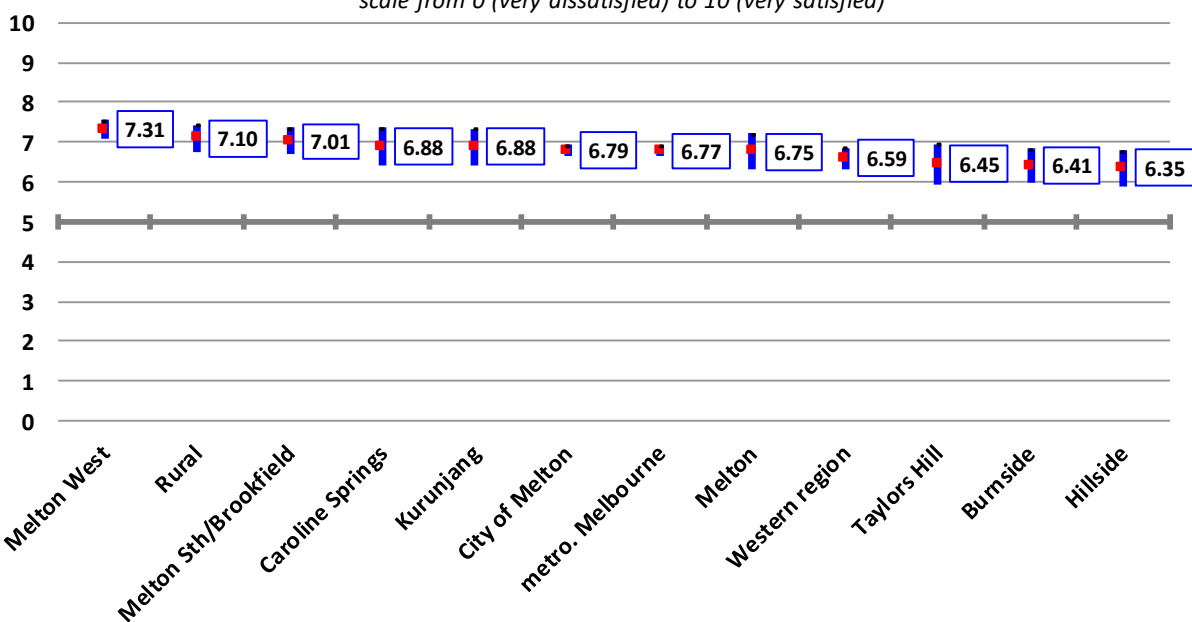
Satisfaction with Council’s community consultation and engagement increased marginally this year, up less than one percent to 6.79. Satisfaction remains “good”.

Satisfaction with Council's performance in community consultation and engagement
Melton City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

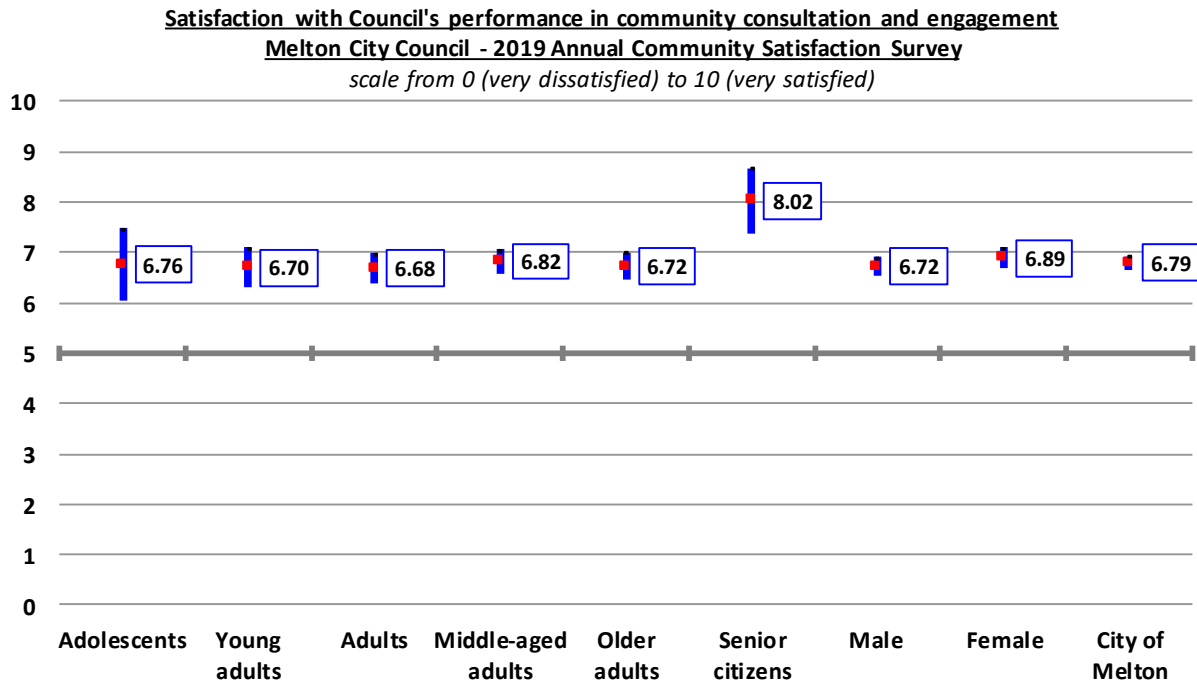


With the exception of respondents from Melton West (7.31) who were measurably more satisfied and at a “very good” level, there was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality.

Satisfaction with Council's performance in community consultation and engagement
Melton City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

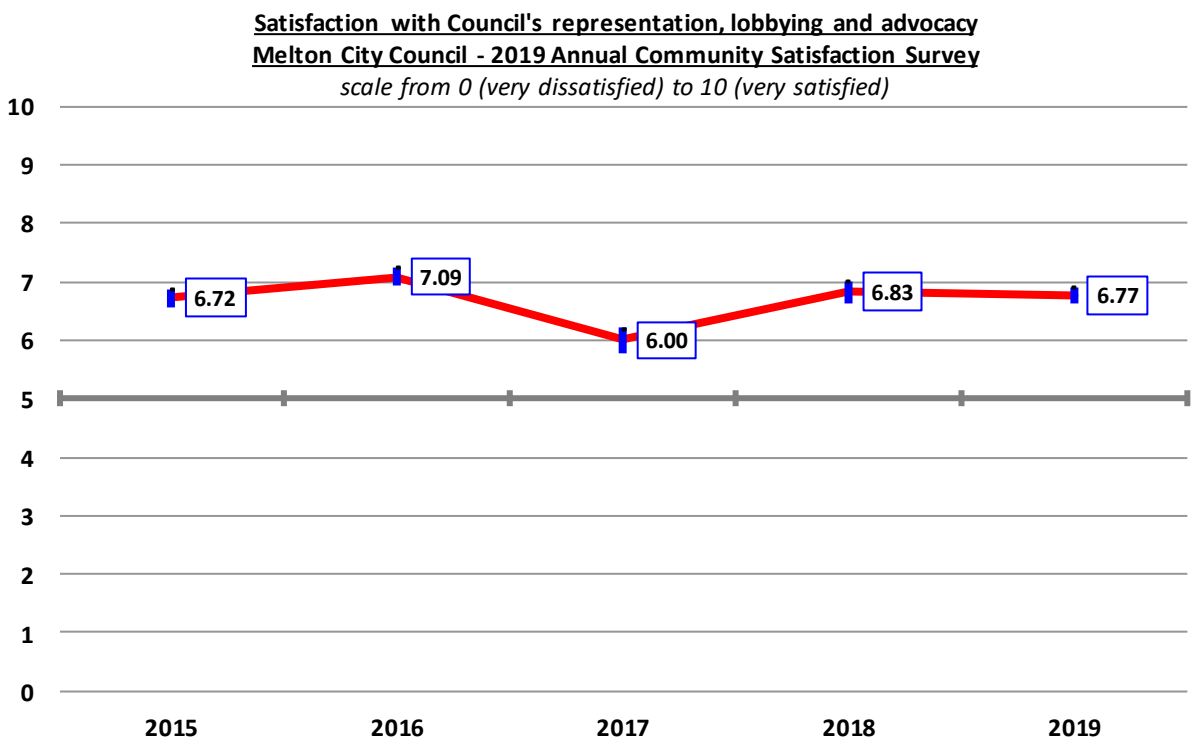


The small sample of 33 senior citizen respondents were measurably and significantly more satisfied than average with Council’s community consultation and engagement than average.

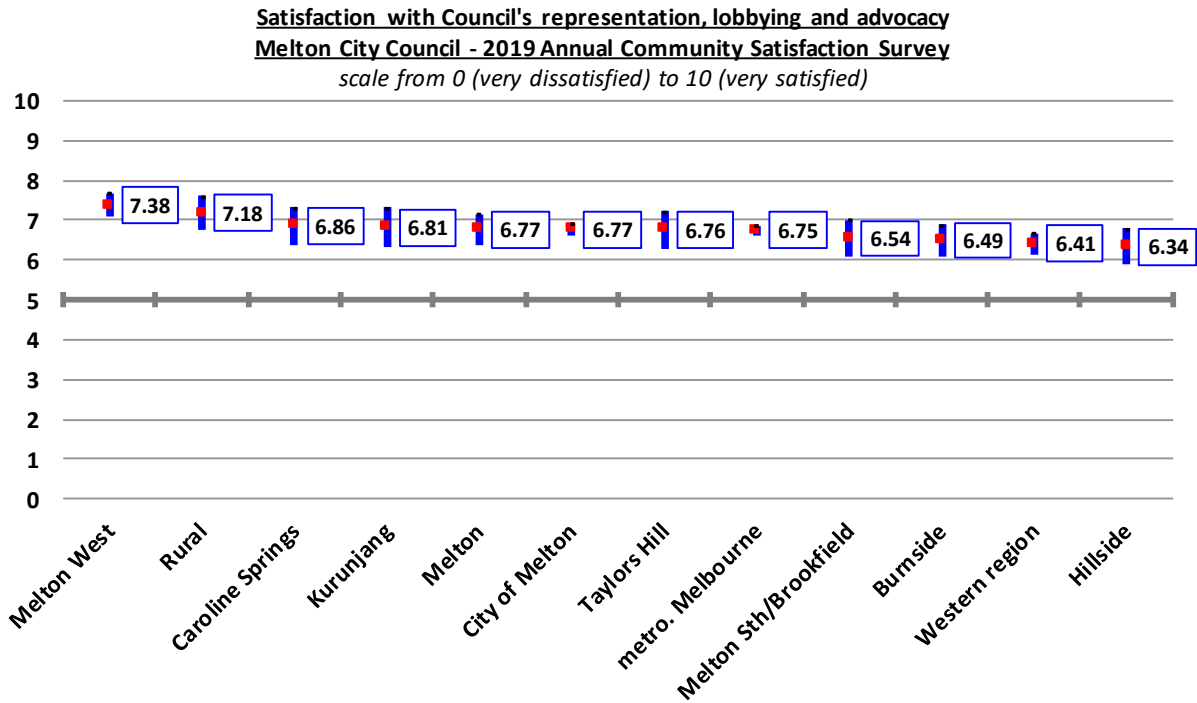


Representation, lobbying and advocacy

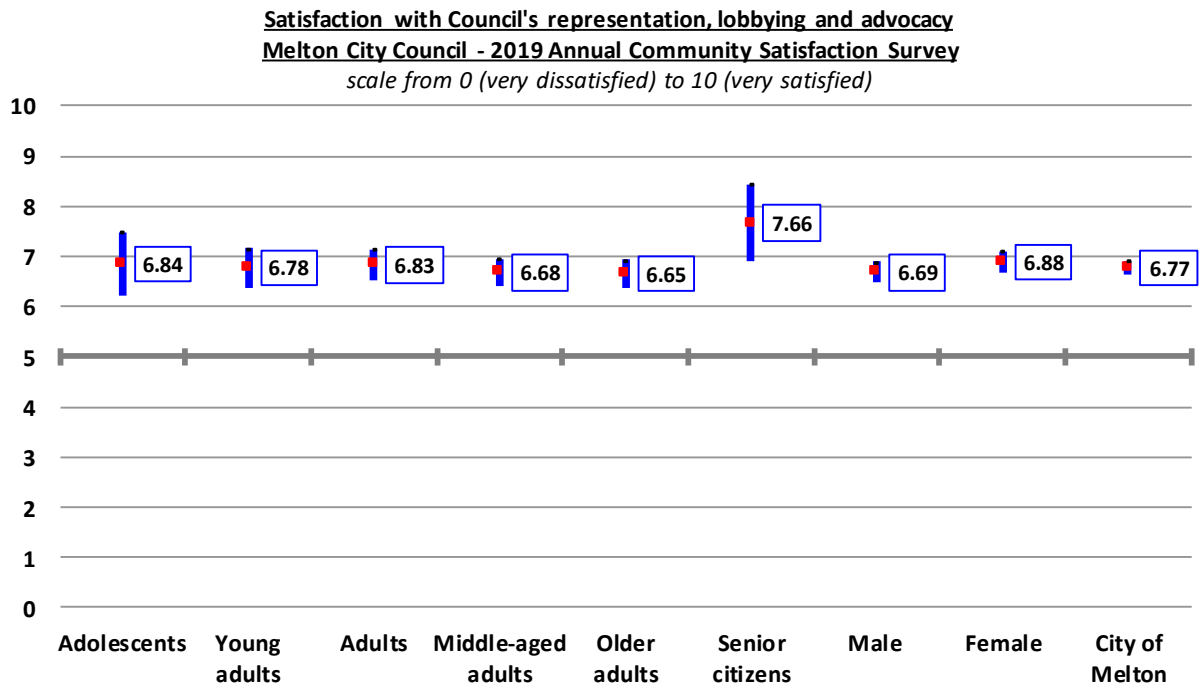
Satisfaction with Council’s representation, lobbying and advocacy decreased by less than one percent this year and remains “good”.



With the exception of respondents from Melton West (7.38) who were measurably more satisfied than average and at a “very good” level, there was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality.

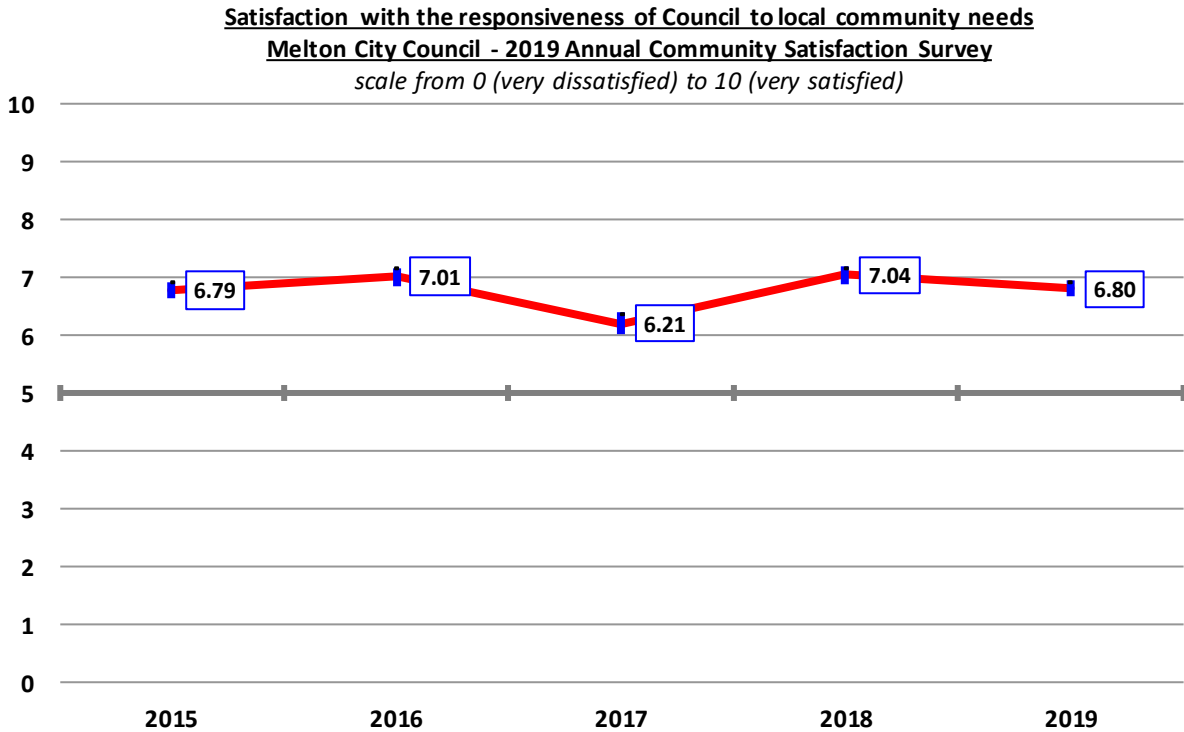


The small sample of 33 senior citizen respondents were measurably and significantly more satisfied than average with Council’s representation, lobbying and advocacy.

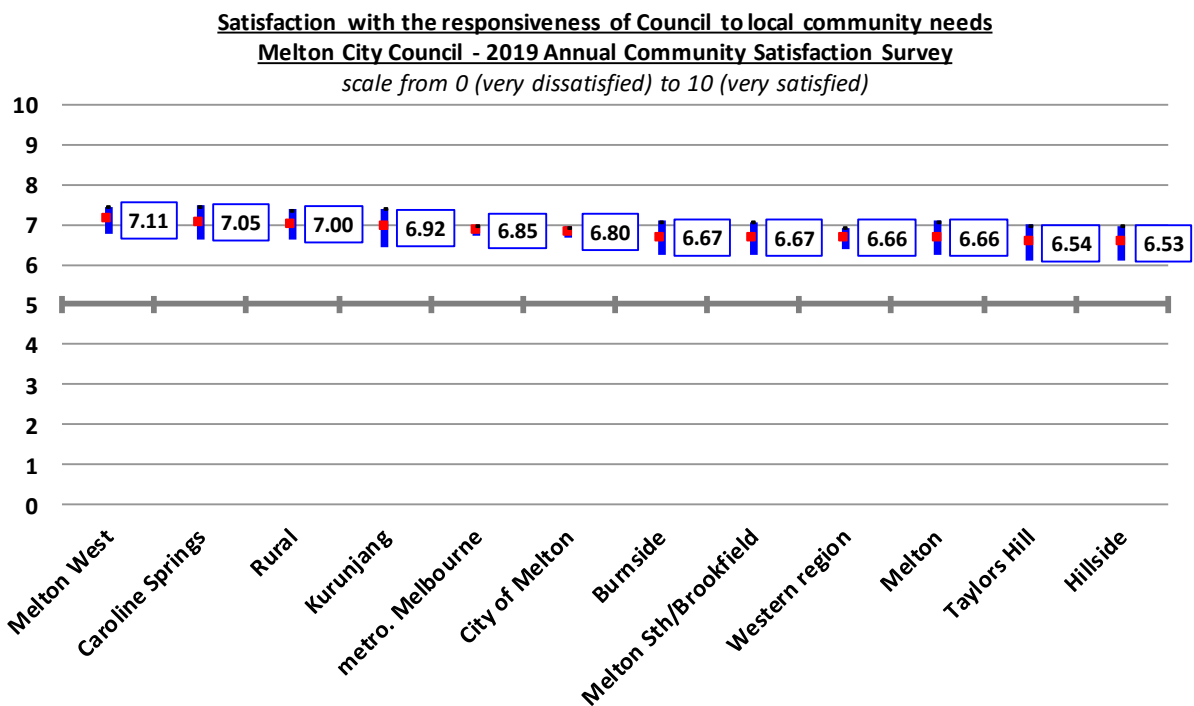


Responsiveness to local community needs

Satisfaction with the responsiveness of Council to local community needs declined 3.4% to 6.80, although this decline was not statistically significant and satisfaction remains “good”.

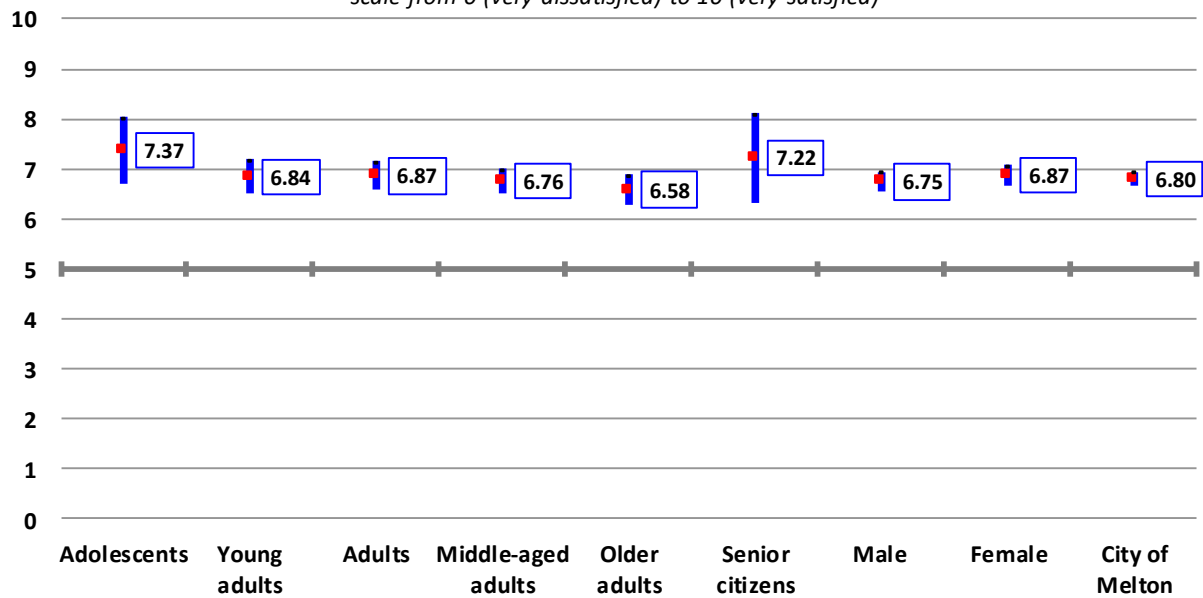


There was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality.



There was no statistically significant variation in satisfaction with this aspect of governance and leadership observed by respondent profile, although it is noted that the small sample of adolescents and senior citizens were somewhat more satisfied than other respondents.

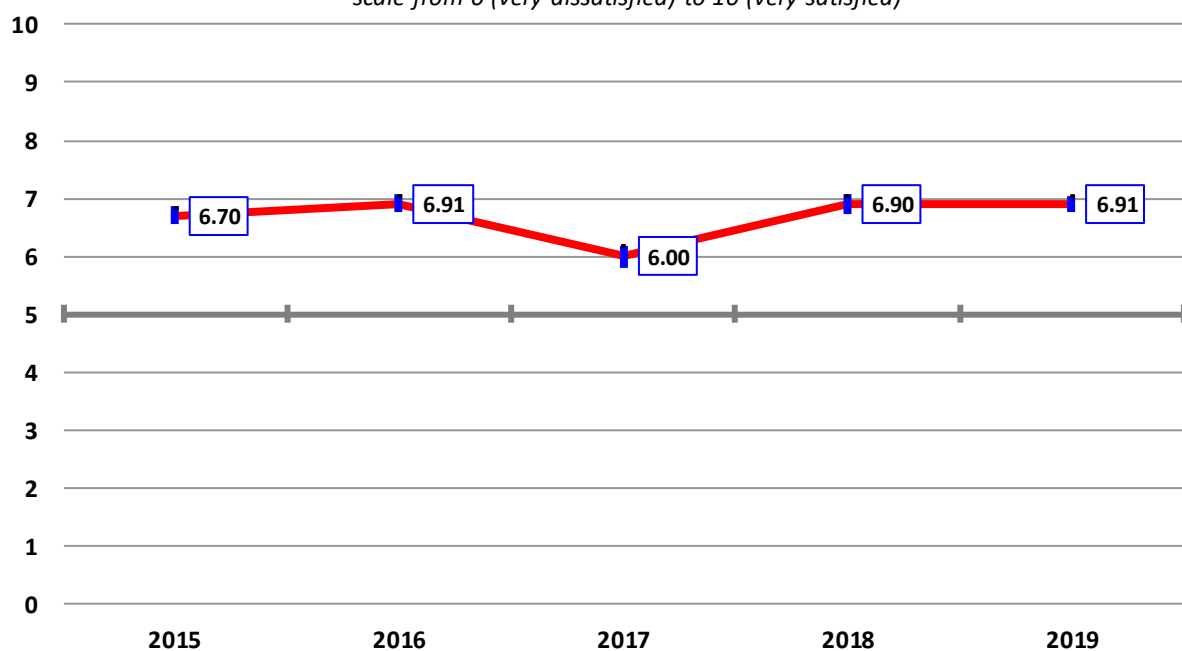
Satisfaction with the responsiveness of Council to local community needs
Melton City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



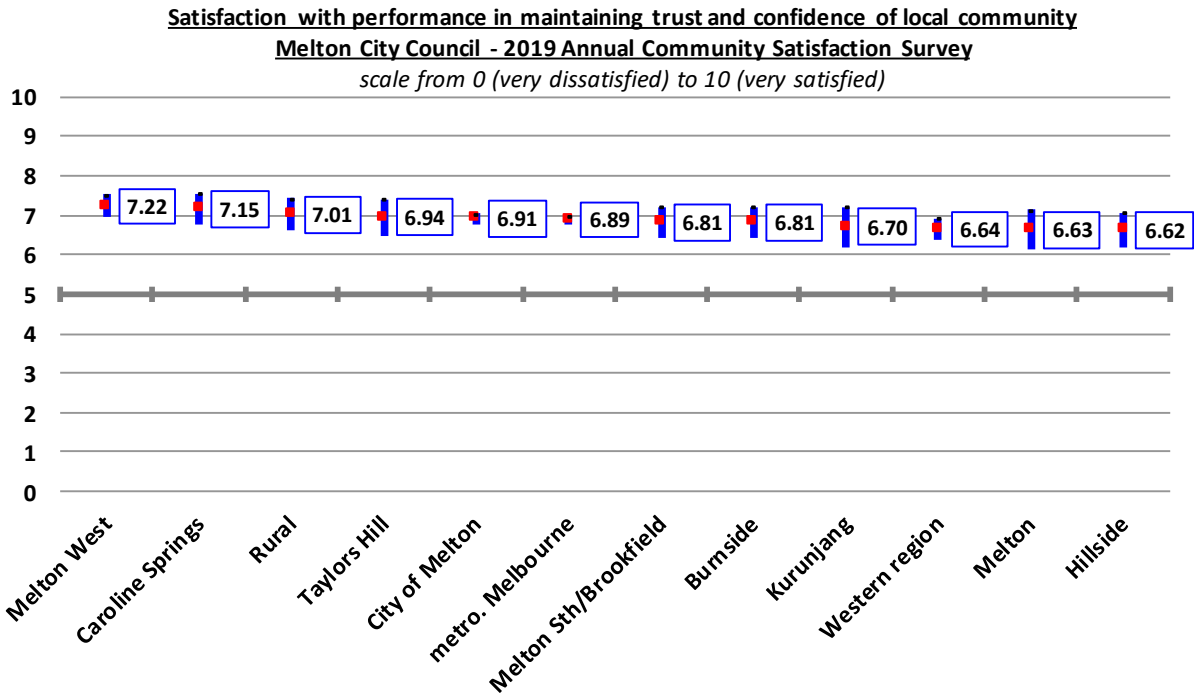
Maintaining trust and confidence of local community

Satisfaction with the performance of Council maintaining the trust and confidence of the local community remained stable this year at 6.91 out of ten, a “good” level of satisfaction.

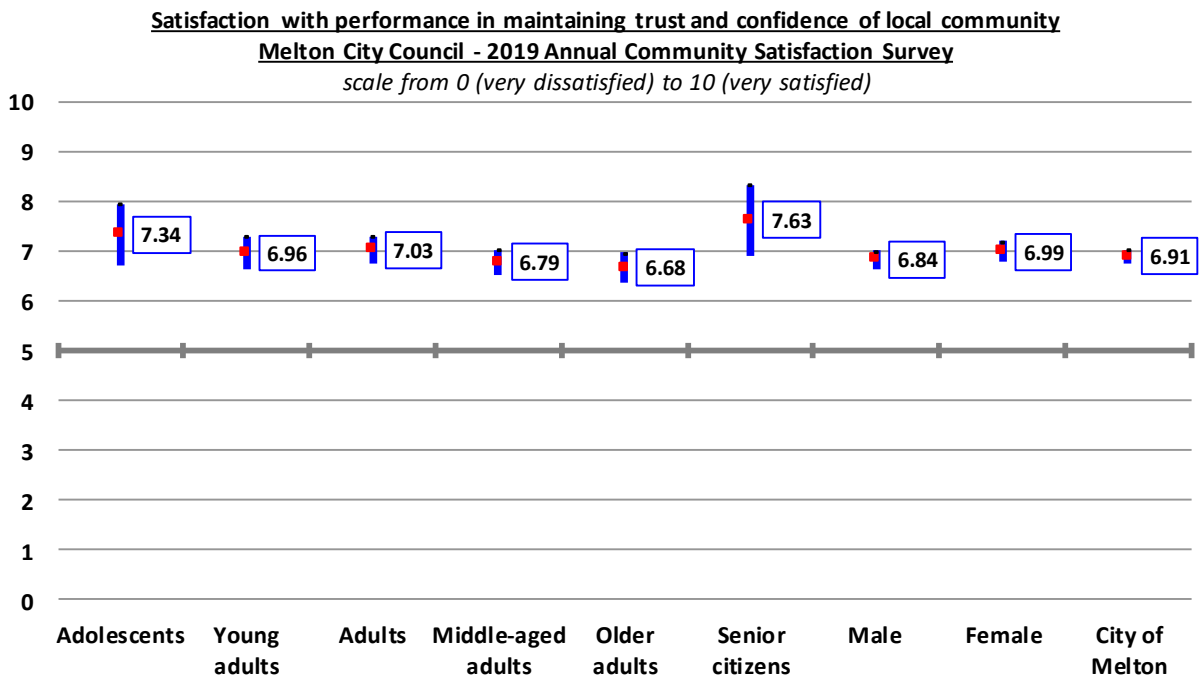
Satisfaction with Council's performance in maintaining trust and confidence
Melton City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality.

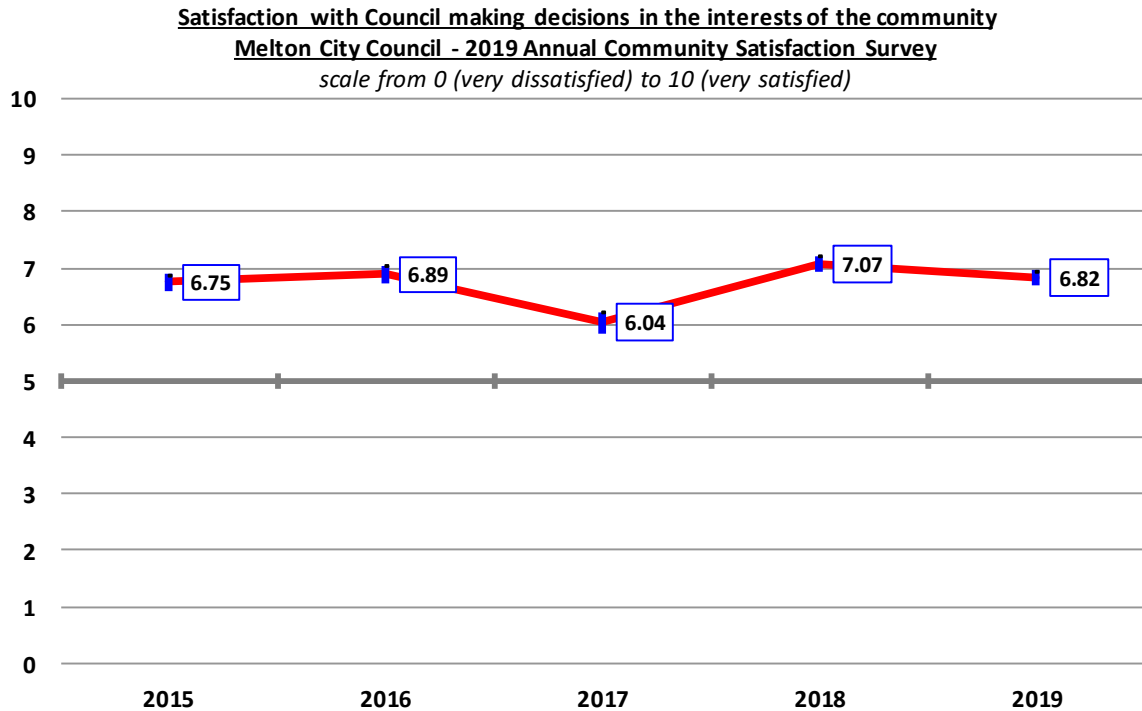


The small sample of 33 senior citizen respondents were measurably and significantly more satisfied than average with Council's performance maintaining the trust and confidence of the local community than the average.

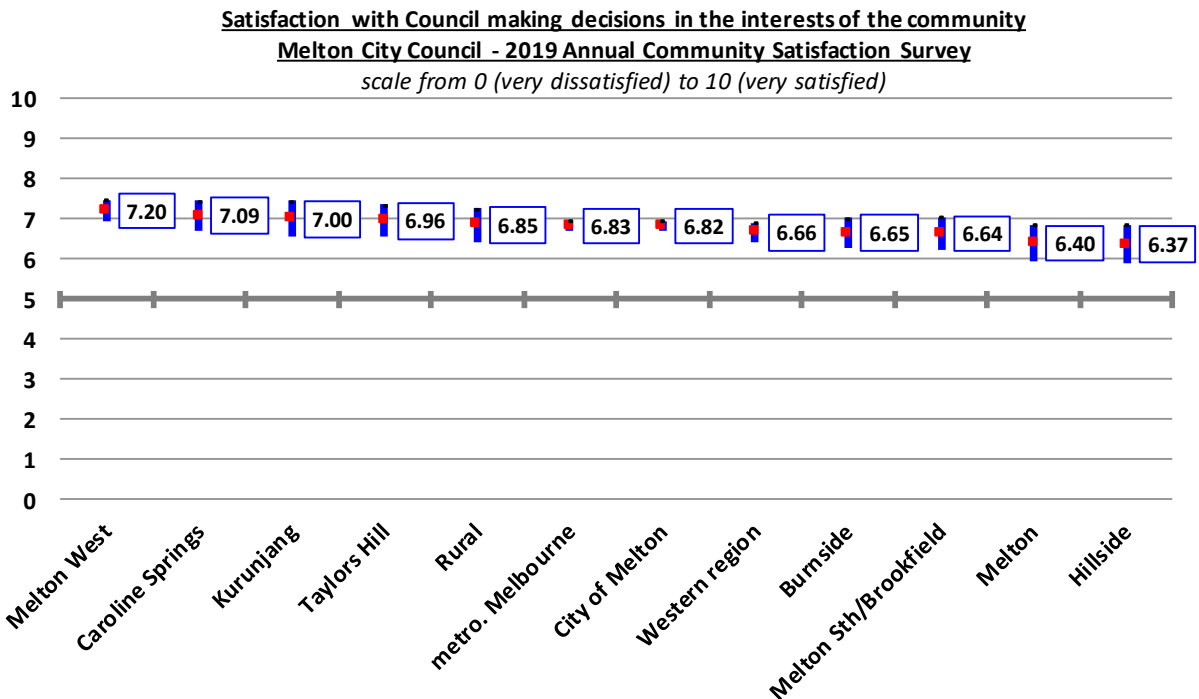


Making decisions in the interests of the community

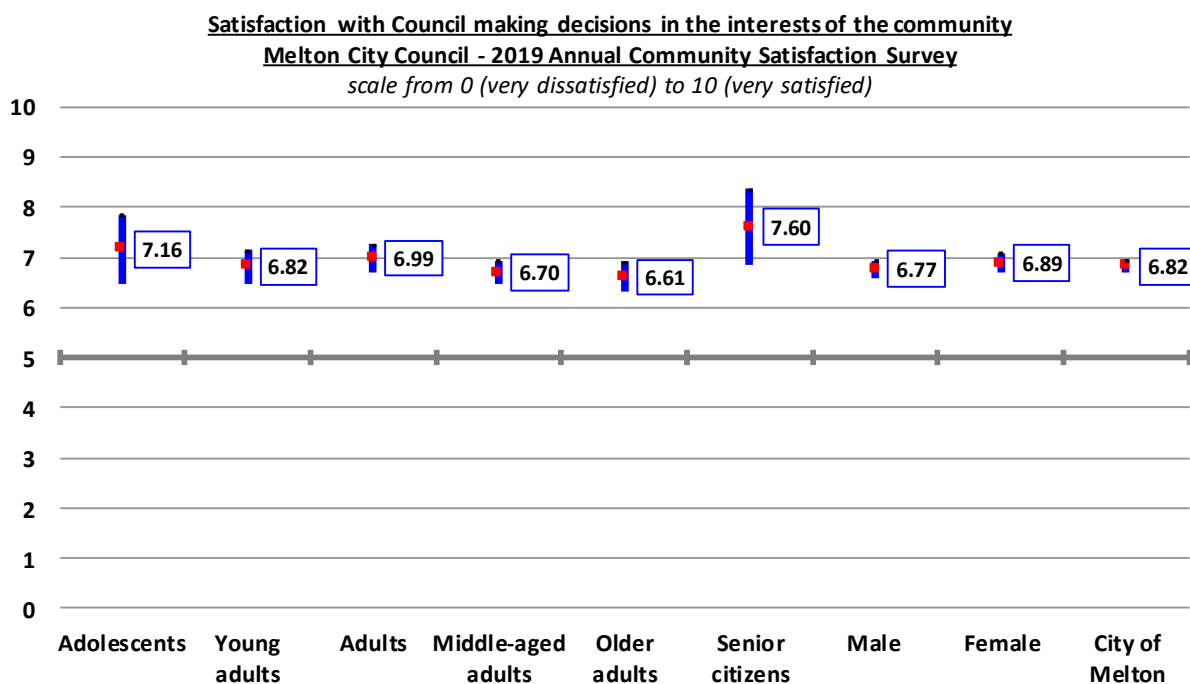
Satisfaction with Council’s performance making decisions in the interests of the community declined measurably this year, down 3.5% to 6.82, although it remains “good”.



Respondents from Melton West (7.20) and Caroline Springs (7.09) were measurably more satisfied than average with Council’s performance maintaining the trust and confidence of the local community. Whilst not statistically significant, Metropolis Research notes that respondents from Melton precinct (6.40) and Hillside (6.37) were notably less satisfied than average and at “solid” levels of satisfaction.



There was no statistically significant variation in satisfaction with this aspect of governance and leadership observed by respondent profile, although it is noted that the small sample of senior citizens were notably, albeit not measurably more satisfied than other respondents.



Statements about Melton City Council

Respondents were asked:

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

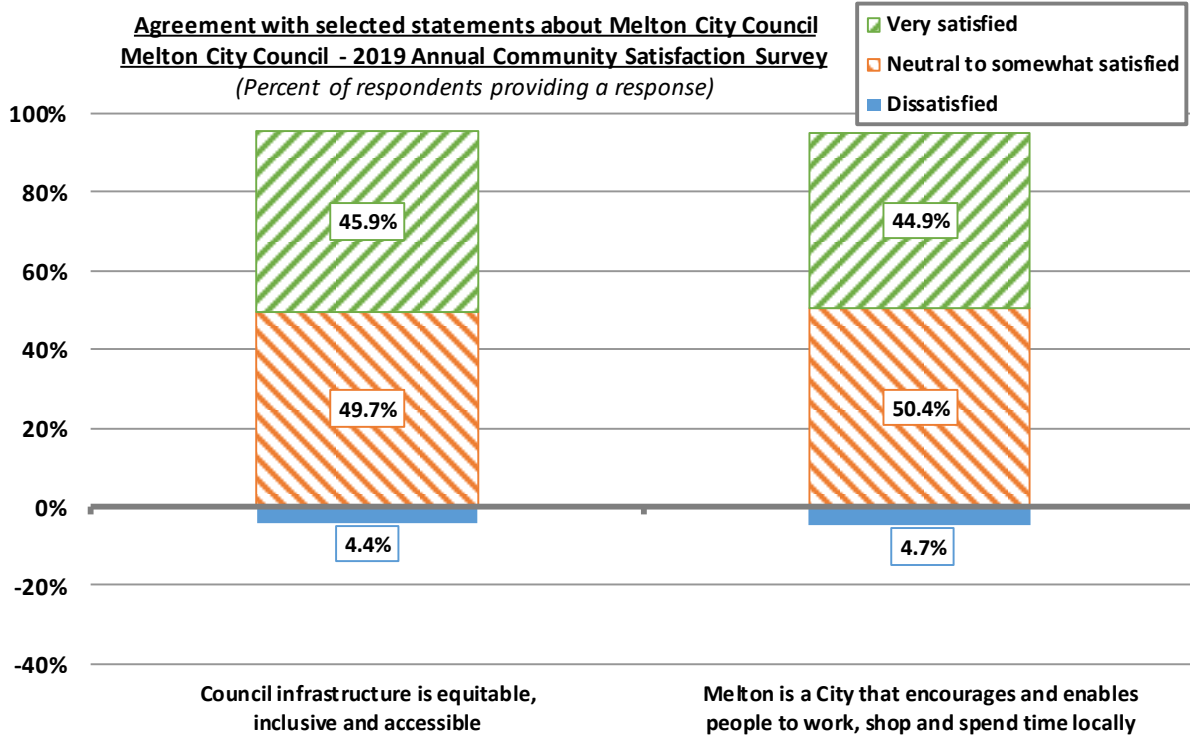
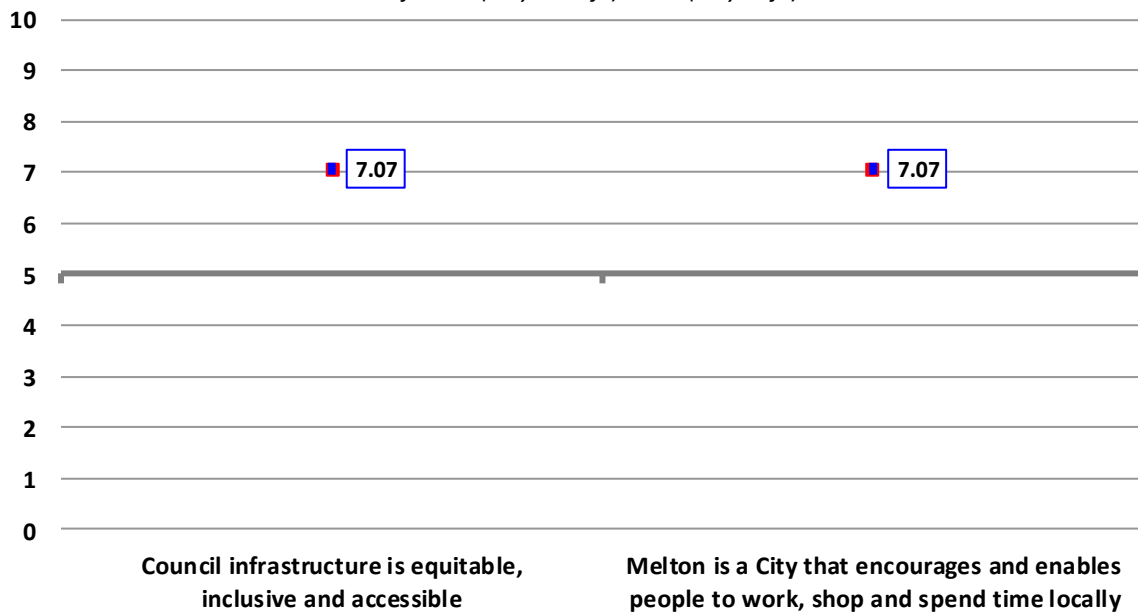
This set of questions around statements about Melton City Council was included for the first time in the survey this year.

Respondents on average were “strongly” in agreement with both statements, that “Council infrastructure is equitable, inclusive and accessible” and “Melton is a city that encourages and enables people to work, shop and spend time locally”.

Average agreement with both statements was 7.07 out of ten, with a little less than half very strongly in agreement (rating agreement at eight or more out of ten), whilst less than five percent of respondents disagreed with either statement.



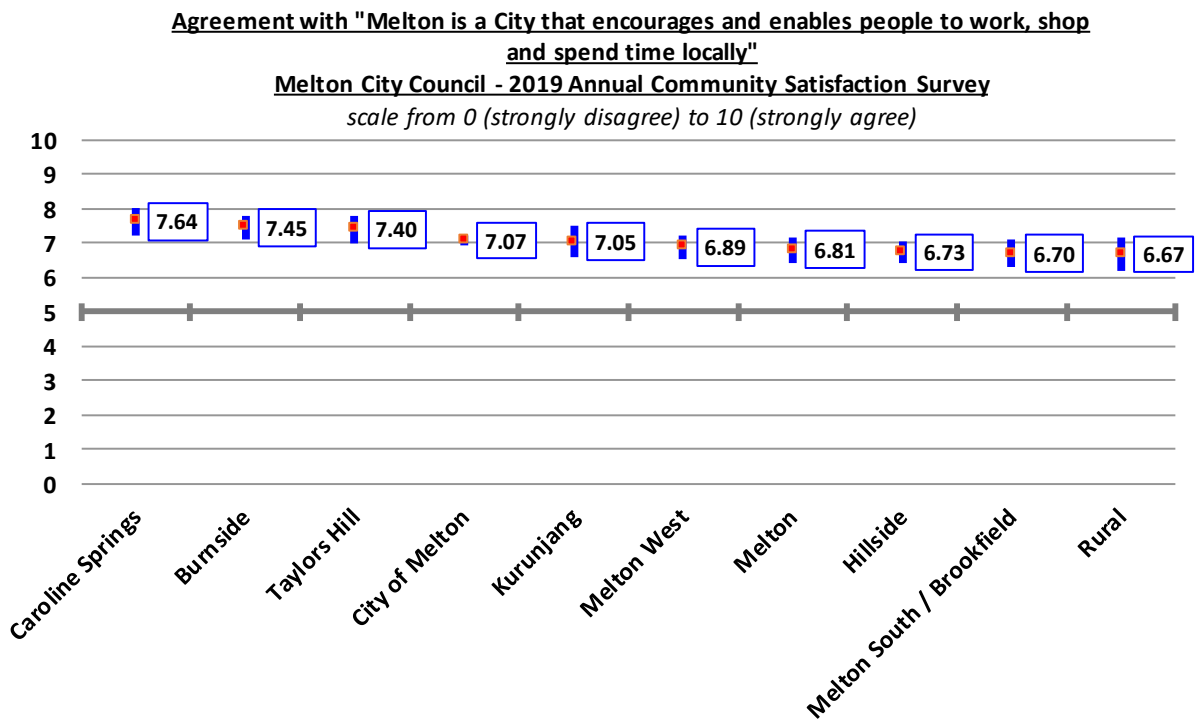
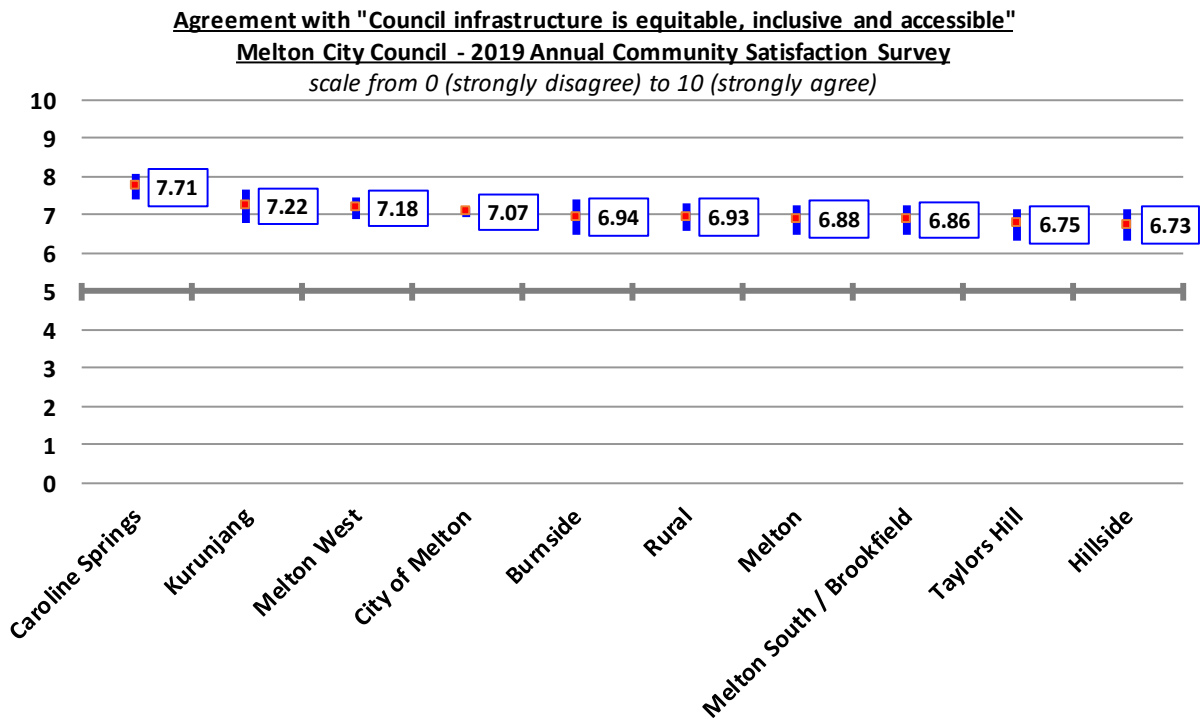
Agreement with selected statements about Melton City Council
Melton City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



There was some measurable variation in the average agreement with these two statements observed across the municipality.

- **Caroline Springs** – respondents were measurably more in agreement with both statements than the municipal average.





The following table outlines the open-ended comments received from respondents who disagreed with each of these two statements about Melton City.



Reason for dissatisfaction with selected statements about Melton City Council

Melton City Council - 2019 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Council infrastructure is equitable, inclusive and accessible</i>	
Disability access, eligibility access to facilities make it hard for people to use facilities	2
More access to facilities by roads or public transport	2
Ridiculous around roundabouts, curve roads and traffic lights	2
They can do more	2
Better understanding of people needs and respect women	1
Diggers need to be more included	1
I don't see any improvement	1
I think the council should improve the look and feel atmosphere of the place	1
Parks in my area do not cater to toddlers, no toddler swing	1
Poor planning in this area	1
Shouldn't have to pay for sports	1
Some facilities are not accessible, as there is construction going on	1
Takes a long time to receive services and to fix things	1
The council made decision should be open to all resident	1
The way is not equitable to me	1
There is no action on infrastructure	1
They don't hold enough town houses	1
Total	21
<i>Melton is a City that encourages and enables people to work, shop and spend time locally</i>	
Not enough local jobs	8
Not much vicinity	4
Shops closed all the time and no attractive shops	3
Everything is too far	2
Shopping centre needs to grow	2
That's quite opposite to what we're currently having.	2
Uneven distribution of services across Melton	2
Alright with the shops, but still need to travel to work	1
Don't like the area, people are not friendly	1
I don't think there are enough cultural events and sporting events	1
Needs to be more inclusive and need more consultation	1
No services in this area	1
So many delinquents around, believe could be broken family/ losses of jobs/ family violence left from the jobs etc	1
They don't do anything	1
We don't go to the south side, we don't feel safe	1
Total	31



Customer service

Contact with Council in the last two years

Respondents were asked:

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

A little more than one-third (35.2%) of respondents had contacted Council in the last twelve months. This is slightly down on the 2018 result and is a little lower than the long-term average of 39.6%.

Contacted Council in the last twelve months
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2019		2018	2017	2016	2015
	Number	Percent				
Yes	279	35.2%	40.4%	44.0%	38.3%	40.2%
No	514	64.8%	59.6%	56.0%	61.7%	59.8%
Not stated	11		1	16	12	12
Total	804	100%	800	800	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 (66.6%) of respondents contacting Council in the last twelve months did so calling telephone during office hours.

A little more than one-fifth (22.9%) 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 2019, a little less than half (43.6%) of respondents provided a satisfaction score for the Council website, and had therefore visited the website in the last twelve months. Despite this, only 1.8% 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 - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents who contacting Council and providing a response)

Response	2019		2018	2017	2016	2015
	Number	Percent				
Telephone (during office hours)	175	63.6%	61.5%	60.5%	63.1%	61.3%
Visit in person	63	22.9%	20.2%	22.2%	28.2%	22.7%
E-mail	20	7.3%	2.2%	4.7%	4.0%	5.4%
Website	5	1.8%	5.9%	0.9%	2.3%	1.6%
Social media	4	1.5%	0.9%	0.3%	n.a.	n.a.
Mail	2	0.7%	1.2%	1.5%	1.0%	1.0%
Visitor Information Centre / Pop-up	1	0.4%	0.3%	0.9%	n.a.	n.a.
Telephone (after hours service)	0	0.0%	0.9%	0.0%	0.3%	0.6%
Multiple	5	1.8%	6.8%	9.1%	1.0%	7.3%
Not stated	4		1	3	2	4
Total	279	100%	323	345	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?”

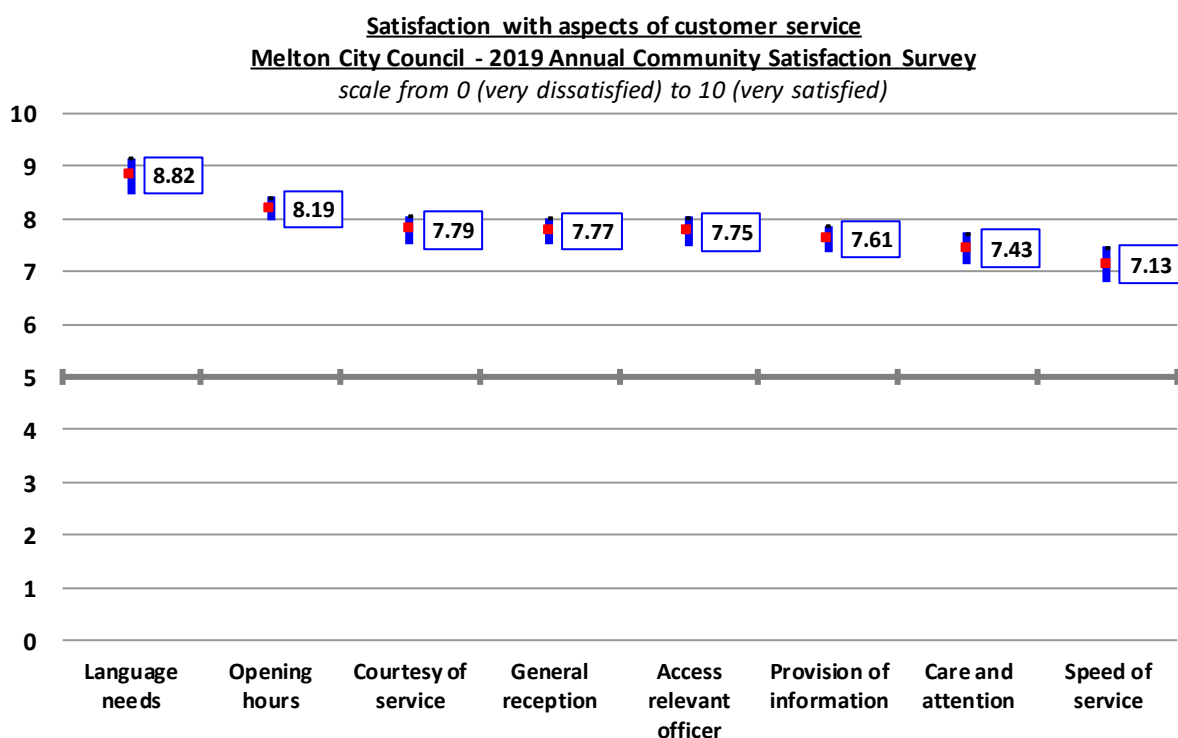
Respondents that had contacted Council in the last twelve months were asked to rate their satisfaction with eight aspects of customer service.

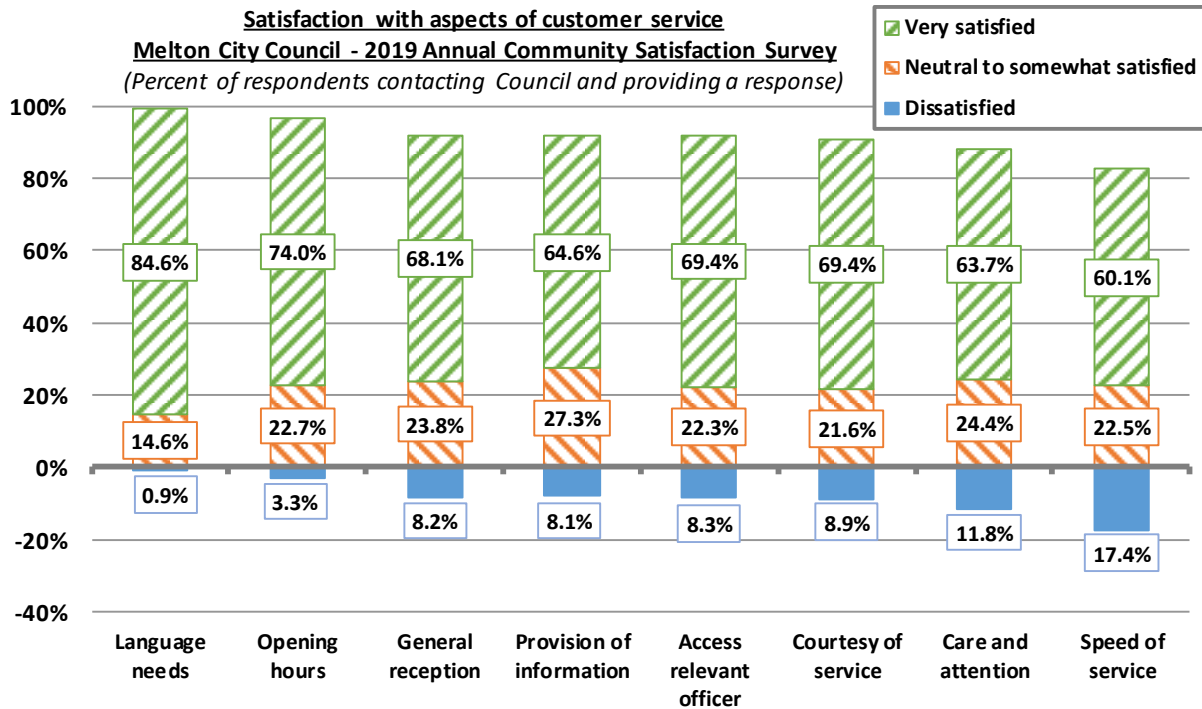
The average satisfaction with these eight aspects declined very marginally this year, down 1.7% to 7.81 although it remains “excellent”. This is the same as was recorded in 2015, 2016, and 2018, whilst in 2017 satisfaction was considered “very good”.



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

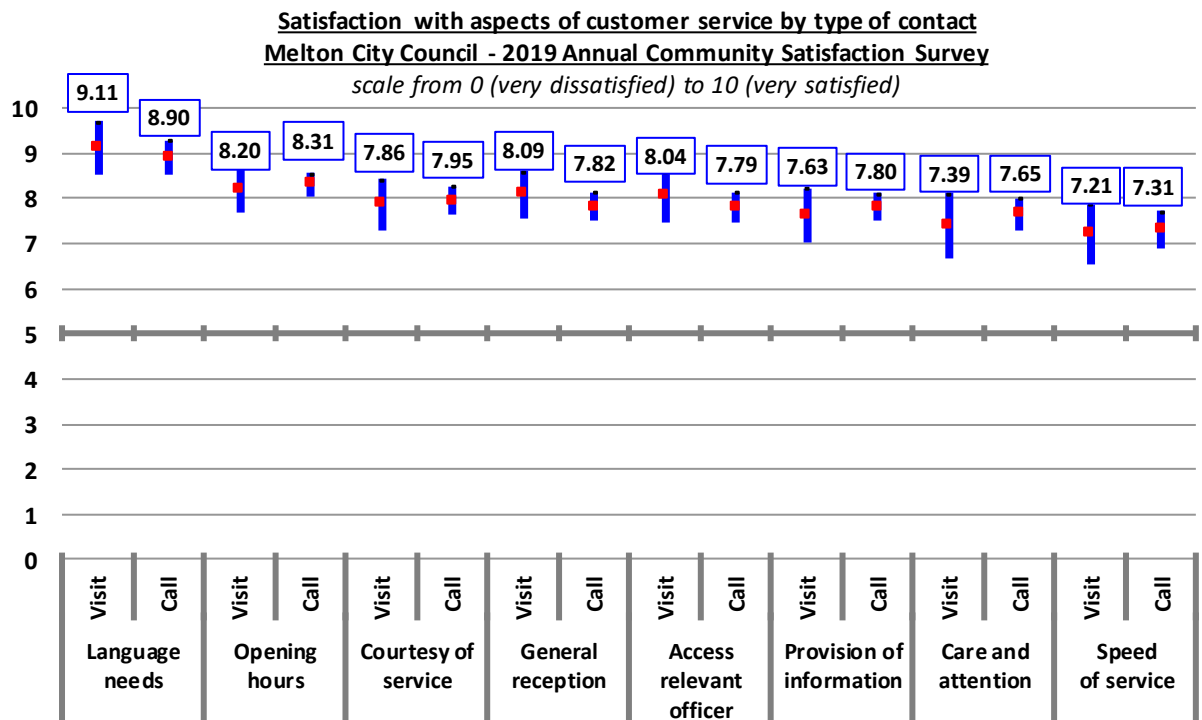
- **Excellent** – for staff understanding of language needs (multi-lingual household respondents only), opening hours, courtesy of service, general reception, and access to relevant officer. Two-thirds or more of respondents were very satisfied with these aspects, whilst less than ten percent were dissatisfied.
- **Very Good** – for the provision of information and care and attention to enquiry and the speed of service. Approximately two-thirds of respondents were very satisfied with these two aspects, whilst less than ten percent were dissatisfied.
- **Good** – for the speed of service. A little less than two-thirds of respondents were very satisfied with this aspect, whilst approximately one-sixth were dissatisfied.





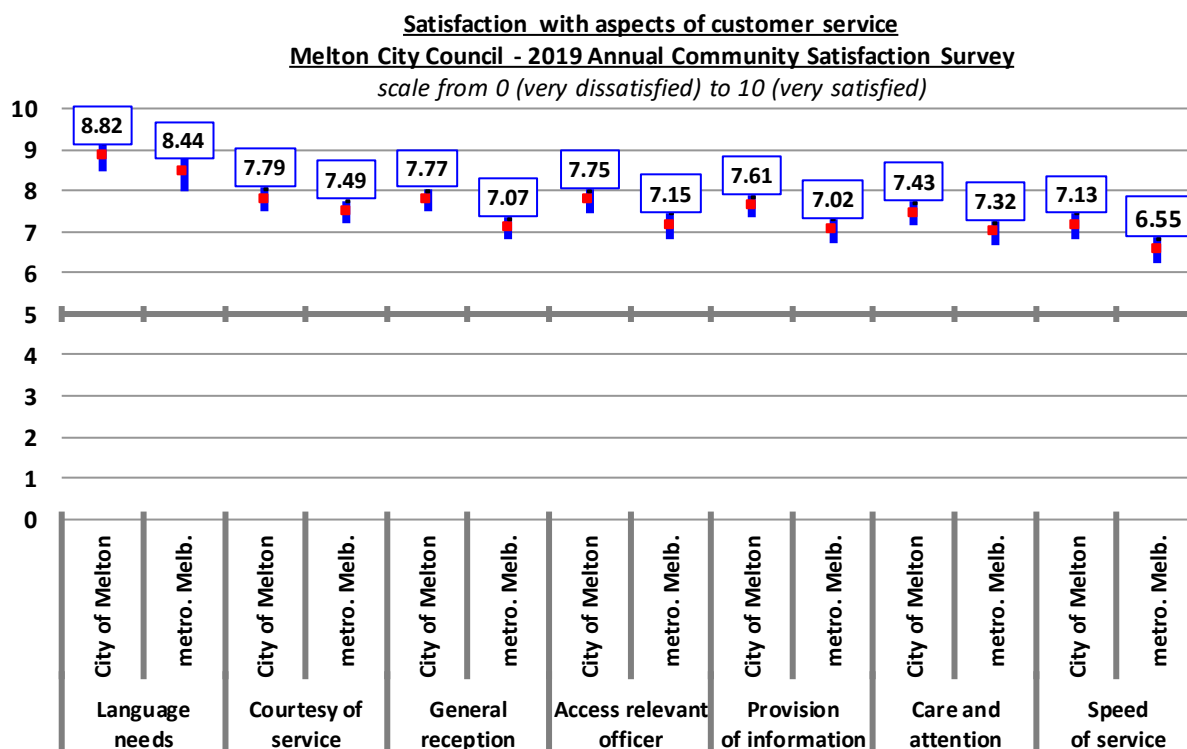
The following graph provides a comparison of satisfaction with the eight aspects of customer service between respondents that visited Council in person and those that telephoned.

On average respondents that visited in person were equally as satisfied than those who telephoned Council. This is a good result which speaks well to the level of telephone customer service provided by Council.



When compared to the 2019 metropolitan Melbourne results recorded in *Governing Melbourne*, respondents in the City of Melton were on average 7.1% more satisfied with aspects of customer service than the metropolitan Melbourne average.

This is a significant increase on the 1.8% higher than metropolitan Melbourne average results reported in 2018.



Planning for population growth

Respondents were informed that:

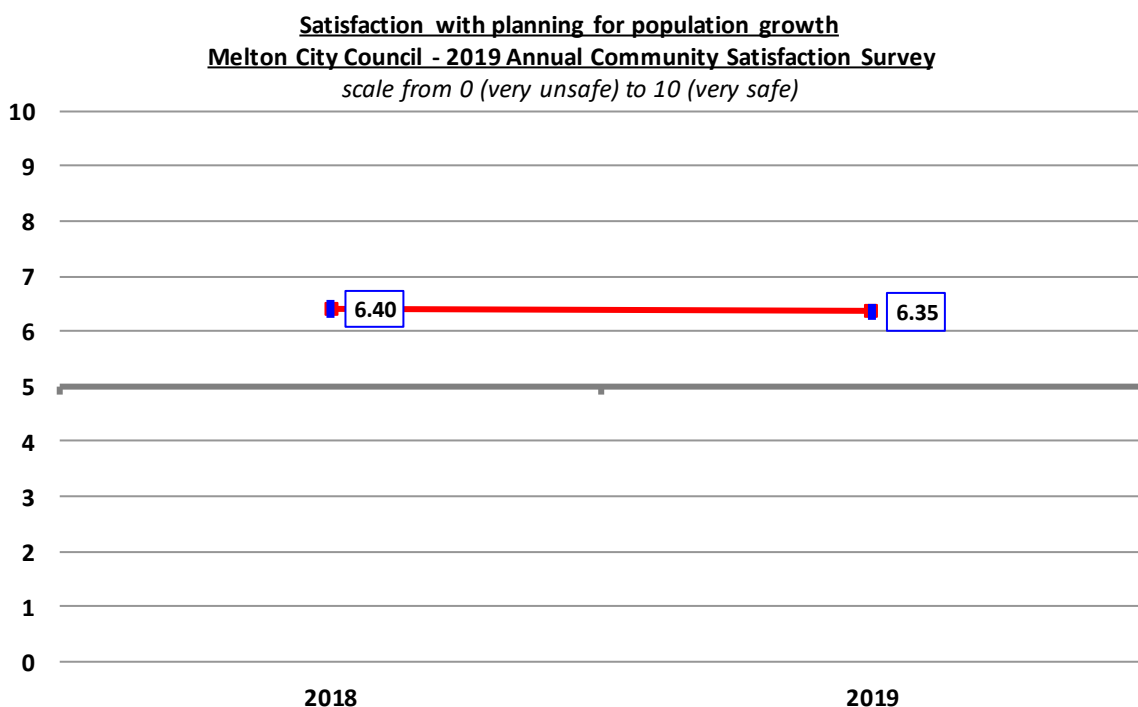
“The State Government has planned for the population of the City of Melton to double in size to more than 300,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and services rests with both Council and the State Government.”

Respondents were then asked:

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

Respondents were asked to rate their satisfaction with “planning for population growth” by all levels of government, not limited to Council. The reason for approaching this issue in this manner, is that residents often do not have a comprehensive understanding of the roles of local and state governments in relation to the provision of services and planning for population growth. As a result, it would be misleading to limit this question solely to the activities of local government.

Satisfaction with planning for population growth was 6.35 out of ten, or a “solid” level of performance this year, down less than one percent on the 6.40 recorded in 2018.

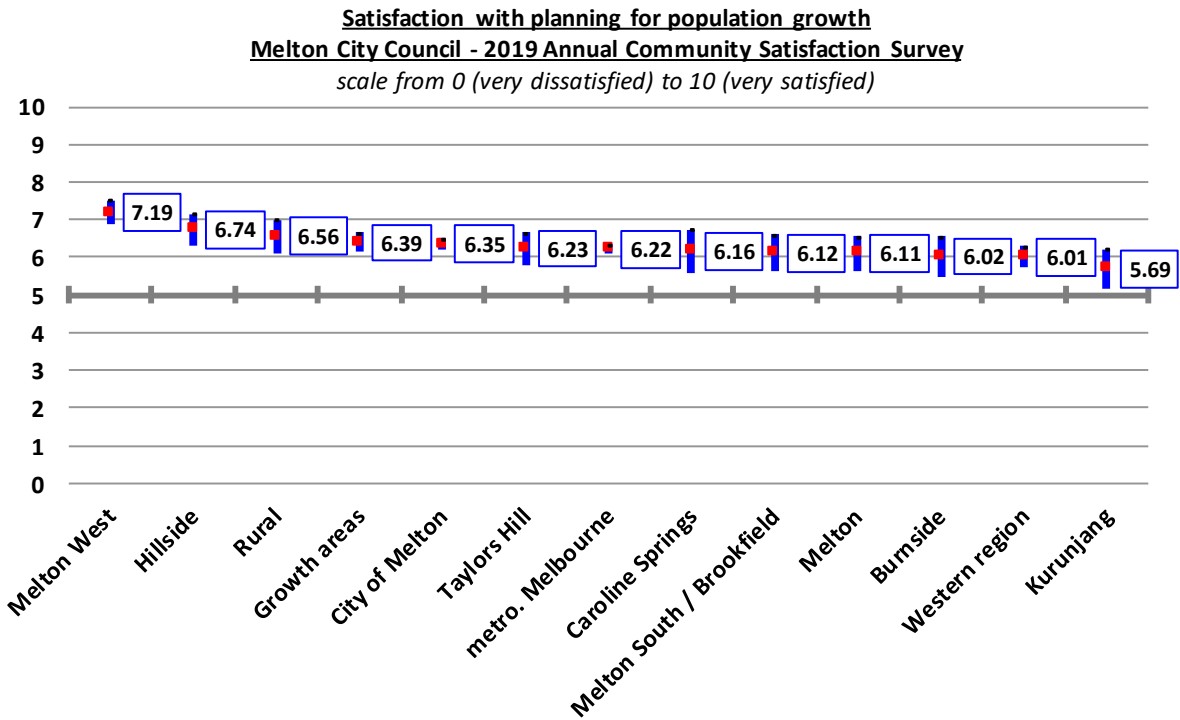


By way of comparison, this result was almost identical to the growth area councils’ average (6.39), was marginally higher than the metropolitan Melbourne average (6.22), and measurably higher than the western region councils’ average (6.01).

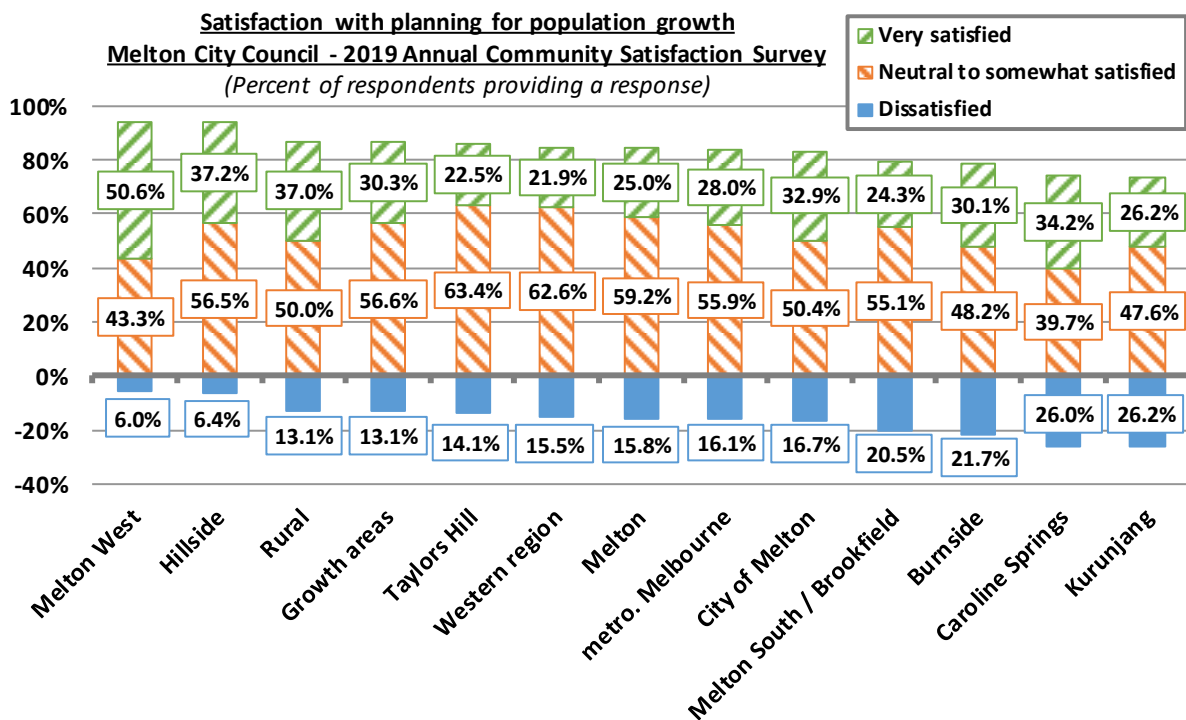


There was some variation in this result observed across the municipality, with attention drawn to the following:

- **Melton West precinct** – respondents were measurably more satisfied than average, and at a “good” level.
- **Kurunjang** – respondents were measurably less satisfied than average, and at a “poor” level.



Particular attention is drawn to the fact that more than one-fifth of respondents from Melton South / Brookfield, Burnside, Caroline Springs, and Kurunjang were dissatisfied with planning for population growth by all levels of government this year.



There was also a significant degree of variation in satisfaction with planning for population growth observed by respondent profile, as outlined in the following graphs and summarised as follows:

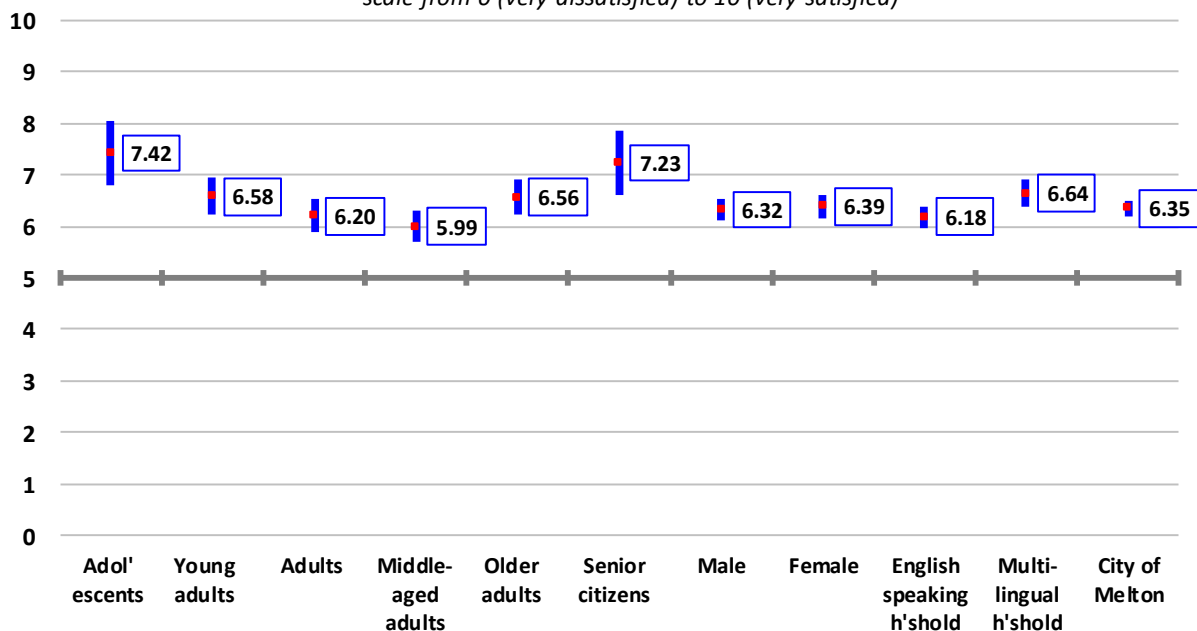
- **More satisfied than average** – adolescents (aged 15 to 19 years), multi-lingual households, and newer residents (less than five years in the City of Melton).
- **Less satisfied than average** – middle-aged adults (aged 45 to 59 years), mortgagee households, and longer term residents (more than ten years in the City of Melton).

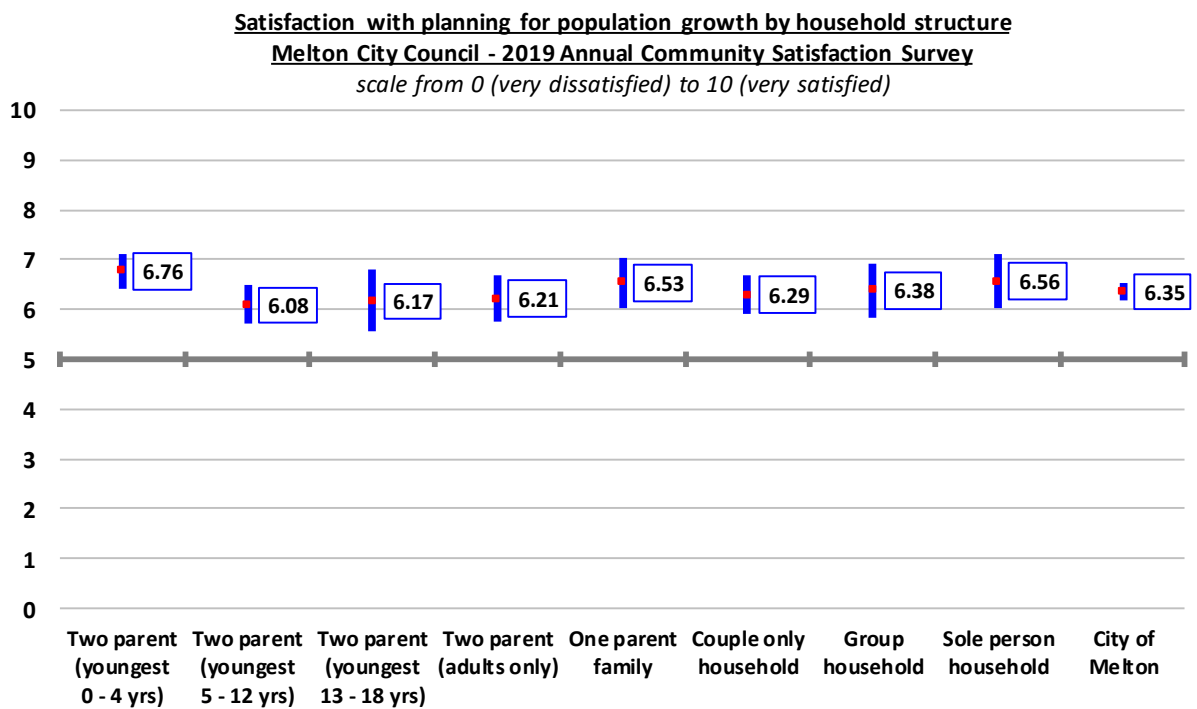
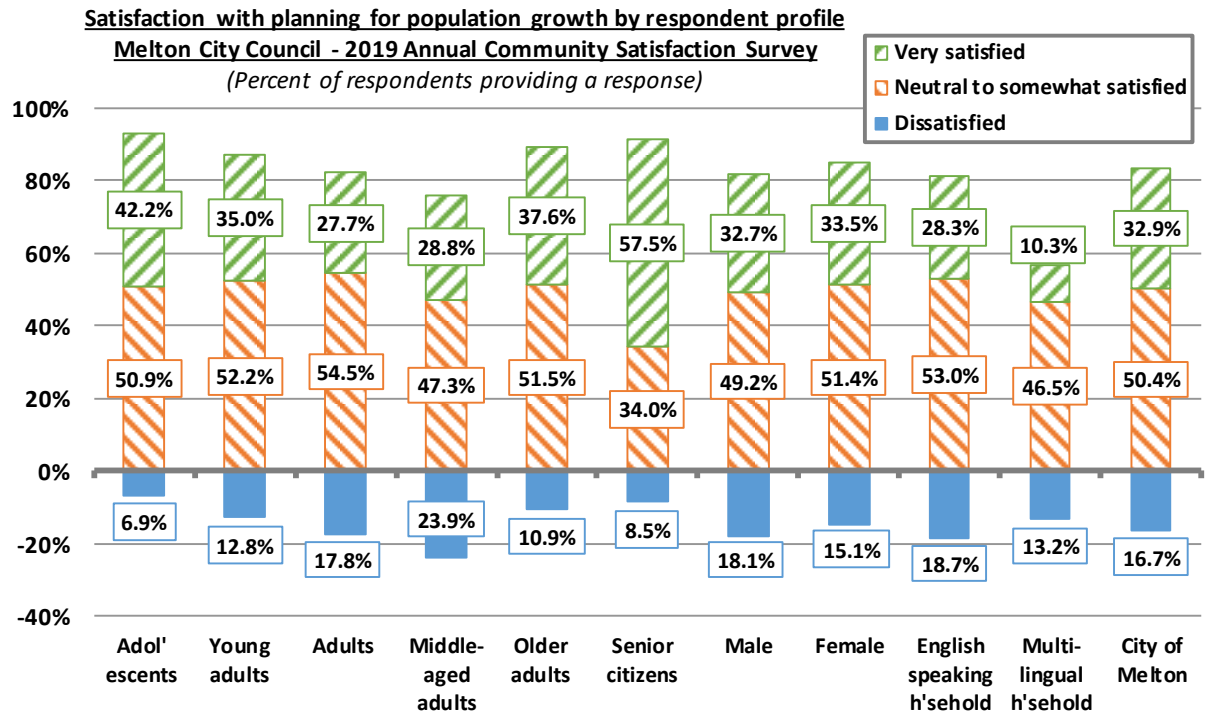
Particular attention is drawn to the fact that almost one-quarter (23.9%) of middle-aged respondents (aged 45 to 59 years) were dissatisfied with planning for population growth by all levels of government.

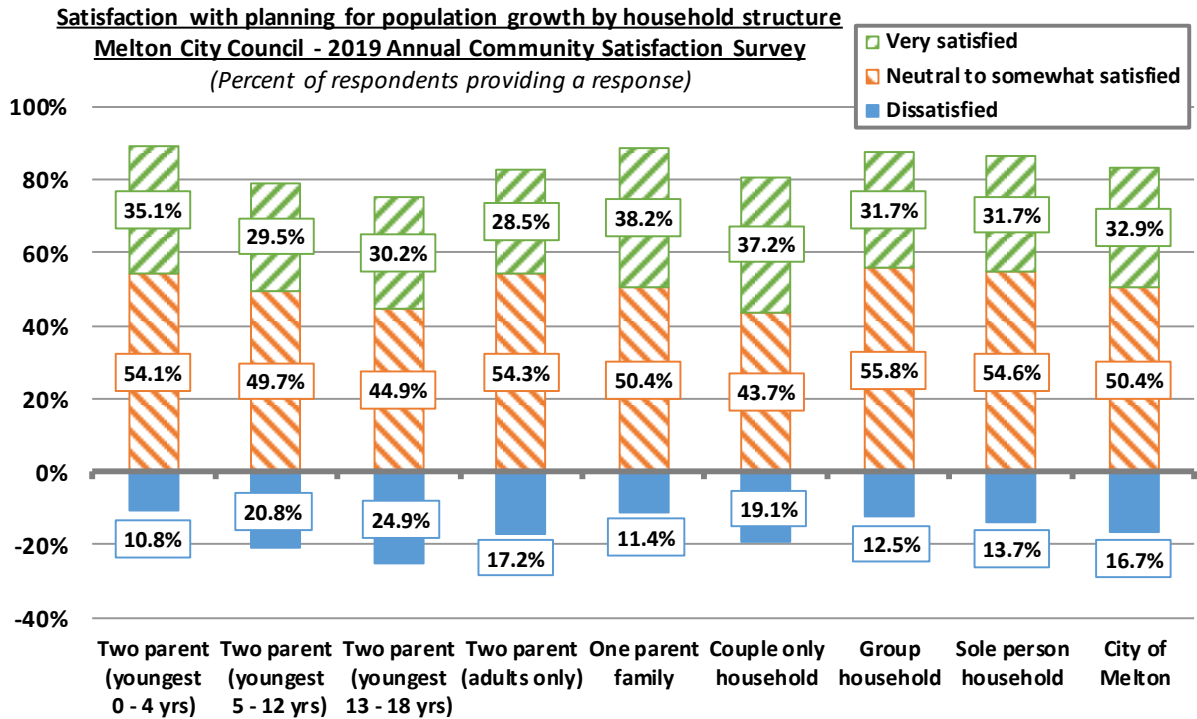
This basic pattern of satisfaction, with younger residents, often renting, sometimes living in group households, and who have moved into the municipality in recent years tend to be more satisfied with planning for population growth. It tends to be middle-aged and older adults, mortgagee and home owners, and who have lived in the municipality for a longer period of time who tend to be less satisfied.

Metropolis Research does note that the level of variation in satisfaction with planning for population growth by respondent profile was less evident this year than last year, despite the fact that the basic pattern as discussed above remains valid.

Satisfaction with planning for population growth by respondent profile
Melton City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



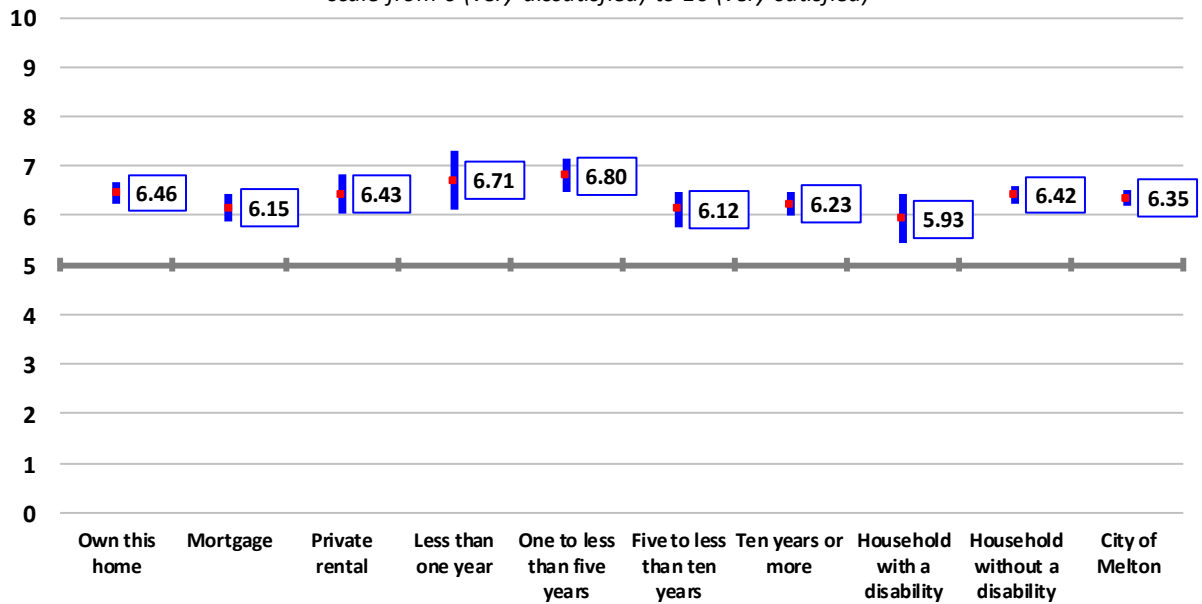


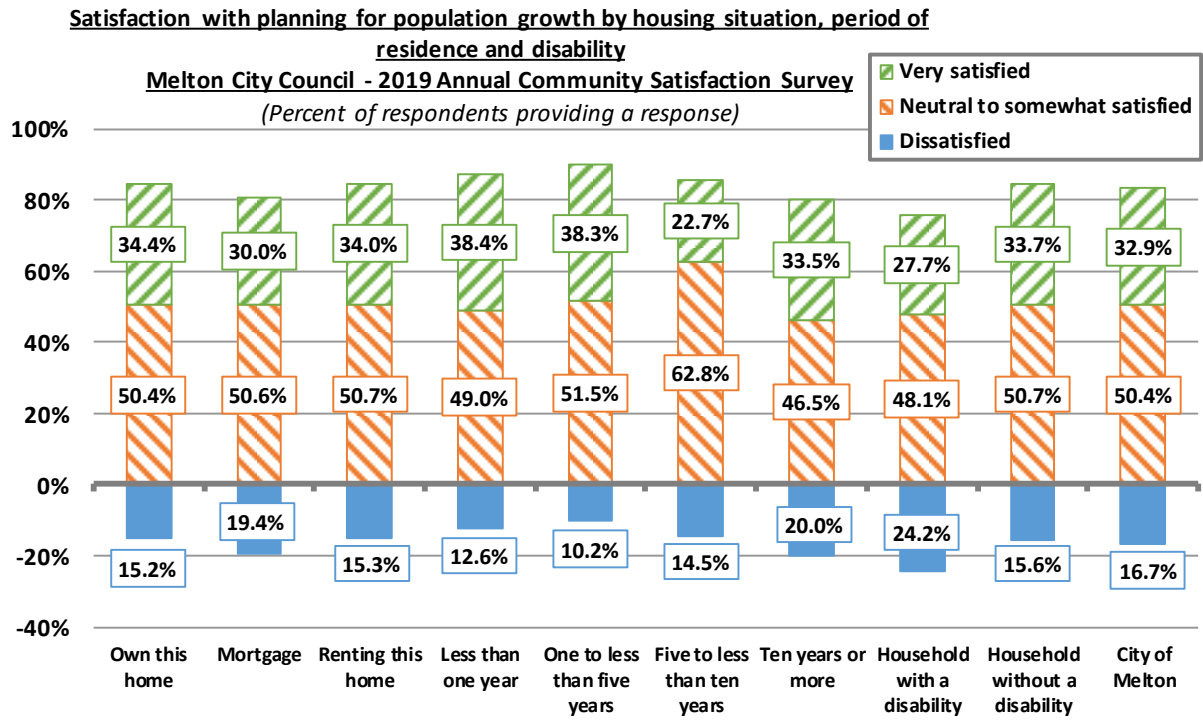


Satisfaction with planning for population growth by housing situation, period of residence and disability

Melton City Council - 2019 Annual 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 recorded in previous years, a little less than five percent of respondents had been personally involved in a planning application or development in the last twelve months.

This result is broadly consistent with results observed elsewhere and those recorded in *Governing Melbourne* in recent times. This result tends to be a little higher in areas experiencing greater levels of redevelopment such as inner and middle-ring municipalities, and a little lower further out.

Involvement in planning and housing development
Melton City Council - 2019 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2019		2018	2017	2016	2015
	Number	Percent				
Yes - as an applicant	17	2.2%	2.9%	3.6%	3.0%	7.4%
Yes - as an objector	8	1.1%	1.3%	3.3%	0.9%	1.4%
Yes - other involvement	1	0.1%	0.8%	0.6%	0.5%	0.4%
No involvement	730	96.6%	94.9%	92.4%	95.6%	90.8%
Not stated	48		53	20	5	7
Total	804	100%	800	800	800	800

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 six aspects of planning and housing development in the City of Melton.

The average satisfaction with these six aspects of planning and housing development was 6.78 out of ten, or a “good” level of satisfaction. This result is 3.4% lower than the average of all six aspects included in the survey last year.

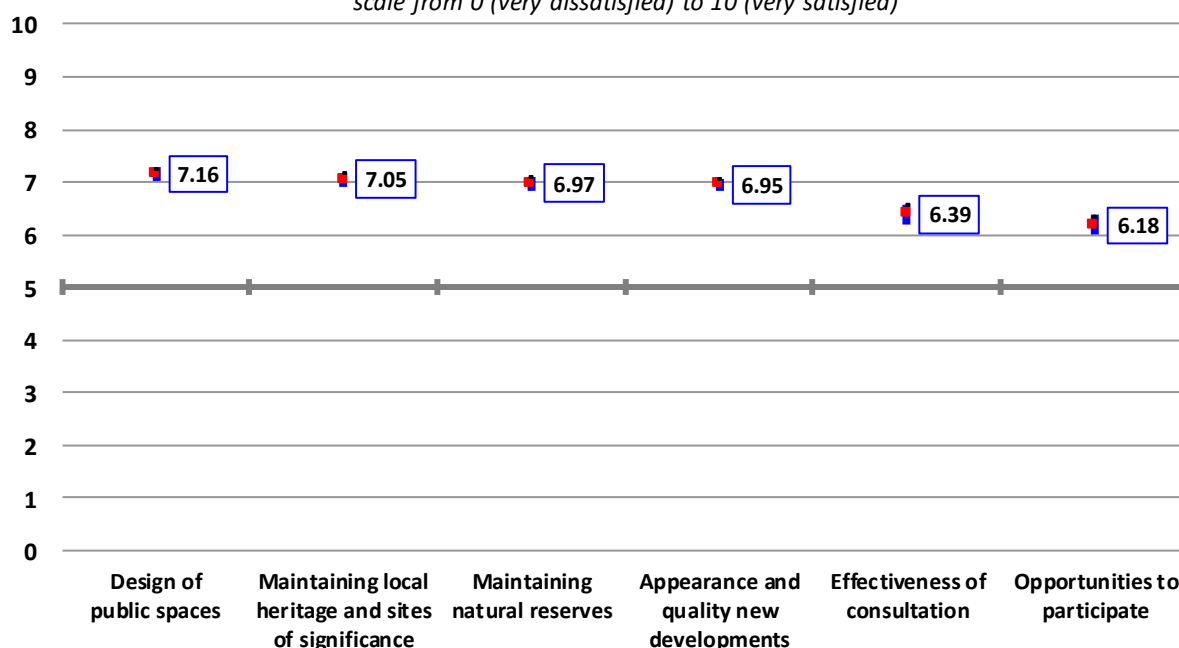


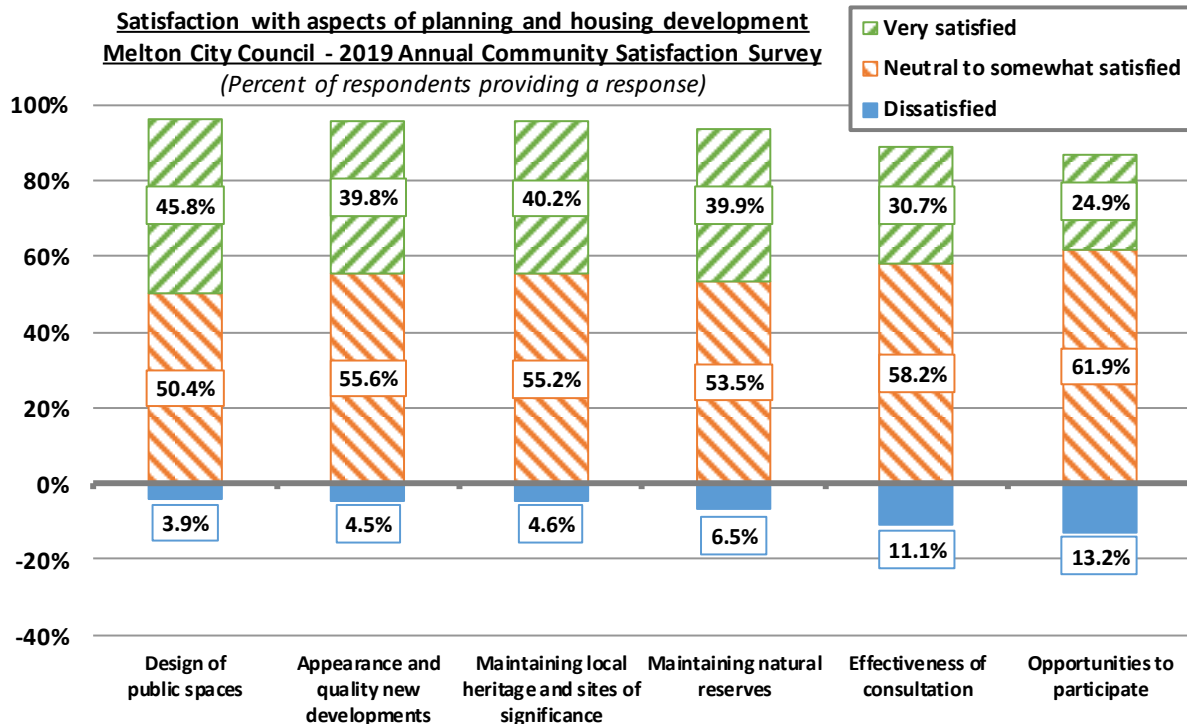
Metropolis Research does note that satisfaction with aspects of planning and housing development tend to be relatively volatile from year to year. This may well reflect the nature of planning approvals and the impact of significant developments from year to year.

Satisfaction with these six aspects of planning and housing development can best be summarised as follows:

- **Good** – for the design of public spaces, maintaining local heritage and sites of significance, maintaining natural reserves, and the appearance and quality of new developments. A little more than two-thirds of the respondents were very satisfied with these four aspects, whilst five percent were dissatisfied.
- **Solid** – for the effectiveness of consultation and the opportunities to participate in consultations on planning. Almost one-third of the respondents were very satisfied with the effectiveness of consultation and one-quarter were very satisfied with the opportunities to participate in strategic planning, whilst a little more than ten percent were dissatisfied.

Satisfaction with aspects of planning and housing development
Melton City Council - 2019 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

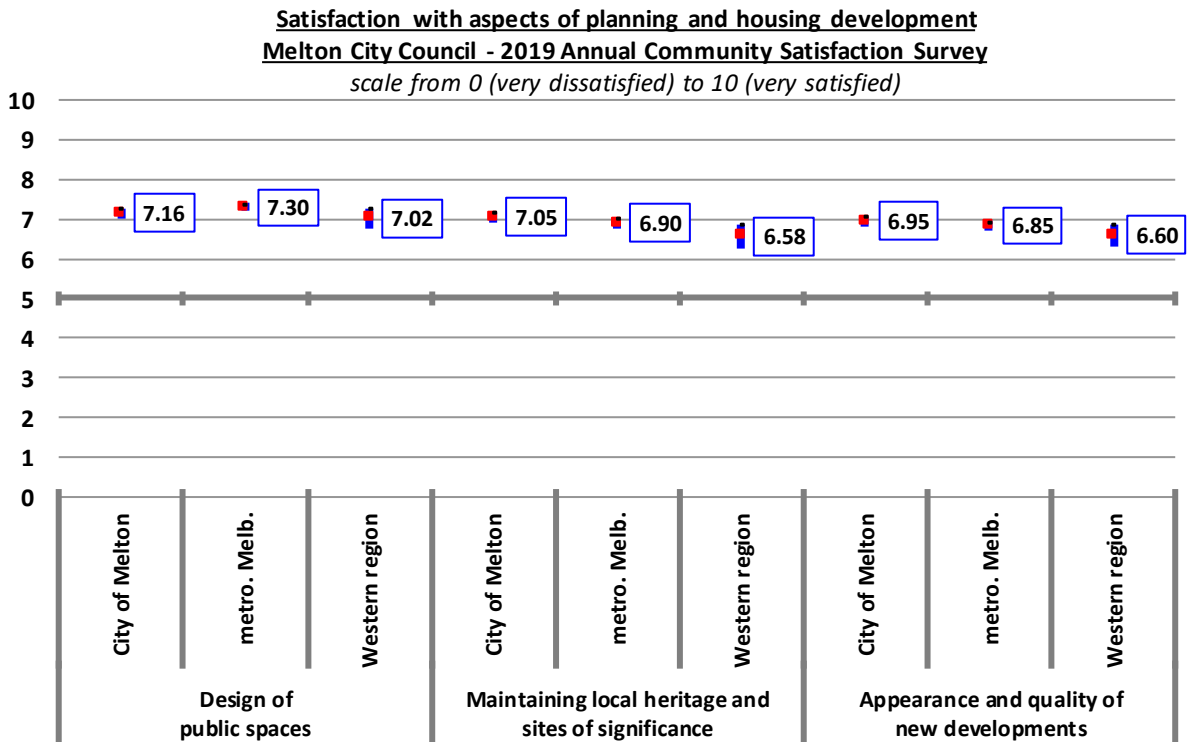




There were three aspects of planning and housing development included in both this survey and *Governing Melbourne*, with the comparisons provided in the following graph.

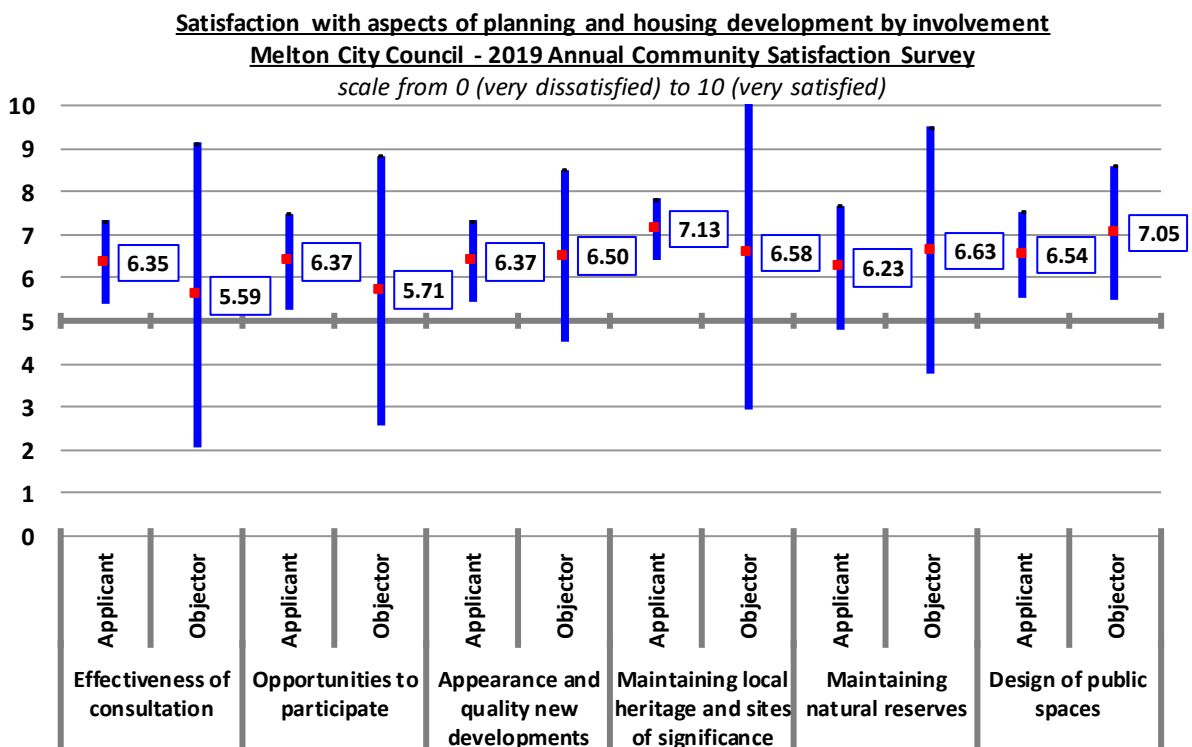
Satisfaction with the design of public spaces was marginally but not measurably lower in the City of Melton than the metropolitan Melbourne average, but higher than the western region councils' average. Satisfaction with maintaining local heritage and sites of significance, as well as the appearance and quality of new developments was somewhat higher in the City of Melton than the metropolitan Melbourne average, and measurably higher than the western region councils' averages.





The following graph provides a comparison of satisfaction with these six aspects of planning and housing development for respondents that were involved as applicants (22 respondents) and those involved as objectors (10 respondents).

Clearly the extremely small sample sizes make interpretation of these results problematic, however Metropolis Research notes that consistent with results observed elsewhere over a long period of time, objectors tend to be less satisfied with most aspects of planning and housing development than applicants.



Current issues for the City of Melton

Respondents were asked:

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

Respondents were asked to nominate what they considered to be the top three issues for the City of Melton at the moment. Approximately two-thirds (67.3% down from 76.7%) of respondents identified at least one issue, providing a total of 1,078 responses, at an average of approximately two issues each.

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

It is important to bear in mind that these responses are not to be read as complaints about the performance of Council, nor do they reflect only services, facilities and issues within the remit of the Melton City Council. Many of these issues that respondents identify in the municipality are within the general remit of other levels of government, often the state government.

Metropolis Research notes that there were relatively few significant changes in the top issues to address in the municipality ‘at the moment’, with attention drawn to the following:

- **Notable increase in 2019** – health and medical services increased somewhat this year (5.0% up from 1.3%).
- **Notable decrease in 2019** – there was another notable decrease this year in safety, policing and crime issues (11.2% down from 19.8% last year and 31.8% in 2017), and cleanliness and general maintenance of the local area (2.4% down from 5.4%).

The most prominent issues in the City of Melton this year remain traffic management (25.4%), safety, policing and crime related issues (11.2%), and issues with parks, gardens and open spaces (9.2%).

Metropolis Research notes that traffic management is commonly identified as an issue across metropolitan Melbourne, as evidenced by the fact that in 2019, one-fifth (20.3%) of respondents across metropolitan Melbourne identified this issue. Metropolis Research has observed that traffic management is almost always the most prominent issue identified by respondents in this question regardless of municipality.

The issue of safety, policing and crime dominated the results in 2017, and the issues around the perception of safety from crime were a significant factor underpinning lower levels of community satisfaction with the performance of Council recorded in that year. Metropolis Research interpreted this as reflecting a significant level of community concern and anxiety around crime in the municipality, and this flowed through into lower scores across many of the variables included in the survey.



This has continued to dissipate significantly this year, which is reflected both in the decline in the proportion of respondents identifying these issues in this section of the report, as well as a mild but notable increase in the perception of safety in the public areas at night.

When compared to the 2019 metropolitan Melbourne results from *Governing Melbourne*, the following is noted:

- **Somewhat more prominent in Melton** – traffic management, safety, policing and crime, parks, gardens and open spaces, health and medical services, and sports and recreation services and facilities related issues were notably more commonly identified in the City of Melton than the 2019 metropolitan Melbourne average.
- **Somewhat less prominent in Melton** – parking, building, housing planning and development issues were less commonly identified in the City of Melton than the 2019 metropolitan Melbourne average.

Metropolis Research draws attention to the fact that whereas 7.9% of respondents across metropolitan Melbourne in 2019 identified building, housing, planning and development issues, just 0.2% down from 1.3% of respondents in the City of Melton identified these issues. This is a notable result, as planning related issues are prominent in many parts of metropolitan Melbourne, including in some growth area municipalities, but this is clearly not the case in Melton.

Issues by precinct

There was some variation in the top issues to address in the City of Melton observed across the nine precincts comprising the municipality, with attention drawn to the following:

- **Melton precinct** – respondents were somewhat more likely than average to nominate cleanliness and general maintenance of the local area.
- **Kurunjang** – respondents were somewhat more likely than average to nominate public transport.
- **Melton West** – respondents were somewhat more likely than average to nominate traffic management.
- **Melton South / Brookfield** – respondents were somewhat more likely than average to nominate health and medical services, and rubbish and waste collection services.
- **Caroline Springs** – respondents were somewhat more likely than average to nominate safety, policing and crime, parking, and lighting related issues.
- **Burnside** – respondents were measurably more likely than average to nominate traffic management issues, and somewhat more likely to nominate drug and alcohol related issues.
- **Taylor's Hill** – respondents were somewhat more likely than average to nominate public toilets.
- **Hillside** – respondents were somewhat more likely than average to nominate hard rubbish collection and cleanliness and general maintenance of the local area.
- **Rural precinct** – respondents were measurably more likely than average to nominate traffic management.



Top three issues for the City of Melton at the moment
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Issue	2019		2018	2017	2016	2019 Metro.*
	Number	Percent				
Traffic management	204	25.4%	25.0%	26.5%	29.8%	20.3%
Safety, policing and crime	90	11.2%	19.8%	31.8%	8.8%	6.3%
Parks, gardens and open space	74	9.2%	8.1%	9.4%	11.9%	6.0%
Roads maintenance and repairs	68	8.5%	6.4%	11.6%	9.6%	7.0%
Parking	64	8.0%	9.8%	8.8%	4.9%	14.6%
Street trees	49	6.1%	5.8%	6.8%	4.1%	6.5%
Street lighting	47	5.8%	7.4%	6.1%	2.1%	6.6%
Health and medical services	40	5.0%	1.3%	2.4%	2.9%	0.3%
Footpath maintenance and repairs	38	4.7%	6.1%	8.1%	6.0%	6.5%
Sports, recreation facilities	26	3.2%	2.9%	5.1%	3.3%	1.5%
Rubbish and waste issues incl. garbage	26	3.2%	2.5%	4.5%	4.1%	3.9%
Public transport	25	3.1%	4.9%	5.3%	9.6%	5.1%
Hard rubbish collection	24	3.0%	4.4%	6.0%	8.8%	1.9%
Council rates	24	3.0%	3.0%	4.3%	5.0%	3.2%
Street cleaning and maintenance	22	2.7%	1.4%	2.6%	1.5%	2.9%
Cleanliness and general maintenance of area	19	2.4%	5.4%	5.0%	5.3%	3.1%
Animal management	15	1.9%	1.0%	2.5%	1.6%	3.0%
Cycling / walking paths	14	1.7%	1.3%	3.0%	1.0%	2.5%
Provision and maintenance of infrastructure	12	1.5%	1.6%	2.6%	2.6%	1.3%
Public toilets	12	1.5%	1.0%	2.5%	0.8%	1.1%
Noise	11	1.4%	1.5%	0.6%	1.0%	0.6%
Recycling collection	11	1.4%	1.4%	0.8%	0.0%	3.6%
Graffiti and vandalism	10	1.2%	0.3%	1.1%	1.5%	1.0%
Activities, services and facilities for youth	9	1.1%	1.8%	3.0%	2.0%	0.3%
Drugs and alcohol issues	9	1.1%	0.8%	0.6%	1.0%	0.5%
Activities and facilities for children	8	1.0%	0.9%	1.8%	2.0%	0.7%
Council customer service / responsiveness	8	1.0%	0.3%	0.8%	0.2%	0.6%
Population and growth	8	1.0%	0.1%	0.1%	0.4%	0.3%
Shops, restaurants and entertainment venues	7	0.9%	1.3%	1.8%	1.5%	1.0%
Consultation, communication and provision of info	6	0.7%	1.0%	2.1%	0.5%	1.5%
Green waste collection	6	0.7%	0.4%	0.0%	0.3%	2.0%
Tip / smell / pollution	5	0.6%	1.6%	4.0%	3.3%	n.a.
Provision and maintenance of community facilities	5	0.6%	0.8%	1.1%	0.2%	0.3%
All other issues (35 separately identified issues)	82	10.2%	7.9%	8.4%	4.5%	21.4%
Total responses	1,078		1,143	1,545	1,227	1,682
<i>Respondents identifying at least one issue</i>	<i>541</i> <i>(67.3%)</i>		<i>613</i> <i>(76.7%)</i>	<i>686</i> <i>(85.8%)</i>	<i>623</i> <i>(77.8%)</i>	<i>849</i> <i>(69.4%)</i>

(*) 2019 metropolitan Melbourne average from Governing Melbourne



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

Melton City Council - 2019 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Melton	
Traffic management	30.0%
Safety, policing and crime	15.6%
Roads repair and maintenance	11.1%
Lighting	8.9%
Health and medical services	8.9%
Cleanliness and maintenance of area	7.8%
Footpath repairs and maintenance	6.7%
Parking	5.6%
Parks, gardens & open spaces	4.4%
Rubbish and waste collection issues	4.4%
All other issues	41.1%
<i>Respondents identifying an issue</i>	69 (76.7%)

Kurunjang	
Roads repair and maintenance	19.3%
Traffic management	17.0%
Public transport	8.0%
Health and medical services	8.0%
Parks, gardens & open spaces	5.7%
Parking	5.7%
Rates	5.7%
Safety, policing and crime	5.7%
Footpath repairs and maintenance	4.5%
Street trees	4.5%
All other issues	58.0%
<i>Respondents identifying an issue</i>	58 (65.9%)

Melton West	
Traffic management	33.7%
Safety, policing and crime	11.2%
Parks, gardens & open spaces	10.1%
Roads repair and maintenance	9.0%
Health and medical services	6.7%
Parking	4.5%
Cleanliness and maintenance of area	4.5%
Youth activities, services and facilities	4.5%
Rates	3.4%
Footpath repairs and maintenance	3.4%
All other issues	40.4%
<i>Respondents identifying an issue</i>	65 (73.0%)

Melton South / Brookfield	
Traffic management	21.1%
Health and medical services	12.2%
Parking	11.1%
Safety, policing and crime	10.0%
Roads repair and maintenance	8.9%
Footpath repairs and maintenance	6.7%
Rubbish and waste collection issues	6.7%
Street trees	6.7%
Public transport	5.6%
Parks, gardens & open spaces	4.4%
All other issues	46.7%
<i>Respondents identifying an issue</i>	61 (67.8%)

Caroline Springs	
Safety, policing and crime	19.8%
Traffic management	19.8%
Parking	16.5%
Parks, gardens & open spaces	14.3%
Lighting	14.3%
Roads repair and maintenance	8.8%
Street trees	6.6%
Footpath repairs and maintenance	4.4%
Street cleaning and maintenance	4.4%
Hard rubbish collection	4.4%
All other issues	46.2%
<i>Respondents identifying an issue</i>	69 (75.8%)

Burnside	
Traffic management	36.0%
Safety, policing and crime	13.5%
Parks, gardens & open spaces	12.4%
Roads repair and maintenance	7.9%
Street trees	7.9%
Parking	6.7%
Drugs and alcohol issues	3.4%
Footpath repairs and maintenance	3.4%
Lighting	3.4%
Health and medical services	3.4%
All other issues	33.7%
<i>Respondents identifying an issue</i>	59 (66.3%)



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

Melton City Council - 2019 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Taylors Hill	
Traffic management	19.3%
Parks, gardens & open spaces	10.2%
Street trees	10.2%
Safety, policing and crime	9.1%
Lighting	6.8%
Parking	5.7%
Footpath repairs and maintenance	5.7%
Hard rubbish collection	5.7%
Roads repair and maintenance	4.5%
Public toilets	4.5%
All other issues	34.1%
<i>Respondents identifying an issue</i>	<i>51 (58%)</i>

Hillside	
Traffic management	24.4%
Parks, gardens & open spaces	7.8%
Footpath repairs and maintenance	5.6%
Street trees	5.6%
Hard rubbish collection	5.6%
Cleanliness and maintenance of area	4.4%
Sports and recreation facilities	4.4%
Parking	3.3%
Rates	3.3%
Roads repair and maintenance	3.3%
All other issues	28.9%
<i>Respondents identifying an issue</i>	<i>45 (50.0%)</i>

Rural	
Traffic management	39.3%
Parks, gardens & open spaces	10.1%
Safety, policing and crime	7.9%
Street trees	7.9%
More resources to older / rural areas	7.9%
Roads repair and maintenance	6.7%
Health and medical services	5.6%
General infrastructure	5.6%
Shops, restaurants, bars and entertainme	5.6%
Parking	4.5%
All other issues	48.3%
<i>Respondents identifying an issue</i>	<i>68 (76.4%)</i>

City of Melton	
Traffic management	25.4%
Safety, policing and crime	11.2%
Parks, gardens and open space	9.2%
Roads maintenance and repairs	8.5%
Parking	8.0%
Street trees	6.1%
Lighting	5.8%
Health and medical services	5.0%
Footpath maintenance and repairs	4.7%
Sports, recreation facilities	3.2%
All other issues	47.0%
<i>Respondents identifying an issue</i>	<i>541 (67.3%)</i>

Western region	
Traffic management	23.2%
Parking	10.7%
Parks, gardens and open spaces	8.5%
Provision and maintenance of street trees	7.1%
Safety, policing and crime	6.3%
Roads maintenance and repairs	5.8%
Council rates	5.4%
Building, housing, planning, development	5.4%
Rubbish and waste issues incl. garbage	5.4%
Footpath maintenance and repairs	4.5%
All other issues	44.6%
<i>Respondents identifying an issue</i>	<i>138 (61.6%)</i>

Growth area councils	
Traffic management	23.3%
Parking	10.4%
Roads maintenance and repairs	10.0%
Provision and maintenance of street trees	9.3%
Safety, policing and crime	6.8%
Parks, gardens and open spaces	6.1%
Lighting	5.4%
Public transport	5.0%
Footpath maintenance and repairs	5.0%
Council rates	3.9%
All other issues	28.3%
<i>Respondents identifying an issue</i>	<i>175 (62.9%)</i>



Issues by respondent profile

There was some variation in the top issues to address in the City of Melton observed by respondent profile, with attention drawn to the following:

- **Adolescents (aged 15 to 19 years)** – the small sample of adolescents were somewhat more likely than average to nominate sports and recreation facilities, community services, and public toilets.
- **Adults (aged 35 to 44 years)** – respondents were measurably more likely than average to nominate safety, policing and crime issues and somewhat more likely to nominate parks, gardens, and open space issues.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably more likely than average to nominate parking.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to nominate street cleaning and maintenance.
- **Senior citizens (aged 75 years and over)** – the small sample of senior citizens were measurably more likely than average to nominate health and medical services, street trees, and footpath maintenance and repairs.
- **Male** – respondents were measurably more likely than female respondents to nominate road maintenance and repairs.
- **Female** – respondents were somewhat more likely than male respondents to nominate safety, policing and crime issues.
- **English speaking household** – respondents were measurably more likely than respondents from multi-lingual households to nominate road maintenance and repairs.
- **Multi-lingual household** – respondents were measurably more likely than respondents from English speaking households to nominate parks, gardens, and open space issues.



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

Melton City Council - 2019 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male	
Traffic management	25.3%
Roads repair and maintenance	11.0%
Safety, policing and crime	9.9%
Parks, gardens & open spaces	8.5%
Parking	8.3%
Street trees	6.7%
Health and medical services	5.8%
Lighting	5.2%
Footpath repairs and maintenance	4.3%
Street cleaning and maintenance	3.8%
All other issues	43.3%
<i>Respondents identifying an issue</i>	295 (66.2%)

Female	
Traffic management	25.4%
Safety, policing and crime	13.0%
Parks, gardens & open spaces	10.2%
Parking	7.6%
Lighting	6.8%
Roads repair and maintenance	5.4%
Footpath repairs and maintenance	5.4%
Street trees	5.4%
Rubbish and waste collection issues	5.1%
Public transport	4.2%
All other issues	49.7%
<i>Respondents identifying an issue</i>	242 (68.4%)

English speaking	
Traffic management	25.4%
Roads repair and maintenance	11.4%
Safety, policing and crime	10.6%
Parking	9.1%
Parks, gardens & open spaces	7.1%
Health and medical services	6.9%
Footpath repairs and maintenance	6.3%
Street trees	5.3%
Lighting	4.9%
Rubbish and waste collection issues	3.9%
All other issues	46.3%
<i>Respondents identifying an issue</i>	340 (69.2%)

Multi-lingual	
Traffic management	25.3%
Parks, gardens & open spaces	13.2%
Safety, policing and crime	12.2%
Lighting	7.6%
Street trees	7.2%
Parking	6.3%
Hard rubbish collection	4.6%
Public transport	4.3%
Roads repair and maintenance	4.3%
Rates	3.6%
All other issues	43.4%
<i>Respondents identifying an issue</i>	196 (64.6%)



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

Melton City Council - 2019 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Adolescents (15 to 19 years)	
Traffic management	21.4%
Roads repair and maintenance	10.7%
Sports and recreation facilities	10.7%
Community services quality and provision	7.1%
Lighting	7.1%
Public toilets	7.1%
Street trees	7.1%
Cleanliness and maintenance of area	3.6%
Education and schools	3.6%
Health and medical services	3.6%
All other issues	10.7%
<i>Respondents identifying an issue</i>	<i>14 (48.1%)</i>

Young adults (20 to 34 years)	
Traffic management	24.3%
Safety, policing and crime	11.8%
Roads repair and maintenance	11.1%
Health and medical services	6.3%
Rubbish and waste collection issues	5.6%
Footpath repairs and maintenance	4.9%
Cleanliness and maintenance of area	4.2%
Street trees	4.2%
Lighting	3.5%
Parks, gardens & open spaces	3.5%
All other issues	34.7%
<i>Respondents identifying an issue</i>	<i>88 (60.8%)</i>

Adults (35 to 44 years)	
Traffic management	24.5%
Safety, policing and crime	15.1%
Parks, gardens & open spaces	15.1%
Parking	8.9%
Lighting	6.8%
Roads repair and maintenance	5.2%
Sports and recreation facilities	4.7%
Public transport	4.7%
Street trees	4.2%
Rates	3.6%
All other issues	37.5%
<i>Respondents identifying an issue</i>	<i>122 (63.8%)</i>

Middle aged adults (45 to 59 years)	
Traffic management	27.9%
Parking	12.6%
Safety, policing and crime	11.3%
Parks, gardens & open spaces	10.5%
Roads repair and maintenance	8.5%
Lighting	7.3%
Rates	5.7%
Health and medical services	5.3%
Street trees	5.3%
Footpath repairs and maintenance	5.3%
All other issues	55.5%
<i>Respondents identifying an issue</i>	<i>181 (73.1%)</i>

Older adults (60 to 74 years)	
Traffic management	23.9%
Street trees	9.4%
Roads repair and maintenance	8.8%
Parks, gardens & open spaces	8.8%
Safety, policing and crime	8.2%
Footpath repairs and maintenance	7.5%
Parking	6.3%
Street cleaning and maintenance	6.3%
Lighting	5.7%
Health and medical services	5.0%
All other issues	47.8%
<i>Respondents identifying an issue</i>	<i>112 (70.6%)</i>

Senior citizens (75 years and over)	
Traffic management	27.3%
Roads repair and maintenance	12.1%
Health and medical services	12.1%
Street trees	12.1%
Parking	9.1%
Footpath repairs and maintenance	9.1%
Waterways maintenance and management	6.1%
Cleanliness and maintenance of area	3.0%
Lighting	3.0%
Safety, policing and crime	3.0%
All other issues	42.4%
<i>Respondents identifying an issue</i>	<i>25 (74.9%)</i>



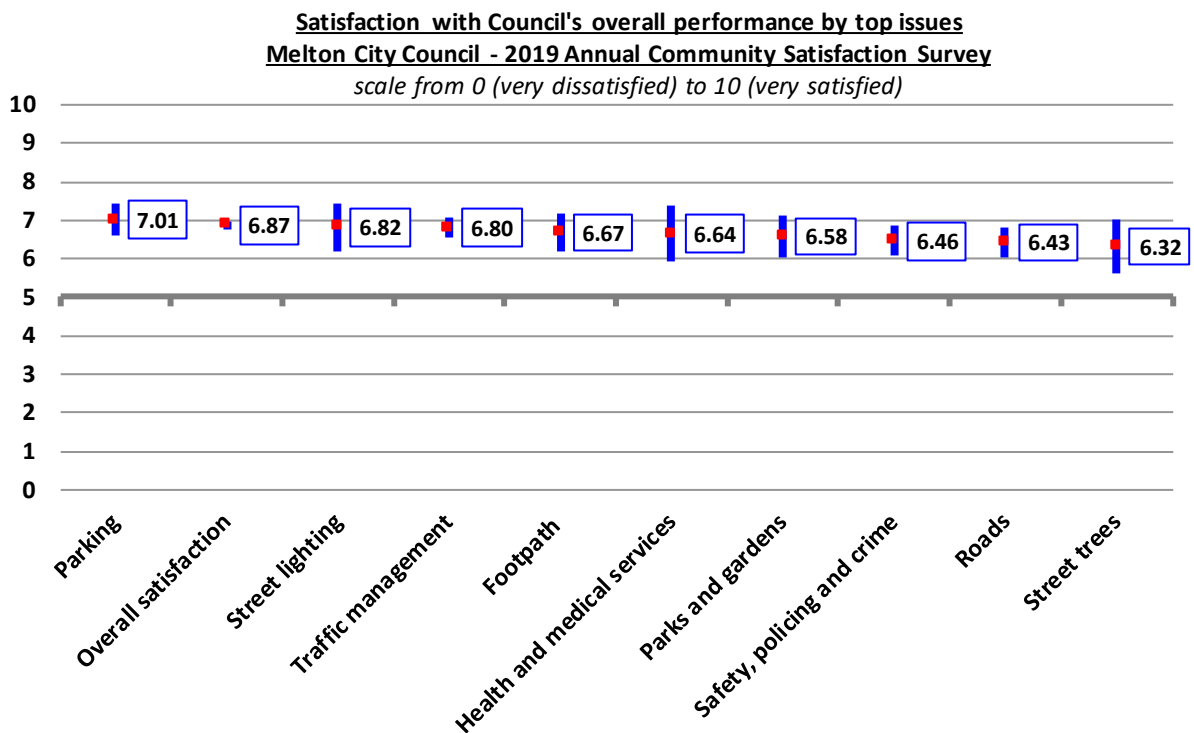
Correlation between issues and satisfaction with overall performance

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 2019 was 6.87, marginally higher than the average satisfaction of respondents identifying eight of the top nine issues.

It is noted that respondents that raised street lighting, traffic management, footpaths, health and medical services, and parks and gardens were only marginally less satisfied with Council’s overall performance than the average. These may exert a very mildly negative influence on overall satisfaction with Council.

Respondents that identified safety, policing and crime, road maintenance and repairs, and street trees all rated satisfaction with Council’s overall performance substantially lower than the municipal average of 6.87. It would appear that these issues are exerting a negative influence on satisfaction with Council’s overall performance for those respondents that raised these issues.

It is noted that the result for respondents identifying safety, policing and crime related issues in 2018 was rated as “good” at 6.69, but has declined somewhat this year to 6.46. In 2017, respondents that raised safety, policing and crime issues rated satisfaction with overall performance at just 6.22. This does suggest that for this increasing smaller group of respondents who are more concerned with safety and crime issues than the underlying population, the issue remains a negative influence on their satisfaction with Council.



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-nine 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-nine Council provided services and facilities increased by less than one percent this year, up from 8.73 to 8.79 out of ten.

By way of comparison, the 2019 metropolitan Melbourne average importance with a similar range of services and facilities was almost identical at 8.78.

Metropolis Research notes that all thirty-nine services and facilities were rated at more than eight 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).

Metropolis Research notes that the importance of all services and facilities fell within a range from a high of 9.44 for regular garbage collection, to a low of 8.07 for Council printed biennial newsletter *Moving Ahead*.

Increased importance

There were twenty-four services and facilities to record an increase in importance this year, although none of these increases were statistically significant.

Attention is drawn to the increase in average importance of maintenance and repair of sealed local roads (up 4.1%), the provision of parks and gardens (up 3.7%), public art and exhibitions (up 3.5%), street sweeping (up 3.4%), and footpath maintenance and repairs (up 3.4%).

Decreased importance

The average importance of fifteen services and facilities declined somewhat this year, although none of these declines were statistically significant.

The three services and facilities to record the largest decline in importance were services for people with a disability (down 3.8%), public toilets (down 3.5%), and health service for babies, infants and toddlers (down 2.6%).



Relative importance of Council services and facilities

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

- ⊗ **Higher than average importance** – for the regular garbage collection, regular recycling, green waste collection, litter collection in public areas, the provision and maintenance of street lighting, the maintenance and repair of sealed local roads, the provision and maintenance of parks and gardens, services for people with a disability, footpath maintenance and repairs, services for seniors, and Family Support and Emergency Relief.
- ⊗ **Average importance** – for health services for babies, infants, and toddlers, local traffic management, the provision and maintenance of street trees, the local library, Melton Recycling Facility, the maintenance and cleaning of shopping strips, hard rubbish collection, services and programs for children, the provision and maintenance of playgrounds, services for young people, street sweeping, sports grounds and associated facilities, public toilets, animal management, Recreation and Leisure centres, and on and off road bike paths and / or walking paths.
- ⊗ **Lower than average importance** – for parking enforcement, the provision of community events, Council activities promoting local business growth, Community Centres / Neighbourhood Houses, Council's website, the provision of cultural events, the ability to access services through online channels, Council information and columns in local newspapers, public art and exhibitions, Melton Learning, and *Moving Ahead*.

Comparison to metropolitan Melbourne average

Of the thirty-nine services and facilities included in the City of Melton survey this year, a total of twenty-eight were also included in *Governing Melbourne*, and comparative results are provided in the main table in this section.

Of these twenty-eight services and facilities, there was some variation observed between the importance recorded in the City of Melton and the metropolitan Melbourne average. None of these variations were statistically significant, however attention is drawn to the following:

- **Higher than average importance in the City of Melton** – Green waste collection (4.5% higher), services for young people (3.6% higher), *Moving Ahead* (2.8% higher), and animal management (2.6% higher).
- **Lower than average importance in the City of Melton** – hard rubbish collection (1.3% lower), and local library (1.2% lower).



Importance of selected services and facilities
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2019			2018	2017	2016	2019 Metro.*
			Lower	Mean	Upper				
Higher than average importance	Regular garbage collection	797	9.37	9.44	9.51	9.22	9.46	9.39	9.33
	Regular recycling	800	9.34	9.42	9.49	9.20	9.39	9.40	9.24
	Green waste collection	769	9.34	9.41	9.48	9.12	9.24	9.29	9.01
	Litter collection in public areas	778	9.09	9.17	9.25	8.89	8.96	9.09	n.a.
	Provision and maintenance of street lighting	798	9.07	9.15	9.23	8.98	9.12	9.06	9.05
	Maintenance and repair of sealed local roads	800	9.03	9.11	9.20	8.75	8.85	8.95	9.00
	Maintenance of parks and gardens	789	9.02	9.10	9.19	8.84	8.97	9.03	8.93
	Provision of parks and gardens	789	9.00	9.08	9.16	8.76	8.96	9.07	8.93
	Services for people with a disability	678	8.99	9.08	9.17	9.43	9.19	9.46	9.00
	Footpath maintenance and repairs	790	8.97	9.06	9.14	8.76	8.78	9.02	8.93
	Services for seniors	677	8.94	9.03	9.11	9.25	9.17	9.39	8.87
	Family Support and Emergency Relief	671	8.92	9.01	9.10	9.23	n.a.	n.a.	n.a.
Average importance	Health services for babies, infants and toddlers	688	8.87	8.96	9.05	9.20	9.23	9.37	n.a.
	Local traffic management	790	8.86	8.95	9.05	8.80	8.83	9.08	8.92
	Provision and maintenance of street trees	794	8.80	8.90	8.99	8.67	8.50	8.76	8.77
	Local library	742	8.79	8.88	8.98	8.99	9.09	9.21	8.99
	Melton Recycling Facility	740	8.79	8.88	8.97	9.01	8.72	9.04	n.a.
	Maintenance and cleaning of shopping strips	786	8.79	8.87	8.96	8.69	8.71	8.79	8.78
	Hard rubbish collection	725	8.77	8.86	8.95	8.83	8.92	9.09	8.98
	Services and programs for children	699	8.75	8.85	8.94	8.92	9.12	9.42	8.75
	Provision and maintenance of playgrounds	746	8.73	8.82	8.90	8.85	8.92	9.08	n.a.
	Services for young people	685	8.72	8.82	8.91	8.86	9.08	9.34	8.51
	Street sweeping	785	8.69	8.80	8.90	8.51	8.40	8.53	8.74
	Sports grounds and associated facilities	739	8.69	8.78	8.87	8.94	8.88	8.99	8.72
	Public toilets	706	8.67	8.76	8.86	9.08	8.70	9.05	8.84
	Animal management	741	8.55	8.66	8.77	8.53	8.50	8.61	8.44
	Recreation and Leisure Centres	706	8.54	8.63	8.72	8.65	8.70	8.99	8.65
On and off road bike and / or walking paths	728	8.54	8.63	8.72	8.61	8.75	9.09	8.64	
Lower than average importance	Parking enforcement	775	8.45	8.56	8.67	8.33	8.09	8.42	8.47
	Provision of community events	709	8.45	8.54	8.64	8.37	8.25	8.68	n.a.
	Council activities promoting local business growth	683	8.41	8.52	8.64	8.33	8.34	8.34	8.53
	Community centres / Neighbourhood houses	693	8.39	8.48	8.58	8.56	8.55	8.77	n.a.
	Council's website	704	8.30	8.41	8.52	8.39	8.09	8.35	8.36
	Provision of cultural events	675	8.28	8.38	8.48	8.23	8.00	8.50	8.42
	Ability to access services through online channels	676	8.22	8.33	8.45	8.50	n.a.	n.a.	n.a.
	Council information and columns in local papers	668	8.11	8.23	8.34	8.14	7.45	8.32	n.a.
	Public art and exhibitions	648	8.12	8.22	8.33	7.95	n.a.	n.a.	n.a.
	Melton Learning	598	8.01	8.12	8.23	8.22	n.a.	n.a.	n.a.
Moving Ahead (Council's printed biannual newsletter)	671	7.93	8.07	8.21	7.90	7.51	7.91	7.85	
<i>Average importance of selected services</i>			8.70	8.79	8.89	8.73	8.72	8.94	8.78

(*) 2019 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 twenty-two 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-nine included Council services and facilities increased 1.8% this year, up from 7.39 to 7.52, remains at a “very good” level.

By way of comparison, the 2019 metropolitan Melbourne average satisfaction with a similar range of services and facilities was 7.48, marginally but not measurably lower than the 2019 City of Melton average satisfaction.

Satisfaction with the thirty-nine included Council services and facilities varied from a high of 8.75 for the regular garbage collection service (rated “excellent”), to a low of 6.79 for parking enforcement (rated “good”). None of the thirty-nine services and facilities were rated as “solid”, “poor”, “very poor” or “extremely poor” this year.

It is noted that nine (up from five) services and facilities were rated as “excellent”, nineteen (down from twenty) were rated as “very good”, and eleven (down from fourteen) were rated as “good”.

Increased satisfaction

Satisfaction with twenty-three services and facilities increased this year, although the increase in satisfaction with only five services and facilities was statistically significant, those being Family Support and Emergency Relief (up 11.4%), services for seniors (up 8.6%), public art and exhibitions (up 8.5%), hard rubbish collection (up 6.2%), and Melton Learning (up 6.1%).

The other services and facilities that recorded somewhat increased satisfaction this year included the provision of cultural events (up 5.8%), services for young people (up 5.7%), health services for babies, infants and toddlers (up 5.6%), the provision of community events (up 3.9%), the maintenance and repair of sealed local roads (up 3.7%), and public toilets (up 3.5%).

Decreased satisfaction

There were sixteen Council services and facilities that recorded a decline in satisfaction this year, although none of these declines were statistically significant.

The services and facilities to report the largest declines in satisfaction were street sweeping (down 4.8%), the maintenance of parks and gardens (down 3.7%), Council activities promoting local business growth (down 2.6%), and animal management (down 2.4%).



Relative satisfaction with Council services and facilities

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

- ⊗ **Excellent** – for the regular garbage collection, the green waste collection, regular recycling, the local library, health services for babies, infants and toddlers, the provision of community events, services for seniors, Melton Learning, and services and programs for children.
- ⊗ **Very Good** – for the Melton Recycling Facility, Family Support and Emergency Relief, public art and exhibitions, ability to access services through online channels, the provision of cultural events, sports grounds and associated facilities, hard rubbish collection, services for young people, Recreation and Leisure Centres, Community Centres / Neighbourhood Houses, on and off road bike paths and / or walking paths, services for people with disability, animal management, Council’s website, the provision of parks and gardens, the provision and maintenance of street lighting, the provision and maintenance of playgrounds, the maintenance and cleaning of shopping strips, and Council information and columns in the local newspapers.
- ⊗ **Good** – for *Moving Ahead*, litter collection in public areas, the maintenance and repair of sealed local roads, the maintenance of parks and gardens, the provision and maintenance of street trees, street sweeping, Council activities promoting local business growth, footpath maintenance and repairs, local traffic management, public toilets, and parking enforcement.

Comparison to metropolitan Melbourne average

When compared to the 2019 *Governing Melbourne* result, respondents in the City of Melton rated eleven services and facilities somewhat higher than the metropolitan Melbourne average and sixteen services and facilities that recorded lower than average satisfaction.

Attention is drawn to the following variations:

- **Somewhat higher than average satisfaction in the City of Melton** - regular recycling (5.9% higher), green waste collection (5.2% higher), and public toilets (3.3% higher). None of these were statistically significant.
- **Somewhat lower than average satisfaction in the City of Melton** - the maintenance of parks and gardens (8.8% lower), Recreation and Leisure Centres (4.8% lower), the provision of parks and gardens (4.7% lower), hard rubbish collection (4.0% lower), and street sweeping (3.6% lower). Of these only the maintenance of parks and gardens was statistically significant.



Melton City Council – 2019 Annual Community Satisfaction Survey

Satisfaction with selected services and facilities Melton City Council - 2019 Annual Community Satisfaction Survey (Number and index score scale 0 - 10)

	Service/facility	Number	2019			2018	2017	2016	2019 Metro.*	
			Lower	Mean	Upper					
Higher than average	Regular garbage collection	803	8.64	8.75	8.85	8.62	8.76	8.87	8.53	
	Green waste collection	751	8.59	8.71	8.82	8.45	8.54	8.63	8.28	
	Regular recycling	798	8.39	8.52	8.64	8.51	8.63	8.70	8.04	
	Local library	451	8.31	8.45	8.89	8.40	8.83	8.68	8.56	
Average satisfaction	Health services for babies, infants and toddlers	200	7.99	8.19	8.39	7.76	8.43	8.19	n.a.	
	Provision of community events	324	7.72	7.89	8.06	7.59	7.17	7.90	n.a.	
	Services for seniors	93	7.50	7.86	8.23	7.24	8.15	8.28	7.65	
	Melton Learning	61	7.40	7.78	8.15	7.33	n.a.	n.a.	n.a.	
	Services and programs for children	172	7.49	7.75	8.00	7.51	8.16	8.21	7.92	
	Melton Recycling Facility	443	7.52	7.72	7.91	7.72	7.55	7.22	n.a.	
	Family Support and Emergency Relief	69	7.29	7.71	8.13	6.92	n.a.	n.a.	n.a.	
	Public art and exhibitions	116	7.43	7.70	7.96	7.09	n.a.	n.a.	n.a.	
	Ability to access services through online channels	215	7.44	7.67	7.89	7.54	n.a.	n.a.	n.a.	
	Provision of cultural events	172	7.38	7.65	7.91	7.22	7.41	7.70	7.86	
	Sports grounds and associated facilities	409	7.44	7.60	7.76	7.58	8.07	8.20	7.78	
	Hard rubbish collection	357	7.36	7.59	7.81	7.15	7.40	6.85	7.90	
	Services for young people	125	7.26	7.55	7.84	7.15	8.22	7.86	7.55	
	Recreation and Leisure Centres	324	7.31	7.52	7.72	7.54	7.86	7.99	7.90	
	Community centres / Neighbourhood houses	221	7.25	7.50	7.76	7.57	8.10	7.74	n.a.	
	On and off road bike and / or walking paths	392	7.32	7.50	7.68	7.30	7.27	7.64	7.40	
	Services for people with a disability	71	7.01	7.49	7.97	7.34	7.73	7.55	7.52	
	Animal management	701	7.31	7.45	7.60	7.63	7.50	7.62	7.41	
	Council's website	351	7.20	7.39	7.56	7.45	7.51	7.77	7.34	
	Provision of parks and gardens	778	7.24	7.38	7.51	7.44	7.42	7.74	7.74	
	Provision and maintenance of street lighting	798	7.23	7.37	7.52	7.45	7.34	7.74	7.23	
	Provision and maintenance of playgrounds	449	7.17	7.34	7.51	7.35	7.40	7.39	n.a.	
	Maintenance and cleaning of shopping strips	773	7.18	7.30	7.43	7.36	7.45	7.69	7.43	
	Council information and columns in local papers	219	7.06	7.26	7.46	7.34	7.29	7.84	n.a.	
	Moving Ahead (Council's printed biannual newsletter)	539	7.01	7.18	7.34	7.25	6.71	7.33	6.99	
	Lower than average satisfaction	Litter collection in public areas	758	7.00	7.15	7.30	7.07	6.78	7.29	n.a.
		Maintenance and repair of sealed local roads	799	6.92	7.06	7.20	6.81	6.71	7.09	7.27
		Maintenance of parks and gardens	778	6.91	7.06	7.22	7.33	7.14	7.44	7.74
		Provision and maintenance of street trees	786	6.84	6.99	7.14	7.03	6.62	7.23	7.10
		Street sweeping	777	6.77	6.93	7.10	7.28	7.05	7.54	7.19
		Council activities promoting local business growth	586	6.70	6.87	7.04	7.06	6.85	7.35	7.07
		Footpath maintenance and repairs	788	6.71	6.86	7.01	6.75	6.27	6.72	6.93
Local traffic management		783	6.69	6.84	6.99	6.71	6.32	6.69	6.69	
Public toilets		313	6.57	6.79	7.02	6.56	6.51	6.83	6.58	
Parking enforcement		754	6.63	6.79	6.95	6.86	6.61	6.82	6.80	
Average satisfaction with selected services			7.31	7.52	7.73	7.39	7.48	7.67	7.48	

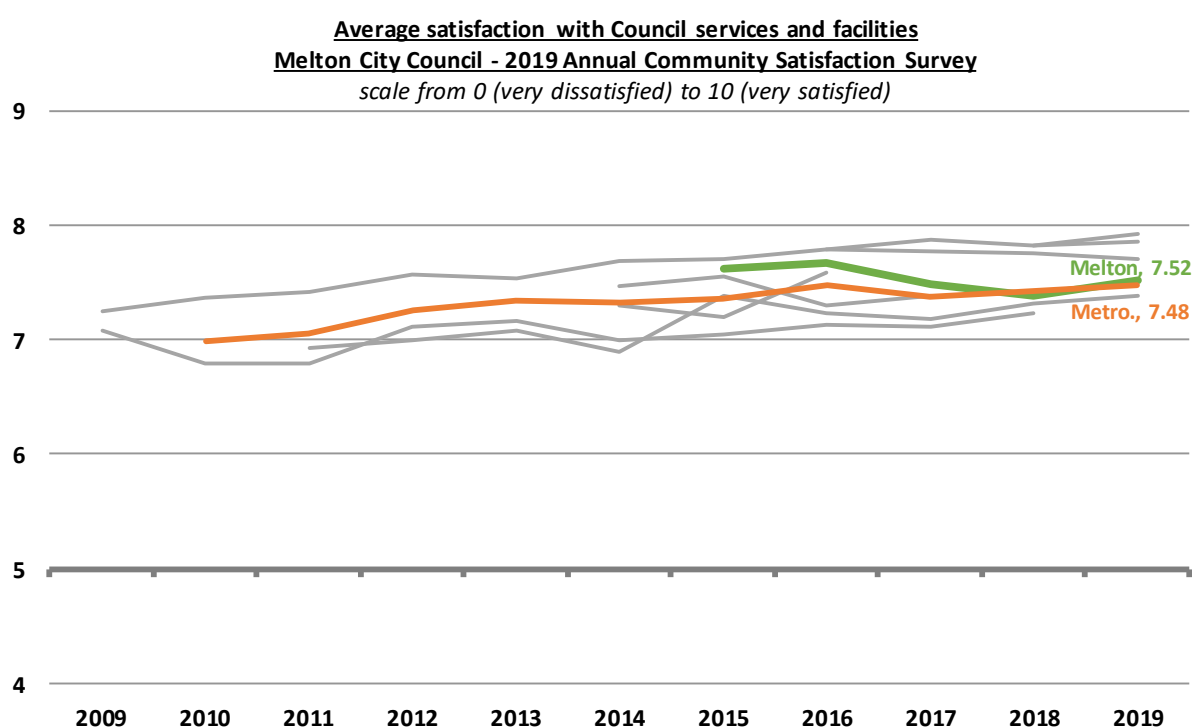
(*) 2019 metropolitan Melbourne average from Governing Melbourne

Average satisfaction with Council services and facilities

The average satisfaction with the thirty-nine included Council services and facilities was 7.52 this year, up marginally on the 7.39 recorded last year.

By way of comparison, the following graph provides the average satisfaction with a range of other Councils for which Metropolis Research conducts similar research, as well as the metropolitan Melbourne average from the 2019 *Governing Melbourne* research.

As is clearly evident in the graph, satisfaction with services and facilities in the City of Melton is marginally higher than the metropolitan Melbourne average, although marginally lower than for three of the other councils across metropolitan Melbourne for which Metropolis Research conducts the *Annual Community Satisfaction Survey*.



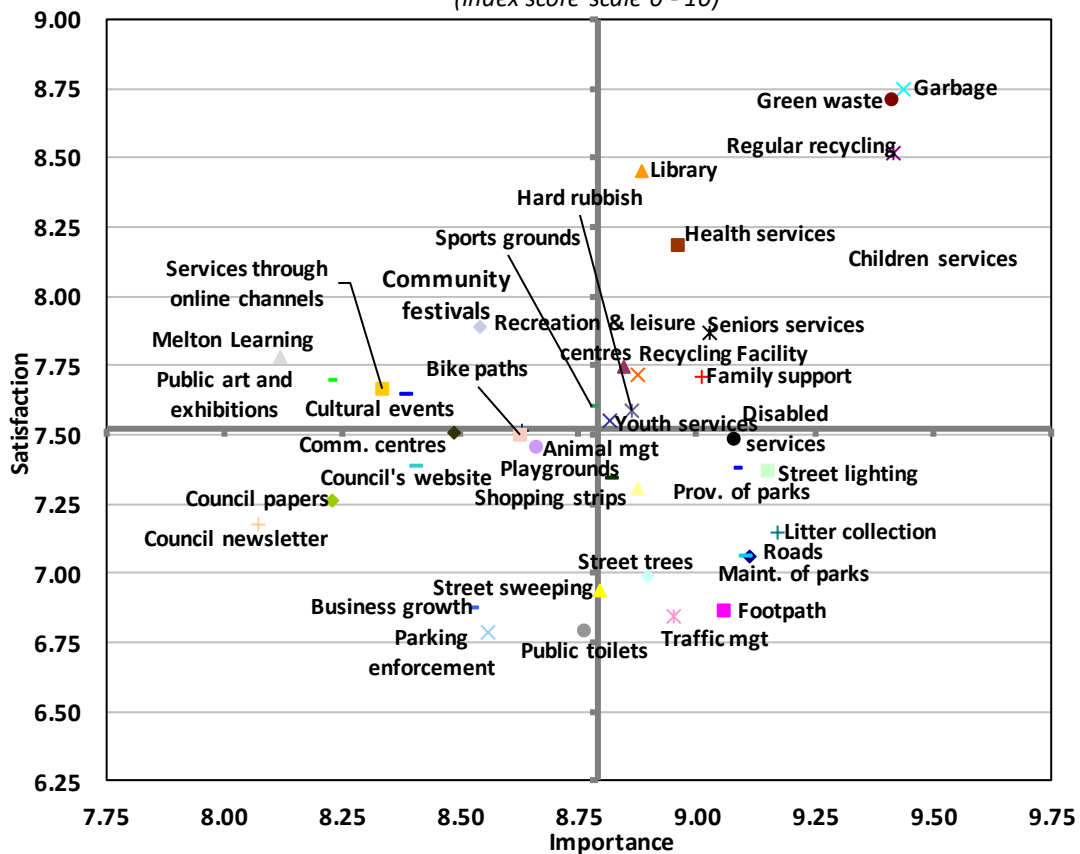
Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of average importance with each of the thirty-nine included Council services and facilities and the average satisfaction with these services and facilities. The blue cross-hairs represent the average importance (8.79) and the average satisfaction (7.52).

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.



Importance of and satisfaction with Council services
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Metropolis Research draws attention to the fact that many of the most important services are also those with the highest levels of satisfaction, including all the rubbish and recycling collection services, the health and human services, and the local library service.

The services and facilities of most concern are street trees, sealed local roads, footpath maintenance and repairs, the maintenance of parks, litter collection, and local traffic management.

Many of the communication and arts and cultural services are of lower than average importance, and some received 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.

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 either too much enforcement or not enough, and this varies depending on the respondents' individual circumstances.



Satisfaction by broad service areas

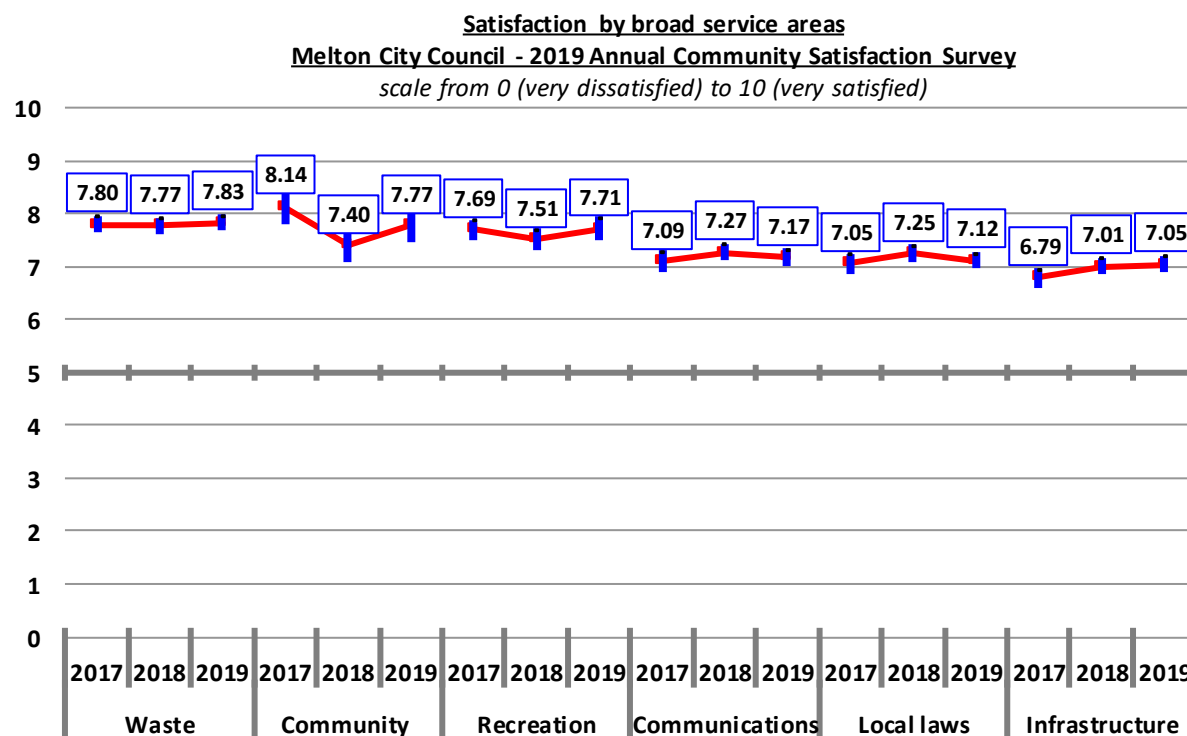
The thirty-nine services and facilities were categorised into six broad service areas, as outlined in the following graph.

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

- **Excellent** – for waste and recycling services, and community services.
- **Very Good** – for recreation services.
- **Good** – for communications services, local laws and infrastructure.

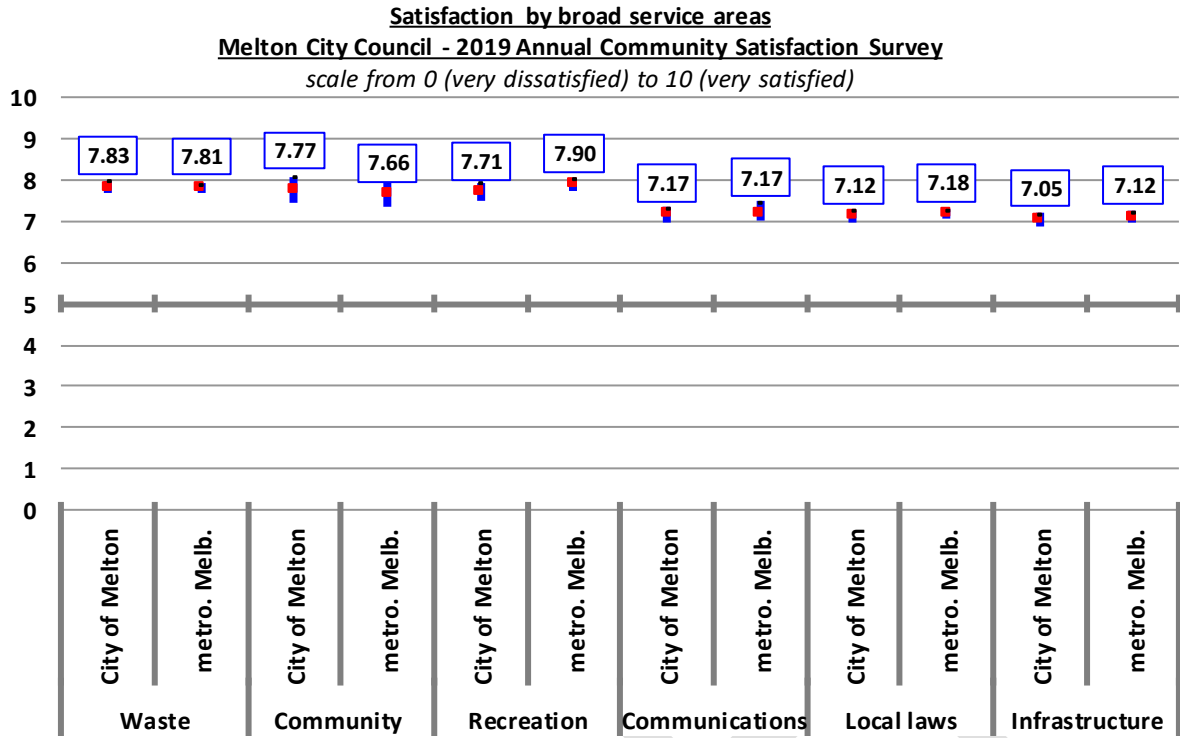
Satisfaction with community services (including the health and human services) increased five percent this year, although this increase was not statistically significant.

There was a small decrease in satisfaction with communications and local laws. None of these changes were statistically significant.



When compared to the 2019 metropolitan Melbourne averages, as outlined in the following graph, it is clear that satisfaction with the six broad service areas was similar in the City of Melton than the metropolitan Melbourne averages.





DRAFT



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 - 2019 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age cohort	2019		2018	2017	2016	2015*
	Number	Percent				
Adolescents (15 - 19 years)	28	3.5%	4.9%	3.6%	3.4%	2.8%
Young adults (20 - 34 years)	144	17.9%	19.5%	18.1%	20.8%	22.0%
Adults (35 - 44 years)	192	23.9%	25.9%	27.8%	27.3%	24.6%
Middle-aged adults (45 - 59 years)	247	30.8%	25.9%	28.0%	27.4%	30.3%
Older adults (60 - 74 years)	159	19.8%	18.5%	19.2%	17.3%	17.6%
Senior citizens (75 years and over)	33	4.1%	5.4%	3.3%	3.9%	2.8%
Not stated	1		4	3	1	0
Total	804	100%	800	800	800	800

(*) the age groups were marginally different in 2015

Gender

Gender
Melton City Council - 2019 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2019		2018	2017	2016	2015
	Number	Percent				
Male	446	55.6%	48.0%	55.4%	50.4%	51.1%
Female	354	44.1%	51.6%	44.2%	49.5%	48.7%
Transgender	1	0.1%	0.1%	0.4%	0.0%	na
Intersex	0	0.0%	0.1%	0.0%	0.0%	na
Other	1	0.1%	0.1%	0.0%	0.1%	0.0%
Prefer not to say / not stated	2		9	6	2	2
Total	804	100%	800	800	800	800



Aboriginal and Torres Strait Islander

Household member identify as Aboriginal or Torres Strait Islander
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2019		2018	2017	2016	2015
	Number	Percent				
Yes	10	1.3%	2.5%	2.8%	3.4%	2.2%
No	777	98.7%	97.5%	97.2%	96.6%	97.8%
Not stated	17		11	7	10	19
Total	804	100%	800	800	800	800

Household member with a disability

Household member with a disability
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2019		2018	2017	2016	2015
	Number	Percent				
Yes	95	12.0%	12.8%	12.9%	12.1%	11.1%
No	695	88.0%	87.2%	87.1%	87.9%	88.9%
Not stated	14		6	8	1	8
Total	804	100%	800	800	800	800

Household member identifying as LGBTIQ

Household member identifying as LGBTIQ
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2019	
	Number	Percent
Yes	16	2.0%
No	766	98.0%
Not stated	22	
Total	804	100%



Language spoken at home

Language spoken at home
Melton City Council - 2019 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2019		2018	2017	2016
	Number	Percent			
English	492	61.8%	67.0%	58.9%	73.0%
Hindi	31	3.9%	4.7%	3.4%	1.9%
Punjabi	20	2.5%	2.3%	2.0%	0.5%
Maltese	18	2.3%	2.9%	2.6%	2.5%
Italian	17	2.1%	2.3%	2.1%	2.3%
Tagalog (Filipino)	17	2.1%	1.8%	2.6%	2.5%
Spanish	17	2.1%	1.5%	3.0%	1.0%
Greek	17	2.1%	1.4%	2.0%	1.4%
Vietnamese	17	2.1%	0.6%	1.8%	1.1%
Macedonian	16	2.0%	1.4%	1.8%	1.4%
Arabic	12	1.5%	0.9%	2.0%	1.8%
Sinhalese	9	1.1%	0.6%	1.1%	0.4%
Urdu	9	1.1%	0.6%	0.4%	0.1%
Croatian	6	0.8%	0.8%	0.9%	0.8%
Mandarin	4	0.5%	1.1%	0.4%	0.3%
Bengali	4	0.5%	0.3%	0.4%	0.4%
Turkish	3	0.4%	1.0%	0.8%	1.1%
Polish	2	0.3%	0.6%	0.9%	0.4%
German	2	0.3%	0.5%	0.9%	0.6%
Hakka	2	0.3%	0.3%	0.0%	0.1%
Malayalam	2	0.3%	0.4%	0.4%	0.0%
Amharic	2	0.3%	0.3%	0.0%	0.1%
Albanian	2	0.3%	0.1%	0.4%	0.0%
Malay	2	0.3%	0.1%	0.0%	0.5%
Tamil	7	0.9%	0.1%	0.5%	0.3%
Cantonese	5	0.6%	0.1%	0.5%	0.1%
Serbian	5	0.6%	0.1%	0.4%	0.6%
Samoan	4	0.5%	0.1%	0.8%	0.4%
Other Languages (23 different languages)	24	3.0%	2.2%	3.3%	2.5%
Other Languages n.f.d.	8	1.0%	0.5%	0.9%	0.8%
Multiple	20	2.5%	2.0%	2.3%	0.6%
Not stated	8		11	7	3
Total	804	100%	800	800	800



Household structure

Household structure
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2019		2018	2017	2016	2015
	Number	Percent				
Two parent family total	417	52.2%	56.1%	53.9%	52.8%	57.1%
youngest child 0 - 4 years	117	14.6%	12.8%	13.5%	14.7%	18.1%
youngest child 5 - 12 years	129	16.1%	18.0%	20.0%	16.2%	15.4%
youngest child 13 - 18 years	78	9.8%	9.7%	8.7%	8.7%	10.5%
adult children only	93	11.6%	15.7%	11.6%	13.2%	13.1%
One parent family total	74	9.3%	6.7%	7.6%	7.1%	7.9%
youngest child 0 - 4 years	13	1.6%	0.6%	1.4%	1.4%	1.9%
youngest child 5 - 12 years	13	1.6%	1.3%	1.9%	1.6%	1.2%
youngest child 13 - 18 years	13	1.6%	1.3%	0.5%	0.9%	1.2%
adult children only	35	4.4%	3.5%	3.8%	3.2%	3.5%
Couple only household	170	21.3%	19.3%	23.5%	22.0%	26.8%
Group household	68	8.5%	9.6%	6.3%	6.7%	9.0%
Sole person household	68	8.5%	8.0%	7.2%	9.1%	7.1%
Other	2	0.3%	0.3%	1.5%	2.3%	0.4%
Not stated	5		27	9	10	5
Total	804	100%	800	800	800	800

Housing situation

Housing situation
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2019		2018	2017	2016	2015
	Number	Percent				
Own this home	410	51.5%	52.2%	39.6%	45.4%	49.1%
Mortgage (paying-off this home)	252	31.7%	29.9%	41.8%	34.1%	32.0%
Renting this home	128	16.1%	16.3%	17.4%	18.2%	17.8%
Other arrangement	6	0.8%	1.7%	1.1%	2.3%	1.0%
Not stated	8		14	8	10	10
Total	804	100%	800	800	800	800



Business owner

Household member own / manage a business in the City of Melton
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2019		2018	2017
	Number	Percent		
Yes	72	9.0%	10.4%	7.5%
No	724	91.0%	89.6%	92.5%
Not stated	8		0	0
Total	804	100%	800	800

Period of residence

Period of residence in the City of Melton
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2019		2018	2017	2016	2015
	Number	Percent				
Less than one year	54	6.7%	6.9%	4.7%	5.1%	6.9%
One to less than five years	153	19.1%	17.6%	19.6%	12.5%	18.0%
Five to less than ten years	140	17.4%	21.1%	19.9%	27.4%	23.6%
Ten years or more	456	56.8%	54.4%	55.8%	54.9%	51.5%
Not stated	1		8	7	1	4
Total	804	100%	800	800	800	800



Previous Council

Previous municipality
Melton City Council - 2019 Annual Community Satisfaction Survey
 (Number of respondents living in the City of Melton for less than 5 yrs)

Council	2019		2018	2017	2016
	Number	Percent			
Brimbank City Council	26	29.2%	31.0%	33.6%	34.5%
Overseas / Interstate	12	13.5%	16.2%	13.0%	27.6%
Hume City Council	8	9.0%	2.8%	7.6%	4.6%
Maribyrnong City Council	5	5.6%	1.4%	6.1%	4.6%
Moreland City Council	5	5.6%	2.1%	3.8%	3.4%
Moonee Valley City Council	4	4.5%	2.1%	3.1%	0.0%
Hobsons Bay City Council	4	4.5%	2.1%	0.8%	2.3%
Melton City Council	4	4.5%	7.0%	0.8%	2.3%
Wyndham City Council	3	3.4%	6.3%	6.9%	8.0%
Kingston City Council	3	3.4%	0.0%	0.0%	0.0%
Whittlesea City Council	2	2.2%	0.7%	0.0%	1.1%
Ballerat City Council	2	2.2%	2.1%	1.5%	0.0%
Casey City Council	2	2.2%	0.0%	0.0%	0.0%
City of Greater Geelong	2	2.2%	0.7%	0.0%	1.1%
Melbourne City Council	1	1.1%	7.0%	0.8%	2.3%
Greater Dandenong City Council	1	1.1%	1.4%	1.5%	1.1%
Mitchell Shire Council	1	1.1%	0.7%	0.8%	0.0%
Cardinia Shire Council	1	1.1%	0.0%	0.0%	0.0%
Macedon Ranges Shire Council	1	1.1%	0.0%	0.0%	0.0%
Manningham City Council	1	1.1%	0.0%	0.0%	0.0%
Maroondah City Council	1	1.1%	0.0%	0.0%	0.0%
Not stated	118		52	62	54
Total	207	100%	194	193	141



Appendix One: survey form

