Melton City Council

2023 Annual Community Satisfaction Survey

Findings Report

July 2023

Metropolis

RESEARCH

Contact details

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

Dale Hubner
Managing Director
Metropolis Research Pty Ltd

P O Box 1357
CARLTON VIC 3053

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

Melton City Council
232 High Street
Melton Vic 3337
(03) 9747 7200

Table of contents

Executive summary

Survey aims and methodology:

Metropolis Research conducted Council's ninth *Annual Community Satisfaction Survey* as a door-to-door, in-person interview survey of 806 respondents in May and June 2023.

The survey is traditionally conducted on weekends as a face-to-face interview survey at the residents' door. The survey was conducted by telephone, from 2020 to 2022, due to COVID-19 pandemic restrictions. The 2023 survey returned to the traditional in-person method, which will likely be a small contributing factor to the increase in satisfaction this year.

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

The survey also measured the importance to the community of 31 individual services and facilities, explored the top issues the community feel need to be addressed in the municipality 'at the moment', as well as measuring the perception of safety in Melton's public areas, the local sense of community, physical activity, food security, commuting times, transport choices to local facilities, and volunteering.

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

The response rate for this survey (i.e., the proportion of residents who were invited to participate who did participate) was 53%, a significant improvement on the 24% recorded last year using the telephone methodology, but also significantly higher than the 35% recorded in 2019 when the survey was last completed door-to-door.

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

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

Key findings:

The key finding from the survey is that satisfaction with almost all areas of Council performance strongly increased this year, reversing the declines recorded in 2021 and 2022 and returning satisfaction with many aspects of performance to above average levels.

The results are a positive statement about community satisfaction with the performance of Melton City Council, moving away from the more difficult environment experienced through the pandemic. This trend of improving satisfaction with local government has been observed in many, but not all, municipalities across metropolitan Melbourne post-pandemic.

Satisfaction with Council's overall performance remains, however, marginally below the metropolitan Melbourne average of 7.0.

There were improvements in satisfaction with most aspects of Council performance including planning for population growth (up 17%), the five core aspects of governance and leadership (up 9%), planning and development outcomes (up 7%), overall performance (up 6%), and average satisfaction with services and facilities (up 4%).

Satisfaction with customer service, however, declined by one percent, but remains "good".

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

The importance of traffic and roads was a major theme observed through the survey this year, with residents in Melton precinct, Melton West, and Cobblebank / Strathtulloh the most concerned about these issues.

These transport related issues remain among the most important negative influences on overall satisfaction with Council.

Some of the other issues that appear to negatively impact on overall satisfaction with Council include health and medical services, education, public transport, and street trees. It is noted that most of these issues are largely state rather than local government responsibilities.

Satisfaction with 26 of the 31 services and facilities increased this year, with 18 of these being statistically significant increases. There were no services or facilities to record a statistically significant decline in satisfaction this year reflecting the broad nature of the improvement in community satisfaction with the performance of Council providing services and facilities.

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

Satisfaction with	*Metro. Melbourne 2023*	*City of Melton 2022*	*City of Melton 2023*
Customer s*ervice (average score across 6 indicators)*	7.6	7.3	7.2
Council's Overall performance	7.0	6.5	6.9
Making decisions in the interests of community	6.8	6.5	7.0
Community consultation and engagement	7.2	6.4	7.0
Representation, lobbying and advocacy	6.8	6.4	7.0
Maintaining trust and confidence of the community	7.0	6.4	7.0
Responsiveness of Council to local community needs	7.0	6.3	6.9
Maintenance and repair of sealed local roads	7.1	6.0	6.8

Satisfaction with the performance of Council:

Satisfaction with the overall performance of Melton City Council increased six percent this year to 6.9 out of 10, up from 6.5. This was a statistically significant increase.

This result was marginally lower than the metropolitan Melbourne (7.0) and western region councils' (7.0) averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same methodology.

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

Metropolis Research notes that the return to the door-to-door from the telephone methodology will have been a small contributing factor in the increase in satisfaction this year.

Almost half (42%, up from 33%) of respondents providing a score were "very satisfied" with Council's overall performance (rating satisfaction at eight or more out of 10), whilst eight percent (down from 12%) were dissatisfied (rating from zero to four).

There was some variation in satisfaction with Council's overall performance observed across the municipality and by respondent profile groups this year, as follows:

- *Notably more satisfied than average* – includes respondents from Caroline Springs, Burnside, Melton precinct, and Cobblebank / Strathtulloh, young adults, senior citizens, respondents from multilingual households, respondents from rental households, new and newer residents (less than five years in the City of Melton), and respondents from two-parent families with young children aged under 5 years.

- *Notably less satisfied than average* – includes middle-aged adults (aged 50 to 59 years).

The average satisfaction with the five core aspects of governance and leadership increased measurably and significantly this year, up nine percent to 7.0 out of 10 (up from 6.4), which is a "good", up from a "solid" level of satisfaction. This result was identical to the metropolitan Melbourne average.

Metropolis Research notes that satisfaction with governance and leadership declined in most municipalities for which Metropolis Research conducted this research in 2022, reflecting a generalised fatigue with government coming out of the last lockdown and then into the federal and then state election campaigns. This decline last year appears to have been recovered in many (but not all municipalities), including notably in the City of Melton.

These results confirm that most respondents remain satisfied with Council's performance in meeting its environmental responsibilities (7.5, up from 7.1), advocacy on behalf of the community for local educational opportunities (7.2, up from 6.7), community consultation and engagement (7.0, up from 6.4), maintaining community trust and confidence (7.0, up from 6.4), making decisions in the interests of the community (7.0, up from 6.5), representation, lobbying and advocacy (7.0, up from 6.4), and the responsiveness of Council to local community needs (6.9, up from 6.3).

Respondents were asked to rate their agreement with three statements about Melton City. The average agreement with all three statements increased measurably this year, including that Council infrastructure is equitable, inclusive, and accessible (7.5, up from 6.8), that Melton is a city that encourages and enable people to work, shop, and spend time locally (7.4, up from 7.1), and that Council is efficient and well run (7.2, up from 6.6).

Approximately half of the respondents providing a score "strongly agreed" with each of these three statements, whilst less than six percent "disagreed".

Satisfaction with Council's customer service delivery was at a "good", down from a "very good" level, with a decline of one percent to an average satisfaction of 7.2. This result was somewhat lower than the metropolitan Melbourne average of 7.6.

The courtesy and professionalism of staff remained the aspect of customer service with the highest satisfaction, though satisfaction declined three percent to 7.8, which remains an "excellent" level.

Satisfaction with planning for population growth by all levels of government increased measurably and significantly this year, up 17% to 6.8, which is a "good", up from a "poor" level. This is the highest score recorded for this shared aspect, although it remains consistent with the metropolitan Melbourne average.

Satisfaction with the planning and development outcomes including maintaining local heritage and sites of significance (7.5, up from 6.9) and the appearance and quality of new developments (7.4, up from 7.0) both improved measurably. Satisfaction with these planning and development outcomes remains higher than both the metropolitan Melbourne and growth area councils' average.

The average satisfaction with the 31 Council provided services and facilities included in the survey increased four percent this year to 7.5, which is a "very good", up from a "good" level. This increase reversed the unusually low result of 7.2 recorded last year.

Satisfaction with 26 of the 31 services and facilities increased this year, and satisfaction with just two declined, including:

- *Measurably higher satisfaction in 2023 than in 2022* – included services for seniors (up 15%), public toilets (up 14%), maintenance and repair of sealed local roads (up 13%), parking enforcement (up 12%), *Moving Ahead* (up 11%), local traffic management (up 11%), footpath maintenance and repairs (up 10%), Council activities promoting local business growth (up 9%), the provision and maintenance of street trees (up 8%), Melton Recycling facility (up 8%), the provision of community events and festivals (up 7%), services and programs for children (up 7%), animal management (up 6%), public spaces (up 6%), provision of cultural events (up 5%), health services for babies, infants, and toddlers (up 5%), recreation and leisure centres (up 5%), and on and off road bike and / or walking paths (up 4%).

- *Marginally lower satisfaction in 2023 than in 2022* – included library services (down 2%) and Community centres / Neighborhood houses (down 1%).

Metropolis Research notes that the average satisfaction with the 31 included services and facilities was nine percent higher than satisfaction with Council's overall performance.

This was a similar result to previous years and is an important point which reinforces the view that the community is generally well satisfied with the performance of Council providing services and facilities.

Further, satisfaction with all but four services and facilities recorded satisfaction scores higher than the overall satisfaction with Council this year. The four services and facilities to record a satisfaction score identical to or lower than the overall satisfaction score were services for people with disability (6.5), the maintenance and repair of sealed local roads (6.8), public toilets (6.8), and local traffic management (6.9).

The services with the highest levels of satisfaction this year again include regular garbage collection (8.7), regular recycling (8.6), green waste collection (8.5), libraries services (8.4), Melton Recycling facility (8.1), and hard rubbish collection (8.0).

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

There were no services to report a "solid", "poor", "very poor", or "extremely poor" level of satisfaction, reflecting the strong performance of Council providing services and facilities.

Issues to address for the City of Melton:

The main [issues to address for the City of Melton](#) remain traffic management (25%), roads including roadworks (13%), parks, gardens, and open spaces (12%), safety, policing, and crime (8%), and health and medical services (6%).

The substantial proportion of respondents nominating traffic management and roads as the top issues to address for the City of Melton at the moment remains one of the significant results in the survey this year. This reinforces the importance of traffic and road related issues in the municipality and is in line with lower-than-average satisfaction with the services of local traffic management and the maintenance and repair of sealed local roads.

This significant result of 25% nominating traffic management as an issue has not been replicated in many other municipalities across metropolitan Melbourne this year, including some other growth area councils. This reinforces the significance of traffic management related issues to the City of Melton community, particularly those from Melton precinct (46%), Melton West (33%), and Cobblebank / Strathtulloh (28%).

The issues that are most likely to be exerting a negative influence on satisfaction with the performance of Council for the respondents raising the issues include health and medical services, education, public transport, parks and gardens, roads, street trees, and traffic management.

It is important to bear in mind, however, that these results reflect the views of the respondents who nominated each of these issues and does not imply that these services are a negative influence on community satisfaction with the overall performance of Council for all or most respondents.

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

Metropolis Research notes that many of these issues are, at least in part, the responsibility of the state government, which may suggest that increased advocacy on behalf of the community in relation to these issues may be a positive influence on community satisfaction with the performance of Council.

Community engagement consultation activities:

In 2023, 14% (up from 9%) of respondents reported that they had been involved in a community engagement activity in the past 12 months, with completing a Council survey the most common method.

Satisfaction with personal wellbeing:

A new question was included in 2023 asking respondents how satisfied they were with eight aspects of their personal wellbeing, on a scale from zero (very dissatisfied) to 10 (very satisfied).

On average, respondents rated as "excellent" their satisfaction with their personal relationships (8.4 out of 10), achievements in life (8.2), mental health (8.1), housing security (8.1), standard of living (8.1), physical health (8.0), and future security (8.0).

On average, respondents rated as "very good" their satisfaction with their community connections. Just six percent of respondents were "dissatisfied" with their community connections.

Local employment and educational opportunities:

A new question was included in 2023 asking respondents to rate the importance of and their satisfaction with the accessibility of local education and local job opportunities.

Both these aspects were considered extremely important with scores of approximately nine out of 10, whilst satisfaction with local job opportunities was "good" at 7.0, and satisfaction with the accessibility of local educational opportunities was "very good" at 7.4.

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

The [perception of safety in the public areas of the City of Melton](#) both during the day (up 5% to 8.0) and at night (up 20% to 6.6) increased measurably this year.

In 2023, 15% (down from 32%) of respondents felt "unsafe" in the public areas of the City of Melton at night, and female respondents felt three percent less safe than male respondents.

Despite these significant improvements in the perception of safety in the public areas of the City of Melton this year, the perception of safety in the City of Melton remains measurably lower than the metropolitan Melbourne, western region, and growth area councils' averages.

Physical activity:

A new question was included in the survey in 2023, asking respondents how many days of a typical week they would do 30 minutes or more of [physical activity](#) "which was enough to raise their breathing rate".

Whilst 19% of the respondents providing an answer reported that they were undertaking this level of physical activity each day, it is noted that 13% do not usually do this physical activity on any day in an average week.

Sense of community:

There were [18 statements about aspects of the local sense of community and associated issues](#).

Consistent with the general improvement in community sentiment recorded across most aspects in the survey this year, there were measurable increases in the average agreement with most of these 18 statements this year.

The average agreement with these statements were at strong to extremely strong levels of agreement, with the highest agreement in 2023 being for "the Melton community is welcoming and supportive of people from diverse cultures and backgrounds" (8.0), "Melton City Council respects, reflects, and is inclusive of our diverse community" (7.9), "I / we could turn to the neighbours for help" (7.9), and "Melton City Council respects, reflects, and is inclusive of Aboriginal and / or Torres Strait Islander persons" (7.9).

Agreement was lowest for "the health services I / we need are available locally" (7.1 up from 6.6) and "there is public transport that goes where I need to go" (7.1).
The lower-than-average agreement with the statements about the availability of health services and the availability of public transport reflect other results discussed in the report. This includes the fact that six percent of respondents nominated health and medical services as one of the top three issues to address for the City of Melton at the moment.

Food security:

In 2023, 24 of the 806 respondent households (3%) reported that their household had <u>run out of food</u> and couldn't afford to buy more at least once in the last 12 months. This result is consistent with the three percent recorded in 2019 and 2018.

Average commuting times:

There was an increase this year in the proportion of respondents who reported that the <u>commute to and from work</u> took less than 30 minutes (30% up from 21%) and a corresponding decrease in the proportion reporting that it took between 30 minutes and less than one hour (23% down from 33%).

Overall, it remains the case that approximately half (53%) report that the daily commute takes less than one hour and approximately half (47%) report that it takes one hour or more.

Walking or cycling to local shops and other facilities:

A new question was included in the survey this year asking respondents if they had <u>walked or cycled to local shops and / or facilities</u> in the past week.

A little less than half (46%) reported that they had walked or cycled to local shops or other facilities at least once in the past week, whilst a little more than half (54%) reported that they had not walked or cycled to these facilities in the past week.

Volunteering:

In 2023, there was a continued decline in the proportion of respondents who reported that they volunteer, down from 28% in 2022 and 18% last year to 14%.

This includes 11% who report that they volunteer locally, and three percent who report that they volunteer elsewhere.

Introduction

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

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

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

- Satisfaction with Council's overall performance and change in performance.
- Satisfaction with aspects of governance and leadership.
- Importance of and satisfaction with a range of Council services and facilities.
- Issues of importance to address for the City of Melton "at the moment".
- Satisfaction with aspects of planning and housing development.
- Community perception of safety in public areas of Melton.
- Satisfaction with Council customer service.
- Respondent profile.

In addition to these core components, *Community Satisfaction Survey* program includes questions exploring current issues of importance that reflect Council's current requirements. The 2023 survey includes questions related to the following issues:

- Sense of community
- Personal wellbeing
- Local employment and educational opportunities
- Food security
- Average commuting time
- Physical activity
- Walking or cycling to local shops and facilities
- Volunteering.

Rationale

The *Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, sentiment, feel, and involvement.

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

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

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

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

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

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

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

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

Methodology, response rate and statistical significance

The survey was conducted as a door-to-door interview style survey of 806 households drawn proportionally from across all the suburbs / localities that comprise the municipality.

The survey fieldwork was conducted over five weekends in May and June 2023.

Trained Metropolis Research fieldwork staff conducted face-to-face interviews of approximately 20 minutes duration with randomly approached householders.

This methodology has produced highly consistent results in terms of the demographic profile of respondents, obtaining a sample of respondents that more closely reflects the underlying population of the municipality than can be obtained using the alternative telephone methodology.

The sample was pre-weighted by suburb / locality population to ensure that each of the suburbs / localities contributed proportionally to the overall municipal result.

The final sample was then weighted by respondents' age and gender to reflect the age and gender profile of the City of Melton community, as reported in the 2021 *Census*. This two-stage process ensured that the municipal results effectively reflect the geographical and demographic makeup of the Melton community.

A total of 2,762 households were approached to participate in the survey. Of these households, 1,230 were unattended when approached, were therefore not invited to participate, and played no further part in the research.

A total of 726 refused the offer to participate in the research and 806 completed the survey.

This provides a response rate of 53%, which is up significantly on the 24% recorded last year using the telephone methodology, and also up significantly on the 35% obtained in 2019 pre-pandemic, using the same door-to-door methodology.

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

This is based on a total sample size of 806 respondents, and an underlying estimated population of the City of Melton of 192,865 in 2022.

The margin of error increases as the sample size decreases, such as for the precinct results, and the breakdown of results for individual age groups, genders, and other sub-groupings for which results are provided. Each separate result has a different margin of error based on its unique sample size and the actual result.

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2023, drawn in equal numbers from all 31 metropolitan Melbourne municipalities.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the survey. It is not intended to provide a "league table" for individual councils, rather to provide both a metropolitan and local region framework within which to understand these survey results.

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

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

Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as published on Council's *Community Profile*.

Measurable and statistically significant

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

Significant result

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

Marginal / somewhat / notable

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

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

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

95% confidence interval

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

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

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report are designed to give a general context about satisfaction with variables in this report, 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:

- *Melton Township* – includes the precincts of Melton precinct (35 respondents), Melton West (42), Kurunjang (48), Melton South / Brookfield (102), and Harkness (54).

- *Eastern Corridor* – includes the precincts of Burnside (51), Caroline Springs (102), Hillside (68), Taylors Hill (64), Cobblebank / Strathtulloh (36), and Fraser Rise (44).

- *Rural precinct (160 respondents)* - includes the rural balance and the rural townships of Diggers Rest, Toolern Vale, Aintree, Eynesbury and Rockbank.

Summary of results

The following is a summary of the results from the *Melton City Council – 2023 Annual Community Satisfaction Survey*.

Overall performance

- Satisfaction with Council's overall performance increased 6% this year from 6.5 to 6.9 out of 10, this was a statistically significant increase, although it remains a "good" level of satisfaction.

- This result was marginally lower than the 2023 metropolitan Melbourne (7.0) and western region councils' (7.0) averages.

- Almost half (42% up from 33%) of respondents were "very satisfied" with Council's overall performance, and there was a decrease in the proportion of "dissatisfied" respondents (8% down from 12%).

- Respondents from Caroline Springs, Burnside, Melton precinct, and Cobblebank / Strathtulloh were notably more satisfied than the municipal average.

- Young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multilingual households, rental households, new and newer residents (less than five years in the City of Melton), and two-parent families with youngest child aged less than five years) were more satisfied with Council's overall performance.

- Middle-aged adults (aged 45 to 59 years), and mortgagor households were somewhat less satisfied.

Governance and leadership

- The average satisfaction with the seven aspects of governance and leadership was up from 6.5 to 7.1 out of 10 this year.

- The average satisfaction with the five core measures of governance and leadership (including advocacy and representation, communication and consultation, responsiveness, maintaining community trust, and making decisions in the interests of the community), and increased measurably and significantly this year, up nine percent from 6.4 to 7.0 out of 10, which is a "good", up from a "solid" level of satisfaction.

- Satisfaction with the seven aspects of governance and leadership were as follows:

  o Meeting environmental responsibilities *(7.5 up from 7.1) "very good"*
  o Advocacy on behalf of the community for local educational opportunities
  (7.2 up from 6.7) "good"
  o Community consultation and engagement *(7.0 up from 6.4) "good"*
  o Maintaining community trust and confidence *(7.0 up from 6.4) "good"*
  o Making decisions in the interests of the community *(7.0 up from 6.5) "good"*
  o Representation, lobbying, and advocacy *(7.0 up from 6.4) "good"*
  o Responsiveness to local community needs *(6.9 up from 6.3) "good"*.

Statements about City of Melton

- Respondents were asked their level of agreement with three statements about Melton City Council, on a scale from zero (strongly disagree) to 10 (strongly agree), with the average agreement as follows:

  - Council infrastructure is equitable, inclusive, and accessible   *(7.5 up from 6.8)*
  - Melton is a city that encourages and enables people to work, shop and spend time locally
    (7.4 up from 7.1)
  - Council is efficient and well run   *(7.2 up from 6.6).*

Customer service

- In 2023, 27% of respondents reported that they had contacted Council in the last 12 months, a decline on the 40% reported last year, and down on the long-term average since 2015 of 38%.

- The most common form of contact with Council was by telephone during office hours, with almost two-thirds (64%) of respondents using this method.

- Average satisfaction with the five aspects of customer service declined marginally, down by one percent to 7.2 (from 7.3), which is a "good", down from a "very good" level of satisfaction. These can best be summarised as follows:

  - Courtesy and professionalism of staff   *(7.8 down from 8.0)*   *"excellent"*
  - Provision of information   *(7.2 down from 7.3)*   *"good"*
  - Access to relevant officer / area   *(7.2 down from 7.4)*   *"good"*
  - Satisfaction with the "final outcome"   *(7.0 up from 6.9)*   *"good"*
  - Speed and efficiency of service   *(7.0 up from 6.9)*   *"good".*

Planning for population growth

- Satisfaction with planning for population growth by all levels of government increased measurably and significantly this year, up 17% from 5.8 to 6.8, which is a "good", up from a "poor" level of satisfaction.

Planning and housing development

- Satisfaction with the appearance and quality of new developments improved six percent this year, and satisfaction with maintaining local heritage and sites of significance increased nine percent, and both are now at "very good" levels of satisfaction, up from "good" levels.

- These can best be summarised as follows:

  - Appearance and quality of new developments   *(7.5 up from 6.9)*   *"very good"*
  - Maintaining local heritage and sites of significance   *(7.4 up from 7.0)*   *"very good".*

Council services and facilities

- The average satisfaction with the 31 included Council services and facilities was 7.5, up four percent on the 7.2 recorded last year. This is a "very good" level of average satisfaction.

- Satisfaction with the 31 services and facilities included in the survey were as follows:

  - Regular garbage collection — *(8.7 up from 8.6)* — *"excellent"*
  - Regular recycling — *(8.6, stable)* — *"excellent"*
  - Green waste collection service — *(8.5, stable)* — *"excellent"*
  - Library services — *(8.4 down from 8.6)* — *"excellent"*
  - Melton Recycling Facility — *(8.1 up from 7.5)* — *"excellent"*
  - Hard rubbish collection — *(8.0 up from 7.8)* — *"excellent"*
  - Provision of community events and festivals — *(7.9 up from 7.4)* — *"excellent"*
  - Animal management — *(7.8 up from 7.4)* — *"excellent"*
  - Sports grounds and associated facilities — *(7.8 up from 7.7)* — *"excellent"*
  - Community centres / Neighbourhood houses — *(7.7, stable)* — *"very good"*
  - Council's website — *(7.7 up from 7.4)* — *"very good"*
  - Provision of cultural events — *(7.7 up from 7.3)* — *"very good"*
  - Public Spaces — *(7.6 up from 7.2)* — *"very good"*
  - On and off-road bike and / or walking paths — *(7.6 up from 7.3)* — *"very good"*
  - Recreation and Leisure Centres — *(7.5 up from 7.2)* — *"very good"*
  - Services and programs for children — *(7.5 up from 7.0)* — *"very good"*
  - Access services through digital or online channels — *(7.5 up from 7.4)* — *"very good"*
  - Moving Ahead *(Council's printed newsletter)* — *(7.5 up from 6.7)* — *"very good"*
  - Provision and maintenance of playgrounds — *(7.4, stable)* — *"very good"*
  - Council activities promoting local business growth — *(7.4 up from 6.8)* — *"very good"*
  - Parking enforcement — *(7.3 up from 6.5)* — *"very good"*
  - Provision and maintenance of parks and gardens — *(7.2, stable)* — *"good"*
  - Services for seniors — *(7.2 up from 6.2)* — *"good"*
  - Provision and maintenance of street trees — *(7.2 up from 6.6)* — *"good"*
  - Health services for babies, infants, and toddlers — *(7.1 up from 6.8)* — *"good"*
  - Footpath maintenance and repairs — *(7.0 up from 6.4)* — *"good"*
  - Services for young people — *(7.0 up from 6.8)* — *"good"*
  - Local traffic management — *(6.9 up from 6.3)* — *"good"*
  - Public toilets — *(6.8 up from 5.9)* — *"good"*
  - Maintenance and repair of sealed local roads — *(6.8 up from 6.0)* — *"good"*
  - Services for people with disability — *(6.5 up from 6.3)* — *"good"*.

Issues for Council to address 'at the moment'

- A total of 521 respondents (65% down from 70%) nominated a total of 1,042 individual issues for the City of Melton "at the moment".

- It is important to note that these issues are not all within the remit of local government, nor are they to be read just as a list of complaints about Council performance.

- The top five issues for the City of Melton this year were as follows:

  - Traffic management — *(25% down from 26%)*
  - Roads (including roadworks) — *(13%, stable)*
  - Parks, gardens, and open space — *(12% up from 9%)*
  - Safety, policing, and crime — *(8% down from 9%)*
  - Health and medical services — *(6% down from 7%)*.

Community engagement consultation activities

- In 2023, 14% (up from 9%) reported that they had been involved in a community engagement activity in the past 12 months.

- The most common consultation engagement activity undertaken by respondents in the past 12 months was completing a Council survey, with 11% (up from 6%) of respondents reporting that they did so in the past year.

Satisfaction with personal wellbeing

- This set of questions relating to respondents' satisfaction with eight aspects of their personal wellbeing were included for the first in the survey program this year.

- The average satisfaction with seven of the eight aspects was rated as "excellent". These can best be summarised as follows:

  - Persona relationships   *(8.4)*   *"excellent"*
  - Achievements in life   *(8.2)*   *"excellent"*
  - Mental health   *(8.1)*   *"excellent"*
  - Housing security   *(8.1)*   *"excellent"*
  - Standard of living   *(8.1)*   *"excellent"*
  - Physical health   *(8.0)*   *"excellent"*
  - Future security   *(8.0)*   *"excellent"*
  - Community connections   *(7.5)*   *"very good".*

Local employment and educational opportunities

- This set of question relating to the importance of and satisfaction with local job opportunities and the accessibility of local education was included in the survey program for the first time this year.

- On average, respondents rated the importance of both local job opportunities and local accessibility of education as extremely important, with average importance scores of approximately nine out of 10.

- Respondents, on average, rated their satisfaction with both local job opportunities and the accessibility of education measurably and significantly lower than the average importance, at 7.4 or "very good" for accessibility of local education, and 7.0 or "good" for local job opportunities.

- These can best be summarised as follows:

  - Importance of accessibility of local education   *(9.1)*   *"excellent"*
  - Satisfaction with accessibility of local education   *(7.4)*   *"very good"*
  - Importance of local job opportunities   *(8.9)*   *"excellent"*
  - Satisfaction with local job opportunities   *(7.0)*   *"good".*

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

- The perception of safety in the public areas of the City of Melton both during the day and at night increased notably and measurably this year.

- The perception of safety during the day increased measurably (up five percent), whilst the perception of safety at night increased measurably and significantly (up 20%) to 6.6 out of 10.

- These can best be summarised as follows:

    o In the public areas of the municipality during the day   *(8.0 up from 7.6)*
    o In the public areas of the municipality at night   *(6.6 up from 5.5).*

Physical activity

- This question relating to physical activity was included in the survey program for the first time this year.

- These results show that 13% of respondents do not usually undertake a total of 30 minutes of physical activity (which was enough to raise their breathing rate) on any day per week.

- Almost one-fifth (19%) reported that they undertake this level of physical activity every day.

- The average number of days respondents (who provided an answer to the question) undertook 30 minutes or more of physical activity that increased their breathing rate was 3.7 days per week.

Sense of community

- Respondents were asked to rate their agreement with 18 statements about the local sense of community including aspects such as council engagement with the community, as well as some aspects relating to public transport.

- The average agreement with the 16 (of 18 in total) statements that were included in both 2022 and 2023 increased seven percent this year, up from an average of 7.1 out of 10, to 7.6. This was a statistically significant rise, with the average agreement with most statements increasing measurably.

- The average agreement with these statements was as follows:

    o Welcome diverse cultures' people   *(8.0 up from 7.7)*
    o Council respects diverse community   *(7.9, new)*
    o Could turn neighbours for help   *(7.9 up from 7.6)*
    o Council respects ATSI peoples   *(7.9 up from 7.6)*
    o "Child-friendly" community   *(7.8 up from 7.4)*
    o "Age-friendly" community   *(7.8 up from 7.3)*
    o Distinct community character   *(7.8 up from 6.9)*
    o People locally can be trusted   *(7.7 up from 7.1)*
    o Welcome LGBTIQA+ people   *(7.7 up from 7.5)*
    o Accessible and inclusive for people with disability   *(7.7 up from 7.4)*
    o Community is vibrant and engaging   *(7.6 up from 7.1)*
    o Adequate opportunities to socialise / meet people   *(7.6 up from 7.0)*

o Feel sense of optimism about future	*(7.6, new)*
o Feel part of local community	*(7.5 up from 6.5)*
o Active community	*(7.4 up from 6.5)*
o Affordable and efficient public transport	*(7.2 up from 6.9)*
o Public transport goes where I need to go	*(7.1 up from 7.0)*
o Local health services available	*(7.1 up from 6.6).*

Food security

- In 2023, 24 of the 806 respondent households (3%) reported that their household had run out of food and couldn't afford to buy more at least once in the last 12 months. This result is generally consistent with results observed in previous years.

Average commuting time

- Whilst there was some variation in some of these results this year compared to last year, overall, these results show that approximately half (53% down from 54%) of employed respondents take less than one hour to commute to and from work, whilst approximately half (46% up from 45%).

Walk or cycle to local shops or facilities

- This question was included in the survey form in this format for the first time this year.

- A little less than half (46%) of respondents who were able or willing to provide a response to this question reported that they had walked or cycled to local shops and / or other facilities at least once in the past week. A little more than one-quarter (27%) doing so more than once.

Volunteering

- The proportion of respondents from households with a member who volunteers regularly continued to decline this year, down from 22% in 2021 to 11% this year. This is a significant decline, particularly given the change back to the in-person methodology, which would potentially introduce a slightly higher propensity on respondents to identify as volunteering.

Council's overall performance

Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility (overall performance) increased measurably and significantly this year, up six percent to 6.9 out of 10.

This remains a "good" level of satisfaction, and marginally above the long-term average satisfaction since 2015 of 6.8.

This result clearly reflects a return to trend for satisfaction with the overall performance of Melton City Council, and reverses all of the unusual decline recorded in 2022.

Metropolis Research notes that 2022 was an unusual year for satisfaction with local government across metropolitan Melbourne, with many municipalities, as well as the metropolitan Melbourne average recording notable declines in satisfaction.

It is likely that the lower satisfaction in 2022 reflected a range of larger factors outside of the individual performance of Council, including most notably, a generalised fatigue with government coming out of the last of the pandemic lockdowns in late 2021, and leading into the federal and then state election campaigns.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne and western region councils' average of 7.0, as recorded in the 2023 *Governing Melbourne* research. *Governing Melbourne* was conducted independently by Metropolis Research in January 2023, using the same door-to-door interview methodology.
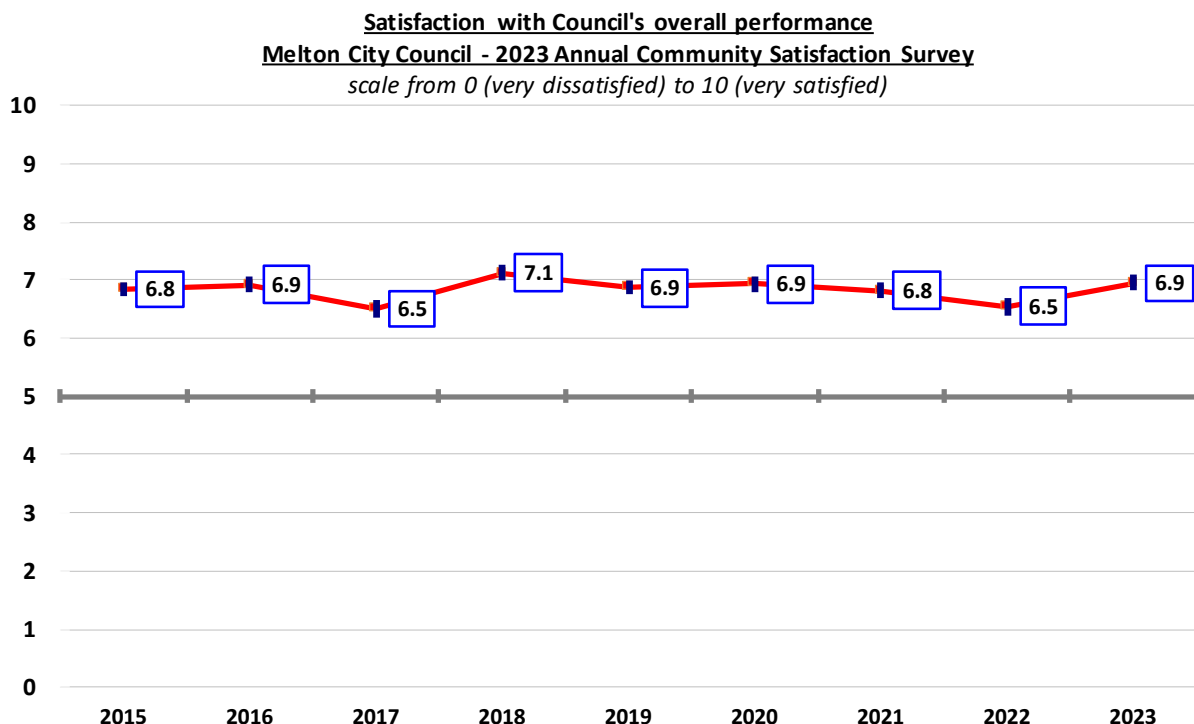
Satisfaction with Council's overall performance
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five out of 10).

It is noted that there was a substantial increase in the proportion of respondents who were "very satisfied" with Council's overall performance this year, up from the unusually 33% recorded last year to 42% this year.

There was also a notable decline in the proportion of respondents dissatisfied with Council's overall performance, down from 12% last year to eight percent this year.

By way of comparison, the metropolitan Melbourne average in 2023 was 39% "very satisfied" and seven percent "dissatisfied" respondents.

Satisfaction with Council's overall performance
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

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

Year	Very satisfied	Neutral to somewhat satisfied	Dissatisfied
2015	40%	53%	8%
2016	42%	50%	8%
2017	35%	53%	12%
2018	46%	48%	6%
2019	41%	51%	8%
2020	42%	49%	9%
2021	37%	53%	9%
2022	33%	55%	12%
2023	42%	51%	8%

There was some notable and some measurable variation in satisfaction with Council's overall performance observed across the City of Melton, as follows:

- *Caroline Springs and Burnside* – respondents were measurably more satisfied than average and at "very good" levels of satisfaction.

- *Melton precinct and Cobblebank / Strathtulloh* – the small sample of 24 and 36 respondents respectively were notably more satisfied than average and at a "very good" level of satisfaction.

Metropolis Research draws attention to the fact that on average, respondents from none of the 12 precincts comprising the City of Melton reported "solid" or lower levels of satisfaction, with all precincts reporting "good" or "very good" levels of satisfaction.

Satisfaction with Council's overall performance by precinct
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
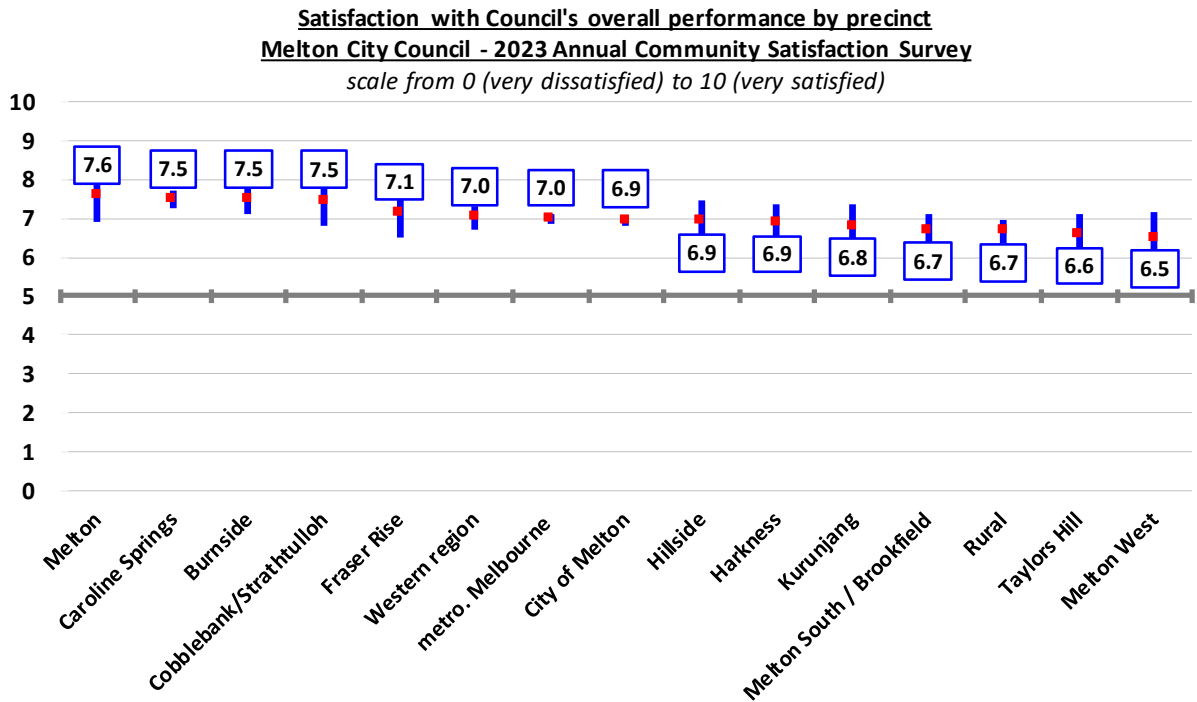
Attention is drawn to the more than half of the respondents providing a score from Melton precinct (61%), Cobblebank / Strathtulloh (56%), and Caroline Springs (53%) were "very satisfied" with Council's overall performance.

It is noted that 10% of respondents providing a score from Hillside, the rural precinct, Taylors Hill, and Kurunjang were "dissatisfied" with Council's overall performance.

Satisfaction with Council's overall performance by precinct
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

Legend:
- Very satisfied (8 - 10)
- Neutral to somewhat satisfied
- Dissatisfied (0 - 4)
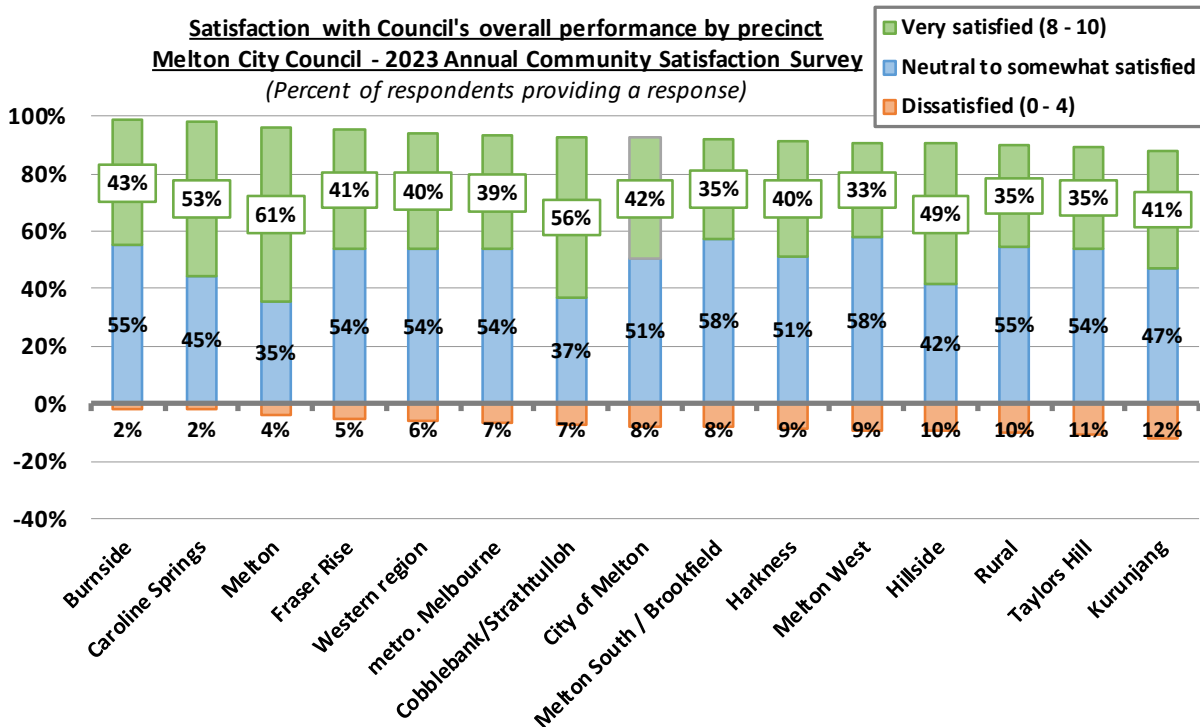
Overall performance by respondent profile

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

There was relatively little significant variation in satisfaction with Council's overall performance observed by respondent profile, which reflects a relatively consistent level of satisfaction with Council observed across the community.

This is a positive result as it suggests that most groups across the community were relatively satisfied with Council's overall performance, although the following variations are noted:

- *Somewhat more satisfied than average* – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multilingual households, rental households, new and newer residents (less than five years in the City of Melton), and two-parent families with youngest child aged less than five years).

- *Somewhat less satisfied than average* – included middle-aged adults (aged 45 to 59 years), and mortgagor households.

Satisfaction with Council's overall performance by respondent profile
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
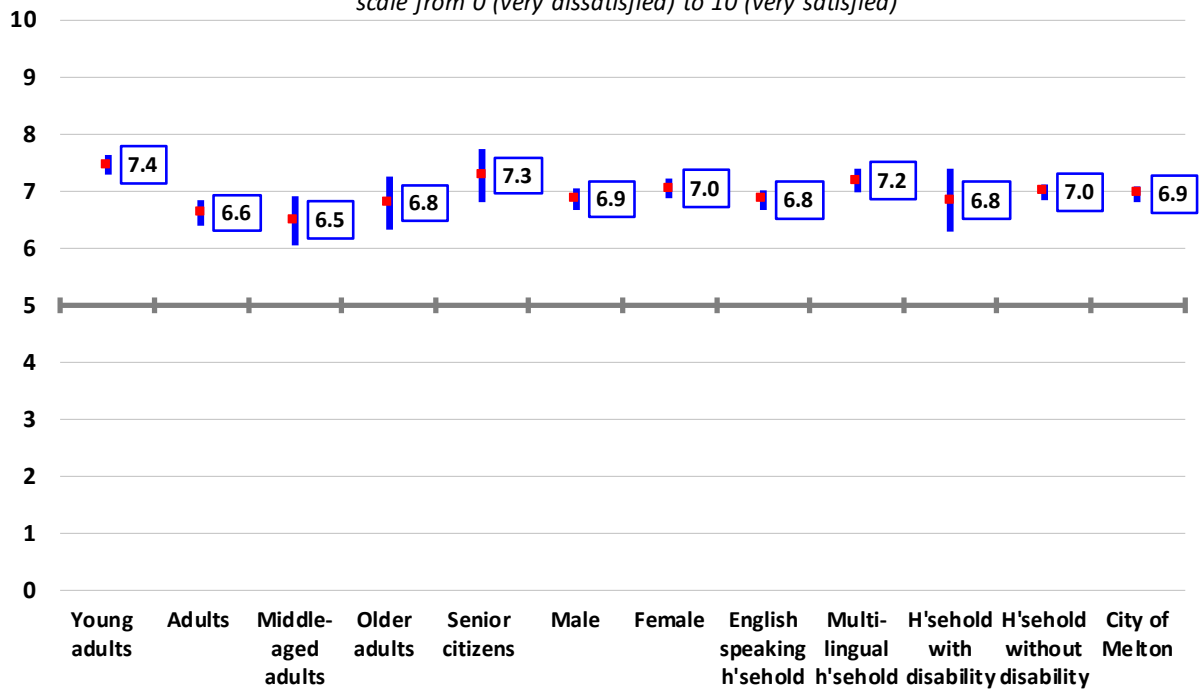
Whilst more than half of the young adults providing a score were "very satisfied" with Council's overall performance, it is noted that 14% of middle-aged and 13% of older adults, along with 11% of respondents from households with a member with disability, were "dissatisfied" with Council's overall performance.
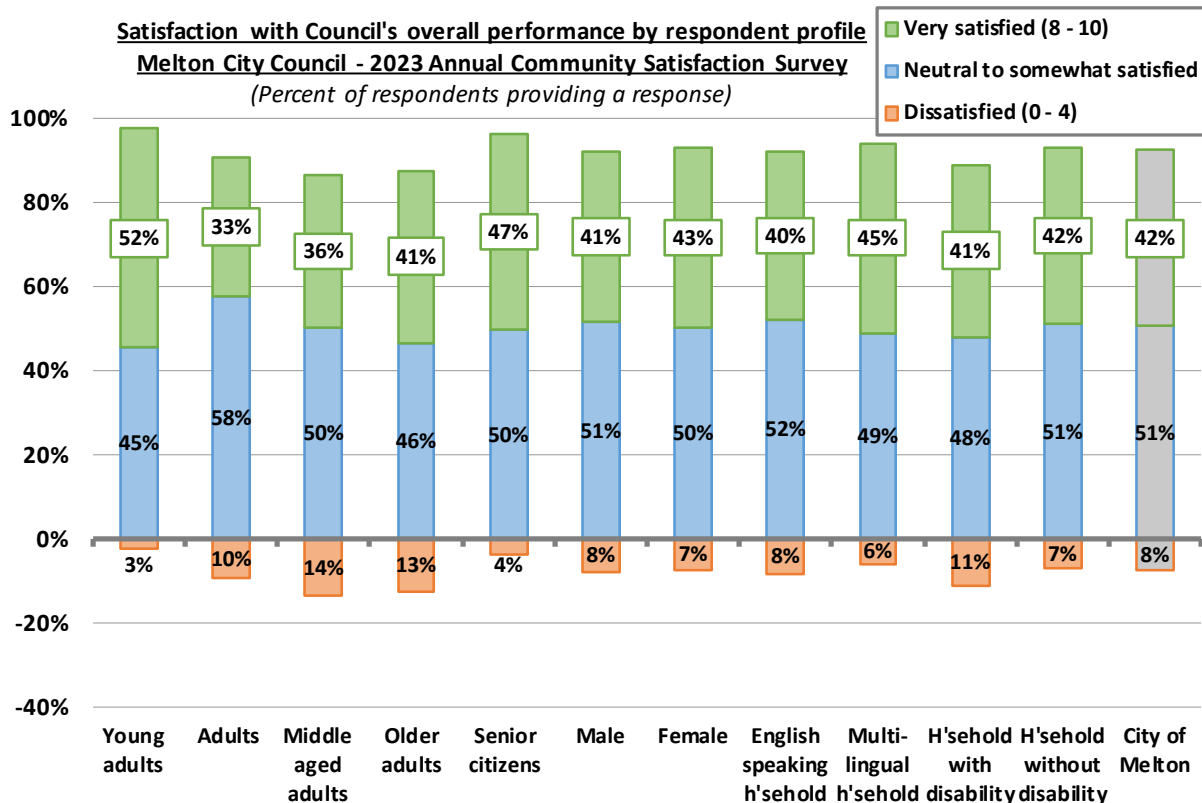
Satisfaction with Council's overall performance by respondent profile
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

- Very satisfied (8 - 10)
- Neutral to somewhat satisfied
- Dissatisfied (0 - 4)

Satisfaction with Council's overall performance by housing situation, period of residence and business owner
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
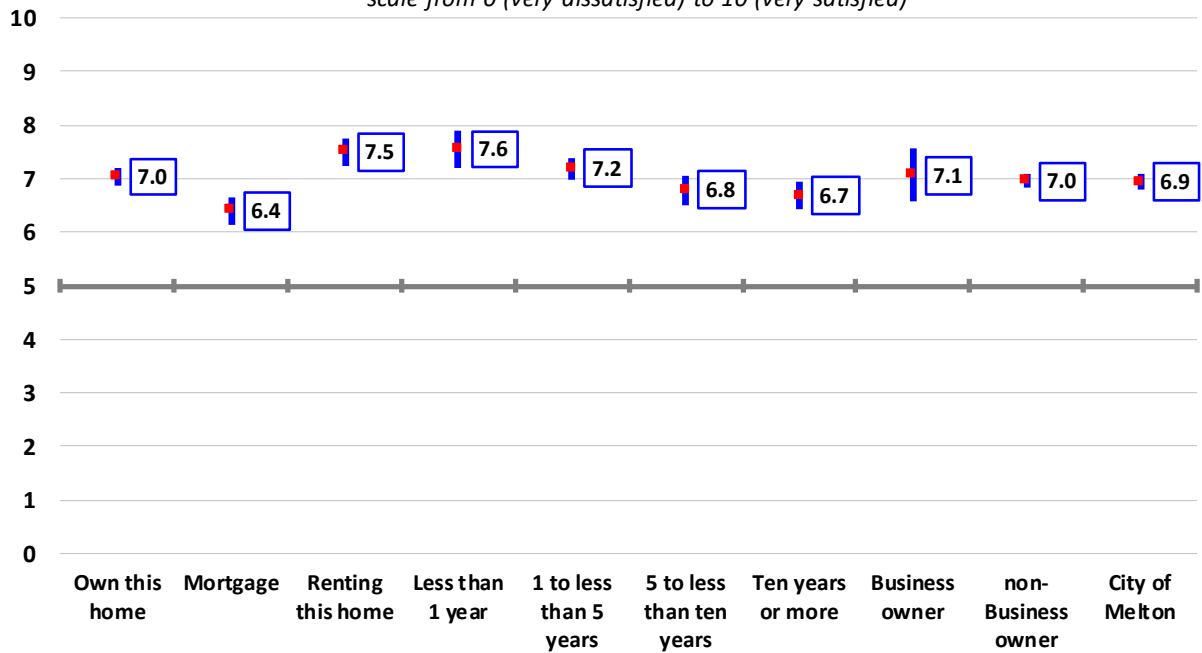
Whilst more than half of the rental households and respondents who had lived in the City of Melton for less than one year were "very satisfied" with Council's overall performance, it is noted that 13% of long-term residents (10 years or more in the City of Melton) and 12% of mortgagor households were "dissatisfied" with Council's overall performance.

Satisfaction with Council's overall performance by housing situation, period of residence and business owner
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

- Very satisfied (8 - 10)
- Neutral to somewhat satisfied
- Dissatisfied (0 - 4)
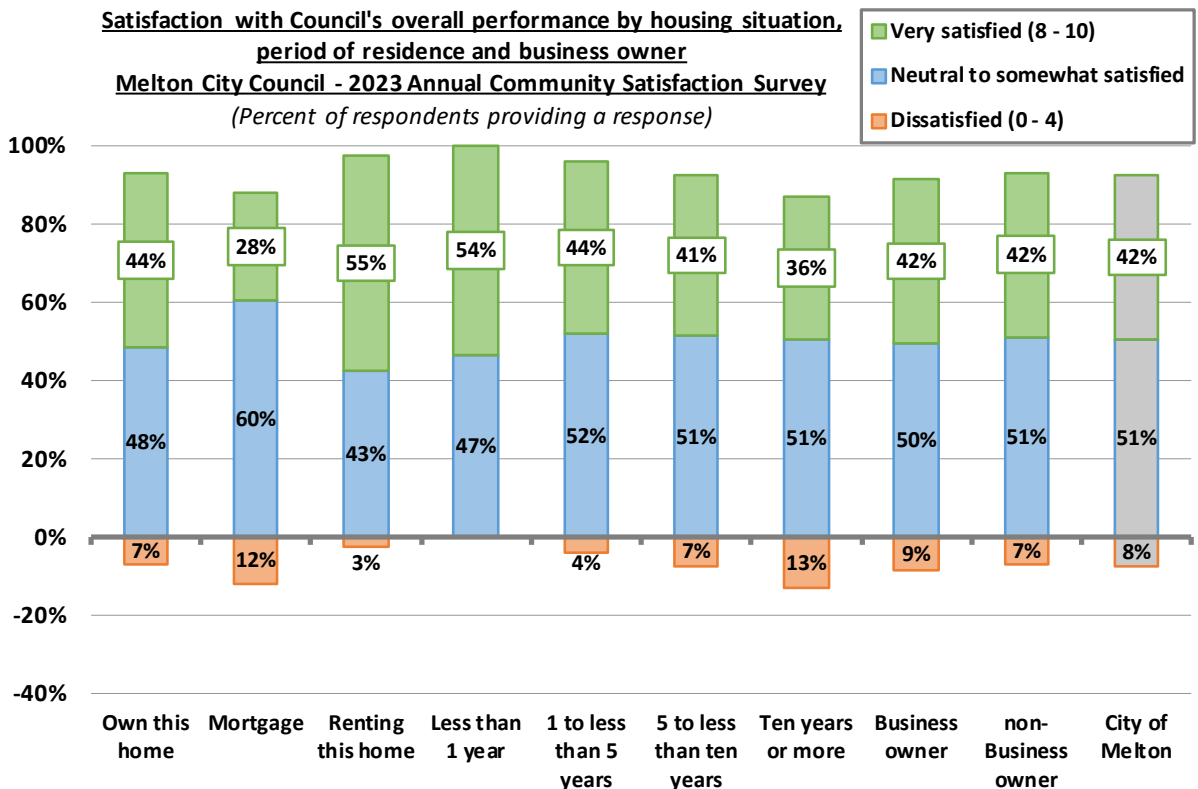
Satisfaction with Council's overall performance by household structure
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
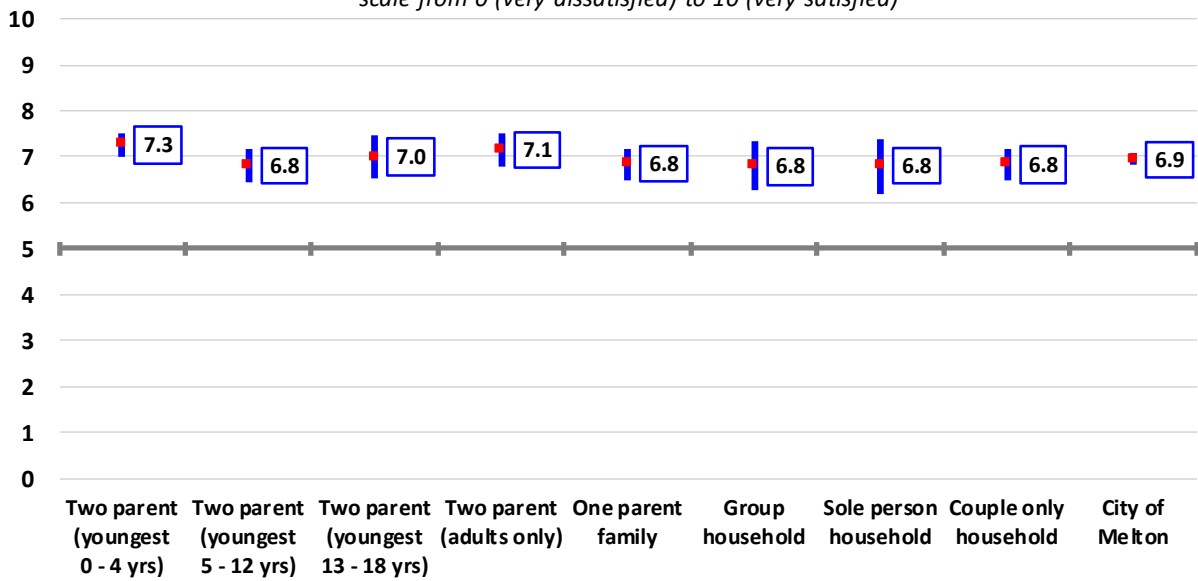
Whilst almost half of the respondents from two-parent families with youngest child aged 0 to 4 years and two-parent families with youngest child aged 13 to 18 years were "very satisfied" with Council's overall performance, it is noted that 10% of sole person households and 11% of couple only households were "dissatisfied" with Council's overall performance.

Satisfaction with Council's overall performance by household structure
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)
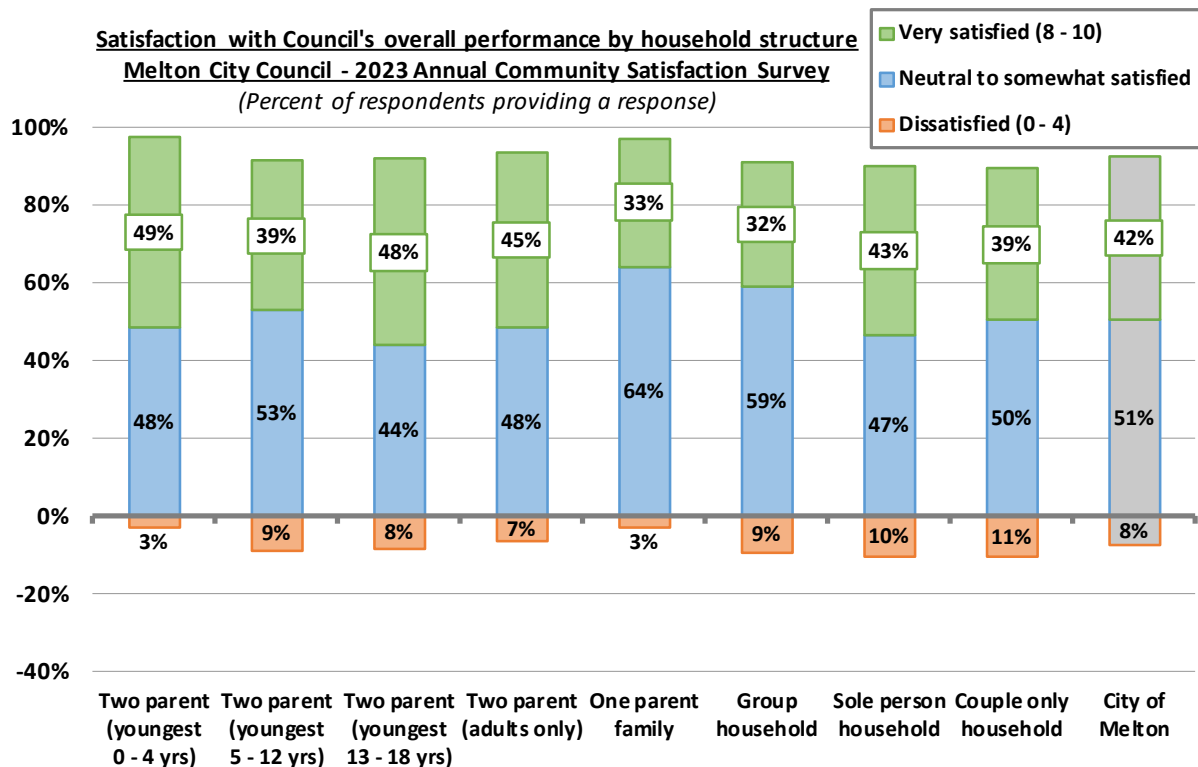
Relationship between issues and satisfaction with overall performance

The following graph displays the average overall satisfaction score for respondents nominating each of the top 13 issues to address for the City of Melton 'at the moment', with a comparison to the overall satisfaction score of all respondents (6.9), as well as to the overall satisfaction of the 276 respondents who did not nominate any issues to address (7.7)

The detailed analysis of the top issues to address in the City of Melton 'at the moment' is discussed in the Current Issues for the City of Melton section of this report.

The aim of this data is to explore the relationship between the issues nominated by respondents and their satisfaction with Council's overall performance.

The data does not prove a causal relationship between the issue and satisfaction with Council's overall performance but does provide meaningful insight into whether these issues are likely to be exerting a positive or negative influence on these respondents' satisfaction with Council's overall performance.

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

The 276 respondents who did not feel compelled to nominate any issues that they felt need to be addressed in the municipality, were, on average notably, but not measurably more satisfied with Council's overall performance than the average of all respondents. This reflects the fact that residents who do not feel there are issues in their local area that need addressing are going to be more satisfied with the performance of their local council than respondents who believe that there are issues to address.

Satisfaction with Council's overall performance by top issues
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Issue	Score
Respondents with no issues (n = 276)	7.7
Overall performance (all respondents)	6.9
Parking (n = 31)	6.9
Street lighting (n = 32)	6.8
Safety, policing and crime (n = 65)	6.8
Rubbish / waste issues (n = 31)	6.8
Cleanliness of area (n = 25)	6.7
Footpath (n = 42)	6.6
Traffic management (n = 199)	6.5
Street trees (n = 39)	6.5
Roads (n = 103)	6.4
Parks and gardens (n = 98)	6.4
Public transport (n = 24)	6.3
Education (n = 29)	6.0
Health / medical services (n = 45)	5.9

As is evident in the above graph, there were a range of issues that the respondents who nominated the issues were notably or measurably less satisfied with Council's overall performance than the average of all respondents.

These issues include most notably, traffic management, street trees, roads, parks and gardens, public transport, education, and health and medical services and facilities, with all but street trees, public transport, and education being measurably lower than average satisfaction.

These results strongly imply that these issues exert a negative influence on satisfaction with Council's overall performance for the respondents who nominate them.

Metropolis Research notes that many of these issues that appear negatively related to overall satisfaction with Council are, at least in part, the responsibility of the state government, including traffic management, roads, public transport, education, and health and medical services including hospitals.

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

The graph shows the proportion of respondents who were dissatisfied with Council's overall performance and who nominated each of the top 15 issues, with a comparison to the proportion of all respondents who nominated each of these issues.

These results highlight the fact that respondents who were "dissatisfied" with Council's overall performance were significantly more likely than average to nominate traffic management and parks and gardens, as well as a little more likely to nominate many of the other issues.

These results reinforce the average satisfaction results discussed above, and highlight the degree to which traffic management issues, in particular, appear to influence community satisfaction with Council.

This result suggests that attention to advocacy on behalf of the City of Melton community in relation to traffic congestion and commuting related issues may well have a positive impact on community satisfaction with the performance of Council.

Top issues for Melton of respondents' dissatisfied with overall performance
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		*All respondents*
	Number	*Percent*	
Traffic management	20	34%	25%
Parks, gardens and open spaces	13	22%	12%
Roads (including roadworks)	8	14%	13%
Safety, policing and crime	6	10%	8%
Health and medical services	6	10%	6%
Public transport	5	9%	3%
Education and schools	4	7%	4%
Communication and provision of information	4	7%	2%
Council rates	4	7%	3%
Footpath maintenance and repairs	4	7%	5%
Street lighting	3	5%	4%
Street trees	3	5%	5%
General infrastructure (e.g. internet, electricity)	3	5%	2%
Shops, restaurants and entertainment venues	3	5%	2%
Parking	2	3%	4%
All other issues *(33 separately identified issues)*	35	60%	33%
Total responses	**123**		**1,042**
Respondents identifying at least one issue	*56*		*521*
(percent of total respondents)	*(96%)*		*(65%)*

Relationship between satisfaction with services and facilities and satisfaction with overall performance

The following graph provides the average satisfaction with Council's overall performance of respondents dissatisfied with individual services and facilities.

Services and facilities with fewer than 10 dissatisfied respondents have been excluded from these results.

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 40 dissatisfied respondents), hence the relatively large 95% confidence interval around these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (6.9), with most reporting "poor" to "extremely poor" levels of satisfaction.

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services.

In other words, respondents who were dissatisfied with one service and facility were likely to be dissatisfied with several services and facilities and were also measurably less satisfied with Council's overall performance.

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

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

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores this year for the small number of respondents who were dissatisfied with these services include street trees, hard rubbish, roads, playgrounds, sports grounds, and business growth. Metropolis Research recommends caution in the over-interpretation of these results, however, given how similar these results are for most of the services.

Satisfaction with overall performance of respondents' dissatisfied with services
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Service	Score
Seniors services (n = 10)	6.3
Public toilets (n = 36)	6.2
Animal mgt (n = 31)	5.9
Health services (n = 31)	5.7
Traffic mgt (n = 104)	5.5
Recreation / leisure centres (n = 23)	5.4
Youth services (n = 15)	5.3
Parking enforcement (n = 67)	5.3
Comm. centres (n = 14)	5.2
Disabled services (n = 13)	5.2
Street trees (n = 86)	5.0
Hard rubbish (n = 20)	5.0
Road (n = 102)	5.0
Playgrounds (n = 41)	5.0
Sports grounds (n = 17)	4.9
Business growth (n = 42)	4.8

Reasons for dissatisfaction with Council's overall performance

Respondents dissatisfied with Council's overall performance were asked:

"If satisfaction with Council's overall performance rated less than 5, why do you say that?"

There were 73 comments received from respondents who were "dissatisfied" with Council's overall performance this year, down notably on the 113 received last year.

This decrease clearly reflects the increase in the proportion of respondents who were satisfied with Council's overall performance this year.

The three most common reasons why respondents were dissatisfied with Council's overall performance this year related to a range of specific Council services and facilities (29 comments), comments around communication, consultation, and responsiveness (14 comments), and comments about Council performance, management, governance, and support (14 comments).

The verbatim comments underpinning these summary results are included as an appendix to this report.

Reasons for dissatisfaction with Council's overall performance
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of responses from respondents rating satisfaction less than 5 out of 10)

Comment	2023 Number	2023 Percent	2022	2021	2020	2019
Service and facilities	29	40%	23%	12%	11%	25%
Communication, consultation, responsiveness	14	19%	20%	27%	29%	18%
Council support, governance, performance	14	19%	16%	22%	34%	35%
Public transport, traffic and parking	10	14%	19%	10%	3%	5%
Rates and money spending	2	3%	11%	19%	14%	11%
Safety and crime	1	1%	2%	1%	0%	0%
Other	3	4%	10%	9%	9%	5%
Total	**73**	**100%**	**113**	**81**	**35**	**79**

Governance and leadership

Respondents were asked:

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

Respondents were again in 2023, asked to rate their satisfaction with seven aspects of governance and leadership, as outlined in the following graph.

Five of the seven aspects are considered the core aspects of governance and leadership (representation, making decisions, maintaining trust, responsiveness, and consultation / engagement).

The average satisfaction with the five core measures of governance and leadership increased measurably and significantly this year, up nine percent from 6.4 to 7.0 out of 10, which is a "good", up from a "solid" level of satisfaction.

This result was consistent with the metropolitan Melbourne average satisfaction with the five same core aspects of governance and leadership of 7.0, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same methodology.

This result for the five core aspects of governance and leadership was, however, marginally lower than the western region councils' average of 7.1, also as recorded in *Governing Melbourne*.

Satisfaction with Council's performance meeting its responsibilities towards the environment also increased measurably this year, up six percent to 7.5, which is a "very good", up from a "good" level of satisfaction. This result was also measurably higher than the metropolitan Melbourne average of 7.1.

The City of Melton survey included a specific measure of governance and leadership not included in *Governing Melbourne*, relating to satisfaction with Council's advocacy on behalf of the community for local educational opportunities.

Satisfaction with this aspect also increased measurably this year, up eight percent to 7.2, although it remains at a "good" level of satisfaction.

It does appear that satisfaction with governance and leadership improved across the board this year, in line with the measurable increase in satisfaction with Council's overall performance.

Metropolis Research notes that this improvement reverses the trend of declining satisfaction with many of these aspects recorded in recent years. This change may be the result, at least in part, to the general pattern of lower satisfaction with governance and leadership through 2022, but in the City of Melton appears to reverse a longer standing trend.

Satisfaction with many of these aspects in 2023 was at or near record levels for the City of Melton, a result that reflects well on the current performance of Council, including both Council management and the organisation, as well as the elected Council.

Satisfaction with aspects of governance and leadership
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five out of 10).

Satisfaction with selected aspects of leadership and governance
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)
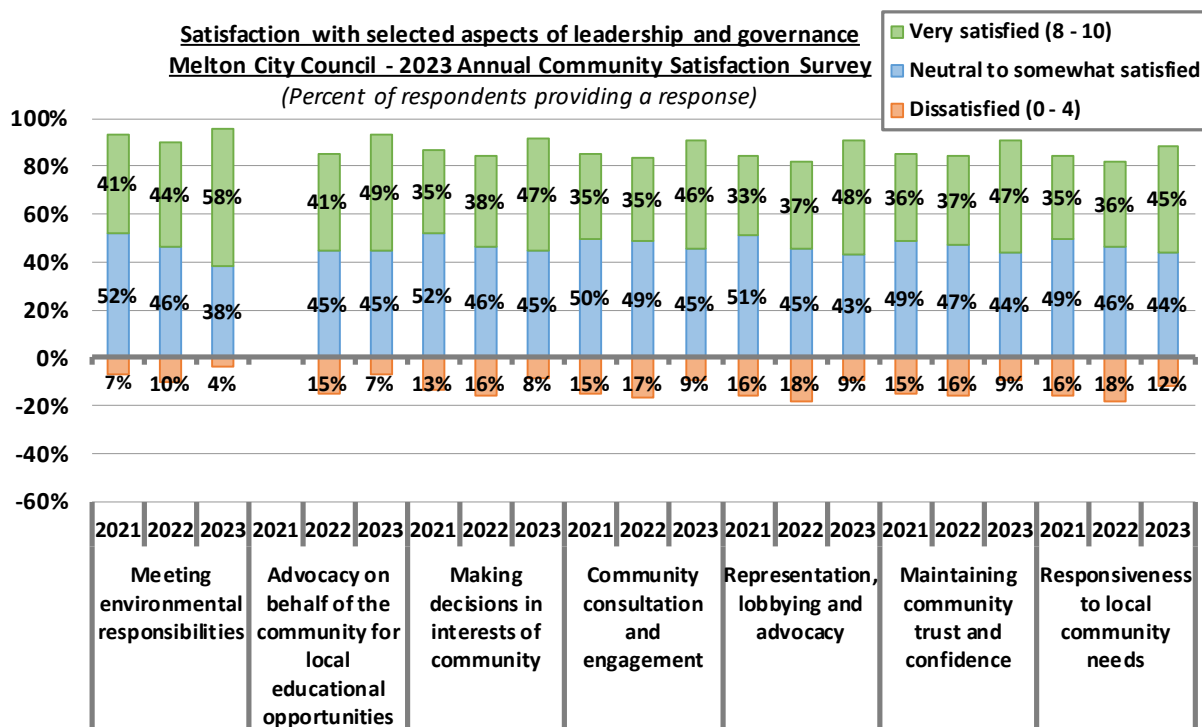
The following graph provides a comparison of satisfaction with six of these aspects of governance and leadership against the western region councils and the metropolitan Melbourne average, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same methodology.

It is noted that satisfaction with Council meeting its environmental responsibilities was measurably higher in the City of Melton.

Satisfaction with community consultation and engagement, and responsiveness to local community needs were, however, marginally lower in the City of Melton than the metropolitan Melbourne average.

Satisfaction with aspects of governance and leadership
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

The following section provides a more detailed examination of satisfaction with each aspect of governance and leadership, including satisfaction by precinct and by respondent profile.

Whilst there was some variation in the results for individual aspects of governance and leadership, in general terms the following variations were noted:

- *Somewhat more satisfied than average* – included respondents from Burnside, Fraser Rise, Cobblebank / Strathtulloh, and Caroline Springs, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), and respondents from multilingual households.

- *Somewhat less satisfied than average* – included respondents from Taylors Hill, Melton West, Harkness, and to a lesser extent the rural precinct, adults and middle-aged adults (aged 35 to 59 years), and respondents from English speaking households.

Statements about Melton City Council

Respondents were asked:

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

Respondents were again in 2023, asked to rate their agreement or disagreement with three statements about Melton City Council as an organisation.

The average agreement with all three statements increased measurably and significantly this year, up an average of seven percent from 6.9 out of 10 last year, to 7.4 this year.

The average agreement with all three statements can best be summarised as "strong" agreement with scores of more than seven out of 10, up from mostly "moderate" agreement last year.

Agreement with selected statements about the Melton City Council
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)
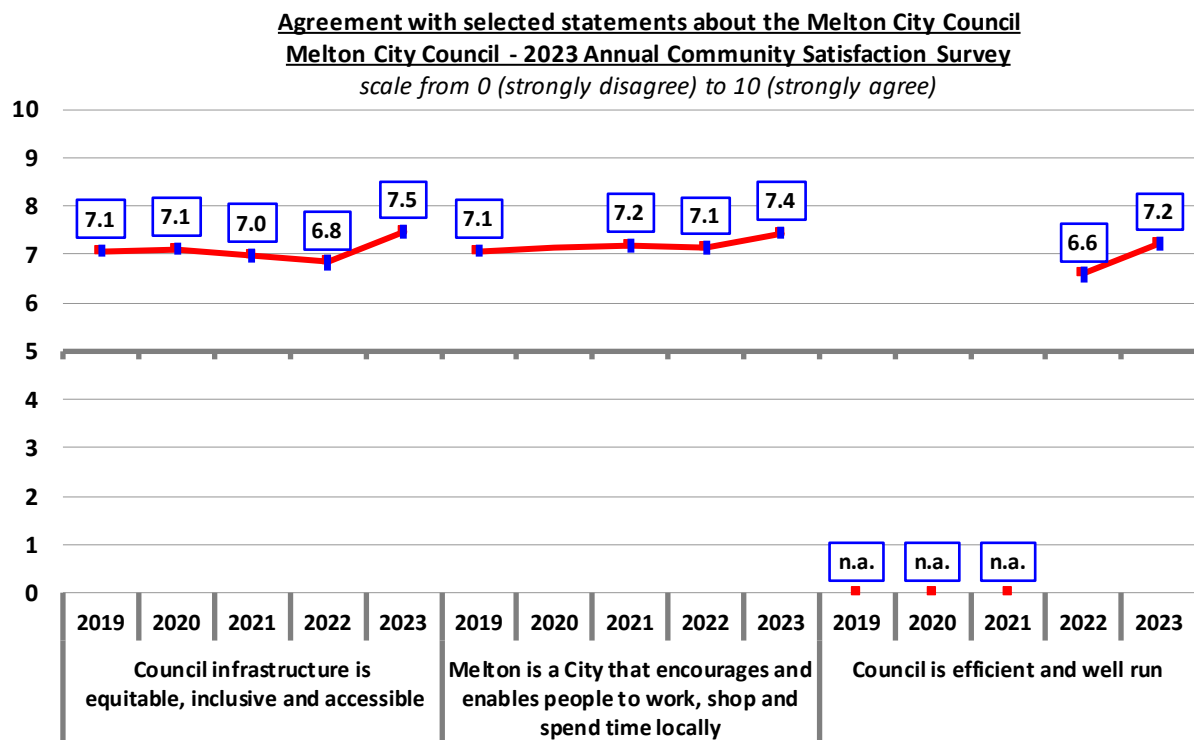
Metropolis Research notes that the increase in agreement with these statements is consistent with the increase in satisfaction with Council's overall performance (up 6%), as well as the broad-based increase in satisfaction with most aspects of Council performance, including the four percent increase in average satisfaction with services and facilities.

These results reinforce the key theme from the survey this year, that satisfaction with the performance of Melton City Council has recovered from the unusually low results recoded in 2022, which was a lower-than-average year for satisfaction with local government.

The lower result in 2022 was likely resulting from the generalised fatigue with government observed as the community emerged from the pandemic lockdowns and a range of other issues, including the election campaigns.

There was an increase this year in the proportion of respondents who "strongly agreed" (i.e., rated agreement at eight or more) with each statement, and a decline in the proportion who "disagreed" (i.e., rated agreement at less than five out of 10).

Agreement with selected statements about the Melton City Council
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)
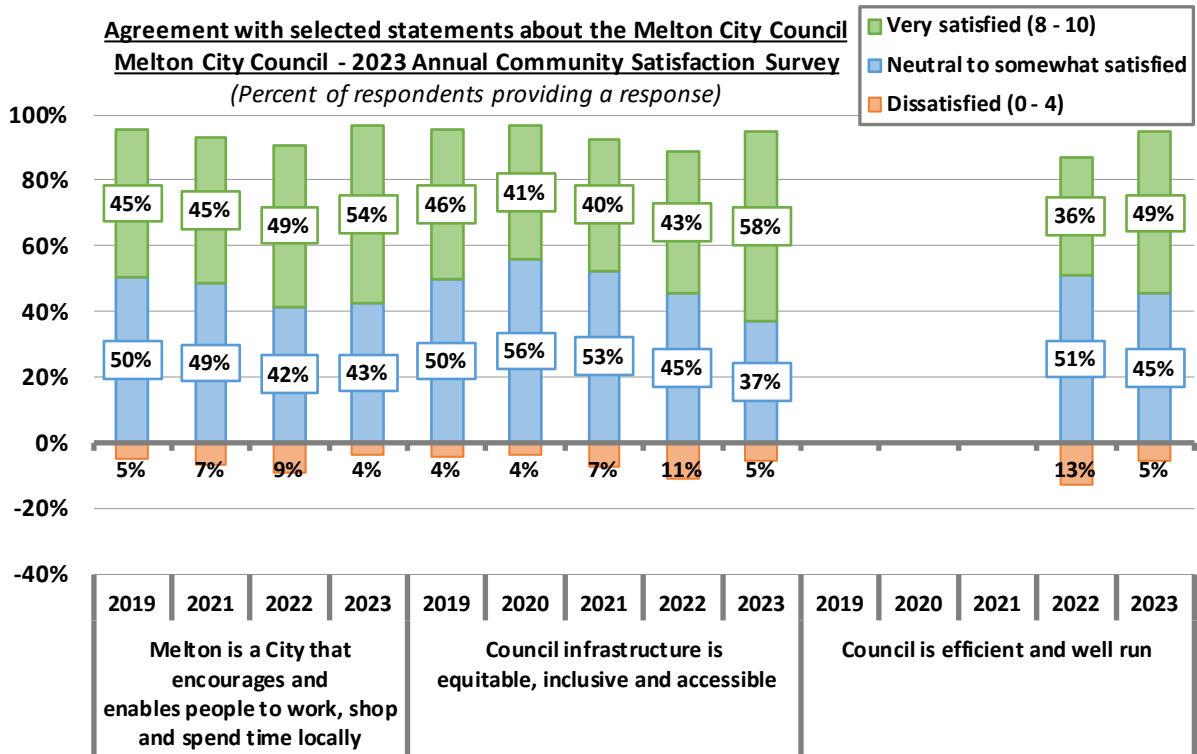
The following section provide a detailed comparison of agreement with these three statements by precinct and by respondent profile, including age structure, gender, language spoken at home, and household disability status for selected household structures.

Whilst there was some variation in agreement from statement to statement, in general terms, the following was found:

- *Somewhat more in agreement than average* – included respondents from Burnside and Melton precinct, young adults, senior citizens, female respondents, and respondents from multilingual households.

- *Somewhat less in agreement than average* – included respondents from the rural precinct, Taylors Hill, and Melton West, middle-aged adults, male respondents, and respondents from English speaking households.

Customer service

Contact with Council in the last twelve months:

Respondents were asked:

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

In 2023, a total of 27% of respondents reported that they had contacted Council in the last 12 months, a decline on the 40% recorded last year, and down on the long-term average since 2015 of 38%.

This is a lower-than-average proportion of respondents contacting Council, and a little lower than the metropolitan Melbourne average since 2010 of 38%.

Metropolis Research is unsure as to any specific reasons underpinning this lower-than-average level of contact with Council, other than random fluctuation.

Contacted Council in the last twelve months
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2023 Number	2023 Percent	2022	2021	2020	2019	2018
Yes	219	27%	40%	35%	43%	35%	40%
No	580	73%	60%	66%	57%	65%	60%
Not stated	7		9	0	2	11	1
Total	**806**	**100%**	**800**	**800**	**804**	**804**	**800**

Forms of contact

Respondents who had contacted Council were asked:

"When you last contacted Council, was it?"

Consistent with the results recorded previously, approximately two-thirds of the 217 respondents who contacted Council did so last by telephone during office hours.

There was a substantial increase this year, in the proportion of respondents who contacted Council via the website, up from eight percent last year, and three percent the year before, to 12% this year.

A further 10% of respondents last contacted Council by email, maintaining the increase in those contacting Council via this method through the pandemic.

Metropolis Research notes that the proportion of respondents who last contacted Council by visiting in person remained consistent with the proportion through the pandemic (an average of approximately 9%) compared to the pre-pandemic average of around one-fifth.

These results do suggest that there may have been a longer-term change in the ways in which the community interacts with Council, with an increased level of engagement by email and the website, and fewer visits in person. It will be interesting to observe if this trend continues into a more permanent pattern.

Form of last contact with Council
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents who contacting Council and providing a response)

Response	2023 Number	2023 Percent	2022	2021	2019	2018
Telephone *(during office hours)*	139	64%	64%	73%	64%	61%
Website	27	12%	8%	3%	2%	6%
Email	21	10%	14%	14%	7%	2%
Visit in person	17	8%	10%	8%	23%	20%
Telephone *(after hours service)*	8	4%	1%	0%	0%	1%
Mail	2	1%	2%	1%	1%	1%
Social media	2	1%	1%	0%	1%	1%
Community Portal	1	0%	1%	n.a.	n.a	n.a.
Not stated	2		0	2	4	1
Total	**219**	**100%**	**318**	**276**	**279**	**323**

Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

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

The 219 respondents who had contacted Council in the last 12 months, were again in 2023, asked to rate their satisfaction with five aspects of customer service, including satisfaction with the final outcome.

There was relatively little variation in satisfaction with aspects of customer service, with the average satisfaction with the five aspects declining marginally, down one percent to 7.2 (from 7.3), which is a "good", down from a "very good" level of satisfaction.

Satisfaction with the courtesy and professionalism of staff remained at an "excellent" level, whilst satisfaction with the provision of information, access to relevant officer / area, the final outcome, and the speed and efficiency of service all remained at "good" levels.

Satisfaction with aspects of customer service
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

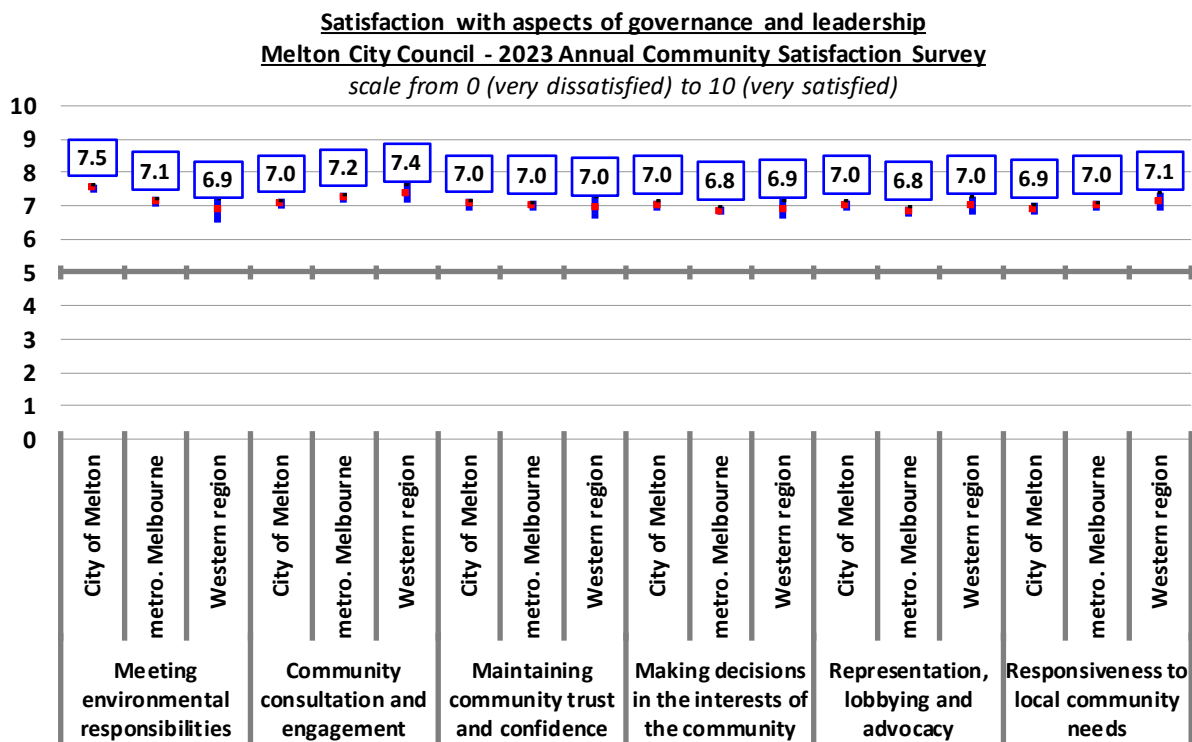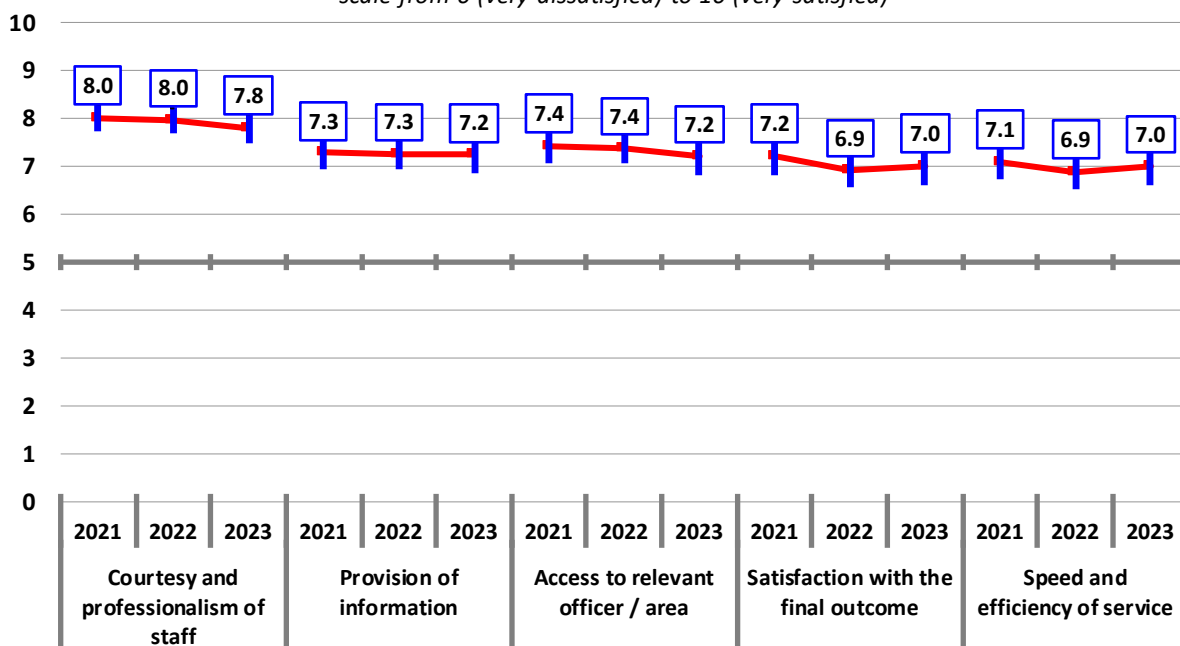It is noted that more than half of the respondents providing a score were "very satisfied" (i.e., rated satisfaction at eight or more) with each aspect of customer service, whilst approximately one-sixth were "dissatisfied" (i.e., rated satisfaction at less than five) with five aspects.

A total of eight percent of respondents were "dissatisfied" with the staff courtesy and professionalism, which is a strong result.

Satisfaction with aspects of customer service
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents contacting Council and providing a response)
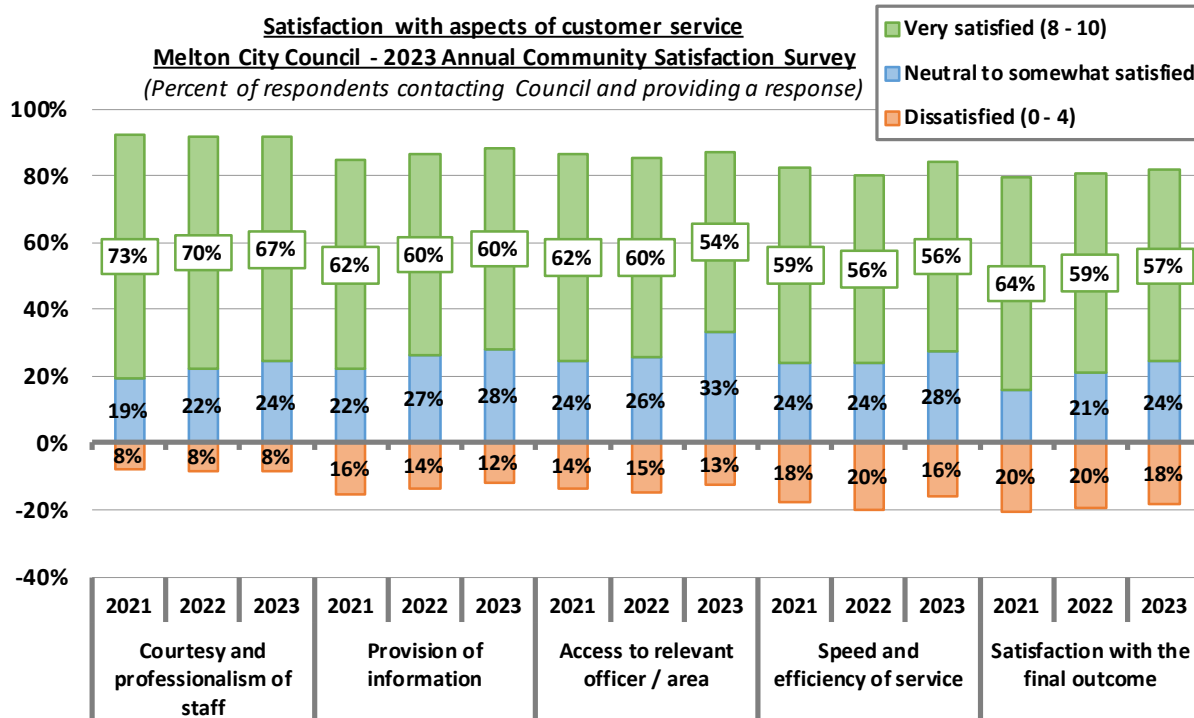
The following graph provides a comparison of satisfaction with four of these aspects against the metropolitan Melbourne average, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same methodology.

It is noted that satisfaction with all four of these aspects was very similar to the metropolitan Melbourne average, which reinforces the view that Melton City Council is providing a high-quality of customer service, in line with the metropolitan average.

Satisfaction with aspects of customer service
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

The following graph provides a comparison of satisfaction with the five aspects of customer service between respondents who telephoned Council, visited the website, emailed Council, or visited in person.

Whilst cognisant of the small sample size for some of these results, it is noted that respondents who visited the Council website were somewhat more satisfied with all aspects of customer service than other respondents.

It is noted that respondents who emailed Council tended to report lower levels of satisfaction with the aspects of customer service than other respondents. Metropolis Research notes that this result has been observed elsewhere across metropolitan Melbourne, with most municipalities surveyed by Metropolis Research in 2023 reporting similar results in relation to contacting Council by email.

Given the recent increase in the use of email as means of engaging with Council, some attention to how Council can ensure a high level of customer service when engaging with the community by email maybe required to maintain service levels.

Satisfaction with aspects of customer service by type of contact
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
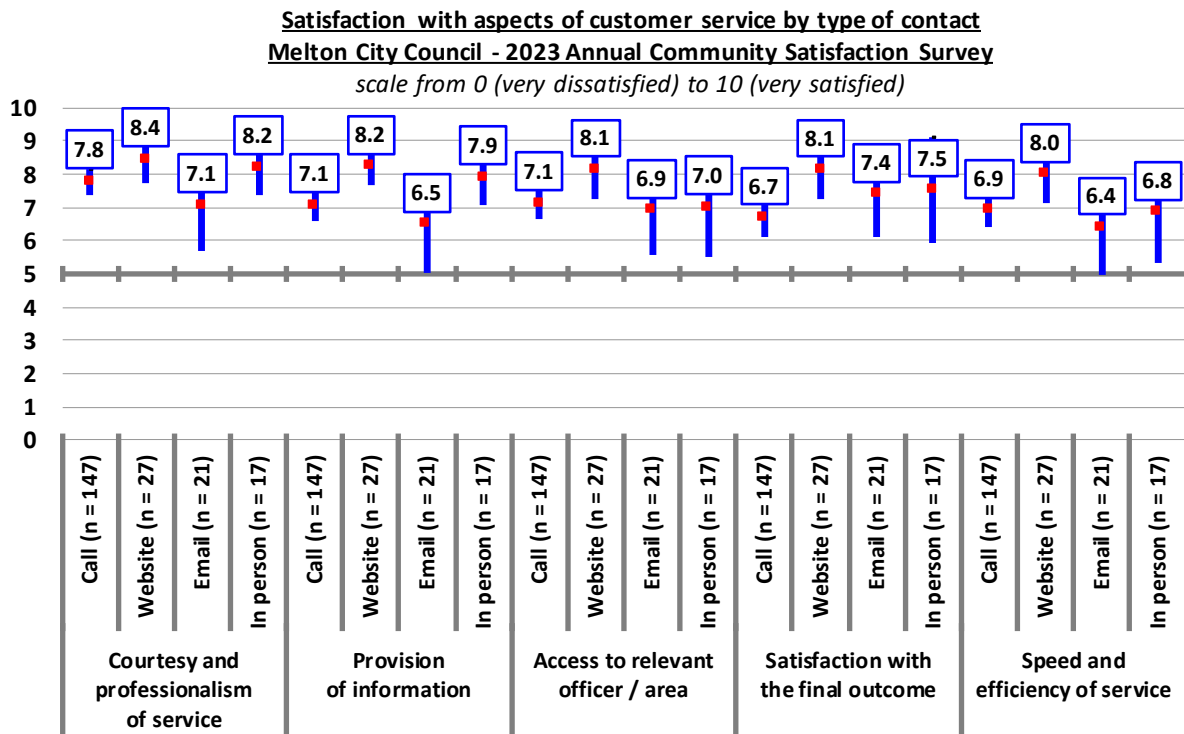
Planning for population growth by all levels of government

Respondents were informed that:

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

Respondents were then asked:

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

Respondents were again in 2023, asked to rate their satisfaction with planning for population growth by all levels of government.

The average satisfaction with this aspect increased measurably and significantly this year, up 17% to 6.8, which is a "good", up from a "poor" level of satisfaction.

This is the highest satisfaction with planning for population growth recorded for the City of Melton and was higher than the long-term average satisfaction since 2018 of 6.3 or "solid".

By way of comparison, this result was identical to the metropolitan Melbourne average of 6.8, marginally lower than the western region councils' average of 7.1, and marginally higher than the growth area councils' average of 6.7.

Satisfaction with planning for population growth
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
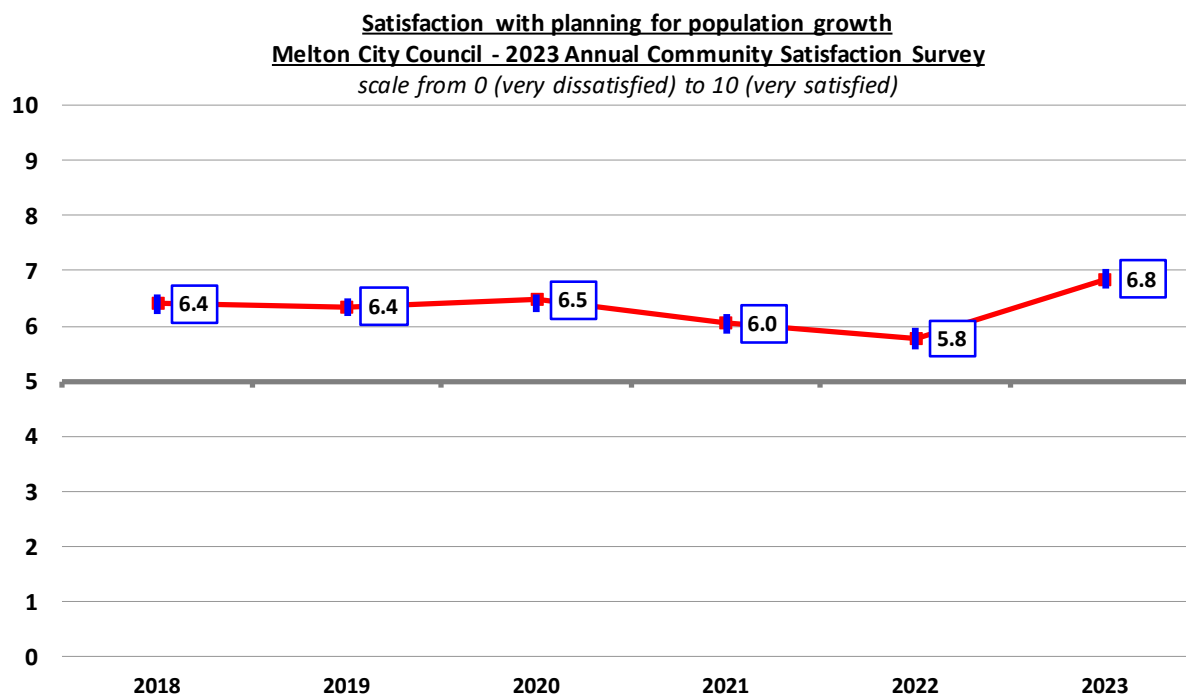
Metropolis Research notes the decline in the proportion of respondents who had lived in the City of Melton for 10 years or more in the sample this year (35%, down from 68%), and the increase in the proportion of new residents who had lived in the City of Melton for less than one year (9%, up from 2%). These variations were clearly related to the impact of the pandemic.

This increase in new residents as the community emerges from the pandemic is likely to be a factor underpinning the increase in satisfaction with planning for population growth.

As outlined later in this section, long-term residents tended to report lower satisfaction with planning for population growth, whilst new residents report significantly higher levels of satisfaction.

This reflects that some of the concerns around planning for population growth tend to be felt most strongly by those who have lived in the community for a long time, and who can perceive negative impacts on amenity, lifestyle, and access to services and facilities due to population growth.

Consistent with the significant increase in satisfaction with planning for population growth, there was a significant increase in the proportion of "very satisfied" respondents (i.e., rated satisfaction at eight or more), and a large decline in the proportion of "dissatisfied" respondents (i.e., rated satisfaction at less than five).

Satisfaction with planning for population growth by respondent profile
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

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

	2018	2019	2020	2021	2022	2023
Very satisfied (8-10)	35%	33%	30%	27%	29%	46%
Neutral to somewhat satisfied	49%	50%	56%	52%	43%	42%
Dissatisfied (0-4)	16%	17%	14%	21%	29%	11%
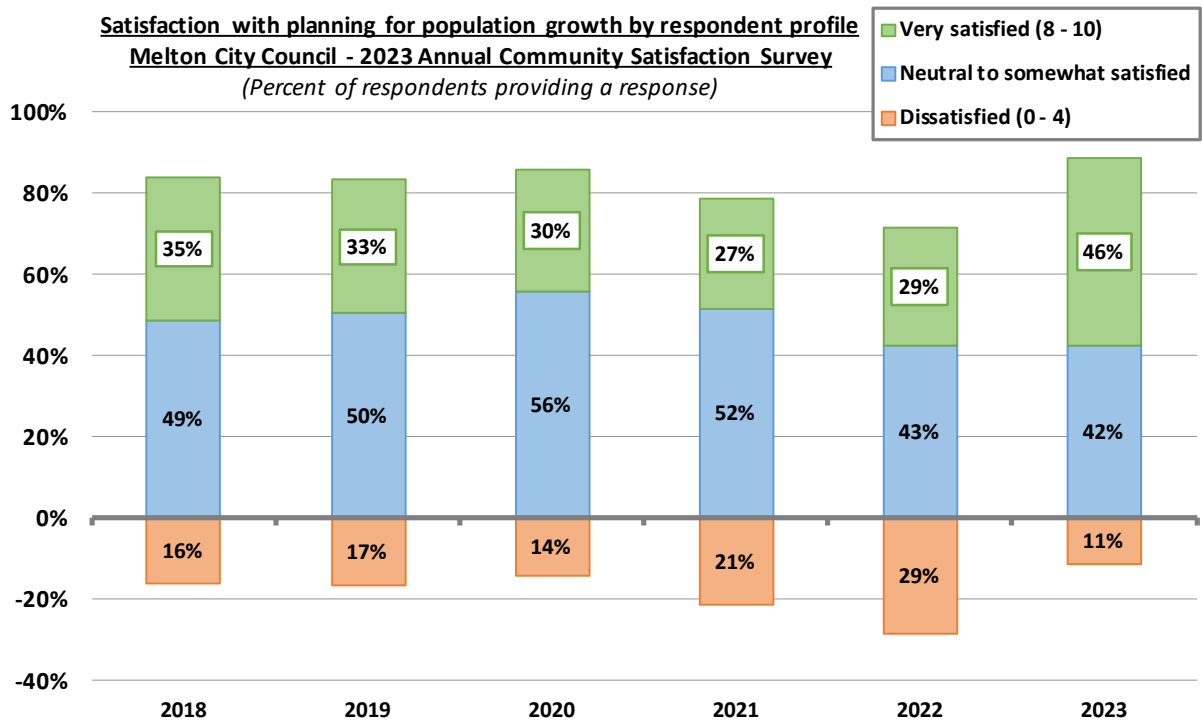
There was measurable variation in satisfaction with planning for population growth by all levels of government observed across the municipality.

Respondents from Melton precinct, Burnside, and Caroline Springs were measurably more satisfied than average, and at "excellent" and "very good" levels, whilst respondents from Taylors Hill and Harkness were measurably less satisfied, and at "poor" levels of satisfaction.

Satisfaction with planning for population growth by precinct
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Precinct	Score
Melton	7.8
Burnside	7.7
Caroline Springs	7.7
Kurunjang	7.3
Melton South / Brookfield	7.2
Hillside	7.2
Western region	7.1
Cobblebank/Strathtulloh	6.9
City of Melton	6.8
metro. Melbourne	6.8
Fraser Rise	6.8
Growth areas	6.7
Rural	6.5
Melton West	6.0
Taylors Hill	5.9
Harkness	5.7

It is noted that approximately two-thirds of respondents from Melton precinct, Burnside, Caroline Springs, and Hillside were "very satisfied" with planning for population growth, whilst approximately one-quarter of respondents from Fraser Rise, Melton West, and Harkness were "dissatisfied".
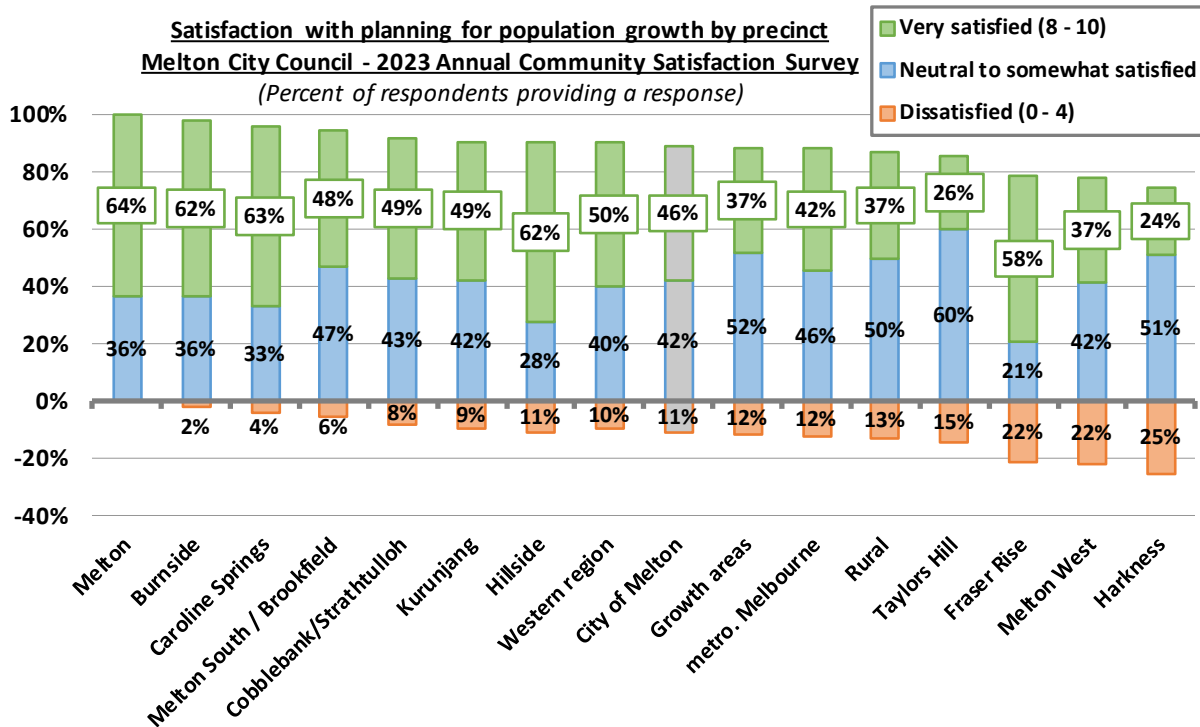
There was measurable variation in satisfaction with planning for population growth by all levels of government observed by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the City of Melton, household disability status, and household structure, as follows:

- *Somewhat more satisfied than average* – included young adults, respondents from multilingual households, rental households, and new and newer residents (less than five years in the City of Melton).

- *Somewhat less satisfied than average* – included adults (aged 35 to 49 years), respondents from English speaking households, mortgagor households, households with a member with disability, and one-parent families.

Satisfaction with planning for population growth by respondent profile
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

It is noted that 16% of adults and 14% of middle-aged adults were "dissatisfied" with planning for population growth by all levels of government.

Satisfaction with planning for population growth by respondent profile
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)
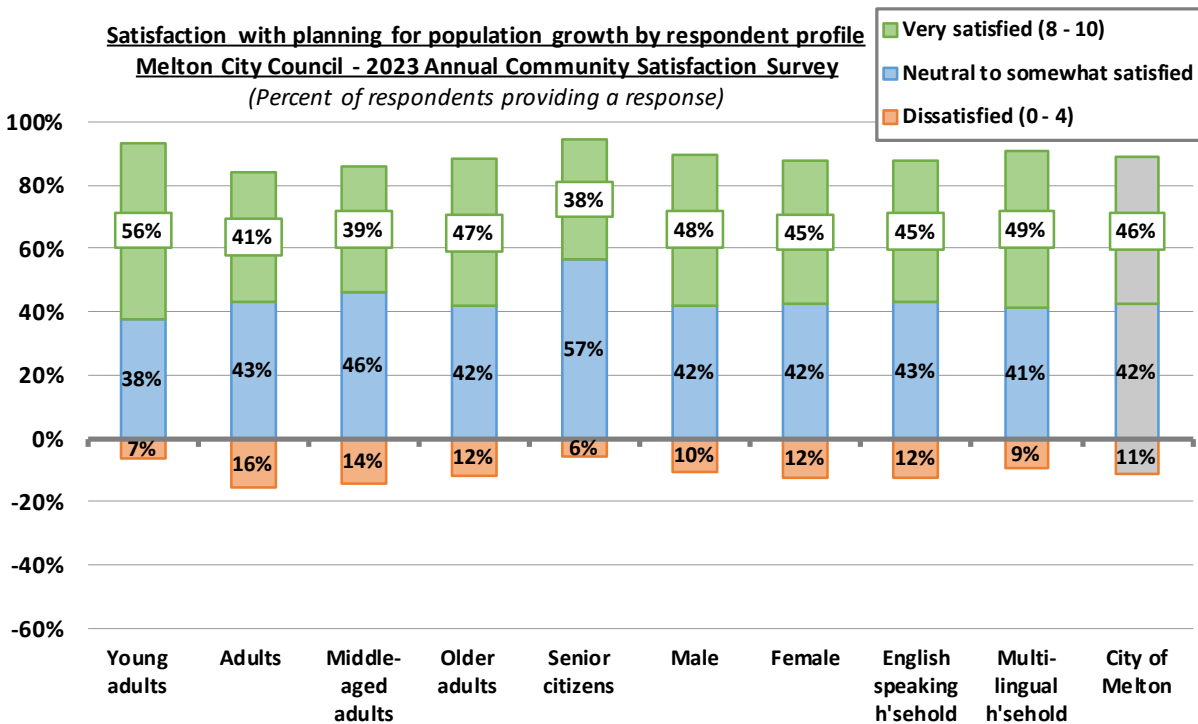
Satisfaction with planning for population growth by housing situation, period of residence and disability
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
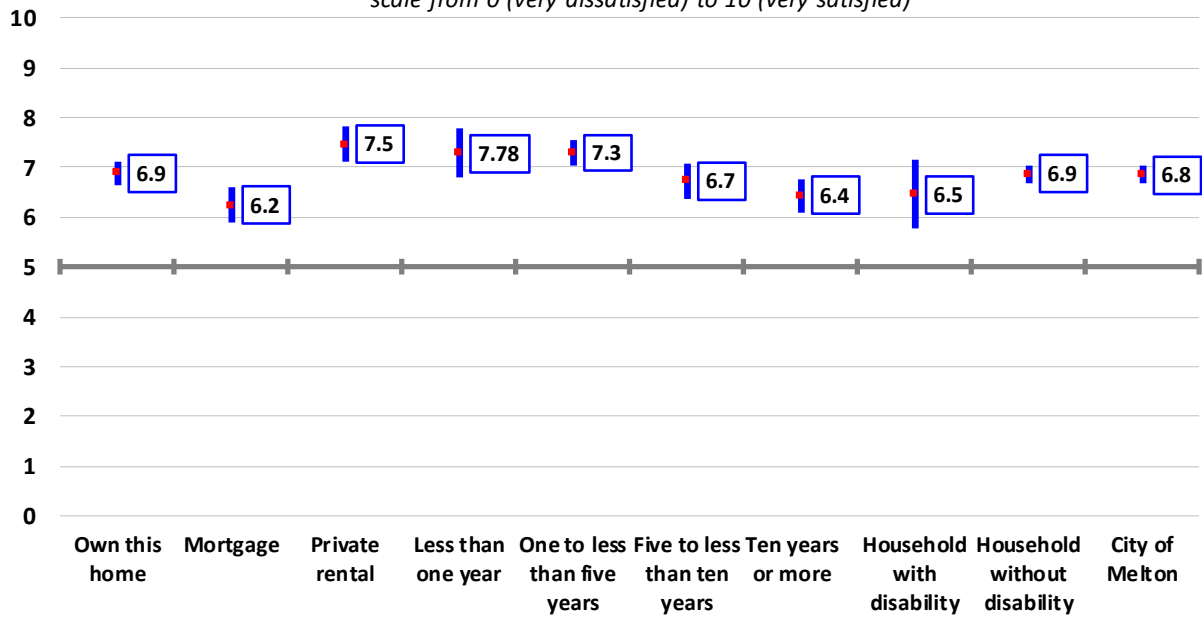
It is noted that 18% of mortgagor households and 17% of long-term residents (10 years or more in the City of Melton) were "dissatisfied" with planning for population growth, whilst almost two-thirds of rental households were "very satisfied".

Satisfaction with planning for population growth by housing situation, period of residence and disability
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

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

Satisfaction with planning for population growth by household structure
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

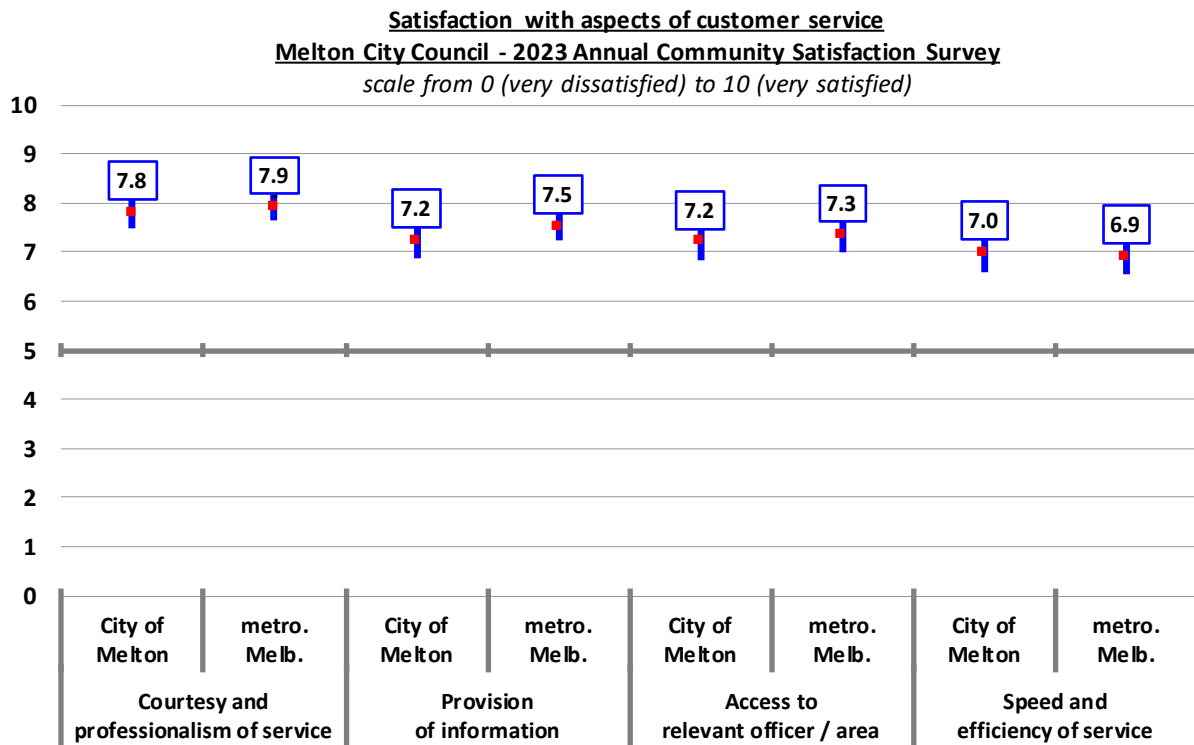|	
Two parent (youngest 0 - 4 yrs)	7.0
Two parent (youngest 5 - 12 yrs)	7.0
Two parent (youngest 13 - 18 yrs)	7.1
Two parent (adults only)	7.0
One parent family	6.4
Group household	6.8
Sole person household	6.6
Couple only household	6.5
City of Melton	6.8
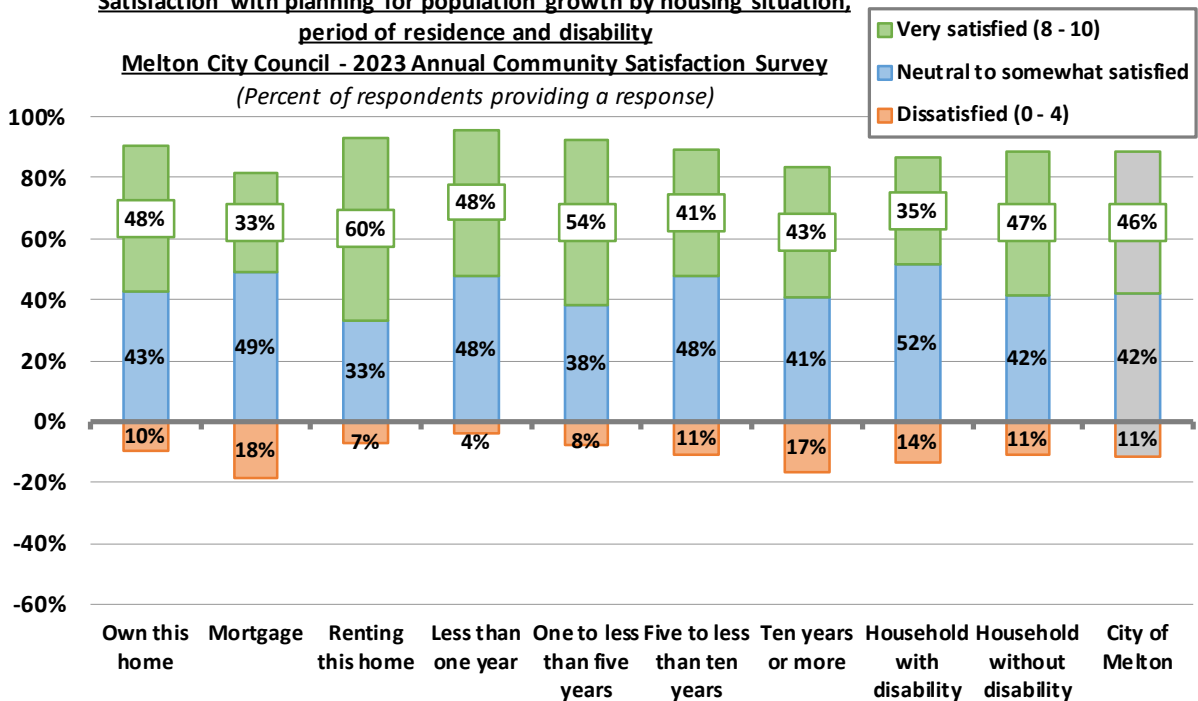
It is noted that 16% of group households and 15% of couple households without children were "dissatisfied" with planning for population growth by all levels of government.

Satisfaction with planning for population growth by household structure
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

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

Household structure	Very satisfied (8-10)	Neutral to somewhat satisfied	Dissatisfied (0-4)
Two parent (youngest 0 - 4 yrs)	48%	40%	13%
Two parent (youngest 5 - 12 yrs)	51%	40%	10%
Two parent (youngest 13 - 18 yrs)	56%	34%	10%
Two parent (adults only)	44%	49%	7%
One parent family	36%	51%	13%
Group household	43%	41%	16
Sole person household	34%	58%	7%
Couple only household	44%	41%	15%
City of Melton	46%	42%	11%

Planning and housing development

Satisfaction with aspects of planning and housing development

Respondents were asked:

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

All respondents were again in 2023, asked to rate their satisfaction with two planning and development outcomes in the City of Melton

Satisfaction with the appearance and quality of new developments improved six percent this year, and satisfaction with maintaining local heritage and sites of significance increased nine percent, and both are now at "very good" levels of satisfaction, up from "good" levels.

Metropolis Research notes the increase this year in new residents and the decline in the proportion of long-term residents, a return to more typical levels of people moving in and around the municipality. This change in the period of residence structure of the sample will likely be a contributing factor in the increase in satisfaction with these two aspects.

This is due to the fact that newer residents tend to report higher satisfaction with planning and development aspects, whilst longer-term residents tend to report lower satisfaction.

Whilst the return to pre-pandemic levels of housing development and population movement is noted, satisfaction with both of these aspects was recorded at record high levels.
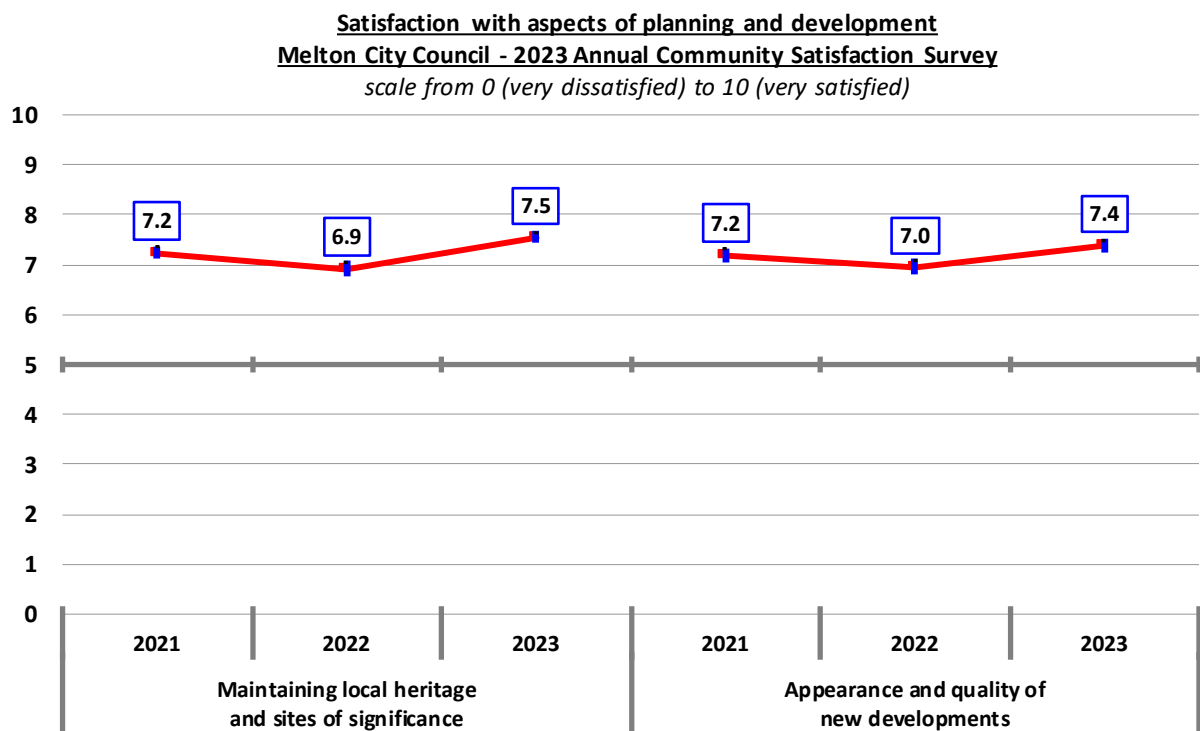
Satisfaction with aspects of planning and development
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

It is noted that more than half of the respondents providing a score were "very satisfied" (i.e., rated satisfaction at eight or more), whilst no more than five percent were "dissatisfied".

Satisfaction with aspects of planning and development
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

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

	Maintaining local heritage and sites of significance			Appearance and quality of new developments		
	2021	2022	2023	2021	2022	2023
Very satisfied	47%	42%	55%	48%	43%	51%
Neutral to somewhat satisfied	48%	50%	43%	46%	47%	44%
Dissatisfied	4%	8%	2%	6%	10%	5%

The following provides a comparison to the metropolitan Melbourne, western region councils', and growth area councils' results, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same methodology.

Satisfaction with both aspects was higher than the metropolitan Melbourne average, and similar to or a little higher than the growth area councils' average.

Satisfaction with aspects of planning and housing development
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

	Appearance and quality of new developments				Maintaining local heritage and sites of significance			
	City of Melton	Growth areas	metro. Melbourne	Western region	City of Melton	Growth areas	metro. Melbourne	Western region
Score	7.4	7.3	7.1	7.1	7.5	7.3	7.2	7.6

Importance of and satisfaction with Council services

Respondents were asked:

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

Respondents were again in 2023, asked to rate first the importance of each of 31 included Council services and facilities "to the community", and then asked to rate their personal satisfaction with each service and facility.

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

Respondents were then asked to rate satisfaction with each of the 13 core services and facilities about which all members of the community should have a view, and then their personal satisfaction with each of the 18 client-based services and facilities that they or members of their household had used in the last 12 months.

Importance of Council services and facilities to the community

The following table displays the average importance of each of the 31 included Council services and facilities, with the metropolitan Melbourne average as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door, in-person interview methodology.

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

The table also includes the last three years' results.

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

The average importance of the 31 included services and facilities was 9.0 out of 10 this year, down one percent on the 2022 average importance of 8.9.

Importance varied from a high of 9.4 for the regular garbage service, to a low of 8.3 for *Moving Ahead*.   It is noted that this was a similar range of average importance as recorded last year.

This result highlights the fact that the community consider all the services and facilities provided by Council to be important (8.3 or higher), although the waste and recycling services, as well as health and human services, were the most important to the community.

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

Importance of selected services and facilities
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2023 Mean	Upper	2022	2021	2020	2023 Metro.*
Higher than average importance	Regular garbage collection	795	9.3	**9.4**	9.4	9.3	9.4	9.5	9.3
	Regular recycling	791	9.2	**9.3**	9.4	9.3	9.4	9.5	9.3
	Green waste collection	773	9.2	**9.3**	9.4	9.2	9.3	9.2	9.0
	Services for people with disability	707	9.1	**9.2**	9.3	9.3	9.1	9.2	9.2
	Health services for babies, infants and toddlers	709	9.1	**9.2**	9.3	9.2	9.1	9.2	n.a.
	Services for seniors	697	9.1	**9.2**	9.3	9.2	9.0	9.1	9.1
	Services and programs for children	708	9.1	**9.2**	9.3	9.1	9.0	9.1	8.9
	Services for young people	706	9.1	**9.2**	9.3	9.0	9.0	9.0	8.7
Average importance	Hard rubbish collection	741	9.1	**9.1**	9.2	9.0	9.0	8.8	9.0
	Library services[1]	737	9.0	**9.1**	9.2	8.8	9.1	9.1	9.0
	Melton Recycling Facility	744	9.0	**9.1**	9.1	9.1	9.1	9.0	8.8
	Provision and maintenance of parks and gardens	774	8.9	**9.0**	9.1	9.0	9.1	9.2	8.9
	Provision and maintenance of playgrounds	739	8.9	**9.0**	9.1	9.1	9.0	9.0	8.9
	Public toilets	719	8.9	**9.0**	9.1	8.9	9.0	8.8	8.9
	Maintenance and repair of sealed local roads	790	8.9	**9.0**	9.1	9.0	9.1	9.2	8.9
	Recreation and Leisure Centres	729	8.9	**9.0**	9.1	8.9	9.0	8.9	8.8
	Sports grounds and associated facilities	745	8.9	**8.9**	9.0	9.0	9.0	8.9	8.9
	Local traffic management	775	8.8	**8.9**	9.0	8.9	9.1	9.1	8.8
	Provision and maintenance of street trees	780	8.8	**8.9**	9.0	8.9	8.8	8.9	8.7
	Footpath maintenance and repairs	790	8.8	**8.9**	9.0	8.9	9.0	9.1	9.0
	Animal management	691	8.7	**8.9**	9.0	8.8	8.9	8.9	8.4
	Public Spaces	732	8.7	**8.8**	8.9	8.7	n.a.	n.a.	n.a.
	Community centres / Neighbourhood houses	711	8.7	**8.8**	8.9	8.8	8.8	8.8	8.6
	Council activities promoting local business growth	657	8.7	**8.8**	8.9	8.6	8.8	8.9	8.3
	On and off road bike and / or walking paths	739	8.7	**8.8**	8.9	8.9	9.0	9.1	8.7
	Council's website	738	8.7	**8.8**	8.9	8.7	8.9	8.8	8.6
Lower than average	Access services through digital or online channels	733	8.6	**8.7**	8.8	8.7	8.8	8.8	n.a.
	Provision of cultural events	689	8.6	**8.7**	8.8	8.6	8.6	8.7	8.4
	Provision of community events and festivals	699	8.6	**8.7**	8.8	8.6	8.6	8.7	8.4
	Parking enforcement	750	8.5	**8.6**	8.8	8.2	8.4	8.7	8.2
	Moving Ahead *(Council's printed newsletter)*	653	8.1	**8.3**	8.5	7.7	8.4	n.a.	7.6
	Average importance of selected services		*8.9*	***9.0***	*9.1*	*8.9*	*8.9*	*9.0*	*8.8*

(*) 2023 metropolitan Melbourne average from Governing Melbourne
(1) previously named "local library"

Change in importance between 2022 and 2023

Of the 31 included services and facilities, the average importance of 18 increased somewhat, eight remained essentially stable, whilst the average importance of five declined somewhat.

Most of these variations were not statistically significant or notable, however, attention is drawn to the following:

- *Somewhat more important in 2023 than in 2022* – included *Moving Ahead* (up 8%), parking enforcement (up 5%), library services (up 3%), public spaces (up 2%), and Council activities promoting local business growth (up 2%).

- *Somewhat less important in 2023 than in 2022* – included on and off-road bike paths / walking paths (down 2%).

Metropolis Research notes that these results confirm a relatively stable importance for most of the services and facilities provided by Melton City Council this year, consistent with previous years.

Comparison to metropolitan Melbourne average

Of the 31 services and facilities included in the survey this year, 28 were included in a format that allowed for comparison to the metropolitan Melbourne average importance, as recorded in the 2023 *Governing Melbourne* research.

The metropolitan Melbourne average importance of these 28 services and facilities was 8.8, marginally lower than the average importance of these 28 services and facilities in the City of Melton (9.0).

The average importance of 24 of these services and facilities was somewhat higher in the City of Melton, three were essentially the same as the metropolitan Melbourne average, and only one was somewhat less important in the City of Melton, with attention drawn to the following:

- *Somewhat more important in the City of Melton than the metropolitan average* – included *Moving Ahead* (8% more important in the City of Melton), Council activities promoting local business growth (6%), services for young people (5%), animal management (5%), parking enforcement (5%), provision of cultural events (4%), provision of community events and festivals (4%), green waste collection (3%), and services and programs for children (3%).

- *Marginally less important in the City of Melton than the metropolitan average* – included footpath maintenance and repairs (1% less important in the City of Melton).

Satisfaction with Council services and facilities

The following table displays the average satisfaction with each of the 31 included Council services and facilities, with the metropolitan Melbourne average as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door, in-person interview methodology.

The table provides the average satisfaction score, as well as the 95% confidence interval around each average score. This is the range within which it is 95% certain the true average is located. The table also includes the last three years' results.

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

Satisfaction with selected Council services and facilities
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2023 Lower	2023 Mean	2023 Upper	2022	2021	2020	2023 Metro.*
Higher than average satisfaction	Regular garbage collection	798	8.6	**8.7**	8.8	8.6	8.6	8.7	8.5
	Regular recycling	793	8.5	**8.6**	8.7	8.6	8.6	8.6	8.5
	Green waste collection	755	8.4	**8.5**	8.6	8.5	8.7	8.7	8.2
	Library services[1]	383	8.3	**8.4**	8.6	8.6	8.7	8.7	8.2
	Melton Recycling Facility	397	7.9	**8.1**	8.2	7.5	7.5	7.7	7.9
	Hard rubbish collection	381	7.8	**8.0**	8.2	7.8	7.8	7.5	8.1
Average satisfaction	Provision of community events and festivals	237	7.7	**7.9**	8.1	7.4	7.8	7.3	7.7
	Animal management	649	7.7	**7.8**	8.0	7.4	7.6	7.6	7.6
	Sports grounds and associated facilities	398	7.7	**7.8**	8.0	7.7	7.9	7.8	7.9
	Community centres / Neighbourhood houses	230	7.5	**7.7**	7.9	7.7	7.9	7.7	7.7
	Council's website	427	7.5	**7.7**	7.8	7.4	7.6	7.4	7.6
	Provision of cultural events	198	7.4	**7.7**	7.9	7.3	7.6	7.3	7.7
	Public Spaces	697	7.5	**7.6**	7.8	7.2	n.a.	n.a.	n.a.
	On and off road bike and / or walking paths	327	7.4	**7.6**	7.8	7.3	7.6	7.4	7.5
	Recreation and Leisure Centres	326	7.3	**7.5**	7.7	7.2	7.6	7.4	7.8
	Services and programs for children	178	7.3	**7.5**	7.8	7.0	8.2	7.7	8.1
	Access services through digital or online channels	359	7.3	**7.5**	7.7	7.4	7.9	7.4	n.a.
	Moving Ahead *(Council's printed newsletter)*	549	7.3	**7.5**	7.6	6.7	7.2	n.a.	7.1
	Provision and maintenance of playgrounds	440	7.2	**7.4**	7.6	7.4	7.7	7.5	7.7
	Council activities promoting local business growth	582	7.2	**7.4**	7.5	6.8	7.1	7.2	7.1
	Parking enforcement	735	7.1	**7.3**	7.4	6.5	6.9	6.9	7.1
	Provision and maintenance of parks and gardens	776	7.0	**7.2**	7.4	7.2	7.5	7.3	7.7
	Services for seniors	108	6.7	**7.2**	7.6	6.2	7.9	7.6	7.9
	Provision and maintenance of street trees	777	7.0	**7.2**	7.3	6.6	7.2	7.2	7.4
	Health services for babies, infants and toddlers	195	6.8	**7.1**	7.5	6.8	8.2	8.0	n.a.
Lower than average	Footpath maintenance and repairs	789	6.8	**7.0**	7.2	6.4	6.7	6.6	7.2
	Services for young people	126	6.6	**7.0**	7.4	6.8	7.5	7.5	7.6
	Local traffic management	777	6.8	**6.9**	7.1	6.3	6.7	7.2	7.3
	Public toilets	282	6.5	**6.8**	7.1	5.9	6.6	6.6	6.4
	Maintenance and repair of sealed local roads	797	6.6	**6.8**	6.9	6.0	6.4	6.7	7.1
	Services for people with disability	81	5.9	**6.5**	7.0	6.3	7.3	7.5	7.3
	Average satisfaction with selected services		7.3	**7.5**	7.7	7.2	7.6	7.5	7.6

(*) 2023 metropolitan Melbourne average from Governing Melbourne
(1) previously named "local library"

The average satisfaction with the 31 included services and facilities was 7.5 this year, up four percent on the 7.2 recorded last year, but similar to the result recorded in 2021 and 2020.

This is a "very good", up from a "good" level of average satisfaction.

By way of comparison, the metropolitan Melbourne average satisfaction with services and facilities increased three percent this year, up from 7.4 to 7.6 out of 10, as recorded in *Governing Melbourne*.

It is noted that all but four of the 31 services and facilities recorded an average satisfaction score that was higher than the satisfaction with Council's overall performance (6.9), which reflects well on the performance of Council providing most services and facilities.

The four services and facilities that recorded a satisfaction score equal to or lower than the overall satisfaction with Melton City Council included services for people with disability (81 respondents rated 6.5 out of 10), the maintenance and repair of sealed local roads (6.8), and public toilets (6.8), and local traffic management (6.9).

Comparison to metropolitan Melbourne average

Of the 31 services and facilities included in the 2023 City of Melton survey, 28 were included in a format that allowed for comparison to the metropolitan Melbourne results as recorded in the *Governing Melbourne* research.

Of these 28 services and facilities, 13 recorded somewhat higher satisfaction in the City of Melton, one was essentially the same, and 14 recorded somewhat lower satisfaction in the City of Melton.

Most of these variations were not statistically significant, however, attention is drawn to the following variations of note:

- *Notably higher satisfaction in the City of Melton than metropolitan average* – included public toilets (6% higher in the City of Melton), *Moving Ahead* (5% higher), green waste collection (4% higher), Council activities promoting local business growth (3% higher), animal management (3% higher), and library services (3% higher).

- *Notably lower satisfaction in the City of Melton than the metropolitan average* – included services for people with disability (81 respondents rated 12% lower in the City of Melton), services for seniors (9% lower), services for young people (8% lower), the provision and maintenance of parks and gardens (7% lower), services and programs for children (7% lower), local traffic management (5% lower), maintenance and repair of sealed local roads (4% lower), recreation and leisure centres (4% lower), the provision and maintenance of playgrounds (4% lower), footpath maintenance and repairs (3% lower), and the provision and maintenance of street trees (3% lower).

Metropolis Research notes that whilst satisfaction with Council services and facilities increased by an average of four percent this year, 14 of the 28 services and facilities that were comparable to the metropolitan Melbourne average, recorded lower satisfaction in the City of Melton.

It is noted that many of these services related to community services (children, youth, persons with disability, and seniors), and some infrastructure such as parks and gardens, playgrounds, footpaths, and street trees, along with roads and traffic management.

Many of these services reflect the main issues nominated by respondents that they believe need to be addressed for the City of Melton, including traffic management, roads, health and medical services, and some infrastructure areas, as discussed in the Current Issues to Address section.

Change in satisfaction between 2022 and 2023

Of the 31 included services and facilities, the average satisfaction increased somewhat for 26, remained essentially the same for three, and declined somewhat for two.

These results clearly reflect a significant increase in satisfaction with a broad range of Council services and facilities this year, reversing the unusually low results recorded for many services and facilities in 2022. This is consistent with the significant increase in satisfaction with Council's overall performance.

Attention is drawn to the following notable variations in satisfaction this year:

- *Measurably higher satisfaction in 2023 than in 2022* – included services for seniors (up 15%), public toilets (up 14%), maintenance and repair of sealed local roads (up 13%), parking enforcement (up 12%), *Moving Ahead* (up 11%), local traffic management (up 11%), footpath maintenance and repairs (up 10%), Council activities promoting local business growth (up 9%), the provision and maintenance of street trees (up 8%), Melton Recycling facility (up 8%), the provision of community events and festivals (up 7%), services and programs for children (up 7%), animal management (up 6%), public spaces (up 6%), provision of cultural events (up 5%), health services for babies, infants, and toddlers (up 5%), recreation and leisure centres (up 5%), and on and off road bike and / or walking paths (up 4%).

- *Somewhat lower satisfaction in 2023 than in 2022* – included library services (down 2%) and Community centres / Neighborhood houses (down 1%).

Percentage change in satisfaction 2022 to 2023
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percentage increase / decrease)

Service	Change
Services for seniors	15%
Public toilets	14%
Maintenance and repair of sealed local roads	13%
Parking enforcement	12%
Council's printed newsletter	11%
Local traffic management	11%
Footpath maintenance and repairs	10%
Council activities promoting business growth	9%
Provision and maintenance of street trees	8%
Melton Recycling Facility	8%
Provision of community events and festivals	7%
Services and programs for children	7%
Animal management	6%
Public Spaces	6%
Provision of cultural events	5%
Health services for babies, infants, toddlers	5%
Recreation and Leisure Centres	5%
On and off road bike and / or walking paths	4%
Hard rubbish collection	3%
Council's website	3%
Services for people with disability	3%
Services for young people	2%
Sports grounds and associated facilities	1%
Access services through digital or online channels	1%
Provision and maintenance of parks and gardens	1%
Provision and maintenance of playgrounds	1%
Regular garbage collection	0%
Regular recycling	0%
Green waste collection	0%
Community Centres / Neighbourhood Houses	-1%
Library services	-2%

The following graph provides a longer-term view of change in satisfaction with Council services and facilities.

The graph provides the percentage change in satisfaction between the three-year average from 2015 to 2017 compared to the 2023 results.

Over this longer-term, it is noted that there were significant improvements in satisfaction with hard rubbish, the recycling facility, footpaths, parking enforcement, Moving Ahead, the provision of community events and festivals, and animal management.

Despite the increases in satisfaction with many of these services recorded this year, it is noted that satisfaction with the five community services (services for babies, children, youth, seniors, and persons with disability) all remain substantially below the average recorded over the three years from 2015 to 2017.

Percentage change in satisfaction 2015-2017 to 2023
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percentage increase / decrease)

Service	Change
Hard rubbish collection	10%
Melton Recycling Facility	8%
Footpath maintenance and repairs	7%
Parking enforcement	6%
Council's printed newsletter	6%
Provision of community events and festivals	5%
Animal management	5%
Council activities promoting business growth	4%
Local traffic management	4%
Provision and maintenance of street trees	3%
On and off road bike and / or walking paths	1%
Public toilets	1%
Council's website	1%
Provision of cultural events	0%
Provision and maintenance of playgrounds	-1%
Regular recycling	-1%
Green waste collection	-1%
Regular garbage collection	-1%
Community Centres / Neighbourhood Houses	-2%
Maintenance and repair of sealed local roads	-3%
Library services	-3%
Provision and maintenance of parks and gardens	-4%
Sports grounds and associated facilities	-4%
Recreation and Leisure Centres	-5%
Services and programs for children	-8%
Services for young people	-12%
Services for seniors	-13%
Health services for babies, infants, toddlers	-14%
Services for people with disability	-16%

Percentage satisfaction results

The following table provides a breakdown of these results into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

Metropolis Research draws attention to the fact that more than half of the respondents who provided a score were "very satisfied" with all but four of the 31 services and facilities.

More than two-thirds reported being "very satisfied" with the regular garbage collection (84%), regular recycling (82%), green waste collection (81%), library services (78%), Melton

Recycling facility (72%), hard rubbish collection (71%), sports grounds and associated facilities (68%), animal management (66%), the provision of community events and festivals (65%), and Council's website (62%).

There were 11 services and facilities with which 10% of more of those providing a score were "dissatisfied", including health services for babies, infants, and toddlers (17%), services for people with disability (16%), public toilets (14%), local traffic management (14%), maintenance and repair of sealed local roads (14%), footpath maintenance and repairs (13%), services for young people (12%), parks and gardens (12%), street trees (12%), parking enforcement (10%), and playgrounds (10%).

Satisfaction with selected Council services and facilities
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Regular garbage collection	2%	15%	84%	8	**806**
Regular recycling	2%	16%	82%	13	**806**
Green waste collection	1%	18%	81%	51	**806**
Library services	3%	19%	78%	6	**389**
Melton Recycling Facility	2%	26%	72%	6	**402**
Hard rubbish collection	6%	23%	71%	6	**387**
Sports grounds and associated facilities	5%	28%	68%	8	**406**
Animal management	5%	30%	66%	157	**806**
Provision of community events and festivals	3%	32%	65%	0	**237**
Council's website	5%	32%	62%	4	**431**
Public Spaces	5%	34%	60%	109	**806**
Community centres / Neighbourhood houses	6%	35%	60%	4	**235**
Access services through digital or online channels	6%	35%	58%	2	**361**
On and off road bike and / or walking paths	6%	36%	58%	3	**331**
Recreation and Leisure Centres	8%	35%	57%	7	**333**
Moving Ahead (Council's printed newsletter)	8%	35%	57%	257	**806**
Provision and maintenance of playgrounds	10%	34%	57%	4	**445**
Council activities promoting local business growth	8%	35%	57%	224	**806**
Services and programs for children	5%	39%	56%	4	**182**
Provision of cultural events	2%	43%	55%	2	**200**
Provision and maintenance of street trees	12%	33%	55%	29	**806**
Parking enforcement	10%	36%	54%	71	**806**
Health services for babies, infants and toddlers	17%	29%	54%	6	**202**
Provision and maintenance of parks and gardens	12%	34%	54%	30	**806**
Footpath maintenance and repairs	13%	36%	51%	17	**806**
Services for seniors	9%	40%	51%	1	**108**
Services for young people	12%	38%	50%	6	**131**
Local traffic management	14%	38%	48%	29	**806**
Maintenance and repair of sealed local roads	14%	42%	44%	9	**806**
Public toilets	14%	42%	44%	7	**289**
Services for people with disability	16%	45%	39%	4	**85**

Satisfaction by respondent profile

The following table provides the average satisfaction with all 31 services and facilities by respondent profile, including age structure, gender, and language spoken at home. Whilst there was significant variation in satisfaction for some services and facilities (discussed in more detail in the following sections), in general terms young adults and senior citizens as well as respondents from multilingual households tended to be a little more satisfied, whilst adults and middle-aged adults tended to be a little less satisfied.

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

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance & repair of sealed local roads	7.3	6.6	6.2	6.4	6.5	6.8	6.7	6.6	7.1
Footpath maintenance and repairs	7.7	6.9	6.5	6.0	6.6	7.0	7.0	6.9	7.3
Regular garbage collection	8.8	8.6	8.2	8.7	9.1	8.6	8.7	8.5	8.8
Regular recycling	8.7	8.6	8.3	8.7	8.9	8.5	8.7	8.5	8.8
Green waste collection	8.6	8.5	8.3	8.6	8.9	8.4	8.6	8.4	8.7
Provision & maintenance of parks & gardens	7.6	6.7	6.8	7.5	8.0	7.1	7.3	7.2	7.3
Provision and maintenance of street trees	7.6	6.9	6.5	7.2	7.5	7.1	7.2	7.1	7.3
Parking enforcement	7.7	7.0	6.8	7.2	7.0	7.2	7.3	7.1	7.5
Local traffic management	7.4	6.6	6.6	6.7	6.6	6.8	7.0	6.8	7.2
Animal management	8.1	7.7	7.4	7.6	8.4	7.8	7.9	7.7	8.1
Moving Ahead *(Council's printed newsletter)*	7.7	7.4	6.9	7.9	7.2	7.3	7.7	7.2	7.9
Council activities promoting business growth	7.8	7.4	6.7	7.1	6.9	7.4	7.4	7.2	7.7
Public Spaces	7.9	7.4	7.1	7.6	8.2	7.6	7.6	7.5	7.8
Council's website	8.1	7.5	7.5	7.8	6.7	7.7	7.6	7.7	7.7
Access services via digital/online channels	7.7	7.4	7.2	7.5	6.8	7.6	7.4	7.4	7.8
Library services	8.6	8.3	8.1	8.4	9.1	8.4	8.4	8.2	8.8
Melton Recycling Facility	8.3	8.1	7.6	7.4	8.3	8.1	8.0	7.8	8.5
Hard rubbish collection	8.3	8.2	7.1	7.0	8.6	8.1	8.0	7.8	8.4
Public toilets	6.9	6.5	6.8	7.3	7.9	6.8	6.8	7.0	6.6
Recreation and Leisure Centres	7.8	7.3	7.5	7.6	7.6	7.6	7.4	7.4	7.6
Sports grounds and associated facilities	7.9	7.6	7.5	8.4	8.8	7.9	7.8	7.8	7.9
Provision and maintenance of playgrounds	7.8	6.9	7.4	7.4	8.2	7.5	7.4	7.3	7.6
Community centres / Neighbourhood houses	7.9	7.3	7.6	7.8	9.1	7.7	7.7	7.4	8.1
Health services for babies, infants, toddlers	7.2	7.1	7.0	7.0	6.7	7.5	6.8	6.9	7.3
Services and programs for children	7.6	7.3	7.4	7.0	8.6	7.6	7.4	7.3	7.8
Services for young people	7.5	6.3	7.0	7.2	6.0	7.2	6.8	6.5	7.8
Services for seniors	7.2	6.4	6.3	8.3	8.1	7.4	7.0	6.9	7.8
Services for people with disability	6.8	5.8	6.5	6.0	7.3	6.7	6.3	6.1	7.6
On and off road bike and / or walking paths	7.7	7.3	7.6	7.7	8.1	7.7	7.5	7.3	7.9
Provision of cultural events	7.7	7.6	7.7	7.7	7.2	7.8	7.5	7.4	8.0
Provision of community events and festivals	7.9	7.6	7.8	8.4	8.5	7.8	7.9	7.6	8.2
Average satisfaction	*7.8*	*7.3*	*7.2*	*7.5*	*7.8*	*7.6*	*7.5*	*7.4*	*7.8*
Total respondents	**274**	**268**	**117**	**92**	**55**	**391**	**409**	**482**	**316**

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 31 included Council services and facilities against the average satisfaction with each service.

The grey crosshairs represent the metropolitan Melbourne average importance of and satisfaction with Council services and facilities, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

Services and facilities located in the top right-hand quadrant are therefore more important than average, and of higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant are those of most concern as they are of higher-than-average importance but received lower than average satisfaction scores.

Some key points of interest in the graph include the following:

- *Kerbside collection services* – all four kerbside collection services reported significantly higher than average satisfaction scores, and all were of average or above average importance.

- *Community services* – all five of these community services (services for babies, children, youth, seniors, and persons with disability) were of higher-than-average importance and all received a lower-than-average satisfaction, with services for people with disability of most concern.

- *Library services* – consistent with results observed elsewhere over many years, satisfaction with the library services was measurably higher than the average satisfaction, although the local library services were of only marginally higher than average importance.

- *Arts, culture, recreation, and leisure* – both services and facilities were of slightly lower than average importance, but all received higher than average satisfaction scores.

- *Communication services* – the three communication services were of lower-than-average importance, which his consistent with results observed elsewhere over an extended period, but all received average or slightly higher-than-average satisfaction scores.

- *Transport related services* – both traffic management and roads were of approximately average importance, but both received lower than average satisfaction scores. Traffic management and road maintenance and repairs remain again this year the top two issues nominated by respondents to address the City of Melton 'at the moment'.

- *Services and facilities of most concern* – the services and facilities of most concern in 2023 were services for people with disability, road maintenance and repairs, public toilets, traffic management, footpaths, and services for youth.

Importance of and satisfaction with Council services
Melton City Council - 2023 Annual Community Satisfaction Survey
(Index score scale 0 - 10)
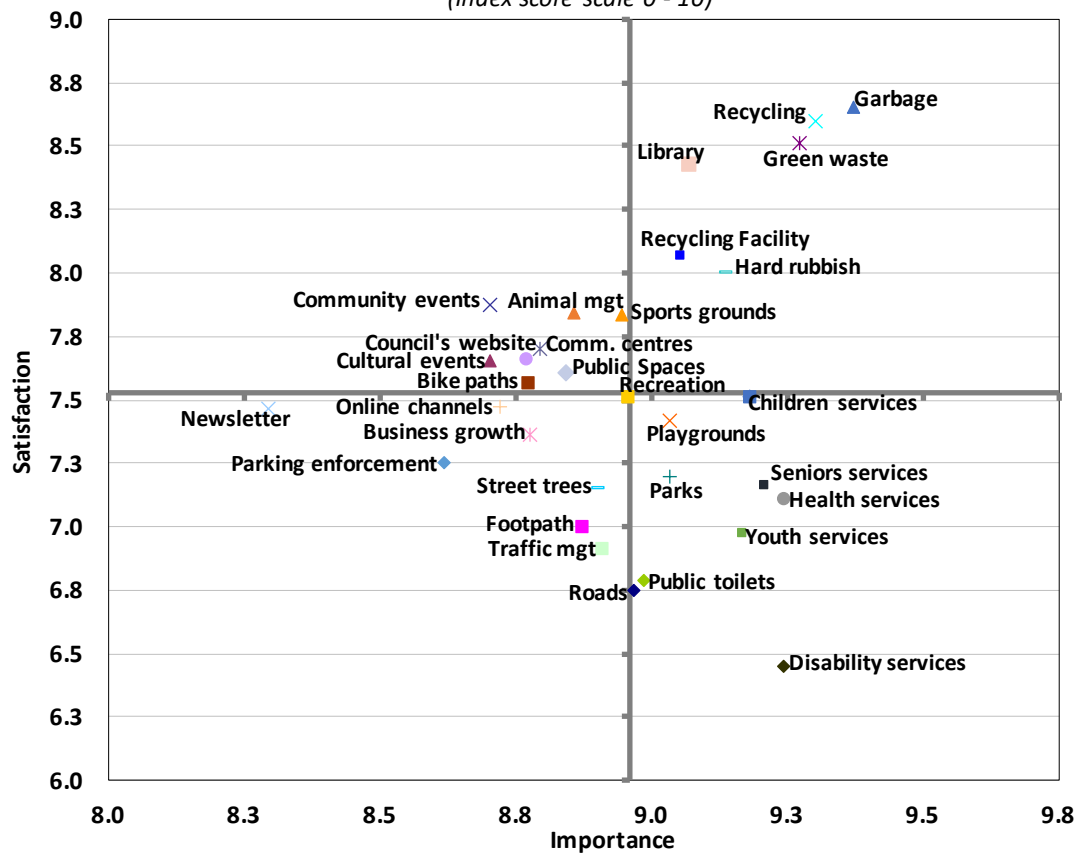
Satisfaction by broad service areas

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

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

- *Waste and recycling services* – includes regular garbage collection, regular recycling, green waste collection, Melton Recycling Facility, and hard rubbish collection.

- *Recreation and culture services* – includes public spaces, library services, recreation and leisure centres, sports grounds and associated facilities, provision and maintenance of playgrounds, community centres / neighbourhood houses, provision of cultural events, and provision of community events and festivals.

- *Community services* – includes health services for babies, infants and toddlers, services and programs for children, services for young people, services for seniors, and services for people with disability.

- *Enforcement* – includes parking enforcement, and animal management.

- *Communication* – includes Moving Ahead *(Council's printed newsletter)*, Council's website, and access services through digital or online channels.

- *Transport infrastructure* – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and on and off-road bike and / or walking paths.

- *Parks and gardens* – include the provision and maintenance of parks and gardens.

- *Business growth* – includes Council activities promoting local business growth.

There was a substantial increase in satisfaction with all nine broad service areas recorded this year, with the increase being statistically significant for infrastructure (up 11%), enforcement (up 9%), and business growth (up 9%).

Satisfaction by broad service areas
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
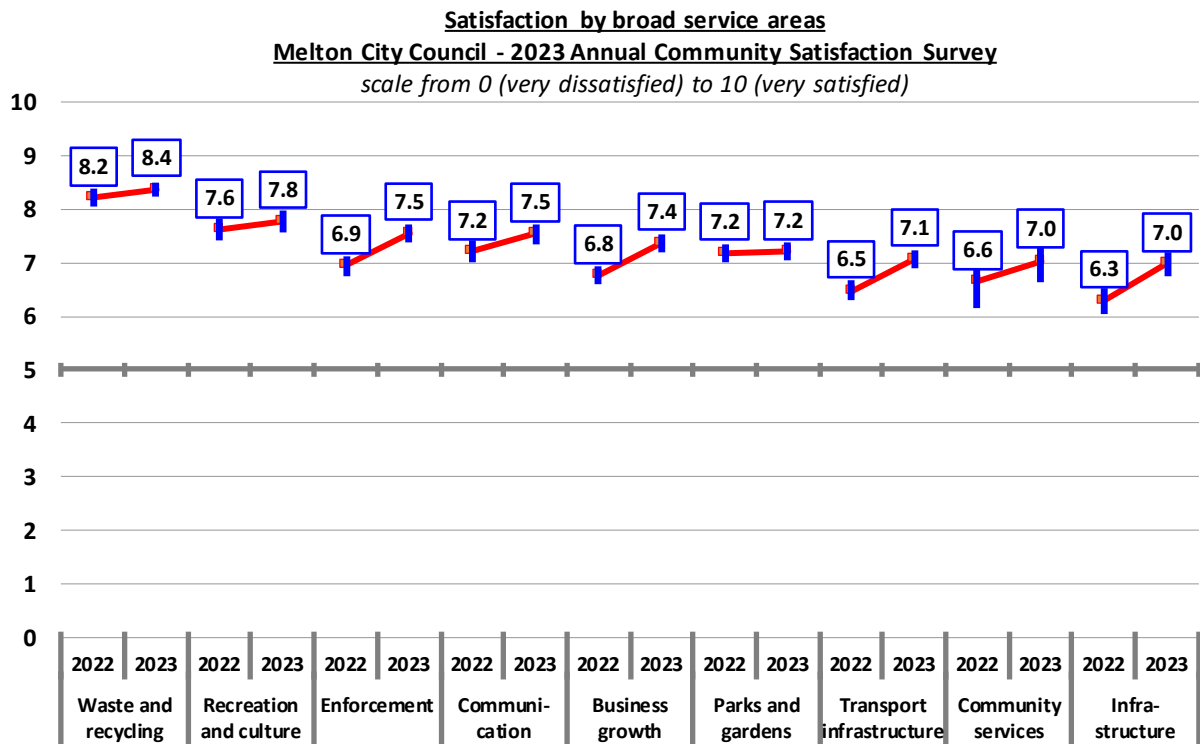
When compared to the metropolitan Melbourne average, the following was observed:

- *Somewhat higher satisfaction in the City of Melton* – included business growth (4% higher), waste management (2% higher), enforcement (1% higher), and communications (1% higher).

- *Somewhat lower satisfaction in the City of Melton* – included community services (9% lower), parks and gardens (7% lower), infrastructure (3% lower), transport infrastructure (3% lower).

Satisfaction by broad service areas
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

Importance of and satisfaction with Council services
Melton City Council - 2023 Annual Community Satisfaction Survey
(Index score scale 0 - 10)
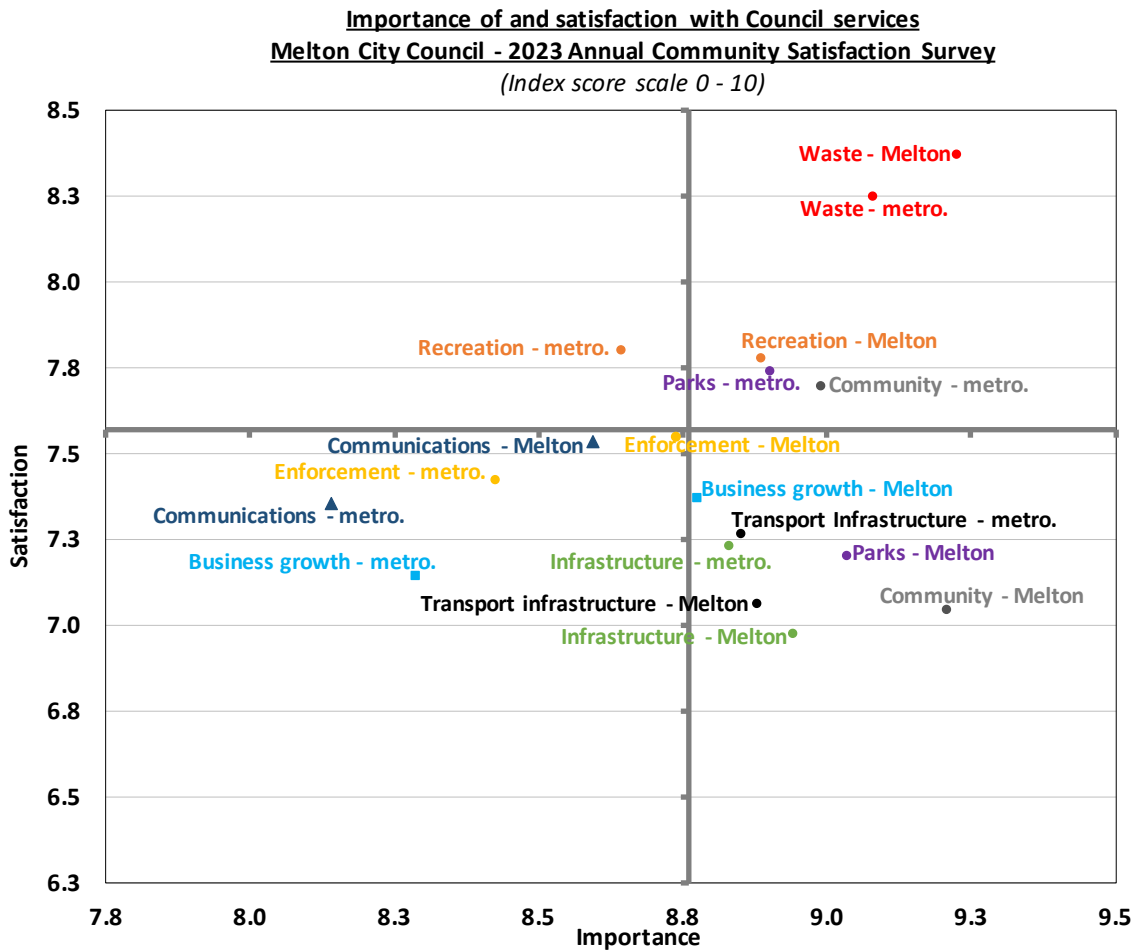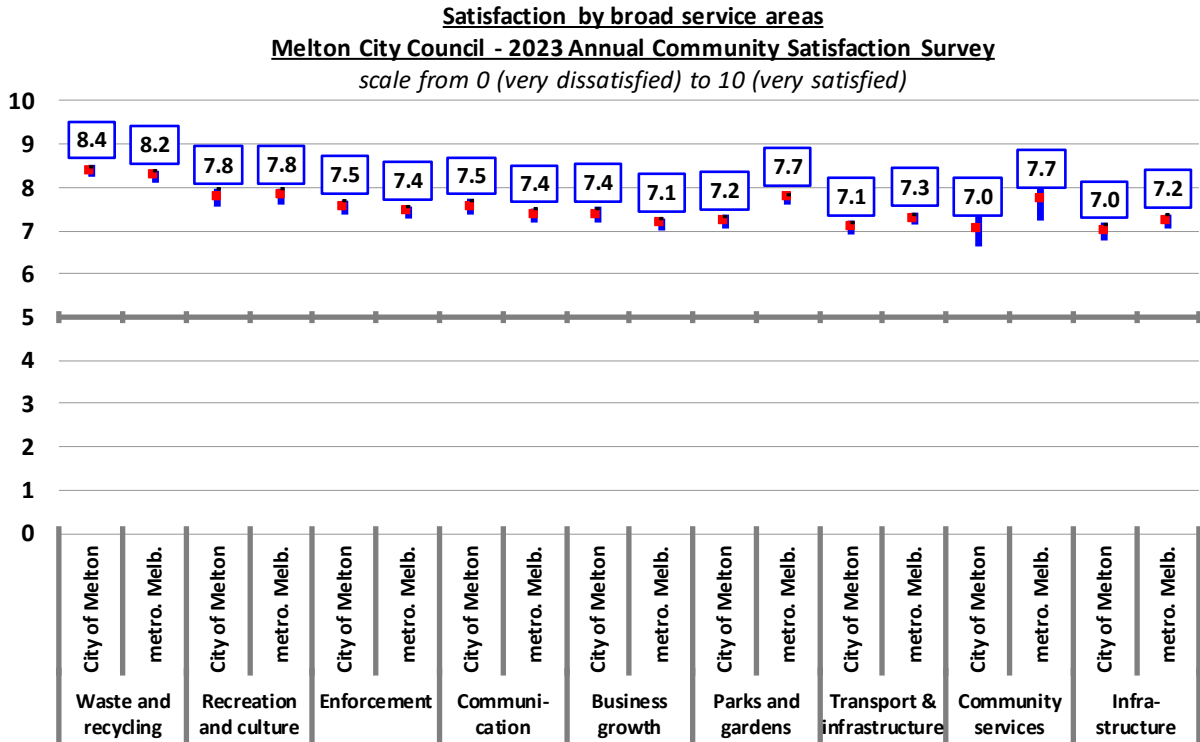
Current issues for the City of Melton

Respondents were asked:

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

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

A little more than two-thirds (65% down from 70%) of respondents nominated an average of approximately two issues each.

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

Metropolis Research notes that the most common issues to address for the City of Melton this year largely remain consistent with those from previous years, including traffic management, road maintenance and repairs, parks and gardens, and safety, policing, and crime.

The following variations of note were observed:

- *Notable increase in 2022* – there were no issues that were notably more nominated in 2023 than in 2022.

- *Notable decrease in 2022* – there was a decline in the proportion of respondents nominating cleanliness and general maintenance of the area this year compared to last year.

Metropolis Research draws particular attention to the significant increase in the proportion of respondents nominating traffic management related issues in 2021 compared to the first year of the pandemic (14% in 2020). This result has remained stable since 2021 at approximately one-quarter of respondents, and it remains significantly more nominated as an issue in the City of Melton than the metropolitan Melbourne average (13% in 2023).

This is an interesting result, as it is not consistent with the results recorded by Metropolis Research for most of the eight other municipalities across metropolitan Melbourne for whom Metropolis Research has conducted this research so far in 2023, with the City of Wyndham (22%) the only other municipality recording more than one-fifth nominating traffic management.

The other municipalities for which Metropolis Research has comparable results include Nillumbik (16%), Monash (14%), Frankston (12%), Cardinia (8%), Darebin (7%), and Bayside (7%).

Metropolis Research notes that with the exception of the City of Melton, the proportion of respondents nominating traffic management has not returned to pre-pandemic levels.

For example, the City of Wyndham recorded 36% of respondents nominating traffic management as a top three issue back in 2019/20 prior to the pandemic, and whilst in 2023 the City of Wyndham recorded a similar result to the City of Melton, it is only approximately two-thirds its pre-pandemic level.

It does appear at this early stage, that there has not been a significant increase in traffic management related issues across most of metropolitan Melbourne, which does put into an important context, these City of Melton results. These results do suggest that traffic management issues are of somewhat more concern to City of Melton respondents, perhaps highlighting some longer-term issues that remain unresolved in the municipality.

When compared to the results from the 2023 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2022, the following variations of note were observed:

- *Notably more prominent in Melton* – included traffic management (25% compared to 13%), roads including roadworks (13% compared to 10%), safety, policing, and crime (8% compared to 5%), health and medical services (6% compared to 0%), and education and schools (4% compared to 1%).

- *Notably less prominent in Melton* – included no specific issues.

The issues that appear to be negatively associated with satisfaction with Council's overall performance for the respondents who raise the issues include health and medical services, education and schools, public transport, parks and gardens, and roads.

The respondents who nominated each of these issues, on average rated satisfaction with Council's overall performance at "solid" to "poor" levels, compared to the "good" level of 6.9 which was the municipal average satisfaction with Council's overall performance.

Metropolis Research notes that three of the four issues that appear most negatively associated with overall satisfaction with Council were largely state government managed issues, such as health and medical, education and schools, and public transport.

Other issues that were somewhat negatively associated with overall performance included, amongst others, roads and traffic management, which are mostly but not exclusively comprised of state government managed issues, such as traffic congestion, commuting times and the road network.

This is discussed in more detail in the Issues and overall satisfaction section of this report.

Top three issues for the City of Melton at the moment
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Issue	2023 Number	Percent	2022	2021	2020	2023 Metro.*
Traffic management	199	25%	26%	22%	14%	13%
Roads *(including roadworks)*	103	13%	13%	10%	12%	10%
Parks, gardens and open space	98	12%	9%	7%	6%	9%
Safety, policing and crime	65	8%	9%	6%	7%	5%
Health and medical services	45	6%	7%	3%	5%	0%
Footpath maintenance and repairs	42	5%	5%	4%	5%	7%
Street trees	39	5%	4%	4%	2%	3%
Street lighting	32	4%	3%	4%	3%	3%
Parking	31	4%	5%	5%	6%	6%
Rubbish and waste issues incl. garbage	31	4%	2%	4%	2%	6%
Education and schools	29	4%	3%	0%	1%	1%
Cleanliness and general maintenance of area	25	3%	6%	3%	3%	5%
Public transport	24	3%	1%	3%	2%	5%
Council rates	22	3%	2%	2%	4%	5%
Children's activities and facilities	21	3%	2%	2%	1%	2%
General infrastructure *(e.g. internet, electricity)*	17	2%	4%	1%	1%	1%
Communication and provision of information	15	2%	4%	2%	2%	3%
Shops, restaurants and entertainment venues	14	2%	1%	2%	1%	2%
Street cleaning and maintenance	13	2%	1%	1%	0%	4%
Hard rubbish collection	12	1%	2%	2%	3%	1%
Nature strip issues	10	1%	1%	1%	0%	3%
Community facilities provision and maintenance	8	1%	0%	0%	0%	0%
Noise	8	1%	0%	0%	0%	1%
Sports, recreation facilities	8	1%	3%	3%	3%	2%
Waterways maintenance and management	8	1%	0%	0%	0%	0%
Drains maintenance and repairs	7	1%	1%	1%	0%	2%
Library services	7	1%	0%	0%	0%	0%
Public toilets	7	1%	1%	1%	0%	2%
Animal management	6	1%	1%	1%	1%	2%
Building, planning, housing and development	6	1%	2%	3%	3%	3%
Housing availability and affordablity	6	1%	0%	0%	0%	0%
Illegal rubbish dumping	6	1%	1%	2%	2%	2%
Council customer service / responsiveness	5	1%	1%	2%	1%	1%
Elderly services and facilities	5	1%	2%	1%	1%	2%
Youth activities, services and facilities	5	1%	1%	1%	1%	0%
All other issues *(29 separately identified issues)*	63	8%	10%	6%	8%	25%
Total responses	**1,042**		**1,158**	**905**	**879**	**1,061**
Respondents identifying at least one issue	*521 (65%)*		*556 (70%)*	*482 (60%)*	*472 (59%)*	*558 (70%)*

(*) 2023 metropolitan Melbourne average from Governing Melbourne

Issues by precinct

There was some notable variation in the top issues to address for the City of Melton 'at the moment' observed across the precincts comprising the City of Melton, as follows:

- *Melton precinct* – respondents were measurably more likely than average to nominate traffic management and somewhat more likely to nominate footpaths, rubbish and waste issues, Council rates, public toilets, youth activities, and the illegal dumping of rubbish.

- *Kurunjang* – respondents were notably more likely than average to nominate roads and safety, policing, and crime related issues.

- *Melton West* – respondents were somewhat more likely than average to nominate traffic management, parks, gardens, and open spaces, safety, policing, and crime issues, footpaths, parking, health and medical services, and education and schools.

- *Melton South / Brookfield* – respondents were somewhat more likely than average to nominate safety, policing, and crime issues, and health and medical services.

- *Caroline Springs* – respondents were somewhat more likely than average to nominate street trees, Council rates, and street cleaning and maintenance.

- *Burnside* – respondents were somewhat more likely than average to nominate rubbish and waste issues.

- *Hillside* – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces.

- *Rural precinct* – respondents were somewhat more likely than average to nominate roads, parks, gardens, and open spaces, health and medical services, public transport, shops, restaurants, and entertainment venues, and lighting related issues.

- *Fraser Rise* – respondents were measurably more likely than average to nominate parks, gardens, and open spaces, and somewhat more likely to nominate footpaths.

- *Harkness* – respondents were measurably more likely than average to nominate roads and somewhat more likely to nominate health and medical services.

- *Cobblebank / Strathtulloh* – respondents were somewhat more likely than average to nominate parking, street trees, and issues with nature strips.

Top three issues for the City of Melton at the moment by precinct
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Melton	
Traffic management	46%
Roads (including roadworks)	11%
Footpath maintenance and repairs	11%
Safety, policing and crime	11%
Rubbish and waste collection issues	11%
Council rates	9%
Public toilets	6%
Youth activities, services and facilities	6%
Illegal rubbish dumping	6%
Education and schools	3%
All other issues	40%
Respondents identifying an issue	*24 (67%)*

Kurunjang	
Traffic management	21%
Roads (including roadworks)	19%
Safety, policing and crime	15%
Parks, gardens and open spaces	8%
Footpath maintenance and repairs	8%
Health and medical services	6%
Rubbish and waste collection issues	4%
Street trees	4%
General infrastructure	4%
Parking	4%
All other issues	31%
Respondents identifying an issue	*31 (65%)*

Melton West	
Traffic management	33%
Parks, gardens and open spaces	17%
Roads (including roadworks)	14%
Safety, policing and crime	14%
Footpath maintenance and repairs	12%
Parking	12%
Health and medical services	12%
Education and schools	10%
Street trees	7%
Elderly services and facilities	5%
All other issues	48%
Respondents identifying an issue	*38 (89%)*

Melton South / Brookfield	
Traffic management	25%
Safety, policing and crime	14%
Parks, gardens and open spaces	10%
Health and medical services	10%
Roads (including roadworks)	7%
Children's activities and facilities	5%
Footpath maintenance and repairs	4%
Education and schools	3%
Cleanliness and maintenance of area	3%
Street trees	3%
All other issues	26%
Respondents identifying an issue	*55 (54%)*

Caroline Springs	
Traffic management	23%
Street trees	11%
Parks, gardens and open spaces	9%
Council rates	8%
Street cleaning and maintenance	8%
Roads (including roadworks)	7%
Lighting	7%
Footpath maintenance and repairs	4%
Safety, policing and crime	4%
Rubbish and waste collection issues	4%
All other issues	37%
Respondents identifying an issue	*66 (64%)*

Burnside	
Traffic management	20%
Safety, policing and crime	12%
Rubbish and waste collection issues	10%
Parks, gardens and open spaces	8%
Roads (including roadworks)	8%
Education and schools	4%
General infrastructure	4%
Lighting	4%
Council rates	2%
Public transport	2%
All other issues	12%
Respondents identifying an issue	*23 (45%)*

Top three issues for the City of Melton at the moment by precinct
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Taylors Hill	
Traffic management	16%
Safety, policing and crime	11%
Parks, gardens and open spaces	6%
Footpath maintenance and repairs	6%
Street trees	6%
Roads (including roadworks)	5%
Communication, consultation, prov of info	5%
Education and schools	3%
Council rates	3%
General infrastructure	3%
All other issues	31%
Respondents identifying an issue	*28 (43%)*

Hillside	
Traffic management	24%
Parks, gardens and open spaces	16%
Roads (including roadworks)	12%
Cleanliness and maintenance of area	6%
Council rates	6%
Safety, policing and crime	6%
Footpath maintenance and repairs	4%
Street trees	4%
Hard rubbish collection	4%
Children's activities and facilities	4%
All other issues	35%
Respondents identifying an issue	*49 (71%)*

Rural	
Traffic management	26%
Roads (including roadworks)	23%
Parks, gardens and open spaces	19%
Health and medical services	9%
Public transport	8%
Shops, restaurants, entertainment venues	8%
Lighting	8%
Cleanliness and maintenance of area	6%
Education and schools	5%
Footpath maintenance and repairs	4%
All other issues	51%
Respondents identifying an issue	*124 (77%)*

Fraser Rise	
Parks, gardens and open spaces	25%
Traffic management	25%
Footpath maintenance and repairs	11%
Roads (including roadworks)	7%
Street trees	7%
Lighting	7%
General infrastructure	5%
Nature strips	5%
Education and schools	2%
Cleanliness and maintenance of area	2%
All other issues	21%
Respondents identifying an issue	*26 (60%)*

Harkness	
Roads (including roadworks)	26%
Traffic management	20%
Health and medical services	15%
Parks, gardens and open spaces	11%
Safety, policing and crime	11%
Education and schools	7%
Footpath maintenance and repairs	7%
Public transport	6%
Rubbish and waste collection issues	4%
Graffitti & vandalism	4%
All other issues	41%
Respondents identifying an issue	*35 (65%)*

Cobblebank / Strathtulloh	
Traffic management	28%
Parking	14%
Street trees	11%
Roads (including roadworks)	8%
Nature strips	8%
Parks, gardens and open spaces	6%
Rubbish and waste collection issues	6%
Health and medical services	6%
Recycling collection	6%
Education and schools	3%
All other issues	31%
Respondents identifying an issue	*24 (67%)*

Issues by respondent profile

There was some notable variation in the top issues to address for the City of Melton 'at the moment' observed by respondent profile, including age structure, gender, and language spoken at home, as follows:

- *Adults (aged 35 to 49 years)* – respondents were measurably more likely than average to nominate traffic management and somewhat more likely to nominate parks, gardens, and open spaces.

- *Middle-aged adults (aged 50 to 59 years)* – respondents were somewhat more likely than average to nominate footpaths and street trees.

- *Older adults (aged 60 to 69 years)* – respondents were somewhat more likely than average to nominate footpaths and education and schools.

- *Senior citizens (aged 70 years and over)* – respondents were somewhat more likely than average to nominate health and medical services, and street trees.

- *Male* – respondents were somewhat more likely than females to nominate traffic management and safety, policing, and crime issues.

- *Female* - respondents were somewhat more likely than males to nominate health and medical services.

- *English speaking household* – respondents were somewhat more likely than respondents from multilingual households to nominate roads.

- *Multilingual household* – respondents were somewhat more likely than respondents from English speaking households to nominate parks, gardens, and open spaces.

Top three issues for the City of Melton at the moment by respondent profile
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Young adults (18 to 34 years)	
Traffic management	19%
Roads (including roadworks)	12%
Parks, gardens and open spaces	10%
Safety, policing and crime	5%
Public transport	4%
Lighting	4%
Rubbish and waste collection issues	4%
Education and schools	3%
Parking	3%
Children's activities and facilities	3%
All other issues	31%
Respondents identifying an issue	*149 (54%)*

Adults (35 to 49 years)	
Traffic management	32%
Parks, gardens and open spaces	18%
Roads (including roadworks)	14%
Safety, policing and crime	11%
Lighting	7%
Rubbish and waste collection issues	6%
Health and medical services	5%
Council rates	4%
Street trees	4%
Education and schools	4%
All other issues	53%
Respondents identifying an issue	*195 (73%)*

Middle aged adults (50 to 59 years)	
Traffic management	24%
Roads (including roadworks)	17%
Footpath maintenance and repairs	9%
Street trees	9%
Safety, policing and crime	8%
Parks, gardens and open spaces	7%
Health and medical services	6%
Parking	5%
Education and schools	4%
Communication, consultation, prov of info	4%
All other issues	43%
Respondents identifying an issue	*77 (66%)*

Older adults (60 to 69 years)	
Traffic management	26%
Footpath maintenance and repairs	15%
Parks, gardens and open spaces	11%
Safety, policing and crime	11%
Health and medical services	10%
Education and schools	5%
Street trees	5%
Communication, consultation, prov of info	4%
Council rates	4%
Roads (including roadworks)	4%
All other issues	35%
Respondents identifying an issue	*61 (67%)*

Senior citizens (70 years and over)	
Roads (including roadworks)	16%
Health and medical services	16%
Traffic management	16%
Street trees	11%
Parks, gardens and open spaces	9%
Parking	7%
Cleanliness and maintenance of area	7%
Footpath maintenance and repairs	7%
General infrastructure	7%
Safety, policing and crime	5%
All other issues	35%
Respondents identifying an issue	*39 (71%)*

Metropolitan Melbourne	
Traffic management	13%
Roads maintenance and repairs	10%
Parks, gardens and open space	9%
Footpath maintenance and repairs	7%
Street trees / nature strips	7%
Car parking	6%
Rubbish and waste issues	6%
Safety, policing and crime	5%
Public transport	5%
Cleanliness and maintenance of area	5%
All other issues	61%
Respondents identifying an issue	*558 (70%)*

Top three issues for the City of Melton at the moment by respondent profile
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Male	
Traffic management	27%
Roads (including roadworks)	13%
Parks, gardens and open spaces	11%
Safety, policing and crime	10%
Lighting	5%
Footpath maintenance and repairs	5%
Health and medical services	4%
Street trees	4%
Parking	4%
Education and schools	3%
All other issues	44%
Respondents identifying an issue	*251 (64%)*

Female	
Traffic management	22%
Parks, gardens and open spaces	13%
Roads (including roadworks)	13%
Health and medical services	7%
Safety, policing and crime	6%
Footpath maintenance and repairs	6%
Street trees	6%
Rubbish and waste collection issues	5%
Education and schools	4%
Parking	4%
All other issues	45%
Respondents identifying an issue	*266 (65%)*

English speaking	
Traffic management	24%
Roads (including roadworks)	16%
Parks, gardens and open spaces	11%
Safety, policing and crime	7%
Health and medical services	6%
Street trees	5%
Footpath maintenance and repairs	5%
Rubbish and waste collection issues	5%
Lighting	4%
Parking	4%
All other issues	41%
Respondents identifying an issue	*303 (63%)*

Multi-lingual	
Traffic management	25%
Parks, gardens and open spaces	15%
Safety, policing and crime	9%
Roads (including roadworks)	9%
Footpath maintenance and repairs	6%
Street trees	5%
Health and medical services	4%
Parking	4%
Education and schools	4%
Lighting	4%
All other issues	49%
Respondents identifying an issue	*213 (68%)*

Western region	
Parks, gardens and open spaces	10%
Street trees	8%
Traffic management	8%
Parking	7%
Safety, policing and crime	7%
Public transport	6%
Roads maintenance and repairs	6%
Footpath maintenance and repairs	5%
Cleanliness and maintenance of area	5%
Dumped rubbish	5%
All other issues	59%
Respondents identifying an issue	*101 (66%)*

Growth area councils	
Traffic management	21%
Parks, gardens and open spaces	15%
Roads maintenance and repairs	13%
Footpath maintenance and repairs	9%
Rubbish and waste issues	7%
Parking	5%
Council rates	5%
Safety, policing and crime	5%
Street trees	5%
Public transport	4%
All other issues	49%
Respondents identifying an issue	*130 (77%)*

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

Respondents were asked:

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

The perception of safety in the public areas of the City of Melton both during the day and at night increased measurably this year, as outlined in the following graph.

The perception of safety during the day increased measurably (up five percent), whilst the perception of safety at night increased measurably and significantly (up 20%) to 6.6 out of 10.

Perception of safety in public areas
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)
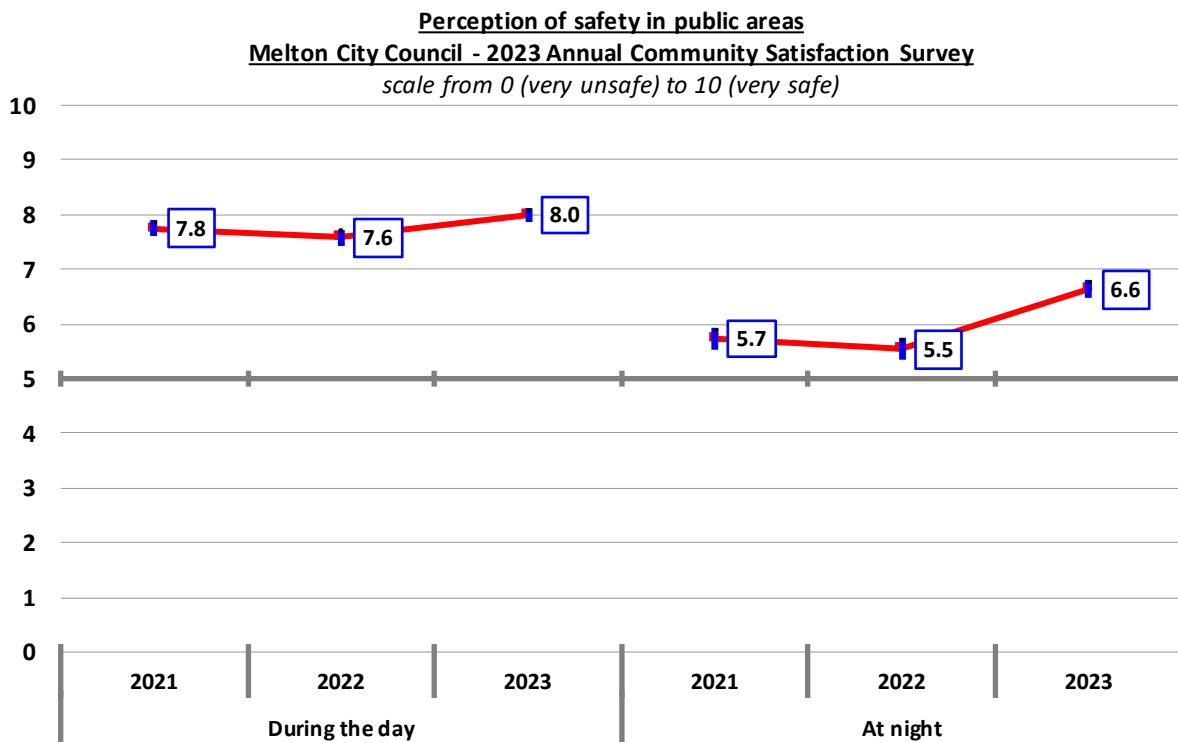
These significant increases were reflected in the raw percentage results as outlined in the following table.

In 2023, almost three-quarters (72% up from 60%) of respondents felt "very safe" (i.e., rated satisfaction at eight or more) in the public areas of the City of Melton during the day, whilst just five percent felt "unsafe" (i.e., rate safety at less than five).

There was also a significant improvement in the percentage results for the perception of safety at night, with 41% of respondents (up from 25%) feeling "very safe" and 15% (down significantly from 32%) felt "unsafe".

Perception of safety in public areas
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

Legend:
- Very safe (8 - 10) (green)
- Neutral to somewhat safe (blue)
- Unsafe (0 - 4) (orange)

During the day:
- 2021: Very safe 66%, Neutral to somewhat safe 29%, Unsafe 6%
- 2022: Very safe 60%, Neutral to somewhat safe 34%, Unsafe 6%
- 2023: Very safe 72%, Neutral to somewhat safe 24%, Unsafe 5%

At night:
- 2021: Very safe 28%, Neutral to somewhat safe 42%, Unsafe 30%
- 2022: Very safe 25%, Neutral to somewhat safe 44%, Unsafe 32%
- 2023: Very safe 41%, Neutral to somewhat safe 44%, Unsafe 15%

The following graph provides a comparison of the perception of safety in the public areas of the City of Melton against the metropolitan Melbourne, growth area councils', and western region councils' results, as sourced in the 2023 *Governing Melbourne* research, conducted independently by Metropolis Research in January 2023, using the same methodology.

Despite the measurable and significant increases in the perception of safety in the public areas of the City of Melton recorded this year, respondents in the City of Melton continue to feel somewhat less safe in the public areas than all three of the comparison areas.

Perception of safety in public areas of the City of Melton
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)

During the day:
- City of Melton: 8.0
- metro. Melbourne: 8.5
- Growth Councils: 8.5
- Western region: 8.4

At night:
- City of Melton: 6.6
- metro. Melbourne: 7.1
- Growth Councils: 7.0
- Western region: 7.1

Metropolis
R E S E A R C H
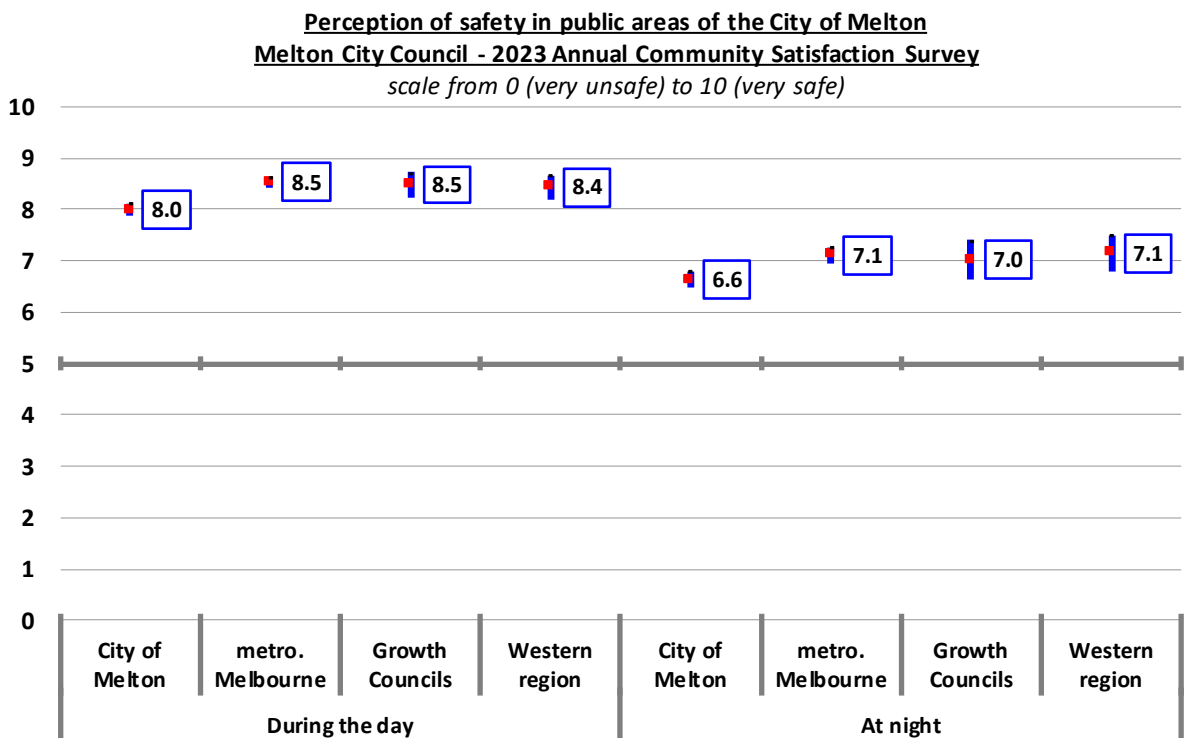
Reasons for feeling less safe:

There were 125 comments received from respondents who did not feel safe in the public areas of the City of Melton.

These comments have been broadly categorised as outlined in the following summary table.

The main concerns in 2023 were concerns around crime, and incidents of crime, including crimes such as theft, robbery, violence, break-ins and others. This was the largest proportion of comments related to the perception of crime that has been observed over the last five years.
There also remain some comments around concerns about different types of people, and some concerns around lighting issues.

Reasons for feeling unsafe in public areas of the City of Melton
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of responses from respondents rating safety less than five)

Reason	2023 Number	Percent	2022	2021	2020	2019
Crime (theft, robbery, violence, etc) / incidents	60	48%	18%	36%	19%	27%
Concerns about various types of people	16	13%	29%	23%	23%	24%
Lighting	12	10%	8%	9%	14%	11%
General safety	10	8%	8%	5%	10%	10%
Drug and alcohol issues	9	7%	3%	5%	13%	7%
Traffic related	6	5%	2%	2%	2%	1%
Police presence	5	4%	21%	15%	14%	8%
Public transport safety	4	3%	3%	1%	2%	2%
Image / feel of place and news reports	3	2%	6%	5%	2%	7%
Other	0	0%	2%	1%	2%	3%
Total comments	**125**	**100%**	**227**	**200**	**111**	**136**

Sense of community

Respondents were asked:

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

Respondents were again in 2023, asked to rate their agreement or disagreement with statements about the local sense of community, Council engagement with the community, and some aspects relating to public transport.

The average and percentage agreement with the statements are summarised in the graphs on the following page, and then discussed in detail in the following sections.

There were two new statements included in the question this year, one relating to "Melton City Council respects, reflects, and is inclusive of our diverse community", and "I feel a sense of optimism about the future".

The average agreement with these statements varied from a low of 7.1 out of 10 for "the health services I / we need are available locally" and "there is public transport that goes where I need to go", to a high of 8.0 for "the Melton community is welcoming and supportive of people from diverse cultures and backgrounds".

It is noted that the average agreement with the 16 statements that were included in both 2022 and 2023 increased seven percent this year, up from an average of 7.1, to 7.6. This was a statistically significant (measurable) rise, with the average agreement with most statements also increasing measurably.

The two statements that increased least this year were the two related to public transport, which increased by four percent (for affordable and efficient public transport) and one percent (for public transport that goes where I need to go).

The increase in average agreement with many of these statements was broadly consistent with the increase in overall satisfaction with Council, suggesting that these increases reflect a general increase in community sentiment, including satisfaction with Council, but also more broadly across a range of indicators.

This may be, to a small degree, reflecting the change back to the in-person methodology of interviewing residents at their door on weekends, but this will only account for a small proportion of the increase recorded across the survey this year.

Metropolis Research also suggests that some of the improvement in the sense of community in the City of Melton may result from the improving community sentiment moving away from the COVID-19 pandemic, which may have resulted in increased community engagement through 2023, as well as the higher proportion of newer residents in the sample this year, reflecting new housing development across many parts of the municipality after COVID-19.

Overall, these results certainly suggest a strong and improving sense of community in the City of Melton.
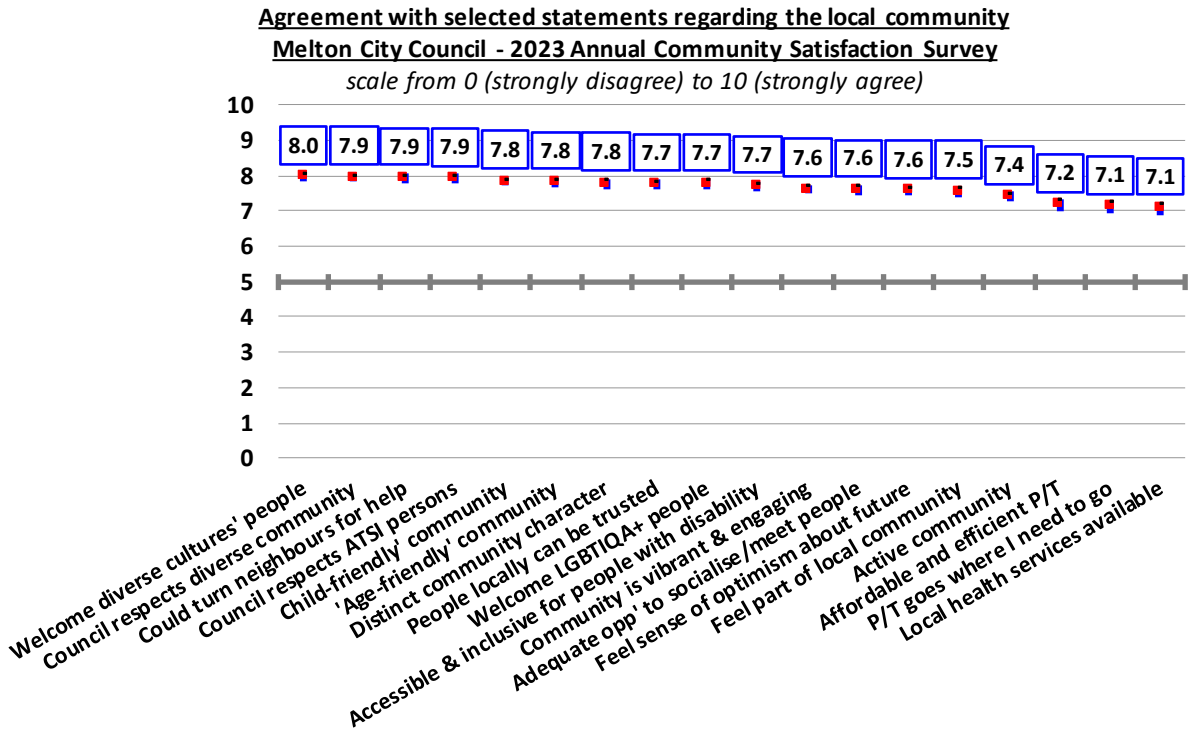
Agreement with selected statements regarding the local community
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

The following graph provides a breakdown of these results into the proportion of respondents who "strongly agreed" (i.e., rated agreement at eight or more), those who were "neutral to somewhat agreed" (i.e., rated agreement at five to seven), and those who "disagreed" (i.e., rated agreement at less than five). It is noted that at least half of the respondents providing a score "strongly agreed" with each statement, whilst no more than 12% disagreed with any.

Agreement with selected statements regarding the local community
Melton City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

Legend: Strongly agree (8 - 10); Neutral to somewhat agree; Disagree (0 - 4)
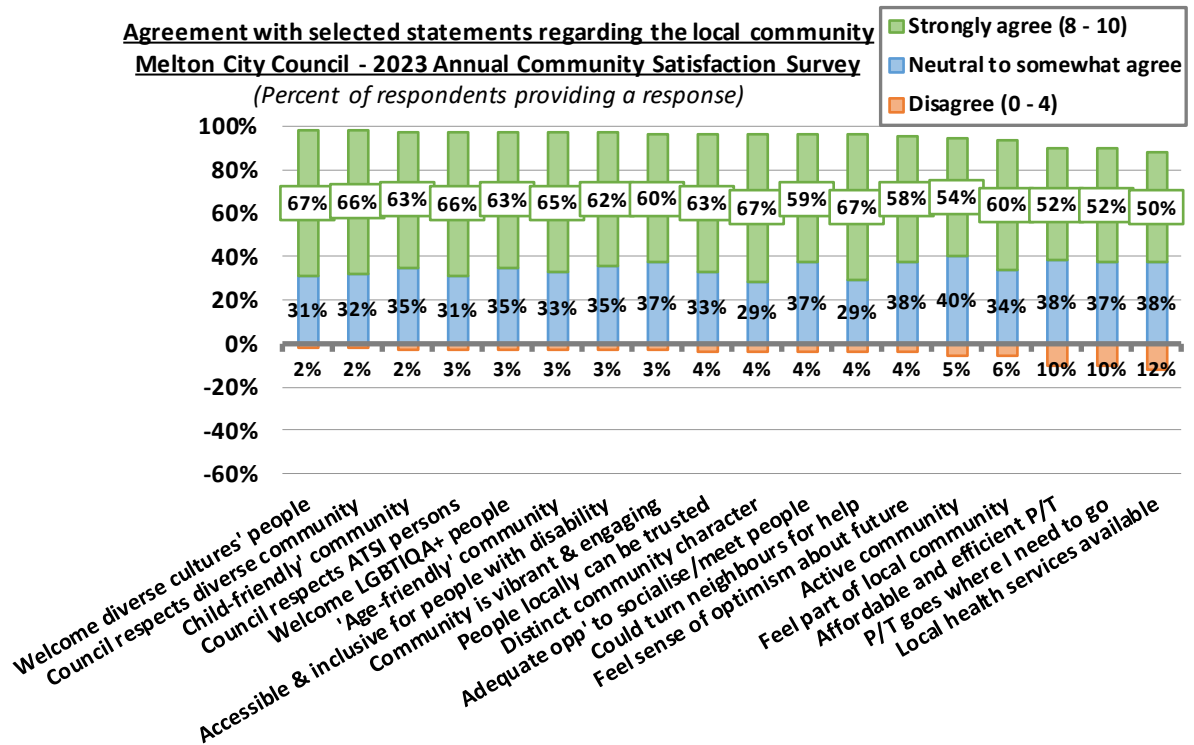
Of the 18 statements included in this City of Melton survey, seven were included in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door, in-person interview style methodology.

It is noted that the average agreement with most of these statements was similar in the City of Melton to the metropolitan Melbourne average, although it is noted that agreement that respondents could turn to the neighbours for help was measurably (4%) higher in the City of Melton.

Respondents in the City of Melton rated agreement that Melton is a child-friendly and age-friendly community marginally lower than the metropolitan Melbourne average.

Agreement with selected statements regarding the local community
Melton City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)
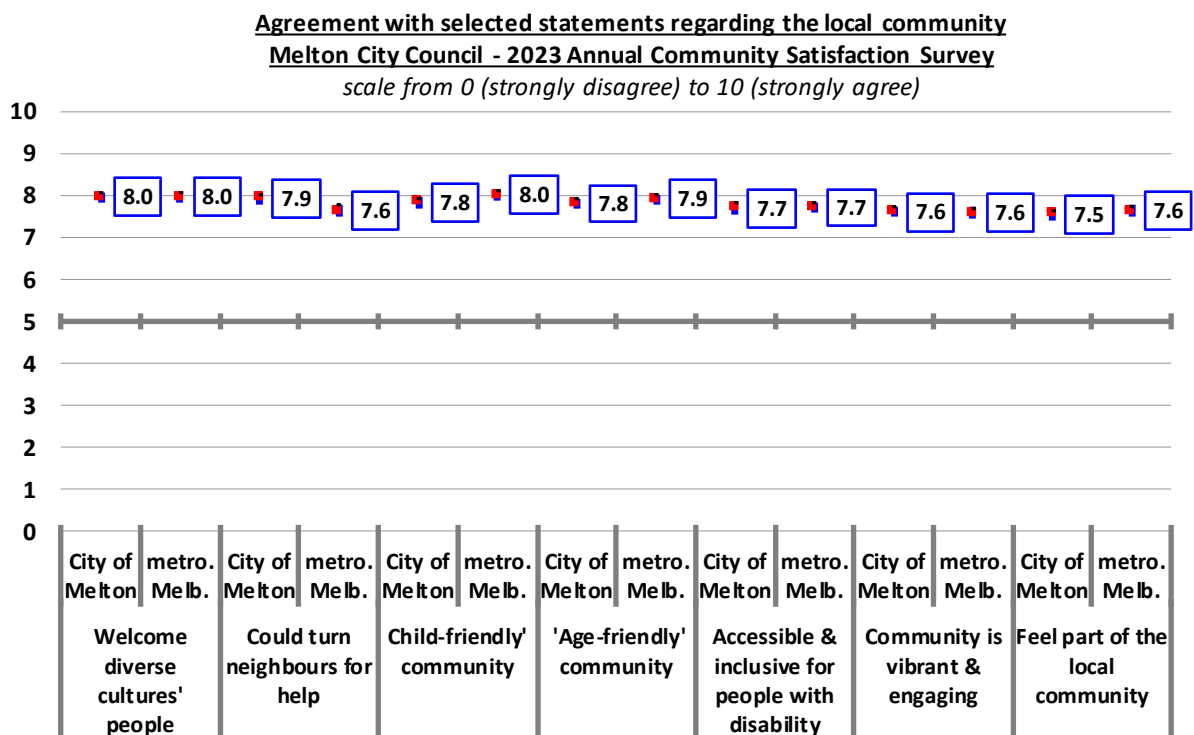
The following section provides time series results as well as a precinct and respondent profile breakdown of the average agreement with each of these 18 statements.

Whilst there was some variation observed for the different statements, in general terms the following was commonly observed:

- *Commonly more in agreement than average* – included respondents from Burnside, Caroline Springs, Kurunjang, and Melton South / Brookfield, younger adults (aged 18 to 34 years), senior citizens (aged 75 years and over), and respondents from multilingual households.

- *Commonly less in agreement than average* – included respondents from Melton West and Taylors Hill, and middle-aged adults (aged 45 to 59 years).

Respondent profile

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

Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results. Metropolis Research notes that the unweighted sample obtained via the door-to-door methodology closely reflected the underlying population, reinforcing the strength of the door-to-door methodology in reflecting the views of the Melton community.

Age group
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2023 (unweighted) Number	Percent	2023 (weighted)	2022	2021	2020	2019
Young adults *(18 - 34 years)*	276	34%	34%	34%	34%	34%	21%
Adults *(35 - 49 years)*	289	36%	33%	33%	24%	24%	24%
Middle-aged adults *(50 - 59 years)*	125	16%	15%	15%	24%	24%	31%
Older adults *(60 - 69 years)*	72	9%	11%	11%	14%	14%	20%
Senior citizens *(70 years and over)*	44	5%	7%	7%	4%	4%	4%
Not stated	0			0	0	0	0	1
Total	**806**	**100%**	**806**	**800**	**800**	**804**	**804**

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results. The pre-weighted sample slightly over-estimated male over female respondents.

Gender
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2023 (unweighted) Number	Percent	2023 (weighted)	2022	2021	2020	2019
Man	442	55%	49%	49%	49%	49%	56%
Woman	358	44%	51%	51%	51%	51%	44%
Non-binary	5	1%	1%	0%	0%	0%	0%
Prefer to self-describe	0	0%	0%	0%	0%	0%	0%
Prefer not to say	1		1	1	0	0	2
Total	**806**	**100%**	**806**	**800**	**800**	**804**	**804**

Aboriginal and Torres Strait Islander

Consistent with the results recorded in previous years, one percent of respondents identified as Aboriginal and / or Torres Strait Islander, with 12 preferring not to say.

Household member identify as Aboriginal or Torres Strait Islander
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2023 Number	2023 Percent	2022	2021	2020	2019	2018
Yes	10	1%	3%	1%	2%	1%	3%
No	784	99%	97%	99%	98%	99%	97%
Not stated	12		16	14	22	17	11
Total	**806**	**100%**	**800**	**800**	**804**	**804**	**800**

Household member with disability

There was a decline in 2023, in the proportion of respondents from households with a member with a disability, down from 16% last year to eight percent.

This result was notably lower than the long-term average result recorded since 2017.

Household member with disability
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2023 Number	2023 Percent	2022	2021	2020	2019	2018
Yes	63	8%	16%	12%	17%	12%	13%
No	734	92%	84%	88%	83%	88%	87%
Not stated	9		29	15	31	14	6
Total	**806**	**100%**	**800**	**800**	**804**	**804**	**800**

Household member identifying as LGBTIQA+

Consistent with the results recorded in previous years, two percent of respondent households reported that they had at least one household member identifying as LGBTIQA+.

This result is consistent with the long-term average since 2018 of three percent.

Household member identifying as LGBTIQA+
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2023 Number	Percent	2022	2021	2020	2019	2018
Yes	14	2%	4%	3%	1%	2%	3%
No	781	98%	96%	97%	99%	98%	97%
Not stated	11		35	21	35	22	12
Total	**806**	**100%**	**800**	**800**	**804**	**804**	**800**

Language spoken at home

Consistent with the results recorded in previous years, approximately one-third (40% up from 36%) of respondents were from households that spoke a language other than English at home.

The diverse Melton community includes a notably, many who speak an Indian language, along with Vietnamese and Filipino.

The consistently high proportion of respondents from households who speak a language other than English at home reflects well on the door-to-door methodology and the Metropolis Research team, in ensuring participation from the diverse community.

Language spoken at home
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2023 Number	2023 Percent	2022	2021	2020	2019	2018
English	482	60%	64%	66%	64%	62%	67%
Punjabi	58	7%	3%	3%	2%	3%	2%
Hindi	38	5%	3%	3%	4%	4%	5%
Vietnamese	22	3%	1%	1%	1%	2%	1%
Tagalog (Filipino)	21	3%	5%	3%	2%	2%	2%
Arabic	17	2%	2%	1%	1%	2%	1%
Urdu	15	2%	1%	1%	1%	1%	1%
Italian	10	1%	3%	4%	3%	2%	2%
Macedonian	10	1%	2%	1%	1%	2%	1%
Maltese	8	1%	3%	3%	3%	2%	3%
Spanish	8	1%	1%	1%	2%	2%	2%
Samoan	7	1%	1%	1%	0%	1%	0%
Bengali	6	1%	0%	0%	1%	1%	0%
Greek	6	1%	1%	1%	1%	2%	1%
Sinhalese	6	1%	1%	1%	1%	1%	1%
Teluga	6	1%	1%	1%	0%	0%	0%
Turkish	6	1%	1%	1%	1%	0%	1%
Serbian	5	1%	0%	0%	1%	1%	0%
Malayalam	4	0%	1%	1%	0%	0%	0%
Mandarin	4	0%	1%	1%	0%	1%	1%
Croatian	3	0%	0%	2%	1%	1%	1%
Gujarati	3	0%	0%	0%	0%	0%	0%
Nepali	3	0%	0%	0%	0%	0%	0%
Polish	3	0%	0%	1%	0%	0%	1%
Albanian	2	0%	1%	0%	0%	0%	0%
Amharic	2	0%	0%	0%	0%	0%	0%
Bosnian	2	0%	0%	0%	0%	0%	0%
Burmese	2	0%	0%	0%	0%	0%	0%
Fijian	2	0%	0%	0%	0%	0%	0%
Maori	2	0%	0%	0%	0%	0%	0%
Pashto	2	0%	0%	0%	0%	0%	0%
Persian	2	0%	0%	0%	0%	0%	0%
Swahili	2	0%	0%	0%	0%	0%	0%
Tamil	2	0%	0%	0%	1%	1%	0%
Ukranian	2	0%	0%	0%	0%	0%	0%
Multiple	0	0%	1%	0%	0%	3%	2%
All other languages *(28 separately identified)*	28	3%	8%	7%	12%	9%	9%
Not stated	5		13	13	23	8	11
Total	**806**	**100%**	**800**	**800**	**804**	**804**	**800**

Household structure

Consistent with the results recorded in previous years, approximately half of the respondents were from two-parent family households, including a mix of families with children of all ages. The sample also includes 19% couple households without children, 10% one-parent families, and seven percent group households.

Household structure
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2023 Number	2023 Percent	2022	2021	2020	2019	2018
Two parent family total	**440**	**56%**	**57%**	**56%**	**58%**	**52%**	**56%**
youngest child 0 - 4 years	*142*	*18%*	*12%*	*16%*	*16%*	*15%*	*13%*
youngest child 5 - 12 years	*129*	*16%*	*19%*	*18%*	*18%*	*16%*	*18%*
youngest child 13 - 18 years	*79*	*10%*	*9%*	*12%*	*11%*	*10%*	*10%*
adult children only	*90*	*11%*	*17%*	*11%*	*13%*	*12%*	*16%*
One parent family total	**76**	**10%**	**9%**	**6%**	**8%**	**9%**	**7%**
youngest child 0 - 4 years	*14*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*
youngest child 5 - 12 years	*21*	*3%*	*1%*	*2%*	*2%*	*2%*	*1%*
youngest child 13 - 18 years	*13*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*
adult children only	*28*	*4%*	*5%*	*2%*	*3%*	*4%*	*3%*
Couple only household	151	19%	19%	21%	20%	21%	19%
Group household	54	7%	7%	6%	4%	9%	10%
Sole person household	58	7%	6%	9%	8%	9%	8%
Other	4	1%	1%	1%	2%	0%	0%
Not stated	23		31	29	43	5	27
Total	**806**	**100%**	**800**	**800**	**804**	**804**	**800**

Business owner

In 2023, seven percent of respondents reported that a household member owned or managed a business in the City of Melton. This was a little lower than the long-term average since 2017 of 11%.

Household member own / manage a business in the City of Melton
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2023 Number	2023 Percent	2022	2021	2020	2019	2018
Yes	57	7%	13%	13%	14%	9%	10%
No	733	93%	87%	87%	86%	91%	90%
Not stated	16		42	30	42	8	0
Total	**806**	**100%**	**800**	**800**	**804**	**804**	**800**

Housing situation

Consistent with the long-term average since 2017, approximately half (54% up from 45%) of respondent households owned their home outright. There was a decrease this year in the proportion of mortgagor households, and there were more rental households.

The housing situation is a factor in average satisfaction with Council, with rental households measurably more satisfied with Council, and mortgagor households measurably less satisfied, which is the case this year, with this factor a positive influence on overall satisfaction.

Housing situation
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2023 Number	2023 Percent	2022	2021	2020	2019	2018
Own this home	431	54%	45%	48%	39%	52%	52%
Mortgagor *(paying-off this home)*	206	26%	41%	39%	42%	32%	30%
Renting this home	152	19%	14%	11%	16%	16%	16%
Insecure housing	4	1%	0%	2%	3%	1%	2%
Not stated	13		46	37	50	8	14
Total	**806**	**100%**	**800**	**800**	**804**	**804**	**800**

Period of residence

There was a significant increase this year, in the proportion of respondents who had lived in the City of Melton for less than 10 years (65% up from 32%), and a decrease in long-term.

This is a small factor in overall satisfaction, as newer residents report higher levels of overall satisfaction with Council than long-term residents of 10 years or more. This is recorded this year, which will be factor positively impacting on overall satisfaction.

Period of residence in the City of Melton
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Period	2023 Number	2023 Percent	2022	2021	2020	2019	2018
Less than 1 year	69	9%	2%	1%	2%	7%	7%
1 to less than 5 years	243	30%	7%	9%	12%	19%	18%
5 to less than ten years	211	26%	23%	21%	21%	17%	21%
Ten years or more	279	35%	68%	69%	65%	57%	54%
Not stated	4		26	24	35	1	8
Total	**806**	**100%**	**800**	**800**	**804**	**804**	**800**

General comments

Respondents were asked:

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

A total of 93 general comments were received from respondents to the survey this year, down substantially on the 126 received last year.

This decline may well reflect the increase in satisfaction with Council this year.

The general comments have been broadly categorised, as outlined in the following table, with the verbatim comments following in the main table.

Consistent with the results in previous years, the most common issues raised by respondents in the general comments related to roads and traffic (26%).

There were also comments received around safety, policing, and crime, as well as some around a variety of specific Council services and facilities.

Summary of general comments
Melton City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2023 Number	2023 Percent	2022	2021	2020	2019
Traffic and roads	24	26%	14%	11%	10%	13%
Safety, policing and crime	12	13%	7%	9%	3%	6%
Council services and facilities	10	11%	11%	18%	19%	12%
Parks, gardens and open spaces	8	9%	9%	5%	6%	12%
General positive	5	5%	3%	7%	2%	8%
Waste management and cleanliness	5	5%	10%	7%	10%	6%
Communication, consultation, responsiveness	4	4%	7%	5%	2%	0%
Tree maintenance	4	4%	2%	4%	4%	3%
Cost of living	3	3%	0%	0%	0%	0%
General negative	3	3%	0%	0%	0%	0%
Planning, building and development	3	3%	6%	3%	2%	0%
Public transport	3	3%	6%	7%	6%	4%
Rates	3	3%	3%	3%	5%	8%
Comments on the survey	2	2%	2%	2%	2%	7%
Council governance and performance	1	1%	3%	3%	4%	0%
Footpaths	1	1%	3%	2%	7%	0%
Other	2	2%	2%	7%	3%	18%
Total	**93**	**100%**	**126**	**256**	**124**	**120**

Appendix One: survey form

Melton City Council
2023 Annual Community Satisfaction Survey

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

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

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

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

1

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

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

2

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

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

3

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

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

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

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

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

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

		0	1	2	3	4	5	6	7	8	9	10	99
1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. The ability to access Council services through digital or online channels	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

3. Library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Melton Recycling Facility	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Recreation and Leisure Centres (including Melton Waves)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Sports grounds and associated facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Community Centres / Neighbourhood Houses	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Health services for babies, infants and toddlers	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Council provided services and programs for children (e.g. Playgroups, Family Day Care, Vacation Care)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Council provided services for young people (e.g. school holiday programs, music & dance events, youth sport)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Services for seniors (e.g. Planned Activity Group programs, Seniors Clubs/ activities, personal care or domestic assistance, property maintenance, Men's shed)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5

15. Services for people with a disability *(e.g. respite care, holiday programs, support services)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
16. On and off road bike and / or walking paths *(including shared pathways)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
17. Provision of cultural events *(e.g. NAIDOC, Harmony Day, IDAHOBIT)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
18. Provision of community events and festivals *(e.g. Djerriwarrh Festival, Pop Culture)*	Importance	0	1	2	3	4	5	6	7	8	9	10	*99*
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	*99*
18a. How satisfied are you with the representation of culture and diversity in Council events		0	1	2	3	4	5	6	7	8	9	10	*99*

6

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

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

7

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

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

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

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

Issue One:	
Issue Two:	
Issue Three:	

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

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

10 Have you participated in any community engagement consultation activities in the past 12 months? *(please select as many as appropriate)*

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

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

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

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

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

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

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 5, please identify the developments OR reasons for concern:												
2. Council's performance maintaining local heritage and sites of significance	0	1	2	3	4	5	6	7	8	9	10	99

13 On a scale of zero (very dissatisfied) to ten (very satisfied) with five being neutral, how satisfied are you with the following aspects of your personal wellbeing?

	0	1	2	3	4	5	6	7	8	9	10	99
1. Your standard of living	0	1	2	3	4	5	6	7	8	9	10	99
2. Your physical health	0	1	2	3	4	5	6	7	8	9	10	99
3. Your mental health	0	1	2	3	4	5	6	7	8	9	10	99
4. Your achievements in life	0	1	2	3	4	5	6	7	8	9	10	99
5. Your community connections	0	1	2	3	4	5	6	7	8	9	10	99
6. Your personal relationships	0	1	2	3	4	5	6	7	8	9	10	99
7. Your housing security	0	1	2	3	4	5	6	7	8	9	10	99
8. Your future security	0	1	2	3	4	5	6	7	8	9	10	99

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

		0	1	2	3	4	5	6	7	8	9	10	99
1. Local job opportunities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Accessibility of local education	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

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

1. In public areas of the City of Melton during the day	0	1	2	3	4	5	6	7	8	9	10	99
2. In the public areas of the City of Melton at night	0	1	2	3	4	5	6	7	8	9	10	99

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

16 In a usual week, on how many days would you do a total of 30 minutes or more of physical activity, which was enough to raise your breathing rate?

Number of times (between 0 and 7 times per week)

17

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

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

18

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

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

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

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

20 **In the past week, have you walked or cycled to local shops and/or facilities?**

Yes - at least once	1	No	3
Yes - more than once	2	Can't say	9

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

Yes - *locally*	1	No	4
Yes - *non-local*	2	Can't say	9

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

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

23 **What is your gender identity?**

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

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

Yes	1	No	2

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

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

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

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

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

Yes	1	No	2

28 **Do any members of this household identify as LGBTIQA+?**

Yes	1	No	2

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

Own this home	**1**	Renting this home	**3**
Mortgage (paying-off this home)	**2**	Insecure housing *(e.g., couch surfing, homelessness)*	**4**

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

Yes	**1**	No	**2**

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

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

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

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

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

Yes	**1**	No	**2**

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

Email address:

First name: