



Melton City Council

***2024 Annual Community Satisfaction Survey
Findings Report***

July 2024



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Executive summary

Survey aims and methodology:

Metropolis Research conducted Council's 10th independent *Annual Community Satisfaction Survey* as a door-to-door, in-person interview survey of 801 respondents in May and June 2024.

The survey was again this year conducted as a face-to-face, door-to-door interview survey conducted primarily at weekends.

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 City of 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 37%, down on the unusually high 53% achieved last year, but still up significantly on the response rate achieved using the telephone methodology.

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 remained stable this year, maintaining the improvement in satisfaction recorded last year, and maintaining satisfaction with many aspects of performance at or around record high levels for the City of Melton.



The results were 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 overall performance was identical to the metropolitan average (7.0).

Satisfaction with most aspects of Council performance was relatively stable this year including overall performance (up 1%), average satisfaction with services and facilities (up 1%), the five core aspects of governance and leadership (stable), planning and development outcomes (stable), and planning for population growth (down 1%).

Satisfaction with customer service was, however, a standout positive result this year, up five percent to a “very good” 7.6 out of 10, identical to the metropolitan average.

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

The importance of traffic and roads remains clear in the results again this year, with particular concern around traffic management in Fraser Rise, Burnside, Caroline Springs, and Melton South / Brookfield. 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 roads, street trees, children’s activities / facilities, public transport, rubbish and waste, street cleaning, footpaths, parking, and safety, policing, and crime issues. It is noted that most of these issues are largely state rather than local government responsibilities.

Satisfaction with 16 of the 31 services and facilities increased this year, with none statistically significant. Of those, the strongest increases in satisfaction were for services for people with disability (up 11%), services for young people (up 8%), services for seniors (up 6%), and services for infants, babies, and toddlers (up 4%).

Satisfaction declined for nine services and facilities, with public toilets (down 4%) and local traffic management (4%) statistically significant.

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

Satisfaction with	Metro. Melb. 2024	City of Melton 2023	City of Melton 2024
Customer service (<i>average score across 6 indicators</i>)	7.2	7.2	7.7
Council’s Overall performance	7.0	6.9	7.0
Making decisions in the interests of community	6.9	7.0	7.0
Community consultation and engagement	7.2	7.0	6.9
Representation, lobbying and advocacy	7.0	7.0	6.9
Maintaining trust and confidence of the community	7.0	7.0	7.1
Responsiveness of Council to local community needs	6.9	6.9	6.9
Maintenance and repair of sealed local roads	7.0	6.8	6.8



Satisfaction with the performance of Council:

Satisfaction with the [overall performance](#) of Melton City Council increased marginally this year, up one percent to 7.0 out of 10, which remained a “good” level of satisfaction.

This result was identical to the metropolitan Melbourne (7.0), but marginally (1%) lower than the western region councils’ (7.1) average, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using the same methodology.

Metropolis Research notes that the return to the door-to-door methodology in 2023 will have been a small contributing factor in the increase in satisfaction recorded last year.

Almost half (39%, stable) of respondents providing a score were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst seven percent (down from 8%) 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:

- **Somewhat more satisfied than average** – included respondents from Kurunjang, Cobblebank / Strathtulloh, and Caroline Springs, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multilingual households, rental households, new and medium-term residents (less than 10 years in the City of Melton), and two-parent families with youngest child aged 5 to 12 years).
- **Somewhat less satisfied than average** – included respondents from Hillside, Harkness, Melton West, and Taylors Hill, middle-aged adults (aged 45 to 59 years), mortgagor households, and long-term residents (10 years or more in the municipality).

The most common reasons why 73 respondents were “dissatisfied” with Council’s overall performance included Council services and facilities (25 comments), transport including roads, traffic, and public transport (16 comments), communication, consultation, and responsiveness (10 comments), rates and financial management (9 comments), and governance, accountability, performance (8 comments).

The average satisfaction with the five core aspects of [governance and leadership](#) remained stable this year at 7.0 out of 10, which remained a “good” 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 municipalities over the last two years, including in the City of Melton.



These results confirm that most respondents remain satisfied with Council’s performance in meeting its environmental responsibilities (7.4), maintaining community trust and confidence (7.1), advocacy on behalf of the community for local educational opportunities (7.1), representation, lobbying, and advocacy (7.0), making decisions in the interests of the community (7.0), community consultation and engagement (6.9), and the responsiveness of Council to local community needs (6.9).

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

Approximately half of the respondents providing a score “strongly agreed” with each of these three statements, whilst five percent or less “disagreed”.

Satisfaction with Council’s [customer service](#) delivery was at a “very good” level, with an increase of five percent to an average satisfaction of 7.7 out of 10. This result was measurably higher than the metropolitan Melbourne average of 7.2 (down from 7.6).

The courtesy and professionalism of staff remained the aspect of customer service with the highest satisfaction, with satisfaction increasing three percent this year to 8.1, which remains an “excellent” level.

Satisfaction with [planning for population growth by all levels of government](#) remained essentially stable this year, up one percent to 6.9, which remains a “good” level. This was the highest score recorded for this variable, although it remains marginally below the metropolitan Melbourne average.

Satisfaction with the [planning and development outcomes](#) including maintaining local heritage and sites of significance (7.5) and the appearance and quality of new developments (7.4) remained stable at historically high levels. Satisfaction with these planning and development outcomes remained 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 marginally this year, up one percent to 7.6 out of 10, which remains “very good”.

Satisfaction with 16 of the 31 services and facilities increased this year, and satisfaction with nine declined, including:

- **Notably higher satisfaction this year** – included services for people with disability (up 11%), services for young people (up 8%), and services for seniors (up 6%). These increases were not statistically significant given the relatively small sample size for these services.
- **Measurably lower satisfaction this year** – included public toilets (down 4%), and local traffic management (down 4%).



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

The six percent difference between average satisfaction with services (7.6) and overall satisfaction with Council (7.0) reflects well on the performance of the Melton City Council organisation providing services and facilities to the community.

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 lower than the overall satisfaction score were public toilets (6.3 down from 6.8), local traffic management (6.5 down from 6.9), sealed local roads (6.8), and footpaths (6.9).

The services with the highest levels of satisfaction this year again include the green waste collection (8.8 up from 8.5), regular garbage collection (8.7), regular recycling (8.6), libraries services (8.5), and hard rubbish collection (8.2 up from 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 was most satisfied.

There were no services to report a "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](#) were traffic management (18% down from 25%), street trees (9% up from 5%), roads including roadworks (8% down from 13%), parks, gardens, and open spaces (7% down from 12%), and safety, policing, and crime related issues (6% down from 8%).

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 was in line with the lower-than-metropolitan average satisfaction with local traffic management (7% lower) and the maintenance and repair of sealed local roads (2% lower).

This significant result of 18% nominating traffic management was higher than for most other municipalities surveyed by Metropolis Research this year, reflecting significant City of Melton concern about traffic management, particularly this year from respondents from Fraser Rise (33%), Burnside (29%), Caroline Springs (23%), and Melton South / Brookfield (22%).



The issues that appeared most likely to be exerting a negative influence on satisfaction with the performance of Council for the respondents raising the issues included roads, street trees, children’s activities / facilities, public transport, rubbish and waste, street cleaning, footpaths, parking, safety, policing, and crime issues, traffic management, and health and medical services related.

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 as the larger proportion of respondents nominating these issues ensure 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 were, 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 2024, 15% (up from 14%) 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.

Local employment and educational opportunities:

Respondents were again in 2024, asked 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 more than nine out of 10.

Satisfaction with local job opportunities declined three percent to 6.7 or “good”, whilst satisfaction with the accessibility of local education improved two percent to 7.6, which remained “very 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](#) during the day (7.7 down from 8.0) and at night (6.0 down from 6.6) both declined this year, with the decline in the perception of safety at night statistically significant.



The perception of safety in the City of Melton remains measurably lower than the metropolitan Melbourne, western region, and growth area councils' averages.

In 2024, 23% (up from 15% last year but still down on the 32% in 2022) of respondents felt “unsafe” in the public areas of the City of Melton at night, and female respondents felt measurably (9%) less safe than male respondents.

Additional perception of safety variables were included in the survey again this year, including perception of safety at home alone after dark (7.5), at local community events (7.5), in and around CS Square Shopping Centre (7.3), in and around the Melton Town Centre (7.2), in and around local shopping areas (7.1), travelling on / waiting for public transport (7.0), in and around Woodgrove Shopping Centre (7.0), and at Lake Caroline at night (6.8).

The most common reasons for feeling unsafe were related to fear or experience of crime including theft, robbery, violence (98 comments), concerns around people (22 comments), and drug and alcohol related issues (13 comments).

Sense of community:

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

Consistent with the general pattern of results this year, the average agreement with these statements remained stable this year at 7.6 out of 10.

The average agreement with these statements were at strong to extremely strong levels of agreement, with the highest agreement in 2024 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), “Melton is a child-friendly community” (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 “there is public transport that goes where I need to go” (6.8) and “the health services I / we need are available locally” (7.0).

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 four 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.



Average commuting times:

There was a six percent increase this year in the proportion of respondents who reported that the [commute to and from work](#) took one hour or more (52% up from 46%) and a corresponding decrease in the proportion reporting that it took less than one hour (48% down from 53%).

Food security:

In 2024, 71 of the 801 respondent households (9% up from 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 was a significant increase on the average over the last five surveys of four percent.

Family violence:

In 2024, 13% of respondents agreed that [family violence](#) was common in their community, 36% were neutral or could not say, and 51% (up from 15%) disagreed.

On average, respondents reported similar results to previous years as to whether they agreed or disagreed with five statements. 76% (up from 73%) of respondents disagreed that family violence can be excused if it is acceptable in the person's culture, and 57% disagreed that women prefer men to be in charge of the relationship.

Volunteering:

In 2024, there was a small increase in the proportion of respondents who reported that they [volunteer](#), up from 14% last year to 17% this year.

This includes 11% who report that they volunteer locally, and six percent (up from 3%) who report that they volunteer elsewhere.



Introduction

Metropolis Research was commissioned by Melton City Council to undertake this, its tenth *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 the public areas of the City 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 2024 survey includes questions related to the following issues:

- Local employment and educational opportunities
- Sense of community
- Average commuting time
- Food security
- Family violence
- Volunteering.

Rationale

The *Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, sentiment, 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 801 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 2024.

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

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 4,323 households were approached to participate in the survey. Of these households, 2,148 were unattended when approached, were therefore not invited to participate, and played no further part in the research.

A total of 1,374 refused the offer to participate in the research and 801 completed the survey.

This provides a response rate of 37%, which was down significantly on the unusually high 53% recorded last year, but consistent with 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 801 respondents, and an underlying estimated population of the City of Melton of 192,865 in 2024.

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 2024, 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 Brimbank, Hobsons Bay, Maribyrnong, Melton, Moonee Valley, and Wyndham).

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* as available via Council's website.

The precincts used in this report are as follows:

- **Melton Township** – includes the precincts of Melton precinct (28 respondents), Melton West (33), Kurunjang (44), Melton South / Brookfield (94), and Harkness (54).
- **Eastern Corridor** – includes the precincts of Burnside (49), Caroline Springs (98), Hillside (60), Taylors Hill (66), Cobblebank / Strathtulloh (41), and Fraser Rise (54).
- **Rural precinct (179 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 – 2024 Annual Community Satisfaction Survey*.

Overall performance

- Satisfaction with Council’s overall performance increased marginally (1%) this year from 6.9 to 7.0 out of 10, which remains a “good” level of satisfaction.
- This result was identical to the 2024 metropolitan Melbourne (7.0) average and marginally lower than the western region councils’ (7.1) average.
- Approximately two-fifths (39% down from 42%) were “very satisfied” with Council’s overall performance, and there was a small decrease in the proportion of “dissatisfied” respondents (7% down from 8%).
- Respondents from Kurunjang were marginally more satisfied than the municipal average, whilst respondents from Hillside were notably less satisfied.
- Young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multilingual households, rental households, new and medium-term residents (less than 10 years in the City of Melton), and two-parent families with youngest child aged 5 to 12 years) were more satisfied with Council’s overall performance.
- Middle-aged adults (aged 45 to 59 years), mortgagor households, and long-term residents (10 years or more in the City of Melton) were somewhat less satisfied.

Governance and leadership

- The average satisfaction with the seven aspects of governance and leadership was down from 7.1 to 7.0 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) remained stable this year at 7.0 out of 10, which was a “good” level of satisfaction.
- Satisfaction with the seven aspects of governance and leadership were as follows:
 - Meeting environmental responsibilities (7.4 down from 7.5) “very good”
 - Maintaining community trust and confidence (7.1 up from 7.0) “good”
 - Advocacy on behalf of the community for local educational opportunities (7.1 down from 7.2) “good”
 - Representation, lobbying, and advocacy (7.0, stable) “good”
 - Making decisions in the interests of the community (7.0, stable) “good”
 - Community consultation and engagement (6.9 down from 7.0) “good”
 - Responsiveness to local community needs (6.9, stable) “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, stable)
 - Melton is a city that encourages and enables people to work, shop and spend time locally (7.5 up from 7.4)
 - Council is efficient and well run (7.2, stable).

Customer service

- 28% of respondents reported that they had contacted Council in the last 12 months, similar to last year, but significantly below the long-term average since 2015 of 37%.
- The most common form of contact with Council was by telephone during office hours, with more than half (59%) of respondents using this method, with 18% (up from 10%) contacting Council by email.
- Average satisfaction with the five aspects of customer service increased measurably this year, up by five percent to 7.7 (from 7.2), which was a “very good”, up from a “good” level.
- These can best be summarised as follows:

○ Courtesy and professionalism of staff	(8.1 up from 7.8)	“excellent”
○ Provision of information	(7.7 up from 7.2)	“very good”
○ Satisfaction with the “final outcome”	(7.6 up from 7.0)	“very good”
○ Access to relevant officer / area	(7.5 up from 7.2)	“very good”
○ Speed and efficiency of service	(7.5 up from 7.0)	“very good”.

Planning for population growth

- Satisfaction with planning for population growth by all levels of government remained essentially stable this year, up one percent to 6.9, which remains a “good” level of satisfaction.

Planning and housing development

- Satisfaction with both the appearance and quality of new developments and satisfaction with maintaining local heritage and sites of significance remained stable this year at “very good” levels of satisfaction as follows:

○ Appearance and quality of new developments	(7.5, stable)	“very good”
○ Maintaining local heritage and sites of significance	(7.4, stable)	“very good”.

Council services and facilities

- The average satisfaction with the 31 included Council services and facilities was 7.6, up one percent on the 7.5 recorded last year. This was a “very good” level of satisfaction.



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

○ Green waste collection service	(8.8, up from 8.5)	“excellent”
○ Regular garbage collection	(8.7, stable)	“excellent”
○ Regular recycling	(8.6, stable)	“excellent”
○ Library services	(8.5 up from 8.4)	“excellent”
○ Hard rubbish collection	(8.2 up from 8.0)	“excellent”
○ Provision of community events and festivals	(8.0 up from 7.9)	“excellent”
○ Melton Recycling Facility	(8.0 down from 8.1)	“excellent”
○ Provision of cultural events	(7.9 up from 7.7)	“excellent”
○ Community centres / Neighbourhood houses	(7.8, up from 7.7)	“excellent”
○ Sports grounds and associated facilities	(7.8, stable)	“excellent”
○ Services for young people	(7.8 up from 7.0)	“excellent”
○ Council’s website	(7.8 up from 7.7)	“excellent”
○ Services for seniors	(7.8 up from 7.2)	“excellent”
○ Animal management	(7.7 down from 7.8)	“very good”
○ Access services through digital or online channels	(7.7 up from 7.5)	“very good”
○ Recreation and Leisure Centres	(7.6 up from 7.5)	“very good”
○ Services for people with disability	(7.5 up from 6.5)	“very good”
○ Provision and maintenance of playgrounds	(7.5, up from 7.4)	“very good”
○ Services and programs for children	(7.5, stable)	“very good”
○ Public Spaces	(7.5 down from 7.6)	“very good”
○ Health services for babies, infants, and toddlers	(7.5 up from 7.1)	“very good”
○ Moving Ahead (<i>Council’s printed newsletter</i>)	(7.4 down from 7.5)	“very good”
○ Provision and maintenance of parks and gardens	(7.3, up from 7.2)	“very good”
○ On and off-road bike and / or walking paths	(7.3 down from 7.6)	“very good”
○ Council activities promoting local business growth	(7.2 down from 7.4)	“good”
○ Parking enforcement	(7.1 down from 7.3)	“good”
○ Provision and maintenance of street trees	(7.1 down from 7.2)	“good”
○ Footpath maintenance and repairs	(6.9 down from 7.0)	“good”
○ Maintenance and repair of sealed local roads	(6.8, stable)	“good”
○ Local traffic management	(6.5 down from 6.9)	“good”
○ Public toilets	(6.3 down from 6.8)	“solid”.

Issues for Council to address ‘at the moment’

- A total of 479 respondents (60% down from 65%) nominated a total of 814 individual issues to address 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 (18% down from 25%)
 - Street trees (9% up from 5%)
 - Roads (including roadworks) (8% down from 13%)
 - Parks, gardens, and open space (7% down from 12%)
 - Safety, policing, and crime (6% down from 8%).

Community engagement consultation activities

- In 2024, 15% (up from 14%) 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 10% (down from 11%) reporting that they completed a Council survey in the past year.

Local employment and educational opportunities

- Respondents were again in 2024, asked to rate both the importance of and their personal level of satisfaction with local job opportunities and the accessibility of local education.
- The importance of both local job and local employment opportunities increased marginally this year (up 1% and 2% respectively).
- Satisfaction with local job opportunities declined somewhat this year, down three percent to 6.7 from 7.0, remains at a “good” level of satisfaction.
- Satisfaction with the accessibility of local increased marginally this year, up two percent to 7.6 from 7.4, remains at a “very good” level of satisfaction.
- These can best be summarised as follows:
 - Importance of accessibility of local education (9.2 up from 9.1) “excellent”
 - Satisfaction with accessibility of local education (7.6 up from 7.4) “very good”
 - Importance of local job opportunities (9.1 up from 8.9) “excellent”
 - Satisfaction with local job opportunities (6.7 down from 7.0) “good”.

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

- Respondents were again in 2024, asked to rate how safe they felt in 10 situations and locations across the City of Melton.
- The average perception of safety in all situations and locations remained essentially the same as the 2022 average, up one percent from 7.0 to 7.1 out of 10.
- These can best be summarised as follows:
 - In the public areas of the municipality during the day (7.7 down from 8.0 in 2023)
 - At home alone after dark (7.5 down from 7.6 in 2022)
 - At local community events (7.5 up from 7.3 in 2022)
 - In and around Caroline Spring Shopping Centre (7.3, stable, in 2022)
 - In and around Melton Town Centre (7.2 up from 6.9 in 2022)
 - In and around local shopping area (7.1 down from 7.2 in 2022)
 - Travelling on or waiting for public transport (7.0 up from 6.4 in 2022)
 - In and around the Woodgrove Shopping Centre (7.0, stable, in 2022)
 - At Lake Caroline at night (6.8 up from 6.5 in 2022)
 - In the public areas of the municipality at night (6.0 down from 6.6 in 2023).

Sense of community

- Respondents were again in 2024, asked to rate their agreement or disagreement with 18 statements about the local sense of community including aspects such as Council engagement with the community, and some aspects relating to public transport.



- The average agreement with the 18 statements remained stable this year at 7.6 out of 10, which maintains the significant five percent increase recorded last year.
- The average agreement with these statements was as follows:
 - Welcome diverse cultures’ people (8.0, stable)
 - Council respects diverse community (7.9, stable)
 - “Child-friendly” community (7.9 up from 7.8)
 - Council respects ATSI peoples (7.9, stable)
 - “Age-friendly” community (7.8, stable)
 - Accessible and inclusive for people with disability (7.8 up from 7.7)
 - Welcome LGBTIQ+ people (7.7, stable)
 - Feel sense of optimism about future (7.7 up from 7.6)
 - Could turn neighbours for help (7.7 down from 7.9)
 - Community is vibrant and engaging (7.7 up from 7.6)
 - Adequate opportunities to socialise / meet people (7.6, stable)
 - Feel part of local community (7.6 up from 7.5)
 - Distinct community character (7.5 down from 7.8)
 - People locally can be trusted (7.5 down from 7.7)
 - Active community (7.3 down from 7.4)
 - Affordable and efficient public transport (7.1 down from 7.2)
 - Local health services available (7.0 down from 7.1)
 - Public transport goes where I need to go (6.8 down from 7.1).

Average commuting time

- Approximately half (48% down from 53% in 2023 and 54% in 2022) of employed respondents took less than one hour to commute to and from work (combined both ways), whilst approximately half (52% up from 46% in 2023 and 45% in 2022) took one hour or more.

Food security

- 71 of the 801 respondents (9% up from 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 was a significant increase, from the average of four percent over the previous five surveys.

Family violence

- The family violence component of the survey includes a preliminary question asking respondents if they believe that family violence is common in the community, and then a follow up set of questions asking respondents if they agree or disagree with five statements relating to some of the drivers of, or myths that can justify or excuse family violence in the community.
- 13% of the 801 respondents agreed that family violence is common in the community, a significant decrease on the historically high result of 29% recorded last year. There was also a measurable and significant increase in the proportion of respondents who disagreed that family violence is common in the community, up from 15% to 51%.
- These were substantial variations from the historical results, which have averaged 24% of respondents agreeing and 22% disagreeing with the statement.



- Respondents were again in 2024, asked whether they agreed or disagreed with five statements about family violence. These results confirm that the majority of the City of Melton community continues to disagree with these five statements about family violence, as follows:
 - Family violence can be excused if it is acceptable in the persons' culture
(76% up from 73% in 2022)
 - Men make better political leaders
(68% up from 63% in 2022)
 - Men should take control in relationships and be the head of the household
(63%, stable, in 2022)
 - Family violence can be excused if, afterwards, the violent person genuinely regrets what they have done
(66% up from 63% in 2022)
 - Women prefer a man to be in charge of the relationship *(57% down from 58% in 2022).*

Volunteering

- The proportion of respondents from households with a member who regularly volunteers locally remained stable this year at 11%. Given the distance now from the pandemic, this was a somewhat surprising result, as there was some expectation that the level of volunteering may have started to return to pre-pandemic levels.
- There was a small (3%) increase in the proportion of respondents from households with a member that volunteers non-locally, up from three percent over the last two years to six percent this year.



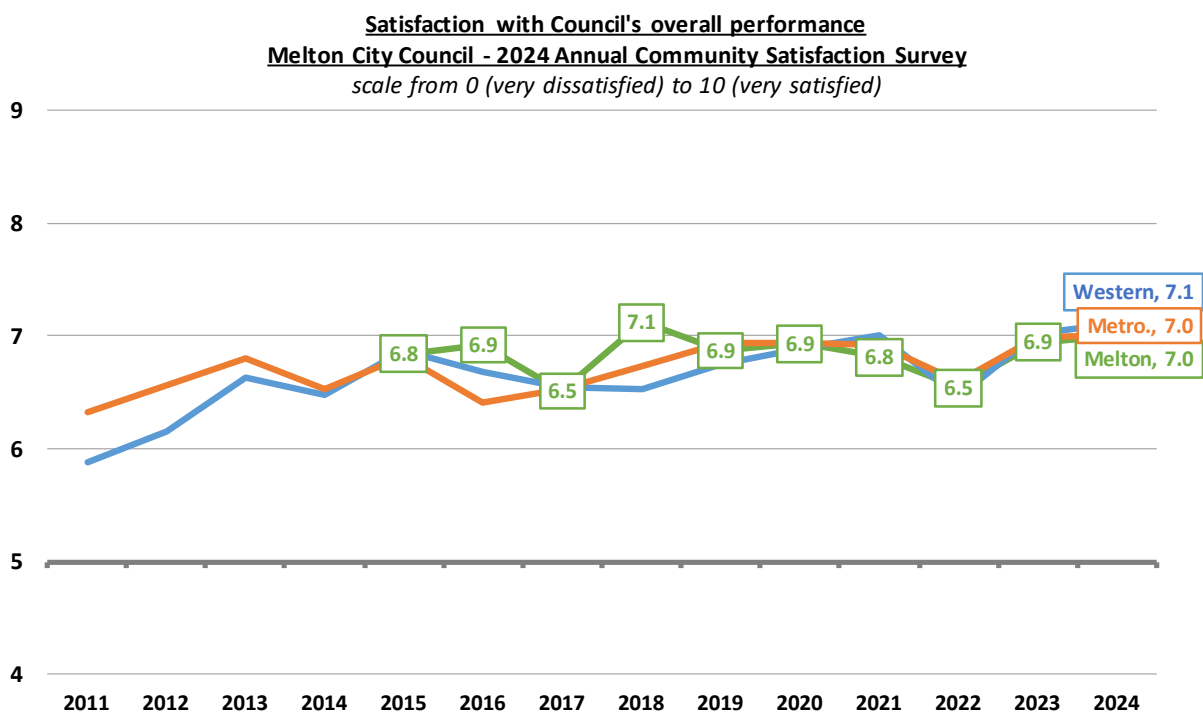
Council’s overall performance

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 marginally this year, up one percent to 7.0 out of 10.

This was the second highest satisfaction score recorded for the City of Melton, the high point being the 7.1 out of 10 recorded in 2018.



By way of comparison, this result was identical to the metropolitan Melbourne average of 7.0, as recorded in the 2024 *Governing Melbourne* research. *Governing Melbourne* was conducted independently by Metropolis Research in January 2024, using the same door-to-door, in-person interview methodology.

This remains a “good” level of satisfaction, and measurably (4%) above the long-term average satisfaction since 2015 of 6.6.

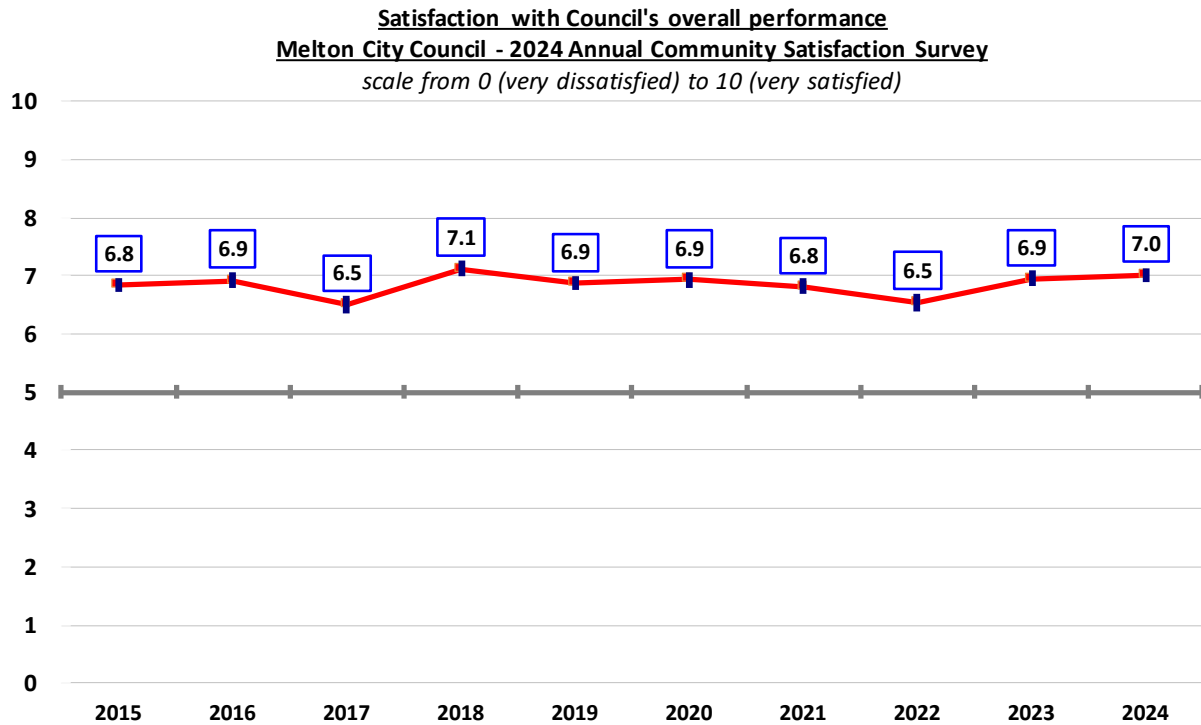
This result reinforces the return to above long-term trend satisfaction with the overall performance of Melton City Council, reversing the three percent decline recorded in 2022.

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 (extra-municipal) 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.

The following graph provides the time-series results (with the 95% confidence interval) for each year that Metropolis Research has conducted the *Community Satisfaction Survey*.



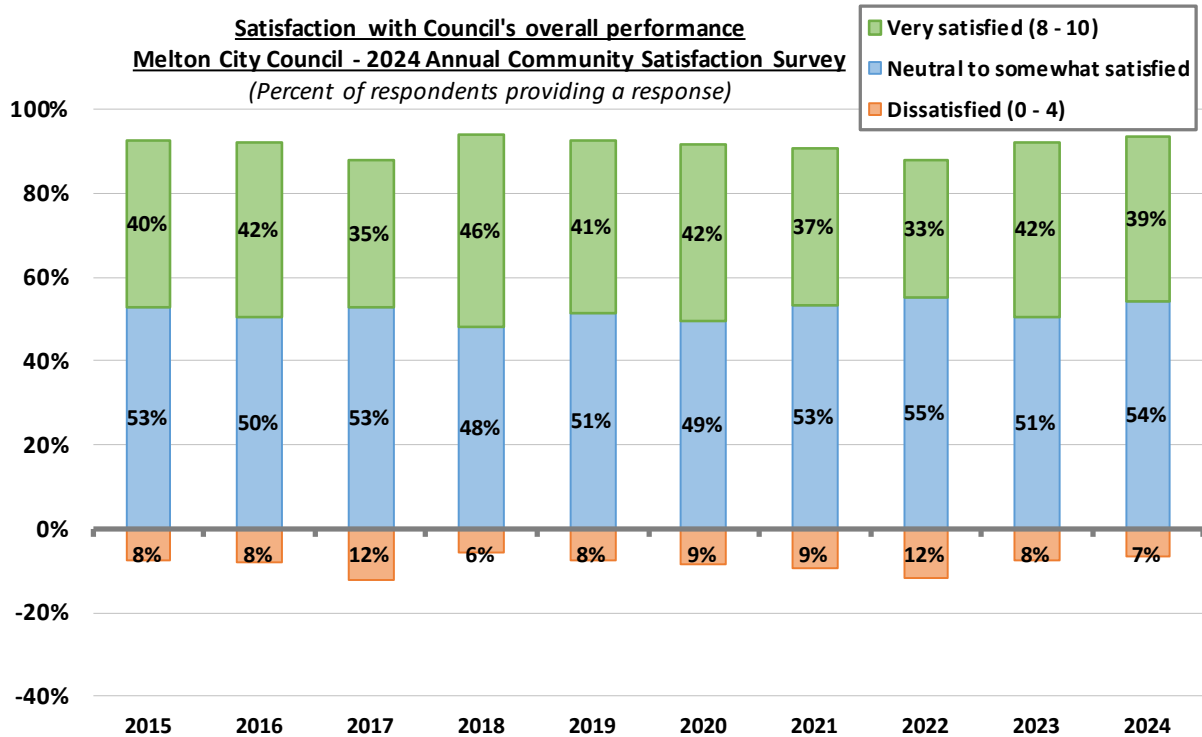
The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were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

Consistent with the long-term results, 39% (down from 42%) of respondents were “very satisfied” with Council’s overall performance, whilst seven percent (down from 8%) were “dissatisfied”.

This was the second equal lowest proportion of respondents “dissatisfied” with Council’s overall performance recorded for the City of Melton.

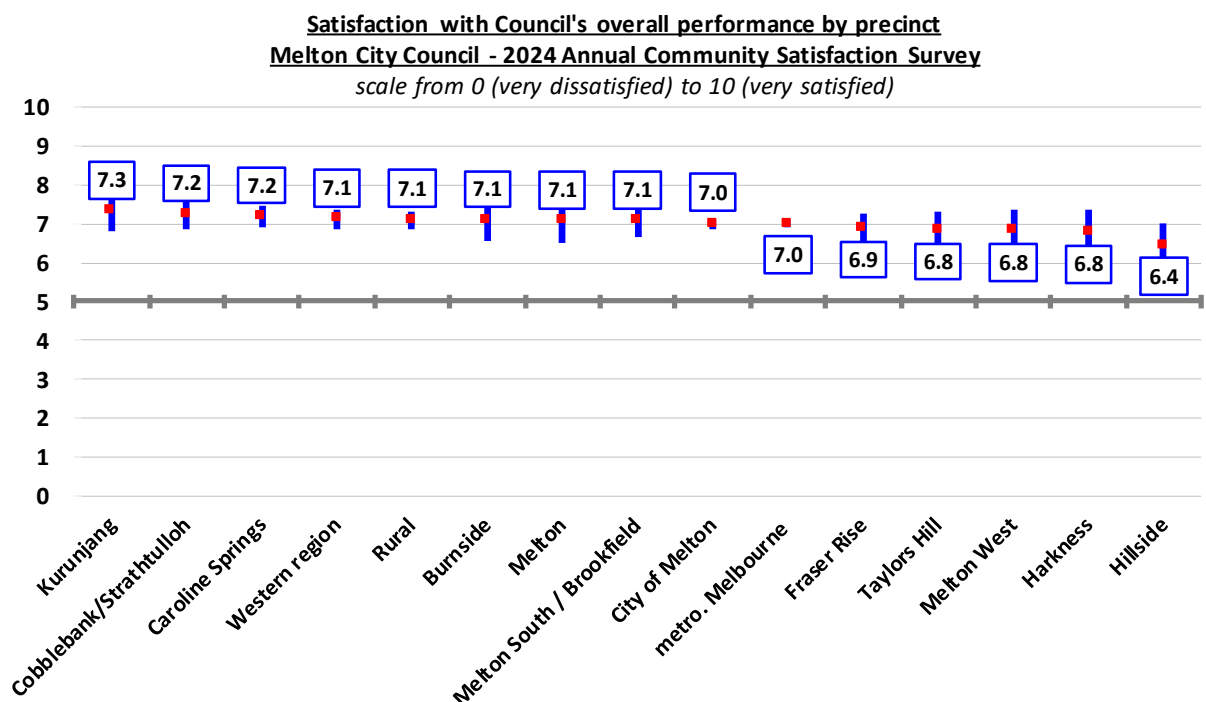
Metropolis Research notes that it is extremely unusual for less than five percent of respondents to be “dissatisfied” with the performance of their local council, with the 2024 metropolitan Melbourne average being six percent.





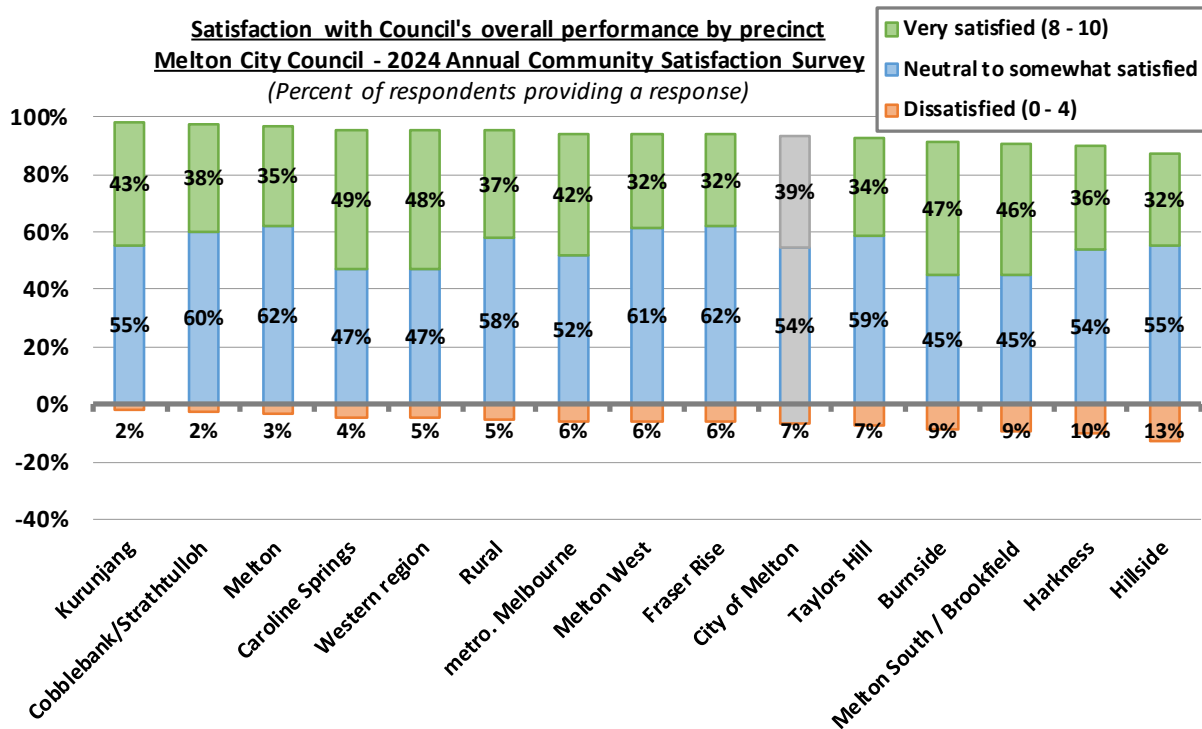
The following graph provides a comparison of satisfaction with Council’s overall performance across the 12 precincts comprising the City of Melton.

Whilst there was no statistically significant variation in satisfaction with Council’s overall performance observed across the municipality, it is noted that 43 respondents from Kurunjang were somewhat (3%) more satisfied than average, and at a “very good” level. By contrast, 59 respondents from Hillside were notably (6%) less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.



It is noted that approximately half of the respondents (providing a score) from Caroline Springs, Burnside, Melton South / Brookfield were “very satisfied” with Council’s overall performance.

By contrast, respondents from Harkness (10%) and Hillside (13%) were somewhat more likely than average to be “dissatisfied”.



Overall performance by respondent profile

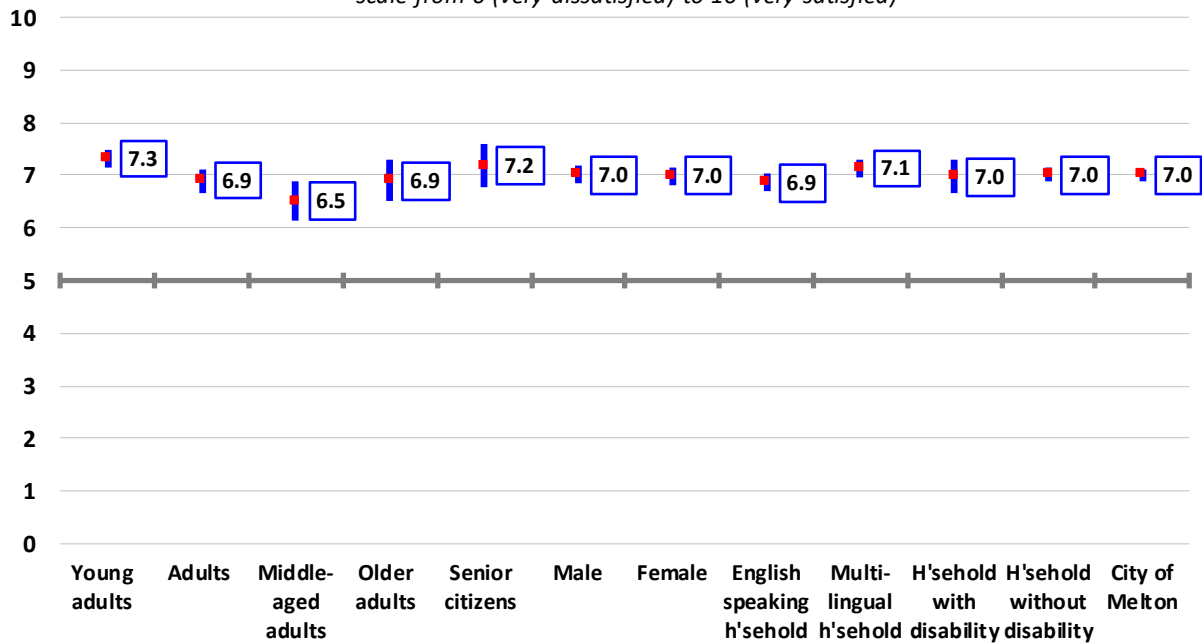
The following section provides a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, housing situation, period of residence in the City of Melton, whether or not a business owner or 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:

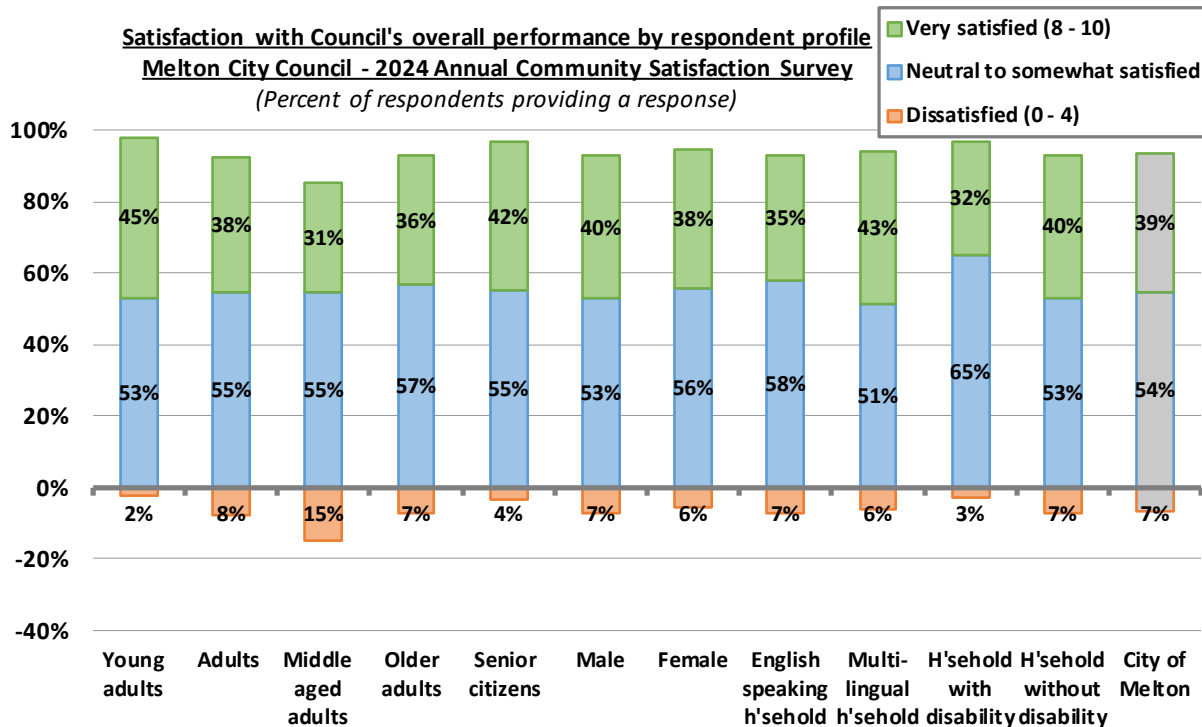
- **Somewhat more satisfied than average** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multilingual households, rental households, new and medium-term residents (less than 10 years in the City of Melton), and two-parent families with youngest child aged 5 to 12 years).
- **Somewhat less satisfied than average** – included middle-aged adults (aged 45 to 59 years), mortgagor households, and long-term residents (10 years or more in the municipality).



Satisfaction with Council's overall performance by respondent profile
Melton City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

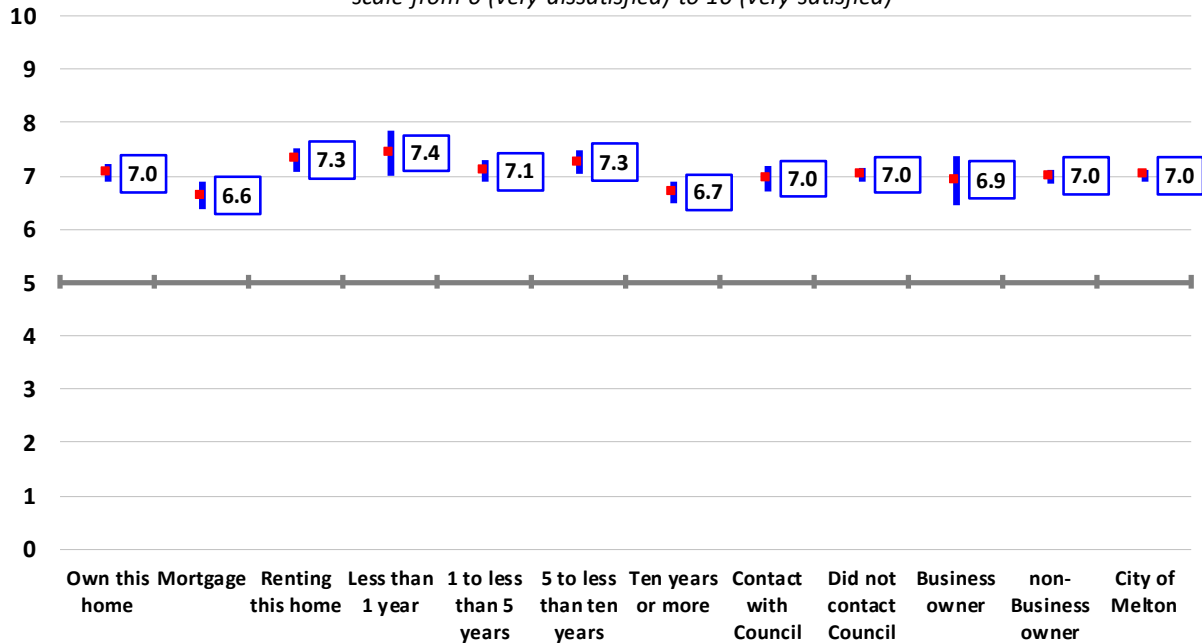


It is noted that almost half (45%) of young adults (aged 18 to 34 years) and 42% of senior citizens (aged 75 years and over) were “very satisfied” with Council’s overall performance, whilst 15% of middle-aged adults (aged 45 to 59 years) were “dissatisfied”.



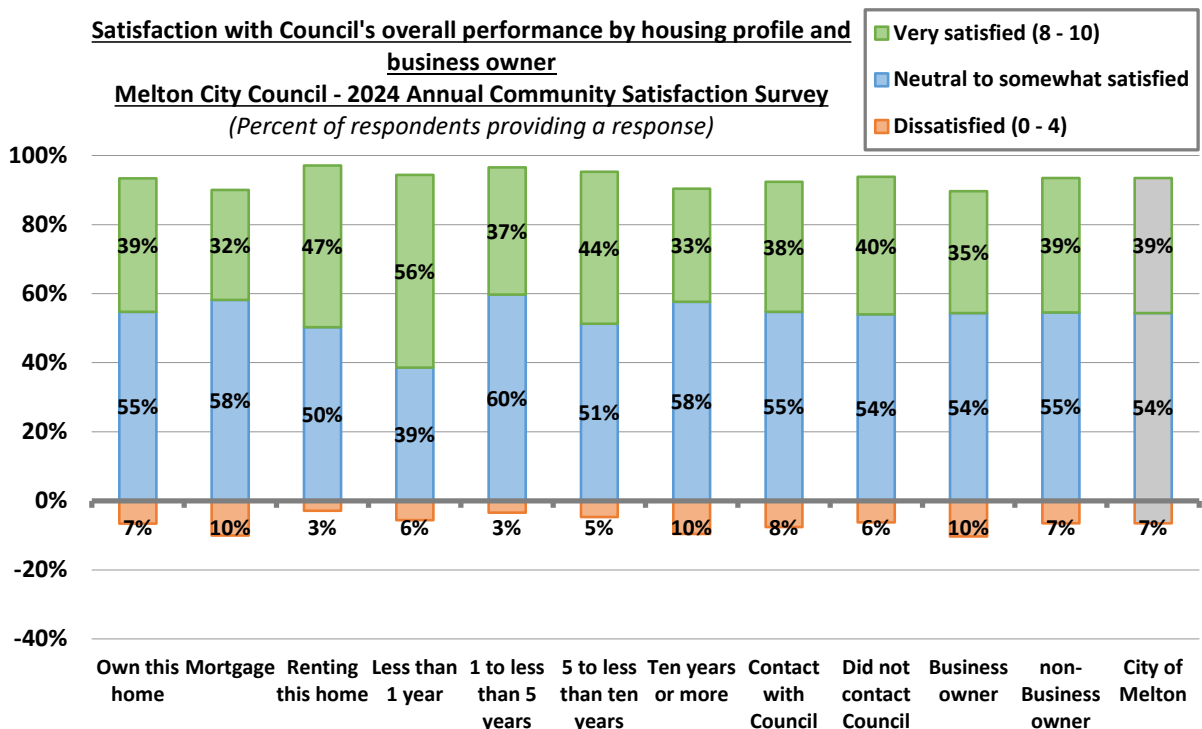
Metropolis Research notes that it was unusual for the respondents (221 respondents) who contacted Council in the last 12 months to report the same overall satisfaction with Council score as the respondents (578 respondents) who had not contacted Council. Typically, those who have contacted Council tend to report somewhat lower satisfaction, reflecting the fact that many will have been contacting Council in relation to an issue which mutes satisfaction.

Satisfaction with Council's overall performance by housing profile and business owner
Melton City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

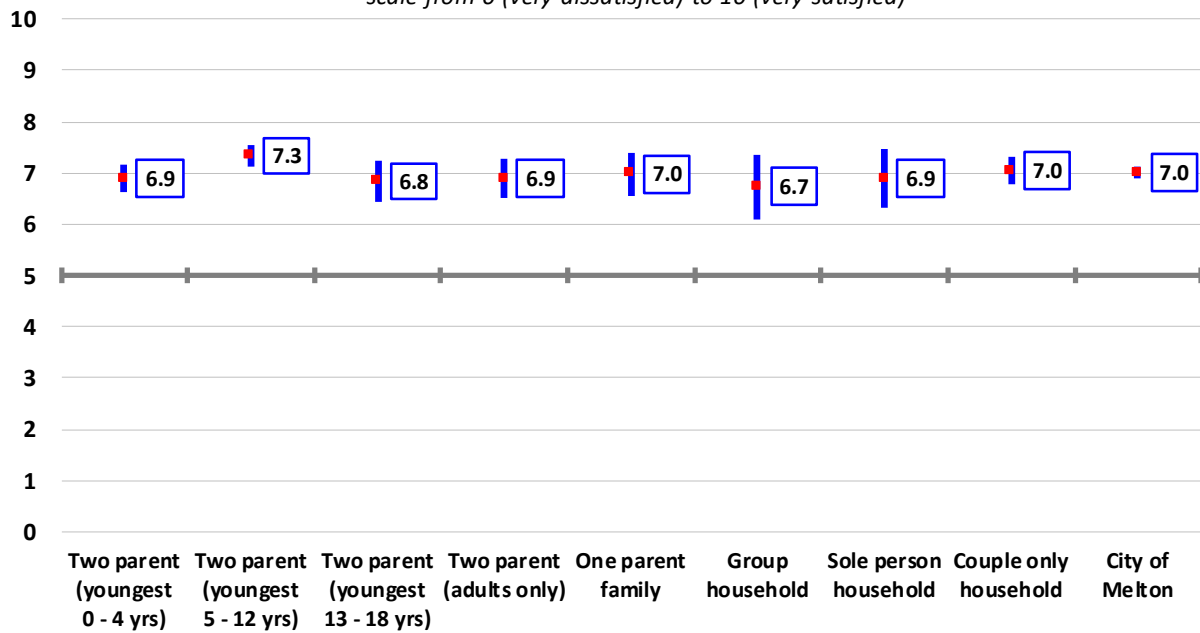


It is noted that approximately half of the rental household respondents, and new residents (less than one year in the municipality) were “very satisfied”, whilst 10% of mortgagor households and long-term residents (10 years or more in Melton) were “dissatisfied”.

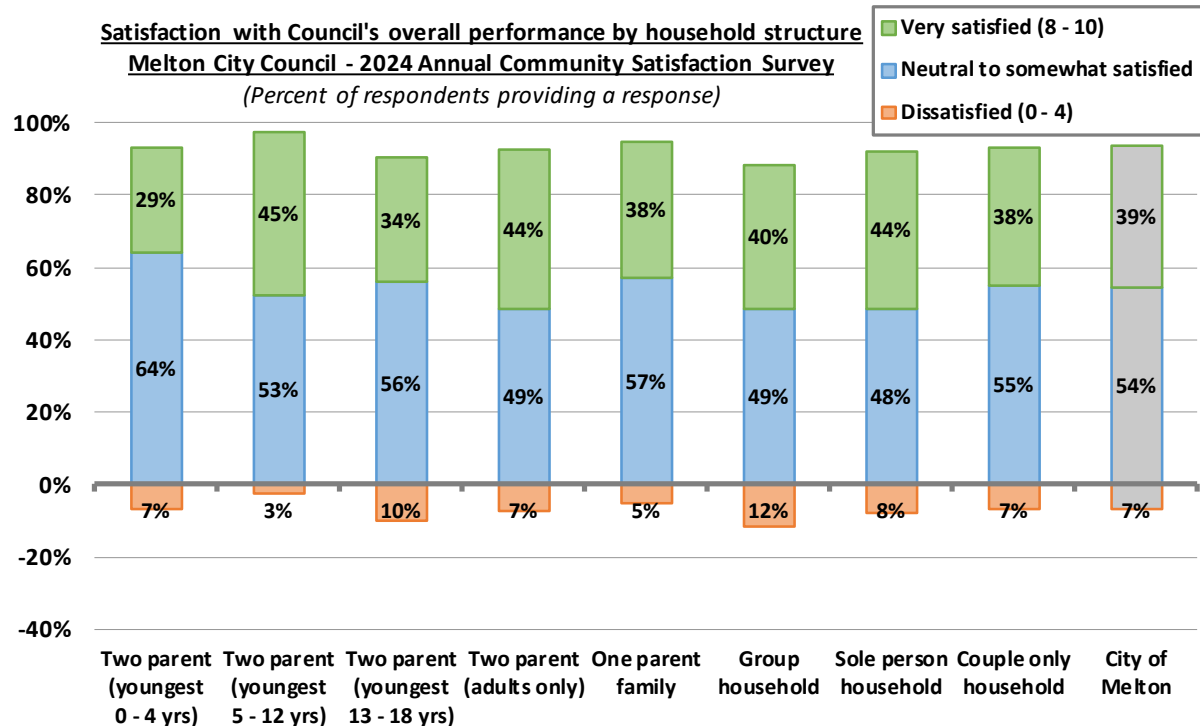
Satisfaction with Council's overall performance by housing profile and business owner
Melton City Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



Satisfaction with Council's overall performance by household structure
Melton City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



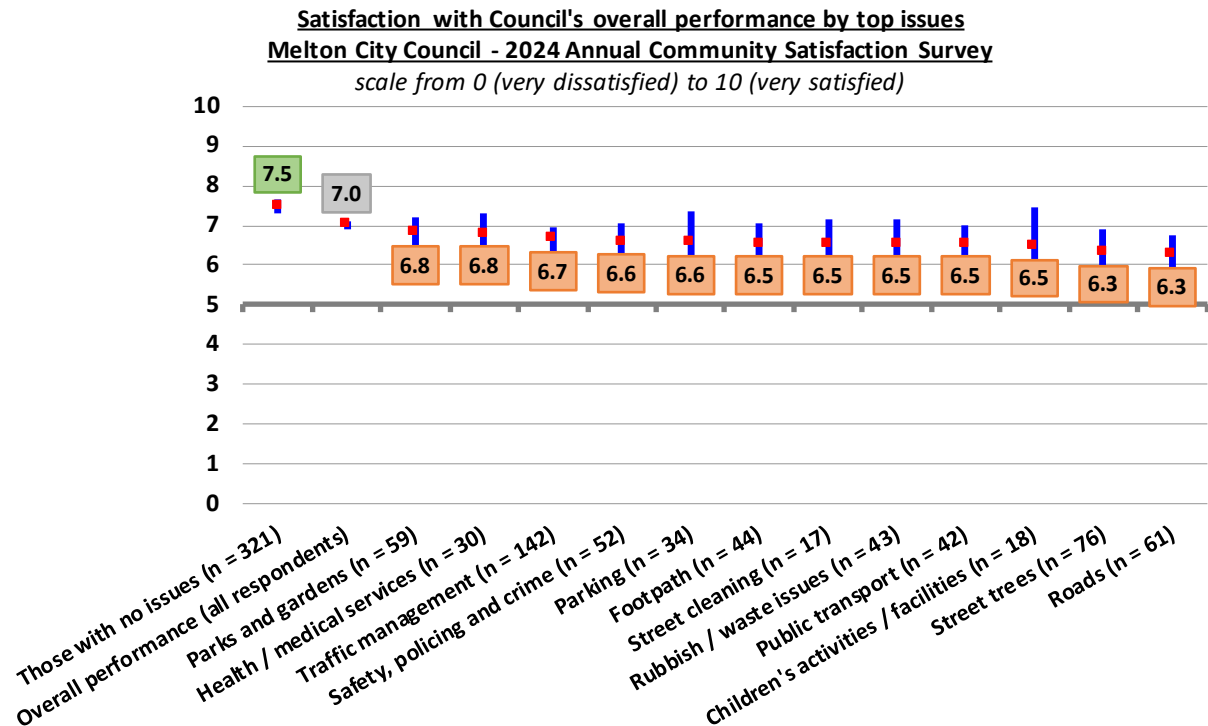
A little less than half of the respondents from two-parent families with youngest child aged 5 to 12 years, two-parent families with adults only at home, and sole person households were “very satisfied” with Council’s overall performance. By contrast, 12% of respondents from group households were “dissatisfied”.



Relationship between issues and satisfaction with overall performance

The following graph displays the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the City of Melton ‘at the moment’, with a comparison to the overall satisfaction score of all respondents (7.0), as well as to the overall satisfaction of the 321 respondents who did not nominate any issues to address (7.5)

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 321 respondents who did not feel compelled to nominate any issues that they felt needed to be addressed in the municipality, were, on average, measurably (5%) 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.

This result shows that 40% of the respondents, on average, were “very satisfied” with Council’s overall performance, at 7.5 out of 10. The “very good” level of these respondents’ satisfaction with Council’s overall performance reflects well on the underlying level of satisfaction with Council within the City of Melton community.

There was a range of issues that were negatively related to overall satisfaction (for the respondents who raise the issues), including measurably lower overall satisfaction for the respondents who nominated road maintenance and repair related issues (61 respondents at 6.3), and street trees related issues (76 respondents at 6.3).

Other issues that appear to exert a negative influence, including children’s activities; public transport; rubbish and waste issues; street cleaning; footpaths; parking; safety, policing, and crime; and traffic management related issues. Respondents who nominated these issues were also measurably less satisfied with Council’s overall performance than the average (7.0).

Metropolis Research notes that these results show that there were 10 issues nominated by a meaningful number of respondents that recorded average overall satisfaction scores at least three percent lower than the average of all respondents.

This does highlight a broad range of issues of importance to the City of Melton community, that appear to negatively impact on satisfaction with Council’s overall performance.

Metropolis Research notes that many of these issues were, at least in part, the responsibility of the state government, including traffic management; roads; public transport; children services and activities; safety, policing and crime; 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.

It is important to bear in mind that just 52 respondents were “dissatisfied” with Council’s overall performance, and only 40 of these provided an issue to address.

The table displays 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 more likely than average to nominate street trees; traffic management; roads; safety, policing, and crime; 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 - 2024 Annual Community Satisfaction Survey

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

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Street trees	15	29%	9%
Traffic management	14	27%	18%
Roads <i>(including roadworks)</i>	8	16%	8%
Safety, policing and crime	7	14%	6%
Parking	5	10%	4%
Public transport	5	10%	5%
Rubbish and waste collection issues	5	10%	5%
Parks, gardens and open spaces	4	8%	7%
Cleanliness and maintenance of area	4	8%	2%
Footpath maintenance and repairs	4	8%	5%
Elderly services and facilities	2	4%	1%
Education and schools	2	4%	2%
Children's activities and facilities	2	4%	2%
More resources to older / rural areas	2	4%	0%
Communication and provision of information	1	2%	2%
All other issues <i>(33 separately identified issues)</i>	13	25%	24%
Total responses	93		814
<i>Respondents identifying at least one issue (percent of total respondents)</i>	40 <i>(78%)</i>		479 <i>(60%)</i>

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

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

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

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 48 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 (7.0), 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.

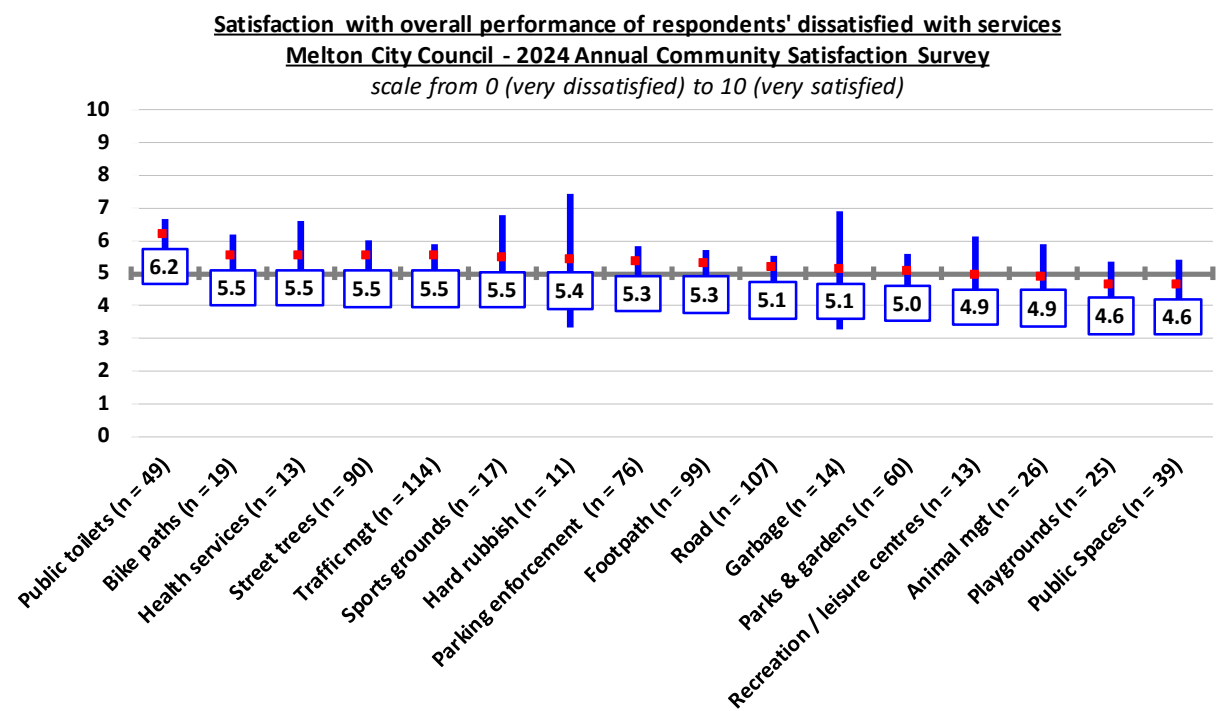
In other words, respondents who were dissatisfied with one service and facility were likely to be dissatisfied with several services and facilities and were also measurably less satisfied with Council’s overall performance.

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 recreation / aquatic centres, animal management, playgrounds, and public spaces.

Metropolis Research recommends caution in the over-interpretation of these results, however, given how similar these results are for most of the services.



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?”

The following table outlines the 73 reasons for dissatisfaction with Council’s overall performance.

This was consistent with the 73 reasons for dissatisfaction recorded last year, which reflects the higher satisfaction scores recorded in 2023 and 2024, and therefore fewer “dissatisfied” respondents.

Consistent with previous years, the most common reasons for dissatisfaction included 25 various Council services and facilities (25 comments), transport including roads, roads, traffic, parking, and public transport (16 comments), communication, consultation, and responsiveness (10 comments), and rates and financial issues (9 comments).

Reasons for dissatisfaction with Council's overall performance

Melton City Council - 2024 Annual Community Satisfaction Survey

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

Comment	2024		2023	2022	2021	2020
	Number	Percent				
Service and facilities	25	34%	40%	23%	12%	11%
Public transport, traffic and parking	16	22%	14%	19%	10%	3%
Communication, consultation, responsiveness	10	14%	19%	20%	27%	29%
Rates and money spending	9	12%	3%	11%	19%	14%
Council support, governance, performance	8	11%	19%	16%	22%	34%
Safety and crime	2	3%	1%	2%	1%	0%
Other	3	4%	4%	10%	9%	9%
Total	73	100%	73	113	81	35

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



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?”

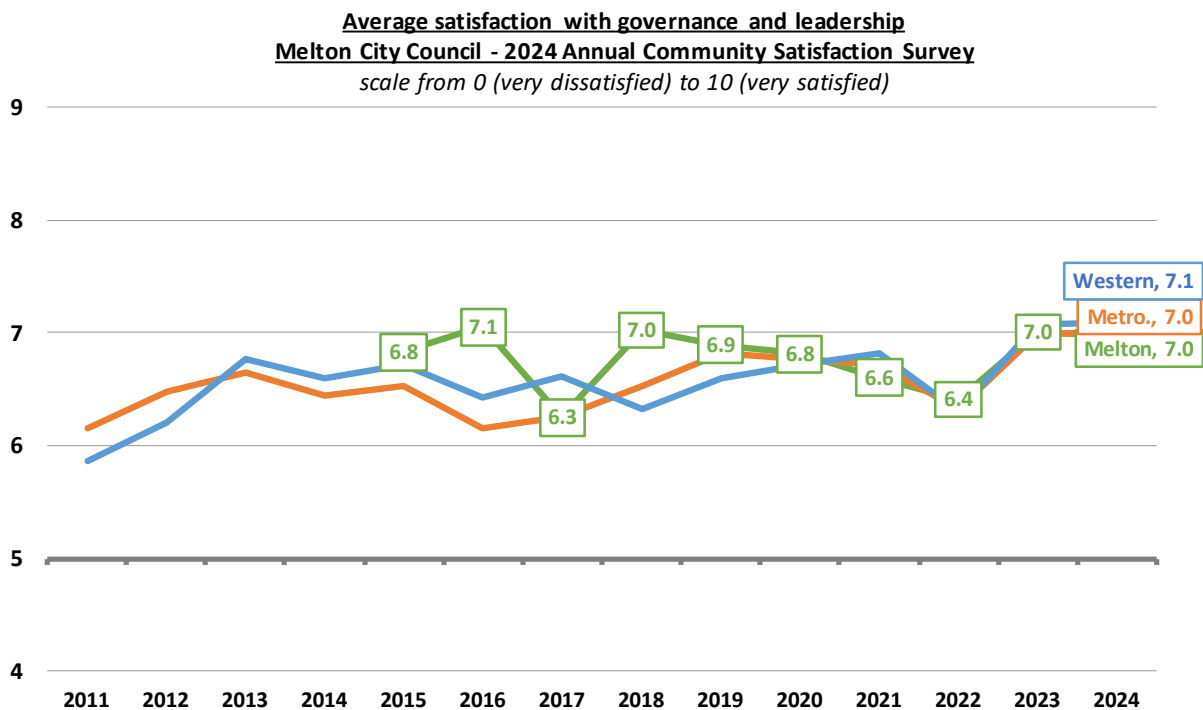
Respondents were again in 2024, asked to rate their satisfaction with seven aspects of governance and leadership, as outlined in the following graph.

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 remained stable this year at 7.0 out of 10, which remains a “good” 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 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using the same methodology.

This result for the five core aspects of governance and leadership remains, however, marginally (1%) 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 declined marginally this year, down just one percent to 7.4 out of 10, which remains a “very good” level of satisfaction.

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.

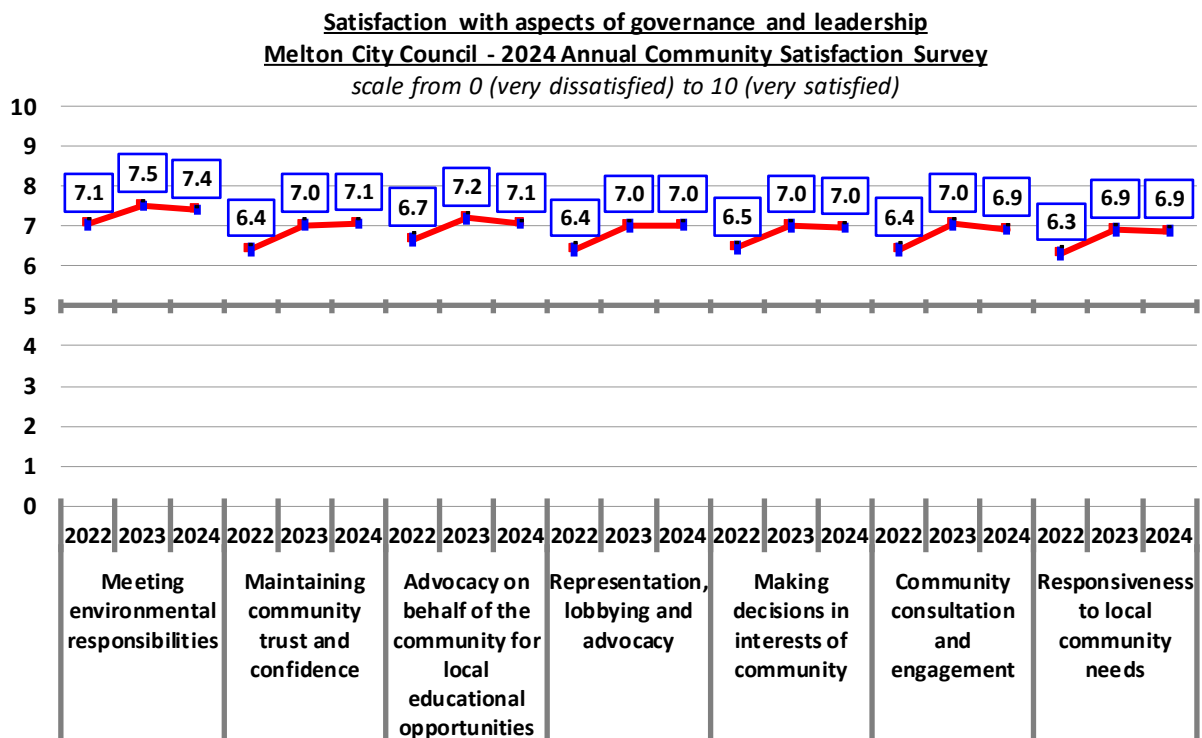
Satisfaction with this aspect declined marginally this year, down one percent to 7.1, although it remains at a “good” level of satisfaction.

It does appear that the substantial increase in satisfaction with governance and leadership for the City of Melton last year has been maintained, in line with the measurable increase in satisfaction with Council’s overall performance.

In 2024, satisfaction with many of these aspects of governance and leadership remained at historically high levels for the City of Melton.

Metropolis Research notes that the improvement recorded last year reversed the trend of declining satisfaction with many of these aspects recorded from around 2019 to 2022.

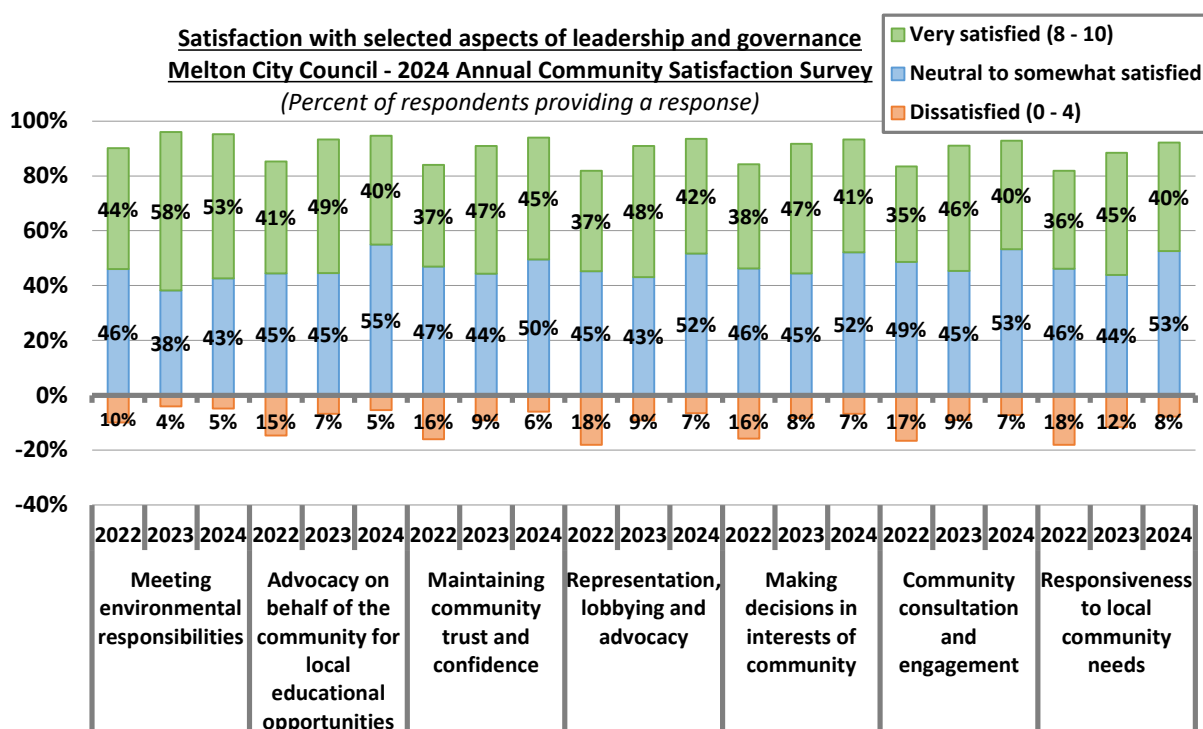
It is noted, however, that 2022 was a particularly poor year across metropolitan Melbourne in terms of satisfaction with local government, including particularly in the areas around governance and leadership. This appeared to reflect a generalised fatigue with government coming out of the last of the pandemic lockdowns, and then into the 2022 federal and state elections.



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 at an average of 43% of respondents providing a score were “very satisfied” with each of these seven aspects of governance and leadership, down from an average of 48% last year, but still up significantly on the average of 38% recorded back in 2022.

The proportion of respondents “dissatisfied” with most of these aspects of governance and leadership declined, with the largest decline for responsiveness to local community needs (8% “dissatisfied” down from 12%).



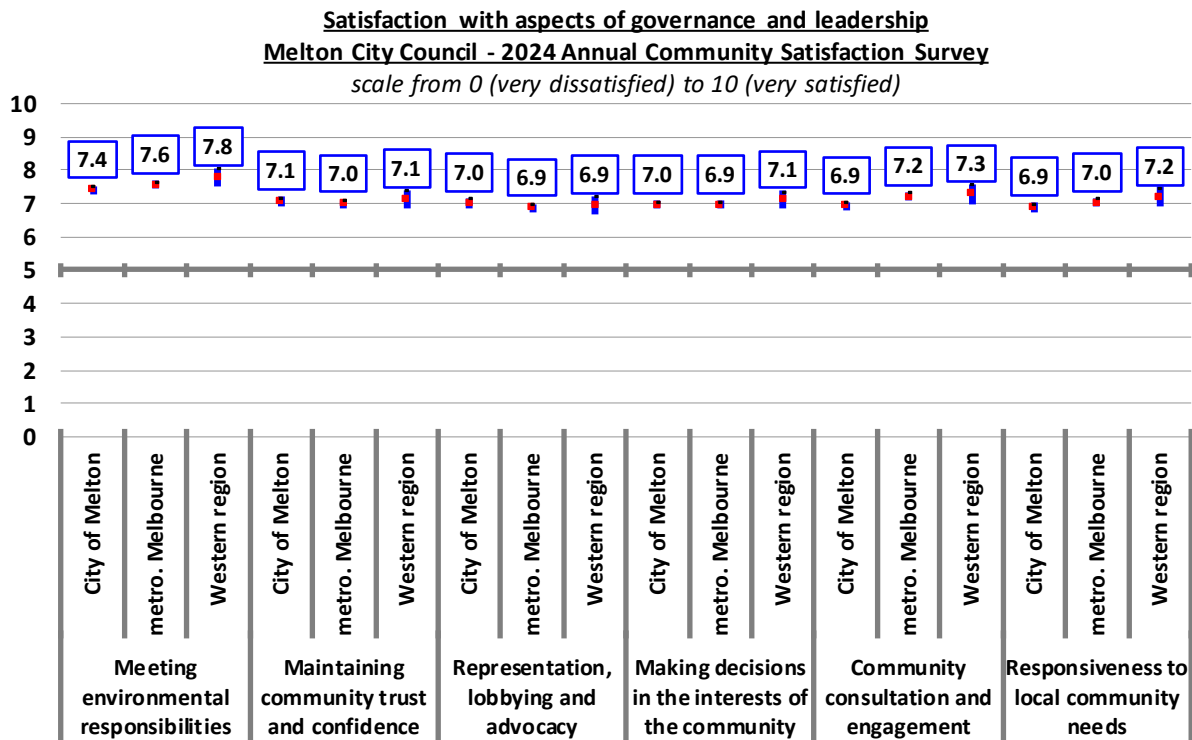
The following graph provides a comparison of satisfaction with six of these aspects of governance and leadership against the western region councils and the metropolitan Melbourne average, as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the same methodology.

Some minor variation from the metropolitan Melbourne average satisfaction with governance and leadership was noted, as follows:

- **Higher satisfaction in the City of Melton** – included maintaining trust and confidence (1% higher), representation, lobbying, and advocacy (1%), and making decisions in the interests of the community (1%).
- **Lower satisfaction in the City of Melton** – included community consultation and engagement (3% lower), meeting environmental responsibilities (2%), and responsiveness to local community needs (1%).



Of these, Metropolis Research draws attention to the three percent lower satisfaction with community consultation and engagement. In 2023, satisfaction with this aspect of performance was two percent lower than the metropolitan Melbourne average.



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 Kurunjang, Burnside, Cobblebank / Strathulloh, 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, Hillside, Melton West, Melton, and Harkness, middle aged adults (aged 45 to 59 years), older adults (aged 60 to 74 years), and respondents from English speaking households.



Statements about Melton City Council

Respondents were asked:

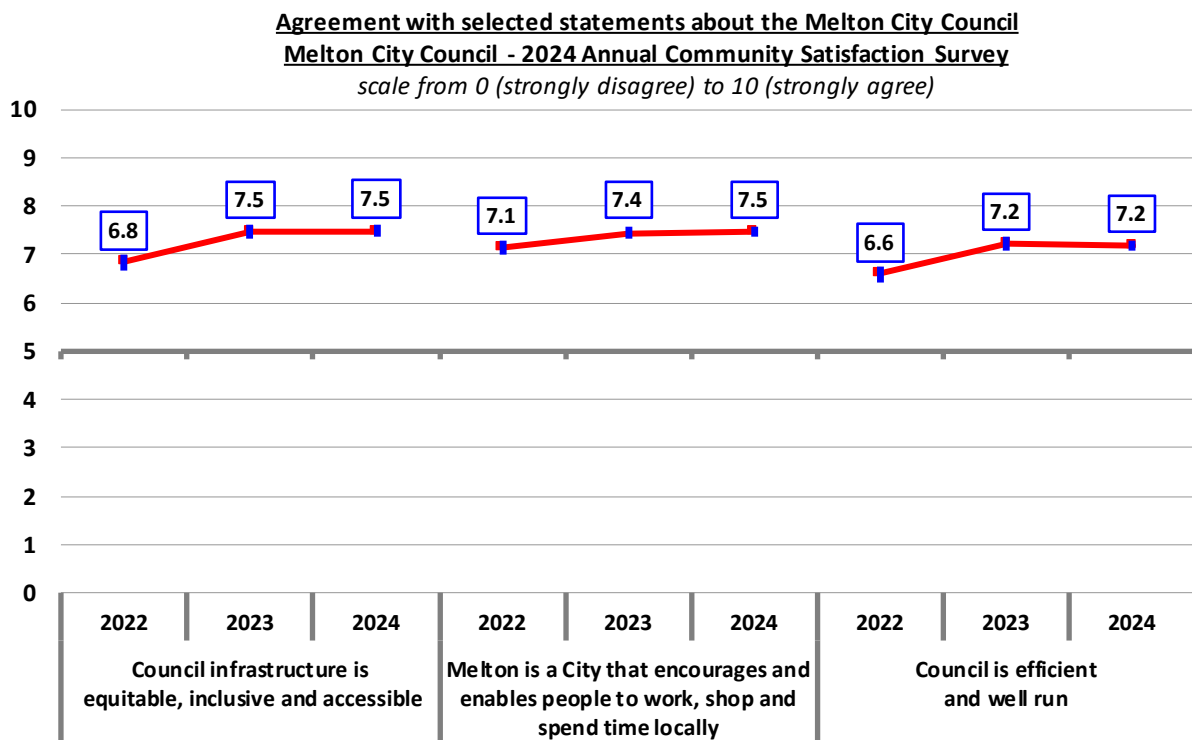
“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements about the Melton City Council.”

Respondents were again in 2024, asked to rate their agreement or disagreement with three statements about Melton City Council as an organisation.

The average agreement with two of the three statements remained stable this year, whilst satisfaction that Melton is a City that encourages and enables people to work, shop, and spend time locally increased marginally (up 1%).

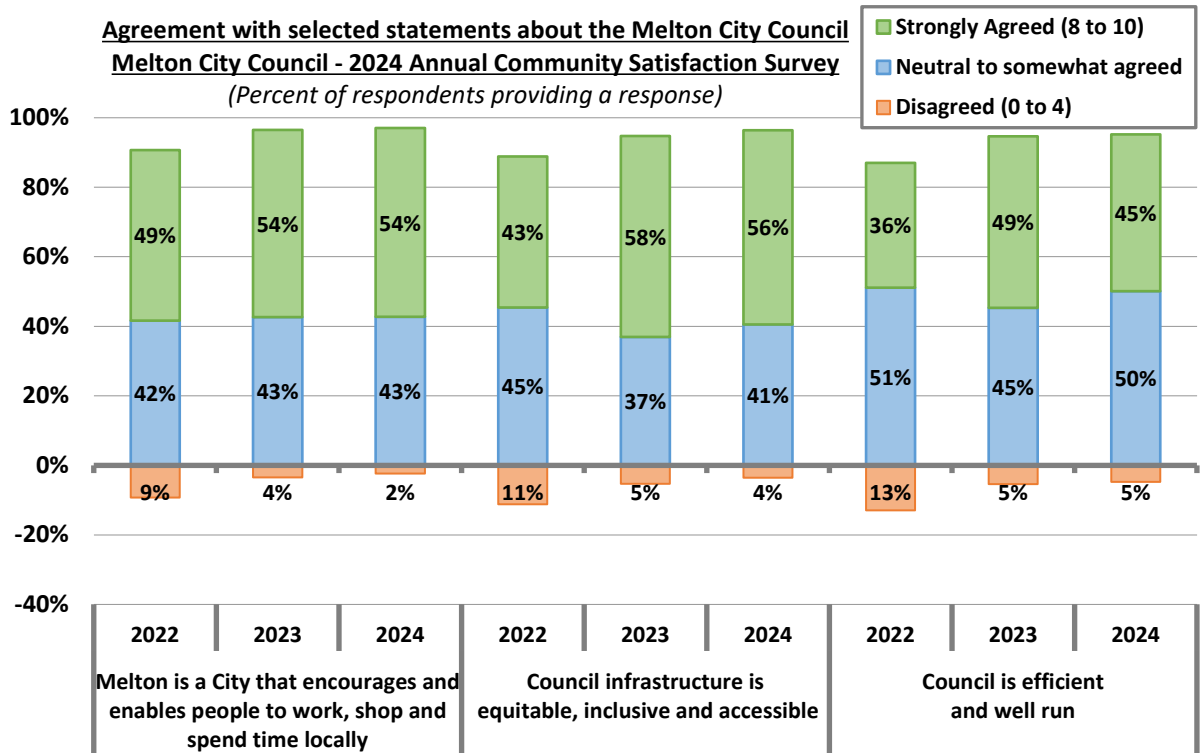
The average agreement with all three statements can best be summarised as “strong” agreement with scores of more than seven out of 10, consistent with the results recorded last year.

Metropolis Research notes that these results reflect the general pattern observed in terms of overall satisfaction with Melton City Council this year, that being maintenance of satisfaction at or around record high levels.



It is noted that, consistent with 2023, approximately half of the respondents providing an agreement score “strongly agreed” (i.e., rated agreement at eight or more) with each statement, whilst five percent or less “disagreed” (i.e., rated agreement at less than five).





Customer service

Contact with Council in the last twelve months:

Respondents were asked:

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

Consistent with the results recorded last year, 28% of respondents reported that they had contacted Melton City Council in the last 12 months.

This result remains significantly below the long-term average result recorded for this question over the last 10 years of the survey program of 37%.

Contacted Council in the last 12 months
Melton City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2024		2023	2022	2021	2020	2019
	Number	Percent					
Yes	221	28%	27%	40%	35%	43%	35%
No	578	72%	73%	60%	66%	57%	65%
Not stated	2		7	9	0	2	11
Total	801	100%	806	800	800	804	804



Forms of contact

Respondents who had contacted Council were asked:

“When you last contacted Council, was It ... (via telephone / email / website / in person, etc.,)?”

There was a small decline this year in the proportion of respondents who contacted Council by telephone, to 59% this year, down from at least 64% in each of the last four years.

There was a substantial increase this year, in the proportion of respondents who contacted Council via email, up from 10% to 18% this year. This result was consistent with results observed elsewhere across metropolitan Melbourne over the pandemic and post-pandemic period.

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 20%.

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.

This increased level of engagement with Council via email has been observed in many municipalities through and post-pandemic, and it does create a challenge for local government in ensuring high quality customer service via this method of contact.

Form of last contact with Council
Melton City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents who contacting Council and providing a response)

Response	2024		2023	2022	2021	2019
	Number	Percent				
Telephone (during office hours)	129	59%	64%	64%	73%	64%
Email	40	18%	10%	14%	14%	7%
Visit in person	19	9%	8%	10%	8%	23%
Website	16	7%	12%	8%	3%	2%
Telephone (after hours service)	5	2%	4%	1%	0%	0%
Mail	4	2%	1%	2%	1%	1%
Community Portal	4	2%	0%	1%	n.a.	n.a
Social media	3	1%	1%	1%	0%	1%
Not stated	1		2	0	2	4
Total	221	100%	219	318	276	279



Satisfaction with Council’s customer service

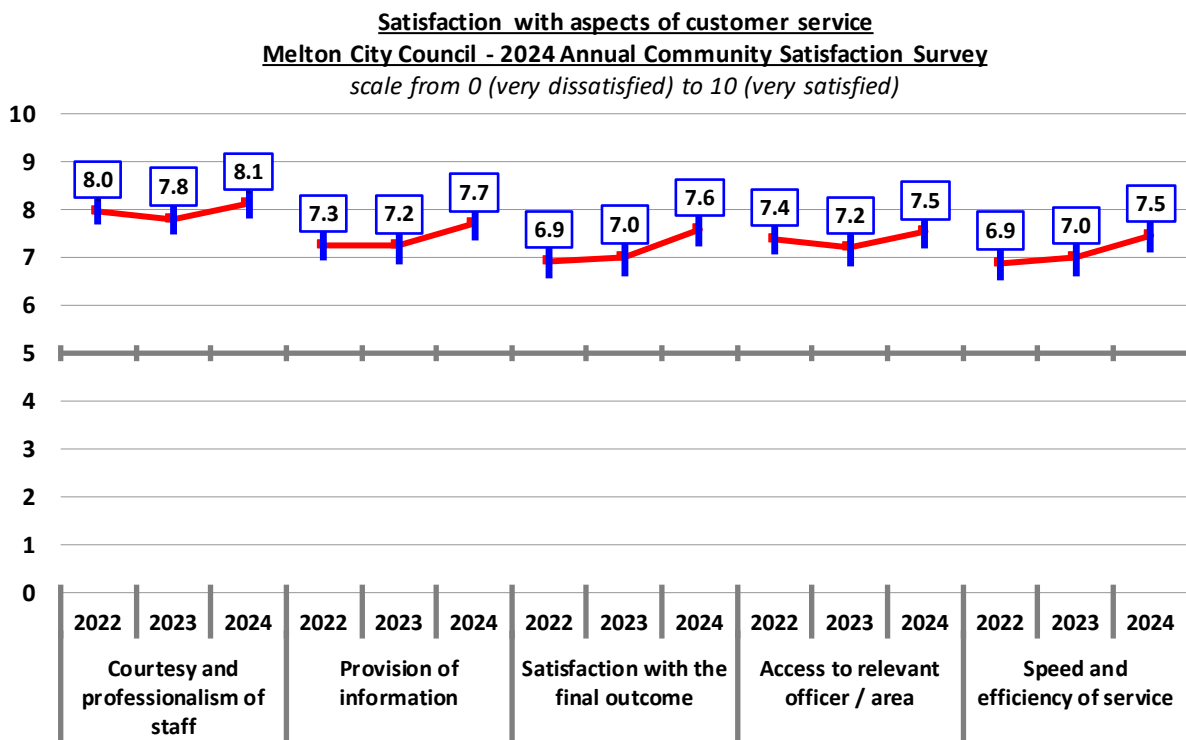
Respondents who had contacted Council were asked:

“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 221 respondents who had contacted Council in the last 12 months, were again in 2024, asked to rate their satisfaction with five aspects of customer service, including satisfaction with the final outcome.

Satisfaction with all five aspects of customer service increased this year, up by an average of five percent, with the average satisfaction with the five aspects increasing from 7.2 to 7.7 out of 10, up from a “good” to a “very good” level of satisfaction.

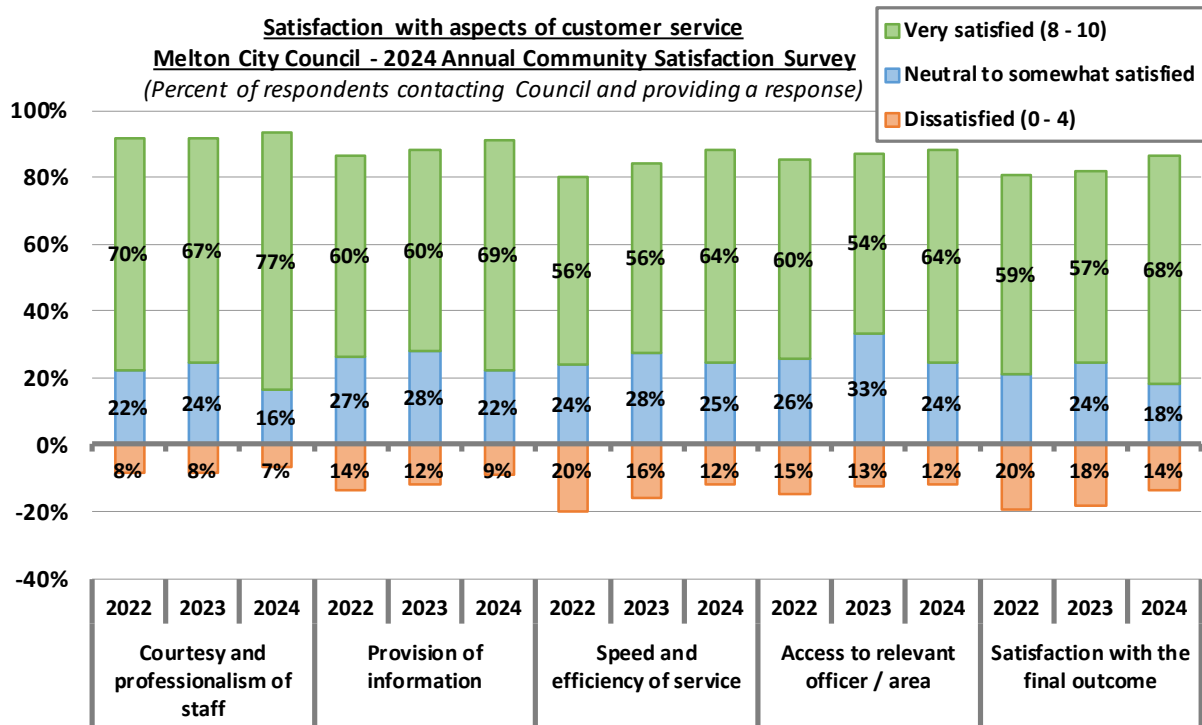
Satisfaction with the courtesy and professionalism of staff remained at an “excellent” level, whilst satisfaction with the provision of information, access to relevant officer / area, the final outcome, and the speed and efficiency of service all improved from “good” to “very good” levels.



It is noted that more than approximately two-thirds or more of respondents providing a score were “very satisfied” (i.e., rated satisfaction at eight or more) with each aspect of customer service, whilst an average of 11% were “dissatisfied” (i.e., rated satisfaction at less than five) with five aspects.

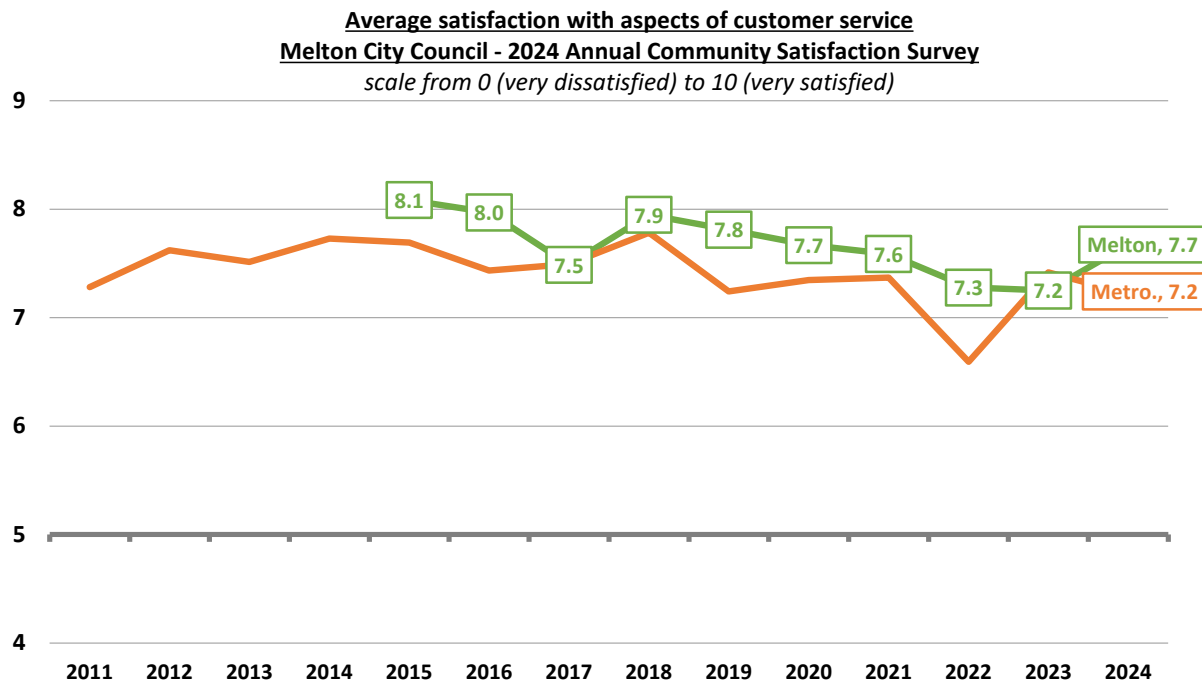
A total of seven percent (down from 8%) of respondents were “dissatisfied” with the staff courtesy and professionalism, which remains a strong result from the survey again this year.





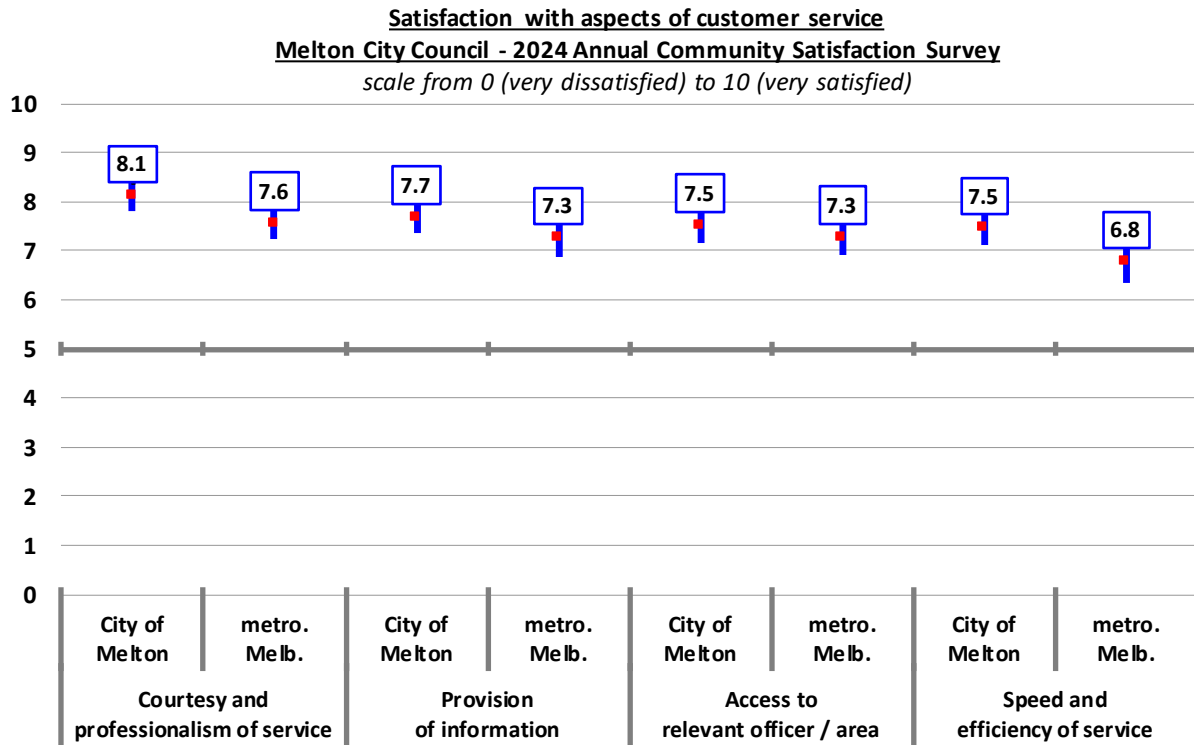
The average satisfaction with four of the five aspects (excluding satisfaction with the final outcome) was 7.7 out of 10 this year, notably (5%) above the metropolitan Melbourne average.

This was a particularly strong result for the City of Melton, reasserting the historical trend whereby the City of Melton outperformed the metropolitan Melbourne average in terms of satisfaction with customer service.



Satisfaction with all four of these aspects of customer service was higher in the City of Melton, although the variation was not statistically significant given the smaller sample (221).





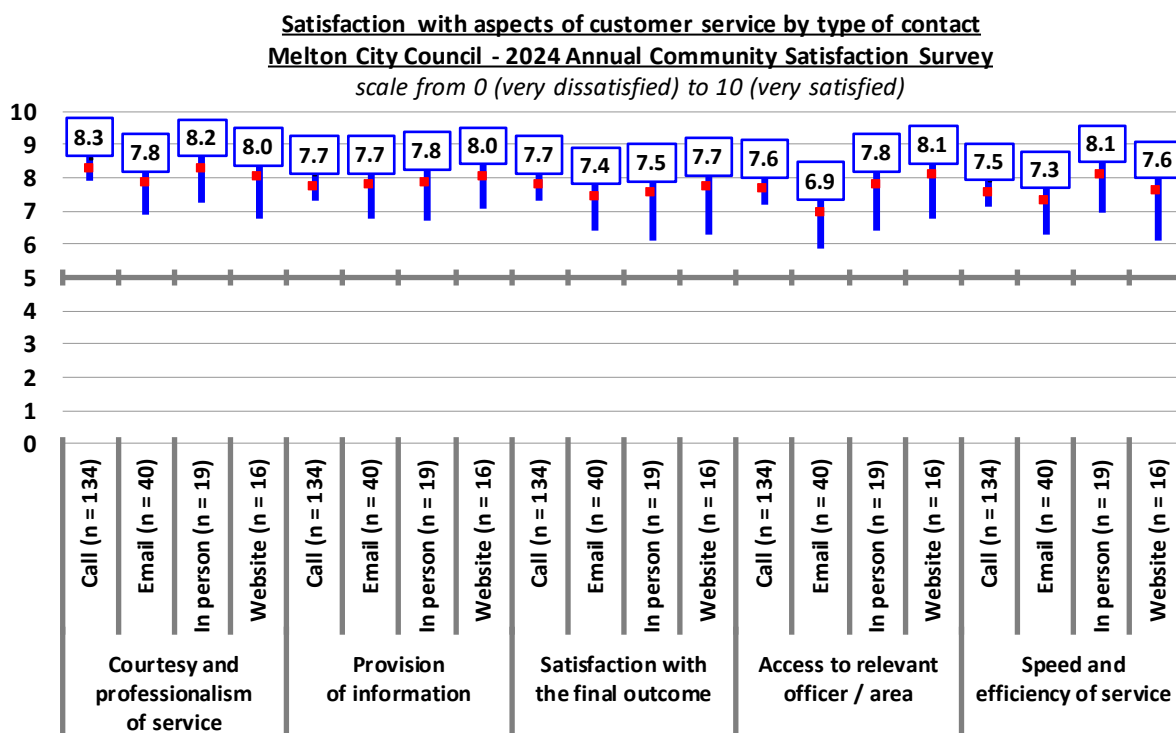
The following graph provides a comparison of satisfaction with the five aspects of customer service between respondents who telephoned Council, visited the website, emailed Council, or visited in person.

Whilst cognisant of the small sample size for these results, 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 2024 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.





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 2024, asked to rate their satisfaction with planning for population growth by all levels of government.

The question specifically references ‘by all levels of government’ in recognition that it is unreasonable to expect residents to have a detailed knowledge of the split of responsibilities in terms of planning for population growth between local and state government.

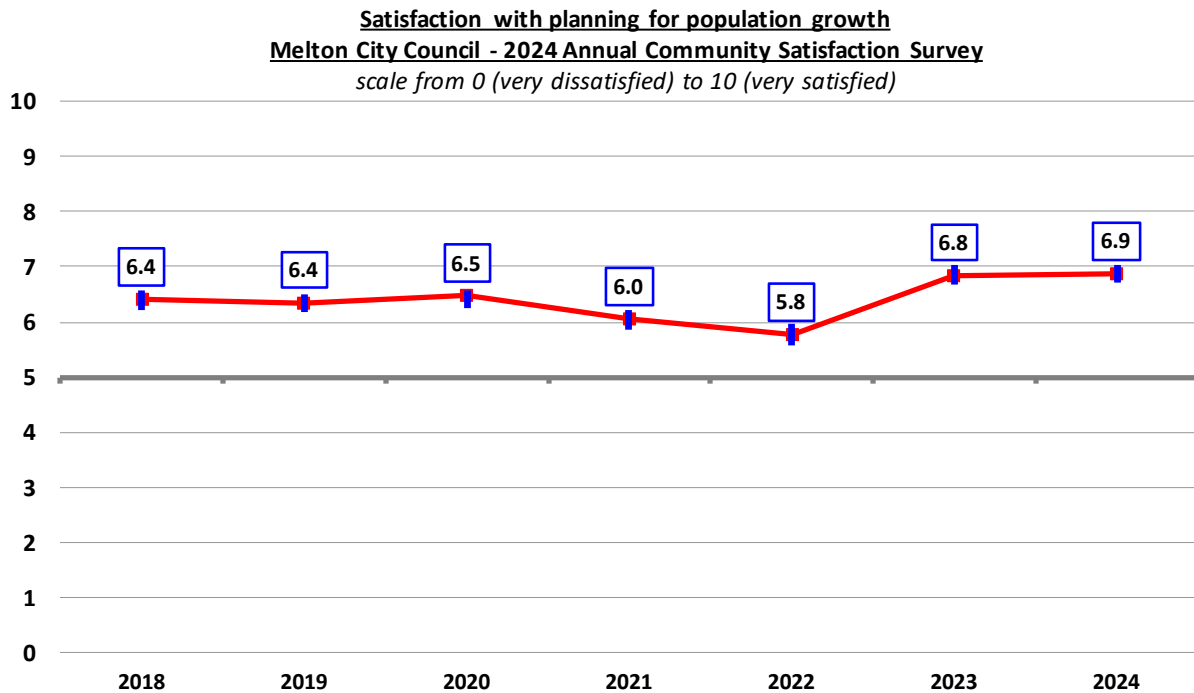
The average satisfaction with this aspect remained essentially stable this year, up one percent to 6.9 out of 10, which remains a “good” level of satisfaction.

This is the second consecutive 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 6.4 or “solid”.



By way of comparison, this result was marginally (1%) lower than the metropolitan Melbourne average and growth area councils' averages of 7.0, and somewhat (3%) lower than the western region councils' average of 7.3, as sourced from the 2024 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2024 using the same door-to-door, in-person interview methodology.



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 both last year and this year (40% in 2024, down from 68% in 2022), and the increase in the proportion of new residents who had lived in the City of Melton for less than one year (12%, up from 2% in 2022). 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 higher satisfaction with planning for population growth.

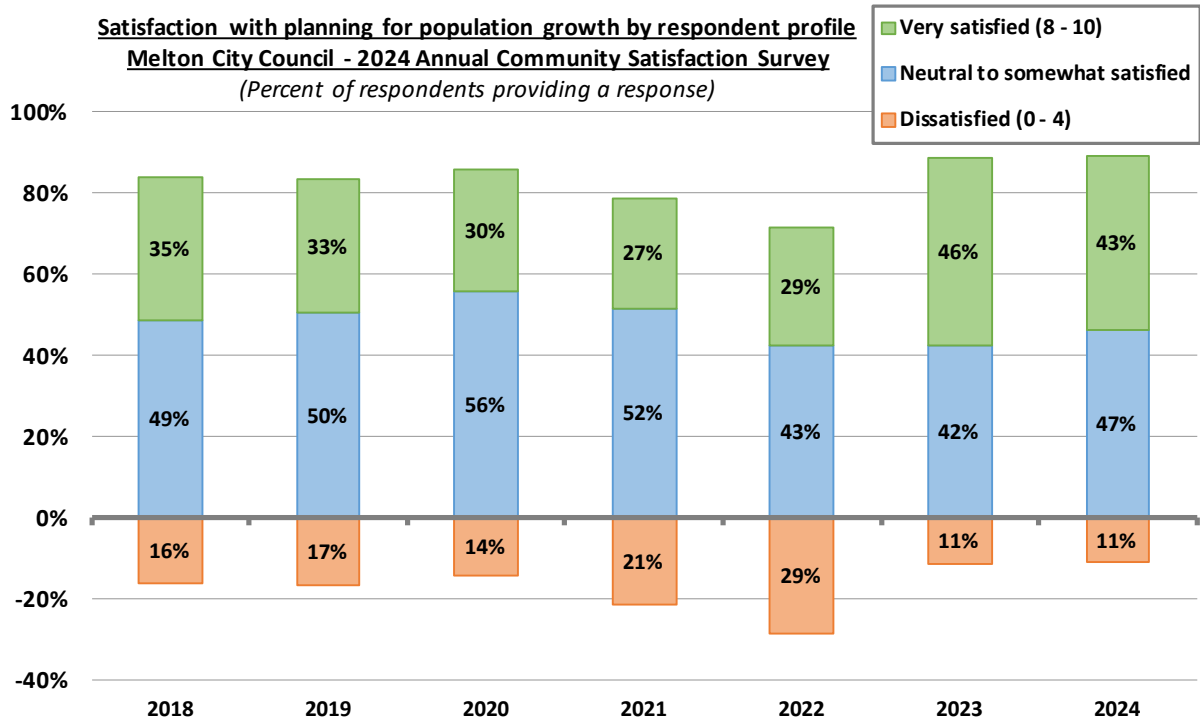
As outlined later in this section, long-term residents tended to report lower satisfaction with planning for population growth, whilst new residents report significantly higher levels of satisfaction.

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.

The significant increase in satisfaction with planning for population growth recorded in 2023 has been maintained and built on this year, with almost half (43% down from 48%) of



respondents “very satisfied” (i.e., rated satisfaction at eight or more), and a stable proportion (11%) of “dissatisfied” respondents (i.e., rated satisfaction at less than five).



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

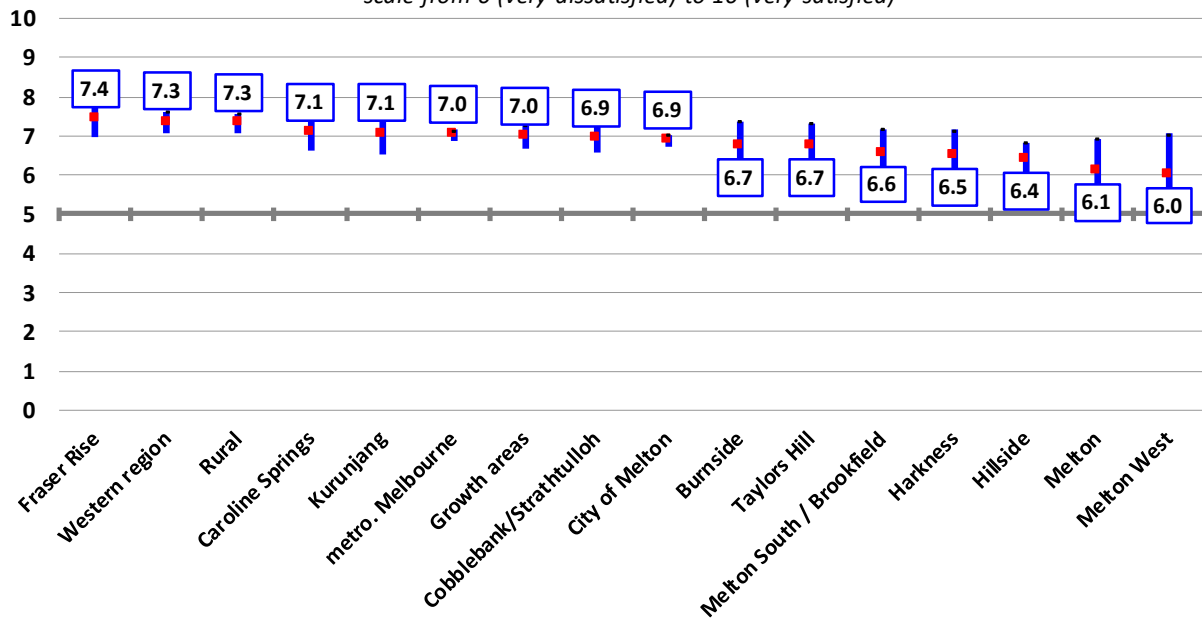
Metropolis Research notes, however, that the variation in satisfaction with planning for population growth was less prominent in 2024 than recorded in 2023.

Respondents from Fraser Rise were measurably (5%), and respondents from the Rural precinct were somewhat (4%) more satisfied than average, and at a “very good” level of satisfaction.

By contrast respondents from Hillside were notably (5%) and respondents from Melton precinct (8%) and Melton West (9%) were measurably less satisfied than average, and at “poor” levels of satisfaction.

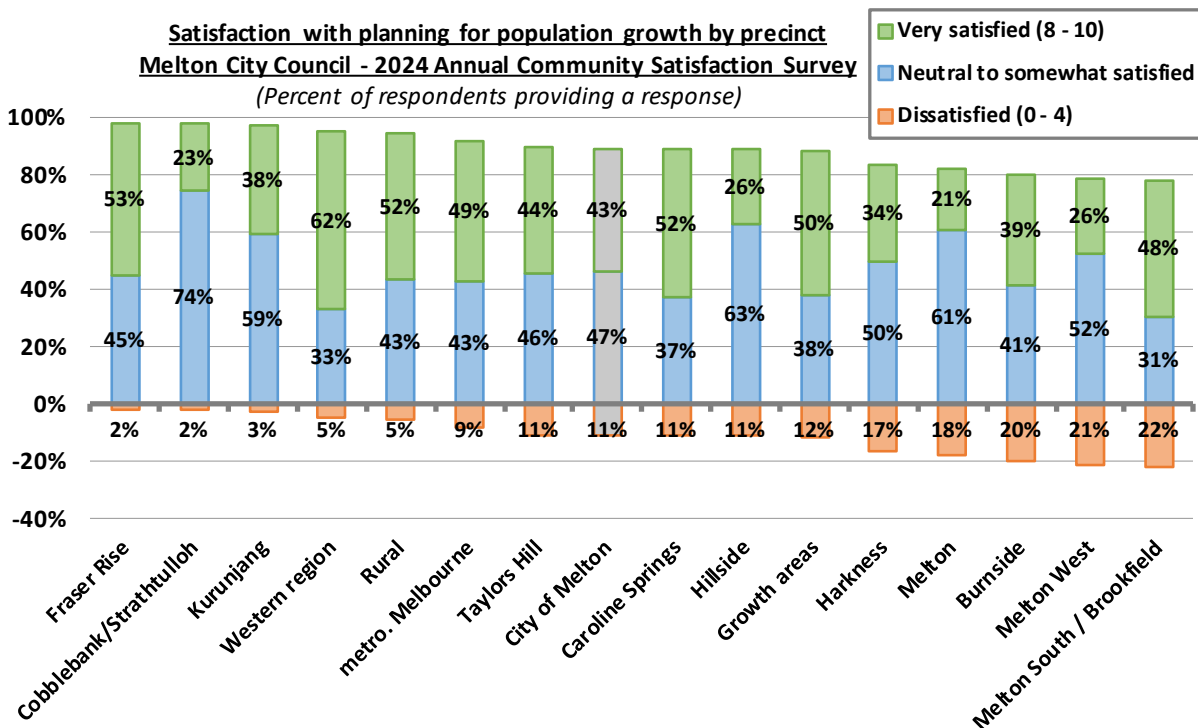


Satisfaction with planning for population growth by precinct
Melton City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



It is noted that more than half of the respondents (providing a score) from Fraser Rise, the Rural precinct, Caroline Springs, and Melton South / Brookfield were “very satisfied” with planning for population growth, whilst respondents from Harkness, Burnside, Melton West, and Melton South / Brookfield were notably more likely than average to be “dissatisfied”.

Satisfaction with planning for population growth by precinct
Melton City Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



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.”

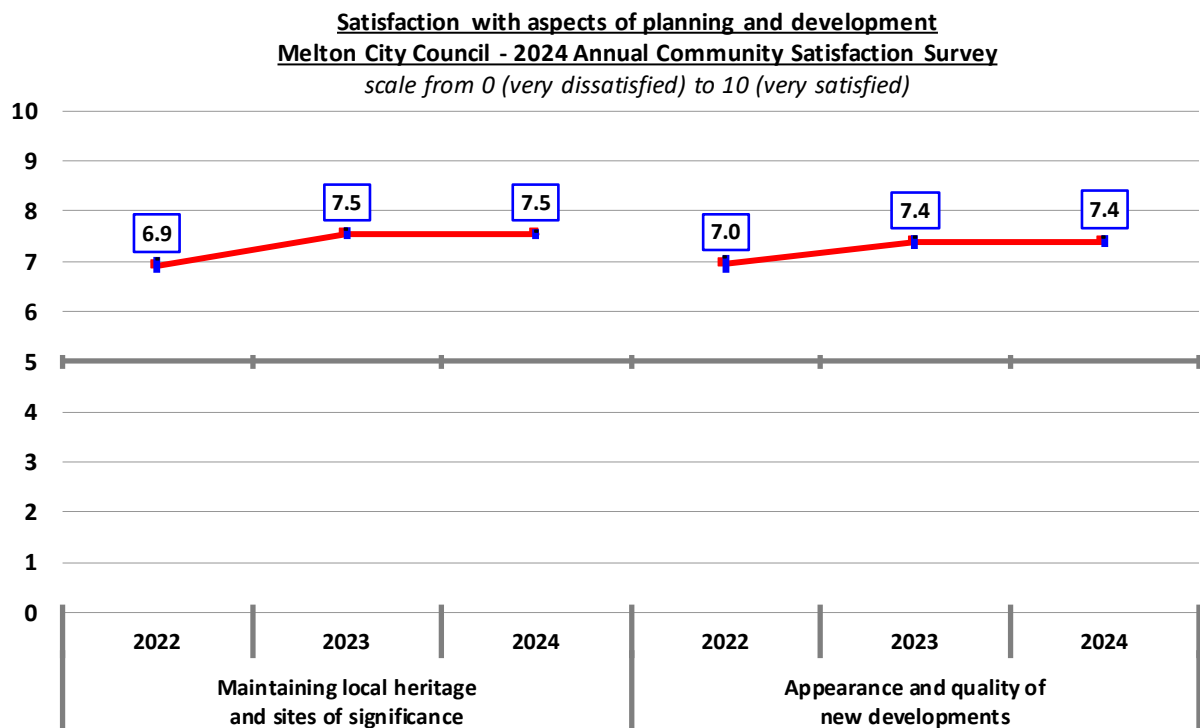
All respondents were again in 2024, asked to rate their satisfaction with two planning and development outcomes in the City of Melton.

Satisfaction with both the appearance and quality of new developments and satisfaction with maintaining local heritage and sites of significance remained stable at “very good” levels.

Metropolis Research notes these results reflect many other results in the survey this year, maintaining satisfaction with Melton City Council at historically high levels.

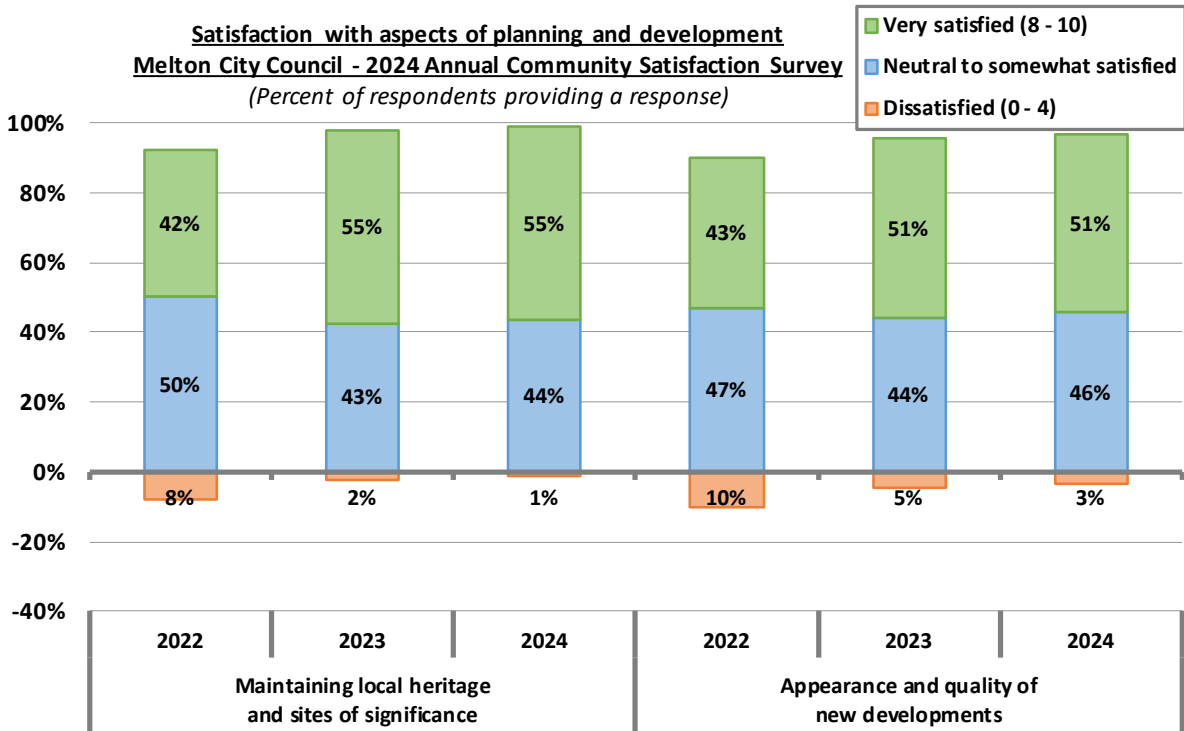
These results also reflect the change back to trend in terms of new residents moving into the municipality in the post-pandemic era. This change in the period of residence structure of the sample will likely be a contributing factor in the higher satisfaction with these two aspects.

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.

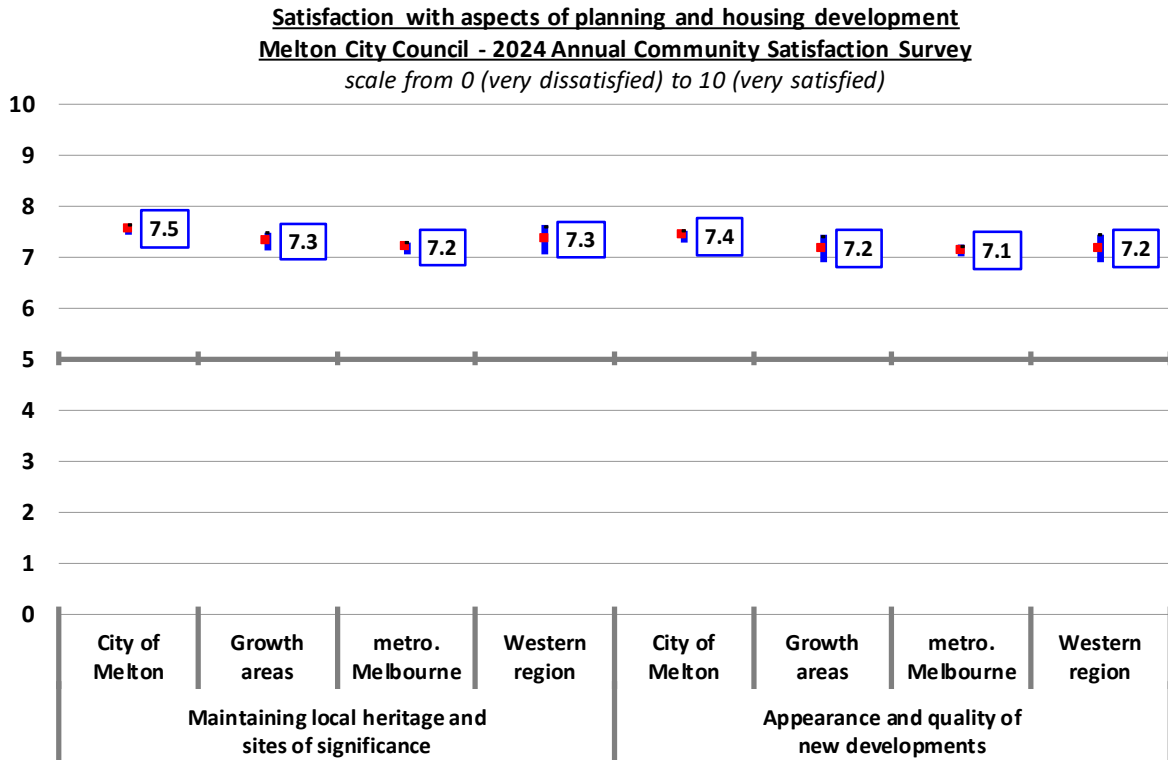


Consistent with the results recorded last year, more than half of the respondents providing a satisfaction score were “very satisfied” with these two planning and development outcomes, whilst three percent or less were “dissatisfied”.





The following graph provides a comparison of these results against the metropolitan Melbourne, growth areas, and western region councils, as sourced from the 2024 *Governing Melbourne* research, conducted independently by Metropolis Research using the same door-to-door, in-person method. It is noted that satisfaction with maintaining local heritage was measurably higher in the City of Melton, whilst satisfaction with the appearance and quality of new developments was notably (3%) higher than the metropolitan Melbourne average.



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 2024, 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. This is important as it provides insight into the priority that the community actually places on the broad range of services and facilities provided by Melton City Council.

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 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 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 9.1 out of 10 this year, up one percent on the 2023 average importance of 9.0.

Importance varied from a high of 9.5 for the regular garbage service, to a low of 8.5 for Council's printed newsletter *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 (8.5 or higher), although the waste and recycling services, roads and traffic, parks and gardens, and footpaths, as well as health and human services, tended to be 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 - 2024 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2024			2023	2022	2021	2024 Metro.*
			Lower	Mean	Upper				
Higher than average importance	Regular garbage collection	797	9.5	9.5	9.6	9.4	9.3	9.4	9.1
	Regular recycling	796	9.5	9.5	9.6	9.3	9.3	9.4	9.1
	Green waste collection	794	9.4	9.5	9.6	9.3	9.2	9.3	8.9
	Maintenance and repair of sealed local roads	796	9.3	9.4	9.5	9.0	9.0	9.1	9.0
	Provision and maintenance of parks and gardens	795	9.3	9.3	9.4	9.0	9.0	9.1	8.9
	Local traffic management	784	9.3	9.3	9.4	8.9	8.9	9.1	8.8
Average importance	Footpath maintenance and repairs	796	9.2	9.3	9.4	8.9	8.9	9.0	8.8
	Services for seniors	736	9.2	9.3	9.4	9.2	9.2	9.0	8.9
	Services for people with disability	744	9.2	9.3	9.4	9.2	9.3	9.1	8.9
	Services and programs for children	737	9.2	9.3	9.3	9.2	9.1	9.0	8.9
	Health services for babies, infants and toddlers	755	9.2	9.2	9.3	9.2	9.2	9.1	n.a.
	Hard rubbish collection	781	9.2	9.2	9.3	9.1	9.0	9.0	8.9
	Services for young people	731	9.1	9.2	9.3	9.2	9.0	9.0	8.8
	Parking enforcement	784	9.1	9.2	9.3	8.6	8.2	8.4	8.5
	Public toilets	763	9.1	9.2	9.3	9.0	8.9	9.0	8.7
	Provision and maintenance of street trees	797	9.1	9.2	9.3	8.9	8.9	8.8	8.7
	Melton Recycling Facility	769	9.1	9.2	9.2	9.1	9.1	9.1	8.8
	Library services	773	9.1	9.1	9.2	9.1	8.8	9.1	8.8
	Animal management	759	9.0	9.1	9.2	8.9	8.8	8.9	8.7
	Council activities promoting local business growth	741	9.0	9.1	9.1	8.8	8.6	8.8	8.4
	Provision and maintenance of playgrounds	778	9.0	9.0	9.1	9.0	9.1	9.0	8.7
	Public Spaces	762	8.9	9.0	9.1	8.8	8.7	n.a.	n.a.
	Council's website	767	8.9	9.0	9.1	8.8	8.7	8.9	8.6
	Sports grounds and associated facilities	779	8.9	9.0	9.0	8.9	9.0	9.0	8.7
	Access services through digital or online channels	709	8.8	8.9	9.0	8.7	8.7	8.8	n.a.
	On and off road bike and / or walking paths	711	8.8	8.9	9.0	8.8	8.9	9.0	8.6
Recreation and Leisure Centres	765	8.8	8.9	9.0	9.0	8.9	9.0	8.6	
Lower than average	Community centres / Neighbourhood houses	722	8.7	8.8	8.9	8.8	8.8	8.8	8.5
	Provision of cultural events	689	8.4	8.5	8.7	8.7	8.6	8.6	8.4
	Provision of community events and festivals	700	8.4	8.5	8.6	8.7	8.6	8.6	8.4
	Moving Ahead (<i>Council's printed newsletter</i>)	704	8.4	8.5	8.6	8.3	7.7	8.4	8.1
<i>Average importance of selected services</i>			9.0	9.1	9.2	9.0	8.9	8.9	8.7

(*) 2024 metropolitan Melbourne average from Governing Melbourne



Change in importance between 2023 and 2024

Of the 31 included services and facilities, the average importance of 22 increased, six remained stable, and the average importance of three declined.

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

- **Measurably / notably more important in 2024 than in 2023** – included parking enforcement (up 6%), footpath maintenance and repairs (up 4%), the maintenance and repair of sealed local roads (up 4%), and local traffic management (up 4%).
- **Marginally less important in 2024 than in 2023** – included the provision of community events and festivals (down 2%), the provision of cultural activities (down 2%), and recreation and leisure centres (down 1%).

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 2024 *Governing Melbourne* research.

The metropolitan Melbourne average importance of these 28 services and facilities was 8.7, notably lower than the average importance of these 28 services and facilities in the City of Melton (9.1).

The average importance of all 28 of these services and facilities was higher in the City of Melton, , with attention drawn to the following:

- **Measurably more important in the City of Melton than the metropolitan average** – included parking enforcement (7% higher), Council activities promoting local business growth (6%), green waste collection (6%), provision and maintenance of street trees (5%), local traffic management (5%), public toilets (5%), footpath maintenance and repairs (5%), and the provision and maintenance of parks and gardens (5%).

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 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 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 than the average of all 31 services and facilities (7.6 out of 10).

Satisfaction with selected Council services and facilities
Melton City Council - 2024 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2024			2023	2022	2021	2024 Metro.*
			Lower	Mean	Upper				
Higher than average	Green waste collection	793	8.7	8.8	8.9	8.5	8.5	8.7	8.1
	Regular garbage collection	799	8.6	8.7	8.8	8.7	8.6	8.6	8.2
	Regular recycling	774	8.5	8.6	8.7	8.6	8.6	8.6	8.2
	Library services	322	8.3	8.5	8.7	8.4	8.6	8.7	8.2
	Hard rubbish collection	405	8.0	8.2	8.3	8.0	7.8	7.8	8.0
Average satisfaction	Provision of community events and festivals	191	7.8	8.0	8.3	7.9	7.4	7.8	7.9
	Melton Recycling Facility	374	7.9	8.0	8.2	8.1	7.5	7.5	7.7
	Provision of cultural events	176	7.6	7.9	8.1	7.7	7.3	7.6	7.9
	Community centres / Neighbourhood houses	198	7.6	7.8	8.1	7.7	7.7	7.9	7.8
	Sports grounds and associated facilities	338	7.6	7.8	8.0	7.8	7.7	7.9	7.9
	Services for young people	109	7.5	7.8	8.1	7.0	6.8	7.5	7.5
	Council's website	371	7.6	7.8	8.0	7.7	7.4	7.6	7.6
	Services for seniors	93	7.3	7.8	8.2	7.2	6.2	7.9	7.7
	Animal management	643	7.6	7.7	7.8	7.8	7.4	7.6	7.7
	Access services through digital or online channels	255	7.5	7.7	7.9	7.5	7.4	7.9	n.a.
	Recreation and Leisure Centres	271	7.4	7.6	7.8	7.5	7.2	7.6	7.7
	Services for people with disability	67	7.0	7.5	8.1	6.5	6.3	7.3	7.4
	Provision and maintenance of playgrounds	381	7.3	7.5	7.7	7.4	7.4	7.7	7.8
	Services and programs for children	129	7.2	7.5	7.8	7.5	7.0	8.2	7.6
	Public Spaces	715	7.3	7.5	7.6	7.6	7.2	n.a.	n.a.
	Health services for babies, infants and toddlers	151	7.1	7.5	7.8	7.1	6.8	8.2	n.a.
	Moving Ahead (Council's printed newsletter)	559	7.3	7.4	7.6	7.5	6.7	7.2	7.5
	Provision and maintenance of parks and gardens	772	7.2	7.3	7.5	7.2	7.2	7.5	7.9
	On and off road bike and / or walking paths	284	7.1	7.3	7.5	7.6	7.3	7.6	7.4
	Council activities promoting local business growth	605	7.1	7.2	7.4	7.4	6.8	7.1	7.4
Lower than average	Parking enforcement	745	7.0	7.1	7.3	7.3	6.5	6.9	7.2
	Provision and maintenance of street trees	790	6.9	7.1	7.2	7.2	6.6	7.2	7.4
	Footpath maintenance and repairs	788	6.8	6.9	7.1	7.0	6.4	6.7	7.3
	Maintenance and repair of sealed local roads	797	6.7	6.8	7.0	6.8	6.0	6.4	7.0
	Local traffic management	774	6.4	6.5	6.7	6.9	6.3	6.7	7.2
	Public toilets	284	6.1	6.3	6.6	6.8	5.9	6.6	6.9
Average satisfaction with selected services			7.4	7.6	7.8	7.5	7.2	7.6	7.6

(*) 2024 metropolitan Melbourne average from Governing Melbourne



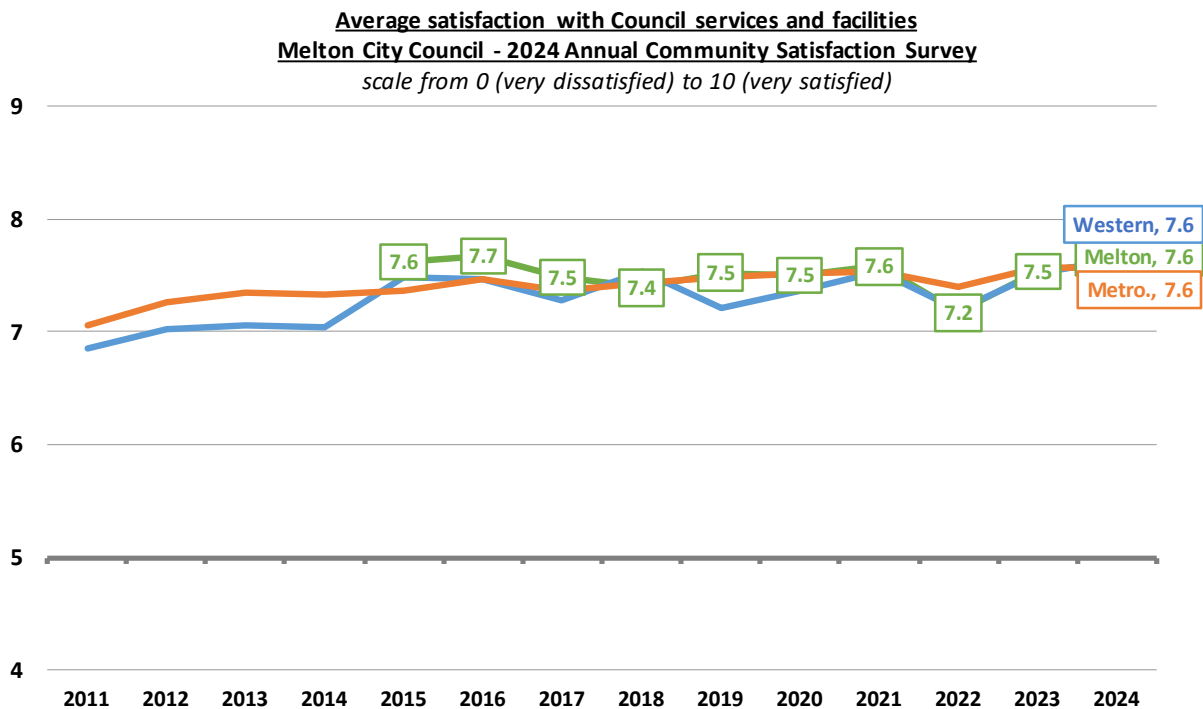
The average satisfaction with the 31 included services and facilities was 7.6 this year, up one percent on the 7.5 recorded last year, but similar to the result recorded in 2021 and 2020.

This remains a “very good” level of average satisfaction.

By way of comparison, the metropolitan Melbourne average satisfaction with services and facilities remained stable this year at 7.6 out of 10, as recorded in the 2024 *Governing Melbourne*. The western region councils’ average was also 7.6 out of 10 this year.

Metropolis Research notes that the average satisfaction with services and facilities tends to remain relatively stable over time at a “very good” level. This reflects a strong finding that the community (across metropolitan Melbourne) remains satisfied with the performance of local government providing important services and facilities.

Naturally, within this relatively stable average satisfaction, the satisfaction with individual services and facilities can vary significantly, both across metropolitan Melbourne as well as within a municipality over time.



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 (7.0), 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 public toilets (6.3 down from 6.8), local traffic management (6.5 down from 6.9), the maintenance and repair of sealed local roads (6.8 stable), and footpath maintenance and repairs (6.9 down from 7.0).



Comparison to metropolitan Melbourne average

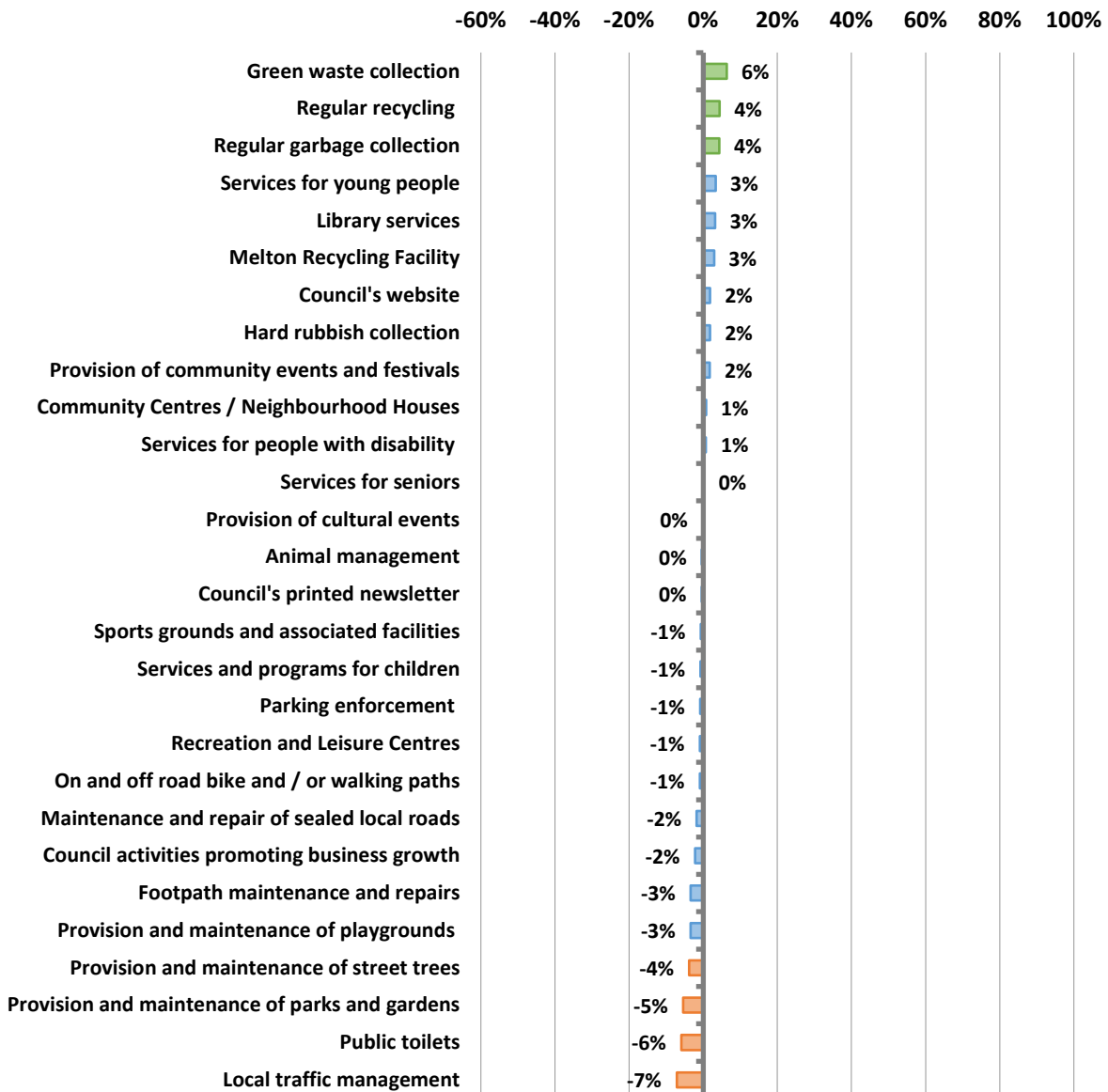
Of the 31 services and facilities included in the 2024 City of Melton survey, 28 were included in a format that allowed for comparison to the metropolitan Melbourne results as recorded in the *Governing Melbourne* research. Of these 28 services and facilities, 11 recorded higher satisfaction in the City of Melton, four recorded identical, and 13 recorded lower satisfaction.

The following statistically significant variations were noted:

- **Measurably higher satisfaction in the City of Melton than metropolitan average** – included green waste collection (6% higher in City of Melton), regular recycling (4%), and the regular garbage collection (4%).
- **Measurably lower satisfaction in the City of Melton than the metropolitan average** – included local traffic management (7% lower in City of Melton), public toilets (6%), the provision and maintenance of parks and gardens (5%), and street trees (4%).

Percentage difference between Melton and metropolitan Melbourne average
Melton City Council - 2024 Annual Community Satisfaction Survey

(Percentage increase / decrease)

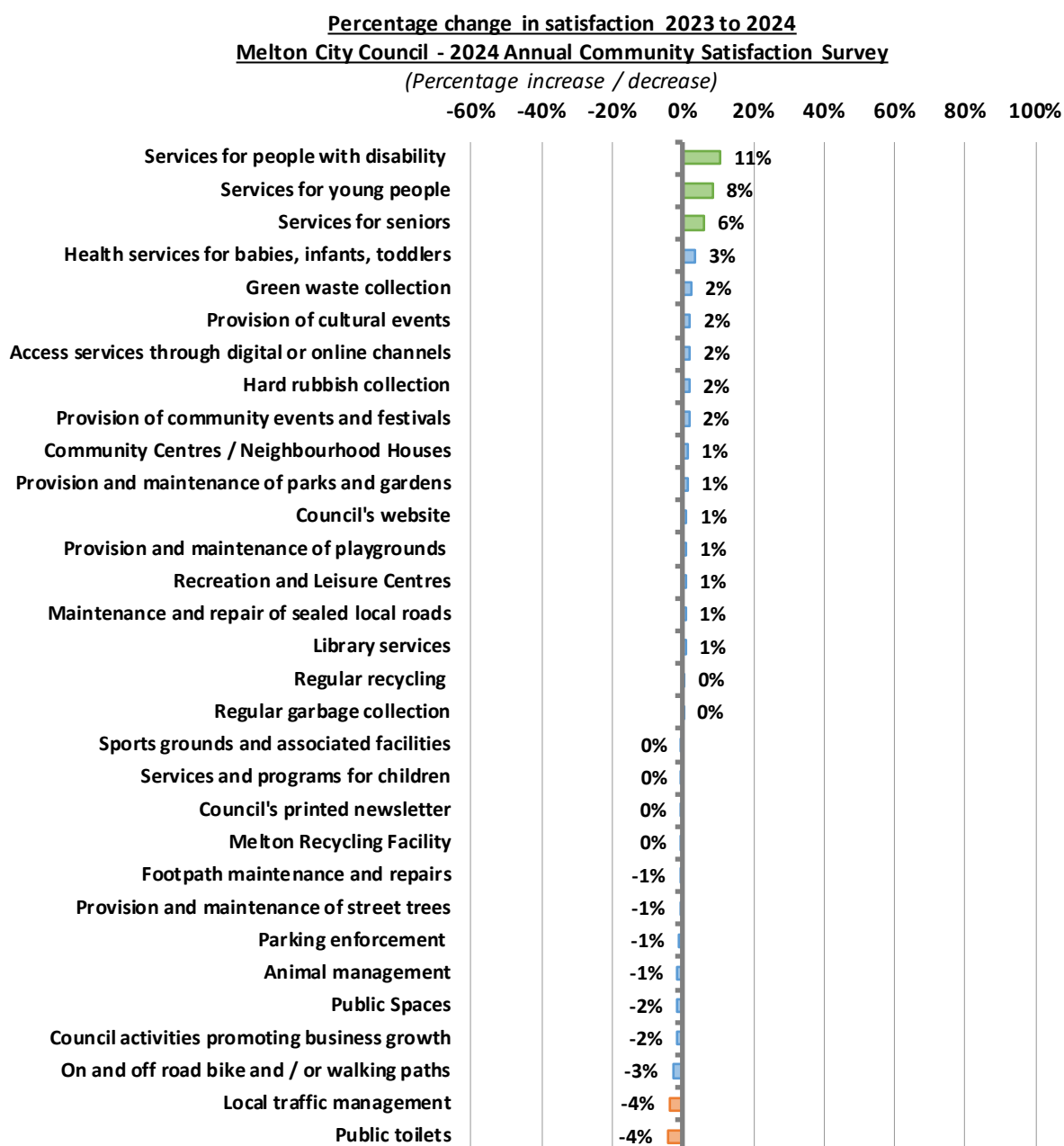


Change in satisfaction between 2023 and 2024

Of the 31 included services and facilities, 16 recorded an increase in satisfaction this year, six recorded stable satisfaction, and nine recorded lower satisfaction this year.

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

- **Notably higher satisfaction this year** – included services for people with disability (up 11%), services for young people (up 8%), and services for seniors (up 6%). These increases were not statistically significant given the relatively small sample size for these services.
- **Measurably lower satisfaction this year** – included public toilets (down 4%), and local traffic management (down 4%).



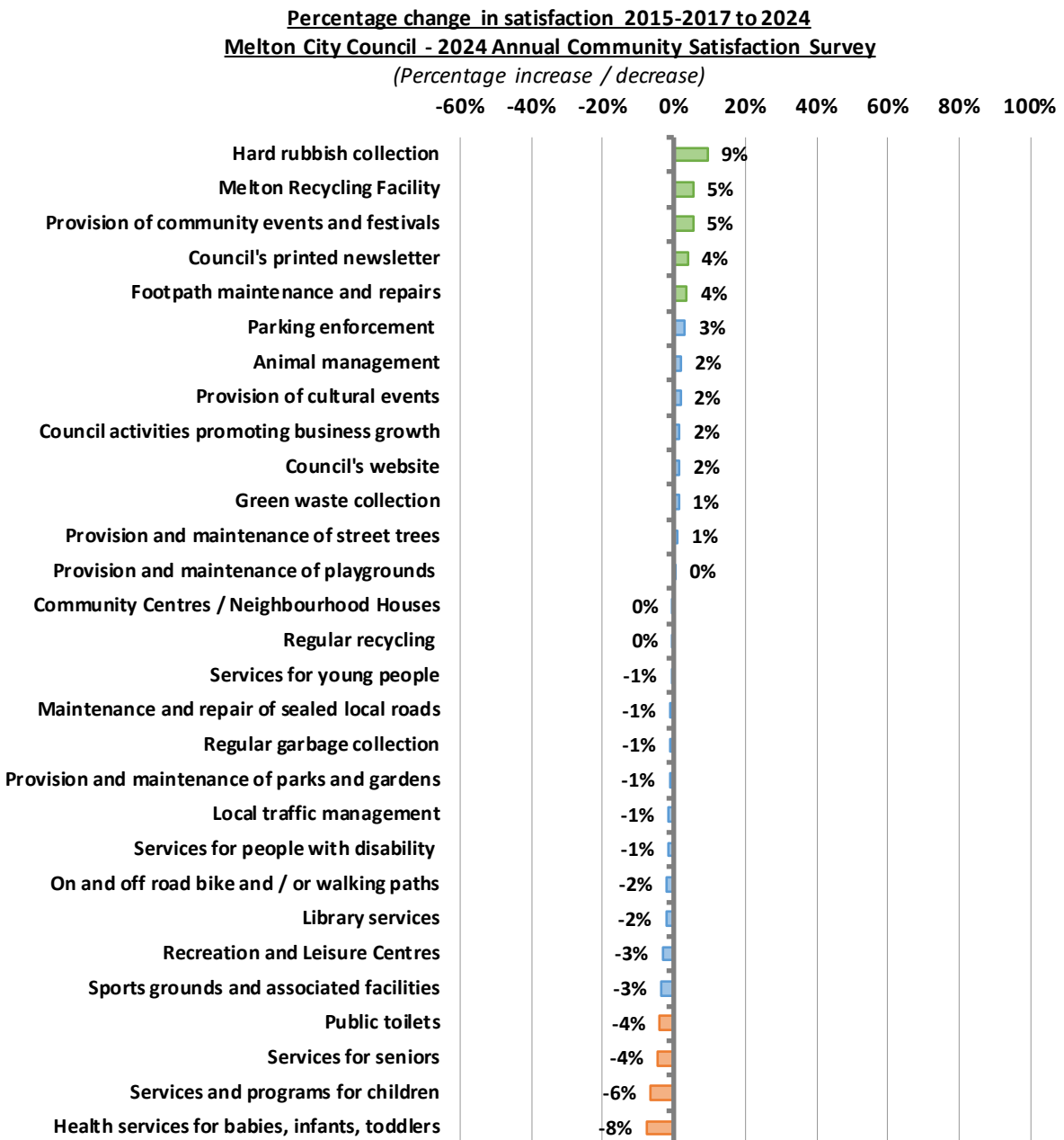
Change in satisfaction between 2015/17 and 2024

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 2024 results.

Over this longer-term, it is noted that there were significant improvements in satisfaction with hard rubbish (up 9%), the recycling facility (up 5%), the provision of community events and festivals (up 5%), Moving Ahead (up 4%), and footpaths (up 4%).

Satisfaction with the services for babies, children, and seniors all remain lower than the 2015 to 2017 average (although not measurably lower). Satisfaction with public toilets (down 4%) has declined measurably from the 2015 to 2017 average, all due to the decline this year.



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 six of the 31 services and facilities.

Satisfaction with selected Council services and facilities
Melton City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Green waste collection	1%	17%	82%	8	801
Regular garbage collection	2%	17%	81%	2	801
Regular recycling	1%	21%	79%	27	801
Library services	1%	21%	78%	1	323
Hard rubbish collection	3%	25%	72%	5	409
Melton Recycling Facility	3%	26%	71%	2	377
Provision of community events and festivals	2%	29%	69%	6	197
Council's website	4%	30%	66%	3	374
Provision of cultural events	5%	30%	65%	2	178
Sports grounds and associated facilities	5%	32%	63%	2	340
Services for seniors	7%	31%	62%	0	93
Health services for babies, infants and toddlers	9%	30%	61%	6	157
Services for people with disability	9%	31%	60%	2	69
Animal management	4%	37%	59%	158	801
Recreation and Leisure Centres	5%	37%	58%	2	273
Community centres / Neighbourhood houses	2%	41%	57%	3	201
Provision and maintenance of playgrounds	7%	36%	57%	3	384
Access services through digital or online channels	3%	40%	57%	2	257
Services for young people	3%	40%	57%	4	113
Services and programs for children	4%	40%	56%	1	130
Moving Ahead (Council's printed newsletter)	6%	42%	52%	242	801
Public Spaces	6%	42%	52%	86	801
Provision and maintenance of street trees	12%	38%	51%	11	801
Provision and maintenance of parks and gardens	8%	42%	51%	29	801
Parking enforcement	10%	40%	50%	56	801
On and off road bike and / or walking paths	7%	44%	49%	3	287
Council activities promoting local business growth	8%	44%	49%	196	801
Footpath maintenance and repairs	13%	40%	47%	13	801
Maintenance and repair of sealed local roads	14%	41%	45%	4	801
Local traffic management	15%	48%	37%	27	801
Public toilets	18%	48%	34%	2	286



More than three-quarters of respondents were “very satisfied” with the green waste collection (82%), regular garbage collection (81%), regular recycling (79%), and library services (78%).

There were six services and facilities with which 10% or more of those providing a score were “dissatisfied”, including public toilets (18% up from 14%), local traffic management (15%), maintenance and repair of sealed local roads (14%), footpath maintenance and repairs (13%), street trees (12%), and parking enforcement (10%).

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 variation in satisfaction for individual services and facilities observed by respondent profile (as discussed in more detail in the following individual services section), in general terms the following was observed:

- **Age structure** – young adults (aged 18 to 34 years) and to a lesser extent senior citizens (aged 75 years and over) tended to be more satisfied than average, whilst middle-aged adults (aged 45 to 59 years) tended to be marginally less satisfied than average.
- **Gender** – female respondents tended to be marginally more satisfied than male respondents.
- **Language spoken at home** – respondents from multilingual households tended to be notably more satisfied than respondents from English speaking households.



Average satisfaction with selected Council services and facilities
Melton City Council - 2024 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	7.2	6.8	6.3	6.4	7.0	6.9	6.8	6.5	7.2
Footpath maintenance and repairs	7.3	6.9	6.4	6.6	6.6	7.0	6.9	6.6	7.2
Regular garbage collection	8.5	8.7	8.5	9.0	9.0	8.7	8.7	8.5	8.9
Regular recycling	8.6	8.6	8.5	8.9	8.9	8.6	8.6	8.4	8.9
Green waste collection	8.8	8.8	8.6	8.8	8.9	8.8	8.7	8.5	9.0
Provision & maintenance of parks & gardens	7.6	7.1	7.0	7.3	7.9	7.3	7.4	7.2	7.5
Provision and maintenance of street trees	7.4	7.1	6.5	6.8	6.7	7.1	7.0	7.0	7.2
Parking enforcement	7.4	7.0	6.8	7.3	7.5	7.2	7.1	6.9	7.4
Local traffic management	6.9	6.4	6.1	6.7	6.3	6.5	6.6	6.4	6.7
Animal management	7.9	7.5	7.5	7.7	7.5	7.7	7.7	7.6	7.8
Moving Ahead (Council's printed newsletter)	7.6	7.5	7.0	7.6	7.3	7.4	7.5	7.2	7.7
Council activities promoting business growth	7.4	7.2	6.8	7.1	7.4	7.1	7.3	6.9	7.5
Public Spaces	7.6	7.2	7.5	7.6	7.5	7.4	7.5	7.3	7.7
Council's website	8.1	7.7	7.5	7.6	8.0	7.7	7.8	7.6	8.0
Access services via digital/online channels	8.1	7.6	7.3	6.8	7.8	7.6	7.7	7.4	7.9
Library services	8.5	8.5	8.4	8.3	8.6	8.5	8.6	8.3	8.7
Melton Recycling Facility	8.3	7.9	8.0	7.7	8.0	7.9	8.2	7.9	8.2
Hard rubbish collection	8.3	8.1	8.3	8.0	8.2	8.1	8.2	8.1	8.3
Public toilets	6.7	6.1	5.9	6.4	6.6	6.5	6.2	6.3	6.4
Recreation and Leisure Centres	7.6	7.7	7.4	7.3	7.9	7.6	7.7	7.5	7.7
Sports grounds and associated facilities	8.0	7.6	7.9	7.6	8.0	7.6	8.0	7.9	7.8
Provision and maintenance of playgrounds	7.9	7.2	7.6	6.9	8.3	7.4	7.6	7.4	7.6
Community centres / Neighbourhood houses	8.2	7.8	7.6	7.3	7.3	7.5	8.1	7.7	8.0
Health services for babies, infants, toddlers	7.7	7.2	7.5	8.3	8.0	7.7	7.3	7.2	7.6
Services and programs for children	8.0	7.1	6.5	7.3	7.7	7.4	7.5	7.4	7.5
Services for young people	7.9	7.7	8.0	7.2	6.9	7.7	7.9	7.7	7.9
Services for seniors	8.6	7.5	7.1	7.1	8.0	8.0	7.6	7.4	8.1
Services for people with disability	7.8	7.1	7.1	7.4	8.1	7.3	7.7	7.5	7.4
On and off road bike and / or walking paths	7.4	7.3	6.9	7.1	7.4	7.2	7.4	7.2	7.3
Provision of cultural events	8.1	7.6	7.7	7.9	8.2	7.5	8.3	7.7	7.9
Provision of community events and festivals	8.1	8.0	7.9	8.1	8.4	8.0	8.1	7.9	8.1
<i>Average satisfaction</i>	7.9	7.5	7.4	7.5	7.7	7.6	7.7	7.4	7.8
Total respondents	273	267	117	89	55	389	407	396	397



Importance and satisfaction cross tabulation

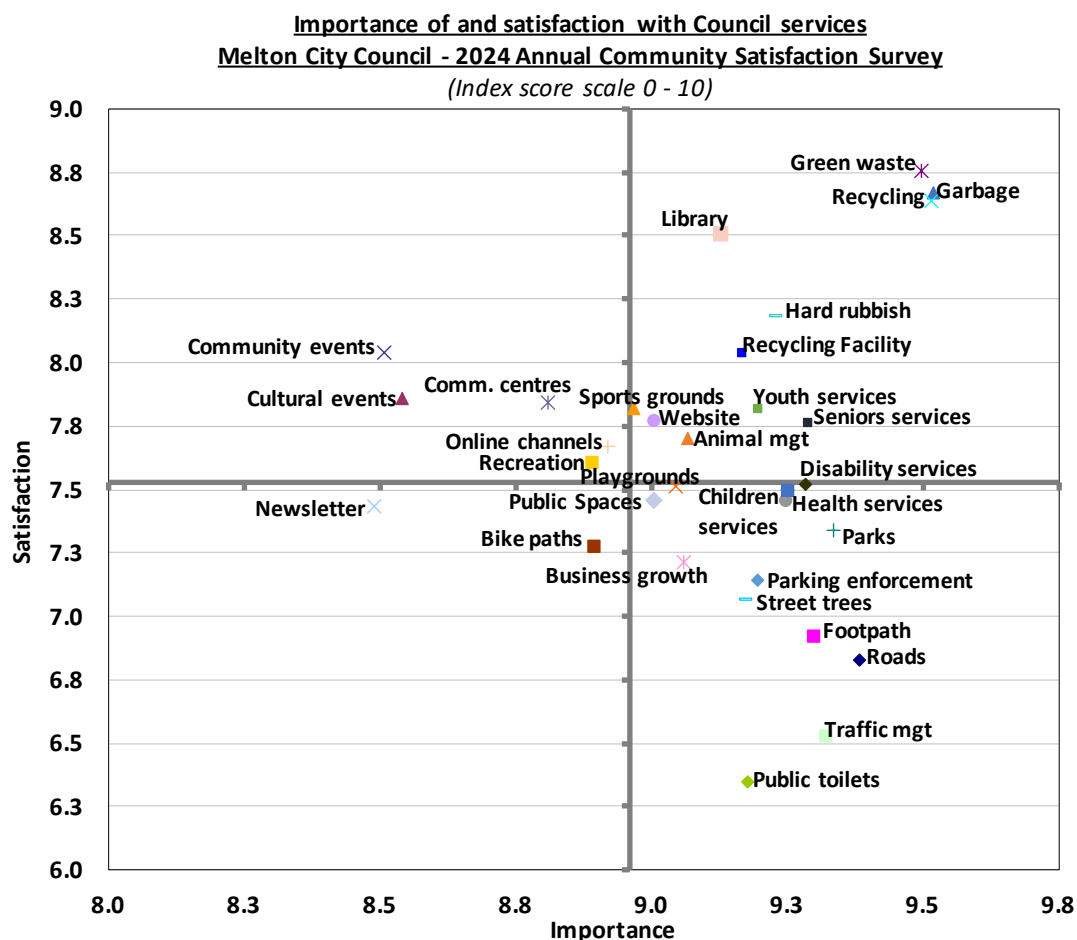
The following graph provides a cross-tabulation of the average importance of each of the 31 included Council services and facilities against the average satisfaction with each service.

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 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 an average, or higher-than-average satisfaction, which was a notable improvement on recent years results.
- ***Library services*** – consistent with results observed elsewhere over numerous years, satisfaction with the library services was measurably higher than the average satisfaction, although the local library services were of only somewhat higher than average importance.
- ***Arts, culture, recreation, and leisure*** – both of these services and facilities were of slightly lower than average importance but received higher than average satisfaction scores.
- ***Communication services*** – two of the three communication services were of lower-than-average importance, which was consistent with results observed elsewhere over an extended period, however, the website was of higher-than-average importance. All three communication services received average or slightly higher-than-average satisfaction scores.
- ***Transport related services*** – both traffic management and roads were of higher-than-average importance, but both received notably than average satisfaction scores. Traffic management and road maintenance and repairs remain again this year within the [top three 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 2024 were public toilets, local traffic management, roads, footpaths, street trees, and parking enforcement. Of note was that the community services (discussed above) were no longer services of concern, recovering ground lost in recent years.





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.

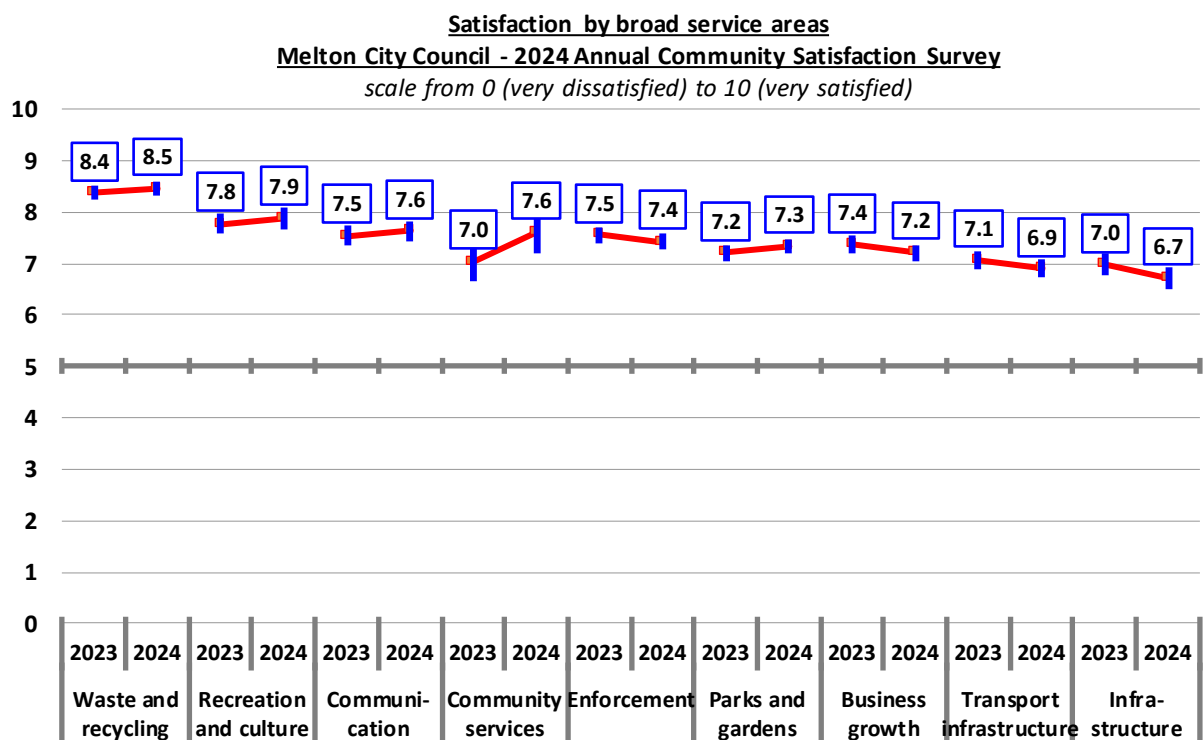


- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and on and off-road bike and / or walking paths.
- **Parks and gardens** – include the provision and maintenance of parks and gardens.
- **Business growth** – includes Council activities promoting local business growth.

The average satisfaction with five of the nine broad service areas increased this year, with a notable increase for community services (up 6%).

This increase in satisfaction with the community services was a standout positive result from the survey this year, with increases in satisfaction for services for people with disability (up 11%), services for young people (up 8%), health services for babies, infants, and toddlers (up 3%), the four largest increases in satisfaction with any of the 31 included services and facilities this year.

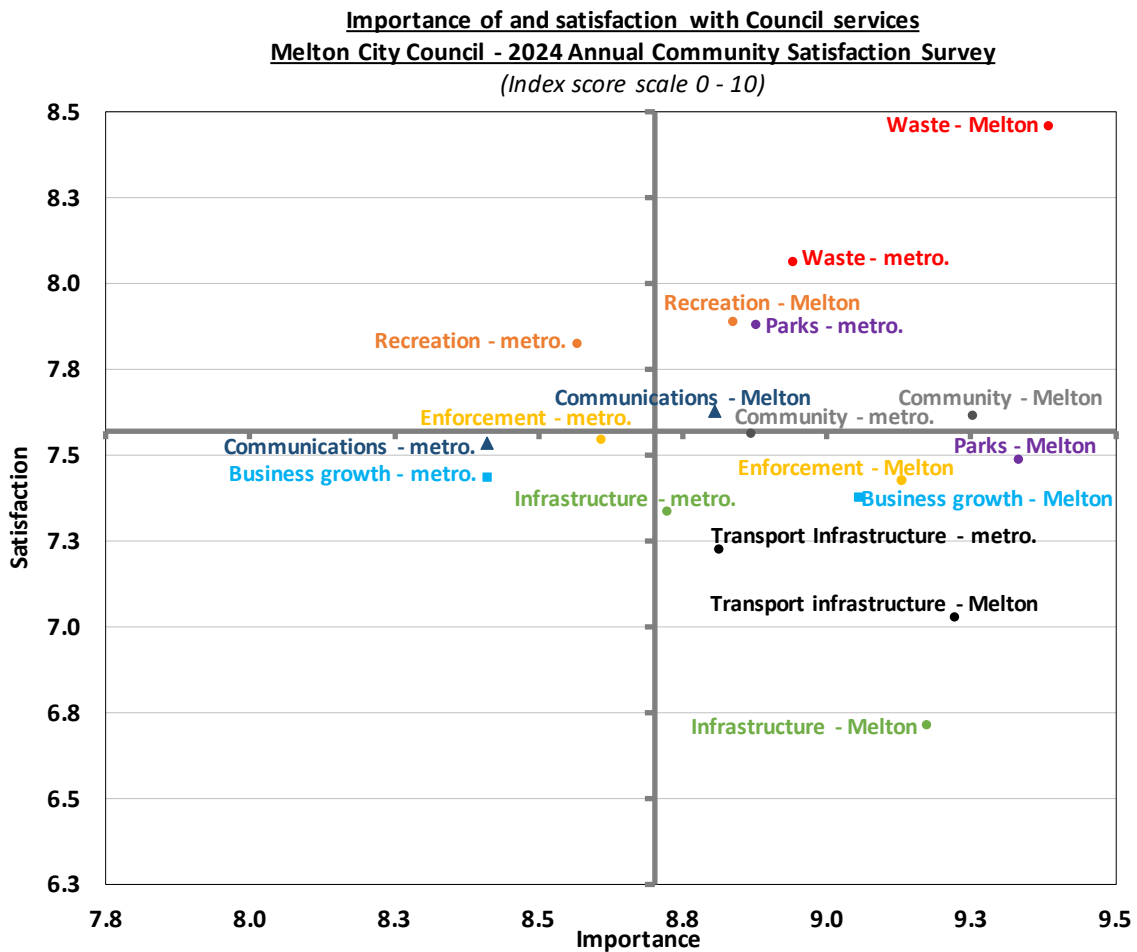
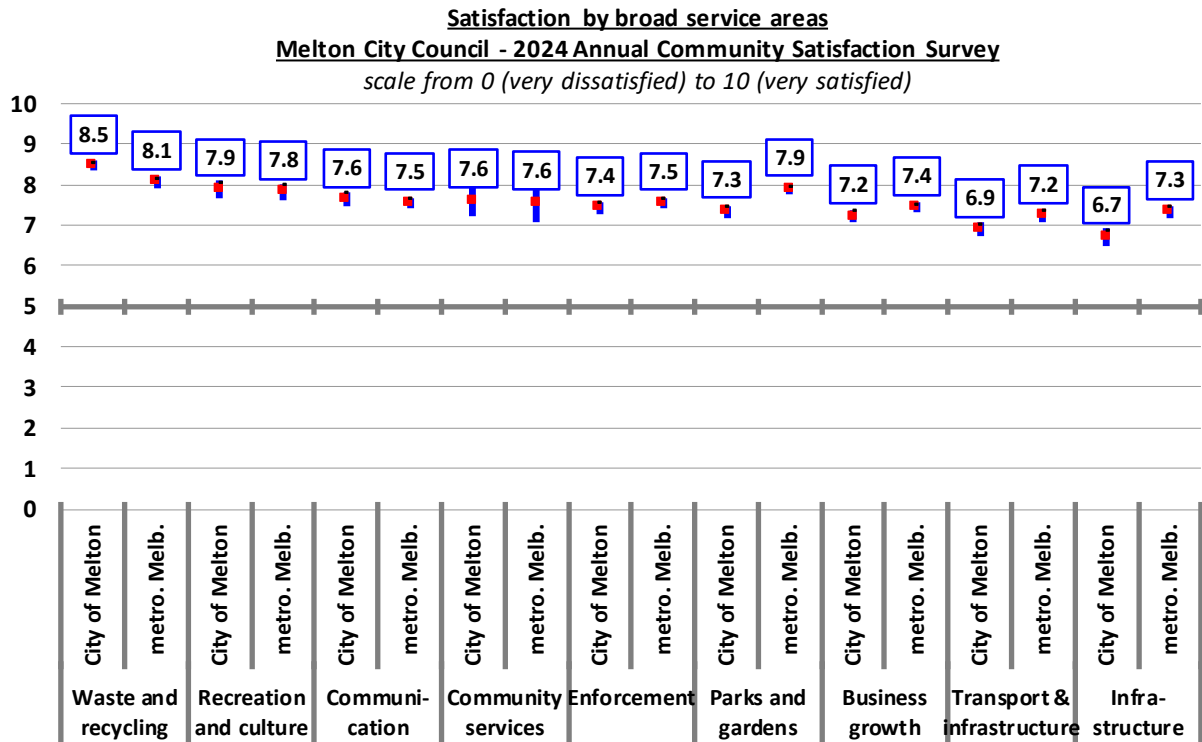
There were small declines in satisfaction with infrastructure (down 3%), which was mostly the four percent decline in satisfaction with public toilets.



The following graph provides a comparison of satisfaction with these nine broad service areas against the metropolitan Melbourne average, as recorded in the 2024 *Governing Melbourne*.

- **Higher satisfaction in the City of Melton** – included waste and recycling (4% higher), recreation and culture (1% higher), and communication services (1% higher).
- **Lower satisfaction in the City of Melton** – included parks and gardens (6% lower), infrastructure (6% lower), transport infrastructure (3% lower), business growth (2% lower), and enforcement (1% lower).



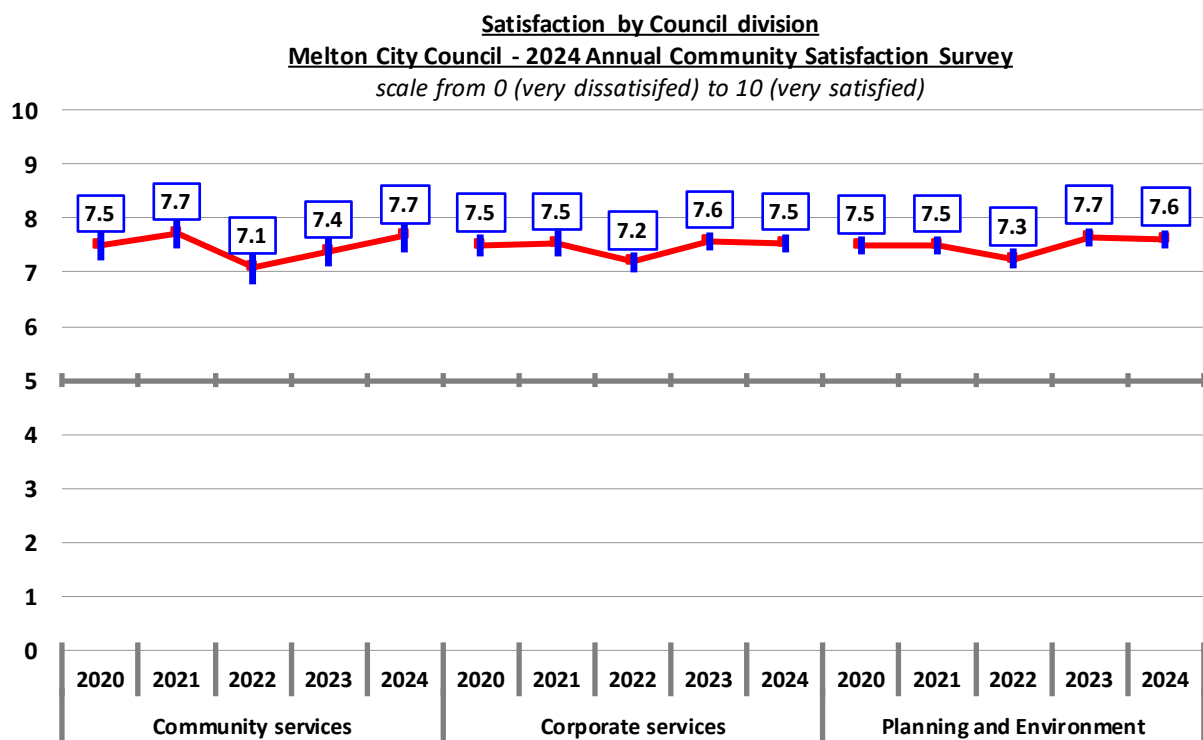


Satisfaction by Council service groupings

The following section of the report provides a more detailed examination of the results for each of the 31 included services and facilities, grouped into the three Council divisions of Community Services (12 services and facilities), Corporate Services (7), and Planning and Environment (12).

Satisfaction with Community Services continued to increase again this year, from the unusually low 7.1 out of 10 recorded in 2021 during the pandemic, to 7.7 this year.

Satisfaction with the Corporate Services (down 1%) and the Planning and Environment (down 1%) services and facilities both remained essentially stable this year, and at “very good” levels.



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 again in 2024, asked to nominate what they considered to be the top three issues for the City of Melton ‘at the moment’.

A little less than two-thirds (60% down from 65%) 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 nominated by respondents were suggestions or preferences for future actions rather than solely complaints about prior actions, and many were issues that were principally the responsibility of the state government. These results are important as they highlight areas for potential increased advocacy efforts on behalf of the community.

Metropolis Research also notes that some of the issues nominated by respondents were broader social, economic, and environmental issues existing in the broader (beyond Melton) community.

For example, issues around the cost of living have become more notable in results in several municipalities this year, and these issues can often result in lower general sentiment in the community, which can impact on overall satisfaction with Council.



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, street trees, road maintenance and repairs, parks and gardens, safety, policing, and crime, rubbish and waste issues, and public transport related issues.





Top three issues for the City of Melton at the moment
Melton City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Issue	2024		2023	2022	2021	2024 Metro.*
	Number	Percent				
Traffic management	142	18%	25%	26%	22%	14%
Street trees	76	9%	5%	4%	4%	6%
Roads (including roadworks)	61	8%	13%	13%	10%	7%
Parks, gardens and open space	59	7%	12%	9%	7%	6%
Safety, policing and crime	52	6%	8%	9%	6%	2%
Footpath maintenance and repairs	44	5%	5%	5%	4%	4%
Rubbish and waste issues incl. garbage	43	5%	4%	2%	4%	6%
Public transport	42	5%	3%	1%	3%	1%
Parking	34	4%	4%	5%	5%	7%
Health and medical services	30	4%	6%	7%	3%	1%
Children's activities and facilities	18	2%	3%	2%	2%	1%
Street cleaning and maintenance	17	2%	2%	1%	1%	3%
Council rates	16	2%	3%	2%	2%	6%
General infrastructure (e.g. internet, electricity)	16	2%	2%	4%	1%	1%
Public toilets	16	2%	1%	1%	1%	0%
Education and schools	15	2%	4%	3%	0%	0%
Communication and provision of information	14	2%	2%	4%	2%	2%
Street lighting	14	2%	4%	3%	4%	2%
Cleanliness and general maintenance of area	13	2%	3%	6%	3%	3%
Hard rubbish collection	10	1%	1%	2%	2%	1%
Shops, restaurants and entertainment venues	10	1%	2%	1%	2%	1%
Animal management	7	1%	1%	1%	1%	2%
Cycling and walking paths and tracks	7	1%	0%	3%	1%	1%
EV charging points	6	1%	0%	0%	0%	0%
Nature strip issues	6	1%	1%	1%	1%	0%
Sports, recreation facilities	6	1%	1%	3%	3%	1%
Beautification of area / liveability	5	1%	0%	0%	0%	0%
Building, planning, housing and development	5	1%	1%	2%	3%	2%
Elderly services and facilities	5	1%	1%	2%	1%	2%
Illegal rubbish dumping	5	1%	1%	1%	2%	1%
Community services quality and provision	4	0%	0%	0%	0%	0%
Drains maintenance and repairs	4	0%	1%	1%	1%	1%
More resources to older / rural areas	4	0%	0%	0%	0%	0%
Recycling collection	4	0%	0%	1%	1%	1%
Upkeep of private property	4	0%	0%	0%	0%	1%
All other issues (29 separately identified issues)		0%	8%	10%	6%	14%
Total responses	814		1,042	1,158	905	765
<i>Respondents identifying at least one issue</i>	<i>479</i> <i>(60%)</i>		<i>521</i> <i>(65%)</i>	<i>556</i> <i>(70%)</i>	<i>482</i> <i>(60%)</i>	<i>391</i> <i>(50%)</i>

(*) 2024 metropolitan Melbourne average from Governing Melbourne



Change in issues between 2023 and 2024

The following variations of note were observed between 2023 and 2024:

- **Notable increase in 2024** – included street trees (9% up from 5%).
- **Notable decrease in 2024** – included traffic management (18% down from 25%), road maintenance and repairs including roadworks (8% down from 13%), and parks, gardens, and open spaces (7% down from 12%).

Metropolis Research draws particular attention to the issue of traffic management, which despite a significant decline this year, remains notably above the metropolitan Melbourne average, and the highest result recorded by Metropolis Research for any municipality this year.

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.

Traffic management related issues remain the most significant issue for the City of Melton community and appears to be the largest single issue negatively impacting on community satisfaction with the overall performance of Melton City Council.

Respondents who nominated traffic management issues were, on average, seven percent less satisfied with Council's overall performance than the municipal average (6.3 compared to 7.0). This negative impact was compounded by the fact that 142 of the 801 respondents nominated the issue.

Comparison to the metropolitan Melbourne average

When compared to the results from the 2024 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2024, the following variations of note were observed:

- **Notably more prominent in Melton** – included traffic management (18% compared to 14%), street trees (9% compared to 6%), safety, policing, and crime (6% compared to 2%), public transport (5% compared to 1%), and health and medical services (4% compared to 1%).
- **Notably less prominent in Melton** – included parking (4% compared to 7%) and Council rates, fees, and charges (2% compared to 6%).

Metropolis Research draws particular attention to the higher proportion of respondents nominating safety, policing, and crime issues in the City of Melton, which has been observed in several other municipalities across metropolitan Melbourne this year.



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

Respondents were asked:

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

Respondents were again in 2024, asked to rate how safe they felt in 10 situations and locations across the City of Melton.

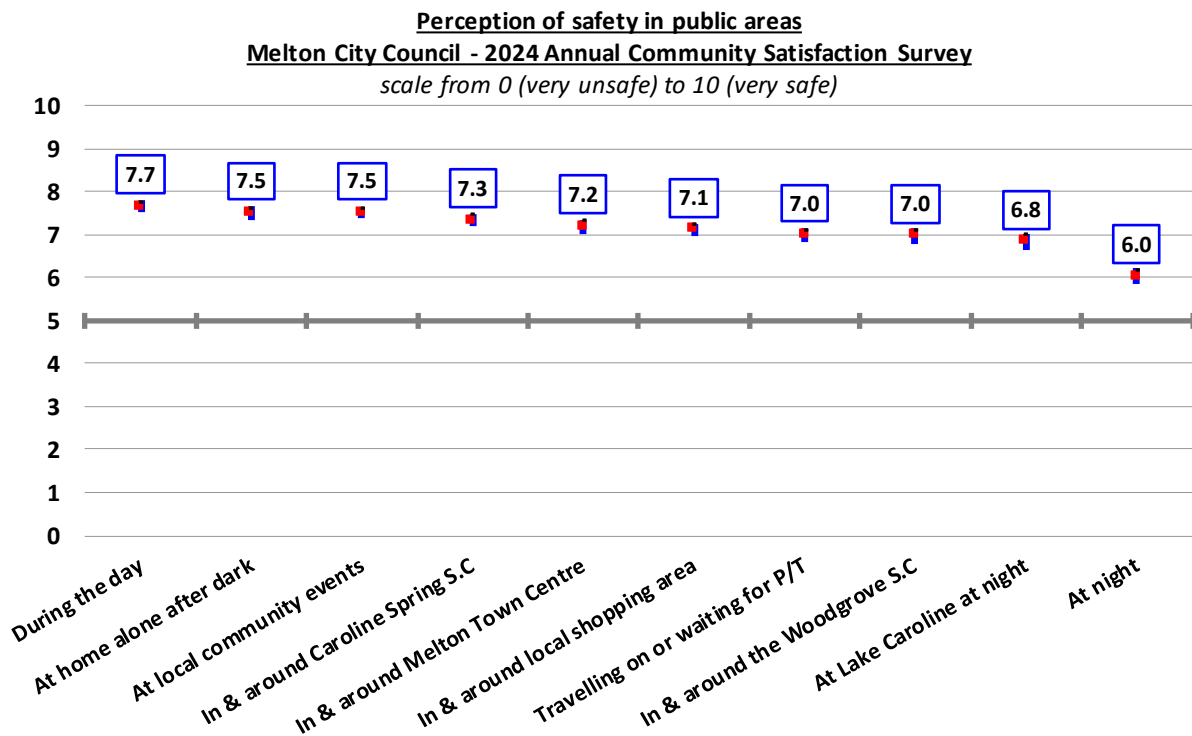
This was a return to the full suite of perception of safety variables, after the 2023 survey included only the two core measures, covering the perception of safety in the public areas

The average perception of safety in all situations and locations remained essentially the same as the 2022 average, up one percent from 7.0 to 7.1 out of 10.

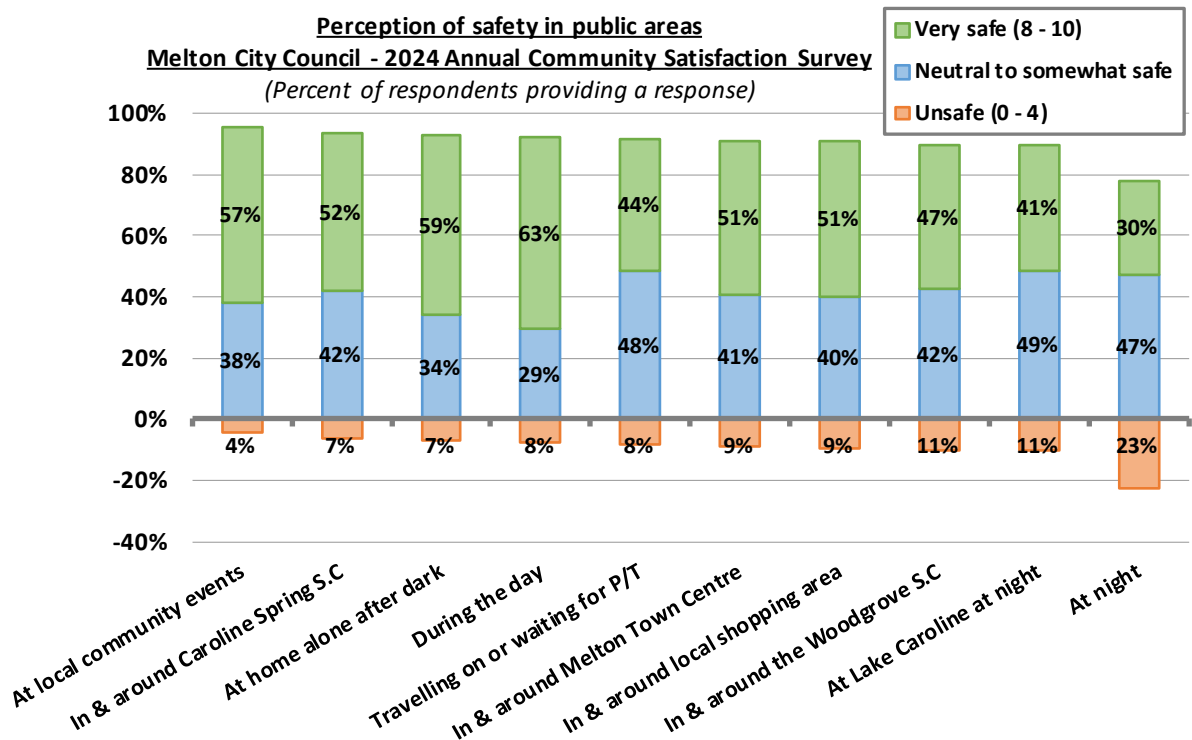
There was significant variation in the perception of safety observed across the 10 situations and locations, with respondents reporting a measurably higher than average perception of safety in the public areas of the municipality during the day, at home alone after dark, and at local community events.

Respondents felt measurably less safe than average in the public areas of the municipality at night, as well as at Lake Caroline at night.

These results were consistent with results recorded in previous surveys.



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



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

By contrast, 23% of respondents felt “unsafe” in the public areas of the City of Melton at night.

The following graph provides a comparison of the perception of safety in public areas of the municipality during the day, at night, in and around local shopping area, and travelling on / waiting for public transport against the metropolitan Melbourne average, as recorded in *Governing Melbourne*.

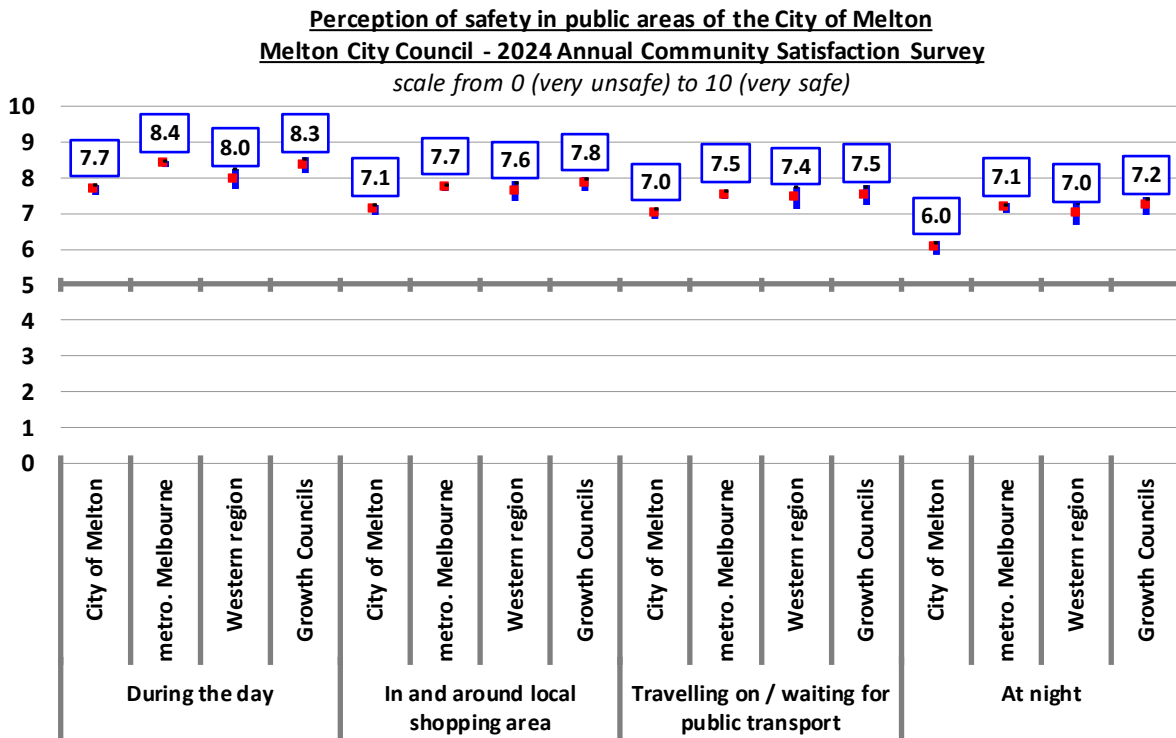
Governing Melbourne was conducted independently by Metropolis Research using the same door-to-door, in-person methodology in January 2024.

Metropolis Research notes that the perception of safety in all four of these situation and locations was measurably lower in the City of Melton than the metropolitan Melbourne and growth area councils’ average.

The perception of safety in all four locations and situations was somewhat to notably lower in the City of Melton than the western region councils’ average, again as recorded in *Governing Melbourne*.



The difference in the perception of safety in the City of Melton compared to the metropolitan Melbourne average was largest in relation to the perception of safety in public areas at night, which was 10% lower in the City of Melton.



Reasons for feeling less safe:

There were 164 comments received from respondents who felt “unsafe” in the public areas of the municipality, up from the unusually low 125 received last year.

These comments have been broadly categorised as outlined in the following table, with the most common concerns this year being focused on the perception of crime, including theft, robbery, and violence).

Metropolis Research notes the increase in concern around property crime this year, and the decline in concerns around various types of people.

This trend has been observed in several other municipalities across metropolitan Melbourne this year, which appear to reflect crime statistics which do show an increase in property related crime, as cost-of-living pressures appear to have increased.



Reasons for feeling unsafe in public areas of the City of Melton
Melton City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of responses from respondents rating safety less than five)

Reason	2024		2023	2022	2021	2020
	Number	Percent				
Crime (theft, robbery, violence, etc) / incidents	98	60%	48%	18%	36%	19%
Concerns about various types of people	22	13%	13%	29%	23%	23%
Drug and alcohol issues	13	8%	7%	3%	5%	13%
Lighting	12	7%	10%	8%	9%	14%
Image / feel of place and news reports	6	4%	2%	6%	5%	2%
Police presence	4	2%	4%	21%	15%	14%
Public transport safety	4	2%	3%	3%	1%	2%
Traffic related	3	2%	5%	2%	2%	2%
General safety	2	1%	8%	8%	5%	10%
Other	0	0%	0%	2%	1%	2%
Total	164	100%	125	227	200	111

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.”

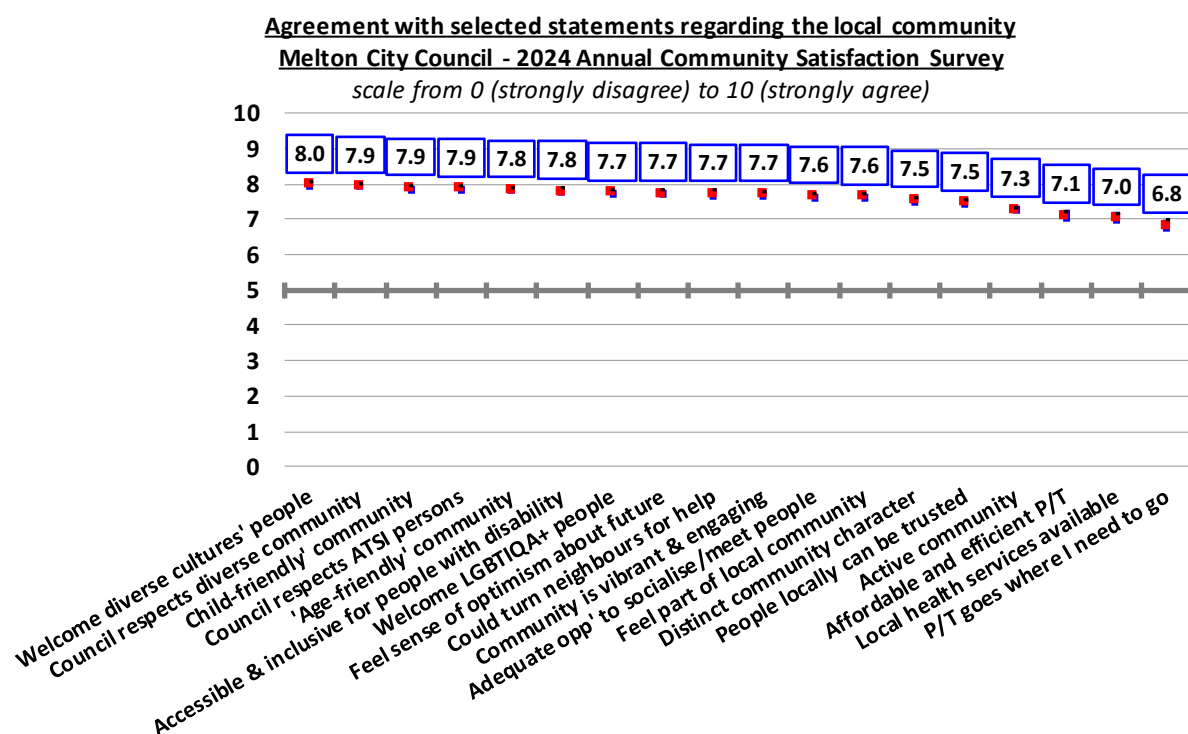
Respondents were again in 2024, asked to rate their agreement or disagreement with statements about the local sense of community, Council engagement with the community, and some aspects relating to public transport.

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

The average agreement with the 18 statements remained stable this year at 7.6 out of 10. This maintains the significant five percent increase recorded last year. This result of the maintenance of improvements recorded last year was consistent with the general theme developed throughout this report, that being stable satisfaction with Melton City Council at historically high levels.

The average agreement with these statements varied from a low of 6.8 out of 10 for “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”. This basic pattern of average agreement was consistent with previous years.





Metropolis Research also suggests that some of the improvement in the sense of community in the City of Melton recorded last year (and generally maintained this year) 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.

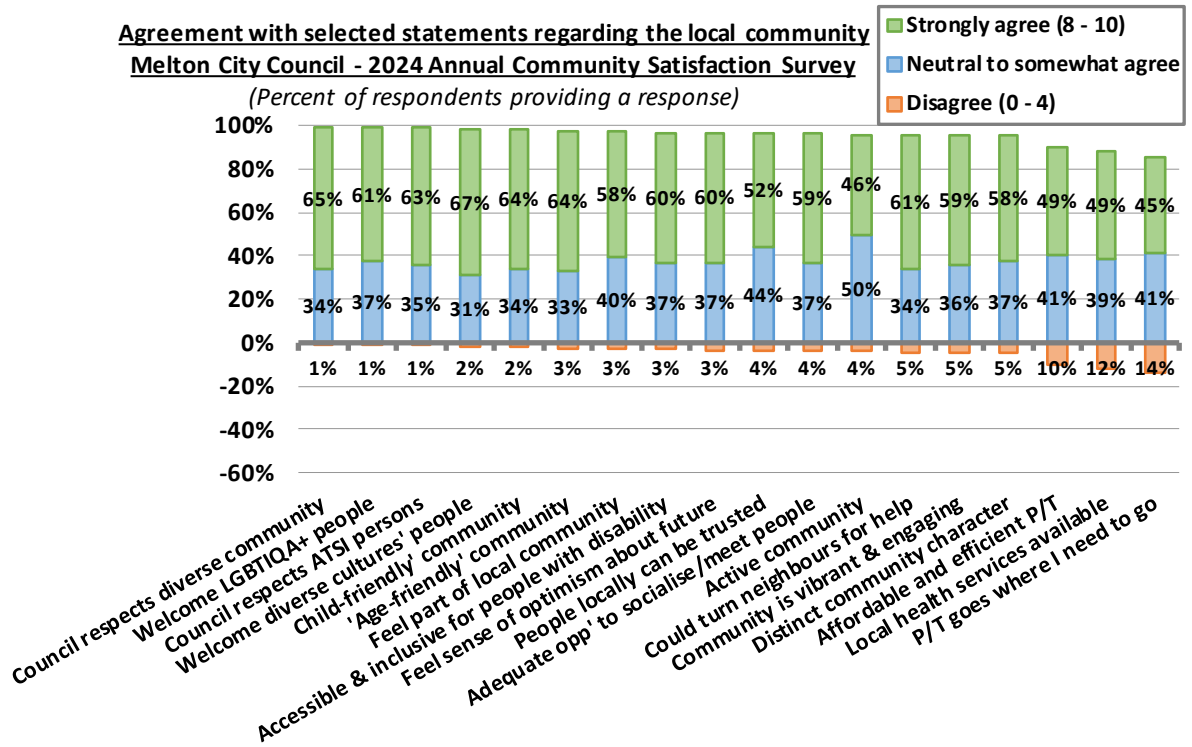
Overall, these results certainly suggest a strong and generally stable sense of community in the City of Melton, which is a positive result for a growth area municipality experiencing significant population growth.

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 approximately half or more of the respondents providing a score “strongly agreed” with each statement, with 45% strongly agreeing that public transport goes where they need it to go, and 46% strongly agreed that it’s an active community.

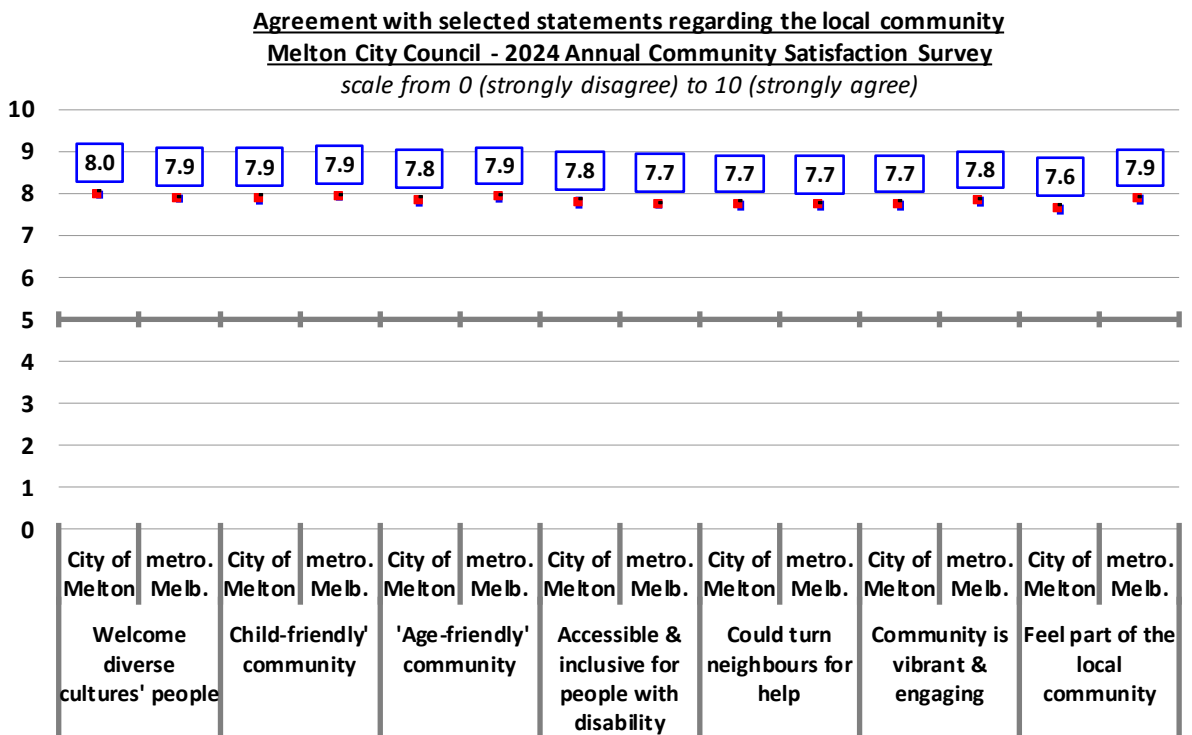
It is noted that 14% of respondents “disagreed” that public transport goes where they need it to go, 12% disagreed that there are the local health services they need available locally, and 10% disagreed that there is access to affordable and efficient public transport.





Of the 18 statements included in this section of the survey this year, seven were included in the 2024 *Governing Melbourne* research. *Governing Melbourne* was conducted independently by Metropolis Research in January 2024, using the same door-to-door, in-person interview methodology.

The average agreement with five of the six statements was essentially the same as the metropolitan Melbourne average, although it is noted that agreement that respondents' feel part of the local community was measurably (3%) lower in the City of Melton.



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 very closely reflected the underlying population, reinforcing the strength of the door-to-door methodology in representing the views of the Melton community.

Age group
Melton City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2024 (unweighted)		2024	2023	2022	2021	2020
	Number	Percent	(weighted)				
Young adults (18 - 34 years)	270	34%	34%	34%	34%	34%	34%
Adults (35 - 49 years)	267	33%	33%	33%	33%	24%	24%
Middle-aged adults (50 - 59 years)	87	11%	15%	15%	15%	24%	24%
Older adults (60 - 69 years)	99	12%	11%	11%	11%	14%	14%
Senior citizens (70 years and over)	78	10%	7%	7%	7%	4%	4%
Not stated	0		0	0	0	0	0
Total	801	100%	801	806	800	800	804

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results.

Gender
Melton City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2024 (unweighted)		2024	2023	2022	2021	2020
	Number	Percent	(weighted)				
Man	439	55%	49%	49%	49%	49%	49%
Woman	357	45%	51%	51%	51%	51%	51%
Non-binary	4	0%	1%	1%	0%	0%	0%
Prefer to self-describe	1	0%	0%	0%	0%	0%	0%
Prefer not to say	0		0	1	1	0	0
Total	801	100%	801	806	800	800	804



Aboriginal and Torres Strait Islander

Consistent with the results recorded in previous years, two percent of respondents identified as Aboriginal and / or Torres Strait Islander.

Household member identify as Aboriginal or Torres Strait Islander
Melton City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2024		2023	2022	2021	2020	2019
	Number	Percent					
Yes	14	2%	1%	3%	1%	2%	1%
No	738	98%	99%	97%	99%	98%	99%
Not stated	49		12	16	14	22	17
Total	801	100%	806	800	800	804	804

Household member with disability

In 2024, nine percent of respondents were from households with a member with disability. This result was somewhat lower than the long-term average since 2015 of 12%.

Household member with disability
Melton City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2024		2023	2022	2021	2020	2019
	Number	Percent					
Yes	74	9%	8%	16%	12%	17%	12%
No	714	91%	92%	84%	88%	83%	88%
Not stated	13		9	29	15	31	14
Total	801	100%	806	800	800	804	804

Household member identifying as LGBTIQ+

Consistent with historical results, two percent of respondents in 2024 identified as LGBTIQ+.

Household member identifying as LGBTIQ+
Melton City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2024		2023	2022	2021	2020	2019
	Number	Percent					
Yes	16	2%	2%	4%	3%	1%	2%
No	762	98%	98%	96%	97%	99%	98%
Not stated	23		11	35	21	35	22
Total	801	100%	806	800	800	804	804



Language spoken at home

In 2024, half of the respondents (who provided a response) reported that members of their household spoke a language other than English at home, up from 40% last year, and above the long-term average since 2015 of 37%.

Language spoken at home
Melton City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2024		2023	2022	2021	2020	2019
	Number	Percent					
English	396	50%	60%	64%	66%	64%	62%
Punjabi	71	9%	7%	3%	3%	2%	3%
Hindi	64	8%	5%	3%	3%	4%	4%
Italian	20	3%	1%	3%	4%	3%	2%
Arabic	19	2%	2%	2%	1%	1%	2%
Tagalog (Filipino)	18	2%	3%	5%	3%	2%	2%
Vietnamese	17	2%	3%	1%	1%	1%	2%
Spanish	14	2%	1%	1%	1%	2%	2%
Maltese	13	2%	1%	3%	3%	3%	2%
Urdu	12	2%	2%	1%	1%	1%	1%
Sinhalese	10	1%	1%	1%	1%	1%	1%
Tamil	10	1%	0%	0%	0%	1%	1%
Greek	9	1%	1%	1%	1%	1%	2%
Persian	9	1%	0%	0%	0%	0%	0%
Teluga	8	1%	1%	1%	1%	0%	0%
Malayalam	7	1%	0%	1%	1%	0%	0%
Mandarin	6	1%	0%	1%	1%	0%	1%
Nepali	6	1%	0%	0%	0%	0%	0%
Bengali	5	1%	1%	0%	0%	1%	1%
Croatian	5	1%	0%	0%	2%	1%	1%
Macedonian	5	1%	1%	2%	1%	1%	2%
Samoan	5	1%	1%	1%	1%	0%	1%
French	4	1%	0%	0%	1%	1%	0%
Gujarati	4	1%	0%	0%	0%	0%	0%
Maori	4	1%	0%	0%	0%	0%	0%
Polish	4	1%	0%	0%	1%	0%	0%
Turkish	4	1%	1%	1%	1%	1%	0%
Cantonese	3	0%	0%	0%	0%	0%	1%
Chinese, n.f.d	3	0%	0%	0%	0%	0%	0%
Amharic	2	0%	0%	0%	0%	0%	0%
Dutch	2	0%	0%	0%	0%	0%	0%
German	2	0%	0%	0%	1%	0%	0%
Tongan	2	0%	0%	0%	0%	1%	0%
Multiple	3	0%	0%	1%	0%	0%	3%
All other languages (30 separately identified)	30	4%	3%	8%	7%	12%	9%
Not stated	5		5	13	13	23	8
Total	801	100%	806	800	800	804	804



Household structure

Consistent with the results recorded in previous years, a little more than half of the respondents were from two-parent family households, including a mix of families with children of all ages. The sample also includes 20% couple households without children, nine percent one-parent families, seven percent sole person households, and six percent group households.

Household structure
Melton City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2024		2023	2022	2021	2020	2019
	Number	Percent					
Two parent family total	451	57%	56%	57%	56%	58%	52%
youngest child 0 - 4 years	120	15%	18%	12%	16%	16%	15%
youngest child 5 - 12 years	155	20%	16%	19%	18%	18%	16%
youngest child 13 - 18 years	83	11%	10%	9%	12%	11%	10%
adult children only	93	12%	11%	17%	11%	13%	12%
One parent family total	72	9%	10%	9%	6%	8%	9%
youngest child 0 - 4 years	11	1%	2%	1%	2%	1%	2%
youngest child 5 - 12 years	5	1%	3%	1%	2%	2%	2%
youngest child 13 - 18 years	21	3%	2%	1%	1%	2%	2%
adult children only	35	4%	4%	5%	2%	3%	4%
Group household	45	6%	7%	7%	6%	4%	9%
Sole person household	52	7%	7%	6%	9%	8%	9%
Couple only household	161	20%	19%	19%	21%	20%	21%
Other	9	1%	1%	1%	1%	2%	0%
Not stated	11		23	31	29	43	5
Total	801	100%	806	800	800	804	804

Business owner

Consistent with the 2023 result, seven percent of respondents were from households with a member who owned or managed a business in the City of Melton.

Household member own / manage a business in the City of Melton
Melton City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2024		2023	2022	2021	2020	2019
	Number	Percent					
Yes	56	7%	7%	13%	13%	14%	9%
No	722	93%	93%	87%	87%	86%	91%
Not stated	23		16	42	30	42	8
Total	801	100%	806	800	800	804	804



Housing situation

Consistent with the long-term average since 2017, approximately half (50% down from 54%) 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 - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2024		2023	2022	2021	2020	2019
	Number	Percent					
Own this home	392	50%	54%	45%	48%	39%	52%
Mortgagor (<i>paying-off this home</i> ,	176	23%	26%	41%	39%	42%	32%
Renting this home	198	25%	19%	14%	11%	16%	16%
Insecure housing	14	2%	1%	0%	2%	3%	1%
Not stated	21		13	46	37	50	8
Total	801	100%	806	800	800	804	804

Period of residence

Consistent with the results recorded last year, a little less than two-thirds of the respondents had lived in the City of Melton for less than 10 years, and 40% for 10 years or more.

Period of residence can be a small factor in overall satisfaction, as new residents report higher levels of overall satisfaction with Council than long-term residents of 10 years or more.

Period of residence in the City of Melton
Melton City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2024		2023	2022	2021	2020	2019
	Number	Percent					
Less than 1 year	94	12%	9%	2%	1%	2%	7%
1 to less than 5 years	198	25%	30%	7%	9%	12%	19%
5 to less than ten years	187	24%	26%	23%	21%	21%	17%
Ten years or more	316	40%	35%	68%	69%	65%	57%
Not stated	6		4	26	24	35	1
Total	801	100%	806	800	800	804	804



General comments

Respondents were asked:

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

A total of 165 general comments were received from respondents to the survey this year, up substantially on the unusually low 93 received last 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 (18% of comments).

There were also comments received around a variety of specific Council services and facilities (15%), safety, policing, and crime issues (7%), and waste management and cleanliness comments (7%).

Summary of general comments
Melton City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total responses)

Comment	2024		2023	2022	2021	2020
	Number	Percent				
Traffic and roads	30	18%	26%	14%	11%	10%
Council services and facilities	25	15%	11%	11%	18%	19%
Safety, policing and crime	12	7%	13%	7%	9%	3%
Waste management and cleanliness	11	7%	5%	10%	7%	10%
Parks, gardens and open spaces	10	6%	9%	9%	5%	6%
Public transport	10	6%	3%	6%	7%	6%
Schools / education	8	5%	0%	1%	0%	0%
Council governance and performance	7	4%	1%	3%	3%	4%
General positive	7	4%	5%	3%	7%	2%
Footpaths	6	4%	1%	3%	2%	7%
Rates	6	4%	3%	3%	3%	5%
Support for business	6	4%	0%	2%	0%	4%
Animal management	5	3%	0%	1%	2%	2%
Communication, consultation, responsiveness	5	3%	4%	7%	5%	2%
Tree maintenance	5	3%	4%	2%	4%	4%
Parking	4	2%	0%	6%	4%	4%
Comments on the survey	2	1%	2%	2%	2%	2%
General negative	2	1%	3%	0%	0%	0%
Cost of living	1	1%	3%	0%	0%	0%
Lighting	1	1%	0%	2%	1%	3%
Other	2	1%	2%	2%	7%	3%
Total	165	100%	93	126	256	124

Appendix One: survey form



Melton City Council 2024 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 (<i>during office hours</i>)	2	Social media	7
Telephone (<i>after hours service</i>)	3	Visitor Information Centre / Pop-Up	8
Mail	4	Community Portal	9
Email	5		

3

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

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

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.

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 (<i>Council's printed newsletter</i>)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
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>i.e., Melton amphitheatre, town centre, outdoor built public spaces</i>)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

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)

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

6

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

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

7

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

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.

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

10

Have you participated in any community engagement consultation activities in the past 12 months? (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
<i>If rated less than 5, please identify the developments OR reasons for concern:</i>												
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 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.

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

14

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

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

15

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

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

1. My / our neighbourhood has a distinct character, it's a special place	0	1	2	3	4	5	6	7	8	9	10	99
2. It's an active community, people do things and get involved in local issues	0	1	2	3	4	5	6	7	8	9	10	99
3. I / we feel part of the local community	0	1	2	3	4	5	6	7	8	9	10	99
4. In times of need, I/we could turn to the neighbours for help	0	1	2	3	4	5	6	7	8	9	10	99
5. Most people in my local community can be trusted	0	1	2	3	4	5	6	7	8	9	10	99
6. Melton is an "age-friendly" community	0	1	2	3	4	5	6	7	8	9	10	99
7. Melton is accessible and inclusive for people with 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 LGBTIQ+ 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

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

18

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

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

19

Do you or a member of your household volunteer regularly?

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

20

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

21

What is your gender identity?

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

22

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

Yes	1	No	2
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23

What are all the languages spoken in this household?

English only	1	Other (<i>specify</i>): _____	2
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24

What is the structure of this household?

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

25	Do any members of this household identify as having disability?			
	Yes	1	No	2

26	Do any members of this household identify as LGBTIQ+?			
	Yes	1	No	2

27	Which of the following best describes the current housing situation of this household?			
	Own this home	1	Renting this home	3
	Mortgage (paying-off this home)	2	Insecure housing (e.g., couch surfing, homelessness)	4

28	Do you or members of this household own or manage a business operating in the City of Melton?			
	Yes	1	No	2

29	How long have you lived in the City of Melton?			
	Less than 1 year	1	5 to less than 10 years	3
	1 to less than 5 years	2	10 years or more	4

30	Do you have any further comments you would like to make?			
	<input type="text"/>			

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

31	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
	<i>If Yes, please leave your email address and first name;</i>			
	Email address: <input type="text"/>			
First name: <input type="text"/>				