



*Melton City Council*

***2020 Annual Community Satisfaction Survey  
Overview Report***

*July 2020*

*Prepared for:*

Melton City Council

*Prepared by:*

Metropolis Research  
ABN 39 083 090 993

**© Melton City Council, 2020**

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Council.

**© Metropolis Research Pty Ltd, 2020**

The survey form utilised in the commission of this project is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Managing Director Metropolis Research Pty Ltd.

**Disclaimer**

Any representation, statement, opinion or advice, expressed or implied in this publication is made in good faith but on the basis that Metropolis Research Pty Ltd, its agents and employees are not liable (whatever by reason of negligence, lack of care or otherwise) to any person for any damages or loss whatsoever which has occurred or may occur in relation to that person taking action in respect of any representation, statement, or advice referred to above.

**Contact Details**

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

**Dale Hubner**  
Managing Director  
Metropolis Research Pty Ltd

P O Box 1357  
CARLTON VIC 3053

(03) 9272 4600  
[d.hubner@metropolis-research.com](mailto:d.hubner@metropolis-research.com)



**Michelle Venne-Rowe**  
Social Planning Officer  
Melton City Council

232 High Street  
Melton Vic 3337

(03) 9747 7200  
[MichelleRO@melton.vic.gov.au](mailto:MichelleRO@melton.vic.gov.au)



## Table of contents

<b>EXECUTIVE SUMMARY .....</b>	<b>4</b>
<b>SUMMARY OF FINDINGS .....</b>	<b>9</b>
OVERALL PERFORMANCE .....	9
GOVERNANCE AND LEADERSHIP .....	9
ISSUES FOR THE CITY OF MELTON “AT THE MOMENT” .....	10
PERCEPTIONS OF SAFETY IN PUBLIC AREAS .....	10
PERCEPTION OF FAMILY VIOLENCE .....	10
COVID19 PANDEMIC.....	10
PLANNING AND HOUSING DEVELOPMENT.....	11
PLANNING FOR POPULATION GROWTH .....	11
STATEMENTS ABOUT MELTON CITY COUNCIL .....	11
SENSE OF COMMUNITY.....	11
CUSTOMER SERVICE.....	11
IMPORTANCE OF COUNCIL SERVICES AND FACILITIES .....	12
SATISFACTION WITH COUNCIL SERVICES AND FACILITIES .....	12
<b>COUNCIL’S OVERALL PERFORMANCE.....</b>	<b>13</b>
OVERALL PERFORMANCE BY RESPONDENT PROFILE.....	15
CORRELATION BETWEEN ISSUES AND SATISFACTION WITH OVERALL PERFORMANCE .....	16
REASONS FOR DISSATISFACTION WITH COUNCIL’S OVERALL PERFORMANCE.....	17
<b>GOVERNANCE AND LEADERSHIP .....</b>	<b>18</b>
<b>EQUITY, INCLUSION, AND ACCESSIBILITY .....</b>	<b>21</b>
<b>CUSTOMER SERVICE.....</b>	<b>22</b>
CONTACT WITH COUNCIL IN THE LAST TWO YEARS .....	22
SATISFACTION WITH COUNCIL’S CUSTOMER SERVICE .....	23
<b>PLANNING AND HOUSING DEVELOPMENT.....</b>	<b>26</b>
PLANNING FOR POPULATION GROWTH .....	26
SATISFACTION WITH ASPECTS OF PLANNING AND HOUSING DEVELOPMENT.....	27
<b>IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES.....</b>	<b>30</b>
IMPORTANCE OF COUNCIL SERVICES AND FACILITIES TO THE COMMUNITY.....	30
<i>Relative importance of Council services and facilities.....</i>	<i>31</i>
<i>Change in importance between 2019 and 2020 .....</i>	<i>32</i>
<i>Comparison to metropolitan Melbourne average.....</i>	<i>32</i>
SATISFACTION WITH COUNCIL SERVICES AND FACILITIES .....	33
<i>Relative satisfaction with Council services and facilities.....</i>	<i>36</i>
<i>Change in satisfaction between 2019 and 2020 .....</i>	<i>36</i>
<i>Categorisation of satisfaction with Council services and facilities.....</i>	<i>36</i>
<i>Comparison to metropolitan Melbourne average.....</i>	<i>37</i>
IMPORTANCE AND SATISFACTION CROSS TABULATION .....	37
SATISFACTION BY BROAD SERVICE AREAS.....	39
<b>CURRENT ISSUES FOR THE CITY OF MELTON .....</b>	<b>41</b>
ISSUES BY PRECINCT .....	44
<b>RESPONDENT PROFILE .....</b>	<b>47</b>
AGE STRUCTURE .....	47
ABORIGINAL AND TORRES STRAIT ISLANDER .....	48
HOUSEHOLD MEMBER WITH A DISABILITY.....	48
HOUSEHOLD MEMBER IDENTIFYING AS LGBTIQ.....	48
LANGUAGE SPOKEN AT HOME .....	49
HOUSEHOLD STRUCTURE .....	50
HOUSING SITUATION .....	50
BUSINESS OWNER .....	51
PERIOD OF RESIDENCE.....	51



## Executive summary

### *Survey aims and methodology*

Metropolis Research conducted Council's sixth *Annual Community Satisfaction Survey* primarily as a telephone interview survey of 804 respondents in May and June 2020.

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 performance of Council across all areas of responsibility.

The survey also measured the importance to the community of 35 individual services and facilities, explored the top issues the community feel need to be addressed in the municipality "at the moment", as well as measuring the perception of safety in Melton's public areas, the local sense of community, and the perception of family violence in the community.

To facilitate the implementation of the survey by telephone rather than the traditional face-to-face, door-stop interview, the size of the survey was reduced this year.

This year, there were also a small number of questions included in the survey that explored how well the community was coping with COVID-19, how well supported they felt by the various levels of government, and ways in which they believe Council could help them during the pandemic, and then help the community rebuild and reconnect once the pandemic passes.

### *Key findings*

The key finding from the survey this year is that satisfaction with most aspects of Council performance were stable or increased marginally this year, with overall satisfaction back above the long-term average since the program commenced in 2015.

Whilst it cannot be discounted that the COVID-19 pandemic may have influenced community sentiment, the results outlined in the survey this year clearly represent a solid level of community satisfaction with the performance of Council across the full range of services and facilities, as well as governance and leadership performance of Council.

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

The issues that are most likely to be exerting a negative influence on community satisfaction with the performance of Council include roads, cleanliness of the area, footpaths, and for a small number of respondents rates were a negative influence on overall satisfaction.



The following table outlines the key satisfaction results, including the LGPRF reporting requirement scores.

<i>Satisfaction with</i>	<i>Metro. Melbourne 2019</i>	<i>City of Melton 2019</i>	<i>City of Melton 2020</i>
Council's Overall performance	6.93	6.87	6.93
Making decisions in the interests of community	6.83	6.82	6.72
Maintaining trust and confidence of the community	6.89	6.91	6.77
Community consultation and engagement	6.77	6.79	6.69
Representation, lobbying and advocacy	6.75	6.77	6.81
Responsiveness of Council to local community needs	6.85	6.80	6.68
Customer service (average score across 6 indicators)	7.48	7.76	7.67
Maintenance and repair of sealed local roads	6.93	7.06	6.70

### ***Satisfaction with the performance of Council***

Satisfaction with the [overall performance](#) of Melton City Council increased 0.8% this year to 6.93 out of a potential 10, which was not a statistically significant improvement.

This result was identical to the metropolitan Melbourne (6.93) average, and somewhat higher than the western region councils' (6.72) average satisfaction with local government, as recorded in the 2019 *Governing Melbourne* research. The 2020 *Governing Melbourne* research has been delayed due to the COVID-19 pandemic.

Metropolis Research notes that it cannot be discounted that the significant external factor of the COVID-19 pandemic may well have impacted on community mindset and outlook, and may have had an impact on their satisfaction with the performance of government more broadly, and the City of Melton in particular.

A little less than half (42.0% up from 41.1%) of respondents were "very satisfied" with Council's overall performance (rating satisfaction at eight or more out of 10), whilst 8.6% (up from 7.5%) were dissatisfied (rating zero to four).

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

- **More satisfied than average** – includes respondents from Frasers Rise, adolescents (aged 15 to 19 years), senior citizens (aged 75 years and over), female respondents, respondents from multi-lingual households, rental household respondents, and newer resident respondents (less than five years in the City of Melton).
- **Less satisfied than average** – includes respondents from Melton precinct, middle-aged adults (aged 45 to 59 years), male respondents, respondents from English speaking households, mortgagee household respondents, and long-term residents (ten years or more in the City of Melton).



Consistent with the good level of overall satisfaction with Council, satisfaction with the six included aspects of [governance and leadership](#) remained essentially stable this year, down by an average of less than one percent this year to 6.81, which is a “good” level of satisfaction. Satisfaction with all five aspects of governance and leadership were very similar to the 2019 metropolitan Melbourne average, and somewhat higher than the western region councils average.

These results confirm that most respondents were satisfied with Council’s performance in meeting its environmental responsibilities (7.17), representation, lobbying and advocacy (6.81), maintaining community trust and confidence (6.77), making decisions in the interests of the community (6.72), community consultation and engagement (6.69), and the responsiveness of Council to local community needs (6.68).

Agreement that “Council infrastructure is equitable, inclusive, and accessible” increased marginally but not measurably this year, up less than one percent to 7.11 out of 10. Just 3.5% of respondents disagreed with this statement.

Satisfaction with Council’s [customer service](#) delivery remains at a “very good” level, despite another small decline this year, with the average satisfaction with the six included aspects of customer service down 1.2% to 7.67.

The average satisfaction with the 35 Council provided [services and facilities](#) included in the survey was essentially stable again this year, down by less than one percent to 7.50, although it remains on average at a “very good” level.

The services with the highest levels of satisfaction include the local library (8.70), green waste collection (8.69), regular garbage collection (8.67), regular recycling (8.62), and health services for babies, infants, and toddlers (8.01).

Many of these services and facilities with the highest levels of satisfaction were also those with higher than average importance. This shows that many of the services and facilities of most importance to the community are those with which the community is most satisfied.

Satisfaction with all but four services and facilities recorded satisfaction scores higher than the overall satisfaction with Council this year, suggesting most services and facilities are a positive influence on satisfaction with Council’s overall performance.

The four services and facilities to record satisfaction scores lower than overall satisfaction include public toilets (6.57), footpath maintenance and repairs (6.61), maintenance and repair of sealed local roads (6.70), and parking enforcement (6.87). It is important to bear in mind that satisfaction with these services and facilities were all recorded at “good” levels.

There were no services and facilities included in the survey this year that received satisfaction scores rated as “solid”, “poor” or lower.

Satisfaction with [planning for population growth by all levels of government](#) increased this year, up 1.9% to 6.47, and remains at a “solid” level. This remains marginally higher than the metropolitan Melbourne average of 6.22.



Satisfaction with the [planning and development outcomes](#), “the design of public spaces” (7.27), “maintaining local heritage and sites of significance” (7.24), “maintaining natural reserves” (7.20), and the “appearance and quality of new developments” (7.08) all increased marginally this year. The results for maintaining local heritage and sites of significance and the appearance and quality of new developments remain a little higher than the metropolitan Melbourne results.

### **Issues to address for the City of Melton**

The main [issues to address in the City of Melton](#) remain traffic management (13.6% down from 25.4%), road maintenance and repairs (11.6% up from 8.5%), safety, policing, and crime (6.7%), and parks, gardens, and open spaces (6.1% down from 9.2%).

The issues that are most likely to be exerting a negative influence on community satisfaction with the performance of Council include roads, cleanliness of the area, footpaths, and for a small number of respondents rates were a negative influence on overall satisfaction.

### **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 (7.81), at home alone after dark (7.57), and in and around local shopping areas (7.42) all remained essentially stable this year at relatively high levels. Less than eight percent of respondents felt unsafe in any of these three locations or circumstances.

The perception of safety in the public areas of the City of Melton at night declined 8.1% this year to 5.68, reversing the rise recorded last year. Almost one-third (30.1% up from 22.8%) of respondents felt unsafe in the public areas at night, with female respondents feeling an average of 12.4% less safe than male respondents.

### **Sense of community**

The average agreement with the seven included statements about the sense of community were all recorded at moderate to high levels of agreement, and agreement with the four statements included in the survey last year all increased marginally but not measurably.

These results show that most respondents agree that they enjoy their local neighbourhood (7.69), are proud of their community (7.65), that there are local health services available (7.49), the community is vibrant and engaging (7.09), there is public transport that goes where they need it to go (6.98), there is affordable and efficient public transport (6.96), and that they feel connected to their community (6.58).

### **Family violence**

The proportion of respondents who agreed that “family violence is common in the community” declined marginally this year, down from 24.0% in 2018 to 19.4% this year. Just seven percent disagreed with this statement, although the proportion who couldn’t say increased from 24.1% to 64.3% this year.



## **COVID-19 Pandemic**

On average, respondents were relatively positive in terms of how well they felt they were [coping with the impacts of COVID-19](#).

On average, they rated [how well their household was coping](#) in terms of their physical health and wellbeing (7.69), their financial wellbeing (7.54), and their mental health and wellbeing (7.48) at strong levels. Less than seven percent of respondents reported that they were not coping well (i.e. rated coping at less than five out of 10), in terms of physical (4.0%) and mental health and wellbeing (6.6%) and financial wellbeing (6.4%).

When asked [how well supported their household felt by the three levels of government](#), respondents felt more supported by the federal government (7.13) than the state government (6.99), and the local council (6.18). The average level of support from the Council was however 6.18, which is a solid level of support. It is noted that 19.2% of respondents did not feel well supported (i.e. rated support at less than five out of 10) by the local council.

It is highly likely that the lower result for the local council reflects the fact that the role of the federal (e.g. income support, border control) and state governments (e.g. lockdown enforcement, hospitals) would be more prominent than the support provided by the local council.

The main ways by which respondents feel that [Council could assist them](#) through the pandemic were focused on communicating and providing information, assisting the elderly, homeless and other “at risk” groups, and by reducing rates.

The main ways by which respondents feel that Council could assist the community to rebuild and reconnect once the pandemic passes were communication and education, employment opportunities and the economy, community activities such as fetes, concerts, and BBQs, and getting normal services and facilities running again.





## Summary of findings

The following outlines a summary of the findings from the *Melton City Council – 2020 Annual Community Satisfaction Survey* for each section of the survey.

### Overall performance

- ⊗ Satisfaction with Council’s overall performance increased by less than one percent, up from 6.87 to 6.93, and it remains at a “good” level.
- ⊗ This result was identical to the 2019 metropolitan Melbourne average (6.93) and was somewhat higher than the western region (6.76) average from *Governing Melbourne*.
- ⊗ Overall satisfaction was highest in Fraser Rise (7.29) and lowest in the Melton precinct (6.37).
- ⊗ Adolescents (aged 15 to 19 years), senior citizens (aged 75 years and over), female respondents, respondents from multi-lingual households, rental households respondents, and newer resident respondents (less than five years in the City of Melton) tended to be more satisfied than the municipal average.
- ⊗ Middle-aged adults (aged 45 to 59 years), male respondents, respondents from English speaking households, mortgagee household respondents, and long-term residents (ten years or more in the City of Melton) tended to be less satisfied than average.
- ⊗ Whilst a little less than half (42.2%) of the respondents were “very satisfied” with Council’s overall performance (rating 8 or more out of ten), 8.6% (up from 7.5%) were dissatisfied.

### Governance and leadership

- ⊗ The average satisfaction with the six aspects of governance and leadership was 6.81, down less than one percent on the 6.89 recorded in 2019.
- ⊗ This result was marginally higher than the 2019 metropolitan Melbourne average of 6.89 from *Governing Melbourne*.
- ⊗ Satisfaction with the six aspects of governance and leadership can best be summarised as follows:
  - Meeting its environmental responsibilities (7.17 down from 7.24) “good”
  - Representation, lobbying and advocacy (6.81 up from 6.77) “good”
  - Maintaining community trust and confidence (6.77 down from 6.91) “good”
  - Making decisions in interests of community (6.72 down from 6.82) “good”
  - Community consultation and engagement (6.69 down from 6.79) “good”
  - Responsiveness to local community needs (6.68 down from 6.80) “good”.



## Issues for the City of Melton “at the moment”

- ⊗ A total of 879 responses were obtained from 472 respondents (58.8% down from 67.3%).
- ⊗ The top six issues for the City of Melton identified by respondents were:
  - Traffic management (13.6% down from 25.4%)
  - Roads maintenance and repairs (11.6% up from 8.5%)
  - Safety, policing, and crime issues (6.7% down from 11.2%)
  - Parks, gardens, and open space (6.1% down from 9.2%)
  - Parking (6.1% down from 8.0%)
  - Footpath maintenance and repairs (4.9% up from 4.7%).

## Perceptions of safety in public areas

- ⊗ The perception of safety in the public areas of the City of Melton has been variable in recent years, although it remains relatively modest, particularly the perception of safety at night, as follows:
  - In public areas during the day (7.81 down from 7.90)
  - At home alone after dark (7.57 up from 7.37)
  - In and around local shopping area (7.42 down from 7.45)
  - In public areas at night (5.68 down from 6.18).

## Perception of family violence

- ⊗ 19.4% (down from 23.4%) of respondents agreed that “family violence is common in our community”, whilst seven percent (down from 33.8%) disagreed.

## COVID19 pandemic

- ⊗ Respondents were asked to rate how (from zero to 10) well they and their household were coping with the impacts of COVID-19 in terms of:
  - Physical health and wellbeing 7.69
  - Financial wellbeing 7.54
  - Mental health and wellbeing 7.48.
- ⊗ Respondents were asked to rate how (from zero to 10) well supported they feel by the three levels of government during the pandemic.
  - Federal government 7.13
  - State government 6.99
  - Local council 6.18.
- ⊗ The top three ways that respondents believe Council can assist the community deal with the pandemic now were:
  - More communication and information in general (9.2%)
  - Rates reduction (3.6%)
  - Cleanliness of public area (3.0%)



- ⊗ The top three ways that respondents believe Council can assist the community rebuild and reconnect when the pandemic passes were:
  - Community activities, fete, concert, BBQ (5.6%)
  - Employment opportunities / economy (3.0%)
  - Assisting small business (2.9%).

### **Planning and housing development**

- ⊗ The average satisfaction with the four aspects of planning and housing development was 7.20 (up from 7.03), as follows:
  - Design of public spaces (7.27 up from 7.16) “very good”
  - Maintaining local heritage and significant sites (7.24 up from 7.05) “good”
  - Maintaining natural reserves (7.20 up from 6.97) “good”
  - Appearance and quality of new developments (7.08 up from 6.95) “good”.

### **Planning for population growth**

- ⊗ Satisfaction with “planning for population growth by all levels of government” was 6.47 (up from 6.35) and remains at a “solid” level. This result is similar to the average for the growth area councils of 6.39 from *Governing Melbourne*.

### **Statements about Melton City Council**

- ⊗ The average agreement that “Council infrastructure is equitable, inclusive, and accessible” remained stable this year at 7.11 (up from 7.07).

### **Sense of community**

- ⊗ Respondents were asked to rate their agreement with seven community related statements, as follows:
  - I enjoy my local neighbourhood (7.69, new)
  - I am proud of my community (7.65, new)
  - The health services I / we need are available locally (7.49 up from 7.32)
  - The Melton community is vibrant, accessible and engaging (7.09 up from 7.07)
  - There is public transport that goes where I need to go (6.98 up from 6.83)
  - There is access to affordable and efficient public transport (6.96 up from 6.79)
  - I am connected to my community (6.58, new).

### **Customer service**

- ⊗ More than one-third of the respondents (42.8% up from 35.2%) contacted Melton City Council in the last 12 months.



- ⊗ Average satisfaction with six included aspects of customer service was 7.67 (down from 7.76), comprised of the following:

○ Understand language needs (multi-lingual only)	(8.38 down from 8.82)	“excellent”
○ Courtesy and professionalism of staff	(8.05 up from 7.79)	“excellent”
○ Provision of information	(7.55 down from 7.61)	“very good”
○ Access to relevant officer / area	(7.52 down from 7.75)	“very good”
○ Care and attention to enquiry	(7.29 down from 7.43)	“very good”
○ Speed and efficiency of service	(7.22 down from 7.13)	“good”.

### **Importance of Council services and facilities**

- ⊗ The average importance of the 35 services and facilities was 8.99 (up from 8.79) out of a potential ten.

- ⊗ The five most important services in 2020:

○ Regular garbage collection	(9.47 up from 9.44)
○ Regular recycling	(9.45 up from 9.42)
○ Services for people with a disability	(9.24 up from 9.08)
○ Provision and maintenance of street lighting	(9.23 up from 9.15)
○ Maintenance and repair of sealed local roads	(9.21 up from 9.11).

- ⊗ The five least important services in 2020:

○ Public art and exhibitions	(8.51 up from 8.22)
○ Melton Learning	(8.55 up from 8.12)
○ Provision of community arts and cultural events	(8.67 up from 8.46)
○ Parking enforcement	(8.70 up from 8.56)
○ Community centres / Neighbourhood houses	(8.78 up from 8.50).

### **Satisfaction with Council services and facilities**

- ⊗ The average satisfaction with the 35 services and facilities was 7.50 (down from 7.52) out of a potential ten, a level of satisfaction best categorised as “very good”.

- ⊗ This result was consistent with the 2019 metropolitan Melbourne (7.48) and marginally higher than the western region (7.21) average.

- ⊗ The five services with the highest satisfaction in 2020:

○ Local library	(8.70 up from 8.45)	“excellent”
○ Green waste collection	(8.69 down from 8.71)	“excellent”
○ Regular garbage collection	(8.67 down from 8.75)	“excellent”
○ Regular recycling	(8.62 up from 8.52)	“excellent”
○ Health services for babies, infants, and toddlers	(8.01 down from 8.19)	“excellent”.

- ⊗ The five services with the lowest satisfaction in 2020:

○ Public toilets	(6.57 down from 6.79)	“good”
○ Footpath maintenance and repairs	(6.61 down from 6.86)	“good”
○ Maintenance and repair of sealed local roads	(6.70 down from 7.06)	“good”
○ Parking enforcement	(6.87 down from 6.79)	“good”
○ Public art and exhibitions	(7.03 down from 7.70)	“good”.



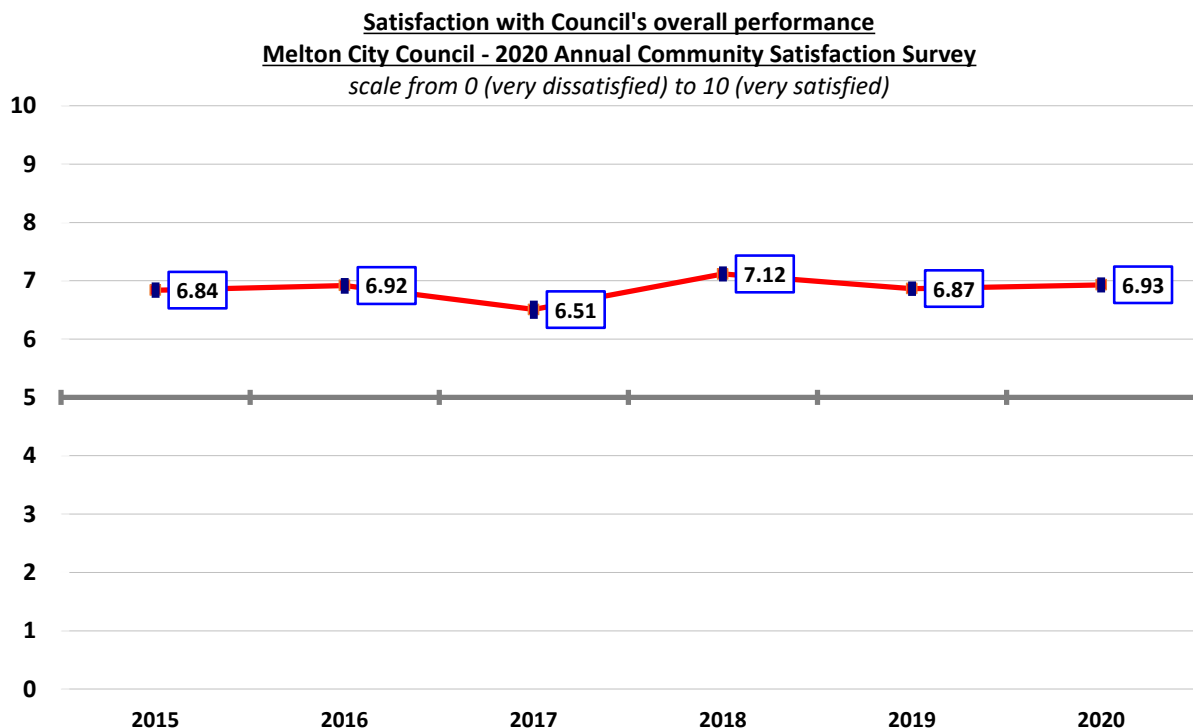
## Council’s overall performance

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 by less than one percent this year to 6.93. This remains a “good” level of satisfaction, the same level as recorded in each of the six years of the survey program.

By way of comparison, this result was identical to the metropolitan Melbourne average overall satisfaction, as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research. The 2020 *Governing Melbourne* survey was delayed due to the COVID-19 pandemic, and this report will be updated with the new comparative results when available.



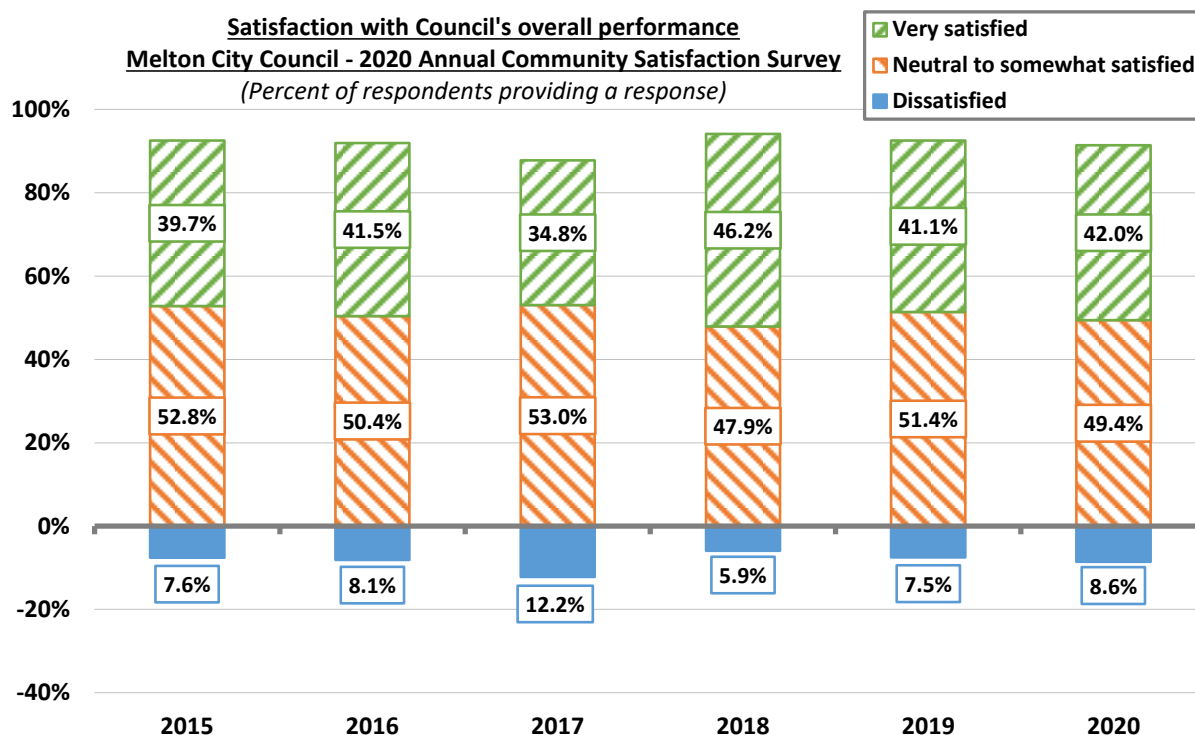
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e. rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction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

Consistent with the stable average overall satisfaction score, the raw percentage results outlined in the following table also remained relatively stable this year. There was a marginal increase in the proportion of “very satisfied” respondents as well as a similar, marginal increase in the proportion of “dissatisfied” respondents.



Metropolis Research draws attention to the fact that almost half (42.2%) of the respondents were “very satisfied” with Council’s overall performance. This is close to five times as many respondents than were “dissatisfied”.

These are important findings, as they highlight the fact that most people in the community are satisfied with the overall performance of Melton City Council.



There was no statistically significant variation in satisfaction with Council’s overall performance observed across the 11 precincts comprising the City of Melton. This is a result that is also consistent with recent years.

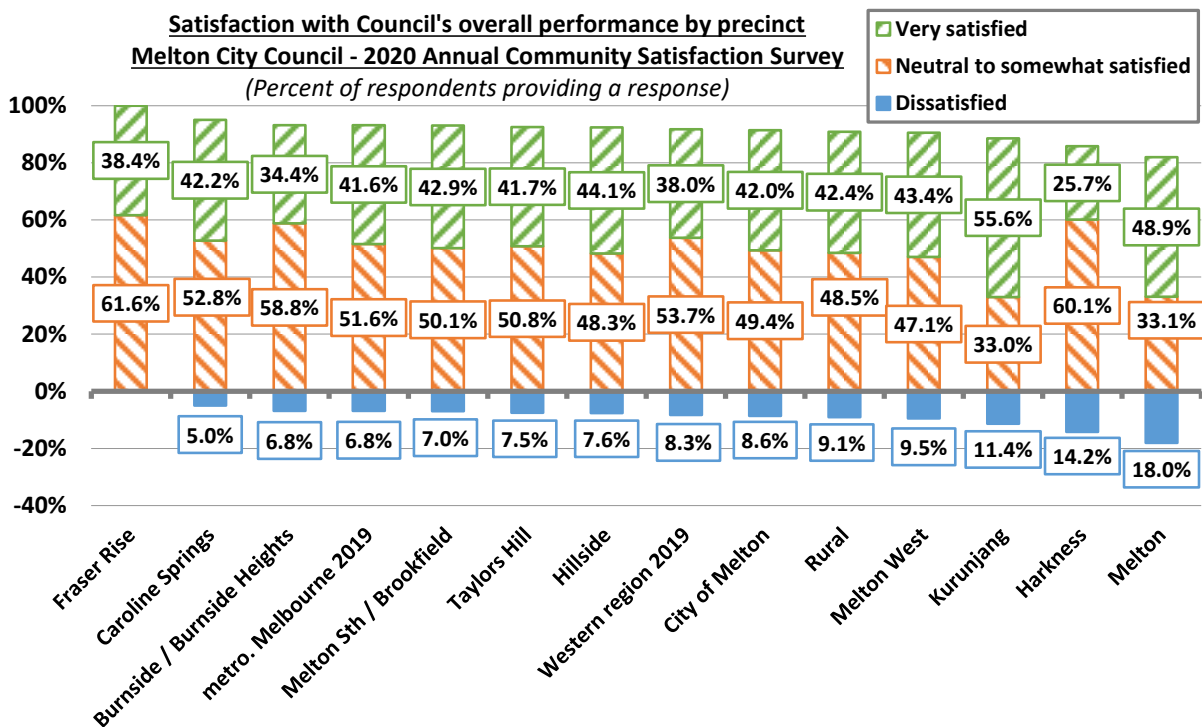
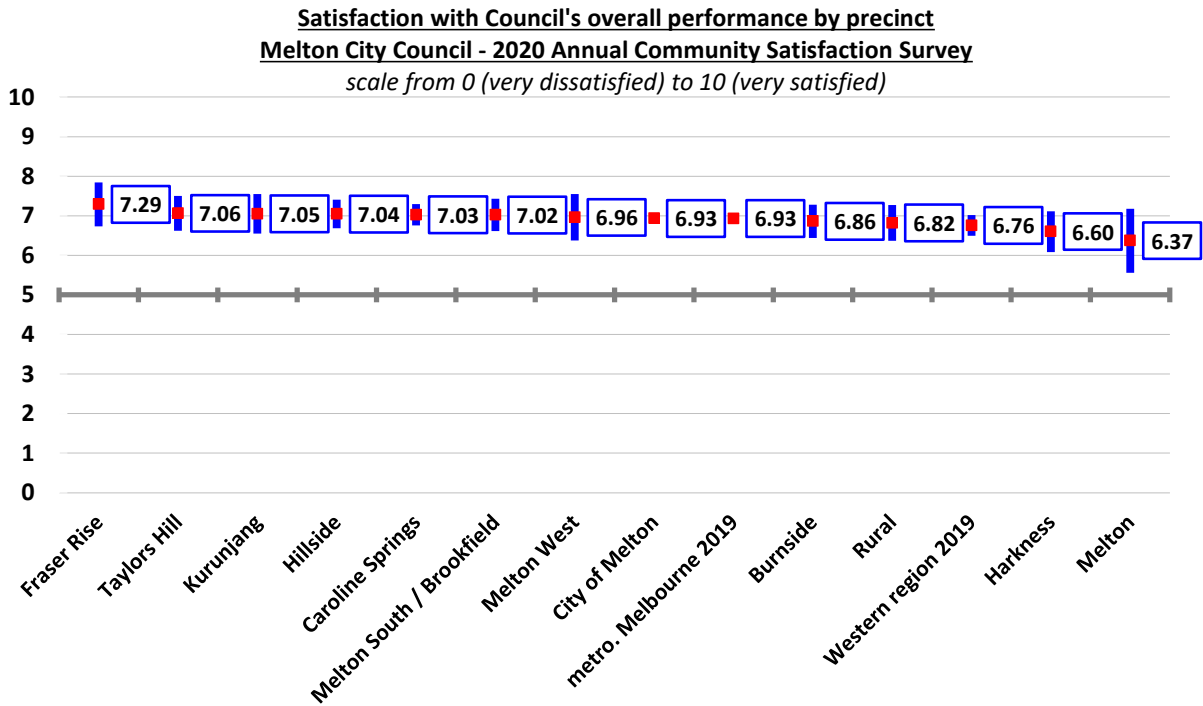
Having said that, it is of note that:

- **Fraser's Rise** – respondents from this newly developing precinct were notably, albeit not measurably more satisfied with Council’s overall performance than the municipal average and at a “very good” level of satisfaction. There were no respondents from Fraser's Rise who were “dissatisfied” with Council’s overall performance.
- **Melton precinct** – respondents were notably, albeit not measurably less satisfied with Council’s overall performance than the municipal average and at a “solid” level. It is noted that Melton precinct also reported somewhat lower than average satisfaction in 2019.

It is noted from the raw percentage results graph, that whilst Melton precinct respondents were, on average, less satisfied with Council’s overall performance than average, almost half (48.9%) were “very satisfied” (i.e. rated satisfaction at eight or more).

The lower average satisfaction is because one-sixth (18.0%) of respondents in Melton West were dissatisfied with Council’s overall performance.





### Overall performance by respondent profile

The main report includes a detailed breakdown of satisfaction with Council's overall performance, with the key findings as follows:

- More satisfied than average** – includes adolescents (aged 15 to 19 years), senior citizens (aged 75 years and over), female respondents, respondents from multi-lingual households, rental household respondents, and newer resident respondents (less than five years in the City of Melton).



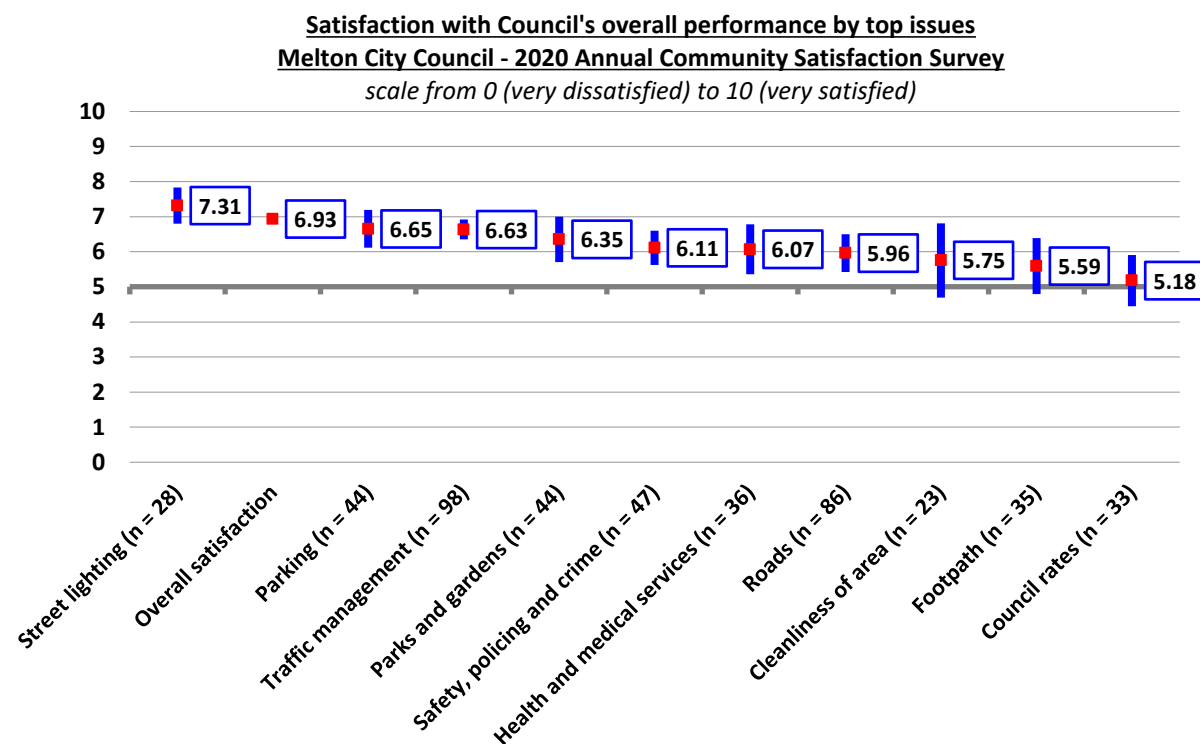
- **Less satisfied than average** – middle-aged adults (aged 45 to 59 years), male respondents, respondents from English speaking households, mortgagee household respondents, and long-term residents (ten years or more in the City of Melton).

### Correlation between issues and satisfaction with overall performance

The following graph provides a comparison of satisfaction with Council’s overall performance between respondents who nominated each of the 10 most common issues to address for the City of Melton “at the moment”. Full analysis of the top issues is included in the [Current Issues for the City of Melton](#) section of this report.

The purpose of this graph is to explore whether there is likely to be a relationship between the most common issues to address in the City of Melton and satisfaction with Council’s overall performance for the respondents’ nominating each issue.

The overall satisfaction with the performance of Council was 6.93 out of a potential 10 this year, somewhat higher than all but one of the 10 most common issues nominated.



On average, the 28 respondents who nominated issues around street lighting, were somewhat more satisfied than the municipal average, rating satisfaction at 7.31 compared to the municipal average of 6.93. This suggests that street lighting is not negatively influencing respondents’ satisfaction with Council’s overall performance.

The respondents who nominated each of the nine other most common issues were, on average, substantially less satisfied with Council’s overall performance than the municipal average. This does suggest, that for the respondents’ nominating each of these issues, the issues are likely to exert a somewhat negative influence on satisfaction with Council’s overall performance for these respondents.





Metropolis Research draws particular attention to the issues of roads, cleanliness of the area, footpaths, and Council rates, as the respondents who nominated each of these issues, on average rated satisfaction with Council’s overall performance at “poor”, “very poor”, and in the case of Council rates, “extremely poor” levels of satisfaction.

In relation to the 33 respondents who nominated Council rates as one of the top three issues for the City of Melton “at the moment”, it is important to note that this group of respondents almost always report a very low level of satisfaction with Council, as they tend to be of the view that Council is charging too much for rates for the level of service provided.

### **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?”*

Of the 63 respondents dissatisfied with Council’s overall performance provided a total of 35 responses outlining the reasons why they were dissatisfied.

Consistent with the results recorded in previous years, the two most common reasons why respondents are dissatisfied with Council’s overall performance related to issues with Council support, its governance and performance (34.3%) and issues around communication, consultation, and responsiveness (28.6%).

These responses are, overall, broad in nature, rather than being directly linked to specific services. This is important, as it reflects the fact that relatively few respondents were dissatisfied with specific services and facilities, as outlined in the [Satisfaction Council services and facilities](#) section of this report. Most residents were satisfied with the services and facilities provided by Council, and that overall satisfaction is more directly impacted by broader issues and the direction, management, and governance of Council and how Council engages with the community, than it is by satisfaction with direct service delivery.

#### **Reasons for dissatisfaction with Council's overall performance**

#### **Melton City Council - 2020 Annual Community Satisfaction Survey**

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

Comment	2020		2019	2018	2017	2016
	Number	Percent				
Council support, governance and performance	12	34.3%	35.4%	20.5%	39.1%	42.3%
Communication, consultation and responsiveness	10	28.6%	17.7%	28.2%	11.8%	17.3%
Rates and money spending	5	14.3%	11.4%	23.1%	17.3%	5.8%
Service and facilities	4	11.4%	25.3%	2.6%	3.6%	3.8%
Public transport, traffic and parking	1	2.9%	5.1%	2.6%	1.8%	9.6%
Other	3	8.6%	5.1%	20.5%	4.5%	13.5%
<b>Total</b>	<b>35</b>	<b>100%</b>	<b>79</b>	<b>39</b>	<b>110</b>	<b>52</b>



## 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?”*

The average satisfaction with the six included aspects of governance and leadership was 6.81 out of a potential 10 this year, down less than one percent on the 6.89 recorded in 2019, and down three percent on the 2018 result of 7.02.

It is important to bear in mind that this result remains nine percent higher than the most recent low point of 6.25 recorded back in 2017.

This level of satisfaction with governance and leadership remains “good”, the same level as recorded since the “solid” recorded in the low point of 2017. By way of comparison, the 2019 metropolitan Melbourne average satisfaction with the same six aspects of governance and leadership was 6.89, less than one percent higher than this City of Melton result.

Satisfaction with five of the six aspects of governance and leadership declined marginally, but not measurably this year.

Satisfaction with Council’s “representation, lobbying, and advocacy with other levels of government” increased marginally, but not measurably this year.

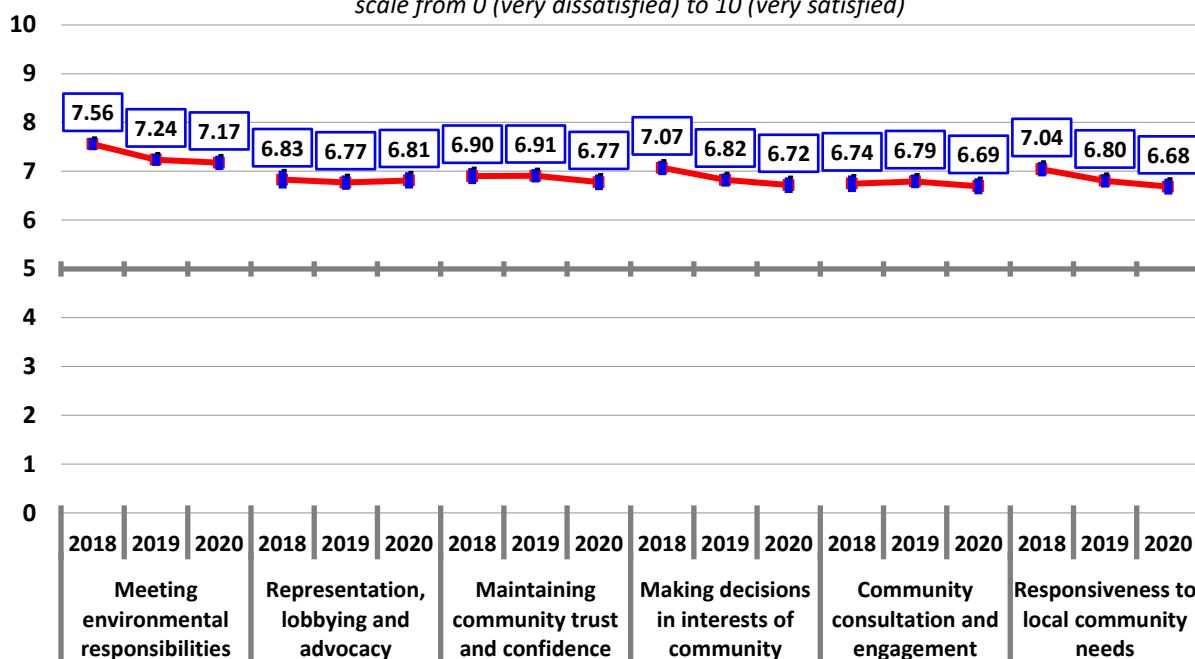
Satisfaction with all six aspects of governance and leadership can best be summarised as good. This is the same result as recorded in 2019.

Consistent with the results recorded in previous years, the average satisfaction with governance and leadership remained marginally, but not measurably lower than satisfaction with Council’s overall performance. This reflects the fact that satisfaction with governance and leadership remains highly correlated with satisfaction with overall performance, with a Pearson’s correlation coefficient of 0.816.

These results highlight the fact that satisfaction with Council’s overall performance reflects the subjective view about how well Council represents, engages and consults with, maintains the trust of, and responds to the needs of the local community, including by maintaining good levels of corporate governance.



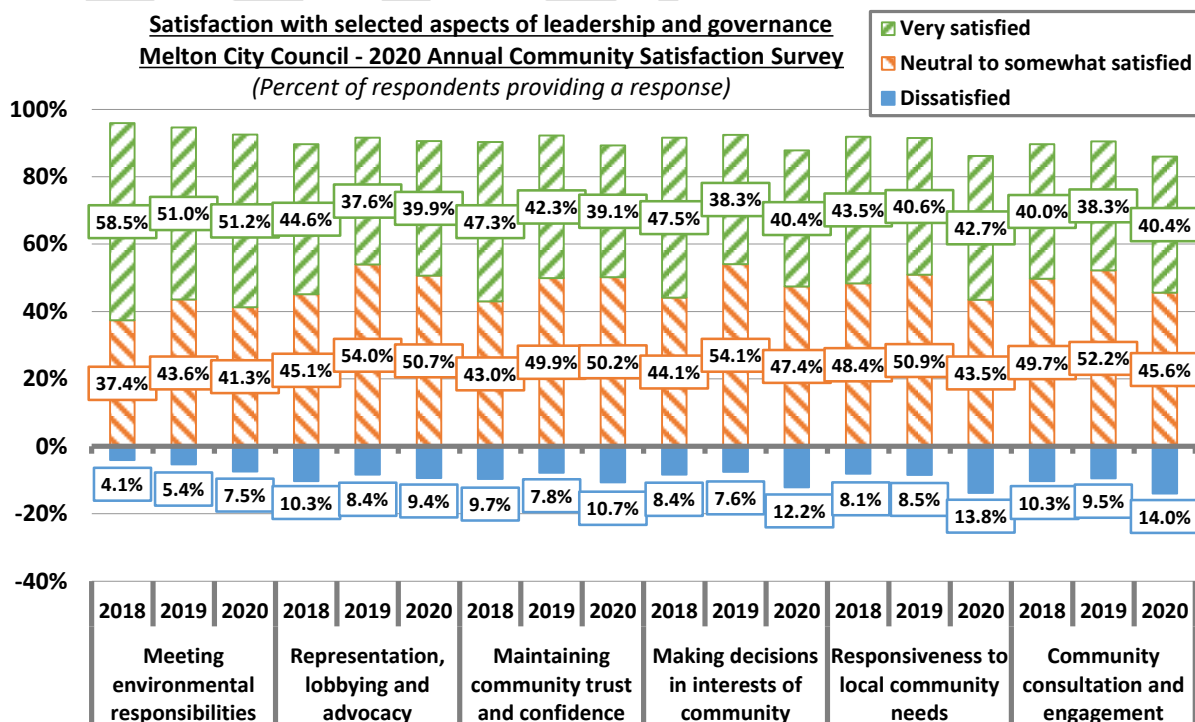
**Satisfaction with aspects of governance and leadership**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Consistent with recent years, between approximately 40% and 50% of respondents were “very satisfied” with each of the six aspects of governance and leadership (i.e. rated satisfaction at eight or more out of 10), whilst between seven and 14% were dissatisfied (rated satisfaction from zero to four).

It is noted that, as in recent years, the responsiveness of Council (13.8%) and community consultation and engagement (14.0%) were the two aspects of governance and leadership with which respondents were most likely to be dissatisfied.

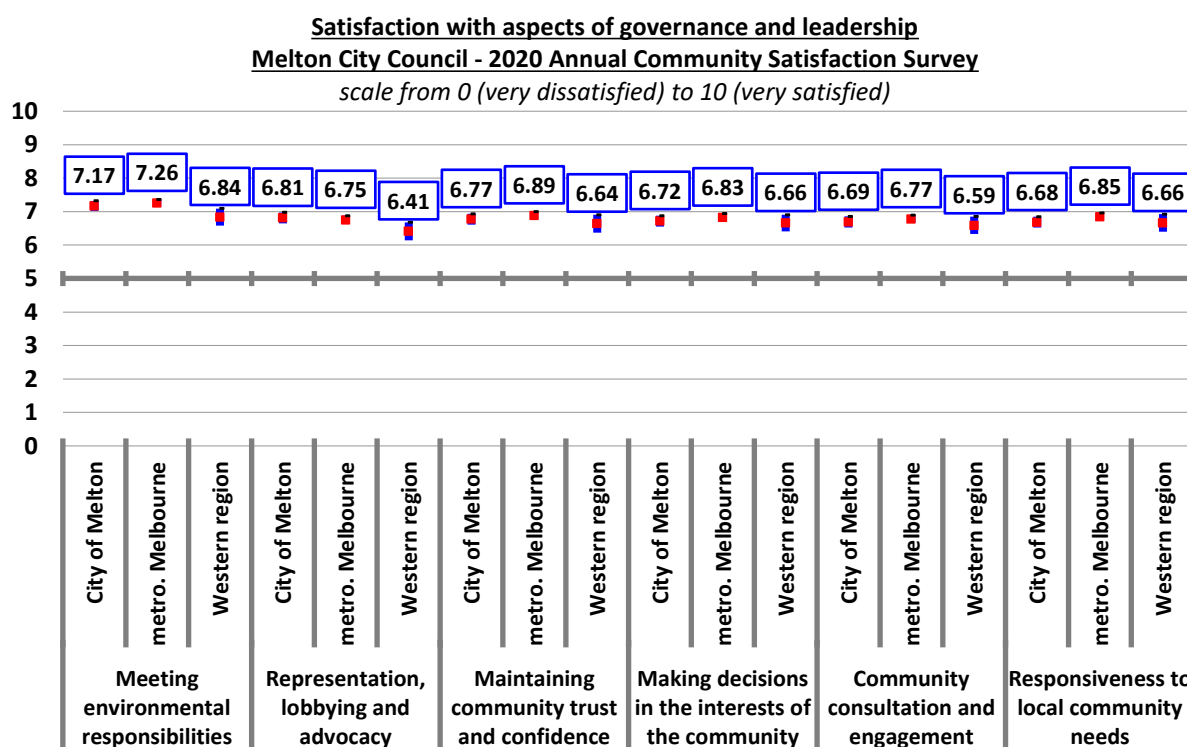
**Satisfaction with selected aspects of leadership and governance**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
*(Percent of respondents providing a response)*



The following graph provides a comparison of satisfaction with the six aspects of governance and leadership against the metropolitan Melbourne and western region councils’ average satisfaction as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research. These results will be updated with the 2020 results as soon as they are available.

Metropolis Research notes that satisfaction with the six aspects of governance and leadership in the City of Melton was similar to or marginally lower than the metropolitan Melbourne results.

It is noted that satisfaction tended to be higher in the City of Melton than the average for the western region councils, most notably in relation to satisfaction with Council’s representation, lobbying and advocacy with other levels of government.



The main report provides a breakdown of satisfaction with these aspects of governance and leadership by precinct and by respondent profile. In general terms, the following variations were noted:

- **Generally more satisfied than average** – respondents from Frasers Rise, Taylors Hill, and Caroline Hill, adolescents (aged 18 to 19 years), senior citizens (aged 75 years and over), and respondents from multi-lingual households tended to be somewhat more satisfied than average with most aspects of governance and leadership.
- **Generally less satisfied than average** – respondents from Melton precinct, Harkness, and the rural precinct, middle-aged adults (aged 45 to 59 years), and respondents from English speaking households tended to be somewhat less satisfied than average with most aspects of governance and leadership.



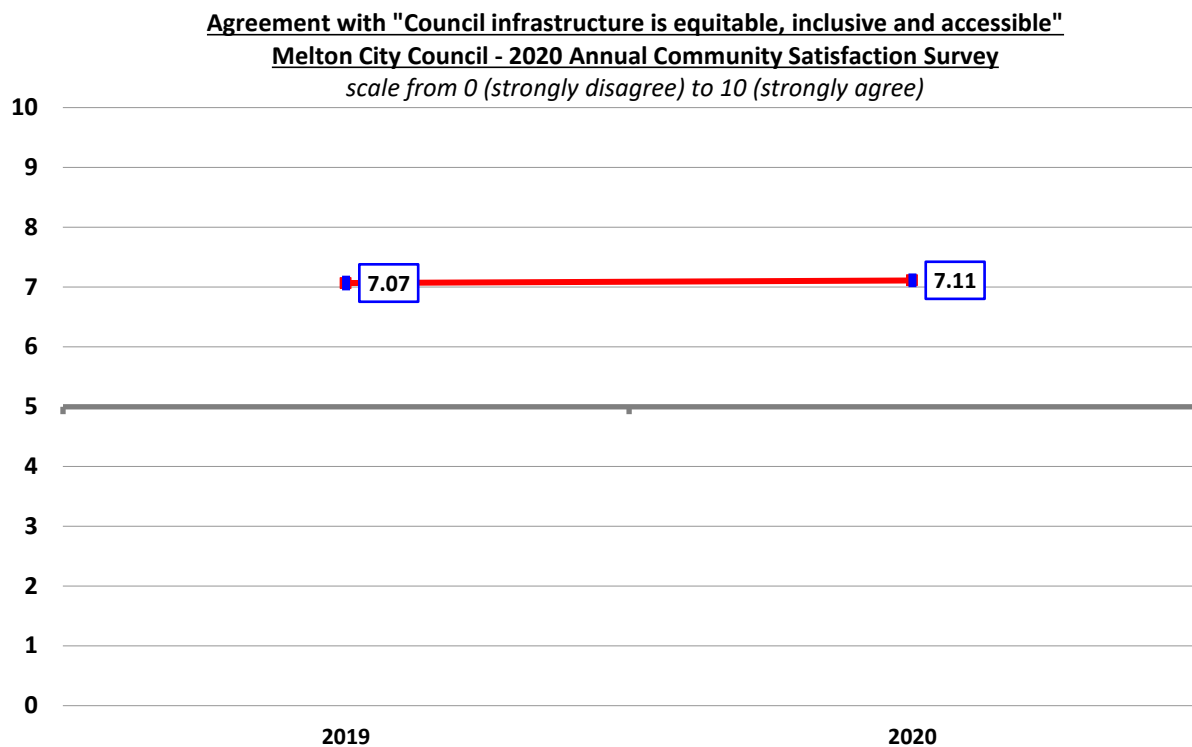
## Equity, inclusion, and accessibility

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 statement about the Melton City Council.”*

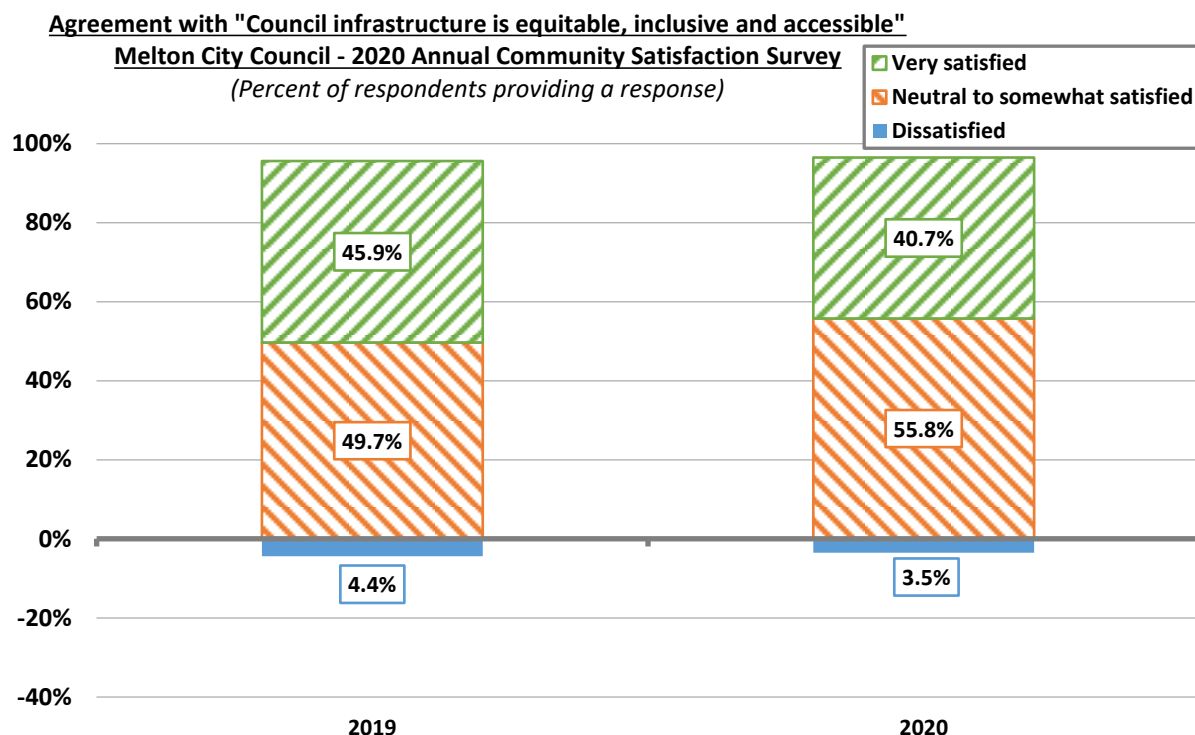
Due to the need to reduce the size of the survey form this year to facilitate its implementation by telephone rather than the usual face-to-face interview methodology, this section of the survey includes agreement with just one, rather than the usual two statements about Melton City Council.

Agreement that “Council infrastructure is equitable, inclusive and accessible” increased very marginally but not measurably this year, up less than one percent to 7.11.



Consistent with the result recorded last year, most respondents agreed to strongly agreed that Council infrastructure is equitable, inclusive, and accessible, whilst just 3.5% (down from 4.4%) disagreed with this statement.





## Customer service

### Contact with Council in the last two years

Respondents were asked:

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

More than one-third (42.8%) of respondents reported that they had contacted Melton City Council in the last 12 months, an increase on the unusually low 35.2% recorded last year. The long-term average result for this question since 2015 is 40.2%.

**Contacted Council in the last twelve months**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2020		2019	2018	2017	2016	2015
	Number	Percent					
Yes	343	42.8%	35.2%	40.4%	44.0%	38.3%	40.2%
No	459	57.2%	64.8%	59.6%	56.0%	61.7%	59.8%
Not stated	2		11	1	16	12	12
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>804</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>



Given the need to reduce the size of the survey this year to facilitate its implementation by telephone rather than the usual face-to-face interview, the question asking the method of last contacting Council was not included in the survey this year. It is anticipated that this question will be included again in future years.

### **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 343 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with six aspects of customer service. It is noted that in previous years, there were eight aspects of customer service, however due to the requirements to reduce the size of the survey this year, respondents were not asked to rate satisfaction with “opening hours” and “general reception”.

The average satisfaction with the six included aspects of customer service was 7.67 out of a potential 10 this year, down marginally on the 7.76 in 2019, and down 2.8% on the 2018 average of 7.89. Average satisfaction with customer service has declined from an “excellent” to a “very good” level of satisfaction.

Satisfaction with the six included aspects of customer service can best be summarised as follows:

- **Excellent** – for staff understanding language needs (respondents from multi-lingual households only), courtesy and professionalism of staff.
- **Very Good** – for the provision of information, access to relevant officer / area, and care and attention to enquiry.
- **Good** – for the speed and efficiency of service.

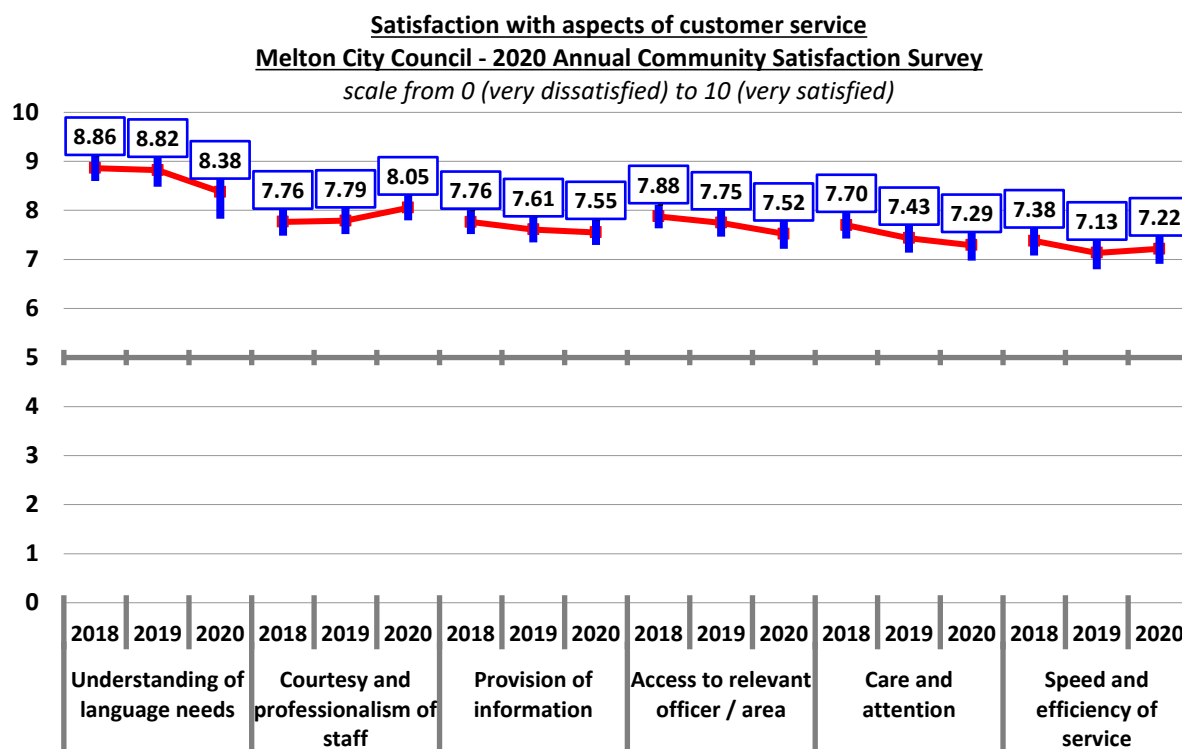
Metropolis Research notes that Melton City Council has consistently recorded a very high level of satisfaction with meeting the language needs of respondents in providing customer service.

It is also noted that satisfaction with the speed and efficiency of service has consistently been the aspect of customer service to receive the lowest (although still good) level of satisfaction.

Metropolis Research draws attention to the fact that, despite the decline recorded this year, satisfaction with all six aspects of customer service was recorded at levels higher than the satisfaction with Council's overall performance (6.93).

Despite this overall positive result, attention is drawn to the fact that satisfaction with care and attention to enquiry (down 5.7% since 2018), access to relevant officer / area (down 4.6% since 2018), and the provision of information (down 2.7% since 2018) have all fallen somewhat over the last two years, although these declines are not statistically significant.





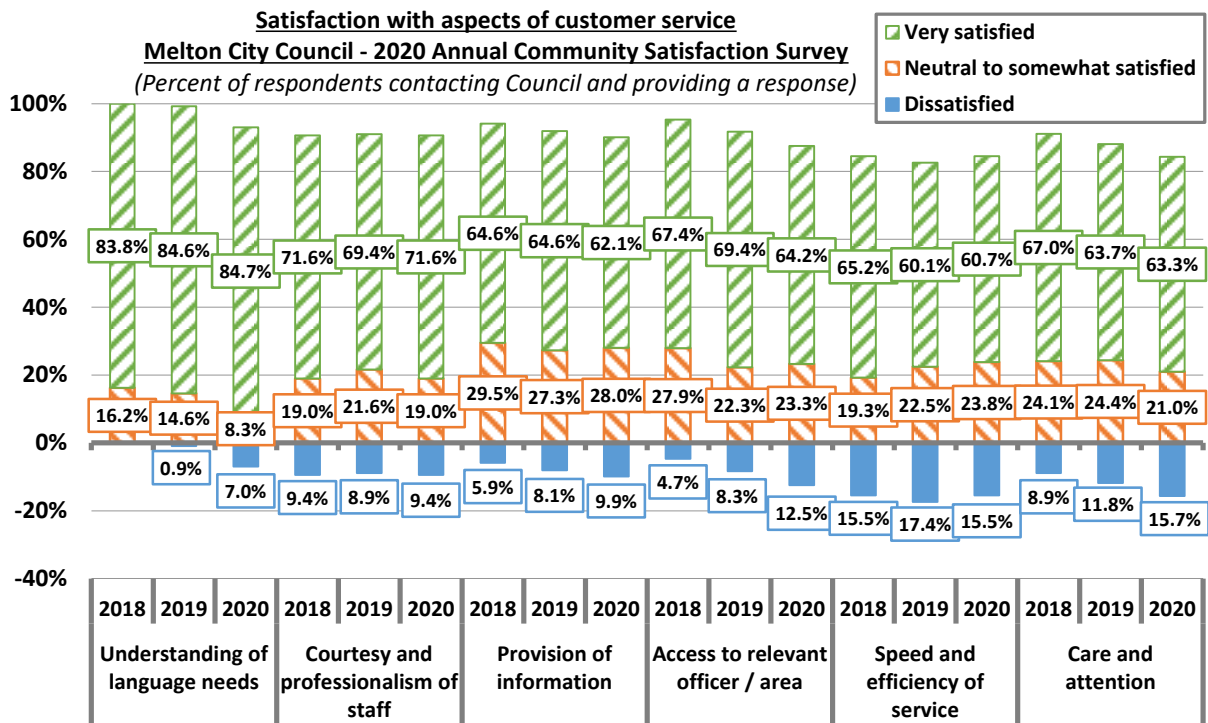
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e. rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction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

Whilst two-thirds or more of respondents were “very satisfied” with each of the six aspects of customer service, it is noted that there has been a small increase in recent years, in the proportion of respondents dissatisfied with the access to relevant officer / area (up from 4.7% in 2018 to 12.5% this year) and the care and attention to enquiry (up from 8.9% in 2018 to 15.7% this year).

Some attention to how Council provides efficient access to officers as it responds to enquiries may be warranted given the small increase in the proportion of respondents dissatisfied with these aspects of customer service. It is also important to bear in mind that interactions with Council appear to have a significant influence on respondents’ satisfaction with Council’s overall performance.







The following graph provides a comparison of satisfaction with these six aspects of customer service against the metropolitan Melbourne average satisfaction, as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

Metropolis Research notes that satisfaction with five of the six aspects of customer service was somewhat higher in the City of Melton than the 2019 metropolitan Melbourne averages. Satisfaction with staff understanding language needs (multi-lingual household respondents only) was almost identical in the City of Melton as the 2019 metropolitan Melbourne average.



## Planning and housing development

### Planning for population growth

Respondents were informed that:

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

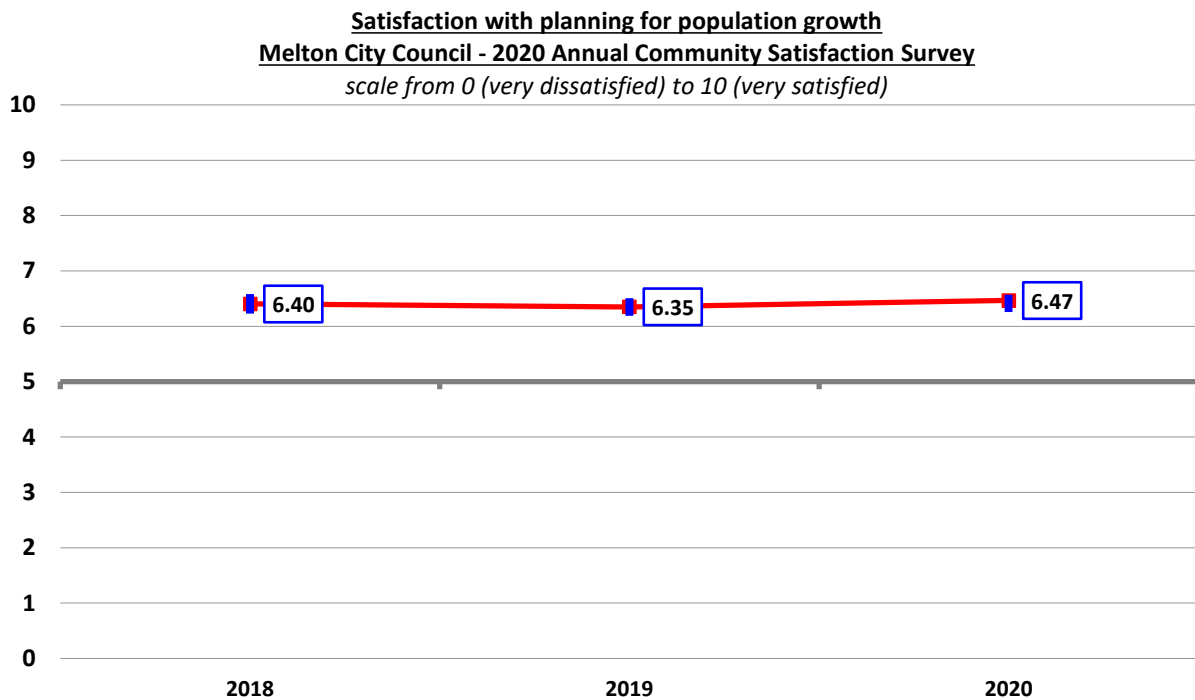
Respondents were then asked:

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

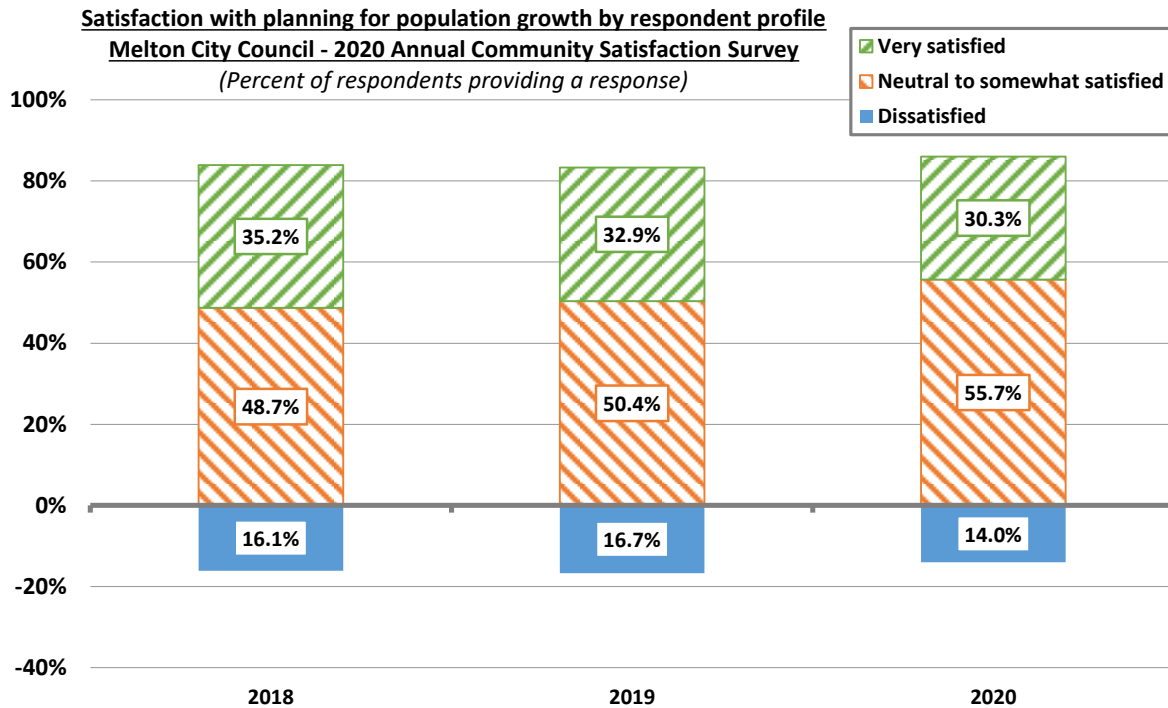
Respondents were provided the preamble information about planning for population growth, and then asked to rate their satisfaction with planning for population growth by all levels of government. The question was framed in this manner to reflect the lack of consistent knowledge in the community as to the roles and responsibilities of different levels of government in relation to planning for population growth.

Satisfaction with planning for population growth by all levels of government in the City of Melton has remained at “solid” levels for each of the three years in which the question has been included in the survey program. Satisfaction increased marginally this year, up 1.9% to 6.47.

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



Consistent with the results recorded in previous years, approximately one-third (30.3%) of respondents were “very satisfied” (i.e. rated satisfaction at eight or more out of 10), whilst a little less than one-sixth (14.0%) were dissatisfied (i.e. rated satisfaction from zero to four).



Due to the need to reduce the size of the survey this year to facilitate its implementation by telephone rather than the usual face-to-face interview, the survey included only one set of questions relating to satisfaction with planning and housing development.

In previous years, the survey included a set of questions on participation in the planning approvals process and questions around satisfaction with process. These questions have not been included this year.

This year the survey only includes the set of questions around satisfaction with planning and development outcomes.

**Satisfaction with aspects of planning and housing development**

Respondents were asked:

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

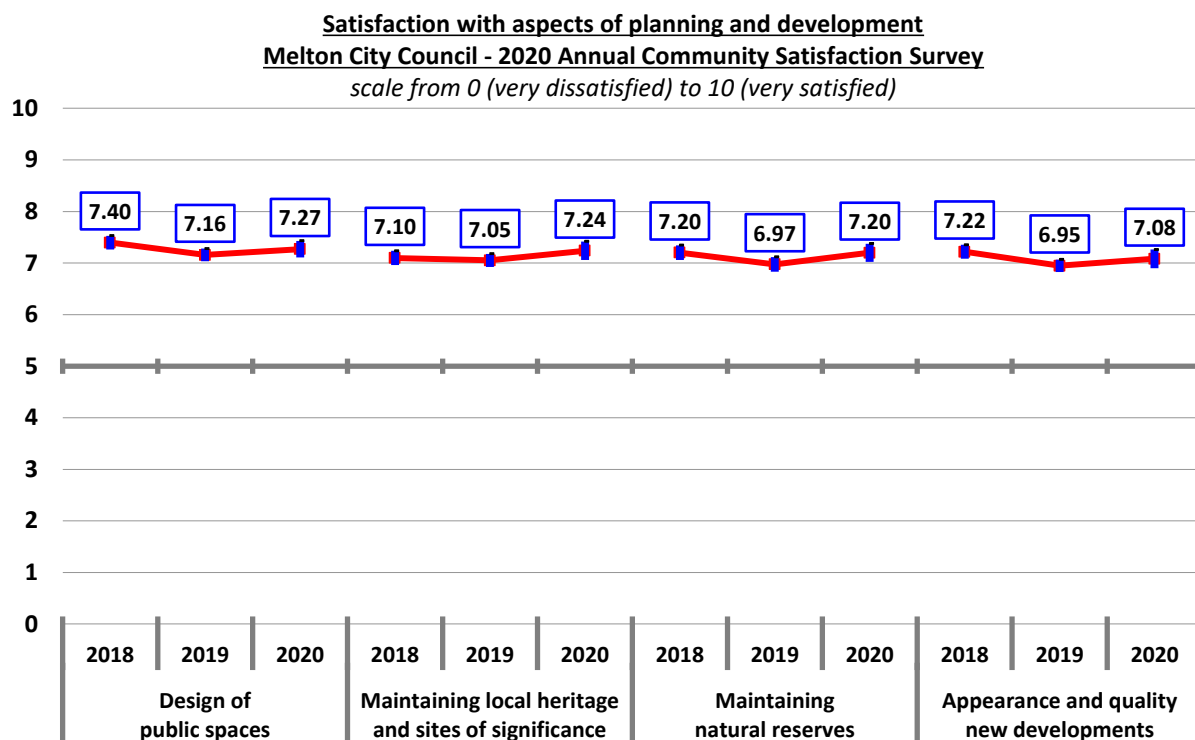
All respondents were asked to rate their satisfaction with four aspects of planning and housing development, down from the usual six due to the need to reduce the size of the survey this year.

The average satisfaction with these four aspects of planning and housing development was 7.20 out of a potential 10 this year, up marginally on the 7.03 recorded last year, but consistent with the 7.23 recorded in 2018.



This remains at a “good” level of satisfaction, the same as in each of the previous three years.

Satisfaction with the design of public spaces was recorded at a “very good” level, whilst satisfaction with Council’s performance maintaining local heritage and sites of significance (7.24), maintaining natural reserves (7.20), and the appearance and quality of new developments (7.08) were all recorded at “good” levels this year.

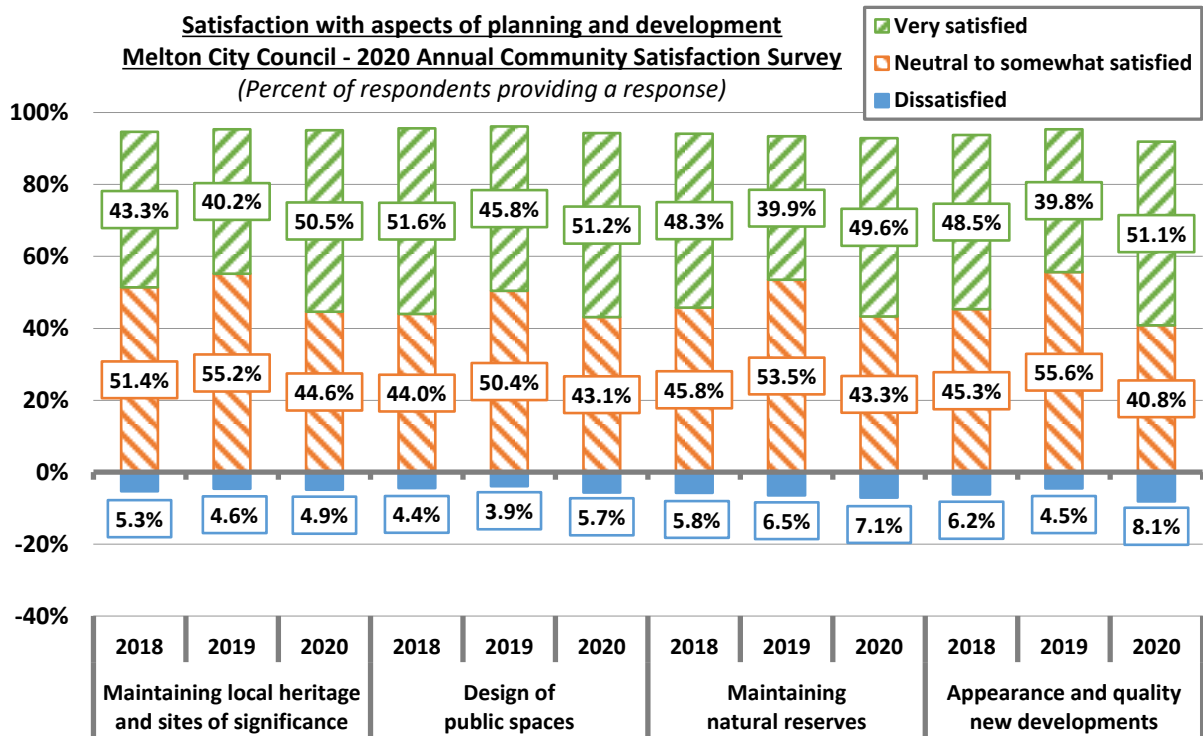


The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e. rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction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

Attention is drawn to the fact that approximately half of the respondents were very satisfied with each of the four aspects of planning and housing development this year, with all increasing the proportion of very satisfied respondents this year.

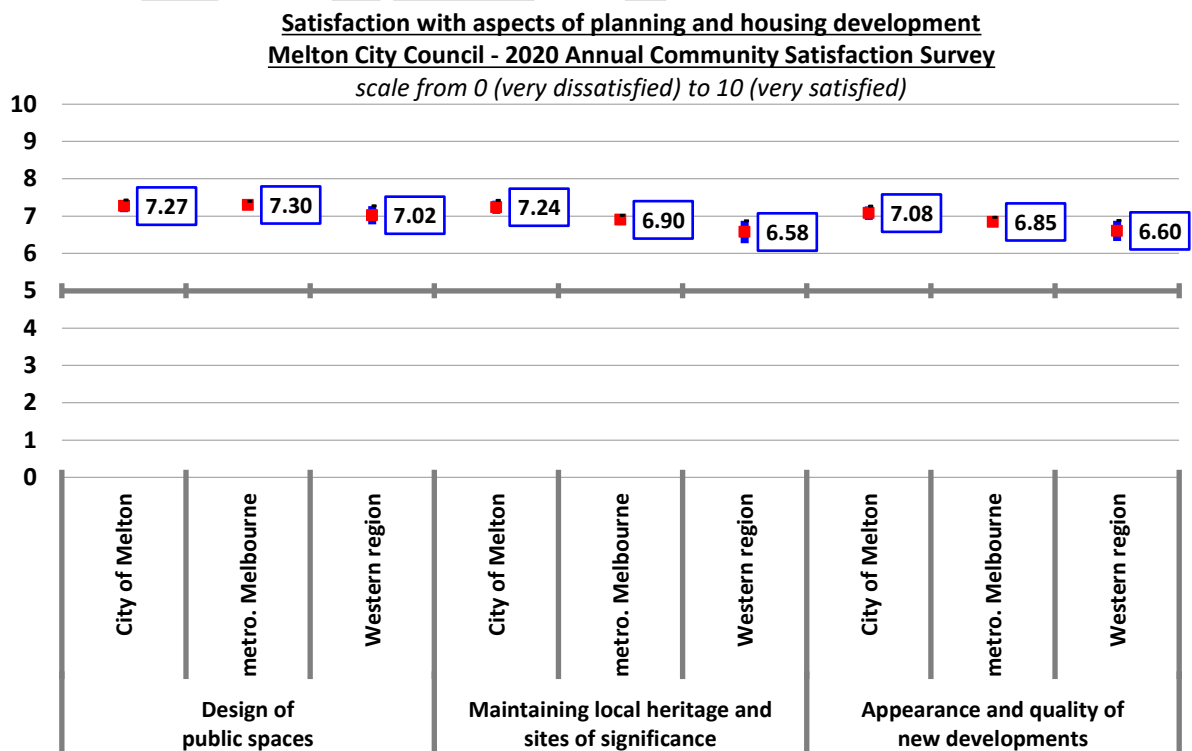
There was a small increase this year, in the proportion of respondents dissatisfied with the appearance and quality of new developments (up from 4.5% to 8.1%).





The following graph provides a comparison of satisfaction with aspects of planning and housing development against the western region councils' and metropolitan Melbourne results, as recorded in the 2019 *Governing Melbourne* research.

Consistent with the results recorded in previous years, satisfaction with both the maintenance of local heritage and sites of significance and the appearance and quality of new developments was marginally higher in the City of Melton than the metropolitan Melbourne average, and measurably and significantly higher than the average for the western region.



## 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 2020, asked to rate first the importance of each of 35 included Council services and facilities “to the community”, and then asked to rate their personal satisfaction with each service and facility.

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

Respondents were asked to rate satisfaction with each of the 15 core services and facilities about which all members of the community should have a view, and then their personal satisfaction with each of the 20 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 35 included Council services and facilities, with the 2019 metropolitan Melbourne average as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

Due to the COVID-19 pandemic, the 2020 *Governing Melbourne* survey has been delayed, and this report will be updated with the 2020 results as soon as they become available.

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 35 included services and facilities was 8.99 out of 10 this year, up 2.3% on the 2019 average importance of 8.79.

Importance varied from a high of 9.47 for the regular garbage collection service, to a low of 8.51 for public art and exhibitions.

This result highlights the fact that the community consider all the services and facilities provided by Council to be very important (8.51 or higher), although the core services of waste and recycling, health and human services, lighting, roads, and parks and gardens were of the most importance to the community.



**Importance of selected services and facilities**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2020			2019	2018	2017	2019 Metro.*	
			Lower	Mean	Upper					
Higher than average importance	Regular garbage collection	793	9.40	<b>9.47</b>	9.53	9.44	9.22	9.46	9.33	
	Regular recycling	795	9.39	<b>9.45</b>	9.51	9.42	9.20	9.39	9.24	
	Services for people with a disability	666	9.15	<b>9.24</b>	9.33	9.08	9.43	9.19	9.00	
	Provision and maintenance of street lighting	797	9.15	<b>9.23</b>	9.31	9.15	8.98	9.12	9.05	
	Maintenance and repair of sealed local roads	792	9.12	<b>9.21</b>	9.30	9.11	8.75	8.85	9.00	
	Provision and maintenance of parks and gardens	795	9.12	<b>9.20</b>	9.28	9.08	8.80	8.96	8.93	
	Green waste collection	770	9.11	<b>9.20</b>	9.28	9.41	9.12	9.24	9.01	
Average importance	Health services for babies, infants and toddlers	675	9.06	<b>9.16</b>	9.26	8.96	9.20	9.23	n.a.	
	Litter collection in public areas	786	9.07	<b>9.16</b>	9.24	9.17	8.89	8.96	n.a.	
	Family Support and Emergency Relief	651	9.06	<b>9.15</b>	9.24	9.01	9.23	n.a.	n.a.	
	Footpath maintenance and repairs	796	9.05	<b>9.15</b>	9.24	9.06	8.76	8.78	8.93	
	Services for seniors	661	9.02	<b>9.12</b>	9.21	9.03	9.25	9.17	8.87	
	Local traffic management	784	9.01	<b>9.10</b>	9.19	8.95	8.80	8.83	8.92	
	Services and programs for children	672	8.99	<b>9.08</b>	9.17	8.85	8.92	9.12	8.75	
	Local library	713	8.96	<b>9.05</b>	9.15	8.88	8.99	9.09	8.99	
	On and off road bike and / or walking paths	758	8.97	<b>9.05</b>	9.14	8.63	8.61	8.75	8.64	
	Services for young people	658	8.89	<b>8.99</b>	9.09	8.82	8.86	9.08	8.51	
	Provision and maintenance of playgrounds	720	8.89	<b>8.98</b>	9.07	8.82	8.85	8.92	n.a.	
	Melton Recycling Facility	731	8.88	<b>8.96</b>	9.05	8.88	9.01	8.72	n.a.	
	Recreation and Leisure Centres	709	8.85	<b>8.95</b>	9.04	8.63	8.65	8.70	8.65	
	Sports grounds and associated facilities	713	8.84	<b>8.93</b>	9.02	8.78	8.94	8.88	8.72	
	Animal management	780	8.82	<b>8.92</b>	9.02	8.66	8.53	8.50	8.44	
	Provision and maintenance of street trees	793	8.80	<b>8.89</b>	8.99	8.90	8.67	8.50	8.77	
	Council activities promoting local business growth	773	8.78	<b>8.89</b>	8.99	8.52	8.33	8.34	8.53	
	Hard rubbish collection	716	8.74	<b>8.85</b>	8.95	8.86	8.83	8.92	8.98	
	Street sweeping	794	8.73	<b>8.84</b>	8.95	8.80	8.51	8.40	8.74	
	Council's website	727	8.73	<b>8.83</b>	8.93	8.41	8.39	8.09	8.36	
	Maintenance and cleaning of shopping strips	788	8.73	<b>8.82</b>	8.91	8.87	8.69	8.71	8.78	
	Public toilets	701	8.70	<b>8.81</b>	8.92	8.76	9.08	8.70	8.84	
	Access services through digital or online channels	682	8.71	<b>8.81</b>	8.92	8.33	8.50	n.a.	n.a.	
	Lower than average	Community centres / Neighbourhood houses	669	8.68	<b>8.78</b>	8.88	8.48	8.56	8.55	n.a.
		Parking enforcement	780	8.58	<b>8.70</b>	8.83	8.56	8.33	8.09	8.47
		Provision of community arts and cultural events	666	8.56	<b>8.67</b>	8.78	8.46	8.30	8.12	8.42
		Melton Learning	596	8.43	<b>8.55</b>	8.68	8.12	8.22	n.a.	n.a.
Public art and exhibitions		674	8.39	<b>8.51</b>	8.63	8.22	7.95	n.a.	n.a.	
Average importance of selected services			8.90	<b>8.99</b>	9.09	8.79	8.73	8.72	8.78	

(\*) 2019 metropolitan Melbourne average from Governing Melbourne

**Relative importance of Council services and facilities**

As labelled in the main table above, seven services and facilities were of measurably higher than average importance, whilst five were of measurably lower than average importance, as follows:



- **Measurably more important than the average of all services and facilities** – includes regular garbage collection, regular recycling, services for people with a disability, the provision and maintenance of street lighting, the maintenance and repair of sealed local roads, the provision and maintenance of parks and gardens, and the green waste collection service.
- **Measurably less important than the average of all services and facilities** – includes community centres / Neighbourhood Houses, parking enforcement, the provision of community arts and cultural events, Melton Learning, and public art and exhibitions.

Metropolis Research notes that it is consistently found that waste and recycling services, health and human services, parks and gardens, and roads tend to be of higher than average importance to the community across metropolitan Melbourne.

By contrast, arts and cultural activities, communication services, and parking enforcement tend to be of lower than average importance, but still very important none-the-less.

Regarding parking enforcement, the lower importance reflects the lower than average satisfaction, and the fact that some in the community consider parking enforcement to be of low importance because they feel it is overly enforced.

### Change in importance between 2019 and 2020

The average importance of the 35 included services and facilities increased 2.3% this year, including increased importance for 30 services and facilities, one was stable (the provision and maintenance of street trees), and four declined, with attention drawn to the following:

- **Increased importance this year** – included access to services via digital and online channels (up 5.7%), Melton Learning (up 5.3%), Council's website (up 4.9%), on and off-road bike and walking paths (up 4.9%), Council activities promoting local business growth (up 4.2%), recreation and aquatic centres (up 3.7%), public art and exhibitions (up 3.5%), Community centres / Neighbourhood Houses (up 3.5%), and animal management (up 3.0%). Most of these increases were statistically significant.
- **Decreased importance this year** – green waste collection (down 2.3%), maintenance and cleaning of shopping strips (down 0.6%), hard rubbish collection (down 0.2%), and litter collection in public areas (down 0.2%). None of these decreases were statistically significant.

Metropolis Research draws attention to the increase in the importance of digital and online communication channels and the website, as well as local business growth. It is likely that these increases may be, at least in part, due to the COVID-19 pandemic.

### Comparison to metropolitan Melbourne average

This report will be updated with a comparison to the 2020 metropolitan Melbourne average importance scores as soon as the postponed 2020 *Governing Melbourne* survey is complete following easing of COVID-19 restrictions.





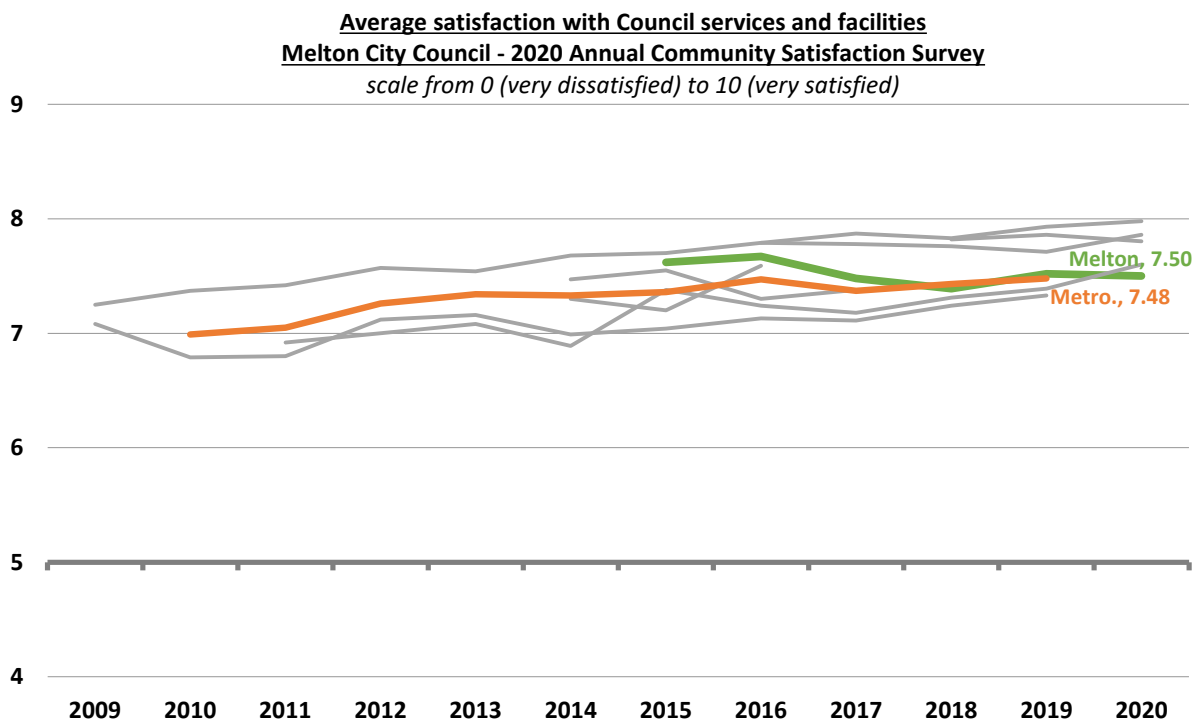
## Satisfaction with Council services and facilities

The average satisfaction with the 35 included services and facilities was 7.50 out of a potential 10 this year, almost identical to the average of 7.52 recorded in 2019.

This result remains at a “very good” level of satisfaction, and one that was 8.2% higher than satisfaction with Council’s overall performance.

It is important to note that satisfaction with all, but four of the 35 included Council services and facilities was higher than satisfaction with Council’s overall performance. This does suggest that the delivery of most services and facilities has a positive rather than a negative influence on community satisfaction with the performance of Council across all areas of responsibility. This is discussed in more detail in the [Council’s Overall Performance](#) section of this report.

This result was almost identical to the 2019 metropolitan Melbourne average, and marginally higher than the western region councils’ average satisfaction, as recorded in the 2019 *Governing Melbourne* survey conducted independently by Metropolis Research. Due to the COVID-19 pandemic, the 2020 *Governing Melbourne* research was delayed, and this report will be updated with the 2020 comparison results as soon as they become available later this year.



The following table outlines the average satisfaction with each of the 35 included services and facilities, with a comparison to the last three years, as well as a comparison to the 2019 metropolitan Melbourne average satisfaction as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.



**Satisfaction with selected Council services and facilities**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2020			2019	2018	2017	2019 Metro.*
			Lower	Mean	Upper				
Higher than average	Local library	428	8.56	<b>8.70</b>	8.83	8.45	8.40	8.83	8.56
	Green waste collection	712	8.58	<b>8.69</b>	8.81	8.71	8.45	8.54	8.28
	Regular garbage collection	796	8.55	<b>8.67</b>	8.79	8.75	8.62	8.76	8.53
	Regular recycling	782	8.49	<b>8.62</b>	8.74	8.52	8.51	8.63	8.04
	Health services for babies, infants and toddlers	208	7.75	<b>8.01</b>	8.27	8.19	7.76	8.43	n.a.
Average satisfaction	Sports grounds and associated facilities	455	7.65	<b>7.80</b>	7.96	7.60	7.58	8.07	7.78
	Services and programs for children	203	7.44	<b>7.69</b>	7.95	7.75	7.51	8.16	7.92
	Community centres / Neighbourhood houses	237	7.47	<b>7.69</b>	7.90	7.50	7.57	8.10	n.a.
	Melton Recycling Facility	477	7.49	<b>7.67</b>	7.84	7.72	7.72	7.55	n.a.
	Services for seniors	124	7.25	<b>7.62</b>	7.99	7.86	7.24	8.15	7.65
	Animal management	692	7.45	<b>7.60</b>	7.75	7.45	7.63	7.50	7.41
	Maintenance and cleaning of shopping strips	759	7.47	<b>7.60</b>	7.72	7.30	7.36	7.45	7.43
	Services for people with a disability	109	7.10	<b>7.52</b>	7.93	7.49	7.34	7.73	7.52
	Hard rubbish collection	347	7.24	<b>7.51</b>	7.78	7.59	7.15	7.40	7.90
	Provision and maintenance of playgrounds	507	7.34	<b>7.51</b>	7.67	7.34	7.35	7.40	n.a.
	Services for young people	117	7.10	<b>7.46</b>	7.81	7.55	7.15	8.22	7.55
	Provision and maintenance of street lighting	786	7.28	<b>7.43</b>	7.58	7.37	7.45	7.34	7.23
	Council's website	440	7.22	<b>7.41</b>	7.60	7.39	7.45	7.51	7.34
	On and off road bike and / or walking paths	582	7.25	<b>7.41</b>	7.56	7.50	7.30	7.27	7.40
	Access services through digital or online channels	319	7.17	<b>7.40</b>	7.63	7.67	7.54	n.a.	n.a.
	Melton Learning	94	6.99	<b>7.39</b>	7.80	7.78	7.33	n.a.	n.a.
	Recreation and Leisure Centres	401	7.15	<b>7.35</b>	7.56	7.52	7.54	7.86	7.90
	Provision of community arts and cultural events	290	7.11	<b>7.33</b>	7.54	7.77	7.41	7.29	7.86
	Provision and maintenance of parks and gardens	773	7.14	<b>7.29</b>	7.45	7.22	7.39	7.28	7.74
	Family Support and Emergency Relief	87	6.74	<b>7.26</b>	7.77	7.71	6.92	n.a.	n.a.
	Street sweeping	774	7.08	<b>7.25</b>	7.41	6.93	7.28	7.05	7.19
	Council activities promoting local business growth	673	7.06	<b>7.21</b>	7.36	6.87	7.06	6.85	7.07
	Litter collection in public areas	757	7.05	<b>7.21</b>	7.36	7.15	7.07	6.78	n.a.
	Local traffic management	767	7.04	<b>7.19</b>	7.35	6.84	6.71	6.32	6.69
	Provision and maintenance of street trees	780	7.02	<b>7.18</b>	7.34	6.99	7.03	6.62	7.10
Public art and exhibitions	207	6.74	<b>7.03</b>	7.32	7.70	7.09	n.a.	n.a.	
Lower than average	Parking enforcement	716	6.69	<b>6.87</b>	7.06	6.79	6.86	6.61	6.80
	Maintenance and repair of sealed local roads	788	6.54	<b>6.70</b>	6.86	7.06	6.81	6.71	7.27
	Footpath maintenance and repairs	769	6.44	<b>6.61</b>	6.78	6.86	6.75	6.27	6.93
	Public toilets	333	6.33	<b>6.57</b>	6.80	6.79	6.56	6.51	6.58
<i>Average satisfaction with selected services</i>			<i>7.29</i>	<i><b>7.50</b></i>	<i>7.71</i>	<i>7.52</i>	<i>7.40</i>	<i>7.48</i>	<i>7.48</i>

(\*) 2019 metropolitan Melbourne average from Governing Melbourne

The following table displays the breakdown of these results into the proportion of respondents who were “very satisfied” (i.e. rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction from zero to four).



Attention is drawn to the fact that more than half of the respondents were “very satisfied” with all but five services and facilities, with more than 80% of respondents very satisfied with the local library (85.8%), green waste collection (86.5%), regular recycling (84.6%), and the regular garbage collection (85.1%).

The services and facilities with the highest proportion of dissatisfied respondents were footpath maintenance and repairs (15.8%), public toilets (15.2%), the maintenance and repair of sealed local roads (14.4%), parking enforcement (14.1%), hard rubbish collection (12.9%), street sweeping (11.9%), and the provision and maintenance of street trees (11.6%).

**Satisfaction with selected Council services and facilities**  
**Melton City Council - 2020 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>
Local library	2.3%	11.9%	85.8%	0	428
Green waste collection	2.9%	10.6%	86.5%	92	804
Community centres / Neighbourhood houses	3.0%	33.3%	63.7%	1	238
Regular recycling	3.6%	11.8%	84.6%	22	804
Regular garbage collection	3.9%	11.0%	85.1%	8	804
Sports grounds and associated facilities	3.9%	30.2%	65.9%	1	456
Maintenance and cleaning of shopping strips	4.9%	34.0%	61.1%	45	804
Services and programs for children	5.1%	32.8%	62.1%	3	206
Provision and maintenance of playgrounds	6.3%	33.4%	60.3%	1	509
Animal management	6.7%	29.4%	63.9%	112	804
Family Support and Emergency Relief	6.7%	43.6%	49.7%	1	88
Services for people with a disability	7.0%	32.8%	60.2%	2	110
Melton Learning	7.2%	39.5%	53.3%	4	99
Health services for babies, infants and toddlers	7.4%	22.6%	70.0%	7	215
Provision of community arts and cultural events	7.4%	36.8%	55.8%	1	291
Council's website	7.9%	34.5%	57.6%	8	448
On and off road bike and / or walking paths	8.0%	36.3%	55.7%	1	584
Services for young people	8.5%	32.3%	59.2%	6	123
Melton Recycling Facility	8.7%	26.0%	65.3%	1	478
Access services through digital or online channels	9.0%	33.3%	57.7%	3	322
Recreation and Leisure Centres	9.3%	34.0%	56.7%	2	403
Provision and maintenance of parks and gardens	9.4%	33.1%	57.5%	31	804
Council activities promoting local business growth	9.6%	37.8%	52.6%	131	804
Services for seniors	9.8%	28.0%	62.2%	2	126
Provision and maintenance of street lighting	9.8%	30.8%	59.4%	18	804
Local traffic management	10.0%	34.5%	55.5%	37	804
Public art and exhibitions	10.0%	41.4%	48.6%	3	210
Litter collection in public areas	10.1%	35.5%	54.4%	47	804
Provision and maintenance of street trees	11.6%	33.1%	55.3%	24	804
Street sweeping	11.9%	30.1%	58.0%	30	804
Hard rubbish collection	12.9%	20.2%	66.9%	0	347
Parking enforcement	14.1%	34.5%	51.4%	88	804
Maintenance and repair of sealed local roads	14.4%	42.1%	43.6%	16	804
Public toilets	15.2%	46.0%	38.8%	1	334
Footpath maintenance and repairs	15.8%	43.0%	41.2%	35	804



## Relative satisfaction with Council services and facilities

As labelled at the left-hand side of the main table, respondents were measurably more satisfied with five services and facilities than the average of all 35 services and facilities, and measurably less satisfied than the average with four services and facilities, as follows:

- **Measurably higher satisfaction than the average of all services and facilities** – includes the local library service, the green waste collection, regular garbage collection, regular recycling, and health services for babies, infants, and toddlers.
- **Measurably lower satisfaction than the average of all services and facilities** – includes parking enforcement, the maintenance and repair of sealed local roads, footpath maintenance and repairs, and public toilets.

It is noted that many of the services and facilities that respondents consider to be of the highest importance are also the services and facilities that received the highest levels of satisfaction. This includes the waste and recycling services, health, and human services, as well as the library service.

## Change in satisfaction between 2019 and 2020

In 2020, satisfaction with 17 services and facilities increased, whilst satisfaction with 18 declined, with attention drawn to the following changes:

- **Increased satisfaction this year** – includes local traffic management (up 5.1%), Council activities promoting local business growth (up 4.9%), street sweeping (up 4.5%), maintenance and cleaning of shopping strips (up 4.0%), local library (up 2.9%), provision and maintenance of street trees (up 2.8%), sports grounds and associated facilities (up 2.7%), Community Centres / Neighbourhood Houses (up 2.4%), the provision and maintenance of playgrounds (up 2.2%), and animal management (up 2.0%). Of these, local traffic management, local business growth, and street sweeping were statistically significant.
- **Decreased satisfaction this year** – includes public art and exhibitions (down 8.6%), Family Support and Emergency Relief (down 5.9%), provision of community arts and cultural events (down 5.7%), maintenance and repair of sealed local roads (down 5.1%), Melton Learning (down 5.0%), footpath maintenance and repairs (down 3.7%), access services through digital and online channels (down 3.5%), public toilets (down 3.4%), services for seniors (down 3.1%), recreation and leisure centres (down 2.2%), and health services for babies, infants, and toddlers (down 2.2%). Of these only the decline for roads was statistically significant.

## Categorisation of satisfaction with Council services and facilities

Satisfaction with the 35 included Council provided services and facilities can best be summarised as follows:

- **Excellent** – for local library, green waste collection, regular garbage collection, regular recycling, health services for babies, infants, and toddlers, and sports grounds and associated facilities.



- **Very Good** – for services and programs for children, Community centres / Neighbourhood Houses, Melton recycling facility, services for seniors, animal management, maintenance and cleaning of shopping strips, services for people with a disability, hard rubbish collection, provision and maintenance of playgrounds, services for young people, provision and maintenance of street lighting, Council’s website, on and off road bike and / or walking paths, access services through digital or online channels, Melton Learning, recreation and aquatic centres, the provision of community arts and cultural events, provision and maintenance of parks and gardens, Family Support and Emergency Relief, and street sweeping.
- **Good** – for Council activities promoting local business growth, litter collection in public areas, local traffic management, the provision and maintenance of street trees, public art and exhibitions, parking enforcement, maintenance and repair of sealed local roads, footpath maintenance and repairs, and public toilets.

Metropolis Research notes that satisfaction with none of the 35 included services and facilities was rated at “solid”, “poor”, or lower levels of satisfaction.

### Comparison to metropolitan Melbourne average

Of the 26 services and facilities that were included in both this City of Melton survey as well as the 2019 *Governing Melbourne research*, satisfaction with 15 was higher in the City of Melton, whilst satisfaction with 11 was lower, with attention drawn to the following:

- **Higher satisfaction in the City of Melton** – local traffic management (7.5% higher in the City of Melton), regular recycling (7.2% higher), green waste collection (5.0% higher), provision and maintenance of street lighting (2.8% higher), animal management (2.6% higher), maintenance and cleaning of shopping strips (2.2% higher), and Council activities promoting local business growth (2.0% higher).
- **Lower satisfaction in the City of Melton** – maintenance and repair of sealed local roads (7.9% lower in the City of Melton), recreation and aquatic centres (6.9% lower), provision of community arts and cultural events (6.8% lower), provision and maintenance of parks and gardens (5.8% lower), hard rubbish collection (4.9% lower), footpath maintenance and repairs (4.7% lower), and services and programs for children (2.9% lower).

The 2020 *Governing Melbourne* survey was postponed this year due to the COVID-19 pandemic. This report will be updated with the 2020 *Governing Melbourne* results as soon as they become available.

### Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of average importance with each of the thirty-five included Council services and facilities and the average satisfaction with these services and facilities.

The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.



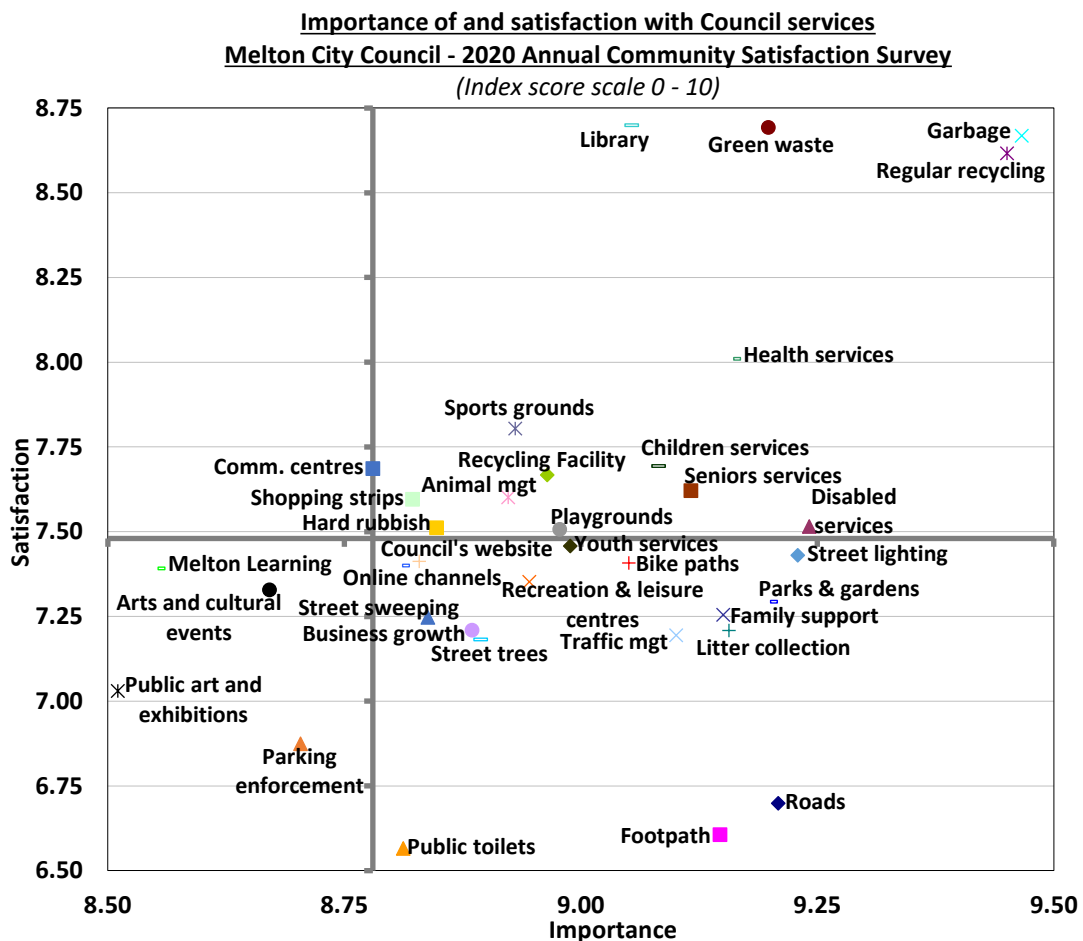
Services and facilities located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction. The services in the lower right-hand quadrant are those that are more important than average, but with which respondents are less satisfied than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

Attention is drawn to the fact that many of the services and facilities of higher than average importance also received higher than average levels of satisfaction, including the three main waste and recycling services, the local library service, and most of the health and human services.

The services and facilities of most concern were roads, footpaths, and public toilets, all of which were of higher than average importance, but lower than average satisfaction. These facilities have consistently been amongst the lowest rated in the City of Melton.

It is also noted that the arts and cultural services and facilities tended to be of lower than average importance, and this year many also received marginally lower than average satisfaction scores.

Parking enforcement received both lower than average importance and lower than average satisfaction. This reflects the unique nature of this service, with many respondents rating importance low because they believe there is too much enforcement occurring.



## **Satisfaction by broad service areas**

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

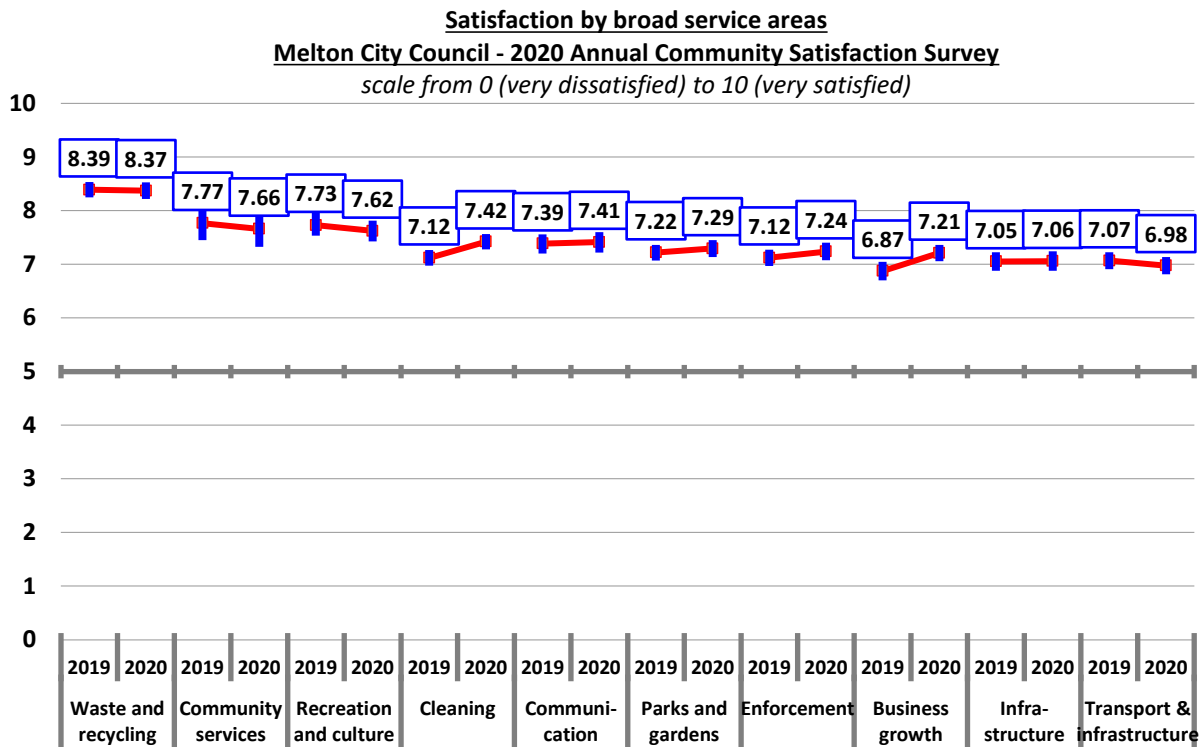
- **Infrastructure** – includes provision and maintenance of street trees, provision and maintenance of street lighting, and public toilets.
- **Waste and recycling services** – includes regular garbage collection, regular recycling, green waste collection, and hard rubbish collection.
- **Recreation and culture services** – includes local library, recreation, and leisure centres, sports grounds and associated facilities, provision and maintenance of playgrounds, public art and exhibitions, and provision of community arts and cultural events.
- **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 a disability.
- **Enforcement** – includes parking enforcement, and animal management.
- **Communication** – includes the Council’s website.
- **Cleaning** – includes street sweeping, and maintenance and cleaning of shopping strips.
- **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 10 broad service areas increased marginally, whilst satisfaction with five declined marginally. None of these variations were statistically significant, and satisfaction with the 10 broad service areas can best be summarised as follows:

- **Excellent** – for waste and recycling service.
- **Very Good** – for community services, recreation and culture, cleaning, communication, and parks and gardens.
- **Good** – for enforcement, business growth, infrastructure, and transport infrastructure.

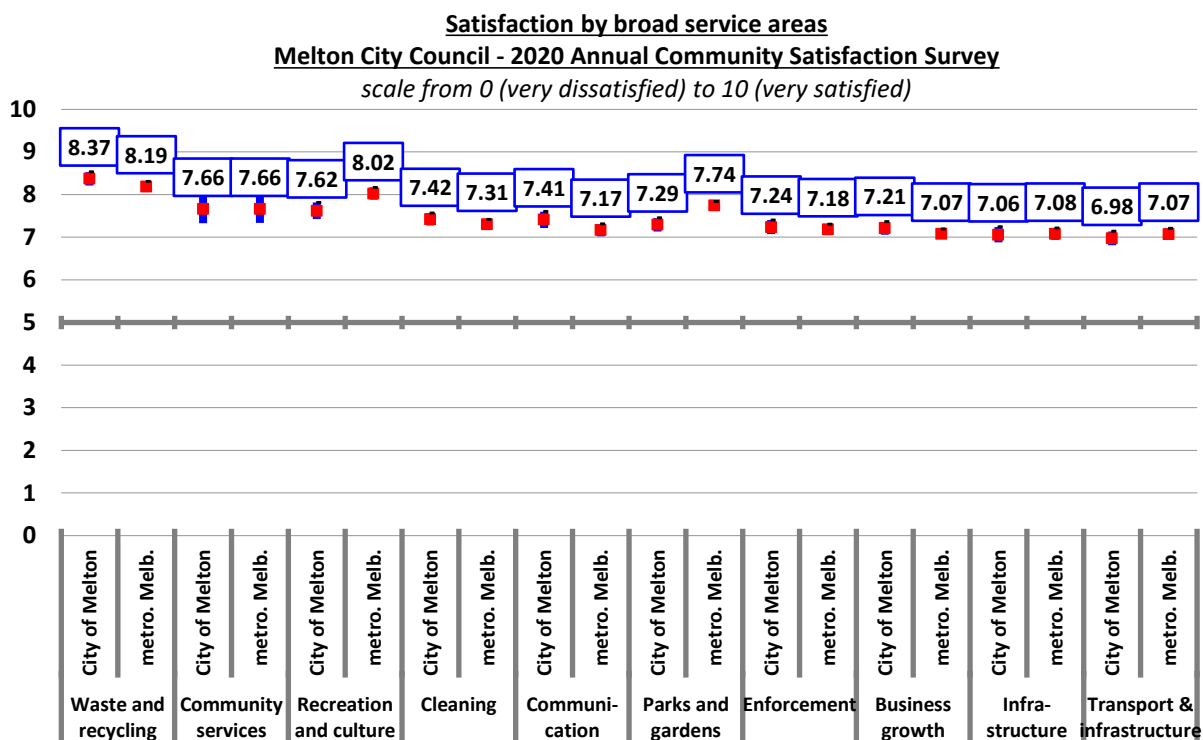
It is noted that satisfaction with none of the broad service areas was rated at “solid”, “poor” or lower levels of satisfaction.





The following graph provides a comparison of satisfaction with the 10 broad service areas against the 2019 metropolitan Melbourne average from the 2019 *Governing Melbourne* research. The 2020 *Governing Melbourne* has been delayed due to the COVID-19 pandemic.

Satisfaction with five areas was marginally higher in the City of Melton, whilst satisfaction with recreation and culture (5.0% lower) and parks and gardens (5.8% lower) were somewhat lower in the City of Melton than the 2019 metropolitan Melbourne average.





## Current issues for the City of Melton

Respondents were asked:

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

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

A little more than half (58.8%) of respondents nominated an average of approximately two issues each. This is a decline on the approximately two-thirds (67.3%) of respondents who had nominated at least one issue in each of the three previous surveys.

The decline this year is likely due largely to the change in methodology from face-to-face interaction to telephone survey this year. Telephone surveys do not receive the same level of engagement that can be achieved face-to-face, and this will impact on the response to these large open-ended style questions.

It is also possible that the COVID-19 pandemic may well have had an impact on respondents’ capacity to consider other issues as important this year, or issues may have diminished due respondents spending more time at home (e.g. traffic management issues).

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

Metropolis Research notes that the most raised issues to address for the City of Melton this year remain consistent with those from previous years, including traffic management, road maintenance and repairs, safety, policing, and crime, and parks and gardens. The following variations of note were observed:

- **Notable increase in 2020** – there were only two issues to report a notable increase in prominence this year, those being road maintenance and repairs (11.6% up from 8.5%) and building, housing, planning, and development (3.0% up from 0.2%). This may be affected by the lower response rate this year compared to previous years, as discussed above.
- **Notable decrease in 2020** – there was a notable decrease this year in the proportion of respondents raising traffic management (13.6% down from 25.4%), safety, policing, and crime issues (6.7% down from 11.2%), parks, gardens, and open spaces (6.1% down from 9.2%), street lighting (3.5% down from 5.8%), street trees (2.2% down from 6.1%), and street cleaning and maintenance (0.5% down from 2.7%).

Attention is drawn to the fact that 10 respondents, representing 1.5% of the total sample, raised issues around COVID-19.



When compared to the results from the 2019 *Governing Melbourne* research, which was conducted independently by Metropolis Research including a sample of 1,200 respondents drawn from across all 31 metropolitan Melbourne municipalities, the following variations of note were observed:

- **Notably more prominent in Melton** – includes road maintenance and repairs (11.6% compared to 7.0%), health and medical services (4.6% compared to 0.3%), and sports and recreation facilities (3.0% compared to 1.5%)
- **Notably less prominent in Melton** – includes traffic management (13.6% compared to 20.3%), parking (6.1% compared to 14.6%), street lighting (3.5% compared to 6.6%), street trees (2.2% compared to 6.5%), public transport (2.2% compared to 5.1%), rubbish and waste issues (1.9% compared to 3.9%), recycling collection (0.9% compared to 3.6%), animal management (0.7% compared to 3.0%), and building, housing, planning, and development (3.0% compared to 7.3%). It is important to bear in mind that the lower proportion of respondents nominating issues this year may be a factor in these results this year.

It is noted that the 2019 *Governing Melbourne* research was conducted face-to-face, as per previous City of Melton surveys, but this is different to the telephone methodology employed for the survey this year. It is possible that the lower response for some issues this year for the City of Melton compared to the metropolitan Melbourne results may reflect the different methodology for the survey this year, as well as the impacts of COVID-19 on the results.

The 2020 *Governing Melbourne* research was delayed due to the COVID-19 pandemic and shutdown. This report will be updated with 2020 comparative results as soon as it is possible to complete the 2020 *Governing Melbourne* research, which will be conducted by telephone as soon as possible after the lockdown.

The issues that appear to be negatively associated with satisfaction with Council's overall performance include roads maintenance and repairs, cleanliness of the area, footpaths maintenance and repairs, and Council rates. The respondents who nominated each of these issues, on average rated satisfaction with Council's overall performance at "poor", "very poor", and in the case of Council rates, "extremely poor" levels of satisfaction. This is discussed in more detail in the [Issues and overall satisfaction](#) section of this report.



**Top three issues for the City of Melton at the moment**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

Issue	2020		2019	2018	2017	2019 Metro.*
	Number	Percent				
Traffic management	109	13.6%	25.4%	25.0%	26.5%	20.3%
Roads maintenance and repairs	93	11.6%	8.5%	6.4%	11.6%	7.0%
Safety, policing and crime	54	6.7%	11.2%	19.8%	31.8%	6.3%
Parks, gardens and open space	49	6.1%	9.2%	8.1%	9.4%	6.0%
Parking	49	6.1%	8.0%	9.8%	8.8%	14.6%
Footpath maintenance and repairs	39	4.9%	4.7%	6.1%	8.1%	6.5%
Health and medical services	37	4.6%	5.0%	1.3%	2.4%	0.3%
Council rates	33	4.1%	3.0%	3.0%	4.3%	3.2%
Street lighting	28	3.5%	5.8%	7.4%	6.1%	6.6%
Cleanliness and general maintenance of area	25	3.1%	2.4%	5.4%	5.0%	3.1%
Sports, recreation facilities	24	3.0%	3.2%	2.9%	5.1%	1.5%
Hard rubbish collection	24	3.0%	3.0%	4.4%	6.0%	1.9%
Street trees	18	2.2%	6.1%	5.8%	6.8%	6.5%
Public transport	18	2.2%	3.1%	4.9%	5.3%	5.1%
Rubbish and waste issues incl. garbage	15	1.9%	3.2%	2.5%	4.5%	3.9%
Communication and provision of information	14	1.7%	0.7%	1.0%	2.1%	1.5%
Activities, services and facilities for youth	11	1.4%	1.1%	1.8%	3.0%	0.3%
Provision and maintenance of infrastructure	10	1.2%	1.5%	1.6%	2.6%	1.3%
Shops, restaurants and entertainment venues	9	1.1%	0.9%	1.3%	1.8%	1.0%
Recycling collection	7	0.9%	1.4%	1.4%	0.8%	3.6%
Animal management	6	0.7%	1.9%	1.0%	2.5%	3.0%
Council customer service / responsiveness	6	0.7%	1.0%	0.3%	0.8%	0.6%
Cycling / walking paths	5	0.6%	1.7%	1.3%	3.0%	2.5%
Activities and facilities for children	5	0.6%	1.0%	0.9%	1.8%	0.7%
Street cleaning and maintenance	4	0.5%	2.7%	1.4%	2.6%	2.9%
Building, planning, housing and development	24	3.0%	0.2%	1.3%	1.1%	7.3%
Illegal rubbish dumping	13	1.6%	0.6%	0.0%	0.0%	n.a.
Employment and job creation	12	1.5%	0.6%	0.4%	1.0%	0.4%
COVID-19 issues	10	1.5%	n.a.	n.a.	n.a.	n.a.
Services and facilities for people with a disability	10	1.5%	0.5%	0.6%	1.0%	0.2%
Services and facilities for the elderly	10	1.5%	0.5%	0.9%	0.9%	0.7%
Recycling facility	9	1.5%	n.a.	n.a.	n.a.	n.a.
Governance and accountability	8	1.5%	0.2%	0.4%	0.5%	0.3%
Education and schools	7	1.5%	0.5%	2.1%	3.8%	0.6%
More resources to older / rural areas	7	1.5%	0.5%	0.0%	0.0%	n.a.
Community support	6	0.7%	0.1%	0.0%	0.4%	0.0%
Financial issues and priorities for Council	6	0.7%	0.2%	0.1%	2.0%	0.3%
All other issues (29 separately identified issues)	65	8.1%	14.3%	12.9%	20.1%	16.2%
<b>Total responses</b>	<b>879</b>		<b>1,078</b>	<b>1,143</b>	<b>1,545</b>	<b>1,667</b>
<i>Respondents identifying at least one issue</i>	<i>472</i> <i>(58.8%)</i>		<i>541</i> <i>(67.3%)</i>	<i>613</i> <i>(76.7%)</i>	<i>686</i> <i>(85.8%)</i>	<i>849</i> <i>(69.4%)</i>



## Issues by precinct

Given the change in methodology this year, from face-to-face doorstep interviews to telephone interviews has reduced the statistical significance of the precinct level results.

Bearing that in mind, attention is drawn to the following variation in issues to address in the City of Melton across the 11 precincts comprising the City of Melton:

- **Melton precinct** – respondents were somewhat more likely than average to nominate council rates, building, housing, planning, and development, activities and facilities for children, and financial issues and priorities for Council related issues.
- **Kurunjang** – respondents were somewhat more likely than average to nominate safety, policing, and crime, lighting, health and medical services, employment and job creation, and hard rubbish collection related issues.
- **Melton West** – respondents were significantly more likely than average to nominate traffic management and road maintenance and repair related issues, and somewhat more likely to nominate public transport and employment and job creation issues.
- **Melton South / Brookfield** – respondents were somewhat more likely than average to nominate health and medical services, communication and the provision of information, public transport, and activities and services for youth related issues.
- **Caroline Springs** – respondents were significantly more likely than average to nominate traffic management, and somewhat more likely than average to nominate COVID-19 related issues.
- **Burnside** – respondents were significantly more likely than average to nominate traffic management, and somewhat more likely than average to nominate recycling collection related issues.
- **Taylor's Hill** – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces, as well as safety, policing, and crime related issue.
- **Rural precinct** – respondents were significantly more likely than average to nominate road maintenance and repair related issues and somewhat more likely to nominate cleanliness and maintenance of the area and the illegal dumping of rubbish.
- **Frasers Rise** – respondents were somewhat more likely than average to nominate sports and recreation facilities.
- **Harness** – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces, health and medical services, Council governance and performance, and shops, restaurants, bars, entertainment venue related issues.



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

**Melton City Council - 2020 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Melton</b>	
Roads repair and maintenance	15.2%
Rates	10.9%
Building, planning, housing, development	10.9%
Health and medical services	6.5%
Parks, gardens and open spaces	4.3%
Cleanliness and maintenance of area	4.3%
Activities and facilities for children	4.3%
Footpath repairs and maintenance	4.3%
Financial issues and priorities	4.3%
Traffic management	4.3%
All other issues	26.1%
<i>Respondents identifying an issue</i>	24 (52.6%)

<b>Kurunjang</b>	
Traffic management	13.8%
Safety, policing and crime	13.8%
Roads repair and maintenance	12.1%
Lighting	12.1%
Footpath repairs and maintenance	8.6%
Health and medical services	8.6%
Parks, gardens and open spaces	6.9%
Parking	6.9%
Employment and job creation	6.9%
Hard rubbish collection	6.9%
All other issues	51.7%
<i>Respondents identifying an issue</i>	40 (69.5%)

<b>Melton West</b>	
Traffic management	24.0%
Roads repair and maintenance	18.0%
Public transport	8.0%
Parks, gardens and open spaces	4.0%
Footpath repairs and maintenance	4.0%
Health and medical services	4.0%
Council governance and performance	4.0%
Parking	4.0%
Employment and job creation	4.0%
Safety, policing and crime	4.0%
All other issues	36.0%
<i>Respondents identifying an issue</i>	27 (54.3%)

<b>Melton South / Brookfield</b>	
Traffic management	15.2%
Roads repair and maintenance	11.4%
Health and medical services	8.6%
Communication and provision of info.	8.6%
Parking	6.7%
Public transport	5.7%
Building, planning, housing, development	4.8%
Activities, services and facilities for youth	4.8%
Safety, policing and crime	3.8%
Street trees	3.8%
All other issues	52.4%
<i>Respondents identifying an issue</i>	74 (70.6%)

<b>Caroline Springs</b>	
Traffic management	20.3%
Safety, policing and crime	9.4%
Parks, gardens and open spaces	7.8%
Parking	7.0%
Hard rubbish collection	5.5%
Rates	4.7%
Roads repair and maintenance	4.7%
COVID-19 issues	3.9%
Elderly services and facilities	3.1%
Building, planning, housing, development	3.1%
All other issues	35.2%
<i>Respondents identifying an issue</i>	74 (58.0%)

<b>Burnside</b>	
Traffic management	20.0%
Roads repair and maintenance	15.0%
Parking	6.7%
Parks, gardens and open spaces	5.0%
Rates	5.0%
Footpath repairs and maintenance	5.0%
Sports and recreation facilities	5.0%
Safety, policing and crime	5.0%
Recycling collection	5.0%
Hard rubbish collection	5.0%
All other issues	51.7%
<i>Respondents identifying an issue</i>	38 (63.4%)



**Top three issues for the City of Melton at the moment by precinct**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and percent of total respondents)

<b>Taylor's Hill</b>	
Traffic management	13.6%
Parks, gardens and open spaces	12.3%
Safety, policing and crime	12.3%
Roads repair and maintenance	8.6%
Footpath repairs and maintenance	8.6%
Parking	8.6%
Rates	4.9%
Building, planning, housing, development	4.9%
Street trees	4.9%
Lighting	3.7%
All other issues	29.6%
<i>Respondents identifying an issue</i>	47 (57.2%)

<b>Hillside</b>	
Health and medical services	5.6%
Traffic management	5.6%
Parking	5.6%
Cleanliness and maintenance of area	4.5%
Footpath repairs and maintenance	4.5%
Lighting	4.5%
Sports and recreation facilities	4.5%
Roads repair and maintenance	3.4%
Recycling facility	3.4%
Education and schools	3.4%
All other issues	32.6%
<i>Respondents identifying an issue</i>	40 (45.2%)

<b>Rural</b>	
Roads repair and maintenance	29.7%
Traffic management	13.5%
Cleanliness and maintenance of area	9.5%
Parks, gardens and open spaces	8.1%
Illegal rubbish dumping	8.1%
Health and medical services	5.4%
Rates	4.1%
Building, planning, housing, development	4.1%
Footpath repairs and maintenance	4.1%
Safety, policing and crime	4.1%
All other issues	392.0%
<i>Respondents identifying an issue</i>	47 (64.0%)

<b>Fraser Rise</b>	
Traffic management	12.2%
Sports and recreation facilities	9.8%
Rates	7.3%
Footpath repairs and maintenance	7.3%
Safety, policing and crime	7.3%
Parks, gardens and open spaces	4.9%
Roads repair and maintenance	4.9%
Lighting	4.9%
Community support	4.9%
Parking	4.9%
All other issues	4.9%
<i>Respondents identifying an issue</i>	18 (44.2%)

<b>Harkness</b>	
Parks, gardens and open spaces	9.8%
Health and medical services	8.2%
Parking	8.2%
Roads repair and maintenance	6.6%
Lighting	6.6%
Council governance and performance	6.6%
Safety, policing and crime	6.6%
Rates	4.9%
Footpath repairs and maintenance	4.9%
Shops, restaurants, bars, entertain. venues	4.9%
All other issues	52.5%
<i>Respondents identifying an issue</i>	36 (59.2%)

<b>City of Melton</b>	
Traffic management	13.6%
Roads maintenance and repairs	11.6%
Safety, policing and crime	6.7%
Parks, gardens and open space	6.1%
Parking	6.1%
Footpath maintenance and repairs	4.9%
Health and medical services	4.6%
Council rates	4.1%
Street lighting	3.5%
Cleanliness and maintenance of area	3.1%
All other issues	48.0%
<i>Respondents identifying an issue</i>	472 (58.8%)



## Respondent profile

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

### Age structure

Because the survey was conducted using a telephone survey methodology this year rather than the door-to-door methodology, the age structure of the respondents was less reflective of the underlying community. Consequently, the database was weighted by age and gender to ensure the final sample reflected the *Census* demographic profile. It is noted that the underlying sample did meet the 40% requirement of the Performance Reporting Framework prior to the weighting.

**Age group**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Age	2020 (unweighted)		2020 (weighted)	2019	2018	2017	2016
	Number	Percent					
Adolescents (18 - 19 years)	12	1.5%	3.6%	3.5%	4.9%	3.6%	3.4%
Young adults (20 - 34 years)	120	14.9%	30.6%	17.9%	19.5%	18.1%	20.8%
Adults (35 - 44 years)	233	29.0%	23.6%	23.9%	25.9%	27.8%	27.3%
Middle-aged adults (45 - 59 years)	225	28.0%	24.2%	30.8%	25.9%	28.0%	27.4%
Older adults (60 - 74 years)	172	21.4%	14.1%	19.8%	18.5%	19.2%	17.3%
Senior citizens (75 years and over)	42	5.2%	3.9%	4.1%	5.4%	3.3%	3.9%
Not stated	0		0	1	4	3	1
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>804</b>	<b>804</b>	<b>800</b>	<b>800</b>	<b>800</b>

### Gender

**Gender**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
(Number and percent of respondents providing a response)

Gender	2020		2019	2018	2017	2016	2015
	Number	Percent					
Male	393	48.9%	55.6%	48.0%	55.4%	50.4%	51.1%
Female	411	51.1%	44.1%	51.6%	44.2%	49.5%	48.7%
Transgender	0	0.0%	0.1%	0.1%	0.4%	0.0%	n.a.
Intersex	0	0.0%	0.0%	0.1%	0.0%	0.0%	n.a.
Other	0	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%
Prefer not to say	0		2	9	6	2	2
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>804</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Aboriginal and Torres Strait Islander

**Household member identify as Aboriginal or Torres Strait Islander**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2020		2019	2018	2017	2016	2015
	Number	Percent					
Yes	14	1.8%	1.3%	2.5%	2.8%	3.4%	2.2%
No	768	98.2%	98.7%	97.5%	97.2%	96.6%	97.8%
Not stated	22		17	11	7	10	19
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>804</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Household member with a disability

**Household member with a disability**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2020		2019	2018	2017	2016	2015
	Number	Percent					
Yes	131	16.9%	12.0%	12.8%	12.9%	12.1%	11.1%
No	642	83.1%	88.0%	87.2%	87.1%	87.9%	88.9%
Not stated	31		14	6	8	1	8
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>804</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Household member identifying as LGBTIQ

**Household member identifying as LGBTIQ**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2020		2019	2018
	Number	Percent		
Yes	11	1.4%	2.0%	2.7%
No	758	98.6%	98.0%	97.3%
Not stated	35		22	12
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>804</b>	<b>800</b>





## Language spoken at home

**Language spoken at home**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2020		2019	2018	2017	2016
	Number	Percent				
English	501	64.1%	61.8%	67.0%	58.9%	73.0%
Hindi	29	3.7%	3.9%	4.7%	3.4%	1.9%
Italian	23	2.9%	2.1%	2.3%	2.1%	2.3%
Maltese	22	2.8%	2.3%	2.9%	2.6%	2.5%
Tagalog (Filipino)	17	2.2%	2.1%	1.8%	2.6%	2.5%
Spanish	15	1.9%	2.1%	1.5%	3.0%	1.0%
Punjabi	12	1.5%	2.5%	2.3%	2.0%	0.5%
Arabic	10	1.3%	1.5%	0.9%	2.0%	1.8%
Tamil	10	1.3%	0.9%	0.1%	0.5%	0.3%
Turkish	8	1.0%	0.4%	1.0%	0.8%	1.1%
Bengali	7	0.9%	0.5%	0.3%	0.4%	0.4%
Greek	7	0.9%	2.1%	1.4%	2.0%	1.4%
Vietnamese	7	0.9%	2.1%	0.6%	1.8%	1.1%
Croatian	6	0.8%	0.8%	0.8%	0.9%	0.8%
Macedonian	6	0.8%	2.0%	1.4%	1.8%	1.4%
Sinhalese	6	0.8%	1.1%	0.6%	1.1%	0.4%
Romanian	5	0.7%	0.1%	0.1%	0.4%	0.1%
Serbian	5	0.6%	0.6%	0.1%	0.4%	0.6%
Tongan	5	0.7%	0.2%	0.0%	0.1%	0.4%
Urdu	5	0.6%	1.1%	0.6%	0.4%	0.1%
French	4	0.6%	0.1%	0.4%	0.9%	0.4%
Albanian	3	0.4%	0.3%	0.1%	0.4%	0.0%
Cantonese	3	0.4%	0.6%	0.1%	0.5%	0.1%
Fijian	3	0.4%	0.1%	0.0%	0.0%	0.0%
German	3	0.4%	0.3%	0.5%	0.9%	0.6%
Japanese	3	0.4%	0.1%	0.0%	0.0%	0.3%
Korean	3	0.4%	0.0%	0.0%	0.2%	0.0%
Malayalam	3	0.4%	0.3%	0.4%	0.4%	0.0%
Mandarin	3	0.4%	0.5%	1.1%	0.4%	0.3%
Marathi	3	0.4%	0.0%	0.1%	0.0%	0.0%
Portugese	3	0.4%	0.0%	0.1%	0.4%	0.0%
All other languages (31 separately identified)	41	5.2%	7.3%	6.7%	8.6%	4.8%
Not stated	23		8	11	7	3
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>804</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Household structure

**Household structure**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Structure	2020		2019	2018	2017	2016	2015
	Number	Percent					
<b>Two parent family total</b>	<b>440</b>	<b>57.8%</b>	<b>52.2%</b>	<b>56.1%</b>	<b>53.9%</b>	<b>52.8%</b>	<b>57.1%</b>
youngest child 0 - 4 years	119	15.6%	14.6%	12.8%	13.5%	14.7%	18.1%
youngest child 5 - 12 years	137	18.0%	16.1%	18.0%	20.0%	16.2%	15.4%
youngest child 13 - 18 years	86	11.3%	9.8%	9.7%	8.7%	8.7%	10.5%
adult children only	98	12.9%	11.6%	15.7%	11.6%	13.2%	13.1%
<b>One parent family total</b>	<b>62</b>	<b>8.1%</b>	<b>9.3%</b>	<b>6.7%</b>	<b>7.6%</b>	<b>7.1%</b>	<b>7.9%</b>
youngest child 0 - 4 years	10	1.3%	1.6%	0.6%	1.4%	1.4%	1.9%
youngest child 5 - 12 years	13	1.7%	1.6%	1.3%	1.9%	1.6%	1.2%
youngest child 13 - 18 years	17	2.2%	1.6%	1.3%	0.5%	0.9%	1.2%
adult children only	22	2.9%	4.4%	3.5%	3.8%	3.2%	3.5%
Couple only household	152	20.0%	21.3%	19.3%	23.5%	22.0%	26.8%
Group household	34	4.5%	8.5%	9.6%	6.3%	6.7%	9.0%
Sole person household	61	8.0%	8.5%	8.0%	7.2%	9.1%	7.1%
Other	12	1.6%	0.3%	0.3%	1.5%	2.3%	0.4%
Not stated	43		5	27	9	10	5
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>804</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

## Housing situation

**Housing situation**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Situation	2020		2019	2018	2017	2016	2015
	Number	Percent					
Own this home	294	39.0%	51.5%	52.2%	39.6%	45.4%	49.1%
Mortgage ( <i>paying-off this home</i> )	320	42.4%	31.7%	29.9%	41.8%	34.1%	32.0%
Renting this home	118	15.6%	16.1%	16.3%	17.4%	18.2%	17.8%
Other arrangement	22	2.9%	0.8%	1.7%	1.1%	2.3%	1.0%
Not stated	50		8	14	8	10	10
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>804</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>



## Business owner

**Household member own / manage a business in the City of Melton**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Response	2020		2019	2018	2017
	Number	Percent			
Yes	103	13.5%	9.0%	10.4%	7.5%
No	659	86.5%	91.0%	89.6%	92.5%
Not stated	42		8	0	0
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>804</b>	<b>800</b>	<b>800</b>

## Period of residence

**Period of residence in the City of Melton**  
**Melton City Council - 2020 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Period	2020		2019	2018	2017	2016	2015
	Number	Percent					
Less than one year	13	1.7%	6.7%	6.9%	4.7%	5.1%	6.9%
One to less than five years	95	12.4%	19.1%	17.6%	19.6%	12.5%	18.0%
Five to less than ten years	164	21.3%	17.4%	21.1%	19.9%	27.4%	23.6%
Ten years or more	497	64.6%	56.8%	54.4%	55.8%	54.9%	51.5%
Not stated	35		1	8	7	1	4
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>804</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

