



# AUSPOLL

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REPORT TO  
CITY OF MONASH

## COMMUNITY SATISFACTION MEASUREMENT SURVEY

Quantitative Research

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OCTOBER 2004

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## 1. BACKGROUND

### 1:1 RESEARCH METHODOLOGY

The Community Satisfaction Measurement Survey offers Local Government a means of monitoring its performance.

The system provides Council with an **Importance Index**, a **Performance Index** and a **Community Satisfaction Index** for 71 *Specific Service Areas*. It also provides satisfaction ratings for 9 *Corporate Image Areas*.

The demographics used to analyse the results were: gender, age, birth place and location. For the purposes of the survey the municipality was divided into the following localities:

LOCALITY	POSTCODE/SUBURB
North West	3125 – Burwood, 3147 Ashwood, 3148 – Chadstone, 3149 – Mt Waverly
East	3170 – Mulgrave, 3150 – Glen Waverley
South West	3166 – Oakleigh, 3167 – South Oakleigh, 3168 - Clayton

Households were selected from Councils voters roll and two questionnaires were mailed to 3000 randomly selected households, during October 2004, with any two residents over the age of 18 invited to respond. A reminder letter was mailed one week after the original mail-out. Reply paid envelopes were provided for return of the questionnaire.

Respondents were asked to rate each of the 71 *Specific Service Areas* on a scale of 1 to 5, firstly indicating the importance of that service and then their satisfaction with the current level of Council's performance. For the *Corporate Image Areas*, respondents were asked to simply indicate their level of satisfaction.

The 71 *Specific Service Areas* are divided into 14 categories:

- PUBLIC OPEN SPACE
- SPORTING SERVICES
- CULTURAL SERVICES
- PUBLIC HEALTH
- WASTE MANAGEMENT
- PUBLIC AMENITY
- CONSERVATION & ENVIRONMENTAL SERVICES
- ENGINEERING / HORTICULTURAL SERVICES
- TRAFFIC SERVICES
- PLANNING & BUILDING
- SERVICES TO FAMILIES
- CHILDREN'S SERVICES
- HOME CARE SERVICES
- INFORMATION SERVICES

The 9 *Corporate Image Areas* are divided into 3 categories:

- COUNCIL STAFF
- COUNCIL'S IMAGE
- VALUE FOR MONEY

The analysis of the data in this report is explained below. The research provides quantitative analysis of Council performance, as measured by the community. It is most valuable as a planning tool, giving guidance to future resource allocation. Measuring the effectiveness of Council services should also include other performance measures such as productivity analysis, staff surveys and financial analysis. A detailed understanding of the reasons for the community's judgement may require additional research and community consultation.

## 1:2 READING THE RESULTS

Forty-seven (47) data tables are provided in this report. The research is considered in five sections. This Section (**Section 1**) explains the research methodology. **Section 2** provides a detailed breakdown of the survey sample, **Section 3** considers the results for Council's Direct Service Provision and **Section 4** provides the detailed results of the Corporate Image Indicators. **Section 5** provides results to the additional questions. The **Appendices** provide the detailed data in 47 tables and for extra survey questions where these have been commissioned.

1.2.1 SPECIFIC SERVICES AREAS - The results for the Specific Service Areas show an **Importance Index** and **Performance Index**. Both of these indices show scores out of 100 and represent the average result.

The tables also show the **Community Satisfaction Index (CSI)**. The CSI is best thought of as a performance index weighted according to the importance applied by each respondent. **For example:** When a respondent indicates that they place a *high* importance on public open space, but a *lower* performance rating, a *low* Community Satisfaction Index will result. On the other hand, if a respondent applied a *low* importance rating, but a *high* performance rating, this would result in a *higher* CSI.

As a guide to the results, the following general indicators can be used.

<b>IMPORTANCE INDICATOR</b>	<b>90+</b>	=	<b>VERY HIGH</b>
	<b>80-90</b>	=	<b>HIGH</b>
	<b>70-80</b>	=	<b>MODERATE</b>
	<b>60-70</b>	=	<b>LOW</b>
	<b>BELOW 60</b>	=	<b>VERY LOW</b>
<b>PERFORMANCE INDICATOR</b>	<b>75+</b>	=	<b>VERY HIGH</b>
	<b>70-75</b>	=	<b>HIGH</b>
	<b>60-70</b>	=	<b>MODERATE</b>
	<b>50-60</b>	=	<b>LOW</b>
	<b>BELOW 50</b>	=	<b>VERY LOW</b>
<b>COMMUNITY SATISFACTION INDEX</b>	<b>75+</b>	=	<b>VERY HIGH</b>
	<b>65-75</b>	=	<b>HIGH</b>
	<b>55-65</b>	=	<b>MODERATE</b>
	<b>45-55</b>	=	<b>LOW</b>
	<b>BELOW 45</b>	=	<b>VERY LOW</b>

When comparing 2004 results to those of previous years, it should be noted that a number of the individual service area aspects have been varied this year and some new aspects tested. Variations are labelled in graphs where comparisons between 2003 and 2004 have been made. While some comparison can be made where variation has occurred, these changes do impact on comparisons between individual aspects and overall service area comparisons.

1.2.2 CORPORATE IMAGE AREAS - The corporate image indicators use a mean score and the following provides a guide to the results.

BELOW 45	45-55	55-65	65-75	75+
VERY LOW	LOW	MODERATE	HIGH	VERY HIGH

It is important to note that the Corporate Image Index was changed in 2004 and now uses the same scale as the Community Service Index. This update provides a simplified and standardised measurement system that more accurately reflects the distribution of results.

A 'very low' result is now constituted by a result of 45 or under rather than 35; a 'low' result is now constituted by a result of 45 - 55 rather than 35 - 45; a 'moderate' result is now constituted by a result of 55 - 65 rather than 45 - 55; a 'high' result is now constituted by a result of 65 - 75 rather than 55 - 65; and a 'very high' result is now constituted by a result of 75 or over rather than 65 or over. For example, a result of 57 that would have been a 'high' result under the pre 2004 scale will be a 'moderate' result under the new scale. This scale is shown in the table above.

### 1:3 SURVEY ACCURACY

For a response rate of 1321 surveys, the standard error range for the overall results is 1.81% - 2.91% at the 95% confidence level. This is acceptable for indicative research. It simply means that if 50% of respondents indicated that they had a particular level of satisfaction with a service, we could expect the result for the entire municipality to be somewhere between a minimum range of 47.09% - 48.19% and a maximum range of 51.81% - 52.91%. The survey sample was increased from 400 to 1000 in 2003 in order to reduce the overall standard error. This larger sample size was continued this year and enables direct comparison between these results.

Results in this research reflect all responses including nil responses (i.e. where no response was given to a particular question).

The methodology of this research included an instruction on the survey tool, advising respondents to leave blank any questions they were unable to answer. An option to nominate 'don't know' or 'don't use' was not included instead as it has been Auspoll's experience that such options can dramatically increase the rate of these responses where respondents are in fact, qualified to respond alternatively. All respondents are qualified to give a response as the CSM survey is a perception survey (not a 'service user' survey) about general community services.

The nil response data was within the anticipated range for a perception survey such as the CSM survey. This data is briefly discussed below.

Corporate Image nil responses were below 10% for each aspect except Responsiveness to Complaints where a 15% nil response rate was returned. This higher rate is anticipated for this question as it is applicable to a reduced rate of respondents (i.e. those that were aware of Council's response to complaints/ who had made a complaint) as evidenced in Section 5 where 28% of respondents were shown to have had no need to contact Council in the last 12 months and a further 20% had only contacted Council once.

Nil response data for the 14 Service areas was also within an acceptable range. They were lower for importance ratings (generally below 10%) compared to performance ratings and likely linked to performance ratings driven by personal experience with a specific service (i.e. where personal experiences are reduced so are number of responses).

Nil response rates for service areas performance ratings were generally below 10% for services with broader community access and use including Public Open Space (6% - 9%), Waste Management (5% - 13%), Conservation and Environmental Services (8% - 10%), Engineering/Horticultural Services (7% - 10%) and Traffic Services (6% - 9%). Services with a more specific customer base recorded somewhat higher nil responses including Sporting Services (12% - 21%), Public Health (13% - 23%), Planning and Building (18% - 21%) and Information Services (12% - 16%). Nil response rates were highest for the performance of services accessed by a very specific demographic including Children's Services (36% - 38%), Services to Families (30% - 32%) and Home Care Services (26% - 27%).

The rate of nil responses as discussed above, are within an acceptable range for indicative research. The correlation between higher nil response rates and decreased likelihood of access to services, indicates respondents' ability to provide what they consider to be an informed response.

It is important to remember when considering the results, that the standard error for each of the sub-groups is much larger than for the overall results. When considering a sub-group size of 100 for example, the standard error increases to 10%. Some of the sub-groups in this study fall at, or below this level.

An indication of the standard error for various sample sizes is provided below:

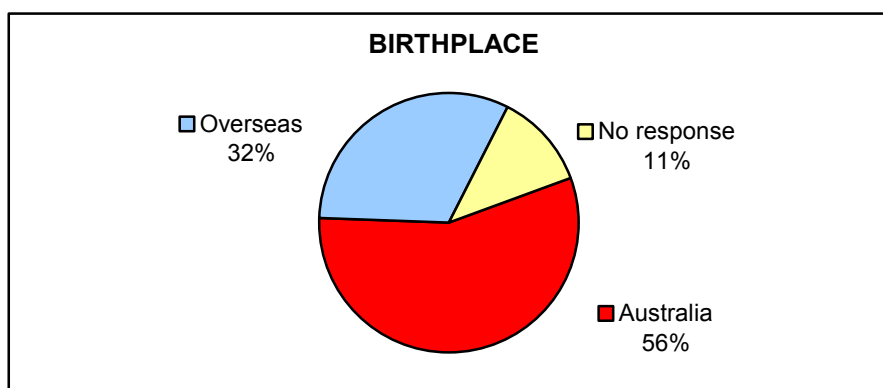
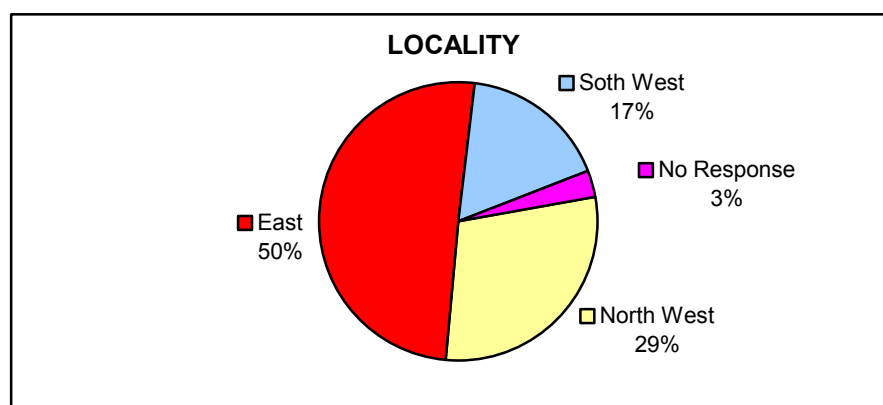
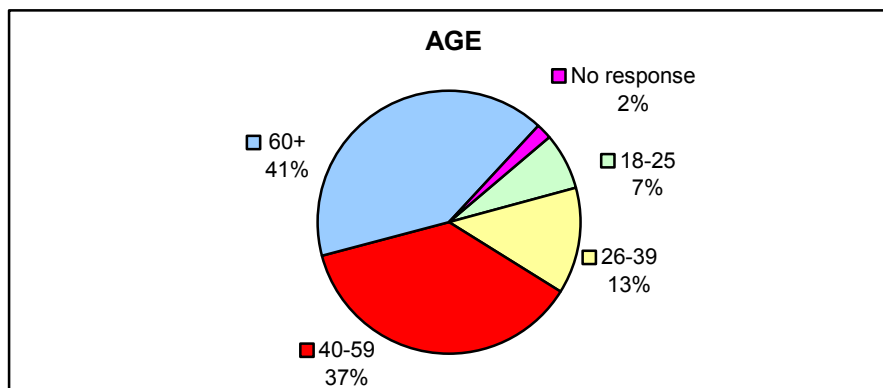
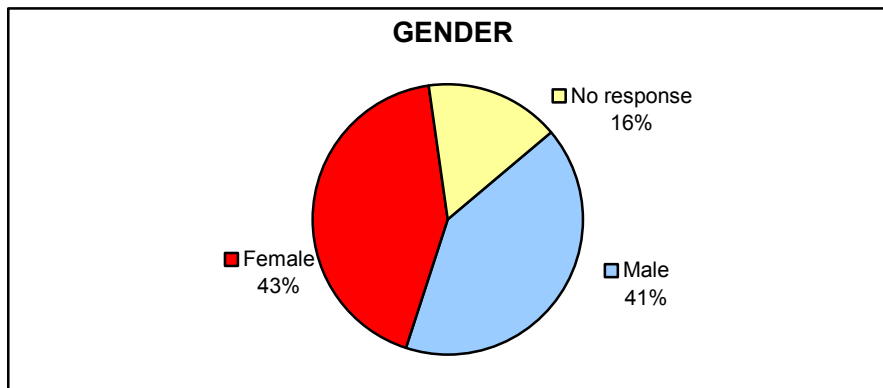
SUBGROUP SIZE	STANDARD ERROR	SUBGROUP SIZE	STANDARD ERROR
50	±14.14%	700	± 3.78%
100	± 10.00%	800	± 3.53%
200	± 7.07%	900	± 3.33%
300	± 5.77%	1000	± 3.16%
400	±5.00%	1100	± 3.01%
500	±4.47%	1200	± 2.89%
600	±4.08%	1300	± 2.77%

The value of the sub-groups analysis is that it helps in understanding the overall result. In other words, we can look at the results and consider which groups tended to have *lower* levels of satisfaction and which tended to have *higher* levels of satisfaction. In this way, the final result is more meaningful. However, the potential standard error for small sub-groups necessitates a degree of caution in decision-making about programs and services to specific target areas.

## 2. ANALYSIS OF THE SURVEY SAMPLE

### 2:1 OVERALL STRUCTURE

Overall a total of 1321 responses were received. Our analysis demonstrates that the sample has a good cross-section of community opinion. The structure of the survey sample is shown below.

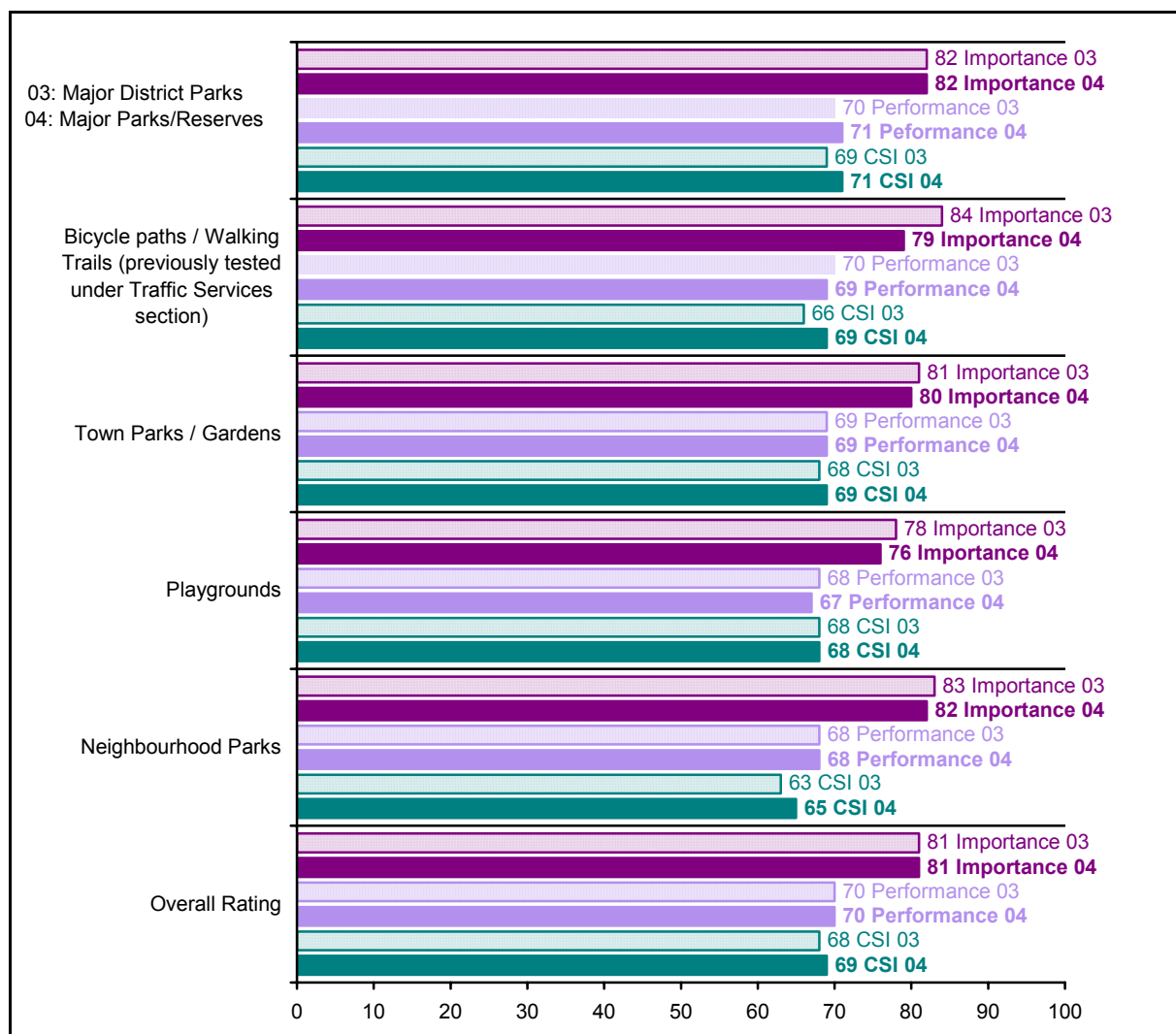


**3. DIRECT SERVICE PROVISION**

# RECREATION INDEX

	<b>PUBLIC OPEN SPACE</b>	<b>SPORTING SERVICES</b>	<b>CULTURAL SERVICES</b>	<b>INDEX</b>
<b>TOTAL</b>	69 <i>Maintained High levels</i>	73	76 <i>Increased to Very High</i>	73 <i>High</i>
<b>GENDER</b>				
Male	68	71	74	71
Female	70	73	76	73
<b>AGE</b>				
18 - 25 yrs	67	69	68	68
26 - 39 yrs	66 <i>High</i>	71 <i>High</i>	75 <i>High</i>	71 <i>High</i>
40 - 59 yrs	66	72	75	71
60+ yrs	73	75 <i>Very High</i>	78 <i>Very High</i>	76 <i>Very High</i>
<b>LOCALITY</b>				
North West	69 <i>High</i>	76 <i>Very High</i>	76	73
East	71	74 <i>High</i>	76 <i>Very High</i>	74 <i>High</i>
South West	64 <i>Moderate</i>	65	75	68
<b>BIRTH PLACE</b>				
Australia	68	72	76	72
Overseas	70	75	74	73

3:1 PUBLIC OPEN SPACE



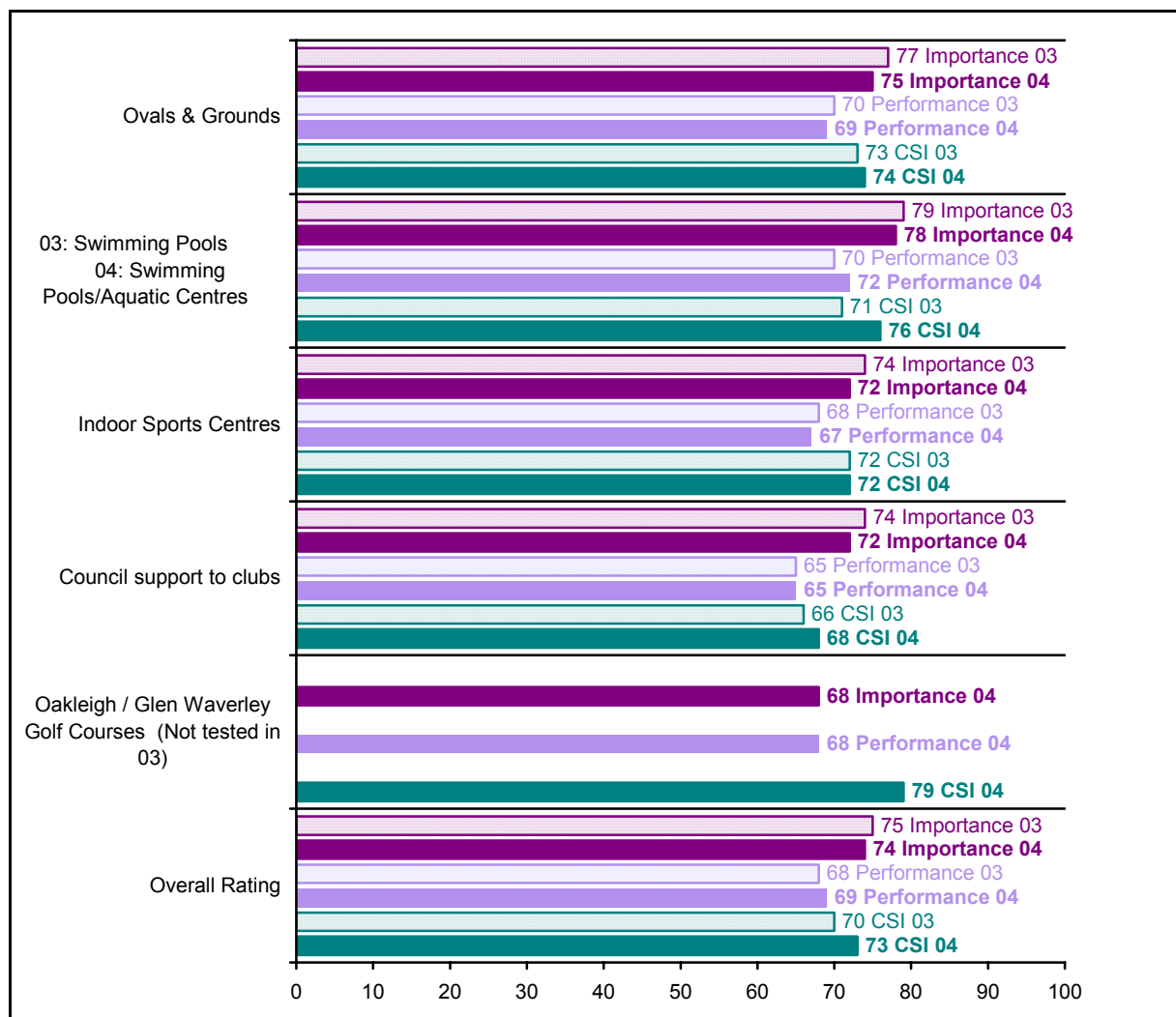
GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
	LOW	<70	<60	<55

CONSULTANTS' COMMENTS:

- Importance ratings were relatively consistent with last year's results and all in the higher moderate - high range (76 – 82). The new *Bicycle Paths / Walking Trails* aspect (79) returned a moderate importance rating.
- Performance ratings were also consistent with 2003 results and all in the moderate range (69), except *Major Parks / Reserves*\*, which returned a high (71) performance rating.
- Satisfaction levels increased marginally (1 – 2 CSI points) or remained level for each of the individual aspects and remained in the higher moderate - high range (65 – 71). *Bicycle Paths / Walking Trails* (69) returned a high satisfaction rating, consistent with the high overall satisfaction rating for Public Open Space (69).
- There was a noticeable decrease in satisfaction amongst younger respondents aged 18 – 25 years overall satisfaction dropping from the very high to high (67) range. Respondents in remaining age groups returned high (66 – 73) overall satisfaction levels.
- South West (64) continued to return a moderate overall satisfaction rating for Public Open Space with the other localities remaining firmly in the high (69 – 71) range.

\*Note: In the 2003 CSM this aspect was entitled 'Major District Parks'.

3:2 SPORTING SERVICES



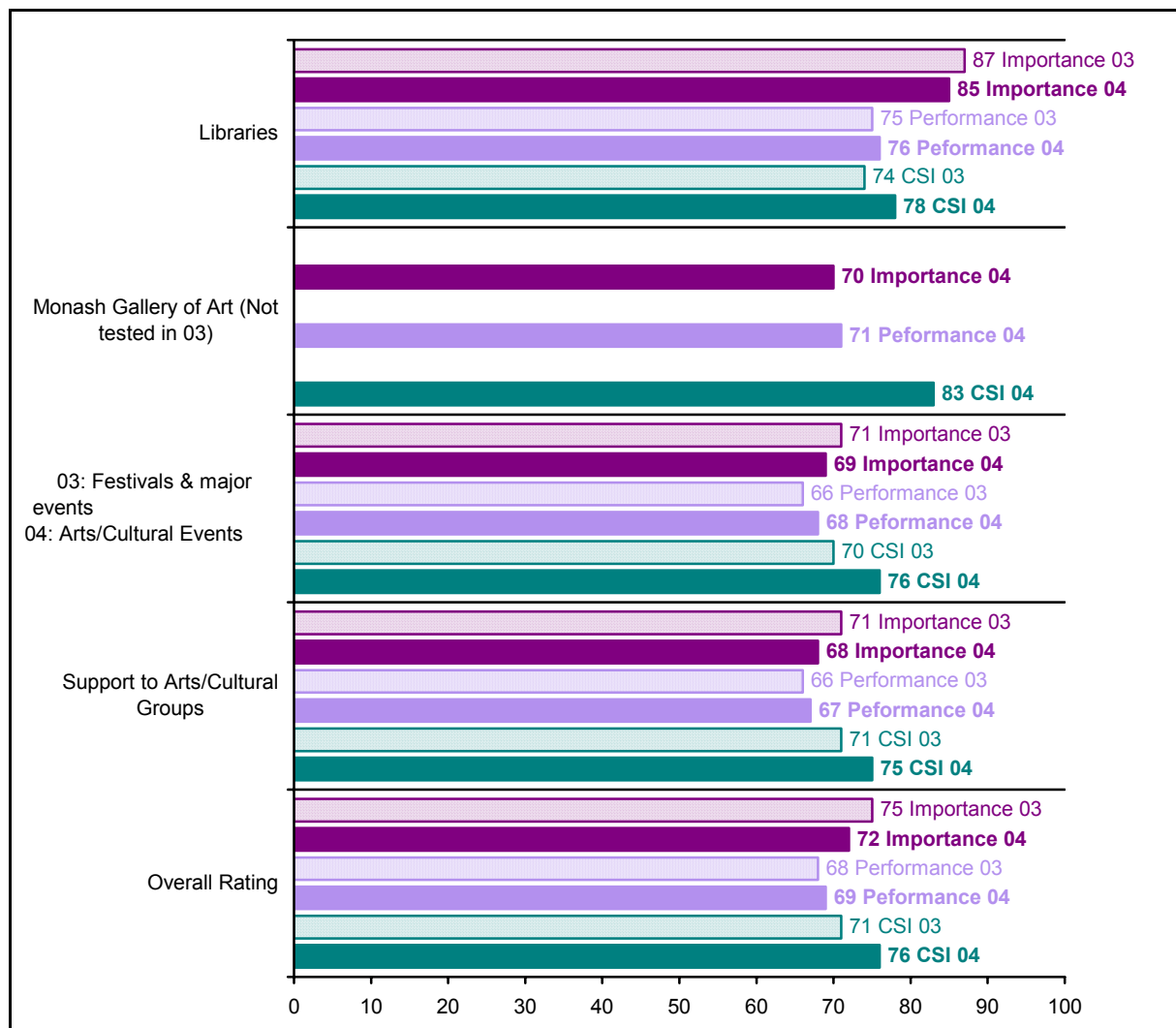
GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
LOW	<70	<60	<60	<55

CONSULTANTS' COMMENTS:

- Importance ratings fell marginally (1 – 2pts) and remained in the higher moderate - high range (76 – 82). This year the *Oakleigh / Glen Waverley Golf Courses* aspect (68) has been included for the first time and returned a low importance rating.
- Performance ratings were consistent with 2003 results and all in the moderate range (65 - 69), except *Swimming Pools / Aquatic Centres\**, which returned a high (72) performance rating.
- Satisfaction with *Swimming Pools / Aquatic Centres\** increased slightly (5 CSI points) and moved from the high to very high (76) range. *Oakleigh / Glen Waverley Golf Courses* aspect (79) returned a very high satisfaction rating driven by low importance and moderate performance ratings. Overall satisfaction with Sporting Services (73) increased 3 CSI points and remained high.
- Overall satisfaction with Sporting Services remained high (69 – 72) across the various age groups, with the exception of the 60+ years group (75) which continued to return a very high overall result.
- South West (65) continued to record a noticeably lower overall result compared to other localities which were all in the 74 – 76 CSI point range, whilst North West (76) returned a 6 CSI point increase in satisfaction and moved from the high to very high range.

\*Note: In the 2003 CSM this aspect was entitled 'Swimming Pools'.

3:3 CULTURAL SERVICES



GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
	LOW	<70	<60	<55

CONSULTANTS' COMMENTS:

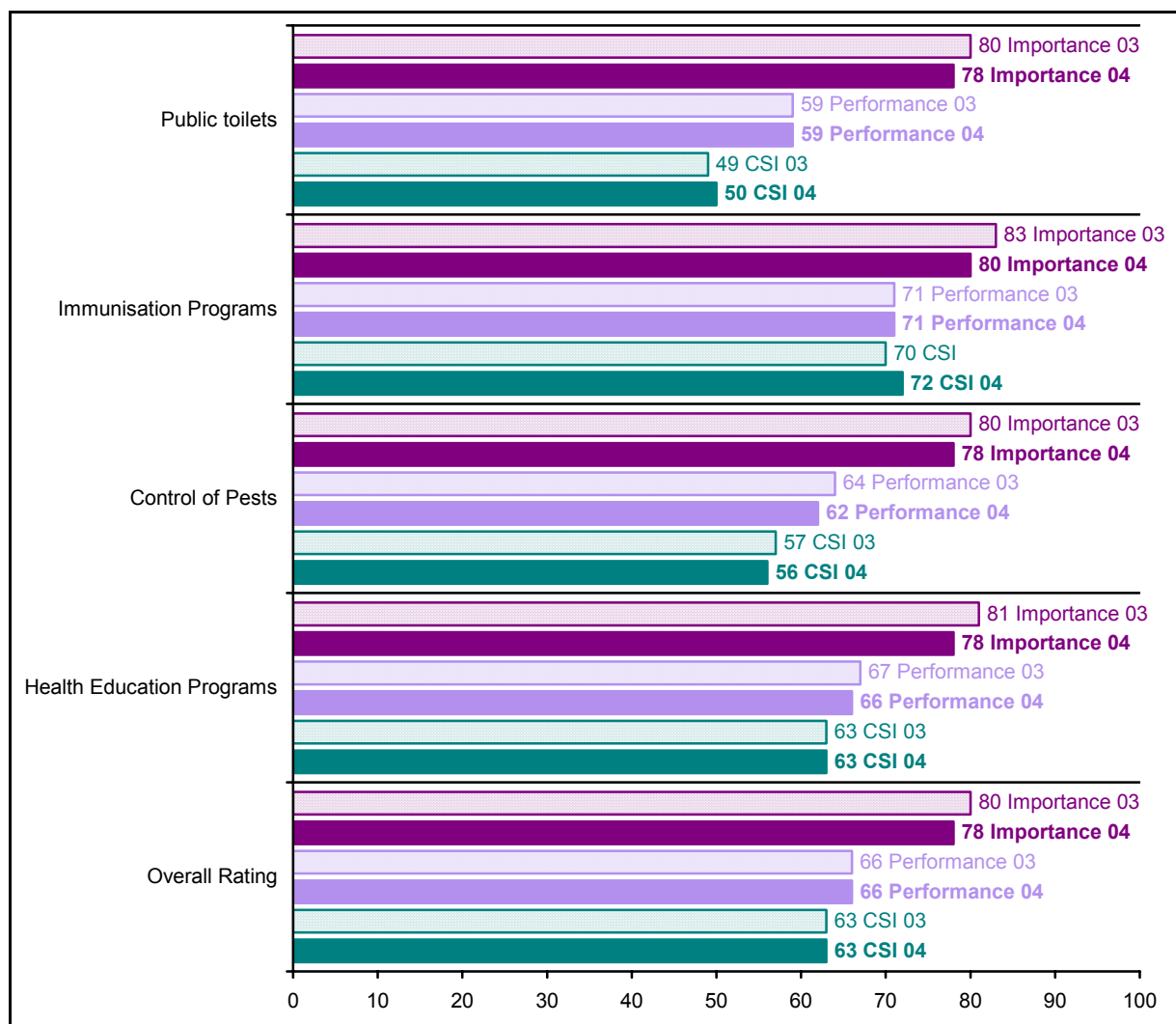
- Importance ratings were highest for Libraries (85) with remaining aspects all in the low to moderate (68 – 72) range. This year the *Monash Gallery of Art* aspect (70) has been included for the first time and returned a low importance rating.
- Performance ratings were in the moderate range (67 - 69), except for the *Libraries* (76) and *Monash Gallery of Art* (71) which returned a very high and high performance rating respectively.
- There was an increase in satisfaction (4 CSI points) with *Libraries* and *Support to Arts / Cultural Events*, with results moving into the very high (78 and 75 respectively) range. The *Monash Gallery of Art* aspect (83) returned the highest satisfaction rating driven by a low importance and high performance rating.
- Overall satisfaction with Cultural Services remained high (68 – 75) across the age groups, with the exception of the 60+ years group (78) which continued to return a very high overall result.
- Overall satisfaction increased into the very high range across the localities (75- 76).
- While satisfaction with Cultural Services overall was in the very high range (76) and exceeded the 2003 result, it should be noted that the four aspects tested included one new and one varied aspect.

\*Note: In the 2003 CSM this aspect was entitled 'Festivals and Major Events'.

# HEALTH AND AMENITIES INDEX

	PUBLIC HEALTH	WASTE MANAGEMENT	PUBLIC AMENITY	CONSERVATION AND NATURAL RESOURCES	INDEX
<b>TOTAL</b>	63 <i>Remained Moderate</i>	72 <i>High levels</i>	65	Moderate 64	High 66
<b>GENDER</b>					
Male	62	72	65	63	66
Female	63	73	64	64	66
<b>AGE</b>					
18 - 25 yrs	53 <i>Low</i>	66	59 <i>Moderate</i>	55	Moderate 58
26 - 39 yrs	60 <i>Moderate</i>	66 <i>High</i>	66 <i>Moderate</i>	60	63
40 - 59 yrs	64	72	63 <i>Moderate</i>	64	High 66
60+ yrs	66 <i>High</i>	76 <i>Very High</i>	68	67 <i>High</i>	69
<b>LOCALITY</b>					
North West	62	73	65	65	66
East	65 <i>Moderate</i>	73 <i>High</i>	65 <i>Higher-Moderate to high</i>	67 <i>Moderate</i>	67
South West	60	69	65	56	63
<b>BIRTH PLACE</b>					
Australia	62	74	64	63	66
Overseas	64	70	66	66	67

3:4 PUBLIC HEALTH

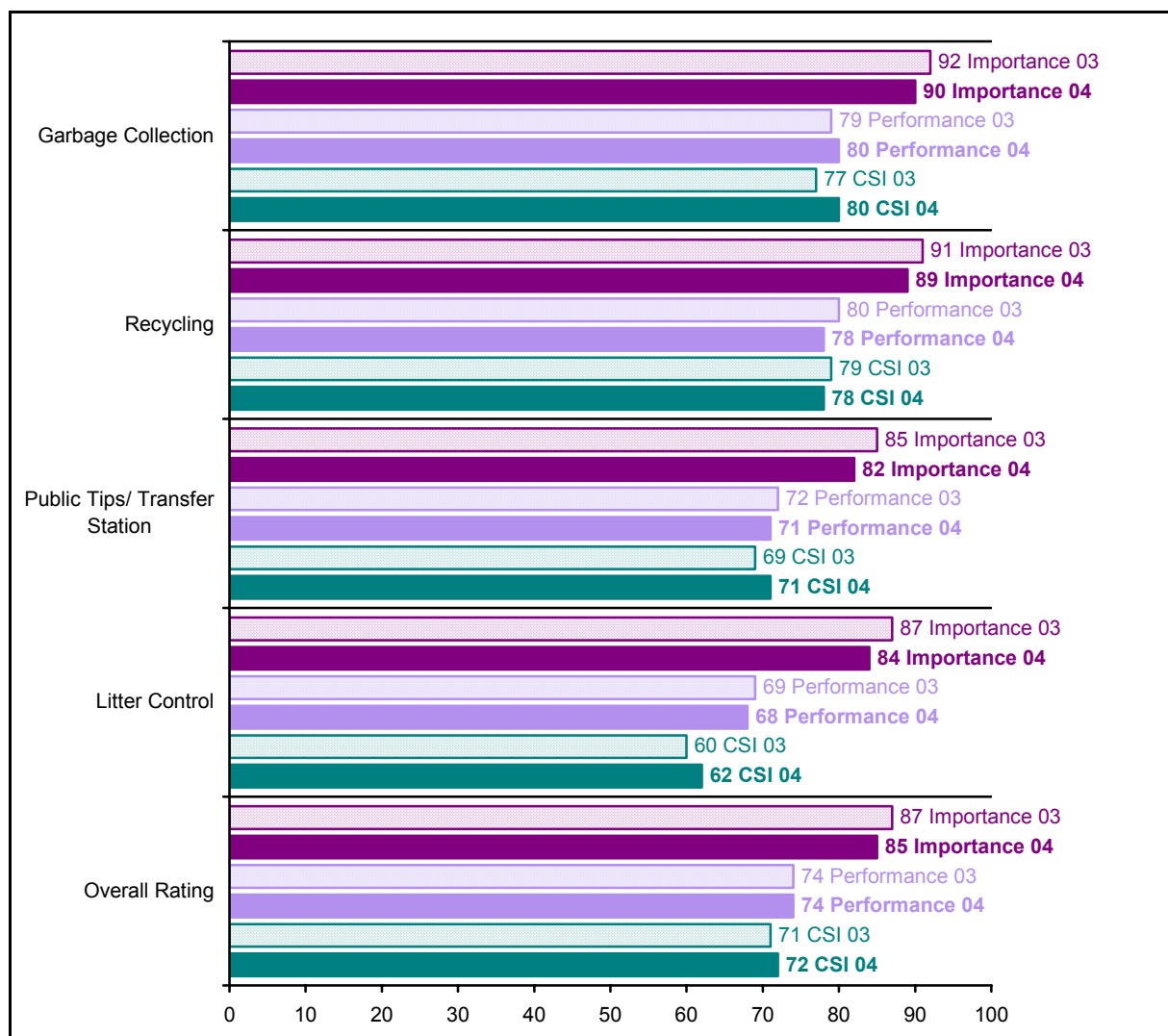


GUIDE TO RESULTS	IMPORTANCE		PERFORMANCE		C.S.I.
	HIGH	80+	70+		65+
	MODERATE	70-80	60-70		55-65
	LOW	<70	<60		<55

CONSULTANTS' COMMENTS:

- Importance ratings decreased marginally (2 - 3pts) and fell from the high to higher moderate (78) range, except *Immunisation Programs* (80) which continued to return a high importance rating.
- Performance ratings were relatively consistent and in the moderate range (62 - 66) for all the various aspects, except *Public Toilets* (59 - low) and *Immunisation Programs* (71 - high).
- Satisfaction levels across the individual aspects were consistent with last year's results and in the moderate (56 - 63) range, with the exception of *Public Toilets* (50) and *Immunisation Programs* (72) which continued to record low and high results respectively. Overall satisfaction with Public Health (63) remained moderate.
- The 60+ years age group (66 - high) continued to record the highest overall satisfaction level for Public Health while younger respondents aged 18 - 25 years (53 - low) recorded the lowest. Remaining age groups all returned overall results in the moderate (60 - 64) range.
- Overall satisfaction decreased slightly for North West (62) and fell from the high to moderate range. The East (65) and South West (60) localities continued to return moderate overall results.

3:5 WASTE MANAGEMENT

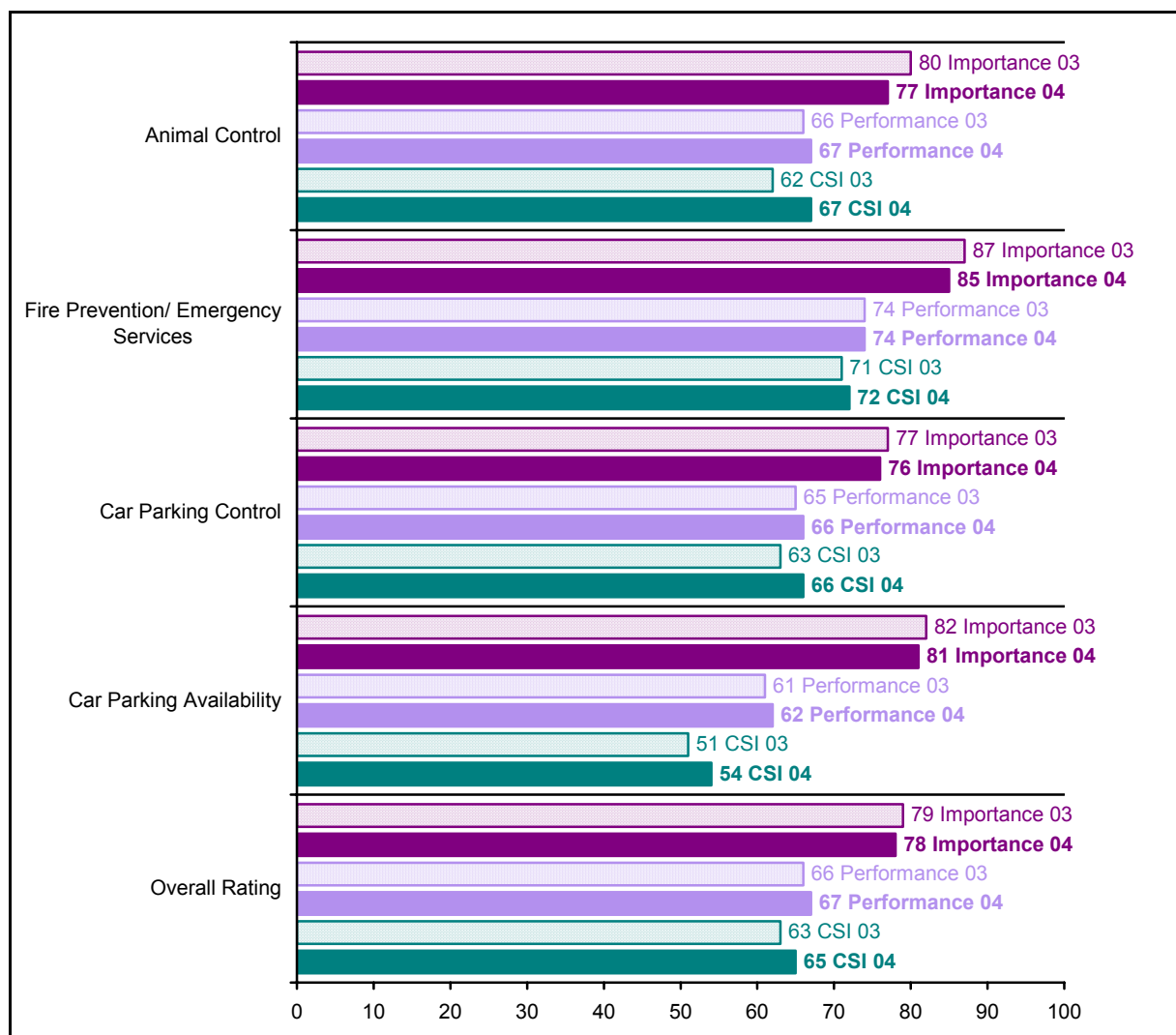


GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
	LOW	<70	<60	<55

CONSULTANTS' COMMENTS:

- Importance ratings decreased marginally (2 - 3pts) for each of the individual aspects and overall, but remained high (82 – 90).
- Performance ratings were relatively consistent with 2003 results and remained in the high – very high range (71 - 80), except *Litter Control* (68) which continued to return a moderate performance rating.
- The *Garbage Collection* (80) and *Recycling* (78) aspects continued to return very high satisfaction levels. Satisfaction with *Litter Control* (62) remained moderate despite a marginal (2 CSI pt) increase. The overall satisfaction rating (72) was consistent with last year's result and in the high range.
- There was a marked drop (10 CSI pts) in overall satisfaction with Waste Management amongst younger respondents aged 18 – 25 years (66 – high). Older respondents aged 60+ years continued to record the highest overall satisfaction level for Waste Management (76 – very high).
- The various localities all continued to record very high (77 – 81) satisfaction levels for the *Garbage Collection* and *Recycling* aspects and high (69 – 73) overall satisfaction with Waste Management Services.

3:6 PUBLIC AMENITY

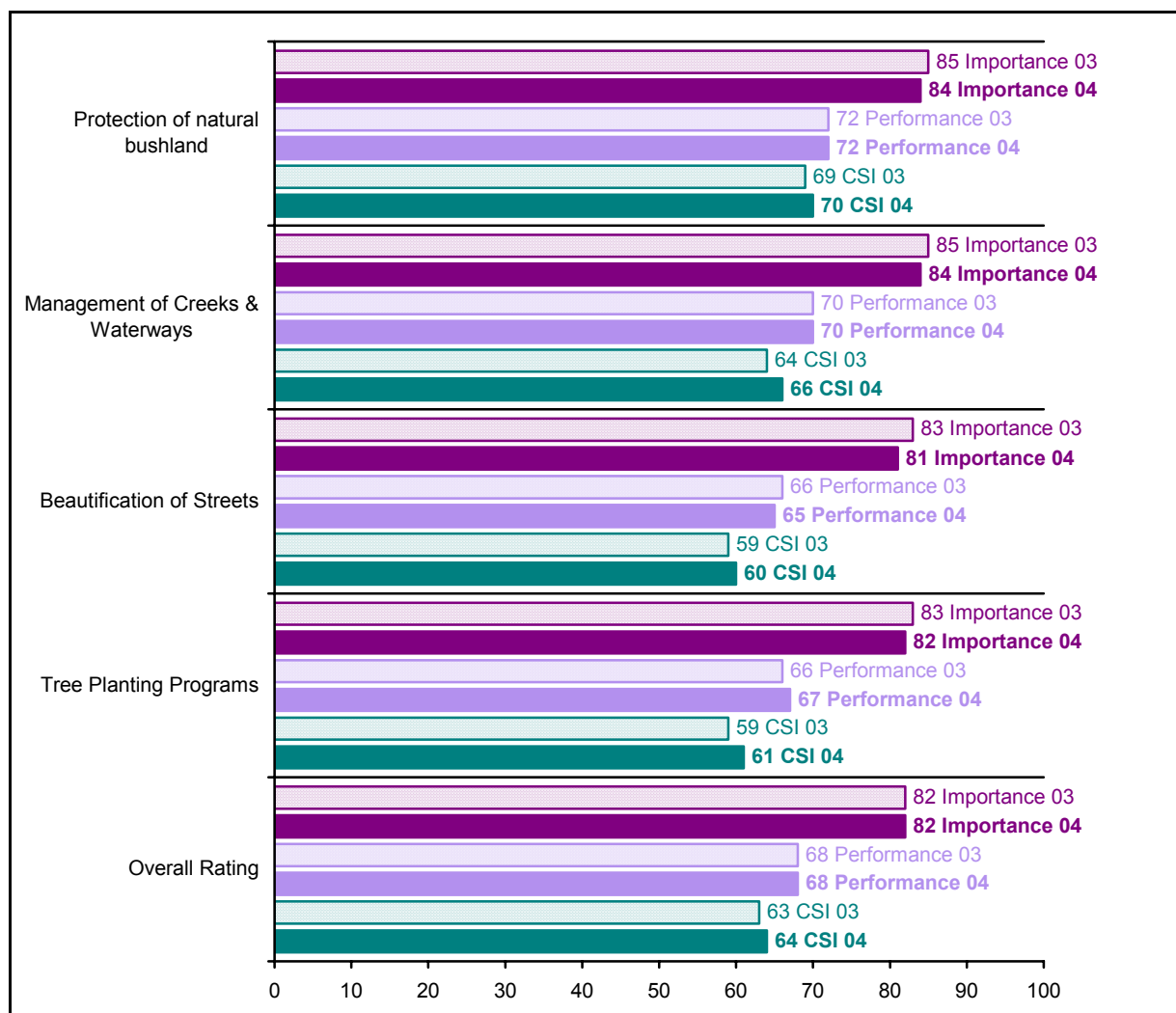


GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55	

CONSULTANTS' COMMENTS:

- Importance ratings decreased marginally (1 - 3pts) for each of the individual aspects and overall, but remained in the higher moderate – high range (76 – 85).
- Performance ratings were consistent with last year's results and remained moderate (62 - 67), except *Fire Prevention / Emergency Services* (74) which continued to return a high performance rating.
- Satisfaction with the *Animal Control* and *Car Parking – Control* aspects increased slightly (3 – 5 CSI pts) and moved from the moderate to high range. Satisfaction with *Car Parking – Availability* (54) remained low. Overall satisfaction with *Public Amenities* increased 2 CSI points and shifted from the higher moderate to high range.
- Respondents aged 26 – 39 years (66 – high) and 60+ years (68 – high) returned slightly higher overall satisfaction levels compared to respondents in the remaining age groups (59 – 63 moderate). The various age groups all returned low satisfaction with *Car Parking Availability*, except the 60+ years age group (58 – moderate).
- The various localities all continued to record higher moderate – high overall satisfaction levels (65) for Public Amenities.

3:7 CONSERVATION AND ENVIRONMENTAL SERVICES



GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
	LOW	<70	<60	<55

CONSULTANTS' COMMENTS:

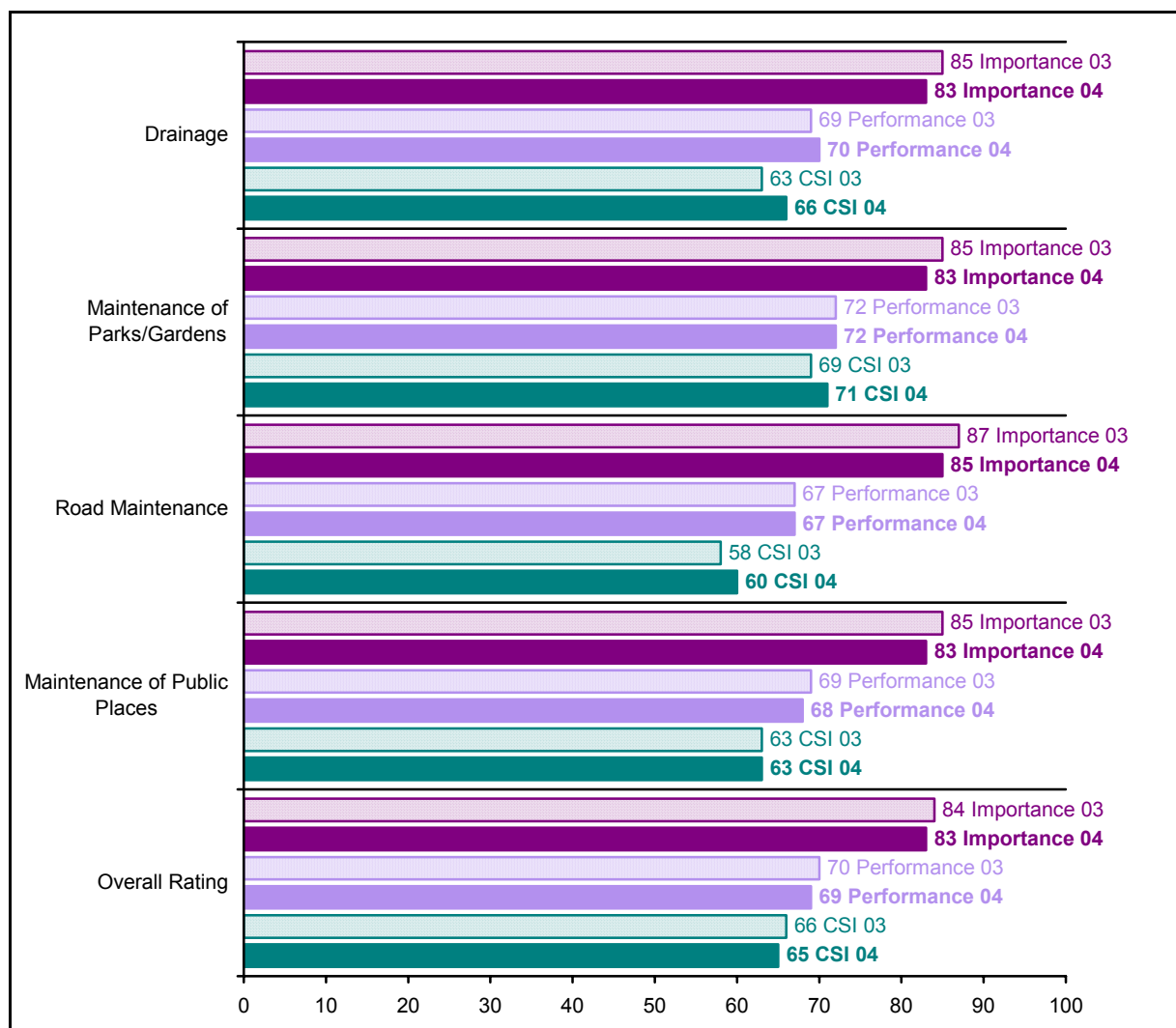
- Importance ratings were consistent with 2003 results and all remained in the high range range.
- Performance ratings were also consistent with last year's results and remained high for *Protection of Natural Bushland* (72) and *Management of Creeks / Waterways* (70) and moderate (65 – 68) for remaining aspects.
- Satisfaction with *Management of Creeks / Waterways* (66) increased slightly (2 CSI pts) and moved from the moderate to high range. Satisfaction with *Beautification of Streets* (60) and *Tree Planting Programs* (61) remained moderate. Overall satisfaction with Conservation and Environmental Services remained moderate.
- Generally, overall satisfaction levels increased as the age group increased. Younger respondents aged 18 – 25 years (55 - lower moderate) returned the lowest overall satisfaction levels for Conservation and Environmental Services\* while older respondents aged 60+ years (67 – high) returned the highest.
- South West returned low satisfaction levels for both the *Beautification of Streets* (51) and *Tree Planting Programs* (53) aspects.

\* Note: Previous research has entitled these same aspects 'Conservation and Natural Resources'.

# INFRASTRUCTURE INDEX

	ENGINEERING SERVICES	TRAFFIC SERVICES	PLANNING AND BUILDING	INDEX
<b>TOTAL</b>	65 <i>Remained High</i>	61 <i>Moderate</i>	55 <i>Low</i>	60 <i>Moderate</i>
<b>GENDER</b>				
Male	66	62	55	61
Female	64	59	53	59
<b>AGE</b>				
18 - 25 yrs	60	57	52	56
26 - 39 yrs	60 <i>Moderate</i>	59 <i>Moderate</i>	54 <i>Low</i>	58 <i>Moderate</i>
40 - 59 yrs	65	59	52	59
60+ yrs	69 <i>High</i>	64	57 <i>Moderate</i>	63
<b>LOCALITY</b>				
North West	65 <i>High</i>	58	50 <i>Low</i>	58
East	67	64 <i>Moderate</i>	57 <i>Moderate</i>	63
South West	60 <i>Moderate</i>	57	55 <i>Low</i>	57 <i>Moderate</i>
<b>BIRTH PLACE</b>				
Australia	64	59	52	58
Overseas	67	66	59	64

## 3:8 ENGINEERING / HORTICULTURAL SERVICES



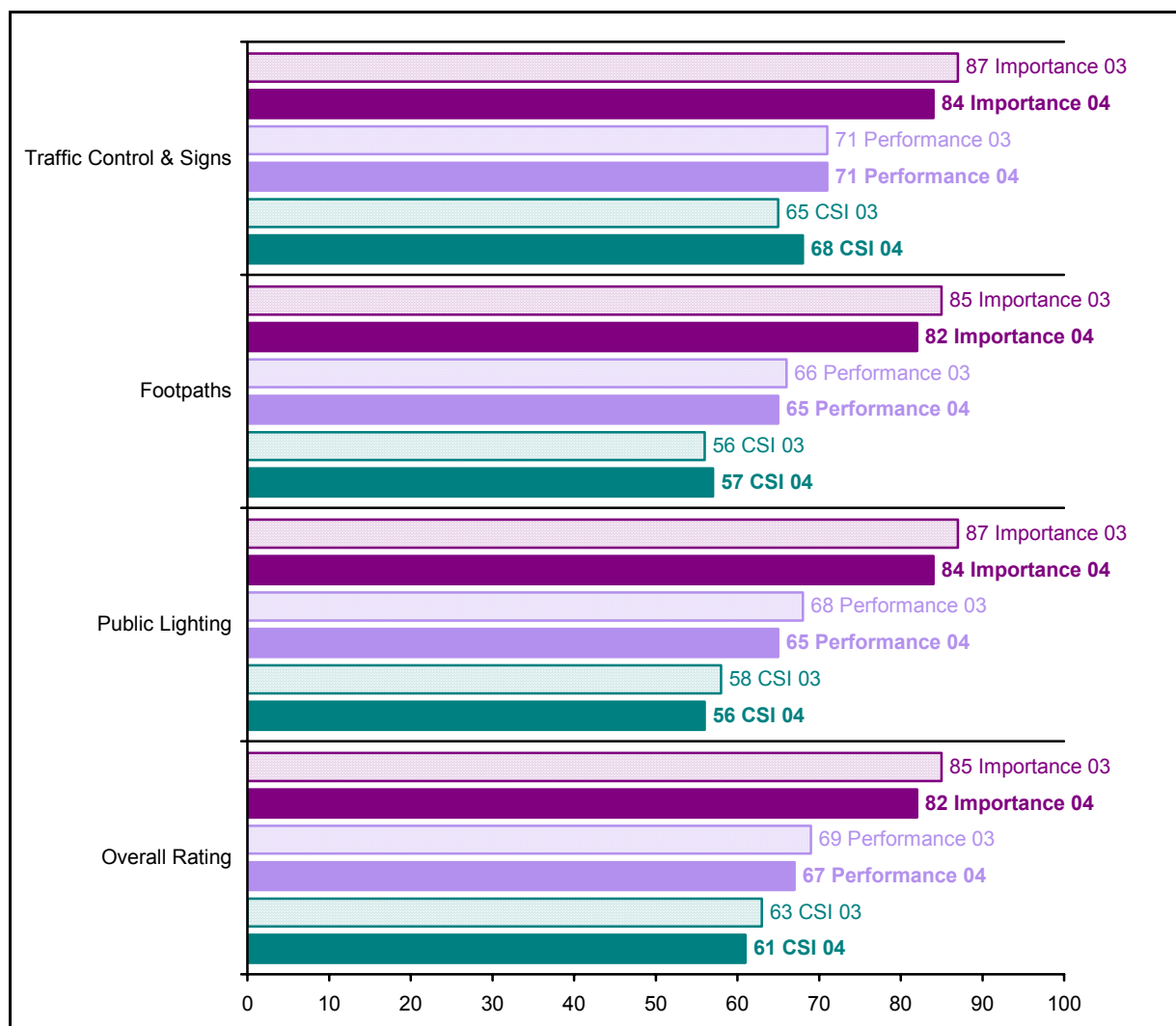
GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
	LOW	<70	<60	<55

## CONSULTANTS' COMMENTS:

- Importance ratings for Engineering / Horticultural Services\* were consistent with 2003 results and all remained in the high range (83 – 85) range.
- Performance ratings were similarly consistent and remained in the moderate range (67 – 70), except *Maintenance of Parks / Gardens* (72) which continued to return a high performance rating.
- Satisfaction with *Maintenance of Parks / Gardens* (71) remained high, whilst satisfaction with *Drainage* (66) increased from moderate to high. Overall satisfaction with Engineering / Horticultural Services (65) remained high.
- Respondents aged 18 – 25 years (52) and 26 – 39 years (52) returned low satisfaction levels for *Road Maintenance*. Overall satisfaction levels were moderate (60 – 65) across the various age groups except the 60+ years group (69 – high).
- South West returned a low satisfaction level for *Maintenance of Public Places* (55 – low) and the lowest overall satisfaction level (60) for Engineering / Horticultural Services with remaining localities in the high (65 – 67) range.

\*Note: Previous research has entitled these same aspects 'Engineering Services'.

3:9 TRAFFIC SERVICES

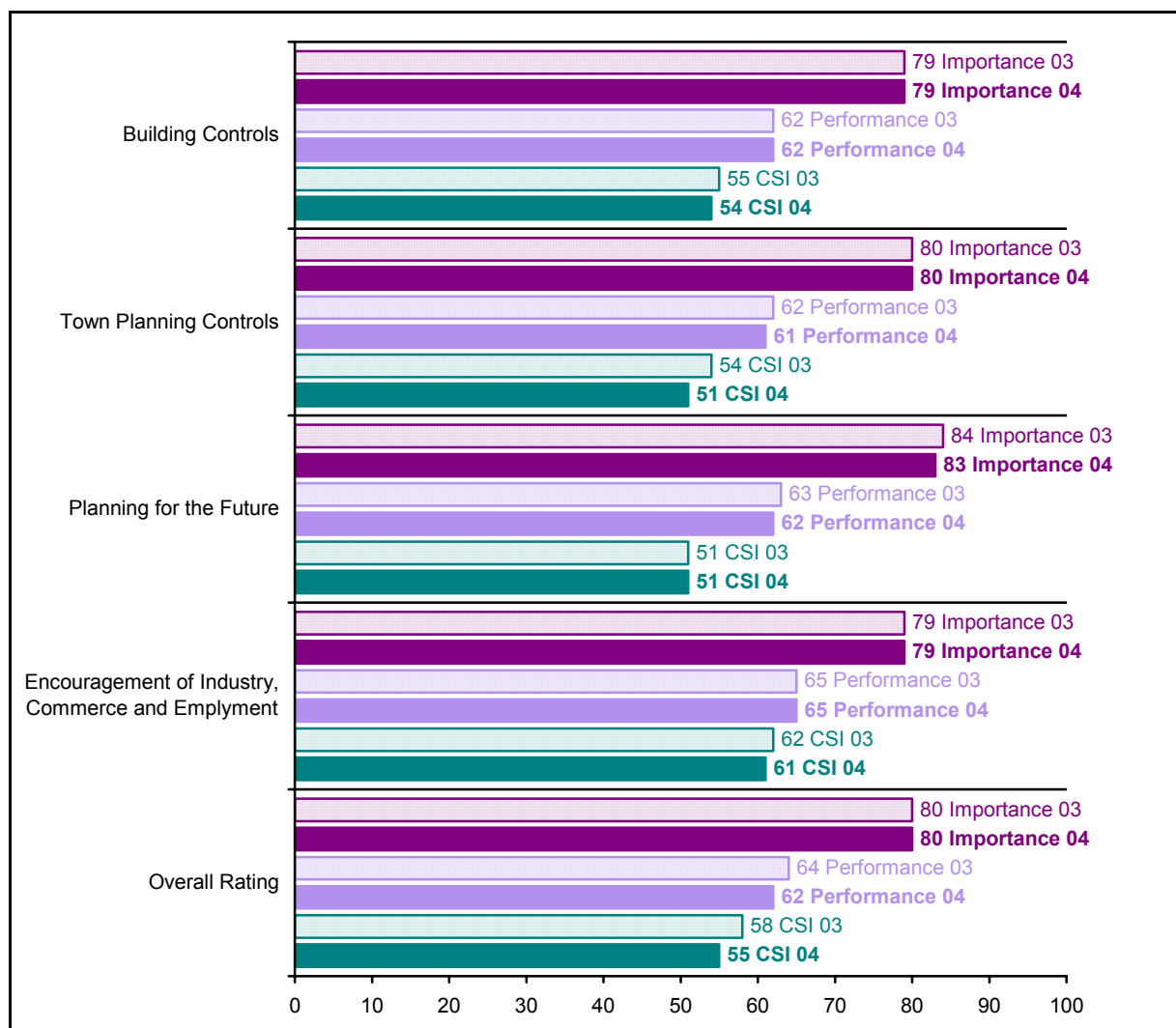


GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
	LOW	<70	<60	<55

CONSULTANTS' COMMENTS:

- Importance ratings decreased marginally (3 pts) across the various Traffic Services aspects compared with last year's results, but remained high (82 – 84).
- Performance ratings were relatively consistent with 2003 results and moderate, except *Traffic Control and Signs* (71) which continued to return a high performance rating.
- Satisfaction with *Footpaths* (57) and *Public Lighting* (56) remained moderate. Overall satisfaction with Engineering Services (61) decreased marginally (2 CSI points) but remained firmly in the moderate range.
- Overall satisfaction levels were moderate across the various age groups. Respondents across the various age groups all returned low satisfaction with *Public Lighting*, except older respondents aged 60+ years (62 – moderate).
- The South West and North West localities returned low (52 – 54) satisfaction levels for both the *Footpaths* and *Public Lighting* aspects. Overall satisfaction ratings across the localities were all in the moderate range.

3:10 PLANNING & BUILDING



GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
LOW	<70	<60	<55	

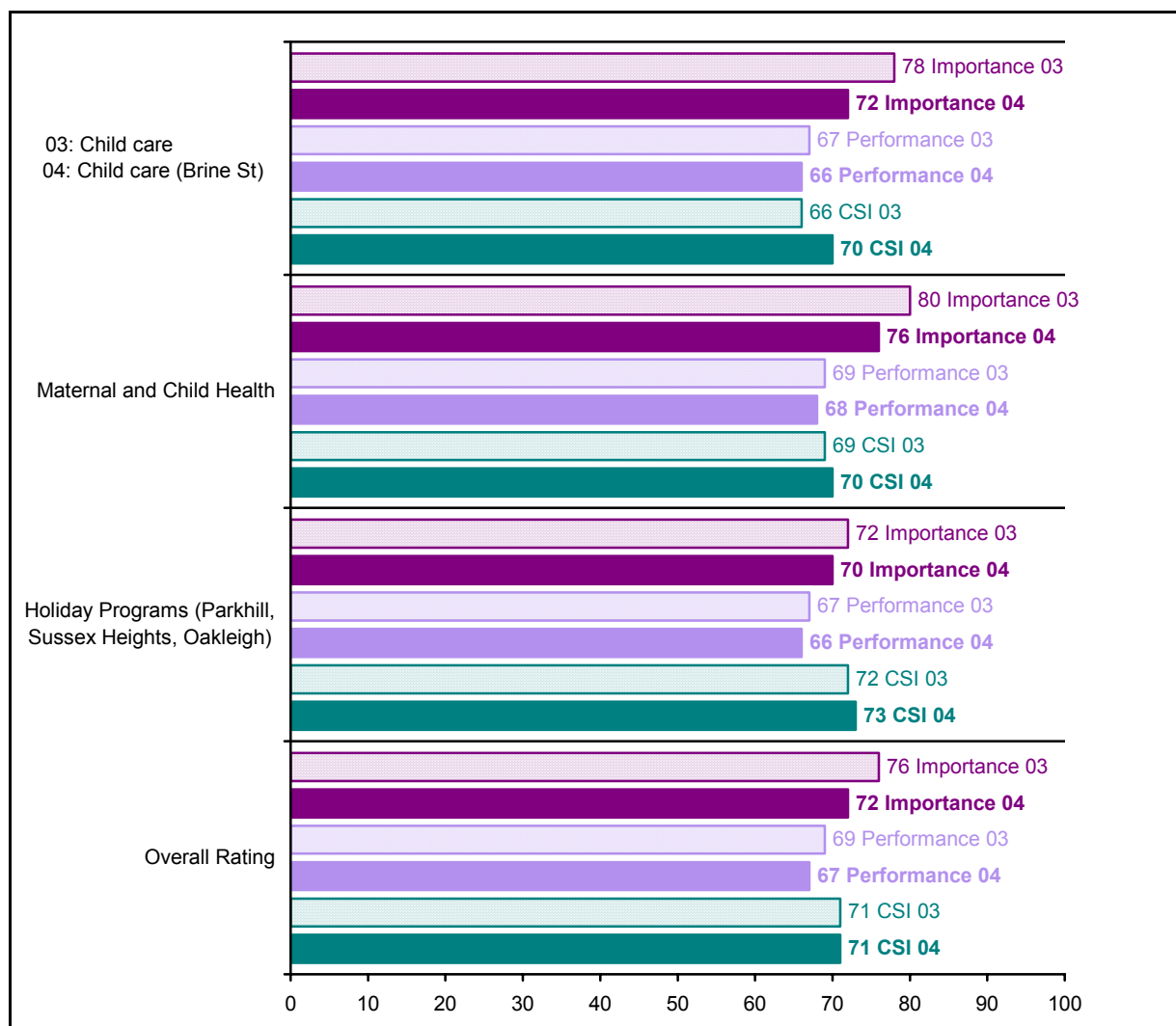
CONSULTANTS' COMMENTS:

- Importance ratings were consistent with last year's ratings and all in the higher moderate – high range (79 – 83). *Planning for the Future* (83) continued to return the highest importance rating of the Planning and Building aspects.
- Performance ratings were relatively consistent with 2003 results and moderate (61 - 65).
- Satisfaction with each of the various individual aspects remained low (51 – 54), except *Encouragement of Industry, Commerce & Employment* (61) which maintained a moderate satisfaction rating. Overall satisfaction with Planning and Building Services (55) dropped slightly (3 CSI points) and fell from the moderate to low range.
- The various age groups all returned low satisfaction levels (49 – 55) for both the *Town Planning Controls* and *Planning for the Future* aspects. Further, respondents aged 40 – 59 years (52) and 60+ years (54) also returned low satisfaction levels for *Building Controls*. The various age groups all returned low overall satisfaction ratings, except the 60+ years age group (57 – moderate).
- North West (50) and South West (55) returned low overall satisfaction levels for Planning and Building.

# HUMAN SERVICES INDEX

	SERVICES TO FAMILIES	HOME CARE SERVICES	SERVICES TO CHILDREN	INDEX
<b>TOTAL</b>	64 Moderate	65	71 Remained High	66 High
<b>GENDER</b>				
Male	64	64	72	67
Female	63	64	70	66
<b>AGE</b>				
18 - 25 yrs	60	69	74	68
26 - 39 yrs	High 66	High 61	70 High	66 High
40 - 59 yrs	63	65 Moderate	73	67
60+ yrs	64	64	69	66
<b>LOCALITY</b>				
North West	60 Moderate	63	69	Moderate 64
East	64	66 High	71 High	67 High
South West	67 High	61	74	68
<b>BIRTH PLACE</b>				
Australia	61	64	70	65
Overseas	68	66	73	69

3:11 CHILDREN'S SERVICES



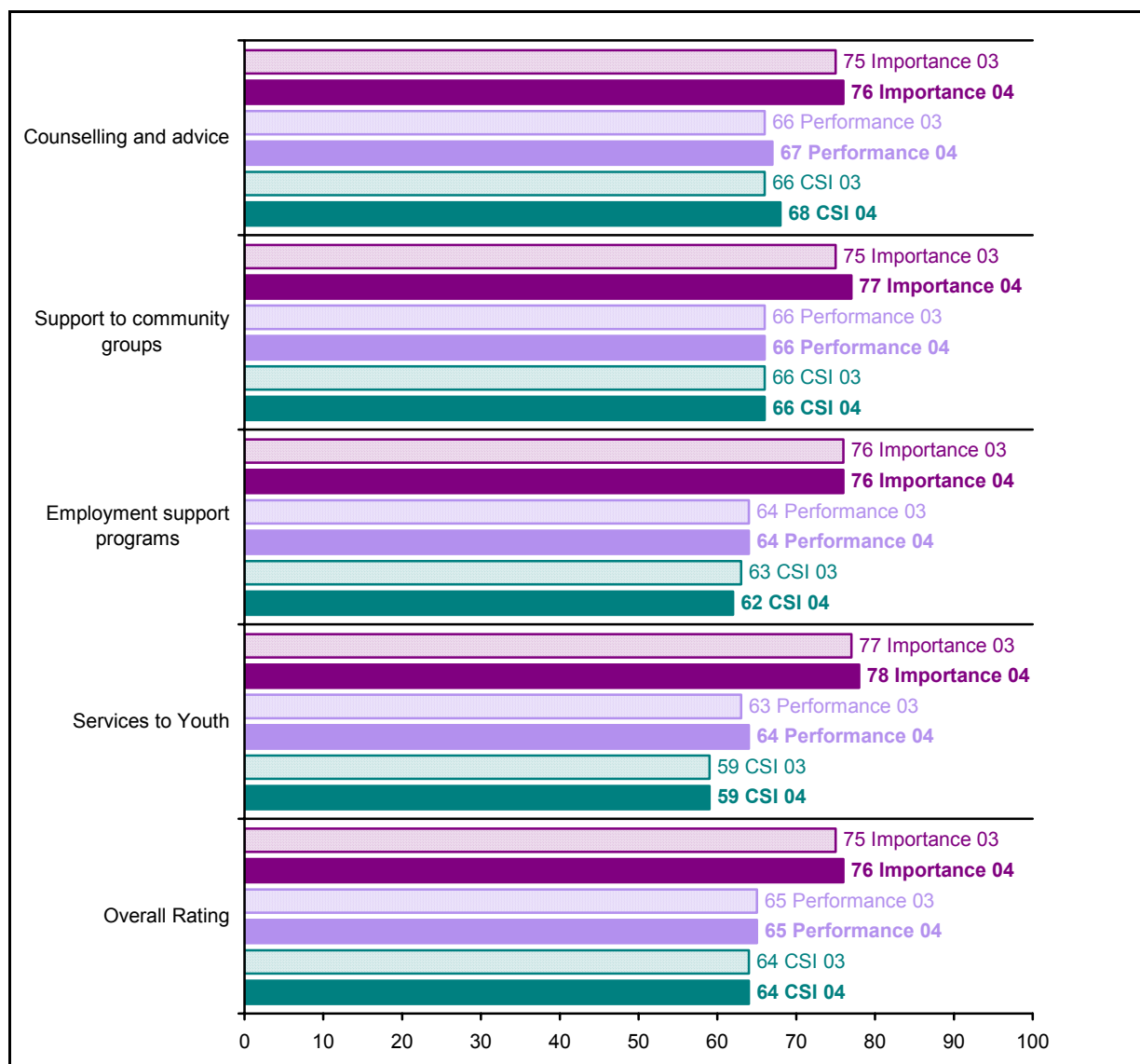
GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
	LOW	<70	<60	<55

CONSULTANTS' COMMENTS:

- Importance ratings decreased marginally (2 - 6pts) and remained in the moderate (70 – 76) range. *Maternal and Child Health* continued to return the highest importance rating.
- Performance ratings were consistent with last year's results and moderate (66 – 68).
- The *Child Care (Brine Street)\** (70 – high) recorded a slight increase in satisfaction (4 CSI points) and remained in the high range, as did the remaining individual aspects (70 – 73). Overall satisfaction (71) with Children's Services was level with 2003 and in the high range.
- Satisfaction amongst respondents aged 26 – 39 years (70) increased from moderate to high. Overall satisfaction was high (69 – 74) across the various age groups.
- Overall satisfaction ratings across the various localities were relatively consistent with 2003 results and in the high range (69 – 74).

\*Note: In the 2003 CSM this aspect was entitled 'Child care'.

3:12 SERVICES TO FAMILIES

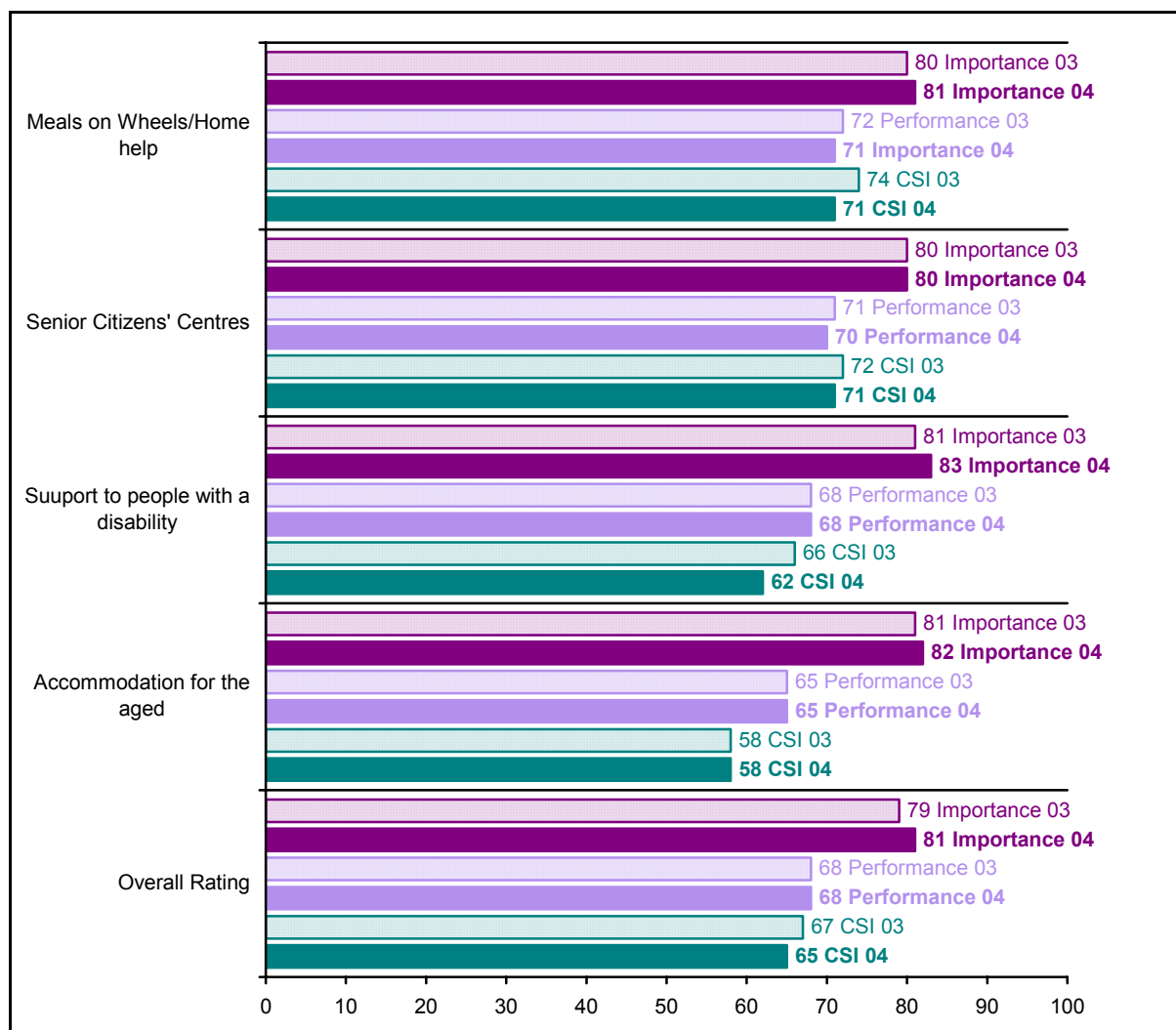


GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
	LOW	<70	<60	<55

CONSULTANTS' COMMENTS:

- Importance ratings were consistent with last year's results and moderate across the board (76 – 78).
- Performance ratings were also consistent with 2003 results and remained moderate (64 - 67).
- Satisfaction with *Counselling and Advice* (68) and *Support to Community Groups* (66) remained high. *Services to Youth* (59 – moderate) continued to return the lowest satisfaction rating of the various services. Overall satisfaction with Service to Families (64) was level with last year's rating and moderate.
- Respondents aged 18 – 25 years returned a low satisfaction rating for *Services to Youth* (50). Across the various age groups overall satisfaction with Services to Families remained in the higher moderate to high range (60 – 66).
- South West (67) returned a high overall satisfaction rating for Services to Families, with remaining localities recording slightly lower results in the moderate (60 – 64) range.

3:13 HOME CARE SERVICES



GUIDE TO RESULTS	IMPORTANCE		PERFORMANCE		C.S.I.
	HIGH	80+	70+	65+	
	MODERATE	70-80	60-70	55-65	
LOW	<70	<60	<55		

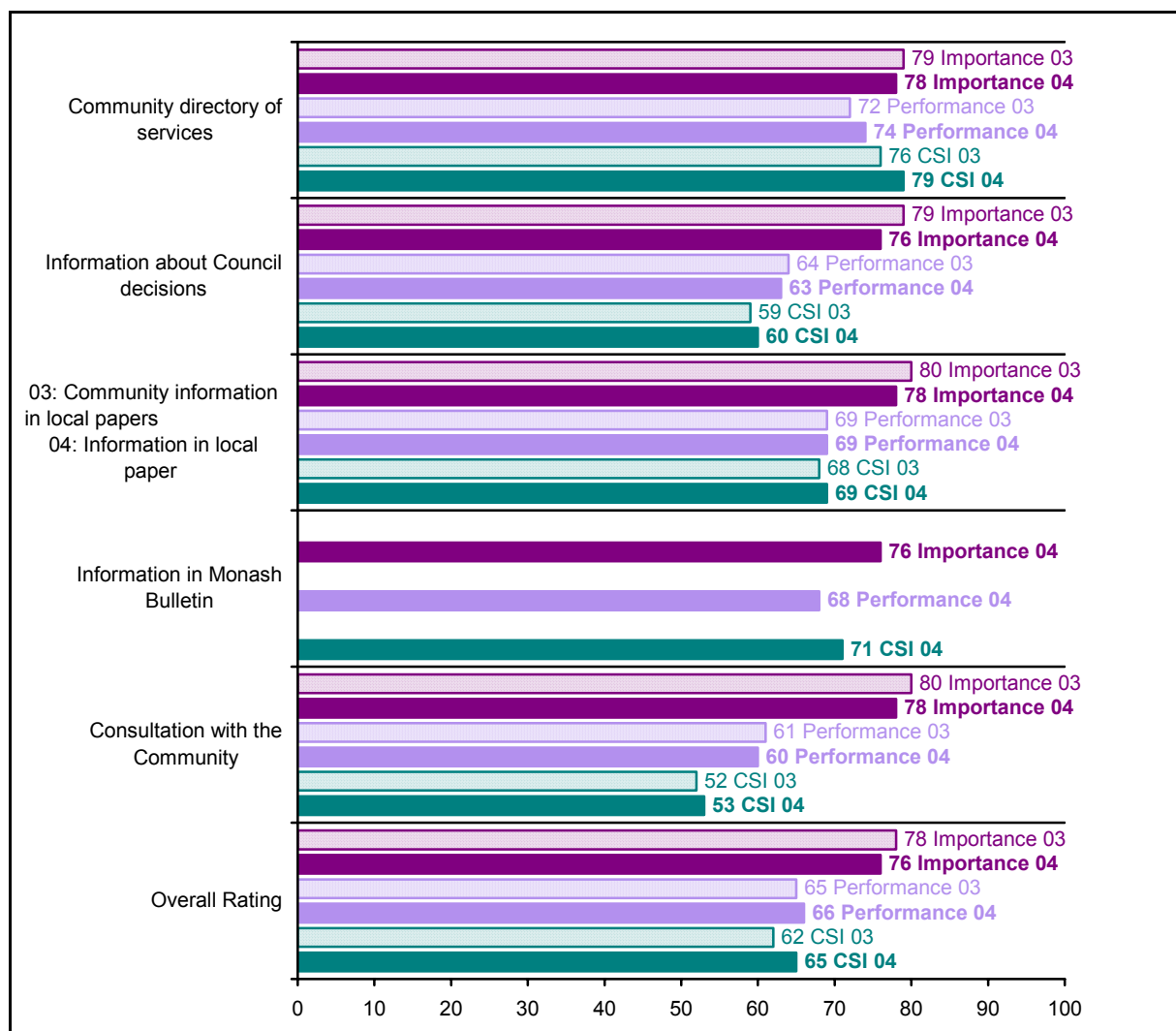
CONSULTANTS' COMMENTS:

- Importance ratings were relatively consistent with last year's rating and all in the high range (80 - 83).
- Performance ratings were consistent with 2003 results and remained moderate (65 - 68), with the exception of *Meals on Wheels / Home Help* (71) and *Senior Citizens Centres* (70) which continued to return high performance ratings.
- Satisfaction with *Meals on Wheels / Home Help* (71) and *Senior Citizens Centres* (71) remained high, despite marginal (1 – 3 CSI pts) decreases. *Accommodation for the Aged* (58) continued to return a lower moderate satisfaction rating. Overall satisfaction with Home Care Services (65) decreased marginally (2 CSI pts) and fell from the high to moderate range.
- Older respondents aged 60+ years returned a low satisfaction rating for *Accommodation for the Aged* and a slight drop in overall satisfaction from the high to higher moderate (64) range. Across the remaining age groups overall satisfaction with Home Care Services remained in the higher moderate to high range (61 – 69).
- East (66) continued to return a high overall satisfaction rating for Home Care Services, whilst overall satisfaction for North West (63) and South West (61) fell from the high to higher moderate range.

# INFORMATION INDEX

INFORMATION SERVICES	
<b>TOTAL</b>	65 <i>Remained Moderate</i>
<b>GENDER</b>	
Male	63
Female	65
<b>AGE</b>	
18 - 25 yrs	56
26 - 39 yrs	65 <i>Moderate</i>
40 - 59 yrs	65
60+ yrs	66 <i>High</i>
<b>LOCALITY</b>	
North West	63
East	66 <i>High</i>
South West	61
<b>BIRTH PLACE</b>	
Australia	64
Overseas	65

3:14 INFORMATION SERVICES



GUIDE TO RESULTS		IMPORTANCE	PERFORMANCE	C.S.I.
	HIGH	80+	70+	65+
	MODERATE	70-80	60-70	55-65
	LOW	<70	<60	<55

CONSULTANTS' COMMENTS:

- Importance ratings fell marginally (1 – 3 CSI pts) but were relatively consistent with last year's ratings and in the higher moderate range (76 - 78). The new *Information in Monash Bulletin* aspect returned a moderate importance rating.
- Performance ratings were consistent with 2003 results and remained in the moderate (60 - 69) range, with the exception of *Community Directory of Services* (74) which continued to return a high performance rating.
- Satisfaction with *Consultation with the Community* (53) remained low. The new *Information in Monash Bulletin* (71) aspect returned a high satisfaction rating. Overall satisfaction with Information Services (65) increased slightly (3 CSI pts) but remained at the higher end of the moderate range.
- The various age groups all returned low (45 – 54) satisfaction ratings for *Consultation with the Community*. Overall satisfaction remained moderate (56 – 65) for all age groups except the 60+ years group (66 – high).
- Overall satisfaction with Information Services for East (66) increased from moderate to high, with remaining localities recording moderate overall satisfaction levels.

## 4. CORPORATE IMAGE INDICATORS

### SUMMARY TABLE AND RESULTS

The table below summarises the results for the Corporate Image Areas of Council Staff, Council Image, Elected Members and Value for Money.

ASPECT		Monash ratings								VICTORIAN PROGRESSIVE AVERAGE
		'97	'98	'99	'00	'01	'02	'03	'04	
COUNCIL STAFF	General Courtesy of Council Staff	73	74	75	73	74	74	73	74	75
	General Efficiency of Council Staff	71	71	73	70	71	72	70	71	70
	Responsiveness to Complaints	68	67	70	67	68	68	67	68	66
COUNCIL IMAGE	Overall Image of Council	70	70	71	70	71	69	68	71	66
	Presentation of the District to Visitors	73	72	73	72	73	73	71	72	69
	Image of Council in the Local District	68	69	70	69	69	68	67	69	63
VALUE FOR MONEY	The Current Level of Council Rates	60	63	62	58	58	59	57	59	58
	Charges Made for Other Council Services	60	62	62	69	59	60	58	60	57
	Performance of Council compared to level of Rates	60	62	64	60	61	61	59	61	57

*\*Note: A revised measurement scale has been used to analyse Corporate Image results. Further details are provided in Section 1.2 Reading the Results.*

### CORPORATE IMAGE AREAS

All Corporate Image aspects returned high satisfaction levels this year except the Value for Money aspects which continued to record moderate overall results. Compared to 2003 results, Council Staff aspects were relatively consistent, whilst Council's Image and Value for Money aspects recorded minor inclines (1 – 3 points). The most noticeable incline (3 points) was recorded for the *Overall Image of Council*.

The various Corporate Image aspects all exceeded the Victorian progressive average with the exception of *General Courtesy of Council Staff* which fell just below (1point) the average.

### **COUNCIL STAFF**

All Council Staff aspects continued to return high (68 – 74) satisfaction levels consistent with results in previous years. Satisfaction remained highest for *General Courtesy of Council Staff* (74) followed by *General Efficiency of Council Staff* (71) and *Responsiveness to Complaints* (68).

Overall scores were consistent with 2003 results, with the various Council Staff areas all remaining relatively level with only marginal (1 point) increases recorded. Council continued to exceed the Victorian Progressive average for all *Council Staff* aspects, except *General Courtesy of Council Staff* which again fell just short.

Younger respondents aged 18 – 25 years tended to record lower satisfaction ratings for each of the Council Staff aspects whilst older respondents aged 60+ years tended to record slightly higher overall results.

Satisfaction was high across the localities for each of the Council Staff aspects.

### **COUNCIL IMAGE**

The Council Image aspects all maintained high levels of satisfaction, with marginal (1 - 3 point) increases recorded. Satisfaction remained highest for *Presentation of Local Area to Visitors* (72). The Council continued to compare well against the Victorian Progressive average, comfortably exceeding (3 – 6 points) the progressive average for each of the Council Image aspects.

Across the municipality, satisfaction levels were slightly lower for South West (66 – 68) and marginally higher for East (71 – 74), although satisfaction levels were all in the high range.

### **VALUE FOR MONEY**

Satisfaction increased marginally (2 points) for each of the Value for Money aspects compared to 2003 results but remained in the moderate range. Satisfaction remained lowest for the *Current Level of Council Rates* (59 – moderate) and highest for *Performance of Council Compared with Level of Rates Paid* (61). Council exceeded the Victorian Progressive average for each of the *Value for Money* aspects, including The Current Level of Council Rates.

Younger respondents aged 18 – 25 years recorded lower (52 – 54, low) satisfaction ratings for each of the Value for Money aspects compared with remaining age groups which all returned moderate (55 – 64) results.

Across the municipality, the various localities all returned moderate (56 – 62) satisfaction levels for each of the Value for Money aspects. East tended to record marginally higher results (61 – 62, moderate) compared with either North west (56 – 59) or South West (58 – 61).

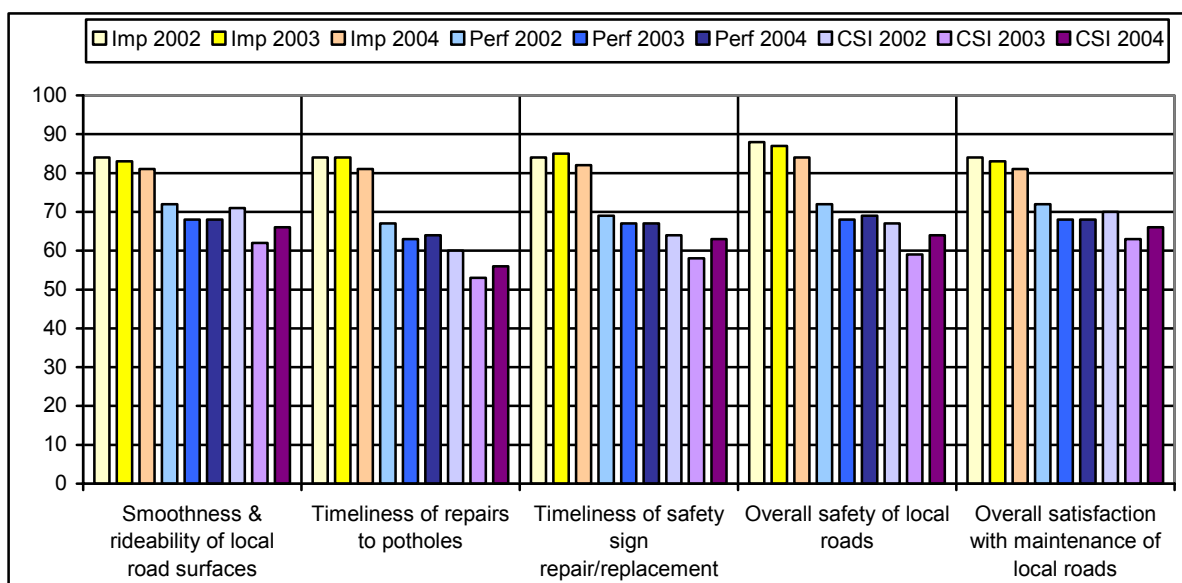
## 5. ADDITIONAL QUESTIONS

The City of Monash commissioned a further 15 specific questions which are summarised below.

Readers who wish to gain a more complete appreciation of the community's response to these questions are encouraged to examine the detailed tables in the Appendices. A general analysis of the response is contained below.

### QUESTION

Council is responsible for maintenance of *local* roads (excluding major roads) within the municipality. For each of the following aspects of Council's Sealed Roads Maintenance Service, please rate the importance of that aspect, and how well the Council performs that service on the road in your street.



Consistent with 2002 and 2003 results, *Smoothness and "rideability" of local road surfaces* and *Overall satisfaction with maintenance of local roads* have remained the aspects with the highest satisfaction scores (66 – high range). Satisfaction with these and the other three Sealed Road Maintenance aspects, increased from 2003 results. These increases were generally driven by decreases in importance ratings.

*Timeliness of repairs to potholes* remained the aspect with the lowest satisfaction score, returning a result in the moderate range (56). Satisfaction increases were most noticeable for *Timeliness of safety sign repair or replacement* (5 points) and *Overall safety of local roads* (5 points).

Results for male and female respondents were similar across the individual aspects although increases in female respondents' performance ratings for both *Overall safety of local roads* and *Overall satisfaction with maintenance of local roads*, drove greater satisfaction increases (5-6 points) for both aspects.

Lower importance and higher performance ratings across the aspects drove higher CSI scores for respondents in the 60+ age group. South West respondents tended to record noticeable increases in satisfaction results (6-13 points) for each of the Sealed Road Maintenance aspects. These increases were driven by a decline in importance ratings and an increase in performance ratings.

**QUESTION**

If you rated Council's performance as Low or Very Low for any aspect listed in the table above can you please explain why:

A summary of results is shown in the table below. (More than one response possible)

DESCRIPTION	%
Don't Know / No response	39%
Repairs take too long / not attended to	19%
Poor road surfaces	12%
Traffic management / Safety / Speed limits issues	10%
Inadequate repairs / maintenance	8%
Poor Council service / Conduct	7%
Improve/ Increase signage	6%
Uneven/ Poorly maintained footpaths	3%
Other	4%

**QUESTION**

Respondents who had been living in their street for more than five years (76%) were asked:  
How would you rate the general road condition within your street compared to five years ago? Is it:

Year	Much worse today	Worse today	Neither better nor worse	Better today	Much better	No response	Mean
2004	1%	6%	68%	18%	4%	2%	3.18

Year	Much worse today	Worse today	Neither better or worse	Better today	Much better	No response	Mean
<b>Within the municipality</b>							
2002*	1%	2%	43%	46%	7%	1%	3.55
2003*	2%	7%	49%	36%	6%	1%	3.36

The majority (68%) of respondents indicated that the general road condition within their street compared to five years ago is neither better nor worse. Remaining respondents were more likely to perceive an improvement than a decline, with 22% indicating their street is better (18%) or much better (4%) today and 7% indicating their street is worse (6%) or much worse (1%) today.

In the 2002 and 2003 surveys a similar question was asked, however respondents were asked to rate the general road condition within the municipality compared to five years ago. This allows for some comparison with results showing that in previous years, respondents were clearly more likely to have noticed an improvement in the condition of roads within the municipality (better/much better: 53% in 2002, 42% in 2003) compared to 2004 respondents' consideration of their own street (22% better/much better today).

Across the localities this year, North West respondents were more likely than those residing in other parts of the municipality to indicate the condition of their street was neither better or worse (72%). South West respondents were the least likely to indicate this option (60%) and more likely than those in other localities to have noticed an improvement (34% better/much better today).

Note. 2002 and 2003 results have been adjusted to account for 'no response' data and allow some comparison with 2004 results.

**QUESTION**

*What City of Monash events have you been involved in that have made you feel included in and connected to the Monash community, that is, what events and activities have made you feel a part of the Monash community?*

A summary of results is shown in the table below. (More than one response possible)

DESCRIPTION	%
Don't know / No response	54%
Nothing / Not aware of any	9%
Carols by candlelight (in Jells Park) / Christmas events	7%
Festivals / Fetes / Concerts / Exhibitions	6%
Volunteer / community group / Neighbourhood Watch / Meals on Wheels	5%
Sporting activities / clubs / events / Olympic Torch Relay	4%
Library activities	4%
Australia Day events	4%
Haven't been involved / Not interested	3%
Arts / Cultural activities / venues	3%
Seniors activities	2%
Child health / Health activities	1%
Specific ceremony / commemoration event	1%
Public open space / Environment	1%
<i>Other</i>	7%

**QUESTION**

*If you do not feel included in and connected to the Monash community, can you suggest ways in which Council can improve this?*

A summary of results is shown in the table below. (More than one response possible)

DESCRIPTION	%
Don't know / No response	80%
Improve / increase activities / facilities	6%
Improve / increase publicity / information	5%
Increase / improve transparency / consulting with community	2%
No suggestions	2%
I don't have time	1%
Not important / Individual choice / responsibility	1%
<i>Other</i>	4%

## QUESTION

From the list below, please indicate how you currently find out about Council events, decisions and other news? (More than response possible)

INFORMATION SOURCE	% CURRENTLY USE
Advertising in local newspapers	74%
Stories in local newspapers	67%
Monash Bulletin (Council's resident's newsletter)	49%
Word of mouth	33%
Brochure on specific Council decisions	23%
Personal letter to you	19%
Display in shopping centre	19%
Monash City Council website (www.monash.vic.gov.au)	4%
Other	2%

'Other' specified comments were:

MVRC, Boards, Family days - display board at Corner Springvale and Waverley Roads, Displays at the library, Information displayed in neighbourhood houses and libraries, Town plant policies on properties in our area, Library display.

Newspapers and a newsletter were the most popular information sources currently used by respondents to find out about Council events, decisions and other news. 74% of responses indicated *advertising in local newspapers*, 67% *stories in local newspapers* and 49% the *Monash Bulletin*. The *Monash City Council* website was the least used information source (4%).

Across the demographics, results were generally consistent for the most commonly used information source, *advertising in local newspapers*. Younger respondents (18-25) were less likely than those in other age groups, to find out about Council events, decisions and other news through stories in *local newspapers* (41% compared to 63%-72%). This younger age group were also less likely than older respondents to indicate *brochure on specific Council decision* (10% compared to 22% - 26%) and *Monash Bulletin* (32% compared to 43% - 56%).

Compared to Australian born respondents, overseas born respondents were less likely to currently use *stories in local newspapers* (72% and 60% respectively) and more likely to use a *personal letter* (18% and 23% respectively).

## QUESTION

*Council needs to ensure that the right methods are used to inform residents about Council events, decisions and other news. From the following list, please indicate which 3 options you believe are the best way of finding out about Council news. Please rank 1 - most preferred, 2 - second most preferred and 3 – third most preferred:*

METHOD	PROPORTION OF COLLATED PREFERENCES
Advertising in local newspapers	66%
Stories in local newspapers	54%
Monash Bulletin (Council's resident's newsletter)	48%
Brochure on specific Council decisions	38%
Personal letter to you	33%
Display in shopping centre	15%
Monash City Council website ( <a href="http://www.monash.vic.gov.au">www.monash.vic.gov.au</a> )	8%

As with information sources currently used, newspapers and a newsletter were the most commonly mentioned (as first, second or third preference) methods of preference. Overall, *advertising in local newspapers* was the method most commonly mentioned by respondents (66%), followed by *Stories in local newspapers* (54%) and the *Monash Bulletin* (48%). These top three preferences were consistent with respondents top three information sources currently used to find out about Council events, decisions and other news (see discussion for previous question). The *Monash City Council* website was the least mentioned method (8%) respondents preferred as the best way of finding out about Council news.

Looking at the individual preference results, *advertising in local newspapers* (37%), the *Monash Bulletin* (15%) and *a personal letter* (15%) were the options most commonly indicated as most preferred way of finding out about Council news. *Stories in local newspapers* (28%), *advertising in local newspapers* (16%) and the *Monash Bulletin* (16%) were the options most commonly indicated as the second most preferred way of finding out about Council news. The *Monash Bulletin* (17%), *brochure on specific Council decisions* (16%), *advertising in local newspapers* (14%) and *stories in local newspapers* (14%) were the options most commonly indicated as third most preferred way of finding out about Council news.

Across the demographics, results were generally consistent although respondents in the 18-25 years age group were more likely than older respondents to prefer (overall) *advertising in local newspapers* (74% compared to 65% - 69%). Respondents aged over 60 years were the least likely age group (overall) to prefer the *Council website* (4% compared to 9% - 12%) as the best way of finding out about Council news.

## QUESTION

What is the one thing you would like to see Council do in order to improve its communication with local residents?

A summary of results is shown in the table below. (More than one response possible)

DESCRIPTION	%
Don't know / No response	65%
More information / advertising of Council meetings / community events	15%
Councillors more accountable / approachable	6%
Monash Bulletin/ Improve delivery / regularity	4%
I am happy with the Council	3%
Consult with the community	2%
Improve financial management / rates	1%
Improve traffic management / parking	1%
Other	5%

## QUESTION

Respondents who receive Council's three-weekly newsletter, the Monash Bulletin (55%) were asked: *Thinking about the amount of information currently provided in the Monash Bulletin, would you like to see:*

A lot more information	A bit more information	The same amount of information	No response
15%	31%	47%	8%

Respondents were divided between a preference for more information (46% wanted to see *a lot more* or *a bit more information*) and *the same amount of information* (47%) currently provided in the Monash Bulletin. Of those wanting to see additional information, twice as many indicated a preference for *a bit more information* (31%) than indicated a preference for *a lot more information* (15%).

These top line results were generally consistent across the demographics. Male and female respondents tended to return similar results, with both more likely to want to see *a bit more information* (male: 31%, female: 31%) in the Monash Bulletin.

Across the age groups, respondents aged 18-25 years were more likely than older respondents to prefer *the same amount of information* (53% compared to 45% - 47%) and less likely to prefer *a bit more information* (20% compared to 31% - 34%).

Respondents in the North West locality (54%) were more likely than those in the East (44%) and South West (41%), to prefer *the same amount of information*.

Respondents born in Australia were also more likely to prefer *the same amount of information* in the Monash Bulletin (49%), compared to those who were born overseas (43%).

## QUESTION

Respondents who indicated they would like to see more information in the Monash Bulletin were asked:  
*Please describe what type of information you would like to see more of?*

A summary of results is shown in the table below. (More than one response possible)

DESCRIPTION	%
Don't know / No response	38%
Council decisions / services	25%
Local news / events	19%
Future / current activities	8%
General	3%
Planning / project updates	3%
Community groups	2%
<i>Other</i>	13%

## QUESTION

*How often have you needed to contact your Council office (at Glen Waverley or the Oakleigh Service Centre) to gain information on general issues in the last 12 months?*

Never	Once	2 – 4 Times	Approx every 2 months	Monthly	More than once a month	No response
28%	20%	18%	1%	<1%	<1%	32%

Respondents were most likely to have *never* contacted their Council office in the last 12 months (28%) or contacted up to 4 times (38% - *once*: 20%, *2 – 4 times*: 18%). Just over 1% of respondents had contacted the Council office *approximately every 2 months* (1%) or more frequently (*monthly*: <1%, *more than once a month*: <1%).

Only minor variations were shown in results for male and female respondents. Younger respondents (aged 18–25 and 26-39 years) were more likely than those in the older age groups to have had no need to contact their Council office (32%-36% compared to 27%). Respondents in the 40-59 age group were more likely than younger and older respondents, to have contacted *2-4 times* in the last 12 months (23% compared to 2%-17%).

Across the localities, respondents in the North West (34%) were more likely than those in the East (27%) and South West (23%) to have *never* contacted their Council office. Australian born (31%) respondents were more likely than those born overseas (24%) to have had no contact although the latter returned a higher no response rate (38% compared to 29% of Australian born respondents).

**QUESTION**

*In the past 12 months, do you feel that Council customer service standards have:*

Improved	Remained the same	Declined	No response
9%	70%	4%	16%

The majority of respondents (70%) feel Council customer service standards have *remained the same*. Changes in customer service standards were perceived by 13% of respondents; more (9%) respondents have noticed an improvement than a decline (4%).

Results were generally consistent across the demographics however, across the localities South West (12%) respondents were more likely than those residing in the North West (7%) and East (8%) to perceive an improvement in customer service standards. Respondents born overseas (13%) were also more likely to perceive an improvement in customer service standards, compared to those born in Australia (6%).

**QUESTION**

Respondents who indicated they felt that Council customer service standards have declined were asked:

*Why?*

A summary of results is shown in the table below. (More than one response possible)

DESCRIPTION	%
Poor customer service / quality of staff	42%
Lack of action / response	24%
Lack of confidence	8%
Don't know / No response	8%
Increase in costs / fines	5%
<i>Other</i>	17%

**QUESTION**

*What are the two things you like best about living in the City of Monash?*

A summary of results is shown in the table below. (More than one response possible)

<b>DESCRIPTION</b>	<b>%</b>
Access to facilities	35%
Don't know / No response	21%
Access to shops	16%
Environment	16%
Parks	14%
Peace and quiet / safety	12%
Community / people	12%
Cleanliness	10%
Proximity to Melbourne	5%
Access to school / work	4%
<i>Other</i>	14%

**QUESTION**

*What are the 2 things that you would most like to see improved within the City of Monash?*

A summary of results is shown in the table below. (More than one response possible)

<b>DESCRIPTION</b>	<b>%</b>
Don't know / No response	28%
Traffic / change in traffic conditions	15%
Cleanliness / maintenance	15%
Improve public facilities	12%
Council service / rates	10%
Parking / parking availability	10%
Planning / lower density housing	9%
Waste management	7%
Family, aged and youth services / issues	6%
Increase in public transport	4%
Improve / repair lighting	4%
Trees / Public open space	4%
Safety / drug issues	3%
Animal / Pest control	2%
Shopping / Eateries	1%
<i>Other</i>	12%

# **APPENDICES**

## **DETAILED RESULTS**